

# YOUR COUNCIL NEEDS YOU!

Dear all,

We hope you are keeping well and are ready for all that 2021 is set to bring.

You'll have heard about the council's 'Team Caerphilly - Better Together' transformation programme, which has three elements which underpin it. They are:

- **Improving the way we work**
- **Enhancing our relationships with our communities and partners**
- **Developing proud and trusted staff**

Lots of work and pilot initiatives have taken place since the transformation programme was first introduced to lay the foundations, as well as lots of staff engagement to find out what is important to you and how you think things could be improved to make what we do a little more effective or efficient.

The COVID-19 pandemic has also undoubtedly changed the way some of our services are delivered to our communities and rapidly sped up the scale and pace of change. You'll be aware from their regular updates that the Chief Executive and Leader have been very complementary about the way staff have adapted to change and reshaped council services, in some instances overnight, in order to protect 'our people and our place'.

The council is keen to build on the transformation work carried out to date, the pilot initiatives, the staff engagement and the changes to the way some of our services are delivered as a result of COVID-19 and take things several steps further.

The Leader and her Cabinet have therefore agreed that 10 'Corporate Reviews' will be carried out over the coming weeks and months, which are taking on board the feedback and comments from staff and our communities.

## **But we need your help!**



TeamCaerphilly  
BETTER TOGETHER



## WHAT ARE THESE REVIEWS, AND HOW DID THEY COME ABOUT?

As we mentioned above, the reviews have largely come about from the work carried out to date on developing and implementing the 'Team Caerphilly – Better Together' transformation strategy, while looking to accelerate the speed and scale of change of opportunities that the pandemic brought about in the way we deliver some of our services in future.

Lots of work – both before COVID and during – has been carried out to engage with staff and to find out what is important to you. You may remember that back in January and February last year, the Corporate Directors held a number of staff engagement sessions up at Llancaiach Fawr. The feedback from these, and ongoing engagement with staff on 'lessons learned' from the COVID pandemic have been really important in helping shape these corporate reviews.

The 10 'Corporate Reviews', which are each being led by a Head of Service, are:

<b>Corporate Review:</b>	<b>What it's all about:</b>
<b>Walk In Services Review</b>	This review will make and consider recommendations for a new model for 'walk-in services' to improve the customer offer and concentrate our walk-in services in potentially fewer, well-located locations. It will allow our customers to access multiple services from a single location.
<b>Remote Contact Review</b>	Making sure that customers can access Council services remotely, at a time and in a manner that suits them, while delivering a consistent level of service. This review will focus on telephone contact, the development of the CCBC website as a portal for customers and staff, and the way we resolve customer complaints.
<b>Frontline Delivery Review</b>	This review will focus on making best use of all available tools and resources to make sure that we are well equipped to continue to deliver frontline services for the benefit of our communities. It will also focus on ensuring the council is addressing the issues that matter most to our residents - in partnership with them.
<b>Support Services Review</b>	This corporate review will focus on ensuring our 'support services' which support the organisation as a whole are as efficient, effective and economic as they can be - and operate at the forefront of business and technological change.
<b>Information, Insight and Intelligence Review</b>	Developing the way in which the Council collects, stores and uses data, to make informed decisions and plan for the future. This Corporate Review will audit our current level of data, improve the way we provide reports and analysis, and build software skills for our staff, while also overseeing the implementation of our ICT Strategy.
<b>Agile Working Review</b>	Taking our learnings from the pandemic, this corporate review seeks to define the approach to agile/flexible working and associated resource requirements, review our policies and procedures, understand the impact on our assets, the local economy and our community and equip our people with the skills to work and manage in a remote/hybrid way.

<b>Sustainable Financial Planning Review</b>	This corporate review will look into our internal invoicing processes, council regulations and long term financial planning as well as a review and refresh of our investment strategy. We will also be looking at invoice centralisation and developing a training offer for staff on all things financial within the Council.
<b>Workforce Development Review</b>	This corporate review seeks to develop strategies and frameworks to support employee well-being and drive our workforce development, comprehensively review our end-to-end recruitment processes and redefine our learning and development offer.
<b>Corporate Volunteering and Community Partnerships Review</b>	This review aims to build on the community spirit seen through COVID-19, making it the backbone of the county borough. This will include the development of a 'Corporate Volunteering' policy that will assist staff in helping increase volunteering capacity, as well as building on relationships with community groups, voluntary organisations and individuals in building 'community capacity'.
<b>Decision Making Review</b>	Making sure we have a decision making process which is as robust and agile as possible to enable us to deliver services, is a key part of the Corporate Review process. This review will look at the decision making process, committee effectiveness with a view to listening to the feedback and lessons learned from our response to COVID to support staff and members in the decision making process.

## OK GREAT, BUT WHAT DOES THIS MEAN FOR ME?

While these reviews are being led by a Head of Service, with support from the transformation team and other senior managers, quite simply, nobody knows their service areas better than our staff!

We'd love to involve as many staff as possible in this corporate review process and would encourage anyone with a keen interest in helping shape the future of any of these service areas to get in touch. There are several work streams being identified under each of the corporate review areas that would benefit significantly from staff input and involvement.

Staff can get involved in a number of ways.... You may like to consider:

- **Joining one of the project teams that will oversee the delivery of these 10 corporate reviews (this will not be a redeployment - it'd be alongside your existing role so getting manager approval is very important)**
- **Participating in a staff focus group - these will take place over the coming weeks and months as staff insight and continuous engagement in this process is key**
- **If you don't want to take an active role but would still be interested in keeping in the loop, we'll be regularly updating staff on the latest developments**

## WHAT ARE THE BENEFITS? AND SHOULD WE BE WORRIED THAT THESE REVIEWS ARE TAKING PLACE?

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There are so many benefits to getting involved in this corporate review process. You'll be able to directly help shape the future of council services as we look to the future and will be able to ensure your ideas and suggestions are heard.

Staff members who join a project team can also benefit from some informal, introductory programme/project management training from other members of staff with experience in this area.

These reviews, like the whole transformation programme, are intended to make sure that as a council, we are as effective, efficient and fit for purpose as possible when delivering our services to and with our communities in future. They are opportunities to explore new ideas and look at innovative ways of doing things. They are something to embrace - not to feel worried about.

Put simply, since the pandemic in particular, the council has seen on a daily basis what a future model of delivery could look like for the residents and businesses of Caerphilly county borough. This is your chance to get involved!

## WHAT DO I NEED TO DO TO GET INVOLVED?

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If you've reached this far in this update - great! It's fantastic that you're keen to get involved.

The first step is to determine what level of involvement you'd like to have in the corporate reviews and which review in particular you'd be most keen to get involved with. We're keen for a cross-section of staff from all service areas to get involved. For example, you don't have to work in a 'frontline' service to get involved in the 'frontline services' review! Everyone has valid opinions, ideas and views and we want to hear from you.

### **If you'd like to consider being involved in a corporate review project team:**

- Please speak to your manager to ensure they are in agreement. This is important, as the expectation is that your input into the project team will be made alongside your own role
- Consider which of the corporate reviews you are interested in being involved in - and why
- Complete the attached simple 'expression of interest' form and return to us at [TEAMCAERPHILLY@CAERPHILLY.GOV.UK](mailto:TEAMCAERPHILLY@CAERPHILLY.GOV.UK) by Friday 26th February 2021

### **If you'd be interested in being involved in a focus group(s):**

- Consider which of the reviews you'd like to offer an input into - and why
- Simply email [TEAMCAERPHILLY@CAERPHILLY.GOV.UK](mailto:TEAMCAERPHILLY@CAERPHILLY.GOV.UK) outlining which you'd be interested in being involved with
- Please get in touch by Friday 26th February 2021

Regular updates on progress and latest developments will also be circulated to staff to make sure everyone is kept fully informed on the transformation agenda.

**Please don't hesitate to contact the Transformation Team by emailing [TEAMCAERPHILLY@CAERPHILLY.GOV.UK](mailto:TEAMCAERPHILLY@CAERPHILLY.GOV.UK) if you have any queries or would like to discuss anything further.**