

HDC TRANSFORMATION PROGRAMME
WORKSTREAM: CULTURAL CHANGE

HIGHLIGHT REPORT: Date 21 February 2013

Workstream Sponsor: Anna Graves
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Brief Description of Workstream
To design, develop and deliver and embed a Culture Change Programme for HDC by <ul style="list-style-type: none"> § Determining corporate values that underpin the behavioural competency framework; a set of rules that we live and work by. § Linking those values to the a Reward and Recognition Scheme (STARs)

Period Covered To: 21st February 2013

Current Status: **Red** **Amber** **Green**

Project Plan (Summary)	Date(s)	Status RAG/✓
MILESTONES		
Phase 1 Determine the Corporate Values rough research with colleagues at all levels through the Staff and councillor Surveys and listening groups with CMT/SMT and colleagues.	August/September 2012	✓
Phase 2 Defining the Values and bringing them to life through Culture working party.	September/October 2012	✓
Phase 3 Undertake preparations required to launch the values including, branding, workshop design and promotional materials	October and November 2012	✓
Phase 4 Launch the values to all staff initial launch on December 14 to CMT/SMT then to teams w/c 17 December	December 2012 and January 2013	✓
Phase 5 keeping the Values alive and keeping colleagues engaged by ensuring the reward and recognition tools are implemented and used effectively, Induction and other HR elements are linked to the values, and communications are themed under the values	January 2013 onwards	Green

Update
<ul style="list-style-type: none"> § Additional sessions were held with Customer service, Revenues and Benefits. The only team still to have their launch are Lifeline which takes place this month due to the complexities of these services in terms of rota/customer availability. § A simple thank You e-cards have been designed which will be available on the intranet at the end of February § The Reward and Recognition Scheme(STARs) was announced in the Core brief, and employees have been asked to nominate to the Stronger Together email address. § Remote working module is now live to support remote working. § L&D Officers Action learning Training has been delayed by East Mids

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Councils, This now commences at the end of March, HDC sessions commence in April

§ First Value of the Quarter was decided as “We Value and Are Valued” to tie into the STARS Launch. A newsletter by the Values team is being produced which provides information about the value, some suggestions as to things people can do to live that value and a focus on a team within HDC and how they are living the value. This will be distributed to all staff and members w/c 20th February

§ Next Actions

Other Information

This workstream has a number of interdependencies with other projects in the organisation and ensure they are being worked on. Further information has been included in the quarterly “Value of the Quarter”. Meetings to take place with the Values team to determine the first quarterly value and some suggested activities related to this to promote it.

§ Liaise with Communications regarding arranging articles in Harborough news under the headings of the Values – Harborough news is changing and will be on the Harborough website. We are looking at how we can ensure the values are communicated.

§ A new Customer Services programme is being proposed, which would link into the values. This is just in the initial stages at present and no work has been done on this as yet.

Key to Risks

L = Likelihood	1 Almost Impossible	3 Low	5 High
	2 Very Low	4 Significant	6 Very High
I = Impact	1 Negligible	3 Critical	
	2 Marginal	4 Catastrophic	

Significant Risks to Achievement of Objectives

Risk	Mitigating Actions	Owner	L	I
Not all staff will engage with these values and see them to be another change	We need to ensure that the values are demonstrated by everyone – CMT, SMT as well as Colleagues. We need transparency in that if people behave in a way that does not represent the values, they can be constructively challenged without fear of retribution. The values need to be central to everything we do i.e. set up communications under the Values headings, refer to them in our recruitment and appraisal process. The values team are involved in the communication and launch process.	JH	4	2