

## **Annex 2 – Summary Feedback from the Staff Consultation**

### **Positive support for the way that staff were engaged and consulted**

1. There was positive feedback about the way that the consultation process had been undertaken, with appreciation for the detailed information being made available to all staff at the same time and multiple opportunities created to engage, ask questions and to feed back.

### **Strong support for the need for change**

2. The vast majority of Heads of Service and staff more generally recognised the pressing need for change and the key drivers for change outlined earlier in this report and in the consultation report.

### **Strong support for the need to improve capacity**

3. There was also strong support from the vast majority of Heads of Service and staff that responded for the proposed actions to increase capacity within the organisation including the reduction in the number of Heads of Service posts, the creation of additional posts, enhancing accountability, and addressing the identified areas of overlap and duplication at Head of Service level.

### **Strong support for the proposed changes**

4. Out of all the proposals, the strongest support by far from those responding was the opportunity for digitally led transformation, the opportunity to bring together related ICT and office based customer contact functions under the new Head of Digital and Service Transformation.
5. Strong support was also given to the importance of digital investment although some staff were concerned about the long-term impact on jobs and that staff may need to relocate. There was also strong support for the benefits of undertaking business process improvements.

### **Questions and concerns raised**

6. Feedback from staff on any questions or concerns were encouraged throughout the consultation process and those raised were either responded to in writing, through the frequently asked questions made available to all staff, or verbal responses provided in the consultation or feedback meetings.
7. The most common questions or concerns raised sought reassurance about the potential for further changes to be made beyond what had been proposed, including whether further staff would be impacted by changes down the line such as concern for job losses in the contact centre and business support.

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## Strategy and Resources Committee

### 25 September 2018

8. There was also concern that some staff or staff groups would have to change work locations and concerns from a small minority of staff about whether bringing together related functions would achieve the expected benefits. Questions were also raised by some staff about the workloads on a reduced number of Heads of Service although a similar number of staff saw clear benefits from a smaller Head of Service team in terms of accountability and more efficient working arrangements. The most strongly voiced concerns from a minority of staff related to the potential loss of operational knowledge that may arise from a smaller Head of Service Team and the need to press ahead with other changes in Venues to improve operational capacity.