

Key Messages for Staff

Summer 2019



- SBC aims to ensure it is in the **best shape to meet future challenges, take advantage of new opportunities and deliver the best possible outcomes for Borders communities**. In order to do this, the council has launched a large scale programme of transformation called Fit for 2024.
- Fit for 2024 is **‘the next generation’ of transformation**. It means **reshaping the Council, our engagement with our citizens and communities, and how we go about our business, in ways which are truly fundamental**.
- We have a good record in responding to the financial challenges of the last decade BUT **all ‘easy wins’ were captured long ago**. The level of challenge ahead represents something in terms of **scale and nature beyond anything the Council has required to respond to before now**.
- In addition, **we face many other challenges** - ever greater demand for our services, a growing older population, increasing inequality, a constantly changing digital world, and changing customer expectations – to name but a few.
- At the same time, we have the chance to **grasp some potentially transformative opportunities** including the South of Scotland Enterprise Agency, Borderlands, the City Deal and the Local Governance Review – the last in particular opens up a window of opportunity to redesign how we do things in the Borders to optimise outcomes for the people we serve.
- This is not all about making savings – like every local authority we face financial pressures, but at the same time **we will not avoid making vital investment** decisions where it is in the best interest of our area to do so.
- Every aspect of how the Council delivers will be under **intense scrutiny and subject to change** – structure, management, workforce, business processes and productivity.
- Key areas of focus will be making best use of our **properties**, progressing **digital** services and improving **community engagement**.
- **Job roles, team structures and pay scales will be reviewed** in order to make necessary changes to **embed consistency and flexibility across the organisation**.
- In addition to this, we will be undertaking a range of other **large scale change programmes which aim to deliver the best for communities** whilst ensuring fundamental changes take place.
- We have always said we are ambitious, and will continue to strive for excellence which is why this has to happen now.
- **This will challenge everyone** – there is no denying it. It will take huge endeavour from officers working individually and collectively to deliver the kind of Council and outcomes we

seek. In so striving, we can set an example for partner organisations and for the Borders general public.

- If we are to deliver a Council that is 'fit for 2024', there's something else vital which emerges from our Corporate Plan, and that's the idea that the scale and breadth of challenge can be met only if **all of us play our part** – citizens, communities, businesses, stakeholders, partners, Elected Members and everyone of us privileged to work for Scottish Borders Council.

Play #yourpart and keep updated:

- Remember to keep up to date at www.scotborders.gov.uk/staff
- You can visit www.scotborders.gov.uk/fitfor2024 to find out more about the programme.