



When the first A&I FF24 Staff Briefing Note was issued in February 20, it was hoped that this would be the start of regular communications to keep you updated with the Council's Transformation / FF24 Roads/Infrastructure & Parks/Environment Review. Unfortunately an impact of Covid was that review work was put on hold as dealing with the pandemic took priority.

So firstly we **apologise** for not being able to communicate with you as planned during last year and review & feed back to you after the staff engagement sessions held late 2019 and early 2020.

Attention is now being given again to the FF24 review works across *all A&I services* - **a fresh start**.

Many of you will have been in this position before, will have heard about "service reviews & change happening & wanting to get you involved". With such a large operational workforce, even with the best of intentions, sometimes delivering on plans isn't always possible or, for various reasons, isn't able to happen in the way intended.

We want to reassure you that one of our priorities is to keep you informed, as things are happening and not just at the end once things have happened and decisions have been made; to work with you and to aim to give you the opportunity to be involved (where we can and if you want to be).

## The A&I Team

The A&I Team working on the review with services and staff include HR Business Partner – Dee MacLean; Finance Business Partners – Jill Fleming & Lisa Anderson, IT Business Partner – Graeme Dobson & Transformation Partners – Andrew Medley & Julie Rankine.

Engaging with all staff is one of the most important things that we want to achieve but we need your help in looking at how we can do this successfully, especially given the changes due to Covid e.g. large staff depot meetings are just not able to take place as they previously would have.

## Communications & Engaging with each other – Office-based, Mobile & Depot-based staff

**You have a key role to play.** Staff already with an SBC email account and access to a laptop or computer can keep in touch much more easily than frontline staff.

Engaging successfully with such a large operational workforce is very challenging but our plans are:

- regular written **staff briefings** will be issued – please read these
- depots will soon have sealed **suggestion boxes & suggestion slips** – which will be checked regularly and anything raised will be looked at and feedback given
- **depot notice boards** and the **staff webpages** will be kept up-to-date
- **virtual meetings** - we are currently working with CGI on gradually delivering **digital/IT improvements to depots** which will mean we are able to hold face to face virtual meetings either on an individual basis or in small groups with depot-based staff where you will be able to let us know your views / ideas or get an update on progress.
- you can also make contact directly with Julie (taking on lead role in staff engagement)

## Ways to get involved and have your say

We want to give staff, from the full range of our service roles, including frontline staff, the opportunity to be involved and influence how our services are shaped and delivered in the future.

We are currently working on identifying the key priority projects. Some projects will have working groups set up and, in addition to working closely with A&I Service Managers & Local Trade Union Representatives, there will be places available for staff to be members of these groups.

This is a real opportunity for us to work together, for staff to develop skills or put existing skills to use and your input will be invaluable in ensuring that our services are the best they can be.

We encourage you to get involved so if you feel that you may have some time, no matter how little, or are interested in hearing more or have any other ideas about how we could communicate with you better, please contact Julie directly (details below).

## Staff Engagement Sessions 2019 & 2020

Roads/Infrastructure & Parks/Environment Staff Engagement Sessions were held in December 2019 & January, February 2020 and Covid meant a delay in providing you feedback after these. A summary of the key points raised at these sessions is being finalised and will be circulated soon.

## John Curry, A&I Service Director Update

"FF24 aims to ensure that our services meet our users' needs. To realise this, it is vital that our staff know the important role they play; that they are trained, safe and happy. Importantly, our staff have the opportunity to influence ways in which services can be delivered more effectively and efficiently and where technology can support this."

"We face a number of challenges not least the demand and expectations around our services from others but internally, ranging from an aging workforce, budget pressures, and the ability to recruit and retain staff in addition to Covid-related pressures."

"The FF24 programme is about improving services but also improving the workplace and the environment. FF24 isn't just about savings. We need to work with our staff and teams so that they can be involved and engaged in why and how we shape our services for the future."

"As part of the FF24 programme we will be seeking external support to facilitate the development of a transformative business model and action plan for the Roads and Infrastructure Service. This exercise is essential to ensuring that the service continues to be viable and sustainable in the long term to provide stability to our staff and communities to address challenges that we will face in coming years. This will be directed by the Service Director working closely with the Chief Roads Officer as well as staff across the service."

"The review work is critical to sustaining and improving our services and your co-operation and help in making progress with these projects is greatly appreciated."

## More information

For more information on any aspect of the review or to provide any comments, you can contact **Julie Rankine**, Programme Manager on 07818 861902 [jcrankine@scotborders.gov.uk](mailto:jcrankine@scotborders.gov.uk), your **Service Manager** or your **local Trade Union reps** who are also keen to hear your views and will ensure they are passed on.

- David Bell, Unite the Union, [dabell@scotborders.gov.uk](mailto:dabell@scotborders.gov.uk) 07928 875 689
- Kaymarie Hughes, Unison Branch Secretary, [Kaymarie.hughes@scotborders.gov.uk](mailto:Kaymarie.hughes@scotborders.gov.uk)  
[Kaymarie.hughes@unionscotborders.org.uk](mailto:Kaymarie.hughes@unionscotborders.org.uk); 07398 262 343
- Malcolm Drysdale, GMB Union, [Malcolm.Drysdale@scotborders.gov.uk](mailto:Malcolm.Drysdale@scotborders.gov.uk) 07500 918 529

## SBC Staff Survey

The Council's new [staff survey](#) covering *Your Health, Safety and Wellbeing; Carer Responsibilities and Impact & Mainstreaming Report and Equality Outcomes* is live and open until **Sunday 31 January 2021**.

You can access the survey from any device so please take the time to complete this survey as it will inform future arrangements.

**Complete the survey:** [www.scotborders.gov.uk/staffsurvey](http://www.scotborders.gov.uk/staffsurvey)