



## Communications & Engaging with each other

We've been working hard at trying to deliver improvements to how we can communicate with each other, how we can keep you informed and how you can get involved. Updates below for your info:

- **Staff Briefings** – this one aims to give you the first update on the key projects that are being progressed under the A&I FF24 banner – see **FF24 PROJECTS UPDATE** section below
- **Depot Staff Suggestion Ballot Box system**
  - o Every depot now has a ballot box & we've received over 40 comments so far. Your managers will ensure these are reviewed regularly & feedback given to you asap.
  - o Where comments are made anonymously, a Ballot Box Poster with these Comment & Answers will be prepared & displayed on depot noticeboards every few months. N.B. Office based staff with a laptop & email account can email any comments or suggestions directly to Julie (contact details at the end) or their Line Manager.
- **Staff Engagement Session Feedback Posters**
  - o Feedback posters have been prepared to let you see the feedback that was received at the previous FF24 Depot and HQ based sessions
  - o Each depot will have their own poster which will go on notice boards & office-based staff will get a copy of the HQ sessions emailed to them
  - o Each poster will also have a summary of the most popular comment themes, information about the next steps & about how you can stay involved going forward
  - o You will also be able to see *all* the posters on the Council's Staff Webpages
    - [www.scotborders.gov.uk/info/20027/working\\_for\\_us/855/employees/9](http://www.scotborders.gov.uk/info/20027/working_for_us/855/employees/9)
- **Digital Improvements for staff & in depots** – more coming in future briefings on work to
  - o Improve connectivity & Wi-Fi facility in depots
  - o Roll out a trial in the use of 50 I-Phones & 50 I-Pads to a range of nominated frontline staff across A&I
  - o Trial the use of large TV screens in canteens which will allow the use of Microsoft Teams for staff meetings & which will allow staff access to Council information, E-Learning etc.
- **Staff Surveys** - we're looking to involve staff as much as possible in FF24 works so you may find that we issue surveys now and again to get your views on certain matters.

## Staff Survey – Contracts, Roads, Parks & Waste

We're keen to get your views on how things have worked over the last year in the below areas:

### Winter Maintenance operations & Flexible working that we saw during the Pandemic

- Both areas are covered in the one survey & if you didn't participate in Winter Maintenance and/or flexible working in other service areas last year you can just skip those questions out.
- We are keen to get as much feedback as possible from you, whether frontline or office based, on the last survey question, Q5 - Future Working Opportunities and any other thoughts/ideas.
- **You can complete the survey in a number of different ways:**
  - o Printed copies in all depots: please complete & return to Foreman or put in ballot box
  - o A link to the survey will be emailed out to staff with a SBC email account
  - o From any device by typing in
    - <https://scotborders.citizenspace.com/assets-and-infrastructure/0d74c020>
  - o The Survey Closing date is **Sunday 9<sup>th</sup> May 2021** if filling in on-line & **Friday 7<sup>th</sup> May** if filling in a hard copy in the depots.

**FF24 Projects Update** There are many projects being worked on by Managers and Teams within A&I service areas, some are Digital and others are more service focused. The 3 priority FF24 service focused ones are listed below.

### **Delivering Infrastructure Sustainably**

We are in the initial stages of a strategic appraisal of the Roads and Infrastructure Service. The purpose of this is to develop a viable, sustainable and agile operating model for this service. This will be facilitated by Kerr Houston from Houston Johnston.

The initial stage focuses on information gathering and analysis. Following this there will be a series of service area workshops that will take place during Spring/Summer with representatives from all service levels ideally being involved.

This work is essential to ensuring that the service continues to provide stability to our staff and communities and remains able to address future challenges.

**If you are interested in being involved in these workshops for your service area please send your name to Julie as soon as possible.**

### **Working Patterns & Flexible Workforce**

The Working Patterns project is a one that a number of A&I services have allocated against them as an area to investigate further to see if service improvements can be made. We'll be keeping you updated on this work in future briefings.

The Flexible Workforce project is one which the Council wants A&I to consider further after seeing how we all worked together & continued to deliver key services as we coped with the pandemic last year.

Please make sure you fill out the **Staff Survey** so that we can gather your views on this matter.

### **John Curry, A&I Service Director Update**

#### **Ways to get involved and have your say**

"Work is now progressing in a number of areas and we are keen that **you** have the opportunity to be involved and contribute wherever possible: take time to read the regular briefing notes; check out your depot notice boards or the Council's Staff Webpages; and importantly, if you have ideas about how we can improve our services, make things easier or make efficiencies, please share these with us.

The use of surveys going forward to collect your views will be vital in providing you the opportunity to have your say in how our services are delivered in the future, but you can also speak to your managers if that works better for you.

We are relying on you to get involved and contribute so that we can work together to improve our services and our workplaces. Please make sure you fill out this first FF24 Staff Survey and if you have any other comments, suggestions or ideas to offer or would like more info, use the contacts below to get your message to us. Thank you".

### **Training Opportunity**

**Please note** *Computer & On-line Basics* training courses are being held **20<sup>th</sup>, 21<sup>st</sup> & 29<sup>th</sup> April** for anyone that is interested in developing their skills in this area.

Let your Line Manager know ASAP and we can see about getting you booked in.

### **More FF24 information**

For any more information on any aspect of the review, to provide any comments or if you feel that you may have some time, no matter how little, to get involved in some project work please contact

- **Julie Rankine**, Programme Manager 07818 861902 [jcrankine@scotborders.gov.uk](mailto:jcrankine@scotborders.gov.uk)
- Dee MacLean, HR Business Partner, [DMaclean@scotborders.gov.uk](mailto:DMaclean@scotborders.gov.uk)
- Your **Line Manager, Service Manager**
- Your **local Trade Union rep** (all contact details can be found on the Staff Engagement Feedback Posters on depot notice boards).