

EAST HERTS COUNCIL

LOCAL JOINT PANEL – 3 DECEMBER 2008

REPORT BY SECRETARY TO THE EMPLOYER'S SIDE

6(B) CHANGING THE WAY WE WORK - C3W EMPLOYEE CONSULTATION AND CHANGE MANAGEMENT TOOLKIT

'D' RECOMMENDATION - to consider the Way We Work (C3W) employee consultation arrangements

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1.0 Purpose/Summary of Report

1.1 This report details the initial C3W employee consultation arrangements (The change management tool kit)

2.0 Contribution to the Council's Corporate Objectives

2.1 The C3W Programme will contribute to the delivery of all the council's priorities but particularly:

**Promoting prosperity and well-being; providing access and opportunities**

*Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.*

**Fit for purpose, services fit for you**

*Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.*

3.0 Background

3.1 The Review of Working Arrangements is a key piece of work that links Customer Service Improvement and the need to have responsive and flexible methods of working that reduce costs and administration to a minimum. The Programme Director for the Changing the Way We Work Programme (C3W) was appointed in July 2008.

3.2 In November it was agreed by the Programme Board that the initial consultation arrangements (The change management tool kit) would be developed and brought back to The Programme Board on 25 November 2008 for approval.

3.3 It was further agreed that the initial consultation arrangements of the C3W programme would be considered by the Local Joint Panel on 3 December and the Human Resources Committee on 7 January 2009.

#### 4.0 Report

4.1 The Change Management Tool Kit sets out the process for initial employee consultation on the C3W programme. Appendix 'A' (Pages 6.39 - 6.45) details the brief for Heads of Service and managers on the purpose and process for carrying out employee consultation. Appendix 'B' (Pages 6.46 - 6.53) is the consultation form that will be used by Heads of Service/managers.

4.2 The consultation meetings with staff will be carried out during December/January, being completed by 31 January 2009.

#### 5.0 Consultation

5.1 Heads of Service and Unison have been consulted. The report is subject to approval by the Programme Board on 25 November 2008.

#### 6.0 Legal Implications

6.1 Various issues will need to be considered as part of the employee consultation process. Effective communication with employees is essential to comply with Employment contractual requirements and best practice.

#### 7.0 Financial Implications

7.1 Financial implications will be assessed via the business case for each individual service.

#### 8.0 Human Resource Implications

8.1 As detailed in the report

## 9.0 Risk Management Implications

9.1 Strategic risks associated with this programme are being reported elsewhere. The main risks associated with this report are:

- Risk of alienating staff by not giving them information
- Risk of putting a service in a phase that clashes with another period of abnormally high work load
- General service disruption

The first risk will be mitigated by introducing the User Group and by having a comprehensive communications strategy. The second and third risks can be controlled by effective project planning and management that involves HoS.

### Background Papers

Various working papers from, Information and Communications, People and Organisational Services and Asset Management.

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