

21st Century Council – Lines of Enquiry

Introduction

In order to assist the Committee in their discussions we have created some indications on the lines of questioning we wish to pursue. These are not exclusive and we reserve the right to look at any other areas which emerge during the discussion. It would be helpful to the operation of the Committee if all answers are as brief as possible.

Line of Enquiry 1 – Update on Concept

This is the first public scrutiny of the 21st Century Council programme by the Committee, so without revealing any sensitive personal information can you provide a brief update on where the Council is on this “journey”?

Line of Enquiry 2 – Staff Morale

With such a huge change it is inevitable that morale will be impacted. Can you please inform the Committee what you believe the morale is? What mechanisms do you use to provide evidence of staff morale?

Line of Enquiry 3 – IT

Clearly IT is a critical component of this project. Some say the success will be almost exclusively reliant on a successful implementation of this IT. Can you provide an update on where the Council is on this important matter?

Line of Enquiry 4 – Finances

Whilst accepting that it is probably early days to confirm costs and savings from this project can you please inform the Committee whether both proposed costs and proposed savings are looking on course to be achieved?

Line of Enquiry 5 – Councillor Interactions

It is becoming clearer that the current method of interacting with Councillors is almost certainly impossible to continue. However, the interaction between Councillors and Officers is vital in their dealings with residents. Can you provide an insight into current thinking of how this might change?

Line of Enquiry 6 – Risk Mitigation

With significant changes occurring, such as the resignation of the Chief Executive, the Committee is interested in what mitigation measures are in place to handle such changes. These changes can encompass planned outcomes not actually occurring, e.g. we expected a service to operate like “this” and it looks like it cannot work this way. What are the processes in place to accommodate this sort of occurrence which may need a change in direction for that service?

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