

Objectives and Delivery Plan

People and Organisational Development

Transforming Blaby Together



Section 1 Introduction

Blaby District Council provides a diverse range of essential services to our residents and communities. The quality and effectiveness of these services rely on the commitment, ability, and dedication of our employees to remove barriers and improve the lives of our residents.

People and Organisational Development (POD) is one strand of our [Transforming Blaby Together](#) Strategy, which acknowledges the vital role that employees have in every aspect of service delivery.

Woven through our strategy are specific People and Organisational Development (POD) objectives, which ensure that these are embedded in all our transformation activities. These objectives support and drive the development of all our employees, ensuring we recruit and retain the best talent and maintain effective leadership.

This document sets out the POD objectives and summarises our plan to deliver on our aspirations.

Supporting this document is our internal delivery plan, which consists of specific projects and initiatives. These projects and initiatives are managed through our Corporate Project Framework and iPlan, our Business Planning System, which ensures we maintain focus on delivering our objectives and realising tangible savings for our District.

Section 2 – Transforming Blaby Together

Transforming Blaby Together is our over-arching response to the challenges that we face as a council. The world is changing around us, and we need to adapt. Customer base, demand, and expectations are evolving, and we need to become more responsive to meet their needs. At the same time, we are challenged by reduced finances.

Our vision for the **Transforming Blaby Together** is to enable the authority to adopt a culture of continuous improvement to facilitate opportunities and different ways of working to drive operational effectiveness and build in cost effective efficiencies. Delivering an exceptional customer experience and assuring customers are at the heart of everything the council does continues to be of high priority for the authority and the transformation programme.

Transforming Blaby Together aligns our objectives for delivering our plans across the areas of:

- Equality, Diversity, and Inclusion (EDI)
- People and Organisational Development (POD)
- Customer Insight and Engagement (CIEE)
- Transformation, Projects, and Digital (TPD)

Centered around four key themes:



Under each of these themes we explore our aspirations for the future, consider what needs to be done (our commitment) and create delivery plans, to ensure that Blaby District is a great place to live, work and visit.

Section 3 – Customers At Our Heart

Our Aspirations

Our customers are our residents, communities, and local businesses, we place them at the heart of everything we do to ensure that Blaby District is a great place to live, work and visit.

We believe that our customers should be able to access our services with ease, irrespective of the method they choose to contact us. We recognise that our customers' expectations and preferences are changing, and that time is valuable. We are one organisation and without needing to know or understand how the Council is organised our services, information and advice should be intuitive, easy to find and navigate, up to date, and accessible.

Our Commitment

One Organisation, Working Together

- We will strive to ensure our policies, procedures and services are inclusive and accessible.

Understand Our Customers and Our Communities

- We will recognise the diversity of our customers' needs in the design of our services

Right First Time

- We will support and empower our teams to place the customer's needs at the heart of every interaction

Our Plan

Action	By When
We will review our policies and procedures to ensure they are relevant, up to date, and align with recognised industry standards	Apr 2024
We will develop Customer Experience training, so all our staff understand how they can contribute to a positive customer interaction	June 2024
We will revisit our recruitment and induction process to ensure it sets the right tone and offers robust support for those starting out on their team Blaby journey to deliver quality services, excellent customer experience and support the council's transformation programme	TBC [following HR/OD workshops]

Section 4 – Prioritise Digital

Our Aspirations

The world is changing around us, our customer demand, and expectations are evolving, and we need to become more responsive to meet their needs.

We recognise the increasing demand for self-service and digital access across our district, we believe that, where it is feasible and appropriate, we should enable our customers to interact with us digitally and access services directly.

Technology moves at a fast pace, and we recognise the need for us, as a council, to remain connected with new advances in technology.

Our Commitment

Make Digital Available and Accessible

- We will focus on increasing digital capability across the organisation, providing training to further develop our digital skills and knowledge keeping up to date with new developments

Our Plan

Action	By When
We will build/initiate Communities of Practice to provide practical peer support and raise the level of our digital skills	TBC [following HR/OD workshops]
When meeting any additional needs of our people, we will ensure our processes flow to enable provision of the right tools and enabling technology to fulfill their roles the best way they can	TBC [following HR/OD workshops]

Section 5 – Challenge The Way We Work

Our Aspirations

Our people, as our greatest assets, are valued and committed to delivering quality services to our residents, businesses, and visitors, we recognise that ways of working have changed since 2020 and continue to learn lessons from our experience.

We understand the need to continuously review our processes to ensure they remain fit for purpose and are responsive to the needs of our customers.

We are committed to reducing the carbon footprint of our council, embedding a low carbon culture, and supporting our residents, businesses, and community to reduce their carbon emissions.

Our Commitment

Invest in Our People and Systems

- We will invest in our people development programmes, and the tools we use, to ensure Blaby District Council is a great place to work
- We will give our teams the transformation tools and headspace required to encourage innovation, personal wellbeing, and resilience
- We will develop our inclusive mindset by providing training to our people and councillors, nurturing diversity

Net Zero Focus

- We will explore opportunities for enhancing staff wellbeing through flexible and hybrid working arrangements

Our Plan

Action	By When
We will undertake a review of our approach to coaching and mentoring and design a performance enablement model to support our staff to achieve their potential.	TBC [following HR/OD workshops]
Through a robust programme of training and development we will empower and support managers to deliver transformational services which are sustainable and deliver positive outcomes.	TBC [following HR/OD workshops]
We will develop a Blaby District Council behaviours framework ensuring an equitable model which conveys expected standards, relevant and accessible for all employees	TBC [following HR/OD workshops]
We will make better use of our existing packages and support mechanisms ¹ for employees, shaping our approach to address known health inequalities and the differing needs of our staff.	TBC [following HR/OD workshops]

¹ Existing support mechanisms include; flexible working hours, Mental Health First Aiders, Blaby Benefits, Carefirst, Coaching, line management, staff support networks and self-managed groups

Section 6 – Financial Resilience

Our Aspirations

Post-pandemic financial pressures are affecting all aspects of our work, we recognise the need to adopt a commercial approach as a means of shoring up our future financial position and providing stability for Blaby District.

We recognise the need to ensure our services continue to be affordable and are of the appropriate quality.

We need to be pro-active and outward looking so we are able take advantage of future opportunities and innovations

Our Commitment

Innovation and Horizon Scanning

- We will develop our professional networks to ensure we stay at the forefront of best practice and lead the way where we can
- We will refresh our approach to recruitment and retention to ensure we attract the best talent to Blaby District Council

Our Plan

Action	By When
We will continue our commitment to developing strong relationships with recognised Trade Unions, to help us shape our culture together based on best practise and compliance with negotiated agreements	Ongoing
We will review our HR (Human Resources) policies and processes to make sure that we are enabling and facilitating our ambition to be an employer of choice.	Apr 2024
We will maximise the use of the apprenticeship levy to develop our existing employees and attract our employees of the future	TBC [following HR/OD workshops]
We will actively engage with partner organisations to obtain peer support and challenge, enabling us to be the best we can be for Blaby District	Ongoing

Section 6 – Equalities Impact Assessment

- Individual projects will be assessed with respect to Equalities Impact in line with corporate policies and processes.

Section 7 – Carbon Neutral / Net Zero Benefits

- 'Net Zero' is one of the commitments cited under the 'Challenge the way we work' theme. The subsequent objectives and resulting action plans will focus on supporting the Council's ambition to be net zero by 2030, and the district net zero by 2050.
- Individual projects will be evaluated with respect to Environmental Impact in line with corporate policy and processes.

Appendices

Blaby District Council – Strategy

Objectives and Delivery Plan (People and Organisational Development) – part of the [Transforming Blaby Together](#) Strategy.

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* 'Approved by' and 'approval date' are in relation to the most recent version.

Review History			
Version*	Reviewed By (Job Title)	Review Completion Date	Brief Description of Changes (add 'no changes required' if applicable)
001		31/10/2023	New Document

*Version number remains the same if no significant changes are made upon review.

Document Definition / Approval & Review

A Blaby District Council strategy 'outlines specific plans and actions that are designed to achieve a longer term or overarching objective.'

Key published documents are approved for publication in line with the approval matrix illustrated in the Key Published Document Procedure.

Unless agreed by exception, key published documents must be reviewed at least **every 3 years** from the date of approval.

Significant updates/changes must also seek reapproval in line with the approval matrix.

Scope

This strategy applies to the work undertaken by Blaby District Council

Terms & Definitions

The following abbreviations are used within this document.

Term	Definition
CIEE	Customer Insight, Experience and Engagement
EDI	Equality, Diversity and Inclusion
POD	People and Organisational Development
TPD	Transformation, Projects and Digital
TBT	Transforming Blaby Together