

# FROM STRATEGY TO ACTION

**YOUR COUNCIL YOUR FUTURE**

CARING

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**We are here to make peoples lives better**

**We work as one to deliver:**

**Early Years**  
All children in East Renfrewshire experience a stable and secure start to their lives and are supported to succeed.

**Learning, Life and Work**  
East Renfrewshire residents are fit and active and have the skills for learning, life and work.

**Economy and Environment**  
East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses to grow.

**Safer, Supported Communities**  
East Renfrewshire residents are safe and supported in their communities and homes.

**Older People**  
Older people in East Renfrewshire are valued; their voices are heard and they are supported to enjoy full and positive lives for longer.

**Single outcome agreement**

**FIVE Capabilities**

**Prevention**  
We will ... choose to prevent problems from occurring in our communities, rather than trying to fix what has already gone wrong.  
We will ... proactively take a preventative approach to our daily work, placing children, early years and the wellbeing of our identity at the heart of how we plan services.

**Digital**  
We will ... choose to be digital by default wherever possible. We will examine and digitalise our processes to make it easy for people to access our services online.  
We will ... encourage local people to use our website and social media to speak to us, and each other, 24/7, 365 days a year.

**Community Engagement**  
We will ... place a high value on listening to local people and acting for their views. We will work hard to listen to plan and deliver the services that truly make lives better.  
We will ... listen, understand and respect, engaging our communities to do more for themselves.

**Data**  
We will ... seek and share meaningful information to plan our services and ensure it that we get it right. We will not collect numbers for the sake of it.  
We will ... use data to plan, we will evidence what works, and we will benchmark what we do with those who might be doing it better.

**Modernisation**  
We will ... continuously look for ways to modernise and improve how we do things. We will make it easier for local people to access our services.  
We will ... put a step to bureaucracy and inefficient processes. We will evidence what works, and we will benchmark what we do with those who might be doing it better.

To be the best we are developing excellence across 5 areas

**We are all guided by a single vision to be "A modern, ambitious council creating a fairer future with all"**

'A Modern Ambitious Council creating a fairer future with all' is our single vision and a commitment of our intent to staff, partners and local residents.

We have 5 outcomes that form our Single Outcome Agreement – our public-facing strategy, and clearly state how we will improve local lives and what local people can expect from us. Achieving excellence in 5 areas – our 5 capabilities, provides the foundations and guiding principles to drive change, shaping all our future planning.

EFFICIENT

TRUSTWORTHY

**OD STRATEGY  
CREATING THE CHANGE ENVIRONMENT**

Visible, empowering leadership providing a strong strategic narrative about the organisation, where it's come from and where it's going.

Effective, engaging managers who focus their people and give them scope, treat their people as individuals and coach and stretch their people.

There is employee voice throughout the organisation, for reinforcing and challenging views, between functions and externally, employees are seen as central to the solution and are vital to change.

There is organisational integrity – the values on the wall are reflected in day to day behaviours. There is no 'say-do' gap.

Our OD (Organisational Development) Plan:

'Creating the Change Environment' set's out how we will deliver the 'soft S's' – staff, style, skills and shared values - the right people with the right skills and the right culture to support our ambition and deliver change as quickly as possible.

**MAP FOR THE FUTURE**

Organisational Development

YOUR COUNCIL YOUR FUTURE

	HSCP	Education	Environment	C&S	CE Office
<b>Data</b>					
<b>Digital</b>	Care at home	Wireless schools M'gd devices BYOD (1)	Housing Interim mobile Agile P&TS Agile other	Agile MART	
<b>Modernising</b>	HSCP ED RMS Care Finance E'vid H&CC	Trust SLAs Admin & Clerical			Creditor ED RMS ICON upgrade

Caring • Efficient • Trustworthy • Innovative • People Centred

Our MAP (Modern Ambitious Programme) for the Future' sets out how we will transform the way services are delivered.

This will be achieved through innovation and by redesigning our systems and structures, to deliver the outcomes we have promised at an increased pace and within reducing budgets.

The programme includes council-wide transformation and change projects led by departments and services, informed by our 5 capabilities.

INNOVATIVE

PEOPLE CENTRED