

EMPLOYEE ENGAGEMENT PROGRAMME

SERVICE LEARNING VISIT: FEEDBACK FORM DEVELOPMENT AND PLANNING TEAMS 20 FEBRUARY 2018

CMT Rep: Rhona Gunn, Corporate Director (EDP & I)

Councillor: Marc Macrae and Donald Gatt

HR Rep: Anne Smith, Senior HR Adviser

The Service Learning Visit was held with the Development and Planning Team in Development Services, Headquarters Elgin on 20 February 2018. Time was spent talking to individual members of the team about their role, contribution to the service and providing employees the opportunity to ask the Corporate Director and Councillors any questions or raise any issues. The Service Learning Visit gave the opportunity to meet colleagues in the Development Management, Systems Support, Administration and Planning Teams.

FEEDBACK

The visit provided a valuable insight into the roles and responsibilities within the teams and gave an opportunity to fully understand and discuss the challenges faced by the team, developments that may assist in improving service delivery.

Both Councillors commented on the positive experience of the visit and how this had helped them better understand the contributions of the teams across this service area.

During the visit, team members raised a limited number of issues and were very positive about their roles and contribution to the service. Morale of staff was very positive and many commented on enjoying the work they do.

Issues arising from the visit are captured below along with feedback to the issue and any arising actions.

Summary of Points from Visit

Issue	Points Raised/Noted	Feedback
ICT	Issue with computer breakdown. Only one computer built to enable access to the portal /receipt of applications from Scottish Network. Workaround has been put in place in interim however not efficient and can't complete notifications to the public; this also impacts on the 21 day timing period.	Noted. Acknowledged the frustration of the position. To monitor.
Photocopying	A significant time can be spent standing at the photocopier and it would be helpful if an A4 printer could be issued as this would save time for the individual	Acknowledged; however this function has now been centralised. Suggested solution could rest with accessing support from a member of the admin

		team.
Councillors accessing Officers with queries	Can be frustrating that Councillors go directly to Head Of Service with enforcement queries when it would be helpful/more efficient to go direct to the Enforcement Officer managing the case.	Acknowledged point however noted there are protocols that must be followed
Systems Support staffing	This is an enjoyable, varied and demanding role which involves us providing support outside our own service area as Enterprise is rolled out. There is an equivalent to our role in Estates and this individual is due to retire. Would make sense to realign the funding to us – is there any possibility of this to help manage the demand.	Request noted. Rhona will discuss with Richard Anderson to assess feasibility. Following discussions with Richard Anderson, it is advised that this post also manages corporate repairs and maintenance systems and is integrated within HPS for that purpose so therefore disaggregation isn't possible at present
Acknowledgements The Corporate Director would like to thank everyone they met for their time and participation in the service meeting.		