

## Slough Borough Council

<b>Report To:</b>	Corporate Improvement Scrutiny Committee
<b>Date:</b>	06 February 2025
<b>Subject:</b>	TOM: Engagement and change implementation – next steps
<b>Lead Member:</b>	Cllr Dexter Smith
<b>Chief Officer:</b>	Sonia Khan
<b>Contact Officer:</b>	Andrew Merrit-Morling
<b>Ward(s):</b>	All
<b>Exempt:</b>	No

### 1. Summary and Recommendations

- 1.1 This report (Appendix A) sets out proposals for a programme of resident communication and engagement and change implementation with respect to the development and delivery of the Target Operating Model.
- 1.2 This follows a request from the committee at its [September 24 meeting](#).
- 1.3 The communications and engagement principles and plan are under development. The presentation is therefore being shared openly to invite comment iteratively.
- 1.4 A final draft will go to Cabinet in March 2025 along with a route map for the operating model, although the approach will need to be kept under review.

### Recommendations

- 1.5 Members of the committee are invited to:
  - a. Note, ask questions and comment on the proposals; and
  - b. Make any recommendations they consider appropriate.

### Commissioners review

Engaging the public can be a powerful way of bringing light, realism and a clear sense of priorities into complex problems. It is difficult to do well. All too often it can be used to delay or avoid difficult decisions. The public can very easily become disillusioned. The council has an ambition to be free of direct intervention in under 2 years from now. Members will wish to reassure themselves that engagement with the public will be carried out well and that it will not be allowed to be used as a drag on the improvement charge.

### 2. Report

The report is set out in Appendix A

### **3. Implications**

#### **Financial implications**

- 1.1. These are draft proposals a revised version of which will go to Cabinet in April

#### **Legal implications**

- 1.2. There are no legal implications arising from this report

#### **Equalities**

- 1.3. The development of an operating model presents an important opportunity for us to be proactive in reducing inequalities, eliminating discrimination and building better community relations from the outset. There are significant opportunities in the workstream on Front Door access to improve access to services, particularly for those equality groups where it is known there is currently lower access or participation rates both generally and in specific service areas. The direction of travel also places a major emphasis on prevention and early intervention, which can help to tackle some of the root causes of inequalities that persist for some groups.
- 1.4. Residents and staff are both impacted in the development of the operating model, and impacts will be positive and negative.
- 1.5. Taking a proactive approach to communications and engagement and having clear plans which focus on how implementation will be supported are both critical to ensuring that equality and diversity are central to the design and delivery of change.

#### **Environmental implications**

- 1.1. There are no known environmental implications arising from this report.

### **4.0 Background Documents**