

PMO Project Closure Report

Generated on: 10 Jan 18

1. Project title	Corporate Communications - Internal		5. Reference	P004b
2. Managed By	Tom Carne, PR & Marketing Officer (GPR01)		6. Creation Date	22-Mar-2017
3. Sponsored By	Glen Chipp, Chief Executive (XEX01)		7. Last Modified Date	10-Jan-2018
4. Corporate Plan link	3.b.2016 To utilise modern technology to enable Council officers and members to work more effectively, in order to provide enhanced services to customers and make Council services and information easier to access			
8.		Baseline	Actual	
Start Dates		01-Oct-2016	01-Jun-2016	
End Dates		30-Apr-2018	11-Dec-2017	
Budget		£0.00	£0.00	
9. Timeline				
30-Jun-2016	Initial discovery commenced on audit			
30-Jul-2016	Work has begun to review Corporate Identity			
31-Aug-2016	Agree charter amendments			
30-Sep-2016	Agree charter amendments			
31-Oct-2016	Report findings and Project Initiation Document (PID)			
31-Oct-2016	Charter to be considered by the TPB			
31-Jan-2017	PID approved			
28-Feb-2017	Completed review of action plan			
31-Mar-2017	Sub-group prioritise areas for attention and development from the Action Plan			
30-Apr-2017	Priority Action List to be agreed at Charter Group for referral and approval through PMO to Transformation Programme Board			
30-Aug-2017	Priorities agreed by Transformation Programme Board			
30-Oct-2017	Completed - headphones provided, link to briefing issued after session, more time to set up room for briefing and testing technology			
02-Nov-2017	Staff communication is a standard item on MB agenda. Any reports, actions, decisions impacting staff are to be relayed straight after meeting, this action is ongoing.			
29-Nov-2017	Learnings from Emailogic training sessions used to produce an update for best practise on email usage, in District Lines.			
29-Nov-2017	Actions completed and embedded into the organisation			
11-Dec-2017	Completion of closure process			
10. Executive Summary			11. Recommendations	
The employment engagement action plan and change readiness survey identified that there were some areas of internal staff communication that needed to be improved. In particular, we needed to look at how we communicate, the frequency and what messages we give to staff.			Recommendation to close the project. Transfer any outstanding/follow up items from this project in to Business as Usual within the People Team.	
12. Benefits				
Benefit				
• Improved employee awareness, recognition and understanding of EFDC services				

Measure

- Analysis of staff survey results

Benefit

- Increased employee engagement

Measure

- Analysis of employee survey results

13. Projects and/or programmes of work that are affected by this project

Using the above surveys, key priorities were identified for action. These included actions to improve staff briefings and ensure that staff communication are a standing item on the management board agenda. In addition training courses are now in place to embed best practise for running efficient meetings and for email communication. A number of other priorities were identified but have now been removed from the project as they are either being picked up as separate projects or sit under business as usual, these are as follows;
District Lines improvement – this is now business as usual. Values & Behaviours – to be picked up under the People Strategy. Recognition of colleague achievements – to be picked up under Values & Behaviours
The agreement was that we would repeat the change readiness survey after 18 months at which stage we will identify staff feedback and the impact the project has had.

14. What went well?

The project was realistic in what it could achieve and kept to scope. It was felt that smaller projects worked better in achieving what they set out to achieve.

15. Areas to be improved?

Nothing specific

16. Findings

The training courses provided have been well received and felt to add value in improving communication. Supporting toolkits may be needed at a later stage at which time they will be produced.
Priority 4: training to provide advice/guidance for running efficient team meetings, was covered as part of the Establish Project and Programme Management project (P003) through the Project Managers Network meetings (this action has therefore been deleted from this project timeline).

17. Data

Employment engagement action plan and staff change readiness survey produced in 2016 was used to identify the priorities.

18. Project Members

EFDC01 - All internal staff; Steve Bacon, ICT Program Manager; David Bailey, Head of Transformation; Tom Carne, PR & Marketing Officer (GPR01); Glen Chipp, Chief Executive (XEX01); Sarah Kits, Social Media and Customer Services Officer (GPR03); Valerie Loftis, Consultation Officer (GPR07); Angela McKeon, Human Resources Officer (RHR05); Helen Pradun, Info & Customer Relations TL (CRS10)