

LEADERSHIP GROUP DROP IN REVIEW

Executive summary

1. At their meeting on 29 September 2014, Leadership Group discussed holding open sessions in the Garden Level restaurant for staff to drop in and discuss ideas or questions they might have. The sessions would allow for improved upward communication and exchange between staff and senior management.
2. LG initially agreed to trial two drop-in sessions between October 2014 and February 2015. A third session was later added. In order to trial a range of both business and non-business days, drop-ins were held on Friday 7 November, Monday 15 December and Wednesday 14 January between 9-10am.

Issues and Options

3. Susan Duffy, Alan Balharrie and Paul Grice attended the first drop in. Topics discussed included PDPs, agility, the strategic plan and OPF, and Digital Parliament.

Lessons Learned

4. After feedback from the first drop-in, the following changes were made to this session:
 - signage was in place at the entrance to the canteen to indicate the drop-in was happening
 - LG members sat at separate tables
 - a reminder was issued through Group Heads on the Friday preceding the drop-in
 - pre-communications emphasised that no questions or level of organisational knowledge were required
5. Paul Grice, Michelle Hegarty and Callum Thomson attended the second drop-in. Topics raised included DRM, mentoring schemes, and speechwriting.
6. Susan Duffy, David McGill and Colin Chisholm represented LG at the third drop-in: the first to be held on a business day. Topics discussed included security, records management and performance reporting.
7. A total of 29 members of staff from across the organisation attended the drop-in sessions:
8. The fewest number (eight) attended the January session, but whether this was due to it being a business day or the particularly bad weather on that morning is unclear.
9. Following the drop in, all staff who dropped in were contacted and asked for feedback focussing on:
 - whether they had planned to drop in or if it was a spontaneous decision
 - whether the drop in had been useful
 - any suggestions for improvements to future sessions

10. Feedback is attached at the annexe.

11. LG are asked to consider the feedback from the sessions, the lessons learned and issues raised, and agree whether the programme should continue.

Resource Implications

12. In terms of resources, it is limited to the availability of LG members. A drop-in in the current format requires an hour each from three LG members, as well as the assistance of the Secretariat/Admin. Holding the drop-ins monthly on a fully rotating basis would mean each LG member attending approximately three drop-ins per year.

13. It is proposed that the drop-ins continue to alternate days of the week (and on occasion, times of day) to be accessible to all staff.

14. The resources are not therefore significant and we consider this should be balanced against the visibility and accessibility of LG members to staff.

Governance issues

15. In terms of governance, the main purpose of the sessions is to communicate with staff and hear at first hand any concerns or comments they may have on any issue.

Publication Scheme

16. This paper can be published. The annexe containing feedback from attendees should not be published as anonymity was agreed as part of the feedback.

Next steps

17. If LG decide to continue the programme of drop-in sessions, the Secretariat will determine the timing of future sessions, continuing on a monthly basis, and will report back to LG in 12 months at which point the sessions could be reviewed again.

Decision

18. LG is asked to decide whether the drop in sessions should continue. Should LG agree to continue it would be helpful to receive further feedback from members about the format

**LG Secretariat
January 2015**