

Bright Ideas Initiative

Report to: Board
Date: 30 March 2017
Report by: Karen Reid
Report No: B-07-2017
Agenda Item: 18

PURPOSE OF REPORT

This report provides the Board with an update on the Bright Ideas initiative which was implemented by the Chief Executive.

RECOMMENDATIONS

That the Board:

1. Notes the information contained in this report.

Version Control and Consultation Recording Form

Version	Consultation	Manager	Brief Description of Changes	Date
	Senior Management	Executive Team		March 2017
	Legal Services	Executive Team		March 2017
	Corporate and Customer Services Directorate	Executive Team		March 2017
	Committee Consultation (where appropriate)			
	Partnership Forum Consultation (where appropriate)			
Equality Impact Assessment				
Confirm that Involvement and Equalities Team have been informed			YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
EIA Carried Out			YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
If yes, please attach the accompanying EIA and appendix and briefly outline the equality and diversity implications of this policy.				
If no, you are confirming that this report has been classified as an operational report and not a new policy or change to an existing policy (guidance, practice or procedure)			Name: Angela Young Position: Operational Support Manager	
Authorised by Director	Name: Karen Reid		Date: 15/03/17	

1.0 INTRODUCTION

The Chief Executive implemented the Bright Ideas initiative in July 2015. The initiative allows colleagues across the organisation the opportunity to contact the Chief Executive with useful ideas for the future of the organisation. This report provides Board members with an update on a selection of ideas group into themes that have been received to date through the Bright Ideas mailbox, including the progress of these within Directorates.

2.0 SUGGESTIONS SENT TO MAILBOX

The Bright Ideas mailbox has received 198 suggestions since it was implemented. The Chief Executive reviews each idea and works with the Corporate Operational Support Manager to ensure appropriate circulation to the relevant Directorate for consideration and/or implementation. A summary of a selection of these and how they have been considered or progressed is available on the intranet for information. This ensures that colleagues across the organisation are aware of the good ideas being received and any action being taken.

3.0 RESPONSE RATE

Since the Bright Ideas initiative was launched in July 2015 198 suggestions have been received. 96 (49%) of these suggestions have been completed, 92 (46%) are in progress and 10 (5%) have not been progressed.

4.0 RESOURCE IMPLICATIONS

Resource implications are considered by each Directorate as part of any implementation or changes to processes.

5.0 BENEFITS FOR PEOPLE WHO USE SERVICES AND THEIR CARERS

People who use services and their carers will see benefits of some suggestions put forward to the Bright Ideas mailbox due to new procedures/ways of working being implemented as a result of these suggestions. This is particularly the case when we improve customer service.

6.0 CONCLUSION

The Bright Ideas mailbox has been very well received and used by colleagues across the organisation. Appendix 1 provides Board members with a sample of the ideas received to date.

Version: 2.0	Status: <i>Final</i>	Date: 15/03/17
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LIST OF APPENDICES

Appendix 1 - Examples of ideas and themes