

**Cabinet response to recommendations of the Finance and Performance Panel made on 02/08/2021 concerning the Scrutiny-commissioned report on the QL Implementation**

**Response provided by Cabinet Member for Citizen Focused Services, Councillor Mike Rowley**

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<b>Recommendation</b>	<b>Agree?</b>	<b>Comment</b>
<p><b>1) That the Council in a future lessons learnt exercise, includes within its audit an estimate of the cost the indirect and opportunity costs arising from the implementation of the QL system on the Council and its companies</b></p>	Yes	<p>Agreed, we will of course thoroughly review all aspects of the QL changeover to make sure the same problems aren't experienced with future IT upgrades.</p>
<p><b>2) That the Council recognises the exemplary commitment of staff across multiple functions in managing and mitigating the challenges posed by the implementation and works with union representatives to find ways to ensure that those staff are not penalised for their commitment.</b></p>	Yes	<p>.Agreed, as far as we possibly can and of course always considering the preferences and well-being of individual staff members.</p> <p>I meet regularly with Unison and Unite as do members of CMT, and Union representatives are actively involved with current issues and future planning both within the Council and in ODS. Our offer in terms of pay, including overtime, and conditions is always negotiated seriously with the Unions. We're politically committed to this, but that aside, experience shows that public sector bodies can only move forward with the workforce "on board" in times of change and challenge.</p> <p>I've already thanked the Council and ODS staff members who have made sure our services and reputation are maintained, and I'd like to take this opportunity to put on public record our gratitude to everyone who has worked so hard on this. Our expectations of Council staff are informed by an understanding of how disrupted and</p>

**Date of Cabinet meeting:**

		<p>stressful the past year and a half has been. Oxford is lucky to have dedicated public servants and despite difficult times, we want to make sure our relationship with the Council workforce reflects this and honours the dedication Council workers bring to the job.</p>
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**Date of Cabinet meeting:**