

PRIDE, CONFIDENCE & DIRECTION: A DISTRICT COUNCIL TURNS AROUND

Client	Nigel Howells, Chief Executive, East Lindsey District Council
Challenge	<ul style="list-style-type: none"> • After many years of unstable leadership and confusion, scored very low on the local government comprehensive performance assessment (CPA) • ELDC was regarded as a failing council, on both leadership and delivery • Two previous chief executives had been removed from their posts
Together we accomplished	<ul style="list-style-type: none"> • Using EXTPF, our team assessment tool, and the Myers Briggs (MBTI) profiling personality types we helped the team improve their effectiveness. This had a powerful effect of allowing team members understand their colleagues' differences, and how this diversity influences the way they each think and behave • Helped council design series of events, then coached and supported a small group to run them. The events, titled 'Being Valued, Feeling Proud' have continued to be run internally as a mechanism of creating, sustaining and developing a single identity • We continue to provide leadership coaching for the Chief Executive who is embedding their changes and success whilst leading significant shared services developments with neighbouring Councils
Outcomes	<ul style="list-style-type: none"> • Now the organisation roots out any problems that arise, rather than letting them fester • The Council improved their rating to 'good'
Nigel says	<p><i>" The council had been stagnating; in terms of organisational theory, it was as if the 90s had passed us by completely. We assumed that within everyone lay all the necessary talent, confidence and ability to get things working again. Harthill worked with us to make the transformation we hoped for".</i></p>