

## Staff Survey Action Plan

### Introduction

Following the staff survey that took place last year, this action plan has been compiled.

The plan sets out how we will try to make the Councils a better place to work and tackles the key issues that matter to staff:

- Response rate to the survey and staff believing their views matter
- Unrealistic workload levels impacting on work/life balance
- Visibility, accessibility and supportiveness of Joint Management Team (JMT)
- Staff are not receiving regular 1-1's
- Staff & services not working well together
- Working environment (atmosphere at work not perceived to be positive).

Key issue identified	Proposed action	Timescale	Responsible Officer
<b>Response rate to the survey and staff believing their views matter</b>			
Staff do not believe that the survey is confidential. Staff feel that a person can be identified from the data collected.	Review of previous staff survey action plan. Feedback to staff the actions which have been delivered.	April 2013	Staff Focus Group Representatives
Staff do not believe that the survey will be acted upon.	A new staff survey will be developed.	August 2013	Staff Focus Group Representatives
	Internal communications will increase to explain to staff why certain data is asked for	August 2013	Staff Survey Working Group

	<p>JMT will support the implementation of this action plan to demonstrate to staff that their views do matter.</p> <p>Staff Focus Group will play a key role in promoting the survey to staff in their service areas.</p>	<p>Immediate</p> <p>Ongoing</p>	<p>JMT</p> <p>Staff Focus Group Representatives</p>
<b>Unrealistic workload levels impacting on work/life balance</b>			
We do not believe JMT are fully aware of the current workloads staff have	Workload levels to be highlighted by Service Managers to JMT. Staff need to raise their concerns direct with their Line Manager.	Ongoing	Service Managers
More work is being delegated to staff due to restructures; creating increased pressures	Accurate record of flexi time to be kept by all staff so managers are aware of workload levels in their Service areas.	Ongoing	Staff
Staff are working at home in the evenings, we don't believe JMT are aware of this.	SUMO sessions to be delivered to help staff to deal more effectively with change.	March 2013	Service Manager (HR)
We do not think change has been managed well at EHDC and HBC	<p>Publication of the Service Reviews to reinforce business rationale and reason for change</p> <p>Regular updates on T&amp;C review even if there is no progress to report.</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Service Managers</p> <p>Executive Director (GK)</p>
We would like to know what the plans are for the future in terms of change – in particular the timings and targets associated with	The timetable for implementing the service reviews will be published along with key dates	March 2013	Executive Head (M&D)

service reviews.			
<b>Visibility, accessibility and supportiveness of Joint Management Team (JMT)</b>			
We would like to hear and see more of JMT – we would like to know what they are doing, what the key issues are which are facing the Council and to know how they are being tackled.	We will circulate monthly communications detailing what the JMT issues are which are currently being tackled and how we are progressing.	As from April 2013 – monthly	Sandy Hopkins
We don't know what items are going to JEB to consider on a weekly basis.	JMT rolling agenda to be made available to staff.	As from April 2013	Joint Executive Manager
We would like to see more of JMT on a regular basis.	JMT will make every effort to attend team meetings when they are invited.	Ongoing	JMT
	A member of JMT to attend SFG meetings on a bi-monthly basis	Ongoing	JMT
<b>Staff are not receiving regular 1-1's</b>			
We understand that a quarter of staff who responded to the survey are not receiving regular 1-1's	Training to managers on appraisal setting and holding 1-1's to be delivered.	April 2013	Service Manager (HR)
	E-Learning course on appraisal to be rolled out as a mandatory for all staff to complete.	April 2013	All staff
	Staff to arrange a 1-1 meeting with their manager if a 1-1 has not been arranged.	Ongoing	All staff

<b>Staff &amp; services not working well together</b>			
We do not believe that staff and services are working well together across the clusters	Improve communications across clusters.	Ongoing	Executive Heads
	Identify opportunities for cross cluster working.	Ongoing	Executive Heads
	Photo phonebook to be available for each council with a description of the persons role and contact details.	Sept 2013	Service Manager (Marketing & Customer)
<b>Working environment (atmosphere at work is not perceived to be positive)</b>			
We would like members of staff to be able to bring the fun back into the workplace	Casual attire on the last Friday of every month except for 'front of house'/external meetings – managers to use their discretion.	Immediate	All
	Pictures to be put up on the walls at EHDC/HBC & artwork on the balcony at HBC – local colleges to be contacted for artwork.	Ongoing	Executive Head (E&C); Executive Head (M&D)
	Staff focus group to lead on some fun corporate initiatives e.g.	Ongoing	Staff Focus Group