

## **Staff Focus Group – Summary of Key Points**

### **What we do well?**

Wide range of communication methods utilised  
Staff forums in Resources Department cited as good practice  
Good inter departmental working and co-operation where there is established contact  
Many examples of good suggestion schemes across departments

### **What works not so well?**

Lack of consistency across departments in terms of frequency and quality of communications  
Lack of regular corporate communication leads to rumour (eg current financial climate, efficiency work and potential restructurings) – Should have communications to even to say that there is nothing to update  
Insufficient feedback on some occasions to staff suggestions etc  
Limited contact across services/ departments unless there are established relationships  
Some email groups and info on the intranet is not being kept up to date  
If staff are hearing about things at different times, can lead to “Chinese Whispers”

### **What can I do to improve the situation?**

Build relationships  
Ask to be kept informed about things that affect me  
Pass information on

### **What can we do corporately to improve the situation?**

Raise awareness of different roles across the Council  
Hold STS type events for all officers to enable staff to meet with colleagues in other departments  
Hold meetings across tiers of management to promote understanding and seek ideas for improvement  
Seek to introduce more consistency in communications across the Council  
Introduce a corporate suggestion scheme and incentives to submit suggestions  
Give clear feedback on how suggestions have been taken forward (to all employees)  
Provide feedback from principal officer meetings  
Have a weekly bulletin on key issues affecting staff  
Make the intranet more user friendly  
Include full staff structures and contact details on the intranet (with geographical resp)