Staff Focus Group – Summary of Key Points from Staff Discussion Groups held on 9 June 2009 and 13 July 2009

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
Some departments have employee of the month/year scheme

What works not so well?

Lack of consistency across departments in terms of frequency and quality of communications
No formal Council wide mechanism to feed back on issues in general
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
It is not clear how to make suggestions for other service areas
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)
Maybe through KYIT
Provide feedback from principal officer meetings
Have a weekly bulletin on key issues affecting staff and to highlight key achievements
Make the intranet more user friendly
Include full staff structures and contact details on the intranet (with geographical responsibility)
Frequency of KYIT could be increased if this was circulated electronically – sometimes it is out of date
More news on Chief Executive and Leader's work