

Joint Staff Employer Forum

11th March 2008

Staff Survey 2007 – Action Plan – Corporate Priorities

1. Introduction

JSEF received an item summarising the findings of the Staff Survey 2007 at its January meeting. The results of the survey showed CCC to be achieving above local authority norms on a wide variety of indicators of staff satisfaction. However, there were a number of areas where there was scope for improvement at a corporate level.

At the January meeting Human Resources was able to provide an indication of the key areas of concern and the likely response. Since that time those with lead responsibility in those areas have been consulted and a formal action plan developed.

2. Recommendations

The action plan addressing corporate priorities is attached for Members' information. Implementation of the action plan will be monitored by Human Resources and reported to Corporate Management Team. Departmental actions will be identified and monitored by the relevant Departmental Management Teams.

CAMBRIDGE CITY COUNCIL – STAFF SURVEY 2007 – ACTION PLAN (Corporate Priorities)

Issue raised via survey	Action	Relevant service plan	Timescales	Lead(s)
<p>Management Staff scored their managers skills less well than they did in the 2003 survey.</p>	<p>Refine and develop the roles of the Corporate Management Team and the wider City Leadership Team to provide strong collective leadership to the organisation.</p> <p>Provide learning and development FOR managers aligned to our strategic objectives and competency frameworks.</p>	<p>HR Service Plan 2008/9</p>	<p>March 2009</p>	<p>Head of HR/Organisational Development (OD) Manager</p>
<p>Discrimination A high percentage of staff who had reported discrimination were dissatisfied with the outcome.</p>	<p>Investigate underlying issues via staff consultation; Implementation of a new approach to dignity at work.</p>	<p>HR Service Plan 2008/9 Comprehensive Equalities Action Plan</p>	<p>March 2009</p>	<p>HR Diversity Adviser</p>
<p>Training & Development Plans Only 79% staff said they had a T&D Plan although 92% reported having had an appraisal.</p>	<p>Reinforce the responsibility of managers to ensure that staff have Learning and Development Plans, through Intranet Guidance, Managers Briefings</p>	<p>HR Service Plan 2008/9</p>	<p>March 2008</p>	<p>OD Manager</p>

<p>Communications Staff knowledge of the growth agenda and the Citizens Survey was relatively low</p>	<p>Promote the Growth Agenda and Citizens Survey through Internal Communications</p>	<p>Strategy and Partnership Service Plan 2007/8 Policy and Projects Service Plan 2007/8</p>	<p>March 2008</p>	<p>Communications Manager Growth Project Manager Best Value & Performance Manager</p>
<p>Sustainability Staff wanted further opportunities for staff to work sustainably.</p>	<p>Provide training to managers and informal sessions for all staff on sustainable working.</p> <p>Implement Staff travel Plan including car-sharing database.</p> <p>Formalise and strengthen the role of the Green team.</p> <p>Involve staff in embedding sustainable working, including:</p> <ul style="list-style-type: none"> - Recycling - Procurement - energy/ carbon management. <p>Improve internal communications on sustainable working via e-mail, intranet and key internal comms channels such as City Briefing and City Scene.</p>	<p>Policy and Projects Service Plan 2008</p> <p>HR Service Plan 2008/9</p>	<p>March 2009</p> <p>April 2008</p>	<p>Environment Coordinator</p> <p>Head of HR</p>
<p>Flexible working Staff have an appetite for further opportunities to work flexibly.</p>	<p>a) Formalisation and promotion of a flexible approach to contracted hours;</p> <p>b) Research environmental impacts of mobile and home working.</p>	<p>HR Service Plan 2008/9</p>	<p>TBA</p>	<p>Strategic HR Manager</p> <p>E&P Sustainable City Team</p>
<p>Departmental Survey results</p>	<p>HR Business partners to ensure these are considered at all DMTs and appropriate actions identified.</p>		<p>March 2008</p>	<p>HR Business Partners</p>