

Bromsgrove Employee Survey 2010 – Action Plan

Survey Issue	What – actions at BDC	Who	When
Bullying and intimidation from other colleagues	<p>Message from the top Cover employee survey results at the next staff forums, including an item from Kevin on the anti-bullying message (same message as core brief item below)</p>	CEO OD Mgr	July DONE
	<p>Break-out groups At the staff forums above, split the audience into groups to discuss and identify 2 or 3 key points for feeding back to mgt about 'how we want it to be around here' – behaviours, 2-way processes, culture. Then a core brief of the outcomes (and possibly some posters with 10 statements to describe the culture we aspire to – similar to the vision posters?) [This work can also feed into the 'employee engagement programme' (part of new shared OD Strategy - paper for CMT to follow shortly)]</p>	OD Mgr	July DONE
	<p>Communicate the policy Send out a core brief (to cover everything about the survey results) including in it a section reminding people of our stance on bullying and that there is support available via the anti-bullying procedures</p>	OD Mgr Comms team	June DONE
	<p>Encourage action In the same core brief, urge people who reported in the employee survey to talk to someone</p>	OD Mgr Comms team	June DONE
	<p>Set up 'Phone a Friend' service</p> <ul style="list-style-type: none"> • Research and bring RBC system to BDC • Advertise for staff to volunteer as 'listening ears' to be on the other end of the phone • Train the 'listening ear's in 'listening', what their role is/boundaries are and the anti-bullying policy/procedure • Publicise the scheme 	HR advisors	TBA

	<p>Outline support mechanisms</p> <p>Again, in the core brief let people know about sources of help and support:</p> <ul style="list-style-type: none"> • Confidential counselling via occupational health – access directly via HR • New 'phone a friend' service • Union reps • Confidential informal chat with HR advisor 	OD Mgr Comms team	June DONE
Communication and Leadership	<p>Core Brief</p> <p>Please recommence core brief – people miss it!</p> <p>Re-commence DMT team meetings asap</p>	DPPP / Comms team HoS	DONE
Abusive customers at CSC	<p>CSC Team Meeting</p> <ul style="list-style-type: none"> • Benchmark RBC/other councils and review effectiveness and usage of our existing procedures • Establish a staff task group to come up solutions – include staff at CSC, plus H&S, legal, union, RBC rep(?) • Solution to focus on policy and behaviour changes • Monitor via Customer First Board 	HoCS	TBA after their start date
People are looking elsewhere for jobs	<p>Clarify Internal Support</p> <p>Attempt to create a sense of reassurance about the future, without being glib or making false promises. Outline the support package available during restructures and when staff will receive this. Provide feedback from recent attendees. Do this via a core brief – wording to be approved by CMT. (To go out after all the core briefs about the survey results and anti-bullying communications have been concluded).</p>	OD Manager	Sept DONE
<p>Performance feedback</p> <p>PDR helps me to improve performance</p> <p>Career development</p>	<p>New shared Appraisal Scheme</p> <p>The new shared appraisal scheme and simple processes will address these issues.</p>	OD Mgr	Ready for launch by Jan 2011 Delay - March 2011