

Staff Satisfaction Survey 2010

Corporate Action Plan

Area for improvement	Action to be taken	Action/Lead [target date]
Communication and consultation	<ul style="list-style-type: none"> • Consider whether both Cascade and Inside Cherwell are still needed • Heads of Service to attend other team meetings to give overview of work area and key priorities • Improve information on intranet; include staff photos and brief description of role • Publish CMT minutes • Introduce suggestions box on intranet for improvement proposals, to be reviewed by CMT with feedback provided 	<ul style="list-style-type: none"> • Communications Team [September 2010] • Service Heads [January 2011] • HR/ICT [April 2011] • CMT [October 2010] • Communications team [October 2010]
CMT	<ul style="list-style-type: none"> • Repeat 'back to the floor days' regularly • Have more informal, regular contact with service areas • Respond to and act on ideas – e.g. SMT management conference • Extend weekly meeting to include all directors on rotation 	<ul style="list-style-type: none"> • CMT to develop programme [December 2010] • CMT [on-going] • CMT [on-going] • CMT [December 2010]
Learning and Development	<ul style="list-style-type: none"> • Ensure senior team have good level of management and leadership skills 	<ul style="list-style-type: none"> • Review learning and development priorities and practices [HR December 2010]

	<ul style="list-style-type: none"> • Simplify procedures • Ensure training is clearly linked to corporate objectives • Communicate learning priorities • Ensure access to development is available for staff who are expanding roles • Provide development and support on harassment and bullying policy and issues 	
Recognition	<ul style="list-style-type: none"> • Develop mechanisms to ensure senior staff and Members are aware of milestones reached • Individual/team performance to be recognised in Cascade • More informal acknowledgment of job well done 	<ul style="list-style-type: none"> • Communications team [January 2011] • Communications team [January 2011] • Leadership programme [HR January 2011]
Managing change	<ul style="list-style-type: none"> • Publish information on potential change as early as possible; involve staff • Provide more information; timetable, FAQs, implications for staff etc. • Provide staff development on managing change • Ensure clear and regular communication 	<ul style="list-style-type: none"> • Review change management policies to incorporate these issues [HR, January 2011]
Members	<ul style="list-style-type: none"> • Consider back to the floor exercise • Include a 'Service of the Week/Month' in Member briefings • Consider developing a Member/Officer working protocol 	<ul style="list-style-type: none"> • CMT / Leader to consider [January 2011]