

THE HIGHLAND COUNCIL

PLANNING, ENVIRONMENT AND DEVELOPMENT COMMITTEE

12th February 2014

EMPLOYEE SURVEY 2012- UPDATE ON PROGRESS

Report by Director of Planning & Development

Agenda Item	7
Report No	PED 9/14

Summary

This paper outlines the progress to date against the action plan 2013/14 for improvements as detailed in Appendix 1.

1. Background

1.1 The 6th Employee Survey was conducted during the week 3rd -10th September 2012 and the findings reported to Planning, Environment and Development Committee on the 13 March 2013. It was agreed at that time that a progress update against the improvement action plan would be reported to this Committee in March 2014.

2. Reporting the Results

2.1 The results were presented by the Director of Planning & Development to all staff on 20 February 2013. The presentations were delivered both face to face and webcast to the areas. Following the presentation a workshop involving participants identified improvement suggestions to inform the Service action plan - attached as Appendix 1.

3. Action Plan for Improvements

3.1 The Action Plan is summarised into three themes :

- Improving Morale
- Improving communication around change
- Cross team working

Progress against the action plan is detailed in Appendix 1.

4. Resource Implications

There are no resource implications associated with the improvement actions outwith activities already included in budgets.

5. Equalities, Legal, Climate Change and Risk Implications

There are no equalities, legal, climate change or risk implications associated with this report or attached Action Plan.

Recommendations:

The Planning, Environment and Development Committee is asked to:

- a) Note the progress update against the Action Plan.

Designation: Director of Planning & Development

Date: 24 January 2014

Authors: Ailsa Mackay – Service Support Manager (01463) 702294
Louise McGunnigle HR Business Partner (01463) 702054

Appendix 1: Action Plan Update

**Planning and Development Service Employee Survey 2012
Action Plan 2013/14**

Action Area and Identified improvements	Progress
<p>Improving Morale</p> <ul style="list-style-type: none"> • Resolve IT issues (e.g. printing) through IS Client/Fujitsu working group • Set up and circulate Service Protocol for email, communicator etc. • Air quality in HQ – finish cleaning vents and set up schedule for regular cleaning • Explore appeals process for Flexible Working applications to ensure consistent application across the Service • Encourage ‘time- out’ sessions for planning how to achieve targets, improve processes, ‘blue sky’ thinking – e.g. lunch time sessions • Set up employee forum (EF) with representatives from across the Service and across the areas. Meet quarterly • Recognise success – work with EF to determine how to best recognise individual’s and team’s successes • Improve the office environment at HQ –work with EF & colleagues in H&P to design new modern layout • 100% of staff to receive PDP • Service training plan linked to PDP’s 	<p>Complete Outstanding Complete Complete Ongoing Complete Ongoing Complete Ongoing Ongoing</p>
<p>Improving communication around change</p> <ul style="list-style-type: none"> • Effective Change Management training - all Service managers to attend • Understanding Change training – team members to attend as appropriate • Involve staff wherever possible in designing change to be implemented (e.g. office layout) • Employee forum to design mechanism to best communicate and engage with staff 	<p>Ongoing Outstanding Complete/ongoing Ongoing</p>
<p>Cross team working</p> <ul style="list-style-type: none"> • More lunchtime talks from across the Service (e.g. Bio Diversity) • Induction to include understanding of Service • Identify opportunities for cross team working (e.g. Town Centre, sectoral work) • Presentations at team meetings • Introduce a spotlight feature into the Messenger newsletter - cover a team/section in each edition • Explore team training days (emphasis on different Service areas) 	<p>Ongoing Ongoing Ongoing Outstanding Ongoing Outstanding</p>