

Employee Attitude Survey 2009  
 Service action planning update for Corporate Board June 2010

<b>Service</b> (pre-SMR)	
Employee Engagement score (see appendix D)	
Management score (see appendix C)	

<b><u>Communication of results</u></b> <i>How did you communicate the results of the service EAS to the staff in the service?</i>	Tick all that apply
Written team brief	
Team awayday	
Senior management team meeting	
Team meetings, cascaded as necessary	
Emails	
Other (please detail)	

<b><u>Decisions about further action</u></b> <b><i>What decision did you and your SMT take about further action –planning?</i></b>	Tick one
<p><u>Minor issues</u> – the service results indicate that any issues raised can be adequately addressed through normal management processes (e.g. team briefs, one-to-ones, appraisals etc)</p> <p><b>If you tick this box then it is not necessary to complete the rest of this form</b></p>	
<p><u>Moderate issues</u> – the service results indicate that specific action-planning may be necessary to address some of the issues raised by the results</p> <p><b>If you tick this box, please complete the rest of the form to indicate actions that have taken place since the survey results</b></p>	
<p><u>Significant issues</u> – the service results indicate that further research is necessary to inform action-planning to address a number of important issues raised</p> <p><b>If you tick this box, please complete the rest of the form to indicate actions that have taken place since the survey results</b></p>	

**Action Planning**

***How did you determine what outcomes you wanted to achieve from your action plan and the activities that were necessary to achieve them?***

The HR guidance note suggested that discussions should do the following;

- Focus on the key issues for the team or service using the EAS results and any follow up discussions
- Decide whether you need any further information to clarify the issues raised
- Identify a shortlist of areas for action and the improvements that need to take place
- Develop a set of actions designed to achieve the improvements and consult other employees as necessary
- Develop an action plan with named owners, timescales and expected outcomes
- Set up a process for monitoring the progress of the action plan and communicating with all employees

Tick all that apply

SMT discussion

Staff focus group(s)

Team discussions

Awayday

Other (please detail)

**Key issues**

*What were the key areas of concern on which you focussed your action-planning?*

**Activities**

***Please give details of the activities that have taken place and, where possible, an evaluation of the impact.***

***Alternatively, attach a copy of your action plan showing progress as at May 2010.***