

Appendix B - summary of service activity - EAS 2009

	HR	Ch&Y	ChC&Q	Cust	P&C	H&T	Edu	CC&WB	Cult	B&E	H&P	Fin	ICT	P&TS	Prop	OPS	C&E	Legal
Communication of results																		
written team brief	x				x						x		x					
awayday					x						x		x	x				x
Senior management team meeting	x	x	x	x	x	x	x		x	x	x	x	x	x				x
Team meetings	x	x	x	x	x	x	x		x	x	x	x	x	x				x
Emails			x	x		x	x				x	x	x					x
Other - one-to-ones													x					
Other - further analysis											x							
Other - working group							x											
Other - service briefings														x				
Decisions about further action																		
minor	x		x		x	x	x			x								
moderate		x		x					x		x		x	x				
significant												x		x				x
Action Planning																		
SMT discussion									x		x	x	x	x				
Staff focus group(s)				x								x		x				x
Team discussions		x							x		x		x	x				
Awayday											x	x	x	x				x
Other - one-to-ones				x								x	x					
Key issues identified																		
communication between staff and managers		x							x		x		x	x		x		x
pay and reward				x												x		x
work-life balance		x									x					x		x
stress management																x		x
staff empowerment				x									x					
service management														x		x		
cross-team working and cooperation		x											x			x		
visibility and effectiveness of senior managers							x		x							x		
timelord		x		x								x				x		
learning and development				x								x				x		
equality and diversity				x			x					x						
bullying/respect issues							x					x				x		
consultation on service plan		x					x					x						
staff morale		x					x				x					x		
feedback from managers		x					x									x		
feedback from customers		x					x											
information to do the job		x														x		
expectations in the job																x		
management of performance and motivation		x														x		
change management																x		
appraisals																x		
resources		x														x		
facilities		x																
induction		x									x					x		
Activities																		
		plans		notes			plans		notes		plan	notes	notes	plan		plan		notes
focus/working group for specific issues		x										x						x
service staff newsletter/bulletin									x			x						
mini' survey to follow up		x										x				x		
enforce regular team meetings		x					x									x		
service briefings												x		x		x		
improved appraisal timetable/effectiveness							x					x				x		
proper implementation of one-to-one meetings		x		x			x				x	x		x		x		x
improved discussions on L&D at 1:2:1s											x	x						
introduced 180/360degree feedback							x					x						
setting and monitoring standards for management												x		x				
service-wide consultation on service/strategic plan									x			x						

