

EMPLOYEE ENGAGEMENT 2019 – PROPOSED REVISIONS TO THE PROGRAMME

Activity	General Purpose of Activity	Current Application (as is)	Proposed Application (To be)
TEAM WORK			
Teamtalk Dialogue	Stimulate dialogue on strategic issues, priorities and direction Ideally there will be face to face communication with staff but this will be supported by online tools via the intranet to enable wide participation	Dialogue is used on an ad hoc basis i.e. shaping the future feedback/ bridging the gap etc	Put on hold
Teamtalk Strategy Talk	Provide awareness and knowledge of strategic issues, priorities and direction	Strategy Talks are published monthly in Connect magazine and should be discussed and referred to at Team Meetings. The topics are a mix of corporate and service specific as well as case studies to support development of Moray Management Methods.	Remain 'as is'
Managers' Briefings	Provide an overview and ensure a shared understanding of the topics.	Briefing to 3rd tier Managers on forthcoming corporate connect topics by authors of Strategy Talk articles.	Change to virtual briefing by publishing on SMI site /HR Bulletin
LEADERSHIP			
Leadership Forum	Senior manager forum to develop shared understanding of the corporate environment and priorities in order that these can be promoted and developed across council services.	Delivered quarterly by CMT	Refresh and clarify purpose. To include a development activity

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(Manager) Listening Meetings	To allow structured discussions to take place based on key corporate initiatives. Links to issues leading from the Leadership Forum and how these are progressing in services.	<p>Bi-annual meetings with Chief Executive.</p> <p>These have been well attended although more proactive participation from attendees required.</p> <ul style="list-style-type: none"> • Agenda follows up on implementation and progress on items from LsF agenda • Operational issues/ implications from the above <p>HR - Labour intensive to set up, support and maintain</p>	Needs a refresh. Consider self-facilitating approach and note taking by attendees. Build in facility for group discussions to build action planning as part of outcome of discussions which is owned by attendees
(Supervisor) Listening Meetings	As above	As above – noted these work more effectively than 3 rd tier equivalent.	As is
ENGAGING AND LEARNING			
Employee Conference	Annual event to highlight corporate issues, feature key council projects and provide an opportunity to engage directly with senior managers through discussion groups	<p>Events are attended by a cross spectrum of employees from all services and always receive excellent feedback. Recently there have been one large and 2 smaller events in towns outside Elgin.</p> <p>Areas for development: Leadership Conference/Symposium (2018)</p>	<p>Deliver one conference per annum or consider delivery each alternative year to survey year.</p> <p>New activity to be developed which could be added as an afternoon session of conference</p>
Service Learning Visits	To allow employees across range of services to engage directly with Senior Managers and give feedback and	<p>Monthly visit undertaken by representatives from CMT and Cllrs. Supported and minuted by HR representative.</p> <p>Can take up to 2 – 2.5 hours</p>	<p>Reduce the length of visit to one hour.</p> <p>No HR support on day so less choreographed.</p>

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	appropriate actions be taken where possible as a result of this.	Set up and support element labour intensive for HR.	CMT member takes issues back to resolve. Manage expectations effectively in relation to the purpose and delivery of SLVs for all involved. Develop good practice guidance for delivery
Service Learning Visits Roadshows	As above Provides an additional format for SLVs for areas where tour style not appropriate. Taken to work teams at their location.	Offer continued the dialogue as mini-versions of the employee conference, using Morayopoly as a discussion tool These are currently on hold	Remain on hold
Back to the Floor	Employees can engage directly with Senior Managers/Directors, sharing experience of day to day front line roles and giving opportunities to show case best practice, efficiencies, technology etc.	3 Back to the Floor activities have been undertaken in various service areas over 2018	Remain 'as is' delivering one per quarter
RECOGNITION			
Star Awards	To recognise the performance of the workforce, specifically those who go above and beyond what is expected of them and/or have shown outstanding commitment to their work during the challenging financial position that the Council is facing.	The presentations are due to take place in November. This year received limited nominations however it is acknowledged we were amidst budget consultation at the time of voting. An article will be published in the December edition of Connect and the STAR Awards information and winners are available on the Interchange.	Remain 'as is' or move to every two years in between survey and conference. Consider reviewing categories.
Employee Suggestion Scheme	Open to all employees to provide the opportunity to put forward suggestions which	42 suggestions submitted and all suggestions and outcomes have been posted on the interchange	Continue however revise parameters for applications i.e. must include service

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(Bright Ideas)	would result in efficiencies or financial savings for the Council.	Labour intensive activity Consider investment of resource v quality of ideas	improvement or corporate improvement; own service ideas must be escalated via own manager, scale back response process and time invested in process.
Employee Involvement and Influence	Develop an inclusive improvement culture where employees are involved in identifying and implementing work improvements and efficiencies	Culture Working Group reinstated as of Jan 2018. Action plan developed and progress continues. With budget impact on reduced staff resource, revise action plan	Review original remit and current action plan.
COMMUNICATIONS			
Connect	Circulate consistent corporate information - including policies, activities, achievements (work and non-work related)	Connect was initially established with the purpose stated and continues to be used as a method of communicating strategic and corporate issues. However, the format has moved on to become more caption and picture based with less substantial content. This can make the corporate messages appear unappealing. However, Connect remains an important communication tool for passing key messages to staff, unless an alternative is developed.	Remain 'as is' for HR input.
Interchange	Intranet facility with a clear focus on corporate communication that support the council's culture and the employee	The Interchange was launched in October 2016 and is used for communications that underpin employee engagement and activity. Polls on the interchange have been introduced and will be further utilised to measure and evaluate culture and engagement activities	Continue to develop as main point for general workforce communications.
Connections (noticeboards)	Making information available to those who do not have intranet	Content is reflective of current relevant communications and engagement issues.	Remain 'as is'

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	access via contacts who update noticeboards including policy info, activities, healthy working lives information.		
Chief Exec Blog	Running communication giving an informal personal perspective.	Delivery of blog not being maintained	Review as to whether to continue
HWL	To promote health working across the authority	Quarterly activities delivered to promote healthy living and working. Partnership working with NHS and OH	Continue 'as is' linking to other areas of the engagement programme
MONITORING AND EVALUATION			
Employee Survey	Ascertain the views, satisfaction and levels of awareness among staff of a range of issues related to council business and staff management so that areas for improvement can be identified and progress monitored over time.	Results used to identify areas where targeted work would be undertaken. Progress well underway with positive work towards completion of ERDPs for frontline staff in Environmental Protection & Roads. Employee Survey 2017 launched in June with some revised content and communication strategy aiming to improve the response rate. Labour intensive piece of work	Reduce the number of questions and provide reduced analysis of the survey i.e. Maintain but reduce detail in Corporate Report and Department Reports. Use info graphics approach rather than narrative Research and benchmark with other councils
SERVICE IMPLEMENTATION			
Departmental and Service Engagement Programmes		IJB - To be developed to continue to support the effective development of MIJB. Home care Direct Services	Ongoing work