

Ref	Recommendation/ Need to...	Priority	Management Response	Responsibility	Timescale
1	Increase staff satisfaction with senior management.	High	<b>Ongoing:</b> SMG to determine an additional separate action plan CMT to agree SMG action plan (This will involve more research and consultation; working with staff to identify where senior management can improve)	SMG CMT	To be put on the SMG agenda for 30 April
2	Increase staff satisfaction with communications between different sections.	Medium	<b>Ongoing:</b> Continue to use methods that are currently working well and use the information gained through the staff survey on staff preferences for communication methods to ensure that all key messages are being delivered to the appropriate audiences. Examples include better use of intranet, reviewing the distribution of Team Update, a revamp of the Who’s Who on the Intranet and a more dynamic phonebook (linking pictures) which would require input from New Media.	Communications and Reputation Co-ordinator  New Media	March 2010
3	Increase staff understanding of the benefits of the C3W programme.	High	<b>Ongoing:</b> User groups established, consultation lunches, notice boards, FAQs available on the intranet, key messages delivered at staff briefings. Specific action around staff in Bishops Stortford and/ or Internal Services. This will involve considering how they can be given more support to help them understand and feel more comfortable with the implications of C3W, recognising that there will be many areas of uncertainty and concern and that isolation will be lessened with	C3W Programme Board	April 2009

			the moving of the admin base to one site.		
4	Promote Training and Development within East Herts Council.	Medium	<b>Ongoing:</b> Ensure all staff have PDRs conducted and 1-2-1s happening regularly. Three year people strategy, middle management training. The new PDR process and 2009/ 2010 corporate training plan will be key to this.	All Staff	July 2009