

# Annex A:

## DRAFT COMMUNICATIONS

### Making Surrey a Better Place to Work

You said....	We did.....	You can....
<ul style="list-style-type: none"> <li>Why can't I have the right IT kit so I can do my reports anywhere I am working</li> </ul>	<ul style="list-style-type: none"> <li>Roll out of <b>4,500 new lap tops</b> and technology to support home working while maintaining security standards</li> </ul>	<ul style="list-style-type: none"> <li>Get advice on how to work flexibly, remotely and from home <a href="#">here</a></li> </ul>
<ul style="list-style-type: none"> <li>I could cut down on my travel if I could do some work from a local office or from home</li> </ul>	<ul style="list-style-type: none"> <li>Introduced <a href="#">smarter working</a> into teams to help support better</li> </ul>	<ul style="list-style-type: none"> <li>Get advice on Surrey workplaces and facilities <a href="#">here</a> and think about agreeing a <a href="#">team charter</a> that sets out how your team will work together</li> </ul>
<ul style="list-style-type: none"> <li>I am struggling to make ends meet after 5 years of no increments</li> </ul>	<ul style="list-style-type: none"> <li>Although the funding situation for local government remains very challenging we have introduced <b>MyBenefits</b> and a review of Pay, Reward &amp; Recognition is underway</li> </ul>	<ul style="list-style-type: none"> <li>Get discounts on everything from childcare and mobile phones to food shopping and holidays from <a href="#">here</a></li> </ul>
<ul style="list-style-type: none"> <li>I don't get any personal development training</li> <li>Surrey wide training is not accessible due to location</li> </ul>	<ul style="list-style-type: none"> <li>Invested in the <b>STARS</b> Training &amp; Development programme for staff and managers and now <a href="#">My Learning</a>, where more and more learning is shifting to non-classroom type training available on-line to everyone in any location</li> <li>Made <a href="#">appraisals</a> simpler and monitor completions to make sure that everyone should have one</li> <li>One to one training is now made available for staff who can't access mainstream training</li> </ul>	<ul style="list-style-type: none"> <li>Access training when and where you want via <a href="#">my learning extra</a></li> <li>See what training and events are available to you and book yourself on via the My Learning tab on the <a href="#">S net Portal</a></li> <li>Ensure you have an <a href="#">appraisal</a> with your manager at least once a year to talk about your personal development</li> </ul>
<ul style="list-style-type: none"> <li>I don't want "just a job", I want a career. What are you doing to help people who want to progress with their ambitions?</li> </ul>	<ul style="list-style-type: none"> <li>Introduced <b>MyCareer</b> to help people identify the skills they have and how they might move across different roles within the Council</li> </ul>	<ul style="list-style-type: none"> <li>Access <a href="#">my career</a> advice and book a one to one career coaching session on the <a href="#">events</a> calendar</li> </ul>
<ul style="list-style-type: none"> <li>My manager's a bully and nothing ever gets done</li> </ul>	Invested in: <ul style="list-style-type: none"> <li><a href="#">Coaching Programme</a> –</li> </ul>	<ul style="list-style-type: none"> <li>Understand the Council's <a href="#">values</a> and <a href="#">behaviours</a> and</li> </ul>

<p>about it.</p> <ul style="list-style-type: none"> <li>• My manager micro-manages us – he doesn't trust us to get on with things. Every little decision has to go up the line – it takes forever.</li> <li>• Why do they let people get away with bad performance? Why isn't any action taken? It puts an extra burden on us.</li> </ul>	<p>1,500 people been through it</p> <ul style="list-style-type: none"> <li>• <a href="#">High Performance Development Programme</a> – 1,500 manager to go through it over three years</li> <li>• Introduced better ways of resolving conflict see: <a href="#">HR Restorative Approach</a></li> <li>• <b>Employee Assistance Programme</b> – a 24 hour confidential helpline, offering counselling, legal and financial advice</li> <li>• <b>Fairness Champions</b> – a wide network of over 70 staff, in 30 locations.</li> <li>• <b>Coaching Pool – 30 internal Coaches in pool</b> - available to all staff</li> <li>• <b>Team of 30 trained mediators</b></li> <li>• <b>NLP* “bite-size” training</b> - available to all staff</li> <li>• <b>Training in “Responding in resourceful ways”</b> – available to all staff</li> </ul>	<p>give feedback to others when you see they are not being adhered to.</p> <ul style="list-style-type: none"> <li>• Find a coach or learn how to become a coach <a href="#">here</a> to help improve your own and others performance</li> <li>• Learn about the <a href="#">High Performance Development Programme</a> and how we are investing in the skills of our leaders and managers</li> <li>• Call <a href="#">employee assistance</a> on 0800 243 458 and find out how they can help you and your family</li> <li>• Seek <a href="#">help</a> if you feel you are being treated unfairly and see if <a href="#">mediation</a> might help</li> </ul>
<ul style="list-style-type: none"> <li>• Induction is poor here – I was left adrift on my first day</li> <li>• It took me ten weeks to get a log in!</li> </ul>	<ul style="list-style-type: none"> <li>• The <b>On-boarding</b> process was totally re-vamped and continues to be improved</li> <li>• <b>Adult Social Care</b> services have introduced a comprehensive and systematic new induction programme</li> <li>• <b>First Day Makers</b> has been introduced at County Hall and will be rolled out to other buildings in 2015. This makes sure that new starters get their essential kit and log-ins on the first day</li> </ul>	<ul style="list-style-type: none"> <li>• Access advice on what should happen during your <a href="#">induction</a></li> <li>• Remember what it is like to be “new” in such a large organisation, help new starters to have a good experience of joining Surrey</li> </ul>
<ul style="list-style-type: none"> <li>• My workloads are stressing me out – nobody listens; nothing is done.</li> <li>• We want to be more supported when under stress or when mental wellbeing is poor.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Team Workplace Health checks</b> – jointly delivered with the trade unions, over 100 facilitated one day workshops, with Children's Services and ASC Personal Care and Support Teams.</li> <li>• <b>“Stay Healthy – Stay Well” Campaign</b> - SCC workplace wellbeing campaign</li> </ul>	<ul style="list-style-type: none"> <li>• Look at the advice on <a href="#">wellbeing</a> and think about doing an individual or team wellbeing check.</li> <li>• You can also complete a questionnaire that identifies how <a href="#">resilient</a> you are and suggests practical steps you could</li> </ul>

	<p>including : NHS Health Checks (x400+), Smoking Cessation, Walk To Work, Swimming promotion, Yoga, Yogarobics.</p> <ul style="list-style-type: none"> <li>• <b>Support for Emotional &amp; Mental Wellbeing</b> – management masterclasses, delivered by OH and EAP – up to 300 managers.</li> <li>• <b>Support for Stress in Teams</b> one day management workshops.</li> <li>• <b>Time to Change National Employer Health Check</b> – research, survey (x3962 staff), interviews (14) and report.</li> </ul>	<p>make</p> <ul style="list-style-type: none"> <li>• Book a free healthcheck if you are over 40 via the <a href="#">events</a> page</li> </ul>
<p>The costs of childcare are astronomical – can’t you help with this?</p>	<p>Introduced <b>Child Care Vouchers</b> to help working parents reduce the cost of childcare</p>	<p>See how they work <a href="#">here</a></p>
<p>I’ve never had an appraisal in the 7 years I have been here</p>	<p>Training, campaigns, simpler appraisals introduced and strong on-going drive from the top to reach <b>100% appraisals</b></p>	<p>Ask to have an <a href="#">appraisal</a> with your manager at least once a year to talk about your personal development, you are entitled to it</p>
<p>Why can’t our team have an apprentice?</p>	<ul style="list-style-type: none"> <li>• 300 young people have been through our SCC <b>apprenticeship programme</b> since 2009.</li> <li>• Coming soon: <b>Higher Apprenticeships</b></li> </ul>	<p>Contact the recruitment team if you are interested in having an <a href="#">apprentice</a> in your team perhaps start by having someone on <a href="#">work experience</a></p>
<p>I want to give something back to the local community?</p>	<ul style="list-style-type: none"> <li>• Introduced an <a href="#">employee volunteering scheme</a> to support volunteering in Surrey</li> </ul>	<p>Arrange for up to two days volunteering leave per year either individually or as part of a team</p>

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