

**APPENDIX 1**  
**STAFF SURVEY ACTION PLAN 2017-2018**

THEME	CCG FOCUS AND/OR DIRECTORATE SPECIFIC	PROPOSED ACTIONS	LEAD	PROGRESS
<b>Your Health and Wellbeing</b>	<b>CCG</b>	<p>1. <b>Improve flexible working arrangements:</b> Design and implementation of guidance to help support flexible working.</p> <ul style="list-style-type: none"> <li>• Look at further developing IT to support this i.e. across multiple sites and partner organisation's.</li> <li>• Look at developing case studies to give consistency across the organisation</li> </ul>	Workforce	<p>The Way we Work Guidance launched early 2016</p> <p>In progress</p> <p>September 2017</p>
	<b>CCG</b>	<p>2. <b>Improve staff recognition:</b> Design and implementation of a staff recognition scheme.</p>	Workforce	Spotlight Awards launched early 2016
	<b>CCG</b>	<p>3. <b>Improve communication:</b> Revise weekly bulletin and intranet.</p>	Communications	In Progress. New bulletin to launch in July 2017
	<b>CCG</b>	<p>4. <b>Explore inappropriate behaviours (Bullying and Harassment):</b> Collect further intelligence on concerns.</p>	Workforce	Survey launched July 2017
	<b>Service Delivery</b>	<p>5. <b>Manage workload:</b> To communicate activity levels during peaks and</p>	D/Directors and Heads of Service	Commenced and in progress

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		troughs and to redistribute tasks according to capacity.		
<b>Your Manager, Your Organisation</b>	<b>Service Delivery</b>	6. <b>Improve communication:</b> To collect further insight into how staff want to be communicated with, to agree new communication channels and frequencies.	D/Director	In Progress
<b>Your Development</b>	<b>CCG</b>	7. <b>Improve appraisals:</b> Collecting further feedback in relation to 2016 PDC's.	Workforce	Complete and ready to inform 2018 PDCs
		8. <b>Improve appraisals:</b> Involve staff in a review and subsequent redesign of the appraisal process, explore alternative approaches including an ongoing online learning journey.	Workforce	December 2017
	<b>Service Delivery</b>	9. <b>Improve appraisals:</b> Undertake regular reviews of objectives to identify if programme is still relevant to reprioritise and revalidate focus.	D/Director and Heads of Service	In Progress
<b>Your Team, Your Role</b>	<b>CCG</b>	10. <b>Improve staff involvement in decision making:</b> New intranet to incorporate a function to allow and encourage staff to get involved in key decisions. Publication of effective engagement principles.	Engagement and Communications	Initial changes to the format and including regular updates from Directors from May 2017. Review in September 2017.

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	<p data-bbox="434 564 685 635"><b>Service Delivery &amp; Finance</b></p> <p data-bbox="434 826 685 896"><b>Service Delivery &amp; Finance</b></p>	<ul data-bbox="757 347 1240 379" style="list-style-type: none"> <li>Review Our Voice Our Forum.</li> </ul> <p data-bbox="712 564 1312 788">11. <b>Improve flexible working:</b> Facilitate open and honest conversations about what flexible working arrangements people want, explore feasibility of adopting alternative arrangements and trial options.</p> <p data-bbox="712 826 1312 970">12. <b>Improve communication:</b> Identify how staff want to be communicated with, provide opportunities for two way communications.</p>	<p data-bbox="1339 564 1518 635">Director and D/Directors</p> <p data-bbox="1339 826 1536 896">Directors and D/Directors</p>	<p data-bbox="1624 564 2033 635">In Progress, and in line with the <i>Way we Work Guidance</i></p> <p data-bbox="1624 826 1787 858">In Progress</p>