

STAFF SURVEY PROGRAMME BOARD
CULTURE WORK STREAM
REVISED ACTION PLAN – 2ND DECEMBER 2016

Proposed Action(s)	Lead Officer(s)	Sponsor(s)	Participants	Timescale
1. Seek staff views on current culture	S Hanley/B Talbot/ D Poole/L Walsh/ L Wood/ P Smith/KL Mitchell	CX Programme Board	All staff	15 th December 2016
• Prep & communications arrangements	S Hanley/KL Mitchell/ P Smith/ T Hurst/K Vass	CX Programme Board		w/c 28 th Nov 2016
• Updates: Members ITUL CMT	S Hanley	CX Programme Board	Members T Unions CMT	w/c 5 th Dec 2016
2. (i) Assessment/Analysis of current culture (a) What's it like to work here (b) How would staff like it to be	D Poole/B Talbot (Policy Team if required)	S Hanley/ Programme Board	See above	By end of January 2017
(ii) Analysis to Programme Board	S Hanley/D Poole/HR/Policy	Programme Board	Programme Board	1 st February 2017
3. Assessment/further work streams required:-	S Hanley/L Walsh/D Poole/B Talbot/P Smith/A Singleton/L Wood B Dunne	CX Programme Board	Programme Board	February 2017
• Proposal by sub group to Programme Board				↓
• Link with Time to Talk day(s)	L Walsh/S Hanley			April 2017
• Cultural Focus Group				
• Customer experience data	A Singleton/B Dunne			
• Interviews staff "understand me"	P Team/Volunteers			
• Recorded observations in business	As above			

<ul style="list-style-type: none"> World Café Conference Managers Forum CMT 	S Hanley/D Poole/HR S Hanley/D Poole S Hanley/D Poole	CX Programme Board	All 4 th Tier Managers CMT	April 2017
All the proposals/work streams in action item (3) to be discussed following the outcomes – Items 1 & 2				
4. Review of Council Plan Principles (Links to Good Working Relationships)	S Hanley/CMT	CX Programme Board	CMT	April 2017
5. Overview/Review of Corporate/ Strategic Measures (relating to culture)	S Hanley/D Poole	CX / Programme Board	Sub group of Programme Board	} } } April 2017 }
<ul style="list-style-type: none"> Review of current data and identify additional measures Incorporate within Corporate Dashboard 	S Hanley/D Poole/CMT & Data Holders B Dunne/T Beech Data Holders	CX/ Programme Board CX/ Programme Board	Programme Board/ CMT Programme Board Members O&S	} } } } } } May/June 2017

Note: Not all the work streams in item (3) may be progressed.
Review – February/March 2017 post survey/ballot.