

CHESHIRE EAST COUNCIL

APPENDIX 5 - Brighter Future Pulse Survey Action Plan

	Result	Recommendation / Action	Due Date	Responsible	Status
1	1331 employees completed the survey which is a 37% response rate.	Improve the response rate of the next Pulse Survey with teaser communications prior to opening and additional reminder emails during the survey period.	February 19	OD Team and Communications Team	Commence early February 19
2	94% of employees state that they have heard about the Brighter Future Programme however, the lowest awareness was within Children and Families Services.	OD team working closely with the Brighter Future Champions to ensure that the What's the Conversation (WTC) sessions are delivered to staff.	Immediately	OD Team and Brighter Future Champions	68% of staff completed
3	69% of staff know who their Brighter Future Champion is however 30% responded no or don't know.	This is likely to be addressed as more staff complete the What's the Conversation (WTC) session with their Champion. In addition the OD Team to highlight with the Brighter Future Champions and look at alternative ways to raise their profile within their service areas. To be measured via the next Pulse survey.	February 19	OD Team and Brighter Future Champions	64% of total employees completed WTC sessions
4	Over half (59%) of staff who completed the survey have attended the What's the Conversation session. Lower attendance within Children and Families Service and Planning and Sustainable Development Team.	OD Team working with Brighter Future Champions across the organisation to ensure that the What's the Conversation (WTC) sessions are delivered to staff. A What's the Conversation and wider Brighter Future Programme update were included in the Planning Team away day in December and further What's the Conversation sessions are being planned.	January 19	OD Team and Brighter Future Champions	64% of total employees completed WTC sessions

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5	Awareness of the vision for workplace culture, behaviours and deal is lowest in the People directorate.	In addition to supporting the Brighter Future Champions to deliver the What's the Conversation sessions a fact sheet has been developed and sent to hard to reach frontline staff within the People directorate with the opportunity to feedback questions via their line managers.	January 19	OD Team and People Directorate	68% of staff completed within C&F service and 49% within Adult Social Care
6	Awareness of the employee deal is slightly lower than awareness of the vision for workplace culture and the behaviours.	Ensure that links to the employee deal are made explicit in future communications to staff. Create posters detailing the employee deal to be displayed in all main buildings. Conversations relating to the employee deal are included in the My Conversations Toolkits that will be available in January 2019.	January 19	OD Team Communications Team Managers	Posters ordered
7	82% of employees that completed the survey are aware of the Stop Bullying Behaviour Helpline.	Continue to display posters in the main buildings and promote via Team Voice and What's the Conversation sessions.	Immediately	OD Team Comms Team	Complete
8	71% of employees have had a team meeting within the last month but 5% have not had a team meeting in the last 6months.	Remind managers of the importance to schedule team meetings via the Core Brief and encourage managers to use the Toolkits to enhance their team meetings and encourage them to discuss the vision, behaviours and employee deal.	January 19	OD Team Comms Team	Core Brief drafted