

DEP REP FORUM FEEDBACK ACTIONS (9/02/17)

TOPIC	YOU SAID...	WE DID...	STATUS	COMPLETED BY
Working Environment	Improvements to the canteen - it is very jaded and lacks personality	Agreed. Discussion required regarding budget provision and with canteen provider.		CO
	The cleaning of office accommodation has deteriorated and staff feel undervalued. We can't expect to recruit and retain quality staff when our working environment is in its current state.	Agreed. The FM Services Client Manager is in discussions with the cleaning contractor regarding improvements to the current standard of cleaning.		ND
	The adequate provision of work equipment e.g. smart phone to enable me to do my job efficiently	Agreed. This will be addressed corporately		DP
	An enhancement of IT systems is required to allow effective and productive mobile and flexible working, the current Line of business systems do not provide useable access via mobile/tablet devices, this hinders work/life balance and affects retention rates of staff. Mobile devices with live connectivity to line of business system dedicated Aps, would resolve this and remove the need for staff to carry papers around containing sensitive information	This will be looked at by the IT Strategy & Commissioning Board /BT. A skills audit to be undertaken. It should be noted that not all devices will be compatible with our line of business systems and the connections to these.		MB
	Web conferencing equipment to be installed into all committee and meeting rooms to enable remote officers and partners to join meetings on-line and see presentations streamed live and attendees via webcam	To be investigated further. On line meetings can be arranged through Microsoft Lync and Microsoft Outlook Calendar or alternatively through BT conferencing facility <a href="http://onebromley/BA/Pub_Res/Pub_ICT/Pub_ITS/Pub_BTConferencing/Pages/default.aspx">http://onebromley/BA/Pub_Res/Pub_ICT/Pub_ITS/Pub_BTConferencing/Pages/default.aspx</a>		MB
Health & Wellbeing	Provide free access/membership to Mytime Leisure Centres to increase health of staff and possibly reduce number of sickness absences.	Unfortunately free access to Mytime Leisure Centres is not possible. However Mytime Active currently offers Health and Fitness Membership from only £37.56 a month (Corporate Rate). Valid at 4 leisure and 5 Sports Centres across the London Borough of Bromley. No 'Tie In' contract. No joining fee. For further details visit <a href="http://www.mytimeactive.co.uk/membership">http://www.mytimeactive.co.uk/membership</a> Details of further local fitness discounts are available on Onebromley Real Benefits. <a href="http://onebromley/BA/Pub_CE/Pub_HRD/Pages/REALBenefits.aspx">http://onebromley/BA/Pub_CE/Pub_HRD/Pages/REALBenefits.aspx</a>		n/a
	Provide free annual well-being checks via Occupational Health, blood pressure, BMI, blood sugar levels as a preventative health measure could reduce sickness absences and time off to go to GP's.	Currently our Occupational Health service does not provide for annual health checks. We are going to be changing OH providers from April'17 and the new provider will include one health promotion event each year. Further details will be available once the new OH service goes live. Health Checks will also be provided at Real Benefit events. For information, the NHS Health Check is a health check for adults in England aged 40-74. You can expect to get a letter from your GP (you need to be registered with a GP) inviting you for a free health check. See <a href="http://www.nhs.uk/Conditions/nhs-health-check/Pages/NHS-Health-Check.aspx">http://www.nhs.uk/Conditions/nhs-health-check/Pages/NHS-Health-Check.aspx</a> for more details		CO
	Provide mental health awareness and wellbeing training	The organisation is supporting Nicola Musto, ECS who has volunteered as wellbeing champion for mental health to raise awareness on mental health including signposting and providing peer support. Nicola will deliver talks and training sessions to line managers on mental health awareness, managing mental health at work and how to provide support and It is intended that training sessions will commence March/April'17		CO
	Provide the option to buy extra or sell unused annual leave if not taken in the year allocated	The minimum annual leave someone must take is 20 days. Annual leave may also be carried forward at managers' discretion. The option to buy extra or sell unused annual leave will be explored further.		CO

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Terms & Conditions	Extra days Annual Leave to reward those that have had no sickness absences in year.	Agreed. This will be considered further		CO
	A bonus scheme after an allocated period on the person's birthday for example	Options to be explored		DP/CO
	Merited pay awards are a brilliant idea. They could be more transparent and less clunky to apply on behalf of a colleague/supervisor	Noted		n/a
	Issue parking badges to staff that authorises them to park in a permit bays or on yellow lines whilst carrying out their duties without being penalised by Traffic Wardens within the borough	A system for issuing parking permits for essential staff to carry out their official duties already exists. Conditions apply. Contact Lisa Murray (ECS) and Pam Edwards (ECHS) for further details.		n/a
	Car parking - many staff have to walk 20-30 minutes to the nearest unrestricted parking spaces, this is going to get worse	Car parking spaces for staff is being considered as part of the civic site development project.		ND
	Offer cheap loans to staff to purchase cars etc.	Car loans are available to essential car users at the rate of 6%. You can borrow up to £7,500 or 50% of your salary whichever is the lesser amount. If the car is less than three years old the term of the loan can be up to 5 years. If it is more than three years old the loan can only be over 4 years. Alternatively Credit Union is a not for profit organisation that offers low cost loans to its members. Anyone that lives or works in the London Borough of Bromley or Lewisham can join for a small fee. For further information visit <a href="http://www.lewishampluscu.co.uk">http://www.lewishampluscu.co.uk</a>		n/a
Terms & Conditions	Introducing a housing scheme for staff of some sort, as many staff can't afford to live in the borough	To be considered further		DP/CORPORATE
	Decent wage that reflects the roles and responsibilities of social workers/care managers/CMAAs	The Council's recruitment and retention package will be regularly reviewed to ensure that it is competitive with the labour market		CO
	Clarity and consistency regarding sickness policy - staff attend work when they shouldn't for fear of repercussions	Noted and better awareness training will be provided to managers		CORPORATE
	Payment of Professional Fees	To be considered. i.e. where membership of a professional body is an essential requirement of the role or where performance would be enhanced by membership and/or where there are difficulties with the recruitment and retention of qualified professional staff.		CO
	Operate a graduate scheme with training, could be Bromley Future Leaders Academy with right investment –grow your own approach etc.	A graduate intern scheme has been in place for a number of years. The introduction of the apprenticeship levy in April'17 will also provide the opportunity to recruit new apprentices and also provide the opportunity to upskill our existing staff.		CO
	Develop closer links with Councillors so staff genuinely feel part of the bigger picture. Offer induction days to all Councillors which could cut down on number of enquiries made as they would have the knowledge to answer their constituents directly.	Agreed.		MB/CO
Staff & Career Development	Role / Job specific training should be incorporated with induction process ie. Early and mandatory training provision for key line of business systems	This should already form part of the new starters induction process		n/a
	Career development road map for officers, this might include vocational training/courses and experience perhaps through 'job swaps' in other departments or partner organisations, to allow officers to gain the necessary skills and qualifications to get them up to their next pay grade and ready for promotion, either within or outside the organisation	Dep Rep Forum to be invited to input in to corporate training provision discussions.		CO

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Other	Concerns over building maintenance/repair and renewals budget reduced, a refurbished building will not remain a pleasant environment if common areas are not re-decorated, deep cleaned periodically & repaired. Example, the North block stair wells have stained carpets, peeling paintwork and damage which is left unresolved. Shouldn't we maintain investment in refurbished buildings by spending a realistic maintenance budget?	To be explored further and picked up as part of the planned maintenance programme.		ND/CB
	Consider re-running the staff survey to gather more suggestions	Director of HR to look at options for real time staff engagement		CO
NEW 17.01.17	We do not have a style manual that lists how words should be used in Bromley Council e.g. 'fly tipping', 'flytipping' or 'fly-tipping', or when 'council' or 'borough' should be capitalised or not. I forwarded a draft proposal to Susie, and I believe she is looking into this, but some sort of guidance for all staff is long overdue. Currently there are inconsistencies in our website, press releases and other literature, which do not make us look as professional as we should be.			
	We do not have a central electronic photographic library which could be used as a resource for all officers. Currently officers, including the different Comms Teams store their own photographs.			
	The Outlook address book is hopelessly out of date e.g. 19 of the 51 officers in the 'ESD Streetscene and Greenspace' distribution list are no longer in Streetscene and Greenspaces. Now that this has been drawn to my attention, I am getting this list updated, but it would help if we had an officer who is responsible for updating the address book for the whole council			
NEW 09.02.17	Review of civic site smoking/vaping areas and cigarette bins, as there is frequently a general congregation of staff and customers at main access points into the buildings. This has an impact on staff having to walk through the smoke/vape fumes, as well as smoke/vape drift into offices through open windows. A poor image of the Council is portrayed to visitors, wedding parties, children and the general population as the organisation does not proactively nor assertively discourage this practise.			