

DEP REP FORUM FEEDBACK AND ACTIONS (09/05/17)

THEME	DATE RECEIVED	YOU SAID...	WE DID...	PRIORITY STATUS	POSSIBLE FUNDING REQ'D	TO BE COMPLETED BY
Working Environment	18.11.16	Improvements to the canteen - it is very jaded and lacks personality	Cleaning of walls and curtains, polishing of wooden panels, removal of old posters from the wall and the provision of new posters to bar server area. Cleaning underway			ND
	29.11.16	To be able to make card payments in the canteen	Meeting held with Over The Moon and agreed to install an electronic card reader. Awaiting installation of Wifi by IT in order to operate card reader			ND
	18.11.16	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.	The Council's present cleaning contract arrangement with Kingdom Services ends on 31 March '17 and with effect from 1 April '17 the management of cleaning services for the Civic Centre, Yeoman House and Walnuts Area office locations will be undertaken by Amey. Amey's proposal is to self-deliver cleaning services in accordance with their Service Delivery Plan and as such they are presently working through the due diligence arrangements inc. staff consultation and TUPE arrangements for the transfer of current cleaning operatives. The current schedule of cleaning and associated periodicity is being reviewed and it is planned to communicate details of the new arrangements and any revised standards etc. to site users by 1 April '17.			ND
	23.11.16	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	We have purchased some test equipment which we are waiting to set up and trial. This is likely to take place in June. Depending on exact requirements then it could cost up to £20k per room to equip them. The funding for this will have to be looked at, but first we need to find a selection of viable solutions depending on size / capabilities / requirements and integrate them into our systems. Laptop users can use the video conferencing capabilities in Lync, we have done this in ICT for small to medium meetings when people cannot attend. We are also looking at adding web cams to the catalogue where people do not have laptops but need video capabilities. On line meetings can be arranged through Microsoft Lync and Microsoft Outlook Calendar or alternatively through BT conferencing facility http://onebromley/BA/Pub_Res/Pub_ICT/Pub_ITS/Pub_BTConferencing/Pages/default.aspx		Y	MB
	14.02.17	Some provision for staff to access a telephone line is needed if the computers fail, chiefly to enable contact with IT to report faults. It is not satisfactory for staff to have to call a premium rate number from a personal mobile because the work phone only functions if the computer is working.	The number itself is not a premium rate number, however some providers charge a large surcharge to connect to 0844 numbers, which is not within our control however we have asked BT to look into this and at the various options for a number that would be included in most if not all inclusive minutes package from mobile providers. This also came up at one of the ICT strategy meetings which was passed to BT at the time. A response has yet be received so this will be followed up.			
	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.	A review of the current smoking areas and bins has been undertaken and suggestions to be put forward at next Dep Rep meeting		?	
	29.11.16	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. Professional fees will be covered in the presentation on career development to the Departmental Rep forum.		Y	CO
	NEW 04.05.17	There is an existing retention and recruitment package for Social care staff which regularly gets reviewed (including a number of benefits such as Golden Hello payments, additional increments for staff in front line roles within specific teams and extra annual leave) it seems that once you have reached Group manager level you are not entitled to any retention payments anymore.			Y	CO
Staff & Career Development	18.11.16	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.	The induction of councillors covers a range of issues including representing constituents etc. Established as well as new councillors are invited to all induction events and we tend to get a good mix.so in part getting that right in 2018 will help. The induction timetable always includes scope for departments to present, departmental and team tours are sometimes offered and these can be repeated as necessary. A big part of change is asking and engaging around what would be useful for councillors to fulfil their roles to help shape any programme.			MB/CO

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Development	29.11.16	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	The induction timetable always includes scope for departments to present, departmental and team tours are sometimes offered and these can be repeated as necessary.		Y	CO
	18.11.16	Consider re-running the staff survey to gather more suggestions	Director of HR to look at options for real time staff engagement		Y	CO
	7.12.16	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.	The Council does have style manuals but they have grown up in separate departments and to coordinate these is on the list of corporate 'things to do'. Good headway with this work is being made thanks to the support of our Graduate Trainee and we have a draft manual in play at the moment. We hope to share and consult on this more widely over the next few months with a view to uploading onto our intranet and launching this to the organisation late this year, most probably late autumn.			AR/SC
	7.12.16	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.	<p>We will look at this issue again in light of the interest.</p> <p>We have looked at this at various times in the past but there have been a number of issues why this was not progressed, including the technical issue of storage requirements for large high resolution images.</p> <p>Often photos are taken for a specific service related purpose and whilst they may have some benefit to other colleagues, this is not necessarily the case. It should be remembered that where photos are taken of people, permission is formally required as part of the Council's protocols.</p> <p>Colleagues are encouraged and able to share photos where appropriate, with publicity photos generally taken within a service area and also held corporately, with these photos available should they be required and in these instances, colleagues are encouraged to contact their Comms contact.</p>			AR/SC
	7.12.16	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	The Distribution lists are within the Address Book and are assigned to an administrator from that group. The Administrator is responsible to keep the distribution group upto date. The ISD will remove a user from the network, i.e applications if they are hosted by ISD, Outlook, M: Drive etc; however the administrator will need to then remove the user from the distribution list. We are currently looking at a group mail box, where services can send email to inform us of any user that may have left so we can then remove the user.			SE

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Working Environment	23.11.16	The adequate provision of work equipment e.g. smart phone to enable me to do my job efficiently	This has been raised with Directors and a review undertaken of the provision of work equipment. All staff should be aware that any requests for ICT tools and kit should be raised with their appropriate Director.
	23.11.16	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	Core IT systems, including hardware are to be replaced over a period of time to improve connectivity, security and flexibility supporting mobile working.
	14.02.17	Use of new IT packages. This should be used with discretion. There is no one size fits all solution.	Agreed. However people should not go out and buy their own software without consulting with IT first as there are a number of checks we have to do to make sure any solution will work in our environment and if we need to make any changes such as adding servers. We also have to check hosted solutions to make sure they comply with the relevant DPA / GDPR legislation including safe harbour / data off shoring etc.
	14.02.17	The automated system for telephone callers to the Council does not always function properly. The automated system often fails to decipher what the caller is saying and callers are sometimes put through to wrong extensions and a long waiting time prior to the phone being answered. Improvements should be made.	Please report faults and issues through the following link: http://onebromley/HDol/PubVR/Pages/default.aspx
	14.02.17	Old and outdated hardware. Some of the computers are very old and slow and cannot cope with the updated software being rolled out. The current ageing desktops should be replaced with efficient laptops which are connected to the office systems to allow more flexible working to take place in an easier way, particularly if the Council is moving to an environment where we will be expected to “hot desk” and work at home more often and with less access to paper files.	There is a tech refresh process which any machine over 4 years old is eligible. There is a process for this and it has to go through the approved work requestor for that service area. The requester will need to give details of the old machine including any locally installed software e.g. Dragon dictate on a work request to the ‘LBB IS service and contracts’ mailbox in the normal way. The budget for the hardware is held by the departments, there is no central pot of money. What we have included in the BT contract is provision to replace and swap out the machine, so apart from the hardware cost there is no other costs to the departments. If there is a need to refresh a PC with a laptop, this is not a problem it just needs to be asked for in the work request and the laptop hardware procured. All of the hardware etc is in the IT catalogue. There has been an element of refresh built into the office accommodation project for when we move back into stockwell, however there are no dates for this as the project is under review. There is a concern over docking stations on hot desks as different manufacturers have different docking stations, meaning that there may not be a desk available with the right docking station. Companies get around this by using the new connectors (no pins to bend!) to directly attach the screen to the laptop, thus negating the need for docking stations. So far we have had docking stations broken by users where they have not been used properly or by trying to connect the wrong make of laptop
Health & Wellbeing	18.11.16	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 http://www.mytimeactive.co.uk/membership Details of further local fitness discounts are available on Onebromley Real Benefits. http://onebromley/BA/Pub_CE/Pub_HRD/Pages/REALBenefits.aspx
	18.11.16	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.	Our new OH provider (April'17) will include at least 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 http://www.nhs.uk/Conditions/nhs-health-check/Pages/NHS-Health-Check.aspx for more details

	29.11.16	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, additionally OH offer counselling to staff
Terms & Conditions	18.11.16	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 per year. Annual leave may also be carried forward at managers' discretion. It is also at Managers' discretion if additional leave is required and this should be discussed with your manager.
	18.11.16	Extra days Annual Leave to reward those that have had no sickness absences in year.	It is not agreed that extra days of annual leave should be granted to those who have not taken sick leave in a previous year. Managers have discretion to approve extra leave if required.
	23.11.16	A bonus scheme after an allocated period on the person's birthday for example	Managers have the discretion to reward staff throughout the year in addition to the annual Merited Reward Voucher payment scheme. Managers can also exercise reasonable discretion in favour of individual staff or team performance in other acceptable ways.
	23.11.16	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.
	18.11.16	Merited pay awards are a brilliant idea. They could be more transparent and less clunky to apply on behalf of a colleague/supervisor	Noted.
	27.02.17	The merited pay awards seem esoteric—shrouded in mystery to the uninitiated. There has also been some inequalities in the system. What if you are an outstanding worker, but your line manager does not nominate you. What if your line manager has not been going through the PADs process?	Noted. This should be escalated to your manager's manager. The new appraisal system from 1 April 2017 should improve this.
	18.11.16	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 (ECS) for further details.
		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, and staff will be informed of progress.
	18.11.16	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 http://www.lewishampluscu.co.uk
	18.11.16	Introducing a housing scheme for staff of some sort, as many staff can't afford to live in the borough	This will be considered as part of the Housing Strategy work.
	18.11.16	Decent wage that reflects the roles and responsibilities of social workers/care managers/CMAs	The Council's recruitment and retention package is regularly reviewed to ensure that it is competitive with the labour market
	14.02.17	Greater use of flexible working should be encouraged.	Flexible working is an established policy where it fits with the needs of the business, please raise with your line management if you feel this isn't being followed.
Staff & Career Development	18.11.16	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.
	23.11.16	Role / Job specific training should be incorporated with induction process ie. Early and mandatory training provision for key line of business systems	
	14.02.17	Staff training. External training where needed should be funded properly by the Council to ensure that training requirements are met.	

Other	29.11.16	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 picked up as part of the planned maintenance programme.
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CLOSED