

NOTTINGHAM CITY HOMES

HUMAN RESOURCES
COMMITTEE
13 JANUARY 2009

REPORT OF HEAD OF CHANGE MANAGEMENT AND DEVELOPMENT

EMPLOYEE CARE WORKING GROUP – PROGRESS REPORT

1 SUMMARY

- 1.1 To provide the HR Committee with an update on the work of the Employee Care Working Group.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Committee note and comment on the information provided.

3 REPORT

3.1 Context

The Employee Care Working Group was first established in May 2008 under the title 'Busting Poor Morale'. Its remit at the time was to:

- Share ideas for dealing with poor morale.
- Help create a positive working environment

The Group has since then evolved into the Employee Care Working Group, with representation from the majority of service areas in the Company. The group received the endorsement of the Executive Management Team in June 2008. The work of the group is reinforced by the nomination of the Director of Housing as the senior manager champion. The purpose of the Group is as follows:

- To create, implement and evaluate practical solutions to challenges facing NCH, in order to create a world class organisation and workforce
- To share information and consult with colleagues about issues/challenges facing the workforce.
- Members of the group to be the contact point for employees in their respective service area(s)
- To support top-down communication of key messages and to create mechanisms for bottom up feedback.

Membership is voluntary and this has ensured that those attending are motivated to make the difference.

3.2 Some Key Success Stories

Since its inception the group have been involved in a number of successful projects. These include:

Acorn – Employee Benefits Scheme

The group have worked closely with the Director of Organisational Development in the implementation of a Company wide benefits scheme.

Dress and Appearance Code

The group have provided input into the development and subsequent implementation of the above policy.

Service Improvement Suggestion Scheme

The Employee Care Working Group has provided invaluable input into the development of the scheme. It also undertakes a judging role, responsible for deciding on winners.

Communication – Feedback Loop and Internal Framework

The team continues to fulfil its responsibility for acting as a conduit between front line employees and senior management. The Director of Housing ensures that any collective issues facing employees raised by the Working Group are communicated to the Executive Management Team. Feedback is then provided to employees through the membership and Team Brief. The membership is currently working with the Marketing and Communication Team to develop an internal communication framework.

Employee Conferences

The group have provided feedback on previous employee conferences, leading to continuous improvement in the development of these. For example, the October 2008 sessions were particularly noted for the informal style, engaging exercises and efforts to improve morale by focusing on the successes of the workforce and prize draws.

3.3 Work Plan For The Next 12 Months

The current work plan is to be reviewed in February 2009. It is envisaged that the revised plan will include the following:

- Developing an internal communication framework
- Achieving Chartermark
- Developing the Customer Call Centre in Hounds Gate
- Investors In People
- Post inspection review and progress to 3 stars
- Service Improvement Scheme – implementing employee suggestions

3.4 Financial Details

There are no direct financial implications arising from the work of the group.

4 OTHER OPTIONS

None.

5 FINANCIAL AND RISK IMPLICATIONS

There are no significant risks.

6 IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES

The 'Achieving Excellence' ten year strategy refers to NCH being an 'excellent organisation' by

- being an employer of choice
- ensuring value for money is fully embedded
- being innovative and creative in service delivery

The report sets out how the Employee Care Working Group has contributed to the long term strategy.

7 VALUE FOR MONEY AND EFFICIENCY ISSUES

The Group are involved in value for money initiatives as described above. For example, the proposed internal communication framework will save time and money by ensuring communication is focused and targeted to meet the diverse needs of our workforce. Furthermore, meetings of the group are time limited and outcome focused thus ensuring value for money.

8 EQUALITY AND DIVERSITY IMPLICATIONS

Membership of the group is voluntary, with no reasonable request for membership being refused. Gender and age representation is excellent. However, some further work needs to be done to improve representation from BME staff, employees with disabilities and craft employees. A key area of work for the Group is accessibility to information and communication with hard to reach employee groups e.g. craft employees. The proposed internal communication framework will help improve this.

9 BACKGROUND MATERIAL AND PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

NCH Achieving Excellence – Ten Year Strategy

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