



teamtalk

Helping managers spread the word

Council Talk

August 2012

1. Employee survey results help us track progress

The results are in from the mini employee survey that happened during May. A random sample of people from across the council were invited to take part in **Employee Survey – how are we doing?** It's given us a good feel for progress towards changing our culture here since the full employee survey last summer.

In general, our results have held steady since the full survey, with things improving in some areas and struggling in others.

The good news is that more people now say they feel valued and recognised by the county council for the work they do – up by seven per cent to 52 per cent.

Meanwhile, fewer people now feel that speaking up on issues where you disagree with management can damage your career prospects – down by three per cent.

The number of people saying they're encouraged to take more decisions about the work they do has gone up by three per cent, and those who say they know what their performance targets are is also up by the same amount.

These are really encouraging, because they hint that people are beginning to feel the Lancashire way changing their day-to-day working environment. Since the full survey last year, there's been a lot of work to encourage recognition of staff's hard work – in private at an individual level, for groups of people via the directorate recognition schemes, and through the Pride Awards.

The Lancashire way is to involve people in improving how things are done in their services, and the improvements around people knowing what their performance targets are and being encouraged to make more decisions hopefully point to a new culture beginning to take root across the council.

Unfortunately, in some areas we've slipped down, and most of them relate to change within the council. Slightly fewer people now say they feel part of a team or that senior managers have a clear view of where the organisation is going (down by two and four per cent respectively).

Fewer people now say the reasons for change are well communicated to them – down by ten per cent. There's been a similar fall in the number of staff saying they're consulted in advance of management decisions that affect them and their work. The number of people who feel change is well managed here has remained the same as last year, however.

As well as the mini survey, a selection of our managers filled out a questionnaire about their experience of the effect the Lancashire way is having. The results of both surveys have been a really valuable check on our progress, showing what's working well, and where we need to focus more attention. This work will continue to happen through the Lancashire way steering groups within directorates and corporately.

We'll continue to monitor progress in an ongoing way. We are currently reviewing our initial plans to run another mini survey corporately in November. It's likely that we'll give the Lancashire way work some more time to take effect before doing another survey at a corporate level.

There's more detail about the mini survey results on the intranet: [A to Z > E > Employee survey](#). If you don't have intranet access, please ask your manager to print the report for you.

2. Renewing our promises to the people of Lancashire

We've just updated our Corporate Strategy, which sets out what we're committing to do for our communities this financial year. The strategy for 2012/13 shows our key priorities, which, even in these tough financial times, are still driven by the simple but fundamental philosophy that we're all here to serve the people of Lancashire.

Over the next year we must continue to deliver effective services and positive outcomes for Lancashire, while managing substantial reductions to our budget. The objectives in the strategy shape our activities, and they're grouped into four themes: **Our citizens, Our communities, Our county** and **Our organisation**.

Everyone who works here contributes in different ways to these objectives. For example, under **Our citizens**, one of our commitments is to help our young people grow up prepared for the future. All our work to support and educate young people contributes to meeting this objective. Meanwhile, the work we do to help people live independently helps keep our promise to support people in need.

Under **Our communities**, we've pledged to make Lancashire's communities safer and stronger. Just a few examples of how we're working towards this are our efforts to reduce road casualties and help people avoid falling victim to scams.

For **Our county**, we've committed to promote sustainable economic growth, and so creating jobs, for example, is a key priority for us.

The theme of **Our organisation** is a commitment to work as efficiently as we can – from managing our budget reductions, through to meeting the challenges we face by moving to the Lancashire way of doing things.

Those are just a few examples of how the work of people from across the council contributes to keeping the promises we've made to the public in our Corporate Strategy. Please have a look at the [strategy on the intranet](#) or our public website (search for 'corporate strategy') to find out more about the commitments we've made and how we're going about meeting them. If you don't have intranet or web access, please ask your manager to print a copy of the strategy for you.

Our Corporate Strategy – The objectives we're focusing on for Lancashire	
<p>Our citizens</p> <ul style="list-style-type: none"> • Growing up prepared for the future • Improving health and wellbeing • Supporting people in need 	<p>Our communities</p> <ul style="list-style-type: none"> • Making Lancashire communities safer • Making Lancashire communities stronger
<p>Our county</p> <ul style="list-style-type: none"> • Promoting sustainable economic growth • Improving roads and transport • Protecting and improving our environment 	<p>Our organisation</p> <p>Shaping the county council to respond to the challenges we face, while striving to ensure our customers receive the highest standards of service.</p>

3. *Work mobiles – switching all phones to Vodafone*

Please let your team know that the council will shortly be moving all our mobile phones to the Vodafone network. We're currently using both Vodafone and Orange, but after a competitive tender process, we'll be using one provider, Vodafone, in future, as it represents better value for money for the council.

If you or any of your team are already using Vodafone, your service will continue as before. Those using Orange will need to switch over to Vodafone. Please ensure that all of your staff on the Orange network [complete the online form](#) to start the process of moving them over to Vodafone. They must complete the form **no later than Friday 10 August**.

The form is on the internet, and so can also be accessed from home computers, for those who don't have regular access to the intranet. The web address is:
<https://surveys.vodafone.com/checkbox/Survey.aspx?surveyid=21672>

If any of your Orange users don't have any web access, please make arrangements to have the form completed for them, to ensure they don't lose their mobile phone service.

Orange users need to fill out a form for each work SIM card or device they use. Please stress to your teams to give accurate information for each question on the form – particularly ensuring their location and where they operate from are correct.

Please urge your team to check Staff Notices regularly for further communications about the switchover.

4. *Congratulations to all our Pride Awards winners and runners-up!*

Last month's Pride Awards grand final was a celebration of our employees' hard work, innovation and dedication to the people of Lancashire. Our winners and runners-up have done us proud. Congratulations to them all, and to everyone who was nominated for this year's awards.

Please let your team know that they can see photos from the grand final on the Pride Awards intranet site. Here are the winners and runners-up in each category:

<p>Employee of the Year</p> <p>Winner: Ron Beales</p> <p>Runners-up: Charlotte Crowther & Charlotte Steels</p>	<p>Team of the Year</p> <p>Winners: Fostering Service</p> <p>Runner-up: The Crib at Burnley Library</p> <p>Runner-up: Firbank Children's Centre</p> <p>Runner-up: Lancaster and District Fathers Forum</p> <p>Runner-up: West Lancashire Day Services</p>
<p>Customer Service</p> <p>Winner: Irene Reid</p> <p>Runners-up: Stuart Selby & Janet Mason</p>	<p>Volunteer Award</p> <p>Winner: Hazel Savage</p> <p>Runners-up: Joyce Plummer & Yvonne Walker</p>
<p>Unsung Hero</p> <p>Winner: Ann Curwen</p> <p>Runners-up: Mick Tolson & William Chew</p>	<p>Manager of the Year</p> <p>Winner: Rachel Moffat</p> <p>Runners-up: Michelle Lynch & Marie Blomley</p>
<p>Economic Development Award</p> <p>Rail Development Team</p>	<p>Learning & Development Award</p> <p>Winner: Hilary Hargreaves</p> <p>Runners-up: Anne Taylor & Julie Lewis</p>

5. *Teams tackle diverse issues during Improve It Month*

June was Improve It Month, when all teams across the council were asked to set aside some time to review and improve an aspect of their work.

Well done to all the teams that took part, as it's clear that your efforts have brought about some real improvements to the way things are done across the council – many of them directly improving service to the public.

The survey afterwards showed that people worked on improving everything from a room-booking system and online process for skip and scaffold permits, through to better ways to manage mail and phone calls, and making office space more accessible and useful.

Virtually everyone who filled in the survey found Improve It Month very or fairly useful. While some teams pointed out that they regularly improve how they do things, it was acknowledged that having this extra focus on continuous improvement should raise the profile of it and encourage teams to go on making improvements.

Thank you to everyone who took part and to those who shared their views about it afterwards. Have a look at [the Improve It Month page](#) on the Lancashire way site for some examples of the things your colleagues tackled.

6. AskHR transforming into new Connect2HRP contact centre

Connect2HRP launched on 30 July, as our new gateway to all human resource and payroll (HRP) support services, formerly known as AskHR.

Please inform your team that Connect2HRP is now the first point of contact for all your HR and payroll queries – a fully resourced, professional contact centre, available from 8am to 6pm, Monday to Friday.

The centre is part of a new model for providing you with effective customer service, while managing knowledge across the various HR and payroll functions. This joined-up approach means you'll consistently have a 'single version of the truth', in addition to quality business support.

It's worth pointing out to your team that Connect2HRP is not the name of the HR&P Service – it's our newly transformed HR&P contact centre, replacing AskHR.

Connect2HRP has been created after the county council asked One Connect Limited to deliver services in a different way - simpler, more accessible and focused on improved performance. Connect2HRP aims to provide better call-handling performance and improve service to customers.

Connect2HRP is now the only access point to reach all staff within HR&P. There are no longer individual telephone numbers for HR&P staff, and the old AskHR email address has now been replaced by a new Connect2HRP email address. The telephone number remains the same: 01772 535355. You can access the Connect2HRP website from the [intranet homepage](#).

LCCG Talk

There are no additional LCCG items this month.

Talk Back

If your staff have any questions or concerns about the topics in this month's Team Talk, please raise them with your manager, head of service, executive director or the chief executive, as you feel is most appropriate.

For your executive director, please email nigel.finnamore@lancashire.gov.uk or post this page to: Nigel Finnamore, Director of LCCG, LCCG HQ, Dewhurst Row, Lostock Lane, Bamber Bridge, Preston, PR5 6BB.

For the chief executive, please email asktheceo@lancashire.gov.uk or post this page to: Phil Halsall, Chief Executive, PO Box 78, County Hall, Preston, PR1 8XJ.

Your name:

Your email/postal address for response:

Your comments/questions:

Our values

Potential: We will all be encouraged to realise our full potential in our roles and to continue personal and professional development.

Openness and Honesty: We will be open and honest in our relationships and communications and actively listen to others within the county council, our partners and the people we serve.

Working Together: We will work together to deliver results and continuously improve our services.

Fairness and Respect: We are all able to go about our work as respected individuals free from fear and prejudice and be committed to this in all the services that we provide.

Health and Wellbeing: We will work together with a positive attitude to promote and encourage health and wellbeing.