

		Appendix C
Corporate Site Visits Summary BDC/NEDDC		
	<u>What Works Well</u>	<u>What does not work so well</u>
Overall (Work Env)	Morale is good in my team Staff are postive & dedicated to delivering a good service Good employer Proud to work for Service Feel valued	More transparency across organisation to encourage information sharing Feel forgotten & underappreciated, service is not valued Type of issues deal with impacts on wellbeing Appreciate investment in Leisure Services Would like to get to know other services better as services do not understand what each other do & the impact they have on other services Have cross service meetings to better understand each other & discuss common issues/solutions Workloads Partity in employment Terms & Conditions Improved facities in some areas e.g. water filters, private space, air con, toilets Better IT equipment More social events to support team building Hotdesks at Arc not always available Better signage at Arc Reception
Communications	Good communication with the team Feel well informed	Intranet not good No discussion board Poor commuication between services Better commuication required across the Council Not everyone has email Sometimes get mixed messages Too many emails, better to talk to each other Communications should be concise and in plain English to customers and internally
Culture	Positive impact of new starters Good atmosphere Opportunities to provide feedback	Barriers & resistance to change Unblock barriers by utilising staff experience/knowledge Department is hierarchical More social opportunities Everyone needs to take responsibility for effective working
Management	Respect manager Manager is good communicator, inclusive & approachable Manager understands us, is firm but fair - we know where we stand Regular team meetings take place Managers thinking more commercially	Inconsistency & inflexibilitty in some management approaches Opportunity to suggest ideas & these be recieved positively, concerned about negative response Not listened too, would like more opporrtunity to voice views Do not receive recognition & praise At times feel undervalued, not appreciated & isolated No team meetings in last 12 months
CPD	Managers who have progressed from lower level job through to senior level are an inspiration in some services	Developing IT skills Leadership skills Defined clear career path
Leadership	Leadership is respected in some services	Improved ways of working could be implemented to improve service Reintroducing "Golden Thread" approach Linking service plan to overall vision and national strategic plans Inconsistency in practices & approaches Top heavy management in some areas Need clear steer from top and see a plan Need a period of consolidation following restrutures Need resources in right area