

Engagement action plan

What?	Who?	Why?	Due /Review
Develop a platform for residents (internet) and staff (intranet) to submit compliments/thanks to staff – a congratulatory email will automatically be sent to the recipient with details of the compliment	<ul style="list-style-type: none"> <li>• ICT/ Communications/ set up, monitor and (if necessary) send to the relevant member of staff</li> <li>• Staff who have received a compliment mentioned in newsletters / on the engagement page of the intranet</li> </ul>	<p>People feel more engaged when they feel they have a purpose, their work is meaningful and has made a difference.</p> <p>Survey results have shown employees would like RBC to share good news more effectively</p>	31.03.20
Directorate / service conferences with Q&A sessions to share news about the directorate where not already in place	Directors and senior staff to organise and present / OD to support	Communication within directorates is important - staff feel that they have a voice. Staff are kept updated.	31.03.20
Ideas network: ideas are submitted and a business case is developed and pitched to Leadership Team in a 'Dragon's Den' type format. (Adult care have already developed a template)	Corporate or Directorate level activity	Gives staff a platform to engage with senior leaders regarding ideas they may have.	31.03.20
<p>Recognition pin-badges for staff who have demonstrated the values – staff members can be nominated as having demonstrated one of the new values and would be awarded a badge for their lanyard (i.e. "proud" badge / "pioneering" badge / "passionate" badge)</p> <p>- Create case studies showing how employees are meeting/demonstrating the values</p>	Senior leadership approval/ staff and system in place to receive nominations and decide who is awarded a badge	Encourages staff to engage with the new values and rewards & recognises positive behaviour	31.03.20

<p>Recognition for long service and good absence record. Certificates are given for good attendance and also at various milestones such as 10yrs and 20yrs service</p>	<p>Senior leaders/ service heads / HR</p>	<p>The recent staff engagement survey showed that some members of staff would like to be recognised for their long service to the Council as well as being rewarded for having a good absence record</p>	<p>31.03.20</p>
<p>Develop a mobile app or extranet site for both remote and non-remote workers to access, and keep abreast of updates and engagement initiatives. Engage with remote staff by making sure that anything that is offered to Number One Riverside staff is also available at Green Lane and other council building. Such events/initiatives to be advertised on app/extranet</p>	<p>ICT / OD / all event organisers/ remote staff team leaders</p>	<p>Remote workers can easily feel disengaged, it is important that we offer the same events to all staff where possible or make provisions for staff to have time to attend training events. Creating a mobile app would be easier for those who do not have access to a computer and so rarely see the intranet.</p>	<p>31.03.20</p>