

STAFF SURVEY 2010 – ACTION PLAN

Issue	Action required	Implementation date	Status/ Comments
<p>Consultation</p> <p><i>[despite review of procedure to consult staff before decisions taken by management Board; approx 40% of staff still dissatisfied with consultation process.]</i></p>	<p>Development of an EONI intranet to ensure effective sharing of information.</p> <p>Specific briefings by ACEOs to Business Units/Area Offices on current/future issues and proposed changes.</p>	<p>31 December 2010</p>	
<p>Fairness</p> <p><i>[significant increase in staff who disagree that staff are treated fairly]</i></p>	<p>Implement focus groups to ascertain specific nature of dissatisfaction.</p>		<p>Would target AO/EO as this was the main area of dissatisfaction.</p>
<p>Non-recognition</p> <p><i>[general dissatisfaction of feeling valued]</i></p>	<p>Implement an 'Employee of the Month' scheme.</p>	<p>30 September 2010</p>	<p>Reward needed eg £25 voucher or half day or some other form of recognition. Judging panel – 1 SO/1 EO and 1 AO.</p>

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Effectiveness <i>[The overall majority of staff feel that EONI needs to look at new ways of doing things]</i>	Employee engagement to find out what 'things' staff feel could be done differently eg implement a company suggestion scheme with some form of reward for accepted and implemented ideas.	30 Sept 2010	
Stress [Staff are almost evenly split as to their feelings on job related stress].	Develop Stress Policy and training for all staff.	31 Dec 2010	