

**FEEDBACK Employee Satisfaction Survey 2005 – Action Plan**

The Action Plan below sets out how the HR & Communications Director will look to make a number of improvements within the Council in order to address a number of the points raised by the recent employee satisfaction survey FEEDBACK, administered to all EEBC staff in October 2005. Whilst every effort will be made to implement change / make improvements where necessary, it is not possible to address every issue raised by the survey at this stage. There are certain financial constraints imposed upon the Council over which it has little or no control, and such constraints dictate the amount / type of work that can be done. However, as the following Action Plan indicates, all measures that can be taken will be done so.

Concern	Action	Outcome	Timescales	Notes
Low pay / poor pay / pay structure has been highlighted as the least liked aspect of working for EEBC by 91 respondents.	<ul style="list-style-type: none"> <li>To conduct an Equal Pay Audit.</li> <li>To conduct a Market Pay Review.</li> </ul>	The intention is to report back findings in order to develop a process for reviewing and benchmarking the Borough's pay with our partners on a regular basis to ensure the pay remains competitive to enable the organisation to recruit and retain high calibre staff.	HR will communicate the recommendations as a result of the equal pay audit by September 2006. The outcome of the first review will be implemented in April 2007.	<ul style="list-style-type: none"> <li>The need to conduct a market pay review has been highlighted not only by this survey, but also by the last exit interview summary which identified pay as one of the reasons for staff leaving the organisation. There is some evidence of high staff turnover within the last quarter.</li> <li>The review looks at not just comparison of pay within the various bandings, but also benchmarking of the Borough's pay with our other Surrey neighbours.</li> </ul>
The red tape / bureaucracy that exists within EEBC has been highlighted as another of the main aspects that employees like least about working for the Council (50 respondents)	<ul style="list-style-type: none"> <li>HR will implement a more streamlined process for policies and procedures within the division.</li> </ul>	This will enable managers easier and quicker access to policies and procedures.	Ongoing.	<ul style="list-style-type: none"> <li>At the moment this extends only to the HR division, although managers working in other divisions are encouraged to implement their own processes to allow for improved efficiency.</li> </ul>