



EMPLOYEE ENGAGEMENT PROGRAMME

SERVICE LEARNING VISIT: FEEDBACK FORM

Lands and Parks, Buckie
Wednesday 15th August 2018

CMT Reps:	Rhona Gunn, Corporate Director (EDP & I)	
HR Rep:	Anne Smith, Senior HR Adviser	
FEEDBACK		
<p>The visit commenced with a meeting with the employees followed by a tour of the facility.</p> <p>The Corporate Director provided everyone with an opportunity to raise any questions, share any concerns and provide feedback on how their area of work.</p> <p>During the visit a number of issues, concerns and opportunities were discussed highlighting the challenges frontline employees experience whilst also identifying developments that would assist in improving service delivery. It was evident from the staff that they all took a pride in their work.</p> <p>The table below serves as a summary of the discussions with feedback and action points where appropriate.</p>		
Summary of Points from Visit		
Issue	Points Raised/Noted	Feedback
Social Media	The public response to our work on social media can be inappropriate e.g. A post was put on the council Facebook page with a photograph of a staff member cutting the grass in the rain and calling him an inappropriate name.	Not acceptable to take photographs of our employees for use in this way. We have zero tolerance to the public speaking offensively to staff and with social media it should be the same. Our response to such posts should reflect this. This will be raised with the Communications Team
Budget	Concern that frontline staff are always cut as a result of budget cuts. The perception is that no management are selected for reduction. Are there not savings to be made by selling land, buildings or closing schools?	All levels of staff are under scrutiny in budget review process. A review of Directors is due to be undertaken to determine if the structure should be reduced to 2 Directors instead of 3. This would also involve Heads of Service and 3 rd Tier managers being reviewed. The issue on closing schools is that it can take up to 3 years to close a school in terms of the process and politicians are not always keen to support school closures. This along with the policy

	Council contract grass cutting and charge get about £1.50 per cut – need to look at opportunities like this	and legislation around schools makes this issue very challenging. With regards to buildings and land, again how we can use open land and buildings that we own is affected by legislation and development plans. Richard Anderson, Head of Service (Housing and Property) is currently looking at rationalisation proposals for property. For example we need to further rationalise depots and additionally promote more partnership working with services such as NHS, Fire & Rescue and Police to share accommodation. We need to look at more commercial ways of working.
Use of Consultants	Why do we use consultants – is this not just additional expense?	Consultants are sometimes brought in to validate /provide assurance to Elected Members that proposals are robust. Often it can be in areas where we no longer have expertise left in the council
Access to Water/Weather	It has been difficult with the warm summer to access water. Not always able to carry additional water given the equipment you may be operating i.e Lawn Mower	Suggestions provided on how this could be addressed included use of water camel or being allocated a water bowser to put on the back of equipment. Acknowledged that there isn't a clear solution to this and need to consider where you are working and what access to amenities is available in that area.
ICT	Only technology in the depot is a fax. This can cause challenges with receiving instructions for burials	Will ask ICT to establish if 4G is available in the area as then a smart phone could be issued and emails sent and printed which would be clearer and easier to use than a fax. The quality and legibility of which was recognised as being poor.
Acknowledgements		
The Corporate Director would like to thank all those who attended and participated in the Service Learning Visit. They recognised the contribution everyone makes and thanked everyone for their continued support and commitment.		