

Issue Area	Issue Detail	Recommendations/Actions	Risks if not addressed	Started	Completed	
Recruitment	EBC Induction completed within one month of employee starting	Monthly Council induction- more governance around the induction booklet and Manager inductions	Individuals may feel unsupported, not achieve objectives and ultimately staff retention may suffer 22/10-Inductions now held every 2 weeks, new induction books created by HR and sent out with a welcome email by HR CMO team	Sep-20	Ongoing	
	Provide role specific inductions over first 6/12 weeks of starting			Sep-20	Ongoing	
	Provide a designated "buddy" for each new employee			Sep-20	Ongoing	
Communications	Difficulties in people knowing who to contact and which team operates which service	Creation of pages on staff hub that would show team members, who is in the team, process notes and contacts	New staff unsure who to contact about specific issues. However risk is low as Case management System is the main process for activities therefore details of individuals not needed	Not started yet		
Systems	Printing issues for those who have no facility, ordering printing	Currently cases can be raised for printing to be collected also we have set up coffee shop for printing and collection of ordered printing. This supports environment by moving us to paperless organisation	Very low risk - systems in place to deal with this	23/03/2020		
Systems	Case Management Review	Etiquette on using CMS to be included in WOW training agreed by Management Team . Promotion of the Videos of how to use case management- make into an EBC learn compulsory course	Case management is not being used as efficiently as it could and therefore not being adopted by all as confidence in it is not high. 22/10- training starts 2/11	Oct 2020 - promotion of info on the HUB. WOW training starts in November 2020		
Home working	Ask individuals if they have any IT/equipment issues	DSE email sent to all- responses coordinated through SS CMO, pictures of desk set up to be sent in. Basic kit supplied. Ideas for tips to help individuals with their home set up- perhaps a comments feed on staff hub	How do we know people are set up in the right way to work from home, are we meeting our duties of care to our employees 22/10- support services CMO team contacting our people that responded to our questionnaire about their setup, 3 open days in the office planned for furniture and equipment to be collected. Plans for FM to buy furniture for those who office furniture is not suitable.	20/10/2020		
	Offer office space availability to those struggling as a priority			Further restrictions could affect ability to do this		
	EBC Home working policy to be introduced			22/10- HR looking at this and rewriting	20/10/2020	
Interpretations of results across service areas	How do we deal with service specific comments on wellbeing and way of working survey	Updating future survey questions to suit service areas such as the Depot, where their working practices have had less changes		Aim for next survey in December 2020		
Ways of Working	Continue encouragement to block out times for concentration/review	Meeting free time trial until end of Dec in place.		01/09/2020		
	Encourage different meeting timescales to be booked e.g. 45 minute meetings instead of one hour Produce an EBC etiquette guide to remote meetings to include keeping meetings to time, holding shorter more focused meetings and allowing break times if meeting is for a longer time.	Shirley has written guidance, now with Comms before publishing. Internal Recovery Group to review as well.	Mental wellbeing issues and physical issues of not taking breaks or having time out	09/01/2020		

	Team Members to be encouraged to plan their diaries to include work time as well as meeting time				
Future working arrangements	What does a combination of home and office working scenario look like. What office space will be needed longer term.	Office based roles vs home based- Map roles to create a home/office job family- support diverse recruitment. Review roles and look at right people in the right roles. How do we cover further resourcing needs in service areas either due to COVID or seasonal fluctuations - creation of a more agile workforce- especially within customer care	Risk is we do not use this opportunity to create a more agile workforce, which has economic, social and environmental gains. We open ourselves to be more diverse by employing those who maybe cannot travel or would usually be outside of "catchment". New ways of working can make us more accessible to all and increase workforce at the lower levels	Not started yet	
				Not started yet	
Future working arrangements	Can part of Eastleigh House be released for renting so that the Council has a smaller office footprint?	Unknown at this time. Need to understand more about the impact of COVID on the way we we will work longer term. For example may need more space for less people? Too much of an unknown at this time.		Not started yet	
Digital Meetings	Ensure we have the right kit in our meeting rooms to support virtual meetings.	TV screens, good audio, sound proofing		Not started yet	
	Train meeting Chairs ensure that remote attendees are included and can participate in meetings	produce etiquette guides to ensure that remote attendees- may be able to use items from current guide written by Shirley		Not started yet	
	Ensure that meeting invites provide an option to attend in person or via Teams	This can already be done and is used will wait on further feedback to see if still and issue and one to watch moving forward		04/01/2020	10/01/2020
Training	Training sessions via EBC Learning or other for Microsoft teams to maximise benefits including how to store files, share files, set up teams within Teams etc.	Microsoft sessions already online and available just need link to these either via EBC learn or staff hub	Need to ensure consistence with the way of working or could lead to issues with finding and working on information in the future	Oct-20	
	Further training for Councillors as required for those less used to digital communications to ensure we are inclusive	Democratic services have provided training- will look at further feedback on this and see what needs to be done		04/01/2020	
	Consider what new skills will be required by the workforce			Not started yet	
Continuing to survey and monitor Ways of working	Ensure we know how our workforce feel/effect on their performance	How do we know if someone is struggling- comms for what is available and advertise EAP and HR services. Role for managers to raise with staff		On-going part of employee 1-2-1 process	
Environmental Gain/Loss	Calculate the effect of home working on carbon footprint	Looking at how we can accurately measure this		Not started yet	
Performance Management	How do we manage our people in a virtual environment	Move from presence management to results based management- review and tailor T&A system, management training to support any new method of working- encouraging a more responsible and accountable workforce, in turn more innovation as people are managing their own performance more	Need to empower and show our staff how much they are valued, working now on trusted output so this should be reflected in how they manage their time	Not started yet	
	How do we motivate our people in a virtual environment	Promotion of virtual awards in January- nominations start Nov. Send Xmas cards/gifts to employees	Importance of staff feeling motivated, especially during dark winter months, when we know mental wellbeing suffers		10/01/2020

How do we show our people we Value them as individuals	WOW training proposal- covers long term work covered in previous to lockdown sessions and an extra module "supporting teams and individuals positively" which covers our journey over the next 12-18 months - see proposal GM going to MT 14/10	Provides a strong basis for how we want to work going forward, aligning with our strategic goals. Gives our people the tools to deal with the unprecedented long term changes and the upcoming structure changes	09/01/2020	
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