

Progress Report for Cabinet re: Adult Staff Survey.**Appendix B**

Area of Concern	Action	Complete
Lack of response rate for questionnaire completion	This was discussed at the time in Management meetings. Reminders were sent by Andrew and messaged reinforced in team meetings to encourage staff to complete the survey.	✓
Staff not being made aware of changes in the service and the council as a whole.	<p>Staff consultation event was held in the Princess Royal Theatre in October 2017. The proposed direction of travel for the directorate was discussed in this event and was well received, including a commitment to engage with staff and take on board their views.</p> <p>Practice Improvement Groups are held on a monthly basis where a cross section of teams across Adult Social Care meet and talk about changes in the service. This also where new and innovative ideas are encouraged. Regular manager meetings have been undertaken fortnightly and the staff survey results were fed back to the teams.</p>	✓ ✓
Feedback from survey: Caseload and Workload Pressure	Workload pressures are discussed at regular managers meetings	In progress
Feedback from survey: Amount of Paperwork (Bureaucracy)	<p>The Head of Social Work Services set up a Task & Finish Group to address this issue.</p> <p>Currently looking at a review of the following documentation:</p> <ul style="list-style-type: none">• Social Work Assessment• Personal Plan of Care• Review procedures and documents	In progress

Area of Concern	Action	Complete
	Gateway Referral also re-formatted.	
Feedback from survey: Access to Senior Management	New administration now in place with a new approach. Visits have been made to teams by senior managers and ongoing visits will be carried out to give staff teams the opportunities to discuss issues with Heads of Service.	In progress