

TELFORD & WREKIN COUNCIL

SCRUTINY LEADERSHIP BOARD – 14th JANUARY 2010

BRIEFING – EMPLOYEE/MEMBER SUGGESTION SCHEME

1. PURPOSE

To consider the attached briefing paper.

2. RECOMMENDATIONS

2.1 To consider the briefing paper and give views.

3.0 BACKGROUND PAPERS

Briefing paper – Employee/Member Suggestion Scheme.

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Employee/Member Suggestion Scheme

Why have a Suggestion Scheme?

The Council does not currently have an official Employee Suggestion Scheme, although this has been considered a number of times in the past. Research into a number of private and public sector organisations suggests that the potential benefits of Employee Suggestion Schemes include:

Cost and efficiency savings;

- Service improvements;
- Improved communication;
- Improved employee satisfaction/engagement;
- Greater innovation, creativity and sharing of good practice.

Employee Suggestion Schemes also give employees an opportunity to initiate change and a voice when change is happening (only 59% of employees in the recent Employee Survey were satisfied with the influence they have in decisions that affect their job and just 30% agreed that change in the organisation is well managed by senior managers in their Portfolio).

In addition, Members and employees have raised the need for a suggestion scheme here at the council and on 10 November 2009 Cabinet approved the development of a new scheme.

What are our objectives?

The new Suggestion Scheme will be another tool which is a formal route for employees and members to put forward their ideas on how we can improve the way we do things at the Council – improving the way we deliver service, how we can be more efficient and effective and improve how we manage the Council.

The Scheme's objectives of are to:

- To deliver efficiencies / service improvements
- To contribute to improving employee satisfaction/engagement
- To run a lively scheme ongoing that continues to generate suggestions

Key Messages

- Directly involve employees, managers, members and Trade Unions in the development of the scheme
- Launch the scheme in February 2010
- Keep it simple and accessible to everyone

What has been agreed?

- Key principles agreed by Cabinet, which will inform how the scheme will run (see Appendix 1)
- Debbie Byle will take lead the development of the scheme

- A Steering Group will oversee the development of the scheme (see Appendix 2 – Terms of Reference)

What still needs to be decided?

- Name of the Suggestion Scheme – a shortlist of names have been selected from all employee ideas. We are now asking for employees and members to vote on a preferred name. The closing date for voting is 20th January and the winning name will be announced on 22nd January (vote on the Council Intranet: <http://intranet/Pages/CouncilEmployeeSuggestion%20Scheme.aspx> or complete the voting form)
- Look and feel of the Scheme – Once the name has been announced, 3 designs will be produced: 1. As per corporate image 2. Slightly different but linked to corporate image 3. Completely independent look and identity. Employees and members will be asked to vote on a preferred design
- Assessment process for all suggestions submitted through the scheme / key roles – following feedback from employees regarding who they think should evaluate suggestions, a number of options have been developed and reviewed. A preferred option will be agreed by the Suggestion Scheme Steering Group on 12th January 2010 and comments will be sought from employees and members.
- Suggestion Criteria - This is a checklist of criteria for all suggestions to be checked before they are fully evaluated. Comments will be sought from employees and members on the proposed criteria
- Final principles of the scheme - all feedback from employees will be considered. Scrutiny Leadership Board to give their views on anything else which they think should be considered as a principle (14th January 2010)
- How we will manage the recognition and reward element of the scheme
- How performance of scheme will be managed –performance measures monitoring and reporting framework, etc
- Resources required to run scheme once it is launched
- Future role and membership of Steering Group

Appendix 1 – Suggestion Scheme Principles

The list below sets out some employee/ member suggestion scheme principles agreed by Cabinet, which will inform how the scheme is run:

- a) To encourage suggestions that save money, improve the way we deliver services and manage the organisation
- b) To be accessible to all employees
- c) To include an 'independent' assessment to ensure that feasible suggestions are recognised and acted upon
- d) To identify suggestions that could have a Council-wide impact
- e) To record and track all suggestions and make this information available to all employees
- f) To allow employees to submit ideas anonymously if they wish
- g) To recognise and/ or reward employees, ideally even for people whose suggestions are not taken forward
- h) To run for a period of 2 years, with a formal review of its effectiveness at the suggestion is about

We will be asking employees, managers and members to identify anything else they think should be a principle. This information is being collected and will help us to come up with the complete list of scheme principles.

Appendix 2 – Suggestion Scheme Steering Group Terms of Reference

The Steering Group is responsible for overseeing the development of the Suggestion Scheme.

Responsibilities include:

- Making key decisions and approving changes during the development of the Scheme
- Ensuring that employee's and member's views are taken into consideration when making key decisions about the scheme
- Ensuring that the Suggestion Scheme complies with agreed principles
- Reviewing progress and agreeing next stages of the scheme development and delivery
- Agreeing the future role and membership of the Steering Group following the launch of the new Suggestion Scheme

Members:

Cllr. Sean Kelly – Chair

Debbie Byle – Project Lead

Cllr. Derek White

Cllr. Adrian Meredith

Collette Tyrer – Chair of Council Employee Focus Group

Emma Harvey – Deputy Chair of Council Employee Focus Group

Jo Flynn - Senior HR Officer

Pauline Harris – Corporate Finance Manager

Debbie Germany – Change Management & Organisational Development Manager

Gail Rider – Programme Leader, Business Efficiency Team

Felicity Mercer – Policy and VFM Manager

Leo Fisher - Unison Representative

John Adams – GMB

Bob Bragg - Unite