

## Organisational Development PPG Recognition Events

ID NO	RECOGNITION EVENT™	Projected timescale to evidence and/or first experience the Recognition Event (financial year)
	<b>What will tell me that / what will I see happening that will tell me that my expectation has been met? ('show me')</b>	
14	I review the staff engagement programme for Process for Change. I see that there is a plan for engaging staff at all levels and communicating the changes to staff before the change happens.	Q2 2009/10
11	I speak to a selection of staff at various levels. They all tell me that they are aware of Process for Change and are eagerly anticipating the changes.	Q2 2009/10
12	I speak to staff involved in a pilot project. They tell me about the improvements and or savings that can be made as a result of the proposed changes.	Q2 2009/10
13	I speak to a Trade Union representative. They tell me they are actively engaged in the change and have attended all the ODPPG meetings. They support the changes proposed.	Q2 2009/10
4	I see that the community engagement strategy now reflects the mood of the public. The Council has its finger on the pulse of the community including hard to reach and service specific groups.	Q2 2009/10
10	I review the output from Pyramid. I am confident that the information is accurate. The reports are informative and succinct. I can find what I need easily - the information is appropriate to my needs.	Q3 2009/10

3	I review the approach to customer surveys. I see that the authority is following national standards and techniques in commissioning these surveys.	Q4 2009/10
6	I speak to a member of staff. They tell me that they are enthusiastic about taking part in the staff survey.	Q1 2010/11
7	I speak to a member of staff. They tell me that their ideas for improving the Council are taken seriously. They are listened to and good ideas are taken forward.	Q1 2010/11
8	I speak to a member of staff. They tell me that they are able to discuss issues with colleagues and managers openly. They are encouraged to express their views.	Q1 2010/11
5	I review the results of a staff survey. The results show me that the Council's staff have increasing morale and job satisfaction.	Q2 2010/11
9	I speak to a member of staff. They know what they are expected to do each day. They know what their targets are. Their manager gives them freedom to deliver against their targets.	Q2 2010/11
15	I talk to a customer who tells me that since the introduction of new ways of working, the level of service had improved significantly. Staff are better informed of their cases. Staff were also able to offer a wider range of services than previously - officers are trained and qualified in a wider range of services and can now give advice on additional topics. Staff "own the issue" until they find the right person to deal with the problem.	Q3 2010/11
16	I speak to a selection of staff. They tell me that they see complaints as opportunities to improve service to customers.	Q3 2010/11
2	I review the results of a customer survey. The results show me that the public recognise the improvements in service.	Q3 2010/11
1	I am re-elected	May 2012