

Internal Communications survey results

Refresh Providing you with updates on our Business Transformation projects.

Weekly update **Transform** Tewkesbury Borough

The new leisure centre for Tewkesbury Borough
Read the latest

NEWS4U
stay in the loop

Caesar vociferat concubine, utcumque.
Umbraeque matronarum, utcumque, senectutem.

“ communicating is at the heart of everything we do... ”

Q1: Which are the three main ways in which you currently receive information about Tewkesbury Borough Council?

Top three results:

- 90.32%- 'Internal newsletters such as News4U and Refresh'.
- 74.19% -'Staff briefings'.
- 46.77% - 'Section meetings with line manager'.

Three members of staff selected 'Other' stating they also received news:

- Supporting staff briefings, management team and CLT.
- Supporting staff briefings, management team and CLT.
- As a result of my role.

62/62 members of staff responded to this question.

Q2: Which are the three main ways in which you would prefer to receive information about Tewkesbury Borough Council?

Top three results:

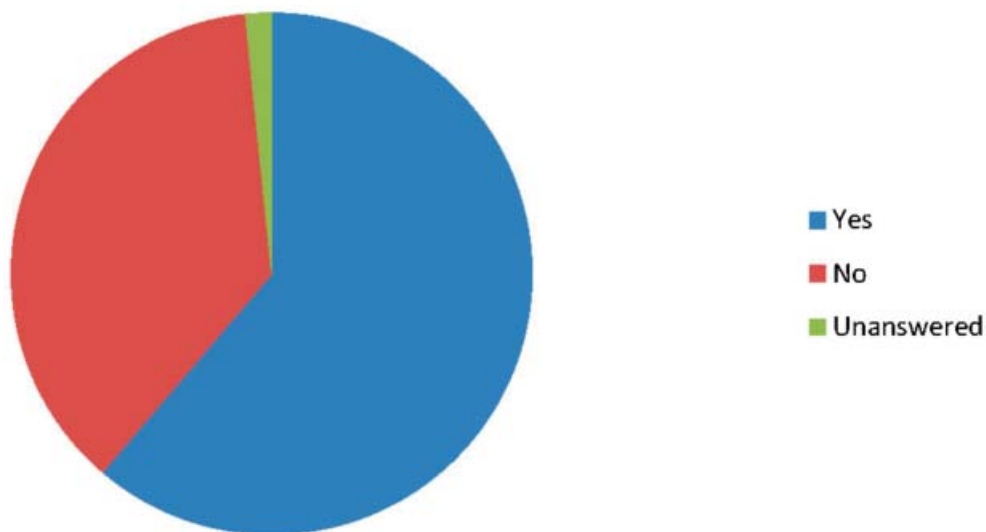
- 77.42% - 'Internal newsletters such as News4U and Refresh'.
- 72.58% - 'Staff Briefings'.
- 67.74% - 'Section meetings with line manager'.

Four members of staff selected 'Other':

- Three suggested 'emails', 'email alerts' or 'regular short informative emails informing of important news'.
- One member of staff stated 'All of the above provided they cover what's happening not just things that can be promoted as good news'.

62/62 members of staff responded to this question.

Q3: Do you think enough information is communicated to you?



- 61.29% Yes- enough information is communicated.
- 37.10% No- not enough information is communicated.
- 1.613% left the question unanswered.

61/62 members of staff responded to this question.

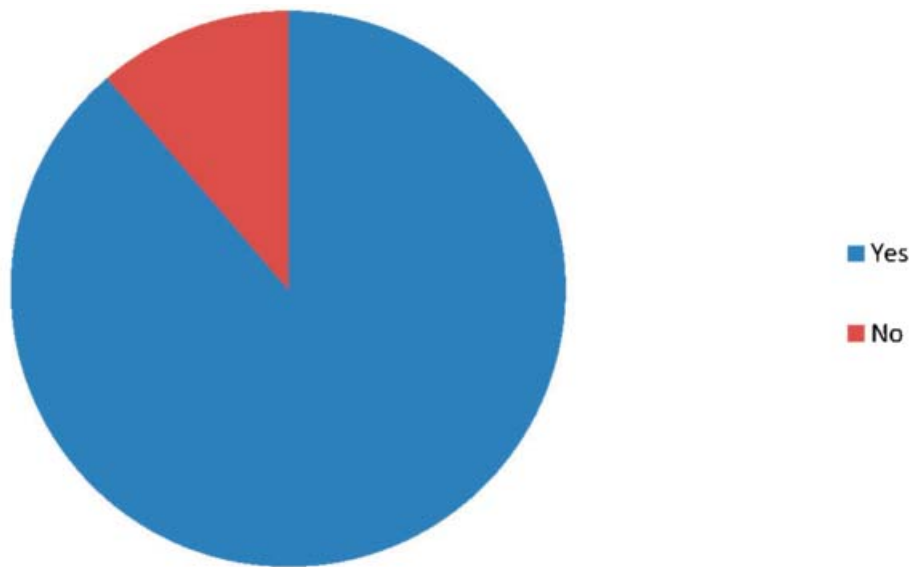
Q4: If not, what can be done to improve this?

Top responses:

- 6 responders asked for improvements to be made to the intranet, with more regular updates.
- 4 responders asked for more timely and accurate information to be provided.
- 4 responders asked for a more cohesive information system, with fewer information sources.
- 4 responders asked for better and more frequent communication from managers esp. concerning important issues.

21/62 members of staff responded to this question.

Q5: Do you read News4U?



The survey shows:

- 88.71% Yes – they do read News4U.
- 11.29% No- they do not read News4U.

62/62 members of staff responded to this question.

Q6: What do you like about News4U?

Top responses:

- 22 responders said they liked how informative it is.
- 12 responders said they liked the staff interviews.
- 11 responders said they liked that News4U gives information in a clear, concise and accessible way.
- 10 responders said they liked the interesting, informal, fun nature of News4U.
- 8 responders said they like the variety and convenience of News4U.

Other comments included:

- Mix of work and non-work related information.
- The nice colours.
- Useful to have the archive section.

45/62 members of staff responded to this question.

Q7: What don't you like about News4U?

Top responses:

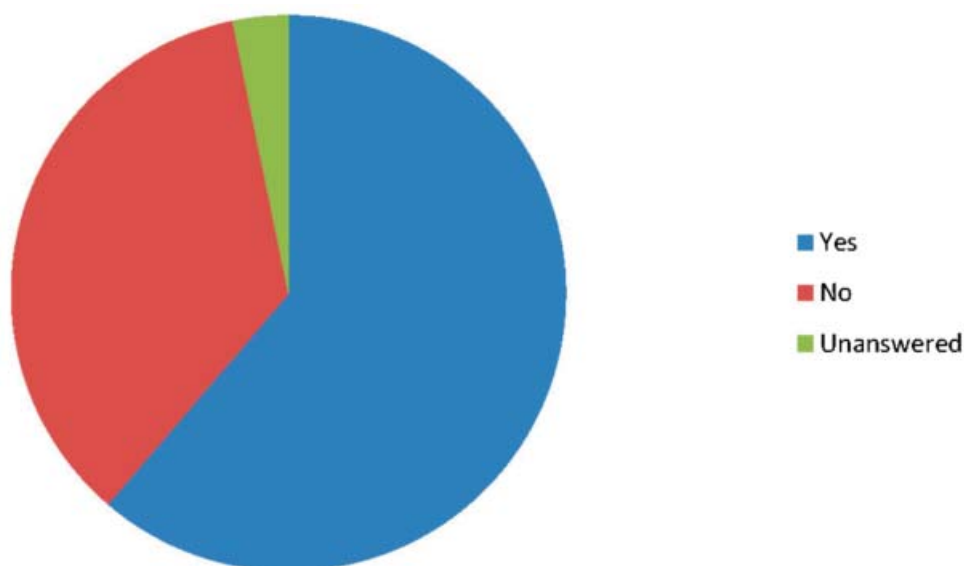
- 7 responders said that there was nothing that they didn't like about News4U.
- 5 responders said that they did not like the new layout- saying specifically that it could be punchier/ more up to date.
- 3 responders said that it was too corporate- needs more humour/ humorous light-hearted articles.

Other notable comments included:

- It is unfair to say that I do not like News4U, but it is purely a "business" document. Staff do not "own" the content of the paper. My view is that it would assist with morale and staff integration if there were a "social" publication where work needn't actually be mentioned at all.
- There is a lot of room for improvement. I would like a little humour it's currently very straight laced and that puts people off. The old borough matters did have a few funny stories and light hearted articles and this helped the general morale, although many senior managers think morale is ok but that depends who they listen to. Let's put a smile back on the face of Tewkesbury Borough Council.

27/62 members of staff responded to this question.

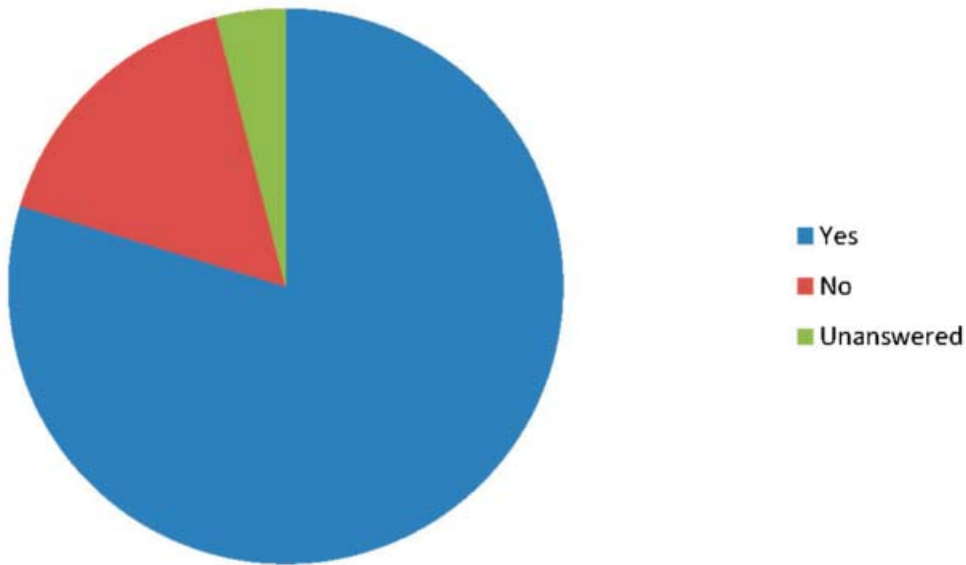
Q8: Do you have regular section meetings with your line manager?



- 61.29% Yes – they do have regular meetings with their line manager.
- 35.48% No- they don't have regular meetings with their line manager.
- 3.226% left the question unanswered.

60/62 members of staff responded to this question.

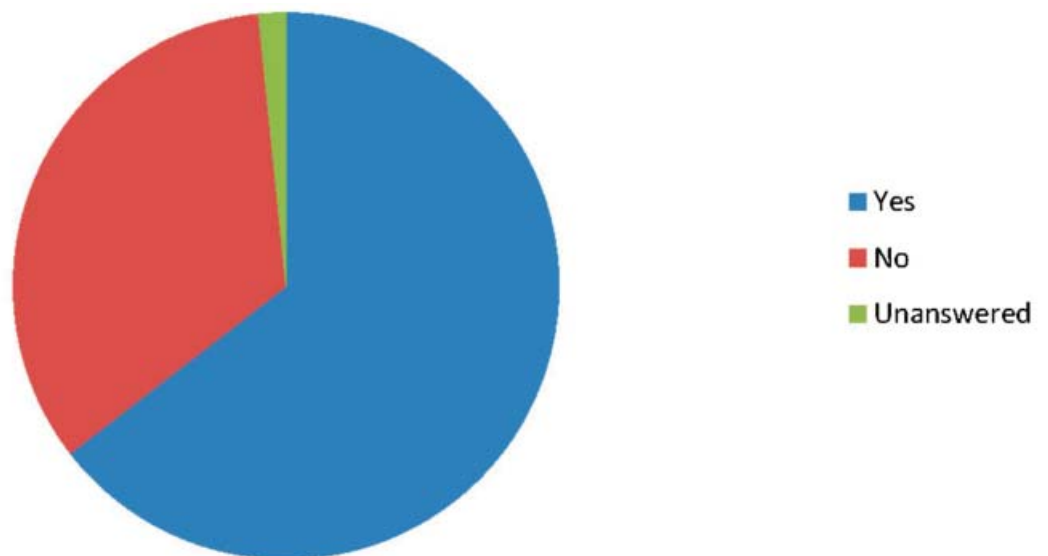
Q9: Do you read Refresh?



- 79.03% Yes – they do read the council’s weekly Business Transformation newsletter.
- 16.13% No – they do not read the council’s weekly Business Transformation newsletter.
- 4.839% left the question unanswered.

59/62 members of staff responded to this question.

Q10: Would you like a new weekly newsletter for the new leisure centre?



The survey shows:

- 64.52% Yes.
- 33.87% No.
- 1.613% unanswered.

61/62 members of staff responded to this question.

Q11: The current intranet is being reviewed. What would you like to see in a new version of the intranet?

Top responses:

- 19 responses asked for something easier to use - specifically something more accessible/ easier to find information / easier to navigate/ with a better search facility.
- 10 responses asked for a modern design/more visually attractive.
- 9 responses asked for more up to date information, and out of date information to be removed or archived more promptly.
- 5 responses asked for a place to find staff contact information, including a database of photos to put names to faces, as well as contacts for councillors and local bodies.
- 3 response asked for a space for internal small ads for employees to sell goods i.e. a sale board/ Freecycle.
- 3 responses asked for integrated HR functions/ easier to find HR polices.

45/62 members of staffed responded to this question.

Q12: What is one thing that could be done to improve internal communications?'

Top responses:

- 8 responses asked for consistent team meetings/ Team meetings with CLT members and group managers.
- 6 responses asked for improved managerial to staff communication- managers are not relaying enough information or the information that managers relay (specifically corporate information) is not cohesive.
- 6 responses said that communications was already good/ should carry on the 'excellent work' or expressed no opinion on how to communications could change.
- 3 responses suggests an electronic staff notice board where staff can post more informal, social information- with features like a for sale board, a place to leave restaurant suggestions.
- 4 responses say internal communications do not need to be weekly, often not enough time to read them.

37/62 members of staff responded to this question.

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