

## **REVIEW OF INTERNAL COMMUNICATION METHODS**

Report of the Director of Housing & Customer Services

### **1. SUMMARY**

This report provides an update on the review of internal communications and actions taken to ensure internal communication remains a priority for all staff.

### **2. RECOMMENDATION**

To note the contents of the report.

### **3. MATTER FOR CONSIDERATION**

- 3.1 The Communications Champions group was re-launched in the first quarter of 2010/2011; this is a group of staff from all levels who discuss issues with communication and ways in which to improve internal communications.
- 3.2 The use of the intranet as a means of communication has increased and this is now used for all major messages.
- 3.3 A new secure area on the main website has also been implemented and this incorporates the following:
  - Chief Executives Blog and forum for responses
  - Fund Raising for details of the Company Charity
  - Staff Gallery for event photos
  - Events area to incorporate social activities and staff events
  - Notice Board.
- 3.4 Email communication has been reviewed and All User messages have been restricted to important work related messages; staff are encouraged to use the staff area or intranet to promote events and social activities.
- 3.5 We continue to produce Core Brief, which contains key messages from the Senior Management Team, when required.
- 3.6 Following the merge with the Repairs Team we have reviewed communication with staff who are not office based and do not have easy access to a PC; we now use SMS text as a means of getting messages to staff in the field.
- 3.7 Team Meetings and Tool Box talks remain an important way of managing two way communication for staff at all levels.

#### 4. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

This report is a requirement in the Delivery and Business Plan and its actions to improve are on target.

**The areas listed below have no implications directly arising from this report**

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review

**If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) - Tel 01332 711010**

**Author:** Mary Holmes, Customer Services Manager, 01332 888439, [mary.holmes@derbyhomes.org](mailto:mary.holmes@derbyhomes.org)

**Background Information:** None.

**Supporting Information:** None.