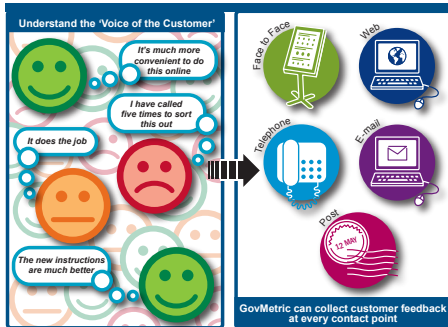




Using GovMetric to listen to staff

Nottinghamshire County Council had been enjoying the benefits of GovMetric as a customer feedback tool for some time when they decided to take the innovative step of using it to capture the views of their internal customers – their staff. This simple move has led to increased staff involvement and internal efficiencies. It has also helped the council benefit from the experience and ideas of staff to improve support services.



Listening

The Council expanded their use of GovMetric to capture feedback internally across their corporate services department, covering ICT, finance, performance, HR and property.

This allowed them to capture staff views on where the council can iron out inefficiencies in these areas.

“GovMetric is a vital feedback tool”

Moira Whelan, Corporate Services, Nottinghamshire County Council



Turning Feedback into Action

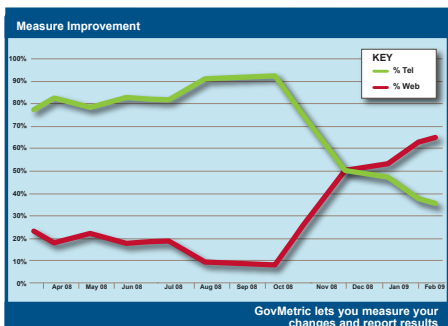
Staff feedback was split into positive and negative feedback. The positive feedback was promoted around the organisation and the negative feedback was incorporated into an improvement action plan.



Positive feedback



Negative feedback



The Results

The council now has a complete feedback system within Corporate Services. Customer feedback, combined with staff feedback gives the council an opportunity to view their organisation externally and internally, helping them make improvements that benefit all stakeholders.

Results include:

- Increased efficiencies
- Increased staff morale
- A better understanding of what is important to staff
- A feedback culture

