

# Internal Communications Charter – Employee Summary

Effective internal communication is a fundamental part of our Better place, better Council transformation programme. Successful internal two-way communication is one of the most effective ways to improve motivation, satisfaction, and ultimately service delivery.

This charter defines how we will communicate with you to deliver news and key messages at the right time and in the most appropriate way. It also outlines what you can expect of us and what we can expect of you. It applies to all employees, including managers and team leaders at all levels throughout the Council.

## How we will communicate with you

- **One to one:** regular face-to-face meetings to help you and your line manager keep up to date on relevant job related topics and provide an opportunity for mutual feedback. These meetings will help inform your annual appraisal.
- **Team:** meetings set at regular intervals to ensure all employees within a function or service can share information and discuss operational activities as a whole team.
- **The Loop:** our intranet, providing document storage and sharing of internal information online such as news items, policy updates and key corporate information. You can access online information from any individual Council PC or shared kiosk.
- **Notice boards:** visible points located across the Council where you can find a variety of information.
- **All staff and management briefings:** to inform and cascade corporate, project or other information to all or groups of staff and managers.
- **By the Way:** our online employee newsletter published 10 times a year, providing articles, regular columns and other information to help you find out more about work across the Council.
- **All staff emails:** used to communicate urgent and important information to all employees. This could be an emergency notification or something that cannot wait for any other method.

## What you can expect of us

- We will provide, support, and regularly review our range of communication methods. We will let you know as soon as possible about any changes that happen.
- We will ensure that our communication is targeted, timely and effective and accessible to all using the most appropriate method
- We will provide clear style standards, social media, corporate identity, publications standards, and communications protocol to help everyone provide consistent, clear, and relevant communications.
- We will regularly offer you opportunities to tell us about your experience of working at the Council through surveys, consultation and our staff forum. The forum is our employee representative group enabling you to communicate ideas, suggestions, or concerns to our management team.



## What we expect of you

- We expect all our employees to familiarise themselves and make use of all communication methods we make available to you and review information regularly.
- We expect everyone to help make sure we have effective two-way internal communication and support the actions in this charter. This is by demonstrating active listening at team or individual meetings, keeping up to date with corporate and other information and providing feedback, ideas or suggestions as required.
- You should use the Loop to publish and access policy documents, forms, guidelines, project progress and service related information as required. You should check your information regularly to make sure it is up to date.