

Staff Welfare Provision

Group fed back to Georgia, who is looking at welfare provision on the Racecourse. The following points were made:

- Dedicated space would be preferable; combining it with operating/ events space leads to one aspect being de-prioritised and this sends the wrong message. Also potentially creates headaches for teams trying to turn around the event space.
- Features requested: vending machine, hot drinks, flexible desk space to enable HQ teams to spend more time on Racecourse.
- Space should be open to all – not restricted to perm staff but “if you’re working, you get access”.
- Should be used as a relaxing space but can also be for working to remove the “us/them” dynamic caused by the office being off the course. Could also be used for social events – again removes the need for teams to be clearing it down for C&E.
- Operational issues shouldn’t impact too much – again, creating a dedicated space would help here rather than conflicting needs in one space.

Work Environment

HQ office is quite dull and lacking in personality. It needs plants and artwork. The layout isn’t very collaborative. Kiri is looking at some options to improve the staff breakfast and lunch offering – feedback and ideas are welcome. The kitchen space isn’t very welcoming. Would like to see:

- Sofas/ soft seating and a coffee table
- TV – a “dynamic noticeboard” with photos and reminders/ key information
- Central space is quite cluttered and feels like a mailroom/ unsuitable focal point; would like to see informal seating installed

Asks:

- Could we tidy up the balcony and bring up some of the unused furniture?
- Could we put some soft seating in the kitchen?
- Could we put a tv in the kitchen?
- Could we revamp the central area?
- Could we make smaller meeting rooms bookable?
- Could we look at the layout to move some teams closer/ sit them nearer their team?
- Could we put in plants and artwork?

Communication

- Communication flash points were:
- In the run-up to race days/ events
- The cascading of information from SMT to their teams about decisions/ outcomes of their meetings
- Announcements like new starters not being made
- Not using existing technology (e.g Parim) for updates

Asks:

- Consider the impact on other departments of decision making, and working through the “chain of events” as to who needs to be informed.

A) Adopting a mindset of bringing people in at the earliest point in decision making and consideration, not at the point a decision has been made (and then may need to be unmade!).

- SMT to share (where possible) their meeting decisions and topics with their teams.
- An “on the day” text to perm staff for racing with key information, such as:

A) Expected numbers **B)** Any areas opening/ closing **C)** Need to know/ operational changes.

- Use Parim for emergency comms in future (e.g. racing abandoned) – it has SMS capacity to send a group text to groups of users.
- Central calendar

A) This can be done via the app but needs to be maintained by different teams

Wellbeing

Main negative impacters were:

- Communication breakdowns causing stress and frustration.
- Lack of recognition and thanks.
- Night meetings – late finishes and long hours.

Asks:

- Possible to book/ expense a hotel for key roles needed to be there late/early.
- Creation of an “overnight” team who pick up the clear down and set up so that operational staff can have a rest between shifts.