

IPA HUB EVENT



Phoenix Colleague
Representation Forum

Why now is the right time to think about a modern and progressive approach to empowering employees and their collective voice in the workplace

- **Who are Phoenix Colleague Representation Forum and what do we do that's different**
- **Employee Relations focused partnership, how to stay ahead of societal, cultural and government legislation (including the new Employment Rights Bill)**
- **Why effective partnership can benefit any organisation**



Who are the Phoenix Colleague Representation Forum? (PCRf)

Award winning employee forum. With the ambition to modernise representation
- Linking the employee voice to the organisation's strategic narrative through
our partnership philosophy.



How does our partnership philosophy differ from traditional representation models?

- In house representation
- Relationship
- Business knowledge
- Employee Voice
- Engagement
- SMEs
- Communication
- All aspects of working life



PCRF

END OF YEAR REFLECTIONS 2023

Welcome to our PCRF 2023 reflections. 2023 was an incredibly busy year for colleagues and the PCRF, change was a constant throughout the year, supporting staff at all levels and at all times. You'll see from this report that we supported a significant number of colleagues throughout the year, both individually and collectively. We're really grateful for your share of the survey you took in 2023 and for your support.

Your voice

2250 Colleagues shared their views with us via PCRF surveys

11566 Hits on PCRF articles

Top topics

Local discussion via flex shared with Phoenix flex programme

Regular dialogue with HR Reward

Shared colleague impact through Consultation and OD changes

2023 milestones

PCRF Win Award

PCRF won the award for best use of innovation in employee engagement and received special commendation in the category, best use of voice of the employee at Engage Awards

Change Agenda

PCRF supported colleagues across UK group through an ambitious change agenda in 2023

Colleague Voice

The colleague voice was influential in shaping discussions and decisions on topics important to colleagues, such as salary pot, remuneration, Phoenix flex including discussions with HR leadership and the board

Your working life

28 PCRF Reps supported

402 Questions and suggestions submitted by impacted colleagues via survey during consultation

Initiative

28 shared their voice out

E	F	G	H
Involved Department	Formal, informal	Type	Main Root Cause
PCRF	Informal	Involved/participated	Partnership
Asset Management	Formal	Consultation	
Asset Management	Formal	Consultation	
PCRF	Informal	Involved/participated	Work Hours
Asset Management	Informal	Question	Benefits or Pay
Asset Management	Informal	Question	Benefits or Pay
Phoenix	Formal	Consultation	
Phoenix	Informal	Involved/participated	Partnership
Phoenix	Informal	Involved/participated	Partnership
Risk	Informal	Involved/participated	Partnership
Asset Management	Informal	Involved/participated	Partnership
Human Resources	Informal	Involved/participated	Partnership
Corporate Affairs & Investor	Informal	Involved/participated	Partnership
Phoenix	Informal	Involved/participated	DE&I
PCRF Leads	Informal	Partnership	Partnership

Tracking Reports

PCRF Activity Tracker Engagement - July 2024

Who did we support

45 Informal

15 Formal

Who did we interact with

45 Informal

15 Formal

Category type

Query type

Total Numbers:

- Colleagues - 37
- PCRF - 4
- External - 2
- Stakeholders - 17

Data reinforces the colleague voice and strengthens partnership

Surveys on current topics

Recording views

How PCRF Support you... 2:20

PCRF Consultation... 4:03

H1 round-up

Working in Partnership... 2:20

PCRF H1 2024 round up 5:57

PCRF Hybrid Working Survey

In partnership with the Ways of Working project (WOW), we asked colleagues about their experience of hybrid working, what it means to them and what would support them with hybrid working.

327 colleagues responded to the survey

84% of colleagues report a positive experience of hybrid working

Percentage of all colleagues respond by function

Experience of hybrid working

What one thing would support you?

What does hybrid mean to you?

Top 3 impact to colleagues across the group

Top 3 impact to colleagues across the group

PCRF - Phoenix Flex adoption

In 2023, The PCRF Central team agreed to trial Phoenix Flex as members of the working group. PCRF will be sharing the colleague voice to the Phoenix Flex project via surveys and feedback through our Rep channels. We were keen to experience any advantages and challenges and understand if the persons were easy for reasons to access and engage.

Our Journey

What we learned

Findings and next steps

PCRF Survey: What's Important to you?

In our March 2023 Newsletter we asked you to share your thoughts with us on what's important to you. Your form of our partnership discussions with the business, HR, the Phoenix board, local decision makers an external networks. Sharing what's on your mind, helps us share the colleague experience, propose alternative solutions, inform activity and enhance communication on your behalf.

Thinking about your working life: What's important to you and why?

Top 3 topics

Stakeholder survey - issued at end of pilot

Participant survey - 10 weeks into pilot

Stakeholder survey - issued at end of pilot

workload change with pcr flexibility salary-banding wythall

Are there any specific actions you'd like us to consider or any topics you'd like to hear more about from PCRF?

What happens next and how do I continue to share my views?

Communication hits

PCRF Newsletter - October/Nov round up

PCRF share your views with the Phoenix Board

Shaping the salary pot 2025

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Shaping the salary pot 2025

How to stay ahead of societal, cultural and government legislation



Create a culture where colleagues have a say and can see action on topics they care about

Partner on initiatives that address societal impact to colleagues

Know your demographic and listen to what they expect from a good employer

Next steps to make work pay

- Family friendly rights
- Fair pay
- Ending 'one-sided flexibility'
- Equality at work
- Enforcing rights at work
- Voice at work



Why effective partnership can benefit any organisation



- Informed decisions.
- Alternative options explored in early stages.
- Solutions and enhancements are discussed throughout change.
- Communication hits employee expectations.
- Employees feel heard and engage with the business.
- Leaders feel connected to the employee voice.
- Employees understand how strategic narrative links to their role.
- Higher employee engagement and productivity.

