



**Challenge and
Improvement
Committee**

9 October 2018

Subject: Staff Survey Results – June 2018

Report by:

Executive Director of Resources

Contact Officer:

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Purpose /
Summary:

To distribute the results of the annual staff
survey

RECOMMENDATION(S):

That Members review the results of the staff survey and assure themselves that the Joint Staff Consultative Committee are supporting the staff engagement group with work on an action plan and communication plan

IMPLICATIONS

Legal:

Financial:

Staffing:

Equality and Diversity including Human Rights:

Risk Assessment:

Climate Related Risks and Opportunities:

Title and Location of any Background Papers used in the preparation of this report:

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

Executive Summary

2017 Information

The staff survey was reviewed by the Staff Engagement Group in July 2017 and a revised staff survey was published in August 2017 for completion.

53.7% of staff responded to the survey. Paper copies were given to the depots and were added to the online survey results.

There were 14 questions in total, 7 of those being comparable with previous years.

Of those 7 comparable questions all 7 have had a positive increase of over 10%

2018 Information

With support from the management team it was agreed that the staff survey would be rolled out again in June 2018 (closing date 26th June).

61.2% of staff responded to the survey. Paper copies were given to the depots and were added onto the online survey results.

The same 14 questions were used from the previous year for ease of comparison.

The staff survey results have been shared with the Management Team, all staff and the Joint Staff Consultative Committee. The staff engagement group continue to focus on changes as a result of the survey results.

Background

The staff survey has been carried out at the following times, the response rates for each survey have been included for information.

Date	Response rate
June 2011	61.7%
March 2013	57%
October 2014	67.5%
June 2015	71.6%
August 2017	53.7%
June 2018	61.2%

Results

The graphs below show the responses for the seven questions. Results from 2011, 2013, 2014, 2015, 2017 and 2018 are presented to give comparable data.

However in the staff survey (Aug-Sept 2017) there were a total of 14 questions which the Staff Engagement Group wanted to ask. 2018 and 2017 can now be compared across all questions.

Overview

Below is a brief snapshot of the trend from the previous survey. From 2017 all but one of the questions saw a positive increase, some at over a 15% positive increase.

Vision – positive increase of 1.5% from August 2017

Expectations – positive increase of 0.5% from August 2017

Motivated – positive increase of 11.6% from August 2017

Valued – positive increase of 11.5% from August 2017

Communication – positive increase of 17.7% from August 2017

Demands – decrease 1.1% from August 2017

Learning – positive increase of 17.7% from August 2017

Opinion Counts – positive increase of 12% from August 2017

Communication – senior management – positive increase of 14.7% from August 2017

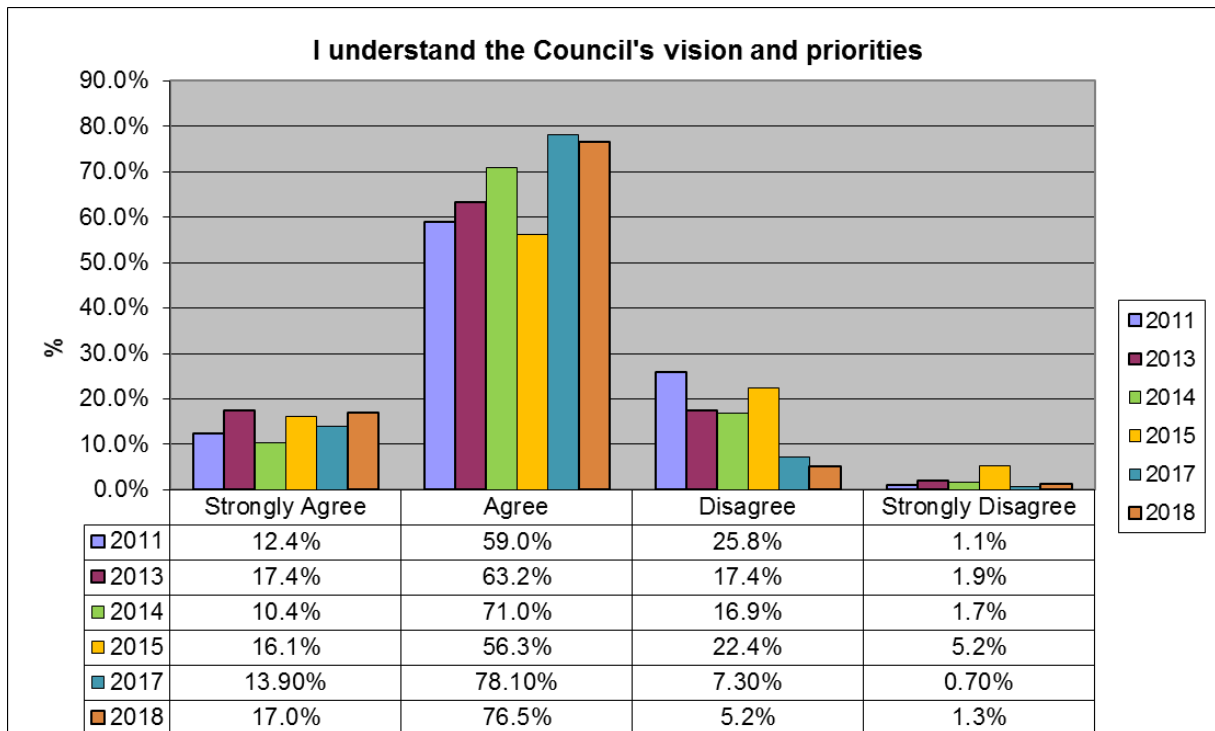
Wellbeing – positive increase of 6.3% from August 2017

Dignity – remained the same as previous year at 94.1% positive

Satisfaction – positive increase of 2.5% from August 2017

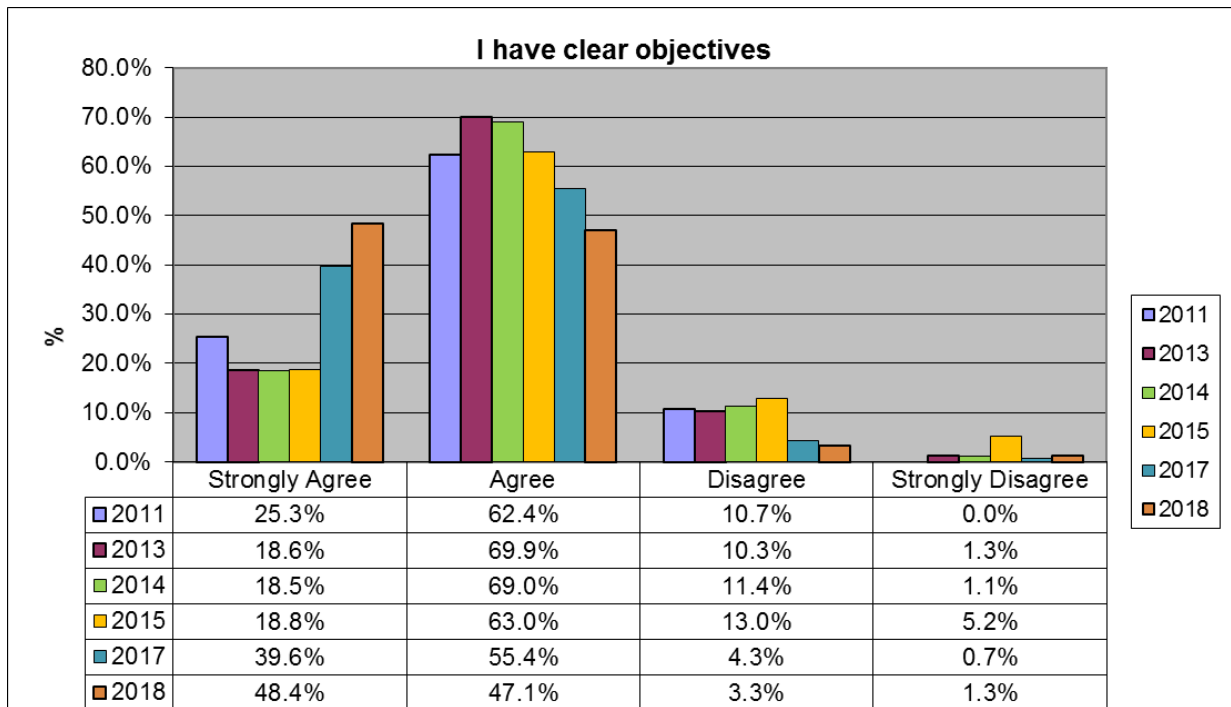
Behaviours – positive increase of 9.6% from August 2017

Accommodation – positive increase of 5.5% from August 2017



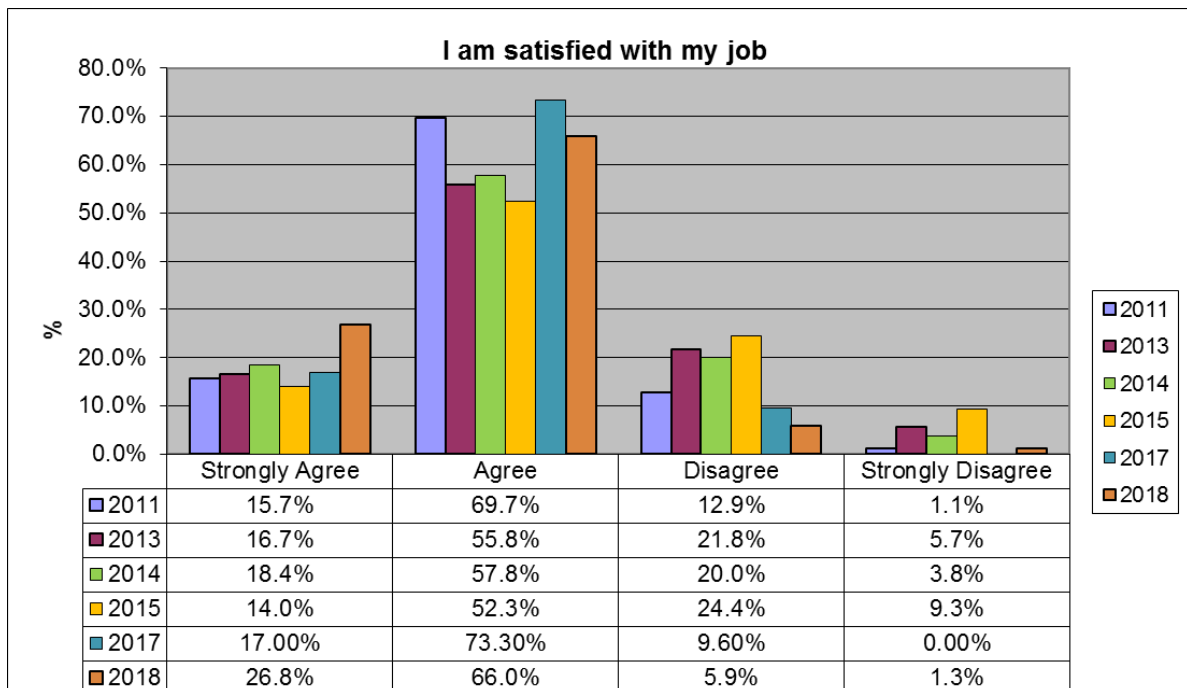
Comparison - I understand the Council's vision and priorities						
	2011	2013	2014	2015	2017	2018
Positive	71%	80.6%	81.4%	72.4%	92%	93.5%
Negative	26.9%	19.3%	18.6%	27.6%	8%	6.5%

Below, this was reworded in 2017 to 'I know what is expected of me at work' it was thought to be comparable with the previous question



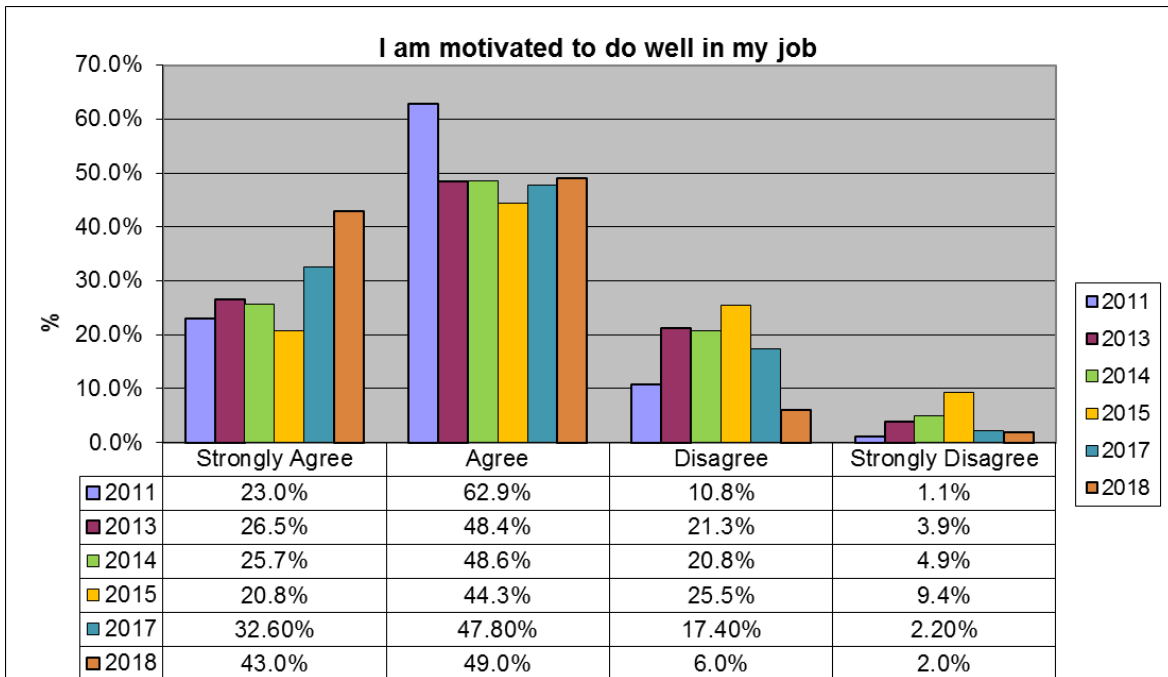
Comparison – I have clear objectives

	2011	2013	2014	2015	2017	2018
Positive	87.7%	88.5%	87.5%	81.8%	95%	95.5%
Negative	10.7%	11.6%	12.5%	18.2%	5%	4.5%



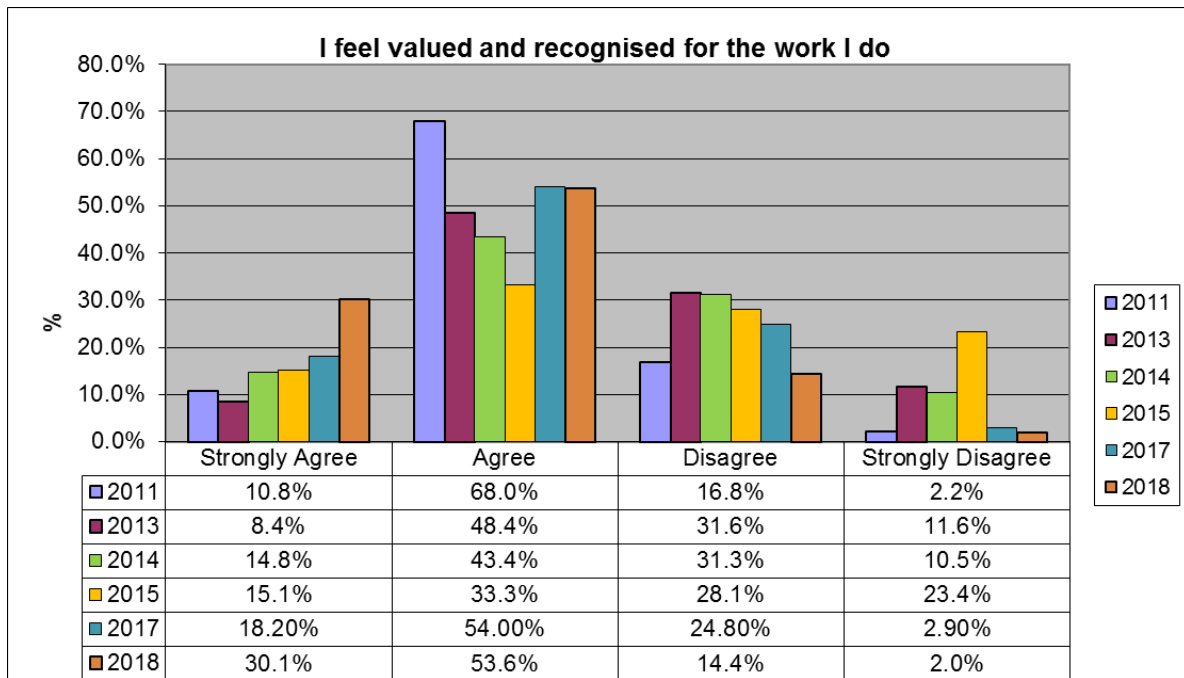
Comparison – I am satisfied with my job

	2011	2013	2014	2015	2017	2018
Positive	85.4%	72.5%	76.2%	66.3%	90.3%	92.8%
Negative	14%	27.5%	23.8%	33.7%	9.6%	7.2%



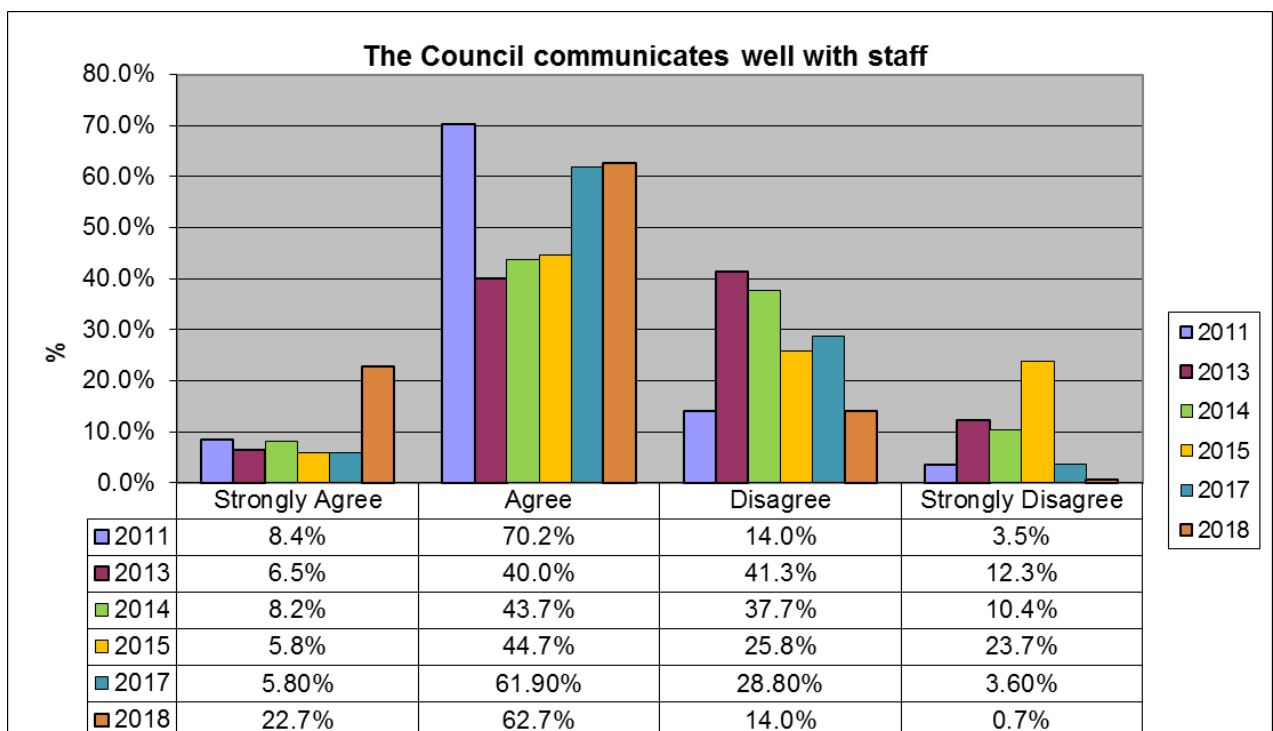
Comparison – I am motivated to do well in my job

	2011	2013	2014	2015	2017	2018
Positive	85.9%	74.9%	74.3%	65.1%	80.4%	92%
Negative	11.9%	25.2%	25.7%	34.9%	19.6%	8%



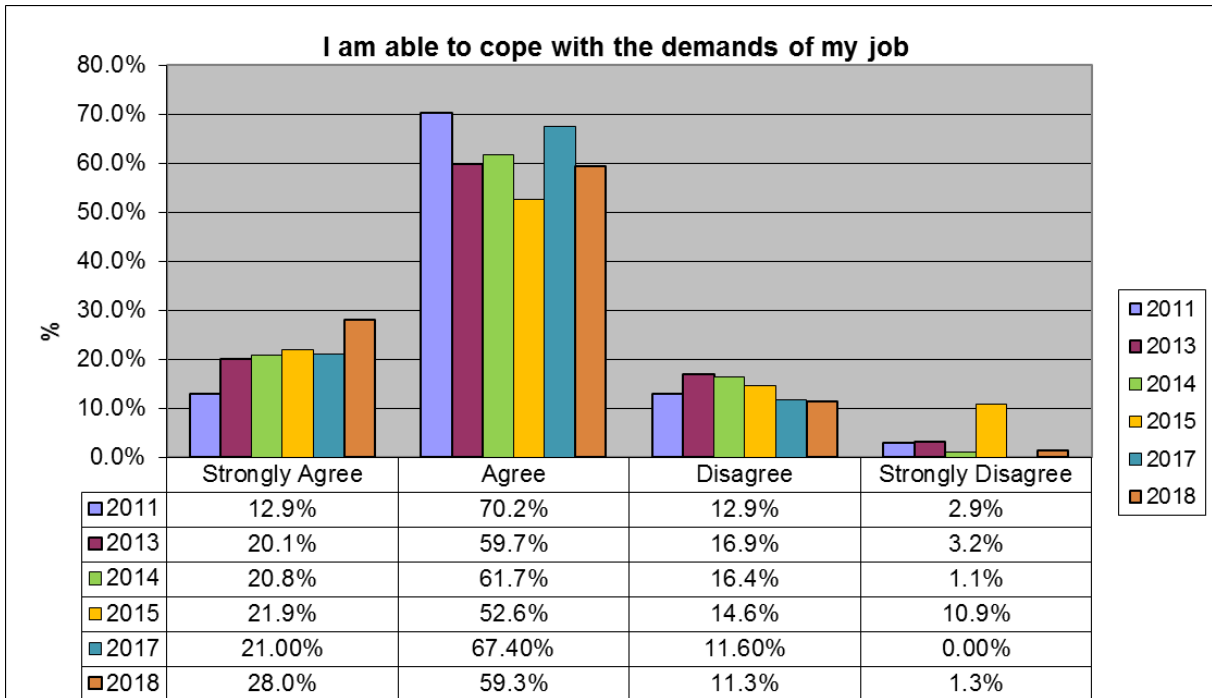
Comparison – I feel valued and recognised for the work I do

	2011	2013	2014	2015	2017	2018
Positive	78.8%	56.8%	58.2%	48.4%	72.2%	83.7%
Negative	19%	43.2%	41.8%	51.6%	27.7%	16.3%



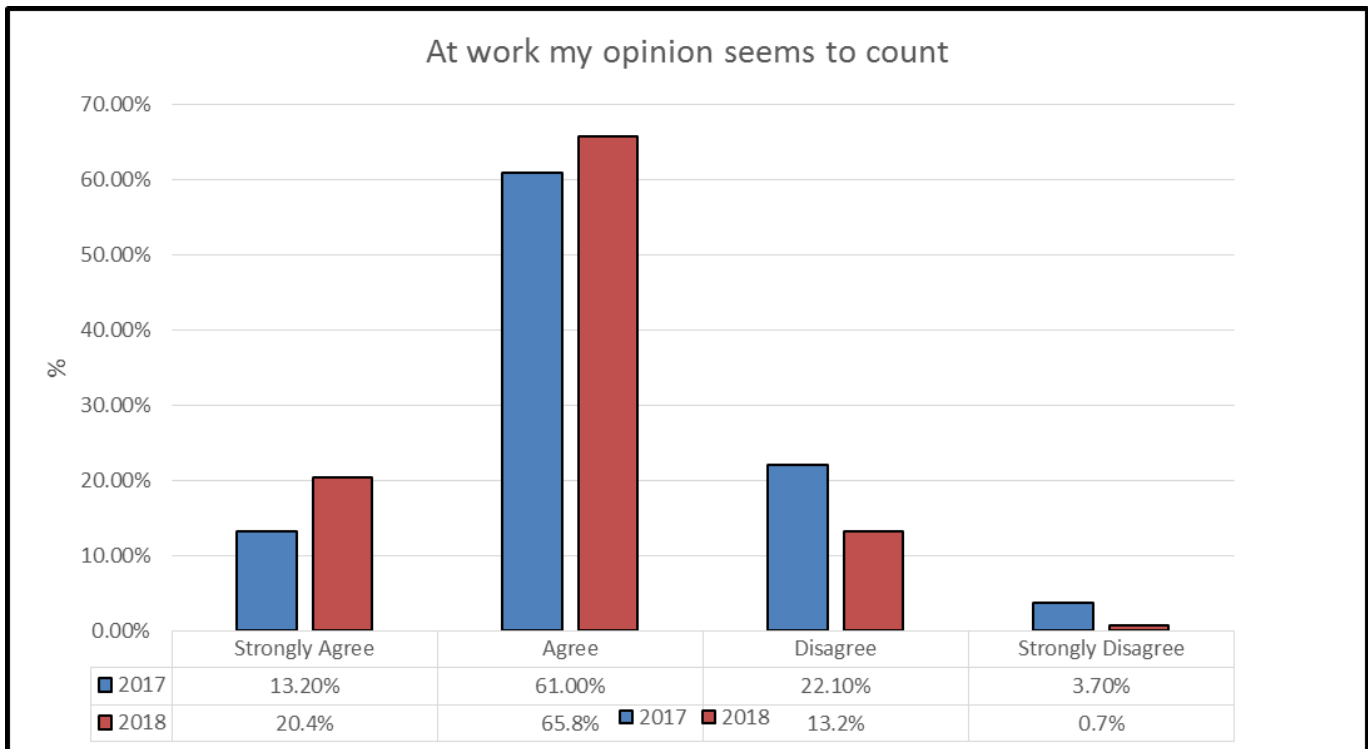
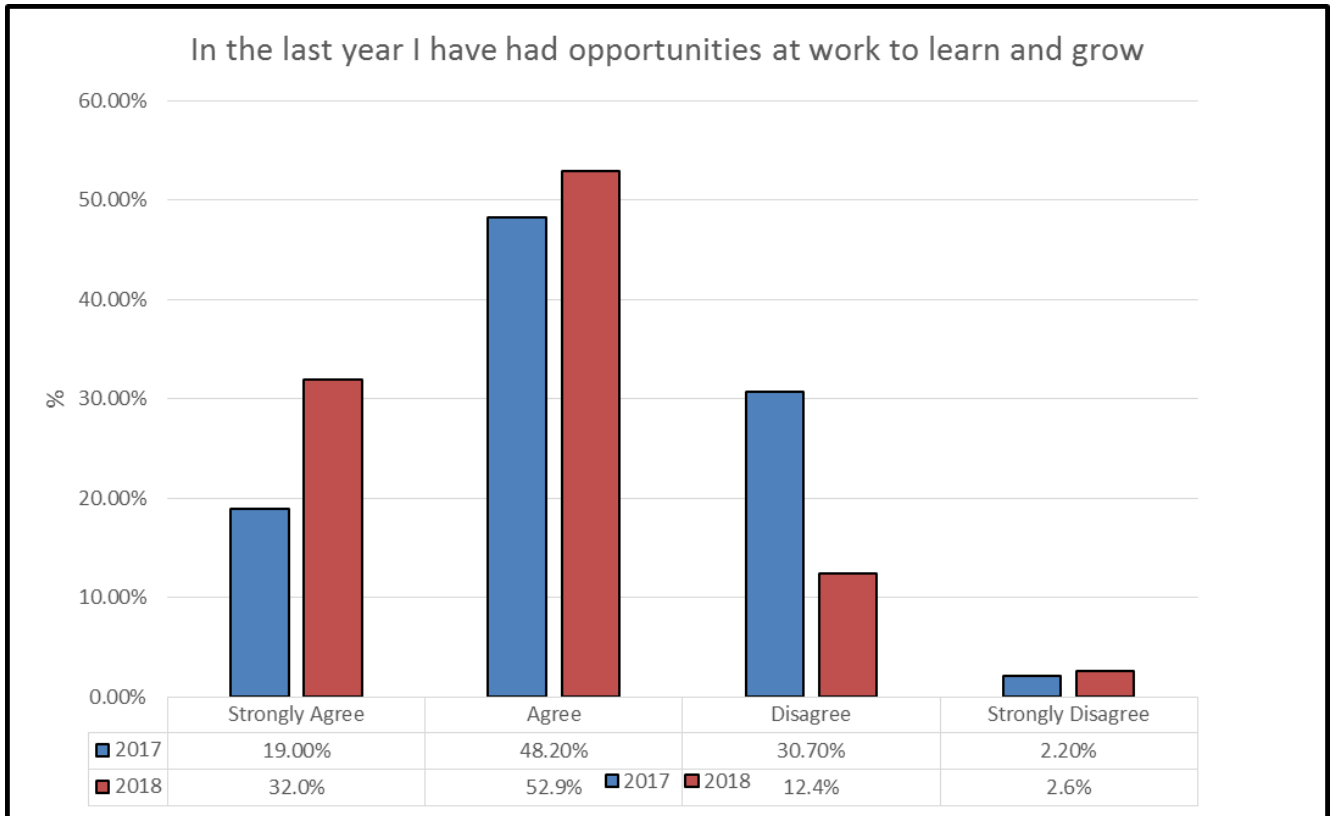
Comparison – the council communicates well with staff

	2011	2013	2014	2015	2017	2018
Positive	78.6%	46.5%	51.9%	50.5%	67.7%	85.4%
Negative	17.5%	53.6%	48.1%	49.5%	32.4%	14.6%

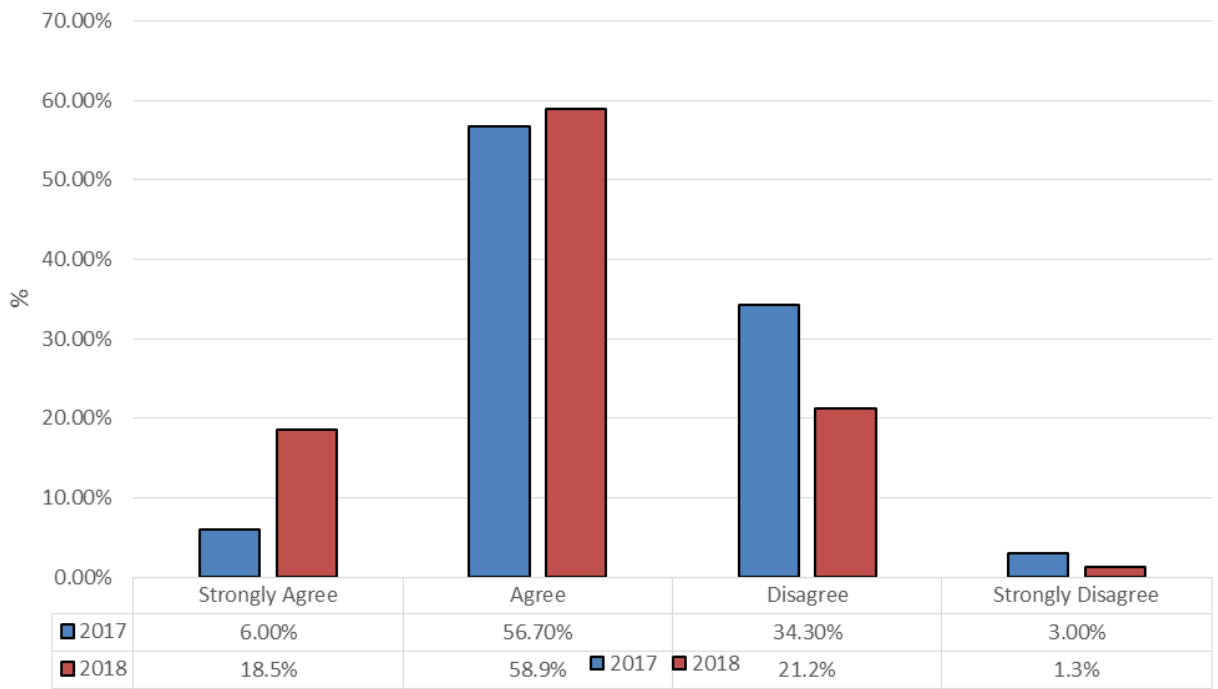


Comparison – I am able to cope with the demands of my job

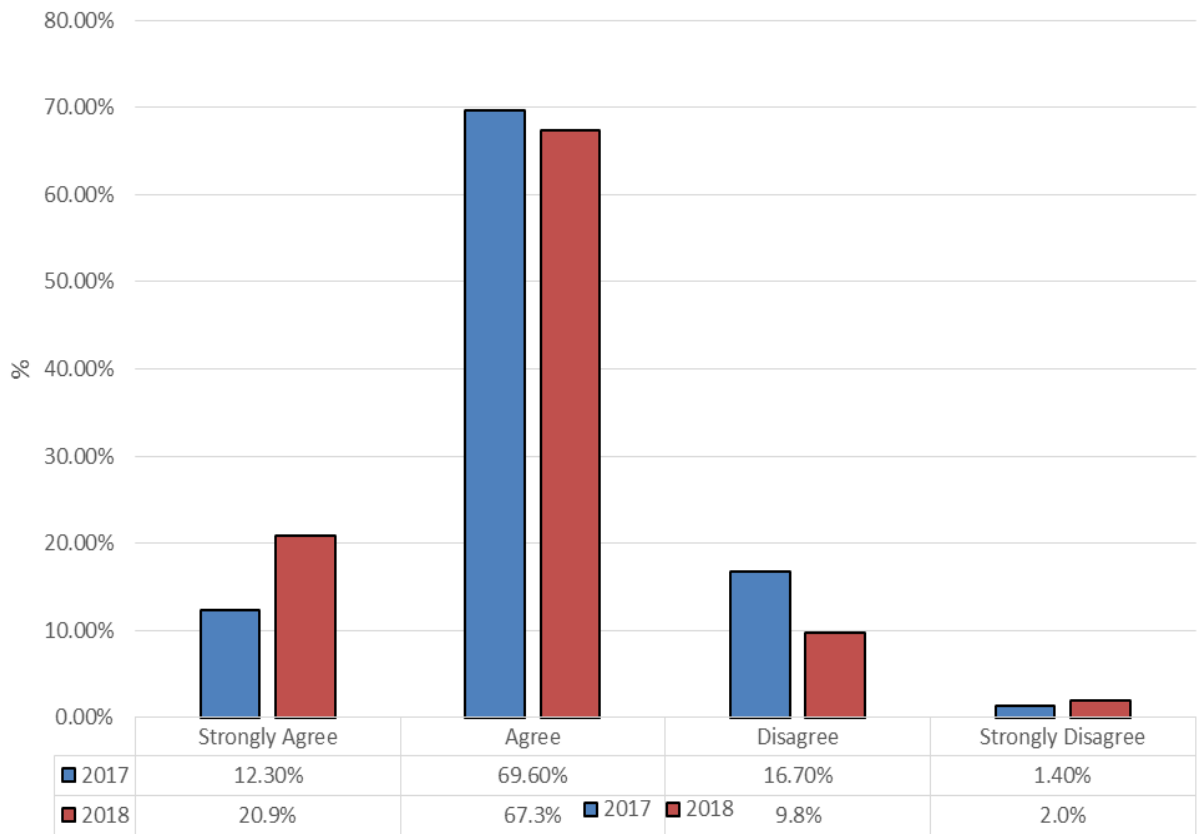
	2011	2013	2014	2015	2017	2018
Positive	83.1%	79.8%	82.5%	74.5%	88.4%	87.3%
Negative	15.8%	20.1%	17.5%	25.5%	11.6%	12.7%



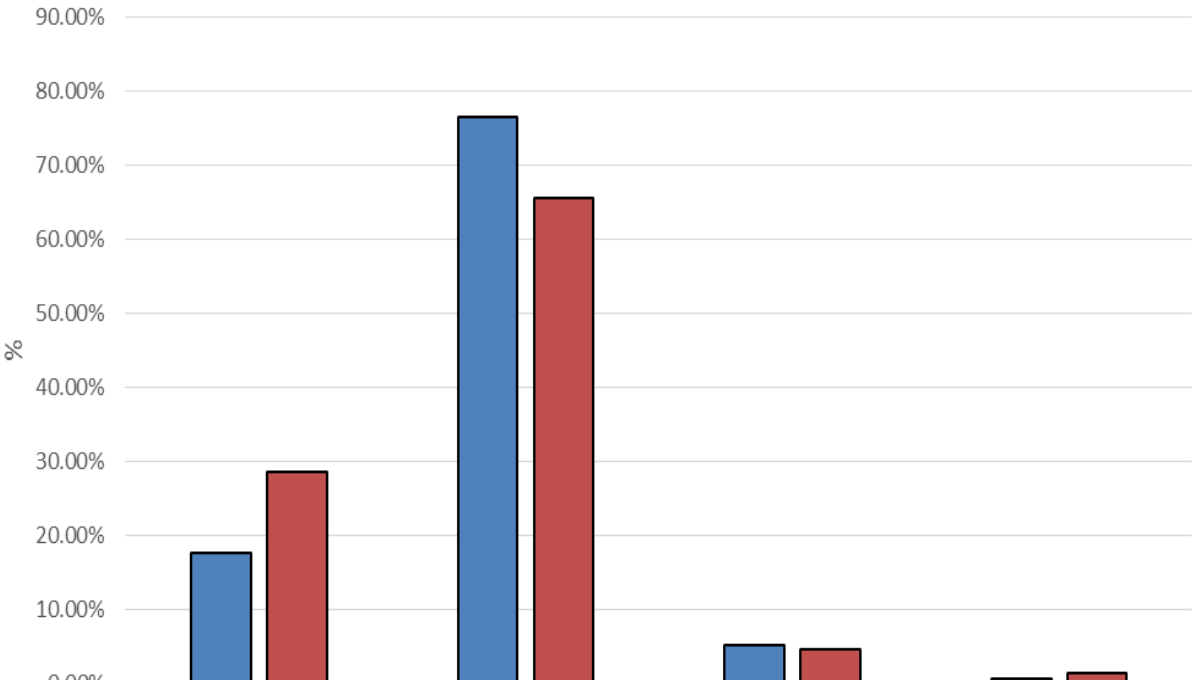
I believe communication between senior management and employees is effective



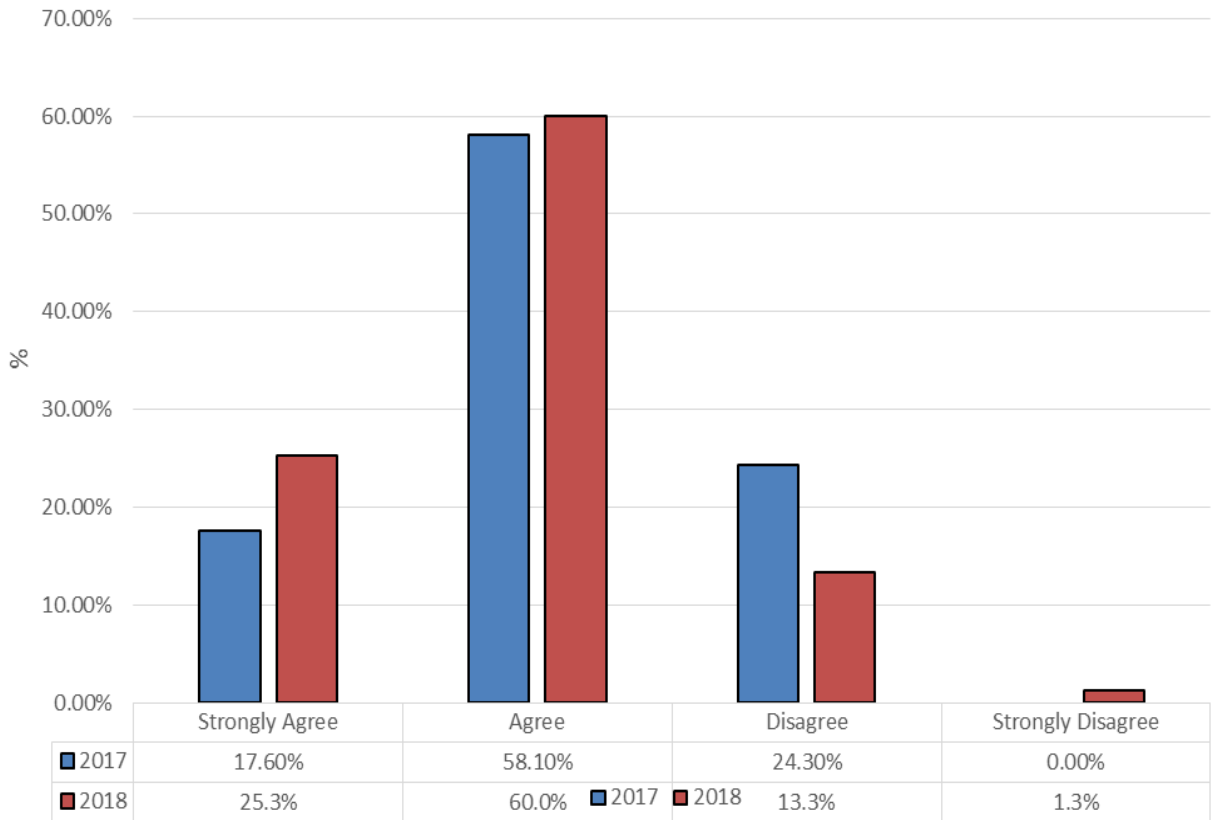
I feel the council cares about my health and wellbeing

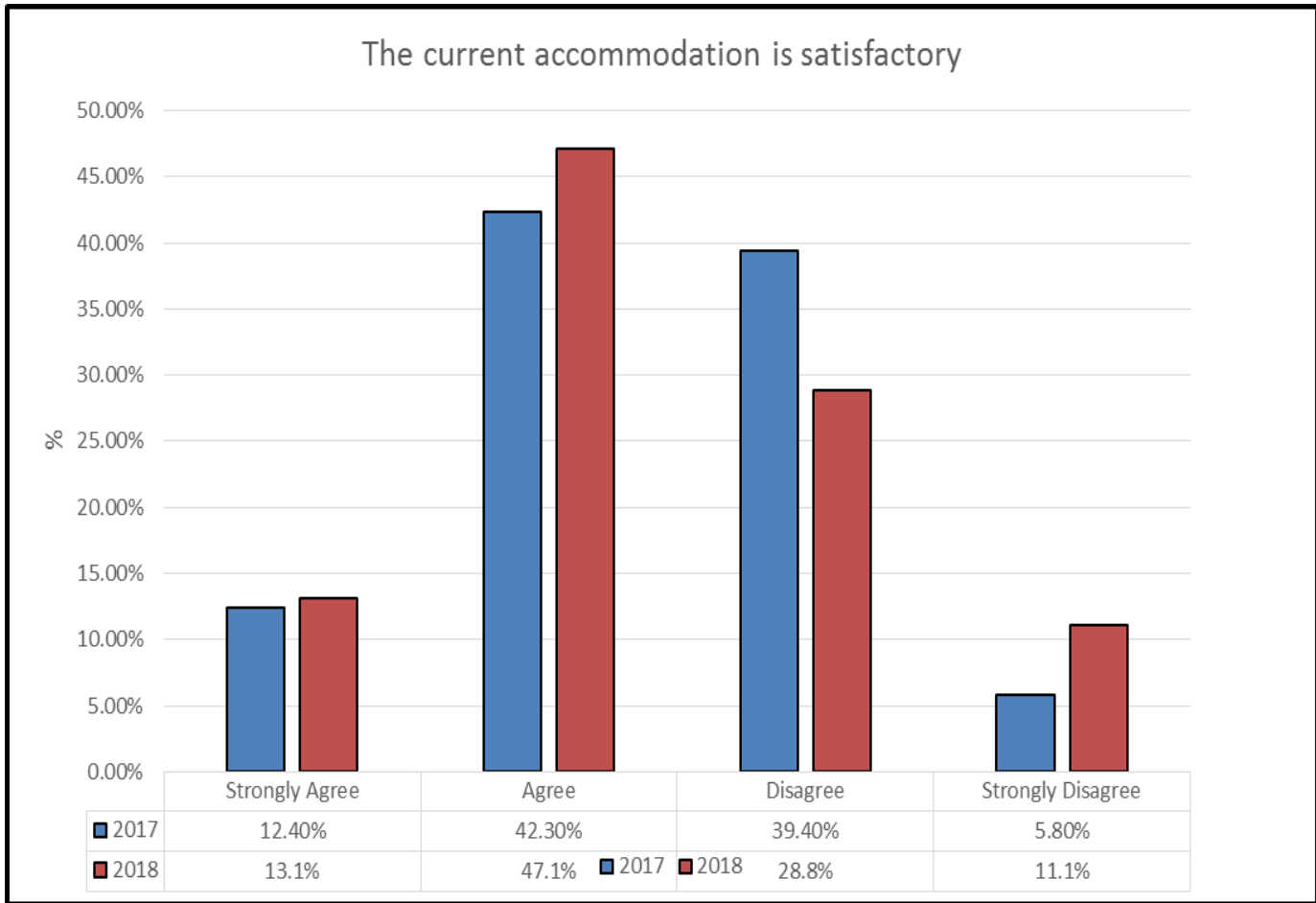


I am treated with dignity and respect at work



Inappropriate behaviours and attitudes are not tolerated here





Summary

The staff survey asked 14 questions in total and the Staff Engagement Group felt that the overall results were very positive for the organisation. There was a positive direction of travel for all but 1 of the 14 questions.

The Staff Engagement Group have only briefly looked at the results, but at their next meeting they will discuss in more detail. The Group felt the work that is going ahead for the accommodation fits well with the results of the survey.

Next Steps:

Different infographics will be produced and also some information regarding the work that the staff engagement group have already undertaken over the last 18 months.

Please see the summary table below, comparing 2017 to 2018 results.

Staff Survey 2017 and 2018 Comparison Summary Page

Question	2017 % Positive	2018 % Positive	2017 % Negative	2018 % Negative
1.I understand the council's vision and priorities	92	93.5	8	6.5
2.I know what is expected of me at work	95	95.5	5	4.6
3.I am motivated to do well in my job	80.4	92	19.6	8
4.I feel valued and recognised for the work I do	72.2	83.7	27.7	16.4
5.The council communicates well with staff	67.7	85.4	32.4	14.7
6.I am able to cope with the demands of the job	88.4	87.3	11.6	12.6
7.In the last year I have had opportunities at work to learn and grow	67.2	84.9	32.9	15
8.At work my opinion seems to count	74.2	86.2	25.8	13.9
9.I believe communication between senior management and employees is effective	62.7	77.4	37.3	22.5
10.I feel the council cares about my health and wellbeing	81.9	88.2	18.1	11.8
11.I am treated with dignity and respect at work	94.1	94.1	5.8	5.9
12.Overall I am satisfied with my job at the council	90.3	92.8	9.6	7.2
13.Inappropriate behaviours and attitudes are not tolerated here	75.7	85.3	24.3	14.6
14.The current accommodation is satisfactory (eh noise, light, heat and space)	54.7	60.2	45.2	39.9