



EMPLOYMENT COMMITTEE: 1 FEBRUARY 2018

STAFF SURVEY 2017

REPORT OF THE DIRECTOR OF CORPORATE RESOURCES

Purpose of the Report

1. The purpose of this report is to provide the Committee with a summary of the outcomes and actions identified from the 2017 staff survey. The Committee is asked to note the report and to support the approach.

Policy Framework and Previous Decisions

2. The results from the 2017 staff survey will be incorporated into departmental action plans, and these will be used to further support the key aims of the People Strategy which was approved by Employment Committee in June 2017.

Background

3. The 2017 Staff Survey had the highest response rate of 46% completion (2,736 staff) compared to previous surveys conducted. This showed an increase from 41% (2,647 staff) responding in 2015.
4. The survey was open on-line and in paper format from 3 May – 21 June 2017. It was the seventh staff survey and was consistent in terms of the areas surveyed within the 2015 and 2012 surveys.
5. There was an increased response rate for all departments except Public Health, which decreased although they still have the highest response rate from all departments overall at 68%, down from 88% in 2015. Children and Family Services showed the most improved positive response rate from 27% in 2015 to 45% in 2017.
6. For the first time, the detailed results have been made available to all staff and managers. Line managers have been asked to review the results for their areas and develop appropriate local actions.

7. The survey was divided into three sub sections over 19 questions, exploring views on My Council, My Manager and My Job:
 - a. Under 'My Council' the highest scoring areas identified were:
 - i. 91.5% said I believe the council is committed to equality and diversity; a marginal decrease of 0.4% since 2015;
 - ii. 89.2. % said I feel the council is a good employer, a slight decrease of 1.8% since 2015.
 - b. For 'My Manager' the areas scoring highest were:
 - i. 86.3% believe my manager supports flexible working, an increase of 1.1% from 2015;
 - ii. 85.8% believe their manager values their opinions and ideas; an increase of 1.3% from 2015.
 - c. Under 'My Job' staff said:
 - i. 89.2% feel trusted; a decrease of 0.8% from 2015;
 - ii. 88% said they felt they were treated with fairness and respect; a decrease of 0.9% from 2015.
8. The areas identified with the lowest ratings across the Council remained consistent with the lowest rated responses in 2015:
 - a. 47.3% said I feel that change is well managed in the Council, a decrease of 0.2% % since 2015;
 - b. 60.5% said I think it is safe to speak up and challenge the way things are done, an increase of 3.2% since 2015;
 - c. 60.6% said stress at work does not affect my job performance, an increase of 4.9% since 2015.
9. In summary the positive changes obtained since the 2015 survey include:
 - a. an increase of 4.9% of staff saying "stress at work does not affect my job performance" (60.6%).
 - b. an increase of 3.2% of staff feeling it is "safe to speak up and challenge the way things are done at the council" (60.5%).
10. HR Business Partners are now addressing specific areas with each of their departments to identify the top issues for consideration. As expected, these differ from department to department.

Circulation under the Local Issues Alert Procedure

11. None.

Officer to Contact

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Equality and Human Rights Implications

13. The People Strategy and subsequent actions are subject to Equality and Human Rights Impact Assessments. Any actions that recommend changes to existing practice, processes or procedures as a result of the staff survey action plans will be subject to a full EHRIA as required.

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