



## **EMPLOYMENT COMMITTEE - 5 DECEMBER 2019**

### **STAFF SURVEY 2019**

#### **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 2019 staff survey.

##### **Policy Framework and Previous Decisions**

2. The People Strategy was approved by the Employment Committee at its meeting in June 2017. The results from the 2019 staff survey will be incorporated into departmental action plans and these will be used to further support the key aims of the People Strategy

##### **Background**

3. A full staff survey is carried out every two years across the Council. The 2019 Staff Survey, which ran from April to July, was the eighth staff survey and had the highest response rate to date of 54%, with 3,238 staff completing the survey. This is an increase from 46% (2,736 staff) in the 2017 survey. Questions have been consistent over the last three surveys.
4. There was an increased response rate for all departments except the Chief Executive's Department and Public Health. Response rates for these departments decreased (although they still had the highest response rates overall at 61% and 63% respectively).
5. There was a very good improvement in response rates since 2017 in the Children and Family Services Department (+10 % points to 55%), the Adults and Communities Department (+9 % points to 42%) and the Environment and Transport Department (+9 % points to 50%).
6. As was the case in 2017, 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. The headline summary shows:

- i. Significant improvement in the overall result since the last survey in 2017. The average for questions 1 to 19 is 80.7% (+3.8 % points since 2017). There were many significant improvements for individual questions;
  - ii. Respondents on grade 13 or above and part time respondents (working less than 10 hours per week) are significantly more positive than average;
  - iii. Colleagues with disabilities are still significantly less positive than average but results are more positive than in 2017 (by 2.4 % points overall);
  - iv. Respondents who prefer to self-describe their gender are also significantly less positive than average;
  - v. Respondents from the Adults and Communities Department and the Children and Family Services Department are less positive than average but the difference is not statistically significant.
7. The survey was divided into three sub-sections over 19 questions, exploring views on My Council, My Manager and My Job. Appendix A shows the results overall. In summary:
- i. Under 'My Council' the highest scoring areas identified were:
    - a) 93.6% said the council is a good employer;
    - b) 92.9% said I believe the council is committed to equality and diversity.
  - ii. For 'My Manager' the areas scoring highest were:
    - a) 88.8% believed their manager supports flexible working
    - b) 88.6% believe their manager values their opinions and ideas; an increase of 2.8% from 2017.
  - iii. Under 'My Job' staff said:
    - a) 91.7% felt trusted;
    - b) 90.8% said they felt they were treated with fairness and respect.

8. The areas identified with the lowest ratings across the Council remained consistent with the lowest rated responses in 2017 (see Appendix B) although all these areas saw increases or significant increases since 2017. In summary:
- i. 57.9% said they felt that change is well managed in the Council;
  - ii. 66.1% said they think it is safe to speak up and challenge the way things are done;
  - iii. 63% said stress at work does not affect their job performance.
9. Equalities and Job Factors -

A full chart is attached at Appendix C. In summary:

- i. 11.9% experienced bullying or harassment in the previous 12 months (a slight decrease from 2.8% in 2017, though not statistically significant);
- ii. 26.9% experienced some form of discrimination (no significant change from 26.2% in 2017);
- iii. Job factors that 'matter a great deal' were:
  - a) Job satisfaction (81.2%);
  - b) Work/life balance (78.7%);
  - c) Pay and benefits (60.1%);
  - d) Career development (43.4%).

#### Employees with Disabilities

10. Employees with disabilities are still significantly less positive on all questions but are more positive than in 2017. In summary:
- i. The biggest difference to the average being: 'Stress at work does not affect my job performance' (42.1% compared to 63.0%, -20.9 % points);
  - ii. 'I feel I have got my work/life balance about right' (61.7% compared to 76.3%, -14.6 % points);
  - iii. Colleagues with disabilities are significantly more likely to have experienced bullying (+15.9 % points) and discrimination (+31.3 % points);
  - iv. There have been significant improvements for 12 of the 19 questions and no significant decreases;

- a) 'I feel that change is well managed in the Council' (+18.2 % point increase compared to a +9.9 % point increase for non-disabled staff)
- b) 'I feel the reasons for change are well communicated to me' (+13.4 % point increase compared to a +3.0 % point increase for non-disabled staff)
- c) 'I think it is safe to speak up and challenge the way that things are done at the council' (+13.2 % point increase compared to a +4.9 % point increase for non-disabled staff)

### **Summary**

11. The survey highlights a number of positive areas and the direction of travel since the 2017 survey is generally positive. Work to build on these results and to address specific areas of concern is underway with HR Business Partners identifying the top issues for consideration with each of their departments and actions required. The survey results demonstrate that these vary from department to department.

### **Recommendations**

12. The Committee is asked to note the summary of the outcomes and actions identified from the 2019 staff survey and to support the approach being taken to address the findings of the survey.

### **Equality and Human Rights Implications/Other Impact Assessments**

13. The People Strategy and subsequent actions arising from the Staff Survey 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 Equality and Human Rights Impact Assessment as required.

### **List of Appendices**

Appendix A – Results for questions 1 - 19

Appendix B – Percentage point change over time (2017 – 2019)

Appendix C – 2019 Results – Equalities and Job Factors Questions

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