



EMPLOYMENT COMMITTEE – 23 MAY 2024

STAFF SURVEY ACTION PLAN

REPORT OF DIRECTOR OF CORPORATE RESOURCES

Purpose of the Report

1. The purpose of this report is to provide the Employment Committee with an update on key actions identified from the 2023 staff survey.

Policy Framework and Previous Decisions

2. The People Strategy was approved by the Employment Committee at its meeting in December 2020.
3. The high-level results from the 2023 staff survey were presented to the Employment Committee in September 2023. Following the presentation, it was agreed that corporate and departmental action plans would be created and that the high-level results would also help to inform the focus of the new People Strategy (2024-28).

Background

Staff Survey Action Plan

4. The Staff Survey Action plan is based on a biennial feedback cycle, as shown in Diagram 1. This ensures that change happens both at a corporate and local department/service level and that departments own their own results and action plans.

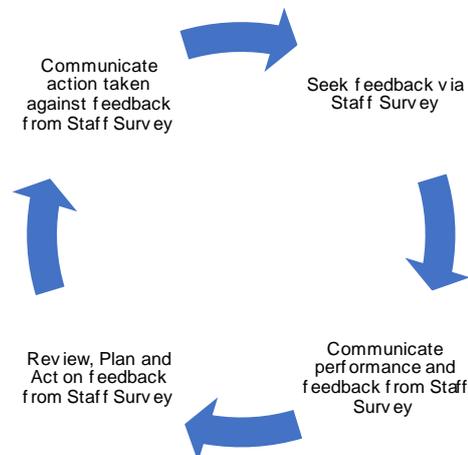


Diagram 1

Seek feedback via Staff Survey (May 2023 – July 2023)

5. A full staff survey is carried out every two years across the Council. The 2023 Staff Survey, which ran for seven weeks from 23 May 2023, was the tenth staff survey and had a response rate of 46%, with 2,804 staff completing the survey. This is an increase from 38% (2,323 staff) in the 2021 survey.
6. An action plan has been developed in response to the survey findings, and this paper sets out the approach, plan and work already undertaken.

Communicate performance and feedback from Staff Survey (September 2023 onwards)

7. The report on Staff Survey in September 2023 highlighted positive feedback around:
 - the Council as a good employer,
 - people know how to access staff wellbeing services,
 - a commitment to Equality, Diversity and Inclusion,
 - the way managers support flexible working,
 - the way managers value colleague ideas and opinions,
 - colleagues feeling that they are treated with fairness and respect.
8. The report also highlighted areas for improvement around:
 - stress at work,
 - communication around the management of change,
 - bullying and harassment,
 - feeling safe to speak up,
 - colleagues with disabilities feeling less positive across a range of factors than many other staff groups.

Review, Plan and Act on feedback from Staff Survey (September 2023 – September 2024)

9. A number of corporate actions have been taken as a result of the analysis of the staff survey results. These can be found in Appendix A.
10. The following department specific action plans have been created:
 - An assessment of areas for improvement was carried out in order to inform key themes for the People Strategy (2024-8),
 - Appendices B and C show examples of recruitment literature which quotes key staff survey data, together with an outline of a health and wellbeing survey, which ran in early 2024.

Communicate action taken against feedback from Staff Survey (September 2024 onwards)

11. Further communication to help embed the staff survey actions is planned for late 2024.

Timetable for Decisions

12. A further report is planned for the meeting of Employment Committee in quarter 1 of 2025/26 to review the Staff Survey feedback cycle and present the plan for the next Staff Survey 2025.

Recommendations

13. The Committee is asked to note the Staff Survey Action Plan, based on Staff Survey 2023, and to support the approach being taken to address the findings of the survey.

Background Papers

14. Staff Survey 2023, presented to the Employment Committee on 28 September 2023:
<https://democracy.leics.gov.uk/documents/s178801/Report%20to%20Employment%20Committee%2028%20Sept%202023.pdf>

Circulation under the Local Issues Alert Procedure

15. None.

Equality Implications/Other Impact Assessments

16. The People Strategy and relevant actions arising from the Staff Survey are subject to Equality 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 Impact Assessment as required.

Human Right Implications

17. 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.

Appendices

- Appendix A – Examples of activity to support staff survey actions
- Appendix B – Examples of Recruitment Literature that is using Staff Survey 2023 data
- Appendix C – Example of a Health and Wellbeing Campaign run in February 2024

Officer to Contact

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