

CABINET ITEM COVERING SHEET PROFORMA

AGENDA ITEM

REPORT TO CABINET

4th DECEMBER 2014

**REPORT OF CORPORATE
MANAGEMENT TEAM**

CABINET DECISION

Corporate Management and Finance – Lead Cabinet Member – Councillor David Harrington

EMPLOYEE SURVEY HEADLINE REPORT

1. Summary

The Employee Survey 2014 was undertaken between 6th October and 7th November 2014. The survey was delivered to 3,485 employees and completed by 2,342. Overall, we achieved a 67% response rate across the Council, above our target rate of 66%. This paper gives the key headlines from the survey for the Council as a whole. Further breakdowns of the information will be reported to Cabinet once a detailed analysis has been completed. Overall the results are extremely positive in themselves and especially when the context of the amount of change and reduction in resources is taken into account. Work is already underway to undertake more detailed analysis and benchmarking which will feature in a further report to Cabinet.

2. Recommendations

It is recommended that Cabinet:

- a) Receive this report and note the overall positive results and particularly the areas of significant improvement.
- b) Agree to receive detailed results once analysis completed.

3. Reasons for the Recommendations/Decision(s)

The employee survey is used to ensure the views of staff are regularly gathered, reported and used to inform improvement plans where appropriate. As the political leaders of the organisation it is felt appropriate that Cabinet are informed of the results.

4. Members' Interests

Members (including co-opted Members) should consider whether they have a personal interest in any item, as defined in **paragraphs 9 and 11** of the Council's code of conduct and, if so, declare the existence and nature of that interest in accordance with and/or taking account of **paragraphs 12 - 17** of the code.

Where a Member regards him/herself as having a personal interest, as described in **paragraph 16** of the code, in any business of the Council he/she must then, **in accordance**

with paragraph 18 of the code, consider whether that interest is one which a member of the public, with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest and the business:-

- affects the members financial position or the financial position of a person or body described in **paragraph 17** of the code, or
- relates to the determining of any approval, consent, licence, permission or registration in relation to the member or any person or body described in **paragraph 17** of the code.

A Member with a personal interest, as described in **paragraph 18** of the code, may attend the meeting but must not take part in the consideration and voting upon the relevant item of business. However, a member with such an interest may make representations, answer questions or give evidence relating to that business before the business is considered or voted on, provided the public are also allowed to attend the meeting for the same purpose whether under a statutory right or otherwise (**paragraph 19** of the code)

Members may participate in any discussion and vote on a matter in which they have an interest, as described in **paragraph 18** of the code, where that interest relates to functions of the Council detailed in **paragraph 20** of the code.

Disclosable Pecuniary Interests

It is a criminal offence for a member to participate in any discussion or vote on a matter in which he/she has a disclosable pecuniary interest (and where an appropriate dispensation has not been granted) **paragraph 21** of the code.

Members are required to comply with any procedural rule adopted by the Council which requires a member to leave the meeting room whilst the meeting is discussing a matter in which that member has a disclosable pecuniary interest (**paragraph 22** of the code).

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SUMMARY

The Employee Survey 2014 was undertaken between 6th October and 7th November 2014. The survey was delivered to 3,485 employees and completed by 2,342. Overall, we achieved a 67% response rate across the Council, above our target rate of 66%. This paper gives the key headlines from the survey for the Council as a whole. Further breakdowns of the information will be reported to Cabinet once a detailed analysis has been completed. Overall the results are extremely positive in themselves and especially when the context of the amount of change and reduction in resources is taken into account. Work is already underway to undertake more detailed analysis and benchmarking which will feature in a further report to Cabinet.

RECOMMENDATIONS

It is recommended that Cabinet:

- a) Receive this report and note the overall positive results and particularly those areas where there has been a significant improvement.
- b) Agree to receive detailed results once analysis completed.

DETAIL

1. The Employee Survey 2014 was delivered to 3,485 employees, online and in paper survey format, between Monday 6 October and Friday 7 November 2014. In total, 2,342 responses were received, giving an **overall response rate of 67.2%**, which is above the 2012 and 2010 response rates (by 1.2% and 7.2% respectively) and slightly above our target rate of 66%.
2. Initial analysis and key headlines from 2014 Employee Survey are:
 - a. 70% of employees feel confident with the way the Council is run, an increase of +9% on the 2012 survey result
 - b. 64% would recommend Stockton Borough Council as a great place to work.
 - c. Significant improvement has been seen in relation to employees feeling that their opinions count. The 2014 survey results are 69% which is a 27% points increase on 2012 responses
 - d. 64% of the respondents feel senior Council officers are working together effectively to make the organisation successful, a +7% increase on 2012 survey results

- e. 64% of employees feel that the reasons for change are well communicated to them, a +9% increase on 2012 results.
 - f. 61% feel the organisation manages change effectively – a positive result in the context of the amount of organisational change. NB. This question wasn't asked in previous surveys.
 - g. 80% of employees feel that one of their responsibilities is to continually look for new ways to improve the way we work, this represents a +22% increase on 2012.
 - h. Communication was an issue identified for improvement in the 2012 survey and the 2014 survey has indicated a positive direction of travel. 50% of employees agree communication **within** Service Groups is good in this organisation, a rise of +2% from 2012. 45% agree that communication **between** Service Groups is good in this organisation up +3% points on 2012. This is set within a context of major change as a result of service reviews etc.
 - i. 86% employees feel that the people in their team cooperate to get the work done, an increase of +7% on 2012 results.
 - j. More employees feel they have the opportunity to contribute their views before changes are made which affect their job. There has been a 6% points improvement on 2012 results from 52% to 58%
 - k. 67% of employees feel that the Council acts on the feedback it gets from its customers.
 - l. The majority of employees feel that their job makes good use of their skills and abilities (78%) and 74% feel their immediate manager inspires them to do their best a 6% point improvement on 2012.
3. A few areas have shown reductions in % total agreement with statements. Key issues to note from that include:
- a. 57% of employees agree with the statement "Poor performance is dealt with effectively" representing a -16% decrease from 2012. This is an area we will be exploring further.
 - b. Whilst 88% agree that they are clear about what is expected of them in their job this result is a 4% reduction on the results from the 2012 survey and is likely to be a reflection of the changes in peoples roles as a result of service reviews.
 - c. 68% of respondents agree with the statement "In the last six months, someone at work has talked to me about my progress. NOTE: this person may or may not be your immediate manager / supervisor. It may, for example be someone who is coaching or mentoring you" a -9% decrease on 2012 survey results.

NEXT STEPS

- 4. Work is currently underway to::
 - a. Work with ORC International to benchmark as many of the Employee Survey 2014 questions as possible (NOTE: we already know that we can benchmark 41% of all questions). This will allow us to better understand how our 2014 Employee Survey results compare with other Local Authorities, other public sector and private sector organisations.

- b. Undertake more detailed analysis of results at Service Group and Service Area level and develop corporate and service specific actions plans as appropriate
- c. The outcomes from this work will be used to inform a further report to Cabinet.

FINANCIAL IMPLICATIONS

- 5. The actions are to be met through existing services and budgets and /or secured external funding.

LEGAL IMPLICATIONS

- 6. There are no legal implications at this stage.

RISK ASSESSMENT

- 7. This Employee Survey has a low to medium risk. Existing management systems and daily routine activities are sufficient to control and reduce risk.

SUSTAINABLE COMMUNITIES STRATEGY IMPLICATIONS

- 8. Not applicable.

EQUALITIES IMPACT ASSESSMENT

- 9. This report is a progress report on previously agreed recommendations and commitments and is therefore not subject to an Equality Impact Assessment.

CONSULTATION INCLUDING WARD/COUNCILLORS

- 10. N/A

Name of Contact Officer: Lesley King
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Education related? No

Background Papers

Ward(s) and Ward Councillors Not ward specific

Property No property implications