

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting9th February 2017

1. Title of Item/Report

Employee Survey 2016

2. Record of the Decision

Consideration was given to a report on the Employee Survey 2016.

Stockton Borough Council was a successful and award winning organisation which was ambitious, effective and proud to serve the people of the borough. Working closely with elected Members the workforce of 3,250 people strive to deliver the very best services across the borough in the face of unprecedented challenges arising from reductions in funding and increased demand for services.

The Council was proud that it valued, cared for and invested in its employees and wanted to continue to do so because the Council was ambitious and wanted to continue to deliver services well. This investment in employees had been a long term commitment which was encapsulated in the "Shaping a Brighter Future" programme that was looking at who the Council was and how it did things, at staff support and development, at helping employees to make the very best of their existing skills and talents and develop their potential, to cope with stresses, and to be happy and well-motivated in the job that best suits them.

As with any investment, the Council took stock periodically to ensure that it was achieving a good return and that it was targeting its activity effectively. It was for this reason that the Council carried out an employee survey every 2 years to understand how the employees were feeling about the Council as an employer and as a place to work.

The report provided the details of the 2016 Employee Survey results and provided a measure of the value of the investment in its employees from their perspective.

In overview the Council continued to maintain a high Survey response rate at 70% and extremely positive results with only 1 of the 44 questions yielding a positive agreement rate lower than 50% and 16 questions scoring an agreement rate over 75%. The results also compared very

favourably with a national Civil Service survey conducted in the same period last year.

There were areas which were identified for improvement, overall the employee response rate and results were extremely good and should be celebrated, particularly when they were read in the context of significant change and work pressures and alongside the extremely positive MORI resident survey results on Council performance.

Further analysis of the 2016 results, at a Directorate and team level, had been shared with Directors and they were producing action plans in response to their Directorate survey results. There was of course variation in areas of strength and potential development across the organisation and full results and dashboards had been shared for each reported group with more than 10 responses. These action plans would be reviewed by the Chief Executive in the first quarter of 2017. Directors were also in the process of communicating their Directorate results with their teams.

In addition areas which needed to be considered corporately were being identified and a corporate action plan produced and would be reported to Corporate Management Team.

Investment had also been made in development of an employee engagement tool called HIVE which would allow for more frequent and flexible tracking of the issues covered by the employee survey. This micro-survey tool provided an online platform (Accessible from home, work and mobile phone) which could be used to ask a weekly question of all employees and provide live and anonymous tracking of responses. The new system was launched in November and a range of weekly surveys had already taken place. An example of the results for the week of 6 January was detailed within the report

HIVE would continue to be used to explore some of the issues arising from the employee survey further as well as providing ongoing employee engagement. This would not replace the bi-annual survey but would allow the Council to track progress on issues being addressed in the action plans and track perceptions about the culture in the organisation.

It was proposed that a full communications package on overall Corporate results be produced for employees for use at team briefings and to add to what had already been shared through KYIT. The information would also be used at the next Setting the Standard sessions in February 2017 and shared with the Trade Unions at the February Trade Union Liaison Group meeting.

Members felt that it should be recorded that even in times of great austerity the Council had a dedicated and committed work force.

RESOLVED that:-

1. The positive results of the 2016 Employee Survey be noted.
2. A further report be received in December 2017 on delivery of the action plan.
3. Reasons for the Decision

The Employee Survey provides an assessment of the health of the organisation. It is essential that the organisation can continue to operate at optimal effectiveness to deliver the Council Plan objectives.
4. Alternative Options Considered and Rejected

None
5. Declared (Cabinet Member) Conflicts of Interest

Councillor Jim Beall declared a personal non prejudicial interest in respect of agenda item 6 – Employee Survey 2016 as his wife was employed by Stockton-on-Tees Borough Council.
6. Details of any Dispensations

N/A
7. Date and Time by which Call In must be executed

Midnight, 17 February 2017

Proper Officer
13 February 2017