

Committee: Performance Select Committee

Date: 28 July 2009

Title: Staff Survey

Author: John Mitchell, Chief Executive, ext 400

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Item for
information

Summary

- 1 A Staff Survey was conducted at the end of 2008, the first time such a survey has been undertaken in several years
- 2 This report summarises the results for members' information
- 3 The results of the survey will be used for benchmarking purposes against a 2009 survey

Recommendations

That the committee notes the report

Background Papers

None

Impact

Communication/Consultation	The results of the survey have been communicated to staff via Chief Executive briefing sessions and by email
Community Safety	None
Equalities	Equalities issues arising from the report are being considered
Finance	None
Human Rights	None
Legal implications	None
Sustainability	None
Ward-specific impacts	None
Workforce/Workplace	The survey covers workforce issues

Situation

- 4 Uttlesford District Council commissioned North Hertfordshire District council to conduct its Staff Survey at the end of 2008. It was the first such survey carried out since 2005 and came after considerable organisational restructure.
- 5 It is commonplace for councils to use an external organisation to conduct its Staff Survey as it guarantees staff confidentiality and helps encourage a positive response rate.
- 6 The survey was conducted through an online form, with paper copies given to all staff without access to a computer.
- 7 The themes of the Staff Survey were:
 - Communications
 - Job Satisfaction
 - Working Environment
 - UDC as an Employer
 - Public Perception of UDC
- 8 The key results are as follows:

Communications

Dissatisfaction is low across all methods of internal communications. The average is only 12%

Most popular method of internal communications is Chief Exec Briefings – 73% satisfaction

Global email and team briefings also score well for satisfaction (62% and 59%)

63% agree with the statement “I receive or know where to find enough information about important Council decisions”

57% of respondents satisfied the council keeps them informed about matters which affect them.

Satisfaction rate for intranet is only 40% - and 28% are dissatisfied

43% of respondents said their manager held team meetings “monthly”. Only 13% say manager has “never” held a team meeting

- 9 **Job Satisfaction**
55% happy with job (only 21% unhappy)

65% agree the work they do is interesting and challenging

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74% agree they have a good work/life balance

80% say workload has increased over last two years

66% say their stress level has increased

51% say their morale has got worse in the last two years – although the percentage who say their morale is “high” and the percentage of those who said “low” is the same – at 32%

10 **Working Environment**

All six statements in this section received high agreement ratings

Highest was “My colleagues provide me with the support I need to do my job effectively” – 84%; followed by “We work well together as a team” – 82%

Very low level of disagreement around all statements – 6% to 14%

11 **Council as an Employer**

72% say they have received an appraisal/performance review in last 12 months

47% rated the council as a “good” employer, compared to only 7% who said “poor”

44% say as an employer, the council has got worse in the last two years. Only 14% say it has got better

12 **Public Perception of the Council**

62% say the general public has a “negative” opinion of the council

69% say the general public’s view has got worse over the last two years

13 The response rate was 57%, which North Herts District Council states is a good return.

14 Along with the opportunity to benchmark against a 2009 Staff Survey, there have been changes put in place which should help improve certain areas of concern.

15 The replacement appraisal system UPerform is now in place and as of June 30 2009, some 95% of staff have had a review, compared to the pre-UPerform figure of 72% stated in the Staff Survey.

16 Through UPerform, individual staff training plans are being built.

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- 17 A project to redesign the intranet is well underway, which should improve the low satisfaction of the current intranet.
- 18 The Equalities Working Group is looking at issues around working practices raised in the Staff Survey.

Risk Analysis

Risk	Likelihood	Impact	Mitigating actions
Staff are not aware of the Staff Survey results	1 – The Chief Executive has fed the above information to all staff through a variety of methods	2 – If staff are not aware, they may feel their opinions are not being taken into consideration	Results were fed back through well-attended briefing sessions and followed up with emails
Staff may become disaffected if they feel the results are not being acted upon	1 – The 2009 Staff Survey will provide benchmarking opportunities to identify where problems still remain	3 – Management will need to take action where necessary	An action plan to tackle areas of concern will be created

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.