

# Business Support Overview and Scrutiny Committee – Supplementary agenda

A meeting of the Business Support Overview and Scrutiny Committee will be held on:

**Date:** 13 July 2023

**Time:** 7.00pm

**Venue:** Meeting Room 9 - Level 3, Gun Wharf, Dock Road, Chatham ME4 4TR

## Items

**7 Employee Survey 2022**

**(Pages  
3 - 24)**

Please find attached a copy of the presentation which was given at the meeting.

For further information please contact Steve Dickens, Democratic Services Officer on Telephone: 01634 332051 or Email: [democratic.services@medway.gov.uk](mailto:democratic.services@medway.gov.uk)

**Date: 13 July 2023**

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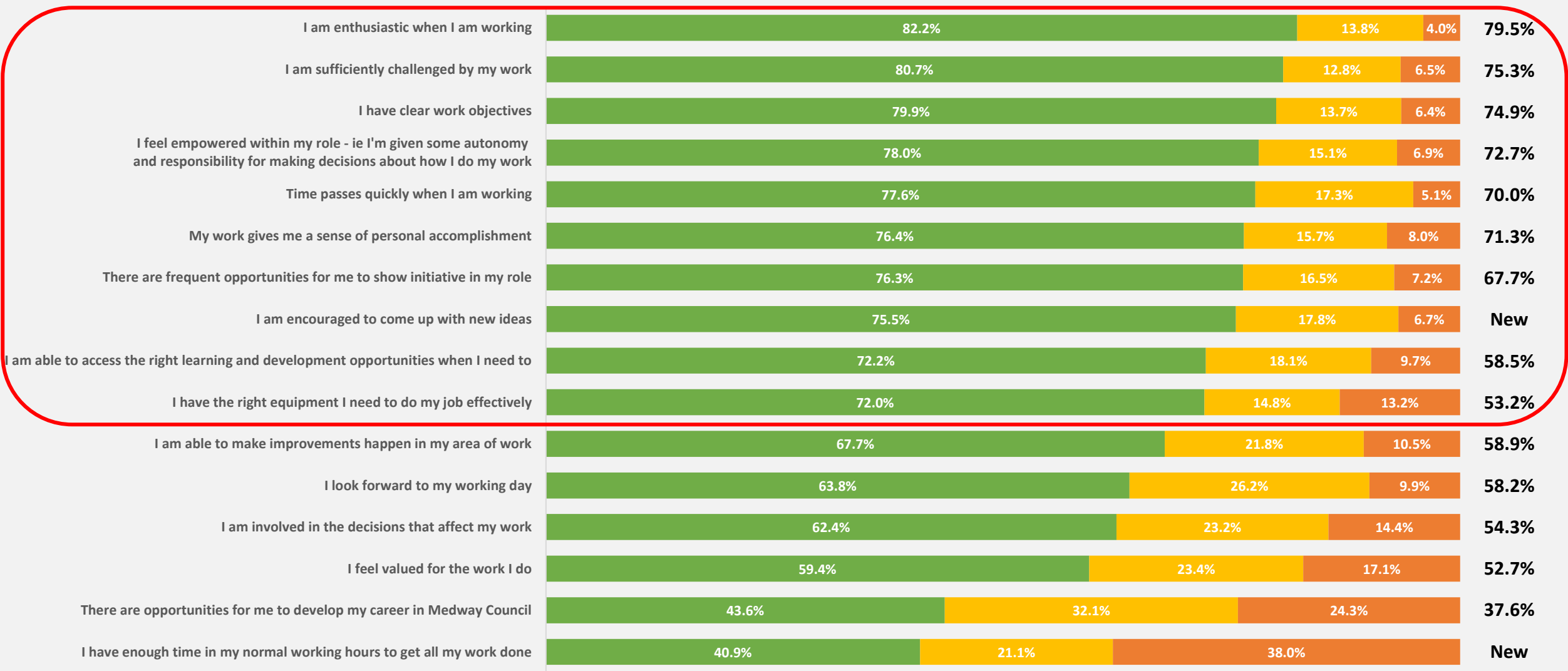


# Employee engagement survey 2022 Results: Overall results BS O&S

# You at work

■ Strongly agree/agree   
 ■ Neither agree nor disagree   
 ■ Strongly disagree/disagree

2019 result



# Council plans and progress

■ Strongly agree/agree   ■ Neither agree nor disagree   ■ Strongly disagree/disagree

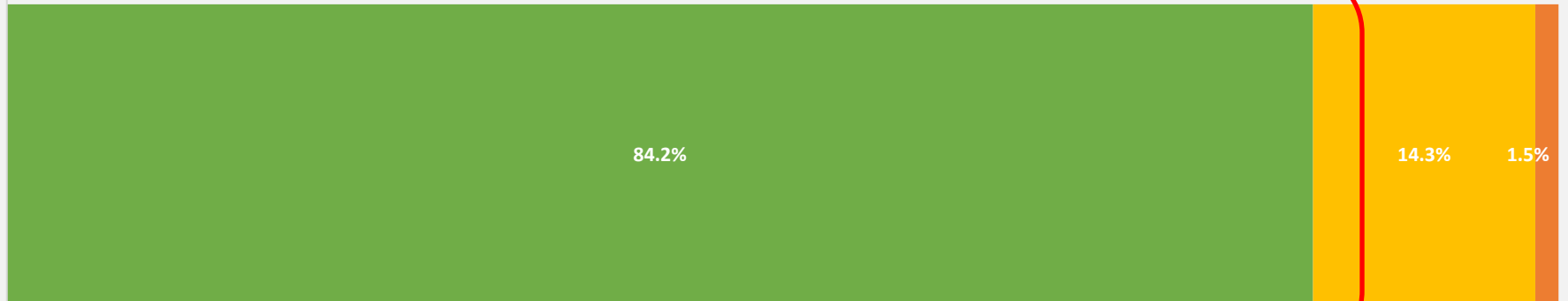
2019 result

I feel well informed about council plans and progress



**46.8%**

want to be informed about council plans and progress



**86.0%**

# Your team

■ Strongly agree/agree   ■ Neither agree nor disagree   ■ Strongly disagree/disagree

2019 result

We are a good supportive team

88.1%

8.8%

3.2%

86.7%

The people in my immediate team work together to find ways to improve the service we provide

86.8%

9.8%

3.5%

82.4%

The people in my immediate team are encouraged to come up with new and better ways of doing things

81.7%

13.2%

5.1%

74.9%

I feel a strong personal attachment to my team

79.6%

14.6%

5.8%

New

I feel a strong personal attachment to my service

73.2%

19.8%

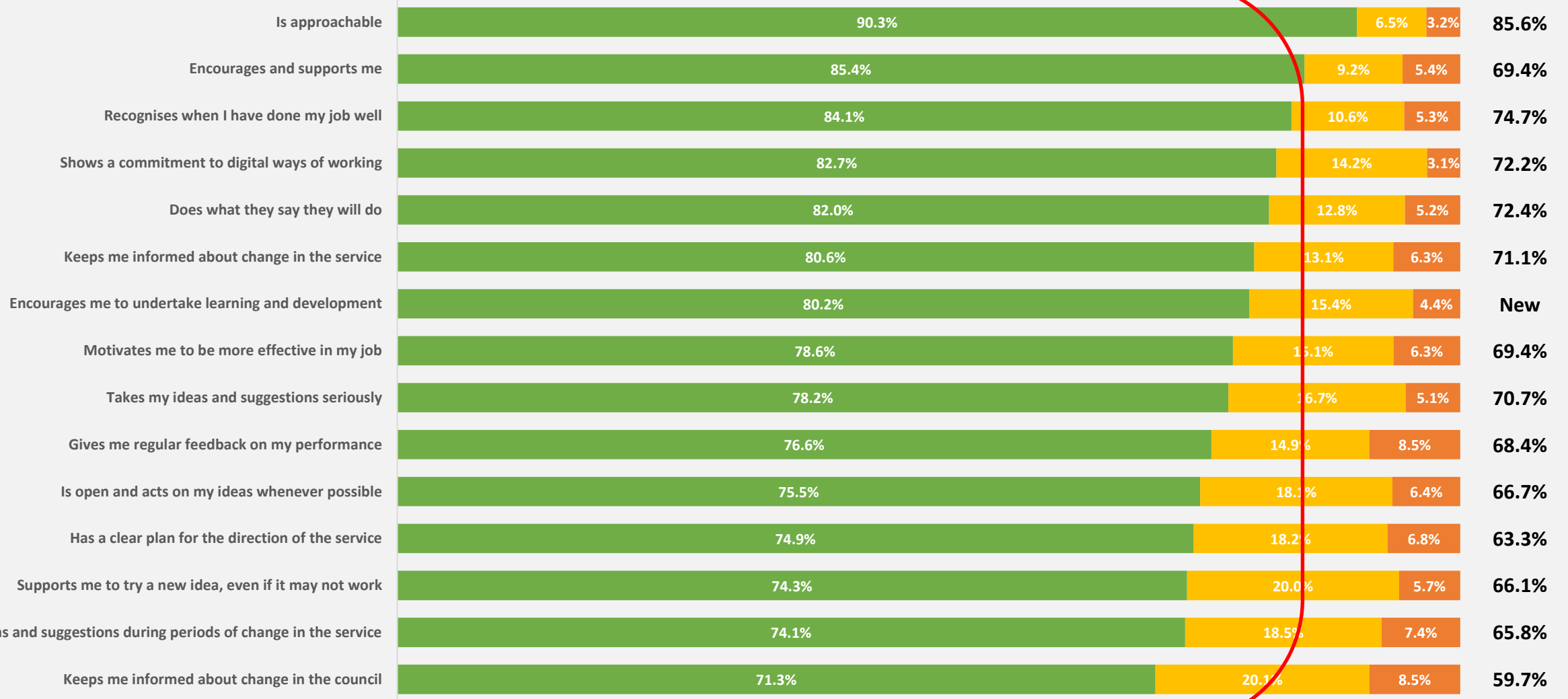
7.0%

New

# Your line manager

■ Strongly agree/agree   
 ■ Neither agree nor disagree   
 ■ Strongly disagree/disagree

2019 result



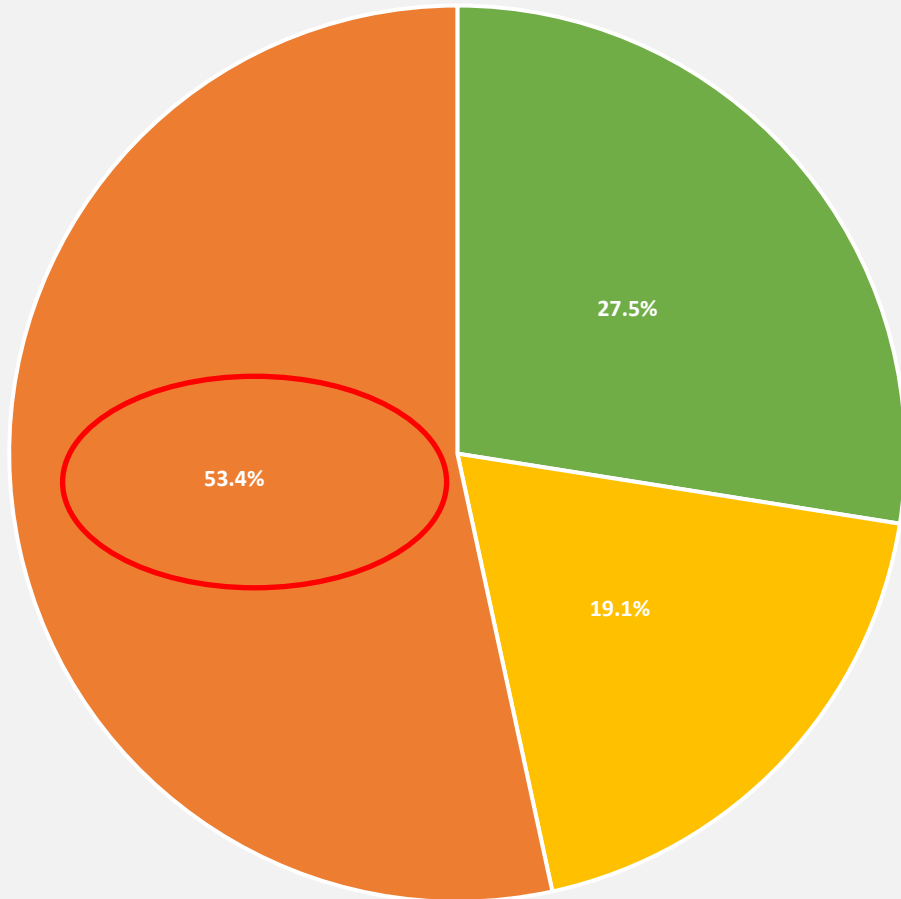
# Your Pay

∞

I am satisfied with the total employee reward and benefits package

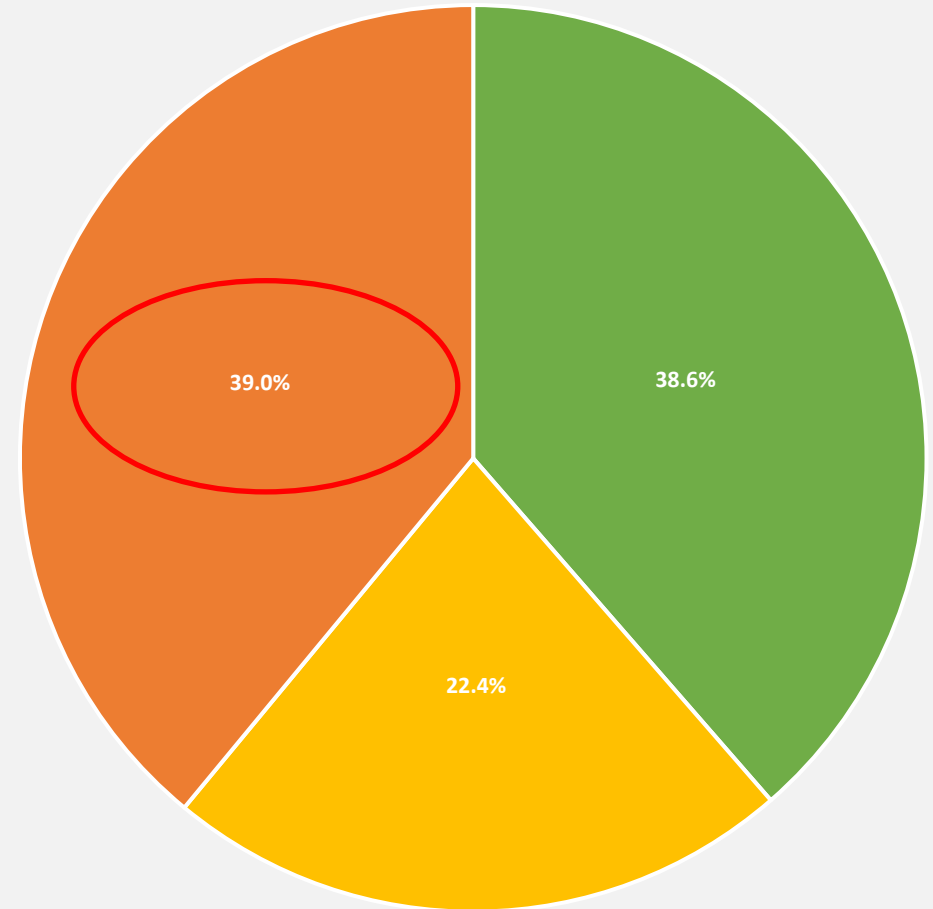
2022

■ Strongly agree/agree   ■ Neither agree nor disagree   ■ Strongly disagree/disagree



2019

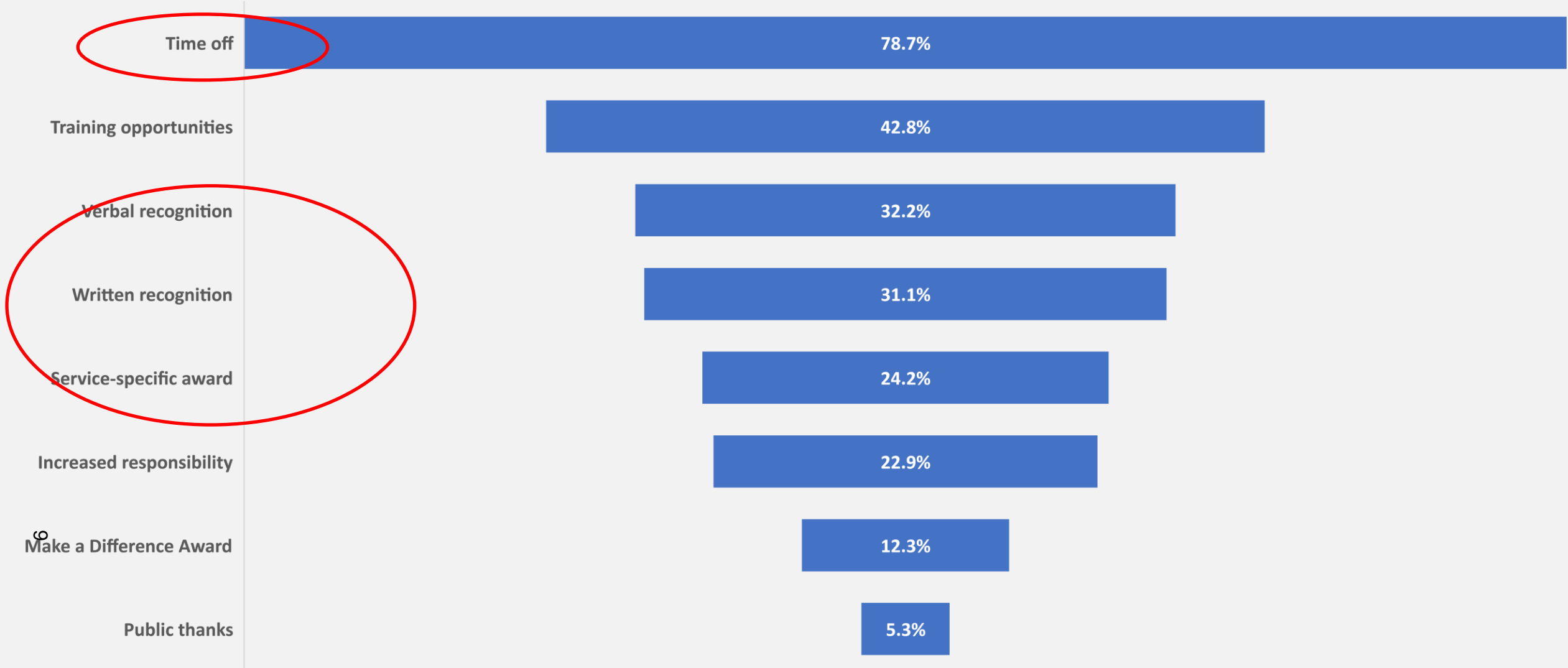
■ Strongly agree/agree   ■ Neither agree nor disagree   ■ Strongly disagree/disagree





# Recognition

Apart from pay, what other ways would you prefer your contribution to the council to be recognised

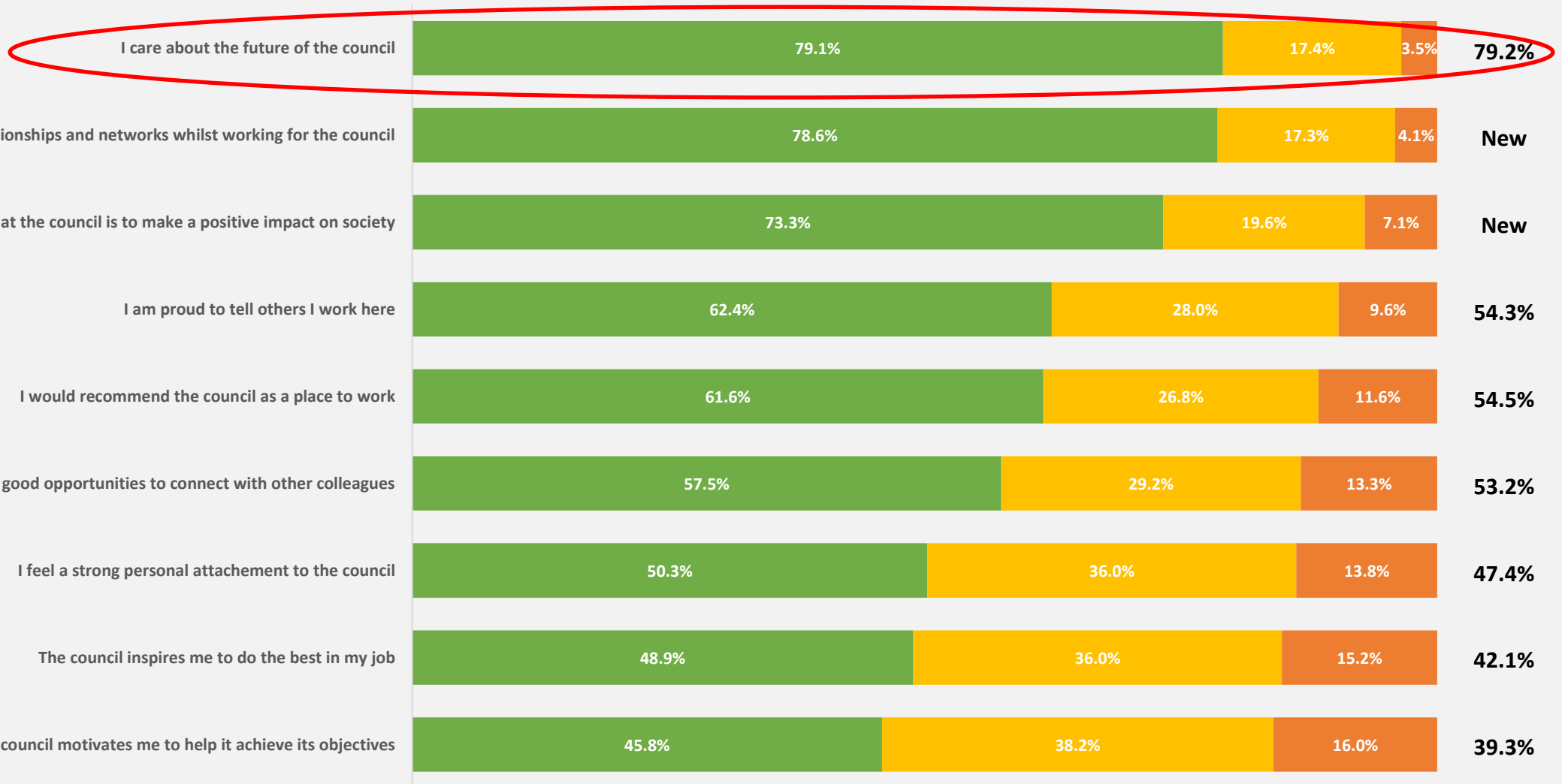


# Working for Medway Council

10

■ Strongly agree/agree   ■ Neither agree nor disagree   ■ Strongly disagree/disagree

2019 result



# Your future with Medway Council

Which of the following statements most reflects your current thoughts about working for Medway Council:

- I want to stay working Medway Council for at least the next three years
- I want to stay working for Medway Council for at least the next year
- I want to leave Medway Council within the next 12 months
- I want to leave Medway Council as soon as possible

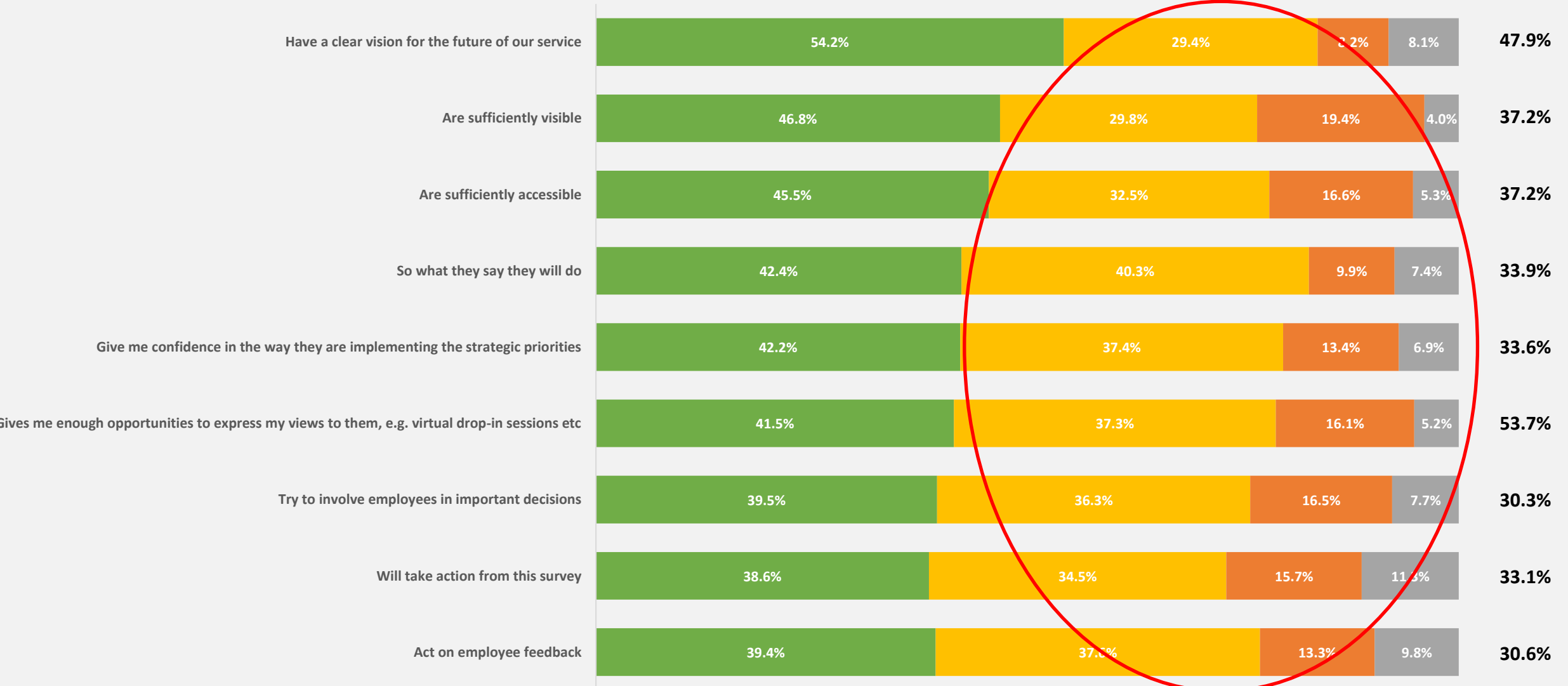
What are your current thoughts about working for Medway Council?



# Directorate management team

■ Strongly agree/agree   
 ■ Neither agree nor disagree   
 ■ Strongly disagree/disagree   
 ■ Don't know

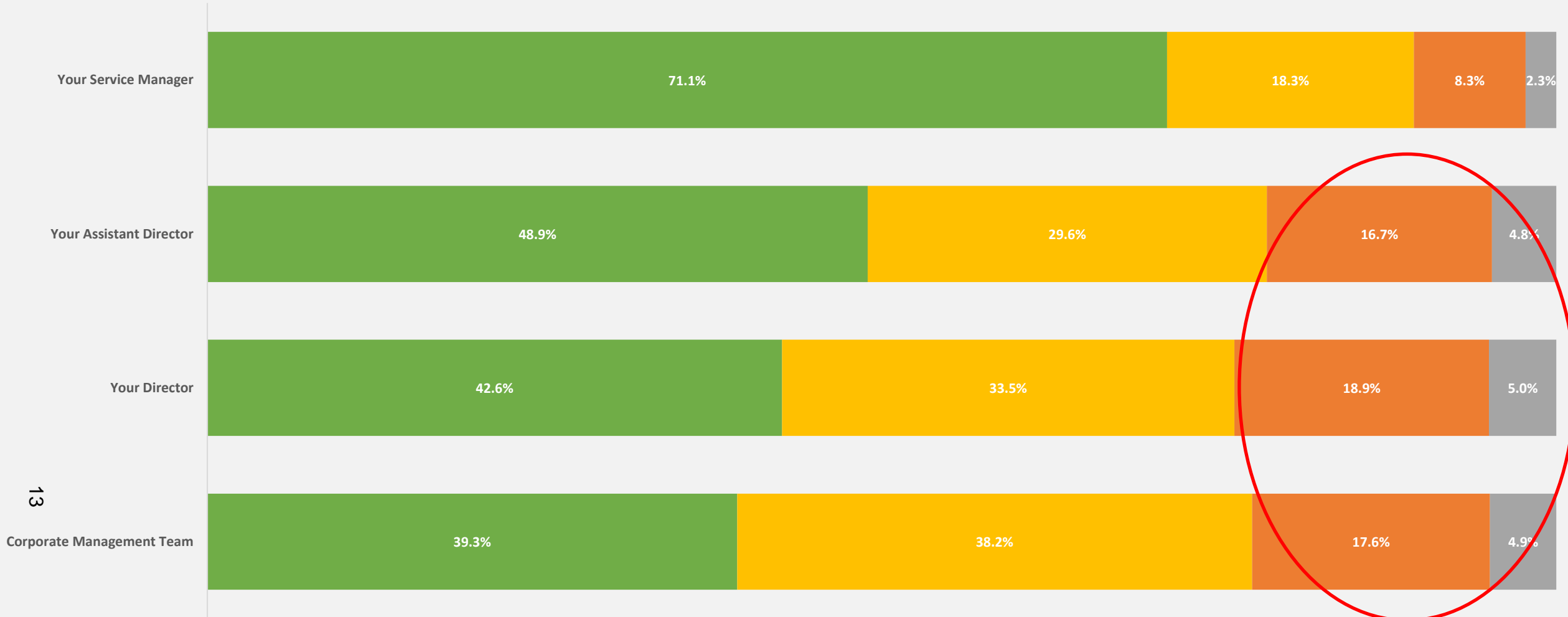
2019 result



# Senior leadership

How would you rate the two-way communication between employees and:

Very good/good    Neither good nor poor    Very poor/poor    Don't know

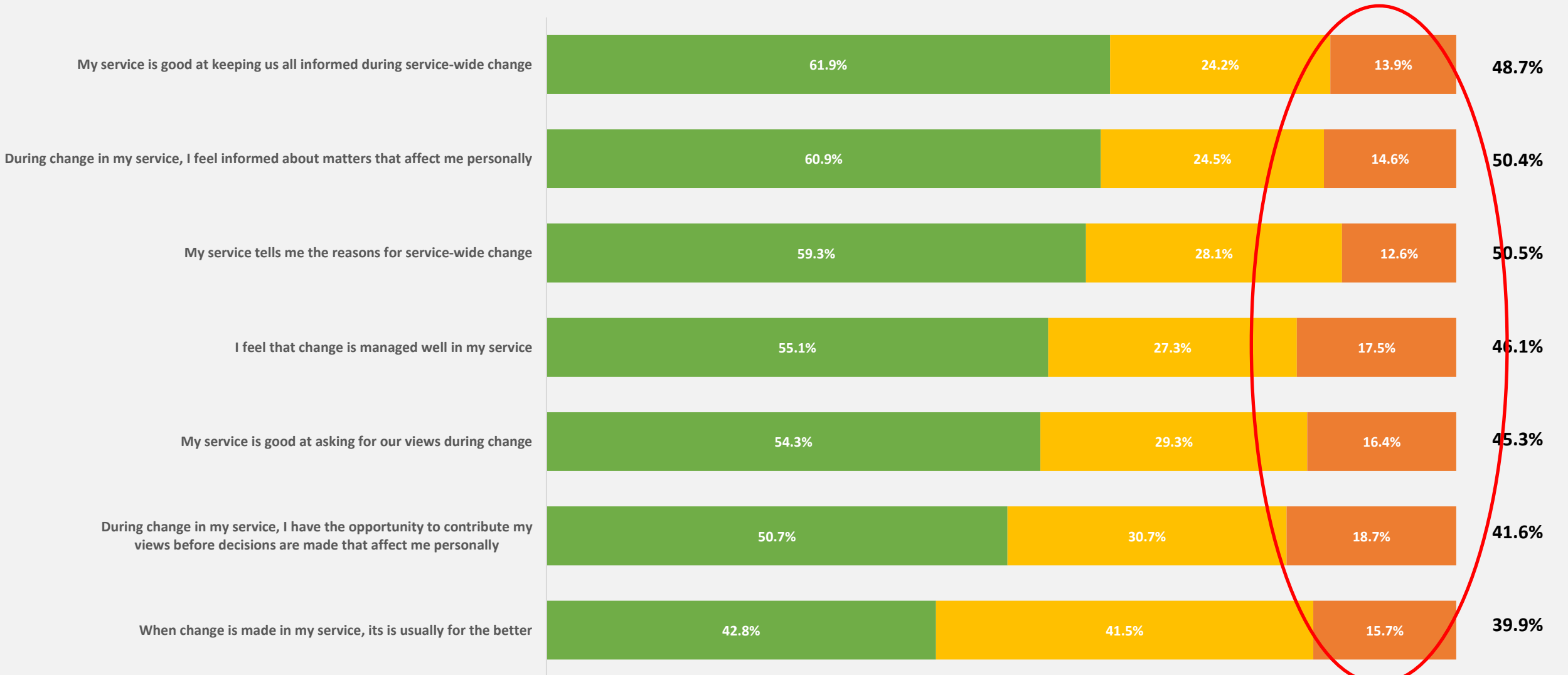


# Supporting Change

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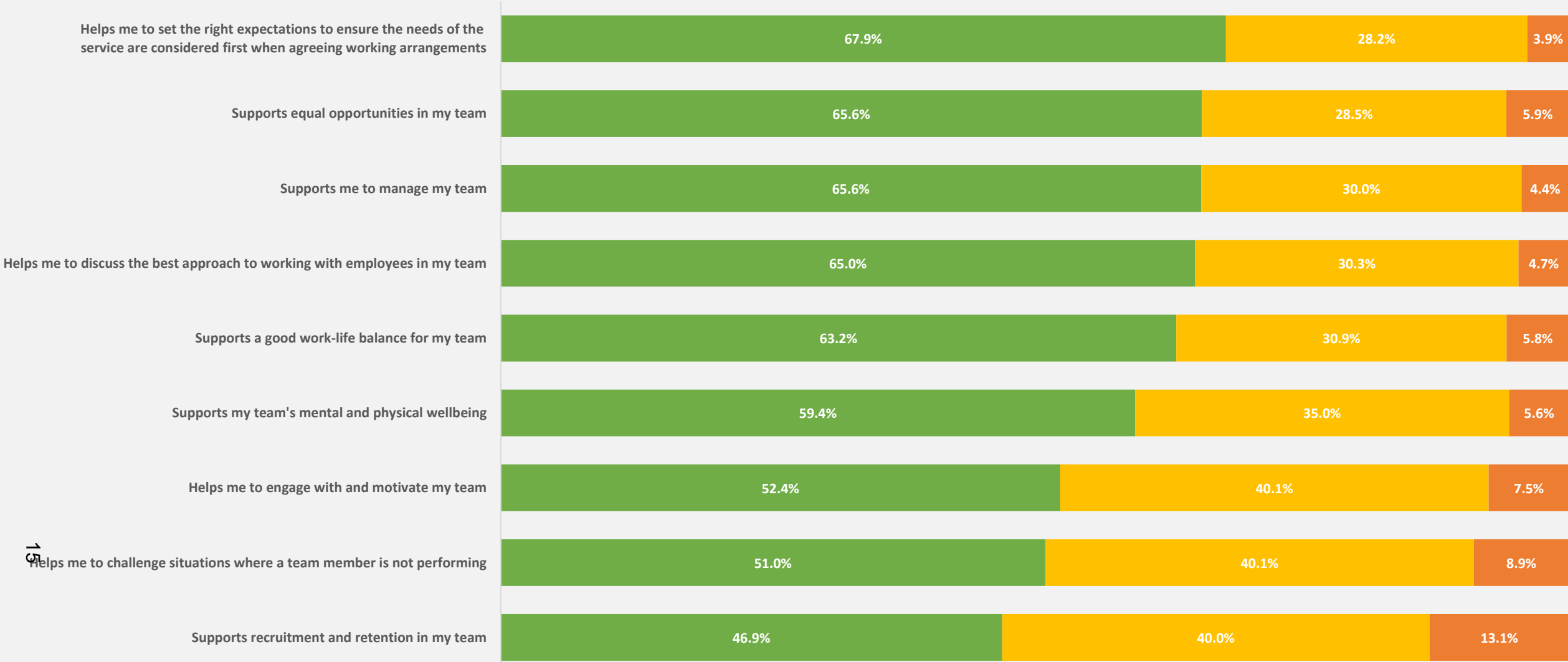
■ Strongly agree/agree   ■ Neither agree nor disagree   ■ Strongly disagree/disagree

2019 result



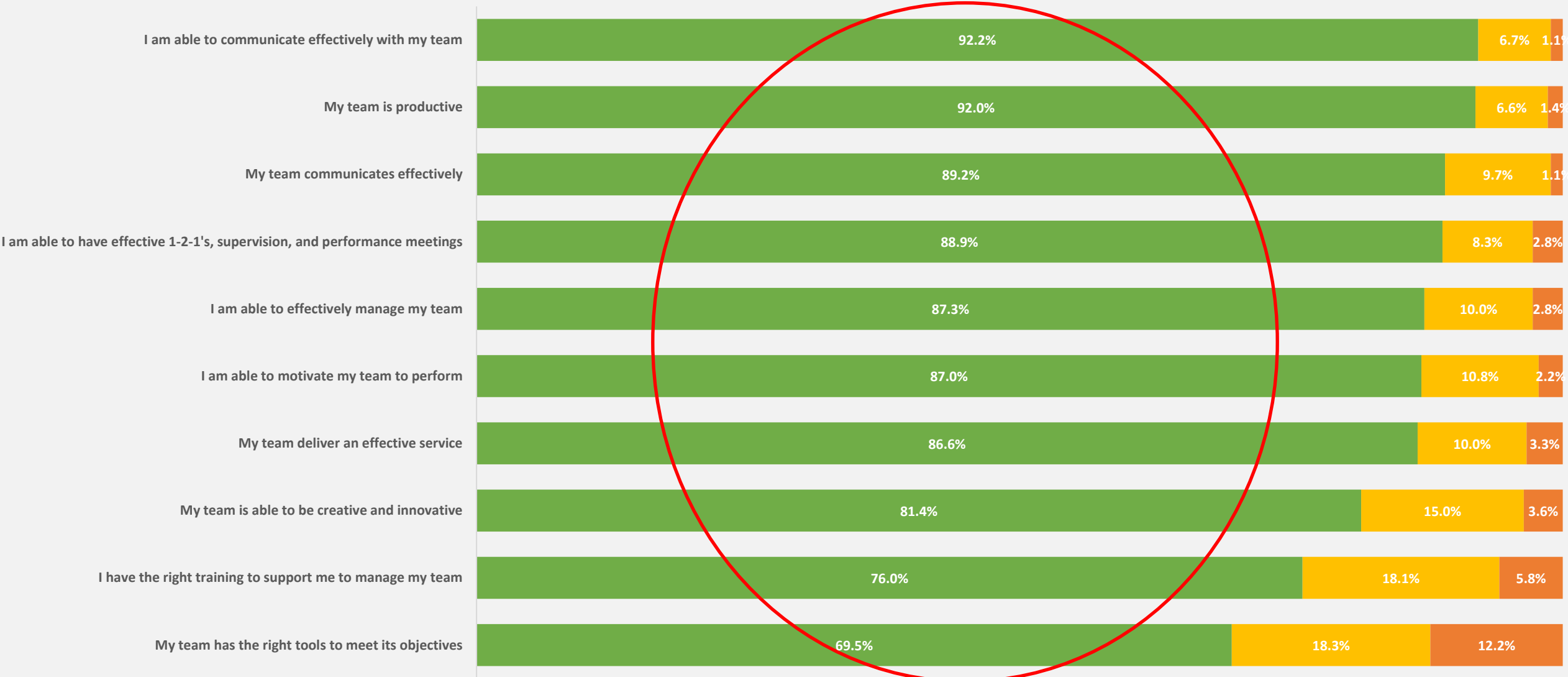
# OWOW – Managers

■ Strongly agree/agree   ■ Neither agree nor disagree   ■ Strongly disagree/disagree



# OWOW – Managers cont

Strongly agree/agree    Neither agree nor disagree    Strongly disagree/disagree

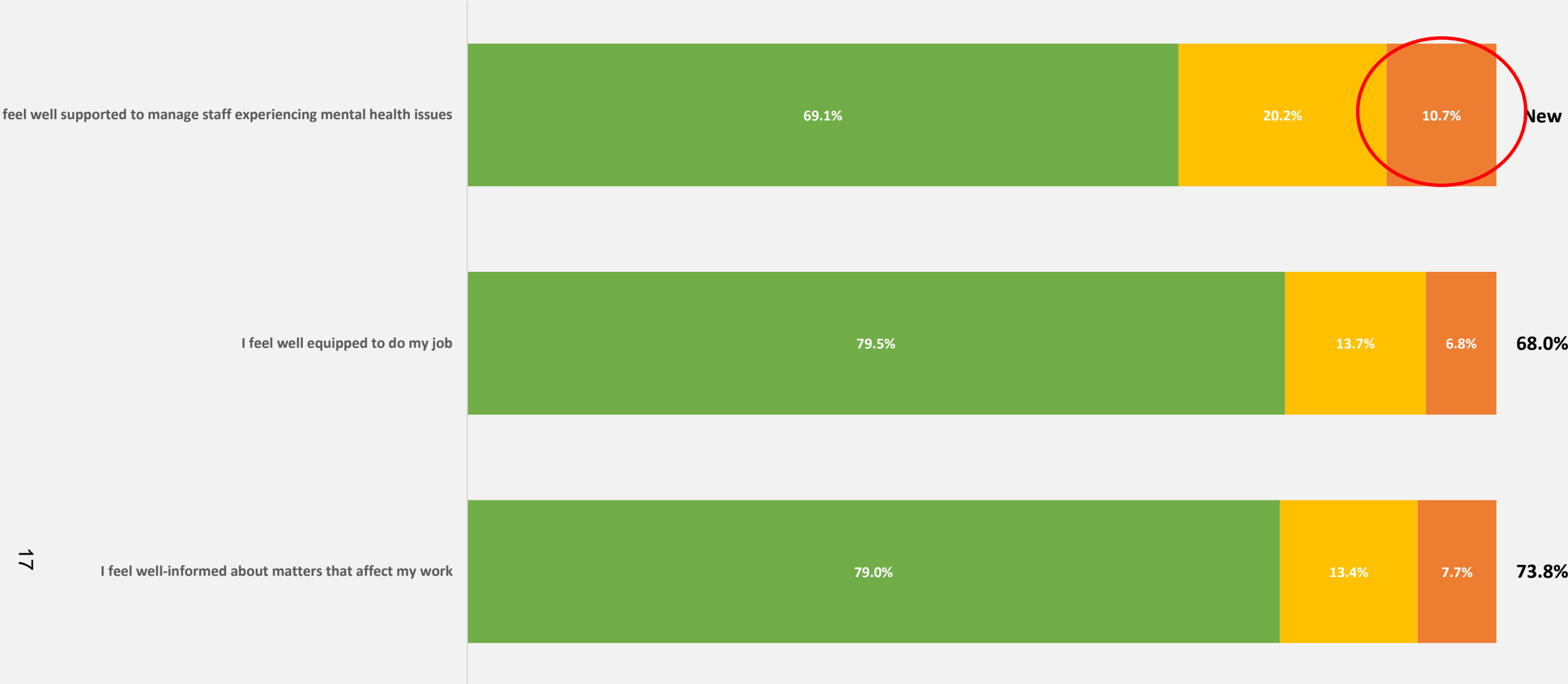




# Managing employees

Strongly agree/agree    Neither agree nor disagree    Strongly disagree/disagree

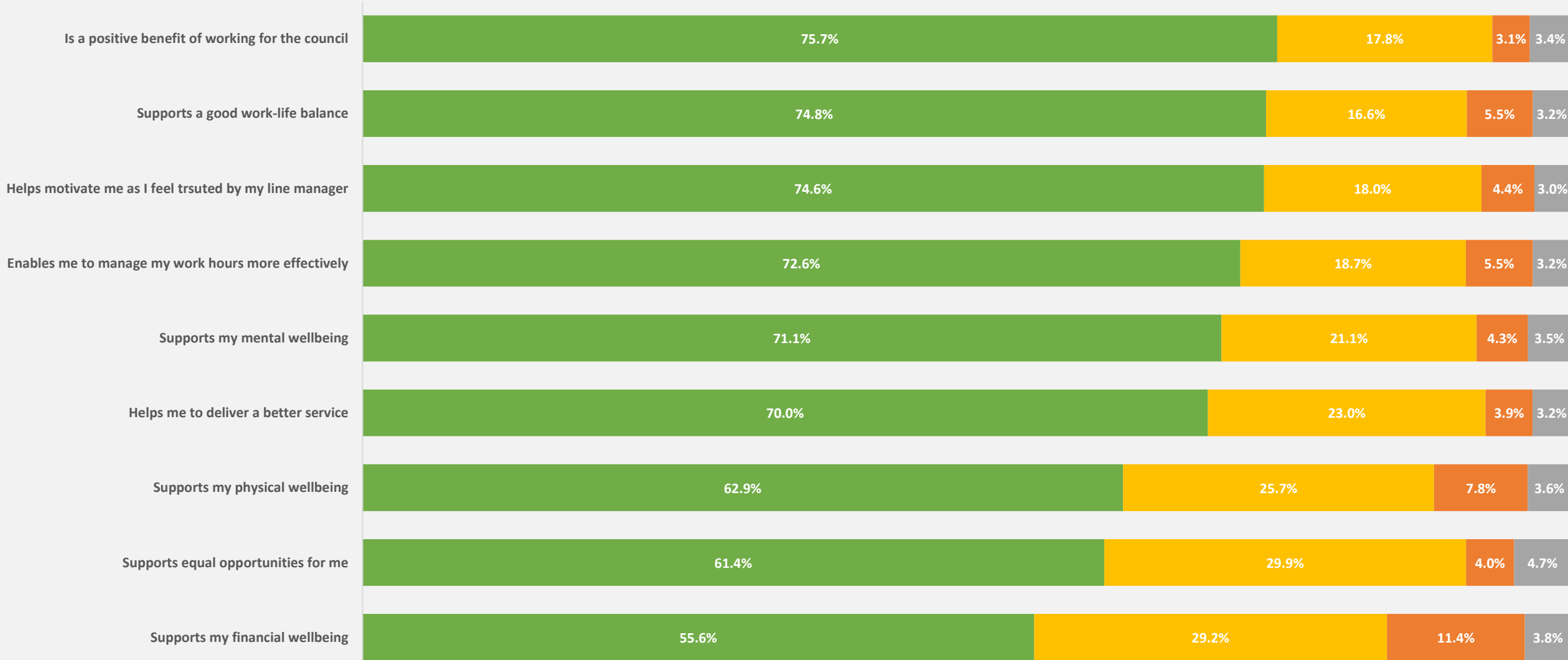
2019 result



# OWOW – Employees

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■ Strongly agree/agree   ■ Neither agree nor disagree   ■ Strongly disagree/disagree   ■ Don't know



# Your wellbeing

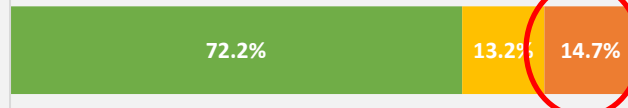
■ Strongly agree/agree   
 ■ Neither agree nor disagree   
 ■ Strongly disagree/disagree

■ Yes   
 ■ No   
 ■ Don't know

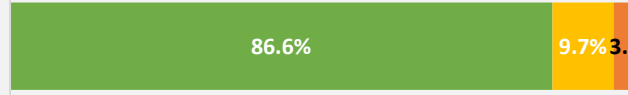
The council provides me with the wellbeing support I need



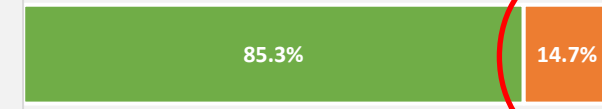
I achieve a good balance between my work life and my private life



My line manager is considerate of my life outside of work



Are you aware of any support the council offers to employees on wellbeing and mental health?

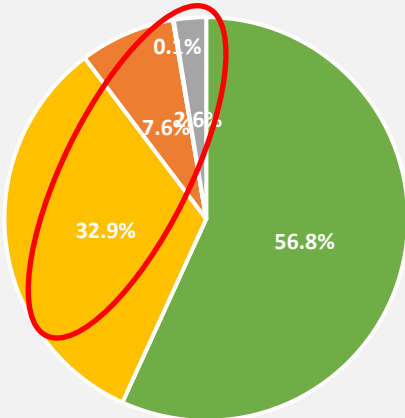


Does the council encourage employees to talk openly about mental health problems?



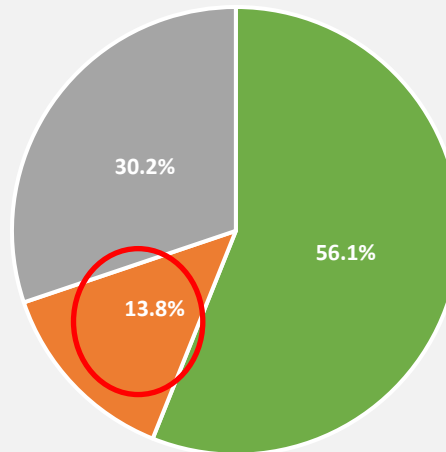
How would you describe your current mental health?

■ Very good/good   
 ■ Moderate   
 ■ Very poor/poor   
 ■ Don't know   
 ■ I prefer not to say



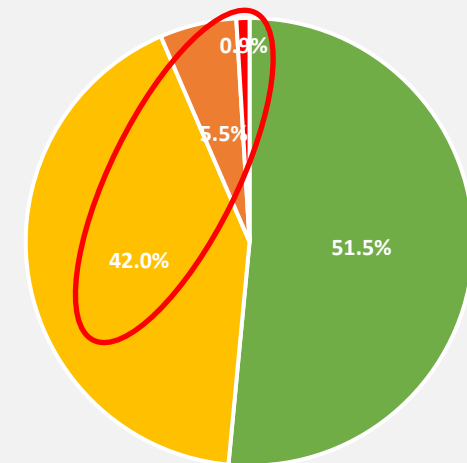
How well does the council support employees who experience mental health problems?

■ Very well/ fairly well   
 ■ Not very well/not at all well   
 ■ Don't know



In a typical working week do you experience feelings of loneliness and/or social isolation?

■ Never   
 ■ Sometimes   
 ■ Often   
 ■ Always



# Your physical wellbeing

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■ Strongly agree/agree   ■ Neither agree nor disagree   ■ Strongly disagree/disagree

I have a comfortable and quiet space to work in

73.0%

15.6%

11.4%

I feel encouraged to take regular active breaks from screen based work throughout my working day

47.7%

26.2%

26.1%

The council provides enough support to employees to help maintain good physical wellbeing

46.5%

39.6%

13.9%

Our new ways of working have had a positive impact on my physical wellbeing

60.8%

29.0%

10.2%

■ Always   ■ Often   ■ Sometimes   ■ Never   ■ Not applicable

In a typical working week do you take regular breaks from a sitting position

10.2%

25.9%

56.1%

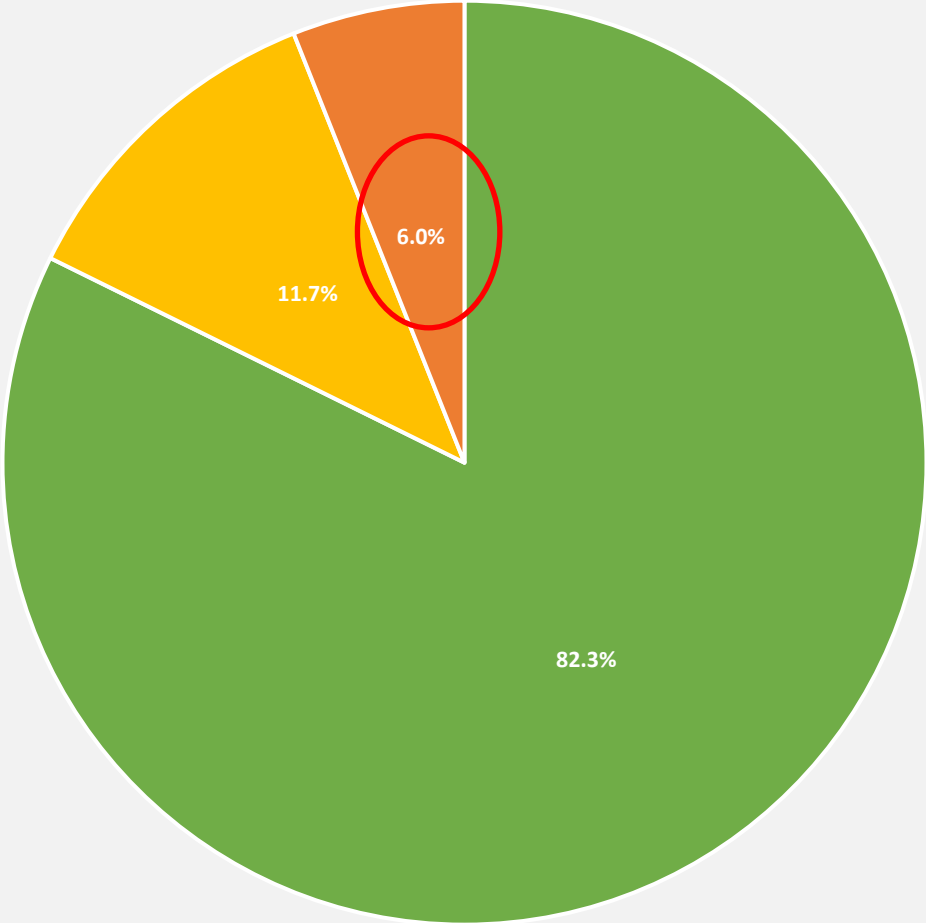
6.6%

1.1%

# Inclusion and fair treatment

I feel comfortable to be myself at work without fear of discrimination

Strongly agree/agree    Neither agree nor disagree    Strongly disagree/disagree

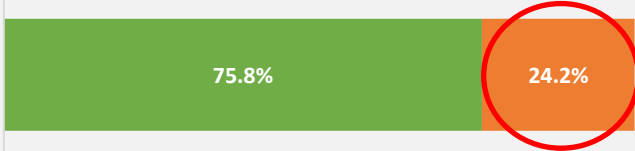


Yes    No

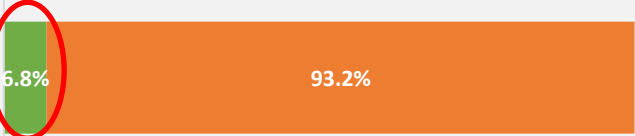
Are you aware of the Fair Access and Inclusion Policy?



Would you know who to contact if you were experiencing discrimination, bullying or harassment at work?



During the last 12 months, have you personally experienced bullying or harassment whilst working here?

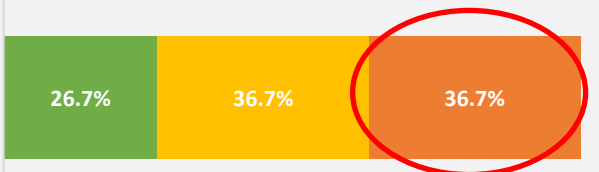


If yes, did you report the bullying and harassment?



Very satisfied/satisfied    Neither satisfied nor dissatisfied    Very dissatisfied/dissatisfied

If you reported the bullying and harassment how satisfied were you with the outcome



# Summary

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Positives	Areas for Improvement
Line Managers are doing a great job	Visibility and engagement at a Senior Level
People are aware of most of the support available to them	Communication on Council Plans and Projects
People feel equipped to do the job	Pay and Benefits
Line Managers Communications and Support	Reward and Recognition
Productivity	Bullying/Harassment/Discrimination
Flexible working	Council Values refresh
PDRs and Targets	OWOW policy refinement
Induction	Creativity and Innovation – talk about it more
Supportive Teams	Turnover - Risk
Talk about Mental Health	Mental Health Support

# Actions

## Areas for Improvement

- CMT reflection session, core programmes;  
Visibility and engagement at a Senior Level  
Communication inc Council Plans and Projects  
Pay and Benefits ,Reward and Recognition  
Bullying and Harassment  
Council Values inc Creativity and Innovation and financial resilience  
OWOW policy review  
General engagement with a focus on retention  
Mental Health Support
- Service Manager session
- Phoenix – OWOW
- Communication Team session
- Wider all staff sessions and engagement.
- DMT sessions with Service managers on directorate results
- Medway Makers on directorate/service concerns to help formulate action plans and share ideas and good practices.
- Deeper dive into data –reflection at Equality Board, share with Trade Unions and members via Employer Matters committee and Overview & Scrutiny

## To do:

- CMT to agree on the final action plan and Employee Engagement Strategy in QT1
- Embed into BAU
- Next survey in May 24

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