

EMPLOYMENT MATTERS COMMITTEE

1 FEBRUARY 2017

STAFF SURVEY

Report from: Carrie McKenzie, Chief People Officer

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Summary

This report provides the committee with the requested breakdown of the 2016 staff survey as a summary of the results at Appendix 1.

1. Background

1.1 At the November 2016 meeting of the Employment Matters Committee. Members' requested a report on the results of the 2016 Staff Survey.

2. Advice and analysis

2.1 The 2016 staff survey was open during the period 4 July 2016 to 29 July 2016. Staff were able to complete the survey via hard copy or accessing an e-version through the intranet.

2.2 There was an overall response rate of 37% (a 3% increase on the 2014 survey).

2.3 The results were shared with the Corporate Management Team during August 2016. During September and October, the council's Employee Engagement Manager met with the respective Directorate Management Teams to discuss their Directorate results and from this, action plans for addressing any areas which need further investigation have been developed.

2.4 An example of this is the formation of engagement forums in the Adult Social Care and Finance Teams which are facilitated by an area Medway Maker. These forums are designed to encourage open dialogue and identify improvements identified within the survey.

3. Consultation

3.1 There is no requirement to consult on this matter.

4. Risk Management

4.1 There are no risks associated with this matter.

5. Financial and legal implications

5.1 There are no financial or legal implications.

6. Recommendations

6.1 That the Employment Matters Committee notes the report.

Lead officer contact

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Background papers

None

Appendices:

Appendix 1 – Employee Engagement Survey 2016.

Employee engagement survey 2016

Statistics

- Response rate: 37%
- Response rate per directorate: 65% Public Health, 55% BSD, 33% RCET, 31% C&A
- Largest % response rate per Assistant Director/Deputy Director: Carrie Mckenzie (68%), followed by Phil Watts (63%)

Staff and their work

- 67% are satisfied with their present job
- 70% are encouraged to put forward ideas and suggest new ways of working
- 48% feel empowered within their role
- 77% say their work gives them a sense of personal accomplishment
- 80% are sufficiently challenged by their work
- 91% are interested in their work
- 87% agree they are clear what is expected of them
- 66% achieve a good balance between their work and private life
- 90% are trusted to carry out their job effectively
- 83% have some really good friendships at work
- 67% say they would be supported to try a new idea, even if it may not work
- 78% want to stay working for Medway Council for at least another year or longer

PDR and 1-2-1's

- 90% have had a PDR in the past 12 months
- 82% have had a 1-2-1 with their manager in the past 12 months
- 89% have had their key targets and objectives identified
- 95% understand the competencies for their role

Learning & skills Development

- 90% have the skills they need to do their job effectively
- 64% are able to access the right learning & development opportunities when they need to

Team work

- 90% say the people in their team help each other
- 84% agree that their team works together to find ways to improve the service
- 73% say communication is effective within their team
- 87% are satisfied with being part of a team
- 75% say the people in their team are encouraged to come up with new and better ways of doing things

Line managers

- 83% say their manager is approachable
- 78% say their manager gives recognition for a job well done
- 71% say their manager is open and act on their ideas whenever possible
- 65% say their manager does what they say they will do
- 65% say their manager inspires the team to do their best
- 67% say their manager leads their team with confidence

Medway Council

- 72% care about the future of Medway Council, 8% do not.
- 59% says the organisation gets the best out of them
- 64% understand how their work contributes to Medway Council's new priorities/objectives
- 68% have a clear understanding of Medway Council's purpose

Communication

- 82% want to hear about Medway Council's plans and progress, compared to 40% who currently feel well informed
- 60% of staff would prefer to hear about corporate plans and progress by monthly email update, and 53% want to hear this from their line manager at team meetings

Equalities

- 84% feel confident to be themselves at work without fear of discrimination
- 79% say they are treated fairly at work
- 83% are treated with respect by the people they work with
- 85% think that Medway Council respects individual differences
- 76% think the culture within the organisation promotes equality and combats discrimination

Digital transformation

- 75% understand the need for the council to provide more of its services digitally
- 72% believe council services should be redesigned with resident involvement

Medway Makers

- 83% have heard of the Medway Makers
- 65% know what the Medway Makers are

Areas for further investigation

Staff and their work

- 31% think there are opportunities for them to develop their career at Medway Council
- 52% do not feel their pay is reasonable compared with people doing a similar job in other organisations
- 54% do not feel their pay adequately reflects their performance
- 23% would not know who to contact if they were experiencing discrimination, bullying or harassment at work
- In the past year 12% of respondents experienced bullying or harassment at work, 34% from colleagues, 24% from their manager.
- In the past year 7% have personally experienced discrimination at work, 14% about their grade, 13% about their working pattern and 9% about a disability
- 15.2% declared a disability in the staff survey (compared to 3.1% declaring on Selfserve4you)
- 22% have taken part in or supported a public health wellbeing activity

Note: in the following topics the differences between positive and negative broadens with a large number of respondents saying they neither agree or disagree on the question.

The council

- 30% say the council motivates them to help it achieve its objectives, 31% say it doesn't and 39% are undecided
- 30% say the council inspires them to do the best in their job, 31% say it doesn't and 39% are undecided
- 43% would recommend the council as a place to work, 24% said they wouldn't and 33% are undecided
- 55% say that Medway Council is focussed on the needs of its residents, 13% disagree and 32% are undecided
- 43% say that Medway Council provides good value for money, 16% say it doesn't and 41% are undecided.
- 42% are proud to say they work for Medway Council, 20% are not and 38% are undecided

Leadership and managing change

- 32% feel that the council as a whole is managed well, 26% disagree and 42% are undecided
- 30% believe senior managers at Asst Director and above are sufficiently visible, 39% say they are not and 31% are undecided
- 50% believe their service manager has a clear plan for the service
- 34% believe the actions of senior managers (Asst Director and above) are consistent with the council's values, whilst 53% are undecided
- 31% say the council keeps staff informed during change, whilst 41% are undecided
- 30% feel safe to challenge the way things are done at the council. 35% disagree, 35% are undecided
- 18% believe that when change is made they are usually for the better, 39% disagree and 43% are undecided
- 23% feel that change is managed well in Medway Council, 42% disagree, 35% are undecided
- 31% said they have the opportunity to contribute their views before decision are made that affect them, 36% disagree and 33% are undecided
- 25% believe that senior managers (Asst Director and above) in Medway Council will take action on the results from this survey, 38% disagree, 37% are undecided.