

EMPLOYMENT MATTERS COMMITTEE

1 SEPTEMBER 2021

STAFF SURVEY RESULTS

Report from: Samantha Beck-Farley, Head of HR

Summary

This report provides the Committee with a breakdown of the most recent staff survey with a summary of the main results at Appendix 1 and an info graphic at Appendix 2.

1. Budget and policy framework
 - 1.1. The Committee have requested an update on the most recent Staff Survey.
2. Background
 - 2.1. Medway Council is committed to supporting staff throughout the pandemic. Providing visible leadership to all our staff has been critical to the successes we have achieved through the pandemic. The Corporate Management Team (CMT) prioritised ensuring people were well equipped, informed and had access to all important support and guidance from day one. With CMT vlogs, weekly CEO emails, daily COVID-19 bulletins, HR bulletins and daily well-being webinars we ensured plenty of help was available.
 - 2.2. To understand how people were coping we carried out two surveys, one at the start of the pandemic (August [previously shared](#)) and one in April (as we were due to come out of restrictions).
3. Advice and analysis
 - 3.1 The staff survey was open during the period of April 2021. Staff were given the opportunity to complete the survey via hard copy or by accessing an online version through the intranet.
 - 3.2 There were 1131 responses, an increase of 154 from the previous survey.
 - 3.3 The surveys revealed 90% satisfaction with the flexible working arrangements being made by the Council for staff, 92% reported regular, effective communication with managers, 83% reporting their managers were aware of

their well-being and mental health and 88% satisfied with information on the Council and COVID-19

- 3.4 The results were shared with Corporate Management Team in May 2021. During June and July, the Council’s Head of HR ran a number of drop-in sessions to share the findings with colleagues and seek further feedback
- 3.5 Following these meetings action plans for addressing any areas which needed further investigation were developed. Medway Council aims to build on these results and create and provide modern and efficient ways of working for employees. This includes reducing accommodation and travel costs, and tailoring working hours to better support the needs of the service, its employees and customers.
- 3.6 Medway Council is developing a range of flexible working practices to enable more effective working in a variety of ways and from a variety of work settings. The Council has, for several years, operated working from home on a limited basis to accommodate specific individual or service needs, we now plan to expand this offer to more colleagues.
- 3.7 Provided that it fits in with the needs of the service, flexible working at Medway Council is intended to provide flexibility about:
- hours and working patterns
 - working from the office or at home
 - using a range of fixed and flexible desks, work settings and buildings.
- 3.8 These flexible working practices are detailed in our draft Flexible Working Policy, and will be circulated for further consultation with colleagues, Trade Union and Employment Matters committee.
- 3.9 Due to the scale of the challenge it is expected this work will be ongoing with supported guidance as we learn to adapt to new ways of working.

4. Risk management

- 4.1. Risk management is an integral part of good governance. The Council has a responsibility to identify and manage threats and risks to achieve its strategic objectives and enhance the value of services it provides to the community.
- 4.2. Whilst there is no strict statutory requirement to engage with colleagues regularly seeking feedback aids engagement and helps define issues before decisions are made.

Risk	Description	Action to avoid or mitigate risk	Risk rating
Not engaging with our workforce	Disengaged workforce can reduce	Relaunch of the Medway makers	C2

Risk	Description	Action to avoid or mitigate risk	Risk rating
	productivity, reduce performance and increase retention	<p>with a link into CMT</p> <p>Regular HR updates and consultations on policy developments and design</p> <p>Regular TU informal discussion as well as formal process</p> <p>Constant review of engagement and ensuring feedback loops are in place</p> <p>Close working with staff networks</p> <p>Regular review of performance and turnover, including understanding exit interviews as well as sat interviews</p>	

5. Consultation

5.1 Whilst there is no requirement to consult on this matter, the survey results were shared with:

- Trade Unions
- BAME Workers Forum
- Gender Forum
- LGBTQI Workers Forum
- Disabled Workers Forum
- Medway Makers
- Colleagues

6. Financial implications

- 6.1 There are no financial implications associated with these results, however these results have informed the transformation programme as mentioned above.

7. Legal implications

- 7.1 There are no legal implications of these results, however the results have informed policy which is presented separately.

8. Recommendation

- 8.1 That members note the results of the staff survey.

Lead officer contact

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Appendices

Appendix 1 – Survey results presentation
Appendix 2 – infographic of survey results

Background papers

None.