

SUBJECT:	<i>2017 Staff Survey Report</i>
REPORT OF:	<i>Bob Smith, Chief Executive</i>
RESPONSIBLE OFFICER	<i>Bob Smith, Chief Executive</i>
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WARD/S AFFECTED	<i>N/A</i>

1. Purpose of Report

To inform the committee of the results of the 2017 Staff Survey and the actions to be taken in response to those results.

RECOMMENDATIONS

- To note the results of the 2017 Staff Survey and the actions being taken in response to the feedback given.**

2. Reasons for Recommendations

- 2.1 Every year the Councils undertake a staff survey to seek an understanding of staff opinion in the six key areas of leadership, change, engagement, empowerment, management and work. The survey is an important staff engagement tool and an important means of gaining feedback from staff on what is going well and which areas can be improved on.
- 2.2 Following collation of the results Management Team and Heads of Services develop action plans for service areas and corporately. In addition a Staff Survey Working Group has been set up where volunteers meet and discuss the results and make recommendations for improvement. The Joint Staffing Committee is asked to note the results and proposed follow up actions.

3. Content of Report

- 3.1 Every year the Councils undertake a staff survey to seek an understanding of staff opinion in the six key areas of leadership, change, engagement, empowerment, management and work.
- 3.2 The 2017 survey took place in December 2017 and January 2018. In 2017 the number of questions was reduced to avoid replication and to shorten the time it took to complete to encourage participation.
- 3.3 To encourage staff to put forward a balanced view of what they really think, the survey was completely anonymous and staff were reassured about the confidentiality at the time of the survey circulation.

3.4 240 responses were received, representing 65% of the workforce. This was an improvement on the 55% rate of 2016 and the 50% response rate of 2015.

3.5 Overall the results were very positive. It is worthy of note that:-

- 89% of respondents were proud to work for the Council;
- 90% of respondents said that they were encouraged to work collaboratively with others to solve problems;
- 97% said they had the skills necessary to perform their job;
- 93% of respondents said that their line manager trusted them to take on new tasks and responsibilities;
- 95% said that they were encouraged to consider the impact of their actions and decision on their customers;
- 96% said they understood how the Councils' Values and Behaviours related to the work they did.

3.6 Despite, overall encouraging results, there was a slight decline in the number of positive responses in each category. The biggest decline in positive responses was in the Leadership category where the mean average of positive responses to the 7 questions reduced by 7% (76% of respondents responded positively this year compared to 83% in the previous year).

3.7 There were only three questions where the overall rate of agreement fell below 70%:-

- My total pay and benefits package is fair for the work I do = 66% (+1% change from 2016);
- The senior management team communicate a clear and consistent plan for the future = 66% (-18% from 2016);
- The senior managers of my service seek out ideas and input from employees before making decisions = 63% (-11% from 2016).

3.8 HSE Stress Management Standards

3.8.1 Some of the survey questions were set up with the HSE Stress Management Standards in mind, to enable the councils to get a measure against each of the six key areas that can lead to workplace stress. The six areas are:-

- Change
- Support
- Role
- Relationship
- Demands
- Control

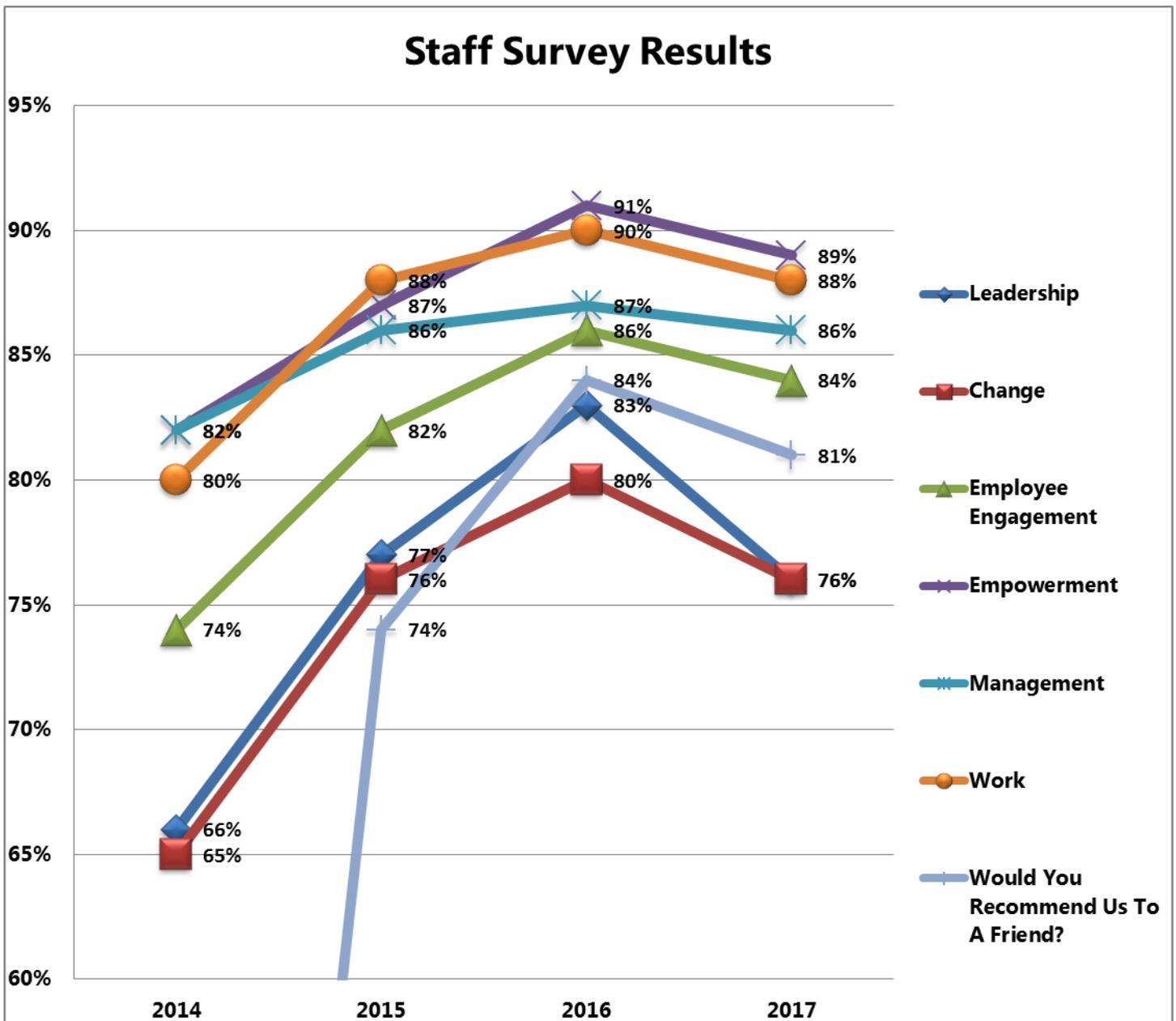
3.8.2 It is recognised that following periods of significant organisational change, such as the shared services programme, and with ongoing uncertainty around Unitary status, staff will naturally have feelings of anxiety and insecurity. Nevertheless, the findings around stress remain generally positive.

3.8.3 In the areas of support, role and relationships the results were unchanged from 2016. With regards to control 88% of respondents replied positively to these questions which was an increase of 8% from the previous year.

3.8.4 There are two sets of questions which showed a negative change from 2016:-

- 76% of respondents replied positively on how organisational change was managed, compared to 83% last year:
- 85% of respondents replied positively to the questions on the demands of the job compared to 89% in the previous year.

3.9 Attached at Appendix 1 is a summary of the results broken down by the 6 key themes. Below is a graph which shows the trends in the results since the Staff Survey was first introduced in 2014.



3.10 Follow up Actions

3.10.1 To set up a Staff Survey Working Group. This is comprised of volunteers from across all services and this group will be asked to consider some of the key themes coming from the survey and report back to MT and Heads of Services on appropriate actions and initiatives. This group have met in previous years and many positive changes have been introduced as a result of their ideas.

3.10.2 Heads of Service are developing actions plans to respond to the feedback received for their service areas. Some of the actions to be taken include incorporating the feedback in the managers' appraisals, working with the UGR Champions to seek ideas to improve communications between managers and staff.

3.10.3 With respect to the results on stress the HR team are organising a series of workshops for managers, run by Bucks MIND, on how to identify stress in members of staff and how to work with staff to develop a "Wellness Action Plan" (WAP).

3 Consultation

Not Applicable

4 Options (if any)

Not Applicable

6. Corporate Implications

None

8. Links to Council Policy Objectives

Staff engagement and motivation is key to staff effectiveness which underpins the delivery of the Councils aims and objectives.

9. Next Step

Not applicable.

Background Papers:	No background papers other than those in the Appendix.
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