

Cherwell District Council

Personnel Committee

11 December 2013

Staff Survey Results

Report of Head of Transformation

This report is public

Purpose of report

To provide an overview of the results of the 2013 staff survey.

1.0 Recommendations

The meeting is recommended:

- 1.1 To consider the staff survey results and the proposed approach to action planning and identify any particular issues to be addressed through the action planning process.

2.0 Introduction

- 2.1 This was the first joint staff survey to be carried out by Cherwell District and South Northamptonshire Councils. The survey was launched on 3 June 2013 and staff were able to complete it until 28 June 2013. The majority of staff were asked to complete an online questionnaire, however paper questionnaires were made available for members of staff who do not have access to a computer.
- 2.2 Response rates: the table below shows the response rates from CDC and SNC.

	Number of Staff*	Total Number of responses received	% response rate	Historical Response Rates
Cherwell District Council Staff	459	344	75.0%	84% (2010) 64% (2008)
South Northamptonshire Council Staff	251	175	69.7%	52% (2006) 62% (2003)
Unknown (Did not state either Council)	n/a	15	n/a	n/a
Total Staff (CDC, SNC and unknown)	710	534	75.2%	n/a

* staff numbers provided by HR based on establishment figure on 30th June 2013

3.0 Report Details

3.1 The results of the survey are not reproduced within this report as Appendix A presents the findings in detail. The results are separated into sections, reflecting the format of the questionnaire. These sections cover the following issues:

- Section A Your Job
- Section B Training and Development
- Section C Communication
- Section D Management
- Section E (p1) Management Style
- Section E (p2) JMT and Councillors
- Section F Work Life Balance
- Section G Working Environment
- Section H Equality and Diversity
- Section I Perceptions of the Council
- Section J Looking Ahead

3.2 The results presented in appendix are based on the responses from staff employed by Cherwell District Council only. JMT have reviewed both CDC and SNC results and the results for both councils combined.

3.3 The results are displayed as a percentage of those who answered each question. As no questions were mandatory, the number of responses to each question does vary.

3.4 JMT have requested that a managers working group (with representatives from both councils) produces an action plan to address any issues raised by the survey. This group has met twice and is preparing an action plan to address a number of issues including communications and managing change.

3.5 In addition to this group a staff suggestions scheme has been launched and the managers working group or the Joint Innovation Group are both able to further develop and implement any suggestions received.

3.6 The all staff briefings held by the Chief Executive in November have provided a short summary of the findings and the full results have been published on both councils' intranets. The Performance and Insight Team have also produced service level summaries of the results and have attended a number of team meetings to discuss and review the results at a service level.

4.0 Conclusion and Reasons for Recommendations

4.1 The staff survey provides the organisation with a wealth of useful data to help improve issues and activities such as managing change and communication. Staff have full access to the results and have been encouraged to develop their own suggestions to make improvements. JMT have also established a working group to develop an action plan based on the survey findings.

4.2 The strong response rates demonstrate that staff value the opportunity to feed into organisational development and it is important that both councils act on the results.

5.0 Consultation

All staff were included in the consultation

6.0 Alternative Options and Reasons for Rejection

5.1 The following alternative options have been identified and rejected for the reasons as set out below.

- N/A - report is a for review/information item.

7.0 Implications

Financial and Resource Implications

7.1 There are no financial implications associated with this report.

Comments checked by: Tim Madden, Interim Head of Finance and Procurement,
Tel: 0300 003 0106, E-mail: tim.madden@cherwellandsouthnorthants.gov.uk

Legal Implications

7.2 There are no legal implications associated with this report.

Comments checked by: Kevin Lane, Head of Law and Governance,
Tel: 0300 0030 107, Email: kevin.lane@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Wards Affected

None

Links to Corporate Plan and Policy Framework

Link to Business Plan Priority: An Accessible, Value for Money Council

Lead Councillor

None

Document Information

Appendix No	Title
1	CDC Staff Survey Results
Background Papers	
None	
Report Author	Claire Taylor, Corporate Performance Manager
Contact Information	Tel: 0300 0030113 Email: claire.taylor@cherwellandsouthnorthants.gov.uk