Cherwell District Council and South Northamptonshire Council

Joint Commissioning Committee

21 July 2016

Staff Survey 2016 Results and Analysis

Report of Director – Strategy & Commissioning

This report is public

Purpose of report

To provide an overview of the results of the 2016 staff survey

1.0   Recommendations

The meeting is recommended to:

1.1   Note the contents of the report

1.2   Consider the staff survey results and identify any particular issues to be addressed through the action planning process.

2.0   Introduction

2.1   This is the second joint staff survey to be carried out by Cherwell District and South Northamptonshire Councils. The survey was launched on 11 February 2016 and staff were able to complete it until 11 March 2016.

2.2   Response rates: the table below shows the response rates by service area

Service	Establishment	Responses	Response rate
JMT	12	4	33%
JMT Support Team	9	5	56%
ICT	32	14	44%
Community Services	127	52	41%
Environmental Services	201	140	70%
Law & Governance	30	14	47%
Transformation	37	27	73%
Finance & Procurement	69	26	38%
Development Management	101	44	44%
Strategic Planning & the Economy	27	17	63%
Regeneration and Housing	88	41	47%
Service area not identified		49	
TOTALS	733	433	59%

3.0   Report Details

3.1   The full detailed results of the survey can be found in Appendix 1. The results are separated into sections, reflecting the format of the questionnaire. These sections cover the following issues:

- •   My Job
- •   Development and Training
- •   Communication
- •   Management
- •   JMT
- •   Work / Life Balance
- •   My Place of Work
- •   Perceptions of the Council
- •   Equality and Diversity
- •   Looking Ahead

3.2   The results are displayed as a percentage of those who answered each question.

3.3   The HR team will be producing an action plan to address any issues raised by the survey. This is scheduled to be reviewed and signed off by JCC in September.

3.4   The results will be published on both councils' intranets and summarised in In Brief and also in the next round of Staff Briefings. The Performance and Insight Team can also produce service level summaries of the results.

Key findings

3.6   The response rate was 59% (433 out of 733 staff) compared to 71% (534 out of 748 staff) in 2013.

3.7   Many respondents were 'on the fence' by neither agreeing nor disagreeing with the statement / question posed. As the statements in the survey were predominately positively positioned i.e. do you feel something was better / improved / more effective, it has been considered the responses where staff neither agree nor disagree on a particular issue indicate a non positive answer. This has been reflected in the key findings.

3.8   **My Job -** On the question whether changes in the past year have or will improve staff effectiveness, an overall 75% of respondents could not agree to this and 40% of respondents are not convinced they are recognised for doing a good job.

3.9   **Development and training** - Around two thirds of respondents indicate they use the appraisal process to offload issues and problems and around half could not agree they get training and development addressed.

3.10   **Communication** - As a whole, respondents felt communication is good across the organisation but around a third of respondents could not agree that we have good internal communication that keeps them informed and allows them to be aware of the contribution their role makes to overall performance. 50% of respondents could not agree the organisational awareness days were useful

3.11 **Management** - Around 70% of respondents generally feel that they have good support from their line manager, but just under half may not get monthly 121s, whilst a third don't feel their opinions, ideas and views are taken forward. Additionally, two-thirds of respondents could not agree the changes have been managed effectively and that adequate assistance has been provided to enable staff to cope with the changes. 85% of respondents did agree that their team co-operates to get work done

3.12 **JMT** – less than a third agreed that JMT is visible, dynamic, forward thinking, listens to staff or is honest with staff.

3.13 **Line management** – This doesn't appear to be something that respondents feel there is a huge problem with although the idea of managers escalating and acting upon ideas comes out strongly here again and a third of respondents are not sure their manager is good at managing people.

3.14 **Work / Life Balance** - A third of respondents cannot say they feel the amount of work they do is fair or appropriate although two thirds do not feel staff absence makes things more difficult.

3.15 **Place of work (Facilities)** - General positive responses were received towards the workplace but these become more negative when looking at break areas and catering amenities.

3.16 **Place of work (Work stations)** - Home working and hot desking provoke a strong negative response with two thirds of respondents suggesting they may not have the benefit of using these working practices. A third of respondents do not aim to have a clear desk policy

3.17 **Perceptions of the Council** - A third of respondents could not agree to recommend working here and could also not agree they are proud to work here. Whilst pay is always a contentious issue, nearly half could not agree to say it's reasonable. Around 80% of respondents understand their role in safeguarding and believe the council is an equal opportunities employer.

3.18 **Looking Ahead** - Responses on job movement indicate a 12% churn rate. Nearly half of respondents don't see progression within 2 years.

Next Steps
3.19 The results will be used by Human Resources to help formulate an action plan in response to the key findings of the survey.

3.20 A quarterly survey is to be conducted at the Forum specifically to get staff feedback on the new building. This is a requirement of the Building Research Establishment Environmental Assessment Method (BREEAM).

3.21 The survey findings will be broken down and circulated by service area.

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 will have full access to the results and have been encouraged to develop their own suggestions to make improvements.

4.2   Whilst down on 2013, it was still a strong response rate that demonstrates that staff value the opportunity to feed into organisational development and it is important that we act on the results

4.3   Responses saw a large proportion of respondents answering 'neither agree nor disagree' to many of the statements posed, which potentially shows that people could not feel disposed to give a positive response. It was felt important to take this view in analysing the results, so that we ensure the lack of positive response is included in determining actions, as they do reflect quite a large percentage of respondent answers.   In future surveys it is recommended that this option is removed to help ensure that respondents give a response which can more easily help to assist decision making.

5.0   Consultation

All staff were invited to respond and there was substantial activity during the consultation to increase the response rate. The survey was completed predominantly on-line but paper copies were made available for people who did not have easy access to a computer.

6.0   Alternative Options and Reasons for Rejection

6.1   Not applicable – The report is for review and information

7.0   Implications

Financial and Resource Implications

7.1   There are no finance and resource implications arising from this report. Future actions based on the results may require additional resource.

Comments checked by:
Paul   Sutton   –   Chief   Finance   Officer,   03000   030106
Paul.Sutton@cherwellandsouthnorthants.gov.uk

Legal Implications

7.2   There are no legal issues arising from this report.

Comments checked by:
Kevin   Lane   -   Head   of   Law   and   Governance,   0300   0030107
Kevin.lane@cherwellandsouthnorthants.gov.uk

Risk Implications

7.3 Some results from the survey link in to risks already managed as part of the Corporate Risk Register (e.g. C10 – Communications). Results will be highlighted to the appropriate risk lead managers and JMT members.

Comments checked by: Ed Bailey – Corporate Performance Manager, 01295 221605   edward.bailey@cherwellandsouthnorthants.gov.uk

Data Quality

7.4 Results have been produced via Survey Monkey and then displayed via Performance Matters which is the performance management software used by both councils.

Comments checked by: Ed Bailey – Corporate Performance Manager, 01295 221605   edward.bailey@cherwellandsouthnorthants.gov.uk

Equalities

7.5 There are no Equalities issues arising from this report.

Comments checked by: Caroline French – Corporate Policy Officer, 01295 221586 caroline.french@cherwellandsouthnorthants.gov.uk

8.0   Decision Information

Wards Affected

All

Links to Corporate Plan and Policy Framework

Staff satisfaction will have an impact on all corporate plan priorities across both Cherwell and South Northamptonshire Councils.

Lead Councillor

Cllr Barry Wood (CDC) and Cllr Phil Bignell (SNC)

Document Information

Appendix No	Title
1	Staff Survey Results 2016
Background Papers	
None	
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