

Key messages

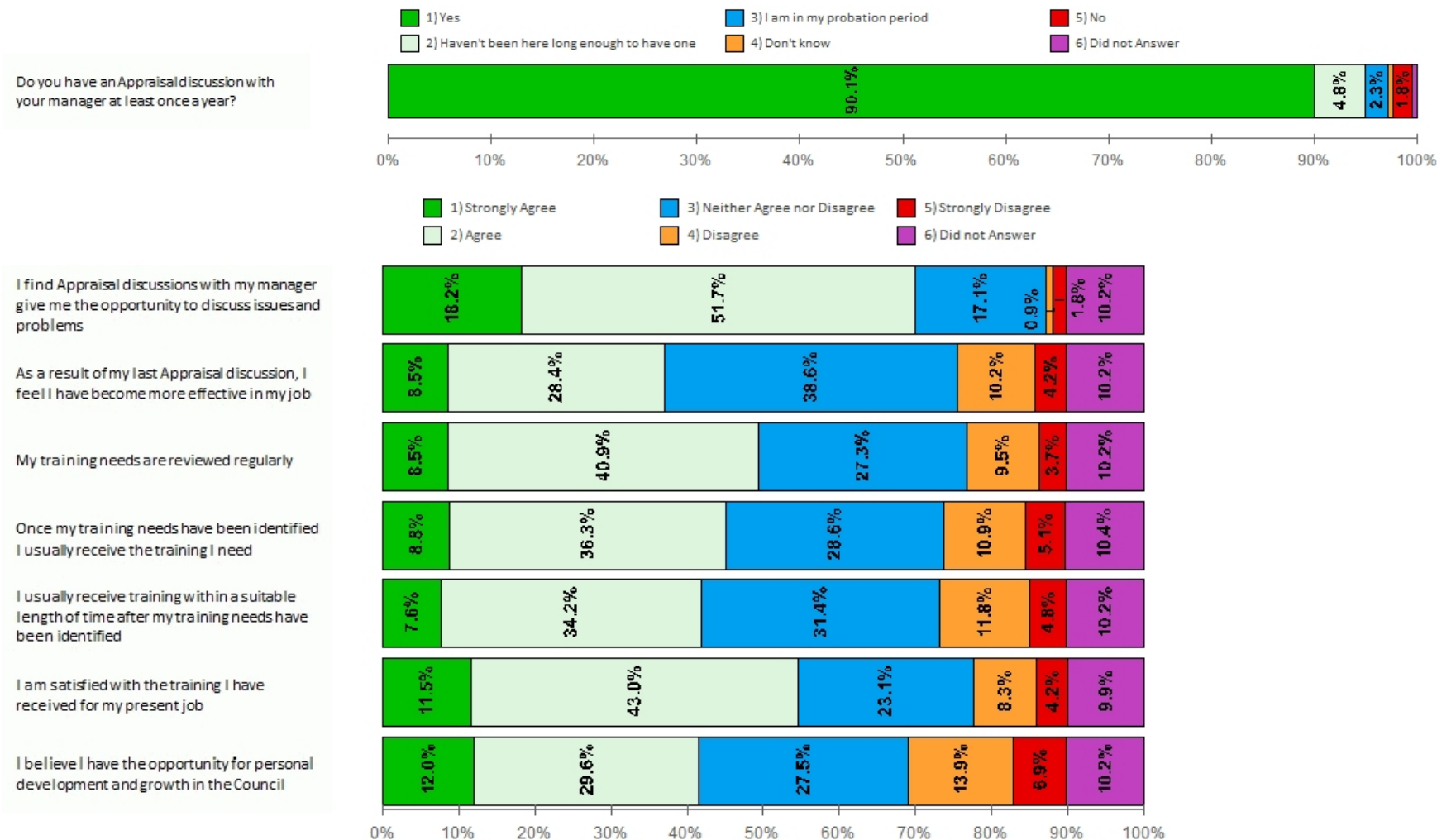
Strengths

- 84.3% agree/strongly agree that their team cooperates to get work done
- Only 8% disagree/strongly disagree that they are satisfied with the job they do

Areas for investigation/improvement

- More communication perhaps needed around how changes to how the council works are impacting on services
- Only 22.6% agree that changes in the past year have helped them to do their job more effectively (47.8% neither agree nor disagree)
- Only 24.9% agree/strongly agree that changes in past year have helped them do their job more effectively in the future (47.3% neither agree nor disagree)

Development and Training



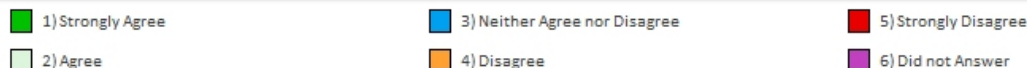
Key messages

Strengths

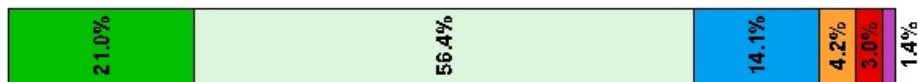
Only 1.8% said they had not had an appraisal at least once a year

Only 3.1% of people who answered disagreed/strongly disagreed that they could discuss issues/problems in their appraisal

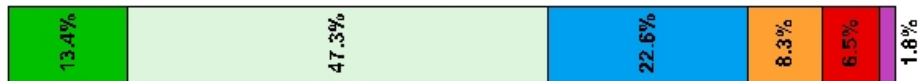
Communication



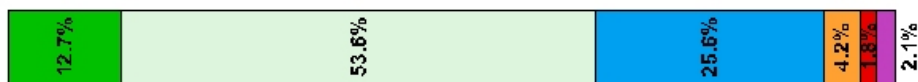
I believe team briefings are a good way of keeping staff informed about what is happening in the Council



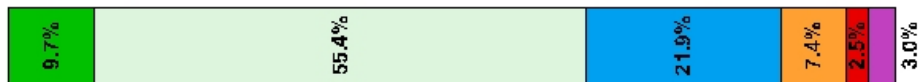
Team briefs are conducted effectively



I find 'In-Brief' an effective Communication tool



I have the information I need to do my job well



I attended the Organisational Awareness Day(s) and found them useful



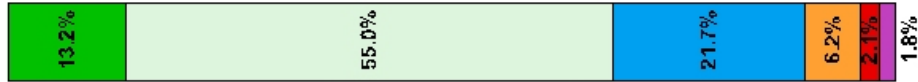
I have a good understanding of what the Council needs to do to become more Commercial



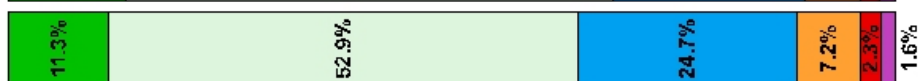
I am aware of the long term goals of this Council



I understand how my work contributes to achieving the Council's goals



I understand the reasons for changes that have taken place within the Council during the past year



0% 20% 40% 60% 80% 100%

Key messages

Strengths

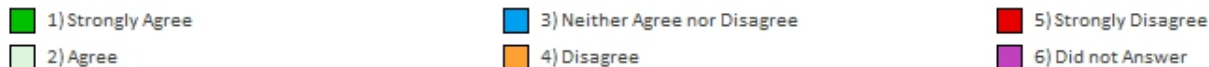
Only c.10-15% disagree/strongly disagree with all questions in this section.

Most questions have around 60% agree/strongly agree responses

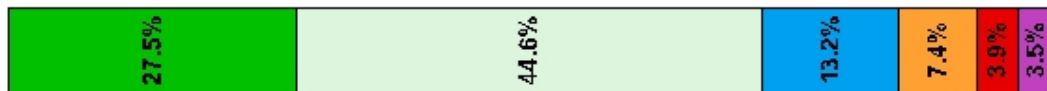
Area for investigation/improvement

Only 39.8% agreed that they had attended the Organisational awareness days and found them useful

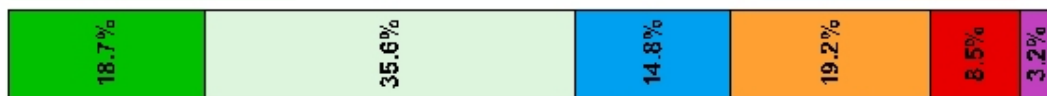
Management



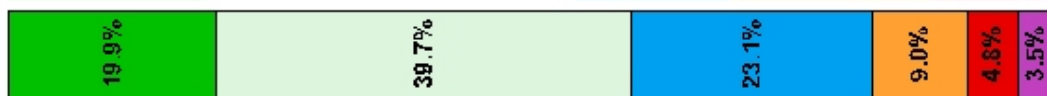
My manager/supervisor communicates effectively



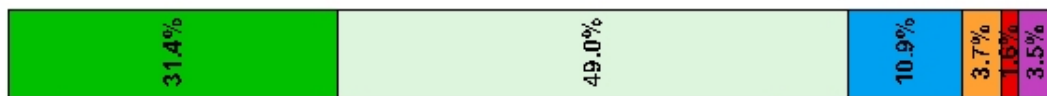
I have monthly 1-2-1s with my manager



I am confident that on important matters my feelings/thoughts are communicated upwards by my manager/supervisor



I am treated with respect by my manager/supervisor



During the past year I believe changes that have taken place within the Council have been managed effectively



During the past year the Council has provided adequate assistance to enable staff to cope with change



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Key messages

Strengths

80.4% agree/strongly agree that they are treated with respect by their manager/supervisor
 Only 11.3% disagree/strongly disagree that their manager/supervisor communicates effectively

Areas for investigation/improvement

c.33% agree/strongly agree that changes have been managed effectively and that adequate assistance has been provided to enable staff to cope. (c. 40% Neither agreed nor disagreed)

1) Strongly Agree
2) Agree

3) Neither Agree nor Disagree
4) Disagree

5) Strongly Disagree
6) Did not Answer

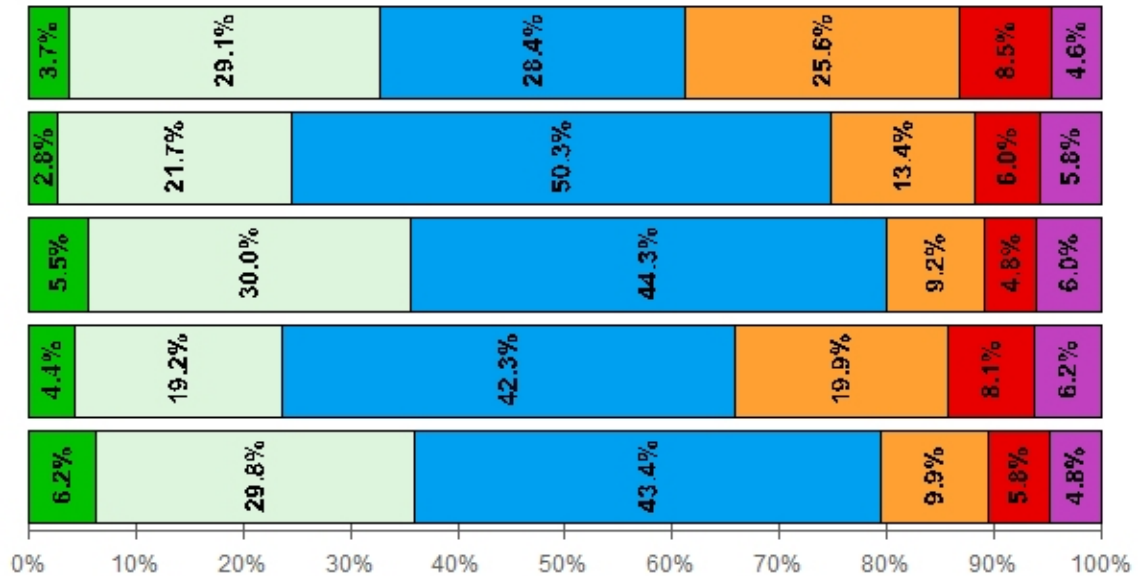
JMT is visible

JMT is dynamic

JMT is forward thinking

The Joint Management Team listens to the staff

I believe what the Joint Management Team tells me



Key messages

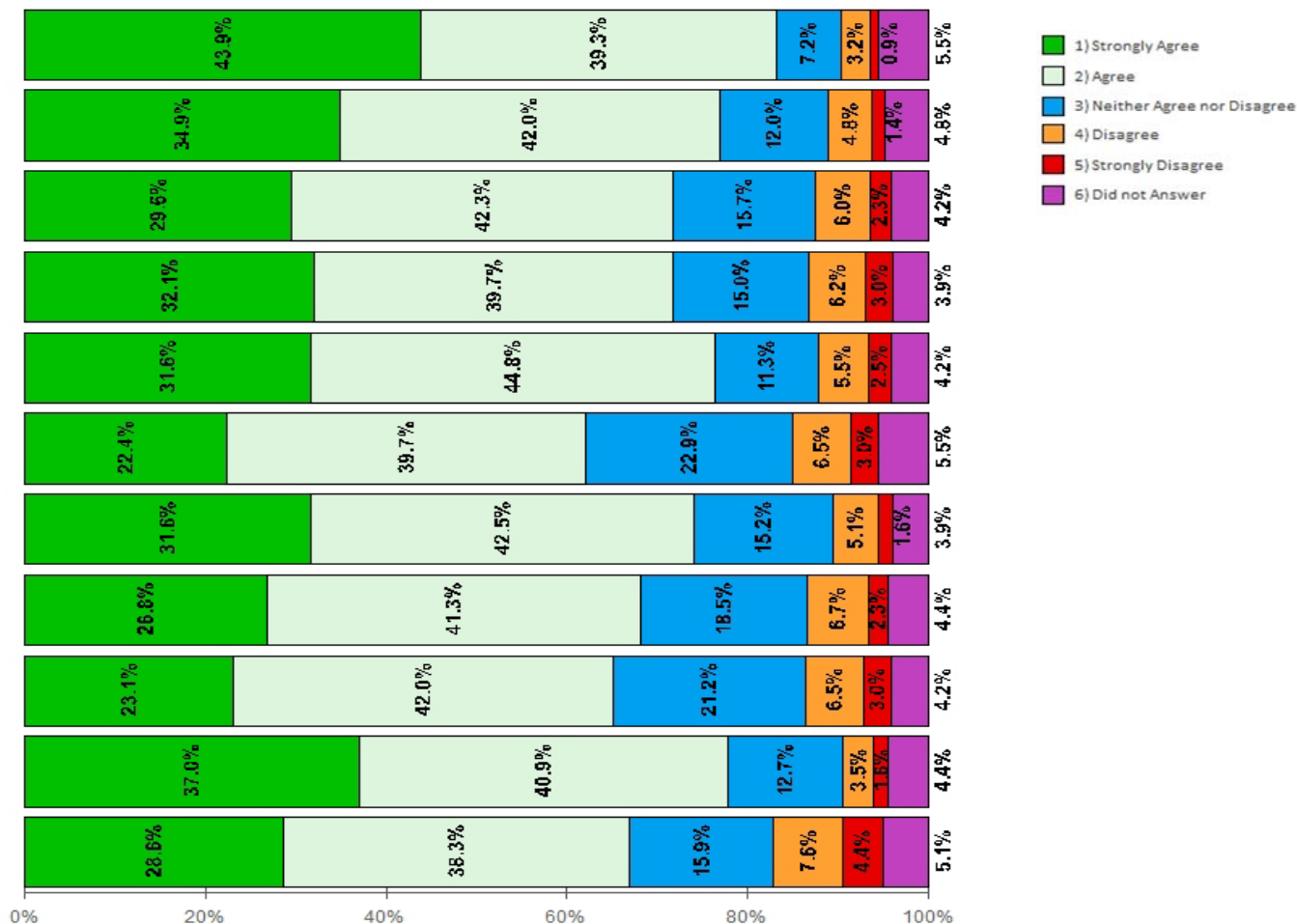
Area for investigation/improvement

For all questions only 23-36% agree/strongly agree (there are generally 40-50% respondents neither agreeing nor disagreeing)
34.1% disagree/strongly disagree that JMT is visible

My Line Manager

Please indicate how often these apply to your line manager:

- Approachable
- Consults me on matters where I can contribute
- Keeps me in touch with what is going on
- Makes decisions quickly when needed
- Makes clear what is expected of me
- Acts on my ideas
- Recognises when I have done a good job.
- Gives me feedback on how I am performing
- Discusses my training and development needs with me
- Is supportive if I have a problem
- Is good at managing people

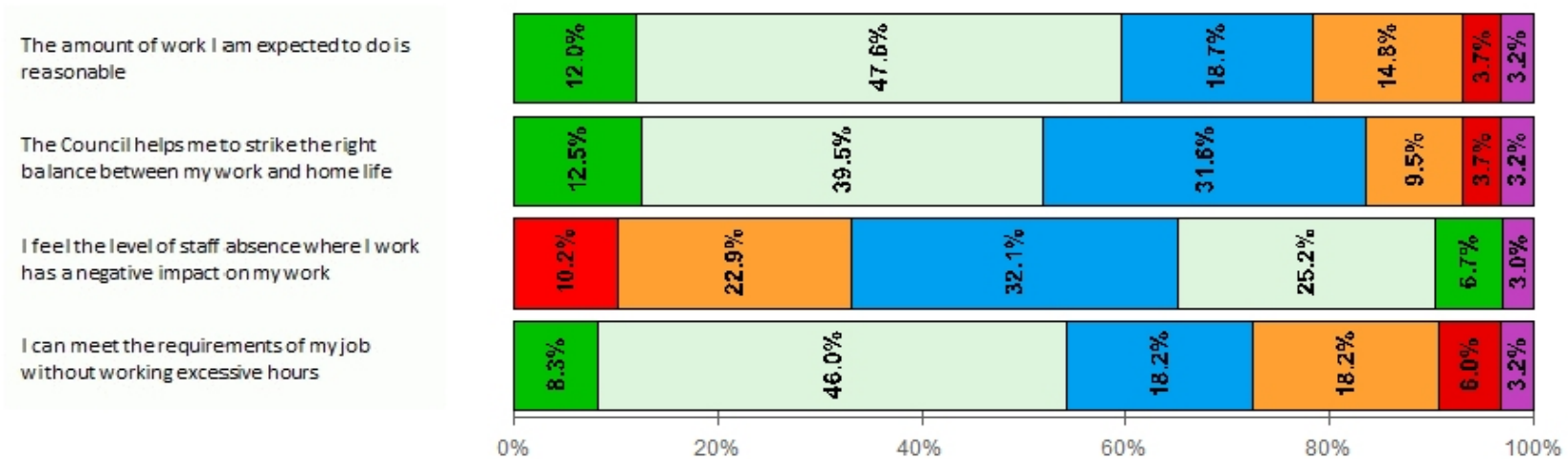
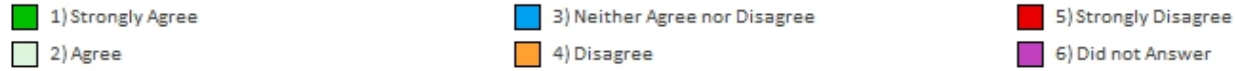


Key messages

Strengths

Very few respondents disagreeing/strongly disagreeing with all questions (c.4-11%)
 Clearer feelings on responses – only between 7 and 23 % Neither agreeing nor disagreeing

Work / Life Balance



Key messages

Strengths

Only 18.5% disagreed/strongly disagreed that the work they are expected to do is reasonable

Area for investigation/improvement

33.1% agreed/strongly agreed that staff absence has a negative impact on their work

My Place of Work – Overall and Facilities

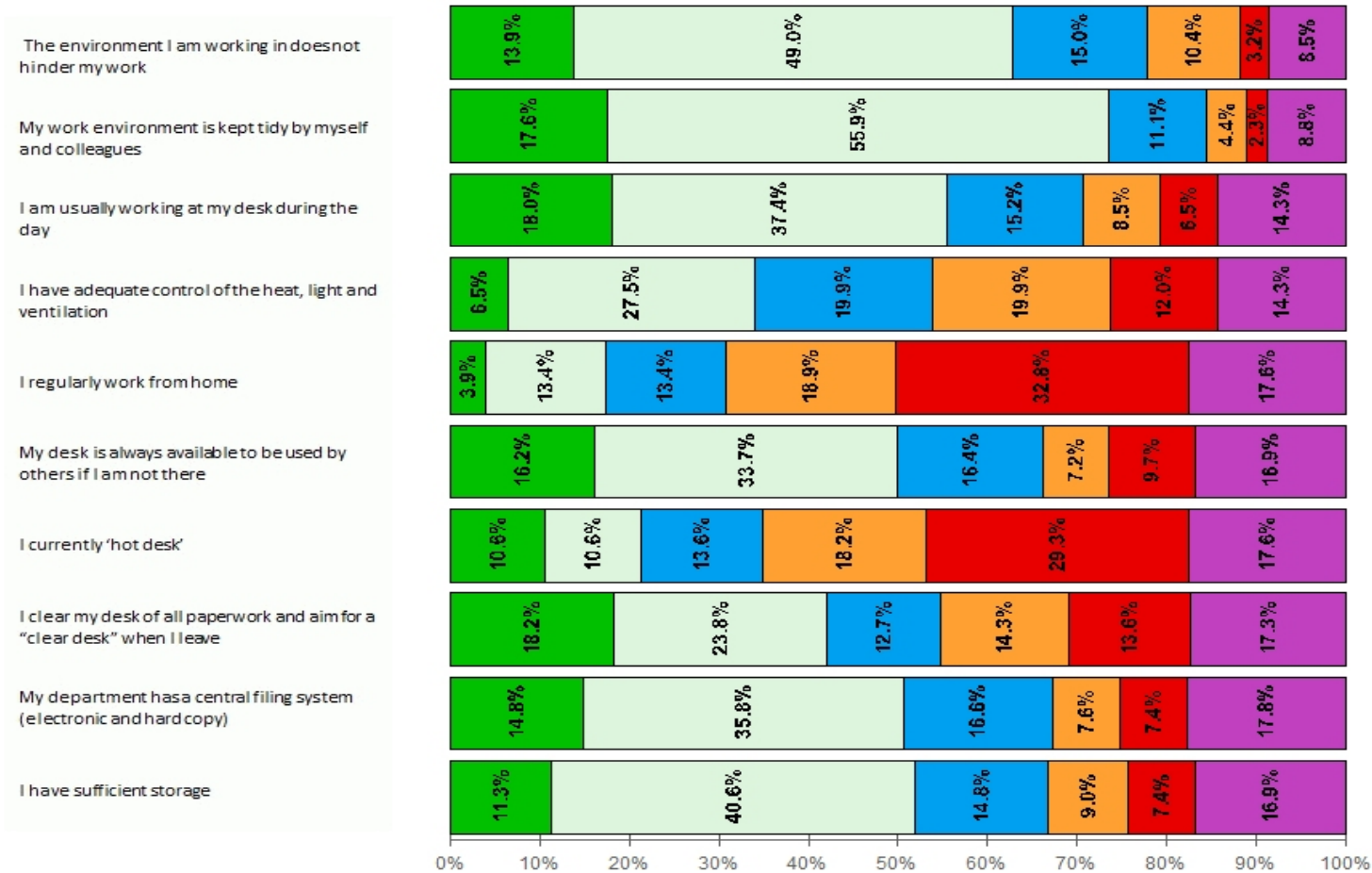


Key messages

Strengths

- Majority of respondents are satisfied with where they work and think it is accessible. There are no telling differences between the different locations (including depots)
- Most respondents are happy with the working environment and tidiness of their location
- Most respondents are happy with the facilities provided

My Place of Work

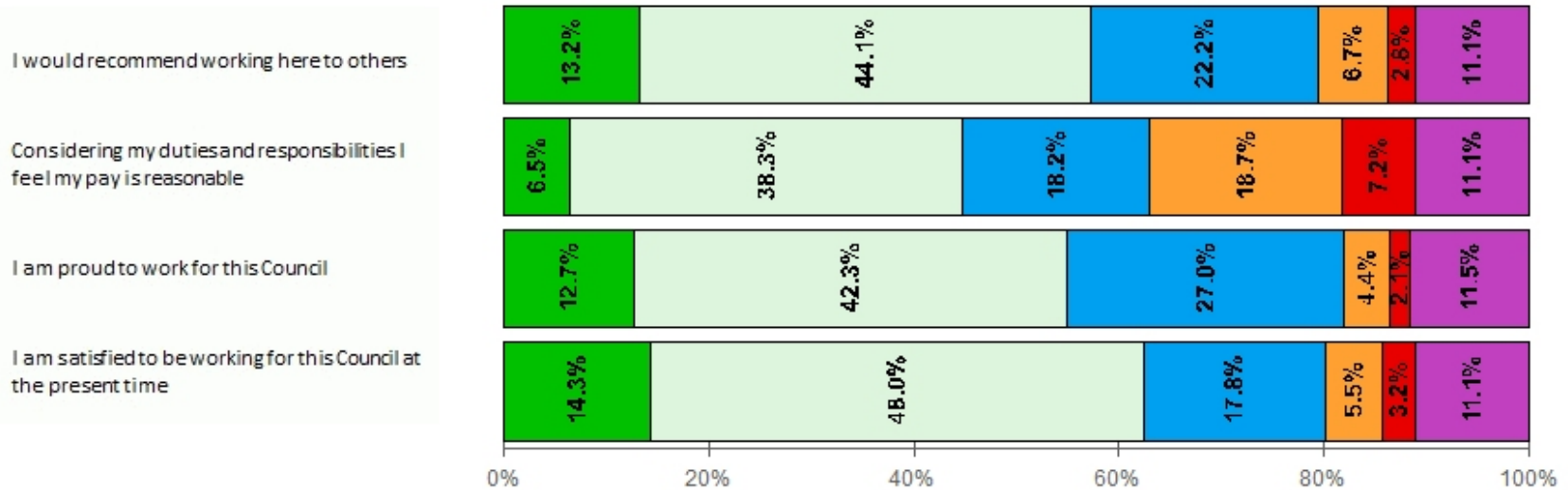
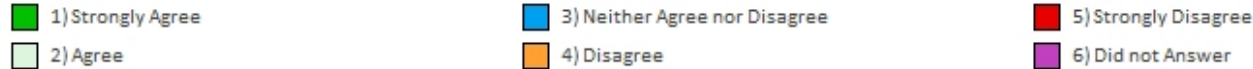


Key messages

Areas for investigation/improvement

Only 17.3% report regular working from home (is this an issue?)

Perceptions of the Council



Key messages

Strengths

Only 8.7% are not satisfied to be working for the council at the present time (11% did not answer)

6.5% disagree/strongly disagree that they are proud to work for the council (11% did not answer)

Areas for investigation/improvement

23.9% do not feel their pay is reasonable when considering their duties and responsibilities (11% did not answer)

Equal Opportunities

1) Strongly Agree
2) Agree

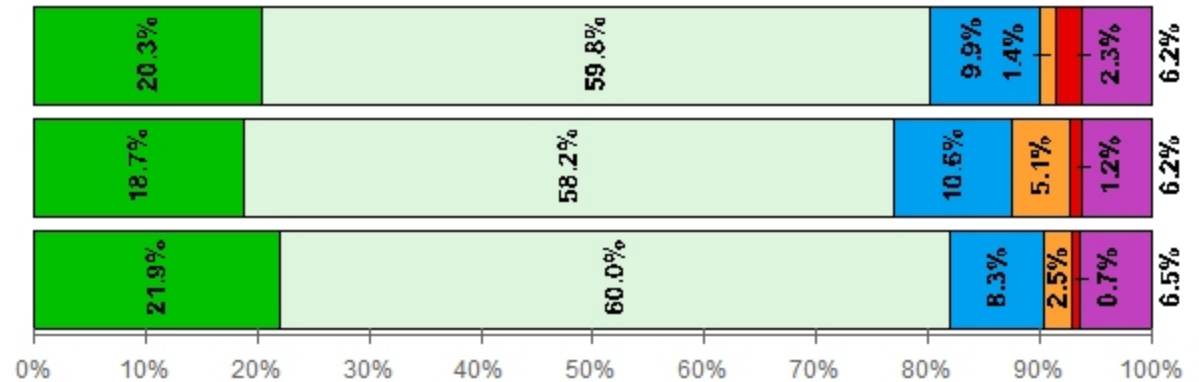
3) Neither Agree nor Disagree
4) Disagree

5) Strongly Disagree
6) Did not Answer

I believe this Council is an equal opportunity employer

I have an understanding of the Council's Safeguarding Policy

I am aware of the 'See it - Report it' on-going campaign

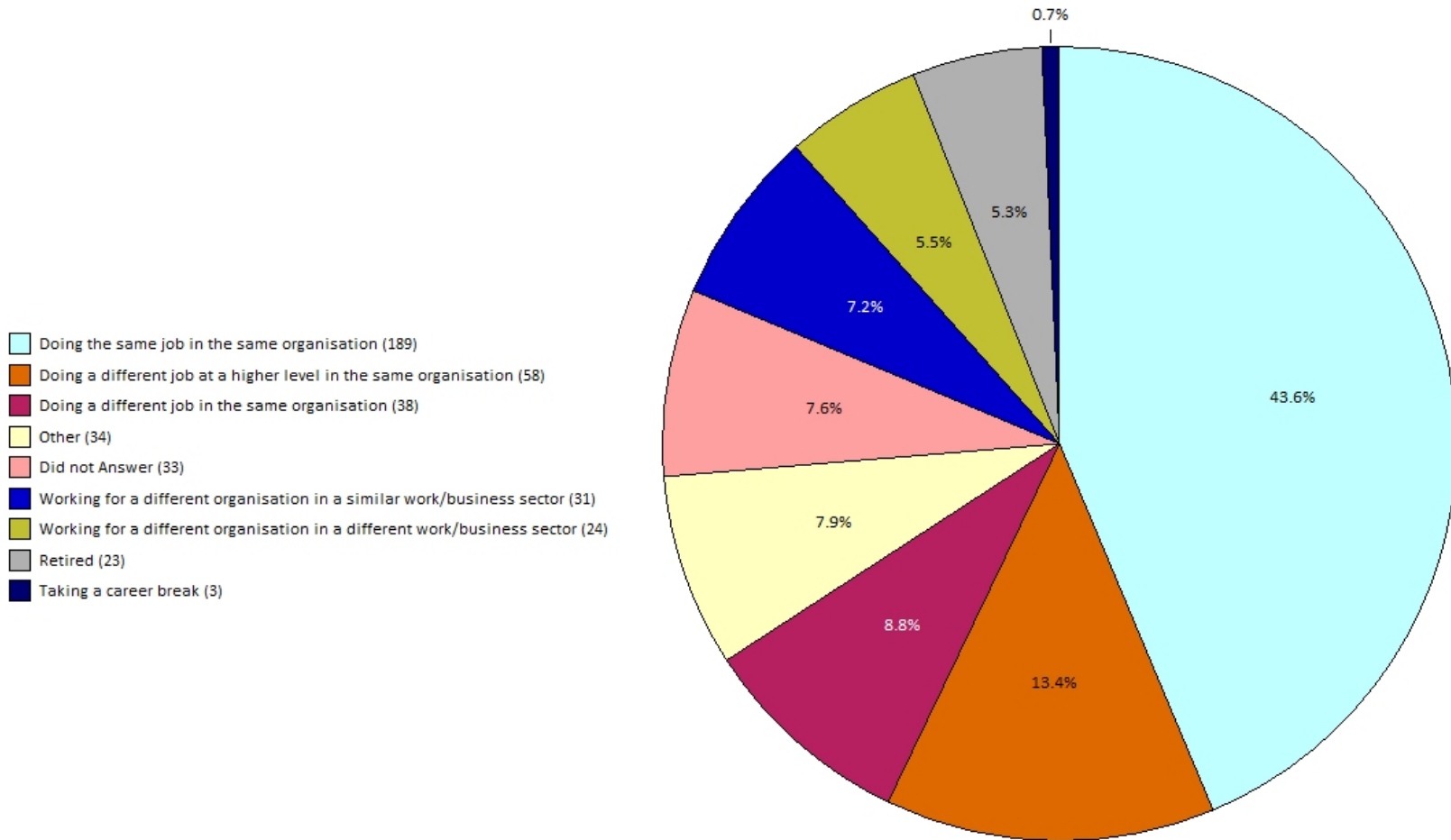


Key messages

Strengths

All questions answered between 77-82% agree/strongly disagree

What will you be doing in 2 year's time?

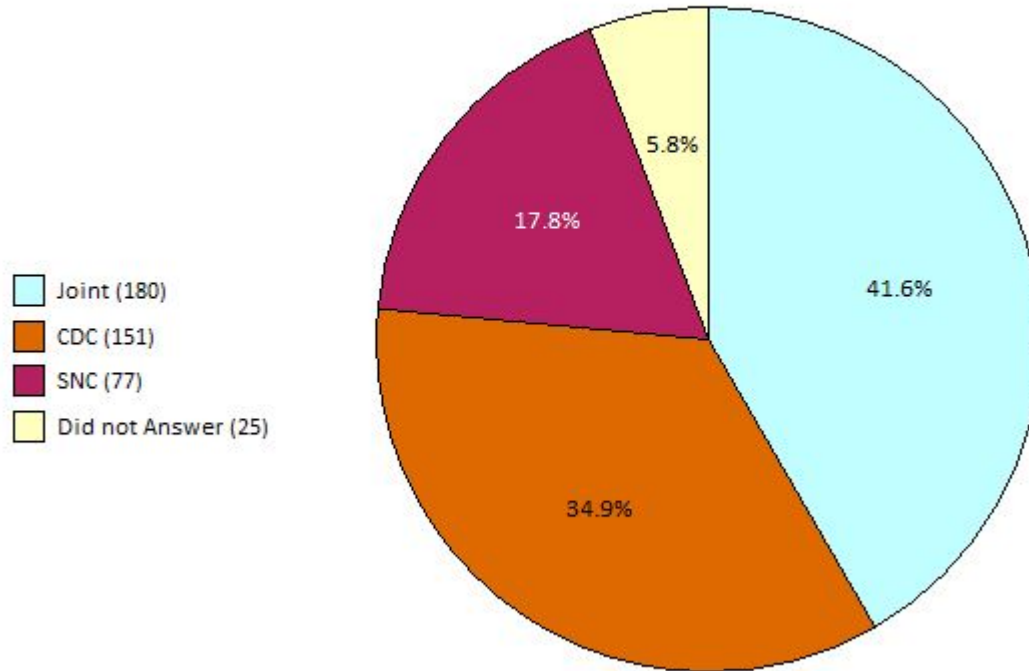


Key messages

65.8% of staff think they will be still working in the same organisation – the majority (43.6%) in the same role

Organisation Breakdown

Which organisation(s) do you work for?

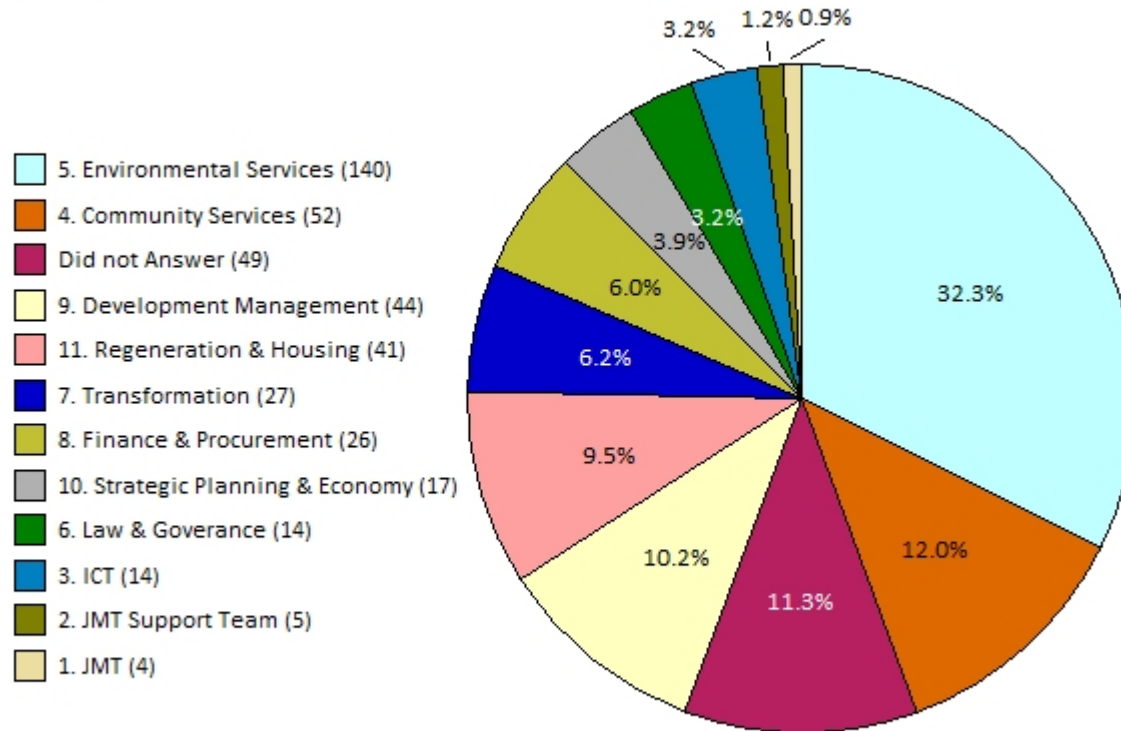


Key messages

Good cross section of the organisation – 433 respondents

Service Breakdown

Which service do you work for?



Comparison vs 2013 – least positive responses in 2013 and change to 2016 results

2013 Least positive responses	2013 % Disagree / Strongly disagree	2016 result	Percentage improvement	2013 % Disagree / Strongly disagree / Neither agree nor disagree	2016 result	Percentage improvement
JMT is visible	37.2	34.1	8%	71.1	60.5	15%
Changes that have taken place within the Council during the past year have helped me to do my job more effectively	32.4	29.3	10%	79.2	77.1	3%
I have adequate control of the heat, light and ventilation	29.8	31.9	-7%	49.6	51.8	-4%
I have monthly 1-2-1s with my manager	26	27.7	-7%	40.3	42.5	-5%
I believe changes that have taken place during the past year will help me to do my job more effectively in the future	25.3	27.7	-9%	76.4	75	2%
I can meet the requirements of my job without working excessive hours	23.8	24.2	-2%	45.7	42.4	7%
Considering my duties and responsibilities I feel my pay is reasonable	23.6	25.9	-10%	45.1	48.1	-7%

Note: Any questions not asked in the 2016 survey have been removed from the list for ease of comparison

Comparison vs 2013 – least positive responses in 2016 and change from 2013 results

2016 Least positive responses	2016 % Strongly disagree / disagree	2013 % result	Percentage improvement	2016 % Strongly disagree / disagree / neither agree nor disagree	2013 % result	Percentage improvement
Changes that have taken place within the Council during the past year have helped me to do my job more effectively	29.3	32.4	10%	76.9	79.2	3%
I believe changes that have taken place during the past year will help me to do my job more effectively in future	27.7	25.3	-9%	75	76.4	2%
I have monthly 1-2-1s with my manager	27.7	26	-7%	42.5	40.3	-5%
JMT is visible	34.1	37.2	8%	60.5	71.1	15%
JMT listens to staff	28	17.1	-64%	70.3	67.8	-4%
I feel the level of staff absence where I work has a negative impact on my work	33.1	41.7	21%	65.2	73.1	11%
I have adequate control of the heat, light and ventilation	31.9	29.8	-7%	51.8	49.6	-4%
Considering my duties and responsibilities I feel my pay is reasonable	25.9	23.6	-10%	44.1	45.1	2%

Note: Any questions not asked in the 2013 survey have been removed from the list for ease of comparison