

Personnel Committee

Staff Satisfaction Survey

30 September 2010

Report of Head of Human Resources

PURPOSE OF REPORT

This report is public

Recommendations

The Committee is recommended:

To comment on the proposed corporate action plan in response to the MORI staff survey.

Executive Summary

2. Introduction

- 2.1 In March 2010 the Council undertook its second full comprehensive staff survey.
- 2.2 The research company Ipsos MORI ran the survey on behalf of Cherwell. MORI are external experts in the field and carry out similar surveys across all sectors. They are able to ensure statistical reliability, credibility and confidentiality and also give access to significant benchmarking data for both local government and other sectors.
- 2.3 Understanding the prevailing organisational culture is essential to organisational development and staff attitudes and beliefs are fundamental to culture. There are clear links between levels of employee satisfaction and organisational performance. A workforce feeling involved and consulted is more likely to include employees who are motivated and therefore perform at a higher level.
- 2.4 Members discussed the second survey at the meetings in late 2009 to consider whether, in the prevailing climate, allocating resource to the survey was appropriate. At that time Members determined that the survey should proceed and MORI were engaged to undertake this second comprehensive staff survey in 2010. 84% of staff returned the

survey, an exceptionally high figure for surveys of this type.

- 2.5 The cost of the survey was met from the corporate training budget.
- 2.6 Members of the Personnel Committee received a presentation of the results and a copy of the Ipsos MORI report in June 2010.
- 2.7 In addition to providing valuable feedback and benchmarking information, the survey provides an opportunity to develop action plans for improvement. This was done very successfully after the 2008 survey and the consequent improved results can clearly be seen in the 2010 survey.
- 2.8 Given the very high response rate the data provided by this survey provides a very good representation of the views of staff about the Council as an employer and service provider.
- 2.9 This report provides an opportunity for Members to comment on the proposed corporate action plan which can be found at appendix A.
- 2.10 Individual service areas have also developed local action plans based on detailed information for results for their respective areas. These action plans are being monitored by CMT.

3 Proposals

- 3.1 That Members comment on the proposed action plan provided at appendix A.
- 3.2 That Members receive regular reports throughout 2010-11 outlining progress against the action plan.

4 Conclusion

- 4.1 Although there are cost and other resource implications in carrying out full staff surveys, the value that they offers in terms of informing our policies and processes as an employer bring significant value.
- 4.2 The exercise also provides and opportunity for members of staff from across the organisation to be involved in a corporate project led by the Chief Executive.

Background Information

MORI carried out the survey in March 2010 in line with our stated intention to carry out the survey every 2 years.

There was an excellent response (64% of staff) to the 2008 survey. This was

exceeded in the 2010 survey with a 84% of staff responding, described as 'an excellent response rate' and attributed by Ipsos MORI to the approach taken following the 2008 survey.

Headline results

- We have improved our position on almost every measure since 2008 and demonstrate some exceptionally strong results
- We have improved strongly in the areas of focus we identified in 2008, now showing better results than MORI would expect (with one exception)
- We have achieved some particularly good improvements in line management practices reflecting significant training and development investment
- We have dropped back from our 2008 position on very few measures
- We now underperform against other Local Authorities on just 4 of the 48 measures
- Going forward we need to build on the improvements we have secured since 2008 in our focus areas and add to these actions to address areas which have weakened/where we are below expected performance

Exceptional strengths were identified as follows:

- Excellent working atmosphere
- Sufficient resources to do the job
- Staff are advocates of the Council as an employer and of its services
- Staff demonstrate exceptional understanding of the Council's objectives
- Staff feel well informed about the Council
- Line manager qualities
- Equal opportunities employer

Areas for attention in 2010-2012 were identified as follows:

Continue to improve results in:

- Communications
- Confidence in CMT
- Consultation
- Leadership and management of change
- Feeling valued and recognised

Add new focus on areas which have weakened/we are below norms:

- > Team briefings
- > Bullying and harassment

Continue to pay attention to employees' fears about the future

Ipsos MORI conclusion

'The findings of this survey are very encouraging. On the whole the Council is seen as a good place to work and an organisation that is effective and engaged with the needs of its employees'.

Key Issues for Consideration/Reasons for Decision and Options

In order to capitalise on the information received through the survey it is critical to develop and publish action plans and demonstrate progress against those plans to staff.

Implications

Financial: None
 Comments checked by Denise Westlake.

Legal: None
 Comments checked by Liz Howlett,

Risk Management: None
 Comments checked by Rosemary Watts

Wards Affected

None

Document Information

Appendix No	Title
Appendix 1	MORI corporate action plan
Background Papers	
None	
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