

Appendix B

What Council employees are telling us (Staff Survey)

The Council has invited all employees (excluding casual, interim and agency staff) to complete an annual staff survey since 2011 (and 2007-2010). In 2015, 244 responses were received for the staff survey, which represented 62 per cent of the workforce. The response rate achieved in 2014 was 57 per cent. The following summarises staff views and perceptions collected during September 2015 and how they compare to previous years.

The survey involved questions on many aspects of working for the Council, including the following areas:

- How do you feel about the Council?
- Leadership and Direction
- Communication and Involvement
- Performance and Wellbeing
- Dignity at Work (Harassment, Bullying and/or Victimisation Discrimination)
- Reward and Recognition

Staff were asked to respond to a series of statements by indicating how strongly they agreed with each statement. For the purpose of the analysis a scoring system has been applied to the responses as follows:

Score	Meaning
1.00 – 1.75	Strong disagreement with the statement (Poor Score or low satisfaction)
1.76 – 2.36	General disagreement with the statement (Low Score or satisfaction)
2.37 – 2.63	Divided opinion or apathy regarding subject
2.64 – 3.25	General agreement with the statement (Good Score or satisfaction)
3.26 – 4.00	Strong agreement with the statement (Excellent Score or satisfaction)

Summary of findings – tracked improvements over time

This year's survey has once more seen an excellent involvement from staff with over 62 per cent of staff responding. The areas below have shown the greatest amount of improvement in 2015 out of the set of 13 questions consistently asked over the last five years since 2011.

% Improvement between 2015 and 2011		2015	2014	2013	2012	2011
I know what is going on without relying on rumour	27.52%	2.78	2.86	2.73	2.67	2.39
I am included in regular two-way communication about what's going on at the Council	22.75%	2.86	2.86	2.82	2.78	2.56
I would recommend the Council as an employer to [others]	21.61%	3.32	3.21	3.17	3.12	2.96
I get communication about change and I am asked for my views on the big decisions if they impact on me	12.86%	2.72	2.74	2.65	2.69	2.44
My health, wellbeing and work-life balance are considered important by the Council	12.59%	3.04	2.85	2.78	2.87	2.70

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Some areas have seen small reductions in scores since the previous year. Whilst these reductions are small, Senior Managers are exploring ways to restore staff satisfaction in these areas.

% Reduction between 2015 and 2014		2015	2014	2013	2012	2011
I know what is going on without relying on rumour	-1%	2.78	2.80	2.73	2.67	2.39
I get communication about change and I am asked for my views on the big decisions if they impact on me	-1%	2.72	2.74	2.65	2.69	2.44
I know what's expected of me in my job and how I contribute	-1%	3.43	3.45	3.35	3.39	3.39
Are you aware of the Dignity at Work Policy? (responding 'Yes')	-1%	91.3%	92.2%	93.2%	90.8%	NA
Are you aware of the support available for staff who feel that they are being bullied, harassed, victimised or discriminated against? (responding 'Yes')	-3%	90.9%	94.1%	94.1%	92.5%	NA

Although the level of staff being aware of policies and support available dipped slightly, however the level of staff who felt they have suffered harassment, bullying and/or victimisation and discrimination have also reduced.

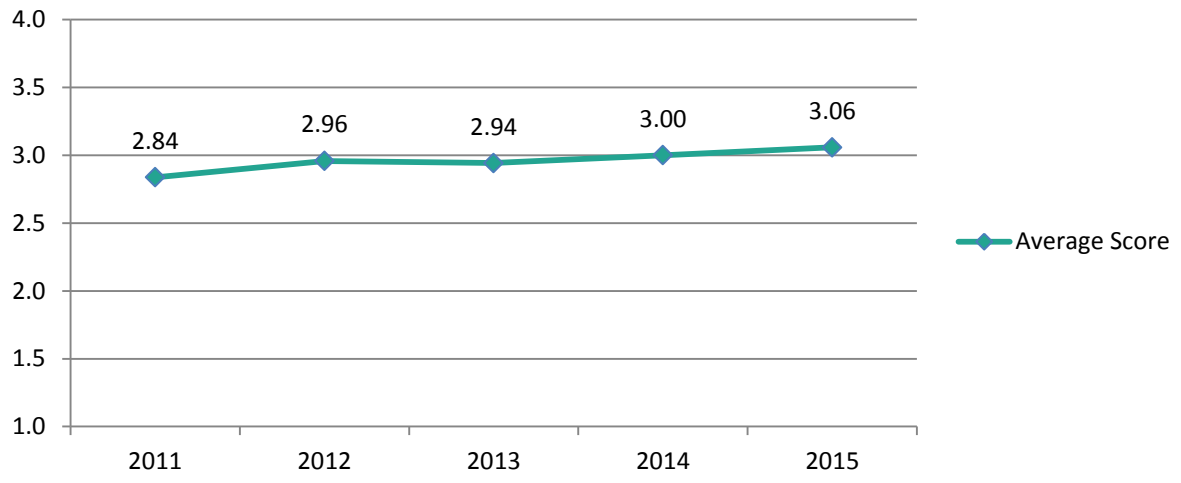
% Reduction between 2015 and 2014		2015	2014	2013	2012	2011
Have you suffered harassment, bullying and/or victimisation at work in the last 12 months?	-29.08%	10%	14.1%	14.1%	14.2%	14.7%
Do you feel that you have suffered discrimination at work in the last 12 months?	-29.55%	3.1%	4.4%	7.8%	7.98%	7.47%

Thirteen key questions asked consistently between 2011 and 2015 have been tracked by their collective average scores during that time.

The overall affect shown below shows an increased improvement trend each year apart from the average in 2013 with scores at their highest in 2015 at 3.06.

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Average Score



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13 questions asked since 2011:

1. The Council is a good employer.
2. I would recommend the Council as an employer to others.
3. I know where we're heading as a Council and understand the Corporate plan, our vision and priorities.
4. I am included in regular two-way communication about what's going on at the Council.
5. I know what is going on without relying on rumour.
6. I get communication about change and I am asked for my views on the big decisions if they impact on me.
7. I know what's expected of me in my job and how I contribute.
8. My health, wellbeing and work-life balance are considered important by the Council.
9. My health, wellbeing and work-life balance are considered important by my line manager.
10. I am proud to say I work here and speak highly of the Council to my friends.
11. Overall I feel that my total reward package (e.g. salary, pension, holiday, sick pay) is fair.
12. I am satisfied that I have the appropriate training to do my job.
13. I am praised when I have done a good job.

Each of the survey categories included several questions. A summary of the total average score for several of the survey categories between 2011 and 2015 is given below. All show an improvement in average score both between 2011 and 2015, and between 2014 and 2015.

Survey Categories	Average Score					
	DoT (since 2014)	2015	2014	2013	2012	2011
How do you feel about the Council?*	↑	3.28	3.18	3.12	3.05	2.98
Leadership and Direction	↑	2.98	2.94	2.87	2.89	2.77
Communication and Involvement	↑	2.83	2.82	2.74	2.75	2.53
Reward and Recognition	↑	2.95	2.91	2.85	2.88	2.85
Dignity at Work**	↑	92.3%	92.0%	91.4%	90.3%	NA

*One question omitted from analysis as asked first time in 2015.

**Reflects percentage of 'yes' response, i.e. respondents who said they were aware of the Dignity at Work Policy, had not been subject to bullying/harassment/victimisation, etc.

Some categories and questions from the Staff Survey have not been included in this summary. A complete analysis of the 2015 Staff Survey is published on the Council's Infonet at <http://infonet.harlow.gov.uk/infonet/staff-survey>