

AGENDA ITEM NO.5

Staff Committee

Date	12 November 2018
Title	Overview of Staff Survey

1. PURPOSE/SUMMARY

The purpose of this report is to provide the Staff Committee with an overview of the Council's most recent Staff Survey results.

2. KEY ISSUES

The Council developed its own bespoke Staff Survey questionnaire, which is undertaken every two years.

The most recent survey was completed in September 2018.

The results of this year's Staff Survey demonstrate that staff still feel valued and are committed to their work.

Some of the headline statistics include:

- 84% of staff are proud to work for Fenland District Council
- 93% of staff feel committed to their work here at Fenland District Council
- 87% are clear about what they are expected to achieve in their job
- 90% of staff feel they make a positive contribution to the success of the Council

3.RECOMMENDATION(S)

Staff Committee are requested to:

- Note the information contained within this report

Wards Affected	All
Forward Plan Reference No. (if applicable)	N/A

Portfolio Holder(s)	Cllr Anne Hay – Portfolio Holder for Finance
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Background Paper(s)	N/A

1.0 Introduction

The Staff Survey questionnaire was first developed by Fenland District Council in 2005. The first survey process was undertaken with the workforce later that year, and it has been repeated at regular intervals since.

The survey itself is bespoke, and asks a number of questions around the following themes:

- How people feel about working for Fenland District Council, which looks at how satisfied our staff are about working for Fenland District Council and local government.
- Contribution, which looks at how employees feel they make a contribution, how aware they are of the Council's priorities, their level of job satisfaction, and if they are clear on what they are expected to achieve in their role.
- Communication, which looks at employee satisfaction in terms of the level of communication employees receive, involvement in team talks and 121 meetings with their manager.
- Working Relationships, which looks at if our staff feel that they have a good relationship with their managers, how they are treated, and their opportunities to influence decision-making.
- Individual Development, which looks at how our staff viewed their annual appraisal discussion, their access to training opportunities, and if they have the opportunity to talk about their career and development aspirations with their manager.
- General areas, which looks at working environment, and if staff feel they have access to opportunities.

The most recent survey was completed in September 2018, and the initial results have now been collated.

2.0 Demographic information

In 2018, 175 employees completed the Staff Survey, which represents 46% of our employee headcount. This participation rate was a pleasing increase of 27% more than 2016.

The following provides a demographic breakdown of those members of staff who completed the survey:

- 67% of respondents worked full time; 33% part time
- 69% of respondents were female. 31% were male
- Main place of work for respondents:
 - 46% (81) - Fenland Hall
 - 18% (32) - The Base
 - 15% (27) - Leisure Centre
 - 10% (17) - One Stop Shop, Hub or Contact Centre
 - 7% (12) - The Port
 - 4% (6) - a Business Centre
- Duration of employment at FDC:
 - 23% (41) less than 2 years
 - 4% (8) between 2-5 years
 - 11% (19) between 5-10 years
 - 61% (107) over 10 years

- Response by team:
 - 28% (49) - Finance, Customer Services, HR/OD or ICT
 - 11% (20) – Governance, Legal, Audit, Communications or Planning
 - 46% (80) – Environment & Leisure, Housing, Community or Safety
 - 11% (19) – Business, Economy, Assets & Projects or Marine Services
 - 4% (7) – Management Team
- 21% (37) respondents said they worked in a shared or partnership service

3.0 Results

The results of this year's Staff Survey continue to be positive in the main, and demonstrate that staff still feel valued and are committed to their work.

Some of the headline statistics include:

- 84% of staff are proud to work for Fenland District Council.
- 93% of staff feel committed to their work here at Fenland District Council.
- 87% are clear about what they are expected to achieve in their job.
- 90% of staff feel they make a positive contribution to the success of the Council.

In terms of the specific themes, the results were as follows:

- There was an increase of 5% in satisfaction in how people feel about working for Fenland District Council and local government.
- There was an increase of 6% in satisfaction in terms of how our staff feel they contribute.
- There was an increase of 6% in satisfaction in how staff felt they were communicated to.
- There was an increase of 1% in satisfaction in how staff feel about their working relationships.
- There was a 5% decrease in satisfaction around individual development. The overall result was still high at 75% satisfaction, but this is obviously a theme that the Council is keen to identify areas for improvement.
- There was an increase of 1% in satisfaction in General areas.

4.0 Next Steps

The Council is keen to identify any areas for further development and improvement, but overall the results are very positive, and reflect how our workforce feels about working at Fenland.

The survey also asked staff to identify three things that they felt would improve the quality of life at Fenland District Council. We received an encouraging number of responses to this question with some themes from across the Council. These comments are currently being reviewed and a management action plan is currently developed to identify any further actions and improvements.