

Staff Survey Update

Background

A staff survey was distributed to all staff both electronically and in hard-copy format in August 2013. A total of 384 responses were received which equated to roughly one third of all the staff across both Bromsgrove District Council and Redditch Borough Council. The survey did not cover staff at Worcestershire Regulatory Services as they had recently undertaken a staff survey.

The purpose of the Staff Mood Survey was to capture a snap shot of how staff were feeling and dealing with the then levels of change; identify any particular issues and identify steps to address these. The aim was to use the survey to improve staff health and wellbeing and thereby increase employee engagement, motivation and performance. The survey was also to be used to identify areas for further exploration and identify where further, specific follow-up surveys could be carried out to get a better understanding of particular issues either corporately or within directorates and services.

A Working Group was established with staff from across the two organisations including a mixture of levels and office-based and non-office based roles. Four Key Themes were identified - Management, Communication, Working Environment and ICT. Sub-groups were set up to develop recommendations in January 2014. The subgroups reported back at the end of March 2014 and an Action Plan was established.

Since then work has been on-going to deliver the actions. Some have now been completed and others are in progress. Summary details can be found in Appendix 1.

It is intended that a further survey will be carried out in September 2015 using the same questions as the initial survey. This will allow a direct comparison between both sets of results to assess the success of the Action Plan.

APPENDIX 1

What	Who	Status / Completion
Increase visibility and get a better understanding of the issues faced by staff by walking the floor, attending Team Meetings on a regular basis and ensuring that suitable one-to-one meetings are held	Members of CMT	In place
Improve communication to staff particularly around ICT issues, the work done to rectify them and Helpdesk usage	Deb Poole / Mark Hanwell	In place
Ensure that non-office based staff get paper copies of the Oracle newsletter	Anne Marie Harley	In place
Improve mechanisms for collecting data on issues relating to the working environment so that they can be actioned / monitored	Amanda de Warr / John Homer / Helen Mole	In place
Remind staff of the support options available – Employee Assistance Programme, Occupational Health, Phone-a-Friend etc built into workshops and into discussions with managers	Lindsey Wood	In place
Implement healthy lifestyle pilot workshop for staff – carried out on 9 th January 2015 and well received by delegates	Lindsey Wood	Completed
Clarify the role of managers in a “transformed” organisation – session held at the Managers’ Forum in September 2014	Lindsey Wood	Completed
Familiarise staff with the Strategic Priorities by making them into screen savers	Mark Hanwell	Completed
Make it easier for staff to find contact details for other members of staff via the Orb / Staff Finder	Mark Hanwell	Completed
Make the policy compliance process more user friendly by presenting staff with summaries of policies via NETconsent and not full policies	Lindsey Wood / Mark Hanwell	28 th February 2015
Ensure that staff are kept up-to-date on changes / developments via Staff Briefings and other methods of communication – reviewing approaches to ensure that they deliver what staff need. Next round of Staff Briefings arranged for late January / February 2014	Kevin Dicks / Anne Marie Harley	28 th February 2015
Increase the focus on staff wellbeing – initial programme of training for managers is in place which covers Mental Health awareness, mentoring skills and IOSH Managing Safely, and Wellbeing and Developing Personal Resilience for staff	Lindsey Wood / Laura Kerrigan	31 st March 2015

What	Who	Status / Completion
Ensure staff have the skills they need to be able to deliver purpose / develop for the future – skills matrix developed and being tested with a view to being used to identify skills and development needs	Lindsey Wood	31 st March 2015
Establish an Equalities Training Plan – Plan in place for the remainder of 2014/15 and new one being developed for 2015/16	Becky Dunne	31 st March 2015
Re-establish an induction process for both authorities – outline developed and content being developed. Approach to be piloted in March 2015	Lindsey Wood	31 st March 2015
Improve the working environment where needed (subject to budget availability) and provide showers / a more suitable staff rest room at the Town Hall	Amanda de Warr / John Homer / Sharon Sharpe	Ongoing (Showers – in place)
Move towards having single systems across both authorities eg Finance, Procurement, HR etc	Mark Hanwell	Ongoing
Review Key Behaviours in a Customer Driven Organisation – superseded. Now looking at establishing Strategic Principles and underpinning practices and behaviours. These will incorporate the Key Behaviours	Kevin Dicks / Deb Poole	Ongoing
Provide clear guidance on the organisations' approach to performance management – a pilot currently under way using a new transformational approach in Planning and Business Transformation. This will be extended to a further Service area shortly	Deb Poole	Ongoing