

Overview & Scrutiny

10th February 2020

Staff Survey Update

Member Briefing

At the Overview and Scrutiny meeting 8th July Member requested an update in respect of the ongoing work and the planned approach for the delivery of the next staff survey.

It was initially the intention that the Staff Survey be conducted at the end of 2019 early 2020, however it was decided to change this date to Summer 2020 to accommodate the introduction of the wider corporate culture change programme.

The culture change programme has involved an in-depth review of the Council vision and principles and the subsequent development of a suite of management tools, referred to as the manager's toolbox, to help to assist managers and employees in the development and delivery of cultural change across the Council.

Toward the end of last year, a number of staff briefings were undertaken to share and launch all of the elements of the culture change programme. The briefings introduced the managers toolbox and explained how all of the 'tools' worked together, from the Council Vision through to employee appraisals, one to one meetings, skills matrix, team meetings and the manager role profile. Please see Appendix 1.

The graphic in appendix one shows how data obtained through the staff survey is one method as part of a wider suite of data that is used to develop a more holistic approach to culture and employee engagement.

Another data set we will use will be a Corporate Stress Audit which is currently in development stages with a view to conducting before Easter.

It is important that when undertaking any engagement work with staff that a sufficient amount of time is given to embed any changes and to use a variety of mechanisms to obtain feedback.

For the reason outlined above it had been agreed that the Staff Survey will be conducted in Summer 2020.

It is currently the intention that when the survey is launched again in the summer that we will use again the bespoke methodology The Employment Deal Diagnostic (TEDD). TEDD defines the diagnostic tool as:

The key areas within the survey used to assess both employer and employee contributions are in the eyes of the workforce are:

- The Balance of the Deal – how they view their contribution in the workplace against what the organisation offers them;
- Conversational Practice – the perceived quality of discussions within the workplace and how this is balanced out by workplace tensions and job pressures;

- Perceived Personality of the Organisation – how staff experience the organisation as a “personality”.

As it is a bespoke methodology there is little room to modify the questions however, we will of course ensure that question are tweaked where possible to ensure they are reflective and appropriate for the council.

The survey results once received will be shared with the Corporate Management Team and Members in the usual manner.