

Overview & Scrutiny

18th October 2021

Introduction

This paper provides an update in respect the planned approach for the next corporate staff survey.

It was originally the intention for the Staff Survey to be undertaken in the Summer of 2020, however, due to the Covid 19 pandemic and the associated additional work being undertaken across the organisation in respect of other surveys to employees, the timing of the staff survey was delayed.

As a result of the changes in working practices brought about by the pandemic, including closing some of our buildings to staff, working remotely and the extended use of technology, the decision was taken to carry out a number of smaller surveys to gauge the employee experience during these unprecedented times. Specifically, surveys have been undertaken to explore the effectiveness of communications during this time and another focusing on working arrangements, the surveys were referenced in the last report to O&S.

Staff Survey

The next full Staff Survey will take place over the last week in November 2021 and the first week in December. This will be preceded by a three-week communication campaign launched in the Chief Executive's November Team Brief and aimed at increasing response rates.

We are engaging with the same provider previously used to undertake the staff survey. The provider was previously engaged following a workforce project conducted by the Local Government Association. The Councils will be using Martin Reddington Associates (MRA). This company is an expert in the field of employee engagement using a bespoke methodology referred to as The Employment Deal Diagnostic (TEDD). The TEDD[®] tool has now been enhanced by Culture FITT[®] - effectively developing a new 'lenses' on the data to show different organisational climates.

Martin Reddington Associates (MRA) will be conducting the survey on our behalf through the Local Government Association. As far as possible staff will be encouraged to complete the survey on-line either via a PC, laptop or smart phone. Only where this is not possible will paper copies of the survey be issued. Our experience has shown that response rates with paper surveys are much lower than for the on-line version and generally are more expensive to use.

The questions used in the main body of survey will be the same as those asked in the previous staff survey. However, since this last survey was undertaken, MRA have further developed their analytic tools to enable them to map responses against stated organisational values. This allows them to report on how aligned actual behaviours are to these values. Although the format of the reports will be different MRA have reassured us

that we will still be able to compare the results of the two surveys, something we are keen to be able to do.

The provider produces the survey using their bespoke methodology. Whilst there is limited opportunity to modify the questions too much, it is possible to add a small number of questions to the survey to ensure there is some organisation specific focus. However, it is essential that the majority of the questions are replicated from the first survey to enable like for like comparison as much as possible. Therefore, additional questions will be developed in conjunction with CMT.

The provider will analyse and interprets the data, providing reports by service area and supporting the organisation in interpreting the findings. The initial corporate results will be made available to CMT before the Christmas break and the full analysis will follow early in the New Year.