



Democratic and Member Support

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PLACE AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE BUDGET SCRUTINY – SUPPLEMENT PACK

Thursday 26 January 2017

3.00 pm

Council House, Plymouth

Members:

Councillor Bowie, Chair

Councillor Ball, Vice Chair

Councillors Carson, Churchill, Sam Davey, Fletcher, Fry, Mavin, Morris, Penberthy and Storer.

Please find attached additional information relating to agenda item 4e. for your consideration.

Members are invited to attend the above meeting to consider the items of business overleaf.

Tracey Lee

Chief Executive

Place and Corporate Overview and Scrutiny Committee

Agenda

4e. Supporting Information: Staff Survey

(Pages 1 - 6)

PLYMOUTH CITY COUNCIL

Subject:	Staff Survey “The View from You”
Committee:	Place and Corporate Overview and Scrutiny Panel
Date:	25 and 26 January 2017
Cabinet Member:	Councillor Riley
CMT Member:	Lesa Annear (Director for Transformation and Change)
Author:	Dawn Aunger (Assistant Director of Human Resources and Organisational Development and Interim Head of Transformation Portfolio)
Contact details	Tel: 01752 307746 email: dawn.aunger@plymouth.gov.uk
Ref:	Staff Survey Scrutiny Report v3
Key Decision:	No
Part:	I

Purpose of the report:

Every year since 2010 we have run a staff survey to ask employees their views on working for the Council. During November and December 2016, employees were asked to respond anonymously to an online questionnaire.

This report shares the high level results from the survey.

The Corporate Plan 2016 - 19:

In order that Plymouth City Council can lead in achieving its vision of a Pioneering, Growing, Caring and Confident city, we need a ‘motivated, skilled and engaged workforce’. Our People Strategy is our high level medium term plan for how we will ensure we achieve that aim by focussing on three workforce themes: Talent, Leadership and Culture (TLC).

The staff survey helps us measure our progress towards a motivated, skilled and engaged workforce through our plans as outlined in the People Strategy. It highlights areas of success and good practice, as well as where we need to focus on improving. It therefore both informs and measures the progress of the People Strategy on an ongoing basis.

**Implications for Medium Term Financial Plan and Resource Implications:
Including finance, human, IT and land:**

HR and OD manage and run the staff survey and produce the results.

Following the publication of results, leaders and managers across the Council will be discussing the results with their departments and teams. These discussions then enable managers and employees to identify potential improvements and put action plans in place.

Other council-wide interventions for improvement will be led by HR and OD.

Other Implications: e.g. Child Poverty, Community Safety, Health and Safety and Risk Management:

Equality and Diversity

Has an Equality Impact Assessment been undertaken? No, although the equalities questions and data collected through the Staff Survey is reviewed as part of the data analysis and informs the Council's work in this area.

Recommendations and Reasons for recommended action:

Awareness of the results of the staff survey and support its role in working towards a motivated, skilled and engaged workforce.

Alternative options considered and rejected:

N/A

Published work / information:

N/A

Background papers:

N/A

Title	Part I	Part II	Exemption Paragraph Number						
			1	2	3	4	5	6	7

Sign off:

Fin		Leg		Mon Off		HR	X	Assets		IT		Strat Proc	
Originating SMT Member: Dawn Auger													
Has the Cabinet Member(s) agreed the contents of the report? Yes													

THE VIEW FROM YOU - STAFF SURVEY 2016

Human Resources and Organisational Development



1. INTRODUCTION

Every year since 2010 we have run a staff survey to ask employees their views on working for the Council. During November and December 2016, employees were asked to respond anonymously to an online questionnaire with 36 questions across 9 categories.

2. REPORT HEADLINES

The initial analysis of the 2016 staff survey shows that, overall, the Council is showing a similar picture to last year.

The employee engagement level (the commitment and enthusiasm employees have for their work) has been maintained at 64%, its highest level since we launched the survey in 2010.

This is despite 2016 having been a challenging year for the Council's workforce, with the transformation of services in many areas and reductions in the size of our workforce.

54% of the Council's workforce took the opportunity to have their say, a slight drop from last year's 60% response rate but still significantly higher than in previous years.

As can be seen in section 3 below, our workforce remain committed to work hard with their teams and our partners to do the best they can to deliver the Council's goals, significantly more so than other comparator Councils. There have been improvements this year in perceptions of senior management, the availability of training and development, and the way we manage change.

However there are areas to focus on this coming year too. Career opportunities in the council was our overall lowest scoring question. Morale in teams has increased slightly but remains low. Perceptions of senior management are improving, but they remain low. Our research found that careers, morale and senior management are all consistently low scoring in councils, however in these particular areas our results are lower than other councils that we compared ourselves with.

This year we are launching our People Strategy. This defines our approach to developing a motivated, skilled and engaged workforce, through themes of Talent, Leadership and Culture. This will ensure that at a Council-wide level we address the areas of concern raised in the survey and build on improvements and areas of good practice.

In addition, as in previous years, over the coming weeks and months Assistant Directors will lead conversations with their teams about what the department level results mean, and what can be done to improve things.

3. 2016 COUNCIL RESULTS

EMPLOYEE ENGAGEMENT SCORE: **64** (same as 2015, increase of 3 points from 2014)

3.1 SUMMARY RESULTS (scores out of 100):

Category	Plymouth City Council Results	Change Since 2015	Comparison to Other Councils
My Job	66	-2	-1
My Career	47	0	-10
My Employer, the Council	56	-1	1
My Team	64	1	3
My Line Manager	68	-1	-2
Senior Managers (Directors and Assistant Directors)	37	3	-12
The Council	73	-1	2
Equality and Diversity	73	-2	-1
Communications	58	n/a	n/a

3.2 HIGHS AND LOWS

Three highest scoring questions:

I support the Council to achieve its goals.	86
Working in this job makes me want to do the best work I can.	83
My team works with other departments and partners to deliver better services	81

Three lowest scoring questions:

I have career opportunities in the Council.	34
Morale is high in my team.	35
Our senior managers (Directors and Assistant Directors) lead by example.	37

Three biggest increases since 2015 survey:

There are enough opportunities for training and development.	Increase of 7 (now 48)
I have the opportunity to contribute my views before changes are made which affect my job.	Increase of 6 (now 48)
I am satisfied with my total benefit package.	Increase of 5 (now 60)

Three biggest decreases since 2015 survey:

My appraisal helped me to understand what my strengths and development areas are.	Decrease of 5 (now 57)
I feel my pay is fair.	Decrease of 4 (now 51)
I feel valued for the work I do.	Decrease of 4 (now 55)

Best and worst comparison to other councils:

I feel a strong sense of belonging in my team.	18 better than other councils
Our senior managers (Directors and Assistant Directors) lead by example.	14 worse than other councils

4. 2016 DIRECTORATE RESULTS

	Executive Office	ODPH	People	Place	Transformation & Change
RESPONSE RATE	65%	77%	41%	50%	72%
ENGAGEMENT	54	59	66	63	65

Survey Category	Executive Office	ODPH	People	Place	Transformation & Change
My Job	49	65	70	63	65
My Career	26	42	47	47	48
My Employer, the Council	48	51	59	58	57
My Team	50	60	67	63	63
My Line Manager	53	71	70	60	71
Senior Managers	31	39	41	45	31
The Council	71	70	75	73	71
Equality and Diversity	56	71	74	73	75
Communications	59	59	59	60	56

(High scores of 70% positive or more are highlighted green, low scores of 50% positive or less are highlighted red. Scores are out of 100.)

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