



The Staff Engagement Survey: overall report

August 2022

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THE
BIG
LISTEN



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Background and methodology



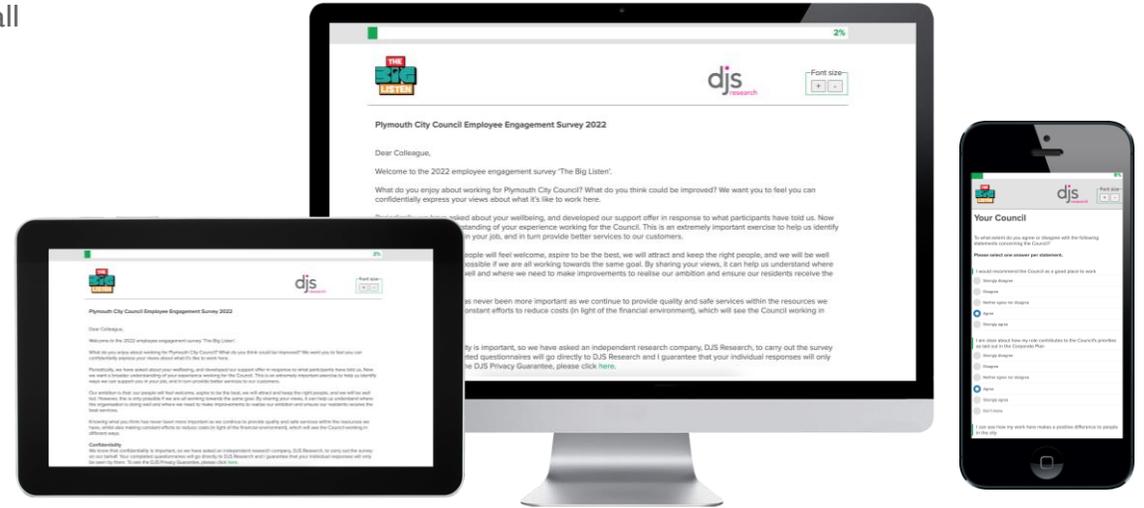
Background and methodology

The Big Listen, Plymouth City Council's employee engagement survey, was made available to all employees of the council using a mixed method approach:

- Online survey emailed to work accounts for employees with a work email address.
- Paper copies posted to employees without email, mainly frontline workers, with optional QR code.

The survey was open between 6 June and 22 July 2022.

1,252 of 2,463 potential respondents took part, which represents a 51% response rate.



Benchmarks

Where available and applicable, the data collected in 2022 is compared to:

- The identical data collected via the Staff survey carried out in 2018. A total of 26 of the 93 questions could be tracked. It is worth noting that there has been significant changes during this period – dealing with the pandemic and its impact, structural changes, tragedies to Plymouth City, cost of living and inflation.
- A Local Authority benchmark made up of seven authorities (a mix of types, including London Boroughs, County Councils and City Councils).



A guide to this report

Rounding

Results are presented as whole numbers for ease of reading and interpretation. Rounding is performed at the last stage of calculation for maximum accuracy. Therefore, where results are presented as % positive, % neutral or % negative, there may be instances where the results do not total 100%. The differences should never vary by +/-1% point.

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Total
%	24.63%	27.08%	28.71%	15.66%	3.92%	100%
Rounded %	25%	27%	29%	16%	4%	101%

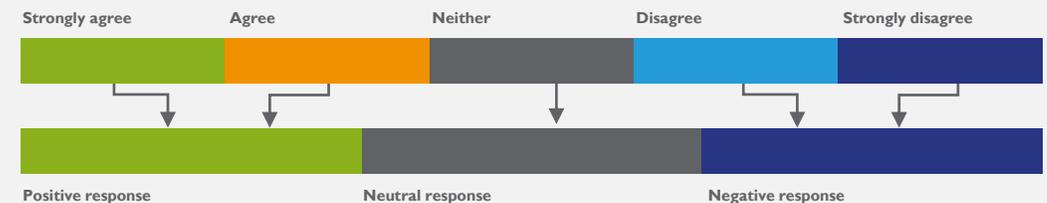
There may also be rounding differences of +/-1% when the variances are shown.

Anonymity

It is DJS Research's practice not to present the results of groups to the extent where the anonymity of individuals may be compromised. Results for teams or demographic groups with **fewer than 10 responses** will not be presented in the reports. However, their data will still contribute to the scores for their group and the organisation overall.

% positive

Where results are shown as positive percentages (% positive), these are calculated by adding together positive responses ("strongly agree + agree") and dividing by the number of respondents who answered the question.



Headline findings



The Big Listen 2022: headline findings

Response rate: 51%

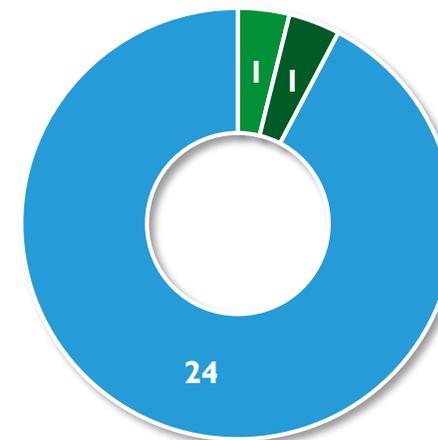
No. of responses: 1,252 of 2,449

Employee Engagement Index Score: 71%

Questions scoring most positively in comparison to 2018*	% positive	Variance to 2018 (% point)
I am satisfied with my working environment	73%	+5
I have the tools/equipment I need to do my job effectively	78%	+1

*The previous full staff survey was conducted in 2018, hence the results are presented in this report for comparison purposes.

Variance to Staff survey 2018

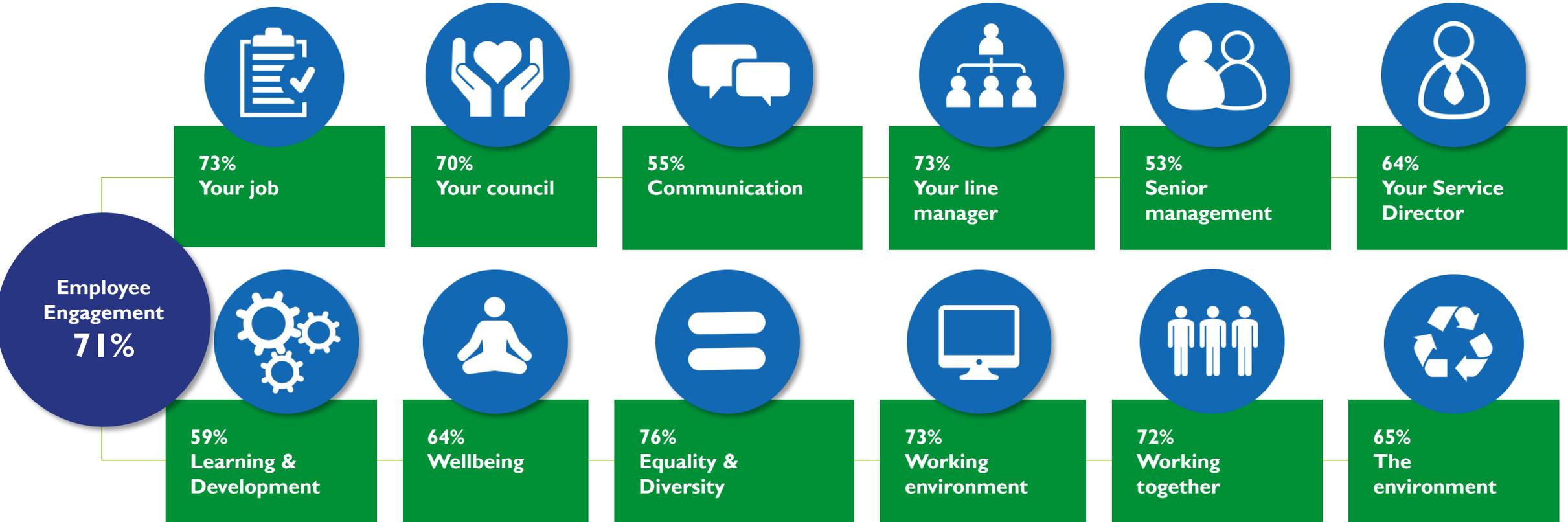


- Number of questions at least 5% points greater than 2018
- Number of questions in line with 2018
- Number of questions at least 5% points less than 2018

Questions scoring least positively in comparison to 2018	% positive	Variance to 2018 (% point)
I am kept well informed about the council's plans and progress	46%	-29
I have the opportunity to contribute my views before decisions are made that affect me	38%	-26
I am clear about how my role contributes to the council's priorities as laid out in the Corporate Plan	68%	-23
My team uses customer/client feedback to improve our service	59%	-23
The council is effective at communicating with employees	49%	-22

The Big Listen Employee Engagement Survey 2022

Theme scores



Note: The scores are calculated by applying a weighting to each response on the 5-point agreement scale (strongly agree=100, agree=75, neither=50, disagree=25, strongly disagree=0). This approach means that a score of 100 is equivalent to all respondents saying strongly agree to all questions in that theme, while a score of 0 is equivalent to all respondents saying strongly disagree to all questions.

The Big Listen 2022: questions with the strongest responses

The large majority of staff state they support colleagues not to take risks and can do their job safely. However, close to two in five do not think change is managed well across the council.

Highest positive scoring questions 	% positive (e.g. Net agree)
I support my colleagues not to take risks with their health, safety and wellbeing at work	92%
I am clear what my duties and responsibilities are	87%
I am always able to do my job safely	85%
I get help and support I need from my colleagues	83%
I am treated with fairness, respect and without discrimination	82%

Strengths: what are colleagues most positive about?

Highest negative scoring questions 	% negative (e.g. Net disagree)
I feel change is managed well across the council	23%
I have the opportunity to contribute my views before decisions are made that affect me	33%
I have the opportunity to progress my career in the council	40%
I believe action will be taken on the results of this survey	33%
My work does not impact negatively on my mental health	30%

Areas of concern: what are colleagues most negative about?

The Big Listen 2022: external benchmarking (Local Authorities)

While PCC staff are more likely to say they have the tools and equipment to do their job well, they are less likely to feel well informed of the council's plans and progress or to feel senior managers provide effective leadership.

Where the council compares most **positively**

Questions higher than benchmark		% positive	Variance (% point)
I have the tools/equipment I need to do my job effectively		78%	+12
I am clear what my duties and responsibilities are		87%	+3
I am treated with fairness, respect and without discrimination		82%	+3

Where the council compares most **negatively**

Questions lower than benchmark		% positive	Variance (% point)
Senior management provide effective leadership		34%	-17
I am kept well informed about the council's plans and progress		46%	-13
I feel change is managed well across the council		23%	-11
I believe action will be taken on the results of this survey		31%	-10
I get the training or development I need to do my job well		53%	-8

Base: all respondents. The benchmark figures are made up of a sample of c.10,000 employees from across the local government sector. It is important to recognise that these are a mix of authorities, including London Boroughs, County Councils and City Councils. These are identical questions across seven Local Authorities.

+x At least 5% points greater than comparator

-x At least 5% points less than comparator

Executive summary



Executive summary

Setting the scene

1

Over half (51%) of Plymouth City Council's workforce participated in the 2022 'The Big Listen' staff survey.

With 1,252 responses, the staff survey results provide a robust measure of the workforce's perceptions of where the council is performing well and where it could improve. It is particularly encouraging to see a high response rate among those provided with a paper copy of the survey.

When considering these findings, it must be done so within the context of:

- The global pandemic and its impacts on individuals, communities, businesses and public sector organisations.
- Budgetary constraints within the public sector.
- Dealing with the tragedies in Plymouth.
- The challenges of cost of living and inflation.
- Limited benchmarking available from other local authorities due to timing (before or during pandemic). This survey was undertaken post COVID.
- Structural changes since 2018.

Positive Insights

2

In 2022, the level of engagement is 71%, which is encouraging taking into account the backdrop outlined to the left. It also scores 2% points above the local authority benchmark. Two thirds of staff feel proud to work for the council, and almost seven in ten agree the council is a good employer.

Satisfaction with the working environment is where the largest improvement has been made. Staff do support their colleagues not to take risks with their health, safety and wellbeing at work (the highest positive scoring question in 2022 at 92%). They are clear what their duties and responsibilities are (87% agreeing to this). This contributes to making them satisfied with their working environment (73% agree) which is the strongest improvement this year compared to 2018 (+5% points).

Almost two thirds (65%) say they get the development or training they need to do their job safely, and 81% know where to access support to manage their wellbeing should they need it.

It is also encouraging to note that 82% of staff feel treated with fairness, respect and without discrimination – a score that exceeds the local authority benchmark.

Areas to explore

3

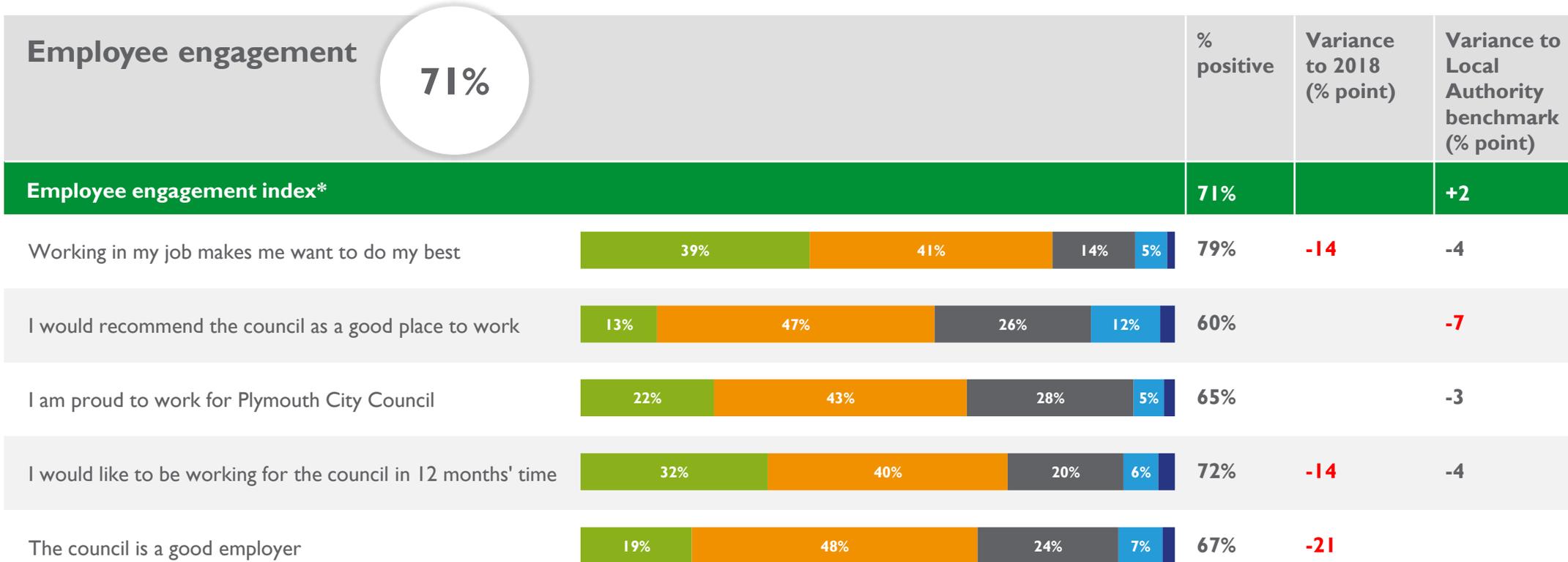
There are areas where the council can improve, particularly with regards to vertical and horizontal communication (less than half of respondents (46%) agree that they are kept well informed about the council's plans and progress, and an almost equal proportion (49%) feel that the council is effective at communicating with employees).

Communication is an area for attention for staff in 2022. All questions but one (I am clear what is expected of me at work) in this section see an agreement score below 50%. Change management is singled out by respondents, amongst whom only 23% agree it is done well. Together with 34% of staff respectively saying that senior management provide a clear vision for the future of the council and provide effective leadership, the fact that only 44% think that work does not impact negatively on their mental health, can have an impact on their overall motivation. 12

Employee engagement



Employee engagement



*The employee engagement index is calculated by applying a weighting to each response on the 5-point agreement scale. This approach means that a score of 100% is equivalent to all respondents saying strongly agree to the five questions in the above table, while a score of 0% is equivalent to all respondents saying strongly disagree to all five questions.

● Strongly agree
 ● Agree
 ● Neither
 ● Disagree
 ● Strongly disagree

+x At least 5% points greater than comparator

-x At least 5% points less than comparator

Base: all respondents excluding Don't Know.

Employee engagement: variations by sub-group (1 of 2)

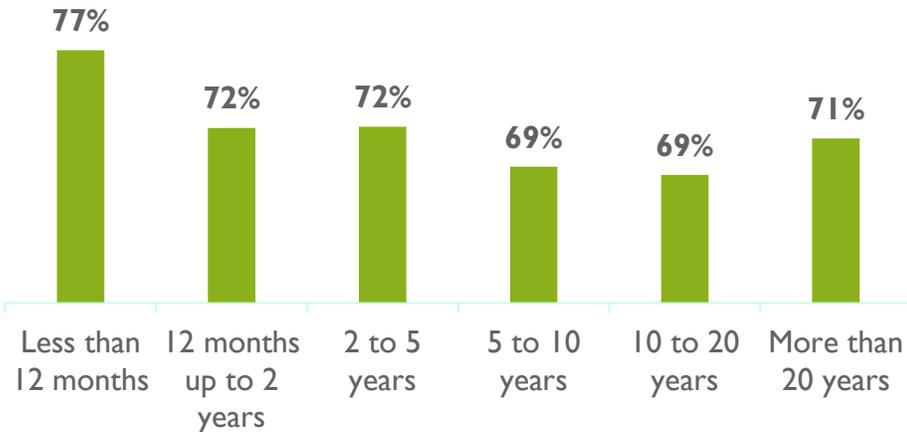
By Directorate



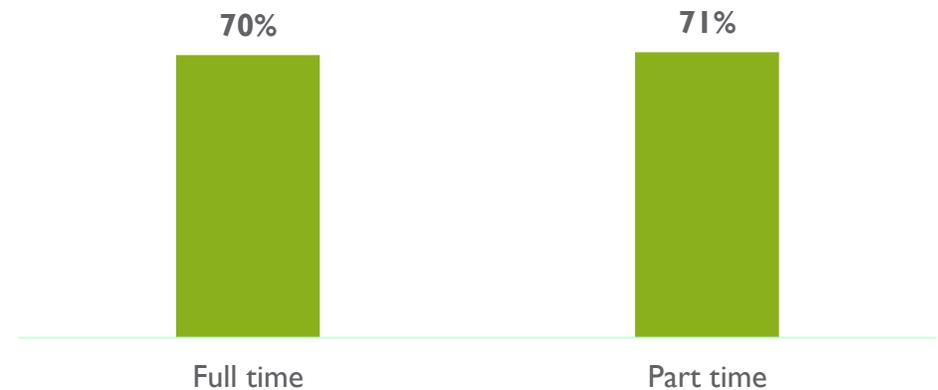
By job type



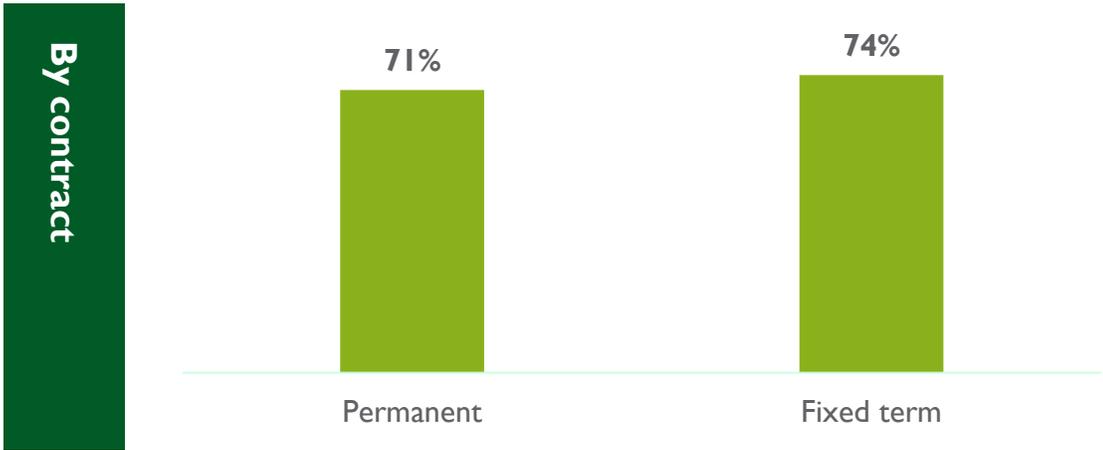
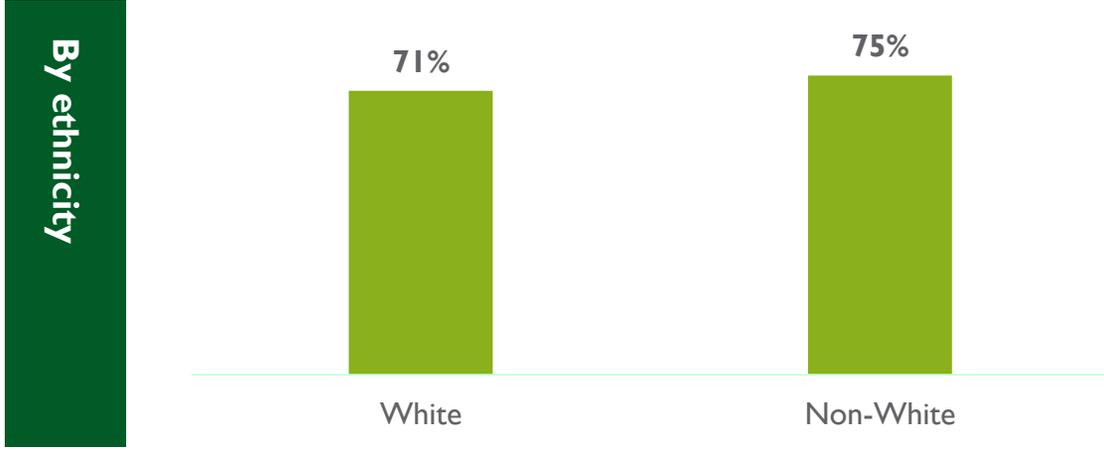
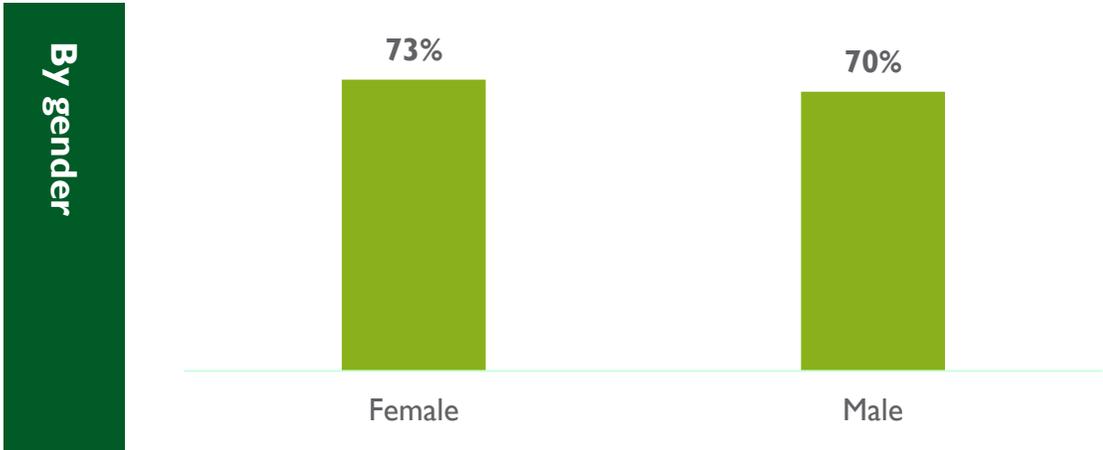
By length of service



By hours worked



Employee engagement: variations by sub-group (2 of 2)



Base: all respondents.

The employee engagement score improves markedly among employees who...

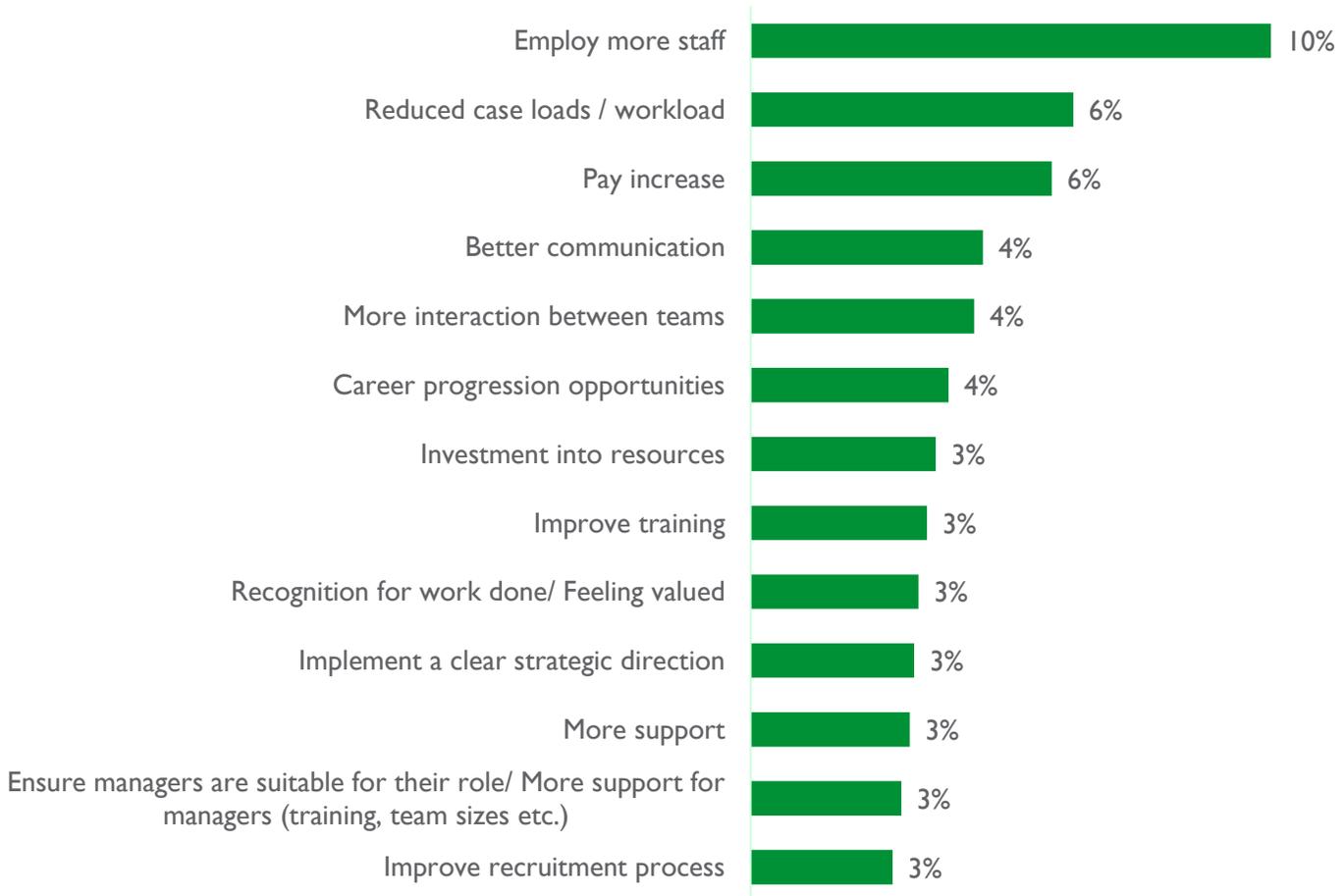


Base: all respondents.. The figures show the employee engagement score (e.g. where employees feel that change is managed well across the council, their engagement score is 85% compared to the average of 71%).

Open text comment themes



What one thing would you change at the council that would have a positive impact on your role?



Verbatims

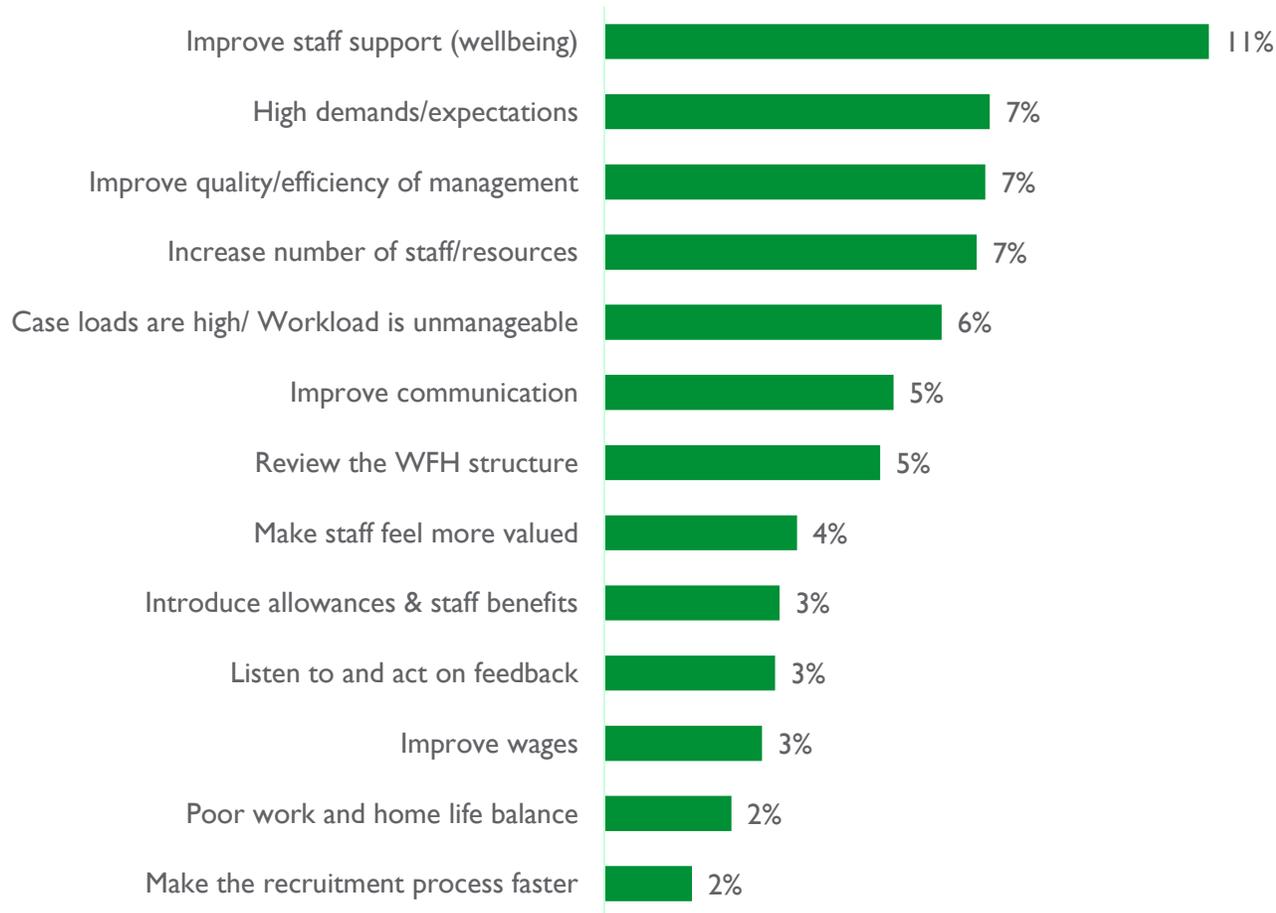
“More staff added back into our dept as myself and others are having to take on more responsibilities where others have left which is having a negative impact on my mental health.”

“Workload - often the amount of work makes it impossible to do the job in contracted hours which means there are times when work-life balance becomes challenging.”

“Pay rise in line with inflation after not having an adequate pay rise in a number of years.”

Note: only showing responses of 3% and above. 15% Other, 41% Don't know.

Comments or suggestions about how the council could better support you with your health, safety and wellbeing



Verbatims

“There is a lot of work-related stresses within my service which has occasioned a number of sick leave and staff leaving.”

“The main issue is around capacity; the work cannot be done within 37 hours per week and additional tasks are frequently requested even though there is an awareness that all team members are over recommended caseload.”

“Compulsory regular 6 monthly training for managers on well being and better in-depth understanding on mental health and the outcomes of demands. As well as management training on methods of working and understanding teams.”

Note: 9% Other, 67% No comments to add.

All questions breakdown



Your job (1 of 2): variances (% point)



● Strongly agree
 ● Agree
 ● Neither
 ● Disagree
 ● Strongly disagree
 +x At least 5 points greater than 2018
 -x At least 5 points less than 2018

Base: all respondents, excluding don't know.

Your job (2 of 2): sub-group variations

Staff more likely to feel valued for the work they do (58% positive overall)

- Staff from a mixed ethnic origin (92%)
- Operational (91%) and Strategic (88%) Leaders
- Staff who believe action will be taken on the results (85%)
- Staff who feel change is managed well across the council (85%)

- Staff who disagree that their line manager/supervisor cares about their health and wellbeing (9%)
- Staff who disagree that their line manager/supervisor encourages them to put forward their ideas and opinions (10%)
- Staff who work outside (41%)
- Frontline workers (46%)

Staff less likely to feel valued for the work they do

Your council (1 of 2): variances (% point)

Your council	70%				% positive	Variance to 2018 (% point)	Variance to Local Authority benchmark (% point)
Your council index					70%		
I would recommend the council as a good place to work	13%	47%	26%	12%	60%	-7	
I am clear about how my role contributes to the council's priorities as laid out in the Corporate Plan*	17%	50%	21%	10%	68%	-23	0
I can see how my work here makes a positive difference to people in the city	29%	49%	15%	5%	78%	-14	
I am proud to work for Plymouth City Council	22%	43%	28%	5%	65%		-3
I would like to be working for the council in 12 months' time	32%	40%	20%	6%	72%	-14	-4
The council is a good employer	19%	48%	24%	7%	67%	-21	

● Strongly agree
 ● Agree
 ● Neither
 ● Disagree
 ● Strongly disagree

+x At least 5 points greater than 2018

-x At least 5 points less than 2018

Base: all respondents. *All respondents, excluding don't know.

Your council (2 of 2): sub-group variations

Staff more likely to agree that the council is a good employer (67% positive overall)

Staff who feel change is managed well across the council (96%)

Staff who believe Senior Management provide effective leadership (91%)

Staff in Operations and Development (ODPH) (91%)

Operational Leaders (91%)

Staff who disagree that health and wellbeing is taken seriously by the council (22%)

Staff who cannot see how their work here makes a positive difference to people in the city (23%)

Social workers (45%)

Technical managers (57%)

Staff less likely to agree that the council is a good employer

Communication (1 of 3): variances (% point)

Communication		% positive	Variance to 2018 (% point)	Variance to Local Authority benchmark (% point)
	55%			
Communication index		55%		
The council is effective at communicating with employees		49%	-22	
I am kept well informed about the council's plans and progress		46%	-29	-13
I have the opportunity to contribute my views before decisions are made that affect me		38%	-26	
I am clear what is expected of me at work		80%		-4
The reasons behind decisions are well explained to me		37%		
I feel change is managed well across the council		23%		-11

● Strongly agree
 ● Agree
 ● Neither
 ● Disagree
 ● Strongly disagree

+x At least 5 points greater than 2018

-x At least 5 points less than 2018

Base: all respondents.

Communication (2 of 3): sub-group variations

Staff more likely to feel change is managed well across the council (23% positive overall)

Staff who have the opportunity to contribute their views before decisions are made that affect them (49%)

Staff who agree that Senior management provide a clear vision for the future of the council / provide effective leadership (48%)

Operational Leaders (45%)

Staff who get the development or training they need to do their job well (35%)

Staff who disagree that the council is effective at communicating with employees (1%)

Staff who disagree that the reasons behind decisions are well explained to them (2%)

Staff who do not know where to access support to manage their wellbeing should they need it (3%)

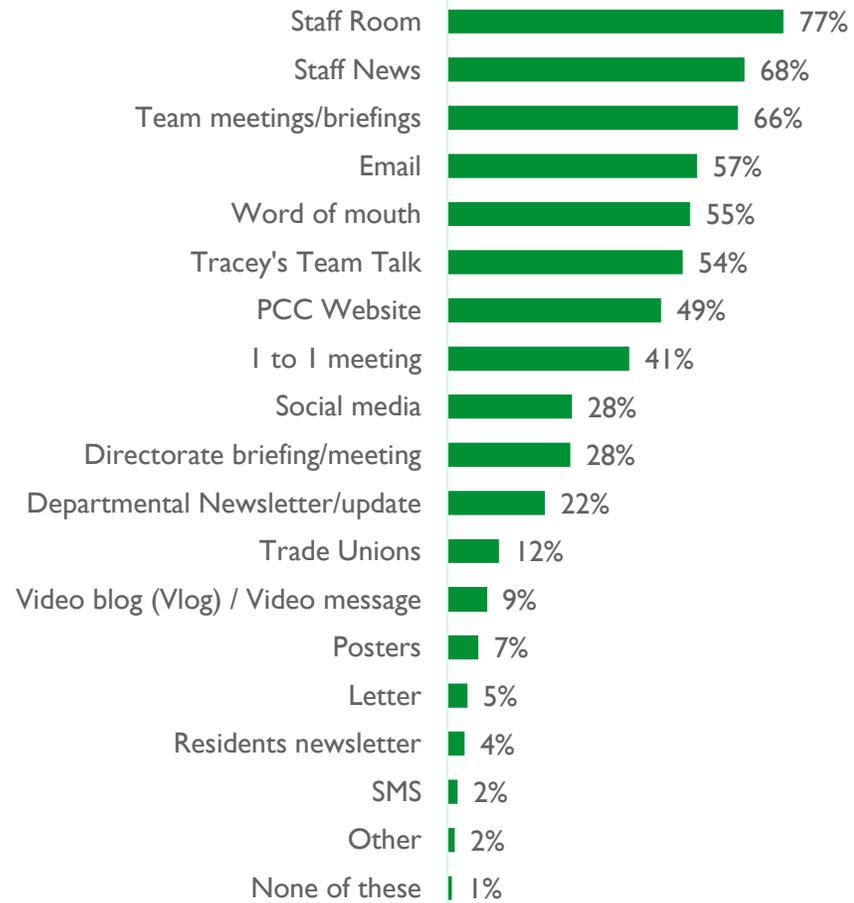
Staff who have a review of their performance with their manager less than yearly/never (5%)

Staff less likely to feel change is managed well across the council

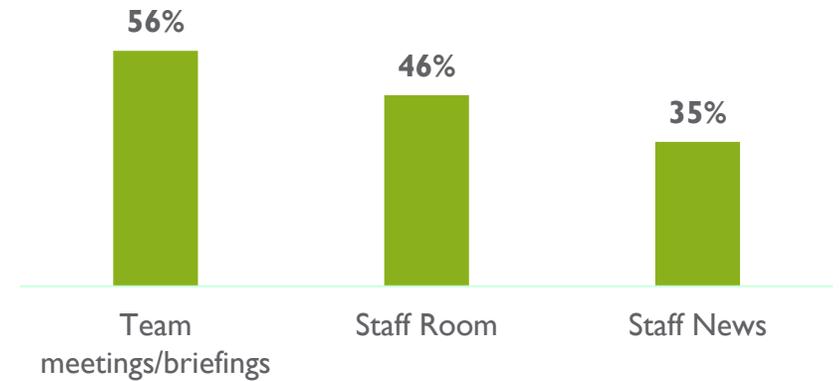
Communication (3 of 3):

methods to find out what is going on across the council

Currently used



Top three preferred methods



Your line manager/supervisor (1 of 3): variances (% point)

Your line manager/supervisor		% positive	Variance to 2018 (% point)	Variance to Local Authority benchmark (% point)
	73%			
Your line manager/supervisor index		73%		
My line manager/supervisor gives me regular constructive feedback on my performance		67%	-13	-1
I can rely on my line manager/supervisor to help with a work problem		77%		
I can talk to my line manager/supervisor about something that has upset or annoyed me about work		81%		
I am supported through emotionally demanding work by my line manager/supervisor*		68%		
My line manager/supervisor leads by example		69%	-15	-3

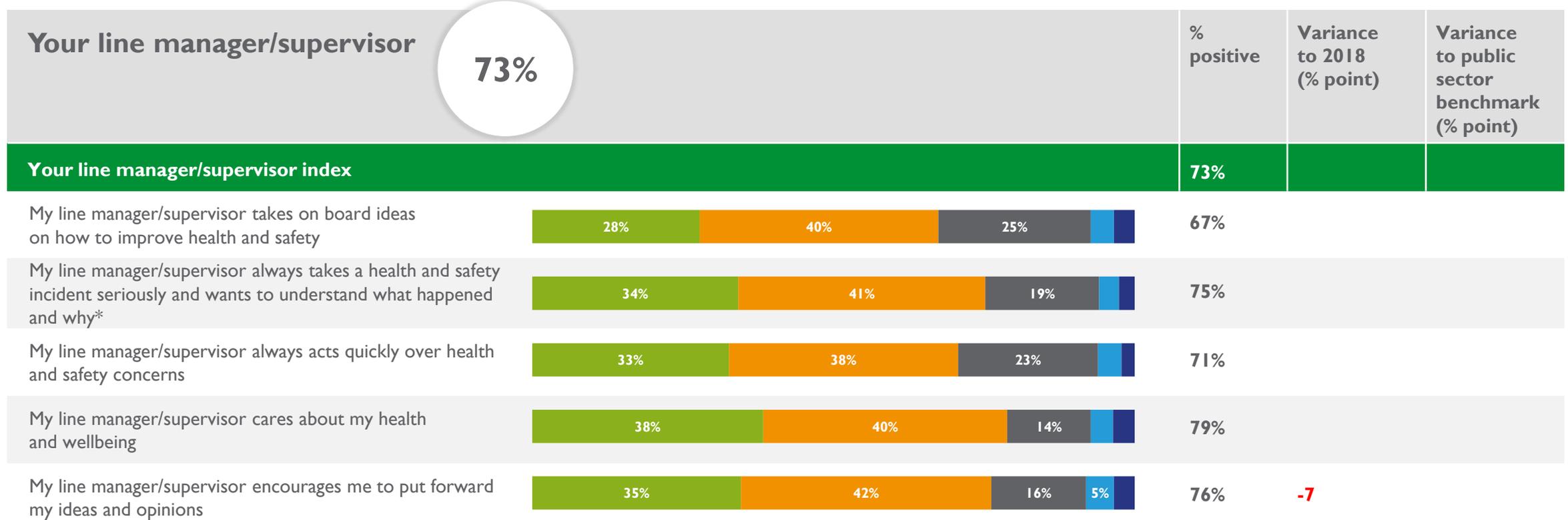
● Strongly agree
 ● Agree
 ● Neither
 ● Disagree
 ● Strongly disagree

+x At least 5% points greater than 2018

-x At least 5% points less than 2018

Base: all respondents. * All respondents, excluding not applicable.

Your line manager/supervisor (2 of 3): variances (% point)



● Strongly agree
 ● Agree
 ● Neither
 ● Disagree
 ● Strongly disagree

+x At least 5% points greater than 2018

-x At least 5% points less than 2018

Base: all respondents. * All respondents, excluding not applicable.

Your line manager/supervisor (3 of 3): sub-group variations

Staff more likely to feel their line manager/supervisor leads by example (69% positive overall)

Staff who are supported through emotionally demanding work by their line manager/supervisor (90%)

Staff who agree that their line manager/supervisor gives them regular constructive feedback on their performance (89%)

Staff in Legal services (Executive Office) (85%)

Staff who have the opportunity to progress their career in the council (83%)

Staff who disagree that their line manager/supervisor cares about their health and wellbeing (2%)

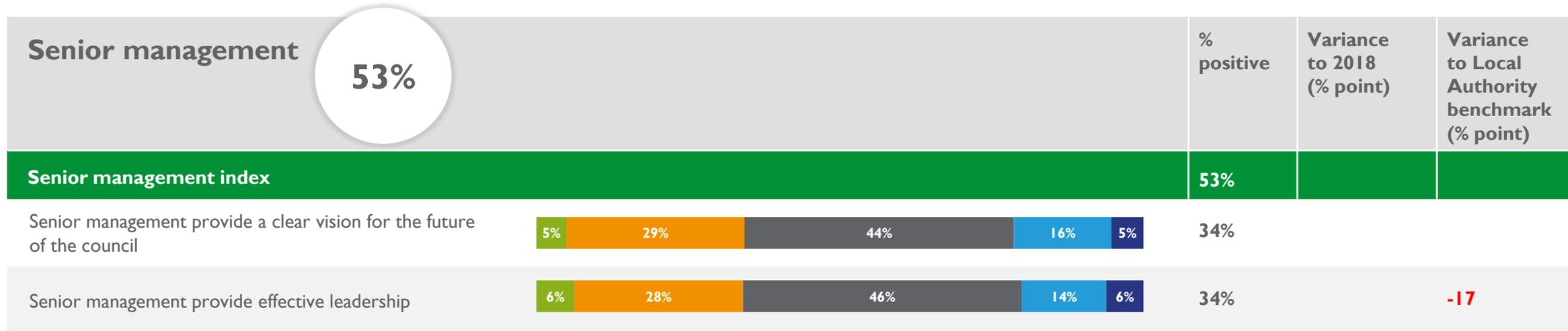
Staff who cannot rely on their line manager/supervisor to help with a work problem (7%)

Staff who cannot talk to their line manager/supervisor about something that has upset or annoyed them about work (8%)

Staff who were a victim of harassment from a colleague in the last 12 months (36%)

Staff less likely to feel their line manager/supervisor leads by example

Senior management (1 of 2): variances (% point)



● Strongly agree
 ● Agree
 ● Neither
 ● Disagree
 ● Strongly disagree

+x At least 5% points greater than 2018

-x At least 5% points less than 2018

Base: all respondents.

Senior management (2 of 2): sub-group variations

Staff more likely to agree that Senior management provide effective leadership (34% positive overall)

Operational Leaders (73%)
Strategic Leaders (71%)

Staff who agree that the reasons behind decisions are well explained to them (58%)

Staff who agree that the council is effective at communicating with employees (53%)

Staff who are clear about how their role contributes to the council's priorities as laid out in the Corporate Plan (46%)

Staff who have a review of their performance with their manager less than yearly/never (3%)

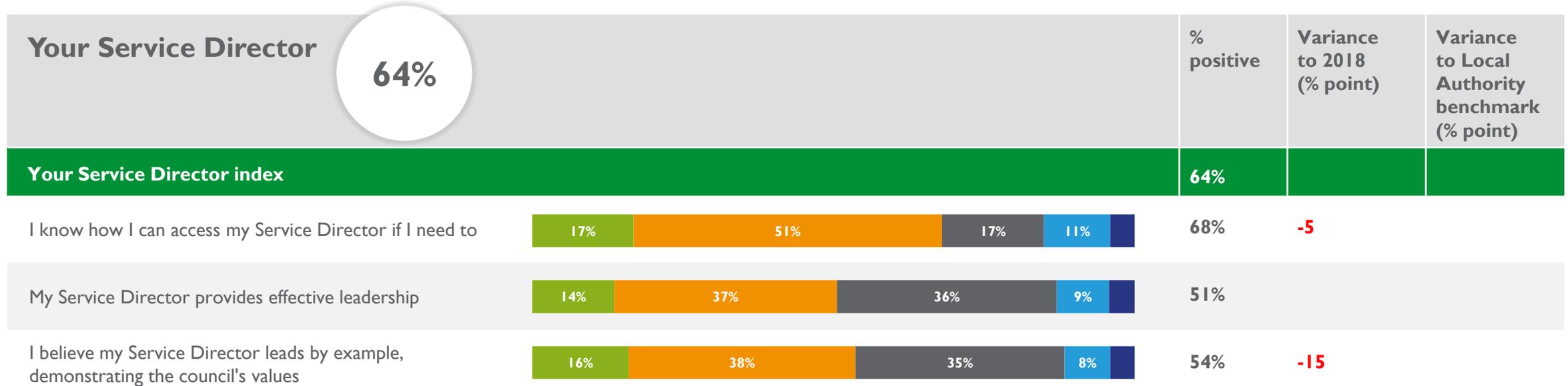
Staff who disagree that they are always able to do their job safely (4%)

Staff who are not clear what is expected of them at work (7%)

Staff who disagree that they are kept well informed about the council's plans and progress (8%)

Staff less likely to agree that Senior management provide effective leadership

Your Service Director (1 of 2): variances (% point)



● Strongly agree
 ● Agree
 ● Neither
 ● Disagree
 ● Strongly disagree

+x At least 5% points greater than 2018

-x At least 5% points less than 2018

Base: all respondents who chose a Service Director.

Your Service Director (2 of 2): sub-group variations

Staff more likely to believe their Service Director leads by example, demonstrating the council's values (54% positive overall)

Staff who believe action will be taken on the results of this survey (77%)

Staff who have the opportunity to contribute their views before decisions are made that affect them (69%)

Staff who have the opportunity to progress their career in the council (68%)

Staff who get the development or training they need to do their job well (65%)

Staff working outside (25%)

Staff who do not know where to access support to manage their wellbeing should they need it (25%)

Staff who have a review of their performance with their manager less than yearly/never (27%)

Staff who disagree that the council is effective at communicating with employees (31%)

Staff less likely to believe their Service Director leads by example, demonstrating the council's values

Trade unions

Do you know who your local Trade Union Reps are for your service, and if there is not one, who the Lead Reps are?

Yes (54%)

No (45%)

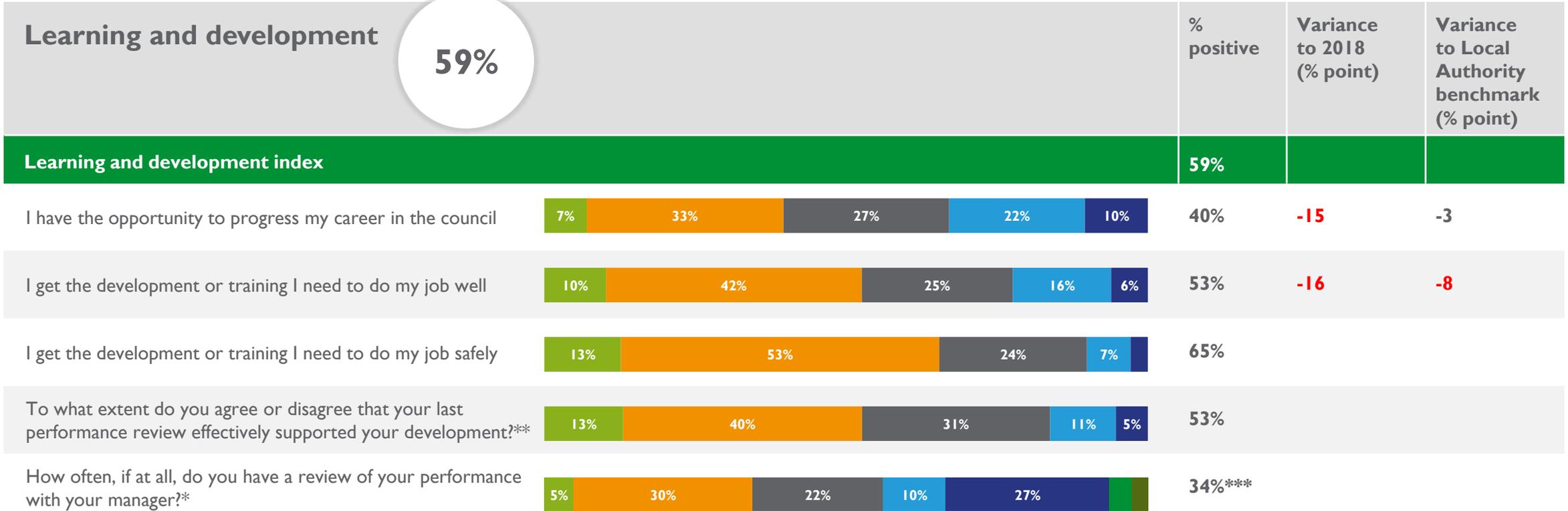
And, do you know how to contact them to discuss any concerns?*

Yes (95%)

No (2%)

Base: all respondents. *All respondents who know who their TU/Lead reps are. 3% Don't know

Learning and development (1 of 2): variances (% point)



+x At least 5% points greater than comparator

-x At least 5% points less than comparator

Base: all respondents.* All respondents, excluding don't know. ** All respondents who have a review at least annually. *** At least monthly

Learning and development (2 of 2): sub-group variations

Staff more likely to agree their last performance review effectively supported their development (53% positive overall)

Office of the Director of Public Health (Directorate) (73%)

Staff aged 19-24 (69%)

Staff who get the development or training they need to do their job well (69%)

Staff whose work does not impact negatively on their mental health (66%)

Staff who disagree their line manager/supervisor encourages them to put forward their ideas and opinions (13%)

Staff who disagree that they are supported through emotionally demanding work by their line manager/supervisor (19%)

Staff who disagree that their job makes good use of their skills and abilities (19%)

Staff who disagree that their line manager/supervisor gives them regular constructive feedback on their performance (20%)

Staff less likely to agree their last performance review effectively supported their development

Wellbeing (1 of 2): variances (% point)

Wellbeing	64%					% positive	Variance to 2018 (% point)	Variance to Local Authority benchmark (% point)
Wellbeing index						64%		
Health and wellbeing is taken seriously by the council	15%	50%	20%	11%		65%	-13	
I am able to balance my work and personal life	17%	50%	18%	11%		67%	-14	-3
I have achievable deadlines	10%	44%	25%	17%	5%	54%		
I can decide when to take a break	20%	58%	11%	8%		78%		
I do not feel pressured to work long hours	15%	42%	22%	16%	5%	57%		
My work does not impact negatively on my physical health	12%	44%	23%	16%	5%	56%		
My work does not impact negatively on my mental health	9%	35%	26%	22%	8%	44%		
I know where to access support to manage my wellbeing should I need it	19%	61%	13%	5%		81%		

Wellbeing (2 of 2): sub-group variations

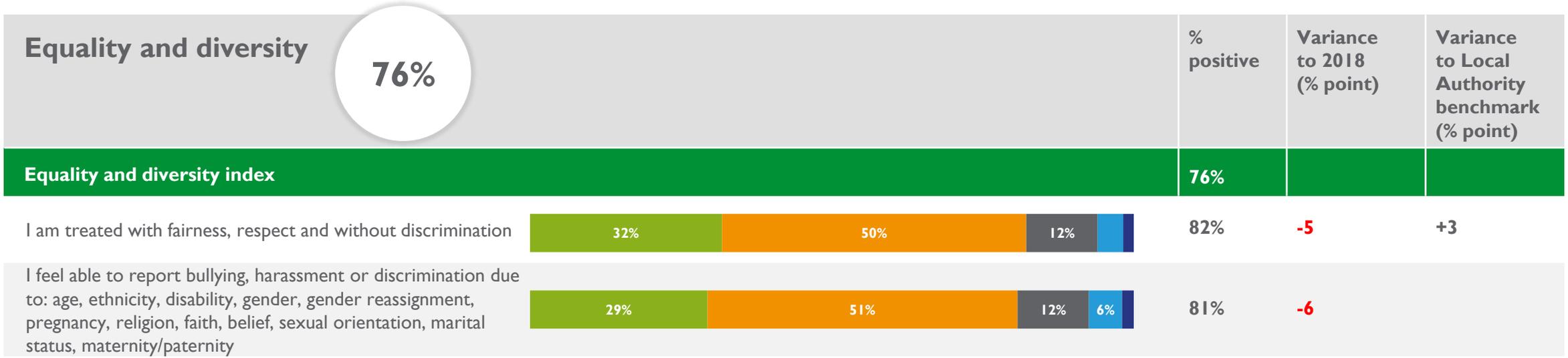
Staff more likely to agree that they are able to balance their work and personal life (67% positive overall)

- Staff who have achievable deadlines (87%)
- Staff who do not feel pressured to work long hours (87%)
- Staff aged 65+ (85%)
- Staff who are satisfied with their working environment (75%)

- Social workers (30%)
- Staff who disagree that they do not feel pressured to work long hours (31%)
- Victims of bullying (35%) or harassment (36%) from a colleague
- Staff who disagree that health and safety is taken seriously by the council (36%)

Staff less likely to agree they are able to balance their work and personal life

Equality and diversity (1 of 4): variances (% point)



● Strongly agree
 ● Agree
 ● Neither
 ● Disagree
 ● Strongly disagree

+x At least 5% points greater than 2018
 -x At least 5% points less than 2018

Base: all respondents.

Equality and diversity (2 of 4): sub-group variations

Staff more likely to feel able to report bullying, harassment or discrimination (81% positive overall)

Office of the Director of Public Health (Directorate) (100%)

Operational Leaders (100%)

Staff who agree that the council is effective at communicating with employees (91%)

Staff who are Bisexual/Gay/Lesbian (89%)

Staff who disagree that their line manager/supervisor cares about their health and wellbeing (35%)

Staff who do not know where to access support to manage their wellbeing should they need it (36%)

Victims of bullying (38%) or harassment (45%) from a colleague

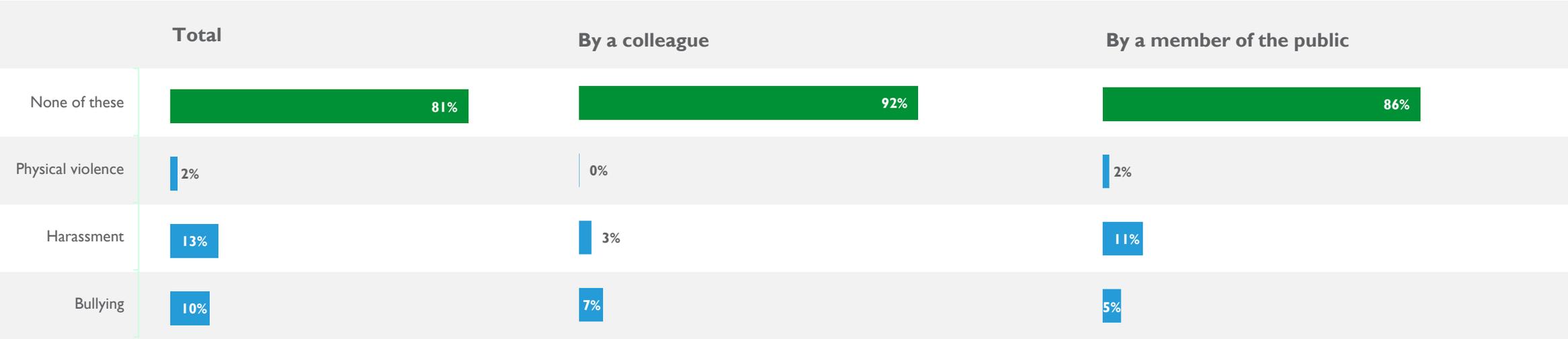
Staff who disagree they can talk to their line manager/supervisor about something that has upset or annoyed them about work (42%)

Staff less likely to feel able to report bullying, harassment or discrimination

Equality and diversity (3 of 4): variances (% point)

Equality and diversity

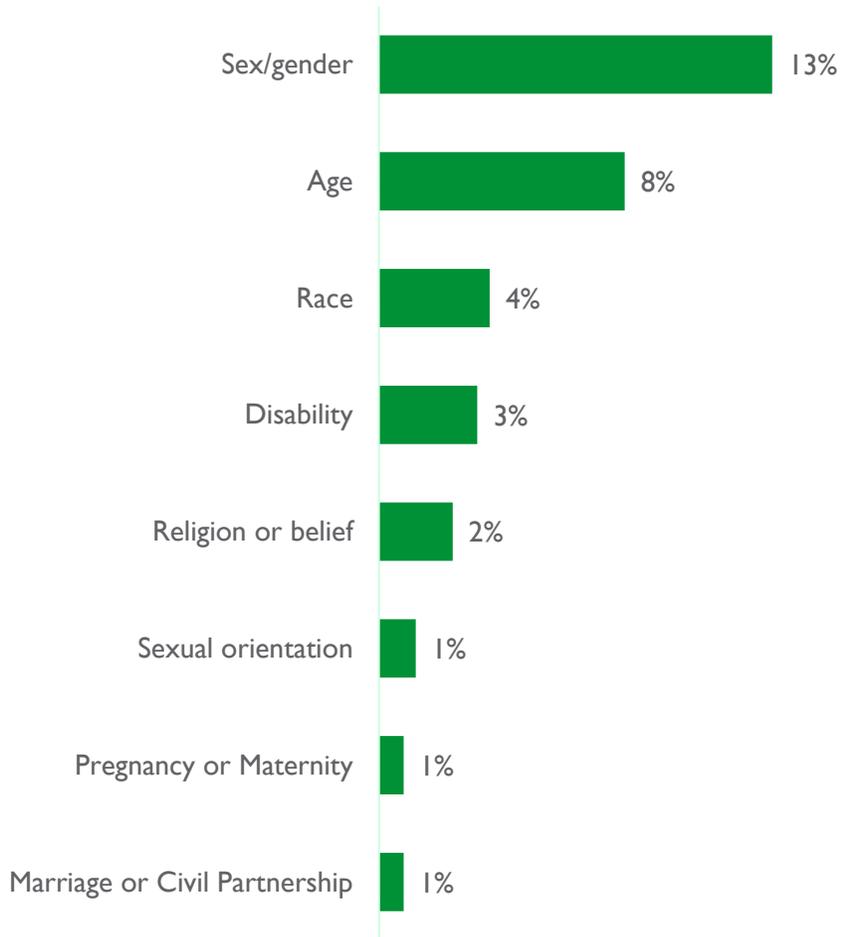
In the past 12 months, have you been the victim of any of the following during work at Plymouth City Council?



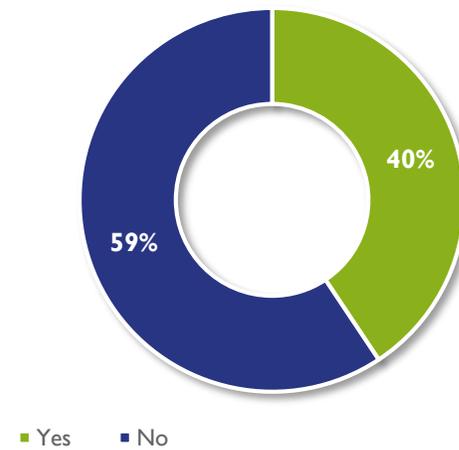
Base: all respondents.

Equality and diversity (4 of 4): motivations

Did you feel any of these were motivated in relation to...?

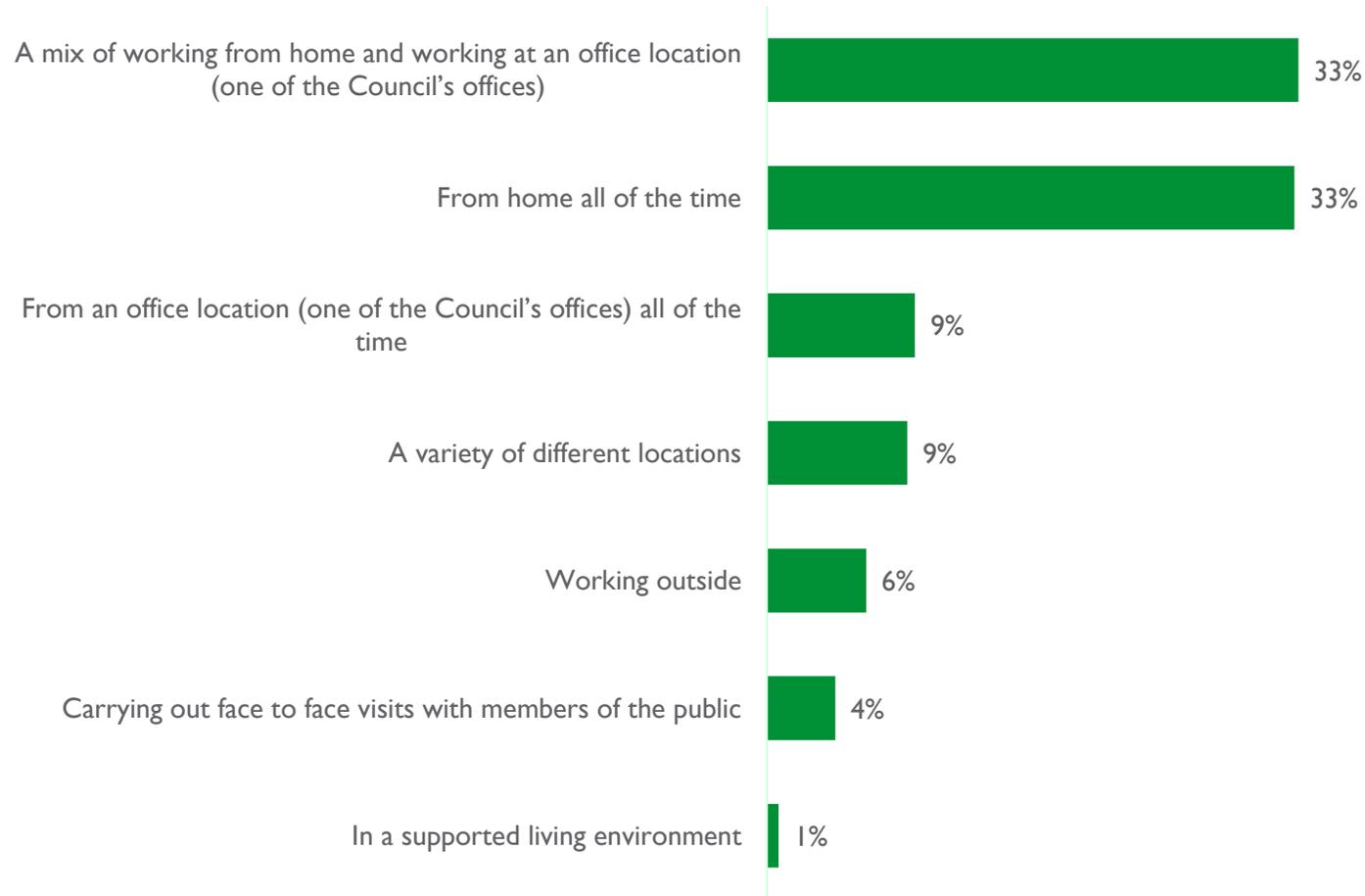


Did you report it as per PCC policy?



Base: All Respondents who have experienced violence, bullying, or harassment. 59% None of the above. 23% Other,

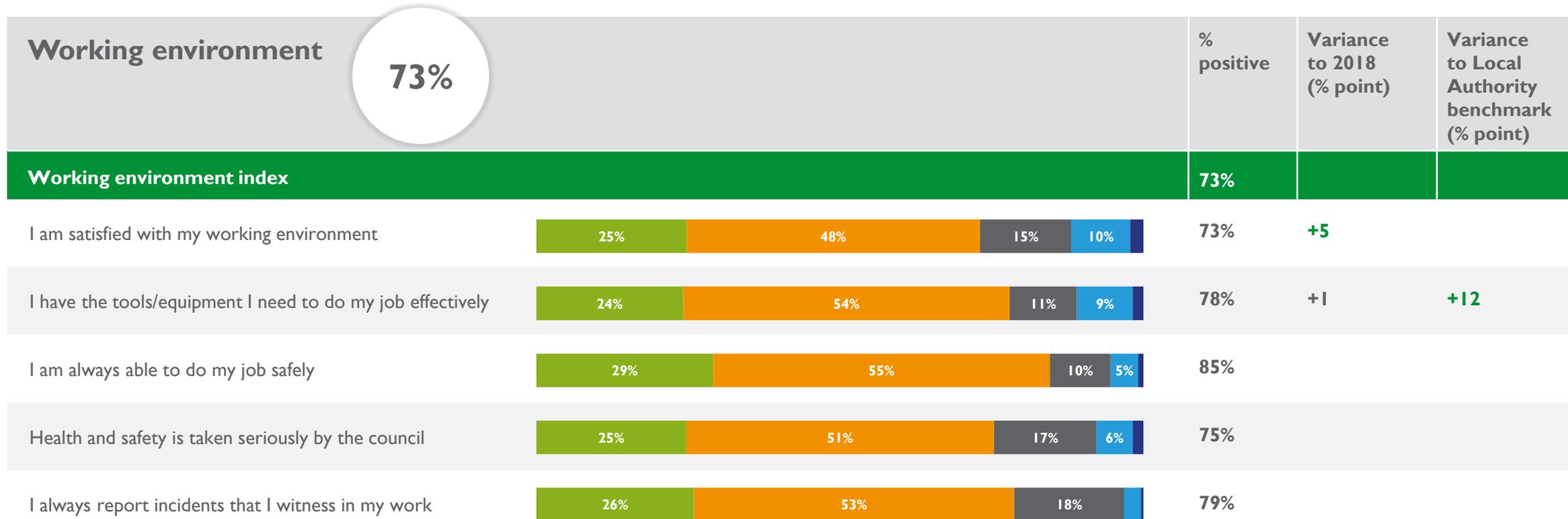
Working environment (1 of 4): main work location



where have you predominantly worked in the past 12 months?

Note: 5% Other,

Working environment (2 of 4): variances (% point)



● Strongly agree
 ● Agree
 ● Neither
 ● Disagree
 ● Strongly disagree

+x At least 5% points greater than 2018

-x At least 5% points less than 2018

Base: all respondents.

Working environment (3 of 4): sub-group variations

Staff more likely to be satisfied with their working environment (73% positive overall)

Staff who feel change is managed well across the council (92%)

Staff who have the tools/equipment they need to do their job effectively (85%)

Staff who feel valued for the work they do (85%)

Staff who have achievable deadlines (84%)

Staff who disagree that they are always able to do their job safely (21%)

Staff who do not have the tools/equipment they need to do their job effectively (23%)

Staff who disagree that health and safety is taken seriously by the council (27%)

Staff who do not feel able to report bullying, harassment or discrimination (39%)

Staff less likely to be satisfied with their working environment

Working environment (4 of 4): variances (% point)

Working environment		% positive	Variance to 2018 (% point)	Variance to Local Authority benchmark (% point)
	73%			
Working environment index		73%		
I support my colleagues not to take risks with their health, safety and wellbeing at work		92%		
Health and safety procedures (e.g. codes of practice/method statements) reflect how the job is actually done*		68%		
Health and safety procedures (e.g. codes of practice/method statements) are easy to follow*		69%		
People here always work safely even when they are not being supervised		65%		

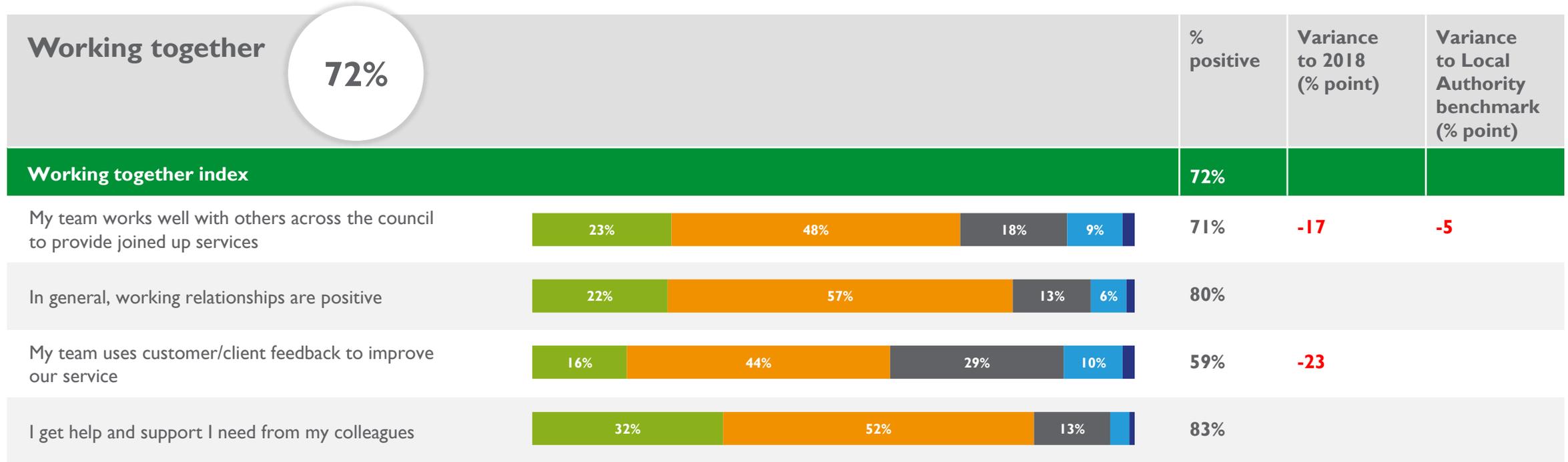
● Strongly agree
 ● Agree
 ● Neither
 ● Disagree
 ● Strongly disagree

+x At least 5% points greater than 2018

-x At least 5% points less than 2018

Base: all respondents. * All respondents, excluding don't know.

Working together (1 of 2): variances (% point)



● Strongly agree
 ● Agree
 ● Neither
 ● Disagree
 ● Strongly disagree

+x At least 5% points greater than 2018

-x At least 5% points less than 2018

Base: all respondents.

Working together (2 of 2): sub-group variations

Staff more likely to agree their team uses customer/client feedback to improve their service (59% positive overall)

Staff who believe action will be taken on the results of this survey (77%)

Staff who have the opportunity to contribute their views before decisions are made that affect them (71%)

Staff who agree their Service Director provides effective leadership (69%)

Staff who can see how my work here makes a positive difference to people in the city (66%)

Staff who disagree line manager/supervisor encourages them to put forward their ideas and opinions (32%)

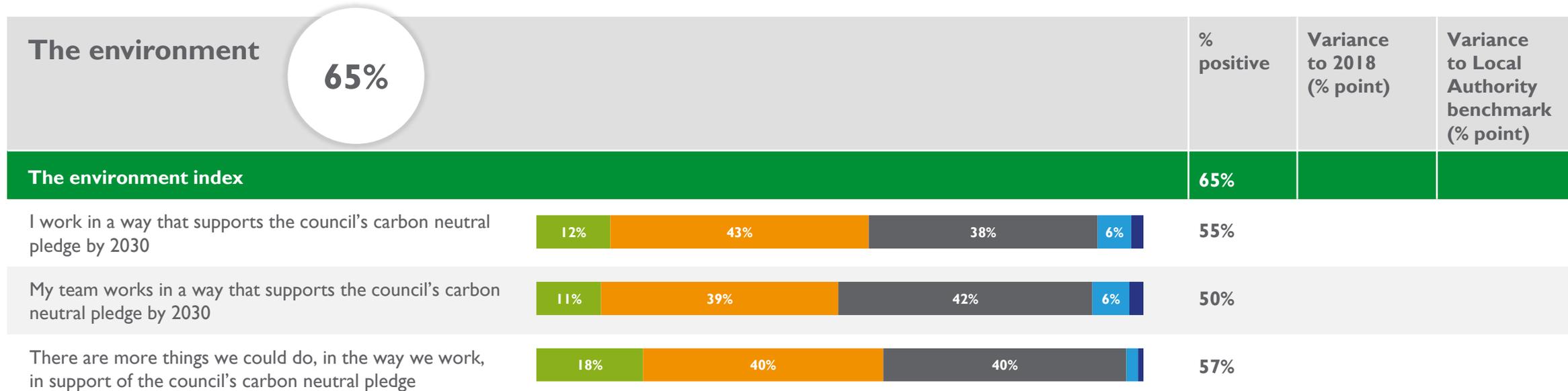
Staff who are not clear about how their role contributes to the council's priorities as laid out in the Corporate Plan (35%)

Staff who are not clear what their duties and responsibilities are (39%)

Staff who disagree that they have a choice in deciding how they do their work (40%)

Staff less likely to agree their team uses customer/client feedback to improve their service

The environment (1 of 3): variances (% point)



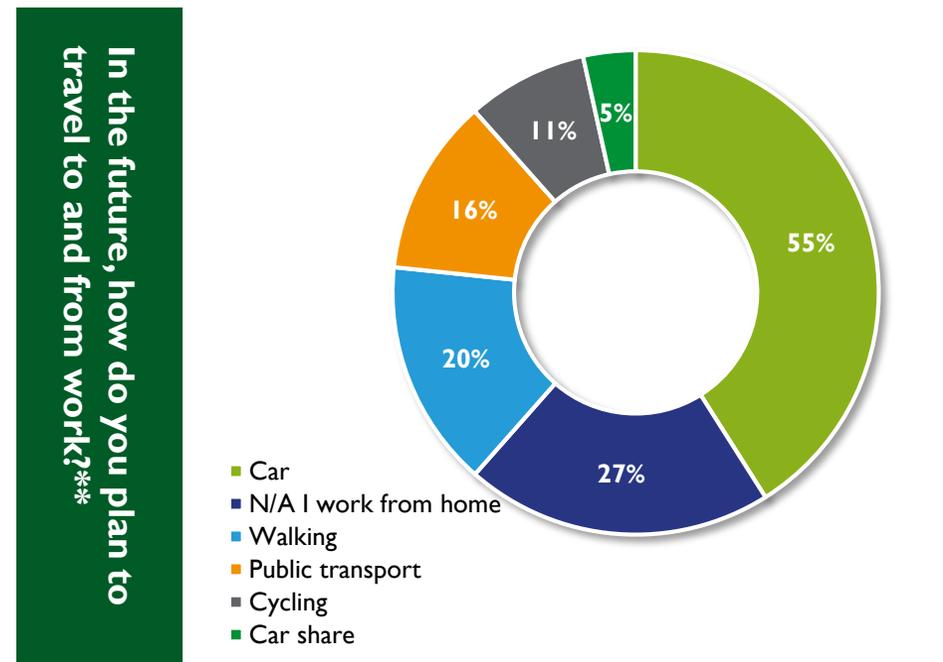
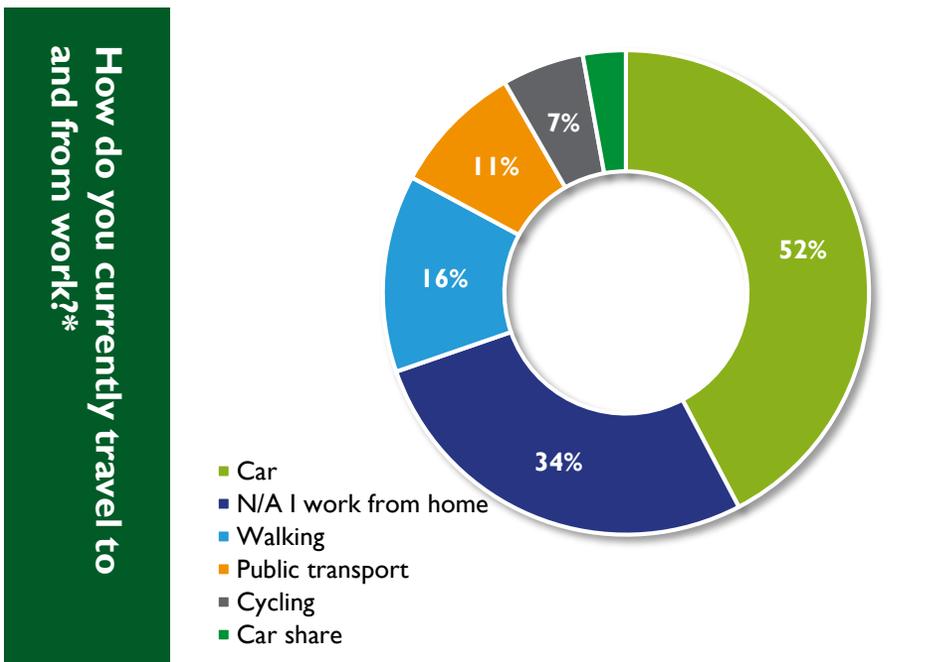
● Strongly agree
 ● Agree
 ● Neither
 ● Disagree
 ● Strongly disagree

+x At least 5% points greater than 2018

-x At least 5% points less than 2018

Base: all respondents.

The environment (2 of 3): modes of transport



Base: all respondents. * 5% Other. ** 6% Other

The environment (3 of 3): sub-group variations

Staff more likely to use a car to travel to and from work in the future (55% overall)

- Social workers (92%)
- Staff working in a variety of work locations (71%)
- Office based staff (70%)

- Finance (Customer and Corporate Services (Directorate)) (23%)
- Operational Leaders (23%)
- Customer facing workers (41%)
- Staff aged 19-24 (46%)

Staff less likely to use a car to travel to and from work in the future

Taking action (1 of 2): variances (% point)

Taking action	% positive	Variance to 2018 (% point)	Variance to Local Authority benchmark (% point)
I believe action will be taken on the results of this survey 	31%		-10

● Strongly agree
 ● Agree
 ● Neither
 ● Disagree
 ● Strongly disagree

+x At least 5% points greater than 2018

-x At least 5% points less than 2018

Base: all respondents.

Taking action (2 of 2): sub-group variations

Staff more likely to believe action will be taken on the results of this survey (31% positive overall)

Staff who feel change is managed well across the council (65%)

Staff who have the opportunity to contribute their views before decisions are made that affect them (54%)

Staff who are kept well informed about the council's plans and progress (50%)

Staff who have the opportunity to progress their career in the council (49%)

Staff who disagree that the council is a good employer (2%)

Staff who disagree that their line manager/supervisor encourages me to put forward my ideas and opinions (2%)

Staff who disagree that health and wellbeing is taken seriously by the council (3%)

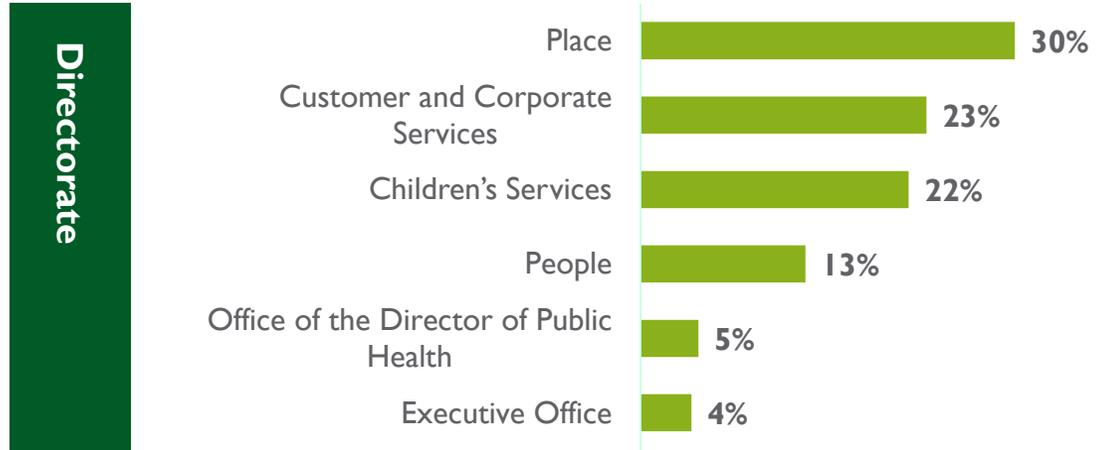
Staff who disagree that they are always able to do their job safely (6%)

Staff less likely to believe action will be taken on the results of this survey

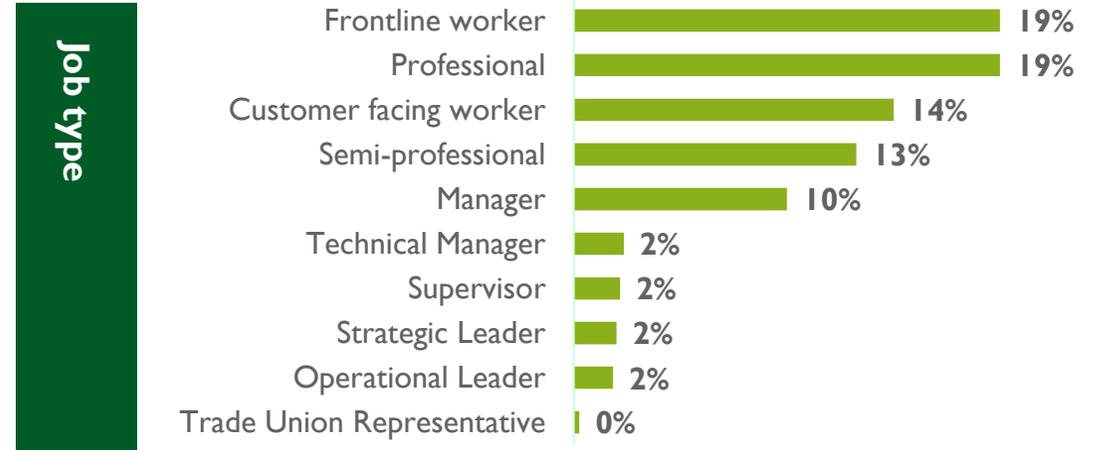
Profile of the sample



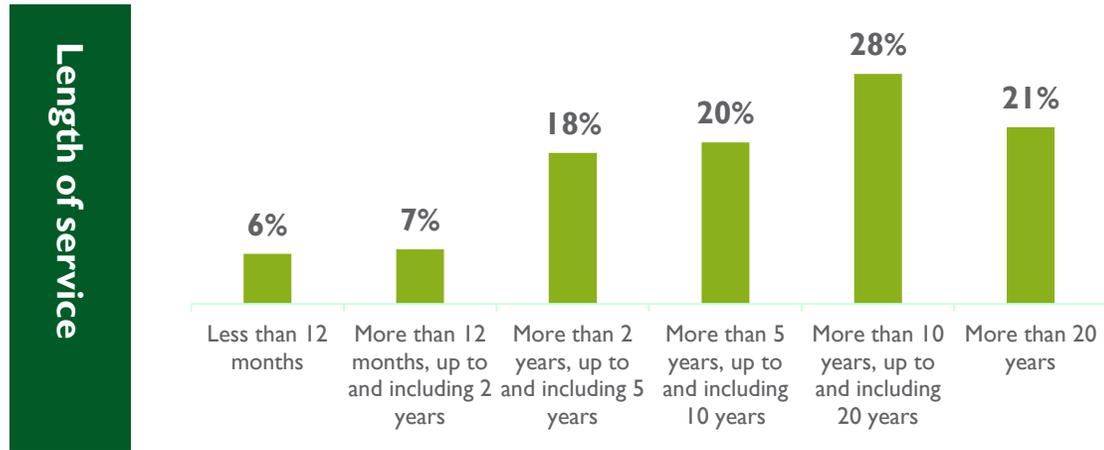
Profile of the sample (1 of 4)



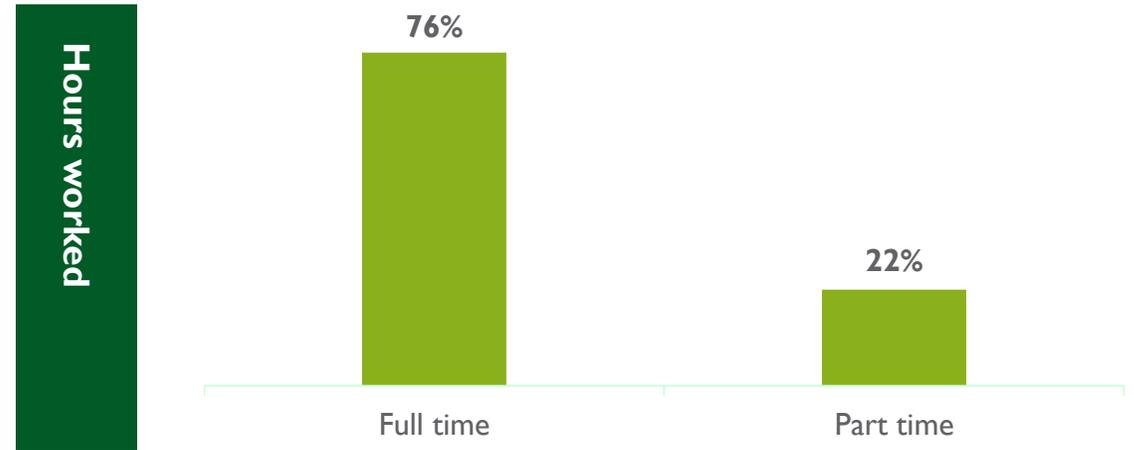
Base: all respondents. 2% Not answered



Base: all respondents. 4% Other. 12% Prefer not to say

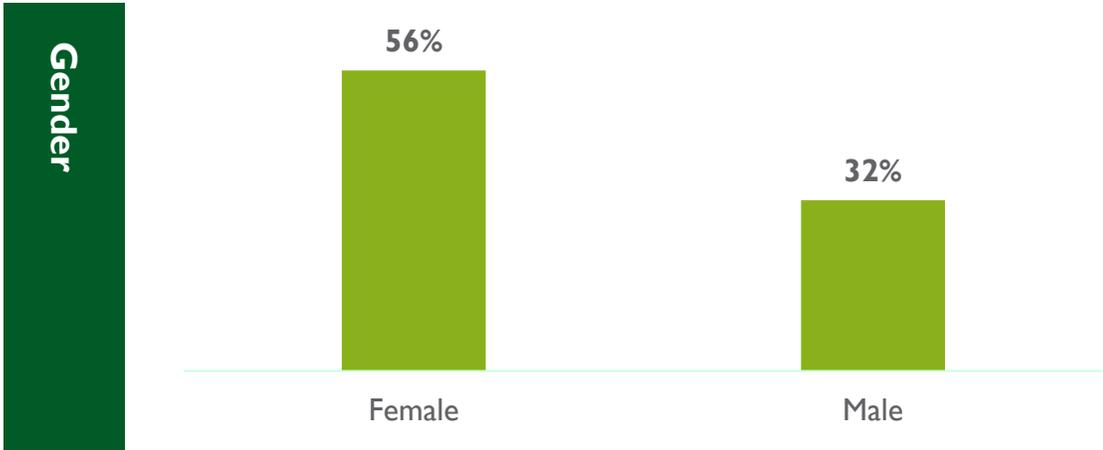


Base: all respondents.

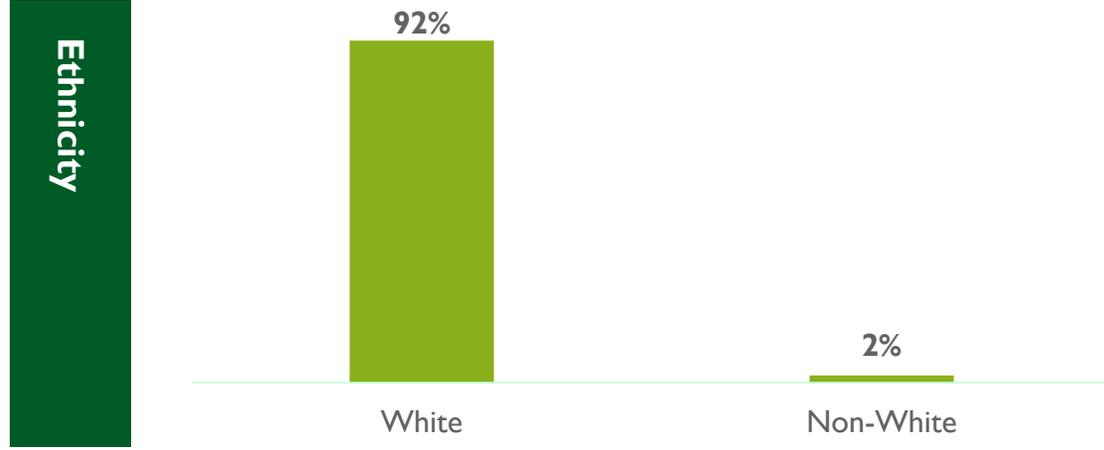


Base: all respondents. 2% Other

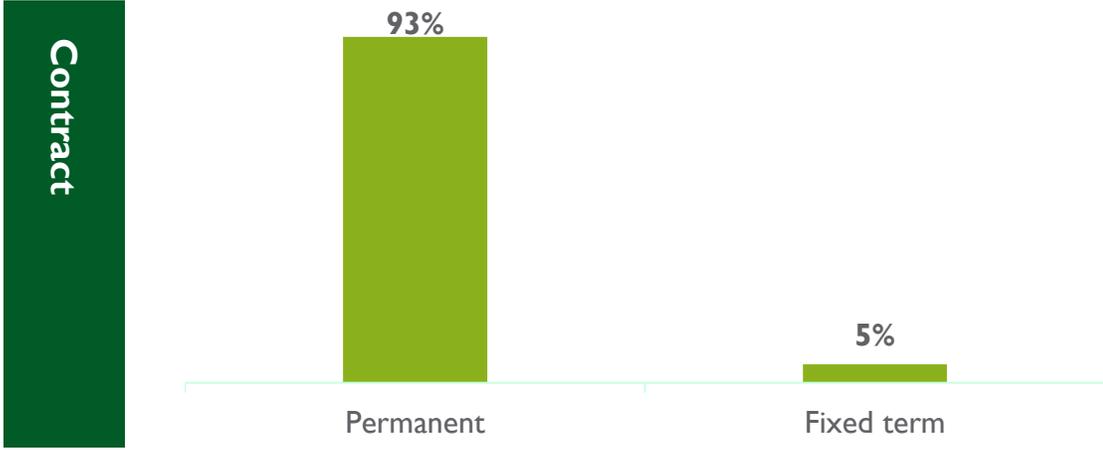
Profile of the sample (2 of 4)



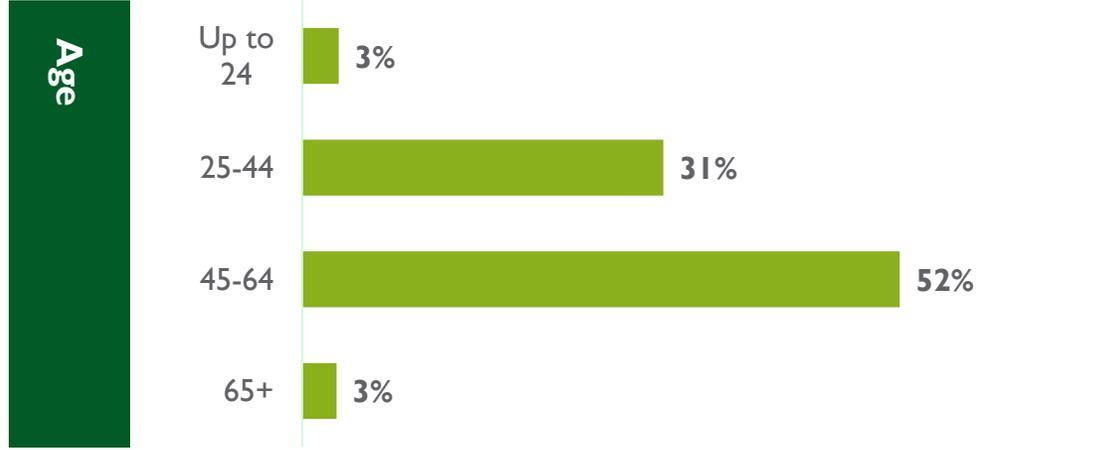
Base: all respondents. 12% Prefer not to say



Base: all respondents. 6% Prefer not to say

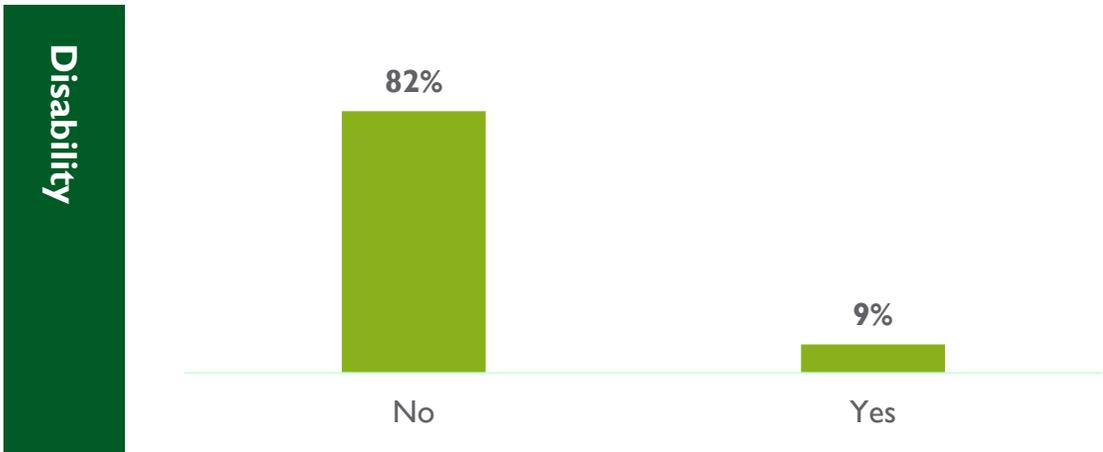


Base: all respondents. 2% Other

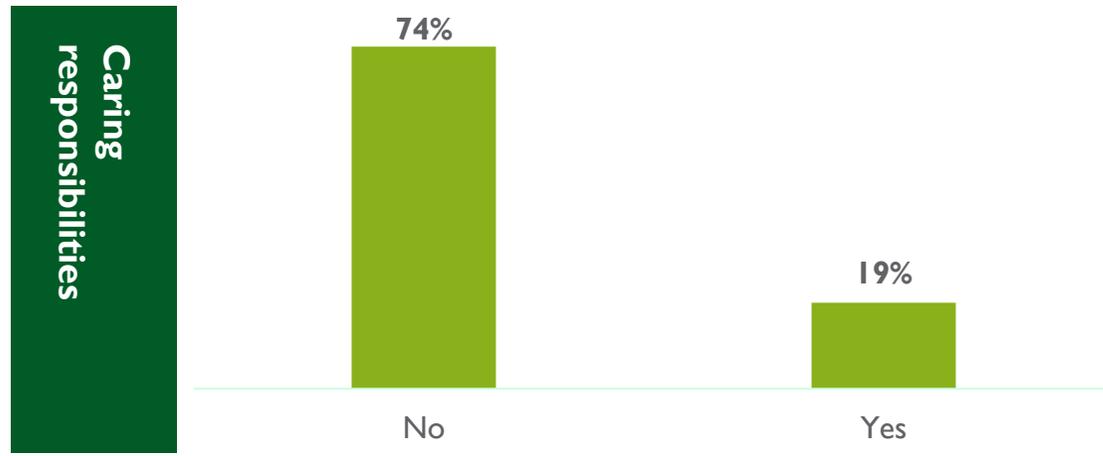


Base: all respondents. 10% Prefer not to say

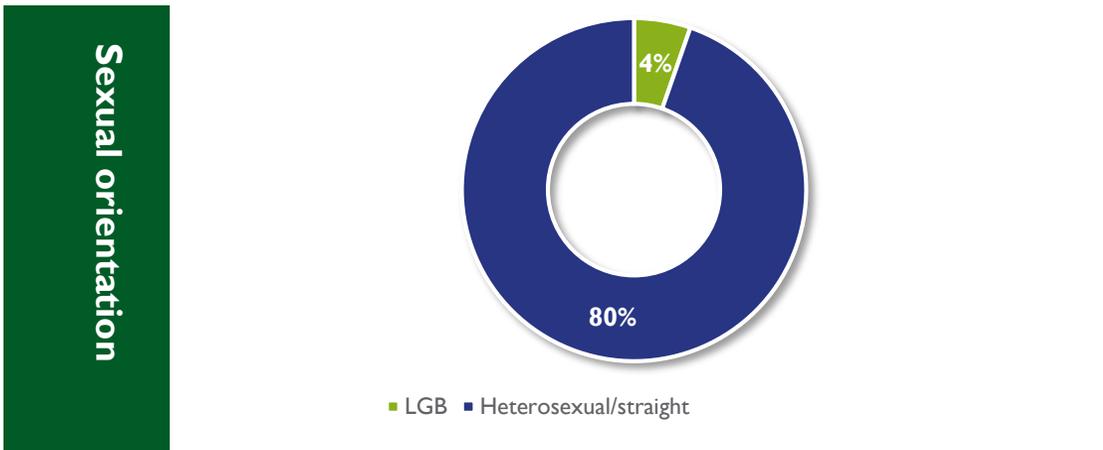
Profile of the sample (3 of 4)



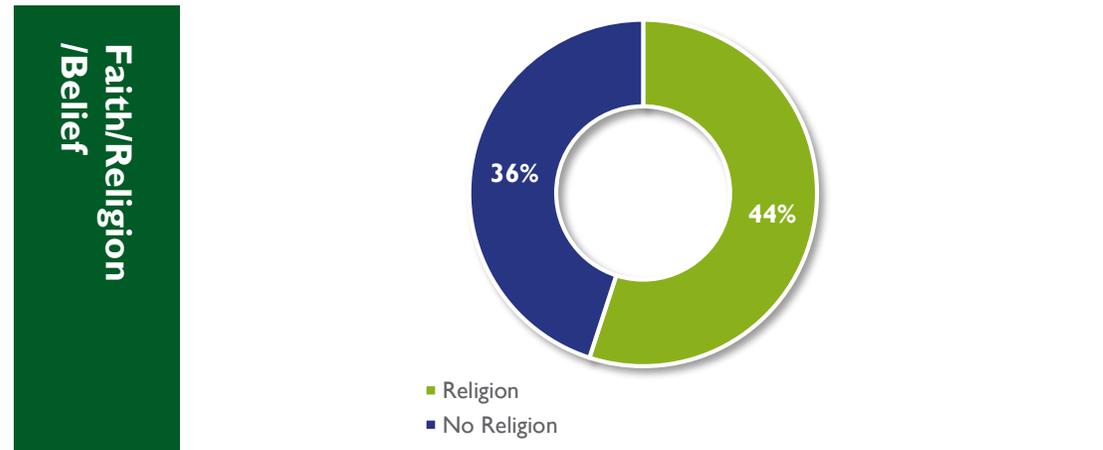
Base: all respondents. 9% Prefer not to say



Base: all respondents. 8% Prefer not to say

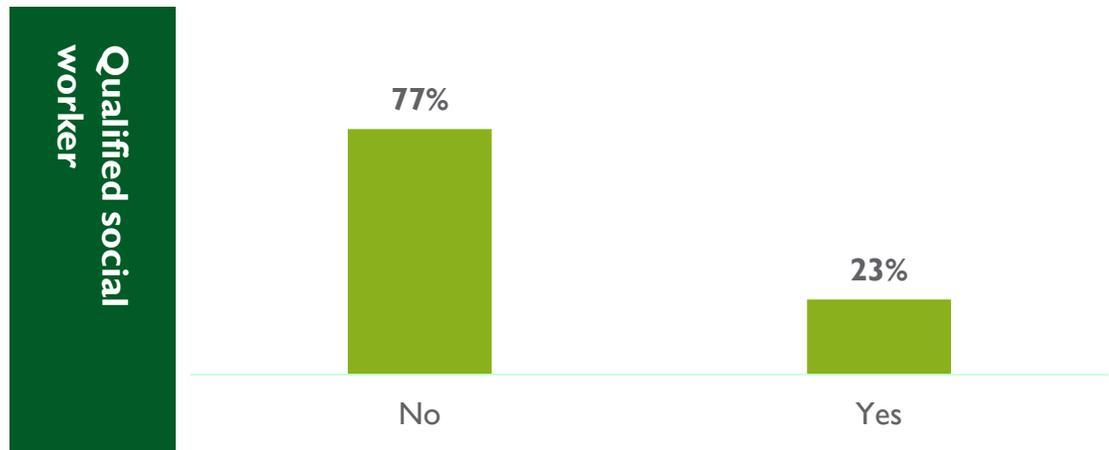


Base: all respondents. 16% Prefer not to say



Base: all respondents. 20% Prefer not to say

Profile of the sample (4 of 4)



Base: all respondents working in Children's Services (273)

All results by Directorate



Engagement: split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
Overall employee engagement score	71%	72%	69%	73%	71%	75%	69%
Working in my job makes me want to do my best	79%	88%	76%	90%	81%	89%	72%
I would recommend the council as a good place to work	60%	57%	57%	65%	60%	69%	59%
I am proud to work for Plymouth City Council	65%	65%	63%	76%	67%	71%	63%
I would like to be working for the council in 12 months' time	72%	73%	72%	78%	77%	75%	68%
The council is a good employer	67%	62%	67%	76%	63%	74%	67%

Your job: split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
I am clear what my duties and responsibilities are	87%	88%	88%	88%	91%	86%	85%
I feel valued for the work I do	58%	63%	55%	65%	65%	59%	55%
My job makes good use of my skills and abilities	75%	81%	74%	82%	81%	77%	71%
I am able to prioritise different demands in order to deliver what is required	77%	77%	80%	80%	81%	74%	75%
I have a choice in deciding how I do my work	74%	74%	73%	82%	79%	70%	75%
Working in my job makes me want to do my best	79%	88%	76%	90%	81%	89%	72%
I am satisfied with my benefits (annual leave, pension, iChoose options and discounts, flexible working)	70%	65%	72%	80%	72%	69%	71%

Your council: split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
I would recommend the council as a good place to work	60%	57%	57%	65%	60%	69%	59%
I am clear about how my role contributes to the council's priorities as laid out in the Corporate Plan*	68%	67%	70%	80%	70%	73%	63%
I can see how my work here makes a positive difference to people in the city	78%	85%	73%	76%	84%	84%	77%
I am proud to work for Plymouth City Council	65%	65%	63%	76%	67%	71%	63%
I would like to be working for the council in 12 months' time	72%	73%	72%	78%	77%	75%	68%
The council is a good employer	67%	62%	67%	76%	63%	74%	67%

Communication: split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
The council is effective at communicating with employees	49%	47%	47%	71%	56%	59%	45%
I am kept well informed about the council's plans and progress	46%	41%	46%	59%	56%	55%	44%
I have the opportunity to contribute my views before decisions are made that affect me	38%	36%	34%	47%	49%	48%	37%
I am clear what is expected of me at work	80%	85%	79%	84%	86%	80%	76%
The reasons behind decisions are well explained to me	37%	38%	36%	43%	42%	51%	33%
I feel change is managed well across the council	23%	21%	19%	31%	33%	34%	23%
Top method used to find out what is going on across the council [Staff Room]	77%	68%	82%	92%	88%	80%	74%
Top three methods preferred to find out what is going on across the council							
• Team meetings/briefings	56%	56%	59%	49%	60%	54%	56%
• Staff Room	46%	39%	46%	59%	49%	46%	49%
• Staff News	35%	26%	40%	49%	39%	37%	32%

Base: all respondents % net agree. Scores are highlighted in green and red where they are at least 5% above or 5% below the comparator.

Your line manager/supervisor: split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
My line manager/supervisor gives me regular constructive feedback on my performance	67%	66%	66%	65%	79%	75%	63%
I can rely on my line manager/supervisor to help with a work problem	77%	78%	78%	84%	88%	83%	72%
I can talk to my line manager/supervisor about something that has upset or annoyed me about work	81%	79%	83%	86%	86%	87%	77%
I am supported through emotionally demanding work by my line manager/supervisor	68%	71%	67%	82%	74%	76%	63%
My line manager/supervisor leads by example	69%	68%	68%	76%	82%	75%	65%
My line manager/supervisor takes on board ideas on how to improve health and safety	67%	66%	66%	63%	81%	73%	67%
My line manager/supervisor always takes a health and safety incident seriously and wants to understand what happened and why	75%	72%	72%	82%	92%	81%	75%
My line manager/supervisor always acts quickly over health and safety concerns	71%	67%	71%	71%	82%	73%	71%
My line manager/supervisor cares about my health and wellbeing	79%	79%	79%	88%	86%	81%	77%
My line manager/supervisor encourages me to put forward my ideas and opinions	76%	78%	77%	80%	82%	79%	73%

Senior management: split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
Senior management provide a clear vision for the future of the council	34%	29%	34%	47%	54%	46%	30%
Senior management provide effective leadership	34%	25%	32%	53%	63%	46%	32%

Your Service Director: split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
I know how I can access my Service Director if I need to	68%	59%	63%	25%	No responses	72%	76%
My Service Director provides effective leadership	51%	39%	42%	25%		52%	63%
I believe my Service Director leads by example, demonstrating the council's values	54%	46%	50%	25%		56%	61%

Trade unions: split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
Do you know who your local Trade Union Reps are for your service, and if there is not one, who the Lead Reps are? [Yes]	54%	54%	52%	59%	58%	75%	48%
And, do you know how to contact them to discuss any concerns?* [Yes]	95%	96%	96%	93%	91%	95%	94%

Base: all respondents. *All respondents who know who their TU/Lead reps are, % yes. Scores are highlighted in green and red where they are at least 5% above or 5% below the comparator.

Learning and development: split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
I have the opportunity to progress my career in the council	40%	41%	34%	35%	49%	46%	41%
I get the development or training I need to do my job well	53%	61%	45%	45%	70%	55%	51%
I get the development or training I need to do my job safely	65%	69%	63%	57%	79%	66%	64%
My last performance review effectively supported your development	53%	55%	52%	49%	54%	56%	51%
How often, if at all, do you have a review of your performance with your manager? [At least monthly]	34%	30%	42%	25%	44%	46%	27%

Wellbeing: split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
Health and wellbeing is taken seriously by the council	65%	58%	68%	78%	65%	66%	66%
I am able to balance my work and personal life	67%	62%	70%	67%	67%	69%	65%
I have achievable deadlines	54%	49%	62%	45%	63%	51%	51%
I can decide when to take a break	78%	74%	81%	78%	82%	70%	81%
I do not feel pressured to work long hours	57%	52%	65%	45%	61%	62%	52%
My work does not impact negatively on my physical health	56%	53%	64%	49%	61%	51%	53%
My work does not impact negatively on my mental health	44%	44%	49%	43%	42%	39%	40%
I know where to access support to manage my wellbeing should I need it	81%	81%	85%	82%	86%	88%	73%

Base: all respondents % net agree. Scores are highlighted in green and red where they are at least 5% above or 5% below the comparator.

Equality and diversity: split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
I am treated with fairness, respect and without discrimination	82%	85%	84%	96%	86%	82%	76%
I feel able to report bullying, harassment or discrimination due to: age, ethnicity, disability, gender, gender reassignment, pregnancy, religion, faith, belief, sexual orientation, marital status, maternity/paternity	81%	80%	84%	90%	86%	84%	75%
In the past 12 months, have you been the victim of physical violence, harassment and/or bullying during work at Plymouth City Council?							
• None of these [From a colleague]	92%	92%	95%	94%	95%	92%	88%
• Net: At least one [From a colleague]	8%	8%	5%	6%	5%	8%	12%
• None of these [From a member of the public]	86%	88%	87%	90%	86%	87%	82%
• Net: At least one [From a member of the public]	14%	12%	13%	10%	14%	13%	18%

Working environment (1 of 2): split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
Where have you predominantly worked in the past 12 months?							
• A mix of working from home and working at an office location (one of the Council's offices)	33%	41%	27%	53%	35%	37%	29%
• From home all of the time	33%	21%	48%	31%	35%	28%	30%
• From an office location (one of the Council's offices) all of the time	9%	4%	9%	8%	12%	5%	13%
• A variety of different locations	9%	11%	7%	8%	12%	6%	9%
• Working outside	6%	5%	1%	0%	4%	1%	14%
• Carrying out face to face visits with members of the public	4%	11%	1%	0%	0%	11%	2%
• In a supported living environment	1%	1%	0%	0%	0%	5%	0%
• Other	5%	5%	8%	0%	2%	6%	4%

Base: all respondents. Scores are highlighted in green and red where they are at least 5% above or 5% below the comparator.

Working environment (2 of 2): split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
I am satisfied with my working environment	73%	68%	79%	88%	61%	80%	69%
I have the tools/equipment I need to do my job effectively	78%	74%	84%	82%	72%	84%	74%
I am always able to do my job safely	85%	86%	89%	88%	84%	81%	81%
Health and safety is taken seriously by the council	75%	68%	80%	84%	77%	78%	75%
I always report incidents that I witness in my work	79%	83%	78%	71%	75%	85%	76%
I support my colleagues not to take risks with their health, safety and wellbeing at work	92%	90%	91%	92%	93%	96%	92%
Health and safety procedures (e.g. codes of practice/method statements) reflect how the job is actually done*	68%	65%	71%	67%	73%	76%	64%
Health and safety procedures (e.g. codes of practice/method statements) are easy to follow*	69%	67%	72%	72%	73%	75%	64%
People here always work safely even when they are not being supervised	65%	63%	67%	67%	68%	72%	60%

Working together: split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
My team works well with others across the council to provide joined up services	71%	70%	73%	92%	75%	72%	66%
In general, working relationships are positive	80%	82%	81%	94%	77%	83%	75%
My team uses customer/client feedback to improve our service	59%	60%	60%	73%	54%	64%	56%
I get help and support I need from my colleagues	83%	88%	84%	84%	88%	85%	78%

The environment (1 of 2): split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
I work in a way that supports the council's carbon neutral pledge by 2030	55%	42%	58%	59%	51%	49%	63%
My team works in a way that supports the council's carbon neutral pledge by 2030	50%	38%	50%	57%	56%	42%	58%
There are more things we could do, in the way we work, in support of the council's carbon neutral pledge	57%	51%	50%	53%	47%	60%	69%
How do you currently travel to and from work?							
• Car	52%	67%	34%	59%	61%	58%	54%
• N/A I work from home	34%	20%	51%	31%	35%	32%	28%
• Walking	16%	13%	16%	18%	12%	14%	20%
• Public transport	11%	6%	10%	14%	9%	11%	14%
• Cycling	7%	6%	4%	14%	7%	1%	10%
• Car share	4%	3%	3%	2%	2%	1%	5%
• Other	5%	8%	2%	2%	5%	4%	6%

Base: all respondents % net agree. Scores are highlighted in green and red where they are at least 5% above or 5% below the comparator.

The environment (1 of 2): split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
In the future, how do you plan to travel to and from work?							
• Car	55%	66%	40%	53%	70%	63%	55%
• N/A I work from home	27%	15%	45%	31%	28%	25%	21%
• Walking	20%	15%	19%	22%	21%	20%	25%
• Public transport	16%	8%	17%	27%	14%	16%	19%
• Cycling	11%	8%	6%	16%	12%	5%	17%
• Car share	5%	4%	4%	4%	4%	3%	6%
• Other	6%	8%	2%	2%	5%	4%	8%

Taking action: split by Directorate

	Overall	Children's services	Customer and Corporate Services	Executive Office	Office of the Director of Public Health	People	Place
I believe action will be taken on the results of this survey	31%	29%	28%	39%	39%	34%	32%

Base: all respondents % net agree. Scores are highlighted in green and red where they are at least 5% above or 5% below the comparator.

For more information



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