

PLYMOUTH CITY COUNCIL

Subject: “View from You” Employee Survey 2012
Committee: Support Services Overview and Scrutiny Panel
Date: 4 March 2012
Cabinet Member: Councillor Smith
CMT Member: Adam Broome (Director for Corporate Services)
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Ref:
Key Decision: No
Part: I

Purpose of the report:

Staff engagement influences council performance and productivity, and a commitment was made to share employee survey findings with Support Services Overview Scrutiny Panel at the earliest opportunity. This report summarises findings from the latest employee survey conducted November 2012 and highlights strengths and perceptions around gaps in performance.

These findings are being shared and explored with staff, and, together with managers, action plans are being developed and implemented and will be published on staffroom at the half-year point. Some findings are mirrored across the council whilst others are specific to service areas. This year we have been able to report down to service area level which has provided real insight into, amongst other things, levels of engagement across the council and the workforce’s view of their work and commitment to the council’s priorities and commitment, managers, communications and pay and benefits.

Council, directorate, department and service area reports are now available on staffroom together with overviews of engagement similar to the one provided, which illustrates overall findings for departments. As most findings varied considerably by departments, Scrutiny panel members may find department and service area findings of interest.

In addition to staffroom, team brief and payslip communications, findings have been shared at Departmental Management Meetings and are being cascaded to staff.

The Council is considering how best to address those areas of the survey where findings are consistently low or dropping –e.g. opportunities to improve my skills or early contribution to change, and dedicated support from the Organisational Development (OD) team is being offered to those larger service areas with poor levels of engagement – particularly front-line services.

Management Teams are being asked to involve staff in identifying and implementing areas for improvement and action planning tools and support is being offered to managers.

As one of the areas for improvement was around “belief action will be taken as a result of the survey” staff will be updated on progress and Assistant Directors will share their action plans with

OD by the end March 2013 and they will be published on staffroom and progress will be tracked and updated and shared with staff.

The Organisational Development team will liaise with Assistant Directors to ensure plans align with corporate actions.

Corporate Plan 2012-2015:

The section Change Management and Organisational Culture on page 42 of the Corporate Plan makes specific reference to the importance of building an engaged and motivated workforce that is committed to its customers and priorities. An inclusive and cooperative approach action planning will hopefully build commitment to ensuring those action plans are delivered and engagement is built.

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

Not applicable

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

Not applicable

Equality and Diversity

An Equality Impact Assessment has been undertaken to safeguard against unlawful discrimination, harassment and victimization and ensure equality of access across different groups. The employee survey is anonymous however careful consideration is always given to reporting, especially around gender, ethnicity, disability and sexuality. It is critical that individuals are not identifiable from reports. Access to the survey was also considered.

Recommendations and Reasons for recommended action:

Not applicable – information only

Alternative options considered and rejected:

Published work / information:

Background papers:

Sign off: