

STAFF SURVEY 2018

85 High Scores
40 Low Scores

Engagement

- Stay
- Say
- Strive

	COUNCIL	
	2018	2017
Response Rate	54.26%	-6%
Overall Engagement Score	82%	15%
My Job	80	13
Working in my job makes me want to do my best	93	8
I feel valued for the work I do	69	14
My job makes good use of my skills and abilities	82	13
I have the right tools to do my job	77	16
My Customer	88	
I know who my customers are	98	
I have the right tools to meet my customers needs	83	
I am able to provide the service my customers need	83	
My Career	68	18
I receive regular and valuable discussions with my line manager about my performance	80	14
I have career or job opportunities in the Council	55	20
I get the development or training I need to do my job well	69	21
My Employer, the Council	77	17
The Council is a good employer	88	25
The Council cares about my health, safety and wellbeing	78	22
I am satisfied that my pay level is appropriate for my role	66	22
I am satisfied with my benefits (annual leave, flexitime, flexible working, pension, iChoose options and discounts)	87	10
I am happy with my working environment	68	11
My job here allows me to balance my work and personal life	81	13
I would like to be working for the Council in 12 months' time	86	11
I am able to share my views before changes are made which affect my job	64	19
Working here makes me want to go the extra mile	76	18
My Team	89	28
It feels good to work as a part of my team	90	
My team works well with others across the Council to provide joined up services	88	12
I share best practice with my colleagues	96	
My team uses customer / client feedback to improve our service	82	29
My Line Manager	82	13
My line manager leads by example	84	17
My line manager keeps me informed about what the Council is doing in general	81	15
My line manager keeps me informed about changes in the Council and the service that are relevant to my role	84	
My line manager has shared Tracey's Team Talk with me regularly	75	
My line manager encourages me to put forward my ideas and opinions	83	12
Senior Managers (Directors and Assistant Directors)	73	31
I know who my Strategic Director and Service Director are	83	

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2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
68.18%	-19%	76.09%	-22%	61.70%	-5%	38.47%	-8%	51.31%	-8%	87.38%	9%	51.91%	3%
86%	14%	82%	18%	84%	15%	83%	16%	85%	19%	77%	18%	79%	9%
83	9	79	13	80	11	83	12	80	17	78	15	78	8
97	3	87	13	93	9	96	6	94	13	91	8	87	0
73	15	73	18	70	8	72	13	71	19	61	11	64	9
85	2	83	18	78	9	84	13	84	17	81	14	81	10
76	18	72	4	79	17	81	15	72	17	80	27	80	12
90		82		85		89		88		90		88	
100		99		99		98		96		100		98	
86		75		80		84		81		86		84	
85		71		76		84		87		83		81	
61	10	72	18	68	19	69	16	71	22	65	20	65	14
78	5	89	15	84	15	84	8	77	21	78	15	79	11
38	5	46	15	50	19	54	21	63	24	56	23	45	12
68	21	83	24	71	23	68	20	72	21	60	21	72	19
80	16	78	22	77	14	77	18	82	22	69	16	79	12
90	20	84	34	91	28	89	29	92	30	80	27	87	10
78	16	84	36	77	18	77	25	82	23	70	18	85	16
67	21	71	22	63	17	68	21	66	28	65	15	66	23
95	12	91	21	89	13	90	14	94	14	69	-2	92	4
71	5	71	14	54	-5	64	10	75	21	66	10	77	10
71	7	86	19	81	10	82	17	86	19	71	13	86	8
85	8	78	13	86	6	88	11	90	14	82	37	84	8
81	45	67	17	72	25	62	18	74	25	44	9	62	16
83	16	71	22	81	15	77	19	78	22	73	21	68	10
94	27	84	31	88	24	91	23	88	29	90	25	84	22
95		84		88		92		91		89		86	
93	13	83	16	89	13	94	13	87	15	84	11	85	3
98		99		97		96		94		98		94	
88	35	71	28	80	27	81	26	83	34	87	30	71	16
87	12	93	19	83	14	81	9	81	16	77	15	84	9
79	10	90	18	83	16	86	18	82	17	84	19	84	11
92	19	97	24	80	14	81	9	80	19	73	15	87	12
93		93		85		86		84		79		85	
79		94		78		69		75		72		78	
90	9	88	11	86	16	83	9	84	14	79	14	86	10
81	44	82	30	85	32	76	33	77	34	58	28	61	29
93		87		92		85		85		75		74	

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	2018	2017	
I know how I can get access to my Strategic Director and Service Director if I need to	73		
My Strategic Director and Service Director lead by example	69	26	
I trust my Strategic Director and Service Director to be open and honest	67	26	
The Council	85	8	
I can see how my work here makes a positive difference to the people in the city	92	14	
I am clear about how I contribute to the Council's priorities	91	17	
I am kept well informed about the Council's plans and progress	75	21	
The Council is effective at communicating with staff	71		
I want to help the Council achieve its goals	97	8	
I speak highly of the Council to other people	86	19	
Equality and Diversity	87	11	
I am treated with fairness, respect and without discrimination	87	12	
I feel able to report bullying, harassment or discrimination	87	10	

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2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
88		81		86		71		76		60		65	
74	54	80	29	83	29	77	33	73	28	49	20	53	18
69	16	78	25	80	28	73	30	72	31	49	16	51	21
90	9	85	12	86	13	87	12	89	11	81	15	79	-1
90	8	94	18	92	11	95	11	94	14	90	20	85	14
93	9	89	18	90	17	94	19	92	18	89	22	87	11
83	14	79	32	76	19	74	18	82	25	69	22	66	17
83		76		72		74		78		59		63	
100	4	94	13	99	12	98	9	97	9	97	10	94	2
91	15	78	18	89	20	86	16	88	25	84	23	82	5
92	13	85	8	88	7	87	10	88	13	85	9	87	9
95	17	86	9	88	8	88	10	88	14	83	10	87	11
88	9	84	7	88	6	87	10	88	12	88	9	87	8