

<b>MEETING</b>	Corporate Scrutiny Committee
<b>TITL OF THE REPORT</b>	Staff Survey 2013
<b>DATE</b>	14 November 2013
<b>REASON FOR PRESENTING THE REPORT</b>	Present the results of the recent staff survey
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## 1. INTRODUCTION

- 1.1 The latest Staff Survey was run during February 2013. The survey is carried out every two years; this is the third time that the Council has been through the process
- 1.2 The survey measures staff engagement. This is defined by Best Companies, the company commissioned to undertake the survey, as “an employee’s drive to use all their ingenuity and resources for the benefit of the organisation”.
- 1.3 Significant research has identified a clear link between levels of engagement of an organisation and its performance.
- 1.4 The survey reports its results against the eight factors that affect staff engagement i.e leadership, managers, personal development, the Council, team working, welfare, fair deal and giving something back
- 1.5 The survey is open to all staff of the Council other than those directly employed by the County’s schools. The percentage of staff responding to the three surveys were:

2009	31%
2011	31%
2013	26%

This level of response is considered statistically robust. Efforts were made following feedback to promote easy access to computers to those staff who do not work in the offices to enable them to complete the survey during working hours.

## 2.0 SUMMARY OF 2013 RESULTS

- 2.1 The level of staff engagement increased by 4.9% between the first and second surveys. It decreased slightly between 2011 and 2013 but is still 3.2% higher than the baseline set in 2009; analysis of staff engagement trends indicates a small decrease both nationally and internationally during the same period.
- 2.2 There has been an increase in the scores for four of the eight factors with the other four showing a decrease
- 2.3 As in previous surveys staff engagement levels vary between departments as do the changes from one survey to the next. The Head of Human resources is in the process of visiting all heads of service to discuss the obligations of their results and to help create suitable action plans.
- 2.4 The main messages of the survey are:
- Key messages coming from the leadership of the Council regarding direction, values and future are not in some instances reaching all staff and actions can be deemed to be inconsistent with messages.

- staff want the leadership to be seen to lead, motivate and inspire the workforce and to recognise and appreciate the value of their work.
- there is a feeling of pride amongst the staff in providing quality services that make a difference to the lives of the people of Gwynedd. There is a particular pride in the uniqueness of working for an organisation that uses Welsh as its administrative language.
- The Manager factor was the only one of the eight that failed to show progress between the 2009 and 2011 surveys which resulted in a programme to train and develop managers. The overall score for managers has improved for the 2013 survey.
- The factor that measures work pressures and the balance between work and home lives and their effect on personal health and performance shows a decrease since 2011 when it scored the highest of all the eight factors. It is the only factor that scores lower in 2013 than the original survey in 2009.
- Good team working flourishes between immediate colleagues but there is a feeling that the Council would benefit from better working between units and departments.

### **3.0 BENCHMARKING**

- 3.1 In addition to comparison with previous surveys, the survey results are being benchmarking against other organisations. This is proving challenging as no similar sized unitary authorities are part of Best Companies published survey. However a Welsh Unitary Authority has been identified that has taken part in the survey but have not published their results who are willing to compare and share best practise.

### **4.0 WORK PROGRAMME**

- 4.1 As a result of the Staff Survey 2013 the Human Resources Department will operate a work programme designed to address the issues raised. The programme includes:

- Reviewing the internal communications plan
- Raising awareness of the Council's positive effect on the community and environment
- Review managers's training and development programme
- Review the flexible working opportunities
- Research methods o promoting inter-departmental working