

Wiltshire Council

Cabinet

14 March 2017

Subject: Wiltshire Council 2016 staff survey outcomes

Cabinet Member: Cllr Stuart Wheeler - Hubs, Heritage & Arts, Governance (including information management), Support Services (HR, Legal, ICT, Business Services, Democratic Services)

Key Decision: No

Executive Summary

The 2016 staff survey was conducted between Monday 21 November and Friday 23 December 2016. This survey is a bi-annual assessment of staff views of working for Wiltshire Council.

The results of the 2016 survey continue the positive trend seen in the previous survey results in 2014. The staff engagement index score has further increased and there has been a continued rise in the number of fully engaged employees, compared to 2014.

Four clear corporate priorities for 2017-18 have been identified, with the aim further increasing staff engagement:

- Learning and development opportunities;
- Resources;
- Visibility of senior management;
- Improvements to communication.

Completion of effective appraisals will also remain as a corporate priority from the 2014 survey, allowing us to continue building on the improved results already achieved.

Proposal

Cabinet to note the content of the corporate staff survey report and priorities arising.

Reason for Proposal

Cabinet have requested to be kept updated regarding staff survey outcomes and trends, particularly regarding staff engagement, recognising that the ability to deliver business plan outcomes relies on having an engaged workforce.

Dr Carlton Brand, Corporate Director

Wiltshire Council

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Key Decision: **No**

Purpose of Report

1. To provide Cabinet with an overview of the 2016 staff survey results, highlighting key messages and priorities arising.

Relevance to the Council's Business Plan

2. The staff survey is a key way in which we measure staff engagement. An engaged workforce is important to the council's ability to deliver our people strategy and business plan outcomes. Responding to the staff survey helps to ensure the council delivers principles 7 and 8 in the Business Plan – to grow outstanding leaders and managers and allow staff to be innovative with a 'can-do' approach.

Background

3. The 2016 staff survey window originally ran from Monday 21 November to Friday 9 December 2016; it was subsequently reopened with final online responses being accepted up to 5pm on Friday 16 December and paper copies accepted up to Friday 23 December 2016.
4. 65.7% of staff (2,898 respondents) responded to the survey, up from 60% in 2014. This represents a very good response rate for an organisation of this size and is also in line with the Local Government benchmark.
5. Survey responses have been analysed and an overall corporate report was communicated to staff, managers and members on 9 February 2017. Individual reports for services were issued to services in early March 2017.

Main Considerations for the Council

6. Overall, the 2016 survey results continue the positive trend seen between the 2012 and 2014 surveys.
7. The Council's employee index score has increased for a second consecutive survey to 58%.

8. There has been a continuation of the rise in the number of fully engaged employees (31.7% of respondents, up from 29.5% in 2014).
9. The number of fully disengaged employees has also fallen for a second time (1.2% of respondents, down from 2.1% in 2014).
10. Four clear corporate priorities for 2017-18 have been identified, with the aim of further increasing staff engagement:
 - Learning and development opportunities;
 - Resources;
 - Visibility of senior management;
 - Improvements to communication.
11. Completion of effective appraisals will also remain as a corporate priority from the 2014 survey, allowing us to continue building on the improved results already achieved
12. Strongly embedded behaviours framework - 96% of staff stating they understand the behaviours that are expected of them and only around 1% (18 staff) giving a negative response.
13. 73% of staff felt the council had a community-focused culture. This result continues to reflect the Council's vision to create stronger and more resilient communities.
14. Staff Survey results were assessed against the 2017-21 people strategy themes of empowerment, innovation and collaboration. 72% of respondents felt empowered in their roles, with 71% also indicating that their role, team or service demonstrates positive collaboration.
15. Exceeding local government benchmarks in the areas of Change, Culture, Wellbeing and Safety, and Reward and Recognition based on ORC local government benchmark.
16. The full corporate results can be found at Appendix A - 2016 staff survey results report for staff and members.

Overview and Scrutiny Engagement

17. None Required.

Safeguarding Implications

18. None.

Public Health Implications

19. None.

Procurement Implications

20. None.

Equalities Impact of the Proposal (detailing conclusions identified from Equality Analysis, sections 4 and 5)

21. None.

Environmental and Climate Change Considerations

22. None.

Risks that may arise if the proposed decision and related work is not taken

23. No decision required.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

24. No decision required.

Financial Implications

25. None.

Legal Implications

26. None.

Options Considered

27. Not applicable.

Conclusions

28. That Cabinet note this report.

Barry Pirie (Associate Director, People and Business)

Report Author: Stuart Honeyball, Applications Support Manager,
stuart.honeyball@wiltshire.gov.uk,

Date of report 22 February 2017

Appendices

Appendix A - 2016 staff survey results report for staff and members.

Background Papers

The following documents have been relied on in the preparation of this report:
None.