

## **2017 Employee Survey Headlines**

Following on from the 2017 Employee Survey in June, the results have been analysed and the headline results are displayed below.

The full corporate report will be available by the end of September and will be reported to Policy & Resources Committee in October. Thereafter, departmental summaries will be published in November.

The headline results are set out below outlining:

- Response rates
- Highest scoring questions
- Lowest scoring questions
- Areas of improvement, sustained performance and development

### **Response Rates:**

<b>Distribution method</b>	<b>Sent out</b>	<b>Returns</b>	<b>2017 Response Rate (%)</b>	<b>2015 Response Rate (%)</b>	<b>2013 Response Rate (%)</b>
Paper questionnaire	531	326	61.39%	9.5%	8.3%
Online / electronic survey	4,147	1,633	39.38%	35.2%	29.9%
<b>Total</b>	<b>4,678</b>	<b>1,959</b>	<b>41.88%</b>	<b>30.65%</b>	<b>25.30%</b>

### **Highest Scoring Questions:**

- 97% It is clear to me what is acceptable and unacceptable behaviour in the workplace
- 89% I enjoy the work I do
- 88% I am clear what my duties and responsibilities are
- 82% I am aware of the challenges that face the Council over the next few years
- 82% I am aware of the appropriate channels for reporting unacceptable behaviour, bullying or harassment

### **Lowest Scoring Questions:**

- 46% I believe that senior management have a clear vision of where the organisation is going
- 46% Overall, I am satisfied with the leadership and direction I receive
- 46% Communications from the Council are open and honest
- 36% I believe that the Council will take action to address issues arising from the survey
- 36% I know what Elected Members do
- 23% I believe Elected Members provide leadership for the Council

<b>Key Improvements</b>	<b>2017 % agreeing with statement</b>	<b>2015 % agreeing with statement</b>	<b>% change since 2015</b>
I have had a development activity/session in the last 12 months (this might be an ERDP, PR&D, professional supervision or appraisal)	73%	57%	+16%
I can see how my job links to the Council's objectives and priorities	55%	45%	+10%
My workload is generally manageable	68%	59%	+9%
I believe the Council is committed to developing a more positive workforce culture	67%	61%	+6%
I take pride in working for the Council	75%	70%	+5%
I trust my line manager/supervisor to communicate openly and honestly with me	73%	68%	+5%
<b>Areas of Sustained Performance</b>			
I enjoy the work I do	89%	89%	No change
I am aware of the appropriate channels for reporting unacceptable behaviour, bullying or harassment	82%	82%	No change
I feel respected by my colleagues	81%	81%	No change
Communication in my team is open and honest	67%	67%	No change
<b>Areas for Development</b>			
I know what Elected Members do	36%	55%	-19%
I believe Elected Members provide leadership for the Council	23%	27%	-4%
I believe senior management have a clear vision of where the organisation is going	46%	49%	-3%
I believe that the Council will take action to address issues arising from the survey	36%	39%	-3%
I get the training and development I need to do my job effectively	59%	62%	-3%
I have a choice in deciding what I do at work	48%	51%	-3%

This year the employee survey has achieved the highest response rate since it was first introduced more than 10 years ago, providing a more accurate representation of how our employees feel.

There are a number of positive improvements coming from the results particularly from within the following themes: you and your job, supervision and workforce culture behaviours. The highest improvement related to the number of employees receiving a development activity/session in the past 12 months, increasing from 57% to 73%.

A key focus for prevailing years has been the number of employees subject to unacceptable behaviour/bullying in the workplace, this has positively decreased from 19% to 16%.

There were less positive responses in relation to training, performance & development and leadership & senior management, particularly surrounding the role of Elected Members.

The next step is to produce a full corporate report (end of September) and thereafter departmental summaries (November). The departmental summaries will be issued to each Director and Head of Service and these will be used to help inform specific areas of action both from within the departments and in conjunction with corporate initiatives such as employee engagement and workforce culture work. The outcome of the survey will also be used to carve the direction of the workforce culture work to continually meet the shared aim of developing a more positive workplace environment.