

Report of	Meeting	Date
Director of Transformation (introduced by the executive Member (Transformation))	Executive Cabinet	12 August 2010

## STAFF SURVEY 2009

### PURPOSE OF REPORT

- To provide members with an overview of the results from the 2009 Staff Survey

### RECOMMENDATION(S)

- The Executive Cabinet is requested to note this report.

### EXECUTIVE SUMMARY OF REPORT

- This report outlines the methodology of the 2009 Staff Survey and goes on to summarise the top level results which identify specific organisational trends, including areas for development.
- Chorley Council in partnership with 'NWA Social & Market Research' carried out a staff survey in the autumn of 2009. The survey was used to look at a wide range of employee related issues, and where possible questions were related to the Council's Corporate Strategy and competency framework.
- The questionnaire was split into nine sections which covered the following aspects of working life:
 

1 The Council	6 My Working Conditions
2 My Directorate	7 Communications
3 My Team	8 My priorities at work
4 How I am Managed	9 Employment & Personal details
5 My Job	
- During November 2009, a total of 288 out of 369 staff completed a questionnaire giving an overall response rate of 78%.
- Key findings from the Staff Survey include:
  - 91% of staff are satisfied in their job;
  - 96% understand what the Council's priorities are;
  - 92% are proud to work for Chorley Council;
  - 99% feel that they have the skills and knowledge needed to do their job.

Areas for development are centred on inter-team & inter-departmental communication:

Key priority areas to improve satisfaction at work identified by staff are:

- Better teamwork between Directorates;

- Sound IT equipment and processes;
- Feeling my work is valued;
- Staff involvement in decision-making;
- Opportunities to advance in my career.

## REASONS FOR RECOMMENDATION(S)

### (If the recommendations are accepted)

8. To provide members with an overview of the results from the 2009 Staff Survey

## ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

9. None

## CORPORATE PRIORITIES

10. This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the Central Lancashire sub-region		Develop local solutions to climate change.	
Improving equality of opportunity and life chances		Develop the Character and feel of Chorley as a good place to live	
Involving people in their communities		<b>Ensure Chorley Borough Council is a performing organization</b>	<b>x</b>

## BACKGROUND

11. After taking part in the Times 'Best Companies' survey in 2007 and 2008 and achieving 10<sup>th</sup> and 2<sup>nd</sup> place in the Local Government category respectively, Chorley Council, in partnership with 'NWA Social & Market Research', undertook its own staff survey in the autumn of 2009. Not only did Best Companies change the scope of the survey to include all public sector organisations, by bringing the survey back in-house the Council would also have a far greater influence over the areas the survey covered and what could be done with result data it produced.
12. The Staff Survey was used to look at a wide range of employee related issues, and where possible questions were related to the Council's Corporate Strategy and competency framework. For benchmarking purposes a number of questions similar to those of the Times 'Best Council to Work For' survey were included in the survey.
13. Crucially, the employee survey forms an integral part of communicating with employees. In this sense the survey is more important as an internal measure which can be compared over time and as a guide to planning actions to address responses and achieve continuous improvement. The information provided through the survey is therefore most important in determining levels of employee satisfaction, relationships with the organisation, commitment, motivation and morale.

14. The survey was split into nine sections which covered the following aspects of working life:

- |                     |                                  |
|---------------------|----------------------------------|
| 1. The Council      | 6. My Working Conditions         |
| 2. My Directorate   | 7. Communications                |
| 3. My Team          | 8. My priorities at work         |
| 4. How I am Managed | 9. Employment & Personal details |
| 5. My Job           |                                  |

15. The first six sections of the questionnaire consisted wholly of lists of statements. Respondents were asked 'to what extent do you agree or disagree with the following statements?' They were offered seven agree/disagree options (strongly agree, agree, slightly agree, neither agree nor disagree, slightly disagree, disagree and strongly disagree), and were asked to tick the one which best describes their experience or opinion. If they were not sure, or had no opinion, they were asked to tick the 'neither agree nor disagree' option.

16. The seventh section asked respondents to identify and rate the methods of corporate communication channels they use to keep up to date with what is happening at the Council and within their Directorate. The eighth section asked respondents to select the five items they felt the Council most needs to address in order to improve their satisfaction at work.

17. This report outlines the top level results from the 2009 Staff Survey which identify specific organisational trends, including areas for development.

## **STAFF SURVEY RESULTS**

18. During November 2009, a total of 288 out of 369 staff completed a questionnaire giving an overall response rate of 78%.

19. The overall responses to the Chorley Borough Council staff survey were very positive, both in terms of response rate (78%) and in the views of staff in respect of the Council and the job they do. A number of responses to statements stand out as being particularly positive, having a 90% + agreement level.

20. There is a high level of corporate awareness and people's understanding of their contribution to the work of the council, evident through a high level of respondents who feel that they:

- Are 'well informed about what is going on in the Council' (91% agree);
- 'Understand what the Council's priorities are' (96% agree);
- Make a 'valuable contribution to the success of the Council' (98% agree).

21. Respondents are also

- 'Inspired by the person leading the organisation' (92% agree);
- 'Proud to work for Chorley Council' (92% agree);
- and believe the 'Council celebrates its achievements' (98% agree).

22. There is a strong belief in the professionalism and customer service orientation of Directorates:

- 'My Directorate always strives to do better' (92% agree);
- 'My directorate takes actions to provide better service to our customers' (92% agree);
- 'The people in my directorate demonstrate high standards of professional behaviour and integrity' (90% agree).

23. There is a very positive attitude to the teams in which respondents work:

- 'My team knows what it has to do and how to do it successfully' (97% agree);
- 'People in my team go out of their way to help me' (95% agree);
- 'People in my team trust each other' (95% agree);
- 'Good working relationships with colleagues from other teams' (95% agree).

24. There was also highly commendable clarity of:

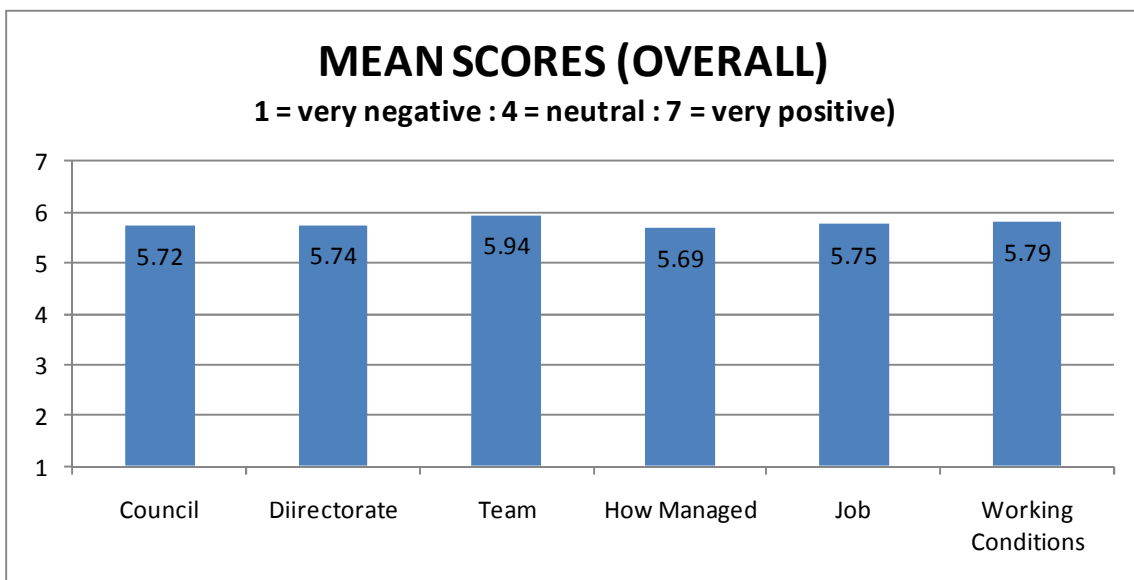
- Knowing how to 'go about getting my job done' (100% agree);
- 'Having the skills and knowledge needed to do my job' (99% agree);
- 'Being clear of what is expected of me at work' (96% agree);

25. Also, respondents felt that 'they have influence over the way I work' (93% agree), and 91% agreed that 'overall, I am satisfied with my job'.

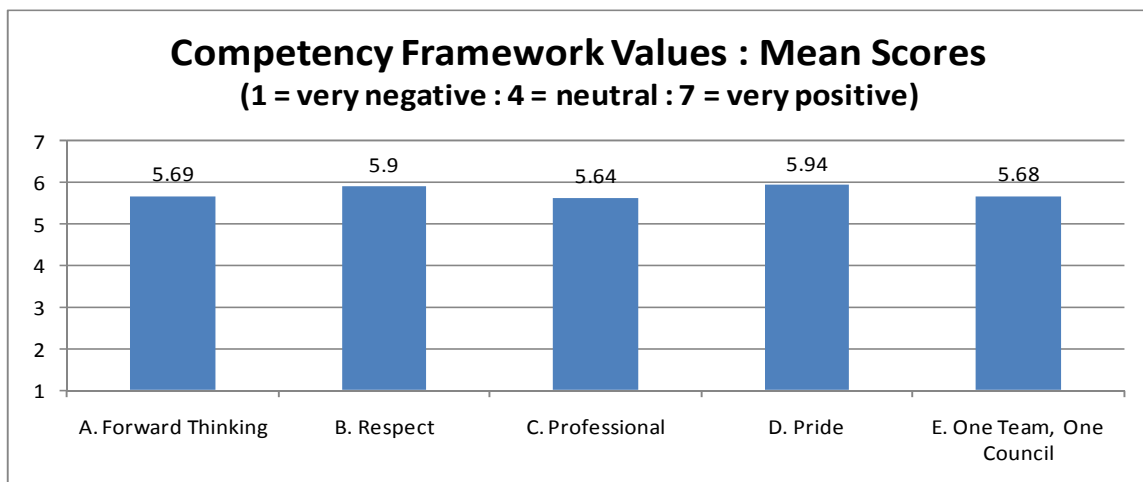
26. Other particularly positive results related to:

- Accessibility of their line manager (92% agreeing that their 'manager is accessible when I need to see him/her');
- 'Satisfaction with leave arrangements' (95% agree);
- 'Satisfaction with the conditions of service under which I am employed' (90% agree);
- 93% of all respondents also agreed that 'they know how to find out more about Council's HR policies and procedures' should they wish to do so'.

27. The largely positive results of the survey are revealed when the results for the individual sections of the questionnaire are amalgamated to give overall 'mean' results:



28. Analysis of agree/disagree responses against the Council's 'Competency Framework' suggests that the Council is performing well in relation to each of its five 'core values'.



29. However the survey also highlighted a number of areas for development, particularly in relation to inter-team & inter-departmental communication.

30. The final section of the survey asked respondents to indicate the five aspects they felt that the Council most needs to address in order to improve their satisfaction at work. Whilst there were significant differences between Directorates, the greatest priorities amongst respondents overall were:

- Better teamwork between Directorates (39%)
- Sound IT equipment and processes (32%)
- Feeling my work is valued (29%)
- Staff involvement in decision-making (28%)
- Opportunities to advance in my career (27%).

## IMPLICATIONS OF REPORT

31. This report has implications in the following areas and the relevant Directors' comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		No significant implications in this area	x

GARY HALL  
DIRECTOR OF TRANSFORMATION

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Rik Sterken	5372	July 2010	2009staffsurveycabinetreport.doc