

STAFFORDSHIRE MOORLANDS DISTRICT COUNCIL

Resources Overview and Scrutiny Panel

7th February 2024

TITLE:	Alliance Employee Survey 2023
PORTFOLIO HOLDER:	Councillor C Wood – Portfolio Holder Finance
CONTACT OFFICER:	Tanya Cooper – Head of Organisational Development and Transformation
WARDS INVOLVED:	Non-specific

Appendices Attached

Appendix A - Employee Survey Results Summary

Appendix B - Employee Survey Action Plan

1. Reason for the Report

- 1.1 The purpose of this report is to provide the Resources Overview & Scrutiny Panel with a summary of the Alliance's Employee Survey, results, and action plan.

2. Recommendation

- 2.1 That the outcomes from the Employee Survey 2023 as detailed in the report noted.

3. Executive Summary

- 3.1 A new Annual Employee Survey was introduced for the Alliance workforce in 2023. The survey has been designed locally, to understand and improve employee experience, and in turn improve how the Council delivers for local residents. The survey had a high level of engagement, with 70% employee participation – a very good response rate.
- 3.2 Overall results which are detailed at Appendix A, were very encouraging, with positive feedback across all survey questions. A scale summary score greater than 3.0 indicates an overall positive sentiment, and less than 3.0 indicates an

overall negative sentiment. All scale summary scores across the survey returned responses above 3.0 – indicating an overall positive sentiment across all areas of staff experience.

- 3.3 The results are therefore extremely encouraging and provide a good base on which to build. Results have been reviewed by senior leaders and shared with teams across the Alliance – resulting in further feedback and an action plan, in an effort to further improve employee experience.

4. How this report links to Corporate Priorities

- 4.1 Staffordshire Moorlands Corporate Plan (Aim 2) – a high performing and well-motivated workforce.

5. Alternative Options

- 5.1 There are no alternative options to consider.

6. Implications

- 6.1 Community Safety - (Crime and Disorder Act 1998)
None.

- 6.2 Workforce
Informs work to improve employee experience and employer brand.

- 6.3 Equality and Diversity/Equality Impact Assessment
This report has been prepared in accordance with Diversity and Equalities policies.

- 6.4 Financial Considerations
None.

- 6.5 Legal
None.

- 6.6 Climate Change
None.

- 6.7 Consultation
None.

- 6.8 Risk Assessment

Not applicable.

ANDREW P STOKES
Chief Executive

Web Links and

Background Papers

Web Links – None

Background papers –

Organisational Development Strategy

HPBC Borough Plan/SMDC Corporate Plan

Contact Details

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7. Background and Introduction

- 7.1 This report provides a summary of results, and an overview of actions and next steps following an independent survey of employee experience at the Alliance. This survey aimed to gather insights to improve to working lives of employees, which in turn helps to improve how the Councils deliver for local residents.
- 7.2 This is the first annual survey across the two councils and gives a baseline against which future improvements and developments can be measured. It is intended to undertake short 'pulse' surveys throughout the year to enable to gauge the impact of improvements that have been implemented.
- 7.3 The survey was completed online during August and September 2023, and was returned by 183 respondents, representing 70% of the Alliance workforce.
- 7.4 The survey was co-designed with Camburg (the Alliance's strategic HR partner) who collected and analysed the completed questionnaires and held the data independently outside the Alliance – ensuring that responses are confidential, and reported in a way where employees are not personally identifiable. This encouraged engagement and openness in staff responses.
- 7.5 The survey asked 31 questions, many of which had multiple elements, plus a short section to collect respondent's demographic information. The survey was completed online and made available to non-desk-based employees via a QR code that allowed completion of the survey on a smartphone.
- 7.6 Survey results were collated and reported to the Alliance leadership and management teams. This included a detailed view where possible at service level, and some demographic categories. Heads of Service shared these results with their teams, to inform and action plan in response to the feedback received.

8. Survey Results

- 8.1 Most of the survey questions were structured for a response on a five-point scale, for example:

Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
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- 8.2 Responses were aggregated to give an overall "scale summary score" for each of these questions. The scale summary scores help to compare how positive/negative the responses are across all the survey questions.
- 8.3 A scale summary score greater than 3.0 indicates an overall positive sentiment, and less than 3.0 indicates an overall negative sentiment.

8.4 The survey results are included in full at Appendix A, with the survey questions reported under eight themed subheadings:

- Organisational Overview
- Satisfaction & Engagement
- Working Flexibly
- Leadership & Management
- Teamworking
- Learning & Development
- Health & Wellbeing
- Equality, Diversity & Inclusion

8.6 All scale summary scores across the survey returned responses above 3.0 – indicating an overall positive sentiment across all areas of staff experience.

8.7 The top ten most positively answered questions:

Q11b	I am trusted to do my job.	4.45
Q18f	I enjoy working with the colleagues in my team.	4.32
Q11j	I understand how my work contributes to the priorities of the Councils.	4.24
Q10d	The opportunities for flexible working patterns.	4.21
Q20g	The people I work with are polite and treat each other with respect.	4.19
Q11a	I always know what my work responsibilities are.	4.19
Q18d	My team makes a difference to the residents of High Peak and Staffordshire Moorlands	4.15
Q20d	I can approach my immediate manager to talk openly about flexible working.	4.14
Q20f	The people I work with are understanding and kind to one another.	4.13
Q19c	Time passes quickly when I am working.	4.11
Q14d	My manager takes a positive interest in my health and well-being.	4.10

9. Review and Action Planning

9.1. The survey was designed to ask questions of interest and value specifically for the Alliance. It is the first of what will be an ongoing series of surveys. For these reasons, it is not possible to provide comprehensive and valid comparative analysis of the results either with (i) other employers, or (ii) the Alliance's last survey. However, it is self-evident that the results are extremely encouraging and provide a good base on which to build.

9.2 Detailed presentations of the survey results were shared with the Alliance Leadership Team and Management Team in October and November. Where the number of responses in a service were greater than 10 it was possible to share detailed results without compromising anonymity. This enabled further analysis to identify areas where the results were not as positive.

- 9.3 It was agreed that Heads of Services would feedback the detailed survey reports directly with their teams, and seek input from their staff, taking a “bottom-up” approach to creating a plan for acting upon the survey findings.
- 9.4 A copy of the survey action plan resulting from this exercise is included at Appendix B.