

**TO: EMPLOYMENT COMMITTEE
11 FEBRUARY 2015**

**STAFF SURVEY 2014
(Director of Corporate Services – HR)**

1 INTRODUCTION

- 1.1 To present the Executive Summary Report on the 2014 Staff Survey, produced by Qa. The staff survey is undertaken every three years.

2 SUPPORTING INFORMATION

- 2.1 The Executive Summary of the report from Qa Research is attached at Appendix A. The Summary contains key findings and conclusions as well as potential areas for action.
- 2.2 A Chartered Institute of Personnel and Development (CIPD) report on whether UK organisations are getting better at managing their people recently provided some statistics which may provide helpful context to the results of the Council's staff survey. Although their questions were different to the Council's questions, and do not constitute clear benchmarks of like with like, they do provide some broad comparisons.
- 2.3 The CIPD report highlighted the effect of "the worst recession in 80 years" on people's perceptions of their workplaces. The report says "Many organisations were forced to make difficult changes such as cutting jobs and freezing (or even cutting) pay. This will often have...had a negative effect on employee morale". The CIPD Employee Outlook Surveys tracked the effect on job satisfaction of recession related workplace changes in Spring 2014.
- Those workplaces with reduced employee benefits saw about a 15% drop in job satisfaction.
 - Those workplaces with frozen recruitment, saw about a 7% drop
 - Those workplaces with frozen pay, saw a 10% drop
 - Those workplaces planning redundancies, saw a 10% drop
 - Those workplaces making redundancies, saw a 5% drop.

The fall in overall job satisfaction since 2011 shown in the Qa report is in the order of 5% and in the context of the national picture, perhaps should not be unexpected.

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2.4 Other items in the CIPD report, while not exact comparators, also suggest a context for the Qa data:

- The CIPD Employee Outlook Surveys (covering the whole UK workforce) report 65% saying they are satisfied or very satisfied with the manager/employee relationship. This compares with the Council's data about aspects of the manager/employee relationship where the percentages are generally in the 70s and 80s. Key indicators are shown below.
- My manager treats me fairly – 80% (nationally 69% agreed)
- I'm encouraged to express opinions 75%; my manager discusses work problems 77%; my manager responds to suggestions 75%. (My manager listens if I have a suggestion - nationally 63% agreed)
- My manager would support me in a crisis 77%. (My manager is supportive if I have a problem - nationally 65% agreed)
- My manager expresses appreciation 73%. (My manager recognises if I have done a good job - nationally 55% agreed)
- My manager involves me in decisions 70%, gives me information to do my job properly 74%. (My manager consults me on matters of importance - nationally 53% agreed.)
- My manager gives feedback on performance 63%; my manager manages my performance 69%; my manager manages others' performance 52%. (My manager gives me feedback on performance - nationally 44% agreed)
- 70% of managers discuss development needs; 74% said I get the training I need. (My manager discusses training and development needs - nationally 35% agreed)
- 61% of employees feel well informed by the Council. (Nationally 54% feel well informed about what is happening in their organisation.)

2.5 Against this context the results of the 2014 staff survey are broadly encouraging. However, these are obviously areas where the Council can improve. A Council-wide Action Plan and Directorate Action Plans will be developed.

3 EQUALITIES IMPACT ASSESSMENT

3.1 The survey results are analysed according to gender, age, ethnicity, disability, marital status and maternity status, religion/belief and sexual orientation and action plans

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should have regard to differences in staff perceptions and experience by the different protected characteristics.

4 **STRATEGIC RISK MANAGEMENT ISSUES**

- 4.1 Failure to communicate results and act upon them will damage the credibility of the staff survey and impact upon morale.

Background Papers

None

Contact for further information

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