### 2022

# EMPLOYEE SURVEY

Headline Report



Children and Young People

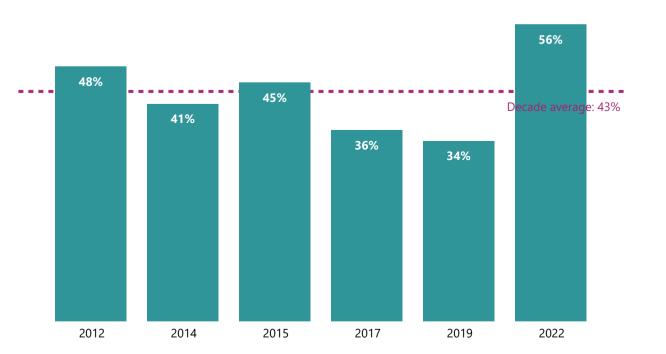


### 1. Survey completion rate



26% responses in 2019 44% responses in 2022 68%

Employee survey completion rate trend for previous decade (Whole council)



2022 % Response by Directorate



### 2. Employee survey headlines



### **Employee Engagement score 3.53 out of 5**

#### Things that are working well \*

Top 5

#### Things that need improvement \*\*

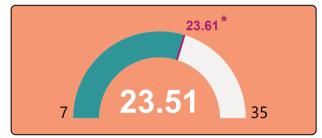


Result based on the percentage of those who answered "Agree" or "Strongly agree"

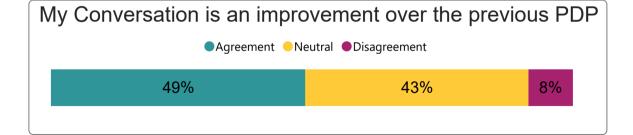


<sup>\*\*</sup> Result based on the percentage of those who answered "Disagree" or "Strongly disagree"

### **SWEMWBS** Wellbeing score

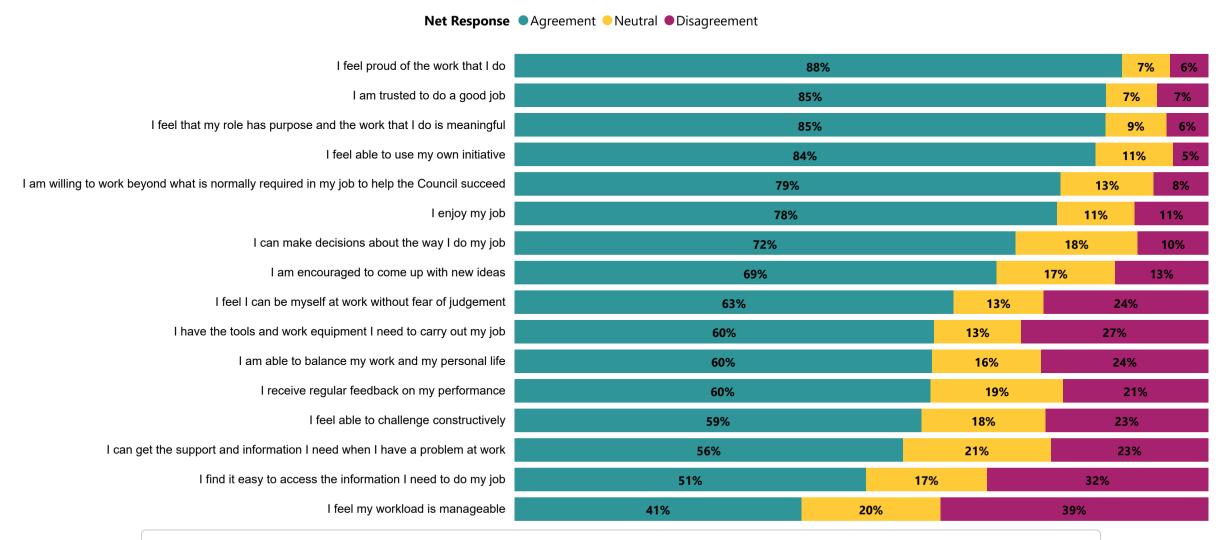


\* Target is the Mean of SWEMWBS Population Norms in Health Survey for England data 2011



# 3. You and your job

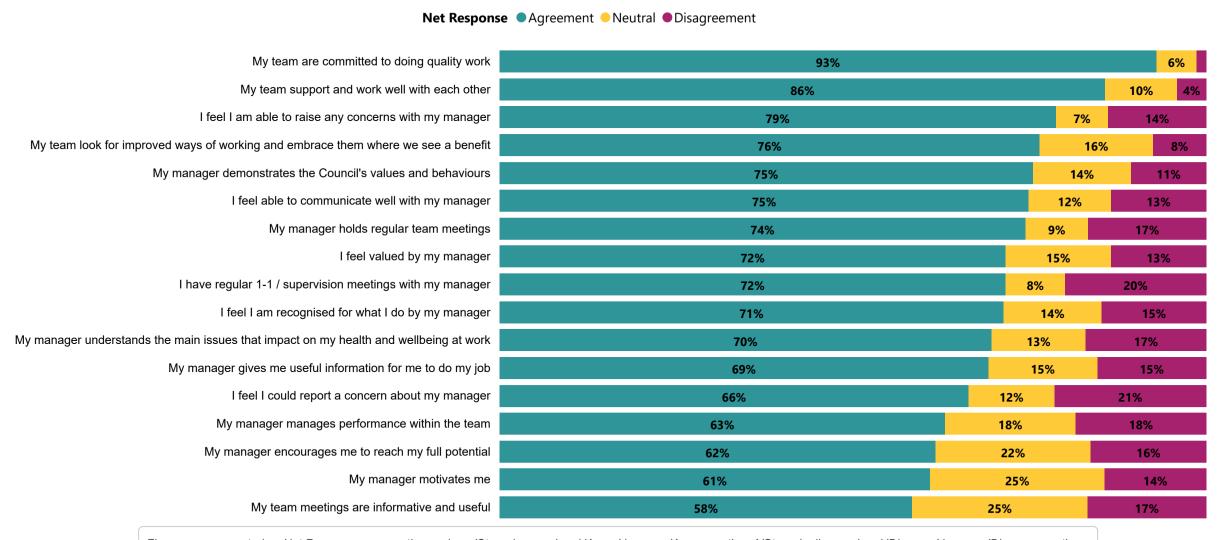




Figures are presented as Net Response aggregations, where 'Strongly agree' and 'Agree' become 'Agreement' **and** 'Strongly disagree' and 'Disagree' become 'Disagreement'. 'Neither disagree nor agree' becomes 'Neutral'. Results exclude any instance where the question was left blank.

## 4. Your team and your line manager

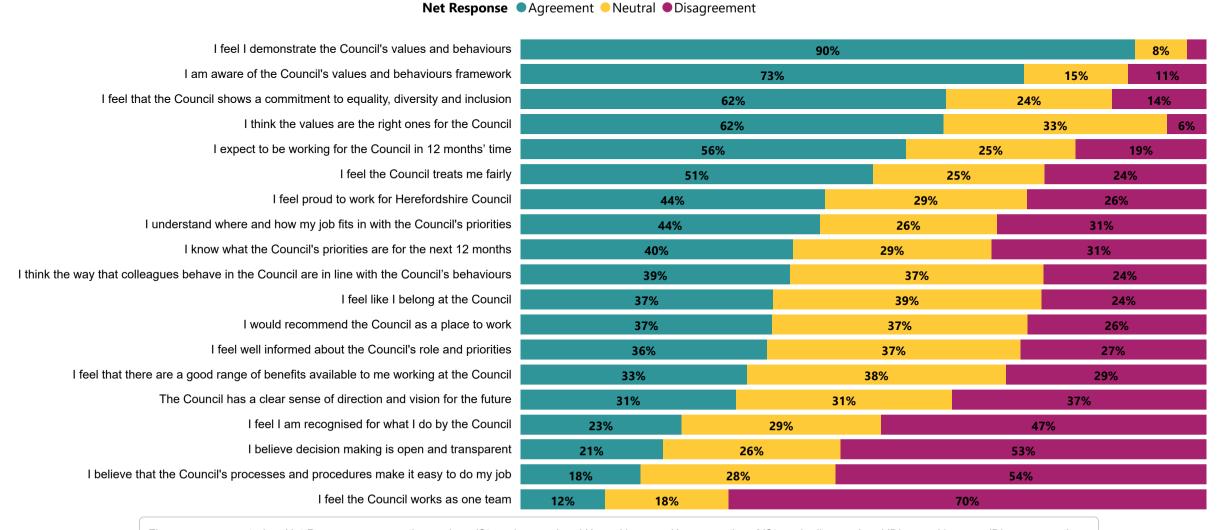




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### 5. Council culture





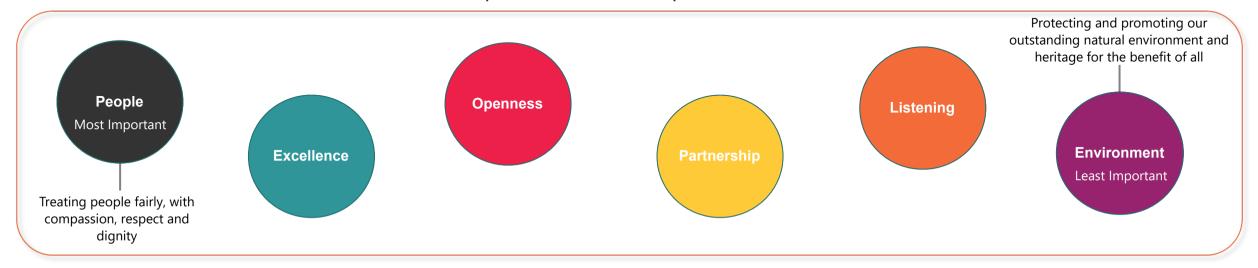
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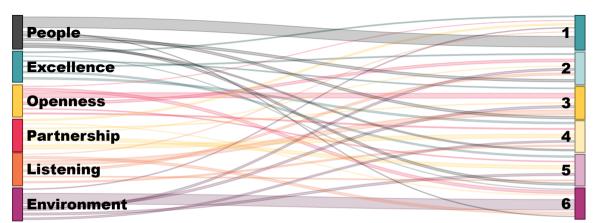
### 6. PEOPLE values



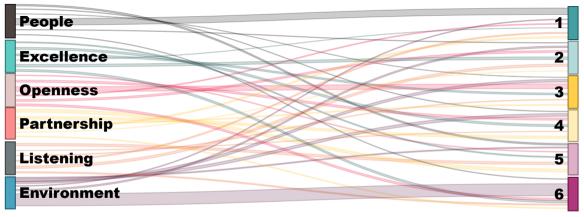
#### Your most important and least important PEOPLE values



#### Your Values



#### Values demonstrated by your line manager

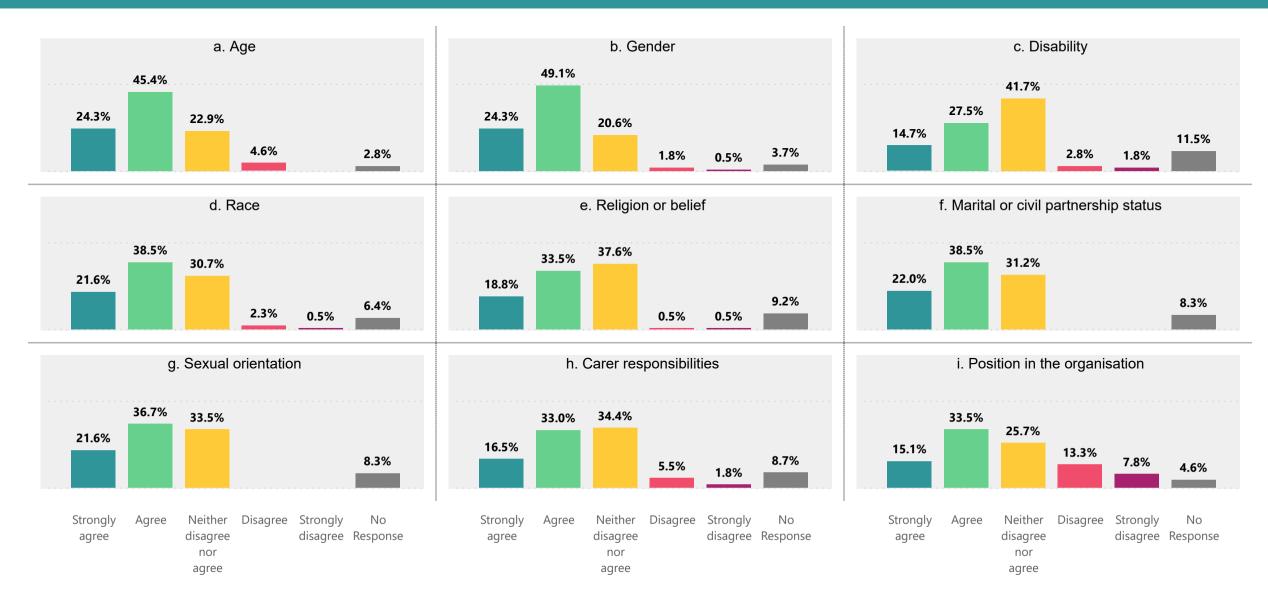


Rank is 1 - 6 where 1 is the most important and 6 the least important. Responses that were blank have been excluded.

The thickness of the connecting line shows the proportionality between Value and rank, i.e. the thicker the line the more staff connected the Value to the associated rank.

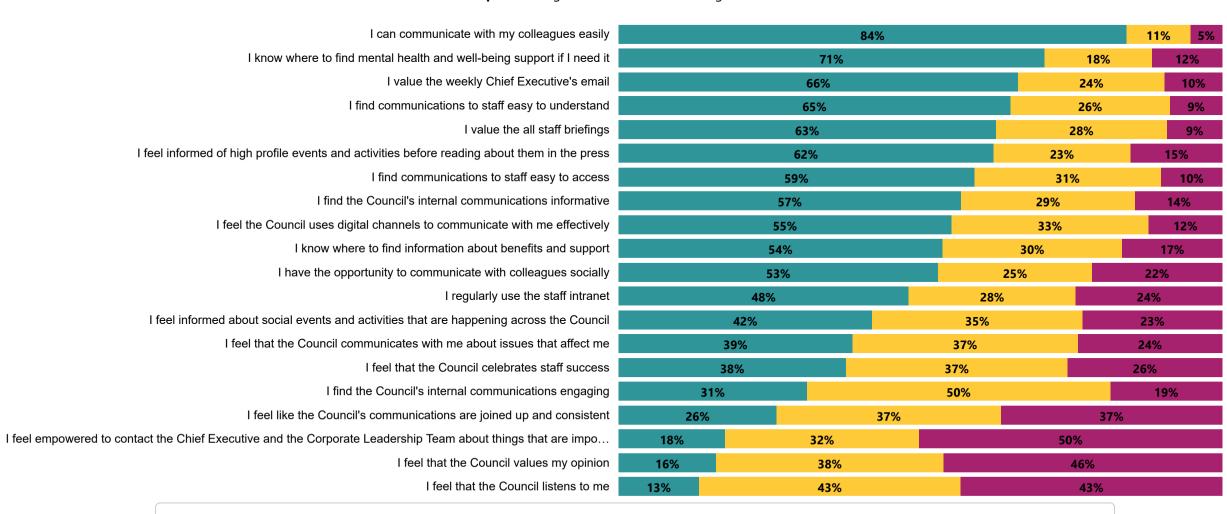
### 7. Treated fairly by characteristic





### 8. Information and communication





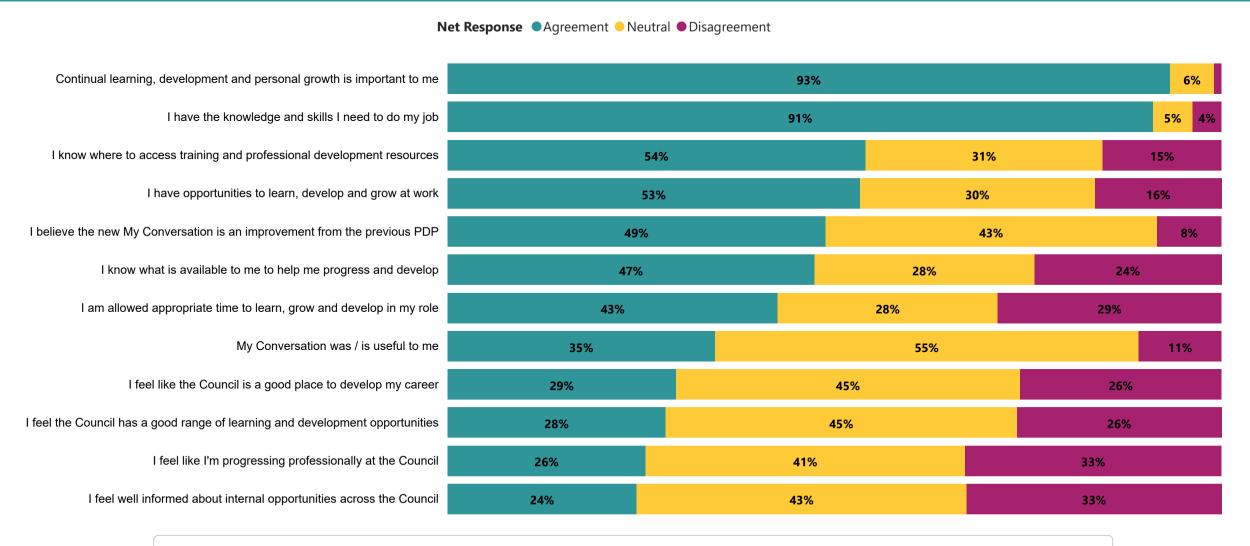
**Net Response** • Agreement • Neutral • Disagreement

Figures are presented as Net Response aggregations, where 'Strongly agree' and 'Agree' become 'Agreement' and 'Strongly disagree' and 'Disagree' become 'Disagreement'.

'Neither disagree nor agree' becomes 'Neutral'. Results exclude any instance where the question was left blank.

## 9. Your learning, career and development





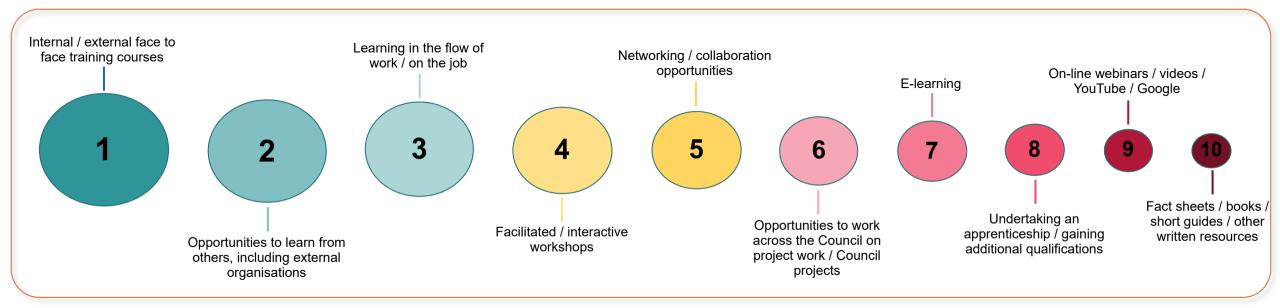
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## 10. Preferred learning type and areas of development

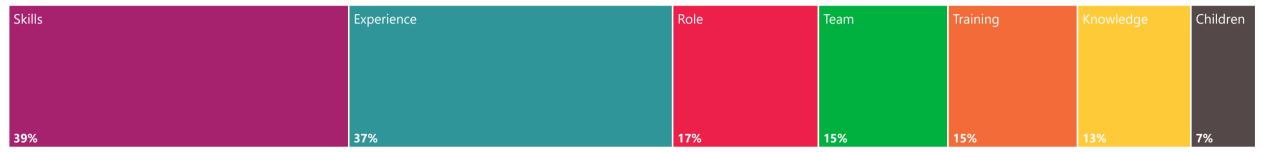


#### Learning and Development preference

from 1 (most preferred) to 10 (least preferred)



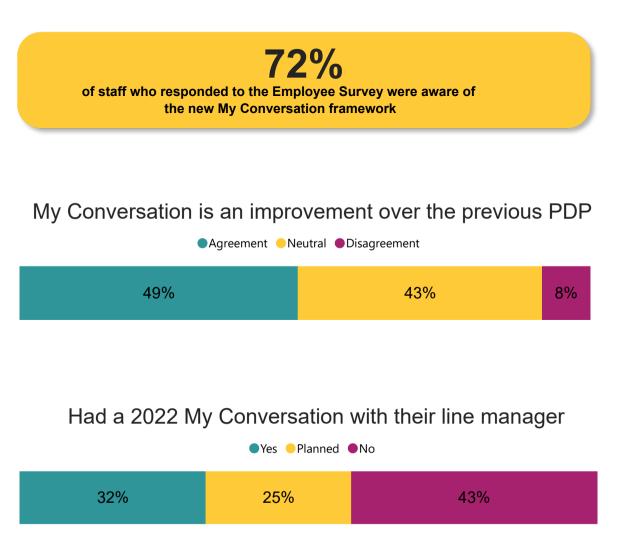
#### Areas of development for next 12 months (by % of staff who mention area)



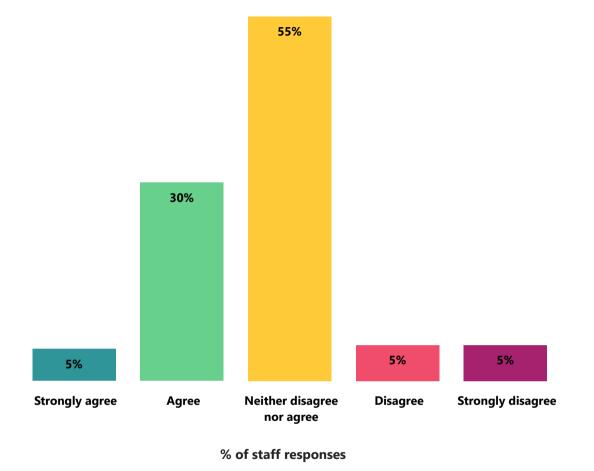
Further analysis to be undertaken on the dataset

# 11. My Conversation





#### My Conversation was useful to me



### 12. Your health and wellbeing



The questions in this section were from the the nationally benchmarked Short Warwick-Edinburgh Mental Wellbeing Scale (SWEMWBS). This scale enables the monitoring of mental wellbeing by the calculation of a wellbeing score from the combined answers to 7 statements about feelings and thoughts.

217

responses (4 or more questions)

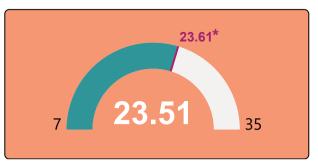
100%

answer rate

#### **Emergent Themes**

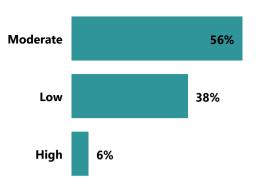
- Review of pay, mileage, car parking and working from home costs
- 2 More benefits and development opportunities
- 3 Improved line manager support and encouragement
- 4 Positive feedback on what's working well
- 5 Cultural, process and policy improvements
- 6 Concerns about capacity and workload
- 7 Flexible futures opportunities for team to work together and move to different ways of working
- 8 Flexible working and work-life balance
- 9 Workforce engagement, listening, appreciation and recognition
- 10 Resources, digital and system improvement

#### **SWEMWBS** Wellbeing score



\* Target is the Mean of SWEMWBS Population Norms in Health Survey for England data 2011

#### **Level of Wellbeing**



#### Wellbeing Wordcloud



Further analysis to be undertaken on the dataset

#### What more can we do

"To be consistent in what is said and done."

"I have had nothing but positivity from the council to support my wellbeing. This includes opportunity to develop my career, support to achieve, support with flexibility surrounding Child Care and address family sickness/loss."

"Just regular meetings with managers." "When we tell managers that we have too much work on we are listened to. When we state we feel under pressure we mean it!" "I think you provide a good range of resources." "I think managers need to be ensuring staff members are ok. Some of the time there are things going on at home that managers don't take the time to understand and this can make staff feel not valued."

### 13. The Spirit of Herefordshire, a place to thrive





19%
of staff are aware of
The Spirit of
Herefordshire

19% of staff understand what this means

#### Top 10 Interpretations of The Spirit of Herefordshire

- 1. Community a sense of "togetherness"
  - 2. A great place to live, work and visit
- 3. Pride in the County it's natural environment and landscape, it's vibrant towns and rich heritage

- 4. Being proud to work for Herefordshire Council passionate and committed workforce who want the best for Herefordshire
- 5. One Council working together in a professional, inclusive and friendly environment to achieve the same goals
- 6. Council culture a sense of belonging to a caring and inclusive employer including the way we do things
- 7. A great employer a place where you can bring yourself to work and are supported, enabled, empowered in doing your job to achieve your potential
- 8. Thriving economy economic and social growth where people living, working and visiting are enjoying and contributing to all that Herefordshire has to offer
- 9. The love of being from and living in Herefordshire
- 10. Progression and future focused for the Council and the County

#### **Employee quotes**

"A forward-looking, progressive county rich in biodiversity, that values its whole community - human and beyond"

"Being proud of Hereford and working hard for everyone who lives here or visits here"

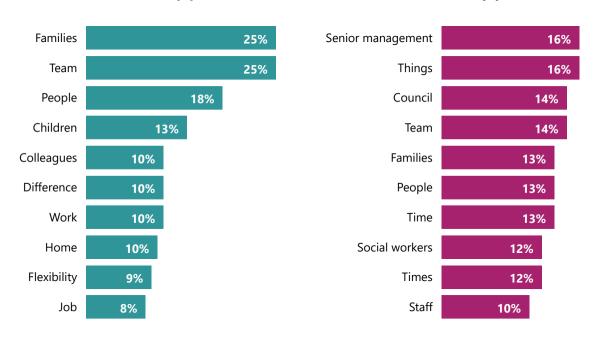
"Creating an environment where people choose to stay, they see career progression, they feel valued and can work flexibly" "Hereford as a place of opportunity, culture, inclusivity and beautiful countryside"

"It means to explore and bring out the best of what we have available in Herefordshire in order to support our community and be a fantastic place to live and work"

### 14. Working for the council



# How you feel about working for the Council (Top 10 Themes by % staff who mentioned the theme) Most enjoy Least enjoy





#### Working for the council word-emotion association

trust	anticipation	sadness	fear
	20%	8%	7%
	joy	anger	disgust
37%	15%	5%	surprise

Association of words with eight emotions

(anger, fear, anticipation, trust, surprise, sadness, joy, and disgust)

#### What you enjoy

"I enjoy being part of a strong team, who support each other, and who make a difference to the lives of families."

"I'm trusted to do my role and allowed to get on with it."

"Flexible working and the opportunity to work from home."

"The face to face work, the challenge this brings and privilege to be in a position to support the public."

#### What you least enjoy

"I don't like that as a new starter trying to find out how to do things which longer serving staff find simple." "In reality, the council is very segregated and there is very little transparency and understanding between departments."

"Decisions being made without the opinions of those who are doing the work."

"Feeling unappreciated for the job that I do and not feeling as though we matter at the current time due to other ongoing issues that are being improved."

# 15. Service area and other response rates



Children and Young People				
Service Area	No. of Staff	No. of Responses	% Respondents	
Education, Skills and Learning	99	55	56%	
Safeguarding and Family Support	150	146	97%	
Safeguarding, Quality Assurance and Improvement	246	9	4%	
Unknown	0	8	0%	

Community Wellbeing					
Service Area	No. of	No. of	%		
	Staff	Responses	Respondents		

Economy and Environment				
•	Service Area	No. of Staff	No. of Responses	% Respondents

Corporate Services					
Service Area	No. of Staff	No. of Responses	% Respondents		

Contract Type				
Contract	No. of Responses	% Respondents		
Agency / Locum worker	12	1%		
Fixed Term Contract	15	2%		
No Response	5	1%		
Permanent	185	21%		
Temporary Contract	1	0%		

% Line Managers who completed survey	
16%	