

## Comparison with ORC local government benchmarking data

Source: ORC local government benchmark data, from their 23<sup>rd</sup> January 2007 report, and Herefordshire Council employee opinion survey 2001 – 2007.

Figures are percentages of the respondents agreeing with the statement.

ORC comparator question	ORC score	2001	2002	2003	2004	2005	2006	2007	Herefordshire Council employee opinion survey question.
56: I would tell people that this is a good place to work	56% (2006)	60%	62%	na	41%	48%	47%	55%	2005-7 1.2: I speak highly of the council to others outside 2002/1: I am proud to be working in the Council
60: Considering everything, I am satisfied with this company at the present time	68% (2005)	72%	79%	60%	59%	65%	69%	75%	1.1: Herefordshire Council is good to work for
29: Morale is good where I work	44%	39%	46%	37%	35%	41%	55%	57%	2.2: Morale within my work area is generally good
40: My manager recognises and acknowledges when I have done my job well	68%	62%	72%	74%	72%	74%	76%	74%	2.14: I get feedback on how I'm doing from my manager
40: My manager recognises and acknowledges when I have done my job well (repeat of above)	68%	na	na	na	59%	60%	67%	68%	2.1 I get recognition for a job well done
30: I am clear about what I am expected to achieve in my job	80%	na	na	na	85%	83%	84%	84%	2.15: I have a clear understanding of my job priorities and objectives
5: I am kept well informed about what the "company" is doing	50%	46%	60%	48%	47%	61%	63%	69%	1.9: I am kept informed about the Council's plans, priorities and performance
		52%	62%	56%	62%	67%	65%	68%	2.7: I am kept informed about my service area's plans, priorities and performance
4: I have the opportunity to contribute my views before changes are made which affect my job	40%	na	na	na	55%	58%	65%	69%	2005-7: 1.14 I have the opportunity to comment & ask questions about organisational change before, during and after it has happened
		47%	56%	58%	na	na	na	na	2001-3: I am invited to be involved in decisions within the directorate / dept

## APPENDIX 2

ORC comparator question	ORC score	2001	2002	2003	2004	2005	2006	2007	Herefordshire Council employee opinion survey question.
61: I believe that action will be taken on problems identified in this survey	39%	43%	55%	44%	44%	40%	39%	43%	1.8: I believe that action will be taken on problems identified in this survey.
72: I am satisfied with the training I receive for my present job	55% (2006)	67%	75%	73%	74%	75%	73%	77%	2.20: I have adequate training and development for the work I do
28: Where I work we have the resources we need to complete our work effectively	50%	59%	66%	66%	66%	67%	64%	65%	2.3: Usually, I have the resources to do my job properly
99: I can meet the requirements of my job without regularly working excessive hours	59%	53%	51%	61%	62%	56%	56%	55%	2003 onwards: 3.6: I can meet the requirements of my job without working excessive hours
97: I am able to strike the right balance between my work and home life	68% (2006)	31%	69%	73%	77%	75%	73%	78%	3.7: Opportunities for flexibility in my hours/job help me avoid having problems meeting home/work commitments
65: I believe I have the opportunity for personal development and growth in this company	48% (2006)	na	na	na	30%	43%	48%	50%	1.6: Opportunities for development within the council are good
24: I am satisfied with my physical working conditions	58%	63%	65%	na	70%	65%	61%	62%	3.8 I am satisfied with my physical working environment,
25: I intend to still be working for this company/organisation in 12 months' time	74%	na	na	55%	51%	61%	64%	68%	1.7 I intend to still be working for Herefordshire Council in 12 months' time
36: Health and safety is taken seriously in this organisation	67%	na	na	na	72%	72%	78%	80%	3.3 My manager takes health and safety seriously

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49: Senior managers are sufficiently visible in this organisation	39%	na	na	na	50%	50%	53%	60%	2.10 Senior management is visible and approachable
68 Considering my duties and responsibilities, I feel my pay is fair	43%	na	na	39%	39%	40%	42%	43%	3.5 My current earnings are satisfactory considering my duties and responsibilities.
82 I believe that this company provides equal opportunities with regard to race	76%	81%	79%	72%	73%	73%	76%	75%	3.1b Employees are treated fairly whatever their race
83 I believe that this company provides equal opportunities with regard to people with disabilities	72%	na	71%	60%	69%	70%	73%	75%	3.1e Employees are treated fairly whatever their disability status
81 I believe that this company provides equal opportunities with regard to gender	76%	77%	76%	73%	72%	73%	75%	75%	3.1c Employees are treated fairly whatever their gender