

## **Key differences in opinions from the 2006 and 2005 surveys**

This section identifies those statements in the survey where the opinions of the respondents this year are significantly more positive (first table) or negative (second table) than those of either last year or 2005. Results are considered more **positive** than the council norm if there is either *greater agreement* or *less disagreement*. Results are considered more negative than the council norm if there is either *less agreement* or *greater disagreement*.

The system for identifying 'significant difference' has changed from previous years. The thresholds to identify 'significant' changes is now a difference of plus or minus 5 percentage points compared to another year's score. For instance, if a score in 2006 was 60%, and the same question this year read 65%, that would be considered a 'significant difference', likewise if a score declined from 60% in 2006 to 55% this year. The purpose of these thresholds is meant to 'flag up' larger variances from the norms for further investigation. There are a few questions where higher levels of disagreement is a good thing (3.2a – 3.2d); these have been explained on the pages concerned, and those results have been treated appropriately.

### **Positive**

***Statements where the responses from council employees this year show a significant increase in agreement or significant decrease in disagreement compared with either 2006 or 2005.***

<b>Statement</b>	<b>Agreement (* Denotes significant increase between that year and 2007)</b>		
	<b>Council 2005</b>	<b>Council 2006</b>	<b>Council 2007</b>
1.1 Herefordshire Council is good to work for.	65%*	69%*	75%
1.2 I speak highly of the council to others outside.	48%*	47%*	55%
1.3 The council is open, honest and accountable to all its customers.	38%*	41%*	48%
1.4 The council takes into account the views and diverse needs of customers.	50%*	53%*	59%
1.5 Generally, plans, policies and processes are understandable.	58%	49%*	54%
1.6 Opportunities for development within the council are good.	43%*	48%	50%
1.7 I intend still to be working for Herefordshire Council in 12 months' time.	61%*	64%	68%
1.9 I am kept informed about the council's plans, priorities and performance	61%*	63%*	69%
1.12 I receive information about planned organisational change at an early stage.	65%*	74%	75%
1.13 I am given enough information to enable me to understand why organisational change needs to happen.	62%*	67%	71%
1.14 The organisation communicates with employees regularly when going through change.	69%*	75%	77%
1.15 I have the opportunity to comment and ask questions about organisational change before, during and after it has happened.	58%*	65%	69%
1.18 How often do you have team meetings?	64%*	75%	72%
2.1 I get recognition for a job well done.	60%*	67%	68%
2.2 Morale within my work area is generally good.	41%*	55%	57%

<b>Statement</b>	<b>Agreement</b> <i>(* Denotes significant increase between that year and 2007)</i>		
	<b>Council 2005</b>	<b>Council 2006</b>	<b>Council 2007</b>
2.5 Communications within my service area work well.	63%*	64%	68%
2.8 I am encouraged to learn from things that don't work and share learning and best practice.	59%*	61%	65%
2.9 I feel valued by senior management.	42%*	44%*	51%
2.10 Senior management is visible and approachable.	50%*	53%*	60%
2.11 I have confidence that senior management's decision making is fair.	40%*	43%*	52%
2.12 Relations between senior management and employees are good.	36%*	43%*	52%
3.1g Position in the organisation.	50%*	55%	55%
3.3 My manager takes health and safety matters seriously.	72%*	78%	80%
3.4 I am satisfied with my current terms and conditions of employment.	59%*	63%*	69%
3.7 Opportunities for flexibility in my hours / job help me to avoid having problems in meeting home / work commitments.	75%	73%*	78%

### Negative

**Statements where the responses from council employees this year show a significant increase in disagreement or a significant decrease in agreement compared with either 2006 or 2005.**

<b>Statement</b>	<b>Disagreement</b> <i>(* Denotes significant increase between that year and 2007)</i>		
	<b>Council 2005</b>	<b>Council 2006</b>	<b>Council 2007</b>
1.8 I believe that action will be taken on problems identified in this survey.	29%*	38%	36%