

**STAFF SURVEY FEEDBACK**

1. **Me and my job** – This was a positive response and gave an overall good picture of how staff feel about their work. Staff score highly on indicators of sense of purpose (85% saying their work is meaningful), being proud (84%) followed by trust also at 84%. Staff indicated that they were able to use their own initiative (80%) and with the score of being willing to go beyond what is needed at 79% this section of the survey is a solid foundation to build on. People enjoy their work, have a personal sense of purpose and come to work to do a good job within a role that they enjoy. The standout areas for improvement being able to access information, this was a reoccurring theme throughout the survey from formal filing systems, the use of dated paper systems, staff directory being out of date, modernisation of systems, changes to systems and processes required and not knowing who or where to go to. 36% of staff responded negatively that their workload was manageable.
2. **My team and line manager** - Again this was a positive picture overall. Teams are supporting each other well and there is a sense of comradery. The lowest positive agreement score being 60% which was “my manager encourages me to reach my full potential”. The areas for improvement are managers need to hold regular 1-2-1s or supervisions and concerns about reporting line managers.
3. **Working at the council and council culture** - Demonstrating council values and behaviours, equality and diversity scored well. However, four out of the five lowest ranking scores from the whole survey came from this section. The main emerging theme is that more is required to articulate the council's overall vision and purpose. This in turn needs to be translated simply into priorities that staff can identify with in their day to day roles. Information needs to be shared across all services and not retained within directorate or in some cases even service silos. More to help people understand what's going on and how they belong was an emerging theme, along with more need for recognition. There is a strong requirement to transform and modernise processes procedures to help people be more effective in their roles (78% feeling that they don't help). Culturally speaking only 44% would recommend the council as a place to work. Specifically staff said what they do not like - the council's reputation, manager practices, inflexibility and poor work life balance, pay and financial support, outdated processes, working practices and ways of working.
4. **Information and communication** – The results were a story of two halves. Communication with colleagues and within teams featured highly (84%) and knowing how to access and where to get support did too (73%). The workforce value the Chief Executive updates and they feel that communications are easy to understand. The areas for improvement are to make the communications more engaging and relevant to staff and ensure that staff are involved by listening and then demonstrating that their opinions are valued. Cross referenced against earlier sections the area of workforce engagement, appreciation, listening and recognition requires work.

5. **My learning, career and development** –91% of respondents feel that this area is important to them and 84% also state that they believe that they have the skills and knowledge to do their jobs and are in jobs that they enjoy doing. But the council needs to do better with providing access to opportunities and finding time for self-development. Providing a culture where learning and support of personal growth is valued (40% report they are not encouraged to reach their full potential).
6. **My health and wellbeing** – 53% of our respondents have moderate health, 5% high and 42% low. This brought the council's overall wellbeing score to 23.24 out of a possible highest score of 35. The national health is benchmarked as 23.61 therefore, we are benchmarking well. This is positive given the difficult year that many colleagues have faced in children's services, given that most are still transitioning into different ways of working post covid and that the cost of living and financial concerns are a societal constant.
7. Finally, the employee engagement score. This is 3.56 out of 5. The council loosely maps to the Gallup employee engagement standard. Using a score out of 5 this can easily be used to benchmark against other organisations where their data is available or willing to be shared. The score is healthy and positive, despite the challenges and some feedback received.
8. The survey was successful and the high response rate provides statistically valid insight into the views of the workforce. The directorate reports show some slight variance in terms of the top five and five improvement areas but are all broadly similar. The council's leadership team is now using this data to plan actions to address areas of concern, build on our strengths and demonstrate to the workforce that we are listening.