

## **EMPLOYEE OPINION SURVEY 2006**

**Report By: Head of Human Resources**

### **Wards Affected**

County-wide

### **Purpose**

1. To note the findings of the Employee Opinion Survey 2006.

### **Financial Implications**

2. There are no financial implications.

### **Background**

3. A report was presented to and noted by Cabinet on 28th September detailing the findings of the Employee Opinion Survey 2006 as follows below.
4. Actions taken during 2005-06 have clearly made a positive difference to employees and are mirrored by some significantly more positive differences in responses to the Survey. Some of the areas where Survey responses by employees are significantly more positive than in either of the last 2 years are:
  - More employees think the Council is good to work for – 69% against 65% in 2005 and 59% in 2004. In addition, 55% agree that morale in their work area is good, compared with 41% last year.
  - More people are confident that they will still be working for the Council in 12 months time – 64%; up from 61% in 2005 and 51% in 2004.
  - Around two thirds of respondents now agree that they get recognition for a job well done – a significant increase over the previous 2 years.
  - Three quarters agree that the organisation communicates with employees regularly when going through change, against 69% in 2005.
  - Confidence in immediate managers continues to be high, as does the proportion of employees having a clear understanding of their job objectives and priorities. More people are also feeling valued by senior management, and feel that relations between senior management and employees are good.
  - More people are finding their annual Staff Review and Development discussions worthwhile and 48% agree that opportunities for development within the Council are good, compared with 43% in 2005.
  - More agree that the Council takes into account the views and diverse needs of its service users, that the Council is open, honest, and accountable to all its

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Further information on the subject of this report is available from  
David Johnson, Head of Human Resources, on 01432 383055

customers and that employees are treated fairly regardless of race, sexual orientation, age and position.

- The proportion who sometimes feel bullied or harassed by customers or service users has fallen from 39% in 2005, to 35%.

5. The main areas where levels of disagreement amongst employees have risen, are:

- In 2005, 31% disagreed that plans, processes and policies were understandable, whereas 40% disagree this year.
- 4% more than last year disagree that they usually have the resources to do their jobs properly.
- This year, 38% disagree that action will be taken on problems identified in the survey, compared with 29% last year and 34% in 2004.
- There is a rise in disagreement that that people are encouraged to use their initiative and creativity, and to share learning and best practice.
- Disagreement that people are satisfied with their physical work environment – from 30% in 2005, to 35% this year.
- The level of disagreement has increased to 56% from 51% in 2005, regarding good understanding and co-operation between the Council's different service areas.
- Disagreement about having opportunities for flexible working, has risen from 15% in 2004, to 16% last year and to 19% currently.

6. Employee Opinion Surveys are carried out annually by many Local Authorities. To get a picture of how we fare by comparison, the results are checked annually against other Councils. We compare well against the average for local government in many areas, including:

- Morale within work areas is up to 55% from 41% last year and 35% in 2004; compared with a 46% average for local government;
- The proportion of employees feeling that they have the resources needed to do their jobs properly - 64%; the local government average being 55%;
- Opportunities for flexible working that allow people to avoid problems in meeting home and work commitments is at 73% this year, compared with the local government average of 68%.

7. The areas where we do not seem to compare so well are:

- Our employees are not as inclined to speak highly of the Council to others outside – 47%; against the average of 56%;
- The level of satisfaction with earnings here is at 42% as against a 44% average; and 64% intend to be working here in 12 months time against a 75% average (although our turnover is significantly below the Local Government average).

- That it's possible to meet job requirements without working excessive hours - 56% against an average of 61%.

## **RECOMMENDATION**

**THAT the report be noted subject to any comments which the Committee wishes to make.**

## **BACKGROUND PAPERS**

- None