

## **Staffing Committee**

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**Date of Meeting:** 24 October 2019

**Report Title:** The Big Conversation Staff Survey

**Senior Officer:** Sara Barker, Head of Human Resources

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### **1. Report Summary**

- 1.1. This report provides a summary of the results of The Big Conversation Staff Survey and provides details of the communication cascade throughout the organisation. The report explains the process for capturing actions resulting from the feedback, along with the mechanisms for measuring progress against the actions.

### **2. Recommendations**

- 2.1. The Staffing Committee note the report and monitor progress of the future action plans.

### **3. Reasons for Recommendations**

- 3.1. To ensure that Staffing Committee are informed.

### **4. Other Options Considered**

- 4.1. Not applicable.

### **5. Background**

- 5.1. The Council commissioned a third party company, Djs Employee Research, to conduct an employee survey. The survey responses were anonymous and results were collated by Djs Employee Research and not Cheshire East Council. The survey was conducted between July 1<sup>st</sup> and 26<sup>th</sup> 2019. All employees were given the opportunity to participate in the survey via an electronic link via email or QR code. Employees that were unable to access the survey electronically could complete a paper copy and return it directly to Djs Employee Research.

- 5.2. The purpose of the survey is to understand how it feels to work in Cheshire East Council. The questions link to the four areas of the Council's vision for work place culture; shared purpose, well led, valued people and succeeding together. This type of feedback is helpful to continue to improve the organisation as a place to work and ensure the Council are truly bringing to life the vision for workplace culture, values, behaviours and employee deal.
- 5.3. In total 2040 employees completed the survey, this equates to a 55% response rate.
- 5.4. Details of the questions asked within the survey are available on the Council's centranet pages.

## **6. Briefing Information**

- 6.1 Djs Employee Research provided an infographic that summarises the results of The Big Conversation Survey Appendix 1.
- 6.2 The employee engagement index score is 68%. In comparison to the public sector, benchmark 57% of questions received a better response, 33% of question responses were in line with the comparator and 10% of question responses were less than the comparator.
- 6.3 The infographic highlights strengths, the questions that employees are more positive about and areas of concern, the questions where the employees are less positive.
- 6.4 Djs Employee Research provided analysis of the responses to each of the questions asked. The findings have been presented to the Corporate Leadership Team and subsequently shared with the Leader of the Council, the Deputy Leader of the Council, the Portfolio Holder for Public Health and Corporate Services, Group Leaders Cabinet and the Trade Unions.
- 6.5 The overall survey findings will be broken down by directorate, split again by director and for each service. The report has also been broken down to team level providing more than 10 responses were received.
- 6.6 The survey findings and the infographic summary of the results have been shared with all Members and staff across the organisation.
- 6.7 The overarching principle in sharing the results throughout the organisation is to create a conversation, to gain a better understanding of the results and to capture actions to address any concerns.
- 6.8 The report owners will share their respective reports and lead these conversations within their teams. The Brighter Future Community

Champions will support managers in facilitating these sessions at a service and team level.

- 6.9 A toolkit has been co-created with the Brighter Community Champions to help facilitate the conversations and identify clear actions. The toolkit includes information explaining employee engagement and the importance of measuring it along with a conversation framework and an action plan template.
- 6.10 Action plans will be collated in a sharepoint site for ease of access and updating.
- 6.11 Progress against actions will be measured through the Brighter Future Culture Programme.

## **7. Implications of the Recommendations**

### **7.1. Legal Implications**

- 7.1.1. There are no identified legal implications for the Council associated with this report.

### **7.2. Finance Implications**

- 7.2.1. Costs associated with Djs Employee Research conducting the survey have been met from the existing organisational development budget.

### **7.3. Policy Implications**

- 7.3.1. There are no policy implications associated with this report.

### **7.4. Equality Implications**

- 7.4.1. There are no equality implications associated with this report.

### **7.5. Human Resources Implications**

- 7.5.1. The Human Resources service and the organisational development team in particular will be required to support the directors, managers and Brighter Future Community Champions in facilitating the conversations. The team will have responsibility for collating the actions and providing updates on progress through the Brighter Future Community.

### **7.6. Risk Management Implications**

- 7.6.1. There are no identified risk management implications associated with this report.

## **7.7. Rural Communities Implications**

7.7.1. There are no direct implications for rural communities.

## **7.8. Implications for Children & Young People/Cared for Children**

7.8.1. There are no direct implications for children and young people.

## **7.9. Public Health Implications**

7.9.1. There are no direct implications for public health.

## **7.10. Climate Change Implications**

7.10.1. The report packs have not been printed but will be available to report owners electronically along with the toolkit and action plans. This will save paper, associated printing costs, and will contribute to the Council's environmental aspirations.

## **8. Ward Members Affected**

8.1. There are no direct implications to ward members associated with this report.

## **9. Access to Information**

9.1. The questions asked within the survey are available to all staff and Members on the Council centranet pages.

## **10. Contact Information**

10.1. Any questions relating to this report should be directed to the following officer:

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