



**REPORT of
DIRECTOR OF PERFORMANCE, GOVERNANCE AND AUDIT**

**to
PERFORMANCE, GOVERNANCE AND AUDIT COMMITTEE
25 MARCH 2021**

STAFF SURVEY HEADLINE RESULTS

1. PURPOSE OF THE REPORT

- 1.1 To update Committee Members on the recent staff survey results and gather Committee feedback on the associated action plan that has been put together by the Management team.

2. RECOMMENDATIONS

- (i) That the committee review and comment on the staff survey results and associated action plan;
- (ii) That members confirm through this, they are assured the staff survey response is being managed effectively.

3. SUMMARY OF KEY ISSUES

- 3.1 The staff survey ran from 21 September and 1 November 2020. This is the second year that we have internally run the survey, with questions based on the standard performance indicators used in staff surveys. This consistency also allows us to see areas of improvement or reduction in staff satisfaction.
- 3.2 141 staff responded, giving a 72% response rate (up from 61% in 2019) and the full analysis of the survey was published on Freshservice for Staff and Member visibility.
- 3.3 At a summary level, there was an overall increase in staff satisfaction between the 2019 and 2020 survey.

Overall, the top areas of satisfaction across the survey were:

- I have a strong commitment to improve processes and find smarter ways of doing things
- I feel supported by my colleagues
- I can see where my work adds value/ makes a difference to my customer.

Overall, the lowest areas of satisfaction were:

- I have sufficient resource to carry out my job
- There is a clear vision for the future of Maldon District Council
- I am offered sufficient career development at Maldon District Council

- 3.4 The area where there was the largest increase in satisfaction between 2019 and 2020 was
- Maldon District Council demonstrates genuine concern for my wellbeing
- 3.5 We asked additional questions in the 2020 survey around the impact of COVID arrangements on staff, and their preferences for remote working in the future, that have also been fed into the Reset and Recovery Working Group.
- 3.6 The management team held a workshop in January 2020 to review the full analysis and trends in feedback. From this, they drew together an action plan for the next year, and this has been developed into a ‘you said, we did’ format to circulate to staff.
- 3.7 Work is being done by the internal One Team Champions group, with representatives from across the organisation to help feed this information back to wider staff.
- 3.8 In summary, the actions identified and the areas they aim to address are set out in the table at **APPENDIX A**.

4. CONCLUSION

- 4.1 The full analysis of the staff survey responses has been reviewed by the senior management team together and a corresponding action plan to address the emerging areas of staff concern is attached at **APPENDIX A** for member review.

5. IMPACT ON STRATEGIC THEMES

- 5.1 The staff survey and corresponding action plan work towards the performance and efficiency goal of the Corporate Plan.

6. IMPLICATIONS

- (i) **Impact on Customers** – the survey identifies specific links between the staff and how their role interacts with customers.
- (ii) **Impact on Equalities** – None
- (iii) **Impact on Risk** – This approach lessons our corporate risk around staff retention
- (iv) **Impact on Resources (financial)** – None
- (v) **Impact on Resources (human)** – the staff survey and how we respond to it is a good way to understand and react to the concerns of our staff.
- (vi) **Impact on the Environment** – None
- (vii) **Impact on Strengthening Communities** - None

Background Papers: None

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