

From: Bryan Sweetland – Cabinet Member for Communications, Engagement, People and Partnerships

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To: Personnel Committee

Date: 23 June 2021

Subject: Staff survey: June 2020-2021

Classification: Unrestricted

Summary: This paper provides background to a presentation to be made to Personnel Committee about the approach taken to staff surveys during the Covid-19 pandemic.

Recommendation(s):

Personnel Committee is asked to note the report and receive the presentation.

1. Introduction

- 1.1 Personnel Committee has received regular presentations on the outcome of previous staff surveys. In 2018, a new approach was introduced. This saw a collaboration between the Staff Engagement team and the Analytics Team resulting in an in-house designed survey which was used to measure responses to questions across priority themes.
- 1.2 The survey took a holistic approach to understanding the experience of our employees and was linked to other strategic work, including The People Strategy, to maximise the value of the information we gathered. The resulting data helped to inform and support our strategic engagement and enabled the communication strategy to be insight driven.

2. June 2020 to June 2021 – the approach

- 2.1 As we entered the first Lockdown in March 2020, it was apparent that our approach to communication and engagement with our staff needed to adapt quickly to the new situation.
- 2.2 A survey tool was developed that would allow the organisation to measure at regular intervals how staff were feeling; what information, advice and guidance they needed; how we could help ensure relationships were maintained and how we could best support their health and wellbeing.

- 2.3 Four waves of Covid-19 work and wellbeing surveys were planned with the final one taking place from 28 June 2021.
- 2.4 The results of the surveys are shared with staff both on KNet and through briefings. The results of the January survey, when we were at the height of our response to both the challenge presented by the third Covid-19 lockdown and all the other challenges facing the Authority at that time, can be seen here: <https://kentcountycouncil.sharepoint.com/sites/KNet/Pages/Covid-19-staff-survey.aspx>
- 2.5 The approach taken to collating feedback from the wellbeing surveys and managing the action arising from the results will be presented to the Personnel Committee at its meeting on 23 June 2021.

Recommendation(s):

Personnel Committee is asked to note the report and receive the presentation

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Background Documents: None