

From: Peter Oakford – Cabinet Member for Finance, Corporate and Traded Services
Paul Royel – Director of HR & OD

To: Personnel Committee

Date: 04 March 2025

Subject: Staff Survey

Classification: Unrestricted

Summary: This paper introduces the results of the 2024 staff survey.

Recommendation:

The Personnel Committee is asked to note progress and receive a presentation at the meeting on 04 March 2025.

1. Background

- 1.1 The survey was open to all KCC staff, with fieldwork conducted between 23rd September and 15th October 2024. All possible routes were used to reach staff and provide the opportunity to participate, including circulating QR codes in buildings, asking managers of remote teams to cascade the survey link, which could be accessed from any device, and repeat messaging across all corporate communication channels.
- 1.2 We received 4,037 individual responses from across the organisation, which was 40% of the organisation. Our overall response rate did drop slightly compared to last year, with decreases in responses in ASCH & CYPE, however we are still above the levels seen in 2021. Naturally we want to see even greater take up of the survey, but it is essential that we act on the feedback provided and the voices that have generously shared their experiences. Our engagement strategy for the year ahead will continue to build opportunities to triangulate the learning and insights from survey with other sources of data and feedback, such as workforce data, training and feedback and discussions at engagement events.
- 1.3 Our Analytics colleagues tell us that we saw very good engagement with the open or 'free text' questions, with over two thirds choosing to share their own thoughts in their own words. This engagement has actually increased each year since the open questions were introduced in 2021. Staff are still seeing the value of making their voices heard.

- 1.4 Detailed analysis has been undertaken by our colleagues in the Analytics Team and the response numbers provide a reliable basis to progress priority actions and activities
- 1.5 The findings this year show that we have held a stable position and largely positive picture across the majority of our 14 areas of focus. This tells us there are more staff responding positively than negatively in every section of the survey. And in only two sections of the survey did less than 50% of staff responded positively. Those two being 'Pay & Benefits' and 'Leadership & Managing Change'. We are pleased to see statistically significant improvement in Work Life Balance and Resources, Organisational Objectives and Purpose, and My Current Working Arrangements. At this high level, there were no statistically significant decreases.
- 1.6 The headline results and recommended action plans have been shared with the Corporate Management Team and Trade Unions. Directorate Management Teams have their results broken down by Division and where possible by service. We have conducted four staff briefings and recordings and data from the presentation will be shared on KNet. Whilst the overall position for the organisation is stable and the vast majority of the indicators show positive messages and reassuring endorsement of the steps we take to continue to improve the working experience of staff, there are areas to improve. A presentation will be made to Committee that will enable a better appreciation of the results and opportunity to explore in more detail and to note the planned action planning process.

2. Recommendation

Recommendation:

The Personnel Committee is asked to note progress and receive a presentation at the meeting on 4 March 2025.

3. Contact details

Report Author:

Diane Christie, Head of OD & Engagement
03000 416781
Diane.Christie@kent.gov.uk

Relevant Director:

Paul Royel, Director of HR & OD
03000 416631
Paul.Royel@kent.gov.uk