

By: Cabinet Member for Corporate & Democratic Services
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Design & Development

To: Personnel Committee

Date: **13 November 2018**

Subject: The new approach to the KCC Staff Survey

Classification: **Unrestricted**

SUMMARY: This report outlines the approach taken to the development and delivery of the new staff survey. At the time of writing the survey remains open for completion. A presentation will be given to Members to provide an update on the latest position.

1. INTRODUCTION

- 1.1 In a change to previous years, we have delivered a whole-council staff survey with the aim of gathering more timely, actionable data that provides a clear direction for improvement.
- 1.2 The survey has been developed using our in-house research expertise within Strategic Commissioning, so we can focus on the priority themes for our organisation. These include:
- Support for innovation and risk
 - Ability to challenge and pursue improvement
 - Managing performance through continued conversation
 - Business change
 - Health and Wellbeing
- 1.3 The survey takes a holistic approach to understanding the experience of our employees and we have linked to other strategic work, including The People Strategy, to maximise the value of the information we gather. The resulting data will help to inform and support our strategic engagement and communication strategy to be insight driven.

2. Organisational engagement

- 2.1 The new approach to the survey has been widely discussed across the organisation. Prior to the launch of the survey on 15 October two phases of testing were carried out. Several revisions were made in response to the feedback we gathered during the development phase.

3. Reporting

- 3.1 It is our intention to support a new style of report which should provide more actionable data by providing “agree/disagree percentages” against each statement asked. This will support managers to act quickly without the need for additional interpretation or investigation of results.
- 3.2 The survey closes on 02 November 2018 and reporting will be prioritised at whole-organisation level. The ability to cut the data at different levels has been built in to support management action. This will be done in a way that protects statistical viability and anonymity of the respondents.
- 3.3 A phased approach to the release of reports is planned. This will allow senior managers the opportunity to digest their reports and for us to manage any questions or required support before the release of more detailed data. Equality and Diversity data will be reported at whole-KCC and directorate level but not below, to protect individual anonymity.
- 3.4 Reporting to Directorates will begin on 21 November 2018 and a whole Council report and updated action plan will be shared with Personnel Committee in January 2019.

4. Conclusion

- 4.1 The new approach to the staff survey has been a strong collaborative effort, and largely well received by those involved in the testing and development of the survey.
- 4.2 A whole organisation action plan will be developed to deal with the significant themes that come out of the survey.

5. Recommendation

Personnel Committee is invited to:

- 5.1 Note the approach to the development and delivery of the staff survey.

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Background Documents:

Employee Value Proposition – Personnel Committee 3 July 2017