

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

To: Personnel Committee

Date: 4 March 2024

Subject: Staff Survey

Classification: Unrestricted

Summary: This paper introduces the results of the 2023 full staff survey.

Recommendation:

The Personnel Committee is asked to note progress and receive a presentation at the meeting on 4 March 2024.

1. Background

- 1.1 After the 'pulse' surveys during the pandemic the Council returned to a full survey format in November 2021, previously having done so in 2019. This was undertaken again in 2022 and 2023.
- 1.2 The survey was open to all staff from 02 to 20 October 2023. As with 2022, 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.
- 1.3 In response to continued queries from staff about the anonymity of responses, the communications for the 2023 survey focused heavily on showing how data is managed and reported on to build confidence that individuals cannot be identified by a combination of their answers. The 2023 survey saw the response numbers increase from 4,155 in 2022 to 4,561 in 2023 (47% of our workforce).
- 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 There were two amendments to the survey question set this year to; a) get a deeper understanding of the Learning and Development responses and b) to capture those colleagues with a health condition who may not consider themselves disabled but are under the definition in the Equality Act.

- 1.6 Last year saw a different approach to sharing the results of the survey to allow Corporate Directors to lead the discussions with their Directorate Teams due to variations across the council. This year saw a return to a closer picture across the whole organisation and results were shared in two whole council briefing sessions.
- 1.7 Headline results have been shared with the Corporate Management Team, Directorate Management Teams, and Trades Unions. Whilst there are positive messages and reassuring endorsement of the organisations attempts to continue to improve the working experience of staff, clearly 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

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3. Contact details

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