

HUNTINGDONSHIRE DISTRICT COUNCIL

Title/Subject Matter:	Employee Opinion Survey 2015 Action Plan
Meeting/Date:	Employment Panel – 3 February 2016
Executive Portfolio:	Executive Councillor for Organisational Change and Development
Report by:	Policy, Performance & Transformation Manager (Scrutiny)
Ward(s) affected:	All

Executive Summary:

The Employee Opinion Survey took place from 15th July 2015 to 15th August 2015, with 331 employees responding. This is an increase compared to the previous year, with a 55% response rate based on the number of full-time and part-time employees employed when the survey launched.

As presented to Employment Panel in September 2015, improvements were recorded for 94% of the questions where results could be compared with the 2014 results. While the overall improvement since last year is positive, the Council's management, staff and Members expect further improvements when the survey is repeated in summer 2016.

The responses to the survey provided a greater level of detail than in previous years. To ensure findings were considered at the most appropriate level, service results have been shared with staff for discussion within each service. Issues have been identified and a range of actions were proposed following these discussions. A focus group has subsequently been held with a cross-section of employees from across the organisation, including a representative from the Staff Council, where many of these proposals were discussed and additional suggestions put forward.

The action plan attached has been developed following this consultation with staff. The Corporate Management Team has reviewed the actions and agreed responsibilities and timescales for them. Delivering these actions is expected to contribute towards continuing improvement in morale and help to further improve the working environment for employees in all services.

Recommendation(s):

Employment Panel are asked to endorse the action plan attached at Appendix A.

1. WHAT IS THIS REPORT ABOUT/PURPOSE?

- 1.1 The purpose of this report is to share and invite Members to comment on the attached action plan developed to address issues raised through the Employee Opinion Survey following input from staff across the Council.

2. WHY IS THIS REPORT NECESSARY/BACKGROUND

- 2.1 The Council continues to go through a period of significant change and although results improved for nearly all questions asked in the survey, staff, management and Members expect further improvements to be made. Areas of concern to be addressed have been identified and proposals developed which should result in improvements when the survey is repeated in summer 2016.

3. ANALYSIS

- 3.1 Results of the survey were discussed by the Senior Management Team (SMT) before being shared with staff and Members in September 2015. Further discussion of the details took place within each service area, resulting in suggestions of actions being put forward from staff across the organisation. Proposed actions were discussed by a cross-section of staff at a focus group held in December 2015 and this provided valuable feedback on their likely impact as well as contributing new ideas for consideration.

- 3.2 The action plan attached has been prepared based on the feedback received and sets out 21 actions we have committed to doing and the timescales for these (see Appendix A).

4. KEY IMPACTS/RISKS? HOW WILL THEY BE ADDRESSED?

- 4.1 Although the survey results generally improved, it is acknowledged that further improvements are required. Ignoring the results by not taking any actions may risk performance standards slipping if staff are not motivated, communicated to or managed well and could affect the Council's reputation as a good employer.

- 4.2 Many of the results are likely to improve over time as recent changes are embedded and as the Council is seen to be more open and honest in engaging and communicating with staff. Other improvements will be achieved by delivering the actions planned.

5. WHAT ACTIONS WILL BE TAKEN/TIMETABLE FOR IMPLEMENTATION

- 5.1 The action plan is attached at Appendix A.

6. LINK TO THE CORPORATE PLAN

- 6.1 Carrying out a staff satisfaction survey is a key action in the Corporate Plan.

7. CONSULTATION

- 7.1 Survey results were shared with staff in September 2015 and discussions with staff within each service in October/November and at a cross-service focus group in December have informed the development of the action plan. The action plan was shared with Staff Council prior to submission to Employment Panel.

8. LEGAL IMPLICATIONS

8.1 None.

9. RESOURCE IMPLICATIONS

9.1 There are planned resource implications of the proposed actions on staff time. If there are any additional resource implications identified when planning to undertake individual actions then these will be considered separately.

10. OTHER IMPLICATIONS

10.1 Some of the actions will help to address possible equality issues around discrimination, harassment and fair treatment as identified in the survey.

11 REASONS FOR THE RECOMMENDED DECISIONS

11.1 The survey results indicate that a number of areas for improvement remain. Staff, management and Members want to address these areas and the action plan has been developed to help us do this. The survey will be repeated in summer 2016 and the proposed actions should help improve results.

12. LIST OF APPENDICES INCLUDED

Appendix A – Employee Opinion Survey 2015 Action Plan

BACKGROUND PAPERS

Minutes of Employment Panel meeting, 23 September 2015 (minute 17, 2015/16)
Confidential survey results held by the Corporate Team

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