

Report of the Head of Communications & Customer Engagement

Corporate Services Cabinet Advisory Committee – 9 December 2015

STAFF SURVEY RESULTS 2015

1. Introduction

The second annual staff survey was completed during September 2015. This report provides a council-wide overview of results and analysis.

2. Key issues and actions from 2014 survey

As a reminder, the key issues from last year's survey were:

- Managing change was the weakest element identified by staff.
- A number of staff not feeling valued for their work.
- Staff rate their team more favourably than the wider organisation.
- A clear vision for the council is needed.
- There's a significant number of staff who have been harassed, bullied or abused.

As a result, the following actions were completed:

- Publicised the survey results to staff.
- Developed and promoted the 'Swansea Story' to provide a clear vision for staff.
- Adopted a zero tolerance approach to harassment, bullying and abuse.
- A commitment to 'continue the conversation' with staff by improving day-to-day engagement led by managers.
- Provided more opportunities for staff to participate and become involved,.
- Developed service-based action plans to tackle 'local' issues raised in the survey.

3. Improvements in 2015

The majority of statements have shown an increase in positive ratings compared to 2014 (in this year's survey the middle column has been removed to force the respondent to agree or disagree with the statement given).

These improvements include the key issues identified last year:

- Bullying and harassment from service users, their relatives or the public has shown significant improvement, reducing from 37% in 2014 to 21% in 2015.
- Harassment, bullying or abuse from managers, team leaders or colleagues has also reduced by half from 24% in 2014 to 11% in 2015.
- The gap between those who would recommend their team as a place to work, compared to the council has closed.
- More staff feel supported/trusted etc.
- More staff (+15%) say the council has a clear vision.

4. Key issues in 2015

Several key issues have emerged in this year's survey:

- Fewer staff completed this year's survey.
- Bullying is still an issue in some areas.
- Those reporting bullying has increased two-fold from 17% to 39%. However, staff without access to ICT need to be made aware of where they can find the harassment and bullying policy.

- In eight service areas, 50% or less of staff had not had an appraisal in the past 12 months.
- Very few staff (28%) know who the lead Councillor for safeguarding is, and less than half (47%) know who their department's designated lead is.

5. Priorities and actions from 2015 surveys

- Whilst the level of bullying and harassment has moved in a positive direction, the zero tolerance approach needs to continue. Alongside this we will continue to promote our policy and, in particular, undertake increased promotion in areas where staff do not have ICT access.
- All staff should have an annual appraisal. An audit of appraisals is currently under way by the Head of HR&OD to review compliance and the quality of appraisals taking place.
- There has been promotion of safeguarding issues, but this needs to be reinforced across the council and at a service level.
- Further analysis of the results has been undertaken to provide each Head of Service with their individual results, including where employees made additional comments. Heads of Service will develop their own action plan based on these findings. Service action plans should be agreed by the relevant Director as soon as possible.

6. Executive Board action plan

The results were reported to Executive Board in November 2015 and it was agreed:

- The staff survey will continue annually.
- We will promote the actions taken since the 2014 survey.
- Each Head of Service will develop an action plan based on the findings in their own area along with the main council-wide issues to promote safeguarding, address bullying and harassment and ensure staff appraisals are carried out.