

Agenda item: 

**Title of meeting:** Employment Committee

**Date of meeting:** 29<sup>th</sup> November 2016

**Subject:** Employee Opinion Survey

**Report by:** Jon Bell - Director of HR, Legal & Performance

**Wards affected:** N/A

**Key decision:** No

**Full Council decision:** No

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### 1. Purpose of report

The purpose of this report is to provide members with the results of the recent Employee Opinion Survey (EOS) and seek approval from members for the proposed actions arising from the survey results.

### 2. Recommendations

Members are **recommended** to:

- (i) Note the results of the Employee Opinion Survey (attached at Appendix 1)
- (ii) Note the further actions taken to better understand the results of the survey and approve the further actions (Appendix 2)
- (iii) Advise officers of any other areas where further analysis or research would be useful to the committee

### 3. Background

3.1 Portsmouth City Council is a major employer, with over 3500 staff employed across a vast range of professional disciplines in numerous locations across the city. Periodically capturing the views of those staff is therefore essential in order to inform decision-making and shape workforce policies.

3.2 Although time-consuming to carry out, the Employee Opinion Survey is important for the following reasons:

- It provides insight into the view of our staff about issues directly affecting them, such as pay, working conditions, development opportunities and leadership
- It helps to assess how engaged our staff are and how they feel about the council
- It measures the effectiveness of internal communication channels and messages
- It shows where differences may exist between directorates, departments and locations
- It provides an opportunity for staff to have "a voice"

- It gives an evidence base upon which to make future decisions that affect the workforce

3.3 The previous EOS was carried out in 2014, and comparisons with that survey are provided where possible.

#### **4. Overall Summary of Results**

4.1 Around 45% of staff completed the survey, which overall represents a reasonably positive position (and a slight improvement from the last EOS). However, this does mask huge differences between directorates and locations. In some areas, almost all staff completed the survey, whereas in others the response rate was below 30%. Response rates were particularly poor amongst those staff groups that were provided with paper copies as they did not have ready access to a computer. This is likely to be mainly (though not exclusively) staff working in residential homes, the Port, and the Clean and Green service. When considering the results, therefore, it must be borne in mind that the views of some large groups of staff are under-represented.

4.2 Overall, results have remained relatively stable since the last survey in 2014. Given the challenging economic climate, year-on-year pay restraint, and difficult decisions the Council has had to make, this should be seen in a positive light. It would not be unreasonable to expect a decline in satisfaction with pay and benefits, work-life balance and support for wellbeing. However, scores in these areas have actually improved slightly.

4.3 The most significant declines in results are seen in staff's perceptions about opportunities to feedback, perceptions about the management of change, and the availability of training and development opportunities.

#### **5. Future Work and Action Plan**

5.1 Following the survey, focus groups were held with staff to explore the responses in greater depth. Using the information from the survey and focus groups, a number of proposed actions have been identified to address the more significant cross-cutting issues. These are summarised in Appendix 2. These particularly focus on communication and feedback, reward and recognition, and values. HR and Communications are working together to progress these actions.

5.2 Individual directors have been provided with the results for their directorates and are being supported to identify and address any specific issues arising from those results.

5.3 The further work detailed in the action plan has been drawn from the main themes, concerns and knowledge gaps from the survey. However, it will not cover every aspect of the survey and members' suggestions are sought with regard to any other areas where further analysis may be helpful.

#### **6. Equalities Impact Assessment**

6.1 There are no equalities impacts arising directly from this report. Any changes implemented as a result of the further analysis of survey results will be subject to impact assessments at the appropriate time.

**7. Legal implications**

7.1 There are no legal implications arising directly from this report

**8. Finance comments**

8.1 There are no financial implications arising directly from this report

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Signed by:

**Appendices:**

- Appendix 1 - Results of Employee Opinion Survey 2016
- Appendix 2 - Draft action plan

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

<b>Title of document</b>	<b>Location</b>
Full Employee Opinion Survey Results	Communications Team

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by ..... on .....

.....Signed by: