

CABINET

Date of Meeting	Wednesday, 25 th September 2024
Report Subject	Workforce Survey 2023
Cabinet Member	Cabinet Member for Corporate Services
Report Author	Corporate Manager - People and Organisational Development
Type of Report	Operational

EXECUTIVE SUMMARY

As part of the Council's commitment to employee engagement, a survey of the workforce has been undertaken every year since 2020.

During 2020 and 2021 the focus was on health and wellbeing, the purpose of which was to understand the emotional, social and physical wellbeing of our employees during the pandemic and as we emerged from it.

The last survey was conducted between 8th and 21st June 2023 and 5th to 27th October 2023 when it was re-opened specifically to increase the response rate of remote employees in Housing and Communities, Social Services and Streetscene and Transportation

Split into five sections, feedback was invited on the five topic areas below:

- Engagement
- Performance
- Mental health and well-being
- Communication
- Hybrid working
- Visions and Values

The feedback provided will be used to identify areas where things are working well, along with areas for improvement.

RECOMMENDATIONS

1	That Cabinet note the results of the 2023 Workforce Survey.
2	That Cabinet endorses the progress made on addressing issues raised in the survey.
3	That Cabinet supports the adoption of the new set of proposed Core Values.

REPORT DETAILS

1.00	EXPLAINING THE WORKFORCE SURVEY 2023
1.01	<p>As part of the Council's commitment to employee engagement, a survey of the workforce has been undertaken annually since 2020.</p> <p>The 2020 survey sought to understand views and experiences of working for the Council. Despite the challenges of working through the pandemic, overall the results of the survey were very positive and demonstrated that the Council benefited from a dedicated and committed workforce who understood how their work contributes to the delivery of the organisations priorities.</p> <p>The last survey was conducted between 8th and 21st June 2023 and 5th to 27th October 2023 when it was reopened to specifically increase the response rate of remote employees in Housing and Communities, Social Services and Streetscene and Transportation.</p> <p>Split into six sections, employee feedback was invited on the following areas:</p> <ul style="list-style-type: none">• Engagement• Priorities• Mental Health and well-being• Communication• Hybrid working• Vision and Values <p>The consultation was open to all employees, except for those based in schools.</p> <p>Accessible to office based and remote employees the survey was conducted online with a paper option for those that could not access the questionnaire online.</p> <p>A total of 783 responses were received with the majority being submitted electronically (722) and 61 via paper copy.</p>

The response rate by portfolio is as follows:

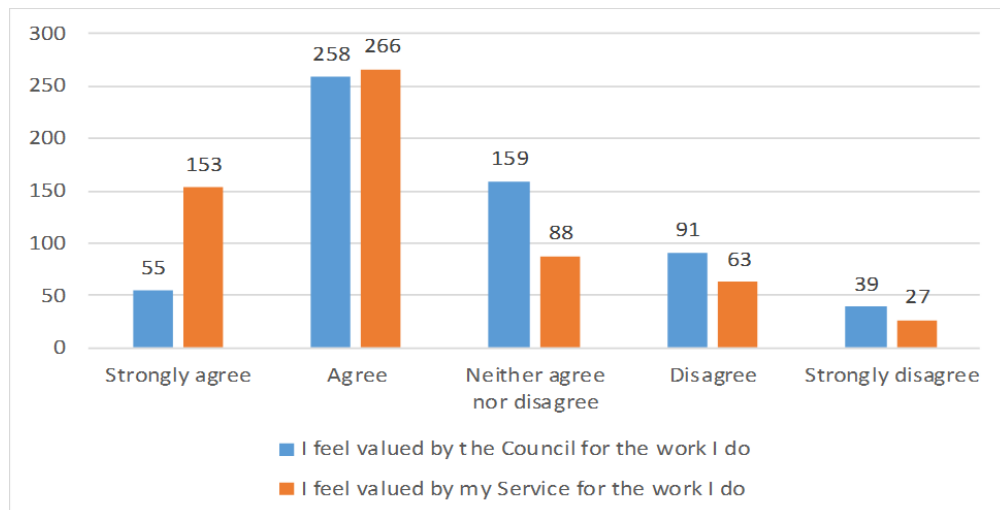
Overall responses by Portfolio	Response Percent	Response Total
Corporate Services	16.7%	131
Education and Youth	7.5%	59
Governance	13.4%	105
Housing and Communities	19.0%	149
Planning, Environment and Economy	12.1%	95
Social Services	24.3%	190
Streetscene and Transportation	6.9%	54

The full survey results are appended to this report. Overall, the findings are positive, but with a small number of areas requiring further investigation.

The headline results from the key sections of the survey are set out below. For each of the questions posed, respondents could choose to 'strongly agree', 'agree', 'neither agree nor disagree', 'disagree' or 'strongly disagree'.

Engagement (1)

- Employees were asked to identify to what extent they agreed or disagreed with the following statements:
- I feel valued by the *Council* for the work I do.
- I feel valued by my *Service* for the work I do.

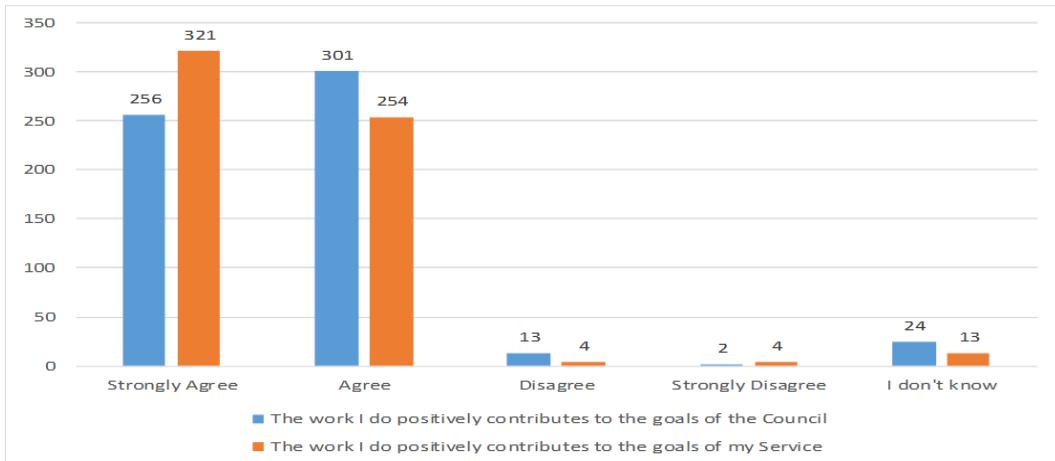


Engagement (2)

Employees were asked to identify to what extent they agreed or disagreed with the following statements:

- The work I do positively contributes to the goals of the *Council*.

- The work I do positively contributes to the goals of the *Service*



Priorities

Employees were presented with several statements regarding the Council's priorities against which they were asked to indicate the extent of their agreement or disagreement. Of those who agreed/strongly agreed:

- 88% are clear about the priorities of their Service,
- 87% understand how their service priorities contribute to the priorities of the Council,
- 77% feel their Service has the right policies in place to support the delivery of its priorities,
- 77% feel their Service consistently applies appropriate policies and strategies to deliver on its priorities.

Communication

Employees were asked to what extent they agreed or disagreed with the following statements:

- I am kept updated on Council news.
- I receive regular information on things that impact the work I do.
- My manager/supervisor keeps me informed.
- My manager/supervisor keeps in regular contact with me.

Of those responding 84% *agreed/strongly agreed* that they are kept updated on Council news, 76% received regular information on things that impact their work, 87% are kept informed by their manager/supervisor and 89% reported that their manager/supervisor keeps in regular contact. 15% of employees responding did not feel they receive regular information on things that impact the work they do.

Of those who responded 82% were either satisfied/very satisfied with the frequency of communication from their line manager/supervisor 63% from their service manager. 55% were satisfied/very satisfied with the frequency of Council communications and 41% from their Chief Officer.

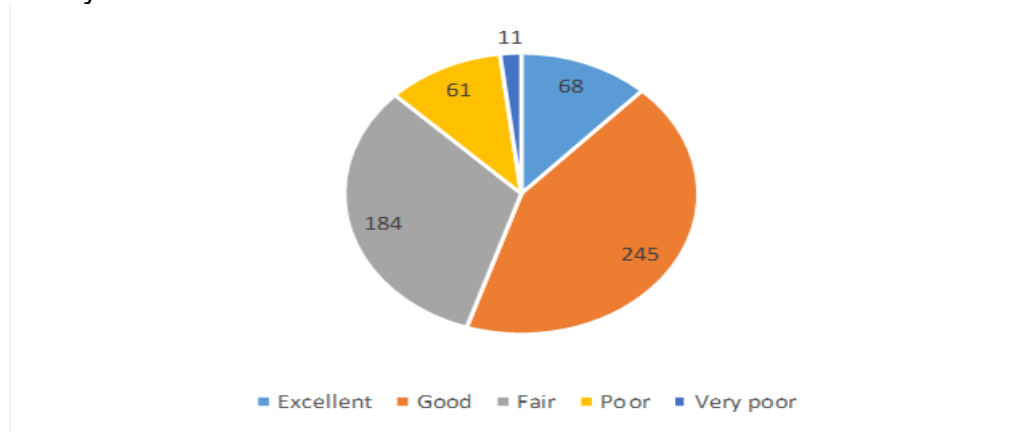
However, of those that had no opinion, 45% were neither satisfied nor dissatisfied with the frequency of communication from their Chief Officer, 36% from the Council, 25% from their service manager and 13% from their line manager/supervisor.

Mental Health and Well-being

When asked how they would rate their current state of mental health and well-being, 55% reported excellent and good, 32% fair and 13% poor or very poor.

When asked how supported they feel, of those responding, 71% feel supported/fully supported by Council, 85% by their manager and 92% by their team.

29% feel do not feel supported by the Council, 15% by their manager and 8% by their team.



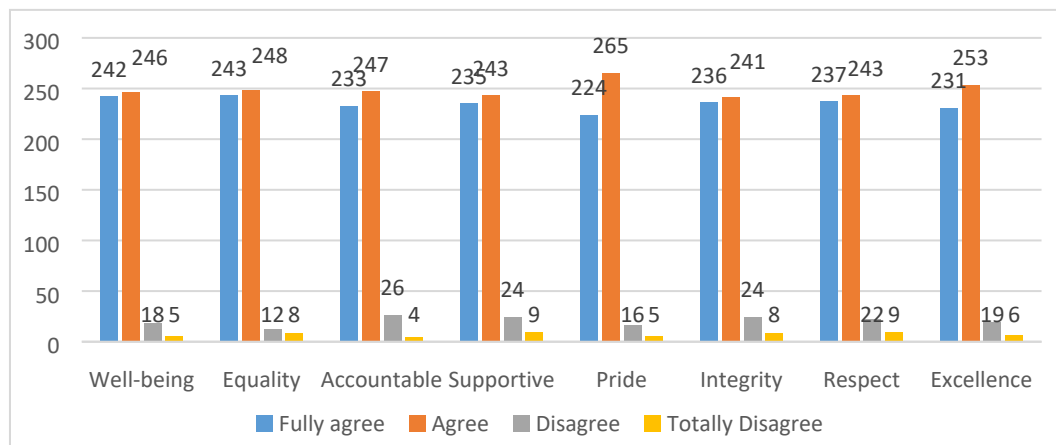
Hybrid working and its impact on mental health.

When asked if their job allowed for hybrid (flexible) working, 90% of those responding to the question responded yes with 94% finding it had either positively or very positively impacted their mental health.

Our Values

In the final section of the survey employees were asked for their views and opinions on a new set of proposed Core Values 'WeAspire' to sit at the heart of everything we do.

Over 94% of all employees who responded agreed with each of the eight themes of 'WeAspire'.



- Over 96% of employees responding to each of the eight themes agree or strongly agree that embedding these core values into everything we do will add value to our everyday work.

When asked where employees would expect to see the Values embedded the general overall feeling was that this was about behaviour and should

	<p>be demonstrated at all levels of the Council, everywhere and in everything we do. From the way employees treat each other, customers, and residents, to planning budgets and pay awards.</p> <p>When considering the extent to which employees always or sometimes see these core Values demonstrated in the workplace all behaviours scored 86% and above. Equality (91%), Respect (90%), Excellence (89%), Integrity (88%), Pride (88%), Supportive (88%), Well-being (87%) and Accountability (86%).</p> <p>Other comments put forward were less supportive of some of the themes feeling some had been proposed more to fit the acronym rather than reflecting the needs of the Council.</p> <p>Taking into account the feedback from the survey and in consideration of how the values translate into Welsh, we have introduced 'One Council' as the overarching thread tying together the values which collectively, underpin the concept of One Council, one team.</p> <p>Having a clear set of organisational values will make it easier for us to work together by forming a culture and a vision that we can all share, enabling us to become the organisation we need to be. Our One Council values supported by our workforce, must be at the heart of all we do. Once adopted, the values will be incorporated into everything we do, starting with recruitment, performance management and employment policies.</p> <p>Our values are for living, and we want everyone to adopt them in their work, demonstrating to colleagues, residents, and partners that these are not just good intentions but good actions.</p> <p>Responding to the employee survey</p> <p>Each Chief Officer has received the results for their own portfolio in full and we be expected to identify service specific actions to address concerns. Human Resources and Organisational Development colleagues will support portfolios to include these actions in refreshed service level workforce plans.</p>
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2.00	RESOURCE IMPLICATIONS
2.01	None directly arising from this report.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	None directly arising from this report.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	None required.

5.00	APPENDICES
5.01	Appendix A – Workforce Survey Report December 2023 Appendix B – Summary of our Values and their meaning

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None.

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Sharon Carney, Corporate Manager, People and Organisational Development Telephone: 01352 702139 E-mail Sharon.carney@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	None.