

PEOPLE AND OD COMMITTEE

Staff Survey Update

6 March 2025

Report of the Organisational Development Manager

PURPOSE OF REPORT

To update the Committee on the Staff Survey.

This report is public.

RECOMMENDATIONS

That the Committee acknowledges the work on the Staff Survey to date. Questions or feedback are welcome.

1.0 Introduction

- 1.1 This report sets out a summary of the Staff Survey work completed to date and the plan for further action.
- 1.2 The Staff Survey in this format is a newly launched initiative to improve employee engagement and support employees to work at their best to ensure delivery of the Council Plan.

2.0 Background

- 2.1 The work forms part of the Engagement Strategy. Employee Engagement can be defined as 'the involvement and enthusiasm of employees in their work and workplace' according to Gallup, the company who has been tracking employee engagement globally since 2000. It is important as it has been found that those organisations with higher levels of engagement produce better business outcomes, including a higher quality of work, better customer engagement, higher productivity, lower turnover, less absenteeism, more innovation, and many more.
- 2.2 The Staff Survey is therefore intended to measure how employees feel about their work and the workplace. It will be a starting point to understand how employees can better connect with their work and the council as a whole, whilst avoiding burnout. The intention is to run the survey annually so that improvements can be tracked.

3.0 Information about the Staff Survey

- 3.1 A set of 23 questions has been put together using the CIPD's Good Work Index, the Local Government Association (LGA) question set and the Bay Wellness question set. This will allow benchmarking against other organisations.
- 3.2 The questions posed are statements such as 'I am satisfied with the council as a place to work', where respondents choose the extent to which they agree using a Likert scale.

- 3.3 The survey ran between 9 January and 13 February 2025 using an electronic form and was/is completely confidential. In person sessions were held at various council locations to encourage participation, and a paper form was also available for those who do not have access to a computer or mobile phone. The Leadership Team was informed of completion rates on a weekly basis.

4.0 Overview of the results

- 4.1 The completion rate was 45%. This is higher than previous surveys.
- 4.2 The highest scoring themes, where employees felt that they were in agreement or strong agreement were:
- Feeling that they do useful work
 - Having the opportunity to be independent in the way work is delivered
 - Feeling able to share issues with colleagues
 - Having clear vision of what is expected of them
 - Planning to stay in the employment of Lancaster City Council.
- 4.3 The themes that attracted lowest levels of agreement were:
- Career development
 - Pay and benefits
 - Feeling that they have a voice in the organisation.
- 4.4 Levels of disagreement follow the same trends as the themes for agreement, and percentages are generally much low (less than 25% disagreement or strong disagreement, with more than half the statements attracting less than 15%).
- 4.4 The results show the passion and commitment that employees have for working for the council, and that Lancaster City Council is a good place to work. They also show that there is room for improvement in some areas.

5.0 Next steps

- 5.1 In order to meet the aims of the Staff Survey there will be an action planning phase in March and April 2025 via focus groups.
- 5.2 Focus groups are being organised so that the results can be looked at in further detail so that they be understood in greater depth. The purpose of this will be to identify what already works well in the workplace so that they can build upon and shared across the council, and what needs to be done to improve those areas that are highlighted as needing it. Action plans will be developed both corporately and by services and they will be incorporated into Service Plans. Staff Networks are also being involved.
- 5.3 The People Plan will also be reviewed and updated following the action planning phase.

6.0 Conclusion

- 6.1 Staff Survey participation rates are higher than normal, and the summary results are very positive.
- 6.2 The next phase will involve the co-creation of action plans to address the issues highlighted.

CONCLUSION OF IMPACT ASSESSMENT
(including Health & Safety, Equality & Diversity, Human Rights, Community Safety, Sustainability and Rural Proofing):

It is likely that a positive impact will be made to equality and diversity as a result of this work.

LEGAL IMPLICATIONS

There are no legal implications arising from this report.

FINANCIAL IMPLICATIONS

There are no financial implications arising from this report

OTHER RESOURCE IMPLICATIONS, such as Human Resources, Information Services, Property, Open Spaces:

There are no resource implications arising from this report. Actions arising from this report are delivered primarily by the Council's HR and OD Team.

SECTION 151 OFFICER'S COMMENTS

The Section 151 Officer has been consulted and has no comments.

MONITORING OFFICER'S COMMENTS

The Monitoring Officer has been consulted and has no comments.

BACKGROUND PAPERS

None

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