

## **EMPLOYEE ENGAGEMENT SURVEY RESULTS**

### **1. RECOMMENDATIONS**

- 1.1 That HR Committee note the proposed next steps.

### **2. INTRODUCTION**

- 2.1 As agreed at EMT on 22 September an Employee Engagement Survey was conducted in house.
- 2.2 The survey was carried out using MS Forms and ran for a period of 3 weeks ending on 9<sup>th</sup>. December. Some allowance was given for paper forms to be sent to ATC.
- 2.3 A total of 323 forms were completed. This equates to just over 41% of the workforce.
- 2.4 This is a considerable improvement on previous employee surveys.

### **3. BACKGROUND**

- 3.1 The survey had been devised using a model employee engagement survey to ensure best industry standard and allow the potential for benchmarking against future surveys if we use the same questions, in time this would allow for a picture to build of how we are doing, and improvements made.
- 3.2 It was broadly constructed in 4 sections, with the responses allowing for easily benchmarked outcomes in comparison future surveys.

Section 1 - Employee Background Data.

Enabled results to be analysed up according to several different criteria. We can split by service area, gender and pay bands.

Section 2 - Experience of Working at NFDC.

The main body of the survey concentrated on how employees feel working for us. Are they happy and motivated? Do they feel valued for the work they do? Do they feel engaged and listened to?

Section 3 - Employee Benefits

An area designed to help inform what employees are looking for. Do staff value the benefits they already receive and what else would they be interested in?

Section 4 – Free Form Text Fields

Important to allow staff to express any other matters and general commentary.

## **4. NEXT STEPS**

4.1 We now need to work through the issues raised. We know that the key to this being a success is to ensure that we consider the key themes and feedback on each of them.

4.2 We had really positive results in some areas for example:  
Over 89% agreed or strongly agreed that they understood clearly what was expected of them.  
Over 87% felt that in their team, people helped and supported each other.  
And over 82% felt that they knew where to get support at work if they felt their mental wellbeing was being impacted.

4.3 Although the results in 4.2 are really positive and good to hear but we can also see that there are other areas that we still need to understand more about.

For example:

39.6% were either neutral or disagreed that they had clear personal objectives that supported their career development

36.4% were either neutral or disagreed that their manager gave them regular feedback on how they are doing

And 45.7% were either neutral or disagreed that they had confidence in the decisions that senior management make.

4.4 In order to progress this further and gain an insight into all the data gathered the following steps will now be taken:

- Firstly all service managers will be given the data for their own areas. They will then work with their own teams to look at the responses and consider targeted ways to make improvements.
- On a corporate basis we will be looking at ways to improve on the overall emerging themes including communication, performance management including 1-2-1's and also the extent that staff answered neutral to the questions. One example is there were lots of comments about staff wanting more information about other service areas and what they are currently working on. We are currently looking at ways to facilitate this.
- We will be setting up a working group which will include representatives from the employee forum to support EMT with their consideration of the survey.
- There will also be an overall action plan which will cover the issues raised and the responses and we will share this with you on our journey as we look at possible improvements. All the information that we gather will assist us by forming the basis of our People Strategy moving forwards.

## **5. CONCLUSIONS**

5.1 The number of employees which took part in the survey is higher than in the past which is really encouraging.

5.2 It is imperative that we don't lose momentum and we continue to keep the survey high on the agenda for considering change and our drive to be an 'Employer of Choice'.

- 5.3 By involving some employees in looking at the cross-cutting issues this should encourage some buy in and support from staff.
- 5.4 An overall action plan can be devised and agreed by EMT for the future.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 There are no direct financial implications at this point.

## **7. CRIME & DISORDER IMPLICATIONS**

- 7.1 None.

## **8 ENVIRONMENTAL IMPLICATIONS**

- 8.1 None.

## **9. EQUALITY & DIVERSITY IMPLICATIONS**

- 9.1 Any actions taken as a result of the survey will be considered in relation to all staff and any EDI taken into account.

## **10 DATA PROTECTION IMPLICATIONS**

- 10.1 The workforce data will only be available on a corporate basis. There will be no breakdown in the service reports and no individuals will be identified.

### **For further information contact:**

Heleana Aylett  
HR Service Manager  
023 8028 5662