

Staff survey results 2019

- Our latest staff survey took place over 6 weeks 15th April to 26th May 2019, exactly one year on from the 2018 survey.
- Survey questions cover:
 - Wellbeing
 - Inclusion and diversity
 - Development
 - Leadership and change
 - Organisational reputation
- The **response rate has increased to 34%** of the sample, up from 28% the previous year.
- The **summaries below** show key findings for each section, with comparisons back to previous results.
 - Most questions were asked on a 5 point scale from strongly agree to strongly disagree.
 - Percentages show overall agreement: the sum of strongly agree + agree responses.
- This set of results generally **continues the positive trends** building through the 2018 and 2016 results.
- Notably, more staff feeling confident Kirklees Council is a good place to work, and much fewer are planning on looking for a job outside the council in the next year. Staff are feeling happier and more certain in their jobs.
- There are challenges around ensuring all staff take part in regular, useful appraisals, feel informed and receive consistent messages.

Wellbeing

Some encouraging results and once again, year on year improvements here demonstrating some positive trends.

- ↑ Employees agreeing they are **happy** in their job has increased to **72%**.
- ↑ Those feeling their **skills and behaviours are recognised** has increased to **74%**.
- ↑ **84%** felt they know who to speak to at work for **personal support**
- ↑ **69%** agreed they feel supported in having a healthy **work-life balance**
- ↑ Feeling supported at work with ...mental health – **61%** agreement
...physical health – **61%** agreement

Inclusion and diversity

This 'including us all' section shows very positive results with some small improvements since it was introduced last year.

- ↑ **83%** agreed **their team** values employees from different backgrounds.

- ↓ **87%** agreed we should have a **diverse workforce** ('a workforce with different life experiences, backgrounds and perspectives').
- ↑ **85%** agreed we should have a workforce that reflects **all communities** living in Kirklees.
- ↑ **More employees feel part of their team.** This is asked on a scale from 1-6, with slightly fewer now feeling like an unaccepted outsider, and slightly more feeling included and part of their team.
 - 'The behaviour of people in my team' was again the main reason given for feeling excluded.

Development

The key finding here is that much fewer staff are planning on looking for a job outside the council in the next year. Most results remain similar to last year, with some positive trends developing.

- On **appraisals**...
 - ↓ **17%** told us they have not had an appraisal in the last 12 months.
This may be impacted by a slightly stronger response from dispersed staff this year.
 - ↓ **67%** agreed they discuss their development needs.
- ↔ A steady **58%** agreed they are **getting the development they need** to be the best they can be.
- ↑ **66%** agreed they feel **encouraged** to come up with new and better ways of doing things.
- ↔ **76%** are once again **clear what's expected** of them in their role.
- ↑ **85%** understand how their work contributes to the success of their service.
- ↑ Just **13%** told us they are going to **look for a new job** outside the council in the next 12 months. This is the first time this figure has dropped significantly since we started measured it in 2010 – it usually hovers around 20%.
 - For those thinking of moving on, the reasons have shifted over time. 'Too much uncertainty here' was reason #1 in 2016. Last year it was about job satisfaction, more money, and job development. This time money and job satisfaction were the main reasons, indicating staff feel their development has been addressed to some extent over the last year.

Leadership and change

This set of results continues a very positive trend of more staff feeling confident this is a good place to work. Results about senior management have remained generally steady despite structural changes over the last year.

- Thinking about **senior management** (specified as strategic directors, service directors and heads of service):
 - ↓ **42%** agreed clear and consistent messages about change are given.
 - ↔ **39%** agreed senior managers are doing a good job of leading the changes.
- Thinking about **middle management** (their manager/supervisor):
 - ↑ **63%** agreed clear and consistent messages about change are given.
 - ↔ **60%** agreed they are doing a good job of leading the changes.
 - ↓ **56%** agreed they help the employee understand what the council's way forward means for their team.
 - ↓ **57%** agreed their manager feeds back info from senior meetings like CMG+.
- ↓ **46%** told us they **feel informed** about what's going on in the council.

- ↓ **60%** agreed they understand how the Kirklees Outcomes relate to their role.
- ↑ More employees now feel confident that Kirklees Council is a **good place to work (60%)**.
- ↑ There's been general improvement in feelings about leadership styles, with a shift towards feeling it is **empowering and supportive**, and fewer saying it's controlling and uncaring (now **61%**).

Reputation

- Results here have all improved since first asked last year.
- ↑ **57%** are **proud** to tell people they work for Kirklees Council.
- ↑ **51%** feel they understand how the **role of local councillors** contributes to our work.
- ↑ **34%** think Kirklees Council has a **good reputation**.

Getting better?

- Yes, once again! We have achieved our best ever result for this overall measure.
- ↑ **21%** told us this time that compared to 6 months ago, KC feels like a **better place to work**.
 - 62% told us things feel about the same to them.
 - 17% told us it feels like a worse place to them.