

SALISBURY CITY COUNCIL

Subject : Staff Survey
Committee : Personnel Committee
Date : 11 February 2019
Author : Tracy Adams, HR Manager

1. Report Summary:

1.1. This report considers the findings and outcomes from 2018 Staff Survey.

2. Background:

2.1. The Senior Management Team of the City Council (SMT¹) are keen to improve the morale of the staff team wherever possible and so a Staff Survey was undertaken in order to understand the morale of the staff team.

2.2. This type of survey has not previously been conducted by Salisbury City Council (SCC).

2.3. The Staff Survey, which is shown at Annex A to this report, was sent to all staff via email, with paper copies available at each site, and staff given the opportunity to meet face to face with HR Manager to complete, if they so wished.

2.4. The survey received a 47% return rate (26 responses from a potential of 55). This response rate reflects positively the staff's engagement in this process.

2.5. Responses were fairly evenly distributed across staff with a range of years of service, roles and locations of service. Some responses were anonymous, which was permitted.

2.6. A report of the findings has been produced and will be circulated to staff with actions identified also noted.

3. Summary of Survey Results:

3.1. The table below gives a summary of the results:

Question	Number responding 'yes' or 'agree'
I enjoy working for Salisbury City Council	77%
My manager gives me clear guidance and feedback on my work duties	81%
I am satisfied with overall job security	92%

¹ SMT = City Clerk, HR Manager, Communities Manager, Environmental Services Manager, RFO and Business and Communications Manager

Do you see yourself working for the Council in a years' time?	81%
I feel the Council is committed to the wellbeing of its employee's	69%
I feel I have received enough training to complete my workplace duties	62%
I don't have any suggestions on how my situation at work can be improved?	69%
My role has sufficient variety to keep me interested	85%
Do you feel that you are fairly paid?	58%

3.2 Following the survey, the SMT have agreed a number of actions which will be taken forward over the forthcoming year as a result of the responses received. These include:

3.2.1 Managers to have conversations during regular 1:1s focussing on; development & training, expectations on pay and ways that roles can be improved (particularly among those who have been employed for more than 5 years).

3.2.2 A clearer staff development strategy is to be devised and implemented

3.2.3 Publication and full implementation of the Staff Health & Wellbeing Strategy

4. Recommendation:

4.1. To note the summary of the results of the 2018 Staff Survey and actions arising from this.

5. Wards Affected: All

6. Background papers: Nil

7. Implications:

7.1. **Financial:** None

7.2. **Legal:** None

7.3. **Personnel:** As shown in this report

7.4. **Environmental Impact:** None

7.5. **Equalities Impact Statement:** None

Appendix A – Staff Survey Questionnaire

Staff survey

The Council is committed to creating a successful working environment in which the thoughts and concerns of all employees are given due care and attention. This anonymous survey is designed to collect valuable information on your attitude towards various aspects of the Company, in the hope of reviewing and improving our existing practises.

We kindly ask that you take care when completing this survey and answer each question honestly and to the best of your ability. Please ensure you review each question carefully and tick [v] the relevant response.

1) How long have you worked for the Council?	Less than 1 year	
	1 – 5 years	
	5 years and over	

2) Do you see yourself working for the Council in a years' time?	Yes	
	No	
	Not sure	
Comments (optional)		

3) Do you feel that you are fairly paid?	Yes	
	No	
	Not sure	
Comments (optional)		

4) How much do you agree with the following statement? "I enjoy working for Salisbury City Council"	Strongly agree	
	Agree	
	Neither agree nor disagree	
	Disagree	
	Strongly disagree	
Comments (optional)		

5) How much do you agree with the following statement? “I feel I have received enough training to complete my workplace duties”	Strongly agree	
	Agree	
	Neither agree nor disagree	
	Disagree	
	Strongly disagree	
Comments (optional)		

6) How much do you agree with the following statement? “My manager gives me clear guidance and feedback on my work duties”	Strongly agree	
	Agree	
	Neither agree nor disagree	
	Disagree	
	Strongly disagree	
Comments (optional)		

7) How much do you agree with the following statement? “I feel that the Council is committed to ensuring the wellbeing of its employees”	Strongly agree	
	Agree	
	Neither agree nor disagree	
	Disagree	
	Strongly disagree	
Comments (optional)		

8) How satisfied do you feel with your overall job security?	Very satisfied	
	Moderately satisfied	
	Slightly satisfied	
	Not satisfied	
Comments (optional)		

9) Do you have any suggestions for how your situation at work could be improved? If so, please explain.	Yes	
	No	
	Not sure	
Comments (optional)		

10) How much do you agree with the following statement: “my role has sufficient variety to keep me interested?”	Yes	
	No	
	Not sure	
Comments (optional)		

11) Please use this final section to include any additional comments you may have. This could include ways the Council may improve or general observations you have made during your employment.

Thank you for completing this survey.

Name (Optional):