



**SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL**

# Employment Committee

15 June 2022

**Report of:** Councillor Annie Mason

Cabinet Member for People and Safer Communities



## Employee Survey 2021/22

A presentation and discussion of the Employee Survey results, subsequent actions and next steps.

### Report Author

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Corporate Priority:	Decision type:	Wards:
High Performing Council	Administrative	All Wards

<b>Reviewed by:</b>	Alan Robinson, Deputy Chief Executive	6 June 2022
<b>Approved by:</b>	Karen Bradford, Chief Executive	8 June 2022
<b>Signed off by:</b>	Councillor Annie Mason, Cabinet Member for People and Safer Communities	8 June 2022

### Recommendation (s) to the decision maker (s)

1. Notes the findings of the Employee Survey 2021/22.
2. Notes the actions that have taken place since the survey was conducted and proposed next steps.
3. Discuss the survey results and provide direction for future areas of focus.

# 1 The Background to the Report

- 1.1 In December 2021 South Kesteven District Council undertook an employee survey and invited all employees to participate.
- 1.2 The survey was conducted by an independent provider- Protostar UK – the organisation was selected through a standard procurement process and the survey was part of an existing contract with Protostar. A project team of employees led by the HR department worked with Protostar to devise the survey. The survey was largely unchanged from last year's survey and this was so that trends and patterns could be identified.
- 1.3 Appendix One gives a copy of an interactive guide that has been produced to detail the key overall results of the survey, the actions the council has taken since the survey took place and proposed next steps.
- 1.4 The survey consisted of 55 statements, pop up questions and opportunities to provide written comments. The survey asked employees to consider a range of questions covering:
  - i) Teamwork.
  - ii) Line Management.
  - iii) Working Environment.
  - iv) Innovation.
  - v) Wellbeing.
  - vi) Engagement and Trust.
  - vii) Leadership.
  - viii) Change Management.
  - ix) Communication.
  - x) Learning and Development.
  - xi) Reward and Recognition.
  - xii) Covid-19 Response
- 1.5 45% of employees who were invited to participate took part. All employees at the council including those on fixed term and casuals contracts were invited to participate.
- 1.6 This is a reduction from 64% of employees who participated in the previous survey in 2020/21 and a further reduction from 69% of employees who participated in the survey in 2018/2019. Efforts were made to increase the response rate, including visiting the sites non-IT staff work to distribute the survey via tablets as well as extending the survey deadline by 4 weeks.
- 1.7 The overall Employee Engagement Index (EEI) score of employees at the Council fell slightly from 67 in 2018/2019 to 65.5 in 2020/21 and fell again to 63.8 in 2021/22. EEI is a standard scoring mechanism, used by employee survey providers that provides a measure for how engaged employees feel at work.
- 1.8 It should be noted that the survey was conducted following further lockdowns and continued working from home for most staff, as a result of the pandemic.

- 1.9 The departments with the highest scoring EEI were the Corporate Management Team, Neighbourhoods and Licensing, Corporate Operations, Leisure, Customer Services and Building Control. The departments with the lowest scoring EEI were; Housing Repairs, Property Development, Arts, Benefits, Communications and Development Management.
- 1.10 The Council took the opportunity of the employee survey to gain feedback on the council's handling of Covid-19 and it should be noted that this was one of the highest scoring answers, as it also was for the 2020/21 survey.
- 1.11 Since the initial returning of the survey results the Council has undertaken a number of actions including:
- i) Recruitment of a new HR Manager.
  - ii) The implementation of a new corporate restructure which involved the formation of a new Corporate Management Team.
  - iii) The development of a People Strategy.
  - iv) Introduction of a People Panel.
  - v) A short survey on what employees want from their Wellbeing service was distributed and a Wellbeing Action Plan for 2022/23 was developed off the back of this.
  - vi) The implementation of a new hybrid working system.
  - vii) Sessions held across the Council to discuss the survey results, deep dive into what the results are telling us and identify actions that colleagues would like to see as a result.
  - viii) Following these sessions, the People Panel took part in a workshop to create the Corporate Engagement Action Plan (see Appendix 1) which outlines all actions and progress so far against these.

## **2 Financial Implications**

- 2.1 There are no financial considerations arising from this report.

**Financial Implications reviewed by: Richard Wyles, Director of Finance (S151)**

## **3 Legal and Governance Implications**

- 3.1 There are no specific legal implications arising from this report, but as an employer, the Council should ensure that issues affecting staff are understood and addressed.

**Legal Implications reviewed by: Alan Robinson (Monitoring Officer)**

## **4 Equality and Safeguarding Implications**

- 4.1 The employee survey was conducted anonymously and online, available for all members of staff with analysis and data being reviewed by ProtoStarUK. Members of HR visited sites where non-IT staff are located to encourage them to complete the survey on tablets.
- 4.2 Data at all times was treated within Data Protection Legislation.

## **5 Community Safety Implications**

- 5.1 Not Applicable

## 6 How will the recommendations support South Kesteven District Council's declaration of a climate emergency?

*The survey contained a question on the Council's response to climate change both in the council and in the community.*

## 7 Appendices

7.1 Appendix One - A presentation providing; the overall results of the employee survey, analysis of the information, actions that have taken place and proposed next steps.

<b>Report Timeline:</b>	Date of Publication on Forward Plan (if required)	Not applicable
	Previously Considered by	Not applicable
	Final Decision date	06/06/2022