

## **Report to Joint Consultative and Safety Committee**

**Subject:** Current staffing issues (Standing Item)  
**Date:** 19 November 2015  
**Author:** Chief Executive  
Service Manager; Organisational Development

### **1. Purpose of the Report**

This is an information item highlighting to the Committee, any issues of particular interest that relate to the council's workforce.

### **2. Summary of current issues**

Since the last meeting of this Committee there has been much activity that relates to employee wellbeing and engagement.

2.1 The Employee Conference took place over three half days in October with the theme of "Serving People, Improving Lives". The event was organised by the STEPs Group who also took an active role in facilitating the events on the day. The events were a great success with over 90% of attendees reporting that they enjoyed the event and got something out of it.

Part of the event allowed participants to identify firstly how we might "serve people and improve their lives" in better or more effective ways and secondly to identify possible blockages to achieving these improvements. The results are being summarised and will be fed into Senior Leadership Team in order to create an action plan that can be adopted through the Refresh Board.

2.2 The biennial Employee Survey results have now been analysed by the Organisational Development Team and a set of recommendations for actions have been considered by Senior Leadership Team and agreed.

Perhaps unsurprisingly pay was a major issue of dissatisfaction across most teams which is an issue already identified as a risk in the organisation which has led to the commissioning of Hay Consultants to carry out a pay and rewards review.

There were a range of other issues that employees felt that we could do better to either improve their own personal wellbeing or to improve the way that we

deliver services. A summary of the survey feedback together with the actions approved through SLT are shown at Appendix 1 to this report.

Although it is important to consider the areas of weakness identified in such surveys in order to construct evidence-based improvement plans, it is equally important to recognise that the predominant and over-riding picture is one of a well-motivated and committed workforce. The feedback in respect to how enthusiastic people feel about their jobs and the clarity that they have about our objectives is first-rate.

As with any organisation there is room for improvement and we have set out plans that will help in this regard but overall the picture is positive and encouraging.

- 2.3 The final draft of the pay and rewards review commissioned from the Hay Group has now been received. Although at the time of writing this report there has been no analysis of the content it is planned to take report to the Appointments and Conditions of Service Committee in due course to determine what future actions, if any, might be proposed.

Should there be any proposals made to change pay, grading or reward structures or policy these would of course progress through the normal consultation process including this Committee.

- 2.4 The work programme of the “Refresh Board” was summarised at the last meeting of this Committee. Since then substantial progress has been made against objectives including the work to define the Gedling Employment Standards and the identification of a supplier to offer access to an Employee Benefits Scheme which is now to be made available to employees in the near future.

Other programmed work continues against a project plan that spans several financial years.

- 2.5 Since the last meeting of this Committee one of the two graduates recruited through the National Graduate Development Programme and shared with Newark and Sherwood and Rushcliffe Councils has started work with us.

The placement of each graduate with us will last for eight months. Initially this placement has been focussed in the Community Relations Service undertaking a number of projects including the development of a sustainable “staff volunteering programme” for our Council which is also an action from the Refresh Board work stream. Later in the placement work will be directed towards the support of the digitalisation agenda, again a focus of the Refresh Board.

### **3. Recommendation**

The Committee is asked to note this report.



## Staff Survey 2015 results Headlines

<b><u>Your Job</u></b>	<b>Agree</b>
I am enthusiastic about my job	80.3%
I have clear objectives and standards expected of me	90.3%
I am trusted to get on with my job	90.7%
I am able to make suggestions to improve the work I do	81.0%
I am involved in deciding on changes that affect my job	52.4%
I feel well informed about what is happening in the Council	46.4%
I feel happy working for the Council	73.2%
I can manage my workload most of the time	79.9%
<b><u>Feeling Valued</u></b>	<b>Satisfied</b>
The recognition and appreciation you receive	58.4%
The support you receive from colleagues	78.8%
The freedom to use your own initiative	77.7%
Training and development opportunities	62.8%
Your working life at the Council	70.7%
Your level of pay	24.1%
<b><u>Your Manager</u></b>	<b>Agree</b>
My manager gives me clear feedback on my performance	68.0%
My manager tackles under performance in our team	45.7%
My manager involves me in planning and making decisions	55.7%
My manager praises me when I do a good job	67.7%
My manager holds regular team meetings	60.6%
My manager is generally supportive of me	75.0%

Issue raised	Action to be taken
Low satisfaction levels of pay	SLT to review pay policy following the pay and rewards report
My manager tackles under performance in our team	Directors to mentor/ challenge service managers in service areas where this appears to be an issue to support improvement
Staff not feeling informed and lack of regular team meetings	Service manager to ensure regular team meeting take place especially in non-civic centre areas Improve team briefings to ensure the cover key messages Ensure information/posters for staff are being displayed appropriately.
Staff being involved in deciding changes affecting them and involving staff in planning and decision making	Service managers draw up an action plan to address this
Corporate directors/Council Solicitor are effective in their role	An external consultant is appointed to lead an SLT workshop to explore how to address this
Trust in Senior Leadership team	An external consultant is appointed to lead an SLT workshop to explore how to address this
Recognition and appreciation	Address via activities of the Refresh Board