

The Moray Council

Trading Standards Service

STAFF SURVEY REPORT

MARCH 2010

SUMMARY

This report contains the results and other outcomes of the Trading Standards Service Staff Survey carried out in March 2010. The survey was carried out in response to the Service's PSIF (Public Service Improvement Framework) review which identified the need for regular staff consultation and engagement, and the need to include and recognise their involvement in improving Council services.

Questionnaires were sent to all 13 members of staff under the responsibility of the Trading Standards Manager, and all members completed and returned their answers. The survey had to be conducted in house to reduce costs, but all contributions were dealt with anonymously. The survey itself was conducted in March 2010 and it is envisaged that it will be repeated annually so as to give an ongoing record.

The survey questions were split into 5 separate questions with associated issues, and a final question asked staff to indicate their views on what information they currently received and whether they required more or less information to be cascaded down to them on Corporate, Departmental and Service issues.

The survey results indicate very positive results in general to Service processes whilst less encouraging results were received when responding to questions about Corporate and Council wide issues.

Overall, there was a 100% response to the questions on "Moray Council is a good employer to work for" and "I enjoy the work I do for the Council"; whereas only 23% responded positively to the question "I am confident in Senior Council's leadership of the Council" and only 43% responded positively to "Senior Council Management have a clear vision of where the Council is going".

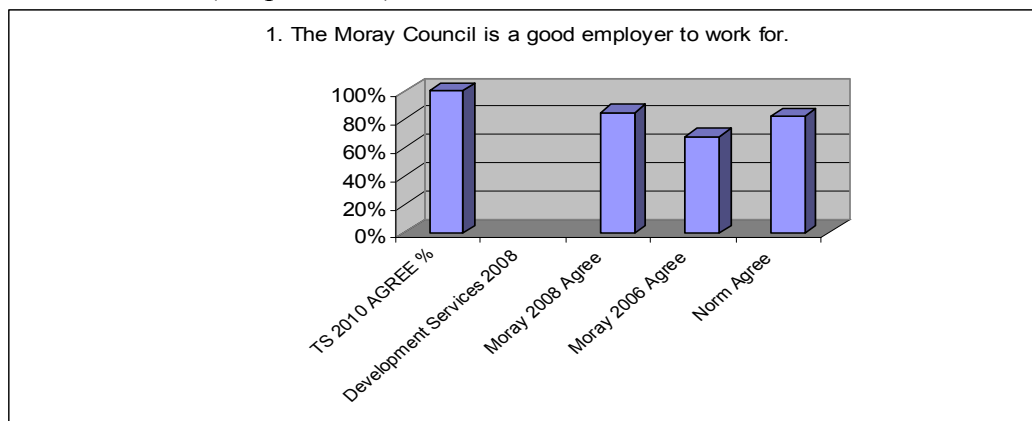
Where possible, the Trading Standards Service response was compared to data from The Moray Council's staff survey's carried out in 2008 and 2006, and Development Service's response from the 2008 Council survey. Normative data, where available, was also added to give a picture of the Service against other business sources. A blank questionnaire is attached as an Appendix to this report for information.

RESULTS

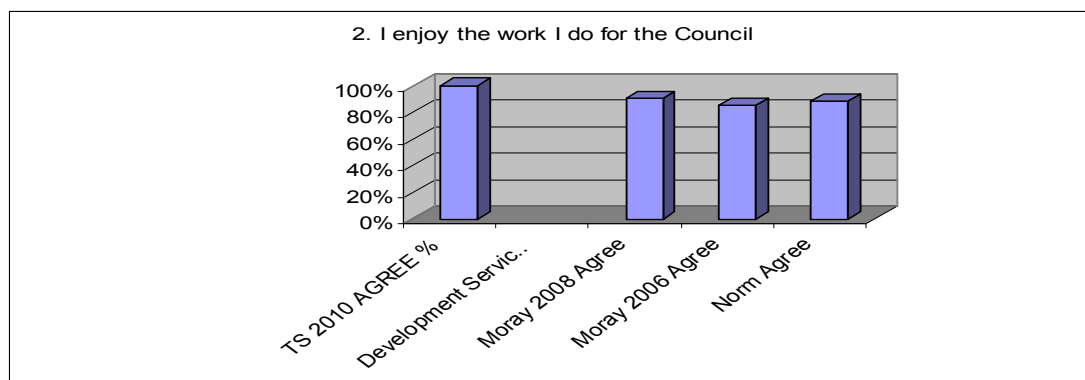
Q1. – WORKING FOR THE COUNCIL

This Question was split into 6 sub questions and attempted to identify how staff felt about the Authority as a whole as well their perceptions on issues such as the Council's attitude towards overall communications, best value and training.

Issue 1 asked the question “The Moray Council is a good employer to work for”. The response received was 100% either strongly or tend to agree, which compares favourably against both Moray Council responses in both 2008 and 2006 and the normative data. (Graph below).

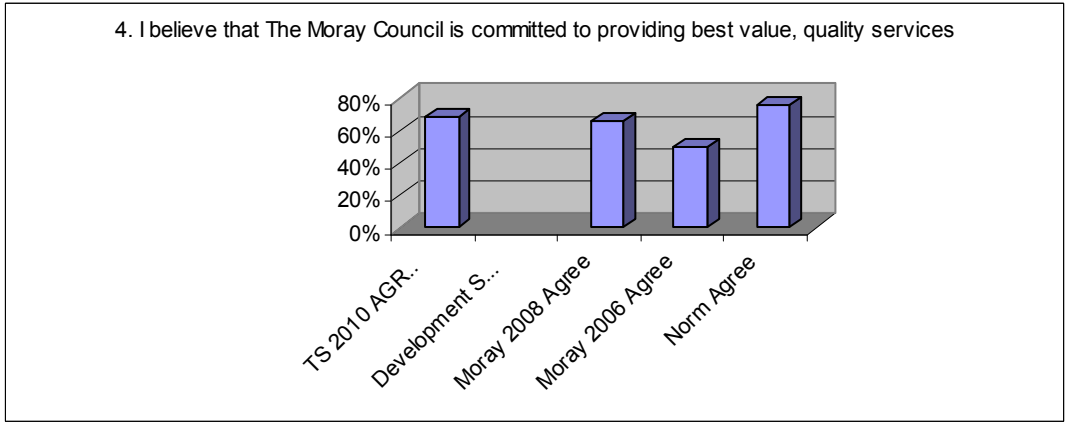


Issue 2 involved the question “I enjoy the work I do for the Council”. This statement again attracted 100% agreement from staff, a higher figure than that shown by the comparison data. (Graph Below).

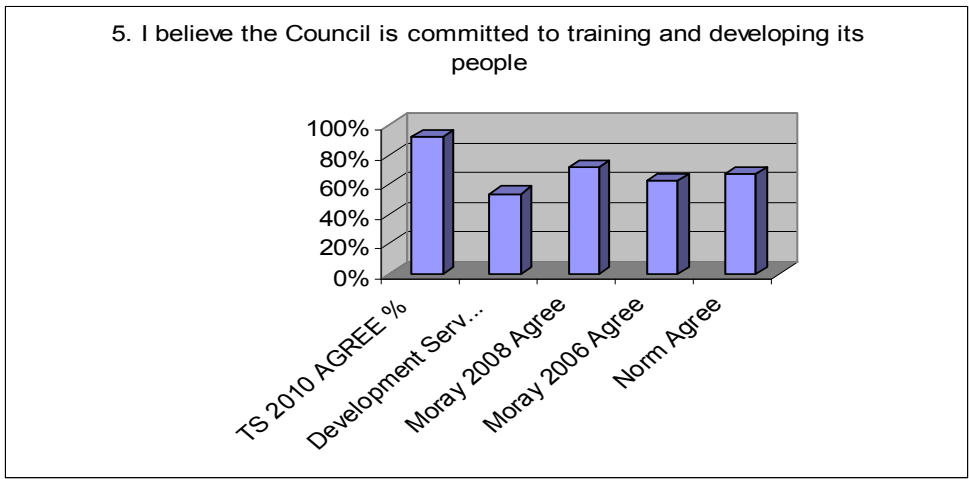


Issue 3 asked “The Council is good at keeping me informed of what is going on in the Council as a whole”. The response here at 69% had no comparison data.

Issue 4 - “I believe that The Moray Council is committed to providing best value, quality service”. The service response here was 69% which was similar to that found in the Council survey in 2008.



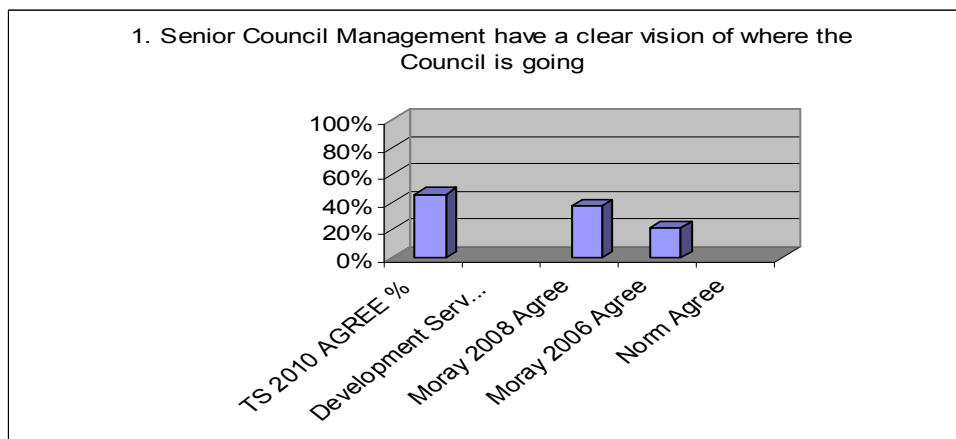
Issue 5 asked “I believe the Council is committed to training and developing its people”. This issue attracted a very strong positive response at 92% which was much higher than that for Development Service 2008 at 54% and Moray Council 2008 at 72%.



Finally, Issue 6 asked “I am proud to work for The Moray Council”. There is no comparison data available for this question, but the Service figure of 85% again appears high.

Q2. – LEADERSHIP AND MANAGEMENT

Issue 1 asked “Senior Management have a clear vision of where the Council is going”. This prompted a very low score of 46% from the Service, but even this better than that of Moray Council 2008 and 2006.



Issue 2 involved the statement “I am confident in Senior Council Management’s leadership of the Council”. This generated the lowest score from the Service of 23% - unfortunately, there is no comparison data for this question.

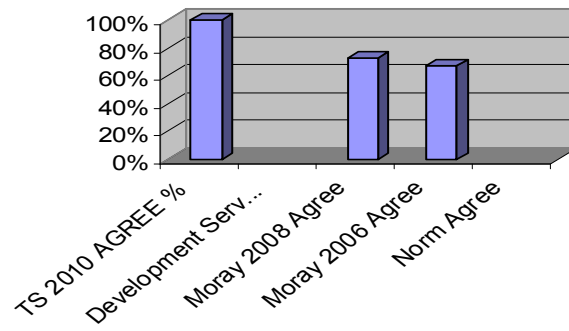
Issue 3 involved the question “My manager encourages full and open communication”. Again, there is no comparison data available, but the Service score of 100% was a welcome sign of the processes within Trading Standards.

Issue 4 also had no comparison data, but the score of 100% against “My manager takes staff views into account when making decisions” is an overwhelming sign that communications between managers and team members is currently strong in the office.

Issue 5 asked “My manager treats everyone fairly” and again scored with 100%, but with no comparison data available.

Issue 6 then asked “My manager regularly meets with the team to review progress and encourage people”. The Service score of 100% against the Moray Council 2008 score of 73% and Moray Council 2006 score of 67% demonstrates that processes are working well.

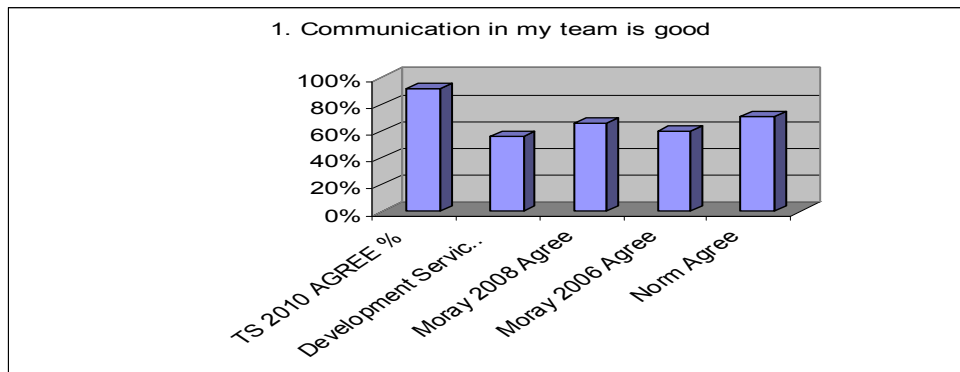
6. My manager regularly meets with the team to review progress and encourage people



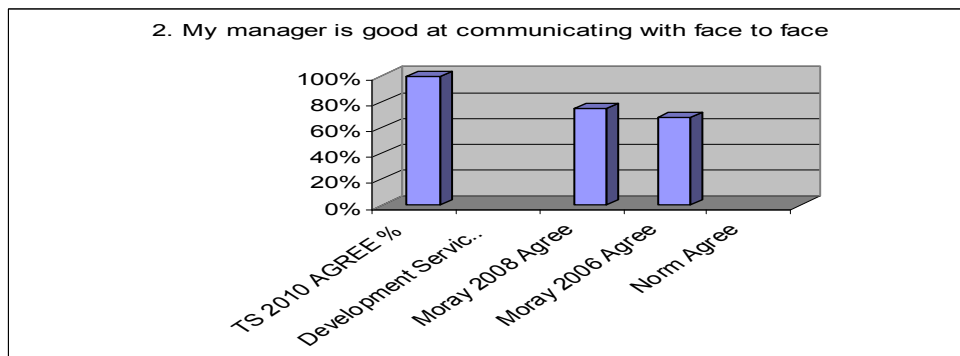
Finally, issue 7 asked “My manager is accessible when I need to see him/her”. Again, the score was the maximum 100%.

Q3. Communications

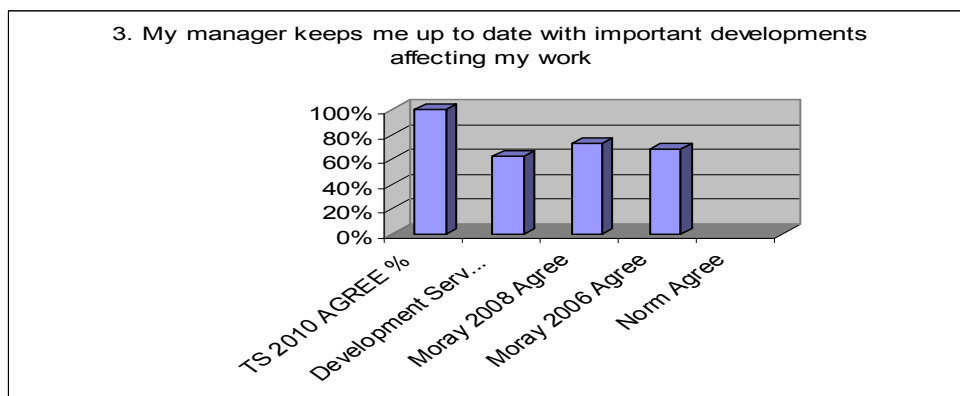
Issue 1 first asked the question “Communication in my team is good”. The score of 92% is again a welcome sign that communications is seen to be working well within the Service against the score for Development Services in 2008 of 56% and overall Moray Council scores of 66% in 2008 and 60% in 2006.



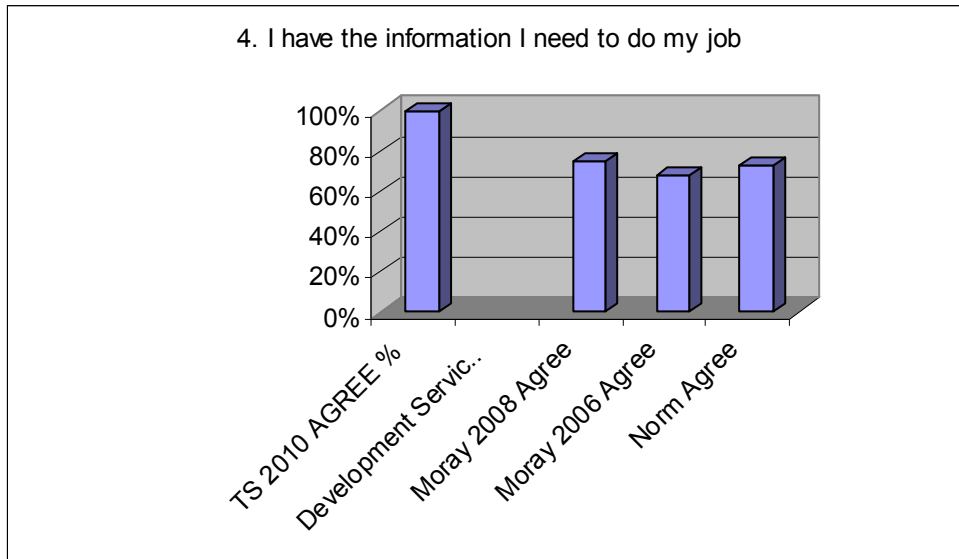
The question raised in issue 2 was “My manager is good at communicating with face to face”. Again, the results for Trading Standards showed a 100% satisfaction with this question s compared to 75% for The Moray Council from 2008.



In Issue 3, the question was “My manager keeps me up to date with important developments affecting my work”. The score for the Service was again 100%, significantly higher than the 62% for development services response in 2008 and the Moray Council 2008 response of 73%.



In issue 4, the question was “I have the information I need to do my job”. As in the above questions, the score again was 100%, significantly higher than the other scores gathered.

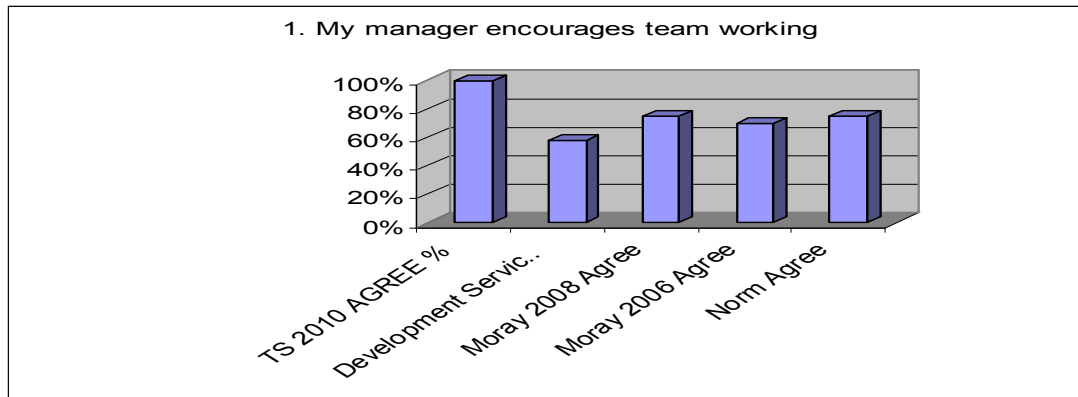


Issue 5 asked “I receive regular information which is clear and easy to understand”. Unfortunately, there was no comparative data available for this issue, but the score for the Service at 100% was regarded as being impressive.

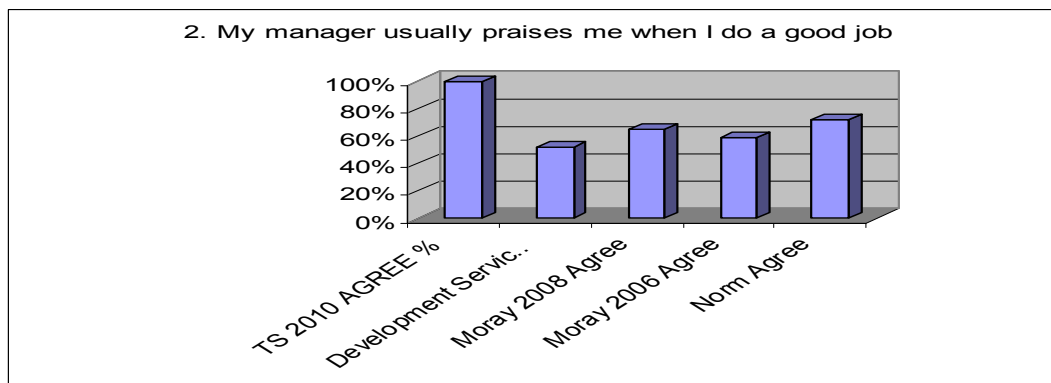
Similarly, for issue 6 where again there was no comparative data, where the question asked “I have regular opportunities to have my say”, the 100% score of agree was again very significant.

Q4. Service & Team

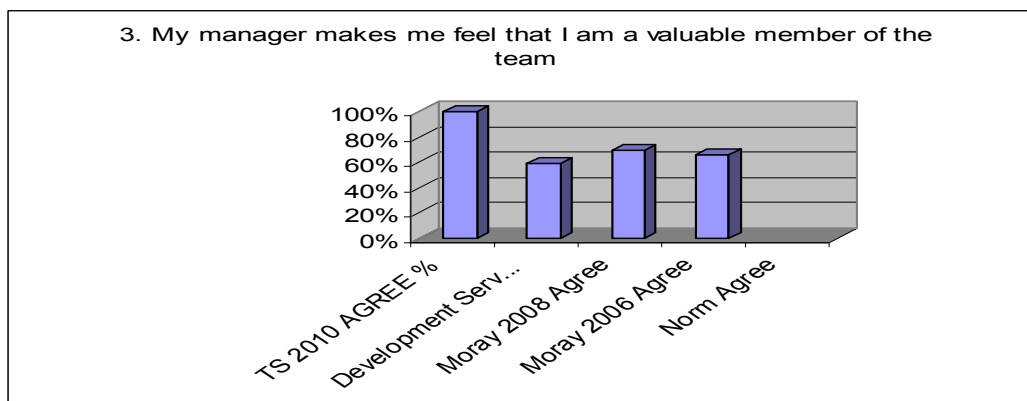
Issue 1 asked “My manager encourages team working”. The scores for Development Services in 2008 and The Moray Council in the same year at 58% and 75% can be compared to the normative data score of 75%. But again the score for the Service was 100%.



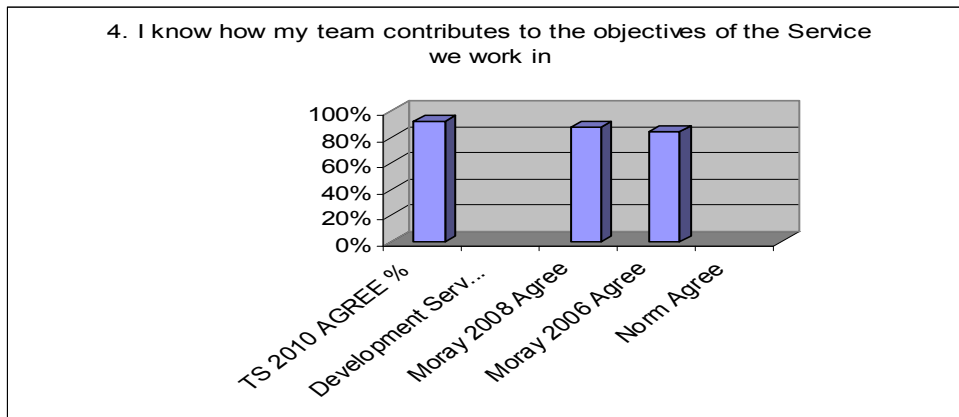
In issue 2 the question was “My manager usually praises me when I do a good job”. The figures for Development Services in 2008 was 52%, whilst for the whole of Moray Council in 2008 was 65%. For the Trading Standards Service it was 100%.



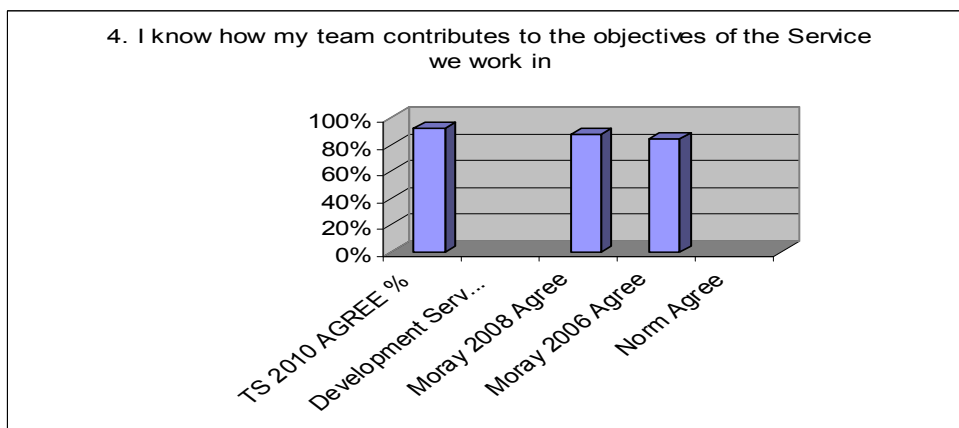
Issue 3 asks “After training, my manager gives me the help I need to apply what I’ve learned”. Again, the score for the Service was 100% as compared to Development Services 2008 at 59% and the Moray Council at 69%.



Issue 4 asked “I know how my team contributes to the objectives of the Service we work in”. For the Service, this scored 92%, but this was still higher than the 88% scored for Moray Council in 2008.



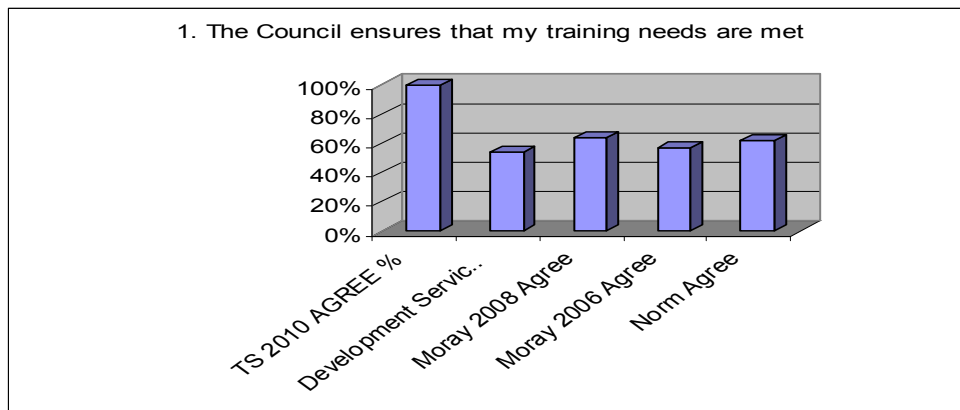
Issue 5 asked “I feel able to openly express disagreement with my manager”. Again this scored 92% for Trading Standards, but again compared well with 72% for Moray Council 2008.



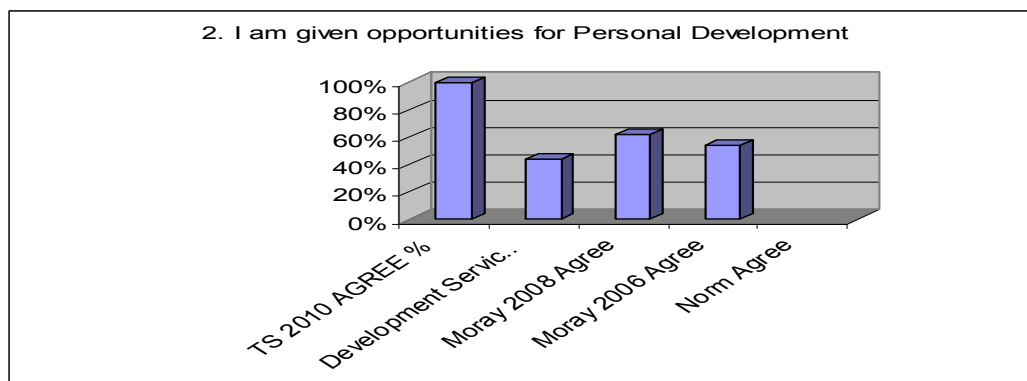
Finally Issue 6 asked “I am encouraged to be involved in the formation of projects and preparation of the team’s work plans”. There was no comparative data with which to compare the score for Trading Standards of 100%.

Q5. Training

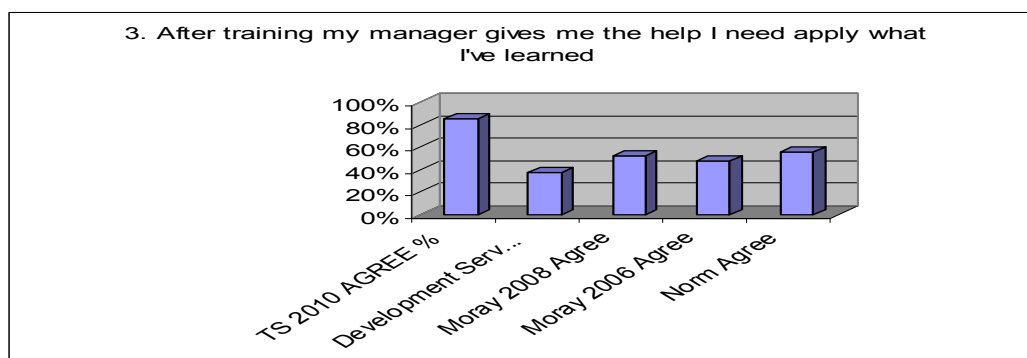
Issue 1 asked “The Council ensures that my training needs are met”. The Service again achieved the maximum score of 100% which is very high when compared with 54% for Development Services in 2008, the Moray Council in 2008 of 64% and the normative data of 62%.



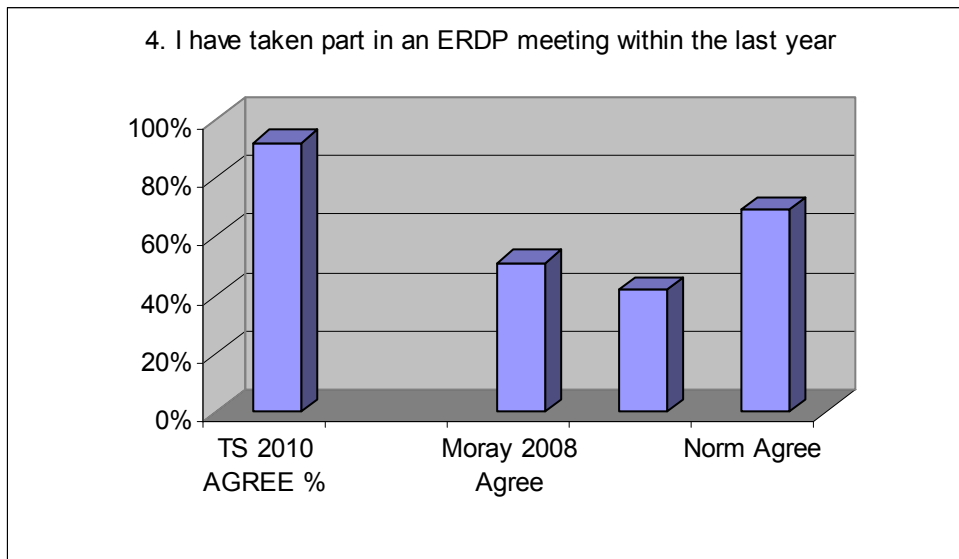
Issue 2 involved the question “I am given opportunities for Personal Development”. Again the service scored the maximum 100% for this question which compares extremely well against the scores for Development Service in 2008 of 44% and for the Moray Council in 2008 of 62%.



Issue 3 went on to ask “After training, my manager gives me the help I need to apply what I’ve learned”. For Trading Standards this score was 85% compared to Development Services 2008 score of 37% and a Moray Council 2008 score of 52%.



Issue 4 asked “I have taken part in an ERDP meeting within the last year”. The Moray Council score for this issue in 2008 was 51% and compares to the Service score of 92%.



Issues 5 and 6 did not have any comparative data available. For issue 5 which asked “I am aware of the training and development opportunities available to me in the Council”, this scored 92%. The same score was achieved for issue 6 which asked “The training and development I have received has helped me do my job more effectively”.

Q6. Information

This question listed a number of topics and issues of relevance to the Council, Environmental or Development Services, or to the Trading Standards Service and firstly asked if staff believed they were currently receiving this information. The question then went on to ask if staff wanted more or less information on each issue.

	Currently Receive	Need More Info	Need Less Info
Council Wide Information			
1. Changes in Council Policies or Service Standards	8	4	0
2. Clarifying which services the Council provides	3	6	0
3. How Council services in general are performing	0	9	0
4. The Council's plans for the future	11	8	0
5. What the public should do if they have a complaint or comment to make about the Council or its services	8	3	0
Environmental / Development Services			
6. Performance of the Department	4	7	0
7. Budgets and how money is allocated	1	8	0
8. Activities in other services within the Department	3	6	0
9. News about the Department's successes and achievements	6	6	0
Trading Standards Service			
10. Budgets and how money is allocated within the service	3	7	0
11. The performance of the service	12	3	1
12. Training and development opportunities	11	1	1
13. Aware of what's going on within other teams in Trading Standards	7	3	1

Within the Council wide category, the highest scoring category was against “plans for the future” which suggests that broad communication on DBS and other future issues is being fed through to staff. There was much lower scores for issues such informing staff about the services provided by the Council and for informing all employees about the Council’s performance as a whole. Poor scores were indicated for information received on Environmental / Development Services issues. Finally, improved scores were recorded for the majority of issues, although a poor score was received against general financial information and an average score for information received about other teams within the service.

Analysing next the scores for either more or less information wanted on all of these issues, it can be seen that there is a general demand for more information across the board.

CONCLUSION

The report has proved to be a valuable tool in understanding staff attitudes and opinions on a number of corporate and service wide issues. In addition, the ability to compare results against scores obtained during the Moray Council staff survey conducted in 2008 and 2006 and against other normative data, has allowed the Service scores to be placed in context. It is recognised that the numbers questioned for the purposes of this survey are statistically small, but this is balanced by the 100% response rate received.

When analysing the scores received against each question and issue, it can be seen that staff have in general very high satisfaction ratings (very and tend to agree). These scores are high when compared against each comparator available, including Development Services scores from 2008 and Moray Council scores as a whole from 2008 and 2006 and when compared to available normative data. The only low scores recorded are against corporate issues which are significantly reflected in the Council scores. Action should therefore be taken to communicate these issues to senior management in an attempt to take positive action to address the concerns expressed.

It is anticipated that this survey will now be carried out annually, using substantially the same questions to track staff opinion through the challenging times facing the Service.

I would like to take this opportunity to formally thank all staff who participated in this survey and assure them that their opinions are valued and any concerns raised will be acted upon.

David Owen
Trading Standards Manager
Development Services
Environmental Services
The Moray Council

16th April 2010.

APPENDIX A

The Moray Council – Trading Standards Service Staff Survey – March 2010

The Moray Council’s Trading Standards Service is committed to listening to its staff. This questionnaire will be one means of collecting your views and has been suggested as an action by the recent PSIF self-assessment review.

This questionnaire has been put together so that groups of questions are found together under a common heading, and also gives you the opportunity to put your point across after each section. It is hoped that this survey will be repeated on an annual basis and will allow the Service’s managers to target improvements at the right areas.

Please read the following questions carefully. Please place a ✓ in one box against each question. You can complete the questionnaire either electronically or on paper. This questionnaire will not ask for any personal data and your answers will be kept confidential. Please return the questionnaire to the Trading Standards Manager once completed.

You do not have to complete the questionnaire, but your answers will help managers understand staff opinions on certain topics as well as identify any areas for improvement.

Q1. Working for the Council

	Strongly Agree	Tend To Agree	Tend To Disagree	Strongly Disagree	Don't Know
The Moray Council is a good employer to work for.					
I enjoy the work I do for the Council.					
The Council is good at keeping me informed of what is going on in the Council as a whole.					
I believe that The Moray Council is committed to providing best value, quality services.					
I believe the Council is committed to training and developing its people.					
I am proud to work for The Moray Council.					

Do you have anything to add or clarify to the answers above?

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Q2. Leadership and Management

	Strongly Agree	Tend To Agree	Tend To Disagree	Strongly Disagree	Don't Know
Senior Council Management have a clear vision of where the Council is going.					
I am confident in Senior Council Management's leadership of the Council.					
My manager encourages full and open communication.					
My manager takes staff views into account when making decisions.					
My manager treats everyone fairly.					
My manager regularly meets with the team to review progress and encourage people.					
My manager is accessible when I need to see him/her.					

Do you have anything to add or clarify to the answers above?

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Q3. Communications

	Strongly Agree	Tend To Agree	Tend To Disagree	Strongly Disagree	Don't Know
Communication in my team is good.					
My manager is good at communicating with me face to face.					
My manager keeps me up to date with important developments affecting my work.					
I have the information I need to do my job.					
I receive regular information which is clear easy to understand					
I have regular opportunities to have my say.					

Do you have anything to add or clarify to the answers above?

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Q4. Service & Team

	Strongly Agree	Tend To Agree	Tend To Disagree	Strongly Disagree	Don't Know
My manager encourages team working.					
My manager usually praises me when I do a good job.					
My manager makes feel that I am a valuable member of the team.					
I know how my team contributes to the objectives of the Service we work in.					
I feel able to openly express disagreement with my manager					
I am encouraged to be involved in the formation of projects and preparation of the team's work plans.					

Do you have anything to add or clarify to the answers above?

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Q5. Training

	Strongly Agree	Tend To Agree	Tend To Disagree	Strongly Disagree	Don't Know
The Council ensures that my training needs are met.					
I am given opportunities for Personal Development.					
After training, my manager gives me the help I need to apply what I've learned.					
I have taken part in an ERDP meeting within the last year.					
I am aware of the training and development opportunities available to me in the Council.					
The training and development I have received has helped me do my job more effectively.					

Do you have anything to add or clarify to the answers above?

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Q6. Information - On which of these topics do you currently receive information about The Moray Council and the Trading Standards Service, and on which would you like to receive more or less information.

	Currently Receive?	More Info?	Less Info?
Council Wide Information			
1. Changes in Council Policies or Service Standards.			
2. Clarifying which services the Council provides.			
3. How Council services in general are performing.			
4. The Council's plans for the future.			
5. What the public should do if they have a complaint or comment to make about the Council or its services.			
Environmental / Development Services			
6. Performance of the Department.			
7. Budgets and how money is allocated.			
8. Activities in other Services within the Department.			
9. News about the Department's successes and achievements.			
Trading Standards Service			
10. Budgets and how money is allocated within the service.			
11. The performance of the Service			
12. Training and development opportunities.			
13. Aware of what's going on within other teams in Trading Standards.			

Do you have anything to add or clarify to the answers above?

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Thank you for your time in completing this questionnaire. You will receive a report on any conclusions in the near future!