

**BRIEFING NOTE - EMPLOYEE SURVEY RESULTS 2015**

Following on from the 2015 employee survey in June, the results have been analysed and the corporate report has been written.

The corporate report (Appendix A) is due to be reported to Policy & Resources Committee in October, however it is intended to use the next two employee conference events in Elgin on 01 October and Buckie on 19 November as an opportunity to sound out and discuss the results with employees therefore the corporate report will be emailed to group leaders on 24 September and the trade unions on 25 September.

The headline results are set out below outlining:

- Response rates
- Top 5 scoring questions
- Lowest 5 scoring questions
- Areas of improvement, sustained performance and development

Response Rates:

Distribution method	Sent out	Returns	2015 Response Rate (%)	2013 Response Rate (%)	2011 Response Rate (%)
Paper questionnaire	810	77	9.5%	8.3%	30%
Online / electronic survey	3807	1338	35.1%	29.9%	55%
<b>Total</b>	<b>4617</b>	<b>1415</b>	<b>30.65%</b>	<b>25.30%</b>	<b>36%</b>

5 Highest Scoring Questions:

- 94% It is clear to me what is acceptable and unacceptable behaviour in the workplace
- 89% I enjoy the work I do
- 87% I am clear what my duties and responsibilities are
- 87% I am aware of the appropriate channels for reporting unacceptable behaviour or bullying
- 81% I feel respected by my colleagues

5 Lowest Scoring Questions:

- 19% I am subject to unacceptable behaviour / bullying in the workplace\*
- 27% I believe elected members provide leadership for the Council
- 29% Relationships at work are strained\*
- 38% I have unrealistic time pressures\*
- 45% I believe that the Council will take action to address issues arising from the survey

Key Improvements	2015 % agreeing with statement	2013 % agreeing with statement	% change since 2011
Overall, I am satisfied with the leadership and direction I receive	47%	25%	+22%
I am encouraged to improve my own performance	70%	49%	+21%

I believe elected members provide leadership for the Council	27%	11%	+16%
Overall, I am satisfied with communication in the Council	47%	31%	+16%
The training and development I receive helps me to do my job better	65%	49%	+16%
<b>Areas of Sustained Performance</b>			
I have unrealistic time pressures*	38%	40%	-2%
I am clear what my duties and responsibilities are	87%	87%	No change
Relationships at work are strained*	29%	28%	+1%
I enjoy the work I do	89%	87%	+2%
My line manager/supervisor recognises and gives praise for good performance	63%	61%	+2%
<b>Areas for Development</b>			
I am subject to unacceptable behaviour / bullying in the workplace*	19%	8%	+11%

\*negative statement so positive percentage change indicates an increase in the issue which is a negative change.

There are a number of generally positive trends coming from the results: positive scores for the majority of themes covered increased significantly from 2013 with most positive views in leadership and senior management, training, performance and development and communications.

Morale has improved since 2013 moving from 40 to 49% and the overall engagement index score for the Council has increased from 65 to 70%. Over 90% of respondents are clear on what is acceptable and unacceptable behaviour in the workplace and eight out of ten are aware of the appropriate channels for reporting unacceptable behaviour.

There were less positive responses in relation to change management, and there is an 11% increase in relation to employees having been or being subject to unacceptable behaviour or bullying in the workplace, although it is anticipated that at least some of this increase is in response to the higher profile given to this issue by the council since the 2013 survey.

Following discussion with employees at the conference events an action plan will be finalised and included in the report to P & R and a summary of the results will be incorporated into a booklet which will be available to every employee.

Departmental summaries are being produced and should be complete by the beginning of November. Thereafter, they will be issued to each Director and Head of Service and these will be used to help inform specific areas of action both from within the departments and in conjunction with corporate initiatives such as employee engagement and workforce culture work.

It is proposed that the outcome of the survey will be used to inform the focus of some of the culture work and where it might be best to undertake certain activities, for example the planned interactive work with employees could be used to develop an understanding of certain issues and develop solutions relevant to particular services or teams.