

# HR Committee

22 September 2022



**Report of:** Director: Workforce & Change

**Title:** 2022 Staff Survey

**Ward:** N/A

**Officer Presenting Report:** Steph Griffin (Head of Internal Communications and Organisational Development)

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## Recommendation

The Committee notes the report.

## Summary

The purpose of this report is to update Committee on the results of the 2022 staff survey.

### The significant issues in the report are:

The Workforce Strategy sets out the actions to create a working environment which helps employees perform at their best. Our annual staff survey is one of the tools we use to measure the impact of these actions and guide the future work programme.

55% (3589) of colleagues across the organisation responded to the survey, making this the highest response rate we've had to an organisation-wide staff survey.

Overall, our 2022 results show a continued trend of improvement in how colleagues experience working for Bristol City Council. Though the results are largely positive, we know that the challenges of Covid-19 have had an impact on some of the results we have seen, as for many colleagues the pandemic will have dominated their experience of the last two years.

The approach to action planning will be inclusive and collaborative. Services will be encouraged to undertake their own local action planning and colleagues will be invited to participate in focus groups to help shape the action plan for cross-cutting themes.



## Policy

1. The Corporate Strategy describes our aspirations for the organisation to be an employer of choice, with an inclusive, high-performing and motivated workforce where colleagues are supported to learn, develop their careers and maximise their wellbeing,
2. The Workforce Strategy outlines our commitment to engaging regularly with colleagues to measure the impact of our actions and help shape the future plans. Our staff survey focuses on measuring engagement which will drive performance across the organisation.

## Consultation

### 3. Internal

The results have been shared with Corporate Leadership Board, Mayor and Cabinet, Staff Led Groups, Trade Union learning reps and all staff.

### 4. External

Not required because this report is for information only.

## Context

### 5. Survey design

The objective of the annual staff survey is to gauge a clear understanding of:

- The current level of engagement amongst colleagues.
- The barriers and opportunities to enhance engagement.
- Colleagues' awareness and understanding of key council priorities and values.
- Colleagues' views on Bristol City Council as a place to work

Where possible, the questions remain the same each year to enable us to track trends and progress on actions in the Workforce Strategy. One change made this year was to split the question about our whistle blowing procedure into two separate questions, in order to capture feedback on awareness of the procedure as well as feedback on colleagues' confidence in using it.

The survey was available online with hard copy and alternative formats available for those who needed them, together with pre-paid envelopes to return them.

### 6. Encouraging participation

To ensure maximum participation a comprehensive programme of communication and engagement was undertaken. This included:

- Regular messaging across all internal communication channels in the lead up to and throughout the survey period.
- Briefings for colleagues via their Head of Service or team manager.
- Briefings for staff led groups and trade unions, with materials shared to help them encourage participation amongst their members.
- Posters and hard copies of the survey available in workplaces for those without regular access to a computer.

- Regular reminders and updates on completion rates whilst the survey was live.

## **7. Results and emerging themes**

The survey was open from 19 April to 10 May 2022. 55% (3589) of colleagues across the organisation responded to the survey over three weeks. This is the highest response rate we've had to an organisation-wide staff survey.

The analysis of the results is shown in Appendix A. This includes the organisational results, a comparison with previous years' survey results and a summary of the results for equality groups.

Overall, our 2022 results show a continued trend of improvement in how colleagues experience working for Bristol City Council. Though the results are largely positive, we know that the challenges of Covid-19 are likely to have had an impact on some of the results we have seen, as for many colleagues the pandemic will have dominated their experience of the last two years.

## **8. Action planning**

The survey results were published to all employees along with an invitation to take part in the action planning. To ensure this is as inclusive and as collaborative as possible, managers are working with their teams to review their results and identify local actions.

From the analysis of the results, we have identified three cross-cutting themes for further exploration and have invited colleagues to join working groups to help develop some recommendations for further action. These themes include: communication, equality and inclusion and engagement with senior leaders.

Regular updates on progress will be made, and the recommendations and agreed actions will inform the next refresh of the Workforce Strategy.

## **Proposal**

8. That Committee notes the report

## **Other Options Considered**

9. None.

## **Risk Assessment**

9. Not required because this report is for information only.

## **Public Sector Equality Duties**

- 11a) Before making a decision, section 149 Equality Act 2010 requires that each decision-maker considers the need to promote equality for persons with the following "protected characteristics": age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Each decision-maker must, therefore, have due regard to the need to:

- i) Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.
- ii) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to --
  - remove or minimise disadvantage suffered by persons who share a relevant protected characteristic;
  - take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled people, this includes, in particular, steps to take account of disabled persons' disabilities);
  - encourage persons who share a protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
- iii) Foster good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to –
  - tackle prejudice; and
  - promote understanding.

11b) Not required because this report is for information only.

### **Legal and Resource Implications**

#### **Legal**

Not required because this report is for information only.

#### **Financial**

##### **(a) Revenue**

Not required because this report is for information only.

#### **Land**

Not applicable.

#### **Personnel**

Not required because this report is for information only.

### **Appendices:**

A – Staff Survey 2022 – results and next steps

### **LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

#### **Background Papers:**

None.