

HR Committee

21 September 2023



Report of: Director: Workforce & Change

Title: 2023 Staff Survey

Ward: N/A

Officer Presenting Report: Ben Mosley (Head of Corporate Engagement)

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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 2023 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.

43% (2,640) of colleagues across the organisation responded to the survey.

The 2023 survey results show that colleagues' relationships with their teams and immediate managers continues to be strong and have improved since the 2022 survey. Colleagues' views on senior leadership is lower than last year despite previously increasing year on year. Indicators of employee engagement and being treated fairly have remained positive although there has been a drop in number of colleagues who feel it is a better place to work than last year.

This year's survey takes place in the context of a service restructures and budget restraints which will have caused considerable change to colleagues' working lives and ways of working. The approach to action planning will be inclusive and collaborative and will inform the priorities in the refreshed Workforce Strategy.

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 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 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 add an additional question about learning and development, to understand the reasons why some people may not have access to learning opportunities.

The survey was available in an online format, paper copies with pre-paid envelopes to return them and alternative formats such as large print, braille and easy-read.

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 5 to 23 May 2023. 43% (2,640) of colleagues across the organisation responded to the survey over three weeks. This is lower than the 55% response rate in 2022 but higher than the 35% rate in 2020.

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.

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This year's survey takes place in the context of a service restructures and budget restraints which will have caused considerable change to colleagues' working lives and ways of working.

8. Action planning

The survey results and analysis has been published to all employees and managers, with information on the approach to 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.

We will invite colleagues to take part in workshops to review the results and help shape the priority actions for the next refresh of the Workforce Strategy.

Proposal

9. That Committee notes the report.

Other Options Considered

10. None.

Risk Assessment

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

Public Sector Equality Duties

- 12a) 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.

12b) 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 2023 – results and next steps

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background Papers:

None.