

Since the last Staff Survey...have things changed?

Following the 2006 staff survey, an Action Plan was submitted to CMT of key areas where we wanted to make a difference. Now that we have the 2008 staff survey results, we can measure how much difference we have made to staff's perceptions. The new Action Plan for 2009-10 will pick up on what now needs to be done.

Information Provision

In 2006 only 49 per cent of staff considered they were fully or fairly well informed and 69% of staff felt communications were good within their section.

Action: We brought in an internal communications strategy to help staff know what communication tool we had, when they should be used and who to contact for more information.

Result: In 2008 the fully/fairly well informed figure has risen to 55 per cent and the within section communications has risen to 78%.

Council Priorities

In 2006 staff struggled to relate to the council's priorities. 54% of staff knew little or nothing about them and 43% felt the priorities were not communicated well to them. Only 50% felt that the work they did contributed to the council's priorities.

Action: The priorities were revamped in 2007-08 with shorter, snappier (and more memorable) straplines introduced. These have been incorporated into reports and are used widely in communications.

Result: 73% of staff now agree that their roles are relevant in delivering those priorities. However 11% still feel that their roles are not relevant in delivering the priorities so this action has been rolled forward into the new action plan.

PDRS

In 2006 almost half of employees did not think the PDRS was useful (48%) compared to two in five (41%) who did.

Action: the PDR process was revamped in 2008 but had not been rolled out to staff before the staff survey took place.

Result: This may account for the decline in figures in the latest survey: A higher proportion of respondents disagreed than agreed that they find the performance development review process of value to them (36% v 31%).

Line management contact

In 2006 staff told us that they wanted to hear about what was going on in the organisation from their managers.

Action: Strengthen the Team brief process.

Result: Team brief is now being carried out at 100 % on a regular basis throughout the organisation. 64% of staff say they prefer to get their information this way, up from 57% in 2006.

Single-organisation East Herts

In 2006 we acknowledged that work needed to be done on ensuring East Herts is a single organisation. Since this survey the Changing the Way We Work programme has begun which will bring the Council into a single admin base with customer services at Hertford and Bishops Stortford.

Subsequently the 2008 results will be seen as a benchmark position.

Career development opportunities

In 2006 only 24% of staff were happy with the opportunities for career progression at East Herts.

Action: Secondment policy introduced and encouraged. Early indications, still to be verified, by HR are that more than 40 per cent of all vacancies recruited to during 2008-09 were filled by internal candidates, rising stars and managers development programme introduced.

Result: In 2008 52% agreed that they can develop their careers potential through training and development and that they know how to access available training and development (51%).