

Getting Vocal 2012 – LGA Employee Survey

Purpose of Report

To inform and engage with the Leadership Board about the results of the LGA 2012 employee survey.

Summary

To report to Leadership Board the 2012 LGA Employee Survey results received in May 2012. The survey captures the views of nearly 300 individuals working in the LGA.

Recommendation/s

To note the content of this report.

Action

For information

Contact officer: Tony Smith
Position: HR & OD Manager
Phone no: 020 7664 3221
E-mail: Tony.smith@local.gov.uk

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Background

1. The previous component parts of the LGA conducted employee surveys on a regular basis. The last staff survey of staff was for the “LGA Group” and was undertaken in 2009.
2. Given that a number of staff were affected by the significant change process the majority of which was concluded in 2011 and which resulted in a reduction in the workforce in the region of 40% it was felt important to establish the morale of staff and key issues for the organisation nearly a year after the change process finished.

Why Employee Surveys?

3. Employee surveys are usually very helpful in establishing whether employees are motivated and therefore performing to best effect. Aside from the information that questionnaires reveal, the process of involving and consulting with staff is in itself beneficial in its own right. There is a long held understanding that employees are more motivated more by emotional than economic factors (i.e. by being involved and feeling important, rather than solely by an improvement in workplace conditions).
4. Whilst individuals had the opportunity to contribute views about the shaping of the new organisation through the consultation process, now, post-Review it was important for us to understand the views among the workforce in order to develop a new system of employee engagement as an organisation, with a view to improving the LGA's performance and organisational effectiveness.

2012 Findings

5. We had an excellent response to the Getting Vocal 2012 - LGA Employee Survey, with 76% of staff responding to the questionnaire. The key messages are attached at Appendix 1.
6. There are some positive messages that come through the responses to the questionnaire. The majority of our employees (80% positive response) feel that they have the freedom to do their job and understand, and are committed to, the objectives of the organisation (80%) - understanding how their role contributes to the success of their teams and the organisation as a whole (80%).

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7. The majority of employees are supportive of their line management and feel that the team communication (74%), performance appraisals (77%) and style of team management are appropriate. The majority (71%) of individuals also feel that LGA is committed to equal opportunities.
8. As always, and particularly following a period of significant change, the questionnaire has highlighted some areas for improvement for the organisation. The majority of our employees do not feel that the organisation manages poor performance effectively (14% positive response). Employees generally feel that the organisation could do more to be ahead of the game and innovative when it comes to responding to councils' needs (with only 30% feeling that we do this already).
9. The majority of staff felt that senior management could improve their visibility (40% positive response) and honesty in communications (37%). There is also some work to be done to improve staff perception of the senior team's vision for the LGA, as only 39% of employees felt that there was a clear vision for the future.
10. Few individuals feel that they have the opportunity to secure a better job within the organisation at the moment (17% positive response) and there is clearly some work to be done to highlight the existing (and new) opportunities for personal development within the organisation. These responses are unsurprising given the recent reduction in workforce numbers and the situation is unlikely to change significantly in the foreseeable future.

What next?

11. The employee surveys are always followed by a programme of development activity in an attempt to improve the experience and motivation of staff and our employees will be included in the development of solutions.
12. The Chief Executive will visibly champion the organisational development activity that will flow from the outcomes of the survey.
13. Whilst the survey captures the current views and perceptions of our employees, there is already a lot of work already being done to ensure that our employees are effective and that the culture and managerial leadership of the organisation continues to develop. We will use this year's survey to benchmark progress in a year's time.

Financial Implications

None specific to the Getting Vocal 2012 – LGA Employee Survey.