



Rutland
County Council

Staff Engagement Survey 2017

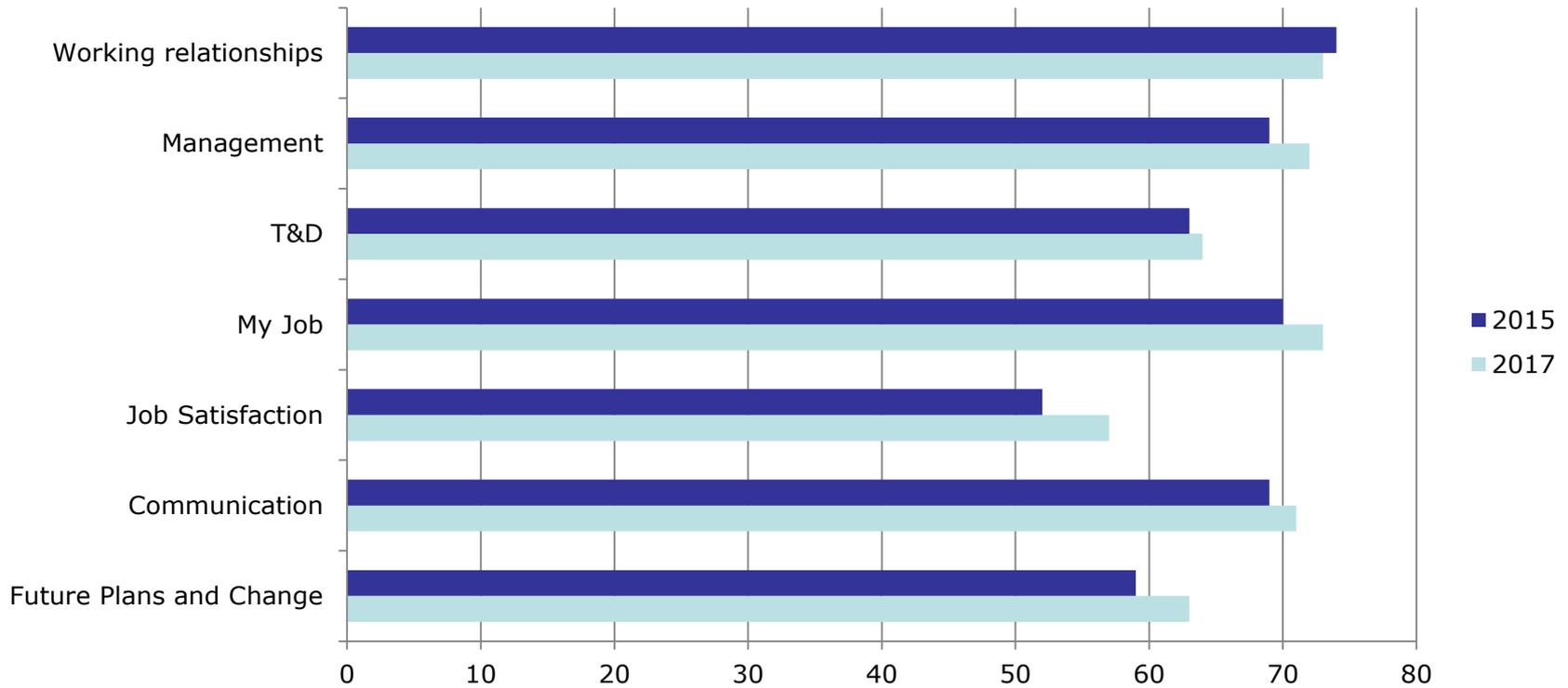
Employment and Appeals
Committee

6 February 2018





The journey since 2015





Some key messages

Strong corporate feedback on the Corporate Plan, Communication and Customer focus

Strengths within teams – ownership and responsibility, sharing and supportive

The top 3 highest favourable scores all relate to external customers

Consistent, improving scores in the Management category – inspirational, accountable.

The biggest change – up 37% 'How effective are the following communication channels to you – One Council Briefing'

More staff would recommend the Council as a place to work compared to 2015

Good response to opportunities, health and wellbeing.

Mixed views around flexible working options – new Q38, vs. open comments – some high expectations.

Open comments – lots of feedback about accommodation/office environment – not where we should be.



Some really good news messages

- Staff understand the need for us to change in order to be successful – 92%
- They feel accountable as part of the Council, a member of their team and as an individual – 91%
- They strive to be the best they can be very day – 91%
- Communication between employees and managers is getting better
- More staff feel they have the tools and resources to do their job well



But we need to work on ...

- How we implement 'change' – no matter what the scale of the change – timing, engagement, involvement, communication
- How we can support and enable staff to communicate better between teams and ensure departments understand more about other departments and services
- Building on staff morale and ensuring staff feel valued and recognised
- Managing performance and accountability – striving to get it right first time.
- Better acknowledge and recognise a job well done – show staff more positively and proactively that we value their contribution
- How can we develop clearer pathways and career development opportunities
- Improve the working environment – cleaning, heating, office equipment.



So, we will ...

Relaunch One Council – involve staff	Do some 'fun' learning - 'Art of Brilliance'
Engagement focus groups managing change, performance, flexible working - not just about Catmose	Workforce Development Strategy – due for review in 2018 – align to One Council Values
Accommodation/working environment – ask staff what improvements they could make	Rutland Manager – Leadership Behaviours
Targeted leadership programmes	Core Skills programme
360 feedback	Apprentices
Performance management – focus on what matters	Review the PDR Scheme



Outcomes – where do we want to get to?

- ✓ *Staff are excited about working for Rutland*
- ✓ *'One Council' branding - link to performance and accountability*
- ✓ *Demonstrate we are serious and committed to employees health, wellbeing and work life balance; a good story for Rutland as an employer.*
- ✓ *Employees are engaged in solutions so we focus on changes that matter the most to people on a day to day basis*
- ✓ *We manage core things really well and have the skills and ability to ensure we deliver strategic aims and objectives*
- ✓ *Manage the things we don't do so well*
- ✓ *Deliver what is expected of us and feel valued and recognised*