JSCC Discussion Paper - Staff Survey 2024

March 2025

In 2024, we carried out a full staff survey, this was the first full survey that we had completed for some years. During the pandemic we completed smaller wellbeing surveys to understand the impact that COVID was having on staff and to plan the return to the office. This survey was an online form and was open to all staff, and to accommodate the very few staff who do not have regular access to a laptop in their line of work, paper copies were made available to staff via their Manager. This survey was an opportunity for staff to tell us how they were feeling and give feedback on a variety of subjects to help us understand what we do well and how we can do better. The survey responses were provided anonymously.

HR worked in collaboration with the Leadership Team, The Communications Team and The Inclusion Group to put together the questions and they were themed as follows:

- About You
- Leadership and Management
- My Team
- Inclusion
- Communication
- North Herts Council and the future
- Your opportunities for personal development and learning

Many questions were rated on a scale of 1-5, but there was opportunity for staff to include comments in a free text box.

Consultation and developing an action plan

Upon closure of the survey, a working group consisting of members of the HR Team, the Leadership Team and the Communications team were put together, this group then analysed the results and comments and developed a detailed action plan.

A high level summary of the results, further updates and testing of proposed actions (including seeking further ideas) has been presented at Staff Briefings and Senior Manager Group meetings. The results for some questions (where it was logical to do so) were also split into Directorates and shared with each Service Director. This then allowed further discussions within each service area. Whenever written comments from the survey were provided they were paraphrased, where necessary, to retain anonymity and confidentiality.

Action Plan

The action plan was introduced to staff at the Staff Briefing in early March. It was published in full on the intranet. The full action plan is attached at Appendix A. Key points to note are:

- As has been highlighted previously the results were generally positive, but there is always scope to improve.
- The action plan is grouped by themes and linked to our values (where relevant).
- We took the view that even though only a few people said that they didn't feel safe at work, that even just one was too many and needed actions to be taken. The plan therefore deliberately includes a wide range of actions on this.
- There are a range of actions to help with the accessibility and approachability of Leadership Team.
- HR are working on a range of training and resources to help managers in supporting their teams.

- Workloads and pay are a theme in the staff survey, and more generally. There are limits to what we can achieve within the financial constraints we face. However, we have identified some actions to increase capacity, as well as actions to manage expectations of what is achievable.
- Providing clarity that training is important, that we haven't cut training budgets and trying to make time for training. We will also develop a new HR Strategy to inform the focus of future training needs.
- We are looking to introduce an annual staff conference to support our "Together" value.
- There are also links between the staff survey action plan and the Corporate Peer Challenge action plan.