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Dyddiad / Date: 06 November 2015

Councillor Nigel Howells
Chair, Policy Review & Performance Scrutiny Committee
Scrutiny Services
Room 263
County Hall
Cardiff
CF10 4UW

Annwyl / Dear Councillor Howells

**Policy Review & Performance Scrutiny Committee: 06 October 2015
Employee Survey and Engagement**

Thank you for providing the opportunity to seek the views of the Policy Review and Performance Scrutiny Committee on 06 October 2015 in relation to the Employee Survey and the Ambassador Network. As a key stakeholder group, I am pleased to note your acknowledgment of the positive work taking place across the Council in relation to both the Employee Survey, the Ambassador Network and the wider Employee Engagement agenda.

The Employee Engagement agenda and the Workforce Strategy are key areas of work for the Council. They are crucial to the development of the organisation and ultimately help to improve the quality of services the Council is delivering to its customers.

Employee Survey

I appreciate your acknowledgment that there is clear evidence of improvement underway in the development and arrangements for the Employee Survey. It is clear that the delivery of the Organisational Development Programme and Employee Engagement agenda are making a real difference in terms of the approach to the Survey and consultation and engagement with staff.

One of the aims for this year's Employee Survey was to increase participation rates, to a 40% completion rate. The actual response rate corporately was 51.6% and each Directorate also had more than a 40% response rate. It is important to highlight this achievement particularly in traditionally hard to reach areas, for example; catering, cleaning and waste management. I also feel that it is important to note that this has been achieved, during a particularly challenging

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time for staff. Significant budget cuts and alternative service delivery consideration can have a negative impact on levels of engagement but the figures in relation to the survey indicate that employee engagement levels are increasing despite these difficult times.

Thank you for the suggestions of 'what good could look like', potential targets, future questions, etc. A review will be undertaken in advance of the development of the next Survey and as part of wider stakeholder engagement we will consider these suggestions.

In order to support understanding of outcomes and scores, a Managers guide has also been developed and distributed to support the identification of issues and development of actions behind the headline data. This will also provide further clarity in interpreting and designing improvement actions in response to the findings.

In relation to the Schools based survey, work is underway with the Education Strategy Group to discuss the development of the Schools based survey. I would agree that a two tier data set is less advantageous and so will continue to work with the Director of Education and other stakeholders in the development of the Schools Survey and a comprehensive communication and engagement plan.

Whilst I acknowledge the comments you have made regarding anonymised approach taken towards suggestions and ideas, it is important to note that the Employee Survey is just one way of gathering ideas, suggestions and feedback from employees as ideas can come in through a variety of routes including Employee Road shows and Chief Executive Have you Say sessions. In the coming months, there are plans to develop a Corporate Ideas Scheme to capture employee ideas in an open and transparent way

Staff Ambassadors

In terms of the Ambassador Network I am pleased that you valued the contribution of those who attended. The Ambassador Network and other networks underpin the future development of Organisation wide and Directorate Led Engagement activity.

As requested, please find enclosed the following for your information:

- The list of employees suggestions received through the Survey
- The list of Staff Ambassadors, broken down by Directorate

In summary, I am encouraged that you recognise the efforts in relation to the wider Employee Engagement agenda, including the Employee Survey.

Yn gywir,
Yours sincerely,



Councillor / Y Cynghorydd Graham Hinchey
Cabinet Member for Corporate Services & Performance
Aelod Cabinet dros Wasanaethau Corfforaethol a Perfformiad

Enclosures

Cc Members of the Policy Review & Performance Scrutiny Committee ;
Philip Lenz, Chief Human Resources Officer
Joanne Watkins, Cabinet Business Manager;
Katie Richards, Human Resources
Helen Witham, Corporate Communications and Media
Staff Ambassadors: Theo Callender, Lorraine Gilmore, Julie Reed and Tye Whithear