

THE VALE OF GLAMORGAN COUNCIL

CABINET: 15<sup>TH</sup> APRIL, 2019

REFERENCE FROM CORPORATE PERFORMANCE AND RESOURCES  
SCRUTINY COMMITTEE: 14<sup>TH</sup> MARCH, 2019

“ STAFF ENGAGEMENT UPDATE (REF) -

The report which had been referred to the Scrutiny Committee by Cabinet for its consideration provided an overview of the staff engagement activity that had been undertaken by a series of work streams over the past year and provided a summary of the 2018 Staff Survey.

The Head of Performance and Development also informed the Committee that the 'Big Conversation 2' was to take place in February and March 2019 which was a means of meeting with all staff in order to provide an update on key Council issues and to provide an opportunity for all colleagues to become involved in engagement and innovation activities.

The report itself referred to the progress made in relation to the Council's Staff Charter in relation:

- Recognition and reward;
- Internal communications;
- Developing my skills;
- Innovation and creativity;
- Inclusivity.

In referring to the Staff Survey the Head of Service outlined that the Council measured the engagement of its staff through Staff Surveys which had been running for three years and which were structured around the four Values of 'Open, Together, Ambitious and Proud' and the survey sought to identify the overall engagement rate of the organisation by asking staff to indicate their level of positivity regarding a series of statements. The overall response rate to the 2018 survey had been 57% and the overall positivity rating was 69%.

The Engagement Index referred to in the report could be used to identify benchmarking with other organisations the details of which could be found in the Staff Survey report which provided information regarding the Civil Service 2018 survey where 62% engagement index had been scored. For the NHS Wales 2018 survey 75% engagement index score had been received and for Welsh Government a 62% engagement score had been received. For the Vale it had been 71%.

For 2019 onwards, the Head of Service stated that the support approach to Staff Engagement would be in relation to the Reshaping Services Programme, the Corporate Plan, CMT Staff Engagement Group, Council-wide Charter Engagement Group and Service Area Engagement and Innovation Groups.

A Member queried the figures referred into in the report which related to a decrease in electronic and hard copy staff survey returns with a request that the figures be double checked for accuracy.

Having regard to thoughts and insights from the survey and the reference to staff recording in the survey that they were unsure as to what senior management were doing and the overall aims of the Council. Although the reasons for these issues were not known, Heads of Service for each department area had been tasked to speak to their staff to ascertain their views and to report back.

A Member also made reference to responses to the question 'Do you trust your line manager' with a significant amount of the responses being yes for this question ' whereas for the question 'Do you trust your senior managers providing a clear vision for the Council' in the main the responses were 'I don't know'. Again, Committee was advised that Heads of Service were being requested to look into these issues. The Chairman raised his concern as to "if the staff are responding with I don't know answers this could more than likely be replicated by the public".

The Head of Service also advised that the Staff Survey for the current year had asked a number of different questions to previous years with the aim to receive more qualitative responses and with space being provided for comments.

Having considered the report it was subsequently

**RECOMMENDED - T H A T** the comments of the Scrutiny Committee be referred to Cabinet and the approach to progressing staff engagement activities through 2019 as detailed in the report be noted.

#### Reason for recommendation

To advise Cabinet of the views of the Scrutiny Committee."