

# Staff and Pensions Committee

13 June 2022

## Engaging with Our People – Annual Review 2021/2021

### Recommendation

That the Committee notes the work on our approach to engaging with our people, including the review of the previous year and the actions planned for 2022/2023.

### 1. Introduction

- 1.1 The annual review – focus on engaging our people attached as Appendix 1, reports the employee engagement activity over the last 12 months and outlines:
  - a) The key achievements and areas of development from the last 12 months.
  - b) The new approach to engaging with our people.
  - c) The key priorities for the next 12 months.
- 1.2 This report pulls out the main themes from the annual review for consideration by the Committee.

### 2.0 Engaging with our People; at a glance:

- The check in approach has continued through 2021 with 4 touch points throughout the year.
- Response rates have been between 29% and 44%, although we have seen a decline in our December 2021 survey response rate.
- Wellbeing has continued to be a focus through each check in, with between 78% and 83% feeling ok or better.
- Workload is still a common theme of concern raised through the free text element of the questionnaire and we expect this to remain a focus for 2022.
- Agile working has remained topical and 90% of our people would either prefer a hybrid of working from home and in the office (50%) or mainly working from

home (40%). Our approach to agile working supports this preference.

- In terms of trend data from previous check-ins, the positive responses have spanned from a minus 6% reduction to a plus 16% increase throughout all the questions asked over the last year.
- Our most improved scoring question was “Senior managers (Strategic Directors, Assistant Directors and Service Managers) in my Directorate are approachable” increasing by 16% from 48% to 64%.
- The question that declined the most was “Warwickshire County Council is a Good Employer” a reduction of 6% from 84% to 78%.
- Our most positive scoring question was 92% agreed “My immediate manager trusts me to do my job”.
- Our lowest scoring question “I believe action has been taken as a result of the check-in surveys” which scored 47%. This question has not been asked since 2019 when it scored 25% and so has seen an improvement.
- Our key business measure (KBM) and indicator (KBI) questions remained largely consistent, with between a 0% and minus 2% change.
- We have agreed the longer-term approach to engagement, which supports the Say, Stay, Thrive model and will continue to see 4 check points throughout the year using our channels of engagement.
- The priority for 2022/2023 will be to increase participation in Your Say activity and to focus on workload.

## **3.0 Conclusions**

- 3.1 It has been a successful year in terms of listening to the voice of our people and our engagement surveys have shown that in the main our people who complete the surveys are positive about working for Warwickshire, which is particularly pleasing when we consider the wider national context of the pandemic and increasing socio-economic challenges.
- 3.2 The key business measures that are measured through the colleague surveys have largely remained consistent, with some small variations.
- 3.3 We have seen increases in scores across 14 questions, a reduction in scores in 9 questions and 5 have remained the same.

3.4 Our work in future years will now focus on:

- a) Increasing participation rates.
- b) Fostering trust and working towards a position where concerns regarding anonymity are no longer a barrier to our people completing any Your Say activity.
- c) Celebrating the action taken in response to the results.
- d) Ensuring that as many of our people as possible are able to give their views and have their voice listened to.

## Appendices

Appendix 1 – Our People focus on Engaging with Our People Annual Review 2021/2022

Appendix 2 – Future approach to Engagement, design principles, survey statements and key business measures and indicators.

## Background Papers

None

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The report was circulated to the following members prior to publication:

Not applicable.