

Staff and Pensions Committee

12 June 2023

Engaging with Our People Annual Review 2022/2023

Recommendation

That the Committee notes the Annual Review of engagement activity for 2022/2023 and endorses the future activity.

1.0 Introduction

1.1 Following the introduction of our new approach to engagement, which was launched last year, 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
- b) Areas for development
- c) Focus on Equality, Diversity and Inclusion
- d) Focus for 2023 / 2024

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:

2.1 We launched our refreshed approach to Your Say (our online staff survey tool), including our refreshed bank of survey questions, with 3 touch points throughout the year, including two surveys and 13 interactive 'BIG Conversations' hosted individually by our ADs.

2.2 We extended our YourSay results down to fourth tier managers, so that teams and managers can see their results, discuss and take action.

2.3 Response rates for our surveys increased to 40% in July and 43% in February. 12% of colleagues attended one of our BIG Conversations.

- 2.4 Our key business measure (KBM) and indicator (KBI) statements remained consistent, with between a +5% and -8% change and all encouragingly scoring over 75%.
- 2.5 Employee engagement improved by 2% from the previous year to 76%, which aligns with our 2020 measure, and our highest score in recent years.
- 2.6 Our focus for 2022/2023 has been workload with 77% of colleagues agreeing that they are able to achieve a good balance between work and personal life and an in year increase from 62% to 64% of colleagues agreeing that they have a manageable workload. This will remain a focus for 2023/24.
- 2.7 Our highest scoring statement was 'I am able to take responsibility for my own performance' which resulted in 92% agreement.
- 2.8 Our lowest scoring statement was 'I believe action will be taken as a result of the Your Say Survey', generating 50% and 42% agreement in July and February respectively. This statement scored 25% in 2019 and 47% in 2021.
- 2.9 We have asked a new set of questions regarding equality, diversity and inclusion, and our people's understanding of why we collect diversity data saw agreement from 68% of colleagues. There is still progress to make but this is a really positive step change and thanks to the success of the Data Confidence Campaign, which will continue in 2023. However, our lowest engaged colleagues do not answer or select 'Prefer not to say' on the protected characteristic statements which is an area that we will continue to target.
- 2.10 Our BIG Conversations were focussed on workload and drew out a number of themes that have been explored by Senior Leaders and we have learnt that positive wellbeing and effective use of technology are vital to managing workload.
- 2.11 We will continue our refreshed approach to engagement, which supports the Say, Stay, Thrive model and will continue to see touch points throughout the year using our channels of engagement.
- 2.12 The priority for 2023/2024 will be to maintain participation in Your Say activity, gain health insight to support our wellbeing offer and to focus on workload, as well as supporting teams to take action locally and encouraging regular and open conversations.
- 2.13 Separately, a project is being undertaken for our community based and 'offline'

colleagues, to increase their representations and participation in the Your Say engagement activity.

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, particularly with economic and public sector recruitment and retention challenges.
- 3.2 The key business measures that are measured through the colleague surveys have all scored above 75%.
- 3.3 We have successfully launched our new YourSay engagement approach down to Tier 4A teams, with new branding, communication and intranet resources, while gathering new benchmark data that will allow us to better track performance moving forward and is aligned to Our People Strategy.
- 3.4 Our work is now focused on:
- a) Seeking improvements to priority areas, particularly in people feeling that action is taken as a result of their feedback.
 - b) Workload and wellbeing.
 - c) Maintaining and increasing response rates, to ensure we hear the voices of all our people.

Appendices

Appendix 1 - Our People focus on Engaging with Our People Annual Review 2022/2023

Background Papers

None

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

Not applicable.