

Agenda Item 6

Commissioners' Meeting

Memo No 16/15

10 December 2015

Staff Survey 2015

Purpose

1. The purpose of this paper is to provide Commissioners with a high level summary of the results of the Staff Survey 2015. This will be supplemented by a presentation at the meeting on 10 December.

Background

2. Bright Blue has been commissioned to conduct the staff survey following a procurement exercise. The 2013 and 2011 FC staff surveys had been run by Capita.
3. The survey ran from 7 September until 7 October.
4. The survey was jointly designed by Bright Blue and the FC as an e-survey, with options for staff to complete the survey over the telephone or as a paper survey.
5. The survey was designed to establish staff engagement; measure levels of work related stress across the business; benchmark against Civil Service People Survey (CSPS) 2015, Scottish Government and DEFRA and compare the results to the previous survey which ran in 2013.

Results

6. The results reveal a healthy balance of opinions from staff about working in the FC and many activities/areas where both staff and managers are performing well.
7. Bright Blue processed 1,605 survey questionnaires; the vast majority were completed via a web survey, with 76 postal surveys completed. This gave a response rate of 62% compared to a response rate in 2013 of 56%. The overall response rate for the Civil Service People Survey (CSPS) in 2015 was 75%.

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8. The organisational strengths and improvements since 2013 have contributed to a continued high level of employee engagement (71% compared to 75% in 2013). This is particularly good when benchmarked against other civil service organisations (Defra 50%, Scottish Government 62% and a CSPA average of 58%). The survey also indicates that we are improving our overall approach to change management; however it is still an area that has a low score overall.
9. This year's stress score is 74% compared to 76% in 2013. The higher the score the lower the stress level of staff, i.e. the FC score indicates that stress has increased. Our survey provider has used the CSPA score to extract a civil service benchmark against our stress related questions and shows a stress score of 73% across the civil service when similar questions are compared.
10. In terms of overall movement, 18 of the 2015 questions received an improved score, 14 remained the same and there were 37 deteriorations, when compared to the 2013 results. Sixteen new questions were introduced for which no comparison can be provided.

Summary

11. The key strengths highlighted by the staff survey results are better engagement with the employee survey; inclusion and fair treatment, and significant improvement regarding information sharing and understanding of use of public money.
12. The areas for improvement include managing change; pay/benefits and increasing opportunities for idea sharing particularly at a cost centre level.

Resource Implications

13. None.

Risk Assessment

14. None.

Communications Issues

15. The FC Executive Board received a presentation on the results of the Staff Survey on 2 December. Copies of reports will be issued to business areas during January 2016 and local managers will be asked to discuss the results with staff and develop action plans as appropriate.

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Conclusion

16. We will use the results to devise plans for the future by identifying areas of good practice and building upon what is being done well as well as focusing on the areas identified for improvement.
17. The Board are asked to note the outcome of the Staff Survey 2015.

Jean Lindsay
Director Central Services
December 2015