

# RIBBLE VALLEY BOROUGH COUNCIL REPORT TO PERSONNEL COMMITTEE

Agenda Item No.

meeting date: 23 OCTOBER 2013  
 title: STAFF SURVEY ACTION PLAN 2013  
 submitted by: JANE PEARSON - DIRECTOR OF RESOURCES  
 principal author: MICHELLE SMITH – HEAD OF HR

## 1 PURPOSE

1.1 To report on an Action Plan that has been drawn up following the results of the Employee Satisfaction Survey 2012.

1.2 Relevance to the Council's ambitions and priorities

- Community Objectives - }
- Corporate Priorities - } Well informed, trained, happy, healthy, well managed and motivated employees are essential to the Council achieving its priorities.
- Other Considerations - }

## 2 BACKGROUND

2.1 An Employee Satisfaction Survey was conducted amongst staff during November and December 2012.

2.2 The key issues explored in the survey were:

- Communication - communication issues such as formal communications, the Intranet and staff newsletters;
- Training and Development;
- The Council as an Employer - examining issues such as pay, organisational pride and job satisfaction;
- Customer Focus;
- Management Style - both line management and the relationship of employees with senior managers;
- Workloads and Wellbeing – including exploring the causes of work-related stress and levels of physical health;
- Recession and its Impact on the Council; and
- Suggestions for Improvement.

## 3 ISSUES

3.1 Members were presented with detailed survey results at your meeting on 5 June 2013. I reported that the results had been discussed with Heads of Service and in departmental meetings with a view to members of staff helping to develop and shape an action plan based on 'what can be improved'.

3.2 Those views have now been consolidated into the Action Plan at Appendix A. Also attached at Appendix B is a copy of the Action Plan from the previous Staff Survey in 2010 which demonstrates progress on Actions that were agreed at that point in time.

3.3 The full survey results and both action plans will be made available to staff on the intranet and will be discussed at the next round of Staff Briefings.

#### 4 RISK ASSESSMENT

4.1 The approval of this report may have the following implications

- Resources – No implications identified.
- Technical, Environmental and Legal - No implications identified.
- Political - No implications identified.
- Reputation – taking account of staff views and acting upon where possible/appropriate will serve to enhance our reputation as good employer
- Equality & Diversity – it is important that all staff have the opportunity to express their views/opinions via a fair and simple process that affords them anonymity and ensures that their views are given serious consideration by CMT, Heads of Service and Members.

#### 5 CONCLUSION

5.1 Note the report.

MICHELLE SMITH  
HEAD OF HR

JANE PEARSON  
DIRECTOR OF RESOURCES

#### BACKGROUND PAPERS

Staff Satisfaction Survey report to Committee 5 June 2013

For further information please ask for Michelle Smith, extension 4502.

REF: MS/231013/PERSONNEL/EL