



2023 Employee Survey Headlines

Following on from the 2023 Employee Survey that ran from 21 August – 15 September 2023, the results have been analysed and the headline results are displayed below.

- Response rates
- Highest scoring questions
- Lowest scoring questions
- Areas of improvement, sustained performance and development

Response Rates:

| Distribution method | Sent out | Returns | 2023 Response Rate (%) | 2019 Response Rate (%) | 2017 Response Rate (%) | 2015 Response Rate (%) |
|----------------------------|--------------|--------------|------------------------|------------------------|------------------------|------------------------|
| Paper questionnaire * | 562 | 63 | 11.2% | 19.4% | 61.4% | 9.5% |
| Online / electronic survey | 4,811 | 1,152 | 23.9% | 34.4% | 39.4% | 35.2% |
| Total | 5,373 | 1,215 | 23% | 31% | 42% | 31% |

NB: lower response rate attributable to short lead in time to engage with the workforce and promote the survey

Highest Scoring Questions:

- 96% It is clear to me what is acceptable and unacceptable behaviour in the workplace
- 89% I enjoy the work I do
- 87% I am clear what my duties and responsibilities are
- 85% I feel respected by my colleagues
- 83% My line manager/ supervisor treats me fairly and with respect
- 83% I believe my line manager/supervisor cares about my well-being

Lowest Scoring Questions:

- 22% I believe Elected Members provide leadership for the Council
- 28% I believe that the Council will take action to address issues arising from the survey
- 36% I know what Elected Members do
- 44% I believe senior management have a clear vision of where the organisation is going
- 45% Communications from the Council are open and honest
- 45% Overall, I am satisfied with communication in the Council

Key Finding

| Key Improvements | 2023 % agreeing with statement | 2019 % agreeing with statement | % change since 2019 |
|---|--------------------------------|--------------------------------|---------------------|
| I feel I am coping well | 74% | 54% (2022 MH survey) | +20% |
| I am given the proper equipment to keep me safe and protect my health | 82% | 76% | +6% |
| Do you feel your mental health is sufficiently supported at work | 59% | 53% | +6% |
| Relationships at work are strained* | 27% | 33% | -6% |
| Areas of Sustained Performance | | | |
| I know what Elected Members do | 36% | 36% | No change |
| I am kept well informed about what is happening in my team | 70% | 70% | No change |
| I have the opportunity to participate in regular team interactions (or meetings) | 74% | 74% | No change |
| The information I receive is easy to understand | 74% | 74% | No change |
| I am able to access the training and development opportunities that I need | 58% | 58% | No change |
| My line manager/supervisor manages staff in our team fairly and consistently | 72% | 72% | No change |
| I am clear what my duties and responsibilities are | 87% | 87% | No change |
| Areas for Development | | | |
| I am aware of the challenges that face the Council over the next few years | 73% | 86% | -13% |
| I expect the Council will have to change the way it delivers services because of these changes | 73% | 82% | -9% |
| I am kept well informed of what is happening in the council by my line manager/ supervisor | 68% | 77% | -9% |
| I have been able to maintain and/or improve my mental health and wellbeing during the last year | 59% | 65% (2022 MH survey) | -6% |

| | | | |
|--|-----|-----|-----|
| I am kept well informed about what is happening within the Council | 48% | 54% | -6% |
|--|-----|-----|-----|

The next step is to produce a corporate analysis booklet which will be published on the interchange and departmental summaries once the results have been reported to Corporate Committee. The departmental summaries will be issued to each Depute Chief Executive and Head of Service and these will be used to help inform specific areas of action both from within the departments and in conjunction with corporate initiatives such as employee engagement and workforce culture. The outcome of the survey will support informing the direction of the workforce culture work and address any arising issues.

Indicative Timescales:

Corporate Analysis (booklet) – November 2023

Departmental Summaries (spreadsheet style) – December 2023