

**NORTH LINCOLNSHIRE COUNCIL**

**CABINET**

**EMPLOYEE SURVEY – ACTION PLAN**

**1. OBJECT AND KEY POINTS IN THIS REPORT**

- 1.1 To consider the action plan drawn up in response to the Corporate Scrutiny Panel report on the employee survey

**2. BACKGROUND INFORMATION**

- 2.1 The Corporate Scrutiny Panel completed a review of the employee survey in October 2013.
- 2.2 A report on the recommendations of the Corporate Scrutiny Panel was considered by cabinet at the meeting held on 1 April 2014. It was agreed that the recommendations be adopted and that an action plan be prepared in response to the recommendations of the report for submission to a future meeting (minute 1097 refers).

**3. OPTIONS FOR CONSIDERATION**

- 3.1 A proposed action plan to take forward the recommendations of the Corporate Scrutiny Panel is attached to this report under Appendix 1. Cabinet has the option of approving the plan, which will give direction to officers in preparation for the next employee survey due to be carried out later this year.
- 3.2 The cabinet may wish to suggest amendments to the plan.

**4. ANALYSIS OF OPTIONS**

- 4.1 The action plan addresses all recommendations of the Corporate Scrutiny Panel in full. Cabinet is therefore recommended to approve the plan.

4.2 Amendments to the plan may result in delays to implementation and the ability to incorporate actions into preparation for the forthcoming employee survey.

**5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

5.1 All actions will be delivered within existing resources as part of delivering the next employee survey.

**6. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)**

6.1 Not applicable.

**7. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

7.1 The scrutiny panel consulted appropriately during the review and drawing up the recommendations upon which the action plan is based.

7.2 There are no known conflicts of interest for cabinet to consider

**8. RECOMMENDATIONS**

8.1 That cabinet approves the action plan attached to this report.

ASSISTANT DIRECTOR OF HUMAN RESOURCES

Civic Centre  
Ashby Road  
SCUNTHORPE  
North Lincolnshire  
DN16 1AB

Author: Debbie Searles

Date: 29 May 2014

**Background Papers used in the preparation of this report:**

- Corporate Scrutiny Panel Report, Scrutiny of the 2012 Employee Survey report, October 2013

**Appendix 1**  
**Employee Survey Scrutiny Recommendations**  
**Action Plan**

Recommendation	Action	Lead	Timescale
1. Clear accompanying guidelines should be produced for all employees explaining who their Assistant Director, manager or team leader is as it appears that some employees are not always clear who is referred to in certain questions	a. Utilise current communication channels prior to survey to reinforce that employees are aware of who their Assistant Director and manager/team leader is	Assistant Director, HR	Jul-Sep 2014
	b. Review wording on questionnaire and accompanying guidance to ensure employees are clear about who questions refer to	Strategy & Performance Officer <i>in conjunction with market research company</i>	Aug 2014
2. Confidentiality should be emphasised more and guidelines should explain: <ul style="list-style-type: none"> <li>• that steps have been taken within the methodology to ensure that results with fewer than 10 respondents will not be reported</li> <li>• the process for the collection of results, reiterating that if emails are sent to chase up non-respondents then this doesn't mean that the employee and their responses can be identified</li> </ul>	c. Review existing guidance provided around confidentiality to ensure that the recommendation continues to be fully met.	Strategy & Performance Officer <i>in conjunction with market research company</i>	Aug 2014
	d. Utilise current communication channels prior to survey to reinforce and provide assurance around confidentiality	Assistant Director, HR	Sep-Oct 2014

Recommendation	Action		Lead	Timescale
<p>3. Appropriate steps are taken to raise employee awareness of the survey outcomes across the whole of the council. Employees need to be assured of the reasons for carrying out surveys, and they also need to be reassured that action will be taken on the results. This should be driven by Directors/Assistant Directors and line managers</p>	e.	Continue to utilise employee focus groups and councilwide communication channels to raise awareness of employee survey outcomes and actions	Assistant Director, HR	Dec 2014
	f.	Establish post-survey manager awareness sessions to ensure that managers are equipped to take effective follow-up action	Strategy & Performance Officer <i>in conjunction with market research company</i>	Dec 2014
<p>4. Survey results should be 'directorate driven' and a 'You said, we did' model should be used. Team meetings, posters and focus groups within service areas can all help promote an environment where staff can see that actions are being implemented, and their responses being acted upon.</p>	g.	Continue to work with market research company to produce directorate-level results	Strategy & Performance Officer	Oct-Nov 2014
	h.	'You said, we did' model has been utilised as part of the last survey to respond to outcomes of focus groups. Further promote use of the model to communicate results of next survey.	Assistant Director, HR	Dec 2014
	i.	Develop a communication plan for the next survey incorporating various methods to reach all groups of the workforce	Strategy & Performance Officer	Jul-Aug 2014