



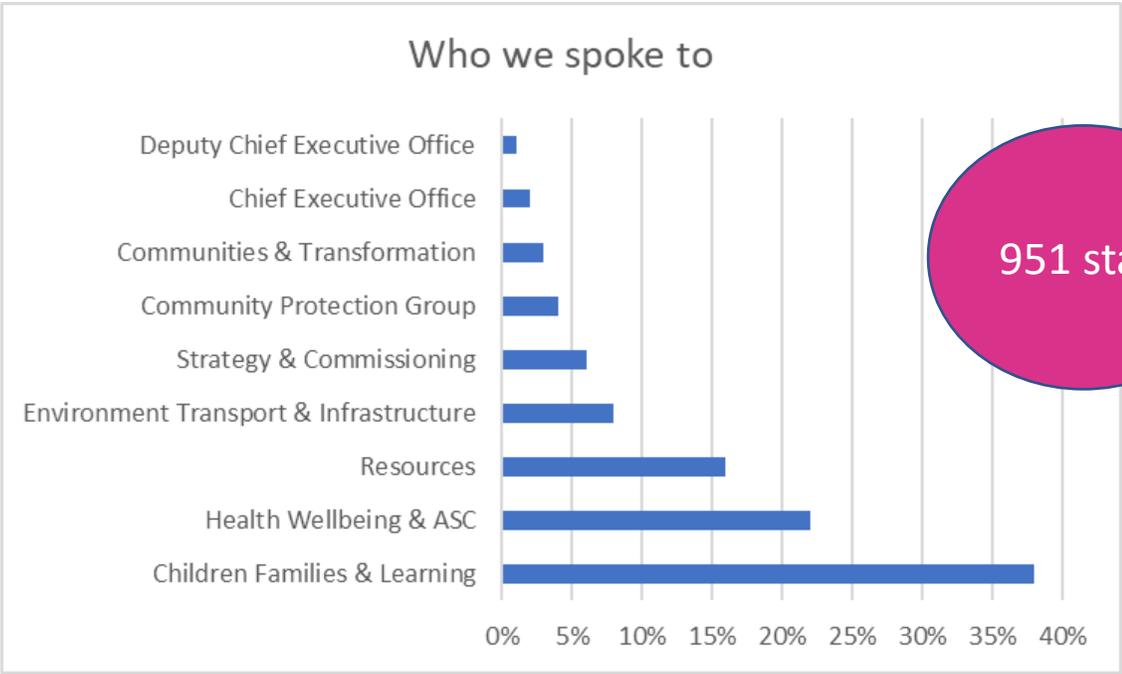
Pulse survey  
January 2021  
—  
PPDC report



# OUR Conversation

# Who we spoke to

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Sent directly to 25% of workforce

Sample reflects SCC profile

35% response rate

Statistical confidence

## AGE GROUP

● 18-24 
 ● 25-34 
 ● 35-44 
 ● 45-54 
 ● 55-64 
 ● 65+ 
 ● Prefer not to say



## DISABILITY



## ETHNICITY



## GENDER





## Positive results

- Health and wellbeing
- Staff reporting feeling happy at work
- Working culture
- Leadership



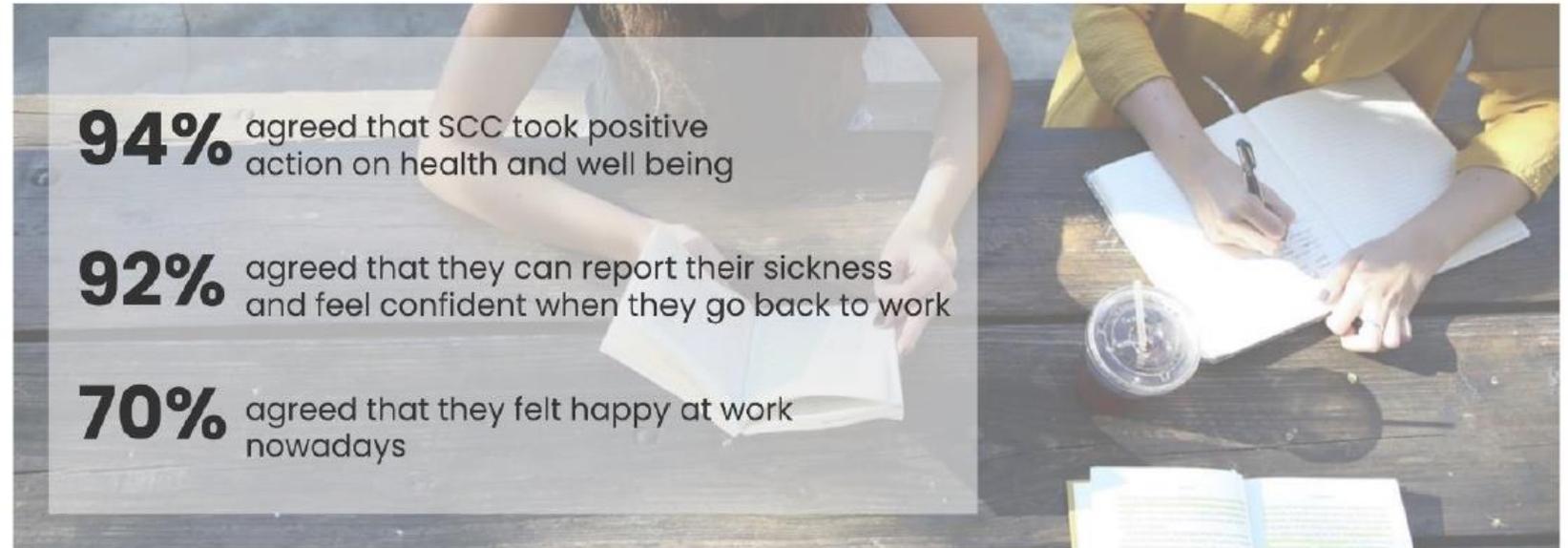
## Areas to address

- Acting fairly with regards to career progression
- Experience of BAME colleagues
- Opportunities to contribute ideas before decisions are made





When asked if SCC takes a positive action on health and wellbeing, the majority said it did either definitely or to some extent. This result is significantly higher than the latest NHS staff results (2020) which indicates that 33% said their Trust definitely takes a positive action on health and wellbeing.



All respondents were asked to what extent they agreed or disagreed with the statement, 'Generally I feel happy at work nowadays'. 70% of staff agreed with this statement, which represents a five percentage increase (65%) compared to SCC's previous staff survey.

# Leadership



# OUR Conversation



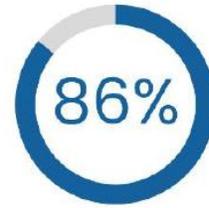
I am trusted to perform my job effectively



I feel a personal responsibility to seek out ways to develop myself at work



I believe my manager cares about my wellbeing



I can approach my manager to discuss my work objectives so that they are outcome focussed & up to date

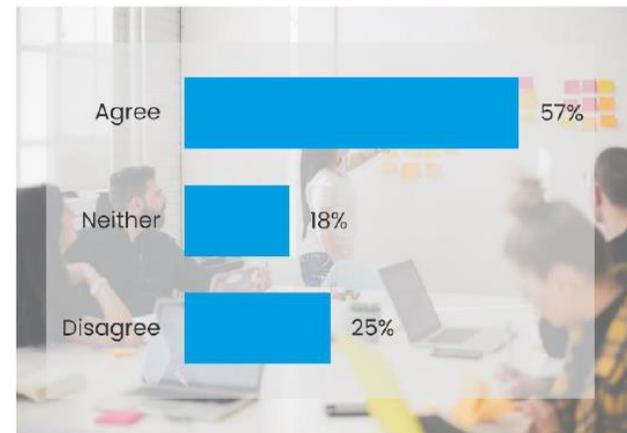


When I need it, my manager provides coaching to help me achieve my objectives

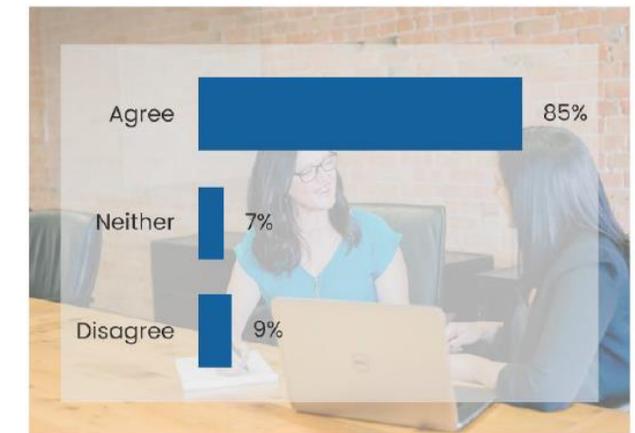
Agreement levels were high for 'I feel that I am able to have regular, open conversations with my line manager (85%) and 'Being kept informed about matters that effect staff at work (71%)

In contrast, agreement levels were lower for the statement, 'I have the opportunity to contribute my views before decisions are made that affect me' at just 56% (this result is still higher than the latest result published in the 2019 Civil Service People Survey (40%)).

I have the opportunity to contribute my views before decisions are made that affect me



I am able to have regular conversations with my line manager



# Agile working Values & Vision



## OUR Conversation

Respondents rated all aspects of agile working as important to them, with the following 3 seen as the most important:

TOP 3

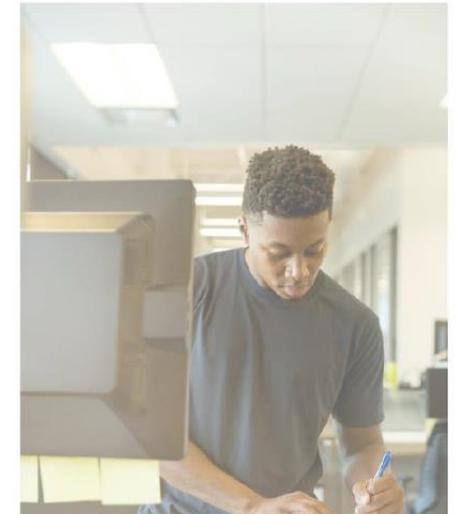
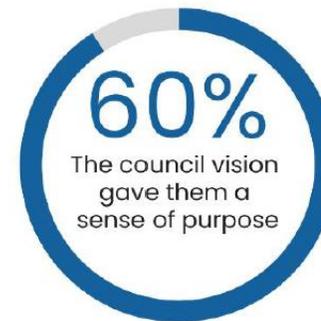
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- 1 Access to the information I need to work effectively
- 2 Work/life balance
- 3 Access to the technology and equipment I need to work agilely

The overwhelming majority of staff agreed that they take responsibility for living and demonstrating SCC values at work.

60% agree that the council's vision gave them purpose.

(% of total agreement)



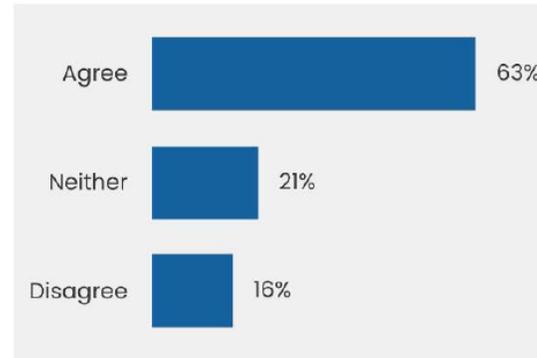
# Performance & productivity



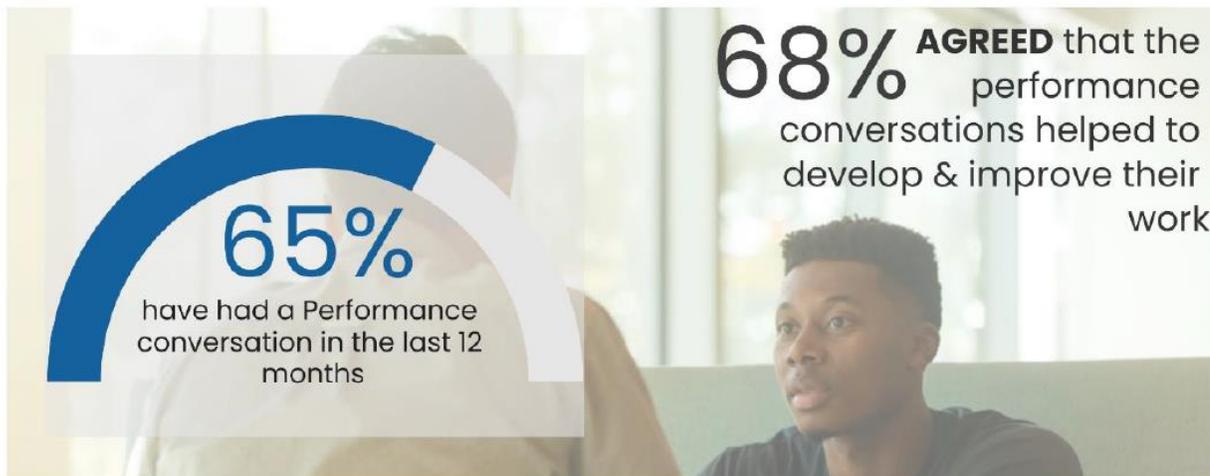
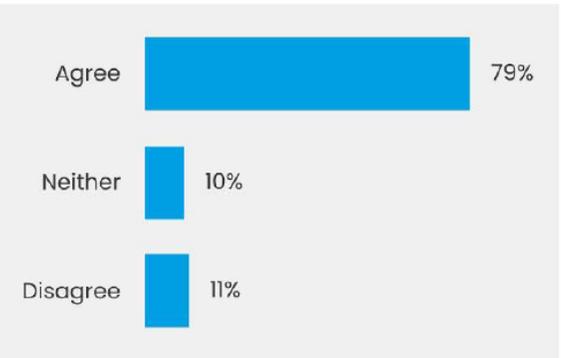
# OUR Conversation

Almost eight out of ten staff (79%) agreed that they had the resources they needed to do their job effectively. A similar question is also included in the 2019 Civil Service People Survey which asks respondents, if they had the 'tools' they needed to do their job effectively (72%).

I have accessed development opportunities



I have the resources to do my job effectively



68% agreed with the statement, 'My performance conversations help me develop, change and improve my work'

# Working culture



## OUR Conversation

(% of total agreement)

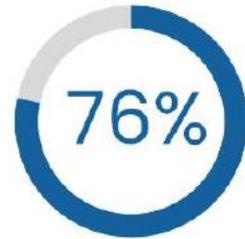
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Focused on improving outcomes for residents & communities



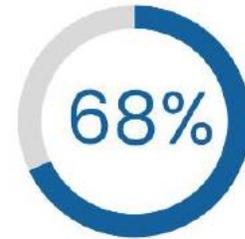
Encouraged to be proactive & take responsibility for personal & career development



Teams and services benefit from a common goal & working together delivers good services



Used residents' and partners' views, to inform their work & learn from each other



Willing to try new things out & improve services.

Agreement for all statements in this section were generally above 70%. This was particularly the case for 'Everything we do is focused on improving outcomes for our residents and communities' and 'Staff feeling encouraged to be proactive and take full responsibility for their personal and career development (both 79%).

However, agreement levels were lower for, 'We are willing to try new things out and improve our services (68%). This is a reduction from the 2020 SCC staff survey (81%).

# Equality, diversity and inclusion



## OUR Conversation

(% of total agreement)



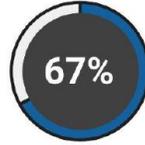
They can bring their whole self to the workplace



That the council is committed to creating a diverse and inclusive environment



They are fairly treated by the council



That they felt safe to speak up about anything that concerns them in SCC

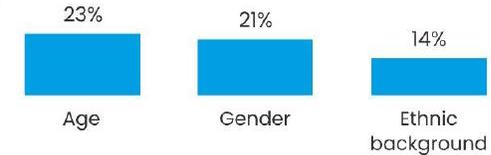
81% of staff strongly agree, or tend to agree that SCC is committed to a diverse and inclusive environment.

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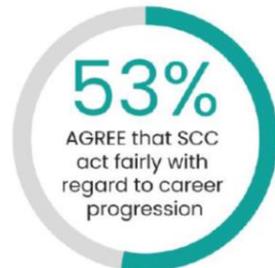
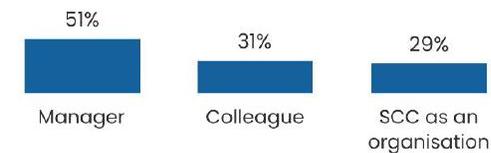
Colleagues who are heterosexual, gay men, or bisexual are significantly more likely to feel able to bring their 'whole selves' to work. Staff who prefer not to disclose a disability are significantly less likely to feel this way.



What grounds have you experienced this discrimination?



From where did you experience this ?



53% agree that SCC acts fairly with regard to career progression. BAME staff are less likely than white staff to agree that SCC acts fairly.

Staff who prefer not to disclose a disability are less likely to agree that SCC acts fairly than those with or without a disability. Younger staff are more likely to agree that SCC acts fairly than older staff.



Staff were invited to comment on what they were most proud of over the past year. Common themes related to: being able to carry on/adapt despite COVID-19, colleagues supporting each other/team work and helping people particularly those who are vulnerable.

These findings will feed into the work being undertaken to create an Employee Value Proposition as part of the Workforce of the Future Strategy.

**Within the last year people were most proud of:** .....

- 1 Adapted and continued as normal
- 2 Colleagues supporting each other
- 3 Helping people/community



"Worked as an effective member of a team within the constraints of Covid-19 regulations keeping the service"

"Our team are supportive and work hard to achieve good communication and good practice"

"Keeping children & families safe during the pandemic."

# Next steps



# OUR Conversation

We have:

- shared results with the Corporate Leadership Team, Trades Unions and staff
- shared local results with Directorate Leadership Teams
- held an Extended Leadership Forum session with a focus on equality, diversity and inclusion, supported by the survey results

We will:

- provide employee experience webinars for managers to support local engagement
- hold leadership workshops to share the results every quarter and engage with managers on how they can share the results with teams, and take action
- agree equality, diversity and inclusion Pulse Survey metrics for regular reporting to EDI Change Group and EDI Forum
- undertake more detailed and granular analysis as the number of surveys increase throughout the year

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