

STRATA JOINT SCRUTINY COMMITTEE

DATE OF MEETING: 30 November 2017

PUBLICATION DATE:

REPORT OF: HR Lead for Strata

SUBJECT: Staff engagement survey – results and summary

1. PURPOSE

1.1 The JSC is asked to consider, note and make recommendations in relation to the results of the staff engagement survey for 2017. An action plan will be drawn up by the Strata management team and HR and discussed with UNISON for their input.

2. BACKGROUND AND METHODOLOGY

2.1 The Staff Engagement Survey was designed in-house by the HR Lead for Strata following research into workplace factors that are considered to be the best indicators of staff engagement.

2.2 This survey is sent out annually to facilitate year on year comparisons.

2.3 Staff were asked to indicate their agreement or disagreement with 24 statements as well as answer the following questions:

- Would you recommend Strata as a place to work?
- What two improvements do you think it is most important that Strata makes?
- People who have regular contact with their line managers manager were asked to indicate their agreement or disagreement with 6 statements about them.

2.4 The survey was placed online and sent out in September as a link in an e-mail to all Strata staff. It is an anonymous survey with individuals asked to indicate in which location they work.

2.5 Results are analysed using excel and SSPS software.

3 Results

3.1 52 staff completed the questionnaire. This is an outstanding response of 73% of the workforce.

3.2 Where there is a positive improvement on previous years, the figures are highlighted in green. There has been improvement in every area compared to 2016.

3.3 The improvement in the management and culture of Strata has also been commented upon by UNISON.

3.4 88% of the 49 respondents to this particular question would recommend Strata as a place to work.

3.5 Full survey results:

| Thinking about your current employment at Strata Service Solutions, do you agree or disagree with the following statements: | | Agree | Neither agree nor disagree | Disagree | No. of respondents |
|---|--|-------|----------------------------|----------|--------------------|
| | | % | % | % | |
| A | I know what is expected of me at work | 92 | 2 | 6 | 51 |
| | 2016 result | 78 | 6 | 16 | 32 |
| | 2015 result | 76 | 11 | 13 | 38 |
| B | I have all the tools and equipment I need to do my job well | 86 | 8 | 6 | 51 |
| | 2016 result | 65 | 10 | 26 | 31 |
| | 2015 result | 79 | 13 | 8 | 38 |
| C | I understand how my work fits in with the overall work of the Company | 88 | 6 | 6 | 51 |
| | 2016 result | 78 | 22 | 0 | 32 |
| | 2015 result | 82 | 8 | 11 | 38 |
| D | I get the respect I deserve at work from my colleagues | 86 | 10 | 4 | 51 |
| | 2016 result | 66 | 22 | 13 | 32 |
| | 2015 result | 87 | 8 | 5 | 38 |
| E | I have the opportunity to do my job to the best of my ability | 64 | 14 | 22 | 51 |
| | 2016 result | 59 | 13 | 28 | 32 |
| | 2015 result | 76 | 13 | 10 | 38 |
| F | I regularly receive supportive feedback and appreciation from my line manager | 81 | 8 | 12 | 51 |
| | 2016 result | 71 | 16 | 13 | 31 |
| | 2015 result | 63 | 13 | 24 | 38 |
| G | I can rely on my line manager to help me out with a work problem | 88 | 4 | 8 | 51 |
| | 2016 result | 65 | 29 | 7 | 31 |
| | 2015 result | 78 | 16 | 5 | 37 |
| H | My ideas and suggestions about my work and the work of the company are listened to | 82 | 14 | 4 | 49 |
| | 2016 result | 55 | 36 | 10 | 31 |
| | 2015 result | 60 | 32 | 8 | 37 |

| | | | | | |
|---|---|-----------|----|-----------|----|
| | My job is important to the company in meeting its priorities | 86 | 6 | 8 | 51 |
| | 2016 result | 81 | 16 | 3 | 32 |
| | 2015 result | 76 | 16 | 8 | 38 |
| J | The company is focused on improving services for its customers | 78 | 18 | 4 | 51 |
| | 2016 result | 75 | 9 | 16 | 32 |
| | 2015 result | 92 | 8 | 0 | 38 |
| K | The members of my team are committed to working to the best of their ability | 90 | 6 | 4 | 50 |
| | 2016 result | 83 | 13 | 3 | 30 |
| | 2015 result | 81 | 8 | 11 | 37 |
| L | My line manager champions improvements that benefit our customers | 80 | 16 | 4 | 51 |
| | 2016 result | 68 | 23 | 10 | 31 |
| | 2015 result | 65 | 27 | 8 | 37 |
| M | Over the past year I have had opportunities to learn and grow within the organisation | 58 | 28 | 14 | 50 |
| | 2016 result | 57 | 30 | 13 | 30 |
| | 2015 result | 49 | 22 | 30 | 37 |
| N | I am happy with the pay and benefits I receive in my job | 56 | 18 | 26 | 50 |
| | 2016 result | 47 | 16 | 38 | 32 |
| | 2015 result | 43 | 22 | 35 | 37 |
| O | I know about important developments and corporate communication is good | 75 | 14 | 12 | 51 |
| | 2016 result | 43 | 37 | 20 | 30 |
| | 2015 result | 50 | 26 | 24 | 38 |
| P | My line manager communicates important information to me | 77 | 8 | 16 | 51 |
| | 2016 result | 56 | 28 | 16 | 32 |
| | 2015 result | 71 | 13 | 16 | 38 |
| Q | My working time can be flexible | 88 | 2 | 10 | 51 |
| | 2016 result | 81 | 6 | 13 | 32 |
| | 2015 result | 95 | 0 | 6 | 38 |
| R | When changes are made at work I am clear how they will work in practice | 71 | 10 | 19 | 48 |
| | 2016 result | 47 | 22 | 31 | 32 |
| | 2015 result | 47 | 40 | 13 | 29 |
| S | I am supported when I have to do emotionally demanding work | 71 | 15 | 14 | 41 |
| | 2016 result | 48 | 22 | 31 | 23 |
| | 2015 result | 69 | 14 | 17 | 29 |
| T | I can talk to my line manager about something that has upset or annoyed me at work | 79 | 8 | 14 | 51 |
| | 2016 result | 63 | 30 | 7 | 30 |
| | 2015 result | 75 | 17 | 8 | 36 |
| U | I get the help and support I need from colleagues to do my job | 88 | 10 | 2 | 51 |
| | 2016 result | 72 | 19 | 9 | 32 |
| | 2015 result | 84 | 11 | 5 | 38 |
| V | I am always consulted about changes at work | 63 | 16 | 22 | 51 |
| | 2016 result | 23 | 26 | 52 | 31 |
| | 2015 result | 42 | 32 | 26 | 38 |

| | | | | | |
|---|---|----|----|----|----|
| W | I have enough opportunities to question my line manager about changes at work | 75 | 6 | 20 | 51 |
| | 2016 result | 52 | 32 | 16 | 31 |
| | 2015 result | 60 | 22 | 19 | 37 |
| X | I am happy with Strata as my employer | 67 | 29 | 4 | 51 |
| | 2016 result | 55 | 26 | 19 | 31 |
| | 2015 result | 63 | 24 | 13 | 38 |

Do you have regular contact with the person who manages your line manager?

78% of the 51 respondents to this question have regular contact with their line managers manager.

| If you do have regular contact with your line managers manager, please tell us if you agree or disagree with the following statements: | | Agree | Neither agree nor | Disagree | No. of respondents |
|--|--|-------|-------------------|----------|--------------------|
| | | % | % | % | |
| A | I regularly receive supportive feedback and appreciation from my line manager's manager | 77 | 15 | 8 | 39 |
| | 2016 result | 50 | 21 | 29 | 24 |
| | 2015 result | 74 | 15 | 11 | 27 |
| B | I can rely on my line manager's manager to help me out with a work problem | 95 | 5 | 0 | 39 |
| | 2016 result | 63 | 17 | 21 | 24 |
| | 2015 result | 89 | 12 | 0 | 26 |
| C | My line manager's manager champions improvements that benefit our customers | 92 | 8 | 0 | 39 |
| | 2016 result | 65 | 17 | 17 | 23 |
| | 2015 result | 89 | 12 | 0 | 26 |
| D | My Line Manager's Manager communicates important information to me (asked only 2017) | 83 | 13 | 5 | 40 |
| E | I can talk to my line manager's manager about something that has upset or annoyed me at work | 92 | 8 | 0 | 39 |
| | 2016 result | 70 | 9 | 22 | 23 |
| | 2015 result | 74 | 22 | 4 | 27 |
| F | I have enough opportunities to question my line manager's manager about changes at work | 82 | 15 | 3 | 39 |
| | 2016 result | 44 | 35 | 22 | 23 |
| | 2015 result | 89 | 4 | 8 | 26 |

Would you recommend Strata as a place to work?

88% of the 49 respondents to this particular question would recommend Strata as a place to work. This compares to 87% in 2015 and 68% in 2016.

What two improvements do you think it's important that Strata makes?

Comments

The most popular comments are summarised here.

| The most popular comments said by 3 or more people: | Number of people that made the comment |
|--|--|
| Strata are over committed and staff are under too much pressure, not enough capacity so can't keep up with workload. Need to be more realistic about what can be achieved with capacity available / employ more staff. | 14 |
| Fairer pay against each other, market rates. | 5 |
| Strata needs to communicate better to customers. | 4 |
| Everyone is expected to be excellent at customer care, databases, information security and multiple other skills. It's not possible to be great at all those things. Have specific people for specific roles. | 4 |
| Managers need to talk to each other before giving work to already busy staff that they don't manage. | 3 |
| I would like the chance to work from home more. | 3 |

Please tell us which location you work in:

There were 46 respondents to this question.

