

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.

