

BARNSELY METROPOLITAN BOROUGH COUNCIL

This matter is not a Key Decision within the Council's definition and has not been included in the relevant Forward Plan

Report of the Executive Director of Core Services

Employee Survey and Investors in People Assessment 2019

1. Purpose of report

- 1.1. The purpose of this report is to inform members of the outcome of the employee survey and Investors in People assessments undertaken in 2019.

2. Recommendations

- 2.1 That members note this report.

3. Introduction

- 3.1 Barnsley Council undertakes an employee survey every two years to obtain feedback from its employees about working at the council. This feedback is used to identify the things that are working well and where we need to make changes and improvements to make things even better.
- 3.2 Investors in People (IiP) is a nationally recognised good practice framework. Successful accreditation against the IiP standard is the sign of a good employer, committed to excellence in business and people management.
- 3.3 The council has held IiP status since 2010. It achieved IiP Gold accreditation in 2016 and its three-year re-assessment was due in 2019.
- 3.4 A decision was made to undertake the 2019 employee survey as part of the IiP re-assessment process, with the survey results forming the basis for more detailed discussions with employees by the IiP assessor.
- 3.5 The employee survey was undertaken between 23rd September and 16th October with the IiP discussions with employees taking place in October and November 2019.
- 3.6 Since the council achieved its Gold status in 2016, the IiP criteria has been revised and, as a result, the council's re-assessment was carried out against the more challenging framework and criteria.
- 3.7 Formal re-assessment against the IiP standard is due in 2022.

4. Outcome and Findings

- 4.1 The council was once again awarded IIP Gold accreditation. As we were assessed against the more challenging Version 6 standard, this achievement demonstrates that we have made further progress and improvements as a council since our last assessment in 2016.
- 4.2 The survey response rate was 63% (1941 respondents out of a possible 3069 employees) which is a 2% increase on the 2017 response rate (61%) and the highest ever response rate.
- 4.3 The areas which have seen a significant positive shift since the last survey are:

EMPLOYEE SURVEY 2019

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+20.8 percentage point increase in employees agreeing the council invests in learning and development (now 77.8%)



+18 percentage point increase in employees in agreeing they have discussed performance with their manager (now 81%)



+15.4 percentage point increase in employees agreeing their manager helps them to improve their performance (now 78.4%)

EMPLOYEE SURVEY 2019



+39.9 percentage point increase in employees agreeing they are encouraged to improve the way they do things (now 79.9%)

GREAT!

+6.4 percentage point increase in employees agreeing that Barnsley Council is a great place to work (now 78.4%)



+18.5 percentage point increase in employees agreeing that their work is interesting (now 90.5%)

- 4.4 The areas that the employee survey and liP assessment results identified we need to focus our efforts to further improve include:
- Re-energising our vision and values, embedding them in everything we do to ensure everyone understands them and also ensuring they remain relevant and fit for purpose to 2030
 - Creating an engaging narrative around reward and recognition. We need to define our Total Reward Package so that everyone understands the value of the additional benefits they receive as an employee of Barnsley Council
 - Rationalising our measurement of performance so it is easier to understand how we are progressing towards the achievement of our vision
 - Understanding what an inclusive culture means to employees by involving them in discussions to identify and define what it looks like

5. Implications for local people

- 5.1 Successful accreditation against the liP framework demonstrates that we are an employer of choice to those who may be looking for a career at Barnsley Council. It also supports our employees to be engaged and happy at work enabling them to offer quality services to the people of Barnsley.

6. Financial implications

- 6.1 The cost of the employee survey and liP assessment was met from the corporate training budget.

7. Employee implications

- 7.1 The results of the employee survey and liP assessments are used to identify where we need to make changes and improvements to our people management practices. Employees are involved with shaping those improvements and the significant shifts in results we can see from our last assessment and survey demonstrate that the changes we are making are having a positive impact on our workforce.

8. Communications Activity

- 8.1 A communications plan is in place to promote the outcome and findings of the survey and the liP assessment to employees and other key stakeholders.

9. Background Papers

Files relating to the employee survey and liP assessment. If you would like to inspect background papers for this report, please email governance@barnsley.gov.uk so that appropriate arrangements can be made

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