



**STAFF
SURVEY
2022**

Business Intelligence

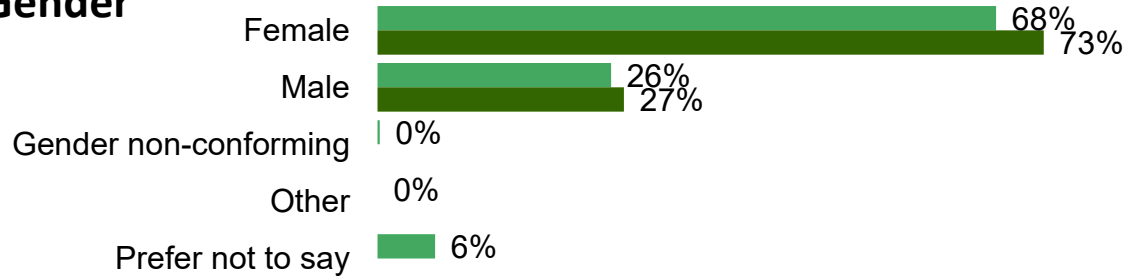
Background

- Census to all 12,527 staff. Excludes teachers and teaching staff.
- Fieldwork from 3 October to 23 October 2022.
- Conducted in-house by Business Intelligence and Change and Improvement.
- Online methodology. **Two surveys** – those that regularly use a computer or device in their work and those that don't.
- **Statements marked * were only asked in the survey for regular users of devices.**
- Active promotion and targeted support to improve response.
- 6,085 respondents. 49% response rate. In 2021 it was 37%.
- Data are unweighted. Confidence interval is +/-1%.
- Comparisons made to previous results, where possible.
- Percentages may not sum due to rounding.

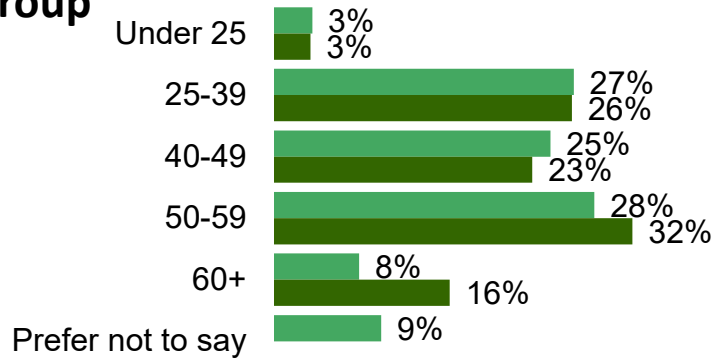


Respondent profile

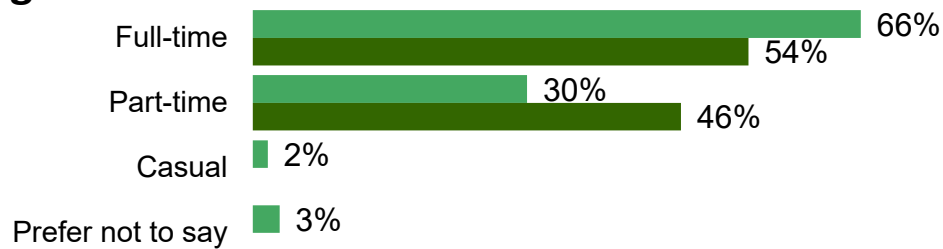
Gender



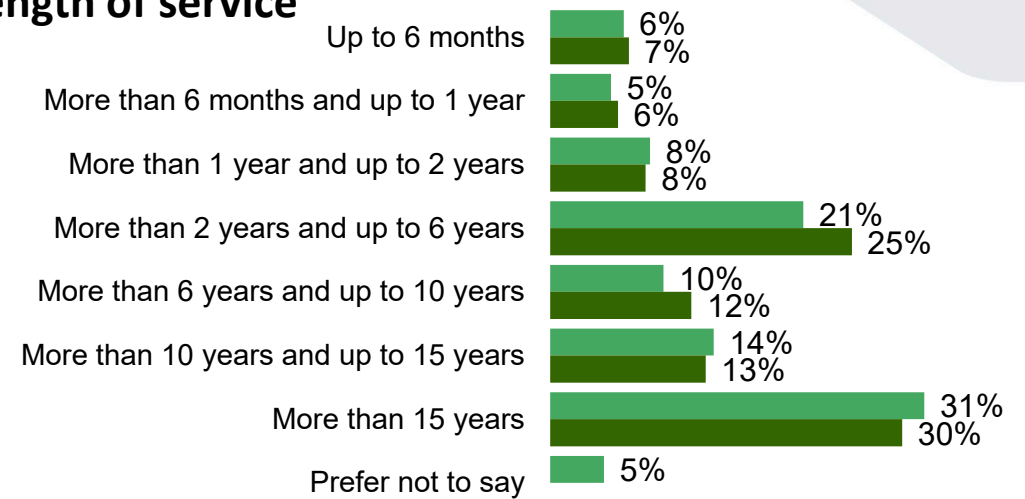
Age group



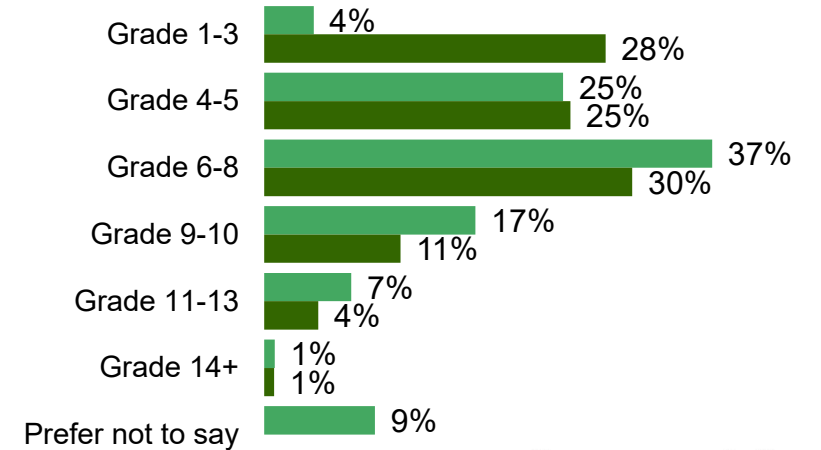
Working hours



Length of service



Grade

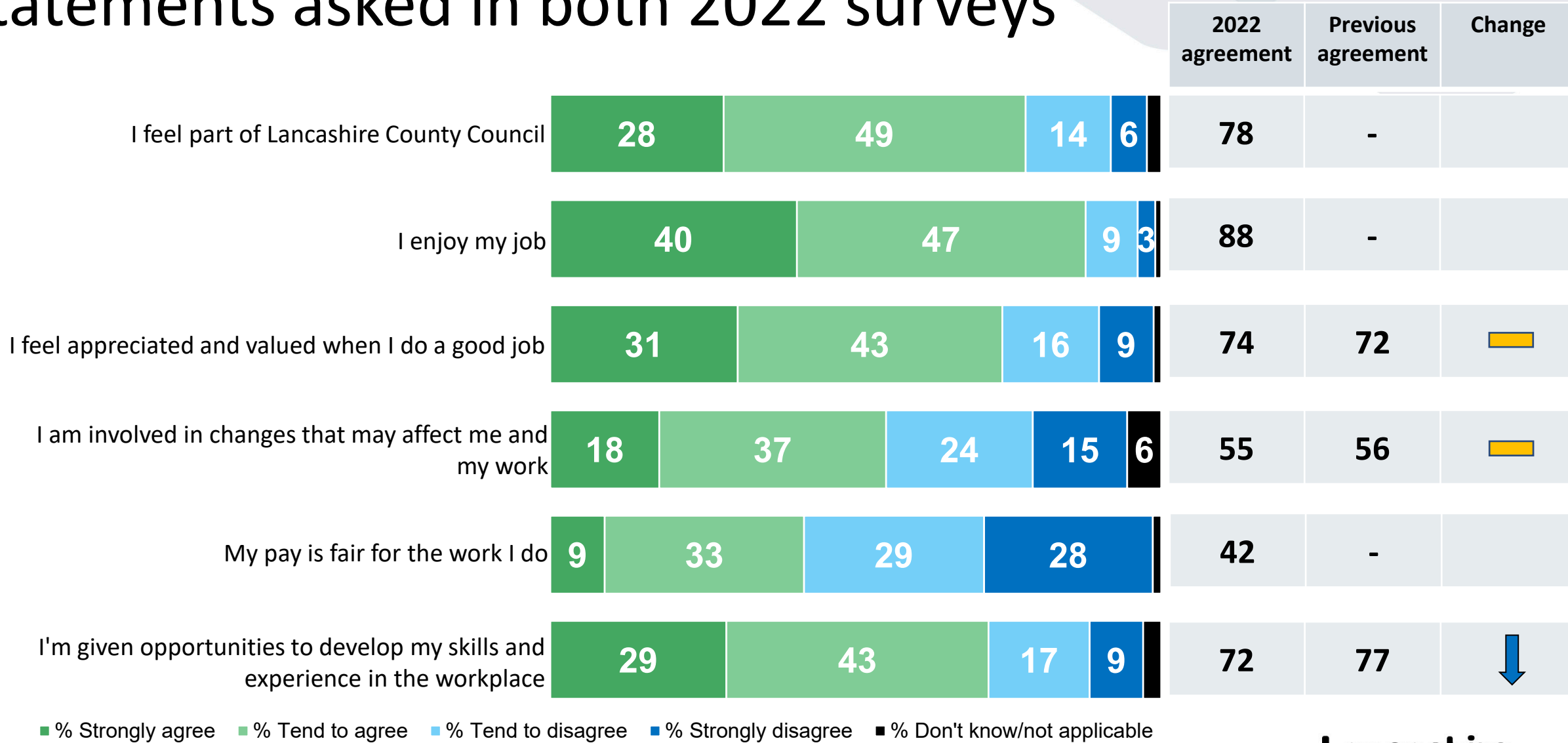


Survey respondent profile

County council profile

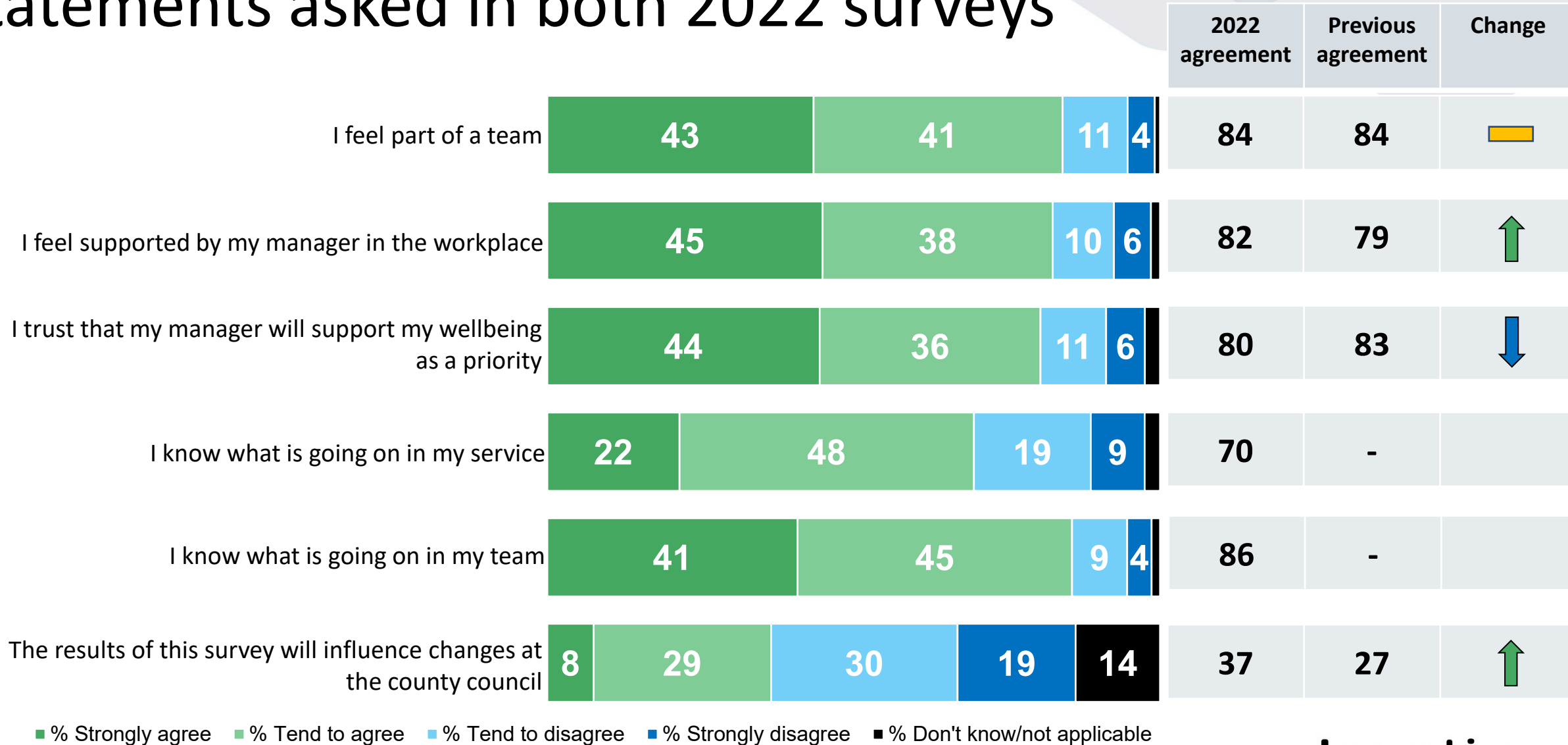
Base: all respondents (4,578-6,054)

Statements asked in both 2022 surveys



Base: all respondents (5,965-6,061)

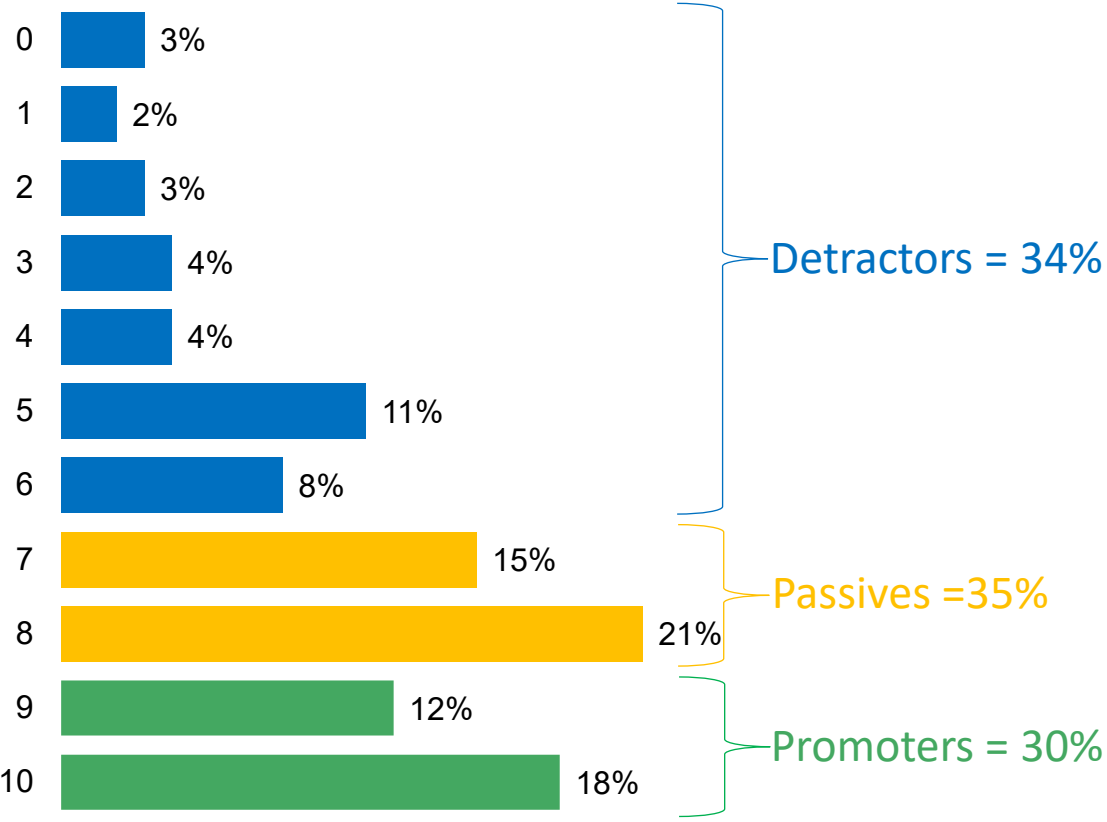
Statements asked in both 2022 surveys



Base: all respondents (6,038-6,066)

Recommend the council as a good place to work

On a scale of 0-10 (where 0 is not likely and 10 is highly likely) how likely is it you would recommend Lancashire County Council as a good place to work?



Net promoter score (NPS) = 30% promoters - 34% detractors

NPS 2022 = -4

NPS 2021 = +5

NET PROMOTER SCORE (NPS) ANALYSIS

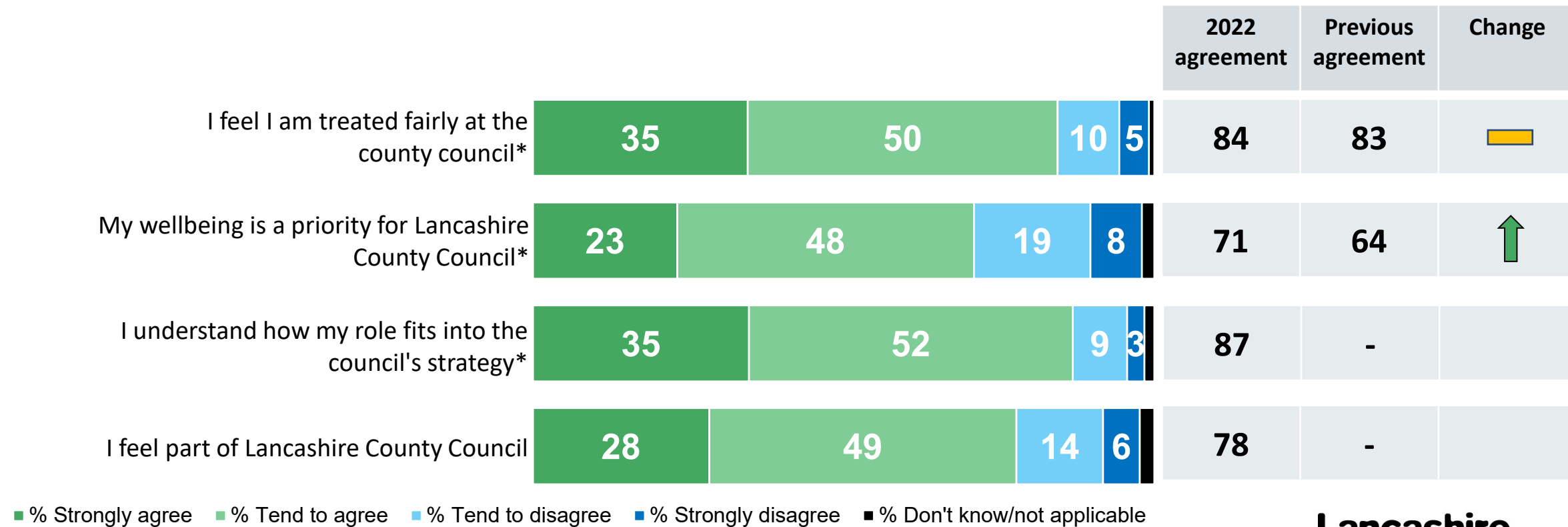


Base: all respondents (5,972)



Working at Lancashire County Council

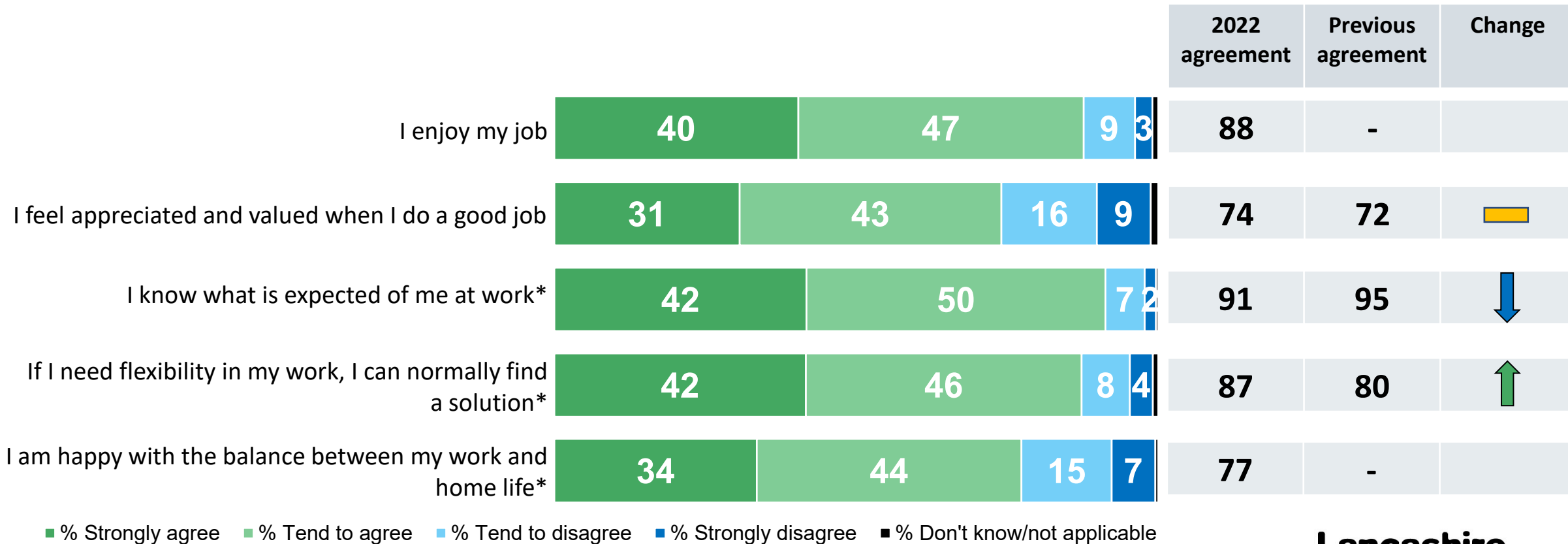
- Most staff agree they understand their role and are treated fairly at the council.
- Many staff agree that their wellbeing is a priority and that they feel part of the council, these have increased compared to the previous survey.



Base: all respondents (4,532-5,965)

Your job

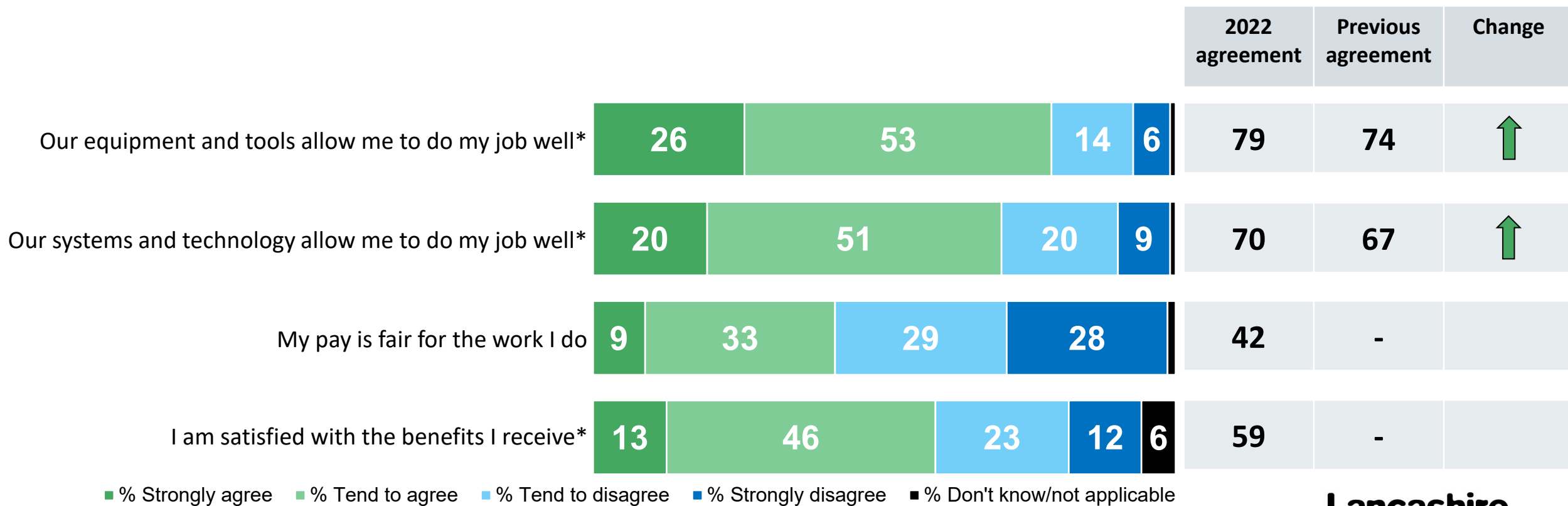
- Most staff agree they are enjoy their job and know what is expected of them.
- Feeling appreciated and valued has slightly lower agreement.



Base: all respondents (4,537-6,048)

Your job

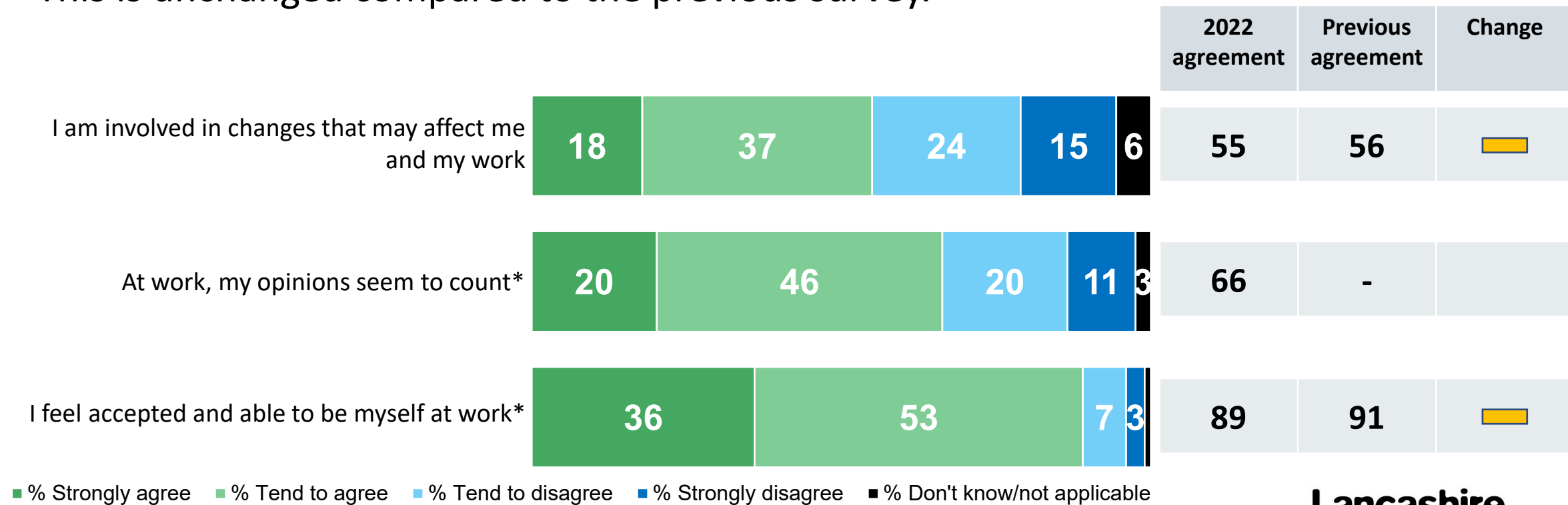
- Having equipment, tools, systems and technology to allow jobs to be done well have improved on previous survey.
- More staff disagree than agree that their pay is fair for the work they do.



Base: all respondents (4,530-6,056)

Your job

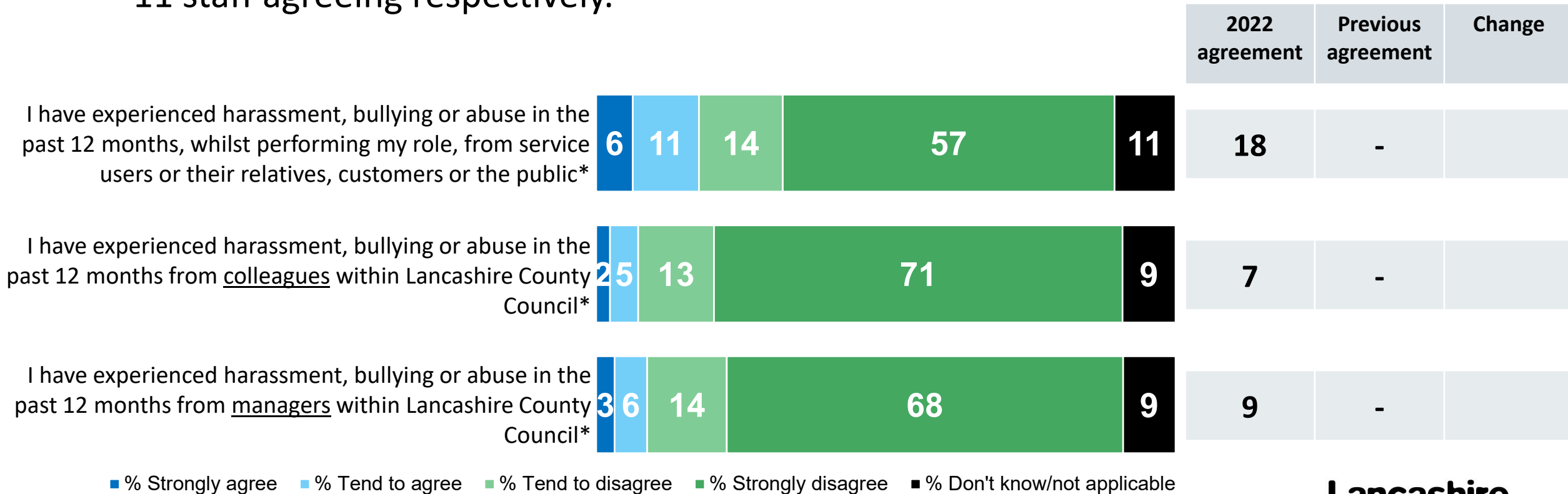
- Most staff feel accepted and to be themselves at work.
- Two-thirds agree that their opinion seems to count at work, but fewer agree that they are involved in changes that affect them and their work.
- This is unchanged compared to the previous survey.



Base: all respondents (4,530-6,056)

Your job

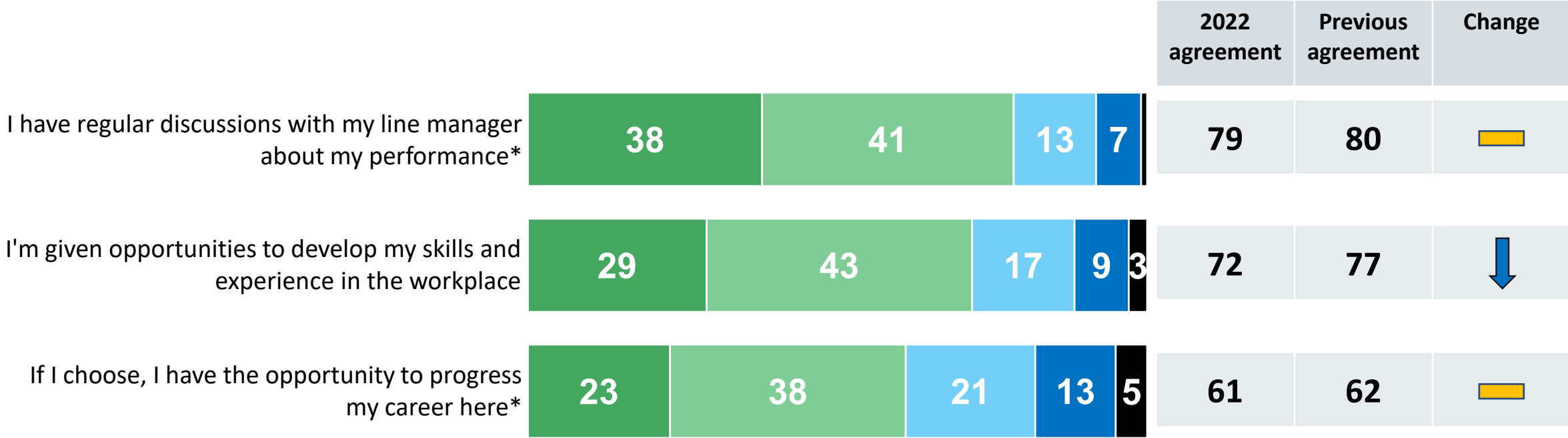
- 18% staff have experienced harassment, bullying or abuse in the past 12 months from service users or their relatives, customers or the public.
- Fewer staff have experience this from colleagues or manager, with 1 in 13 and 1 in 11 staff agreeing respectively.



Base: all respondents (4,459-4,580)

Personal development

- Staff are most likely to have a discussion with their line manager about their performance.
- Compared to the previous survey, fewer now agree that they are given the opportunities to develop their skills and experience.



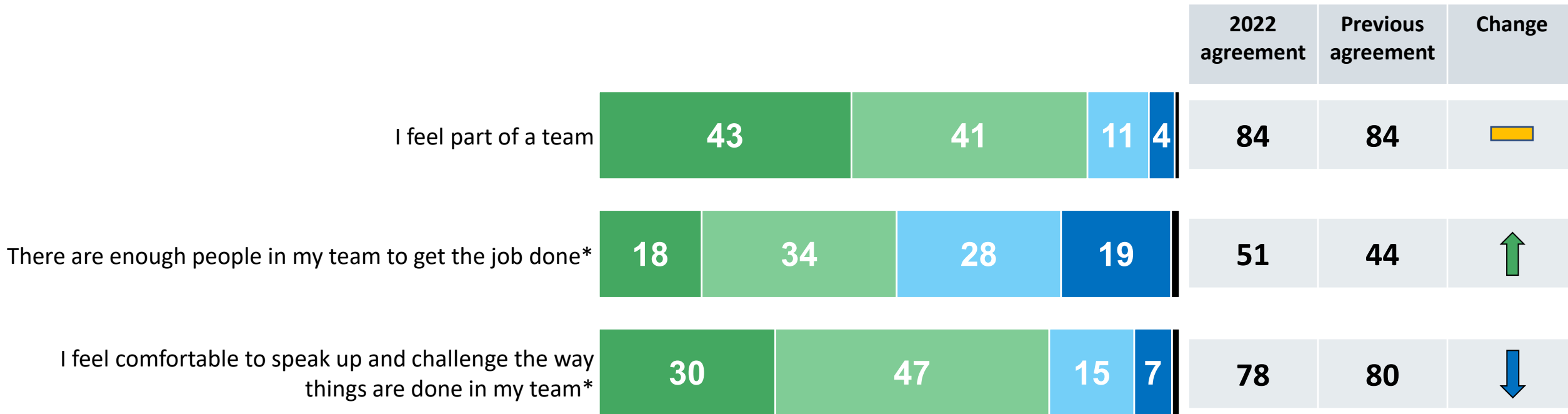
■ % Strongly agree ■ % Tend to agree ■ % Tend to disagree ■ % Strongly disagree ■ % Don't know/not applicable



Base: all respondents (4,585-6,061)

Working together

- Most staff feel part of their teams and are comfortable speaking up.
- But there is lower agreement that there are enough people in their team to get the job done, but more now agree than previously.



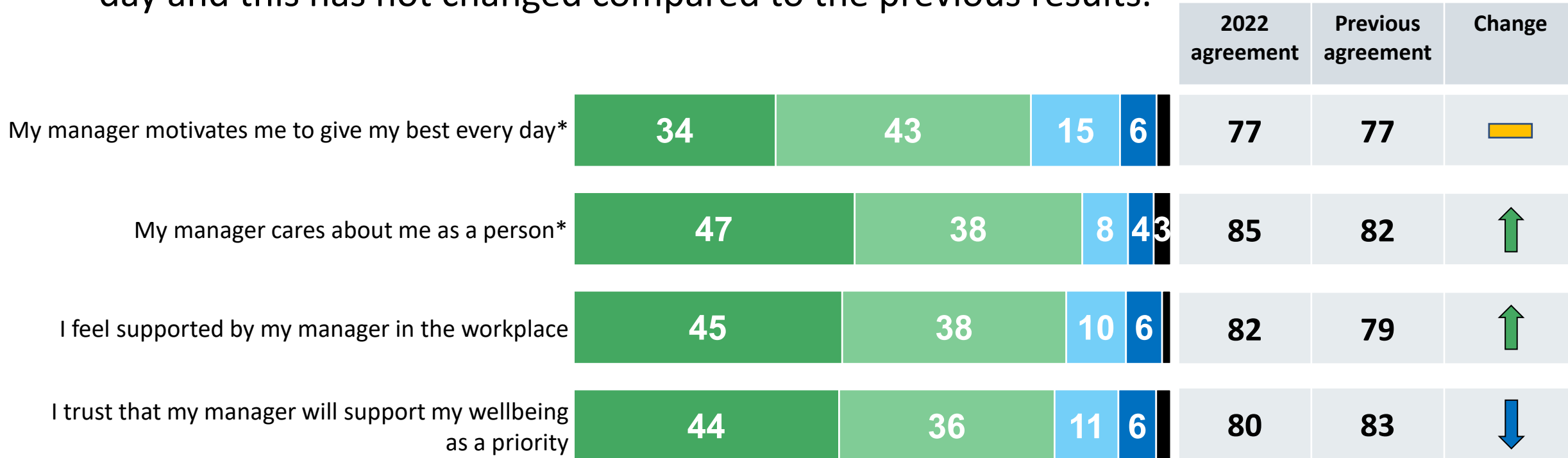
■ % Strongly agree
 ■ % Tend to agree
 ■ % Tend to disagree
 ■ % Strongly disagree
 ■ % Don't know/not applicable



Base: all respondents (4,550-6,046)

Your manager

- Most staff are positive about their managers, particularly staff being cared about as a person and feeling supported. Both have improved on previous results.
- There is lower agreement that managers motivates them to give their best every day and this has not changed compared to the previous results.



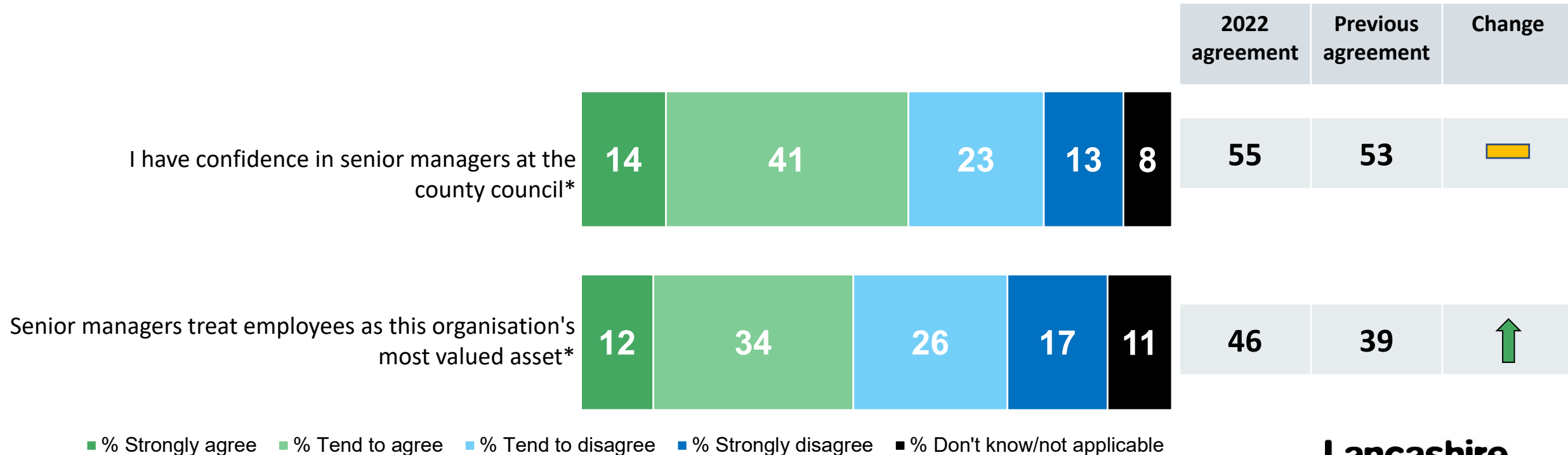
■ % Strongly agree ■ % Tend to agree ■ % Tend to disagree ■ % Strongly disagree ■ % Don't know/not applicable



Base: all respondents (4,579-6,044)

Senior managers

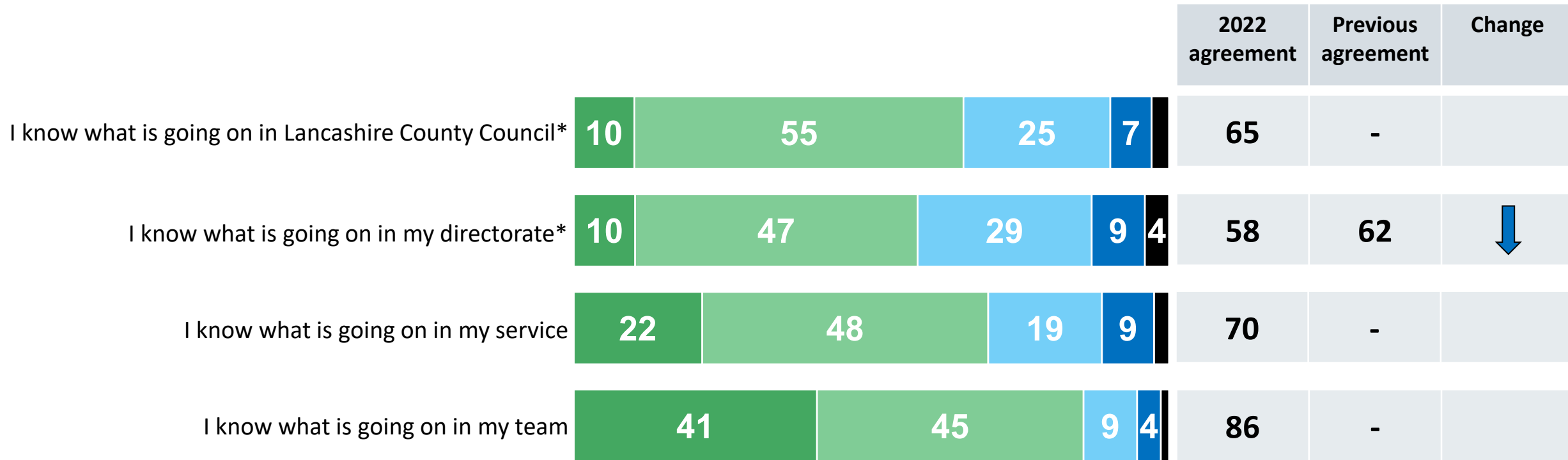
- Staff are more likely to agree than disagree that they have confidence in senior managers and that they treat employees as the most valued asset.
- More staff now agree that senior managers treat employees as the most valued asset than previously.



Base: all respondents (4,560-4,562)

Communication

- Staff are most likely to agree that they know what is going on in their team.
- There is lower agreement that they know what is going on in their service, their directorate or the council.



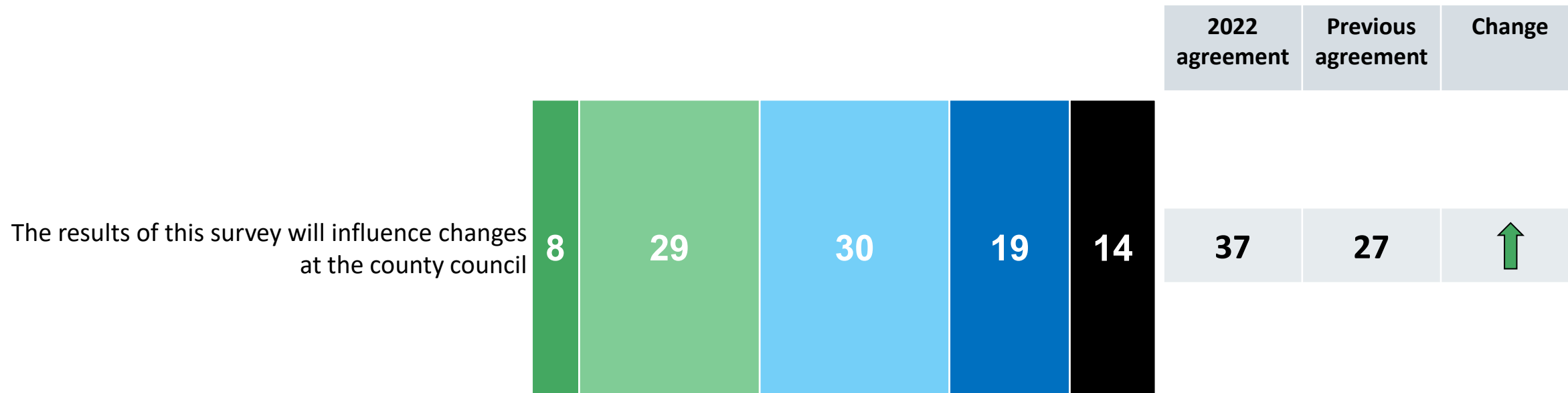
■ % Strongly agree
 ■ % Tend to agree
 ■ % Tend to disagree
 ■ % Strongly disagree
 ■ % Don't know/not applicable



Base: all respondents (4,571-6,058)

Change and the future

- Staff are more likely to disagree than agree that the survey results will influence changes.
- But, more now agree that the survey will influence changes than have agreed previously.



■ % Strongly agree ■ % Tend to agree ■ % Tend to disagree ■ % Strongly disagree ■ % Don't know/not applicable

Base: all respondents (6,066)

Positives

- The two surveys approach and the additional support work has improved the response rate.
- Staff generally continue to enjoy their job.
- Equipment and technology to do the job well has improved.
- Whilst staff feel that their opinion seems to count at work, some don't feel that they involved in changes that affect them and their work.
- Manager generally are seen positively, but there are opportunities for managers to improve the motivation of their teams.
- Senior management perception has improved, and this could be further increased.
- Staff are most likely to know what is going on in their teams.



Improvement areas

- More staff disagree than agree that their pay is fair for the work they do.
- Small decrease in the net promoter score compared to 2021.
- Some feel their own wellbeing is not a council priority, but this has improved.
- Staff are most likely to experienced harassment, bullying or abuse from service users or their relatives, customers or the public.
- Some feel that they are given opportunities for development or career progression.
- Some staff feel there are not enough people in their team to get the job done.
- Whilst more staff now think that the survey will influence changes, more needs to be done to demonstrate this.

