



STAFF SURVEY 2024

Business Intelligence

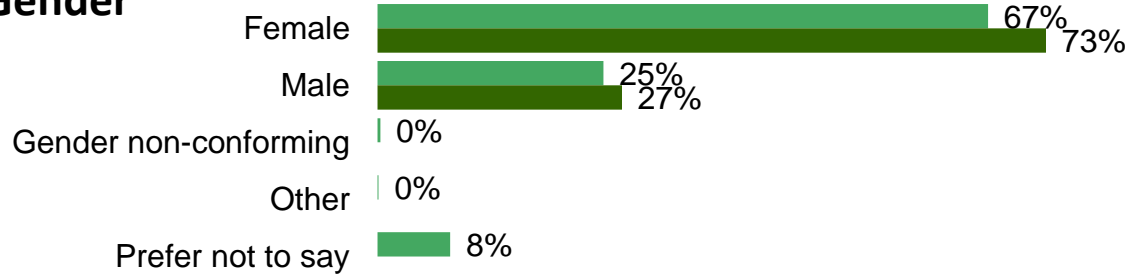
Background

- Census to all 13,384 staff. Excludes teachers and teaching staff.
- Fieldwork from 30 September to 20 October 2024.
- Conducted in-house by Business Intelligence and People Services.
- Online methodology. Catering Services respondents completed a short survey.
- Statements marked * were asked in both surveys.
- Active promotion and targeted support to improve response.
- 6,806 respondents. 51% response rate. In 2023 it was 46%.
- Data are unweighted. Confidence interval is +/-1%.
- Comparisons made to last year's survey, where possible.
- Percentages may not sum due to rounding. Statements in red are negative.

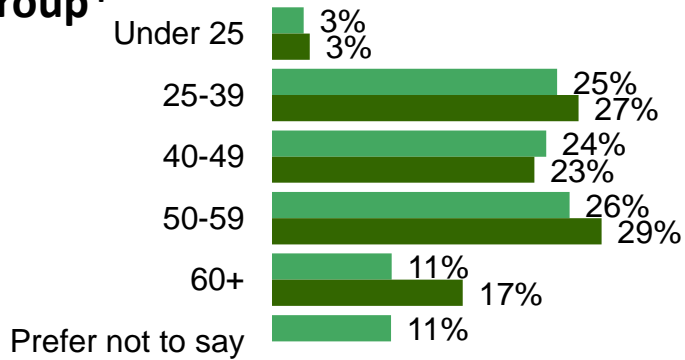


Respondent profile

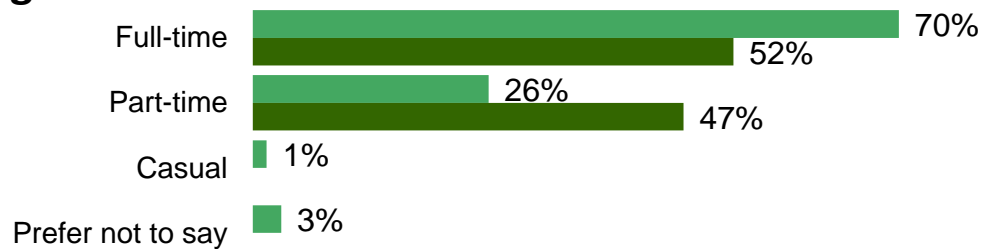
Gender*



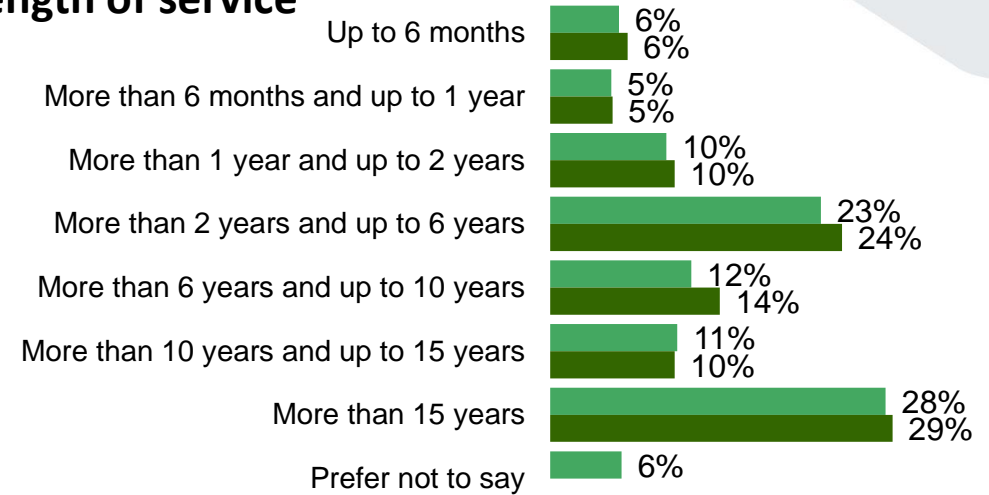
Age group*



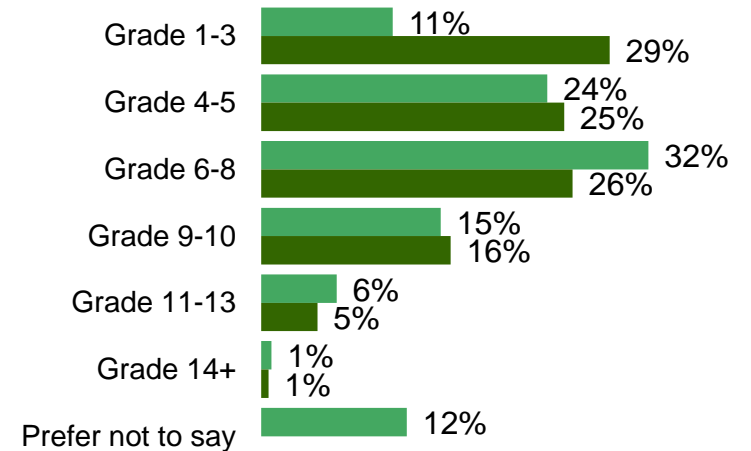
Working hours*



Length of service



Grade*



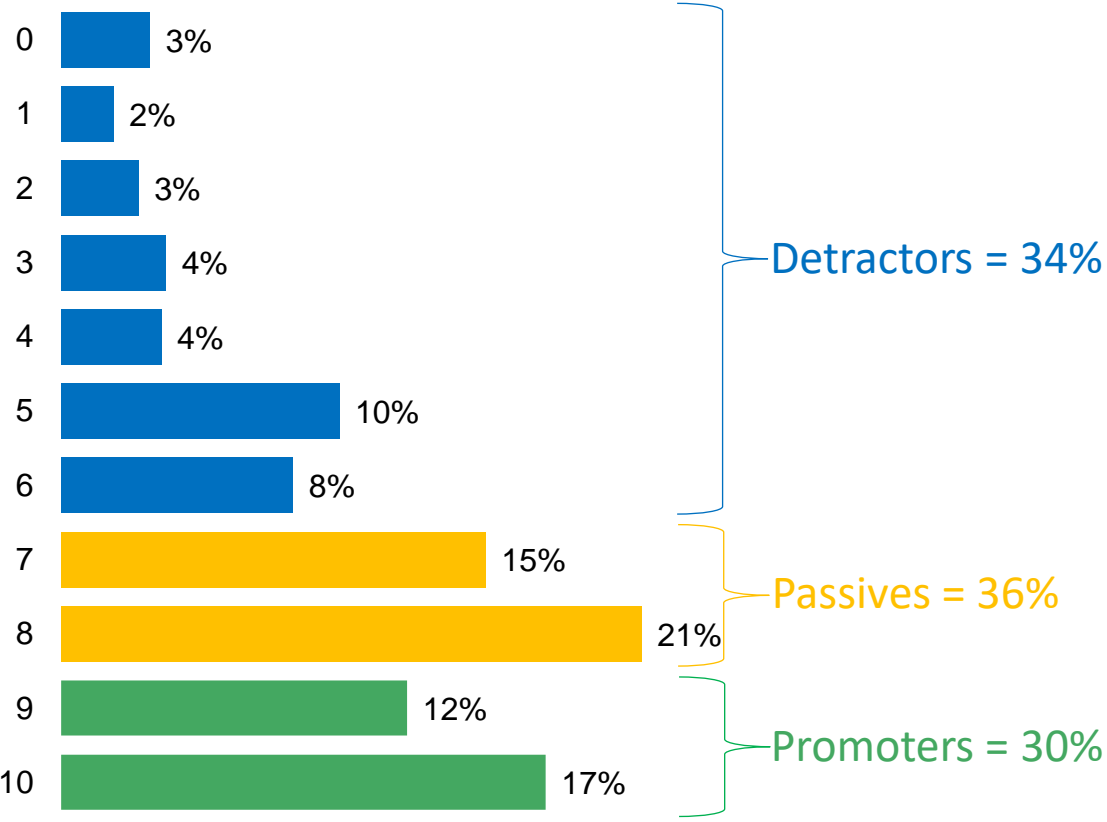
Survey respondent profile

County council profile

Base: all respondents (6,262-6,776)

Recommend the council as a good place to work

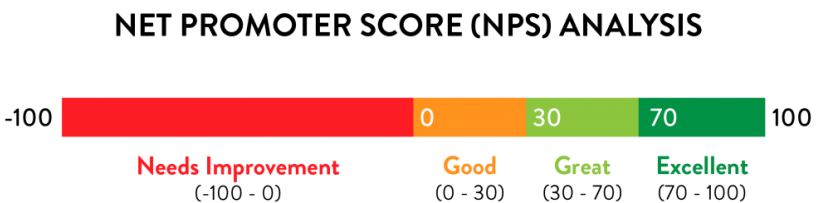
On a scale of 0-10 (where 0 is not likely and 10 is highly likely) how likely is it you would recommend Lancashire County Council as a good place to work?*



Employee net promoter score (eNPS) = 30% promoters - 34% detractors

eNPS 2024 = -4

eNPS 2023 = -7

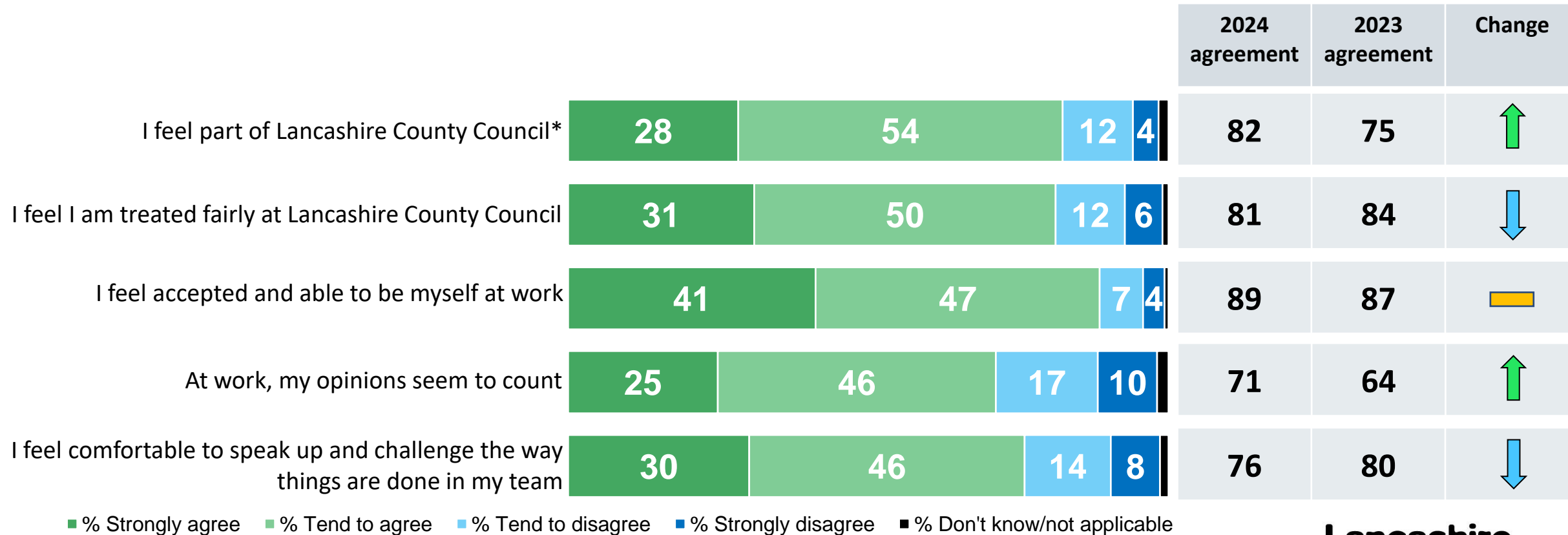


Base: all respondents (6,692)



Working at Lancashire County Council (culture)

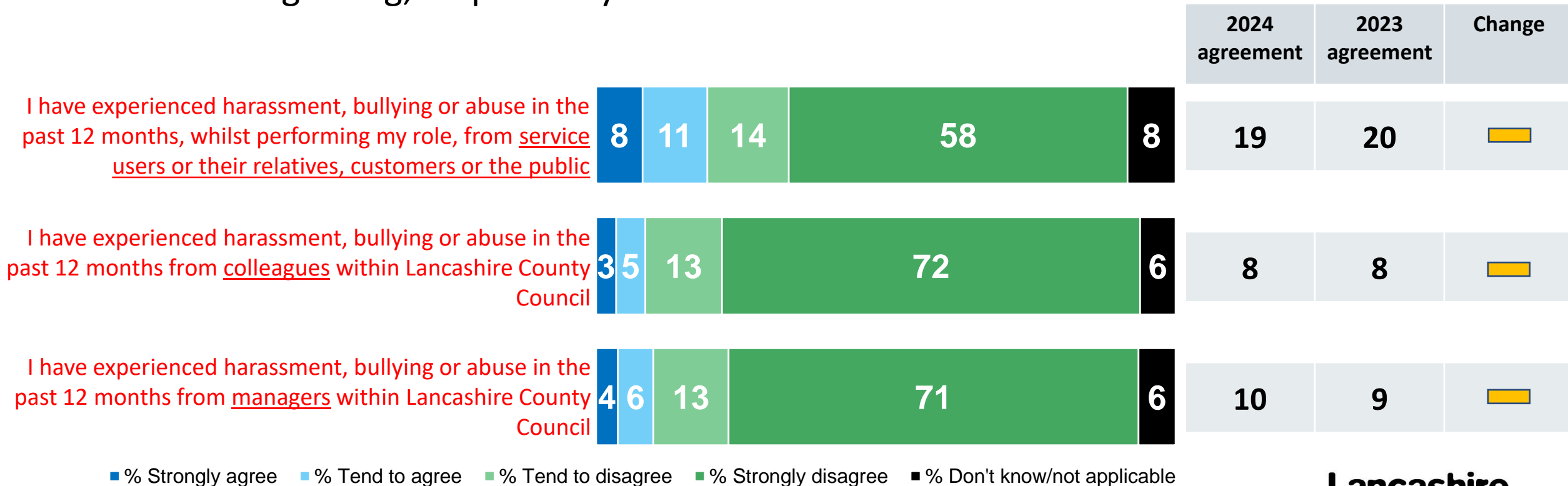
- Many staff agree that they feel part of the council, are treated fairly and feel accepted and able to be themselves at work.
- Many staff say their opinion seems to count and are comfortable speaking up.



Base: all respondents (6,158-6,757)

Working at Lancashire County Council (culture)

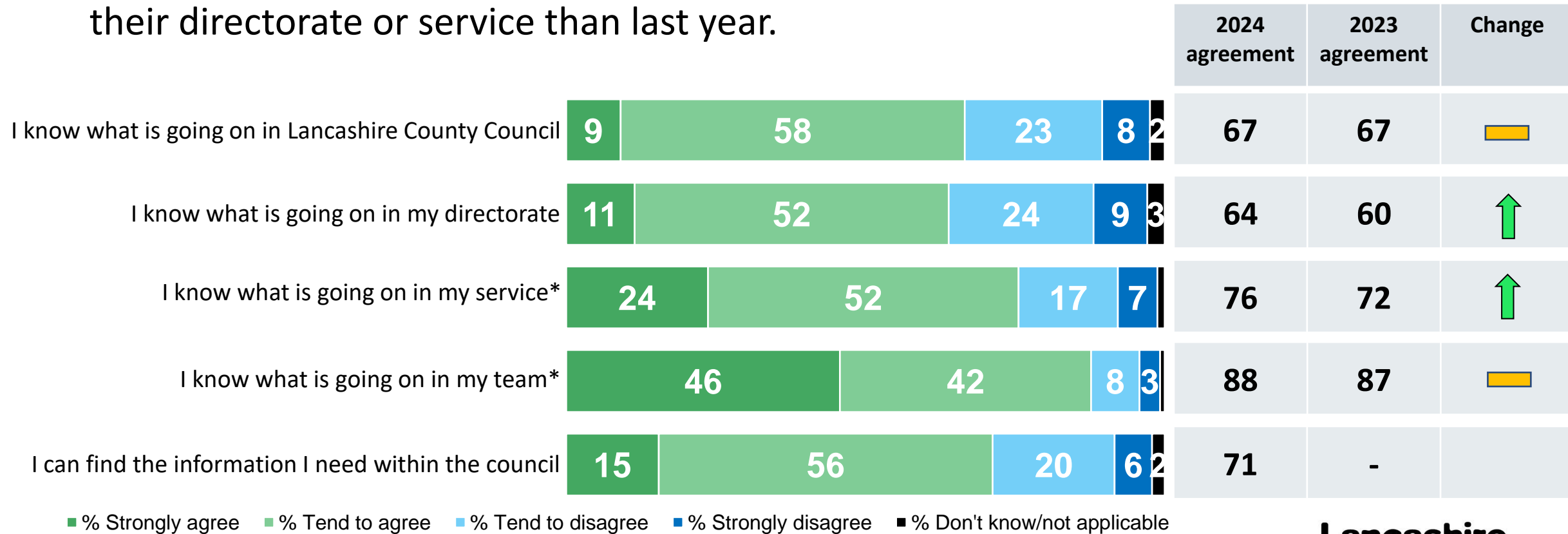
- 19% staff have experienced harassment, bullying or abuse in the past 12 months from service users or their relatives, customers or the public, the same as last year.
- Fewer staff have experience this from colleagues or manager, with 1 in 12 and 1 in 10 staff agreeing, respectively.



Base: all respondents (6,270-6,276)

Communication and change

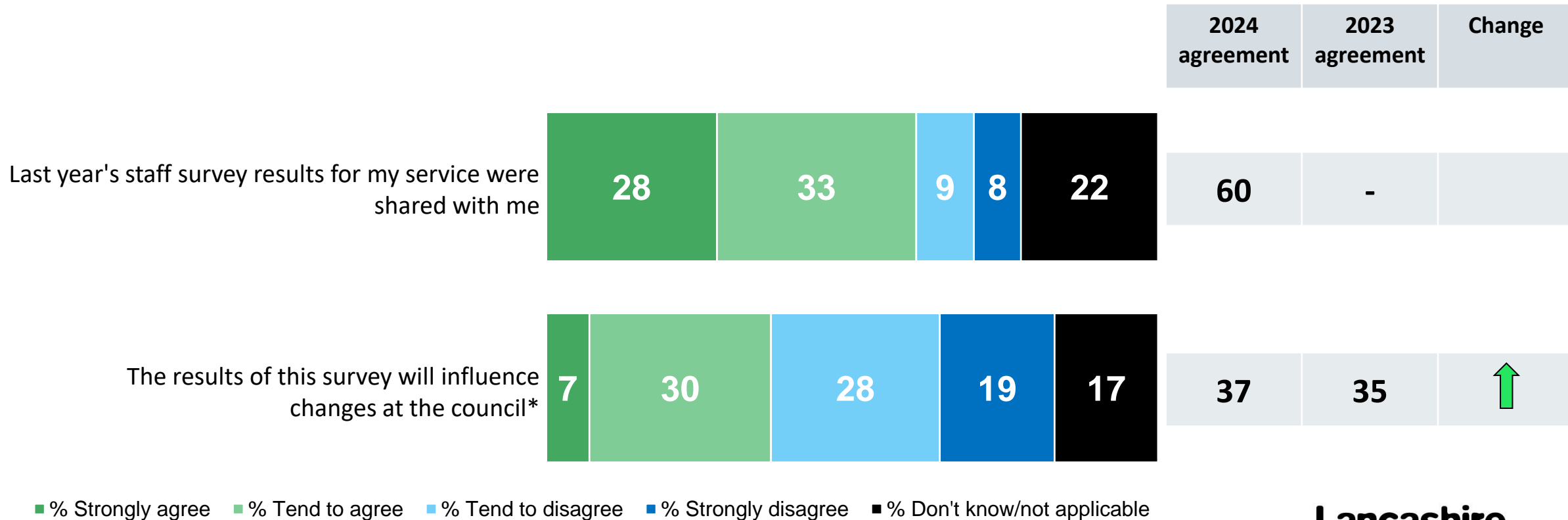
- Staff are most likely to agree that they know what is going on in their team.
- There is lower agreement that they know what is going on in their service, their directorate or the council. But more staff now say they know what's going on in their directorate or service than last year.



Base: all respondents (6,250-6,763)

Communication and change

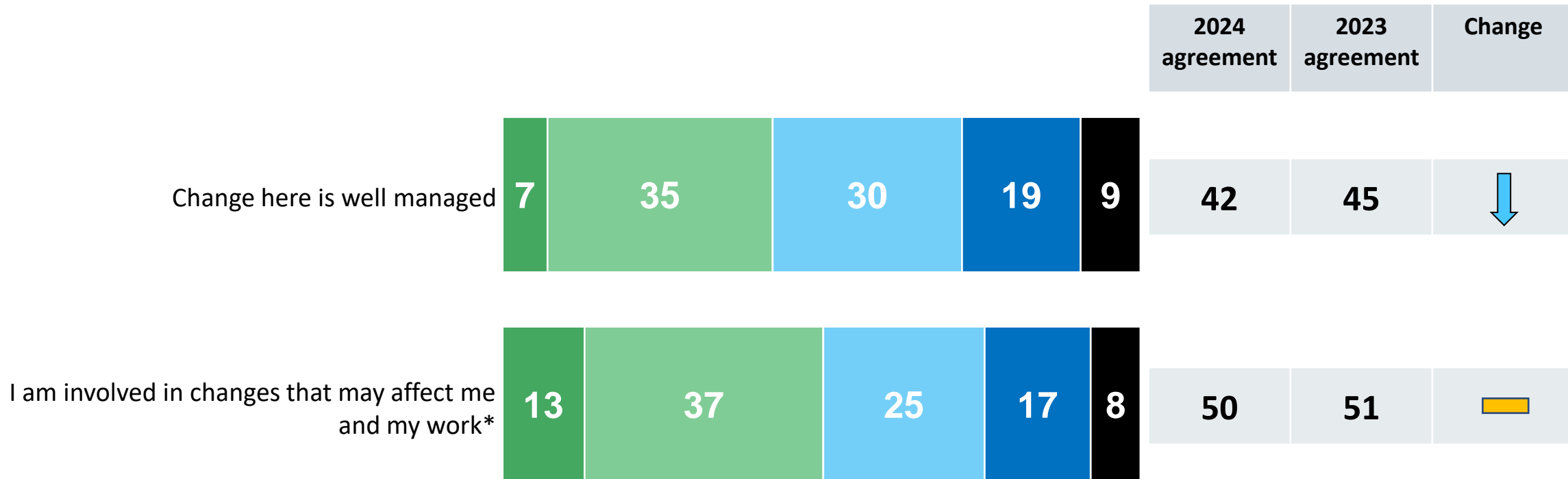
- Three-in-five staff agreed that last year's survey results were shared with them.
- There is low agreement that the results of this survey will influence changes at the council, but this is slightly higher than last year.



Base: all respondents (6,255-6,787)

Communication and change

- Slightly fewer than last year say that change here is well managed.
- There is no change in staff feeling involved in changes that may affect them and their work.



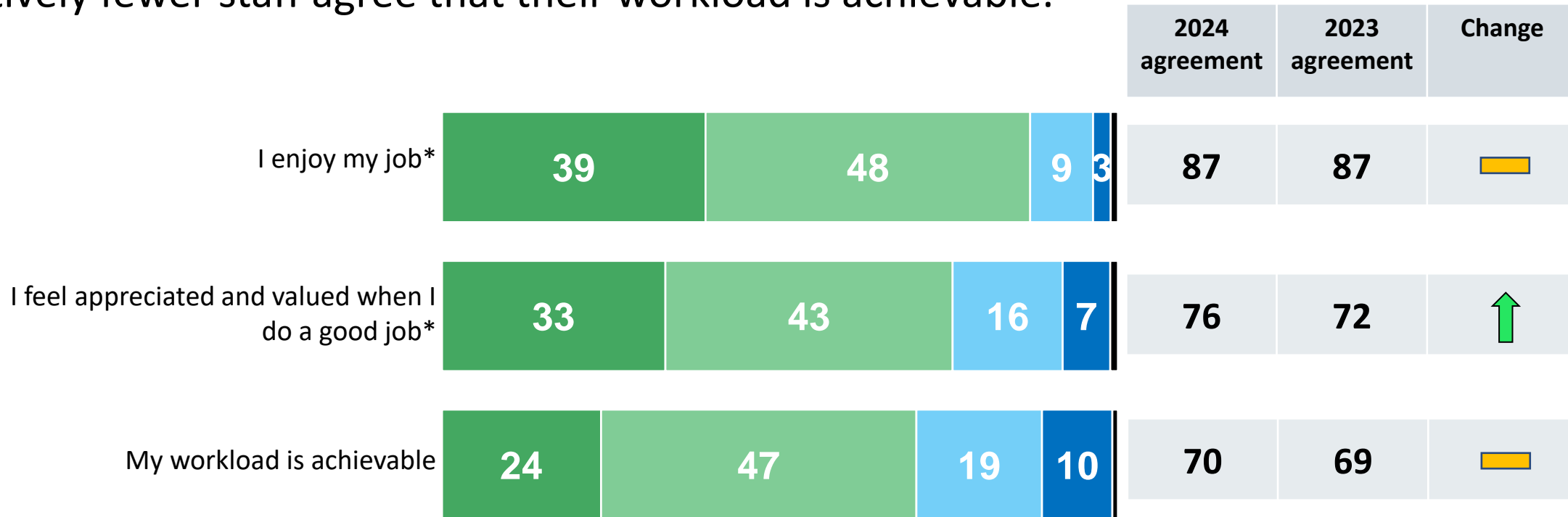
■ % Strongly agree ■ % Tend to agree ■ % Tend to disagree ■ % Strongly disagree ■ % Don't know/not applicable



Base: all respondents (6,241-6,788)

Work and resources

- Most staff agree that they enjoy their job. Feeling appreciated and valued has a relatively lower agreement compared enjoyment, but this has increased from last year.
- Relatively fewer staff agree that their workload is achievable.

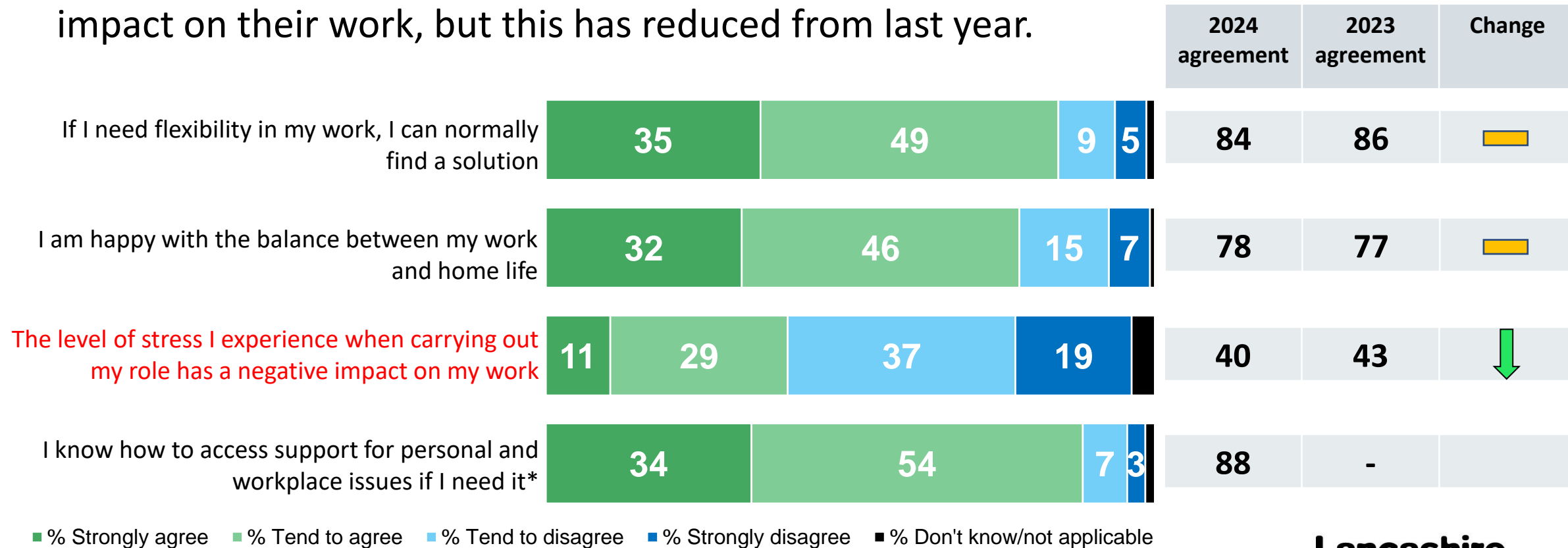


■ % Strongly agree
 ■ % Tend to agree
 ■ % Tend to disagree
 ■ % Strongly disagree
 ■ % Don't know/not applicable

Base: all respondents (6,236-6,773)

Work and resources

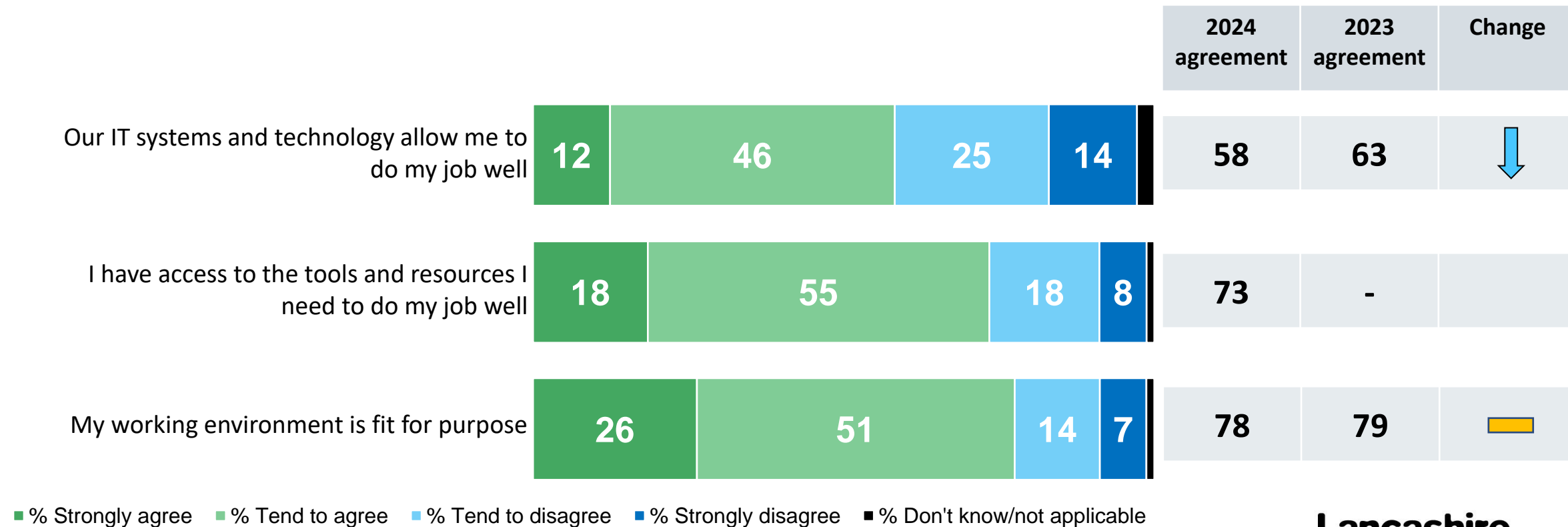
- Most staff can find a solution if they need flexibility. Relatively fewer are happy with their work-life balance.
- Over two-in-five staff agree that stress when carrying out the role has a negative impact on their work, but this has reduced from last year.



Base: all respondents (6,253-6,789)

Work and resources

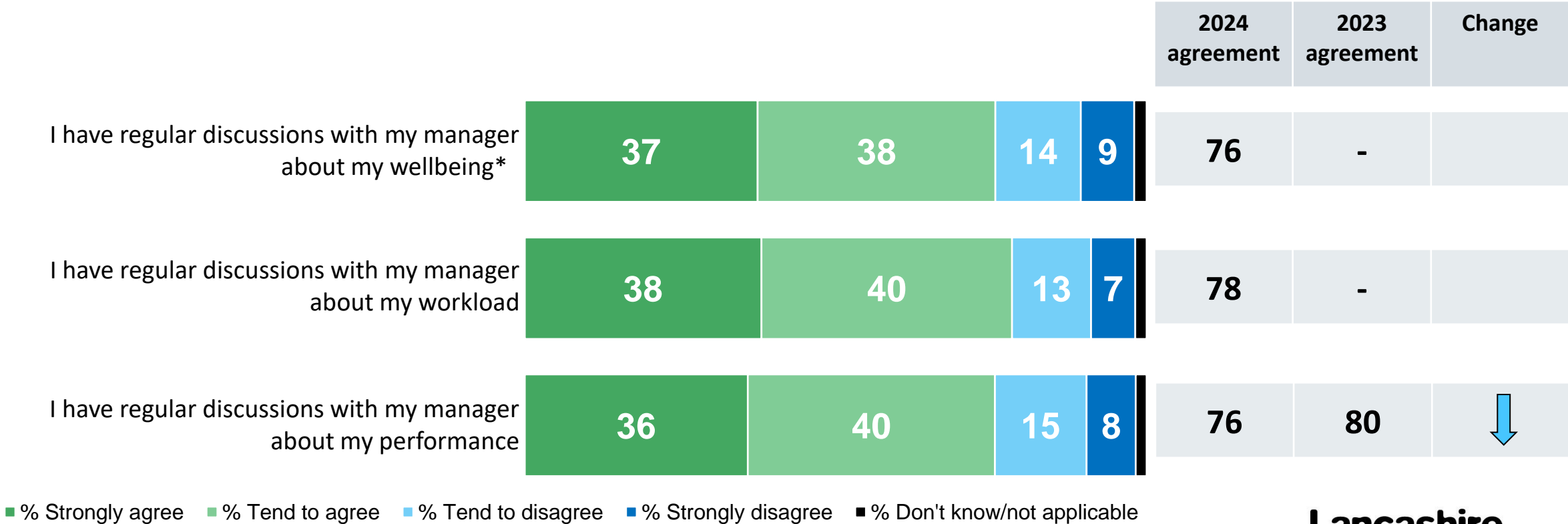
- Compared to last year, fewer staff agree that they have the IT systems and technology to do their job well. Agreement on tools and resources is the same as last year.
- Most staff feel that they have a working environment that is fit for purpose.



Base: all respondents (6,266-6,273)

Performance and development

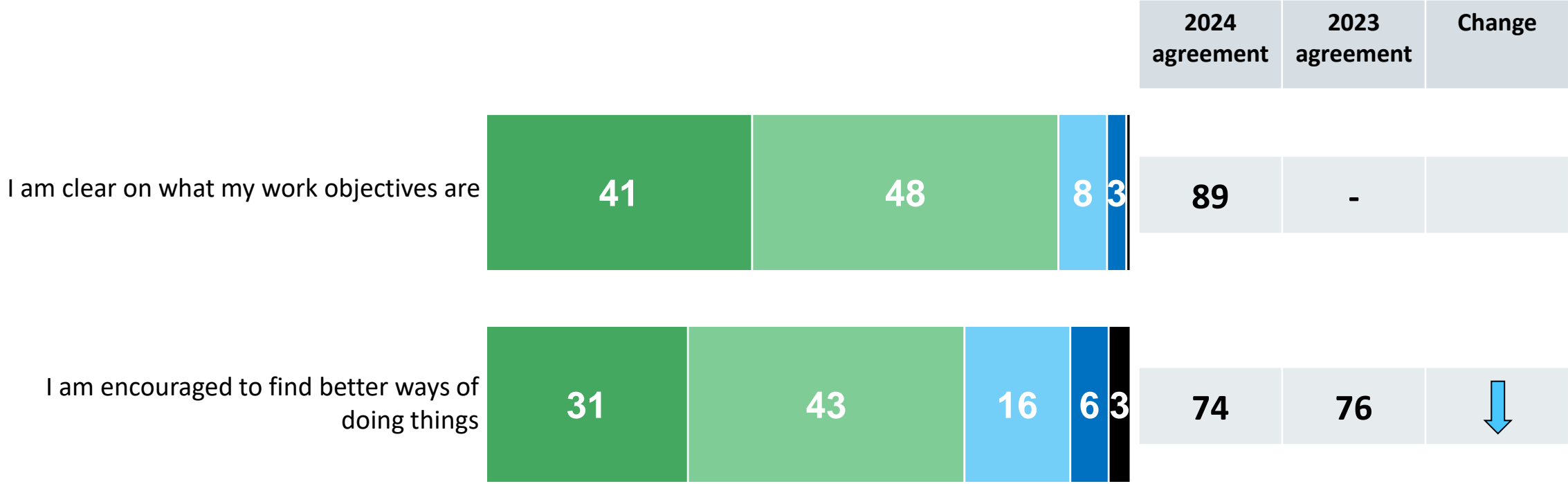
- Around three-quarters of staff have regular discussions with their line manager about their wellbeing, workload and performance. Discussions about performance have decreased compared to last year.



Base: all respondents (6,272-6,802)

Performance and development

- Most staff agree that they are clear on what their work objectives are.
- Many are encouraged to find better ways of doing things.



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

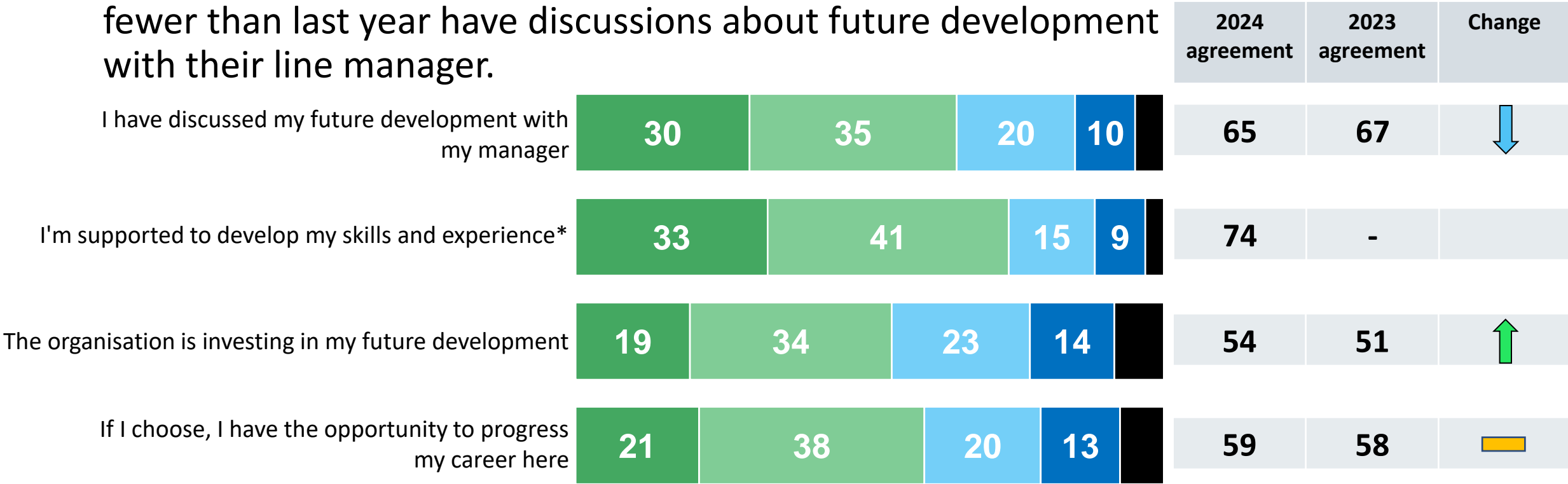


Base: all respondents (6,268-6,271)



Performance and development

- Over half of staff say that they can progress their career if they choose, and think the organisation is investing in their future.
- Many staff agree they are supported to develop their skills and experience. Slightly fewer than last year have discussions about future development with their line manager.



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



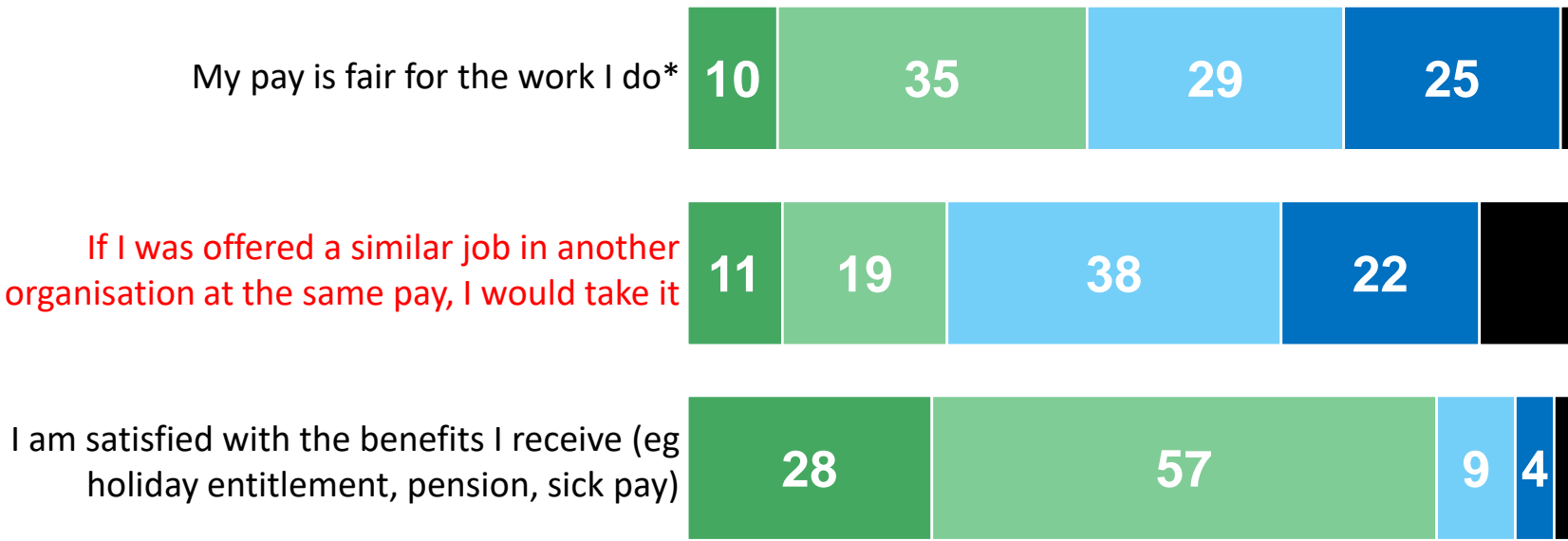
Base: all respondents (6,269-6,789)



Pay and benefits

- Most staff are satisfied with the benefits they receive. There is lower agreement on pay being fair for work done, but this has increased from last year.
- Almost three-in-ten say that if they were offered a similar job elsewhere with similar pay, they would take it. This is unchanged on last year.

| | 2024 agreement | 2023 agreement | Change |
|---|----------------|----------------|--------|
| My pay is fair for the work I do* | 45 | 42 | ↑ |
| If I was offered a similar job in another organisation at the same pay, I would take it | 29 | 29 | → |
| I am satisfied with the benefits I receive (eg holiday entitlement, pension, sick pay) | 85 | | |



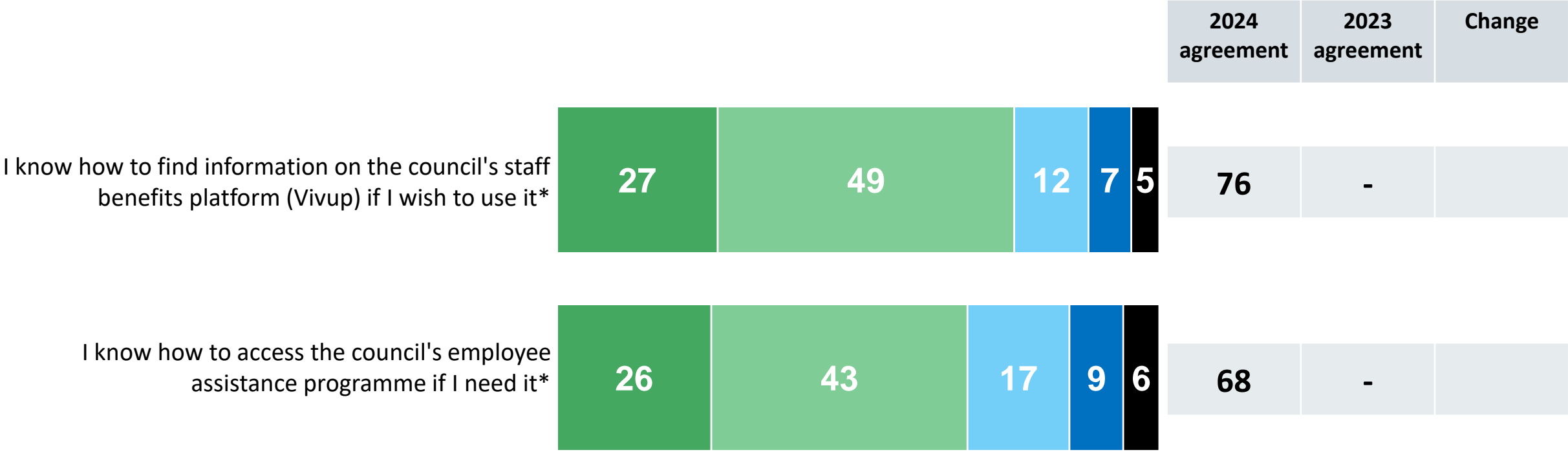
■ % Strongly agree ■ % Tend to agree ■ % Tend to disagree ■ % Strongly disagree ■ % Don't know/not applicable

Base: all respondents (6,231-6,792)



Pay and benefits

- Three-quarters of staff know how to find information on the council’s staff benefits platform (Vivup).
- Two-thirds know how to access the council’s employee assistance programme.



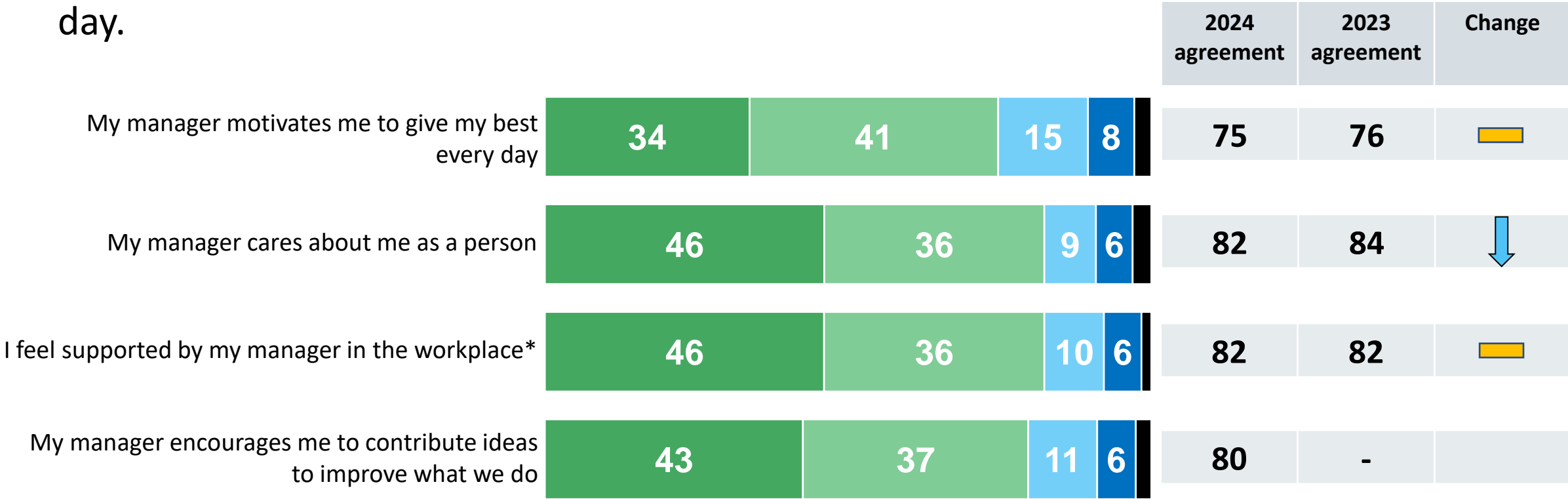
■ % Strongly agree
 ■ % Tend to agree
 ■ % Tend to disagree
 ■ % Strongly disagree
 ■ % Don't know/not applicable



Base: all respondents (6,789-6,795)

Leadership

- Staff are most likely to say that their manager cares about them as a person, supports them and encourages them to contribute improvement ideas.
- Three-quarters agree that their manager motivates them to give their best every day.



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

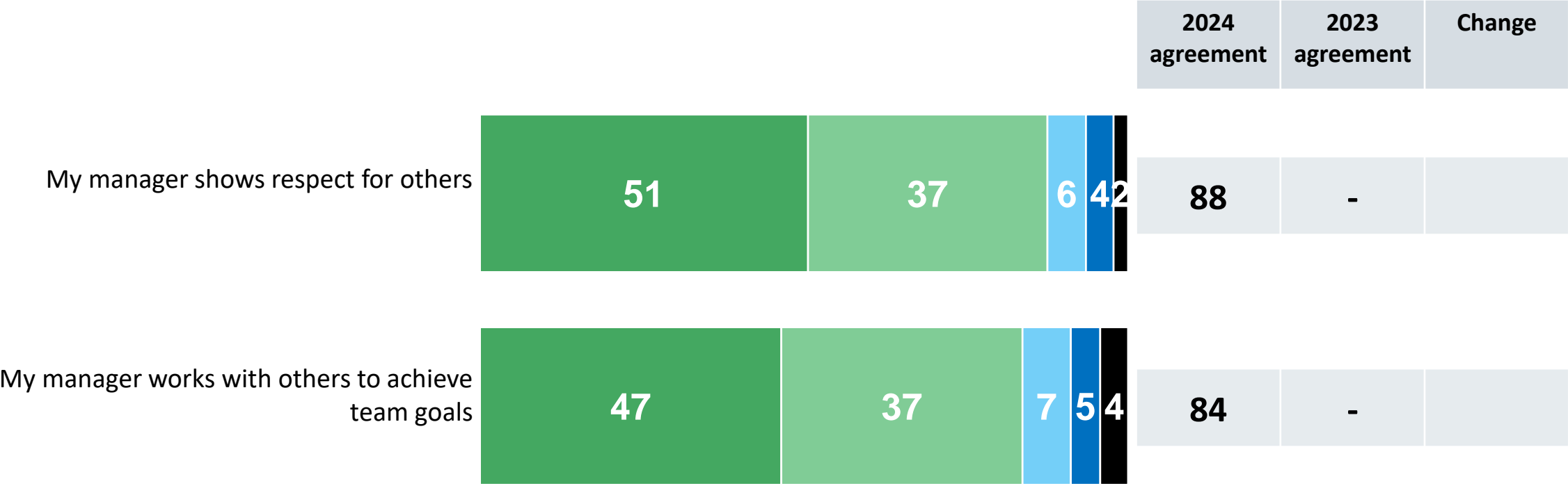


Base: all respondents (6,270-6,785)



Leadership

- Most staff agree that their manager shows respect for others, and that their manager works with others to achieve team goals.



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

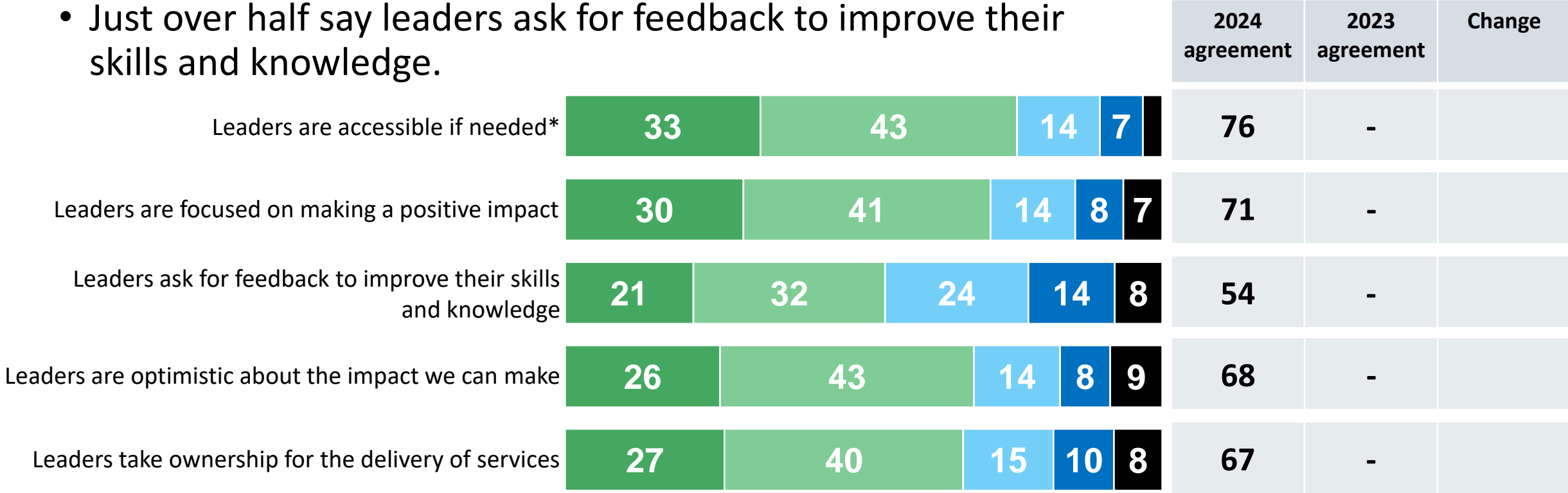


Base: all respondents (6,266-6,268)



Leadership

- About three-quarters say leaders are accessible and focused in making a positive impact. Two-thirds say leaders are optimistic and take ownership for the delivery of services.
- Just over half say leaders ask for feedback to improve their skills and knowledge.



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



Base: all respondents (6,256-6,780)

In your own words...

What are the things we are doing really well at the council?

1. Flexible working and work-life balance
2. Supportive management and team environment
3. Training and development
4. Employee wellbeing
5. Communication

What could we change to improve your experience of working at the council?

1. Pay and compensation
2. Management and leadership
3. Workload and staffing
4. Communication and change
5. Training and development



Positives

- The response rate is higher than last year.
- There has been a statistically significant improvement in eNPS, although it is still negative.
- Many staff agree that they feel part of the council, are treated fairly and feel accepted and able to be themselves at work.
- Many staff say their opinion seems to count and are comfortable speaking up.
- Staff are most likely to know what is going on in their teams, and more now know what is going on in their service and directorate.
- Most staff continue to enjoy their job, feel valued and appreciate, and are clear on their work objectives. Slightly fewer say that their workload is achievable.
- Many staff value the flexibility in their work, feel supported and are happy with work-life balance.
- Many staff know how to find information on Vivup, but fewer know how to access the employee assistance programme.
- Manager generally are seen positively, show respect for others and achieve team goals. But managers could improve the motivation of their teams.
- Leaders are seen positively by many, but they could do more to ask for feedback to improve their skills and knowledge.



Improvement areas

- More staff disagree than agree that their pay is fair for the work that they do. This is unchanged from last year. But they are satisfied with the benefits they receive.
- There is low agreement that the results of this survey will influence changes at the council, but this is slightly higher than last year.
- Fewer than two-thirds of respondents had last year's survey results shared with them.
- Despite staff feeling able to speak up and half feeling involved in change, more staff still disagree than agree that change is well managed.
- Staff are most likely to experienced harassment, bullying or abuse from service users or their relatives, customers or the public. There is no change in this from last year, or the proportion experiencing harassment from colleagues or managers.
- Some staff say that stress in their role has a negative impact on their work.
- Fewer now feel that IT systems and technology help them to do the job well.
- Some do not feel that they are given opportunities for development or career progression. Some don't feel that the organisation is investing in their future, but that has improved slightly from 2023.

