

Staff Survey Headlines

Thank you to everyone who got involved in the 2024 staff survey.

This year we achieved our highest ever response rate, with 6806 of you (or 51% of our workforce) taking part.

- The directorate-level response rates were as follows:
 - Adult Services – 40%
 - Education and Children's Services – 60%
 - Growth, Environment, Transport and Health – 37%
 - Resources – 42%

You may remember that in the survey we provided you with a series of statements and asked you whether you agreed or disagreed.

- The statements with the highest levels of agreement across the council were:
 1. I feel accepted and able to be myself at work
 2. I am clear on what my work objectives are
 3. I know what is going on in my team
 4. I know how to access support for personal and workplace issues if I need it
 5. My manager shows respect for others
- The statements with the lowest agreement were:
 - The results of this survey will influence changes at the council
 - Change here is well managed
 - My pay is fair for the work I do
 - I am involved in changes that may affect me and my work
 - Leaders ask for feedback to improve their skills and knowledge
- The statements on your experiences of bullying, harassment and abuse while undertaking your roles revealed some significant concerns:
 - 1 in 5 of you stated that you had experienced these behaviours from external parties, such as service users, customers or members of the public, in the past 12 months while performing your role.
 - And 1 in 10 of you had experienced these behaviours from internal parties, such as managers and colleagues, in the past 12 months while performing your role.

At the end of the survey, we asked you two free-text questions so you could respond in your own words.

- When asked what we're doing really well at the council, you told us:
 1. Flexible working and work-life balance
 2. Supportive management and team environment
 3. Training and development
 4. Employee wellbeing
 5. Communication
- When asked what we could change to improve your experience of working at LCC, you said:
 1. Pay and compensation
 2. Management and leadership
 3. Workload and staffing
 4. Communication and change
 5. Training and development

You'll notice that some of the topics appear in both sets of responses, for example management or training and development. This tells us that your experiences of these topics may differ greatly, so while we're doing these things well in some areas of the council, it's not consistent across the board.

Having reviewed all your responses to the survey, we have identified four key areas of focus to tackle in order to improve engagement across the organisation:

1. Bullying, harassment and abuse
2. Change management and involvement
3. Leadership effectiveness
4. Pay and workloads

Each service has been asked to identify two actions they will take which link back to any of these areas. Your management teams will be in touch to discuss this with you so please keep an eye out for opportunities to get involved.