

Appendix B One Council Staff Survey Feedback

1 One Council Survey

The 2024 Staff Survey was open between 9th October 2024 and 20th November 2024. All staff were given the opportunity to feedback on a number of aspects of their working lives related to how well we as a council adhere to our values.

167 responses to the staff survey were received in total which amounts to approximately 39% of all staff. Facility to respond on-line and in paper form was provided; and all responses were anonymous.

In addition to the values-related questions; at the request of the Finance, Assets and Performance Scrutiny Committee, additional questions related to staff experience of the One Council programme were included in the 2024 survey.

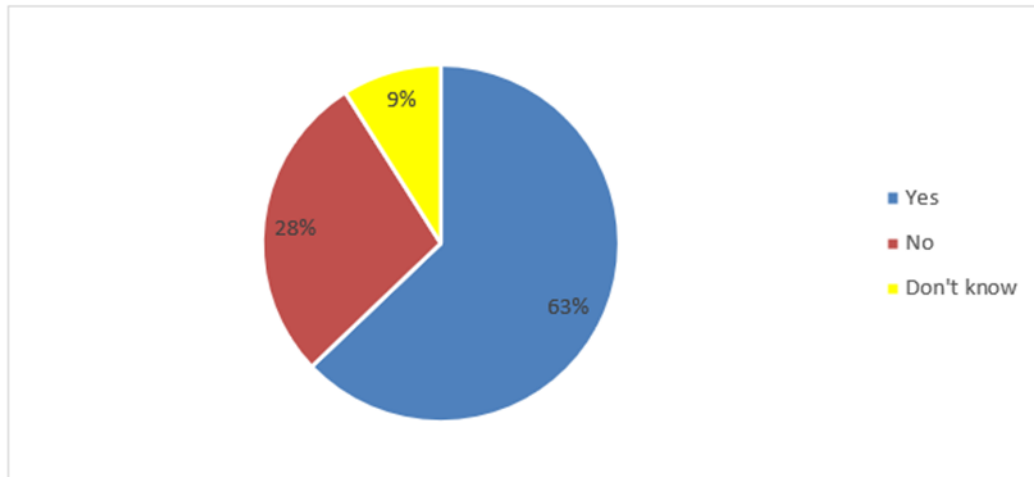
2. Outcomes

The outcomes regarding staff experience of One Council were as follows. It is important to note that the percentages below represent the split of views of the 167 officers who responded, not the entire workforce:

2.1 Awareness

- o 63 per cent had heard about One Council

Figure 26: Have you heard about the One Council transformation Programme? 167 respondents



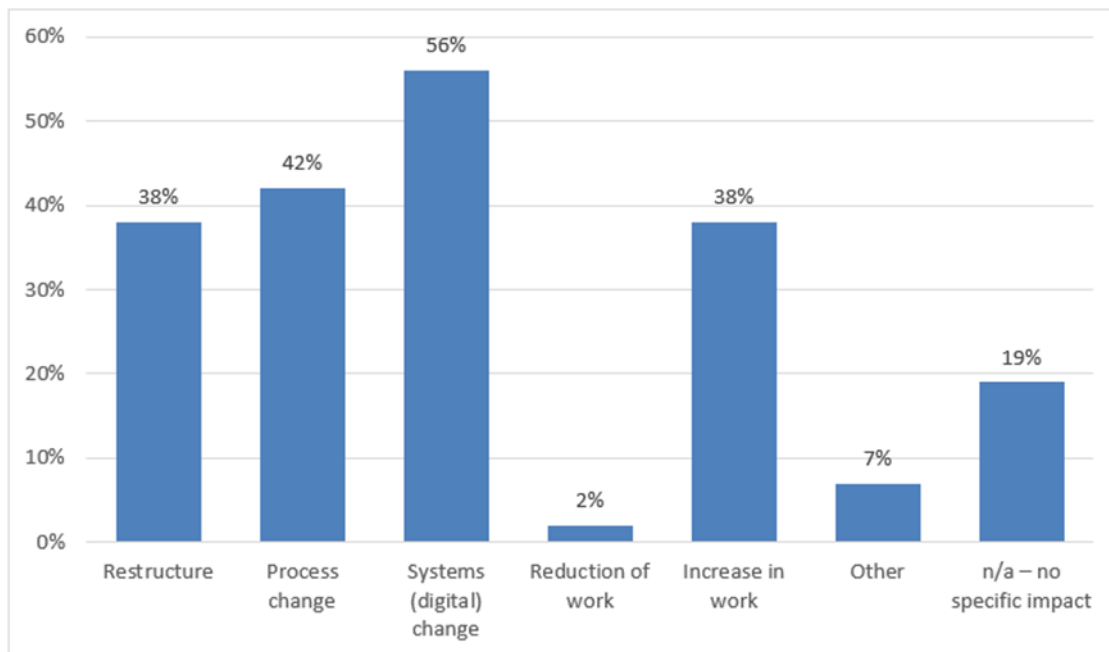
2.2 Impact on teams/roles and outcome

- o 77 per cent felt One Council's impact on their team had been positive or neutral
- o 81 per cent felt its impact on their role had been positive or neutral
- o 78 per cent felt its impact on working with other teams had been positive or neutral
- o 78 per cent felt its impact on how we work with residents had been positive or neutral
- o 75 per cent felt its impact on wellbeing and culture had been positive or neutral

2.3 Changes and Impact experienced by Respondents

Respondents were asked in what ways the One Council Programme had impacted their roles, and the following outcomes were found:

Figure 27: Which of the following impacts has One Council had on your team?



- o 56 per cent had experienced systems/digital change
- o 42 per cent had experienced process change
- o 38 per cent had experienced restructure
- o 38 per cent had experienced an increase in workload
- o 2 per cent had experienced a reduction in workload

2.4 Overall perception, Communication, and engagement.

- o 72 per cent were, overall, positive or neutral towards One Council
- o 78 per cent rated One Council Communication as good or very good or neutral
- o 39 per cent felt able to give feedback on One Council proposals (43 per cent replied neutrally to this question)

3. Further Comment

In addition to the structured answers, respondents were given the option to provide further comment, and 60 comments were received. This amounts to 36% of the total respondents of the survey choosing to respond to this section, and 14% of the entire workforce.

The comments have been themed and counted as below.

Theme	Number	Percentage of total respondents to the whole staff survey	Percentage of entire workforce
Customer hub - negative	21	12.5%	4.8%
Generally negative	15	8.9%	3.5%
Not affected by One Council	3	1.8%	0.7%
Positive	12	7.1%	2.8%
Pros and cons	7	4.2%	1.6%
Unsure about what the programme means	2	1.2%	0.5%

It is apparent from this feedback that some individuals saw positives from the programme as well as those who saw both pros and cons which during widescale changes such as this is very normal and to be expected. Clearly some experiences were not positive.

Positive comments ranged from comments around process efficiency, job creation and financial savings whereas negative comments raised questions around expectations on staff as well as evidence of the impact that change can bring on teams.

Negative comments ranged from comments around communication, perceived impact on customer services and management practices.

Additionally, from the comments received it seems that one main source of dissatisfaction from staff is the operating model in the Customer Hub. Comments related in particular to the reception teams at J2, the depot and at the museum struggling with processes and workload whilst ensuring the customers coming in face to face were served.

4. Response

Prior to the survey having been concluded, Service Directors across these teams had already met to review the provision in these areas and additional support will be provided at the depot and a move to re-establishment of dedicated J2 staff proposed for the coming months. This will be achieved at neutral cost within current budgets.

We will continue to work to enhance line management capability, communications, and support to staff as part of the overall people strategy.