

Meeting	OLC Board	Agenda Item No.	12
		Paper No.	125.8
Date of meeting	25 January 2023	Time required	30 minutes

Title	People Survey Update
Sponsor	Debbie Wright, Head of People Strategy & Services
Status	OFFICIAL

Executive summary
<p>The annual Civil Service People Survey was launched in LeO on 22 September and closed on 31 October 2022. We had 178 responses, giving a 62% response rate, a 6% increase on last year. This report provides information on headline findings; a detailed report will be shared with RemCo at its meeting in March.</p> <p>Key points to draw to Board members' attention are:</p> <ul style="list-style-type: none"> • With the exception of pay and benefits, all 9 core themes showed an improvement on 2021 • The engagement score represents the extent to which employees feel engaged with their organisation based on 5 key statements, with 0% very disengaged, 100% very engaged. LeO's score for 2022 was 59%, a 9% increase compared to 2021 • The highest scoring of the 9 core themes were: Organisational Objectives and Purpose; My Manager, and Inclusion and Fair Treatment • The most improved of the 9 core themes were: My Manager; Leadership and Managing Change; Learning & Development • In response to the questions related to discrimination and bullying/harassment, 87% and 94% said they did not feel discriminated against or harassed/bullied respectively. <p>The headline findings within this report will be shared with staff in early January. A detailed analysis will be undertaken, the findings of which will then be shared with the Executive, Staff Council, the staff networks, management team and staff. As noted above, a detailed report will be presented to RemCo in March and then shared at a later Board meeting.</p>
Recommendation/action required
Board is asked to note the People Survey Update.

Headline Findings: People Survey 2022

- 1.1 The annual Civil Service People Survey was launched in LeO on 22 September and closed on 31 October 2021. This year's response rate was 62%, a 6% increase on last year.
- 1.2 Detailed analysis of the survey results will be a substantive agenda item for discussion at the RemCo meeting in March. However, for the purpose of this paper the following very high-level points are shared to give an indication of emerging themes/issues.
- 1.3 The survey is grouped into the following 9 core themes:
- My work
 - Organisational objectives and purpose
 - My manager
 - My team
 - Learning and development
 - Inclusion and fair treatment
 - Resources and workload
 - Pay and benefits
 - Leadership and managing change.
- 1.4 There are also further questions related to discrimination and bullying/harassment.

People Survey 2022 Headlines

The following headline results show the percentage of favourable scores.

Theme	2022	2021	Variance
Overall Engagement score	59%	50%	▲ 9%
My Work	75%	69%	▲ 6%
Organisational Objectives & Purpose	88%	76%	▲ 12%
My Manager	78%	62%	▲ 16%
My Team	75%	67%	▲ 8%
Learning & Development	49%	34%	▲ 15%
Inclusion & Fair Treatment	78%	64%	▲ 14%
Resources & Workload	77%	63%	▲ 14%
Pay & Benefits	26%	39%	▼ 13%
Leadership & Managing Change	56%	41%	▲ 15%
Discriminated against	87%	76%	▲ 11%
Bullied or harrassed	94%	84%	▲ 10%

- 1.5 As can be seen from the above snapshot, with the exception of pay and benefits, all other core themes showed an increase in satisfaction when compared to 2021. The highest scoring themes were:
- Organisational objectives and purpose (+88%, +12% improvement)
 - My Manager (78%, +16% improvement)
 - Inclusion and Fair Treatment (78%, 14% improvement).
- 1.6 The most improved themes were:
- My Manager (+16%)
 - Leadership and Managing Change (+15%)
 - Learning and Development (+15%).
- 1.7 The People Survey also includes 5 statements to measure employee engagement. These are:
- I am proud when I tell others I am part of my organisation
 - I feel a strong personal attachment to my organisation
 - My organisation inspires me to do the best in my job
 - My organisation motivates me to help it achieve its objectives
 - I would recommend my organisation as a great place to work.
- 1.8 Responses to these statements are combined into a summary index score to show where our organisation sits on a scale of very disengaged (0%) through to very engaged (100%). In 2022 our engagement index was 59%, an increase of 9% compared to 2021.
- 1.9 Whilst it is very pleasing to note the clear positives from the above, we recognise that these are high-level findings and need to be considered further within the context of the overall survey, the detail of which will be shared with RemCo and the Board in due course. The findings will also be shared across the business and will be supported by specific actions to address emerging issues/areas requiring further improvement. These will also inform the 2023/24 People Strategy and EDI Strategy going forward.