**Staff survey Action Plan 2022**

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| **Topic** | **Because you said….** | **We will…..** | **Other things that are linked to this or need to happen first** |
| 1. Hybrid working (work location) | 78% of you scored 8 or more out of 10 for how the hybrid policy was working for you  The average rating you gave was over 8.5\*  Meeting your colleagues in person is getting easier as the Covid measures are reduced | * Confirm the hybrid working pilot has succeeded and we will adopt a hybrid working policy approach by default for all those who are eligible * Continue to unwind the Covid measures as we are able to do so | * Hybrid working will remain a policy as opposed to change of terms and conditions |
| 1. Working environment | There were comments about not seeing people in person on the days you came to the office  For those of you who said you would consider leaving MVDC, many of you said that improvements to the working facilities would make it less likely you would want to leave | * Adapt and enhance the office environment – we recognise it is a key part of the overall employee experience * Seek to provide working space that promotes a hybrid working model and so that the office space supports face to face discussions with colleagues across different teams | * Ensure cost of changes provide return on investment (linked to recruitment and retention) * Staff engagement to build on themes of Environment, Collaboration and Equipment. |
| 1. Flexible working (time of work) | Flexibility in terms of when you worked was OK for nearly 94%  45% of you said you pretty much had all the flexibility you need  Delays in recruitment can impact your ability to get the job done | * We will reinstate the strap line ‘happy to talk flexible working’ in job adverts to increase candidate pools * We will seek to remove blockers to allowing different working patterns where requested (e.g. condensed hours, 9-day fortnight etc.) by driving customer self-service, ensuring services are supported digitally, adopting cloud solutions where possible, encouraging customer channel shift, connecting systems and minimising manual interventions. | * The position will be reviewed for any hiring managers who do not want to include the strapline * There will be consideration of customer contact to ensure this is not compromised |
| 1. Flexi-time | 2/3 of you use ‘flexi’  Just under half of you said you use it and like it  Over a third of you said you take flexi-time days off  A fifth of you just like to record the hours you are working  Many of you are just doing it because you’ve always done it and don’t know if your manager monitors it or just like to record the hours you are working  Some of you made comments about inflexibility of core hours  Lots of you commented that the flexi clock is inflexible  94% of you scored 4 or more out of 5 when asked about trust | * Continue to provide flexi-time for anyone eligible, but * Retire the flexi-clock, and * Review the application of ‘core hours’ within services | * We will discuss impact and logistics with managers before making any changes |
| 1. Skills and progression | 88% of you scored 8 or more when asked if you had the skills you needed for your current job  54% of you scored 8 or more when asked if you had opportunities to improve your skills to progress to another role either inside the Council or in your profession/area  Just under 18% of you feel ready to progress now  At the time of your response, not all of you had your PDR | * Promote new and current methods of learning and development that will be open to all, giving employees the tools to learn and develop on a daily basis to support and enhance skills growth and to keep pace with the changing world of work * Continue to reinforce the value and importance of individual conversation through 121s and Performance Development Reviews * Encourage job shadowing and mentoring so staff can get a flavour of what a different job involves * Continue to provide study leave for approved exams | * There are new learning and development systems being rolled out that will modernise our approach to learning and development, making it more accessible, more relevant, and more appealing * From April 2022 learning needs analysis, based on PDR assessments, will inform any additional general skills development and opportunities |
| 1. Connection with colleagues | 80% of you rated 4 or more when asked how easy you found it to connect with colleagues  Some of you said it was harder without having photographs  There were comments about not knowing new starters  Two thirds of you have regular or more frequent monthly 121s (a further 10% have regular but slightly less often) | * Include photographs of new starters in Molly announcements of monthly joiners * Encourage everybody to provide photographs of themselves on their Teams profiles * Continue to reinforce the value and importance of individual conversation through regular 121s and Performance Development Reviews and – * Where this is not happening – encourage you to raise with your SLT lead | * When new starters have their photographs taken for their passes the photo will be included in the monthly Molly announcements * Improvements to the office environment will enhance collaboration in person in the office |
| 7. Recognition | 86% of you said you were given opportunities to ‘shine’ if you want to  8.5% of you said you were never given this opportunity  Many of you from non-customer facing services particularly commented that you were not recognised through the Shine Award | * Continue to promote the Shine Award for all services, including those who are not directly customer-facing * Encourage wide range of applications from across the whole organisation |  |
| 8. General | 83% of you are satisfied or very satisfied with MVDC as an employer  You gave the hybrid policy 8.5\* (and it will become our default approach where possible)  93% of you are happy with the flexibility you have in terms of when you work  Overall you feel your manager and the organisation have supported you well through the pandemic  Over 90% of you feel your line manager understands your work and 94% of you scored 4 or more out of 5 when asked about trust  The most commonly used word (by some way) in describing MVDC culture is “friendly” followed by supportive and flexible | * Continue to promote the good things about working for MVDC through video stories and promotional material * Continue to encourage managers to embrace hybrid and flexible working leading to enhanced trust and understanding * Continue to encourage hiring managers to promote opportunities to join through their networks * Identify people who have transitioned their careers since joining MVDC to build awareness of a local employer that has a track record in giving people variety of work and ability to develop beyond their current specialism |  |