

Management Board

2009 Staff Survey

Paper by Staff Survey Project Managers

Purpose

1. This Paper provides an update on the 2009 staff survey and includes a 'Headline Report' of results from the survey company, GfK.

Actions for the Board

2. The Board is invited to:
 - 2.1. Agree distribution of the Headline Report to all staff before the summer recess;
 - 2.2. Note the 'next steps' regarding more detailed results and reporting and action planning;
 - 2.3. Agree to a presentation of results and action planning at the September Board meeting.

Consultation

3. None as yet – see 'next steps'.

Headline results

4. GfK have provided a Headline Report capturing the initial findings of the 2009 Staff Survey. This is attached.
5. It is proposed that this report is made available to all staff before the summer recess.

Next steps

6. Similar headline results, by department, will be available and will be sent to Director Generals before the summer recess. It is proposed that these results are presented to the board at their first meeting in the autumn.
7. A full report and reporting tool to enable further investigation of the results will be available for departments from mid August. This will provide greater detail and will facilitate action planning.
8. It is expected that departments will draw up departmental action plans in September / October.

9. Heather Bryson will work with departments to co-ordinate House-wide action planning to ensure a consistent approach and ensure links with Investors in People assessment results. This will also feed into the wider development work that she is taking forward.
10. The project managers are working with Internal Communications on Staff Survey communications. It is proposed that a simple message is sent out to staff with a link to the headline results on the intranet. There will be alternative arrangements for staff without intranet access. This message will be sent out before the summer recess and will also explain that there will be more communications to follow.

Actions from last year

11. The board are reminded that actions taken as a result of last year's survey are published on the intranet:
<http://intranet.parliament.uk/administration/hoc-management-board/staff-surveys/> grouped under the four key areas agreed by the Management Board:
 - Leadership and management
 - Involvement and co-operation
 - Fairness and respect
 - Performance and reward

2009 results – points to note

12. The report provides a summary of this year's results however the following points are highlighted:
 - Most scores have increased. In particular, staff satisfaction has increased across most departments with about two thirds of employees now satisfied;
 - The increases from last year are illustrated in eight out of the nine categories; the exception is 'Change' which has slightly decreased;
 - There have been clear improvements *overall* in three of the four key action areas noted at paragraph 11 above. However, the scores for Fairness and Respect have fallen; for example, fewer staff feel that they are being treated with fairness and respect regardless of their grade;
 - Although the Department of Facilities and PICT have given the least positive category ratings, these are still an improvement on last year's results.

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Staff Survey Project Managers

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