



Staff Survey 2010

Responsible Board Member(s) Simon Burton
Paper prepared by Simon Burton and Alison Couch
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Summary: A timetable and draft action plan following the 2010 Staff Survey.

Summary of actions requested:

- to refer the draft action plan to the HRSG;
- to agree that the comments report be made available to Heads of Office and ICG representatives for distribution on request;
- to agree the timetable (para. 2 below) leading to consideration of a Corporate Action Plan at the July meeting of the Board.

1. The narrative report of the findings of the Staff Survey has been circulated separately to the Board. I will not repeat the findings here, as they are helpfully summarised by ORC who conducted the Survey. The results are also helpfully linked to liP indicators. I only note that the results were very positive in a number of areas, including the rate of return of responses and the level of pride staff feel working in the House of Lords. There are, as expected, also several areas where work can be done. This paper accordingly offers a process for taking forward action.
2. It is important that the Board shows a commitment to acting on the results of the Survey and to do so quickly. The Board has previously agreed that a corporate action plan should be prepared in time for the July meeting of the Board. The following timetable is proposed:
 - 25 May - Board considers Survey results and refers draft action plan to HRSG
 - 1 June - Survey results promulgated to staff through Management Board News
 - Early June - HRSG and ICG consider Survey results and draft corporate action plan
 - 11 June - Senior staff to discuss outcome of Survey (*meeting already planned*)
 - During June – consideration by offices of possible actions in their areas
 - By 25 June - Draft corporate action plan agreed by HRSG
 - 7 July - Board considers draft corporate action plan
 - By mid July – Corporate action plan published to staff
 - By summer recess – All Staff seminar on the corporate action plan
3. The Annex sets out a draft action plan for consideration by HRSG, on the basis of initial analysis of the Survey data. The plan will be considered with input from HRSG, ICG, Senior Staff and individual office meetings.
4. The Board is also invited to agree that the Staff Survey Comments Report be made available to Heads of Office and ICG representatives for distribution on request.

17 May 2010

Simon Burton

ANNEXE – DRAFT CORPORATE ACTION PLAN

SURVEY RESULT	DRAFT ACTION	PROPOSED OWNER	POSSIBLE TIMETABLE
“Some room for improvement” on recognition	Promulgate total reward package	Director of HR/HRSG	By September 2010
“relatively high levels of uncertainty” regarding fair treatment	Office meetings and focus groups to explore any local issues Review current legislation/Commons single equality scheme Review timing of training proposed for 2012 (bring forward?)	Heads of Office Director of HR/HRSG Director of HR	By September 2010 By March 2011 October 2010
Training and development – some	Review provision and evaluation of training	Director of HR	October 2010 (for liP assessment)
Negative scores on career prospects – linked to liP criteria	Office meetings and focus groups to explore issues in detail. Explore with liP assessor Explore at senior staff meeting on 11 June	Director of HR/HRSG	October 2010 (for liP assessment)
Uncertainty in describing how learning and development needs have been met (links to liP framework)	Office meetings and focus groups to explore issues in detail. Explore with liP assessor HRO to develop evaluation of training Explore at senior staff meeting on 11 June	Director of HR/HRSG	October 2010 (for liP assessment)
Decreased perception of usefulness of team meetings	Meetings training began in May Office meetings and focus groups to explore issues in detail.	Heads of Office	By summer recess 2010
More active encouragement of staff to participate in business planning	Raise at senior staff meeting Explore at Office meetings	Heads of Office	By submission of Business Plans in October 2010
Significant drop in administration keeping staff informed	Heads of Office to explore issues in their area with Internal Communications Manager Research on what engagement means/information sources Cover communications in meetings and management training	Heads of Office Internal Communications Manager/ICG/HRO	By ?October 2010 December 2010 May 2010 –May 2011
Uncertainty about process and opportunities for upward feedback/neutral & negative scores that views are welcomed	Addressed partly by the initiatives in development that will connect staff with the Management Board. Feedback mechanisms needed within the larger offices. More promotions of feedback opportunities	MB/Internal Communications Manager/Heads of Offices	From June to Dec 2010
High neutral scores for leadership and vision	Board to review what more can be done Possible all staff seminar on corporate values	Director of Corporate Services	By September 2010
Uncertainty concerning commitment to protect environment	Workshops planned Establish ongoing cross-House team (with Charlotte Simmonds) to raise awareness	Director of Corporate Services	From July 2010?
Concerns about work/life balance	Heads of office/managers to explore issues with individual staff	Heads of Office	No later than 2010 ADR process
Neutral scores on taking action	Publish Staff Survey corporate action plan Quarterly reports to the Board on actions taken	Director of Human Resources	By July 2010 From November 2010