

A photograph of a busy London street at dusk. The scene is filled with pedestrians on the sidewalks and a red double-decker bus in the middle of the road. The buildings are grand and multi-story, with many windows. The lighting is dim, suggesting twilight. The overall atmosphere is one of a bustling, historic city.

Our Voice 2018

WCC Results into action

ENGINE

Outline

01. **Headlines**

02. **Employee engagement**

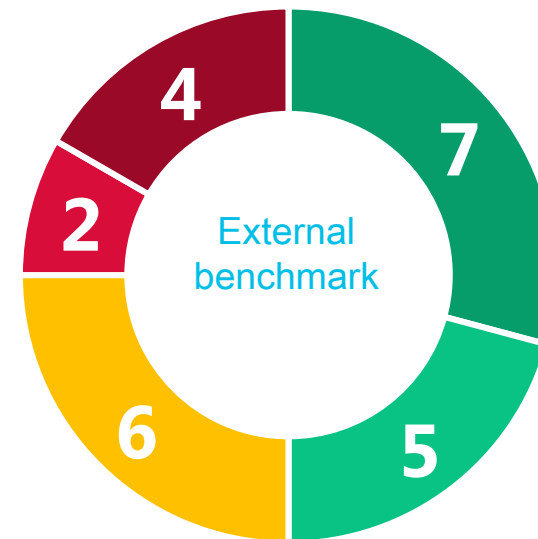
03. **Summary and next steps**

Results overview

Response Rate: **62%**
Vs 2017: =

Engagement index: **70%**
Vs 2017: +4

How the questions compare to comparative data



Employee Engagement



‘Say’ refers to the **pride** and **advocacy** employees have for the council

‘Stay’ refers to the emotional **commitment** and **attachment** an individual feels towards the council

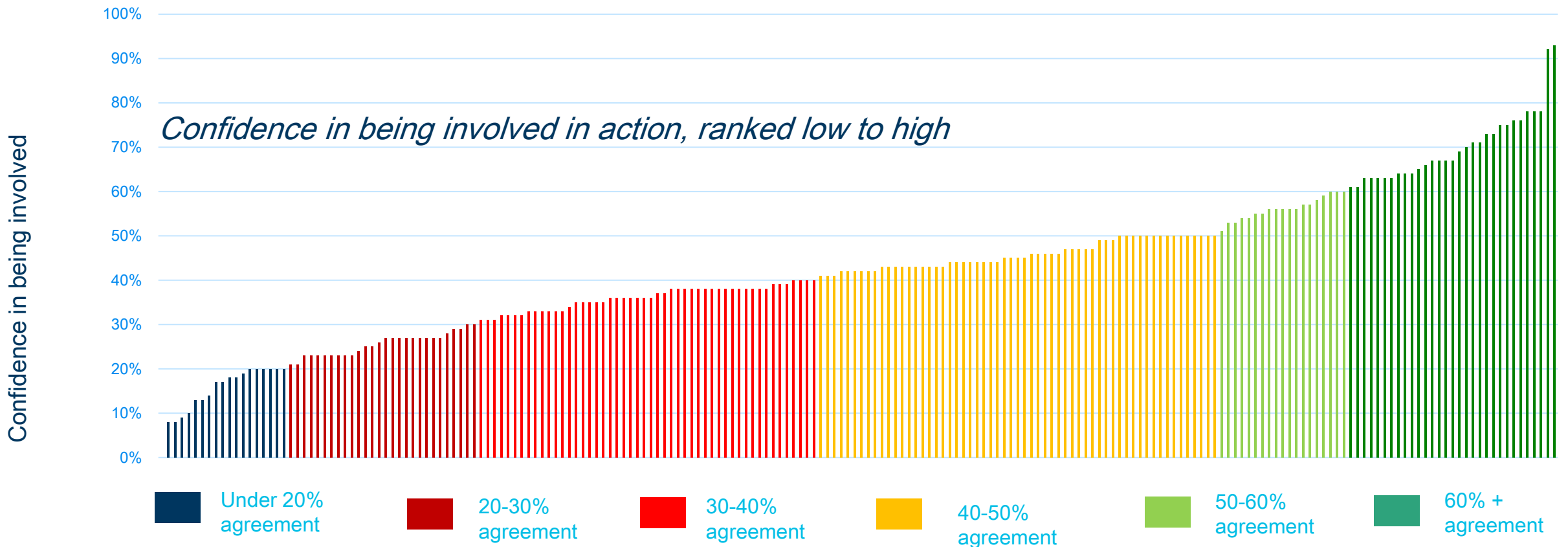
‘Strive’ is about how **motivated** and **inspired** employees are to help the council achieve

SAY	RESPONSE SCALE	% POSITIVE	Variance from 2017	Variance from BM
Q30. I am proud to work for the council		74%	+4	+6
Q31. I would recommend the council as a great place to work		61%	+8	+7
Q32. If I were a member of the public contacting the council, I would be confident of a good service		61%	+5	-
STAY	RESPONSE SCALE	% POSITIVE	Variance from 2017	Variance from BM
Q33. I feel a strong sense of belonging to the council		54%	+4	+4
STRIVE	RESPONSE SCALE	% POSITIVE	Variance from 2017	Variance from BM
Q34. I am committed to helping the council meet its goals and objectives		89%	+1	+3
Q35. Working here makes me want to do the best work I can		80%	+4	+8



Taking the survey forward

Belief in having the opportunity to be involved in the actions following the survey **50% +8** vs 2017



In summary

The council is increasingly seen as an employer of choice – 61% would recommend as a great place to work

To drive engagement further the council needs to continue to deliver for service users whilst valuing colleagues

Trust in leadership is growing, though efforts are needed to convince longer serving employees

Colleagues sense of being valued is driven by career development, being informed and involved

Comments highlight frustrations with the working environment, facilities and technology

Completed actions

- Early November - 1-1 session with Executive Directors (EDs) and HR Business Partners (HRBPs) to discuss results and insight for each unit.
- Early to mid November - EDs share at Senior Management (SMT) meeting and agree action plans implementation.
- November-December– Presentation of results at SMT meetings, one to ones with every manager receiving a report.
- November-December – Directorate results shared with their respective staff and driving action to build on progress made.
- 1st December – Successful launch of new IBC system enabling better tools, data and user friendly navigation.
- 3rd December – Staff conference.
- January – Implementation of staff networks to drive collaboration, involvement and diverse views.
- January – Rollout of Windows 10 to provide people with better IT equipment.
- February – Commencement of move back to City Hall which will help address concerns around working environment.
- March- Staff forum sessions.
- April- Inclusion and Diversity day launching positive action and diverse panels for middle and senior management vacancies and reverse mentoring

Next steps

- Ongoing- Local action plans being implemented for each directorate.
- Ongoing- Engagement activities aligned to the wider people strategy.
- Ongoing- Staff forum sessions.
- Q1 – Implementation of new Learning & Development strategy and new offerings and approach via Learning Management System.
- Q1 – Talent Strategy launched to attract the best talent and new external branding in the market place.
- July- Staff Awards.
- September- Next Our Voice survey.
- Q4 – Seasonal conversations happening as part of new Personal Development Framework to include discussions on career development.

Thank you. ■