

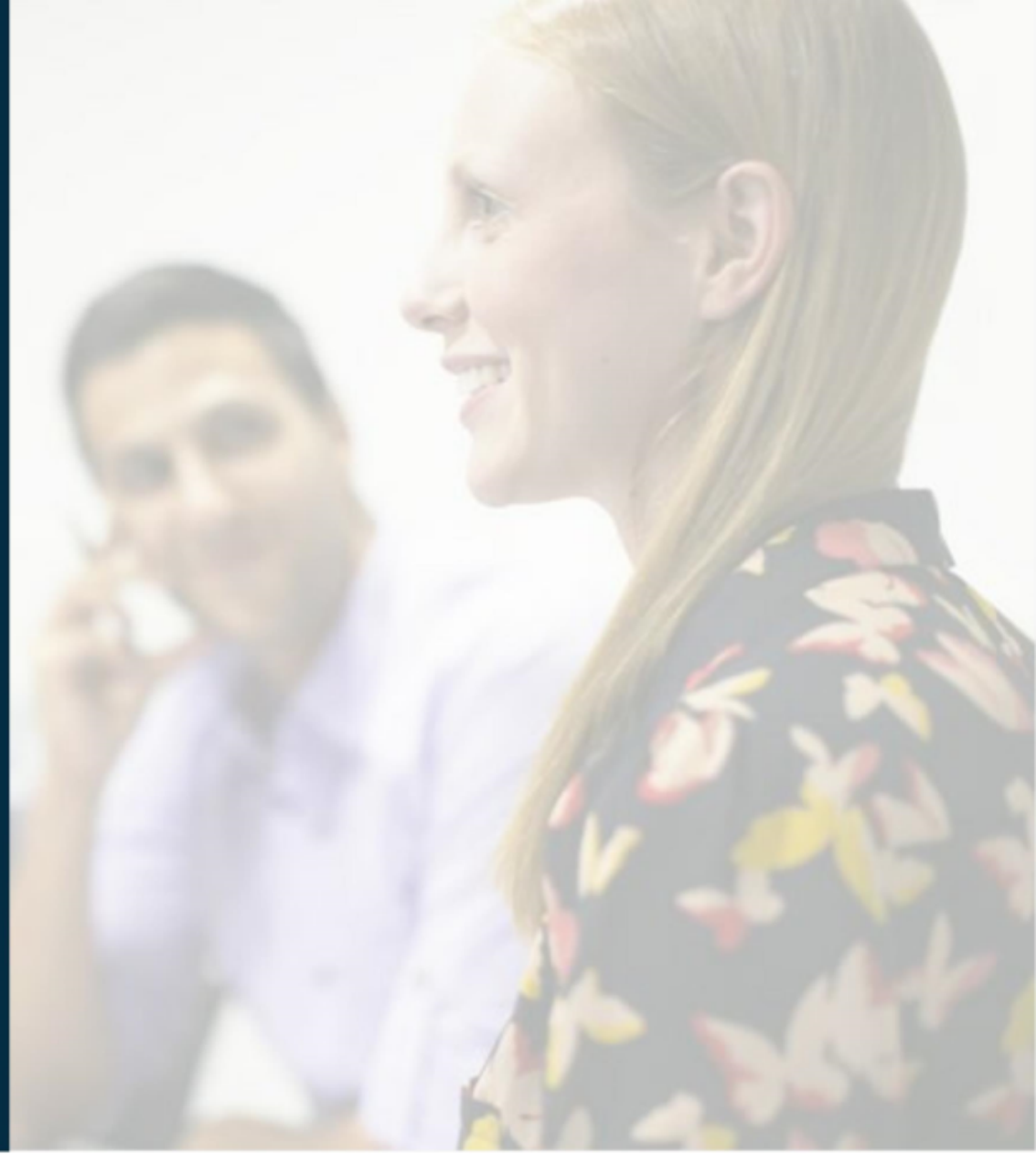
WCC 2021 Survey

Survey closed 1 October 2021

Responses: 1833

Response rate: 67%

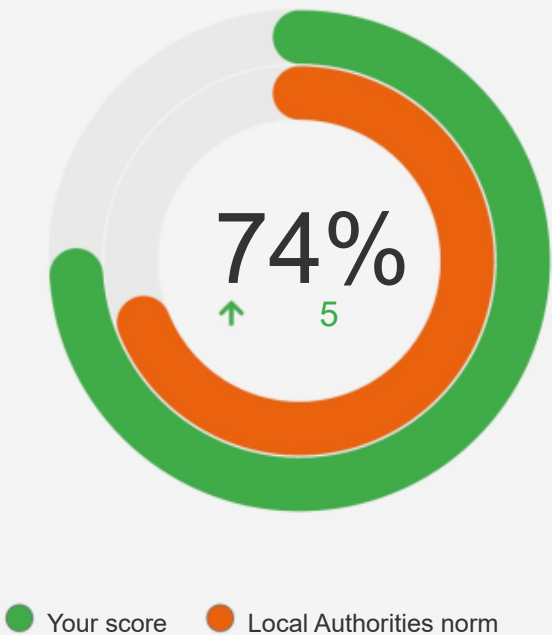
Comparator: Local Authorities



What is our Engagement score?



The Engagement score is 74%, which is good when compared with the norms for Local Authorities



Items comprising the Engagement score

Question	Response favourability			Comparison
I am committed to helping the Council meet its goals and objectives	92%	7%	1%	n/a
I am proud to work for the Council	78%	16%	5%	+9
I feel a strong sense of belonging to the Council	60%	26%	14%	n/a
I would recommend the Council as a great place to work	70%	21%	9%	+3
If I was a member of the public contacting the Council, I would be confident of a good service	63%	27%	10%	n/a
Working here makes me want to do the best work I can	83%	13%	4%	+3

Favourable Neutral Unfavourable

What are our Theme scores?



Average scores for questions grouped by a common theme

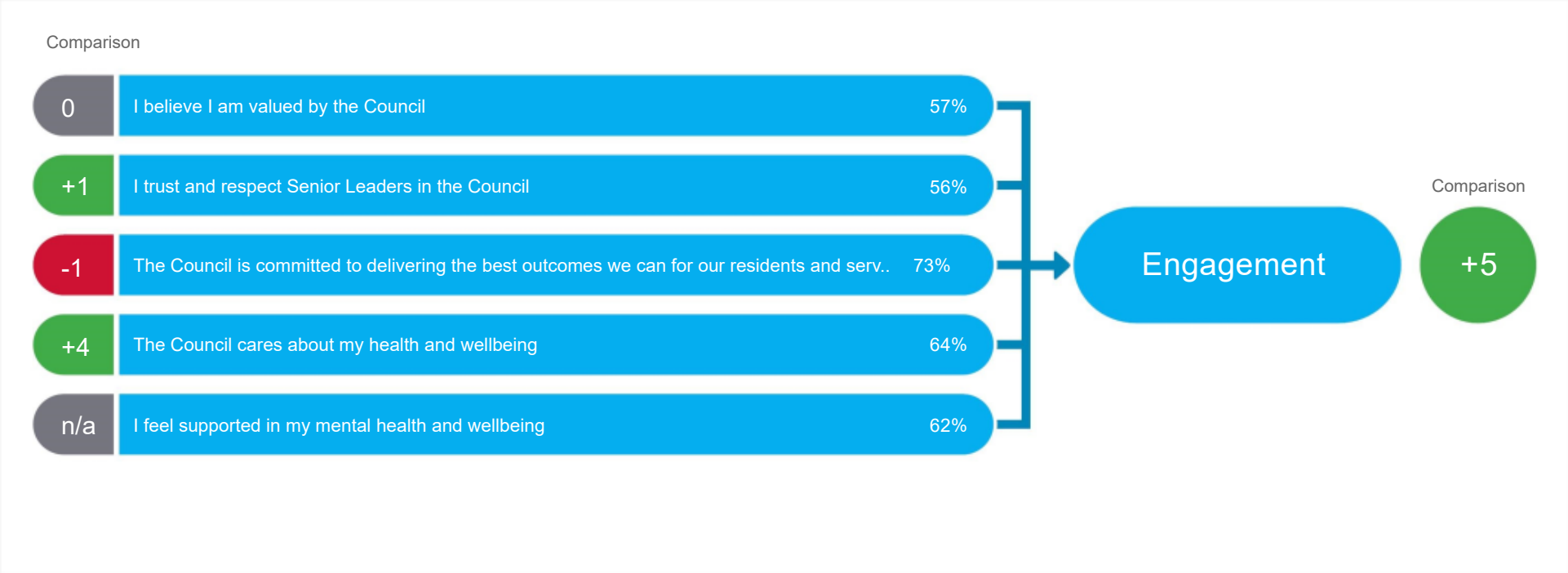
Themes	Response favourability			Comparison
Westminster Way	67%	19%	14%	+4
My job and role	72%	16%	12%	+3
Teamwork and collaboration	75%	13%	12%	-4
Your People Leader	77%	14%	9%	n/a
Your wellbeing	62%	21%	17%	n/a
Senior Leaders	58%	22%	19%	+1
When change happens	46%	32%	22%	+4
The service we provide	59%	29%	13%	-1
Value and reward	56%	22%	22%	+1
Respect and dignity	78%	10%	13%	0
				1 2

What is driving our Engagement score?



Key drivers

These 5 items have the strongest relationship with Engagement . Improvements in these are likely to have the biggest impact.



What are our comparative strengths?



These 5 results are the strongest when compared with the norms for Local Authorities

Impact	Question	Theme	Response favourability			Comparison
	The environment(s) I work in, be it working in an agile way or a council building/in the borough, enables me to do my job effectively	Westminster Way	82%	11%	7%	
	Considering the way I am currently working, I have the equipment and resources I need to do my job well	Westminster Way	76%	12%	12%	
	I am proud to work for the Council	Engagement index (new)	78%	16%	5%	
	Different teams work really well together	Westminster Way	53%	28%	19%	
	I am treated fairly and with respect by the people I work with	Westminster Way	81%	11%	9%	

Favourable Neutral Unfavourable

What are our comparative weaknesses?



These 5 results are the weakest (or least strong) when compared with the norms for Local Authorities

Impact	Question	Theme	Response favourability			Comparison
	There is a great sense of collaboration in my team	Teamwork and collaboration	75%	13%	12%	-4
	Considering my duties and responsibilities, I think my pay is fair	Value and reward	47%	22%	31%	-3
	Where I work, different views, backgrounds and approaches are valued	Respect and dignity	78%	13%	9%	-1
	I have been having regular one to ones and seasonal conversations with my People Leader	Westminster Way	71%	15%	14%	-1
	In order to meet my objectives, I have the freedom to work in a way that is most productive	Westminster Way	76%	11%	12%	-1

Favourable Neutral Unfavourable

Best compared to history



These 5 results are the strongest when compared with WCC 2020 Survey, 02 Oct 2020

Impact	Question	Theme	Response favourability	Vs Previous
	During the past 12 months have you personally experienced inappropriate behaviour at work?	Respect and dignity	<div><div>89%</div><div>11%</div></div>	<div><div>+7</div></div>
	The environment(s) I work in, be it working in an agile way or a council building/in the borough, enables me to do my job effectively	Westminster Way	<div><div>82%</div><div>11%</div><div>7%</div></div>	<div><div>+7</div></div>
	My People Leader gives me clear and honest feedback that helps me to improve my performance	Westminster Way	<div><div>73%</div><div>17%</div><div>11%</div></div>	<div><div>+3</div></div>
	Senior Leaders are sufficiently visible where I work	Senior Leaders	<div><div>61%</div><div>19%</div><div>20%</div></div>	<div><div>+2</div></div>
	Different teams work really well together	Westminster Way	<div><div>53%</div><div>28%</div><div>19%</div></div>	<div><div>+2</div></div>

Favourable Neutral Unfavourable

Weakest compared to history



These 5 results are the weakest (or least strong) when compared with WCC 2020 Survey, 02 Oct 2020

Impact	Question	Theme	Response favourability			Vs Previous
	I am able to make decisions that are best for residents and communities	The service we provide	<div><div>54%</div><div>33%</div><div>13%</div></div>			-10
	I am kept up to date about important changes along with the reasons for them, and what is happening across the Council	Senior Leaders	<div><div>63%</div><div>21%</div><div>17%</div></div>			-9
	I have the opportunity to improve our services by seeking and using feedback from users	The service we provide	<div><div>57%</div><div>29%</div><div>14%</div></div>			-9
	I think it is safe to speak up and challenge the way that things are done	Westminster Way	<div><div>54%</div><div>22%</div><div>24%</div></div>			-8
	I feel supported in my mental health and wellbeing	Your wellbeing	<div><div>62%</div><div>21%</div><div>17%</div></div>			-7

Favourable Neutral Unfavourable

What are our highest scoring questions?



These 5 items are the highest scoring in the survey

Impact	Question	Theme	Response favourability			Comparison
	I am committed to helping the Council meet its goals and objectives	Engagement index (new)	92%	7%	1%	n/a
🎯	I care about the future of the Council	Engagement index (new)	89%	9%	2%	0
🎯	During the past 12 months have you personally experienced inappropriate behaviour at work?	Respect and dignity	89%		11%	n/a
	Working here makes me want to do the best work I can	Engagement index (new)	83%	13%	4%	+3
🎯	I believe the work I do will help us to deliver a city for all	My job and role	82%	13%	5%	n/a

● Favourable ● Neutral ● Unfavourable

What are our lowest scoring questions?



These 5 items are the lowest scoring in the survey

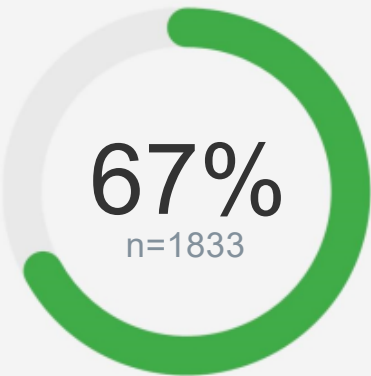
Impact	Question	Theme	Response favourability			Comparison
	Did you report this?	Respect and dignity	<div><div>42%</div></div>	<div><div>58%</div></div>		n/a
	Changes that impact on me are well managed	When change happens	<div><div>44%</div></div>	<div><div>32%</div></div>	<div><div>24%</div></div>	<div><div>+4</div></div>
	I am optimistic about my opportunities for career development	Westminster Way	<div><div>46%</div></div>	<div><div>28%</div></div>	<div><div>26%</div></div>	<div><div>+5</div></div>
	It is easy to get things done in my service	My job and role	<div><div>47%</div></div>	<div><div>27%</div></div>	<div><div>26%</div></div>	n/a
	Considering my duties and responsibilities, I think my pay is fair	Value and reward	<div><div>47%</div></div>	<div><div>22%</div></div>	<div><div>31%</div></div>	<div><div>-3</div></div>

Favourable Neutral Unfavourable

How many people responded?



Response rate



Taking action is key!

1833 people have responded to this survey, which is 67% of those invited to respond.

Visible action planning and continuous communication of how you are responding to the survey is vital in order to support and improve Engagement from this point forward.



Favourable



Neutral



Unfavourable