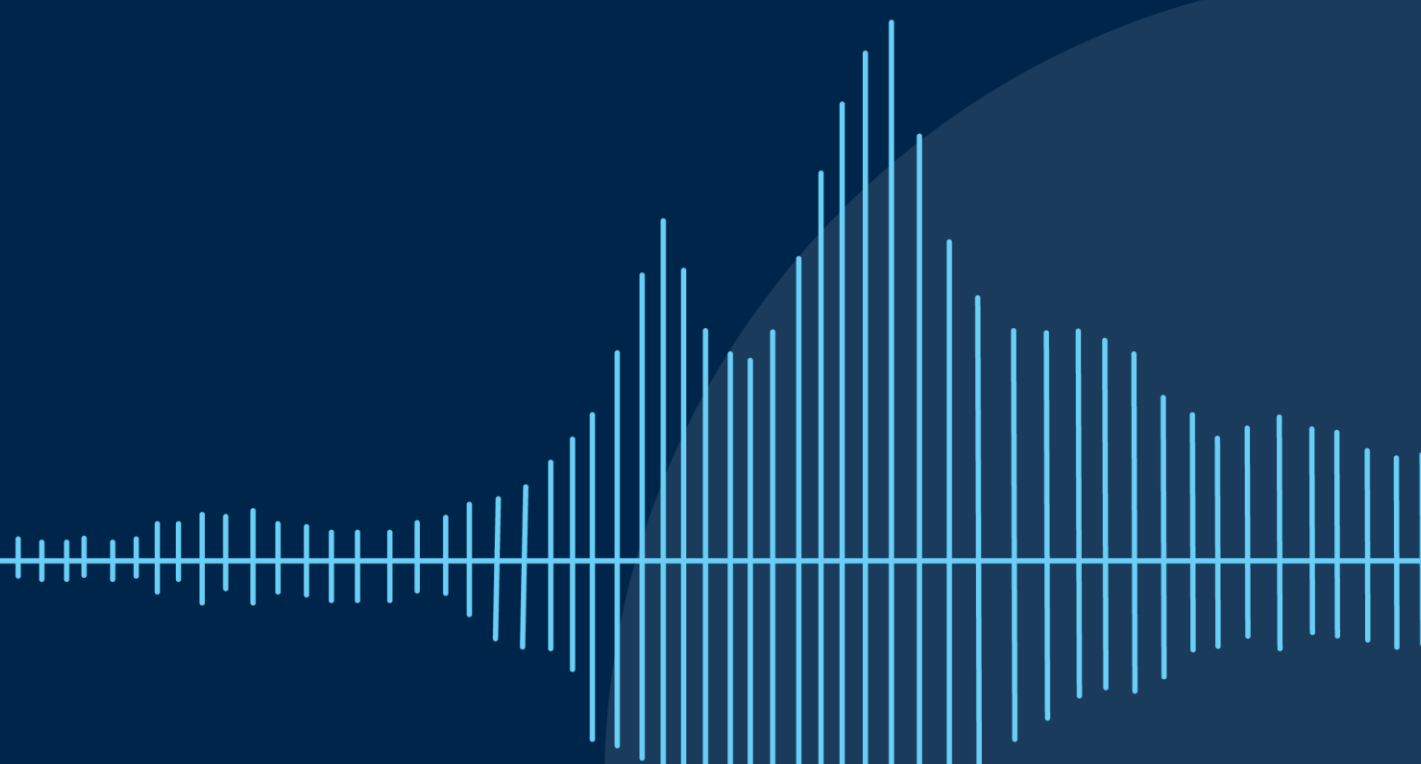




People Survey

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Survey purpose

The survey included over 60 questions covering:

- My work, manager, team
- Organisational objectives and purpose
- Learning and Development
- Inclusion and fair treatment
- Resources and workload
- Pay and benefits
- Leadership and managing change
- Changes due to Covid-19

Survey repeated voluntarily six months since last autumn's benchmark

Headline indicators

Headline indicators	November survey	May survey
Employee engagement index	61%	67%
My work	98%	90%
Organisational objectives and purpose	96%	100%
My manager	68%	82%
My team	95%	95%
Learning and Development	58%	48%
Inclusion and fair treatment	94%	96%
Resources and workload	84%	89%
Pay and benefits	42%	61%
Leadership and managing change	82%	92%

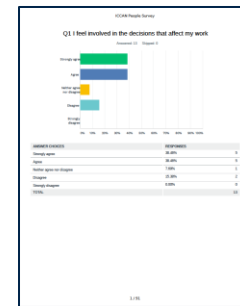
Headline conclusions

- Notable improvements:
 - Overall engagement
 - Line management
 - Leadership
 - Pay and benefits

- Areas of focus:
 - My work
 - Learning and development

- Positive responses on Covid-19 working changes

Double click this image for full results





Free text comments

Q60: What should managers in ICCAN continue to do, or do differently, to role model the behaviours set out in the Civil Service Leadership Statement?

- 'Communicate when they will be able to do their work on projects, as its affects deadlines running down the ladder.'
- 'Trust their staff.'
- 'Maintain effective and clear communication including, providing advice and guidance where appropriate.'

Q82. What is the one change you would most like ICCAN to make in the next 12 months?

- 'Personal development should be encouraged. Time should be allocated to do a course/activity, as agreed with line manager. It seems to have almost zero priority.'
- 'We had a session about the results of the last staff survey but I don't know if any action was taken. Keep us as safe as possible from covid.'
- 'Less technical work outsourced and conducted in-house. Therefore, identifying what's possible and providing the training to allow staff to deliver this work.'



Free text comments on C19 changes (Qu 91)

- 'I think the team show warmth and support to everyone - there seems to be a real camaraderie, which I think has come from coping with the Covid situation together. It's very reassuring and I think will bring the team closer when people return to the office.'
- 'Daily team building activities have brought the team closer together and allowed us to get to know each other more.'
- 'People spending more time talking across teams and interacting socially across grade boundaries.'
- 'The lockdown has shown that meetings, at all levels, can be held successfully remotely. Internal meetings, including with DfT, could be held remotely going forwards thus saving costs and not contributing to CO2 emissions.'
- 'Team bonding has increased as a whole. Continue Bingo Wednesdays!'
- 'Our morning team meetings involve some fun activities and a more casual discussion. I feel like I've gotten to know some colleagues more.'
- 'The fun games we do in daily catch up (but maybe just once or twice a week when we return to the office).'
- 'Some people have really come out of themselves in the virtual world which is nice (although some people have equally disappeared which is not so nice!).'



Staff survey results – what next?

- Want to find out ‘why’ and ‘how’ the survey results have changed since last year
- Survey results broadly positive but wanted to identify areas for improvement
 - My work
 - Learning and development
- Small project team will seek feedback from all staff on action
- Will be tracked and evaluated at next survey