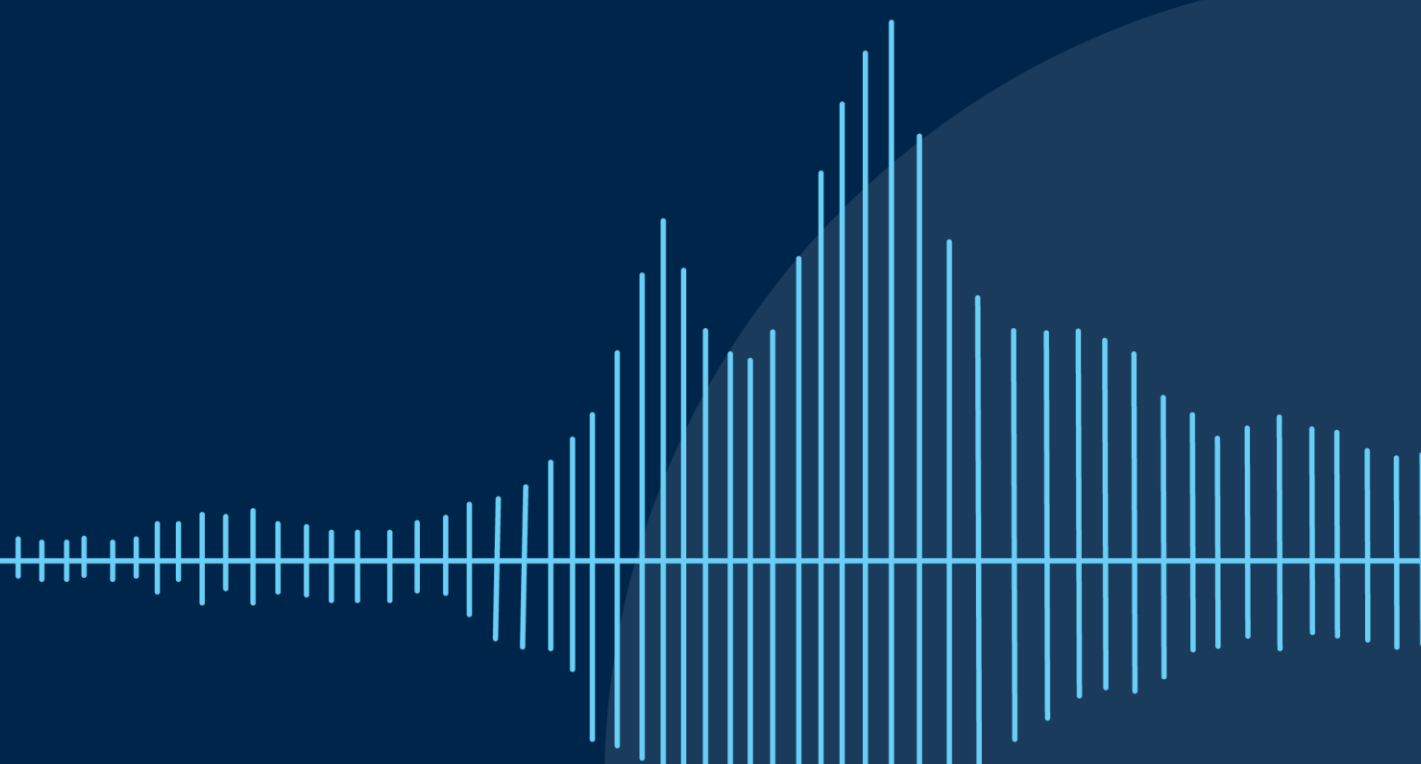




People Survey

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Survey purpose

The survey included over 70 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
- Wellbeing

Headline indicators

Headline indicators	May survey	November survey	DfT average
Employee engagement index	67%	64% (-3 pts)	67%
My work	90%	80% (-10pts)	81%
Organisational objectives and purpose	100%	100%	81%
My manager	82%	72% (-10pts)	75%
My team	95%	91% (-4pts)	86%
Learning and Development	48%	65% (+17 pts)	61%
Inclusion and fair treatment	96%	95% (-1 pts)	84%
Resources and workload	89%	80% (-9 pts)	74%
Pay and benefits	61%	36% (-25 pts)	41%
Leadership and managing change	92%	89% (-3 pts)	66%

Board Effectiveness

	Strongly Agree	Agree	Neither	Disagree	Strongly disagree
I believe that the ICCAN Board has a clear vision for the future of ICCAN	14%	71%	15%	0%	0%
Overall, I have confidence in the decisions made by the ICCAN Board	14%	65%	21%	0%	0%

	Extremely effective	Very effective	Somewhat effective	Not so effective	Not at all
How well does the ICCAN Board communicate the organisation's challenges and accomplishments to its staff?	15%	7%	71%	7%	0%
How effectively does the ICCAN Board create an internal environment of openness?	15%	46%	39%	0%	0%
How effectively does the ICCAN Board communicate the values and principles of ICCAN externally to stakeholders and partners?	15%	78%	7%	0%	0%



Free text comments

What should managers in ICCAN continue to do, or do differently, to role model the behaviours set out in the Civil Service Leadership Statement? Please specify if your suggestion is what managers should continue to do, or do differently.

- Do differently - more communication between SMT and team, more feedback on performance from managers.
- I think we could be better at providing feedback.

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

- If possible argue for more staff due to increasing workload and ambitions of the organisation and due to the effect of the pandemic on resource availability.
- Create more time for personal development
- To be realistic when setting project deadlines - to be led by how long we think it will actually take after first scoping the project.



Free text comments continued

- If we could reduce the workload a bit, there would be more time for carefully planned learning and development and more regular, considered feedback. This is constantly squeezed due to the workload.
- Involving all staff more in longer-term planning and helping everyone understand how their work sits within the wider strategic plan.



Headline conclusions

- Notable improvements:
 - Learning and development
- Areas of focus:
 - My work
 - My manager
 - Resources and workload
- Organisational objectives and purpose remains at 100%



Staff survey results – what next?

- Want to find out ‘why’ and ‘how’ the survey results have changed since last year
- Wanted to identify areas for improvement
 - My work
 - My manager
 - Resources and workload
- Small project team will seek feedback from all staff on action
- Will be tracked and evaluated at next survey