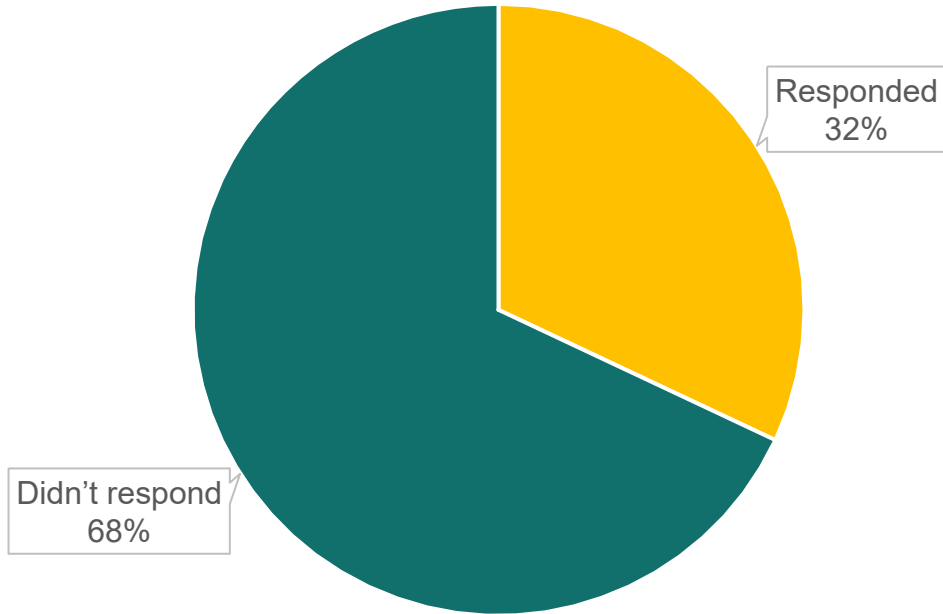


Staff Survey 2024 Overview

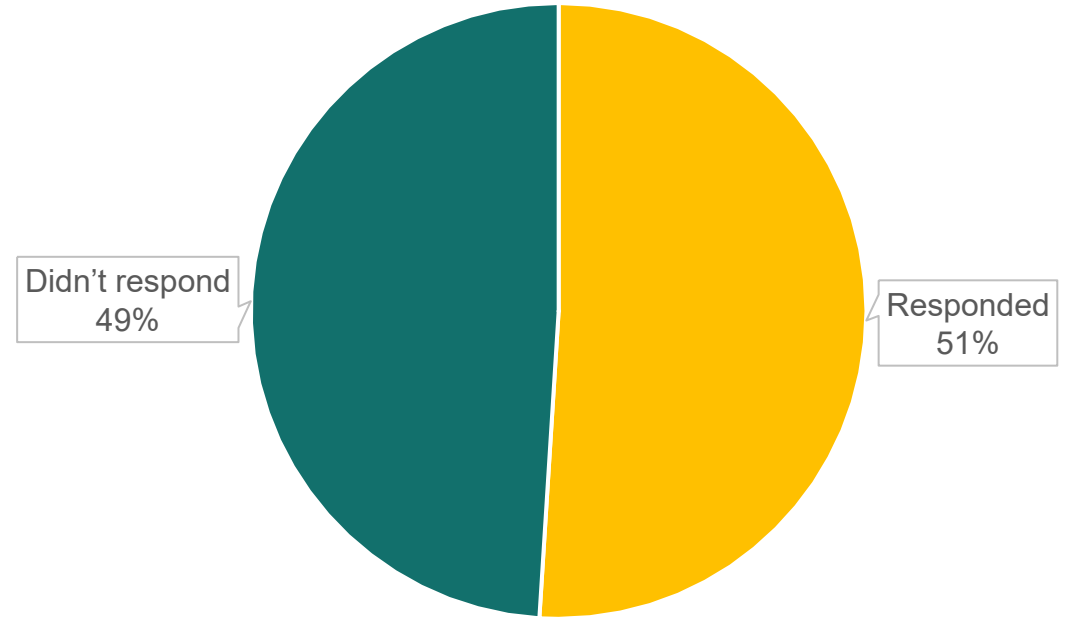


Response rate 2022



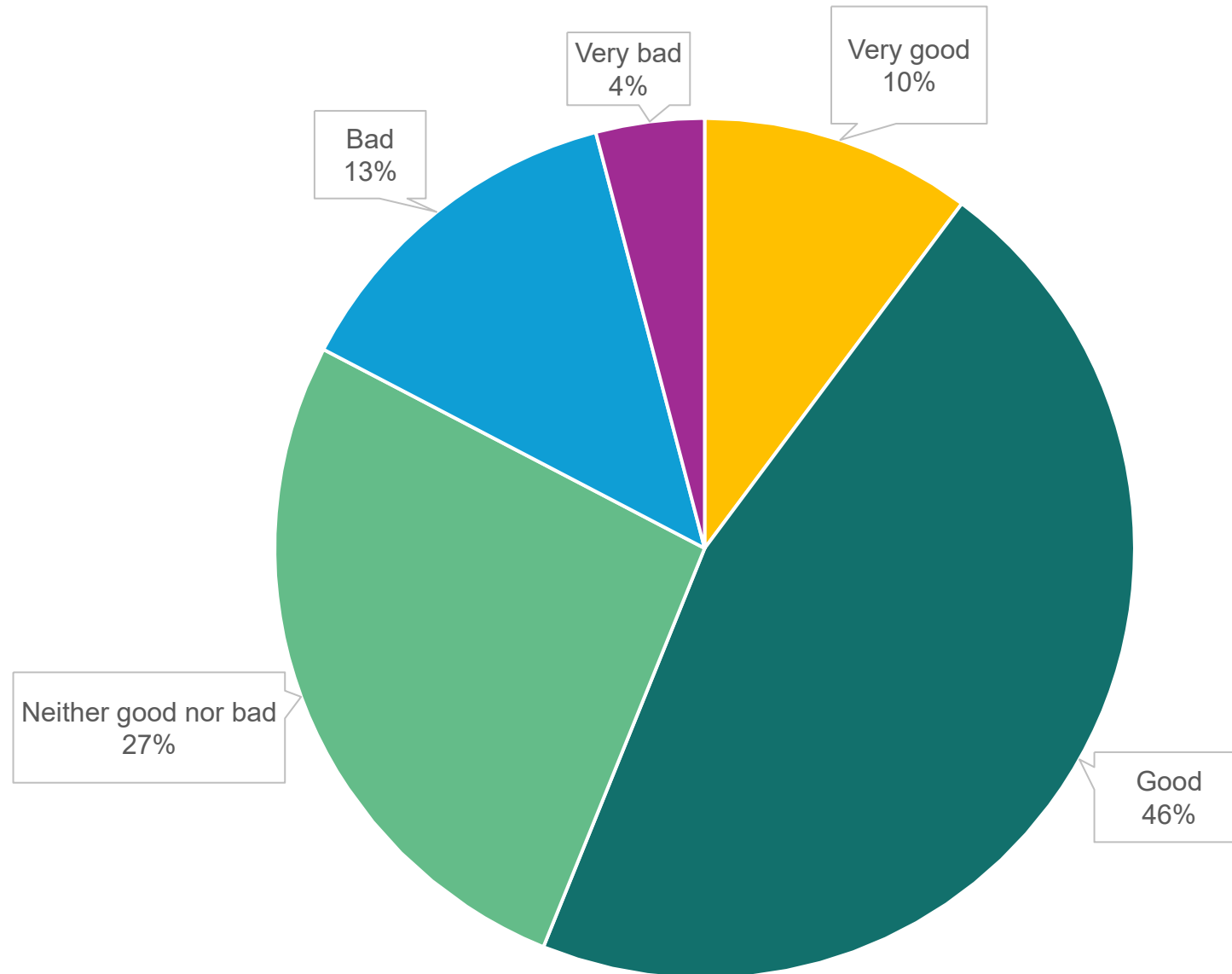
Workforce total: 5846
Response total : 1857

Response rate 2024

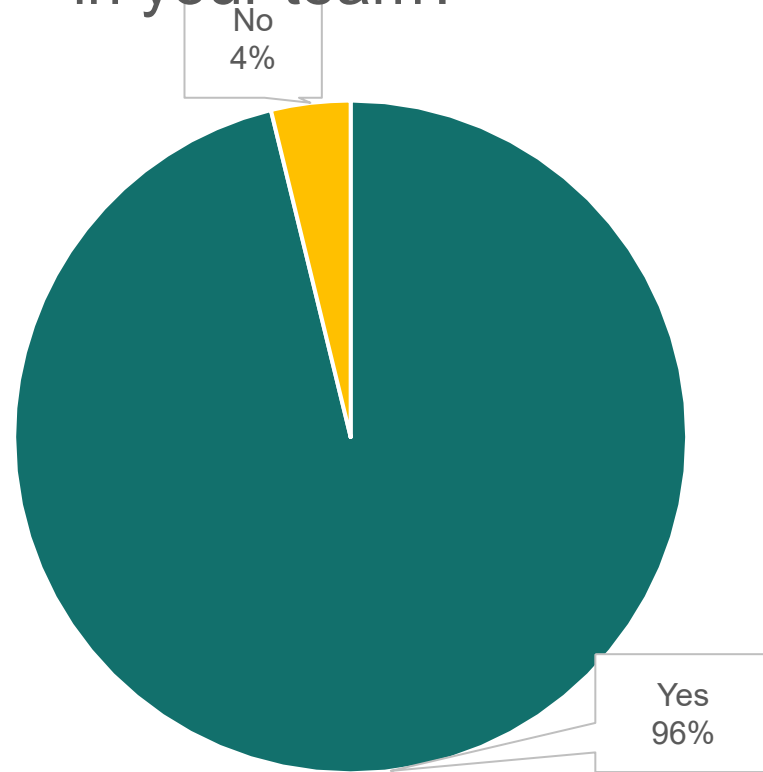


Workforce total: 5239
Response total : 2674

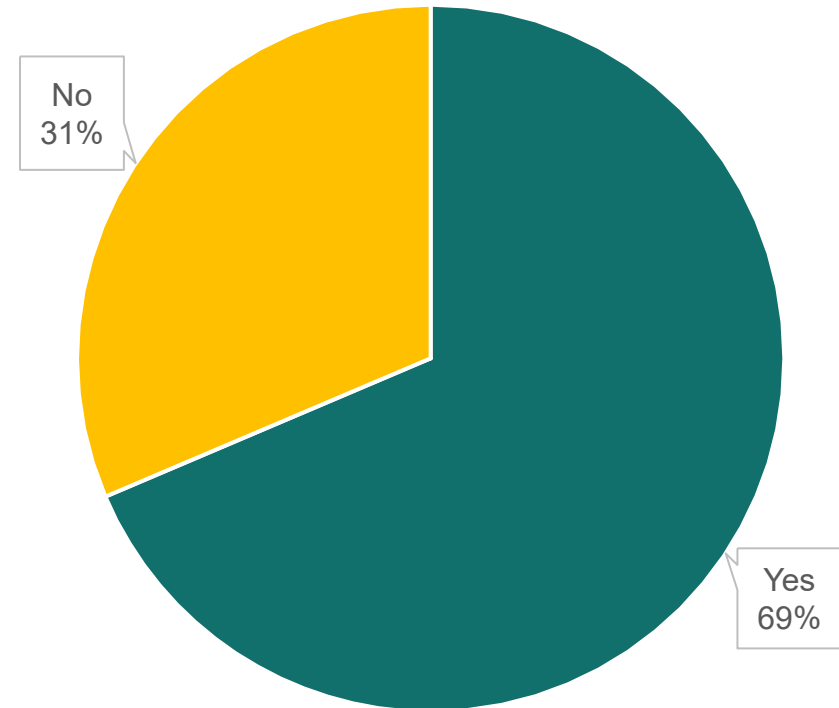
Which best describes your current feelings about work?



Have you experienced kindness in your team?



Do you feel valued and recognised at work?



Feeling Valued

Do you feel valued
and
recognised at work?

Yes	69%
No	31%

What people said about why **they feel valued**:

Supportive line
manager and
team

Positive
feedback from
managers,
colleagues
and customers

Receiving praise
and being
thanked

A theme emerged where people stated they felt valued by their immediate team so had answered yes, but that they did not feel valued by the wider organisation.

“I recently became a Team Leader, and I wouldn't have been able to do it without my managers and colleagues around me encouraging me”

“Hard work is rewarded, and individual needs are understood and accommodated”

“My job is more of a vocation than “just a job” so it's nice to feel like I am valued”

Feeling Valued

Do you feel valued and recognised at work?

Yes	69%
No	31%

What people said about why they **do not feel valued**:

High workload and lack of staff

Limited opportunities for professional growth

Lack of support and recognition from managers and senior managers

Low pay

“No one wants to work for DCC anymore the pay is too low. Treat your staff better and pay them what they are worth”

“Personal recognition and value from any higher than my line manager isn't forthcoming”

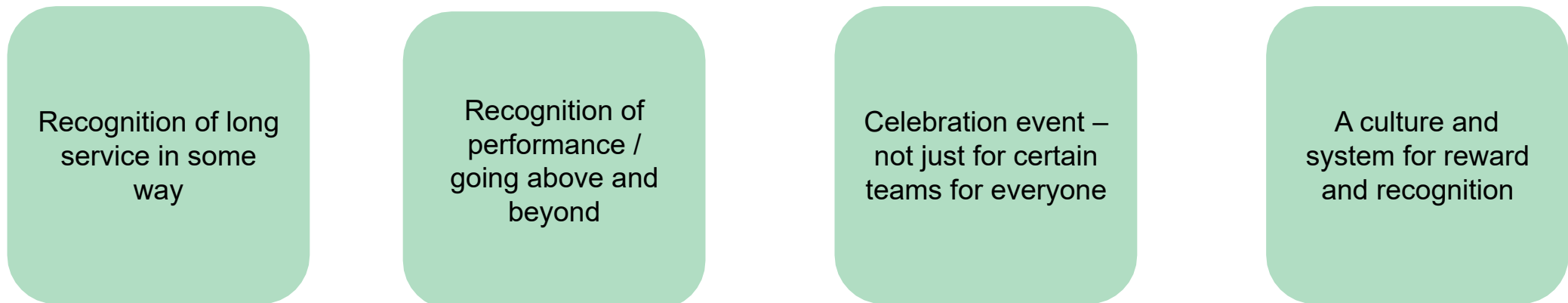
“We are always stretched and working other job roles due to lack of staff”

Feeling Valued

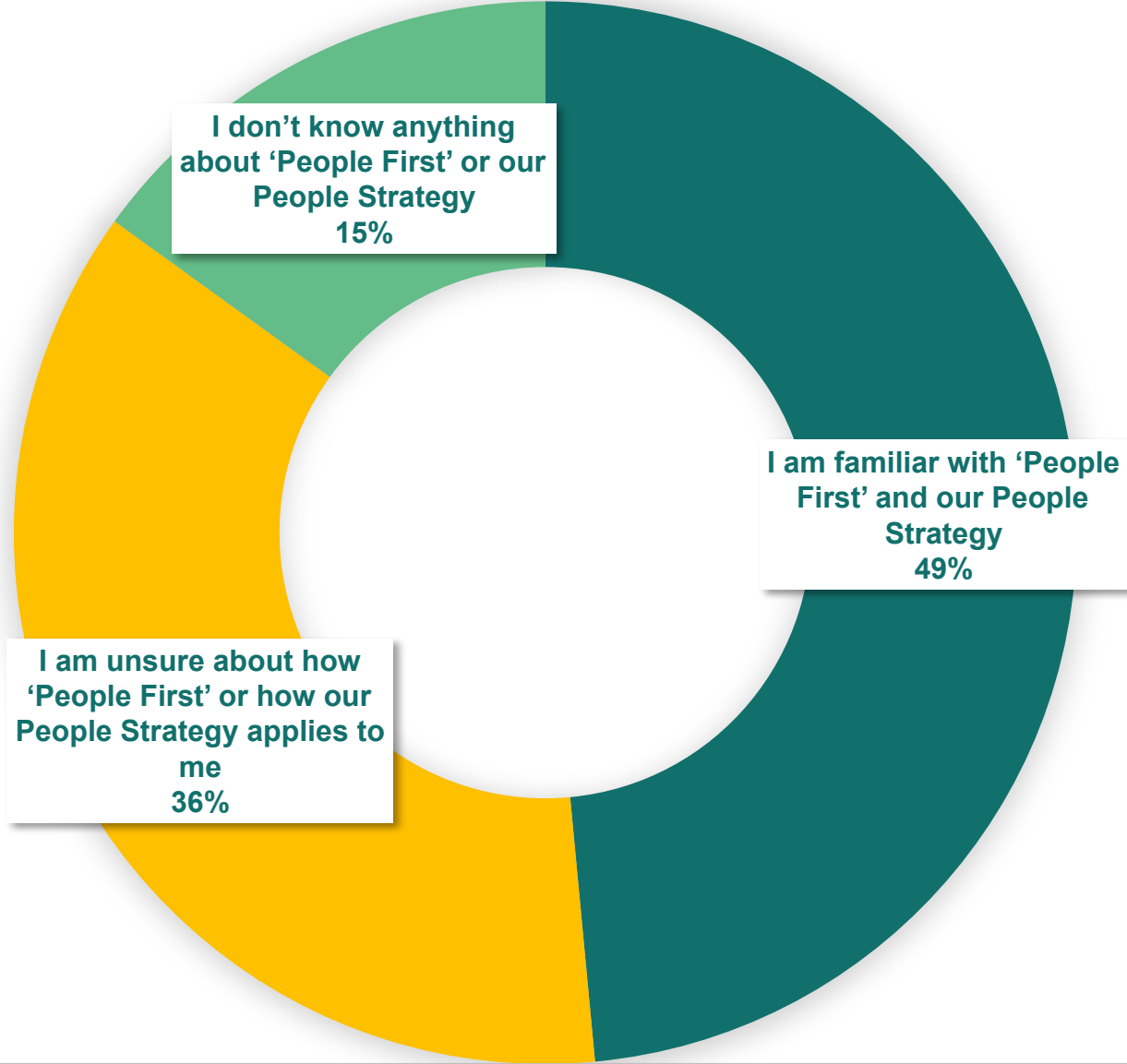
What people said **could help to improve feeling valued:**



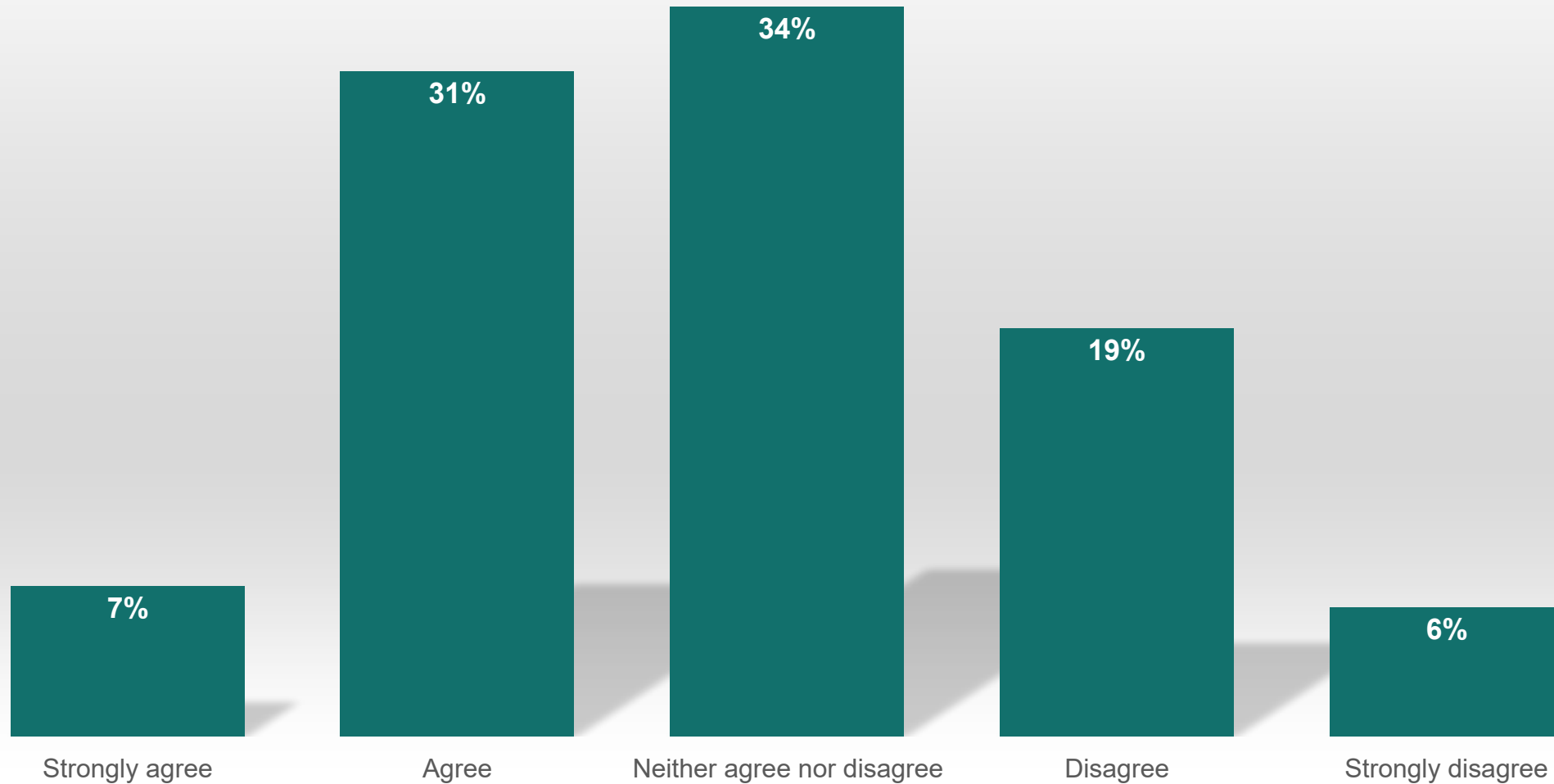
What people said we **could do to celebrate success:**



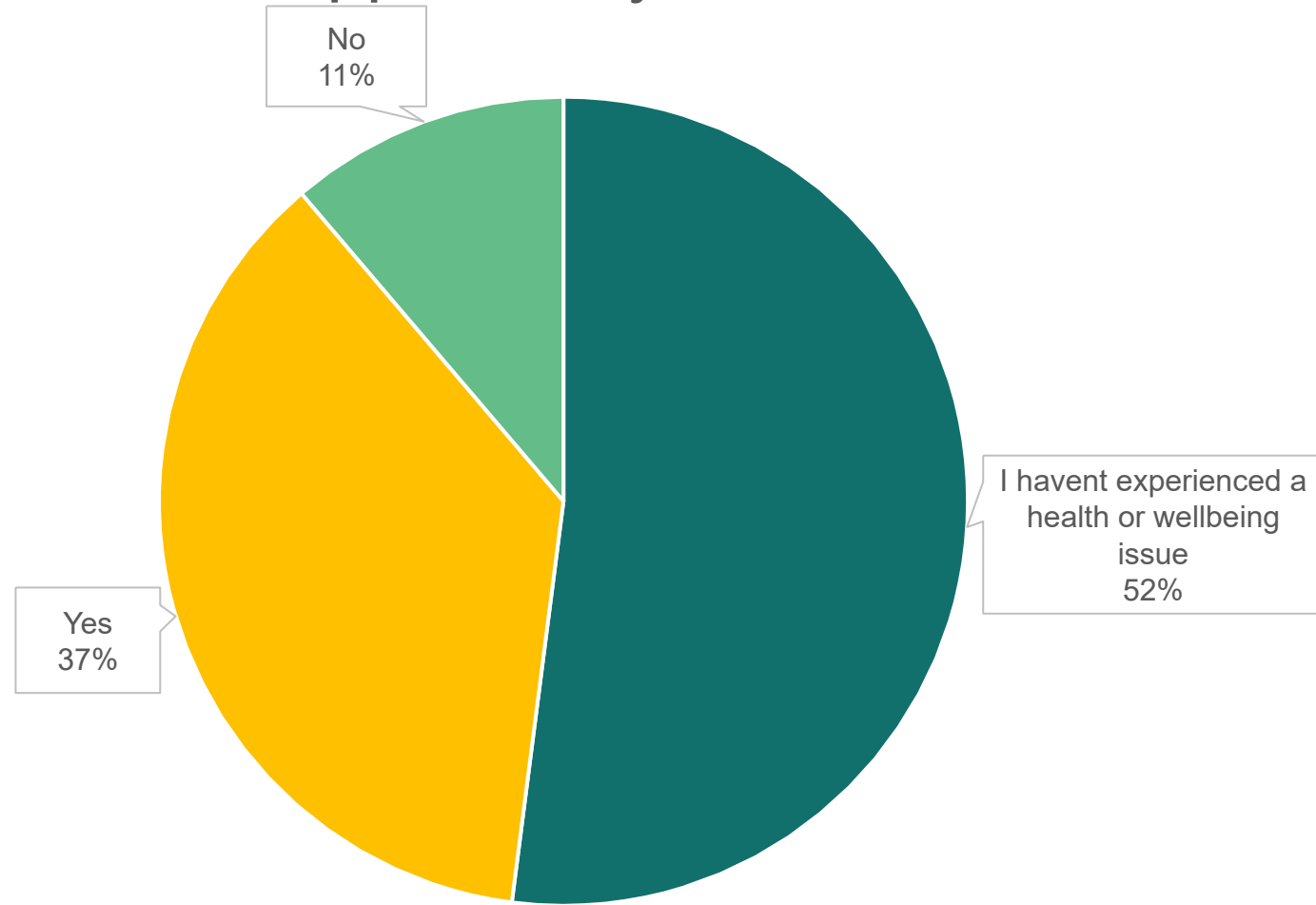
Which of these statements best describes how you feel about the 'People First' approach?



Devon County Council has available opportunities for me to meet my career aspirations



If you have experienced a health or wellbeing related issue, have you felt supported by DCC?



Health and Wellbeing

If you have experienced a health or wellbeing related issue, have you felt supported by DCC?

37%
No
11%
I haven't experienced a health or wellbeing issue

What did people say about the **support they received**:

Line manager provided emotional and practical support which included:

Supporting them to attend medical appointments

Staying connected during illness

A listening ear

Support and adjustments to managing workloads

- Team and colleagues were highlighted as being supportive and understanding
- Gratitude for the support and time off provided during crisis and illness
- Overall good positive feedback re support services like OH and EAP

"I would say my current manager is kindness exemplified"

'My colleagues were kind and supportive to me.'

"Manager "checking in" to check I'm OK. Being flexible and understanding"

Health and Wellbeing

If you have experienced a health or wellbeing related issue, have you felt supported by DCC?

No 37%
I haven't experienced a health or wellbeing issue 11%

What people said about the **support that would have helped:**

Increased understanding, awareness and support required around mental health, disability and neurodiversity and the impact this has on individuals particularly with a reference to office working

DCC doesn't do enough to prevent mental health issues (high workloads and proactively preventing stress)

Support from senior managers and/or the organisation is needed

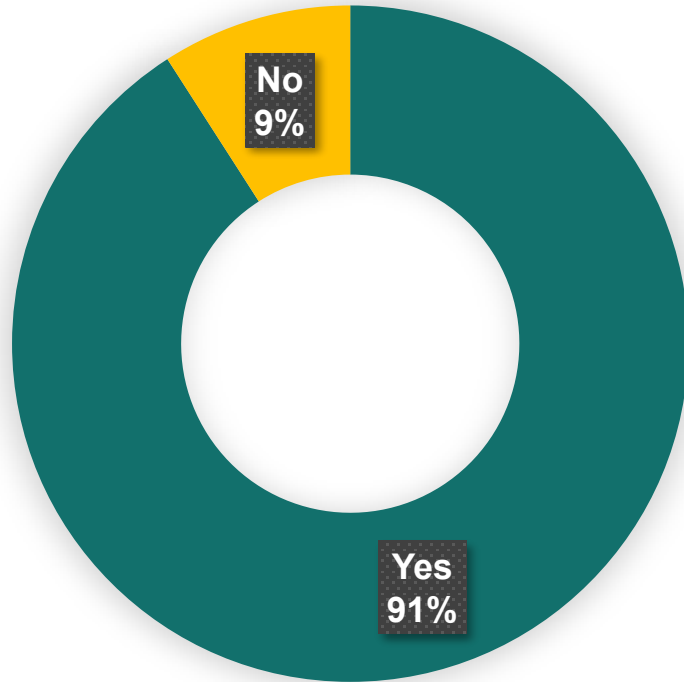
Better management training to support mental health and wellbeing

"Better management training around disability and reasonable adjustments"

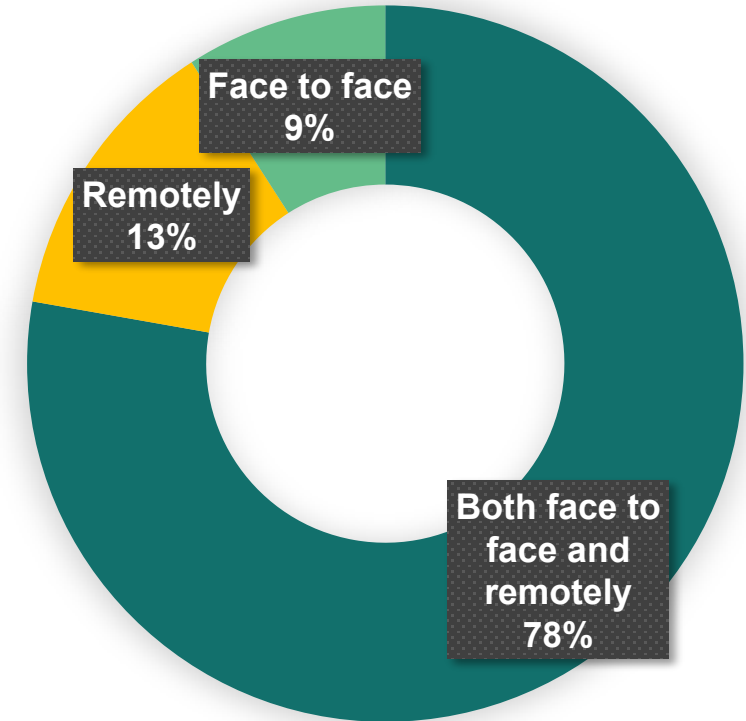
"Compassionate leave extending beyond immediate family member"

"The manager I had 12 months ago could not have been less interested in my health and wellbeing"

Are you spending time connecting with your team?



How are you connecting with your team?



Team Connection

Are you spending
time connecting with
your team?

Yes	91%
No	9%

What did people say about why they are not connecting with their team:

High workload

demands of the role prevent people from connecting with the team

Working from home-

working from home (employee or their team members) prevents them from effectively connecting with the team

Infrequent team meetings or lack of

some people describe a complete lack of team meetings taking place, many employees take it upon themselves to arrange them and also some describe meetings being sporadic or cancelled or difficult to attend

Dispersed team and nature of work

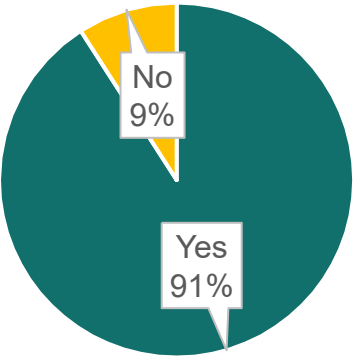
the geographical divisions and nature of work across the whole county makes it difficult to connect and build relationships / connections. This theme lends itself to be combined with WFH

“Team meetings ceased to exist”

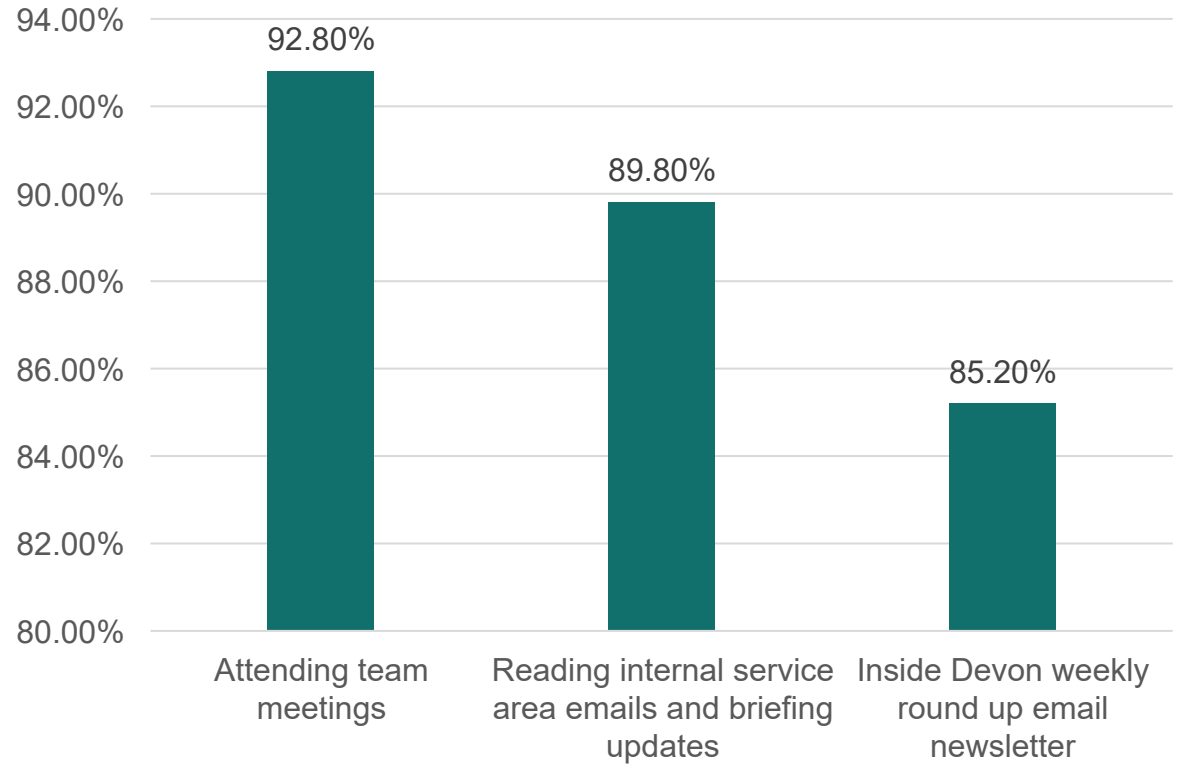
“No time to connect with my team”

“No team meetings, no social events, everyone works remotely”

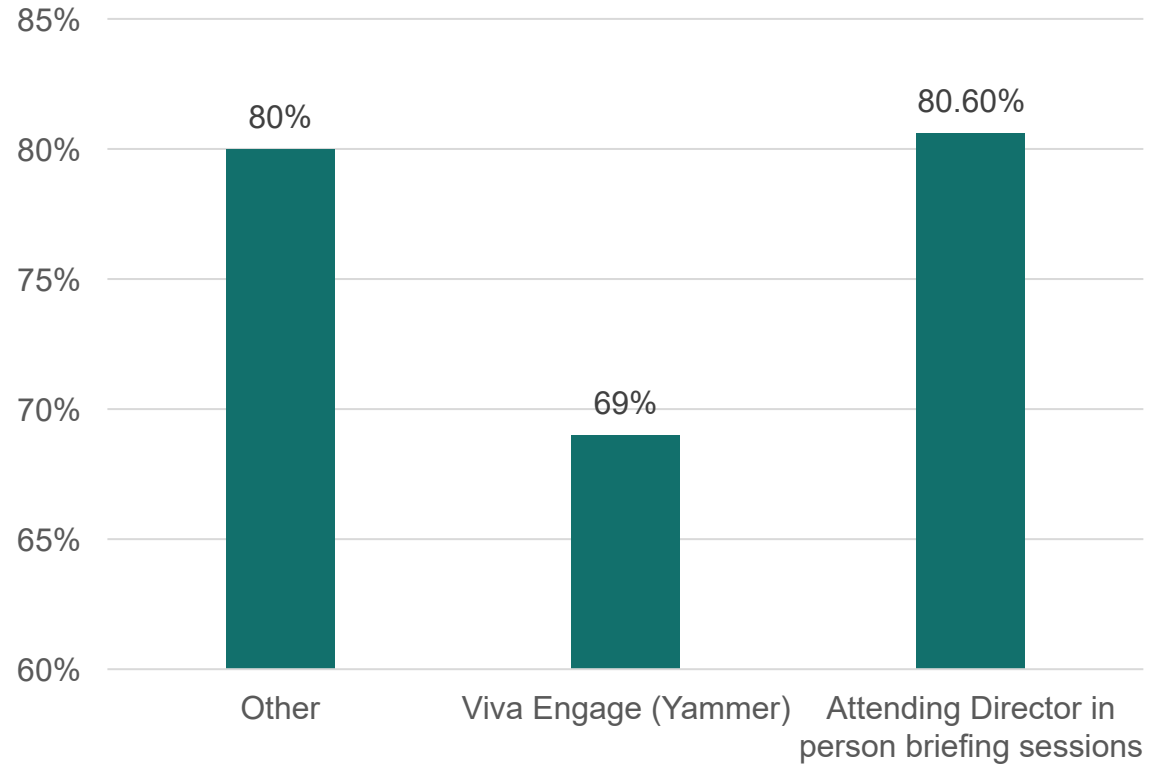
Do you keep up to date with organisational messages?



Most used methods



Least used methods



Organisational Messages

Do you keep up to date with organisational messages?

Yes	91%
No	9%

What did people say about why they are **not keeping up to date with organisational messages**:

Time constrains

due to the operational / workload pressures they are unable to keep up with organisational messages

Lack of relevance to the job role

some employees do not perceive keeping up with the messages as a priority as they do not feel it has an impact on their working life

Volume of messages received

people find it hard to distinguish between updates and key messages. They are received via a multitude of channels therefore it is hard to know where to look to keep up to date

Not considered a priority / ignored

many respondents stated that in their view organisational messages are not a priority, therefore they are read “as and when”, skim read or not read at all

“what is there to say, I don’t have time”

“Our team has such a high, unrealistic workload that I don’t have much time to look at non department stuff. I’m behind on all my training. Finding the time is the problem”

“If I kept up with all the messages, I’d spend my day reading emails rather than doing my job, I skim read to prioritise what is important to my role”

When leading or experiencing change, what has helped you through this?

The overall highest theme throughout was that individuals felt **supported** by either their peers or their manager and that these individuals had helped them through the changes

“My colleagues within my team, if it weren't for the lovely people I work with I would feel totally lost”

“Spending time with our team, talking things through, valuing each other's experiences and ideas and supporting one another”

“Team discussions, support and encouragement from line managers.”

The second highest theme overall was **communication**. Individuals suggested that being communicated and updated on the change and progress was highly important to help them

“Good communication from leadership and managers”

“A clear vision and direction from leadership and support from managers. Regular communications”

When leading or experiencing change, what has helped you through this?

Despite communication being highly mentioned in a positive light, when it came to negative feedback communication was mentioned the most, although this was a small minority compared to the positive.

The third most frequently mentioned was staff's **own beliefs** and ways to cope through change.

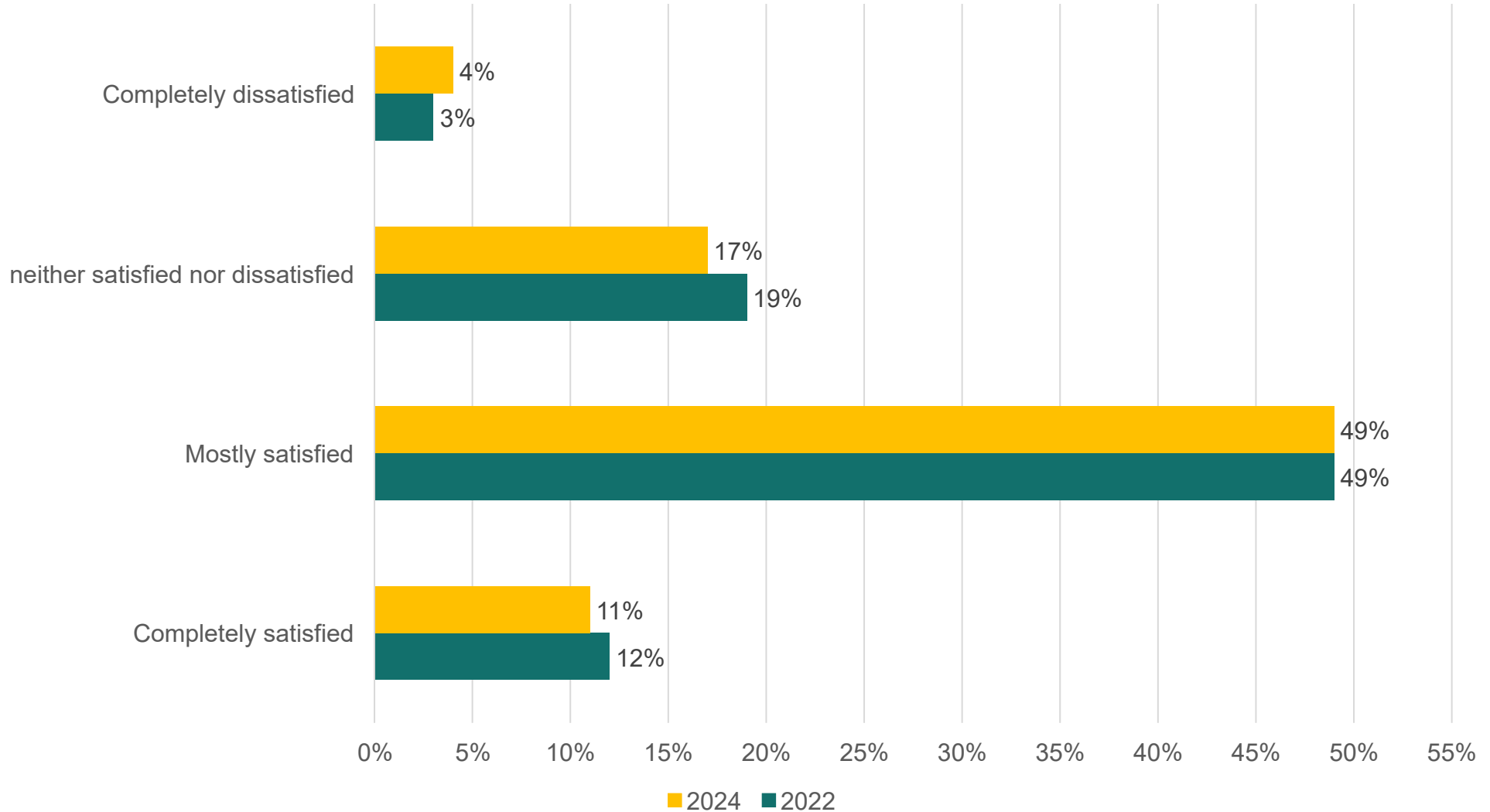
“Change in organisations is inevitable as process and services evolve. I see change as an integral part of any role and am open to it”

“My approach is always 'glass half full' to life, along with my previous experiences, change happens around us all the time”

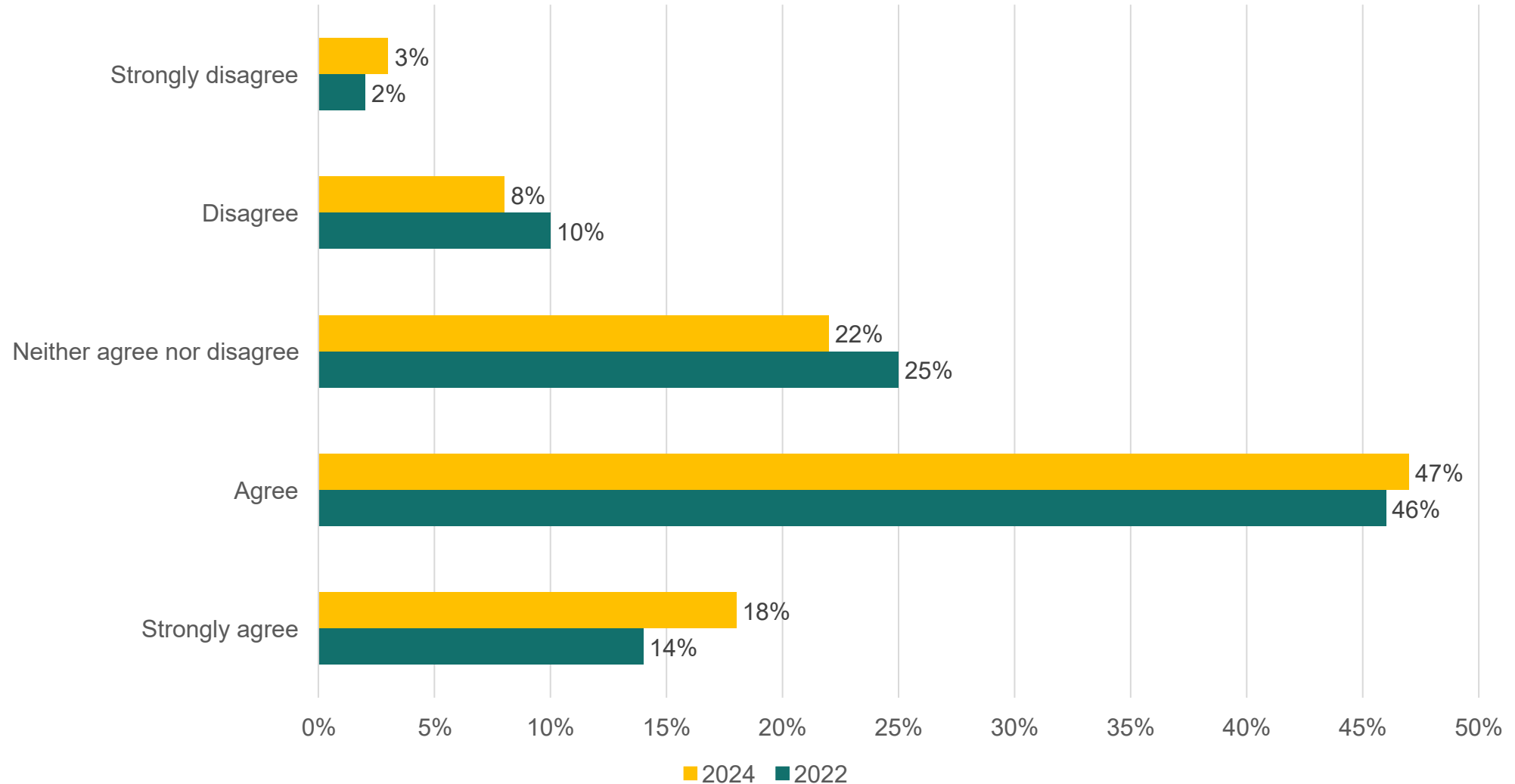
Feedback regarding **Training** was a category that stood out due to the specific mentions of the course or trainer. Nearly every directorate mentioned the training on ‘Change and Resilience’ and the positive impact this training had on them.

“The change and resilience sessions explaining focus on only what you control”

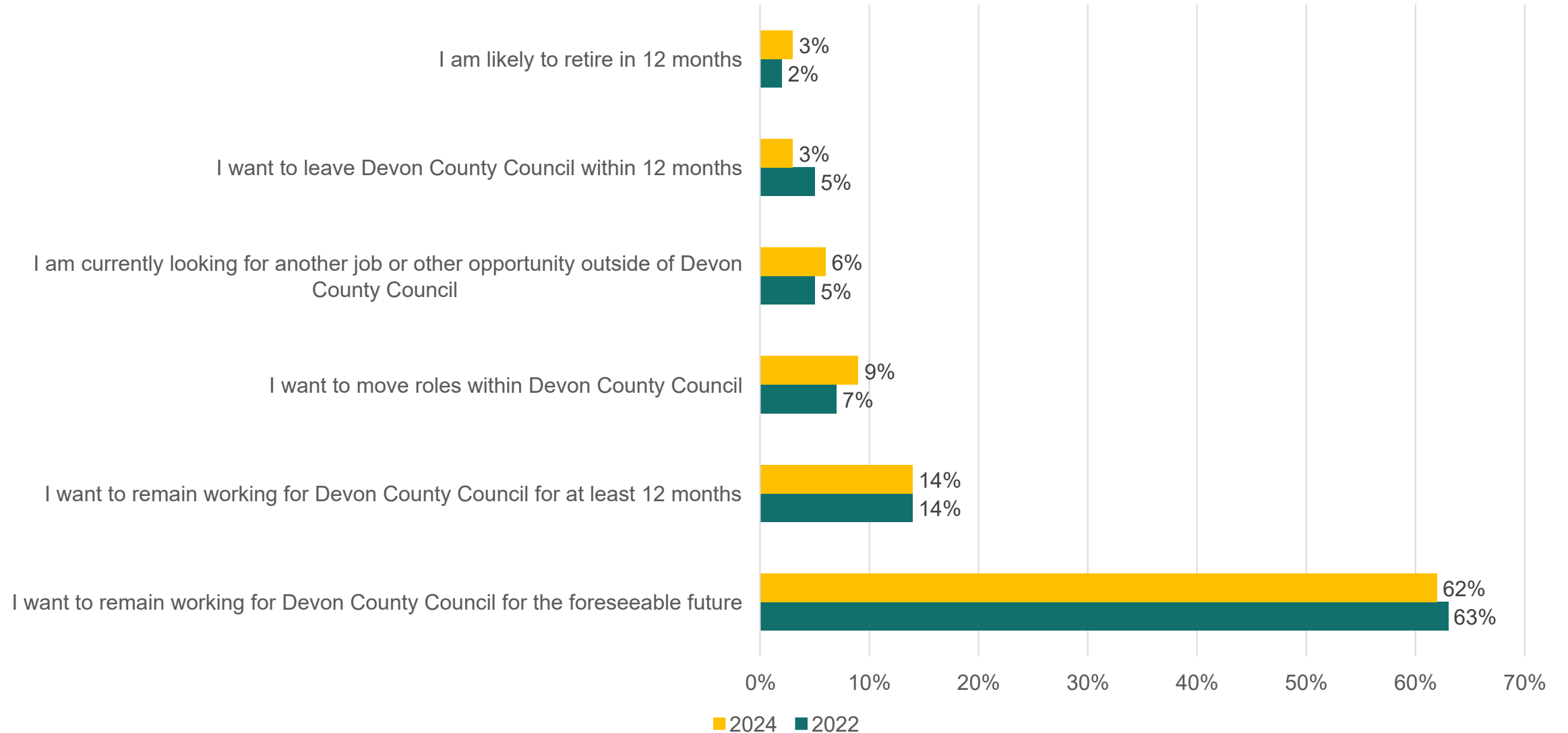
Overall, how satisfied have you been with your job at DCC in the last three months?



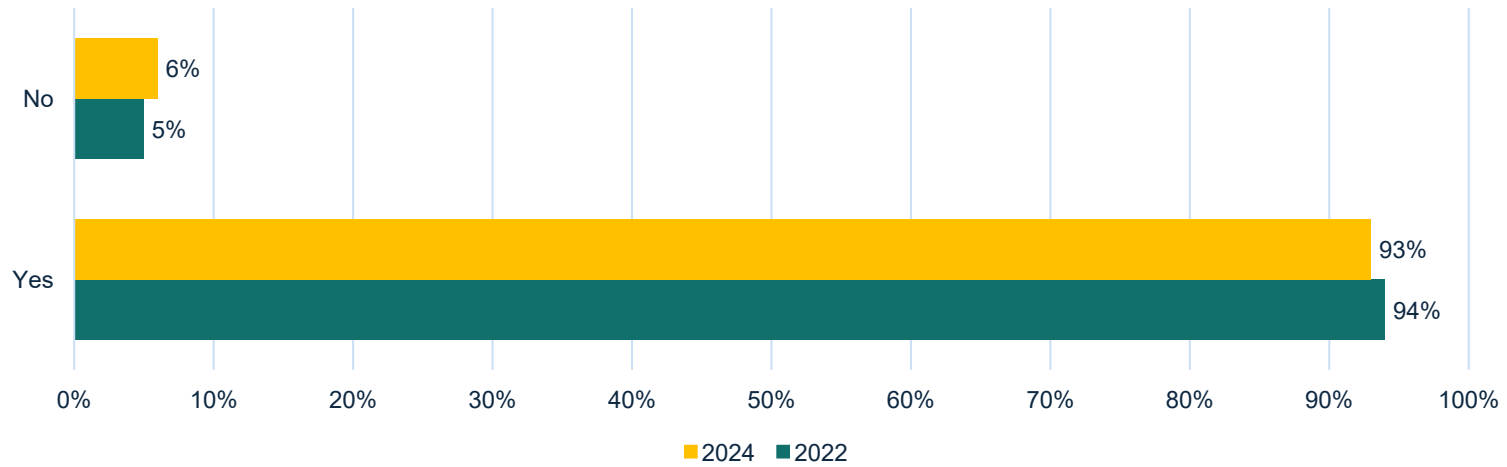
I would recommend Devon County Council as a good place to work



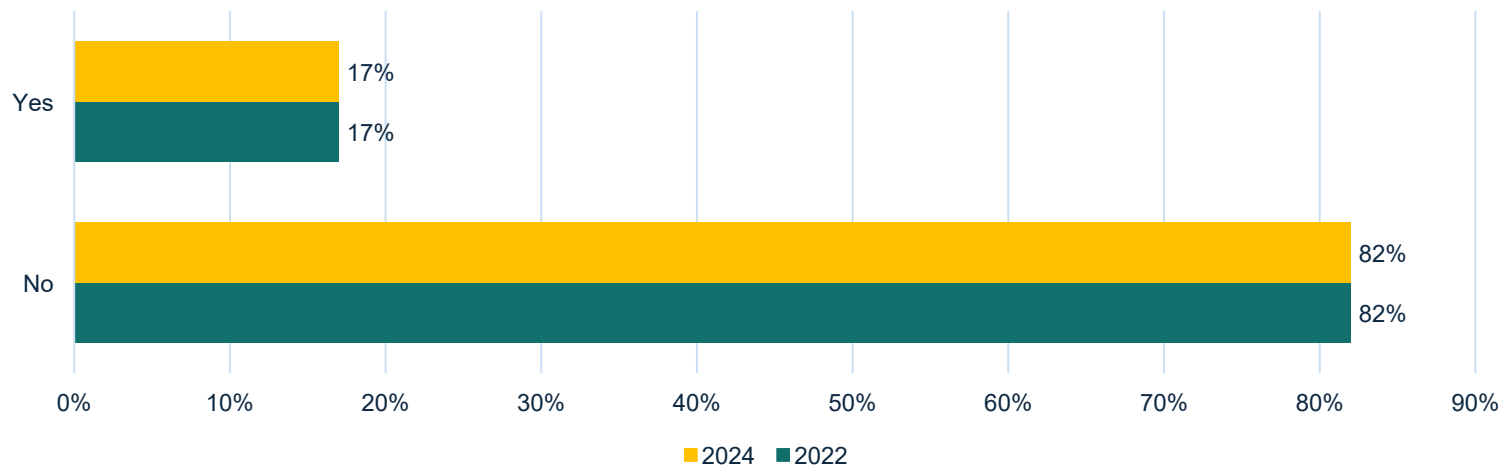
What are your future intentions?



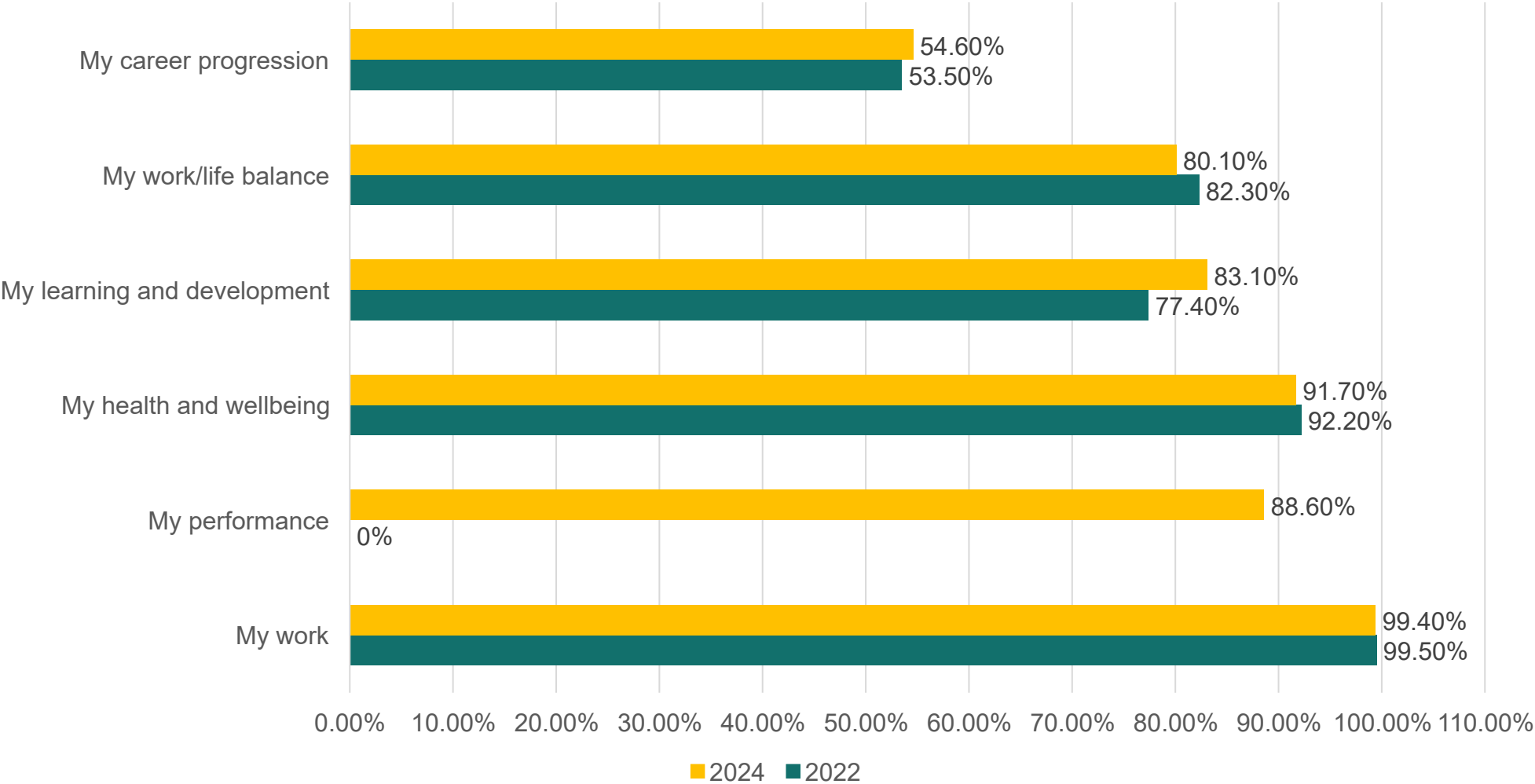
Do you have regular conversations with your line manager?



Would you like to have more frequent conversations with your manager?



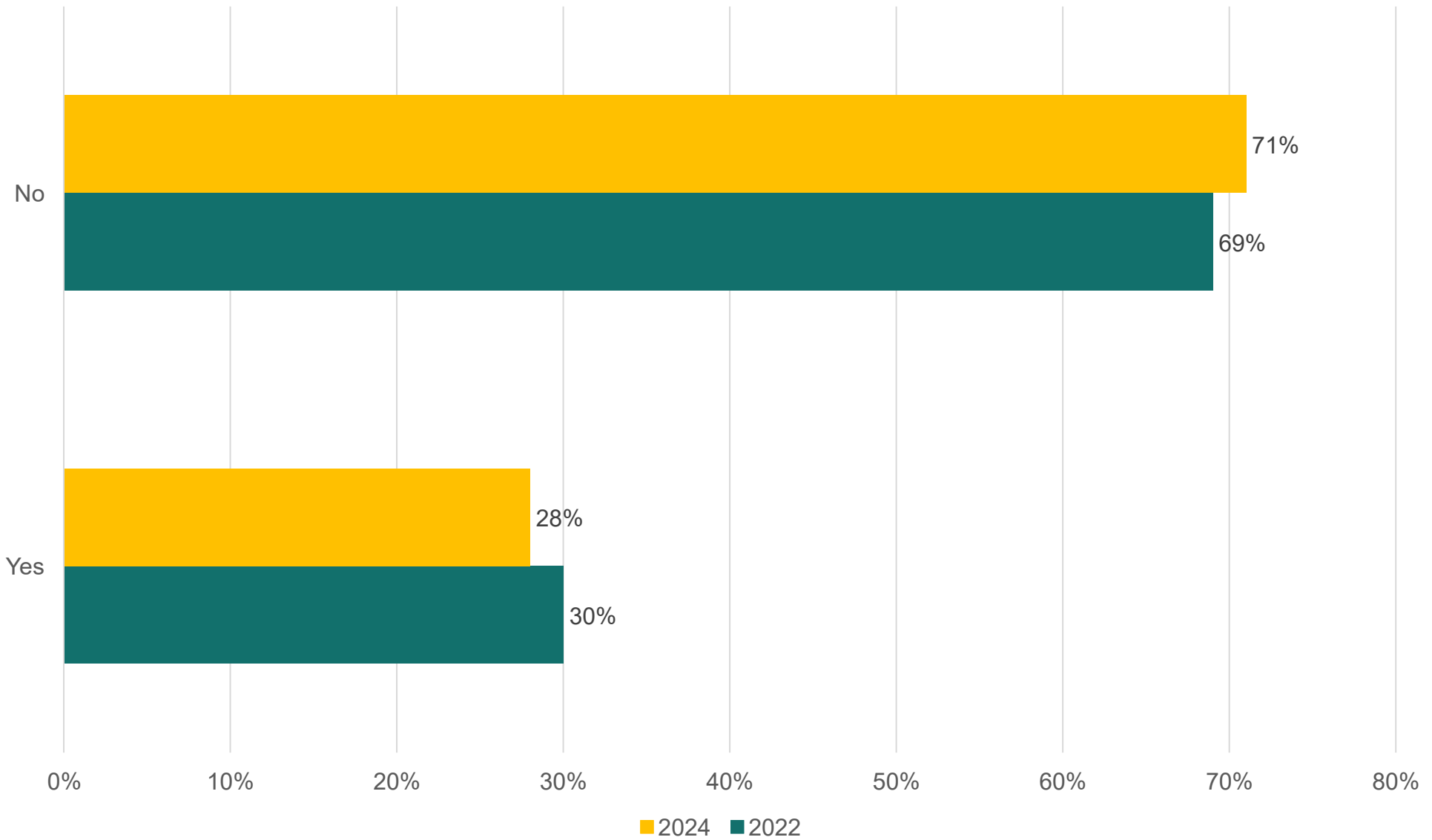
Do conversations with your manager cover the following:



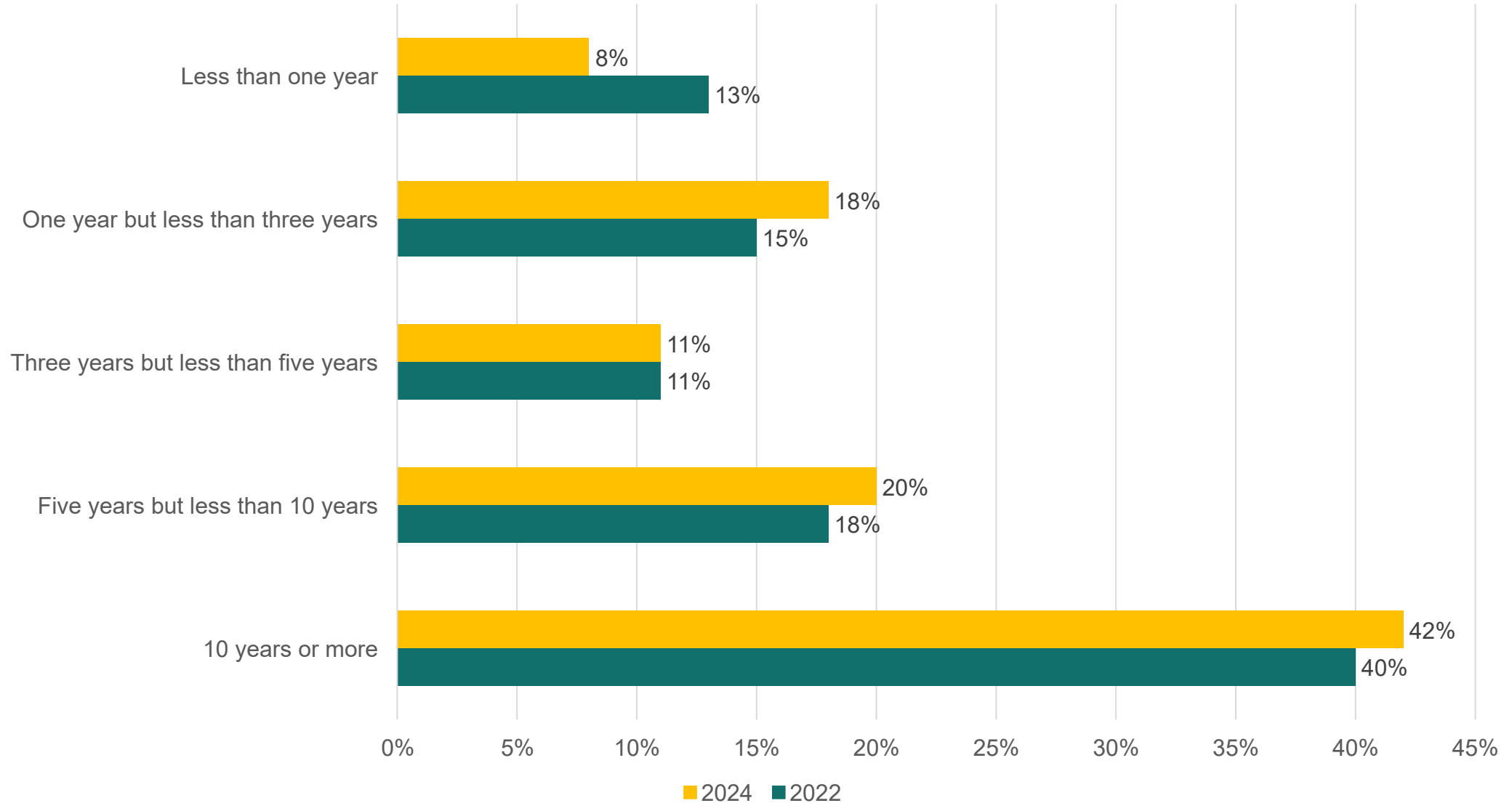
Which of these statements best describes how you feel about the Core Principles and Behaviours?



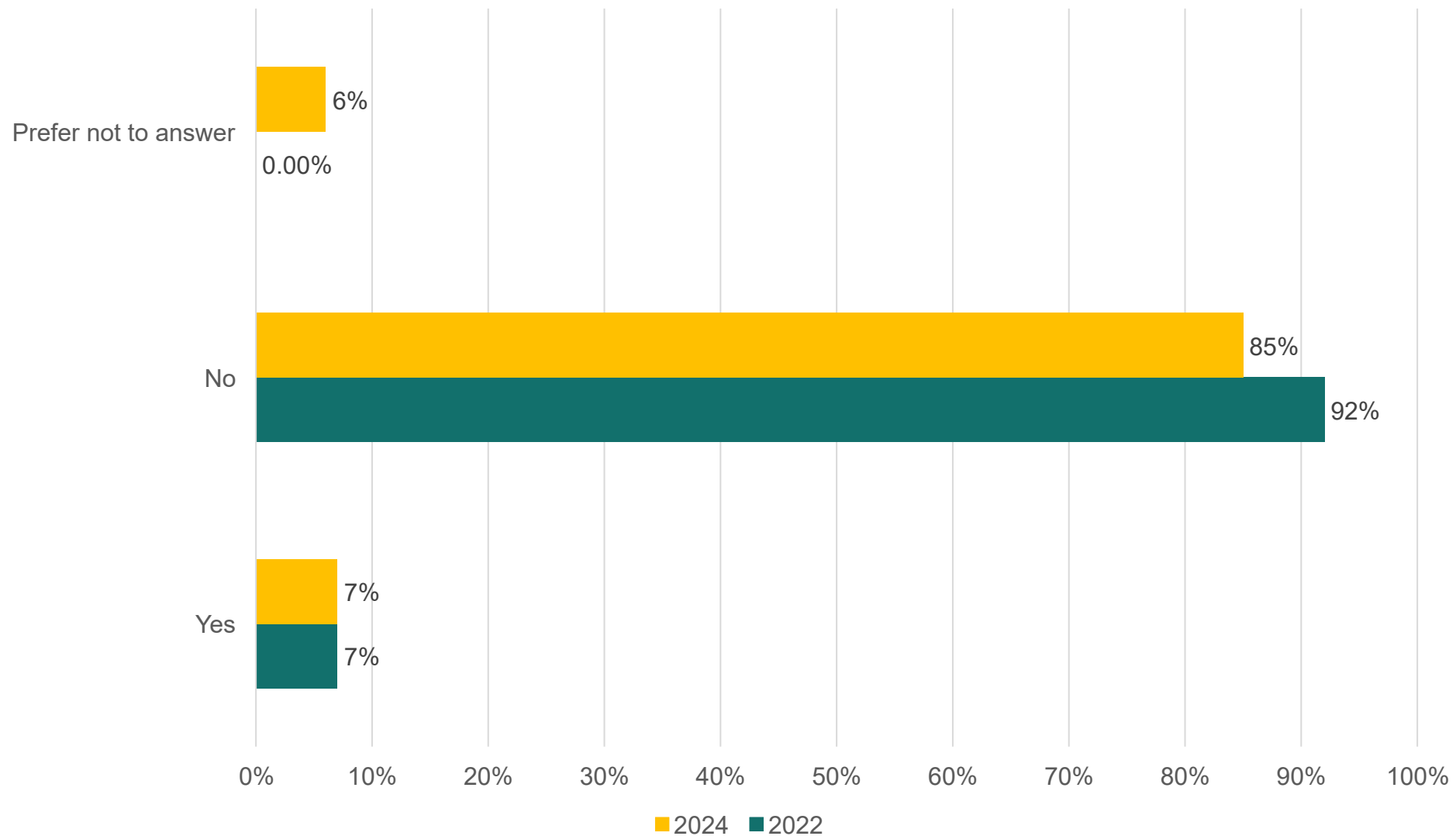
Do you manage any other employees?



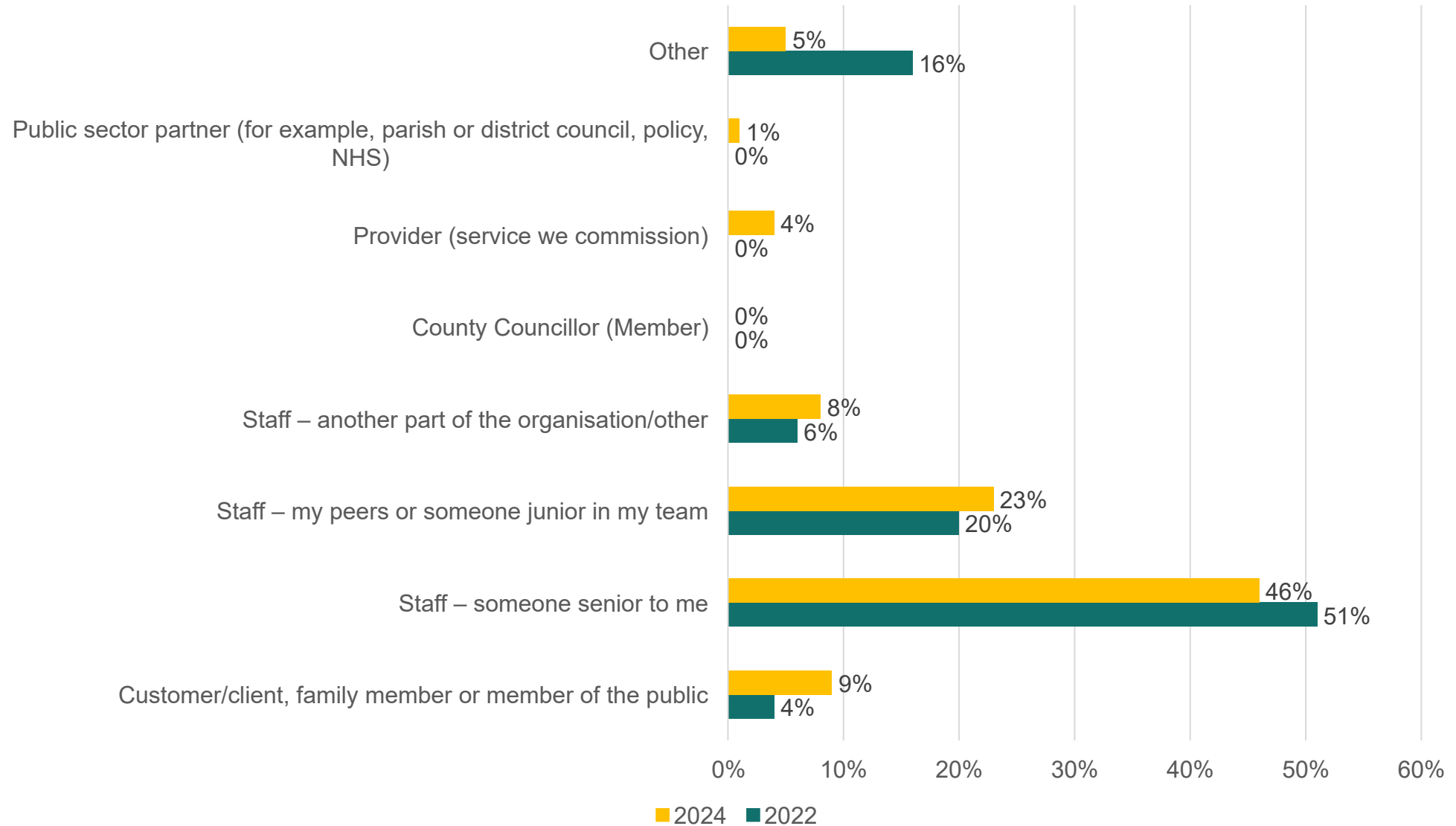
How long have you worked for Devon County Council?



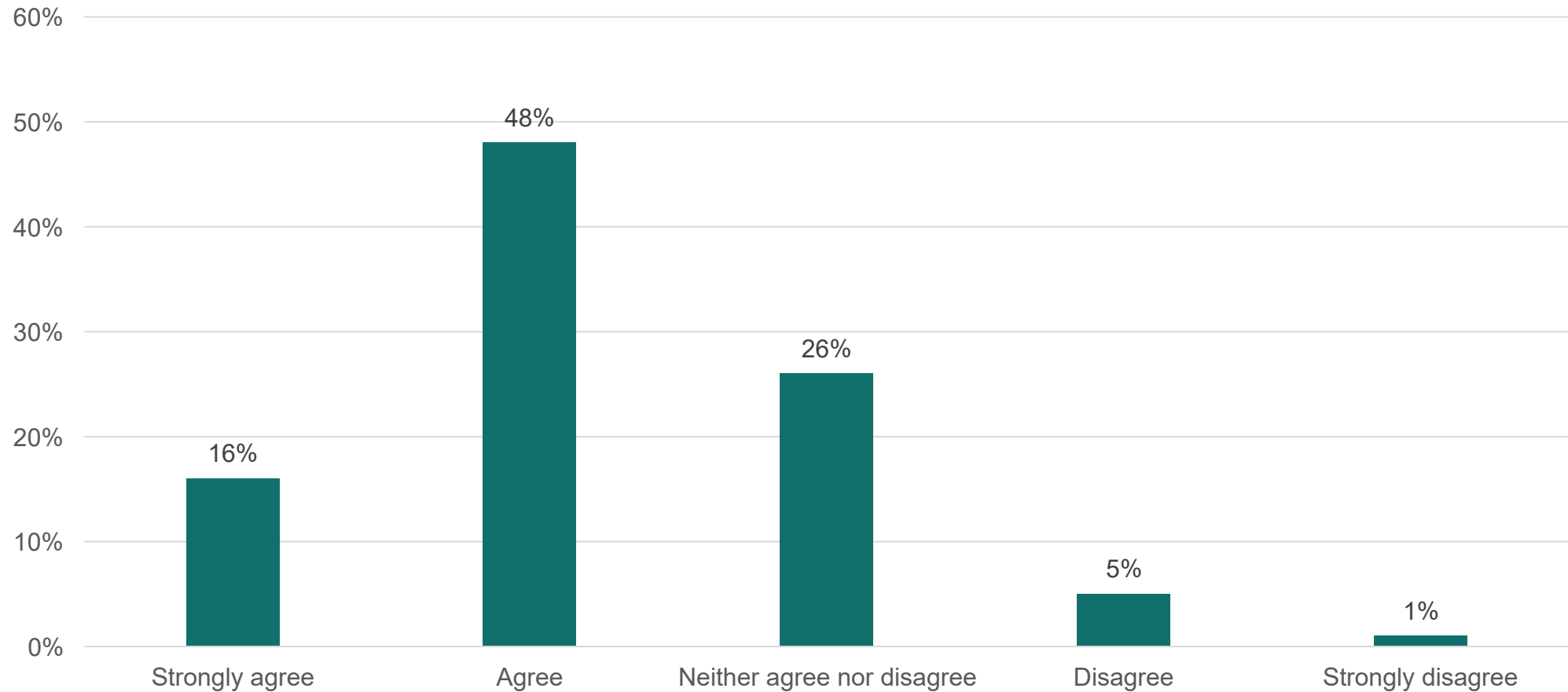
Have you experienced bullying, discrimination or harassment at work in the last 12 months?



Who did you receive bullying, discrimination or harassment from?



To what extent do you agree with the following statement: Devon County Council provides a safe and inclusive working environment and equal opportunities for all its diverse staff



EDI Overview

2 out of 3 say DCC provides a safe and inclusive working environment and equal opportunities for its diverse staff.

4.25 out of 5 said they did not experience bullying, discrimination or harassment in the last 12 months

Around **200** people (less than 1 in 10) do not share this experience or view. 4 out of 5 issues were caused by another person in the organisation and half were dissatisfied with the way issues were handled after they raised concerns.

People raise their concerns through a variety of channels, with line management being the most common (29%).

There is significant under-reporting of issues through the Unacceptable Behaviour and Discrimination Report Form, making monitoring difficult.

15% did not raise the issue with anyone.

About half of those who raised the issue were dissatisfied with the way it was resolved, and only 17% were satisfied.

"disabled access was not considered during a recent office move. I was made to feel like I was being a pain."

"I have not heard anything, so assume nothing was done"

EDI Overview

Insights from those who did report the issue include:

- Nothing happened as a result of them raising the issue
- Some people stepped in to resolve the issue directly themselves due to nothing happening
- Some people being told to resolve the issue themselves
- Some describe a negative impact on their mental health and wellbeing
- A feeling that things had not been dealt with effectively
- People resorted to relocating to another team
- People fearing victimisation due to raising the issue

Of those who did not report their issue the reasons cited for this include:

- Victimisation, lack of trust or a lack of support to take the issue forward
- A view that nothing changes so why bother
- Exhaustion or frequency of issues (particularly from members of the public)

The biggest concerns coming through were:

- **Nothing happening** after raising a concern, or things taking too long to resolve
- **Not receiving feedback or updates** and therefore never having 'closure'.
- **Poor accessibility and a lack of timely and appropriate reasonable adjustments for disabled staff, including for those with neurodivergence.**

“There is a lot more work to be done in relation to EDI, especially around racism, hidden disabilities, physical disabilities and neurodivergence, mainly in relation to staff that have more than one protected characteristic.”

“DCC is clearly trying hard...The context of society we live in is significant and hard to untangle. It would be too simple just to say the work environment is safe and inclusive.”

Next Steps

- Manager Learning sessions will see a similar presentation - 9th September
- Power BI Dashboard will be ready to share with Directorate representatives - 13th September
- Infographic showing themes will be shared with workforce - 13th September
- P&C Business Partners will share Directorate level information with their linked areas - week commencing 16 September
- Directorates use this intelligence to shape engagement Director led days
- Key messages using Infographic to be shared with workforce at the online engagement session - Tuesday 25th September

Directorate representatives

People Survey Dashboard Access will be granted to:

- Donna Manson
- Angie Sinclair
- Keri Denton
- Maria Chakraborty
- Maria Price
- Matthew Jones
- Meg Booth
- Tandra Forster
- Steve Brown
- Stuart Collins

In addition:

- A named representative to support dissemination and understanding of the data and trends (need to know who this might be)
- People & Culture Link Business Partners
- People & Culture Organisational Development Team