

Decision released from confidential session			
Recommendation from (agenda report)	Date of meeting	Recommendation to (decision-making meeting)	Date of meeting
		<i>Chief Executive Employment Committee</i>	3 November 2020
Report Title and number			
R20323 AskYourTeam - Overview of 2020 Staff Survey Results			
Documents released			
Report (R20323) and Attachments (A2504057, A2504095)			
Decision			
Resolved CEE/2020/001			
<i>That the Chief Executive Employment Committee</i>			
<ol style="list-style-type: none"> 1. <i><u>Receives</u> the report AskYourTeam - Overview of 2020 Staff Survey Results (R20323) and its attachments (A2504057, A2504095); and</i> 2. <i><u>Agrees</u> that Report (R20323) and Attachments (A2504057, A2504095) be made publicly available.</i> 			

PUBLIC EXCLUDED

Item 3: AskYourTeam - Overview of 2020 Staff Survey Results



Chief Executive Employment
Committee

3 November 2020

REPORT R20323

AskYourTeam - Overview of 2020 Staff Survey Results

1. Purpose of Report

- 1.1 To provide the Chief Executive Employment Committee with an overview of the 2020 AskYourTeam staff survey results.

2. Exclusion of the Public

- 2.1 This report has been placed in the public excluded part of the agenda in accordance with section 48(1)(a) and section 7 of the Local Government Official Information and Meetings Act 1987. The reason for withholding information in this report under this Act is to:

- Section 7(2)(c)(i) To protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information or information from the same source and it is in the public interest that such information should continue to be supplied

3. Recommendation

That the Chief Executive Employment Committee

1. *Receives the report AskYourTeam - Overview of 2020 Staff Survey Results (R20323) and its attachment/s (A2504057, A2504095); and it*
2. *Agrees that Report (R20323) and Attachments (A2504057, A2504095) be made publically available.*

2. Background

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Item 3: AskYourTeam - Overview of 2020 Staff Survey Results

- 2.1 Nelson City Council runs an annual survey which provides staff with the ability to provide feedback across a range of organisational elements which are important to organisational culture, performance and effectiveness. The 2020 survey was run in the first two weeks of August.
- 2.2 The survey tool used, AskYourTeam, provides the ability to compare ourselves with other local authorities through the Local Government Benchmark option.
- 2.3 Survey scores are reported as a weighted average of responses, where the responses *Strongly Disagree*, *Disagree*, *Somewhat Disagree*, *Somewhat Agree*, *Agree*, *Strongly Agree* are assigned values respectively of 0, 0.2, 0.4, 0.6, 0.8, 1.0. A response of *Don't Know* is not assigned a value.
- 2.4 Survey results have been shared with staff via the Staff Briefing sessions in September 2020. The Senior Leadership Team has also reviewed the results and will schedule time to explore further how they can use the information to focus on organisational leadership improvements.
- 2.5 The attached reports provide an overview for the Committee of key results (A2504057) and the scores for all questions (A2504095). The Committee may wish to note the following key items from the reports:
 - 2.5.1 The overall survey score for Nelson City Council is 63% (unchanged from last year). The Local Government benchmark score has increased by 1 in the last 12 months, with the result that Nelson's score is now just under the Local Government benchmark (see page 7 of the Overview, A2504057).
 - 2.5.2 The survey participation rate is 76%, lower than last year but ahead of the Local Government benchmark participation rate of 72%.
 - 2.5.3 The "People Score" is the average of all questions in the Leadership, Culture and Performance Development categories. Nelson City Council's People Score is 65%. The Local Government benchmark score is 66%.
- 2.6 Groups and Business Units are being supported to access their own team results. We anticipate that capacity to focus on survey results at team level will be variable across the organisation as a result of COVID-related work pressure.

3. Conclusion

- 3.1 Nelson City Council's staff survey results remained relatively stable between 2019 and 2020.
- 3.2 Staff feedback shows that Nelson City Council is generally strong in health and safety leadership, and in the focus on the wellbeing of staff (page 4 of

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Item 3: AskYourTeam - Overview of 2020 Staff Survey Results

the Overview report, A2504057). However there are two notable exceptions to the overall positive feedback on wellbeing. Responses to "I am satisfied with my physical working environment" and "The level of work-related stress I experience is acceptable" are low at 60% and 55% respectively.

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Attachments

Attachment 1: A2504057 - AskYourTeam 2020 Staff Survey Overview - CEEC
3Nov2020

Attachment 2: A2504095 - AskYourTeam 2020 Staff Survey All Questions -
CEEC 3Nov2020

Released 18/10/2022



Released 18/10/2022

AskYourTeam - 2020 Staff Survey
Overview – Chief Executive
Employment Committee
3 November 2020

Report Summary

Survey name: AskYourTeam - 2020 Staff Survey
Start date: 10:30am, 27 July 2020
End date: 5:00pm, 12 August 2020
Participants: 223
Overall survey score: 63% *
Created by: Stephanie Vincent

Released 18/10/2022

*Note: The overall survey score is calculated from the AskYourTeam Agree-Disagree questions

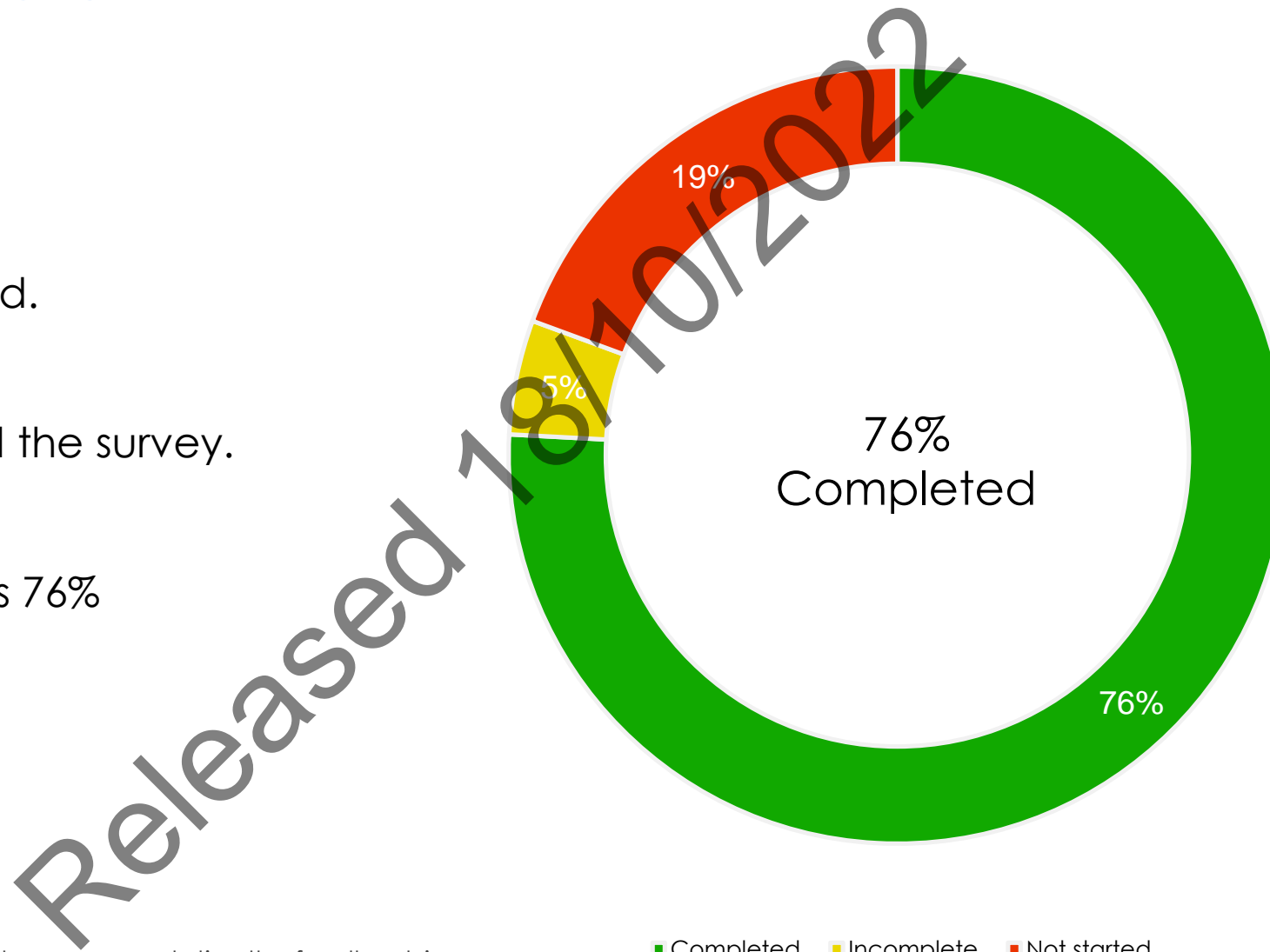


Participation Rate

294 people were invited.

223 people completed the survey.

The participation rate is 76%



Participation rates help us understand how representative the feedback is. While we are not aiming for 100%, a higher percentage indicates a representative sample.

■ Completed ■ Incomplete ■ Not started



Top 10 Question Scores



These questions may identify areas to celebrate with your team. This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated



Bottom 10 Question Scores

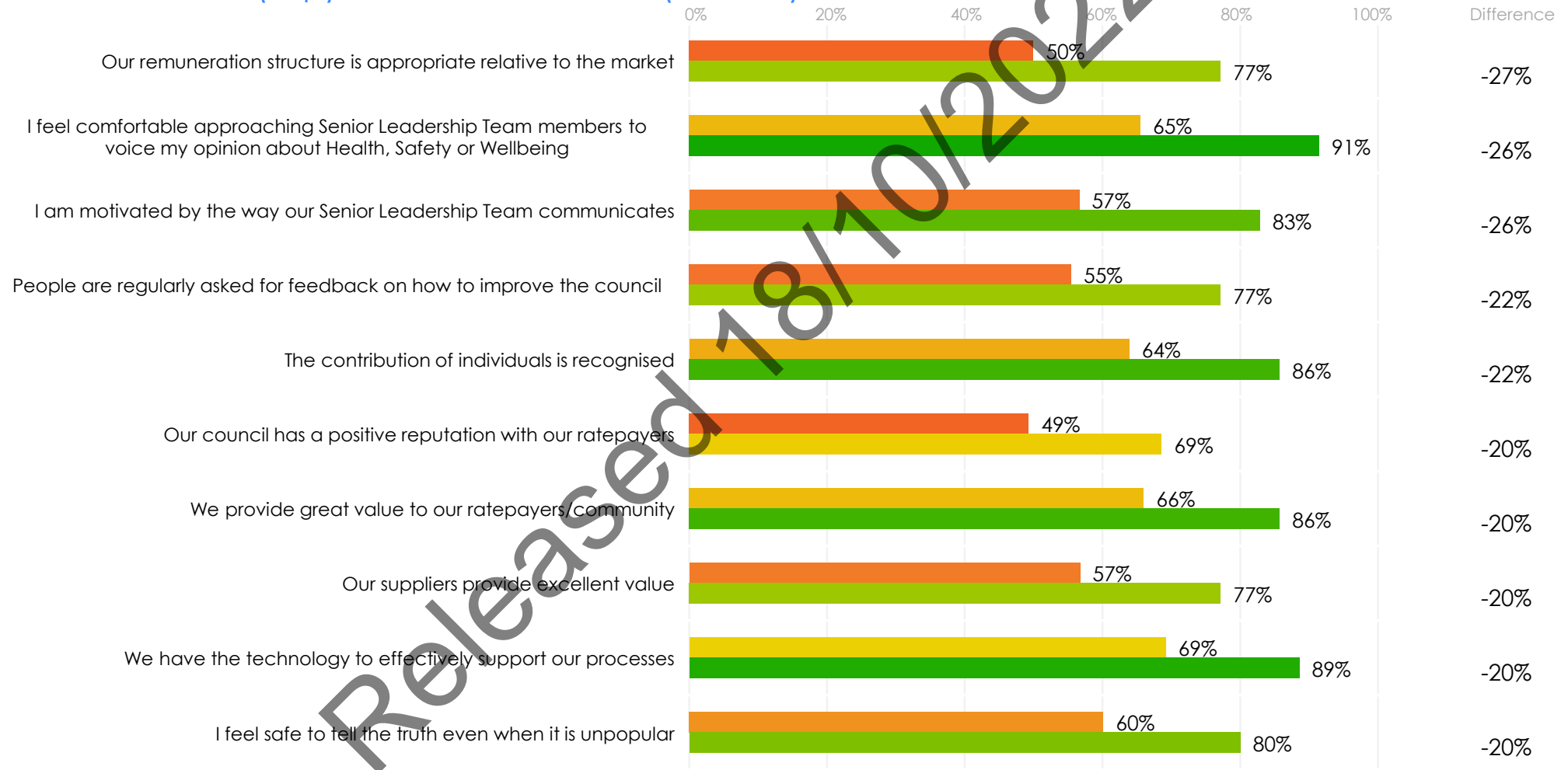


These questions may identify your biggest opportunities for improvement. This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated



Alignment Scores - Biggest Differences

Non-executive scores (Top) vs Executive scores (Bottom)



This shows the 10 largest absolute differences (ignores the positive or negative value) between the Executive and Non-Executive average scores. Note the Non-Executive group may be filtered, while the Executive group remains consistent. The greater the difference, the less aligned the organisation.

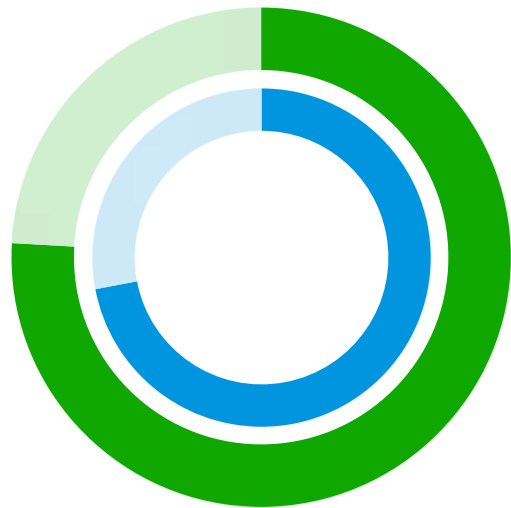


Benchmark Scores

Summary benchmark scores

Participation rate

The participation rate benchmark is based on the average completion rate across all Business surveys. Participation gives you an indication of how representative the feedback is.



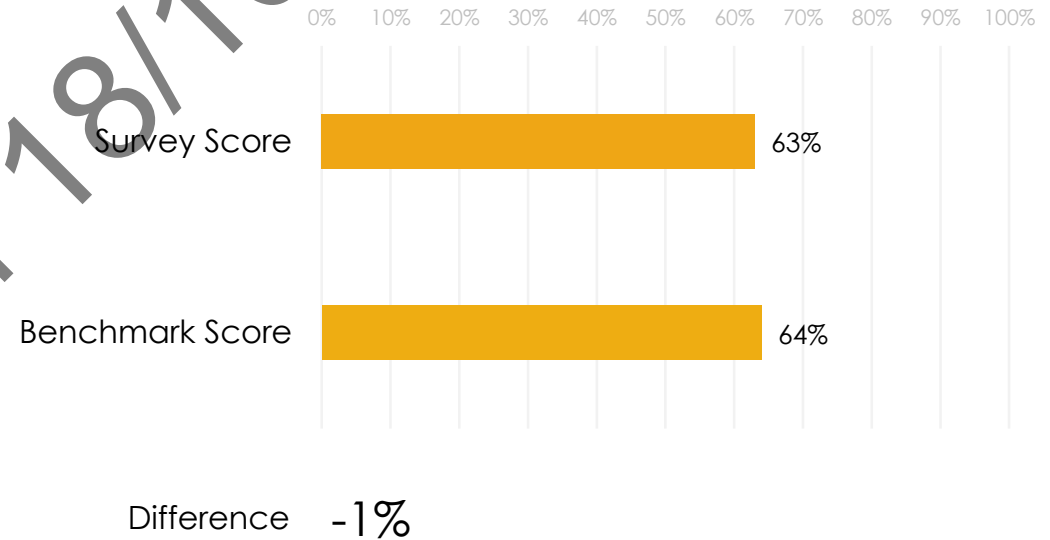
75.9%
Survey participation

72%
Participation benchmark

+4%
Difference

Overall score

The overall score is calculated using the AskYourTeam recommended questions in your survey. The overall score is the average score of these questions across all Localgovernment surveys.



Survey Score 63%

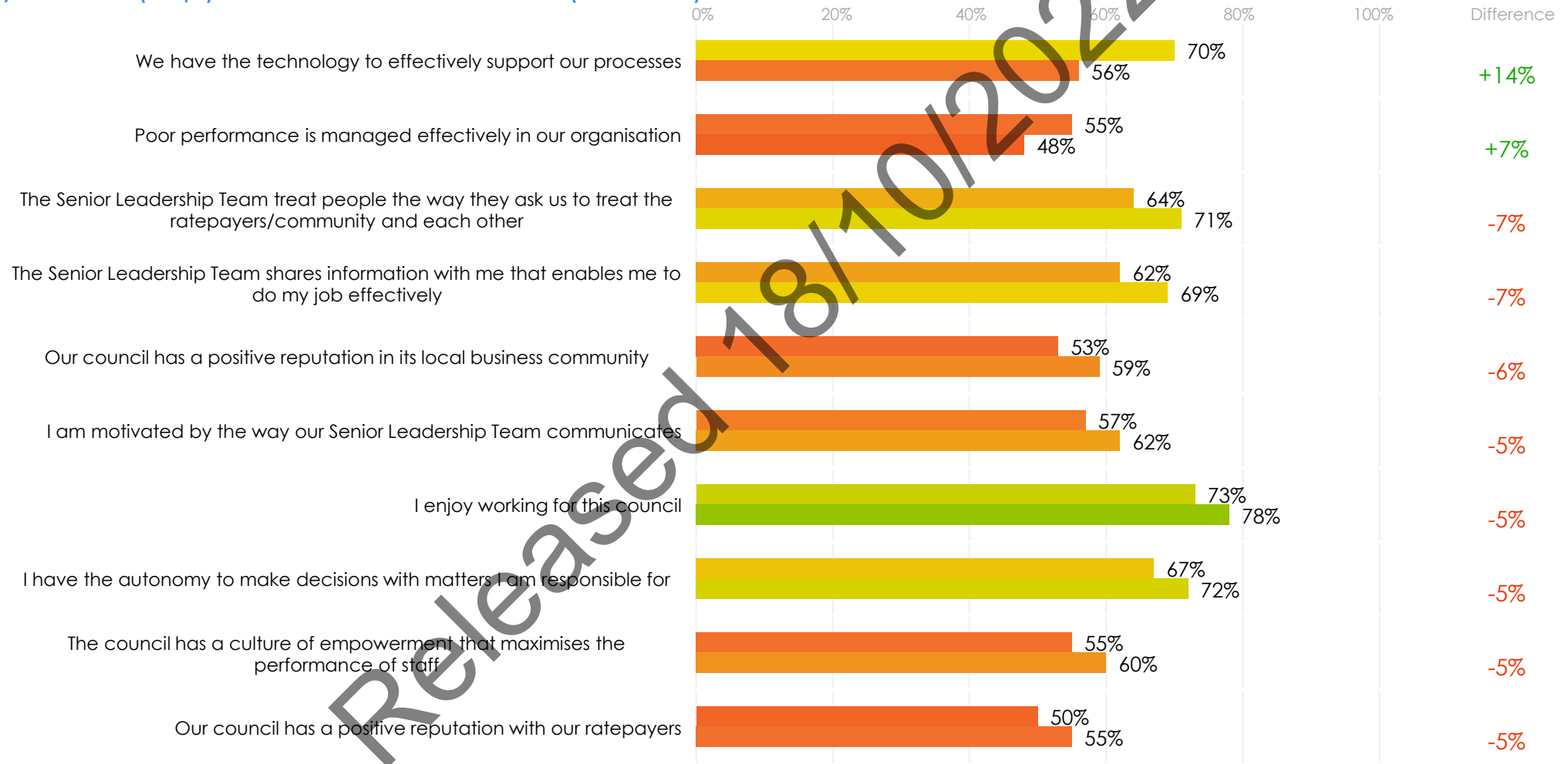
Benchmark Score 64%

Difference -1%

The summary report includes participation rate and overall score by survey version. Note that results may have been filtered to a demographic group within the survey.

Benchmark Scores - Biggest Differences

Survey scores (Top) vs Benchmark scores (Bottom)



Benchmarks are only calculated for AskYourTeam Agree-Disagree questions. This report includes up to 10 questions with the biggest absolute difference (ignores the positive or negative value) that are statistically significant.



All AskYourTeam Questions summary

Categories	Questions	Score
Culture	I understand clearly how the things I do affect the ability of others in my team to do their job	82%
Culture	I enjoy working for this council	73%
Culture	We celebrate achievements as a team	71%
Culture	Our council is a great place to work	70%
Culture	I have the autonomy to make decisions with matters I am responsible for	67%
Culture	The contribution of individuals is recognised	65%
Culture	We have clear and effective systems for dealing with intimidating behaviour and workplace bullying, which are applied equally to everyone	64%
Culture	Our council supports people who come forward with new ideas	63%
Culture	There is a strong focus on how we can work together better as a team	62%
Culture	Honesty and directness are valued in our council	61%
Culture	Effective cross-functional teams are common in our council	56%
Performance Development	My own performance targets are aligned with the objectives of the council	75%
Performance Development	I have regular performance reviews and receive effective feedback	69%
Performance Development	Each person in the council has clearly defined roles and responsibilities which they understand	65%
Performance Development	Our council provides opportunities for me to develop my skills and competencies and actively encourages career development	65%
Performance Development	We have effective training that enhances the performance and development of individuals	62%
Performance Development	Poor performance is managed effectively in our organisation	55%
Performance Development	Our remuneration structure is appropriate relative to the market	51%
Leadership	I am confident that our Senior Leadership Team is leading us in the right direction	66%
Leadership	The actions of our Senior Leadership Team are consistent with our council's values	66%
Leadership	There is a clear vision for the council	64%
Leadership	The Senior Leadership Team treat people the way they ask us to treat the ratepayers/community and each other	64%
Leadership	People are confident that our Senior Leadership Team will successfully implement our strategy and vision	62%
Leadership	There is a clear strategy for the council	62%
Leadership	The council has a culture of empowerment that maximises the performance of staff	55%
Strategy	Social responsibility is appropriately reflected in our council's vision, values and strategy	70%
Strategy	The impact on the environment is appropriately reflected in our council's vision, values and strategy	70%
Strategy	Everything we do is consistent with the council's vision, values and strategy	63%
Strategy	We are good at partnering with other councils to create mutual value	61%
Strategy	All departments have goals or objectives that are aligned with those of other departments	53%
Project Planning	There is effective communication to inform what is required of me	67%
Project Planning	There are effective planning processes in the council	58%
Project Planning	Initiatives and projects are researched and planned effectively	57%
Project Planning	Effective consultation occurs before changes are made that affect others	55%
Implementation	People are held accountable for hitting deadlines	62%
Implementation	Everyone involved in implementing a project understands what needs to be done and by whom	61%
Implementation	We use effective project management techniques for implementing projects	58%



Implementation	Changes to plans or deadlines are effectively communicated to all those affected	55%
Review	The measurements we use show clearly whether or not we are on target with our strategy and projects	56%
Review	Information and results from projects are analysed and acted upon effectively	54%
Review	Projects are reviewed thoroughly to see how well the actual outcome reflected the forecast outcome	51%
Information	I have the information I need to do my job as effectively as possible	69%
Information	I have access to the right information which enables me to make effective decisions	67%
Information	We can quickly obtain customised reports from our information systems	55%
Business Processes	The health, safety and wellbeing of people in the council is appropriately reflected in our systems, processes and work environment	74%
Business Processes	We have the technology to effectively support our processes	70%
Business Processes	When I receive work from other departments it is fit for purpose	62%
Business Processes	We regularly review processes and identify possible improvements	62%
Business Processes	Our council allocates resources effectively to achieve agreed outcomes	58%
Business Processes	We effectively identify and realise opportunities to reduce costs	57%
Business Processes	Meetings are generally an effective use of time	57%
Internal Communication	Our department's results are provided in a clear, understandable way	66%
Internal Communication	Our council ensures I understand why workplace changes are made	65%
Internal Communication	We are provided with meaningful updates on how the council is performing	63%
Internal Communication	The Senior Leadership Team shares information with me that enables me to do my job effectively	62%
Internal Communication	I feel safe to tell the truth even when it is unpopular	61%
Internal Communication	I am motivated by the way our Senior Leadership Team communicates	57%
Organisational Learning	The performance of our council is better than that of similar councils	67%
Organisational Learning	Our council responds quickly to external changes	64%
Organisational Learning	We learn effectively from our mistakes	60%
Organisational Learning	We keep up with the best initiatives that are used in other councils	56%
Organisational Learning	People are regularly asked for feedback on how to improve the council	56%
Rate Payer / Community Focus	The importance of our ratepayers/community has a significant impact on how we work	75%
Rate Payer / Community Focus	I am proud of the impact our council has on the community	73%
Rate Payer / Community Focus	We provide great value to our ratepayers/community	67%
Rate Payer / Community Focus	The council has effective public communication and consultation on significant issues	66%
Rate Payer / Community Focus	We actively gather feedback from ratepayers/community and use this to improve our service to them	66%
Rate Payer / Community Focus	Everyone in the council is clear on the role they play in helping deliver what our ratepayers/community wants	66%
Rate Payer / Community Focus	Our council has a positive reputation in its local business community	53%
Rate Payer / Community Focus	Our council has a positive reputation with our ratepayers	50%
Suppliers	We have suppliers who are responsive to our feedback	68%
Suppliers	Our suppliers enable us to perform as successfully as possible	64%
Suppliers	Our suppliers provide excellent value	58%
Custom	I am aware of the critical health and safety risks in my workplace and how to manage these	81%
Custom	I am empowered to participate in health, safety and wellbeing matters	80%
Custom	Nelson City Council cares about the wellbeing of its people	75%

Custom	Nelson City Council creates and supports a diverse and inclusive work environment	72%
Custom	The Senior Leadership Team creates a culture where health and safety is actively led from the top	71%
Custom	I feel comfortable approaching Senior Leadership Team members to voice my opinion about Health, Safety or Wellbeing	66%
Custom	I am satisfied with my physical working environment	60%
Custom	The level of work-related stress I experience is acceptable	55%

Released 18/10/2022

