

Decision released from confidential session			
Recommendation from (agenda report)	Date of meeting	Recommendation to (decision-making meeting)	Date of meeting
Chief Executive Employment Committee	22 April 2022	N/a	N/a
Report Title and number			
AskYourTeam - Overview of Staff Survey Results 2022 (R26810)			
Documents released			
Report, attachments and decision			
Decision			
Resolved CEE/2022/028			
That the Chief Executive Employment Committee			
<ol style="list-style-type: none"> 1. Receives the report AskYourTeam - Overview of Staff Survey Results 2022 (R26810) and its attachments (A2871750, A2871751, A2871752); and 2. Agrees that Report (R26810) and Attachments (A2871750, A2871751, A2871752) be made publicly available. 			
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Item 4: AskYourTeam - Overview of Staff Survey Results 2022

Chief Executive Employment
Committee



22 April 2022

REPORT R26810

AskYourTeam - Overview of Staff Survey Results 2022

1. Purpose of Report

- 1.1 To provide the Chief Executive Employment Committee with an overview of the 2022 AskYourTeam staff survey results.

2. Recommendation

That the Chief Executive Employment Committee

- 1. Receives the report AskYourTeam - Overview of Staff Survey Results 2022 (R26810) and its attachments (A2871750, A2871751, A2871752); and***
- 2. Agrees that Report (R26810) and Attachments (A2871750, A2871751, A2871752) be made publicly available.***

3. Background

- 3.1 Nelson City Council runs an annual survey (except in 2021 when the August lockdown interrupted the roll-out) which provides staff an opportunity to provide feedback across a range of organisational elements which are important to organisational culture, performance and effectiveness. The 2022 survey was run in late February and the first half of March.
- 3.2 The survey tool used, AskYourTeam, provides the ability to compare ourselves with other local authorities through the Local Government Benchmark option.
- 3.3 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 of 0, 0.2, 0.4, 0.6, 0.8, 1.0 respectively. A response of *Don't Know* is not assigned a value.

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4. Discussion

- 4.1 Survey results were shared with the organisation at the All-Staff Briefing session on 6 April 2022. The Senior Leadership Team has also reviewed the results and will consider key organisational and SLT focus areas in early May. Groups and Business Units are being supported to access their own team results, and will be able to set their own action plans to focus on improvement areas relevant for their team.
- 4.2 The attached reports provide an overview for the Committee of key results (A2871750), the Local Government benchmark comparison (A2871751), and trend overview for 2020 – 2022 (A2871752). The Committee may wish to note the following key items from the reports.
- 4.2.1 The overall survey score for Nelson City Council (i.e. weighted average of all questions) has increased 2 percentage points in comparison with the 2020 survey, to 65%. The validated average score (i.e. weighted average of the standard AskYourTeam questions) is 64%, which matches the current Local Government benchmark.
- 4.2.2 The survey participation rate in 2022 was 81.7%, a significant increase over the participation rate in 2020 (76%), well ahead of the Local Government benchmark participation rate of 74%, and in line with our historic high participation levels.
- 4.2.3 The “People Score” is the average of all questions in the Leadership, Culture, and Performance Development categories. Nelson City Council’s People Score is 66% (an increase of 1% over the 2020 result). This matches the Local Government benchmark People Score. Incorporated within that is a significant increase in the category average for Leadership, which was a key focus area for the Senior Leadership Team following the 2020 survey. The Leadership category increased in 2022 to 69%, an increase of 6% over the 2020 score. The Culture and Performance Development categories remained relatively stable (+1% and -1% in comparison to 2020 respectively).
- 4.2.4 The average score for six categories (Implementation, Review, Leadership, Diversity and Inclusion, Project Planning and Suppliers has improved by 3% or more since 2020. The score for one category (Performance Development) has declined since 2020, however that change is smaller at -1%.
- 4.2.5 The Chief Executive’s performance agreement 2021-2022 (KPI 5) includes two measures from the 2022 AskYourTeam survey. Those measures are:
- *The validated average of all the standard AskYourTeam questions matches or exceeds the Local Government Benchmark.* The attached benchmark report (A2871751) shows

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that the organisational validated average (64%) matches the Local Government Benchmark validated average (also 64%).

- *The response to the AskYourTeam question "The health, safety and wellbeing of people in the council is appropriately reflected in our systems, processes and work environment" matches or exceeds the Local Government Benchmark. The benchmark report (A2871751) shows that the organisational score for the health safety and wellbeing item (73%) exceeds the Local Government Benchmark (71%).*

5. Conclusion

- 5.1 Nelson City Council's staff survey results show, on balance, modest gains when compared with the 2020 survey. This is a positive outcome given the unprecedented and on-going disruption that staff have experienced in their work and personal lives during the pandemic.
- 5.2 Health and safety leadership remains a strength, along with the focus on the wellbeing of staff. However satisfaction with the physical working environment and the level of work-related stress remain the lowest-rated of the Health, Safety & Wellbeing questions.
- 5.3 There has been improvement over time in categories which have been a particular focus for attention – Project Planning, Implementation, Review, Suppliers, and Leadership.

Author: **Stephanie Vincent, Interim Transformation Programme Lead**

Attachments

Attachment 1: A2871750 - AskYourTeam Staff Survey 2022 Overview

Attachment 2: A2871751 - AskYourTeam Local Government Benchmark Report

Attachment 3: A2871752 - AskYourTeam Trend Overview 2020-2022



Released 24/05/2022

AskYourTeam - 2022 Staff Survey
Overview – Chief Executive
Employment Committee
22 April 2022

Report Summary

Survey name:	AskYourTeam - 2022 Staff Survey
Start date:	12:00pm, 25 February 2022
End date:	6:30pm, 14 March 2022
Participants:	273
Validated score:	64% *
Overall average:	65% **
Created by:	Stephanie Vincent

*Note: The validated average is calculated from the AskYourTeam validated Agree-Disagree questions.
The Overall average is calculated from all Agree-Disagree questions.

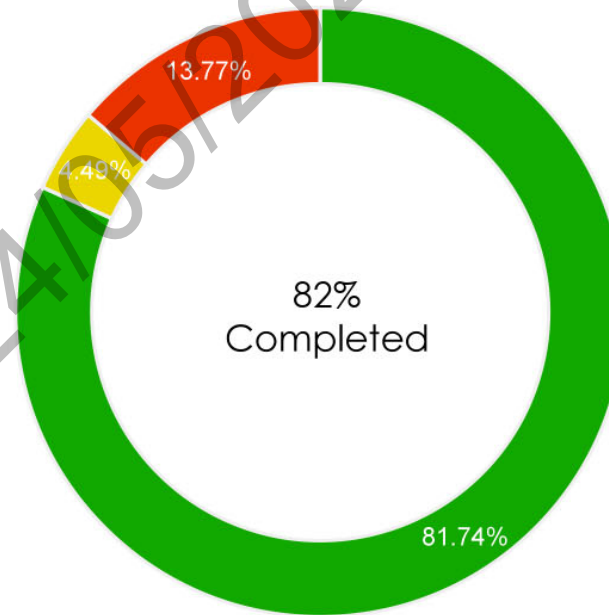


Participation Rate

334 people were invited.

273 people completed the survey.

The participation rate is 82%



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



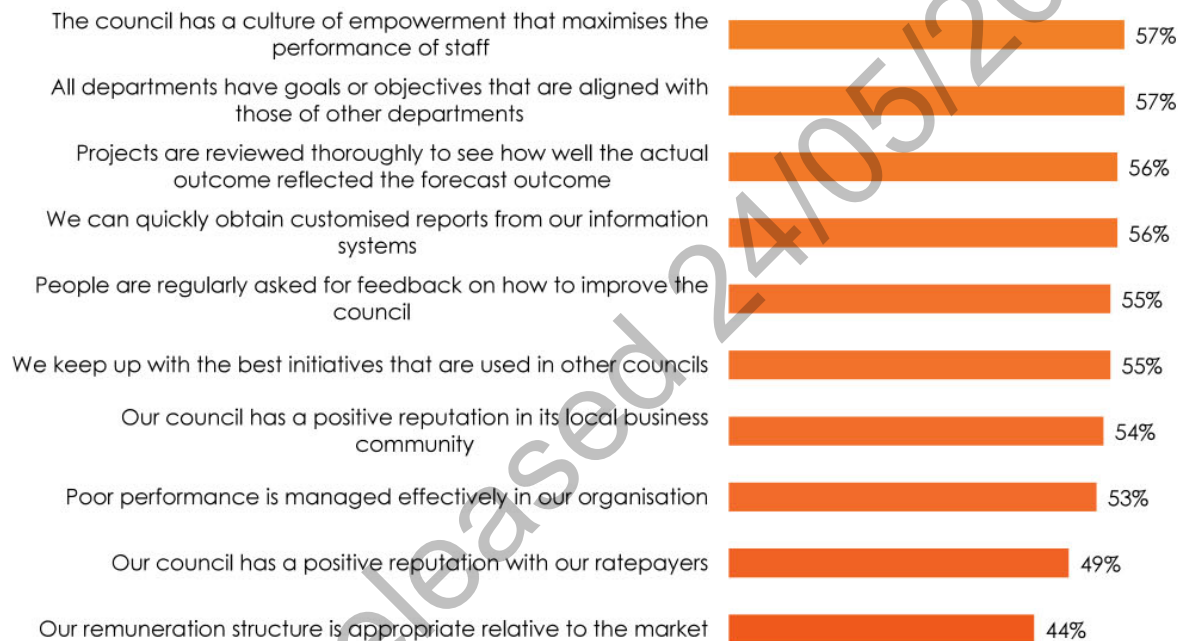
Top 10 Question Scores



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.



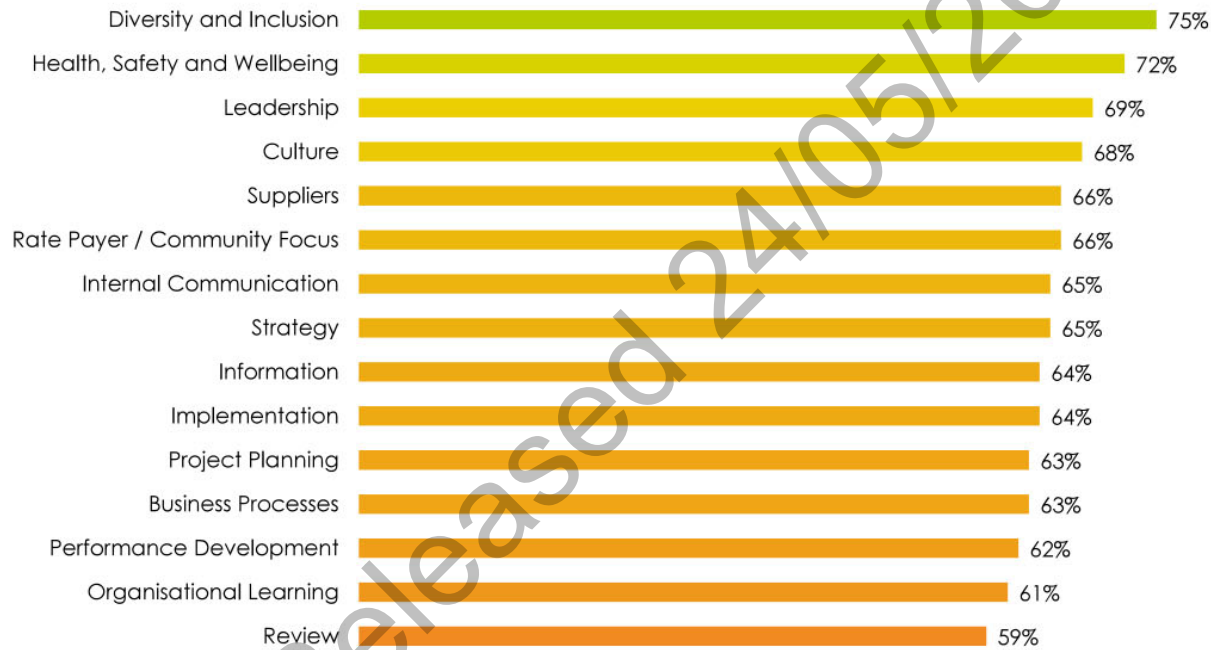
Bottom 10 Question Scores



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.



Average Category Score

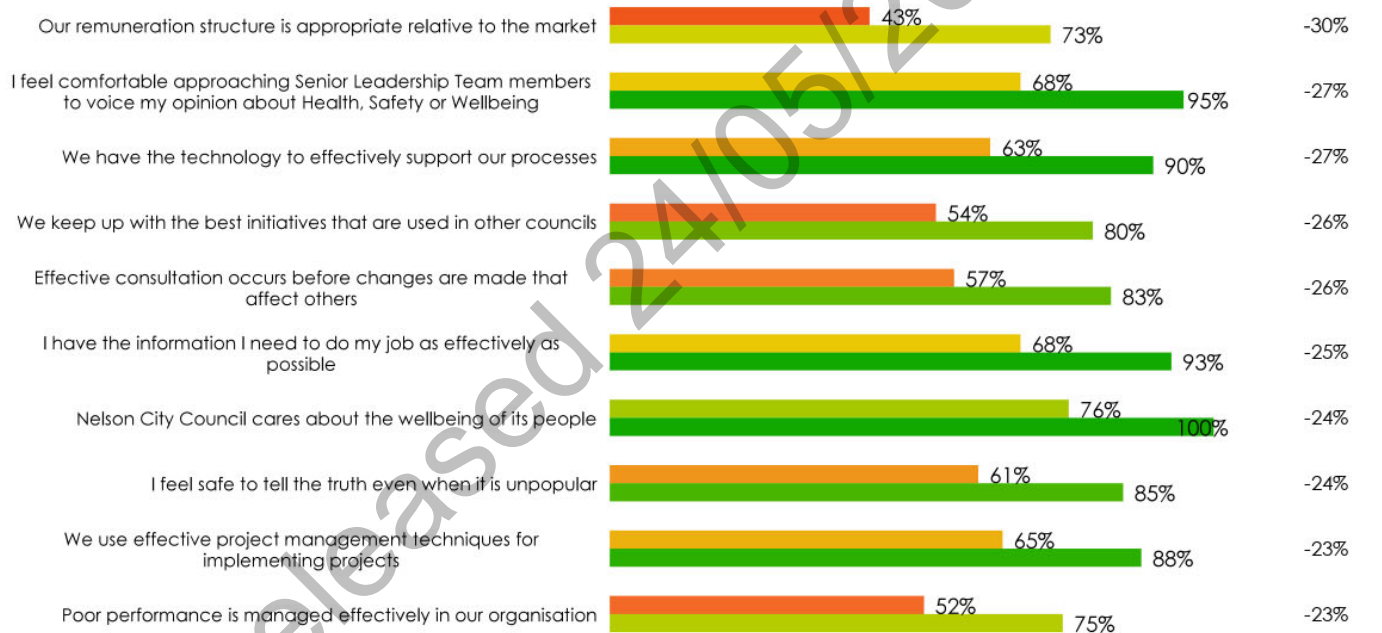


The category average is calculated using the score of each question in that category. Categories only apply to the Strongly Agree to Strongly Disagree Likert scale question types. The 'Custom' category is made up of customised questions and not based on AskYourTeam's recommended question set.



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 Local Government surveys. Participation gives you an indication of how representative the feedback is.



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 Local Government surveys.

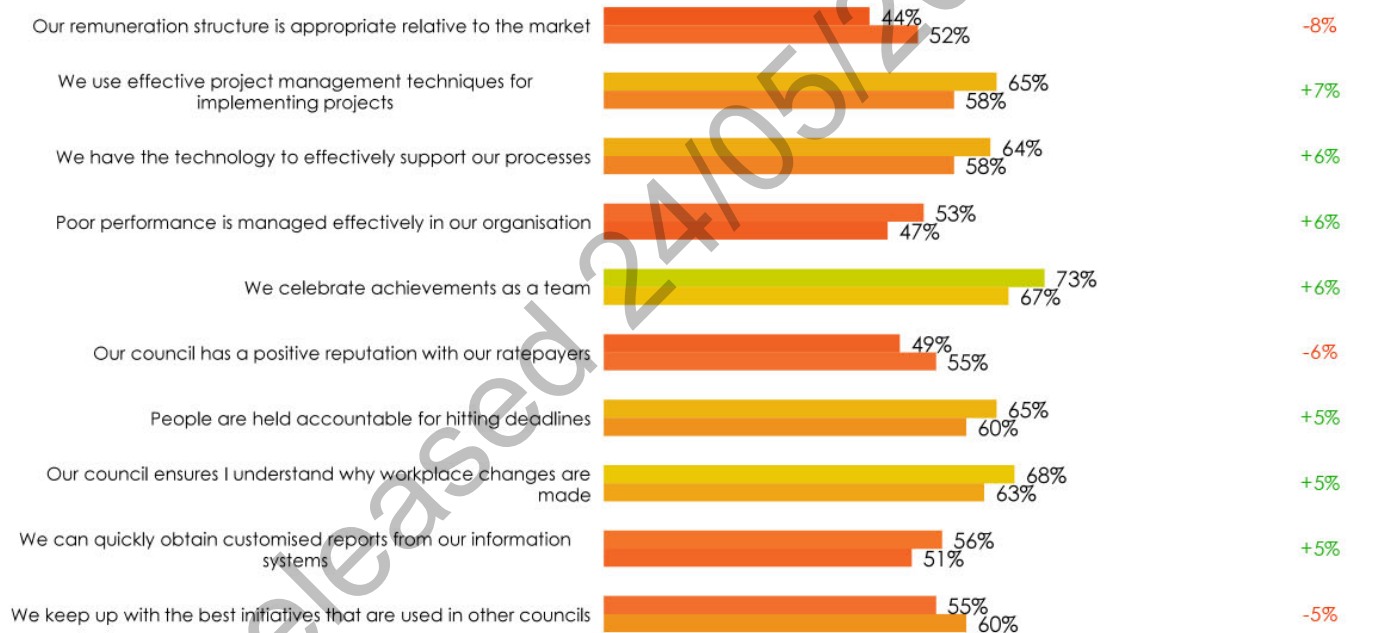


The summary report includes participation rate and overall score by sector. Note that results may have been filtered to a demographic group within the survey.



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.



Item 4: AskYourTeam - Overview of Staff Survey Results 2022: Attachment 2

Benchmarking

Compare your survey results against the AskYourTeam benchmark scores. Within the table, a green or red 'Difference' score indicates it is a statistically significant difference. If it's grey, it is not a statistically significant difference from the benchmark.

Overall

Survey Score	Benchmark Score	Difference
64%	64%	0%

Question summary

Questions	Categories	Survey	Benchmark	Difference
We use effective project management techniques for implementing projects	Implementation	65%	58%	7%
We have the technology to effectively support our processes	Business Processes	64%	58%	6%
Poor performance is managed effectively in our organisation	Performance Development	53%	47%	6%
We celebrate achievements as a team	Culture	73%	67%	6%
People are held accountable for hitting deadlines	Implementation	65%	60%	5%
Our council ensures I understand why workplace changes are made	Internal Communication	68%	63%	5%
We can quickly obtain customised reports from our information systems	Information	56%	51%	5%
Initiatives and projects are researched and planned effectively	Project Planning	62%	58%	4%
I have regular performance reviews and receive effective feedback	Performance Development	70%	66%	4%
The council has effective public communication and consultation on significant issues	Rate Payer / Community Focus	71%	67%	4%
We have suppliers who are responsive to our feedback	Suppliers	70%	66%	4%
The measurements we use show clearly whether or not we are on target with our strategy and projects	Review	62%	59%	3%
Effective cross-functional teams are common in our council	Culture	59%	56%	3%
The contribution of individuals is recognised	Culture	65%	62%	3%
Our council allocates resources effectively to achieve agreed outcomes	Business Processes	59%	56%	3%
Each person in the council has clearly defined roles and responsibilities which they understand	Performance Development	66%	63%	3%
Effective consultation occurs before changes are made that affect others	Project Planning	58%	55%	3%
The impact on the environment is appropriately reflected in our council's vision, values and strategy	Strategy	70%	67%	3%
People are confident that our Senior Leadership Team will successfully implement our strategy and vision	Leadership	67%	64%	3%
I am confident that our Senior Leadership Team is leading us in the right direction	Leadership	71%	68%	3%
We have clear and effective systems for dealing with intimidating behaviour and workplace bullying, which are applied equally to everyone	Culture	63%	61%	2%
We are provided with meaningful updates on how the council is performing	Internal Communication	65%	63%	2%
There is effective communication to inform what is required of me	Project Planning	68%	66%	2%

A2871751

There are effective planning processes in the council	Project Planning	63%	61%	2%
My own performance targets are aligned with the objectives of the council	Performance Development	75%	73%	2%
We effectively identify and realise opportunities to reduce costs	Business Processes	61%	59%	2%
Changes to plans or deadlines are effectively communicated to all those affected	Implementation	61%	59%	2%
The health, safety and wellbeing of people in the council is appropriately reflected in our systems, processes and work environment	Business Processes	73%	71%	2%
I am proud of the impact our council has on the community	Rate Payer / Community Focus	76%	74%	2%
Everyone involved in implementing a project understands what needs to be done and by whom	Implementation	62%	61%	1%
Projects are reviewed thoroughly to see how well the actual outcome reflected the forecast outcome	Review	56%	55%	1%
Social responsibility is appropriately reflected in our council's vision, values and strategy	Strategy	71%	70%	1%
When I receive work from other departments it is fit for purpose	Business Processes	63%	62%	1%
I understand clearly how the things I do affect the ability of others in my team to do their job	Culture	83%	82%	1%
Everyone in the council is clear on the role they play in helping deliver what our ratepayers/community wants	Rate Payer / Community Focus	68%	67%	1%
Our suppliers enable us to perform as successfully as possible	Suppliers	66%	65%	1%
Our department's results are provided in a clear, understandable way	Internal Communication	65%	64%	1%
Meetings are generally an effective use of time	Business Processes	59%	58%	1%
We learn effectively from our mistakes	Organisational Learning	64%	63%	1%
I have access to the right information which enables me to make effective decisions	Information	67%	66%	1%
Everything we do is consistent with the council's vision, values and strategy	Strategy	65%	64%	1%
I have the information I need to do my job as effectively as possible	Information	69%	68%	1%
The actions and behaviours of our Senior Leadership Team are consistent with our council's values	Leadership	71%	70%	1%
Our council responds quickly to external changes	Organisational Learning	61%	61%	0%
Information and results from projects are analysed and acted upon effectively	Review	58%	58%	0%
There is a clear strategy for the council	Leadership	66%	66%	0%
I am motivated by the way our Senior Leadership Team communicates	Internal Communication	62%	62%	0%
All departments have goals or objectives that are aligned with those of other departments	Strategy	57%	57%	0%
We provide great value to our ratepayers/community	Rate Payer / Community Focus	70%	70%	0%
The importance of our ratepayers/community has a significant impact on how we work	Rate Payer / Community Focus	75%	75%	0%
There is a clear vision for the council	Leadership	68%	68%	0%
Our council supports people who come forward with new ideas	Culture	63%	64%	-1%
The performance of our council is better than that of similar councils	Organisational Learning	68%	69%	-1%

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We regularly review processes and identify possible improvements	Business Processes	61%	62%	-1%
We actively gather feedback from ratepayers/community and use this to improve our service to them	Rate Payer / Community Focus	63%	64%	-1%
There is a strong focus on how we can work together better as a team	Culture	64%	65%	-1%
I feel safe to tell the truth even when it is unpopular	Internal Communication	61%	62%	-1%
The Senior Leadership Team shares information with me that enables me to do my job effectively	Internal Communication	68%	69%	-1%
Our council is a great place to work	Culture	73%	74%	-1%
Honesty and directness are valued in our council	Culture	62%	63%	-1%
Our suppliers provide excellent value	Suppliers	61%	63%	-2%
The Senior Leadership Team treat people the way they ask us to treat the ratepayers/community and each other	Leadership	69%	71%	-2%
Our council provides opportunities for me to develop my skills and competencies and actively encourages career development	Performance Development	65%	67%	-2%
I have the autonomy to make decisions with matters I am responsible for	Culture	70%	72%	-2%
I enjoy working for this council	Culture	76%	78%	-2%
People are regularly asked for feedback on how to improve the council	Organisational Learning	55%	58%	-3%
The council has a culture of empowerment that maximises the performance of staff	Leadership	57%	61%	-4%
We have effective training that enhances the performance and development of individuals	Performance Development	60%	64%	-4%
We are good at partnering with other councils to create mutual value	Strategy	61%	65%	-4%
We keep up with the best initiatives that are used in other councils	Organisational Learning	55%	60%	-5%
Our council has a positive reputation in its local business community	Rate Payer / Community Focus	54%	59%	-5%
Our council has a positive reputation with our ratepayers	Rate Payer / Community Focus	49%	55%	-6%
Our remuneration structure is appropriate relative to the market	Performance Development	44%	52%	-8%

People Score

The people score is made of AskYourTeam questions from specific categories.

Survey Score	Local Government Benchmark Score	Difference
66%	66%	0%

Questions summary

Questions	Categories	Survey	Benchmark	Difference
Poor performance is managed effectively in our organisation	Performance Development	53%	47%	6%
We celebrate achievements as a team	Culture	73%	67%	6%
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I am confident that our Senior Leadership Team is leading us in the right direction	Leadership	71%	68%	3%
We have clear and effective systems for dealing with intimidating behaviour and workplace bullying, which are applied equally to everyone	Culture	63%	61%	2%
My own performance targets are aligned with the objectives of the council	Performance Development	75%	73%	2%
I understand clearly how the things I do affect the ability of others in my team to do their job	Culture	83%	82%	1%
The actions and behaviours of our Senior Leadership Team are consistent with our council's values	Leadership	71%	70%	1%
There is a clear strategy for the council	Leadership	66%	66%	0%
There is a clear vision for the council	Leadership	68%	68%	0%
Our council supports people who come forward with new ideas	Culture	63%	64%	-1%
There is a strong focus on how we can work together better as a team	Culture	64%	65%	-1%
Our council is a great place to work	Culture	73%	74%	-1%
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Our remuneration structure is appropriate relative to the market	Performance Development	44%	52%	-8%

Participation

Survey Participants	Survey Participation Rate	Local Government Benchmark Participation Rate	Difference
273	82%	74%	8%



More advice on how to review the feedback in your reports and take action is available by clicking the below.

[Learn more](#)

Released 24/05/2022



Nelson City Council

Trend Overview Report

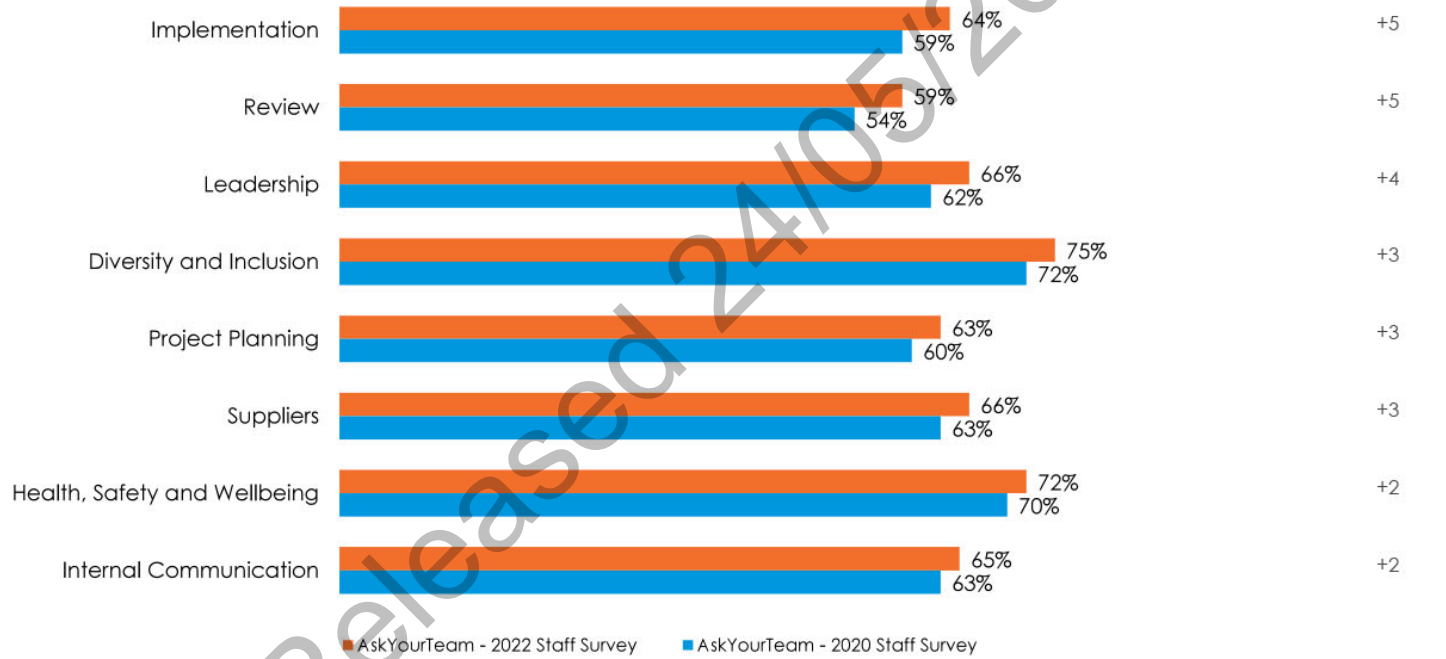
- AskYourTeam - 2022 Staff Survey

- AskYourTeam - 2020 Staff Survey

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Comparison by Category

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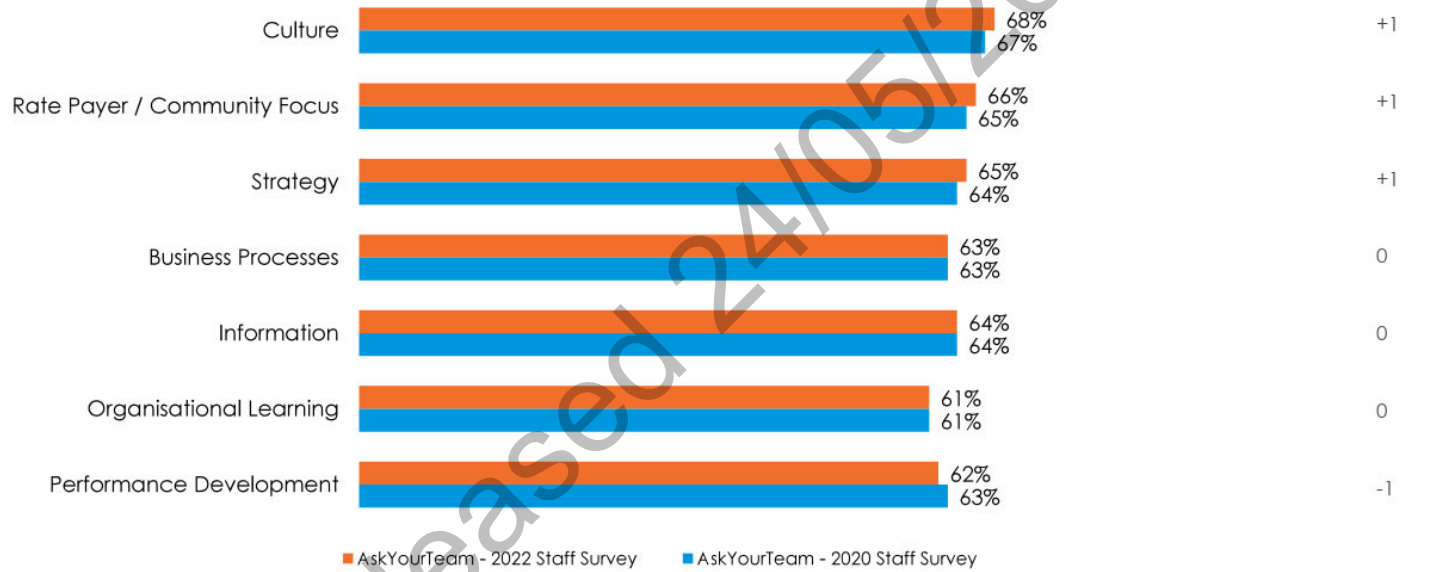


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Comparison by Category

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