



# STAFF SURVEY 2023

Business Intelligence

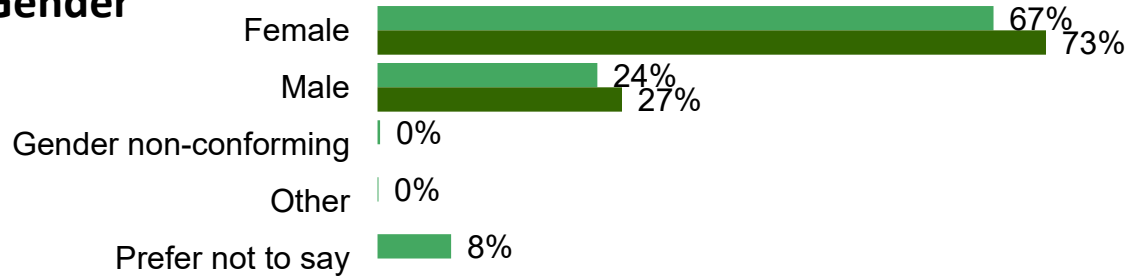
# Background

- Census to all 12,892 staff. Excludes teachers and teaching staff.
- Fieldwork from 2 October to 20 October 2023.
- Conducted in-house by Business Intelligence and People Services.
- Online methodology. **Two surveys** – those that regularly use a computer or device in their work and those that don't.
- **Statements marked \* were only asked in the survey for regular users of devices.**
- Active promotion and targeted support to improve response.
- 5,926 respondents. 46% response rate. In 2022 it was 49%.
- Data are unweighted. Confidence interval is +/-1%.
- Comparisons made to previous results, where possible.
- Percentages may not sum due to rounding. Statements in red are negative.

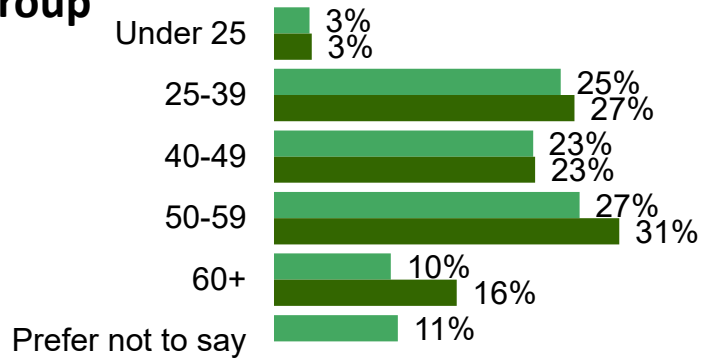


# Respondent profile

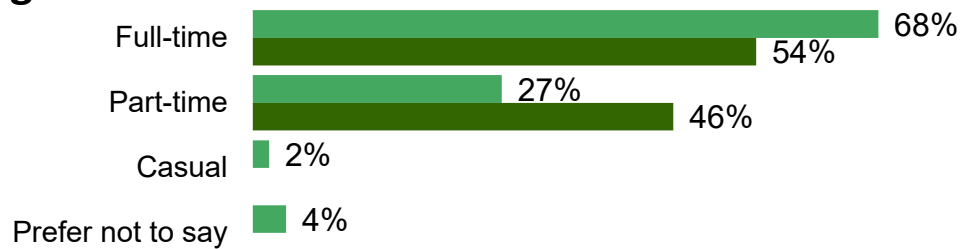
## Gender



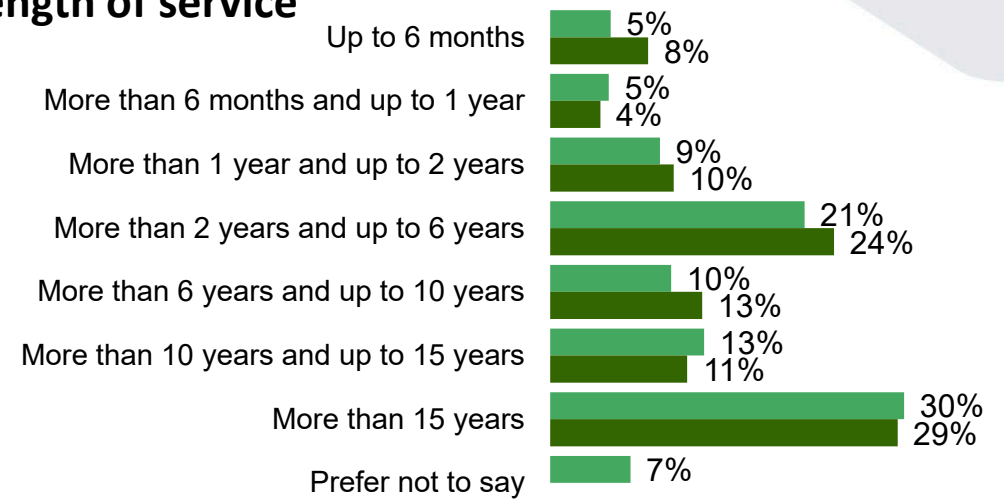
## Age group



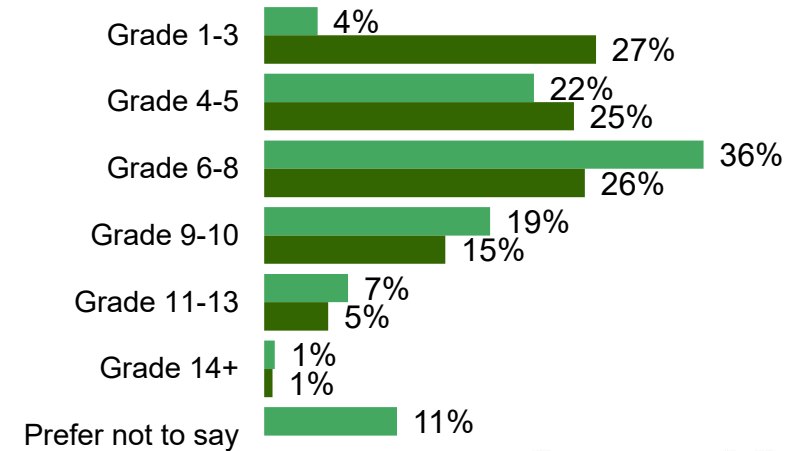
## Working hours



## Length of service



## Grade

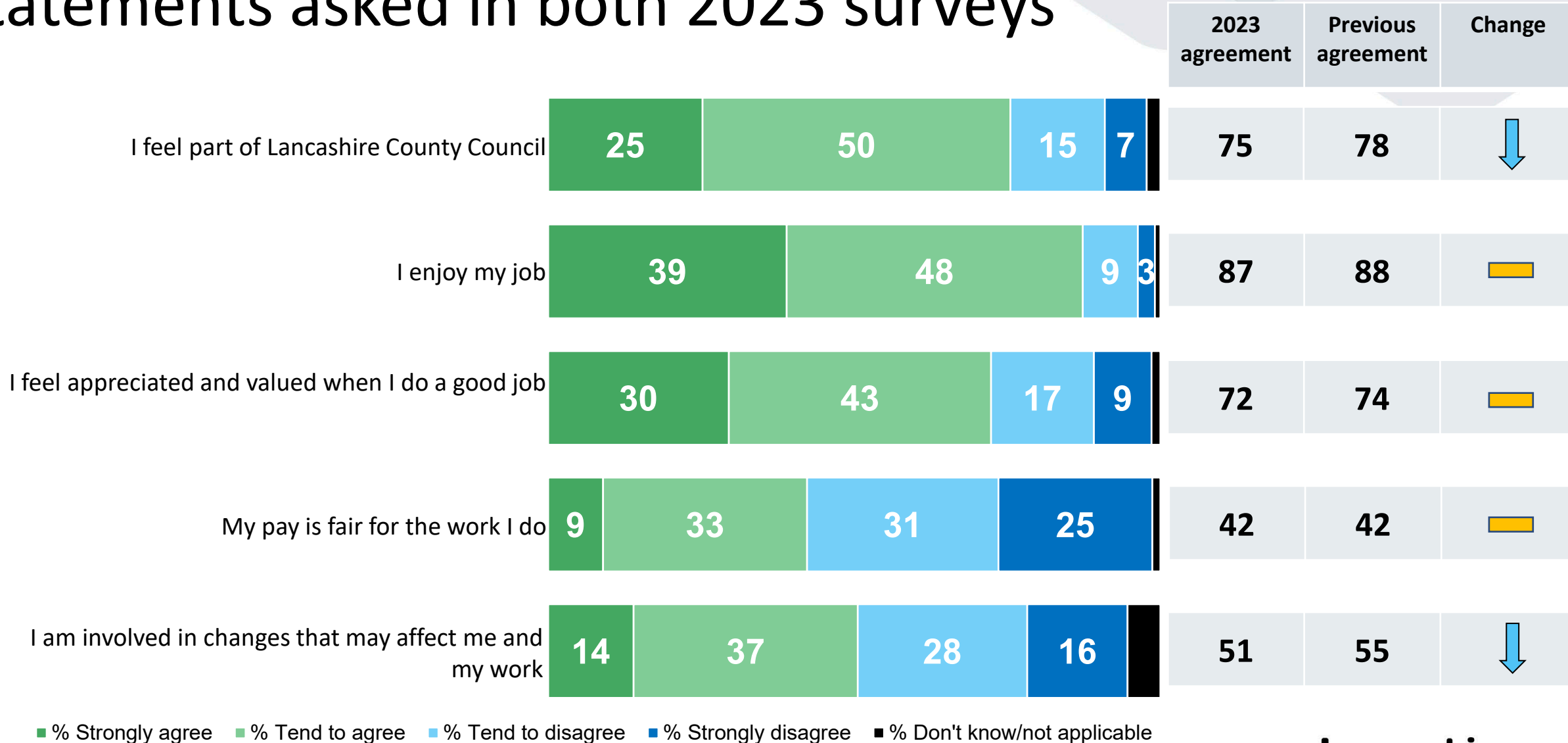


Survey respondent profile

County council profile

Base: all respondents (4,684-5,913)

# Statements asked in both 2023 surveys

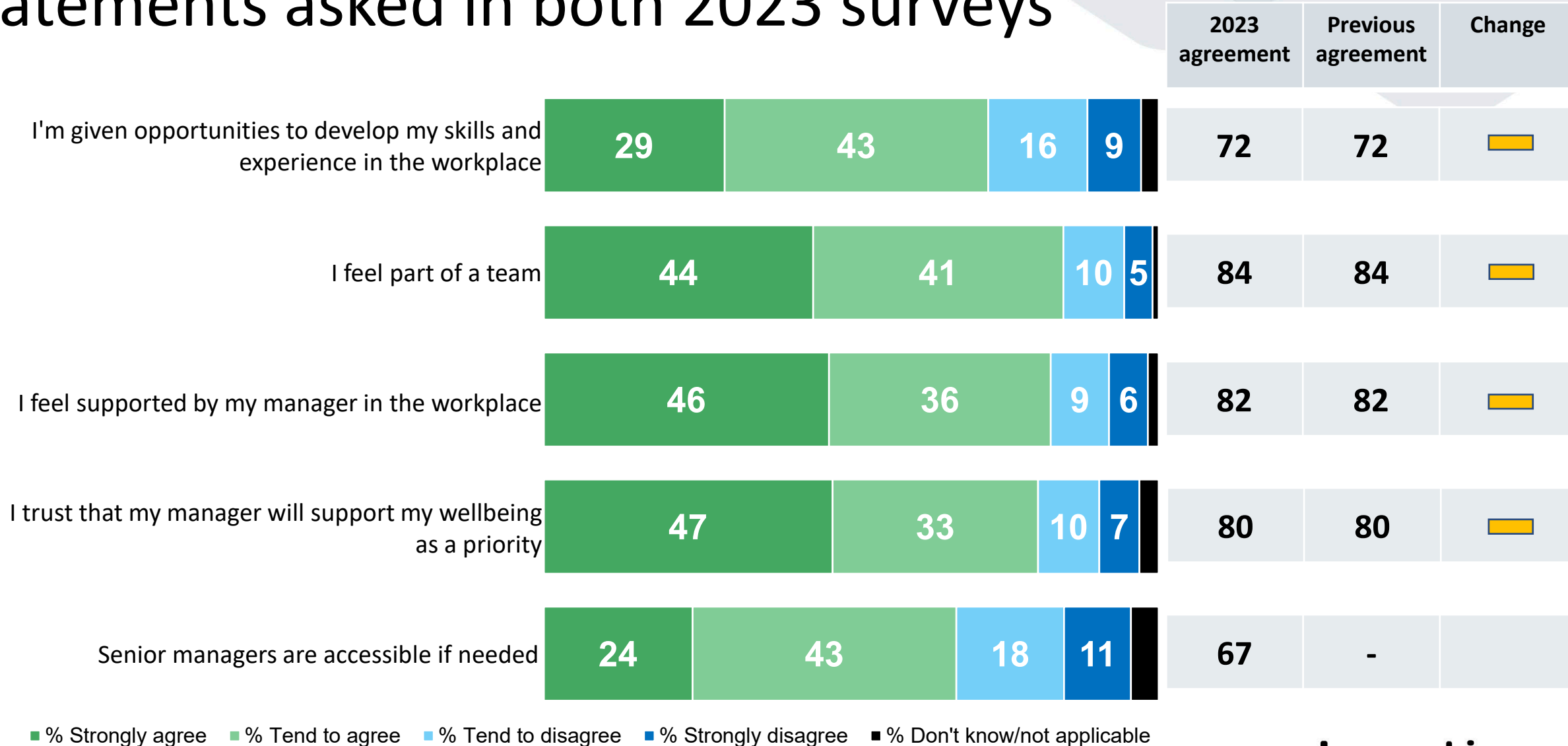


■ % Strongly agree  
 ■ % Tend to agree  
 ■ % Tend to disagree  
 ■ % Strongly disagree  
 ■ % Don't know/not applicable



Base: all respondents (6,038-6,066)

# Statements asked in both 2023 surveys

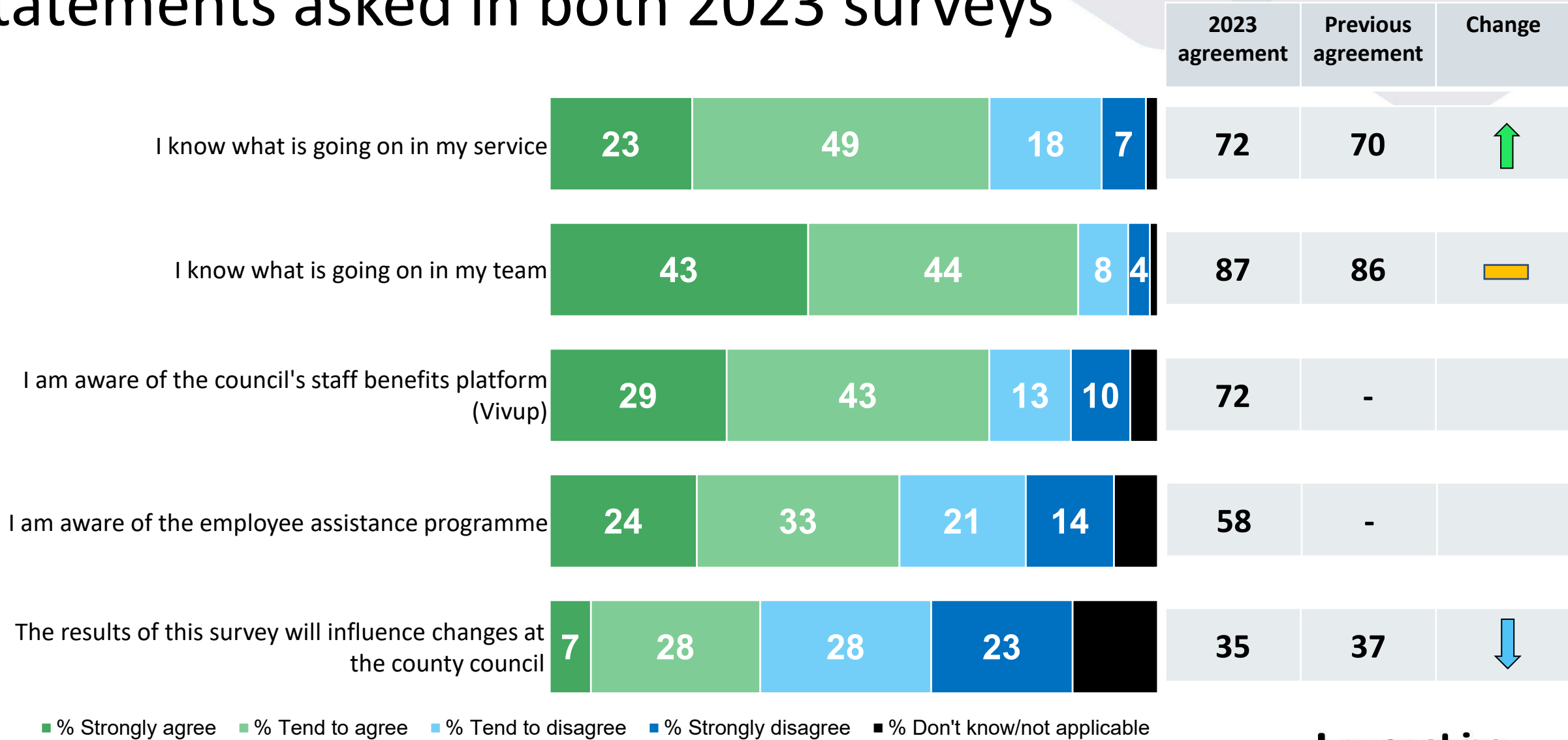


■ % Strongly agree  
 ■ % Tend to agree  
 ■ % Tend to disagree  
 ■ % Strongly disagree  
 ■ % Don't know/not applicable



Base: all respondents (6,038-6,066)

# Statements asked in both 2023 surveys



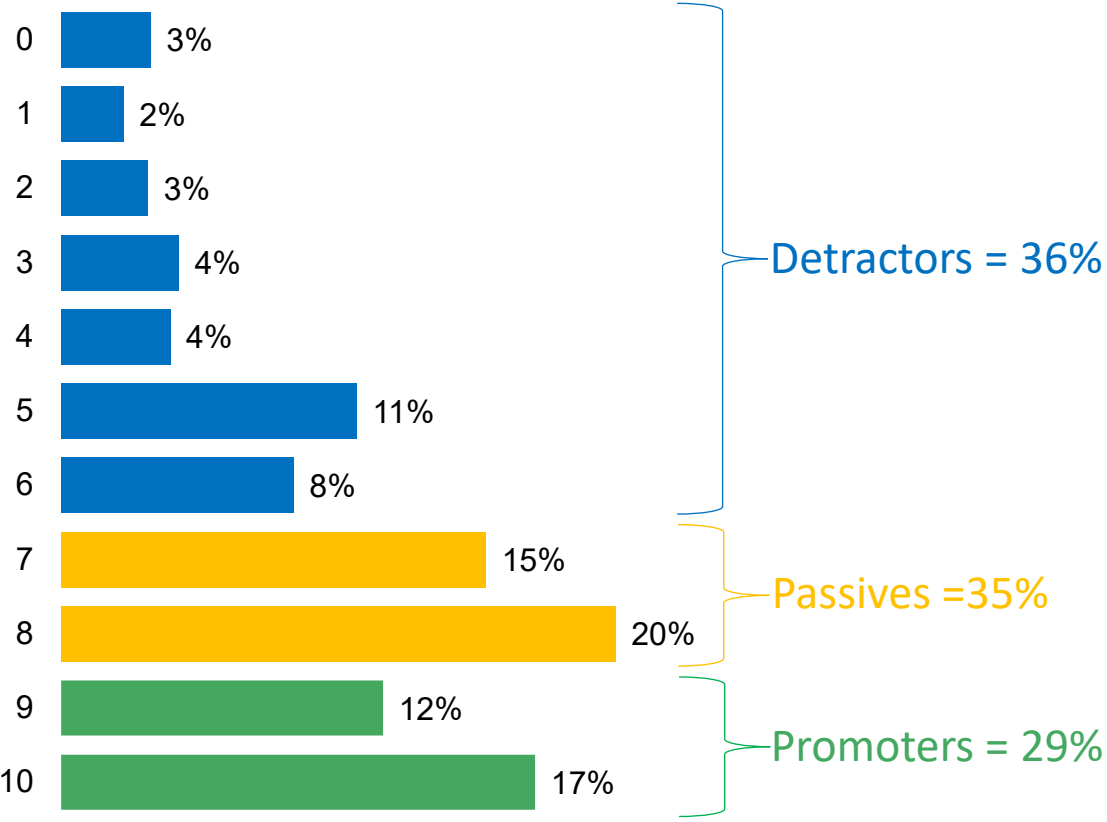
■ % Strongly agree  
 ■ % Tend to agree  
 ■ % Tend to disagree  
 ■ % Strongly disagree  
 ■ % Don't know/not applicable



Base: all respondents (6,038-6,066)

# Recommend the council as a good place to work

On a scale of 0-10 (where 0 is not likely and 10 is highly likely) how likely is it you would recommend Lancashire County Council as a good place to work?

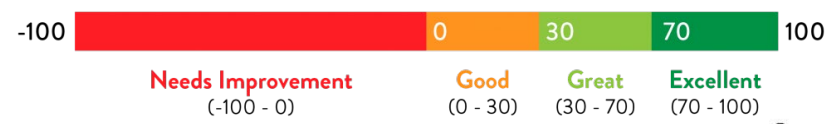


Net promoter score (NPS) = 29% promoters - 36% detractors

**NPS 2023 = -7**

NPS 2022 = -4

### NET PROMOTER SCORE (NPS) ANALYSIS

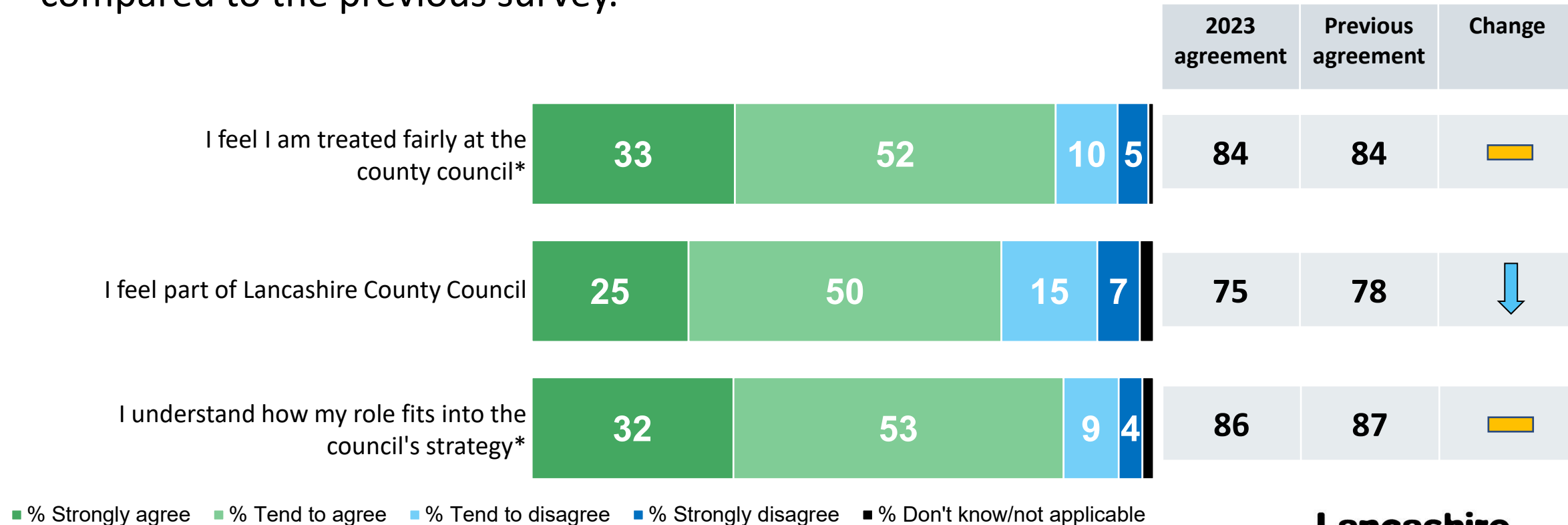


Base: all respondents (5,808)



# Working at Lancashire County Council

- Most staff agree they understand how their role fits into the council's strategy and feel they are treated fairly at the council.
- Many staff agree that they feel part of the council, but slightly fewer when compared to the previous survey.

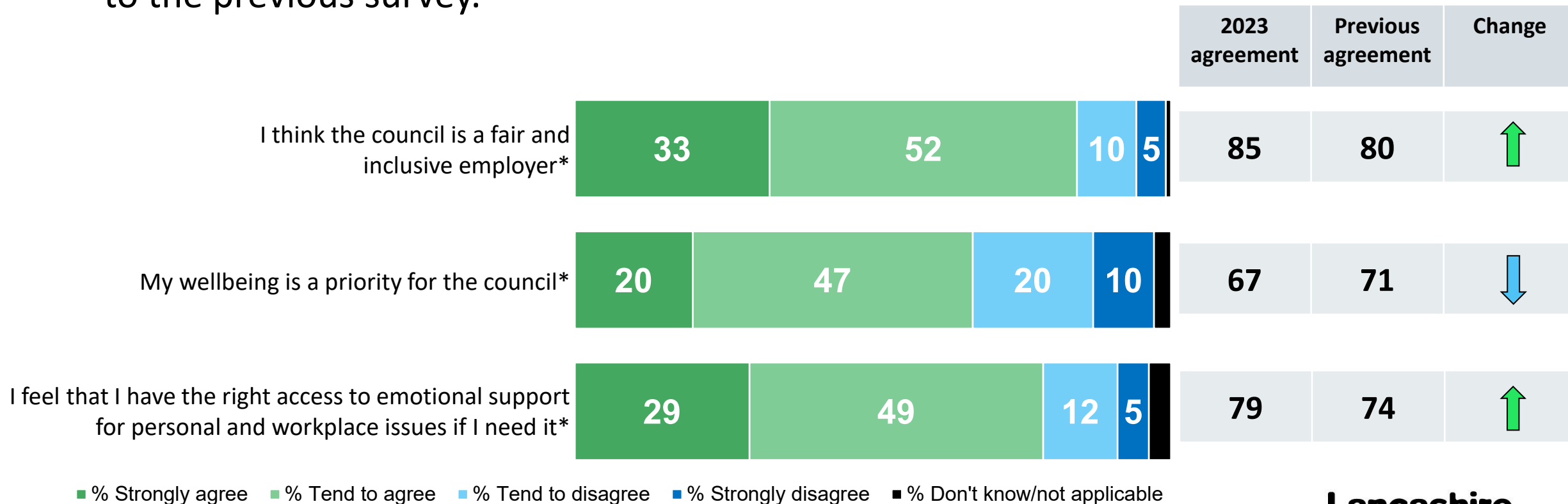


Base: all respondents (4,691-5,894)



# Working at Lancashire County Council

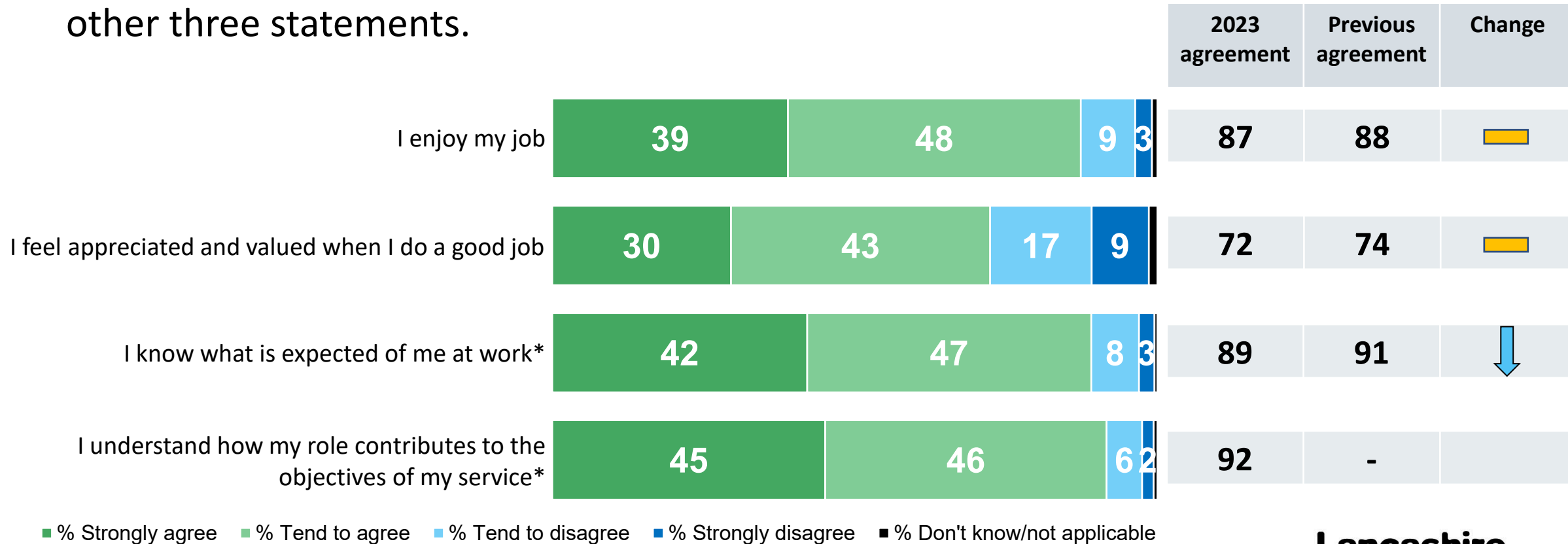
- Most staff agree that they understand their role and they are treated fairly at the council.
- Many staff agree that their wellbeing is a priority, but this is fewer when compared to the previous survey.



Base: all respondents (4,680-4,689)

# Your job

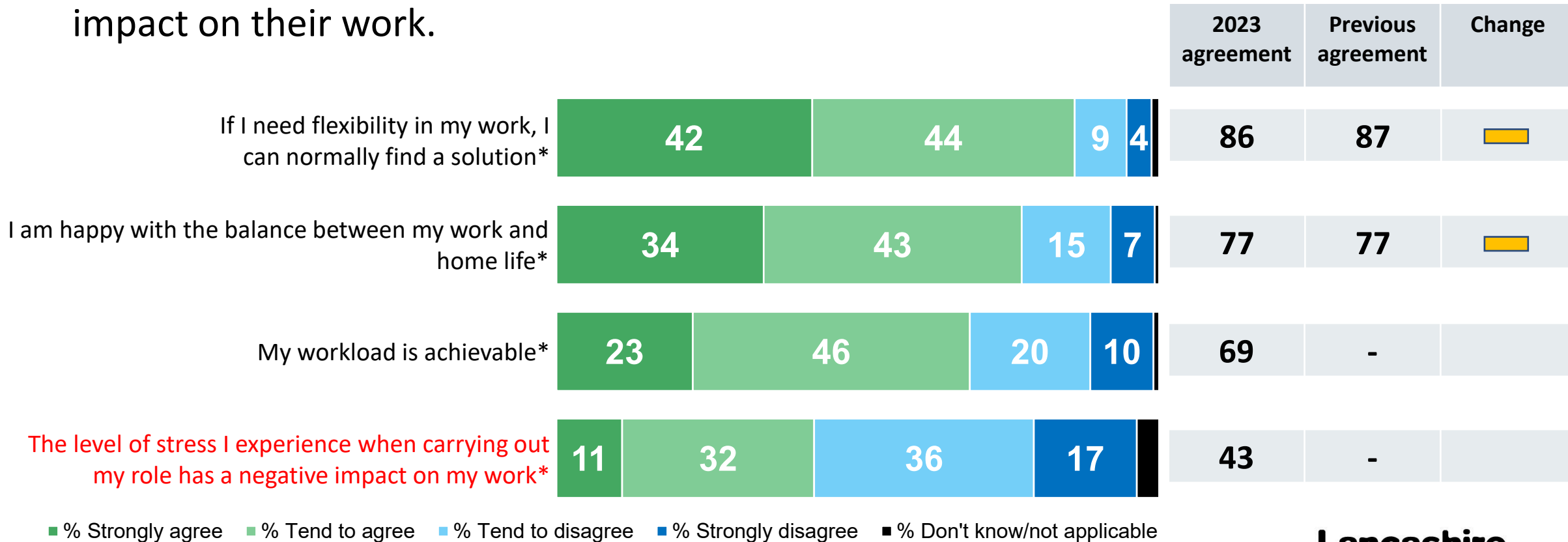
- Most staff agree that they enjoy their job, know what is expected of them and understand how their role contributes to their service’s objectives.
- Feeling appreciated and valued has a relatively lower agreement compared to the other three statements.



Base: all respondents (4,676-5,886)

# Your job

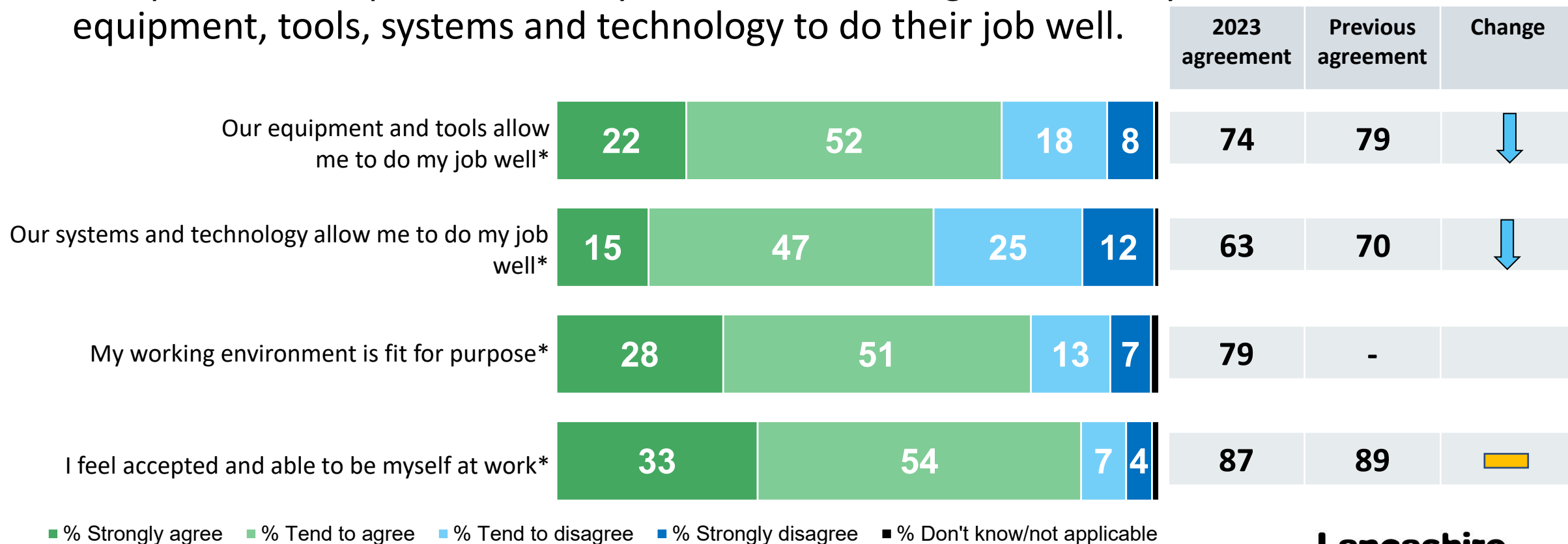
- Most staff can find a solution if they need flexibility. Relatively fewer are happy with their work-life balance or say their workload is achievable.
- Over two-in-five staff agree that stress when carrying out the role has a negative impact on their work.



Base: all respondents (4,685-4,696)

# Your job

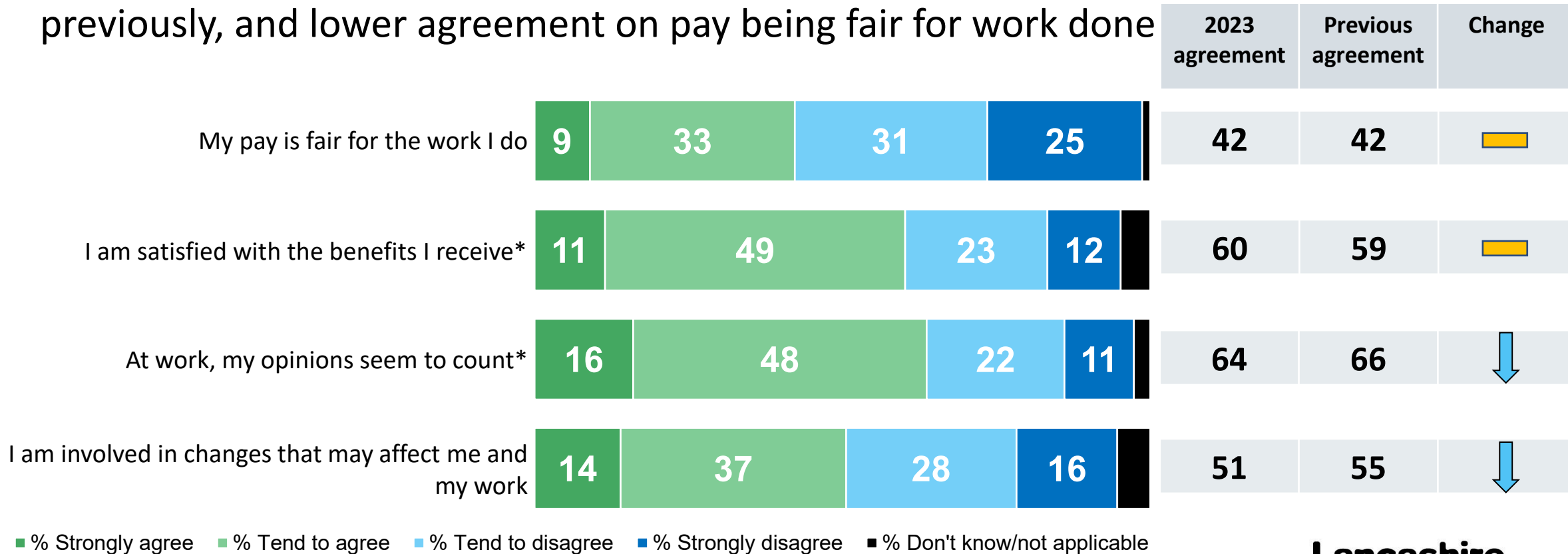
- Most staff feel accepted and able to be themselves at work, and have a working environment fit for purpose.
- Compared to the previous survey, fewer staff now agree that they have the equipment, tools, systems and technology to do their job well.



Base: all respondents (4,669-4,693)

# Your job

- Many staff say their opinion seems to count, but fewer than previously, and many are satisfied with the benefits they receive.
- There is lower agreement that staff feel involved in changes, and fewer than previously, and lower agreement on pay being fair for work done



Base: all respondents (4,640-5,899)

# Your job

- 20% staff have experienced harassment, bullying or abuse in the past 12 months from service users or their relatives, customers or the public, which is an increase compared to the previous survey.
- Fewer staff have experience this from colleagues or manager, with 1 in 12 and 1 in 11 staff agreeing, respectively.

I have experienced harassment, bullying or abuse in the past 12 months, whilst performing my role, from service users or their relatives, customers or the public\*



2023 agreement	Previous agreement	Change
20	18	↑

I have experienced harassment, bullying or abuse in the past 12 months from colleagues within Lancashire County Council\*



2023 agreement	Previous agreement	Change
8	7	→

I have experienced harassment, bullying or abuse in the past 12 months from managers within Lancashire County Council\*



2023 agreement	Previous agreement	Change
9	9	→

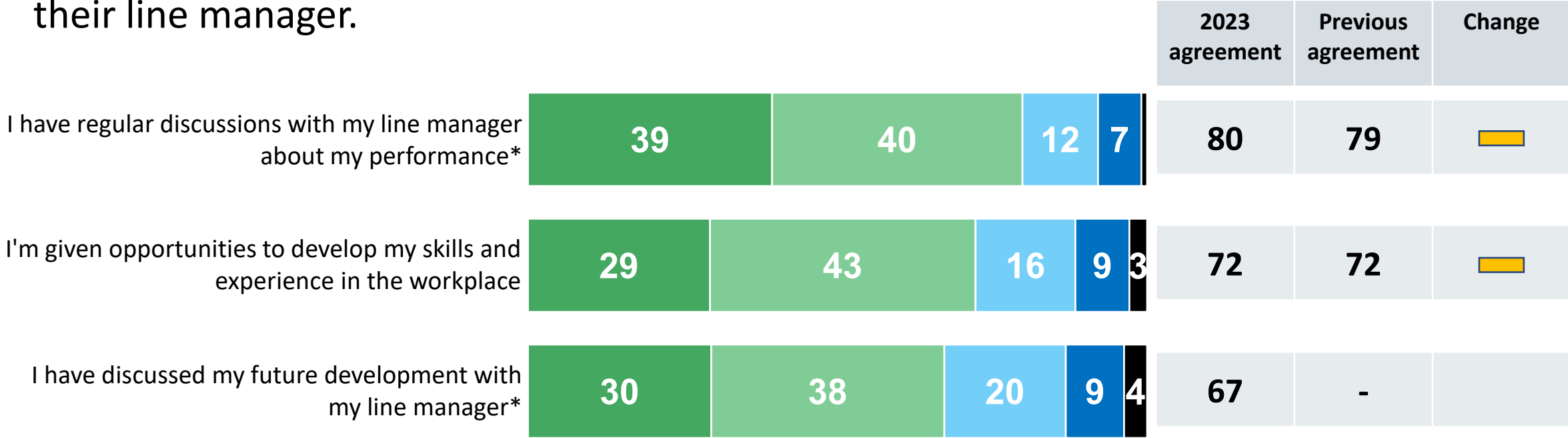
■ % Strongly agree   ■ % Tend to agree   ■ % Tend to disagree   ■ % Strongly disagree   ■ % Don't know/not applicable



Base: all respondents (4,699-4,704)

# Personal development

- Staff are most likely to have a discussion with their line manager about their performance.
- There is relatively lower agreement that they are given the opportunities to develop their skills and experience, and have discussions about future development with their line manager.



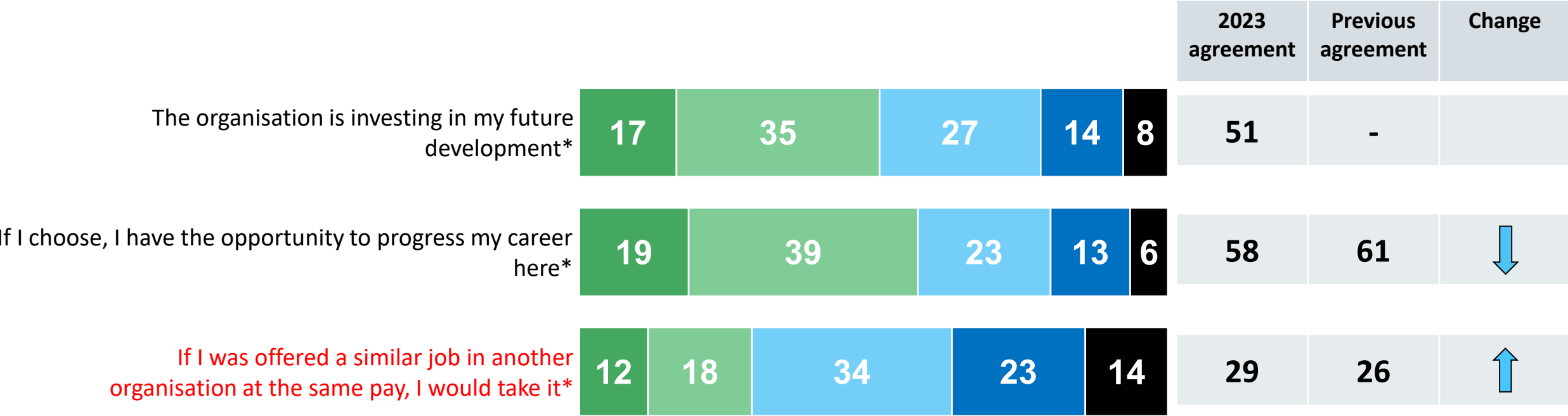
■ % Strongly agree ■ % Tend to agree ■ % Tend to disagree ■ % Strongly disagree ■ % Don't know/not applicable



Base: all respondents (4,700-5,909)

# Personal development

- Over half of staff say that they can progress their career if they choose, and think the organisation is investing in their future.
- Almost three-in-ten say that if they were offered a similar job elsewhere with similar pay, they would take it. This is an increase on the previous result.



■ % Strongly agree  
 ■ % Tend to agree  
 ■ % Tend to disagree  
 ■ % Strongly disagree  
 ■ % Don't know/not applicable

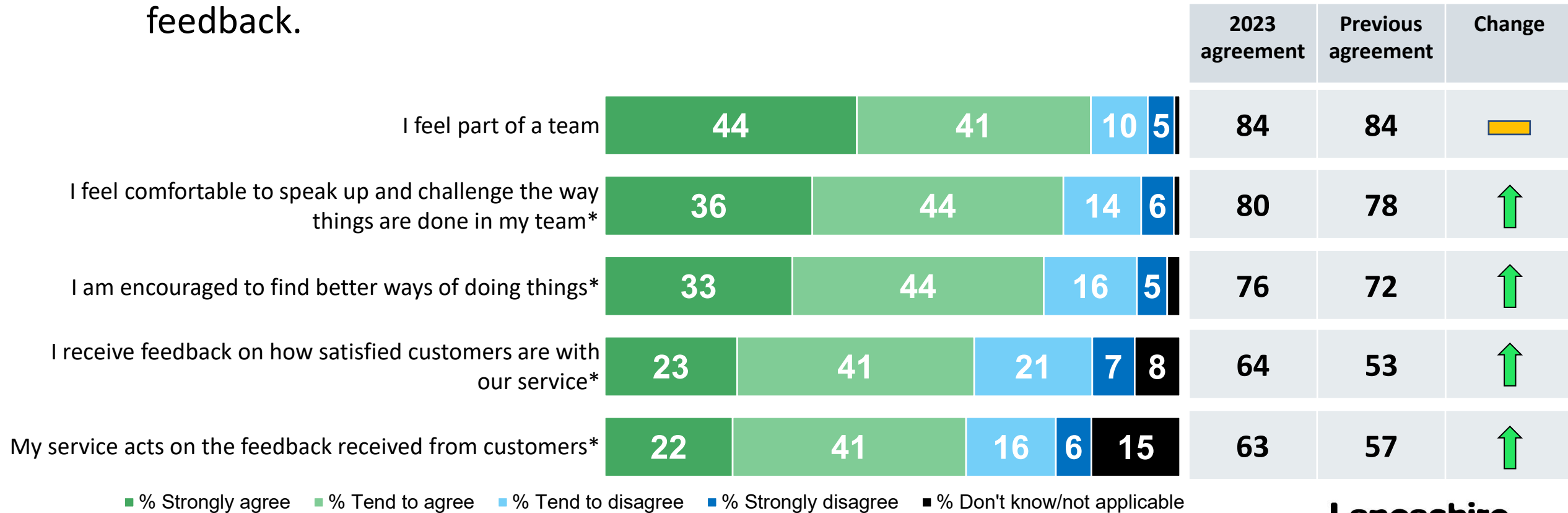


Base: all respondents (4,696-4,705)



# Working together

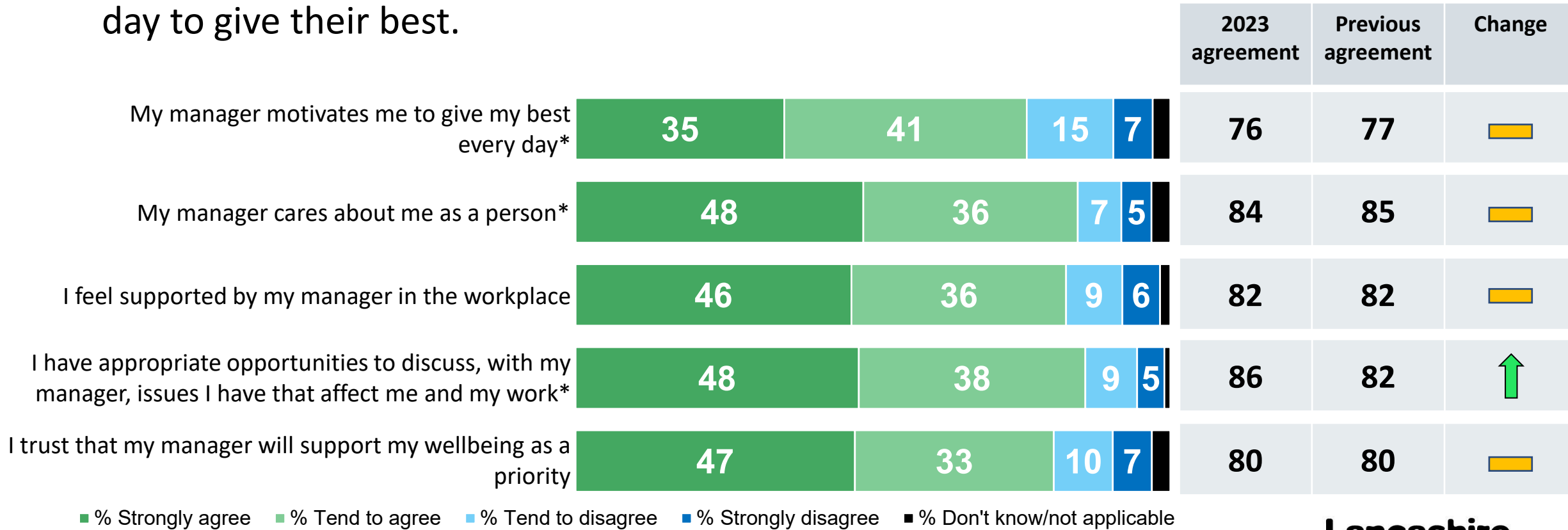
- Most staff feel part of their teams and are comfortable speaking up.
- Many are encouraged to find better ways of doing things. Relatively fewer receive feedback about customer satisfaction or think that their service acts on that feedback.



Base: all respondents (4,696-5,911)

# Your manager

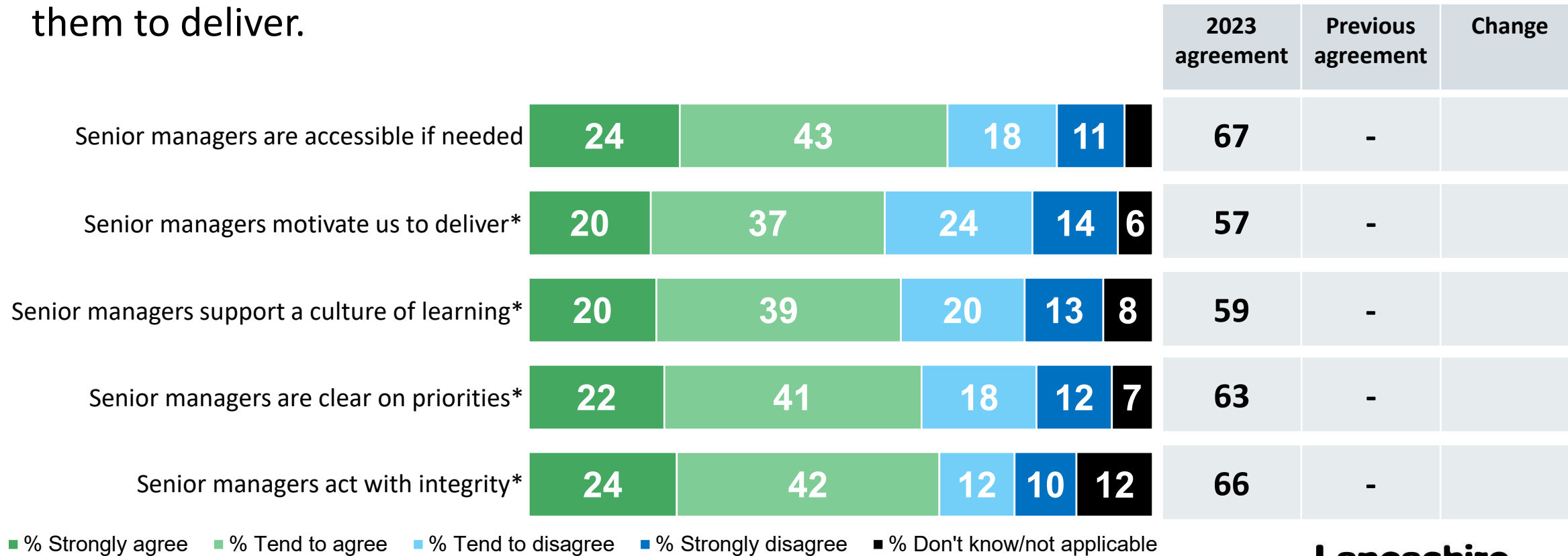
- Staff are most likely to say that they have opportunities to discuss issues with their manager, and their manager cares about them as a person. Most feel supported.
- There is relatively lower agreement that managers are felt to motivate staff every day to give their best.



Base: all respondents (4,693-5,892)

# Senior managers

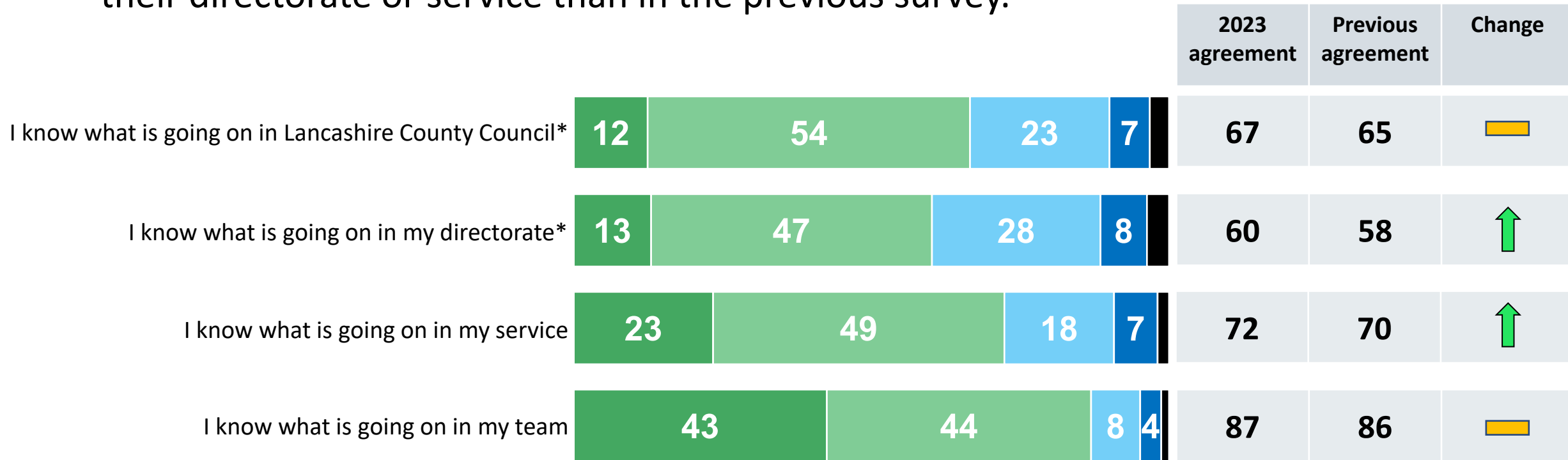
- About two-thirds of staff say senior managers are accessible, act with integrity and are clear on priorities.
- Just under three-in-five say senior managers support a learning culture or motivate them to deliver.



Base: all respondents (4,693-5,909)

# Communication

- Staff are most likely to agree that they know what is going on in their team.
- There is lower agreement that they know what is going on in their service, their directorate or the council. But more staff now say they know what's going on in their directorate or service than in the previous survey.



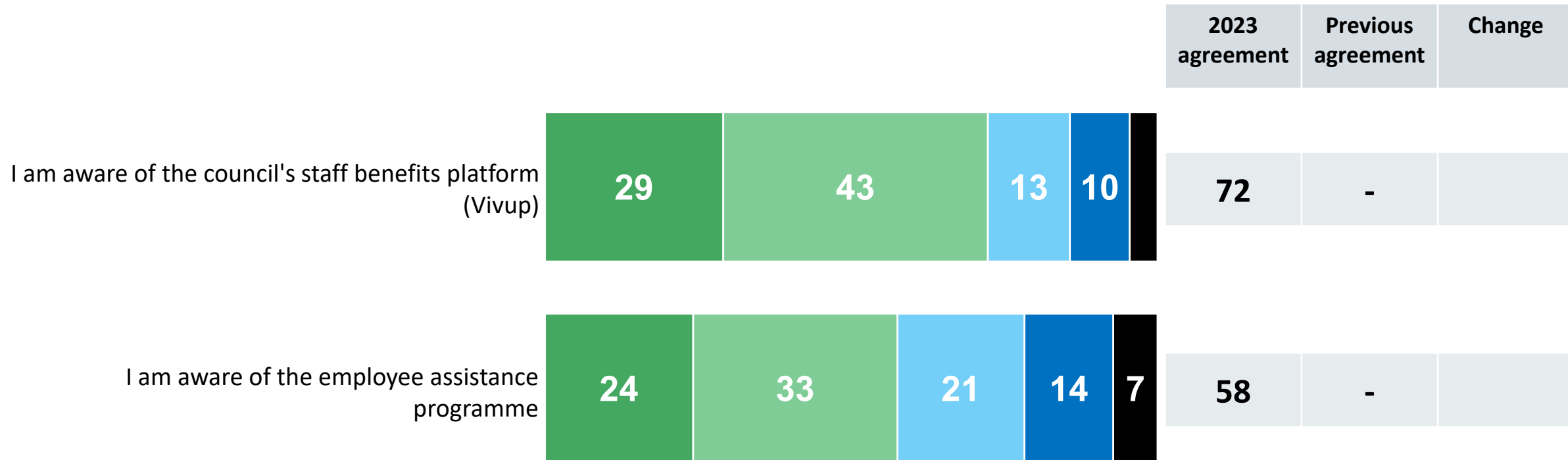
■ % Strongly agree ■ % Tend to agree ■ % Tend to disagree ■ % Strongly disagree ■ % Don't know/not applicable



Base: all respondents (4,694-5,896)

# Communication

- Many staff are aware of the council's staff benefits platform (Vivup).
- Relatively fewer are aware of the employee assistance programme.

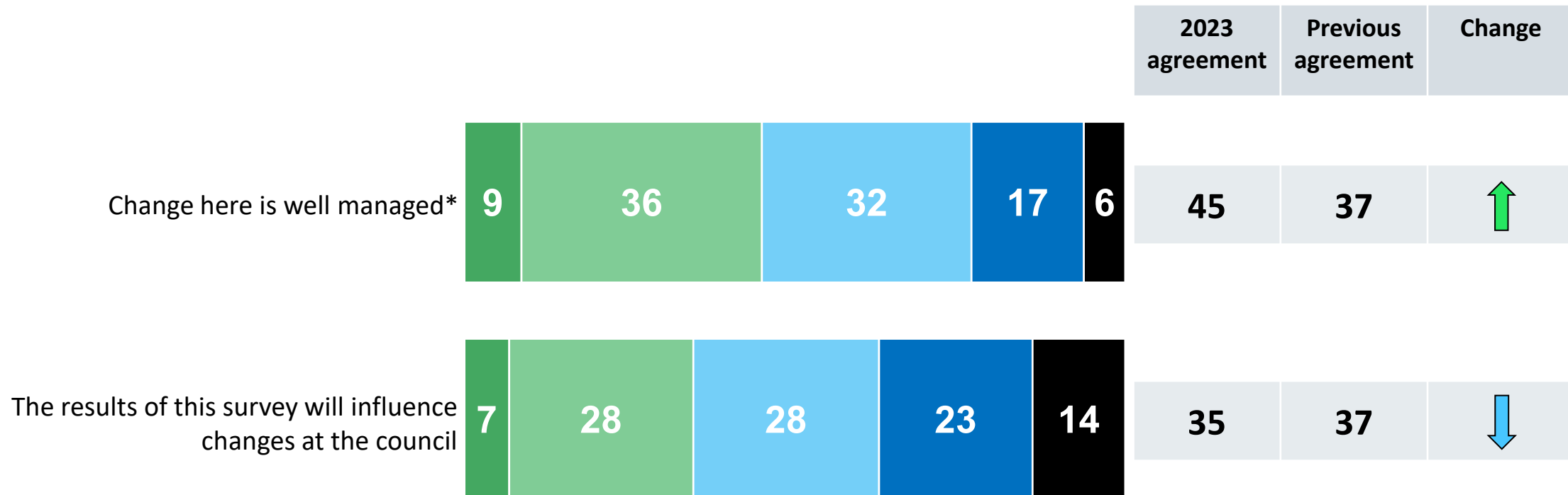


■ % Strongly agree ■ % Tend to agree ■ % Tend to disagree ■ % Strongly disagree ■ % Don't know/not applicable

Base: all respondents (5,900-5,902)

# Change and the future

- More staff than previously say that change here is well managed.
- There is relatively lower agreement that the results of this survey will influence changes at the council, and this is fewer than in the previous survey.



■ % Strongly agree  
 ■ % Tend to agree  
 ■ % Tend to disagree  
 ■ % Strongly disagree  
 ■ % Don't know/not applicable



Base: all respondents (4,618-5,804)

# Positives

- Most staff continue to enjoy their job, know what is expected of them, and understand how their role fits into the council's strategy and their service.
- Most feel they are treated fairly, think the council is an inclusive employer and feel they have the right access to support.
- Whilst many are encouraged to find better ways of doing things, more could be done to communicate customer feedback and to act on it.
- Managers generally are seen positively, but managers could improve the motivation of their teams.
- There is positive agreement with the aspects of senior management, and scope to increase this further.
- Staff are most likely to know what is going on in their teams, and more now know what is going on in their service and directorate.
- Many staff aware of the Vivup platform, but fewer aware of the employee assistance programme.
- Most feel able to speak up and many feel that their opinion seems to count at work, but some don't feel that they are involved in change, and this has worsened.
- More staff now think that change here is well managed, but more staff still disagree than agree.



# Improvement areas

- Response rate slightly lower than last year.
- More staff disagree than agree that their pay is fair for the work they do. This is unchanged.
- No significant change in the net promoter score compared to 2022, but it remains negative.
- Some feel their own wellbeing is not a council priority, and this has worsened.
- Some staff say that stress in their role has a negative impact on their work. For some, their workload is not achievable.
- Staff are most likely to experienced harassment, bullying or abuse from service users or their relatives, customers or the public. This has worsened.
- Some do not feel that they are given opportunities for development or career progression, and this has worsened.
- Slightly more would now take a similar job in another organisation for the same pay if offered it.
- Fewer now feel that their equipment, tools, systems and technology help them to do the job well.
- Slightly fewer staff now think that the survey will influence changes. More needs to be done to demonstrate the impact of the survey.