

Staff Survey 2025 Briefing

This briefing summarises the key findings from the recent staff survey, highlighting strengths, areas for improvement, and key themes. It also lists the top positively and negatively answered questions.

Strengths

- Strong culture of teamwork and supportive management; staff feel valued and psychologically safe.
- High levels of respect, clarity of objectives, and managerial support.
- Flexible and hybrid working highly valued for wellbeing and productivity.
- Pride in delivering high-quality public services and commitment to communities.
- Positive feedback on benefits, leave entitlements, and training opportunities.

Areas for improvement

- Change management and staff involvement in decisions remain weak.
- Pay fairness and recognition are recurring concerns.
- Leadership visibility and engagement need improvement; staff feel unheard.
- Workload and stress management are significant challenges.
- Better career development pathways, office facilities, and IT systems required.
- Need to strengthen equality, diversity, and inclusion, especially for disabled and neurodiverse colleagues.

Bullying, harassment and abuse continues to require focus and improvement.

Key themes

- Communication gaps during change processes.
- Trust and accountability issues with senior leadership.
- Voice and recognition—staff want feedback to influence decisions.
- Burnout risk due to workload and staffing pressures.

- eNPS score has declined to -10, driven by dissatisfaction with change management, leadership, pay, and career growth.

Top 6 positively answered questions

- My manager shows respect for others (91.3% Agree)
- My manager works with others to achieve team goals (89.0% Agree)
- I know how to access support for personal and workplace issues if I need it (88.3% Agree)
- I feel accepted and able to be myself at work (88.2% Agree)
- I am clear on what my work objectives are (88.0% Agree)
- I enjoy my job (87.4% Agree)

Top 6 negatively answered questions

- Change here is well managed (59.8% Disagree)
- The results of this survey will influence changes at the council (58.8% Disagree)
- I am involved in changes that may affect me and my work (51.6% Disagree)
- My pay is fair for the work I do (51.8% Disagree)
- The level of stress I experience negatively impacts my work (43.1% Agree → stress issue)
- Leaders ask for feedback to improve their skills and knowledge (37.3% Disagree)