

## **Lincolnshire County Council and Lincolnshire Fire and Rescue**

### **Employee Survey 2017 Results**

Overall 2540 surveys were completed achieving a response rate of 56.5% which is a 5% improvement on the 2015 rate.

The results in this report are based on responses from Lincolnshire County Council (LCC) and Lincolnshire Fire and Rescue (LFR) employees. 4464 employees were invited to take part in the survey and in addition to this 32 Agency staff also completed the survey making the baseline figure 4496. There were 213 employees from the 0-19 service who only joined Lincolnshire County Council on 1<sup>st</sup> October 2017 and were therefore exempt from the survey on this occasion.

The number of electronic responses submitted through the SNAP survey was 2291 with 249 paper copies being received. The split between paper copies was 28 LCC and 221 LFR.

The percentages in this report are rounded therefore some figures may not sum to 100%. In the table below the 'Agree' column combines those answering 'Agree' and 'Strongly Agree' and the 'Disagree' column combines those answering 'Disagree' and 'Strongly Disagree'. The figure shown in brackets relates to the change in percentage between the 2015 and 2017 results where the same question was asked. For example, '+22' underneath '84%' means that in 2017 employees that selected 'Agree' or 'Strongly Agree' increased by 22 percentage points from 2015. If a question was new for 2017 it has been specified in the table below. The Direction of Travel (DOT) column indicates whether the results for each question have improved or declined since the 2015 survey.

### **Overall Summary**

Overall (in comparable results) there has been an improvement across all questions in the survey since 2015. The highest scoring question was number 2 at 96% (I have the support of colleagues), and the lowest scoring question was number 9 at 70% (I have a comfortable working environment with good facilities and equipment). The question with the largest improvement since 2015 was number 18 with an increase of 26% (Different views and opinions of employees influence solutions and decisions).

## Breakdown of Results by Director Area

Director Area	2017 Survey Responses	% of Director Area Completed Survey
Adult Care & Community Wellbeing (Adult Care)	422	68%
Adult Care & Community Wellbeing (Public Health)	58	116%
Children's Services	708	52%
Commercial	67	96%
Environment & Economy	516	65%
Finance & Public Protection	527	58%
Lincolnshire Fire & Rescue (LFR)	236	34%

Question		DOT	Agree	Disagree	Comparison to past results
1	My contributions are recognised and valued	↑	84% (+22)	16%	<p>■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree</p> <p>2017 2 14 69 14</p> <p>2015 7 31 57 5</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>
2	I have the support of colleagues	↑	96% (+3)	4%	<p>■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree</p> <p>2017 1 3 59 37</p> <p>2015 1 6 54 39</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>

Question		DOT	Agree	Disagree	Comparison to past results
3	My strengths and talents are recognised	↑	82% (+11)	18%	<p>■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree</p> <p>2017 3 16 67 15</p> <p>2015 5 24 61 10</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>
4	I have opportunities to use my strengths and talents in my role	↑	83% (+3)	17%	<p>■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree</p> <p>2017 2 15 66 17</p> <p>2015 3 17 67 13</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>
5	I have opportunities to develop myself both personally and professionally <i>New question for 2017</i>	↔	77% (-)	23%	<p>■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree</p> <p>2017 4 19 61 16</p> <p>2015 0</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>
6	I have a job which provides me with a sense of achievement	↑	82% (+8)	18%	<p>■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree</p> <p>2017 2 16 62 20</p> <p>2015 5 21 58 16</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>

Question		DOT	Agree	Disagree	Comparison to past results
7	I have the freedom and empowerment to organise my own work and try new ways of doing things	↑	82% (+6)	18%	<p>■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree</p> <p>2017 2 15 62 20</p> <p>2015 3 21 59 17</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>
8	In the current financial and political climate, I understand why difficult decisions have to be made	↑	91% (+3)	9%	<p>■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree</p> <p>2017 1 7 73 19</p> <p>2015 2 10 73 15</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>
9	I have a comfortable working environment with good facilities and equipment	↑	70% (+4)	30%	<p>■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree</p> <p>2017 5 25 58 12</p> <p>2015 7 27 57 9</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>
10	I feel that LCC/LFR delivers good services to the people of Lincolnshire	↑	90% (+11)	10%	<p>■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree</p> <p>2017 1 9 77 13</p> <p>2015 2 19 72 7</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>

Question		DOT	Agree	Disagree	Comparison to past results
11	I have a clear sense of how the work I do contributes to the delivery of LCC's/LFR's outcomes and vision	↑	90% (+7)	10%	<p>■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree</p> <p>2017 1 9 71 19</p> <p>2015 2 15 69 14</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>
12	I have a sense of pride in working for LCC/LFR	↑	88% (+16)	12%	<p>■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree</p> <p>2017 1 11 65 23</p> <p>2015 4 24 59 13</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>
13	<p><b>Please indicate which of the following you are aware/not aware of</b></p> <p><i>New question for 2017</i></p> <ul style="list-style-type: none"> <li>-The new Performance and Development Appraisal system and how my behaviours now impact on my performance</li> <li>-Core Values and Behaviours</li> <li>-The Employee Benefits LCC offers</li> <li>-Wellbeing and personal development e-learning information</li> <li>-My safeguarding responsibilities</li> <li>-That we have a Whistle Blowing policy and process</li> <li>-The work of other Director Areas (not asked in LFR survey)</li> <li>My Information Governance responsibilities</li> </ul>				<p>■ Not aware of ■ Aware of</p> <p>Performance and Development Appraisal system 10 89</p> <p>Core Values and Behaviours 3 97</p> <p>Employee Benefits LCC offers 20 80</p> <p>Wellbeing and personal development e-learning 10 90</p> <p>My safeguarding responsibilities 3 96</p> <p>Whistle Blowing policy and process 10 89</p> <p>The work of other Director Areas 35 65</p> <p>My Information Governance responsibilities 3 97</p> <p>0% 20% 40% 60% 80% 100%</p>

Question		DOT	Agree	Disagree	Comparison to past results
14	<b>LCC/LFR uses its resources appropriately and spends public money responsibly</b> <i>New question for 2017</i>	↔	<b>73% (-)</b>	<b>27%</b>	<p>■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree</p> <p>2017 4 23 66 7</p> <p>2015 0</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>
15	<b>I believe LCC / LFR is an ethical organisation that treats its employees with respect</b> <i>New question for 2017</i>	↔	<b>87% (-)</b>	<b>13%</b>	<p>■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree</p> <p>2017 2 11 74 13</p> <p>2015 0</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>
16	<b>I'm kept informed about what goes on around here</b>	↑	<b>74% (+17)</b>	<b>26%</b>	<p>■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree</p> <p>2017 3 22 67 7</p> <p>2015 8 35 52 5</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>
16a	<b>We have team meetings (LCC &amp; LFR)</b> <i>New question for 2017</i>	↔	<b>89%</b>	<b>11%</b>	<p>■ No ■ Yes</p> <p>2017 11 89</p> <p>2015 0</p> <p>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</p>

Question		DOT	Agree	Disagree	Comparison to past results
16b LCC	<b>I have regular 1-2-1's / supervision sessions (LCC only)</b> <i>New question for 2017</i>	↔	87%	13%	<div> <div>No</div> <div>Yes</div> </div> <div> 2017 <div>13</div> <div>87</div> 2015 <div>0</div> </div> <div> 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100% </div>
16b LFR	<b>I read the weekly bulletin (LFR only)</b> <i>New question for 2017</i>	↔	84%	14%	<div> <div>No</div> <div>Yes</div> <div>Did not respond</div> </div> <div> 2017 <div>14</div> <div>84</div> <div>2</div> 2015 <div>0</div> </div> <div> 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100% </div>
16c LCC	<b>I read the twice weekly Int Comms News Lincs email bulletin (LCC only)</b> <i>New question for 2017</i>	↔	88%	12%	<div> <div>No</div> <div>Yes</div> </div> <div> 2017 <div>12</div> <div>88</div> 2015 <div>0</div> </div> <div> 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100% </div>
16c LFR	<b>I read the quarterly "Fired Up" magazine (LFR only)</b> <i>New question for 2017</i>	↔	64%	35%	<div> <div>No</div> <div>Yes</div> <div>Did not respond</div> </div> <div> 2017 <div>35</div> <div>64</div> <div>2</div> 2015 <div>0</div> </div> <div> 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100% </div>

Question		DOT	Agree	Disagree	Comparison to past results
17	<p><b>Most of the time I maintain a good level of resilience and wellbeing</b></p> <p><i>New question for 2017</i></p>	↔	93% (-)	7%	<div><div>Strongly Disagree</div><div>Disagree</div><div>Agree</div><div>Strongly Agree</div></div> <div><div>2017</div><div><div>1</div><div>6</div><div>77</div><div>16</div></div></div> <div><div>2015</div><div><div>0</div></div></div> <div><div>0%</div><div>10%</div><div>20%</div><div>30%</div><div>40%</div><div>50%</div><div>60%</div><div>70%</div><div>80%</div><div>90%</div><div>100%</div></div>
18	<p><b>Different views and opinions of employees influence solutions and decisions</b></p>	↑	77% (+26)	23%	<div><div>Strongly Disagree</div><div>Disagree</div><div>Agree</div><div>Strongly Agree</div></div> <div><div>2017</div><div><div>3</div><div>20</div><div>69</div><div>8</div></div></div> <div><div>2015</div><div><div>9</div><div>40</div><div>46</div><div>5</div></div></div> <div><div>0%</div><div>10%</div><div>20%</div><div>30%</div><div>40%</div><div>50%</div><div>60%</div><div>70%</div><div>80%</div><div>90%</div><div>100%</div></div>
19	<p><b>The best thing about working here is ...</b></p>	<div><div>Employee benefits</div><div>Flexible working</div><div>Opportunities for self development</div><div>Serving the public</div><div>Supportive management</div><div>The people I work with</div><div>The variety of work</div><div>Other (please see text responses)</div><div>Did not respond</div></div> <div><div>1%</div><div>23%</div><div>4%</div><div>17%</div><div>5%</div><div>24%</div><div>14%</div><div>11%</div><div>1%</div></div> <div><div>0%</div><div>5%</div><div>10%</div><div>15%</div><div>20%</div><div>25%</div></div>			