

TEESDALE DISTRICT COUNCIL

Report To: **OVERVIEW AND SCRUTINY COMMITTEE**  
**12 November 2008**

From: Overview & Scrutiny Co-ordinating Group

Ward Member: ALL

Subject: **STAFF SATISFACTION SURVEY RESULTS 2007**

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**1.0 SUMMARY**

1.1 Members are requested to consider whether, taking into account the information detailed in section 4 of this report, they wish to seek any further information with regard to the way that the results of the 2007 staff satisfaction survey were dealt with, in particular the fact that they were not distributed to all members of the Council.

**2.0 RECOMMENDATION(S)**

**2.1 It is recommended that**

**2.1.1 members consider the report and resolve accordingly.**

**3.0 LINK TO CORPORATE KEY PRIORITIES/AMBITIONS**

3.1 Priority: Improving Together

3.2 Ambition: Have well managed and efficient use of our resources

3.3 Outcome: Managing our resources and ur assets efficiently and effectively, making sure we achieve value for money

**4.0 BACKGROUND**

4.1 One of the items identified by the CPA report in June 2008 related to staff concerns over '*the overall strength of strategic leadership*'. The report indicated that these concerns, which had been raised in the results of the 2007 staff survey, should be '*fully tackled*'.

4.2 Members will be aware that a number of matters referred to in the Chair's analysis of the CPA report have been discussed and progressed by various means in recent months, following their inclusion in the Committee's work programme for 2008/09.

4.3 With regard to the staff concerns referred to above it was initially agreed that the Chair would meet with the Lead Member for Improvement. The Committee also considered a report from the Interim

Deputy Chief Executive and the Assistant Chief Executive (13 August 2008 - minute 42) outlining measures implemented to improve staff consultation and to provide staff with opportunities to raise issues and concerns. At that time the Co-ordinating Group was also considering means of assessing staff satisfaction, including the suggestion that a questionnaire be issued as a follow-up to the 2007 staff survey. The HR & Improvement Team Leader confirmed to the Group that an action plan had been devised following the results of the survey being produced and that this action plan was regularly monitored.

- 4.4 The Group had noted that the results of the survey had not been made known to all members of the Council and it was suggested that the Chief Executive & the Leader of the Council be invited to discuss the results and subsequent action plan with the Overview & Scrutiny Committee. In order to establish whether there would be any benefit in this, and also to decide whether any discussion should be 'exempt', the Chief Executive and the Leader requested a meeting with the Co-ordinating Group. The meeting duly took place on 3 October 2008.
- 4.5 Following a lengthy discussion, during which the Chief Executive emphasised that the staff survey was in effect a management tool and that any concerns raised were addressed through the action plan, the Co-ordinating Group agreed that there was no perceived benefit in pursuing the matter and that no further action be taken in respect of the non-circulation of the 2007 staff survey results to members. **(As the Group is a non-executive body, however, it is for the full Committee to determine this matter, hence this report).**
- 4.6. Members should be aware that, at the meeting of the Co-ordinating Group held on 6 October 2008, it was agreed that Councillor AJ Cooke would review the minutes of the Joint Consultative Committee and the Corporate Management Team with a view to identifying any references to the 2007 staff satisfaction survey results. All minutes were subsequently supplied to Councillor Cooke and he has since reported back to the Group, noting that, whilst the JCC did not meet between September 2007 and August 2008, CMT had discussed the matter on a number of occasions. An action plan had been implemented to address those issues identified in the survey.
- 4.7 The Committee may wish to consider seeking further information, (should Members agree to undertake a review), along the following lines, in order to facilitate the next stage:
  - Evidence of Executive/Staff meetings following the results of the staff satisfaction survey 2007.
  - How did the action plan (attached) address the overall strength of strategic leadership?
  - The Executive Committee agreed that a further staff survey was not a priority for 2008. (Executive Committee, 11 August, Minute 64).

- Councillor David Armstrong (member of the JCC in 2007) wrote to the Committee saying that he felt a full investigation should be undertaken following comments in the 2006 survey. How was this addressed?
- As the 2007 survey still identifies some issues and concerns raised in the 2006 survey it would suggest that any action at that time had made little difference.
- The report by the Audit Commission recommends that staff concerns are fully tackled and attention should also be directed towards those issues which were identified by Councillor David Armstrong in 2007.

## **5.0 STATUTORY CONSIDERATIONS**

5.1 Financial Implications: None

5.2 Risk:

<b>Risk</b>	<b>Category</b>	<b>Implications</b>
Reviews may not be completed	Reputation	The Overview and Scrutiny Committee loses credibility

5.3 Equality and Diversity: Equality and Diversity: Equality and Diversity: Overview and Scrutiny has a role in ensuring the Council's compliance with equality and diversity requirements.

5.4 Human Resources: None

5.5 Community Safety: As 5.3 above

5.6 Legal Issues: None

**Background papers: Notes of the Overview and Scrutiny Co-ordinating Group**

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