

## MANAGEMENT BOARD

### 2008 STAFF SURVEY

*Note by the Director General of Resources*

#### **Purpose**

1.1 This paper supplements the oral presentation of the results of the 2008 staff survey which will be delivered by Gill Goldie-Scott of Towers-Perrin IRS (survey contractors) on 30 September. It also seeks the Management Board's approval on the way forward.

#### **Conclusion and decisions**

2.1 The Board is invited to approve the following course of action:

- To agree the top three areas for action as outlined below at 4.2 to 4.4 and review an action plan at the November meeting.
- To remit the construction and implementation of the action plan to me, assisted by the Resource Management Group.
- To approve the communication plan detailed at 5.1.

#### **Progress to date**

3.1 During the Summer recess the project managers ([s.40]) met with departments to update Directors and demonstrate the staff survey reporting tool, thereby delivering their departmental results. Departments were informed that the results were not to be discussed outside of their senior management team and were being given in strict confidence. Departments have been encouraged to consider specific departmental actions, but that they must, where possible, link these to any corporate actions in order to demonstrate a unified approach. A brief meeting has also been held with Patricia Macaulay-Fraser in order to discuss the results in relation to IiP reaccreditation.

#### **Further action**

4.1 Following the presentation from Gill Goldie-Scott, the Management Board are asked to agree on the categories that should be analysed further which will allow the time for development of an action plan for approval at the board's November meeting. Recommendations are:

- 4.2 **Involvement and co-operation**– the overall results support further effort on the post-Tebbit objectives of more and better co-operation between teams and departments, sharing best practice, gaining work experience across the House in order to build a more unified service.
- 4.3 **Leadership** – respect for diversity and for people’s opinions. Work on management behaviours on listening, involving, empowering and encouraging staff, and acting on their suggestions. In particular we need to explore why only just over half of respondents feel that “staff are treated with respect here, whatever job they are in”.
- 4.4 **Performance and reward** - hold people, especially all managers, accountable; deal with under-performers; give everyone a clear understanding of how to improve their performance; give staff regular and constructive feedback. Again, very much in line with post-Tebbit direction, but there’s clearly a need to push it forward.
- 4.5 The IiP reaccreditation process may well give us a vehicle for taking forward work on these issues.

### **Communication**

- 5.1 The project managers will liaise with the Head of Internal Communications to communicate the results to staff and the Trade Union Side. The project managers recommend the following:
1. To publish the full report on the intranet and in hardcopy where required (excluding information relating to ethnicity, gender, full/part time and disability) with a covering note from the Clerk of the House outlining the way forward.
  2. To provide the same information to the TUS in advance of the publication.
  3. To share results relating to leadership at the next management seminar, which is due to take place on 10 October.
  4. To draft an article for In-House informing staff what has happened to date and what is proposed for the way forward.
  5. To provide quarterly updates in In-House to demonstrate that, where possible, results of the staff survey are being acted on.

A J Walker

**Director General of Resources**

September 2008