



Report to: STAR Joint Committee
Date: 15th September 2021
Report for: Information
Report from: Assistant Director

Report Title

STAR Staff Survey Results 2021

Summary

The purpose of this report is to:

- Provide an overview of the 2021 STAR staff survey

Recommendations

The recommendation of this report is that the Joint Committee:

- Note the results of the 2021 STAR staff survey

Contact person for access to background papers and further information:

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Background

Financial Impact:	None
Legal Impact:	None
Human Resources Impact:	Results are positive, therefore impact minimal
Asset Management Impact:	None
E-Government Impact:	None
Risk Management Impact:	None
Health and Safety Impact:	None

Consultation




No public consultation required

1. Background

- 1.1 An annual staff survey is usually carried out by STAR, typically in February each year. A staff survey was not undertaken in February 2020 due to a comprehensive workplace survey undertaken by Trafford Council, and a specific wellbeing and COVID response survey was undertaken instead in 2020.
- 1.2 The staff survey for 2021 has been undertaken slightly late in August 2021 due to the re-prioritisation of resources and to reflect greater stability in our COVID-19 response and working arrangements.
- 1.3 The survey was undertaken via Citizen Space and staff had the option to respond anonymously or to provide their details for follow up discussions.

2. Overview

- 2.1 The response rates to the survey were high with 33 responses from a 38 members of staff providing a response (87%). There have been a number of new starters and they may not have felt they had been here long enough to respond to the survey.
- 2.2 87.4% of responses were positive compared to 88.8% in 2019 so very little change in levels of satisfaction. There was a slight increase in the number of responses that were disagreeing with the statements (3.5% compared to 1.9% in 2019)

			
Feb-18	468 (96.9%)	15 (3.1%)	1(0.2%)
Feb-19	568 (88.8%)	60 (9.4%)	12 (1.9%)
Aug-21	568 (87.4%)	59 (9.1%)	23 (3.5%)

- 2.3 There were very positive responses (Over 90% strongly agree/agree) for:
- I fully understand the mission, aims and objectives of the STAR Procurement Service
 - I fully understand the aims, work plans and targets of my team
 - I fully understand my job role, objectives and targets and I contribute to the STAR Procurement service
 - I am encouraged to identify my own training and development needs
 - The job makes good use of my skills and abilities
 - I am proud to work for STAR
 - Working here makes me want to do the best work I can
 - I care about STAR's future
- 2.4 This year we included a specific question about wellbeing due to the move to working from home for the team.
- 'I believe STAR cares about my physical and mental wellbeing'
 - 85% agreed or strongly agreed with this statement
- 2.5 Staff wellbeing has been a strong focus over the last 18 months and the results demonstrate the positive impact this has had on the team. This question will continue to be included in the Staff Survey to monitor the effects of moving to a more hybrid work model and the team are having more face to face contact with colleagues. 85% also responded with morale being generally high, which positive considering the last 18 months of upheaval and increased workloads.
- 2.6 The comments received in response to 'What is the best thing about working for STAR?' included:
- 'The flexibility with working patterns. I feel STAR take into consideration home life and how important a work/life balance is'
 - 'Support provided by leadership team and staff wellbeing given high importance'
 - 'The variety of work which can stretch your knowledge when working across 4 Authorities and the associated relationships with each Council's partners'
- 2.7 The comments received in response to, 'If you could change one thing about STAR what would it be?' included:
- 'More employees to lessen the load of projects at times'
 - 'To be bigger with more partners and more opportunities'
 - 'Working from home on a permanent basis'
 - 'Fairer pay which falls in line with the extra responsibilities, pressures and also additional skills we must demonstrate working for several local authorities'

- 'Pace of change is sometimes too quick'

3. Next Steps

- 3.1 Where responses have been more negative and the staff member has provided their details, follow up conversations have been offered to discuss their concerns in more detail.
- 3.2 The survey results will be reviewed in detail by STAR Wider Leadership Team and inform our Continues Improvement workplans.

4. Recommendations

- 4.1 It is recommended that:
 - 4.1.1 Note the results of the 2021 STAR staff survey

Report Appendices

1. STAR Staff Survey 2021 Detailed Results

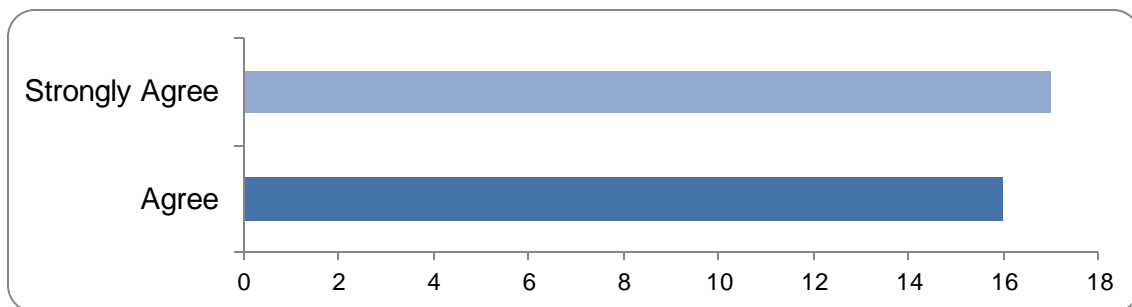
Appendix 1: STAR Staff Survey 2021 Detailed Results

The consultation ran from 14/07/2021 to 12/08/2021

Responses to this survey: **33 out of 38 team members responded**

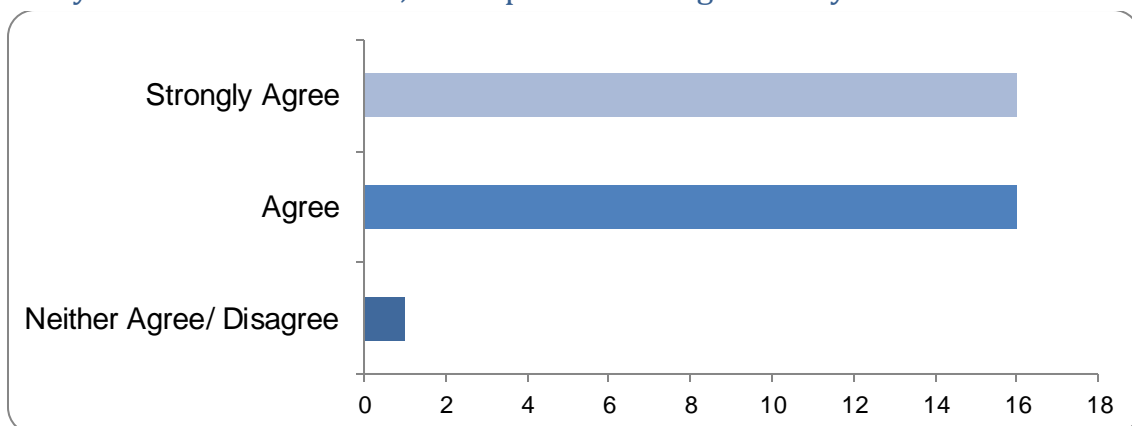
25 team members provided their name and email address.

I fully understand the mission, aims and objectives of the STAR Procurement Service



Option	Total	Percent
Strongly Agree	17	51.52%
Agree	16	48.48%
Neither Agree/Disagree	0	0.00%
Disagree	0	0.00%
Strongly Disagree	0	0.00%
Not Answered	0	0.00%

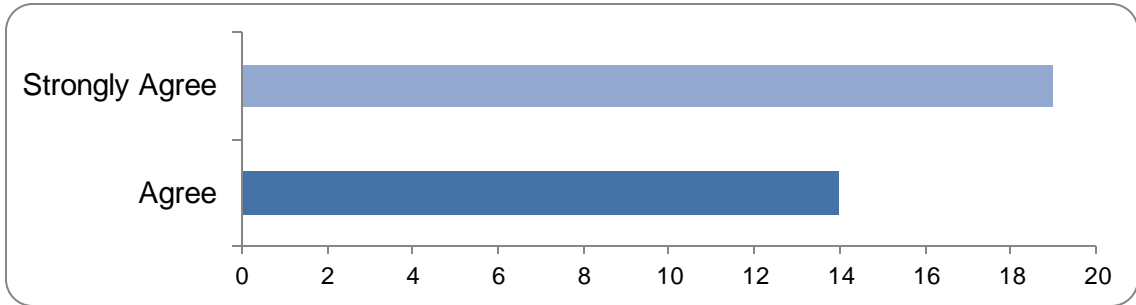
I fully understand the aims, work plans and targets of my team



Option	Total	Percent
Strongly Agree	16	48.48%
Agree	16	48.48%
Neither Agree/ Disagree	1	3.03%
Disagree	0	0.00%

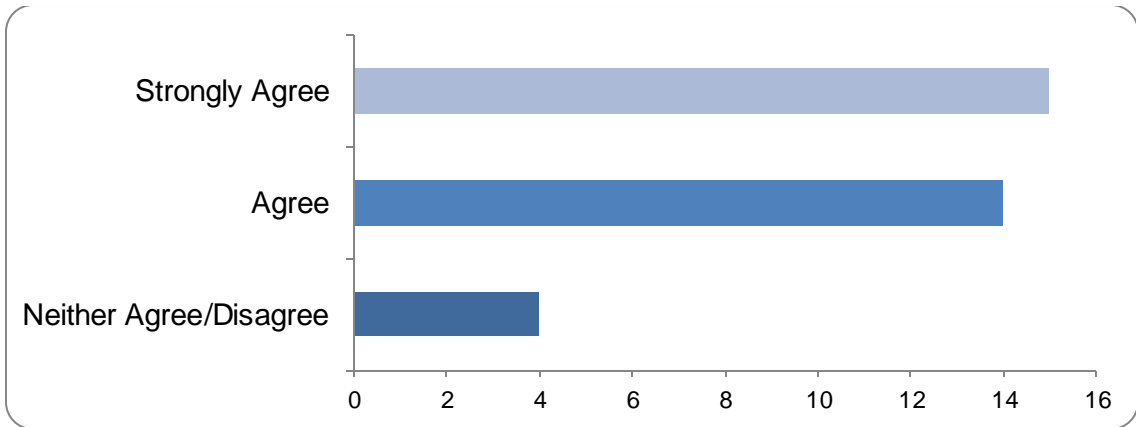
Strongly Disagree	0	0.00%
Not Answered	0	0.00%

I fully understand my job role, objectives and targets and I contribute to the STAR Procurement service



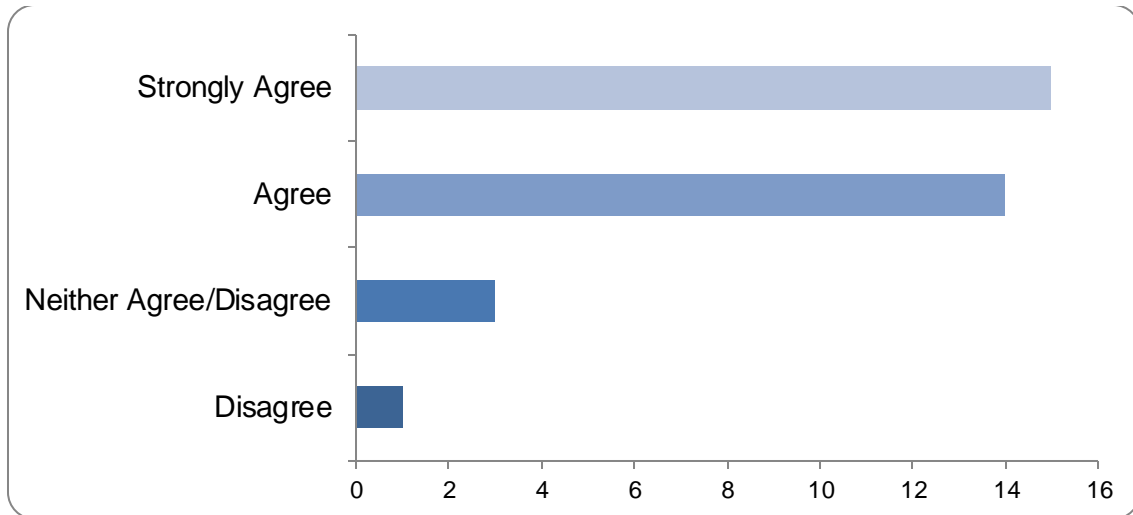
Option	Total	Percent
Strongly Agree	19	57.58%
Agree	14	42.42%
Neither Agree/Disagree	0	0.00%
Disagree	0	0.00%
Strongly Disagree	0	0.00%
Not Answered	0	0.00%

I feel fully informed and engaged in the general development of the STAR Procurement service



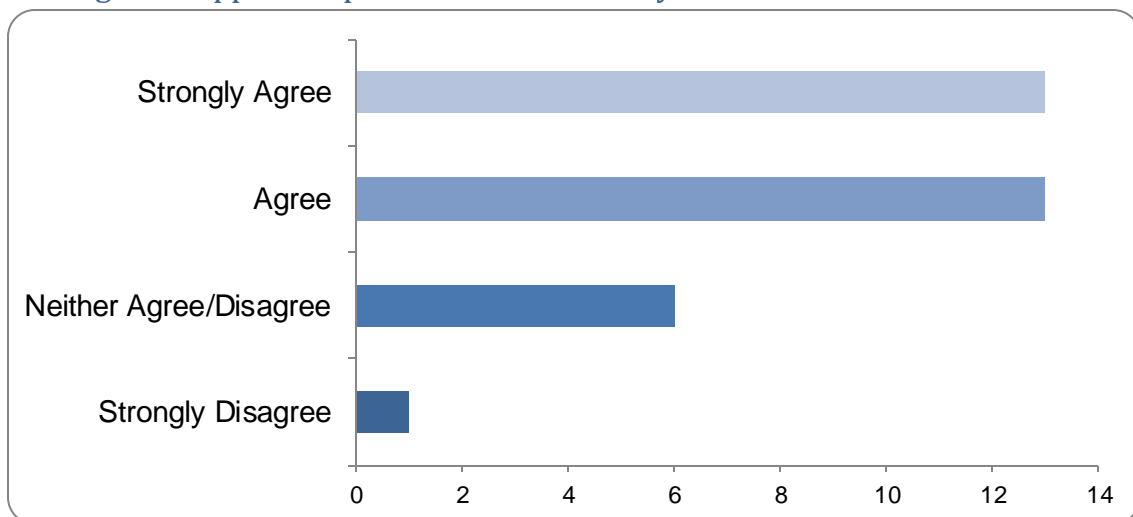
Option	Total	Percent
Strongly Agree	15	45.45%
Agree	14	42.42%
Neither Agree/Disagree	4	12.12%
Disagree	0	0.00%
Strongly Disagree	0	0.00%
Not Answered	0	0.00%

I receive regular feedback (positive and negative) on my performance from my manager



Option	Total	Percent
Strongly Agree	15	45.45%
Agree	14	42.42%
Neither Agree/Disagree	3	9.09%
Disagree	1	3.03%
Strongly Disagree	0	0.00%
Not Answered	0	0.00%

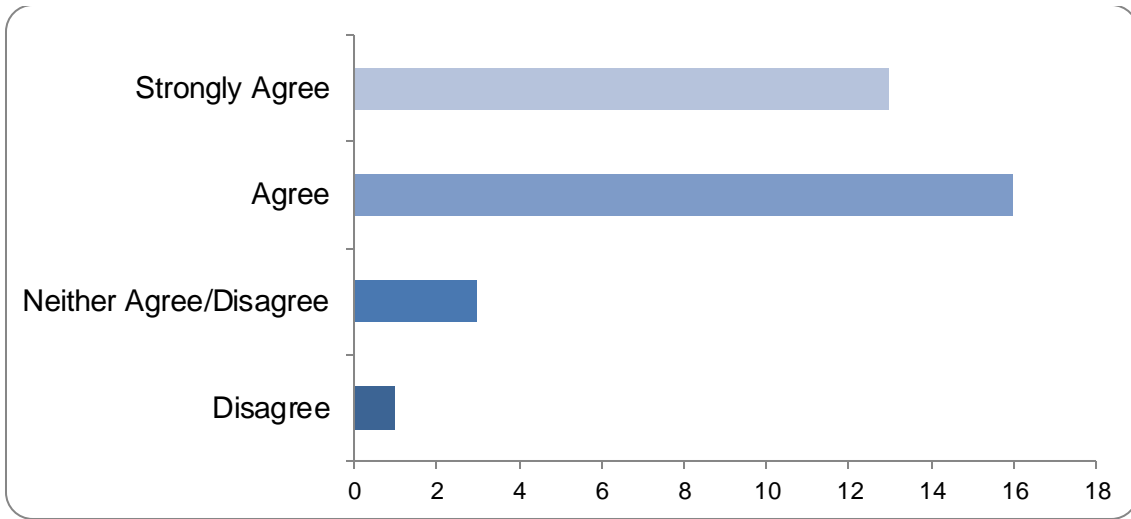
Through the appraisal processes I believe my work is valued



Option	Total	Percent
Strongly Agree	13	39.39%
Agree	13	39.39%
Neither Agree/Disagree	6	18.18%

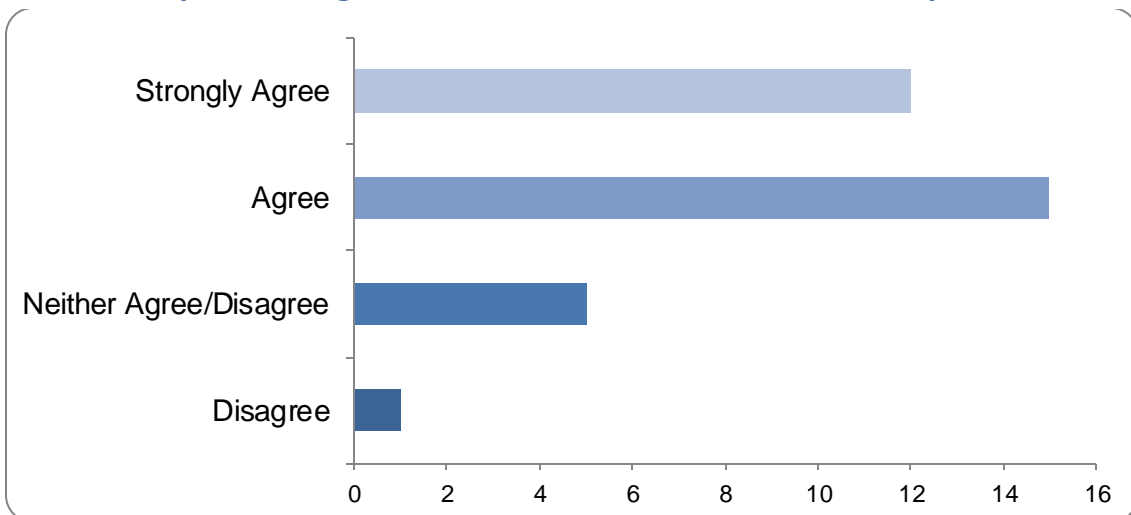
Disagree	0	0.00%
Strongly Disagree	1	3.03%
Not Answered	0	0.00%

I have the tools and resources to do my job well



Option	Total	Percent
Strongly Agree	13	39.39%
Agree	16	48.48%
Neither Agree/Disagree	3	9.09%
Disagree	1	3.03%
Strongly Disagree	0	0.00%
Not Answered	0	0.00%

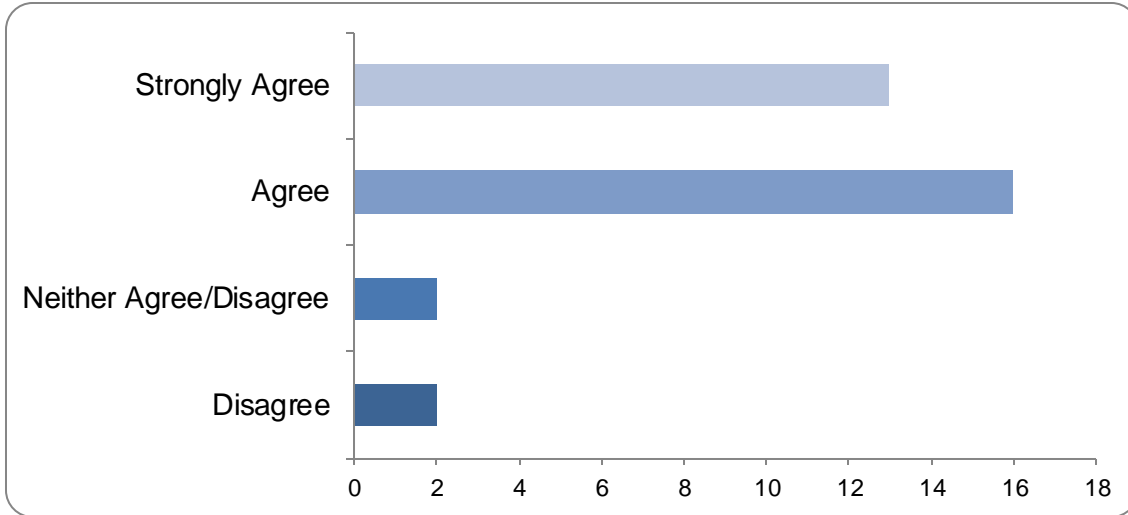
11: Generally, there is good and clear communication across my team



Option	Total	Percent
Strongly Agree	12	36.36%
Agree	15	45.45%
Neither Agree/Disagree	5	15.15%

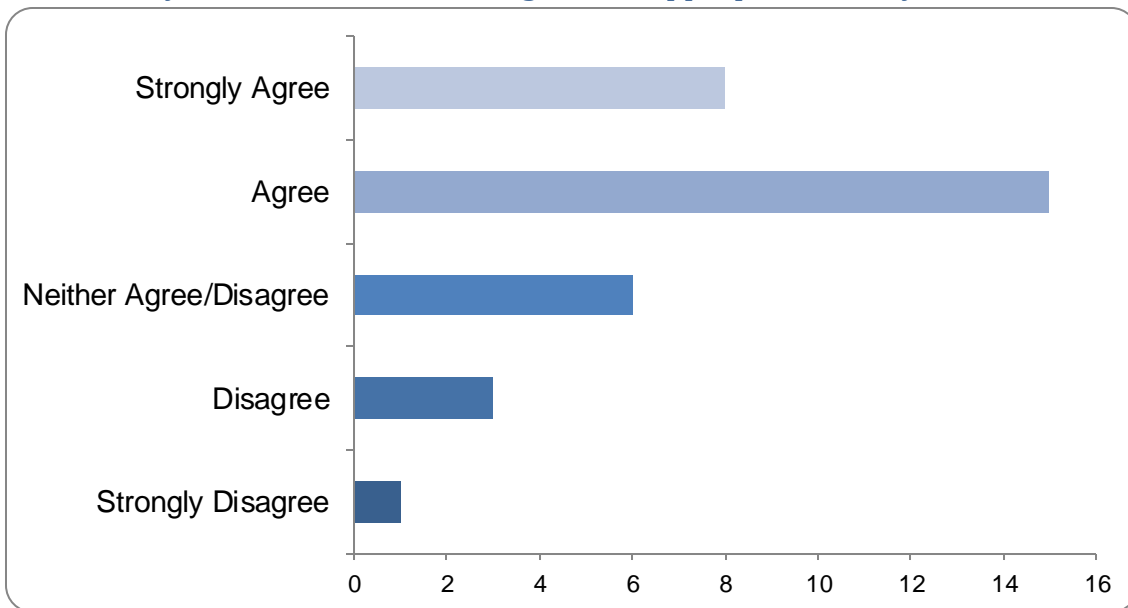
Disagree	1	3.03%
Strongly Disagree	0	0.00%
Not Answered	0	0.00%

I feel that the level of support and supervision I receive is appropriate to my role



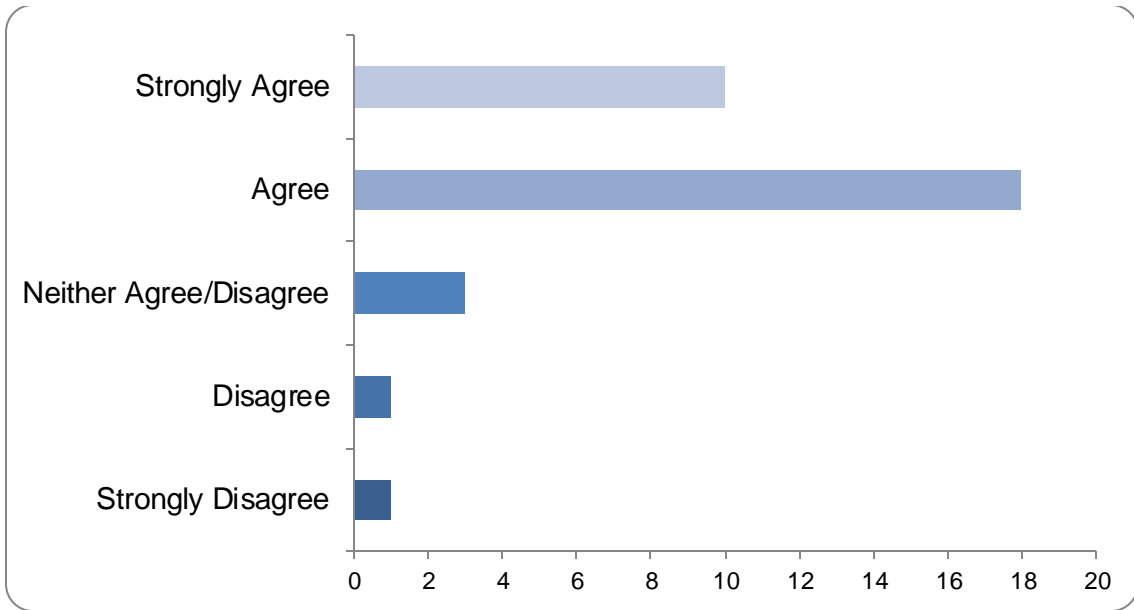
Option	Total	Percent
Strongly Agree	13	39.39%
Agree	16	48.48%
Neither Agree/Disagree	2	6.06%
Disagree	2	6.06%
Strongly Disagree	0	0.00%
Not Answered	0	0.00%

I believe my workload is well managed and appropriate to my role



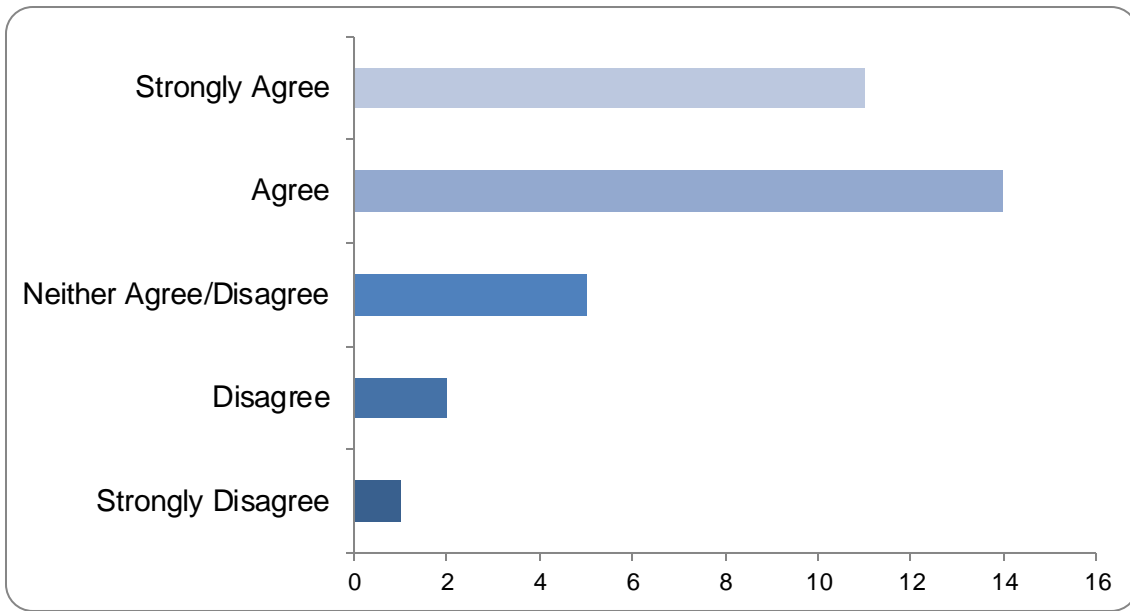
Option	Total	Percent
Strongly Agree	8	24.24%
Agree	15	45.45%
Neither Agree/Disagree	6	18.18%
Disagree	3	9.09%
Strongly Disagree	1	3.03%
Not Answered	0	0.00%

I believe that my morale when at work, is generally high



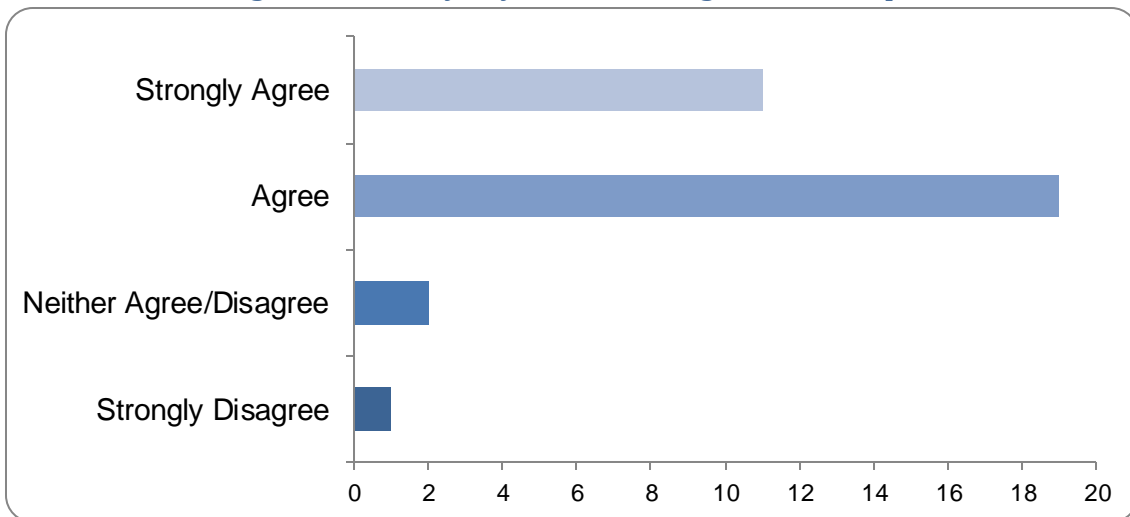
Option	Total	Percent
Strongly Agree	10	30.30%
Agree	18	54.55%
Neither Agree/Disagree	3	9.09%
Disagree	1	3.03%
Strongly Disagree	1	3.03%
Not Answered	0	0.00%

I have received the appropriate training and development I need to do my work



Option	Total	Percent
Strongly Agree	11	33.33%
Agree	14	42.42%
Neither Agree/Disagree	5	15.15%
Disagree	2	6.06%
Strongly Disagree	1	3.03%
Not Answered	0	0.00%

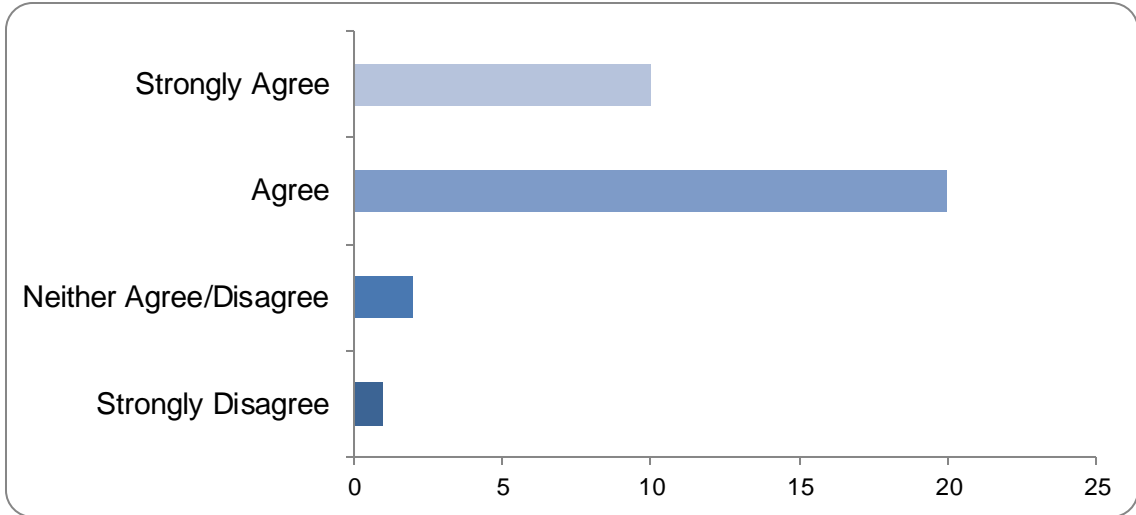
16: I am encouraged to identify my own training and development needs



Option	Total	Percent
Strongly Agree	11	33.33%
Agree	19	57.58%
Neither Agree/Disagree	2	6.06%
Disagree	0	0.00%

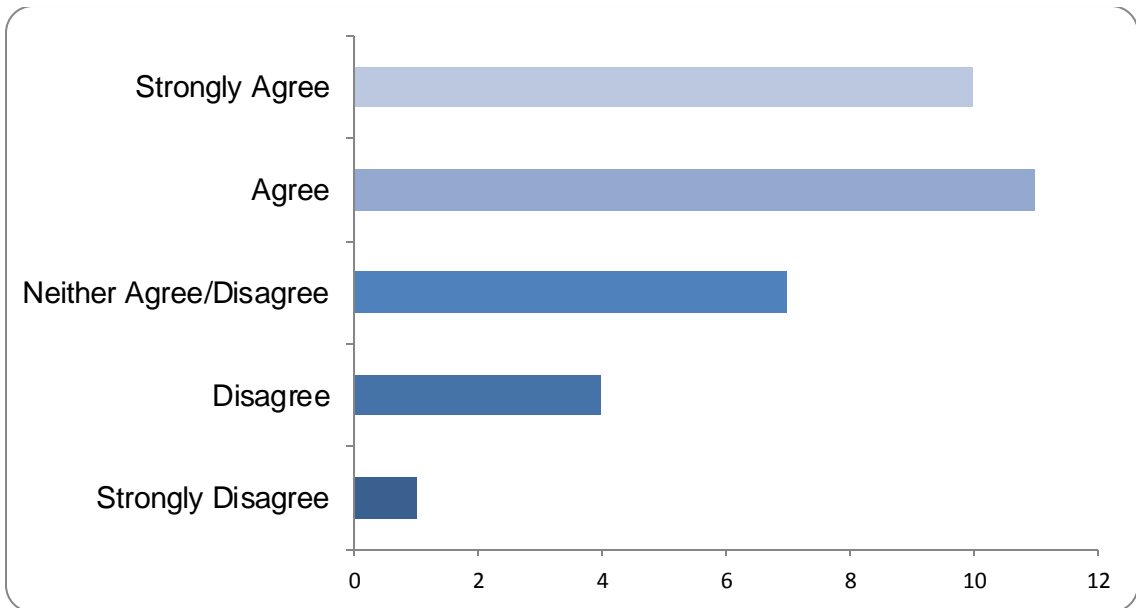
Strongly Disagree	1	3.03%
Not Answered	0	0.00%

The job makes good use of my skills and abilities



Option	Total	Percent
Strongly Agree	10	30.30%
Agree	20	60.61%
Neither Agree/Disagree	2	6.06%
Disagree	0	0.00%
Strongly Disagree	1	3.03%
Not Answered	0	0.00%

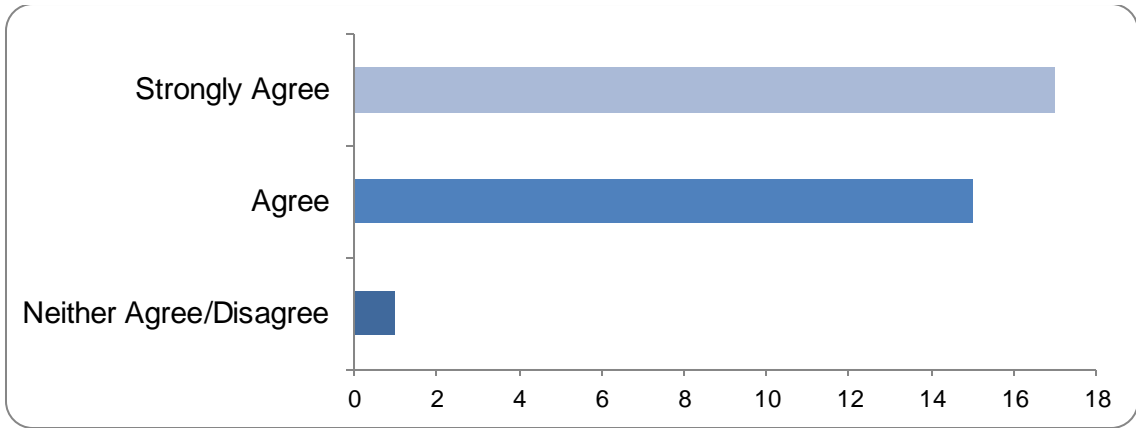
I am satisfied with the levels of involvement in decisions that affect my work



Option	Total	Percent
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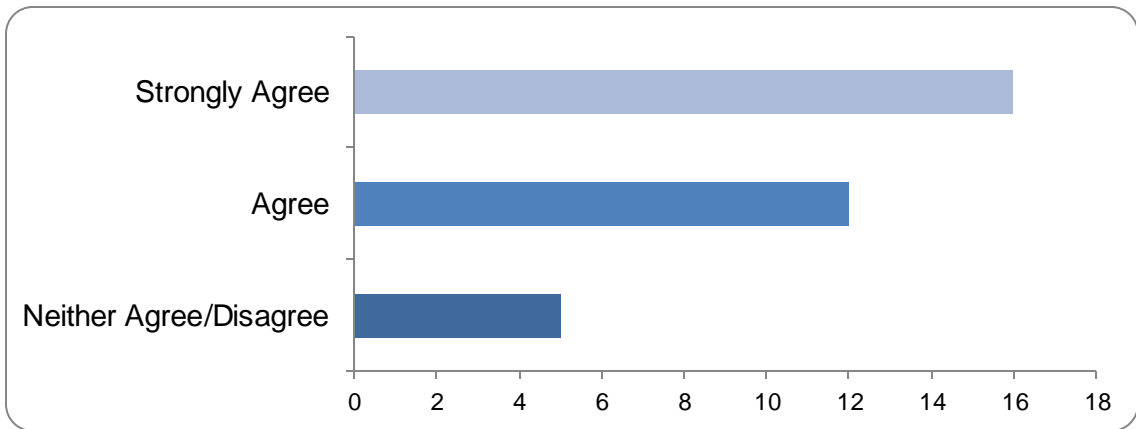
Strongly Agree	10	30.30%
Agree	11	33.33%
Neither Agree/Disagree	7	21.21%
Disagree	4	12.12%
Strongly Disagree	1	3.03%
Not Answered	0	0.00%

I am proud to work for STAR



Option	Total	Percent
Strongly Agree	17	51.52%
Agree	15	45.45%
Neither Agree/Disagree	1	3.03%
Disagree	0	0.00%
Strongly Disagree	0	0.00%
Not Answered	0	0.00%

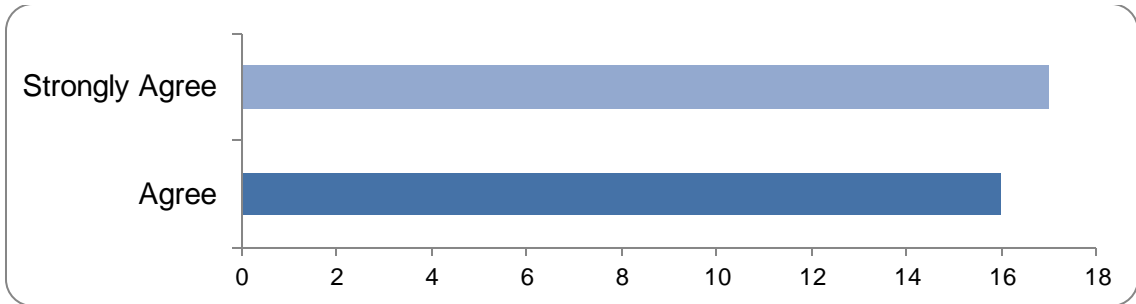
20: I would like to have a long term career with STAR



Option	Total	Percent
Strongly Agree	16	48.48%

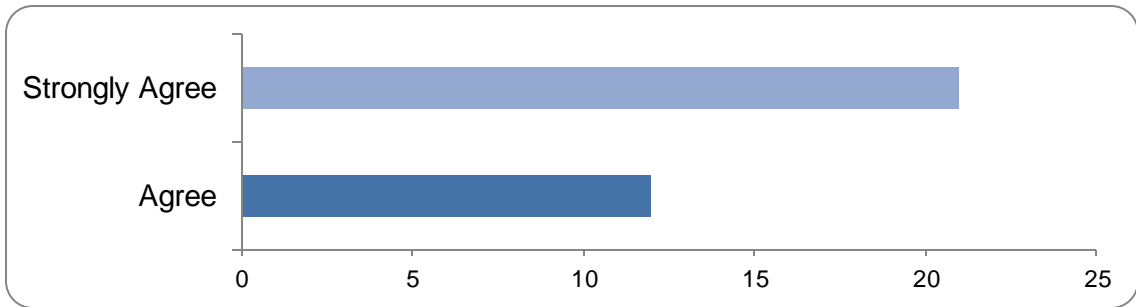
Agree	12	36.36%
Neither Agree/Disagree	5	15.15%
Disagree	0	0.00%
Strongly Disagree	0	0.00%
Not Answered	0	0.00%

21: Working here makes me want to do the best work I can



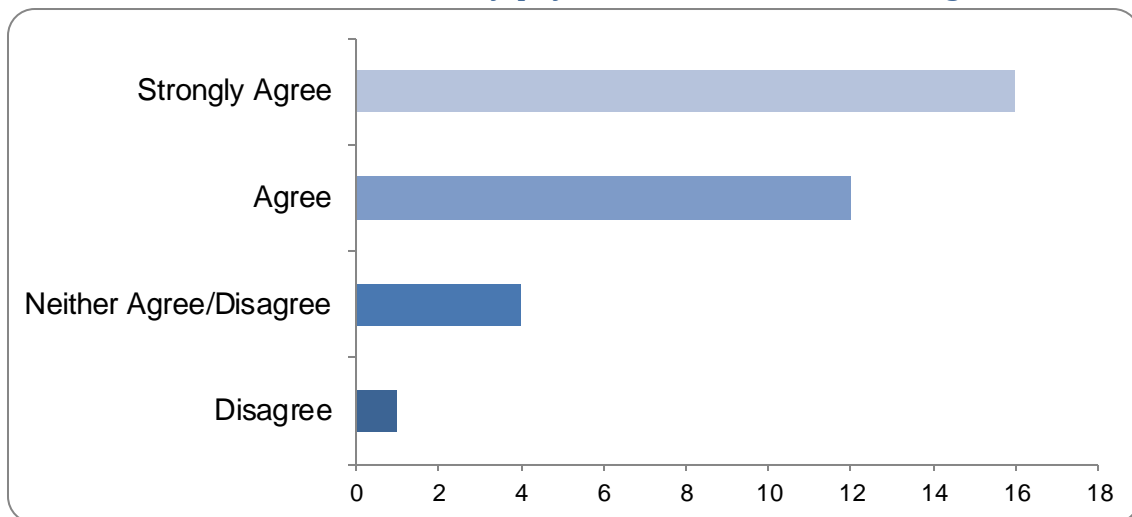
Option	Total	Percent
Strongly Agree	17	51.52%
Agree	16	48.48%
Neither Agree/Disagree	0	0.00%
Disagree	0	0.00%
Strongly Disagree	0	0.00%
Not Answered	0	0.00%

22: I care about STAR's future



Option	Total	Percent
Strongly Agree	21	63.64%
Agree	12	36.36%
Neither Agree/Disagree	0	0.00%
Disagree	0	0.00%
Strongly Disagree	0	0.00%
Not Answered	0	0.00%

23: I believe STAR cares about my physical and mental wellbeing



Option	Total	Percent
Strongly Agree	16	48.48%
Agree	12	36.36%
Neither Agree/Disagree	4	12.12%
Disagree	1	3.03%
Strongly Disagree	0	0.00%
Not Answered	0	0.00%

24: What is the best thing about working for STAR?

There were 28 responses to this part of the question.

25: If you could change one thing about STAR what would it be?

There were 27 responses to this part of the question.