

Annex B

2021 Staff Survey comments summary

In order to present this summary, broad themes were identified from the comment sections in the Staff Survey for each group. Recurring themes that emerged across the groups were then noted. Whilst it would be difficult to include the particular detail of every comment, this summary is not intended to provide every suggestion but rather an overview of the broader feeling across the organisation on areas that were commented on frequently.

Workplace happiness

When asked what 3 changes would improve workplace happiness, one of the major emerging themes from the responses was a desire for improved job satisfaction. Many across the organisation referred to a desire for a better work-life balance and more opportunities for flexible working, as well as being able to more effectively manage workloads. Suggestions on how to improve workloads included through more staff resource, updating equipment to reduce manual admin and project planning having a more realistic approach in terms of what can be demanded of teams.

Another theme that was prominent was empowerment in the workplace, with responses expressing desire for more involvement in decision-making from management and greater opportunities for career progression and training.

Information sharing was also a trending theme. This was either in the form of those expressing a wish to see colleagues in person more often and have more collaboration across offices, or in the sense of having clearer information from management to boost collective understanding of responsibilities and policies. Some comments also felt enhanced reward and recognition, particularly about pay, would improve their workplace happiness.

Improving inclusion

When asked what else could the SPCB do to promote and advance inclusion, there were a variety of suggestions including focussing recruitment, engagement and work placements towards those from more diverse or under-represented backgrounds.

Information sharing was a broad theme. Responses suggested improving digital capabilities to increase collaboration internally and engagement externally, as well as further measures to ensure all teams are involved in decision-making. There were also calls for greater training on awareness of cultural differences for staff.

Of the small number of those who answered “no” to the question relating to whether they felt sufficiently secure and comfortable at work, when asked for an explanation,

some indicated they were worried about criticism and that they were uncomfortable speaking out.

Learning and development opportunities

Our question asking why staff might not have been able to access learning and development opportunities available to them over the last 12 months received responses across the organisation almost directly split between those citing either a lack of time to undergo training or that there was a lack of relevant courses to their role.

Additional comments

In the additional comments section, wellbeing was a prominent theme. There was expression of support for the wellbeing policies and practices being provided by LG, but also emphasis on the need to ensure these achieve tangible outcomes locally.

The other recurring themes that emerged from the additional comments related to behaviours and structure in the organisation.

Another comment that arose more than once was that there was lack of confidence in challenging bad or inappropriate behaviours and a sense that there are improvements to be made in embedding the values in the organisation.