

CHELMSFORD CITY COUNCIL



STAFF SATISFACTION AND RETENTION

NEW STAFF SATISFACTION SURVEY

When new staff join the Council they complete two surveys at 2-3 weeks and 6-8 weeks. We have learnt the following from conducting these surveys

Initial Survey

New starters have a good awareness of:

- Absence reporting procedures (97%)
- Employee Assistance Programme (96%)
- Essential training needed for their own positions (92%)
- Probationary processes and ways in which messages were communicated within their teams (93%)
- Our Values (99%)

Knowledge of our staff groups e.g. staff forum and mental health first aiders required improvement and this has been built into our induction.

Follow up Survey

98% of our new starters feel comfortable to be and express themselves at the Council and gave their experience of working at the Council an average score of 9/10.

73% of employees reported that their experience could not be improved. Some areas that they have helped us improve on include:

- More opportunities to spend time with colleagues from other teams
- Speeding up the issue of uniform
- Centralising information for new starters on intranet

NEW STAFF SATISFACTION SURVEY

When new staff join the Council they complete two surveys at 2-3 weeks and 6-8 weeks. Some of the key descriptors used by the respondents are:

collaborative professional
understanding welcoming
kind hard-working
friendly
supportive approachable
nice expert fun

EMPLOYEE EXIT SURVEY

When staff leave the council they are asked to complete an exit survey. The questionnaire asks them to outline their experience of working at the council and their feedback on our communication.

Exit Survey Responses

We currently hold 75 responses to our employee exit survey. From these we have learnt that:

- 72 people indicated that they were given opportunities to undertake relevant training and development
- 39 people strongly agreed that they can be themselves at the Council
- 29 people agree they can be themselves at the Council
- 1 person disagreed that they could be themselves at the Council
- 1 person strongly disagreed that they can be themselves at the Council
- 69 people said their manager took the time to meet them on a 1-1 basis
- 41 people said the Chief Executive's blog was effective
- 49 people thought Our News was effective
- 23 people thought that Chief Executive's Roadshows were effective
- 60 people thought that payroll emails were effective
- 45 people thought the intranet was effective



**On average,
respondents rated
their experience of
working at the council
as 8/10**

EMPLOYEE EXIT SURVEY

When staff leave the council they are asked to complete an exit survey. Some of the key descriptors used by respondents are:

caring

helpful

hard-working

friendly

kind supportive

INCLUSION SURVEY 2021

A staff survey was completed focussing on three main themes:

1. **Belonging and inclusion**
2. **Behaviour and language**
3. **Transparency, openness and contribution**

92% of respondents said that they could 'be myself' in their team.

93% of respondents said that they felt comfortable talking about their background and experiences with their colleagues but only 79% felt that they could voice an opinion which is different to their colleagues.

When asked what helps staff feel that they can be themselves at the council they replied:

- strong bonds and relationships
- everyone is welcoming
- relaxed and comfortable

Some of the barriers that were identified by respondents were:

- isolated teams
- inability to be open with senior managers
- lack of social element at work
- confidentiality
- underlying discrimination

92% of respondents said that they would speak up if they saw inappropriate behaviour or language at the council.

33% said that they have already spoken up whilst working at the council.

3% of respondents said that racial, ethnic minority or skin colour-based jokes are tolerated at the council.

9% of respondents said that gender-based jokes are tolerated.

5% of respondents said they had been bullied or harassed at the council related to their personal characteristics.

85% of respondents agreed that the council's values were embedded within their team compared and 82% said the values were embedded within the organisation.

respondents that felt that the values weren't embedded reported that:

- ideas that had been put forward were ignored
- there is a fear of upsetting some senior managers
- there is a toxic atmosphere

STAFF TURNOVER AND RETENTION

Year	Total Turnover	Involuntary	Voluntary
2020/21	10.14%	3.75%	6.39%
2021/22	13.71%	2.13%	11.57%
2022/23	15.21%	3.15%	12.06%
2023/24	11.45%	2.31%	9.14%



We are proud of our staff and want to retain them. Last year, 45 vacancies were successfully filled by internal staff

Our staff stay with us for an average of 9.7 years



STAFF SICKNESS REPORTS

20/21

21/22

22./23

23/24

Connected Chelmsford				
Days per FTE	3.62	6.68	6.32	5.82
Long Term %	63.08%	48.92%	39.40%	47.74%
Short Term %	36.92%	51.08%	60.60%	52.26%
Financial Services		Chief Executive		
Days per FTE	5.05	4.90	9.26	5.02
Long Term %	56.33%	58.14%	72.93%	53.64%
Short Term %	43.67%	41.86%	27.07%	46.36%
Public Places				
Days per FTE	6.74	9.52	10.42	8.57
Long Term %	43.18%	32.99%	32.45%	43.43%
Short Term %	56.82%	67.01%	67.55%	56.58%
Sustainable Communities				
Days per FTE	8.00	7.78	5.81	6.05
Long Term %	59.62%	34.91%	24.54%	31.96%
Short Term %	40.38%	65.09%	75.46%	68.03%
Organisation Total				
Days per FTE	6.21	8.41	8.56	7.35
Long Term %	49.85%	36.32%	33.50%	42.39%
Short Term %	50.15%	63.68%	66.50%	57.61%

Sickness days
per full time
employee for
each directorate