**Inverclyde Council**

**Employee Survey 2022**

Prepared for:

##### Inverclyde Council

##### Municipal Buildings

##### Greenock

##### PA15 1LY

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Lowland Market Research

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## 1.0 Introduction

This report details the main findings to emerge from a staff survey with employees within Inverclyde Council.

### 1.1 Methodology

A self completion questionnaire was distributed to every member of staff within the council. This was undertaken by email to those staff with access to a computer and as a hard copy posted directly to each employee’s home address with an accompanying FREEPOST reply envelope, to all other staff. Regular reminders were issued to all employees encouraging them to participate in the survey.

Completed questionnaires were forwarded to Lowland Market Research directly to ensure that all responses remained totally confidential. A copy of this questionnaire can be found in the appendices.

The following report summarises the main issues arising from the survey. In addition to this it contains a listing of the verbatim comments received from the questions that people were able to respond to in their own words. A separate document contains a full set of data tables providing a comprehensive breakdown of the data by question and by key variables such as department, age, gender and length of employment.

**1.2 Response Rate**

In total 1,737 employees returned a questionnaire, equating approximately to a 42% response rate. Of those, 1,052 provided a response to the question “What Council Service do you work for”. As the following table highlights the largest number of responses came from Education, Communities and Organisational Development, which represent the largest directorate within the Council.

|  |  |  |
| --- | --- | --- |
| **Directorate** | **Percentage of total responses** | **Number of Responses** |
| Chief Executive | 0% | 2 |
| Criminal Justice and Children Services | 5% | 54 |
| Culture, Communities & Educational Resources | 6% | 65 |
| Education | 41% | 430 |
| Finance | 6% | 61 |
| Finance, Planning & Resources (HSCP) | 2% | 16 |
| Health and Community Care | 14% | 166 |
| Legal Services  | 3% | 36 |
| Mental Health, Alcohol & Drugs Recovery & Homelessness Services | 3% | 33 |
| Organisational Development, Policy and Communications | 2% | 19 |
| Property Services | 3% | 27 |
| Regeneration and Planning | 4% | 43 |
| Roads & Environmental Shared Services | 10% | 100 |

**1.3 Respondent Profile**

Overall, throughout the Council the age profile of respondents was as follows. Just over a third (39%) of all respondents were aged under 45 years of age. A further 32% were aged between 46 and 55 years of age and 25% were aged 56 years or above.

**Age**

|  |  |
| --- | --- |
| 16-25 years | 4% |
| 26-35 years | 14% |
| 36-45 years | 21% |
| 46-55 years | 32% |
| 56-65 years | 24% |
| 66+ years | 1% |
| Prefer not to say | 4% |

**Age**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| 16-25 years | 5% | 3% | 6% |
| 26-35 years | 10% | 17% | 13% |
| 36-45 years | 21% | 25% | 17% |
| 46-55 years | 31% | 34% | 27% |
| 56-65 years | 29% | 19% | 25% |
| 66+ years | 1% | 0% | 0% |
| Prefer not to say | 3% | 1% | 11% |

Over two thirds (68%) of all responses came from female employees, 25% were from males and 6% indicated that they would prefer not to say.

**Gender**

|  |  |
| --- | --- |
| Male | 25% |
| Female | 68% |
| No response | 0% |
| Prefer not to say | 6% |

Female respondents dominate the following directorates, Education, Communities & Organisational Development (76%) and Health and Social Care Partnership (72%).

**Gender**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Male | 21% | 20% | 38% |
| Female | 72% | 76% | 45% |
| Prefer not to say | 6% | 3% | 13% |
| No response | 1% | 1% | 4% |

**Ethnicity**

The majority of respondents to the questionnaire stated that their ethnicity was White (95%). This is followed by 4% who preferred not to answer. The numbers of respondents who stated that they were of a different ethnicity to White were very small.

* Africa, Scottish African or British African 1 respondent
* Caribbean or Black 1 respondent
* Mixed or multiple ethnic group 8 respondent
* Other ethnic group 7 respondents

Eight percent of respondents indicated that they would consider themselves to have a disability, eighty seven percent said no and 5% said they preferred not to say.

**Disability**

|  |  |
| --- | --- |
| Yes | 8% |
| No | 87% |
| Prefer not to say | 5% |

Respondents stating that they considered themselves to have a disability reached 9% within Health and Social Care Partnership and 10% in Environmental, Regeneration & Resources. This figure dropped to 6% within Education, Communities & Organisational Development.

**Disability**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 9% | 6% | 10% |
| No | 85% | 91% | 80% |
| Prefer not to say | 6% | 3% | 10% |

Just over a third (35%) of all respondents stated that they have caring responsibilities for a child aged under 18 years, with a further 15% stating they had other caring responsibilities. Four percent of respondents indicated that they would prefer not to say and 45% said that they did not have any caring responsibilities.

**Caring Responsibilities**

|  |  |
| --- | --- |
| Children under 18 years | 35% |
| Other | 15% |
| Prefer not to say | 4% |
| No | 45% |

**Caring Responsibilities**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Children under 18 years | 34% | 41% | 27% |
| Other | 20% | 12% | 17% |
| Prefer not to say | 6% | 2% | 8% |
| No | 40% | 45% | 48% |

Seventy one percent of respondents said that they were employed full time by the Council. A further 26% were part time. Part time employees were most likely to be aged between 56+ years (36%) and 26-35 years (29%). Female respondents were also more likely to be part time (33%) compared to male respondents (11%).

**Type of job**

|  |  |
| --- | --- |
| Full time | 71% |
| Part time | 26% |
| Jobshare  | 0% |
| Prefer not to answer | 3% |

Part time working was highest within the following two directorates Health and Social Care Partnership (38%) and Education, Communities & Organisational Development (27%). This correlates with the high number of female employees working in these two directorates.

**Type of job**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Full time | 60% | 71% | 80% |
| Part time | 37% | 27% | 12% |
| Jobshare  | 0% | 0% | 1% |
| Prefer not to say | 3% | 1% | 7% |

The greatest number of respondents were Grade 1-6 (41%), followed by Teaching Grade (20%) and then 7-9 (14%) and 10+ (7%). Seventeen percent preferred not to say.

**Grade**

|  |  |
| --- | --- |
| 1-6 | 41% |
| 7-9 | 14% |
| 10+ | 7% |
| Teaching Grade | 20% |
| Prefer not to say | 17% |

**Grade**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| 1-6 | 52% | 34% | 46% |
| 7-9 | 20% | 9% | 17% |
| 10+ | 11% | 3% | 11% |
| Teaching grade | 0% | 41% | 0% |
| Prefer not to say | 17% | 13% | 26% |

Just over half (56%) of all respondents indicated that they were a member of UNISON, this is followed by 20% who are members of EIS. Membership of other unions was much lower with 6% of respondents stating they were members of the GMB and a further 4% members of Unite

**Union membership**

|  |  |
| --- | --- |
| UNISON | 56% |
| GMB | 6% |
| Unite | 4% |
| EIS | 20% |
| Other | 15% |

Across the three directorates UNISON dominates the Union membership. It peaks at 71% within Health and Social Care Partnership, followed by Environmental, Regeneration & Resources with 58% of respondents and finally Education, Communities & Organisational Development with 48%

Membership of EIS within Education, Communities & Organisational Development sits at 40% of respondents.

In Health and Social Care Partnership membership of GMB sits at 13% of respondents.

**Union membership**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| UNISON | 71% | 48% | 58% |
| GMB | 13% | 3% | 3% |
| Unite | 2% | 2% | 9% |
| EIS | 0% | 40% | 0% |
| Other | 13% | 8% | 29% |

Forty seven percent of respondents had been employed by Inverclyde Council for more than 11 years. In contrast, only 24% had been employed by the Council for less than 3 years. Five percent of respondents preferred not to say.

**Length of time employed by Inverclyde Council**

|  |  |
| --- | --- |
| Under 1 year | 8% |
| 1-3 years | 16% |
| 4-6 years  | 12% |
| 7-10 years | 12% |
| 11-20 years | 23% |
| 21 years and over | 24% |
| Prefer not to say | 5% |

**Length of time employed by Inverclyde Council**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Under 1 year | 10% | 6% | 8% |
| 1-3 years | 20% | 16% | 13% |
| 4-6 years | 11% | 16% | 6% |
| 7-10 years | 12% | 12% | 11% |
| 11-20 years | 21% | 26% | 19% |
| 21 years and over | 21% | 22% | 30% |
| Prefer not to say | 4% | 2% | 13% |

**2.0 Research Outputs**

The questionnaire that respondents were asked to complete was broken down into the following 10 main sections.

1. The council as my employer
2. Me and my job
3. My performance, development and recognition
4. My working environment and my wellbeing at work
5. Supporting attendance
6. Communication across the Council
7. My supervisor/manager and me
8. Senior management (Directors and Heads of Service)
9. Supervisors/managers
10. Workplace Policies and Procedures

Each section primarily consisted of a number of statements to which respondents were asked to indicate how much they agreed or disagreed with each of them.

**2.1 The council as my employer**

Respondents were asked to consider a variety of statements regarding Inverclyde Council as an employer. The three main statements that the greatest number of respondents agreed with were;

 Strongly Agree/Agree

* Inverclyde Council accepts and supports equality and diversity 91%
* I understand how my work contributes to achieving the Council’s

aims and objectives 88%

* I have a clear understanding of the aims and objectives of the Council 84%

These are followed by 2 statements where approximately two thirds of respondents agreed with them;

 Strongly Agree/

 Agree

* Inverclyde Council is open and honest with its employees 67%
* I am kept up to date about changes to the Council’s policies and procedures 65%

In contrast to the above statements, respondents are most likely to disagree with the following statements.

 Strongly Disagree/

 Disagree

* I am aware of the Council’s Corporate Plan 2018/22 54%
* I am aware of the Local Outcome Improvement Plan 2017/22 52%

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | StronglyAgree | Agree | Disagree | StronglyDisagree |
| I have a clear understanding of the aims and objectives of the Council | 18% | 66% | 14% | 2% |
| I understand how my work contributes to achieving the Council’s aims and objectives | 26% | 62% | 9% | 2% |
| I am aware of the Local Outcome Improvement Plan 2017/22 | 9% | 39% | 42% | 10% |
| I am aware of the Council’s Corporate Plan 2018/22 | 8% | 38% | 44% | 10% |
| I am aware that my Directorate has a Directorate Improvement Plan | 11% | 40% | 40% | 9% |
| I am kept up to date about changes to the Council’s policies and procedures  | 12% | 53% | 28% | 6% |
| Inverclyde Council accepts and supports equality and diversity | 25% | 66% | 8% | 2% |
| Inverclyde Council is open and honest with its employees | 11% | 56% | 26% | 7% |
| Inverclyde Council is a caring and supportive employer | 14% | 58% | 23% | 6% |

Eighty four percent of respondents agreed that they have a clear understanding of the aims and objectives of the Council. This rose to 87% among respondents in Health and Social Care Partnership and was 86% in Environmental, Regeneration and Resources and 84% in Education, Communities & Organisational Development

**I have a clear understanding of the aims and objectives of the Council**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 18% | 23% | 15% | 19% |
| Agree | 66% | 64% | 69% | 67% |
| Disagree | 14% | 11% | 15% | 12% |
| Strongly Disagree | 2% | 2% | 1% | 1% |

Eighty eight percent of respondents agreed that they understand how their work contributes to achieving the Council’s aims and objectives. This rose slightly to 91% within Health and Social Care Partnership.

**I understand how my work contributes to achieving the Council’s aims and objectives**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 26% | 29% | 27% | 26% |
| Agree | 62% | 62% | 62% | 64% |
| Disagree | 9% | 8% | 10% | 8% |
| Strongly Disagree | 2% | 1% | 1% | 2% |

Just under half (48%) of all respondents agreed that they were aware of Inverclyde’s Local Outcome Improvement Plan 2017/22. This rose to 52% among respondents in Health and Social Care Partnership.

**I am aware of the Local Outcome Improvement Plan 2017/22**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 9% | 11% | 10% | 10% |
| Agree | 39% | 41% | 38% | 38% |
| Disagree | 42% | 37% | 42% | 45% |
| Strongly Disagree | 10% | 11% | 10% | 8% |

Forty six percent of respondents agreed that they are aware of the Council’s Corporate Plan 2018/22. Agreement peaked at 50% among respondents in Health and Social Care Partnership and dropped to 42% in Education, Communities & Organisational Development.

**I am aware of the Council’s Corporate Plan 2018/22**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 8% | 10% | 7% | 8% |
| Agree | 38% | 40% | 35% | 41% |
| Disagree | 44% | 39% | 48% | 43% |
| Strongly Disagree | 10% | 11% | 10% | 8% |

Fifty one percent of all respondents agreed that they were aware that their Directorate has a Directorate Improvement Plan. This rose to 55% among respondents in Education, Communities and Organisational Development and dropped to 48% among respondents in Environmental, Regeneration & Resources.

**I am aware that my Directorate has a Directorate Improvement Plan**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 11% | 10% | 13% | 9% |
| Agree | 40% | 40% | 42% | 39% |
| Disagree | 40% | 39% | 36% | 44% |
| Strongly Disagree | 9% | 10% | 8% | 8% |

Just under two thirds (65%) of all respondents agreed that they are kept up to date about the changes to the Council’s policies and procedures. This rose to 70% among respondents in Education, Communities and Organisational Development and dropped to 63% in Environmental, Regeneration and Resources.

**I am kept up to date about the changes to the Council’s policies and procedures**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 12% | 14% | 13% | 11% |
| Agree | 53% | 52% | 57% | 52% |
| Disagree | 28% | 27% | 25% | 32% |
| Strongly Disagree | 6% | 6% | 5% | 6% |

Ninety one percent of respondents agreed that Inverclyde Council accepts and supports equality and diversity. This rose to 94% among respondents in Education, Communities and Organisational Development.

**Inverclyde Council accepts and supports equality and diversity**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 25% | 26% | 29% | 22% |
| Agree | 66% | 67% | 65% | 68% |
| Disagree | 8% | 7% | 4% | 8% |
| Strongly Disagree | 2% | 1% | 2% | 1% |

Just over two thirds of all respondents (67%) agreed that Inverclyde Council is open and honest with its employees. This rose to 73% among respondents in Education, Communities & Organisational Development and dropped to 65% in both Health and Social Care Partnership and Environmental, Regeneration & Resources.

**Inverclyde Council is open and honest with its employees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 11% | 13% | 13% | 12% |
| Agree | 56% | 52% | 60% | 53% |
| Disagree | 26% | 27% | 22% | 26% |
| Strongly Disagree | 7% | 8% | 5% | 8% |

Seventy two percent of respondents agreed that Inverclyde Council is a caring and supportive employer. This rose to 76% among respondents in Education, Communities and Organisational Development and declined to 72% in both Health and Social Care Partnership and Environmental, Regeneration & Resources.

**Inverclyde Council is a caring and supportive employer**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 14% | 16% | 15% | 16% |
| Agree | 58% | 56% | 61% | 56% |
| Disagree | 23% | 22% | 20% | 22% |
| Strongly Disagree | 6% | 6% | 5% | 6% |

2.2 Me and My Job

Respondents were asked to consider a variety of statements regarding their job at Inverclyde Council. The four main statements that the greatest number of respondents agreed with were;

 Strongly Agree/

 Agree

* I have a clear understanding of the purpose of my job 96%
* I have a clear understanding of what my duties are 92%
* My performance affects Inverclyde Council’s overall performance 89%
* My work gives me a sense of personal achievement 86%

In contrast to this, the three statements where the largest numbers of respondents disagree are as follows;

 Strongly Disagree/

 Disagree

* I have a say in decisions that affect my work 36%
* Inverclyde Council’s processes and procedures help me to do

my job effectively 35%

* I have the tools and equipment necessary to do my job 31%

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | StronglyAgree | Agree | Disagree | StronglyDisagree |
| Overall, I am satisfied with my job | 23% | 58% | 16% | 4% |
| My job makes good use of my skills and abilities | 32% | 53% | 12% | 3% |
| I have a clear understanding of what my duties are | 42% | 50% | 6% | 1% |
| I have a clear understanding of the purpose of my job | 47% | 49% | 3% | 1% |
| My performance affects Inverclyde Council’s overall performance | 34% | 55% | 10% | 1% |
| My work gives me a sense of personal achievement | 39% | 47% | 11% | 3% |
| I am encouraged to make suggestions to improve service delivery and/or make it more efficient | 26% | 45% | 22% | 7% |
| I have a say in decisions that affect my work | 20% | 45% | 28% | 8% |
| I get feedback on my work | 21% | 52% | 21% | 6% |
| I feel motivated to do the best job I can | 29% | 49% | 185 | 4% |
| Morale is good within my team | 18% | 39% | 31% | 12% |
| I have the tools and equipment necessary to do my job | 16% | 53% | 22% | 9% |
| Inverclyde Council’s processes and procedures help me to do my job effectively | 12% | 53% | 28% | 7% |
| I am encouraged to solve my own work related problems | 20% | 62% | 15% | 3% |
| I have a strong sense of loyalty to the Council | 22% | 54% | 19% | 5% |

The majority of respondents (81%) agreed that they are satisfied with their job. This peaked at 86% among respondents in Education, Communities and Organisational Development. It dropped to 77% within Environmental, Regeneration & Resources.

**Overall, I am satisfied with my job**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 23% | 19% | 28% | 18% |
| Agree | 58% | 59% | 58% | 59% |
| Disagree | 16% | 18% | 11% | 19% |
| Strongly Disagree | 4% | 4% | 9% | **3%** |

Eighty three percent (85%) of all respondents agreed that their job makes good use of their skills and abilities. This rose to 91% of respondents in Education, Communities & Organisational Development and dropped to 80% among respondents in Environmental, Regeneration & Resources.

**My job makes good use of my skills and abilities**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 32% | 26% | 41% | 27% |
| Agree | 53% | 57% | 50% | 53% |
| Disagree | 12% | 15% | 7% | 16% |
| Strongly Disagree | 3% | 2% | 3% | 4% |

Ninety two percent of respondents agreed that they have a clear understanding of what their duties are. This rose to 95% of respondents in Education, Communities & Organisational Development and dropped to 90% among respondents in Environmental, Regeneration & Resources.

**I have a clear understanding of what my duties are**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 42% | 36% | 53% | 37% |
| Agree | 50% | 57% | 42% | 53% |
| Disagree | 6% | 6% | 4% | 10% |
| Strongly Disagree | 1% | 1% | 1% | 0% |

Ninety six percent of respondents agree that they have a clear understanding of the purpose of their job. This was similar across all three directorates.

**I have a clear understanding of the purpose of my job**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 47% | 43% | 58% | 39% |
| Agree | 49% | 54% | 39% | 57% |
| Disagree | 3% | 2% | 2% | 4% |
| Strongly Disagree | 1% | 1% | 1% | 0% |

Eighty nine percent of respondents believe that their performance affects Inverclyde Council’s overall performance. This rises to 91% among respondents in Education, Communities & Organisational Development. It drops to 85% among respondents in Environmental, Regeneration & Resources.

**My performance affects Inverclyde Council’s overall performance**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 34% | 32% | 38% | 30% |
| Agree | 55% | 57% | 53% | 55% |
| Disagree | 10% | 10% | 8% | 14% |
| Strongly Disagree | 1% | 2% | 1% | 1% |

Eighty six percent of respondents agreed that their work gives them a sense of personal achievement. This rises to 91% among respondents in Education, Communities & Organisational Development and drops to 79% within Environmental, Regeneration & Resources.

**My work gives me a sense of personal achievement**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 39% | 39% | 51% | 25% |
| Agree | 47% | 48% | 40% | 54% |
| Disagree | 11% | 10% | 6% | 17% |
| Strongly Disagree | 3% | 3% | 3% | 4% |

Just under three quarters of all respondents (71%) agreed that they are encouraged to make suggestions to improve the service and/or make it more efficient. This drops to 65% with respondents in Environmental, Regeneration & Resources and rises to 79% in Education, Communities & Organisational Development.

**I am encouraged to make suggestions to improve service delivery and/or make it more efficient**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 26% | 26% | 31% | 22% |
| Agree | 45% | 44% | 48% | 43% |
| Disagree | 22% | 21% | 17% | 28% |
| Strongly Disagree | 7% | 9% | 4% | 7% |

Almost two thirds of all respondents (65%) agreed that they have a say in decisions that affect their work. This peaks at 73% with respondents in Education, Communities & Organisational Development.

**I have a say in decisions that affect my work**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 20% | 17% | 23% | 20% |
| Agree | 45% | 41% | 50% | 42% |
| Disagree | 28% | 31% | 22% | 29% |
| Strongly Disagree | 8% | 10% | 5% | 9% |

Seventy three percent of respondents agreed that they get feedback on the work that they do. This rose to 81% within Education, Communities & Organisational Development and dropped to 67% within Environmental, Regeneration & Resources.

**I get feedback on my work**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 21% | 22% | 26% | 18% |
| Agree | 52% | 52% | 55% | 49% |
| Disagree | 21% | 18% | 16% | 25% |
| Strongly Disagree | 6% | 7% | 3% | 8% |

Seventy eight percent of respondents said that they feel motivated to do the best job that they can. This rises to 86% of respondents Education, Communities & Organisational Development drops to 66% within Environmental, Regeneration & Resources.

**I feel motivated to do the best job I can**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 29% | 26% | 36% | 20% |
| Agree | 49% | 52% | 50% | 46% |
| Disagree | 18% | 16% | 11% | 27% |
| Strongly Disagree | 4% | 6% | 2% | 7% |

Just over half (57%) of all respondents agreed that morale is good within their team. This dropped to 47% within Health and Social Care Partnership and peaked 69% within Education, Communities & Organisational Development.

**Morale is good within my team**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 18% | 14% | 26% | 12% |
| Agree | 39% | 33% | 43% | 40% |
| Disagree | 31% | 36% | 23% | 35% |
| Strongly Disagree | 12% | 17% | 8% | 13% |

Just over two thirds (69%) of all respondents agreed that they have got all the tools and equipment necessary to do their job. This rose to 75% of respondents within Health and Social Care Partnership.

**I have the tools and equipment necessary to do my job**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 16% | 14% | 16% | 15% |
| Agree | 53% | 61% | 47% | 57% |
| Disagree | 22% | 19% | 24% | 21% |
| Strongly Disagree | 9% | 5% | 13% | 6% |

Sixty five percent of respondents agreed that Inverclyde Council’s processes and procedures help them do their job effectively. This peaked at 69% among respondents in Health and Social Care Partnership.

**Inverclyde Council’s processes and procedures help me to do my job effectively**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 12% | 11% | 11% | 11% |
| Agree | 53% | 58% | 54% | 50% |
| Disagree | 28% | 22% | 28% | 33% |
| Strongly Disagree | 7% | 8% | 6% | 6% |

Eighty two percent of respondents agreed that they are encouraged to solve their own work related problems. This rose to 87% among respondents in Education, Communities & Organisational Development and dropped to 77% within Environmental, Regeneration & Resources.

**I am encouraged to solve my own work related problems**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 20% | 21% | 21% | 19% |
| Agree | 62% | 60% | 66% | 58% |
| Disagree | 15% | 15% | 11% | 18% |
| Strongly Disagree | 3% | 4% | 2% | 4% |

Just over three quarters (76%) of respondents agreed that they have a strong sense of loyalty to the Council. This was similar across all three directorates.

**I have a strong sense of loyalty to the Council**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 22% | 24% | 22% | 21% |
| Agree | 54% | 54% | 54% | 53% |
| Disagree | 19% | 17% | 19% | 19% |
| Strongly Disagree | 5% | 5% | 5% | 8% |

Nineteen percent of all respondents indicated that they are considering leaving Inverclyde Council in the near future? (i.e. within the next 6 months). This rose to 21% among respondents in Health and Social Care Partnership and dropped to 15% in Education, Communities & Organisational Development.

**Are you considering leaving Inverclyde Council in the near future? (i.e. within the next 6 months)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 19% | 21% | 15% | 18% |
| No | 81% | 79% | 85% | 82% |

The top 5 contributing factors that employees gave for this decision were;

* Working environment 37%
* Job satisfaction 35%
* Career development 29%
* Conditions of Service 24%
* Prospects 20%

**If yes, please indicate if any of the following are contributing factors in this decision?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Working environment | 37% | 44% | 37% | 39% |
| Job satisfaction | 35% | 39% | 30% | 43% |
| Career development | 29% | 29% | 29% | 37% |
| Conditions of Service | 24% | 27% | 24% | 34% |
| Prospects | 20% | 21% | 15% | 33% |
| Remuneration | 16% | 17% | 13% | 21% |
| Conflict with colleagues/management | 16% | 17% | 12% | 25% |
| Flexible working options | 15% | 12% | 10% | 28% |
| Commuting | 11% | 16% | 8% | 7% |
| Training/Further Education opportunities | 10% | 11% | 11% | 13% |
| Personal reasons | 10% | 8% | 9% | 12% |
| Benefits | 10% | 16% | 2% | 16% |
| Contracted hours | 9% | 12% | 11% | 10% |
| End of temporary/fixed term contract | 7% | 8% | 10% | 6% |
| Autonomy | 5% | 7% | 6% | 4% |
| Retirement | 5% | 7% | 5% | 4% |
| Moving away from area | 2% | 3% | 1% | 4% |
| Voluntary severance | 1% | 1% | 1% | 0% |

Respondents were asked “Is there anything that would change your decision to leave”, reasons given included;

* Provision of a permanent contract
* Improved pay and conditions
* More flexible hours
* Better career opportunities

**2.3 My performance, development and recognition**

Respondents were asked to consider a variety of statements regarding performance, development and recognition within Inverclyde Council. The two main statements that the greatest number of respondents agreed with were;

 Strongly Agree/

 Agree

* I have the skills and knowledge I need to do my job 94%
* I understand clearly what is expected of me in my job 92%

In contrast to this, the main statement that employees were most likely to disagree with was as follows;

 Disagree/

 Strongly Disagree

* I receive regular recognition or praise for doing good work 40%

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | StronglyAgree | Agree | Disagree | StronglyDisagree |
| The Council is committed to staff training and development | 16% | 60% | 19% | 5% |
| I have the skills and knowledge I need to do my job | 35% | 59% | 5% | 1% |
| In the last year, I have had opportunities to learn and develop | 24% | 47% | 22% | 6% |
| My supervisor / manager and I discuss my training and development needs  | 26% | 48% | 18% | 7% |
| I understand clearly what is expected of me in my job | 37% | 55% | 6% | 2% |
| I receive regular recognition or praise for doing good work | 19% | 41% | 29% | 11% |

Seventy six percent of respondents said that the Council is committed to the training and development of its staff. This rose to 82% among respondents within Education, Communities & Organisational Development and dropped to 65% within Environmental, Regeneration & Resources.

**The Council is committed to staff training and development**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 16% | 18% | 18% | 12% |
| Agree | 60% | 59% | 64% | 53% |
| Disagree | 19% | 18% | 15% | 28% |
| Strongly Disagree | 5% | 6% | 3% | 7% |

Most respondents (94%) said that they have the skills and knowledge they need to do their job. This figure remains similar across the 3 directorates.

**I have the skills and knowledge I need to do my job**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 35% | 31% | 39% | 33% |
| Agree | 59% | 63% | 57% | 62% |
| Disagree | 5% | 6% | 3% | 5% |
| Strongly Disagree | 1% | 0% | 1% | 0% |

Just under three quarters (71%) of all respondents said that they agree that in the last year, they have had opportunities to learn and develop. Respondents in Education, Communities & Organisational Development are most likely to agree with this, 83% doing so. In contrast, 58% of respondents from Environmental, Regeneration & Resources.

**In the last year, I have had opportunities to learn and develop**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 24% | 23% | 31% | 16% |
| Agree | 47% | 44% | 52% | 42% |
| Disagree | 22% | 27% | 14% | 29% |
| Strongly Disagree | 6% | 6% | 3% | 13% |

Just under three quarters (74%) of all respondents said that their supervisor/supervisor/manager discusses their training and development needs. This rose to 82% within Education, Communities & Organisational Development and dropped to 60% in Environmental, Regeneration & Resources.

**My supervisor / manager and I discuss my training and development needs**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 26% | 24% | 34% | 17% |
| Agree | 48% | 52% | 48% | 43% |
| Disagree | 18% | 16% | 13% | 28% |
| Strongly Disagree | 7% | 7% | 4% | 12% |

Ninety two percent of respondents said that they understand clearly what is expected of them in their job. This figure peaks at 95% among Education, Communities & Organisational Development.

**I understand clearly what is expected of me in my job**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 37% | 32% | 48% | 32% |
| Agree | 55% | 60% | 47% | 59% |
| Disagree | 6% | 7% | 4% | 8% |
| Strongly Disagree | 2% | 1% | 2% | 2% |

Sixty percent of all respondents said that they receive regular recognition and praise for doing good work. This rises to 66% within Education, Communities & Organisational Development and drops to 52% in Environmental, Regeneration & Resources.

**I receive regular recognition or praise for doing good work**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 19% | 18% | 24% | 16% |
| Agree | 41% | 43% | 42% | 36% |
| Disagree | 29% | 25% | 27% | 33% |
| Strongly Disagree | 11% | 14% | 6% | 15% |

**Council’s e-learning training programme**

Eighty two percent of all respondents said that they are aware of the Council’s training programme which is called E-learning. This peaks at 87% within Environmental, Regeneration & Resources.

**Are you aware of the e-learning training programme?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 82% | 82% | 82% | 87% |
| No | 18% | 18% | 18% | 13% |

Just over three quarter (78%) of all respondents said that they know they can access e-learning from home. This rose to 82% among respondents in Health and Social Care Partnership, 79% in and 76% in Education, Communities & Organisational Development.

Thirty four percent of respondents stated that they have accessed e-learning content from their personal computer, tablet or smart phone at home. This rose to 44% within Education, Communities & Organisational Development and dropped to 30% within Environmental, Regeneration & Resources and 27% in Health and Social Care Partnership.

**Have you accessed any of the e-learning content from your personal computer tablet or smart phone at home?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 34% | 27% | 44% | 30% |
| No | 66% | 73% | 56% | 70% |

Twenty seven percent of respondents stated that they use e-learning on a regular basis. This rose to 29% in both Education, Communities & Organisational Development and Environmental, Regeneration & Resources. The number of respondents using e-learning on a regular basis dropped to 23% in Health and Social Care Partnership.

**Do you use e-learning on a regular basis?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 27% | 23% | 29% | 29% |
| No | 73% | 77% | 81% | 71% |

Respondents were asked to state why they did not use e-learning on a regular basis, reasons given included;

* Not having enough time/too busy
* Not sure what training was available
* Lack of relevant courses

Sixty three percent of respondents think think there is enough content that is relevant to you on the e-learning platform. This rose to 64% in Health and Social Care Partnership and dropped to a low of 59% in Environmental, Regeneration & Resources.

#### **Do you think there is enough content that is relevant to you on the e-learning platform?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 63% | 64% | 61% | 59% |
| No | 37% | 36% | 39% | 41% |

Respondents were asked to state if there were any training topics they require to access for their job that are not currently available. Examples of these included;

* Additional support needs
* Excel
* Finance
* Managing people
* Education related topics

Just over three quarters (67%) of all respondents indicated that they have had a Performance Appraisal in the last 12 months. This peaks at 76% in Health and Social Care Partnership and drops to 62% in Environmental, Regeneration & Resources.

**Have you had a Performance Appraisal in the last 12 months?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 67% | 76% | 65% | 62% |
| No | 24% | 23% | 16% | 37% |
| Not applicable for teachers | 9% | 1% | 19% | 1% |

Almost three quarters (73%) of all respondents indicated that they believe having a yearly Performance Appraisal is beneficial to my role. This peaks at 80% in Education, Communities & Organisational Development and drops to 58% in Environmental, Regeneration & Resources.

**I believe having a yearly Performance Appraisal is beneficial to my role**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 26% | 26% | 31% | 17% |
| Agree | 47% | 46% | 49% | 41% |
| Disagree | 21% | 19% | 16% | 30% |
| Strongly Disagree | 7% | 9% | 4% | 12% |

Respondents were asked to make suggestions on how to improve the Performance Appraisal process, reasons given included;

* More regular appraisals – 3 or 6 months
* Less paperwork
* Include performance related pay
* Increase its relevance/more job specific

**2.4 My working Environment and my wellbeing at work**

The top 8 statements that 80% or more respondents agreed with regarding their working Environment and wellbeing at work were as follows;

 Strongly Agree/ Agree

* I get help and support from colleagues 92%
* I am satisfied with general security 91%
* I am satisfied with security, of me and my personal belongings 90%
* I am satisfied with lighting 88%
* I am satisfied with health and safety precautions 87%
* I am satisfied with the noise level 84%
* I am satisfied with cleanliness 83%
* I am satisfied with heating 83%
* I am satisfied with space 80%

In contrast to this, the statements that employees were most likely to disagree with were as follows;

 Disagree/Strongly Disagree

* I am satisfied with quality of equipment 36%
* I am under more pressure than I was last year 35%
* I am satisfied with maintenance of equipment 34%

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | StronglyAgree | Agree | Disagree | StronglyDisagree |
| Overall, I am satisfied with my physical working conditions | 20% | 58% | 17% | 6% |
| I am satisfied with the noise level | 20% | 64% | 13% | 3% |
| I am satisfied with cleanliness | 23% | 60% | 13% | 4% |
| I am satisfied with space | 21% | 59% | 16% | 4% |
| I am satisfied with layout of the working area | 19% | 60% | 15% | 5% |
| I am satisfied with quality of equipment | 12% | 52% | 24% | 12% |
| I am satisfied with maintenance of equipment | 12% | 53% | 25% | 9% |
| I am satisfied with availability of supplies and materials | 14% | 62% | 18% | 6% |
| I am satisfied with health and safety precautions | 22% | 65% | 10% | 2% |
| I am satisfied with heating | 19% | 64% | 13% | 4% |
| I am satisfied with lighting | 21% | 67% | 10% | 2% |
| I am satisfied with ventilation | 19% | 60% | 15% | 6% |
| I am satisfied with general security | 24% | 67% | 7% | 3% |
| I am satisfied with security, of me and my personal belongings | 24% | 66% | 7% | 3% |
| My workload is manageable | 13% | 60% | 19% | 8% |
| I get help and support from colleagues | 31% | 61% | 6% | 1% |
| I am under more pressure than I was last year | 30% | 35% | 31% | 4% |

Seventy eight percent of all respondents said that they were satisfied with their physical working conditions. This rose to 80% within Education, Communities & Organisational Development and dropped to 74% in Environmental, Regeneration & Resources.

**Overall, I am satisfied with my physical working conditions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 20% | 14% | 22% | 18% |
| Agree | 58% | 62% | 58% | 56% |
| Disagree | 17% | 21% | 14% | 21% |
| Strongly Disagree | 6% | 4% | 6% | 6% |

Eighty four percent of respondents said that they were satisfied with noise levels. This rose to 88% within Education, Communities & Organisational Development and dropped to 79% in Health and Social Care Partnership.

**I am satisfied with the noise level**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 20% | 16% | 23% | 15% |
| Agree | 64% | 63% | 65% | 66% |
| Disagree | 13% | 15% | 11% | 17% |
| Strongly Disagree | 3% | 5% | 1% | 2% |

Eighty three percent of all respondents said that they are satisfied with cleanliness. This figure peaked at 90% in Health and Social Care Partnership and dropped to 80% in Environmental, Regeneration & Resources.

**I am satisfied with cleanliness**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 23% | 18% | 29% | 15% |
| Agree | 60% | 72% | 52% | 65% |
| Disagree | 13% | 8% | 15% | 16% |
| Strongly Disagree | 4% | 2% | 4% | 4% |

Eighty percent of respondents said that they were satisfied with space in their working environment. This rose to 86% in Environmental, Regeneration & Resources and dropped to 77% in Education, Communities & Organisational Development.

**I am satisfied with space**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 21% | 17% | 24% | 20% |
| Agree | 59% | 64% | 53% | 66% |
| Disagree | 16% | 15% | 18% | 12% |
| Strongly Disagree | 4% | 3% | 5% | 2% |

Just over three quarters (79%) of respondents said that they were satisfied with the layout of the working area. This rose to 80% in Education, Communities & Organisational Development. It dropped to a low of 78% in Health and Social Care Partnership.

**I am satisfied with layout of working area**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 19% | 14% | 23% | 16% |
| Agree | 60% | 64% | 57% | 63% |
| Disagree | 15% | 17% | 15% | 16% |
| Strongly Disagree | 5% | 5% | 5% | 4% |

Sixty four percent of respondents said that they are satisfied with the quality of equipment at work. This rose to 74% in Health and Social Care Partnership and dropped to 55% in Education, Communities & Organisational Development

**I am satisfied with quality of equipment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 12% | 10% | 13% | 11% |
| Agree | 52% | 64% | 42% | 59% |
| Disagree | 24% | 20% | 27% | 23% |
| Strongly Disagree | 12% | 7% | 18% | 7% |

Sixty five percent of respondents said that they were satisfied with the maintenance of equipment at work. This rose to 76% in Health and Social Care Partnership and dropped to 55% in Education, Communities & Organisational Development.

**I am satisfied with maintenance of equipment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 12% | 9% | 13% | 12% |
| Agree | 53% | 67% | 42% | 61% |
| Disagree | 25% | 18% | 31% | 22% |
| Strongly Disagree | 9% | 5% | 13% | 5% |

Seventy six percent of respondents said that they were satisfied with the availability of supplies and materials. This peaked at 80% within Health and Social Care Partnership.

**I am satisfied with availability of supplies and materials**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 14% | 13% | 15% | 13% |
| Agree | 62% | 67% | 59% | 63% |
| Disagree | 18% | 16% | 17% | 20% |
| Strongly Disagree | 6% | 3% | 9% | 4% |

Eighty seven percent of respondents said that they were satisfied with health and safety precautions at work. This figure peaked at 91% within Health and Social Care Partnership and dropped to 83% in Environmental, Regeneration & Resources.

**I am satisfied with health and safety precautions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 22% | 18% | 26% | 17% |
| Agree | 65% | 73% | 62% | 66% |
| Disagree | 10% | 7% | 9% | 15% |
| Strongly Disagree | 2% | 2% | 3% | 2% |

Eighty three percent of respondents said that they were satisfied with the heating at work. This peaked at 85% in Education, Communities & Organisational Development and Health and Social Care Partnership and dropped to 80% in Environmental, Regeneration & Resources.

**I am satisfied with heating**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 19% | 18% | 22% | 15% |
| Agree | 64% | 67% | 63% | 65% |
| Disagree | 13% | 13% | 12% | 16% |
| Strongly Disagree | 4% | 2% | 3% | 4% |

Eighty eight percent of respondents said that they were satisfied with the lighting at work. This rose to 90% in Education, Communities & Organisational Development and dropped to 86% in Health and Social Care Partnership and Environmental, Regeneration & Resources.

**I am satisfied with lighting**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 21% | 19% | 24% | 16% |
| Agree | 67% | 67% | 66% | 70% |
| Disagree | 10% | 12% | 7% | 12% |
| Strongly Disagree | 2% | 3% | 2% | 2% |

Seventy nine percent of respondents said that they were satisfied with the ventilation at work. This figure remained similar across all three directorate.

**I am satisfied with ventilation**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 19% | 17% | 21% | 14% |
| Agree | 60% | 62% | 59% | 63% |
| Disagree | 15% | 13% | 1% | 17% |
| Strongly Disagree | 6% | 8% | 6% | 6% |

Ninety one percent of respondents said that they were satisfied with the general security at work. This dropped to 89% in Environmental, Regeneration & Resources.

**I am satisfied with general security**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 24% | 20% | 27% | 19% |
| Agree | 67% | 71% | 65% | 70% |
| Disagree | 7% | 6% | 6% | 8% |
| Strongly Disagree | 3% | 3% | 2% | 4% |

Ninety percent of respondents said that they were satisfied with the security of them and their personal belongings. This rose to 92% within Health and Social Care Partnership.

**I am satisfied with security, of me and my personal belongings**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 24% | 20% | 28% | 19% |
| Agree | 66% | 72% | 62% | 70% |
| Disagree | 7% | 5% | 7% | 7% |
| Strongly Disagree | 3% | 2% | 3% | 3% |

Seventy three percent of respondents agreed that their workload was manageable. The number of people stating that their workload was not manageable peaked at 28% within Health and Social Care Partnership and dropped to 25% in Environmental, Regeneration & Resources.

**My workload is manageable**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 13% | 10% | 14% | 14% |
| Agree | 60% | 62% | 59% | 62% |
| Disagree | 19% | 21% | 18% | 20% |
| Strongly Disagree | 8% | 7% | 9% | 5% |

Ninety two percent agreed that they get help and support from colleagues. This figure remains high across the 3 directorates. Disagreement with the statement peaks at 12% among respondents in Environmental, Regeneration & Resources.

**I get help and support from colleagues**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 31% | 31% | 37% | 26% |
| Agree | 61% | 63% | 59% | 63% |
| Disagree | 6% | 5% | 4% | 10% |
| Strongly Disagree | 1% | 1% | 1% | 2% |

Just under two thirds of all respondents (65%) said that they are under more pressure than last year. This figure peaks at 67% within Education, Communities & Organisational Development.

**I am under more pressure than I was last year**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 30% | 31% | 31% | 25% |
| Agree | 35% | 34% | 36% | 36% |
| Disagree | 31% | 31% | 28% | 35% |
| Strongly Disagree | 4% | 4% | 5% | 4% |

Personal, sexual or sectarian harassment or abuse is generally fairly low within Inverclyde Council. The top three issues that employees face are as follows;

* I experience personal harassment in the form of offensive language

or behaviour from customers/clients 28%

* I have experienced/witnessed nepotism in the workplace 13%
* I experience personal harassment in the form of offensive language

or behaviour from colleagues / managers 6%

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| I experience personal harassment in the form of offensive language or behaviour from colleagues / managers | 6% | 94% |
| I experience personal harassment in the form of offensive language or behaviour from customers/clients | 28% | 72% |
| I experience sexual harassment in the form of offensive language or behaviour from colleagues / managers | 0% | 100% |
| I experience sexual harassment in the form of offensive language or behaviour from customers/clients | 3% | 97% |
| I experience sectarian abuse in the form of offensive language or behaviour from my colleagues/managers | 1% | 99% |
| I experience sectarian abuse in the form of offensive language or behaviour from customers/clients  | 2% | 98% |
| I have experienced/witnessed nepotism in the workplace  | 13% | 87% |

Six percent of respondents said that they experience personal harassment in the form offensive language or behaviour from colleagues/managers. This figure remains similar across 3 of the directorates, dropping to a low of 5% within Education, Communities & Organisational Development.

**I experience personal harassment in the form of offensive language or behaviour from colleagues / managers**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 6% | 6% | 5% | 7% |
| No | 94% | 94% | 95% | 3% |

Twenty eight percent of respondents said that they experience personal harassment in the form of offensive language or behaviour from customers/clients. This rises to 30% in Environmental, Regeneration & Resources and Health and Social Care Partnership.

**I experience personal harassment in the form of offensive language or behaviour from customers/clients**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 28% | 30% | 26% | 30% |
| No | 72% | 70% | 74% | 70% |

Only 3 respondents overall stated that they experience sexual harassment in the form offensive language or behaviour from colleagues/managers.

**I experience sexual harassment in the form of offensive language or behaviour from colleagues / managers**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 0% | 0% | 0% | 0% |
| No | 100% | 100% | 100% | 100% |

Three percent of respondents said that they experience sexual harassment in the form of offensive language or behaviour from customers/clients. This figure remains similar across the 3 directorates.

**I experience sexual harassment in the form of offensive language or behaviour from customers/clients**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 3% | 4% | 3% | 3% |
| No | 97% | 96% | 97% | 97% |

One percent of respondents said that they experience sectarian abuse in the form of offensive language or behaviour from my colleagues/managers. This figure remains similar across the 3 directorates.

**I experience sectarian abuse in the form of offensive language or behaviour from my colleagues/managers**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 1% | 0% | 1% | 2% |
| No | 99% | 100% | 99% | 98% |

Two percent of respondents said that they experience sectarian abuse in the form of offensive language or behaviour from my customers/clients. This figure remains similar across the 3 directorates.

**I experience sectarian abuse in the form of offensive language or behaviour from customers/clients**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 2% | 2% | 2% | 3% |
| No | 98% | 98% | 98% | 97% |

Thirteen percent of respondents said that they have experienced/witnessed nepotism in the workplace. This rose to 15% in Environmental, Regeneration & Resources and drops to 12% in Education, Communities & Organisational Development

**I have experienced/witnessed nepotism in the workplace**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 13% | 14% | 12% | 15% |
| No | 87% | 86% | 88% | 85% |

**Bullying**

Three percent of respondents said that they are bullied at work. This figure remains fairly similar across the 3 main directorates.

**I am bullied at work**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 3% | 4% | 3% | 2% |
| No | 97% | 96% | 97% | 98% |

The main specified reason for the bullying was a person’s age (10 respondents) followed by gender (3 respondents).

**If yes - I am bullied at work due to: (number of responses, not %)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Age | 10 | 1 | 5 | 2 |
| Disability | 2 | 1 | 0 | 1 |
| Gender | 3 | 1 | 0 | 0 |
| Religion | 1 | 0 | 0 | 1 |

 **\*The figures within the Directorate columns do not add up to those in the total column as not all respondents indicated the Directorate within which they are employed.**

 Just under a quarter (22%) of all respondents who said that they accessed support from a manager/HR. This peaked at 26% within Health and Social Care Partnership

#### **If you have answered yes to any of the above statements, did you access support from a manager/HR?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 22% | 26% | 25% | 21% |
| No | 78% | 74% | 75% | 79% |

**Hybrid Working**

Just over a third (37%) of all respondents said that they are or will be working a new hybrid working pattern. This peaked at 56% within Environmental, Regeneration & Resources and dropped to 17%within Education, Communities & Organisational Development.

**Are you or will you be working a new hybrid working pattern?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 37% | 53% | 17% | 56% |
| No | 63% | 47% | 83% | 44% |

Ninety three percent of respondents are or will be working a new hybrid working pattern said that they have adjusted well to the new pattern. This is similar across all three directorates.

**I have adjusted well to my new hybrid working pattern?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 44% | 43% | 46% | 46% |
| Agree | 49% | 51% | 47% | 48% |
| Disagree | 6% | 4% | 8% | 5% |
| Strongly Disagree | 1% | 2% | 0% | 2% |

The top three challenges faced by employees when working a hybrid working pattern are, Technology (44%), Communication (23%) and Social isolation (19%).

**What are the challenges faced when working a hybrid working pattern?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Technology  | 41% | 46% | 39% | 38% |
| Communication  | 23% | 21% | 22% | 24% |
| Social isolation  | 19% | 28% | 15% | 14% |
| Distraction in the office  | 18% | 20% | 12% | 19% |
| Physical workspace  | 12% | 12% | 13% | 10% |
| Distraction at home  | 8% | 9% | 6% | 6% |

In contrast to the challenges outlined above, the main benefits of a hybrid working pattern are, Better work life balance (53%) and Less distractions at home (34%).

**What are the benefits of working a hybrid working pattern?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Better work life balance | 53% | 52% | 57% | 50% |
| Less distractions at home | 34% | 33% | 41% | 30% |
| Less distractions in the office | 10% | 7% | 11% | 11% |

**2.5 Supporting attendance**

Half (50%) of all respondents said that they have had a period of sickness absence during the past 12 months. This rose to 52% within Education, Communities & Organisational Development and dropped to 45% in Environmental, Regeneration & Resources.

**Have you had a period of sickness absence during the past 12 months?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 50% | 48% | 52% | 45% |
| No | 50% | 52% | 48% | 55% |

For those respondents that had a period of sickness absence, 69% stated that when they came back to work, their supervisor/manager conducted a return to work interview with them. This was similar across all three directorates.

**If Yes, when you came back to work, did your supervisor/manager conduct a return to work interview with you?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Yes | 69% | 68% | 70% | 69% |
| No | 31% | 32% | 30% | 31% |

**2.6 Communication across the Council**

In general, communication with peoples supervisor/manager is thought to be good, as the responses to the following statement indicates;

 Strongly Agree/

 Agree

* Communication is good within my team 86%
* Communication is good between my manager and me 80%

Communication from management regarding aspects that affect people’s jobs or issues that are happening within the Council also have high levels of respondents stating the agree with the statements;

 Strongly Agree/

 Agree

* My manager keeps me informed about what is happening

in the Council 71%

* If something important is happening that affects my job, I

usually hear about it first from my manager 71%

The area in which internal communications seems to break down is that between teams in the directorate.

 Disagree/

 Strongly Disagree

* Communication is good between teams in my Directorate 37%

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | StronglyAgree | Agree | Disagree | StronglyDisagree |
| My manager keeps me informed about what is happening in the Council | 20% | 51% | 23% | 7% |
| If something important is happening that affects my job, I usually hear about it first from my manager | 23% | 48% | 22% | 7% |
| Management decisions are effectively communicated to me | 19% | 47% | 27% | 7% |
| When important things happen in the Council, I usually hear about them from gossip | 12% | 43% | 39% | 6% |
| Communication is good between my manager and me | 29% | 51% | 15% | 5% |
| Communication is good within my team | 32% | 54% | 12% | 3% |
| Communication is good between teams in my Directorate | 12% | 50% | 29% | 8% |

Seventy one percent of respondents said that their manager keeps them informed about what is happening in the Council. This peaks at 77% in Education, Communities & Organisational Development and drops to 59% in Environmental, Regeneration & Resources.

**My manager keeps me informed about what is happening in the Council**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 20% | 18% | 22% | 19% |
| Agree | 51% | 49% | 55% | 40% |
| Disagree | 23% | 23% | 19% | 27% |
| Strongly Disagree | 7% | 10% | 4% | 8% |

Seventy one percent of respondents said that if something important is happening that affects their job, they usually hear about it first from their manager. This peaks at 77% in Education, Communities & Organisational Development and drops to 66% in Health and Social Care Partnership.

**If something important is happening that affects my job, I usually hear about it first from my manager**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 23% | 21% | 26% | 21% |
| Agree | 48% | 45% | 51% | 47% |
| Disagree | 22% | 24% | 19% | 23% |
| Strongly Disagree | 7% | 10% | 4% | 8% |

Sixty six percent of respondents said that management decisions are effectively communicated to them. This peaks at 76% in Education, Communities & Organisational Development and drops to 58% in Health and Social Care Partnership.

**Management decisions are effectively communicated to me**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 19% | 15% | 23% | 18% |
| Agree | 47% | 43% | 53% | 44% |
| Disagree | 27% | 30% | 21% | 31% |
| Strongly Disagree | 7% | 12% | 4% | 7% |

Fifty five percent of respondents said that when important things happen in the Council, they usually hear about them from gossip. This peaks at 66% in Health and Social Care Partnership and drops to 44% in Education, Communities & Organisational Development.

**When important things happen in the Council, I usually hear about them from gossip**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 12% | 14% | 9% | 11% |
| Agree | 43% | 52% | 35% | 48% |
| Disagree | 39% | 30% | 49% | 35% |
| Strongly Disagree | 6% | 4% | 7% | 5% |

Eighty percent of respondents said that there is good communication between them and their manager. This peaks at 86% in Education, Communities & Organisational Development and drops to 74% in Environmental, Regeneration & Resources.

**Communication is good between my manager and me**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 29% | 27% | 33% | 26% |
| Agree | 51% | 51% | 53% | 48% |
| Disagree | 15% | 16% | 11% | 18% |
| Strongly Disagree | 5% | 6% | 3% | 8% |

Eighty six percent of respondents said that there is good communication within their team. This peaks at 89% in Education, Communities & Organisational Development and drops to 81% in Health and Social Care Partnership.

**Communication is good within my team**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 32% | 27% | 39% | 25% |
| Agree | 54% | 54% | 50% | 58% |
| Disagree | 12% | 16% | 8% | 15% |
| Strongly Disagree | 3% | 3% | 2% | 3% |

Sixty two percent of respondents said that communication is good between teams in their Directorate. This peaks at 72% in Education, Communities & Organisational Development

and drops to 5% in Environmental, Regeneration & Resources.

**Communication is good between teams in my Directorate**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 12% | 10% | 16% | 8% |
| Agree | 50% | 46% | 56% | 47% |
| Disagree | 29% | 32% | 24% | 35% |
| Strongly Disagree | 8% | 12% | 4% | 10% |

**Team Meetings**

The most frequent time that respondents have team meetings is weekly, with 27% of respondents stating this. A further 23% have team meetings monthly, fortnightly (10%) or quarterly (10%). Nineteen percent of respondents have team meetings less often and 11% of respondent said that they never have team meetings.

Respondents are most likely to have team meetings on a fortnightly or weekly basis in Education, Communities & Organisational Development, 52% stating this. Respondents in Health and Social Care Partnership are most likely to have monthly meetings (25%).

The directorate in which respondents are most likely to state that they never have team meetings is Environmental, Regeneration & Resources, 20% stating this compared to 7% in Education, Communities & Organisational Development.

**Please indicate how often you have team meetings?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Weekly | 27% | 20% | 38% | 13% |
| Fortnightly | 10% | 6% | 14% | 8% |
| Monthly | 23% | 25% | 22% | 24% |
| Quarterly | 10% | 18% | 6% | 9% |
| Less often | 19% | 22% | 13% | 25% |
| Never | 11% | 10% | 7% | 20% |

The statement regarding team meetings which the greatest number of respondents agreed with was “Forms of communication used are generally easy to understand”, 90% agreeing with this.

This is followed by

 Strongly Agree/

 Agree

* My team meetings provide a means of sharing information with

employees which affects their jobs 85%

* Questions asked during team meetings usually receive an answer 84%
* My manager listens to me and takes reasonable action in response

to feedback I give to him or her 82%

The statement with the lowest level of agreement is “I would like to have more team meetings than we currently do” (39%).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | StronglyAgree | Agree | Disagree | StronglyDisagree |
| I would like to have more team meetings than we currently do | 12% | 27% | 52% | 9% |
| My team meetings provide a means of sharing information with employees which affects their jobs | 21% | 64% | 11% | 4% |
| Questions asked during team meetings usually receive an answer | 20% | 64% | 12% | 4% |
| I am satisfied with the frequency of team meetings | 18% | 50% | 23% | 9% |
| My manager listens to me and takes reasonable action in response to feedback I give to him or her | 23% | 59% | 13% | 5% |
| Forms of communication used are generally easy to understand | 22% | 68% | 7% | 3% |
| I am kept up-to-date about my Service’s achievements | 15% | 51% | 26% | 8% |

Thirty nine percent of respondents said that they would like to have more team meetings than they currently do. This rises to 48% in Health and Social Care Partnership and drops to 31% in Education, Communities & Organisational Development.

**I would like to have more team meetings than we currently do**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 12% | 18% | 7% | 16% |
| Agree | 27% | 30% | 24% | 31% |
| Disagree | 52% | 45% | 58% | 47% |
| Strongly Disagree | 9% | 7% | 11% | 6% |

Eighty five percent of respondents said that their team meetings provide a means of communicating information to employees which affects their jobs. This rises to 90% in Education, Communities & Organisational Development and drops to 81% in Environmental, Regeneration & Resources.

**My team meetings provide a means of communicating information to employees which affects their jobs**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 21% | 24% | 22% | 16% |
| Agree | 64% | 60% | 68% | 65% |
| Disagree | 11% | 11% | 8% | 16% |
| Strongly Disagree | 4% | 5% | 2% | 4% |

Eighty four percent of respondents said that questions raised during team meetings usually receive an answer. This rises to 88% in Education, Communities & Organisational Development and drops to 76% in Environmental, Regeneration & Resources.

**Questions asked during team meetings usually receive an answer**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 20% | 18% | 23% | 16% |
| Agree | 64% | 62% | 65% | 61% |
| Disagree | 12% | 13% | 9% | 19% |
| Strongly Disagree | 4% | 7% | 3% | 4% |

Sixty eight percent of respondents said that they are satisfied with the frequency of team meetings. This rises to 76% in Education, Communities & Organisational Development and drops to 59% in Environmental, Regeneration & Resources.

**I am satisfied with the frequency of team meetings**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 18% | 19% | 20% | 11% |
| Agree | 50% | 43% | 56% | 48% |
| Disagree | 23% | 24% | 18% | 28% |
| Strongly Disagree | 9% | 14% | 5% | 13% |

Eighty two percent of respondents said that their manager listens and takes reasonable action in response to feedback given to him or her. This rises to 87% in Education, Communities & Organisational Development and drops to 76% in Environmental, Regeneration & Resources.

**My manager listens to me and takes reasonable action in response to feedback I give to him or her**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 23% | 24% | 27% | 17% |
| Agree | 59% | 57% | 60% | 59% |
| Disagree | 13% | 11% | 11% | 18% |
| Strongly Disagree | 5% | 8% | 3% | 5% |

Ninety percent of respondents said that forms of communication used are generally easy to understand. This rises to 93% in Education, Communities & Organisational Development and drops to 87% in Environmental, Regeneration & Resources.

**Forms of communication used are generally easy to understand**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 22% | 24% | 25% | 17% |
| Agree | 68% | 66% | 68% | 70% |
| Disagree | 7% | 7% | 5% | 11% |
| Strongly Disagree | 3% | 2% | 2% | 2% |

Sixty six percent of respondents said that they are kept up to date about their Service’s achievements. This rises to 75% in Education, Communities & Organisational Development and drops to 57% in Environmental, Regeneration & Resources.

**I am kept up-to-date about my Service’s achievements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 15% | 15% | 17% | 11% |
| Agree | 51% | 45% | 58% | 46% |
| Disagree | 26% | 30% | 20% | 33% |
| Strongly Disagree | 8% | 10% | 5% | 10% |

**Inverclyde Council - Internet/Online presence.**

The largest number of respondents indicated that they were aware that Inverclyde Council has the following

* A council website – Inverclyde.gov.uk 98%
* ICON 90%
* Twitter 83%
* Facebook 71%
* A tourism/visitor website – discoverinverclyde.com 66%

#### **Are you aware that Inverclyde Council has the following? (Yes)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Twitter | 83% | 72% | 91% | 82% |
| Facebook | 71% | 66% | 71% | 78% |
| Instagram | 29% | 28% | 30% | 28% |
| TikTok | 9% | 10% | 9% | 11% |
| ICON | 90% | 83% | 93% | 92% |
| A council website – Inverclyde.gov.uk | 98% | 98% | 99% | 99% |
| A tourism/visitor website – discoverinverclyde.com | 66% | 63% | 68% | 66% |

**Website (the councils external website)**

Thirty one percent of respondents said that they access the Council website either weekly or more often. A further 16% access it monthly and 40% do so less frequently and 13% state that they never access the Council website.

**How often do you access the Council website?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Daily | 11% | 13% | 7% | 13% |
| Weekly | 20% | 22% | 19% | 23% |
| Monthly | 16% | 13% | 18% | 15% |
| Less frequently | 40% | 37% | 45% | 38% |
| Never | 13% | 15% | 12% | 12% |

The main areas of the Council website that respondents that respondent stated they accessed were as follows;

* Schools/school holidays
* Committee reports/meetings
* Vacancies
* Bin collection information
* General information

Three quarters of all respondents said that they mostly access the Council website for work purposes, with the remaining 25% doing so for personal reasons.

#### **Do you mostly access the council website for work purposes or for personal reasons?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Work | 75% | 73% | 75% | 78% |
| Personal | 25% | 27% | 25% | 25% |

The main reasons why people do not access the council website include;

* Too busy
* Don’t feel the need to
* Hard to navigate
* Not relevant
* Would use ICON

If respondents could change something about the council website, it would be as follows;

* Easier to navigate
* Kept up to date

**ICON (the council intranet)**

Fifty nine percent of respondents said that they access the Council website either weekly (24%) or daily (33%). A further 10% access it monthly and 18% do so less frequently and 15% state that they never access the Council website.

**How often do you access the ICON, the council intranet?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Daily | 33% | 33% | 32% | 33% |
| Weekly | 24% | 30% | 20% | 31% |
| Monthly | 10% | 9% | 12% | 9% |
| Less frequently | 18% | 8% | 24% | 13% |
| Never | 15% | 19% | 12% | 14% |

The main areas of ICON the Council intranet that respondents that respondent stated they accessed were as follows;

* HR
* People finder
* News
* Internal vacancies
* Courses/ e-learning
* Policies
* Payroll
* Training

The main reasons why people do not access ICON the council intranet include;

* Don’t know about it
* No need
* No time

If respondents could change something about ICON the council intranet, it would be as follows;

* Modernise/make easier to use
* Better search function

**2.7 My supervisor/manager and me**

The relationship between the member of staff and their supervisor/manager in general seems to be good. Most of the statements relating to this issue have high levels of agreement. For instance 93% of respondents agree that “My supervisor/manager is approachable”.

In addition to this 80% or more of all respondents agree with each of the following statements;

Strongly Agree/

 Agree

* Understands what I do in my job 88%
* Lets me know the performance standards that are expected of me 87%
* Supports and helps me to do the best job I can 87%
* Is available when I need to see him or her 86%
* Gives me the information I need to do my job properly 84%
* Is good at delegating 82%
* Makes decisions quickly when needed 82%
* Considers my ideas and suggestions 81%
* Consults me on matters where I can contribute 81%
* Effectively deals with poor attendance 80%

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **My supervisor/manager:** | StronglyAgree | Agree | Disagree | StronglyDisagree |
| Is approachable | 52% | 41% | 5% | 2% |
| Supports and helps me to do the best job I can | 45% | 42% | 11% | 2% |
| Understands what I do in my job | 46% | 42% | 9% | 2% |
| Lets me know the performance standards that are expected of me | 43% | 44% | 11% | 2% |
| Deals with employees who are performing poorly | 23% | 46% | 23% | 8% |
| Regularly monitors my performance and discusses it with me | 26% | 45% | 25% | 5% |
| Lets me know when I have done a good job | 32% | 41% | 20% | 7% |
| Encourages me to think of new ways to improve service delivery | 29% | 44% | 22% | 5% |
| Considers my ideas and suggestions | 33% | 48% | 14% | 5% |
| Is available when I need to see him or her | 37% | 49% | 11% | 3% |
| Clearly explains decisions that affect my Service, my team and me | 32% | 47% | 16% | 5% |
| Provides opportunities for me to express my views on my job | 32% | 47% | 17% | 4% |
| Consults me on matters where I can contribute | 34% | 47% | 15% | 4% |
| Gives me the information I need to do my job properly | 34% | 50% | 13% | 3% |
| Is good at delegating  | 33% | 49% | 13% | 5% |
| Makes decisions quickly when needed | 35% | 47% | 13% | 5% |
| Effectively deals with poor attendance | 27% | 53% | 15% | 5% |

Ninety three percent of respondents said that their supervisor/manager is approachable. This rises to 95% within Education, Communities & Organisational Development and drops to 91% in Environmental, Regeneration & Resources.

**My supervisor/manager is approachable**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 52% | 51% | 59% | 45% |
| Agree | 41% | 42% | 36% | 46% |
| Disagree | 5% | 6% | 4% | 6% |
| Strongly Disagree | 2% | 2% | 1% | 3% |

Eighty seven percent of respondents state that their supervisor/manager supports and helps them to do the best job they can. This figure peaks at 93% within Education, Communities & Organisational Development and drops to 79% in Environmental, Regeneration & Resources.

**My supervisor/manager supports and helps me to do the best job I can**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 45% | 37% | 53% | 40% |
| Agree | 42% | 49% | 40% | 39% |
| Disagree | 11% | 11% | 6% | 18% |
| Strongly Disagree | 2% | 3% | 1% | 3% |

Eighty eight percent of respondents state that their supervisor/manager understands what they do in their job. This rises to 91% in Education, Communities & Organisational Development and drops to 85% in Environmental, Regeneration & Resources.

**My supervisor/manager understands what I do in my job**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 46% | 41% | 54% | 40% |
| Agree | 42% | 48% | 37% | 45% |
| Disagree | 9% | 8% | 8% | 12% |
| Strongly Disagree | 2% | 3% | 2% | 3% |

Eighty seven percent of respondents said that their supervisor/manager lets them know the performance standards that are expected of them. This rises to 90% in Education, Communities & Organisational Development and drops to 83% in Environmental, Regeneration & Resources.

**My supervisor/manager lets me know the performance standards that are expected of me**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 43% | 35% | 50% | 37% |
| Agree | 44% | 52% | 40% | 46% |
| Disagree | 11% | 11% | 8% | 15% |
| Strongly Disagree | 2% | 2% | 1% | 2% |

Sixty nine percent of respondents say that their supervisor/manager deals with employees who are performing poorly. This figure drops to 63% within Environmental, Regeneration & Resources.

**My supervisor/manager deals with employees who are performing poorly**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 23% | 18% | 25% | 22% |
| Agree | 46% | 48% | 50% | 41% |
| Disagree | 23% | 25% | 20% | 26% |
| Strongly Disagree | 8% | 9% | 6% | 10% |

Seventy one percent of respondents said that their supervisor/manager regularly monitors their performance and discusses it with them. This rises to 75% within Education, Communities & Organisational Development and drops to 65% in Environmental, Regeneration & Resources.

**My supervisor/manager regularly monitors my performance and discusses it with me**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 26% | 24% | 30% | 22% |
| Agree | 45% | 47% | 45% | 43% |
| Disagree | 25% | 25% | 23% | 28% |
| Strongly Disagree | 5% | 5% | 3% | 7% |

Seventy three percent of respondents said that their supervisor/manager lets them know when they have done a good job. This rises to 78% within Education, Communities & Organisational Development and drops to 65% in Environmental, Regeneration & Resources.

**My supervisor/manager lets me know when I have done a good job**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 32% | 28% | 36% | 28% |
| Agree | 41% | 43% | 42% | 37% |
| Disagree | 20% | 19% | 17% | 27% |
| Strongly Disagree | 7% | 9% | 4% | 8% |

Seventy three percent of respondents agree that their supervisor/manager encourages them to think of new ways of doing things to improve service efficiency. This peaks at 80% within Education, Communities & Organisational Development and drops to 63% in Environmental, Regeneration & Resources.

**My supervisor/manager encourages me to think of new ways to improve service delivery**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 29% | 24% | 35% | 23% |
| Agree | 44% | 46% | 45% | 40% |
| Disagree | 22% | 24% | 17% | 31% |
| Strongly Disagree | 5% | 6% | 3% | 6% |

Eighty one percent of all respondents agreed that their supervisor/manager considers their ideas and suggestions. This rose to 88% within Education, Communities & Organisational Development and drops to 75% in Environmental, Regeneration & Resources.

**My supervisor/manager considers my ideas and suggestions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 33% | 29% | 40% | 26% |
| Agree | 48% | 48% | 48% | 49% |
| Disagree | 14% | 16% | 8% | 20% |
| Strongly Disagree | 5% | 7% | 3% | 5% |

Eighty six percent of respondents said that their supervisor/manager is available when they need to see him/her. Respondents in Health and Social Care Partnership are most likely to disagree with the statement, 20% doing so.

**My supervisor/manager is available when I need to see him or her**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 37% | 31% | 41% | 34% |
| Agree | 49% | 49% | 49% | 51% |
| Disagree | 11% | 14% | 7% | 12% |
| Strongly Disagree | 3% | 6% | 2% | 3% |

Seventy nine percent of respondents said that their supervisor/manager clearly explains decisions that affect the Service, team and the employee. This rises to 86% within Education, Communities & Organisational Development.

**My supervisor/manager clearly explains decisions that affect my Service, my team and me**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 32% | 27% | 39% | 27% |
| Agree | 47% | 46% | 47% | 48% |
| Disagree | 16% | 21% | 11% | 20% |
| Strongly Disagree | 5% | 6% | 2% | 5% |

Seventy nine percent of respondents said that their supervisor/manager provides opportunities for them to express their views on their job. This rises to 86% within Education, Communities & Organisational Development and drops to 71% in Environmental, Regeneration & Resources

**My supervisor/manager provides opportunities for me to express my views on my job**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 32% | 29% | 38% | 27% |
| Agree | 47% | 48% | 48% | 44% |
| Disagree | 17% | 18% | 12% | 24% |
| Strongly Disagree | 4% | 5% | 3% | 5% |

Eighty one percent of all respondents stated that their supervisor/manager consults them on matters where they can contribute. This rises to 89% within Education, Communities & Organisational Development and drops to 71% in Environmental, Regeneration & Resources.

**My supervisor/manager consults me on matters where I can contribute**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 34% | 29% | 41% | 27% |
| Agree | 47% | 46% | 48% | 44% |
| Disagree | 15% | 20% | 9% | 24% |
| Strongly Disagree | 4% | 4% | 3% | 5% |

Eighty four percent of respondents agreed that their supervisor/manager gives them the information they need to do their job properly. This peaked at 90% within Education, Communities & Organisational Development.

**My supervisor/manager gives me the information I need to do my job properly**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 34% | 30% | 41% | 28% |
| Agree | 50% | 54% | 49% | 50% |
| Disagree | 13% | 12% | 8% | 19% |
| Strongly Disagree | 3% | 5% | 2% | 3% |

Eighty two percent of all respondents said that their supervisor/manager is good at delegating. This peaked at 86% within Education, Communities & Organisational Development and dropped to 79% within Environmental, Regeneration & Resources.

**My supervisor/manager is good at delegating**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 33% | 24% | 40% | 30% |
| Agree | 49% | 56% | 46% | 49% |
| Disagree | 13% | 13% | 11% | 15% |
| Strongly Disagree | 5% | 6% | 3% | 6% |

Eighty two percent of respondents agreed that their supervisor/manager makes decisions quickly when needed. This peaks at 87% within Education, Communities & Organisational Development and dropped to 79% within Environmental, Regeneration & Resources.

**My supervisor/manager takes decisions quickly when needed**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 35% | 29% | 42% | 30% |
| Agree | 47% | 52% | 45% | 49% |
| Disagree | 13% | 12% | 11% | 15% |
| Strongly Disagree | 5% | 7% | 2% | 6% |

Eighty percent of respondents state that their supervisor/manager effectively deals with poor attendance. This peaks at 84% within Education, Communities & Organisational Development and drops to 76% within Health and Social Care Partnership.

**My supervisor/manager effectively deals with poor attendance**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 27% | 22% | 31% | 24% |
| Agree | 53% | 56% | 53% | 52% |
| Disagree | 15% | 17% | 12% | 16% |
| Strongly Disagree | 5% | 4% | 4% | 8% |

**2.8 Senior Management (Directors and heads of Service)**

The main statement that the majority of respondents agreed with was “I know who my head of service is”, 90% either agreeing or strongly agreeing, with 79% stating that they know who their director is.

In contrast to this, the two statements regarding senior managers fairly high level of respondents showed a propensity to disagree with them.

 Disagree/

 Strongly Disagree

* Directors and heads of service take time to meet staff 60%
* Directors and heads of service are interested in staff’s opinions 55%

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | StronglyAgree | Agree | Disagree | StronglyDisagree |
| I know who my director is | 32% | 47% | 16% | 6% |
| I know who my head of service is | 36% | 54% | 7% | 3% |
| Directors and heads of service take time to meet staff | 11% | 29% | 40% | 20% |
| Directors and heads of service are interested in staff’s opinions | 10% | 35% | 37% | 18% |
| Directors and heads of service provide a clear vision for my Directorate on where the Council is going | 11% | 41% | 32% | 16% |

 Seventy nine percent of respondents said that they know who their director is. This peaks at 81% within both Education, Communities & Organisational Development and Environmental, Regeneration & Resources and drops to 73% in Health and Social Care Partnership.

**I know who my director is**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 32% | 31% | 33% | 33% |
| Agree | 47% | 42% | 48% | 48% |
| Disagree | 16% | 16% | 16% | 15% |
| Strongly Disagree | 6% | 11% | 3% | 5% |

 Ninety percent of respondents said that they know who their head of service is. This peaks at 94% within Environmental, Regeneration & Resources.

**I know who my head of service is**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 36% | 34% | 37% | 38% |
| Agree | 54% | 51% | 54% | 56% |
| Disagree | 7% | 8% | 7% | 3% |
| Strongly Disagree | 3% | 7% | 1% | 2% |

 Forty percent of all respondents agreed that heads of service take time to meet staff. This rose to 48% within Education, Communities & Organisational Development and dropped to 33% within Health and Social Care Partnership.

**Directors and heads of service take time to meet staff**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 11% | 10% | 13% | 9% |
| Agree | 29% | 23% | 35% | 33% |
| Disagree | 40% | 42% | 39% | 36% |
| Strongly Disagree | 20% | 25% | 14% | 23% |

 Forty five percent of respondents said that heads of service are interested in staff’s opinions. This rises to 51% among respondents in Education, Communities & Organisational Development.

**Directors and heads of service are interested in staff’s opinions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 10% | 10% | 11% | 9% |
| Agree | 35% | 30% | 40% | 33% |
| Disagree | 37% | 39% | 36% | 36% |
| Strongly Disagree | 18% | 21% | 13% | 23% |

 Fifty two percent of respondents agreed that directors and heads of service provide a clear vision for their directorate on where the Council is going. This reached a high of 63% within Education, Communities & Organisational Development and drops to a low of 43% in Health and Social Care Partnership.

**Directors and heads of service provide a clear vision for my Directorate on where the Council is going**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 11% | 8% | 14% | 10% |
| Agree | 41% | 35% | 49% | 35% |
| Disagree | 32% | 35% | 27% | 35% |
| Strongly Disagree | 16% | 21% | 10% | 20% |

**2.9 Supervisors / Managers**

The following 5 statements were asked only of supervisor/managers within Inverclyde Council. Ninety eight percent of respondents indicated that they were confident in their skills and ability to manage their team.

The next three statements with high levels of agreement, in excess of 80% were as follows;

 Strongly Agree/

 Agree

* I understand my budget responsibilities 90%
* I can easily access professional advice and support to help

me work effectively 84%

* My supervisor/manager provides information, guidance and

support to help me work effectively. 84%

The final statement with a lower level of agreement was;

 Strongly Agree/

 Agree

* My current workload is excessive 68%

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | StronglyAgree | Agree | Disagree | StronglyDisagree |
| I am confident in my skills and ability to manage a team | 49% | 49% | 1% | 0% |
| My current workload is excessive | 30% | 38% | 31% | 1% |
| I understand my budget responsibilities | 31% | 59% | 8% | 3% |
| I can easily access professional advice and support to help me work effectively | 27% | 57% | 15% | 2% |
| My supervisor/manager provides information, guidance and support to help me work effectively. | 37% | 47% | 15% | 2% |

Most supervisor/managers (98%) said that they are confident in their skills and abilities to manage their team. This figure remains similar across the 3 directorates.

**I am confident in my skills and abilities to manage my team**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 49% | 53% | 49% | 44% |
| Agree | 49% | 44% | 51% | 54% |
| Disagree | 1% | 3% | 0% | 3% |
| Strongly Disagree | 0% | 0% | 0% | 0% |

 Sixty eight percent of supervisor/managers indicated that their current workload is excessive. This drops to 61% within Health and Social Care Partnership.

**My current workload is excessive**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 30% | 29% | 30% | 28% |
| Agree | 38% | 32% | 42% | 38% |
| Disagree | 31% | 37% | 28% | 34% |
| Strongly Disagree | 1% | 2% | 1% | 0% |

Ninety percent of supervisor/managers understand their budget responsibilities. This drops to 84% within Health and Social Care Partnership.

**I understand my budget responsibilities**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 31% | 28% | 32% | 28% |
| Agree | 59% | 56% | 63% | 60% |
| Disagree | 8% | 13% | 3% | 10% |
| Strongly Disagree | 3% | 3% | 2% | 1% |

Eighty four percent of supervisor/managers said that they can easily access professional advice and support to help them work effectively. This rose to 87% within in Health and Social Care Partnership dropping to 79% among respondents in Environmental, Regeneration & Resources.

**I can easily access professional advice and support to help me work effectively**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 27% | 31% | 27% | 22% |
| Agree | 57% | 56% | 59% | 57% |
| Disagree | 15% | 11% | 12% | 21% |
| Strongly Disagree | 2% | 2% | 3% | 0% |

Eighty four percent of respondents agreed that their supervisor/manager provides the information, guidance and support to help them work effectively. This peaked at 94% within Health and Social Care Partnership and dropped to 78% in Environmental, Regeneration & Resources.

**My supervisor/manager provides the information, guidance and support to help me work effectively.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Strongly Agree | 37% | 39% | 40% | 31% |
| Agree | 47% | 55% | 46% | 47% |
| Disagree | 15% | 6% | 14% | 19% |
| Strongly Disagree | 2% | 0% | 1% | 3% |

**2.10 Workplace Policies and Procedures**

Respondents indicated that the most important issues in Inverclyde that the Council, and its partners, should focus on over the next five years are as follows;

* Cost of living crisis/poverty
* Education
* Health and wellbeing
* Staff morale and wellbeing
* Council budget

The top 5 policies or practices that respondents were aware of are as follows;

* Equality and Diversity Policy 83%
* Cycle to Work Scheme 80%
* Family Friendly and Work Life Balance Policy 76%
* Dignity and Respect at Work Policy 73%
* Performance Appraisal Scheme (SJC)/Professional Update (Teachers) 72%

In contrast to this, the main policy that respondents were not aware of was the “Reservist Policy” with 81% of respondents stating they were not aware of this policy.

 **How aware are you of the following policies and/or practices?**

|  |  |  |
| --- | --- | --- |
|  | I am aware | I am not aware |
| Equality and Diversity Policy | 83% | 17% |
| Cycle to Work Scheme | 80% | 20% |
| Family Friendly and Work Life Balance Policy | 76% | 24% |
| Dignity and Respect at Work Policy | 73% | 27% |
| Performance Appraisal Scheme (SJC)/Professional Update (Teachers) | 72% | 28% |
| Employee Benefits Booklet | 60% | 40% |
| Buy and Bank Leave Scheme | 54% | 46% |
| Health and Wellbeing Hub | 52% | 48% |
| Domestic Abuse Policy | 50% | 50% |
| Corporate Induction Programme | 44% | 56% |
| Menopause Policy | 38% | 62% |
| Carer’s Positive Award and Support available to Carers | 36% | 64% |
| Reservist Policy | 19% | 81% |

**How aware are you of the following policies and/or practices? (I am aware)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | Health and Social Care Partnership | Education, Communities & Organisational Development | Environmental, Regeneration & Resources |
| Reservist Policy | 19% | 25% | 12% | 19% |
| Family Friendly and Work Life Balance Policy | 76% | 76% | 75% | 81% |
| Carer’s Positive Award and Support available to Carers | 36% | 43% | 32% | 35% |
| Corporate Induction Programme | 44% | 54% | 35% | 52% |
| Dignity and Respect at Work Policy | 73% | 84% | 67% | 76% |
| Equality and Diversity Policy | 83% | 88% | 81% | 83% |
| Buy and Bank Leave Scheme | 54% | 70% | 33% | 78% |
| Performance Appraisal Scheme (SJC)/Professional Update (Teachers) | 72% | 65% | 76% | 72% |
| Menopause Policy | 38% | 44% | 34% | 42% |
| Health and Wellbeing Hub | 52% | 67% | 46% | 51% |
| Employee Benefits Booklet | 60% | 69% | 51% | 70% |
| Cycle to Work Scheme | 80% | 78% | 80% | 87% |
| Domestic Abuse Policy | 50% | 58% | 44% | 55% |

**Appendix**

**Example Questionnaire**