

**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL  
SOCIAL CARE, HEALTH AND WELLBEING COMMITTEE**

**REPORT OF THE DIRECTOR OF SOCIAL SERVICES, HEALTH &  
HOUSING - A. JARRETT**

**4<sup>th</sup> April 2019**

**Matter for Information**

**Wards Affected: All**

**SOCIAL SERVICES, HEALTH & HOUSING – STAFF SURVEY 2019**

**Purpose of the Report**

To present the findings of the 2019 Social Services, Health & Housing staff survey.

**Executive Summary**

The report provides Members with information regarding the Social Services, Health & Housing staff survey which took place during February 2019.

**Background**

The Director of Social Services, Health & Housing wanted to capture information relating to staff retention and morale within the Directorate and highlight any factors which might have influenced these.

A self-completion questionnaire was made available via the Council's online consultation portal for input by staff.

The survey commenced on Monday 4<sup>th</sup> February and closed on Friday 22<sup>nd</sup> February 2019.

A total of approximately 1,000 questionnaires were eligible for completion. Of which, 201 completed or partially completed responses were received (20.1%).

A report of the findings of the survey and a copy of the questionnaire responses can be found in **Appendix 1 & Appendix 1A**.

### **Financial Impact**

After consideration, this is not applicable.

### **Equality Impact assessment**

After consideration, this is not applicable.

### **Workforce Impacts**

Sustaining a sufficient, quality workforce is fundamental to the effective delivery of the Social Services, Health & Housing Directorate. The survey offers an important opportunity for the voices of staff working within the Directorate to be captured and considered as part of continuous improvement.

### **Legal Impacts**

The Council has statutory duties to deliver effective Social Services, Health & Housing functions. Sustaining the workforce is fundamental to the discharge of these legal duties.

### **Risk Management**

After consideration, this is not applicable.

### **Consultation**

No requirement to consult.

### **Recommendations**

That members note the report.

### **Reasons for Proposed Decision**

N/A

## **Implementation of Decision**

N/A

## **Appendices**

Appendices listed as follows:

- **Appendix 1** – Social Services, Health & Housing Staff Questionnaire Final Report March 2019.
- **Appendix 1A** - Social Services, Health & Housing 2019 Staff Questionnaire Responses.

## **List of Background Papers**

None

## **Officer Contact**

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## ***Introduction***

This is the first combined staff survey of the Social Services, Health & Housing Directorate. As such, this survey does not offer any direct comparisons with previous years but will provide an insight into the current direction of travel with regards to staff retention and staff morale within the Directorate. Comparisons will be offered for subsequent staff surveys going forward.

## ***Methodology***

A self-completion questionnaire was made available via the council's online consultation portal for staff to complete.

For the majority of questions, respondents were provided with a statement and asked to indicate whether they '*strongly agreed*', '*agreed*', '*disagreed*', '*strongly disagreed*' or if they felt that the question was '*not applicable*' or they '*did not wish to answer*'.

The survey commenced 4<sup>th</sup> February 2019 and closed on 22<sup>nd</sup> February 2019.

## ***Responses***

A total of approximately 1,000 questionnaires were eligible for completion. Of which, 201 completed or partially completed responses were received (a 20.1% response rate). The full list of results/responses can be seen in **Appendix 1A**.

## ***What are we doing well?***

We have identified through the survey process what staff within the Directorate feel is going well:

## ***Overall Satisfaction and Morale***

- **93%** of respondents stated that they enjoy their work
- **87%** indicated that they felt their job was fulfilling
- **93%** felt that their job was important

### ***The Council***

- **87%** of respondents felt that Neath Port Talbot is a good Council to work for

### ***My Team***

- **93%** of those who responded felt that they are trusted to do their job
- **93%** felt that on the whole, their team works well together
- **97%** indicated that they felt their colleagues are committed to doing quality work
- **94%** agreed that they are able to ask for advice and support from their manager/supervisor
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### ***Training and Development***

- **84%** of respondents felt that they have received the training needed to effectively carry out their job

### ***Pay, Benefits and Recognition***

- **78%** of respondents felt that they are encouraged to show initiative in the workplace

### ***Work Environment and Support***

- **83%** of those responding stated that they had the tools, equipment and information to their job
- **83%** felt that their workload is manageable

### ***Communications in the Service***

- **91%** indicated that they know what is expected of them in their role.
- **78%** felt that they are kept up to date with changes in legislation and policies which are relevant to how they carry out their job

### ***Areas for Improvement***

We have also identified a number of areas where improvements could possibly be made:

### ***Overall Satisfaction and Morale***

- **73%** of those who responded felt that they are valued at work

### ***The Council***

- **53%** felt that the Council understands what is going on in our Service
- **68%** stated that they are kept informed on about what is going on in the Council and what it is trying to achieve
- **61%** felt that there are good career pathways available

### ***My Team***

- **73%** of respondents felt that if there is ever conflict amongst colleagues, management will address the issue

### ***Training and Development***

- **58%** stated that they received regular appraisals
- **53%** felt that their appraisals help them in planning for the future

### ***Pay, Benefits and Recognition***

- **65%** felt that apart from their pay, there are other benefits they can access as a member of staff

### ***Work Environment and Support***

- **55%** of those who responded feel that they spend too much time doing paperwork
- **72%** felt that they are satisfied with their current working environment

### ***Communications in the Service***

- **61%** believe they are kept informed of what's going on in their Directorate

- **49%** state they are kept informed about how well the Directorate is performing
- **63%** felt that their views are listened to
- **68%** state that their views are asked for
- **40%** felt that when changes are planned for their service, they are consulted about them first

### ***What have we learnt?***

Overall job satisfaction and staff morale is high with respondents stating team working and commitment from their colleagues as being the driving force behind this. Staff also know what is expected of them and have been provided with the right tools and equipment to carry out their duties effectively. The majority of respondents have also stated that NPT is a good council to work for.

However, a lack of communication appears to be a recurring theme with only half of the respondents stating that the Council understands what is going on in their service and that they are not always kept informed with what's going on in their Directorate. Staff also indicated that they are not kept informed as well as they could be in terms of how well their Directorate is performing and that they should be consulted more when changes are planned for their service. The completion of paper work was also another theme raised with more than half the responders stating that they felt they undertake too much paperwork in their job. Just over half of the respondents stated that they receive general appraisals and that these appraisals help them in planning for the future.

### ***Additional Comments***

Respondents were asked if they would like to make any additional comments. There were 38 respondents who completed this section. A cross-section of these comments are listed below for reference:

*'I feel very fortunate to work with such a fantastic team/service! I can't speak highly enough of my work colleagues, occupational health or my managers for all the support they have given me inside and outside of work'*

*'There is an immediate need for senior management to send out a clear message which is constant and communicates the vision for the future (which should include working with health)'*

*'I have been working for NPTCBC for over 18 years and have seen the service go through difficult times but now I feel everyone is committed to providing an excellent quality of service for the people within NPT'*

*'The workload is very high at the moment but it is challenging and can be very rewarding. Colleagues are all committed to the work and there is generally a high level of professionalism'*

*'I have great job satisfaction but feel that we have to do more and more all the time regarding paper work etc.'*

*'Different teams need to communicate better between each other. Teams also need to work more closely together and not have a us and them view'*

### **Closing Statement**

Overall, I am pleased with the number of responses received and the honesty contained within the comments. Although it is really encouraging to see the positive themes emanating from within the Directorate, clearly there is more work to be done, specifically with regards to how we communicate with our staff. My intention is to now progress the issues raised with my Senior Management Team so that they can be addressed going forward.