

STAFF SURVEY RESULTS

Background

Thank you to everyone who took the time to respond. We had 61 responses. The average response time was 13:59, so we're keeping to our goal of not asking you for more than 15 minutes every three months!

Your quarterly surveys will consist of "core questions" – things we'll ask about every time. These are things we think are crucial to your experiences at work, such as management support and wellbeing. Each quarter you'll also see a "deep dive" topic on something we want detailed feedback on, which we'll then use to formulate a longer-term action plan.

What you told us

Communication is improving, and we got some positive feedback about changes such as the newsletter and company updates. However, there is clearly still work to do, as this response told us:

"Often find out things either just before or after they happen. Or too late to have an input. However, I have seen improvement in some areas"

Wellbeing was our lowest scoring area, and something we need to prioritise. Your feedback did include some positives, such as flexibility and great colleagues:

"Love to work and feel the hours suit my family life"

However, long hours and work/ life balance were mentioned as impacting wellbeing.

"work life balance, practically live here but that comes with the job"

Managers received some great feedback – 72% of you rate your manager. You told us they were supportive and knowledgeable, and the only thing you would like is more of them!

"My line manager is extremely flexible and always feel able to be open about anything I need to discuss, personal or work. Always has our back and strives to keep his team as informed as possible"

We asked you what you would change if you had a magic wand. Response themes were varied, but reward (pay and benefits) and communication were the hottest topics.

We had lots of comments about pay and benefits, both within our "core questions" and the "deep dive" questions which, this quarter, asked about pay, benefits and reward. You appreciated the pension package, and some unique perks (such as lunch and free city-centre parking), but there were concerns that salaries and benefits weren't that competitive against the wider jobs market, and not always that fair against similar roles within the business.

Your work environment was rated well – over 50% of you gave it four stars or higher – and mentioned the unique venue and high-quality office.

"Really nice office & we are well looked after with good kitchen facilities / lunch etc"

Nevertheless, you told us there is room to improve. Fair enough! We'll bring this to the next staff forum, so you can help us prioritise how we spend our budget.

What happens next?

All your feedback comments will be shared with the SMT. We'll be talking about communication and wellbeing at our next staff forum on 5th July.

Our staff app is close to relaunching and will be a central information hub for benefits, events and news.

We're working on a remuneration review, which will include benchmarking our reward packages against the wider market and moving to a more transparent and consistent approach.

Your next survey will come out in August. The deep dive topic will be social impact and community. We look forward to your feedback!
