

## NOTTINGHAM CITY HOMES

HUMAN RESOURCES  
COMMITTEE

14 OCTOBER 2008

### REPORT OF DIRECTOR OF ORGANISATIONAL DEVELOPMENT

#### EMPLOYEE ENGAGEMENT SURVEY 2008 RESULTS

##### 1 SUMMARY

- 1.1 The 'Employee Engagement Survey 2008, which was undertaken during June and July 2008 summarises the key findings and includes benchmark information. This information was sent separately on 11<sup>th</sup> September 2008 to Board members.

The Broad scope of the survey is to measure the attitudes, opinions and satisfaction levels of staff with respect to working for Nottingham City Homes.

##### 2 RECOMMENDATIONS

- 2.1 The HR Committee to discuss and note the contents of this report.
- 2.2 The HR Committee discuss and agree the contents of the Action Plan.

##### 3 REPORT

- 3.1 The questionnaire was sent to all employees and a number of methods were used to complete including on line completion and those without access to computers paper versions were sent to their home addresses.
- 3.2 We had a total of 334 returns, with a confidence level of +/- 5.4%, which equates to 32%. This is lower than the average response rate for public sector employee surveys conducted by BMG which is usually around 38%. Recommendations on how we can improve on this in the future have been made and the company will be responding positively to them.
- 3.3 Where benchmark information is provided this was against 5 other 2/3 star ALMOs and the public sector – see page 12 and 13 of the Employee Engagement Survey for information.
- 3.4 Benchmarking data indicates that employees have a good understanding of the vision, mission and purpose of the company, and how it fits into their day to day work. It also suggests that there is strong team work and collectiveness within teams. Furthermore, whilst there seems to be good morale within teams, the perception across the company is less favourable.
- 3.5 Attached at appendix A, is the company's response to key findings and

as you can see a number of options for tackling and understanding issues more fully are being explored.

3.6 Some key areas where changes are needed include:

- Improve Communication generally
- Better team work/interdepartmental working
- More up-to-date equipment/better resources made available
- Improve the standard of management/leadership/organisation

3.6 Positive actions already implemented by the company include:

- The Board agreeing to an additional day's holiday
- The introduction of an Employee Benefits package
- The introduction of Equality and Diversity champions group headed by the Chief Executive
- Development of Employee Handbook
- More information given to employees about company performance
- Implementation of IT strategy
- Introduction of Employee Care Working Group
- Management training on specific policies i.e. sick absence
- Introduction of Management Development programme
- The purchase of mobile phones with cameras
- The introduction of new vans
- More cross-departmental working
- Coaching support for managers
- More positive information about what we do well being given

## **4 FINANCIAL & RISK IMPLICATIONS**

4.1 Any financial implication implied within this report has been budgeted for and where applicable delivered within budget.

## **5 IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES**

5.1 The details within this report support the delivery of Nottingham City Homes' objectives.

## **6 VALUE FOR MONEY & EFFICIENCY ISSUES**

6.1 All initiatives within this report ensure that value for money and any efficiency are considered.

## **7 EQUALITY & DIVERSITY IMPLICATIONS**

7.1 There are no equality and diversity implications.

**8 BACKGROUND MATERIAL AND PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT**

- 8.1 Research Report – Employee Engagement Survey 2008 sent separately on 11<sup>th</sup> September 2008. Please contact Martinette if you need another copy.

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