

CYNGOR SIR CEREDIGION COUNTY COUNCIL

Report to: Corporate Resources Overview and Scrutiny Committee

Date of meeting: 24 March 2025

Title: People Survey Findings 2024

Purpose of the report: To present the findings from the 2024 employee survey

Reason Scrutiny have requested the information:
To receive an update on the employee survey findings

Cabinet Portfolio and Cabinet Member:
Cabinet Member for Policy, Performance, Democratic Services and People and Organisation, Councillor Bryan Davies, Leader of the Council

Background

As part of our commitment to enhancing employee engagement and fostering a supportive and inclusive workplace, we recently conducted a People Survey across Team Ceredigion.

The survey aimed to provide a comprehensive understanding of the employee experience, covering areas such as:

- Job satisfaction
- Management and leadership
- Development opportunities
- Health, safety, and wellbeing
- Workplace relationships
- Communication and change management
- Organisational values and behaviours

To ensure benchmarking against sector standards, we incorporated questions from well-established national surveys, including the CIPD Wales Good Work Index, NHS Wales People Survey, and the Civil Service Survey. Additionally, new WLGA benchmarking measures were included, along with selected questions from our annual Employee Health and Wellbeing Survey to track trends over time.

Participation

The survey was accessible through multiple channels, including internal online platforms, posters, and paper copies for teams with historically lower engagement. The survey was anonymous and therefore we are confident that participants were able to be honest in their responses.

The survey was open from the end of November 2024 and closed in the second week of January 2025. During this time 1,017 of the corporate workforce participated in the survey and this equates to 50.3%.

Summary of Key Corporate Findings:

- Our corporate average exceeds (sometimes significantly) all national comparators.
- Where trends can be tracked, there is either stability or positive improvement across all indicators, except for 'manageable workloads' (which declined from 81% to 76%) and 'I am well supported by my line manager' (which declined from 91% to 88%). The following are the indicators which have shown improvement:

Indicator	2023	2024
I am satisfied with my job	81%	84%
My manager provides useful feedback on my work	80%	84%
I experience work-related challenges which impact my health and wellbeing (Yes)	46%	39%
My organisation supports employees who experience mental health problems	85%	89%
I regularly exceed my contracted hours or flexi-time allowance in order to complete my work	43%	33%
My organisation cares about my health and wellbeing	79%	84%

Quantitative Averages:

Section	Number of questions	%
About your Work	9	83.60
About your Manager	5	87.95
About your Leadership (Service CLO+CMs)	3	81.56
About your Development	7	88.57
About your Appraisal	4	86.32
About your health, safety and wellbeing	14	81.29
About relationships and fair treatment	14	92.98
About our organisation	15	79.14

Conclusion

The survey has provided valuable insights into the experiences and perceptions of our workforce. The high level of participation and the positive feedback across all areas reflect the dedication and engagement of Team Ceredigion. These results will require further analysis and assessment so that the full results can be understood and used for future planning purposes. Whilst we are pleased to see that our corporate averages exceed national comparators, and that there is stable or improving trends in most indicators, we also recognise there will be some areas which will require further support and engagement.

Wellbeing of Future Generations:

Has an Integrated Impact Assessment been completed? If, not, please state why.

No, report for information only

Summary of Integrated Impact Assessment:

Long term: N/A
Collaboration: N/A
Involvement: N/A
Prevention: N/A
Integration: N/A

Recommendation(s):

To note the encouraging findings of the People Survey 2024

Reasons for decision:

N/A

Contact Name: Geraint Edwards

Designation: Corporate Lead Officer – People and Organisation

Date of Report: 04/03/2025

Acronyms: