

Report to Resources Committee

23 February 2016



Title: Best Companies
Report of: Support Services Manager

Purpose of Report

1. To update the committee on the results of Sunday Times Best Companies survey.

Background

2. We know that employees are our most valuable asset to deliver excellent services to our customers and we know that to have an effective and efficient workforce, employees need to be engaged.
3. Since 2011 we have used the Sunday Times Best Companies survey to measure the engagement levels of our employees and have used their definition of engagement which is “doing it because you want to, not because you have to.”
4. By using the same method of collecting data from our employees each year, we can compare results and target our efforts and resources where they are most needed.
5. There are 8 broad factors in the engagement survey: leadership, my company, my manager, personal growth, my team, wellbeing, fair deal and giving something back.
6. An explanation of each factor can be found in the Appendix to this report.

Summary

7. Each organisation that completes the Best Companies Engagement Survey is given a score, this is called the Best Companies Index score (BCI)
8. Our BCI score is 578 which is an improvement on last when we achieved a score of 569.
9. 51% of our employees responded to the survey. Responses indicate that we have improved in 5 of the 8 factors: leadership (+2%), my company (+2%), personal growth (+3%), my team (+3%) and fair deal (+2%). We have stayed the same in 1 factor: giving something back and reduced in 2 factors my manager (-2%) and wellbeing (-2%).

10. A graph showing a comparison of results over the last 3 years can be found in the appendix.

Link to values

11. This report relates the following Company values: -

- Customer focussed
- Open and honest
- Accountable

Impact on tenants

12. With an engaged workforce, customers will experience an enhanced service.

Risk Management Implications

13. Failure to have an engaged workforce could increase turnover and impact on service provision.

Financial Implications

14. There are no financial implications as all costs have been met from existing budgets.

Equality and Diversity Implications

15. The survey is sent to all employees so everyone has the opportunity to contribute.

Value for Money Implications

16. The survey represents a cost effective way of surveying all employees and measuring engagement across the workforce.

Health Implications

17. Engagement, health and well-being are intrinsically linked. The Best Companies survey is a measure of engagement which informs health and wellbeing activity.

Environmental Implications

18. There are no environmental implications directly arising from this report.

Consultation carried out

19. There was no specific consultation for this report.

Recommendation

20. That the committee is asked to note the results.

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This graph shows all 8 factors for the last 3 years. This year is shown in blue and the graph reads chronologically left to right.

The number up the side is on a scale of 1-7 with 1 being strongly negative, 7 strongly positive and 4 a neutral response.

