

			Community Services 2014	Community Services 2016	Difference 2014 - 2016	Communities 2016	Variation to Group	WCC 2016	ORC Benchmark Median Score	Business Unit variation to Median
		Employee Engagement Index	n/a	74%	n/a	71%	3%	70%	62%	12%
		No. of responses	n/a	216	n/a	705		2458		
		Response rate	n/a	59%	n/a	51%	8%	47%	59%	0%
Your Job	1	I am clear about what I am expected to achieve in my job	n/a	90%	n/a	92%	-2%	90%	85%	5%
	2 T	I understand how my work contributes to the success of my service/team	n/a	93%	n/a	94%	0%	93%	n/a	n/a
	3 T	I am recognised and acknowledged when I have done my job well	n/a	69%	n/a	68%	2%	70%	76%	-7%
	4	I can normally meet the requirements of my job without working excessive hours	n/a	63%	n/a	63%	0%	63%	56%	7%
	5	I am able to strike the right balance between my home and work life	n/a	66%	n/a	68%	-3%	68%	64%	2%
	6	I have the right materials and equipment to do my job properly	n/a	77%	n/a	78%	-1%	76%	54%	23%
	7 N	I can access the relevant information I need to do my job well	n/a	84%	n/a	83%	1%	82%	n/a	n/a
	8	I have the opportunity to contribute my views before changes are made that affect my job	n/a	57%	n/a	57%	0%	50%	42%	14%
	9 T	My physical work conditions are satisfactory for my role	n/a	87%	n/a	80%	7%	79%	59%	28%
	10 N	I am able to work flexibly in my role (e.g flexible hours, work from various locations)	n/a	76%	n/a	75%	1%	73%	n/a	n/a
	11 N	I have a formal 'Flexible Working Agreement' (% Yes)	n/a	40%	n/a	30%	10%	36%	n/a	n/a
Your L&D	12 T	I receive the learning and development I need to do my current job	n/a	86%	n/a	81%	5%	79%	62%	24%
	13	My job makes good use of my skills and abilities	n/a	82%	n/a	80%	2%	78%	74%	8%
	14 N	My performance has improved as a result of skills I have developed over the past year	n/a	65%	n/a	60%	5%	62%	n/a	n/a
	15 EE	I believe that I have the opportunity for personal development and growth (whilst at work) in the County Council	n/a	63%	n/a	59%	4%	57%	n/a	n/a
Your Performance	16 T	My morale is good at work	n/a	64%	n/a	61%	4%	61%	n/a	n/a
	17 T	I have regular 1:1/supervision meetings with my immediate manager to plan and review my workload	n/a	71%	n/a	69%	2%	74%	70%	1%
	18	I receive regular and constructive feedback on my performance	n/a	64%	n/a	62%	2%	65%	68%	-4%
	19	My last appraisal accurately reflected my performance	n/a	79%	n/a	78%	1%	78%	n/a	n/a
	20	I believe that my last appraisal was of value to me	n/a	61%	n/a	56%	5%	56%	69%	-8%
	21	I have had a formal appraisal in the last 12 months (% yes)	n/a	88%	n/a	86%	2%	88%	n/a	n/a
Your Manager	22	My immediate manager communicates effectively	n/a	73%	n/a	75%	-2%	78%	n/a	n/a
	23	My immediate manager motivates and inspires me to be more effective in my job	n/a	67%	n/a	68%	0%	69%	67%	0%
	24 EE	My immediate manager encourages me to propose new ideas and to improve the quality of our services to our customers	n/a	74%	n/a	74%	1%	74%	73%	1%
	25	My immediate manager manages change effectively	n/a	68%	n/a	68%	0%	70%	n/a	n/a
Your Group & Team	26	The people I work with cooperate to get the job done	n/a	87%	n/a	85%	2%	86%	85%	2%
	27	I am satisfied that I am treated with fairness and respect at work	n/a	78%	n/a	80%	-1%	80%	76%	2%
	28	I have not experienced any form of bullying or harassment at work in the last 12 months	n/a	81%	n/a	83%	-2%	83%	85%	-4%
	29 EE	I think it is safe to speak up and challenge the way things are done at work	n/a	74%	n/a	71%	2%	68%	47%	27%
	30	I am satisfied with communications within my group	n/a	67%	n/a	64%	3%	63%	n/a	n/a
	31	I understand the role of, and the services provided by, my group	n/a	80%	n/a	83%	-2%	84%	n/a	n/a
	32 N	Senior managers in my group are sufficiently visible	n/a	69%	n/a	67%	2%	63%	n/a	n/a
Your Customer	33	I believe the quality of service to customers is improving	n/a	60%	n/a	56%	4%	57%	n/a	n/a
	34	We act on feedback that we receive from customers	n/a	79%	n/a	77%	3%	71%	65%	14%
Your County Council	35	In my opinion the County Council is committed to customer satisfaction	n/a	74%	n/a	69%	5%	69%	69%	5%
	36	I think that sufficient action is taken to manage sickness absence at work	n/a	60%	n/a	61%	-1%	62%	n/a	n/a
	37 N	Poor performance is dealt with effectively where I work	n/a	41%	n/a	42%	-2%	44%	51%	-10%
	38 EE	The County Council is a good employer	n/a	78%	n/a	75%	3%	74%	n/a	n/a
	39	I am aware of the Council's long term goals (e.g priorities, values etc.)	n/a	72%	n/a	71%	1%	70%	68%	5%
	40 N	I am motivated and inspired to contribute to the aims of the organisation	n/a	68%	n/a	65%	2%	65%	84%	-16%
	41	Senior Management (Heads of Business Units and above) provide effective leadership	n/a	59%	n/a	56%	4%	55%	48%	12%
	42 N	WCC does a good job of promoting employee wellbeing	n/a	69%	n/a	64%	5%	63%	n/a	n/a
	43	Health and Safety is taken seriously in the County Council	n/a	89%	n/a	85%	3%	83%	76%	13%
	44 T	I believe Warwickshire County Council values Equality and Diversity	n/a	87%	n/a	86%	1%	85%	81%	7%
	45 EE	I am proud to work for Warwickshire County Council	n/a	71%	n/a	71%	0%	70%	67%	4%
	46	I am satisfied with the benefits of working for the County Council e.g Flexible working, pension scheme etc.	n/a	83%	n/a	80%	3%	76%	54%	29%
	47	The Council's internal communications keep me informed of what the Council is doing (e.g. WforW magazine, Core Brief, Intranet)	n/a	82%	n/a	81%	1%	79%	n/a	n/a
	48	The County Council manages change effectively	n/a	55%	n/a	49%	6%	47%	39%	16%
	49	The County Council encourages high standards of conduct amongst its employees	n/a	79%	n/a	75%	5%	76%	n/a	n/a
	50 EE	Overall, I am satisfied working the Warwickshire County Council	n/a	81%	n/a	78%	3%	77%	n/a	n/a
	51 N	As a result of the 2014 survey, I have seen positive changes at work	n/a	27%	n/a	24%	3%	27%	n/a	n/a



What is the best thing about working for Warwickshire County Council?	No. Comments	113
Themes identified by >5% respondents	Count	% Making comment
Team of people I work with	32	28%
Child friendly, work/life balance	24	21%
Improving peoples outcomes, making a difference, caring	17	15%
Enjoy my job	12	11%
Training, encouraging training and personal development	11	10%
Flexible approach to working hours	9	8%
Delivering a good service	8	7%
Support, managerial	7	6%
Type/consistency of the work	7	6%

What one thing would you change to improve WCC as a place to work?	No. Comments	102
Themes identified by >5% respondents	Count	% Making comment
Better communication/interaction	13	13%
Inadequate management/management understanding/support	8	8%
Less bureaucracy	8	8%
Poor pay/benefits/sick/holiday	7	7%
Lack of recognition/misunderstood/not values	7	7%
No job prospects/job security	7	7%
better working environment/offices	6	6%