

Employee Engagement

There are six employee engagement questions within the survey which are identified by the 'EE' symbol next to the question on the 'WCC Profile' page. The results for these questions are used to produce the 'Employee Engagement Index' scores.

Response Rate

This calculation is based on the number of responses as a proportion of the headcount provided by HR. Due to the nature of the changing structures and team numbers, these figures should be treated as an indicator of response rates rather than an exact figure.

Agreement Score

The percentages in the 'WCC 2018' column of the 'WCC Profile' are the agreement score for each question. The agreement score is the number of respondents answering 'strongly agree' or 'agree' as a percentage of total responses for each question.

ORC Scores

WCC is one of a group of local authorities who submit their survey results annually to ORC International. These results are then collated and a local authority average or benchmark score is created. Some of the Your Say questions are direct matches with the ORC benchmarking questions, some are worded differently and others cannot be matched. The ORC results should be viewed with this in mind.

2018 Updates

Question 17

This year for question 17, the option of "I haven't worked at WCC for 12 months" was included to reflect that not everyone will have had the opportunity to complete an appraisal. When calculating the agreement percentage we therefore discounted anyone selecting this option.

Fire and Rescue Service

For 2018, Fire and Rescue is included as a Business Unit with the Communities Directorate.



Question Changes

Question Text

In total, 19 of the questions featured in the 2018 Your Say survey included a change in wording from the 2016 survey. These questions are identified on the 'WCC profile' by the 'T' symbol next to the question.

Most of these questions involved a relatively minor change to the wording. For some questions the context has also changed, the details for these questions are as follows:

Q8 2016 "I receive the learning and development I need to do my current job"

Q8 2018 "I can access the appropriate learning and development I need to do my job"

Q27 2016 "I think that sufficient action is taken to manage sickness absence at work"

Q27 2018 "I think that action is taken to manage sickness absence in my team"

Q34 2016 "We act on feedback that we receive from customers"

Q34 2018 "In my team, we act on feedback that we receive from customers"

Q40 2016 "WCC does a good job of promoting employee wellbeing"

Q40 2018 "Employee wellbeing is promoted at work"

