

Your Views Matter Survey 2023

Agency, casual staff and those engaged inside IR35

Summary of results



Walsall Council



IMPROVE
outcomes and
customer experience



IMPROVE
employee satisfaction
and engagement



IMPROVE
service efficiency
and performance

Methodology

- The survey took place between 30 November 2023 and 12 January 2024
- It was solely aimed at those working for the council via an agency, on a casual basis or inside IR35
- 527 people were emailed the survey via their walsall.gov.uk email address or their personal email address held by Opus People Solutions (OPS)
- 4 reminder emails were sent
- The whole survey process was conducted digitally
- The survey was promoted on Inside Walsall, via managers and Opus People Solutions
- 102 people responded = 19% responses rate
- OPS pledged to donate 50p for every survey completed by their workers to Samaritans Walsall and District Branch, and a total of £26.50 was raised in addition to the £750 raised via the employee survey.



Survey themes mirrored the employee survey

- Your job
- Working at Walsall Council
- Line Management
- Senior Management
- Teamwork
- Performance management
- Communication & information
- Organisational change
- Wellbeing, health & safety
- Bullying and harassment
- Equality and diversity
- Future at the council



Your Views Matter 2023

Survey for agency, casual staff and those engaged inside IR35

Feedback from those who work for the council, in whatever capacity, is crucial to our success. This survey is for agency, casual staff or those engaged inside IR35. Together with findings from the recent employee survey the results from this survey will help us better understand the needs, concerns, and aspirations of the workforce.

Please take 10-15 minutes to share your views on working at the council, line and senior management, communication, organisational change, health and wellbeing, bullying and harassment, equality and diversity.

Feedback will be used to monitor trends, make decisions and create a workplace that truly reflects our shared values and our Proud Promises.

All responses are completely anonymous, you can't be identified, and nothing you say will be analysed or reported in a way that might identify you.

Please use the buttons provided in the survey to move to the next question. This questionnaire takes about 10-15 minutes to complete. You can save and return at anytime before the survey closes.

How your information will be processed and used:

Walsall Council is conducting this survey with support from Opus People Solutions (Opus People Solutions).

Those with an email address on file with Walsall Council (work email) or Opus People Solutions (personal email) will be sent the survey via email, whilst everyone else will receive their's in the post (from Opus People Solutions or Walsall Council). Opus People Solutions has not shared any personal information with Walsall Council. Where someone is employed via a different agency, Opus People Solutions will forward it to the relevant agency to send out.

The survey is being run in adherence to the Market Research Society Code of Conduct to ensure that all survey responses remain confidential and at no time will individual responses attributable to an individual or appear in any data or reports.

The survey asks a few personal / sensitive questions about you. Whilst answering these questions is voluntary, you are encouraged to answer these questions as they help us better understand the views of different groups of people.

The link to your questionnaire is personal to you and enables automatic reminders to be sent to non-responders. Do not share your link with anyone else. Your personal link will not be linked to your answers.

The survey is looking to pull out trends in views, not to highlight those of individuals or small groups of employees. To ensure confidentiality, data will not be analysed where there are fewer than 10 respondents in a group/category.

Any open text comments provided will be proof read and in line with the Market Research Society Code of Conduct every effort will be made to remove information that may identify someone. Please note that comments may be reported as they are written, so please avoid including identifiable information in any comments you make. Any anonymised comments submitted may be published.

Walsall Council will analyse the survey results and produce written and graphical reports and summaries of the results which will be shared internally and with Opus People Solutions (Opus People Solutions).



Key findings (1)

- Largely in line with employee survey results
- Generally positive views about working for the council, their role, team and line management
- Areas for improvement:
 - Building a sense of pride
 - Training and development opportunities
 - Feeling supported, valued and recognised
 - Recognising high quality performance and inspiring them to do their best
- More needs to be done to show that the council values new ideas and innovations from staff



Key findings (2)

- Just over half feel well informed about what's going on in the council (mirrors employee result)
- Higher levels of advocacy for the council as an employer compared to employees
- Much higher level of job satisfaction compared to employees but lower level of satisfaction with line manager
- Two thirds would consider applying for a permanent role at the council. Pull factors;
 - job security
 - the work/role
 - good work/life balance.



Feelings about their assignment / job (Q1)



- 96% feel their personal **productivity** at work is good (91%)
- 93% feel **trusted** to do their job (89%)
- 89% are **clear** what is expected of them (88%)
- 88% agree they **enjoy** the work they do (85%)



- 79% are overall **satisfied** with their assignment / job (79%)
- 78% say their personal **morale** at work is good (81%)
- 75% agree they feel **empowered** to do their assignment / job (77%)
- 71% agree they **have a say** how they do their assignment / job (78%)



- 61% agree they feel **proud** when they tell others they work for the council (70%)

2021 results shown in brackets.

Access to tools and resources (Q2)



- 79% agree they have the tools they need to do their assignment / job effectively (83%)



- 67% say they have access to the training and development they need (69%)

2021 results shown in brackets.

Views towards Walsall Council (Q3)



- 76% understand how their work contributes to the council's **vision and values** (77%)

- 63% agree they feel **supported** (66%)

- 63% feel **valued and recognised** for the work they do (68%)

- 59% would **recommend** the council as a great place to work (65%)

- 56% feel the council **recognises high quality performance** / work (62%)

- 53% say the council **inspires** them to do the best in their assignment / job (59%)

- 42% say that the council **values new ideas and innovations** from staff (54%)

2021 results shown in brackets.

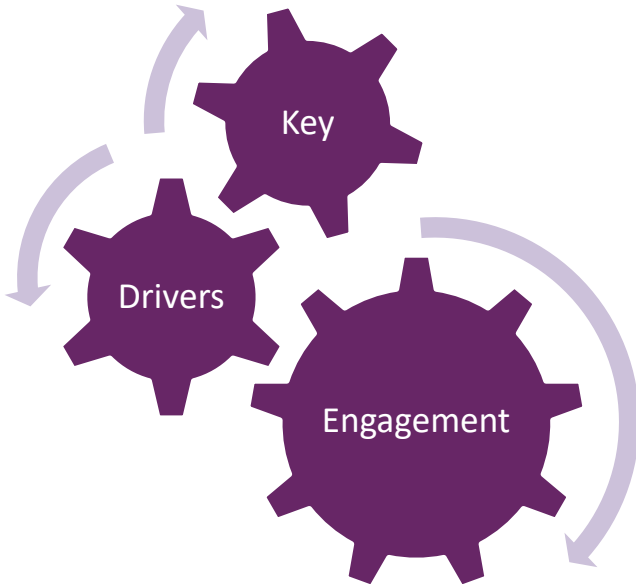


Key drivers of employee engagement have fallen

Key drivers of employee engagement identified in previous employee surveys have all fallen since the 2021 survey.

- 63% I feel supported by Walsall Council (66%)
- 63% I feel valued and recognised for the work I do (68%)
- 56% Walsall Council recognises high quality performance / work (62%)
- 42% Walsall Council values new ideas and innovations from staff (54%)

Key drivers were identified in the 2017 and 2021 employee surveys (strongly agree + agree). Different key drivers may exist for this cohort. Key driver analysis has not been undertaken due to the small sample size. I feel that Walsall Council is going in the right direction was not asked in this survey. 2021 results shown in brackets.



Key drivers - comparisons to employee survey

Compared to employees, agency, casual staff and those engaged inside IR35 are slightly more likely to feel supported and say they feel valued and recognised. They are also more likely say that Walsall Council recognises high quality performance. Just two fifths feel the council values new ideas and innovations from staff, 5 percentage points lower than employees.

- 63% feel supported by Walsall Council (57%)
- 63% feel valued and recognised for the work I do (52%)
- 56% Walsall Council recognises high quality performance / work (46%)
- 42% Walsall Council values new ideas and innovations from staff (47%)

2023 employee survey results shown in brackets.



What do you think Walsall Council does well?

Gives employees required support and promotes teamwork as well as handling challenges independently and gives the employees what they need to carry out their job effectively.

Teams appear to work well towards shared goals and it seems a friendly place to work.

Allows me to be my authentic self, listens to new ideas and welcomes change.

I think that Walsall Council has shown a clear vision of what it wants services to look like and shows real motivation to get there.

*Agile working for staff and use of IT technology Promoting and encouraging staff to contribute their view and ideas for ongoing improvement of services provided to the public
Diversity of staff to meet the need of residents from diverse background.*

Provide good technology and resources to enable colleagues to work from home, IT dept particular supportive in helping with any IT issues.

Walsall Council understands the needs of their residence and they ensure that vulnerable people are protected.

They treat agency staff fairly and as a valuable member of staff.

Selection of the 60 comments made.



What do you think Walsall Council could do better?

Assimilation of agency staff into permanent roles they are filling if they have proven themselves to be capable.

Permanent contracts - I am aware of a lot of good staff leaving because of lack of contracts.

There is insufficient mandatory training for casual staff, it is practically non-existent!

Listen to their staff more. Take notice of what staff are saying.

Offer casual staff working regular hours the opportunity of a contract. I have worked the same regular hours for nearly 12 years and despite requesting an employee contract, have been refused recognition by Walsall Council as an employee. I found this very disappointing and insulting.

Consider skills that already exist in the team before bringing in (expensive) third party consultants, that do not know how the organisation works. If any consultants are bought in, ensure that they actually consult the staff, and that they listen to staff's views and ideas.

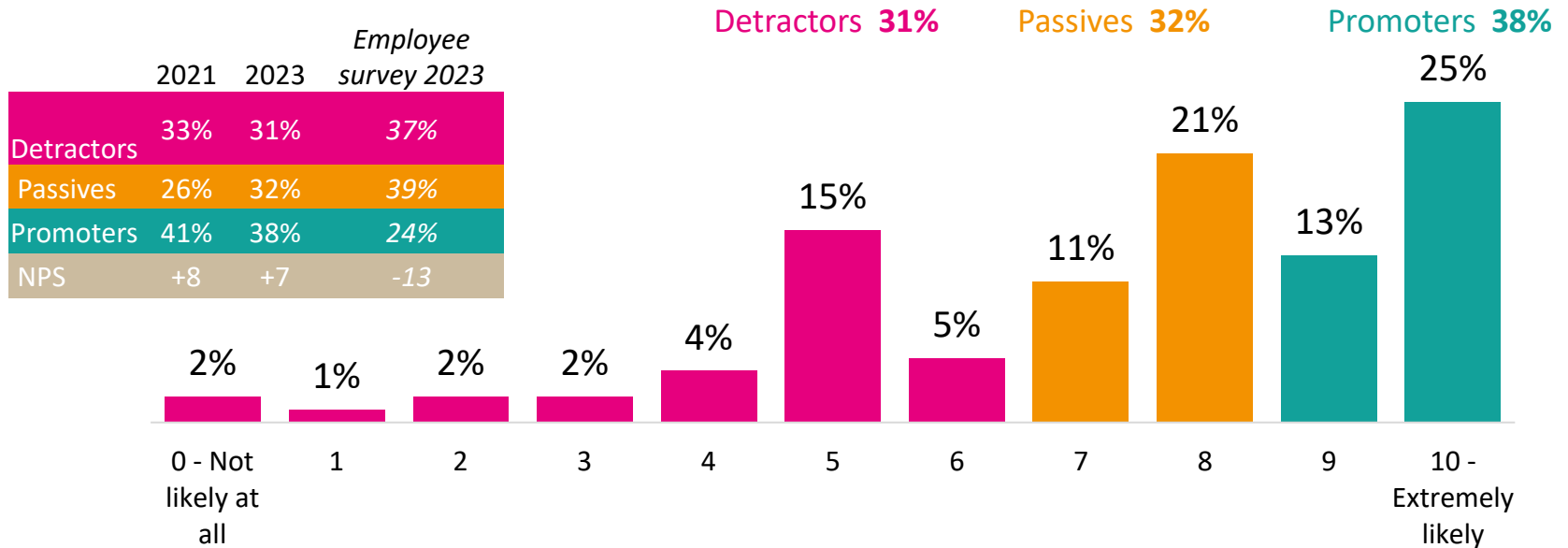
I believe that agency staff should be given the same rights as permanent staff when opportunities arise to apply for internal jobs.

Selection of the 72 comments made.



The Employee Net Promoter Score (eNPS)

eNPS is a measure of advocacy of the council. Unlike the employee survey, promoters outnumber detractors, with an NPS score of +7.



Q6. How likely would you be to recommend Walsall Council as an employer to your family and friends?
On a scale of 0-10, where 0 is not likely at all, and 10 is extremely likely?

Some improvement in perceptions of line management (Q7)

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Sum agree	Sum disagree	Net %	Net % 2021
Treats me fairly and with respect	45%	37%	11%	5%	2%	82%	7%	75%	71%
Is approachable, listens and responds to me	41%	36%	18%	3%	3%	76%	6%	70%	71%
Encourages everyone to work as a team	39%	38%	14%	6%	3%	77%	9%	68%	64%
Encourages inclusivity, diversity and equality	42%	31%	18%	6%	3%	72%	9%	63%	61%
Encourages me to provide my ideas and suggest improvements	33%	34%	19%	9%	5%	67%	14%	53%	48%
Motivates everyone to deliver the best possible service	27%	35%	26%	8%	3%	63%	11%	52%	51%
Gives me regular constructive feedback on how I am doing	27%	33%	22%	14%	4%	61%	18%	43%	37%



Your team (Q9)

The majority of respondents feel team members treat them fairly and with respect (80%). Views are less positive in terms of team members actively sharing knowledge and experience (65%) and working effectively together and supporting one another (56%) which have both seen notable reductions in net scores since 2021.

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Sum agree	Sum disagree	Net %	Net % 2021
People in my team treat me fairly & with respect	36%	49%	10%	2%	3%	85%	5%	80%	80%
People in my team actively share their knowledge & experience	40%	36%	13%	8%	3%	76%	11%	65%	74%
My team work effectively together & support one another	35%	37%	12%	12%	4%	72%	16%	56%	76%



Overall job satisfaction and line manager relationship

**79% are satisfied
with their
current
assignment / job**

(79% in 2021)

**74% are satisfied
with their
line manager
working
relationship**

(71% in 2021)

Views on communication and information (Q10)

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Sum agree	Sum disagree	Net %	Net % 2021
I feel well informed about what is going on at Walsall Council as a whole	17%	37%	22%	21%	3%	54%	24%	30%	56%
Communication within my service is good	19%	43%	21%	13%	5%	61%	18%	44%	56%
Communication within my directorate is good	13%	39%	27%	15%	5%	53%	21%	32%	47%
Communication between services / directorates is good	6%	33%	36%	19%	5%	39%	24%	15%	31%

Over half (54%) agree they feel well informed about what's going on at Walsall Council as a whole, however a quarter disagree (24%). This is comparable with employees (56% agree they feel well informed and 17% disagree). As seen in the employee survey, communication between services / directorates is perceived to be least effective; just 39% agree it is good. Net scores show notable declines since 2021.

Effectiveness of communication channels (Q11)

	Very effective	Fairly effective	Neither effective nor ineffective	Fairly ineffective	Very ineffective	Sum effective	Sum ineffective	Net %	Net % 2021
Service newsletters / emails	45%	37%	11%	5%	2%	82%	7%	75%	53%
Talking with colleagues	41%	36%	18%	3%	3%	76%	6%	70%	72%
1 to 1 meetings with line manager	42%	31%	18%	6%	3%	72%	9%	63%	61%
Notice / information boards	33%	34%	19%	9%	5%	67%	14%	53%	28%
Team meetings	27%	35%	26%	8%	3%	63%	11%	52%	48%
*Chief Exec's regular all staff email	30%	34%	22%	5%	9%	64%	14%	50%	68%
Inside Walsall News (staff intranet)	27%	33%	22%	14%	4%	61%	18%	43%	49%

Service newsletters / emails, talking to colleagues and 121 meetings are viewed as the most effective methods of communication. * The format of the Chief Executive's all staff email changed to a video update in October, 1 month before the survey was issued.



Views on wellbeing, health and safety (Q12)

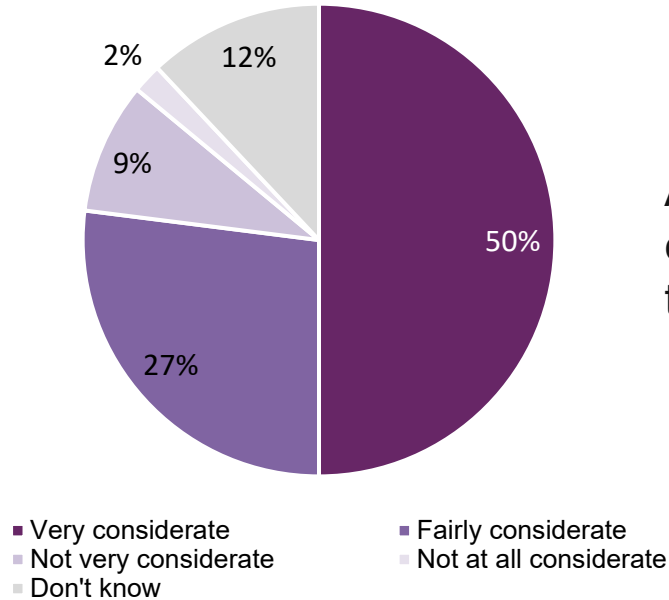
	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Sum agree	Sum disagree	Net %	Net % 2021
I am satisfied with my physical working environment	32%	49%	12%	6%	1%	81%	7%	74%	74%
I am satisfied that my personal health and safety is treated seriously	36%	43%	10%	8%	4%	78%	12%	66%	75%
Generally, I can meet the requirements of my assignment / job without regularly working excessive hours	33%	41%	11%	12%	3%	74%	15%	59%	73%
I am able to strike the right balance between my home life and work life	28%	45%	15%	12%	1%	72%	13%	59%	71%
I receive the support I need for my mental health and wellbeing	22%	34%	27%	13%	4%	56%	17%	39%	51%

Agreement levels regarding their own physical working environment and that their personal health and safety is taken seriously remain high. Just 56% feel they have support for mental health and wellbeing. Net agreement scores show declines in agreement for 4 of the measures since 2021.



Considerate of wellbeing (Q13)

Line manager considerate of your wellbeing



A total of 77% feel that their manager is considerate of their wellbeing. This compares to 82% in 2021.

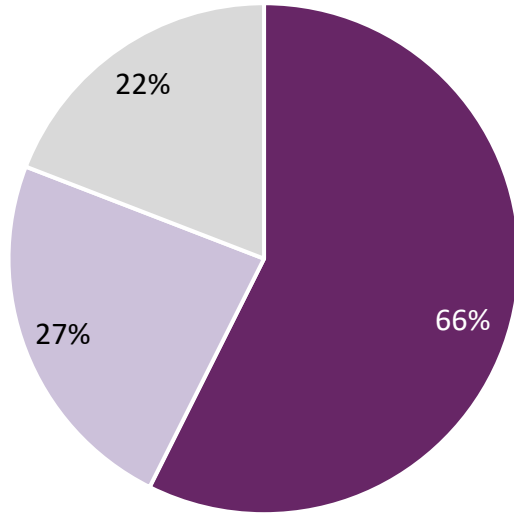
Bullying and harassment (Q14, 15, 16, 17)

- 76% of respondents have never experienced bullying or harassment while working at Walsall Council (69% in 2021)
- A total of 14 respondents feel they have personally experienced a form of discrimination, bullying or harassment from other Walsall Council employees or wider workforce. 9 of which say this has been in the last 12 months.
- 4 of the 14 respondents felt this discrimination, bullying or harassment was because of an equality characteristic (age, disability, gender reassignment, race, religion or belief, gender, sexual orientation, marriage and civil partnership or pregnancy and maternity).
- 7 of the 14 respondents did not report the issue to the council or their agency / company.
- 4 reported it to the council. 1 was very satisfied with how it was dealt with and 2 very dissatisfied. 1 said neither. Others chose not to say.



Your future at Walsall Council

Consider applying for a permanent role at the council



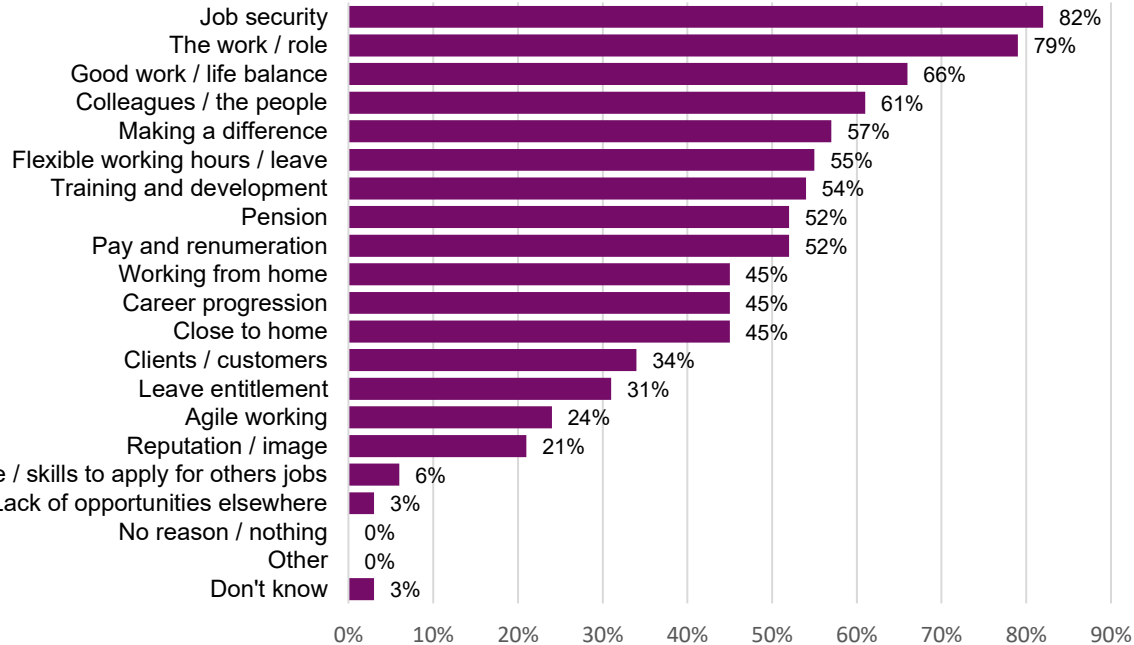
■ Yes ■ No ■ Don't know

66% of respondents who work agency / casual / inside IR35 would consider applying for a permanent role at the council - down slightly from 70% in 2021.



Working for Walsall Council - pull factors

What would attract you to work for Walsall Council on a permanent basis?



Job security is the most commonly mentioned reason for wanting to work for the council on a permanent basis followed by the work/role and a good work/life balance.

What puts you off or prevents you taking a permanent role

Not being able to drive prevents me getting a full time job as a loader on the back of the wagon.

Not a criticism of the Council. I work freelance and would not consider any permanent roles at this point in my career'

As much as there is perceived job security alot of colleagues talk about re-applying for their jobs due to restructures and being put at risk, I appreciate all jobs are not that secure so it would not stop me applying as I actually enjoy my job and working for the council.

Permanent salary levels are not to my expectations, and my personal circumstances do not currently allow it.

I am wanting to only work part time hours and the current role I am covering will be full time when advertised.

As an agency worker your current job will always be at risk if you apply for a perm role as your manager will be made aware. this makes it very difficult to continue if you are unfortunate enough to get the role you were interviewing for.

Interviews terrify me, I'm so nervous and may not present well.



Length of assignment / PT or FT basis

How long worked for the council	
Less than 3 months	11%
3-6 months	15%
6-12 months	18%
1-2 years	14%
2-5 years	21%
5 years or more	23%
Don't know	0%
Prefer not to say	0%

Almost a quarter of respondents have worked for the council for 5 years or more and 21% 2-5 years.

	Full time	Part time
Agency - Opus People Solutions (53)	83%	17%
Agency – other (11)	55%	45%
Casual (28)	11%	89%
Inside IR35 (10)	40%	60%

Directorate and place of work

Directorate work in	
Adult Social Care, Public Health and The Hub	20%
Children's services	19%
Economy, Environment and Communities	34%
Resources & Transformation	34%
Don't know	20%

20% of respondents did not know what directorate they work in. 6 respondents had management responsibility.

Place of work	
Work from home or other location	53%
Other council office / building	37%
Civic Centre / Council House	31%
In the community / residential / outdoors / vehicle	19%
School	10%
Other	10%

Over half of respondents said home or other location was a place they work from. 59% live in the borough.