

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No.</b>	6
		<b>Paper No.</b>	132.5
<b>Date of meeting</b>	25 April 2024	<b>Time required</b>	15 minutes
<b>Title</b>	2023 People Survey Report		
<b>Sponsor</b>	Debbie Wright, Head of People Strategy & Services		
<b>Status</b>	OFFICIAL		

### Executive summary

The annual Civil Service People Survey was launched in LeO on 13 September and closed on 23 October 2023. We had 175 responses, giving a 57% response rate, a 5% decrease on last year. Of these respondents 136 were in Operations roles (50% of Operations overall) and 39 from Corporate (80% of Corporate overall). LeO's response rate was 8% lower than the Civil Service overall (65%).

The detailed report has been shared with colleagues and was a substantive agenda item at the RemCo meeting in March. The report details the key findings, with the survey results being broken down into 2 key areas: the Employee Engagement Index and 9 Core Themes, which are underpinned by a series of engagement statements and questions for each individual theme. There are also two main questions that focus on discrimination, bullying and harassment. Comparisons to 2022 and 2021 results were provided where available, as were comparisons to headline Civil Service scores for some wider context.

When considering the findings, it should be noted that partial responses contributed to the final response rate. As none of the questions are mandatory, this means that an individual may answer only one question but still have their response counted in the final response rate. At headline level it is not possible to ascertain which questions have or have not been answered by individuals, thereby potentially undermining the validity of the percentages across the headline results as a whole.

Key points to draw to Board's attention are:

- This year the learning and development and organisational objectives and purpose scores increased; pay and benefits was the only core theme to see a year-on-year decrease over a 3-year period. The remaining core themes saw small decreases but broadly held up following increases in 2022 and remained higher than in 2021.
- The engagement score represents the extent to which employees feel engaged with their organisation based on 5 key statements, with 0% very disengaged, 100% very engaged. LeO's score for 2023 was **56%**, a **3%** decrease compared to 2022 but 6% higher than in 2021.

- The highest scoring of the 9 core themes were: Organisational Objectives and Purpose (89%); My Manager (75%); and Inclusion and Fair Treatment (75%), a position unchanged from last year.
- The lowest scoring of the 9 core themes were: Pay and Benefits (23%); Learning and Development (51%); and Leadership and Managing Change (55%), a position unchanged from last year.
- In response to the questions related to discrimination and bullying/harassment, **83%** and **85%** of respondents who answered these questions said they did not feel discriminated against or harassed/bullied respectively. This represents a decrease of 4% and 9% compared to 2022, but the scores remain higher than in 2021 when they stood at 76% and 84% respectively.
- Analysis of the employee engagement index by protected characteristic indicates broadly similar scores to last year across most of the groups. The lowest engagement scores can be seen for male and disabled respondents, at 55% and 57% respectively - although at 57% this year's figure for disabled respondents is a 4% improvement on 2022. The most improved score was for those respondents identifying as bisexual, gay, lesbian or any other sexual orientation – at 60%, this is an 8% improvement compared to 2022.
- This year the Equality, Diversity and Inclusion section has been extended to include feedback from those with caring responsibilities.
- The PERMA Index measures the extent to which employees are 'flourishing' at work. A score of 100% indicates that respondents gave the most positive response possible to all five questions, whereas a score of 0% indicates the opposite. LeO's PERMA index for 2023 is **74%**, a 1% improvement on 2022.
- The Proxy Stress Index measures conditions that can contribute to stressful environments and is based on Health and Safety Executive stress management standards. A score of 100% indicates that respondents gave the most negative response possible, suggesting they are operating in a highly stressful environment. A score of 0% indicates the opposite. LeO's score for 2023 is 30%, a small negative shift of **1%** compared to 2022, but 7% higher than in 2021.
- The survey contained the free text question '**What is the one change you would most like your organisation to make in the next 12 months?**' There were 122 free text responses (compared to 126 last year), covering a range of themes. The 5 areas attracting the highest number of comments were: pay and benefits; hybrid working; workload; training and development and operational processes, broadly similar to last year, although this year saw an increase in the number of references to workload.

### Next steps

As was the case last year, 'safe space' meetings will take place with the networks in April, to explore further the experiences of staff with protected characteristics and caring responsibilities. Manager-led sessions with individual teams will be held in early May to obtain further feedback/insights. Findings will inform the 2024-25 People Strategy deliverables and

ED&I Strategy and action planning where applicable.	
<b>Recommendation/action required</b>	
Board is asked to <b>note</b> the 2023 People Survey headline findings.	
<b>Equality Diversity and Inclusion</b>	
<b>EDI implications</b>	<b>Yes</b>
The People Survey captures feedback across a range of areas impacting the employee experience, of which EDI is a key part. There is a specific section of the People Survey report which focuses on feedback from employees with protected characteristics.	
<b>Freedom of Information Act 2000 (Fol)</b>	
<b>Paragraph reference</b>	<b>Fol exemption and summary</b>
N/A	N/A