

Workforce support 2018-19: feedback survey report



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Summary

During 2018/19, organisations that received support from the Local Government Association's (LGA's) workforce team were asked to complete a short online feedback survey. The results will be used to ensure that the support the team provides remains as effective as possible.

Methodology

An online survey was sent to organisations that received support that completed during 2018-19. This included English councils, as well as other public sector organisations across the UK. The survey was sent to each respondent soon after their support was completed. A total of 60 surveys were sent, and 18 responses were received – a response rate of 30 per cent.

Key messages

The results show that the LGA's workforce support during 2018/19 has been well received, with all respondents expressing satisfaction with their support. All had at least a small increase in confidence in their organisation's approach to workforce issues as a result of the support. All said that their objectives had been achieved to some extent and nearly all said that they would be likely to recommend the LGA's workforce support if asked.

Results

- **Satisfaction with support received:** All 18 respondents said that they were either very or fairly satisfied with the support they received.
- **Confidence in approach to workforce issues:** Having worked with the LGA team, nearly all (94 per cent – 17 respondents) said that they felt more confident about their organisation's approach to workforce issues, to either a great or moderate extent.
- **Objectives:** Nearly all (94 per cent – 17 respondents) said that they and the LGA team had agreed objectives for the process.
- **Objectives achieved:** Most of those who had agreed objectives (83 per cent – 14 respondents) said that their objectives had been fully or largely achieved and the remaining three respondents (18 per cent) said that they had been partially met.
- **Alternative support:** If they had not engaged the LGA workforce team for this work, respondents were asked what, if anything, they would have done instead. Fifty six per cent (10 respondents) said that they would have procured an alternative provider, 22 per cent (four respondents) would have developed an in-house solution and 17 per cent (three respondents) would not have taken action in the short term.

- **Recommendation of the LGA's workforce support:** Most (94 per cent – 17 respondents) said that they would be very or fairly likely to recommend the LGA's workforce support.

Introduction

During 2018/19, organisations that received support from the Local Government Association's (LGA's) workforce team were asked to complete a short online feedback survey. The results will be used to ensure that the support the team provides remains as effective as possible.

Methodology

An online survey was sent to organisations that received support that completed during 2018-19. This included English councils, as well as other public sector organisations across the UK. The survey was sent to each respondent soon after their support was completed. A total of 60 surveys were sent, and 18 responses were received – a response rate of 30 per cent.

Whilst this level of response is normal for a survey of this kind, it means that these results should not be taken to be more widely representative of the views of all those who received support from the workforce team. Rather, they are a snapshot of the views of this particular group of respondents.

Please note the following when reading the report:

- Where tables and figures report the base, the description refers to the group of people who were asked the question. The number provided refers to the number who answered each question. Please note that bases vary throughout the survey.
- Throughout the report, percentages in figures and tables may add to more than 100 per cent due to rounding.

Workforce 2018-19 initial feedback survey

This section provides full results for each survey question.

All respondents were asked how satisfied or dissatisfied they were with the support that their organisation received. All 18 respondents said that they were either very or fairly satisfied.

Table 1: Overall how satisfied or dissatisfied were you with the support your organisation received?		
	Number	Per cent
Very or fairly satisfied	18	100
Very satisfied	14	78
Fairly satisfied	4	22
Neither satisfied nor dissatisfied	0	0
Fairly dissatisfied	0	0
Very dissatisfied	0	0
Don't know	0	0

Base: all respondents (18 respondents)

Respondents were then asked to what extent, if at all, they felt more confident about their organisation's approach to workforce issues, having worked with the LGA team. Nearly all (94 per cent – 17 respondents) said that they felt more confident, to either a great or moderate extent.

Table 2: To what extent if at all do you feel more confident about your organisation's approach to workforce issues, having worked with the LGA team?		
	Number	Per cent
To a great or moderate extent	17	94
To a great extent	9	50
To a moderate extent	8	44
To a small extent	1	6
Not at all	0	0
Don't know	0	0

Base: all respondents (18 respondents)

All respondents were asked if they and the LGA team had agreed objectives for the workforce support process. Nearly all (94 per cent – 17 respondents) said that this was the case.

Table 3: Did you and the LGA team have agreed objectives for the process?		
	Number	Per cent
Yes	17	94
No	1	6
Don't know	0	0

Base: all respondents (18 respondents)

Those respondents who had agreed objectives were asked if these had been achieved. Most (82 per cent – 14 respondents) said that this was the case and the remaining three respondents (18 per cent) said that their objectives had been partially met.

Table 4: Were the objectives that you agreed achieved?¹		
	Number	Per cent
Fully or largely achieved	14	82
Fully achieved (met all goals)	12	71
Largely achieved (met most goals)	2	12
Partially achieved (met some goals)	3	18
Not achieved (met none of the goals)	0	0
Don't know	0	0

Base: all respondents who had agreed objectives (17 respondents)

Respondents were asked, if they had not engaged the LGA workforce team for this work, what, if anything, they would have done instead. Fifty six per cent (10 respondents) said that they would have procured an alternative provider, 22 per cent (four respondents) would have developed an in-house solution and 17 per cent (three respondents) would not have taken action in the short term.

¹ Whilst the individual 'fully' and 'largely' answer options displayed in Table 4 appear to sum to 83 per cent, this is due to the fact the figures in the table have been rounded to the nearest whole number. Please note that this may also occur in other parts of the report where answer categories are combined.

Table 5: If you had not engaged the LGA workforce team for this work, what, if anything, would you have done instead?

	Number	Per cent
We would have procured an alternative provider	10	56
We would have developed an in-house solution	4	22
We would not have taken action in the short term	3	17
Other (please specify)	1	6
Don't know	0	0

Base: all respondents (18 respondents)

One respondent chose the 'other' option and said:

"I had an in-house solution and was just testing it."

County council

Respondents were asked how likely they would be to recommend the LGA's workforce support to other organisations if asked about it. Most (94 per cent – 17 respondents) said that they would be very or fairly likely to do so.

Table 6: Taking everything into consideration, how likely would you be to recommend our workforce support to other organisations if asked about it?

	Number	Per cent
Very or fairly likely	17	94
Very likely	15	83
Fairly likely	2	11
Not very likely	0	0
Not at all likely	0	0
Don't know	1	6

Base: all respondents (18 respondents)

Respondents were invited to provide any comments that LGA could use as quotes to help promote the workforce support to other organisations, and some examples of their responses are shown below:

"The bespoke review of organisational culture within the council was commissioned from, and undertaken by, the LGA. This provided an invaluable assessment and has been a real catalyst for positive change across the organisation. The process was robust and independent but also sensitive to the organisational needs and challenges. A great piece of work which was delivered professionally and objectively."

Unitary authority

“The LGA's workforce support [was] a valuable resource which aided a transparent report, based on facts, to be presented to full council for approval.”

Shire district

“The chief officer job evaluation scheme was a straightforward cost effective solution to evaluate roles and responsibilities following our restructuring of posts.”

Welsh unitary

“Very thorough and professional support that closely aligned to the needs of my council.”

Shire district

“The workforce team are knowledgeable and personable, the learning for ourselves is two way, LGA takes our experience into consideration in a co-design, co-delivery recipe that works well.”

Other public sector

Respondents were then asked if they had any further comments about the workforce support they received. One respondent gave a response and this is provided below.

“Follow up email discussions were dealt with promptly and efficiently with a meeting booked in early summer to review our progress, so plenty of support.”

County council

Finally, respondents were asked if they would like more information about any further workforce support from the LGA, and responses are provided in Table 7.

Table 7: If you would like more information about any further workforce support from the LGA please select the support you are interested in from the list below:

Type of workforce support	Number of respondents	Per cent
Employee engagement	5	28
Chief Executive 360 appraisal	5	28
HR Review	4	22
Job evaluation	4	22
Performance and capability enhancement	3	17
Workforce planning	3	17
Pay and grading review	3	17
Creating effective organisations	2	11
Organisational culture review	2	11
Good manager training	2	11
Bespoke consultancy	1	6
Flexible working	1	6
No further support is needed at this time	11	61
Other (please specify)	0	0

Base: all respondents (18 respondents)

Annex A: Questionnaire

1. Overall, how satisfied or dissatisfied were you with the support your organisation received?

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Don't know

2. To what extent, if at all, do you feel more confident about your organisation's approach to workforce issues, having worked with the LGA team?

To a great extent
To a moderate extent
To a small extent
Not at all
Don't know

3. Did you and the LGA team have agreed objectives for the process?

Yes
No
Don't know

If yes:

4. Were the objectives that you agreed achieved?

Fully achieved (met all goals)
Largely achieved (met most goals)
Partially achieved (met some goals)
Not achieved (met none of the goals)
Don't know

5. If you had not engaged the LGA workforce team for this work, what, if anything, would you have done instead:

We would have procured an alternative provider
We would have developed an inhouse solution
We would not have taken action in the short term
Other (please specify)
Don't know

6. Taking everything in to consideration, how likely would you be to recommend our workforce support to other organisations if asked about it?

Very likely
Fairly likely
Not very likely
Not at all likely
Don't know

7. We would welcome any comments that we could use as quotes to help promote the LGA's workforce support to other organisations. Please use the space below
8. Please indicate below whether you would like your comment to be used anonymously or whether you would be happy for us to include your name and organisation alongside it:

I would like my quote to be anonymised

I am happy for my quote to be used alongside my name and organisation

9. If you have any further comments about the workforce support you received, please use the space below.
10. If you would like more information about any further workforce support from the LGA, please select the support you are interested in from the list below:

Employee engagement
Flexible working
Workforce planning
HR review
Chief Executive 360 appraisal
Creating effective organisations
Performance and capability enhancement
Organisational culture review
Job evaluation
Pay and grading review
Good manager training
Bespoke consultancy
Other (please specify)
No further support is needed at this time



Local Government Association

Local Government House
Smith Square
London SW1P 3HZ

Telephone 020 7664 3000
Fax 020 7664 3030
Email info@local.gov.uk
www.local.gov.uk

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