

STAFF SURVEY

5 key drivers of engagement

Impact	Question	Theme	Response favourability			Comparison
🎯	The purpose of the Corporation makes me feel good about my work	Purpose	46%	39%	15%	-27
🎯	I have confidence that my career aspirations can be met at the Corporation	Pay and Reward	35%	33%	32%	-8
🎯	I feel valued and recognised for the work that I do	Pay and Reward	55%	20%	25%	-7
🎯	I feel appropriately supported through change	Change	33%	38%	29%	-5
🎯	The the Corporation has a culture of openness and transparency	Purpose	26%	34%	39%	n/a

2018 vs 2022 survey results on key drivers

Response rate-2018 62% - 2,310 employees

2018 Engagement index 56%

I understand how my work contributes to CoL 81%

Open and honest communication 35%

Recognised for when I have done a job well 78%

City of London manages change effectively 29%

I know the natural career pathway & progression 56%

Believe action will be taken following this survey 35%

Response rate 2022 51% 1476 employees

2022 Engagement index 52%

Valued and recognised for work 46%

Culture has open and transparency 26%

Valued and recognised for the work I have done 55%

I feel appropriately supported through change 33%

confidence in my career aspirations can be met 35%

Believe action will be taken following this survey 24 %



Positive feedback from Survey

People - Work - City

Pride in working for the corporation

Diverse and historic organisation

Colleagues help and support each other

Employees are the greatest asset

Opportunities to learn and progress

Positive impact on the city's communities

Work commenced on the equality, diversity and inclusion



Key focus following the survey – **Purpose**

- Purpose to be clearly defined across the organisation and Institutions as the survey highlighted the differences on purpose between the two
- Strategy and aims to be refreshed
- More visible leadership ,site visits, roadshows,
- Greater communication on how departmental work fits in to the overall purpose of the City Corporation

A decorative graphic at the top of the slide consisting of several overlapping, wavy, curved shapes in various shades of green, ranging from light to dark.

Key focus following the survey – **Change**

- Support and training across all levels how change management is approached
- Communication of success stories of changing practice
- A forum available to share good practice and lessons learnt when change didn't go to plan
- Use of infographics to share how the change is making a difference, “you said we did”
- More briefings from senior staff via various communication modes
- Continue to increase agility of the workforce



Key focus following the survey – **Pay & Reward**

- A review and refresh of pay and reward to be undertaken
- Review of flexible working, survey results showed 2 – 3 days in office desirable
- Review learning offer and greater investment to support career progress and succession plan across the organisation

Additional Responses- infographic



Roadshows

Start at the end of June/July

Format High level results and overarching actions

Results on departmental level

HRBP's to work to support departmental action plans

Hear from you Q&A

Possible locations

- Guildhall, GSMD, Barbican, Mansion House, Old Bailey, LMA
- Other venues, but might be more challenging: Spitalfields, Epping Forest or Hampstead Heath, Ports, HARC, Barbican estates, Tower Bridge, due to nature of roles and shift patterns

