

EDI Directorate – Staff Survey 2022 engagement plan

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City Corporation Vision

Our Vision

The City of London Corporation is the governing body of the Square Mile dedicated to a vibrant and thriving City, supporting a diverse and sustainable London within a globally-successful UK.



City Corporation Corporate Plan 2018 to 2023

Appendix 3

The **Corporate Plan** sets the vision & direction for the City Corporation, providing a 'golden thread' for all we do:

Contribute to a **Flourishing Society**

People have good health and wellbeing, equal opportunities to enrich their lives/reach their potential and feel safe in cohesive communities that have the facilities they need.

Shape **Outstanding Environments**

Clean air, land and water, sustainable natural environment and spaces that are secure and well maintained. Inspiring enterprise and are digitally and physically well connected.

Support a **Thriving Economy**

The best legal and regulatory framework, a global hub for innovation, businesses are trusted and socially responsible and can access skilled and talented people.



Your Voice Matters 2022: Staff Survey Focus Group Overview

In February 2022, the City Corporation launched the 'Your Voice Matters' staff survey.

In October 2022, the EDI directorate facilitated four focus group sessions to dig deeper into some of the staff survey results.

The focus group feedback been used to develop an engagement plan to increase employee engagement across the City Corporation.



Employee engagement at City of London

Employee engagement represents the deep emotional connection that employees have to their organisation and work. Employees who feel committed, motivated, and are advocating, thrive best and are shown to help create organisational performance. (See: <https://engageforsuccess.org/>)

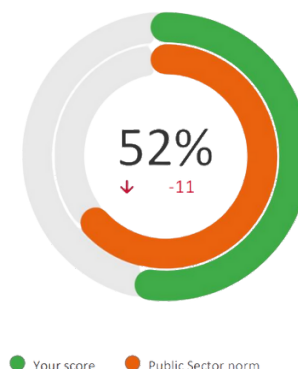


Your Voice Matters 2022: Staff Survey Results



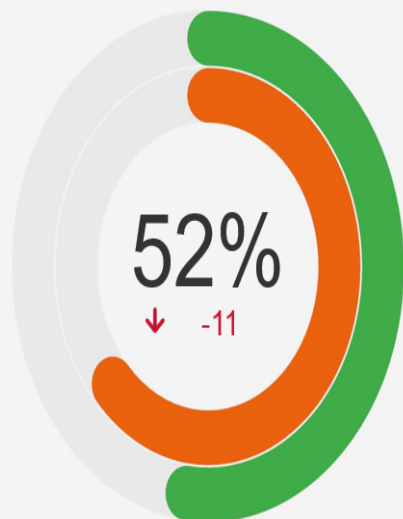
The overall employee response rate was **51%**.

This is below the public sector average score



The overall engagement rate was 52%.

This is 11% below the public sector average score.



● Your score ● Public Sector norm

Items comprising the Engagement score

Question	Response favourability			Comparison
I am proud to say I work for the Corporation	65%	27%	8%	-12
I believe action will be taken as a result of this survey	24%	38%	38%	-22
I have a best friend at work	33%	33%	35%	n/a
I would still like to be working at the Corporation in two years' time	60%	25%	15%	-10
If asked, I would say to friends and family that the Corporation is a good place to work	62%	25%	13%	-6
People help and support each other here	68%	22%	11%	-5

● Favourable ● Neutral ● Unfavourable

What is going well – People Insights findings, 2022

Appendix 3





YOUR VOICE MATTERS

Results and Next Steps
Year of Our People

Things that are going well:

Learning and Development

opportunity for new experiences, freedom to be creative, innovate and contribute to the vision





The Culture and Environment

friendly, open, energised, focus on wellbeing



Pride

– prestigious, historical and influential organisation with a positive impact on communities in London



Benefits

– Generous annual leave entitlement, flexible working, good pay and pension scheme, central office location

The Job

– interesting, varied, challenging, fulfilling, stability, job security



City of London



CITY OF LONDON

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What staff would like to see – People Insights findings, 2022

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Things you would like to see:



Flexible Working Policy

review arrangements and allow employees to manage their work-life balance.

Reward – feeling valued, listened to and paid fairly.



Bureaucracy & Decision-Making

increase transparency, improve communication and simplify processes to increase agility



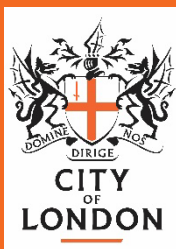
Culture and Speaking-Up

reduce fear and stigma associated with voicing an opinion, ensure everyone is treated fairly and increase well-being support

- Benchmarking questions for future surveys

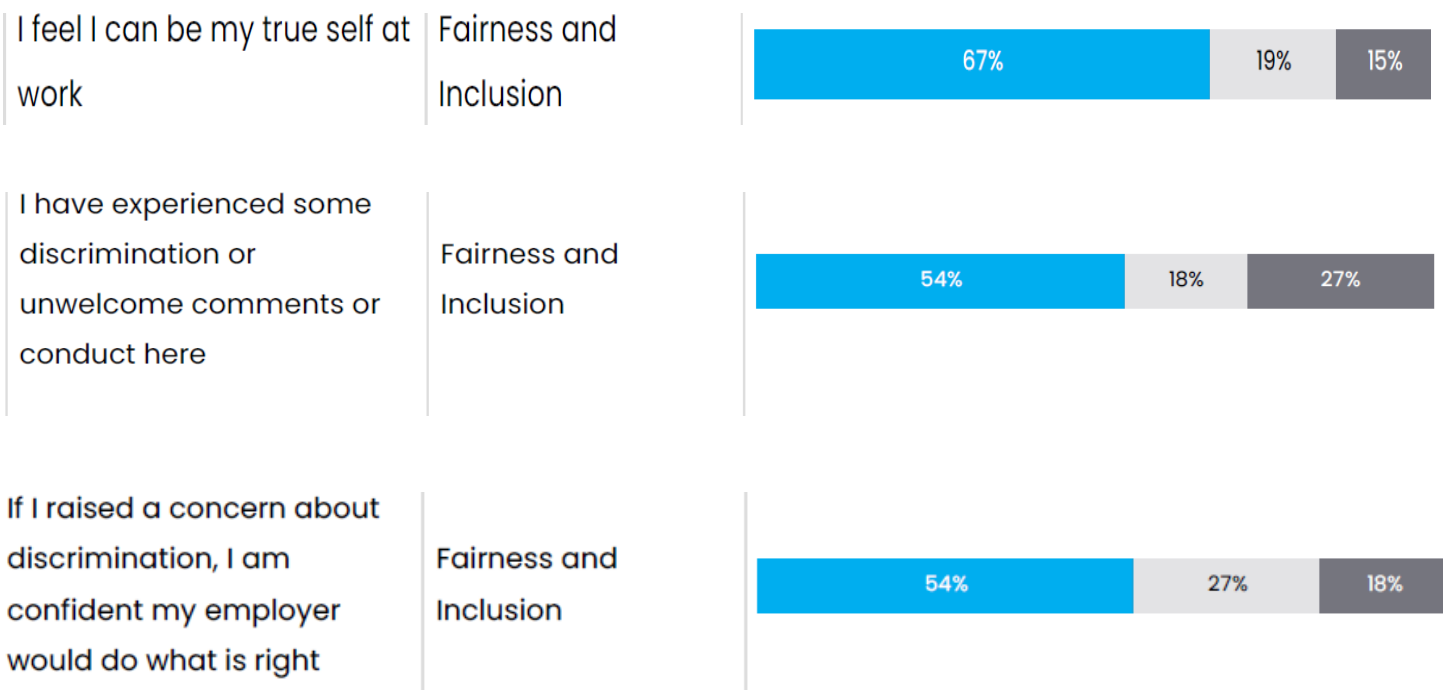
3 cross-cutting areas

- Inclusion
- Leadership
- Management



Inclusion questions, 1-3

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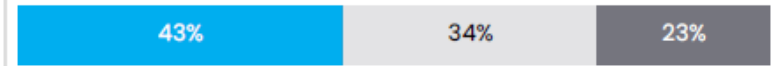


Leadership questions, 1-3

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Our culture enables
diversity of thought and
people to thrive

Fairness and
Inclusion



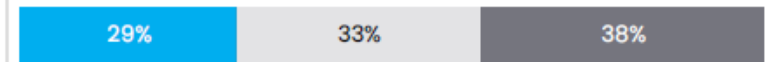
Leaders understand that
Diversity is critical to our
future success

Fairness and
Inclusion



Senior leaders manage
change well and
communicate this to staff

Change



Management questions, 1-3

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My line manager engages with in career conversations and takes time to coach me and develop my skills

Leadership



In my team we are able to have discussions about things that are uncomfortable or difficult

Fairness and Inclusion



I have the right opportunities to learn and grow and can access the training and development I need to do my job

Enablement and Autonomy



EDI Directorate - Staff Survey engagement plan 2022

3 actions we will take:

- (i) Facilitate **engagement focus groups** or workshops every 6 months
- (ii) Set an aspirational target to increase both staff survey response rates / overall **engagement score** by **5 points** in the next staff survey
- (iii) Organise quarterly **engagement events** – staff networks, roadshows, training, hybrid events, team and departmental meetings, etc.