

# Staff Survey 2025 results summary

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# Staff Survey Process

- The survey was designed to provide an overall measure of engagement and includes questions grouped into indexes to explore how enabled, safe, supported and connected colleagues feel. A question was also asked to measure the confidence that action will be taken as a result of the survey.
- The survey was open between 2 June to 25 June 2025 and was available to all staff (including agency and casual staff) across the Council, except schools. Access was provided to the survey online through a secure web address (accessible on mobile devices) or via paper survey which was made available to some teams within the organisation. All paper surveys were returned in freepost envelopes to protect confidentiality.



# Staff Survey Process

- **Results are shown as % positive, which are representative of the number of agree and strongly agree responses as a percentage of the overall responses. There may be a 1% difference either way between the overall % positive and the sum of the % agree and % strongly agree responses due to rounding differences in the way the numbers are calculated. Results are shown throughout the report according to the following scales:**

Agreement scale:



- **Comparisons to 2024 results and the Council overall are made through out the report. These are shown as Var to 2024 and Var to Hillingdon Council respectively.**



# Staff Survey Summary

- An 8% increase in response rate since 2024, with good representation across much of the Council.
- Positive improvement since 2024 on all but one question and significant improvement (>4%) on 9 questions.
- Significant improvement in engagement in a number of teams within Adults Social Care and Health and Corporate Services.



# Staff Survey Summary

- **High scores, well above the external benchmark (EBM) for:**
  - **understanding how my role contributes (95%, + 14% var to EBM);**
  - **being clear about what's expected of me (94%, +11% var to EBM);**
  - **and being treated with dignity and respect (93%, +10% var to EBM).**
- **8% increase on feeling action has been taken as a result of the survey.**
- **Positive improvements seen across almost all demographic groups since 2024.**



# RESPONSE RATE: 63% (1548/2475)

All staff (permanent, agency & casuals) had the opportunity to complete the survey either online or on paper. In total 1548 responses were received out of a total of 2475 colleagues, giving an overall response rate of 63%. This is a significant uplift on 2024 (+8% points). Only 25 paper surveys were received. The Place Directorate has less than 35% representation so detailed data will not be shared for this Directorate and the high level results should be viewed with caution as they may not be representative.

Team name	Responses	Quota	Response rate	Change
Hillingdon Council	1548	2475	63%	+8
Adult Social Care and Health	279	497	56%	-2
Children's Services	451	588	77%	+21
Corporate Services	268	313	86%	+22
Finance	157	222	71%	+11
Homes & Communities	219	382	57%	-7
Place *Caution*	163	473	34%	-4



# OVERVIEW OF YOUR RESULTS: Index Scores

The index scores are the overall average response for each group of questions. Green indicates the % of positive (agree & strongly agree) responses, yellow indicates the % of neutral (neither agree nor disagree) responses and red indicates the % of negative (disagree or strongly disagree) responses.

## Engagement



## Safe



## Enabled



## Supported



## Connected



## Action



# OVERVIEW OF YOUR RESULTS: Highlights & lowlights

## Your highlights:

#	Index	Statement	Answer Distribution		Council overall	Var to 2024	Var to EBM
1	Engagement	I understand how my role contributes to the performance of my service	35	60	95%	+1%	+14%
2	Enabled	I am clear what is expected of me in my role	34	60	94%	+1%	+11%
3	Supported	My colleagues treat me with dignity and respect	32	61	93%	0%	+10%
4	Enabled	My line manager/supervisor trusts me to make decisions about my work	34	58	92%	+1%	+4%
5	Supported	I am treated with dignity and respect by my line manager/supervisor	27	64	91%	+2%	+8%

## Your lowlights:

#	Index	Statement	Answer Distribution					Council overall	Var to 2024	Var to EBM
1	Action	I believe action will be taken in my service as a result of this survey	11	12	27	30	20	50%	+8%	-4%
2	Connected	Teams within Hillingdon Council collaborate effectively	17	20	40	15	55%	+7%	-11%	
3	Engagement	I feel valued by Hillingdon Council	9	11	24	34	21	55%	+2%	-8%
4	Supported	Changes in my service are led, managed and supported in an open way	8	12	22	35	24	59%	-1%	-1%
5	Connected	I am satisfied with the visibility of Corporate Management Team (CMT)	10	25	39	20	59%	+10%		



# OVERVIEW OF YOUR RESULTS: Change on 2024

Your most positive change on 2024:

#	Index	Statement	Answer Distribution				Council overall	Var to 2024	Var to EBM
1	Connected	I am satisfied with the visibility of Corporate Management Team (CMT)	10	25	39	20	59%	+10%	
2	Enabled	My physical work environment enables me to give my best at work	9	15	44	28	72%	+10%	-2%
3	Action	I believe action will be taken in my service as a result of this survey	11	12	27	30	20	+8%	-4%
4	Connected	Teams within Hillingdon Council collaborate effectively	17	20	40	15	55%	+7%	-11%
5	Safe	Hillingdon Council feels like a fair and inclusive place to work	16	46	28		74%	+7%	+8%

Your least positive change on 2024:

#	Index	Statement	Answer Distribution				Council overall	Var to 2024	Var to EBM	
1	Supported	Changes in my service are led, managed and supported in an open way	8	12	22	35	24	59%	-1%	-1%
2	Supported	I can rely on my line manager/supervisor to be there for me if I need help or support		27	59		86%	0%	-1%	
3	Supported	My colleagues treat me with dignity and respect		32	61		93%	0%	+10%	
4	Enabled	I am clear what is expected of me in my role		34	60		94%	+1%	+11%	
5	Engagement	I understand how my role contributes to the performance of my service		35	60		95%	+1%	+14%	



# Organisational priorities

- **Engagement & Visibility**
  - Improved staff communications – Directorate and council wide. Continue with Council Connects and Back to the Floor series, and more in Directorates
  - Adoption of Viva Engage to enhance two-way communications
  - Induction sessions by face to face and videos in Directorates
  - Engaging with non-networked services and individuals
- **Feedback into Actions**
  - Present survey findings through multiple methods, and communicate action plans and progress
  - Hold focus groups on priority issues identified within the survey
- **Enhancing the Work Environment**
  - Continue to refresh and modernise facilities to support productivity and wellbeing
  - Drive digital improvement – upgrading technology, streamlining systems and ensuring staff have access to digital tools and the training they need



# Organisational priorities

- **Fostering Inclusion & Enhancing Wellbeing(mental health & wellbeing actions included)**
  - Reduce absence through promoting a healthy worklife balance, wellbeing initiatives, understanding role pressures
  - Provide managers with the skills to have Mental Health conversations
- **Collaboration, Communication and Transparency**
  - More good news stories, and capture information to 'celebrate success' within 6 month and annual appraisal forms
  - More explaining of the council's financial position and next steps
  - More wider SMTs and staff meetings, with Senior Managers having greater visibility in them
  - Review and repurpose the Employee Engagement Working Group
  - Develop effective communication skills programme to support managers; to include empathy, active listening etc

