

MHRA Board**MHRA Board meeting
11 April 2016**

<u>Title:</u> People Survey 2015/16
<u>Issue/ Purpose:</u> Inform the Board of the high level People Survey results and plans for related action
<u>Summary/Key points:</u> The People Survey response rate and overall scores were an improvement on the previous year and the agency is now within the top 25% Civil Service performers in this respect. It is however recognised that there are further improvements to be made, both pan agency and within individual divisions and action plans are now in place to address these.
<u>Timings:</u> The People Survey is an annual event
<u>Action required:</u> The Agency Board is asked to note the report
<u>Links:</u>
<u>Author:</u> Vanessa Birchall-Scott, Director of Human Resources
<u>FOI/publication issues:</u> None – the People Survey results are openly published
<u>Sponsor:</u> Peter Commins, Chief Operating Officer

2015 People Survey

Background

In October 2015 agency staff were invited to participate in the annual Civil Service People Survey (survey).

The response rate for the survey was 71%; an increase of 6% on the response rate of the previous year. This suggests that a significant proportion of agency staff felt that their voices would be heard and the messages fed back are statistically robust in terms of the overall population of staff.

Survey Results

The overall survey scores are summarised on the attached chart and highlights follow:

The agency overall Engagement Index score was 63%; an increase of 4% on the previous year. This is also 4% higher than the Civil Service average and for the very first time edges the agency into the Civil Service High Performers Group (top 25 % of most engaged organisations).

The 9 survey themes:

The agency scored improvements against all 9 of the survey themes:

- **My Work:** 79% positive, up 4%
- **Organisation Objectives and Purpose:** 86%, up 3%
- **My Manager:** 66%, up 4%
- **My Team:** 79%, up 4%
- **Learning and Development:** 49%, up 6%
- **Inclusion and Fair Treatment:** 73%, up 1%
- **Resources and Workload:** 75%, up 4%
- **Pay and Benefits:** 29%, up 5%
- **Leadership and Managing Change:** 49%, up 9%

Our biggest improvement was in the Leadership and Managing change theme and this along with My Work and My Manager have been identified as the three key levers most likely to drive organisational engagement.

The 5 individual engagement index indicator responses:
(resulting in the overall 63% engagement index score)

- **I am proud to tell others I am part of the agency:** 72%, up 7%
- **I would recommend the agency as a great place to work:** 59%, up 10%
- **I feel a strong personal attachment to the agency:** 52%, up 8%
- **The agency inspires me to do the best in my job:** 52%, up 10%
- **The agency motivates me to help it achieve its objectives:** 48%, up 10%

Free text:

There are a number of opportunities for staff to provide free text responses alongside scores within the survey and the anonymised free text was collated and provided to the agency as part of the feedback.

Comment

Whilst the overall and divisional response rates and engagement scores have improved and this is clearly good news, it is recognised that some of the scores should be higher and some individual, theme-based, divisional scores have not improved. This means that whilst there has clearly been progress, there are still issues to be addressed pan agency and within specific divisions.

Related Action

The Corporate Executive Team (CET) has received all data and text feedback for the agency. The initial data report was considered by CET members in an extended Regulatory Committee meeting in November 2015 and an analysis of the free text was discussed alongside an early draft of a pan-agency action plan in the CET meeting in January 2016.

The draft pan-agency action plan had been informed by the previous year's action plan and related feedback and a workshop held in a Senior Leadership Group meeting in December 2015.

Throughout the year a People Survey Focus Group, led by the Director of Human Resources, has supported the survey process, related communications and divisional and pan agency action planning.

The divisional and pan-agency action plans were discussed and agreed by CET in their meeting in March 2016 and these have now been publicised on INsite. An update on progress is due in June 2016.