



Board 3 November 2009

Items for Information

1. Introduction

The attached are for information:

- (i) Chief Executive's Report
- (ii) Health and Safety Report
- (iii) Delegated Decisions 11 September - 21 October 2009
- (iv) Petitions Monitoring
- (v) Minutes : Finance Committee held on 17 September 2009

2. Recommendation

Board is asked to receive these for information.

Contact Officer:

If you have any questions about this report that you would like clarifying before the meeting, you can contact Maureen Dickson, Company Administrator & Board Support Officer by telephone on 0191 278 8624 or email maureen.dickson@yhn.org.uk



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Chief Executive's Briefing

Report by John Lee Chief Executive

For information

1. Staff survey 2009

1.1 We commissioned Right Management in May 2009 to design and deliver a staff survey to review employee attitude in a range of areas including terms & conditions, training & development, health & wellbeing and equality & diversity. This diagnostic exercise was intended to assess our progression against the Investors in People (IiP) health & wellbeing framework as well as measuring satisfaction of our employees in line with the Housemark Indicator.

1.2 Design and Delivery

The survey was designed to include 100 items based around 9 themes considered important to YHN as an employer and its business activity, as well as being good predictors of the state of the psychological contract.

The survey themes included Mission & Strategic Objectives, Line Management, Managers, Communication, Learning & Development, Recognition & Reward, Culture, Health & Wellbeing and Individual Role & Empowerment. Two open-response questions were included asking employees what the best thing was about working for YHN and if it were within their power, what one thing they would change about working for YHN.

A mixed online and paper methodology was used to ensure maximum uptake and greater confidence in the results collected. This was supported by a targeted communications strategy and confidential support for employees. The fieldwork period covered 20 days during July 2009. In addition, Right Management designed and delivered 2 Focus Groups with a sample of 12 Managers and 12 Non-Managers from across the organisation. The purpose of these focus groups was to validate and contextualise some of the key quantitative findings, as well as to obtain employee recommendations regarding areas of improvement and next steps.

1.3 **Benchmarking**

YHN requested the comparison of collected data against a relevant benchmark. The 2008 Right Management benchmark was collated from a survey of a representative sample of 28,800 employees globally, across 15 different countries. In the UK, the benchmark data includes 3,500 responses to their 100-item survey. Within this benchmark, they were also able to identify those organisations within the public sector to compare the most relevant data against YHN which includes responses from various social & housing services and organisations.

Similarly, they hold a benchmark for High Performing Organisations. When analysing the data for YHN, it was felt that this would also be a useful comparator since theme-level results were well ahead when compared to the public sector benchmark.

1.4 **Response rate**

The survey achieved an impressive 69.9% response rate (584 respondents) driven by a targeted communications campaign that included posters, screensavers, Management buy-in and individual reminders to employees to complete their survey before the given deadline.

As part of the drive towards a high response rate, YHN pledged to donate 50p per completed survey to the charity that received the greatest number of votes. As a result of this £292 has been donated to Children's Heart Unit Fund, Freeman Hospital (CHUF).

1.5 **Summary of results**

The full report and a detailed presentation of the organisation wide analysis is available on the Intranet. Each Director has an analysis of the results for their individual Directorate to take forward. In brief organisationally:

- I am satisfied with my job – 63%
- Overall I am satisfied with YHN as an employer – 73%
- YHN is a great place to work – 66%

Your average YHN employee is:

- Highly committed to YHN and doing what is required to help the organisation succeed
- Clear about the mission, strategy and objectives of YHN
- Feeling encouraged and supported
- Clear about their role

But some are ...

