

Senedd Commission People Survey: December 2021

April 2022



The Welsh Parliament is the democratically elected body that represents the interests of Wales and its people. Commonly known as the Senedd, it makes laws for Wales, agrees Welsh taxes and holds the Welsh Government to account.

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Senedd Commission People Survey: December 2021

April 2022

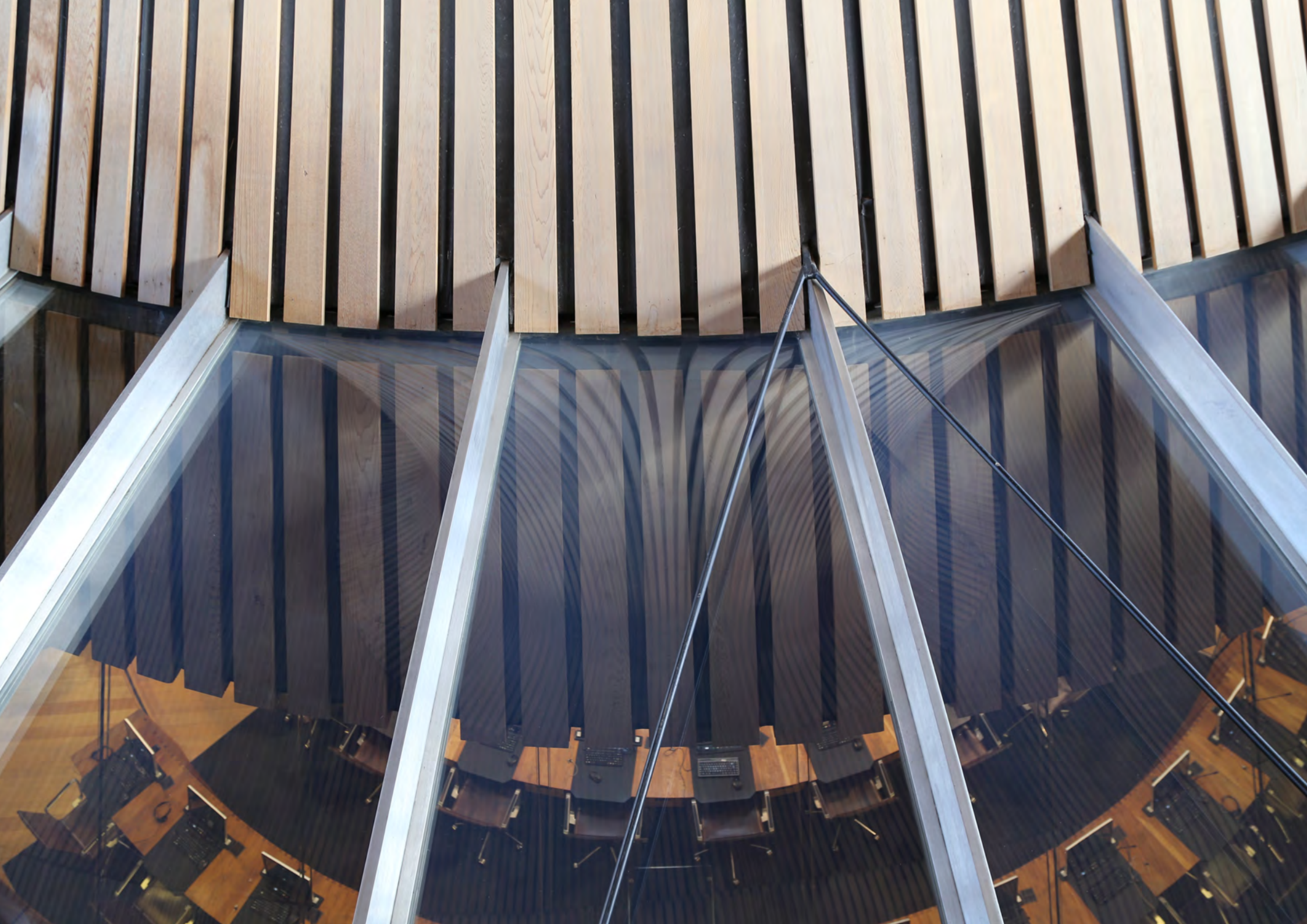




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Welcome

Thank you for engaging with our ninth annual staff survey which was conducted in an unprecedented period for the Senedd.

The past two years have been a steep learning curve for us all, so the staff survey provides us with valuable insight into how you feel the Senedd has responded to the challenges of the pandemic.

We have again partnered with WorkL, experts in employee engagement, to undertake the most recent survey, combining their expertise with our specific needs. This partnership has allowed us to continue to benchmark our results against a wider range of comparable organisations, including The Scottish Parliament.

We have also been able to compare this year's results with last year's on the six core themes:

- Reward and Recognition
- Information Sharing
- Empowerment
- Well-being
- Instilling Pride
- Job Satisfaction

The results show we have once again come together as one team to work innovatively and flexibly and supported each other through turbulent periods in our personal and professional lives.

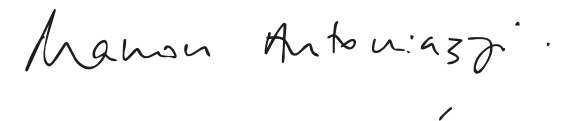
Nevertheless, we must continue to learn lessons when it comes to leadership and managing change, which is why the ongoing work on the Capacity Review and Agile Futures is so important.

We will also be taking steps to ensure that the Leadership Team has a clear

strategy more closely aligned with the Executive Board and Commission's work programmes.

These results and what they tell us will help us focus on our priorities for growth as we look ahead, and ensure that we continue to be agile and responsive in our learning.

My heartfelt thanks to all.



Manon Antoniazzi,
Chief Executive and Clerk of
the Senedd

SNAPSHOT

Happiness Index
Score:

75.5%

Engagement Index
Score:

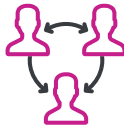
73%



Workplace Happiness Index:
Themes



77%
Reward and Recognition
(0%)



73%
Information Sharing
(-2%)



74%
Empowerment
(-2%)



72%
Wellbeing
(-1%)



79%
Instilling Pride
(-3%)



78%
Job Satisfaction
(-2%)

Senedd Commission:
Themes



77%
My Manager
(+1%)



63%
Leadership and
Managing Change (-5%)



65%
Learning and
Development (-2%)



78%
Organisational Culture
(-2%)



81%
My Team
(-1%)

Overview

This Senedd Commission people survey took place between November and December 2021. With a survey response rate of 68%, employees scored 75.5% overall within the Six Steps to Workplace Happiness framework used within this survey, and 72.5% in the Senedd core questions.

Theme	Average Score %	Difference to previous survey %
Happiness Index	75.5	-1.7
Engagement Index	73	-1
Reward and Recognition	76.9	-0.3
Information Sharing	72.6	-2.4
Empowerment	73.7	-1.8
Wellbeing	72.2	-1.1
Instilling Pride	79.1	-3.3
Job Satisfaction	77.5	-2.7
My Manager	76.7	+0.4
Leadership and Managing Change	62.7	-5.7
Learning and Development	64.7	-1.9
The Senedd Commission and its Culture	77.7	-2.4
My Team	80.5	-1.5

THE SIX STEPS TO WORKPLACE HAPPINESS

The Six Steps to Workplace Happiness is a framework that encompasses the six key drivers of employee engagement, happiness and well-being: Reward and Recognition, Information Sharing, Empowerment, Well-being, Instilling Pride and Job Satisfaction.

Workplace Happiness score:

75.5%

Difference to 2020:

-1.7%



Workplace Happiness score	75.5%	Difference to 2020	-1.7%
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Reward, recognition, information sharing and empowerment

		Strongly disagree % (0-1)	Disagree % (2-4)	Neither agree nor disagree % (5)	Agree % (6-8)	Strongly agree % (9-10)	Average %	Difference to previous survey
Reward and Recognition							76.9	-0.3
1	I am fairly paid	2.4	5.3	5.6	43.1	43.7	78.2	-0.1
2	I am happy with the hours I work	1.5	5.6	6.8	43.7	42.5	78.3	-1.0
3	I am recognised when I do something well	1.8	7.1	8.0	49.9	33.3	74.1	+0.1
Information Sharing							72.6	-2.4
4	I have enough information to do my job well	1.8	6.5	5.9	57.2	28.6	74.1	-3.4
5	Information is freely and openly shared with me	2.7	8.8	9.4	51.9	27.1	70.6	-2.7
6	My views are heard at work	2.4	8.8	6.2	49.3	33.3	72.9	-1.4
Empowerment							73.7	-1.8
7	I have what I need to do my job well	1.2	8.0	6.5	49.3	35.1	74.8	-0.3
8	I am allowed to make decisions	2.9	8.6	8.8	48.4	31.3	72.2	-5.8
9	I am trusted to make decisions	2.7	8.0	8.8	44.0	36.6	74	+0.6

Wellbeing, pride and job satisfaction

		Strongly disagree % (0-1)	Disagree % (2-4)	Neither agree nor disagree % (5)	Agree % (6-8)	Strongly agree % (9-10)	Average %	Difference to previous survey
Wellbeing							72.2	-1.1
10	My employer cares for my wellbeing	2.1	6.5	5.6	41.0	44.8	78	-1.6
11	I rarely feel anxious about work	6.5	22.1	12.1	41.9	17.4	59.6	-3.2
12	I am happy with my current working environment (working from home/ working from the Senedd / a combination of both)	1.5	5.9	7.1	35.1	50.4	79.9	+3.5
13	I feel happy at work	2.7	9.1	6.8	54.3	27.1	71.2	-2.7
Instilling Pride							79.1	-3.3
14	I do something worthwhile	2.1	3.5	6.5	51.6	36.3	76.6	-3.1
15	I feel proud to work for my organisation	1.8	3.8	5.9	37.5	51.0	81.4	-3.1
16	I would recommend my friends and family to work for my organisation.	2.7	4.4	7.7	36.6	48.7	79.1	-4.0
Job satisfaction							77.5	-2.7
17	I am treated with respect	1.5	5.6	4.4	43.7	44.8	79.4	-2.4
18	I enjoy my job	1.2	4.7	6.2	51.3	36.6	76.1	-5.2
19	I have a good relationship with my manager	0.6	0.9	2.7	31.3	64.6	87.1	-0.7
20	I am being developed	5.9	12.1	9.4	44.0	28.6	67.3	-2.8



SENEDD COMMISSION THEMES

The following questions are ones that have been used in the Senedd Commission's previous annual staff surveys, and are similar to questions found in the Civil Service People Survey.

We have chosen to include these questions again, as they provide us some measure on how we have performed against previous years.



My Manager

		Strongly disagree % (0-1)	Disagree % (2-4)	Neither agree nor disagree % (5)	Agree % (6-8)	Strongly agree % (9-10)	Average %	Difference to previous survey
My Manager							76.7	+0.4
21	My manager motivates me to be more effective in my job	1.8	4.7	5.6	51.0	36.9	77.1	+0.4
22	My manager helps me to understand my objectives and how I contribute to the Parliament's priorities	1.5	4.1	7.4	49.9	37.2	77.6	+0.3
23	My manager listens to my views	0.9	3.2	3.8	32.7	59.3	84.4	-0.1
24	Overall, I have confidence in the decisions made by my manager	0.9	2.9	4.7	36.0	55.5	83.7	+0.9
25	Individual and team contributions are noted and celebrated by my managers	2.1	4.4	3.8	40.7	49.0	80.5	-0.3
26	I receive regular feedback on my performance that helps me improve	2.7	9.1	7.1	46.0	35.1	73.7	-1.7
27	I can give my manager feedback	2.7	4.7	5.9	39.2	47.5	79.3	N/A
28	Poor performance is dealt with effectively in my team	8.0	11.2	13.0	43.4	24.5	65.3	-0.4
29	I have regular, ongoing coaching conversations with my manager	6.2	10.6	9.4	42.2	31.6	68.9	+0.2

Leadership and Managing Change

		Strongly disagree % (0-1)	Disagree % (2-4)	Neither agree nor disagree % (5)	Agree % (6-8)	Strongly agree % (9-10)	Average %	Difference to previous survey
Leadership and Managing Change							62.7	-5.7
30	I feel that the Senedd Commission as a whole is managed well	4.7	13.6	12.1	50.1	19.5	64	-5.6
31	I believe the actions of Leadership Team are consistent with the Senedd Commission's values	4.1	12.4	13.3	46.3	23.9	66.6	-4.2
32	I believe that Leadership Team have a clear strategy for the future	7.7	15.0	15.9	45.7	15.6	60.5	-6.9
33	Overall, I have confidence in the decisions made by Leadership Team	4.4	12.7	17.1	44.8	20.9	64.4	-6.2
34	When changes are made in the Senedd Commission they are usually for the better	2.9	13.0	18.6	49.0	16.5	64.1	-4.7
35	I think it is safe to challenge the way things are done in the Senedd Commission	8.6	23.6	12.4	41.3	14.2	56.3	-4.8

Learning and Development

		Strongly disagree % (0-1)	Disagree % (2-4)	Neither agree nor disagree % (5)	Agree % (6-8)	Strongly agree % (9-10)	Average %	Difference to previous survey
Learning and Development							64.7	-1.9
36	I am able to access the right learning and development opportunities when I need to	2.9	11.8	15.0	44.2	26.0	67.5	-2.7
37	I have used the learning and development opportunities undertaken in the last 12 months to expand my knowledge and performance	13.0	8.3	13.0	43.1	22.7	62	-2.2
38	If you haven't used the learning and development opportunities in the last 12 months to expand your knowledge and performance, can you please tell us why? (Comments box and optional)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
39	Learning and development activities I have completed while working for the Senedd Commission are helping me to develop my career	5.0	12.7	14.5	46.0	21.8	64.7	-0.6

The Senedd Commission and its Culture

		Strongly disagree % (0-1)	Disagree % (2-4)	Neither agree nor disagree % (5)	Agree % (6-8)	Strongly agree % (9-10)	Average %	Difference to previous survey
The Senedd Commission and its Culture							77.7	-2.4
40	I think that the Senedd Commission respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.).	2.4	5.0	7.1	43.1	42.5	77.4	-2.0
41	The Senedd Commission is committed to creating a diverse and inclusive workplace	2.1	3.5	8.3	44.2	41.9	78.1	-1.0

My Team

		Strongly disagree % (0-1)	Disagree % (2-4)	Neither agree nor disagree % (5)	Agree % (6-8)	Strongly agree % (9-10)	Average %	Difference to previous survey
My Team							80.5	1.5
48	To what extent do you agree that: I feel supported and connected to my team.	2.1	5.6	5.0	46.9	40.4	77.5	-2.41
49	The people in my team can be relied upon to help when things get difficult in my job	1.2	2.9	4.1	33.9	57.8	83.7	-1.44
50	The people in my team work together to find ways to improve the service we provide	0.9	3.2	4.4	40.7	50.7	81.9	-1.21
51	The people in my team are encouraged to come up with new and better ways of doing things	0.9	5.9	5.3	41.0	46.9	78.9	-0.99

Dignity and Respect

Dignity and Respect		Last survey score % December 2020		Current survey score %	
		Yes	No	Yes	No
52	I know how to access advice on inappropriate behaviour.	88.4	11.6	87	13
53	I know how to report inappropriate behaviour in the workplace	88.1	11.9	85.5	14.5

The Engagement Index

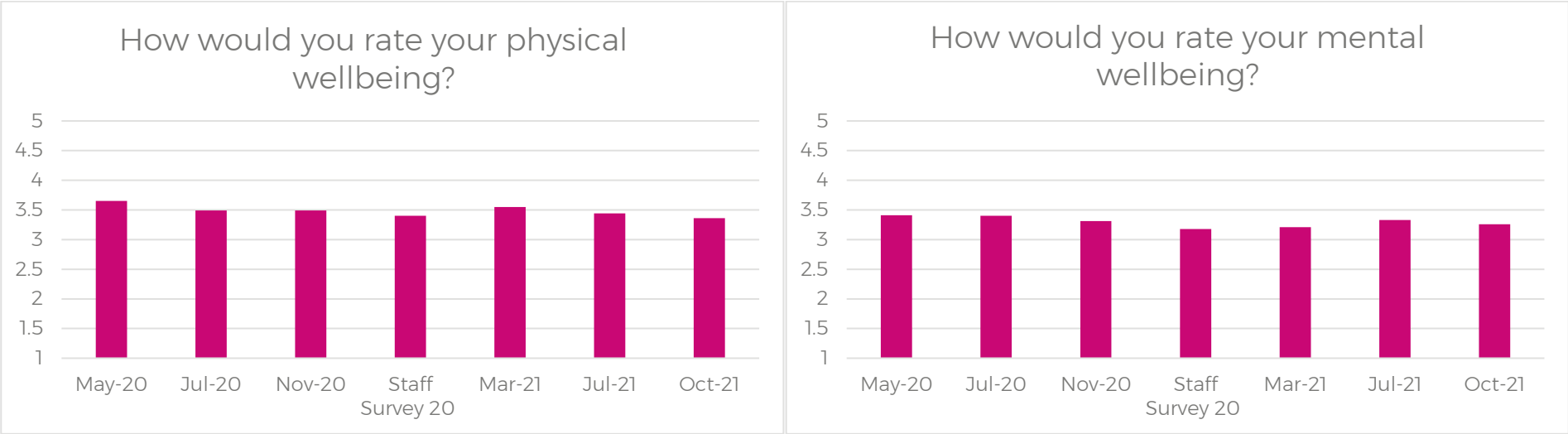
The Engagement Index	73%	Public Sector Score	70%	Civil Service Benchmark Score	67.7%
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		Strongly disagree % (0-1)	Disagree % (2-4)	Neither agree nor disagree % (5)	Agree % (6-8)	Strongly agree % (9-10)	Average %	Difference to previous survey
The Engagement Index							73	N/A
43	The Senedd Commission motivates me to help it achieve its objectives	3.5	10.9	9.7	53.1	22.7	67.6	N/A
44	The Senedd Commission inspires me to do the best in my job	3.2	11.5	9.7	54.9	20.6	67.9	N/A
45	I feel a strong personal attachment to the Senedd Commission	6.5	12.1	10.9	44.8	25.7	66.2	N/A
46	I would recommend the Senedd as a great place to work	1.8	6.2	9.1	41.6	41.3	77	N/A
47	I am proud when I tell others I am part of the Senedd Commission	2.7	6.2	10.6	36.3	44.2	76.6	N/A

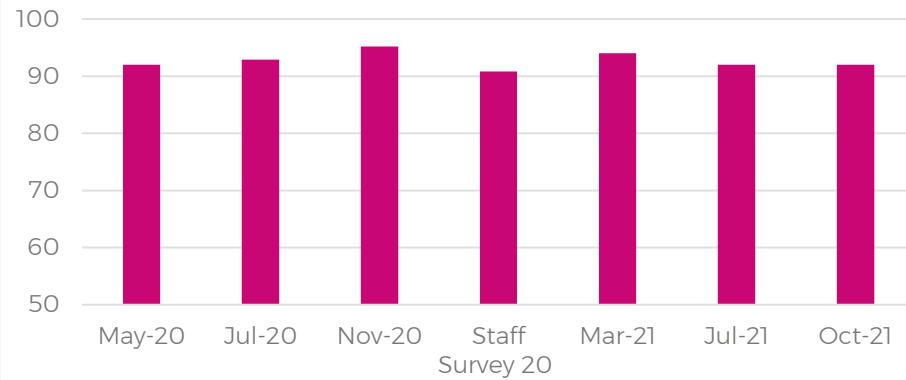


The new normal

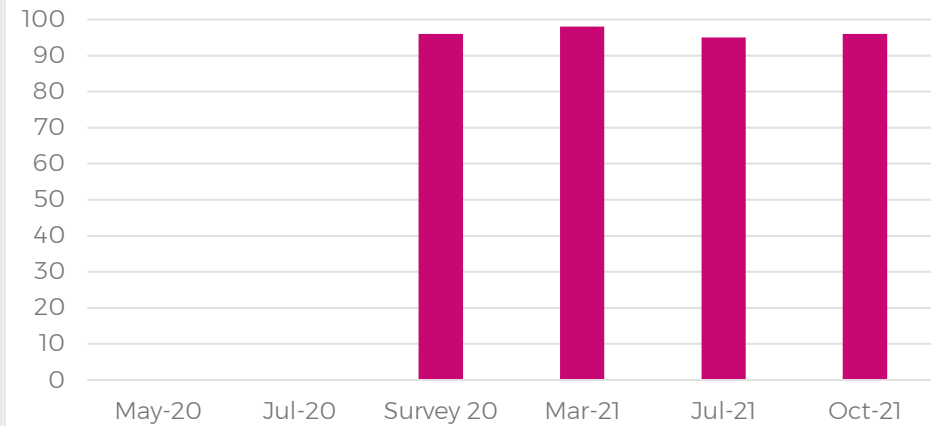
In response to Pandemic the Senedd Commission began conducting regular Pulse Surveys to measure the health, well-being, and engagement of staff across the organisation more regularly. We have found the practice valuable and will continue with this practice to ensure that our is supported by regular and timely 'snapshots'.



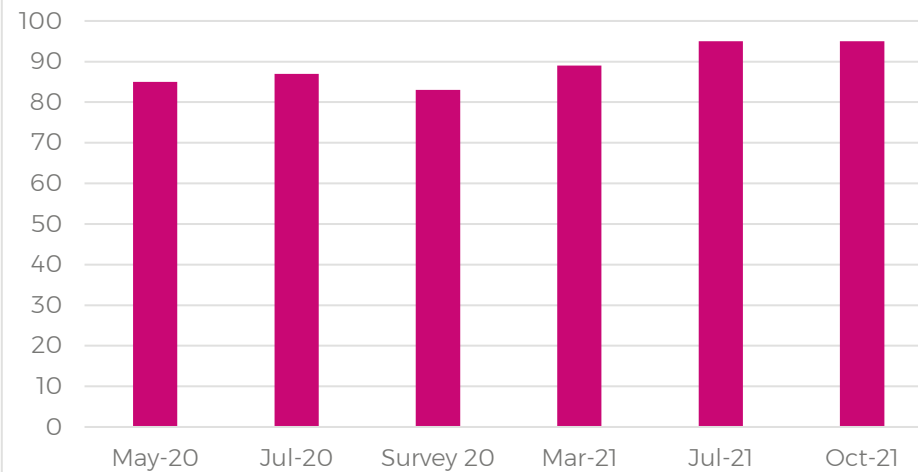
My line Manager communicates often, calmly and openly - I understand what to focus on.



My Line Manager cares about my wellbeing



I feel able to work effectively from home



9 Core Questions Year-on-year comparison

	Feb 2012	July 2012	Aug 2013	June 2015	June 2016	May 2018	Dec 2018 - Jan 2019	Dec 2020	Nov 2021	Positive % change 2012 - 2021	Positive % change 2020 - 2021
Individual and team contributions are noted and celebrated by my manager	41.2	46.5	58.6	65.0	69.8	69.2	75.3	89.8	89.7	+48.5	-0.1
I think it is safe to challenge the way things are done in the Senedd Commission	32.6	34.6	40.3	35.9	40.7	41.4	38.0	60.7	55.5	+22.9	-5.2
Poor performance is dealt with effectively in my team	41.2	43.5	47.8	46.7	45.6	47.8	49.2	66.5	67.8	+26.6	+1.3
I am happy with the hours I work	74.0	72.3	70.6	67.3	73.2	69.4	72.5	87.9	86.1	+12.1	-1.8
I feel that the Senedd Commission as a whole is managed well	44.4	57.5	60.8	61.9	64.3	65.9	60.3	76.8	69.6	+25.2	-7.2
I would recommend the Senedd as a great place to work	70.9	78.0	81.4	80.2	81.5	79.0	80.3	90.5	82.9	+12	-7.6
My line manager listens to my views	46.5	56.9	59.2	72.3	73.4	74.9	79.0	93.2	92.0	+45.5	-1.2
I am treated with respect	70.2	60.7	NA	82.0	85.4	80.9	85.1	91.0	88.5	+18.3	-2.5
I have enough information to do my job well	57.8	64.9	79.4	72.5	75.4	71.8	73.2	89.7	85.8	+28	-3.9

Highest and lowest scoring questions

	Average %	Difference to previous survey
Highest scoring questions		
I have a good relationship with my manager.	87.1	-0.7
My manager listens to my views	84.4	-0.1
The people in my team can be relied upon to help when things get difficult in my job	83.7	-1.4
Overall, I have confidence in the decisions made by my manager	83.7	+0.9
The people in my team work together to find ways to improve the service we provide	81.9	-1.2
Lowest scoring questions		
I think it is safe to challenge the way things are done in the Senedd Commission	56.3	-4.8
I rarely feel anxious about work.	59.6	-3.2
I believe that Leadership Team have a clear strategy for the future	60.5	-6.9
I have used the learning and development opportunities undertaken in the last 12 months to expand my knowledge and performance	62.0	-2.2
I feel that the Senedd Commission as a whole is managed well	64.0	-5.6

Glossary

Term	Meaning
%	The percentages in this report for the Six Steps to Workplace Happiness and The Senedd Commission Themes have been calculated by taking the mean score given for each question, which has been populated through the 10-point scale.
10-point scale	The percentages in this report for the Six Steps to Workplace Happiness and The Senedd Commission Themes have been calculated by taking the mean score given for each question, which has been populated through the 10-point scale
Demographic	Throughout this report, numerous demographic groups have been analysed and discussed. The demographics are particular sectors within the respondent population, such as age groups.
WorkL Engaging Business	The partner organisation for the survey whose goal is to help organisations have a happier, more engaged and more productive workforce.
Happiness Index	The overall happiness score is calculated from the mean of the Six Steps to Happiness scores.
Public Sector score	The Public sector scores used in this report are a collection of survey results from employees working within this industry, including results from the Scottish Parliament, Home office and British council employees.

Term	Meaning
Core questions	<p>There are nine core questions that have been included in the staff survey since February 2012 (with the exception of, 'I am treated with respect by the people I work with' which was not included in the August 2013 survey):</p> <p>Individual and team contributions are noted and celebrated by my manager</p> <p>I think it is safe to challenge the way things are done in the Senedd</p> <p>My manager listens to my views</p> <ul style="list-style-type: none"> ▪ <i>I feel that my opinion is valued (2012)</i> ▪ <i>My opinion is sought and I am involved in changes that affect my work (2013)</i> ▪ <i>I feel that my opinion is sought and valued by my manager (2015 onwards)</i> <p>Poor performance is dealt with effectively in my team</p> <p>I am treated with respect</p> <ul style="list-style-type: none"> ▪ <i>I am treated with respect by the people I work with (2019)</i> <p>I have enough information to do my job well</p> <ul style="list-style-type: none"> ▪ <i>I get the information I need to do the job well (2019)</i> <p>I am happy with the hours I work</p> <ul style="list-style-type: none"> ▪ <i>I achieve a good balance between my work life and my private life (2019)</i> <p>I feel that the Senedd Commission as a whole is managed well</p> <p>I would recommend my friends and family to work for my organisation</p> <ul style="list-style-type: none"> ▪ <i>I would recommend the Assembly as a great place to work (2019)</i>

Term	Meaning
Senedd-specific themes	Themes containing questions chosen and created by the Senedd Commission, separate from the Happiness Index and Six Steps to Workplace Happiness
Senedd theme - Dignity and Respect	Questions on dignity and respect were included for the first time in the 2018-19 Senedd survey. These questions pertain to a members of staff's understanding of the Senedd Commission's Dignity and Respect policy.
Senedd theme - Leadership and Managing Change	Questions pertaining to managerial relationships and effective organisational change management.
Senedd theme - Learning and Development	Questions to develop understanding around staff's access to and engagement with learning and development opportunities to develop their career.
Senedd theme - My Manager	Questions pertaining to a member of staff's relationship with their manager.
Senedd theme - My team	Questions pertaining to a member of staff's relationship with their immediate colleagues.
Senedd theme - Organisational culture	Questions pertaining to a member of staff's understanding of what the Senedd is here to do.

Term	Meaning
Six Steps to Happiness	The Six Steps to Workplace Happiness is a framework that encompasses the six key drivers of employee engagement, happiness and well-being.
Six Steps - Reward and Recognition	Questions pertaining to employees' views towards their salary, hours worked and the recognition they receive at work.
Six Steps - Information Sharing	Questions set out to illustrate the efficiency and effectiveness of information and communication channels.
Six Steps - Empowerment	Questions interpreting whether employees possess decision making opportunities as well as whether they're equipped to carry out their roles effectively.
Six Steps - Well-being	Questions pertaining to employees mental well-being and their views towards aspects of work.
Six Steps - Instilling Pride	Questions within this theme interpret employees' pride and the sense of worthwhile they achieve from working for their organisation.
Six Steps - Job Satisfaction	Questions aimed to comprehend employees' personal development and the strength of their relationships with their respective managers.

The following data has been analysed and categorised, where permissible, according to the protected characteristics captured in the Equality Act (2010). This has been done to provide us a deeper and more meaningful understanding of employee's Happiness Score across the organisation; furthermore, it aligns with data presented in our Recruitment and Diversity Workforce Monitoring reports. No individuals have been identified in this process, and all data has been analysed in accordance with GDPR.

Where data has been aggregated and captured under an institutional term outside of the options available in the survey, it has been to enable the analysis of data about a collective group of people where there might otherwise be no data available, as per GDPR guidance