

# Commercial & Campus *Support Services*

## Staff Survey Results



Thank you to all staff who completed the Commercial Services Staff Survey in February 2015. Your views are really important to us and help us to understand your issues and concerns so we can prioritise our plans for the next 12 months.

113 staff from across Commercial Services responded to the survey. This represents 29% of the total staff (excluding Cleaning Services who have only recently joined Commercial and Campus Support Services).

We hope that you find this summary useful. If you would like to discuss the results or the initiatives identified, please speak to your line manager. Further updates will be posted throughout the next 12 months.

## WHAT YOU SAID

The things that could be changed to improve your experience

Staff Rewards 

Performance management of staff 

Improve the SRDS process 

Managers to listen to what staff have to say 


Better teamwork 


Consider the use of zero hours contracts 

Communicating better across all areas 

The things you enjoy about working for Commercial Services


Variety of work/jobs 

Flexibility with work and hours 


Friendly staff / Enjoy working within my team 

Department open to change 

Good leadership / Management support 

Good place to work / Good facilities 

Opportunities for staff development 

Get to work with a variety of customers 

Staff benefits 

**73%** of staff strongly agree or agree that they have a good understanding of our vision and service plan.

**71%** of staff strongly agree or agree that they understand how their job contributes to the vision and service plan.

**61%** of staff strongly agree or agree that they are informed about what is happening in Commercial Services.

**58%** of staff strongly agree or agree that there is good communication within their team.

**54%** of staff strongly agree or agree that there are good opportunities to be involved in things that matter to them.

**50%** of staff strongly agree or agree that Commercial Services is actively living to its values.

**47%** of staff strongly agree or agree that their role is sufficiently supported and valued.

**44%** of staff strongly agree or agree that there is appropriate opportunities to develop.



### Initiatives planned to address the issues raised;

- Introduce interactive training sessions for leaders and managers to assist with the management of poor performance.
- Be more open and transparent about the work we are doing to improve performance.
- Continue to work on the negative behaviours that we all agree are unacceptable.
- Provide equality and inclusion training to all staff.
- Continue to do more of the following: - away days, staff socials, involvement of staff in project work, job shadowing, visiting external companies, celebrating our successes, acknowledging and thanking staff for great performance.
- Provide refresher training to all leaders and managers who hold SRDS meetings with their staff.
- Improve the visibility of training and development schemes including the Learning for Life scheme.
- Continue to develop our leaders through the Commercial & Campus Support Services Leadership Training Course.
- Continue to hold Commercial & Campus Support Services Induction Sessions to ensure all new staff have the opportunity to learn about our vision and values and to expand these sessions to include refresher sessions for existing staff.
- Celebrate our staff and their achievements through FD Matters Extra newsletter and through Spotlight.
- Review how training opportunities are identified, budgeted and agreed.
- Empower our leaders and managers to agree training and development opportunities to a certain budgetary and time agreed level.

**Staff surveys are conducted in alternate years by the Facilities Directorate and Commercial and Campus Support Services and the scores from these are used to monitor our progress.**