

LEISURE SERVICES BUSINESS UNIT

**MARKET RESEARCH SUMMARY
STAFF SURVEY 2008**

AIM OF THE RESEARCH

The research aimed to identify staff opinion on various work related issues including management style, training and development opportunities and service provided by the facilities. 178 permanent and casual employees completed the survey compared with 161 when the survey was undertaken in 2005.

44% of respondents worked at Larkfield Leisure Centre, 18% at the Angel Centre, 35% at Tonbridge Swimming Pool and 2% at Poulton Wood Golf Centre.

Communication

80% thought that work related communication at facilities is good (79% in 2005). However 21% consider the communication to be poor.

89% consider their line manager to be good at listening to and understanding their views. (88% in 2005)

92% of respondents thought that their line manager was good at providing leadership and direction. (84% in 2005)

88% felt they were good at providing help and support (84% in 2005)

71% felt that managers were good at giving praise and recognition a decrease since 2005 (75%). 30% also responded that their manager was poor at giving praise and recognition, this was 26% in 2005.

Job Satisfaction

16% think that they are expected to do too much work (18% in 2003), however 83% are happy with their workload.

Only 59% agree that their job is challenging whilst 41% disagree that their job is challenging. The number of respondents who consider their job to be challenging has altered since the last survey – 65%.

73% find their job interesting compared to 79% in 2005.

68% think they have good opportunities for training and development and 93% think they have been given adequate training. (71% and 89% in 2003)

89% would recommend TMBC as an employer, 81% feel committed to TMBC and 83% feel committed and loyal to the LSBU.

Appraisals

The main area for concern was appraisals as 50% of respondents state they did not have an annual appraisal last year, compared to 47% in 2005 and 37% in 2003. Whilst this may in many instances be casually employed staff, this remains an area we need to address seriously and the management team will be seeking to raise the profile and awareness of the appraisal system.

However 63% of those that had received an appraisal thought it was beneficial, and 78% thought it was carried out well. (69% and 74% in 2003)

Customer Satisfaction

Respondents felt that customers satisfaction would be as follows:

AREA	2008	2005	2003
Facilities and equipment	94%	97%	95%
Range of activities	97%	95%	96%
Value for money	91%	85%	86%
Service provided by the staff	98%	98%	97%
Cleanliness of the facility	85%	92%	87%
Standards of the changing rooms	76%	71%	77%
Safety Standards	97%	96%	93%

It would appear that respondents consider that our facilities offer better value for money than they did in previous surveys. Although satisfaction with the cleanliness of the facility has dropped compared to the previous two surveys.

Clean, Safe and Happy

98% think that customers are happy with the service provided by staff.

95% are fully aware and understand the relevance of 'Clean, Safe and Happy' to their role.

Overall the results highlight there are a couple of areas that need to be addressed compared with the results from the previous survey. Quite a large percentage of respondents consider communication to be poor, as well as managers providing praise and recognition to staff. Appraisals also provide an area of concern.