

TONBRIDGE & MALLING BOROUGH COUNCIL

LEISURE and ARTS ADVISORY BOARD

15 July 2008

Report of the Chief Leisure Officer

Part 1- Public

Matters for Information

1 LEISURE SERVICES BUSINESS UNIT – STAFF SURVEY

Summary

This report provides a summary of the results of the bi-annual staff survey undertaken by the Leisure Services Business Unit.

1.1 Background

1.1.1 The Business Unit undertakes a staff survey every two years. The survey is conducted online and collated by Leisure-Net Solutions, an industry specialist.

1.1.2 The Business Unit employs a total of 350 staff. This includes 107 full time equivalents on a permanent contract, working in a variety of full and part time roles. The remaining staff are casually employed staff working in the holidays, weekends and evenings. This profile of staff differs considerably from that employed within the rest of the Council.

1.2 Staff Survey

1.2.1 The survey seeks to understand how staff rate communication in the workplace, job satisfaction, training, induction and appraisal. It also seeks the views of staff on how our customers perceive the service we provide

1.3 Results

1.3.1 A summary of the results is shown at **[Annex 1]**. In overall terms the results are encouraging and consistent with previous years. The areas for improvement have been noted and incorporated within the Business Unit Investors in People action plan.

1.4 Legal Implications

1.4.1 None.

1.5 Financial and Value for Money Considerations

1.5.1 The cost of the survey £950 is incorporated within existing revenue budgets.

1.6 Risk Assessment

- 1.6.1 The Business Unit provides a front line service that is labour intensive. Well trained and motivated staff are crucial to the quality of service provided. The risk of failing to re identify and act appropriately upon the views of staff may lead to an inability to retain and recruit staff of sufficient calibre.

1.7 Policy Considerations

- 1.7.1 Communications, Equalities/Diversity, Human Resources.

Background papers:

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Nil

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