

SSDC Staff Survey

Any other comments:	
	Response Count
	32
answered question	32
skipped question	76

Response Text		
1	East Devon Council appear to receive information before South Somerset District Council.	Jun 10, 2010 9:38 AM
2	Disappointed with the lack of coherent message - no positives about findings at SSDC, no preparation messages about pain to come. Process is taking too long, original communication being blurred giving rise to sense of indecision and lack of leadership, strong feeling of paralysis and rudderlessness. Apparently EDDC get information released before SSDC.	Jun 10, 2010 10:07 AM
3	Q5- unsure what influence staff can have on the joint working. Overall it is a good initiative and I understand the reasons for having to do it. The communication is good and Dawn Haydon does a very good job. I think that the information that is known is published to a certain extent, however it is the uncertainty and anxiety that is causing problems across the authority at the moment affecting staff morale and operations. Unfortunately as I have witnessed this has led to mistrust. I also think that the initiative has evolved since the infant idea of sharing top management to one of sharing services. If it gets to the stage where mass job losses are required (not due to shared services but the requirement from central government to save a quarter of our budget) I think it would be good to bear in mind a voluntary pay cut from all staff to prevent those job losses, for example 2%? This worked well at my brother's work place and prevented job losses whilst retaining the level of service. This option should not be taken lightly, however I believe many would prefer this to a mass job loss.	Jun 10, 2010 11:03 AM
4	It is important to manage change effectively, and this is not happening. It feels as though decisions have already been made. The JIC is not representative of lower tier staff. Morale is very low right now and the future looks bleak	Jun 10, 2010 11:59 AM
5	I feel there hasn't been clear instructions on whether we should be talking to colleagues in EDDC and if so what the purpose of this would be.	Jun 10, 2010 1:54 PM
6	Mixed information is coming down in regards to how we as in SSDC will fair in this merger. There is a sense of us being the poor relative and although having proved ourselves to be a strong forward thinking authority. It would appear we are having to do this all over again.	Jun 10, 2010 2:17 PM
7	the communication avenue is good, but not always clear what is being communicated is so good.	Jun 10, 2010 2:22 PM
8	As with Lean thinking, the joint working with East Devon will happen to make the savings needed, regardless of individual staff comments or views. There is no way, unless you are an assistant director or above, that the operation staff can influence or contribute towards any decisions made.	Jun 11, 2010 7:49 AM
9	Although I can see the point of a joint working initiative I have a feeling that SSDC staff may be disadvantaged if and when it comes to competing with EDDC staff for positions/teams that have been deemed as 'shareable'.....	Jun 11, 2010 7:55 AM



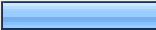
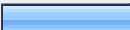

Response Text		
10	I feel that this process has moved away from what Cllr's originally agreed. The original proposal was to look at shared management and it appears that this is now not the case. What was supposed to be a review down to fourth tier now seems to be going far beyond the original agreed decision. I am also aware that our own agreed policies and procedures for deleting posts etc are clearly not being followed, this does not give me and my colleagues any confidence that the whole process will be fair and transparent.	Jun 11, 2010 7:56 AM
11	Is there a diagram of mile stones and dates on the levels of intergration in the organisation	Jun 11, 2010 8:00 AM
12	Generally the communication is very good. Care must be taken to keep everyone informed regarding the changes. The original idea was to have a joined up senior management team, but that seems to have grown in to sharing services and anything else we can. I understand the situation were in regarding finance, but need to be kept up to date of any change of direction.	Jun 11, 2010 8:04 AM
13	Q 5 There is a big difference between 'influence' and 'contribute' - these should not be in the same question. How will you know, from the results of this survey, in which sections of the Council communication is poorest?	Jun 11, 2010 8:36 AM
14	There seems to be very little detail, and also have found the need to go onto EDDC website in order to get information that hasn't been put on SSDC or insite. That is a concern and unfair.	Jun 11, 2010 8:42 AM
15	Everything feels as though it is at senior management level and nothing has really been said to us about how it will potentially affect those lower down. It feels scary and unsettling and you can't help but feel that most things will swing towards those at EDDC than those here. I also wonder how much has been thought about all the extra miles that will be driven and the impact on the environment. As a C. Tax payer, I would rather pay a manager to do his work at his desk, than be in his car for 2 hours a day driving through the countryside. Sorry to be negative, but you see so many changes and restructures and usually things go back to how they were (eg IT moving from B Way to Resource Centre and back again) incurring huge expense in the process.	Jun 11, 2010 8:48 AM
16	There seems to be enough information about SSDC and EDDC corporately, but information about individual services isn't been feedback officially to teams but in the form of rumours and gossip.	Jun 11, 2010 2:37 PM
17	Re - 4, whilst I feel reasonably informed about budget issues I do not feel that I understand the impact (and at this stage I do not really expect to understand the impact) because it is an incremental process and so much has yet to be determined ie June- Sept work streams will determine so much	Jun 14, 2010 8:12 AM
18	What is on insite sets out what is happening at the high level but there is nothing coming from head of service about how it will affect me or the jobs within my department so i agree that corporate level communications is ok but how it affects me within service level is non existent though i know things are occuring and managers are collecting information but no idea what for.	Jun 14, 2010 8:21 AM
19	Information doesn't seem to be reaching the Area offices to the same degree as it does Brymton Way. I tend to trip across bits of information that are in addition to what is made available on Insite or to my Manager. To date, I've had no involvement in the decisions beign made and feel it unlikely I'll be given the opportunity to have any influence as an area worker, though do I understand the impracticalities of consulting with all staff. I appreciate that efforts are being made to inform the workforce and that decisions are certainly not being made lightly. There appears to be a general sense that people are waiting for (albeit difficult) decisions to be made that they know will effect them greatly, but the uncertainty surrounding this makes it impossible for people to plan for change effectively. Not knowing what change might bring or what options (or even opportunities) could emerge can be domotivating and distressing to some. It might be useful for our management team to outline more clearly all of the possible (or likely) scenarios such that those effected by any of these can be better prepared.	Jun 14, 2010 1:10 PM

Response Text		
20	Still a strong perception amongst staff that it is a takeover rather than partnership and lack of clarity as to whom is leading SSDC (and protecting our interests at the moment)	Jun 14, 2010 3:07 PM
21	Might it be a good idea for each service to hold a service day, to look at ways of reducing expenditure and increasing income, in order for every employee to feel that they have taken part in forming a "fit for purpose" partnership. Although Managers have been given the task to look at possible shared services it is always good to look at services from the ground floor up, as those working at the "coal face" know what is important to our customers?	Jun 15, 2010 6:51 AM
22	I do not believe that I would have any influence whatsoever on joint working.	Jun 15, 2010 7:49 AM
23	Nice easy Survey to complete	Jun 15, 2010 3:17 PM
24	Aware of the proposals, Time implications don't feel that is totally clear, CX in place, Second tier (Directors) not sure of time scale and implications, What happens after that appears to be in the mist of time at present. Aware of the proposed amalgamation of the two authorities. How and when this will be achieved not fully clear	Jun 16, 2010 10:00 AM
25	I feel other people will take decisions about my non mandatory job and I will be given details at a later date. Obviously the sooner we all know what is going to be cut by SSDC and when, the sooner we can all plan our individual futures. There is a feeling of get on with the job but we all know cuts are coming and this certainly has an underlying effect on work.	Jun 16, 2010 10:25 AM
26	Does question 6 refer to the East Devon merger specifically or communication generally as this would greatly influence my response.	Jun 16, 2010 3:02 PM
27	As an externally funded Project ,a lot of the decisions will not affect us.However East Devon staff have already been put in touch with us by Mark Williams to see if what we do here can be replicated in East Devon. I am impressed by that level of communication.	Jun 18, 2010 7:03 AM
28	Although the general information is on Insite, feel that I would have no influence what so ever on what happens to my service	Jun 18, 2010 2:50 PM
29	It would be nice to have clarification as to what are the exact budget issues as in cost.	Jun 21, 2010 8:39 AM

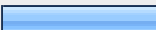




Response Text

30	<p>Although I know where to see the info from JIC I could not see the report on the 'workstreams' which was classed as confidential and so have no idea what was set before the JIC members.</p> <p>I am happy, in a general sense, about communication on the overall purpose of the work with EDDC. I would like more information re my personal future and that of my colleagues; everything is too general in terms of information coming forward. I do understand the reasons why we are doing this and I support the principle of shared services and working closer but the 'devil's in the detail' and we've not had that yet.</p> <p>There has been no personal discussion with me re the future of my post/role and I understand that this is one of the workstreams chosen for further development. As far as I know from my colleagues, only the HoS and AD have had discussion on the future of the service. What I know about the process is from general discussions, InSite and the union..</p> <p>I know the CEO has said the best person will get the job where there needs to be competition but it is human nature to view those managers/staff whom one values in a very positive light and to want to retain their skills rather than risk appointing an unknown person from SSDC. To this extent it seems inevitable that SSDC staff will suffer unless the candidate from EDDC is disliked/not valued by management there. I think some further work by those leading the process is needed if this view is to be dispelled as its effects are demoralising us.</p> <p>In respect of Q5, at the moment I am not sure. It is difficult to imput to the process as I am not personally involved in discussions and, as yet, it is unclear how well pro-active comments from staff, which diverge from management's plans, will be viewed; will this effect one's chances of getting a post? Clear reassurance is needed to allow the comments - good and bad - to be put forward.</p>	Jun 21, 2010 9:16 AM
31	<p>All happening at a much higher level at the moment. Waiting in eager (??) anticipation when structures and firm service delivery strategies are announced.</p>	Jun 22, 2010 8:32 AM
32	<p>We hear stuff down the grapevine and in the local paper - but shouldnt we hear it at work first?</p>	Jul 1, 2010 2:19 PM


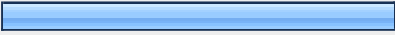



1. The council is doing a good job of keeping me informed about matters that affect me particularly in relation to the partnership with East Devon District Council

	Response Percent	Response Count
Strongly agree 	4.6%	5
Agree 	47.2%	51
Neither agree nor disagree 	25.0%	27
Disagree 	20.4%	22
Strongly disagree 	2.8%	3
<i>answered question</i>		108
<i>skipped question</i>		0

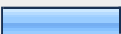
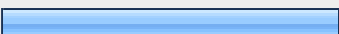



2. I understand why South Somerset District Council and East Devon District Council are sharing a Chief Executive and are working towards sharing managers and joining up services

	Response Percent	Response Count
Strongly agree 	25.0%	27
Agree 	63.9%	69
Neither agree nor disagree 	7.4%	8
Disagree 	2.8%	3
Strongly disagree 	0.9%	1
<i>answered question</i>		108
<i>skipped question</i>		0



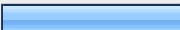
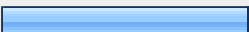

3. I know where to find information about the work of the Joint Integration Committee and in relation to sharing services

	Response Percent	Response Count
Strongly agree 	14.8%	16
Agree 	63.9%	69
Neither agree nor disagree 	12.0%	13
Disagree 	7.4%	8
Strongly disagree 	1.9%	2
<i>answered question</i>		108
<i>skipped question</i>		0






4. I am aware of the budget issues facing the council and the potential impact of any likely future budget cuts

	Response Percent	Response Count
Strongly agree 	18.9%	20
Agree 	54.7%	58
Neither agree nor disagree 	14.2%	15
Disagree 	10.4%	11
Strongly disagree 	1.9%	2
<i>answered question</i>		106
<i>skipped question</i>		2

5. I feel I can influence or contribute towards the joint working initiative with East Devon District Council

	Response Percent	Response Count
Strongly agree 	2.8%	3
Agree 	14.8%	16
Neither agree nor disagree 	28.7%	31
Disagree 	39.8%	43
Strongly disagree 	13.9%	15
<i>answered question</i>		108
<i>skipped question</i>		0

6. Overall, taking everything into account, I am satisfied with communication with staff at South Somerset District Council

	Response Percent	Response Count
Strongly agree 	3.7%	4
Agree 	55.1%	59
Neither agree nor disagree 	17.8%	19
Disagree 	19.6%	21
Strongly disagree 	3.7%	4
<i>answered question</i>		107
<i>skipped question</i>		1

7. Any other comments:

	Response Count
	32
<i>answered question</i>	32
<i>skipped question</i>	76