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## People Survey Research – Communication Next Steps

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Cleared by Sally Sykes, 30 September 2010

### Issue

1. To agree the communication approach for the IES Engagement Report and the NatCen Bullying, Harassment and Discrimination Report.

### Timing

2. For discussion at the SMT meeting on 6 October 2010.

### Recommendation

3. The SMT is requested to note the proposals for the:
  - IES report and actions to be communicated to staff w/c 11 October?
  - NatCen report and actions to be communicated to staff once the 2010 People Survey results are known.

### Background

4. Following the 2009 People Survey HSE commissioned two pieces of research to further explore the results:
5. The Institute for Employment Studies (IES) carried out qualitative research about staff engagement and its drivers. The main aims of the research were firstly to explore the findings in depth, and secondly to recommend a priority set of actions that HSE could take to raise engagement levels.
6. NatCen carried out qualitative research into Bullying, Harassment and Discrimination at HSE. The aim of the research was to map the range of experiences and views of the types of bullying, harassment and discrimination at HSE.
7. The findings and recommendations from both sets of research will be presented to SMT by their respective organisation on 6 October 2010.
8. The purpose of this paper is to agree how and when the findings and actions should be communicated to staff.

## **Argument**

### IES Research

9. Between April and June 2010 IES held focus groups with 113 staff at Redgrave Court and a number of regional offices. Fifteen members of the SMT were also interviewed by telephone.
10. In the People Survey Bulletin issued in September, a commitment was made to share the research findings and recommendations to staff once they had been presented to SMT in October.
11. IES has produced a summary report aimed at staff and it is recommended that this, and potentially the full report, are hosted on the intranet and made available to Managers through Manager's Brief and to staff through a global e-mail from the CEO and via e-express and the new Express online magazine.
12. In addition to sharing the report, it is recommended that any actions that will be taken in response to the feedback are included within the communications.
13. This would demonstrate to staff that it has been a worthwhile exercise in participating in the survey and the focus groups and that SMT has listened and acted on their results.
14. It is suggested that the communications commence w/c 11 October (before the 2010 People Survey closes).

### **Do SMT agree that the IES report and actions should be communicated to staff w/c 11 October?**

### NatCen

15. Over the summer NatCen telephone screened 100 people who had responded to the global email from the CEO. Forty interviews were conducted to understand the range of experiences and views of the types of bullying, harassment and discrimination at HSE.
16. A meeting to share preliminary results was held in September with HSE representatives.
17. The results and recommendations will be presented to SMT on 6 October and a final report will be made available on 18 November.
18. When communicating to staff, it may be helpful to position the qualitative research by NatCen with this year's People Survey results. This will enable a comparison (positive or negative) to be made against the latest HSE and the Civil Service-wide results for Bullying, Harassment and Discrimination.
19. It is therefore, recommended that the results of the NatCen research and the actions be communicated to staff once the results from the 2010 People Survey are known (10 November for headline results and 6 December for individual reports).

**Do SMT agree that the NatCen report and actions should be communicated to staff once the 2010 People Survey results are known?**

**Consultation**

20. None.

**Presentation**

21. The target audience for the communications is all HSE staff including HSL

**Costs and benefits**

22. There are no costs associated with this proposal apart from the cost of internal resources.

**Financial/Resource implications for HSE**

23. In-house resources mainly from Communications and HR Directorate would be required to prepare the communications materials and host on the HSE intranet.

**Environmental implications**

24. None.

**Action**

24. The SMT are asked to agree for the:

- IES report and actions to be communicated to staff w/c 11 October?
- NatCen report and actions to be communicated to staff once the 2010 People Survey results are known?