

Staff Trust

A key component in successful public service reform

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The challenge set

- Reduce workforce
- Avoid mass redundancies
- Maintain and build employee engagement
- Get the right people in the right jobs doing the right things

And stick to our values:-

- Proud
- Decent
- Together

Building confidence

- Understand it
- Believe it can be done
- Believe it's worthwhile

Organisational Results

- Customer satisfaction up
- Protected front-line
- High levels of engagement/trust:
 - 84% manager acts in line with the council's values (8% neutral)
 - 85% council's values match their own (7% neutral)
 - 91% do their utmost to deliver services in line with the council's values (4% neutral)
 - 72% trust senior managers (13% neutral) - CIPD: 35% - lower in public sector