

# Staff Survey Report 4: Comparison of On and Off-line staff

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## Total fieldwork responses

**Responses from ALL staff:** This report presents the findings of the staff survey conducted with both networked and non-networked employees at Luton Council. A total of 1,226 responses were received from a pool of 2,666 employees, achieving a 46% completion rate. The report examines differences in feedback between networked and non-networked staff, offering valuable insights into areas of strength and those requiring further support. **It is important to note that the response rate from non-networked staff was very low (106 of the total), which may limit the reliability of some findings.** Separate reports have been prepared for both networked and non-networked staff, including comparisons to previous years' survey results.

## Working at the council

### How strongly do you agree or disagree with the following statements

The table below provides a comparison of online and offline responses to key statements about the workplace at Luton Council. These findings suggest that offline respondents tend to express stronger positivity across most statements, particularly regarding workplace culture and access to information. In contrast, online respondents show slightly higher levels of neutrality or disagreement in their responses.

Statement	Answer	Online	Offline
I am happy with the workplace culture at Luton Council	Strongly agree	18%	26%
	Agree	47%	53%
	Neither agree nor disagree	19%	15%
	Disagree	11%	6%
	Strongly disagree	4%	0%
<i>A majority of both online and offline respondents agree that they are happy with the workplace culture. However, a higher percentage of offline respondents strongly agree compared to online respondents. Disagreement is more common online, with 11% disagreeing and 4% strongly disagreeing, compared to only 6% and 0%, respectively, offline.</i>			
I have access to the information I need to do my job well	Strongly agree	19%	33%
	Agree	55%	41%
	Neither agree nor disagree	14%	15%
	Disagree	10%	9%
	Strongly disagree	2%	2%
<i>Both groups largely agree they have access to the information needed to do their job well. However, a higher percentage of offline respondents strongly agree compared to online respondents. Disagreement levels are similar, though slightly higher online.</i>			
I think Luton Council offers a good range and level of employee benefits	Strongly agree	13%	18%
	Agree	41%	43%
	Neither agree nor disagree	27%	26%
	Disagree	13%	11%
	Strongly disagree	4%	2%
<i>Respondents generally feel that Luton Council offers a good range of employee benefits, with agreement levels. A notable difference is seen in strong agreement, where offline respondents are slightly more positive than online respondents. Disagreement is slightly higher online compared to offline.</i>			
If I saw unacceptable behaviour in the workplace, I would feel able to challenge it	Strongly agree	25%	32%
	Agree	48%	48%
	Neither agree nor disagree	14%	11%
	Disagree	8%	6%

	Strongly disagree	5%	4%
<i>A high percentage of respondents from both groups feel able to challenge unacceptable behaviour. However, strong agreement is higher offline compared to online. Disagreement and strong disagreement are slightly more pronounced online than offline.</i>			

## My line manager

The table below compares on and offline responses regarding key aspects of management at Luton Council. Online respondents generally report higher levels of positivity across all aspects, particularly regarding regular communication, acknowledgment, and personal wellbeing discussions. Offline respondents show slightly more neutrality or disagreement, indicating areas where further communication and support may be needed to improve their experience.

Statement	Answer	Online	Offline
Communicates regularly with me	Strongly agree	50%	42%
	Agree	37%	35%
	Neither agree nor disagree	8%	13%
	Disagree	4%	9%
	Strongly disagree	2%	1%
<i>Online respondents are more positive, with 50% strongly agreeing and 37% agreeing that they receive regular communication, compared to 42% strongly agreeing and 35% agreeing offline. Neutrality and disagreement are higher offline.</i>			
Provides the support I need to do my job well	Strongly agree	45%	40%
	Agree	36%	40%
	Neither agree nor disagree	11%	11%
	Disagree	5%	8%
	Strongly disagree	2%	1%
<i>Both groups agree that they receive the support needed to perform their job well. Among online respondents, more strongly agree and agree, Disagreement is slightly higher offline, compared to online.</i>			
Acknowledges when I have done my job well	Strongly agree	47%	35%
	Agree	35%	34%
	Neither agree nor disagree	11%	15%
	Disagree	6%	11%
	Strongly disagree	2%	4%
<i>Online respondents report higher acknowledgment, while offline respondents are less positive. Disagreement is more common offline, compared to online.</i>			
Supports and encourages my learning, development and progression	Strongly agree	43%	36%
	Agree	33%	36%
	Neither agree nor disagree	16%	17%
	Disagree	6%	9%
	Strongly disagree	2%	2%
<i>Online respondents show greater agreement, that they feel supported in their learning and development. Offline respondents show lower levels of strong agreement but similar overall agreement. Disagreement is slightly higher offline compared to online.</i>			
Enables me to confidently discuss personal wellbeing	Strongly agree	48%	38%
	Agree	32%	37%
	Neither agree nor disagree	14%	17%
	Disagree	4%	5%
	Strongly disagree	2%	3%
<i>A higher percentage of online respondents feel able to confidently discuss personal wellbeing compared to offline respondents. Neutrality and disagreement are slightly higher offline, compared to online.</i>			
Discusses my performance with me	Strongly agree	42%	34%
	Agree	37%	36%
	Neither agree nor disagree	14%	17%
	Disagree	6%	9%
	Strongly disagree	2%	4%

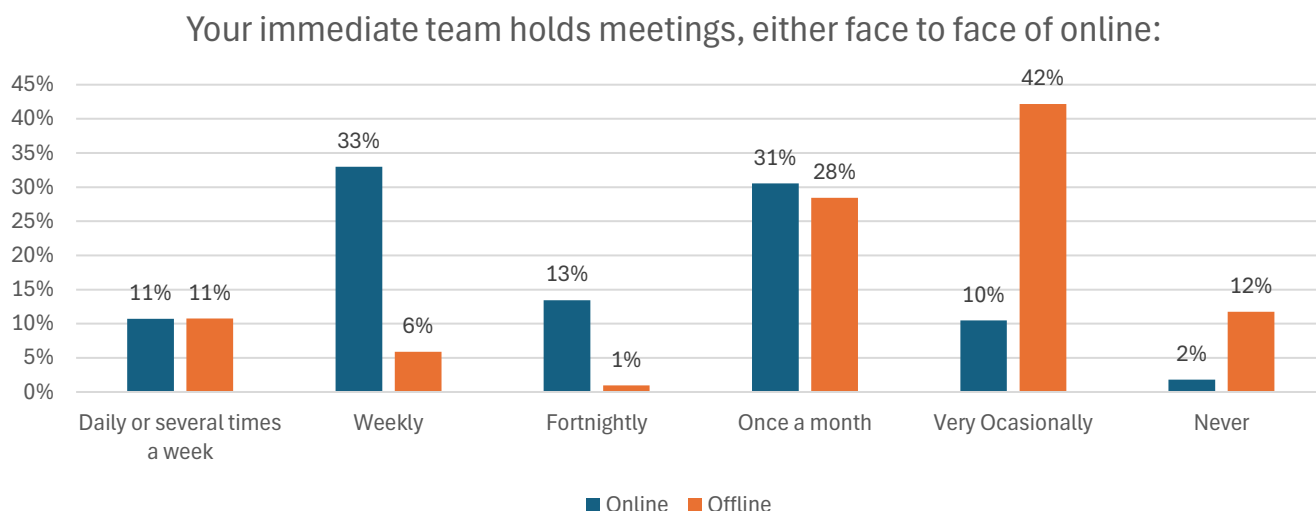
<p><i>Online respondents report more confidence in performance discussions, compared to offline staff.</i></p> <p><i>Disagreement is higher offline, compared to online.</i></p>			
Has a clear vision for the service and communicates this	Strongly agree	40%	34%
	Agree	34%	36%
	Neither agree nor disagree	17%	20%
	Disagree	7%	7%
	Strongly disagree	3%	3%
<p><i>A clear vision for the service is perceived similarly by both groups. Agreement levels are also similar.</i></p> <p><i>Neutrality and disagreement are slightly higher offline compared to online</i></p>			

## Your immediate team holds meetings, either face to face or online:

The chart below shows the frequency of team meetings, either face-to-face or online. This data highlights a higher frequency of regular meetings among online respondents and a tendency for offline respondents to experience infrequent or no meetings.

The same proportion of online and offline respondents indicated that meetings occur daily or several times a week. Weekly meetings are the most common for online respondents, with 33% selecting this option, while only 6% of offline respondents reported weekly meetings. Fortnightly meetings are reported by 13% of online respondents but only 1% offline. Meetings held once a month are similar between both groups.

A significant proportion of offline respondents (42%) stated that meetings occur very occasionally, compared to 10% of online respondents. Additionally, 12% of offline respondents indicated that their teams never hold meetings, compared to just 2% of online respondents.



## HR and Workforce Development

Our organisational values are that of a council that CARES. We strive to be Collaborative, Ambitious, Respectful, Empowering and Supportive. How strongly do you agree or disagree with the following statements about our values?

Statement	Answer	Online	Offline
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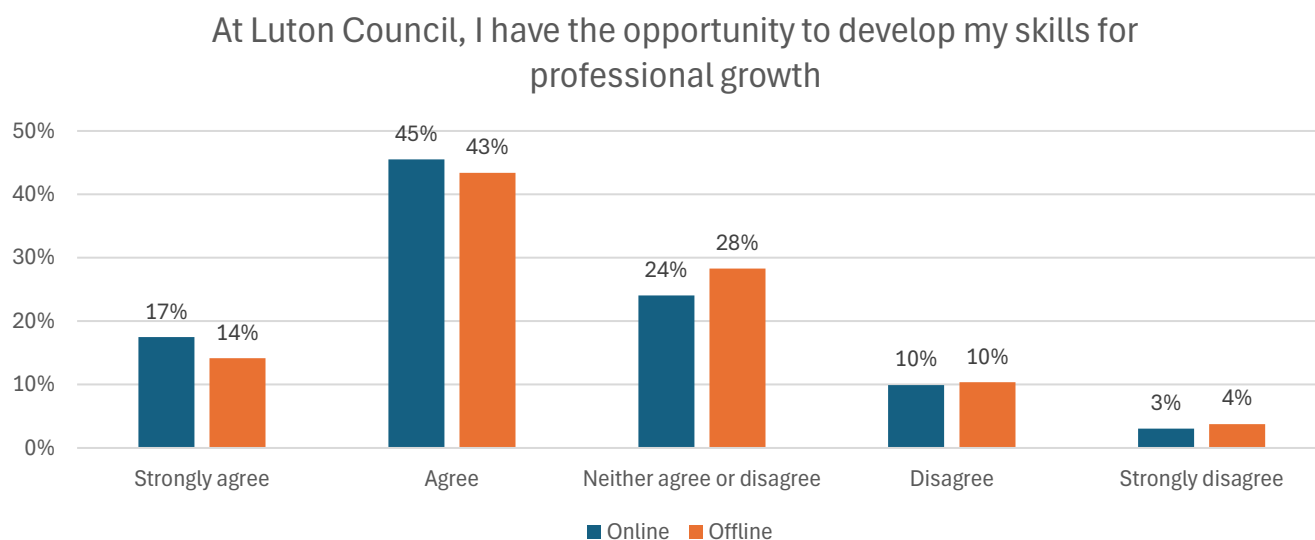
The council's values are demonstrated in the way the organisation is led by the senior leadership team	Strongly agree	14%	18%
	Agree	43%	38%
	Neither agree nor disagree	26%	34%
	Disagree	10%	7%
	Strongly disagree	6%	3%
Online respondents generally agree that the senior leadership team demonstrates the council's values. Offline respondents showed similar agreement levels but had a higher proportion selecting "neither agree nor disagree". Disagreement is more prominent online than offline.			
The council's values are reflected in the way that colleagues behave	Strongly agree	13%	14%
	Agree	45%	41%
	Neither agree nor disagree	27%	32%
	Disagree	11%	8%
	Strongly disagree	4%	6%
Agreement levels are similar across both groups. However, neutrality is higher offline, compared to online. Disagreement is slightly higher offline, compared to online.			
I am able to express these values at work	Strongly agree	18%	20%
	Agree	53%	47%
	Neither agree nor disagree	20%	21%
	Disagree	5%	8%
	Strongly disagree	2%	5%
Both groups feel positively about their ability to express council values at work. Disagreement is more common offline compared to online.			

### At Luton Council, I have the opportunity to develop my skills for professional growth.

The chart below illustrates the responses to opportunity to develop skills for professional growth. The data suggests that while most respondents feel there are opportunities for skill development, offline participants are more likely to remain neutral or express dissatisfaction than their online counterparts.

Among online respondents, a majority feel positively about opportunities for professional development. Offline respondents show slightly lower agreement. Neutral responses are more common among offline participants.

Disagreement is relatively similar between the two groups and strong disagreement is slightly higher offline.

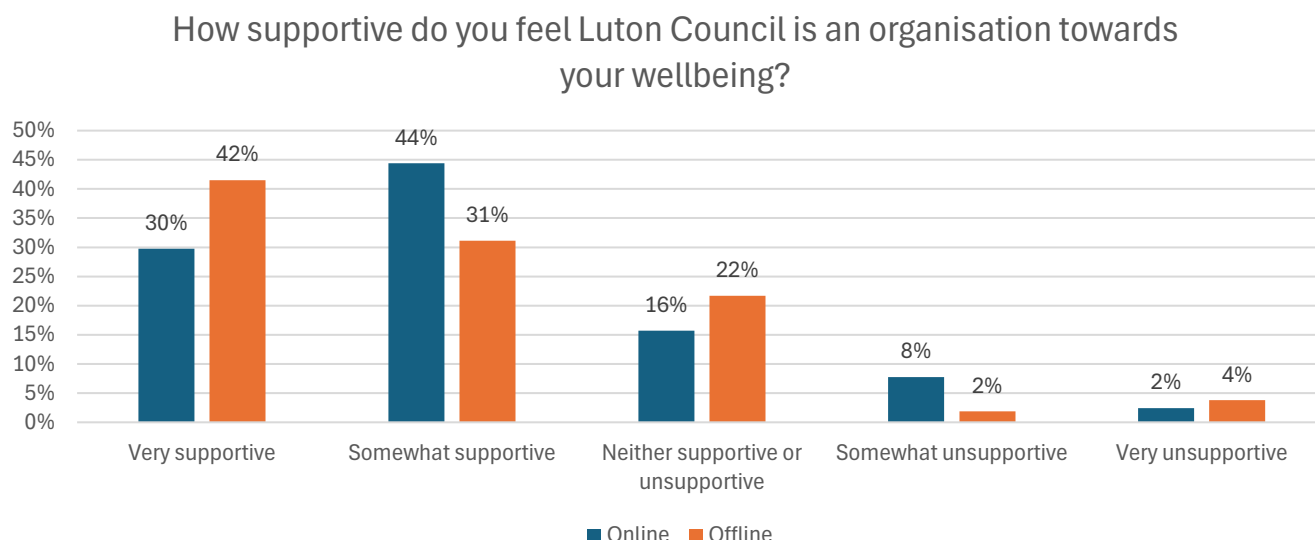


## Wellbeing

### How supportive do you feel Luton Council is as an organisation towards your wellbeing?

Overall, both groups recognise the council's support for wellbeing, with offline respondents expressing slightly more positivity, while online respondents show a higher proportion of neutral or negative responses.

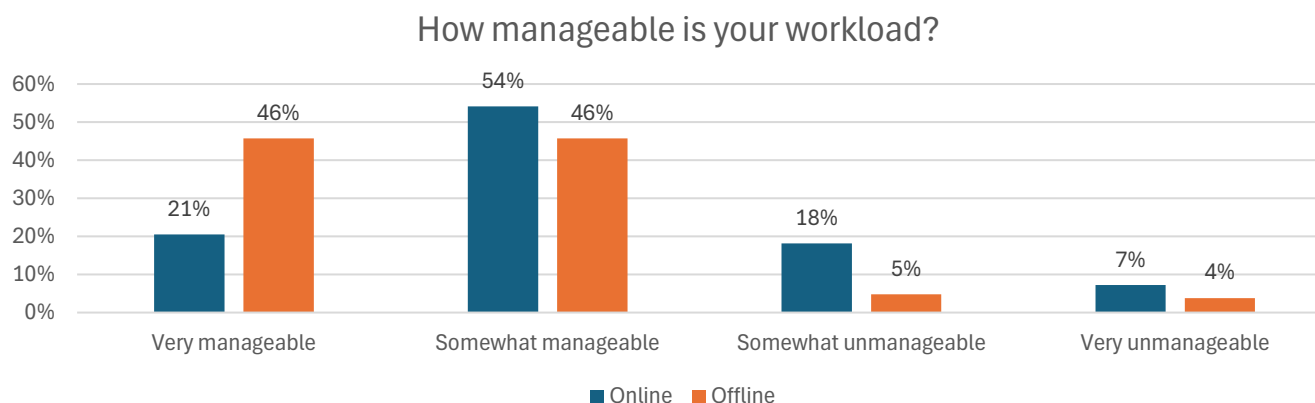
Among online respondents, 30% feel the council is "very supportive," while a higher 42% of offline respondents share this view. Neutral responses are higher offline, compared to online. Negative perceptions are minimal but more pronounced online compared to offline.



### How manageable is your current workload?

The chart below shows the responses to the around manageability of workload comparing online and offline respondents. Overall, both groups report a majority feeling their workload is manageable to some degree, although online respondents show a higher level of concern over workload compared to offline respondents.

Among online respondents, 21% report their workload as "very manageable," while 46% find it "somewhat manageable." Offline respondents have a much higher level of agreement, with 54% stating their workload is "somewhat manageable" and 46% considering it "very manageable." Negative responses are more prominent among online participants, compared to offline.

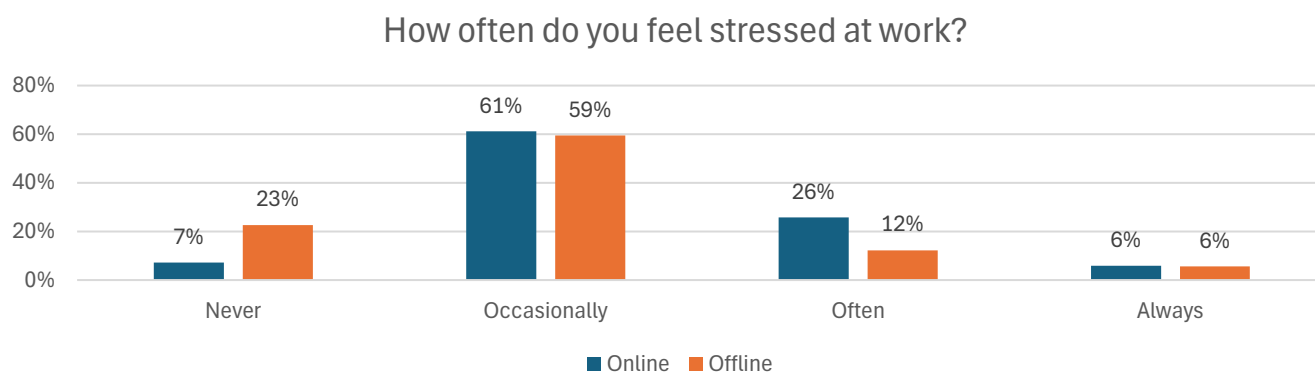




## How often do you feel stressed at work?

This chart compares the frequency of workplace stress reported by Luton Council staff. Overall, while occasional stress is common across both groups, online respondents are more likely to experience higher levels of stress and less likely to report never feeling stressed compared to offline respondents. This suggests potential differences in stress management between the two groups.

The majority of respondents, report feeling stressed "occasionally." Among offline respondents, 23% state they "never" feel stressed, compared to only 7% of online respondents. Conversely, 26% of online respondents report feeling stressed "often," significantly higher than offline respondents. Both groups report similar levels of "always" feeling stressed, at 6% each.



## How do you currently feel about the following?

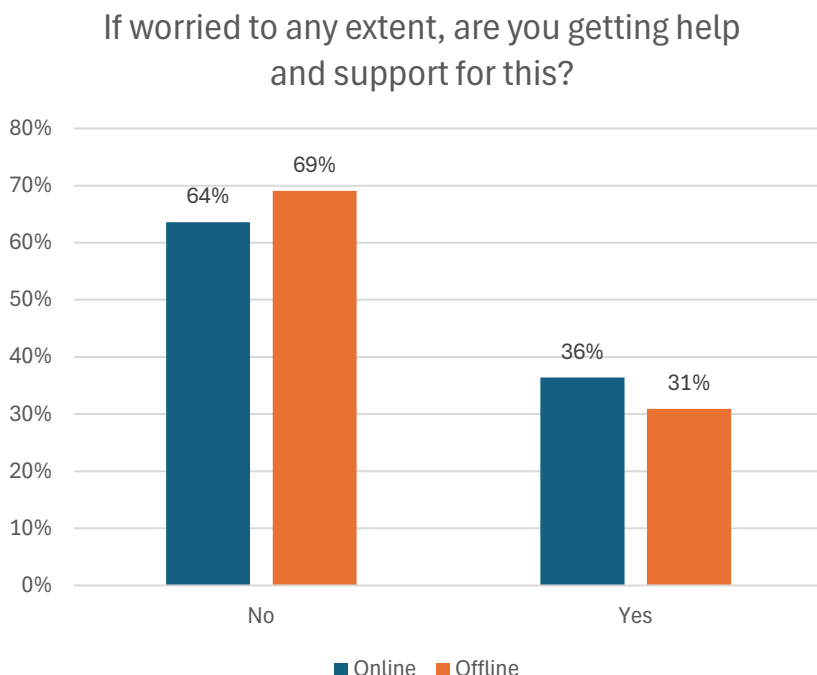
Offline respondents generally report less worry about mental and physical health compared to online respondents. However, financial wellbeing concerns are more balanced between the two groups, with online respondents showing slightly higher levels of worry overall. These findings suggest that online respondents may experience more concern about their overall wellbeing than offline respondents.

Theme	Answer	Online	Offline
Mental health	Not worried	48%	62%
	Slightly worried	31%	23%
	Worried	15%	14%
	Very worried	5%	1%
Most of both group's report being "not worried" about their mental health. Slightly worried responses are also more frequent online compared to offline. The proportion of respondents who are "worried" is similar. "Very worried" responses are minimal in both groups, but higher online than offline.			
Physical health	Not worried	43%	51%
	Slightly worried	46%	28%
	Worried	15%	15%
	Very worried	6%	6%
Among online respondents, 43% are "not worried" about their physical health, compared to 51% of offline respondents. "Slightly worried" is the most common response online, while it is lower offline. Both groups report the same level of "worried" responses. "Very worried" responses are equally low.			
Financial wellbeing	Not worried	43%	48%
	Slightly worried	31%	35%
	Worried	18%	10%
	Very worried	8%	8%
Concerns about financial wellbeing are somewhat consistent between groups. Among online respondents, 43% are "not worried," while this is slightly higher offline. "Slightly worried" responses are more common offline than online. "Worried" responses are higher online compared to offline. "Very worried" responses are consistent at 8% for both groups.			



## If worried to any extent, are you getting help and support for this?

The chart compares responses from participants regarding whether they are receiving help and support for concerns if they are worried to any extent.



Among online respondents, 64% indicated they are not receiving help and support, while a slightly higher 69% of offline respondents reported the same. Conversely, 36% of online respondents stated they are receiving support, compared to 31% of offline respondents.

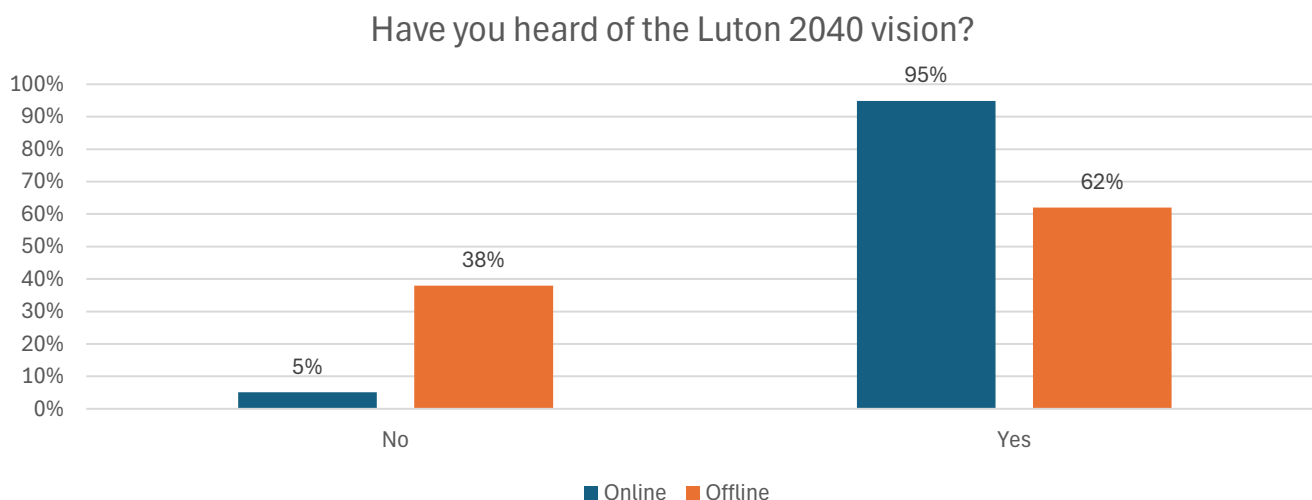
Whilst both groups have a significant proportion of individuals not receiving help for their concerns, offline respondents are slightly less likely to seek or receive support than their online counterparts.

## Luton 2040

### Have you heard of the Luton 2040 vision

The chart demonstrates that awareness of the Luton 2040 vision is considerably higher among online respondents compared to offline respondents, suggesting a potential gap in communication or outreach to offline staff.

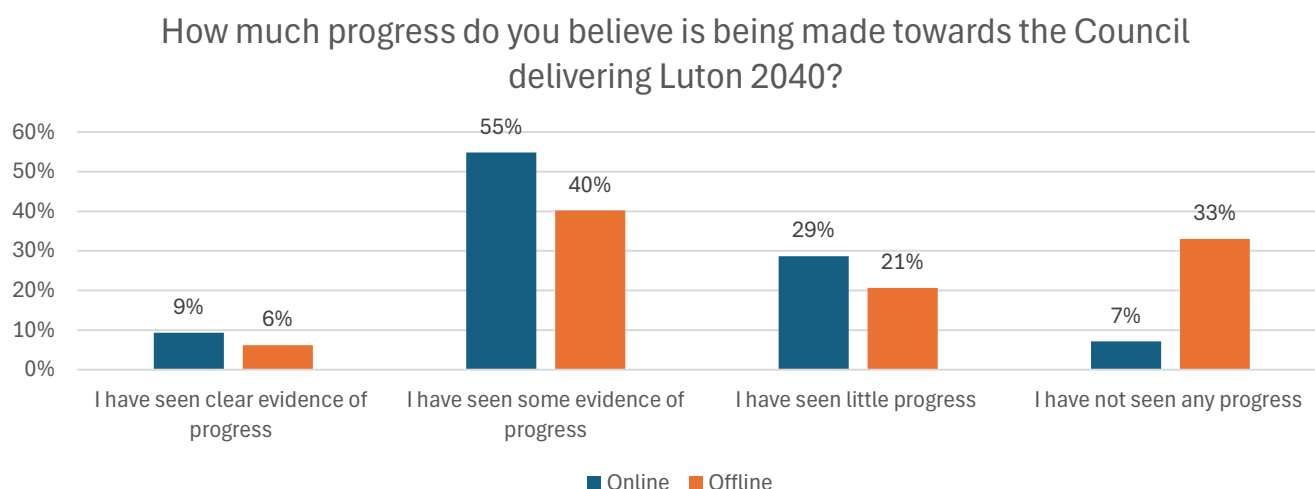
Among online respondents, a significant majority have heard of the Luton 2040 vision, compared to offline respondents. Conversely, only 5% of online participants are unaware of the vision, while 38% of offline participants indicated they have not heard of it.



## How much progress do you believe is being made towards Luton Council delivering Luton 2040

The chart below presents responses regarding perceived progress towards Luton Council delivering the Luton 2040 vision, comparing online and offline participants.

Among online respondents, 9% report having seen "clear evidence of progress," compared to 6% of offline respondents. Most online participants state they have seen "some evidence of progress," higher than offline respondents. Many online respondents feel they have seen "little progress," while this sentiment is lower among offline respondents. The perception of no progress is higher among offline respondents, compared online respondents.

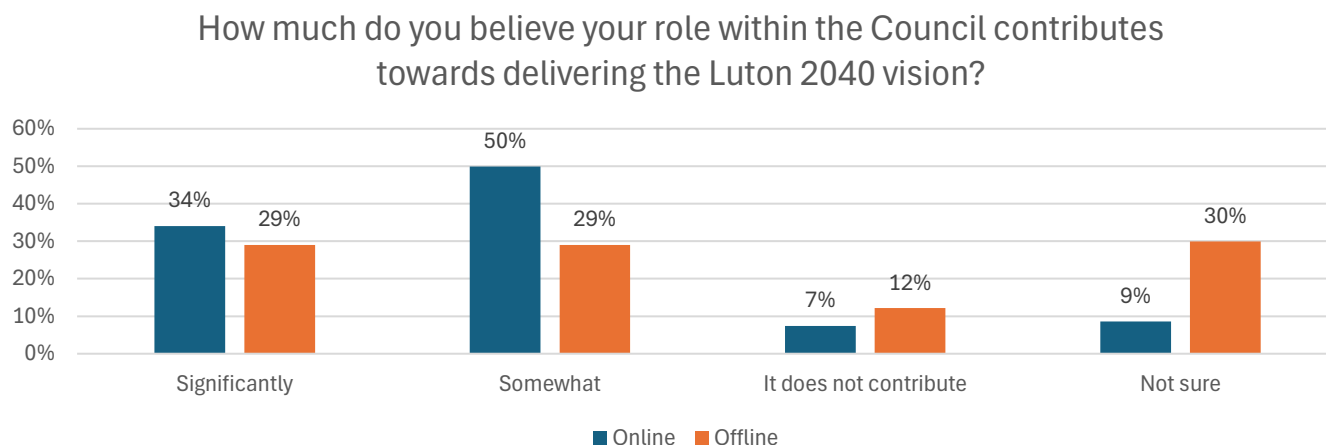


## How much do you believe your role within the council contributes towards delivering the Luton 2040 vision?

The chart compares perceptions of how respondents' roles contribute to delivering the Luton 2040 vision between online and offline participants. These results highlight that online respondents are more likely to perceive their role as contributing significantly or somewhat towards the Luton 2040 vision, whereas offline respondents are more likely to be uncertain about their contribution.

Among online respondents, 34% believe their role contributes "significantly," compared to 29% of offline respondents. Half of the online respondents feel their role contributes "somewhat," compared to 29% of offline respondents.

A small proportion of respondents believe their role "does not contribute," with 7% of online and the percentage of respondents who are "not sure" is notably higher offline compared to online.

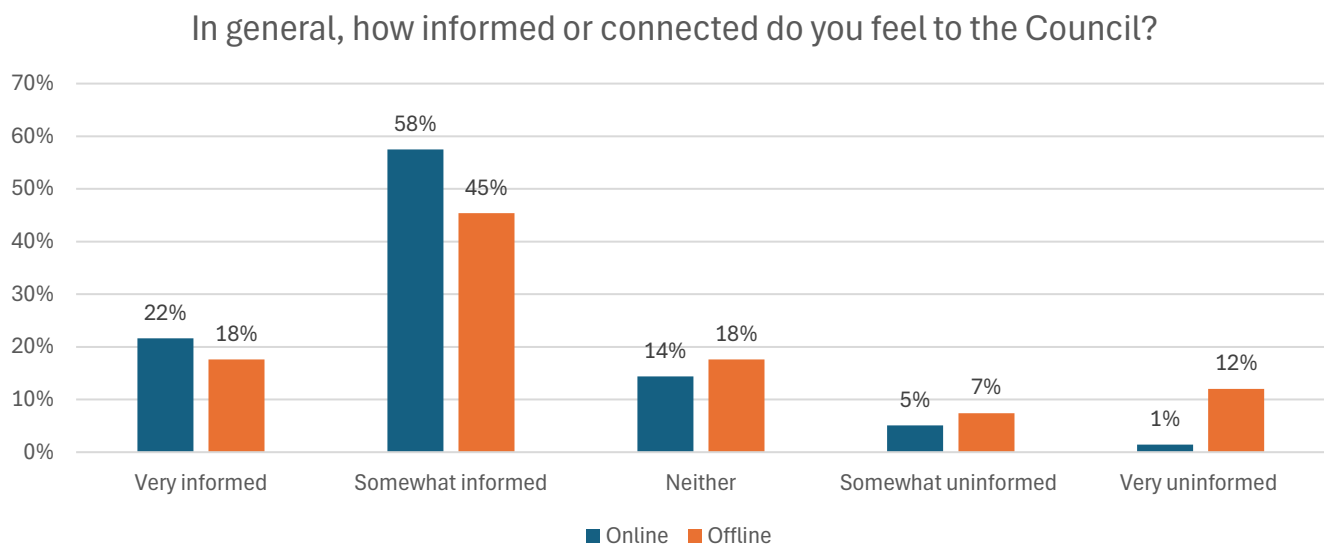


## Internal communication

### In general, how informed or connected to you feel to the council?

The chart below illustrates how informed or connected respondents feel to the Council, comparing online and offline participants. These findings indicate that online respondents generally feel more informed and connected to the Council compared to offline respondents, who report higher levels of feeling uninformed. This suggests a need for improved communication and engagement strategies targeting offline staff.

Among online respondents, 22% feel "very informed," compared to 18% of offline respondents. Most online respondents feel "somewhat informed," higher than offline respondents. Neutral responses are similar between the two groups. A small percentage of respondents feel "somewhat uninformed". Feeling "very uninformed" is reported by 1% of online respondents and a significantly higher 12% of offline respondents.



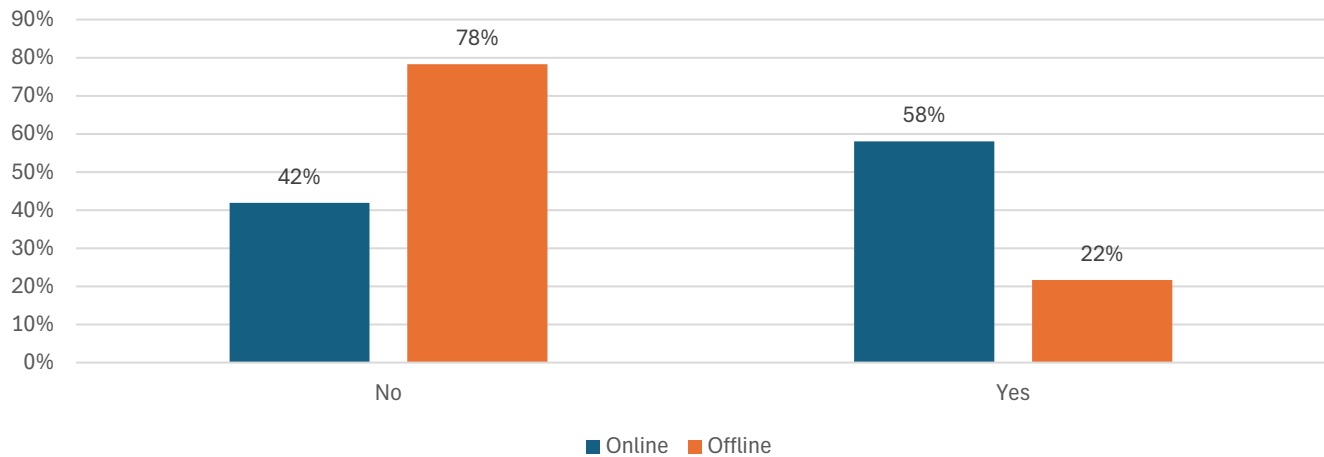
## Transformation Programme

### Are you aware that the council is embarking on an organisation wide transformation programme?

The findings below, highlight a significant gap in awareness among offline respondents, suggesting the need for targeted communication strategies to ensure all staff, particularly offline employees, are informed about key organisational initiatives.

Among online respondents, 58% are aware of the transformation programme, compared to only 22% of offline respondents. Conversely, 42% of online respondents and a significantly higher 78% of offline respondents are unaware of the programme.

## Are you aware that the Council is embarking on an organisation wide transformation programme?

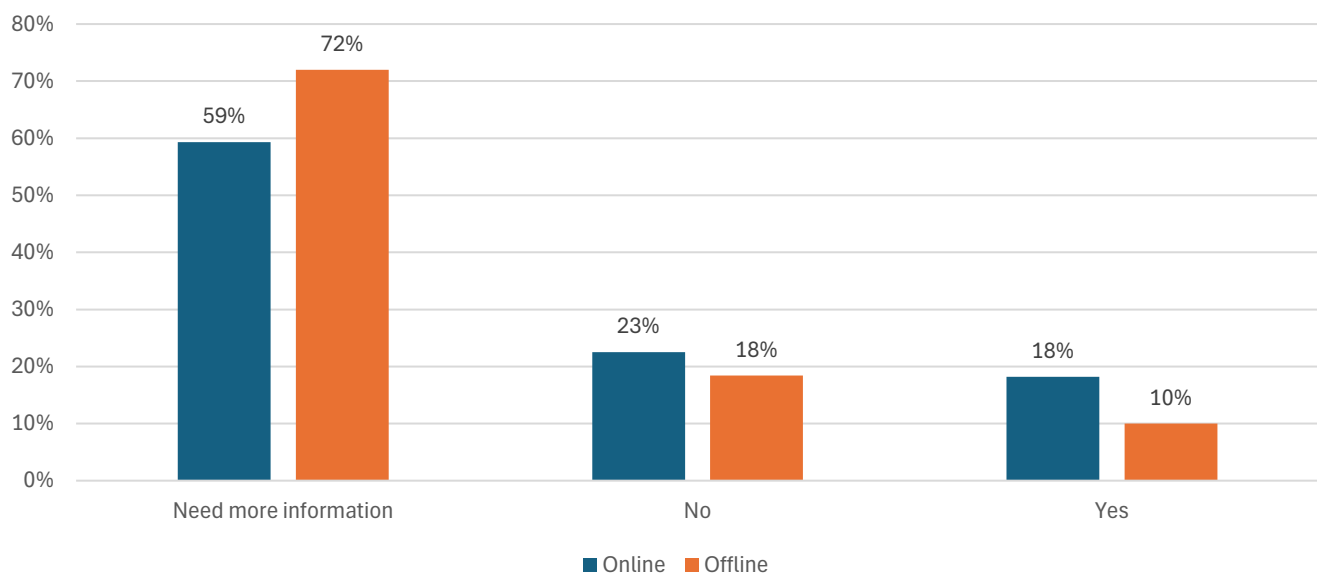


## Would you be interested in being a part of this programme?

The chart reflects the level of interest in participating in the Council's transformation programme, comparing responses from online and offline participants. A significant portion of both groups indicated they "Need more information" before deciding, with 59% of online respondents and 72% of offline respondents selecting this option.

A notable difference is observed in the "Yes" category, where only 18% of online respondents expressed interest compared to 10% of offline respondents. Conversely, the "No" responses were relatively close, with 23% of online respondents and 18% of offline respondents indicating they were not interested. While both groups require additional details to make an informed decision, the offline group appears slightly more hesitant overall.

## Would you be interested in being a part of this programme?

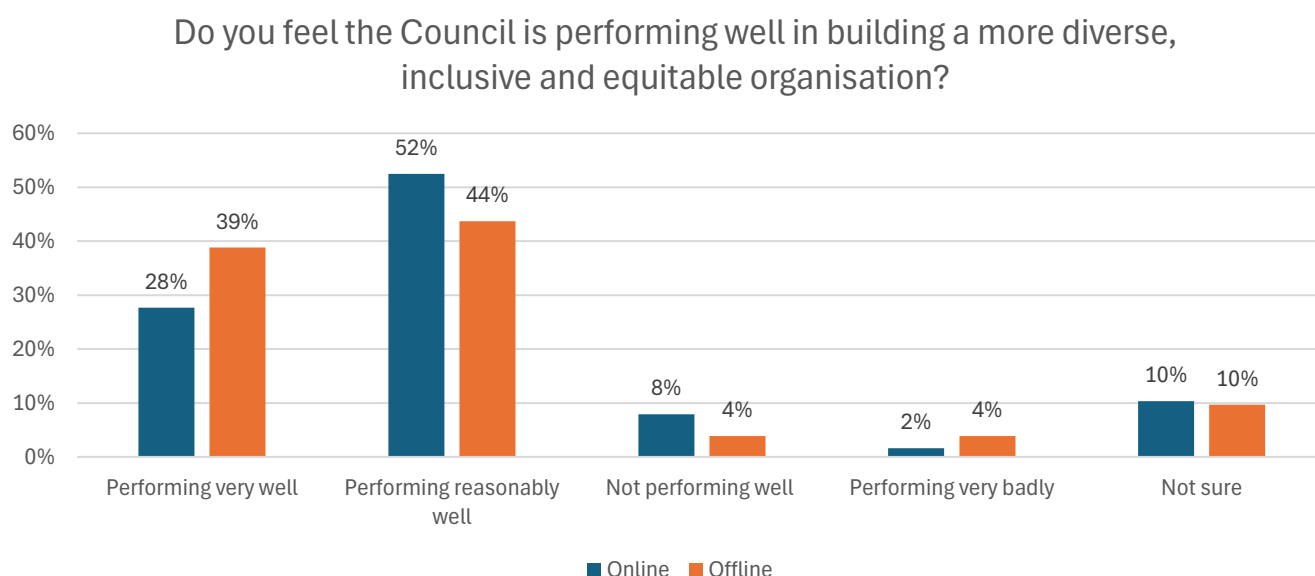


## Equity, Diversity and Inclusion

Do you feel the council is performing well in building a more diverse, inclusive, and equitable organisation where our staff come from a wide range of backgrounds and are treated the same whatever their age, background, ethnicity, religion, gender, disability, sexual identity or sexual orientation?

The chart below compares perceptions of how well the Council is performing in building a more diverse, inclusive, and equitable organisation between online and offline respondents. Whilst a majority in both groups believe the Council is performing well in this area, offline respondents are slightly more likely to rate performance higher, while online respondents are more likely to indicate uncertainty or dissatisfaction.

Among online respondents, 28% feel the Council is performing very well, compared to a higher percentage of offline respondents. Performing reasonably well is the most common response in both groups. A small proportion of respondents feel the Council is not performing well and performing very badly is reported by 2% of online and 4% of offline respondents. The percentage of those who are "not sure" is identical in both groups.



### Do you think you can be your true self at work?

The chart compares responses from online and offline participants regarding whether they feel they can be their true selves at work. These findings suggest that offline respondents are slightly more likely to feel comfortable being their authentic selves at work compared to online respondents. However, the majority in both groups report a positive sense of authenticity in the workplace.

Among online respondents, 78% feel they can be their true selves at work, while 85% of offline respondents share this view. Conversely, 22% of online participants feel they cannot be their true selves, compared to a lower 15% of offline participants.

Do you think you can be your true self at work?

