

**PORTFOLIO:**

## **PERFORMANCE & DEVELOPMENT**

Report of  
Portfolio Holder:

**COUNCILLOR  
GARETH ELLIS**

### **ORGANISATIONAL DEVELOPMENT TEAM**

#### **Employee Opinion Survey**

The results of the 2012 Employee Opinion Survey were reported to the Resources Overview and Scrutiny Panel on 29 March. There was a significant improvement from the 2011 survey in several key areas. This included 87.6% of staff rating the City Council as a good employer compared with 76% in 2011, and 57.1% saying the Senior Management Team provided strong leadership, up from 21% last year. The key concern for staff in 2011 was communication and 65.3% say it has improved since the last survey.

This year the key concern is feeling valued and 46% of staff say they feel valued as an employee of the City Council. While this is an improvement on the 38% who said this last year, it is still an area for concern. The Organisational Development Team will be working with senior managers to look at what can be done to help staff to feel more valued in the workplace.

### **POLICY**

#### **Service Standards**

Senior Managers have identified a select number of service standards to focus our performance monitoring in 2012/13. The areas of focus include:

- Customer contact, compliments and complaints
- Homes, housing and homelessness
- Revenues and Benefits
- Waste recycled and receptacles collected
- Highways and street cleanliness
- Fly tipping and dog fouling

## **Tullie House**

On the fourth of May the Tullie House Trust will celebrate their first anniversary. In their first year we have:

- Selected a board of trustees who bring exceptional experience, talent, knowledge and contacts to the Trust.
- Changed the staffing structure to reflect a more lean, efficient and customer-facing organisation.
- Had the Director of the British Museum and HRH The Duke of Gloucester open the Roman Frontier Gallery.
- Been told early on that we didnt qualify for Arts Council's Major Grant Fund, was a disappointment to Tullie House, but it was not the end of the matter. A bit of imagination and a lot of hard work resulted in Tullie House Trust successfully leading a bid on behalf of a consortium of Cumbrian Museums of ourselves, the Wordsworth Trust and Lakeland Arts Trust. This award represents an investment of £3 million over the next three years in the Cumbrian economy.
- The Trust is currently exploring all the options as to where it wants to be in five years, ten years and twenty years time. Ambition is not in short supply.

**Councillor Gareth Ellis**  
**Performance & Development Portfolio Holder**