



INFORMATION UPDATE

TO:	Chair & Members Audit, Finance & Administration Committee
DATE:	November 7, 2016
SUBJECT/REPORT NO:	Our People Survey (HUR15014(a))
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Lora Fontana Executive Director Human Resources & Organizational Development
SIGNATURE:	

Council Direction:

At its November 23, 2015 meeting, Council approved the “All Employee Survey” (HUR15014) (City Wide) Report providing staff direction to proceed with a one survey approach for all employees. This was in follow up to Council’s request for a corporate methodology, incorporating a unified approach for employee surveying that would occur every three years, commencing in the Fall, 2016.

The Capital budget for this program was approved by Council in January, 2016. The “All Employee Survey” has been renamed the “Our People Survey” to align with our strategic plan and priorities as outlined in the recently Council adopted People and Performance plan. The survey will create an organizational base line for our corporate culture, employee engagement, employee health and well-being as well as measure our employee diversity.

The “Our People Survey” will also allow us to effectively gather all data in one survey, reduce productive hours completing the surveys, realize the efficiencies of consolidating multiple departmental surveys into one corporate survey, and leverage consistent and coordinated corporate communications throughout the process. In addition, we will have one consistent benchmark, data source and analytics that will apply to all employee matters across the City.

Information:

In May 2016, the “Our People Survey” project was kicked off with an initial goal to launch in January 2017. An RFP was produced and released initially in August 2016.

However, given the launch of the Strategic Plan as well as the People and Performance plans, it was decided to delay the launch of the “Our People Survey” to Fall of 2017. Currently, the RFP for the “Our People Survey” is posted through the City’s procurement process. The closing date for the RFP is November 22nd, 2016 with the vendor expected to be awarded prior to year-end.

Design and Development of the survey questions will take place in Q1 and Q2 of 2017 and the Senior Leadership Team will be involved in the final sign off of the developed survey. The themes and questions within the “Our People Survey” will measure the following key areas: culture, including employee engagement; census; health, safety and wellness; ethics and diversity, equity, inclusion and respect. The questions will generally reflect overall leadership effectiveness and will not contain questions respecting Council.

A comprehensive communication and promotion strategy for the optimal participation in the survey will commence organizationally in a variety of methods in Q2 of 2017. These strategies will continue through the post-survey results. The survey is aimed to be launched organization wide in September 2017 with initial results expected in approximately December 2017. Communication and action planning of the results is aimed for Q1 2018, with key action items embedded into our leader’s Performance Accountability and Development (PADs) Plans for 2018.

The City shared its intentions to conduct an “Our People Survey” in the Fall of 2016 with representatives from both Hamilton Police Services as well as the Hamilton Public Library. Once a vendor is selected, both organizations have indicated an interest in working with Human Resources to understand more about the design of the survey as well as the potential delivery costs.

The “Our People Survey” will help us identify areas of strength across our organization as well as areas requiring improvement. The survey will inform our “People Practices and Programs” going forward, and will help measure and evaluate the impact of our leadership practices and people programs over time. Ultimately, leaders will be held accountable for developing and implementing action plans that arise out of the survey results through our Performance Accountability and Development system.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.