



How are we doing @TCC?

Local Government

Report Summary

Survey name: How are we doing @TCC?

Start date: 12:00pm, 30 June 2020

End date: 17:00pm, 14 July 2020

Overall survey score: 61%*

Participation: 84%

Participants: 611 completed of 730 invited

Created by:

**Note: The overall survey score is calculated from the AskYourTeam Agree-Disagree questions*

Categories summary

Overall
61%

Results of the survey are grouped by category to provide an overall summary. The overall score includes AskYourTeam questions.

	Average Score	Lowest Score	Highest Score
Rate Payer / Community Focus	59%	37%	72%
Business Processes	60%	54%	71%
Internal Communication	64%	62%	66%
Strategy	57%	49%	62%
Organisational Learning	59%	57%	63%
Culture	67%	54%	81%
Leadership	61%	53%	69%
Review	53%	49%	55%
Information	63%	50%	70%
Suppliers	64%	60%	66%
Project Planning	59%	54%	70%
Performance Development	59%	44%	69%
Implementation	57%	53%	60%
Custom	78%	73%	80%

Questions summary

The question summary reports show the 10 highest and 10 lowest scores for the survey. The highest scores can identify areas to celebrate success. The lowest scores can identify areas to focus follow-up action plans.

↗ Top 10

#	Categories	Questions	Score
1	Culture	I understand clearly how the things I do affect the ability of others in my team to do their job	81%
2	Custom	My people leader is prepared to adapt and be flexible if it's the best thing to do to meet the organisation's goals	80%
3	Custom	My people leader has strong collaborative relationships across council and with our organisations' partners	80%
4	Custom	My people leader takes responsibility and holds themselves and others to account to deliver exceptional outcomes	79%
5	Custom	My people leader conveys a commitment to fairness	79%
6	Custom	My people leader helps create a safe and trusting environment within our team	79%
7	Custom	My people leader communicates often, openly and ensures everyone is on the same page.	79%
8	Custom	My people leader coaches our team from the side-line, advocates for us, and lets subject matter experts play their roles	79%
9	Custom	My people leader makes it safe to make mistakes when trying to improve performance	78%
10	Custom	My people leader knows when to make a decision, and when a decision can be made by those closest to the action	78%

↘ Bottom 10

#	Categories	Questions	Score
1	Rate Payer / Community Focus	Our council has a positive reputation with our ratepayers	37%
2	Performance Development	Poor performance is managed effectively in our organisation	44%
3	Rate Payer / Community Focus	Our council has a positive reputation in its local business community	46%
4	Review	Projects are reviewed thoroughly to see how well the actual outcome reflected the forecast outcome	49%
5	Strategy	All departments have goals or objectives that are aligned with those of other departments	49%
6	Information	We can quickly obtain customised reports from our information systems	50%
7	Performance Development	Our remuneration structure is appropriate relative to the market	51%
8	Leadership	There is a clear vision for the council	53%
9	Leadership	There is a clear strategy for the council	53%
10	Implementation	We use effective project management techniques for implementing projects	53%

All AskYourTeam Questions summary

Categories	Questions	Score
Rate Payer / Community Focus	The importance of our ratepayers/community has a significant impact on how we work	72%
Rate Payer / Community Focus	I am proud of the impact our council has on the community	66%
Rate Payer / Community Focus	We provide great value to our ratepayers/community	64%
Rate Payer / Community Focus	The council has effective public communication and consultation on significant issues	63%
Rate Payer / Community Focus	We actively gather feedback from ratepayers/community and use this to improve our service to them	62%
Rate Payer / Community Focus	Everyone in the council is clear on the role they play in helping deliver what our ratepayers/community wants	60%
Rate Payer / Community Focus	Our council has a positive reputation in its local business community	46%
Rate Payer / Community Focus	Our council has a positive reputation with our ratepayers	37%
Business Processes	The health, safety and wellbeing of people in the council is appropriately reflected in our systems, processes and work environment	71%
Business Processes	We have the technology to effectively support our processes	61%
Business Processes	We regularly review processes and identify possible improvements	61%
Business Processes	When I receive work from other departments it is fit for purpose	60%
Business Processes	Meetings are generally an effective use of time	57%
Business Processes	We effectively identify and realise opportunities to reduce costs	56%
Business Processes	Our council allocates resources effectively to achieve agreed outcomes	54%
Internal Communication	The Executive team shares information with me that enables me to do my job effectively	66%
Internal Communication	I am motivated by the way our Executive team communicates	65%
Internal Communication	Our council ensures I understand why workplace changes are made	65%
Internal Communication	We are provided with meaningful updates on how the council is performing	63%
Internal Communication	Our group's results are provided in a clear, understandable way	63%
Internal Communication	I feel safe to tell the truth even when it is unpopular	62%
Strategy	Social responsibility is appropriately reflected in our council's vision, values and strategy	62%
Strategy	We are good at partnering with other councils to create mutual value	59%
Strategy	The impact on the environment is appropriately reflected in our council's vision, values and strategy	57%
Strategy	Everything we do is consistent with the council's vision, values and strategy	56%
Strategy	All departments have goals or objectives that are aligned with those of other departments	49%
Organisational Learning	Our council responds quickly to external changes	63%

Organisational Learning	We learn effectively from our mistakes	60%
Organisational Learning	The performance of our council is better than that of similar councils	59%
Organisational Learning	We keep up with the best initiatives that are used in other councils	58%
Organisational Learning	People are regularly asked for feedback on how to improve the council	57%
Culture	I understand clearly how the things I do affect the ability of others in my team to do their job	81%
Culture	I enjoy working for this council	78%
Culture	Our council is a great place to work	74%
Culture	I have the autonomy to make decisions with matters I am responsible for	73%
Culture	We celebrate achievements as a team	68%
Culture	There is a strong focus on how we can work together better as a team	64%
Culture	Our council supports people who come forward with new ideas	64%
Culture	The contribution of individuals is recognised	63%
Culture	Honesty and directness are valued in our council	62%
Culture	We have clear and effective systems for dealing with intimidating behaviour and workplace bullying, which are applied equally to everyone	57%
Culture	Effective cross-functional teams are common in our council	54%
Leadership	The Executive team treat people the way they ask us to treat the ratepayers/community and each other	69%
Leadership	I am confident that our Executive team is leading us in the right direction	68%
Leadership	The actions of our Executive team are consistent with our council's values	67%
Leadership	People are confident that our Executive team will successfully implement our strategy and vision	62%
Leadership	The council has a culture of empowerment that maximises the performance of staff	58%
Leadership	There is a clear vision for the council	53%
Leadership	There is a clear strategy for the council	53%
Review	The measurements we use show clearly whether or not we are on target with our strategy and projects	55%
Review	Information and results from projects are analysed and acted upon effectively	54%
Review	Projects are reviewed thoroughly to see how well the actual outcome reflected the forecast outcome	49%
Information	I have the information I need to do my job as effectively as possible	70%
Information	I have access to the right information which enables me to make effective decisions	69%
Information	We can quickly obtain customised reports from our information systems	50%
Suppliers	We have suppliers who are responsive to our feedback	66%
Suppliers	Our suppliers enable us to perform as successfully as possible	64%
Suppliers	Our suppliers provide excellent value	60%
Project Planning	There is effective communication to inform what is required of me	70%
Project Planning	There are effective planning processes in the council	58%
Project Planning	Effective consultation occurs before changes are made that affect others	55%
Project Planning	Initiatives and projects are researched and planned effectively	54%
Performance Development	My own performance targets are aligned with the objectives of the council	69%
Performance Development	I have regular performance conversations and receive effective feedback	68%
Performance Development	Our council provides opportunities for me to develop my skills and competencies and actively encourages career development	62%

Performance Development	Each person in the council has clearly defined roles and responsibilities which they understand	61%
Performance Development	We have effective training that enhances the performance and development of individuals	56%
Performance Development	Our remuneration structure is appropriate relative to the market	51%
Performance Development	Poor performance is managed effectively in our organisation	44%
Implementation	Changes to plans or deadlines are effectively communicated to all those affected	60%
Implementation	People are held accountable for hitting deadlines	60%
Implementation	Everyone involved in implementing a project understands what needs to be done and by whom	57%
Implementation	We use effective project management techniques for implementing projects	53%
Custom	My people leader is prepared to adapt and be flexible if it's the best thing to do to meet the organisation's goals	80%
Custom	My people leader has strong collaborative relationships across council and with our organisations' partners	80%
Custom	My people leader conveys a commitment to fairness	79%
Custom	My people leader helps create a safe and trusting environment within our team	79%
Custom	My people leader takes responsibility and holds themselves and others to account to deliver exceptional outcomes	79%
Custom	My people leader coaches our team from the side-line, advocates for us, and lets subject matter experts play their roles	79%
Custom	My people leader communicates often, openly and ensures everyone is on the same page.	79%
Custom	My people leader makes it safe to make mistakes when trying to improve performance	78%
Custom	My people leader encourages the team to actively seek out and own new ways of doing things	78%
Custom	My people leader knows when to make a decision, and when a decision can be made by those closest to the action	78%
Custom	My people leader provides me with clear goals and objectives to allow me to organise my own time and work	78%
Custom	My people leader role models our values every day	77%
Custom	My people leader helps create a sense of connection and belonging within our team	77%
Custom	My people leader inspires and motivates us to take action and be focused on delivering our strategy	77%
Custom	My people leader is good at helping conflicting parties collaborate to create win: win outcomes or to compromise	76%
Custom	My people leader helps the team understand the "why" behind our strategy	76%
Custom	We have a 'no blame' culture in our team	73%



More advice on how to review the feedback in your reports and take action is available by clicking the below.

[Learn more](#)