



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: 59%*

Participation: 87%

Participants: 52 completed of 60 invited

Created by:

Filters applied to this report

Group: Strategy & Growth

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

Categories summary

Overall
59%

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	55%	31%	71%
Business Processes	57%	52%	67%
Internal Communication	65%	60%	71%
Strategy	49%	42%	55%
Organisational Learning	57%	55%	60%
Culture	65%	51%	80%
Leadership	59%	42%	70%
Review	49%	46%	54%
Information	59%	40%	69%
Suppliers	61%	57%	64%
Project Planning	61%	56%	72%
Performance Development	60%	45%	74%
Implementation	56%	48%	64%
Custom	82%	78%	86%

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	Custom	My people leader takes responsibility and holds themselves and others to account to deliver exceptional outcomes	86%
2	Custom	My people leader helps create a safe and trusting environment within our team	85%
3	Custom	My people leader communicates often, openly and ensures everyone is on the same page.	84%
4	Custom	My people leader coaches our team from the side-line, advocates for us, and lets subject matter experts play their roles	84%
5	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	83%
6	Custom	My people leader conveys a commitment to fairness	82%
7	Custom	My people leader knows when to make a decision, and when a decision can be made by those closest to the action	82%
8	Custom	My people leader has strong collaborative relationships across council and with our organisations' partners	82%
9	Custom	My people leader provides me with clear goals and objectives to allow me to organise my own time and work	82%
10	Custom	We have a 'no blame' culture in our team	81%

↘ Bottom 10

#	Categories	Questions	Score
1	Rate Payer / Community Focus	Our council has a positive reputation with our ratepayers	31%
2	Rate Payer / Community Focus	Our council has a positive reputation in its local business community	39%
3	Information	We can quickly obtain customised reports from our information systems	40%
4	Strategy	All departments have goals or objectives that are aligned with those of other departments	42%
5	Leadership	There is a clear vision for the council	42%
6	Strategy	The impact on the environment is appropriately reflected in our council's vision, values and strategy	44%
7	Leadership	There is a clear strategy for the council	44%
8	Performance Development	Poor performance is managed effectively in our organisation	45%
9	Review	Projects are reviewed thoroughly to see how well the actual outcome reflected the forecast outcome	46%
10	Review	The measurements we use show clearly whether or not we are on target with our strategy and projects	47%

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	71%
Rate Payer / Community Focus	I am proud of the impact our council has on the community	64%
Rate Payer / Community Focus	We provide great value to our ratepayers/community	64%
Rate Payer / Community Focus	We actively gather feedback from ratepayers/community and use this to improve our service to them	63%
Rate Payer / Community Focus	The council has effective public communication and consultation on significant issues	61%
Rate Payer / Community Focus	Everyone in the council is clear on the role they play in helping deliver what our ratepayers/community wants	51%
Rate Payer / Community Focus	Our council has a positive reputation in its local business community	39%
Rate Payer / Community Focus	Our council has a positive reputation with our ratepayers	31%
Business Processes	The health, safety and wellbeing of people in the council is appropriately reflected in our systems, processes and work environment	67%
Business Processes	We have the technology to effectively support our processes	63%
Business Processes	We effectively identify and realise opportunities to reduce costs	56%
Business Processes	When I receive work from other departments it is fit for purpose	55%
Business Processes	Our council allocates resources effectively to achieve agreed outcomes	53%
Business Processes	Meetings are generally an effective use of time	52%
Business Processes	We regularly review processes and identify possible improvements	52%
Internal Communication	The Executive team shares information with me that enables me to do my job effectively	71%
Internal Communication	I am motivated by the way our Executive team communicates	67%
Internal Communication	Our council ensures I understand why workplace changes are made	67%
Internal Communication	We are provided with meaningful updates on how the council is performing	63%
Internal Communication	I feel safe to tell the truth even when it is unpopular	63%
Internal Communication	Our group's results are provided in a clear, understandable way	60%
Strategy	We are good at partnering with other councils to create mutual value	55%
Strategy	Social responsibility is appropriately reflected in our council's vision, values and strategy	55%
Strategy	Everything we do is consistent with the council's vision, values and strategy	50%
Strategy	The impact on the environment is appropriately reflected in our council's vision, values and strategy	44%
Strategy	All departments have goals or objectives that are aligned with those of other departments	42%
Organisational Learning	Our council responds quickly to external changes	60%

Organisational Learning	People are regularly asked for feedback on how to improve the council	59%
Organisational Learning	We learn effectively from our mistakes	57%
Organisational Learning	We keep up with the best initiatives that are used in other councils	56%
Organisational Learning	The performance of our council is better than that of similar councils	55%
Culture	I understand clearly how the things I do affect the ability of others in my team to do their job	80%
Culture	I enjoy working for this council	76%
Culture	I have the autonomy to make decisions with matters I am responsible for	74%
Culture	Our council is a great place to work	68%
Culture	We celebrate achievements as a team	64%
Culture	The contribution of individuals is recognised	64%
Culture	Honesty and directness are valued in our council	63%
Culture	There is a strong focus on how we can work together better as a team	62%
Culture	Our council supports people who come forward with new ideas	62%
Culture	We have clear and effective systems for dealing with intimidating behaviour and workplace bullying, which are applied equally to everyone	56%
Culture	Effective cross-functional teams are common in our council	51%
Leadership	I am confident that our Executive team is leading us in the right direction	70%
Leadership	The Executive team treat people the way they ask us to treat the ratepayers/community and each other	69%
Leadership	The actions of our Executive team are consistent with our council's values	67%
Leadership	The council has a culture of empowerment that maximises the performance of staff	60%
Leadership	People are confident that our Executive team will successfully implement our strategy and vision	60%
Leadership	There is a clear strategy for the council	44%
Leadership	There is a clear vision for the council	42%
Review	Information and results from projects are analysed and acted upon effectively	54%
Review	The measurements we use show clearly whether or not we are on target with our strategy and projects	47%
Review	Projects are reviewed thoroughly to see how well the actual outcome reflected the forecast outcome	46%
Information	I have the information I need to do my job as effectively as possible	69%
Information	I have access to the right information which enables me to make effective decisions	67%
Information	We can quickly obtain customised reports from our information systems	40%
Suppliers	We have suppliers who are responsive to our feedback	64%
Suppliers	Our suppliers enable us to perform as successfully as possible	62%
Suppliers	Our suppliers provide excellent value	57%
Project Planning	There is effective communication to inform what is required of me	72%
Project Planning	There are effective planning processes in the council	60%
Project Planning	Initiatives and projects are researched and planned effectively	58%
Project Planning	Effective consultation occurs before changes are made that affect others	56%
Performance Development	I have regular performance conversations and receive effective feedback	74%
Performance Development	My own performance targets are aligned with the objectives of the council	67%
Performance Development	Our remuneration structure is appropriate relative to the market	62%

Performance Development	Our council provides opportunities for me to develop my skills and competencies and actively encourages career development	61%
Performance Development	Each person in the council has clearly defined roles and responsibilities which they understand	58%
Performance Development	We have effective training that enhances the performance and development of individuals	53%
Performance Development	Poor performance is managed effectively in our organisation	45%
Implementation	People are held accountable for hitting deadlines	64%
Implementation	Changes to plans or deadlines are effectively communicated to all those affected	58%
Implementation	Everyone involved in implementing a project understands what needs to be done and by whom	54%
Implementation	We use effective project management techniques for implementing projects	48%
Custom	My people leader takes responsibility and holds themselves and others to account to deliver exceptional outcomes	86%
Custom	My people leader helps create a safe and trusting environment within our team	85%
Custom	My people leader coaches our team from the side-line, advocates for us, and lets subject matter experts play their roles	84%
Custom	My people leader communicates often, openly and ensures everyone is on the same page.	84%
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	83%
Custom	My people leader conveys a commitment to fairness	82%
Custom	My people leader knows when to make a decision, and when a decision can be made by those closest to the action	82%
Custom	My people leader has strong collaborative relationships across council and with our organisations' partners	82%
Custom	My people leader provides me with clear goals and objectives to allow me to organise my own time and work	82%
Custom	We have a 'no blame' culture in our team	81%
Custom	My people leader role models our values every day	81%
Custom	My people leader makes it safe to make mistakes when trying to improve performance	81%
Custom	My people leader helps create a sense of connection and belonging within our team	80%
Custom	My people leader encourages the team to actively seek out and own new ways of doing things	80%
Custom	My people leader is good at helping conflicting parties collaborate to create win: win outcomes or to compromise	79%
Custom	My people leader inspires and motivates us to take action and be focused on delivering our strategy	78%
Custom	My people leader helps the team understand the "why" behind our strategy	78%



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

[Learn more](#)