Intranet site for the Employee Engagement Survey

A small intranet site was created to support Network Rail's employee engagement survey. This document includes two pages from that site -

- Taking Part in the Survey
- Frequently Asked Questions.
Taking Part in the Employee Engagement Survey

Why should I take part?

Your views are vital in understanding what Network Rail still needs to do to become a world-class company.

Your team will use its results for action planning so that you can make the changes that it needs to improve. The senior management will use the results for the whole company to make sure that we are on track to becoming a high-performing organisation.

It will only take you 5 – 10 minutes to fill in the survey and the benefits for your team and the whole of Network Rail will be long-term.

What is the closing date?

You need to fill in and return the survey by Wednesday, 7 November.

Is it confidential? Will my manager find out what I put on my survey? Will my team be identified by senior management?

The survey is confidential so please do not put your name on your questionnaire. Your manager will not find out what you put on your survey. He or she will only receive results for the whole team.

The senior management at Network Rail will only receive general results for the whole company. They will not receive any information which they could use to identify an individual person or team.

How will I get the survey?

For employees in Operations & Customer Service, Projects & Engineering and National Functions, your survey will be sent to you at your home address.

For employees in Maintenance, your survey will be given to you in a personal letter handed out by your manager at your depot. If you are not at work during the survey period, the survey will be sent to your home.

How can I fill in the survey?

You can fill in the survey on paper or by phone or online.

On paper
- Fill in the enclosed paper questionnaire and return it by post in the postage-paid reply envelope provided
- closes Wednesday, 7th November - last day for posting the survey
- 5 – 10 minutes to complete.
Phone
- Tel: XXX XXX XXX
  (or XXX XXX XXX if you don't have access to an outside line at work)
- open 24 hours a day from 09:00 on Wednesday, 17 October
- closes at midnight, Wednesday, 7 November
- freephone number from land lines - however, calls from mobiles will be charged at the standard rate
- your manager will give you time to call from your work location or you can call from home
- you will be asked to input your Survey Access Code which is printed on the enclosed questionnaire
- you must call from a touch-tone phone to complete the telephone survey
- you can repeat any question at any time, press the star (*) key
- 5 - 10 minutes to complete.

Online
- connect to the survey on any computer at www.networkrail.co.uk/xxxxx
- small sites, including signal boxes recently connected to the network with a Citrix-based computer, will also be given access to the online survey from an icon which will appear on their computer screen
- you will be asked to input your Survey Access Code which is printed on the enclosed questionnaire
- open 24 hours a day from 09:00 on Wednesday, 17 October
- closes at midnight, Wednesday, 7 November
- 5 -10 minutes to complete.

What is the Survey Access Code? How do I get it?

Your survey access code will be printed on your survey questionnaire. It is a number unique to you which enables you to fill in your survey online or by phone. It works in the same way as your PIN code for your bank card. It means that each person can only fill in their own survey.

If you do not receive a letter or if you lose your survey access code, please contact the HR Service Centre by:

Tel: XXX XXX XXX
(available Monday to Friday 08:30 to 17:30)
Email: XXX@networkrail.co.uk.

How do I have to answer the questions?

You will be asked 17 questions about working at Network Rail.

You need to answer them on 1 to 5 scale where 1 means “strongly disagree” and 5 means “strongly agree”.

Network Rail/ intranet site Margaret Webster @ www.margaretwebster.co.uk
Please answer every question according to what you really feel and think. In the past, some people have admitted that they answered each question with a “3” because it is the middle point and they did not want to attract attention to themselves or their team.

Remember the survey is confidential. Neither your manager nor senior management will find out what you put on your survey.

**Where can I get advice and support?**

You can find out where you can get help on the Advice and Support page.

**How will I get the results?**

Team Leaders will be able to get the results for whole team via Connect. They will also receive a copy of the results in the post. (Remember that they will only get results for the team as a group – not for any of the individual people in the team.)

Team members will get the results from team leaders during the feedback and action planning session.

Overall results for the whole of Network Rail will be on Connect from 20 December.

**What happens after my team gets their results?**

Once the results are available, each team needs to hold a feedback and action planning session where they:

- share the feedback on their results using the scorecard
- create an action plan where they decide what changes they want to make and how they are going to do that.

Then, over the next few months and throughout the coming year, the team can implement their plan turning their good ideas into real improvements.

You can get advice and support on every part of this process – from understanding the scorecard to running the feedback and action planning session to implementing your plan.

If you would like some independent, personal advice, you can contact one of the Employee Engagement Champions. These 46 managers from all parts of Network Rail are experienced in making engagement work for teams. You can also read about changes that other teams have made in Engagement and Us.

Managers will be assessed on their team’s participation in the survey and how the team uses its results for feedback, action planning and implementation. It is a standard item on all performance and development reviews.
How does Network Rail use the results?

The Executive and senior management teams use the survey to identify overall trends and general issues across the company. This helps them to tackle those problems on a company-wide scale.

Last year, the survey results led to the following changes across Network Rail - training and development in leadership and technical skills, improving IT and depot upgrades.

Links:

- www.networkrail.co.uk/xxxx
- Email - xxxx@networkrail.co.uk
- Advice and support
- Employee engagement champions – advice and support
- Engagement and Us
Frequently Asked Questions

- What does engagement mean?
- Why does engagement matter to Network Rail and why does it matter to me?
- Why does it matter to my manager?
- What will happen after the survey?
- What happened to the open question in the last survey?
- Couldn’t the money spent on the survey be put to be better use?
- Shouldn’t we get the basics right first?

What does ‘engagement’ mean?

When we talk about engagement, we mean how we feel about our company. Engaged employees feel involved with their company. They understand where the organisation is going and how they contribute to that. They are committed, active participants. They know that what they do matters – so they are motivated to do the best job they can.

Engagement matters to all of us because, time and again, there is been a direct link made between business performance and engaged employees. They are safer, they are less likely to leave the company, they are more likely to enjoy what they do and do it well … and they are good team players!

I don’t know about you, but that sounds like the kind of people I enjoy working with.

Why does employee engagement survey matter to Network Rail? Why does it matter to me?

The survey matters because we want to improve engagement. In order to improve it, we need to know how we are doing as a company and how our teams are doing. Then all of us will know where to focus our efforts and resources. We cannot improve if we do not know what is working and not working. So as many of us as possible need to take part in the annual survey.

A company full of engaged staff is a good place to be. It performs better than other companies, values its staff highly and is full of energy, productivity and innovation. We all want Network Rail to be one of those companies.

The survey checks that we’re heading in the right direction.

Why does it matter to my manager?

For managers it must be – and absolutely without exception – a big focus that people in their team are engaged and working together effectively. It’s as much part of the day job as anything else.
The survey makes managers accountable for how they are driving engagement and managing their teams.

**What will happen after the survey?**

It is up to you and your team to use the survey results to improve your performance. You can’t wait for a solution to descend from on high and sort out all your team’s problems.

The team leader needs to hold a feedback and action planning session with the whole team. You should go through the scorecard together to get feedback on your team’s results. From there, you can work out what changes you want to make and how you are going to do that and write it up in an action plan. Then, over the next few months and throughout the coming year, your team can implement its plan turning your good ideas into real changes.

This is what the senior management will be doing for general issues that keep cropping up across the company. We take a look at them and see what can be done at a departmental level to nail them.

There’s plenty of advice and support available for every part of this process. You can even get independent, personal advice from one of the Employee Engagement Champions, a group of 46 managers from all parts of Network Rail who are experienced in making engagement work for teams.

**What happened with the open question in the last survey – “What one thing should Network Rail do to make it a world-class company”?’**

Nearly 11,000 people told us what they thought we should do. We used their answers to help formulate the new world-class values that were launched in February. We are now working hard to embed these values within the company.

Some general management issues also came up in the answers. We tried to respond to as many of them as possible. For example, many people said they wanted less red tape and bureaucracy and the ERP programme is aiming to streamline a lot of our processes and make better use of technology.

In future, we ask that employees work on these problems with their boss – or, in the case of a very serious problem, with their boss’s boss, their HR Business Partner or a Director - rather than responding through the Employee Engagement Survey.

**Couldn’t the money spent on the survey be put to be better use?**

Our people are important and we must make sure we are investing in areas that will make Network Rail a better place to work.

In the survey, employees can tell us about the main issues across the company are and show us where teams need to improve. This helps us to decide where we should invest.
Shouldn't we get the basics right first?

Yes we should. This is exactly what the survey is designed to help do!

The questions in the survey are designed to identify where the basics (either management support or tools to do the job) are not in place. The results are used by teams for action planning so that they can make the changes that they need to improve their performance.