



## Internal client surveys aid the transformation of the HR Department's effectiveness

**Client:** Northumbrian Water  
**Sector:** Manufacturing, Energy and Utilities  
**Service:** Employee Survey - internal client survey

### The Client

With 600 managers in this large utility, who all call on the services of the Group HR function, Diane Morton the newly appointed HR Director knew that she had a job on her hands to get a clear understanding of what they wanted from her team. She had plenty of anecdotal information that the perception of HR within the group was variable. Diane decided that the best way forward would be to commission a survey to ask all her clients what they needed from HR, how they want it delivered and how well the department was meeting their needs. We were commissioned to design and deliver the survey.

### employesurvey's Contribution

A detailed questionnaire was required to cover all four parts of the HR department. We designed an online questionnaire that received a high response rate. In addition to ratings on strengths and weaknesses, the survey gathered a great deal of attributable free text comment that provided insight into issues but also ideas and potential solutions, some of which were very helpful. Once the questionnaire was completed we drafted a report and conducted a presentation to Diane and her senior team.

### The Outcome

Initially many of the internal clients were surprised that HR had the confidence to ask for this feedback when it was known that some of it was likely to be critical. The information gathered, however, was invaluable to setting a strategy for the department and securing the appropriate resources necessary to provide the HR support that the business needed to achieve its business plan. Diane herself commented that she does not know how it is possible to run a department like hers without getting this level of detailed feedback and insight into changing needs. The department has been transformed and is highly regarded within Northumbria Water for its contribution to the corporate success of the business. Each year a survey is done to review performance and plan for the year ahead.