

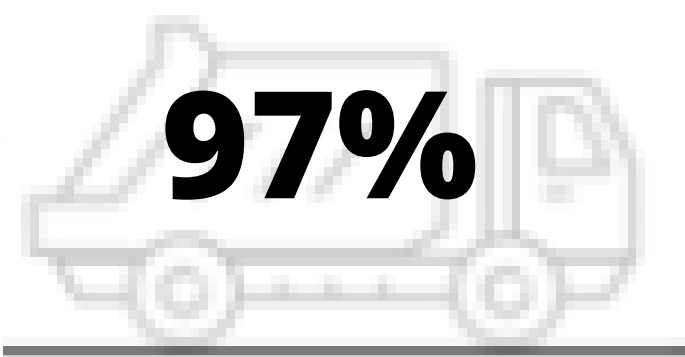
# Equal digital access to employee services for all.



As a digital council, we are moving more and more of our services to digital platforms. This includes services for our employees who will need to access some of these services through personal devices. We've asked colleagues for feedback about this idea.

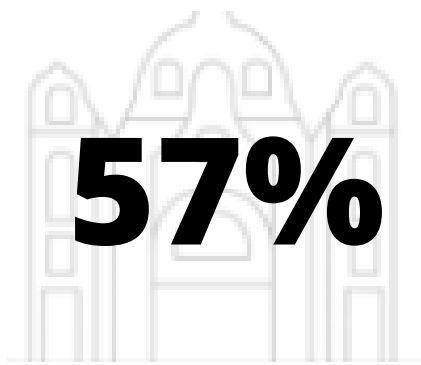
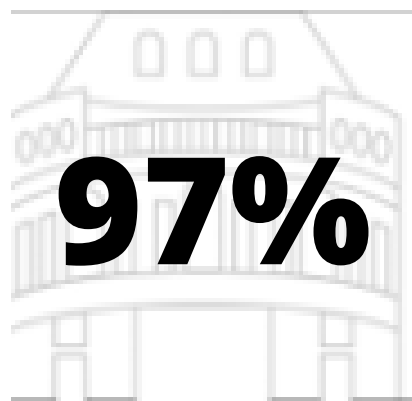
## 460 responses

52% At a desk with access to a computer provided by Leeds City Council  
48% Elsewhere, with no regular access to a computer, phone or tablet provided by Leeds City Council



97% of colleagues responding currently access digital internet services in their lives at home or at work.

97% of colleagues responding say it would be useful to access employee services digitally using their own mobile or other device.



57% of users want a secure service that is simple to use.



People want to access services such as wage advice, managing leave at their convenience, anytime on their device.



Whilst in the minority, challenges, concerns, and fears have been raised that will need to be addressed. These include themes relating to wellbeing, security, functionality and usability, training and accessibility.





# Our frontline want easy & direct access to staff comms, learning, jobs, networks and other information.



96% of frontline respondents say  
it would be useful to access employee services digitally using  
their own mobile or other device.



“Quick and easy. Not going through a third party.”



“I could view information on the go perhaps via an app? Making it  
more accessible.”



“I have a mobile now, myself and others find passwords a nightmare.  
[...] all very complicated when it comes to work passwords. I haven't seen a  
payslip in 12 months.”



“Not being left in the dark about what is happening [...] Being  
able to have input on important things are missed in parks like  
staff awards etc that we don't hear about. Prime example being  
the staff well being survey which without being in the  
Facebook group we would have known nothing about”



“You need to give a lot of training before any of this gets brought in”



“There are many people in Parks and Countryside that do not have  
any access to the Council internal network and all the advice and  
guidance there. These people are often not kept up to date with  
changes to important rights at work such as special leave  
entitlement etc.”



“I am partially sighted so may find it difficult to see and read on the phone.  
But might be better option than not being able to access at all.”



“To hear things first hand instead of using other methods of  
communication and things getting lost.”

