



COVID-19 Staff Survey Results

July 2020

Executive Summary

Introduction

As a responsible employer, we understand that adjusting to life in a global pandemic may be difficult for our staff. In order to gain a broader understanding of how our staff have been affected during this time of uncertainty, a survey was recently carried out across the organisation between June and July 2020. This report presents the key findings which can be used to help inform how best we can support our staff and how we might move forwards as an organisation.

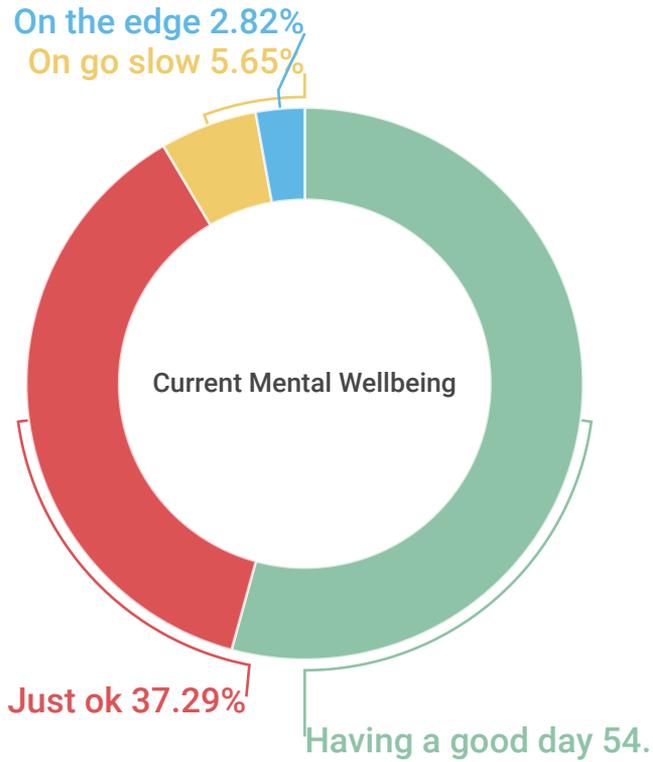
Overall Summary of Results

The survey was well received, with an overall response rate of 84% (177 responses). In summary, it is clear that the vast majority of staff feel well supported by their manager; that Management Team are trusted to make decisions in the best interests of staff and that the right amount of information is being disseminated across the organisation. Of particular note was the level of comments praising the regular email updates from the Chief Executive. Staff remarked that these have helped to keep them feeling connected to the organisation throughout the pandemic.

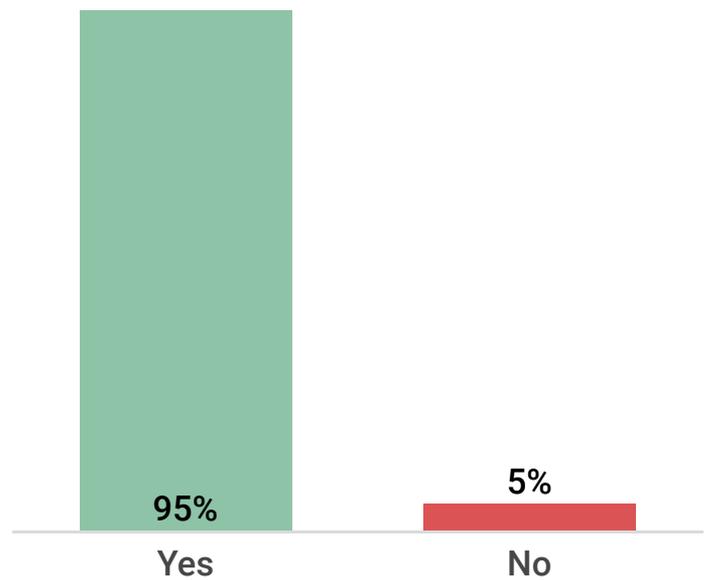
Overall, staff report that they are satisfied with their current working arrangements and feel that they have the equipment they need to work from home. The majority of staff feel that their productivity hasn't been affected by the closure of the Guildhall. However, as would be expected under the current circumstances, there are a number of challenges with staff feeling particularly concerned about balancing working from home with looking after children; social isolation and general worries about the job security and the impact of COVID-19 on their lives. The following pages breakdown the response to each question in detail.

Survey Results - Mental Health and Wellbeing

Q1. How would you rate your mental well-being right now?



Q2. Do you feel connected to your team?



Q3. What do you think might help to improve this?

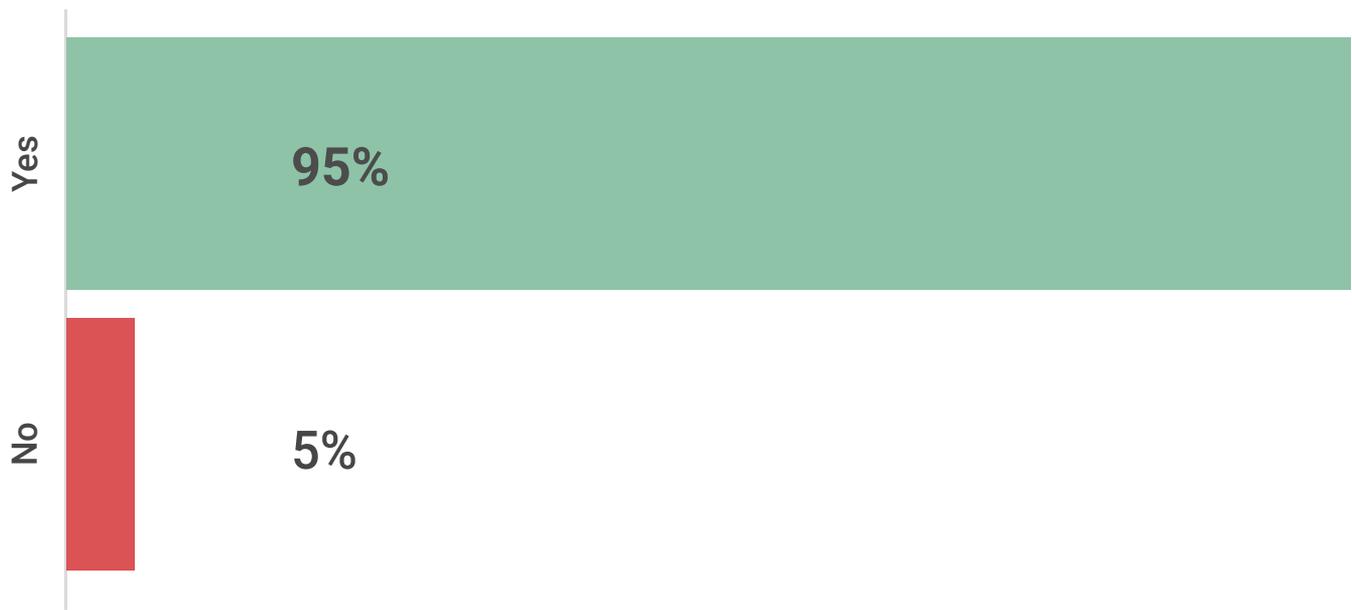


"More social contact with colleagues on MS Teams."

"Being back in the office."

Survey Results - Mental Health and Wellbeing

Q4. Do you feel supported by your line manager?



Q5. What do you think might help to improve this?

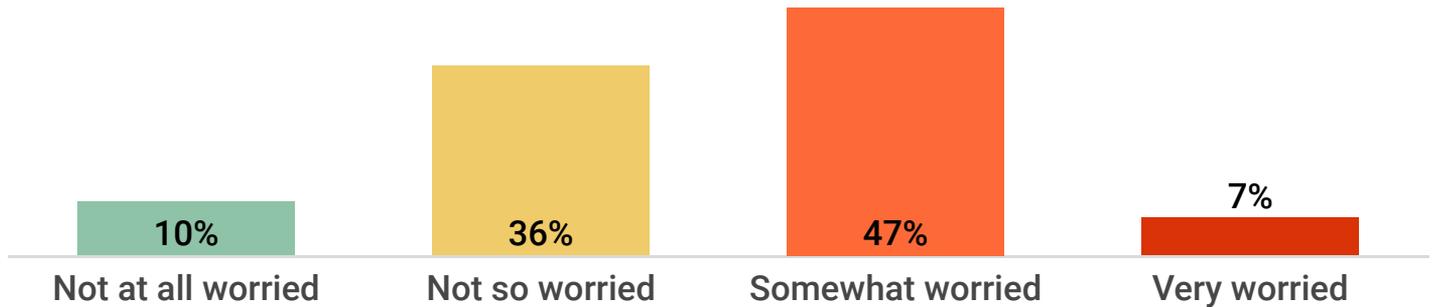


"Better communication."

"More concern from line managers about staff wellbeing."

Survey Results - Mental Health and Wellbeing

Q6. How worried are you about the impact of coronavirus on you personally?

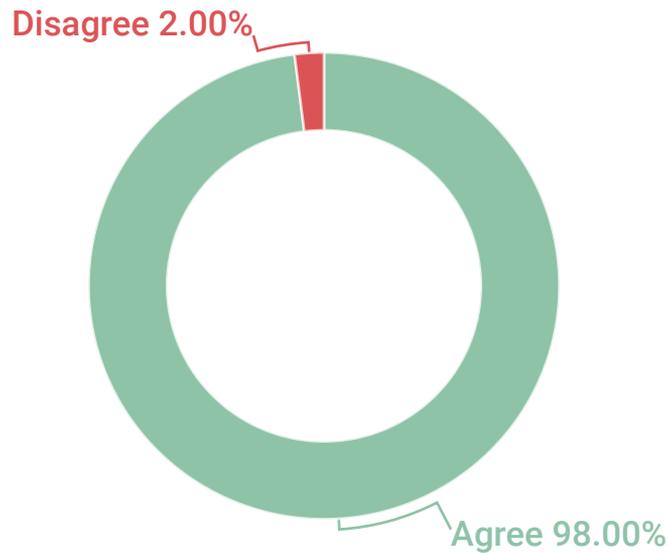


Q7. What can we do as an organisation to better support you with your mental health and wellbeing? This was an open ended question with 109 responses in total which have been grouped into the following categories.

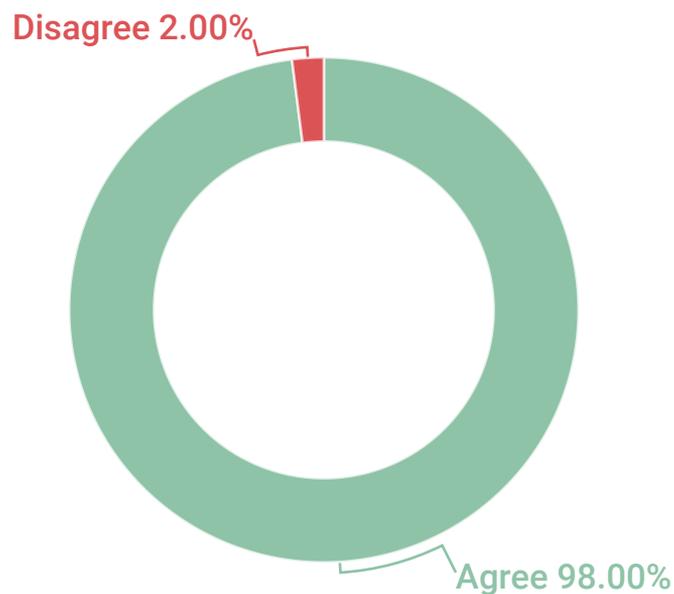


Survey Results - Leadership and Communication

Q8. Do you agree or disagree with the statement "I trust Management Team to make decisions that protect me and my colleagues?"

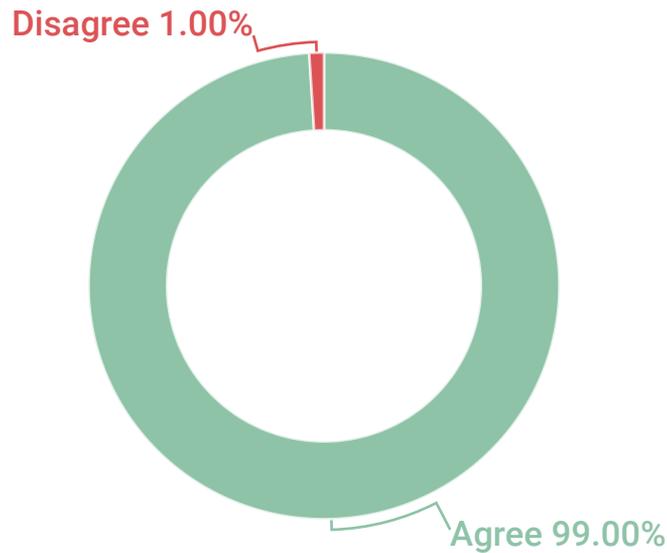


Q9. Do you agree or disagree with the statement "Management Team visibly displays and role models the behaviours they've asked of us?"



Survey Results - Leadership and Communication

Q10. Do you agree or disagree with the statement "I am receiving the right amount of information during the pandemic?"



Q11. What information would you like to see? This was an open-ended question with 3 responses as follows:



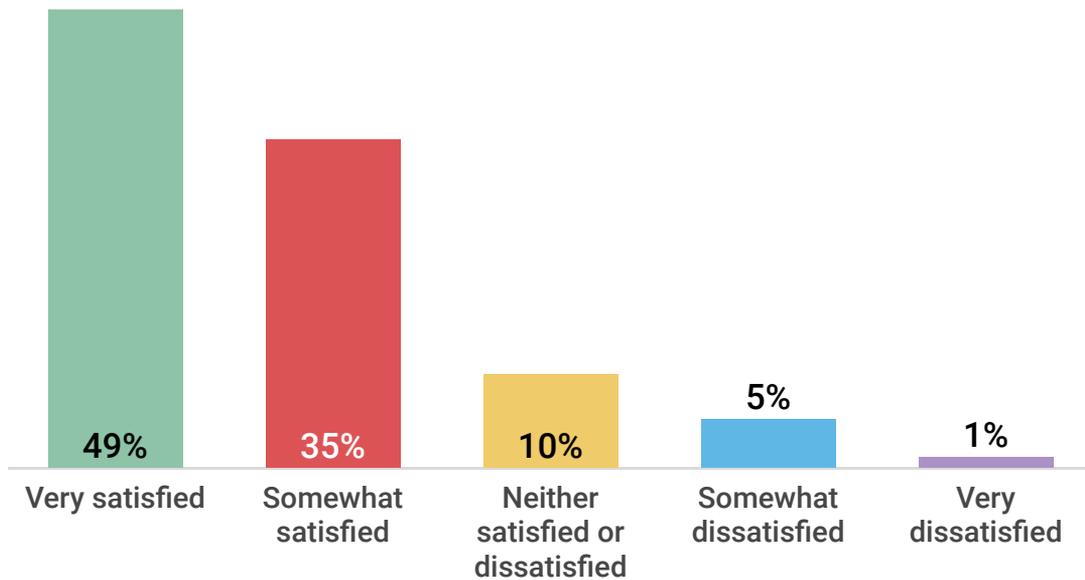
"Notification of changes to service arrangements so that we can correctly inform our customers."

"More information about what other teams are up to."

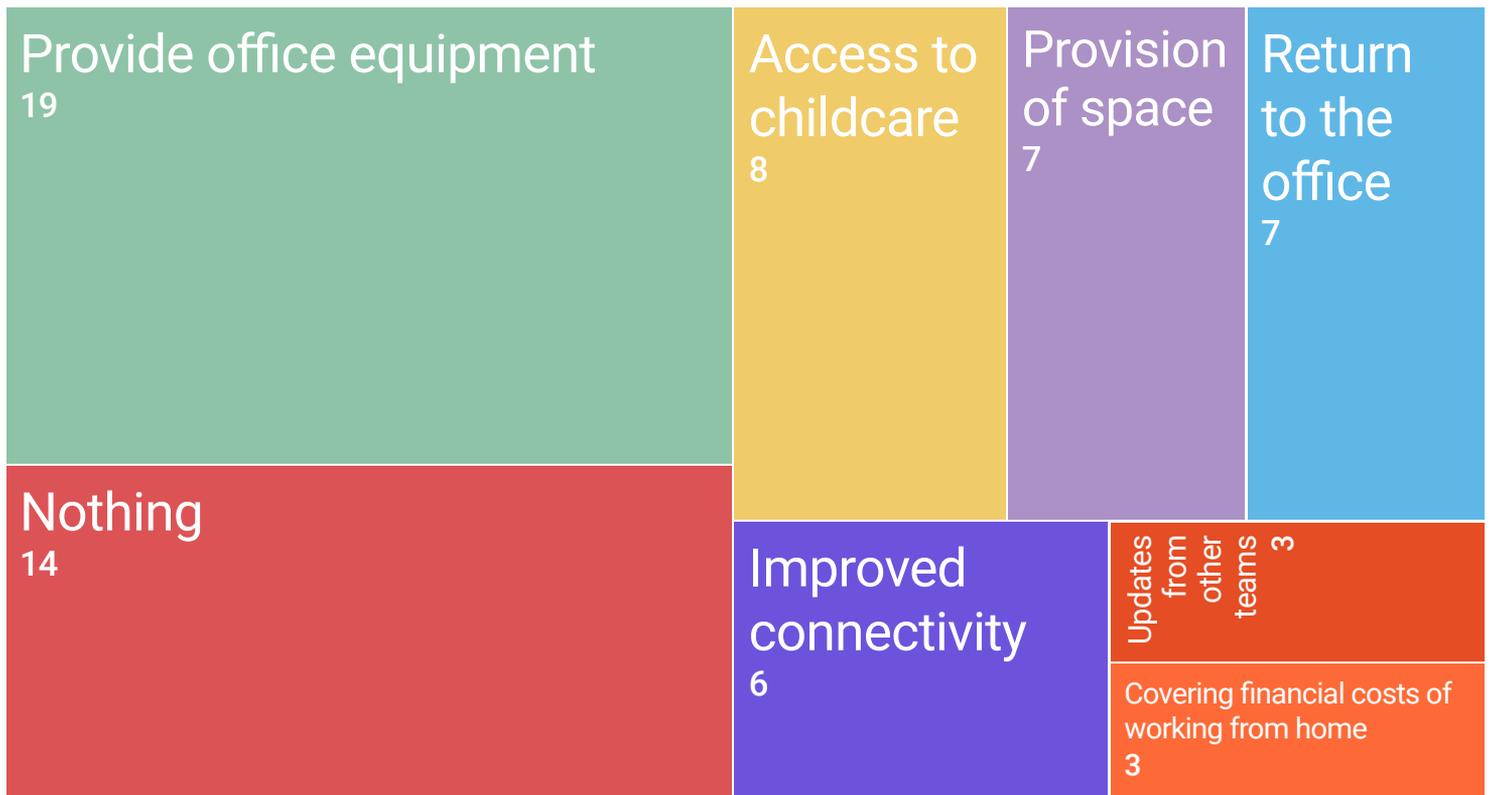
"Clear, step-by-step guidance to protect office based workers."

Survey Results - Homeworking

Q12. How satisfied are you with your current working from home arrangements?

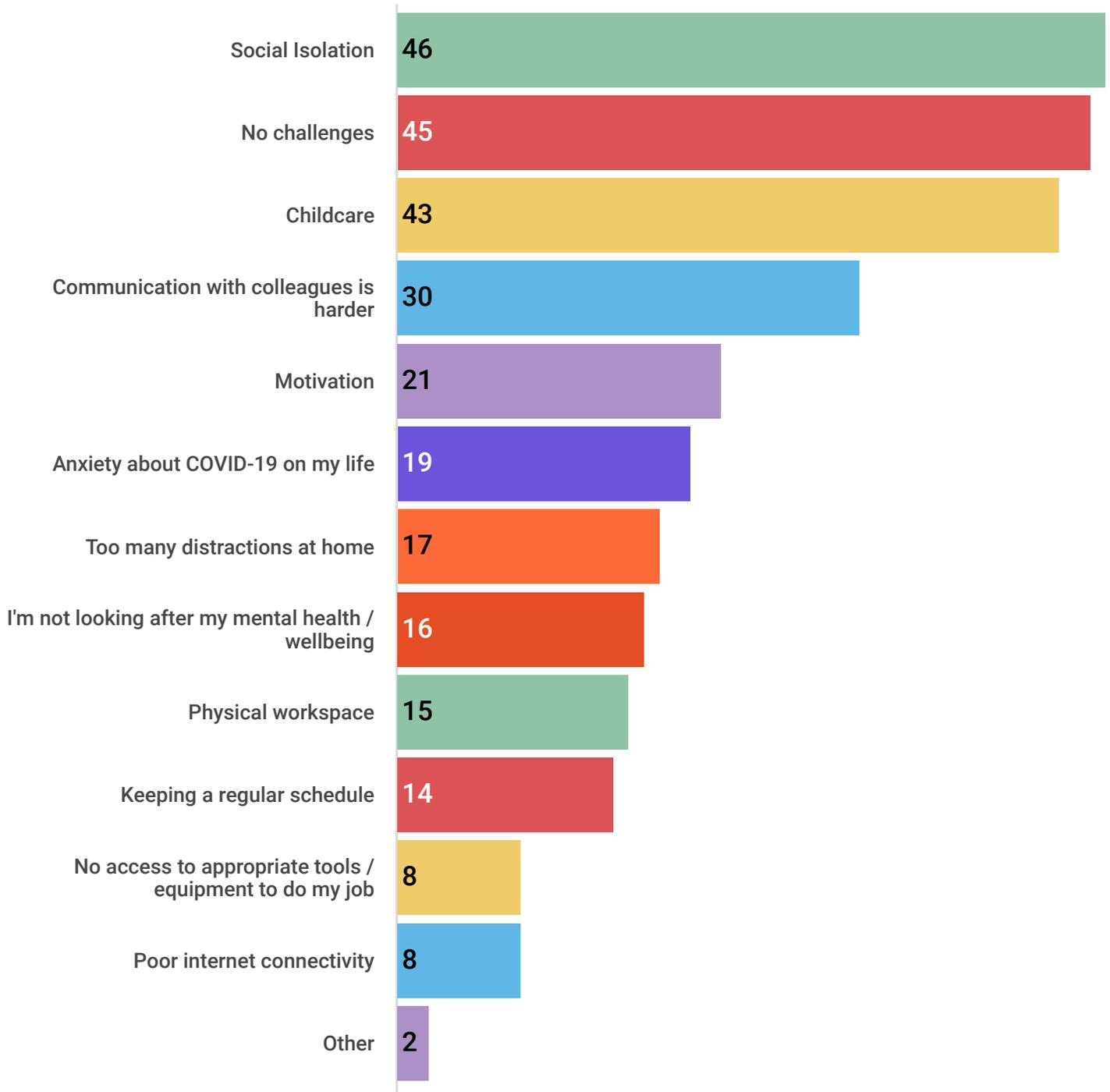


Q13. What could be done to improve your working from home arrangements. This was an open-ended question with 67 responses which have been grouped as follows:



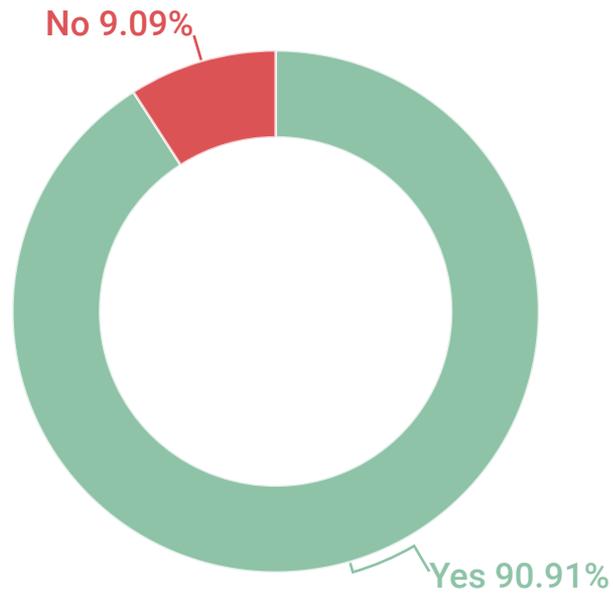
Survey Results - Homeworking

Q14. What are the two biggest challenges you are currently facing whilst working from home?

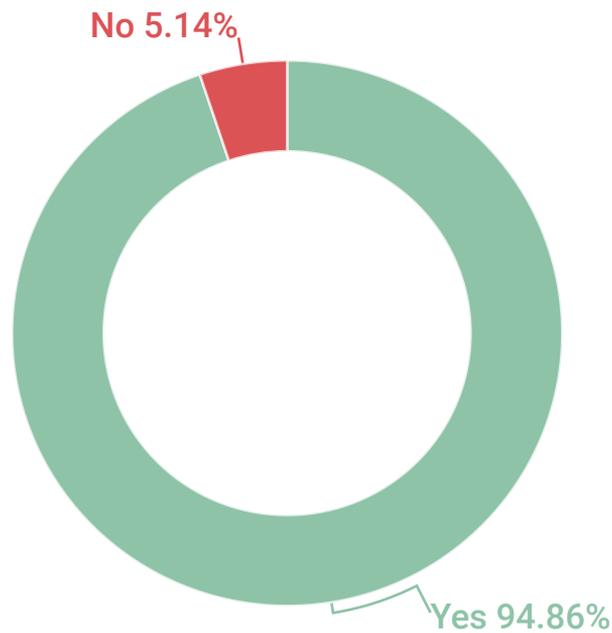


Survey Results - Homeworking

Q15. Do you have the equipment you need in order to do your work from home?

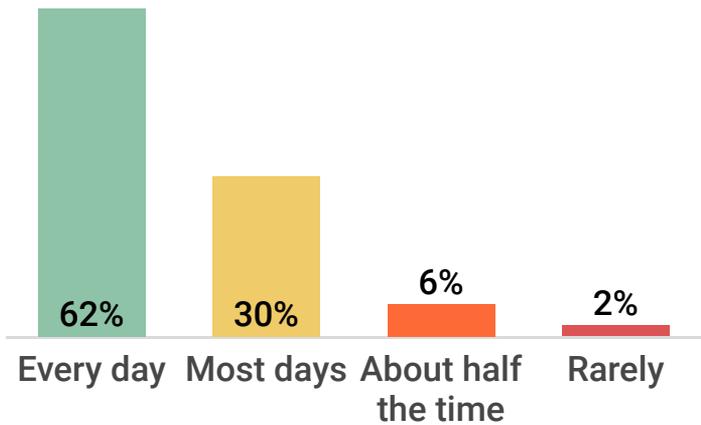


Q16. Do you have a workspace where you can work from home?

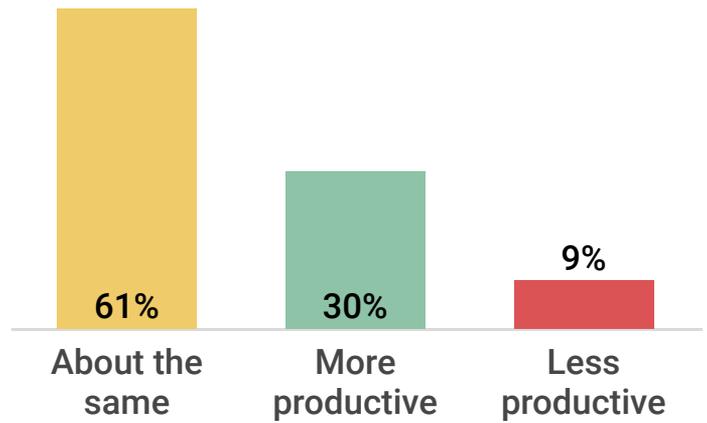


Survey Results - Homeworking

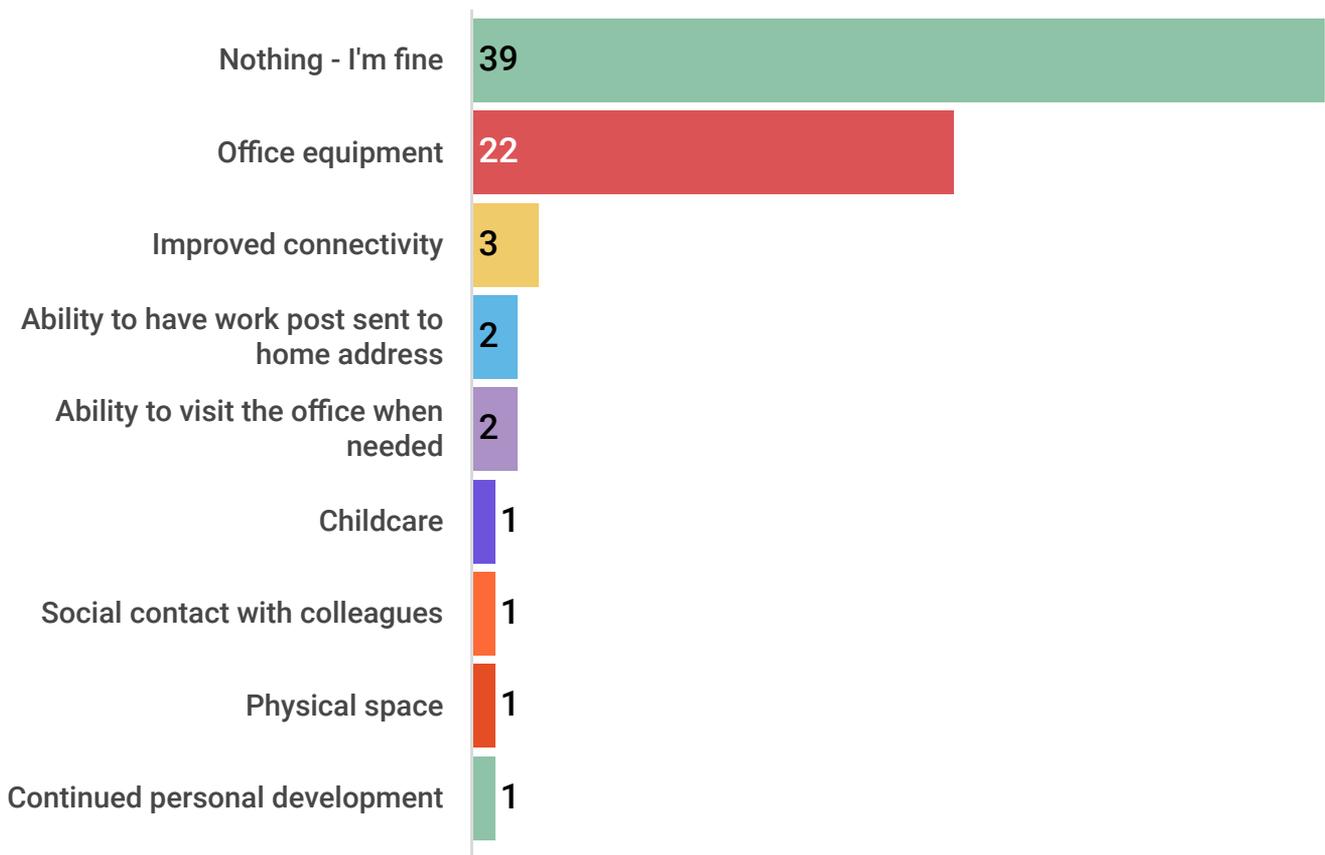
Q17. How often do you keep to a regular schedule when working from home?



Q18. How would you assess your productivity?

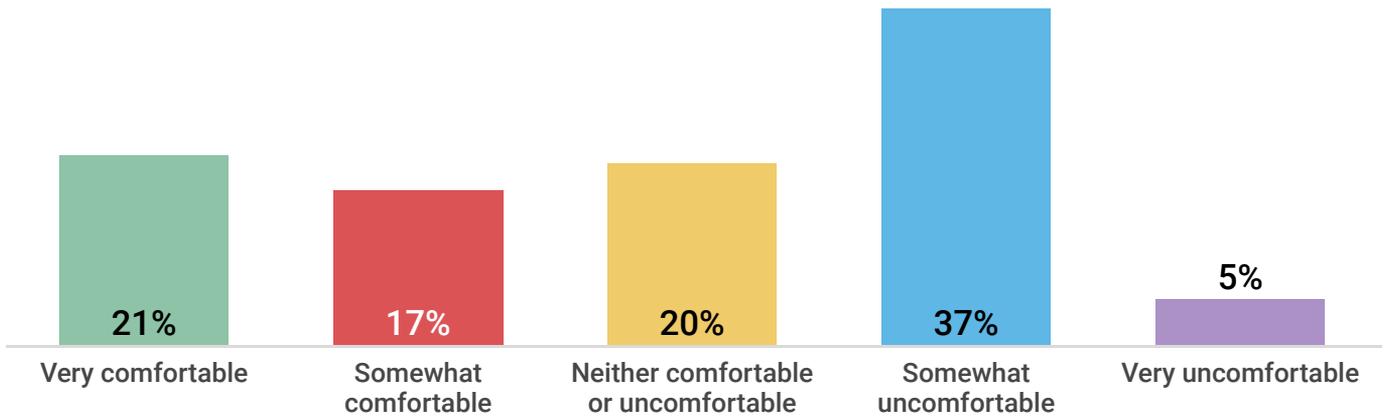


Q18. What else do you need to be able to do your job well whilst working remotely? This was an open-ended question with 72 responses grouped as follows:

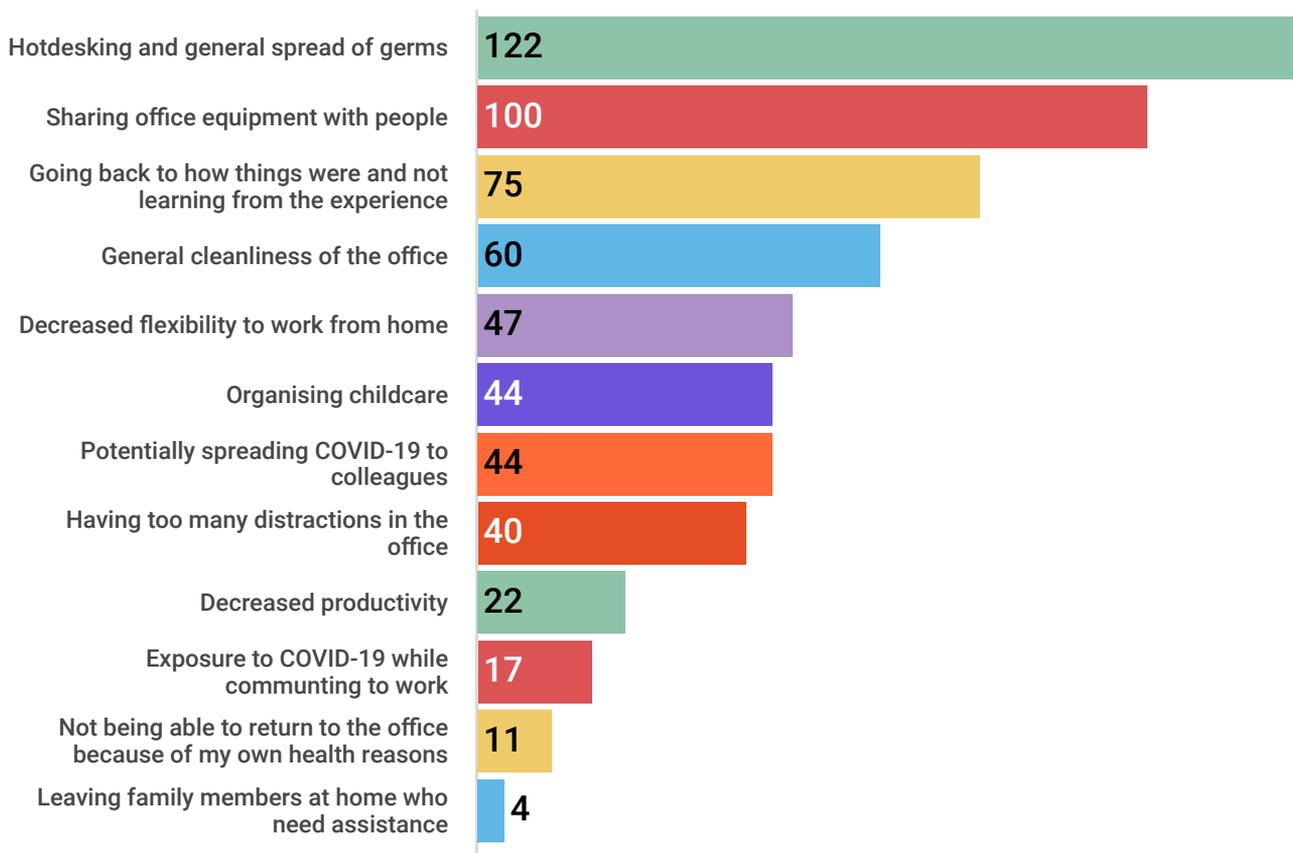


Survey Results - Returning back to the workplace

Q19. How comfortable do you feel about returning to work in the office?

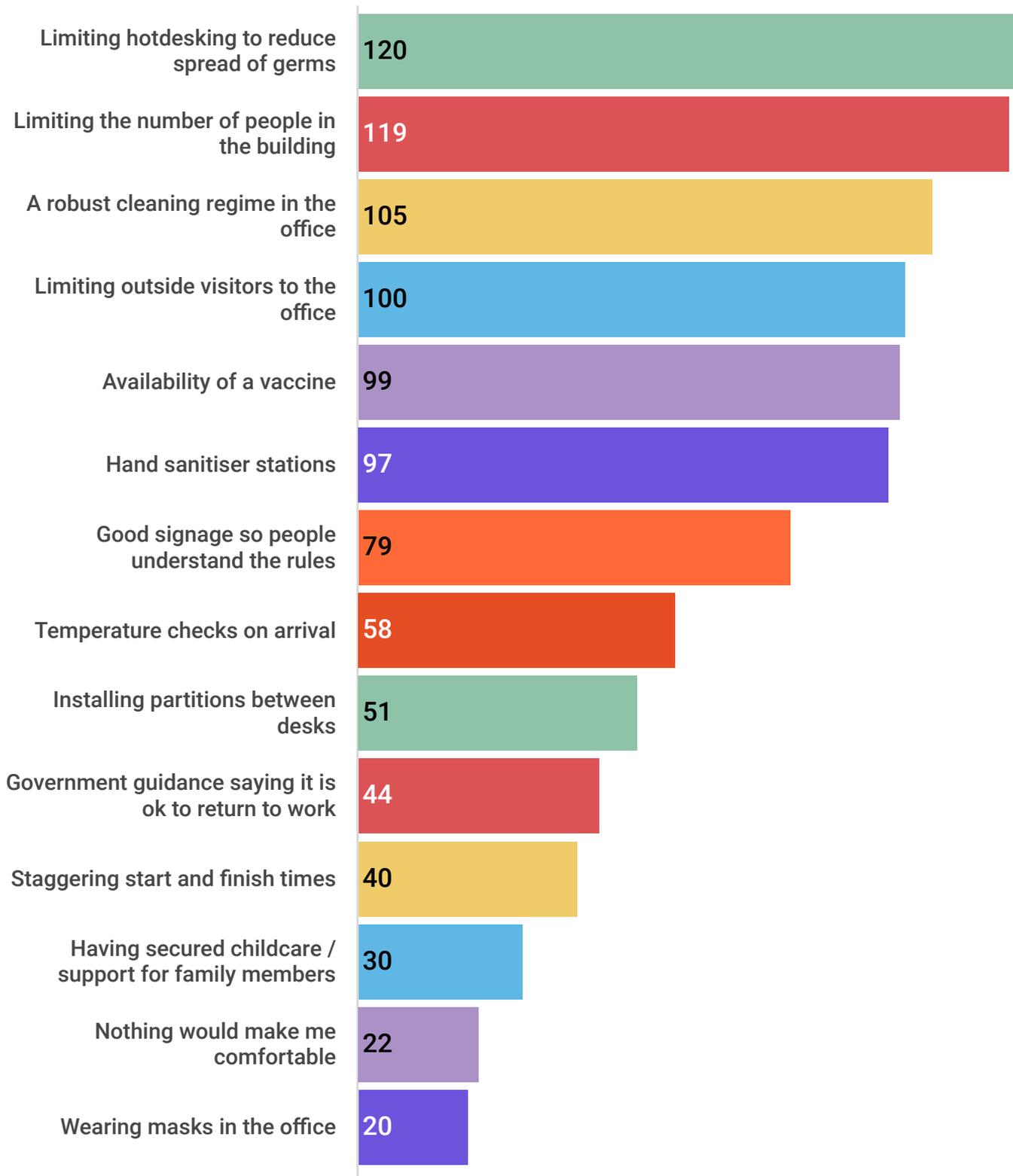


Q20. Which of the following concerns do you have about returning to the office? This was a multiple choice question with 586 responses in total.



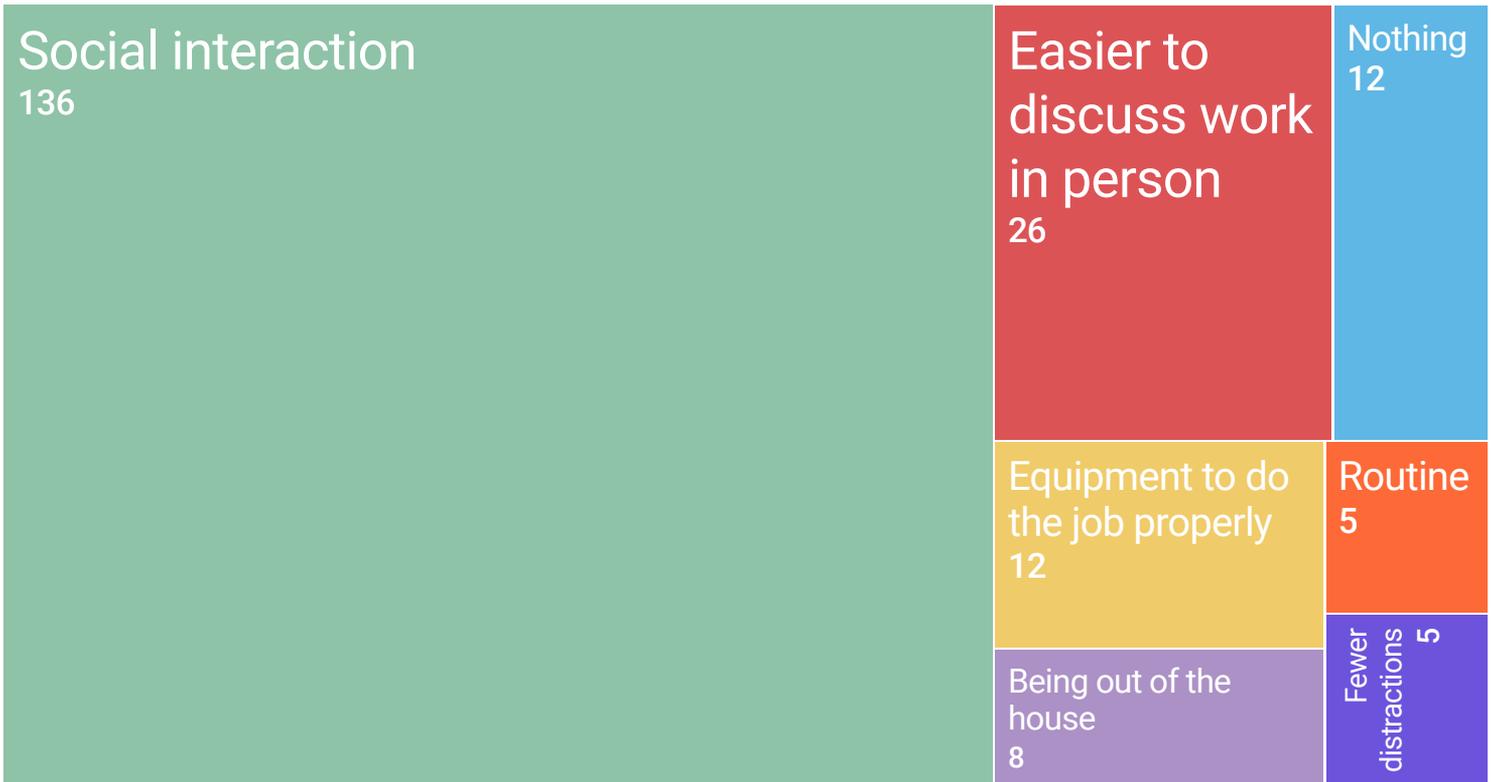
Survey Results - Returning back to the workplace

Q21. Which of the following would make you feel more comfortable about returning to work in the office? This was a multiple choice question with 984 responses in total.

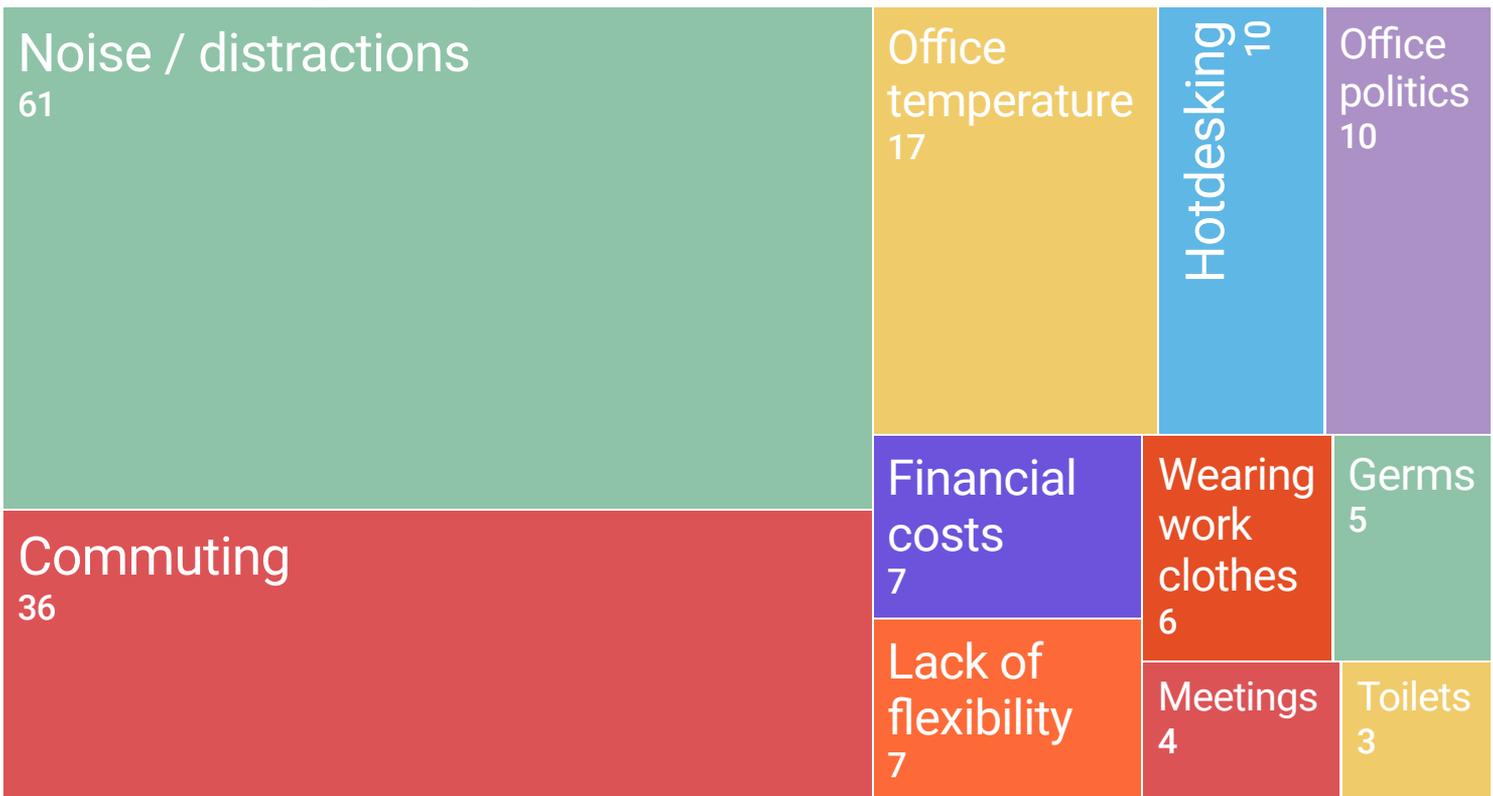


Survey Results - Returning back to the workplace

Q22. What do you miss most about being in the office? This was an open-ended question with 204 unique responses as grouped below:

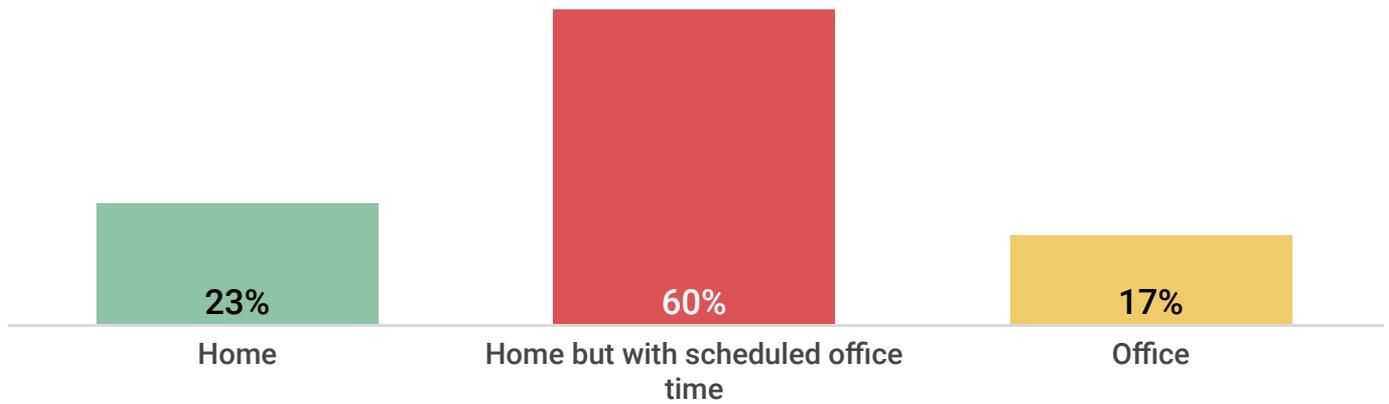


Q23. And what aren't you missing about the office?



Survey Results - Returning back to the workplace

Q24. Given the choice, and once things return to some level of normality, where would you prefer to spend the majority of your working time?



Q25. What is your single biggest work related concern right now?

