Appendix 1

East Devon District Council

Staff Survey - Summer 2020

Summary

The Council

- 96% agreed that as a one Council Team, we have shown the willingness and flexibility required to successfully adapt to the challenges posed by the pandemic.
- 83% agreed that our managers are demonstrating the capabilities and confidence required to lead us forward at this time, 6% disagreed.
- 90% agreed that our organisational values have underpinned our actions and behaviours during the covid-19 crisis.
- 91% agreed that East Devon District Council is communicating with them effectively.

Your mental health and wellbeing

- 74% would rate their mental health as good, 8% would rate their mental health as poor.
- 80% agreed that EDDC supports them to balance work and caring responsibilities effectively, 5% disagreed.
- 86% feel supported by their line manager, 7% do not.
- 84% agreed they have enough contact with their line manager, 10% disagreed.

People's top six concerns were:
1. Wellbeing of myself / colleagues due to a lack of face to face contact with / support from colleagues / lack of positive work related outcomes that come from talking to colleagues in the office.
2. Current excessive workload.
3. Lack of staff / lack of managers, need to recruit.
4. Going back to the office building with its high risk of infection (some mentioned air filtration system).
5. Difficult work / life balance (most mentioned childcare).
6. Job security / redundancy.

When asked for any other comments about mental health and wellbeing, the most common were:
1. I feel isolated, I want to do face to face work / see my team.
2. Working from home has had a positive impact / I want to keep working from home.
3. My Manager has been supportive / had regular meetings.
4. I don't have a work / life balance (most mentioned children).

Working from home

- 80% agreed that working from home had not adversely affected their productivity, 10% disagreed.
- 77% agreed that they had the tools they needed to work effectively from home, 14% disagreed.

When asked what would help them work more productively from home, the most common answers were:
1. Having two screens / a second screen.
2. Having a proper office chair.
3. Being able to print / a printer.
4. Strata to sort out system connectivity issues – drops out all the time / goes slow.

Any other comments, the most common comments were:
1. My team / the council are doing a great job in difficult circumstances.
2. I have felt well supported by my manager / the council.
3. Regular staff updates / communications / news / team updates has been great.
4. Working from home has had a positive impact / increased productivity / want to do it more.
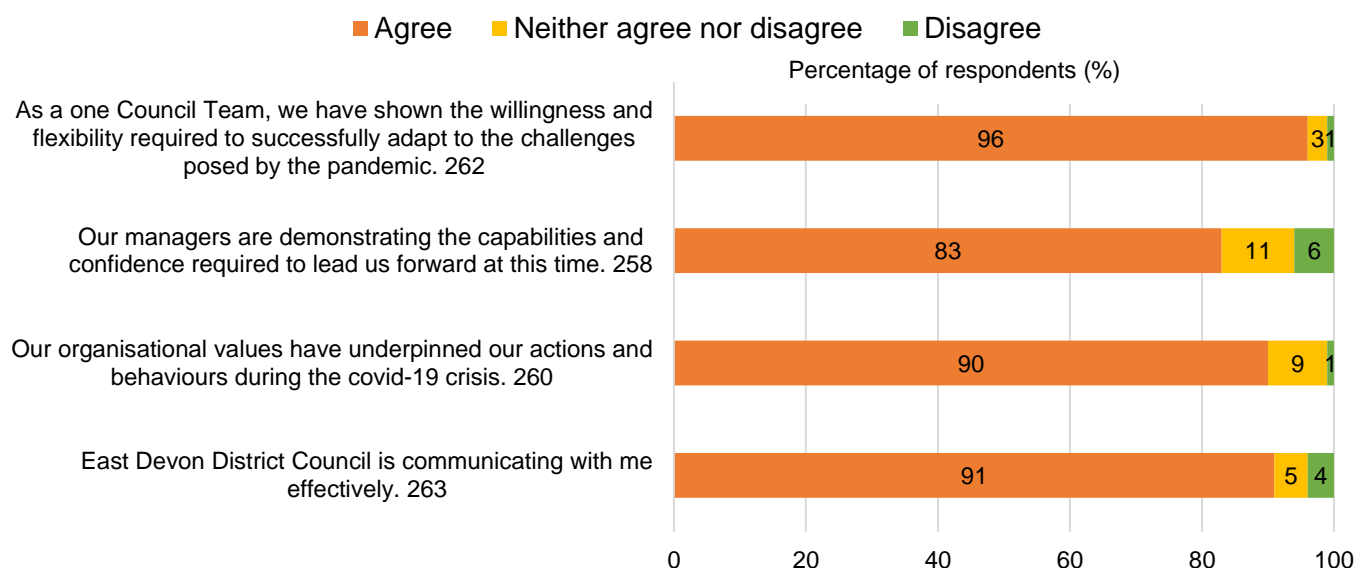
Methodology

The questionnaire was publicised to staff using the staff email newsletter, and by email. It was available both online and in paper format. 13 copies of the questionnaire were submitted on paper and 250 online.

Where any total percentages equal 101% or 99% this is because decimal places have been rounded up or down accordingly so whole percentages are given. Where numbers appear after the end of questions, this is how many people have a valid answer to that particular question.

Full Results

A – The Council

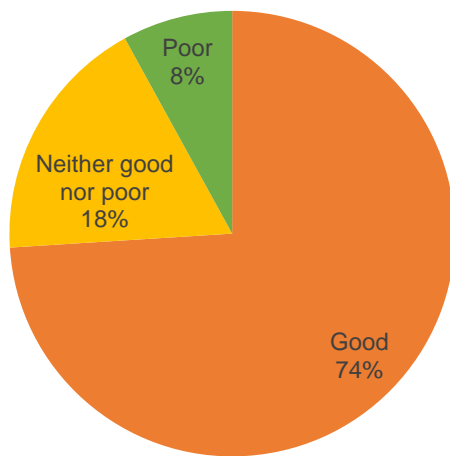**1.** **To what extent do you agree or disagree with the following statements?**

Legend: ■ Agree ■ Neither agree nor disagree ■ Disagree

Percentage of respondents (%)

As a one Council Team, we have shown the willingness and flexibility required to successfully adapt to the challenges posed by the pandemic. 262 — Agree 96, Neither 3, Disagree 1

Our managers are demonstrating the capabilities and confidence required to lead us forward at this time. 258 — Agree 83, Neither 11, Disagree 6

Our organisational values have underpinned our actions and behaviours during the covid-19 crisis. 260 — Agree 90, Neither 9, Disagree 1

East Devon District Council is communicating with me effectively. 263 — Agree 91, Neither 5, Disagree 4

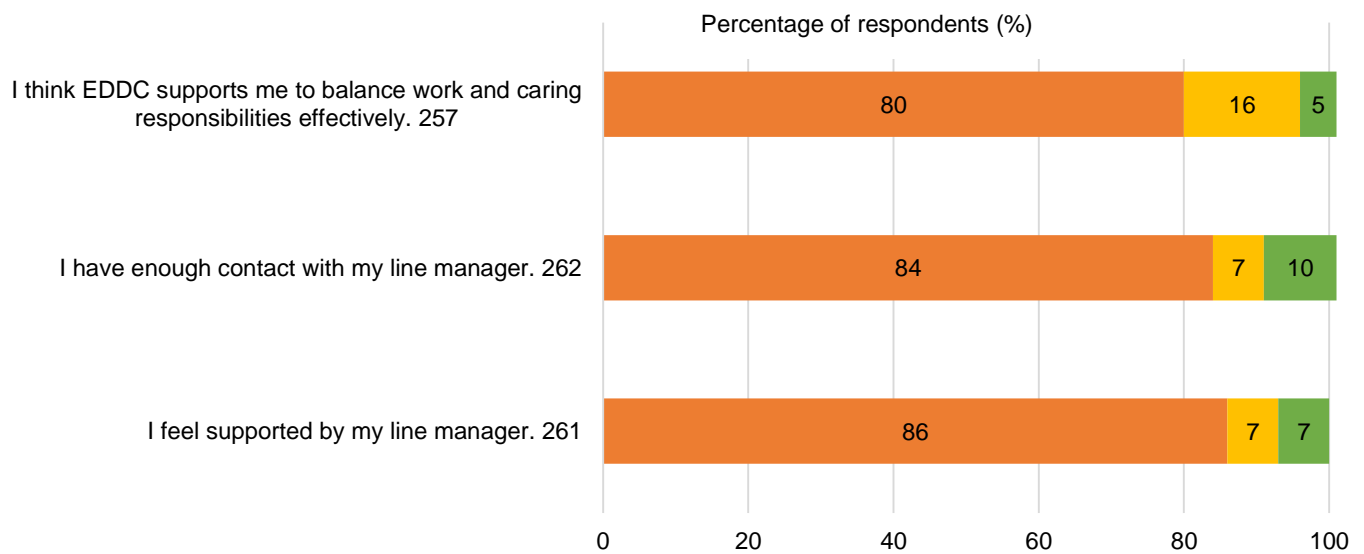| If you disagree with any of the statements in question 1, please tell us about any improvements you would make: 20 respondents commented. The most common comments made by more than one person were:	Number of respondents that gave this comment
Speak to staff, don't just email.	5
Clearer / any communication within teams / sections.	4
My Manager hasn't communicated with me in too long.	3
Lack of consistency between different managers.	2
No / too few team meetings.	2

B – Your mental health and wellbeing

2. I would rate my mental wellbeing as:

260 respondents answered this question.

Poor
8%

Neither good
nor poor
18%

Good
74%

3. To what extent do you agree or disagree with the following statements?

■ Agree   ■ Neither agree nor disagree   ■ Disagree

Percentage of respondents (%)

	Agree	Neither agree nor disagree	Disagree
I think EDDC supports me to balance work and caring responsibilities effectively. 257	80	16	5
I have enough contact with my line manager. 262	84	7	10
I feel supported by my line manager. 261	86	7	7

0   20   40   60   80   100

4. In relation to work, what are your top three concerns?

230 respondents gave 609 comments. The most common comments made by more than three people were:	Number of respondents that gave this comment
Wellbeing of myself / colleagues due to a lack of face to face contact with / support from colleagues / lack of positive work related outcomes that come from talking to colleagues in the office.	67
Current excessive workload.	55
Lack of staff / lack of managers, need to recruit.	30
Going back to the office building with its high risk of infection (some mentioned air filtration system).	23
Difficult work / life balance (most mentioned childcare).	22
Job security / redundancy.	20
Lack of information about when we can get back to the office / normal work will start and what this will look like.	18
The financial future of the council / my service.	18
I need other equipment / resources to work from home that I don't have / work from home set up causing physical issues.	17
Line managers / service leads not listening / not being supportive / not addressing issues.	15
Not being able to provide appropriate / high standard of service to customers.	15
Slowness of ICT / crashing ICT systems and ICT system limitations.	13
Changes in Cabinet and its effect on the future of the council.	13
The increasing volume of work in the recovery phase / post Coronavirus.	12
New systems in place at Blackdown House (most mentioned the one way system).	11
Lack of ICT equipment that I need.	11
Poorer working relationships between teams.	10
Very little / no contact from my line manager / service lead.	10
Be able to stay safe in face to face appointments.	10
Lack of team / council morale.	9
Preparing for the future.	9
Communication.	9
Going back to the office, I need to / want to work from home.	8
I want to go back to the office, don't want to work from home.	8
Meeting deadlines.	8
Lack of team cohesion.	7
Keeping track of changes in law.	6
Catching Coronavirus.	6
Getting back to normal work / a normal routine.	6
Staff aren't being treated equally / staff not pulling their weight.	6
Managers / service leads are too busy to manage.	6
Not paid appropriately / erosion of pay and benefits.	6
Stressful interactions with angry public / businesses.	6
Me / colleagues staying safe.	5
Lack of training.	4
New Cabinet wanting too much involvement, delaying projects.	4
Keeping the same managers for continuity.	4
New Cabinet needs to behave better towards officers / be respectful to officers / listen to highly experienced officers.	4

5. Any other comments about your mental health and wellbeing:

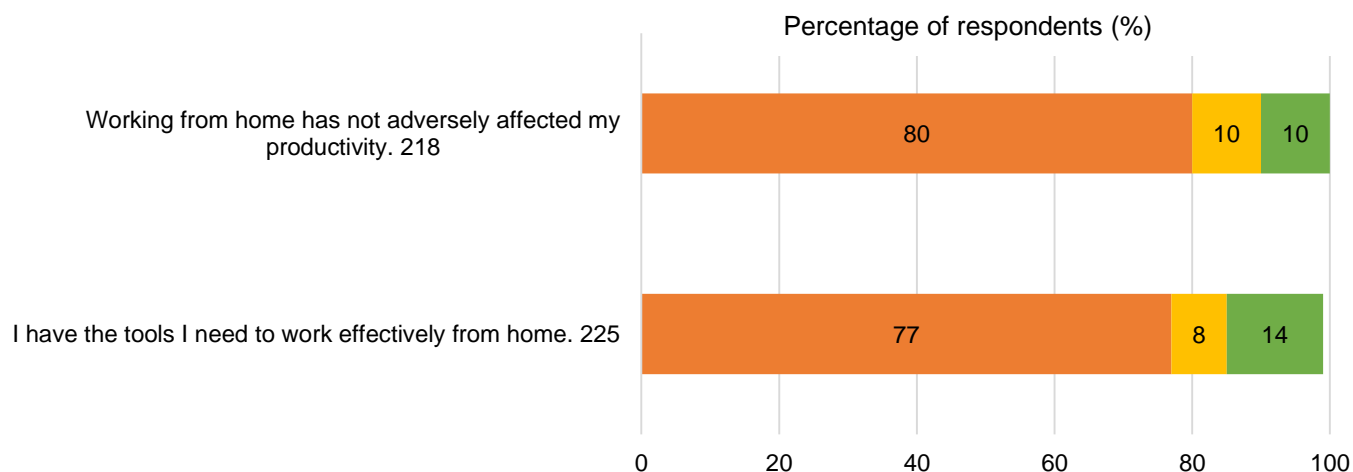| 128 respondents commented. The most common comments made by more than three people were:	Number of respondents that gave this comment
I feel isolated, I want to do face to face work / see my team.	16
Working from home has had a positive impact / I want to keep working from home.	15
My Manager has been supportive / had regular meetings.	14
I don't have a work / life balance (most mentioned children).	14
I have a great deal of non-work stresses / anxieties.	12
All is good.	9
I have some very down / anxious days.	9
My team has been supportive of me.	8
Suffering due to work related issues that haven't been sorted out.	6
I have no suitable office space, can't work from home long term.	6
My physical health is suffering.	6
Suffering due to a lack of communications / support / understanding from my manager.	5
The method of communication are enough e.g. newsletters.	4
The more flexible working patterns / practices are great.	4

C – Working from home

6. Are you currently working from home at all:

85% of the 259 respondents were working from home.

7. If you are currently working from home at all, to what extent do you agree or disagree with the following statements:

■ Agree ■ Neither agree nor disagree ■ Disagree

Percentage of respondents (%)

Working from home has not adversely affected my productivity. 218 — 80 | 10 | 10

I have the tools I need to work effectively from home. 225 — 77 | 8 | 14

0   20   40   60   80   100

8. Is there anything that would help you be more productive whilst working from home?

142 respondents commented. The most common comments made by more than three people were:	Number of respondents that gave this comment
Having two screens / a second screen.	34
Having a proper office chair.	15
Being able to print / a printer.	15
Strata to sort out system connectivity issues – drops out all the time / goes slow.	13
I've had to buy equipment myself and pay for it to function; chair, screens, desk, keyboard.	10
Having a proper set up, not just a laptop with a small screen.	8
Not having to use personal devices / own old small laptop.	7
There would need to be less distractions at home (most mentioned children).	7
Getting back to face to face interactions.	6
Having a proper set up workstation.	6
Being able to print on my home printer.	6
Better internet connection.	6
Having a scanner.	5
Paper plans being printed and sent out, as can't see properly on screens.	5
A bigger laptop screen.	4
Having a keyboard.	4
Having a proper desk.	4
An office / space to set up a workstation.	4

D – Any other comments

9. Any other comments?

100 respondents commented. The most common comments made by more than three people were:	Number of respondents that gave this comment
My team / the council are doing a great job in difficult circumstances.	17
I have felt well supported by my manager / the council.	16
Regular staff updates / communications / news / team updates has been great.	16
Working from home has had a positive impact / increased productivity / want to do it more.	16
Thanks for being flexible.	6
I am ok with it.	5
Physical meetings need to be reintroduced.	4
Want to get back into office.	4
Our team have been very supportive to all our members.	4