

## Summary

329 members of staff filled in the questionnaire, this is 67% of staff.

### Positives

Our three highest scoring of the workplace stressors recognised by the Health and Safety Executive were:

*A high score is positive. The most positive score that can be given is 5, and the least positive score is 1.*

1. Role (4.34)
2. Peer support (4.08)  
Relationships (4.08)

Within these stressors the 5 areas that scored most highly were (in order with the highest scoring at the top):

1. Not being subject to bullying at work. 4.77. Although 83% stated they were never bullied at work, 6% of respondents stated they were sometimes bullied at work and 11% stated they were seldom bullied, which is still significant due to the nature of the question.
2. Knowing how to get their job done. 4.41  
Being clear what their duties and responsibilities are. 4.41
3. Being clear what's expected of them at work. 4.4  
Not being subject to personal harassment in the form of unkind words or behaviour. 4.4. Although 62% of respondents stated they were never subject to personal harassment at work, 38% stated they were seldom, sometimes, often or always subject to personal harassment in the form of unkind words or behaviour, which is still significant due to the nature of the question.

If we look at all questions from the stressors, the areas with the highest scores remain the same as the list above.

### Negatives

Our two lowest scoring of the workplace stressors recognised by the Health and Safety Executive were:

*A low score is negative. The most positive score that can be given is 5, and the least positive score is 1.*

1. Demand (3.29)
2. Change (3.5)

Within these two stressors the areas that had the lowest scores were (in order with the most significant concern at the top):

1. Having to work intensively. 2.39. 54% of respondents said they often or always have to work intensively, only 6% said this seldom or never applies to them.
2. Having to work very fast. 2.74. 85% of respondents said they sometimes, often or always have to work very fast.
3. Having to neglect some tasks because of having too much to do. 3.03. 71% of respondents said they sometimes, often or always have to neglect some tasks because of having too much to do.
4. Different groups demanding things that are hard to combine. 3.15
5. Not being consulted about change at work. 3.29
6. When changes are made at work, not being clear about how they will work in practice. 3.47

If we look at all questions from the stressors, the areas of most concern are (in order with the most significant concern at the top) were slightly different to the list above:

1. Having to work intensively. 2.39
2. Having to work very fast. 2.74
3. Having to neglect some tasks because of having too much to do. 3.03
4. Different groups demanding things that are hard to combine. 3.15
5. Not having a choice in deciding what to do at work. 3.25
6. Not always being consulted about change at work. 3.29

### **Split by Strategic / Service Lead**

When the results are split by Service / Strategic Lead and all the stressors are taken into account the following three teams had the lowest average scores overall:

- Housing
- Streetscene
- Planning Strategy and Development Management

The following three teams had the highest average scores overall:

- Organisational Development
- Countryside and Leisure
- Growth, Development and Prosperity

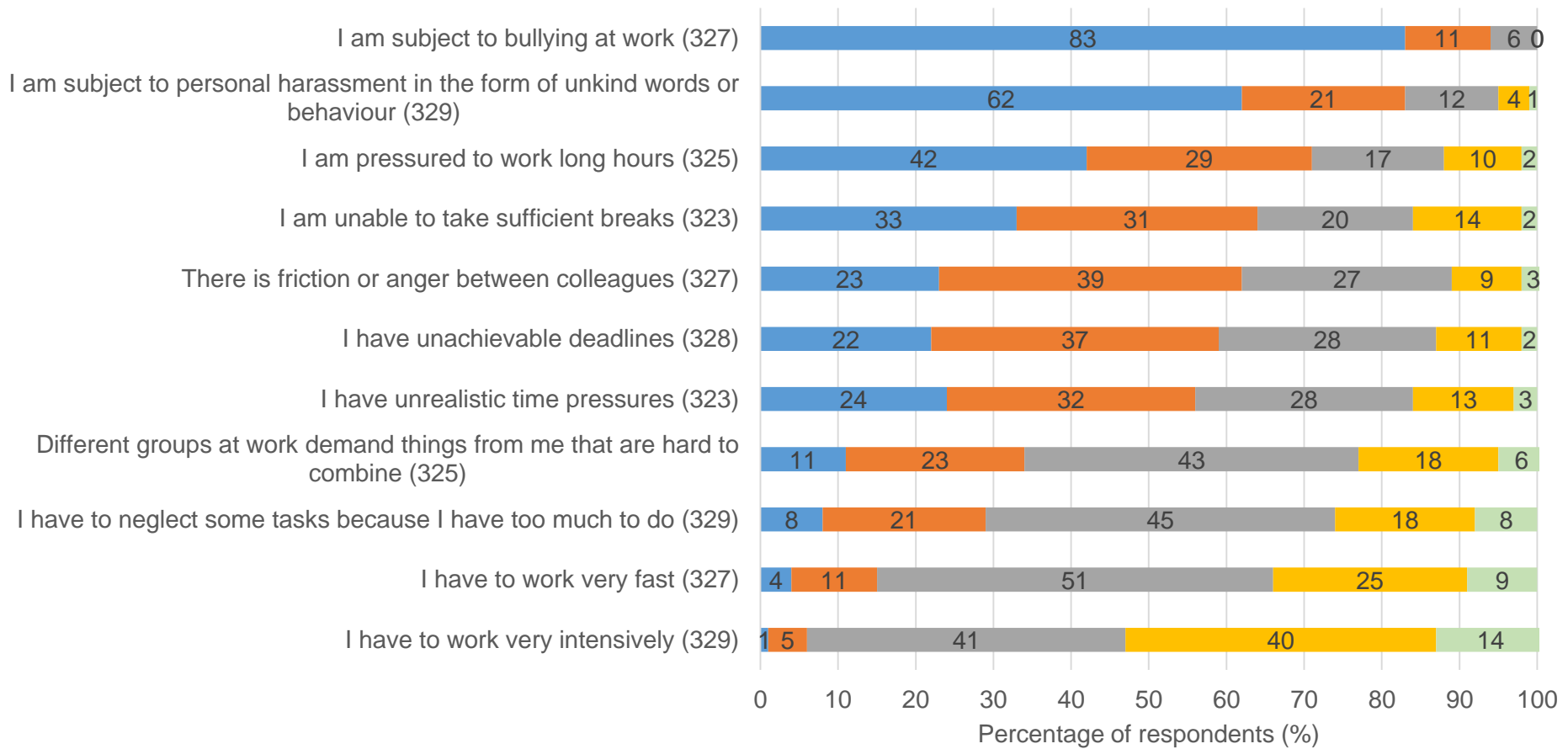
# Full results

## 1. Question 1, part 1. How often do the following statements apply to you at work:

Please remember to give responses that reflect your work in the last six months.

There were 23 questions for people to answer as part of question 1 which were a mixture of positive and negative statements. For ease of reading and understanding, we've split these into positively angled statements (part 1) and negatively angled statements (part 2).

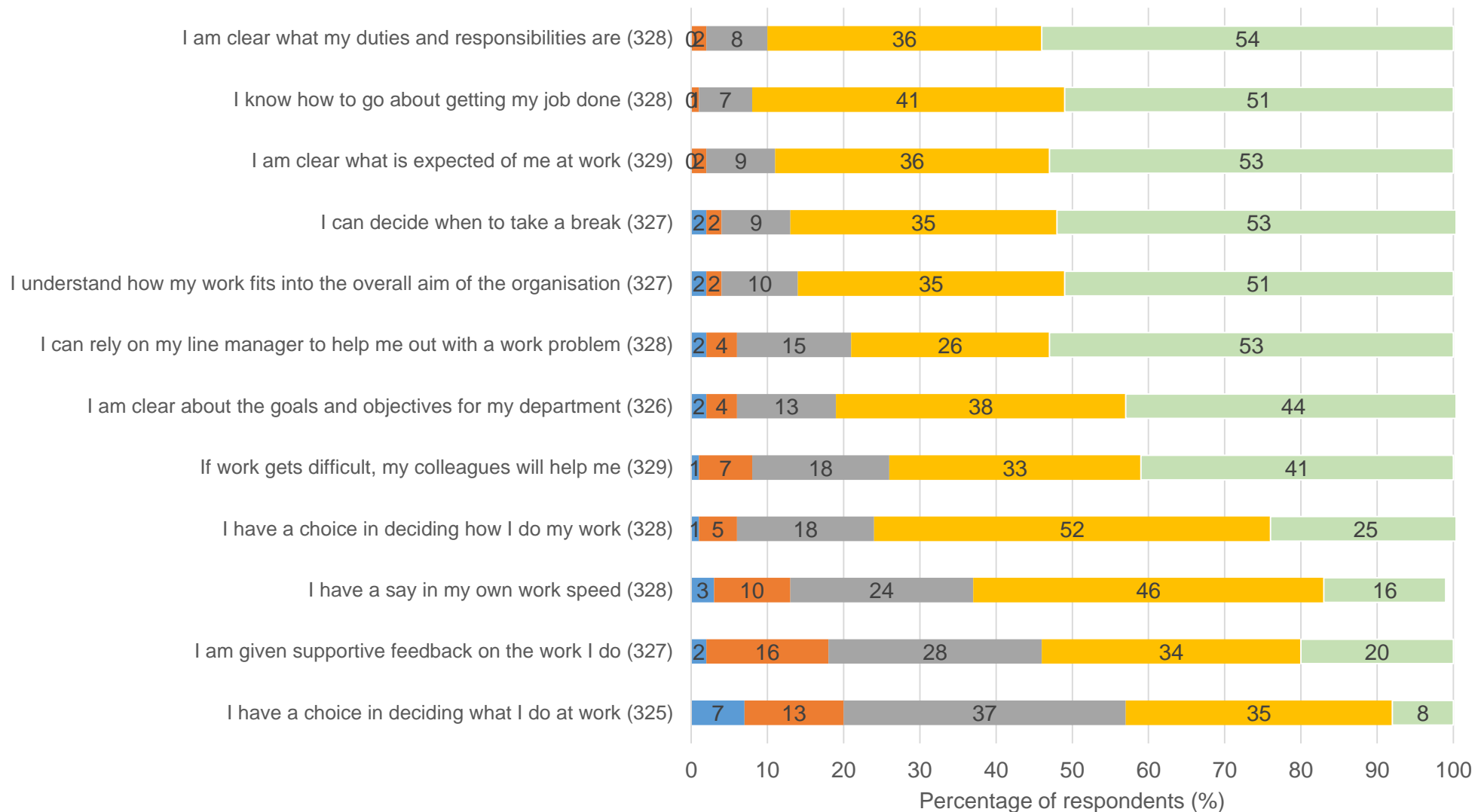
■ Never ■ Seldom ■ Sometimes ■ Often ■ Always



**Question 1, part 2. How often do the following statements apply to you at work:**

Please remember to give responses that reflect your work in the last six months.

■ Never ■ Seldom ■ Sometimes ■ Often ■ Always

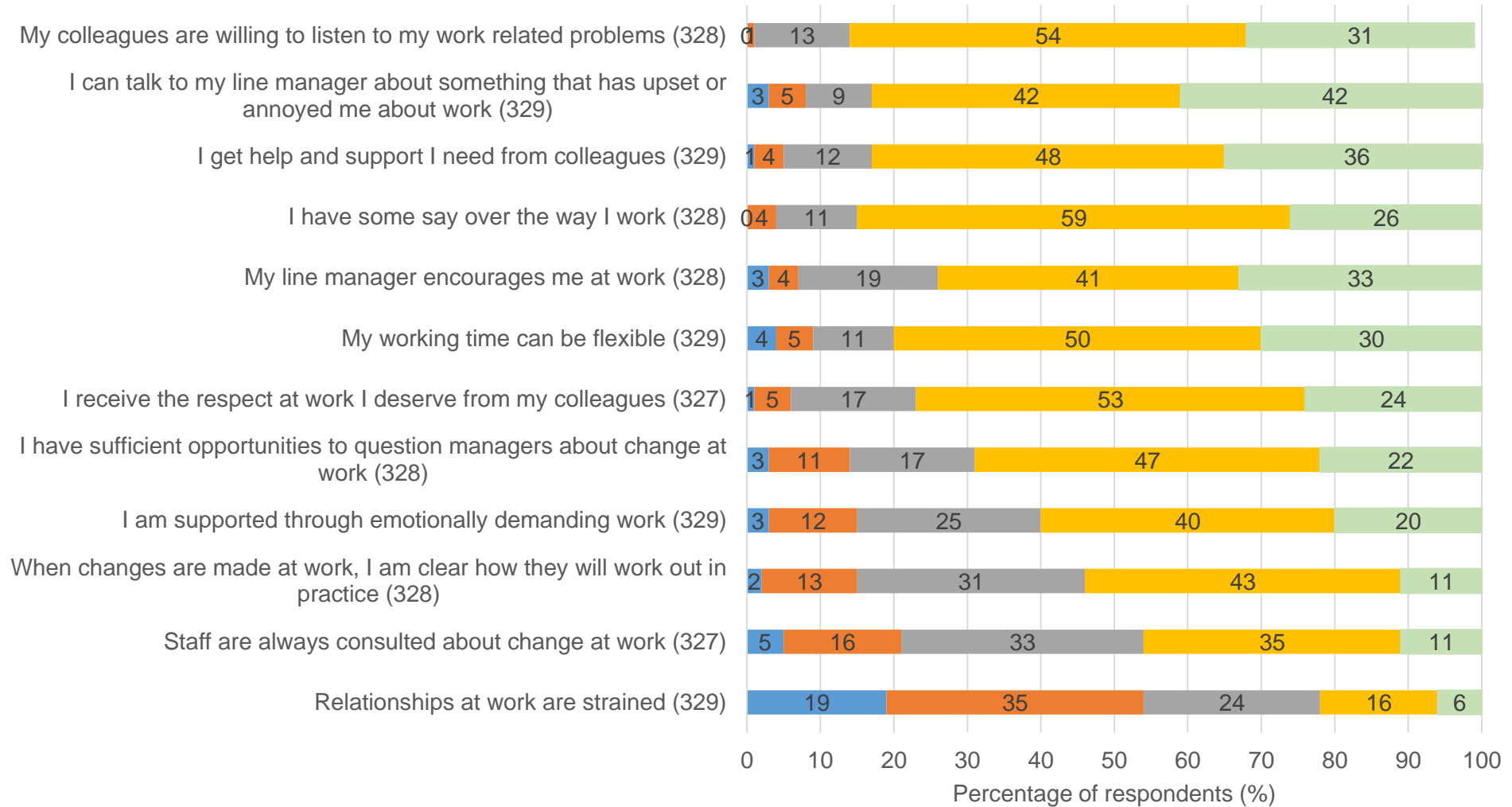


## 2. To what extent do you agree or disagree with the following statements:

Please remember to give responses that reflect your work in the last six months.

Please note: The statement 'relationships at work are strained' is a negative statement, so to disagree with it is a positive response.

■ Strongly disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly agree



## Stressors

The survey consisted of 35 statements that ask about 'working conditions' known to be potential causes of work related stress. These working conditions correspond to the six stressors of the Health and Safety Executive Management Standards.

Each respondents answer to each question was given a score out of 5, with 5 being the most positive response possible, and 1 being the most negative response possible. This allows us to work out an average score for each question, and subsequently an average response for each Management Standard.

The graph and table below show an average figure for each of the seven Management Standards. 5 is the most positive average score, and 1 is the most negative. Managers' support and peer support have been separated.



The information below shows which questions are attributed to which stressor, and the average score for each of those individual questions.

From this, we can see which particular aspects of each stressor are of the most concern. The two lowest average scores for each stressor are surrounded by the outline of a black box. 5 is the most positive average score, and 1 is the most negative.

**Group 1 – demands**

3	Different groups at work demand things from me that are hard to combine	3.15
6	I have unachievable deadlines	3.66
9	I have to work very intensively	2.39
12	I have to neglect some tasks because I have too much to do	3.03
16	I am unable to take sufficient breaks	3.78
18	I am pressured to work long hours	4.01
20	I have to work very fast	2.74
22	I have unrealistic time pressures	3.60
<b>Overall</b>		3.29
<b>Max</b>		4.01
<b>Min</b>		2.39

**Group 2 – control**

2	I can decide when to take a break	4.34
10	I have a say in my own work speed	3.63
15	I have a choice in deciding how I do my work	3.94
19	I have a choice in deciding what I do at work	3.25
25	I have some say over the way I work	4.07
30	My working time can be flexible	3.99
<b>Overall</b>		3.87
<b>Max</b>		4.34
<b>Min</b>		3.25

### **Group 3 – managers' support**

8 I am given supportive feedback on the work I do	3.54
23 I can rely on my line manager to help me out with a work problem	4.23
29 I can talk to my line manager about something that has upset or annoyed me	4.15
33 I am supported through emotionally demanding work	3.63
35 My line manager encourages me at work	3.97
<b>Overall</b>	3.90
<b>Max</b>	4.23
<b>Min</b>	3.54

### **Group 4 – peer support**

7 If work gets difficult, my colleagues will help me	4.05
24 I get help and support I need from colleagues	4.15
27 I receive the respect at work I deserve from my colleagues	3.95
31 My colleagues are willing to listen to my work-related problems	4.15
<b>Overall</b>	4.08
<b>Max</b>	4.15
<b>Min</b>	3.95

### **Group 5 – relationships**

5 I am subject to personal harassment in the form of unkind words or behaviour	4.40
14 There is friction or anger between colleagues	3.70
21 I am subject to bullying at work	4.77
34 Relationships at work are strained	3.46
<b>Overall</b>	4.08
<b>Max</b>	4.77
<b>Min</b>	3.46



### **Group 6 – role**

1 I am clear what is expected of me at work	4.40
4 I know how to go about getting my job done	4.41
11 I am clear what my duties and responsibilities are	4.41
13 I am clear about the goals and objectives for my department	4.18
17 I understand how my work fits into the overall aim of the organisation	4.32
<b>Overall</b>	4.34
<b>Max</b>	4.41
<b>Min</b>	4.18

### **Group 7 – change**

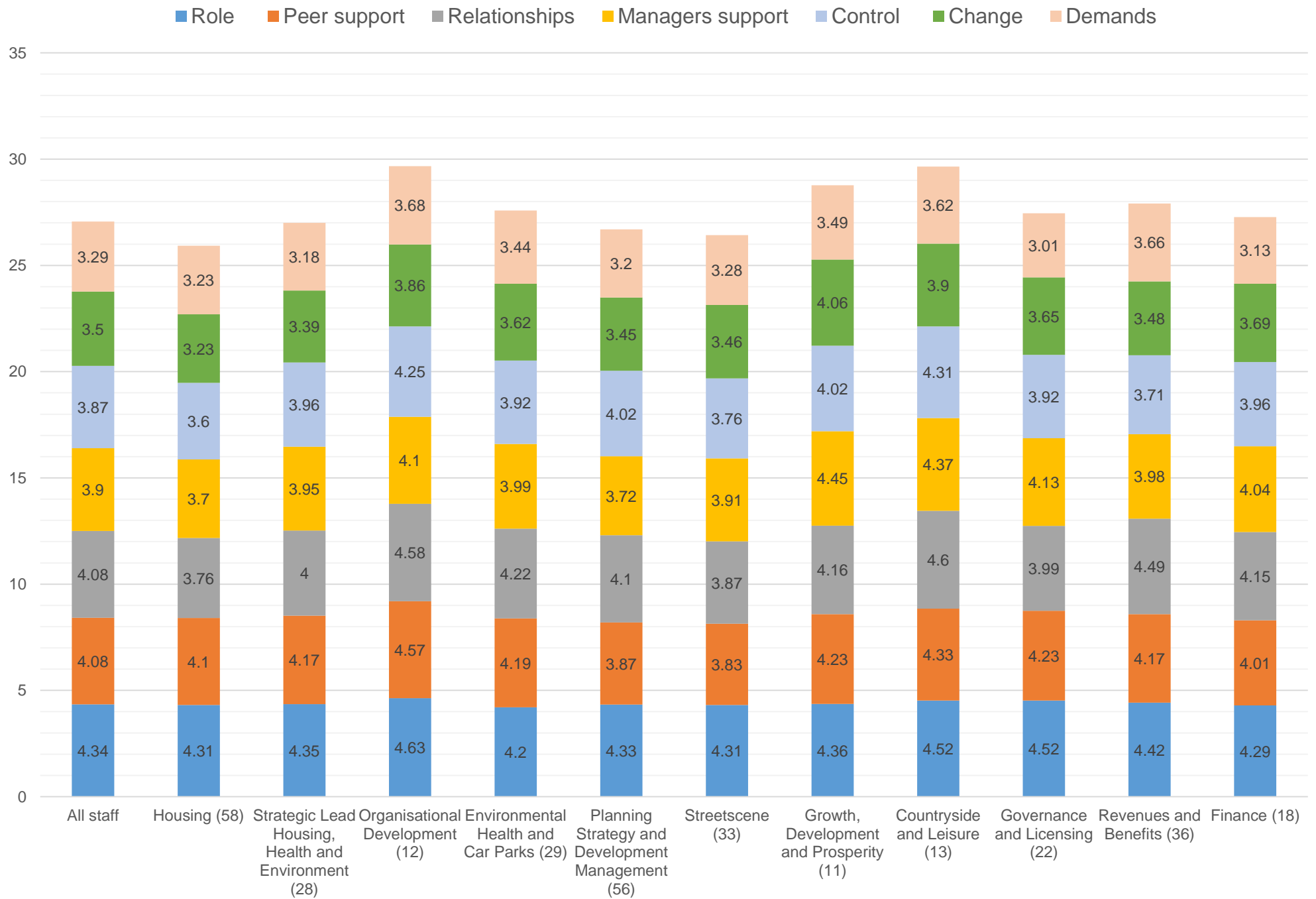
26 I have sufficient opportunities to question managers about change at work	3.74
28 Staff are always consulted about change at work	3.29
32 When changes are made at work, I am clear how they will work out in practice	3.47
<b>Overall</b>	3.50
<b>Max</b>	3.74
<b>Min</b>	3.29

### **Stressors split by Strategic / Service Lead**

The survey consisted of 35 statements that ask about 'working conditions' known to be potential causes of work related stress. These working conditions correspond to the six stressors of the Health and Safety Executive Management Standards.

Each respondents answer to each question was given a score out of 5, with 5 being the most positive response possible, and 1 being the most negative response possible. This allows us to work out an average score for each question, and subsequently the average score for each stressor given by each Strategic / Service Leads teams. The graph and table over the page shows an average figure for each of the six Management Standards. Managers' support and peer support have been separated.

5 is the most positive average score, and 1 is the most negative no matter whether the question is negatively or positively phrased.



When the results are split by Service / Strategic Lead and all the stressors are taken into account the following three teams had the lowest average scores overall:

- Housing
- Streetscene
- Planning Strategy and Development Management

The following three teams had the highest average scores overall:

- Organisational Development
- Countryside and Leisure
- Growth, Development and Prosperity

**The following table shows the average scores for each stressor within each Strategic / Service Lead's Teams.**

5 is the most positive average score, and 1 is the most negative.

Where the stressor is highlighted in yellow this means the average score given by those teams is less than the overall average score of all respondents.

Where the stressor is highlighted in green, this means the average score given by those teams is above the average score given by all respondents.

Management Standards	Average result – all staff	Average result – Housing (58)	Average result – Strategic Lead Housing, Health and Environment (28)	Average result – Organisational Development (12)	Average result – Environmental Health and Car Parks	Average result – Planning Strategy and Development (56)	Average result – Streetscene (33)	Average result – Growth, Development and Prosperity (11)	Average result – Countryside and Leisure (13)	Average result - Governance and Licensing (22)	Average result – Revenues and Benefits (36)	Average result – Finance (18)
Role	4.34	4.31	4.35	4.63	4.20	4.33	4.31	4.36	4.52	4.52	4.42	4.29
Peer support	4.08	4.1	4.17	4.57	4.19	3.87	3.83	4.23	4.33	4.23	4.17	4.01
Relationships	4.08	3.76	4	4.58	4.22	4.1	3.87	4.16	4.6	3.99	4.49	4.15
Managers support	3.90	3.7	3.95	4.10	3.99	3.72	3.91	4.45	4.37	4.13	3.98	4.04
Control	3.87	3.6	3.96	4.25	3.92	4.02	3.76	4.02	4.31	3.92	3.71	3.96
Change	3.50	3.23	3.39	3.86	3.62	3.45	3.46	4.06	3.9	3.65	3.48	3.69
Demands	3.29	3.23	3.18	3.68	3.44	3.2	3.28	3.49	3.62	3.01	3.66	3.13

# Staff Survey

January / February 2021

## Summary

329 members of staff filled in the questionnaire, this is 67% of staff. 164 of those respondents gave free text comments, 33% of all staff.

The most common positive comments were (in order with the most common at the top):

1. Colleagues / my team are supportive.
2. My Manager is supportive.

The most common negative comments were (in order with the most common at the top):

1. Our already large workload has increased significantly recently / My / my team's workload is overwhelming / too large.
2. We need more staff / previous staff or managers have left and not been replaced.
3. New Councillors / the new political leadership are seriously mistreating officers, which is very stressful.
4. My Manager isn't supporting me / listening / sorting issues.
5. Home schooling children and working is hugely stressful.
6. Council teams need to communicate better / work together better.
7. I feel too isolated working from home (from my team / other people).
8. New Councillors / the new political leadership are unnecessarily micro-managing / causing extra workload.

### 3. Any comments:

There was an opportunity for respondents to add any free text comments they wished to make. 164 respondents gave comments. Some of these comments were very long and contained multiple issues. The issues have been categorised in the table below so that by reading them EDDC would know how to act on the issue.

<b>Positive comments given:</b> Comments given by three or more respondents.	<b>Number of respondents that gave this comment</b>
Colleagues / my team are supportive.	27
My manager is supportive.	19
Colleagues are hardworking / pull together.	6
I enjoy working from home / there are positive aspects to working from home.	6
I really like my job.	5
The current situation has brought my team closer together.	5
I appreciate the flexibility (most mentioned working hours).	5

<b>Negative issues raised:</b> Issues raised by three or more respondents.	<b>Number of respondents that raised the issue</b>
Our already large workload has increased significantly recently / My / my team's workload is overwhelming / too large.	30
We need more staff / Previous staff or managers have left and not been replaced.	22
New Councillors / the new political leadership are seriously mistreating officers, which is very stressful. Comments included: <ul style="list-style-type: none"> <li>• They are being disrespectful to officers X 9</li> <li>• They are suspicious of professional officers / don't trust us to do our jobs X 9</li> <li>• They have fostered a blame culture / fault finding exercise against officers X 9</li> <li>• They need to work with staff for the community and the future, not against staff X 8</li> <li>• The negative way they behave towards officers has caused me to be physically sick / lose sleep / extreme anxiety X 7</li> <li>• They are bullying / intimidating / harassing council officers X 7</li> <li>• Their negative behaviour needs to be sorted, not just left X 5</li> </ul>	18

My Manager isn't supporting me / listening / sorting issues.	16
Home schooling children and working is hugely stressful.	15
Council teams need to communicate better / work together better.	13
I feel too isolated working from home (from my team / other people).	12
New Councillors / the new political leadership are unnecessarily micro-managing / causing extra workload.	10
I really struggle with the work / life balance as I'm working from home.	8
We accumulate a lot of flexi due to work pressures, but then aren't allowed to use it anymore to take days off, this adds to stress and anxiety.	7
There is political infighting and Councillors disrespecting other Councillors, which is stressful.	7
Allow us the Happy, Healthy, Here half hours at lunchtime for a walk / cycle / run / online exercise class.	6
Our team is divided, some people in the team are unsupportive and critical of others in the team.	5
SMT / managers are too busy to provide guidance when we need it.	5
SMT need to contact staff more / be more present.	5
Staff turnover is too high, we need to keep the staff we recruit.	5
Our strategic lead being off work has negatively impacted the team.	5
Issues with ICT aren't sorted by Strata / there is too little support from Strata.	5
Due to not having enough staff, there's no guarantee I'll be able to take the annual leave I've booked. This increases stress.	4
Some new Councillors don't understand how councils work / the split between strategic and operational.	4
Staff are off sick (due to workloads), which causes more stress for those left.	4
There's no support / understanding from EDDC about the pressures of home schooling and working.	4
ICT is too unreliable.	4
We don't know what new Councillors want.	3
I struggle to do my job to the same standard whilst working from home.	3
Why are we having a pay freeze when we've worked throughout the pandemic?	3
The new planning processes aren't working.	3
I'm subject to increased harassment / unkind words from the public.	3
I don't get consulted about changes at work.	3