

Appendix 3
East Devon District Council
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.

Positive comments given: Comments given by three or more respondents.	Number of respondents that gave this comment
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

Negative issues raised: Issues raised by three or more respondents.	Number of respondents that raised the issue
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"> • They are being disrespectful to officers X 9 • They are suspicious of professional officers / don't trust us to do our jobs X 9 • They have fostered a blame culture / fault finding exercise against officers X 9 • They need to work with staff for the community and the future, not against staff X 8 • The negative way they behave towards officers has caused me to be physically sick / lose sleep / extreme anxiety X 7 • They are bullying / intimidating / harassing council officers X 7 • Their negative behaviour needs to be sorted, not just left X 5 	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