

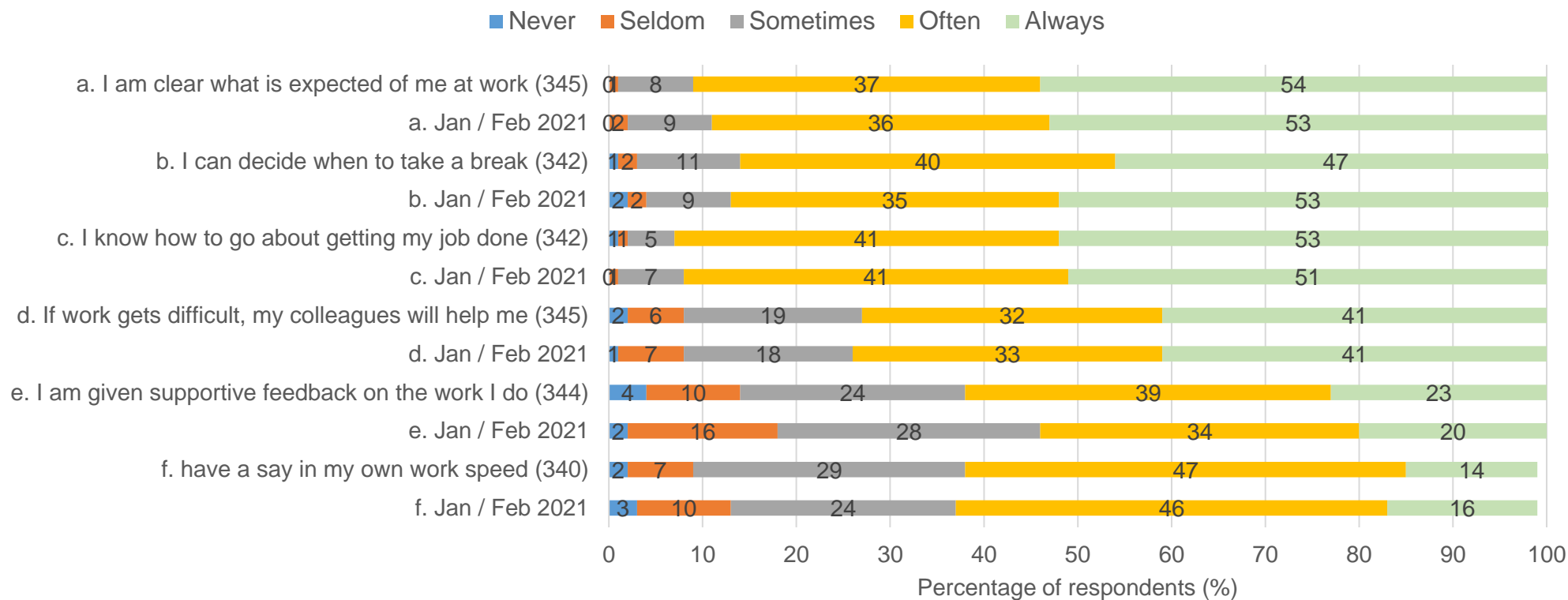
Staff Survey

Health and Safety Executive questions only

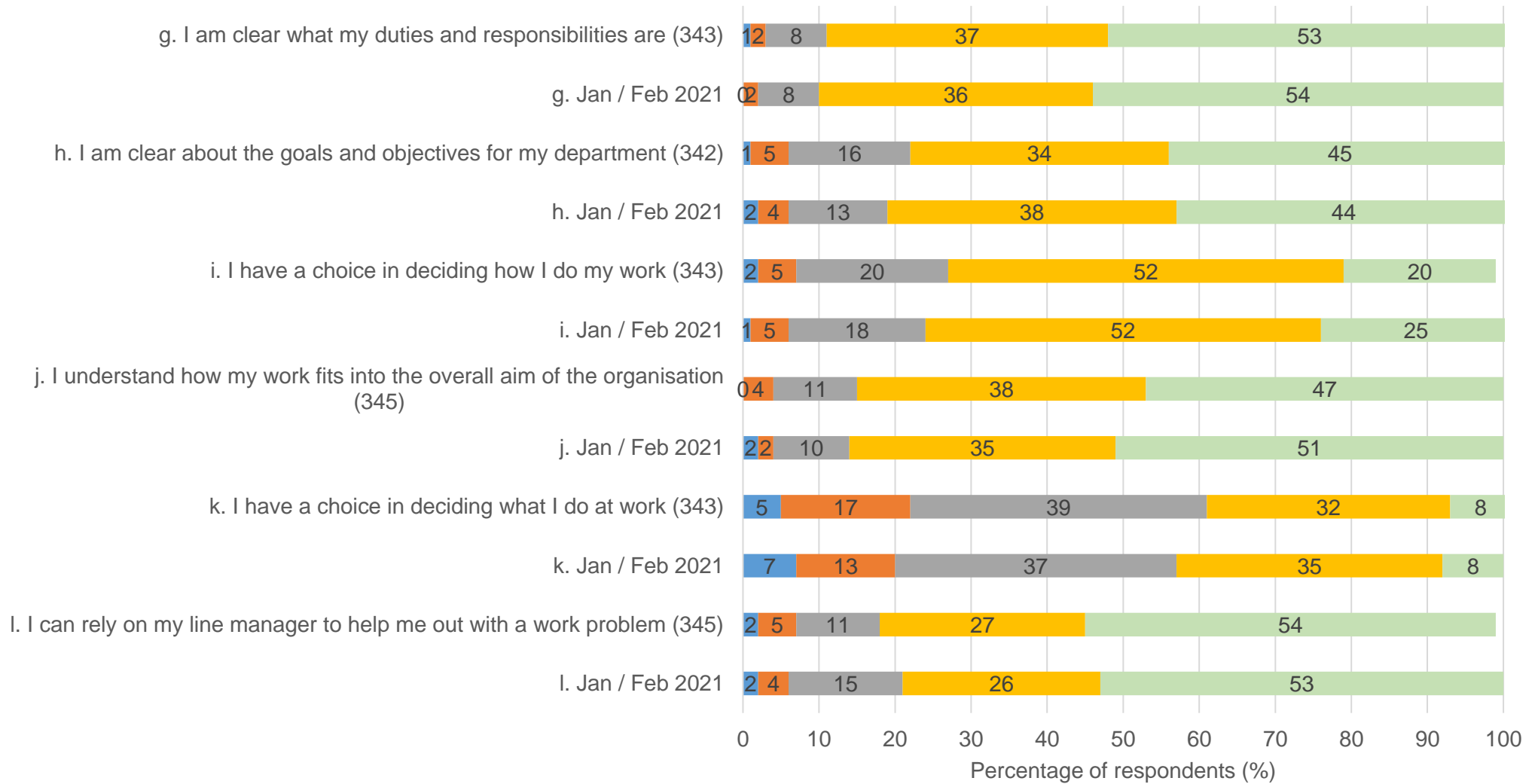
November / December 2021

Full results for Health and Safety Executive questions only

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).



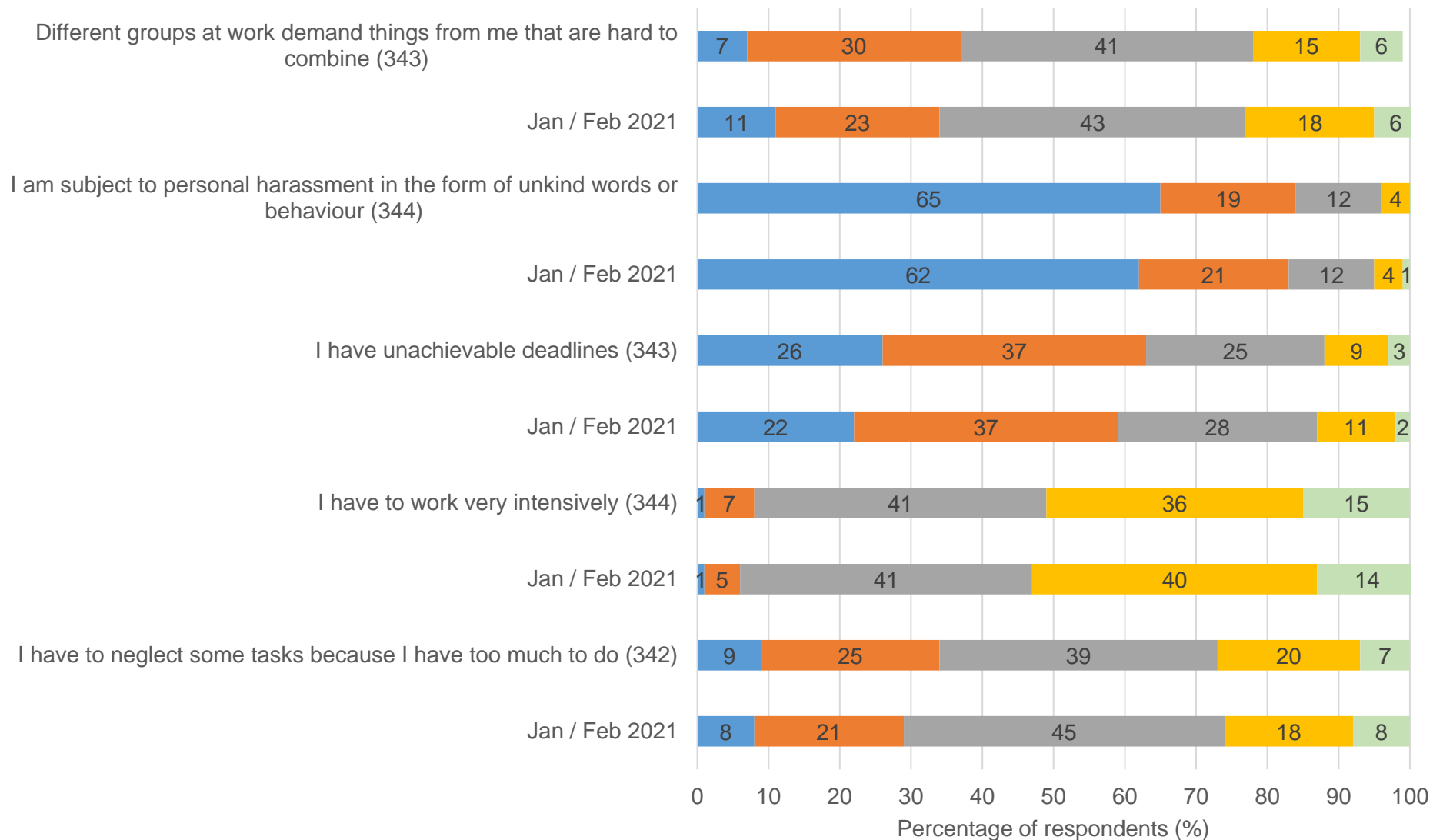
■ Never ■ Seldom ■ Sometimes ■ Often ■ Always



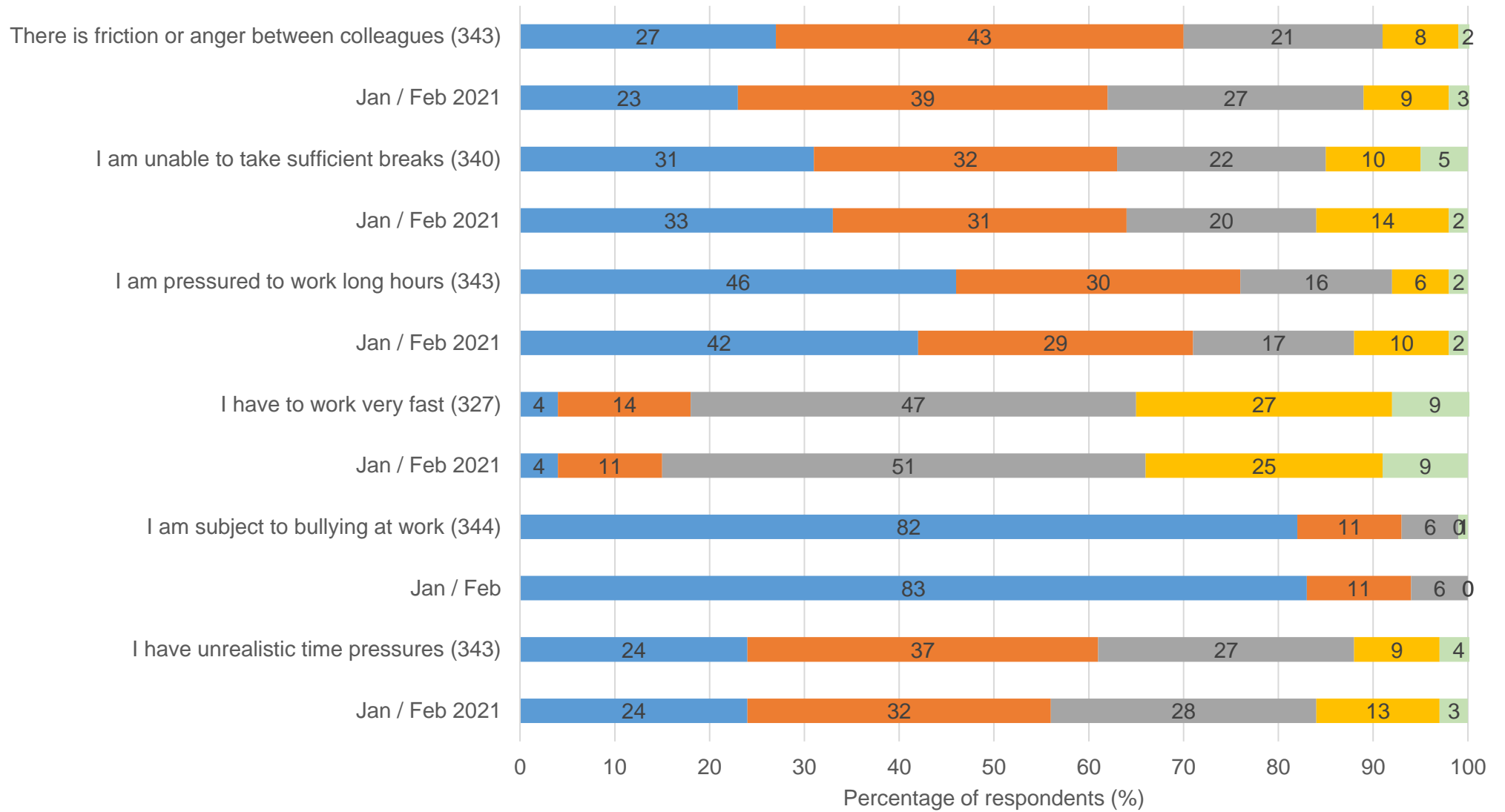
Question 1, part 2. How often do the following statements apply to you at work:

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

■ Never ■ Seldom ■ Sometimes ■ Often ■ Always



■ Never ■ Seldom ■ Sometimes ■ Often ■ Always



Question 1 - What has changed since Jan / Feb 2021

Question 1 part 1 – positively angled statements. 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.	Difference in the percentage of those that gave each answer between Jan / Feb 2021 and Nov / Dec 2021		
	Never / seldom	Sometimes	Often / always
I can rely on my line manager to help me out with a work problem (345)	1	-4	2
I have a choice in deciding what I do at work (343)	2	2	-3
I understand how my work fits into the overall aim of the organisation (345)	0	1	-1
I have a choice in deciding how I do my work (343)	1	2	-5
I am clear about the goals and objectives for my department (342)	0	3	-3
I am clear what my duties and responsibilities are (343)	1	0	0
I have a say in my own work speed (340)	-4	5	-1
I am given supportive feedback on the work I do (344)	-4	-4	8
If work gets difficult, my colleagues will help me (345)	0	1	-1
I can decide when to take a break (342)	1	-2	2
I am clear what is expected of me at work (345)	-1	2	-1

Question 1 part 2 – negatively angled statements. 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.	Difference in the percentage of those that gave each answer between Jan / Feb 2021 and Nov / Dec 2021		
	Never / Seldom	Sometimes	Often / Always
I have unrealistic time pressures (343)	5	-1	-3
I am subject to bullying at work (344)	-1	0	1
I have to work very fast (327)	3	-4	2
I am pressured to work long hours (343)	5	-1	-4
I am unable to take sufficient breaks (340)	-1	2	-1
There is friction or anger between colleagues (343)	8	-6	-2
I have to neglect some tasks because I have too much to do (342)	5	-6	1

I have to work very intensively (344)	2	0	-3
I have unachievable deadlines (343)	4	-3	-1
I am subject to personal harassment in the form of unkind words or behaviour (344)	1	0	0
Different groups at work demand things from me that are hard to combine (343)	3	-2	-3

There hasn't been much statistically significant change in the answers to these questions since Jan / Feb 2021. However, if the never and seldom answers are put together into one category, and the often and always answers are also added together it can give us some insight into what the direction of travel might be given the following positives:

- Slightly more people feel they are given supportive feedback on the work they do.
- Slightly less people feel there is anger or friction between colleagues.
- Very slightly less people feel they have unrealistic time pressures.
- Very slightly less people feel they are pressured to work long hours.
- Very slightly less people feel they have to neglect tasks because there is too much to do.

And the following negatives:

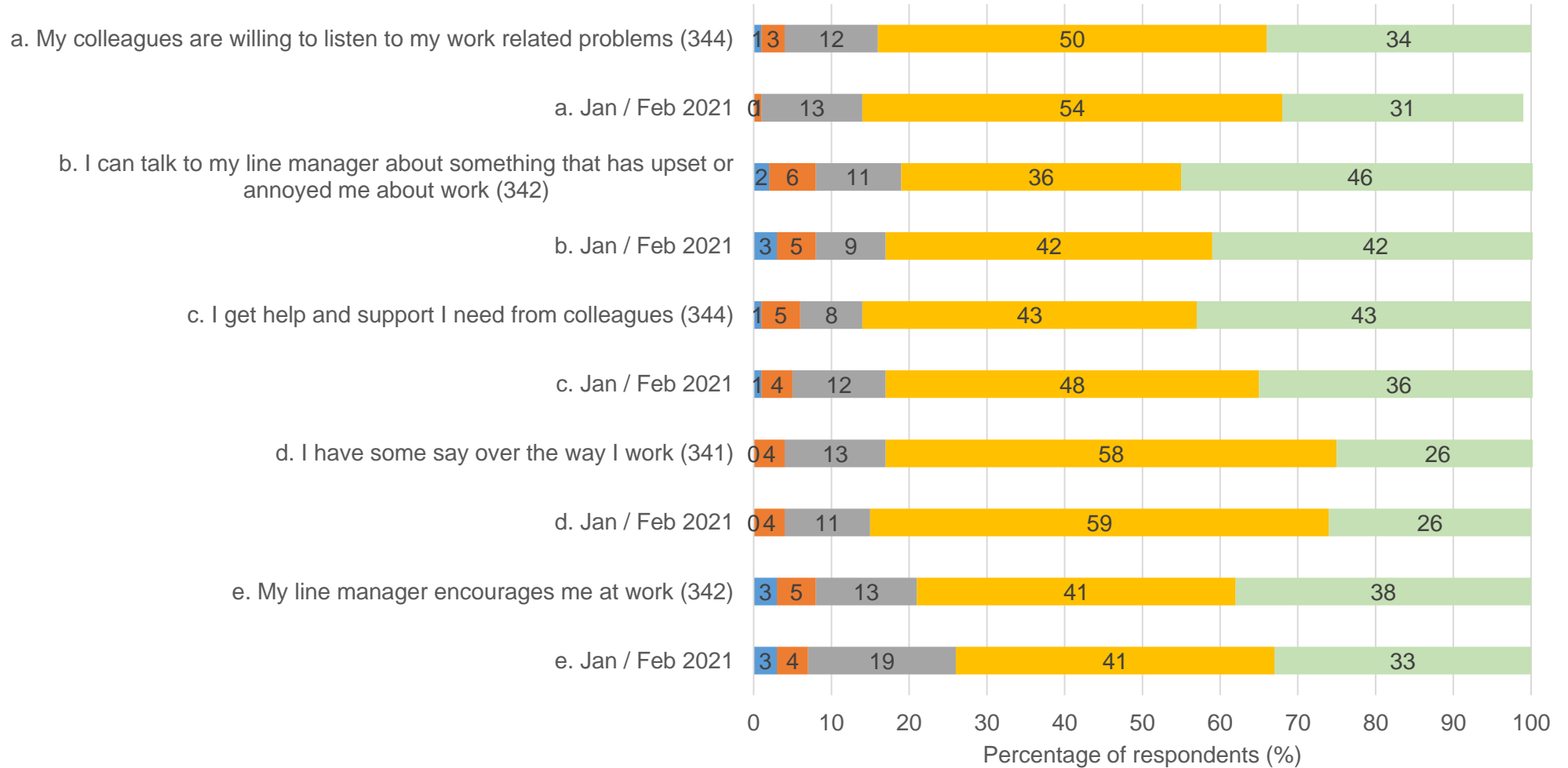
- Very slightly less people feel they have a choice in deciding how they do their work.
- Very slightly less people feel they have a say in the speed of their work.

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.

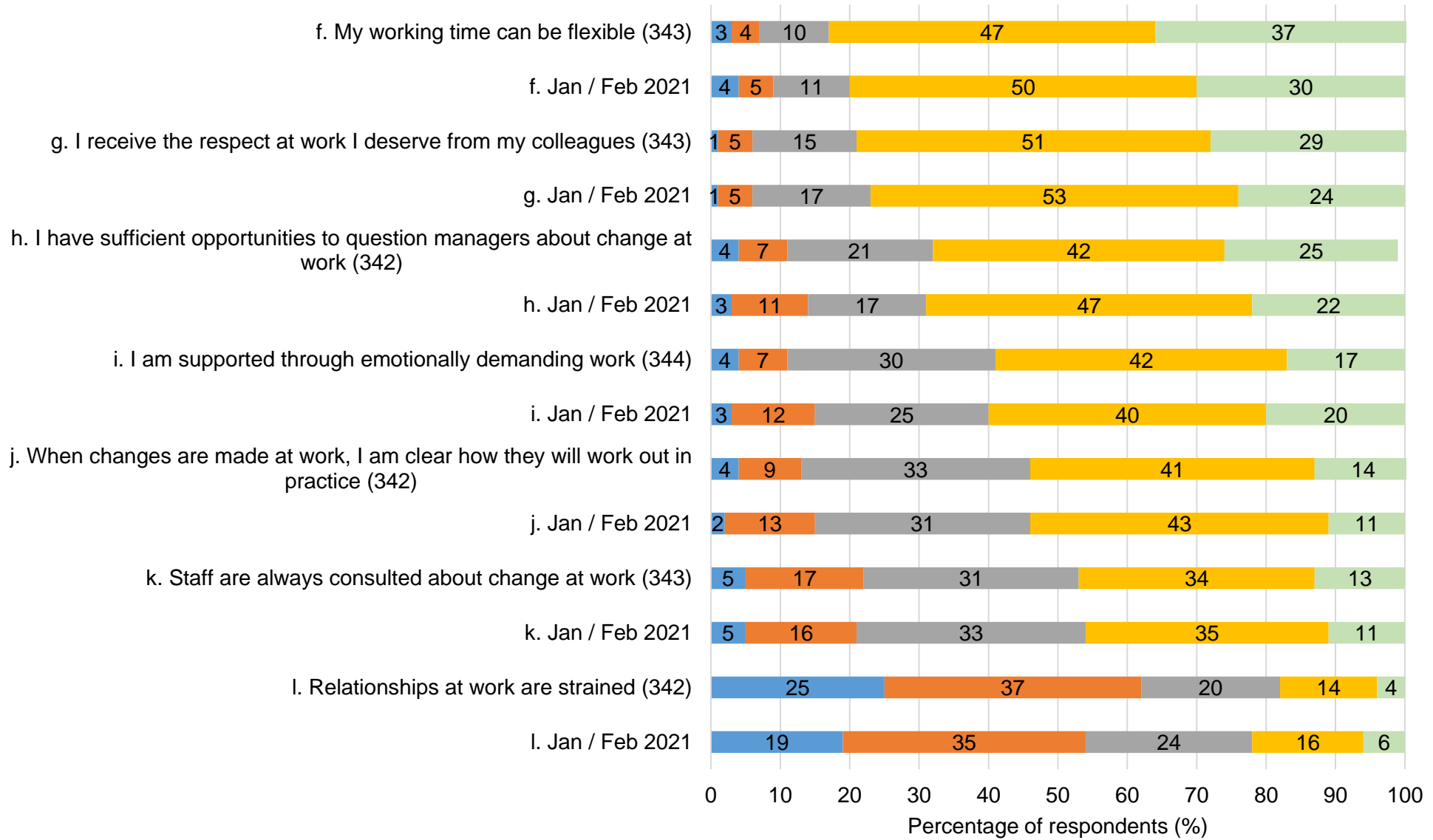
Please note: The statement 'relationships at work are strained' is a negative statement, so to disagree with it is a positive response.

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



Question 2 continued

Strongly disagree Disagree Neutral Agree Strongly agree



Question 2 – changes between Jan / Feb 2021 and Nov / Dec 2021	Difference in the percentage of those that disagreed between Jan / Feb 2021 and Nov / Dec 2021	Difference in the percentage of those that agreed between Jan / Feb 2021 and Nov / Dec 2021
a. My colleagues are willing to listen to my work related problems (344)	3	-1
b. I can talk to my line manager about something that has upset or annoyed me about work (342)	0	-2
c. I get help and support I need from colleagues (344)	1	2
d. I have some say over the way I work (341)	0	-1
e. My line manager encourages me at work (342)	1	5
f. My working time can be flexible (343)	-2	4
g. I receive the respect at work I deserve from my colleagues (343)	0	3
h. I have sufficient opportunities to question managers about change at work (342)	-3	-2
i. I am supported through emotionally demanding work (344)	-4	-1
j. When changes are made at work, I am clear how they will work out in practice (342)	-2	1
k. Staff are always consulted about change at work (343)	1	1
l. Relationships at work are strained (342)	8	-4

The only statistically significant changes (a difference of 5% or more) were:

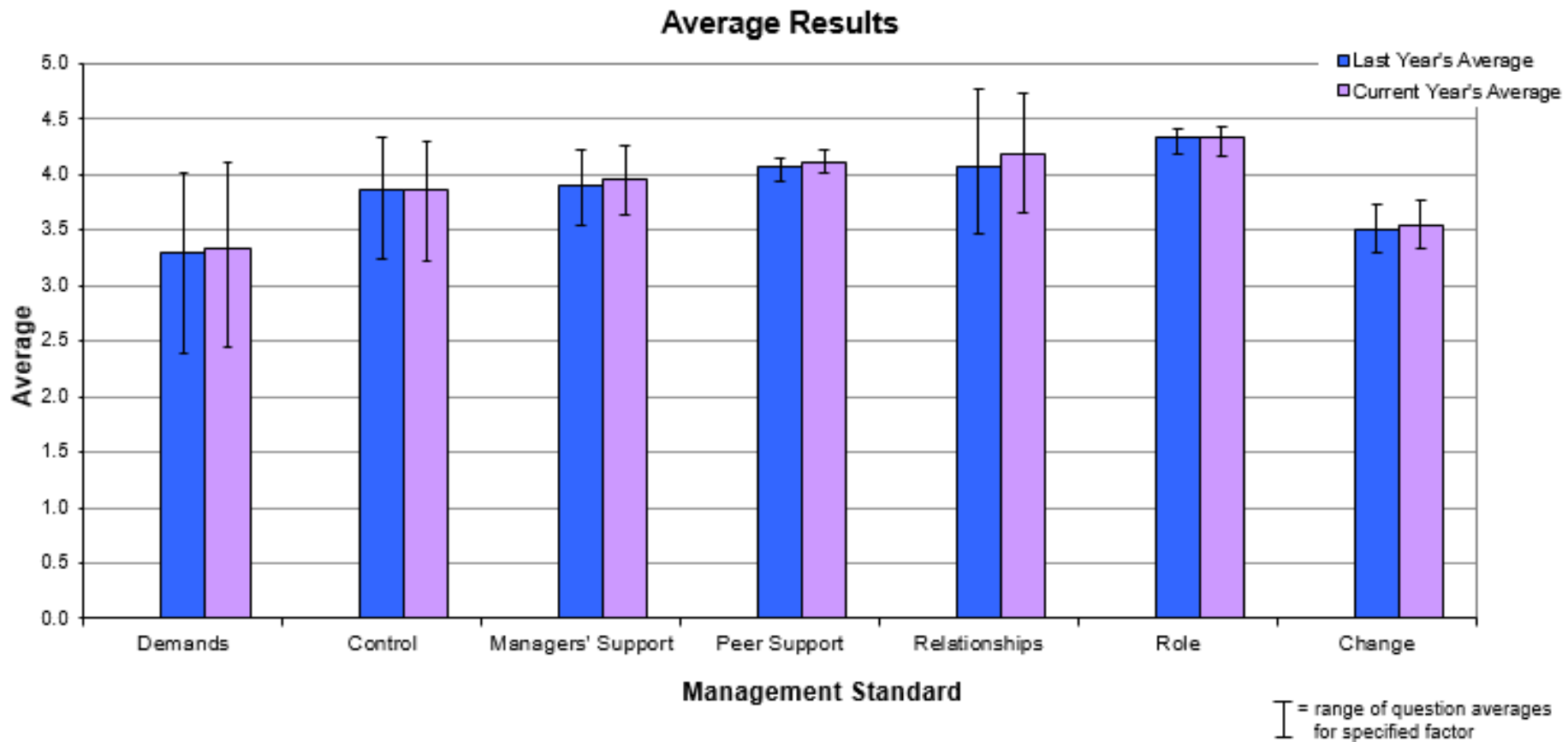
- 5% more staff agreed that their line manager encourages them at work. However, this does not translate into a reduction in those that disagree with this statement, instead there was a 4% increase in staff that selected the 'neutral' option.
- 8% more staff disagreed that relationships at work are strained, which is positive. However, this doesn't translate into an 8% reduction in those that felt that relationships at work are strained, there was a 4% reduction, but there was also a 4% increase in those that selected the 'neutral' option.

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 six Management Standards. 5 is the most positive average score, and 1 is the most negative. Managers' support and peer support have been separated.



	Current Year Average Result	% Change in Average from Previous Year
Demands	3.34	1%
Control	3.86	0%
Managers Support	3.96	2%
Peer Support	4.11	1%
Relationships	4.18	2%
Role	4.34	0%
Change	3.54	1%

There has been no significant change since January / February 2021. However, as indicated elsewhere in the report there has been a very slight improvement in support given by managers and relationships at work.

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

	<u>Current Year Average</u>	<u>Average Last Year</u>	<u>Year on Year Change</u>	<u>Year on Year Percentage Change of Average</u>
3 Different groups at work demand things from me that are hard to combine	3.17	3.15	0.02	1%
6 I have unachievable deadlines	3.75	3.66	0.09	2%
9 I have to work very intensively	2.44	2.39	0.05	2%
12 I have to neglect some tasks because I have too much to do	3.09	3.03	0.06	2%
16 I am unable to take sufficient breaks	3.73	3.78	-0.05	-1%
18 I am pressured to work long hours	4.12	4.01	0.11	3%
20 I have to work very fast	2.76	2.74	0.02	1%
22 I have unrealistic time pressures	3.68	3.60	0.08	2%
Overall	3.34	3.29	0.05	1%
Max	4.12	4.01	0.11	3%
Min	2.44	2.39	0.05	2%

Group 2 – control

2 I can decide when to take a break	4.30	4.34	-0.04	-1%
10 I have a say in my own work speed	3.65	3.63	0.02	1%
15 I have a choice in deciding how I do my work	3.83	3.94	-0.11	-3%
19 I have a choice in deciding what I do at work	3.22	3.25	-0.03	-1%
25 I have some say over the way I work	4.05	4.07	-0.02	0%
30 My working time can be flexible	4.10	3.99	0.11	3%
Overall	3.86	3.87	-0.01	0%
Max	4.30	4.34	-0.04	-1%
Min	3.22	3.25	-0.03	-1%

Group 3 – managers' support

8 I am given supportive feedback on the work I do	3.67	3.54	0.13	4%
23 I can rely on my line manager to help me out with a work problem	4.26	4.23	0.03	1%
29 I can talk to my line manager about something that has upset or annoyed me about	4.18	4.15	0.03	1%
33 I am supported through emotionally demanding work	3.63	3.63	0.00	0%
35 My line manager encourages me at work	4.06	3.97	0.09	2%
Overall	3.96	3.90	0.06	2%
Max	4.26	4.23	0.03	1%
Min	3.63	3.54	0.09	2%

Group 4 – peer support

7 If work gets difficult, my colleagues will help me	4.05	4.05	0.00	0%
24 I get help and support I need from colleagues	4.22	4.15	0.07	2%
27 I receive the respect at work I deserve from my colleagues	4.02	3.95	0.07	2%
31 My colleagues are willing to listen to my work-related problems	4.15	4.15	0.00	0%
Overall	4.11	4.08	0.03	1%
Max	4.22	4.15	0.07	2%
Min	4.02	3.95	0.07	2%

Group 5 – relationships

	Current Year Average	Average Last Year	Year on Year Change	Year on Year Percentage Change of Average
5 I am subject to personal harassment in the form of unkind words or behaviour	4.45	4.40	0.05	1%
14 There is friction or anger between colleagues	3.87	3.70	0.17	4%
21 I am subject to bullying at work	4.73	4.77	-0.04	-1%
34 Relationships at work are strained	3.65	3.46	0.19	5%
Overall	4.18	4.08	0.10	2%
Max	4.73	4.77	-0.04	-1%
Min	3.65	3.46	0.19	5%

* 24 (7 %) of the staff who responded report that they are always, often or sometimes bullied.

* 55 (16 %) of the staff who responded report that they are always, often or sometimes subject to personal harassment in the form of unkind words or behaviour.

Group 6 – role

1 I am clear what is expected of me at work	4.43	4.40	0.03	1%
4 I know how to go about getting my job done	4.44	4.41	0.03	1%
11 I am clear what my duties and responsibilities are	4.40	4.41	-0.01	0%
13 I am clear about the goals and objectives for my department	4.17	4.18	-0.01	0%
17 I understand how my work fits into the overall aim of the organisation	4.28	4.32	-0.04	-1%
Overall	4.34	4.34	0.00	0%
Max	4.44	4.41	0.03	1%
Min	4.17	4.18	-0.01	0%

Group 7 – change

26 I have sufficient opportunities to question managers about change at work	3.77	3.74	0.03	1%
28 Staff are always consulted about change at work	3.34	3.29	0.05	1%
32 When changes are made at work, I am clear how they will work out in practice	3.51	3.47	0.04	1%
Overall	3.54	3.50	0.04	1%
Max	3.77	3.74	0.03	1%
Min	3.34	3.29	0.05	1%

1. Any comments:

There was an opportunity for respondents to add any free text comments they wished to make. 345 members of staff filled in the questionnaire, this is 68% of staff. 95 of those respondents gave free text comments, 28% of all staff

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
My manager / team leader is supportive.	14
Colleagues / my team are supportive.	10
I enjoy working from home / there are positive aspects to working from home.	3

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.	26
Council teams need to communicate better / work together better / answer emails / respect and support each other.	19
My Manager isn't supporting me / listening / sorting issues / replying to emails.	18
We need more staff / Previous staff or managers have left and not been replaced.	15
Do more to retain good and experienced staff.	6
I feel too isolated working from home (from my team / other people). I want to return to the office.	6
There is a lack of performance / behaviour management of staff / colleagues.	6
Senior management have lost touch / are invisible.	5
Customers / residents are being unkind / bullying / harassing me / threatening violence.	5
Councillors / the political leadership are unnecessarily micro-managing / causing extra workload unnecessarily.	5
The bullying / harassing behaviour of Councillors / the political leadership has reduced for now, but I'm scared it will go back to previous levels.	4
The work I do isn't valued / respected.	4
Councillor didn't take the results of the last survey seriously / we need an apology for the way they treated staff.	3

Members of my team don't respect me / aren't supportive.	3
Staff aren't consulted about changes to their roles.	3
I'm working for more hours than I'm paid for.	3
Colleagues have been bullying / harassing / unkind.	3
I don't have time to improve what I do / plan for the future. I'm just firefighting.	3

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:

- Strategic Lead Housing, Health and Environment
- Streetscene
- Planning Strategy and Development Management

The following three teams had the highest average scores overall:

- Countryside and Leisure
- Chief Executive
- Growth, Development and Prosperity

The following tables show the average scores for each stressor within each Strategic / Service Lead's Teams, and compares them to the average scores given in the last survey in January 2021 / February 2021.

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

Positives:

- 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.
- When the amount that the score has changed since the last survey is in green text, this means that the score for that stressor has risen more than 0.2 since the last survey in Jan / Feb 2021.

Negatives:

- 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 score that has changed since the last survey is in red text, this means that the score for that stressor has fallen more than 0.2 since the last survey in Jan / Feb 2021.

	All staff	All staff results Jan/Feb 2021	Amount score has changed since first survey	Housing (62)	Amount score has changed since first survey	Strategic Lead Housing, Health and Environment (35)	Amount score has changed since first survey	Chief Executive (20)	Amount score has changed since first survey	Environmental Health and Car Parks ()	Amount score has changed since first survey
Role	4.34	4.34	0	4.41	0.1	4.07	-0.28	4.63	0	4.43	0.23
Peer support	4.11	4.08	0.03	4.32	0.22	4.01	-0.16	4.44	-0.13	4.27	0.08
Relationships	4.18	4.08	0.1	4.18	0.42	3.86	-0.14	4.46	-0.12	4.27	0.05
Managers support	3.96	3.9	0.06	4.12	0.42	3.51	-0.44	4.39	0.29	4.15	0.16
Control	3.86	3.87	-0.01	3.83	0.23	3.69	-0.27	4.29	0.04	3.84	-0.08
Change	3.54	3.5	0.04	3.61	0.38	3.21	-0.18	4.19	0.33	3.59	-0.03
Demands	3.34	3.29	0.05	3.46	0.23	3.15	-0.03	3.2	-0.48	3.44	0

	Streetscene (29)	Amount score has changed since first survey	Growth, Development and Prosperity (10)	Amount score has changed since first survey	Countryside and Leisure (11)	Amount score has changed since first survey	Governance and Licensing (24)	Amount score has changed since first survey	Revenues and Benefits (45)	Amount score has changed since first survey
Role	4.15	-0.16	4.22	-0.14	4.44	-0.08	4.42	-0.1	4.37	-0.05
Peer support	3.48	-0.35	4.28	0.05	4.34	0.01	4.14	-0.09	4.11	-0.06
Relationships	3.74	-0.13	4.1	-0.06	4.57	-0.03	3.98	-0.01	4.56	0.07
Managers support	3.53	-0.38	4.42	-0.03	4.25	-0.12	4.13	0	3.99	0.01
Control	3.61	-0.15	4.27	0.25	4.41	0.1	3.88	-0.04	3.57	-0.14
Change	3.04	-0.42	3.97	-0.09	4.18	0.28	3.65	0	3.54	0.06
Demands	3.13	-0.15	3.46	-0.03	3.66	0.04	3.41	0.4	3.46	-0.2

	Planning Strategy and Development Management (53)	Amount score has changed since first survey	Finance (13)	Amount score has changed since first survey
Role	4.44	0.11	4.36	0.07
Peer support	4	0.13	4.23	0.22
Relationships	4.19	0.09	4.54	0.39
Managers support	3.84	0.12	4.08	0.04
Control	3.98	-0.04	3.99	0.03
Change	3.5	0.05	3.64	-0.05
Demands	3.26	0.06	3.03	-0.1

The first question asked was 'Please enter the name of your Service Lead or Strategic Lead below', so that staff could decide whether to put in their Service Lead if they have one, or if they wished to be more anonymous, their Strategic Lead. This was to encourage more staff to complete the survey, and to be completely honest with their feedback. As there are very few staff in some services / under some Service Leads, they would have been concerned they would be identified by stating their Service Lead or service along with their comments. The name that they wrote in was attributed to a service in the information below where possible.

In the case of those that wrote in the name of the Strategic Lead for Housing, Health and Environment, it is not possible to say which service the respondents worked within, as it could have been one of multiple services. This is why those respondents remain together under that job title, rather than being attributed to a particular service. If we were able to split the 35 respondents under the Strategic Lead for Housing, Health and Environment (who only has 5 direct reports) into their actual services the results would look different for all or some of the services under that umbrella. The information below is therefore not 100% reliable, however it is still important and meaningful as it gives an indication of which services have lower or higher results. This is useful when planning what action to take on the results of the questionnaire as it helps us know which services to target with support.

In addition, there is no data below for Place, Assets and Commercialisation as the Health and Safety Executives analysis tool, which allows us to split it into averages for services, only works with those services where more than 10 staff responded.