



## Easing of Lockdown Survey May 2021

### Recommendations to Management Team

Launched Friday 22 January, closed on Wednesday 12 May.

Completed responses to date: 199 (86%)

Expected responses: 230 (allows for upcoming leavers, maternity leave, etc)

Outstanding: 31

#### Headlines

- 66% of respondents say there are aspects of work which cannot be done at home.
- 87% of respondents would like some form of blended working in the future.
- 94% believe a blended working arrangement could work for their role and 95% believe it will not impact on their accessibility by others.

#### Benchmark statements

	Strongly Agree				Agree				Neither Agree/Disagree				Disagree				Strongly Disagree			
	May-20	Sep-20	Jan-21	Mar-21	May-20	Sep-20	Jan-21	Mar-21	May-20	Sep-20	Jan-21	Mar-21	May-20	Sep-20	Jan-21	Mar-21	May-20	Sep-20	Jan-21	Mar-21
I rate my mental health as good at the moment	83	45	36	47	119	124	103	100	44	40	54	34	16	14	26	16	1	2	4	0
PDNPA is supporting me to balance my work and caring	89	52	50	61	86	88	104	96	74	82	67	37	3	2	2	4	0	1	0	0
I am receiving the right amount of communication	88	56	53	62	137	123	133	112	30	41	34	18	10	8	3	5	0	0	0	1
I have enough contact with my manager	119	90	82	82	107	100	105	93	30	26	23	16	9	10	12	4	1	2	1	3

NB – caution on comparison as:

- decrease in headcount since August (from 271 to 250).

**Mental health** – decrease in those who disagree to 16 employees from 30 in January.

**Support to balance work and caring** – number who disagree remains low at 4.

**Right amount of communication** – number who disagree remains low at 6.

**Enough contact with manager** – number who disagree is fairly low (7) this is the lowest since March 2020.

180 respondents answered the question about the proportion of time they would like to work from home or the workplace, a 50/50 split was the highest preference closely followed by the two categories either side:

Less than 20% at home: **3.9%**

20 – 49% at home: **24.4%**

50/50 split home and workplace: **33.3%**

60 – 79% at home: **21.7%**

80% or more at home: **12.8**

The remaining 3.9% were not sure

In terms of equipment, by far the greatest requirements from respondents for blended working appear to be additional laptops, screens and chairs with an assortment of other requests from second workstations in the workplace to mirror what has been taken home already to footstools, webcams and laptop stands. In addition, a call

for home workstation assessments and improved video conference facilities – particularly to enable hybrid meetings where some staff are in the workplace/at home.

The main themes arising from the questions about concerns related to blended working are:

- fairness in approach to blended working
- maintaining communication and relationships: importance of face to face contact with colleagues, avoiding isolation and fragmented teams, management control
- health and safety issues around returning to the workplace
- hot-desking and potential IT issues/cost of equipment provision
- new starters – developing relationships, mentoring

In response to the question ‘What else can we do to support your well-being?’ comments have been split into 4 categories:

- |  |     |
|--|-----|
| • N – Nothing to suggest/did not comment                   | 139 |
| • P – positive feedback on well-being initiatives/managers | 16  |
| • A – call for some action                                 | 29  |
| • F – direct feedback from HR required to individual       | 14  |

Themes arising from the ‘A – call for some action’ comments:

- **Future plans** – provision of information on long-term plans on home working/return to office and plans for blended working.
- **Workloads** – pressure of high workloads coupled with vacancies, keeping targets realistic and sustainable.
- **Productivity** – acceptance and understanding that might not get everything done/workload unmanageable/managers need to be clear on priorities what to be done and what not/burn out/no resilience in the team.

Net promoter score: 6.5

### **Recommendations:**

1. 86% is again a very good response rate, however we do need as close to 100% as this information may influence management decisions about our future ways of working. HR will ask managers to contact the 31 employees who did not complete the survey to obtain a full picture.
2. HR officers to contact:
  - All employees who disagreed or strongly disagreed with statements – find out what can be done to support (ask if they have shared how they feel with their line manager/ask if they want us to share with their line manager).
3. Chief Executive Officer to email all staff on:
  - Work of Easing of lockdown group.
  - Where we are with working from home guidance and likely timescales.
4. HR Wednesday email to continue.
5. OSHA will follow up on any COVID-secure workplace concerns raised by colleagues.
6. OSHA/HR to liaise with IT to support employees with homeworking/work station requirements.