



Report to:	Employment & Staffing Committee 15 th September 2023
Lead Cabinet Member:	Cllr John Williams
Lead Officer:	Jeff Membery

Staff Health and Wellbeing Survey – actions taken and areas of concern

Executive Summary

1. In August 2022 we conducted an all staff survey to gather health and wellbeing information. The survey was completed by Robertson Cooper, who then compared our results to their database in order to score and categorise our results. They have a database of over 70,000 results, allowing them to rank each topic into the following:
Dark Green – Positive
Light Green – Typical
Light Red – Caution
Dark Red – Risk
2. The 2022 survey was completed by 310 employees in total, and gave us an overall score of 3.95/5 Good Days at Work. Compared to the benchmarks scores, this score was categorised as a caution. In April 2023 we invited colleagues to complete the same survey again, with some additional questions around the 4 Day Week trial. The 2nd survey was completed by 331 employees in total, and resulted in an overall score of 4.4/5 Good Days at Work, which compared to benchmarks is categorised as positive.

Key Decision

3. No

Recommendations

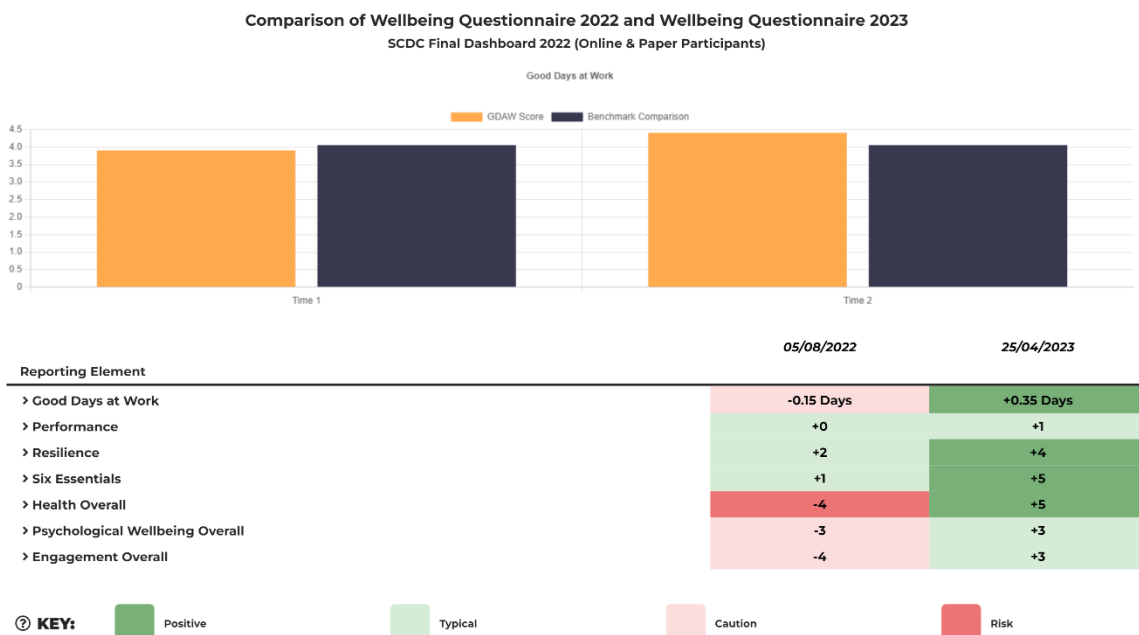
4. It is recommended that the committee note the report.

Reasons for Recommendations

- The report is a summary of actions taken and highlighting where further actions are needed. This is for information only.

Details

- The 2022 survey identified that across the whole workforce physical health was an area of caution, and mental health was an area of risk. 'Resources and communication' also scored consistently low across many services, as did 'safety at work'.
- By service area breakdown, the Greater Cambridgeshire Shared Planning Service and Finance returned the lowest results, with nearly every category being identified as a caution or a risk area. Similarly, those who identified themselves as being disabled (37 employees in total) were identified as caution or risk across all areas except 'adaptability', 'confidence', and 'balanced workload'.
- Of the concerns identified in the first survey, all have shown large improvements in the latest survey, with nearly all categories now showing as either typical or positive. There are still some caution and risk categories within our Finance Service, although there is currently a service review and restructure taking place which is likely impacting on how staff in that service are feeling.
- For our disabled colleagues, all categories are now showing as typical or positive except for mental and physical health, which are identified as areas of caution.
- The image below shows a comparison between the 2022 and the 2023 survey



11. What actions we took

12. Following the 2022 survey, we used the results to deliver some targeted actions of support to our colleagues. We have worked to promote the health and wellbeing supports that were already in place, and have also connected with other service providers to increase our offering, for example through the introduction of our Health Cash Plan which enables colleagues to better access health services.
13. We have delivered training on several health initiatives, and provided a suite of activities as part of Mental Health Awareness week. We have encouraged all staff to refresh their DSE assessment, and provided more information on the correct set up of work spaces to ensure no one is working in an unhealthy position for prolonged periods of time.
14. We have encouraged colleagues to work from the office on a more regular basis, to allow them to reconnect with other colleagues and reduce the 'loneliness' that some reported in the 2022 survey. We have also increased and enhanced our internal channels of communication, with the aim of ensuring all colleagues are kept informed of corporate changes or information related to their roles. This has been achieved by increased content in our twice-weekly vlogs, some new Teams channels being established, and a drive to increase the regularity of team meetings across the whole organisation.
15. Following the results around safety at work, our Health and Safety officer has undertaken a review of lone worker devices, to ensure these are both fit for purpose and colleagues are aware of their availability. We also ran compulsory training for colleagues identified as Lone Workers in October 2023, and have been promoting general health and safety information including risk assessments to all colleagues.

16. Further actions needed

17. We are continuing to provide support to the Finance service, to ensure their review is completed as quickly as possible and colleagues are kept informed and supported through this. We hope that once this period of change has concluded colleagues will feel more secure and better connected to the organisation. Similarly, while the Shared Planning Service's results indicated a great improvement, we are continuing with their ongoing work to support colleagues.
18. In the 2022 survey, part time colleagues reported similar results to the workforce as a whole, although their Good Day at Work rating was 4/5. The results of the 2023 survey suggest general improvements in nearly all categories, but not as much improvement as the full time staff results. In particular, the employee motivation, employee commitment, and subjective wellbeing scores are still cautionary, and their purposefulness and mental health scores are risks. Their overall score is now 4.3 good days at work, compared to the whole organisational score of 4.4 good days at work. We have received feedback from part time colleagues that they do not feel they have benefitted as much as full time colleagues under the 4 Day Week trial. As a result we have offered part-time colleagues the option of changing their 'non-working' time, to enable them to take one full non-working day a fortnight instead of part of a day each week, however

this was introduced around the time the survey was completed meaning we do not know yet what impact this has had. We are also continuing to work with part-time colleagues to review additional options to support their health and wellbeing, and have given Heads of Service the opportunity to increase part-time workers hours if they can justify the business case to do so and have the funding in place to allow this. We hope this will further improve the work experience for part-time colleagues.

Implications

19. In the writing of this report, taking into account financial, legal, staffing, risk, equality and diversity, climate change, and any other key issues, the following implications have been considered:-

20. There are no significant implications.

Appendices

Appendix A: Visual comparison of survey's

Appendix B: Presentation of results by Robertson Cooper

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