

APPENDIX C

Staff wellbeing check-in

April 2020



The COVID-19 outbreak has led to WCC staff working in very changed circumstances.

We wanted to know how this was affecting you, how you were finding our new ways of working and what else could be done to support you. This is a summary of what you told us.

Who responded

2,101

responses =
response rate

46%

51%
identified as
key workers

89%
working
from home



How are you feeling?

88%
feeling OK
or better
(rating 3-5)

12%
finding
things
harder
(rating 1-2)



New ways of working

87%
adapting well to
the new ways
of working

83%
able to access
the systems and
technology needed
to work at home



Supporting you

90%
colleagues are
staying connected

89%
Leadership Team
are providing visible
leadership

87%
Council is supporting
staff effectively

85%
immediate line
manager was
supporting them

74%
service manager
(Tier3) was
supporting them



Awareness of support

92%
support from
line manager

83%
Intranet
coronavirus pages

63%
support from
Tier 3 manager

44%
Health and
Wellbeing
Champions

44%
Employee
Assistance
Programme

41%
Listening
Mates

26%
support through
staff networks



Keeping team connected

84%
regular check-ins
with team colleagues

84%
catch-ups
with managers

79%
virtual team
meetings

69%
listened to senior
leadership live
broadcasts
(CX and SDs)

54%
manager flexible to
help them manage
caring/childcare
responsibilities



Staff wellbeing check-in 2 July 2020



WCC staff continue to work in very changed circumstances and we are committed to checking in with you on a regular basis.

Check-in 2 launched in July focusing on wellbeing and recovery.

Who responded

April's figures brackets

2,066 (2,101) responses = response rate

45% (46%)

55% (51%) identified as key workers

90% (89%) working from home



How are you feeling?

April's figures brackets

83% (88%) feeling generally positive

17% (12%) finding things harder

Feeling ok or better

Finding things harder

(rating 3-5)

(rating 1-2)



Worked well during Covid-19 response

- Working from home/working more flexibly
- Technology
- Corporate Board briefings
- Positive support from managers and colleagues
- Quicker decision making and less bureaucracy

Challenges during Covid-19 response

- Lack of face to face interaction both for work and socially
- Isolation
- Juggling working from home with caring responsibilities
- Access to equipment
- Workload and work/life balance

Mental wellbeing scale

We used the Short Warwick-Edinburgh Mental Wellbeing Scale.

This consists of 7 questions with 5 response options which produce an individual score. Scores can range from 7 – 35 with higher scores indicating positive mental wellbeing.

Average score for general adult population = **23.6**

WCC scores

WCC average score = **22.3**

- **15.4%** scored high (26-35)
- **16.2%** scored average-high (23.6 – 26)
- **28%** scored low-average (21.5 – 23.6)
- **39.3%** scored low (7 – 21.5)

Your suggested actions for recovery

- Prioritise those finding it difficult to work from home to return to the office safely for part of the week
- Consider making flexible working more permanent and support staff to work safely from home
- Make buildings safe to work in and rationalise our property portfolio
- Build on innovation that is underway
- Prioritise services for vulnerable and reinstate home visits safely

Look out for check-in 3 which will help us with our workplace redesign

