

# Reset and Recovery Survey



## Overview

This survey has been designed to collect information on a number of key issues ranging from physical and mental health and wellbeing, as well as employee's experiences of working during the COVID-19 pandemic.

The results in this report are based on the findings from the Reset and Recovery survey. Please note no demographic data or open-ended questions are included in this report.

The report is divided into subject headings (e.g Your Work or Management) with associated questions. Each question response is divided into 4 groups:

1. All employees
2. Employees working from home
3. Employees working from home and a council building
4. Employees working only from a council building and across the borough

## Number of Responses:

**2007** | **50%**  
**4024**

Headcount based on report run 01-September 2020

## Results

The aggregated response for all employees is positive, this is especially true for employees working from home or those working from home and a council building. Both have similar scores. Although, employees who work from home and a council building, score statistically the highest for management related questions.

Employees who solely work from home would feel uncomfortable coming back into work, compared to those employees who are already coming into work. This is the lowest scoring question based on all responses.

Employees working only from a council building appear to perceive the majority of questions in a less favourable light compared to employees working from home and those working from home and a council building.

For those employees working only from a council building, areas of particular concern (variance greater than 15%) are questions that relate to caring responsibilities, management, the reset and recovery process, health and safety and the usefulness of the communication.

All 3 groups had very similar perceptions of their physical and mental wellbeing, where the average score was 7 out of 10.

Findings suggest those employees who work only from a council building are currently scoring significantly lower than the other two groups highlighted in this report.

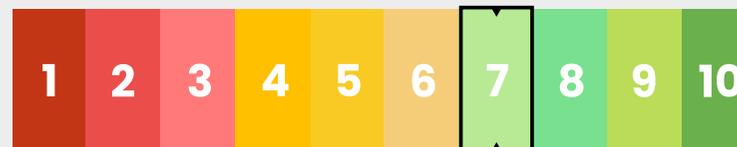
## Top 3 Questions

I am clear about my priorities and what is expected of me **90%**

I know where to go to for support regarding my health, safety and wellbeing **88%**

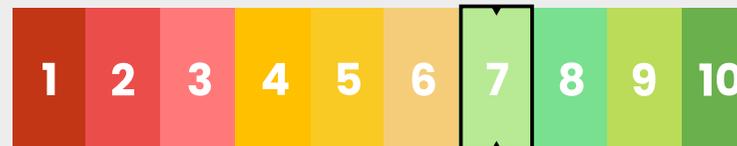
I am comfortable raising concerns with my line manager **88%**

## Physical Health Overall Average Score



\*On a scale of 1-10, where 1 is extremely poor and 10 is excellent.

## Mental Health Overall Average Score



\*On a scale of 1-10, where 1 is extremely poor and 10 is excellent.

## Bottom 3 Questions

How useful have you found these communications **43%**

I feel comfortable working or would feel comfortable working from a council building **48%**

Is working from home on a permanent basis something that you'd be interested in doing? **57%**

# All Questions

Overall % Score  
**75%**

## Your Work

Response Scale

Overall % Positive

Variance from % Positive - WFH

Variance from % Positive - WFH & Council Building

Variance from % Positive - Working from Council Building

I have felt that someone cares about how working from home is going for me



**70%**

+1%

-3%

N/A

I am struggling to keep on top of my workload\*



**61%**

+2%

-4%

-8% ↓

I have felt able to adapt to working from home adequately



**81%**

+2%

-4%

N/A

I am enjoying working from home



**68%**

+2%

-4%

N/A

**KEY:**

\*Scale has been reversed to generate a positive response

↑ At least 5 percentage points greater than comparator

↓ At least 5 percentage points less than comparator



# All Questions

Overall % Score  
**75%**

## Your Work

Response Scale

Overall % Positive

Variance from % Positive - WFH

Variance from % Positive - WFH & Council Building

Variance from % Positive - Working from Council Building

I am clear about my priorities and what is expected of me



**90%**

+1%

+2%

-12% ↓

I believe I can still do my job well while working from home



**82%**

+3%

-8% ↓

N/A

I have felt connected to my team



**68%**

+2%

+1%

-9% ↓

I feel I am able to request the dependent leave I need (i.e. carer's leave)



**80%**

+4%

+1%

-31% ↓

If required, I have been able to alter my working hours to suit my caring responsibilities



**75%**

+3%

+3%

-27% ↓

**KEY:**

- ↑ At least 5 percentage points greater than comparator
- ↓ At least 5 percentage points less than comparator



# All Questions

Overall % Score  
**76%**

## ICT

Response Scale

Overall % Positive

Variance from % Positive - WFH

Variance from % Positive - WFH & Council Building

Variance from % Positive - Working from Council Building

My home broadband connection has been reliable



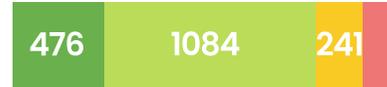
**87%**

0

-1%

N/A

My work applications have functioned properly



**78%**

+1%

0

-8% ↓

My device/s have/has operated without any issues



**63%**

-1%

+1%

+1%

**KEY:**

- ↑ At least 5 percentage points greater than comparator
- ↓ At least 5 percentage points less than comparator



# All Questions

Overall % Score  
**77%**

## Management

Response Scale

Overall % Positive

Variance from % Positive - WFH

Variance from % Positive - WFH & Council Building

Variance from % Positive - Working from Council Building

I feel supported by my line manager to balance my work and personal commitments



**82%**

+2%

+2%

-13% ⬇️

I am comfortable raising concerns with my line manager



**87%**

+2%

+2%

-15% ⬇️

I trust our leadership team to make decisions that protect me and my colleagues



**75%**

+2%

+5% ⬆️

-21% ⬇️

I would be listened to if I voiced concerns regarding the council's response to the pandemic



**63%**

+2%

+5% ⬆️

-19% ⬇️

**KEY:**

- ⬆️ At least 5 percentage points greater than comparator
- ⬇️ At least 5 percentage points less than comparator



# All Questions

Overall % Score  
**70%**

## Reset and Recovery

Response Scale

Overall % Positive

Variance from % Positive - WFH

Variance from % Positive - WFH & Council Building

Variance from % Positive - Working from Council Building

I feel comfortable working or would feel comfortable working from a council building



**48%**

-7% ↓

+14% ↑

+11% ↑

I am aware of the council's reset and recovery plan



**82%**

+2%

+4%

-20% ↓

Taking everything into consideration, I believe that Sandwell is offering appropriate support to colleagues during this time



**81%**

+5% ↑

+3%

-24% ↓

Is working from home on a permanent basis something that you'd be interested in doing?



**67%**

+1%

-8% ↓

N/A

**KEY:**

- ↑ At least 5 percentage points greater than comparator
- ↓ At least 5 percentage points less than comparator



# All Questions

Overall % Score  
**82%**

## Health & Wellbeing

Response Scale

Overall % Positive

Variance from % Positive - WFH

Variance from % Positive - WFH & Council Building

Variance from % Positive - Working from Council Building

I know where to go to for support regarding my health, safety and wellbeing



**88%**

+3%

+4%

-18% ↓

How well have you been managing your work/life balance since lockdown?\*



**85%**

+2%

-3%

-5% ↓

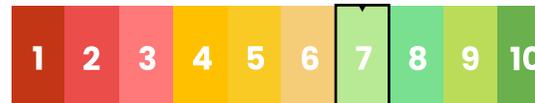
Response Scale & Average Score for all employees

Variance from average score - WFH

Variance from average score - WFH & Council Building

Variance from average score - Working from Council Building

In the last two weeks, how would you rate your physical health & wellbeing?

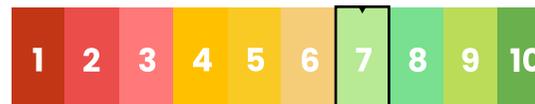


7.42

7.46

7.20

In the last two weeks, how would you rate your mental health & wellbeing?



7.12

7.07

6.36

\*On a scale of 1-10, where 1 is extremely poor and 10 is excellent.

**KEY:**

\*Scale has changed

↑ At least 5 percentage points greater than comparator

↓ At least 5 percentage points less than comparator



# All Questions

Overall % Score  
**82%**

## Health & Wellbeing

Response Scale

Overall % Positive

Variance from % Positive - WFH

Variance from % Positive - WFH & Council Building

Variance from % Positive - Working from Council Building

Do you have a dedicated workspace at home that is suitable for you to work productively and safely?

1283

**74%**

-1%

+5% 

N/A

During the pandemic have you been affected by a bereavement (directly or indirectly)?

Yes, 552

No, 1456

**N/A**

N/A

N/A

N/A

KEY:  Yes  Sometimes  No

# All Questions

Overall % Score  
**66%**

## Communication

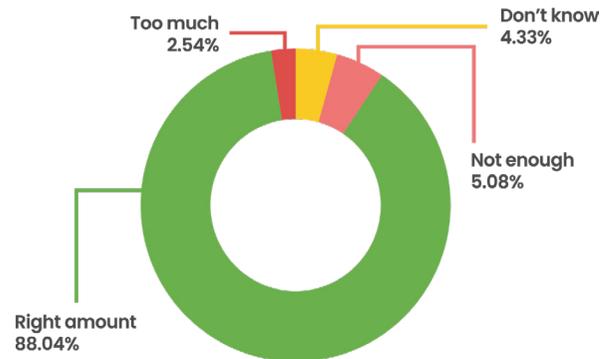
### Response Scale

Variance from % Positive - WFH

Variance from % Positive - WFH & Council Building

Variance from % Positive - Working from Council Building

Colleagues have received communications since lockdown relating to Sandwell's decisions and approach to COVID-19, via different channels. In your opinion, has there been too much, the right amount or not enough information?

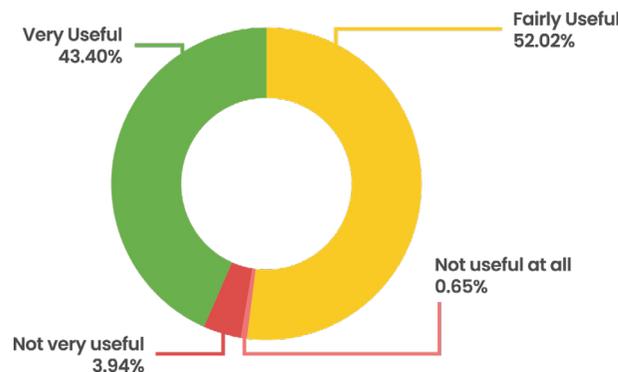


+2%

+2%

-12% ↓

How useful have you found these communications?\*



+4%

+2%

-18% ↓

KEY: \*Lowest question

↑ At least 5 percentage points greater than comparator

↓ At least 5 percentage points less than comparator