



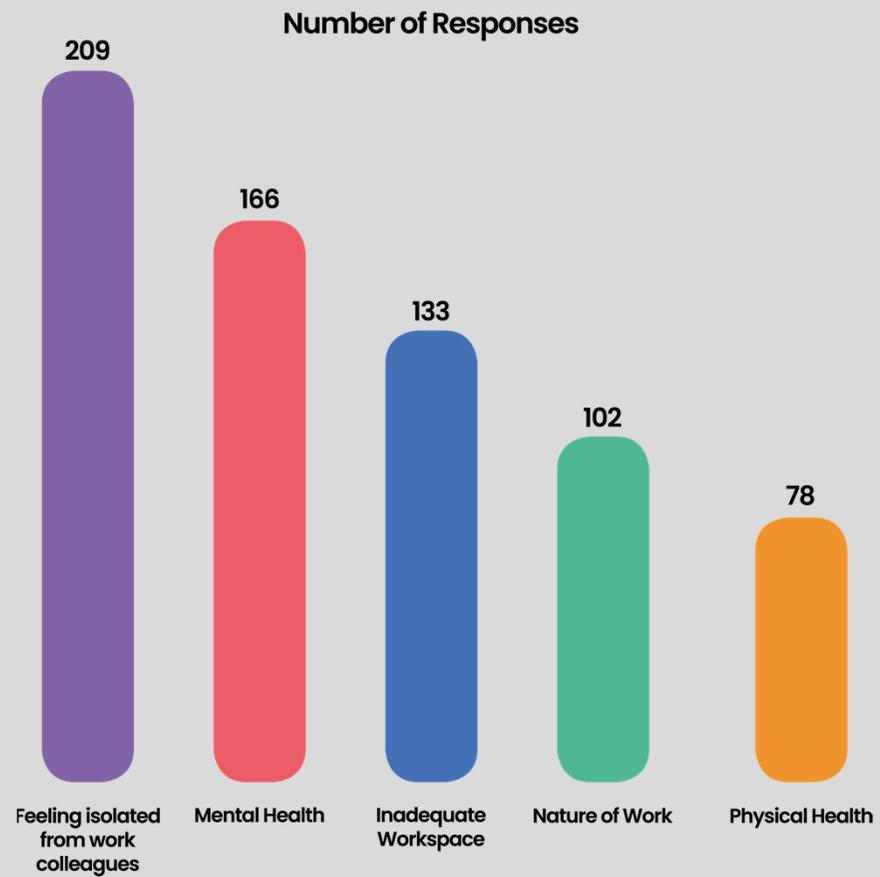
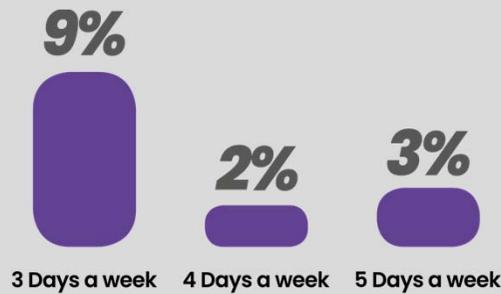
Working from Home Pulse Survey – Council Results



Background

- The aim of the survey is to collect information on how employees feel about working from home.
- The survey went live on the 29 April and closed on 27 May. During this period three reminders were sent out to staff asking them to complete it.
- The survey has achieved a response rate of 75%, which is comparable with the private sector.
- This presentation focuses on the overall Council results rather than individual directorate breakdowns.

Top 5 Barriers for employees who want to work in the office 3 days or more



Working from Home Barriers

Other Barrier - Key Themes

'Other barriers', which continue to affect employees working from home are:

- Printing and scanning issues
- Extra billing costs (i.e. broadband, electricity and gas)
- Lack of work life balance
- Distractions at home
- Suitable equipment (i.e. supportive chair, desk, monitor)
- Considerable impact on collaborative working

*Please note that these aggregated themes make up around 4% of the overall respondents.

Nature of the Role - Key Themes

11% of respondents believed that the nature of their role is a barrier to working from home. Key themes are:

- Customer Facing / Frontline Delivery Service
- Statutory Requirements
- Labour intensive role
- Storage of Equipment / Documents
- Collaborative work
- Printing and Scanning Issues



Positive Experiences Working from Home

Key Themes

Key themes associated with positive experiences for employees working from home:

- Working in a more flexible manner
- Greater productivity
- Able to balance family / home life with work
- Reduced sickness levels

NO SICKNESS
NO COLDS ROUTINE
CHILD CARE
LESS WORK DISTRACTIONS **FLEXIBLE**
SAVED MONEY PRODUCTIVE
NO COMMUTE LESS TIME WASTE
BETTER WORK/LIFE BALANCE **HYBRID**

Negative Experiences Working from Home

Key Themes

Key themes associated with negative experiences for employees working from home:

- Poor mental health due to lack of social interaction (although this may change with COVID rules being relaxed)
- Working longer hours and not taking regular breaks
- ICT / network issues
- Limited printing

PRINTING
PHYSICAL HEALTH **IT ISSUES** NEW STARTER
NO CAREER DEVELOPMENT
SOCIAL INTERACTION
NO BREAKS
NETWORK ISSUES NO SPACE AT HOME
FUTURE PLANS NO ROUTINE **MENTAL HEALTH**
LONGER HOURS

Conclusion

- Overall the results show that employees feel positive about working from home and would like to continue to work in this fashion for the foreseeable future.
- There are no significant differences between responses made by part time and full time staff, although employees would like to be engaged more about the councils future working arrangements/plans. This is especially true for those employees who do not manage staff and those employees who are aged between 16-34.
- The vast majority of employees would like to come occasionally into the office (less than 3 days a week), only 5% would like to come in 4 days or more. A number of these employees were likely to be frontline staff because the nature of their work was a leading barrier.
- 905 employees stated that there were no barriers affecting them working from home, which makes up nearly half of the employees who responded to the survey.
- For all employees, mental health and isolation from work colleagues were the two leading barriers affecting them working from home. Although, the results suggest that these employees would only need occasional visits to the office to help mitigate this barrier.

A small proportion of staff (13%) do not want to come into the office at all, although this could be due to underlying health conditions or the effects of the pandemic on human behaviour.