

In May 2020, we ran a staff wellbeing survey, asking all London Borough of Bromley colleagues, including agency and locum staff, to feed back on their experiences of maintaining their mental and physical health and wellbeing during the COVID-19 pandemic, and the impact of the changes to their working arrangements.

This staff survey follows on from the May 2020 survey. Through this survey, we hope to better understand how colleagues, including new starters during the Covid-19 pandemic, are feeling about their longer-term experiences of remote working or office working; the impact of COVID-19 support work on staff wellbeing; our longer-term return to work approach; and the impact of our equality and inclusion work.

Please set aside 15 minutes to complete this survey. We would encourage staff to complete as many questions as possible, but you may skip questions as appropriate.

All staff, including agency and locum staff, are encouraged to complete this survey.

All responses in the survey are confidential.

Please note that once the survey is submitted, you will not be able to edit any of your answers.

1. Which division do you work in?

2. Which age group do you fall in?

3. Are you a manager?

- Yes
- No

4. Are you a Bromley resident?

- Yes
- No

Additional Contextual Questions

The following contextual questions are included to help us understand if there are any particular challenges affecting certain groups in our workforce, especially in relation to Covid-19. These questions are optional.

5. What is your identified ethnicity?

- White
- Mixed/ multiple ethnic groups
- Asian/ Asian British
- Black/ Black British/ Caribbean/ African
- Prefer not to say
- Other ethnic group or background (please specify)

6. Do you live with a disability or a life limiting health condition?

- Yes
- No
- Prefer not to say

7. What is your gender?

- Male
- Female
- I identify as... (please specify)

- Prefer not to say

8. Did you join the Council during the Covid-19 pandemic?

- Yes
- No

Communications

9. If you are a new starter during the Covid-19 pandemic, to what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree
The Council made it easy to start working for Bromley	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had an enjoyable induction into the Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council staff have made me feel welcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote working sometime makes it hard to feel connected to my team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other comments (please specify)

10. How do you prefer to receive information about the Council's COVID-19 response? (Select as many options as you like)

- Email updates from the Chief Executive and Directors
- Email updates from the Leader of the Council and other senior Members
- E-mails/calls from your line manager
- Team meetings/briefings
- COVID-19 Portal (One Bromley)
- WhatsApp team groups
- Bromley Council website
- Local media
- Transforming Bromley newsletter
- Departmental telephone/virtual conferences
- Other (please specify)

11. To what extent do you agree or disagree with the following?

	Strongly Agree	Agree	Disagree	Strongly Disagree
I feel well informed about the Council's response to Covid-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information I receive regarding the Council's Covid-19 response is not always clear or easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive enough information from the Chief Executive and Directors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive enough information from my line manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive enough information from team meetings/briefings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Do you have a public facing role where you are regularly in contact with members of the public? (contact can be in person, over the phone, by email, etc.)

- Yes
- No
- Unsure

Public Facing Roles

13. To what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree
I feel confident when engaging with members of the public	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel well supported by the Council when engaging with members of the public	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have encountered hostility from members of the public due to my role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know how to handle difficult encounters with members of the public	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Is there anything you think the Council could do to support you in engaging with the public?

- No
 Yes (please specify)

IT Transformation

15. Have you received IT equipment (e.g. a new work laptop) for home working from our IT rollout in the last 6 months?

- Yes
- No

16. To what extent do you agree or disagree that the IT rollout programme has improved your ability to work from home?

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Do not work from home

17. What are the biggest technical challenges that you currently face? (Select up to 3)

- Poor internet connection
- Confidence in using video conferencing (WebEx/Skype/Teams)
- Confidence in using departmental software
- Slow or faulty IT equipment
- Other (please specify)

- No technical issues

18. Is there any additional IT training that you would find helpful?

- No
- Yes (please specify)

19. Are you currently working remotely?

- Yes, all the time
- Yes, most of the time
- Yes, some of the time
- No



Remote Working

20. If you are not always working at home, where else are you working? Choose as many options as appropriate)

- Office
- In the community
- Visits to service users/members of the public
- Other (please specify)

21. To what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree
I am adapting and building confidence with remote working	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a suitable space where I can work remotely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel effective in my role while working from home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel connected with my team and colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have enough contact with my line manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Do you always feel safe while working for the Council?

- Yes
- No
- Unsure

Please enter a comment if you would like

23. Is there anything you think the Council could do to ensure a safer working environment for staff?

Changes to Day-to-Day Work

24. Have you performed any Covid-19 support work for the Council over the last 9 months?

- Yes - in a redeployed role
- Yes - as part of my business as usual role
- No
- Unsure

25. How have your day-to-day working arrangements changed over the last 9 months? (Tick as many as appropriate)

- I have been redeployed for part or all of the pandemic
- I took on new Covid-19 responsibilities in addition to my usual role
- I took on responsibilities of co-workers who were redeployed
- I volunteered in a Covid-19 capacity for the Council in addition to my usual role
- I manage staff who have taken on new Covid-19 responsibilities
- My role has not significantly changed
- Other (please specify)

26. If you are performing any Covid-19 support work, to what extent do you agree or disagree with the following statements about your redeployment?

	Strongly agree	Agree	Disagree	Strongly disagree	Not Applicable
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I have received sufficient training to perform my COVID-19 related tasks

<input type="radio"/>				
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I have been worried that my new functions expose me to new risks

<input type="radio"/>				
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I would have preferred to return to my normal business-as-usual role sooner

<input type="radio"/>				
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Health and Wellbeing Offer

27. During Covid-19, have you been aware of the Council's wellbeing support programmes for staff (Employee Assistance Programme, Occupational Health Service, It's Okay Campaign or Wellbeing Wednesdays and Fridays)?

- Yes and I have used this wellbeing support
- Yes, but I have not used this wellbeing support
- No
- Unsure

28. To what extent do you agree or disagree with the following?

	Strongly agree	Agree	Disagree	Strongly disagree
The Council's wellbeing offer for staff during Covid-19 has helped my mental and physical wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a good balance between my work and home life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can manage my workload	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It has been difficult to take care of my physical health during Covid-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It has been difficult to take care of my mental health during Covid-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a good sleeping pattern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I often feel lonely or isolated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I take actions to limit my screen time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I sometimes have days where I can't take any breaks at all	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. Is there any other wellbeing support you would like the Council to offer?

No

Yes (please specify)

30. Are there any other more general training and development opportunities you would like the Council to offer?

No

Yes (please specify)

31. Have you had any caring responsibilities during Covid-19?

Yes, for my children

Yes, for vulnerable relatives (such as elderly relatives)

Yes, for someone else (please specify)

No

Equality and Inclusion

32. Have you been able to work flexibly to accommodate your caring responsibilities?

- Yes
- No (please explain)

33. To what extent do you agree or disagree with the following statements?

	Strong agree	Agree	Disagree	Strongly disagree
I have noticed a recent improvement in the Council's approach to equality and inclusion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All staff are treated fairly at the Council regardless of their personal background	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am treated fairly at the Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Council takes equality and inclusion seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

34. Do you have any suggestions for how the Council could improve its approach to equality and inclusion?

- No
- Yes (please specify)

35. Have you attended any of the Council's REAL seminars?

- Yes, all of them
- Yes, at least one
- No

36. Do you know who your Departmental Representatives are?

- Yes
- No

37. Do you know who the Council's Trade Union representatives are?

Yes

No

Returning to Work

38. To what extent do you agree or disagree with the following?

	Strongly agree	Agree	Disagree	Strongly disagree
I am proud of the Council's response to Covid-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I speak positively about the Council to my friends and family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like to find out how I could help support local charity and voluntary organisations affected by Covid-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am doing meaningful work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is clear what is expected of me in my role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

39. Following the Covid-19 pandemic, how many days a week would you typically like to work remotely/from home? (You can explain your preference in the comment box provided)

- No remote/home working (0 days a week)
- Partial remote/home working (1 - 2 days a week)
- Mostly remote/home working (3 - 4 days a week)
- Working remotely/at home all the time (5 days a week)
- Other (please specify)

Please explain your preference

40. Is there anything the Council has introduced in response to Covid-19 that you would like to see continued after the crisis has ended?

41. Is there anything else you would like to tell us that was not covered in this survey?

