



NDC

WELLBEING SURVEY RESULTS 2024

Summary Report

Report by:

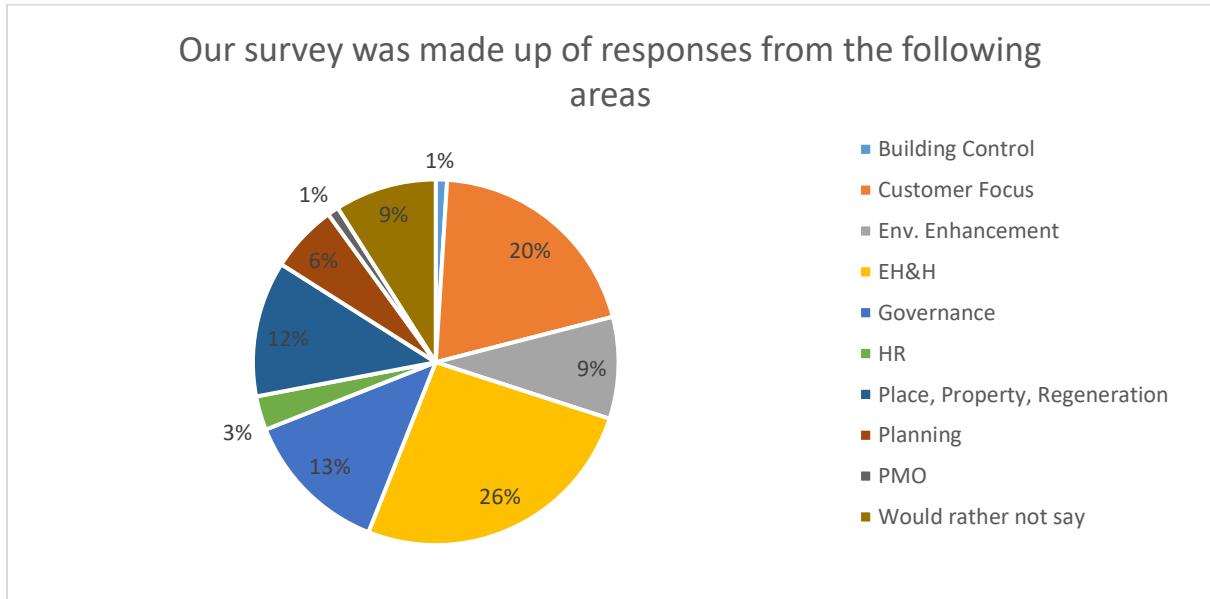
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Wellbeing Survey

Our 2024 survey was sent out to all of our 464 employees.

We received 151 responses (a 33% return).



2024 Survey Results

Summary Points

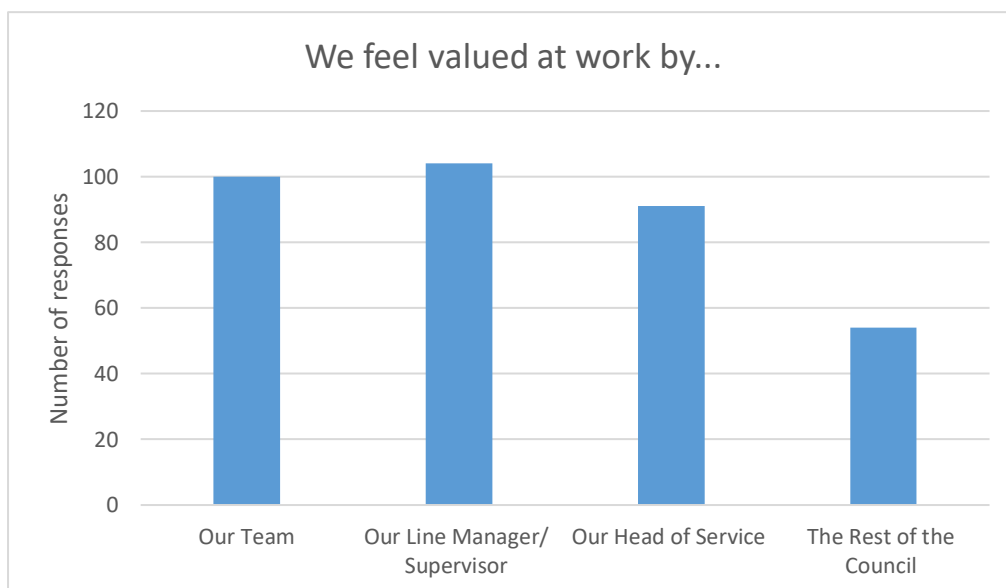
- Generally teams work well together and feel supported by each other, one of the most important aspects of wellbeing distinguished from this survey, is the value we place on our interactions and our friendships.
- The positive experience of team spirit was clear and valued, as well as the friendliness of staff in general.
- We get satisfaction and enrichment from what we do, we are not necessarily looking for a new challenge, but to do well at what we do. A clear desire to provide excellent customer service and meet the needs of our community.
- We see improved connections with managers following Covid/ homeworking. However, some inconsistency in how this is undertaken and how communications are provided within teams. Additionally not all are receiving regular check-in's.

Visibility of managers could be further improved, whilst most are accessible, an indication that some managers are not coming into the office enough.

Is your line manager in regular contact with you?

	2022 responses	%	2023 responses	%	2024 responses	%
Yes	75	60%	102	67%	131	87%
No	15	12%	14	9%	18	12%
Varies (sometimes they contact me, sometimes not)	33	27%	37	24%		
Blanks	1	1%	0	0%	2	1%

- People feel more valued and appreciated within their own teams and by their managers, than more widely across the Council.
- An increase in the value people feel from their Head of Service on last year's survey.



- 61% of those who responded to the survey said that they would recommend working at NDC to others.
- 81% have positive relationships with their work colleagues (as 2023).
- 68% said most interactions are positive and 69% expressed that their team works well together. Some really positive, happy working environments, however some also raising unhappy working environments.further responses include:

	% that agreed
I get satisfaction from work	63%
I am content where I am in my career	53%
I enjoy work but need a new challenge	13%
I take part in work-based social events	36%

I would like to take part in more work based social events	11%
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- The majority of us feel that our managers are behaving within the behaviour framework, an overall improvement on last year's results, with lots of positive examples of great management. However some inconsistency in leadership skills between managers and various instances/ reasons where this was not happening.

The Behaviour Framework encourages us to be approachable, supportive, to show understanding and respectful of othersdo you feel your line manager / supervisor demonstrates these values?

	2022 responses	%	2023 responses	%	2024 responses	%
Yes	85	69%	101	66%	127	84%
No	25	20%	29	19%	20	13%
Blanks	14	11%	23	15%	4	3%

- We still do not feel that all are adhering to the behaviour framework (this also includes some management).
- We see improved levels of emotional and physical wellness.

The majority of our people (79%), of those who answered the survey felt emotionally well, an increase in responses on last year.

Q1: Overall I feel emotionally well:

	Number of responses	Percentage
Yes	120	79%
No	30	20%
Blanks	1	1%

This is also the case for physical wellness at (71%). *(The options to respond to this question were different to last year, therefore another year's data would be useful to benchmark against moving forwards).*

Q2 Overall I feel physically well

	Number of responses	Percentage
Yes	107	71%
No	43	28%
Blanks	1	1%

- 47% of those who felt unwell physically also felt unwell emotionally.
- 25% of our respondents are currently seeking help from a third party e.g. Workout solutions, GP or Talkworks etc. - seeking intervention is a positive response to recovery and feeling better.

- 20% had used Workout Solutions (The Council's counselling service). The majority happy with the service. Suggested improvements were to increase the number of sessions provided.

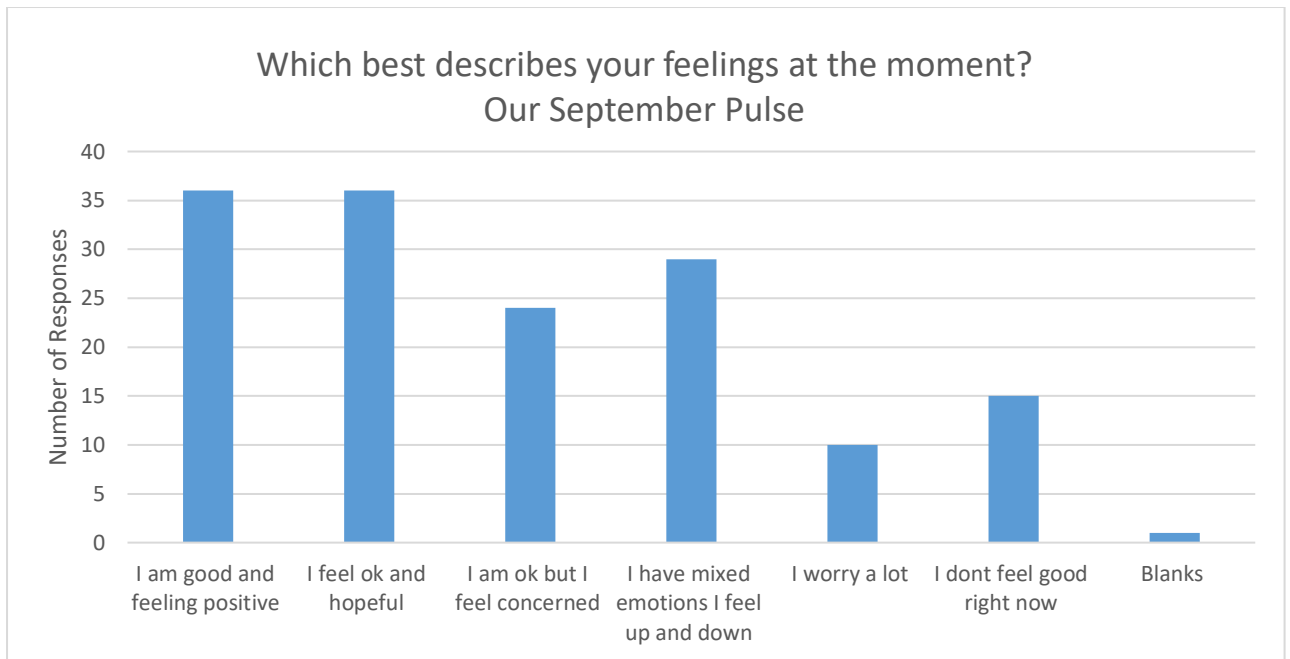
Please tick those statements which apply to you	Number	%
I have someone I can talk to about my private feelings (this may be inside or outside work)	92	61%
I have sought support from a third party such as my GP, Talkworks, Workout Solutions (within the last 12 months)	38	25%

- 39% of our people agreed that they felt resilient (last year 55%), and 52% felt able to bounce back after a problem or disappointment (65% last year), taking a dip.

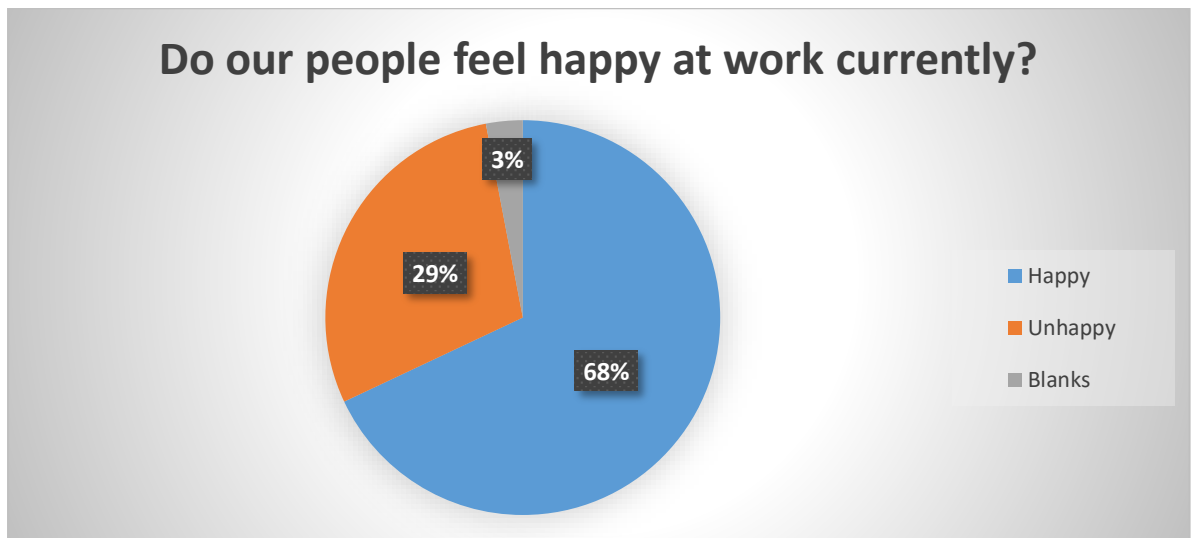
Also a reduction in those feeling able to manage stress (42% falling from 58% last year)...However again these questions were asked slightly differently this year, therefore useful to compare against next year's results, to get a more reliable trend.

	Agreed	%
I feel emotionally strong and resilient	59	39%
I bounce back after a disappointment or problem	79	52%
I am flexible and adapt to change in a positive way	89	59%
I feel able to manage stress	64	42%
I am finding things difficult right now	40	26%

- The number of those finding things difficult right now has reduced on last year, however it was noted that even those feeling resilient were also finding things more challenging at the moment.
- We included the September pulse within the survey, the majority were 'good and feeling positive' or 'ok and hopeful'.



- The majority of our people, 68% (of those who completed the survey), said that they were happy at work.



From the survey responses we received, it was the people at work/ we work with, positive and supportive teamwork, and working in a happy environment, that makes us the happiest at work.

Our jobs, then followed – we love what we do and working in a role that provides us with a clear purpose. Meaningful, productive, interesting and rewarding work is important to us. As well as having the ability to have independence and autonomy within our roles.

We want to make a difference to, and support our community well, seeing positive outcomes in relation to our work.

Good leadership and management - a positive direction, and effective management also plays its part in our happiness and feelings of support and security. The importance of praise, recognition and feeling appreciated is also raised.

Other things that make us happy at work include, flexible working and work-life balance, good training, progression opportunities, good pay and for some...Foodie Friday!

- **Some of the comments which stood out included:**
 - “The people, the pleasant working atmosphere, the management attitude, the freedom to make a decision and the ability to solve problems that the public want to see action on”.
 - “I’m busy but enjoy the varied nature of the work. It’s good to be working in and for the local community in a positive way”.
 - “Really appreciate how friendly everyone at BEC is”.
 - “The challenges, work colleagues and the support provided by the council. I also love working for such a great Chief Executive”.
 - “Full of genuine good people that want to make a noticeable difference”
 - “Flexible working hours and working from home”
 - “Being given learning opportunities and supportive manager”
 - “My team are an amazing bunch of people”.
- 29% of those who answered the survey said that they were not happy at work

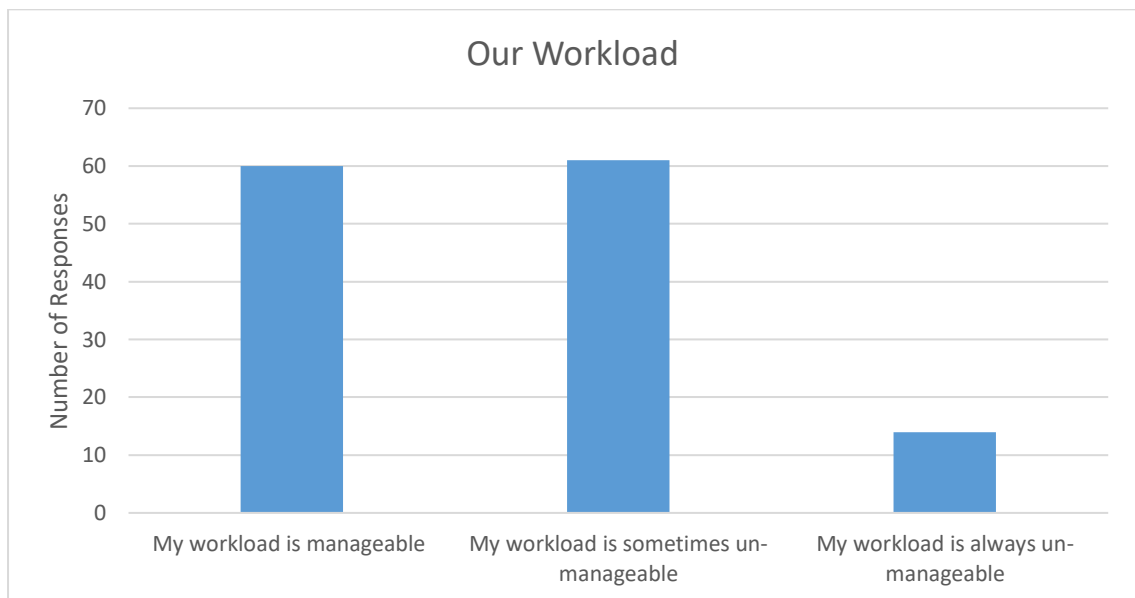
The themes and reasons why people are not happy or finding things more difficult within the workplace this year, mirror last year’s responses, with a focus on increased pressures and heavy workloads - which are having an impact on wellbeing, through increased pressure and stress levels.

Some are still finding they are unable to get on top of their workload or able to take time away from work, having implications on both physical and mental health.

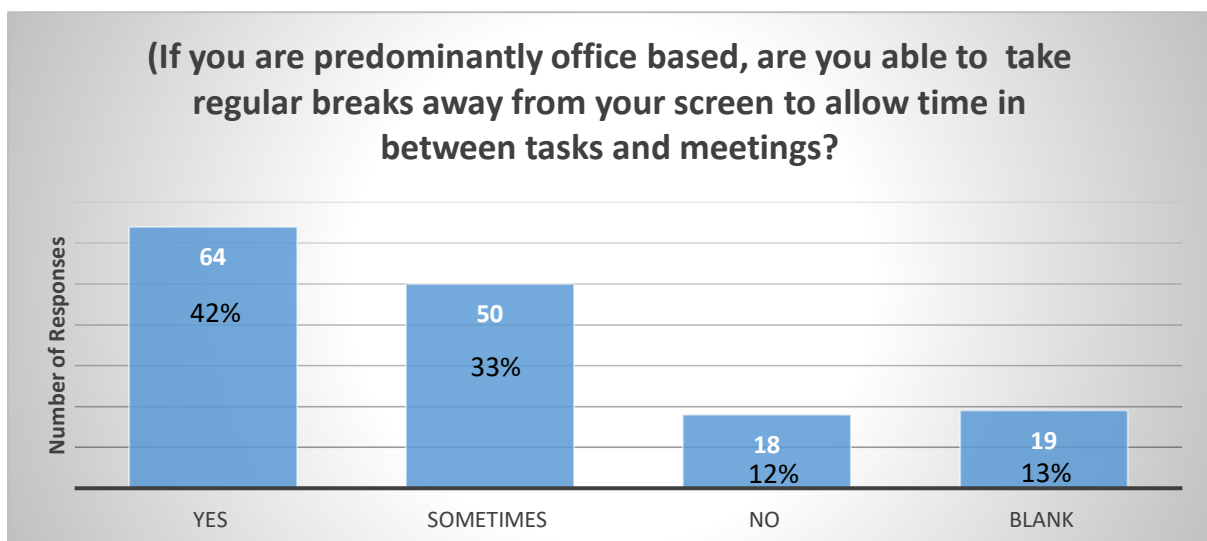
Difficulties around staffing levels and staff retention in hard to recruit areas are also highlighted.

Also an emphasis on a perceived lack of management action or responsibility in response to various things including; management of teams, workload, or in providing appropriate support.

- A varied response with some positive environments to work in, where staff feel happy and supported and others less so.
- An inconsistency in management remains, with levels of satisfaction varying greatly – some very satisfied and happy with their managers and others feeling unhappy or undervalued.
- 40% of the people who answered the survey said they had a manageable workload currently. However the majority of workloads are 'manageable' or 'sometimes unmanageable'. 9% of those who responded to the survey said that their workloads were 'always unmanageable'.



- 42% of our people who are office based are able to take regular breaks throughout the day, others are sometimes able to take a break and some are unable to.



- Connections with teams continue to improve following Covid and homeworking

Are you maintaining a connection with your team (within your working day?)

	Number of people who responded	%
Yes	125	83%
No	1	1%
Some connection but limited (limited time or with limited people)	23	15%
Blanks	2	1%

- The change to hybrid working has been well received for most, saving the commute time and helping to achieve a better work-life balance, we value the ability to work from home, and the benefits it brings us.
- Whilst homeworking is valued, not all are able to work from home, therefore a level of dissatisfaction and perceived unfairness. Whilst others like the return to the office and being back at work.
- Issues also raised with regard to car parking
- The wellbeing events have been really well received, and targeting the different areas that can affect our health has been useful. However, not all feel able to attend events due to workload, or worry attending might set workload back.
- Other suggested events this time include more physically active events, including; yoga, Pilates and other activities. A revisit of perimenopause, menopause and neurodiversity would also be welcomed.
- Our people are keen to have more social spaces and the ability to move away from their desks at lunch.
- Many were keen on the social events and there is a desire to continue these.
- We remain a dedicated and flexible workforce and adapt to change in a positive way
- The things that best support our wellbeing at work include our colleagues, positive interactions and feeling good about being in work. Feeling valued, consulted and listened to. To have autonomy and trust and the ability to plan and manage our own workloads. Providing a good service to support others in our community.
- The flexible working hours, family friendly policies, hybrid working are valued highly in helping us maintain positive work-life balance.

Thank you to all those who completed the wellbeing survey, and continue to complete our wellbeing pulse survey, your input is invaluable and will help us to look at areas for growth and improvement and how we can continue to best support our teams as we move forwards