

Committee:	Safety Committee	Agenda Item No.:	6.
Date:	24 th April 2008	Category	
Subject:	Employee Survey 2007 – Health & Status Safety Issues		Open
Report by:	Head of Human Resources		
Other Officers involved:	Health & Safety Officer		
Director	Chief Executive Officer		
Relevant Portfolio Holder	People and Performance Portfolio Holder		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation by providing monitoring information which can be used to shape future policy decisions

TARGETS

The subject matter of this report does not contribute towards any Corporate Target

VALUE FOR MONEY

As this report relates to retrospective monitoring data value for money criteria is not applicable

THE REPORT

Background

At Safety Committee in June 2007, Members received a report relating to the outcome of the Employee Survey 2006. This highlighted some areas for concern in terms of management of health and safety in the following departments/sections:

- Regeneration
- Housing Repairs and Maintenance
- Environmental Health Co-ordinators
- Environmental Health Refuse Collection

An action plan was put forward by these departments/sections and Safety Committee agreed to monitor the situation through the Employee Survey, to identify whether or not the actions taken have improved the perceptions of employees in these areas.

Employee Survey Results 2007

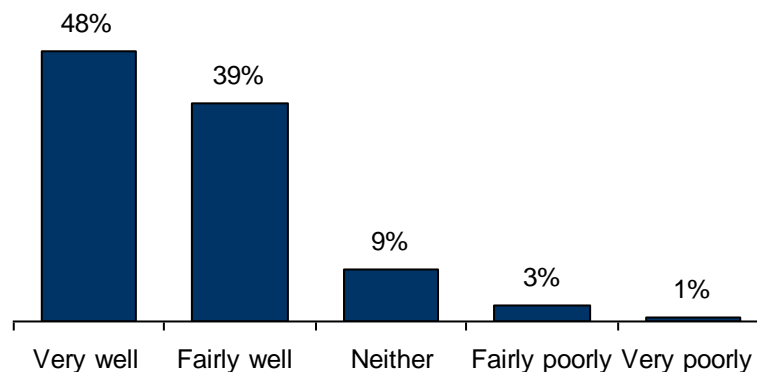
This survey was undertaken in October 2007. As part of the Employee Survey there are some questions which relate to health and safety, these are set out below along with the responses::

Health and Safety

Q10 Respondents were asked if their line manager or supervisor understands and effectively deals with health and safety problems within the workplace.

A large proportion of respondents (**87%**) felt that their line manager or supervisor deals with health and safety problems 'Well' ('Very well' and 'Fairly well'). A minority of **4%** felt that health and safety problems were dealt with 'Poorly' ('Very poorly' and 'Fairly poorly').

Figure 1. Question 10: Health and Safety Problems within the workplace



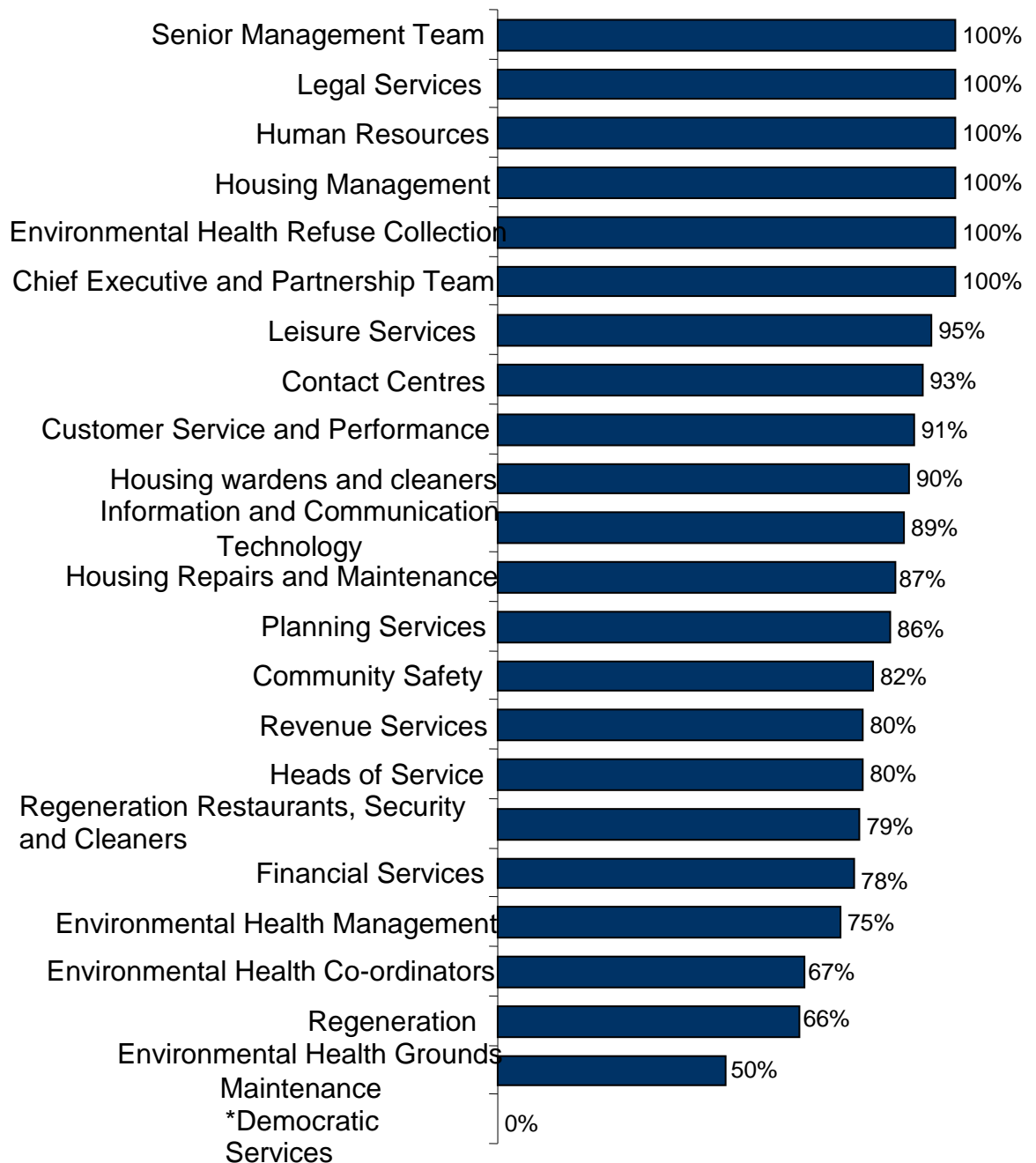
Base = 338

Respondents' views on this issue have remained essentially static: last year (2006), **45%** felt that health and safety was managed 'Very well'.

Leisure Services (**71%**) were more likely than those in Finance (**7%**) to say that their line manager or supervisor deals 'Very well' with health and safety in the workplace.

These results have been broken down into departments as follows:

Figure 2. Positive Responses



Base = 338 overall fluctuating by department

* Nil return from Democratic Services

All responses below 67% have been referred by Senior Management Team to Safety Committee. These departments being:

- Environmental Health – Grounds Maintenance
- Regeneration

Prior to referring the matter to this Committee, I have investigated further the response rates in these two departments as this can affect the percentage figures shown in the report.

As a result of this investigation, I requested that the percentage for each department be converted to number of employees, to help me better understand the degree of dissatisfaction. I am informed that this is not possible, without extensive work. I can, however, confirm that for Environmental Health Grounds Maintenance only two employees responded to the Employee Survey from this group of 25 employees (8% response rate). The 50% dissatisfaction rating for this question, therefore, relates to one employee being dissatisfied. I have spoken to the Best Value and Quality Manager, who informs me that this response rate is not statistically valid in terms of drawing any conclusions.

For the Regeneration Department, the response rate is slightly higher in that 9 employees from a group of 29 responded (34% response rate). This means that the 34% of employees dissatisfied equate to 3 employees from the total of 9 respondents. Whilst this is still a low response rate on which to form conclusions, in view of the fact that the Regeneration Department is the only department that has received low ratings for two years running, I have referred this matter to the Head of Regeneration for a response, which is given below:

It is uncertain which area(s) under regeneration this has been referred from. However, once the new Building and Contracts Manager is in post they will start to review the risk assessments of all the staff which come under this post, when any questions of safety can be reviewed with the staff concerned. This only then leaves the Housing Strategy officer who has only just started, and the Economic Development Staff, consisting of just five members of staff, where it can be directly addressed at team meetings.

Question 10 is followed up with the following question:

Q11 – ‘If the Council could take one specific action to improve the health and well being of its employees what would it be?’

A copy of the full verbatim responses are attached at end of this report, but these have been grouped into the most common responses as follows:

The most common response was ‘Adherence to/tighten up Health and Safety policies’ (17%). Suggestions were:

	Number	%
• Adherence to/tighten up Health & Safety policies	17	17%
• Improve general upkeep of work environment	15	15%
• Treat staff well/listen to staff	14	14%
• Reduce stress, spread workload fairly	13	13%
• Better temperature control	8	8%
• Improve healthcare policies: free check ups, etc.	8	8%
• Improve security	7	7%

• Fairer sick leave policies	4	4%
• Flexible working	4	4%
• More natural light	3	3%
• Better parking provision	3	3%
• Healthier food offered in the canteen	2	2%
• Other	3	3%

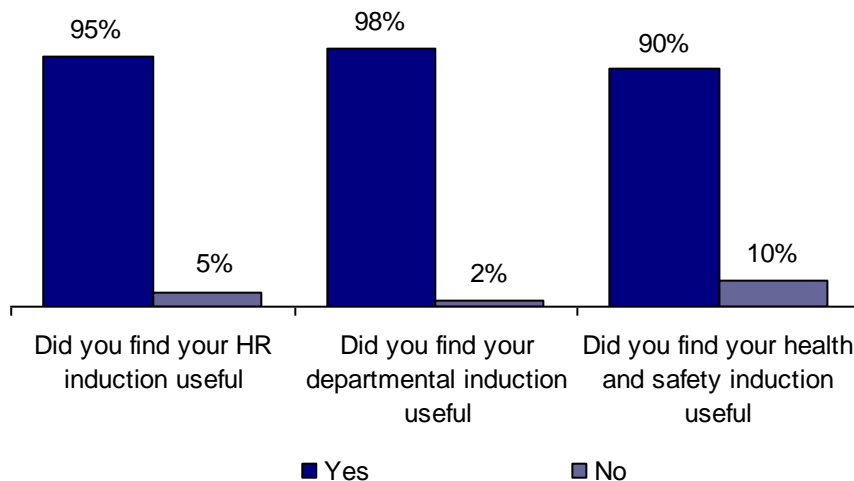
Any issues relating to asset management have been passed by Senior Management Team to the Regeneration Department for consideration

The Health & Safety Officer, as part of the HR & Payroll Service Plan for 2008-11, is already putting in place actions to deal with concerns regarding Health & Safety Policies/Upkeep of Work Environment and Stress as follows:

- Introduce corporate procedure standards for conducting audits
- Undertaking Health & Safety Audits
- Workplace Inspections Agreement has been revitalised and the Health & Safety Officer is monitoring to ensure a regular programme of workplace inspections occurs (as detailed in the report to Safety Committee in January 2008)
- The Stress Working Group will be rolling out a programme to ensure Heads of Service undertake a stress risk assessment for all jobs.
- A range of Health and Safety Performance Indicators are being developed, which will be used to measure progress

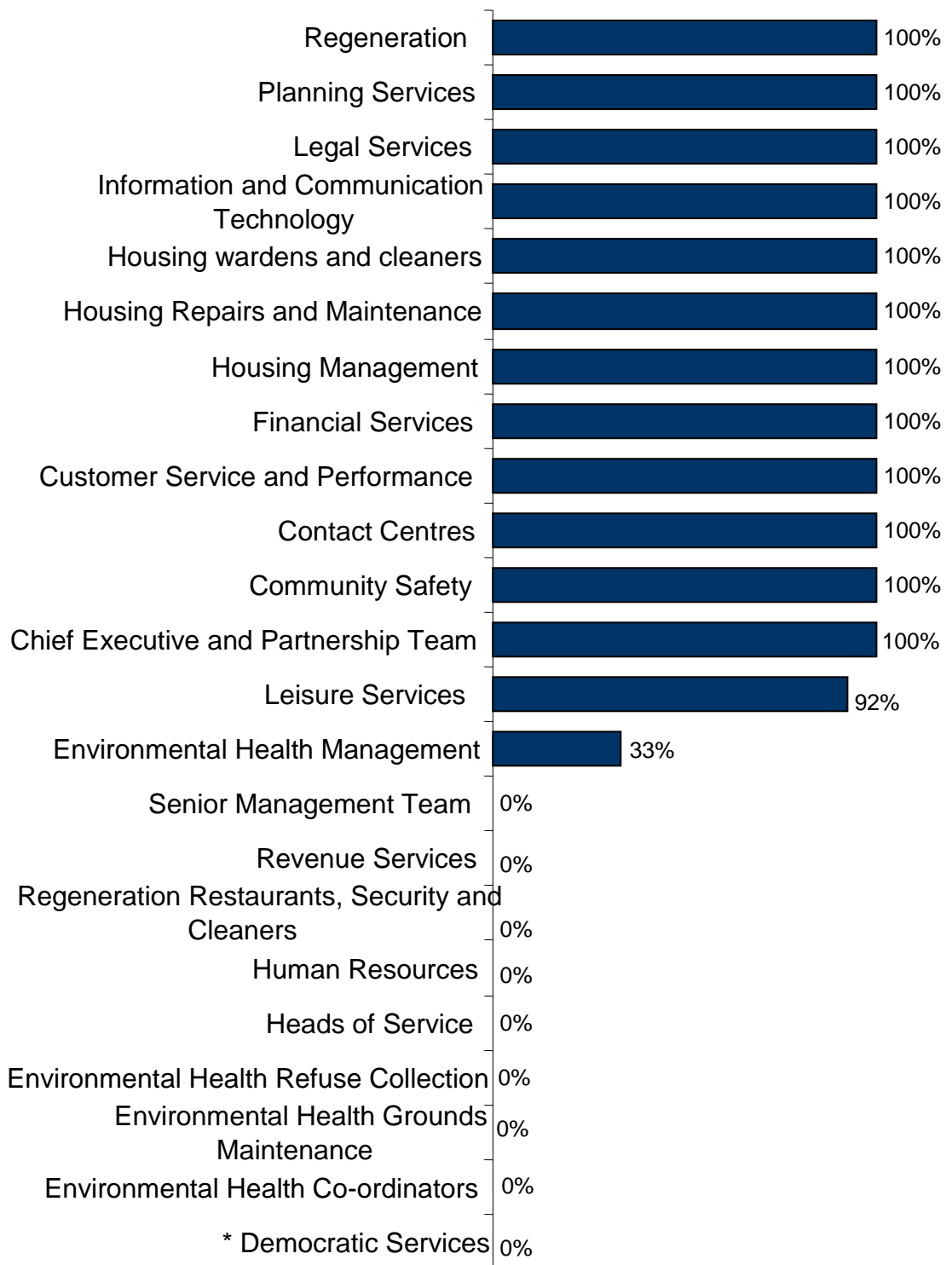
The next question relating to health and safety is:

Q19 – ‘Did you find your health and safety induction useful’



These results are broken down by department as follows:

Figure 3. Positive Responses



Base = 40 overall fluctuating by department

This is followed up by **Q20 – ‘If the Council could take one specific action to improve induction what would it be’**

The verbatim responses are provided at the end of this report, but from the 31 responses to this question we were able to identify seven key themes:

	Number	%
• Ensure inductee is introduced to all departments	7	23%
• Ensure time is set aside for a thorough induction	7	23%
• Ensure induction is relevant to individual	3	10%
• Make it more enjoyable	3	10%
• Provide guide/map	2	6%
• Provide overview of all council processes	2	6%
• Introduce a buddy system	1	3%
• Other	6	19%

Base = 31

From the themes above, measures such as ensuring enough time is set aside for inductions and providing an overview of all council processes may help to increase the benefits of the induction process for new employees.

The above themes relate to the whole induction process, not just health and safety, and a number of these have already been incorporated into the Induction programme by Human Resources. The Change Motivators are also looking at these results in order to identify any improvements.

No specific improvements have been identified in relation to the Health & Safety Induction. However, the Health & Safety Officer, regularly reviews the health and safety induction as a result of the feedback received from the training evaluation sheets and will continue to do so.

ISSUES FOR CONSIDERATION

Members consider the information provided and it is suggested that these areas be monitored in the next Employee Survey to identify whether or not the actions taken have improved the perceptions in these particular departments/ sections.

IMPLICATIONS

Financial: None

Legal: None

Human Resources: None

RECOMMENDATION That the report be received.

ATTACHMENT: **N**

FILE REFERENCE: **N/A**

SOURCE DOCUMENT: **EMPLOYEE SURVEY 2007**

VERBATIM RESPONSES

Question 11 'If the council could take one specific action to improve the health and wellbeing of its employees, what would it be'

ANNUAL HEALTH & SAFETY AT WORK MEETINGS REGARDING DISPLAY SCREEN EQUIPMENT AND MANUAL HANDLING
APPOINT AN EMPLOYEE IN EACH SECTION TO BE RESPONSIBLE FOR HEALTH AND SAFETY PROBLEMS. SIMILAR TO HAVING A FIRE WARDEN IN EACH SECTION.
AT TIMES THE TEMPERATURE IN THE BUILDING CAN BE QUITE UNBEARABLE.
BE MORE FLEXIBLE IN ITS APPROACH TO STAFF WITH GENUINE HEALTH ISSUES AND NOT USE ONE METHOD TO FIT ALL SCENARIOS
BE MORE RESOLUTE IN THE NO SMOKING POLICY AND NOT JUST LIP SERVICE. THE MORE SENIOR GET AWAY WITH MURDER. 5 MTRS DISTANCE FROM A BUILDING!!!
BETTER CAR PARKING, HAVE TO CARRY SEVERAL FILES TO & FROM THE CAR, WHICH MAY BE PARKED ON LONGLANDS.
BETTER PAY AND OPENINGS FOR BETTER JOBS - CLIMB THE LADDER
BOLDER BEACON LIGHTS ON VEHICLES
BUILD SHOWERS TO HELP THE WELLBEING OF STAFF
BUY EVERYONE A NEW CHAIR WHICH SUPPORTS THEIR BACK PROPERLY AND STOPS ME CROSSING MY LEGS BECAUSE I CANT GET HIGH ENOUGH TO MY DESK
CARRY OUT RISK ASSESSMENTS FOR THE WORK UNDERTAKEN
CHANGE THE SICKNESS REGIME AND TREAT ALL STAFF FIRMLY AND FAIRLY
CLOTHING IE. - BOOT, GLOVES, COATS ETC
CONTINUE TO UNDERSTAND THE EFFECTS OF WORK RELATED STRESS BY RECOGNISING, MONITORING AND AGREEING SUPPORT MECHANISMS FOR STAFF
CONTINUITY OF LONG TERM EMPLOYMENT.
CREATE TRAINING BUNDLES FOR ALL RELEVANT STAFF I.E. H&S BUNDLE WOULD INCLUDE: COSHH, RSK ASSESSMENTS, SAFE SYSTEMS OF WORK, MANUAL HANDLING ETC
DISCIPLINARY ACTION CAUSES DISCOMFORT AMONGST STAFF AND ALTERS MORAL AND FEELINGS TOWARDS MANAGERS
DISCOUNTED PROMOTIONS AT THEIR LEISURE CENTRES ETC
ENSURE AN EVEN DISTRIBUTION OF WORK WITHIN TEAMS
ENSURE FLEXIBLE WORKING FOR ALL EMPLOYEES INCLUDING CONTACT CENTRES
FREE PRIVATE HEALTH CARE
FREE PRIVATE HEALTH CARE
FREE PRIVATE HEALTHCARE AND WESTFIELD COVER.
GET RID OF SHELVING AND IMPROVE VIRTUAL DOCUMENT STORAGE
GET RID OF THE BULLYING BY H.O.S.& MANAGERS INTERPRETING POLICIES THE WAY THEY WANT NOT THE WAY THEY WERE WRITTEN
xxxxxxx Derogatory comment
HAVE MORE CONTROL OF HEATING WITHIN THE BUILDING, IT IS OFTEN FAR TOO HOT
HEALTHIER CHOICE OF MENUE IN THE RESTAURANT
I FEEL THAT WE NEED PROTECTION AT THE XXXXXXXXXX AS WE ARE VERY VULNERABLE WHEN SOME OF THE CUSTOMERS COME IN WITH A BAD ATTITUDE.
IMPROVE CULTURE OF HEALTH AND SAFETY - CARRY OUT RISK ASSESSMENTS AND ACT ON THE RECOMMENDATIONS.
IMPROVE THE OFFICE ENVIRONMENT - CURRENTLY INSUFFICIENT SPACE AND DISTRACTING WORKING CONDITIONS.
IMPROVE THE OFFICE FURNITURE/COMPUTERS
IMPROVED PLUMBING - ONGOING PROBLEM WITH TOILET FACILITIES. ALSO AN APPRECIATION FROM OTHER DEPTS RE DRINKS ON DESKS
INCREASE PAY AND IMPROVE LEASE CAR OPPORTUNITY
INSTALL AIR CONDITIONING
INSTALL AIR CONDITIONING
KEEP THEM INFORMED OF ALL CHANGES WITHIN THE AUTHORITY WHICH MAY AFFECT THEIR POSITION

LISTEN AND CONSIDER THEIR CONCERNS- WHICH DOES NOT ON THE WHOLE TAKE PLACE AT PRESENT
LISTEN TO EMPLOYEES
LISTEN TO THE NEEDS OF THE EMPLOYEE, FOR EXAMPLE PAY, WORKLOAD, TO FEEL VALUED FOR THE CONTRIBUTION WE MAKE TO THE ORGANISATION!
LISTEN TO THEIR EMPLOYEES SUGGESTIONS AND ACT ON THEM IN RELATION TO THE WORKPLACE
LISTEN TO THEM
LISTEN TO THEM. (HIGHER MANAGEMENT DON'T UNDERSTAND THE WORK MANY STAFF DO AND MAKE IMPORTANT DECISIONS WITH OUT THIS KNOWLEDGE.)
LONGER, AND PAID LUNCH BREAK CURRENTLY IT'S ONLY HALF AN HOUR UNPAID TOO
MAKE ALL EMPLOYEES DO THE SAME AMOUNT OF WORK EG CASUAL DOES ALL THE CLEANING WHEN PART TIMERS ARE LAZY
MANAGE WORKLOADS
MORE ACTION LESS TALK
MORE CAR PARKING SPACES
MORE INFORMATION AND SUPPORT FROM HEALTH & SAFETY OFFICER
MORE REGULAR HEALTH AND SAFETY INSPECTIONS RE WORKSTATIONS
MORE TIME OFF!
MORE TRAINING
MORE TRAINING ON HEALTH AND SAFETY COULD BE IMPLEMENTED.
OFFER PRIVATE HEALTH INSURANCE AT REDUCED RATES
PAY RISE
PERSONALLY I THINK WE DO ENOUGH. BUT FREE GYM MEMBERSHIP,WOULD BE NICE AND MORE FREQUENT HEALTH EVENTS AT LUNCH WOULD ALSO BE GOOD
PROVIDE BETTER OFFICE CHAIRS FOR PC USERS
PROVIDE CHANGING FACILITIES FOR CYCLISTS
PROVIDE MORE PARKING.....IT'S NICE TO TURN UP AND BE ABLE TO PARK AND NOT START THE DAY IN A MOOD.....
PUT THE HEALTH AND SAFETY POLICY INTO PRACTICE, DONT JUST GIVE IT LIP SERVICE
REDUCE STRESS
REDUCE STRESS LEVELS BY CORRECT STAFFING LEVELS
REGULAR FREE EYESIGHT TESTS.
REGULAR THOROUGH FULL HEALTH CHECKS, HEART, CHOLESTEROL, BLOOD PRESSURE ETC.
REMOVE THE TENANTS
REVIEW AND COMMUNICATE RISK ASSESSMENTS REGULARLY.
REVIEW SICKNESS ABSENCE POLICY
SAFER CONDITIONS FOR LATE NIGHT WORKING - NOT HAVING TO RUN THE GAUNTLET ACROSS THE CAR PARK AT NIGHT.
SCRAP XXXXXXXXXXXXXXXX
SECURITY
SECURITY AROUND THE BUILDING OUT OF HOURS
SICKNESS ABSENCE PROCEDURE IS UNFAIR & DRACONIAN AT BEST. GENUINE ILLNESSES (E.G.WITH DOCTORS NOTE) SHOULD NOT EVEN ENTER THE EQUATION/ BE A 'TRIGGER'
SORT OUT THE HEATING SO IT ISNT SO FREEZING OR BOILING ALL THE TIME.
SORT THE HEATING OUT. HEATING ON FULL WHICH CANNOT BE SWITCHED OFF AND ALL THE WINDOWS OPEN. THIS IS A WASTE OF MONEY.
SORT THE HEATING PROBLEMS AT SHERWOOD LODGE. GET JE OVER AS SOON AS POSSIBLE - CAUSING STRESS AND UNCERTAINTY TO ALL EMPLOYEES
STAFF EQUIPMENT
STORAGE SPACE OUT OF THE OFFICE
STRESS RELIEF - MASSAGE ETC.
TAKE AWAY THE STRESS OF JOB EVALUATION
TAKE MORE TIME TO LISTEN TO STAFF WHEN THEY RAISE ISSUES OF CONCERN, THEREBY REDUCING STRESS LEVELS
TEMPERATURE CONTROL

THE CANTEEN COULD SERVE HEALTHIER FOOD. LESS RED MEAT, PIES AND CHIPS. MORE FISH, CHICKEN AND VEGETABLES.
THE HEALTH AND SAFETY INDUCTION WE HAVE COULD BE VASTLY IMPROVED.
TIDY THE OFFICE UP!
TIDYING THE WORK AREAS AND REMOVING ALL THE CLUTTER ON THE FLOORS
TO HAVE WINDOWS IN THE XXXXXXXXXXXXX. SOMETIMES THE AREA IS VERY DARK AND NATURAL LIGHT WOULD BE VERY WELCOME
TO BE MORE ALERT TO STAFFING PROBLEMS AND PRESSURES RELATING TO LACK OF RESOURCES
TO BOTHER HOW ITS EMPLOYEES ARE FEELING IN GENERAL - MORALE IS ROCK BOTTOM
TO HELP THE WORKMEN TO WORK SAFELY
TO INTRODUCE A STRESS LEVEL SYSTEM WHICH COULD BE MONITORED AND TALKED OVER AT TEAM MEETINGS.
TO LISTEN AND UNDERSTAND THE PROBLEMS OF THE MEN/JOB
TO MAKE SURE ALL ELECTRICAL CABLES ARE OUT OF SITE AND NOT HANGING OVER TABLES FOR PEOPLE TO TRIP OVER
TO MAKE SURE EMPLOYEES COME FIRST
TO RESPOND MORE QUICKLY TO HEALTH & SAFETY ISSUES EG WINDOWS UNABLE TO BE USED STILL OUTSTANDING AFTER 6 MONTHS.
TO SHOW ON JOB TICKETS TENANTS WHO WE SHOULD NOT VISIT AS A LONE WORKER
TREAT OTHERS AS YOU WOULD WISH TO BE TREATED YOURSELF
UPDATE VIOLENCE AT WORK REGISTER AND MAKE IT MORE ACCESSABLE TO STAFF
WE ARE TREATED FAIRLY WELL
WINDOWS IN THE BUILDING TO SEE SOME DAY LIGHT GIVING BETTER VENTILATION
WORK IN TEAMS OF TWO
WORK SPACE/EQUIPMENT

Question 20 'If the council could take one specific action to improve inductions what would it be'

A TOUR OF THE DISTRICT ON MY FIRST DAY WOULD HAVE BEEN VERY USEFUL AS I WAS NEW TO THE AREA
A WHOLE DAY AS THE INDUCTION NOT DAY YOU START
BEEN HERE xx YEARS
COMPLETION OF TASK AND UNDERSTANDING BEFORE MOVING NEXT ITEM
ENSURE PEOPLE ARE INTRODUCED AROUND THE BUILDING. TO ALL DEPARTMENTS.
ENSURE THAT NEW STAFF ARE INTRODUCED TO PEOPLE IN OTHER DEPARTMENTS, AT LEAST THOSE ON THE SAME FLOOR. WE HAVE NO IDEA WHO NEW PEOPLE ARE.
EXPLANATION OF HOW THE COUNCIL FUNCTIONS AND DECISIONS MADE, EXPLANATION OF THE FINANCIAL SYSTEMS AND HOW COMMITTEE SERVICES OPERATE
FOCUS ON RELATING SPECIFIC TRAINING TO THE JOB DEMANDS!!!
HAVE NOT CONSIDERED THE ISSUE
I HAVE NO SUGGESTION AS IT WAS EXCELLENT
IF POSSIBLE THE INDUCTION SHOULD HAPPEN BEFORE THE EMPLOYEE STARTS THERE ACTUAL JOB/ AND IF IT COULD INCLUDE A OVERVIEW OF SHERWOOD LODGE IT WOULD BE
ISSUE A MAP OF DEPARTMENT LOCATIONS AND IN THE LODGE.
MAKE IT LESS COMPLICATED FOR CASUAL STAFF. THERE IS FAR TOO MUCH PAPER, AND IT IS VERY COMPLICATED. CASUAL XXXXXXXX DO NOT NEED TO KNOW EVERYTHING ON THAT LIST!
MAKE THE HEALTH AND SAFETY INDUCTION MORE ENJOYABLE
MORE FRIENDLY INDUCTION AND PERSONALLY INTRODUCED TO LEADERSHIP FOR EXAMPLE CHIEF EXEC
MORE IN DEPTH
MORE SPECIFIC DETAILS ON WORKING ARRANGEMENTS E.G. TMS - WORKING/PERSONAL HOURS ETC AND THE PROCEEDURES AND ADMIN SUPPORT SET UPS
MORE TEA AND BISCUITS PLEASE
NO COMMENTS
NONE
NOTHING COMES TO MIND AT PRESENT
PROPER GUIDED TOUR WITH HANDBOOK OF PLACE
PROVIDE A BUDDY THAT INDIVIDUALS CAN USE FOR ADVICE AND SOCIAL SUPPORT TOO
REGULAR UPDATES TO POSSIBLE CHANGES.
SHOW NEW STARTERS AROUND THE MAIN OFFICES IN SHERWOOD LODGE
STAFF SHOULD BE ABLE TO SPEND TIME WITH OTHER SECTIONS TO HAVE AN INSIGHT HOW THE OVERALL PICTURE OF THE AUTHORITY IS FORMED AND WORKS TOGETHER
TIME FOR STAFF TO DO THE INDUCTION!
TIMESCALES
TO MAKE SURE ITS NOT RUSHED AND TIME IS SET ASIDE TO DO IT, AND EVERYTHING IS GONE THROUGH
WALK AROUND INTRODUCING NOMINATED PEOPLE AND DIFFERENT DEPT. LOCATIONS WHO THE LEADER IS AND THE HEAD OF SERVICE