

HEALTH AND WELLBEING SURVEY – BDC AND NEDDC 2016**Report of the HR Manager****Executive Summary****Background and objectives**

A Health and Wellbeing survey was sent out to employees at both Bolsover District Council and North East Derbyshire District Council. The main objective of undertaking the research was to investigate how employees feel about a number of areas relating to their Health and Wellbeing and to develop a focused action plan to deliver Health and Wellbeing initiatives that employees want and would find beneficial.

As this is the first time that an employee health and wellbeing survey has been undertaken there was no baseline for the data. This allows managers to gain useful information on how employees view their current health and wellbeing and expectations of their employer.

Methodology

Employees with an email address were sent an email invitation to take part in the survey by the Communications Team.

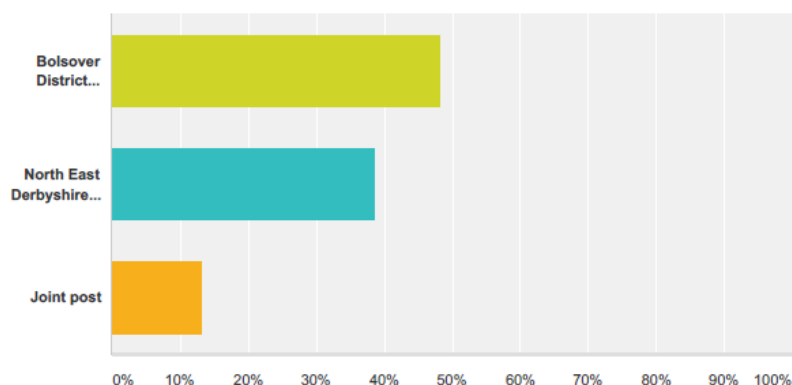
The survey was designed and results produced using Survey Monkey by the NEDDC Partnerships Team.

A paper survey pack was distributed to all employees without an email address (or with limited access to email) requesting that they complete the survey and return it to HR in a Freepost envelope provided (the option to complete online was also included).

In total, at BDC, 314 email invitations and 155 paper surveys were sent to employees. At NEDDC, 323 email invitations and 143 paper surveys were sent to employees. Surveys were distributed on the 6th of September 2016 with a closing date of the 25th of September 2016. Of these 140 completed the survey from BDC, 112 completed the survey from NEDDC and 38 completed the survey stating that they were in a joint post. This produces an overall response rate of 31%.

Q1 Which Council do you work for?

Answered: 290 Skipped: 0



Answer Choices	Responses
Bolsover District Council	48.28% 140
North East Derbyshire District Council	38.62% 112
Joint post	13.10% 38
Total	290

Satisfaction

In general around 60% of respondents were satisfied with the social and physical environment at work. 65% of employees were satisfied with the social environment and 58% were satisfied with the physical environment.

Receiving information

The majority of respondents, over half, would like to receive H&W information via the Intranet (63%) and Weekly Bulletin (52%).

Participation

The majority of respondents were not interested in participating in physical activity or becoming more physically active (54%).

Working day

There was no significant difference reported between those that did (52%) and those that did not (48%) have the opportunity to be physically active during the working day.

Of those who did have the opportunity to be physically active during their working day the majority (45%) stated that their job involved physical activity, whilst nearly a third (31%) stated that they undertook an off-site activity (e.g. running/walking).

Offers

The majority of respondents, over 50%, stated that they were unlikely to take part in many initiatives if they were to be offered at work. However 60% of employees stated that they were likely to take part in Health checks (e.g. blood pressure/cholesterol).

A further 57% of respondents said they would be interested in learning more about healthy eating/diet.

Nearly 6 in 10 respondents (58%) said that they would be interested in learning more about mental wellbeing and support. The most likely methods for encouraging participation were on site taster sessions (44%) and awareness information (43%).

Nearly half (44%) of all respondents felt that the best time for participating in initiatives was lunchtime.

Awareness

The majority of respondents (86%) do not smoke and (88%) are aware of the weekly guidelines for drinking alcohol.

At least 7 out of 10 (73-79%) respondents were aware that general information and support exists on Healthy eating, Mental Health and many other sources.

Encouragingly 95% of employees are aware of the Councils' Sickness Absence Policies. However only 55% of employees were aware of how to access the Councils' Occupational Health services.

12 members of staff have volunteered to be a Health and Wellbeing champion. Further work would be required to ensure that the staff and their line managers are aware of what the remit of the champions would be and what they would be required to undertake in this role.

CONCLUSION

The majority of employees were satisfied with the physical and social environment at work and the Councils can be pleased with this. The majority of respondents stated that they were not interested in participating in physical activity or taking part in initiatives if they were offered at work.

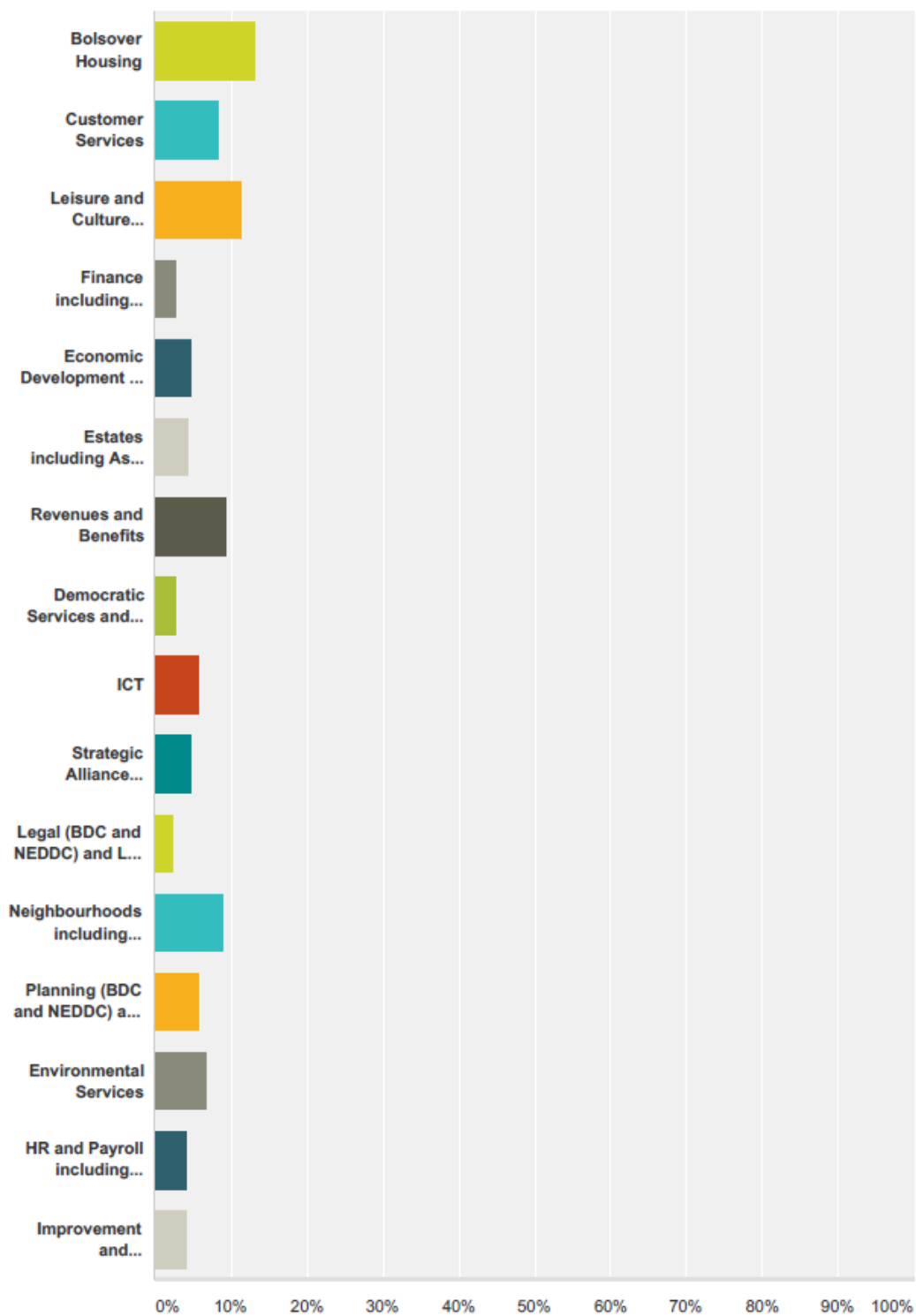
However there were areas where the majority of employees did state that they were interested in participating including health checks (e.g. blood pressure/cholesterol checks), healthy eating/diets, and mental wellbeing and support. Should the Councils choose to put on such initiatives consideration should be made to arrange taster and awareness sessions, during lunchtimes and communicating any information via the Intranet and Weekly bulletins to appeal to the most employees.

The Council should also consider communicating information on its internal Occupational Health services as a significant number of employees felt unaware of how to access these services which may provide beneficial for employees and managers and support reducing absence.

SUMMARY

Q2 Which service areado you work in?

Answered: 290 Skipped: 0



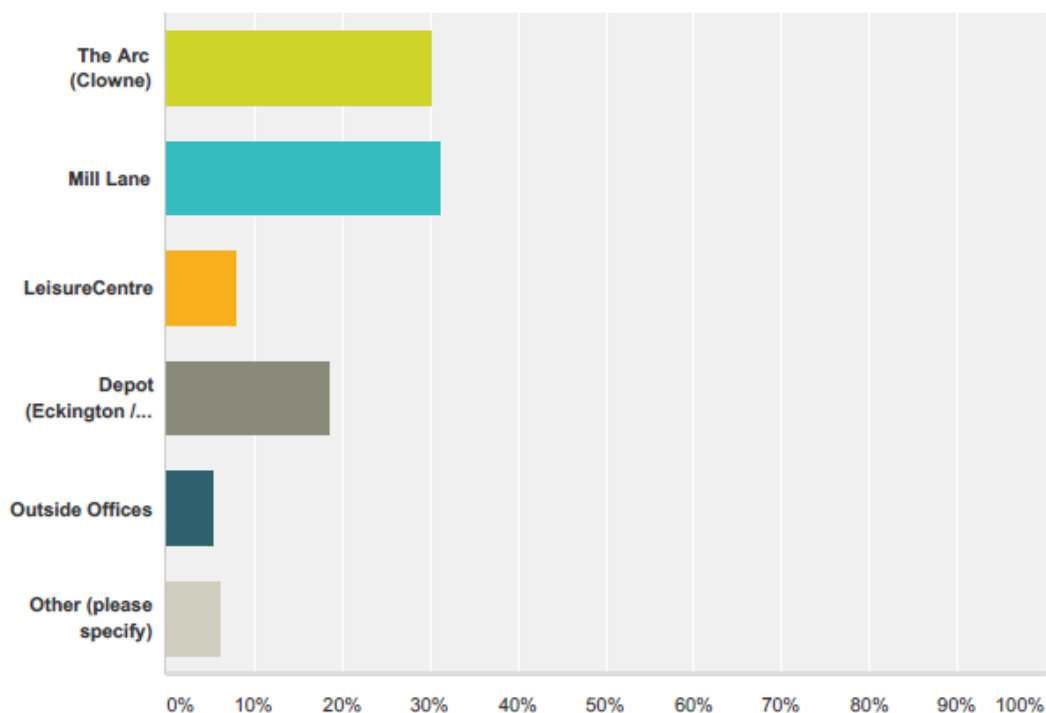
SUMMARY

Answer Choices	Responses	
Bolsover Housing	13.10%	38
Customer Services	8.28%	24
Leisure and Culture including Active and Healthy Lifestyles and Emergency Planning	11.38%	33
Finance including Procurement	2.76%	8
Economic Development and Strategic Housing	4.83%	14
Estates including Asset Management	4.48%	13
Revenues and Benefits	9.31%	27
Democratic Services and Governance	2.76%	8
ICT	5.86%	17
Strategic Alliance Management Team and Joint Chief Executives Office including Strategic Partnership Team	4.83%	14
Legal (BDC and NEDDC) and Land Charges (BDC)	2.41%	7
Neighbourhoods including Street Scene and Community Safety	8.97%	26
Planning (BDC and NEDDC) and Land Charges (NEDDC)	5.86%	17
Environmental Services	6.90%	20
HR and Payroll including Health and Safety	4.14%	12
Improvement and Communications	4.14%	12
Total		290

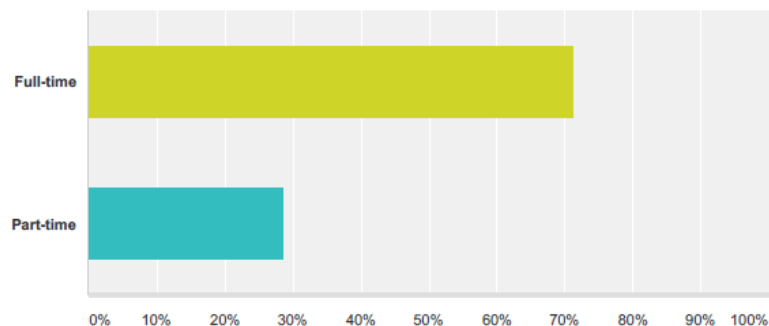
Responses were received from all sections and across all sites. Main locations identified as Mill Lane and The Arc, as you would expect.

Q3 At which location are you mainly based?
(If you work equally across two or more
bases, please select one which you will use
for the purpose of this questionnaire)

Answered: 290 Skipped: 0



Answer Choices	Responses	
The Arc (Clowne)	30.34%	88
Mill Lane	31.38%	91
LeisureCentre	7.93%	23
Depot (Eckington / Riverside site)	18.62%	54
Outside Offices	5.52%	16
Other (please specify)	6.21%	18
Total		290

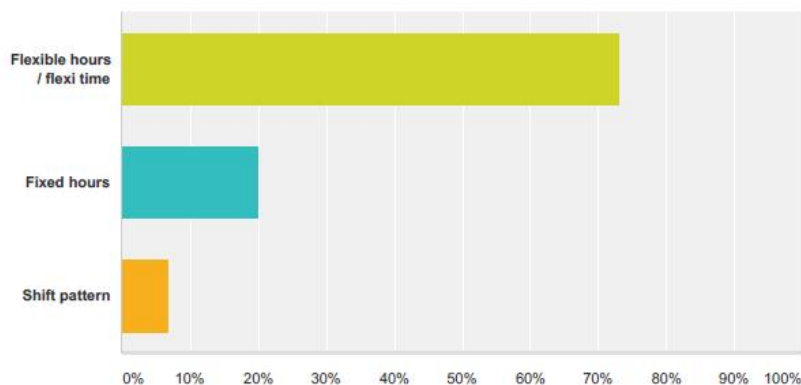


Answer Choices	Responses
Full-time	71.38% 207
Part-time	28.62% 83
Total	290

There is a significant difference in the number of respondents who work full time, compared to those working part-time and whilst this isn't representative of the general workforce you can understand how this would occur when part time employees may not have had the exposure to reminders etc that full time staff would have.

Q5 Work pattern

Answered: 290 Skipped: 0

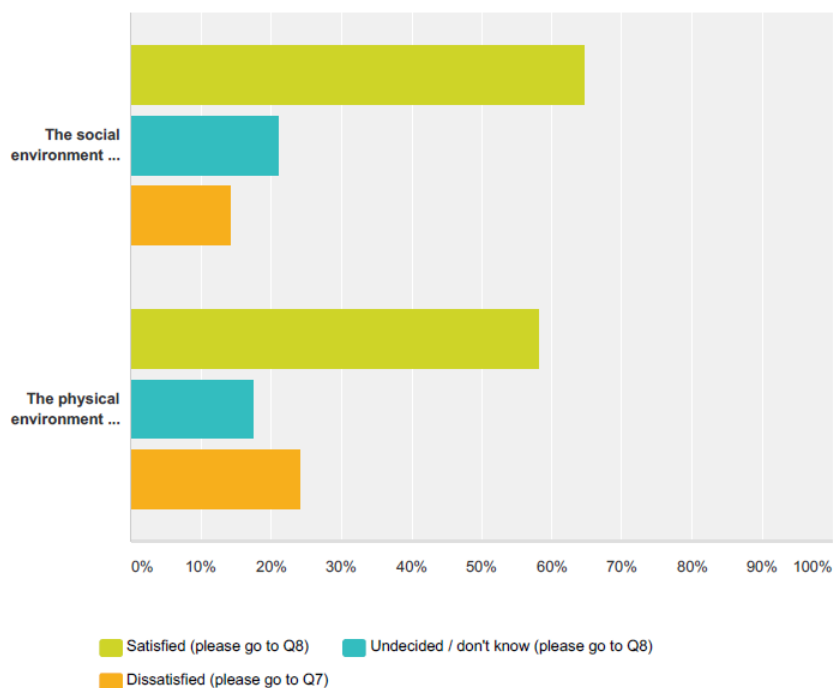


Answer Choices	Responses
Flexible hours / flexi time	73.10% 212
Fixed hours	20.00% 58
Shift pattern	6.90% 20
Total	290

Most respondents work flexible hours/flexi time, which is expected.

Q6 In general, how satisfied are you with

Answered: 283 Skipped: 7



	Satisfied (please go to Q8)	Undecided / don't know (please go to Q8)	Dissatisfied (please go to Q7)	Total
The social environment at work	64.77% 182	21.00% 59	14.23% 40	281
The physical environment at work	58.20% 149	17.58% 45	24.22% 62	256

Interestingly the majority of employees are satisfied with their social environment 65% and the physical environment 58%.

Question 6 demonstrates that there is greater dissatisfaction with both the Social and Physical Environment at North East Derbyshire compared with Bolsover. There is particular dissatisfaction with the physical environment at North East Derbyshire.

Q6 In general how satisfied are you with	Bolsover		NEDDC		Joint		Overall	
The Social Environment	Satisfied	70%	Satisfied	51%	Satisfied	31%	Satisfied	64%
	Undecided/don't know	18%	Undecided/don't know	30%	Undecided/don't know	11%	Undecided/don't know	21%
	Dissatisfied	12%	Dissatisfied	19%	Dissatisfied	6%	Dissatisfied	15%
The Physical Environment	Satisfied	47%	Satisfied	26%	Satisfied	23%	Satisfied	58%
	Undecided/don't know	18%	Undecided/don't know	35%	Undecided/don't know	31%	Undecided/don't know	18%
	Dissatisfied	12%	Dissatisfied	49%	Dissatisfied	45%	Dissatisfied	24%

However in the comments sections there are several issues at both Bolsover and North East Derbyshire which are specific to each site which need to be looked at in more detail. However a number of the comments are not practical and cannot realistically be addressed.

Those who were dissatisfied with the social environment were based in the Arc or at Mill Lane, with a few based at the Depot.

There appears to be no link between those that were dissatisfied with their physical environment. A mix of employees based at the various sites and working for either Council were dissatisfied.

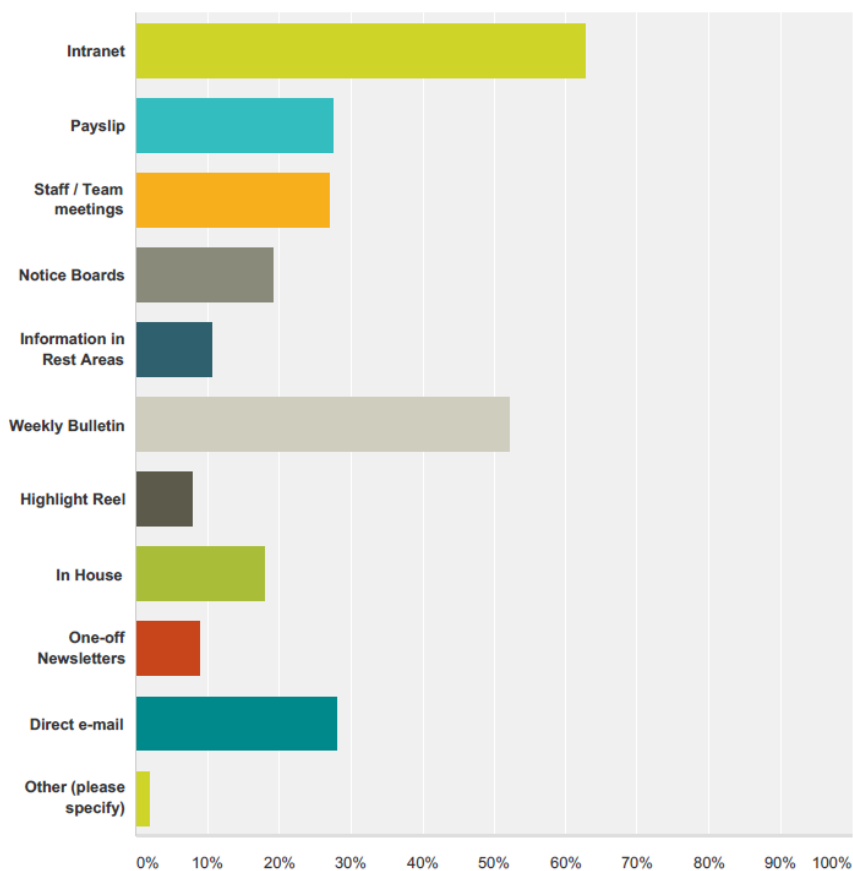
Main reasons highlighted for dissatisfaction with social/physical environment

Q7

The Arc	Mill Lane	Depot	Leisure
Open plan – noisy and disruptive	Building – not up-to-date, dark and oppressive	Lift not working	Not cleaned properly
Cramped	Situated in the middle of nowhere, not much to do	Poor ventilation – cant open windows fully if hot and can be cold in Winter	
Poor ventilation – too hot in summer, too cold in winter	Poor ventilation – too hot in summer, too cold in winter	Noise and vibration from compressor unit	
Poor social environment, used to be a lot better	Poor social environment, layout not conducive to seeing other teams		
Poor access to breakout rooms	Poor access to breakout rooms		
	Needs private outside areas		
	Needs access to water coolers		

**Q8 How would you like to receive Health & Wellbeing information in the workplace?
(please select all that apply)**

Answered: 280 Skipped: 10



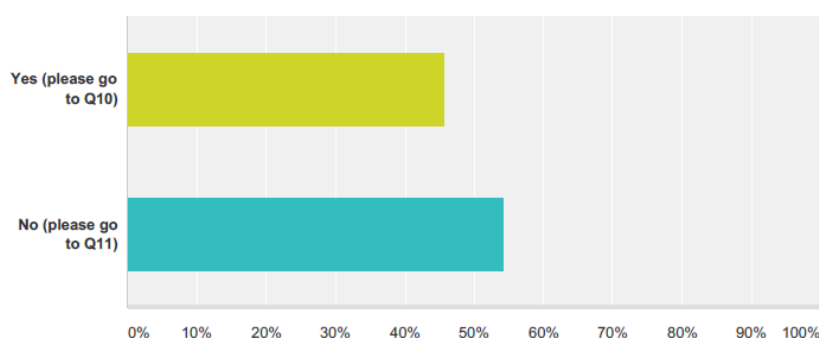
Answer Choices	Responses	
Intranet	62.86%	176
Payslip	27.50%	77
Staff / Team meetings	27.14%	76
Notice Boards	19.29%	54
Information in Rest Areas	10.71%	30
Weekly Bulletin	52.14%	146
Highlight Reel	7.86%	22
In House	17.86%	50
One-off Newsletters	8.93%	25
Direct e-mail	28.21%	79
Other (please specify)	1.79%	5
Total Respondents: 280		

Respondents would most like to receive any information via the intranet and weekly bulletin. These two mediums were the most popular for over half of all respondents and the Council should strongly consider the use of these when promoting any initiatives which should ensure maximum visibility to employees and beneficially for the Council these mediums are free of charge. It would be good to look at the existing information that is on the intranet and develop a Health and Wellbeing section. This could include information around campaigns as well as signposting to local services and activities.

However it should be noted that information attached to payslips and notice boards were popular responses for those staff in Street Scene and Leisure whose access to email is more limited.

Q9 Are you interested in participating in physical activity or becoming more physically active?

Answered: 269 Skipped: 21

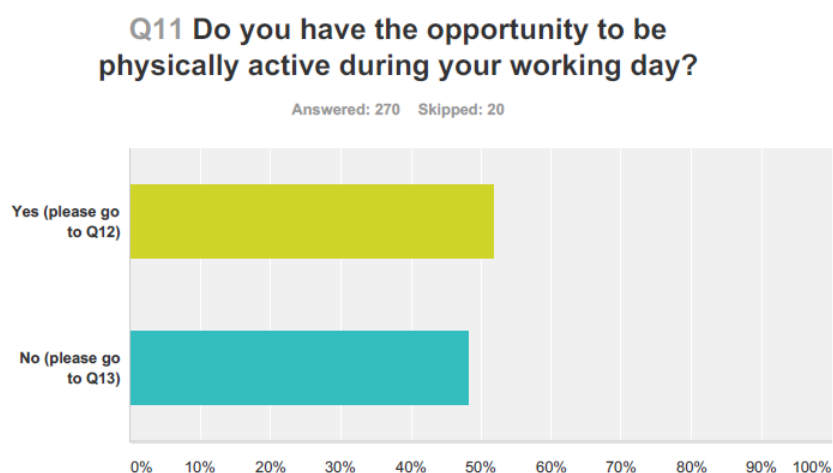


Answer Choices	Responses
Yes (please go to Q10)	45.72% 123
No (please go to Q11)	54.28% 146
Total	269

Only a slight majority (54%) of respondents were not interested in participating in physical activity or becoming more physically active. Across all locations respondents were interested in participating in physical activity or becoming more physically active. There were no obvious bases where physical activity would be better placed.

Respondents were asked what type of physical activity they would be interested in participating in. A variety of physical activities were raised. However the most popular activities noted were swimming, gym, walking, cycling, yoga and pilates. Therefore it would be good to identify what is already on offer at each site and develop a programme of activities for staff to try. It is also important to promote existing programmes at the Leisure Centres.

Just over half of all respondents (52%) felt that they were able to be physically active during their working day, with 45% of respondents able to be physically active as part of their job. Nearly a third of respondents (31%) were able to undertake an off-site activity such as running/walking.



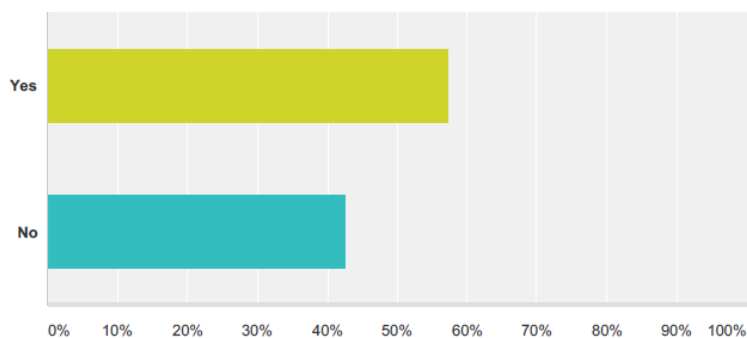
Answer Choices	Responses	
Yes (please go to Q12)	51.85%	140
No (please go to Q13)	48.15%	130
Total		270

As you would expect the majority of staff who did not have the opportunity to be active during their working day were office staff. The effect that the Council can have on this response is limited as some jobs have a limited ability to be physically active.

On average between 20 and 30% of respondents said that they would participate if the Council put on physical initiatives. However as many as 6 in 10 respondents said that they would participate in Health checks if they were to be offered to employees. A similar number of employees (57%) said that they would participate in Healthy Eating initiatives. Nearly 6 in 10 respondents (58%) said that they were interested in learning more about Mental Wellbeing and support. These three initiatives should be prioritised by the Council in any Health and Wellbeing work to get some quick wins and to build interest from a significant group of employees at an early stage. This should be offered to all staff followed by support and advice from the advisor who conducts them. One option could be that the Council considers these checks being conducted by both Districts' Leisure Staff.

Q16 Are you interested in learning more about healthy eating or following a healthier diet?

Answered: 261 Skipped: 29

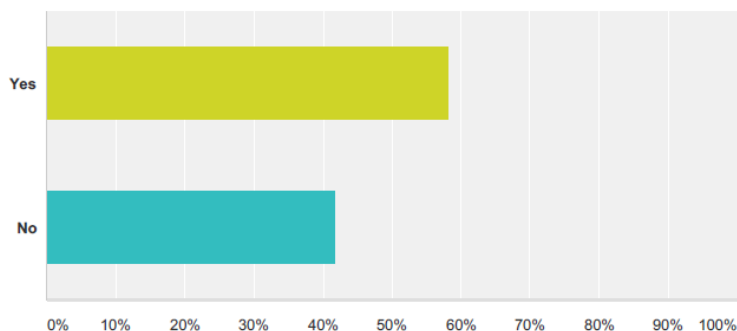


Answer Choices	Responses
Yes	57.47% 150
No	42.53% 111
Total	261

Bolsover & North East Derbyshire Healthy Workplaces Survey

Q19 Are you interested in learning more about mental wellbeing and support?

Answered: 254 Skipped: 36



Answer Choices	Responses
Yes	58.27% 148
No	41.73% 106
Total	254

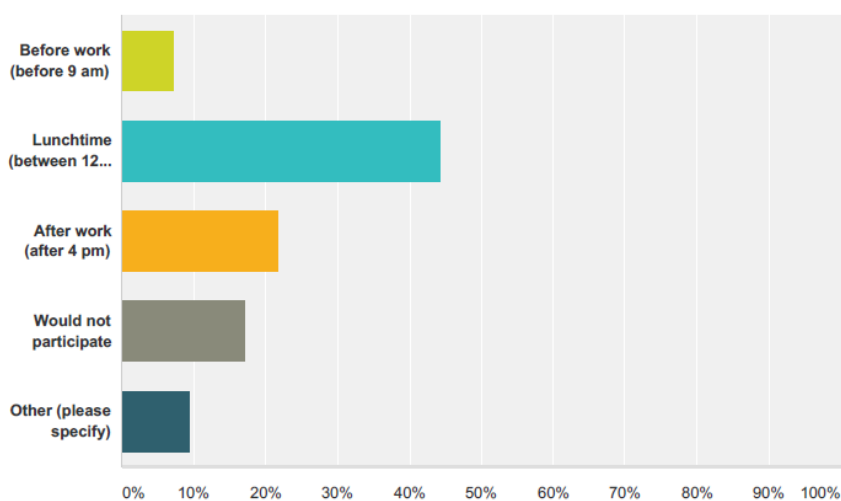
Practical support such as free or subsidised fruit, access to healthy food and snacks in vending machines and free chilled drinking water, as well as on site taster sessions on mental health were popular requests from employees. However informative talks, presentations and awareness information ranked high as initiatives which employees would like to access.

It should be noted that some support has been offered on mental health and healthy eating for employees at both Councils via information which was promoted in May 2016 by the HR team – this information and links through the Intranet and the Weekly Bulletin has been highlighted by employees as being preferred methods. Training has also been offered on stress awareness in the past and had positive evaluations from the staff who attended. Management may wish to take a decision to run this course again, although there would be a cost involved with this. Management may also wish to promote Mental Wellbeing (as has been undertaken previously) on a rolling programme e.g. every 6 months to ensure that all staff get the chance to access this information.

When considering any initiatives which require participation, consideration should be given to the timing of these events as nearly half (44%) of employees prefer lunchtime events. However consideration should be given to the timing of events for those employees who work on routes/shift work and may not be able to attend. For these staff alternative options should be explored with management to minimise downtime and cost.

Q22 When is the best time for you to participate in initiatives if they were offered at work?

Answered: 257 Skipped: 33

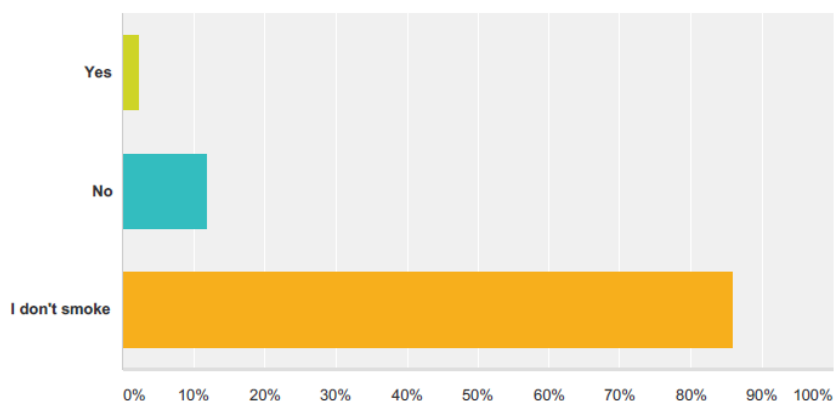


Answer Choices	Responses
Before work (before 9 am)	7.39% 19
Lunchtime (between 12 noon and 2 pm)	44.36% 114
After work (after 4 pm)	21.79% 56
Would not participate	17.12% 44
Other (please specify)	9.34% 24
Total	257

Management may wish to de-prioritise such events as smoking cessation or alcohol awareness as 86% of employees said that they do not smoke and 88% of employees claimed to already be aware of guidance on alcohol limits. However it should be noted that it is likely that respondents are more healthy and the non respondents are less so (see information on health statistics p16). The Council could signpost employees to cessation services and the Live Life Better Derbyshire website that has a self referral for those who would like support with smoking cessation.

Q23 If you are a smoker, would you like to receive support to give up smoking?

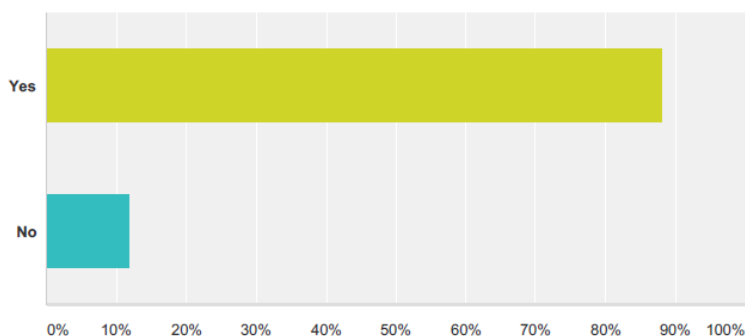
Answered: 262 Skipped: 28



Answer Choices	Responses
Yes	2.29% 6
No	11.83% 31
I don't smoke	85.88% 225
Total	262

Q24 Are you aware of the weekly unit guidelines for drinking alcohol?

Answered: 260 Skipped: 30

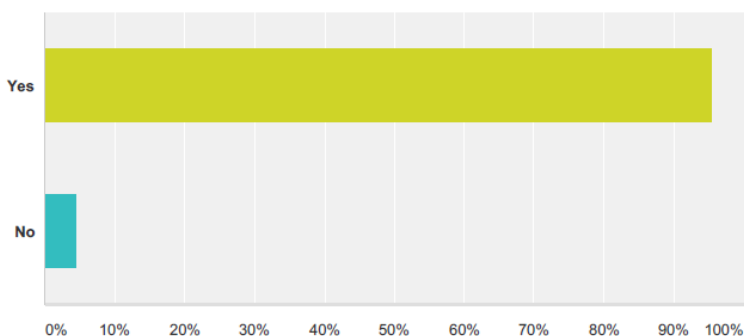


Answer Choices	Responses
Yes	88.08% 229
No	11.92% 31
Total	260

At a more local level, encouragingly 95% of staff were aware of the Council's sickness absence policies. The Council would not need to do much to maintain this level as most managers would remain aware from working with HR to manage sickness in their area. New managers would be picked up via manager briefings.

Q26 Are you aware of the Council's Sickness Absence Policies?

Answered: 261 Skipped: 29

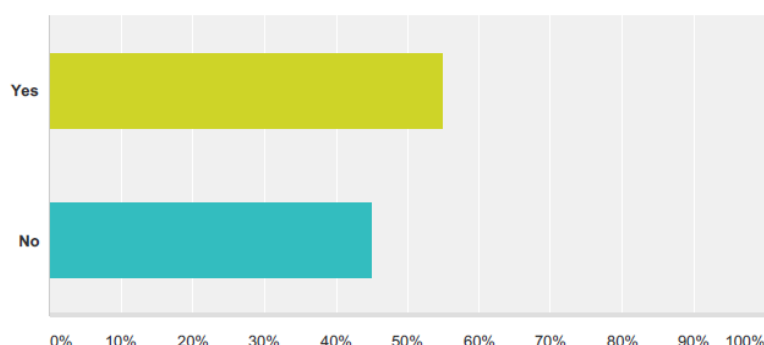


Answer Choices	Responses
Yes	95.40% 249
No	4.60% 12
Total	261

However only 55% of respondents were aware of how to access Occupational Health and referral services. A further initiative for the Council to prioritise might be local support options; this could also include counselling and physiotherapy.

Q27 Do you know how to access the Councils' Occupational Health and referral services?

Answered: 262 Skipped: 28



Answer Choices	Responses
Yes	54.96% 144
No	45.04% 118
Total	262

General comments from NEDDC Partnerships Team who authored the Council's Health and Wellbeing Strategy for the District and Healthy NED Partnership Public Health Locality Plan:

- Both NED and Bolsover Health Partnerships have received an additional allocation of £5000 each to engage businesses in workplace health initiatives to make workplaces healthier, happier and more productive. The Workplace Health Team is currently developing a Corporate Games Network with 6 events planned over 12 months from February 2017 at various locations around NED, Bolsover and Chesterfield. Events will be inclusive and aimed at participation: rounders, indoor cricket, wheelchair basketball, new age kurling and boccia, handball and walking football. This programme will be promoted by the end of the year and both Councils will be invited to field teams.
- Recognising that most employees live in the north eastern part of Derbyshire, latest Health Profile data 2016 for NED, Bolsover and Chesterfield show that estimated levels of excess weight in adults has worsened since last year and recorded levels of diabetes is significantly worse than the England average. Smoking related deaths in Chesterfield and Bolsover are significantly worse. Mental health and wellbeing continues to be a main priority across all areas.

FULLER CONCLUSION

The response rate to the questionnaire of 31% although significant enough to report on should be considered with caution as two-thirds of employees have not responded and there is no way of knowing what their responses would have been.

Responses were received across all bases and services which hopefully reflects a response that is reflective of employee views, however as discussed above this should be progressed with caution.

The majority of employees, on the whole, were satisfied with the physical and social environment at work and the Councils can be pleased with this. The majority of respondents stated that they were not interested in participating in physical activity or taking part in initiatives if they were offered at work. However monitoring of the comments made should be undertaken to reduce dissatisfaction where possible.

However there were areas where the majority of employees did state that they were interested in participating including health checks (e.g. blood pressure/cholesterol checks), healthy eating/diets, and mental wellbeing and support. Should the Councils choose to put on such initiatives, consideration should be made to arrange taster and awareness sessions, during lunchtimes and communicating any information via the Intranet and Weekly bulletins to appeal to the most employees. Proceeding with health checks is a good starting point towards preventable ill health, but consideration should be given to how we support those employees who are advised after checks to take more exercise – signposting to the exercise referral team and promotion of leisure facilities may be an option.

Consideration should be given to the fact that 2/3 of employees did not respond to the survey. However we know from sickness reporting that other musculo –skeletal problems, stress / depression/ mental health and stomach / liver / kidney / digestion are three of the main causes of sickness absence and it may be that some of this absence is preventable, if healthier lifestyles are maintained.

The Council should also consider communicating information on its internal Occupational Health services as a significant number of employees felt unaware of how to access these services which may prove beneficial for employees and managers and support a reduction in sickness absence. The Council has various mechanisms to support employees in remaining at work or returning to work including Occupational Health, phased return to work programmes, counselling, physiotherapy and access to online and telephone support services.

The HR team will be working with services to recruit a number of Health and Wellbeing champions who will be able to progress Health and Wellbeing initiatives across the Council. It should be noted that managers and senior managers should commit to supporting the work of this group. However it is felt that considering the content of this report much of the support requested from employees can be met from existing resources including the HR team and Health and Wellbeing Champions.

An action plan and summary report alongside this detailed report will be provided to the Strategic Alliance Management Team.