

2020 All Staff Survey

Manchester City Council

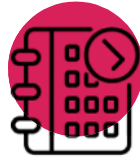
 Think before you print

At a glance - staff responses

3,536

survey responses

Of those, 2,924 staff were working from home some or all of the time



When asked what best described their working from home pattern:

1,676 people are working **normal working hours**

1,159 people are working flexibly/ **able to fulfil** contractual hours

89 people are working flexibly/ **unable to fulfil** contractual hours



1,516 staff

said they

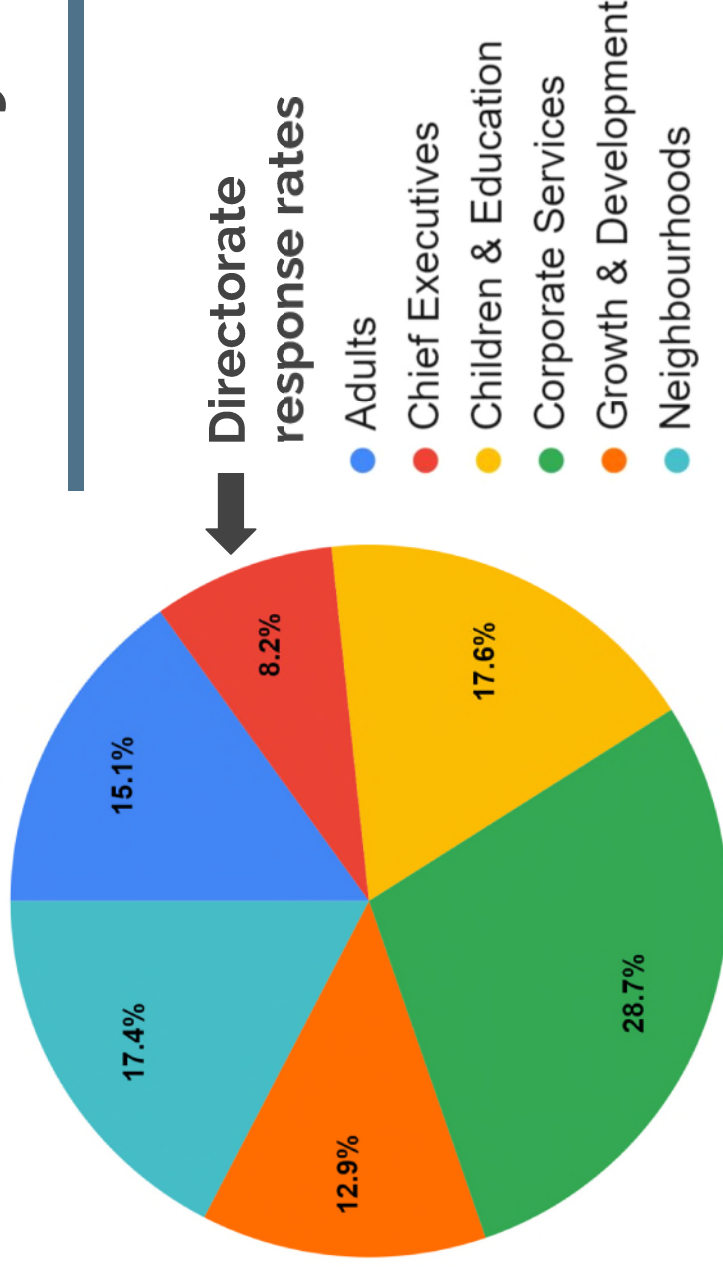
had caring

responsibilities:

- Sole carer of a child/children: 223 staff
- Joint carer of a child/children: 823 staff
- Sole carer of an adult/s: 195 staff
- Joint carer of an adult/s: 204 staff
- Other caring responsibility, e.g. partner/grandchild: 217 staff

At a glance - staff responses

The majority of responses were from **females** 
aged **35-64 yrs**



Ethnicity Makeup

78.71%

White British

7%

Black/ African/ Caribbean/ Black British
Caribbean African Somali/ Other Black

6.02%

Asian/ Asian British Indian Pakistani
Bangladeshi Chinese Kashmiri Other
Asian

4.86%

prefer not to say

2.62%

Mixed/ Multiple Ethnic Groups

0.79%

Other ethnic group

At a glance - staff responses

	% Black, Asian & Minority Ethnicity staff	% Who stated caring responsibilities (children and/or adults)	% Who have said they have a disability	% Who said they were or still are vulnerable.	% Have redeployed to a new role
Adults Services	19	41	11	20	10
CEX	17	40	8	16	3
Children's and Education	19	42	9	22	2
Corporate Core	15	40	9	17	8
Growth & Development	14	38	8	13	6
Neighbourhoods	16	39	8	20	9

Organisation wide - Gender Response



Female: 63.1%

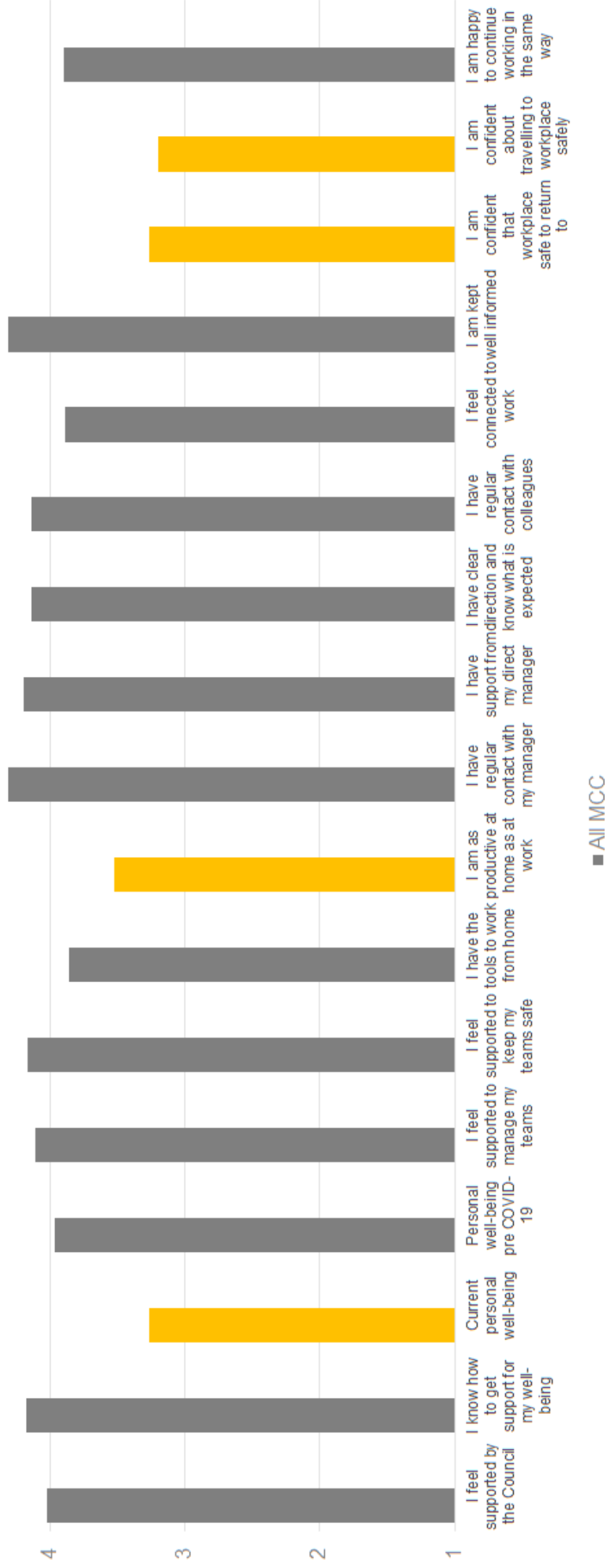
Male: 32.9%

Other: 0.3%

Prefer not to say: 3.8%

At a glance - staff responses

5

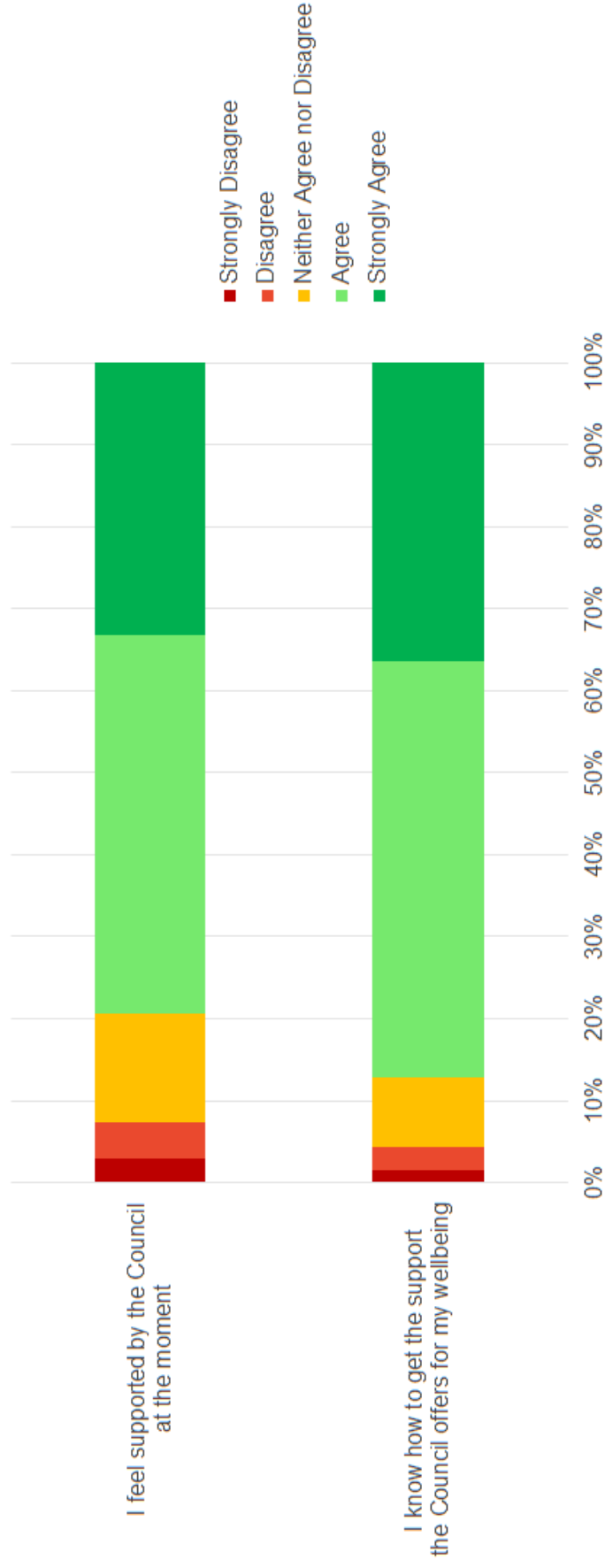


The following slides concentrate on the key themes including the four questions highlighted in yellow



All results: Support from the Council

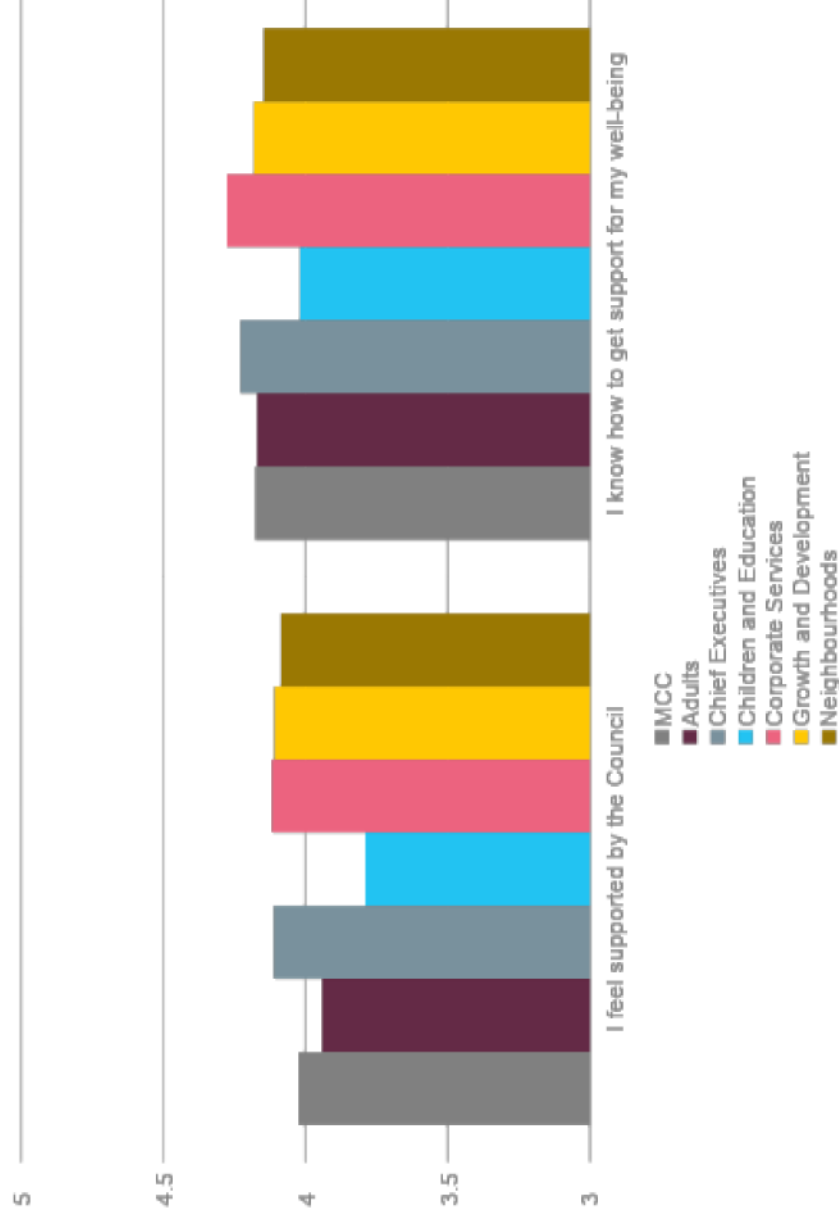
Staff were asked to rate whether they feel supported by the council, and whether they know how to get support for their well-being.





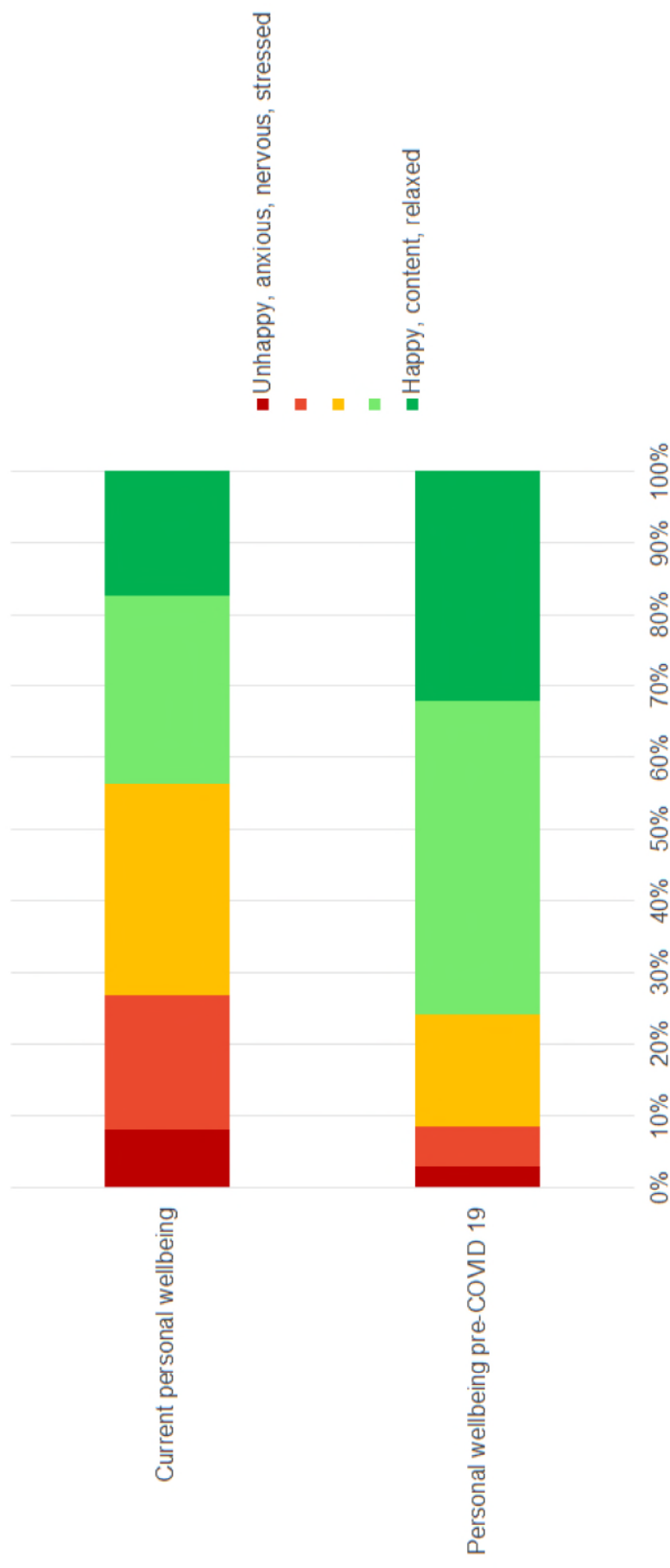
Directorate Comparison: Support from the council and accessing support for well-being

- Questions asked staff whether they feel supported by the council and know how to access support
- Responses were positive overall
- Based on directorate comparison - **Children's and Education** feel less supported, and whilst more of the directorate know how to access support this was still lower than the rest of the organisation.



All results: Current Wellbeing

Staff were asked to rate their current wellbeing, and how they felt their wellbeing was before COVID-19.



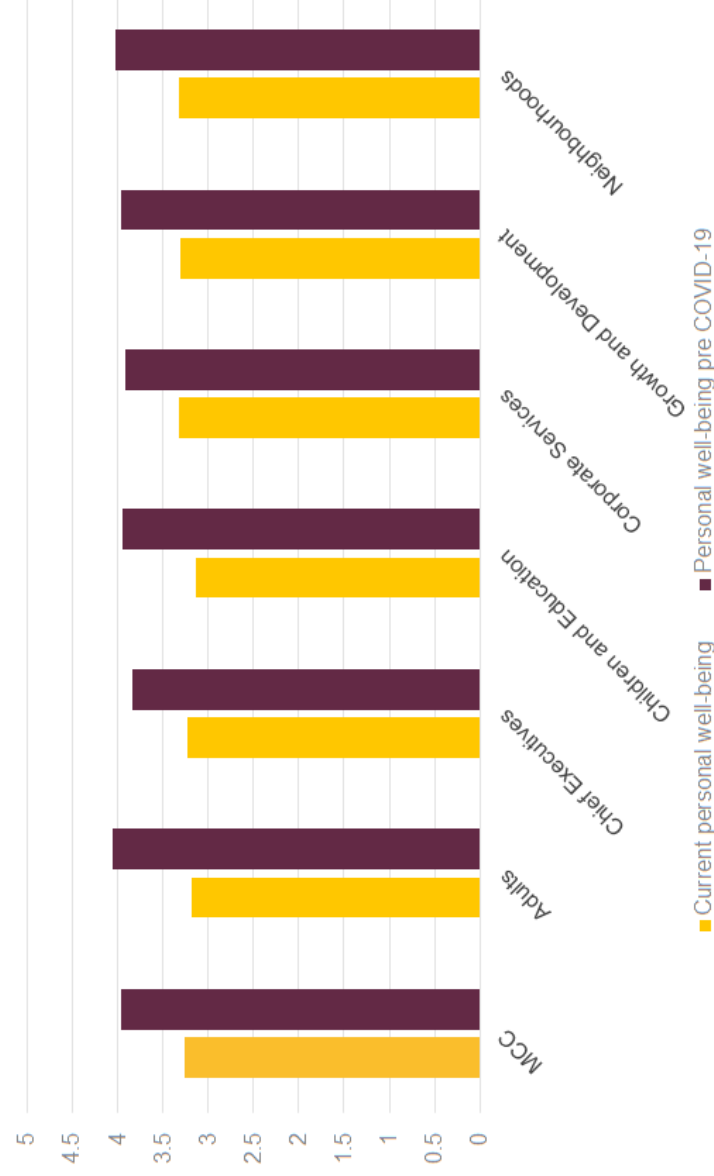


Directorate Comparison:

How staff are currently feeling vs pre-covid

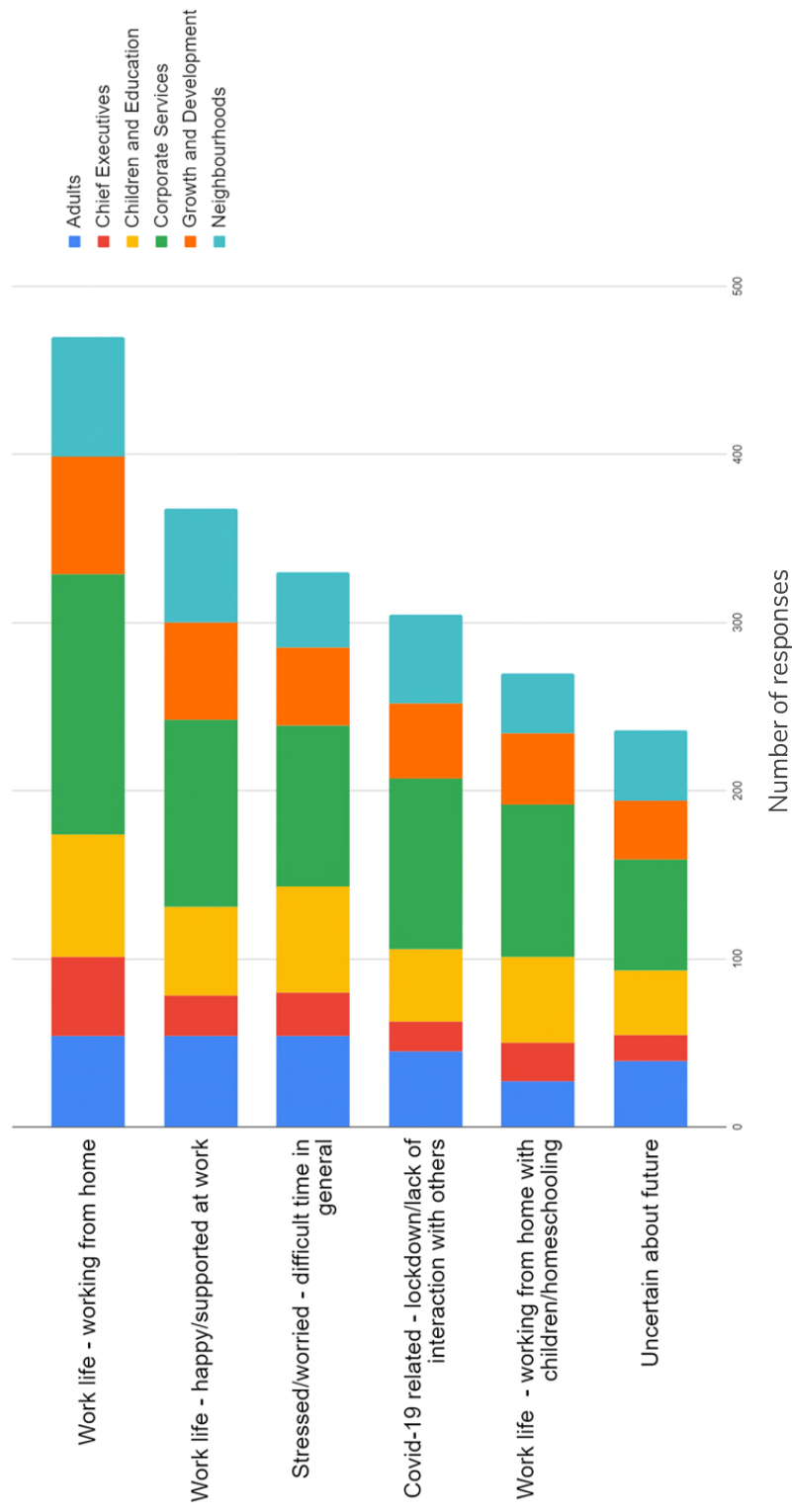
- Overall decrease in how staff are feeling, consistent across organisation.
- Staff were asked to explain **why** in open-text comments. Responses were then sorted (coded) into 42 categories which fit into 4 broad themes
 - Work-life
 - Personal
 - Covid-related
 - Other

- **Top 6 categories** can be found on the next slide - other responses included general concerns about racism and environment. The full list is provided in directorate and service packs.



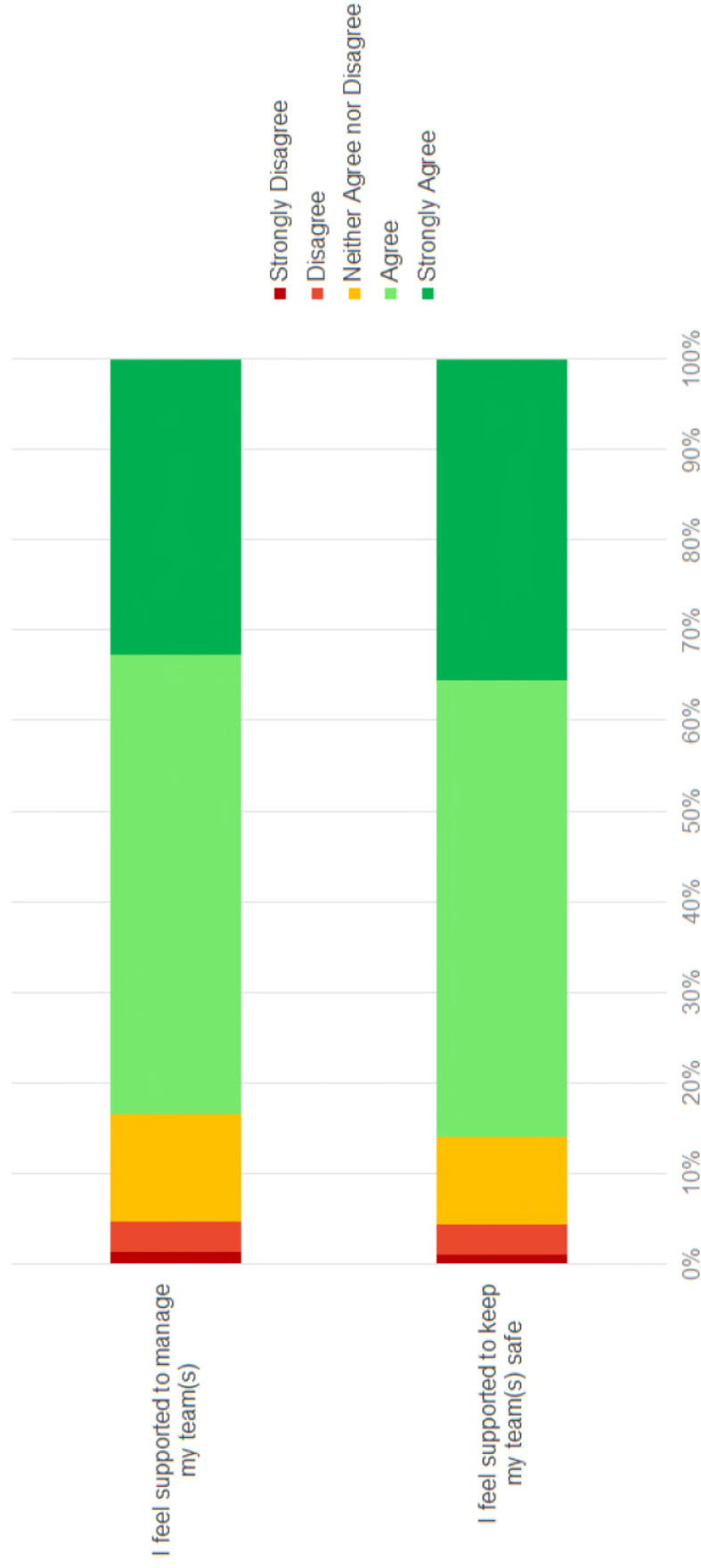
Directorate Comparison: How staff are feeling – Top 6 responses

Free-text responses from staff were coded and grouped into thematic areas. The graph below highlights the key themes, split by directorate, and the number of responses mapped to them.



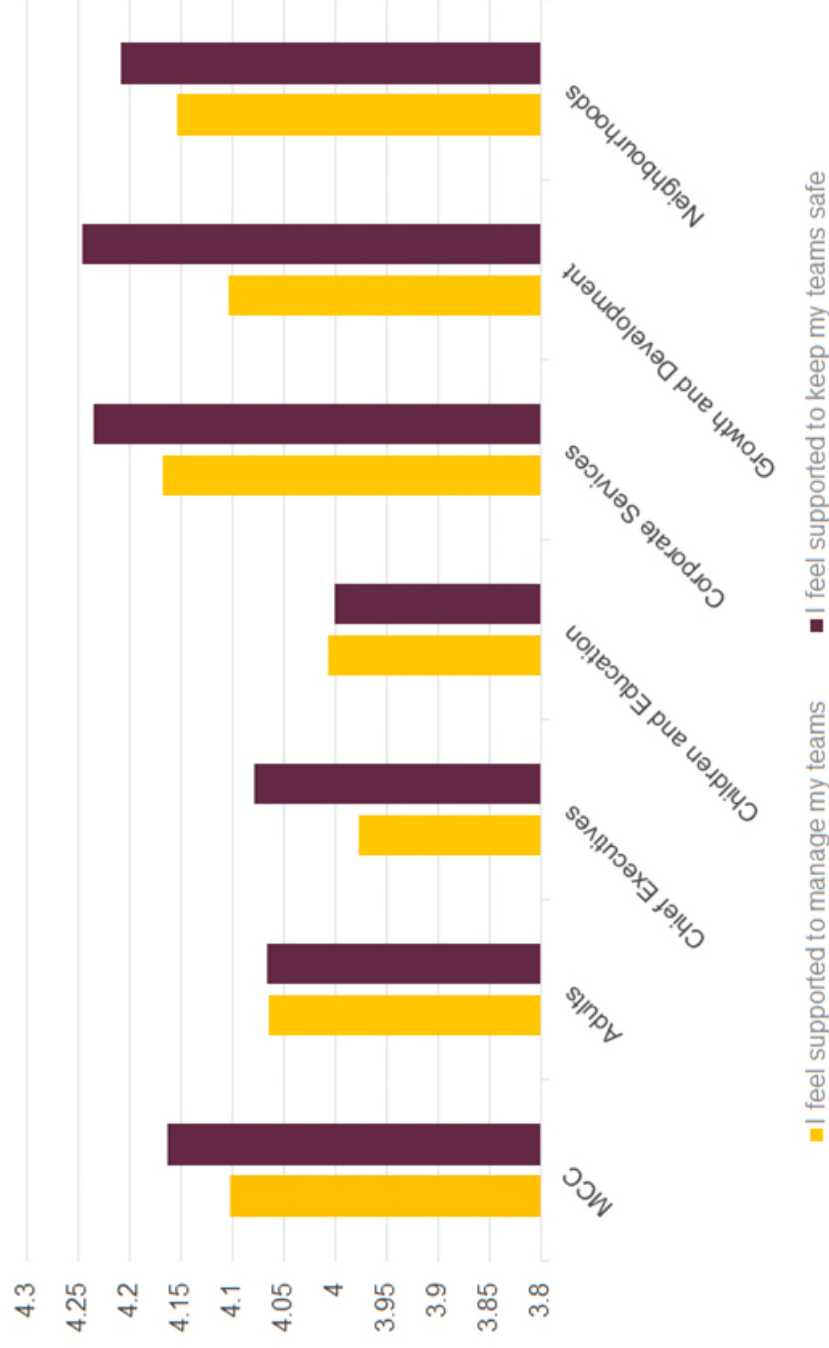
All results: Support to manage teams and keeping teams safe

Staff were asked to rate whether they feel supported to manage their teams and keep them safe.



Directorate Comparison: Support to manage teams and keeping teams safe

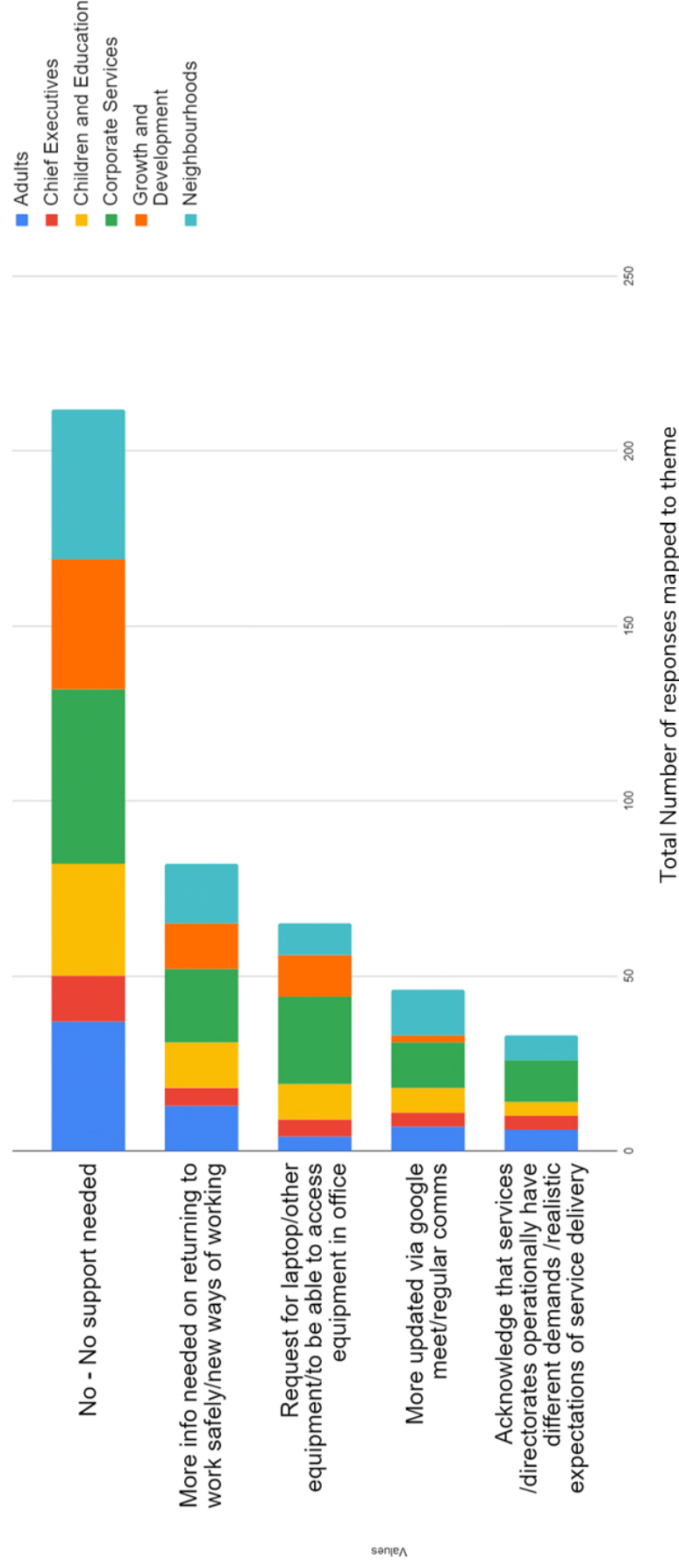
- Questions asked line managers about the support they're receiving
- Responses were positive overall (1 is lowest, 5 is highest)
- Managers feel more supported to keep staff safe but indicate needing support in how to manage staff.
- The majority said they did not need any further support however the top requests are shown in the next slide



Directorate Comparison:

Support to manage teams and keeping teams safe - Top 5 responses

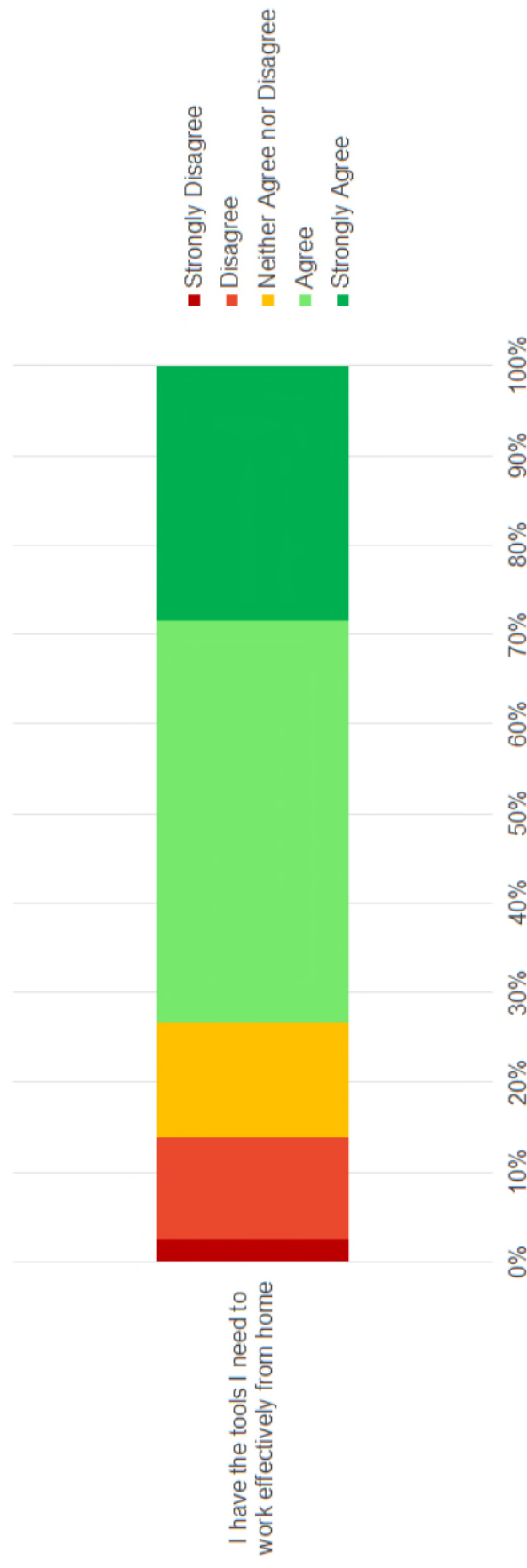
Free-text responses from staff were coded and grouped into thematic areas. The graph below highlights the key themes, split by directorate, and the number of responses mapped to them.



All results:

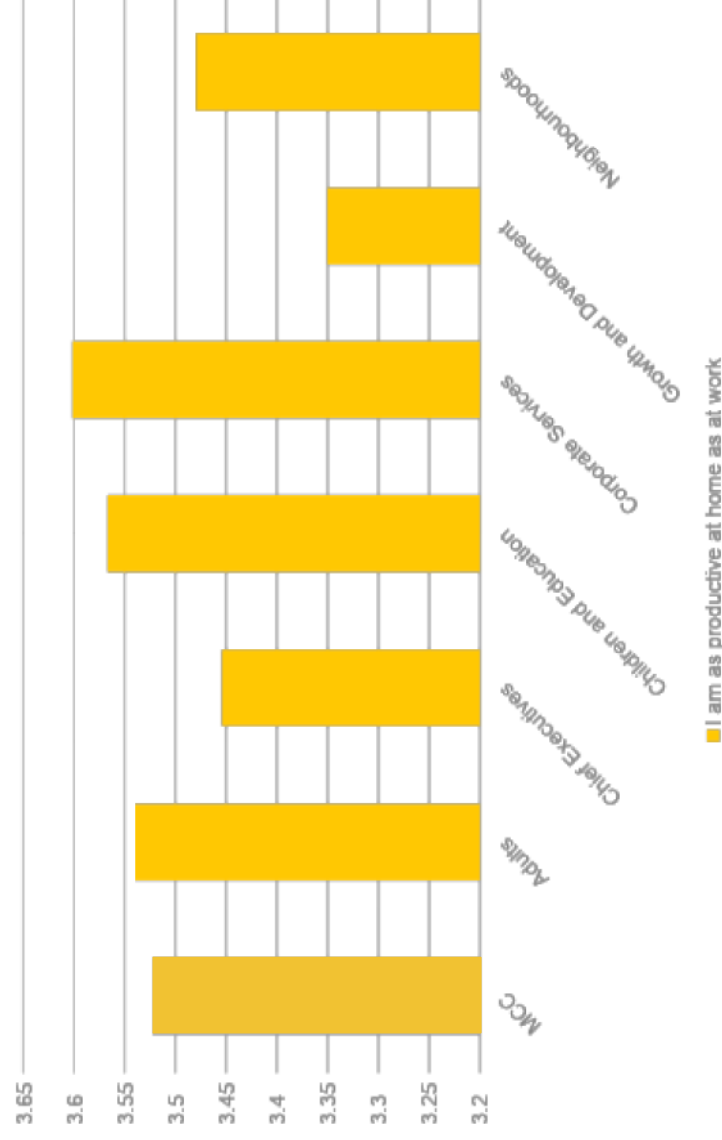
Working from Home – Tools and Productivity

Staff were whether they feel that they have the tools needed to work effectively



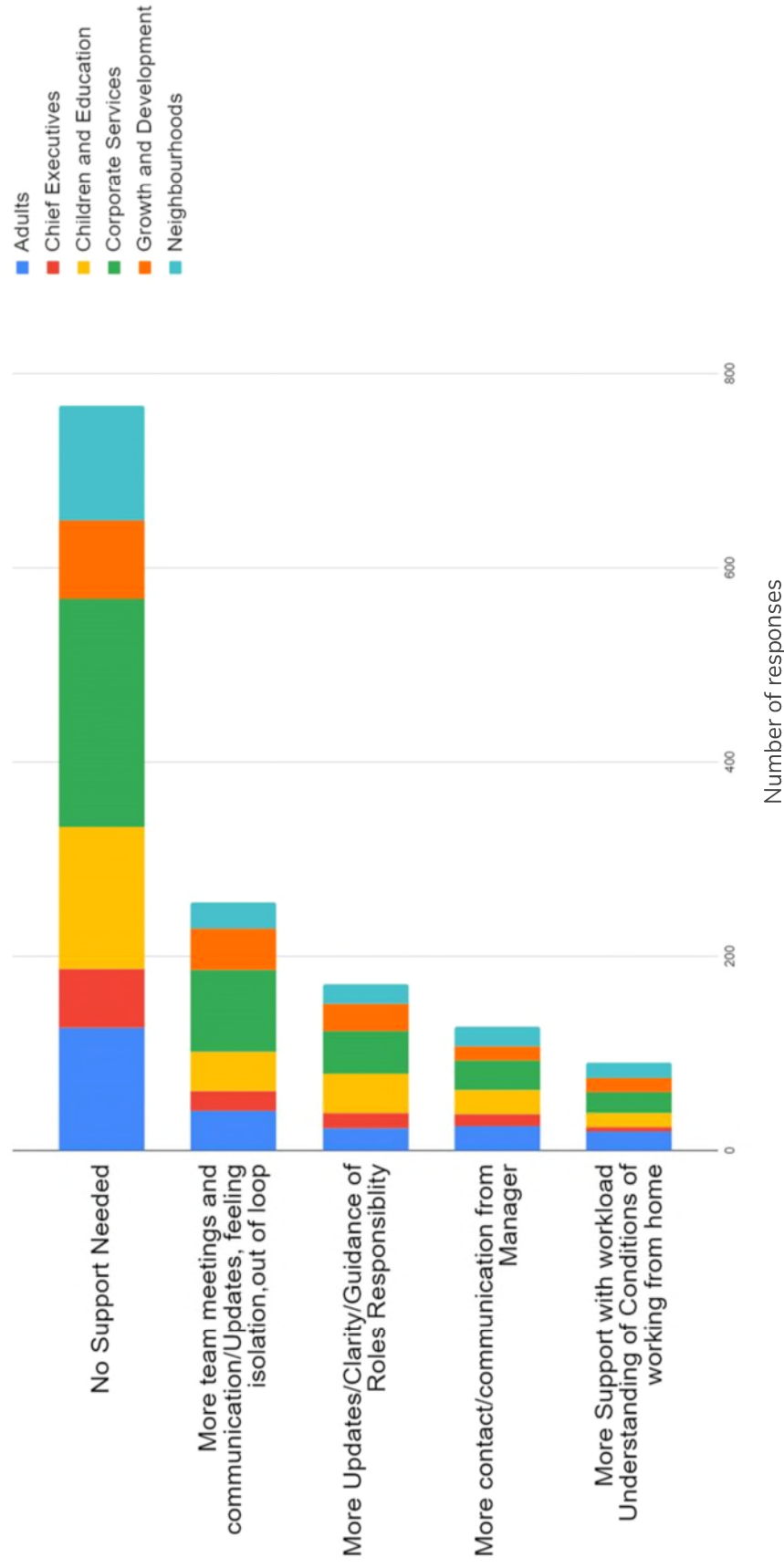
Directorate Comparison: Feeling productive working from home

- Questions asked staff working from home whether they feel more productive working from home.
- Responses were positive overall (1 is less productive, 5 is more productive) with the majority indicating more or the same level.
- When asked about what support might be needed, the top responses related to equipment, furniture, better wifi/connectivity and support with family commitments/dynamics.
- Growth and Development reported lower levels comparatively. The majority came from MAES who are currently working from home instead of their usual teaching environment



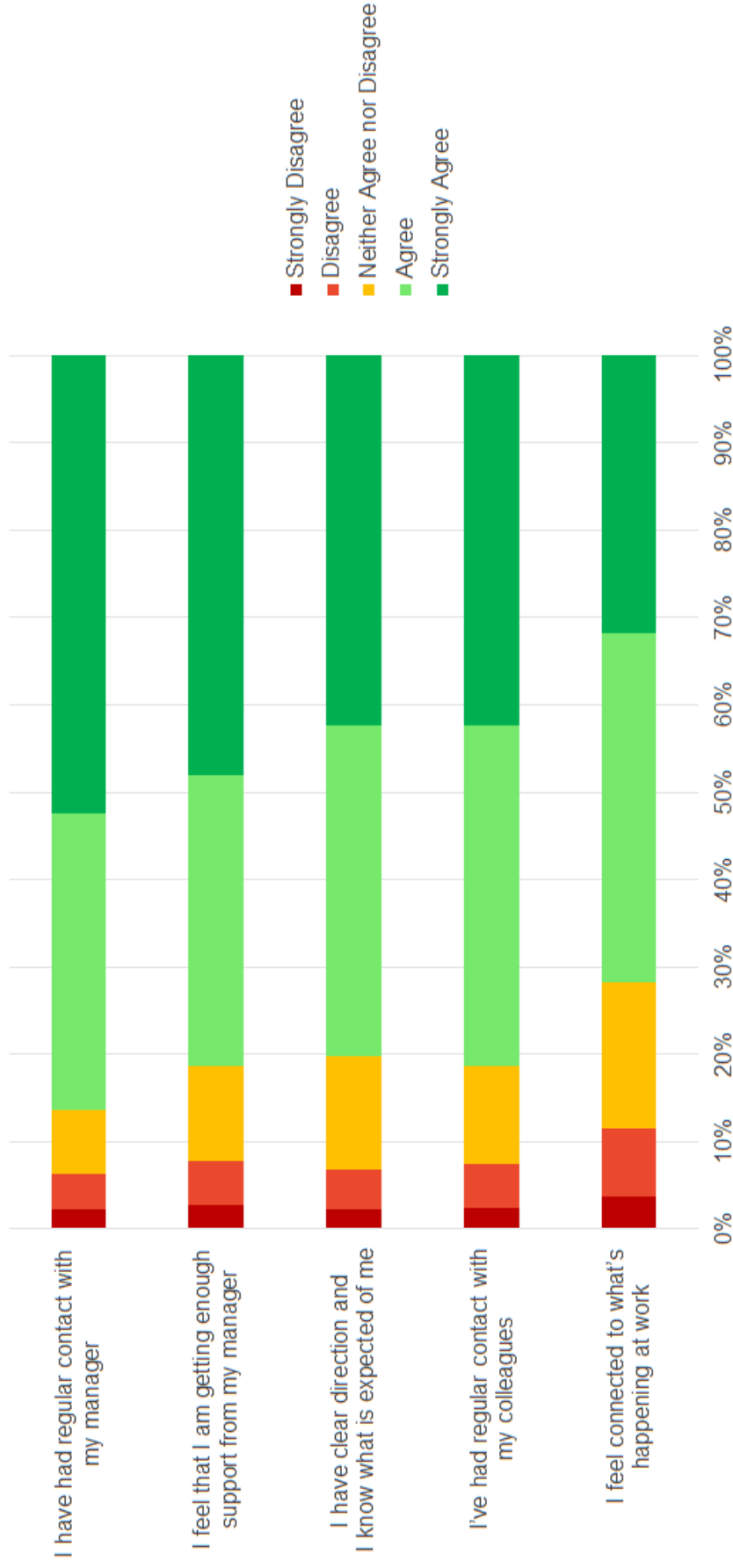
Directorate Comparison: Feeling productive working from home

Free-text responses from staff were coded and grouped into thematic areas. The graph below highlights the key themes, split by directorate, and the number of responses mapped to them.

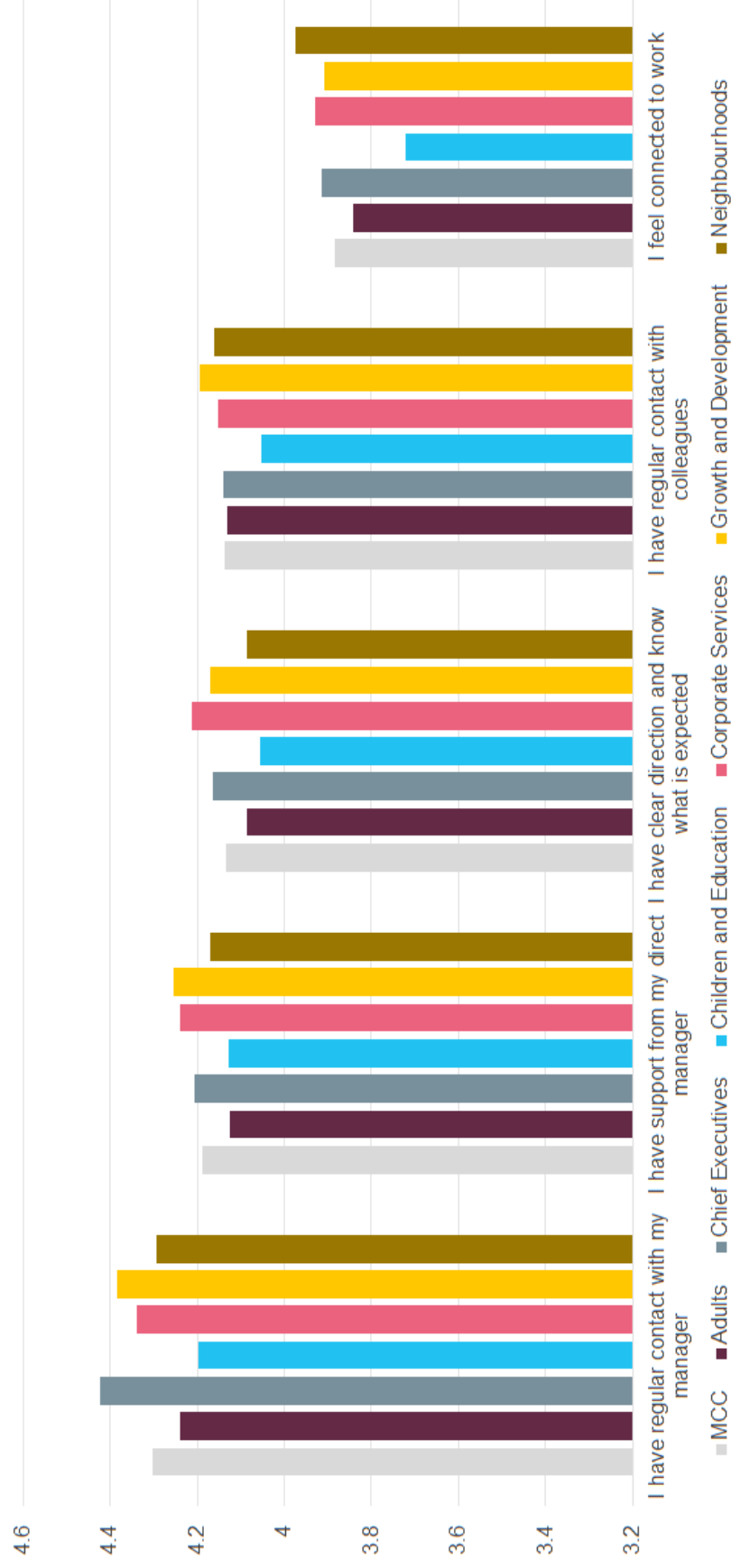


All results: Contact and Support

Staff were asked to rate how they feel about contact with their managers and their team.



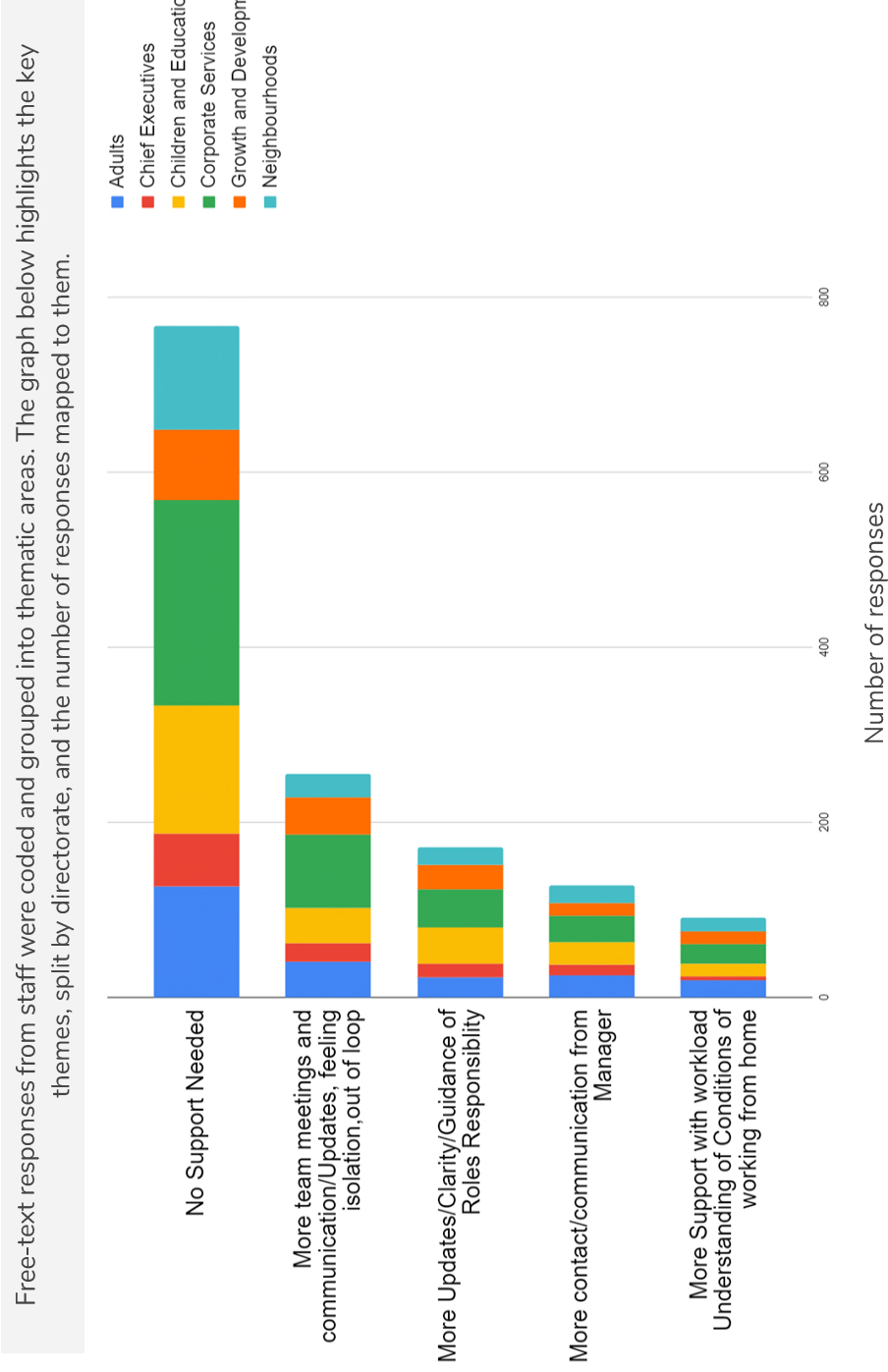
Directorate Comparison: Contact and Support





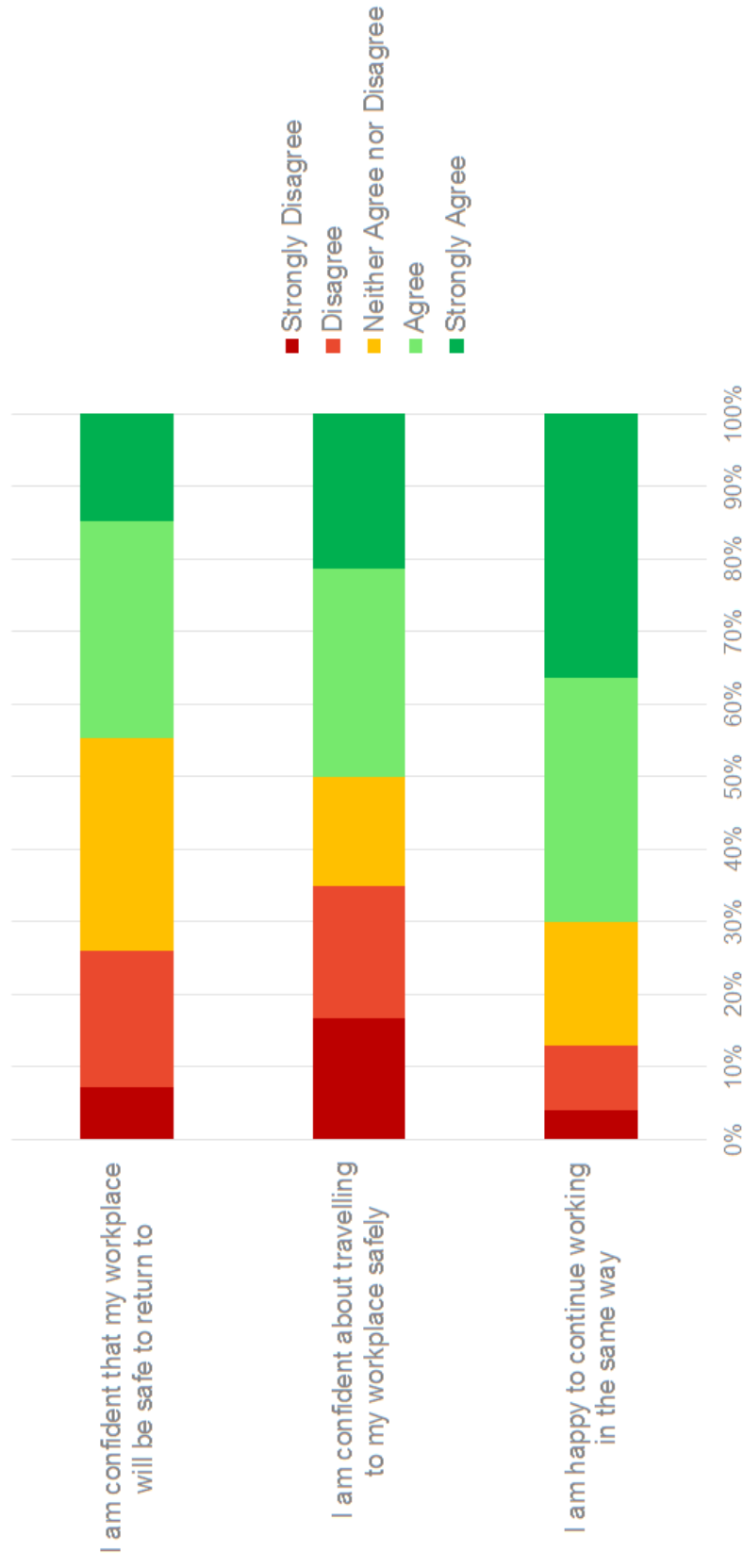
Directorate Comparison: Contact and Support: Top 5 responses

- Responses to the five questions on the previous slide were overall very positive, and consistent across the organisation
- Staff feel positively supported by managers, however feeling connected to what is happening at work reported lower levels.
- Staff were asked if there was anything they would like from their team or manager. The top 5 responses are shown here.



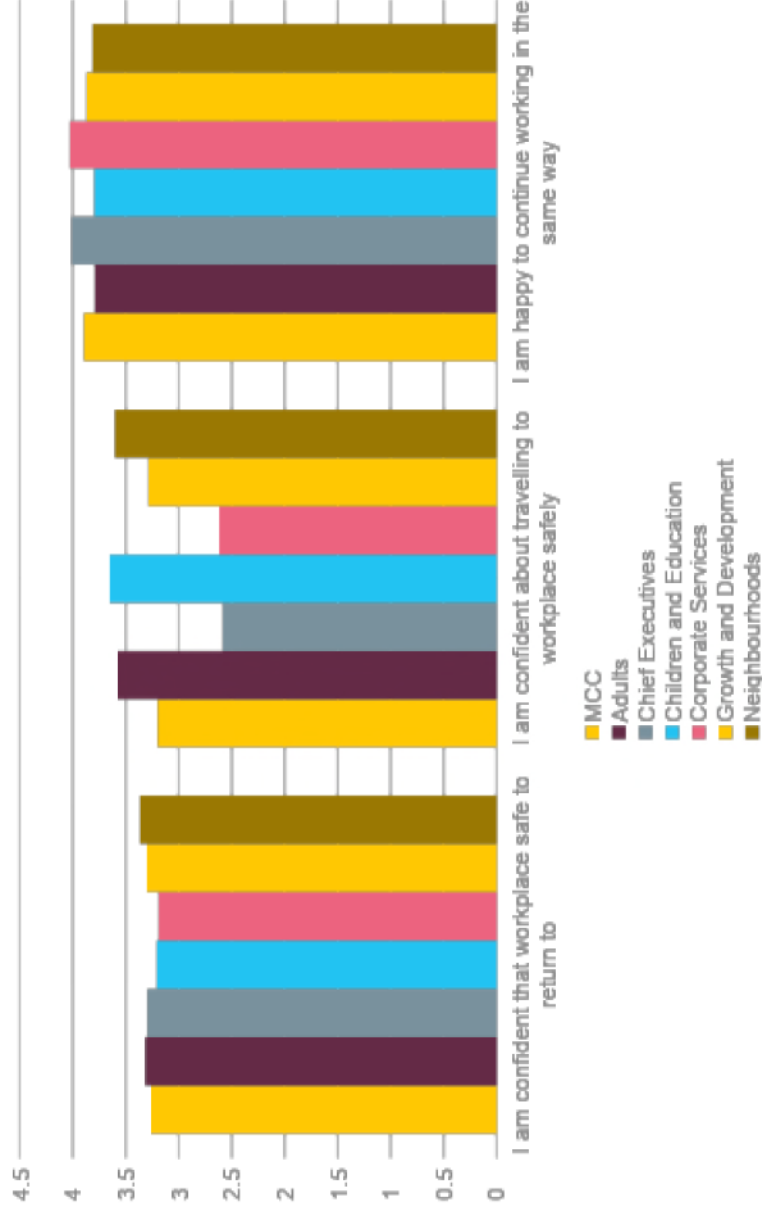
All results: Returning to Work

Staff were asked to rate how they feel against three statements to understand how they feel about returning to their workplace.



Directorate Comparison: The Council and Future Working

- Responses were consistent overall with travel being the area of most concern for **Chief Executives** and **Corporate Core**
- The majority of staff who reported being **less confident** about whether the workplace is safe to return to are **currently working from home**.
- Similarly the majority of staff **less confident about travel** to and from work are **also working from home** at the moment. The survey did not ask about modes of travel.

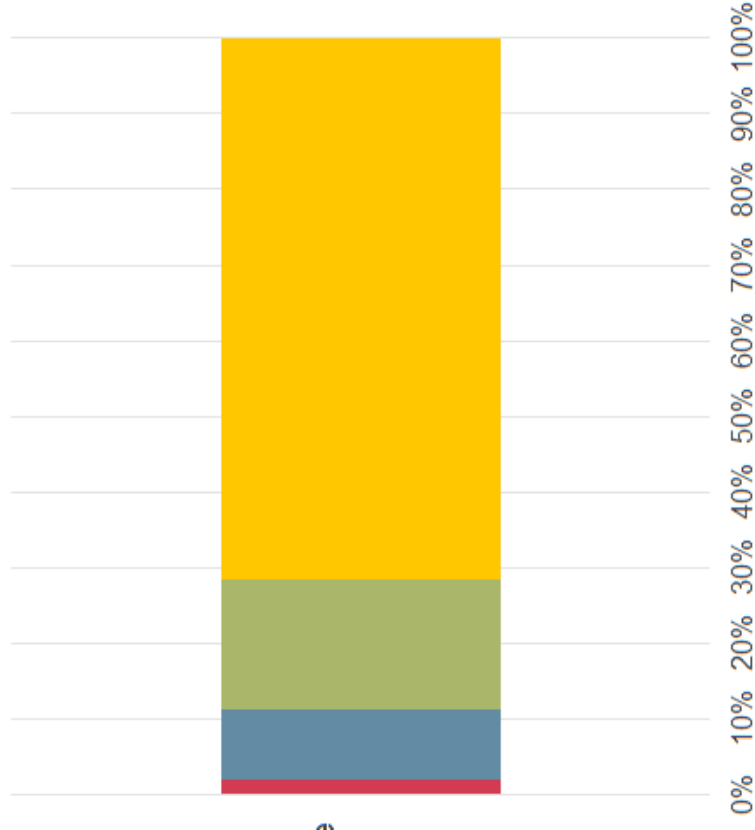


All results: Continuing Working from Home

Staff who are currently working from home were asked to rate about whether they are comfortable to continue to do so.

Overall I feel as comfortable
as I can to continue
working from home

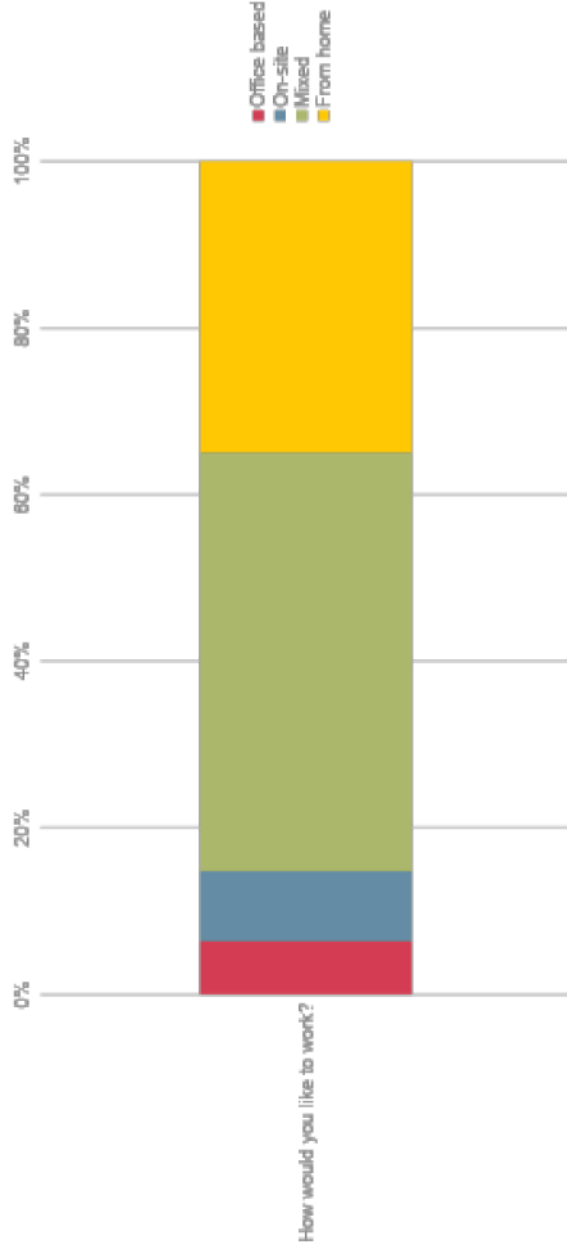
- No
- Not sure what I feel at the moment
- Yes in the short term
- Yes for as long as needed





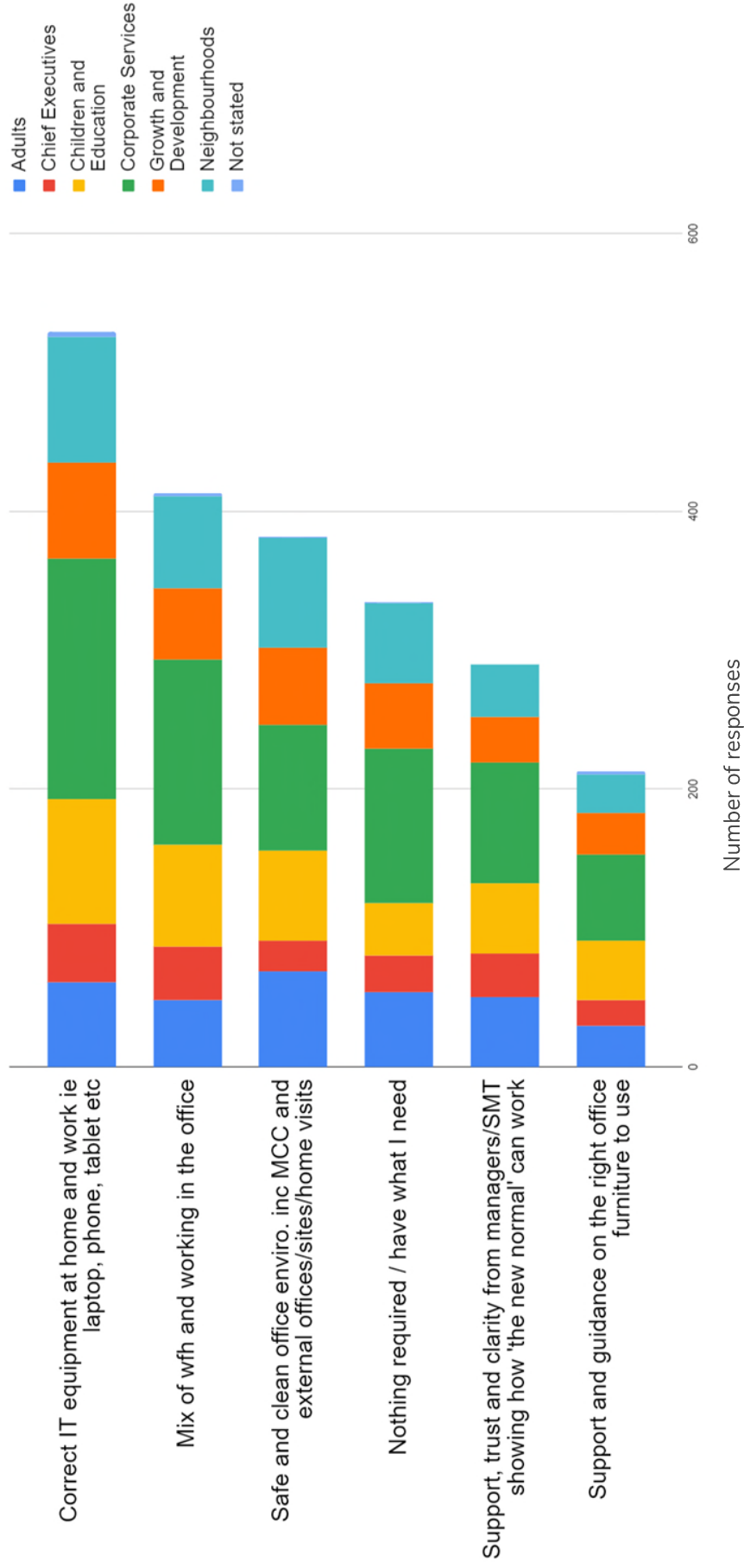
All results: How staff would like to work

- Staff were asked how they would like to work in the future
- Most staff chose either mixed (between on-site and home) or at home at all the time
- The majority of staff who responded **mixed** are doing this already, or currently working from home all at the time.
- Similarly to those wanting to just **work from home** in the future, are currently doing so
- This pattern follows through to those **working on-site** or in the **office** currently wanting to continue to work in this same way
- This was consistent when comparing Directorate results
- Staff were also asked what would help them to work, in the future. The top 6 responses are shown on the next page



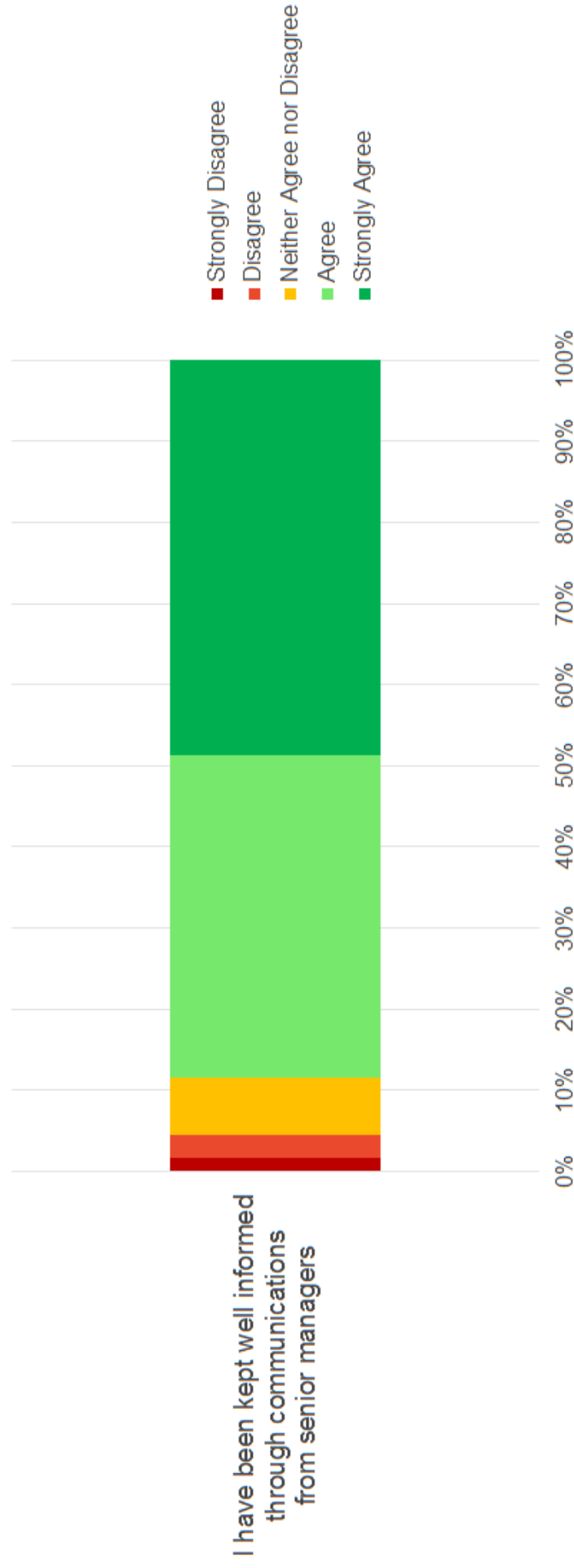
Directorate Comparison: What would help you to work in the future? Top 6 responses

Free-text responses from staff were coded and grouped into thematic areas. The graph below highlights the key themes, split by directorate, and the number of responses mapped to them.



All results: Communications from Senior Managers

Staff were asked to rate how well informed they feel through corporate communications



Black, asian & minority ethnicity Key Findings

Shielding & Vulnerable makeup:



- 15% were or still are classed as shielding
- 32% were or still are classed as vulnerable

Preferred options to work:

43% WFH

9% On site

43% Mixed WFH and on site

5% Office based

Reported feeling unhappy / anxious



26% Now

9% Pre-covid

Communications

10%

Do not feel connected to what is happening in work.

Working from home

16%

Felt they do not have the right tools to work effectively from home.
(Compared to 12% for white staff)

16%

Felt less productive.
(Compared to 19% for white staff)

91%

Are happy to continue to work from home in the short term or for however long was needed.

Returning to site

30%

Do not feel confident that their workplace will be safe to return to.

31%

Do not feel confident about travelling to work safely.

Disability Key Findings

Shielding & Vulnerable makeup:



- 30% were or still are classed as shielding
- 55% were or still are classed as vulnerable

Preferred options to work:

41% WFH (vs 34% non disabled) **7% On site** (vs 8% non disabled)
46% Mixed WFH and on site (vs 52% non disabled) **6% Office based** (vs 6% non disabled)

Reported feeling unhappy / anxious



38% Now (vs 24%) **17% Pre-covid** (vs 8%)

Working from home

21%

Felt they do not have the right tools to work effectively from home.
 (Compared to 13% for non-disabled staff)

19%

Felt less productive.
 (Compared to 18% for non-disabled staff)

88%

Are happy to continue to work from home in the short term or for however long was needed.
 (Compared to 89% for non-disabled staff)

Returning to site

38%

Do not feel confident that their workplace will be safe to return to.
 (Compared to 23% for non-disabled staff)

41%

Do not feel confident about travelling to work safely.
 (Compared to 34% for non-disabled staff)

Communications

15%

Do not feel connected to what is happening in work.
 (Compared to 10% for non-disabled staff)

Next Steps

- Directorate and Service packs have been created and shared with Strategic Directors.
- Feedback from the survey should now be used to inform staff engagement ensuring that the conversation is continuing, and importantly that staff understand they are being listened to and their responses are helping to shape what happens next.
- Further deep-dive work is underway to understand the themes in more detail which will support work around mental health and well-being, race equality and supporting our vulnerable, shielding and disabled staff.