

Appendix A

2022 Mental Health and Wellbeing PULSE Survey results

The 2022 Mental Health and Wellbeing PULSE Survey results have been analysed and are detailed below:

Response Rates:

Distribution method	Sent out	Returns	2022 Response Rate from 5043 employees (%)	2022 Overall method response rate of 797 employees (%)	2022 compared to 2021 full survey response rate
Paper questionnaire	900	60	1.18%	6.6%	58 (+2)
Online / electronic survey	4543	737	14.6%	94.4%	1,193 (-456)
Total	5043	797	15.8%	100%	1251 (-454)

Overview of results

The pulse survey displays an overall improving picture in the areas featured which demonstrates a positive high level view on how well Moray council have supported the workforce and how well the workforce have managed their mental health and wellbeing during the recovery from the pandemic. The greatest positives appear to be around how employees have felt safe in the workplace, have a good work/life balance and 78% of respondents had not experienced a mental health condition that led them to seek GP or health professional support.

As with previous whole workforce survey results, it is difficult to identify specific actions that will address areas identified for improvement as large surveys only provide a measure of satisfaction on general themes and are best used as the starting point for more targeted and focused work in specific areas e.g. the work being done in relation to developing a more positive workforce culture. Additionally as this was a pulse survey with fewer questions a direct comparison cannot be made as all questions were not replicated in the pulse survey. However that being said similarities have been drawn for comparative purposes and it is evident that the main themes arising from the 2021 survey remain relevant and confirm that our focus of work remains as identified.

Highest and lowest scoring questions:

The five highest scoring questions were as follows:

79%	I feel safe in the workplace.
78%	Respondents said No to having experienced a mental health issue in the last year that has led you to seek support from your GP or other health professional
73%	I have a good work /life balance
68%	I have all the equipment I require to undertake my role more flexibly
68%	I feel supported and motivated by my line manager
67%	My workload is generally manageable

The five areas identified as concerns through lowest scoring areas were as follows:

47%	Yes, remains a concern or is a new concern regards Anxiety about workload
44%	Yes, remains a concern or is a new concern regards Ongoing concerns about changes to working practice
40%	Working in a front line service I feel my mental health is well looked after by the work practices in place
22%	Respondents said yes they had experienced a mental health issue in the last year that has led them to seek support from a GP or other health professional?
21%	When compared to 2020/21 percentage of respondents have felt worse during 2021/22 with regards to being able to maintain and/ or improve mental health and wellbeing.

The survey was broken down into 9 questions and details of the results are covered below.

Current Working Situation

Of those completing the survey over 53% continue to work as normal in their usual location, 17% of respondents are working their contractual hours from home instead of the workplace and 23% work between an office/school and their home. 1% remain redeployed, 1% were on sick leave and 5% have other working arrangements.

Environment and Mental Health & Wellbeing

Over half of respondents (56%) felt their mental health is sufficiently supported, 79% felt safe in the workplace and 68% have the equipment they require to undertake their role more flexibly.

44% felt that working from home either part or full time continued to have a positive impact on their mental health. 68% felt supported and motivated by their line manager, 67% felt

their workload was generally manageable and 48% of respondents felt they were kept well informed of what is happening in the council. These are all an improving position compared to 2021 results.

58% of respondents felt recognised for the job they are doing, 62% felt able to access training and development opportunities and 73% of respondents felt that they had a good life/work balance.

65% of respondents felt that they have been able to maintain and/or improve their mental health and wellbeing during 2021/22 compared to 71% in the 2021 survey. 21% of staff indicated in the survey that when comparing this question to 2021, they felt worse in 2022, however 23% of respondents felt better than the previous year, 56% remained the same.

Of the highest scoring mental health and wellbeing concerns in 2021, anxiety about workload remained or became a new concern for 47% of respondents in the pulse survey. 44% of respondents have ongoing concerns about changes to working practice, 22% of respondents are missing contact with colleagues and 13% are missing contact with friends and family. An improving picture has been seen against all these areas when compared to the 2021 results.

22% of respondents experienced a mental health issue in the last year which has led them to seek support from a GP or Health Professional. This has increased by 4% points on the 2021 results.

54% of respondents indicated that a year on they are coping either extremely well or well compared to 12 months ago. This is an improvement of 4%.

How did employees think the council could help?

Ideas from respondents on how the council could help improve employee health and wellbeing included a variety of suggestions with the main themes being as follows:

- Hybrid working: confirmation of corporate approach for hybrid working which ensures consistency and guidance to inform the approach
- Recruitment: impact of staff shortages on workload and individual wellbeing
- Mental Health Training: to develop skills, remove stigma and identifying support for staff
- Communications: improve frequency and ensure accessible to all
- Performance management and improved workforce culture that provides equity for staff across all services
- ICT equipment: upgrade to enable more efficient working.

Key themes and achievements

The greatest positives from the survey appeared to be around how employees felt that they have been able to maintain or improve their mental health during the last year, have felt safe in the workplace and have felt supported and motivated by their line manager.

Key Themes and Achievements	2022 % agreeing with statements
Have you been able to maintain and/ or improve your mental health and wellbeing during the last year (2021/ 2022) - How does this compare to 2020/21? Better or the same	79%
I feel safe in the workplace.	79%
I feel supported and motivated by my line manager	68% (20% increase from 2021)
I am kept well informed of what is happening in the council	48% (22% increase from 2021)
Yes, remains a concern or is a new concern - Missing contact with friends/ family	13% (decreased by 51% from 2021)
Yes, remains a concern or is a new concern - Missing contact with colleagues	22% (decreased by 32% from 2021)

Areas for Improvement

There were less positive responses in relation to themes such as anxiety about workload and an increase in the percentage of respondents who experienced a mental health issue in the last year that led them to seek support from a GP or other health professional.

Areas for Focus and Development	2022 % agreeing with statements
Yes, remains a concern or is a new concern - Anxiety about workload	47% (5 % increase from 2021)
Working in a front line service I feel my mental health is well looked after by the work practices in place	40%
Respondents had experienced a mental health issue in the last year that has led them to seek support from a GP or other health professional?	22% (4% increase from 2021)
When compared to 2020/21 percentage of respondents have felt worse during 2021/22 with regards to being able to maintain and/ or improve mental health and wellbeing.	21%

Findings and actions arising

While these results provide an overall picture of responses to the pulse survey questions at a corporate level, as in previous surveys there are distinct variations at departmental / service level.

The results show that while in general the workforce has managed the impact of Covid well and are continuing to recover there are areas of concern arising from the departmental analysis that identify specific service themes which require support and intervention in order to make improvements.

The following areas identify departments who have returned a response of more than 10% less than the council average and therefore will be areas of focus moving forward.

These include concerns in relation to feeling their mental health is sufficiently supported at work across Libraries, Open Spaces, Roads and Fleet services, Sports and Leisure Services and Education Support staff.

Feeling Safe in the workplace was below the council average in Roads & Fleet Services, Open Spaces, Education Support staff both term time and HQ based colleagues.

Below the council average with regards having the required equipment to work more flexibly services included Waste, Cleaning and Facilities Services, Education including Teachers, Early Years and Support Staff as well as Libraries and Sports and Leisure. These particular results are likely to be due to the frontline nature of the roles which influence the opportunities for working flexibly. A new question was included in this year's survey asking staff in a frontline service if they felt their mental health is looked by the work practices in place services. Below 10% of the council average included Roads & Fleet, Open Spaces and Transportation and Consultancy.

Being recognised for the job I am doing had an average score of 58% with Financial Services, Housing and Property, HR, ICT & OD, Roads and Fleet Services, Waste and Libraries all scoring below the council average by 10% or more.

Having access to training and development scored below the council average in Housing and Property, HR, ICT & OD, Roads and Fleet Services and Waste. Being kept well informed of what was happening in the council was a concern for Roads & Fleet, Open Spaces, Education Support Staff and Libraries.

Having a good work/life balance was highlighted by Teachers, Sports and Leisure, Education Resources and Communities professional & support staff, Libraries and Community Care Staff (OT, Social Work and Performances and Commissioning) who all scored 10% or more below

the council average score. There were concern by Financial Services, HR, ICT & OD, Waste, Open Spaces, Teachers, Education Support Staff and Education & Resources professional and support staff with regards to their workload being generally manageable, with these services scoring below the council average.

Having the ability to maintain and/or improve their mental health during the last year was a concern for Teachers, Waste and Education Resources & Communities professional and support staff. With anxiety about workload being mainly a concern for Community Care (OT, Social Work & Performance and Commissioning) and Teachers. Missing contact with colleagues featuring for Governance, Strategy and Performance and missing contact with friends and family being a concern for Transport and Consultancy.

Feelings of low mood/depression remained a concern or was a new concern for Waste and Roads & Fleet Services. Ongoing concerns about changes to work practice remained or was a new concern for Libraries, Community Care (OT, Social Work and Performance and Commissioning) and Teachers. With Waste and Education staff respondents experiencing a mental health issue in the last year that led them to seek professional support.

In summary the four stand out service areas scoring 10% or more below the council average across the question themes are Roads & Fleet services, Waste services, Education: Teachers and Education Resources & Communities and Libraries. This correlates with last year's results.

It is evident from the results that the key focus for the immediate future is to continue to improve awareness of mental health generally, with the focus of engagement and culture activity on improving the knowledge and management of mental health, increasing mental health awareness, communicating change effectively and improving the management of workload and time pressures.

The departmental analysis and related improvement actions and timescales will be identified and agreed with Heads of Service as part of the workforce planning process. This will ensure the interpretation of the results within the context of specific services and teams with resultant actions agreed and owned by the managers whilst being supported by the workforce culture team where necessary.

The results will also be cascaded to the workforce via an employee booklet.