Covid-19 – Staff Health, Safety and Wellbeing Survey
(August 2020)

Results

Survey

- FSC staff were sent a link to an online survey, asking how staff are feeling about the future, particularly around Covid- security, staff safety and how we communicate these issues.

- The link was sent in the Thursday email (27/08 & 03/09), staff had 10 days (6 working) to respond.

- Staff were also notified via an announcement on the intranet and SMS text message (03/09).

- We had 90 responses out of a possible 356 staff* (25%).

- All questions were optional, not all respondents answered all questions.

- A note of caution: the results will be biased towards those who are engaged and do read FSC communications. The 75% of people who did not respond may have chosen not to respond or may never have seen the link.

*staff numbers provided by the HR Dept.

1. The measures FSC are taking will ensure that it is safe for employees to work and visitors to come and stay.


■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree

- 89 responses

Our Covid security measures are in line with what I have seen, experienced or would expect to see in

If I had a concern about the covid security in my workplace, I know how to raise it.

If I had a concern about the covid security in my workplace, I would feel confident about raising it

I found the online Covid-Secure course helpful

100%   0%   100%
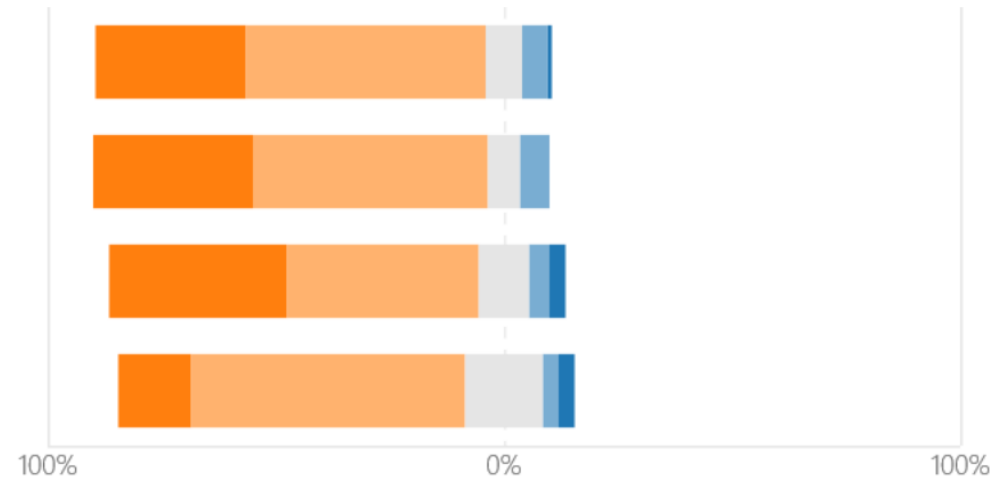
2. Have you any suggestions on how to improve our systems for keeping staff and customers safe?

31 responses , some made more than one point.

Covid Secure	Responses
Reinforcing covid secure messages & implementation from senior management (for staff)	3
Confidence to speak to guests who are not following guidelines	1
Better communication between teams about covid secure	4
Better info for guests / awareness of what guests have been told	2
Asking customers to strip beds	1
Wearing face coverings / screens	5
Reduce paperwork	1
Improve on site training / return to the physical workplace training	2
Reduce classroom time further when teaching	1
Concerns about using public transport / permission to use own car	1
Operations / Staffing	
Changing advice specifically about vulnerable staff	1
Issues with management/knowledge of normal operating systems	1
Ensure rotas allow time for new systems	2
Concerns about returning to the workplace discussions	1
n/a or no	
n/a or no	8

3. I would like some more information about:

Covid Secure	Responses
What to do when guests do not follow Covid Secure measures	1
Wearing face coverings	1
Teaching covid secure courses	3
About PPE being provided	1
More training on Covid Secure	1
Worries about coming back to work	1
Using public transport for work	1
Operations / Staffing	
Current decision making / hierarch / management structure	4
Current customers at locations (ie how much and where)	1
Future FSC	
Expectations 'post furlough'	1
Restructure	2
Opportunities for continuing to work from home	1
n/a	
n/a	6

23 responses, some made more than one point.

4.

Legend: ■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree ■ N/A

- 88 responses

Categories (top to bottom):
- [If you have been furloughed] I understand the reasons for me being furloughed
- If I had a concern about being asked to return to work, I know how to raise it.
- If I had a concern about being asked to return to work, I would feel confident about raising it
- We have got the right systems in place in place to keep staff safe when they come back to work at a
- If I had a concern about covid security in my location, I know how to raise it.
- If I had a concern about being back at work, I would feel confident about raising it
- We have got the right systems in place in place to support staff who are now back at work
- We have got the right systems in place in place to support staff who are working from home

Axis: 100% — 0% — 100%
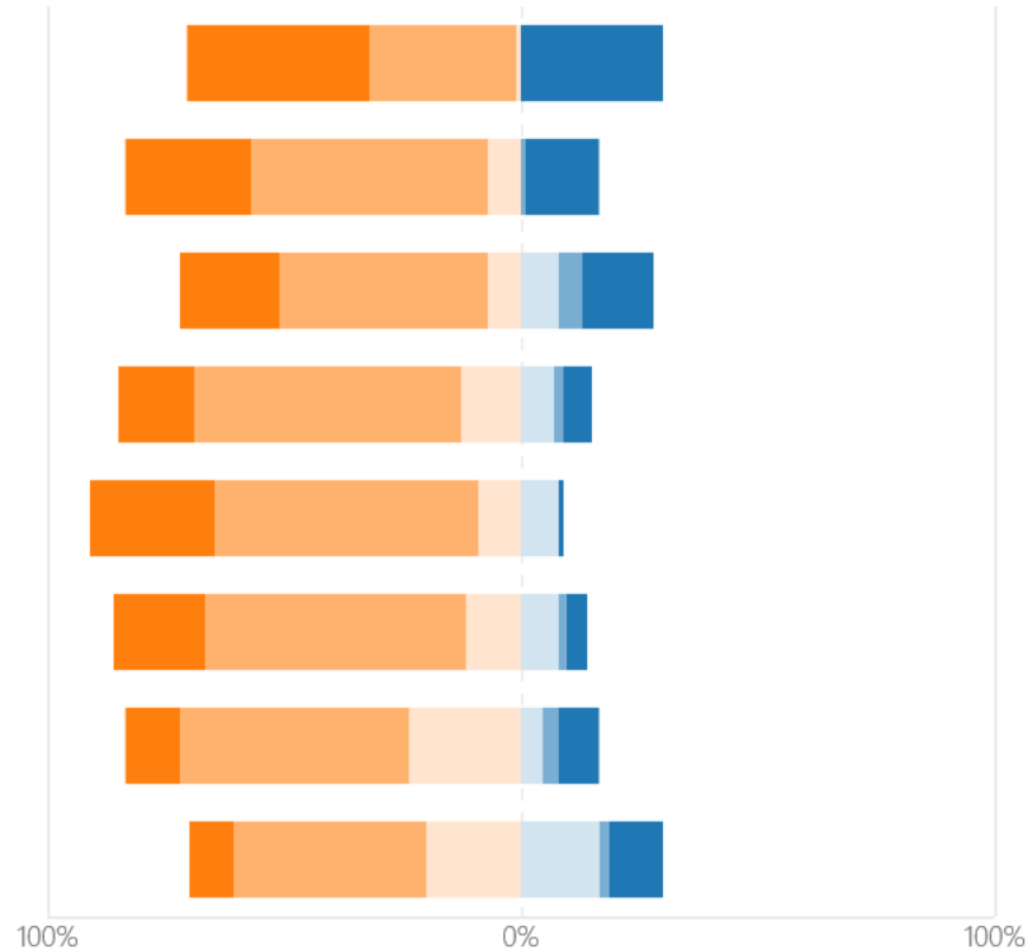
5. Apart from communications which is covered in the next section, have you any suggestions to support those on furlough?

Communication	Responses
More Zoom meetings / all staff meetings / Regional zoom meetings	3
Encourage team catch ups	1
Ensure centre/location level meetings happen	3
More info on what is happening	1
Staff	
Ensure all staff know they are still valued	1
Give people purpose / volunteering opportunities at a location	1
Train people in digital skills / share opportunities	1
Financial Issues (on 80% pay, still paying for staff accommodation)	2
Divide roles out, bring back 2 part time people	1
Restructure	1
More clarity on when people may be asked to come back to work	1
Clarity on current line management	1
Clarity that furlough is being available for work, not a holiday	1
n/a or no	
n/a or no	7

23 responses, some made more than one point.

6. Have you any suggestions about how to improve our systems to support staff who are now back at work?

FSC

31 responses, some made more than one point.

Covid Secure	Responses
Training is up to date / current on the latest guidance	1
Operations / Staffing	
Workloads being spread across multiple people (2 people back part time)	1
Ensure staff know about their new responsibilities (what they are doing and how)	5
Better management of flexi furlough time (hours, and projects)	1
More discussion / conversation around the return to work form	2
More Onsite/virtual team meetings	1
More visibility of senior managers checking systems 'on the ground'	1
Better line management/structure for those back in work & improve comms	4
Increased comms about who is in work	3
Improve open communication / discussion	3
Wider promotion of the 'welcome back' meetings	1
More awareness of WFH needs of staff	1
Greater openness about meeting schedules (C-19 OPT, HTL, Admin)	1
The end of furlough	1
n/a or no	
n/a or no	8

7. Do you have any suggestions about how to improve systems that support staff working from home?
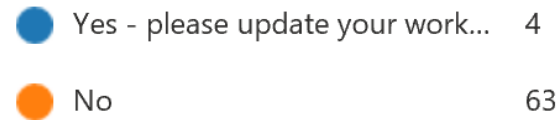
	Responses
This is long term, so more support for desks / chairs etc	5
Better digital support either with improved ICT or supporting costs for using personal devices	6
Lack of awareness of home working risk assessment / info / system	4
Increased check-ins, which worked well at the start	4
Better phone system for those WFH	6
Line management clarity / support	4
Keep doing regular zoom updates	1
Regular team meetings	3
More info on the future of roles	1
Better comms about who is in work	1
Improve awareness of meeting schedules	1
Greater awareness of practical and emotional issues and having systems in place to support these	1
n/a or no or unsure	
n/a or no or unsure	8

33 responses, some made more than one point.

8. If you work from home, has your situation or working environment changed?

- 67 responses

Yes - please update your work...   4

No   63

9. If you are at work, either at a location or working from home, how do you feel that your productivity has been impacted?

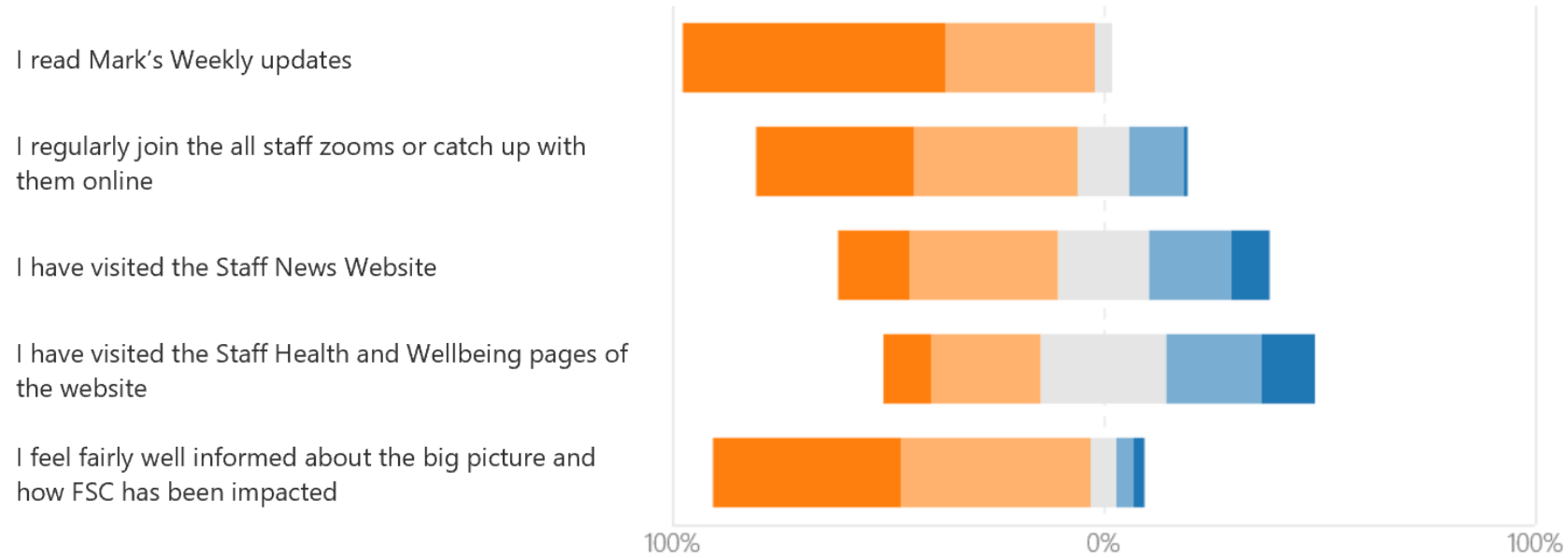| In a location	Responses
Concerns about being uncomfortable / scared in work	1
Concerns about rotas and time to do e.g. more cleaning / lack of staff / different work / new spaces	6
There have been fewer distractions in the workplace	1
There are not enough staff to do the tasks set / maintain standards	5
At home	
I am more productive / fewer distractions (for a specific role)	27
Good office set up / systems at home	1
[Management] Structures to support WFH are not in place	2
More flexibility (of hours)	1
Hard to WFH when used to being part of a bigger team / missing colleagues	5
Hard to separate work from home when WFH / impact on personal life	4
Missing key information / systems	7
Concerns about Mental Health if WFH continues and reintegration to work	3
Different role / different cross organisational team / new systems – is positive	2
Constant meetings especially at the start are disruptive	1
Communication is harder	4
n/a or no or unsure	
No impact on workload	12

- 66 responses, some made more than one point.

10. All Staff Communications

Legend: ■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

Categories:
- I read Mark's Weekly updates
- I regularly join the all staff zooms or catch up with them online
- I have visited the Staff News Website
- I have visited the Staff Health and Wellbeing pages of the website
- I feel fairly well informed about the big picture and how FSC has been impacted

11. Have you any suggestions on how to improve all staff communication?

29 responses , some made more than one point.

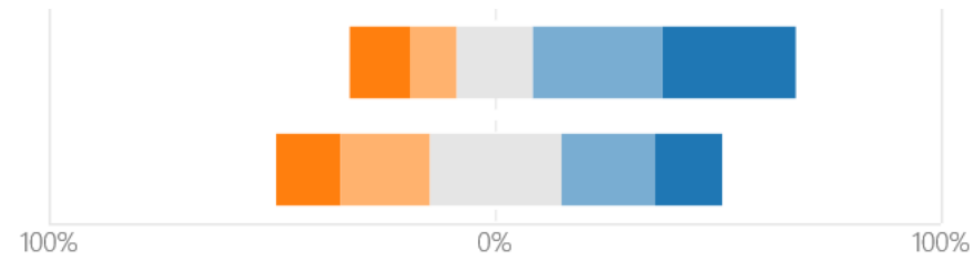|	Responses
It has improved significantly (from before lockdown)	4
Marks [Thursday] email is good, frequent and comprehensive & meetings welcomed	4
Be open/transparent in all comms	1
More notice for meetings	1
Better / relevant email subject lines	1
Zoom is not good for hard of hearing	1
SMS are good	1
Add some more positives!	2
Actions and info should be followed up to check its been done	1
There is too much reliance on internet access / data availability	1
Ensure email timing is correct for that subject (e.g. not after 5pm)	1
There is a lot of repetition, not communication – slack / emails / meetings	4
Share summary documents regularly about work being done by teams	1
Regional level comms should be similar to national ones (frequency / relevant content)	5
Ensure managers check in with staff / be more visible / accessible	4
Comms structures / cascading info could be improved	1
n/a or no or unsure	
Restructure communication issues	1
n/a or no or unsure	2

12. Communication with your manager

- 90 responses

■ 1 ■ 2 ■ 3 ■ 4 ■ 5

How would you rate your communication with your manager while working from home? 1 (poor) – 5

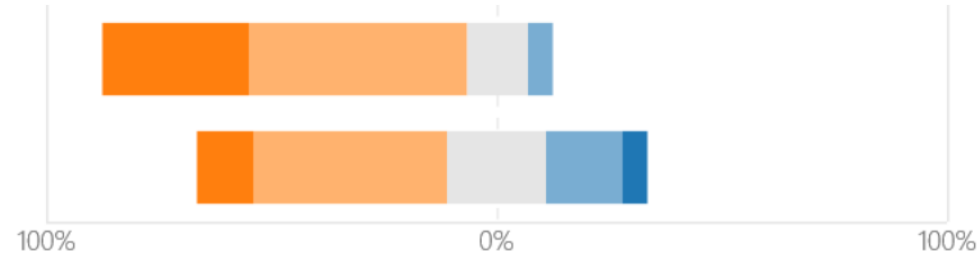How would you rate your communication with your manager while being on furlough? 1 (poor) – 5

100%   0%   100%

13. Connection to Team

- 89 responses

Legend: Strongly agree · Agree · Neutral · Disagree · Strongly disagree

I have kept in touch with members of my team
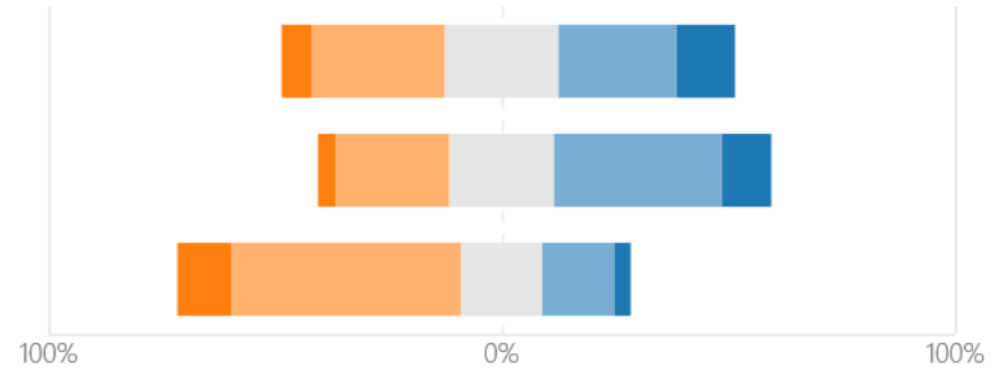
I have kept in touch with a wider network of colleagues

100%   0%   100%

14. Feeling connected

15. Have you any suggestions on how to improve or change this situation? (in Q14)

	Responses
Issues around communication with line manager	8
Better expectations of those on furlough	1
Issues around communication with HoLL	2
Issues around communication with Regional Manager / HoG	2
Issues around informal comms & who is 'invited'	1
Improving location meetings / comms	3
Missing being part of a bigger team	1
Communication issues (lack of) only between those who are furloughed	1
Issues around current management structure (when usual manager is not in work)	2
Broad communication (national) has been good	1
Encourage the setting up of and continued use of informal channels (slack) (novelty is wearing off)	2
Knowing who is in work is hard	1
Improve quality of communication (particularly listening)	1
Digital skills training required	1
Wellbeing info needs to account for busy lives	1
Comparisons between furloughed and in work staff led to not attending meetings	2
n/a or no or unsure	
n/a or no or unsure	3

- 25 responses

- The responses made a distinction between direct manager, location manager and HoG which is not picked out clearly enough in Q14.

16. What questions do you have about COVID-19 and/or its impact on FSC that you would like answered?

29 responses

	Responses
Return to the office	3
Flexible working	1
80% pay	2
The effect on our environment / sustainability credentials	1
New products	1
Restructure	16
n/a or no or unsure	
n/a or no or unsure	6

## 17. What have you learned or what recent experiences will enable FSC to operate even better as we move forward?

36 responses

	Responses
Concerns about our summer operations	2
Standardisation of courses / resources	1
Communication – zoom, slack, all staff comms	8
Cross Marketing	1
New products / working teams – diversification	9
Personal development	1
Flexible working incl. WFH	7
Need to look at number and location of meetings	2
It can only get better	1
Lack of local line management	1
More awareness of skills people have	1
Poor centre / location / regional communication	3
Staff willingness to do temporary change should not be taken as endorsement of future arrangements	1
Restructure	3
n/a or no or unsure	
n/a or no or unsure	2

18. Your Department

- 77 responses

	Department	Count
🔵	Administration	25
🟠	Education	27
🟢	Hospitality and Catering	13
🔴	Maintenance and Grounds	1
🟣	Management	5
🟤	Other	6
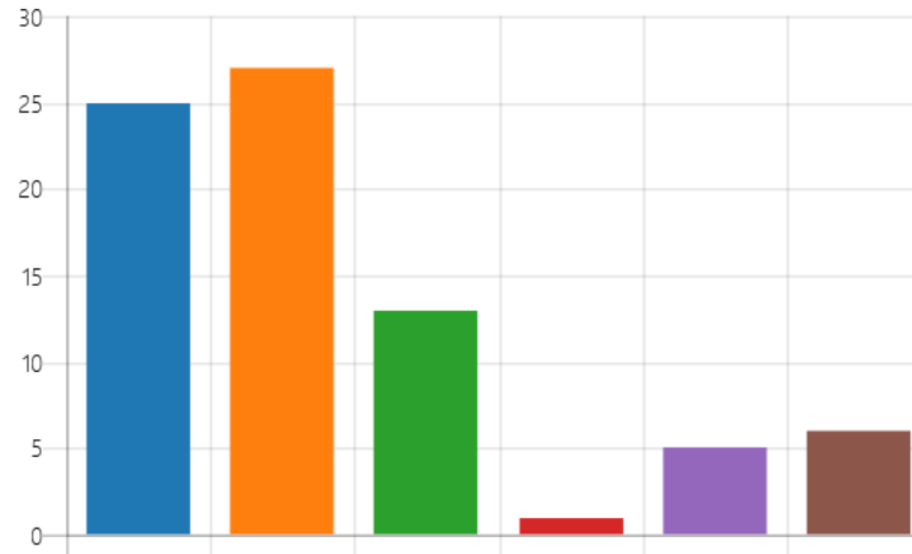
🔵 FSC Amersham	3
🟠 FSC Bishops Wood	1
🟢 FSC Blencathra	2
🔴 FSC Castle Head	1
🟣 FSC Dale Fort	2
🟤 FSC Epping Forest / FSC Lond...	1
🩷 FSC Flatford Mill	6
⚫ FSC Ireland	0
🟡 FSC Juniper Hall	7
🔵 FSC Malham Tarn	1
🔵 FSC Margam Discovery Centre	1
🟠 FSC Millport	2
🟢 FSC Nettlecombe Court	7
🔴 FSC Orielton	2
🟣 FSC Preston Montford	3
🟤 FSC Rhyd-y-creuau	0
🩷 FSC Scotland Outreach	0
⚫ FSC Slapton Ley	9
🟡 Head Office (and Projects)	22
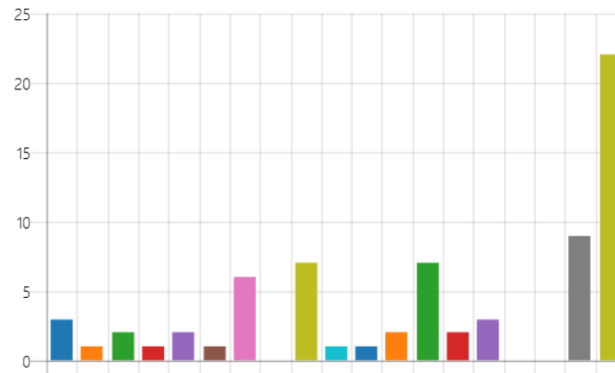
- 70 responses

- 44 responses

- A number of people did leave their name. These have not been included here.