Employee Wellbeing Survey Results

June 2020

1.   Introduction

1.1   Employees were asked to complete a Wellbeing Survey at the beginning of June 2020. The purpose of the survey was to enable the council to support employees while they continued to work from home during the Covid-19 pandemic. The data from the survey will help to identify any individual support that employees might need as well as some of the wider things that the council may be able to help with, such as increasing access to technology.

1.2   Employees were asked to include their name on the survey (rather than complete it anonymously) so that further follow up conversations can be held with them to support their specific needs (if appropriate). Employees were assured that individual responses would be treated confidentially and would only be seen by their line manager and HR in order to identify and prioritise needs and support.

2.   Methodology

2.1   The survey was quick and easy for employees to complete. There were 21 questions in total and each question asked employees to either give a rating predominately on a scale of 0-5 or provide a Yes or No answer. There were also free text boxes so that employees could have the opportunity to expand on their answers if they wished to.

2.2   The survey was organised into the following sections:

1. Overall experience of working from home
2. Positive aspects of working from home
3. Challenges whilst working from home
4. Workstation set up
5. Technology
6. Work environment
7. Communication
8. Wellbeing support
9. Employees who are shielding

10. Other reasons to continue working from home
11. Other comments

2.3   In conjunction with this survey, employees have also been asked to complete a Display Screen Equipment (DSE) Assessment on their home set-up to gather further information and to help identify support for employees whilst working from home.

3.   Next steps

3.1   The data from the survey will help the Leadership Team to understand what is currently working well for employees and should continue (e.g. the frequency of the communication with employees to keep them informed of the situation) and what solutions could be provided to address some of the most commonly reported problems (e.g. limitations with IT, access to technology whilst working from home).

3.2   It is also intended that individual responses from the survey will be shared with the line manager so that specific support can be put in place for the individual where needed. HR will be available to provide advice to managers to help them support their staff.

3.3   Section 16 includes a list of the common themes that have come from the wellbeing survey results and how the council has or will support employees.

4.   Summary of findings

4.1   282 employees responded to the survey out of a total of 318 employees giving an 89% response rate which is an excellent result.

4.2   There were therefore 36 employees who did not complete the survey: 5 of these are currently working in the office i.e. Caretakers and Post room/finance staff, and 12 are permanent home workers. This means that there were only 19 temporary home workers (who the survey is predominately aimed at) who did not complete the survey. Follow-up discussions will be held with all of the 36 to ensure that any support identified can be put in place.

4.3 Overall, responses from employees regarding their experiences of working from home during Covid-19 have been positive. Some of the key headlines are listed below:

- 93% of employees gave a rating of 6 or higher out of 10 for their overall experience of working from home so far (10 indicating that the experience has been extremely positive and 0 indicating their experience has been extremely negative)

- The top three positive aspects of working from home reported were: not having to commute to work (81%), good work/life balance (69%) and having a suitable home work environment (61%)

- The top three most significant challenges reported were: demanding workload (27%), being unable to keep up with colleagues/friends from work (22%) and limited IT (18%)

- 93% of employees reported positively regarding the suitability of their workstation whilst working from home - i.e. gave a rating of at 3 or above out of 5 (5 = very suitable, 0 = not very suitable)

- Technology (e.g. email, the intranet, MyView) was generally working well for the majority of employees whilst working from home

- 94% (265 employees) reported positively on the suitability of their work environment (e.g distractions/noise from other people in their household) whilst working from home - i.e. gave a rating of 3 or above (5 = very suitable, 0 = not very suitable at all)

- 97% (274 employees) felt that their team were continuing to communicate well

- 97% (274 employees) felt that the council was keeping them informed about the current overall position and 91% (256 employees) said the frequency of the communication was about right

- 97% (274 employees) had received the wellbeing updates in Connect and via email on mental health awareness and wellbeing support available (E.g. EAP, Mental Health First Aiders)

- 3.9% (11 employees) informed us that they were shielding and, of those, 64% (7 employees) wanted to continue to follow the guidance and remain working from home if possible

- 43% (120 employees) stated there were other reasons they wished to remain working from home at the present time. The top three reasons were childcare (42%, 45 employees), caring responsibilities (17%, 18 employees) and concerns regarding their own health (including mental health) (16%, 17 employees).

Findings

5.   Overall experience

5.1   Employees were asked to rate their overall experience of working from home during the Covid-19 pandemic. The vast majority of employees have had a mostly positive experience working from home so far: 93% (262 employees) gave a rating of 6 or above out of 10 (10 indicating that the experience has been extremely positive and 0 indicating their experience has been extremely negative).

Rating given for overall experience of working from home	Number of employees	Percentage of respondents*
10	89	32%
9	45	16%
8	73	26%
7	36	13%
6	19	7%
5	9	3%
4	6	2%
3	0	0%
2	3	1%
1	0	0%
0	2	1%

10 = extremely positive, 0 = extremely negative
* Figures have been rounded up

5.2   A small number of employees (20 out of 282 employees, 7%) reported not so positive experiences of working from home, giving a rating of 5 or

less. It is worth noting that of those 20 employees, 9 (45%) gave a rating of 5 out of 10 which does not demonstrate there are significant concerns.

5.3   The 20 employees work in different services across the council (Strategic Finance & Property – 6 employees, 16%; Housing and Health – 4 employees, 7%; Planning – 4 employees, 10%; Revenues and Benefits – 2 employees, 2%; Communications, Strategy and Policy – 1 employee, 4%; Operations – 1 employee, 3%; HR & OD – 1 employee, 3%; and Legal and Democratic Services – 1 employee, 6%).

5.4   The reasons given for their not so positive experiences of working from home are shown in the table below.

Reasons for employees' not so positive experiences of working from home	Number of employees*	Percentage of all respondents giving a rating of 5 or lower*
Balancing work with childcare	6	30%
Problems with IT	5	25%
No appropriate place to work at home	3	15%
Feeling isolated	2	10%
Workload has increased	1	5%
Limited interaction with colleagues	1	5%
Limited opportunities to discuss work	1	5%
No reason given	5	25%

* Employees may have given more than one response

5.5   The three most common reasons were balancing work with childcare (6 employees, 30%), problems with IT (5 employees, 25%) and having no appropriate place to work at home (3 employees, 15%).

5.6   Of those employees reporting issues with balancing work with childcare, three of the six employees (50%) said that the council could help by allowing them to come into the office once day a week. This has been accommodated where possible and, depending on how the coronavirus situation progresses e.g. in terms of social distancing and the numbers of employees who wish to return to the office, the number of days they can

be allowed in the office could be increased in the coming weeks if it would help them further. There were no other suggestions from those reporting challenges with balancing work with childcare as to how the council could help them. This may be because employees have already discussed this with their manager and support has been put in place e.g. flexibility around hours, start and finish times, or it is simply not an issue that the council can assist with.

5.7 Of the five employees reporting IT issues as one of the reasons for giving a rating or 5 or lower, two reported IT connection issues or being thrown out of the system several times a day, two reported issues with making Zoom calls (e.g. not being able to access Zoom via VM Ware and therefore not being able to access papers required at the same time), one said their phone was not diverting consistently and IT had been unable to resolve the problem, and one reported not being able to print from home (please note that some employees reported more than one IT issue). There were no suggestions from employees as to how the council could help them with the IT issues they were experiencing. Managers will ensure they discuss the issues with the individual and identify any support, liaising with IT where appropriate.

5.8 The three employees reporting they did not have an appropriate place/enough space to work from as the reason for giving a rating of 5 or lower perhaps unsurprisingly did not provide any suggestions for how the council could help them. An employee's home environment is not within the council's control however the manager can discuss further support with the employee such as coming back into the office if appropriate. The DSE assessment will also help to identify solutions for how the individual can safely work given their restricted work space.

5.9 Managers will offer support to all those employees who are experiencing difficulties working from home. In addition to what has been mentioned above and depending on the situation, support may include increasing 121s, offering wellbeing support, re-prioritising or re-allocating work.

6. Positive aspects of working from home

6.1 Employees were asked to choose (from 7 tick box options) which were the most positive aspects of working from home – see table below. They also had an opportunity to state other aspects if they wished to. The top

three most positive aspects were not commuting to work (81%, 229 employees), having a good work/life balance (69%, 194 employees) and having a suitable home/work environment (61%, 171 employees).

The most positive aspects of working from home	Number of employees	Percentage of respondents
Not commuting to work	229	81%
Good work/life balance	194	69%
Suitable home/work environment	171	61%
I am working more flexibly	151	54%
I am communicating well with colleagues and friends from work	142	50%
I am better able to manage my workload	103	37%
I have found new ways of working	101	36%
Other	79	28%

Employees may have given more than one response

6.2   Where employees have given 'other' positive aspects of working from home these are detailed in Appendix A. In summary they include having a positive impact on the environment, reduced likelihood of getting other viral infections such as colds and flu, less distractions and noise, less stressed and more relaxed at home, better for mental and physical health and no queue for the toilets.

7.   Challenges of working from home

7.1 Employees were asked to choose (from 10 tick box options) what their most significant challenges were when working from home – see table below. They also had the opportunity to state other reasons and to give further details if they wished to. Of all those who completed the survey, 39% (109 employees) reported no significant challenges working from home. The top three challenges were: demanding workload (27%, 75 employees), unable to keep up with colleagues/friends from work (22%, 62 employees) and limited IT (18%, 51 employees).

Most significant challenges	Number of employees*	Percentage of respondents*
Don't have any	109	39%
Demanding workload	75	27%
Unable to keep up with colleagues/friends from work	62	22%
Limited IT	51	18%
Balancing work and caring responsibilities	39	14%
Feeling down as a result of social isolation	36	13%
Anxiety regarding their own health or the health of their loved ones	34	12%
Demands of working combined with home schooling	29	10%
Unsuitable work environment	26	9%
Not enough work	1	0.3%
Other	23	8%

* Employees may have given more than one response

7.2   Those reporting a demanding workload (27%, 75 employees) work in the following services:

Service	Number of employees	Percentage of all staff in the service
Leadership Team	6	60%
Planning	15	37%
Corporate Support	1	33%
Communications, Strategy & Policy	9	33%
Housing & Health	12	20%
Legal & Democratic Services	3	19%
Operations	7	19%
Strategic Finance & Property	7	19%
Revenues and Benefits	15	15%
HR & OD (including Health & Safety)	1	13%

7.3   The table above shows that employees in all services have experienced challenges with demanding workload to some extent as a result of the Covid-19 pandemic. Managers will support employees in managing their

workload e.g. by helping them to re-prioritise or reallocating work where appropriate.

7.4 The second most common challenge was being unable to keep up with colleagues/friends from work (22%, 62 employees). Managers can discuss support with these individuals e.g. encouraging contact between colleagues, having regular team meetings, and suggesting virtual social events via Whatsapp or Zoom.

7.5 The third most common challenge was limited IT (18%, 51 employees). A full list of IT issues experienced by employees is given in Appendix B. In summary they include problems logging on, the system freezing or throwing employees out, the size of their screen not being large enough and only having access to one screen, not having access to a printer, problems with the telephone system, and not having a work mobile phone.

7.6 Twenty Three (23) out of 282 employees (8%) said they were experiencing 'other' significant challenges working from home however the vast majority of these included the challenges already listed as tick box options (e.g. Limited IT, feeling down as a result of social isolation). Three employees felt their most significant challenge was not being able to do their job properly or they did not feel able to fully support vulnerable residents.

8. Work Station set up

8.1 Employees were asked how suitable their work station set up was in allowing them to perform their role effectively (including their screen, keyboard, mouse, desk, suitable chair etc.). Ninety-three per cent (93%, 261 employees) gave a rating of at least 3 out of 5 (5 = very suitable, 0 = not very suitable).

8.2 Those giving a rating of 2 or lower (19 employees, 7%) reported issues such as the screen on their laptop not being large enough, the height of their chair or desk being too high or low, uncomfortable chair, not having a separate keyboard, and not having two screens.

8.3   Employees have been made aware that they can visit the office to collect equipment such as a keyboard, mouse or chair as long as they seek permission from their manager first and the facilities team are notified.

8.4   The DSE assessment will also help to identify solutions for employees experiencing issues with their work station set up.

9.   Technology

9.1   Employees were asked to indicate which technology (e.g. email, the intranet, MyView) was working well for them whilst working from home using a scale of 0 to 5 (5 = working very well and 0 = not working very well at all). The table below shows the percentage of employees giving a rating of 3 or above for each type of technology.

Which technology is working well	Number of employees	Percentage of respondents
Email	267	95%
Intranet	264	94%
MyView	266	94%
VM Horizon (Hosted desktop)	253	90%
Contacting colleagues/clients by phone	255	90%
Zoom	250	89%
MiCollab	234	83%

9.2   The vast majority of employees reported that each type of technology was generally working reasonably well for them.

9.3   Employees also had a free text box to give further details on the subject of technology if they wished to.   126 employees (45% of those completing the survey) provided additional comments. The comments have been split into those concerning the use of Zoom, Micollab and Telephones and can be summarised as follows:

Issues with Zoom
- Compatibility with VM Ware
- Not receiving any training/guidance on using it
- Basic package only allows for a 40 minute call time

- Concerns it is not secure
- VMware does not support the camera on the East Herts laptop so having to use Zoom on a private mobile phone.

Issues with MiCollab
- Not refreshing
- Not showing call history
- It is intermittent where it logs on and off at times
- It seems that not all staff are using MiCollab
- Would be better if MiCollab logged everyone on automatically
- Not getting as much out of Micollab as possibly could, just using it to divert calls to a mobile and let everyone know when employee is next available.

Phones
- Having to use own personal phone to make work calls
- Can't see who is calling
- Need training on how to use own phone to make work calls
- Not all the calls come through, it rings and then not able to hear the person at the other end or the phone cuts out
- When using their personal mobile to make and receive work phone calls from their diverted extension, clients that are being contacted directly have employee's personal mobile number
- Having to claim expenses for conference calls as these are not included within their data / call package.

10. Work Environment

10.1 Employees were asked to rate the suitability of their work environment (e.g. distractions/noise from other people in their household) whilst working from home: 94% (265 employees) reported positively on this - i.e. gave a rating of 3 or above (5 = very suitable, 0 = not very suitable)

10.2 Where a rating of 2 or lower was given (17 employees, 6%), employees were asked to give further details and how they thought the council might be able to help them. All employees said that the distractions were either from their children or others in their household who were also working from home, or both. Unsurprisingly, there were no suggestions made as to how the council could help. However managers can discuss support with employees e.g. avoiding contacting them at

certain times if they are home schooling at that time, and having flexible start and finish times.

10.3 Employees were also asked to rate how well they have been able to maintain their usual work patterns and hours whilst working from home: 95% (267 employees) reported positively on this - i.e. gave a rating of 3 or above (5 = they work the same work pattern/hours as if they were in the office and 0 = not very well at all).

10.4 Where a rating of 2 or lower was given (15 employees, 5%), employees were asked to give further details of their concerns and how the council might be able to help them. Most employees said that they had agreed with their manager to extend their work start and finish times to allow them to do some home schooling in between. Other than that, there were no other suggestions as to how the council could help.

11.   Communication

11.2 Employees were asked to rate how well they felt their team was continuing to communicate whilst working from home: 97% (274 employees) reported positively - i.e. gave a rating of 3 or above (5 = very well and 0 = not very well at all).

11.3 Where a rating of 2 or lower was given (8 employees, 3%), employees were asked to give further details on how communication could be improved. Of the 8 employees, 5 employees gave a rating of 2, and 3 employees gave a rating of 1 suggesting that employees felt there was some communication happening within the team but perhaps not enough. Most of the 8 employees have said in their comments that communication within the team had been slow initially but had now picked up with team meetings being scheduled and regular Zoom calls set up with colleagues.

11.4 Employees were asked how well the council was keeping them informed about the current overall position: 97% (274 employees) reported positively - i.e. gave a rating of 3 or above (5 = very well and 0 = not very well at all).

11.5 Where a rating of 2 or lower was given (8 employees, 3%), employees were asked to give further details regarding how they wanted the

council to keep them more informed. Of the 8 employees, 5 employees gave a rating of 2 and 3 employees gave a rating of 1 suggesting that they felt they had been kept informed to some extent but there was room for improvement. The suggestions for improvement have either been quite general such as the council should keep everyone involved and that messages to staff could have been better, or they have been quite specific which could identify individual employees.

11.6   Employees were asked to tick which communications (e.g. CEO weekly email, Intranet) they had accessed during lockdown. The results are shown in the table below.

Type of communication accessed	Number of employees	Percentage of respondents
CEO weekly emails	247	88%
Intranet	240	85%
Team Meetings using Zoom	213	76%
Connect	213	76%
Service-wide updates from Heads of Service via email or Zoom	207	73%
121 with line manager using Zoom or another method	183	65%
Other	34	12%

11.7   The table shows the CEO weekly emails (88%) and the intranet (85%) were the most popular forms of communication accessed during lockdown.

11.8   Chats within WhatsApp groups was the most stated form of 'other' communication that staff had accessed.

11.9   Employees were asked what they thought about the frequency of the communications they received during the lockdown. 91% (256 employees) felt that the frequency was about right.

Frequency of communication	Number of employees	Percentage of respondents
About right	256	91%

Not frequent enough	18	7%
Too frequent	6	2%

12. Wellbeing and Support

12.1 Employees were asked whether they had received the wellbeing updates in Connect and via email. These included articles in Connect on the help available to employees such as the Employee Assistance Programme, their line manager, Mental Health First Aiders and Able Futures, and a series of emails promoting Mental Health Awareness Week (18-24 May). It is encouraging that 97% (274 employees) said that they had received and read them.

12.2 Employees were also asked whether they were aware of the various wellbeing support that was available to them. The results are shown below. The majority of employees were aware of most of the support however not many employees were aware of the mental health support they can receive via Able Futures (17%, 49 employees). This is perhaps unsurprising as the partnership between the council and Able Futures only commenced recently (April 2020) and therefore, although it was promoted in May, it may take some time for employees to recognise it as a source of support. The available support listed below will continue to be communicated to employees via HR and line managers.

Support Available	Number of employees	Percentage of respondents
Line Manager	259	92%
Mental Health First Aiders	222	79%
Employee Assistance Programme (EAP)	178	63%
Able Futures (Mental Health Support)	49	17%

13. Employees who are shielding

13.1 Employees were asked whether they were shielding in line with government guidance. 3.9% (11 employees) informed us that they were shielding. Employees worked in a variety of services. Of those who said they are shielding, 64% (7 employees) wanted to continue to follow the guidance and remain working from home if possible.

13.2 8.5% (24 employees) stated they had someone in their household who was shielding and because of this 21 out of the 24 employees (88%) preferred to continue to work from home if possible.

14.   Other reasons employees wish to continue working from home

14.1 Employees were asked whether there were any other reasons they wished to remain working from home. 43% (120 employees) answered 'Yes' to this question and of those, 107 employees (89%) provided details of their reasons - see the table below.

Reasons given for wanting to continue to work from home	Number of employees*	Percentage of respondents*
Childcare issues	44	41%
Caring responsibilities	18	17%
Concerns about own health (including mental health)	17	16%
Travel time and cost	6	6%
Better for environment/less traffic congestion	4	4%
Concerned about the health of others (living with or caring for)	4	4%
More productive	4	4%
Already a permanent home worker	4	4%
Better work/life balance	3	3%
Reluctant to use public transport at the moment	1	1%
Less stressful	1	1%
Less distractions	1	1%

* Employees may have given more than 1 response

14.2 The top three reasons for wanting to continue to work from home were childcare issues (44 employees, 41%), caring responsibilities e.g. for older parents (18 employees, 17%) and concerns regarding their own health (17 employees, 16%).

15.   Other comments

15.1   Finally, employees were asked if there was anything else they wanted to the council to know. The full list of comments have been provided in Appendix C.

16.   Actions resulting from the Employee Wellbeing Survey

16.1   Set out below is a list of the common themes that have come from the wellbeing survey results and how the council has or will support employees. Managers (with HR support) will also hold follow up discussions with employees individually to explore any issues in more detail so that tailored support can be put in place.

1.   Demanding Workload

a) Managers will ensure they have regular 121s with employees via Zoom to discuss workload and re-prioritise or re-allocate work where appropriate.

b) Redeployment has and will continue to be used to support workload where possible.

c) East Herts Together have been tasked with developing guidance and briefings for employees to reduce email traffic/make more effective use of email.

d) East Herts Together have also been tasked with sharing best practice from Revenues and Benefits in terms of effective home working including more use of MiCollab chat to avoid emails and sharing advice regarding building in breaks from the screen and having informal interactions with the team etc.

e) East Herts Together have also been tasked with creating Zoom guides which focus on building in breaks and etiquette to make use more effective and less demanding.

2. Unable to keep up with colleagues and not communicating well as a team

a) See 1d above.

b) Managers will ensure that regular team meetings take place via Zoom.

c) Managers will discuss with their teams other ways that communication could be improved.

d) The Leadership Team will explore whether team, service or council-wide level events could be arranged which allows there to be a physical employee presence.

3. Difficulty balancing work with childcare

a) In many cases, managers have already agreed alternative flexible working arrangements with employees e.g. flexible daily start and finish times, adjusting their weekly working pattern to fit around home-schooling, allowing employees to take annual leave to help with childcare, and allowing employees to work in the office 1 day a week where safe and appropriate to do so.

b) Managers will arrange follow-up 121s with employees experiencing childcare issues so that support can be put in place where necessary.

4. Insufficient equipment to work from home

a) Some employees have reported having insufficient equipment such as a separate keyboard, mouse etc. At the start of the lockdown employees were encouraged to take home equipment from the office and more recently the take up on this has increased.

b) DSE assessments are being used to identify further solutions/equipment to support employees. Assessments are being collated by the Health and Safety Officer and where issues

are identified he will work with HR/the line manager and the individual to provide the appropriate support.

5. Technology issues

a) Some employees reported issues using Zoom such as its compatibility with VM Ware and the 40 minute call maximum. Employees using a laptop or a tablet are able to minimise VM Ware, then upload either the Zoom App, or you can go directly to www.zoom.us and click to join a meeting enabling access to Zoom, however unfortunately this doesn't work for those using a zero box as there is no inbuilt camera. Employees are also able to join Zoom via a smartphone with video and audio, or they can dial into a meeting for audio only from any phone.

b) Please note that the 40-minute limit only applies where there are 3 or more people on the call. If employees require this to be increased, they can contact their Head of Service who will be able to give them access to their premium account. Employees can also contact Georgia Adamson or Kate Collins in the Corporate Support Team who can help schedule meetings on behalf of employees who need meetings with more than 3 people and don't have access to a premium licence. Please also see 1 (e) above.

c) Some employees experienced issues with Micollab e.g. it doesn't allow work phone calls to be made. LT will review whether Micollab capabilities can be enhanced to allow phone calls to be made from the system and so not divulging personal phone numbers. Please also see 1 (d) above.

d) There were reports of difficulty making work phone calls using personal mobiles. Employees have been asked to forward their work phone calls to their personal mobile phones where possible. If employees incur additional expenses as a result of making work calls, they can claim for the calls through expenses; attaching a copy of the relevant phone bill.

6. **Unaware of some of the support available to them**

    a) Whilst the majority of employees were aware of most of the core support available to them (e.g. Employee Assistance Programme, Mental Health First Aiders), the majority of employees were not aware of the support available from Able Futures. This is a relatively new source of support to employees and it will be further promoted in Connect.

7. **A desire to retain some of the positive elements of working from home**

    a) Many employees gave reasons for wanting to continue working from home e.g. being more productive and better able to balance their caring responsibilities. The council is not expecting employees to return to offices until it is safe and appropriate to do so. It will explore whether more remote/home working can be accommodated. Managers will continue to discuss with employees their individual circumstances and any barriers to returning to work, identifying solutions with them where they can be accommodated. Risk assessments have been undertaken in each service to allow a limited and appropriate return.

8. **Concerns regarding the impact on the environment of reverting back to previous lockdown attendance in the office**

    a) HR and LT are looking at the Cycle to Work scheme to increase the limit to £2000 to encourage a wider range of bikes to be purchased (e.g. electric bikes) which will help the environment.

    b) The council has already invested in improving the shower facilities which will make cycling to work easier and will continue to monitor.

    c) The council is also looking at increasing the use of electric vehicles across the council.

9. **Reluctance to use public transport to commute to work**

   a) The majority of employees are working from home in line with the government guidance. For a small minority of employees having to come into the office by public transport, managers have discussed the arrangements with the individual to mitigate the risk where possible e.g. allowing them to travel outside of peak times.

10. **IT issues**

   a) Many employees reported IT problems, mostly concerning logging onto the VM Ware and the system disconnecting without notice. The council is exploring how it can make VM Ware more resilient including how employees can update their password remotely.

   b) Some employees reported issues with not having access to a printer. In line with the council's green agenda, employees are encouraged to limit their printing where possible. Employees are reminded to use the Print Team for any bulk printing. If employees need to print documents they should try to do this when they are in the office.

11. **Concern regarding the cleanliness of the offices when employees return**

   a) Full risk assessments have taken place and measures implemented. A thorough clean has been undertaken and systems are in place to ensure this continues to be regularly monitored. The risk assessments can be found on the intranet.

---END---