

Employee Wellbeing Survey – June 2020

Appendix C - General comments from employees

I am grateful to East Herts for allowing me to balance work and childcare at this present time, which without saying is extremely tough.

On the whole I think EHC has adapted quickly and effectively to a homeworking set up and I've found a number of positives in work from home. The support and communications from leadership have been consistent and helpful and have helped reduce any feelings of isolation.

I think remote working is the future as we are continuing to provide services even with staff working from home who were told that it was not possible for them to remote work before.

Before anyone returns I expect all offices will be `deep cleaned `properly by a reputable firm and checked this has been done before anyone enters to work?

I also assume the amount of hand sanitises and alcohol cleaning fluid and wipes will be put on every single desk, irrespective of whether they are hot desks or not?

Because before all of this there were not enough cleaning items given for hot desks and this was often brought to the attention of managers, to the point where on some occasions we as individuals had to go out and buy our own.

Clear desks policies were also not adhered to and the state of hot desks and equipment after use was quite frankly disgusting.

So going forward I would hope that this is made abundantly clear that all desks, IT equipment and phones are cleaned before and after someone has used the desk EVERY single time.

I am nervous about returning to Wallfields, hot-desking will be an issue I believe, I am not sure the standard of cleanliness is up to 'virus' capabilities, certainly having witnessed the cleaning procedure, I would not feel comfortable not knowing if my work area would be safe. I am aware eventually we will go back to normal whatever that is now, however I think we all need to take stock that we have made this work whilst being at home and

should embrace what we can from that, the environmental impact, the green agenda etc. We also need to ensure we still listen to government advice as stated at the recent Staff Briefings.

I feel that the council is taking a very sensible approach to re-opening, I don't feel it is panicked or rushed. I feel staff well-being is being really considered. Right now, I don't want to go back because I have not left the house much and still feel really nervous about the virus. I look forward to a time that I feel safer and feel comfortable being in an office environment again. It would be nice to be able to work at home on the odd occasion that I really need some quiet time, particularly if the children are back at school.

I am mindful that this survey is for the health and well being for staff who are working but what about staff who are furloughed?

I would still like to see more investment in IT and communication. If we were to invest heavily in this area everything else would fall into place. We talk about digital East Herts but if we were to improve the reliability of our systems and therefore the confidence of the public we would have the response that leadership is looking for. However, in my experience are systems are unreliable, and not very informative.

Any community news systems unavailableWe need a CRM system and someone to manage it well. This prevents a lot of communication through other channels. Complaints etc and repeated contacts. A CRM system or similar would also be an advantage across the council and an asset tool for us all working from home. It is something that would benefit all across the organisation both staff and customers.

Would welcome any additional training in the technology useful to work from home.

I think it would be worth someone calculating an estimate of how many thousand miles a year of commuting would be saved if we all worked from home; encouraging home working permanently (where it does not impact on service delivery) would make the operations of the council far more sustainable. Say 75% of staff worked from home, that would make a massive impact in sustainability terms, and perhaps in the medium-to-long-term the council could make money by leasing out more of Wallfields?

I would like there to be some encouragement for staff to meet for socially distanced meetings / or catch ups. The benefit of this for our mental health and morale is far reaching and also not breaching gov guidelines.

This is such a golden opportunity to make a massive difference to the environment. The air outside is so much cleaner and it can stay clean if working from home is embraced more widely than just during the current lockdown.

I'm able to do all of my work from home, so there is no impact on the service provision. Although I do miss the interaction in the office, for me the benefits of working from home far outweigh those of working in the office!

---END---