

Appendix 1 HOTFROG SURVEY FOR WARWICK DISTRICT COUNCIL SUMMARY DECEMBER 2012

Background

We are keen to focus on cultural change and understand how we are changing; to support this we need to understand how engaged our staff are and build this engagement. We also need to understand if staff are not engaged why that is and if they are feeling under pressure in their roles - at all levels. There is a strong correlation between engaged staff and wellbeing that supports the belief that staff that know how they contribute to the organisation have lower levels of absence.

The Hotfrog survey measures staff engagement through asking questions about the level of control staff have over their work, how they feel they contribute, if they feel supported, if they feel stress and if this is dealt with appropriately by managers. This survey gives two indications – the levels of engaged staff as indicated by staff that feel they are not under stress, and numbers of staff that feel under stress and not supported by managers.

The first Hot Frog survey was run from 13th – 30th March 2012 with the intention that this first survey is a benchmark for assessing changes. The second survey ran from 8th-29th October 2012. It took less than 5 minutes to complete and there were paper copies available for those who did not have access to a PC. The results have not been shared with anyone apart for HR.

Results of the survey appeared to the individual immediately upon completion and there were some who scored 'red' that came to HR for further assistance.

Highlights of the Results

There are 6 categories: **Very Low**, **Low**, **Low-Moderate**, **Moderate – High**, **High**, **Very High**. See Appendix 1 for definition of the six categories.

Areas for concern would be in the **High**, **Very High** and **Very Low** categories

Whole Organisation:

	March 2012	October 2012
Total responded	247	234
% responded	36%	41%
Number reported they are stressed	106	109
Number that no action was taken	44	41

- There is a fairly low response rate in both surveys – indicating a lower level of staff engagement overall – as fewer people completed the survey

- Fewer responses the second time but a higher overall percentage replied
- 'Numbers reported stressed' represents staff that say they were under stress and had reported it – it doesn't ask how they reported it
- Numbers of staff that reported feeling under pressure but nothing was done about it are fairly static in both surveys
- 13 staff that appeared in March appeared again in October as feeling stressed and had not had it dealt with; of these 5 were undergoing service changes

Response Rate by Service:

	March 2012				October 2012			
	Responded	%	High	%	Responded	%	High	%
Housing & Property	33	27%	8	6%	35	28%	5	4%
Culture	23	26%	3	3%	16	17%	4	4%
Development Services	5	9%	1	2%	33	59%	5	9%
Environmental Health	8	23%	1	3%	17	50%	2	6%
Finance	61	77%	10	13%	44	59%	9	12%
Neighbourhood	26	43%	3	5%	16	31%	4	8%
Community Services	15	65%	5	22%	9	43%	1	5%
Corporate & Community	51	53%	12	12%	48	56%	10	12%
Chief Exec	10	77%	1	8%	4	50%	1	13%

- There has been some changes in numbers in services so this is not a true like for like comparison but gives an overall idea
- The services with fewer staff appear to have a better response rate – which equates to better engagement levels
- Size of areas does not appear to have an impact on numbers of staff that consider themselves under stress and report it

What next?

- Some staff have already seen HR to discuss their high stress levels
- HR will discuss the results of those that rated 'high' with the Service managers and offer guidance on managing them individually
- Correlations between individuals that are showing 'high' and sickness absence levels and performance will be considered
- Service managers could look to understand their response rates

HOT FROG INDICATOR RESULTS KEY

9 - 12 VERY LOW SCORE

Survey results indicate one of three things. Either, (1) you cope fantastically with anything that comes your way, (2) it is the opposite but you are determined to struggle on or (3) you were perhaps sceptical when filling out the survey. It would be useful to work out which one it is and possibly have a conversation with your manager or someone in HR if you think you might need some help.

13 - 17 LOW SCORE

A low score tends to indicate that you are operating within your capacity and are likely to be comfortably resilient within your role.

18 - 24 MODERATE SCORE

This score indicates that there may be things going on at work, home or elsewhere which could be nudging into your underlying resilience. Although motivated, engaged and coping well, a bit of TLC and me-time may be appropriate!

25 - 28 MODERATE - HIGHER SCORE

You are likely to be implementing coping strategies, which may be progressing towards overload and could be an indication of an early stress response. Consider whether there are particularly challenging areas of your work and begin to think of any steps you can take to help you cope more comfortably. It may be an idea to speak to discuss this with your manager once the survey has closed.

29 - 37 HIGH SCORE

You appear to be experiencing a higher level of challenge than is desirable and which could be building into a stress response. If this is a transient phase you may need to do no more than pay attention to your overall work performance, quality of communication and decision making and whether you take adequate breaks. Life happens, and most people can tolerate amounts of stress for a short period especially where they can see light at the end of the tunnel.

However, if this continues, or has continued, for more than three months it may represent poor adaptation to changes in your life at home, or at work, or an habitually stressful response to demands made upon you. If persisting for more than a short period of time, such levels as these may result in stress related changes which could ultimately affect your health. We would recommend that you speak to your manager or HR to see if you can get some support.

38 - 45 VERY HIGH SCORE

Whether you choose to acknowledge it or not, you appear to be experiencing a significant stress response. You may be running ineffective strategies or you may be experiencing work/life circumstances which are beyond your current ability to cope.

In any event, we would recommend you take urgent remedial steps to get yourself back on track. It is crucial that you consult with your manager or HR now for advice on the best options for you.