

FSCF 'Returning to Face-to-Face Work' Staff Survey June 2020 – Summary Analysis

1. Survey Responses

The survey was designed to explore the feelings of FSCF staff about COVID and returning to office accommodation and face-to-face visits and meetings. The survey would help ensure staff views and feelings were held front and centre in the service return plans and service-level risk assessment that were being drafted. All FSCF staff were invited to contribute. All comments received in the survey have been included in this summary.

The survey ran online as an Office 365 form from 15 June to 26 June 2020. Staff were emailed the link on three occasions and it was posted on the web-based FSCF COVID Guidebook. The survey was anonymous.

35 responses were received, representing 62.5% of the total staff. Responses were split across all five teams (43% FIF, 20% FSEH, 17% EHC, 17% TT, and 3% PAS):

9. Which team are you in?

[More Details](#)

● EHC	6
● FIF	15
● FSEH	7
● PAS	1
● TT	6



2. What Staff are Looking Forward To

The majority of respondents said they were most looking forward to seeing their friends and colleagues again (82%), and seeing children and families again (63%).

Around half the respondents (48%) also said they were looking forward to getting more balance between home life and work life. Respondents could pick more than one option.

2. What, if anything, are you most looking forward to about returning to the office and re-starting face-to-face visits or meetings? (you can select as many as you like)

[More Details](#)

● Seeing my colleagues and frie...	29
● Seeing children and families a...	22
● Getting back into a daily routine	13
● Helping to get more balance ...	17
● Something else	2



3. What Staff Are Feeling Most Anxious About

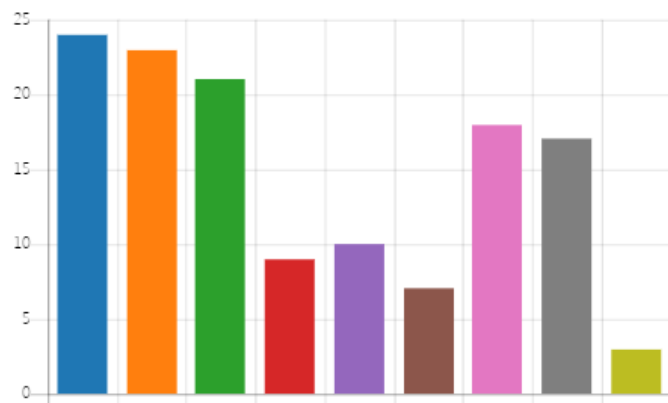
The majority of respondents said the things they were feeling most anxious about were travel/commute (68%), social distancing in the office (65%) and social distancing in the family home (60%).

Around half the respondents also said they were anxious about the impact on their physical health (51%) and their emotional health (49%). Respondents could select more than one option.

4. What, if anything, is making you feel most anxious about returning to an office and re-starting face-to-face visits or meetings? (you can choose as many as you like)

[More Details](#)

● The travel/commute	24
● Social distancing in the office	23
● Social distancing in family ho...	21
● Not being on my usual office f...	9
● My childcare arrangements (fo...	10
● My caring responsibilities (for ...	7
● The impact on my physical he...	18
● The impact on my emotional ...	17
● Something else	3



4. What Staff Said Would Help Them Feel More Confident

Respondents were asked what, if anything, would help them feel more confident about returning to an office and re-starting face-to-face visits or meetings. The responses fell broadly into four categories:

Clarity and flexibility about office arrangements

- Ability to choose office myself once different sites reopen, e.g. whether I will work at 5PS or Crowndale or a Community Hub like Netherwood
- Staff given the choice to work from home or come into the office as and when they want
- Knowing where I will be seated and the distance between colleagues.
- Working from home - meetings and admin-related tasks
- Staggered return into office with workers having temperature checks on entering buildings
- Having set desks for returning, where I wouldn't need to share multiple spaces on the days I am in the office. I understand this might not be possible, however, as there will be significantly reduced numbers of staff in the building at one time, this might be achievable.

- Social distancing in an open space/hotdesking office
- risk assessment
- Flexibility re hours and days coming in and out
- Office for necessity only
- Clear instructions.
- Less people in the office
- Knowing about the cleanliness
- People being sent home if they are unwell - far too many people come in unwell with a bit of a cough.
- temperature check when we get to work / visit locations
- enough PPE for everyone
- Not having to wear face coverings all day in the office.

Clarify and flexibility about visiting families

- Being able to come straight in, do home visits and go straight back home
- Knowing allocated outdoors spaces/community spaces to meet with families rather than in their homes. Spaces that have facilities for children/families (children can be occupied while having 1-2-1 discussions with parents/children).
- Families to be given the option of how they wish face to face to resume
- I feel confident about doing face to face meetings that are outside and where social distance can be maintained - I am planning on doing a couple of 'side by side' meetings with families in the next couple of weeks. I will be walking with them to the local park and spending some time playing games e.g. 'Simon says', hide and seek (parents watching) that allow us all to maintain social distance.
- having set and clear procedures and systems in place and it not being every day having a more 60/40 balance

Personal circumstances inc childcare, commuting and emotional health

- Having adequate childcare
- Being able to manage my commute safely
- Having a more flexible working arrangement and knowing that my childcare is in place
- not having a tube and train commute
- flexible (reduced) office working hours to accommodate childcare

- full support if any health and emotional matters arise
- To relax the rules around social distancing and wearing masks for a long commute
- being confident emotionally to stay and remain safe
- Not having to travel on public transport

General hopes for improvements at a national level

- More control of Covid-19 and the figures to prove it. A vaccine would be nice but unrealistic in the short term I suspect.
- A huge reduction in numbers of population either contracting or dying of the virus. A more accurate understanding of what the covid virus is and how it spreads. As being cynical individual, I believe very little as to what the media broadcast or what politicians say. (I know out of your remit).
- Returning when UK covid cases are 0
- Test and trace facility in place
- I will wait to see what systems and protocols are suggested before answering this.

5. Important Things Staff Want Us to Know

Respondents were asked what important thing they would like us to know about how they are feeling about a return to an office and re-starting face-to-face visits and meetings

Again responses fell broadly into 4 categories:

Worries about transport

- I feel totally confident in Camden putting things in place to keep me safe and my own common sense will keep me safe to an extent, I am however terrified of using London underground, and worry that not having an office space or an area to have breaks would really impact my physical health, I don't think I could physically cope if I were walking around London all day with no space to take breaks. I live in the x of England and not so worried about this commute to London, but it's the close proximity to other people on the London underground that worries me. But am generally looking forward to having some normality.
- Anxiety about the commute.
- Travelling to 5PS more than two/three times a week would be difficult due to length of journey (I am cycling) and if it rains I would like to have the option of remaining at home unless it is safe to travel on tube.
- I don't drive so commuting from home to the office to home visits around Camden makes me feel anxious.

- If we could continue parking in Camden I would be a lot happier. Without the use of my car I would be less comfortable with it.
- I am happy about being in the office as I would be able to do more effective work there - my main concern is getting to work safely.
- Currently not able to use over 60's free travel cards during peak travel times on public transport

The limitations of trying to do family work 100% remotely

- Engaging with families to assist in the process of positive change is the reason we get paid. What we are doing now is a stop gap, but falls far short of doing the job effectively.
- It will be very difficult to make good accurate assessments of situations and needs without doing any 'in person' work. So far I personally have been lucky because relationships with the families were established before lockdown however I would feel, and am feeling, cautious about how more nuanced understandings of complex family relationships can be achieved without 'in person' meetings.
- I would like management to be reminded that the ways in which we develop relationships in order to work alongside families is different when we are unable to meet and/ or be in the same physical room. I feel this is of particular importance when working with families who have been referred for support since the start of the Lockdown.
- I am slightly apprehensive about how this will work, however I'm mindful we need to return. It's an uneasy feeling.

Observations about office working

- In these months at home I realized how important it is for me to work in a quiet place. Even though I really miss my colleagues, thinking about returning to a very noisy place like 5PS, it makes me a little distressed.
- Doing 1:1 home visits with families in their homes or in an outside setting feels safer than being at the office with a few hundred people in terms of risk and exposure for all
- if there are no meetings or visits planned for that week for whatever the reason do staff still need to come in

General apprehension

- I do believe that Corona Virus is still there, and I am not sure whether or not we are hurrying up because of the government politic.
- I am very anxious about this and would be concerned about my mental health and wellbeing.
- Apprehensive
- Fairly imposed.

- Health and safety of workers and families working we are working with.
- This is something that I have concerns about, due to underlying health issues.
- Consider question 4 and the importance of this to my present lifestyle

6. Staff Questions

Finally, respondents were asked if they had questions about returning to the office and re-starting face-to-face visits and meetings. Responses fell broadly into four categories:

Questions about 5PS and offices, particularly cleanliness

- What extra steps are being taken about cleaning - it could be a bit hit and miss before Covid, so how will things be different from now on?
- How will social distancing be practised in the office?
- How certain are you about social distancing being adhered to in the office, kitchen, toilet and lift areas?
- What are the procedures that have been put in place?
- How many people would be on a floor?
- Would I be expected in the building (could I just do home visits then return home?)
- How will distancing be conducted with regards to the kitchen and toilet areas?
- We have various teams sitting on each floors how is this being managed overall?
- Great towards the suggestions and asking the HOW, matter still relates to overall needs of workers and does this mean those with support needs have to remain at work until safe to be in office
- Once at desk who is responsible for sanitising the area that has been occupied, we know each workers level of hygiene varies.
- How often will the offices be deep cleaned and / or sanitised?
- What safety measures will be put in place in the office?
- Is there a plan of how we can access our resources and personal belongings in the community sites?

Questions about home visits, social distancing and family readiness

- Will it fall to a few front line staff to cover all visits for their team?
- What happens when visiting children who can't be expected to social distance? E.g. under 5s, children with significant learning disabilities... I am not comfortable enforcing a 2 metre distance in these circumstances!
- If / when we have an initial home visit to conduct, how will we use social distancing in an overcrowded home?
- What is the confidence of the families that we work with and how would they feel given the same questions from a family's perspective. Are they ready to meet with us face to face? (This is not an attempt to create yet another survey!! :)

Questions about risks to particular groups

- Are we ready? What might be the impact on over 50 and BEM staff? Are they more vulnerable than under 50? What/How are we going to support them if they catches virus?
- What about people in the vulnerable age sector over 60's living with partner's (turning 70 later this year)?

General miscellaneous questions

- When do you think it is likely that we will return?
- As well as the above, what measures the local authority will be putting in place to ensure covid 19 is curtailed?
- No specific additional questions, but knowing me, I'll think of several as soon as I click on "submit"
- Nothing really. I trust and expect Camden to prioritise our well being