



## Establishment Committee

**Date:** TUESDAY, 26 FEBRUARY 2019  
**Time:** 11.30 am  
**Venue:** COMMITTEE ROOM - 2ND FLOOR WEST WING, GUILDHALL

**6. HEADLINE RESULTS OF THE 2018 EMPLOYEE ENGAGEMENT SURVEY**

Appendix to the report.

**10. RESULTS OF THE FLU JAB PILOT SCHEME**

Report of the Director of Human Resources.

Item received too late for circulation in conjunction with the Agenda.

**John Barradell**  
**Town Clerk and Chief Executive**

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# 2018 Staff Survey Results

Agenda Item 6

Your  
Voice  
Matters!

Response Rate:  
62%      2,310

[My Work](#)

[My Line Manager](#)

[Senior Leadership](#)

[Learning & Development](#)

[Pay & Benefits](#)

[Health & Wellbeing](#)

[Inclusion & Fair Treatment](#)

[Inappropriate Behaviour in the Workplace](#)

[Whistleblowing & Safeguarding](#)

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[Employee Engagement](#)

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# 2018 Staff Survey Results



Response Rate:  
62% 2,310

## My Work % positive in green

I am interested in my work	92%	
I am clear about what I am expected to achieve in my job	86%	
I have the skills I need to do my job effectively	93%	
My job makes good use of my skills and abilities	75%	
I am satisfied with the physical environment where I work	57%	
I am sufficiently challenged in my work	74%	
I have the tools I need to do my job effectively	71%	
I have an acceptable workload	63%	
I am trusted to carry out my job effectively	89%	
I have a clear understanding of the purpose and objectives of the City of London Corporation	76%	
I understand how my work contributes to the success of the City of London Corporation	81%	

# 2018 Staff Survey Results



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## My Line Manager % positive in green

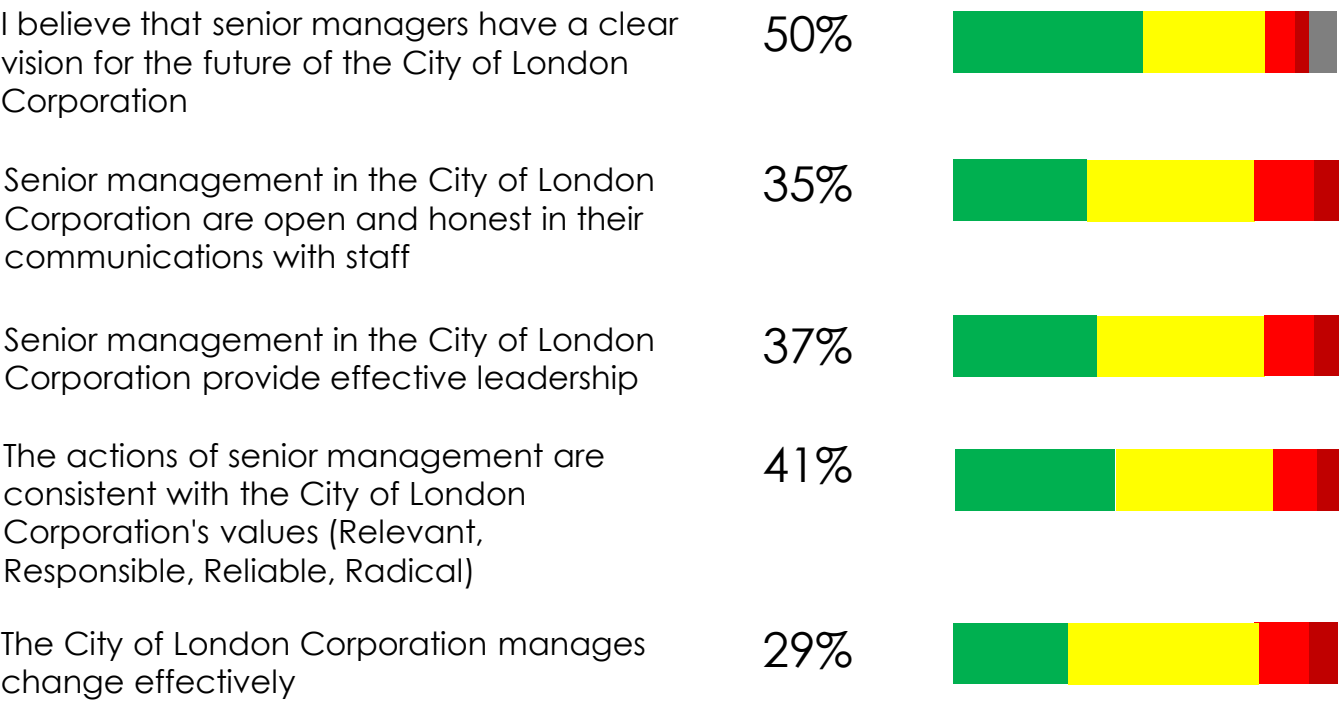
My Line Manager recognises and acknowledges when I have done my job well	78%	<div><div></div><div></div><div></div></div>
My Line Manager motivates and inspires me to be more effective in my job	64%	<div><div></div><div></div><div></div></div>
My Line Manager is open to my ideas and suggestions for change	73%	<div><div></div><div></div><div></div></div>
My Line Manager helps me to understand how I contribute to City of London Corporation's objectives	56%	<div><div></div><div></div><div></div></div>
I receive regular feedback on my performance	63%	<div><div></div><div></div><div></div></div>
The feedback I receive helps me to improve my performance	62%	<div><div></div><div></div><div></div></div>
My Manager deals with all of my team fairly and consistently	64%	<div><div></div><div></div><div></div></div>
Poor performance is dealt with effectively where I work	36%	<div><div></div><div></div><div></div></div>

# 2018 Staff Survey Results



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## Senior Leadership % positive in green



# 2018 Staff Survey Results

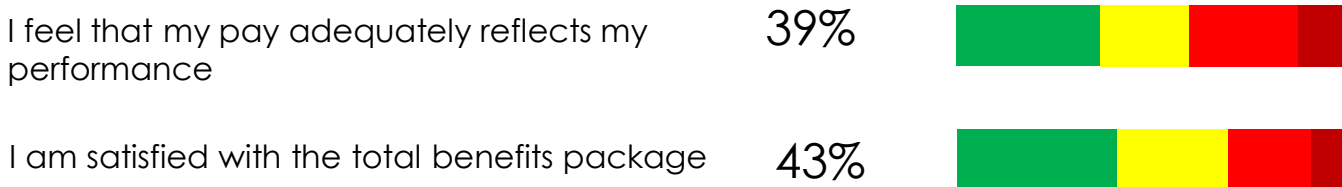


Response Rate:  
62% 2,310

## Learning & Development % positive in green



## Pay & Benefits % positive



## Health & Wellbeing % positive in green



# 2018 Staff Survey Results



Response Rate:  
62%      2,310

## Inclusion & Fair Treatment % positive in green

I am treated with respect by the people I work with	81%	<div><div></div><div></div><div></div></div>
I think that the City of London Corporation respects individual differences (eg cultures, working styles, backgrounds, ideas)	73%	<div><div></div><div></div><div></div></div>
I feel comfortable being myself at work	83%	<div><div></div><div></div><div></div></div>
The City of London Corporation is open to talent from all class backgrounds	67%	<div><div></div><div></div><div></div></div>

## Inappropriate Behaviour in the Workplace % positive in green

Inappropriate behaviour is dealt with effectively in the City of London Corporation	43%	<div><div></div><div></div><div></div></div>
I feel able to challenge inappropriate behaviour in the workplace	59%	<div><div></div><div></div><div></div></div>

## Whistleblowing & Safeguarding % positive in green

Should the need arise, I would feel comfortable using the City of London Corporation whistleblowing policy	58%	<div><div></div><div></div><div></div></div>
Should the need arise, I would feel comfortable using City of London Corporation safeguarding policy	76%	<div><div></div><div></div><div></div></div>



# 2018 Staff Survey Results



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## Organisational Perceptions % positive in green

The City of London Corporation is a socially and environmentally responsible employer	63%	<div><div></div><div></div><div></div></div>
Innovation and creativity are highly valued within the City of London Corporation	47%	<div><div></div><div></div><div></div></div>
City of London Corporation departments that provide an internal service to staff (eg IT, HR, Events, Payroll, Facilities Management, Pensions etc) are committed to providing good customer service	49%	<div><div></div><div></div><div></div></div>
The City of London Corporation does a good job of keeping me informed about matters affecting me	58%	<div><div></div><div></div><div></div></div>
People work well together across the different City of London Corporation departments and institutions	41%	<div><div></div><div></div><div></div></div>

# 2018 Staff Survey Results



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## Employee Engagement % positive in green

I would recommend the City of London Corporation as a great place to work	68%	<div><div></div><div></div><div></div></div>
I am proud when I tell others I am part of the City of London Corporation	68%	<div><div></div><div></div><div></div></div>
I feel a strong personal attachment to the City of London Corporation	51%	<div><div></div><div></div><div></div></div>
The City of London Corporation inspires me to do the best in my job	49%	<div><div></div><div></div><div></div></div>

## Looking to the Future % positive in green

I believe that action will be taken on problems identified in this survey	35%	<div><div></div><div></div><div></div></div>
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<b>Committee</b>	<b>Dated:</b>
Establishment Committee – For Decision	26 February 2019
<b>Subject:</b> Flu Vaccinations	<b>Public</b>
<b>Report of:</b> Chrissie Morgan, Director of HR	<b>For Decision</b>
<b>Report author:</b> Colette Hawkins, Corporate HR	

## Summary

The Establishment Committee requested officers to investigate providing a free flu vaccination for all officers and Members to reduce sickness absence levels due to flu and to maximise officer/Member wellbeing in time for the next flu season. This report highlights potential costs and other implications which will need to be considered in full.

## Recommendation

Members are asked to:

- Approve the recommendation to operate this scheme for officers in the same way as eye and eyesight tests are reclaimed, and for Members to reclaim via the Committee and Members Services team;
- Approve the recommendation that the maximum cost that can be reclaimed is £15.

## Main Report

### Background

1. In October 2018, Members considered a report on sickness absence across the City of London Corporation. A question was raised regarding whether the City Corporation should offer free flu vaccinations for all officers and Members as soon as practicably possible to reduce sickness absence levels and maximise officer/Member wellbeing.
2. A high-level report was provided to the December 2018 Establishment Committee highlighting potential costs for offering this to all officers and Members. The report also advised Members of a pilot scheme within the Open Spaces Department offering free flu vaccinations to all staff.
3. Following discussion Members asked that officers take this forward in order that a scheme could be implemented in time for the 2019/2020 flu season.

## Current Position

4. The following pre-conditions will apply:
  - a. The decision to have a flu vaccination is a personal choice, so officers and Members can choose to opt in or opt out of having a flu vaccination;
  - b. A private flu vaccination is only offered to officers and Members who do not already qualify for a free flu vaccination by the NHS. Anyone who is already entitled to a free flu vaccination should continue to receive these through their GP if they choose to have one.
5. Discussions have taken place with the Procurement team in the Chamberlains Department on the best way to implement this scheme in time for the 2019/2020 flu season.
6. Consideration was given to undertaking a full tender process which would award a contract to one provider. If this was to one organisation (e.g. Boots), it was felt that this may restrict officers/Members ability to choose where they have the vaccination. If the contract was awarded to a company which provides pre-paid vouchers at a discount which could be redeemed at several places (e.g. Lloyds pharmacy, Tesco supermarket), this could be wasteful as there would be no way to monitor if the vouchers were used, which could result in over-expenditure. This advice is based on learning from the procurement process to secure a Corporate contract for eye and eyesight tests which would have led to issues for employees who were not based centrally to the Guildhall, and for those who had their own regular optician.
7. An alternative approach, although not one that would secure a bulk purchase order is to allow officers and Members to choose where they purchase and have a private flu vaccination. A limit will be set on how much the City Corporation will reimburse. Considering this year's highest costs and to allow for any increase, it is suggested that this is capped at £15 per person. Any costs incurred above this level must be met by the officer or Member.
8. Officers would purchase the flu vaccines themselves and then reclaim this expense via CityPeople Self Service, attaching a copy of the receipt. Their line manager would then be able to approve this request. Members would submit their claim to the Committee and Members Services team.
9. The process for officers is the same used to reclaim costs for eye and eyesight tests and other expenses. By delegating this task to an individual level, it will minimise administration costs and resources, compared to operating a centrally run scheme. This will allow the City Corporation to accurately monitor take up and cost.
10. A review will be undertaken after the first year, and monitoring reports on take-up and spend across the organisation will be analysed. A comparison of sickness absence due to flu will be undertaken in 2020, comparing the data from 2018/19

to 2019/20 to see if there is an indication of a positive impact on reducing sickness absence amongst officers.

11. It is anticipated that full communications will commence in July / August to allow officers and Members time to start considering whether they wish to take up this offer when the flu vaccinations become available (this is usually towards the end of September). There is a limited window for flu vaccinations, and it is down to the officer/Member to personally arrange to have the vaccination if they wish to.

### **Open Spaces Flu Vaccination Pilot Update**

12. The Open Spaces Department offered free flu vaccinations to all its officers. This was welcomed at all levels across the Department with 81 officers (approximately 1/5<sup>th</sup> of the workforce) taking up the offer to receive a free flu vaccination voucher. It is not known how many officers did redeem their voucher as there is no way of monitoring this once the vouchers have been distributed. It is too early to identify if there has been a positive impact to reduce sickness absence for flu.

### **Financial Implications**

13. The headcount of officers and Members is approximately 4,820 (excluding Police Officers, agency workers, casual staff, contractors and consultants) and costs have been calculated on different levels of take up. This takes into account an estimated percentage of officers and Members who are already eligible for a free flu vaccination; and officers and Members who choose not to take up this option.
14. The cost for the 2018 flu vaccination has ranged between £10 and £13. The prices costed below are based on £15 per officer / Member to take into account any potential increase in cost.

<b>Staff / Members (c4,820)</b>	<b>Cost</b>
10% (c482)	£7,230
25% (c1,205)	£18,075
50% (c2,410)	£36,150
75% (c3,615)	£54,225

15. The Chamberlain has advised that these costs would be met from Department's local risk budgets. The Chamberlain's Department has advised that the City Corporation would not be required to pay tax on this as it meets the criteria known as a 'trivial benefit'.

### **Corporate & Strategic Implications**

16. Colleagues from the Town Clerks Department, including Occupational Health, and the Chamberlains Department, including City Procurement, and the Trade Unions have been consulted to discuss the options and agree a proposal of how this could be delivered.
17. This links with the Corporate Plan outcome number 2 – people enjoy good health and wellbeing.

18. A test of relevance, as required by the Public Sector Equality Duty (PSED) has been undertaken and no negative impacts were identified. Where there was positive impact this is due to the City Corporation paying for a private flu vaccination for all officers and members which goes beyond those who are covered by the NHS free flu vaccination.

### **Health Implications**

19. OH have advised that a flu vaccination may also reduce the length and severity of symptoms for flu strains that are not covered in the vaccine.

20. Efficacy in the general population is quite low, 15% in all age groups, though slightly better in children, but it is only 12.2% in those of working age. (<https://www.gov.uk/government/news/flu-vaccine-effectiveness-in-2017-to-2018-season>).

### **Recommendations**

21. Members are asked to approve the proposal to operate this scheme in the same way that officers reclaim costs for eye and eyesight tests, and for Members to reclaim costs via the Committee and Members Services team. It is proposed that this is capped at £15 per person.

### **Conclusion**

22. This report provides details of potential costs and associated implications for offering free private flu vaccinations for all officers and Members. Agreement is sought to the recommended option and to cap the amount which can be reclaimed in order that this can be implemented in time for the 2019/20 flu season.

### **Appendices**

- None

### **Background Papers**

- Public Sector Equality Duty Test of Relevance for the provision of Flu Vaccinations for all officers and members
- Flu Vaccinations – Establishment Committee Report, 3 December 2018
- Gov.UK: Tax on Trivial Benefits <https://www.gov.uk/expenses-and-benefits-trivial-benefits>

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