

Workplace Attendance Pulse Survey

31 May 2023

Overview of the Survey



The Workplace Attendance pulse survey was live for three weeks from 3 - 24 May 2023.



The workplace attendance policy was implemented in January 2023.

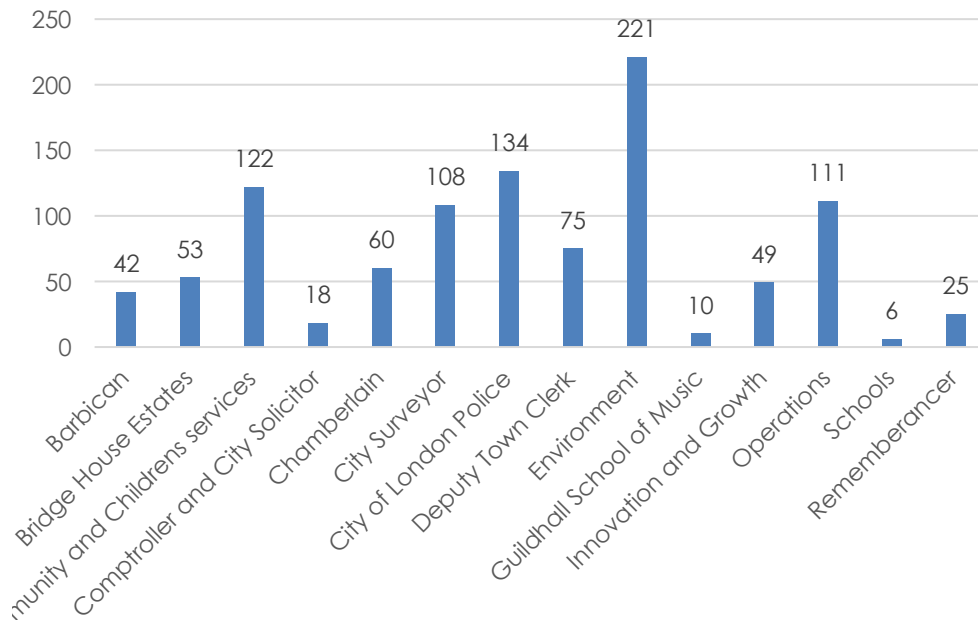


The survey collect views on the policy at he 6 m

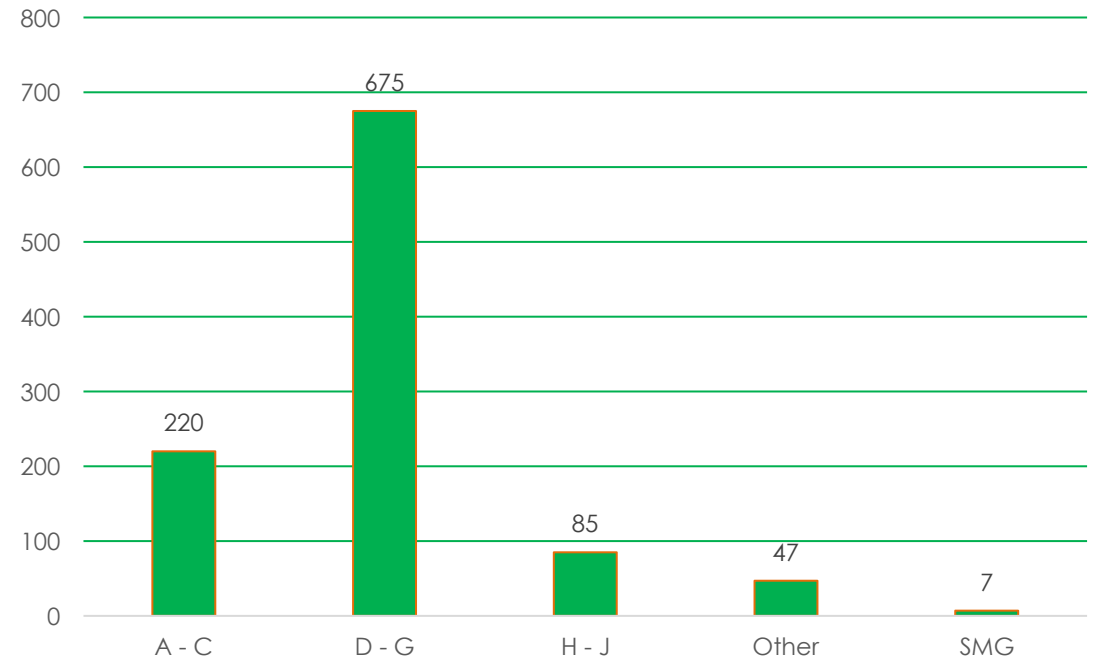
Completion numbers

1034 employees completed the survey out of 4004 which equates to 25% of the organisation

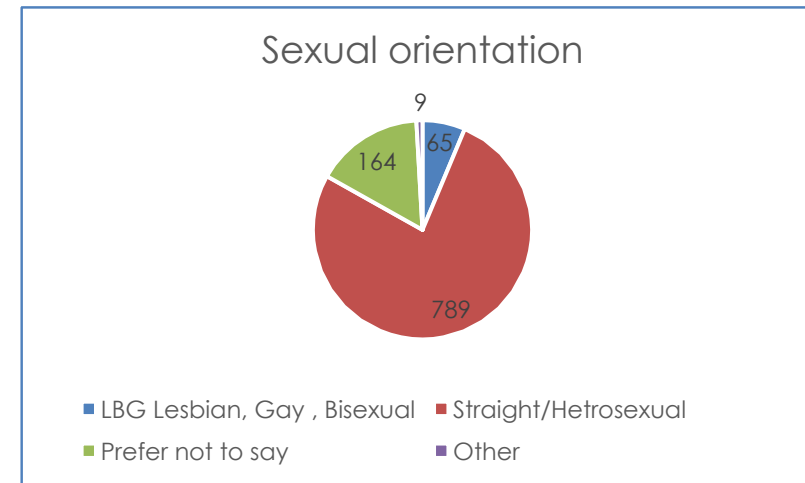
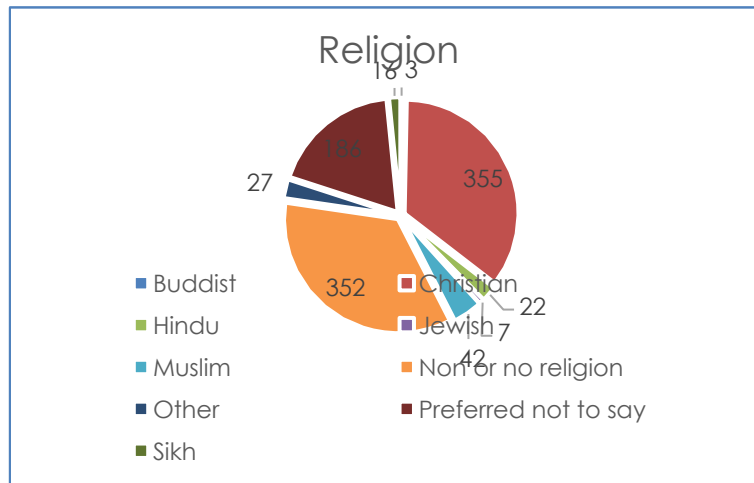
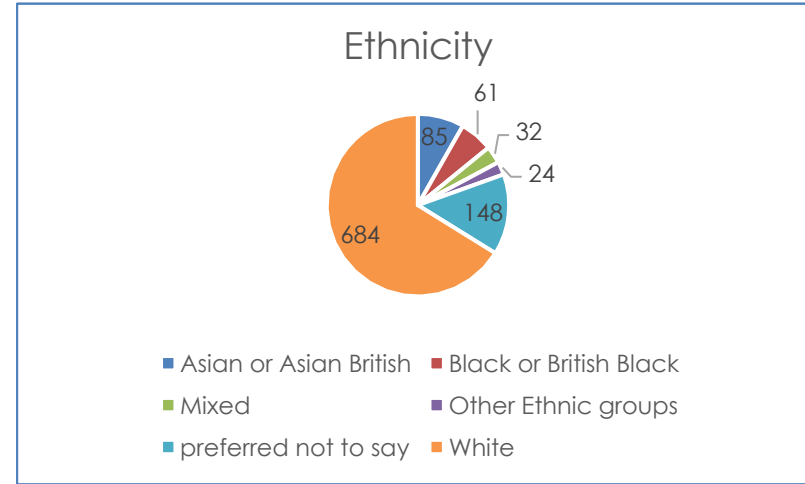
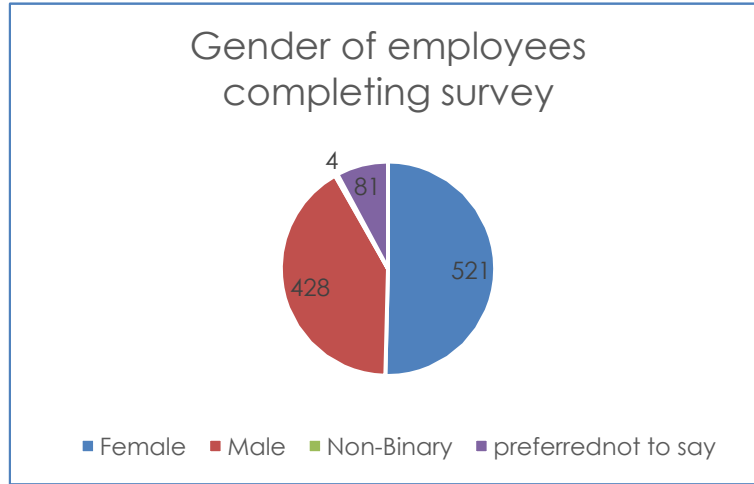
Departments



Grades

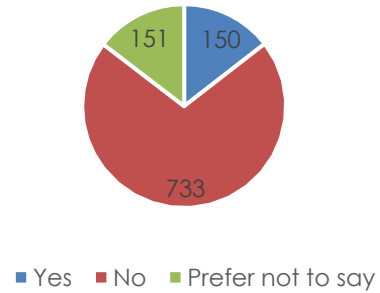


Demographics

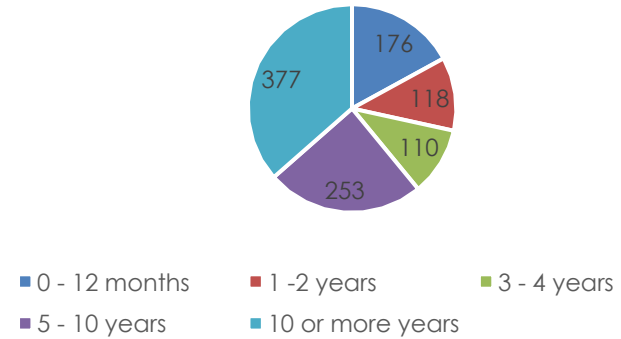


Demographics

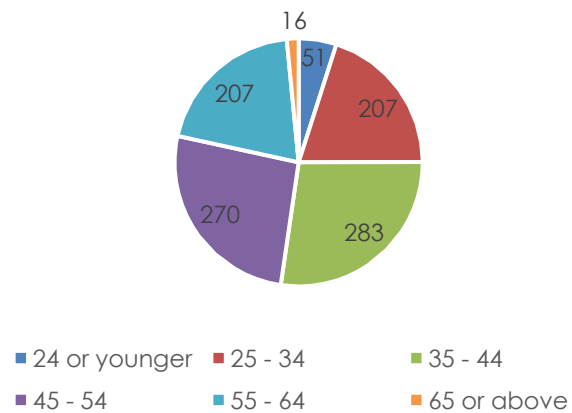
Physical or Mental Health Conditions

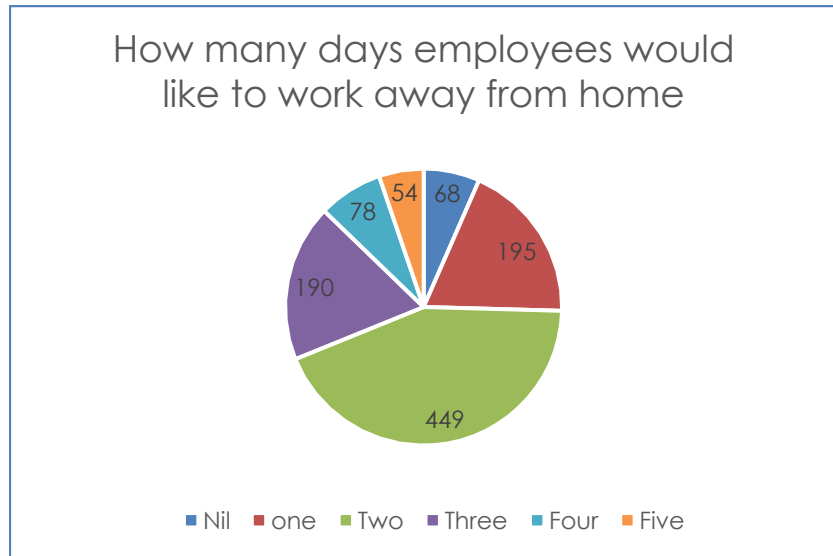
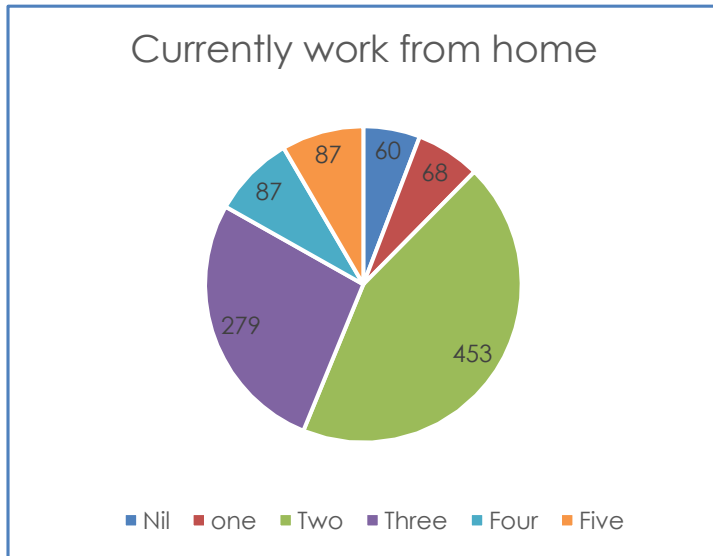
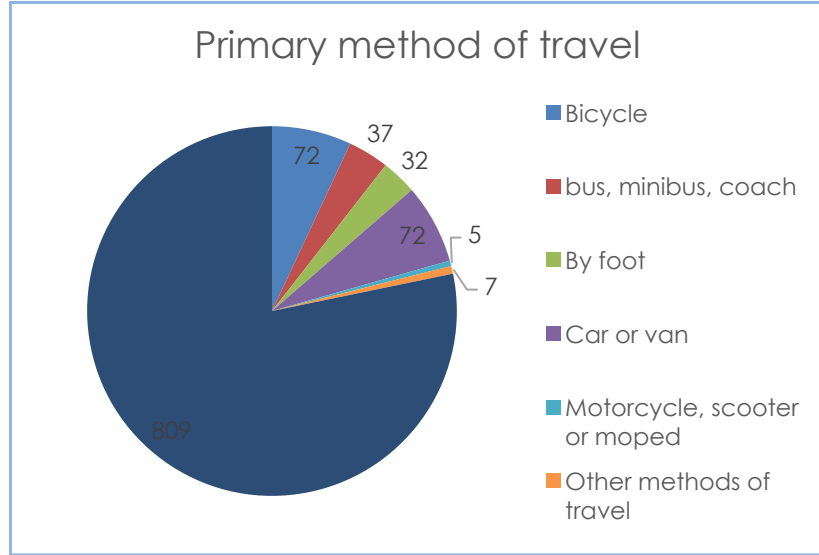
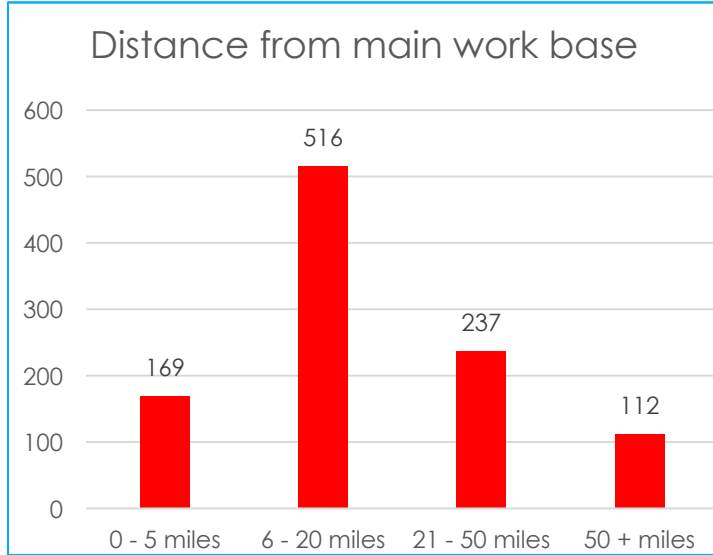


Length of Service



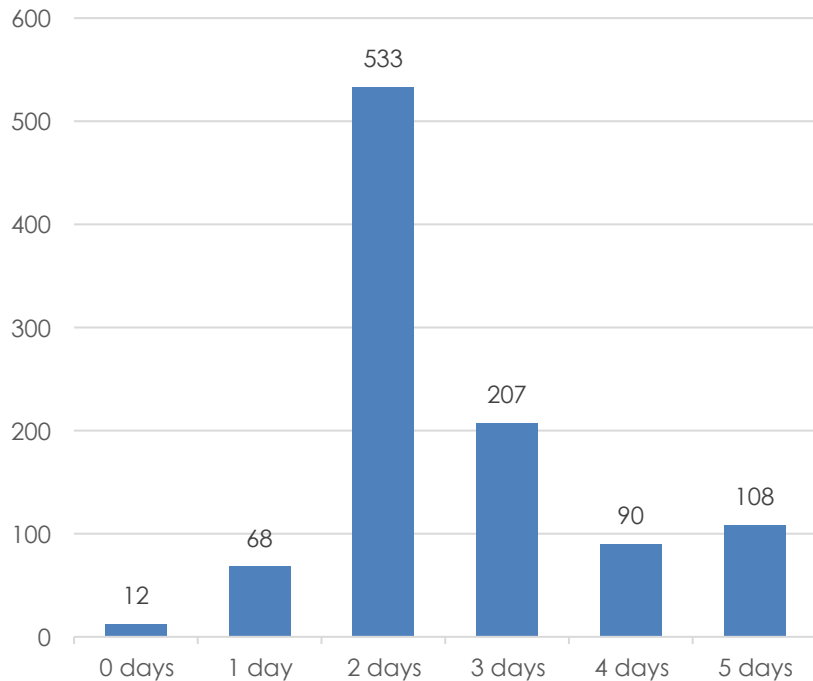
Age groups





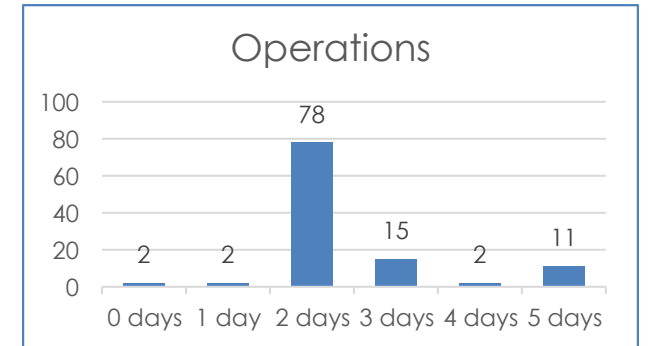
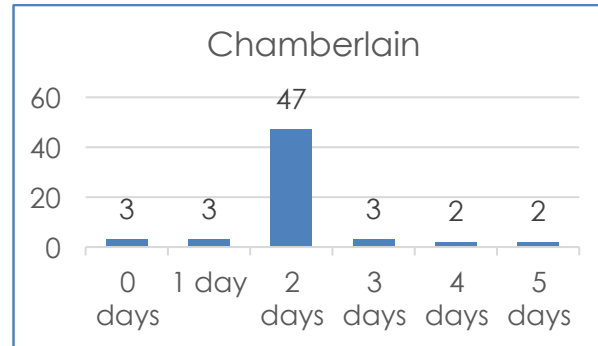
Working from base site

Most employees work from their base site 2 days a week

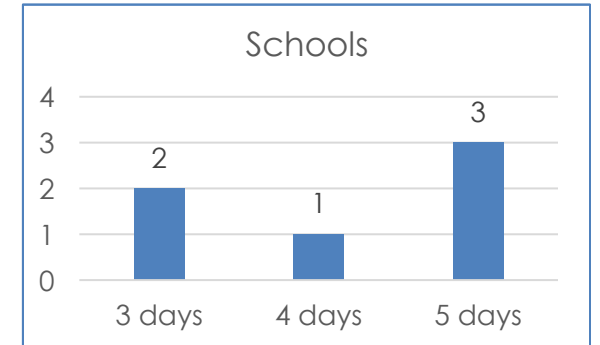
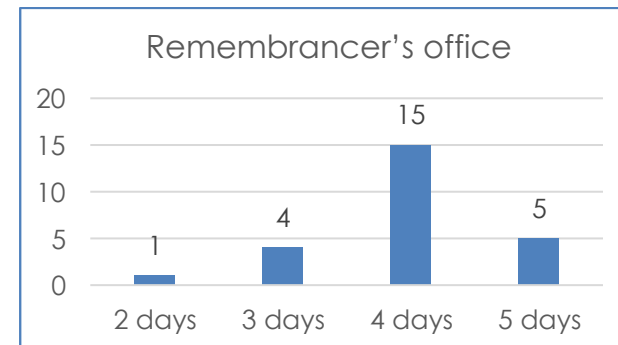


Finding is consistent across grades excluding SMG where 57% work from the office 3 days a week.

Chamberlains and Operations most commonly work 2 days in the office



Remembrancer's office and School employees work from the office significantly more than other departments



Understanding the results



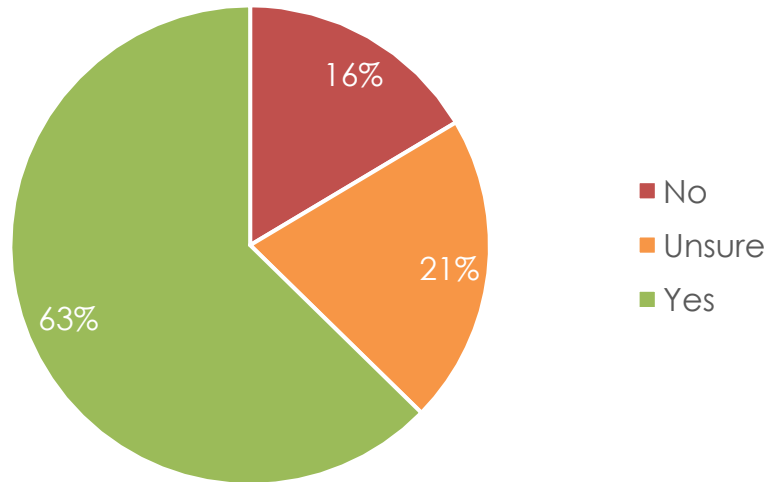
The results explained are organisation wide.



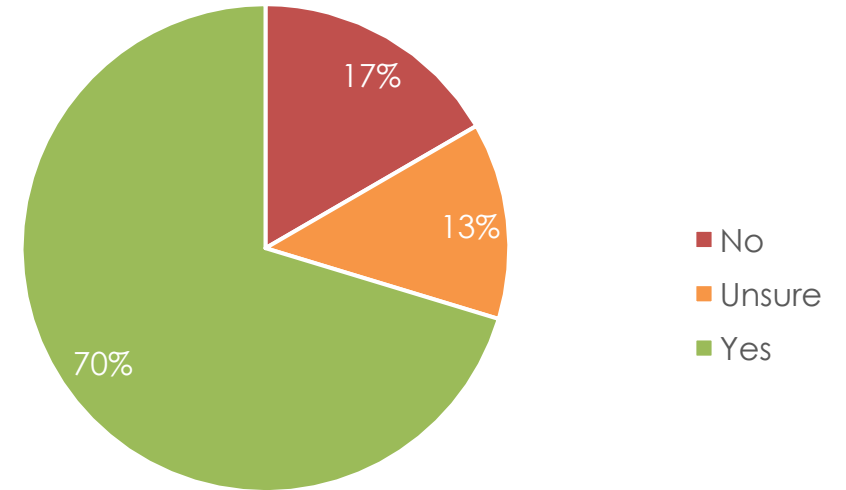
Where there is a significant difference, findings are broken down to reveal institutional and group differences and displayed visually.

The new ways of working have helped employees succeed in role

Have the new ways of working helped you meet your work goals?



Have the new ways of working helped you be more efficient at work?

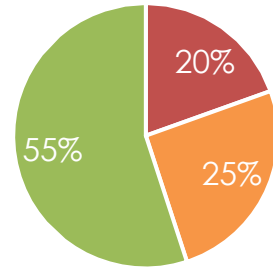


Significant findings from both questions are broken down over the few two slides...

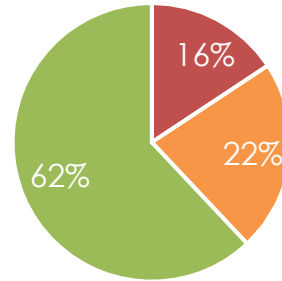
Have the new ways of working helped you meet your work goals?

Trends in responses show the workplace attendance policy favours employees more the further they live away from work:

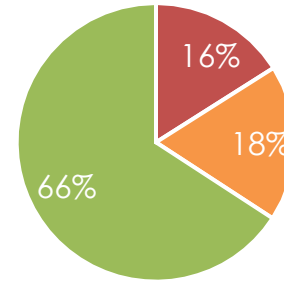
0 - 5 miles



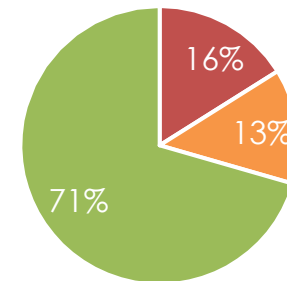
6 - 20 miles



21 - 50 miles



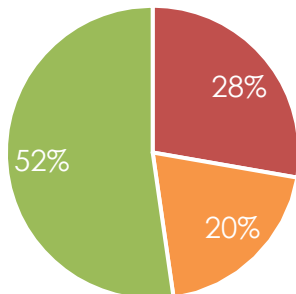
50+ miles



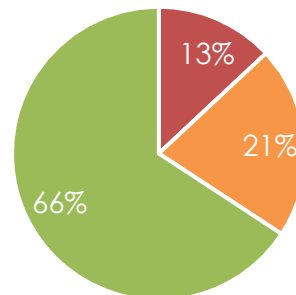
No
Unsure
Yes

... and the higher their grade

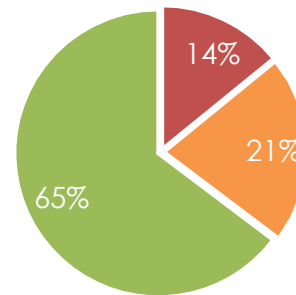
A-C



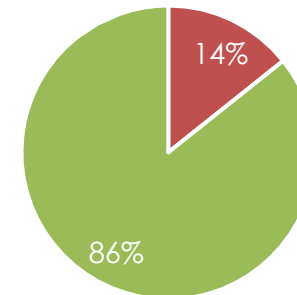
D-G



H-J



SMG



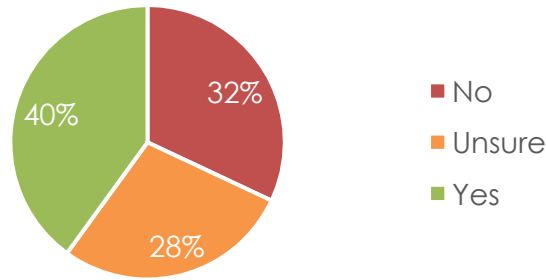
No
Unsure
Yes



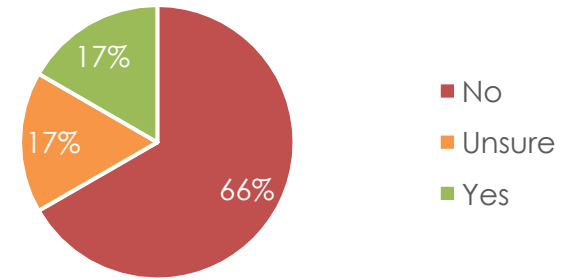
Have the new ways of working helped you meet your work goals?

The new ways of working have made the Remembrancer's Office and City of London Schools significantly less likely to meet their work goals. This may be due to less flexibility to begin with but would need to be explored further

Remembrancer's Office

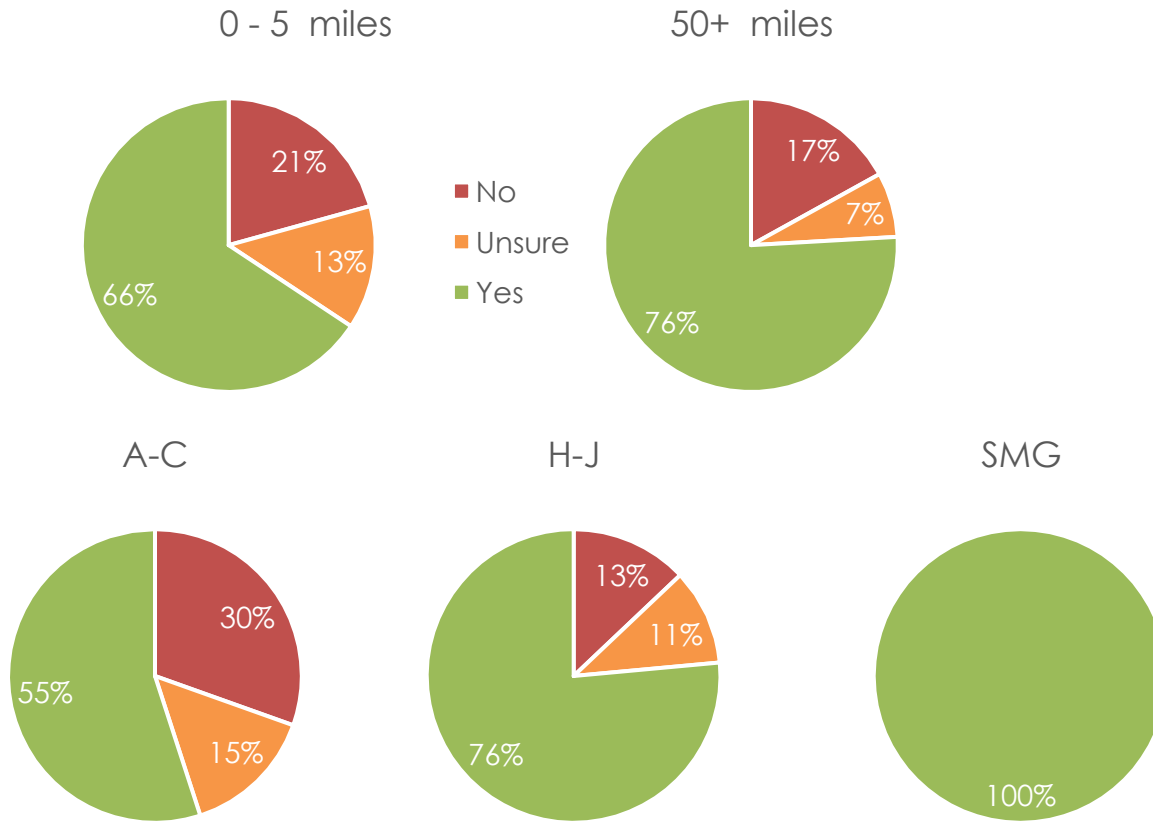


Schools



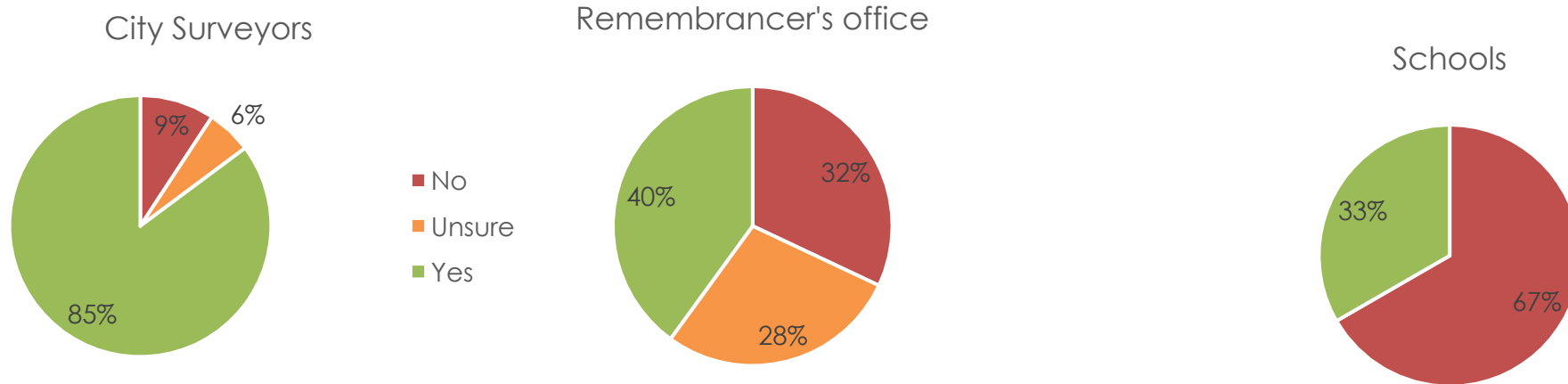
Have the new ways of working helped you be more efficient at work?

New ways of working are more likely to help efficiency the higher the grade and the further the employee lives away from work.



Have the new ways of working helped you be more efficient at work?

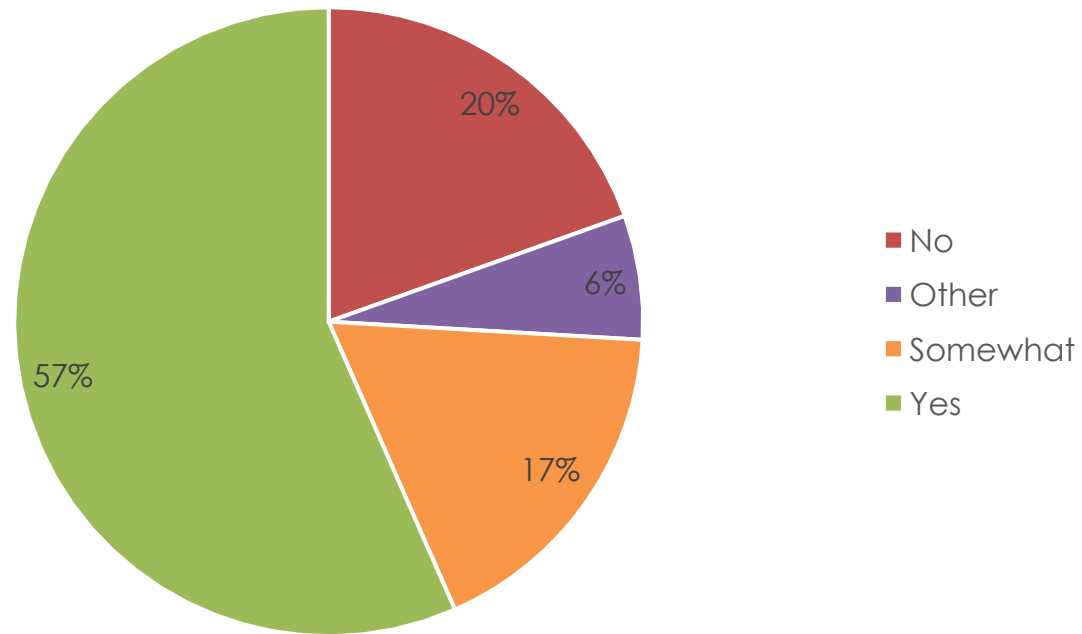
New ways of working are more likely to help efficiency the higher the grade and the further the employee lives away from work.



Work life balance improved?

The current workplace attendance policy has improved the work life balance of 57% of respondents

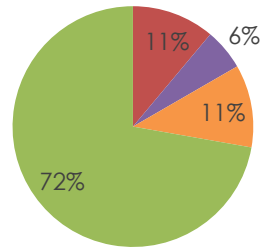
All Employees



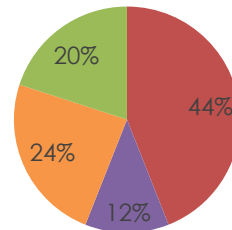
Work life balance improved?

- Comptroller & City Solicitors have experience the biggest improvement, while the Remembrancer's Office and Schools have experienced the least improvement

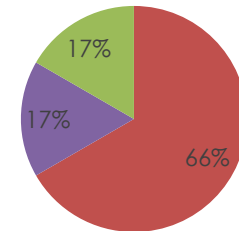
Comptroller & City Solicitors



Remembrancer's office

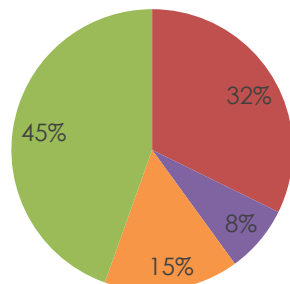


Schools

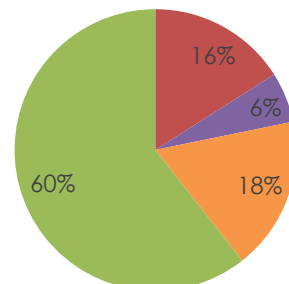


- Work life balance effects also increases with grade

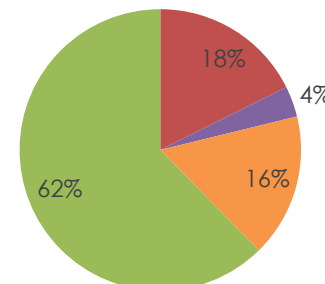
A-C



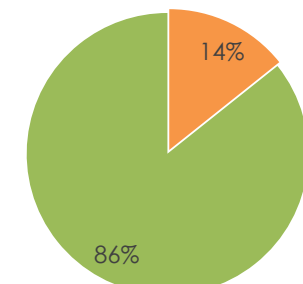
D-G



H-J



SMG



Work life balance improved?

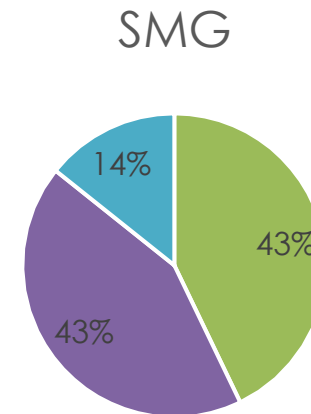
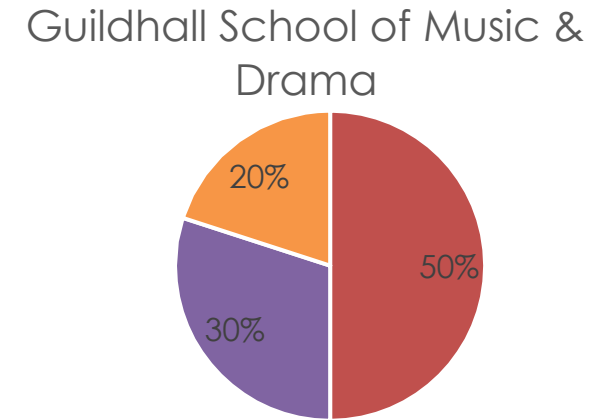
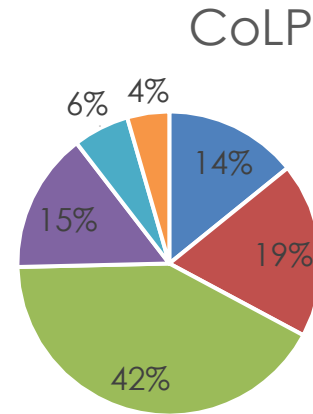
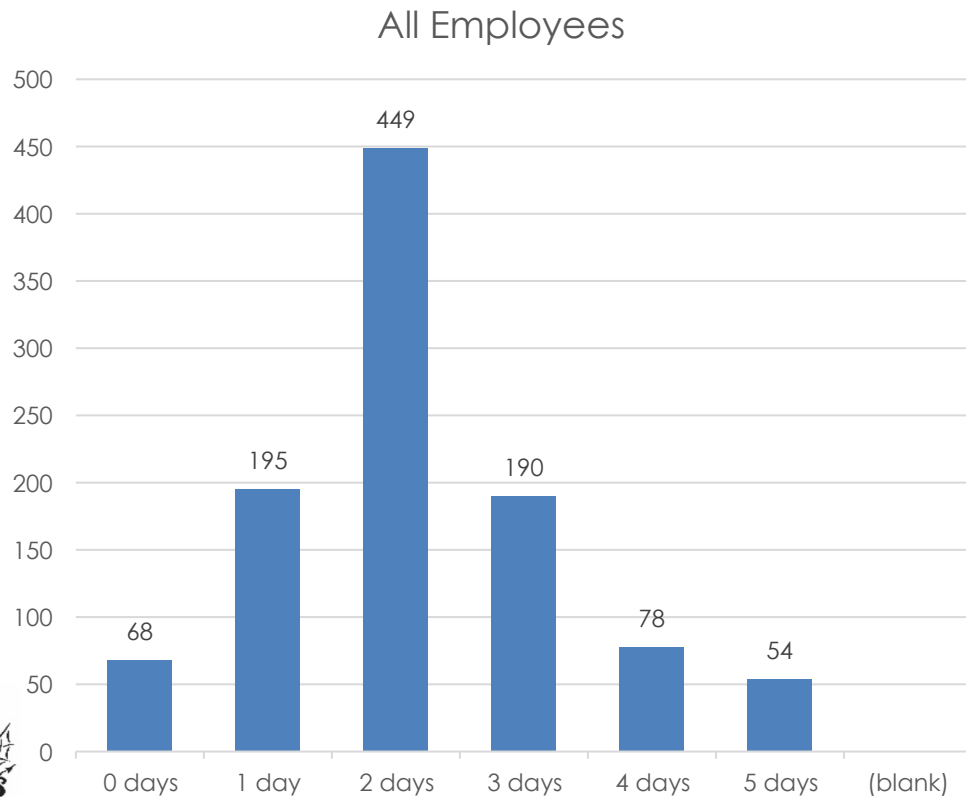


- Respondents who answered 'yes' or 'no' to this question did not specify further. All comments are from the 'other' category:
- For most, the policy hasn't changed their current work life balance as they are either a new employee or their office and home days have remained the same or fairly similar.
- The policy seems to however had negative effects to the work life balance of employees on flexible working contacts by changing their routine in cases.

Full comments in appendix A

Workplace attendance preference

43% of respondents would prefer to work away from home an average of 2 days a week



What do these results tell us?



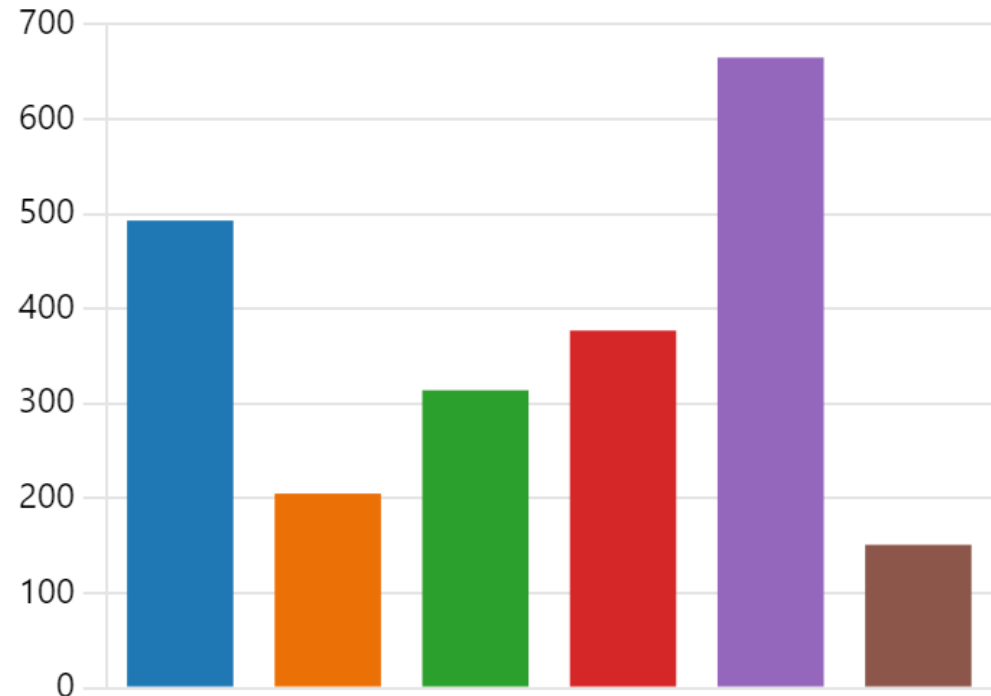
On right track with current workplace attendance policy



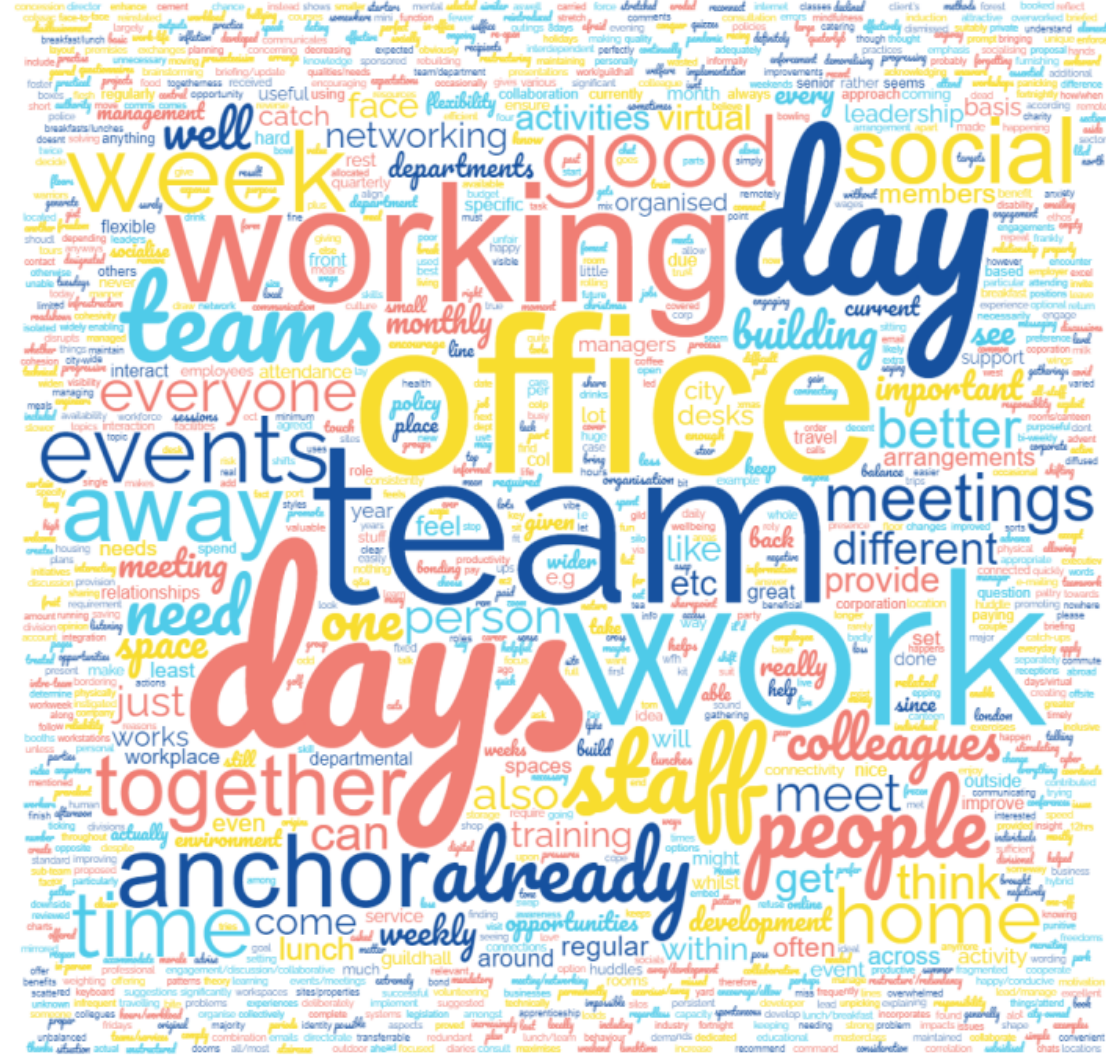
To ensure success and happiness of employees in role, rather than adjusting the workplace policy, efforts should focus on increasing social connectivity through other methods

What can the City of London do to improve work related social connectivity and development of professional working relationships?

- Team Anchor Days
- Virtual Huddles
- Meet the Leadership Team Breakfast/Lunch Events
- Employee Networking Events
- Team away/Development Days
- Other



What can the City of London do to improve work related social connectivity and development of professional working relationships?







- In response to professional development, comments asked for team building days with an allocated budget to support teams
- Majority of comments reference team social/away days with a key ask for these to be non-work related.
- Comments revealed there is backing for anchor days, but opinion is that they should be on a fortnightly or monthly basis rather than weekly.
- Other comments focused on the working environment and how improvements to office spaces (more desks, reliable internet connection etc.) can support social connectivity.

Full comments in appendix C



How can the City of London support your professional development and progression?

-  Bitesize Learning
-  Extend E-Learning Offering
-  Leading Teams working in a hybrid environment
-  Other



How can the City of London support your professional development and progression?



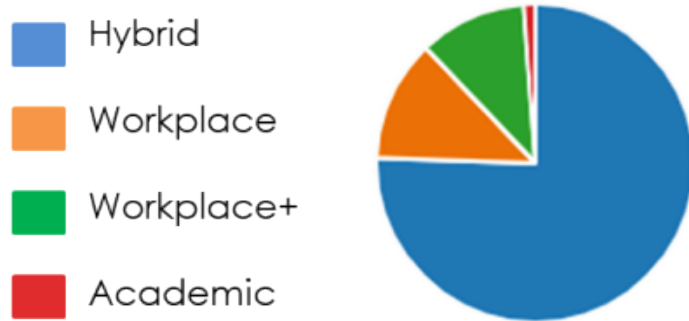
- Provide/protected time in working week for learning.
- Provide more certified external courses.
- Provide more face to face training.
- Provide bitesize E-learning modules which have specific relevance to areas across City Corporation (e.g. Finance)



Full comments in appendix D

How teams are staying connected

Most managers manage hybrid teams



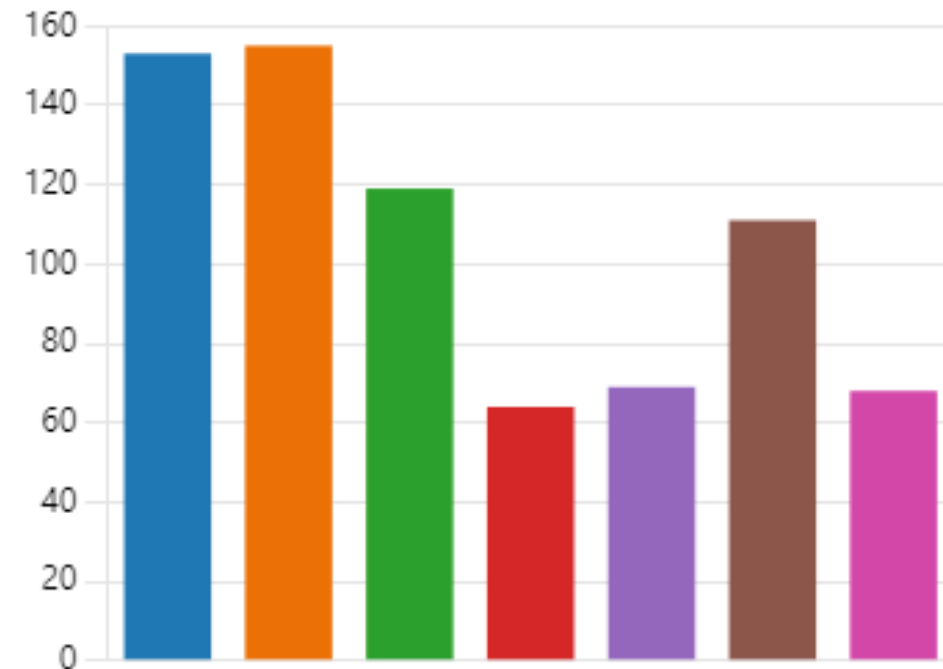
...And virtual platforms like teams essential in maintaining social connectivity

- 1 Regular 1:1 and team check ins
- 2 Face to Face Team Meetings
- 3 Utilising Teams channel
- 4 Virtual Team Meetings
- 5 Team Anchor Days



What are the challenging aspects of managing a Hybrid team for you?

- Onboarding new colleagues
- Getting to know and meet new colleagues
- Connecting with other departments
- Performance Management of your team
- Individual Performance Management
- Managing wellbeing of your team
- Other



Appendices

- [Appendix A](#)
- [Appendix B](#)
- [Appendix C](#)
- [Appendix D](#)
- [Appendix E](#)