

See Me In Work: Report on Mental Health Check Survey

Name of Organisation: Perth & Kinross Council
Contact: David McPhee
Date of Report: 19th February 2018
Number of Employees surveyed: 167
Number of Responses: 72

About this report:

This report provides the results of the **follow up Mental Health Check** that was carried out as part of your organisation's engagement with the See Me in Work programme. Throughout the report there are 'traffic light' indicators at the key touch points of '**Pre-employment**', '**In work**', '**Returning to work**' and '**Organisation Culture**'. This is designed to provide an indication of how your organisation is performing in each area. A comparison between baseline and follow up data analysis was carried out to identify areas of change. This review is for discussion and is designed to give guidance from which plans and priorities can be developed.

This survey was targeted at **167** employees. **72 (43%) participated and 0 (0%) opted out.** Out of **72** responses **65** were fully completed and **7** were partially completed.

Comparison with baseline: Response rate seems to have decreased, from **113** at baseline to **72** responses at follow up stage.

Traffic light	What the results indicate – RESPONSE RATE	Your rating
	Response rate over 50% You can generally rely on the analysis of responses from over half your employees. Recommendations based on this level of response give good information about areas to focus on.	
	Response rate 35% - 49% You can place some reliance on this level of response from employees as over a third of employees responded. Recommendations based on this level of response give moderate information about areas to focus on.	
	Response rate less than 35% You cannot rely fully on this level of response as a large majority of employees did not respond. Recommendations based on this level of response are likely to require further investigation before finalising actions. Review reasons for low response rate. Consider how to engage staff in alternative ways to get more views on mental health stigma and discrimination in work.	

Given that the overall response rate is lower than **50%**, we recommend you interpret the findings with caution and consider whether there are other ways to engage with staff. You may also want to review the reasons for the level of engagement by staff at this stage e.g.:

- Other staff surveys have been conducted in recent times

- Survey open during holiday or particularly busy periods
- Survey too complex, time consuming or not reaching people
- Fear of being identified in response
- Lack of interest in the issue or general apathy
- Reflects the average response rate to staff surveys within your organisation
- Other reason

Section 1: Profile of Respondents – Q1 – Q7

Questions 1 – 7 were included to provide a brief overview of the respondents. You may want to consider whether this response reflects the overall profile of your staff.

Out of **72** responses:

Q1: **24 (33%)** identified themselves as male and **47 (65%)** as female. **1 (1%)** participant preferred not to say.

Q2: **57 (79%)** of respondents have worked with the organisation for 5 years or over; **12 (17%)** have been employees for 2-5 years; **2 (3%)** between 1-2 years and **0 (0%)** between 6 months and 1 year; and **1 (1%)** for less than 6 months.

Q3: **61 (85%)** are full time employees and **7 (10%)** part time. **20 (28%)** of staff are on a permanent contract and **2 (3%)** of staff are on temporary contract

Q4: **19 (27%)** of staff work in **Corporate and Democratic Service**, **15 (21%)** staff work in **Education and Children’s Services**, **18 (25%)** of staff work in **Housing and Community Care Service** and **19 (27%)** of staff work in **The Environment Service**

Q5: **48 (69%)** work mainly in an office; **35 (50%)** work mainly in a setting with colleagues, **2 (3%)** work mainly outside of the office.

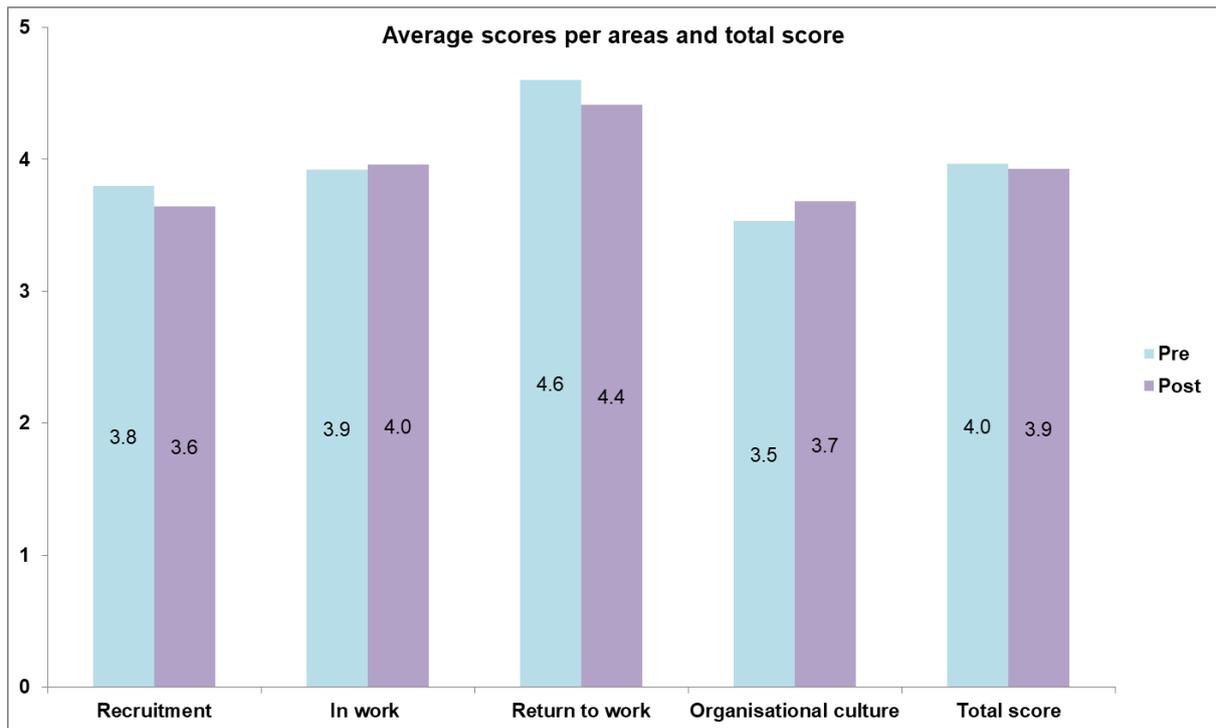
Q6 and Q7: **39 (54%)** respondents have responsibility for managing staff and **54 (48%)** have no people management responsibility.

Of the **39** who have management responsibility, **6 (15%)** of managers who responded to this question have responsibility for over 50 staff members, **7 (18%)** have responsibility for between 11-50 staff, **8 (21%)** have responsibility for between 6-10 staff and **18 (46%)** have responsibility for between 1-5 staff.

Section 2: Views and experience of how people with mental health problems are treated in your organisation.

These questions aim to provide an insight into respondents’ views on how people are treated at the following stages: **recruitment**, while **in work** and on **returning to work** following a period of mental ill-health.

The graph below shows the average scores for the different areas:



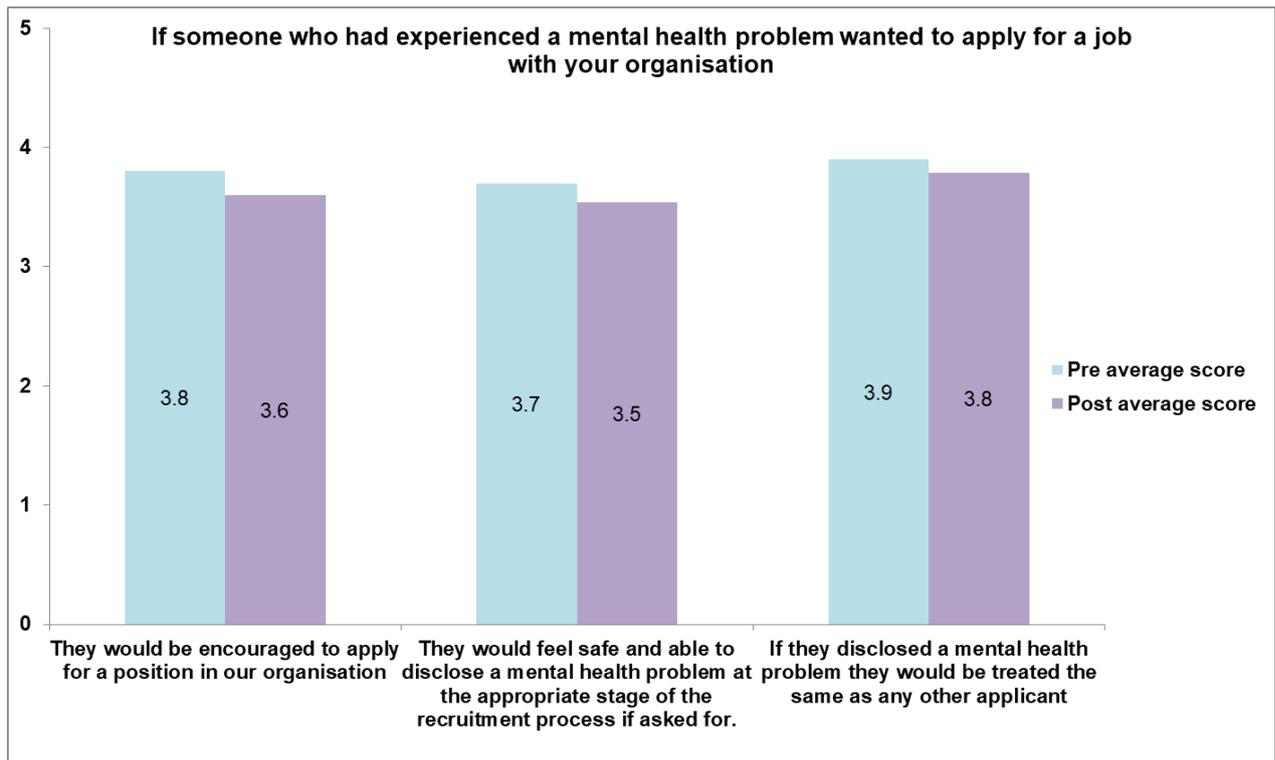
Overall, scores have remained at same levels.

Results for the individual areas are shown separately in this report. Where a change of $\pm 6\%$ has taken place questions have been highlighted in yellow.

Q8: If someone who had experienced a mental health problem wanted to apply for a job with your organisation – (Recruitment)

Answered: 65

Skipped: 7



	They would be encouraged to apply for a position in our organisation	They would feel safe and able to disclose a mental health problem at the appropriate stage of the recruitment process if asked for	If they disclosed a mental health problem they would be treated the same as any other applicant
Score	No. responses	No. responses	No. responses
Strongly agree	28% (30%)	26% (28%)	37% (41%)
Slightly agree	22% (17%)	22% (24%)	23% (20%)
Neutral	37% (32%)	35% (16%)	26% (14%)
Slightly disagree	5% (7%)	8% (13%)	8% (11%)
Strongly disagree	5% (0%)	5% (4%)	3% (3%)

Percentages in parenthesis indicate results at baseline, for comparison.

Traffic light	What the results indicate – RECRUITMENT	Your rating
	The results of this survey indicate that your organisation has a fair recruitment and selection process which is inclusive of people who experience mental health issues. Indicates all candidates would be treated fairly.	
	The results of this survey indicate that there may be gaps in either awareness or in your recruitment process relating to being fair and inclusive, or dealing appropriately with people experiencing mental health problems.	

	<p>The results of the survey indicate that your organisation may have poor practice in relation to fair recruitment and how to deal appropriately with people experiencing mental health problems, or that there is low awareness about your recruitment. There may be areas where equality aspects are not fully met.</p>	
---	--	--

Scores for questions on recruitment have remained at same levels.

Q9 If a member of staff in your current workplace was experiencing a mental health problem (In work)

5 statements were provided relating to situations **in work** and respondents were asked about their views on them. The following graph shows to what extent respondents agreed or disagreed with each one.

Answered: 65 Skipped: 7

Scores for questions about 'in work' have remained at same levels.



	They'd be well supported by management	They'd be supported to remain in work by making reasonable adjustments to their role	They'd disclose their mental health problem for fear of being moved to another post or passed over for promotion	They'd disclose their mental health problem for fear of losing their job	They'd disclose mental health problems for fear of being discriminated against by colleagues
Score	No. responses	No. responses	No. responses	No. responses	No. responses
Strongly agree	58% (59%)	55% (58%)	11% (14%)	29% (24%)	28% (28%)
Slightly agree	15% (28%)	25% (30%)	29% (28%)	26% (25%)	26% (23%)
Neutral	8% (4%)	6% (7%)	25% (17%)	25% (11%)	25% (15%)
Slightly disagree	11% (3%)	9% (1%)	29% (13%)	17% (13%)	12% (13%)
Strongly disagree	5% (4%)	2% (4%)	5% (8%)	0% (8%)	5% (8%)

Q10: If a member of staff in your current workplace was experiencing a mental health problem (In work)

5 statements were provided relating to situations **in work** and respondents were asked about their personal reaction to them. The following graph shows to what extent respondents agreed or disagreed with each one.

Answered: 65 Skipped: 7



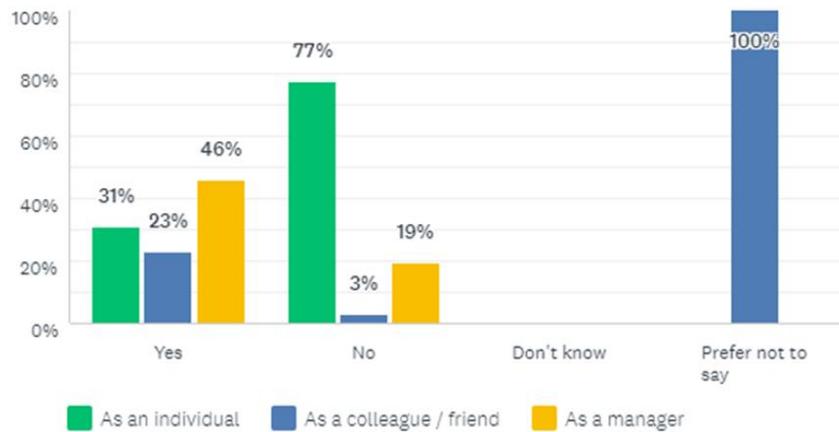
	I would want a better understanding of mental health problems so that I could behave appropriately	I would be confident to open up a conversation about their mental health if appropriate	I wouldn't be concerned they would become unreliable and put extra pressure on the rest of the team	I wouldn't be concerned about their impact on team morale and performance	I would want them working in my team
Score	No. responses	No. responses	No. responses	No. responses	No. responses
Strongly agree	66% (66%)	46% (49%)	5% (2%)	5% (3%)	78% (76%)
Slightly agree	23% (14%)	38% (33%)	18% (31%)	22% (22%)	8% (20%)
Neutral	6% (9%)	5% (4%)	11% (15%)	18% (13%)	6% (3%)
Slightly disagree	2% (7%)	8% (8%)	25% (19%)	15% (25%)	0% (0%)
Strongly disagree	3% (4%)	0% (4%)	35% (32%)	34% (35%)	2% (1%)

Section 3: Personal Experience of mental health problems

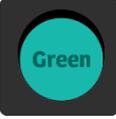
Respondents were asked to think about their own experiences of mental health in work and were asked whether it had affected them in previous and current organisations.

Q11: Have you personally experienced any mental health problems in your current organisation?

Answered: 64 Skipped: 8



	AS AN INDIVIDUAL	AS A COLLEAGUE / FRIEND	AS A MANAGER	TOTAL	WEIGHTED AVERAGE
Yes	31% 16	23% 12	46% 24	52	2.15
No	77% 24	3% 1	19% 6	31	1.42
Don't know	0% 0	0% 0	0% 0	0	0.00
Prefer not to say	0% 0	100% 1	0% 0	1	2.00

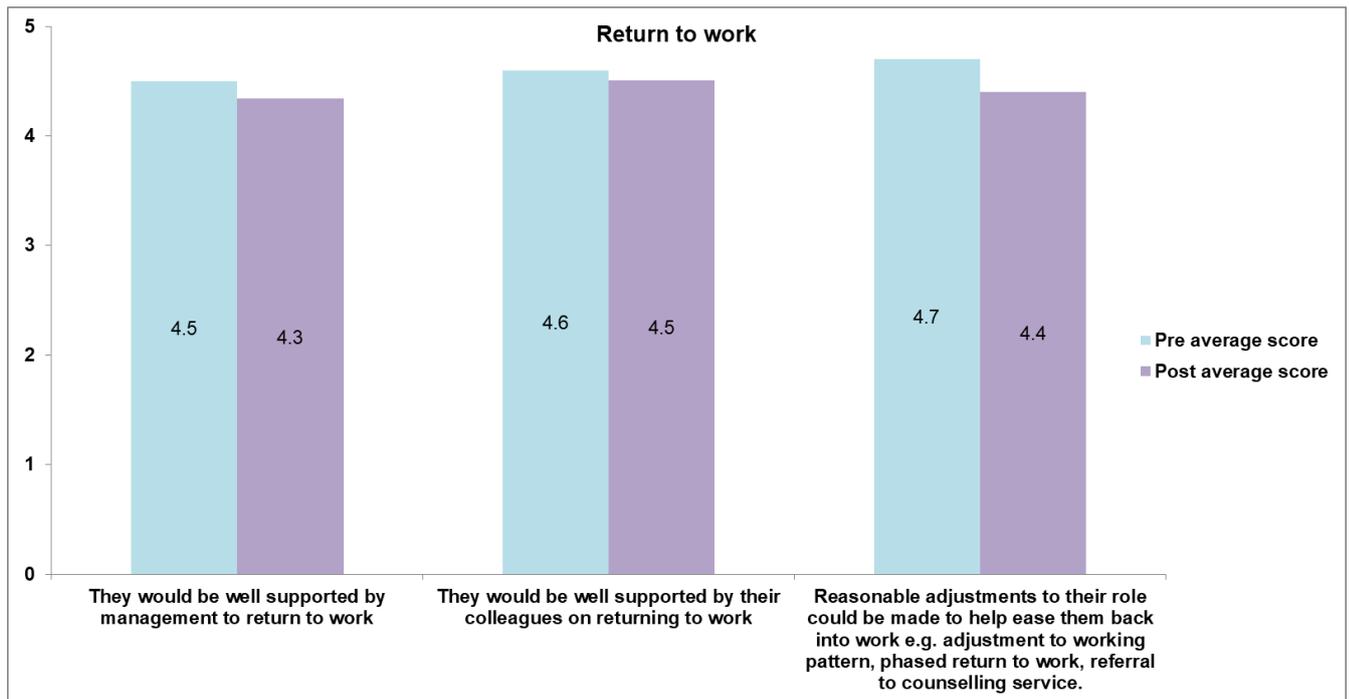
Traffic light	What the results indicate – IN WORK	Your rating
	<p>The results of this survey indicate that your organisation is likely to provide a supportive environment for employees experiencing mental health problems that may be underpinned by policies and practice.</p>	
	<p>The results indicate that there are likely to be areas for development:</p> <ul style="list-style-type: none"> • Some staff feel there may be stigma or discrimination and that it is not safe to disclose mental health problems • Staff feel they have some understanding about mental health problems and what to do, and that this could be improved • Staff feel that colleagues experiencing mental health problems could be unreliable or put extra pressure on the team 	
	<p>The results of the survey indicate that your organisation may have poor awareness and knowledge or practice in relation to dealing with people experiencing mental health problems. There are likely to be areas for improvement.</p>	

Q12: If a member of staff in your current workplace was coming back to work following a period of mental ill-health (Returning to work)

3 statements were provided relating to situations when people **return to work** following a period of mental illness and the following graphs show to what extent respondents agreed or disagreed with each one.

Answered: 65 Skipped: 7

Scores for questions on 'returning to work' have remained at same levels.



	They would be well supported by management to return to work	They would be well supported by their colleagues on returning to work	Reasonable adjustments to their role could be made to help ease them back into work e.g. adjustment to working pattern, phased return to work, referral to counselling service
Score	No. responses	No. responses	No. responses
Strongly agree	62% (68%)	65% (73%)	63% (78%)
Slightly agree	18% (20%)	22% (17%)	22% (16%)
Neutral	11% (8%)	12% (8%)	6% (3%)
Slightly disagree	6% (3%)	0% (0%)	5% (1%)
Strongly disagree	2% (1%)	0% (0%)	0% (1%)

Traffic light	What the results indicate – RETURNING TO WORK	Your rating
	<p>The results of this survey indicate that staff feel they would be well supported by management and colleagues to return to work, and that efforts would be made to ensure reasonable adjustments were made, where possible to help them to return.</p> <ul style="list-style-type: none"> The organisation could review its policies and practices to ensure they are in line with best practice. 	
	The results of this survey indicate that there may be gaps in either awareness or in policy and practice around return to work, and that there may be areas where equality aspects are not consistently met.	
	The results of this survey indicate that your organisation may have poor practice in relation to policy and practice	



around return to work, and that there may be areas where equality aspects are not fully met.

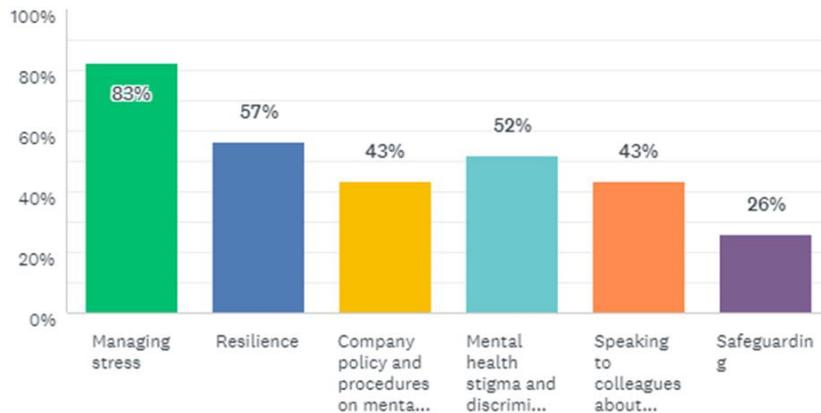
Section 4: Training on mental health issues (In work) Q13 – Q14

Respondents were asked to say whether they had received training on mental health in this organisation.

Q13: 46 (45%) indicated that they had received some training on mental health with **56 (55%)** reporting they haven't had any training on mental health. **102** people answered this question and **3** skipped.

Q14: Staff who reported that they had received training were asked to expand on issues covered.

Answered: 23 Skipped: 49



ANSWER CHOICES	RESPONSES
Managing stress	83% 19
Resilience	57% 13
Company policy and procedures on mental health	43% 10
Mental health stigma and discrimination	52% 12
Speaking to colleagues about mental health	43% 10
Safeguarding	26% 6
Total Respondents: 23	

Comments:

- "Mental Health First Aid"

- "I did an excellent day course on mental health that covered all key mental health issues. I believe this day is no longer possible but I this was an excellent intro for me."
- "I am a qualified Mental Health Officer so have lots of training additional to that provided by the organisation - as I a manager I have actively used these skills in supporting staff."
- "I think all of the above were covered but I can't remember specifically as it was last year. However I am aware of all of the above."
- "Resilience and safeguarding for children, but not amongst staff."

Traffic light	What the results indicate – TRAINING	Your rating
	The results of this survey indicate that your organisation offers a mental health training programme and that staff have access to mental health training.	
	The results of this survey indicate that there may be inconsistent access to mental health training and education in your organisation.	
	The results of this survey indicate that either few staff take up opportunities of mental health training or your organisation provides few opportunities for mental health training for staff	

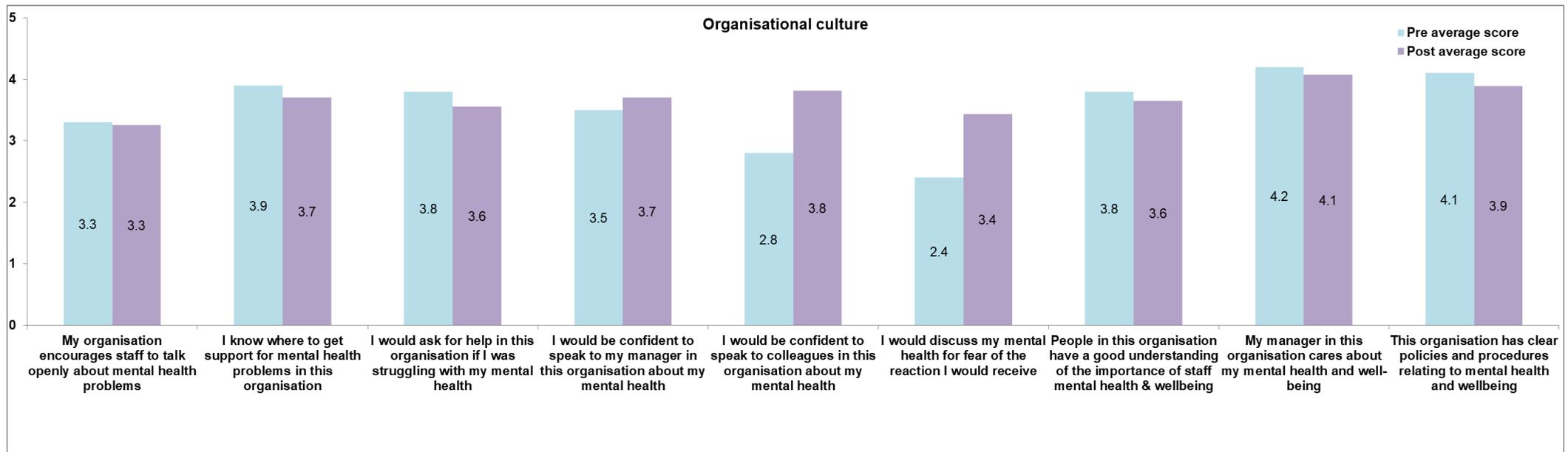
Section 5: Organisational Culture

Q15: Please consider the following statements and tick to what extent you agree or disagree with them (Organisational culture).

Respondents were asked to provide their personal responses to a series of 9 statements intended to give an indication of organisational culture in relation to mental health.

Answered: 65 Skipped: 7

Most scores for questions on organisational culture have remained at same levels. However, scores for staff 'feeling confident to speak to colleagues about their mental health' and 'disclosing their mental health for fear of reaction' changed from 'red' to 'amber' from baseline to follow up.



	My org encourages staff to talk openly about mental health problems	I know where to get support for mental health problems in this org	I'd ask for help in this org if I was struggling with my mental health	I'd be confident to speak to my manager in this org about my mental health	I'd be confident to speak to colleagues in this org about my mental health	I wouldn't discuss my mental health for fear of the reaction I'd receive	People in this org have a good understanding of the importance of staff mental health & wellbeing	My manager in this org cares about my mental health and well-being	This org has clear policies and procedures relating to mental health and wellbeing
Score	No. responses	No. responses	No. responses	No. responses	No. responses	No. responses	No. responses	No. responses	No. responses
Strongly agree	12% (19%)	40% (40%)	34% (39%)	40% (49%)	34% (26%)	8% (9%)	28% (36%)	49% (54%)	38% (44%)
Slightly agree	37% (29%)	22% (29%)	22% (28%)	25% (26%)	35% (30%)	20% (19%)	32% (27%)	25% (27%)	23% (24%)
Neutral	22% (22%)	12% (6%)	20% (7%)	9% (2%)	11% (13%)	14% (11%)	25% (11%)	9% (9%)	31% (18%)
Slightly disagree	20% (20%)	18% (14%)	12% (13%)	17% (15%)	14% (19%)	32% (23%)	6% (14%)	8% (5%)	2% (8%)
Strongly disagree	6% (7%)	5% (4%)	8% (8%)	5% (3%)	3% (7%)	22% (31%)	8% (3%)	5% (2%)	3% (0%)

Traffic light	What the results indicate – ORGANISATION CULTURE	Your rating
	<p>The results of the survey indicate that staff feel they are encouraged to talk openly about mental health problems.</p> <p>The organisations could review how it maintains an open culture which encourages discussion, and sharing of issues and best practice in relation to mental health</p>	
	<p>The results of this survey indicate that there may be gaps in either awareness or in the way the organisation deals with people experiencing mental health problems and that the culture could be improved.</p> <p>There may also be gaps in information and resources, or in people’s understanding of how to deal with mental health, and policies and procedures may require improvement or better and more consistent implementation.</p> <p>There may be gaps in relation to having a supportive culture i.e. whether or not it is okay to talk about or disclose mental health problems, or a lack of confidence in how this would be dealt with, and there may be potential for stigma or discrimination or other unfair treatment.</p>	
	<p>The results of the survey indicate that staff feel they are not encouraged to talk openly about mental health problems</p>	

See Me in Work Team:

Please feel free to get in touch. Please contact:

Patty Lozano-Casal (Health, Social Care and Workplace Manager) - See Me in Work

Patty.Lozano-Casal@seemescotland.org

Annex:

Reporting of Sections 2 - 5 - The following sections are mainly illustrated by graphs with ratings.

Coding

For statements which were worded positively (e.g. *my organisation encourages staff to talk openly about mental health problems*), agreement was rated from 1 to 5, with 1 corresponding to **"strongly disagree"** and 5 corresponding to **"strongly agree"**.

For negatively worded statements where agreement would indicate poor or stigmatising attitudes towards mental health (e.g. *I would not discuss my mental health in this organisation for fear of the reaction I would receive*), the numerical rating was reversed with 1 corresponding to **"strongly agree"** and 5 corresponding to **"strongly disagree"**.

This allows comparison to be made across the statements as a high average score indicates the same type of response. This makes it easier to identify areas where staff may hold negative attitudes towards mental health or may feel that support is lacking.

Participants were also given the option to select **"don't know"** for each of these statements. This option was not included in the numerical rating as it does not indicate a level of agreement. For any questions with a high proportion (over 33%) of the respondents selected **"don't know"**, this is reported in the text.

Traffic Lights

See Me is using a traffic light rating system for reporting back to organisations and the colour coding within the graphs reflects this:

Green rating = An average rating of **above 4** indicates that the organisation is likely to be supportive of staff with mental health problems, with managers and employees able to talk about mental health, and managers clear about what to do. This is likely to be underpinned by clear policies, procedures and practice to support staff with mental health problems.

Next steps:

1. The organisation could review policies, procedures and practices to ensure they are in line with best practice.
2. The organisation could promote commitment to being an okay and anti-stigma organisation in relation to mental health.
3. The organisation could consider how to maintain what they do well, and what improvements they could make to become an exemplary employer.

Amber rating = An average rating of between **2.5 and 4** indicates that the organisation may have gaps in the way they support mental health problems, such as in confidence or skills of staff and managers in talking about mental health or awareness of managers about what to do when an employee tells them about a mental health problem.

Next steps:

The organisation could review policies, procedures and practices to ensure they are in line with best practice and implemented consistently.

The organisation could review how it builds and maintains an okay culture where it is okay to talk about and disclose mental health problems.

The organisation could also review how it ensures all employees are informed about mental health and how it raises awareness about resources and support available internally and externally.

The organisation could also review how it ensures managers have the right skills and knowledge to support staff with mental health problems, and particularly to ensure there is no stigma or discrimination, and that reasonable adjustments are made where possible.

Red rating = An average rating of less than **2.5** indicates areas of concern including gaps in awareness and practice, and lack of confidence on the part of employees and managers in talking about and dealing with mental health problems and there may be areas where legal requirements are not fully understood or implemented.

Next steps:

1. The organisation could review policies, procedures and practices to ensure they are in line with best practice, and implemented consistently.
2. The organisation could review how it creates and maintains an okay culture where employees trust each other and managers, and it is okay to talk about and disclose mental health problems.
3. The organisation could also review how it ensures all employees are informed about mental health and how it raises awareness about resources and support available internally and externally.
4. The organisation could also review how it ensures managers have the right skills and knowledge, including legal requirements, to support staff with mental health problems, and particularly to ensure there is no stigma or discrimination, and that reasonable adjustments are made where possible. The organisation could consider how to ensure and show there is senior management buy-in and that it is okay for employees to talk about mental health problems

Don't knows

Where 33% or more of staff have stated "**don't know**", this indicates a gap in awareness or a lack of confidence in the organisation.

Next steps are likely to involve improving communications and increasing awareness of what the organisation does, how it ensures consistency and how it maintains and improves what it does in relation to mental health and fairness. Clearly, if the underlying organisation culture, policies and practices are poor, then improvement is required too so that staff can feel confident about what they are being told, and how things are changing.

Next steps:

1. The organisation could review how it communicates about policies, procedures and practices and how it demonstrates these are applied consistently and fairly.
2. The organisation could review how it ensures employees and managers know that it is safe to and okay to talk about and disclose mental health problems.
3. The organisation could review how it ensures all employees are informed about mental health and how it raises awareness about resources and support available internally and externally.
4. The organisation could also review how it ensures employees and potential job applicants know that managers have the right skills and knowledge, including legal requirements, to support staff with mental health problems, at all stages of the employment cycle from recruitment, at work, through problem periods, and in relation to returning to work.
5. The organisation could review how it ensures employees and potential job applicants know the organisation acts fairly and that staff and managers are committed to ensuring there is no stigma or discrimination, and that reasonable adjustments are made where possible.