

[REDACTED]

From: Nicholas Pole
Sent: Thursday, 23 April 2020 9:44 pm
Subject: CRO Update - 23 April

[REDACTED]

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Check-in Survey

Yesterday I got the results from our first Check-in survey. This was the one you completed earlier in the week.

The results are at the end of my note for your information, but I wanted to make a few comments around these.

- a) The 92% response rate is fantastic - thank you for your feedback.
 - b) I want to reinforce the acknowledgement of the ISU team by a large number of you – they have been terrific with their response to the questions and concerns that we have had, so well done and thank you.
 - c) While our systems and technology are very good, I acknowledge that we were not as prepared as we could have been for the “at home working phase” caused by Alert Level 4. The small flexibility allowed us through the Alert Level 3 will allow us to respond to some of these issues, but there will still be some supply and delivery issues to overcome.
 - d) We are all learning how to lead/manage at a distance and some of the comments about meetings and allowing space are indicative of that learning phase – we will all need to work together to improve that.
- [REDACTED]

Check-in Survey results

Highlights

- Leadership 85%
- Personal Wellbeing 87%
- Workplace Stressors 79%

We asked two questions requiring comment – a) what is one positive and b) what is the one issue

Positives: The top 5 (in no particular order)

- a) Being at home – no travel, flexibility, ability to manage day and to use gained time by spending time with family, for fitness activities etc.
- b) The support from ISU
- c) Technology – Zoom in particular
- d) Communications (both a positive and an issue)
- e) Support from managers/leaders

Issue

From the analysis these were the 5 themes, and these covered the majority of the responses

No 1 - No issues (or aware that there were no issues that could be dealt with in the circumstances)

No 2 - Access to equipment/connectivity - desks, chairs, not having monitors, weak wifi, lack of printers

No 3 - Zoom meeting a wide range of comments here in order of frequency – a) too many zoom meetings, b) too long, c) no consideration with timing of them, d) 40 mins time out too short

No 4 - Consideration of the issues of staff at home working – e.g. a) no time to adjust before the timelines kicked in, b) timelines too tight, given this is not a work environment and other people in the house, c) work-life balance in terms of e-mails by the bucketload and too many meetings, d) stressful time with what is happening. Several comments sought awareness that people may not be able to always do eight hours a day and communication around this.

No 5 - Training and Communications although these are confused. Ability to have videos to watch for example using One drive. There were positive comments about communication as well as comments about a need for more from ELT.