



Office for
Nuclear Regulation

Pulse Survey July 2020 High Level Results

Summary

- Overall, the results are extremely positive, particularly regarding the way ONR has adapted; **communication and engagement**; and **trust of senior leadership**.
- There was a lot of **praise** in the comments around how ONR has been **led** and has **operated** during this period of remote working, with phrases such as **'exemplar'**, **'going above and beyond'**, **'could not have been better'**, **'staff are number 1 priority'**
- There are some **hygiene factors** (DSE or IT equipment problems) which could be solved **fairly quickly** through signposting or via IT separation
- Some specific areas require further investigation and action. These are **team connection**; **support required for people with disabilities** and **targeted support for CDMs** so they can better support their teams to work remotely.
- **Cheltenham and London** staff feel more **engaged and connected** due to everyone being connected in the same way through Skype

Key headlines

- **Response rate was 80%**
 - 87% say ONR has adapted well to support my **health and wellbeing** during the COVID-19 (coronavirus) pandemic.
 - 88% **trust the senior leadership team** to support the health and safety of me and my colleagues
 - 89% feel well **informed** about the senior leadership decisions being made during the COVID-19 pandemic.
 - 94% agree that **communication** while **working remotely** has been useful or helpful
 - 85% believe their **CDM** has **supported** them to **balance** work demands with my family and personal responsibilities
 - 73% feel **connected** to their team while working remotely
 - **Wellbeing** or wellbeing related support is the **number one priority** for people at the moment
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Areas which require further investigation / support

- 57% say that that working remotely is 'going well' or 'extremely well'. 34% say it's 'Going OK' and 9% say it's 'Barely Manageable'.
 - 73% of staff feel connected to their teams. The rest are either unsure (17%) or do not feel connected (10%).
 - Those who are finding it hard to work remotely indicate they have also been very unhappy over the last 3 months, and vice versa. This has the potential of having a significant impact on people's wellbeing.
 - A number of hygiene factors were raised in the comments around IT equipment, DSE, printing etc.
 - People with disabilities feel less connection with their teams; have been less happy over the last 3 months and see having manageable workloads as priority.
 - 42% of CDMs, feel they are moderately (or less) equipped for managing remotely.
 - A number of Regulatory Staff are keen to get back on site as early as possible
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Initial Recommendations

1. **Celebrate success** of positive results and impact on staff engagement during the COVID-19 pandemic
 2. Further **research and action** is required to understand:
 - Why working remotely is ‘barely manageable’ for some of the workforce. In particular, why some individuals are not feeling connected to their teams and how ONR can support them further.
 - What specific tools or resources CDMs require to support their teams while working remotely (e.g. through CDM briefing conversations, coaching, training, etc)
 - Better understand how ONR can ensure that we providing enough support for people with disabilities to work remotely (via DIG, NWOW project and IT separation impact assessment).
 - Better understand the connection between remote working and wellbeing in order to ensure ONR is providing sufficient support or alternative working arrangements if required (through the remote working programme, mental health strategy and mental health ambassadors).
 3. Make sure everyone understands where to **access appropriate resources** for DSE and IT equipment (e.g. via Nucleus)
 4. Understand the impact on the **wellbeing of Regulatory Staff** who are not able to regulate via site visits (comments made that this is not effective regulation)
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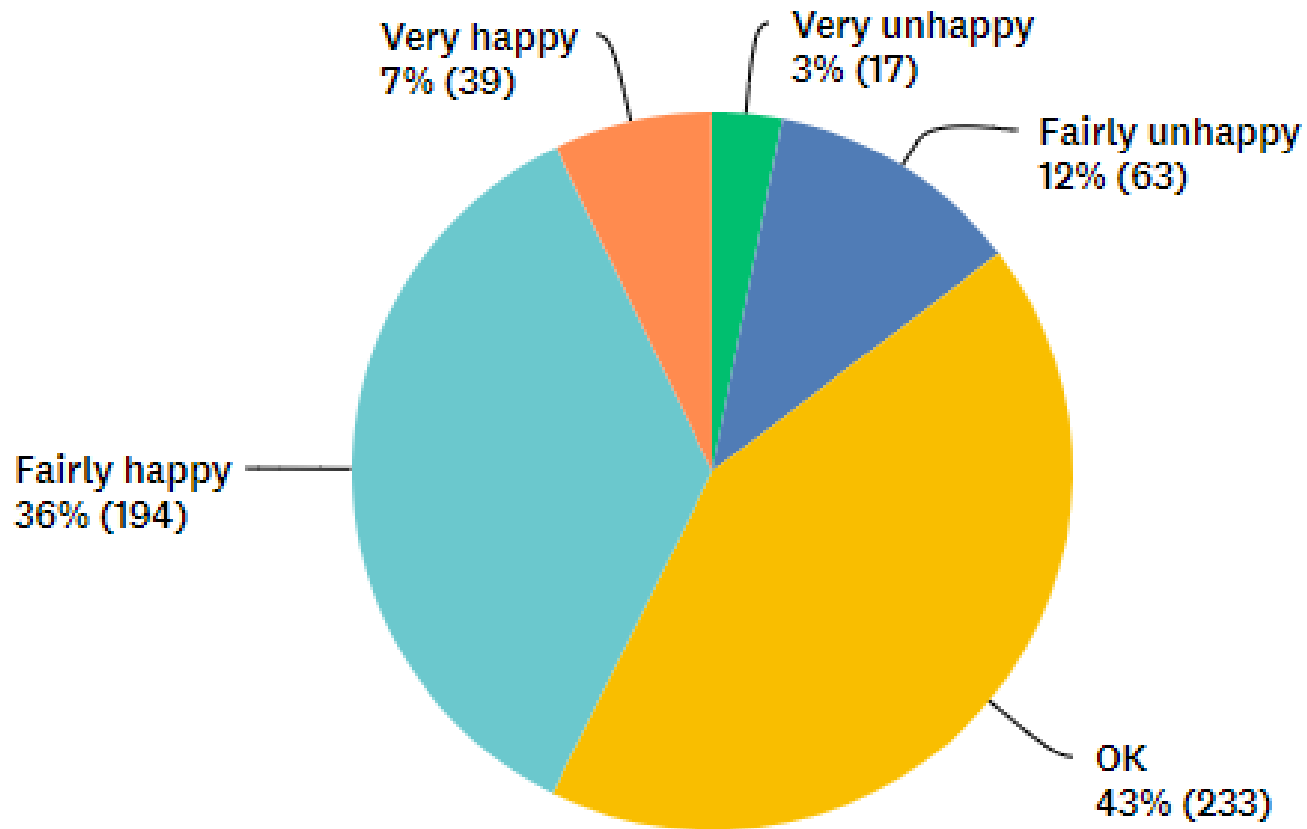


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Data Set – Pulse Survey

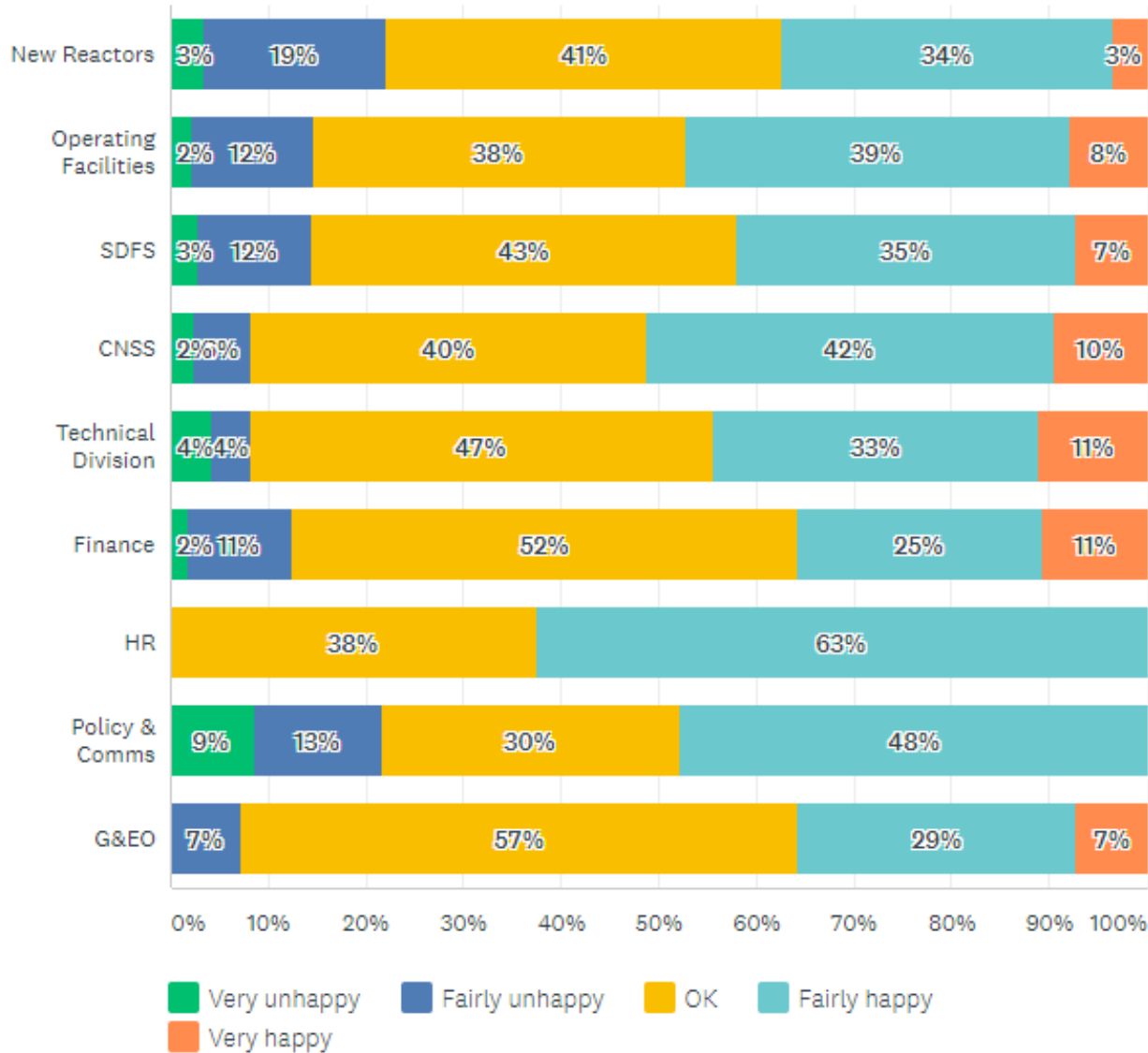


Q1. How have you been feeling overall over the last 3 months?



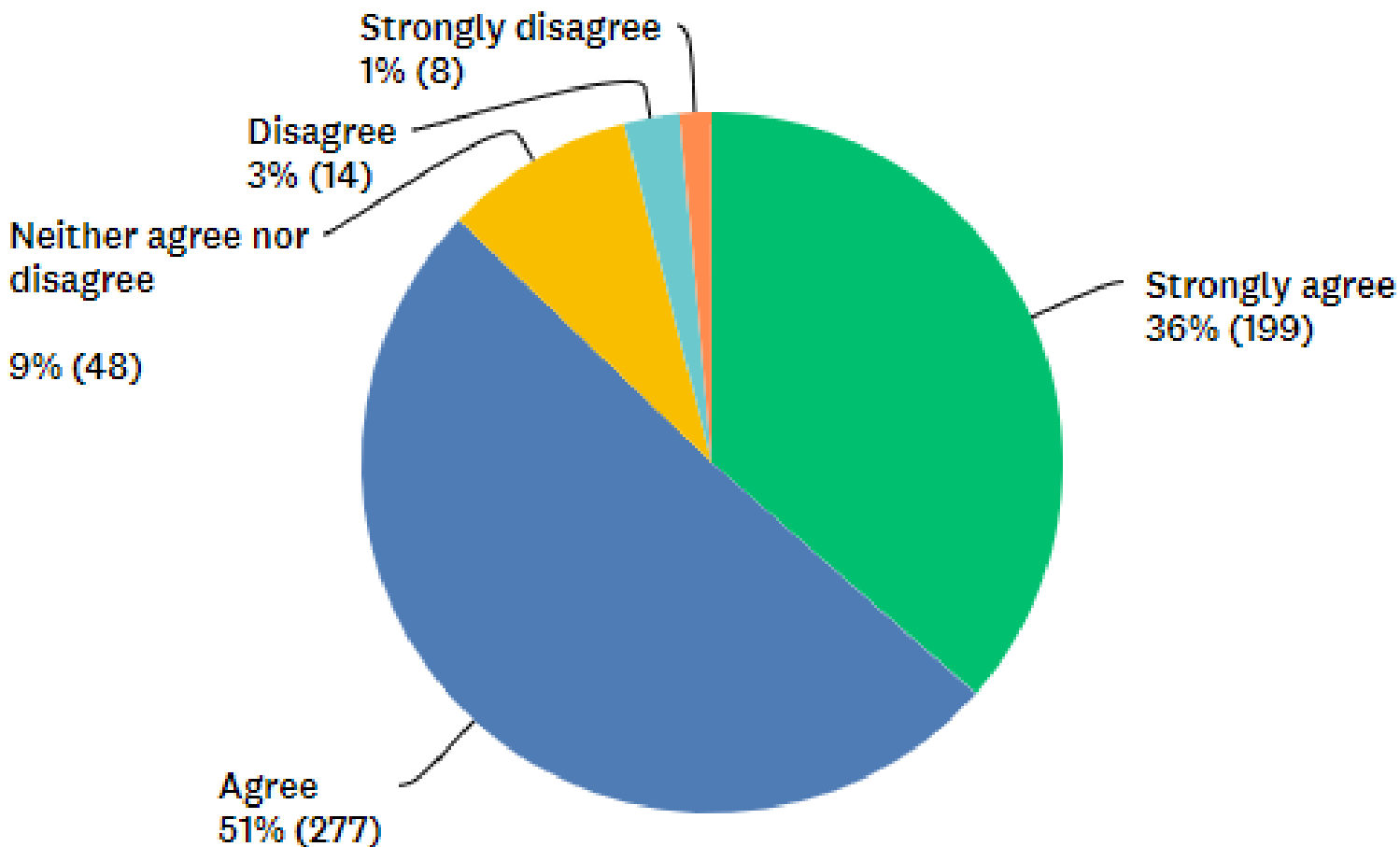


How have you been feeling (by Directorate / Division)



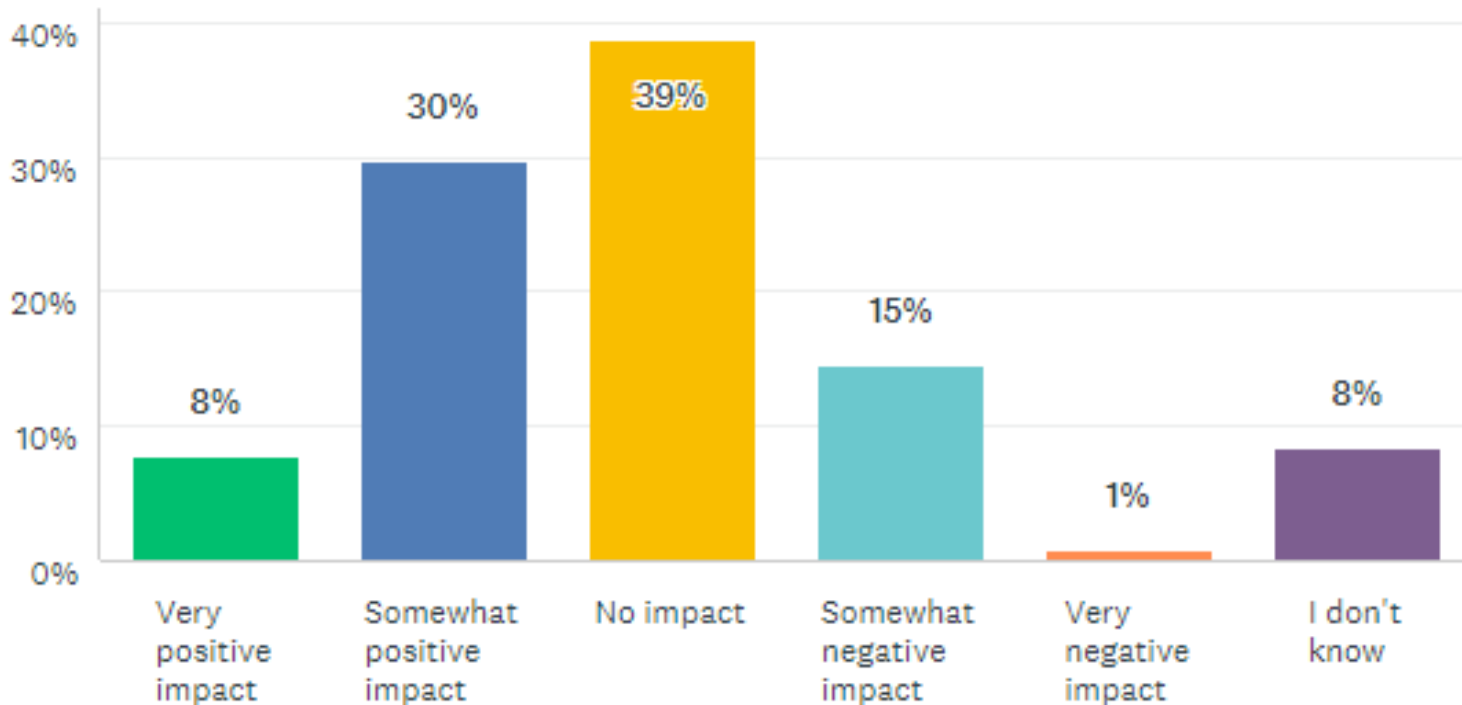


Q2. ONR has adapted well to support my health and wellbeing during the COVID-19 (coronavirus) pandemic.



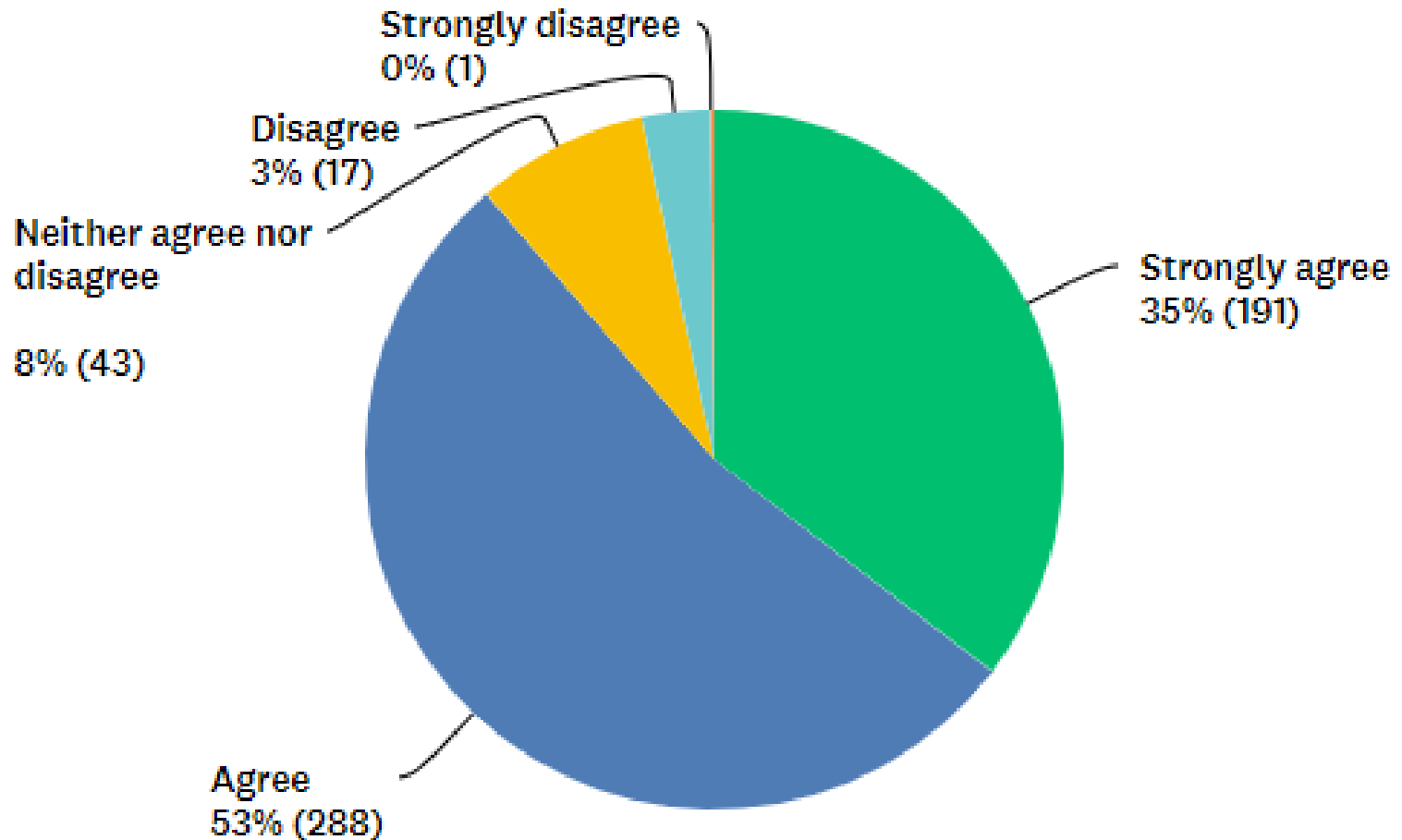


Q3. The reprioritisation of ONR's plans has had the following impact on me



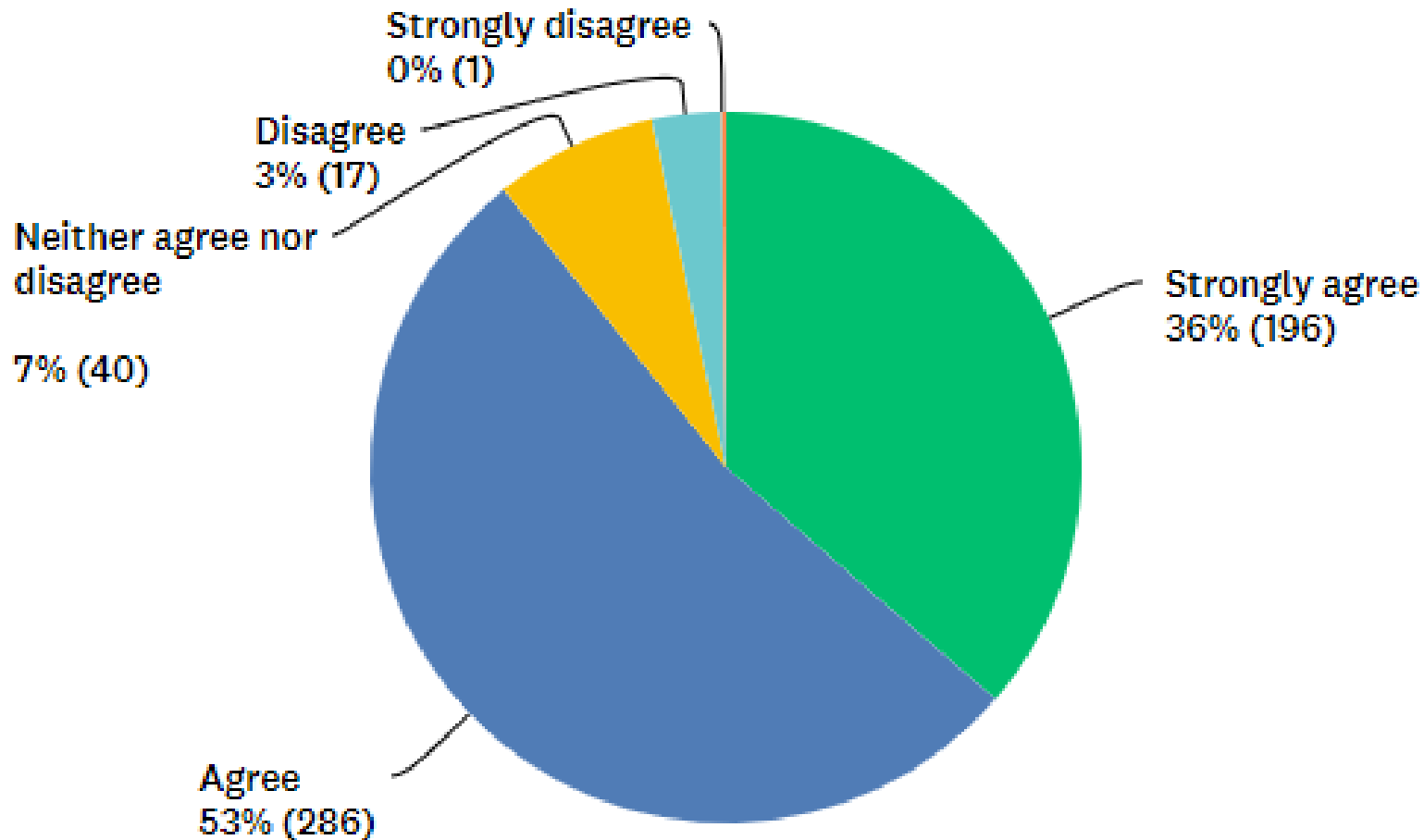


Q4. I trust the senior leadership team to support the health and safety of me and my colleagues



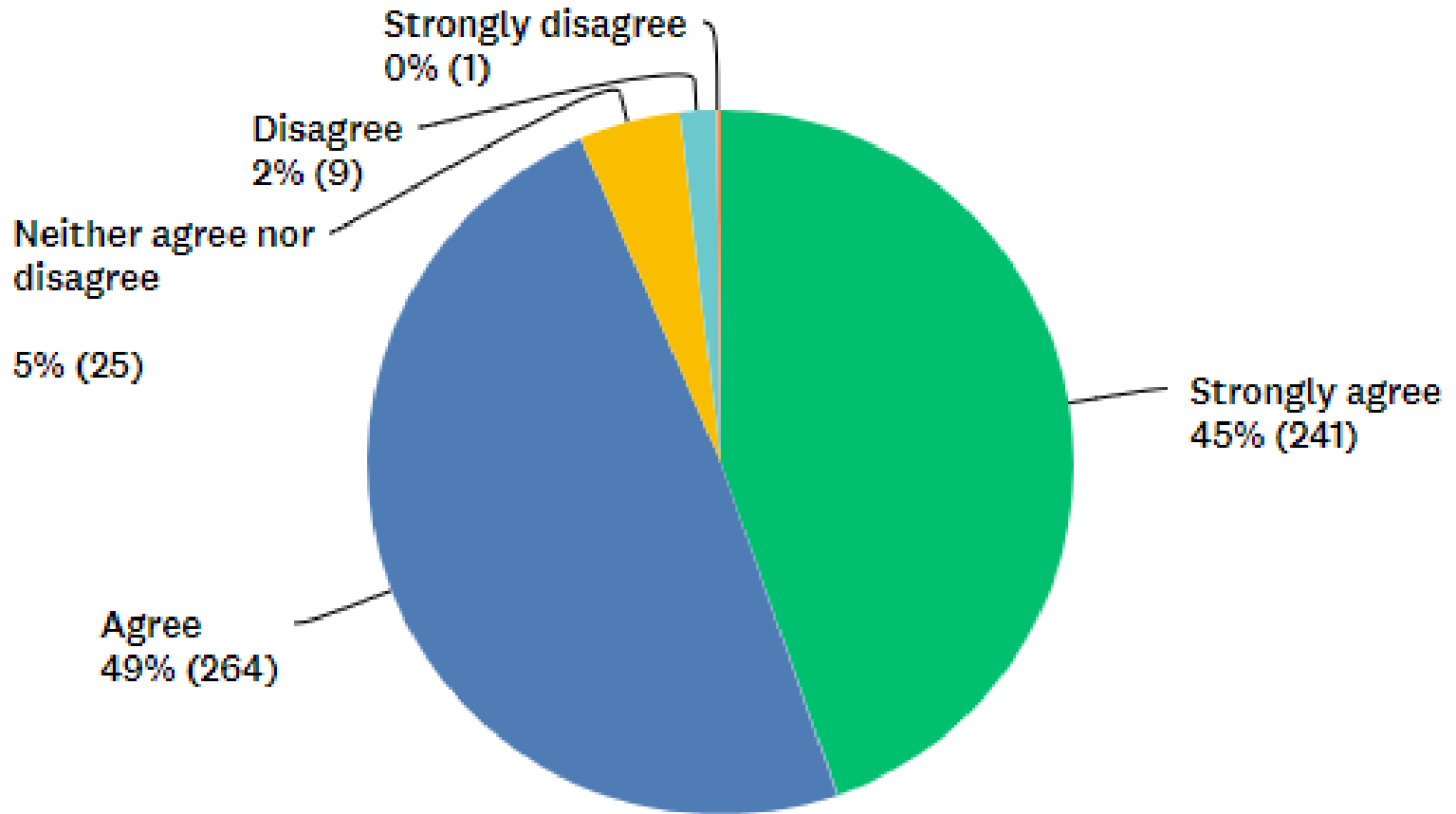


Q5. I feel well informed about the senior leadership decisions being made during the COVID-19 pandemic.



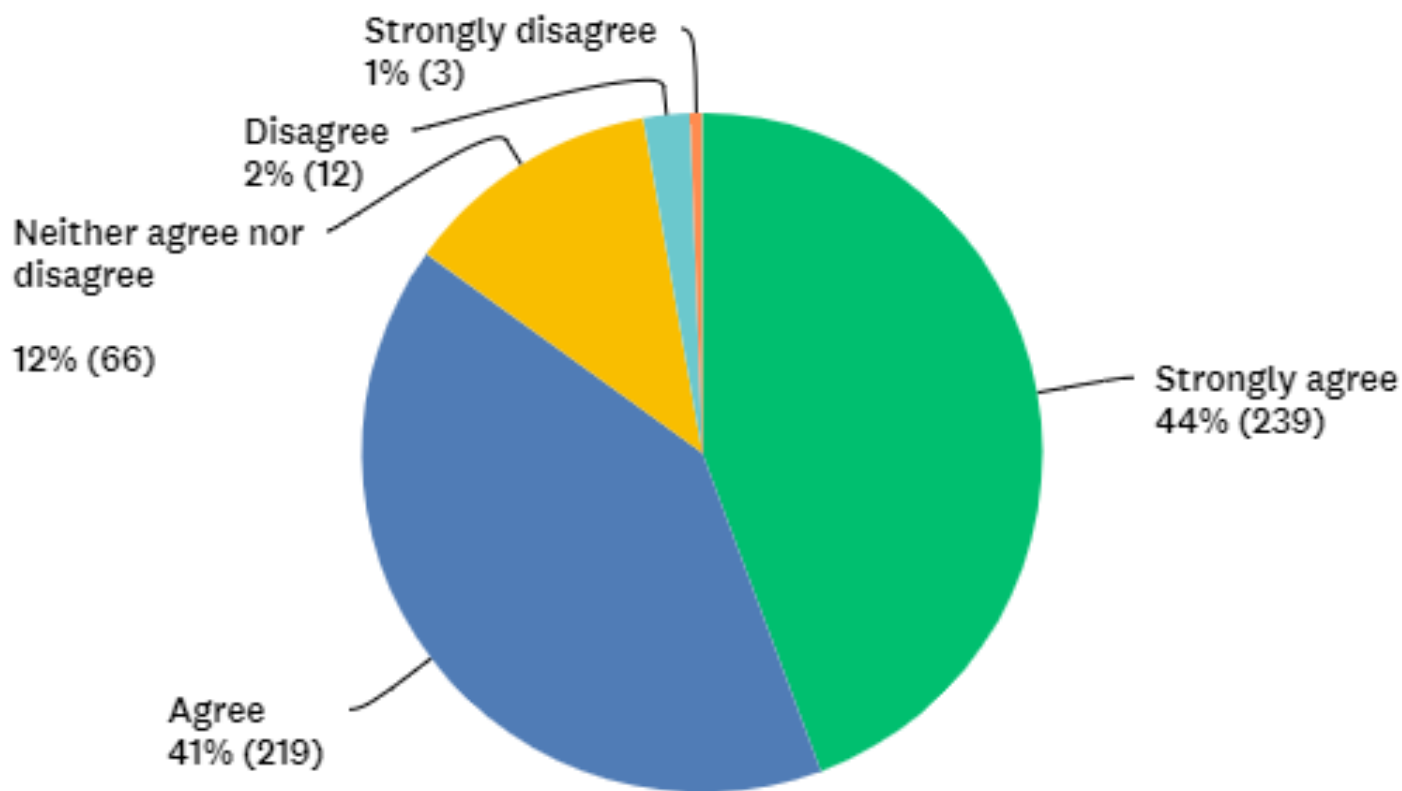


Q6. Communication while working remotely has been useful or helpful (e.g. global updates, SLT vlogs, Nucleus resources, Director and CDM check-ins)



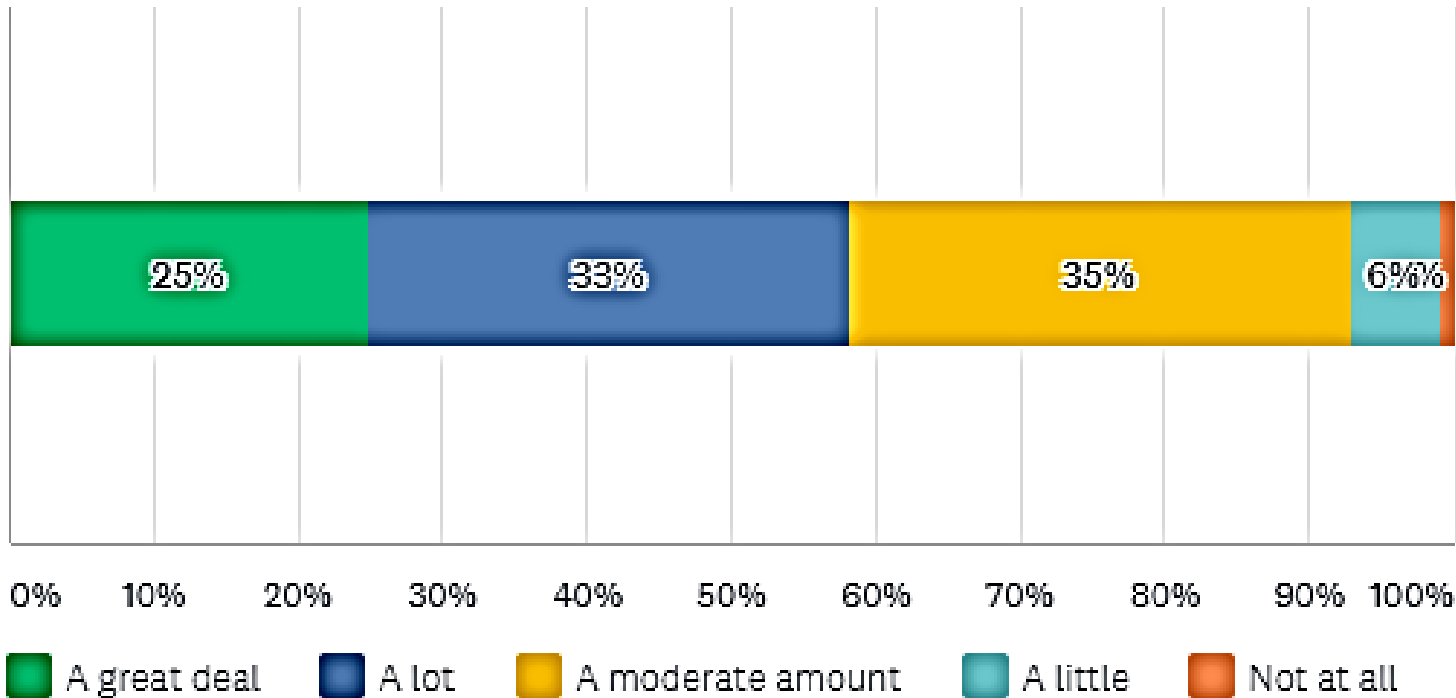


Q8. My CDM has supported me to balance work demands with my family and personal responsibilities during the COVID-19 pandemic



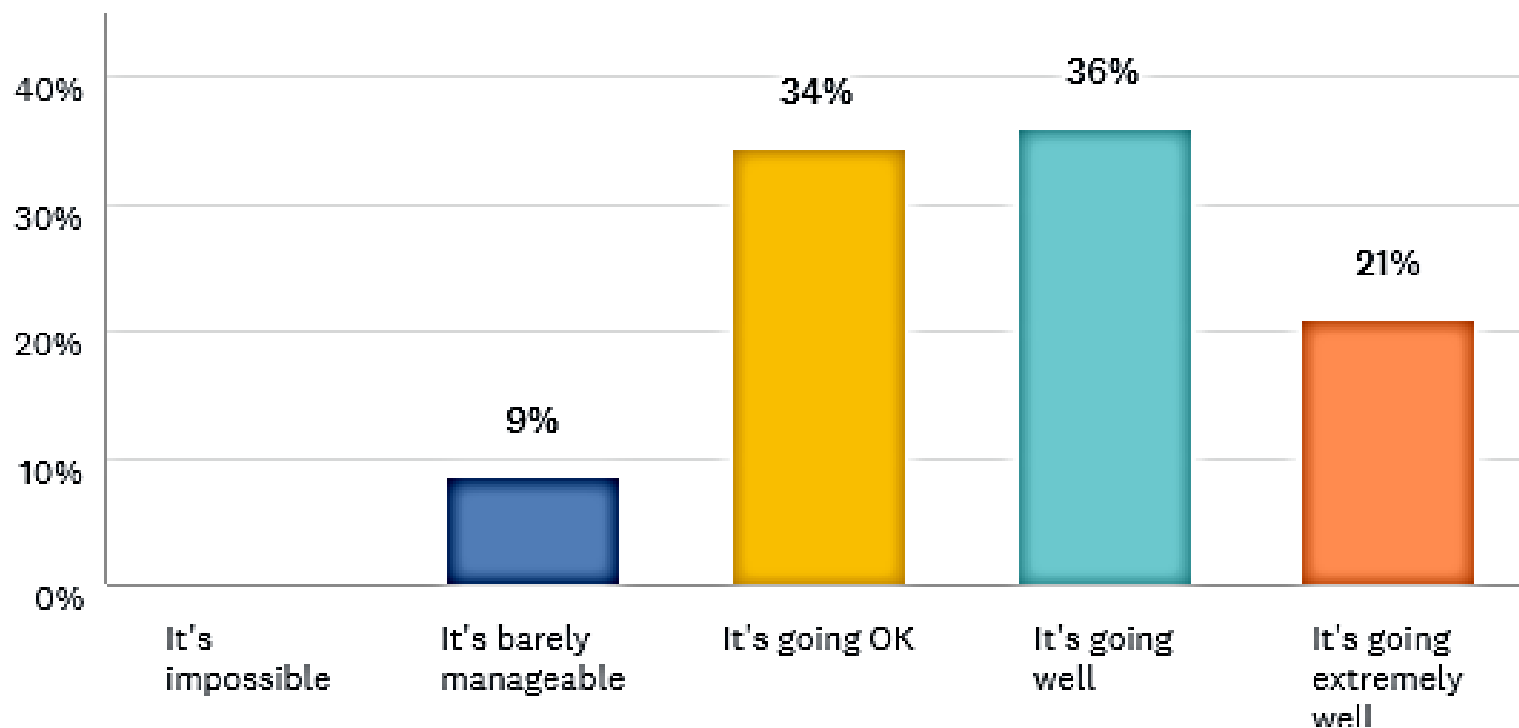


Q9. If you're a CDM, how well equipped do you feel to support your team while working remotely?



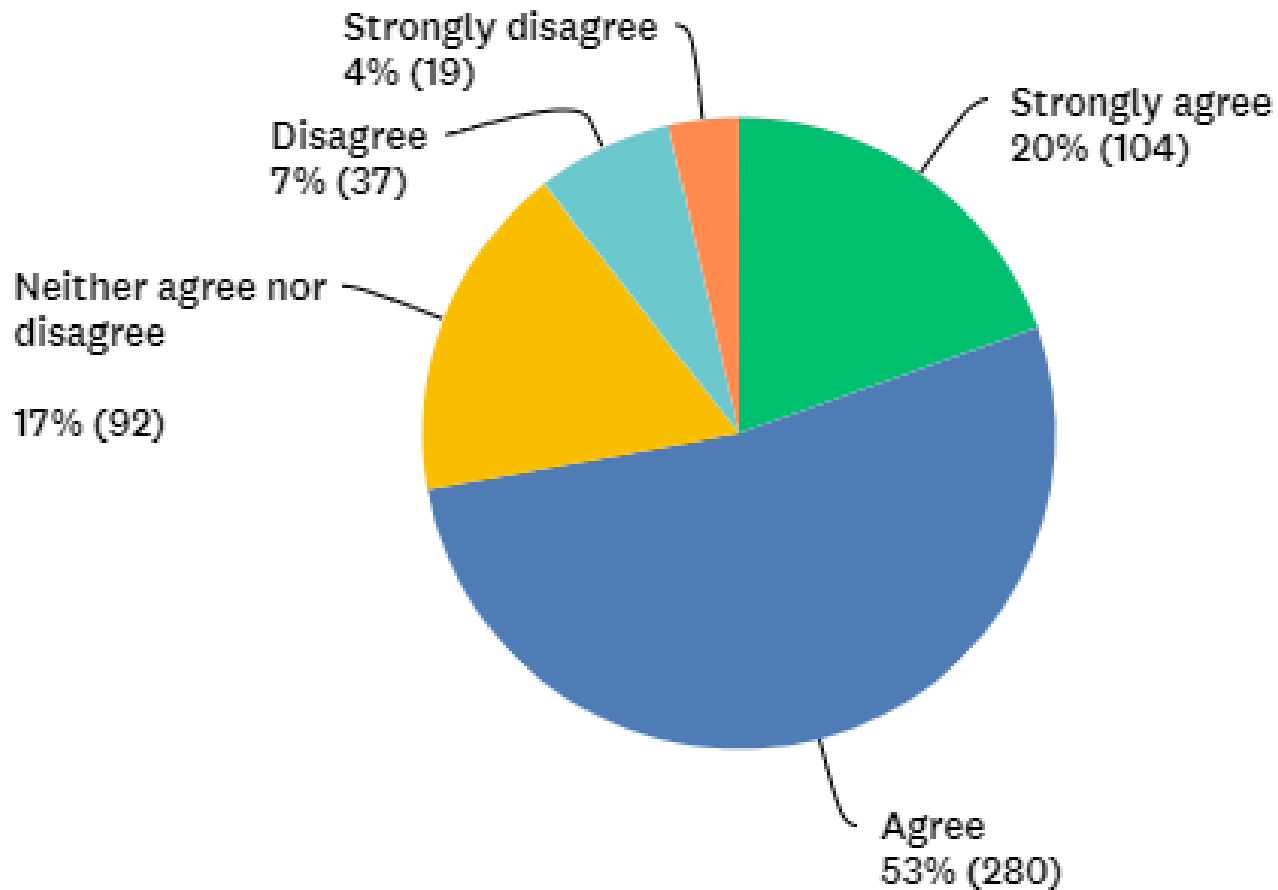


Q10. How is working remotely going for you?



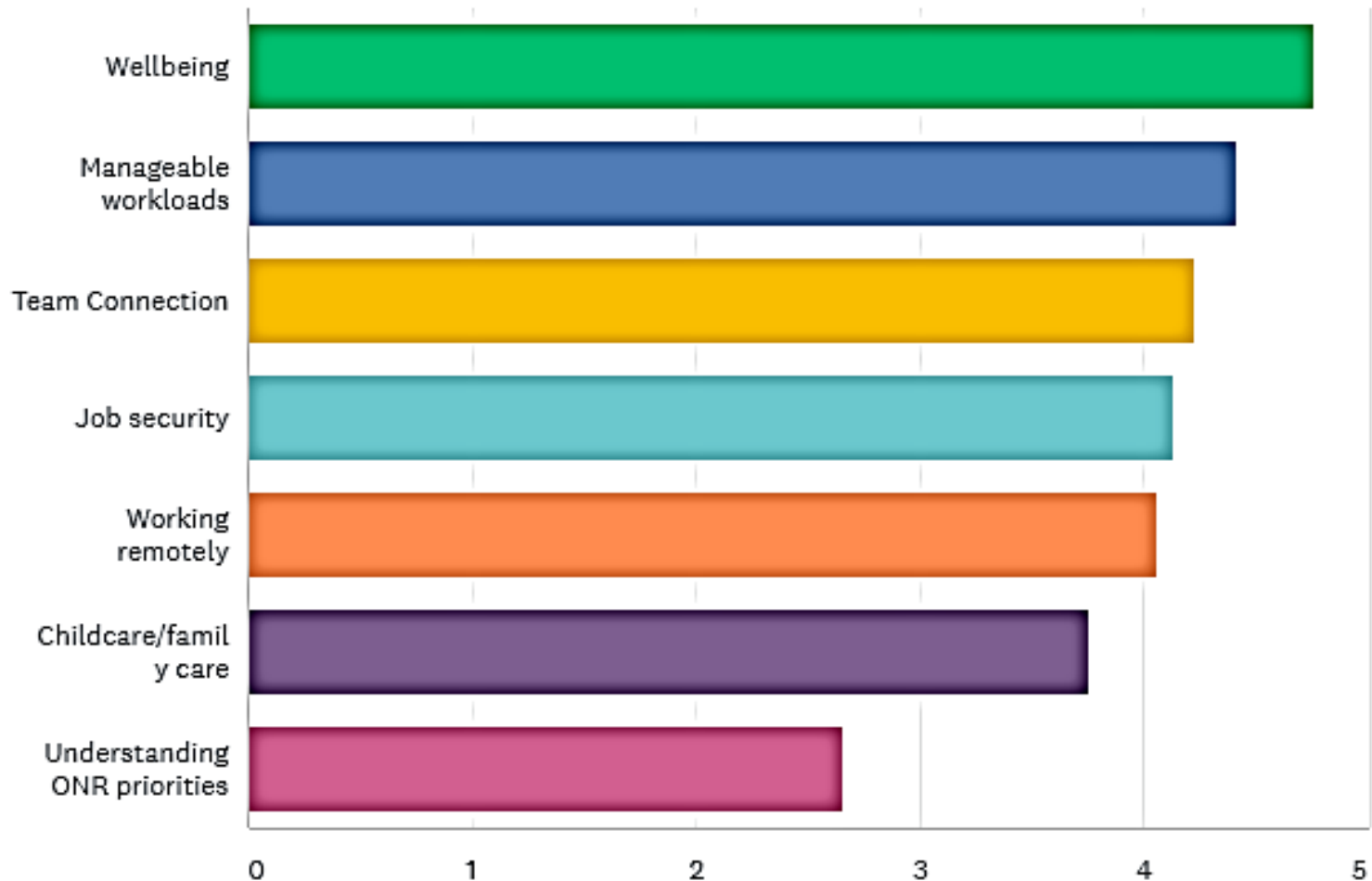


Q11. I feel connected to my team while working remotely, within the restrictions imposed by the COVID-19 pandemic



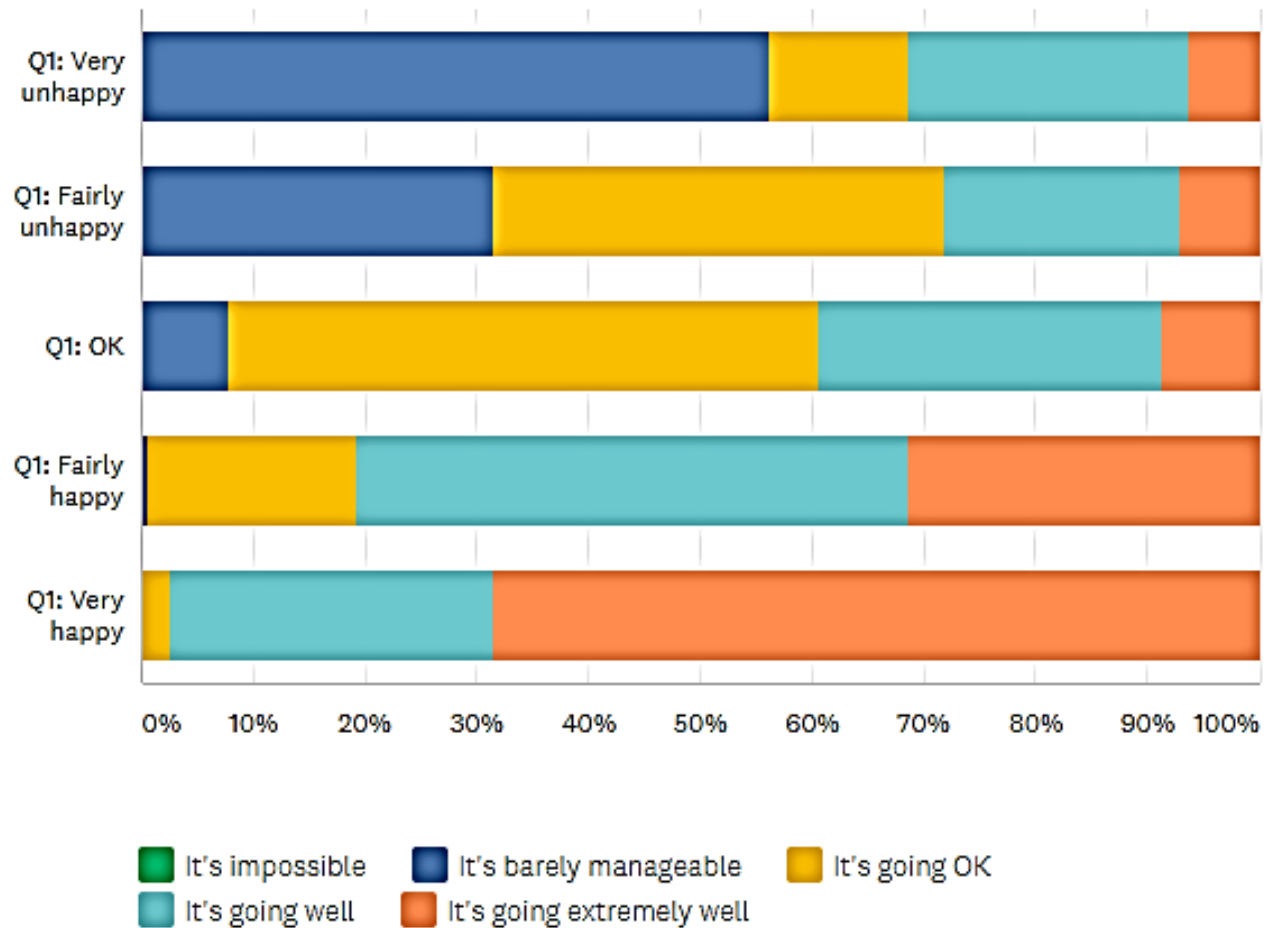


Q13. Please rank in order of what is most important to you as you think about your needs right now (number 1 being the most important)



How is working remotely going for you?

Answered: 532 Skipped: 14





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Free text comments – Example Selection



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