

COMPETITION COMMISSION



# Organisation-Wide 'Well - being' Audit - Independent Public Body

## Quick Reference Guide:

- Public Sector Organisation
- HSE Compliance Required
- Well-being theme to reduce emphasis on Stress
- Positive results highlighted as much as on-going management challenges

### *The Organisation:*

The Competition Commission is an independent public body which conducts in-depth inquiries into mergers, markets and regulation. As a public body, the Competition Commission has a responsibility to deliver Best Value, which links directly with understanding and managing employee well-being within the organisation. Employing around 150 people, including administrators, support staff and professionals (accountants, economists, business advisors and lawyers), the Competition Commission consider their people to be their primary resource and that it is therefore essential to look after them in the best possible way.

### *The Challenge:*

Having previously explored some specific well-being issues through a 'well person clinic' and realising the benefits of this approach, it was evident that taking an organisation wide view would yield even greater opportunities to understand the well-being of all staff. A project was therefore initiated with the following specific goals:

- To collect valid, reliable data on well-being and stress levels and issues, and make improvements.
- To collect feedback on employee commitment.
- To comply with Health and Safety Legislation.
- To explore perceptions of change.

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*“Although we wanted to do a stress audit, it was important not to focus on stress – well-being was the focus and the goal”, comments Maggi Evans, Occupational Psychologist and consultant to the project. “We really wanted to know what the levels of stress were throughout the whole organisation and in so doing, be able to understand what seemed to be contributing to any problem areas”.*

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*“StressFreeWay has also allowed us to be much more insightful through being able to link this data to wider issues, not just stress and well-being”*

***The Solution:***

Being able to easily include specific questions relating to defined issues faced by the Competition Commission, StressFreeWay was chosen as the ideal process to conduct the audit due to its flexibility and adaptability to the needs of the organisation.

*“No matter what we asked of it, the StressFreeWay platform could be adapted to our project and was able to blend completely in with the organisation - as if it was our own in-house resource. Consequently the audit was as unobtrusive as we could have hoped for yet still provided the deep insight into employee’s well-being that we were looking for.*

Giving the project the theme of ‘Well-being’ was also successful at diverting attention away from Stress specifically and enabled the organisation to create a wholly positive view on the initiative.

During the online audit, daily feedback was available so that response rates could be closely monitored and the timing of reminder emails carefully managed to ensure the highest possible input was achieved across the whole organisation.

***The Benefits:***

In only a matter of a few weeks, the audit quickly produced very valuable management data. In keeping with the positive approach to the project, many strengths were highlighted that contributed to staff well-being within the Competition Commission. Some new insights were gained also, as well as confirmation of some issues that were already perceived. While some issues directly related to stress and well-being, others were wider and from an ongoing management point-of-view, were equally as useful.

*“The data was very well presented. It was easy to understand the key strengths, key issues and recommendations. StressFreeWay has allowed us to be much more insightful through being able to link this data to wider issues, not just stress and well-being”*

The results were communicated throughout the organisation which had the desired effect of increasing the sense of pride in the many strengths that the audit had highlighted. The improvement opportunities across a range of issues were used to inform and provide sound management agendas where this was required also of course.

For further information on this or similar solutions, contact Richard Alexandre on [rich@surveyshack.com](mailto:rich@surveyshack.com) or by phoning 08000 1999 04, or visit the SurveyShack.com Ltd website at [www.surveyshack.com](http://www.surveyshack.com)