



THE BURNT CHEF  
PROJECT

Bounce Back Survey

June 2020

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It's been almost 100 days since lockdown begun in the UK and hospitality felt the immediate effects of a stalling economy.

It's no secret that this period has been tough for many with a marked increase in reports of ill mental health from around the nation as a result of continued financial and health concerns. Our last survey showed that many within hospitality (4 out of 5) had experienced at least 1 period of ill mental whilst working in the industry prior to COVID-19. The landscape post lockdown is likely to lead to further uncertainty in this area.

With hospitality given the green light to start trading from the 4th July 2020 we wanted to speak to the those who had been furloughed or out-of-work during this time to capture a glimpse of the general feeling prior to re-launch so that we could ensure employers are better armed for their teams to return and can plan to integrate them effectively whilst aiding in an increase in their wellbeing.

The data within this survey contains responses from 259 respondents.

*Kris Hall*

FOUNDER

### How do you feel about your return to work?



40% of respondents said that they were feeling uncomfortable about returning to work.

60% said they felt either comfortable or impartial about their imminent return to work

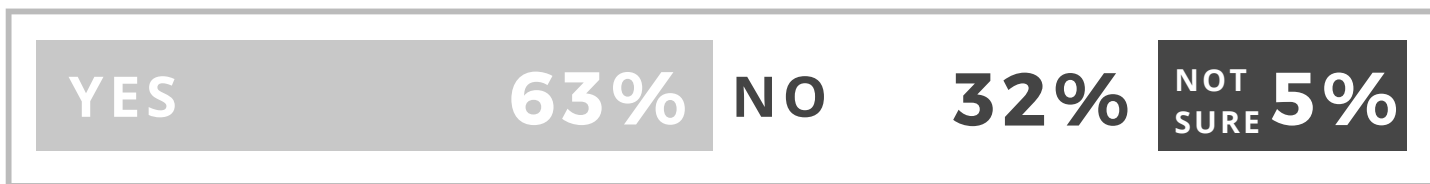
### Work-related concerns

The top 3 concerns felt by respondents included matters relating to (in no particular order):

- Job security/re-employment prospects
- COVID-19 safety concerns for staff
- Returning to a busy working environment after time off

Job security remained family less safety whether Redundancy reopening Money  
 soon going risk hours quiet people longer enough Spread Keeping  
 survive make still job go back close staff restaurant will Covid  
 work income job opening customers well  
 social distancing second wave able Wages Lack numbers safe  
 Stress back Finding work kitchen employer business things distance Uncertainty  
 paid Nothing return health

## Has your employer checked in on you since lockdown begun?



80% of those who answered no to this question said that it would have made a positive difference to them if their employer had checked in on them

## Maintaining employee wellbeing during lockdown

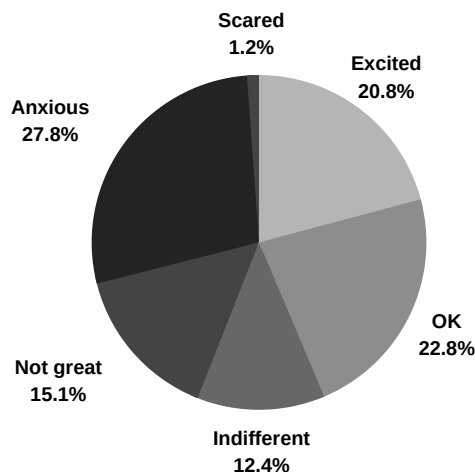
**03%**

Only 24% of people had said that their employer had provided resources that they could use during lockdown compared to 71% who said that their employer had not sent them any resources to help manage their mental or physical health during lockdown.

63% of respondents who hadn't been given any resources reported that they had researched and accessed their own self-help resources during lockdown to help improve their mental wellbeing.

## General Feelings - Returning to work

44% of respondents reported to feelings of concern regarding the return to work where as over half of respondents (56%) reported to neutral or positive feelings.



## Opening up conversations and moving forward

**58%**

said

THEIR EMPLOYER HAS NOT INCLUDED THEM IN CONVERSATIONS ABOUT THEIR RETURN TO WORK

**59%**

said

THEY KNOW WHO THEY CAN SPEAK TO AT WORK ABOUT THEIR MENTAL HEALTH

**78%**

said

THEY BELIEVE THE HOSPITALITY TRADE WILL BE WORSE POST LOCKDOWN

## Employer next steps

happening ensure business procedures Provide Detail Nothing already Give  
 work life balance talk shift patterns back Understand feel hard safety Keep help  
 people sure Take hours put place clear long communication  
 weeks return days plan new work clarity staff Communicate  
 open needs time back work us adjust Make Explain go safe start contact  
 meetings Allow will less hours know information shifts Give us place one good  
 Reduced hours slowly s

We asked all 259 respondents what they felt would make their return to work more comfortable ahead of 4th July. The responses were varied but we noticed a high concentration of responses in the following areas:

- Group/Team meetings prior to relaunch to discuss processes and concerns
- Involve staff more in conversations around how to manage workload distribution
- Communicate operational changes and new structures in advance of relaunch
- A slow re-introduction into working routines with a limit on hours/days worked using the part-time furlough scheme where needed
- Detail plans on COVID-19 precaution measures for both staff and customers
- Provide PPE to help reduce the risk of contamination
- Implement better work/life balances

It's clear to The Burnt Chef Project that the majority of respondents who took part in this survey are looking for increased communication, greater clarity around their role and the expectation on them once they return to the workplace.

As well as communication we also again urge employers to use this adjustment period and a potential reduction in business levels to adopt new working structures that give their staff a better work/life balance as well as taking time to train staff so they are better equipped to manage their increasing workload once the industry begins to return to a degree of normality.

Our previously suggested measures include:

- Distributing hours evenly across teams
- Ensuring staff know their rotas and days off at least 1 week in advance giving them time to plan
- Upskilling staff to ensure even workload
- Spend time training staff to improve the management of their workload
- Reducing the number of working days to mitigate longer hours
- Reducing the number of working hours to mitigate longer working weeks
- Offering flexible working hours to those with families and young children
- Regular breaks away from the working environment to reduce fatigue and stress
- Reducing split shifts to a minimum



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