



CONVEYANCING FOUNDATION



Wellbeing at Work Survey Report June 2023

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Executive Summary

This Wellbeing Survey ran for a month from early February until early March 2023 and generated **524** responses from professionals across the property industry.



Most (83%) of these were from people working in Legal firms / Conveyancing practices (LCPs). 57% of all respondents were working as Conveyancers in LCPs, 26% in other roles at LCPs and 17% for other types of businesses (eg. Estate Agencies or Auxiliary Service Providers).

People’s self-reported levels of mental health are currently the best they have been for the past 3 years. After the start of the Pandemic in 2020, mental health and wellbeing went on to drop in 2021 during the industry’s busy SDLT phase and then have rebounded since in 2022 and 2023.



This is not however the case for Estate Agents whose scores for this are now at their lowest levels since 2020 (NB: based on a sample size of n=18). People working here show a strong level of demand for having Mental Health First Aiders in their workplace (almost half don’t have but would welcome this).

Overall, some 58% of all respondents either have stress as a constant factor in their work or report a lot of stress (with occasional moments of calm). These levels peak at 72% for both Conveyancers and Estate Agents.



For the vast majority, the keys to reducing workplace stress are about reducing the volume of workload and providing adequate administrative support to help people complete their tasks.



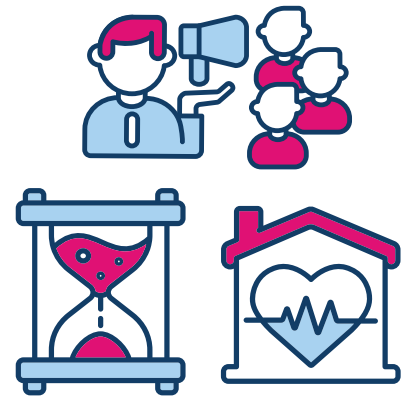
Executive Summary

Levels of stress are also higher for those who are 100% office-based for their work (with no opportunity to work from home/remotely). Overall just 10% of people don't have any hybrid working in their organisation. The difference in opportunity comes from the roles people do rather than the business type. 61% of Estate Agents, 52% of Paralegals and 40% of Secretary/Admin staff are fully office-based.



The working relationships between colleagues within a business are important - especially in terms of having good friendships, feeling connected with your immediate team and seeing your immediate line manager as approachable.

Looking outside of your own workplace, most feel reasonably positive with the working relationships they have with people in different roles types. However, the relationships between Conveyancers and Estate Agents are not as positive as they could be - in either direction - with deadlines and external pressures causing a range of concerns about other parties being difficult to work with. This combined with unrealistic expectations from Clients only tends to increase the pressures on individuals working in the industry.



When asked about the #1 change which would improve their personal wellbeing, it's clear that people want to be valued for their contribution, have stronger relationships across the industry and find ways to reduce the stress and pressures of their workload by reducing the volume of work.



Background and Management Information

Scope of the Research

The Conveyancing Foundation (CF) commissioned **Morale Solutions** to conduct a series of surveys amongst people working in the property industry. This first survey covered factors related to wellbeing in the workplace. We jointly developed the questionnaire in January 2023 and the survey was distributed by the Conveyancing Foundation to various parts of the industry in February and March. The survey launched on Friday February 10th and closed on Friday March 10th.



We had an overall level of response of 524 replies. The breakdown of responses by each of the demographic criteria is shown below.

Response Counts by Demographic Group

One third of all respondents were aged 34 or under and around another third were in the 35-44 year old bracket. There were far fewer survey respondents over 55, just 15%.

A) Table to Show the Age Group of Respondents

| Age Group | Total Responses | Responses % |
|-------------------|-----------------|-------------|
| 17-24 | 33 | 6% |
| 25-34 | 141 | 27% |
| 35-44 | 155 | 30% |
| 45-54 | 110 | 21% |
| 55-64 | 70 | 13% |
| 65-74 | 12 | 2% |
| Prefer Not to Say | 2 | 0.4% |
| Not Answered | 1 | 0.2% |
| Total | 524 | |



B) Table to Show the Gender of Respondents

| Gender | Total Responses | Responses % |
|-------------------|-----------------|-------------|
| Female | 399 | 76% |
| Male | 121 | 23% |
| Prefer Not to Say | 3 | 0.6% |
| Not Answered | 1 | 0.2% |
| Total | 524 | |

C) Table to Show the Business Type of Respondents

| Business Type | Total Responses | Responses % |
|-------------------------------|-----------------|-------------|
| Legal / Conveyancing Practice | 431 | 83% |
| Auxiliary Service Provider | 59 | 11% |
| Estate Agency | 23 | 4% |
| Other | 6 | 1% |
| Not Answered | 3 | 0.6% |
| Mortgage Brokerage | 1 | 0.2% |
| Mortgage Lender | 1 | 0.2% |
| Total | 524 | |

The large majority (83%) of survey respondents work in a legal firm or conveyancing practice. Only 4% work in an Estate Agency. There was virtually no data from either Mortgage Brokers or Mortgage Lenders. As part of our data cleaning process, we created a new business type category of Auxiliary Service Provider and 59 respondents were coded against this (11%). This new group includes organisations which provide technology services to the property industry (eg. software, searches, payment systems).

83% of survey respondents work in a legal firm or conveyancing practice.

Unsurprisingly given the split by business type, the majority of respondents' role was either Conveyancer or Solicitor. 58% of responses were coded in this way. The core questionnaire only included 6 role definitions (up to and including 'Bank or Building Society Employee'). This meant we had a lot of replies on the 'Other – please explain' box. From the responses received we created two new categories, coding 83 replies as Business Support (eg. IT, Finance, HR, Marketing etc) and 30 replies as Client Services eg. Account Manager, Customer Service/Success). This means that Business Support was the second largest category with 16% of all replies. Secretary/Administrative made up 8% of all replies.



D) Table to Show the Role of Respondents

| Role | Total Responses | Responses % |
|-----------------------------------|-----------------|-------------|
| Conveyancer / Solicitor | 302 | 58% |
| Business Support | 83 | 16% |
| Secretary - Administrative | 44 | 8% |
| Client Services | 30 | 6% |
| Paralegal | 25 | 5% |
| Estate Agent | 18 | 3% |
| Other | 15 | 3% |
| Bank or Building Society Employee | 4 | 1% |
| Mortgage Broker | 2 | 0.4% |
| Not Answered | 1 | 0.2% |
| Total | 524 | |

E) Table to Show the Role by Business Type of Respondents

| Role by Business Type | Total Responses | Responses % |
|-----------------------------|-----------------|-------------|
| LCP - Conveyancer/Solicitor | 294 | 56% |
| LCP - Other Roles | 136 | 26% |
| All Other Roles (non LCP) | 90 | 17% |
| Not Answered | 4 | 1% |
| Total | 524 | |

We created a new demographic group to combine the business type and role questions from the survey. 57% of all respondents are Conveyancers/Solicitors working in a Legal/Conveyancing Practice. 26% of respondents work in a Legal/Conveyancing Practice but in a non-conveyancing role. The remaining 17% of survey respondents work in other types of businesses.





F) Table to Show the Location of Respondents

| Location | Total Responses | Responses % |
|--------------------------------|-----------------|-------------|
| Midlands | 115 | 22% |
| Wales | 93 | 18% |
| South / South East England | 84 | 16% |
| South West England | 84 | 16% |
| North West England | 41 | 8% |
| North East England & Yorkshire | 37 | 7% |
| London | 28 | 5% |
| East of England | 27 | 5% |
| Scotland | 11 | 2% |
| Other | 3 | 1% |
| Northern Ireland | 1 | 0.2% |
| Not Answered | 0 | 0% |
| Total | 524 | |

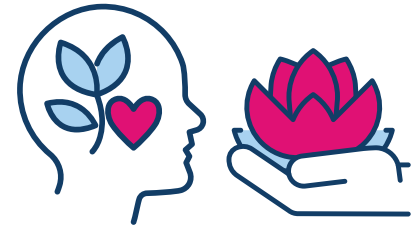
There was a good geographic distribution of responses from across England, with the Midlands leading the way and providing 22% of all completed surveys. South/South East and South West England both contributed 16% - meaning that over half of all surveys came from these 3 combined areas (54%).

18% of the surveys were returned from Wales. Scotland and Northern Ireland had minimal numbers of respondents,

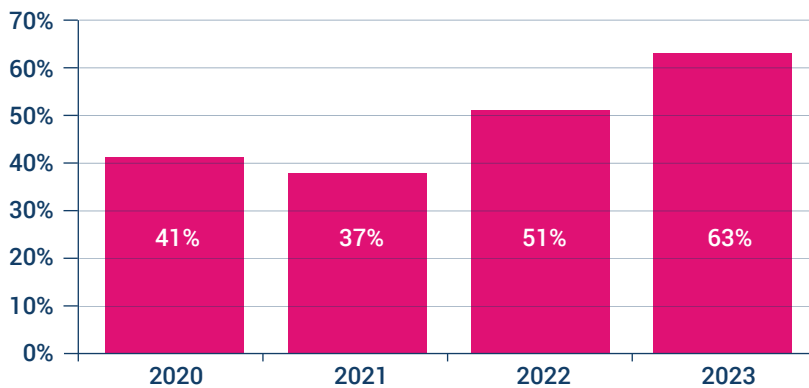


Key Findings

General Wellbeing / Mental Health



- We asked respondents to rate their own mental health on a scale from 1 to 10 (1 being very poor and 10 being excellent). We also asked that they considered 4 specific periods of time from 2020 onwards. Average overall scores out of 10 were as follows;



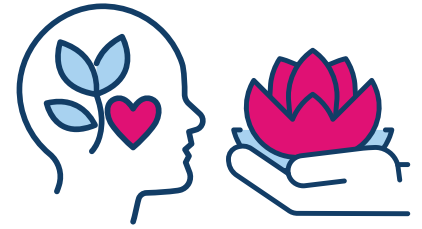
- If we look at the data in a different way and measure the proportion of respondents who scored their own mental health at 7 out of 10 or better, then this gives us a trend;

41% (2020)
37% (2021)
51% (2022)
63% (2023)

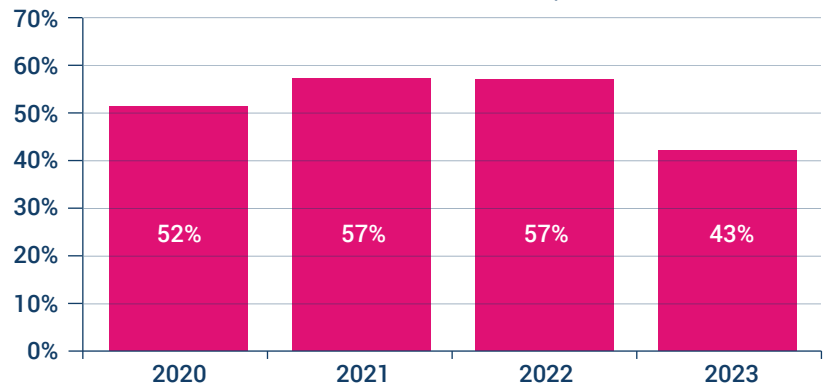
- The data shows that it's very clear that people are currently feeling the best they've been feeling for the past 3 years or so. The SDLT phase most impacted people's wellbeing and mental health. During that busy time, mental health ratings were lower than they were at the start of the Pandemic lockdowns. Ratings rebounded in 2022 when things started to go back to normal and have improved again at the start of 2023.
- The pattern which is described above (ie. a dip from 2020 to 2021, followed by a rise in 2022 and then another rise in 2023) is evident across almost every single demographic group.
- It holds for all locations, all age groups and both male and female respondents and all role types (apart from one).
- By business type, the same pattern is evident in Legal / Conveyancing Practice firms.
- Auxiliary Service Providers did not have the dip in 2021 and have improved their ratings in each successive year.



General Wellbeing / Mental Health



- The big single exception to the established pattern is amongst Estate Agents (n=18 respondents) and for those working in Estate Agencies (n=23). Both of these groups are currently recording their lowest levels of mental health. The 2023 data is below anything from beforehand. In fact, the pattern is almost completely reversed; (Scoring their own mental health at 7 out of 10 or better).



- Respondents (aged 55+) were markedly more happy with their mental health than the overall averages in 2020, 2021 and 2022, but are now much more in line with the average.
- Scores in Scotland (n=11) are very high for every year (eg. 83% at 7/10 or better back in 2021 compared to the average 37% overall).



Support for Your Mental Wellbeing

- The survey explored the availability and use of a range of different types of help and support for people's mental wellbeing.
- 89% say that they have access to 'colleague support' where they work (48% have made use of this)
- 85% have access to 'management support' (33% have used this)





Support for Your Mental Wellbeing



- 76% have 'HR support' (16%)
- 57% have other 'external support / wellbeing assistance' (7% usage)
- 56% have 'complimentary counselling facilities' (10% usage)
- 52% have access to Mental Health First Aiders (7% usage)
- 33% have access to another factor (not in the list) (10% usage) – this covers access to GPs, and other online professionals. The full list of comments/factors is provided in Appendix II.

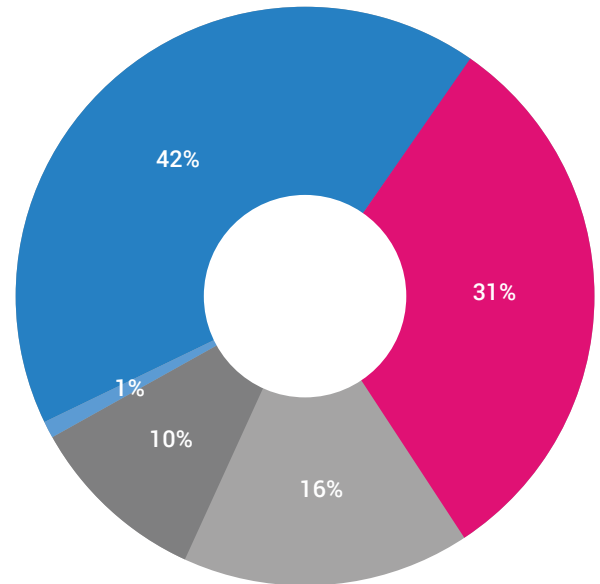
29% would like some another kind of external support / wellbeing assistance.

- Access to Mental Health First Aiders at work is much more available amongst Auxiliary Service Providers, with 87% having this as an option - and 16% taking this up. In fact, people who work in these types of businesses are more likely to have access to all of the wellbeing support factors than those who work in LCPs.
- Geographically, those based in Wales are much more likely to both have access to and make use of complimentary counselling facilities. 89% have this available to them at work and 26% have used it (overall averages are just 56% and 10% respectively).
- In terms of what's missing, we can look at instances when people say that a support mechanism is not available at their work but they would really like this to be on offer.
- 30% overall would like access to complimentary counselling facilities. This level of demand is universal across all age groups. By location, NE England/Yorkshire, NW England and the Midlands all show high levels of demand for this.
- 29% would like some another kind of external support / wellbeing assistance.
- 27% would like to have Mental Health First Aiders at their work (especially true for those in Estate Agencies - 43%).



Stress at Work

- We asked how typical workplace stress is in what people do on a day-to-day basis.
- At the overall (all respondents) level;
 - **42%** said “there is a lot of stress in my role, but there are some moments of calmness and times when things are not so bad”
 - **31%** chose “there is a mix of stressful times and not so stressful times - about 50-50 in what I do”
 - **16%** picked “workplace stress is a constant factor in what I do. There is never a moment at work when I don't feel stressed and under pressure”
 - **10%** felt “It's generally quite relaxed in my role and I rarely feel stressed when I am at work”
 - **1%** said “I never feel stressed at work”



If we combine the results for “constant factor” (16%) and “lot of stress” (42%), 58% of all respondents are certainly under a lot of pressure for the majority of the time.

- The differences by business type and role are very revealing.
- Compared to the overall average of 58% who are under the most pressure, some 65% of those who work in Estate Agencies and 72% of Estate Agents are in this group.
- Vitally, 72% of Conveyancers / Solicitor also report being under severe pressure (50% lot of stress + 22% constant factor)
- Given that this data is based on the views of 302 separate individuals, it is very marked and a serious issue.
- Paralegals - at 60% - is the only other role where the score is above 60%.
- At the opposite end of the scale, just 27% of those in Secretary / Admin roles have higher stress levels (most here say they have a 50/50 mix of stressful and not so stressful times).
- When we examine the data of Role by Business Type, the pattern could not be any clearer.
 - 73% of those who work as a Conveyancer/Solicitor in an LCP have constant or a lot of stress.
 - Only 36% of those who work in other roles within an LCP have this.
 - 46% of people who work in all other roles in non LCPs have this level of stress.





Stress at Work



- Female staff at 60% are slightly more likely to have high levels of workplace stress than Male staff (53%).
- Those in the 35-44 age group show the highest scores by age (potentially most likely to be in middle management roles).
- When we look at the data based on people's hybrid working arrangements, then levels of stress are more apparent for those who are 100% office-based (62%) than they are for those who have a mixed working set-up and/or freedom to choose where they work.

Reducing Stress in the Workplace



- We asked people to pick up to 3 factors (from a list of 7) which would be their preference for how to reduce their own levels of stress in the workplace.
- At the overall (all respondents) level, there were two factors which were picked more than the others.

45% of people chose "it's not about the speed I have to work, it's the sheer volume of work tasks that I have to do. Less work should be the goal"

39% picked "specifically recruit more people in administration and support roles into our business to help with the workload"



Reducing Stress in the Workplace



- All other factors were only picked by around 1 in 3 or fewer people.
- So the key issues are around volume of tasks and the level of support to deliver those tasks.
- Vitally, the people who are more under pressure (ie. the ones from the previous question who believe “workplace stress is a constant factor in what I do”) are even more likely to point at the volume of work as the driving factor. Some 64% of people in this group believe they have too much to do.
- There are some differing patterns by demographic group for this question.
- The top 3 factors for those who work as a Conveyancer/Solicitor in an LCP are volume of tasks, lack of admin support and having to work quickly to meet unrealistic deadlines.

“ A major factor in stress is unreasonable expectations from clients and third parties (such as estate agents). Whilst workloads seem larger than ever, the expectations for transactions to complete seems shorter - there is little willingness to understand the role we perform, and our duties and responsibilities. Aggressiveness/rudeness from clients has also increased over the last two years. I feel like workloads and stress would be more manageable if there was not also a constant battle trying to explain/defend trying to do a proper and quality job to clients, agents and mortgage brokers. ”

“ The number 1 thing I want is to be able to have a smaller number of files that I can give full dedication to. Change the expectation of having 100 files per conveyancer! Clients absolutely do not understand how much work most people have. ”

“ A shorter "To Do" list. Quality of work over quantity. ”

“ The legal work is fine, its the constant stream of regulatory requirements and obligations to carry out complex non-legal work, such as checking AML etc. to a very high standard and complexity of SDLT on transactions for which I am liable if I fail to apply the rules correctly. ”

“ Not layering more and more responsibilities on Conveyancers year on year. The process is now so far removed from 'just' the legal title checking and property transfer. The never ending legislation changes around leasehold, building safety, AML, source of funds, cladding etc make the job 100% more complex than it was when I entered the profession. It seems that responsibility is moved from other parties such as surveyors and lenders onto conveyancers with alarming regularity. ”

A major factor in stress is unreasonable expectations from clients and third parties





Reducing Stress in the Workplace



- Those in other roles at LCPs (non-legal) have the same top 2, but their 3rd factor is about recruiting enough people into the business to do the jobs that are required (ie. raw headcount for the support teams).
- For those who don't work in an LCP, volume of work is still #1, but next on their lists are 'having better training to do the jobs they need to do', followed by 'more supportive management in the business'. This pair of factors is apparent for Estate Agencies, Estate Agents, those in Client Services and Paralegals.
- As an aside, 39% of those in Estate Agencies believe their workplace stress would be reduced if they had the opportunity to work from home more often than they currently do. This is double the all respondent average of just 20%.
- By age, the top two factors are universally 'volume of tasks' and 'admin support'. The only exception to this is amongst the very youngest staff group (aged 17-24) where 68% of them would like better training to do the jobs they need to (understandable given they are new in their roles) and 45% want the opportunity to work from home more often.

45% want the opportunity to work from home more often.



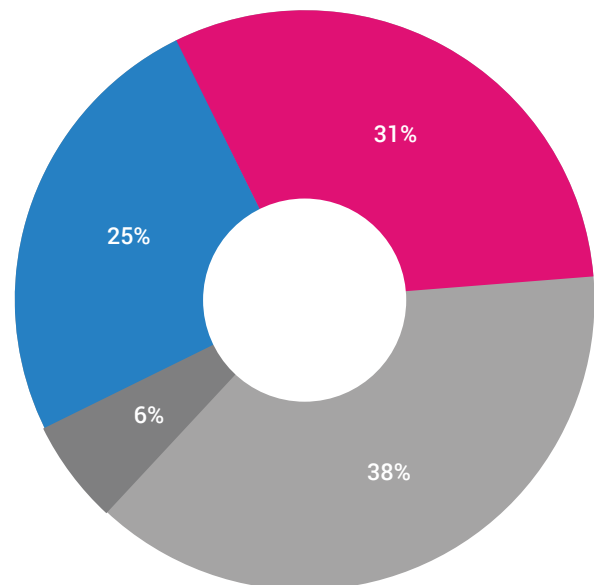
Hybrid Working



- We asked people to describe how hybrid working works in their organisation.
 - 10% don't have any hybrid working, as everyone is on the office all of the time (39% amongst Estate Agencies)
 - At the other extreme, 7% are 100% working from home /remotely
 - 31% claim to have complete freedom to choose which days they spend in the office or elsewhere – with no rules or prescribed minimum amount of days in any location (46% amongst Auxiliary Service Providers)
 - 18% say they “do have the option to work from home during the week, and can pick and choose which days I come into the office as long as I come in for the minimum amount of days.”
 - 13% claim they “do have the option to work from home during the week, BUT the company has told me which specific days I must be in the office.”
 - 14% say that “some people are able to work from home during the week, BUT not me in my role. I always have to be in the office.” This is higher amongst Estate Agents (22%), Secretary/Admin staff (37%) and especially Paralegals (44%).
 - 6% picked ‘other’ and provided an explanation.

Working from home is an option in certain circumstances but it is not the "norm" and working in the office is preferred

- We grouped some of these responses into 4 distinct Hybrid Working categories
 - Remote/home working full time or with freedom to choose
 - Mixed working pattern with some rules
 - Office based
 - Other



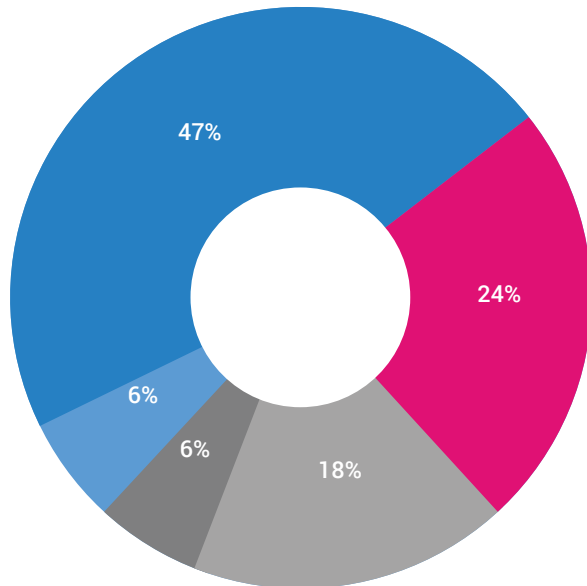
- As we've seen from the previous analysis above, 61% of Estate Agents, 40% of Secretary/Admin staff and 52% of especially Paralegals are fully office-based.
- Compared to the average 38% who are 100% remote or have freedom to choose, some 45% of those working in Client Services, 58% of Business Support and 57% of those in 'Other Roles' (non-Conveyancing) have the same set-up.



Hybrid Working



- A follow up question asked whether people were happy with how hybrid working works in their organisation.



- 47% said they were “absolutely happy with how things work” (73% of those who ‘have freedom to choose’)
- 24% say it’s pretty good most of the time
- 18% would like the opportunity to work from home more often than they currently do (44% amongst those who are office-based)
- 6% would like more people to be in the office more often
- 6% answered ‘other’ and provided an explanation

“ Really pleased that I'm trusted to get on with it from home. Goes a huge way for job satisfaction and wellbeing. I actually take my lunch breaks when I'm home, never did that in the office! ”

“ The company claims to be prepared for flexibility but some in the office have to jump through hoops to be able to work from home for an emergency situation while others seem to be free to come and go as they please. As an employee I certainly feel resentful over the difference in treatment. ”

- When we aggregate “absolutely happy” plus “pretty good”, we see that 71% of all respondents are happy as things stand.
- Maybe unsurprisingly, this is highest amongst both those with ‘freedom to choose/100% WFH’ who score 91% here. However, 71% of those who have a ‘mixed working set-up with some rules’ are generally quite happy with their situation. This falls to just 34% amongst those who are 100% office-based.
- By Business Type, those in LCPs and Auxiliary Service Providers match the overall average of 71% who are either “absolutely happy” or feel “pretty good” about their hybrid working arrangements. This falls to just 48% of all those who work in Estate Agencies.
- Looking at the same aggregated ‘positive’ scores geographically, there are some differences. Compared to the 71% overall average, scores are at over 80% in Wales, Scotland and the East of England. Contrastingly, this drops to a low of just 53% in North West England.





Working Relationships with People You Work With



- We asked people about the importance of various relationships with people they work with. The answer scale ranged from “not at all important” through to “a bit”, “quite a lot” and “very much so”. We aggregated the percentages of people who picked “quite a lot” or “very much so” to produce an overall positive score.

89% think it's important to feel connected to your immediate team.

84% believe that their immediate line manager is approachable.

78% of all respondents think it's important to have good friendships at work.

68% feel it's important to be connected to the wider team at work.

68% believe their senior managers at work are approachable.



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Working Relationships with People You Work With



- This data pattern is not unusual. People feel close to others that they are organisationally close to. Immediate team is more important than wider team. Immediate manager is more important than senior manager.
- All of the scores for all of the business types, roles and role by business type are reasonably similar.
- A surprising finding here is that those who work in Estate Agencies or are Estate Agents have less approachable senior managers than others in the survey. Compared to the average 68% who feel their senior manager is approachable, just 50% of those in Estate Agencies agree and only 41% of Estate Agents. This suggests possible at some organisational issues in terms of seniority and leadership in these type of businesses.
- Those who are in the office all of the time are less likely to feel their senior managers are approachable - 52%, versus scores in the 70% for the other hybrid working groups. On the surface, you'd maybe expect those that were in the office to have more opportunity to interact with their senior managers and therefore feel they were more approachable - but this is not the case. There is a cross-over here in that Estate Agents are most likely to be working from the office in the first place.

“ Better Senior Management - They are not easy to approach, make it evident that you should not go to them even if they tell you to approach them, clearly demonstrate who they favour, tell staff one thing and then do the opposite, do not manage or give sufficient support to lower management or staff. ”

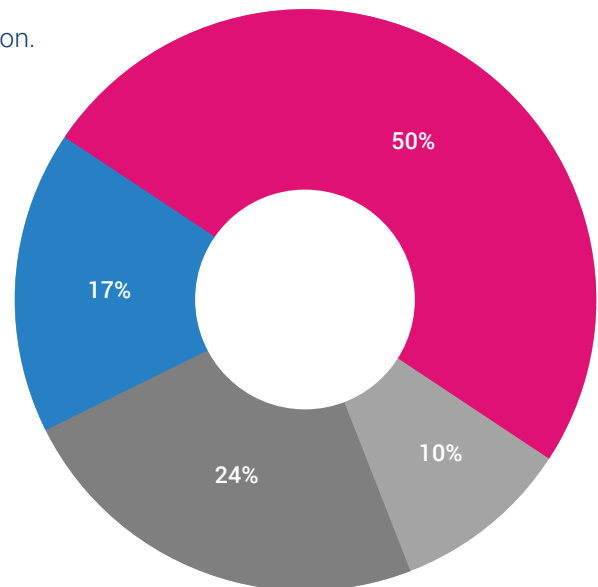


Working Relationships Across The Industry



- We asked people about their working relationships with other job role types across the property industry.
- We explored relationships with Estate Agents, Conveyancers, Mortgage Brokers, Mortgage Lenders and Clients.
- We asked people to assess whether their relationships with each of these groups was “brilliant”, “mostly OK, but with some difficult individuals”, “mostly really difficult” or “I don’t cross paths with people in this role”.
- The breakdown of the data showed that for any of these roles, the majority choice was “most people are OK, but there are some individuals who I find it difficult to work with”. Percentages for this selection ranged from 45-64% across the role types.
- The percentages who were picking “brilliant relationship” was significantly lower – in the range 12-22% across the 5 role types.
- Just 5-13% of people picked the “mostly really difficult” option.
- When thinking about **Estate Agents**

- 50% said things were “mostly OK, but with some difficult individuals”
- 24% had no contact or interaction with this people in this role
- 17% have a brilliant relationship
- 10% though most people tend to be really difficult



48% of people who work in Estate Agencies though they had a brilliant relationship with Estate Agents

Some Survey Answers

“ Conveyancers and Estate Agents to work better with each other as they often think we are the enemy ”

“ A better working relationship with solicitors is my main reason for stress and inability to get our job done, the vast majority we deal with are dreadful and don’t want to help. ”

“ An understanding by Estate Agents of the amount of work actually done on a transaction/hours actually worked outside core hours. ”

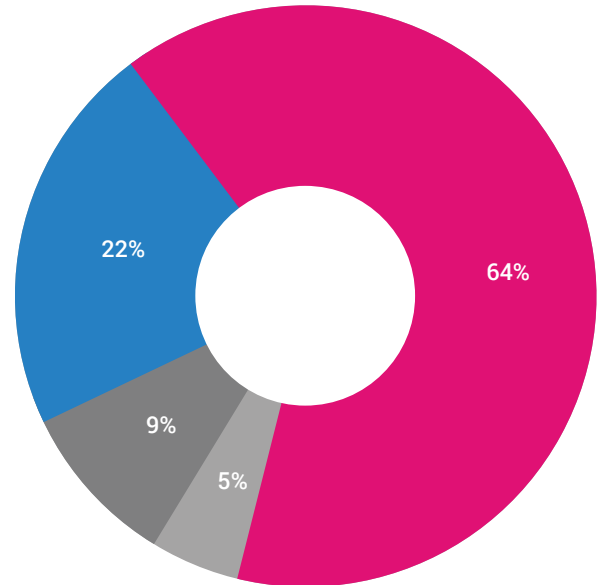


Working Relationships Across The Industry



● When thinking about **Conveyancers**

- 64% said things were “mostly OK, but with some difficult individuals”
- 22% have a brilliant relationship
- 9% had no contact or interaction with this people in this role
- 5% though most people tend to be really difficult

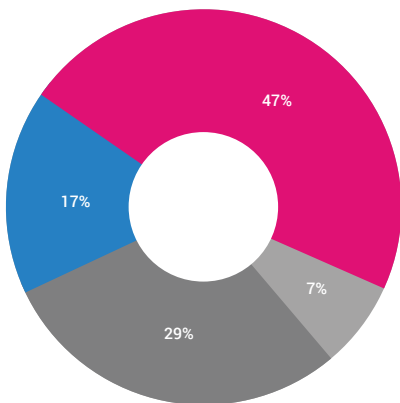


As Conveyancers made up the vast majority of survey respondents, it is not surprising that the “brilliant” score is the highest for any group here

Importantly, 35% of Estate Agents say that most people in the Conveyancer role tend to be really difficult to work with (7 times the overall average of just 5%).



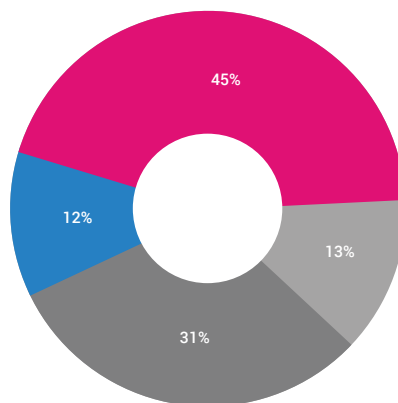
● **Mortgage Brokers**



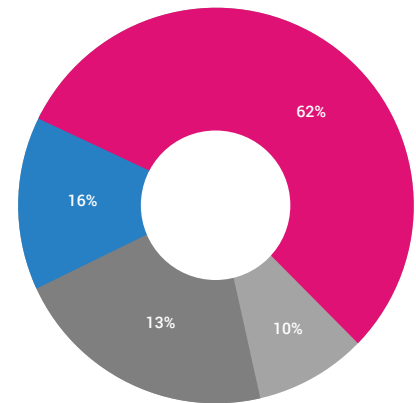
38% of Estate Agents thought they had a brilliant relationship with Mortgage Brokers (3 times the overall average)



● **Mortgage Lenders**



● **Clients**



24% of those in Client Services and 32% of those in “all other roles combined” felt they had a brilliant relationship with Clients.





Working Relationships Across The Industry

“ Clients expectations on how quickly things will be done. This is led predominantly by agents who push unrealistic timeframes and then it is the Conveyancers who get shouted at when we tell them it will not be done in 6 to 8 weeks. There is no appreciation of how technical the job is for the low fees we get paid. ”

“ I would make a rule that only clients can contact the office for updates. Then brokers and agents can contact the clients to obtain said updates. At the moment we deal with 3 people chasing (agents, brokers and clients). ”

- By age group, it is clear that older respondents have a better overall relationship with all of the job roles than the younger respondents – completely understandable given people’s relative experience and exposure to people in different role types.
- Geographically, there is one quirk in that respondents from London appear to be more likely to claim to have a brilliant relationship with Estate Agents, Mortgage Brokers/Lenders and Clients, than they do with Conveyancers.



Making Things Better



- We asked an open ended question to all respondents.

If you could change ONE thing about your job, your working arrangements or your relationships with other people that you come across at work, what one suggestion would you make that would most improve your personal wellbeing? _____

- 402 of the 524 survey respondents wrote a comment in response to this open-ended question. This is a 77% participation rate – way ahead of the norm for this kind of question (60-65%).
- They contributed 431 coded ideas in total. 16 of these comments were similar to ‘nothing to change, everything is good’ so have been discounted. This leaves 415 valid comments/ideas to code.
- The breakdown of those comments by theme is shown in the table below.

| Rank | Main Theme | Number of Comments | % of all Comments |
|------|--|--------------------|-------------------|
| 1 | Feeling Valued, Teamwork, Our Culture | 118 | 28% |
| 2 | Clients / Relationships with Other Industry Partners | 77 | 19% |
| 3 | Workload and Pressures | 55 | 13% |
| 4 | WFH / Hybrid Rules / Flexibility / 4 Day Week | 49 | 12% |
| 5 | Leadership and Management | 41 | 10% |
| 6 | Salary and Benefits | 30 | 7% |
| 7 | People Resources / Tools and Technology | 30 | 7% |
| 8 | Career and Training | 15 | 4% |
| | Total | 415 | 100% |

- The top 4 factors make up about three quarters of all comments received. It appears that feeling valued for your contribution and how your team and business works together is the #1 key issue for people. Relationships with others are vital too and as we’ve seen from the other parts of the survey, the pressure with workloads and opportunities to work in a flexible or hybrid way are also important.
- Example comments from each of the categories are given below.

“ Other people at work can undermine the role of a conveyancer and the stresses, deadlines and targets it involves. The one thing I would appreciate would be to feel more valued and respected. ”

“ Stop speaking to staff in a demeaning manner. Constantly criticising and quick to blame but never supportive or complimentary in any way to staff who do a good job. ”



Making Things Better



“ I need to know what my job role and priorities are. I wear too many hats and too many different people rely on me and I do not know which job is more important. Everyone thinks their thing is more important. ”

“ I would revert to the pre-covid days when we had official 'teams' rather than working as 'one big team'. Being in separate 'teams' we had particular shifts/tasks/processes to know/remember/learn. As 'one big team' there is pressure to know/remember/learn ALL shifts/tasks/processes but without additional appropriate training/pay rises. It was less stressful only having to have extensive knowledge for a particular team rather than having awkward/rusty/guesswork knowledge for 'one big team'. ”

“ If everyone could be a little more honest and open, that would be wonderful! I'm not saying that people are lying, per se, just that they hide things which are pertinent and they think they're being clever but actually it is obvious that they're hiding something and it just creates that element of suspicion which shouldn't be there. I'm talking about buyers, sellers, solicitors, other agents - everyone does it and nine times out of ten, no-one cares or judges them about the thing they're trying to keep secret anyway! ”

“ Clients Attitude - they need to know that we are under pressure and are doing all we can but they are not the only client we have and accept there is a process that must be followed after all they are buying/ selling a house not a tin of beans. ”

“ Estate Agents need to avoid overpromising. When a new client has been told "you'll be moved in four weeks!", it's very difficult to recover from that broken day 1 promise. ”

“ More streamlined working practices - we are in a hybrid situation whereby management expect you to convey as we always have but we are competing against firms who have invested in tech and have access to much quicker systems/procedures and it is not clear that management have fully grasped the changes going on around them which mean we have to appear as though we have access to the same tech and can match the timescales but in reality, we are working in a very old-fashioned way which is causing untold stress as we try to keep up with unrealistic demands and turnaround times. ”

“ Flexible working hours rather than a strict 9-5 (without certain people irritatingly clock watching others. Grrr!) ”

“ I think that the rules on coming into the office could be a little bit more lenient as some people would prefer to stay & work in their own home environment & not everyone is comfortable enough to come into the office on certain days. Sometimes some of us work better in our own environment. ”

“ For management to have a clearer understanding of current workloads and what individual employees are dealing with on a day to day basis and having a clear system in place to cap workloads and distribute work realistically and fairly. ”

Data For Sub-Groups

We have created a data set (set of scores) for all the demographics cuts outlined on Pages 5 to 8.

In order to protect the confidentiality of the respondents we have only reported data where the number of replies in the sub-group is greater than 10.

How to Use the Data Tables

The full set of data tables is included as [Appendix I](#)

Our guide to reading the data tables is as follows. Each of the scores is colour coded according to how it compares with the overall 'All Replies' average score for that question. For some (opinion) questions, we have aggregated the top 2 (best) responses to create a positive % score for that item – for example, the % of people who picked 'Very Much So' or 'Quite A Lot' in response to some statements. The full legend for the colour coding is shown below;

| | | |
|-------------|--|-----------------------------|
| aa % | Scores > 5 points ABOVE the 'All Survey Respondents' average | relatively good performance |
| bb % | Scores in line with the 'All Survey Respondents' average (-5 to +5 points) | average performance |
| cc % | Scores > 5 points BELOW the 'All Survey Respondents' average | relatively poor performance |
| xx % | Top 3 choices for a multiple selection style question | Top 1,2 or 3 ranking |

In addition, for the batch of questions in the survey which asked respondents to their top 3 from a prescribed list, we have used the yellow cell shading to indicate the Top 3 choices amongst each of the demographic groups.



Appendix I – Data Tables



Download the Data Tables

Scan the QR code or go to this web address:
www.conveyancingfoundation.org.uk/wp-content/uploads/2023/07/Appendix-I-Data-Tables-FINAL.xlsx



Appendix II – Open-ended Comments



Download the Open-ended Comments

Scan the QR code or go to this web address:
www.conveyancingfoundation.org.uk/wp-content/uploads/2023/07/Appendix-II-Open-Ended-Comments.xlsx



Appendix III – The Survey Questionnaire



Download the Survey Questionnaire

Scan the QR code or go to this web address:
www.conveyancingfoundation.org.uk/wp-content/uploads/2023/07/Appendix-III-Wellbeing-at-Work-Survey-Qv-FINAL.pdf





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