



ARMA & IRPM

2023 INDUSTRY WELLBEING SURVEY REPORT



Participants

- 727 responses
- 60 questions
- SurveyMonkey estimates only 52% completion
- However we got 100% completion
- 167 verbatim comments
- 8 minutes & 20 seconds average time compared to 6 minutes & 45 seconds last year
- 79% IRPM members
- 75% working at an ARMA firm

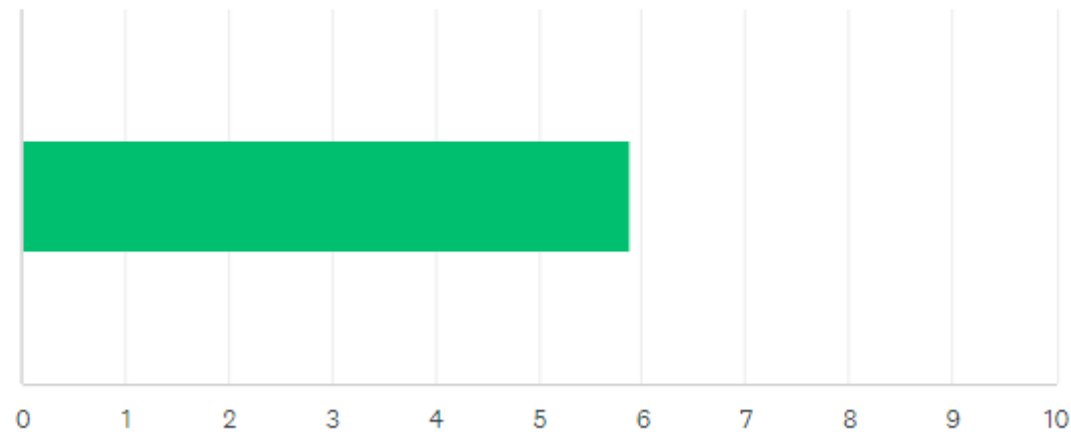
Business Owner/Director	16.09%	117
Property Manager/Property Assistant/Estate co-ordinator	55.98%	407
Team Manager	15.96%	116
Onsite Support - concierge, maintenance etc.	1.65%	12
Office Support - Customer service, finance etc.	10.32%	75



Life Satisfaction

Overall, how satisfied are you with your life nowadays?

Answered: 727 Skipped: 0



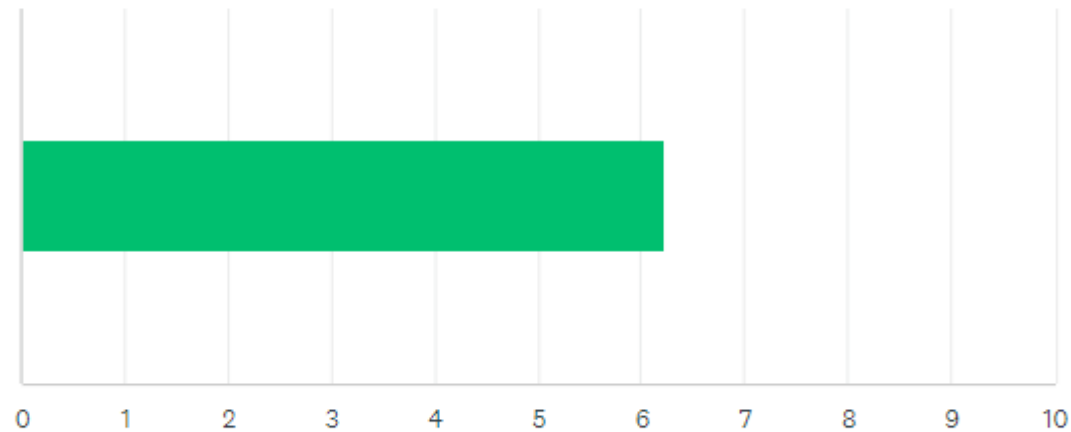
- 5.88 (down from 6.02 last year) – 2.5% down
- ONS mean national average for 22nd Feb to 5th March was 6.9 (down from 7 last year) – roughly 1.5% down
- Survey respondents are 15% below national score, compared to 14% last year and 19% the year before



Life is Worthwhile

Overall, to what extent do you feel that the things you do in your life are worthwhile?

Answered: 727 Skipped: 0



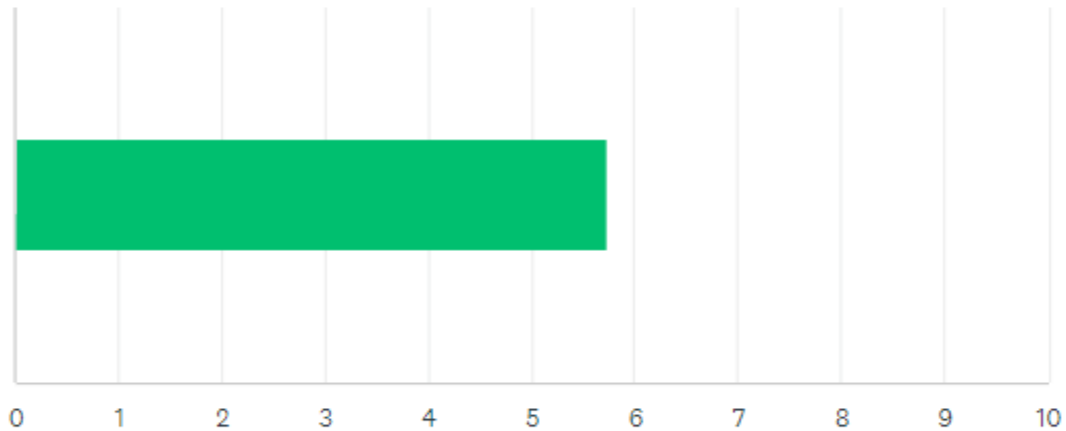
- 6.23 compared to 6.21
- ONS mean national average for 22nd Feb to 5th March was 7.3 – identical to last year
- Survey respondents are 15% below national score, compared to 15% last year and 13% the year before



Happiness

Overall, how happy did you feel yesterday?

Answered: 727 Skipped: 0



- 5.74 compared to 5.99 last year (-4%)
- ONS mean national average for 22nd Feb to 5th March was 7.0 – identical to last year
- Survey respondents are now 18% below national score, compared to 15% last year and 20% in 2021

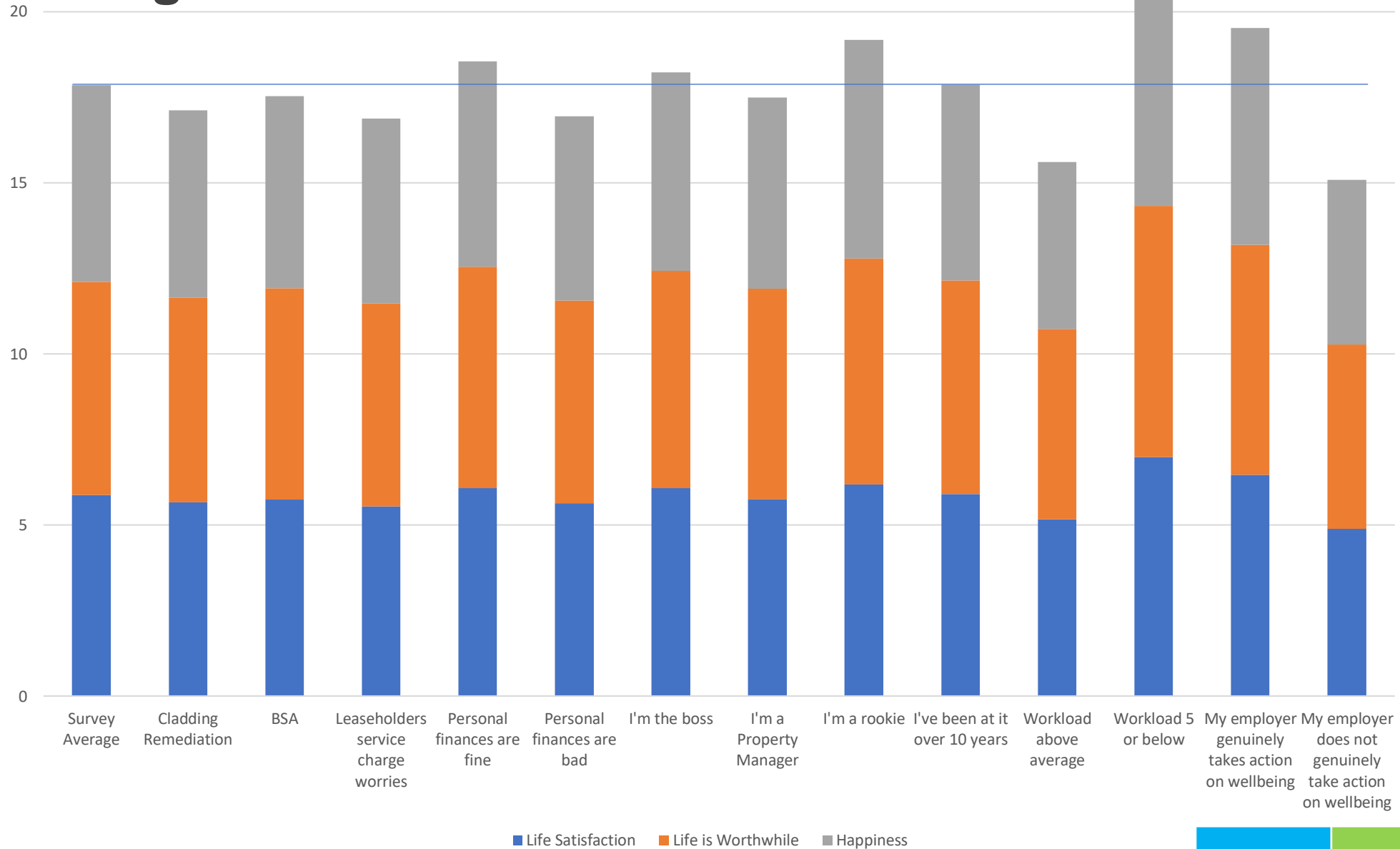


Working Hours, Vacancies & Workload Pressure

- Average working week is 44 hours
- Office workers are at 43 hours
- Home workers are working 46 hours per week
- On average firms have 20% of their positions vacant
- Workload pressure remain the highest single source of pressure and has the greatest impact on wellbeing



Is Anything Other than Workload Pressure Denting Wellbeing?

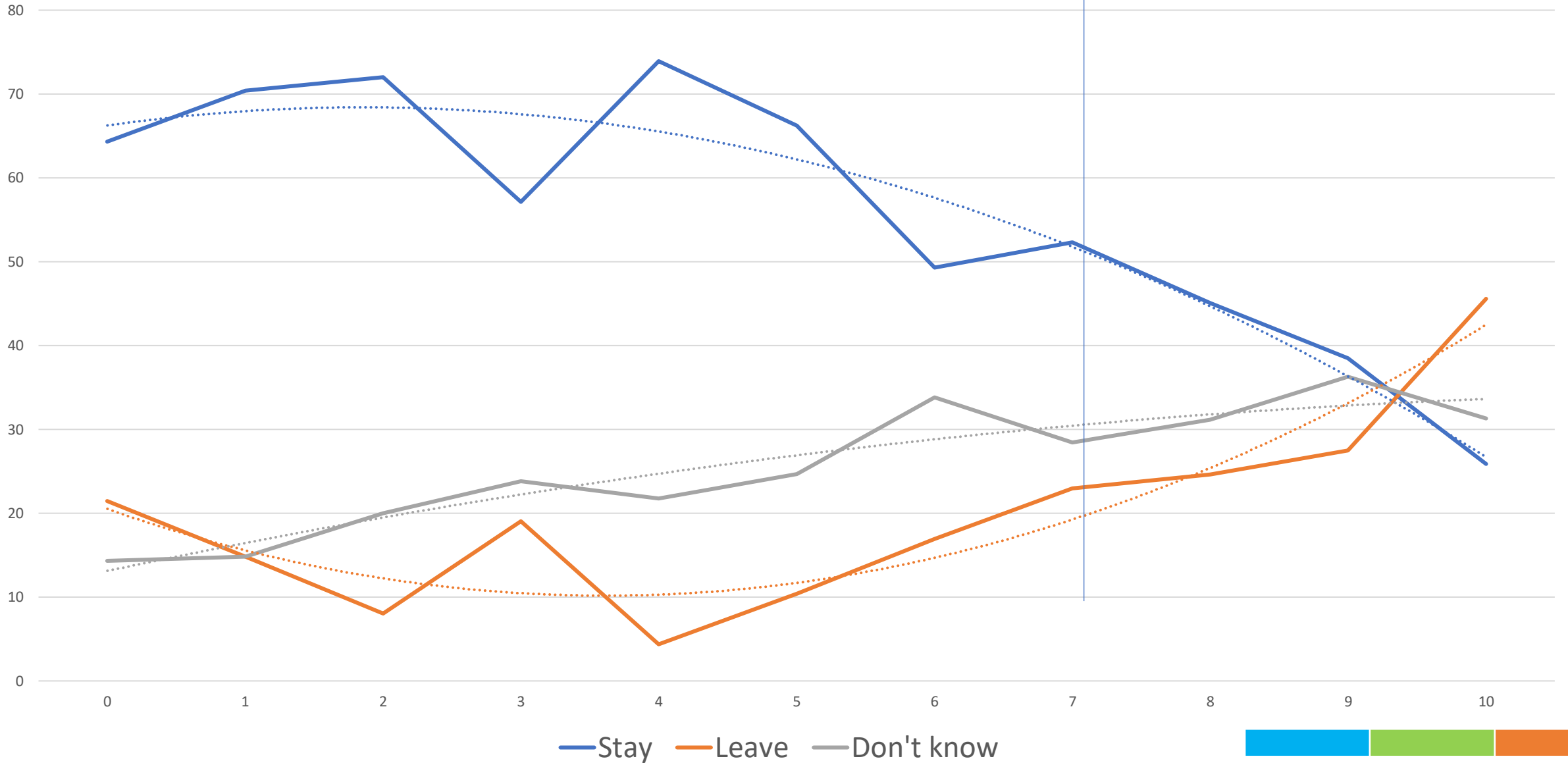


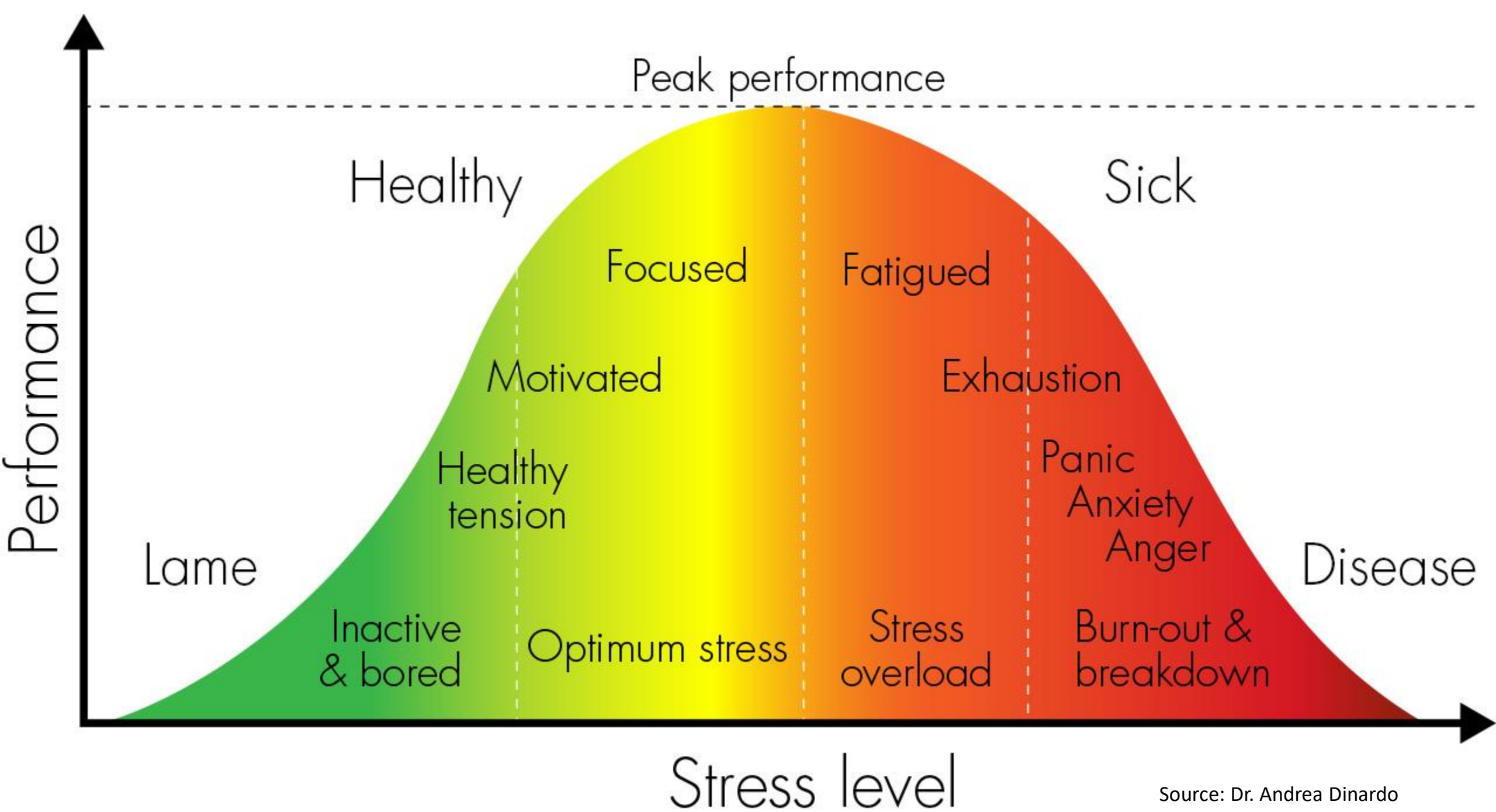
What is 'Genuine' Employer Action on Wellbeing?

My employer takes genuine action on wellbeing	My employer does not take genuine action on wellbeing
I am listened to	I am not listened to
There is flexibility	There is no flexibility
They seem to care	They definitely don't care
There is specialist/structured help to support me	There is nothing to support me
I know support is available	There is only lip service to support
Small things	Nothing
It's a priority for managers	It gets lost at management level
I am thanked	It's thankless
They check how I am doing	I'm told to get with it



Impact of Workload on Leaving the Sector

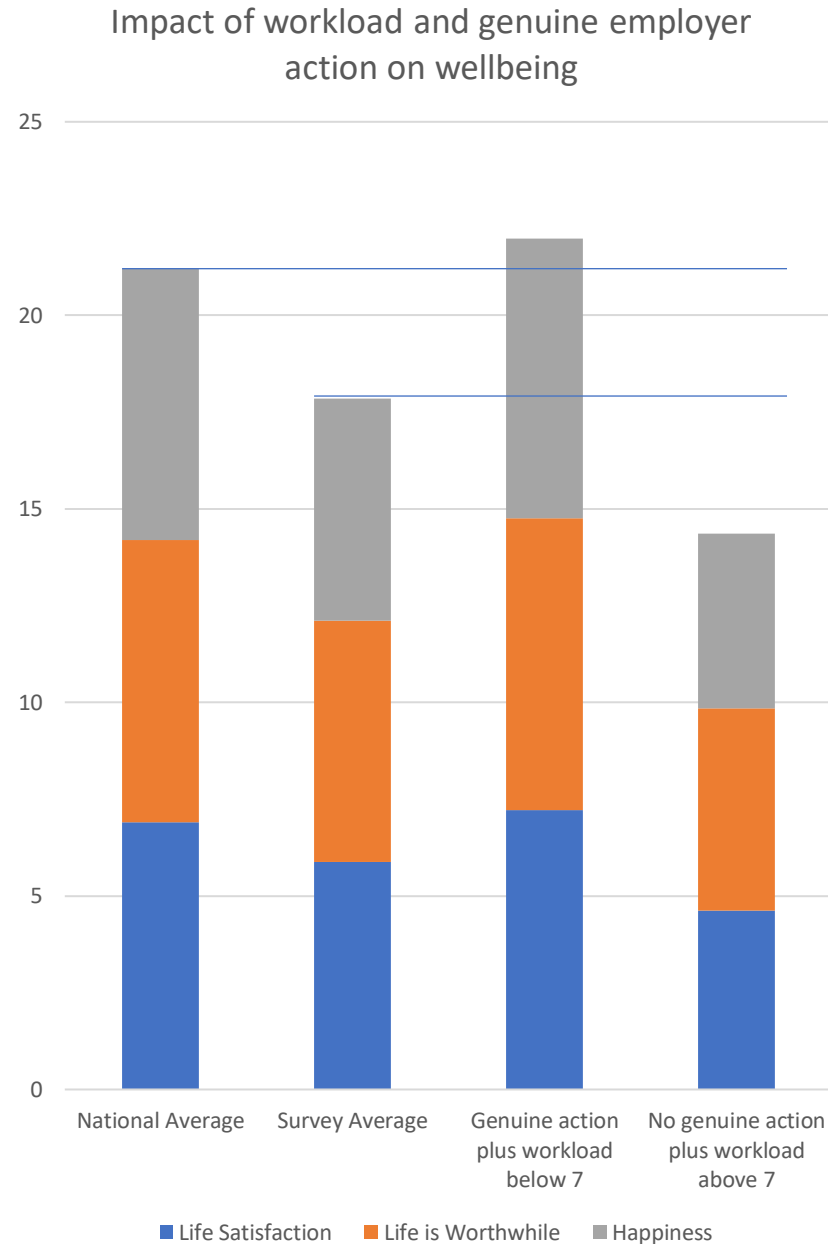




'I love my job' vs 'I used to love my job'

- 20% of respondents have a combined wellbeing score >10% above the national average
- 20% of respondents have a combined wellbeing score >20% below the survey average

- The job you love is still alive



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Contact & Resources

Wellbeing resources and guidance available on:

irpm.org.uk/irpmmmentalhealth

Includes:

- ✓ “Unreasonable behaviour policy”
 - ✓ Sign posting to lone working and de-escalation training resources at the Suzy Lamplugh Trust & the British Retail Consortium
 - ✓ ARMA & IRPM best practice on social media communications
 - ✓ Commissioned video series with Psychiatrist Adam Laidler
- **Editorial Content:** If you would like to submit any wellbeing content for our IRPM Update & Monthly Industry Focus, please email, info@irpm.org.uk
 - **Charter:** We will inform all members when the Charter is launched.

Mental Health & Wellbeing



Recognising the importance of good mental health and wellbeing in our industry, we have developed a Mental Health and Wellbeing Series to open up the conversation on this important topic. Find resources, self help tools and practical learnings to assist you with the stresses and pressures of your role.

irpm.org.uk/irpmmmentalhealth