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# **FDA 2018 Working Hours Survey Report**

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The civil service  
landscape as it looks now







# Introduction

The findings from the FDA's 2018 Working Hours Survey are deeply worrying. Members told us about the impact working excessive hours is having on their health and wellbeing, their family relationships and their ability to deliver at work. It is clear that civil service leaders are in danger of burning out; they have been working at an unsustainable pace with fewer and fewer resources. The civil service is used to rising to the challenge and delivering – it is what it does – but this only sustainable for so long.

The public relies on civil servants to deliver the public services that we all value so much. It's clear from the experience of members that after almost a decade of staff cuts, continuously being asked to deliver more with less is taking its toll on staff. The Government needs to match resources to commitments and, as it shows no sign of reducing demands on the civil service, this means recruiting more staff while also providing fair reward.

After a decade of pay restraint, the FDA recommends that all departments submit business cases to the Cabinet Office and the Treasury for the latest pay round. Civil servants must be valued and rewarded for their dedication, commitment and hard work, and the Government must ensure that the civil service has enough talent and experience to deliver on the challenges ahead. We will work with

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**For almost 100 years the FDA has defended civil servants and civil service values, and we will continue to do so, but politicians should be warned about the damage they are inflicting on morale every time they target civil servants who cannot defend themselves publicly.**

employers to make sure this happens and where it doesn't, we will be demanding to know the reasons why departments aren't willing to make the case for their staff.

We also want to see an end to the attacks on the civil service. For almost 100 years the FDA has defended civil servants and civil service values, and we will continue to do so, but politicians should be warned about the damage they are inflicting on morale every time they target civil servants who cannot defend themselves publicly.

The FDA's survey results clearly show that civil service leaders care deeply about the services they deliver and that they take the upmost pride in their work. While they are trying their best to continue to deliver world-class services, they know there would be immeasurable improvements made, were the sufficient number of staff available to carry out the Government's commitments.

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# Key findings

This report sets out the results of the FDA's 2018 Working Hours Survey. In total we had 1,346 responses to the survey, which was conducted from February to April 2018.

The survey shows a worrying trend of working excessive hours becoming the 'new normal', with respondents highlighting increasing workloads that mean working longer hours is now necessary to achieve the

results required. Worryingly, many FDA members report that their workload is affecting their health and wellbeing. The most common issues were stress due to workload and pressured deadlines, the impact on family life and relationships, and the impact on long-term health conditions.

While they feel dedicated to the civil service, increasing workloads, stagnant pay and attacks on their impartiality and professionalism have left FDA members feeling more dispirited than ever. Worryingly, many civil servants told us that the

productivity and effectiveness of their department is being negatively affected by the working of excessive hours and a lack of sufficient staff in their organisation. Fundamentally, this cannot continue if the civil service is to deliver on the challenges ahead.

This report provides more detailed information and throughout we have included comments from FDA members from across the civil service. This illustrates the human impact of excessive working hours and builds a picture of a service that is under real pressure.

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## 74%

of respondents said that working **excessive hours** is a problem in their department or agency.

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## 83%

of respondents strongly agreed or agreed with the statement **'I have to work additional hours to be able to complete my work'**.

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## 75%

of respondents strongly agreed or agreed with the statement 'there is an **expectation** that I will always work whatever additional hours are needed to complete the task at hand'.

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## 73%

of respondents strongly agreed or agreed with the statement **'morale in my department is running out** because of sustained working of additional hours'.

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## 77%

of respondents strongly agreed or agreed with the statement **'I resent working additional hours** when I haven't had an inflationary pay rise for years'.

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## 73%

of respondents strongly disagreed or disagreed with the statement 'there are enough staff in my organisation to complete our work'.

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## 68%

of respondents strongly agreed or agreed with the statement 'I think the effectiveness of my department is negatively affected by our **workload** and additional working hours'.

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## 82%

of respondents said that working excess hours has **adversely affected their wellbeing**.



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## What needs to be done?

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### 1.

Successive Governments have cut civil service resources but failed to reduce the demands it makes of it. The result has been ever-increasing workloads and excessive working hours, much of which the Government gets for free. Until the Government is forced to pay for the extra hours civil servants spend ensuring that public services are maintained, it is unlikely to address the underlying problems around resources.

The FDA's Annual Delegate Conference passed a motion in May 2016 that called for all departments to compensate civil servants for all hours worked. We have been pursuing this with employers through successive pay rounds and in discussions with departments. This should form an integral part of our pay claims and is a key issue that civil service departments should be addressing, including in business cases to the Treasury. There should also be a coordinated approach to excessive working hours across the civil service and we will be pursuing this through the Cabinet Office.

### 2.

Civil service departments should have effective stress management policies in place that should not just require individuals to 'build their resilience'. Departments must actively take responsibility for their duty of care as employers.

### 3.

Civil service departments need to continue developing their flexible working policies to help staff achieve a work-life balance, including: good maternity, maternity support and shared parental leave arrangements; carers' leave policies; and employment assistance programmes.

### 4.

The FDA is the first in line to defend civil servants when their impartiality, integrity and professionalism is under attack. We understand the impact this has on members' morale and motivation and we will always stand up for their values.

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# **We have grouped the findings into four key themes:**

**The 'new normal'**



**Is goodwill running out?**



**Delivering a world-class civil service**



**Impact on health and wellbeing**





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## The 'new normal'

**Our survey indicates a worrying trend that working excessive hours is becoming the 'new normal'. Civil servants across departments spoke of increasing workloads that demand working longer hours to achieve the necessary results. Added to this, the nature of mobile technology has resulted in civil servants being permanently available and increasingly, this permanent availability is now expected.**

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### Findings:

On average, **48%** of respondents worked up to six extra hours unpaid every week; 24% worked between six and ten hours extra unpaid every week and 11% of respondents worked more than 10 hours extra unpaid every week.

**74%** of respondents said that working excessive hours is a problem in their department or agency.

Just **16%** of respondents said that their department/agency had taken steps to reduce working excess hours.

**47%** of respondents were not able to take all of their annual leave in the last year.

Of the respondents who didn't take all of their annual leave in the last year, **71%** said the reason was because of their workload.

**74%** of respondents said in the last 12 months they have worked while they were on sick or annual leave.

**83%** of respondents strongly agreed or agreed with the statement 'I have to work additional hours to be able to complete my work'.

**75%** of respondents strongly agreed or agreed with the statement 'there is an expectation that I will always work whatever additional hours are needed to complete the task at hand'.

## The 'new normal'

### FDA members said...

"I feel that working longer hours has become normalised and that pressure is put on others to do the same and work beyond their contracted hours. You can be passionate and doing an excellent job without working 50 hours and responding to emails at weekends, but are made to feel guilty if you leave the office on time".

FDA member, Department for Transport

"The increase in the ability to work 24 hours a day by reason of access to work IT at any time has led to an expectation that staff will access work emails etc outside working hours. This means there is never a switch off period, evenings or weekends... The work life balance is tipped out of kilter, work is expected to take a priority at all times".

FDA member, Crown Prosecution Service

"There is an expectation that you do what needs to be done... I can take leave but I can't remember the last time I was off and didn't check emails... The job is so much bigger than it used to be, as headcount is reduced the irony is that work is increasing. Any discussion or not loving the 'opportunity' is seen as a negative. It's hard to be a leader and a mother and do a half reasonable job at either, without sacrificing yourself".

FDA member, Department for Work and Pensions

"A culture where it is expected has been created. If you aren't able to drop everything and be able to do whatever work at whatever time, it is seen as making you unfit to rise up the civil service. I have encountered prejudice and attempts to block me from promotion because people believe you cannot work at a more senior level if you need flexibility... The culture of overworking makes it far harder for us with reasonable adjustments that require flexible working... as a result it is forcing me to think very carefully about whether remaining in the civil service will be the right thing for me".

FDA member, Home Office

"There is a culture of getting on with the job so we work longer hours whilst the underlying issues aren't addressed – such as the fact there are not enough staff and work divisions aren't appropriately planned".

FDA member, Department for Transport

"The culture is of long hours. But everyone sees it as professional. You work until the job is done. Most stress comes from Ministers making unreasonable demands".

FDA member, Department for Education

"It is a vicious circle, as more people work longer, sending emails out of hours, completing work over weekends or staying late at their desks to finish it off so others come under pressure to respond. It has created a new benchmark for how quickly things can be turned around, created and developed. It feels as though we are constantly in urgent mode, with no steady state. People will privately admit they are burning out".

FDA member, Cabinet Office

"It has created an expectation – both of hours worked and of being permanently available, in particular to respond to emails during evenings and weekends. This has become the new norm – so people not working these hours are seen as deficient".

FDA member, HMRC

"Staff morale has declined as the perception of long hours as the new normal makes those who wish to work their contracted hours feel greater pressure to 'conform'. Stress is acute, as delivery is expected to be almost 24-7. Resilience is wearing very thin".

FDA member, Foreign and Commonwealth Office

"People are just expected to work longer and while they say you don't have to, they expect you to deliver the undeliverable".

Keystone member,  
Department for Business,  
Energy and Industrial  
Strategy

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## The 'new normal'

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### FDA members said...

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"If you want a good appraisal (or promotion) you need a reputation for working hard – which means working excessive hours. The widespread expectation that you work until things are finished means that people who are obliged to work predictable hours (such as those with caring responsibilities) are often treated as lazy or uncommitted".

FDA member, Foreign and Commonwealth Office

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"Too many people are expected to pick up additional work, nothing is ever dropped and we are all expected to continue to deliver. There are multiple 'surge' posts – which people do as a way to get career enhancement, but those left behind have to pick up the additional work and this is never factored in".

FDA member, Department for International Development

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"The expectation (especially for SCS) to work out of hours is normal. Very senior staff have failed to grasp the situation, accept it or deal with it. It is causing huge resentment amongst SCS staff because to complain is to be seen as disloyal".

FDA member, Scottish Government

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"All of us recognise the need to undertake additional work including evenings and weekends on occasion, however the lack of staff in our team has meant that many lawyers are routinely having to work outside of normal hours. I routinely work six days a week, which not only impacts on family time but has a physical and mental toll as well".

FDA member, Crown Prosecution Service

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"I stop taking all of my annual leave, there is a feeling that work is always unfinished and that I might be letting down people who work in my team. It can be hard to prioritise properly when there are so many urgent requests".

FDA member, Department for International Development

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"It has become expected that SCS will be available all the time, even if they work part time or have childcare commitments. Some Ministers expect SCS to stay late to clear first drafts of orals the same day as they arrive, which is completely unnecessary".

FDA member, Department for Business, Energy and Industrial Strategy

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"My annual leave period starts in October. It is nearly April and I have only taken six days of annual leave. I am scared to leave my case load. I could not take leave earlier for the same reason and once again the tasks have built up and I feel that they are insurmountable".

FDA member, Crown Prosecution Service

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"It is concerning that our appraisal process is about being able to deal with pressure. Our culture puts a lot of merit in being able to work long hours and always be available".

FDA member

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"There is no corporate expectation on hours and presenteeism, but there are huge expectations on output and delivery and in a ministerially-focused area of high media/public/parliamentary there is no room for the job not being done".

FDA Member, Department for Culture, Media and Sport

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"The situation has been going on for years and continues to deteriorate. There is next to no support for staff who try to work their hours, push back on workloads or have to work only their hours due to other commitments – in fact they are judged for this behaviour. I don't think anyone resents working longer hours over a short period to meet a big deadline, but it's become the norm and people are increasingly unhappy whilst expectations and workloads continue to rise".

FDA Member, Department for Environment, Food and Rural Affairs

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## Is goodwill running out?

**There was an overwhelming feeling amongst the respondents that they enjoy their work and gain lots of personal satisfaction from working in the civil service. However, increased workloads, stress and fatigue, and stagnant pay as well as attacks on the impartiality of the civil service are demoralising civil servants.**

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### Findings:

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**73%** of respondents strongly agreed or agreed with the statement 'morale in my department is running out because of sustained working of additional hours'.

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**70%** of respondents strongly agreed or agreed with the statement 'goodwill in my department is running out because of sustained working of additional hours'.

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**77%** of respondents strongly agreed or agreed with the statement 'I resent working additional hours when I haven't had an inflationary pay rise for years'.

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**53%** of respondents strongly agreed or agreed with the statement 'If we received an inflationary pay rise it would make working additional hours more palatable'.

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## Is goodwill running out?

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### FDA members said...

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"Individuals in my department are frazzled and stressed. We don't have a work life balance. Everybody is making sacrifices beyond the call of duty when you consider that we are working for less money every year".

FDA member, Land Registry

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"I always work on my non-working day and it is difficult to switch off from work because there is so much work to do, and very little appreciation that things are only kept afloat by the goodwill of those of us who are prepared to work more than we are contractually obliged to do".

FDA member, Government Legal Department

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"At peak times, when I have worked a considerable number of excess hours, no matter how much I enjoy the work and am happy to put in the hours when necessary, it does take its toll. In particular, I find it very stressful and frustrating when I can see ways in which my excess workload could be eased, but nothing is done about it. I don't mind working excess hours where there is a clear need, but when it is because other teams or work streams are not properly resourced, that feels very unfair".

FDA member, Government Legal Department

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"I am expected to carry out my role to a set standard, regardless of how much time this takes. On top of this, I get paid less than my colleagues although I have the same responsibilities and output".

Keystone member, Department for Digital, Culture, Media and Sport

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"Each year it is assumed that more can be delivered than in the previous year. New ways of working driven by digital solutions are not here yet and results are delivered by people working ever harder. We are close to breaking point".

FDA member, HMRC

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"I am aware of people regularly taking work home, impacting on family life. There is a limit to the amount of goodwill, and excessive hours quickly give rise to cynicism. As people become run down sick leave becomes more prevalent".

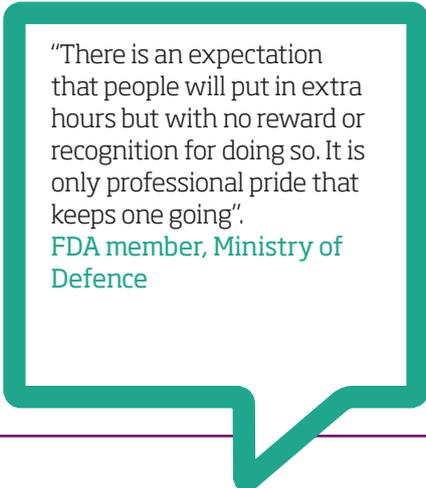
FDA member, Crown Prosecution Service

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"Relentless tiredness, but resignation to getting the job done as well as possible. There is a tension between a good focus on wellbeing and high expectation to deliver more with the same/reduced resources on no pay increases".

FDA member, Education and Skills Funding Agency

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"There is an expectation that people will put in extra hours but with no reward or recognition for doing so. It is only professional pride that keeps one going".

FDA member, Ministry of Defence

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"It affects our diversity in that, in my view, it is impossible to demonstrate the commitment and extra effort required for promotion/success, particularly at a senior level, and have out-of-work commitments like caring responsibilities for children or relatives. It also fuels discontentment given the ongoing pay freeze and cuts to the benefits package".

FDA member, Foreign and Commonwealth Office

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"Due to the pressures caused by Brexit, I have worked up to 60 hours per week over recent months. Working these additional hours would be more palatable if civil servants were not still subject to a pay freeze, and if ministers did not insist on criticising the performance of civil servants in the media".

FDA member, HMRC

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"From a pay position it is difficult to remain motivated when a male colleague who reached the grade before me receives approximately £5,000 per annum more than I do for exactly the same job. He benefited from annual increments and is on the max and I will never reach the max".

FDA member, HMRC

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"Team members are commenting that they are not being paid to work the hours required to do the job. Goodwill is being lost and colleagues are indicating that they are not willing to work the hours required to deliver some projects".

FDA member, Government Legal Department

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## Is goodwill running out?

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### FDA members said...

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"The below inflationary pay rise is one issue. What affects my feelings about working additional hours more is the easy targeting of civil servants, when the lack of policy direction is political".

FDA Member, Department for Work and Pensions

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"Years are being taken off my life and my wellbeing and marriage suffer enormously. All this is made even worse by the callous and dismissive approach to our pay and pension and the shameful comments about civil servants made publicly by ministers and others. As a proud public servant of some 38 years of unblemished service I have never felt so dispirited".

FDA member, Home Office

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"I wish to make it clear that we are all working overtime to complete what needs to be done because we care about our institution and its reputation. Reinstatement of pay progression is now essential for my junior colleagues who are first rate and I do not know how to keep them anymore. For me it is irrelevant as I am at the top of my grade and I had the pay progression that they never had. I have already stayed beyond the age I expected to retire because I can't leave my colleagues now, when I am the person covering what used to be done by five people".

FDA member, British Museum

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"I feel taken for granted by the civil service – the management know I will work extra unpaid hours to get the job done and so they don't bother to prioritise or push back if Ministers ask for more than can be delivered. It is simple - we need more staff and enough of the myth of continually doing more with less".

FDA member, Foreign and Commonwealth Office

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"I would like the ability to move up the pay scale within grade reinstated. I am a high performing Grade 7 and have been for six years, yet I am still on the bottom of the Grade 7 pay scale because there is no way to move off it. I could be £10,000 a year better off if I was at the top, where I should be given my performance record and length of time in grade".

FDA member, Department for Education

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"I was very upset to read about Michael Gove MP's comments reported in the press about civil servants in his department not pulling their weight. Nothing could be further from the truth and it is insulting and feeding into populist tropes about public sector workers".

FDA member, Government Legal Department

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# Delivering a world-class civil service

**In the crucial run up to Britain's exit from the European Union, and the big challenges ahead in delivering first-class public services, it is important that civil servants are valued for their commitment, dedication and hard work. Fundamentally, there needs to be the right numbers of civil servants to deliver on the challenges ahead. Worryingly, many civil servants told us that the productivity of their department is being negatively affected by both the reduced number of staff and working excessive hours.**



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## Findings:

**69%** of respondents strongly agreed or agreed with the statement 'my workload is set with no correlation to whether it is possible to complete in the time I have available, because it is assumed that I will complete the work no matter what'.

**65%** of respondents strongly agreed or agreed with the statement 'I think my commitment will be judged negatively if I don't work additional hours'.

**73%** of respondents strongly disagreed or disagreed with the statement 'there are enough staff in my organisation to complete our work'.

**48%** of respondents strongly agreed or agreed with the statement 'I worry that my career progression will be affected if I am not seen to be working additional hours'.

**64%** of respondents strongly agreed or agreed with the statement 'I think the productivity of my department is negatively affected by our workload and additional working hours'.

**68%** of respondents strongly agreed or agreed with the statement 'I think the effectiveness of my department is negatively affected by our workload and additional working hours'.

**55%** of respondents strongly agreed or agreed with the statement 'I think the teamwork in my department is negatively affected by our workload and additional working hours'.

## Delivering a world-class civil service

### FDA members said...

"Working too long makes me less productive and results in a vicious circle whereby I am less productive, so slower to get things done, hence takes me longer than if I were less tired".

FDA member, Scottish Government

"Stressed, pressurised colleagues trying to do too much in too little time leads to delays and errors. Policy is less well thought out, with more pitfalls for us to then identify and correct. Impact on colleagues is significant in terms of work/life balance and ultimately sickness absence".

FDA member, HMRC

"I can only firefight, I do not have time to think or plan strategically. It affects my physical/mental wellbeing – not having time to exercise, having to do work in evenings and at weekends just to stay on top of emails/deadlines".

FDA member, Foreign and Commonwealth Office

"People feel under constant pressure to meet deadlines and mistakes are not tolerated – there is a blame culture which means you only really hear if something isn't up to scratch. This means that people are almost over-checking their work (time consuming) and are reluctant to use their initiative".

FDA member, Ofsted

"An acute risk of burnout of the most talented/hardworking people, who are often overloaded or the ones asked to pick additional work. There is an added risk of not enough time being dedicated to development/supporting lower grades due to a sense of too much urgent work to do. This then exacerbates the issue".

FDA member, Department for Work and Pensions

"Fundamentally, people are burnt out. More mistakes are made, less complete analysis is used and put forward, policy is not well considered".

FDA member, Scottish Government

"There is a perception that long working hours equate to better outcomes and it's not the case".

FDA member, Cabinet Office

"Lack of resources (enough people with sufficient expertise and experience) is an acute problem. Conscientious public servants do their best to paper over the cracks by working harder and longer hours but we can only do so much. Working well beyond contracted hours and still feeling that it isn't enough is very demoralising and demotivating".

FDA member, Government Legal Department

"There is a culture of fear that the slightest oversight will have enormous consequences for the organisation. There is an unwritten expectation that staff must work as long as necessary in order to complete the work".

FDA member, Crown Prosecution Service

"Staff log on to their emails outside working hours to try and manage. It means if you do not look at your emails over the weekend when you log on to your computer on Monday morning there is a backlog of emails from colleagues, all containing a request for work to be done".

FDA member, Crown Prosecution Service

"Excessive hours are a problem, notably in policy areas which are priorities for Ministers but which have not been resource allocated. The situation is exacerbated by inefficient recruitment and workforce planning".

FDA member, Welsh Government

"We are simply not resourced to deliver what Ministers want us to do. The impacts of this include stressed and irritable staff, some tasks we are meant to do and are important and are not happening, resulting in an increased risk of serious error being made".

FDA member, Department for Transport

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## Delivering a world-class civil service

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### FDA members said...

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“Working excessive hours reduces our efficiency, ability to do a good job and resilience. The more tired you are, the less able you are to think creatively and avoid mistakes and the more likely you are to become ill. When working on a complex bill to a very short timescale three colleagues went on long term sick leave. Pulling out all the stops for a particular task sets a precedent and becomes the norm. There are unrealistic expectations about the time needed to get things done”.

FDA member, Department for Education

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“The issue is not that I would be disadvantaged in my appraisal for not working extra hours, it’s that I would be disadvantaged for not getting all my tasks done, and to do that I need to work extra hours”.

FDA member, Department for Digital, Culture, Media and Sport

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“The work ethic in my team is very strong. We all think that the work we do is important and in the public interest. We would all do the additional work to keep the operation moving come what may. However, the fact that we all do extra unpaid hours is in the long term detrimental to us as individuals. It also masks how disastrously under resourced we are”.

FDA member, Procurator Fiscal Service

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“The main issue is we can’t keep doing more with less. The demands of Brexit is only going to make this situation worse”.

FDA member, HMRC

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“Everyone understands that it is the nature of what we do – there will be times when it is simply necessary to work a bit longer to complete a task or project. I don’t have a problem with that and when the work is interesting and enjoyable you do not notice it. Where it is a problem is where the work is interesting and enjoyable, but the long hours and weekend working over a sustained period of time is simply expected. I’ve been overworking for so long I cannot continue with it and to be honest I’ve resigned myself to the fact that my appraisal will be impacted because my ‘productivity’ isn’t what it used to be”.

FDA member, Government Legal Department

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“The Home Office is pretty flexible in how it manages work life balance but it is inevitable, given the pressures of Brexit, that this is often tacked on to already busy posts. It does stop me going for SCS, I look at the pressures on colleagues in those grades and I cannot balance this with spending quality time with two young children”.

FDA member, Home Office

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“It’s not so much that there is pressure to work extra hours but more that work is criticised if it is not up to standard because we are spread too thin.

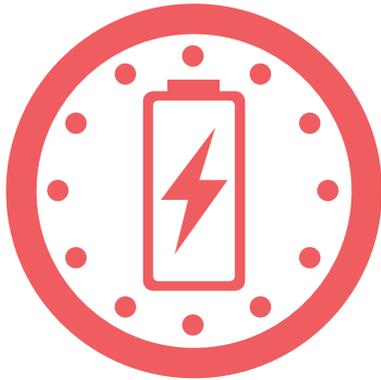
FDA member, Department for Business, Energy and Industrial Strategy

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“Resource becomes tighter and tighter, but there seems to be no proper review of what is reasonable to ask of a depleted workforce”.

FDA member, HMRC

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## Impact on health and wellbeing

**Worryingly, many FDA members spoke about how their workload is affecting their health and wellbeing. The most common issues were: stress due to workload and pressured deadlines; difficulty sleeping; impact on family life and relationships - in particular, women highlighting the sense of guilt of trying to balance workload and childcare; and the impact on long-term health conditions, including mental health being negatively impacted by their work. Additionally, many revealed their diabetes has been made worse by excess working hours, leading to working through mealtimes and an inability to exercise. Some members also said they were drinking more alcohol than before.**

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### Findings:

**82%** of respondents said that working excess hours has adversely affected their wellbeing.

**65%** of respondents strongly agreed or agreed with the statement 'working additional hours is affecting my home life'.

**66%** of respondents strongly agreed or agreed with the statement 'my workload and additional working hours are causing me to feel stress'.

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## Impact on health and wellbeing

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### FDA members said...

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"I receive between 100-200 emails every day. My blood pressure levels have significantly raised over the past 12 months during which the volume and intensity of my work has significantly increased and I have been prescribed blood pressure medication as a result, despite being only 41 and otherwise in good health. Balancing 50+ hour weeks with the demands of parenting young children leaves me permanently tired and exhausted and in no state and with no time to exercise to manage my blood pressure".

**FDA member, Government Legal Department**

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"I was under huge pressure over a year ago, doing the work of 3 people – had to take anti-depressants for 9 months. I am currently taking blood pressure medication due to ongoing stress".

**FDA member, Department for Environment, Food and Rural Affairs**

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"The rigidity inherent in the hours applicable to my current post (rather than the overall number of hours) makes it difficult to organise a social life or to just step away a little. This has no doubt contributed to periods of depression in the past eighteen months".

**FDA member**



"I'm suffering from depression and my marriage is strained due to unreasonable work life balance".

**FDA member, Home Office**

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"At one point immediately after EU exit I was covering what is now the work of several teams and I was struggling to cope. I was relatively newly promoted and felt that I ought to be able to manage this workload and it must be my failure that I couldn't. I began working extremely long hours and became extremely anxious and stressed. In the end I went for counselling. Recruiting more staff has helped to manage the sudden pressures we were under, but I am still angry that my manager did not acknowledge that I was being faced with more work than could be done and provide me with additional support, or set clear expectations that I should do only what was possible in working hours".

**FDA member, Department for Environment, Food and Rural Affairs**

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"I constantly feel anxious because no matter how hard I work I am never able to get up to date, I feel morally obliged to work at home in my own time just to be able to keep up".

**FDA member, Crown Prosecution Service**

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"I find it extra hard to 'switch off' outside work or professional concerns when I am not working. I fall into a downward spiral where I worry about the effect that work-related worrying is having on my wellbeing".

**FDA member, The National Archives**

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"I do feel I am under pretty constant stress through volume of work and not being able to give complex subjects the attention I think they deserve due to the volume of work and hours available – even by working more hours".

**FDA member, HMRC**

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"I suffered a breakdown last year, was acutely mentally ill with severe anxiety and depression and took sick leave for 4 months. I had so much work that I could never clear (even working 12 hours a day, 6 days a week) I had worked as much as 65-80 hours to meet deadlines on pieces of work, which when our Minister changed were never taken forward. I finally cracked".

**Keystone member, Department for Education**

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"In policy teams we are expected to do additional hours 'when necessary'... the impact of this appears to be a lot of people beginning to suffer from mental health conditions (and frankly, poor quality policy making) or people rotating out of policy after a couple of years".

**FDA member, HMRC**

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## Impact on health and wellbeing

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### FDA members said...

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"There is a very high number of people off with stress. Given the low number of lawyers it is difficult to complete the casework and all the management demands within the contractual hours. I always work at the weekends and this is impacting on my family life".

FDA member, Crown Prosecution Service

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"I worry that I am not keeping up with my workload, I do not like letting people down. I feel guilty that I do not see more of my family and, when I do, I feel that my mind is drifting back to my work commitments".

FDA member, Crown Prosecution Service

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"Losing sleep and feeling anxious worrying about work. Has affected relationship with husband and family who don't understand the pressure we are under to work over and above and don't understand we can't easily say no because it's an unstated expectation".

FDA member, Department for Work and Pensions

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"It leads to feelings of immense guilt that I do not spend more time with my family and is having a detrimental impact on my relationship with my husband who is resentful of how much time I spend away from home".

FDA member, Foreign and Commonwealth Office

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"Not only am I missing out on sleep, but I find that I can't sleep because of the work pressure. When I go to bed, I lie awake thinking of all the things I haven't done and need to get up early to do".

FDA member, Department for Environment, Food and Rural Affairs

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"At times I have trouble switching off and sleeping. I am frequently exhausted particularly in weeks when I have had to travel extensively and this makes me irritable when I am at home with my family. I am regularly away from home overnight which impacts on my home life and the pressures on my husband".

FDA member, Health and Safety Executive

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"Very tired SCS. A culture that discriminates against those with family commitments or who just don't want to work a 70 hour week".

FDA member, Ministry of Justice

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"Always feeling like you're trying to catch up. You work extra to stay on top of your hours which then means you're tired and less productive during work time. It's a vicious cycle. It also impacts on your ability to enjoy and participate in social events because you're so tired all the time".

FDA member, Department for International Development

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"I am exhausted. My house is a mess. I do not see friends or family. I do not exercise. I feel isolated. I am overweight. I hardly get to socialise and when I do I am tired".

FDA member, Crown Prosecution Service

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