

# STAFF SURVEY 2004

This questionnaire aims to let you have your say about where you work and important issues that you would like to raise.

It will take about half-an-hour to complete with questions requiring a tick response and others giving more space for detailed views.

## Section 1 - Communication

Q1 We aim to keep you informed about the issues that affect you at work. Which ONE of these would you say best describes us?

<i>We keep you very well informed</i>	<i>We keep you fairly well informed</i>	<i>We give you a little information</i>	<i>We don't tell you much about what is going on</i>	<i>Don't know / No Opinion</i>
<input type="checkbox"/> .....	<input type="checkbox"/> .....	<input type="checkbox"/> .....	<input type="checkbox"/> .....	<input type="checkbox"/>

Q2 How good or poor would you say the Council's internal communications are at each of the following?

	Very good	Fairly good	Neither	Fairly poor	Very poor	Don't know
Being easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dealing with issues that really matter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being honest about problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing staff with the right amount of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telling staff quickly when there is important news	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping staff away from the main offices informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 From which of the following do you personally receive information, which do you find useful and which would you like to receive? Please tick all that apply. Continued over the page.

	Receive information	Find useful	Do not receive - Would like to
My manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other members of my team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My colleagues in other teams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Councillors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corporate Roadshows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notice boards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Borough News (Residents)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On The Write Lines (Staff)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Union	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Team meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cross-service meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cabinet and committee reports and agendas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

On the grapevine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intranet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None of the above	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q4** How good or poor would you say the Council is at providing you with information about each of the following?

	Very good	Fairly good	Neither	Fairly poor	Very poor	Don't know
The Council's future plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Council's aims	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comprehensive Performance Assessment (CPA) results and Improvement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal work objectives and priorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your department's work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other departments' work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment opportunities within the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equal opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Media Issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research Results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q5** How would you rate the relationship between Councillors and staff?

*Very good*      *Fairly good*      *Neither*      *Poor*      *Very poor*      *Don't know*  
 .....  .....  .....  .....  .....

**Q6** How can we ensure we work together effectively with Councillors?

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**Q7** How would you rate the relationship between our customers and staff?

*Very good*      *Fairly good*      *Neither*      *Poor*      *Very poor*      *Don't know*  
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**Q8** How can we ensure we work together effectively with customers and engage with them further?

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**Q9** Do you think communication across the Council has improved during the last 12 months?

Yes.....  No .....  No change .....  *Don't know, joined in last 12 months* .....

Q10 If Yes, please specify how things have improved

Four horizontal lines for text input.

Q11 If No, please specify why things haven't improved

Four horizontal lines for text input.

**Section 2 - Team meetings**

Q12 Do you have team meetings?  
Yes .....  No .....

Q13 How often do you attend meetings in your department or section?  
*Weekly*                      *Monthly*                      *Fortnightly*                      *Less frequently*                      *Never*  
 .....  .....  .....  .....

Q14 How frequently would you like team meetings in your department or section?  
*Weekly*                      *Monthly*                      *Fortnightly*                      *Less frequently*                      *Never*  
 .....  .....  .....  .....

Q15 How good or poor would you say your team meetings are at each of the following?

	Very good	Fairly good	Neither	Fairly poor	Very poor	Don't know
Keeping you informed about news in your department / section	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generating a good 'team spirit'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identifying possible improvements to your department / section	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involving staff at all levels in decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping you informed about the rest of the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 Do you think your line manager would benefit from training in running effective team meetings?  
Yes .....  No .....

Q17 Do you think team meetings have improved during the last 12 months?  
Yes .....  No .....   
No change .....  Don't know, joined in last 12 months .....

Q18 If Yes, how have they improved

Four horizontal lines for text input.

Q19 If No, how could your team meetings be improved

Four horizontal lines for text input.

**Section 3 - One-to-one meetings with your line manager**

Q20 Have you had an appraisal and development discussion or review with your line manager in the last six months?

Yes  ..... No  ..... No, joined in last six months

Q21 Which of the following do you believe you should discuss at your appraisal and development discussion / review and which do you actually discuss?

	Should discuss	Actually discuss
How you are	<input type="checkbox"/>	<input type="checkbox"/>
Your performance	<input type="checkbox"/>	<input type="checkbox"/>
Work priorities	<input type="checkbox"/>	<input type="checkbox"/>
Work pressures	<input type="checkbox"/>	<input type="checkbox"/>
Training and development needs	<input type="checkbox"/>	<input type="checkbox"/>
Training and development received	<input type="checkbox"/>	<input type="checkbox"/>
Your job description	<input type="checkbox"/>	<input type="checkbox"/>
Corporate priorities	<input type="checkbox"/>	<input type="checkbox"/>
Departmental objectives	<input type="checkbox"/>	<input type="checkbox"/>
Expectations of one another	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>

Q22 Do you feel that you and your manager would benefit from more guidance / training in the appraisal and development process?

	Yes	No	Don't know
You	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23 How often do you have other one-to-one meetings with your line manager?

Weekly  ..... Monthly  ..... Fortnightly  ..... Less frequently  ..... Never

Q24 What are your views on the frequency of these meetings?

Too often .....  About right .....   
Not often enough .....



Q31 Is the way in which training and development opportunities are offered to staff fair?  
Yes .....  No .....   
Don't know .....

Q32 If No, please give reasons why not  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Q33 Do you think training and development has improved during the last 12 months?  
Yes .....  No .....   
No change .....  Don't know .....

Q34 If Yes, please specify how things have improved  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Q35 If No, please specify how things could be improved  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Section 5 - Workplace issues**

Q36 Do you think Health and Safety issues are given a high enough priority within the Council?  
Yes .....  No .....   
Don't know .....

Q37 What health and safety issues concern you most about where you work?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Q38 Do you feel you are given enough opportunity to bring Health and Safety issues to the attention of your manager(s)?  
Yes .....  No .....   
Don't know .....

Q39 Are you aware of any member of staff working for the Council who has suffered or continued to suffer from bullying or harassment during the last 12 months?

Yes .....  No .....

Q40 Have you personally experienced bullying or harassment during the last 12 months?

Yes .....  No .....

Q41 If you know of instances of bullying or harassment at work or have experienced it yourself during the last 12 months, please give details below. If you feel that you have suffered from these issues in any way, please do not hesitate to speak to your Head of Service or a member of staff from Personnel. Alternatively, call the Employee Assistance Programme on 0800 716619, where confidential advice and support is available.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Q42 Do you consider that the Council treats all its staff fairly, consistently and with respect?

Yes .....  No .....

Q43 If No, please give details

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Q44 As far as workloads, morale and stress are concerned, how far do you agree or disagree with the following statements?

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Don't know, joined in last 12 months
My workload has increased over the last year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I cope really well with the current pressure of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall morale in my team is good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My personal morale is high	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have taken time off work due to stress during the last 12 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stress is a major problem for my team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think morale in my team has improved during the last year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The 'Weak' CPA result for the authority has not affected my morale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q45 The Council realises that recruitment and retention of staff in some areas is difficult. What do you think the reasons for this are, and what could you suggest to help solve the problem?

\_\_\_\_\_  
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**Section 6 - Working for the Council**

Q46 If you were to consider leaving the employment of the Council, what factors would be influential in your decision to leave?

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Q47 In your opinion, what are the best things about working for this Council?

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Q48 In your opinion, what are the worst things about working for this Council?

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Q49 What thoughts or ideas do you have that would help us become an 'Excellent' authority under the Comprehensive Performance Assessment (CPA)?

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Q50 Would you be prepared to work from home if you had the right facilities?

Yes .....  No .....

Q51 For you personally, is working for the Council better, the same, or worse than it was last year?

Yes, it is a lot better here now .....  Yes it is slightly better here now .....

It is about the same working here now .....  No, it is slightly worse working here now .....

No, it is much worse working here now .....  No opinion, I have been working here for less than a year .....

Q52 If 'Yes, it is a lot / slightly better here now', please specify how things have improved

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Q53 If 'No, it is slightly / much worse working here now', please specify why?

Four horizontal lines for text entry.

Q54 Did you complete our staff survey in 2003?

Yes .....  No .....   
No, joined since 2003.....

Q55 If No, why not?

Two horizontal lines for text entry.

Q56 Please use the space provided if you have any other comments you would like to make

Eight horizontal lines for text entry.

**Section 7 - About you**

**The following information will help us to build a picture of how different groups of people feel. It will not be used to identify you, as all the information you provide will be treated in confidence.**

Q57 Where is your normal place of work?

Town Hall .....  Cranbrook.....   
Tourist Information Centre .....  Crematorium Offices .....   
Assembly Hall.....  RTW Sport.....   
Camden Centre .....  Calverley Terrace .....   
The Police Station .....  Museum.....

Q58 Which service do you work for?

Corporate Services .....  Operational Services .....   
Financial Services .....

Q59 How long have you worked for the Council?  
*Less than one year* .....  *Between one and two years* .....   
*Between two and five years* .....  *Between five and ten years* .....   
*More than ten years* .....

Q60 Do you work?  
*Part time* .....  *Full time* .....

Q61 What kind of contract do you have?  
*Permanent* .....  *Temporary* .....  *Fixed term* .....  *Casual* .....

Q62 Gender  
*Male* .....  *Female* .....

Q63 Age  
*Under 25* .....  *25-39* .....   
*40-49* .....  *50-59* .....   
*60+* .....

Q64 How would you describe your ethnic origin?  
*White - British* .....  *White - Irish* .....   
*White - Other* .....  *Mixed - White and black Caribbean* .....   
*White and black African* .....  *White and Asian* .....   
*Mixed - Other* .....  *Asian - Indian* .....   
*Asian - Pakistani* .....  *Asian - Bangladeshi* .....   
*Asian - Other* .....  *Black / Black British - Caribbean* .....   
*Black / Black British - African* .....  *Black / Black British - Other Black* .....   
*Chinese* .....   
 Other (please specify)  
 \_\_\_\_\_  
 \_\_\_\_\_

Q65 Do you consider yourself to have a disability?  
*Yes* .....  *No* .....

Q66 Do you have carer responsibilities for the following?

	Yes	No
Dependant children	<input type="checkbox"/>	<input type="checkbox"/>
Dependant adult / adults	<input type="checkbox"/>	<input type="checkbox"/>

**Thank you for completing this questionnaire. The results will be available at the end of February 2005.**