

**Colour key:**

	Question same as in 2016 survey
	As above, but denotes previous Benchmark questions for engagement score - must be kept.
	Question slightly amended from 2016/7 survey
	Question (and/or its meaning) significantly amended from 2016 survey
	New question that was not in previous surveys
	Deleted question not carried forward from 2016 survey

## Section 1

**THIS INFORMATION WILL NOT BE USED TO IDENTIFY YOU OR ANY INDIVIDUAL.**

**This section provides us with important information about your role in the council. We use this to ensure the council treats everyone fairly and identify any trends in responses across groups of employees. This helps us develop the most appropriate actions as a result of the survey.**

**Your responses will ALWAYS remain anonymous, and any details you provide will be kept strictly confidential and secure at all times. We will not analyse or present any information you give in such a way that allows you or any individual to be identified.**

Question	Answer Set
Into which of these groups does your current role fit?	Senior Manager (service head, director, corporate director), Manager or Supervisor, Employee
Approximately how long have you worked for Wiltshire Council (including service prior to April 2009 with Wiltshire County Council, North Wilts District Council, Kennet District Council, Salisbury District Council or West Wilts District Council)?	Less than 2 years, between 2 and 5 years, between 5 & 10 years, More than 10 years, Prefer not to say.

Which of these places would you consider to be your main work location/base?	A main hub (please specify which one from list) - Bourne Hill, County Hall, Monkton Park, A community campus (please specify which one), A works/depot (please specify which one), A Leisure Centre, A Library, Home-based, Mobile/peripatetic, Other council location (please specify), Other non-council location (e.g. a hospital).
[IF ANY OPTION OTHER THAN "HOME-WORKER" IS SELECTED] On average, how often do you work from home?	Frequently (more than 60% of your time per week/month), Sometimes (regularly but less than 60% of your time per week/month), Occasionally (e.g. less than twice a month), Never
Have you had any of the following flexible working arrangements in place in relation to <b>your main job</b> in the last 12 months. These can be permanent or temporary, formal or informal arrangements. Choose all that apply.	Part-time hours (working less than 37 hours per week) Job-share (2 people covering a single role) Term-time only (having some or all school holidays as non working time) Condensed or compressed hours (e.g. a 9 day fortnight) Annualised hours (calculating hours across the year to cover peaks and troughs in work) Flexi-time (being able to flex your start / finish / break times and take back extra hours accrued as a flexi day) Other arrangements - please tell us about them [FREE TEXT, max 100 words]

## Section 2

**In this section, we would like to hear your views on the communication of the council's priorities and goals.**

Question	Answer set
The council's priorities and goals have been made clear to me.	Yes, Partially, No
I understand the Council's priorities and goals	Yes, Partially, No
I feel committed to achieving the Council's priorities and goals	All of them, some of them, none of them

I believe in the approach the council is taking to achieve its priorities and goals	Yes, Partially, No
I feel our Directors and Corporate Directors are interested in our service area and the work we do. [HIDE THIS QUESTION IF "SENIOR MANAGER" IS SELECTED AS ANSWER TO Q1]	All of them, some of them, none of them
I feel Heads of Service are interested in the work we do. [HIDE THIS QUESTION IF "SENIOR MANAGER" IS SELECTED AS ANSWER TO Q1]	All of them, some of them, none of them
Working here motivates me to contribute more than is normally required in my work	Yes, Sometimes, No
I understand how my work contributes to the priorities and goals of the Council.	Yes, Partially, No
I believe my job makes a difference to the community	Always, Frequently, Occasionally, Never
It has been made clear to me how I am expected to behave at work	Yes, No
Senior Management (service heads, directors and corporate directors) are open and honest with staff [HIDE THIS QUESTION IF "SENIOR MANAGER" IS SELECTED AS ANSWER TO Q1]	Always, Frequently, Occasionally, Never
The information I receive from my managers (line manager, service head, director or corporate directors) about what is going on in the Council helps me do my job effectively.	Yes, Sometimes, No
The council helps me to understand why changes are made	Always, Frequently, Occasionally, Never

The Council manages change effectively	Always, Frequently, Occasionally, Never
The Corporate information I receive (including on The Wire, Electric Wire updates and global emails) is relevant, useful and informative	Yes, Sometimes, No
I am aware of, or already use, the Council's social media channels	Aware and use, Aware but do not use, Not aware.
Please use this space to tell us anything else or add more detail about your answers to the questions in this section.	Free text, max 300 words - <b>CONSIDER THIS ON EVERY PAGE DEPENDING ON LAYOUT</b>
Our leaders (directors and corporate directors) are sufficiently visible	
I have confidence in our leaders (directors and corporate directors)	
I use "The Wire" (intranet) regularly to obtain information?	

### Section 3

In this section, we would like to hear how managers support and engage you at work.

Question	Answer set
I know what is expected of me in my role.	Yes, Partially, No
My manager trusts me to take responsibility for my work	Yes, Sometimes, No
I understand how my role contributes to my team/service objectives	Yes, Partially, No, I don't know my team/service objectives
My manager helps me to be effective in my job	Yes, Sometimes, No
The decisions I make are trusted and supported	Always, Frequently, Occasionally, Never

I receive constructive feedback from my manager about my performance	Always, Frequently, Occasionally, Never
My manager gives me the recognition I deserve when I have done my job well	Yes, Sometimes, No
My manager supports staff to improve their performance where required	Yes, Sometimes, No
I get feedback on how satisfied our customers are with our work	Yes, Sometimes, No
I am encouraged to look for ways of improving services to customers	Yes, Sometimes, No
My manager is open to my ideas and suggestions	Yes, Sometimes, No
My ideas and suggestions are escalated when appropriate	Always, Frequently, Occasionally, Never
My manager supports me to develop my own career	Yes, No
I can find the right training and development opportunities to improve my skills	Always, Frequently, Occasionally, Never
I know I can request coaching to support my own learning and development?	Yes, No
Please use this space to tell us anything else or add more detail about your answers to the questions in this section.	Free text, max 300 words - <b>CONSIDER THIS ON EVERY PAGE DEPENDING ON LAYOUT</b>
<del>If Yes: I believe that a coaching culture benefits my development at work.</del>	-
<del>If No: I am likely to seek further information about coaching via <u>The Wire</u> in the next 12 months</del>	
<del>I have the support I need at work to do the best job I can</del>	

## Section 4

In this section, we would like to hear how we communicate, listen, capture and act on your thoughts and ideas.

Question	Answer set
I am proud to be part of Wiltshire Council	Yes, No
Please rate how you would recommend working at Wiltshire Council	NPS scale 10 down to 1, 10=fully recommend
I enjoy the work I do	Always, Frequently, Occasionally, Never
My job makes good use of my skills and abilities	Always, Frequently, Occasionally, Never
I can influence how I best perform my job	Yes, Sometimes, No
The learning and development I receive helps to develop my career	Yes, Sometimes, No, I have not had any
Over the last 12 months I feel that my performance at work has:	Improved, Stayed the same, Declined
Over the last 12 months I feel that my team's/service's performance has:	Improved, Stayed the same, Declined
I would feel comfortable approaching my manager to discuss any work-related concerns	Yes, No
Our team meetings are effective	Yes, Sometimes, No
I have had an appraisal in the last 12 months	Yes, No

I find appraisals useful	Yes, No
[IF NO TO ABOVE] How could we make appraisals work better for you?	Free text Max 100 words
Considering my duties and responsibilities, I am satisfied with the total benefits package (e.g. salary, pension, flexible working) that I receive	Yes, Partially, No
My working conditions and environment are appropriate for the work I do.	Yes, Partially, No
Tell us how you would value and recognise staff for the work that they do?	Free text, max 300 words
Please rate how engaging you found the recent staff engagement forums	NPS scale 10 down to 1 (10=most useful), did not attend
What would make them better?	Free text, max 100 words
Please use this space to tell us anything else or add more detail about your answers to the questions in this section.	Free text, max 300 words - <b>CONSIDER THIS ON EVERY PAGE DEPENDING ON LAYOUT</b>
I am aware of the Wiltshire Rewards staff benefits scheme	
If you answered yes to question 27, do you think that the Wiltshire Rewards scheme enhances the council's benefits package?	
Did you complete a staff survey last time?	-

If yes: I found the staff forum useful and informative	-
If no: Please explain why:	

## Section 5

**In this section, we would like to hear your feedback on the values and behaviours at the council.**

Question	Answer set
I feel a sense of belonging to Wiltshire Council	Yes, No
Working here makes me want to do the best job I can.	Yes, Sometimes, No
I feel valued and recognised for the work I do	Always, Frequently, Occasionally, Never
I feel empowered to deliver the Council's priorities and goals	Always, Frequently, Occasionally, Never
I feel able to collaborate to support the Council's vision and aims	Always, Frequently, Occasionally, Never
There is effective collaboration between my team and other teams we work with	Always, Frequently, Occasionally, Never
We act on the feedback we receive from customers	Always, Frequently, Occasionally, Never
I think the council is committed to customer satisfaction	Always, Frequently, Occasionally, Never
I feel supported when I have to prioritise my work	NPS scale 1 to 10, 10=fully committed



I have the resources I need at work to do the best job I can	Yes, No
[IF NO TO ABOVE] What resources would help you to do your job better?	Free text Max 100 words
Good performance is recognised where I work	Always, Frequently, Occasionally, Never
In the last year, have you personally experienced bullying or harassment whilst at work.	Yes, No
If so, was the person who bullied or harassed you (choose all that apply):	<ul style="list-style-type: none"> <li>A member of your team</li> <li>Your Manager</li> <li>Another member of staff</li> <li>Another Manager</li> <li>An Elected Member</li> <li>A third party (e.g. customer, supplier, contractor, public etc.)</li> </ul>
[If yes] Was the bullying or harassment in regard to your: (please tick all that apply)	<ul style="list-style-type: none"> <li>Disability</li> <li>Gender or gender identity</li> <li>Ethnic origin</li> <li>Religion or beliefs</li> <li>Caring for an elderly or disabled person</li> <li>Age</li> <li>Sexual orientation</li> <li>Pregnancy or maternity</li> <li>Marital or Civil Partnership status</li> <li>Other</li> </ul>
In the last year, have you personally experienced discrimination whilst at work.	Yes, No
[If yes] Was the discrimination in regard to your: (please tick all that apply)	<ul style="list-style-type: none"> <li>Disability</li> <li>Gender or gender identity</li> <li>Ethnic origin</li> <li>Religion or beliefs</li> <li>Caring for an elderly or disabled person</li> <li>Age</li> <li>Sexual orientation</li> </ul>

	Pregnancy or maternity Marital or Civil Partnership status Other
I would feel confident reporting bullying, harassment or discrimination	Yes, No
[If No] Please tell us why not?	Free text, max 100 words
I believe that bullying, harassment or discrimination would be dealt with effectively when reported.	Yes, No
I believe that appropriate action will be taken on the outcomes of this survey	Yes, No
Health and Safety is taken seriously at the council	Yes, No
Overall do you feel you have achieved a healthy work-life balance	Yes, Mostly, Slightly, Not at all
What has been the overall effect upon your health and well-being over the last 12 months as a result of your 'at work' experience?	Positive, Neutral, Negative
[IF POSITIVE TO ABOVE} If you said positive can you say why?	Free text, max 300 words
[IF NEGATIVE TO ABOVE} If you said negative can you say why?	Free text, max 300 words
Please use this space to tell us anything else or add more detail about your answers to the questions in this section.	Free text, max 300 words - <b>CONSIDER THIS ON EVERY PAGE DEPENDING ON LAYOUT</b>
I am treated with fairness and respect by colleagues at Wiltshire the Council	
The people in my team <del>we</del> co-operate collaborate to get the work done	
I am able to strike the right balance between my work and home life	
I have enough time to do my job effectively	

My workload is manageable without regularly working excessive hours about right for the time that I have

I can meet the requirements of my job without regularly working excessive hours

## Section 6

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**Your responses will ALWAYS remain anonymous, and any details you provide will be kept strictly confidential and secure at all times. We will not analyse or present any information you give in such a way that allows you or any individual to be identified.**

Question	Answer Set
Which of these age groups are you in?	16-19, 20-24, 25-29, 30-34, 35-39, 40-44, 45-49, 50-54, 55-59, 60-64, 65 or over, prefer not to say
How would you identify your gender?	Female, male, prefer to self-describe (please specify if you wish) [50 char Free-text box if this option selected], prefer not to say
Is your gender identity the same as the sex you were assigned at birth?	Yes, No, Prefer not to say
Do you consider yourself as disabled?	Yes, No, Prefer not to say
[If Yes to above] Which of these would best describe your disability or impairment?	Physical or mobility impairment Sensory Impairment Mental health condition Learning disability / difficulty Long standing illness or health (e.g. cancer, HIV, diabetes, chronic heart disease or epilepsy) Other Prefer not to say

<p>How would you describe your ethnic origin?</p>	<p>White (English/Welsh/Scottish/Northern Irish/British)      White: Irish      White: Gypsy or Irish Traveller      White: Other White      Mixed: White and Black Caribbean      Mixed: White and Black African      Mixed: White and Asian Mixed: Other Mixes/ Multi Ethnic Background Asian / Asian British: Indian Asian / Asian British: Pakistani Asian / Asian British: Bangladesh Asian / Asian British: Chinese Asian / Asian British: Other Asian Background Black / Black British: African Black / Black British: Caribbean Black / Black British: Other Other Ethnic Group: Arab Other Ethnic Background Prefer not to say</p>
<p>How would you describe your sexual orientation?</p>	<p>Heterosexual (attraction towards people of the opposite sex) Gay woman / lesbian Gay man Bi sexual Prefer to self-describe (Please specify if you wish) [50 char Free-text box if this option selected] Prefer not to say</p>
<p>With which of the following religions, bodies or belief systems, if any, do you belong or affiliate yourself?</p>	<p>Christian Muslim Buddhist Hindu Jewish Sikh No religion Other Prefer not to say</p>

<p>Do you give help or support to family members, friends, neighbours or others because of their long-term physical or mental health or disability, or problems related to old age? (do not include anything you do as part of paid employment)</p>	<p>Yes, No, Prefer not to say</p>
<p>The Council values diversity in the workforce and strives to be an inclusive employer. We aim to actively include everyone at work and comply with the requirements of the Equalities Act, which defines 9 Protected Characteristics:</p> <ul style="list-style-type: none"> <li>Age</li> <li>Disability</li> <li>Gender reassignment</li> <li>Marriage and civil partnership</li> <li>Pregnancy and maternity</li> <li>Race</li> <li>Religion and belief</li> <li>Sex</li> <li>Sexual orientation</li> </ul> <p>In addition, the council also is supportive of employees with caring responsibilities.</p> <p>Based on your own protected characteristics, do you feel the council is an inclusive place to work?</p>	<p>Yes, No, Prefer not to say</p>
<p>Do you feel that the council is an inclusive place to work in relation to any protected characteristics which are different to your own?</p>	<p>Yes, No, Prefer not to say</p>
<p>Is there anything that you think prevents you or others from feeling actively included at work?</p>	<p>Free text, max 300 words</p>
<p>Please use this space to tell us anything else or add more detail about your answers to the questions in this section.</p>	<p>Free text, max 300 words</p>