

Dear Colleague,

Your opinion on what it is like to work for the council is important to us, whatever your job. That's the aim of this staff survey – for you to have your say, in complete confidence.

The only way we can make any improvements to your working life at Wiltshire Council is if we know what you think. We want you to be completely honest in your answers to this survey and to tell us what we are doing well and what you would like us to improve, to make working here even better.

The results will help us to see where we have improved since the 2012 survey and where there are improvements to be made.

In 2012, you told us that you wanted:

- Consistent and regular information. So we launched the business plan through staff forums to increase understanding of business priorities.
- Open and honest communication to create confidence in our leaders. We have increased visibility of leaders through depot visits, online blogs and staff forums and delivered open and transparent council wide programmes to create savings.
- A culture where respect and recognition is embedded. We launched Wiltshire Rewards, the staff benefits scheme and continued to embed the behaviours framework across the council.
- Commitment to customer satisfaction and for all staff to be part of this. We have made customers a key priority in the council's business plan 2013-2017 and opened our first community campus in Corsham, bringing staff closer to customers.

So how have we done? It is important that you take time out of your working day to fill in the survey - your opinion will have an impact on what we do in the future, both as a whole council and in your own service areas.

We are using Wymann Dillon, the same company as before, to enter your response which means your feedback is totally anonymous; you do not need to write your name on the questionnaire except if you wish to enter the prize draw.

The survey is completely confidential. Thanks for your feedback.

**Carlton, Carolyn and Maggie**  
Corporate directors



This year as an added incentive we are linking up with Wiltshire Rewards, the staff benefit scheme introduced as a result of your feedback in the 2012 staff survey. If you add your details at the end of the survey form you will be entered in to a prize draw for one of five, £20 Wiltshire Rewards vouchers. Your details will not be used for any other purpose.

**Please return your completed survey to Wymann Dillon in the pre-paid envelope provided.**

**A large print version of this survey is available from  
HR on 01225 716161.**



## Section 1 - Where you work

### Q1 Which Directorate do you work within?

- Adult Care Operations - Debbie Medlock
- Adult Care, Commissioning, Safeguarding & Housing - James Cawley
- Children & Families - Terence Herbert
- Corporate Function & Procurement - Robin Townsend
- Communications & Communities - Laurie Bell
- Economic Development & Planning - Alistair Cunningham
- Finance - Michael Hudson
- Highways and Transport - Parvis Khansari
- Legal and Governance - Ian Gibbons
- People and Business - Barry Pirie
- Public Health and Protection - Maggie Rae
- Quality Assurance, Commissioning, Performance, Schools and Early Years – Julia Cramp
- Waste and Environment - Tracy Carter
- Asset Management & Corporate Building Programme - Sarah Ward
- Corporate Research Team - Philip Morgan
- Systems Thinking - John Rogers
- Transformational Change - Julie Anderson-Hill

Please write your service area and the name of your Head of Service in the box below (if you are not sure of this please ask your line manager).

## Section 2 - Change

How much do you agree or disagree with the following statements?

### Q2 Wiltshire Council manages change effectively

- Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree

### Q3 I am able to make decisions without fear of being blamed if things go wrong

- Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree

### Q4 I am aware of the council's vision and aims

- Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree

### Q5 My line manager is open to my ideas and suggestions for change

- Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree

### Q6 I understand why changes are made

- Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree

### Section 3 - Your role

- Q7 My line manager has made it clear about what I am expected to achieve in my role/job**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q8 I have had an appraisal in the last 12 months**  
 Yes     No     I have not finished my probationary period
- Q8a The appraisal process is a useful tool in aiding personal development and/or improving performance**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q9 I receive regular and constructive feedback from my line manager which helps me to focus on improving my performance**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q10 My work load is about right for the time that I have**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q11 My job makes good use of my skills and abilities**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q12 I am able to strike the right balance between my work and home life**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q13 I understand how my work contributes to the success of the organisation**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q14 I have enough time to do my job effectively**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q15 I can meet the requirements of my job without regularly working excessive hours**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree

### Section 4 - Culture, wellbeing and safety

- Q16 Where I work I have the resources I need to do my job effectively**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree

- Q17 I am satisfied with my working conditions (e.g. noise, light, decoration, cleanliness, temperature and space)**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q18 I am treated with fairness and respect at Wiltshire Council**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q19 The council has made it clear about how I am expected to behave**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q20 Health and Safety is taken seriously in this organisation**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q21 In the last year, I have personally experienced bullying or harassment whilst at work. By bullying or harassment, we mean someone threatening, intimidating, frightening you or creating a hostile, humiliating or offensive environment**  
 Yes     No
- Q21a If you answered yes to question 21, was the bullying or harassment in regard to your: (please tick all that apply)**  
 Disability  
 Sex (male/female)  
 Ethnic origin  
 Gender identity  
 Religion or belief  
 Caring for an elderly or disabled person  
 Age  
 Sexual orientation  
 Pregnancy or maternity  
 Marriage or Civil Partnership  
 Other
- Q22 In the last year, I have personally experienced discrimination whilst at work. By discrimination, we mean someone treating you unfairly or differently to other people because of who you are**  
 Yes     No
- Q22a If you answered yes to question 22, was the discrimination in regard to your: (please tick all that apply)**  
 Disability  
 Sex (male/female)  
 Ethnic origin  
 Gender identity

- Religion or belief
- Caring for an elderly or disabled person
- Age
- Sexual orientation
- Pregnancy or maternity
- Marriage or Civil Partnership
- Other

**Q23 I would feel able to report bullying/harassment or discrimination without worrying that I would be treated in a negative way**

- Strongly Agree    
  Agree    
  Neither agree nor disagree    
  Disagree    
  Strongly Disagree

### Section 5 - Reward and recognition

**Q24 My line manager recognises and acknowledges when I have done my job well**

- Strongly Agree    
  Agree    
  Neither agree nor disagree    
  Disagree    
  Strongly Disagree

**Q25 I feel valued and recognised for the work I do**

- Strongly Agree    
  Agree    
  Neither agree nor disagree    
  Disagree    
  Strongly Disagree

**Q26 I think that corporate awards are a good way to value and recognise staff for the work that they do**

- Strongly Agree    
  Agree    
  Neither agree nor disagree    
  Disagree    
  Strongly Disagree

**Q27 I am aware of the Wiltshire Rewards staff benefits scheme**

- Yes    
  No

**Q27a If you answered yes to question 27, do you think that the Wiltshire Rewards scheme enhances the council's benefits package?**

- Strongly Agree    
  Agree    
  Neither agree nor disagree    
  Disagree    
  Strongly Disagree

**Q28 Considering my duties and responsibilities, I am satisfied with the total benefits package (e.g. Pension, salary, flexible working) that I receive**

- Strongly Agree    
  Agree    
  Neither agree nor disagree    
  Disagree    
  Strongly Disagree

### Section 6 - Communication

**Q29 I am satisfied with the information I receive from management within my service on what is going on in Wiltshire Council**

- Strongly Agree    
  Agree    
  Neither agree nor disagree    
  Disagree    
  Strongly Disagree

- Q30 Senior Management (Head of service and above) are open and honest in their communication with staff**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q31 I find the Electric Wire (global email) to all staff a good communication tool**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q32 The information contained in the Electric Wire is useful and informative**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q33 The Wire (staff intranet) is easy to navigate**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree

### Section 7 - Management and leadership

- Q34 I am confident that on important matters my thoughts are communicated upwards by my line manager**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q35 My line manager motivates and inspires me to be more effective in my job**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q36 My line manager trusts me to take responsibility for my work**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q37 Our leaders (associate directors and corporate directors) are sufficiently visible**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q38 I have confidence in our leaders (associate directors and corporate directors)**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q39 Poor performance is dealt with effectively where I work**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree

### Section 8 - Learning and development

- Q40 There are sufficient opportunities for me to receive training and development to improve my skills in my current job**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree

- Q41 The learning and development I have received is helping to develop my career**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree

### Section 9 - Employee engagement

- Q42 I am proud to work for Wiltshire Council**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q43 I would recommend Wiltshire Council as a great place to work**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q44 I feel committed to the organisation's goals**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q45 I feel a strong sense of belonging to this organisation**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q46 Working for Wiltshire Council makes me want to do the best job I can**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q47 Wiltshire Council motivates me to contribute more than is normally required in my work**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree

### Section 10 - Team work

- Q48 There is good co-operation between teams I work with**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q49 I am clear how the objectives of my role link to my team's/service's objectives**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q50 The people in my team co-operate to get the work done**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree
- Q51 Where I work we have effective team meetings**  
 Strongly Agree     Agree     Neither agree nor disagree     Disagree     Strongly Disagree

### Section 11 - Customers

- Q52**     **Where I work we get feedback on how satisfied our customers are with our work**  
 Strongly Agree      Agree      Neither agree nor disagree      Disagree      Strongly Disagree
- Q53**     **We act on the feedback we receive from customers**  
 Strongly Agree      Agree      Neither agree nor disagree      Disagree      Strongly Disagree
- Q54**     **My team regularly looks for ways of improving services to our customers**  
 Strongly Agree      Agree      Neither agree nor disagree      Disagree      Strongly Disagree
- Q55**     **I believe my job makes a difference to the community**  
 Strongly Agree      Agree      Neither agree nor disagree      Disagree      Strongly Disagree
- Q56**     **In my opinion the council is committed to customer satisfaction**  
 Strongly Agree      Agree      Neither agree nor disagree      Disagree      Strongly Disagree

## Section 12 - Legacy for Wiltshire

**Q57**     **Are you aware of our 'legacy for Wiltshire' activities?**

	Took part	Watched as a spectator	Aware but did not participate	Not aware
The Big Pledge	<input type="checkbox"/>	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Cycle Wiltshire - Sportive/Elite Cycle Race	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tour of Britain - Elite Cycle Race - Friday 12 September	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
First World War Commemoration Events	<input type="checkbox"/>	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Wiltshire business and sports dinner - fundraising for Wiltshire's future Olympians and Paralympians	<input type="checkbox"/>	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Wealth of Wiltshire Fairs	<input type="checkbox"/>	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Wiltshire's Business EXPO	<input type="checkbox"/>	N/A	<input type="checkbox"/>	<input type="checkbox"/>

## Section 13 - Action

**Q58**     **Did you complete a staff survey last time?**

- Yes      No

**Q59**     **I believe that action will be taken on problems identified in this survey**

- Strongly Agree      Agree      Neither agree nor disagree      Disagree      Strongly Disagree



## Section 14 - About you

It is important that we can identify similarities and differences in responses between groups of employees in the council to inform the actions we may need to take as a result of the survey.

To help us understand any differences that may exist please could you take some time to answer the following questions.

Please be assured that your details will be kept strictly confidential and secure at all times.

Your responses will remain anonymous; we will not analyse or present the information you give in such a way that you can be identified individually.

**Q60 Do you have line managerial responsibilities?**

- Yes  No

**Q61 Are you?**

- Male  Female  Prefer not to say

**Q62 Is your gender identity the same as the sex you were assigned at birth?**

- Yes  No  Prefer not to say

**Q63 Do you consider your sexual orientation to be**

- Heterosexual/Straight  
 Lesbian/Gay woman  
 Gay man  
 Bisexual  
 Prefer not to say

**Q64 How old are you?**

- |                                |  |
|--------------------------------|--|
| <input type="checkbox"/> 16-19 | <input type="checkbox"/> 45-49             |
| <input type="checkbox"/> 20-24 | <input type="checkbox"/> 50-54             |
| <input type="checkbox"/> 25-29 | <input type="checkbox"/> 55-59             |
| <input type="checkbox"/> 30-34 | <input type="checkbox"/> 60-64             |
| <input type="checkbox"/> 35-39 | <input type="checkbox"/> 65+               |
| <input type="checkbox"/> 40-44 | <input type="checkbox"/> Prefer not to say |

**Q65 I would describe my ethnic origin as:**

- |  |  |
|--|--|
| <input type="checkbox"/> <b>White</b>                  | <input type="checkbox"/> White English/Welsh/Scottish/Northern Irish/British |
|  | <input type="checkbox"/> White Irish   |
|  | <input type="checkbox"/> White Gypsy/Irish Traveller                         |
|  | <input type="checkbox"/> Other white background                              |
| <input type="checkbox"/> <b>Mixed background</b>       | <input type="checkbox"/> White and black Caribbean                           |
|  | <input type="checkbox"/> White and black African                             |
|  | <input type="checkbox"/> White and Asian                                     |
|  | <input type="checkbox"/> Other mixed/multiple ethnic background              |
| <input type="checkbox"/> <b>Asian or Asian British</b> | <input type="checkbox"/> Indian  |
|  | <input type="checkbox"/> Pakistani   |
|  | <input type="checkbox"/> Bangladeshi   |
|  | <input type="checkbox"/> Chinese   |
|  | <input type="checkbox"/> Other Asian background                              |
| <input type="checkbox"/> <b>Black or black British</b> | <input type="checkbox"/> Caribbean   |
|  | <input type="checkbox"/> African   |
|  | <input type="checkbox"/> Any other black/African/Caribbean background        |
| <input type="checkbox"/> <b>Other ethnic group</b>     | <input type="checkbox"/> Arab  |
|  | <input type="checkbox"/> Any other background                                |
| <input type="checkbox"/> <b>Prefer not to say</b>      |  |

**Q66 Do you consider yourself to be disabled?**

Yes

No

Prefer not to say

**Q66a If you answered yes to question 66, please select the definition/s from the list below that best describes your impairment:**

- Physical or mobility impairment
- Sensory Impairment
- Mental health condition
- Learning disability / difficulty
- Long standing illness or health
- Other (please specify condition e.g. cancer, HIV, diabetes, chronic heart disease or epilepsy)
- Prefer not to say

**Q67** Do you give help or support to family members, friends, neighbours or others because of a long-term physical or mental health or disability, or problems related to old age? (do not count anything you do as part of paid employment)

Yes  No  Prefer not to say

**Q68** Any further comments on any aspect of this survey:

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**Q69** If you would like to participate in the prize draw for one of five, £20 Wiltshire Rewards vouchers please enter your email address or telephone number here. This will only be used to contact you if you are a winner and you can be assured that your survey answers will remain anonymous.

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Thank you for taking part in the 2014 Wiltshire Council staff survey.

Please return your survey form to Wymann Dillon in the pre-paid envelope provided.