

PAPER COPY VERSION

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 **2014 survey** and where there are improvements to be made.

ADD SOME MESSAGING ABOUT OUTCOMES FROM 2014

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.

The survey is completely confidential. Thanks for your feedback.

Carlton, Carolyn and Maggie
Corporate directors

grow
LIVE·WORK·DEVELOP

This year as an added incentive we are linking up with Comenius – providers of grow which was partly introduced as a result of feedback from the 2014 survey to provide a more joined up approach to appraisal, objectives and development.

If you add your details at the end of the survey form you will be entered in to a prize draw for a first prize of £50 voucher, second prize of £20 voucher and 5 runner up prizes of a £10 voucher. 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

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).

Note - online version has drop downs and pick lists

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** If you answered yes to question 8 was this appraisal:
 Online (through grow) Offline (recorded outside grow or on paper) Informal (not recorded)
- Q8b** 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 person whose inappropriate behaviour lead to the bullying or harassment you personally experienced:**
 Another member of staff (including managers)
 A third party (including customers, clients, visitors, contractors, elected members etc)
- Q21b** **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

NEW SECTION – WORKPLACE HEALTH

This section replicates a few key questions from the 2015 workplace health survey to enable us to measure progress as an interim step before the full survey is repeated in 2017 (question numbers relate to original workplace health survey).

Q6 Please tell us what impact the following topics have had on your wellbeing over the last 12 months?

Changes to team structure

Positive

Neutral

Negative

Flexible working arrangements

Positive

Neutral

Negative

Dealing with members of the public

Positive

Neutral

Negative

If you have indicated a negative impact due to any of the above topics please explain why:

Open comments box

Q13 When you are at work are you mainly

- Standing up Sitting down Walking about

Q23 How is your general wellbeing?

This is scored on a scale of 0-10, where 0 is the lowest, i.e. not at all and 10 is the highest, i.e. completely

- Overall, how satisfied do you feel with your worklife today
- Overall, how anxious do you feel about work today
- Overall, to what extent do you feel the things you do at work are worthwhile
- Comparing the previous questions to your life outside work, overall, how content are you with your life in general today

SCALE 0-10

Q24

In the last 12 months, has your line manager discussed your wellbeing in relation to your job

- Yes No Don't know

Q25

Over the last 6 months do you feel your general wellbeing has

- Improved Stayed the same Deteriorated

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 that the information I receive from management within my service on what is going on in Wiltshire Council enables me to do my job effectively.

- 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 (weekly email newsletter) is useful and informative

- Strongly Agree Agree Neither agree nor disagree Disagree Strongly Disagree

Q33 I use "The Wire" (intranet) regularly to obtain information?

- Strongly Agree Agree Neither agree nor disagree Disagree Strongly Disagree

ADD Are you aware of the following Wiltshire Council social media channels?

| | Yes, contribute to these | I follow / like these | Yes but don't follow / like | Not aware |
|----------------------------|--------------------------|--------------------------|-----------------------------|--------------------------|
| Twitter (@wiltscouncil) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Facebook (Our Wiltshire) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Wiltshire Council LinkedIn | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

ADD I am aware of the opportunity to request coaching to support my own learning and development?

Yes

No

If Yes: I believe that a coaching culture benefits my development at work.

Strongly Agree

Agree

Neither agree nor disagree

Disagree

Strongly Disagree

If No: I am likely to seek further information about coaching via The Wire in the next 12 months

- 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.

The council supports 3 staff forums which provide mutual peer support, help raise awareness of equality issues and provide a consultative voice. See the [Wiltshire website](#) to join or find out more.

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 (attraction towards person of the opposite sex).
 Lesbian/Gay woman
 Gay man
 Bisexual
 Other
 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+ |

40-44

Prefer not to say

Q65 I would describe my ethnic origin as:

- | | |
|--|--|
| <input type="checkbox"/> White | <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"/> Mixed background | <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"/> Asian or Asian British | <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"/> Black or black British | <input type="checkbox"/> Caribbean |
| | <input type="checkbox"/> African |
| | <input type="checkbox"/> Any other black/African/Caribbean background |
| <input type="checkbox"/> Other ethnic group | <input type="checkbox"/> Arab |
| | <input type="checkbox"/> Any other background |
| <input type="checkbox"/> Prefer not to say | |

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 (e.g. cancer, HIV, diabetes, chronic heart disease or epilepsy)
- Other
- Prefer not to say

Q67 To which of the following religions, bodies or belief systems, if any, do you belong or affiliate with?

- Buddhist
- Hindu
- Jewish
- Christian
- Muslim
- Sikh
- Other
- Prefer not to say

Q68 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

Q69 Any further comments on any aspect of this survey:

Q70 If you would like to participate in the prize draw for **ADD PRIZE** 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.

Thank you for taking part in the **2016** Wiltshire Council staff survey.

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

