

APPENDIX C

Survey Sections	2019		2017		2015		2013	
You and Your Job								
I enjoy the work I do	88%	-1%	89%	no change	89%	2%	87%	-1%
I feel valued and recognised for my work	61%	+3%	58%	+1%	57%	10%	47%	-7%
Morale is good where I work	47%	-1%	48%	-1%	49%	9%	40%	8%
I take pride in working for the Council	71%	-4%	75%	+5%	70%	5%	65%	-5%
I feel motivated to do a good job and go the extra mile when required	79%	-2%	81%	+2%	79%	5%	75%	-2%
I would recommend the Council as a good place to work	57%	-5%	62%	+1%	61%	14%	47%	-8%
Leadership and Senior Management								
I believe senior management demonstrate leadership for my service and department	51%	+1%	50%	-2%	52%	n/a	n/a	n/a
I believe senior management have a clear vision of where the organisation is going	47%	+1%	46%	-3%	49%	19%	30%	-4%
I believe elected members provide leadership for the Council	23%	no change	23%	-4%	27%	16%	11%	-1%
I understand the role of elected members	36%	no change	36%	-19%	55%	6%	49%	6%
I can see how my objectives link to the Council's objectives and priorities	59%	+4%	55%	+10%	45%	-1%	46%	-11%
Overall, I am satisfied with the leadership and direction I receive	48%	+2%	46%	-1%	47%	22%	25%	-18%
I am aware of the challenges that face the Council over the next few years	86%	+4%	82%	+3%	79%	n/a	n/a	n/a

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I expect the Council will have to change the way it delivers services because of these changes	82%	+4%	78%	+1%	77%	n/a	n/a	n/a
Supervision								
I feel supported by my line manager/supervisor	78%	+4%	74%	+2%	72%	3%	69%	-4%
My line manager/supervisor passes information to me effectively	77%	+7%	70%	+1%	69%	8%	61%	-3%
My line manager/supervisor recognises and gives praise for good performance	72%	+6%	66%	+3%	63%	2%	61%	-1%
My line manager/supervisor treats me fairly and with respect	84%	+5%	79%	+1%	78%	4%	74%	-4%
My line manager/supervisor motivates me	68%	+7%	61%	+2%	59%	11%	48%	-1%
Overall, I am satisfied with the line management/supervision I receive	76%	+7%	69%	+1%	68%	8%	60%	-7%
I feel able to approach my supervisor when I have a problems and I am confident it will be acted upon	78%	+6%	72%	n/a	n/a	n/a	n/a	n/a
Communication								
I am kept well informed about what is happening in my team	70%	+4%	66%	+1%	65%	5%	60%	-9%
I have the opportunity to participate in regular team interactions (or meetings)	74%	no change	74%	n/a	n/a	n/a	n/a	n/a
I am kept well informed about what is happening within the	54%	+2%	52%	+4%	48%	12%	36%	2%

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Council								
I believe that the Council will take action to address issues arising from the survey	33%	-3%	36%	-3%	39%	24%	15%	-15%
The information I receive is easy to understand	74%	-1%	75%	+4%	71%	14%	57%	1%
Communication in my team is open and honest	70%	+3%	67%	no change	67%	n/a	n/a	n/a
Communications from the Council are open and honest	44%	-2%	46%	-1%	47%	9%	38%	-14%
g) Overall, I am satisfied with communication in the Council	47%	-1%	48%	+1%	47%	16%	31%	-3%
Training, Performance and Development								
a) I am encouraged to improve my own performance	72%	+3%	69%	-1%	70%	21%	49%	-5%
b) I get the training and development I need to do my job effectively	58%	-1%	59%	-3%	62%	n/a	n/a	n/a
c) The training and development I receive helps me to do my job better	65%	+2%	63%	-2%	65%	16%	49%	-9%
Development activity/session								
I have had a development activity/session in the last 12 months (this might be an ERDP, PR & D, professional supervision or appraisal)	69%	-4%	73%	+16%	57%	8%	49%	2%
Experience of Change								

Survey Sections	2019		2017		2015		2013	
Has your team or service experienced change in the last 2 years?	60%	+16%	44%	-21%	65%	n/a	n/a	n/a
During the change management process was the level of communication and consultation satisfactory?	47%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Did you receive formal written notification of the proposals for change?	53%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Did you get the opportunity to contribute to the change through a consultation exercise?	44%	-1%	45%	-3%	48%	n/a	n/a	n/a
Did you respond?	88%	+9%	79%	-2%	81%	n/a	n/a	n/a
Was this useful?	51%	+6%	51%	-3%	54%	n/a	n/a	n/a
Do you think your response was taken into account?	46%	+8%	38%	+2%	36%	n/a	n/a	n/a
Did you receive anything after the consultation period was complete to let you know what happens next?	46%	-2%	48%	n/a	n/a	n/a	n/a	n/a
Overall I am satisfied with the way the change management process was handled	34%	-8%	42%	no change	42%	19%	23%	-1%
Workforce Culture – Management and Team								
i) I believe my line manager/supervisor cares about my well-being	82%	+5%	77%	+3%	74%	n/a	n/a	n/a
ii) I feel my contribution is valued	75%	+4%	71%	+4%	67%	n/a	n/a	n/a
iii) I trust my line manager/supervisor to communicate openly and honestly with me	77%	+4%	73%	+5%	68%	n/a	n/a	n/a
iv) My line manager/supervisor manages staff in our	72%	+4%	68%	+4%	64%	n/a	n/a	n/a

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team fairly and consistently								
v) My team co-operates and works well together	77%	+1%	76%	-1%	77%	3%	74%	no change
vi) I feel respected by my colleagues	83%	+2%	81%	no change	81%	8%	73%	-6%
Workforce Culture: Work Related								
i) My workload is generally manageable	63%	-5%	68%	-1%	69%	7%	62%	-5%
ii) I have unrealistic time pressures*	42%	+3%	39%	+1%	38%	-2%	40%	14%
iii) I have a choice in deciding what I do at work	52%	+4%	48%	-3%	51%	7%	44%	6%
iv) I am clear what my duties and responsibilities are	87%	-1%	88%	+1%	87%	no change	87%	-1%
v) Relationships at work are strained *	33%	+2%	31%	+2%	29%	1%	28%	14%
Workforce Culture: Behaviours								
It is clear to me what is acceptable and unacceptable behaviour in the workplace	97%	no change	97%	+3%	94%	n/a	n/a	n/a
I am confident that unacceptable behaviour will be taken seriously and dealt with	72%	+4%	68%	+2%	66%	n/a	n/a	n/a
I believe the Council is committed to developing a more positive workforce culture	64%	-3%	67%	+6%	61%	n/a	n/a	n/a
I am subject to unacceptable behaviour / bullying in the workplace *	14%	-2%	16%	-3%	19%	11%	8%	3%
I am subject to harassment in the workplace *	10%	-1%	11%	n/a	n/a	n/a	n/a	n/a

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I am aware of the appropriate channels for reporting unacceptable behaviour or bullying	82%	no change	82%	no change	82%	n/a	n/a	n/a
Health and Safety								
My health and safety is well looked after at work	80%	+2%	78%	n/a	n/a	n/a	n/a	n/a
I am given the proper equipment to keep me safe and protect my health	76%	-3%	79%	n/a	n/a	n/a	n/a	n/a
I feel involved in decisions regarding health and safety	57%	+1%	56%	n/a	n/a	n/a	n/a	n/a
Do you feel your mental health is sufficiently supported?	53%	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Key
n/a = not asked
Improvement
Static (+/- 2%)
Decline
* = Negative question