

November 2013

Dacorum Borough Council - Staff survey 2013

Dacorum Borough Council (DBC) has asked us (Opinion Research Services - ORS), an independent research company, to carry out a confidential survey with you about your working life.

DBC genuinely wants to act on your views and introduced the following actions based on the feedback you gave in the last survey in 2011:

- Promoting the Council's vision, values and priorities to staff so you can see how your role makes a difference;
- Demonstrating to you how corporate management team leads the organisation, by explaining the decision making process and celebrating successes (for example the CogBlog);
- Continuing to look into career development opportunities for you, such as training, coaching and mentoring.

This time, the survey is shorter as it is more focussed on current topics, so should take even less time to fill in. It is very important that you complete the questionnaire because views will be used to improve how you work in the future. It will take around ten minutes to complete.

ORS meet the requirements of the Data Protection Act. Dacorum Borough Council will receive overall results but they do not see the returned questionnaires and the results are anonymous. Questionnaires are destroyed by ORS after processing and analysis.

Please return the questionnaire directly to ORS as soon as possible in the freepost envelope provided to arrive by **4 December 2013** (or send to Opinion Research Services, FREEPOST (SS1018). PO Box 530, Swansea, SA1 1ZL). If you would prefer to complete the questionnaire online, you can go to www.opinionresearch.co.uk/DBCstaffsurvey

Your responses will be completely confidential.

If you have any questions about the survey, please email consultation@dacorum.gov.uk or call x2619 / 2504 (228619 / 228504)

Or, you can contact Alys Thomas at Opinion Research Services on 01792 535304 or alys.thomas@ors.org.uk

We look forward to receiving your completed form.

For each question, put a cross in the appropriate box like this
 Mark only one box for each question unless otherwise instructed.
 If you mark the wrong box, fill in the box and cross the correct one.
 All the information you provide will be treated as strictly confidential

A Your job

A1a Have you had an appraisal with your manager in the past 12 months?

Please cross **one** box only

Yes → Please answer A1b and following

No → Please go to A2

A1b Please tell us to what extent you agree or disagree with the following statements about your appraisal.

Please cross **one** box in each row

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
My appraisal was carried out well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My appraisal helped me better understand my role	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My appraisal helped me better understand my objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A2 Please tell us to what extent you agree or disagree with the following statements about working at Dacorum Borough Council.

Please cross **one** box in each row

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
I understand how my role contributes to the Council's vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am proud to work for Dacorum Borough Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corporate Management Team (CMT) provides strong leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My assistant director provides strong leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My group manager provides strong leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know what's going on at the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know what's going on in my service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have the resources I need to do my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would like to be working for DBC in 12 months' time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am happy with the balance between my work and home life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generally, I am happy in my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A3 Thinking about the aspects of your work life we asked you about in the previous questions, now please tell us how *important or unimportant* these aspects are to you.

Please cross one box in each row

	Very important to me	Fairly important to me	Neither important nor unimportant to me	Fairly unimportant to me	Very unimportant to me
Having an annual appraisal with my manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding how my role contributes to the Council's vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling proud to work for Dacorum Borough Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corporate Management Team (CMT) providing strong leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My assistant director providing strong leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My group manager providing strong leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing what's going on at the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing what's going on in my service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having the resources I need to do my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To still be working for DBC in 12 months' time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling happy with the balance between my work and home life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generally being happy in my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B Finance

B1 Has your service made financial savings in the past 12 months (this might, for example, include savings or reductions or redundancies)? *Please cross one box only*

- Yes → *Please answer question B2 and following*
- No → *Please go to question B3*
- Don't know → *Please go to question B3*

B2 In general, did these savings have...? *Please cross one box only*

- | | | | |
|----------------------------------|--------------------------|----------------------------------|--------------------------|
| A positive effect on the service | No effect on the service | A negative effect on the service | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

B3 How likely or unlikely is it that your service will have to make financial savings in the next 12 months? *Please cross one box only*

- | | | | | | |
|--------------------------|--------------------------|-----------------------------|--------------------------|--------------------------|--------------------------|
| Very likely | Fairly likely | Neither likely nor unlikely | Fairly unlikely | Very unlikely | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

B4 To what extent do you agree or disagree that *your service* provides value for money to our residents? *Please cross one box only*

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B5a To what extent do you agree or disagree that *Dacorum Borough Council* provides value for money to our residents? (When you are answering this question, please do not include services funded from the Housing Revenue Account / Council Housing Management and Maintenance). *Please cross one box only*

Strongly agree	<input type="checkbox"/>	→	<i>Please answer question B5b, then go to Section C</i>
Tend to agree	<input type="checkbox"/>	→	<i>Please answer question B5b, then go to Section C</i>
Neither agree nor disagree	<input type="checkbox"/>	→	<i>Please go to Section C</i>
Tend to disagree	<input type="checkbox"/>	→	<i>Please go to question B5c and following</i>
Strongly disagree	<input type="checkbox"/>	→	<i>Please go to question B5c and following</i>
Don't know	<input type="checkbox"/>	→	<i>Please go to Section C</i>

B5b Why do you say that you agree? *Please write in below*

B5c Why do you say that you disagree? *Please write in below*

C How we behave

C1 The following statements are about staff behaviour. Please tell us how often you think you, your service and the council as a whole, demonstrate each of the following behaviours.

Please cross one box in each row

	Always	Often	Sometimes	Rarely	Never	Don't know
<i>I praise others for a job well done.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>In my service we praise each other for a job well done</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Across the Council we praise each other for a job well done</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>I ask the question: "Can it be done better or differently?"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>In my service we ask the question: "Can it be done better or differently?"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Across the Council we ask the question: "Can it be done better or differently?"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>I take responsibility (I don't see myself as responsible for only what's 'on my plate')</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C1
cont'd

*Please cross **one** box in each row*

Always Often Sometimes Rarely Never Don't know

In my service we take responsibility (we don't see ourselves as responsible for only what's 'on our plate')

Across the Council we take responsibility (we don't see ourselves as responsible for only what's 'on our plate')

I do what I say I will, when I say I will

In my service we do what we say we will, when we say we will

Across the Council we do what we say we will, when we say we will

I actively seek to work with others across Council departments to get the best results for customers

In my service we actively seek to work with each other across Council departments to get the best results for customers

Across the Council we actively seek to work with each other across Council departments to get the best results for customers

I ask "Who else do we need to talk to about this, who else needs to know?"

In my service we ask "Who else do we need to talk to about this, who else needs to know?"

Across the Council we ask "Who else do we need to talk to about this, who else needs to know?"

D Flexible working

D1 Do you work flexibly at least two days a month (this refers to home-working, using wifi in public places to work, and/or changing which hours you work, perhaps using non-traditional office hours to complete your tasks to fit around other commitments)?

*Please cross **one** box only*

Yes → *Please answer question D2 and following*

No → *Please go to Section E*

Not applicable to my work/service → *Please go to Section E*

D2 To what extent do you agree or disagree with the following statements about your experience of flexible working?

Please cross one box in each row

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
Flexible working helps me do a better job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My manager is supportive of me working flexibly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexible working improves the balance between my work and home-life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E Moving out of Hemel Hempstead Civic Centre in June 2014

E1 Are you based at Hemel Hempstead Civic Centre (HHCC)? *Please cross one box only*

- Yes → *Please answer E2 and following*
 No → *Please go to F1*

E2 Please tell us to what extent you agree or disagree with the following...

Please cross one box in each row

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
My service is preparing for the move out of HHCC into the temporary accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have been involved in discussions with my manager about the move out of HHCC into the temporary accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My service will be ready for the move out of HHCC into the temporary accommodation by June 2014	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E3 To what extent do you agree or disagree that moving out of HHCC into temporary accommodation will provide opportunities for the Council and its services to improve?

Please cross one box only

- Strongly agree → *Please answer question E4 and following*
 Tend to agree → *Please answer question E4 and following*
 Neither agree nor disagree → *Please go to E5*
 Tend to disagree → *Please go to E5*
 Strongly disagree → *Please go to E5*
 Don't know → *Please go to E5*

E4 What is the main improvement you expect to see as a result of the move into temporary accommodation? This could be across the Council as a whole, for our customers, or for you and other members of staff. *Please write in below*

E5 And what, if any, problems or challenges do you expect as a result of the move?

Please write in below

F Any other comments

F1 Do you have any other comments to make about Dacorum Borough Council as an employer, or would you like to provide any further details about any of your answers?

Please write in below if you have any comments, continue on a separate sheet if necessary

G About you

This questionnaire is anonymous. We are asking these questions to make sure that findings represent all employees. Your individual details will not be passed on to Dacorum Borough Council and your questionnaire will be destroyed by ORS after data processing.

G1 Are you a group manager, assistant director or above? *Please cross one box only*

Yes



Please go to G3

No



Please answer G2 and following

G2 Do you work in any of the following areas? *Please cross all that apply*

This question will allow action plans to be developed for specific areas and therefore be more useful. Please remember that no individuals can or will be identified

Neighbourhood Delivery

Environmental services (Craig Thorpe)

Resident services (Julie Still)

Regulatory services (Chris Troy)

Housing

Property and place (Calvin Fisher / Fiona Williamson)

Strategic housing (Julia Hedger)

Tenants and Leaseholders (Andy Vincent)

Planning, Development & Regeneration

Development management and planning (Alex Chrusciak)

Strategic planning and regeneration (Chris Taylor)

Performance & Projects

ICT (Ben Trueman)

Performance and projects (Shane Flynn)

Chief Executive's Unit

People (Matt Rawdon)

Legal governance (Mark Brookes)

Democratic Services and Commissioning,

procurement, compliance (Jim Doyle / Ben Hosier)

Finance & Resources

Financial services (Paul Sutton)

Commercial assets and property development (Mike Evans)

Revenues, benefits and fraud (Chris Baker)

Other area *(please write in below)*

G3 Do you work...? *Please cross one box only*

Full time (More than 30 hours per week) Part time (30 hours per week or less)

G4 What type of contract do you have? *Please cross one box only*

Permanent Other *Please write in below*
Temporary
Casual Not sure

G5 What group of pay bands is your job in? (If you are unsure, you can see pay scales in the employment handbook or check your payslip) *Please cross one box only*

1-4 (£12,770 - £16,737) 15-19 (£43,387 - £58,164)
5-9 (£17,122 - £27,125) 20 and above (£59,192+)
10-14 (£27,976 - £42,353) Prefer not to say

G6 How long have you been employed by Dacorum Borough Council?

Please cross one box only

Less than 2 years 5 up to 10 years
2 but less than 5 years More than 10 years

G7 Do you consider yourself to be...? *Please cross one box only*

Male Female

G8 What was your age on your last birthday? *Please cross one age group only*

16 to 24 25 to 34 35 to 44 45 to 54 55 or over Prefer not to say

G9 Do you live in Dacorum? *Please cross one box only*

Yes No

G10 What is your ethnic group? *Please cross one box only*

White - British, Irish or any other White background
Mixed - White and Black Caribbean, White and Black African, White and Asian or any other Mixed background
Asian or Asian British - Indian, Pakistani, Bangladeshi or any other Asian background
Black or Black British - Caribbean, African or any other Black background
Chinese or **Other** ethnic group
Prefer not to say

G11 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least twelve months? *Please cross one box only*

Yes, limited a lot Yes, limited a little No Prefer not to say

Thank you very much for taking the time to complete this questionnaire.
Please return the questionnaire in the freepost envelope provided to:
Opinion Research Services, FREEPOST (SS1018), PO BOX 530, Swansea, SA1 1ZL
to arrive by 4 December 2013