



East Herts Staff Survey

Dear Colleague,

As we start the ‘Here to Help’ initiative, CMT would like your help. It’s your chance to tell us exactly how you feel. Your thoughts and views are important to us so we are setting time aside within the ‘Here to Help’ workshops for you to give us your views.

The survey is confidential and we are not asking for any information which can identify you. We will share the results with you in due course, but as the survey is anonymous, your individual responses will not be shared.

	Strongly agree	Agree	Slightly agree	Slightly disagree	Disagree	Strongly disagree
I understand my job and I know what is expected of me at work						
I have the resources I need to do my job						
At work, I have the opportunity to use my skills and knowledge						
In the last year I have received recognition or praise for my work						
At work I feel that my opinions count						
My line manager trusts me to do my job						
Colleagues in my team are committed to performing quality work						

Essential Reference Paper “B”

	Strongly agree	Agree	Slightly agree	Slightly disagree	Disagree	Strongly disagree
My line manager holds regular (1-1) meetings with me and listens to me						
My line manager and I agree objectives for me to achieve as part of the PDR (Performance & Development Review)						
My manager lets me know how I am doing						
I feel that my manager values the contribution I make to the work of the team						
I discuss my development with my line manager						
At work I am listened to and my opinions seem to count						
I look for opportunities to improve my performance						
I am committed to working for the Council						
I understand the need to adapt and develop the way that I work to improve services						
I am happy to be involved and to participate in improving Council services						
I am taken seriously when I put forward new ways of doing things						

Essential Reference Paper “B”

	Strongly agree	Agree	Slightly agree	Slightly disagree	Disagree	Strongly disagree
I feel comfortable about raising ideas						
Senior managers regularly communicate with me						

Which of these phrases best describes the way you would speak about East Herts as an employer to people outside the organisation?	Speak highly if asked	
	Speak highly without being asked	
	Don't know	
	Critical if asked	
	Critical without being asked	
	Don't know	

Which of these phrases best describes the way you would speak about East Herts services if you were speaking to people outside the organisation?	Speak highly if asked	
	Speak highly without being asked	
	Don't know	
	Critical if asked	
	Critical without being asked	
	Don't know	

Essential Reference Paper “B”

	Excellent	Very good	Fairly good	Satisfactory	Fairly poor	Very poor
Overall how would you rate the service provided by East Herts to its customers						
I am proud to work for East Herts Council						
I would recommend East Herts services to others						

To what extent do you agree or disagree with each of the following statements about customer service at East Herts Council?

	Strongly agree	Agree	Slightly agree	Slightly disagree	Disagree	Strongly disagree
It is as important to provide good quality customer service to colleagues inside the council, as it is to our external customers						
It is difficult to get things done here						
If I had an idea about improving customer service, I would be listened to						

	Fully	Fairly	A little	Not very	Rarely	Not at all
How well informed do you feel about what is happening at East Herts Council?						

Essential Reference Paper “B”

	Strongly agree	Agree	Slightly agree	Slightly disagree	Disagree	Strongly disagree
My work environment is free from bullying and/or harassment						
The Council addresses inequality/unfair practice and discrimination against staff						
Participating in this survey will bring about improvements at East Herts Council						

<p>Please give us your thoughts and views on how we can we work together better across the council.</p>	
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<p>Please tell us your thoughts and views on how we can help our residents, better</p>	
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