

LANCASHIRE COUNTY COUNCIL STAFF SURVEY 2004

Welcome to the Lancashire County Council Staff Survey 2004, and thank you for taking part. Lancashire County Council has asked MORI to carry out a **confidential** survey amongst all staff on a range of issues concerning your working life.

Staff are the Council's most important asset and your views are important to it. This is your opportunity to say what you think and to help us take forward the issues arising. Your responses will be used to identify the major issues arising from the survey and to drive the changes necessary.

Please be honest with your replies - the survey will be anonymous and confidential. Under no circumstances will individual responses be released to Lancashire County Council. National guidelines are being followed which will also prevent anyone being identified or traced by their responses.

If you have any problems completing this survey, or if you have any queries about confidentiality or how your responses are handled, please contact either **Kirstin Meudell at MORI on 020 7347 3000**, or **Mike Walker, Research Manager at Lancashire County Council on 01772 533445**, during work hours.

If you would like a large print version of this questionnaire please contact **Kirstin Meudell at MORI on 020 7347 3000**.

How to complete your survey:

- It will take about 15-20 minutes to complete the survey.
- Every question has a range of options for you to choose from, please choose the option closest to your opinion and tick the relevant box.
- Please answer all the questions.
- As you complete the questionnaire, please think about the questions in terms of your own work context, unless the question directly asks for views on Lancashire County Council as a whole. If you work in more than one job please make reference to your main job.
- By 'the Council' we mean Lancashire County Council as a whole.
- When you have finished, please return the questionnaire direct to MORI in the reply paid envelope provided, by **16 July 2004**.



Section 1: Working at Lancashire County Council

Q1 Overall, how satisfied or dissatisfied are you with your present job?

PLEASE TICK ONE BOX ONLY

- Very satisfied.
- Fairly satisfied
- Neither satisfied nor dissatisfied.
- Fairly dissatisfied.
- Very dissatisfied
- Don't know/no opinion

Q2 Which of these phrases best describes the way you would speak of Lancashire County Council to people outside the organisation:

a) As an employer?

b) About its services?

PLEASE TICK ONE BOX FOR EACH QUESTION

- | | a) As an employer | b) About its services |
|---|--------------------------|--------------------------|
| I would be critical of Lancashire County Council without being asked | <input type="checkbox"/> | <input type="checkbox"/> |
| I would be critical of Lancashire County Council if I am asked | <input type="checkbox"/> | <input type="checkbox"/> |
| I would be neutral towards Lancashire County Council | <input type="checkbox"/> | <input type="checkbox"/> |
| I would speak highly of Lancashire County Council if I am asked | <input type="checkbox"/> | <input type="checkbox"/> |
| I would speak highly of Lancashire County Council without being asked | <input type="checkbox"/> | <input type="checkbox"/> |
| Don't know/no opinion | <input type="checkbox"/> | <input type="checkbox"/> |

Q3 Which of these phrases best describes the way you would speak of your section to people outside the organisation:

a) As an employer?

b) About its services?

PLEASE TICK ONE BOX FOR EACH QUESTION

- | | a) As an employer | b) About its services |
|--|--------------------------|--------------------------|
| I would be critical of my section without being asked | <input type="checkbox"/> | <input type="checkbox"/> |
| I would be critical of my section if I am asked | <input type="checkbox"/> | <input type="checkbox"/> |
| I would be neutral towards my section | <input type="checkbox"/> | <input type="checkbox"/> |
| I would speak highly of my section if I am asked | <input type="checkbox"/> | <input type="checkbox"/> |
| I would speak highly of my section without being asked | <input type="checkbox"/> | <input type="checkbox"/> |
| Don't know/no opinion | <input type="checkbox"/> | <input type="checkbox"/> |

Q4 Here are a number of statements about working at Lancashire County Council (LCC). Please indicate to what extent you agree or disagree with each.
PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/ no opinion
a) I feel valued and recognised for the work I do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) I am aware of LCC's Corporate Plan and Strategic Objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) I understand LCC's Corporate Plan and Strategic Objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) I understand what I have to do in my role to help achieve these objectives ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) I understand the roles and responsibilities of Councillors and the influence this can have on my role	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) I am committed to LCC's Corporate Plan and Strategic Objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) I believe LCC is committed to improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) There is too much bureaucracy in LCC ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 Overall, how do you feel about the amount of work you do in a normal working week?
PLEASE TICK ONE BOX ONLY

- I have too much work to do
- I have about the right amount of work to do
- I could do more work without too much effort
- Don't know/no opinion

Q6 Over recent years, do you think the amount of work you do in a normal working week has...?
PLEASE TICK ONE BOX ONLY

- Increased
- Decreased
- Stayed about the same
- Only been here a short while
- Don't know/no opinion

Q7 To what extent do you agree or disagree with the following statements?
PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/ no opinion
a) When I take on extra duties, my manager asks me if I need additional training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The Council provides help and support mechanisms to help people manage their workloads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) I feel that stress at work is affecting me in my personal life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) I feel that stress at work is affecting me in my job performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8a Below is a list of things that a job may offer. First, please indicate how satisfied or dissatisfied you are with each of these factors in your current role?

PLEASE TICK ONE BOX FOR EACH STATEMENT

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ no opinion
a) Interesting work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Basic pay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Good benefits package (e.g. pensions, leave entitlement etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Job security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Feeling part of a team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Working hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Work/life balance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Working environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Sufficient resources to do your job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Making the best use of your skills and ability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Feedback on your performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Feeling you have accomplished something worthwhile at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) Receiving praise for good work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) Receiving sufficient training to do your job well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o) Opportunity to show initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p) Opportunity for career progression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q) Opportunity for personal development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8b Now, looking at the list again, which six are most important to you?

PLEASE TICK NO MORE THAN SIX BOXES

- Interesting work
- Basic pay
- Good benefits package (e.g. pensions, leave entitlement etc)
- Job security
- Feeling part of a team
- Working hours
- Work/life balance
- Working environment
- Sufficient resources to do your job
- Making the best use of your skills and ability
- Feedback on your performance
- Feeling you have accomplished something worthwhile at work
- Receiving praise for good work
- Receiving sufficient training to do your job well
- Opportunity to show initiative
- Opportunity for career progression
- Opportunity for personal development
- None of these

Q9a Have you had a formal appraisal or Personal Development Assessment (PDA) with your line manager in the last 12 months? **PLEASE TICK ONE BOX ONLY**

- Yes
- No
- Don't know/no opinion

IF YOU REPLIED 'YES' AT Q9a THEN PLEASE ANSWER Q9b AND Q9c, OTHERWISE GO TO Q10a

Q9b Thinking about your most recent appraisal or PDA, which of the following elements were included? **PLEASE TICK ALL THAT APPLY**

- A full and open discussion of my strengths
- A full and open discussion of my areas for improvement
- Targets/objectives setting for the coming year
- A discussion of my training needs
- A discussion of my career development
- Sufficient opportunity for me to express my views
- None of these

Q9c How useful did you find your appraisal ...? **PLEASE TICK ONE BOX FOR EACH STATEMENT**

	Very useful	Fairly useful	Not Very useful	Not at all useful	Don't know/no opinion
For your current work and responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For your future career development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 2: Management Style

Q10a Have you heard of the County Management Board (CMB)? **PLEASE TICK ONE BOX ONLY**

- Yes
- No
- Don't know/no opinion

IF YOU REPLIED 'YES' AT Q10a THEN PLEASE ANSWER Q10b, OTHERWISE GO TO Q11

Q10b Here are a number of statements about Lancashire County Council's County Management Board (CMB). This group includes the Chief Executive and senior officers. Please indicate to what extent you agree or disagree with each. **PLEASE TICK ONE BOX FOR EACH STATEMENT**

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/no opinion
a) The CMB has a clear vision of where the Council is going	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) I have confidence in the CMB of this Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The CMB has an obvious impact within the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The CMB is not interested in listening to staff opinions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) I would like more opportunity to tell the CMB what I think	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The CMB is not relevant to my role	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 Listed below are a number of statements that could be used to describe your immediate line manager, i.e. the person to whom you report on a day-to-day basis. Please indicate how often these apply, if at all.
PLEASE TICK ONE BOX FOR EACH STATEMENT

	Always applies	Usually applies	Sometimes applies	Rarely applies	Never applies	Don't know/ no opinion
My Manager...						
a) Is approachable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Treats me with fairness and respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Consults me on matters where I can contribute	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Keeps me in touch with what's going on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Makes decisions quickly when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Appreciates the pressure I come under in my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Makes clear what is expected of me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Acts on my ideas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Gives me credit if I've done a good job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Gives me feedback on how I am doing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Is good at delegating responsibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Helps me to manage and plan my workload effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) Knows his/her job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) Supports the team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o) Passes on issues/my concerns to his/her manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 3: Communications

Q12 How well informed do you feel Lancashire County Council keeps you?
PLEASE TICK ONE BOX ONLY

- Fully informed
- Fairly well informed
- Gives me only a limited amount of information
- Doesn't tell me much at all
- Don't know/no opinion

Q13 When Lancashire County Council puts out information to staff, how do you feel about it?
PLEASE TICK ONE BOX ONLY

- I always believe it
- I usually believe it
- I believe it about half the time
- I seldom believe it
- I never believe it
- Don't know/no opinion

Q14 The following statements may relate to communications at Lancashire County Council. Please indicate to what extent you agree or disagree with each.
PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/ no opinion
a) Communications are good within my section	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Communications are good within my directorate/DSO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Communications are good between different directorates/DSOs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) I trust what the Council tells me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) I feel I can openly express my views here	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) There is not enough opportunity for employees to let Lancashire County Council know how they feel about things that affect them and their work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Information is cascaded throughout the Council effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) It is easy to find the information I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) I receive the information I need to do my job on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) I receive too much information to be able to read it all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) The CMB core brief helps give me a better understanding of what is going on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) I find the information on the Intranet site useful to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) The Intranet is easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) Staff are consulted in advance of management decisions that affect them and their work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o) Speaking up on issues where you disagree with management can damage your career prospects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15

Listed below are a number of ways in which you may receive information about Lancashire County Council.

a) From which sources do you receive most of your information about Lancashire County Council?

b) And which ways would you prefer to receive your information?

PLEASE TICK ALL THAT APPLY AT A) AND B)

	a) Receive	b) Prefer
a) Team briefings	<input type="checkbox"/>	<input type="checkbox"/>
b) Personal contact from immediate manager/supervisor	<input type="checkbox"/>	<input type="checkbox"/>
c) Personal contact from Senior Management	<input type="checkbox"/>	<input type="checkbox"/>
d) Trade Union	<input type="checkbox"/>	<input type="checkbox"/>
e) Notice boards	<input type="checkbox"/>	<input type="checkbox"/>
f) Memos	<input type="checkbox"/>	<input type="checkbox"/>
g) Core Brief	<input type="checkbox"/>	<input type="checkbox"/>
h) Bugle	<input type="checkbox"/>	<input type="checkbox"/>
i) Vision	<input type="checkbox"/>	<input type="checkbox"/>
j) Newsbrief	<input type="checkbox"/>	<input type="checkbox"/>
k) Fast Forward	<input type="checkbox"/>	<input type="checkbox"/>
l) Intranet	<input type="checkbox"/>	<input type="checkbox"/>
m) Internet	<input type="checkbox"/>	<input type="checkbox"/>
n) E-mail	<input type="checkbox"/>	<input type="checkbox"/>
o) Grapevine/rumour	<input type="checkbox"/>	<input type="checkbox"/>
p) Press/external media	<input type="checkbox"/>	<input type="checkbox"/>
q) Video	<input type="checkbox"/>	<input type="checkbox"/>
r) CD-Rom	<input type="checkbox"/>	<input type="checkbox"/>
s) Other	<input type="checkbox"/>	<input type="checkbox"/>
t) None of these	<input type="checkbox"/>	<input type="checkbox"/>

Q16

Have you read either of the following publications since Easter?

a) Newsbrief

b) Fast Forward

PLEASE TICK ALL THAT APPLY AT A) AND B)

	a) Newsbrief	b) Fast Forward
Read printed version	<input type="checkbox"/>	<input type="checkbox"/>
Read electronic version	<input type="checkbox"/>	<input type="checkbox"/>
Not read	<input type="checkbox"/>	<input type="checkbox"/>
Don't know/no opinion	<input type="checkbox"/>	<input type="checkbox"/>

Q17

Do you have access to any of the following through work?

PLEASE TICK AS MANY AS APPLY

E-mail	<input type="checkbox"/>
Internet	<input type="checkbox"/>
Intranet	<input type="checkbox"/>
Remote access to LCC computer system (e.g. by laptop or Blackberry)	<input type="checkbox"/>
None of these	<input type="checkbox"/>

Q18 Below are a number of topics about which you might receive information at work. Which of these, if any, would you like to have more information about?

PLEASE TICK ALL THAT APPLY

- The Council's strategic direction and corporate objectives
- How well the Council is doing
- The difficulties being faced by the Council
- Changes or decisions made by the Council
- Your section's objectives
- How well your section is doing
- The specific difficulties being faced by your section
- Changes or decisions made by your section
- Initiatives being undertaken by your section
- Initiatives and successes of other sections
- Government initiatives and plans that affect the Council
- Regional Government
- Issues affecting your conditions of service
- Things that happen outside work that are interesting to you
- Other
- None of these

Section 4: Equal Opportunities

Q19 Here are a number of statements about equal opportunities at Lancashire County Council. Please indicate to what extent you agree or disagree with each.

PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/ no opinion
a) In my experience the Council is an equal opportunity employer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) People are treated with fairness and respect here	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The Council provides fair access to training and development opportunities for staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The Council provides fair access to flexible working opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) The Council provides fair and consistent benefits to all staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The recruitment process is fair and transparent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 5: Change and the Future

Q20 Here are some phrases which might be used when talking about recent changes at Lancashire County Council (LCC). Please indicate to what extent you agree or disagree with each.
PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/ no opinion
a) I look forward to change as a challenge.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The reasons for change are well communicated to me.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Change here is well managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) There is too much change at LCC.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) When changes happen, staff at LCC are consulted in advance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Regional Government will bring positive change at LCC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) I feel that I can influence change.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) The results of this survey will bring about changes at LCC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 Finally, if you could make one suggestion to improve your working life at Lancashire County Council, what would it be?
PLEASE WRITE IN BELOW USING BLOCK CAPITALS

Section 6: About You

As an independent, objective research company, MORI promises that your questionnaire will never be linked to you as an individual. Views expressed will depend on a number of factors: your job function for example. We will want to report on your views as a relevant group, but we will NOT analyse the details below in such a way that you can be identified individually. We also have a rule whereby we do not look at the views of groups of less than 10 people separately. MORI is a member of the Market Research Society and is bound by its Code of Conduct not to identify individual respondent's views.

C1 Length of service
PLEASE TICK ONE BOX ONLY

Up to 6 months	<input type="checkbox"/>
More than 6 months and up to 1 year	<input type="checkbox"/>
More than 1 year and up to 2 years	<input type="checkbox"/>
More than 2 years and up to 6 years	<input type="checkbox"/>
More than 6 years and up to 10 years	<input type="checkbox"/>
More than 10 years and up to 15 years	<input type="checkbox"/>
More than 15 years	<input type="checkbox"/>

C2 Gender:
PLEASE TICK ONE BOX ONLY

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>

C3 How would you describe your ethnic group?
PLEASE TICK ONE BOX ONLY

White

British	<input type="checkbox"/>
Irish	<input type="checkbox"/>
Other White	<input type="checkbox"/>

Mixed

White and Black Caribbean	<input type="checkbox"/>
White and Black African	<input type="checkbox"/>
White and Asian	<input type="checkbox"/>
Other Mixed	<input type="checkbox"/>

Asian or Asian British

Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>
Other Asian	<input type="checkbox"/>

Black or Black British

Caribbean	<input type="checkbox"/>
African	<input type="checkbox"/>
Other Black	<input type="checkbox"/>

Chinese

<input type="checkbox"/>

Other Ethnic Group

<input type="checkbox"/>

C4 Age:
PLEASE TICK ONE BOX ONLY

Under 25	<input type="checkbox"/>
25 - 39	<input type="checkbox"/>
40 - 49	<input type="checkbox"/>
50 - 59	<input type="checkbox"/>
60+	<input type="checkbox"/>

C5 Are your working hours ...?
PLEASE TICK ONE BOX ONLY

Full-time (30+ hrs)	<input type="checkbox"/>
Part-time (9-29 hrs)	<input type="checkbox"/>
Casual	<input type="checkbox"/>

C6 Are you based in Preston or elsewhere in the County?
PLEASE TICK ONE BOX ONLY

Preston	<input type="checkbox"/>
Elsewhere	<input type="checkbox"/>

C7 Do you have any long-term illness, health problem, or disability, which limits your daily activities or the work you can do?
PLEASE TICK ONE BOX ONLY

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

C8 Which of the following sections do you work in?

PLEASE TICK ONE BOX ONLY

Resources Directorate

- Accountancy/Corporate Finance
- Audit
- ICT Services
- Pay Unit
- Building Design Unit
- Estates Unit
- Property Strategic Services Unit
- Resources - Other

Education and Cultural Services

- Business Services
- Pupil Services
- School Standards Group
- Lifelong Learning and Cultural Services

Environment Directorate

- Business Services
- Traffic and Safety
- Transport Policy
- Highway Consultancy
- Planning
- Welfare Rights
- Trading Standards
- County Analyst
- Emergency Planning
- Registration and Coroner's Service . . .

Engineering Services DSO

Social Services

- Headquarters and HQ Groups
- Admin and Finance/Support Services (excl. HQ)
- Adult Services
- Children and Family Services
- Older People Services

Care Services DSO

- Headquarters
- Residential
- Home Care
- Day Care

Commercial Services DSO

- Headquarters
- School Crossing Patrol
- Commercial and Civil Catering
- School Catering
- Cleaning

Office of the Chief Executive

- Legal Services
- Policy Unit
- Democratic Services
- Corporate Communications Group . . .
- County Personnel Services Group . . .
- Youth Offending Team

Lancashire County Developments Ltd

C9 Please indicate which of the following categories your job falls into. Please tick the hourly rate or equivalent full-time salary.

PLEASE TICK ONE BOX ONLY

Annual	Hourly rate	
£13,000 or less	£6.74 or less	<input type="checkbox"/>
£13,001 -£16,000	£6.75 to £8.29	<input type="checkbox"/>
£16,001 - £20,000	£8.30 - £10.37	<input type="checkbox"/>
£20,001 - £26,000	£10.38 - £13.48	<input type="checkbox"/>
£26,001 - £42,000	£13.49 - £21.77	<input type="checkbox"/>
£42,001 - £65,000	£21.78 - £33.69	<input type="checkbox"/>
£65,001 and over	£33.70 and over	<input type="checkbox"/>

Thank you for taking part

Please return this questionnaire in the reply paid envelope provided by **16 July 2004**