

Dear Colleague

We are writing to ask you to participate in the 2008 Cherwell Staff Survey which is being run for us by Ipsos MORI. This is the first time in the Authority's history that we have undertaken such a comprehensive survey, run by an outside company. Our plan is to run this survey every two years to make sure we stay in touch with the views and feelings of all our staff to help us as we make decisions in the future.

Every member of staff will receive the survey in one of two forms, depending on your work location: as a paper booklet or as an on-line questionnaire. The questions themselves cover a range of topics, from your satisfaction with various elements of the Council, to the type and quality of communications you receive on a day-to-day basis.

Many of the questions are based on Ipsos MORI's specifically designed set of Local Authority questions, which means that we can compare our results to those achieved in a large number of similar organisations. This will help us get a good sense of our own strengths and weaknesses as an employer committed to Investors in People.

The questionnaire itself will take around 20 minutes to complete and we encourage you to take the time to fill it in.

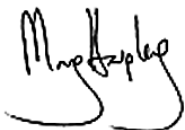
Please complete the survey by Friday 15th February 2008.

All individual responses will be kept confidential by Ipsos MORI and no-one's answers will ever be attributed to them. Results from teams or services with less than ten people will be grouped together with others so that no-one can be tracked or identified from the information about where they work.

If you have any questions, please contact Alex Plumb at Ipsos MORI in confidence on 020 7347 3986 (alex.plumb@ipsos-mori.com), or Sarah McCluskey at the Council on extension 7071. Alternatively, please contact your local "Survey Champion" who will be happy to help.

The results of the survey will be available at the beginning of April, so please look out for these to see what Cherwell District Council staff think. As a direct result of this survey we will consider what changes we should make to the way we do things here at Cherwell.

We are both very conscious of the extent of the changes which have been taking place over the last 12 months here and which continue as we write. We cannot promise a halt to change, but we do want to ensure that you have your say in how we plan for the future. This survey is a very important part of that.



Mary Harpley
Chief Executive



Barry Wood
Leader

SECTION 1: WORKING AT CHERWELL DISTRICT COUNCIL

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

Q1 PLEASE TICK ONE BOX ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- No opinion

How would you rate Cherwell District Council as a place to work compared with other employers you have heard about or have worked for?

Q2 PLEASE TICK ONE BOX ONLY

- One of the best
- Above average
- About average
- Below average
- One of the worst
- No opinion

Here are a number of statements about Cherwell District Council. Please indicate to what extent you agree or disagree with each:

Q3 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 proud to work for Cherwell DC .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B.	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"/>
C.	I am aware of Cherwell DC's aims and overall objectives in the Corporate Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D.	I understand Cherwell DC's overall objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E.	I understand what I have to do in my role to contribute to these objectives .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4a 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 job?

PLEASE TICK ONE BOX PER ROW

Q4b Now, looking at the list again, which six are most important to you?

PLEASE TICK UP TO SIX BOXES ONLY

		Q4a						Q4b
		Very satisfied	Fairly satisfied	Neither satisfied/nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ no opinion	TICK THE 6 MOST IMPORTANT
A.	Having interesting work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B.	Pay	<input type="checkbox"/>	<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, Worklife Balance policy)	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
E.	Friendly colleagues	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
G.	Working environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H.	Sufficient resources to do your job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I.	Level of customer contact	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
K.	Receiving regular feedback on your performance	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
M.	Working for an organisation that looks after its employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
N.	The ability to develop your career	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O.	Receiving recognition for doing a good job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P.	Receiving the training you need to do your job effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.	Working for a successful organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R.	Opportunities to show initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 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.	I feel that stress 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"/>
B.	I feel that stress at work is affecting my performance at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 Which single phrase best describes the way you would speak of Cherwell District Council to people outside the organisation...

PLEASE TICK ONE BOX FOR EACH COLUMN

	Q6a) As an employer?	Q6b) About its services?
I would speak highly of Cherwell DC without being asked	<input type="checkbox"/>	<input type="checkbox"/>
I would speak highly of Cherwell DC if I am asked	<input type="checkbox"/>	<input type="checkbox"/>
I would be neutral towards Cherwell DC	<input type="checkbox"/>	<input type="checkbox"/>
I would be critical of Cherwell DC if I am asked	<input type="checkbox"/>	<input type="checkbox"/>
I would be critical of Cherwell DC without being asked	<input type="checkbox"/>	<input type="checkbox"/>
No opinion	<input type="checkbox"/>	<input type="checkbox"/>

Q7a If you would like to expand on your answer at Q6a, please do so here:

Q7b If you would like to expand on your answer at Q6b, please do so here:

SECTION 2: TRAINING & PERSONAL DEVELOPMENT

Q8 When did you last meet with your line manager or other manager to discuss your personal development at Cherwell District Council?

PLEASE TICK ONE BOX ONLY

- | | |
|--|--|
| <input type="checkbox"/> Within the last 6 months | <input type="checkbox"/> Over 2 years ago |
| <input type="checkbox"/> 7 months – 12 months ago | <input type="checkbox"/> Never |
| <input type="checkbox"/> 13 months – 18 months ago | <input type="checkbox"/> Don't know/Can't remember |
| <input type="checkbox"/> 19 months – 2 years ago | |

Q9 Here are a number of statements about the training and development opportunities provided by Cherwell District Council. Please indicate the extent to which 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. Cherwell DC is committed to training and developing all staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. I receive sufficient training to keep me up to date with health and safety policies and practices relevant to my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. I receive training and development for my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10

Here are a number of statements about how Cherwell District Council monitors and assesses your personal development. Please indicate the extent to which 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	Never had an appraisal
A.	My appraisal is a valuable opportunity to discuss my work with my line manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B.	My appraisal helps me identify my strengths and development needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C.	My appraisal helps me see how my work fits into the wider work of the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D.	My appraisal is useful for my future career development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 3: MANAGEMENT STYLE

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 to on a day-to-day basis. Please indicate how often these apply to your line manager, 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
A.	Approachable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B.	Open and honest	<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.	Listens to my ideas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I.	Acts on my ideas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J.	Recognises when I have done a good job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K.	Gives me feedback on how I am performing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L.	Discusses my training and development needs with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M.	Is supportive if I have a problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
N.	Is good at managing people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 Here are a number of statements about Cherwell District Council's Corporate Management Team (The Chief Executive and Directors). Please indicate the extent to which 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 Corporate Management Team have 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. The Corporate Management Team are 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"/>
C. I have confidence in the Corporate Management Team of this organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Speaking up on issues where you disagree with The Corporate Management Team can damage your career prospects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13 Here are the same statements about Cherwell District Council's Heads of Service. Please indicate the extent to which 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 Heads of Service have 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. The Heads of Service are 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"/>
C. I have confidence in the Heads of Service of this organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Speaking up on issues where you disagree with the Heads of Service can damage your career prospects ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 Here are the same statements about Cherwell District Council's councillors. Please indicate the extent to which 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. Councillors have 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. Councillors are 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"/>
C. I have confidence in Cherwell DC's councillors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Speaking up on issues where you disagree with councillors can damage your career prospects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 4: COMMUNICATIONS

Q15 How well informed do you feel about what is happening within Cherwell District Council?
The Council...

PLEASE TICK ONE BOX ONLY

- ...Keeps us fully informed
- ...Keeps us fairly well informed
- ...Gives us only a limited amount of information
- ...Doesn't tell us much at all about what goes on
- Don't know/no opinion

Q16 To what extent can you believe the information you receive about what is happening within Cherwell District Council?

PLEASE TICK ONE BOX ONLY

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

Q17 Listed below are a number of ways in which you may receive information about Cherwell District Council.

17a. From which sources do you actually receive most of your information about the Council?

17b. And which ways would you prefer to receive your information?

PLEASE TICK AS MANY BOXES THAT APPLY FOR BOTH Q17A AND Q17B

	Q17a) Receive	Q17b) Prefer
Cherwell DC's intranet	<input type="checkbox"/>	<input type="checkbox"/>
E-mail	<input type="checkbox"/>	<input type="checkbox"/>
Noticeboards	<input type="checkbox"/>	<input type="checkbox"/>
Chief Executive's briefings	<input type="checkbox"/>	<input type="checkbox"/>
Inside Cherwell	<input type="checkbox"/>	<input type="checkbox"/>
Cherwell Cascade	<input type="checkbox"/>	<input type="checkbox"/>
Team meetings	<input type="checkbox"/>	<input type="checkbox"/>
Personal contact from my immediate manager/supervisor	<input type="checkbox"/>	<input type="checkbox"/>
Personal contact from Senior Management	<input type="checkbox"/>	<input type="checkbox"/>
Trade Union	<input type="checkbox"/>	<input type="checkbox"/>
Grapevine/rumour	<input type="checkbox"/>	<input type="checkbox"/>
Press/external media	<input type="checkbox"/>	<input type="checkbox"/>

Q18 The following statements may relate to communications at Cherwell District Council. To what extent do 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 in Cherwell DC are open and honest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Communications in Cherwell DC are becoming more open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Communications are good <u>within my department</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Communications are good <u>between different departments</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. There is not enough opportunity for employees to let Cherwell DC 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"/>
F. Staff are consulted on 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"/>
G. We have team briefings in my part of the organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 Here are some phrases which some people might use when talking about recent changes at Cherwell District Council. How strongly do 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 understand the need for change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. 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"/>
C. 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"/>
D. I support the need for change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Change here is well managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 5: MEETING THE NEEDS OF LOCAL RESIDENTS

Q20 Here are some statements about the way the Council relates to local residents. How strongly do 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 Council welcomes the involvement of local people in its decision-making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. The Council understands the needs of local people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. The Council responds to the needs of local people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. The Council is serious about improving the quality of services that are provided to local people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. I know what standards the Council expects of staff when they deal with customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 Now thinking about your particular service area, to what extent do you agree or disagree with each of these 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.	I feel personally responsible for improving customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B.	Employees are encouraged to suggest how services could be improved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C.	The quality of my service is improving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D.	My service is focussed on understanding and responding to customer needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E.	My service provides an equal service to all customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 6: EQUAL OPPORTUNITIES

Q22 To what extent do you agree or disagree with the following statements about Equal Opportunities at Cherwell District Council?

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.	Cherwell DC is an Equal Opportunities employer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B.	I am aware of the Council's Corporate Equality and Diversity Policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C.	I am treated with fairness and respect here	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D.	My work environment is free from bullying and harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E.	My work environment is free from discrimination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F.	Cherwell DC is a 'family friendly' employer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G.	Part time workers have equal access to career progression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23 To what extent, if at all, have you felt disadvantaged at Cherwell District Council on account of...?

PLEASE TICK ONE BOX PER ROW

		A great deal	A fair amount	Not much	Not at all	Don't know/ no opinion
A.	Your sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B.	Your age	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C.	Your race/ethnicity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D.	Your religion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E.	A disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F.	Your sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G.	Your marital status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 7: LOOKING AHEAD

What do you think you'll be doing in two years time?

Q24 PLEASE TICK ONE BOX ONLY

- Doing the same job in the same organisation
- Doing a different job in the same organisation
- Doing a different job at a higher level in the same organisation
- Working for a different organisation in a similar work/business sector
- Working for a different organisation in a different work/business sector
- Retired
- Taking a career break
- Other

If you could make one suggestion to improve Cherwell District Council for the better, what would it be?

Q25

Finally, please add any other comments that you feel would be relevant but have not yet been covered:

Q26

SECTION 8: ABOUT YOU

THE IPSOS MORI PROMISE

As an independent, objective research company, Ipsos MORI promises that your questionnaire will never be linked to you as an individual. It is important for us to be able to look at how views vary for different people in the organisation, which is why we need to know things like whether you are male or female, how long you have been with the organisation and your grade, for example. What we will not do, is analyse the information you give us in such a way that you can be identified individually. We also promise not to look at the views of groups of less than 10 people separately or provide the Council with information that will enable them to do this. Ipsos MORI is a member of the Market Research Society and is bound by its Code of Conduct not to identify individual respondent's views.

Is your job?

C1 PLEASE TICK ONE BOX ONLY

- Permanent or fixed-term
- Agency or interim
- Other (please specify) _____

Where are you based?

C2 PLEASE TICK ONE BOX ONLY

- | | | |
|--|--|--|
| <input type="checkbox"/> Bodicote House | <input type="checkbox"/> Highfield Depot | <input type="checkbox"/> Leisure Centres |
| <input type="checkbox"/> Thorpe Lane Depot | <input type="checkbox"/> Town Centre Offices | <input type="checkbox"/> TIC/Museums/Castle Quay |
| <input type="checkbox"/> Other | | |

How long have you worked for Cherwell District Council?

C3 PLEASE TICK ONE BOX ONLY

- | | |
|--|---|
| <input type="checkbox"/> Up to 1 year | <input type="checkbox"/> Over 10 years and up to 20 years |
| <input type="checkbox"/> Over 1 year and up to 3 years | <input type="checkbox"/> Over 20 years and up to 30 years |
| <input type="checkbox"/> Over 3 years and up to 5 years | <input type="checkbox"/> Over 30 years |
| <input type="checkbox"/> Over 5 years and up to 10 years | |

What grade are you?

C4 PLEASE TICK ONE BOX ONLY

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Manual | <input type="checkbox"/> LG 18-27 |
| <input type="checkbox"/> LG 1-6 | <input type="checkbox"/> Director/Head of Service |
| <input type="checkbox"/> LG 7-13 | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> LG 14-17 | |

How regularly do you deal with the public on the phone or on a face-to-face basis in your job?

C5

PLEASE TICK ONE BOX ONLY

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Most of the time | <input type="checkbox"/> Occasionally |
| <input type="checkbox"/> Some of the time | <input type="checkbox"/> Never |

Which Department do you work in?

C6 PLEASE TICK ONE BOX ONLY

- | | |
|---|---|
| <input type="checkbox"/> Admin (not team specific) | <input type="checkbox"/> Housing Services |
| <input type="checkbox"/> Building Control and Engineering Services | <input type="checkbox"/> Human Resources |
| <input type="checkbox"/> Central Services | <input type="checkbox"/> Improvement Team, Community Planning, Communications |
| <input type="checkbox"/> Customer Service and Information Systems | <input type="checkbox"/> Leisure |
| <input type="checkbox"/> Development Control and Major Developments | <input type="checkbox"/> Legal and Democratic Services |
| <input type="checkbox"/> Economic Development and Estates | <input type="checkbox"/> Planning and Affordable Housing Policy |
| <input type="checkbox"/> Environmental Services | <input type="checkbox"/> Recreation and Health |
| <input type="checkbox"/> Exchequer Services | <input type="checkbox"/> Safer Communities and Community Development |
| <input type="checkbox"/> Finance | <input type="checkbox"/> Urban and Rural Services |

Are you?

C7 PLEASE TICK ONE BOX ONLY

- Male Female

How old are you?

C8 PLEASE TICK ONE BOX ONLY

- Under 25 45 - 54
 25 - 34 55 - 64
 35 - 44 65+

Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)

C9

PLEASE TICK ONE BOX ONLY

- Yes No

How would you describe your ethnic group?

C10 PLEASE TICK ONE BOX ONLY

Asian or Asian British

- Bangladeshi
 Indian
 Pakistani
 Other Asian background

Black or Black British

- African
 Caribbean
 Other Black background

Chinese

- Chinese

Mixed

- White & Asian
 White & Black African
 White & Black Caribbean
 Other mixed background

White

- British
 Irish
 Other White background

Other

- Any other background

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE
PLEASE RETURN TO IPSOS MORI BY FRIDAY 15TH FEBRUARY 2008 IN THE REPLY
PAID ENVELOPE PROVIDED