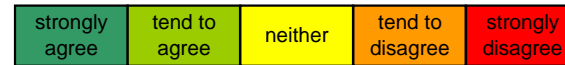




Based on 1,676 responses over three waves of the survey. (N.B. Questions marked with an \* were only asked in Waves Two and Three - the base for these is 1,086).

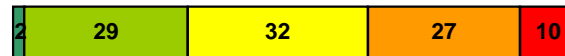
Wave One ran in February -March 2007 (response rate of 65%), Wave Two ran in June (response rate 63%) and Wave Three ran in November 2007 (response rate 57%),

Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms where possible.



Please indicate how strongly you agree or disagree with each of the following statements:

1. The Department as a whole is well managed



2. It is safe to speak up & challenge the way things are done in my team/division\*



3. I am committed to helping the Department achieve its objectives



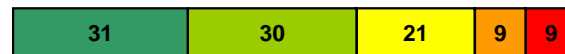
4. My line manager is committed to my development



5. I understand how my work contributes to the objectives of the Department



6. I intend to be working for the Department in 12 months' time



7. Deadlines in our team are usually reasonable



% Agree				
CLG 1-3 Total	CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall
31	40	34	20	
64	63	65		
87	88	90	84	75
68	74	71	61	
85	86	84	85	
61	59	65	58	58
52	51	54	51	



Based on 1,676 responses over three waves of the survey. (N.B. Questions marked with an \* were only asked in Waves Two and Three - the base for these is 1,086).

Wave One ran in February -March 2007 (response rate of 65%), Wave Two ran in June (response rate 63%) and Wave Three ran in November 2007 (response rate 57%),

Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms where possible.

						% Agree				
	strongly agree	tend to agree	neither	tend to disagree	strongly disagree	CLG 1-3 Total	CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall
10. My line manager is effective in delivering results	29	46	16	6	3	75	78	76	72	
11. I know how to report unfair treatment	19	47	17	15	2	66	68	69	62	
12. I receive regular & constructive feedback on my performance	16	39	19	19	7	55	59	56	51	43
13. My views on things that affect me & my work are taken seriously by senior staff	10	34	27	18	10	44	49	51	33	
14. In my view bullying & harassment are very rare in this organisation*	12	33	31	17	7	45	43	46		
15. I know what the Department is here to do	28	57	11	4		84	84	81	88	
16. I would recommend CLG as a good place to work	10	37	33	13	6	47	51	51	41	52



Based on 1,676 responses over three waves of the survey. (N.B. Questions marked with an \* were only asked in Waves Two and Three - the base for these is 1,086).

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Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms where possible.

						% Agree				
	strongly agree	tend to agree	neither	tend to disagree	strongly disagree	CLG 1-3 Total	CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall
17. I have personally been subjected to bullying or harassment in the last 12 months*	5	9	9	19	58	14	12	15		
18. I understand & support the steps being taken in the Transformation Programme to improve the Department's capacity & performance	8	33	32	20	7	41	39	48	36	
19. I would report bullying or harassment if it happened to me or a colleague*		37	40	13	9	77	77	76		
20. People here are treated with dignity & respect	13	49	22	12	4	61	58	63	62	56
21. Taking salary & pensions into account, I am fairly rewarded for what I do	8	39	22	21	9	48	48	46	49	
22. My line manager can be relied upon to provide advice & support if I encounter problems with the behaviour of others at work*	28	44	20	7	2	72	73	71		
23. I would like to see the Department as a whole deal more effectively with inadequate staff performance	34	37	24	3	2	71	71	75	68	



Based on 1,676 responses over three waves of the survey. (N.B. Questions marked with an \* were only asked in Waves Two and Three - the base for these is 1,086).

Wave One ran in February -March 2007 (response rate of 65%), Wave Two ran in June (response rate 63%) and Wave Three ran in November 2007 (response rate 57%),

Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms where possible.

						% Agree				
	strongly agree	tend to agree	neither	tend to disagree	strongly disagree	CLG 1-3 Total	CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall
24. My Manager ensures I take advantage of my full flexitime & holiday entitlement	20	34	29	12	5	53	56	53	51	
25. My line manager takes my views on things that affect me seriously	33	42	16	6	3	75	77	76	73	
26. I would feel confident in reporting unfair treatment	18	41	19	18	5	58	64	62	49	
27. In my view discrimination is very rare in this organisation*	13	35	33	14	5	48	46	50		
28. My job is interesting & is developing my strengths & talents	21	44	18	12	5	66	67	69	62	
29. I frequently work beyond my conditioned hours	29	28	19	17	6	58	55	62	56	
30. Morale is good within my team – we pull together	20	44	17	13	6	64	67	70	56	30



Based on 1,676 responses over three waves of the survey. (N.B. Questions marked with an \* were only asked in Waves Two and Three - the base for these is 1,086).

Wave One ran in February -March 2007 (response rate of 65%), Wave Two ran in June (response rate 63%) and Wave Three ran in November 2007 (response rate 57%),

Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms where possible.

						% Agree				
	strongly agree	tend to agree	neither	tend to disagree	strongly disagree	CLG 1-3 Total	CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall
31. My team is well managed	19	47	19	10	5	66	65	71	63	
32. Overall, the performance & reputation of the Department is improving	5	28	47	15	5	33	36	35	28	
33. If bullying & harassment were reported I would be confident that action would be taken*	9	31	35	19	7	40	39	40		
34. I am satisfied with my working conditions	11	51	17	16	5	62	64	64	58	
35. In our team, we know who our customers & stakeholders are, & we regularly look for ways to serve them better	30	52	13	4	1	82	81	84	82	
36. I have personally witnessed bullying or harassment in the last 12 months*	6	14	14	24	41	21	22	19		
37. The Department does a good job of keeping me informed about matters affecting me	6	46	29	15	5	51	51	53	50	



Based on 1,676 responses over three waves of the survey. (N.B. Questions marked with an \* were only asked in Waves Two and Three - the base for these is 1,086).

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Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms where possible.

						% Agree				
	strongly agree	tend to agree	neither	tend to disagree	strongly disagree	CLG 1-3 Total	CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall
38. I am proud to work for CLG	11	33	40	11	5	44	44	43	45	53
39. When I do something well, or go the extra mile, it is recognised - I feel appreciated for what I do	12	40	23	18	7	52	51	55	50	
40. My performance has improved as a result of the skills I have developed over the past year	15	43	29	9	4	58	55	62	57	
41. I am able to work flexible hours	35	44	11	6	4	79	79	79	79	
42. My line manager coaches people effectively	15	36	27	15	7	51	55	53	47	
43. Inadequate staff performance is dealt with effectively where I work	3	21	40	26	11	24	22	27	22	
44. I have personally been subjected to discrimination in the last 12 months*	3	5	13	23	57	7	7	8		



Based on 1,676 responses over three waves of the survey. (N.B. Questions marked with an \* were only asked in Waves Two and Three - the base for these is 1,086).

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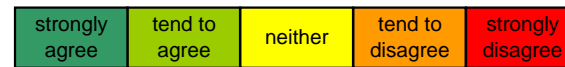
						% Agree				
	strongly agree	tend to agree	neither	tend to disagree	strongly disagree	CLG 1-3 Total	CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall
45. I think it is safe to speak up & challenge the way things are done in the Department	5	27	33	24	11	32	34	33	30	
46. Everyone in our team has the opportunity to show what they can do	14	46	21	13	5	60	64	66	51	



Based on 1,676 responses over three waves of the survey. (N.B. Questions marked with an \* were only asked in Waves Two and Three - the base for these is 1,086).

Wave One ran in February -March 2007 (response rate of 65%), Wave Two ran in June (response rate 63%) and Wave Three ran in November 2007 (response rate 57%),

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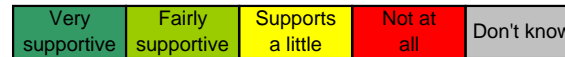


**For managers of one or more members of staff (base size=826):**

48. I see it as my responsibility to deal with inadequate staff performance regarding the people I manage



49. The people I manage have the skills they need to do their job well



**(Based on all staff)**

8. Please describe the working atmosphere in your Team\*:



9. Please describe the working atmosphere in the Department as a whole\*:



% Agree				
CLG 1-3 Total	CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall
97	99	99	94	
80	82	81	78	
85	84	86		
53	52	55		

## Technical Details

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Questionnaires were distributed online among all members of staff at Communities and Local Government.

Three waves of fieldwork ran from 21st of February 2007- 12th March 2007, 7th June 2007- 28th June 2007 and 5th November until 23rd November 2007.

Results are based on a total of 1,676 questionnaires over the three waves.

Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms (where possible).

Where results do not sum to 100, this may be due to computer rounding or multiple responses.

An asterisk (\*) indicates a finding of less than half of one percent, but greater than zero

Unless otherwise stated, results are based on all respondents.



