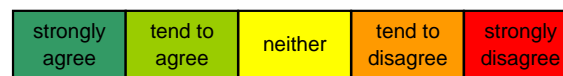




Based on 516 responses: a response rate of 57%.

Fieldwork period: 5th - 23rd November 2007.

Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms, Central Government norms, data from the CLG survey in 2005 & data from the Senior Civil Service Survey 2006 (all 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						
CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall	ODPM 2005	SCS 2006	Central Government
40	34	20		28	37	34
63	65					
88	90	84	75		96	
74	71	61				
86	84	85			95	77
59	65	58	58	62	58	
51	54	51				



Based on 516 responses: a response rate of 57%.

Fieldwork period: 5th - 23rd November 2007.

Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms, Central Government norms, data from the CLG survey in 2005 & data from the Senior Civil Service Survey 2006 (all where possible).

	Response Distribution					% Agree						
	strongly agree	tend to agree	neither	tend to disagree	strongly disagree	CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall	ODPM 2005	SCS 2006	Central Government
10. My line manager is effective in delivering results	28	50	16	5	1	78	76	72			54	
11. I know how to report unfair treatment	18	49	16	14	2	68	69	62		66		
12. I receive regular & constructive feedback on my performance	19	41	18	16	7	59	56	51	43	49	52	52
13. My views on things that affect me & my work are taken seriously by senior staff	13	36	27	16	7	49	51	33		41		
14. In my view bullying & harassment are very rare in this organisation	11	32	32	18	6	43	46					
15. I know what the Department is here to do	25	59	11	3		84	81	88				
16. I would recommend CLG as a good place to work	10	41	33	10	5	51	51	41	52		68	52



Based on 516 responses: a response rate of 57%.

Fieldwork period: 5th - 23rd November 2007.

Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms, Central Government norms, data from the CLG survey in 2005 & data from the Senior Civil Service Survey 2006 (all where possible).

	Response Distribution					% Agree						
	strongly agree	tend to agree	neither	tend to disagree	strongly disagree	CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall	ODPM 2005	SCS 2006	Central Government
17. I have personally been subjected to bullying or harassment in the last 12 months	5	7	9	19	59	12	15					
18. I understand & support the steps being taken in the Transformation Programme to improve the Department's capacity & performance	8	31	35	22	5	39	48	36		38		
19. I would report bullying or harassment if it happened to me or a colleague	36	41	14	9		77	76					
20. People here are treated with dignity & respect	12	46	26	13	3	58	63	62	56	81	68	72
21. Taking salary & pensions into account, I am fairly rewarded for what I do	7	41	20	22	10	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	26	47	19	6	2	73	71					
23. I would like to see the Department as a whole deal more effectively with inadequate staff performance	33	38	26			71	75	68				



Based on 516 responses: a response rate of 57%.

Fieldwork period: 5th - 23rd November 2007.

Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms, Central Government norms, data from the CLG survey in 2005 & data from the Senior Civil Service Survey 2006 (all where possible).

	Response Distribution					% Agree						
	strongly agree	tend to agree	neither	tend to disagree	strongly disagree	CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall	ODPM 2005	SCS 2006	Central Government
24. My Manager ensures I take advantage of my full flexitime & holiday entitlement	19	37	28	12	4	56	53	51				
25. My line manager takes my views on things that affect me seriously	32	45	16	5	3	77	76	73				
26. I would feel confident in reporting unfair treatment	20	44	18	16	3	64	62	49				
27. In my view discrimination is very rare in this organisation	12	34	35	14	5	46	50					
28. My job is interesting & is developing my strengths & talents	19	47	19	11	4	67	69	62				
29. I frequently work beyond my conditioned hours	29	26	22	17	7	55	62	56		56		
30. Morale is good within my team – we pull together	20	47	17	11	4	67	70	56	30	43		



Based on 516 responses: a response rate of 57%.

Fieldwork period: 5th - 23rd November 2007.

Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms, Central Government norms, data from the CLG survey in 2005 & data from the Senior Civil Service Survey 2006 (all where possible).

	Response Categories					% Agree						
	strongly agree	tend to agree	neither	tend to disagree	strongly disagree	CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall	ODPM 2005	SCS 2006	Central Government
31. My team is well managed	17	47	21	9	4	65	71	63		63		64
32. Overall, the performance & reputation of the Department is improving	6	30	48	12	3	36	35	28				
33. If bullying & harassment were reported I would be confident that action would be taken	8	31	37	18	5	39	40					
34. I am satisfied with my working conditions	11	53	19	14	3	64	64	58				
35. In our team, we know who our customers & stakeholders are, & we regularly look for ways to serve them better	25	56	13	5		81	84	82				70
36. I have personally witnessed bullying or harassment in the last 12 months	7	15	15	24	39	22	19					
37. The Department does a good job of keeping me informed about matters affecting me	7	45	32	13	4	51	53	50		54		50



Based on 516 responses: a response rate of 57%.

Fieldwork period: 5th - 23rd November 2007.

Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms, Central Government norms, data from the CLG survey in 2005 & data from the Senior Civil Service Survey 2006 (all where possible).

	Response Categories					% Agree						
	strongly agree	tend to agree	neither	tend to disagree	strongly disagree	CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall	ODPM 2005	SCS 2006	Central Government
38. I am proud to work for CLG	10	34	42	10	4	44	43	45	53	51	80	55
39. When I do something well, or go the extra mile, it is recognised - I feel appreciated for what I do	12	39	24	18	7	51	55	50				
40. My performance has improved as a result of the skills I have developed over the past year	13	42	33	8	3	55	62	57		61	78	58
41. I am able to work flexible hours	35	44	12	5	4	79	79	79		74		
42. My line manager coaches people effectively	13	42	26	13	6	55	53	47				
43. Inadequate staff performance is dealt with effectively where I work	3	19	43	26	9	22	27	22				29
44. I have personally been subjected to discrimination in the last 12 months	3	4	13	23	57	7	8					

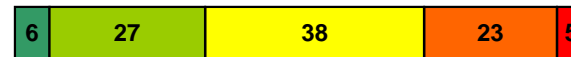


Based on 516 responses: a response rate of 57%.

Fieldwork period: 5th - 23rd November 2007.

Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms, Central Government norms, data from the CLG survey in 2005 & data from the Senior Civil Service Survey 2006 (all where possible).

45. I think it is safe to speak up & challenge the way things are done in the Department



46. Everyone in our team has the opportunity to show what they can do



% Agree						
CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall	ODPM 2005	SCS 2006	Central Government
34	33	30				
64	66	51				



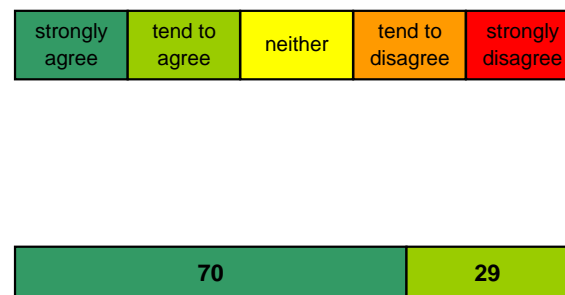
Based on 516 responses: a response rate of 57%.

Fieldwork period: 5th - 23rd November 2007.

Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms, Central Government norms, data from the CLG survey in 2005 & data from the Senior Civil Service Survey 2006 (all where possible).

For managers of one or more members of staff (base size=221):

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						
CGL Quarter 3	CLG Quarter 2	CLG Quarter 1	Ipsos MORI Overall	ODPM 2005	SCS 2006	Central Government
99	99	94				
82	81	78			70	55
84	86					
52	55					

Technical Details

Questionnaires were distributed online on 5th November 2007 among 902 members of staff at Communities and Local Government.

Fieldwork ran from 5th November until 23rd November 2007

Reminders for the online survey were sent out on 12th, 19th and 22nd November.

Results are based on a total of 516 questionnaires – a response rate of 57%.

Trend data comparisons (where available) are shown, as are comparisons to Ipsos MORI Norms, Central Government norms, data from the CLG survey in 2005 & data from the Senior Civil Service Survey 2006 (all 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.

