# Quality of Working Life Audit 2008



**Gwent Police** 



Because people matter

### Introduction

- Commissioned May 2007
- Explore quality of life and HSE indicators
- Topics included:
  - Perceptions of working for Gwent Police (HSE)
  - Policies and procedures
  - Managing change
  - Equality and Diversity
  - Health and Safety

#### **Paper**

- Sent via internal post to 2,948 employees
- 861 returns

#### **Online**

- Sent via email to 2,384 employees
- 211 returns

Total = 1,072 (36%)



#### Number and proportion of responses by bmg department

Department	Proportion (%)	Number of responses
A Division	18%	193
B Division	8%	86
C Division	25%	264
D Division	9%	92
F Division	5%	58
J Division	5%	49
O Division	2%	19
U Division	9%	101
HQ and ACPO	12%	129
IS Department	2%	18
Finance and Admin	3%	36
Other division or service	1%	9
Prefer not to say	9%	97

### Positive Views

I understand how my work fits into the overall aim of the organisation

I can rely on my line manager to help me out with a work problem

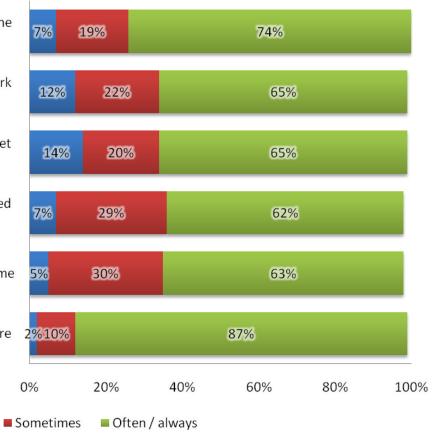
I can talk to my line manager about something that has upset or annoyed me about work

> My colleagues are willing to listen to my work-related problems

I take responsibility to raise issues of concern to me

I contribute to a positive working atmosphere

■ Never / seldom



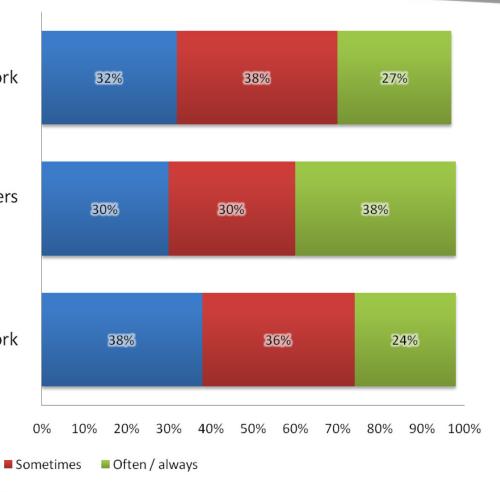
+5%

I have a choice in deciding what I do at work

I have sufficient opportunities to question managers about change at work

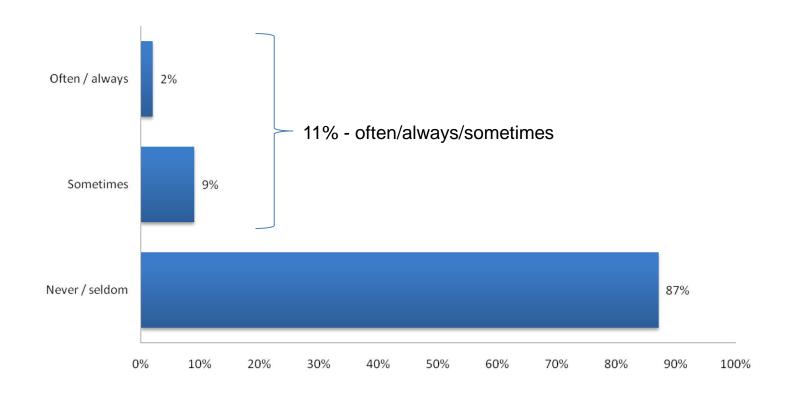
Staff are always consulted about change at work

■ Never / seldom





### Subjected to bullying at work?





#### Policies and Procedures

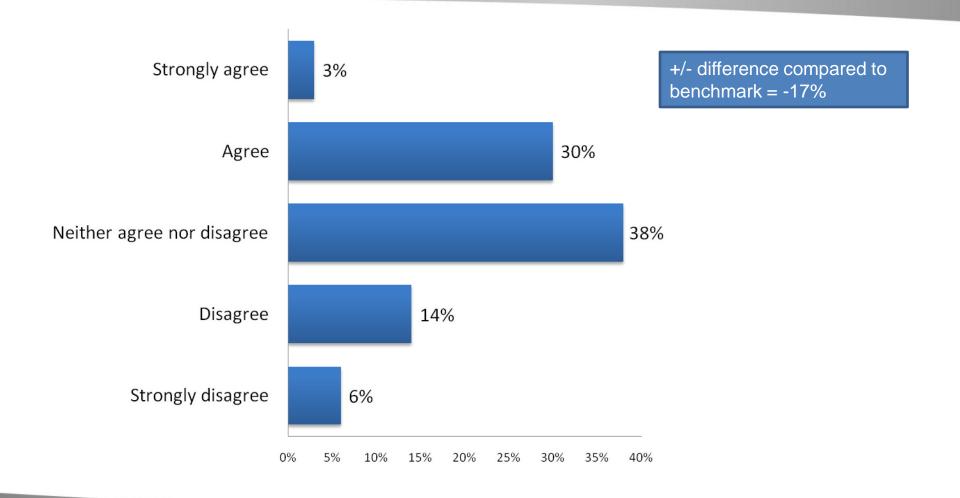
Work-life balance and flexible working 29% 14% 56% Health and safety issues 75% 19% 6% Training and development 39% 4% 56% Recruitment and promotion 38% 42% 18% Absence management 50% 32% 17% Disciplinary matters 33% 41% 26% **Equal opportunities** 65% 16% 19% Fairness at work issues 53% 25% 22% Dignity at work issues 53% 13% 34% Unfair treatment complaints 37% 23% 40% Poor performance 42% 25% 32% 0% 20% 40% 60% 80% 100%

Yes

■ Don't know/no experience

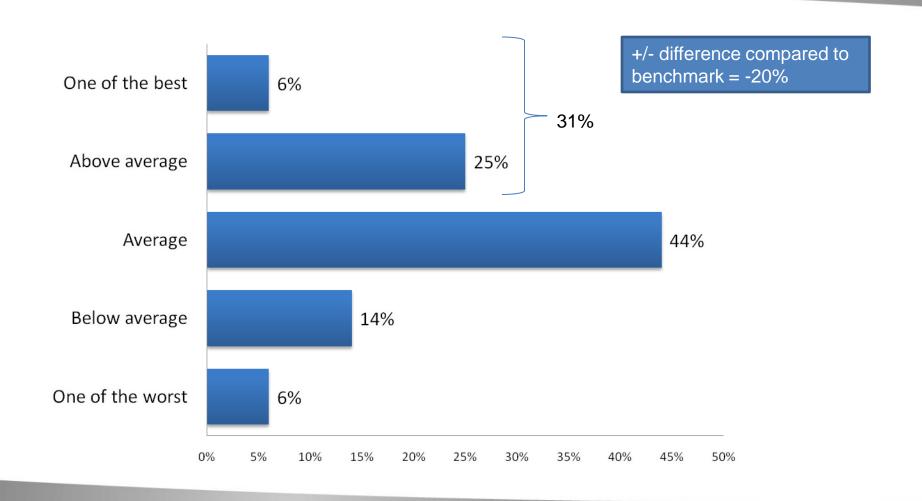


#### Levels of agreement and disagreement that there are clear and effective human resources policies and procedures





### Rating of Gwent Police as a place to work compared to other organisations



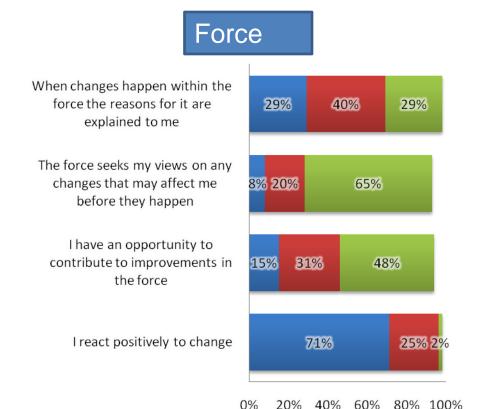


### Rating of Gwent Police as a place to work by department (\*low respondents numbers)

Department	% one of the best / above average	% one of the worst / below average	Unweighted base
A Division	28%	21%	193
B Division	34%	18%	86
C Division	24%	<u>28%</u>	264
D Division	<u>43%</u>	8%	92
F Division	38%	10%	58
J Division	30%	<u>28%</u>	49
O Division	47%	10%	19*
U Division	27%	<u>27%</u>	101
HQ and ACPO	45%	11%	129
IS Department	<u>56%</u>	11%	18
Finance and Admin	33%	19%	36
Other division or service	44%	33%	9*



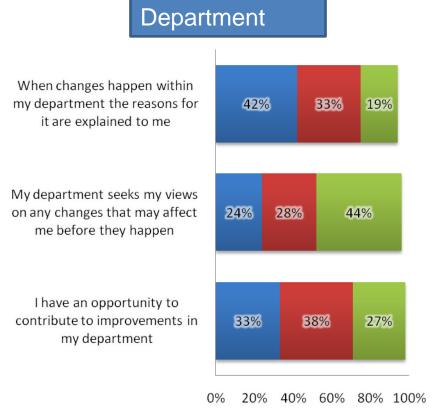
#### Change Management



Always/mostly

Sometimes

Rarely/never



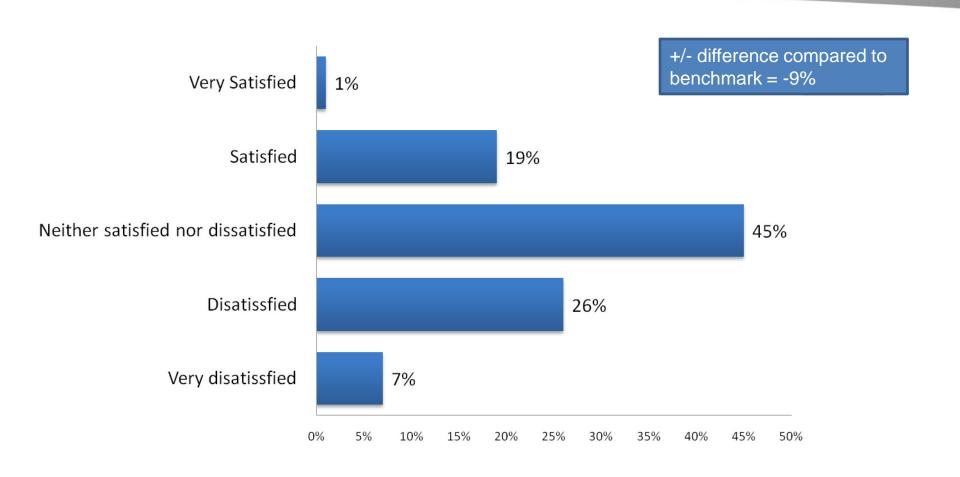
Sometimes

Rarely/never

Always/mostly



### Levels of satisfaction and dissatisfaction with how change is managed in the force





### Levels of satisfaction or dissatisfaction with change management by department (\*low respondents numbers)

Department	% satisfied	% dissatisfied	Unweighted base
A Division	15%	28%	193
B Division	17%	38%	86
C Division	16%	35%	264
D Division	30%	23%	92
F Division	19%	34%	58
J Division	24%	39%	49
O Division	21%	16%	19*
U Division	21%	<u>51%</u>	101
HQ and ACPO	<u>31%</u>	29%	129
IS Department	22%	0%	18
Finance and Admin	25%	22%	36
Other division or service	0%	78%	9*



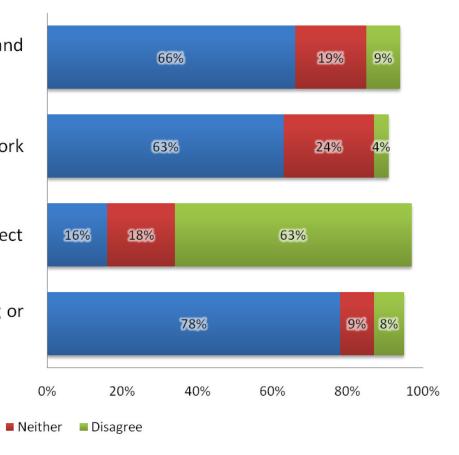
#### Levels of agreement and disagreement concerning equality and diversity within the Force

I believe the force is committed to equality and celebrates diversity

I know how equality issues impact on my work

I am not treated with fairness and respect

I know how to report an incident of bullying or harassment at work





# Levels of agreement and disagreement with health and safety at work

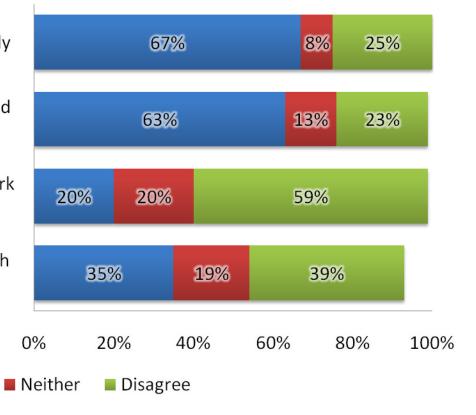
I have the equipment to do my job properly

My work environment is safe, clean and healthy

I haven't received the training I need to work safely and without damaging my health

I have been involved in assessing the health and safety risks linked to my job

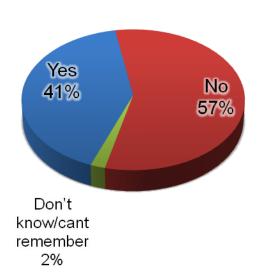
Agree



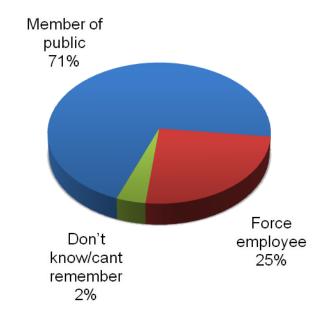


#### Experience of violent or aggressive behaviour at work towards yourself or a colleague

% experienced



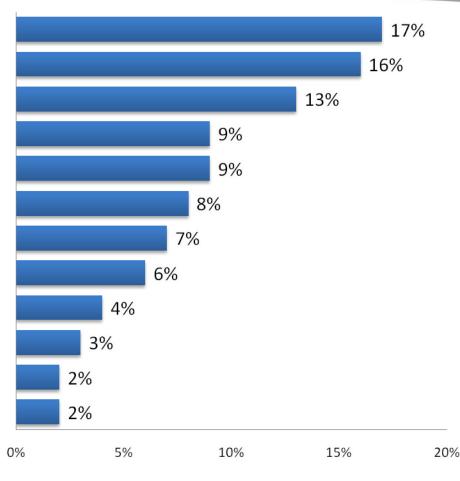
• From who?





#### Most important things to make a difference to an employees work.

More training and development for me Improvements in the way I am valued and rewarded Better information about the changes that affect me More assistance in balancing my work and home life 9% Improvements in the way I am managed 9% Involving me more in making decisions 8% Improvements in the way I receive information 7% More relevant team meetings 6% Having a more positive outlook 4% A change of location from my workplace 3% Improvements in the way I am treated by other staff 2% Other 2%





#### Level of agreement and disagreement with the following statements about job specifically

I feel valued for the work I do

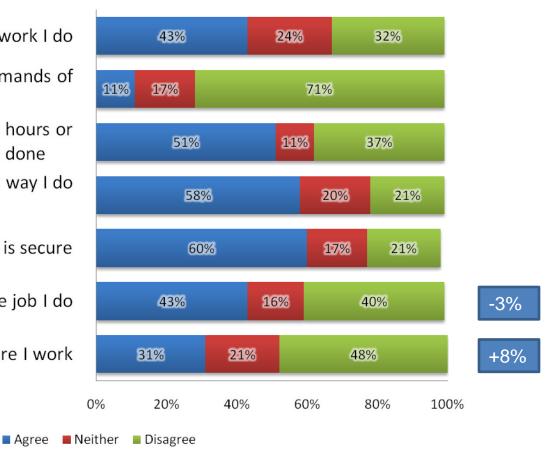
I am not able to cope with the demands of my work

I don't usually have to work extra hours or take work home to get my job done I am able to have a say about the way I do my job

I feel my job is secure

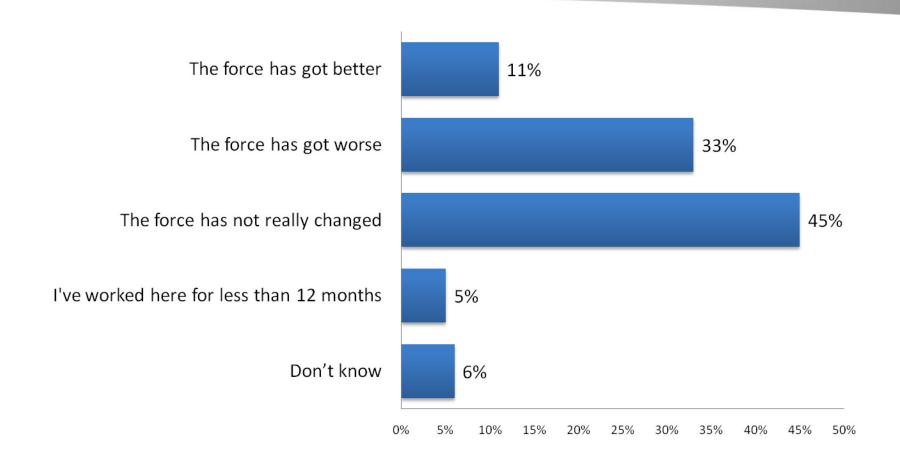
I feel I am fairly paid for the job I do

Morale is high where I work



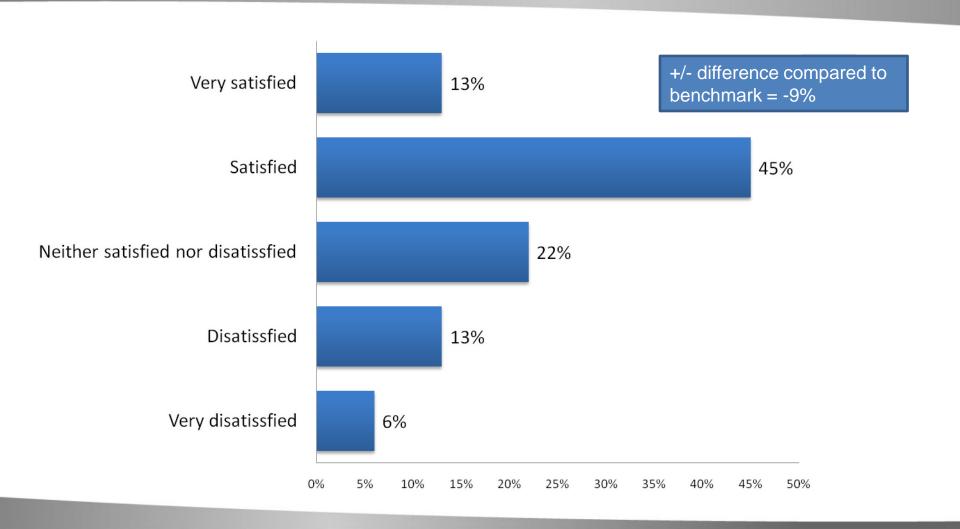


#### Changes to the force in the last 12 months





#### Levels of satisfaction and dissatisfaction with current job





## Levels of satisfaction or dissatisfaction with current job by department (\*low respondents numbers)

Department	% satisfied	% dissatisfied	Unweighted base
A Division	56%	16%	193
B Division	59%	15%	86
C Division	52%	26%	264
D Division	82%	4%	92
F Division	67%	7%	58
J Division	49%	<u>31%</u>	49
O Division	95%	0%	19*
U Division	57%	22%	101
HQ and ACPO	73%	11%	129
IS Department	67%	11%	18
Finance and Admin	50%	<u>31%</u>	36
Other division or service	67%	22%	9*

# Thank you

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