

# Quality of Working Life Audit 2008



**Gwent Police**



Because people matter

- 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%)

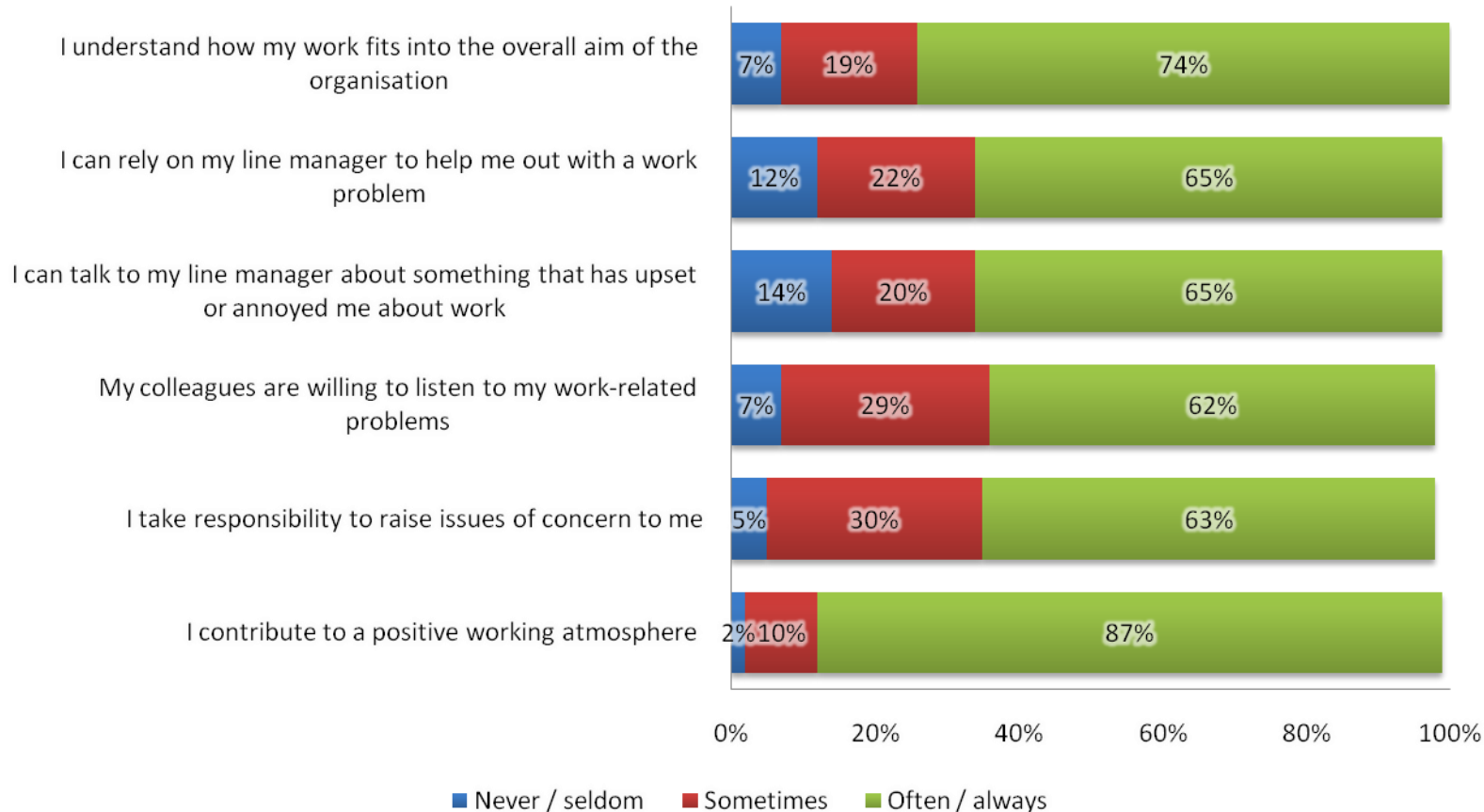


# Number and proportion of responses by department

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



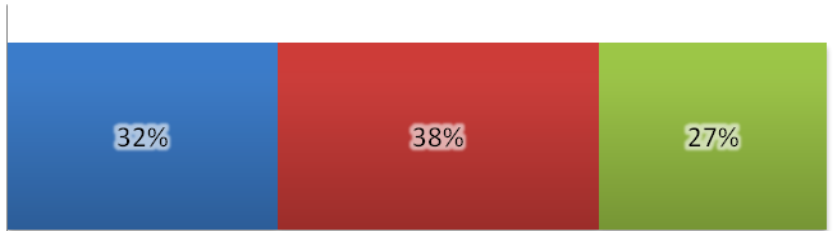
# Positive Views



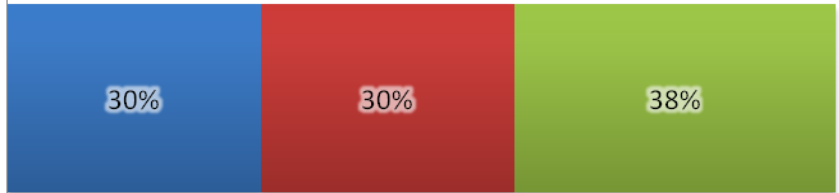
+5%



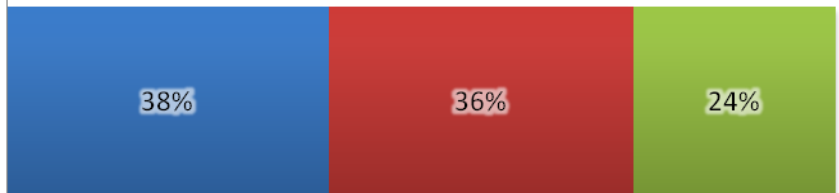
I have a choice in deciding what I do at work



I have sufficient opportunities to question managers about change at work



Staff are always consulted about change at work

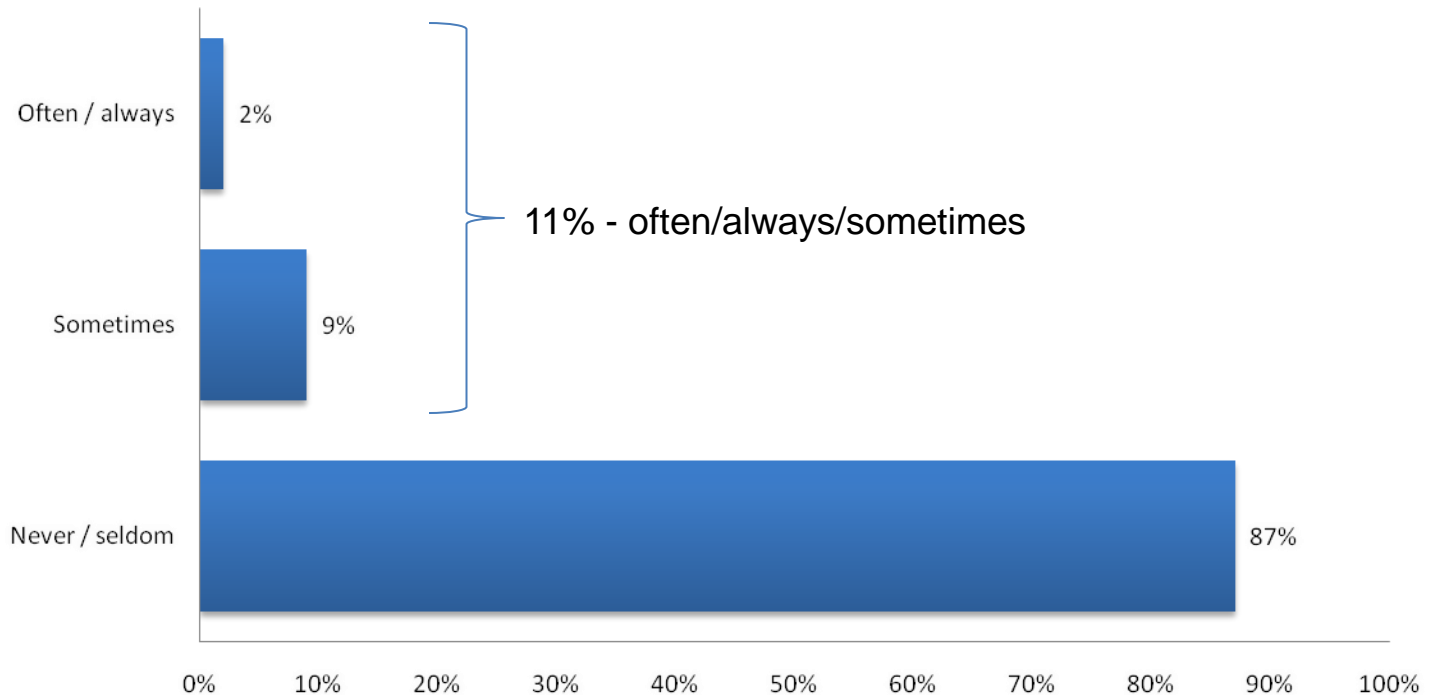


0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

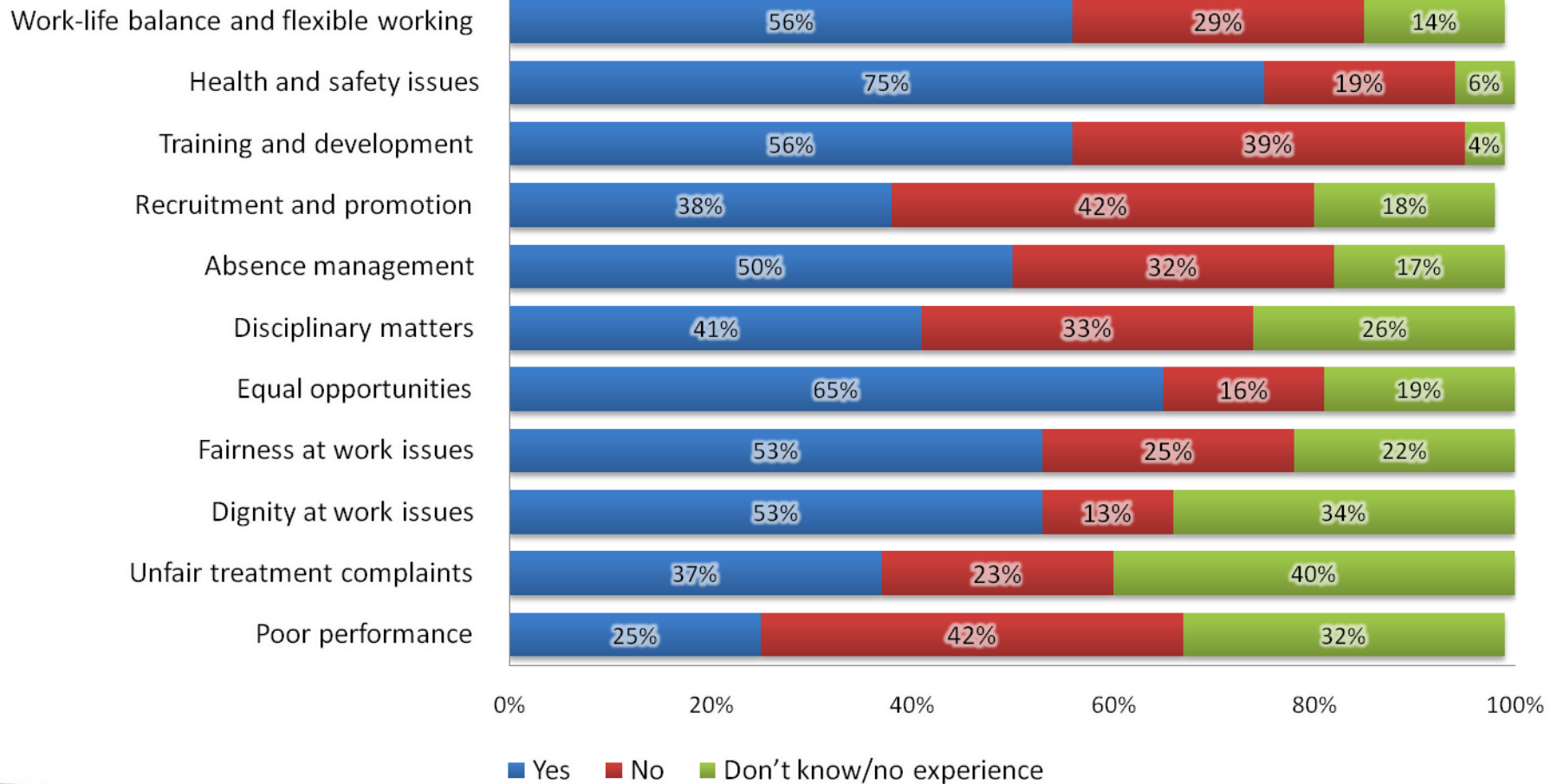
■ Never / seldom ■ Sometimes ■ Often / always



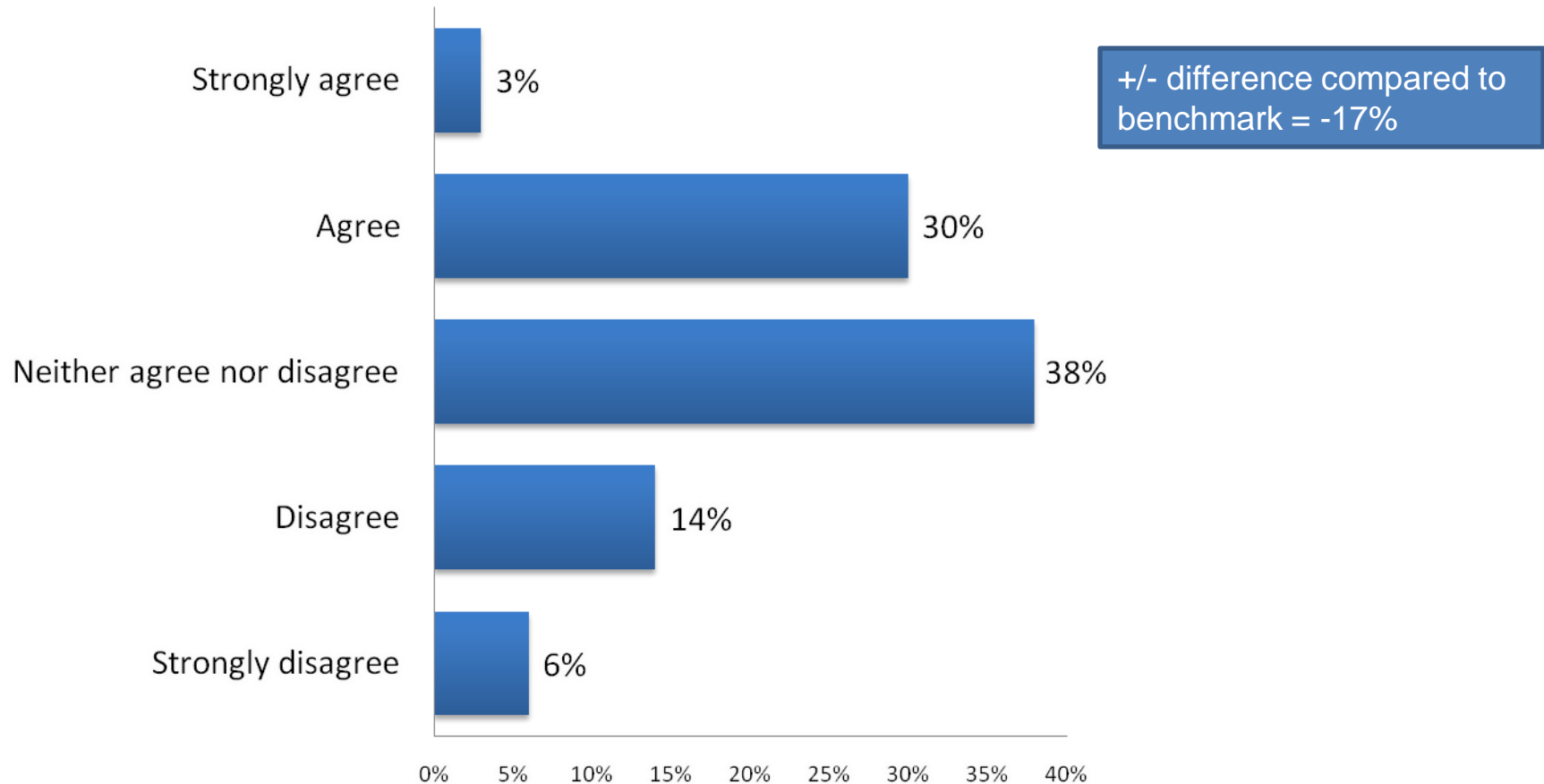
# Subjected to bullying at work?



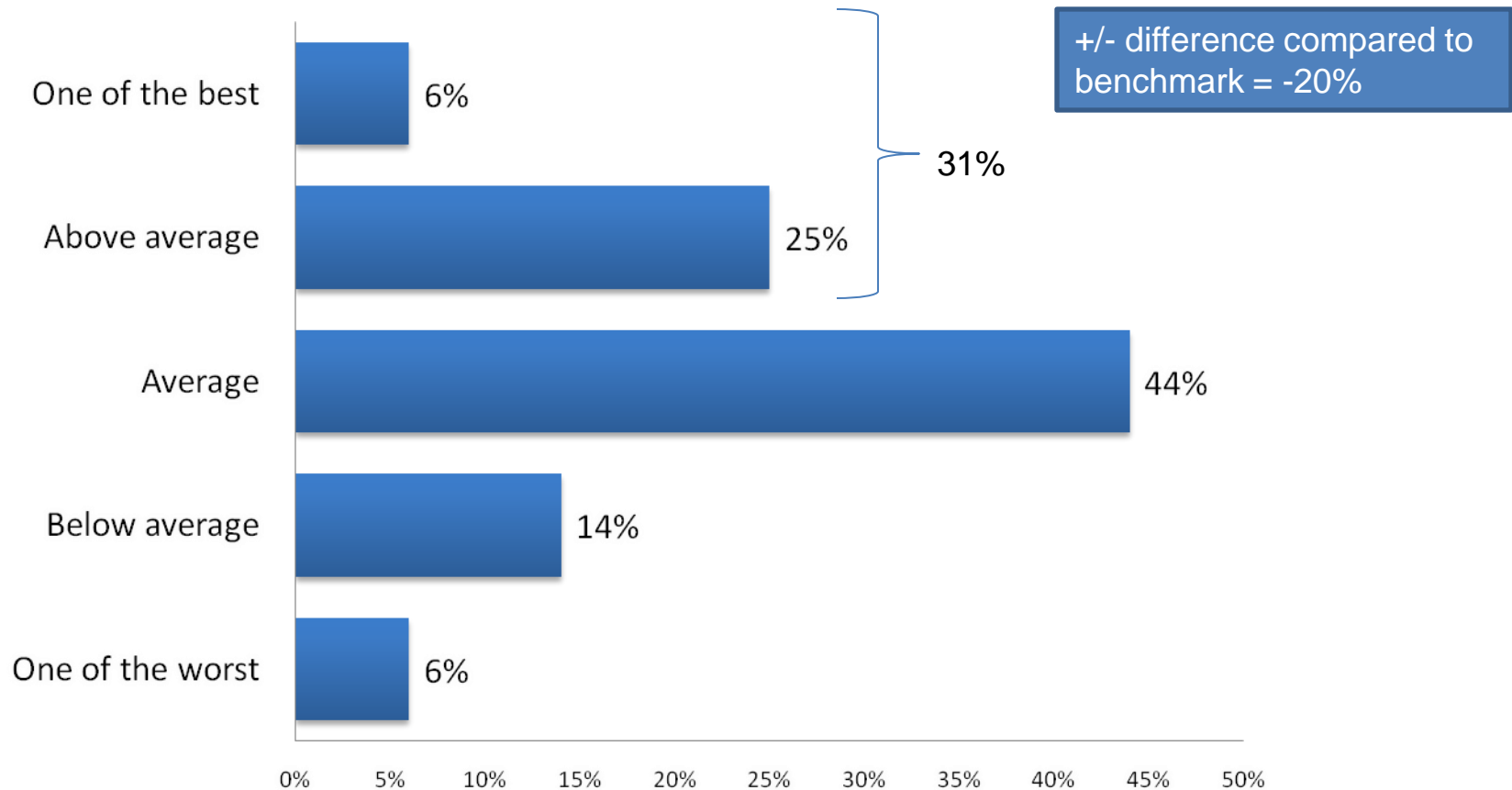
# Policies and Procedures



# 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)

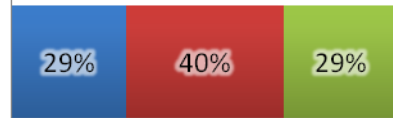
Department	% one of the best / above average	% one of the worst / below average	Unweighted base
A Division	28%	21%	193
B Division	34%	18%	86
C Division	24%	<b><u>28%</u></b>	264
D Division	<b><u>43%</u></b>	8%	92
F Division	38%	10%	58
J Division	30%	<b><u>28%</u></b>	49
O Division	47%	10%	19*
U Division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



# Change Management

## Force

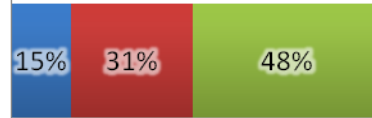
When changes happen within the force the reasons for it are explained to me



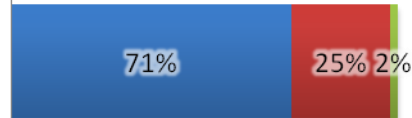
The force seeks my views on any changes that may affect me before they happen



I have an opportunity to contribute to improvements in the force



I react positively to change

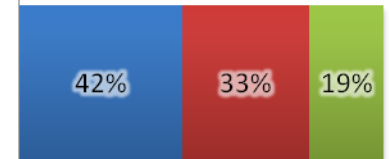


0% 20% 40% 60% 80% 100%

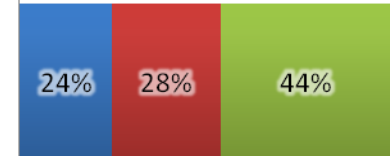
■ Always/mostly ■ Sometimes ■ Rarely/never

## Department

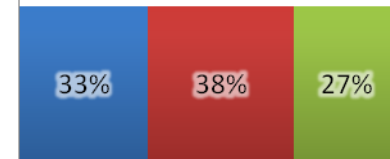
When changes happen within my department the reasons for it are explained to me



My department seeks my views on any changes that may affect me before they happen



I have an opportunity to contribute to improvements in my department

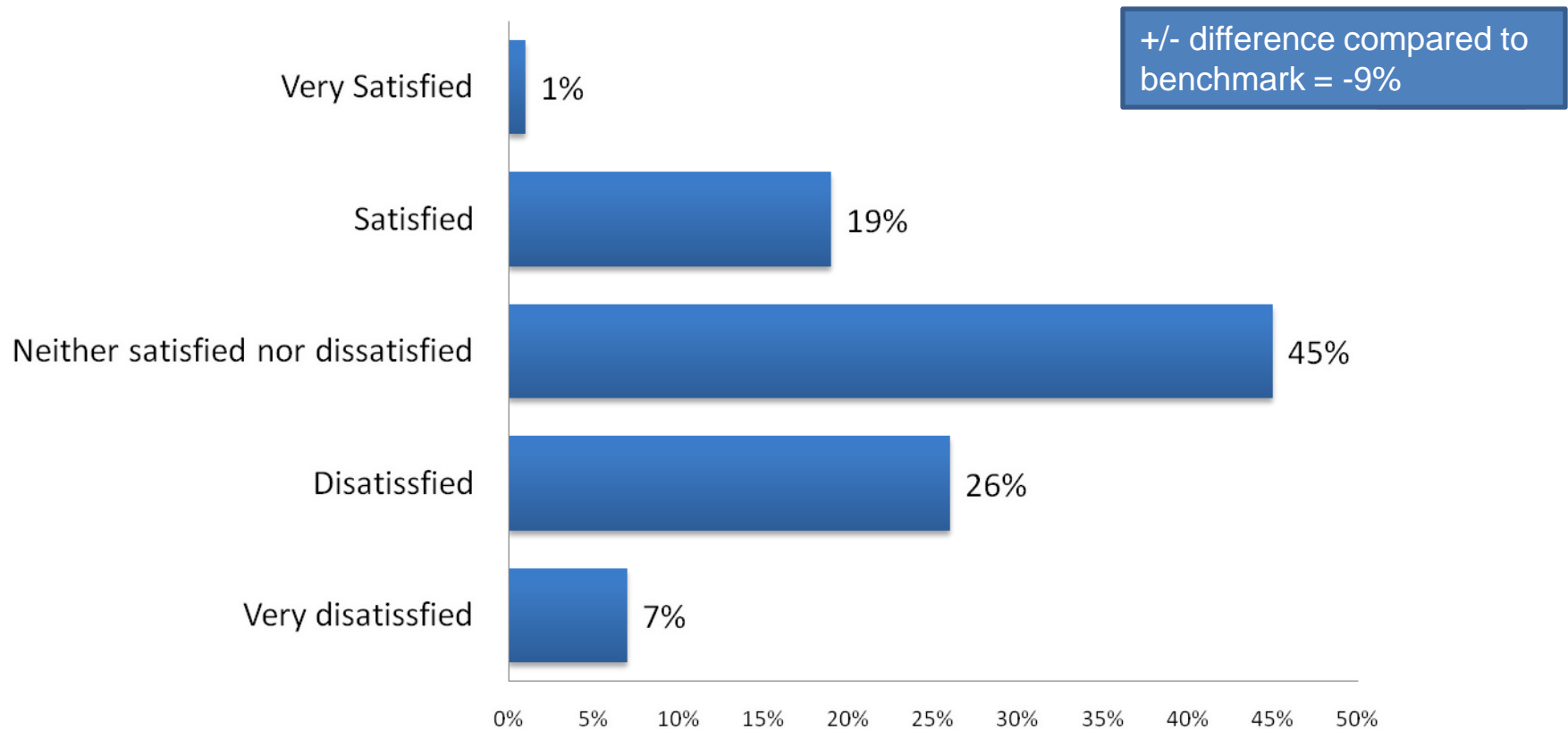


0% 20% 40% 60% 80% 100%

■ Always/mostly ■ Sometimes ■ Rarely/never



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



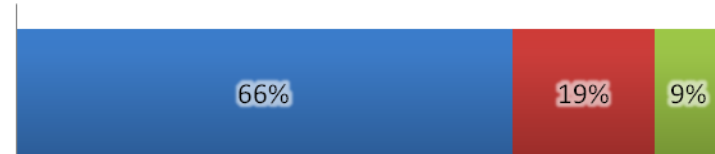
# Levels of satisfaction or dissatisfaction with change management by department (\*low respondents numbers)

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



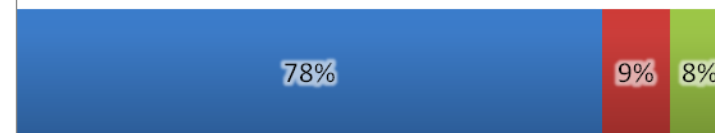
I know how equality issues impact on my work



I am not treated with fairness and respect



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

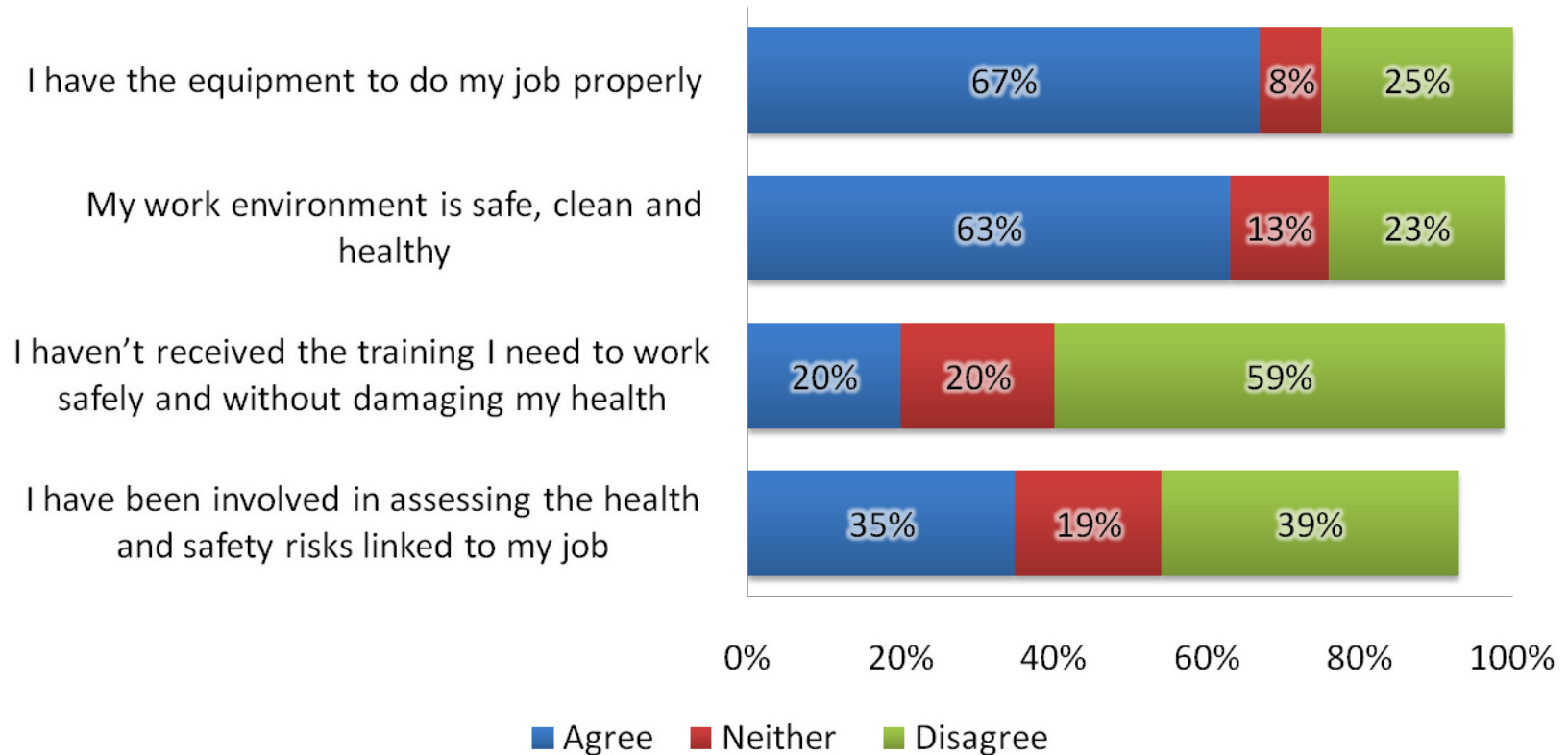


0% 20% 40% 60% 80% 100%

■ Agree ■ Neither ■ Disagree

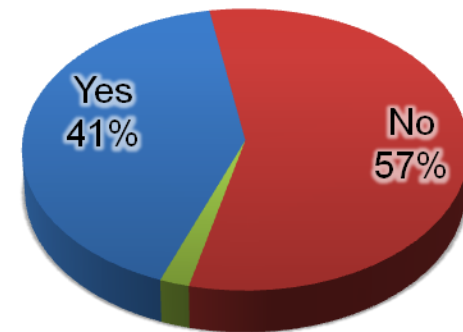


# Levels of agreement and disagreement with health and safety at work



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

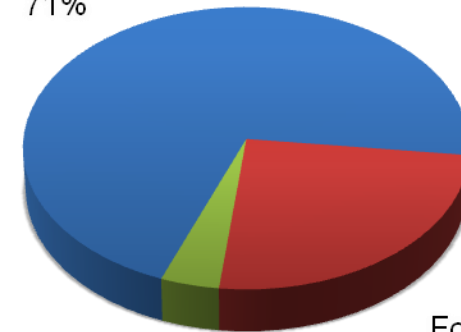
- % experienced



Don't  
know/cant  
remember  
2%

- From who?

Member of  
public  
71%



Don't  
know/cant  
remember  
2%

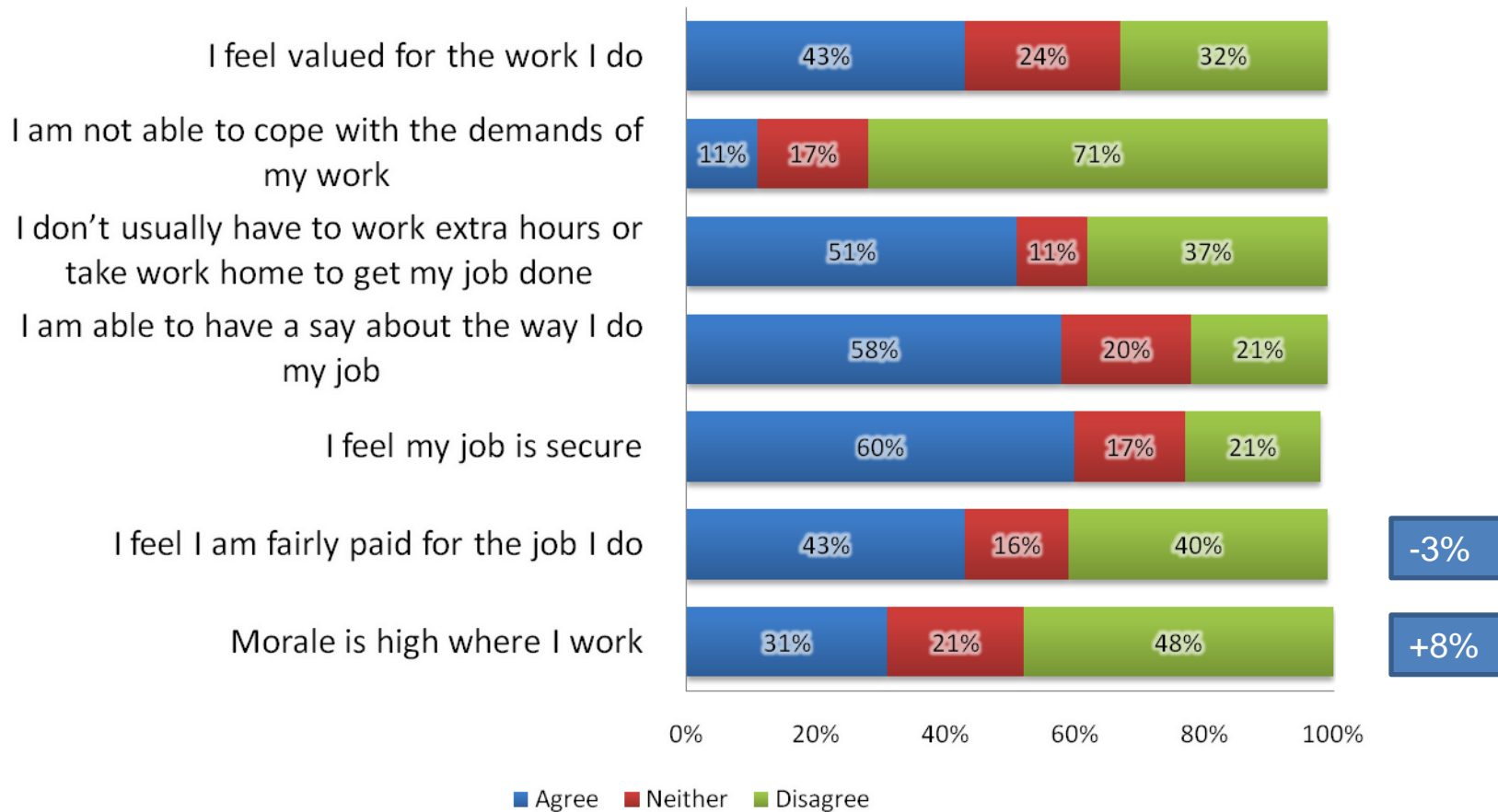
Force  
employee  
25%



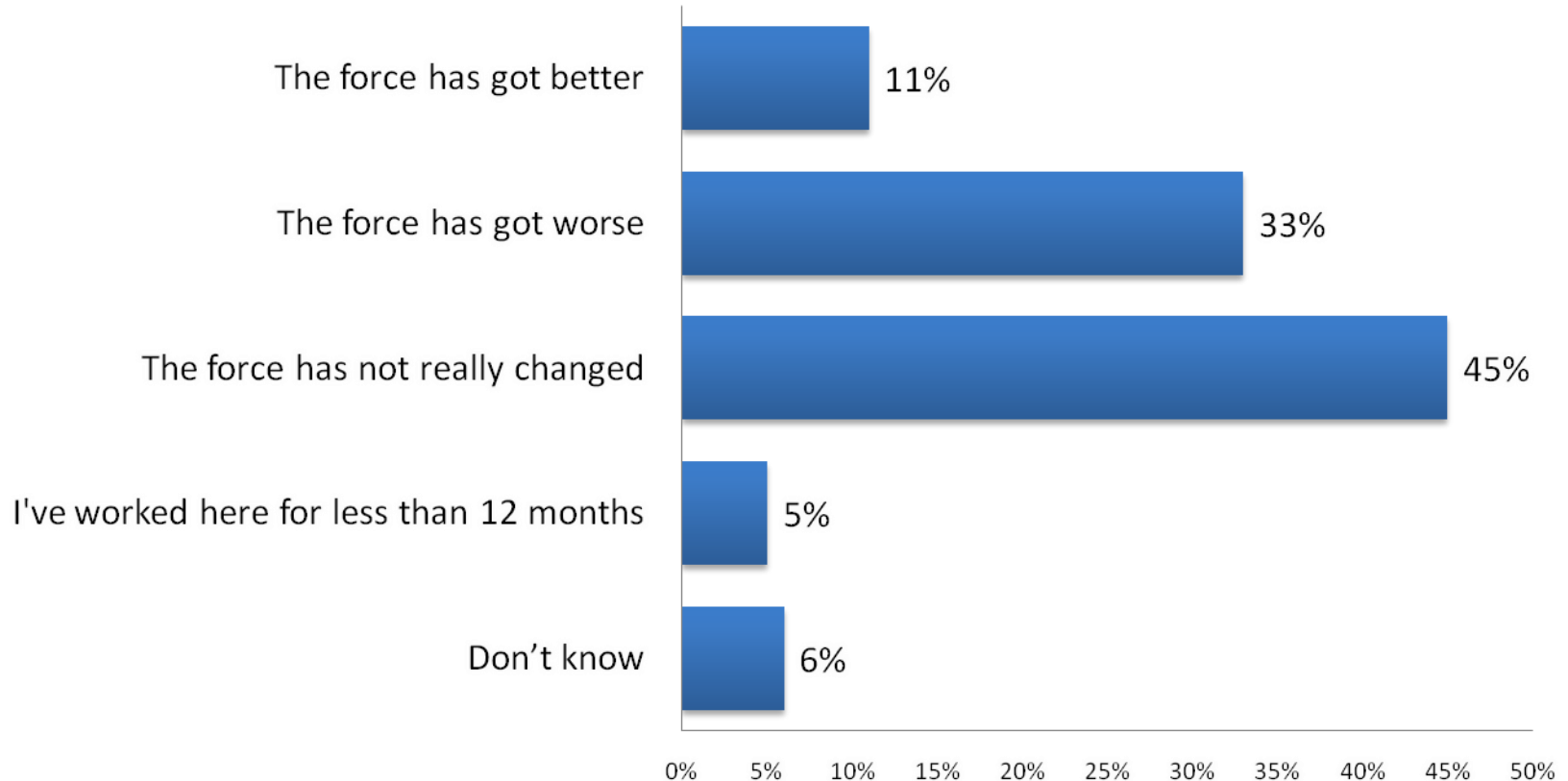
# Most important things to make a difference to an employees work.



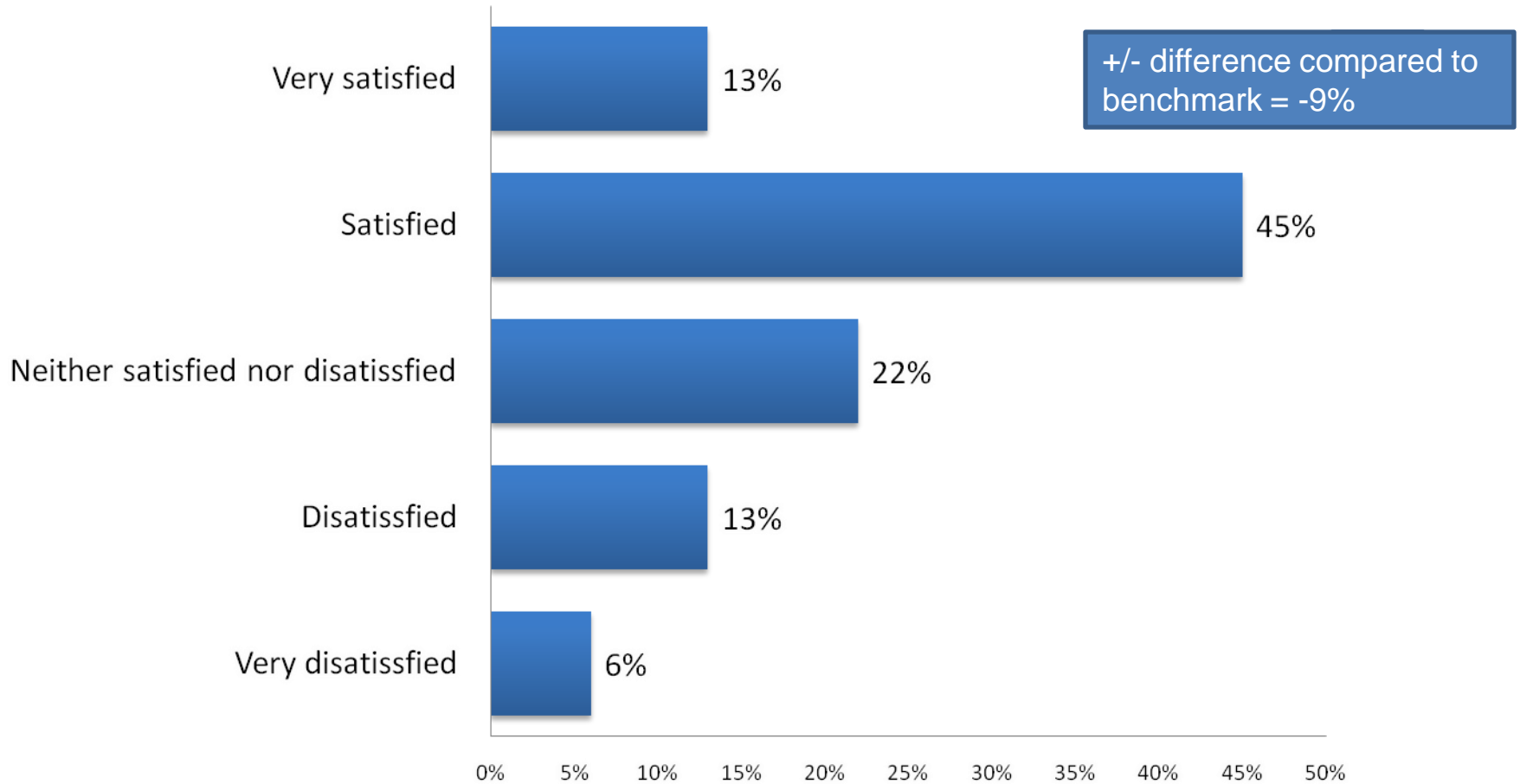
# Level of agreement and disagreement with the following statements about job specifically



# 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	<b><u>82%</u></b>	4%	92
F Division	67%	7%	58
J Division	49%	<b><u>31%</u></b>	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%	<b><u>31%</u></b>	36
Other division or service	67%	22%	9*



# Thank you

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