

# Culture & Sport Improvement Toolkit

## 360 Degree Feedback– Front-line Staff - Master Sheet

1 = We are not aware of anything happening currently

2 = This is starting to happen

3 = This happens all of the time

4 = This has happened for a while, there have been improvements and it works well

Ref	Statements	Summary of Responses	Rating Mean average	Rating Nos of 1s & 4s	CSIT Criteria
1	We have a clear and powerful Vision for culture & sport				1.1
2	We have a clear set of Values which underpin the way in which we all behave				1.1, 1.3
3	Managers are role models of continuous improvement?				1.3
4	Managers communicate strategy and service plans in a clear way				6.1, 6.4
5	Managers communicate the priorities of other Council services and partners				6.1, 6.4
6	Your role in achieving the organisation's goals is clear				6.1, 6.4, 6.5

Ref	Statements	Summary of Responses	Rating Mean average	Rating Nos of 1s & 4s	CSIT Criteria
7	You have discussed team and individual goals with your managers				6.1, 6.5
8	Managers support you to achieve your goals				6.3, 6.4, 6.5
9	Managers are visible and accessible				1.3
10	You are involved in planning and implementing new services and service improvements				1.3, 2.1, 6.1, 6.3, 6.5
11	You encouraged to be creative				1.3, 5.3
12	Managers respond well to your ideas				1.3, 6.1, 6.3, 6.5
13	There is effective two-way communication in the organisation				1.3, 6.4

Ref	Statements	Summary of Responses	Rating Mean average	Rating Nos of 1s & 4s	CSIT Criteria
14	You are encouraged to own responsibility for ensuring the customers are satisfied with the service				1.1, 6.5, 7.2
15	Your learning and development needs are established				6.1, 6.2, 6.3
16	The organisation supports your learning and development				1.3, 6.1, 6.2, 6.3
17	You are encouraged to take responsibility for your own development and improvement				1.3, 6.2, 6.5
18	Knowledge is shared around the organisation				6.2
19	You are aware what your learning & development activities should achieve for yourself and for the organisation?				6.2
20	Managers treat everyone in the organisation fairly				1.1, 6.3

Ref	Statements	Summary of Responses	Rating Mean average	Rating Nos of 1s & 4s	CSIT Criteria
21	Working arrangements are flexible				6.3
22	Your performance and that of your is team evaluated				1.4, 6.4, 6.6, 8.1, 8.2, 8.3
23	Your performance and contribution is recognised				1.3, 6.4, 6.6

What other comments do you have to help our organisation improve?