

Culture & Sport Improvement Toolkit

360 Degree Feedback– Front-line Staff

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

You might not be able to comment on all statements. If you can't comment on a statement, leave the section blank.

Ref	Statements	Responses (what actually happens)	Rating (1 – 4)
1	We have a clear and powerful Vision for culture & sport		
2	We have a clear set of Values which underpin the way in which we all behave		
3	Managers are role models of continuous improvement?		
4	Managers communicate strategy and service plans in a clear way		
5	Managers communicate the priorities of other Council services and partners		

Ref	Statements	Responses (what actually happens)	Rating (1 – 4)
6	Your role in achieving the organisation's goals is clear		
7	You have discussed team and individual goals with your managers		
8	Managers support you to achieve your goals		
9	Managers are visible and accessible		
10	You are involved in planning and implementing new services and service improvements		
11	You encouraged to be creative		
12	Managers respond well to your ideas		
13	There is effective two-way communication in the organisation		

Ref	Statements	Responses (what actually happens)	Rating (1 – 4)
14	You are encouraged to own responsibility for ensuring the customers are satisfied with the service		
15	Your learning and development needs are established		
16	The organisation supports your learning and development		
17	You are encouraged to take responsibility for your own development and improvement		
18	Knowledge is shared around the organisation		
19	You are aware what your learning & development activities should achieve for yourself and for the organisation?		
20	Managers treat everyone in the organisation fairly		

Ref	Statements	Responses (what actually happens)	Rating (1 – 4)
21	Working arrangements are flexible		
22	Your performance and that of your is team evaluated		
23	Your performance and contribution is recognised		

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