

# London Borough of Waltham Forest – Cultural Services Directorate

## People Management Survey

The following annual People Management Survey will help us measure and improve our success in achieving our Values and Perspective D (People) of our Strategy. Please answer honestly – your answers are treated in confidence.

Ref	Statement	Fully agree	Agree	Partly disagree	Fully disagree
<b>1</b>	<b>Implementation of high-level direction</b>				
1.1	I completely understand the organisation's Vision & Mission				
1.2	I am completely committed to the organisation's Values				
1.3	Managers are role models of the organisation's Values				
1.4	I understand the organisation's long & medium term direction				
<b>2</b>	<b>Staff ownership</b>				
2.1	I feel responsible for the delivering, developing and improving the service				
2.2	I feel responsible for improving the way my team works				
2.3	My managers allow and encourage me to be involved in improvement activities				
2.4	I am encouraged and allowed to be innovative and creative				
<b>3</b>	<b>Trust and respect</b>				
3.1	Managers respect people's feelings, values and contributions				
3.2	Managers treat people without prejudice, discrimination or favouritism				
3.3	I trust my managers				
3.3	I feel trusted by my managers				
<b>4</b>	<b>Training and development</b>				
4.1	I receive the training I need in order to complete my job				
4.2	I am encouraged to be responsible for my personal improvement and development				
4.3	Managers support my personal improvement & development				
4.4	I agree my work goals with my manager				
4.5	I am encouraged and supported to learn from others in the organisation				
4.6	I receive regular feedback from managers about my performance				

March 2009

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**People Management Survey**

Ref	Statement	Fully agree	Agree	Partly disagree	Fully disagree
<b>5</b>	<b>Communication</b>				
5.1	There is effective two-way communication in the organisation				
5.2	I am clear about how the organisation is performing				
5.3	I know how my work contributes to the organisation's overall success				
<b>6</b>	<b>Staff care and recognition</b>				
6.1	I feel valued by managers				
6.2	The working arrangements are flexible enough to suit my needs				
6.3	The organisation encourages and helps me to achieve a balanced and healthy lifestyle				
6.4	I am happy with the organisation's payroll and other admin services				
6.5	The health and safety arrangements are good				
<b>7</b>	<b>Overall staff perspective</b>				
7.1	I am happy to tell people who I work for				
7.2	I am excited about the future of this organisation				

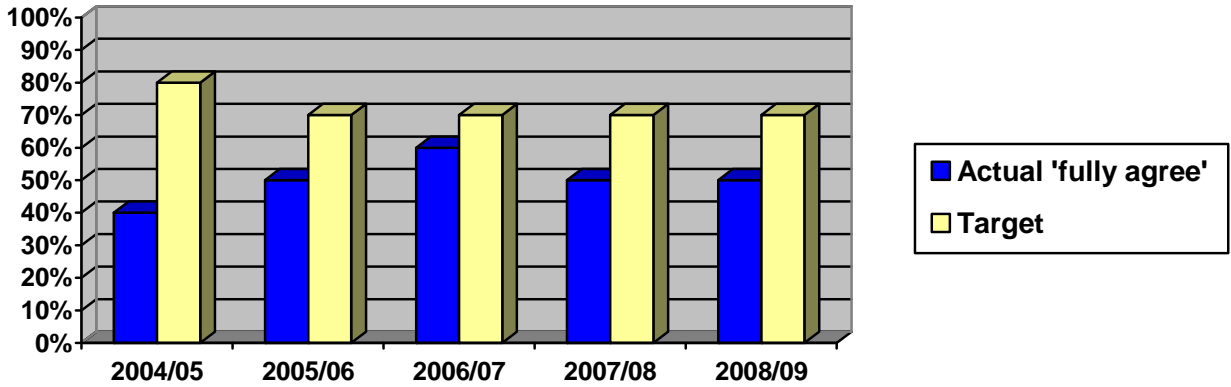
**What comments do you have to help us improve our organisation?**

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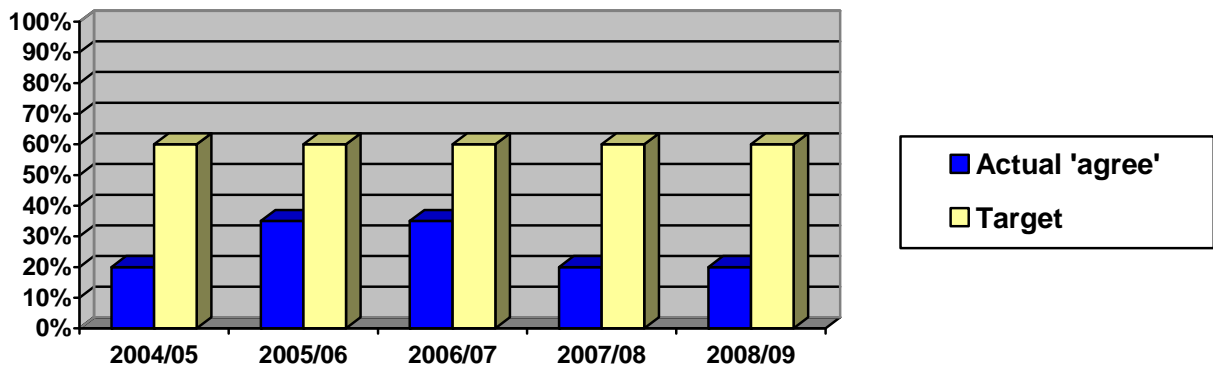
## People Management Survey

### Results

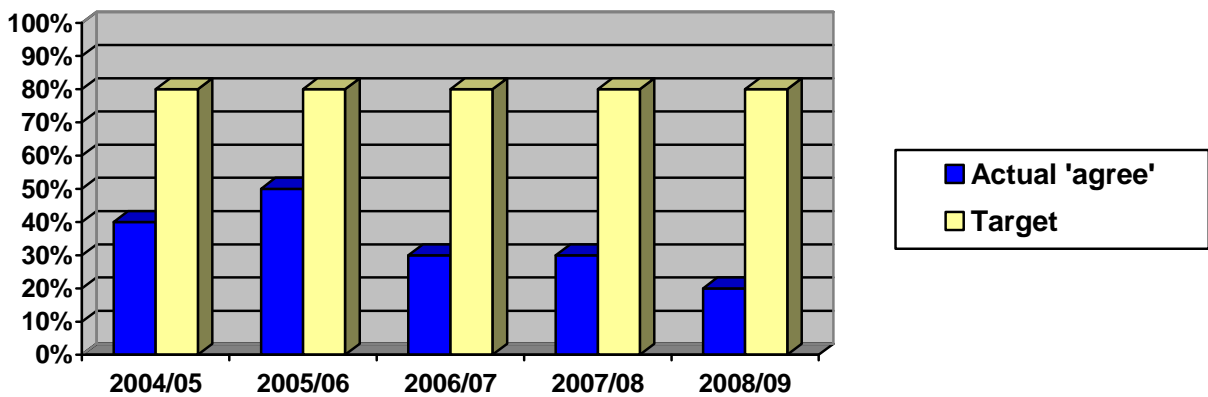
#### Section 1: Implementation of high-level direction



#### Section 2: Staff ownership



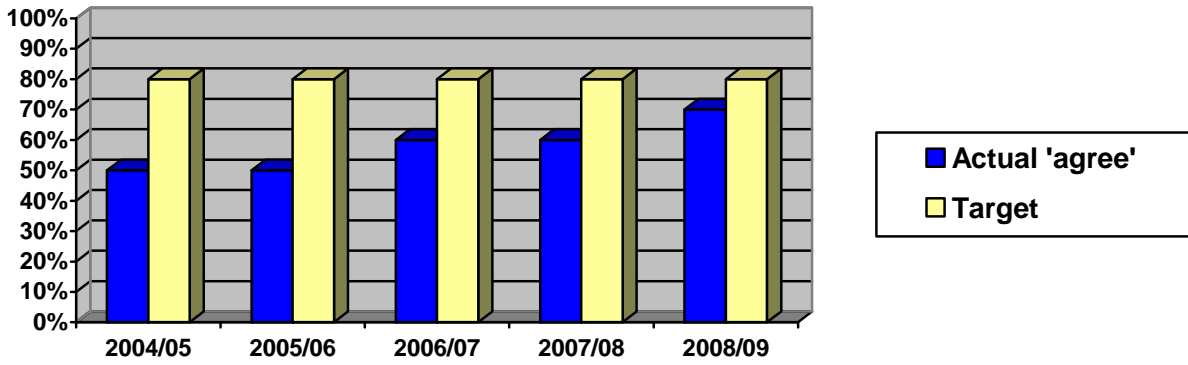
#### Section 3: Trust and respect



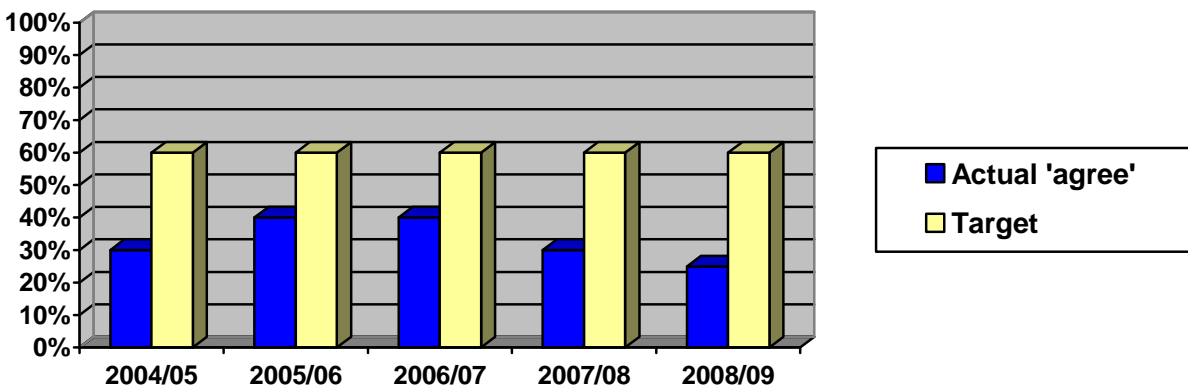
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## People Management Survey

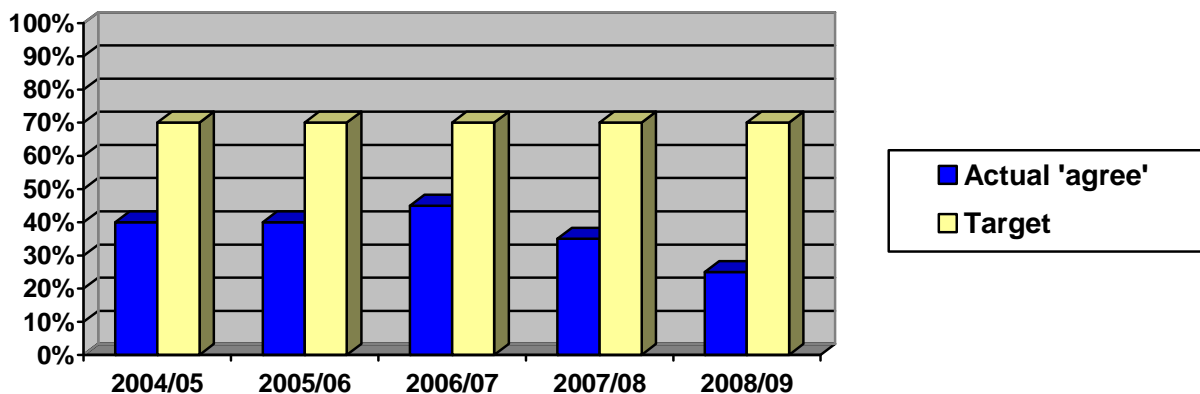
### Section 4: Training and development



### Section 5: Communication



### Section 6: Staff care and recognition



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## People Management Survey

Section: Overall staff perspective

