**Model workload survey**



Please note that the text in square brackets ***[…]*** indicates where you need to complete information specific to your workplace, or else are notes for you to consider in relation to your negotiations.

UNISON ***[branch name]*** is building up a case to put to ***[employer’s name]*** on the monitoring and control of workloads.In order to ensure our negotiations are firmly based on your experiences and views, we would greatly appreciate if you could spare the time to complete this survey.

The survey covers just 20 questions and would normally take only around seven minutes to complete.

All responses to this questionnaire are anonymous and will be treated as confidential. It will not be possible to identify any individual from information used for assembling the case we put to ***[employer’s name]***.

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| 1. **How manageable do you consider your current workload?**
 |
| No problem |  |
| Occasionally excessive |  |
| Frequently excessive |  |
| Constantly excessive |  |

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| 1. **How has your workload changed over the last year?**
 |
| Decreased  |  |
| Remained the same |  |
| Increased |  |

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| 1. **Has your workload caused you stress and anxiety over the last year?**
 |
| Never |  |
| Occasionally  |  |
| Frequently  |  |
| Constantly  |  |

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| 1. **Has unmanageable stress caused by your workload resulted in you having to take sick leave over the last year?**
 |
| Yes |  |
| No |  |

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| 1. **Has your workload caused a decline in your mental health over the last year, such as through increased anxiety, depression, insomnia etc?**
 |
| No |  |
| Yes, slightly |  |
| Yes, greatly |  |
| Prefer not to say |  |

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| 1. **Has your workload caused you to consider looking for another job over the last year?**
 |
| Yes |  |
| No |  |

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| 1. **Has your workload affected your morale (e.g. enthusiasm, confidence, optimism) in the workplace over the last year?**
 |
| No |  |
| Yes, my morale has improved |  |
| Yes, my morale has declined |  |

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| 1. **Have workload pressures damaged the quality of service delivered in your workplace over the last year?**
 |
| No |  |
| Yes, slightly |  |
| Yes, significantly |  |

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| 1. **If you feel that your workload has been excessive at any time over the last year, what do you consider to be the main causes (tick as many boxes as you feel apply)?**
 |
| Staff shortages |  |
| Budget cuts |  |
| Unrealistic targets |  |
| Tasks above my job description |  |
| Lack of support from managers |  |
| Long hours working culture |  |
| Unfair and/or discriminatory treatment |  |

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| 1. **On average, how many paid hours (either paid or taken later as ‘time off in lieu’ – TOIL) do you work above your contracted hours per week?**
 |
| None |  |
| Up to two hours |  |
| More than two hours, less the five hours |  |
| More than five hours, less than 10 hours |  |
| More than 10 hours |  |

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| 1. **On average, how many unpaid hours (no pay and no TOIL) do you work above your contracted hours per week?**
 |
| None |  |
| Up to two hours |  |
| More than two hours, less the five hours |  |
| More than five hours, less than 10 hours |  |
| More than 10 hours |  |

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| 1. **If you don’t have set contracted hours, on average how many hours beyond 37 *[amend as appropriate for a full-time worker in your workplace]* do you work?**
 |
| None |  |
| Up to two hours |  |
| More than two hours, less the five hours |  |
| More than five hours, less than 10 hours |  |
| More than 10 hours |  |

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| 1. **If you regularly work unpaid beyond your contracted hours, what are your reasons (tick as many boxes as you feel apply)?**
 |
| Enjoy the work |  |
| Cannot complete the work without doing additional hours |  |
| Feel pressure from managers to do extra hours |  |
| It’s standard among colleagues to do extra hours |  |
| Have to cover for staff shortages |  |

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| 1. **How frequently do you fulfil tasks that are more demanding than those defined in your job description?**
 |
| Never |  |
| Occasionally |  |
| Frequently |  |
| Constantly |  |

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| 1. **Do you have clear targets set for your work in terms of the volume of work to be completed in a specified time period?**
 |
| Yes  |  |
| No |  |
| If yes, please state the target ***[amend or delete this as relevant to your workplace]*** |  |
| 1. **If you do have targets set, how have they changed over the last year?**
 |
| Increased |  |
| Decreased |  |
| Remained the same |  |

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| 1. **How frequently do you experience staff shortages in your workplace?**
 |
| Never |  |
| Occasionally |  |
| Frequently |  |
| Constantly |  |

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| 1. **Do you regularly review your workload with your manager?**
 |
| Never |  |
| Occasionally |  |
| Regularly |  |

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| 1. **What income band are you in? *[amend income bands as appropriate for your workplace – you may wish to use grades instead of income levels. This is to show if certain types of work suffer from pressurised workloads, perhaps front-line workers as opposed to managers for example.]***
 |
| Under £10,000  |  |
| Between £10,000 and £19,999 |  |
| Between £20,000 and £39,999 |  |
| £40,000 or over |  |

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| 1. **In which department do you work?**
 |
| ***[Set out list of appropriate departments as options to choose from]*** |  |
|  |  |
|  |  |
| Prefer not to say |  |

**Advice on surveys**

Surveys can entail some notable pitfalls that can be addressed by observing the following points:

* Try to keep the survey short so that it is not overly demanding on staff time and they are more likely to complete it. As a rough guide, it should take between five and 10 minutes to complete, which means between 10 and 30 questions.
* Requiring answers that are specific reduces the time necessary for analysis. For example, if asking “How would you describe morale?”, requiring responses of High, Moderate or Low will enable you to quickly establish from the results that, for instance, 64% of staff see morale as low. If the answer is left open, responses will have to be analysed one by one to place them in categories and provide usable percentages for a claim.
* However, there can be a place for open-ended questions as they can generate quotes and examples of value to your case. For instance, supplementing a survey with a question such as “In what way has your experience of work changed over the last year?” may give you a telling quote that makes a point more effectively than a page of percentages.
* Profile questions (e.g. question 19 and 20) are normally asked at the end of surveys to enable the results to be broken down according to certain categories, such as pay grade and department. For example, an additional gender question will enable you to see how the workload concerns of women differ from that of men. Similarly you may want to ask if the respondent is disabled to identify if the concern impacts disabled workers more than non-disabled. Therefore, think about how you will want to break down results and establish the profile questions accordingly.
* Ensure that the survey carries a preamble that emphasises to members that the survey is completely anonymous, makes plain the purpose for which the gathered data will be used and tells them approximately how long the survey will take to complete.
* Always make sure that the data you submit to the employer protects your members’ identities.
* The best method for protecting confidentiality and for reducing the time necessary to analyse results is to conduct an online survey. The recommended online survey service is set out below. However, if the survey is sent out to email addresses, care has to be taken that this is compliant with the data protection legislation. Distribution should take place through UNISON’s WARMS system (Web Access RMS), to ensure that the emails used for members are those that that they have provided for such purposes to the union.
* Consider alternative ways to gain the benefits of an online survey without the restrictions of email distribution. For instance, you could place the survey link on social media if you are confident that it would be accessed by sufficient staff without notifying emails. Alternatively, you could seek to develop a joint pay survey with the employer (if that did not mean too many compromises on questions asked), which the employer could then distribute to staff.
* If you decide on manually distributing a hard copy survey, ensure that the survey can be returned as confidentially as possible. Like the examples above that do not rely on union email distribution lists, the advantage to this method is that it can go wider than UNISON membership if agreed with any other unions representing staff. In this way, it may both gather a wider section of staff views that carries more weight with the employer and assist in recruiting members by highlighting the role of the union in advancing staff terms and conditions.

### **Online survey providers**

When it comes to online survey providers, UNISON recommends Alchemer (formerly SurveyGizmo) because you can request the data be hosted within the EU, making it compliant with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018 (DPA 2018).

There is a free version of Alchemer which will handle up to 100 responses before extra charges are applied. However, if you wish, explore the paid packages which allow for unlimited surveys and responses, while allowing for anonymity in those responses, pricing starts at £45 per month.

You can sign up for Alchemer here: <https://www.alchemer.com/> When setting up an account you need to make sure you choose the appropriate data centre to ensure that data is processed on the EU data centre.

The Alchemer support website carries these useful links:

* Tutorials: <https://www.alchemer.com/tutorials/>
* Building accessible surveys: <https://help.alchemer.com/help/survey-building-faq>
* Alchemer Support team: <https://help.alchemer.com/help/alchemer-support-hours>
* How to make voting anonymous: <https://help.alchemer.com/help/anonymous-surveys>

For every Alchemer account that contains UNISON member data, a branch elected official must notify their Regional Head.

When collecting personal data, the UK GDPR states:

* You must tell individuals what you are going to do with it.
* You must keep the personal data secure.
* You must only do what you have told individuals you are going to do with the data, you cannot use the data for other purposes once you have it.

When conducting surveys, ensuring the following are clear in the body of the survey will ensure that you meet the standards set by the UK GDPR:

* The purpose of the survey and that it is UNISON collecting the data.
* What data you are going to collect and what you are going to do with it. Only ask for information you need to meet the purpose, do not collect excessive data.
* If you are going to share the data with a third-party i.e., organisation outside UNISON.
* How long you will keep the data.

To ensure that participants know what their rights and have a general understanding of how UNISON uses their data, you must always include a link to the UNISON privacy policy - <https://www.unison.org.uk/privacypolicy/>

If you need any help making your survey compliant, please contact UNISON’s Data Protection Team on dataprotection@unison.co.uk.