

Let's Talk About working at NPT Council Employee Survey 2023

The people working here make NPT Council what it is - a talented and focused workforce is essential so that we can focus on doing what matters to our residents, local businesses and investors.

We want our council to be a great place to work, so when we developed our Future of Work Strategy we listened to what's important to employees at every level and to our trade union partners.

We want to keep talking and hear your views and experiences of working in NPT Council.

We would really appreciate you taking the time to complete this annual employee survey - the more people who take part, the better we will be able to understand how you are feeling at work and identify any areas we should focus on.

The survey has been developed using a number of previous NPT Council staff surveys as the base, and has been cross referenced with established surveys such as 'Gallup's 12-item engagement survey'.

About your job

We would really appreciate your open and honest feedback so survey responses are anonymous unless you choose to leave contact details at the end. However, in order for the feedback to be useful we need to know which staff group you work in and how long you have worked for the council.

1. What Directorate do you work for (if you have more than 1 contract please ✓ all that apply)?
 - a. Education, Leisure & Lifelong Learning
 - i. Early Years, Inclusion & Partnerships
 - ii. Education Development
 - iii. Leisure, Tourism, Heritage & Culture
 - iv. Support Services & Transformation
 - b. Environment & Regeneration
 - i. Engineering & Transport
 - ii. Planning & Public Protection
 - iii. Property and Regeneration
 - iv. South Wales Trunk Road Agency
 - v. Streetcare
 - c. Social Services, Health and Housing

- i. Adult Services
- ii. Children & Young People Services
- iii. Housing & Communities
- d. Strategy and Corporate Services
 - i. Digital Services
 - ii. Finance
 - iii. Legal & Democratic Services
 - iv. People & Organisational Development

2. Job Title (optional)

3. How long have you worked for NPT Council?

- Up to 1 year
- 1 - 3 years
- 3 - 5 years
- 5 - 10 years
- More than 10 years

4. Within our hybrid workplace, we have the following workstyle examples: Please indicate which applies to your role:

- Fixed Workplace** - this describes an employee who predominantly works from a fixed location workplace and for the majority of the time, is required to work within prescribed hours (e.g. office hours, rota or shift hours).
- Frontline / community based** – this describes our employees who work in our communities. These employees will have a designated workplace and for the majority of their time, work within prescribed hours (e.g. rota or shift hours).
- Mobile Hybrid Worker** - this describes an employee who has a designated workplace but, whose work can be carried out from a number of locations, e.g. from an office or site, in the community, from another Council or partner agency site or from home (and they may spend some or most of their time at home).
- Agile Hybrid Worker** - this describes someone who will work from a variety of locations for some or all of their working time. This could be from home, 'on the move', from a Council workplace, in the community or client / partner premises.
- Other**

a. Other - if your work style is not covered above, please let us know here

Questions

5. Overall satisfaction & morale

please indicate how you feel about each of the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree	n/a or don't wish to answer
I enjoy my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My job is fulfilling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My knowledge and skills are fully utilised	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel my job is important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel valued at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In my workplace, my general welfare is considered to be important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concern is shown for my health and safety at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This is a good council to work for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At present, I am not looking for work outside this council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a friend/friends at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. The council

please indicate how you feel about each of the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree	n/a or don't wish to answer
I am proud when I tell people I am part of NPT Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend NPT Council as a great place to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I feel a strong personal attachment to NPT Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NPT Council inspires me to do the best in my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NPT Council motivates me to help it achieve its objectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know how my work contributes to the success or failure of the council.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In this council, there are good career pathways available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The council understands what is going on in our service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I can approach senior management if I want to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that my Director is accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that my Head of Service is accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. My Team

please indicate how you feel about each of the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree	n/a or don't wish to answer
I am trusted to do my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Team meetings are held regularly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Team meetings are useful and productive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On the whole, my team works well together	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My colleagues are committed to doing quality work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If there is ever conflict amongst colleagues, management will address the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My manager always treats me with respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive regular one-to-one supervision with my manager/supervisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I can ask for advice and support from my manager/supervisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My supervisor, or someone else at work, seems to care about me as a person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How satisfied are you with your current work-life balance?

- Completely satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Completely dissatisfied

9. Training & Development

please indicate how you feel about each of the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree	n/a or don't wish to answer
There is someone at work who encourages my development.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive the training I need to effectively carry out my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over the last year, I have had opportunities to learn and grow at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive regular appraisals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My appraisals help me in planning for the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Pay, benefits and recognition

please indicate how you feel about each of the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree	n/a or don't wish to answer
I feel that I receive a fair wage for the work I do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Apart from my pay, there are other benefits I can access as a member of staff here	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I feel that I am encouraged to show initiative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive recognition for work well done	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Pressures

In the boxes below, please list (in order of importance) what you think the 3 biggest pressures in your job are:

First

Second

Third

12. Positives

In the boxes below, please list (in order of importance) what you think the 3 biggest positives about your job are:

First

Second

Third

13. Work environment & support

please indicate how you feel about each of the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree	n/a or don't wish to answer
I am satisfied with my current working environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the tools, materials, equipment and information to do my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My work load is manageable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I spend too much time doing things that are not in my Job Description	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When dealing with difficult issues or information as part of my job, I have access to the appropriate support or de-briefing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am involved in planning my workload and deciding how I do my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Mental Health

please indicate how you feel about each of the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree	n/a or don't wish to answer
I feel that NPT Council's policies support the mental health of employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know what mental health resources and services are available to me as a council employee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I had questions regarding our mental health resources and services, I would know who to ask about them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In my service, my mental health is considered to be important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I work in an environment where mental health can be discussed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would feel comfortable discussing mental health challenges or concerns with my manager/supervisor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Diversity and Inclusion

please indicate how you feel about each of the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree	n/a or don't wish to answer
In my experience, people from different backgrounds are readily accepted and made to feel welcome in the council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable talking about my background and cultural experiences with my colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This Council demonstrates a strong commitment to meeting the needs of employees with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People of all cultures and backgrounds are valued and respected at this organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I feel like I am accepted for who I am at work, and I'm free to be my authentic self	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Communications in your service area

please indicate how you feel about each of the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree	n/a or don't wish to answer
I am kept informed of what's going on in my directorate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am kept informed about how well my services is performing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am kept up to date with changes in legislation and policies which are relevant to how I carry out my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know what is expected of me in my role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My views are asked for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My views are listened to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When changes are planned for my service, I am consulted about them first	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Communications in NPT Council

please indicate how you feel about each of the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree	n/a or don't wish to answer
I am kept informed about what's going on in the council and what it is trying to achieve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive the latest news/ information from the council?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Communication channels

Which of the following NPT council employee communications channels do you use to find out what's going on in the council?

	I am aware of it and use it	I am aware of it but don't use it	I am not aware of it	I don't receive / can't access this
Sway (weekly staff news)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the Loop (monthly staff newsletter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NPT Connect - Intranet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Yammer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft Teams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff area of the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff Engagement Sessions /Briefings (e.g. budget sessions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TV screens in the Quays, Port Talbot Civic & Neath Civic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notice boards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Team meetings/ line manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-mail / manager newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Word of mouth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (if you use other NPT internal communication channels, please specify)

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19. How useful are the communication channels

On a 5 point scale how useful do you find these communications channels?

	very useful	Useful	Neither useful or useless	Not very useful	Not at all useful
Sway (weekly staff news)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the Loop (monthly staff newsletter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NPT Connect - Intranet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Yammer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft Teams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff area of the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff Engagement Sessions /Briefings (e.g. budget sessions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TV screens in the Quays, Port Talbot Civic & Neath Civic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notice boards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Team meetings/ line manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-mail / manager newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Word of mouth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Are there any other comments you want to make?

21. If you would like to speak in confidence to someone more fully about your answers to this survey or any of the issues raised in it, please leave your details below and someone will contact you.

Otherwise, please leave this section blank

Name

Tel. no:

Email

About you

Finally, please could tell us some information about yourself.

22. Do you live in Neath Port Talbot?

Equalities

The council operates equality policies that aim to ensure that everyone is treated fairly and equally. To make sure that people are not discriminated against when accessing

our services we carry out monitoring and therefore would be grateful if you could answer the following questions. The information you provide is strictly confidential.

23. What is your age? (please ✓ one answer)

- Under 16 25-29 40-49 60-69 75-85 Prefer not to say
 16-24 30-39 50-59 70-74 86+

24. Welsh Language – are you: (please ✓ one answer)

- Fluent speaker & writer Fluent speaker Learner
 Fairly fluent speaker & writer Fairly fluent speaker Little or no knowledge

25. Are you pregnant or on maternity leave?

- Yes No Prefer not to say

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person's ability to carry out normal day-to-day activities.

26. Do you consider yourself to have a disability? (please ✓ one answer)

- Yes No Prefer not to say

27. Ethnic origin: (please ✓ one answer)

- White British Indian Chinese
 White Irish Bangladeshi Prefer not to say
 Mixed: White & Black Caribbean Pakistani Gypsy & Traveller communities
 Mixed: White & Black African Black: African Other Ethnic Group
 Mixed: White & Asian Black: Caribbean

a. Other Ethnic Group (please specify):

b. Gypsy and Traveller communities - please specify

- Irish Traveller Roma Showperson
 New Traveller Romani Gypsy Other

c. Other Gypsy and Traveller communities - please specify:

28. Sex: (please ✓ one answer)

- Male
- Female

- Transgender
- Non-binary

- Prefer not to say
- Other

a. Other (please specify):

29. Sexual Orientation (please ✓ one answer)

- Heterosexual
- Lesbian

- Gay
- Bisexual

- Prefer not to say
- Other

a. Other - please specify:

30. Religion/Belief: (please ✓ one answer)

- Christian
- Buddhist
- Hindu

- Jewish
- Muslim
- Sikh

- No religion
- Prefer not to say
- Other religion

a. Other religion - please specify:

31. Nationality (please ✓ one answer)

- Welsh
- Scottish
- English

- British
- Irish
- Prefer not to say

- Other

a. Other nationality (please specify):

Thank you for your time