

# 1. Pinpoint THE PRESSURE: Take Control of Workloads



## GENERAL INSTRUCTIONS *for an indicative workplace survey*

Conducting a survey will help members identify the extent of stress and overwork within their workplace and to provide evidence to your employer that there could be a problem.

The survey and response form are templates that you can adapt depending on your needs. For example, you might wish to add a department, work area or grade if members work in a large hospital and you want to find out if stress levels differ across services or grades.

### *How to do it:*

1. **Fill in the name** of the part of the workplace being surveyed at the top of the first page, and your name and a return date at the bottom. Record the number of forms you have distributed on your **results form** (see section 4 for the template).
2. **Write a cover letter** (see section 2) explaining the purpose, stressing that it is confidential and no personal details will be released without consent
3. **Distribute to all CSP members**, including agency and temporary staff, and provide details of how to return it – you may wish to arrange a post-box to preserve anonymity.
4. Send out a **reminder notice a couple of days before the deadline** that you want members to complete your survey and the date that the survey should be returned to you.
5. When answers are returned, **check the percentage**. A return rate of over 50% is good, but a lower rate can still be useful for identifying pressures. Complete the **results form** provided in your resource pack (see section 4).
6. You may wish to make a **workplace stress map**, sketching your workplace and writing in each area the percentage of workers answering 'yes' to question 1 Put the **stress map** on notice boards
7. **Pinpoint the pressures**: identify the main stressors by counting the number of yes's for each stressor. If more than a quarter have marked one, there is a major problem. If members have identified pressures in writing, make a note of these on your results form.
8. Do **notify members** in writing (see template titled 'Update to Members, section 5) on the survey's main findings. You should also consider **holding a meeting with members** to discuss and get direction on how to resolve identified problems.
9. **Report your results** to your fellow CSP reps, and also share your findings at your next regional training day or discuss on your local iCSP network.
10. You may like to set up a **suggestion box** for people to suggest how stress could be reduced or which stressors to target – this can help identify issues for taking to management or campaigning
11. **Notify your manager/employer** about the results, preferably in writing (See section 6 for our template letter). You should include what the number of returns were and the percentage of staff confirming they are stressed. You could also advise what the main causes of stress are. If you or the members, consider that the number affected by stress is significant then do request a risk assessment to be undertaken. Let your manager know you wish to be involved and consulted in this process.
12. **Repeat the survey again** with the same group of members after a suitable amount of time has passed - for example in 6 or 12 months to determine what if anything has changed. You will need your original results form to compare your findings.

If after involving your manager the pressures of workload are not resolved then please contact your Senior Negotiating Officer and, or your regional safety rep or steward to discuss how the CSP's workload campaign, **Pinpoint the Pressure** can be used to assist you and members.