## Model Stress Survey

Audits/surveys can help to show members that the problem of stress is being addressed. They can determine the stress level within an organisation as a benchmark to measure the effectiveness of a strategy. They are not, however, a solution in themselves and must only be used as part of a wider strategy to tackle stress.

The survey provided has been designed to be very simple and easy to do. However it should provide you with sufficient information to make a case to your manager that intervention of some sort is required and to request for a risk assessment preferably utilising the HSE indicator tool. For more information about this tool visit <http://www.hse.gov.uk/stress/standards/downloads.htm>

The employer’s risk assessment is likely to include a much more detailed questionnaire that will require individual staff to complete.

Also included is another survey titled “Organisation Survey” and requires just you as the rep to complete. It contains a range of questions, giving either a ‘pass’ or ‘fail’ response regarding your employer’s performance for addressing stress in the workplace.

These surveys are templates that you can adapt if you wish depending on your specific needs. For example, you may want to add **Department/Work Area or Grade** if members work in a large hospital and you want to find out if stress levels differ in different departments and grades of staff.

CSP STRESS SURVEY

INSTRUCTIONS TO THE SAFETY REP – GETTING IT FILLED IN

Read the following instructions and if you have any queries on how to undertake this exercise don’t hesitate to contact your Senior Negotiating Officer or the National Health and Safety Officer for advice.

**1.** **When** **sending the questionnaire out to individual members please include a cover letter**, explaining the purpose of the questionnaire and stress that it is a confidential exercise and that no personal details will be released to the employer, or others without the member’s knowledge and consent.

**2. Fill in the name of the part of your work place**, which you are studying (at the start of the form), the date by which it should be returned and who to return it to (both at the end of the form) and then run off enough copies to give to everyone in the part of the workplace being surveyed. Remember to keep a record of the number of survey forms you sent out and where.

**3.** **Distribute copies to CSP members** in whichever part of your workplace you want to study. Remember to give the survey to as many people as possible, including agency and temporary staff. Remind them about the deadline for returning the form, and who to return it to.

People may want to give the information completely anonymously so you may need to arrange a post box or similar system where members can drop off their survey sheets.

**4.** **When the answers have come back**, **check what percentage of forms have been returned.** A return rate of over 50% is very good, and should give you confidence in the results - the lower the rate of return, the less you can depend on the findings of the survey (and if hardly anyone returns the form, that may just mean there’s not a big problem).

**5.** If appropriate - **make a workplace stress map** -Draw a sketch of your workplace (it doesn’t have to be to scale, or a work of art!) Write in each area surveyed the percentage of workers answering 'yes' to question 2.

**6. Identify the main stressors**. Count up the number of ‘yes’s’ for each stressor. If more than a quarter of the people who responded have circled ‘yes’ for any stressor, that issue is a major problem, which needs to be addressed. For each part of the workplace where there are high levels of stress, work out what the main stressors is by listing the number of 'yes' for each stressor received. The more 'yes’s', the more of a problem that stressor is.

**7.** Once you have developed the stress map, and what the main causes of stress are, **put the results on a poster on notice boards, or produce a short report of the survey findings** and give everyone a copy.

**8.** Then **set up a suggestion box** for people to make their own suggestions about how their stress could be reduced - they might come up with ideas you haven’t thought of, and their views may help you to persuade management.

**9.** **Report your findings to your members, fellow CSP reps, your Senior Negotiating Officer** and make it a point of discussion at your next regional training day or discuss on your local iCSP network.

10. Finally but most importantly – **notify your manager/employer** about the results of your survey if you identify there is a problem, preferably in writing. In your correspondence advise that you have done the survey, what the percentage of survey returns was and what the key stressors were for the members concerned. State what you feel these results mean and request the employer to undertake a risk assessment to determine how the situation can best be resolved. Let your manager know that you wish to be consulted/involved in their risk assessment.

**CSP STRESS SURVEY** (**read above instructions**)

**WORKPLACE:………………………………………………………………**

**Circle either yes or no for your answer to the following questions**

**Q1.** Do you feel you are stressed by your work? **YES / NO**

**Q2.** Is the level of stress unacceptable? **YES / NO**

**Q3.** Is it causing you harm? **YES / NO**

**Q4.** Which of the following do you feel contribute to your stress?

**A.** Demands of your job? *e.g. too much work, insufficient time, long working hours, not enough rest breaks* **YES / NO**

**B.** Lack of control? *e.g. unrealistic deadlines, unremitting pressure to perform well, too much/little supervision* **YES / NO**

**C.** Relationships at work? e.g. bullying, harassment, lack of communication **YES / NO**

**D.** Change? *e.g. uncertainty about your future, lack of consultation over changes* **YES / NO**

**E.** Working environment? *e.g. temperature in the work place, lone working, overcrowding or cramped work areas, poor eating and rest facilities, badly designed, unsuitable or uncomfortable equipment – such as computer workstations* **YES / NO**

**F.** Learning opportunities? *e.g. insufficient time or resources for CPD and courses* **YES / NO**

**Any Comments…………………………………………………………………………………**

**…………………………………………………………………………………………………**

**…………………………………………………………………………………………………**

**Please complete this survey and return it by ………………………………………….**

**To:………………………………………………………………………………………………**

*All information is anonymous and will be used to help identify workplace stressors so that the CSP in partnership with management can produce an action plan to reduce workplace stress levels.*

**Organisation survey (for Safety Rep to complete only)**

Write ‘Pass’ against questions where you are able to answer “yes” and ‘Fail’ against questions where the answer is “no”. Where you do not know the answer (do try hard to find out!) leave the question blank.

1. Does your employer have a policy for dealing with workplace stress?

2. Does your employer’s policy on workplace stress cover health and safety, equality and human resources issues?

3. Were safety reps or the union consulted in the development of your organisation’s stress policy?

4. Are audits or risk assessments carried out for workplace stress?

5. Does your employer utilise the HSE Stress Management Standards and processes for risk assessing stress in the workplace? (For detail see www.hse.gov.uk/stress/standards/index.htm)

6. Are safety reps involved in stress risk assessments?

7. Does your employer have/provide copies of HSE guidance on preventing work-related stress?

8. Are managers given training on managing workplace stress?

9. Are staff given information on workplace stress?

10.Are staff generally confident that they can report suffering from stress, or give stress as the reason for sickness absence, without fear of discipline?

11. Do/would managers act in a sympathetic way to people suffering from workplace stress?

12. Are confidential counselling or similar services available for workers suffering from workplace stress?

13. If someone took sick leave for stress-related reasons, would your employer attempt to identify whether the stress was work-related?

14. Would your employer be prepared to alter working conditions or practices (such as hours, workload or specific tasks) to help someone suffering from stress?

***If you have five or more fails you should request for a proper risk assessment to be undertaken and ask that the HSE stress management standards is utilised for this process***