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**Pembrokeshire County Council Communications Survey**

**The first part of the survey is about public communication, which is open to everyone to complete.**

**There is a second, separate section, on internal communication, which is for Council members and employees.**

**Q1. Please tell us how you found out about this survey. Did you** (please tick only one)

🞏 Receive a letter, sent to your home address, inviting you to take part in this survey?

🞏 Receive an email invitation to take part in this survey

🞏 Come across the survey on our website / social media pages / intranet

Other, please specify ………………………………………………………………………………….

**1a. Are you responding on behalf of an organisation?** (please tick only one)

🞏 Yes 🞏 No

**1b. If yes, please tell us the organisation here** ………………………………………………….

**PUBLIC COMMUNICATION**

**Q2. The Council communicates with the public in a variety of different ways. Please tell how effective you find each of the following**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Very effective | Effective | Neither | Ineffective | Very ineffective | Not applicable |
| Post |  |  |  |  |  |  |
| Telephone |  |  |  |  |  |  |
| Email |  |  |  |  |  |  |
| SMS text message |  |  |  |  |  |  |
| Council website - www.pembrokeshire.gov.uk |  |  |  |  |  |  |
| Webcasts of Council meetings -*www.pembrokeshire.public-i.tv/core/portal/home* |  |  |  |  |  |  |
| My Account |  |  |  |  |  |  |
| Penfro, web chat bot |  |  |  |  |  |  |
| Council Facebook page(s) |  |  |  |  |  |  |
| Council Facebook Live sessions |  |  |  |  |  |  |
| Council Twitter feed(s) |  |  |  |  |  |  |
| Council Instagram |  |  |  |  |  |  |
| Newspapers (printed) |  |  |  |  |  |  |
| Newspapers (online) |  |  |  |  |  |  |
| Television |  |  |  |  |  |  |
| Radio |  |  |  |  |  |  |
| Communication with my local Council member |  |  |  |  |  |  |
| Face-to-face at one of our facilities (e.g. office, leisure centre, customer service centre etc) |  |  |  |  |  |  |
| Other face-to-face contact (please specify) |  |  |  |  |  |  |
| Any other source (please specify) |  |  |  |  |  |  |

**2a. If you have indicated that you use My Account please tell us if you have signed up:**

🞏 To receive notifications by email

🞏 To received notifications by SMS text message

🞏 Not applicable

**Q3. Please tell us to what extent you agree / disagree with the following statements about Council communication**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Neither | Disagree | Strongly disagree | Not applicable |
| I / we receive the communication needed about services used |  |  |  |  |  |  |
| I / we receive the communication needed about other services that could be of interest |  |  |  |  |  |  |
| I / we receive the communication needed about developments in the local community |  |  |  |  |  |  |
| I / we receive the communication needed about the Council’s current activities |  |  |  |  |  |  |
| I / we receive the communication needed about the Council’s future plans |  |  |  |  |  |  |
| The communication I receive arrives at the right time |  |  |  |  |  |  |
| The communication I receive is accurate |  |  |  |  |  |  |
| The communication I receive is clear and easy to understand |  |  |  |  |  |  |
| The communication I receive is in a format that is appropriate to my needs |  |  |  |  |  |  |
| The communication I receive is in the language of my choosing |  |  |  |  |  |  |
| The communication I receive provides details about where I find out more if I need to |  |  |  |  |  |  |
| The communication I receive provides details of how I can respond |  |  |  |  |  |  |

**Q4. Overall, please tell us how satisfied you are with Council communication** (please tick only one)

🞏 Very satisfied

🞏 Satisfied

🞏 Neither

🞏 Dissatisfied

🞏 Very dissatisfied

🞏 Not applicable

**Q5. Please tell us what is communicated well**

|  |
| --- |
|  |

**Q6. Please tell us what could be communicated better in the future**

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| --- |
|  |

**Q7. Is there anything that you would like the Council to provide more communication on in the future?** (please tick only one)

🞏 Yes 🞏 No

**7a. If yes, please tell us what this is:**

|  |
| --- |
|  |

**Q8. In which of the following areas do you think it is MOST important for the Council to improve communications in future? Please tick the 5 areas you think are MOST important – please do not tick more than 5, as we will not be able to use your answer**

🞏 Post

🞏 Telephone

🞏 Email

🞏 SMS text message

🞏 Council website – [www.pembrokeshire.gov.uk](http://www.pembrokeshire.gov.uk)

🞏 Webcasts of Council meetings – [www.pembrokeshire.public-i.tv/core/portal/home](http://www.pembrokeshire.public-i.tv/core/portal/home)

🞏 My Account

🞏 Penfro, web chat bot

🞏 Council Facebook page(s)

🞏 Council Facebook Live sessions

🞏 Council Twitter feed

🞏 Council Instagram

🞏 Newspapers (in print)

🞏 Newspapers (online)

🞏 Television

🞏 Radio

🞏 Communication with my local Council member

🞏 Face-to-face at one our facilities (e.g. office, leisure centre, customer service centre etc)

🞏 Other face-to-face contact (please specify) ……………………………………………………

🞏 Other (please specify) ……………………………………………………………………………

**Q9. Please use this space to make any other comments or to put forward other suggestions about Council communications**

|  |
| --- |
|  |

**INTERNAL COMMUNICATIONS – this section is for Council members and employees only**

**Q10. Are you an elected member of Pembrokeshire County Council?**

🞏 Yes - *now go to question 13* 🞏 No - *now go to question 11*

**Q11. Are you an employee of Pembrokeshire County Council?**

🞏 Yes - *now go to question 12* 🞏 No – *now go to question 20*

**Q12. Which Directorate do you work in?** (please tick only one box)

🞏 Central Units

🞏 Children & Schools

🞏 Community Services *(formerly Development and including Environment & Civil Contingencies and Highways & Construction)*

🞏 Resources *(formerly Finance)*

🞏 Social Services & Housing

**12a. What is the nature of your job?** *(please tick only one box)*

🞏 Frontline service provision

🞏 Support staff *(including school based support staff)*

🞏 Officer

🞏 Teacher

🞏 Manager or supervisor

🞏 Senior manager

🞏 Head teacher

This part of survey is for employees and Council members only, it contains questions on internal communication.

The purpose of internal communications is to ensure that employees and Council members feel sufficiently involved, informed and motivated to play an effective role in the delivery of the Council’s vision:

*“Working together to improve lives in Pembrokeshire”*

as well as its underpinning mission and well-being objectives, in line with corporate values. During a period of rapid development it is also important that employees and members feel they are sufficient involved in the changes taking place.

**Q13. Internal communication takes place in a variety of different ways. Please tell how effective you find each of the following**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Very effective | Effective | Neither | Ineffective | Very ineffective | Not applicable |
| Face-to-face (e.g. workshops, seminars, project meetings) |  |  |  |  |  |  |
| Face-to-face formal team meetings, supervisions (cascade) |  |  |  |  |  |  |
| Annual performance review / performance review updates |  |  |  |  |  |  |
| Toolbox Talks |  |  |  |  |  |  |
| Conversation Cafe |  |  |  |  |  |  |
| Informal discussions with colleagues |  |  |  |  |  |  |
| Everyone / all member / all staff emails |  |  |  |  |  |  |
| Other emails |  |  |  |  |  |  |
| Intranet |  |  |  |  |  |  |
| Cwmwl Addysg (education hub) |  |  |  |  |  |  |
| Pembrokeshire Online Development (POD) |  |  |  |  |  |  |
| Pembrokeshire Managers Portal |  |  |  |  |  |  |
| Employee Self Service |  |  |  |  |  |  |
| Transformation newsletter |  |  |  |  |  |  |
| Employee Facebook page |  |  |  |  |  |  |
| Display screens |  |  |  |  |  |  |
| By post |  |  |  |  |  |  |
| Other, please specify |  |  |  |  |  |  |

**Q14. Please tell us to what extent you agreed with the following statements about internal communication**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Neither | Disagree | Strongly disagree | Don’t know |
| I receive the communication I need about the Council’s overall vision, mission and values |  |  |  |  |  |  |
| I receive the communication I need about the Council’s overall objectives |  |  |  |  |  |  |
| I receive the communication I need about departmental plans and objectives |  |  |  |  |  |  |
| I receive the communication I need about team plans and objectives |  |  |  |  |  |  |
| I receive the information I need to carry out my individual role effectively |  |  |  |  |  |  |
| I receive the communication I need about general changes taking place |  |  |  |  |  |  |
| I receive the communication I need about changes that impact on my individual role |  |  |  |  |  |  |
| The communication I receive arrives at the right time |  |  |  |  |  |  |
| The communication I receive is accurate |  |  |  |  |  |  |
| The communication I receive is clear and easy to understand |  |  |  |  |  |  |
| The communication I receive is in a format that is appropriate to my needs |  |  |  |  |  |  |
| The communication I receive provides details about where I find out more if I need to |  |  |  |  |  |  |
| The communication I receive provides opportunity for me to engage in discussion |  |  |  |  |  |  |

**Q15. Overall, please tell us how satisfied you are with internal communication** (please tick only one)

🞏 Very satisfied

🞏 Satisfied

🞏 Neither

🞏 Dissatisfied

🞏 Very dissatisfied

🞏 Not applicable

**Q16. Please tell us what is communicated well internally**

|  |
| --- |
|  |

**Q17. Please tell us what could be communicated better internally in the future**

|  |
| --- |
|  |

**Q18. Is there anything that you would like more internal communication on in the future?** (please tick only one)

🞏 Yes 🞏 No

**18a. If yes, please tell us what this is:**

|  |
| --- |
|  |

**Q19. Please use this space to make any other comments or to put forward other suggestions about internal communication**

|  |
| --- |
|  |

**ABOUT YOU**

**Why do we ask these questions?**

[www.pembrokeshire.gov.uk/equalities/why-do-we-ask-equality-questions](http://www.pembrokeshire.gov.uk/equalities/why-do-we-ask-equality-questions)

**Q20. Are you?** (please tick only one)

🞏 Aged 24 or under

🞏 Aged 25 – 34

🞏 Aged 35 – 44

🞏 Aged 45 - 64

🞏 Aged 65 – 74

🞏 Aged 75 or over

🞏 Prefer not to say

**Q21. Are you?** (please tick only one)

🞏 Female

🞏 Male

🞏 Prefer another term

🞏 Prefer not to say

**Q22. What is your ethnic group?** (please tick only one)

🞏 White (Welsh, English, Scottish, Irish, British)

🞏 Other White, including Gypsy or Irish Traveller

🞏 Mixed / multiple ethnic group

🞏 Asian / Asian British

🞏 Black / Africa / Caribbean / Black British

🞏 Prefer not to say

🞏 Any other ethnic group (please specify)

**Q23. What is your religion?** (please tick only one)

🞏 No religion

🞏 Christian (all denominations)

🞏 Buddhist

🞏 Hindu

🞏 Jewish

🞏 Muslim

🞏 Sikh

🞏 Prefer not to say

🞏 Any other religion (please specify) ………………………………………………………………….

**Q24. Are your day-to-day activities limited because of a health problem or disability, which has lasted, or is expected to last, at least 12 months?** (please tick only one)

🞏 Yes

🞏 No

🞏 Prefer not to say

**Q25. Do you provide regular, unpaid, substantial care for a relative, friend or neighbour who is unable to manage at home without help because of a sickness, age or disability?** (please tick only one)

🞏 Yes

🞏 No

🞏 Prefer not to say

**Q26. If you feel that your response to this survey has been influenced (positively or negatively) because of any of the following: your ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh language, BSL or other languages, nationality or responsibility for any dependents, please give details below:**

|  |
| --- |
|  |

**Once complete please return to** [**surveys@pembrokeshire.gov.uk**](mailto:surveys@pembrokeshire.gov.uk) **or post to: Pembrokeshire County Council, Policy, 2D County Hall, Haverfordwest, SA61 1TP**

**The deadline for responses is Friday 6th September 2019.**