

Workplace Stress Survey



A customised workplace stress survey and stress risk assessment.
Overseeing the process from survey design and data collection, to
presentation and analysis of your results.
Fully HSE compliant and web-enabled.

Assessing workplace stress

The work carried out within many organisations can be challenging and the pressures encountered a source of workplace stress. To help you manage stress in the workplace and to comply with current employment legislation¹, it is valuable to understand and evaluate your employees' perceptions of the pressures on them and address any issues that may arise.

In-Equilibrium are leading providers of employee stress surveys using the **StressMeter™** system² from **health-e-solutions**. These tools are fully compliant with Health & Safety Executive guidelines³ and provide employers with a powerful management information and reporting system.



Benefits of a managed solution	
HSE Compliance	Reports comply with published HSE Management Standards for stress risk assessments.
Saves time	The process is normally complete within 4 weeks from agreeing survey content to the presentation of your final report.
Target risk hot-spots	Analysis will identify any potential problem areas and allow focused, cost effective follow up.
Highlight best practice	High performing areas can be revealed and their experience transferred throughout the organisation.
Cost effective	The process has a fixed cost dependant on the number of sites / staff. The on-line survey is efficient, accurate and extremely cost effective.

While **StressMeter** can be self administered, many employers choose to benefit from our experience and use our Managed Solution. First we carry out a stress survey of your staff and then we analyse the data and present you with your HSE compliant report and detailed results.

You can then use the information to develop policy and take appropriate actions.

¹ Health & Safety at Work Regulations 1999 and Health & Safety at Work etc Act 1974

² Measuring Workplace Stress – A guide to your duties-HES 2006

³ HSE Guidelines (November 2004)

Managing the process

CONSULT

Establish your requirements

An initial consultation process will help us to understand the organisation, establish your specific requirements, customise the on-line survey and set dates for data collection and final report.

Registration

Providing you with access to **StressMeter^{PRO}**, survey statistics, HSE stress risk assessment, reporting, action planning, analysis tools and 12 months use of your management information.

Customise Survey

Add filter questions to help identify specific sites, locations and roles within your organisation together with additional body questions relating to local issues.

SURVEY

Communicate with your staff

We will generate a communication for you to issue to your staff explaining the process and providing access codes to the on-line questionnaire.

Collect survey data

Employees complete the survey. We monitor the response rates and identify if targeted reminders are appropriate.

ANALYSIS

Data Review

We review your data, analyse your results and produce your HSE compliant stress risk assessment and detailed report.

Hot-spots and best practice

Filter analysis will be used to review your data and identify any important factors including stress hot-spots and best practice.

Benchmarking

Your results will be benchmarked against the HSE Management Standard, our database and, where available, anonymously against other similar organisations on our system.

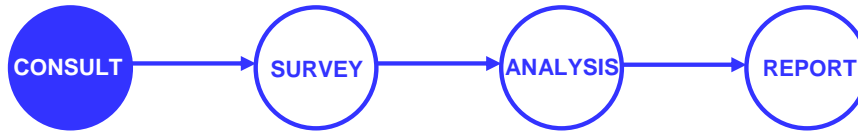
REPORT

Report presentation

The results of the survey will be presented to you including your HSE compliant report. There will be the opportunity to review, interpret and discuss the findings prior to developing any action plans required.

Management Information

12 months on-line access to **StressMeterTM**, your survey data, management information, analysis and reporting tools.



Establish your requirements

An initial consultation process will help us to understand your organisation and produce a survey that meets your specific needs.

Survey title

We customise the web address, survey title, welcome and thank you screens to meet your requirements.

Custom filter questions

12 standard filter questions profile your organisation and employees for analysis and comparison. Up to 5 additional questions can be added to identify specific groups. For example: location, department employment status and role.

Custom body questions

35 standard questions are defined by the HSE guides.

Topics relating to work and wellbeing can be included with up to 10 additional questions added to address specific local issues. For example: external factors, work/life balance and lifestyle.

Agree milestones

We agree key milestone dates, taking into account the size and complexity of your organisation and your preferences on how the survey is to be delivered.

- Customise survey
- Employee notification
- Survey start
- Report



Appendix A: Standard Filter Question Set

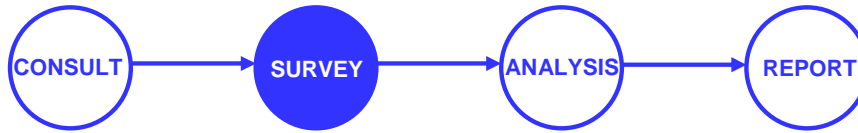
Gender: Male Female

Marital status: Married Partnered Single

Age: Less than 25 26 to 35 36 to 45 46 to 55 Over 55

Children: None 1 2 3 4 More than 4

1. I am clear what is expected of me at work	Never	Seldom	Sometimes	Often	Always
2. I can decide when to take a break	Never	Seldom	Sometimes	Often	Always
3. Different groups at work demand things from me that are hard to combine	Never	Seldom	Sometimes	Often	Always
4. I know how to go about getting my job done	Never	Seldom	Sometimes	Often	Always
5. I am subject to personal harassment in the form of unkind words or behaviour	Never	Seldom	Sometimes	Often	Always
6. I have unachievable deadlines	Never	Seldom	Sometimes	Often	Always
7. If work gets difficult, my colleagues will help me	Never	Seldom	Sometimes	Often	Always
8. I am given supportive feedback on the work I do	Never	Seldom	Sometimes	Often	Always
9. I have to work very intensively	Never	Seldom	Sometimes	Often	Always
10. I have a say in my own work speed	Never	Seldom	Sometimes	Often	Always
11. I am clear what my duties and responsibilities are	Never	Seldom	Sometimes	Often	Always
12. I have to neglect some tasks because I have too much to do	Never	Seldom	Sometimes	Often	Always
13. I am clear about the goals and objectives for my department	Never	Seldom	Sometimes	Often	Always
14. There is friction or anger between colleagues	Never	Seldom	Sometimes	Often	Always
15. I have a choice in deciding how I do my work	Never	Seldom	Sometimes	Often	Always
16. I am unable to take sufficient breaks	Never	Seldom	Sometimes	Often	Always
17. I understand how my work fits into the overall aim of the organisation	Never	Seldom	Sometimes	Often	Always
18. I am pressured to work long hours	Never	Seldom	Sometimes	Often	Always
19. I have a choice in deciding what I do at work	Never	Seldom	Sometimes	Often	Always
20. I have to work very fast	Never	Seldom	Sometimes	Often	Always
21. I am subject to bullying at work	Never	Seldom	Sometimes	Often	Always
22. I have unrealistic time pressures	Never	Seldom	Sometimes	Often	Always
23. I can rely on my line manager to help me out with a work problem	Never	Seldom	Sometimes	Often	Always



Communicate with your staff

We will assist you to generate a welcome communication to your staff explaining the goals of the process and providing simple instructions and access codes for completing the questionnaire.

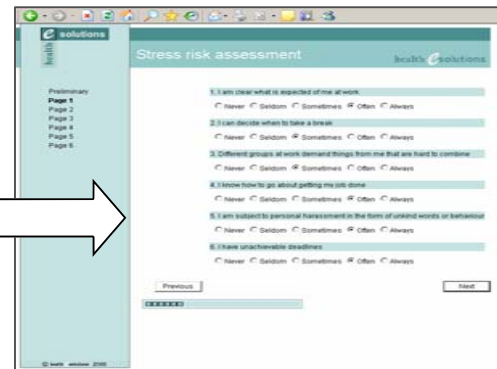
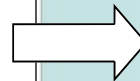
You then use your preferred method to inform your employees. For example by e-mail, letter, notice board, newsletter and/or briefing.

We will provide you with advice to help you achieve maximum employee participation in the survey.

Collect survey data

The survey is completed on-line and anonymously by your employees and normally takes between 10 and 15 minutes to complete.

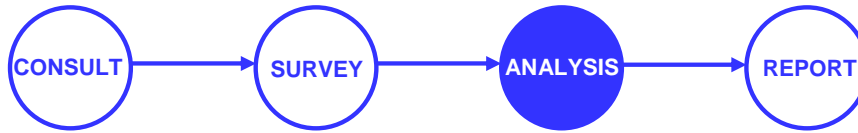
Employees with no on-line access can use an optional paper questionnaire and postage-paid envelope.



Monitoring survey

We will provide you with regular status reports throughout your survey including the number and percentage completed by location, site, department and function.

Any poor compliance areas will be identified allowing you to issue reminders and provide appropriate encouragement.



Data review and analysis

We will generate comprehensive data sets for detailed interpretation and comparison including:

- Assessment profile
- Summary results
- Detailed results

Interpretation

Filter questions will be applied to identify any stress hot-spots and areas of best practice. Target groups⁴ are then analysed in further detail, interpreted and guidance notes produced.

Benchmarking

Your summary and detailed results will be compared against:

- HSE Management Standards
- **health-e-solutions** database
- Similar companies⁵
- Your market sector⁵
- Trending of your results⁵

⁴ Subject to minimum group size of 10 individuals to protect anonymity

⁵ Subject to availability of appropriate data

Appendix G: Sample Benchmarking

In order to provide an indication of how <your organisation> is performing in relation to the other organisations that have completed the assessment, the results presented below compare the results of <your organisation> with the overall database norms.

The centre line of the amber section represents the average score for the database with the +/- 10% levels shown by the green and red areas.

Category	Current Results	Interim Targets	Long Term Targets
Demands	3.17	3.50	4.25
Control	3.28	3.67	4.33
Managers Support	3.76	4.00	4.60
Peer Support	3.88	4.00	4.75
Relationships	3.97	4.25	4.75
Role	4.81	4.80	5.00
Change	3.24	3.67	4.00

Demands: Above average
Results for demands are above average.

Control: Below average
The results for control are significantly below average for the overall database.

Managers support: Above average
The results for manager's support are significantly above average for the overall database.

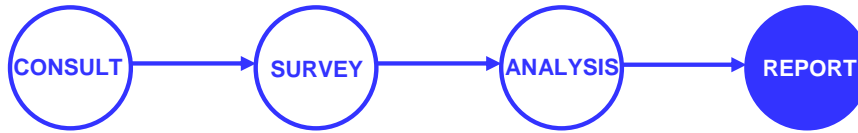
Peer Support: Above average
The results for peer support are above average for the overall database population.

Relationships: Above average
Results for relationships are above average.

Role: Above average
The results for role are higher than average for this management standard.

Change: Above average
The results for change are significantly higher than average for this management standard.

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Results and reports

We will present you with the results of your employee survey and your HSE compliant stress risk assessment. Including:

HSE summary report

An HSE compliant stress risk assessment indicating how your results compared against the Management Standards.

StressMeter™ assessment profile

Filter questions will be used to provide a detailed profile of your employees participation in the survey.

Detailed report

A breakdown of the responses to each question to assist in the interpretation of results and identification of any stress hot-spots. Including analysis of your custom filter and body questions.

Benchmarking report

Your results will be compared against the latest HSE protocols, the **health-e-solutions** database, similar organisations and previous assessments⁵.

Action plan pro-forma.

The on-line action plan module will be reviewed as a means of tracking any actions you may decide to implement.

After the survey

Following the survey, **In-Equilibrium** can provide you with appropriate resources and support should you require assistance with development and implementation of policy and action plans.

You will continue to enjoy the benefits of access to the **StressMeter™** analysis tools and management reporting system for a period of 12 months from registration.



in equilibrium

Contact us

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