

LTU Workplace and Staffing Levels Survey ...

34. How often do you feel subject to unacceptable levels of pressure at work?	Most days A lot of the time Sometimes Not very often Rarely Never
35. Which of the following is mainly responsible for this pressure?	Targets Performance Reporting Deadlines Backlogs Lack of Suitable Staff Workloads Management Style
36. If you do out of hours telemarketing were you told it is compulsory?	Yes No
37. If you have moved locations recently, either on a permanent or temporary basis, were you satisfied that full account had been taken of your personal and domestic circumstances, including childcare arrangements?	Yes No No Opinion
38. Do you believe customer service is improving?	Yes No No Opinion
39. If No, why is that?	Time Pressures Sales Pressures India Staffing Levels Staff Turnover
40. Should dedicated relief staff be reintroduced as a group resource to help with staffing problems and avoid having to deplete branches of their own staff to provide cover?	Yes No No Opinion

To what extent do you agree or disagree with the following statements?	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
41. My office is adequately staffed.					
42. Errors by staff tend to arise more frequently now.					
43. The morale of staff is suffering due to excessive workloads.					
44. Customers are generally satisfied with the service they get.					
45. Too much is being expected of staff.					
46. Service standards are realistic and achievable.					
47. The volume of work my office deals with is increasing.					
48. We give customers a good service.					

January 2008

Dear Colleague

LTU's recent Newsletters on staffing levels have struck a chord with staff right across the Network. It seems that the impact of inadequate staffing levels on staff morale, customer service and on lost business opportunities affects all branches regardless of size and location.

But simply asking for more staff is not going to produce the results we want. We need to convince the Bank's Senior Management team that inadequate staffing levels is damaging customer service and is resulting in lost business. Before we begin our discussions with the Bank we want to gain as full a picture as possible and to identify the scale and depth of staff shortages and the effect they are having on you and your branch.

I hope you will spare a few moments to help us by completing the questions overleaf. As always with LTU surveys your anonymity is guaranteed so you can give us your views in absolute confidence. Individual results will not be published.

Please return the survey to the Union's Bedford Office in the envelope provided.

Mark V Brown
Assistant General Secretary

This Survey is entirely confidential.

Workplace and Staffing Levels Survey

About you

1. What is the name of your Community Bank?
2. What is your Job Title?
3. How many years have you worked for the Bank?
4. What is your Pay Band?
5. What sex are you?
6. Do you work Full Time or Reduced Hours?

8 7 6 5L 5U 4L 4U 3L 3U 2L 2U
Male Female
Full Time Reduced Hours

Your workplace and working hours

7. Do you have a flexible contract?
8. Do you regularly attend meetings outside your normal working hours?
9. Which of the following best describes your reasons for attending these meetings?
10. Are you paid overtime or given time off in lieu (TOIL) for attendance?
11. How would you describe the environment in which you work?
12. Are you able regularly to take a full lunch or equivalent break uninterrupted by work demands?
13. Are you able regularly to take other breaks for refreshments etc.?
14. Do you regularly work in excess of your contracted hours?
15. Do you usually work these excess hours entirely voluntarily?
16. The Bank's policy agreed with LTU is that authorised overtime must be paid and that it is the member's choice to take time off in lieu at a convenient time instead of overtime pay. Are you aware that this is the Bank's policy?
17. How many hours unpaid overtime do you work in a week purely to get your job done? (Please do not include additional time where you arrive early or stay later purely for your own convenience or daily amounts less than 15 mins.)
18. In your office are you encouraged to claim overtime pay or discouraged?

Yes No
Yes No
Free Choice Sense of Obligation Unspoken Pressure Open Pressure No Opinion
Overtime TOIL
Relaxed Busy Pressurised Unacceptably Pressurised No Opinion
Yes No
Yes No
Yes No
Yes No
Yes No
Encouraged Discouraged Neither

Your workplace and working hours (cont.)

19. If you are discouraged from claiming overtime is it suggested to you that:
(If more than one reason is given, please choose what you believe is the main reason.)
20. If you take TOIL are you able to do so at a time acceptable to you?
21. In the last 2 years have you been refused paid time-off for medical appointments?
22. Does your workplace have adequate staff to cope with its work volumes?
23. Have you had any sickness absence in the last 2 years?
24. If yes, were you rung at home by your Manager / HR whilst off?
25. Were you told / pressurised to ring in whilst off?
26. On what basis were you told you had to phone in?
(Please choose only one option)
27. Was this level of contact acceptable to you?
28. Did you have a return to work interview?
29. How would you describe your Manager at that meeting?
30. In the last two years have you ever returned to work from sick leave before you were well enough to do so?
31. Which of the following best describes your reasons for returning to work from sickness absence early?
32. Have there been occasions when you should have taken sick leave but did not?
33. Which of the following best describes your reasons for not taking sick leave on those occasions?

There is no budget for overtime pay Only TOIL is available You're not entitled to claim overtime pay Claiming will be seen as implying a lack of commitment
Yes No
Yes No
Yes No
Yes No
Yes No
Yes No
Daily Weekly Monthly Occasionally Once Not at all Other (please specify):
Yes No
Yes No
Supportive Concerned for my wellbeing Positive Negative Intimidating Accusatory Other (please specify):
Yes No
Free Choice Sense of Obligation Implied Pressure Open Pressure No Opinion
Yes No
Free Choice Sense of Obligation Implied Pressure Open Pressure No Opinion