**FAQs for users**

# Getting started

Q. What is the safety climate survey?

1. The safety climate survey is designed to capture a snapshot of an organisation’s safety culture or ‘personality’ at a given moment in time. Safety culture is sometimes described as ‘the way we do things around here’ and the safety climate survey will give us insights into our own safety culture. The survey contains a series of statements and you must indicate how much you agree or disagree with each one.

Q. When is the survey questionnaire available?

1. The Safety Climate Survey will be available for [company name] employees to complete from [date] to [date].

Q. Why is [company name] running a safety climate survey?

A. Give the reasons why your organisation is running a survey, perhaps emphasising that management thinks people’s health, safety and wellbeing are important. The safety climate survey goes beyond looking at statistics and sickness records. We’ll get a better feel for our safety culture, enabling the development of a prioritised health, safety and wellbeing plan.

Q. What factors will we be measuring?

A. We will be measuring how well we are managing safety across these eight factors:

* Organisational commitment
* Health and safety orientated behaviours
* Health and safety trust
* Usability of procedures
* Engagement in health and safety
* Peer group attitude
* Resources for health and safety
* Accidents and near miss reporting.

Q. What will a safety climate survey achieve?

A. The survey will help us to:

* Identify what we do well and what we need to change
* Give everyone an opportunity to be involved in promoting health and safety across the organisation
* Improve our health and safety culture
* Benchmark our current safety climate, then compare how we do against future climate surveys.

Q. Why should I take part in the survey?

A. What you think about the way things are done around here is really important. The results from the initial survey will help us take stock of where we are and help us decide what to do next. If we can get as many people telling us what we’ve got right and where we need to make improvements, we can make this a healthier and safer workplace. Ultimately, this is good for you, for us, and for our family and friends.

Q: Who can take part in the survey?

A. Everyone in [company name]. We want to know how you feel, regardless of whether you’ve worked here for a long time, are a new recruit or are in a temporary job.

Q: Do I have to take part in the survey?

A. The survey isn’t compulsory so you don’t need to take part. However, we encourage you to complete it because health and safety affects all of us.

Q: What sort of things will I be asked?

A. You’ll be asked to indicate how much you agree with a number of statements by putting a mark in the appropriate box. If you don’t understand a question or feel unable to answer it just leave it blank.

Q: How do I get hold of a questionnaire?

A. You can access the questionnaire from the intranet [edit if you intend to use the paper survey] and send your responses online. You’ll only be able to access the online questionnaire between [date] and [date].

Q: Why is the questionnaire online?

A. It’s a cost-effective way of involving our workforce in the survey. It’s also quicker to do and because the analysis is done at the touch of a button it reduces the possibility of errors.

Q: Who will see my responses?

A. No one! The survey is designed in such a way that your responses are anonymous no matter what. They’ll be collated automatically with all the other responses. The survey is being administered by the [name of unit responsible for administering the SCT].

Q: Why are we asked for our personal details, and what happens to this information?

A. Towards the end of the survey, there are questions asking for things such as age and gender. These ‘demographic’ questions aren’t used to identify individuals but to identify trends in opinion and experience both regionally and nationally.

Without demographic information we wouldn’t be able to draw any meaningful conclusions from the data or ‘cut’ the data in different ways to compare the opinions of different groups.

Q: How can I be sure that my information is secure when I send it over the intranet?

A. The information sent over the internet will be in the form of a string of numbers relating to the responses an individual has given to each question. In the unlikely event that this information is intercepted by anyone, it will be meaningless and impossible to link to any individual or their views.

Q: How many people are you expecting to complete the survey?

A. To ensure an accurate reflection of the range of views across [company name] we hope to encourage everyone to complete the questionnaire.

Q: How can I get hold of the questionnaire in alternative formats?

A. If you or a colleague need the questionnaire in another format, please contact [name of person / unit responsible for administering the SCT] on [telephone number and / or email address].

Q: Where do I return paper copies of the survey?

A. Your line manager should obtain a reply-paid envelope from [name of person / unit responsible for administrating the SCT], which should be sent to you, along with your paper copy of the survey. You can post the completed survey directly to the Health and Safety Advisor. The deadline for receipt of paper copies is [date].

# Completing the survey

Q: What happens if I start an online questionnaire but don’t finish it?

A. Your responses won’t be included. You’ll need to complete the survey and click the ‘Submit’ button at the end for your responses for it to count. It should take 10 to 15 minutes to complete. Your line manager will allow you to do this in work time.

Q: Can I go out of the questionnaire and come back in later on?

A. No. You should plan to complete the survey in one go. It should take only 10 to 15 minutes to complete. Your line manager will allow you to do this in work time.

Q: I started the questionnaire but it suddenly stopped working. What should I do?

A. Try completing the survey from the start at another time. It is possible that a large number of people are all trying to complete the survey at the same time.

Q: Do I have to answer every question?

A. No: if you don’t wish to answer a particular question, or are unable to do so, leave it blank and move onto the next question.

Q: Can I get my questionnaire back to alter it if I’ve made a mistake?

A. It isn’t possible to trace any questionnaire back to the person who completed it, whether online or on paper, as the survey is completely anonymous. For this reason, it’s important to be careful when entering information. Any mistakes can’t be traced and rectified once you’ve submitted the questionnaire.

Q: Why isn’t there space to comment after each question?

A. This survey is primarily a quantitative survey, recording facts and figures. Open-ended, qualitative comments on survey questions are more valuable in a face-to-face discussion and can allow you to express your views more freely. This allows us to see the range and variety of perspectives on a given issue.

# After the survey

Q: Where do we find our response rates?

A. Response rates will be published on the intranet.

Q: Will we only get to hear the good news?

A. No: the results of all questions will be available to everyone in [company name]. We’ll aim to share the top-level results in [month].