

Demographics for HSE's Stress Indicator Tool (SIT)

Thank you for purchasing access to HSE online tools. This document will help explain the common pitfalls of demographics and a form to help you identify the appropriate demographics for your organisation.

Common issues

When running the stress indicator tool for the first time, there are a few common misconceptions/mistakes that are made.

You only need one account

That vast majority of organisations only need to have one administrator that tailors the survey for the organisation and downloads reports from the system to share with the wider management team.

While you only need one account, you will need to agree the demographics with your steering group. Before being input into the system, this is done outside of the system as part of the planning stage.

Don't do multiple surveys

The system is designed so it consolidates all data from across a whole organisation. The demographics you choose then enable to filter and extract reports.

For example, if you have 3 locations Norwich, Luton and London, you should NOT do three surveys. You should do one survey and use the "sites, locations, regions, or offices" demographic. This will give you and organisation report with consolidated data, and when you apply filters, you will also get a report for each site.

Trying to use the survey to identify an individual issue

Running the stress indicator tool survey is not about trying to identify or fix an individual issue, the tool is designed to identifying trends and themes at an organisational level. Try to prevent going to granular on the demographics.

Don't be too granular

Most organisations will only get between 30% and 60% response rate to the surveys (dependant on the effectiveness of your internal communications and industry). The reports will only run if there are at least 10 respondents based on one or a combination of filters. If you go too granular, you will not get any reports.

The granularity you will need to consider will depend on organisational size. Typically, larger organisations need a higher level less granular view of the results.

Match the management structure

When doing demographics, ensure you consider the management structure that will be responsible for developing actions plans based on the results. If your management structure for health and safety is regional, use region as your demographics, if your management structure for health and safety is by functional area, use the section demographics. You can also consider the structure of your working groups and ensure they can get filter reports for the parts of the business they will be tasked to identify improvements.

You don't have to use them all

Keep things simple and only use the demographics you need to. If you don't intend on doing anything different in your actions plans based on a demographic, don't collect the data and don't use the demographic.

Adding too many demographics makes respondents less likely to complete the survey as they will feel it is not anonymous.

Role, grade, position, or band

This demographic is not designed for job titles, it is designed to understand a respondent’s seniority within an organisation. For example; is the issue with work related stress more prevalent in front line workers, middle management, or higher management?

The system limits the total number of options to 25, for most organisations with less than 2,500 workers, 5 to 10 options should be all that is required.

For any option where the response rate has the potential to give you less than 20 responses, consider merging two options together into a single response option (image below).

The screenshot shows a survey form titled 'Stress Indicator Tool' from HSE. The question is 'What are the names of the 4 levels?'. There are four numbered input fields: 1. Worker, 2. Team Leader, 3. Manager, and 4. Director / Board Director. Below the fields is a progress bar showing approximately 25% completion, and two buttons labeled 'Back' and 'Next'. In the bottom right corner, it says 'Powered by Snap Surveys'.

The examples below may give you some ideas of what is right for your organisation.

Larger organisation*	Medium organisation	Smaller organisation
Worker (Junior)	Worker	Worker / Team Leader
Worker (Senior)	Team Leader	Manager / Department Head
Team Leader	Manager	Director / Board Director
Manager	Department Head	
Department Head	Director / Board Director	
Director		
Board Director		

For the civil service the most sensible option may be to use bands/grades. For example:

- SCS1/2/3
- Range E2
- Range E
- Range D
- Range C
- Range B - AO

*The planning of the survey demographics forms only a part of your stress risk assessment and identifying areas for improvement. It is just the start of your programme to reduce work-related stress and enhance performance and wellbeing.

If you need support taking in setting up the demographics or further steps, specialists in HSE’s Work Psychology Team are available every step of the way to help you get the most from your survey results and guide your progress. Whether it’s training your managers, helping you to set up a focus group or providing independent advice, we have a team of work psychology experts that are uniquely placed to support your interventions. If you would like further support on how to design and implement an effective action plan, please contact Phoebe Smith on phoebe.smith@hse.gov.uk <https://solutions.hse.gov.uk>

For you to complete – role, grade, position, or band (mandatory)

Select the term for your organisation: role / grade / position / band / other (please specify) _____

Complete the below with the steering group by adding the proposed options and the approximate number of people at each level.

	Role, grade, position, or band	No. of workers		Role, grade, position, or band	No. of workers
1	Worker	100	14		
2	Team Leader	20	15		
3			16		
4			17		
5			18		
6			19		
7			20		
8			21		
9			22		
10			23		
11			24		
12			25		
13					

For any with less than 20 workers, consider merging with the level above or below. For example, you may merge “Director” with “Board Director” into a level “Director / Board Director” to give you enough potential respondents for that option.

Department, team, section, or area

The system limits the total number of options to 25, for most organisations with less than 2,500 workers, 5 to 10 options should be all that is required.

For any option where the response rate has the potential to give you less than 20 responses, consider merging two options together into a single response option. The examples below may give you some ideas of what is right for your organisation.

Example 1	Example 2	Example 3	Example 4	Example 5
A chemist that manufactures some of its own products and has retail stores	A business outsourcing company that operates in three main sectors	A small size business with different teams	A medium size business with different teams	A university
Manufacturing	Shared Services	HR/Finance	HR	Faculty of arts and humanities
Warehousing	Legal	Sales/Marketing	Finance	Faculty of medicine and health science
Distribution	Financial Services	Customer Services	Sales	Faculty of science
Retail	Professional Services	Other	Marketing	Faculty of social sciences
Back Office			Customer Services	Support Services (HR/IT)
			Other	Other

For you to complete – department, team, section, or area (optional)

Select the term for your organisation: department / team/ section / area / other (please specify) _____

Complete the below with the steering group by adding the proposed options and the approximate number of people at each level.

	Department, team, section, or area	No. of workers		Department, team, section, or area	No. of workers
1	Manufacturing	50	14		
2	Warehousing	10	15		
3	Distribution	5	16		
4	Retail	100	17		
5	Back Office	75	18		
6			19		
7			20		
8			21		
9			22		
10			23		
11			24		
12			25		
13					

For any option with less than 20 workers, consider merging with another smaller option. For example, merging “Warehouse” and “Distribution” into “Warehousing / Distribution”

Sites, locations, regions, or offices

The system limits the total number of options to 25, for most organisations with less than 2,500 workers, 5 to 10 options should be all that is required.

For any option where the response rate has the potential to give you less than 20 responses, consider merging two options together into a single response option. The examples below may give you some ideas of what is right for your organisation.

Larger organisation	Large/medium organisation	Medium organisation	Smaller organisation
England	East Anglia	London Office A	London (all)
Scotland	London (South)	London Office B	Norwich / Luton
Wales	London (North)	London Office C	
Ireland	Midlands	Manchester	
The Netherlands	South West	Luton	

For you to complete - sites, locations, regions, or offices (optional)

Select the term for your organisation: sites, locations, regions, or offices / other (please specify) _____

Complete the below with the steering group by adding the proposed options and the approximate number of people at each level.

	Sites, locations, regions, or offices	No. of workers		Sites, locations, regions, or offices	No. of workers
1	London Office A	100	14		
2	London Office B	50	15		
3	London Office C	120	16		
4	Manchester	100	17		
5	Luton	75	18		
6			19		
7			20		
8			21		
9			22		
10			23		
11			24		
12			25		
13					

For any option with less than 20 workers, consider merging with another smaller option.

Tenure

The tool has two optional demographics to help you understand the results by time in current role and length of service. Consider what the volume of responses could be for each option and consider merging so the total number of respondents for each option is over 20. For any option with a larger number of potential respondents compared to other options, consider changing the bands to even out the response for each option. For smaller organisations these optional demographics may not be suitable.

Current role

The tool will enable you to analyse the results by how long employees have been doing their current role. There are 5 default options that you can adjust for your organisation. For example; if your organisation is older and has had negligible staff movement

	Default options	Example: an older organisation that is stable with limited new staff or role changes	For you to completed (optional)	No. of workers
1	Less than 3 months	Less than 6 months		
2	3 - 6 months	6 – 12 months		
3	6 - 12 months	1 to 2 years		
4	12 - 24 months	2 to 5 years		
5	Over 24 months	Over 5 years		

Length of service

The tool will enable you to analyse the results by tenure or length of service of staff. There are 5 default options that you can adjust for your organisation. For example; if your organisations is younger, you may need to shorten the timescales.

	Default options	Example: an organisation that is less than 5 years old	For you to completed (optional)	No. of workers
1	Less than 1 year	Less than 6 months		
2	1 - 5 years	6 months - 1 year		
3	6 - 10 years	1 - 2 years		
4	11 - 15 years	2 - 3 years		
5	Over 15 years	Over 3 years		

Type of work, 5 options

This demographic enables more flexibility in the filtering of the results and will very much be dependant on your organisation. Remember to ensure that there will be enough respondents per option so that reports can be run in the system.

Some of the examples we have seen are:

	Example 1	Example 2	Example 3	Example 3	For you to completed (optional)	No. of workers
1	Offshore	Customer facing	Day shift	Manual / Physical		
2	Onshore	Not customer facing	Night shift	Office		
3			Weekend	Driving		
4			Part Time			
5			Flexible			

Open questions

Up to 6 open questions can be included at the end of the survey tool. Three is an optimal number. The software provides the following suggestions:

- Please give any suggestions that you feel would give the biggest improvement to your wellbeing at work?
- What are the barriers preventing [organisation's name] from improving your wellbeing at work?
- What are the most important factors adversely affecting your wellbeing at work?
- Have you had any experience of a situation that has adversely affected your wellbeing at work?
- What are the positive things you see at [organisation's name] that encourage wellbeing at work?
- What are the negative things you see at [organisation's name] that can result in people experiencing work-related stress, depression or anxiety?
- If you have used the employee assistance programme (EAP) do you have any feedback on the service?

Our data shows that bullying and harassment does happen and needs to be managed, please consider asking specific open questions on this topic as part of your survey.

- If you have reported an incident of bullying or harassment, what could the organisation have done better?
- If you have experience bullying or harassment and have not reported it, what could [organisation's name] do to encourage you to report it?

Open questions: for you to completed (optional)

Q1	
Q2	
Q3	
Q4	
Q5	
Q5	

Summary

Defining the demographics for your organisation is key to the success and usefulness of the SIT. From experience of using the survey tool, around three to four demographic questions are required to provide meaningful information on a company. In addition to the demographics above you will need to give your survey a name, add company name and logo, and have a management statement showing senior management commitment to the project.

The supporting resources in the help section <https://books.hse.gov.uk/?DI=653596> includes a video walk through of how to set up the survey.

The top tips are:

- Don't over complicate the demographics, you are not trying to identify individual issues
- Only use optional demographics if they are needed, you don't need to use them all
- Having the right people on a steering group will really help understand what demographics are needed to filter the report once the survey is completed.

The planning of the survey demographics forms only a part of your stress risk assessment and identifying areas for improvement. It is just the start of your programme to reduce work-related stress and enhance performance and wellbeing.

If you need support taking in setting up the demographics or further steps, specialists in HSE's Work Psychology Team are available every step of the way to help you get the most from your survey results and guide your progress.

Whether it's training your managers, helping you to set up a focus group or providing independent advice, we have a team of work psychology experts that are uniquely placed to support your interventions. If you would like further support on how to design and implement an effective action plan, please contact Phoebe Smith on phoebe.smith@hse.gov.uk <https://solutions.hse.gov.uk>