

**Agenda Consulting**

**Respectful Workplace Survey**

**Questionnaire Framework**

**May 2019**

Dear Colleague

Acceptance of the abuse of one human being against another, and the deafness of institutions to being challenged when it occurs, has at last changed. People who have suffered harassment and abuse are increasingly coming forward to tell their stories, and those who have not suffered have become more aware of the scale and impact of abuse and are ever more intolerant of abusive behaviour. And we know from our engagement survey work that people who have experienced abuse have substantially lower engagement levels.

It is therefore critical to create a respectful workplace for employee and volunteers, free from abuse.

We have been asked by clients to work with them to design surveys which ask for people's experience of abuse, and their organisation's processes for handling it.

A survey gathers information in a structured way and is a safe space for your employees and volunteers to give honest feedback. It gives you a clearer view of what is happening in your organisation, and ensures strategies are rooted in the real experience of staff.

Our aims were to:

1. Develop a framework of questions for organisations to draw from when undertaking surveys. These surveys could be broad engagement surveys where there is a wish to include a few questions; or focussed surveys to explore this area in-depth.
2. Enable organisations who use these questions to benchmark their results with other organisations, and thus reach deeper insight into their own position.

Our approach:

- We have developed this framework through discussion with a number of individuals and organisations and thank them very much for their help.
- It is important to cover a range of behaviours within a survey, as it has been found that work on reducing more minor cases leads to a reduction in more serious cases.
- The framework of questions is set out below, and within this, benchmark questions are identified. Organisations may choose from these questions and add their own questions.
- We will keep these questions under review and adjust/add/delete as appropriate.
- It is important to have definitions to enable benchmarking; definitions are set out below.
- Organisations may wish to develop different strategies for different types of issue, so therefore aim to provide disaggregated information where possible.
- If questions are asked on a yes/no basis or yes/no/don't know basis, post-survey Agenda will export/import and convert to 5 point scale to enable easy analysis, reporting and benchmarking.

On each screen we recommend there is a sentence or two which acknowledges that the survey may cause discomfort/distress and reminds people of the support/EAP that the organisation provides, with contact points. Stress that all responses are completely confidential.

Also, be clear with staff about what the organisation will/will not do with the results. For example, completing the survey is not reporting the issue.

**If you would like to discuss a respectful workplace survey for your organisation please do get in touch.**

Email: [roger.parry@agendaconsulting.co.uk](mailto:roger.parry@agendaconsulting.co.uk), or call: +44 (0)1865 263720.

I look forward to hearing from you

Best wishes, Roger

**Roger Parry**  
**Director**  
**Agenda Consulting**

## Experience and Witness Questions

### Definitions

- **Discrimination:** making a distinction in favour of, or against someone based on the group, class or category to which the person is believed to belong
- **Bullying or Harassment:** unwanted behaviour or conduct which makes someone feel intimidated, distressed or offended.
- **Sexual Harassment:** unwanted behaviour or conduct of a sexual nature which makes someone feel intimidated distressed or offended
- **Physical assault:** the act of inflicting physical harm or unwanted physical contact on someone
- **Sexual assault:** includes rape, attempted rape and inflicting any unwanted sexual contact on someone.

### Experience questions (Questions to use Yes/Unsure/No scale or 5-point scale)

- SG1 In the last 12 months, I have experienced discrimination at this organisation. (Benchmark)
- SG2 In the last 12 months, I have experienced bullying or harassment bullying at this organisation (Benchmark)
- SG3 In the last 12 months, I have experienced sexual harassment at this organisation (Benchmark)
- SG4 In the last 12 months, I have experienced physical assault at this organisation (Benchmark)
- SG5 In the last 12 months, I have experienced sexual assault at this organisation (Benchmark).

### Witness questions (Questions to use Yes/Unsure/No scale or 5-point scale)

- SG6 In the last 12 months, I have witnessed discrimination of colleagues at this organisation. (Benchmark)
- SG7 In the last 12 months, I have witnessed bullying or harassment of colleagues at this organisation. (Benchmark)
- SG8 In the last 12 months, I have witnessed sexual harassment of colleagues at this organisation (Benchmark)
- SG9 In the last 12 months, I have witnessed physical assault of colleagues at this organisation (Benchmark)
- SG10 In the last 12 months, I have witnessed sexual assault of colleagues at this organisation (Benchmark)

Note: 5-point scale questions have the following response options: Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree.

**Type Questions. To be asked for those who have experienced or witnessed abuse of a colleague**

What types of **discrimination** did you experience? Tick all that apply.

- Direct discrimination – being treated less favourably than someone else because of your characteristics or other factor
- Direct discrimination from disability – being treated less favourably because of something connected with your disability
- Direct discrimination by association– being treated less favourably than others because you are associated with someone with characteristics or other factors
- Indirect discrimination – being treated less favourably than others because of a rule or policy that the organisation has
- Prefer not to say.

What type of **bullying or harassment** did you experience/witness? Tick all that apply.

- Abuse of authority
- Deliberate attempts to damage personal or professional reputation
- Deliberate isolation/exclusion
- Malicious unsubstantiated complaints
- Menacing comments
- Mobbing (group bullying)
- Retaliation – coming about as a result of reporting
- Stealing credit – criticism of ability
- Undermine position or prospects
- Prefer not to say

What type of **sexual harassment** did you experience/witness? Tick all that apply.

- Inappropriate remarks about clothing or appearance
- Remarks or jokes of a sexual nature
- Leering at another person in a manner which is overtly sexual
- Physically touching someone in a sexual manner where such contact is not welcome
- Display of sexually explicit material on computer screens, mobile phones or calendars
- Any other type of sexualised behaviour
- Prefer not to say.

What type of **physical assault** did you experience/witness? Tick all that apply.

- Actual physical assault
- Fear of being assaulted
- Prefer not to say

What type of **sexual assault** did you experience/witness? Tick all that apply.

- Stalking
- Coerced into a sexual act against your will
- Attempted rape
- Rape
- Prefer not to say.

**Flow Questions. To be asked of those who have experienced or witnessed abuse (with wording differences for those who have experienced/witnessed)**

*Respondents to be asked the following Flow Questions a maximum of two times: once in respect of any abuse they have experienced and once in respect of any abuse they have witnessed.*

*Respondents who have experienced or witnessed two or more types of abuse to be given the guidance that they should answer in relation to one case only.*

*Thinking about an experience you've had, please answer the following questions.*

Source. Who was the source of the abuse? Tick all that apply:

- Someone who is more junior to me/the victim
- Someone who is the same level of seniority
- My manager/Victim's manager
- A senior manager or Director
- Client/customer/service user
- Person external to the organization
- Someone else
- I don't know who it was.

Basis. Do you feel that any of the following were a factor? Tick all that apply:

- Gender
- Race/ethnicity
- Age
- Sexual orientation
- Gender identity
- Pregnancy
- Disability
- Marital status
- Family status
- Religion
- Nationality
- Physical appearance (height, weight or other elements)
- Other – please specify
- Not based on any individual factors - it was just personal

Location: Where did the abuse occur? (Tick all that apply)

- At the organisation's offices
- Out-of-office meetings or while on work related duties
- While on business travel
- Outside of work, from the organisation's staff
- Online

SG11 Did you report it? (experienced) (Yes/No) (Benchmark)

SG12 Did you report it? (witnessed) (Yes/No) (Benchmark)

If reported, who reported to?

- Colleague
- Line manager
- Senior Manager
- Union representative

- HR
- Safeguarding team
- Confidential whistleblowing service
- External agency – tailor to client's needs.

SG21 If reported, as a result of reporting, I experienced negative impact and/or retaliation (5-point scale) (Benchmark)

SG22 If reported, I was satisfied with the outcome (5-point scale) (Benchmark).

If reported, Reporting Outcome. In relation to the case you reported, which of the following options best describes the outcome? Tick all that apply.

- The problem was resolved to my satisfaction
- The perpetrator was disciplined
- I know that no action was taken
- The problem is continuing
- The problem has got worse.
- I don't know what happened

Reasons for non-reporting. Why didn't you report the abuse? Tick all that apply.

- The abuse ended or was resolved
- I didn't need to report and felt that I/the victim could deal with the situation myself/themselves
- I didn't think issue would be dealt with or taken seriously
- I was concerned about retaliation especially non-renewal of contract/termination of employment
- I was concerned about other forms of retaliation
- I didn't know to whom or how to report it
- I feared for my reputation in the organization and future career growth
- I did not want to re-live the bad experience and re-experience the trauma
- I was concerned that my identity would not be kept confidential.
- I did not think that the organisation would support me
- It would have made things worse
- I did not want to cause trouble for the staff involved
- The perpetrator was moving on.

If not reported, what would have encouraged you to report it? (Open Question)

## General questions for all those responding to the survey

Questions to use a 5-point scale

- SG31 This organisation takes allegations of discrimination, bullying, harassment and assault seriously (Benchmark)
- SG32 I would feel safe reporting a case of discrimination, bullying, harassment and assault in this organisation (Benchmark)
- SG33 I would know who to contact to report a case of discrimination, bullying, harassment and assault (Benchmark)
- SG34 I understand how to report discrimination, bullying, harassment and assault (Benchmark)
- SG35 I feel confident that reporting a case of discrimination, bullying, harassment and assault would not have an adverse impact on me (Benchmark)
- SG36 If I were to report a case of discrimination, bullying, harassment and assault, I feel that my case would be dealt with fairly and appropriate action would be taken (Benchmark)
- SG37 This organisation supports individuals who report allegations of discrimination, bullying, harassment and assault (Benchmark)
- OV18 I am clear about how we are expected to behave at this organisation (Benchmark)
- SG39 I understand the organisation's policies that deal with discrimination, bullying, harassment and assault. (Benchmark)

Which of the following initiatives would you prioritise to improve the organisation's response to/handling of bullying, harassment and discrimination cases? Tick up to 4.

- Raise awareness of standards of conduct
- Raise awareness of procedures for reporting
- Publicize statistics on cases
- Publicize disciplinary actions taken against violators
- Provide clearer guidelines
- Increase protection of staff who report
- Specific e-learning on prevention of bullying, harassment and discrimination
- Specific face-to-face trainings on prevention of bullying, harassment and discrimination
- Establish and publicize confidential whistleblowing service eg independent telephone line or email and/or hotline for reporting cases
- Increased media and communications
- Increase managers' responsibility and accountability
- Increase support to newer staff
- Identify train and support safeguarding focal points in each department/team.

Open questions

- If you have an example of a case of discrimination, bullying, harassment and assault in the last 12 months which you would like to share, and how it was resolved or not resolved, please do so here
- What do you think could be done to improve our organisation's approach to discrimination, bullying, harassment and assault?
- How can the organisation foster an abuse-free working environment?
- How can the organisation improve the reporting mechanism for cases?

This survey is confidential, and the organisation will never know the identity of respondents. If you would like now to report a case, then please send an email to link/email of external third party.

## Sexual Exploitation and Abuse of Beneficiaries and Service Users

### SEA definition

General questions around sexual exploitation and abuse of beneficiaries and service users for all those responding to the survey.

- SG51 I have witnessed acts of sexual exploitation and abuse against beneficiaries (benchmark)
- SG52 I feel I would be able to identify sexual exploitation and abuse if it occurs (benchmark)
- SG53 This organisation takes allegations of sexual exploitation and abuse seriously (Benchmark)
- SG54 I would feel safe reporting a case of sexual exploitation and abuse in this organisation (Benchmark)
- SG55 I would know who to contact to report a case of sexual exploitation and abuse (Benchmark)
- SG56 I understand how to report sexual exploitation and abuse (Benchmark)
- SG57 I feel confident that reporting a case of sexual exploitation and abuse would not have an adverse impact on me (Benchmark)
- SG58 If I were to report a case of sexual exploitation and abuse, I feel that the case would be dealt with fairly and appropriate action would be taken (Benchmark)
- SG59 This organisation supports individuals who report sexual exploitation and abuse (Benchmark)
- SG60 I understand the organisation's policies that deal with sexual exploitation and abuse (Benchmark)

## Demographic questions

Directorate, Region, Country, Department, Team. Key question for each organisation is how granular to go.

Location

Grade/Seniority

Length of Service (ranges)

Gender

Is your gender identity the same sex you were assigned at birth? (Yes, No, Prefer not to say)

Age (ranges)

Religion

Ethnicity/Nationality

Sexual Orientation

Marital Status

I am disabled/I am non-disabled/I meet the legal definition but do not consider myself to be disabled/Prefer not to say

Pregnancy/Maternity; Are you currently pregnant? (Yes, No, Prefer not to say)

Have you had a baby or adopted a child or young person in the last two years? (Yes, No, Prefer not to say)

Dependants: Do you have any carer responsibilities?

- Disabled dependants – not living with me
- Children less than 5 years
- Children between 5 and 18 years
- Adult dependants – living with me
- Older dependants – living with me
- Older dependants – not living with me
- Disabled dependants – living with me
- Adult dependants – not living with me
- Not applicable (no dependants)
- Prefer not to say

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#### Contact us

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