

Staff pulse survey questions

Pick five statements per round and keep the same scale every time, so the results compare. The five marked with a dot make a good first pulse.

SITE OR TEAM _____ ROUND _____ DATE _____

1 Strongly disagree · 2 Disagree · 3 Neither · 4 Agree · 5 Strongly agree

Don't write your name or anyone else's, here or in the free text, and leave blank anything you'd rather not answer. An accident, an injury or harassment goes straight to your manager, not in a survey.

The shift

STATEMENT	1	2	3	4	5
I had what I needed to do my job on my last few shifts.	☐	☐	☐	☐	☐
● The workload on my shifts is manageable.	☐	☐	☐	☐	☐
Handovers between shifts tell me what I need to know.	☐	☐	☐	☐	☐
The equipment I use on shift works when I need it.	☐	☐	☐	☐	☐

Your manager and the team

STATEMENT	1	2	3	4	5
● My manager listens when I raise something.	☐	☐	☐	☐	☐
I feel part of the team, whichever shifts I work.	☐	☐	☐	☐	☐
I hear about changes before they affect my shift.	☐	☐	☐	☐	☐
When I do a good job, someone notices.	☐	☐	☐	☐	☐

Training and knowing what to do

STATEMENT	1	2	3	4	5
I got the training I needed for my role.	☐	☐	☐	☐	☐
● I know what to do if something goes wrong on a shift.	☐	☐	☐	☐	☐
I know where to find out how something should be done.	☐	☐	☐	☐	☐
I've learned something useful at work in the last month.	☐	☐	☐	☐	☐

Hours and the rota

STATEMENT	1	2	3	4	5
● I get my rota early enough to plan my life.	☐	☐	☐	☐	☐
I'm happy with the number of hours I'm getting.	☐	☐	☐	☐	☐
I can swap a shift without hassle when I need to.	☐	☐	☐	☐	☐
I get my breaks, even on a busy shift.	☐	☐	☐	☐	☐

Wellbeing and safety

STATEMENT	1	2	3	4	5
I feel safe at work.	☐	☐	☐	☐	☐
I could raise a problem here without worrying about what happens to me.	☐	☐	☐	☐	☐
I can switch off from work on my days off.	☐	☐	☐	☐	☐
I know who to talk to if something at work is getting to me.	☐	☐	☐	☐	☐

Two more questions

On a scale of 0 to 10, how likely are you to recommend working here to a friend?

0

☐

1

☐

2

☐

3

☐

4

☐

5

☐

6

☐

7

☐

8

☐

9

☐

10

☐

NOT AT ALL LIKELYEXTREMELY LIKELY

What's one thing that would make your next shift easier?

For the manager

- Five statements per round on the same 1 to 5 scale. Start with the five marked with a dot, then keep one or two to track and rotate the rest.
- Under two minutes, answered during a shift, never on a day off or in a break.
- Every two to four weeks. Keep it open until everyone on the rota, casuals included, has worked a shift.
- Show a group's results only once 10 different people have answered the same statement in the same round. On a small site, merge with a nearby site rather than lower the number, and never split a small site by role or shift.
- Within a week, at the next pre-shift briefing, share one thing you heard and one thing you're changing. If you can't change something, say why.
- Take a dip that holds for two rounds to that site's next one-to-ones, and never try to work out who gave a low score.
- If a comment describes an incident, an injury or harassment, don't try to work out who wrote it. Remind everyone how to report, and look into what it describes.
- These are our recommendations, not legal requirements.

OPEN FROM AND TO (A WHOLE ROTA)

MINIMUM PEOPLE PER GROUP

WHO REMINDS PEOPLE ON EACH SITE

RESULTS SHARED ON (DATE)

What we'll do about it

ACTION	WHO	BY WHEN