

Employee information questionnaire

This questionnaire is intended to be a template that can be tailored to fit your specifications. It is recommended that you do not include all the questions in your survey, in order to ensure that you gather quality data from your participants and that they remain engaged.

Introduction

Your employer is a member of Family Friendly UK, the national scheme from the Family and Childcare Trust that works with organisations to help build a family friendly society. As part of their membership, they are asking their staff to tell them about what matters most to them as family members.

Background

1. Which organisation do you work for?
2. How long have you been working for your employer?
 - Less than a year
 - 1 – 5 years
 - 6 years +

Policies

3. How aware are you of the Human Resources policies your company has relating to family friendly working? E.g. Flexible working, parental leave
 - Very aware
 - Somewhat aware
 - Not really aware
 - Not at all aware
 - Don't know

If Very aware, Somewhat aware or Not really aware, go to Q4

If Not at all aware, go to Q8

4. How did you first become aware of your company's HR policies?
 - Included in my welcome pack/induction when I joined
 - Highlighted on company's intranet
 - Included in company newsletter
 - Posted on noticeboards in the office
 - Showcased at a work event
 - Internal meetings
 - Other- please specify

5. How is new information regarding your organisation's HR policies communicated?

- Highlighted on company's intranet
- Included in company newsletter
- Posted on noticeboards in the office
- Showcased at a work event
- Internal meetings
- Other- please specify
- Existing staff are not told new information

6. Which of these groups do you company's HR policies cover? Please select all applicable:

Employees who:

- Are mothers and mothers-to-be
- Are fathers and fathers-to-be
- Are single parents
- Are foster parents
- Have caring responsibilities for dependent children
- Have caring responsibilities for disabled relatives
- Have caring responsibilities for older relatives
- None of the above
- Don't know

7. In addition to annual leave, what type of leave does your organisation offer? Please select all applicable:

- Force majeure leave (to deal with an emergency involving a family member)
- Compassionate leave (following the death of a family member)
- Career break or study leave
- None of the above
- Other- please specify

8. What family friendly policies would you like to see in your organisation?

Support networks

Support networks in an organisation can cover a range of areas, including parenting clubs, faith groups and bereavement support groups, and are an informal space for employees to provide each other with peer-to-peer support.

9. Does your organisation offer support networks for families?

- Yes
- No
- Don't know

If Yes, go to Q9

If No or Don't know, go to Q11

10. What support networks does your organisation have in place?

Family friendly employee benefits

These can include workplace nurseries, emergency care provision and childcare vouchers.

11. How aware are you of the family friendly benefits your company has for employees?

- Very aware
- Somewhat aware
- Not really aware
- Not at all aware

If Very aware, Somewhat aware or Not really aware, go to Q11

If Not at all aware, go to Q17

12. How did you become aware of your employer's family friendly employee benefits?

- Included in my welcome pack/induction when I joined
- Highlighted on company's intranet
- Included in company newsletter
- Posted on noticeboards in the office
- Showcased at a work event
- Other- please specify

13. What family friendly facilities does your organisation have in place:

- Creche/workplace nursery
- Childcare vouchers
- Emergency childcare support
- Emergency eldercare support
- Other- please specify
- None of the above
- Don't know

14. Have you used any family friendly employee benefits at your workplace?

- Yes
- No

15. If yes, why? If no, why not?

16. How is new information regarding your organisation's family friendly facilities communicated?

- Highlighted on company's intranet
- Included in company newsletter
- Posted on noticeboards in the office
- Showcased at a work event
- Internal meetings
- Other- please specify
- Existing staff are not told new information

17. What family friendly facilities would you like to see in your organisation?

- Creche/workplace nursery
- Childcare vouchers
- Emergency childcare support
- Emergency eldercare support
- Other- please specify
- None of the above
- All already used in my workplace

Flexible Working

18. Does your company have any flexible working practices in place?

- Yes
- No
- Don't know

If Yes, go Q19

If No or Don't know, go to Q26

19. How did you become aware of your company's flexible working practices?

- Included in a welcome pack when I joined
- Highlighted on company's intranet
- Posted on noticeboards in the office
- Showcased at a work event
- Other- please specify

20. Is flexible working open to all staff?

- Yes
- No
- Don't know

21. What flexible working practices are in place?

- Part-time working
- Job-sharing
- Home working
- Variable start and finish times (flexi-time)
- Term-time working
- Compressed hours
- Annualised hours

- Time off in lieu
- Shift swapping
- Other- please specify

22. Have you used flexible working?

- Yes
- No
- Don't know

If Yes, go Q23

If No or Don't know, go to Q25

23. What flexible working practices have you used?

- Part-time working
- Job-sharing
- Home working
- Variable start and finish times (flexi-time)
- Term-time working
- Compressed hours
- Annualised hours
- Time off in lieu
- Shift swapping
- Other- please specify
- None

24. What do you think of your current employer's offer around flexible working?

- Excellent
- Good
- Satisfactory
- Poor
- Very poor

25. What flexible working practices would you like to see?

- Part-time working
- Job-sharing
- Home working
- Variable start and finish times (flexi-time)
- Term-time working
- Compressed hours
- Annualised hours
- Time off in lieu
- Shift swapping
- Other- please specify
- All of these are already used in my company

Go to Q26

26. Would you like to use flexible working?

- Yes
- No
- Don't know

If Yes, go to Q27

If No or Don't know, go to Q30

27. What stops you?

- Not available to me
- The options available don't suit me
- Organisational culture
- Lack of infrastructure e.g. technology
- Other- please specify

28. Have you ever asked for a change of hours and been refused?

- Yes
- No

29. If yes, what reason was given?

30. Are you the primary carer for any dependents (family members including children, siblings, parents, partner)?

- Yes
- No

If Yes, go to Q31

If No, go to Q33

31. How many dependents do you have?

32. What ages are your dependents?

- 0-5 years
- 6-12 years
- 13-17 years
- 18-25 years
- 26-40 years
- 41-60 years
- 61+ years

33. Do you have any other regular caring responsibilities that you need to fit your work around?

- Grandchild/ren
- Other related child
- Disabled child
- Disabled adult

- Older relative
- Friend/neighbour
- Other- please specify

Employee feedback

34. Does your company ask for employee feedback on managing work life balance?

- Yes
- No
- Don't know

If Yes, go to Q35

If No or Don't know, go to Q37

35. How is this feedback collected?

- Questionnaires
- Individual interviews
- Focus groups
- Comment cards
- Suggestion boxes
- Observation
- User groups
- Other

36. Do you find the methods your organisation uses to gather information useful?

- Yes
- No
- Don't know

37. Can you suggest how your organisation could better involve employees in seeking feedback?

Customers

38. Have you received any family customer service training?

- Yes
- No
- Don't know

39. How confident are you in your ability to meet the needs of families using your services?

- Very confident
- Somewhat confident
- Somewhat unconfident
- Very unconfident

- Don't know

40. What training would you like to help you better meet the needs of families as customers?

Other

41. Do you have any other comments you would like to make?

42. What is your cultural/ethnic origin?

A. White

- British
- Irish
- Other- please specify

B. Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background- please specify

C. Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Arab
- Any Other Asian background- please specify

D. Black or Black British

- Caribbean
- African
- Any Other Black background- please specify

E. Other ethnic group

- Please specify

F. Would rather not say

43. What is your gender?

- Male
- Female
- Transgender
- Would rather not say

44. The Equality Act 2010 defines disability as a 'physical or mental impairment which has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities'. Do you consider yourself to have a disability?

- Yes
- No
- Would rather not say

45. What age bracket are you?

- 16-25
- 26-35
- 36-45
- 46-55
- 56-65
- 65+
- Would rather not say

46. Which of the following options best describes your sexuality?

- Heterosexual/straight
- Bisexual
- Gay/Lesbian
- Other
- Would rather not say

47. What is your marital status?

- Single
- Cohabiting
- Married/civil partnership
- Divorced
- Widowed

END