



Colleague Survey 2024

Introduction

I want to thank you for the work you do to help the people of Glasgow and visitors to our city experience a great Glasgow life. One of the things I am committed to is continuing to ask for your feedback. To make sure everyone has an opportunity to contribute, please complete this short, anonymous survey.

As in previous years we will use these results to inform our commitments for the year ahead. Visit the Colleague Information section of our website, which is available to everyone on your personal device, to see our '*You Said, We Did*' updates which show how your feedback from last year and previous years has resulted in actions and improvements across our charity.

Your opinion is really important and will help ensure Glasgow Life remains a great place to work.

The survey will be open until **Monday 23 September 2024** and the feedback gathered will continue to inform the next steps for our charity.

I look forward to hearing your views.

Many thanks

Susan Deighan
Chief Executive

Where I Work

Which service area do you work? (If you are unsure which service your role sits in, please refer to the attached appendix)

- | | |
|--|--|
| <input type="checkbox"/> Arts, Music & Cultural Venues | <input type="checkbox"/> Retail |
| <input type="checkbox"/> Museums & Collections | <input type="checkbox"/> Business & Strategy |
| <input type="checkbox"/> Events | <input type="checkbox"/> Admin |
| <input type="checkbox"/> Tourism & Convention Bureau | <input type="checkbox"/> Human Resources |
| <input type="checkbox"/> Marketing & Communications | <input type="checkbox"/> Development & Fundraising |
| <input type="checkbox"/> Infrastructure Support | <input type="checkbox"/> Sport |
| <input type="checkbox"/> Finance & IT | <input type="checkbox"/> Libraries & Communities |

Arts, Music & Cultural Venues

Which service area within Arts, Music & Cultural venues do you work?

- Arts, Music and Festivals
- Tramway - Programmes, Operations & Technical
- Events, Community Letting & Box Office
- Cultural Venues Operations
- Cultural Venues Bank

Museums & Collections

Which service area within Museums & Collections do you work?

- | | |
|--|--|
| <input type="checkbox"/> GoMA/Kelvin Hall | <input type="checkbox"/> Burrell Museum |
| <input type="checkbox"/> Kelvingrove/ St Mungo's | <input type="checkbox"/> Archives, Library Collections |
| <input type="checkbox"/> Riverside | <input type="checkbox"/> Collections & Access/Commissioning & Licensing. |
| <input type="checkbox"/> Peoples Palace | <input type="checkbox"/> Conservation |
| <input type="checkbox"/> Research & Curatorial | <input type="checkbox"/> Logistics & Programming |
| <input type="checkbox"/> Learning & Engagement | <input type="checkbox"/> Digital |

Sport

Which service area within Sport do you work?

- | | |
|---|--|
| <input type="checkbox"/> Sports Operations Area 1 | <input type="checkbox"/> Development |
| <input type="checkbox"/> Sports Operations Area 2 | <input type="checkbox"/> School of Sport |
| <input type="checkbox"/> Sports Operations Area 3 | <input type="checkbox"/> Participation (Swimming & Gymnastics) |
| <input type="checkbox"/> Sports Operations Area 5 | <input type="checkbox"/> Digital & IT |
| <input type="checkbox"/> Tollcross Cluster | <input type="checkbox"/> Health & Fitness Hub |
| <input type="checkbox"/> Emirates Cluster | <input type="checkbox"/> Sport Bank |
| <input type="checkbox"/> Scotstoun Cluster | |

Libraries & Communities

Which service area within Libraries & Communities do you work?

- Adult Learning
- Community Assets
- Service Development
- Youth
- Community Development & Performance
- Early Years Children & Families
- Community Library Ops (Mitchell & School Library)
- Reader Development and Literacy
- Library Ops & Development

Glasgow Life

Please use the following scale to respond to the statements on this page

5 Always 4 Usually 3 Sometimes 2 Rarely 1 Never

1. I am kept informed about what Glasgow Life is trying to achieve

5 4 3 2 1

2. On the whole, I believe the Directorate are doing the right things to ensure Glasgow Life is successful

5 4 3 2 1

3. In my venue/area I am proud of the difference we make to the lives of those in Glasgow

5 4 3 2 1

4. I regularly look for ways to serve our customers better

5 4 3 2 1

5. I am proud to recommend Glasgow Life Services

5 4 3 2 1

6. I tell people that Glasgow Life is a good place to work

5 4 3 2 1

7. I intend to be working for Glasgow Life in 12 months

5 4 3 2 1

8. I feel there are mechanisms which give me the opportunity to put my views and ideas forward

5 4 3 2 1

9. I believe the results of this colleague feedback survey will be acted upon

5 4 3 2 1

My Job

Please use the following scale to respond to the statements on this page

5 Always **4 Usually** **3 Sometimes** **2 Rarely** **1 Never**

10. I know what I am expected to achieve in my job

5 4 3 2 1

11. I believe the amount of work I have to do is manageable

5 4 3 2 1

12. I have the information I need to do my job well

5 4 3 2 1

13. I have access to the training I need to do my job effectively

5 4 3 2 1

14. There are opportunities for me to learn and develop within Glasgow Life

5 4 3 2 1

15. I feel appreciated for the work I do

5 4 3 2 1

16. In comparison with people in similar jobs in other organisations I feel my terms and conditions are reasonable

5 4 3 2 1

17. I am satisfied with my business area working environment

5 4 3 2 1

18. Bullying is managed in my workplace (please note the wording of this question has changed from previous surveys based on feedback from colleagues)

5 4 3 2 1

My Manager

Please use the following scale to respond to the statements on this page

5 Always 4 Usually 3 Sometimes 2 Rarely 1 Never

19. My manager agrees clear performance objectives with me

5 4 3 2 1

20. My manager provides regular feedback on how I am performing

5 4 3 2 1

21. My manager motivates me to deliver

5 4 3 2 1

22. My manager treats me with respect

5 4 3 2 1

23. My manager praises me when I have done a good job

5 4 3 2 1

24. My manager makes effective, timely decisions

5 4 3 2 1

25. My manager listens to my ideas and involves me

5 4 3 2 1

26. My manager helps me be more effective in my job

5 4 3 2 1

27. My manager delivers on commitments

5 4 3 2 1

28. My manager trusts me to get on with my job

5 4 3 2 1

29. My manager makes time to keep me informed about Glasgow Life's performance, plans, and direction

5 4 3 2 1

30. My manager encourages our team to work well with other teams

5 4 3 2 1

----- **End of Survey** -----

Thank you for taking the time to complete this survey.

Please return your completed survey marked Private & Confidential by **Monday 23 September 2024** to:

Human Resources
Glasgow Life
Commonwealth House
38 Albion Street
Glasgow
G1 1LH

WHICH SERVICE AREA DO I WORK IN?

High Level Service Area	Service Area
Arts, Music & Cultural Venues	Arts, Music and Festivals - Arts, Music, Celtic Connections, GI
	Tramway - Programmes, Ops & Technical
	Events, Community Letting and Box Office
	Cultural Venues Operations - City Halls, GRCH, Bandstand, Technical
	Cultural Venues Bank
Museums and Collections	GOMA / Kelvinhall incl Events & Commercial
	Kelvingrove / St Mungo's
	Riverside
	Peoples Palace
	Research and Curatorial
	Learning and Engagement
	Burrell Museum
	Archives, Library Collections
	Collections and Access/Commissioning and Licensing
	Conservation
	Logistics and Programming incl GMRC
	Digital
Events	Events
Tourism and Convention Bureau	Tourism and Convention Bureau
Marketing and Communications	Marketing and Communications
Infrastructure Support	Infrastructure Support incl H&S, Facilities & Special Projects
Finance, Retail and IT	Finance and IT
	Retail
Business Strategy	Business Strategy
	Admin
Human Resources	Human Resources
Development and Fundraising	Development and Fundraising

High Level Service Area	Service Area
Sport	Sport Operations Area 1 - Bellahouston, Palace of Art, Pollok Pool, Nethercraigs
	Sport Operations Area 2 - Donald Dewar, Drumchapel Pool, John Paul SC, Kelvnhall, Milton Campus, Maryhill Pool
	Sport Operations Area 3 - Castlemilk SC & Pool, Gorbals, Toryglen
	Sport Operations Area 5 - Citywide Football, Glasgow Green, Hockey Centre, Kelvingrove Bowls/Tennis, Outdoor Recreation
	Tollcross Cluster - Tollcross, Easterhouse SC & Pool, Crownpoint, Haghill
	Emirates Cluster - Emirates Arena, BMX
	Scotstoun Cluster - Campus, Centre & Stadium
	Bank - Operations, Clip & Climb, Sport Development & Sport Participation
	Development
	School of Sport
	Participation - Swimming, Gymnastics, Tennis
	Digital & IT
	Health & Fitness Hub
Libraries & Communities	Adult Learning
	Community Assets & Public Halls
	Service development
	Youth
	Community Development & Performance
	Early Years Children & Families
	Community Library Ops - Mitchell, Programme Oversight, School Libraries
	Reader Development and Literacy
	Library Ops and Development - Anniesland, Baillieston, Bridge, Bridgeton, Castlemilk, Couper Institute, Dennistoun, Drumchapel, Elderpark, GOMA, Gorbals, Govanhill, Hillhead, Ibrox, Knightswood, Langside, Maryhill, Milton, Parkhead, Partick, Pollok, Pollokshaws, Pollokshields, Possilpark, Riddrie, Royston, Shettleston, Springburn, Whiteinch, Woodside.