


**COMHAIRLE NAN EILEAN SIAR**
**Department of Education**
**Quality Management in Education: Self Evaluation Review**
**RESULTS OF QUESTIONNAIRE TO CENTRALLY DEPLOYED STAFF**

In January 2008, as part of our self evaluation processes, we circulated a questionnaire to seek the views of staff on the work of the Department. One hundred and seven questionnaires were issued and 50 completed forms were returned. Our grateful thanks go to all who responded.

The following is the analysis of the responses.

<b>Q1. LEADERSHIP AND DIRECTION</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Don't Know</b>
1. There is effective communication amongst staff in the education department.	4%	48%	35%	7%	6%
2. I have good opportunities to be involved in decision-making processes.	17%	43%	30%	2%	6%
3. The education department is well led.	7%	69%	11%	4%	4%
4. Elected members demonstrate a strong commitment to improving the quality of education in the area.	4%	37%	15%	7%	35%
5. The education department actively promotes equal opportunities for all staff.	6%	61%	20%	2%	9%
6. Senior managers take a high profile in joint planning and working with external partners and agencies.	6%	39%	6%		50%
7. Managers show concern for the care and welfare of staff.	22%	61%	13%	2%	2%
8. If I raise a matter of concern, managers take action.	19%	54%	6%	2%	15%

<b>Q2. MANAGEMENT AND SUPPORT OF STAFF</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Don't Know</b>
1. There is a high-quality working ethos in the education department.	15%	61%	17%		6%
2. My work for the department is recognised and valued.	13%	54%	17%	4%	9%
3. Morale is high among staff in the department.	4%	30%	41%	9%	15%
4. I am treated fairly.	31%	54%	15%		2%
5. Health and safety information is available to me.	22%	60%	6%		4%
6. I get feedback from my line manager about the quality of my work.	24%	44%	22%	6%	
7. I have sufficient time to fulfil my remit effectively.	13%	56%	28%	2%	2%
8. I am given time to carry out continuous professional development effectively.	13%	52%	17%	4%	6%
9. I am confident in dealing with problems and complaints.	15%	74%	6%	2%	2%
10. My expertise and professional experience are used effectively in the department.	17%	56%	13%		7%
11. I have a sound knowledge about the department's procedures for child protection and promote them.	17%	43%	17%	6%	15%
12. I have access to the information I need to do my job effectively.	20%	67%	7%		2%

<b>Q3 IMPROVING SERVICES</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Don't Know</b>
1. My staff team regularly evaluates its performance.	15%	53%	19%	4%	9%
2. I am involved in evaluating the implementation of the improvement plan.	9%	39%	24%	4%	17%

<b>Q4. DEVELOPING PARTNERSHIP WORKING</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Don't Know</b>
1. There is effective liaison with other departments and services of the Comhairle.	2%	52%	15%	4%	26%
2. There is a partnership approach to supporting young people.	2%	59%	9%	4%	17%
3. I have been involved in training or sharing good practice with staff from other departments of the Comhairle.	4%	43%	43%	4%	6%