

Dignity and Respect: Building Users Survey Results

June 2024

Background to the survey

In autumn 2023, dignity and respect surveys were undertaken for Members, Member Support Staff and Senedd Commission employees. Subsequently, the Committee on Standards has asked whether the Commission is seeking assurance around Dignity and Respect issues from other users of the Senedd estate such as contractors.

The Commission recognises that creating and sustaining a culture of dignity and respect requires engagement with other frequent users of the building, both to ensure that all users understand the expectations upon them and, importantly, to ensure they are aware of what to do if they feel they have not been treated with dignity and respect. As the controller of the building, we are keen to ensure that any building users are treated with respect.

Options for building users who aren't Members, Member Support Staff and Senedd Commission to raise concerns about dignity and respect are outlined on the Senedd external website: [Making a complaint if you are not employed by the Senedd or a Member of the Senedd](#)

Purpose of the survey

The purpose of the Dignity and Respect survey is to help us understand views from building users related to:

- Whether there is any inherent culture of bullying or harassment that needs to be addressed;
- Views on the processes and support in place; and
- What future activities may be needed.

Building users covered by the survey

The Senedd estate is used regularly, by a large number of people in addition to Members, Member Support Staff and Senedd Commission employees. There are around 560 (full and temporary) passholders who are not Members, Support Staff or Commission Staff. These include contractors, subtenants within Tŷ Hywel, (such as the police, broadcasters, Welsh Government civil servants, special advisers (SpAdS), independent advisers and the Senedd’s external stakeholders (for example, the Standards Commissioner and Members of the Independent Remuneration Board). This survey was available for these building users to complete.

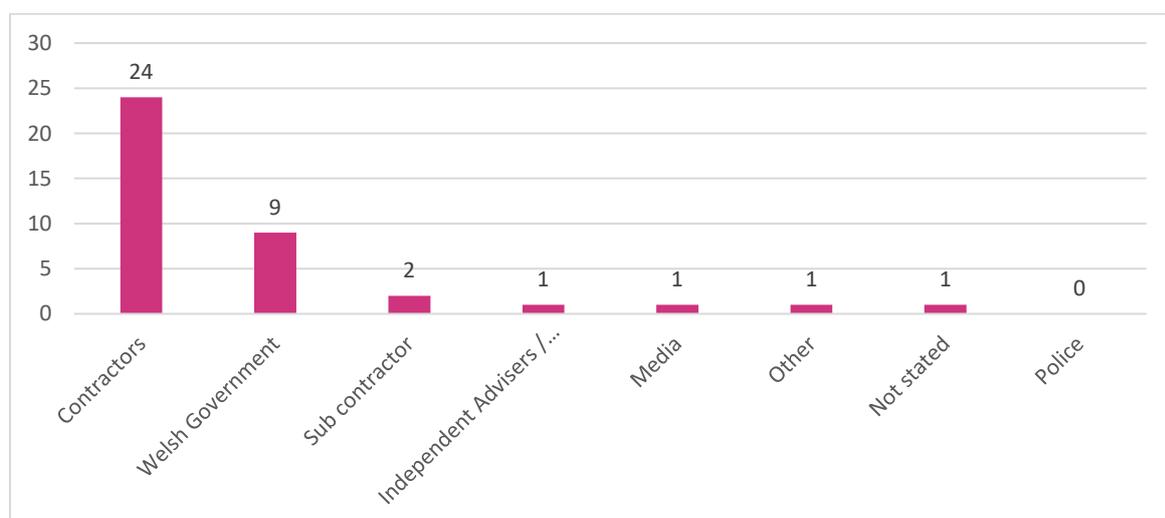
Methodology and response rates

The survey was conducted via MS Forms and via paper copies. It was live from 10 May to 31 May 2024.

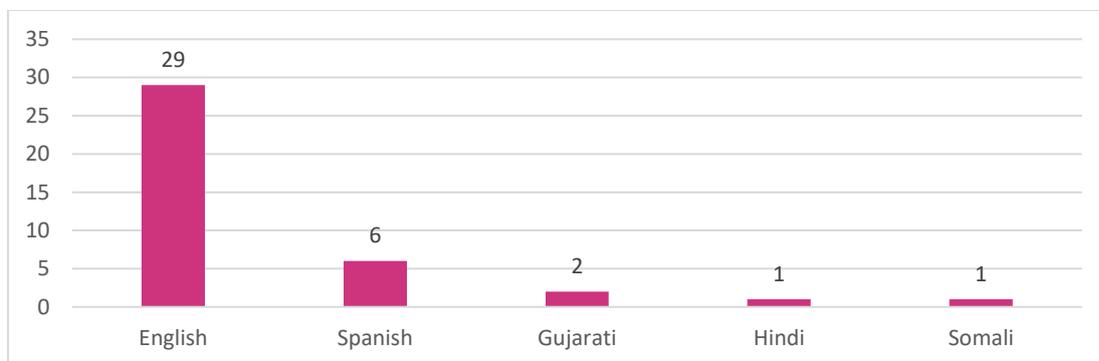
Building users as identified on the list above were encouraged to complete the survey, which was communicated to the named contact for each relevant organisation by their Senedd Commission contact. asking for the survey to be forwarded to relevant staff. The survey was also sent to the Senedd’s external advisers and hard copies were provided.

The total number of responses was 39 out of 560 passholders. The findings show the views of respondents who chose to participate in the survey, which may not be representative of the views of all passholders/ building users. Some of the 560 passholders are very occasional visitors to the Senedd estate.

The total number of responses was 39 breaks down between the different types of building users as:



As some building user's first language is not English or Welsh, the survey was provided in the seven most frequently used languages to reduce barriers to completion. The graph below shows the languages the survey was completed in.



Comparison to other surveys

Throughout this document, reference has been made to the results of the dignity and respect survey for Senedd Commission staff which was undertaken in autumn 2023. However, comparisons should be read with caution, due to the difference in the employment relationship, as well as the likely difference in response rates from the overall groups¹.

¹ The response rate for Commission staff was 71%. There are 560 passholders who could be eligible to complete the survey. However not all of these passholders will be regular building users, so the response rates are not comparable.

Key Findings

1. Do you know how to report inappropriate behaviour?

	Commission staff – Autumn 2023 (for point of comparison)	Building users With my own employer	Building users With the Senedd direct ²
Yes	76.8%	87.1%	44.5%
No	5.3%	5.1%	22.2%
Not sure	17.8%	7.7%	33.3%

*Do you know where you can access guidance, advice or speak with someone if you're not ready to make a complaint or unsure of the correct route?

	Commission staff – Autumn 2023 (for point of comparison)	Building users With my own employer ³	Building users With the Senedd direct ⁴
Yes	72.3%	76.3%	46.4%
No	10.4%	10.5%	17.9%
Not sure	17.2%	13.2%	35.7%

2. Do you know how to seek support whether you decide to make a formal complaint or not?

	Commission staff – Autumn 2023 (for point of comparison)	Building users With my own employer	Building users With the Senedd direct ⁵
Yes	65.4%	76.9%	44.4%
No	12.2%	12.8%	18.5%
Not sure	22.3%	10.3%	37.0%

² 12 respondents did not enter a response to this question so rates are calculated based on those who did respond (27).

³ One respondent did not enter a response to this question so rates are calculated based on those who did respond (38).

⁴ 11 respondents did not enter a response to this question so rates are calculated based on those who did respond (28).

⁵ 12 respondents did not enter a response to this question so rates are calculated based on those who did respond (27)

3. In the last 12 months have you experienced inappropriate behaviour in the workplace by anyone covered under our policy – Members, Support Staff, Commission staff or contractors?

	Commission staff – Autumn 2023 (for point of comparison)	Building users
Yes	3.8%	20.5%
No	89.8%	74.4%
Not sure	6.3%	5.1%

4. Who demonstrated the inappropriate behaviour that you experienced? (select all that apply)

Contractors	4
Members	4
Member Support Staff	2
Members of the public	1
Commission staff	0

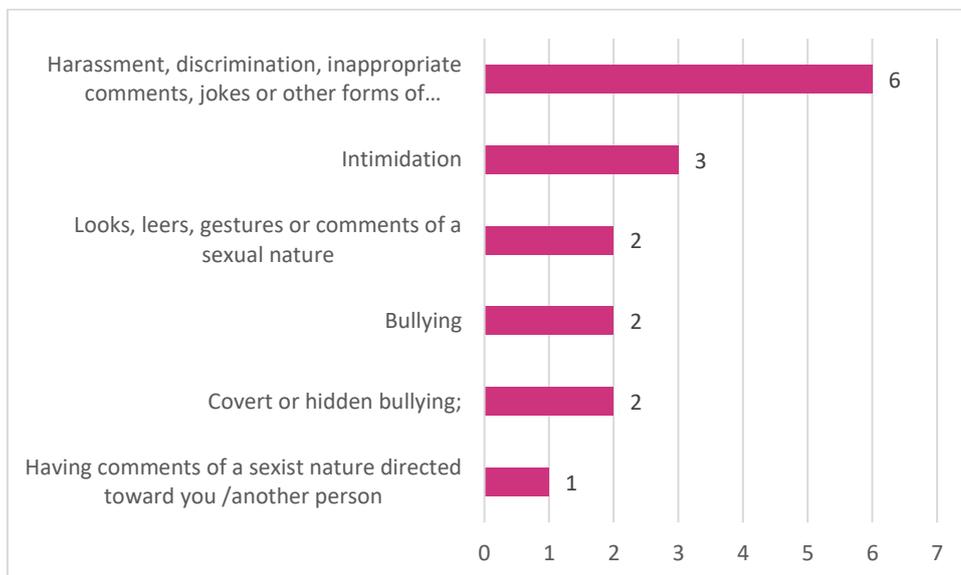
5. In the last 12 months have you observed inappropriate behaviour in the workplace by anyone covered under our policy – MS, Member Support Staff, Commission staff or contractors?

	Commission staff – Autumn 2023 (for point of comparison)	Building users
Yes	5.1%	15.4%
No	86.9%	76.9%
Not sure	8.0%	7.7%

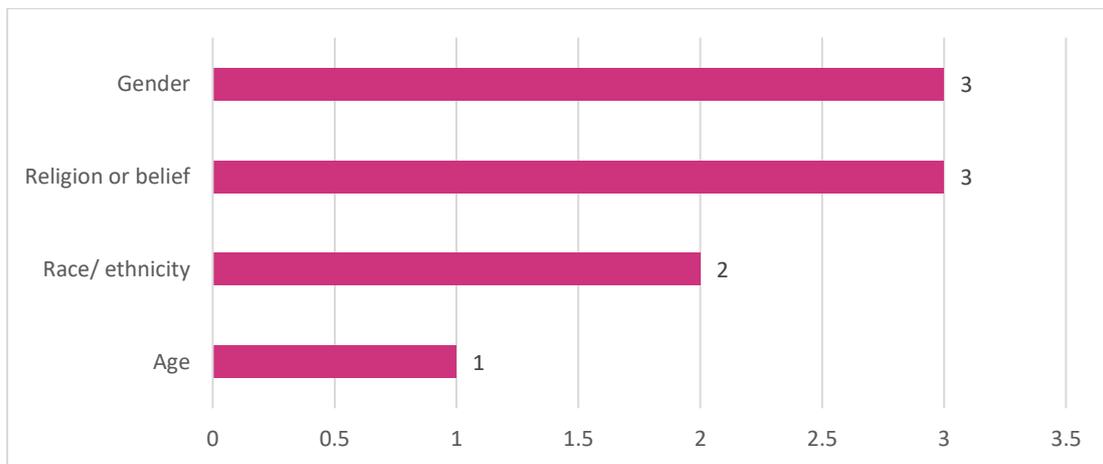
**6. Who demonstrated the inappropriate behaviour that you observed?
(select all that apply)**

Contractors	4
Members	3
Member Support Staff	2
Members of the public	0
Commission staff	0

7. If you have been subject to, or witnessed inappropriate behaviour in work in the last 12 months, what type of inappropriate behaviour was this?



8. If you have been subject to, or witnessed inappropriate behaviour in work in the last 12 months, was this behaviour linked to any of the following?



9. Can you tell us whether, in the last 12 months, you have approached someone to call them to account over something you deem to have been inappropriate behaviour?

Yes	5.1%
No	84.7%
Prefer not to say	10.2%

10. Responses to the question: Are there any improvements to the Dignity and Respect Policy or process that you think we could make?

Sometimes it feels like the language barrier turns out to be the issue for joking. Which needs to be improved.

Yes definitely. I believe that when we are at any work, shouldn't behave with others looking at what job they are doing. Everyone should be treated equally and harmoniously, which I am experiencing less here. Because there are few employees won't even smile. Hence the practice needs to be improved.

It needs to improve

There should be, if possible, a whistleblowing office. And nursing

Making sure contractors are aware of how and who to communicate with at Senedd should this be an issue.

Know where and who I can access support and advice from.

making processes to report clear to those occupying Ty Hywel office space directly to individuals not just their employer to ensure each person working in the Senedd knows about processes

11. Responses to the question: If you have experienced or observed inappropriate behaviour but not reported it, please tell us why you did not'

Don't believe it will be taken seriously

By ignoring these behaviours, trusting and persuading the mind, I have ignored it. And have not taken any step as didn't have courage to tell anyone or be a joke on myself. And ignored thinking it as a joke and continue to do so.

Seemed pointless - senior member, I would not want to damage their position or create animosity

I have attempted to deal with this myself and have called it out.

Not feeling confident to make a point about a member's behaviour. Did disclose to line manager but we didn't take it further.

12. Responses to the question: Is there anything else you would like to tell us about any of the topics covered by this survey?

Raised with line manager
We keep working our way through ignoring inappropriate behaviour.
Behaviour is of a consistent high standard even over trivial matters such as queuing in the canteen or car parking.
Managers should be more strident in intervening rather than let the individual that is subject to the abuse continue to try and deal with it themselves.

Analysis and next steps

Key points:

Processes and support

- The survey results show that building users have a good understanding of their own employer's processes on reporting inappropriate behaviour and accessing guidance and support. However, there are lower levels of understanding of Senedd processes, with fewer than half of respondents agreeing they know how to report inappropriate behaviour, obtain guidance and advice, and access support within the Senedd.

Culture

- The majority of respondents say they have never experienced or observed inappropriate behaviour on the workplace.
- No respondents reported experiencing inappropriate behaviour by Senedd Commission staff in the workplace in the last 12 months.
- Nevertheless, 20 per cent of respondents said they have experienced inappropriate behaviour in the workplace (by Members, Support Staff, Commission staff or contractors). This compares to 3.8 per cent of Commission staff (13 out of 337). **However comparisons should be made cautiously due to the likely difference in response rates from the overall group⁶.**
- The type of inappropriate behaviour most likely to be experienced or observed was "harassment, discrimination and inappropriate comments",

⁶ The response rate for Commission staff was 71%. There were 560 passholders eligible to complete the survey. However not all of these passholders are regular building users, so the response rates are not comparable.

as well as intimidation. This is the same as the main reasons cited by Commission staff.

Proposed actions:

The following actions are proposed following the survey work:

- Provision of a short awareness-raising session that will be offered to third party building users. This will be aimed at raising familiarity with the dignity and respect policies and process in the Senedd, the standards expected, and sign posting to help and advice.
- Further periodic surveys to track progress and allow comparisons to be drawn between different building users. (Since the next Dignity and Respect survey for Members and Commission staff is due in the autumn term, it is proposed that these are undertaken concurrently from 2025 onwards.
- Communication of the proposed new Declaration on Dignity and Respect when available.
- Consideration of how an expectation of and commitment to Dignity and Respect can be required for building pass holders.