FAQs for Stress Indicator Tool

Q: What is the Stress Indicator Tool?

A: Scientific industry experts at HSE have developed and produced an online Stress Indicator Tool (SIT) that measures the attitudes and perceptions of employees towards work-related stress. Complementing HSE's Management Standards for Stress, the tool features a survey of 35 questions and assesses six key areas of work that, if not managed properly, are known to be the likely root causes.

Q: What is the purpose of the Stress Indicator Tool?

A: SIT is used and trusted by organisations of all sizes, across all industry sectors. Its core purpose is to assess, analyse and report stress management effectively within a workforce. Obtaining and understanding this data will help develop an effective health and wellbeing strategy for the organisation in future.

Q: How do I purchase the Stress Indicator Tool?

A: You can purchase the 1–50 user licence online. For all other user licences, please contact TSO customer service team who will be able to assist you. We can provide proforma invoices and accept multiple payment methods. Please call +44 (0)333 202 5070 or email hseorders@tso.co.uk

Q: Is a free demonstration available before purchasing to see how it works?

A: We can provide the following to help you decide if the tool is right for your organisation:

- Video demonstration and walk-through to set up the survey: **https://youtu.be/6ej_Gb5GCfg**
- An example survey to see how it works: **https://sds.hsl.gov.uk/Interview/21562fed-fa4f-4e92-93fd-1686ee5b45ae?preview=true**
- An example report to see the data it records: **https://books.hse.gov.uk/gempdf/example_group_autoreport.pdf**
- Additionally, WebEx demonstrations to go through the process can be arranged. Please contact TSO +44 (0)333 202 5070 or email hseorders@tso.co.uk

About the system

Q: How do I send the survey for participants to complete?

A: Once the survey has been created, the system will provide an automated link that you can email through your usual internal communication channels.

Q: How is access to the responses managed and how many administrator licences are provided?

A: The video demonstration provides a comprehensive overview of the administration portal and how to access the various sections – https://youtu.be/6ej_Gb5GCfg

Currently, administrative access is limited to one global user within the organisation. However, we are investigating the development of the system to grant access at local level – for example, access for each country manager, under a global user licence.

Q: Are the responses to the survey anonymous and how can you guarantee data security?

A: All responses to the survey are kept anonymous and do not include personal data, so participants can answer truthfully without feeling pressured. All responses to the survey are stored on a secure server, which is maintained in the UK.

Q: How long does the survey stay active for and can it be set manually?

A: There is capability within the tool to schedule start and end dates. Once the end date has passed the survey link will no longer be active.

Q: How long after completion are the responses available to review?

A: The data is available for review once a minimum of 10 responses have been collected. After this point, the administrator can reload the report and analyse it as often as they require. It will also provide the total number of surveys completed.

Q: Can we survey departments separately at different times and is there a limit?

A: You can choose to send the survey at different times rather than sending it to the whole organisation. The results can be consolidated to provide a complete review across your organisation.

Q: What reports are generated for administrators?

A: All historical and current reports are available to the administrator throughout the subscription period. An example report is available here.

Q: How does the licence model work if the number of employees changes? For example, suppose we have 1,000 employees in year 1, but in year 2 we increase or decrease in size?

A: In this situation we would pro-rata the cost of your current subscription and remaining period, and credit it against a higher or lower level subscription. Therefore, you will only pay to top up to the next band that you require. Any renewals or annual charges would be increased or lowered accordingly, so you are only paying for the service you are using.

Q: How can you help us get the most out of the system?

A: The TSO customer service team are all fully trained in using and operating SIT. Therefore, we are available to support you with any questions you may have. Please call +44 (0)333 202 5070 or email hseorders@tso.co.uk

Q: Are previous years' data stored in the system and can we benchmark against it to monitor improvement?

A: Yes, previous years' survey results will remain in the system for the duration of your subscription.

Service provision and support

Q: Where is the Stress Indicator Tool hosted?

A: The survey and the data it records are hosted on a HSE dedicated server in the UK, with UKFast managed by Snap Surveys, who are fully ISO 27001 accredited.

  More details can be found here:

- https://www.snapsurveys.com/survey-software/security-accessibility-and-professional-outline/
- https://www.ukfast.co.uk/data-security.html

Q: Are the survey and administration portal only available on weekdays?

A: The survey and administration portal are available to you 24/7 for the duration of your subscription. Current figures indicate an 99.9% uptime rate.

Q: What internet browsers are supported and does the survey work on mobiles and tablet devices?

A: The survey is fully tablet/mobile optimised and is supported on all internet browsers. The administration portal requires an internet browser on a desktop PC or laptop, as it is not mobile optimised.

Q: Are there regular periods of downtime for essential maintenance?

A: Downtime for maintenance is irregular and will be communicated to you in advance.

Q: What is your process for handling enquiries and your SLA around response times?

A: TSO will be your main point of contact for all enquiries. We will work with HSE and Snap Surveys as and when required. TSO will automatically record any support requests in a customer care database and respond accordingly to enquiries.

TSO customer service team is fully operational Monday to Friday 08:00 to 18:00:

- Telephones answered within 30 seconds: 95% response rate
- Emails replied to within 2 working days of receipt: 100% response rate.

Q: How do we give feedback to you on potential improvements to the system?

A: We are continually improving our products/systems and actively encourage feedback from users. If you have any suggestions, please email hseorders@tso.co.uk or complete the online feedback form here.

For more information:

Email: hseorders@tso.co.uk
Tel: +44 (0)333 202 5070
Web: https://books.hse.gov.uk