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Quality Governance Board

Date of Meeting: 4th July 2017

Report of:	Staff Survey Results 2017
Date of Paper:	4 th July 2017
Period:	April 2016 – March 2017
Purpose of Paper:	An annual staff survey encourages staff to provide feedback and allows the organisation to consider areas for improvement
Action required:	Discussion/Decision/ <u>Information/Assurance</u> (Please highlight in bold and underline)
Link to Mission, Vision and Values:	Realising potential The individual is at the heart of everything we do We aim to deliver and continuously evaluate high quality service whilst respecting difference, promoting dignity and supporting the privacy of others
Any abbreviations or acronyms used in this paper:	
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Staff Survey Results – June 2017

Overview

This survey is designed to highlight what staff think about their employer and employment at Options for Care.

By examining the feedback, we have the opportunity to gain a direct insight into what staff think the company is doing well and areas that could be improved. This information can be used as part of the senior management forward planning process.

By repeating the survey on an annual basis, we can measure the changes in staff morale and attitudes towards the company and assess if any changes across the organisation are having the right impact.

Response Rate

2016 - 27% of staff responded

2017 – 24% of staff responded

Overall

Overall the results of the survey were very positive, with more than 50% of responses showing an improvement on last year.

What we do well (written responses from staff)

- Work hard to provide the best service we can (4 respondents)
- Good CQC rating (2 respondents)
- Taking on suitable candidates, who understand their roles and responsibilities, want to make a difference (2 respondents)
- Meeting the training needs of staff, upskilling staff (5 respondents),
- Recognise potential
- Most staff are very team focused
- Regular staff meetings
- Friendly atmosphere
- Clean environment

What changes would the company have to make for staff to give a higher rating (written responses from staff)

- Increase pay (3 respondents)
- Staff working together, with respect and understanding
- Leaner processes
- Address safety issues
- More competitive with the NHS
- Developmental opportunities
- Better IT systems

What are the things staff would most like to improve?

- Flexible working hours
- Management making sure shifts are covered
- Staff making sure their conduct is satisfactory
- Team work
- Ligature risks
- Maintenance
- DH courtyard and drive – cleaning and upkeep
- More weekend events and activities
- Carers forums
- Better visiting facilities
- Car park needs resurfacing (DH)
- Some outdoor activities – going out to community centres

Any other comments, concerns staff wish to raise
















- Good improvements have been made since 2016
- Build on the current success
- More training
- The company is a well run and well managed organisation

Recommendations

- Try to improve response rate – look at a prize draw option
- Continue with BHSF – health cashback, continue to promote across the organisation
- Continue with timely management supervisions and appraisals for all staff
- Encourage with internal transfers/ promotions where appropriate
- Continue to offer flexible working where possible (23% of staff have some form of flexible working, temporary or permanent)
- Continue with annual staff surveys

Communication

Results of this survey will be shared with Quality Governance Board, Senior Management Team and Staff Meetings

Survey Questions and Responses	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Last year
1. The company understands my career needs.	5	5	2			
2. Communication between senior managers and employees is good in my organisation.	7	4	1			
3. Management within my organisation recognises strong job performance	4	7	1			
4. My organisation is dedicated to my professional development	5	5	1	1		
5. I feel completely involved in my work	7	4	1			
6. I get excited about coming to work	4	5	3			
7. I am satisfied with the culture of my organisation	5	7				
8. My organisation has a safe work environment	6	5			1	
9. My co-workers and I have a good working relationship	5	7				
10. The rates of pay within my Company are competitive within the local area	1	5	3	3		
11. Employees treat each other with respect within my Company	2	10				
12. I understand the Company's mission, vision and values	8	4				
13. I understand how my work contributes to the Company's mission, vision and values	10	2				
14. My organisation is dedicated to diversity and inclusiveness	5	6	1			
15. The Company listens to my opinions/ suggestion	6	3	3			
	Very Likely	Likely	Very Unlikely	Not at All		
16. How likely is it that you would recommend Options for Care Ltd to a friend or colleague?	6	5	1			