



# **Expect Group of Companies Access to Care Staff Survey Results 2023**

## **AIM:**

**To engage with staff and give them the opportunity to share their views and feedback on the Services provided by the Expect Group of Companies - Access to Care**

**To identify any necessary changes for leaning and improvement**

**To monitor and evaluate shared information**

The annual survey was circulated using Google Forms and completed anonymously by Access to Care staff members. 8 Access to Care employees received the Staff Survey and there were a total of 8 responses received.

Results from the staff survey are very positive and show respondents understand what the organisations aims to do, have strong loyalties to Expect as an organisation aswell as loyalties to the service/department they work in. 71.4% of respondents express that they get job satisfaction working for Expect and 100% of responses indicate that respondents do not feel over stressed at work.

Responses indicate that generally staff feel they are communicated to effectively. 100% of respondents express that they feel the manager is open and honest when communicating, they have the opportunity to take part in regular staff meetings and that they have opportunities to share their thoughts and ideas with the senior management team. 85.7% of respondent states their team communicates well with them while only 42.9% of respondents states the organisation well with their staff. Responses indicate that respondents feel they get appropriate support and encouragement and from their teams and managers, majority on responses being recorded at 85.7%.

Staff training and development responses indicate that staff training needs are regularly reviewed however all respondents record that they neither agree or disagree that they have opportunity to take on extra responsibilities within their roles.

Staff understanding and knowledge with regard to Data Protection is exceptional, all responses being recorded at 100% in agreeance.

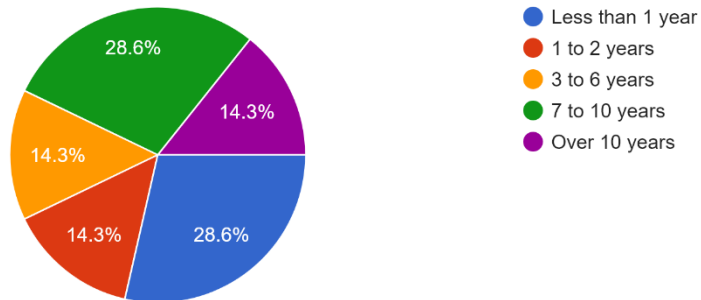
Responses with regard to Health and safety again exceptional all respondents indicate that they fully understand key processes such as Whistle blowing and Safeguarding, and understand the importance of policies and procedures.

57.1% of responses indicate that respondents have not seen the survey results for the last staff survey (2022). This is concerning as survey results have been distributed via email to all line managers to share with their teams and a copy has is assessable on the Expect company website.

## General Information

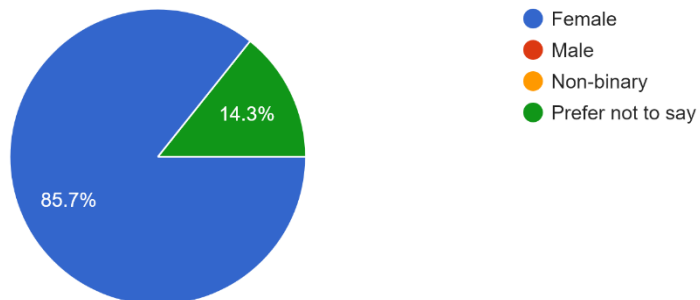
How long have you worked for the Company?

7 responses



Your Gender

7 responses



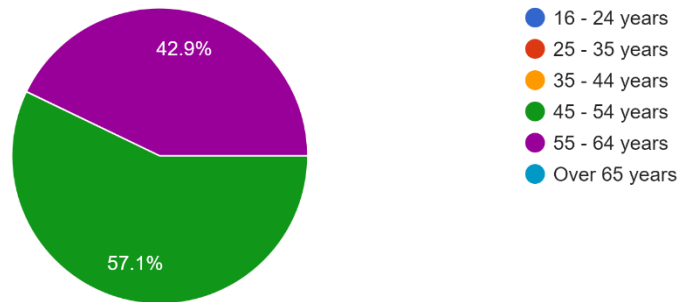
What is your job role?

7 responses



Which age group do you fit into?

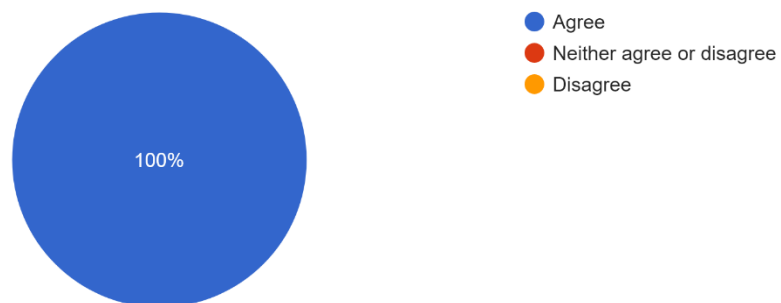
7 responses



## Direction & Culture

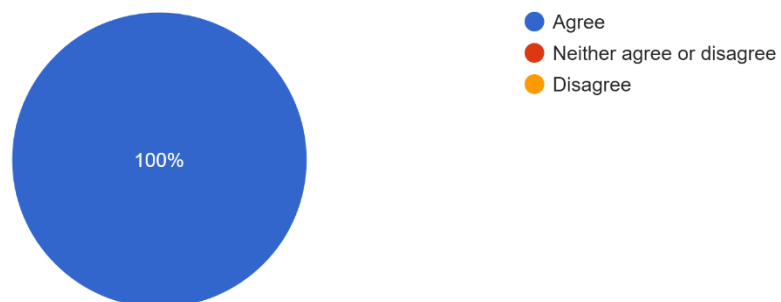
I understand what our organisation is here to do

7 responses



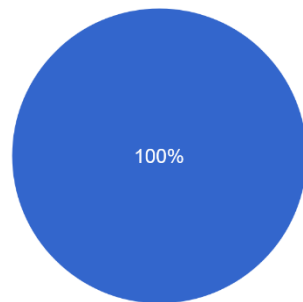
I am clear about my role and what my responsibilities are at work

7 responses



I am willing to go above and beyond what is expected of me in my role

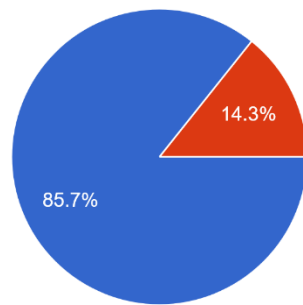
7 responses



- Agree
- Neither agree or disagree
- Disagree

I have strong loyalty to the Expect Group of Companies (Access to Care)

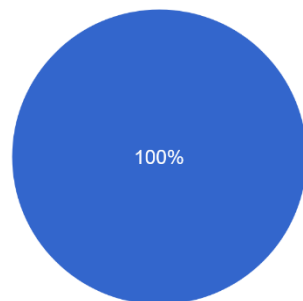
7 responses



- Agree
- Neither agree or disagree
- Disagree

I have strong loyalty to the service/department I work in

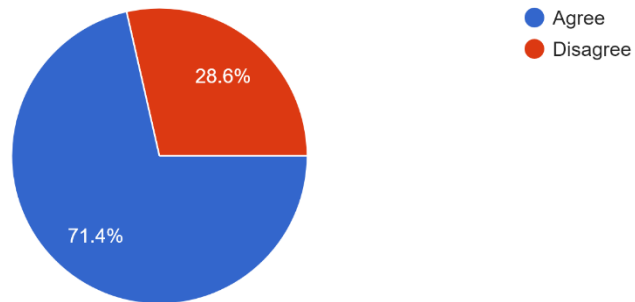
7 responses



- Agree
- Neither agree or disagree
- Disagree

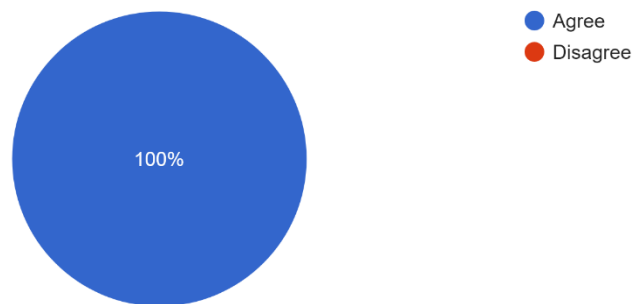
I get job satisfaction

7 responses



I am not over stressed in my role

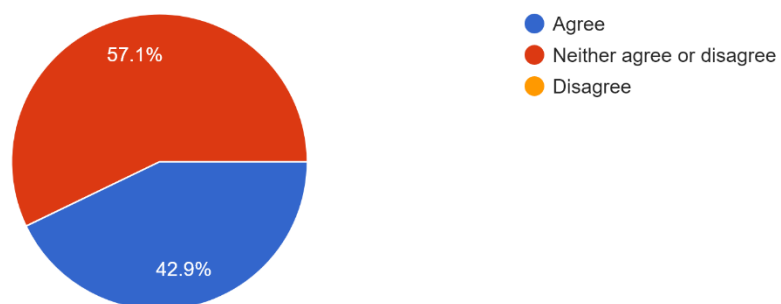
7 responses



## Communication

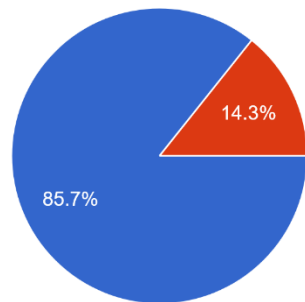
The organisation communicates well with staff

7 responses



My team communicates well with me

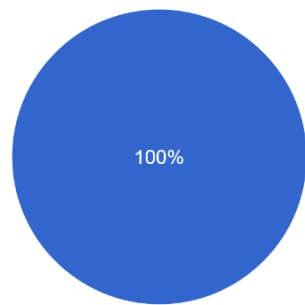
7 responses



- Agree
- Neither agree or disagree
- Disagree

I access my company email at least weekly

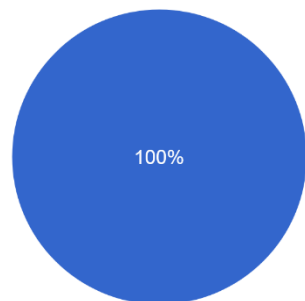
7 responses



- Yes
- No

My manager is open and honest when communicating

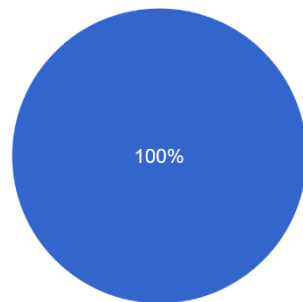
7 responses



- Agree
- Neither agree or disagree
- Disagree

I have the opportunity to talk to senior managers about my thoughts and ideas

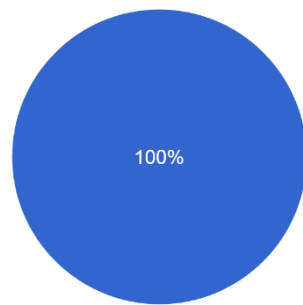
7 responses



- Agree
- Neither agree or disagree
- Disagree

I have the opportunity to take part in regular staff meetings

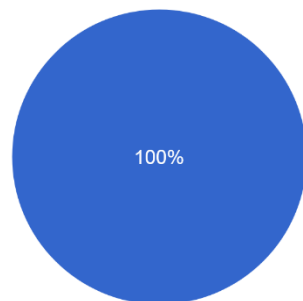
7 responses



- Agree
- Disagree

I have regular supervisions with my line manager

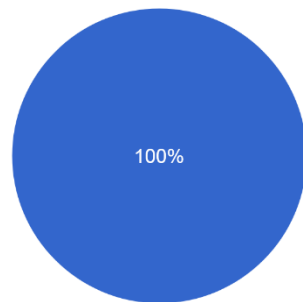
7 responses



- Agree
- Disagree

I feel I am able to challenge the way things are done within my team

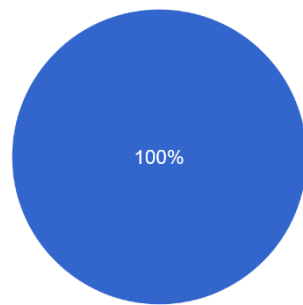
7 responses



- Agree
- Neither agree or disagree
- Disagree

Company emails keep me informed

7 responses

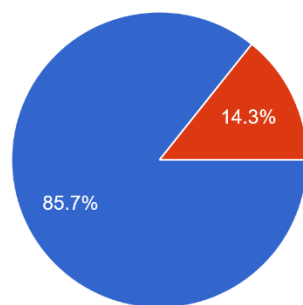


- Agree
- Disagree

### Support from the Company and Management

I get appropriate support from my line manager which helps me do my job well

7 responses

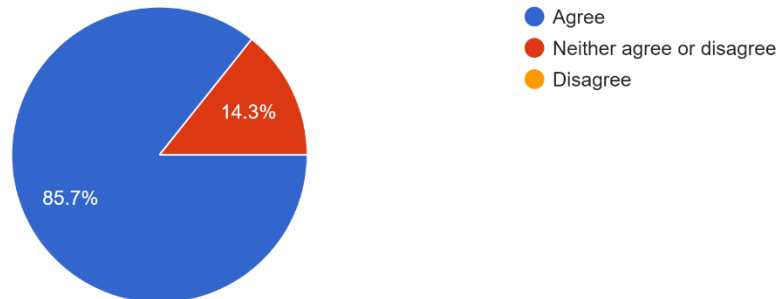


- Agree
- Neither agree or disagree
- Disagree



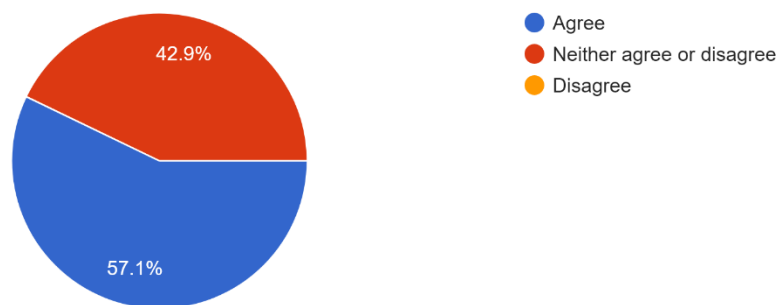
I get the appropriate support from my team which helps me do my job well

7 responses



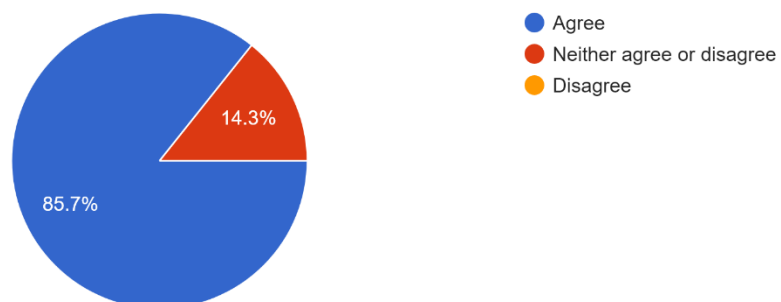
I am encouraged to share my ideas about how the organisation can improve

7 responses



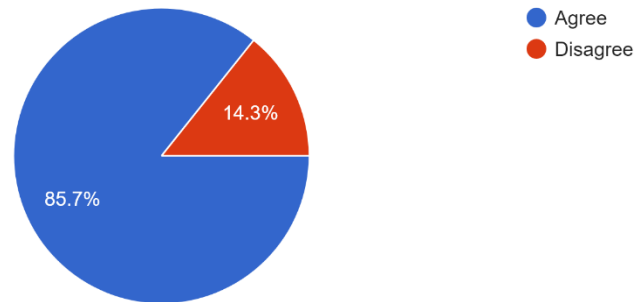
Management recognise and appreciate my effort

7 responses



I enjoy working for the Expect Group Access to Care

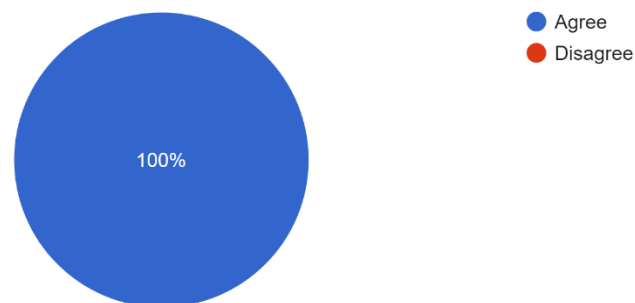
7 responses



## Teamwork and Duties

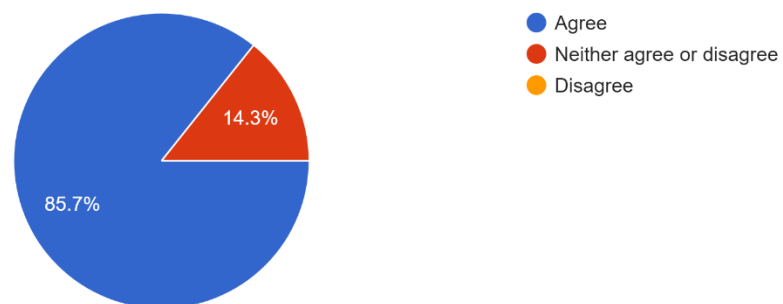
I feel part of a team working together to provide a good service

7 responses



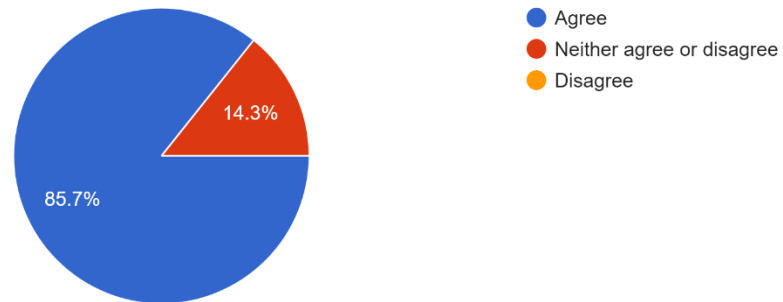
When things go wrong my line manager looks for solutions rather than placing blame

7 responses



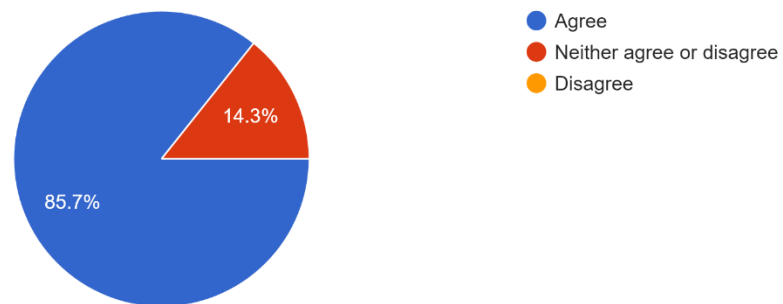
The members of my team recognise and value the work I do

7 responses



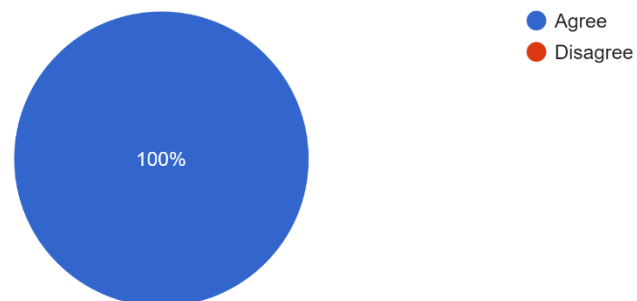
The members of my team recognise and value the work I do

7 responses



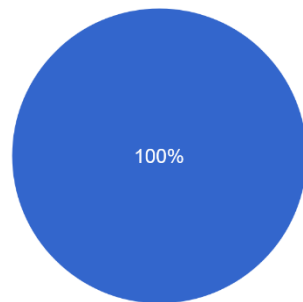
I am confident my line manager does what is in the best interest of Service Users

7 responses



I am comfortable with appropriately challenging other team members ways of working

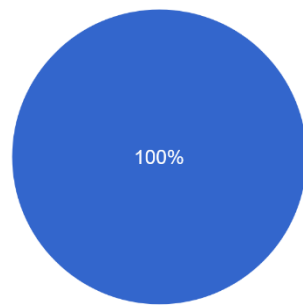
7 responses



- Agree
- Neither agree or disagree
- Disagree

My team is flexible in the way they work with shifts, training and cover

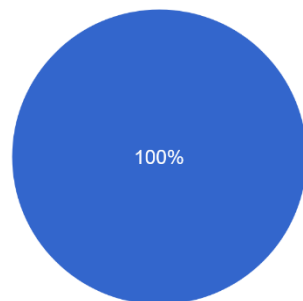
7 responses



- Agree
- Disagree

I work with outside agencies within my role

7 responses

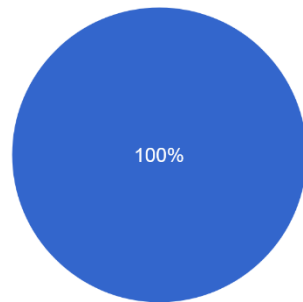


- Agree
- Disagree
- Not applicable

## Training & Development

The induction process prepared me well for my role

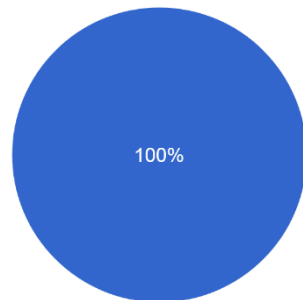
7 responses



- Agree
- Disagree
- Not applicable

My training needs are regularly reviewed

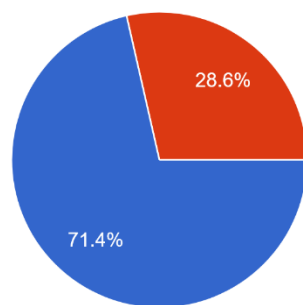
7 responses



- Yes
- No

I am regularly booked onto training courses by my line manager

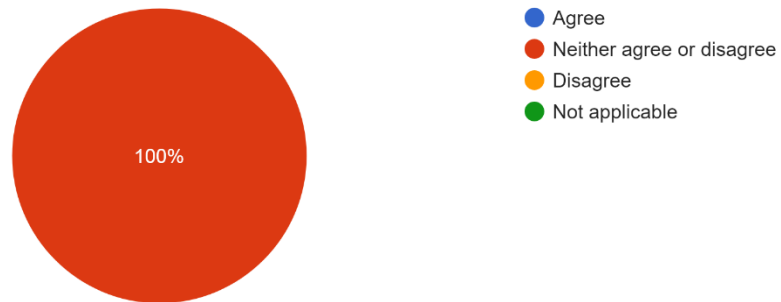
7 responses



- Agree
- Disagree
- Not applicable

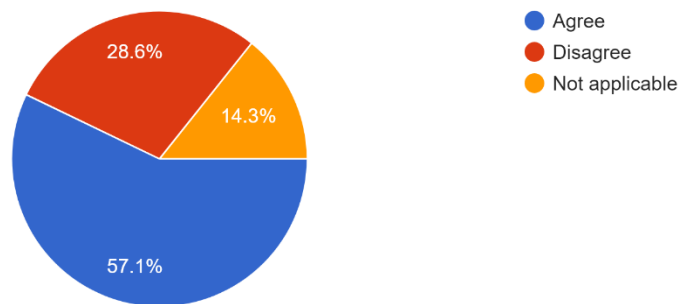
There are opportunities for my personal and professional development

7 responses



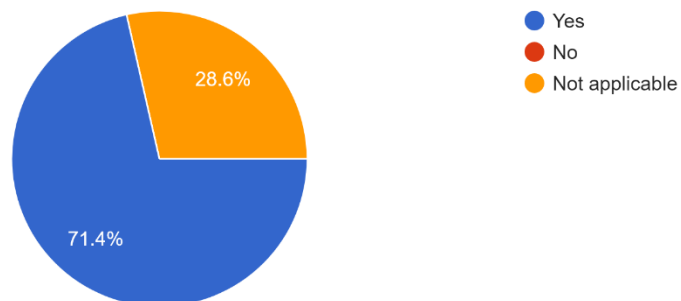
I have opportunities to take on extra responsibility within my role

7 responses



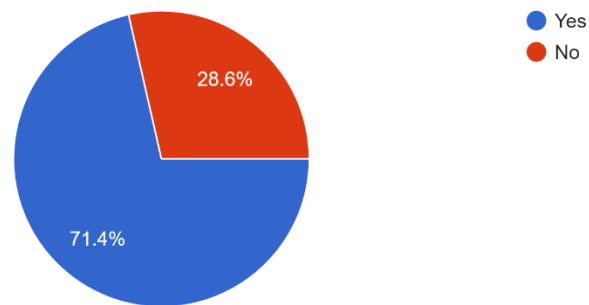
I have a personal training and development plan

7 responses



I have received an appraisal within the last 12 months

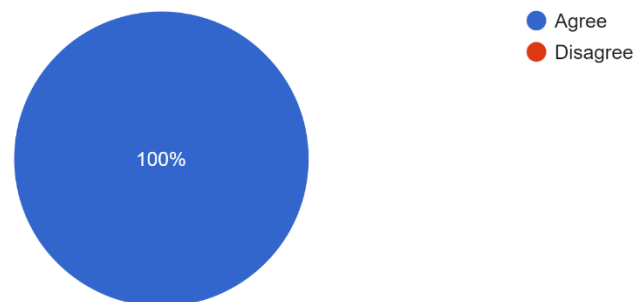
7 responses



## Data Protection

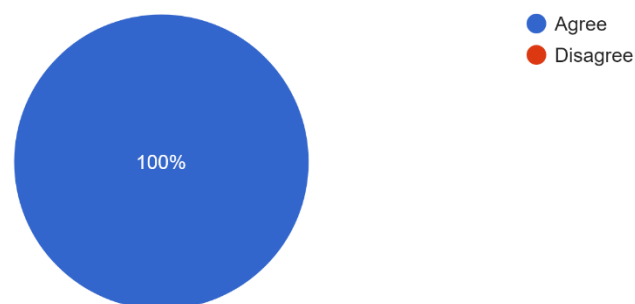
I understand the data security and precautions are important for the company

7 responses



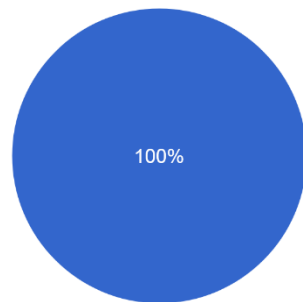
I am happy my data is used legally and held securely

7 responses



I know how to use and share data securely

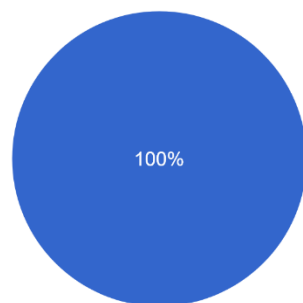
7 responses



● Yes  
● No

I am aware that the use of public Wi-Fi or unsecure Wi-Fi could be unsafe and lead to unauthorised access to personal data

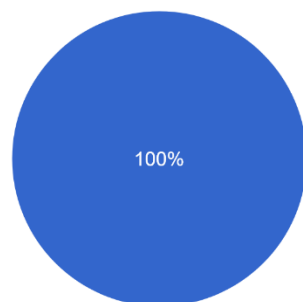
7 responses



● Yes  
● No

I understand the important laws and principles of data sharing and when I should and shouldn't share data

7 responses

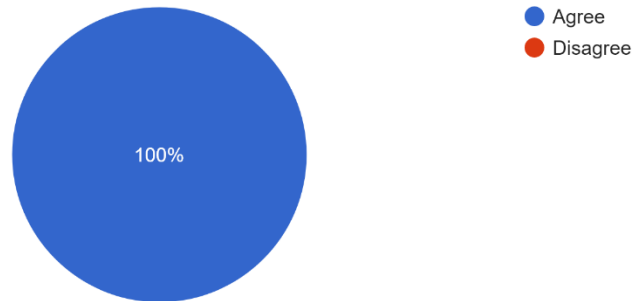


● Agree  
● Disagree



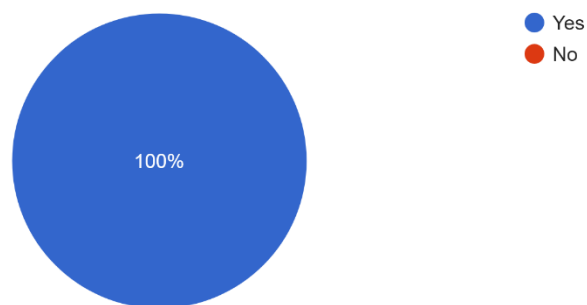
I feel confident raising concerns about unsecure or unlawful uses of data and these will be acted on without personal recrimination

7 responses



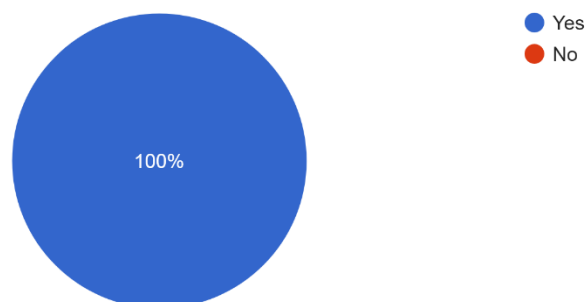
If I have a question about sharing data lawfully and securely, I know where to seek help

7 responses



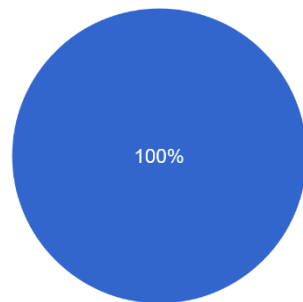
The level of access I have to IT systems holding data is appropriate to my role

7 responses



I know how to report a data security breach

7 responses

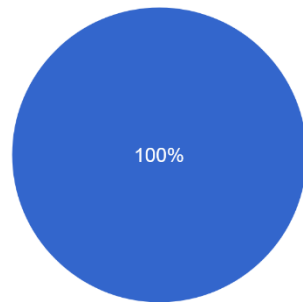


● Yes  
● No

### Quality, Health & Safety

I understand why it is important to have clear and up to date policies and procedures

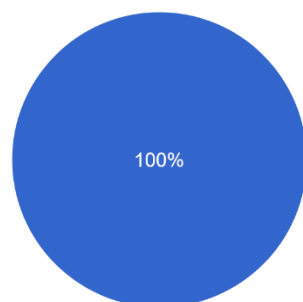
7 responses



● Agree  
● Disagree

Updates to policies and procedures are communication by my line manager and I am confident that I understand them

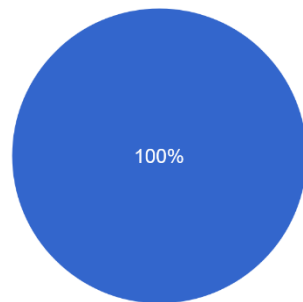
7 responses



● Yes  
● No

I feel confident in reporting whistleblowing concerns

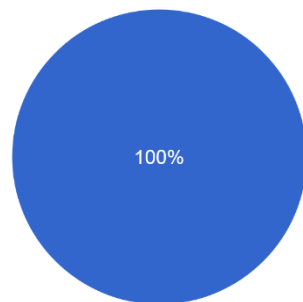
7 responses



● Yes  
● No

I know how to report safeguarding concerns

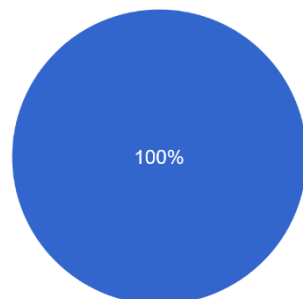
7 responses



● Yes  
● No  
● Not applicable

My health and welfare is maintained while working for the organisation

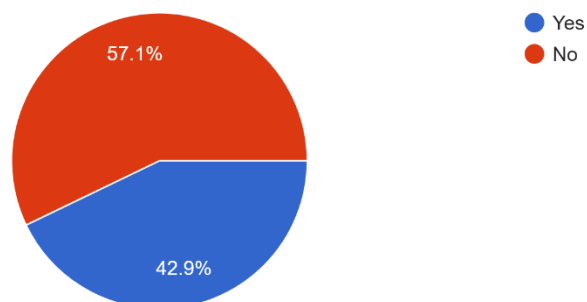
7 responses



● Yes  
● No

I have seen the results of last years survey

7 responses



**END OF REPORT**

