



Expect Group of Companies Expect 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 – Expect

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 Expect staff members. 113 Expect employees received the staff survey and there were a total of 49 responses received. 43% Expect employees completed the staff survey for 2023 in comparison to 53% of Expect employees completing the survey in 2022.

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. 77.6% of respondents express that they get job satisfaction working for Expect, while 38.8% of response indication that respondents feel stressed at work.

Responses indicate that respondents feel they are communicated to effectively, company emails keep them informed and that managers are open and honest when communicating. 69.4% of respondents report they have the opportunity to speak to senior managers and feel they are able to challenge the way things are done within their teams. 91.8% of respondents express they enjoy working for Expect.

Staff training and development responses indicate that respondents are happy with their level of training and development. 65.3% of respondents who have received the company induction feel it has prepared them well for their roles within Expect. 61.2% of respondents report that they have opportunity to take on extra responsibilities within their roles.

Staff understanding and knowledge with regard to Data Protection is again exceptional. Responses being recorded between 98%-100%

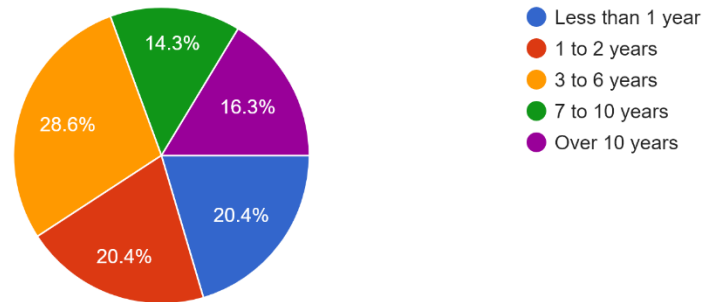
Responses indicate an understanding of policies and procedures and their importance within the organisation. Responses being recorded between 85.7%-100%. Key processes such as Whistle blowing and Safeguarding, respondents express confidence in their ability and understanding of how to report such concerns.

63.3% of responses indicate that respondents have not seen the survey results for the last staff survey (2022). This is concerning as surveys 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

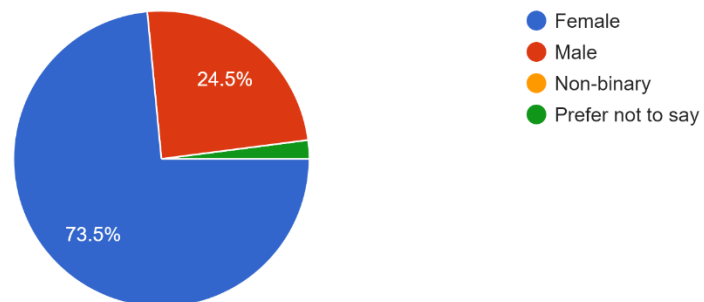
How long have you worked for the Company?

49 responses



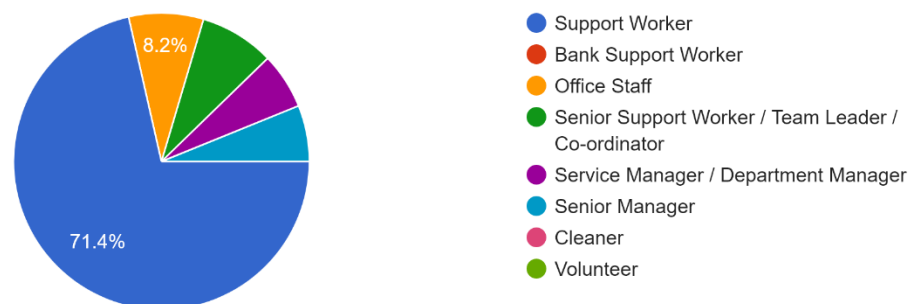
Your Gender

49 responses



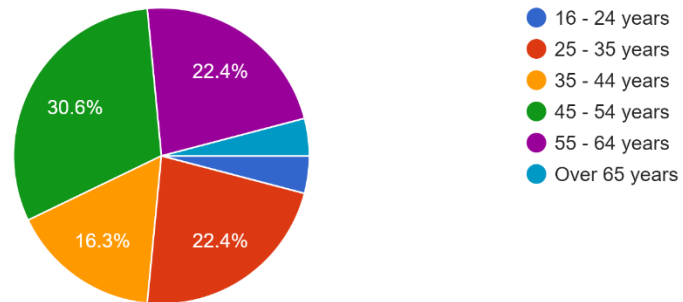
What is your job role?

49 responses



Which age group do you fit into?

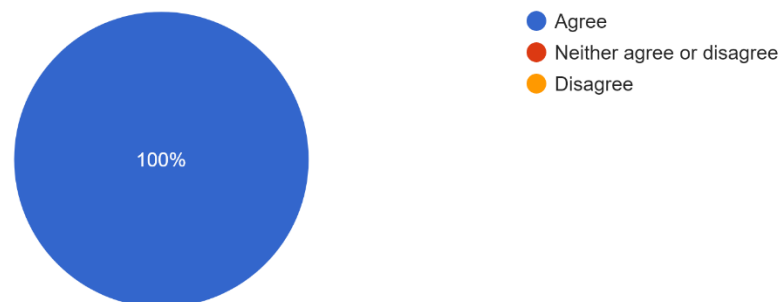
49 responses



Direction & Culture

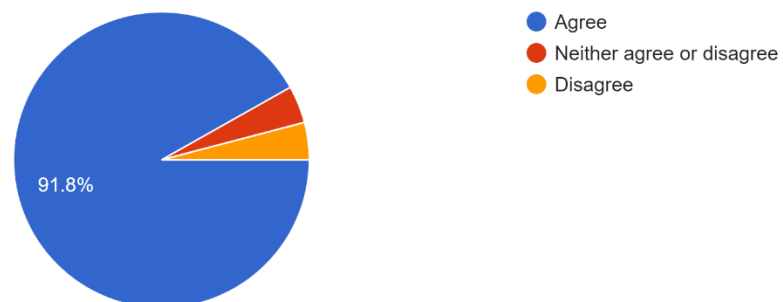
I understand what our organisation is here to do

49 responses



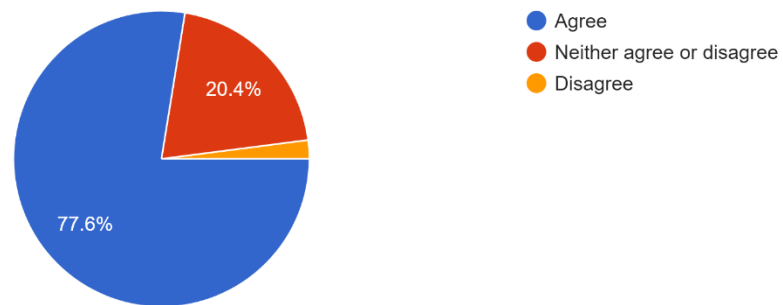
I am clear about my role and what my responsibilities are at work

49 responses



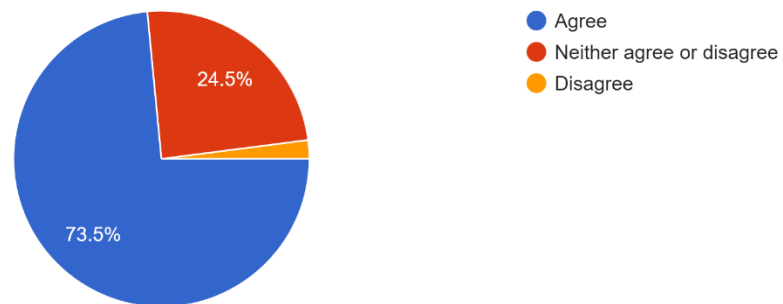
I am willing to go above and beyond what is expected of me in my role

49 responses



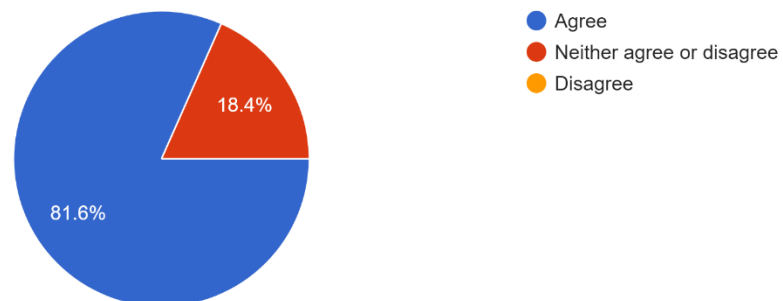
I have strong loyalty to the Expect Group of Companies.

49 responses



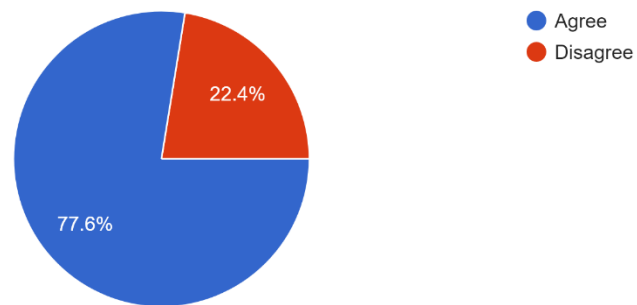
I have strong loyalty to the service/department I work in

49 responses



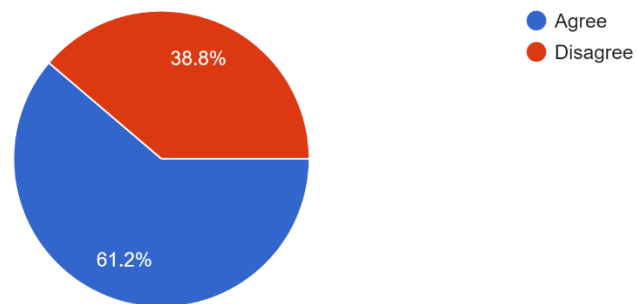
I get job satisfaction

49 responses



I am not over stressed in my role

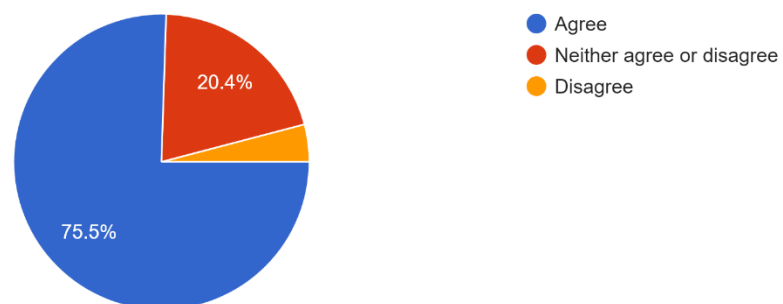
49 responses



Communication

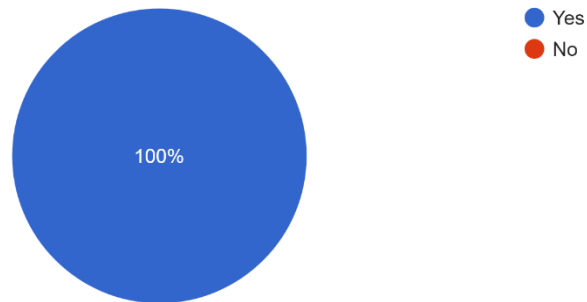
My team communicates well with me

49 responses



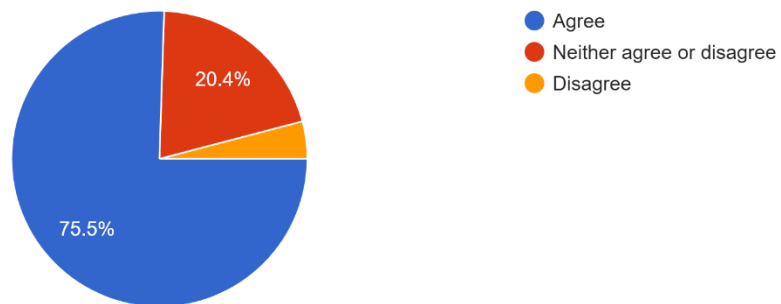
I access my company email at least weekly

49 responses



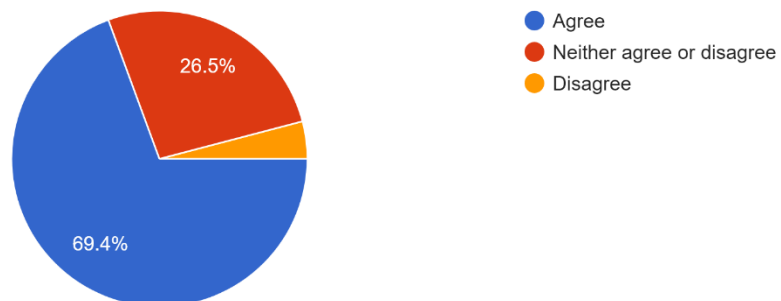
My manager is open and honest when communicating

49 responses



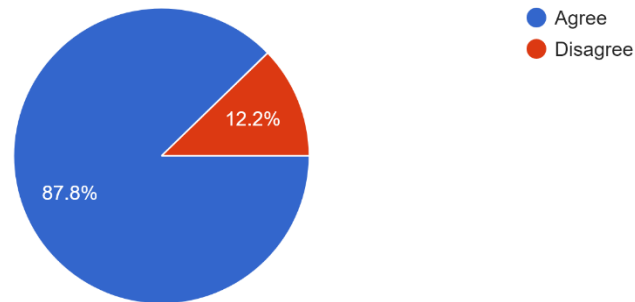
I have the opportunity to talk to senior managers about my thoughts and ideas

49 responses



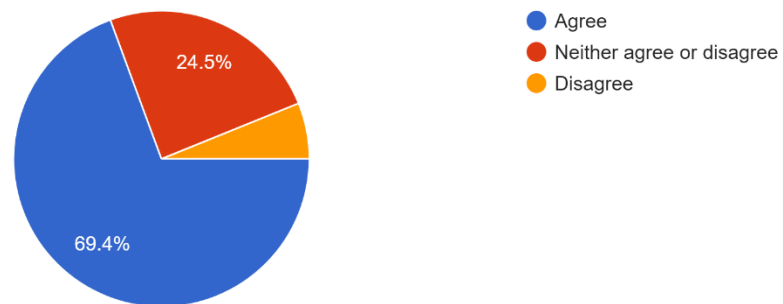
I have regular supervisions with my line manager

49 responses



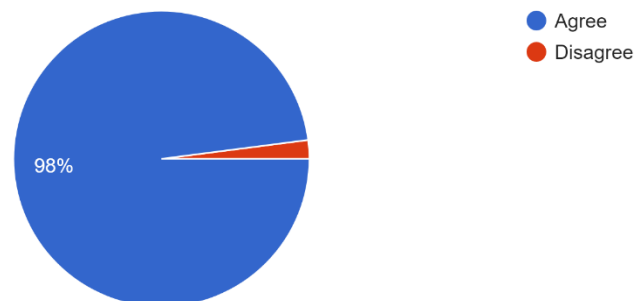
I feel I am able to challenge the way things are done within my team

49 responses



Company emails keep me informed

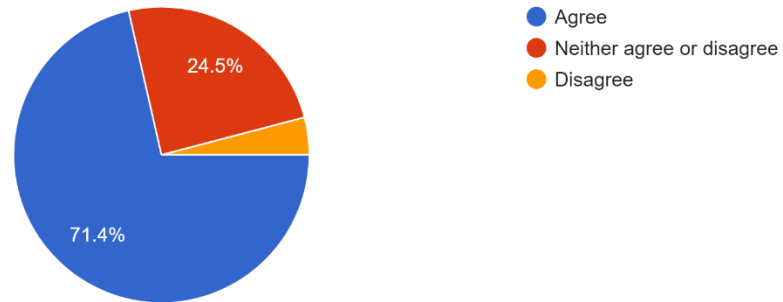
49 responses



Support from the Company and Management

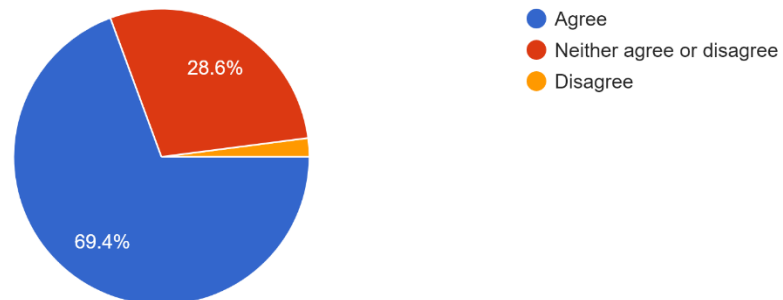
I get appropriate support from my line manager which helps me do my job well

49 responses



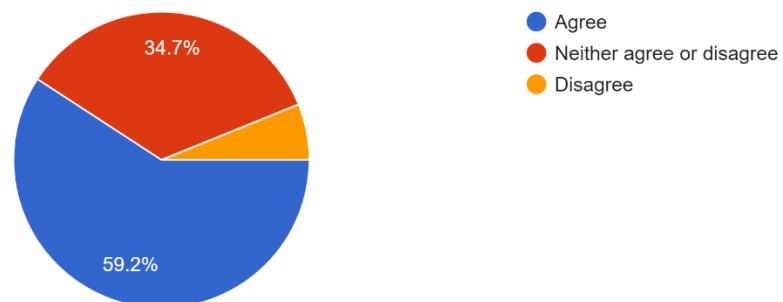
I get the appropriate support from my team which helps me do my job well

49 responses



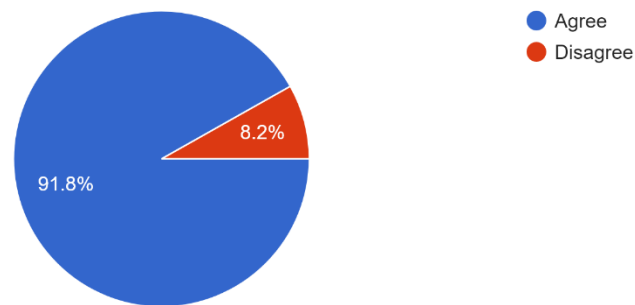
I am encouraged to share my ideas about how the organisation can improve

49 responses



I enjoy working for the Expect Group

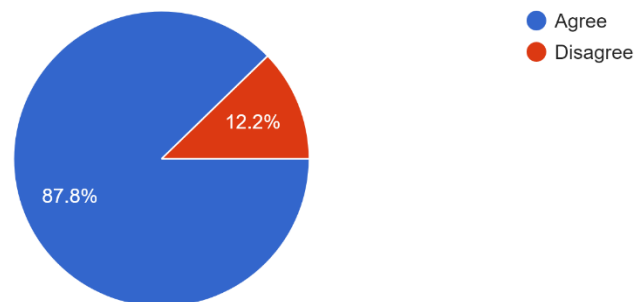
49 responses



Teamwork and Duties

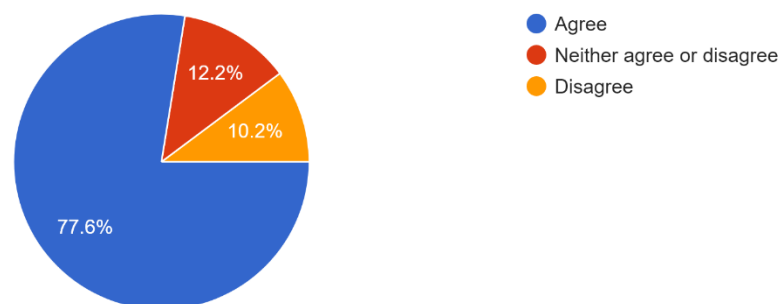
I feel part of a team working together to provide a good service

49 responses



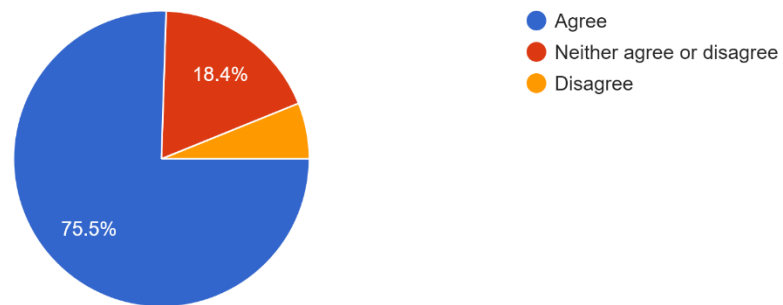
When things go wrong my line manager looks for solutions rather than placing blame

49 responses



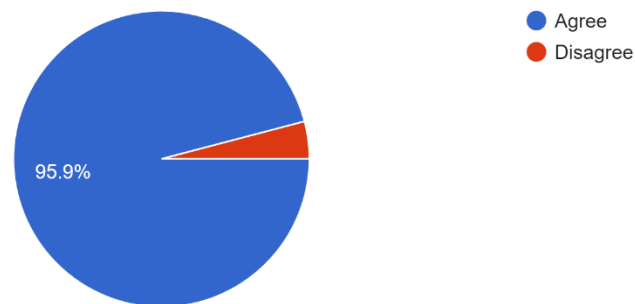
The members of my team recognise and value the work I do

49 responses



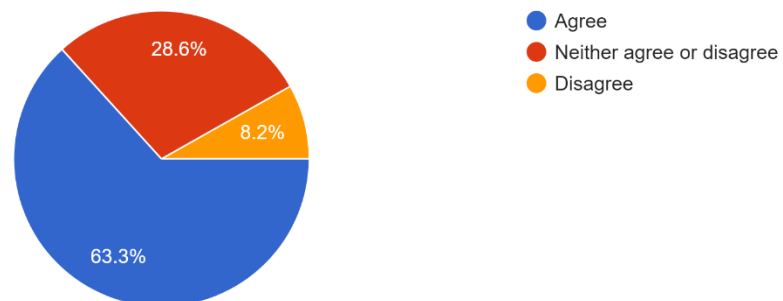
I am confident my line manager does what is in the best interest of Service Users

49 responses



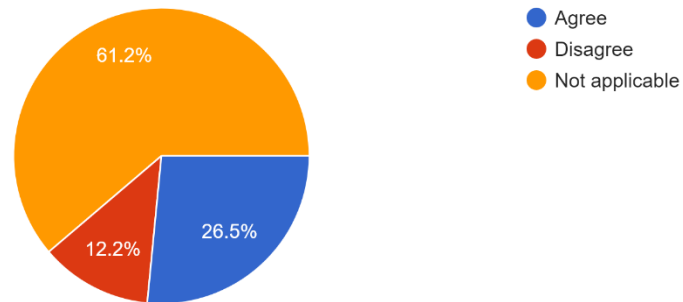
I am comfortable with appropriately challenging other team members ways of working

49 responses



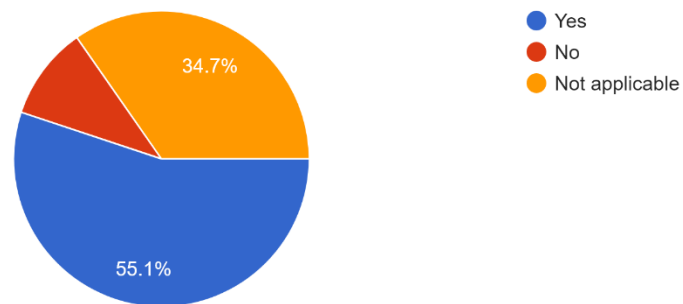
SEFTON SERVICES ONLY: I regularly support Service Users to attend the Bowersdale Centre

49 responses



I work with outside agencies within my role

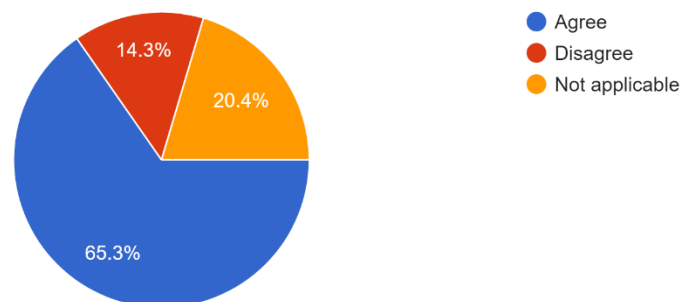
49 responses



Training & Development

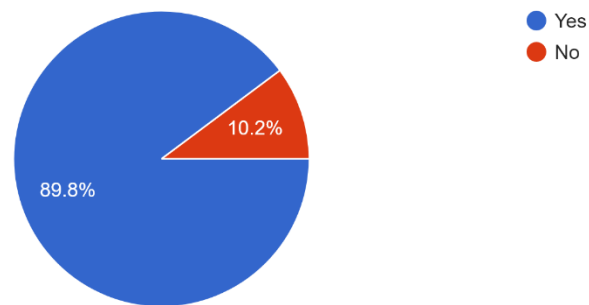
The induction process prepared me well for my role

49 responses



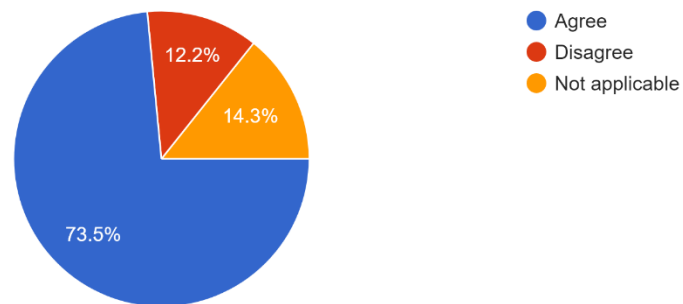
My training needs are regularly reviewed

49 responses



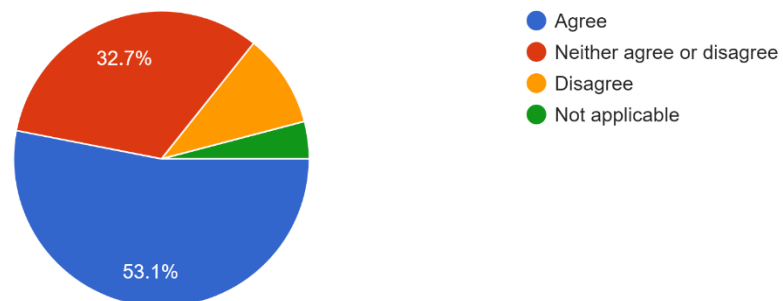
I am regularly booked onto training courses by my line manager

49 responses



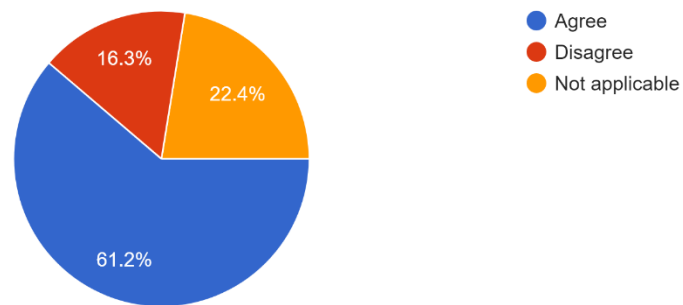
There are opportunities for my personal and professional development

49 responses



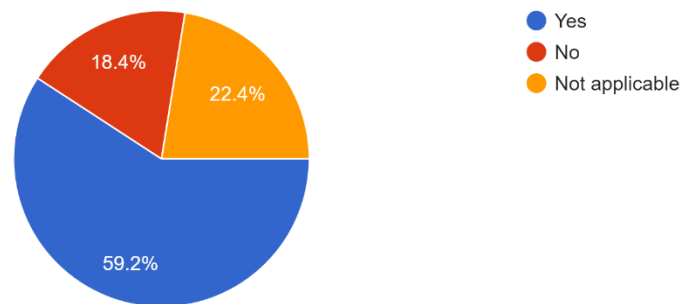
I have opportunities to take on extra responsibility within my role

49 responses



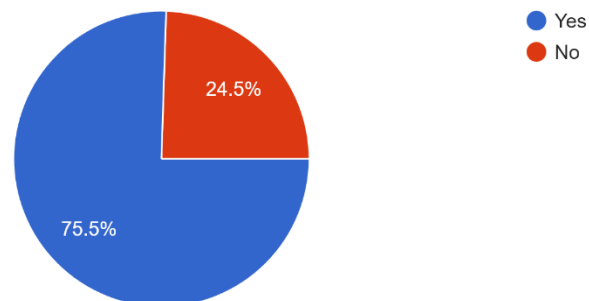
I have a personal training and development plan

49 responses



I have received an appraisal within the last 12 months

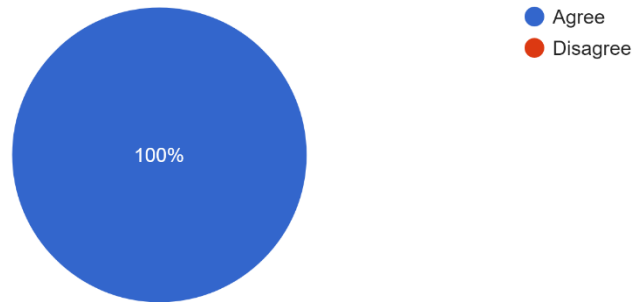
49 responses



Data Protection

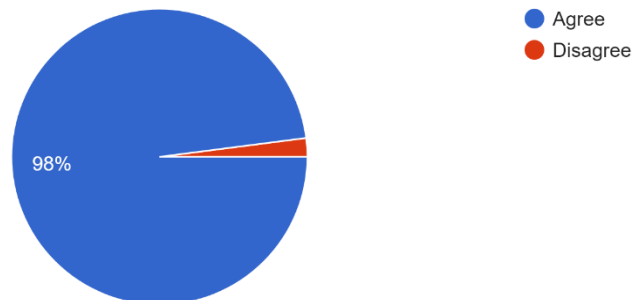
I understand the data security and precautions are important for the company

49 responses



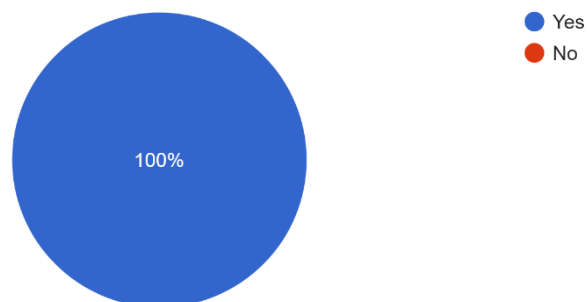
I am happy my data is used legally and held securely

49 responses



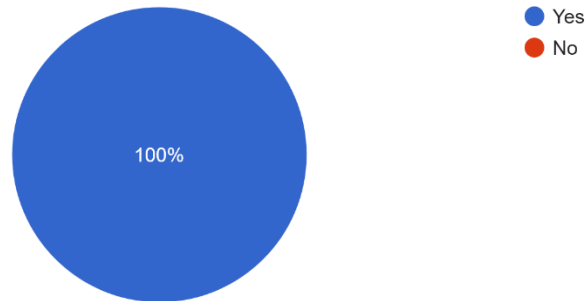
I know how to use and share data securely

49 responses



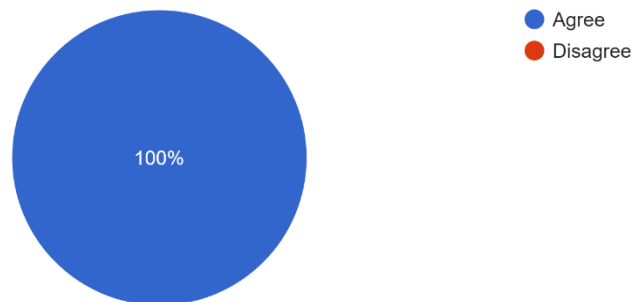
I am aware that the use of public Wi-Fi or unsecure Wi-Fi could be unsafe and lead to unauthorised access to personal data

49 responses



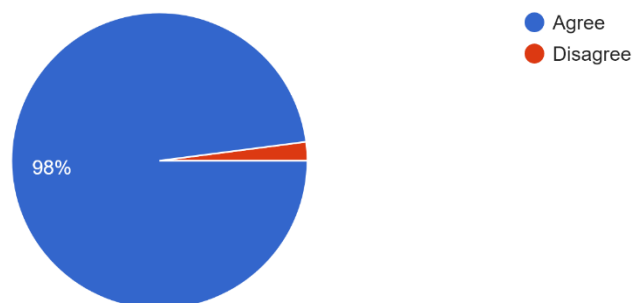
I understand the important laws and principles of data sharing and when I should and shouldn't share data

49 responses



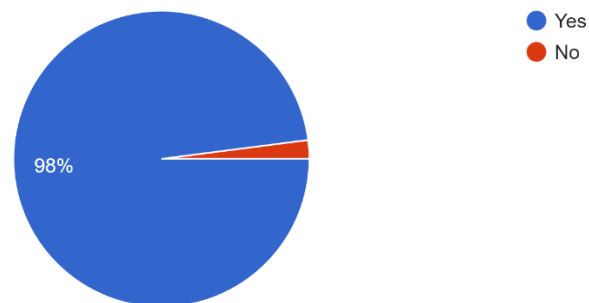
I feel confident raising concerns about unsecure or unlawful uses of data and these will be acted on without personal recrimination

49 responses



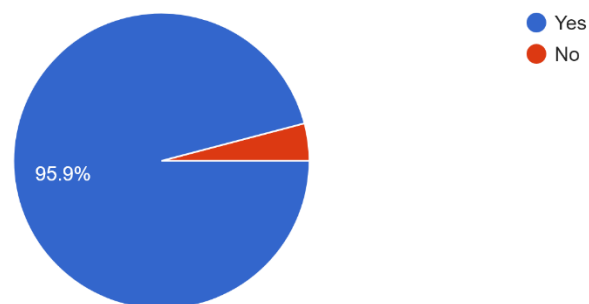
The level of access I have to IT systems holding data is appropriate to my role

49 responses



I know how to report a data security breach

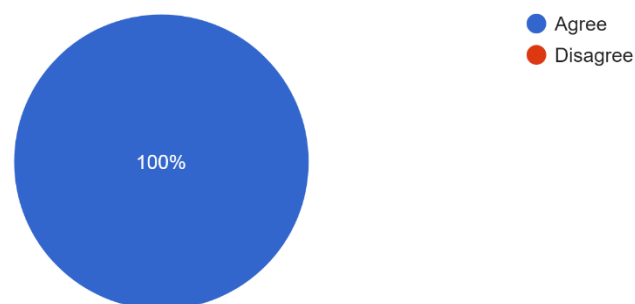
49 responses



Quality, Health & Safety

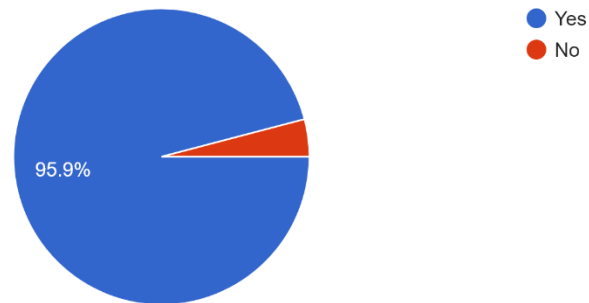
I understand why it is important to have clear and up to date policies and procedures

49 responses



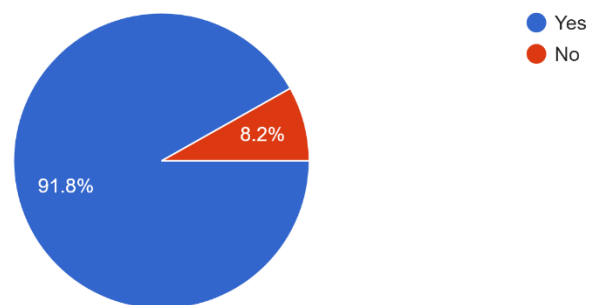
Updates to policies and procedures are communication by my line manager and I am confident that I understand them

49 responses



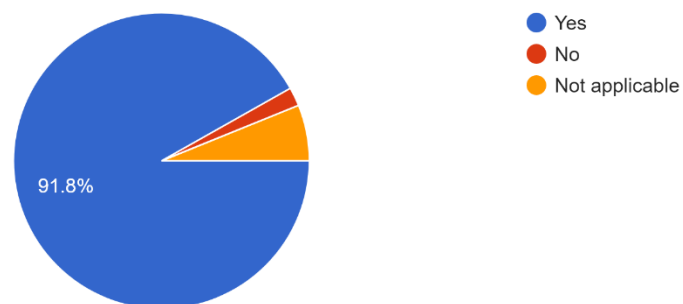
I feel confident in reporting whistleblowing concerns

49 responses



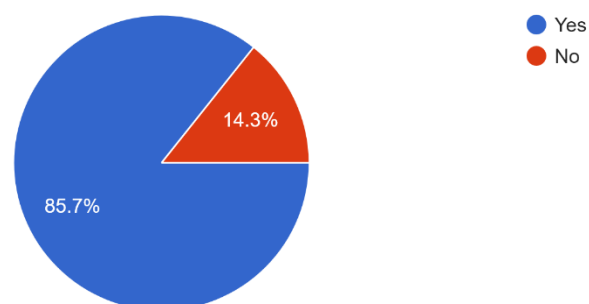
I know how to report safeguarding concerns

49 responses



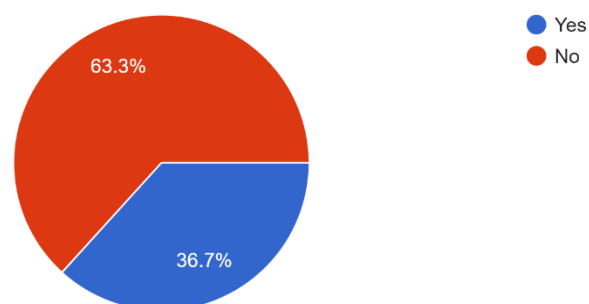
My health and welfare is maintained while working for the organisation

49 responses



I have seen the results of last years survey

49 responses



END OF REPORT

