Expect Group of Companies Rowan Care & Focus Care Wales Staff Survey Results October 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 – Rowan Care & Focus Care Wales
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 staff members. 19 Rowan Care & Focus Care Wales employees received the Staff Survey and there were a total of 13 responses received.

Results from the Staff Survey are very positive and show that all respondents understand what the organisations aims to do, understand their job role and responsibilities, are willing to go above and beyond for Rowan Care/ Focus Care Wales. Responses show that 69.2% of respondents get job satisfaction working for Expect, while 46.2% of response indication that respondents feel stressed at work in comparison to April report of 33.3% respondents feel stressed at work.

Responses indicate that communicated could be improved by both the organisation and individual teams. 92.3% of respondents report they have the opportunity to take part in staff meetings and have regular supervisions. 84.6% of respondents express they enjoy working for Rowan Care & Focus Care Wales which has decreases by 9.8% since April's report.

Team work and duties are in the main positive, 69.2% of respondents feel part of a team working together to provide a good service in compassion to 77.8% in Aprils report. 53.6% of respondents express that members of the team recognise and value the work they do. 69.2% of respondents report that they are comfortable appropriately challenging other team members ways of working. This has increase since Aprils report by 8.1%.

Staff training and development responses indicate that 50-80% respondents are mainly happy with their level of training and development. 84.6% of respondents report they are booked onto regular training by their line managers. 53.8% of respondents report they have the opportunity for personal and professional development.

100% of responses indicate that respondents have full understanding of Data Protection, processes and responsibilities. 7.7% of respondents report that they do not feel confident raising concerns about unsecure or unlawful use of data.

Responses indicate a full understanding around health and safety and how to raise quality concerns.

46.2% of responses indicate that respondents have not seen the survey results for the last staff survey (April 2023). This is concerning as surveys have been circulated via email to all line managers to share with their teams and a copy of the survey is assessable on the Expect company website.

General Information

How long have you worked for the Company?
13 responses

- Less than 1 year
- 1 to 2 years
- 3 to 6 years
- 7 to 10 years
- Over 10 years

30.8%
15.4%
53.8%
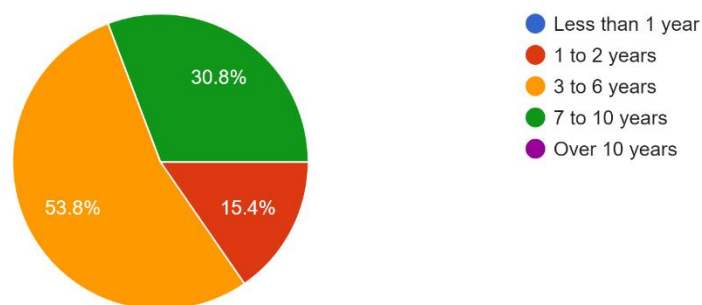
Your Gender
13 responses

- Female
- Male
- Non-binary
- Prefer not to say

76.9%
23.1%
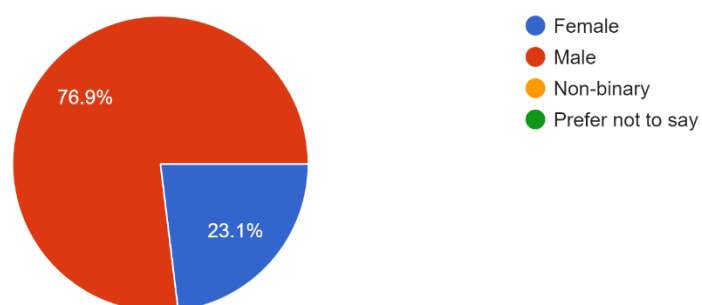
What is your job role?
13 responses
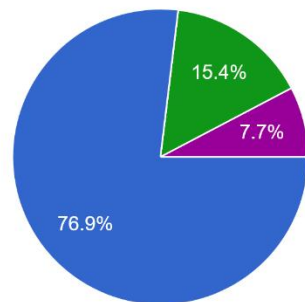
- Support Worker
- Bank Support Worker
- Office Staff
- Senior Support Worker / Team Leader / Co-ordinator
- Service Manager / Department Manager
- Senior Manager
- Cleaner
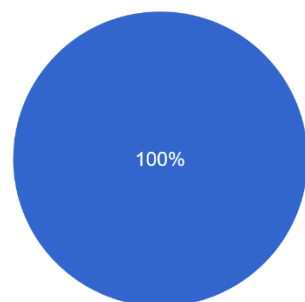- Volunteer

76.9%
15.4%
7.7%

Which age group do you fit into?
13 responses
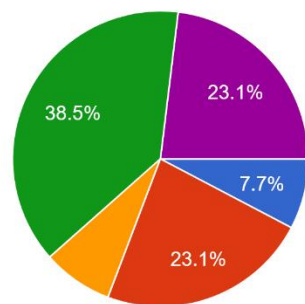
- 16 - 24 years
- 25 - 35 years
- 35 - 44 years
- 45 - 54 years
- 55 - 64 years
- Over 65 years

38.5%
23.1%
23.1%
7.7%

Direction & Culture

I understand what our organisation is here to do
13 responses

- Agree
- Neither agree or disagree
- Disagree

100%

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

13 responses

- Agree
- Neither agree or disagree
- Disagree

100%
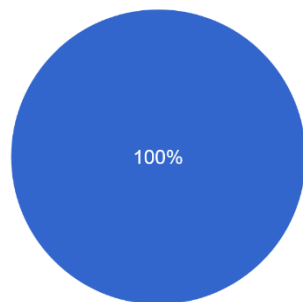
I am willing to go above and beyond what is expected of me in my role

13 responses

- Agree
- Neither agree or disagree
- Disagree

100%
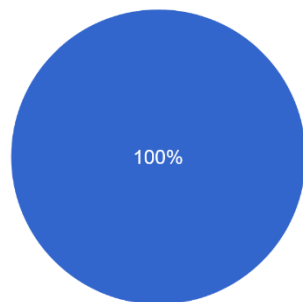
I have strong loyalty to the Expect Group of Companies (Rowan Care & Focus Care Wales)

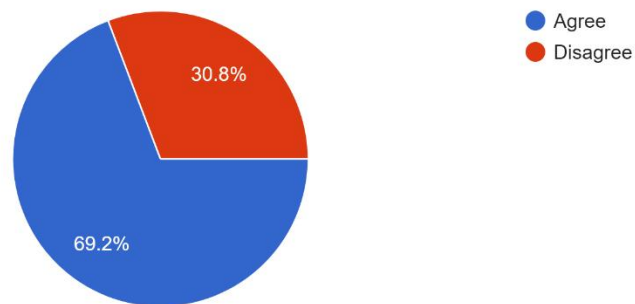13 responses

- Agree
- Neither agree or disagree
- Disagree

46.2%
7.7%
46.2%
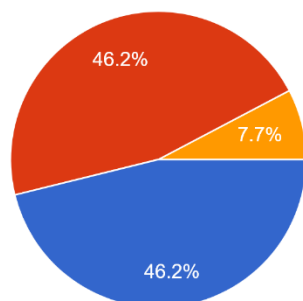
I have strong loyalty to the service/department I work in
13 responses

- ● Agree
- ● Neither agree or disagree
- ● Disagree

23.1%

7.7%

69.2%
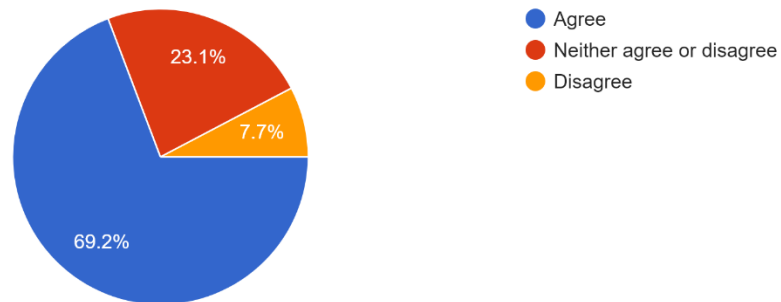
I get job satisfaction
13 responses

- ● Agree
- ● Disagree

30.8%

69.2%

I am not over stressed in my role
13 responses

- ● Agree
- ● Disagree

53.8%

46.2%
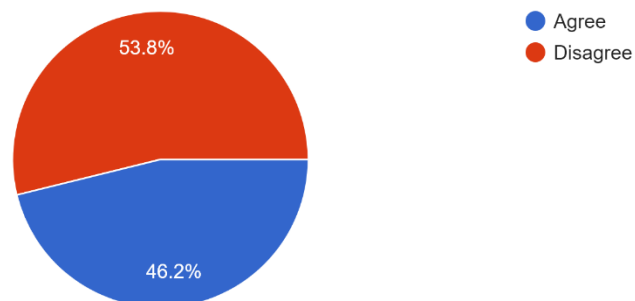
Communication

The organisation communicates well with staff
13 responses

- Agree
- Neither agree or disagree
- Disagree

61.5%   15.4%   23.1%
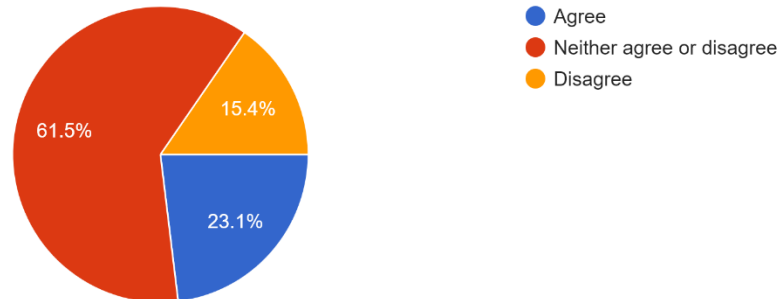
My team communicates well with me
13 responses

- Agree
- Neither agree or disagree
- Disagree

38.5%   7.7%   53.8%
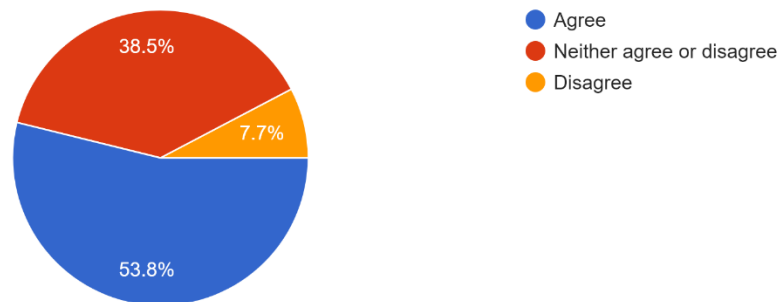
I access my company email at least weekly
13 responses

- Yes
- No

7.7%   92.3%
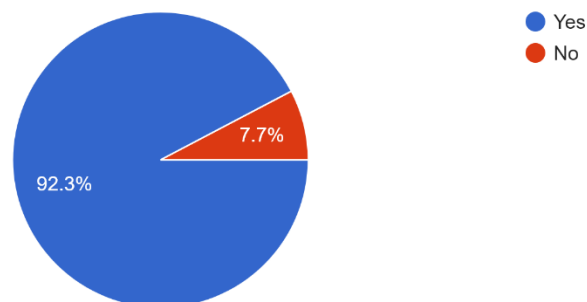
My manager is open and honest when communicating
13 responses

- Agree
- Neither agree or disagree
- Disagree

38.5%

61.5%
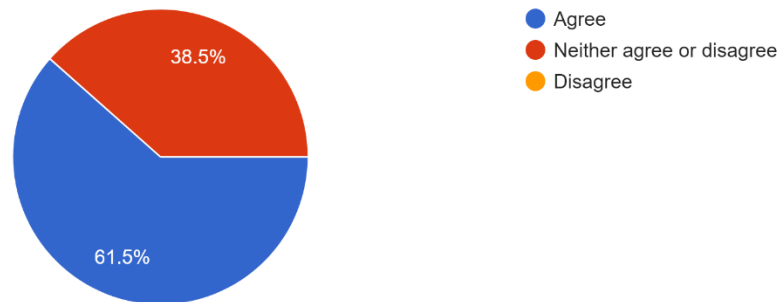
I have the opportunity to talk to senior managers about my thoughts and ideas
13 responses

- Agree
- Neither agree or disagree
- Disagree

46.2%

15.4%

38.5%
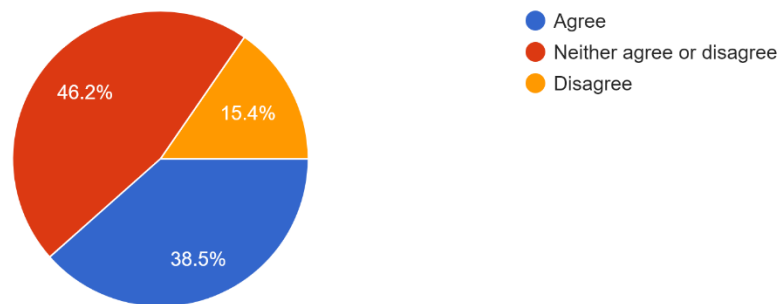
I have the opportunity to take part in regular staff meetings
13 responses

- Agree
- Disagree

92.3%

7.7%
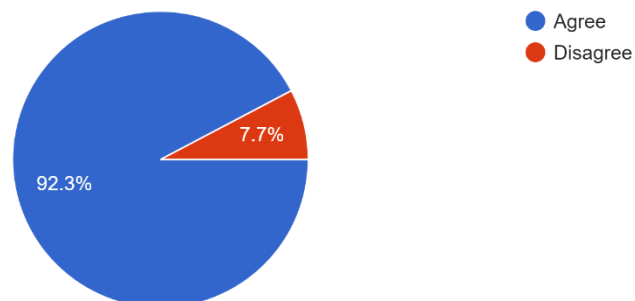
I have regular supervisions with my line manager
13 responses

- Agree
- Disagree

92.3%
7.7%
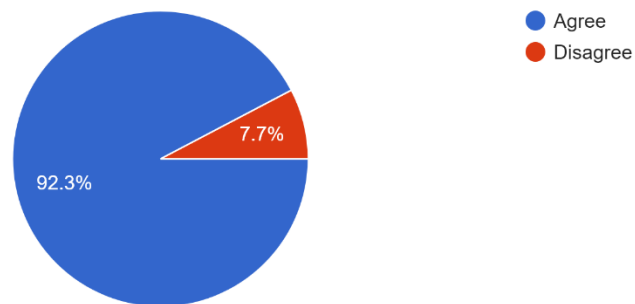
I feel I am able to challenge the way things are done within my team
13 responses

- Agree
- Neither agree or disagree
- Disagree

53.8%
46.2%
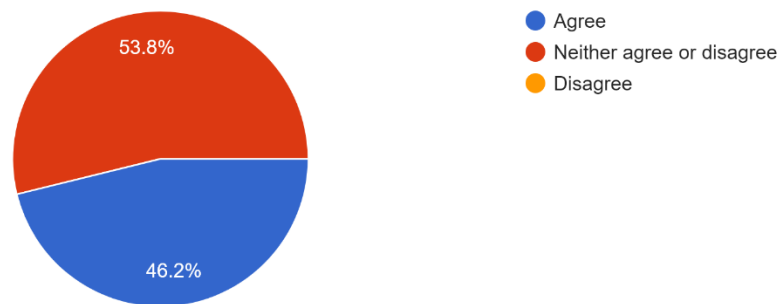
Company emails keep me informed
13 responses

- Agree
- Disagree

69.2%
30.8%
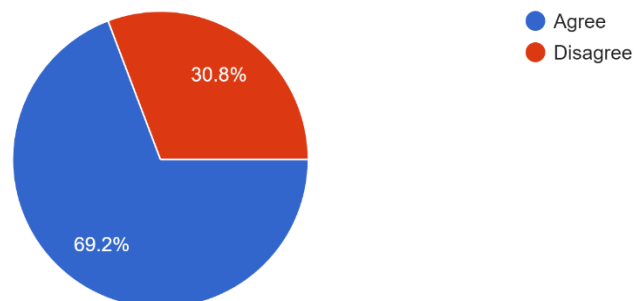
Support from the Company and Management

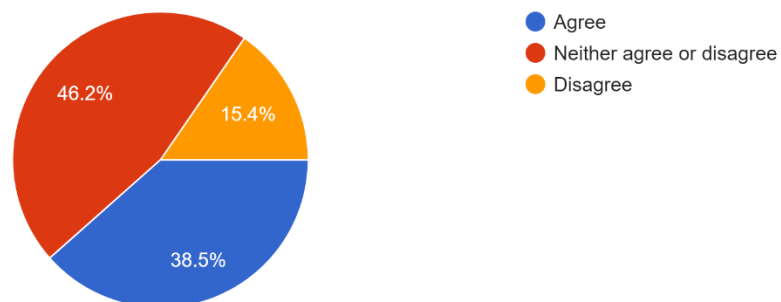### I get appropriate support from my line manager which helps me do my job well
13 responses

- Agree — 61.5%
- Neither agree or disagree — 23.1%
- Disagree — 15.4%
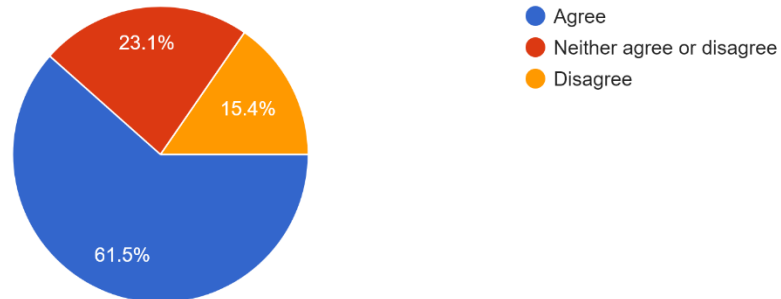
I get the appropriate support from my team which helps me do my job well
13 responses

- Agree — 69.2%
- Neither agree or disagree — 23.1%
- Disagree — 7.7%
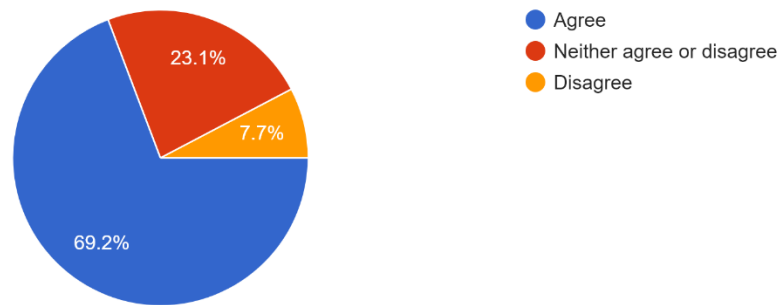
I am encouraged to share my ideas about how the organisation can improve
13 responses

- Agree — 38.5%
- Neither agree or disagree — 46.2%
- Disagree — 15.4%

Management recognise and appreciate my effort
13 responses

- Agree
- Neither agree or disagree
- Disagree

38.5%
15.4%
46.2%
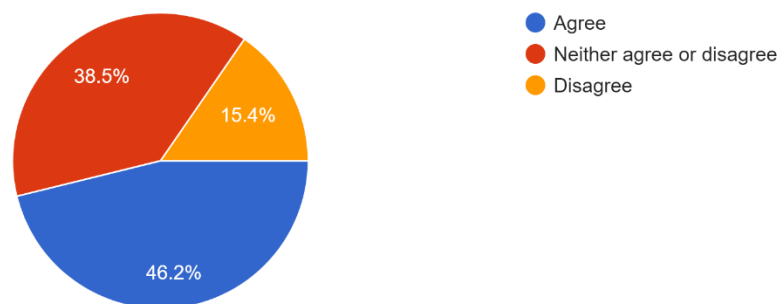
I enjoy working for the Expect Group Rowan Care & Focus Care Wales
13 responses

- Agree
- Disagree

15.4%
84.6%
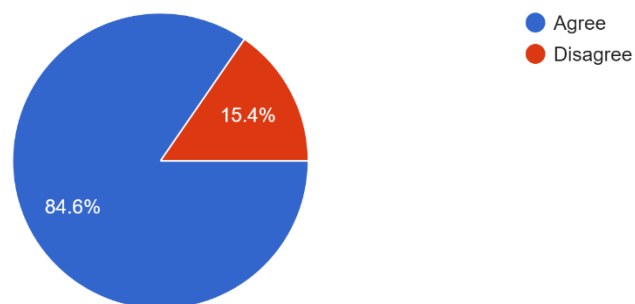
Teamwork and Duties

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

- Agree
- Disagree

30.8%
69.2%
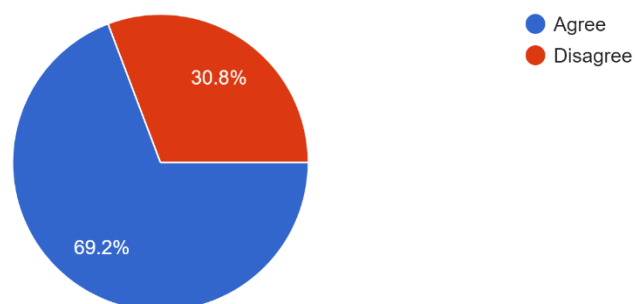
When things go wrong my line manager looks for solutions rather than placing blame
13 responses

- Agree
- Neither agree or disagree
- Disagree

30.8%
15.4%
53.8%
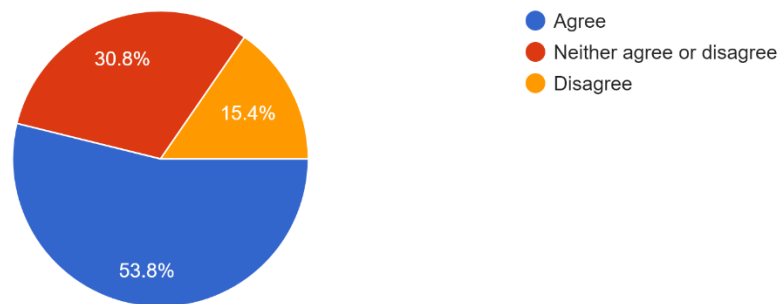
The members of my team recognise and value the work I do
13 responses

- Agree
- Neither agree or disagree
- Disagree

30.8%
15.4%
53.8%
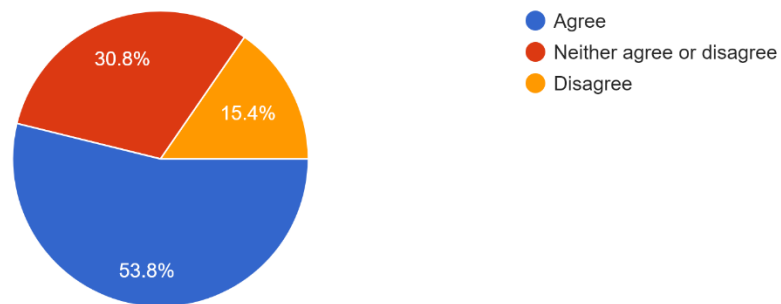
I am confident my line manager does what is in the best interest of Service Users
13 responses

- Agree
- Disagree

15.4%
84.6%
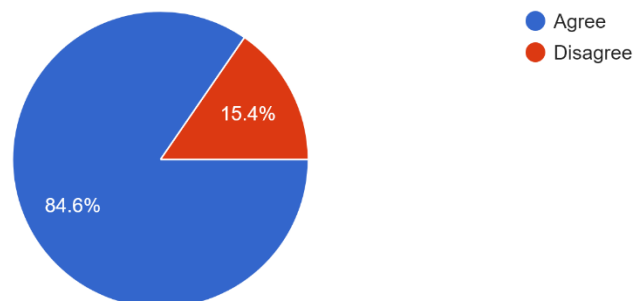
I am comfortable with appropriately challenging other team members ways of working

13 responses

- Agree
- Neither agree or disagree
- Disagree

30.8%

69.2%
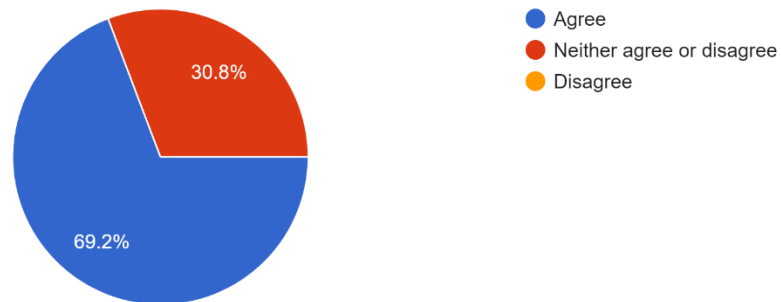
My team is flexible in the way they work with shifts, training and cover

13 responses

- Agree
- Disagree

30.8%

69.2%
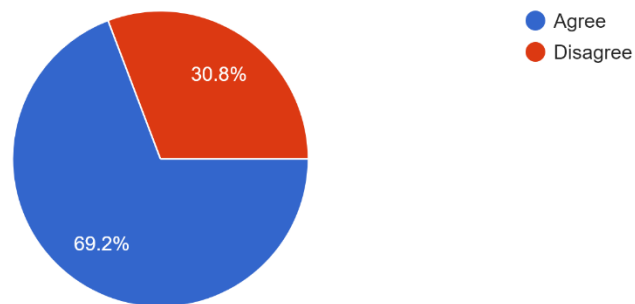
I work with outside agencies within my role

13 responses

- Agree
- Disagree
- Not applicable

53.8%

46.2%
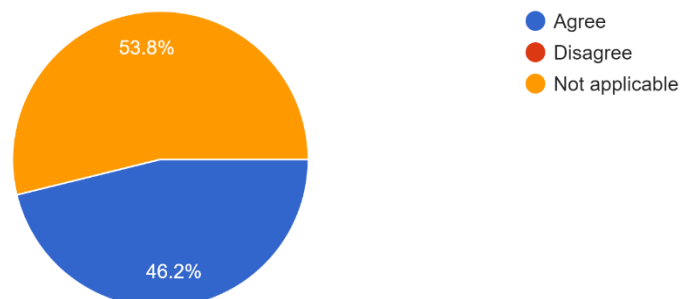
Training & Development

The induction process prepared me well for my role
13 responses

- Agree
- Disagree
- Not applicable

30.8% Disagree
7.7% Not applicable
61.5% Agree
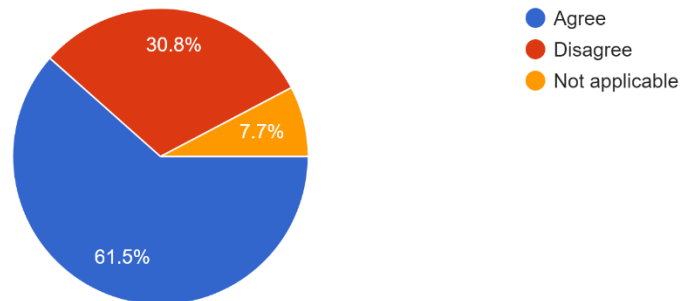
My training needs are regularly reviewed
13 responses

- Yes
- No

38.5% No
61.5% Yes
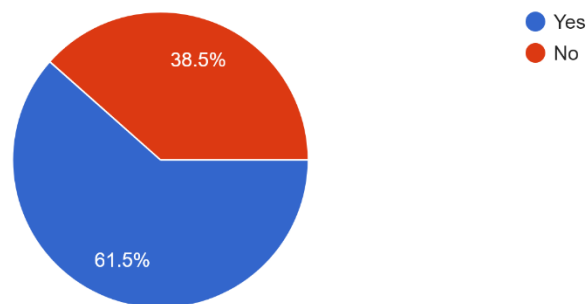
I am regularly booked onto training courses by my line manager
13 responses

- Agree
- Disagree
- Not applicable

15.4% Disagree
84.6% Agree
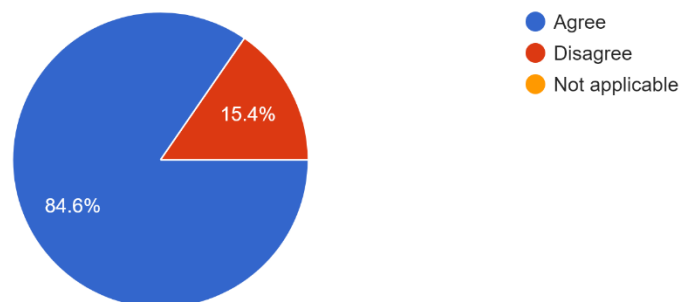
There are opportunities for my personal and professional development
13 responses

- Agree
- Neither agree or disagree
- Disagree
- Not applicable

53.8%
23.1%
15.4%
7.7%
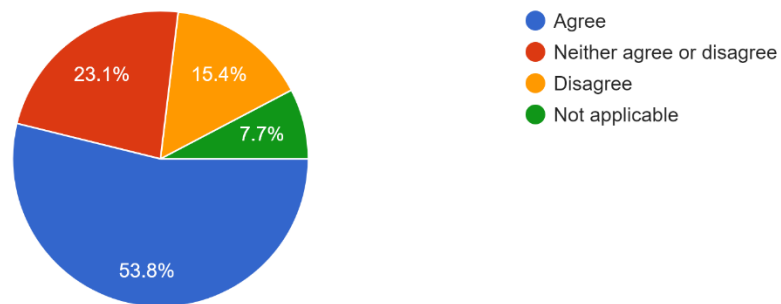
I have opportunities to take on extra responsibility within my role
13 responses

- Agree
- Disagree
- Not applicable

61.5%
30.8%
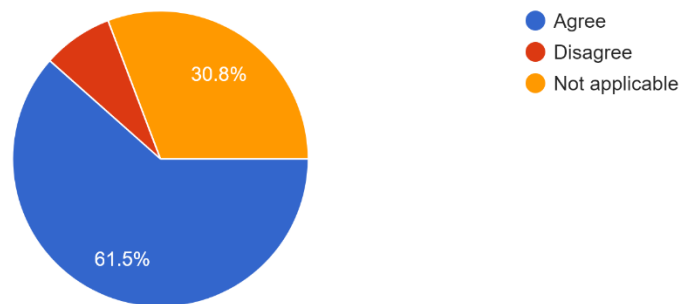
I have a personal training and development plan
13 responses

- Yes
- No
- Not applicable

38.5%
23.1%
38.5%
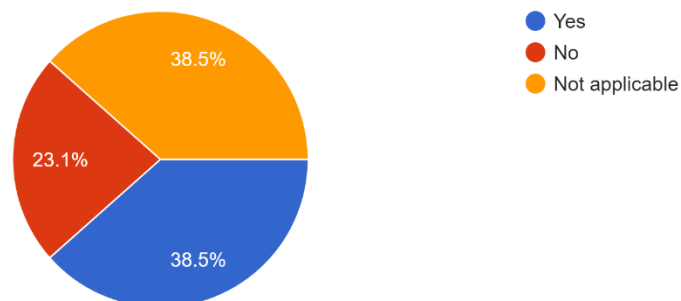
I have received an appraisal within the last 12 months
13 responses

- Yes
- No

84.6%
15.4%
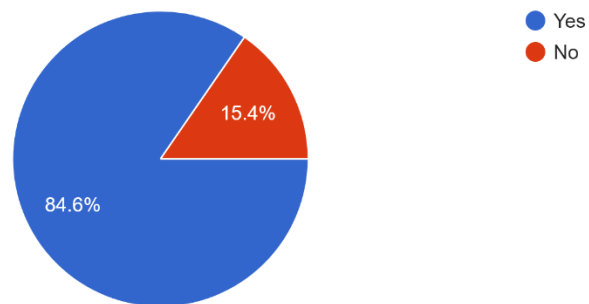
Data Protection

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

- Agree
- Disagree

100%
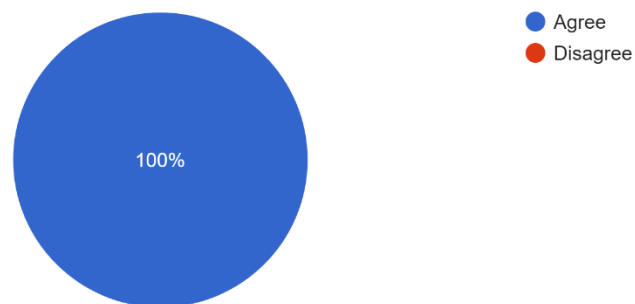
I am happy my data is used legally and held securely
13 responses

- Agree
- Disagree

100%
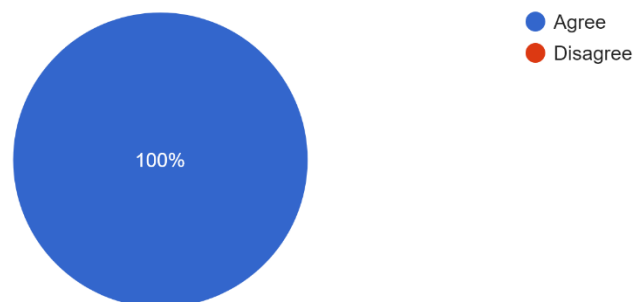
## I know how to use and share data securely

13 responses

- Yes
- No

100%
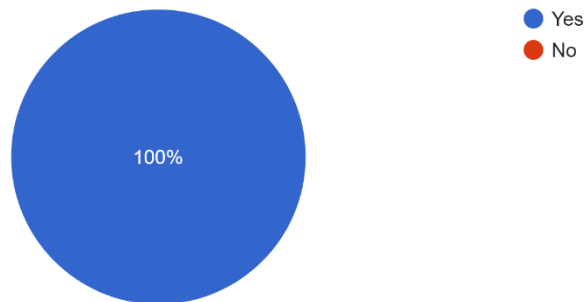
I am aware that the use of public Wi-Fi or unsecure Wi-Fi could be unsafe and lead to unauthorised access to personal data
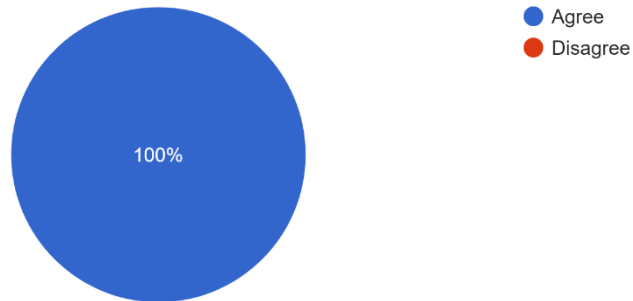
13 responses

- Yes
- No

100%
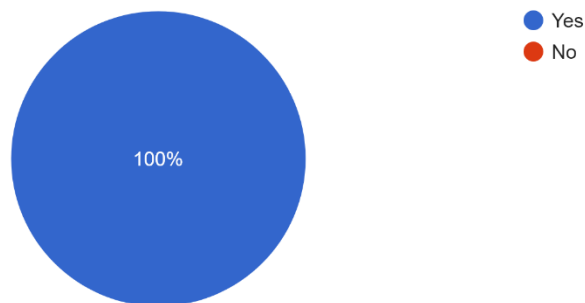
I feel confident raising concerns about unsecure or unlawful uses of data and these will be acted on without personal recrimination
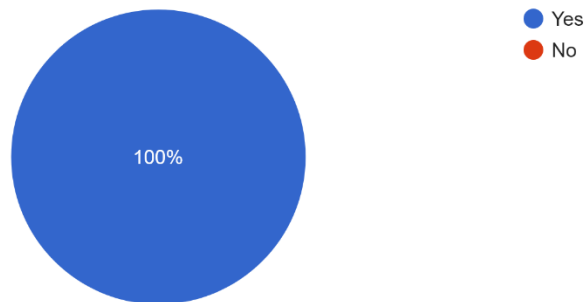
13 responses

- Agree
- Disagree

92.3%

7.7%
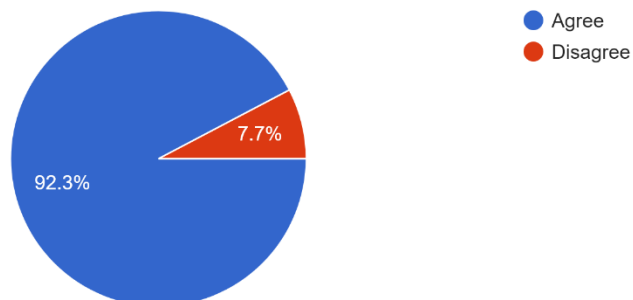
I understand the important laws and principles of data sharing and when I should and shouldn't share data

13 responses

- Agree
- Disagree

100%

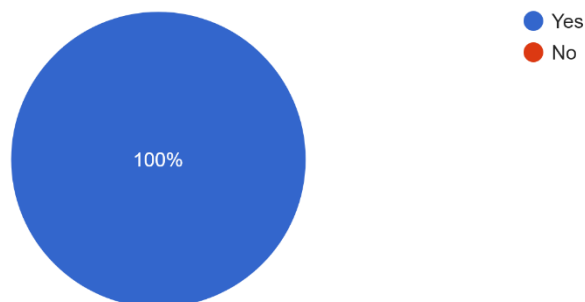## If I have a question about sharing data lawfully and securely, I know were to seek help
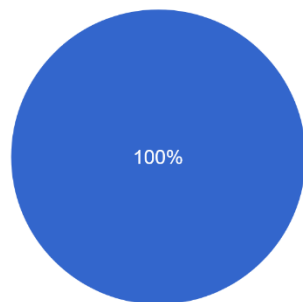
13 responses

- Yes
- No

100%

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

13 responses

- Yes
- No

100%

I know how to report a data security breach
13 responses

- Yes
- No

100%

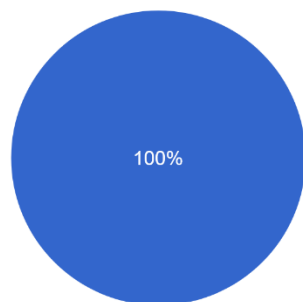## Quality, Health & Safety

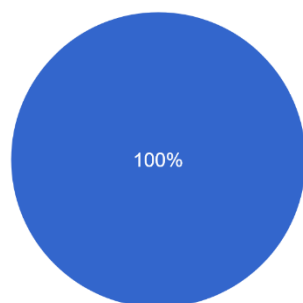## I understand why it is important to have clear and up to date policies and procedures
13 responses

- Agree
- Disagree

100%

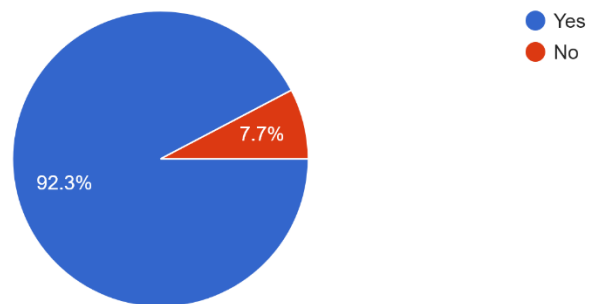## Updates to policies and procedures are communication by my line manager and I am confident that I understand them
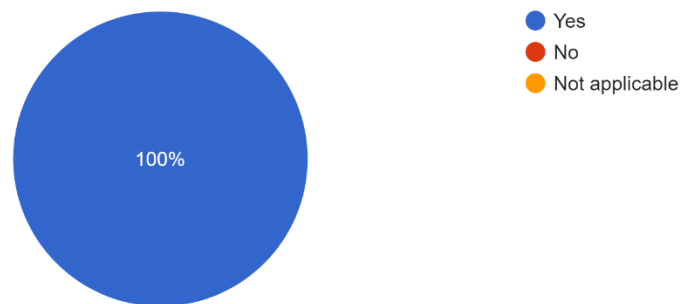13 responses

- Yes
- No

100%

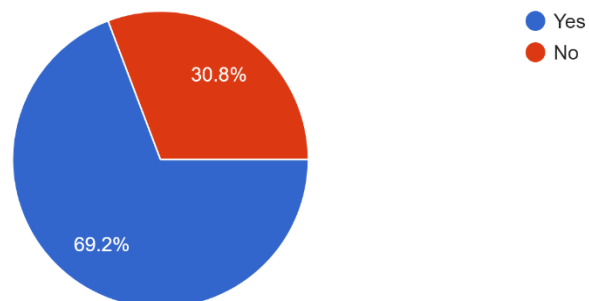**I feel confident in reporting whistleblowing concerns**
13 responses

Yes
No

92.3%
7.7%

I know how to report safeguarding concerns
13 responses

Yes
No
Not applicable

100%

My health and welfare is maintained while working for the organisation
13 responses

Yes
No

69.2%
30.8%

I have seen the results of last years survey

13 responses

- ● Yes
- ● No

53.8% 46.2%

END OF REPORT