



Have Your Say

Real Life Options Group
2017 Staff Survey Results

1st
Homecare

Real Life Options

a real choice | a real voice | a real difference

Dear Colleagues

I would like to thank those of you who took the time to complete the Have Your Say Staff survey. The responses show **the strong level of commitment** Real Life Options and 1st Homecare staff have to the people we support. It's great to know that nearly **90% of our staff** feel that the work they do at Real Life Options Group gives them a feeling of personal achievement.

Your opinions and feedback are very important for us to continue to take the Real Life Options Group forward and it's been good to hear what so many of you think. The survey has enabled us to **establish a better picture** of how you feel about working for Real Life Options and 1st Homecare. Your responses have provided us with some helpful views about how we can **work together for our shared vision for the future**.

The Board are very committed to making sure that everyone benefits from what you have shared with us. This will be an ongoing process that will help shape our work and ensure that we remain **a person-centred organisation**.

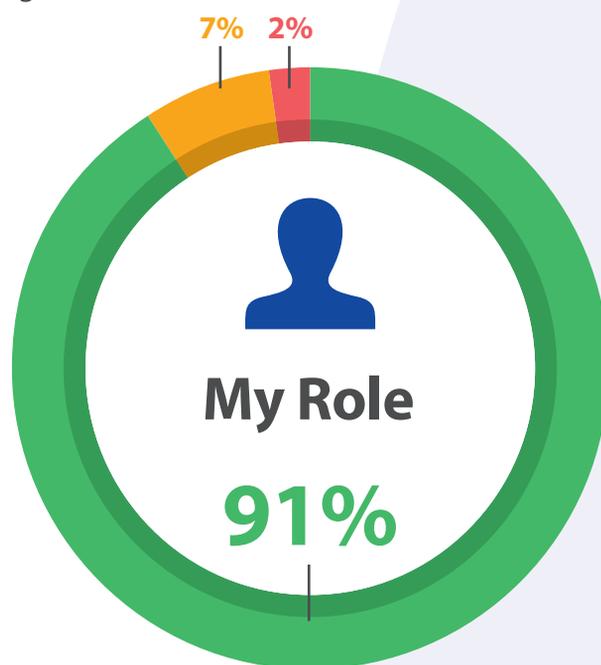
From here we will be **developing an action plan** based on what you have told us, see the back page for more details about our Next Steps.

Thank you for 'Having Your Say'.



David Sargent

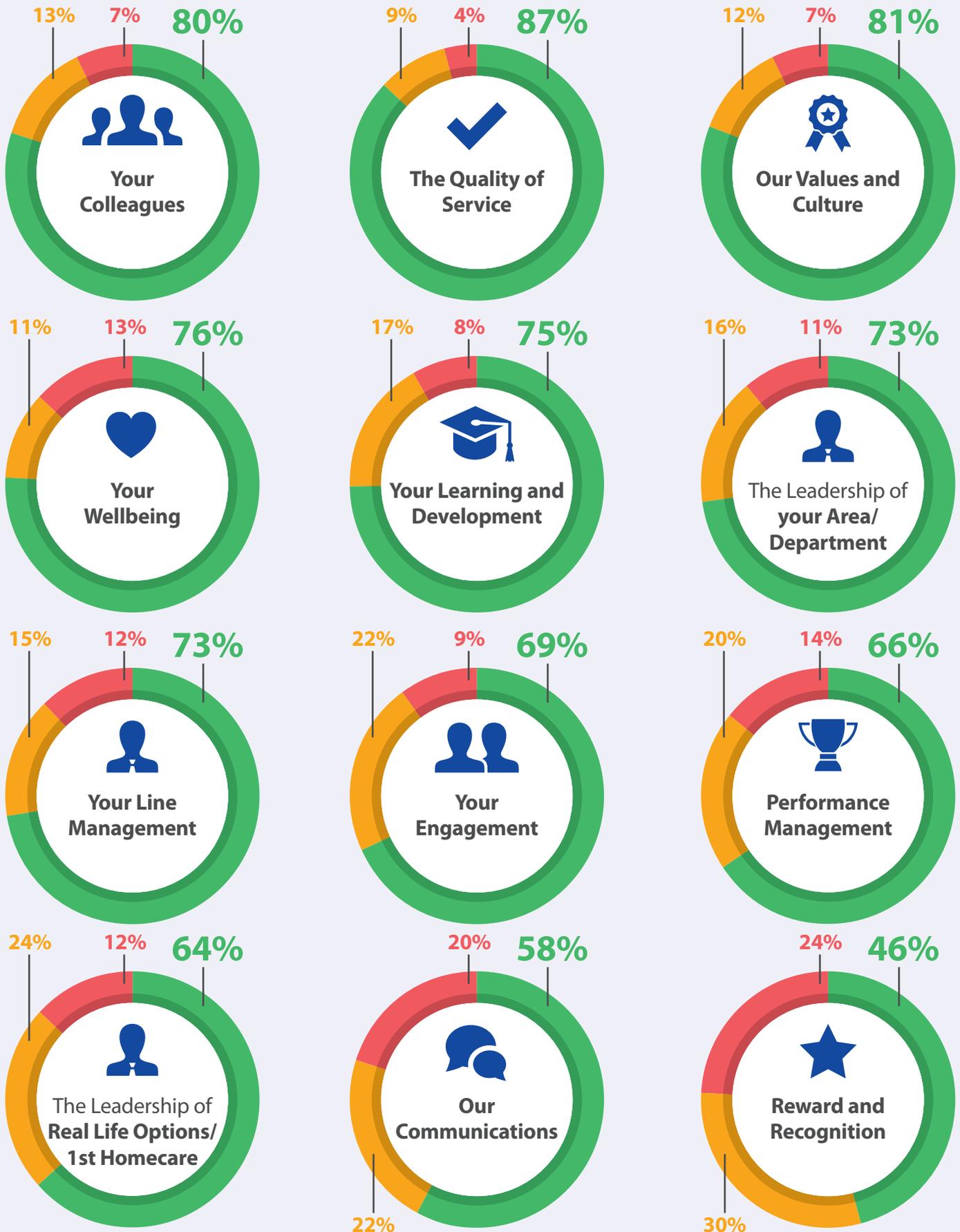
Chief Executive, Real Life Options Group



Overall Results Summary

● Positive ● Neutral ● Negative

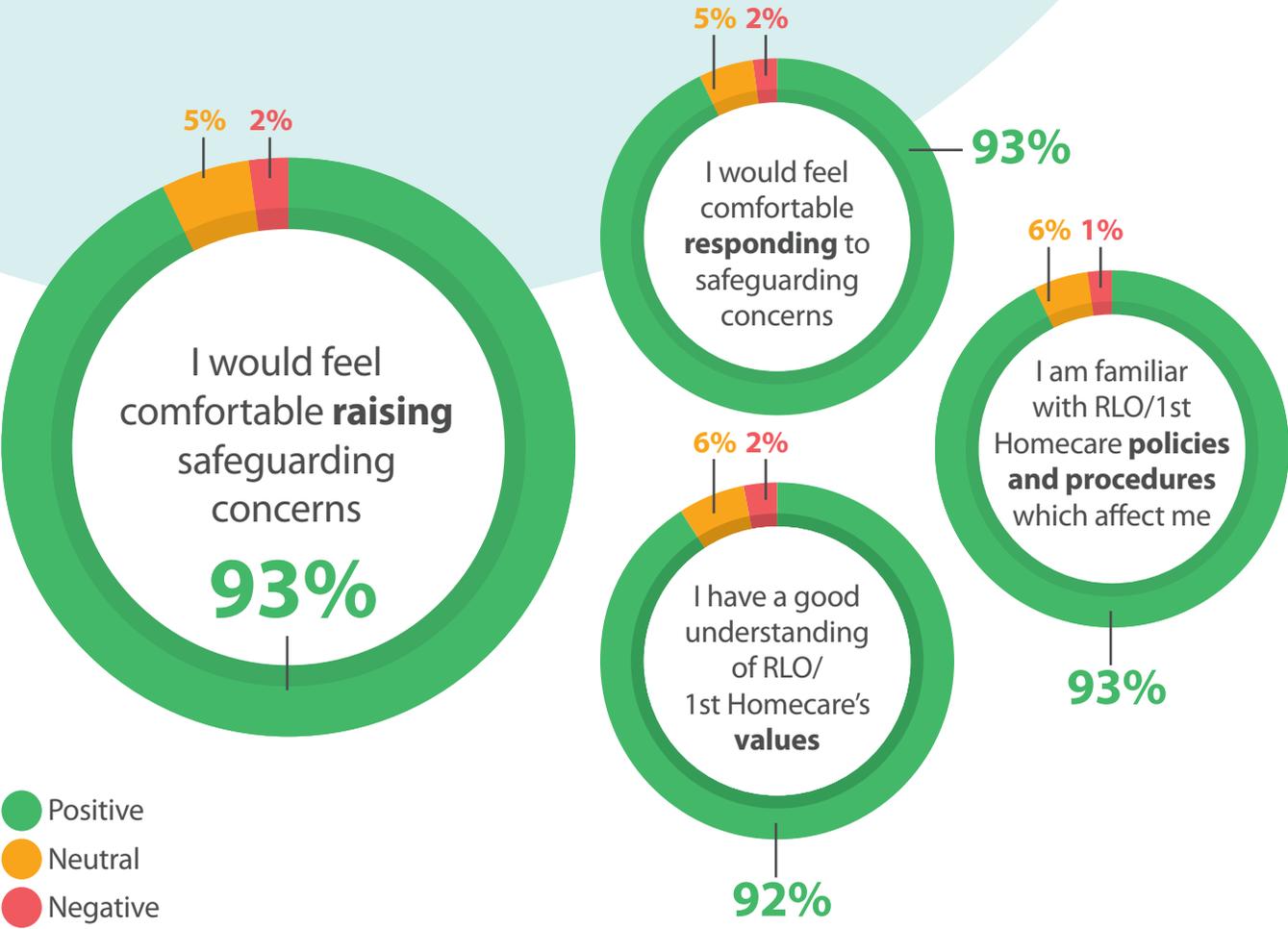
We asked you to **rate how positive you are** about certain areas of Real Life Options/1st Homecare. Here is how you responded:





Highlights

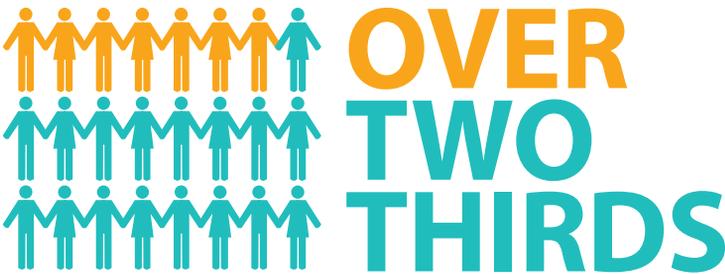
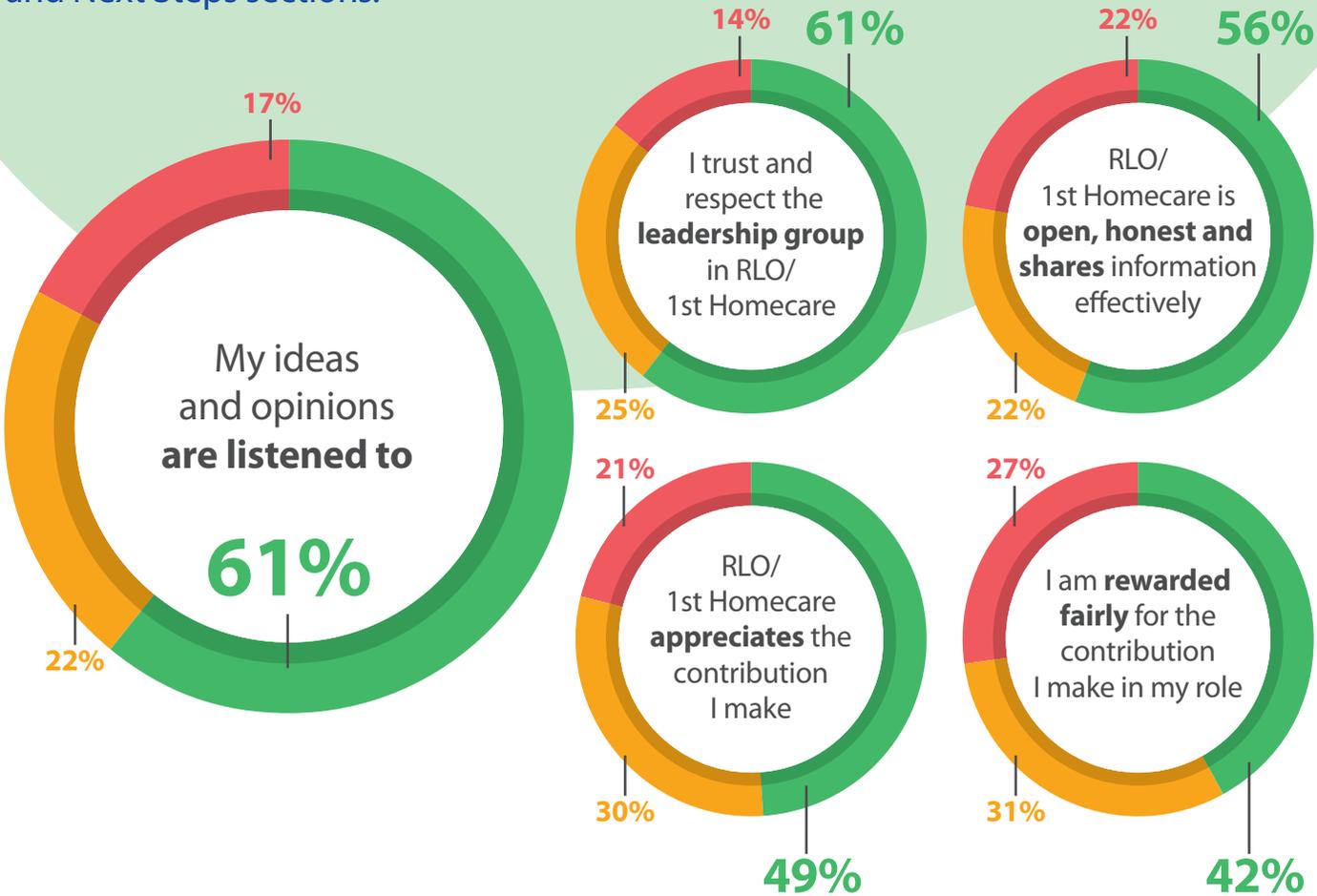
Staff responses to the Have Your Say survey identified some **important highlights about working for the Real Life Options Group**. Some of the top scoring questions are shown below.





Areas for further improvement

The staff survey also indicated **some key areas for further improvement**. Some of these are outlined below and are discussed in more depth under the What You Said and Next Steps sections.



of staff would recommend the Real Life Options Group as a **good place to work**



of staff feel that the work they do gives them a feeling of **personal achievement**



What You Said

Your feedback is important to us and **helps us grow as an organisation**. See below for some of the insights we've taken from your survey responses.



Your Role



- **Staff across the organisation are very committed**, with 89% of staff saying that the work they do gives them a feeling of personal achievement.
- It is reassuring that the vast majority of staff (93%) are **familiar with the policies and procedures** that affect them.

Your Wellbeing



- A significantly high percentage of staff (87%) said they would feel **confident in reporting bullying or harassment**.
- Over two thirds of staff felt they had a **good work/life balance**, with positive comments about the **flexibility of working arrangements**.

The Quality of Service



- We are really pleased that 93% of staff would **feel comfortable both raising and responding to safeguarding concerns**, as well as 83% of staff feeling confident to whistle blow if necessary.
- There were also **very positive responses about quality** – over 85% of staff felt their teams provided high quality services to the people we support.

Your Colleagues



- A high proportion of staff (80%) reported that people in their team **work well together** to get the job done.
- There are still opportunities to **further encourage strong teamwork**, for example by developing team building exercises and encouraging open suggestions at staff meetings.

Our Values and Culture



- A significantly high proportion of staff (92%) stated they had a **good understanding of our values**.
- 73% of staff responded positively to **how our values are embedded in our culture**.
- Over two thirds of staff believe they are **treated with fairness and respect**. There will be the opportunity to discuss this in team meetings going forward to establish how **this could be further enhanced**.

Your Learning and Development



- **The training provided is well-respected** throughout the organisation with 82% of staff stating that they are given the training necessary to do their job effectively.
- 66% of staff felt they were given the **opportunity to learn and develop potential**, so there is an opportunity to improve this further.
- Later in the year we are starting a **programme of workforce development** which will look at the skills and capabilities staff need to do their jobs and how we maximise the potential of the people who work for us.

The Leadership of Your Area/Department



- Staff were **positive about leadership** with 76% of staff saying they trusted and respected the managers of their area/department.
- 70% of staff believed their **managers understood the views and opinions of staff.**
- **The presence and visibility of Senior Managers** in services is highly valued and was a strong theme throughout the survey.
- Understandably the survey showed that staff want to feel that they are **part of decision making processes** and we will be working with you to ensure this happens.

Performance Management



- 65% of staff believe they receive regular, timely feedback that helps them to **improve their performance.**
- We are already working on this area in **the new appraisal process** and will discuss more in team meetings.

The Leadership of Real Life Options/1st Homecare



- Over two thirds of staff felt that they **understood the organisation's priorities.**
- 61% of staff trust and respect the leadership of the Real Life Options Group and we will be listening to you to **further improve this.**

Your Line Management



- Positively, 78% of staff **trust and respect their manager/coordinator** and over three quarters believe they receive the support they need.
- A recurring theme was the need to **consider the structure of responsibility** within services and this is an area we would like to discuss further with you.
- Approximately two thirds of staff said they received **regular feedback and thanks** for doing good work.

Our Communications



- Staff felt there was still scope for Real Life Options and 1st Homecare to **improve on how we share information in an open and honest manner.**
- We need to consider how the opinions and ideas of staff can be **better heard and acted upon.** This will form an important part of our action plan going forward.

Your Engagement



- Over two thirds of staff would recommend the Real Life Options Group as **a good place to work.**
- 72% of staff demonstrated **long-term commitment** to the organisation, saying they intended to still be working for us in twelve months' time.

Reward and Recognition



- We are already working on Reward and Recognition as an important **area for further improvement,** which was highlighted in the survey.
- We will be talking and listening to you about this topic in **future team meetings.**

So what's next...

Next Steps

1

To develop an action plan to consider the projects that have arisen from the staff survey, a **dedicated focus group** has been formed, which includes staff representatives from the Senior Management Team, Area Managers and Service Managers.

2

We want to listen to your views about the areas highlighted for further improvement, such as reward and recognition, communications and leadership. We will be **consulting with teams** to get people's feedback on this.

3

We will be asking you in team meetings whether you would value the **introduction of staff forums** where different topics can be discussed and suggestions made, for now and in the future.

4

The **Tell Us email address** acts as our digital suggestion box, through which you can put forward your bright ideas, good news stories and thoughts for improvement. **Simply email tellus@reallifeoptions.org or tellus@1sthomecare.co.uk to get your voice heard.**

If you would like to talk more about these Staff Survey Results there should be an opportunity for further discussion in a **future Team Meeting**. Your Manager will tell you more about this in due course.



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