

Engagement Survey & Values – Feedback 2015

Introduction

➤ The purpose of the engagement survey was:

- *for you tell us more about the organisation you work for.*
- *to gather insight into what is important to you.*
- *to give 'you a voice', through a venue for open feedback to management.*

➤ The survey was sent to 3600 staff and consisted of 26 questions across the following engagement drivers

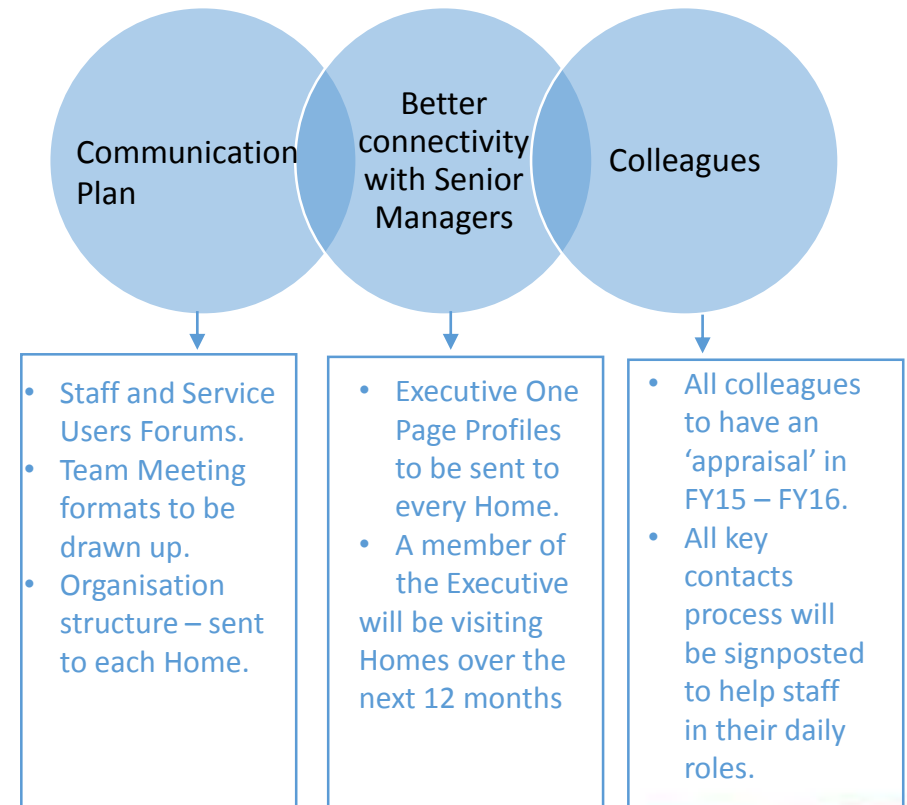
1. Trust
2. Teamwork
3. Empowering Work Environment
4. Corporate Responsibility
5. Career Progression

You said.....

- ☐ You are committed to providing a quality service to our 'service users'.
- ☐ You are proud and enjoy working for CareTech and would recommend it as a good place to work.
- ☐ That you have the necessary training and resources to fulfil your roles.
- ☐ That you have good working relationships with your managers.
- ☐ Your manager listens to and values what you have to say.
- ☐ Managers care about you as a person.
- ☐ The job that you do makes a positive difference to people's lives.
- ☐ You enjoy your job and working for CareTech

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- ☐ You want to see 'improved communication across the business'.
 - ☐ You want to see a better connection with Senior Management.
 - ☐ That you don't feel part of the 'wider' CareTech.
 - ☐ The vision and mission and strategy of CareTech needs to be communicated
 - ☐ Your opinion needs to be valued.
 - ☐ You do not understand how you fit into the wider business

We will....



Q & A

- Q – Will another survey be conducted in 2016?
- A – Yes, the survey is likely to be conducted in the first half of 2016.
- Q – What actions can we expect to see as a result of the feedback?
- A – The Executive have signed up to a number of initiatives which were shared with you earlier, all management tiers will also sign up to local engagement plans.
- Q – Why are you not sharing the engagement scores?
- A – We believe it is important to focus on the qualitative feedback you gave to us, this will allow us to put in plans to address the points that you have raised.

Values

You had a choice of 10 values which were identified as possible values for Caretech and were asked to vote for the values that you wanted to see Caretech adopt. They are as follows.....

Listening

By actively listening to all stakeholders we will continually improve our service offering.

Outcome Focused

A focus on enabling positive outcomes means that the people we support and our staff will be able to fulfil their goals and aspirations.

Empowering

By empowering our staff, we are confident that each individual will be able to live fulfilling lives and employees will feel valued.

Positive

We embrace positive change which results in better outcomes for the people we support as well as for our staff.

Innovative

Through innovation we excel. We tailor our service provision to meet the needs of the people we support. Our staff are dedicated to providing innovative and creative support to achieve positive outcomes.

Person Centred

We respect and value our staff, the people who use our services and recognise that by being person-centred, we create positive outcomes for all.

Honesty

We encourage open and direct feedback from all stakeholders. By enabling this we will continuously improve our service offering.

Friendly

We promote an environment in which staff feel comfortable to share opinions and views and in which the people we support can live to their full potential.

Solutions Driven

We aspire to offer individual solutions for the people we support and therefore for commissioners and placement teams.

Financial strength

Our financial strength enables us to continually invest in our service offering ensuring the health and wellbeing of everyone we support.

Values

You chose the following values:

1. **Person Centred** -We respect and value our staff, the people who use our services and recognise that by being person-centred, we create positive outcomes for all.
2. **Empowering** – By empowering our staff, we are confident that the each individual will be able to live fulfilling lives and employees will feel valued.
3. **Friendly** - We promote an environment in which staff feel comfortable to share opinions and views and in which the people we support can live to their full potential.
4. **Positive** - We embrace positive change which results in better outcomes for the people we support as well as for our staff.
5. **Innovative** - Through innovation we excel. We tailor our service provision to meet the needs of the people we support. Our staff are dedicated to providing innovative and creative support to achieve positive outcomes.

A full launch of the values will take place in the new year.....

Values

- Values are important to us all... we are governed by them in our daily life.
- The values which you have chosen will provide a framework under which the organisation will engage with staff, service users and other stakeholders (families, commissioner's shareholders etc.) and will influence and the shape the culture of Caretech and the way in which it operates.

Message from Haroon Sheikh – Chief Executive Officer

“ Congratulations on choosing a great set of values. Our culture is paramount and is the heart of our organisation, it defines who we are and it is why we are seen as a great provider of quality care by our Service Users, Families, Commissioner's, Regulators and You. The new values which you have chosen will help us to continue to build a great organisation and it is up to all of us to live the values everyday and everything we do will stem from the values in order to achieve our goal, of Caretech, being a great place for all involved with it” Haroon Sheikh