



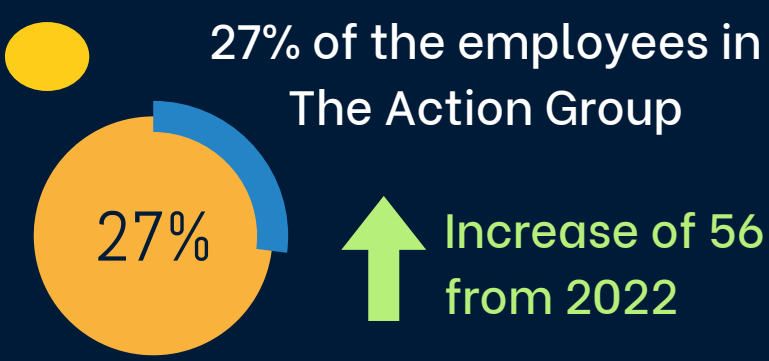
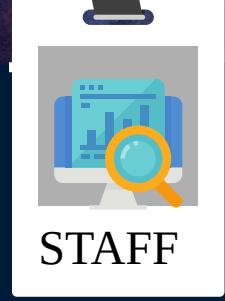
# 2023 STAFF SURVEY

## LISTENING TO OUR STAFF



### 1 ABOUT YOU

## 1 PARTICIPANTS: 169



- WHO TOOK PART**
- 98 Support worker
  - 19 Casual Support worker
  - 8 Advice worker
  - 2 Real jobs
  - 20 Internal Services
  - 22 Management/leaders

## 2 HOW THE SURVEY WAS CONDUCTED

Using 365 forms which was emailed, shared on TEAMS and Facebook, links put on the organisational ASC share point and for the first time this year a text message via Mail chimp was sent directly to staff mobiles (which again may have helped with the increased figures).



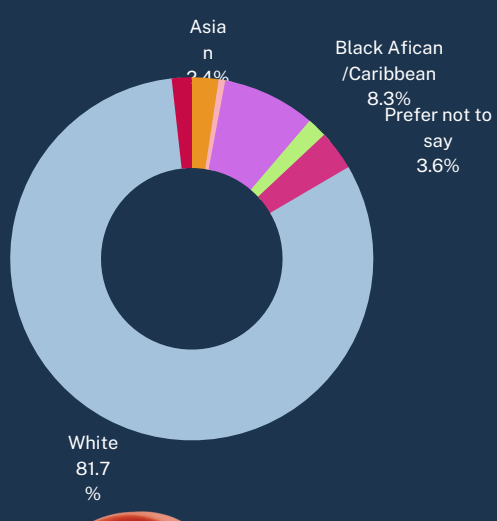
## 3 CATEGORIES

The results were broken down by category

- 1 About you
- 2 Involvement
- 3 Thrive
- 4 Leadership at Every level
- 5 Relationship & belonging

## 4 ETHNICITY

The results show a 38% increase in staff who do not identify as white, participating in the survey. Our aim is to foster inclusivity and support for all staff working with us.



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2023



# 2



## INVOLVEMENT YOU SAID WE WILL...

# 1

How to make better use of **ASC** – as the one stop for organisational information

13% of respondents found it useful, while 33% stated it was not useful at all.



# 2

improve team communication  
team meeting / leadership communication.

More consistent Quality conversations (supervisions)  
Team Meetings  
TAG talks for staff

# 3



Expectation around the answering of emails

How TAG use an AI BOT to support people to get answers quicker....?

# 4

Review the organisational use of social media



What works best for staff, people who use our services and for recruitment...

## 85% of staff feel that we communicate well with them



"I believe communication has improved since the last survey. We can still do better. I feel we should be more open and honest about things that we do well and not so well."

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3

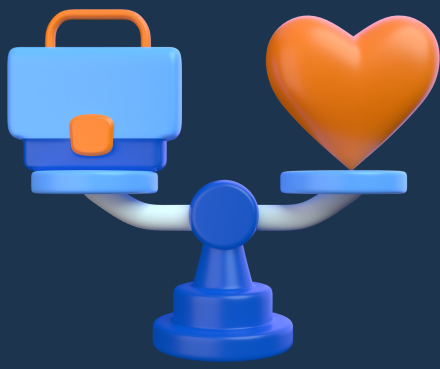
YOU SAID WE WILL..  
3. THRIVE

"TAG do seem genuinely concerned about the health and wellbeing of the staff."

## 1 HEALTH & SAFETY

87% of staff believe we meet the required health and safety standards

## 2 WORK LIFE BALANCE



Rota management needs to be more consistent and in advance being compliant with our Rota standards / review how teams use ACCESS

## 3 IMPROVE SUPPORT WITH PBS,

revisit debriefing and training for leaders in how to support staff and teams when working with complex and behaviours of concern.

## 4 COST OF LIVING

Continue to look at how we support staff with the cost-of-living impacts. Improve Pay and one off "bonuses" where we can.



85% of staff rated the cost-of-living crisis as having a significant impact on their life.

"I want my privacy to be respected and boundaries are also important less changes to work patterns would help."

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# 4



## LEADER AT EVERY LEVEL YOU SAID WE WILL....

# 1

## Leadership



86% of the staff believe The Action Group offers effective leadership and guidance, which empowers individuals to perform their best work

# 2

## Improve talent management

Keep working on improving the Good Starts for Leaders. Using this as a system of talent management and development pathway for those want to progress in their career.

Since joining TAG, my colleagues (including management) have provided me with great support."

# 3

## improve 1:1 support for staff

Embed Quality Conversation within the Organisation and review this – ensuring that all staff receive a consistent experience of this process. That they happen in a timely manner within policy



# 4

## improve training



Continue to look for ways to enhance training and improving digital learning.

**An overwhelming 92% of staff believe that The Action Group provides excellent opportunities for personal and career development.**



Training has been Very good. Trainers in the L&D team are world class and set the highest standards in their work. I am a better worker and person thanks to what I've learned at The Action Group."

# STAFF SURVEY

LISTENING TO OUR STAFF

2023 5



YOU SAID WE WILL...  
5. RELATIONSHIPS  
AND BELONGING

"I am paid on time and correctly what is better than that!"

This section examined the interactions between various departments, such as Finance and Payroll, HR, and the influence of embodying The Action Group Values.

## 1 FINANCE & PAYROLL

90% of staff expressed satisfaction with the services provided by Finance and Payroll,



## 2 HR

82% of staff expressed satisfaction with the service provided by HR, which is an improvement compared to the previous year



## 3 LIVING OUR VALUES

94% of staff believe that The Action Group fosters a workplace community that is inclusive, welcoming, and respectful towards individuals.

"I think we are a wonderful organisation, but difficulties in the sector are taking their toll on everyone."

90% of staff said they would recommend The Action Group as a good employer

## 4 SUPPORT TEAM

We will keep reflecting on how we can make the organisation/specific service areas a good place for staff to work. Make sure we listen to the comments of people who have had a negative experience so we can have a culture of learning from mistakes.



# STAFF SURVEY

# 2023



Our Conclusion  
What is next...



We appreciate the participation of the **169 staff members** who took part in the 2023 survey. The feedback received contains a mix of positive responses and less positive and constructive responses that we are already working on or will be added to our improvement plans for this year.

To address these issues and ensure compliance with our policies and legislation, we must explore innovative approaches for the future. We had an ambition to make our team Stronger Teams; making rotas simpler and teams smaller (and more geographic), to both improve the person centred nature of our support to supported people, but also to make teams more connected and rotas being well in advance

## Happenings



Please get in touch if you have more thoughts of Ideas [info@actiongroup.org.uk](mailto:info@actiongroup.org.uk)



We have 7 strategy groups to support our improvements



We remain dedicated to continual improvement and actively listening to our staff members across the organisation.



We will also develop team-specific action plans to directly address the comments and concerns within each team, from survey results!



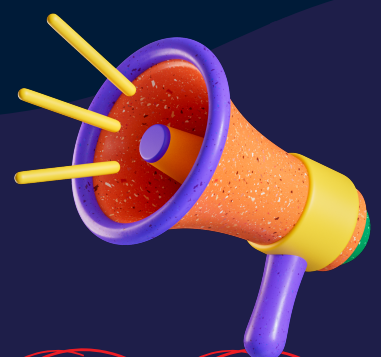
You can find the full report on our Website

"Great job, feel very confident putting the training into practice and feel I'm well equipped for my job role"

"I definitely think the company tries regarding wellbeing and things are starting to get better"

# 6

## What's next for you to have your say...



# TAG TALKS

Staff

SEPT 14TH

OCT 10TH

NOV 22ND