Annual Staff Survey 2024

Number of returned questionnaires: 14

Q 1 Are you happy with the number of hours you are currently working for us?

Yes 13
Blank 1

Comments:

- Am hoping by January or February I'm able to pick up more hours.
- Yes - any extra hours if required I can accommodate.
- Would like to do mornings and lunch only. Tea when you're stuck – when you have more staff.
- Happy with hours provided and times around nursery/childcare.
- Would be able to take more hours.
- Always happy to cover extra when I can but happy with hours on rota.
- Happy with hours as it works very well with childcare.

Q 2 Have you had a staff appraisal/supervision session in the last 12 months?

Yes 14

Comments:

- Yes, 28.10.24 with Wendy.
- This week is first one – started September.
- Regular supervision and appraisal,
- Always when they are due.
- Went very well and was able to discuss all problems.

Q 3 Do you find the Manager, Care Co-ordinator/Senior to be approachable/supportive?

Yes 14

Comments:

- Definitely – all the office ladies.
- 100%
- Yes, they are all very good.
- Office staff are great. Always there to help and listen.
- Yes, very supportive.
- All very approachable.
- All staff are very easy to talk to.

Q 4 Have you experienced any form of discrimination at work in the last 12 months in particular with regard to: ethnicity, gender, disability or age? No 14

Q 5 Have you suffered injury or illness during the last 12 months as a result of your work? Yes 1
No 13

Comments:

- Slight backache – but supportive of this.
- Only Covid from a service user who didn't know he had it.

Q 6 Are you satisfied within your job? Yes 14

Comments:

- Very satisfied with my job.
- Yes, very satisfied.
- Overall satisfied, although pay needs addressing particularly weekends/ bank holidays/Christmas etc.

Q 7 Do you feel valued within your job? Yes 13
Sometimes 1

Comments:

- Carol and Wendy always make us feel valued.
- When you get nice comments.
- Currently pregnant with 2nd child. Office has been very supportive with both pregnancies.
- Service users are all appreciative.

Q 8 Do you feel able to raise any concerns with confidence that they be dealt with? Yes 14

Comments:

- Everything is always taken on board and dealt with.
- Always do if anything is wrong.
- All office staff are very good with dealing with any issues.

Q 9 As a support worker have you been the victim of violence/ bullying/harassment in the last 12 months by a service user or member of their family? No 13
Blank 1

Q10 With regard to Q 9, do you know how to report violence/ bullying/harassment? Yes 14

Comments:

- Phone Management.
- To office staff.

Q11 Do you know how to report incidents/accidents? Yes 14

Comments:

- Report to office.
- Phone on-call and fill in form.
- Report to office and fill in incident form if required.

Q12 Can you suggest any areas of improvement that we could consider? (Please give as much information as possible)

Comments:

- Everything has been fine – girls in office are quick to sort out any problem or advice.
- A mileage increase would be good. I use my car more than ever. As we all know life is not cheap anymore.

- Less phoning and texting on days off, when ill, on holiday, usually asking you to work. Becomes stressful and annoying, especially when circumstances of being off are known in advance.
- Shift work rather than zero hours contract. More efficient time/people management. Better work/life balance. Might seem difficult to achieve initially but worth a try.
- There should be a bit more advertisement with recruitment. For a while Port William was badly understaffed and a lot of extra work to be covered. Thankfully getting better now.
- When only having a day with not much hours and someone else has also. This could be given to one another to make up a full day's work and each one could have an extra day off if no other work.
- We need to have more staff/area meetings. These were abandoned during Covid and have barely been resurrected.

Q13 Any comments/feedback you would like to give on our team in the office. Anyone you feel has made you feel particularly valued/supported?

Comments:

- All four girls in the office are brilliant, each one with their own skills and knowledge. Always happy to help. Very trustworthy. With Lauren Tait being out and about she's very helpful dropping in supplies – means we don't always have to rush to the office.
- All good. All are supportive, Emma in particular. New premises lovely and inviting and gives a professional appearance.
- Wendy, Carol, Laura and Emma are always there to listen and help out and make you feel supported. Carol has given my mum a lot of support when she was feeling stressed out.
- All good, especially Carol.
- I feel all the staff in the office are very approachable and supportive.
- The office is worked as a well-oiled wheel in all aspects of caring with a high standard of care and consideration to all staff and clients.
- Excellent and close-knit team with support and understanding for everyone. Diplomatic approach to solving problems that arise. I am happy to co-operate with you.
- All staff are very supportive. Wendy gives me holiday on the dates I request. Carol very supportive boss and is fair in her decisions.
- All the service users I go to make me feel valued.
- All the lassies in the office are great. Always there when needed. 10/10

Q14 Please comment on possible direction and future objectives of the service.

Comments:

- Maybe a small bank of supplies at someone's house in a particular village with a sheet to be marked against so that we don't always have to rush 20-mile round trip is a lot when it's all you're going for when you run out and not judged your supply situation.
- Advertise for staff on Indeed, Job Centre and not just Facebook and posters around villages.
- Advertising for staff should be done on employment websites not just Facebook. To attract more staff a change of shift patterns could be considered (morning and lunches/teas and beds) as not everyone is prepared to be out from 7am-8pm to make 6-8 hours pay. Would be more efficient time management/people management. This would probably make it more appealing to the younger generation. Need to offer as a 'career' choice or stepping stone to another career in health care sector – encourage training and completion of SVQ earlier as a positive and not as a tick box before your 5th year in caring. (Wish I had done mine a lot sooner.) Attend career days at High School. Build relationships with Dumfries and Galloway College. Will be very helpful as they are very good at supporting local employers. Need to think what our competitors in this sector are doing to attract and keep staff.
- Happy with the way things re. Crossroads are a great company to work for.
- Pay rise to get more people to come and work.
- Good luck.