OAWY Staff Survey and event feedback
2nd October 2018

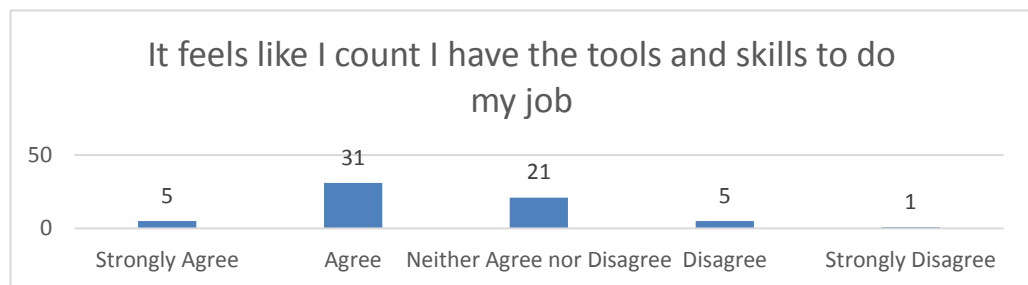| 1.0	**Summary**
1.1	During 2018 feedback was gathered to gauge staff perception of OAWY and identify areas for improvement. The feedback was generated via 2 mediums; an on-line survey and a group activity at a staff event.
1.2	The key findings of the survey and event are that relationships are perceived to be the key positive area. Communication, travel/ location of offices and training are the three areas causing the most concern.
2.1	This paper highlights the results of the staff survey and feedback from staff event activity and provides: • Staff survey results; • Staff event feedback; • Summary of themes.
3.0	**Staff survey**
3.1	The on-line survey was open between April and June 2018. The survey was sent by email to all staff in OAWY with 3 chase up emails to encourage participation. In total, 135 staff were sent the survey with 63 completing it; giving a response rate of 46.67%.
3.2	The survey consisted of 14 questions. The first 12 questions had predefined response options as well a comment section. The last 2 were open questions with the respondent having the option to write a comment. Results of these 14 questions are in section 3.3 to 3.16.
3.3	Q1: I feel I am able to work restoratively with families. 63 responses. The top themes picked up from the comment section were: • I don't work with families (7); • I would like restorative training (7); • Job pressures prevent (1).

3.4	Q2: I feel I am able to work restoratively with colleagues. 62 responses.
	I feel I am able to work restoratively with colleagues

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	13	43	5	0	1
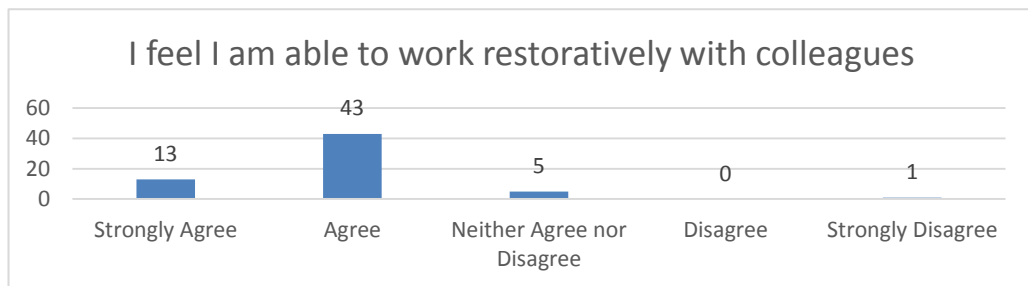
The top themes picked up from the comment section were:

- Good relationships with colleagues (7);
- I do work restoratively (5);
- Limited by regional working (2). |
| 3.5 | Q3: It feels like I count - I have the tools and skills to do my job. 63 responses. |
| | **It feels like I count I have the tools and skills to do my job**

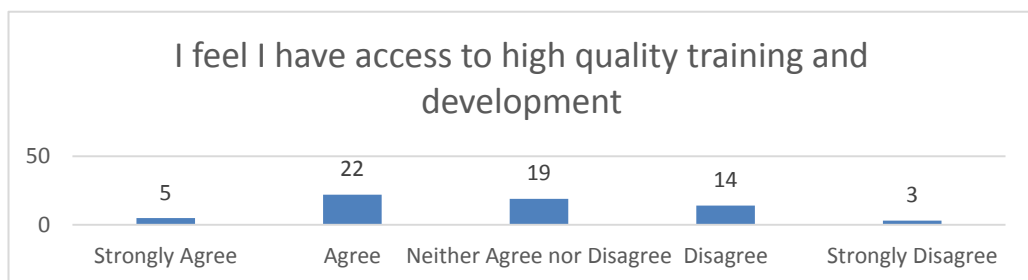|	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	5	31	21	5	1

The top themes picked up from the comment section were:

- Have the skills (6);
- Don't feel valued/ low morale (5);
- Tools/ training required (5).

In relation to the last bullet point, tools/ training required, here are the types of mentioned; *RP, therapeutic interventions, clinical supervision, psychotherapist or psychologist to be available for the assessment teams to call on for advice or for a session or two when working with adopters.* |
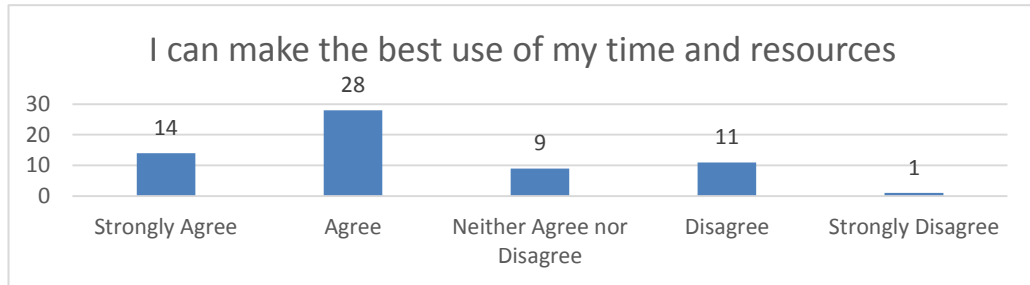| 3.6 | Q4: I feel I have access to high quality training and development. 63 responses. |
| | **I feel I have access to high quality training and development**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	5	22	19	14	3

The top themes picked up from the comment section were:

- Would like more bespoke, relevant and quality training (7); |

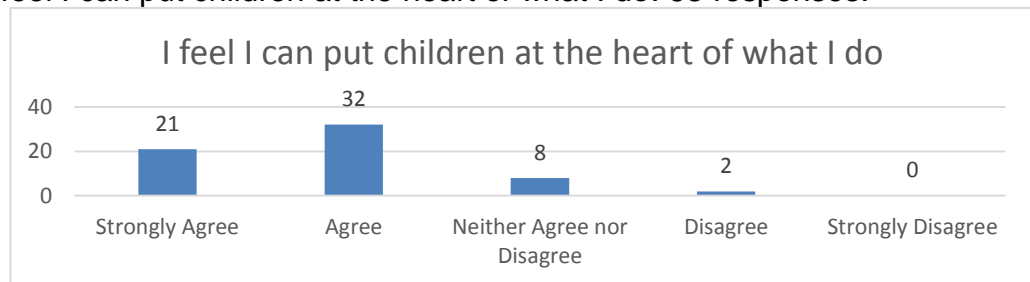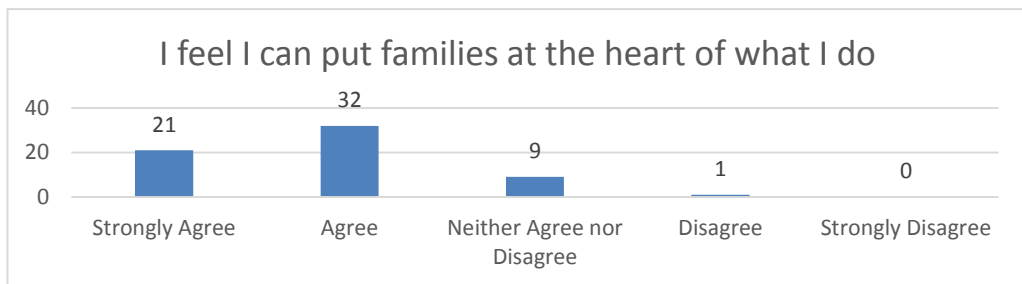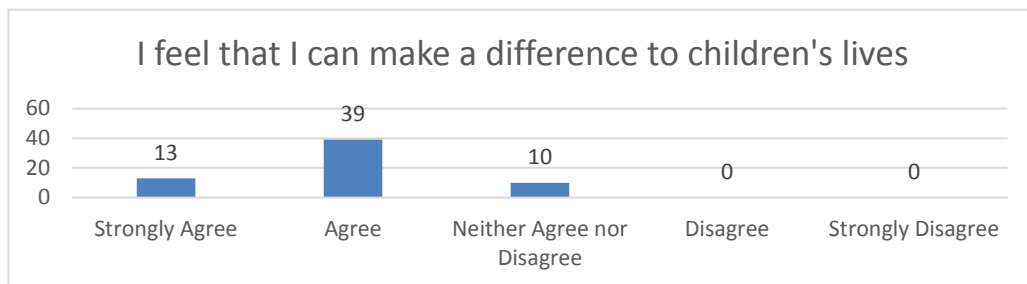|	
	• Struggle to access training (3); • Enjoyed the RP training (3).
3.7	Q5: I can make the best use of my time and resources. 63 responses. **I can make the best use of my time and resources** Strongly Agree: 14, Agree: 28, Neither Agree nor Disagree: 9, Disagree: 11, Strongly Disagree: 1 The top themes picked up from the comment section were: • Different offices/ travel effects this (11); • Too much work (5); • Working flexibility i.e. work from home (3); • Staff resources limited/ not used effectively (3).
3.8	Q6: I am part of a team that is trusted to get on. 63 responses. **I am part of a team that is trusted to get on** Strongly Agree: 27, Agree: 30, Neither Agree nor Disagree: 5, Disagree: 1, Strongly Disagree: 0 The top themes picked up from the comment section were: • I do feel trusted to get on (5); • Geography/ isolation means not feeling part of a team (3); • Good team atmosphere, friendly & inclusive (2); • Volume of work too high (2).
3.9	Q7: I feel I can put children at the heart of what I do. 63 responses. **I feel I can put children at the heart of what I do** Strongly Agree: 21, Agree: 32, Neither Agree nor Disagree: 8, Disagree: 2, Strongly Disagree: 0 The top themes picked up from the comment section were: • I don't work directly with children (3); • Impacted due to workload/ resources (3); • Children are the priority (2); • Impacted by LA (2).
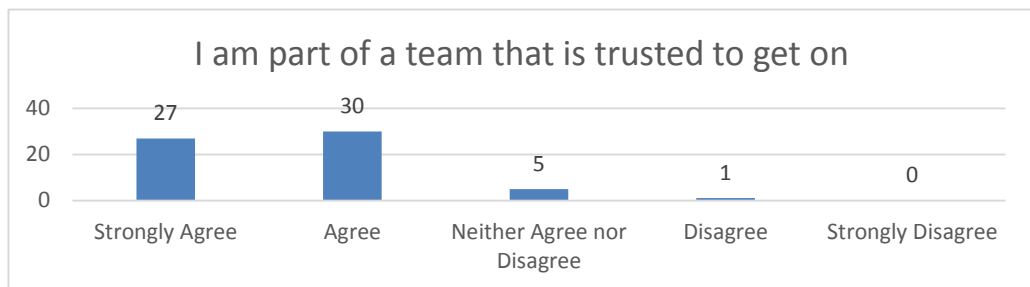
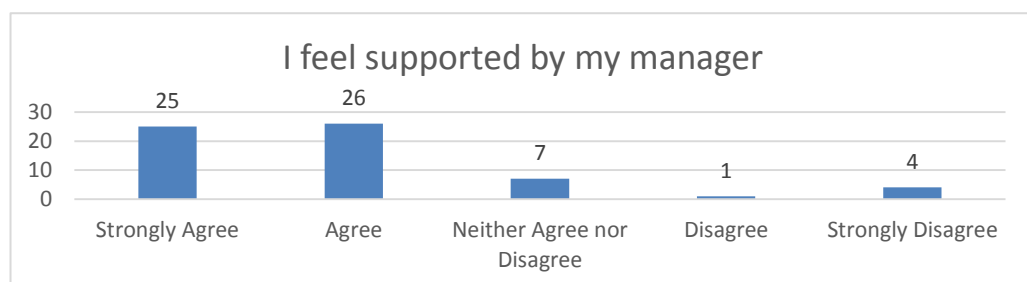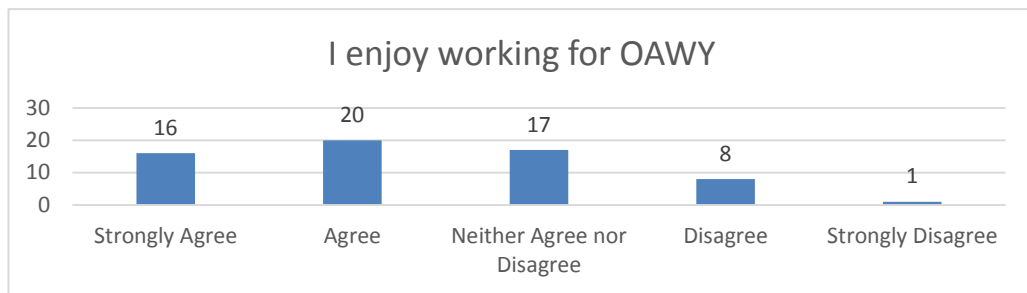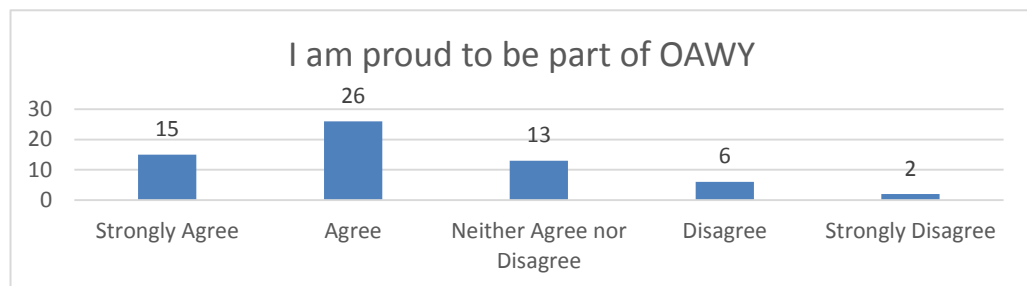|	
3.10	Q8: I feel I can put families at the heart of what I do. 63 responses.
	I feel I can put families at the heart of what I do Strongly Agree: 21 Agree: 32 Neither Agree nor Disagree: 9 Disagree: 1 Strongly Disagree: 0 The top themes picked up from the comment section were: • Yes I do (4); • I don't work directly with families (3); • Impacted due to workload/ resources (3). •
3.11	Q9: I feel that I can make a difference to children's lives. 62 responses.
	I feel that I can make a difference to children's lives Strongly Agree: 13 Agree: 39 Neither Agree nor Disagree: 10 Disagree: 0 Strongly Disagree: 0 The top themes picked up from the comment section were: • Yes, I can (4); • I don't work directly with children (4); • some constraints (2). •
3.12	Q10: I feel supported by my manager. 63 responses.
	I feel supported by my manager Strongly Agree: 25 Agree: 26 Neither Agree nor Disagree: 7 Disagree: 1 Strongly Disagree: 4 The top themes picked up from the comment section were: • Yes, I do (11); • Yes, but they are stretched (5); • Yes, but limited knowledge of the work I do (3); • No (3).

3.13	Q11: I enjoy working for OAWY. 62 responses.

I enjoy working for OAWY

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	16	20	17	8	1

The top themes picked from the comment section were:

- Too much travelling, isolation of teams (7);
- Regionalisation has had negative impact (4);
- Communications could be better (3);
- IT issues (3).

3.14	Q12: I am proud to be part of One Adoption? 62 responses.

I am proud to be part of OAWY

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	15	26	13	6	2

The top themes picked from the comment section were:

- Yes, I am (4);
- Not valued, listened to (3);
- No, I don't (2);
- Poor communications (2);
- Overworked, stressed, not enough time (2).

3.15	Q13 – What do you think we do well?

This was an open question with respondents able to type a response. The top themes picked up here were:

- Staff - good people, friendly, supportive, passionate, dedicated, knowledgeable (17);
- Child centred (8);
- Information & training for adopters (4);
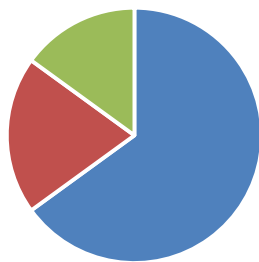- Restorative approach (4).

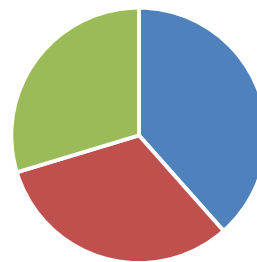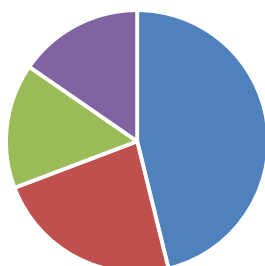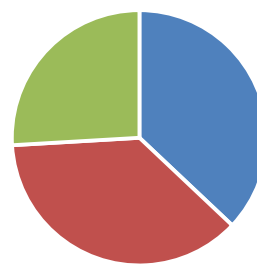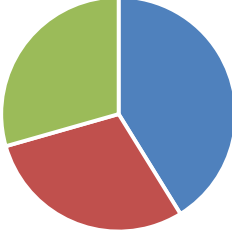|	
3.16	Q14 – What do you think we could improve on? This was an open question with respondents able to type a response. The top themes picked up here were: • Better communication with staff (24); • Improve office base locations/ reduce travel (12); • Training (5).
3.17	When collating the themes picked up from all the staff survey responses the main positive and constructive ones relate to: **Positive themes - staff survey** ■ TEAM RELATIONSHIPS ■ CHILD CENTRED ■ HAVE SKILLS REQUIRED **Constructive themes - staff survey** ■ TRAVEL/ LOCATIONS OF OFFICES ■ COMMUNICATIONS ■ TRAINING/ TOOLS TO DO JOB
4.0	**Staff event feedback**
4.1	On the 13th June 2018 a staff event was held to mark OAWY's 1st birthday. At this event staff were split into groups and asked to discuss and capture their view on what OAWY does well, what could be improved and any improvement ideas.
4.2	The main positive and constructive themes from this activity were: **Positive themes - staff event** ■ RELATIONSHIPS ■ PANEL ■ DUTY ■ BUSINESS SUPPORT **Constructive themes - staff event** ■ COMMUNICATION ■ TRAVEL/ LOCATIONS OF OFFICES ■ IT / TRAINING

4.3	Staff we also asked for improvement ideas. The areas in which improvement ideas were based were technology, relationships and process. See Appendix A for the narrative provided by staff in these areas.

Improvement idea themes

■ TECHNOLOGY ■ RELATIONSHIPS ■ PROCESS

5.0	**Summary of themes**
5.1	When analysing the combined feedback from the survey and staff event the top positive theme was relationships. Staff had cited strength in relationships not only with each other but also LAs, adopters, other agencies and families.
5.2	The three main constructive themes were: • Communication – a sense of frustration that staff do not feel like they are informed of what is going on i.e. potential office moves and/ or that they have 'no voice'; • Travel/ location of offices – concerns over lost time, feeling of isolation and difficulty forming/ feeling like a team; • Training – be it IT/ mosaic or social work courses (see section 3.5).
5.3	The constructive themes from the survey are not a surprise and actions to address these areas are already planned or underway. However, the results do underline the issues felt by the front-line and provide an opportunity for SLT to respond positively.
5.4	Issues around communication will partially be improved as the all managers meeting has been re-established – this forms a clear communication channel between SLT and team leaders. A review of existing internal communications is planned by the One Adoption, Communications & Marketing lead and will involve working with front line staff to shape this area.
5.5	In terms of travel/ location of offices the date of the survey and event need to be taken into account - April to June 2018. A decision on offices bases, moving from 5 to 3, was made and communicated in September which should allay concerns.
5.6	Travel has also been alleviated somewhat as duty is now on a rota across the region. More work can be done though to reduce travel further and we can push the training and use of Skype – this ties in with one of the staff improvement ideas.
5.7	In terms of training, a skills development template has been produced and is now with service managers to refine with team managers. This then needs to be completed with staff and an implemented plan produced.

| 5.8 | The service improvement ideas from staff, appendix A, need to be reviewed to gauge their viability. |

APPENDIX A

SERVICE IMPROVEMENT IDEAS FROM STAFF EVENT

TECHNOLOGY
SKYPE/ ENTERPRISE VOICE - REDUCE TRAVEL
IMPROVE WEBSITE: REDUCE FORMS, LOGINS TO GIVE ACCESS DEPENDANT ON STAGE & TRACK PROGRESS
USE SHAREPOINT BETTER
WHATSAPP - ENHANCE USE OF WORK PHONES
ENHANCE IT USE: SIGN IN ON IPad AT INFO EVENTS, EMAIL INFO PACKS
E-LIBRARY WITH 'LIBRARIAN' - DOCUMENTS ACCESSIBLE & LINKED TO SUPPORTING RESOURCES
RELATIONSHIPS
JOINT DEVELOPMENT DAYS
IMPROVE RELATIONSHIPS/ MORE TIME TOGETHER
PRIORITISE TEAM MEETINGS/ SOCIAL CAPITAL/ DEVELOPMENT DAYS/ JOINT TEAM MEETINGS
CLOSER LINKS TO VA
WORK WITH IROs LOOKED AFTER CHILDREN SERVICE
PROCESS
ADOPTERS COME TO ONE ADOPTION WHEN POSSIBLE TO SAVE SW TIME
BETTER INDUCTION AND TRAINING FOR BS STAFF - GIVES A BETTER UNDERSTANDING
CHILD SUFFICIENCY MODEL
QUALITY ASSURANCE - CPRs
CLEAR PROCESSES & GUIDANCE