

Annual Staff Survey Summary 2022-23 Highlights

1. Introduction

The Annual Staff Health check survey 2021-22 enabled a staff temperature check with staff within the DBC Adult Social Care Service on an annual basis using the principles of the previous 2009 annual survey for social workers including the **Standard 1** statement that.

“All employers should: complete, review and publish an annual ‘health check’ or audit to assess whether the practice conditions and working environment of the organisation’s social work workforce are safe, effective, caring, responsive and well-led.”

The Adult Social Care Service survey provided an opportunity for staff to feedback about how they feel the service values them, their welfare and practice management and development issues.

Staff survey response

This survey was for ASC staff only with 120 staff responses to 54 questions which represented 46% of the workforce. The breakdown of staff included.

- 24% Social workers, 11% Business Support, 5% OT’s and 6% Team Managers. 21% did not state role or team and those that did respond 24% were ACT and 11% LD Service.

The Health and Care Act 2022 has the new requirement that Adult Social Care should be inspected by the CQC from April 2023 including how we deliver statutory services and support staff under 4 themed headings.

Element 1 – Working with people- Assessing needs- we maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, well-being, and communication needs.

Element 2- Providing Support- we understand the diverse health and care needs of people and our local communities, so care is joined up, flexible and supports choice and continuity.

Element 3 – How the local authority ensure safety within the system -we work with people and partners to establish and maintain safe systems of care which are safely monitored and assured.

Element 4 - Leadership – we have clear responsibilities, roles and systems of accountability, good governance and we use these to manage and deliver good quality, sustainable care, and support.

These will be looked at in terms of Quality Statements under the Key Lines of Enquiry – KLOE

* Safe * Effective *Caring* Responsive * Well led.

Workforce Equality, Diversity, and Inclusion

DBC remains committed to valuing diversity in our workforce including more responsive recruitment approaches so less staff gaps in teams as were at the time of the survey. There is full access training and new Pillars of Practice and Training Plans operate an inclusive and fair culture with managers making reasonable adjustments for staff with protected characteristics. This is part of monitoring wellbeing in Supervisions so uphold compliance with Equalities legislation and Local Authorities Equality Duty.

We encourage creative ways of delivering equality and equity in practice which enhances the quality of our practice which improves practice improved experience, outcome, and quality of life for people and have representation at the DBC Equality Reference Group.

Overall Feedback statements given by staff.

The survey produced many examples of positive and constructive feedback from staff regards with a feeling of pride that by serving the Council and the community that 97% of staff that responded felt that they:

‘Made a positive difference to people who use our services’.

92.8% felt they felt confident talking to managers and/or others if working practices were feeling difficult or unsafe.

Staff felt DBC was a great place to work.

2. Headlines of staff feedback- themes

1.Partnerships

Feedback was that staff worked with partner organisations and are encouraged to build networks and working in partnership with other agencies.

- Felt the need for all information being available to enable necessary care and support and the importance of engagement and effective communication.

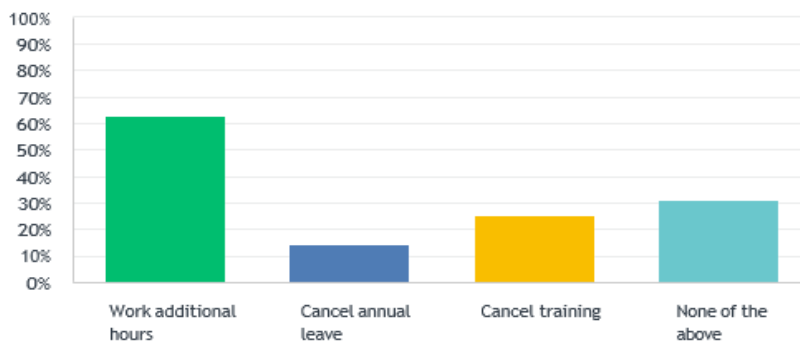
2.Leadership

Staff asked what skills they needed to be more effective in role.

- additional resources and time to manage influx of work.
- personal development time to build on skills.
- appreciate supportive senior managers and shared accountability.

3. Staff Resilience

Concern to staff cancelling training, leave and working additional hours mainly due to staff gaps and surge of work, though performance statistics do not highlight year to year significantly increased numbers of referrals.



ANSWER CHOICES	RESPONSES	
Work additional hours	62.63%	62
Cancel annual leave	14.14%	14
Cancel training	25.25%	25
None of the above	31.31%	31
Total Respondents: 99		

4.Appraisals and PDP

Staff were asked whether their appraisals and PDRs had taken place in the last 12 months with a response of resulting in 70.83% agreeing, where 29.17% disagreed. This corresponds with DBC Performance Team’s data of 71% of PDR completion in 2022-23. The action plan suggests a 10% increased target.

It is acknowledged the need to support both employees and managers deliver higher levels of appraisal and PDP process completion aligned with ASC and service objectives and the vision of our organisation. This will be addressed within the revised Adult Supervision and new PDP Policy.

5. Supervision

A high percentage strongly agreed that supervision was a supportive process enabling them to:

- being reflective –94%
- being able to contact their manager for informal advice and support- 93%
- learning and development- 86.5%

New Supervision Policy and audit launch in September 2023 and team managers part of Task and Finish group to develop templates and audit questions.

6. Lone Working – Feeling Safe

Staff feeling safe at work. - 48% of staff felt safe and therefore 52% did not

Recommendation Managers need to review staff and team risk assessments with regards lone working and support in place including out of hours and deliver Health and Safety at work Duty.

Lone working and checklists with details of information/ training under the Suzy Lamplugh Trust links so improved rating next year by minimum 25%.

7. IT skills

Staff felt they wanted to improve their IT confidence and competence using work -based IT and need for a further analysis to what support is needed, appropriate to role to review need so people feel more effective.

Linking in with Digital Strategy and Be digital new ambition and build on current training.

8. Feeling Valued



	AGREE	DISAGREE	TOTAL	WEIGHTED AVERAGE
I feel valued in my organisation.	76.09% 70	23.91% 22	92	1.24
I feel cared for by my line manager.	91.30% 84	8.70% 8	92	1.09
Informal support is recognised and valued in my service area.	95.65% 88	4.35% 4	92	1.04
I am encouraged to take regular breaks away from a screen.	75.00% 69	25.00% 23	92	1.25

9. Your Role

We asked whether there was anything you would change about your job and 58.7% answered no but where said would change the comments were captured below.

- Pay levels and progression.
- Manageable caseload
- Protected time for development.
- Work as one council as each department works in isolation.
- need more staffing resources and flexibility around workload.
- Staff were asked whether DBC provide a supportive environment and that they were encouraged to look after their emotional wellbeing. 89.89% and staff advised that they knew where to get help if they were feeling worried or stressed.

10. Visibility – Senior Staff

When asked - *Do you feel that our management teams are visible and engaged?* 74.16% said that the adult senior leadership team bracket was visible and engaged. The percentages for engagement and visibility appear to decrease from Directorate Leadership Team (DLT) to the Chief Executive Officers (COE).

ASLT- 74%

Directorate- 44%

CEO – 30%

11. Great place to work

In conclusion there were 58 positive answers 23% of who responded to this question felt that Darlington Borough Council is 'a great place to work' because it.

- Provides a caring environment to work in
- Both managers and colleagues are supportive
- Feeling valued as a staff member
- Good training opportunities
- Fantastic team spirit
- A sense of belonging
- Established and has a good reputation.

Next steps

a) Feedback to SLT to sign off 2022-23 document

b) Feedback to Staff – DLT with priorities and updated action plan.

c) _Seek staff engagement to develop shortened and inclusive action plan for 2023-24

d) Monitoring of progress with the Staff action plan- Workforce Development/ Quality Assurance Team.