

STAFF SATISFACTION SURVEY 2011

To my knowledge, this is the first ever staff satisfaction survey conducted by Medway Cyrenians. I would like to thank Karen Hurley, CEO, for initiating and managing the information contained in the survey.

On behalf of the Board, I would like to thank all those who contributed to the findings. I am pleased to report that employees overwhelmingly see the charity as an excellent employer that seeks to support the staff in what is unquestionably a challenging profession.

This does not mean that Medway Cyrenians is complacent in respect of professional standards expected of the staff team. Nor will there be any relaxation in how the charity strives to ensure that employees are happy in their workplace.

I hope you will find the content of the survey interesting and informative. I look forward to drawing comparisons with next year's survey in terms of how Medway Cyrenians has taken further measures towards improving existing high levels of staff satisfaction.



Jenny Dvorak

(CHAIR, MEDWAY CYRENIANS BOARD OF TRUSTEES)

NUMBER OF EMPLOYEES: 15

NUMBER OF CONTRIBUTORS: 13
(8 x SHO, 3 x Central Services, 2 x Management)

All contributors have worked for
Medway Cyrenians for one or more years.



1. Workplace and resources

- 92% employees feel that they have sufficient resources to do their job well
- All employees felt able to access information needed to get the job done
- 83% of employees agreed that their workplace was well-maintained
- 75% of employees felt their workplace was comfortable enough
- 83% of employees felt their workplace was safe enough

AREAS FOR IMPROVEMENT

The charity will look at how the work-place(s) could be safer, maintained better and more comfortable.

2. Communications and Feedback

- All employees felt that communications were encouraged
- 92% of employees felt that information is openly shared
- All employees felt that their manager shared information well
- All employees were satisfied with their manager
- All employees expressed confidence in the charity leaders
- All employees reported that managerial feedback was positive and constructive

AREAS FOR IMPROVEMENT

The charity will seek to improve the number of employees who 'strongly agree' rather than 'agree' on the theme of communications and feedback.

3. Salary and Benefits

- 31% of employees disagreed that they were paid fairly
- 31% of employees disagreed that their salary was competitive
- 92% of employees are happy with the amount of annual leave
- 31% employees would prefer not to contribute to a pension plan
- 85% employees are happy with the sickness entitlements
- 85% of employees are happy with the sickness incentive scheme
- 92% employees would not object to a rolling annual leave entitlement

AREAS FOR IMPROVEMENT

Some employees felt that their salaries were not competitive for the sector and will be asked to provide like for like comparisons as they become aware of them, to support cases for review.

A rolling annual leave entitlement model will, following further consultation, be introduced.

The sickness incentive scheme process will be reviewed and made more transparent.

4. Respect, Diversity and Fairness

- All employees felt treated with respect
- 92% employees felt their talents were valued
- All employees felt cared about by peers
- 85% employees felt their ideas/opinions were valued
- All employees felt listened to by their managers
- All employees felt policies were applied consistently
- 85% employees felt they were free to disagree
- All employees felt their manager treated them all fairly

AREAS FOR IMPROVEMENT

Even though answers reflected positively on this theme, new ways of hearing employees opinions, ideas and alternative views will be considered

5. Teamwork and Personal Development

- All employees felt well-trained
- All employees felt personal growth was encouraged
- All employees felt they received constructive, useful feedback
- All employees felt encouraged to learn from their mistakes
- All employees felt their work was stimulating and challenging
- 23% of employees felt there was insufficient praise and recognition
- 15% employees felt teamwork could be better encouraged and practiced
- 92% of employees felt co-operative working was prevalent

AREAS FOR IMPROVEMENT

Improvements have already commenced to improve teamwork, especially amongst the move-on team. The charity will consider ways of introducing meritorious awards

6. Quality, purpose and pace

- All employees understood the charity's goals
- All employees considered themselves to be accountable for the quality of their work
- All employees felt that quality standards were high, consistent and expected
- All employees felt the charity was extremely focused on clients' needs
- All employees felt their job made an important contribution to the charity's goals.
- All employees were personally satisfied when they did a good job
- All employees felt that the charity understood the clients' needs.

AREAS FOR IMPROVEMENT

Whilst this theme received positive responses overall, the charity will seek to make even clearer the connection between the organisations' goals and the contribution of employees