

# Social Care Employee Engagement Survey

Helping social care organisations  
improve engagement

- Engagement survey designed specifically for social care organisations
  - Benchmark your results with others in the social care sector
  - Choose your timing
  - Receive sector-wide annual report
- 



# Social Care Employee Engagement Survey

*“The National Care Forum is pleased to be working with experts Agenda Consulting (and in partnership with VODG) to develop an employee engagement survey which will support our members and complement our other HR benchmarking work.”*

Des Kelly OBE, Executive Director, National Care Forum

*“The survey offers an important opportunity for voluntary organisations to work together around a common goal. This kind of collaboration is central to our approach at VODG, and we are pleased to be working in partnership with the National Care Forum and Agenda to address important workforce issues.”*

Dr Rhidian Hughes, Chief Executive, Voluntary Organisations Disability Group



## The Challenge

Social care organisations are people-intensive and face the challenges of recruiting and retaining employees within tight financial constraints.

A highly engaged workforce leads to lower turnover and absence, higher levels of performance and better service for people supported.

The Social Care Employee Engagement Survey provides deep insight into workforce engagement in social care. Organisations can hand-pick others in the sector to benchmark with and compare results in key areas, including leadership and communication, employee wellbeing, and service delivery.

It also results in an annual sector-wide report, published in January, analysing the results overall and by service type and client group.

*“Agenda Consulting is our chosen provider for our biennial employee survey as they provide a cost effective product and excellent service. The results inform a dialogue with our employees and a basis for improvement which can be benchmarked both with past results and similar external organisations. We are delighted to be part of this new sector benchmark for employee engagement in social care.”*

Angela Williams, Group Director of People and Organisation Development, Richmond Fellowship

## 1. Survey Design

- Gain senior management commitment
- Decide communication approach
- Design questions
- Agree demographics for analysis
- Decide survey method – online/paper

## 2. Fieldwork

- Launch survey
- Use online survey tool to track response rates
- Take action to increase response rates



## The Offer

### A new approach:

- Engagement survey specifically designed for social care organisations
- Hand-pick social care organisations to benchmark results against
- Identify key factors influencing engagement
- Some mandatory questions
- Wide range of optional questions
- Own questions may also be used
- Organisations choose their own timing
- Mix of methods to achieve good response rates – online, paper, mobile, tablet
- Online access to the Reflections reporting tool for deeper analysis
- Easy-to-read graphical reports
- Disaggregate results by demographic groups, e.g. services/team
- Contributes to sector-wide research on factors influencing employee engagement in social care
- Range of cost-effective packages available.

### 3. Reporting and Communication

- Choose organisations to benchmark with
- Analyse and report results
- Drill down into key areas
- Communicate results to senior team, the Board, your people
- Provide team results to managers
- Agree priorities organisation-wide and by service/team

## The Benefits

### Gives insight into:

- Levels of engagement and the key factors influencing it
- Employees' views on their role, leadership, management, communications, culture, quality of service, wellbeing and more
- How the experience varies among different services/teams
- How results compare with other social care organisations
- How results have changed since previous survey
- Employees' views on what needs to change.

### This allows an organisation to:

- Understand what is working well and pinpoint the priority issues to address
- Identify communication gaps
- Gather evidence for change
- Identify services/teams requiring attention
- Enable managers to understand the results for their service/team and how to move forward
- Focus on activities which have the most positive impact on engagement
- Understand employees' views on service quality and link to regulators' quality frameworks
- Track progress over time
- Maximise investment in its people.

### 4. Implementing and Embedding Change

- Mobilise resources and assign responsibilities
- Drive change forward
- Keep communicating progress to your people
- Increase levels of engagement

# Social Care Employee Engagement Survey

## Reference Group

The survey is run in partnership with NCF and VODG, and is shaped by a Reference Group of social care organisations including:

- Avenues Group
- Certitude
- Dimensions
- Jewish Care
- Mencap
- Richmond Fellowship
- The Royal Star and Garter Homes
- United Response

If you would like to join the Reference Group, please contact [clare.harris@agendaconsulting.co.uk](mailto:clare.harris@agendaconsulting.co.uk)

## Our Experience

We have conducted nearly 60 employee surveys, covering almost 55,000 employees, across more than 30 social care organisations.

We are a research consultancy helping not-for-profit organisations achieve their mission through better understanding of their people.

We offer:

- Employee and Volunteer Surveys
- Pulse, On-boarding, and Exit Surveys
- People Management Consulting
- Reward Consulting
- HR and Volunteer Management Benchmarking.

## Find out more


- Join a webinar and book your place at: [www.agendaconsulting.co.uk/events](http://www.agendaconsulting.co.uk/events)
- Request an Information Pack at: [www.agendaconsulting.co.uk/socialcare](http://www.agendaconsulting.co.uk/socialcare)
- View our list of clients at: [www.agendaconsulting.co.uk/surveys](http://www.agendaconsulting.co.uk/surveys)

## Contact us

 [www.agendaconsulting.co.uk/surveys](http://www.agendaconsulting.co.uk/surveys)

 +44 (0)1865 263 720

 [info@agendaconsulting.co.uk](mailto:info@agendaconsulting.co.uk)

 Agenda Consulting, The Jam Factory,  
27 Park End Street, Oxford OX1 1HU, UK

 @AgendaConsult

 LinkedIn



We are a research consultancy helping not-for-profit organisations achieve their mission through better understanding of their people.