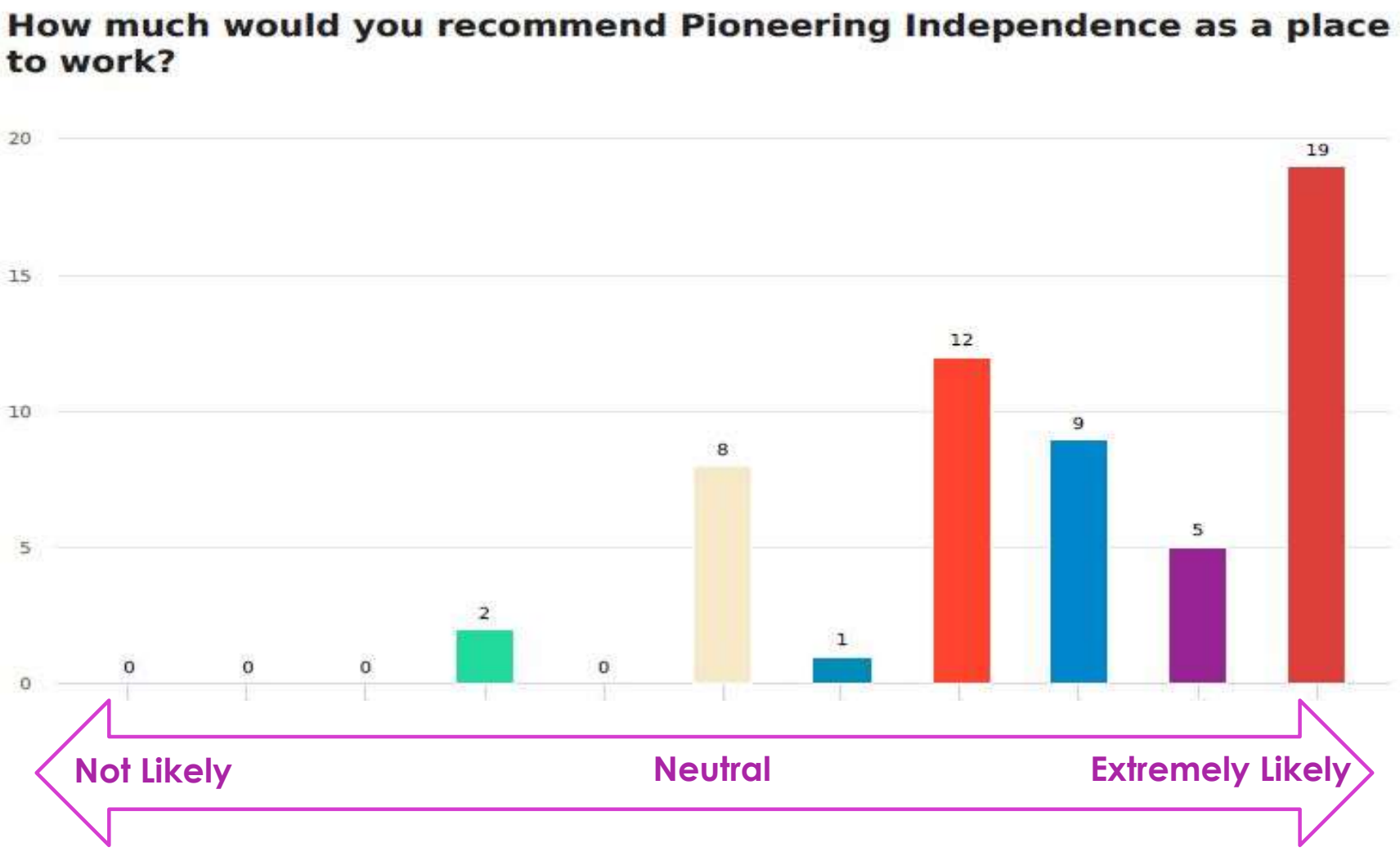
Pioneering Independence Staff Survey Analysis (October 2024)

KEY INSIGHTS AND RECOMMENDATIONS

Summary

- Engagement – 66% of staff (56 out of 85) participated.
- The survey reveals both strengths and areas for improvement within the organisation and the following is a breakdown of the major findings, employee concerns, and recommended actions.

Employee Net Promoter Score



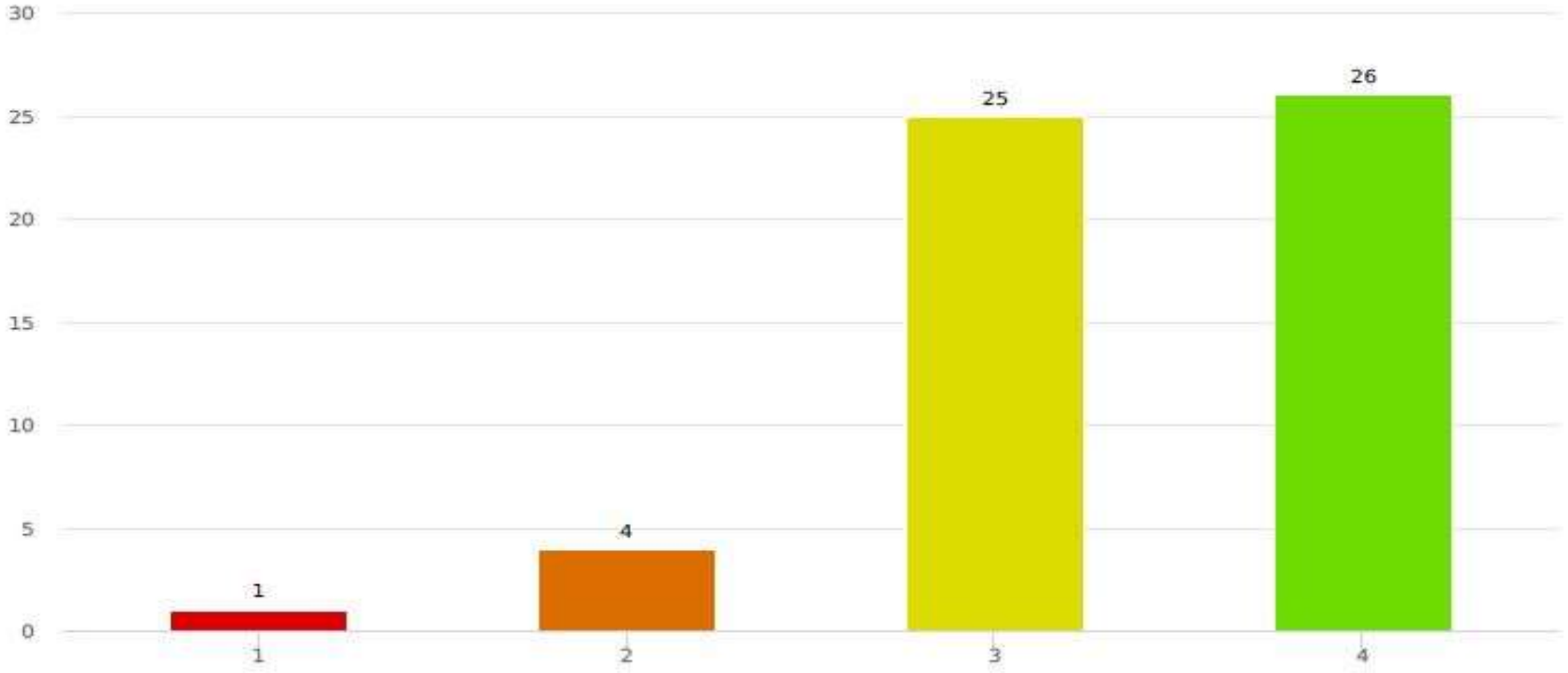
Insights

- 34% of those who responded would ‘extremely likely’ to recommend Pioneering Independence as a place to work.
- And over 80% of those who responded would be more likely to recommend Pioneering Independence as a place to work, than not.

Job Satisfaction & Enjoyment

Please rate how much you enjoy your job working with Pioneering Independence.

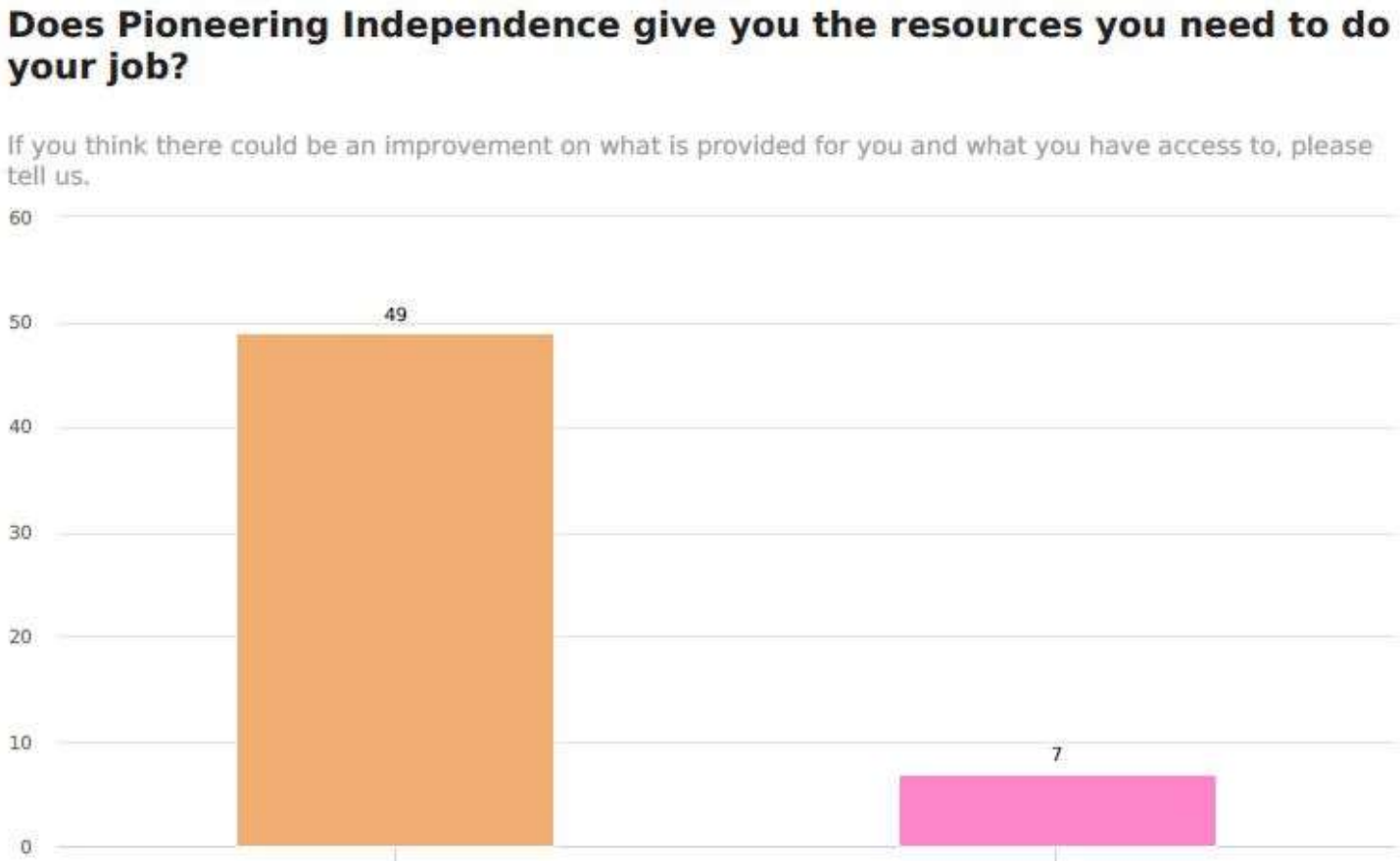
Is there something you really enjoy about working with Pioneering Independence or is there something that you would like to see changed?



Insights

- 91% of staff rated their job satisfaction between 3 and 4 on a scale of 1-4.
- Positive aspects include teamwork, making a difference in clients' lives, and a supportive management model.
- Areas for improvement: Better appreciation, structured work schedules, and improved pay.

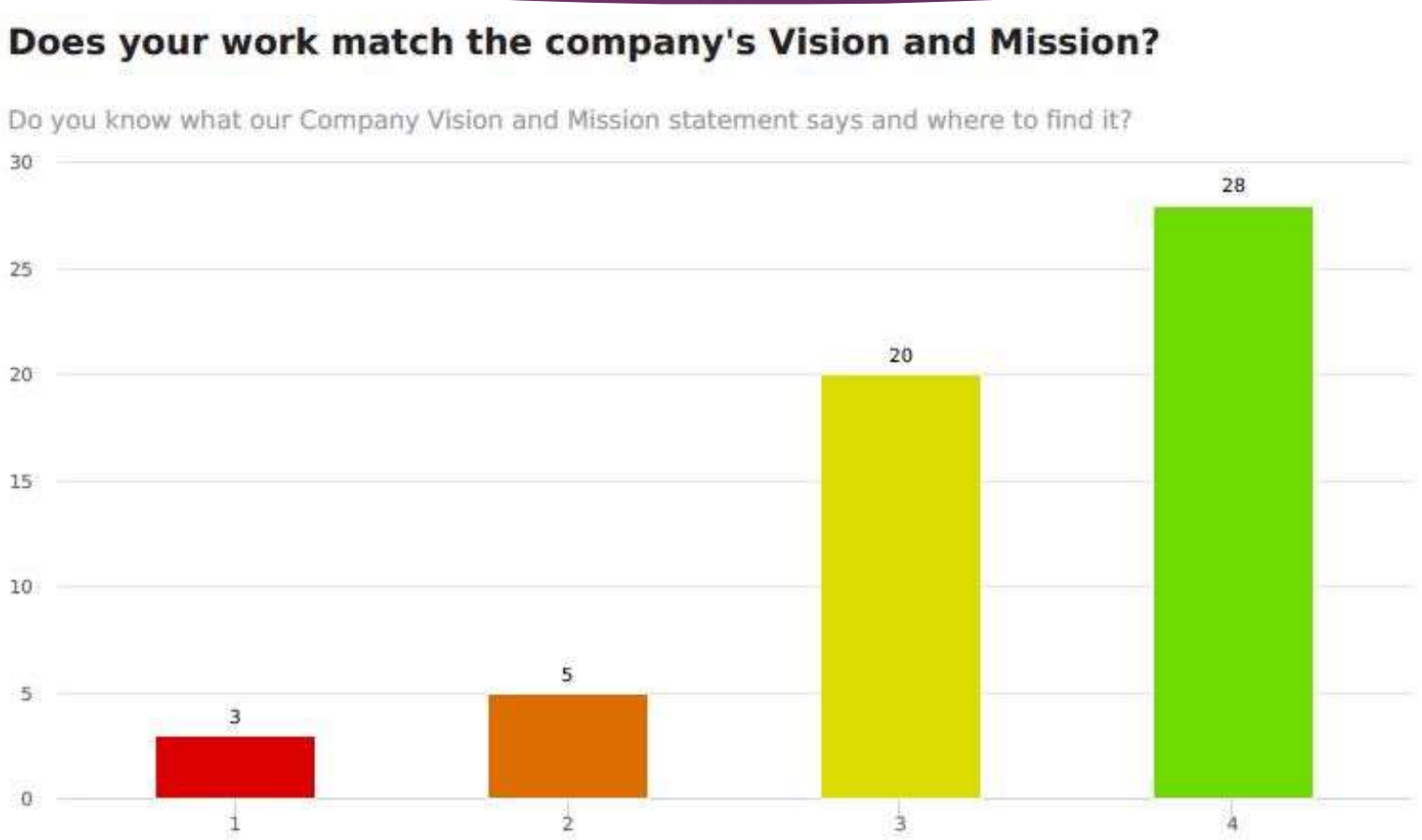
Resources to Perform Job



Insights

- 88% of staff felt they had the necessary resources for their job.
- Concerns were raised regarding reliance on personal devices for work and insufficient face-to-face training.
- 91% agreed they had received adequate training but suggested additional hands-on training for new staff.

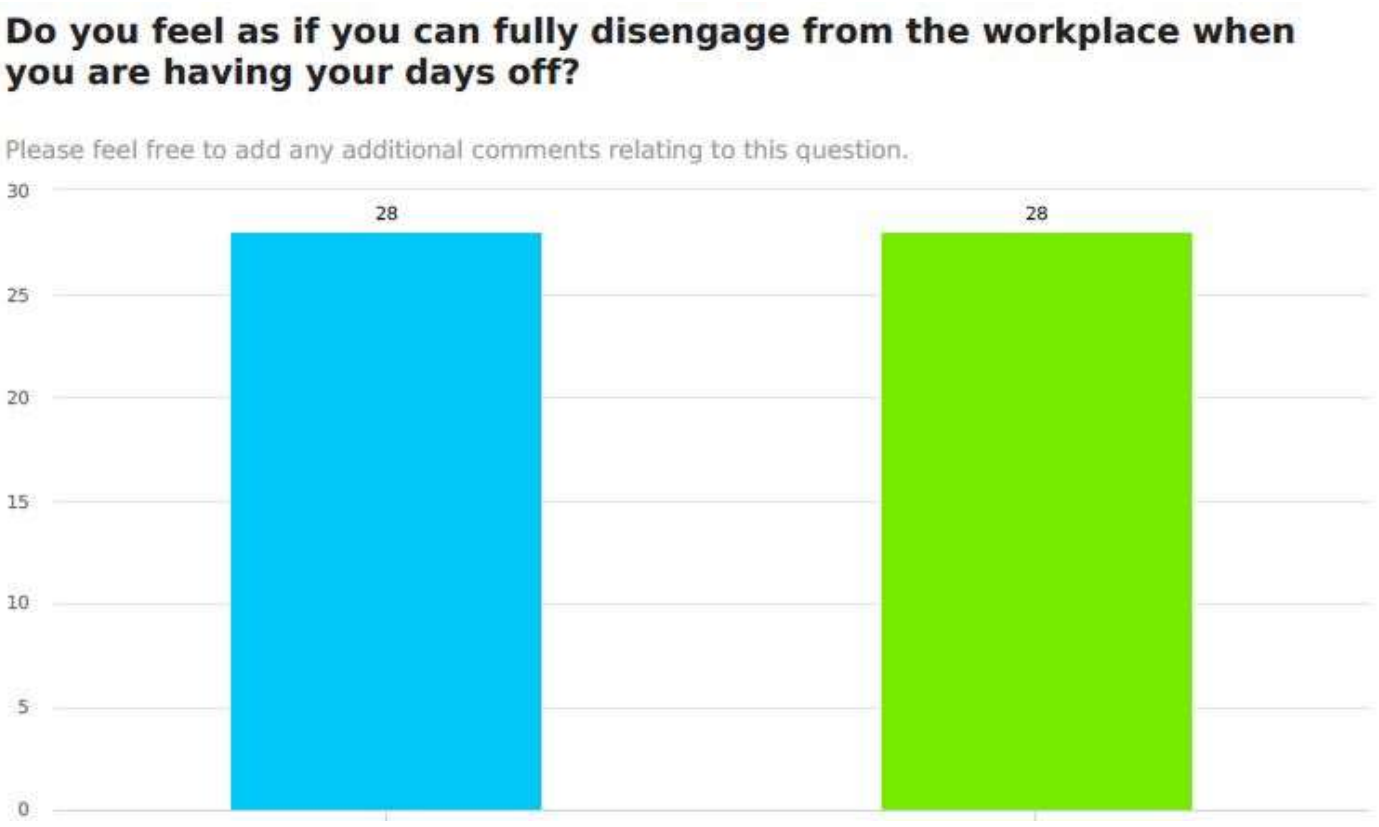
Company Vision & Mission Alignment



Insights

- There is a gap in communication regarding the company's vision and mission as several employees are unaware of it.
- Some employees feel disconnected from the vision due to changes they perceive as not beneficial.
- A significant number of employees align and understand the mission, suggesting that with better communication, the understanding could improve.

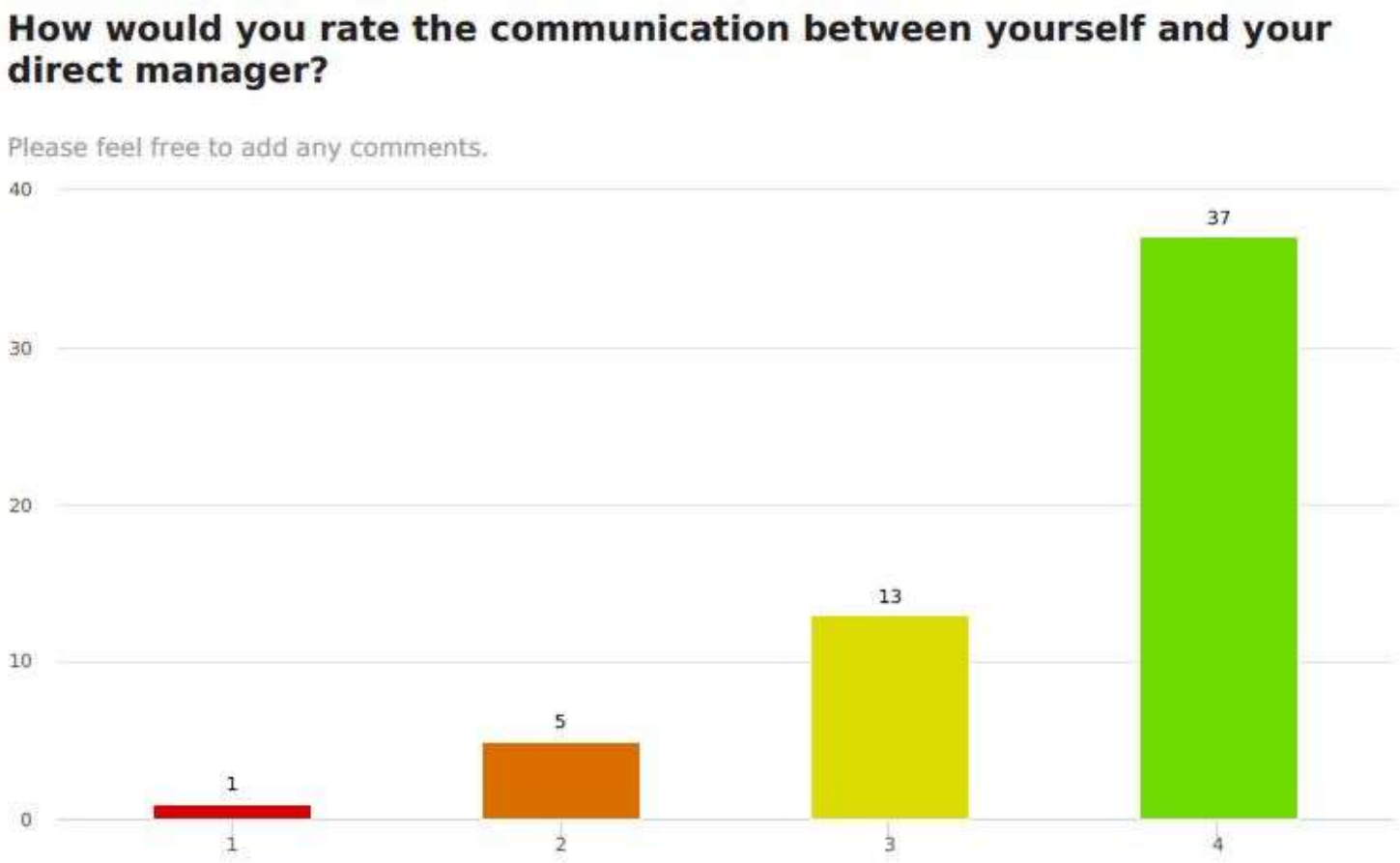
Life Balance



Insights

- 50% of staff struggle to disengage during days off from work.
- WhatsApp is both a helpful and intrusive tool as some cited frequent work-related messages and expectations of responding while off duty as a major issue which could result in a risk of burnout.

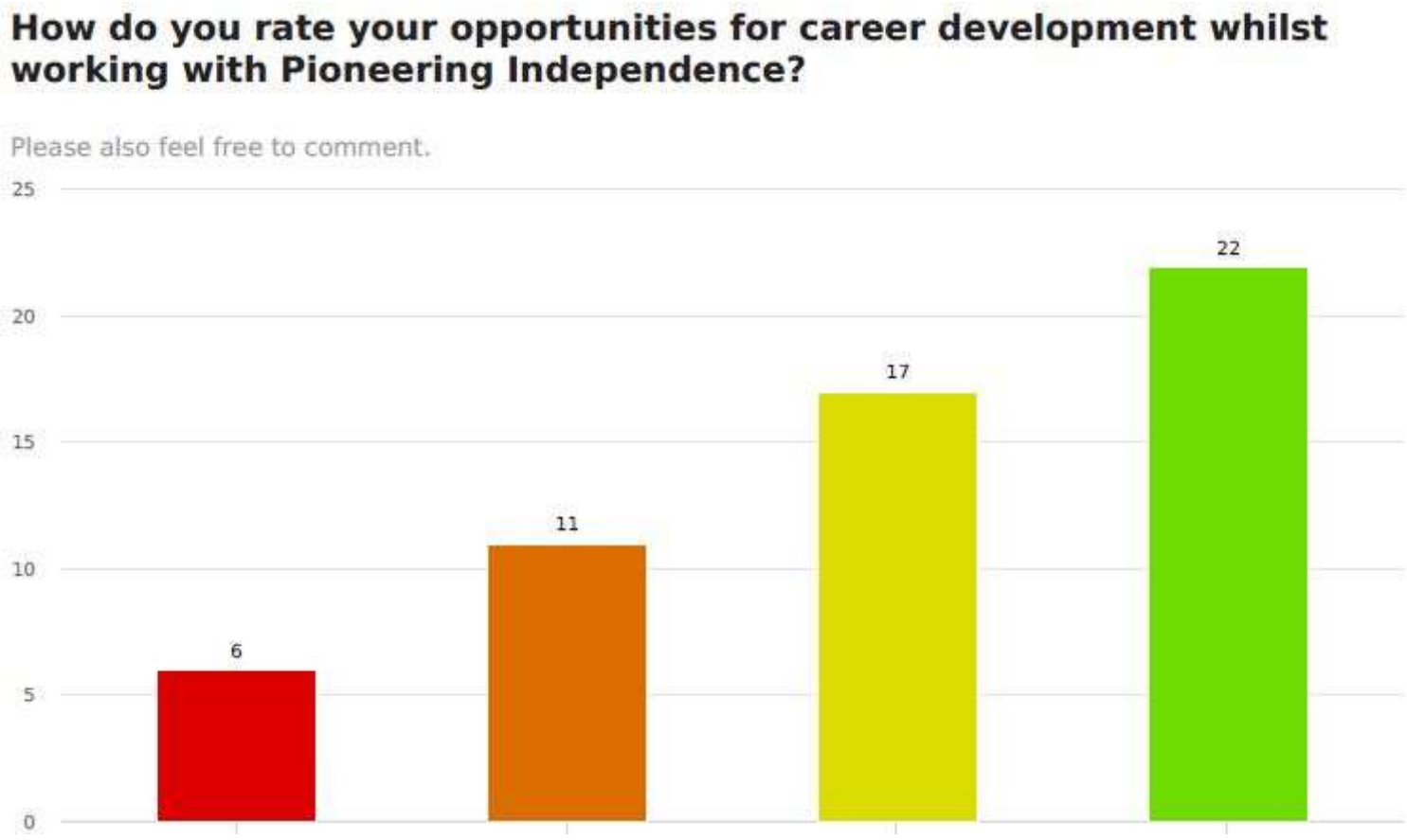
Communication with Management



Insights

- 66% of staff rated communication with their direct manager was good to excellent.
- Some staff expressed concerns about lack of feedback, inconsistent supervision, and feeling unheard.
- WhatsApp is a useful communication tool (86% found it helpful), but some feel it interferes with work-life balance.

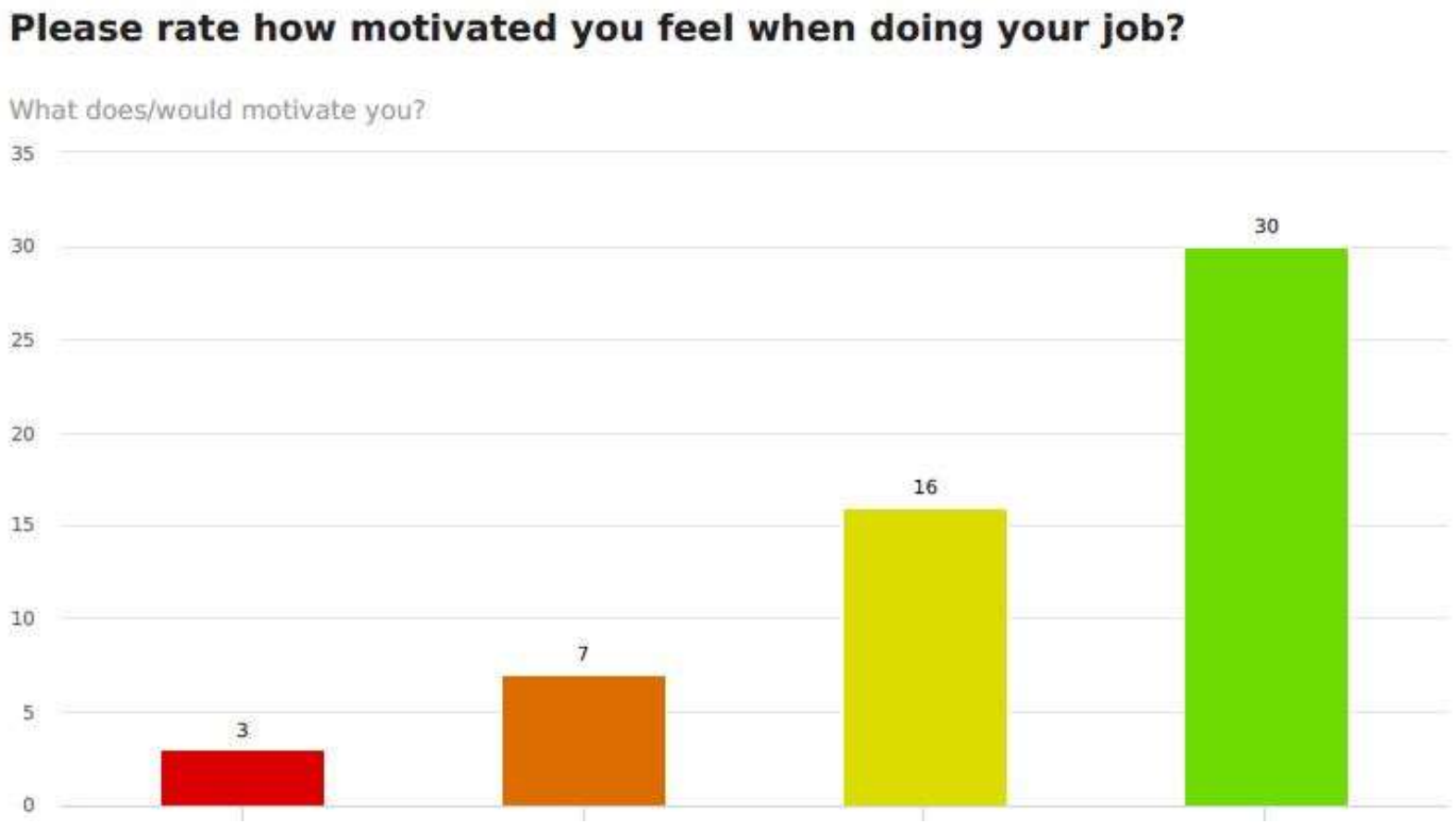
Career Development Opportunities



Insights

- 70% of staff feel they have opportunities to advance their careers, though some believe progression is limited.
- Some staff reported that career growth is dependent on personal initiative, with few structured pathways.

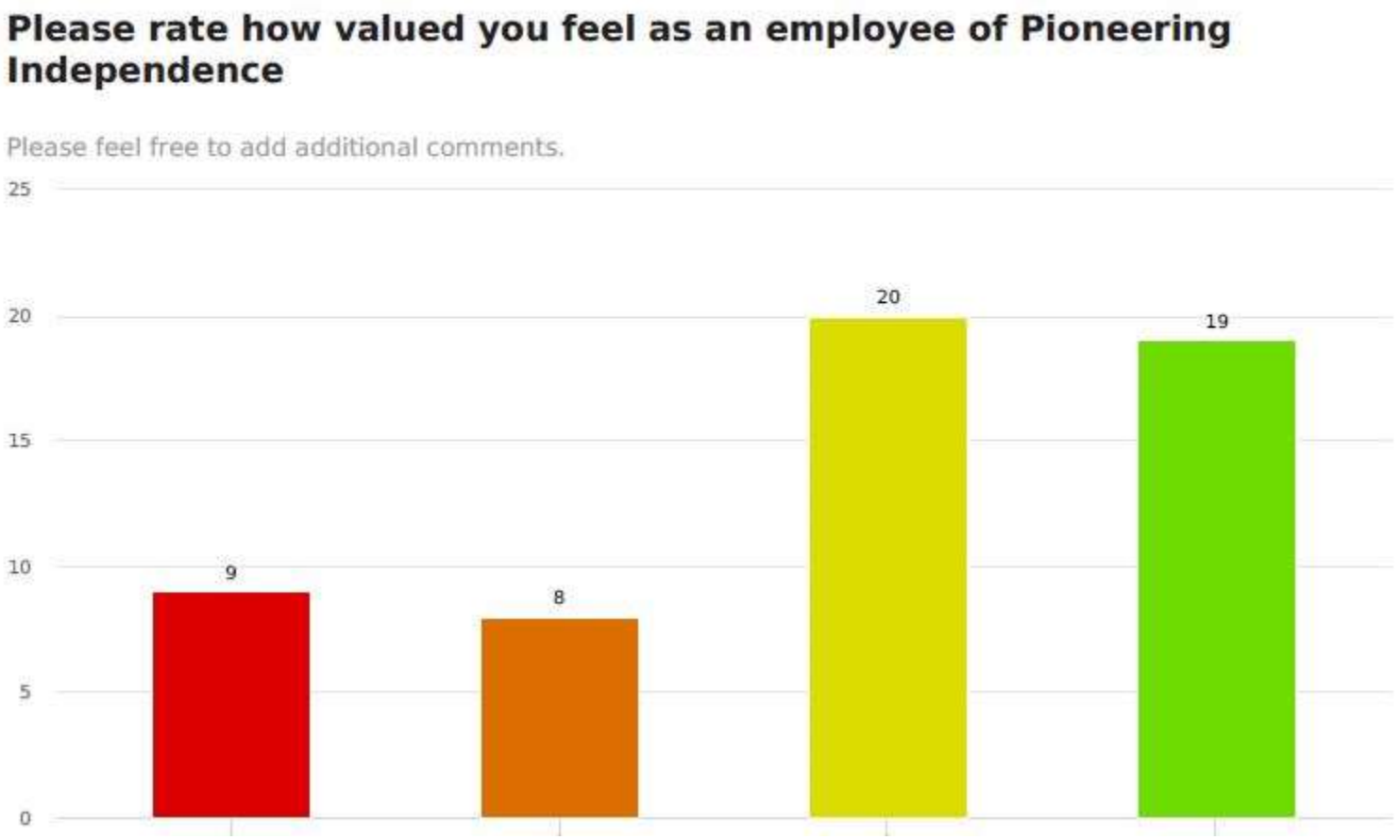
Motivation Levels



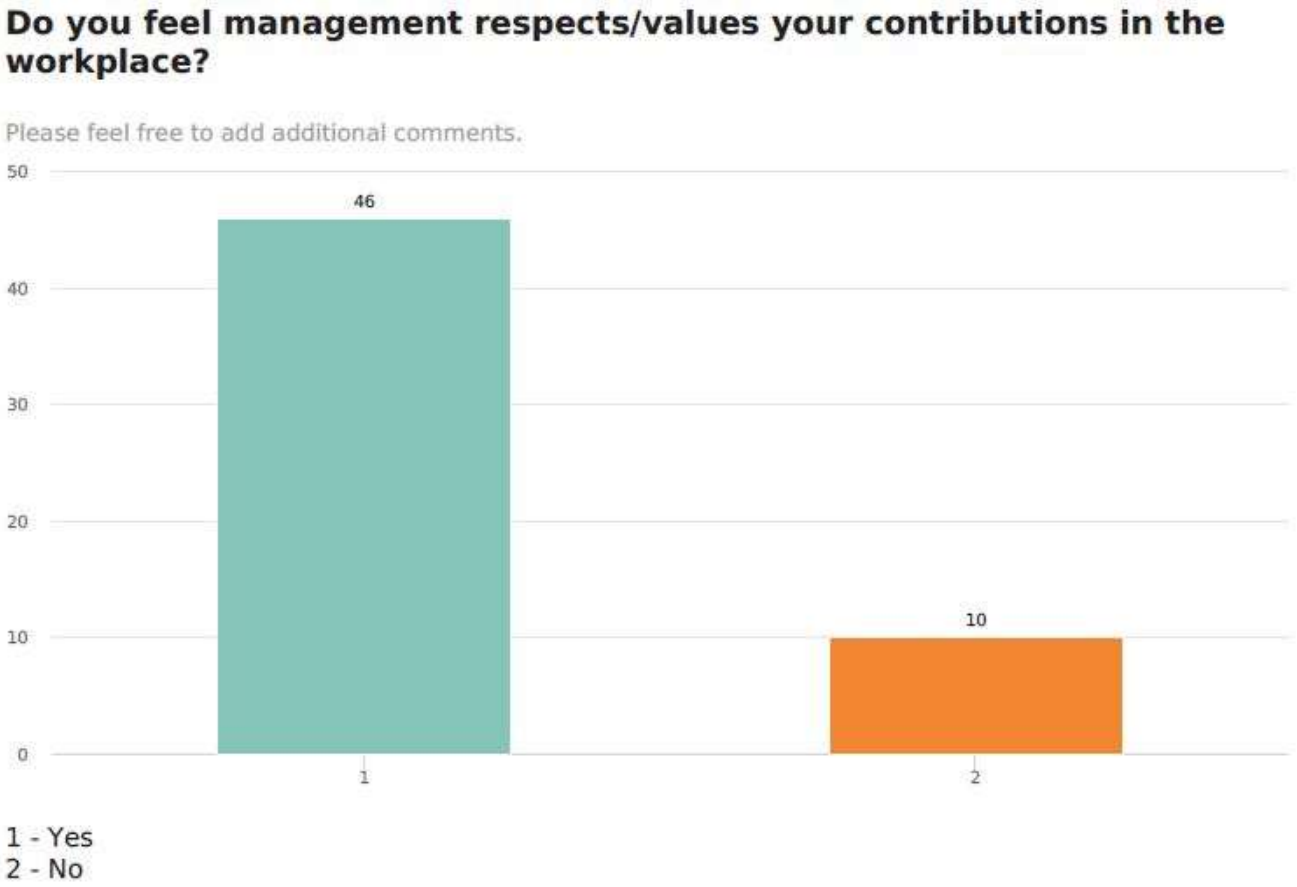
Insights

- 82% of staff rated their motivation levels as high (3 or 4).
- Staff feel more motivated when receiving positive reinforcement from management.
- Some employees reported feeling undervalued and overlooked for promotions or additional responsibilities.

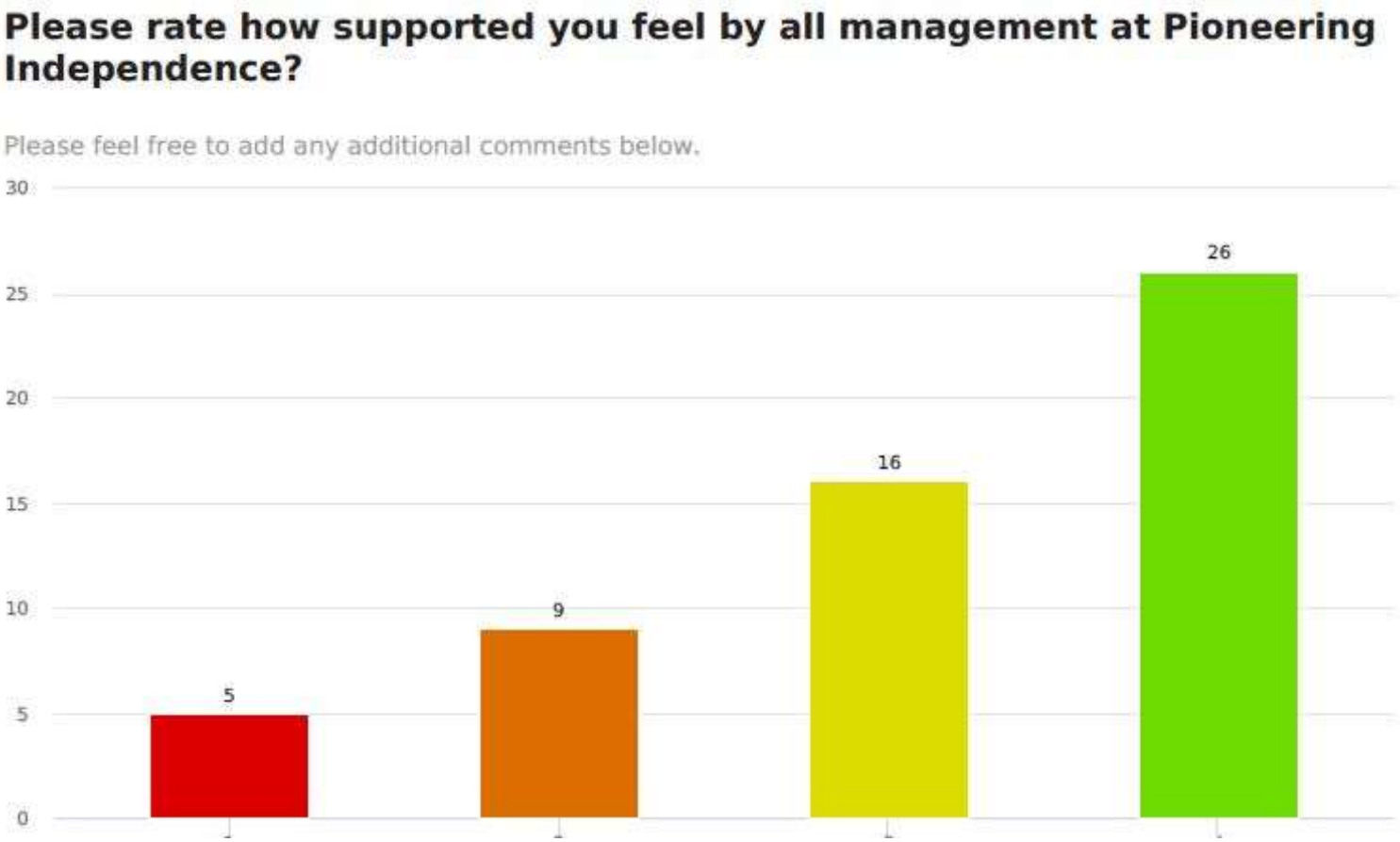
Feeling Valued & Respected



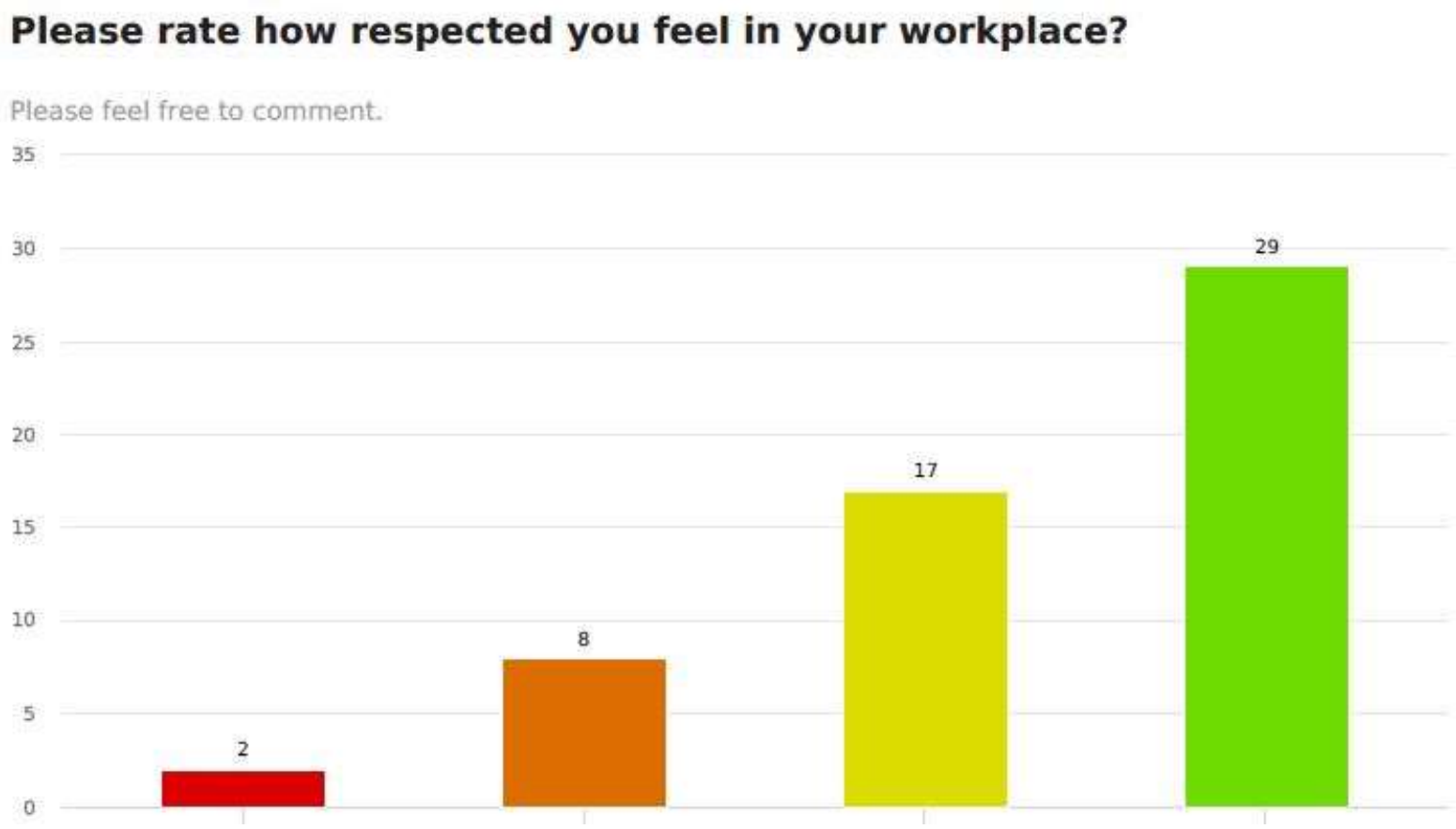
Insights


Do you feel management respects/values your contributions in the workplace?
Please feel free to add additional comments.
50
40
30
20
10
0
46
10
1
2
1 - Yes
2 - No

Feeling Valued & Respected



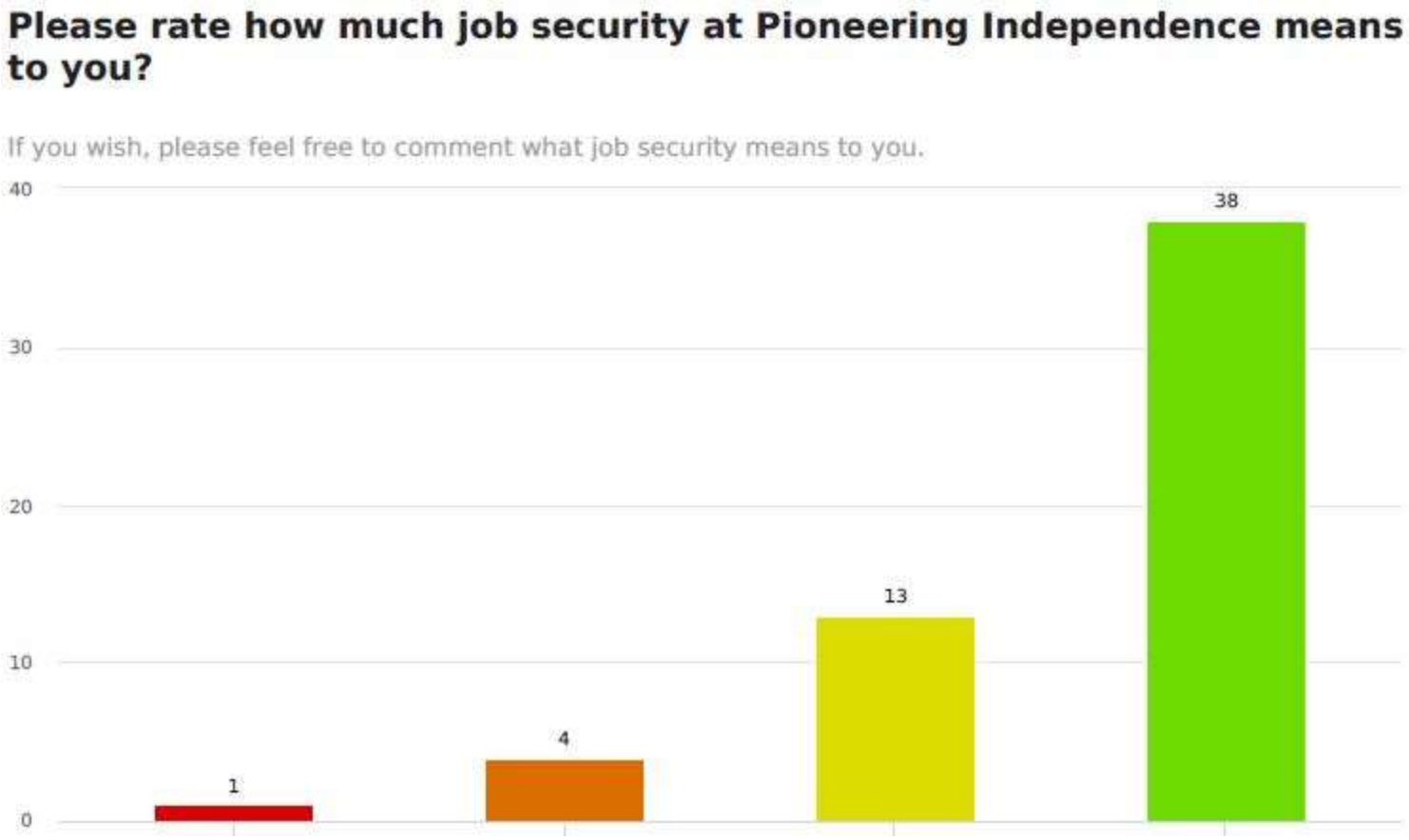
Feeling Valued & Respected



Insights

- 83% of respondents felt respected and valued their roles.
- Some staff believe there is favourtism and that senior management is less engaged with front line staff.
- Suggestions include more frequent staff meetings, recognition programs, and better pay structures.

Job Security & Recommendations



Insights

- 91% of staff consider job security important, with many valuing the stability provided by the company.
- Some concerns were raised about uncertain career progression and sector-wide challenges.

Recommendations

According to the responses, we need to address the following key areas to improve employee satisfaction, motivation and retention, leading to a more engaged and productive workforce:

- **1. Improve Life Balance**
- **2. Enhance Career Development**
- **3. Increase Employee Recognition**
- **4. Strengthen Communication**
- **5. Clarify Mission & Vision**

Recommendations

- **1. Improve Life Balance:** Consider reducing reliance on WhatsApp for work communication outside working hours to help employees fully disengage on their days off.
- **2. Enhance Career Development:** Implement clearer pathways for career progression and re-evaluate compensation for leadership roles to make advancement more appealing.

Recommendations

- **3. Increase Employee Recognition:** Establish regular recognition programs to highlight employee achievements and foster a greater sense of value within the organisation.
- **4. Strengthen Communication:** Ensure regular, structured communication between staff and management, including more frequent supervision sessions and clearer scheduling processes.

Recommendations

- **5. Clarify Mission & Vision:** Increase awareness of the company's mission and vision through regular internal communications and training to ensure alignment across all levels of staff.

Moving Forward

- We must consider alternative methods of communication and importantly how it is used by all parties.
- Training prospects should be made clear to everyone, including how they can progress at PI.
- A fair employee recognition scheme needs to executed, whilst being mindful of the statutory implications.
- Explore the implementation of a Workforce Committee to improve communication.

Moving Forward

- Include our Vision and Mission in everything we do and ensure it is visible.

  - Our **Vision** is to be recognised as a passionate and committed provider offering care and support determined by each individual's needs, where everybody flourishes.
  - Our **Mission** is to provide a bespoke tailor-made service, ensuring that the individuals we support live their lives through opportunity and choice. Increasing their independence, confidence, and community presence; enabling them to live happy, fulfilling lives.