

Staff Survey 2022 - Overview

Summary

This report presents the results from the Hospice UK Staff Survey 2022 for the whole organisation. The survey fieldwork was undertaken between 24 May and 12 June - an elapsed time of 3 weeks. 64 people responded to the survey out of a possible total of 77, a response rate of 83.1%, which represents an increase on last year.

We ask the same questions year on year on in order to measure progress over time. We also benchmark ourselves against other charities but it can be difficult to find similar organisations for direct comparison so the **change over time** is normally our main KPI.

The questions and responses are grouped into 11 key themes and the analysis of those responses are found below.

The key findings from the survey are as follows:

- Of the eleven areas of the survey, we have improved our performance in all areas compared to the prior year (when the scores were already very healthy), often by very considerable amounts.
- We have improved our performance in ten of the eleven areas compared to the benchmark median, often by considerable amounts (with a slight decline in learning and development).
- Overall nine of the areas have been assessed as strongly positive, one was assessed as slightly positive (performance management) and one was assessed as slightly negative (reward – though even here there were 48% positive responses to 21% negative). There were no areas rated strongly negative.

Hospice UK is committed to being a learning organisation and the findings of its staff survey are taken seriously. We develop an annual action plan in consultation with staff to proactively work to improve the highlighted areas.

The overall results are as follows:

Topic Summary				2022 Positive %	Traffic Light	2021 Positive %	Benchmark Median	Benchmark Upper Quartile
Communications	82	8	10	82	Green	+19	+16	+13
Engagement	79	14	7	79	Green	+8	+1	-3
Leadership	73	18	9	73	Green	+12	+5	-2
Learning and Development	70	23	7	70	Green	+8	-3	-10
Line Management	94	4	2	94	Green	+6	+16	+11
Performance Management	66	28	6	66	Blue	+10	+7	+3
Reward	48	31	21	48	Orange	+2	+2	-14
Role	83	12	6	83	Green	+6	+3	0
Values and Culture	74	17	9	74	Green	+7	-2	-10
Wellbeing	76	16	8	76	Green	+9	+12	+3
Working arrangements due to COVID 19	76	16	7	76	Green	+5	+9	+6

Craig Duncan
 Interim Chief Executive
 August 2022