

Adult Social Care Organisational Healthcheck 2019/20

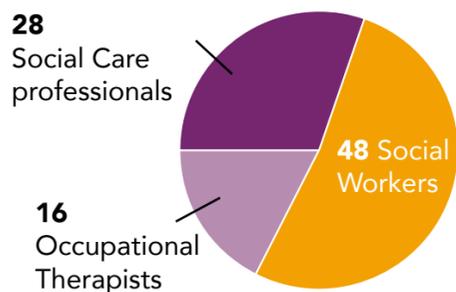
The survey was last undertaken in 2017

Respondents

92

(↑ from 80 in 2017)

50% uptake

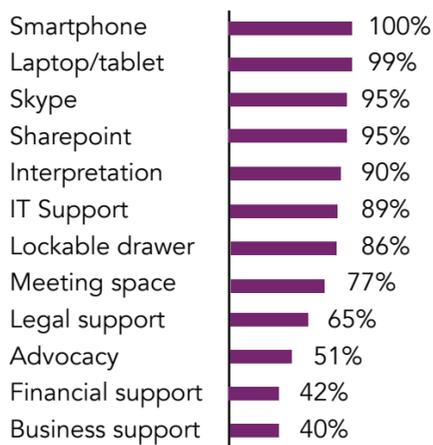


Half (**50%**) have worked in the Council for over 10 years. Just over a quarter (27%) are new employees with less than 2 years service. The vast majority of respondents (98%) are on a permanent contract



9 in 10 respondents agree with the statement "I have access to best practice, research and evidence materials"

I have access to...



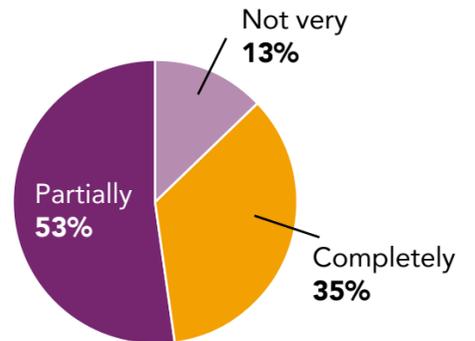
Problems with IT (less than in 2017)

Problem with	Sometimes	Frequently
Care Director	77%	20%
Skype	45%	12%
Laptop	72%	5%
Photocopying	62%	15%
Scanning	57%	7%
Sharepoint	51%	1%

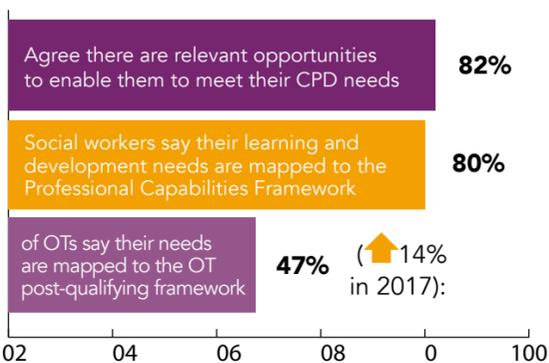
77% of respondents

agree that Care Director case management tool "reasonably" or "to a large extent" supports their work (↑ 64% in 2017)

Most respondents were satisfied with Care Director training



Professional development



Caseloads

81% of staff say their caseload is fair and manageable (↑ 43% in 2017)

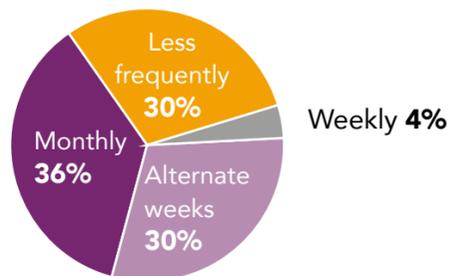
54% of staff say they have sufficient time to work effectively with the service users on their caseload most of the time (↑ 43% in 2017)



Team culture (% strongly agree/agree)

- 86%** say work issues are shared openly
- 88%** feel able to raise concerns with managers
- 96%** feel able to raise concerns about workloads
- 95%** have sufficient autonomy to practice creatively with my service users
- 87%** say caseload is appropriate to their level of knowledge and experience
- 50%** have sufficient time to work on additional responsibilities

Team meetings take place...



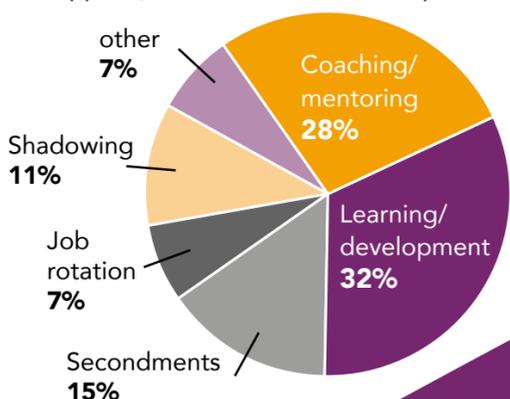
90% get regular feedback/updates from management

95% of respondents know and recognise some or all of the Adult Social Care Management Team

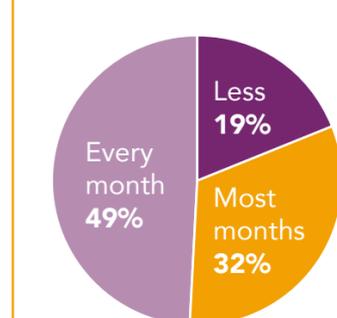
86% know and recognise the Adults Principal Social Worker

Career development

What **TWO** things are most helpful to support your future career development?



Supervision takes place...



86% of respondents have had an appraisal in the past year

80% are completely or to a great extent satisfied with the quality of supervision (↑ 69% in 2017)
Two thirds (65%) get opportunity in their supervision for reflection, discussion of learning and development and emotional support. However, only just over a quarter (**29%**) get coaching or mentoring opportunities

I feel more positive about my role and employment with CCC than I did a year ago

Yes 54% (↑ 43% in 2017)

No 30% (↑ 46% in 2017)

90% of respondents saw themselves working for the Council in 5 years time



93%

feel prepared for agile working

Statement	Completely	Partially	Not at all
Staff/senior comms is effective	38%	54%	8%
Consulted/involved in proposed changes	14%	76%	10%

Statement	Always/often	Sometimes	Never
I look forward to going to work	66%	28%	6%
I'm enthusiastic about my job	74%	24%	1%

technology

understanding staff opportunities

development

forward thinking

positive difference

good salary

peer support

team learning

flexibility

Supportive managers

supportive colleagues

flexitime nice office

child-care friendly

peer support

employee benefits peer support



Coventry City Council