

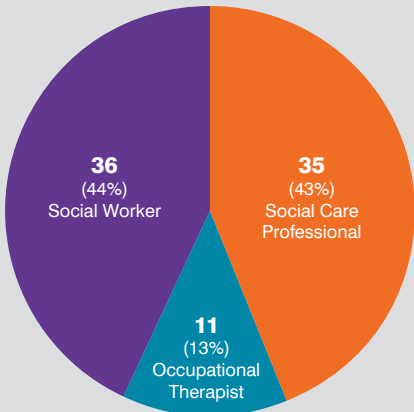
Adult Social Care Organisational Healthcheck 2024/25

(Previous surveys were undertaken in 2022, 2019 and 2017)

Respondents

82

- ↓ from 83 in 2022
- ↓ from 92 in 2019
- ↑ from 80 in 2017

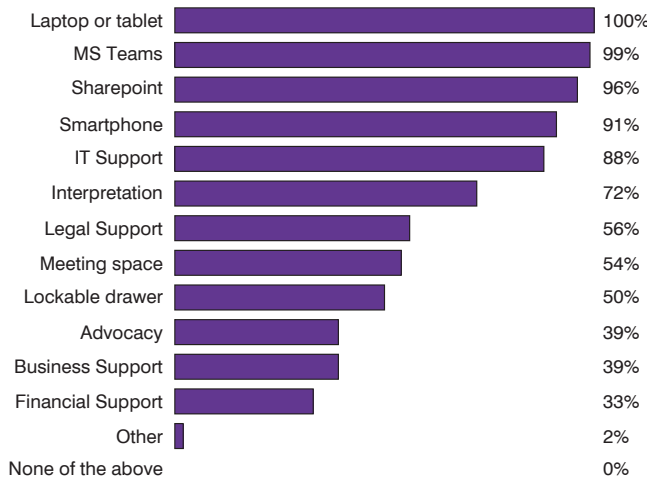


40% have worked for the Council over 10 years, compared to 52% in 2022. 18% are new employees with less than 2 years (↑ from 13% in 2022, ↓ from 27% in 2019), 16% have 2-5 years service (↓ from 20% in 2022) and 26% have 5-10 years service. The vast majority of respondents (98%) are on a permanent contract.



9 out of 10 respondents agree with the statement “I have access to best practice, research and evidence materials”

I have access to...



In 2024 problems with IT occurred more frequently compared to 2022

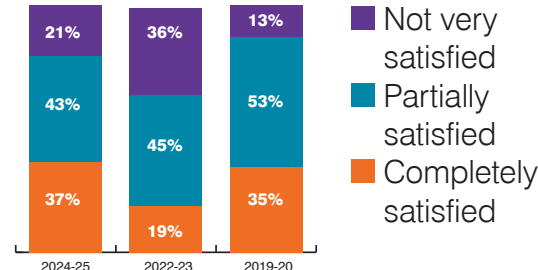
Problem with	Sometimes	Frequently
Care Director	70% (↓71%)	20% (↑19%)
Sharepoint	46% (↑45%)	1% (=)
MS Teams	60% (↓67%)	7% (↑4%)
Laptop	76% (↓81%)	9% (↑4%)
Photocopying	40% (↓47%)	13% (↑5%)
Scanning	34% (↓37%)	15% (↑6%)
Mobile Phone	45% (↓47%)	26% (↑10%)

72% agree that Care Director case management tool ‘reasonably’ or “to a large extent” supports their work (↓73% in 2022, ↓77% in 2019)

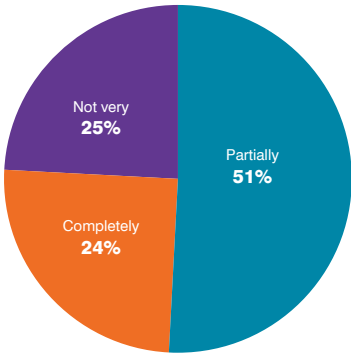
18% of respondents felt that they spent 80% or more of their time inputting into Care Director (↓29% in 2022)

Satisfaction with Care Director training went up compared to 2022-23

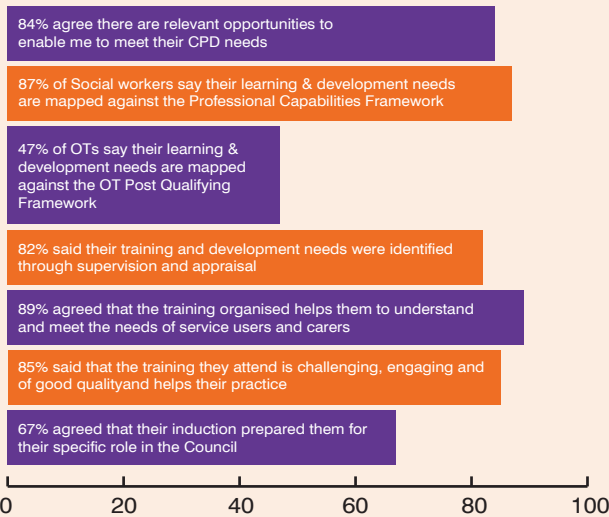
How satisfied were you with the Care Director training you received?



To what extent do you feel that Care Director supports your work?



Professional development



Caseloads

65% of staff say their caseload is fair and manageable (↓73% in 2022, ↓81% in 2019, ↑43% in 2017)

48% of staff say they have sufficient time to work effectively with the service users on their caseload most of the time (↓51% in 2022, ↓54% in 2019, ↑43% in 2017)

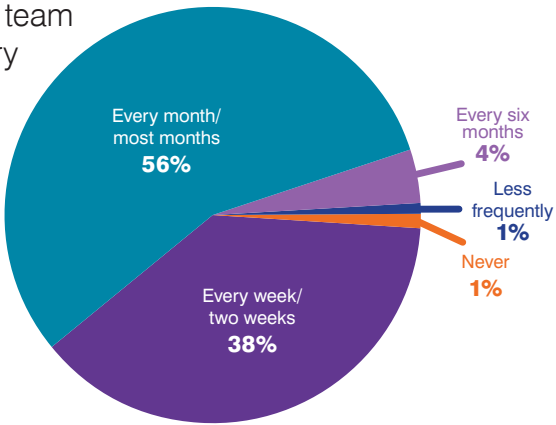
Team culture % who strongly agree/agree

77% say work issues are shared openly (↓89% in 2022, ↓86% in 2019)
79% feel able to raise concerns with managers (↓81% in 2022, ↓88% in 2019)
89% feel able to raise concerns about workloads (↓94% in 2022, ↓96% in 2019)

89% have sufficient autonomy to practice creatively with my service users (↓93% in 2022, ↓95% in 2019)
83% say caseload is appropriate to their level of knowledge and experience (↓89% in 2022, ↓87% in 2019)
46% have sufficient time to work in additional responsibilities (↓49% in 2022, ↓50% in 2019)

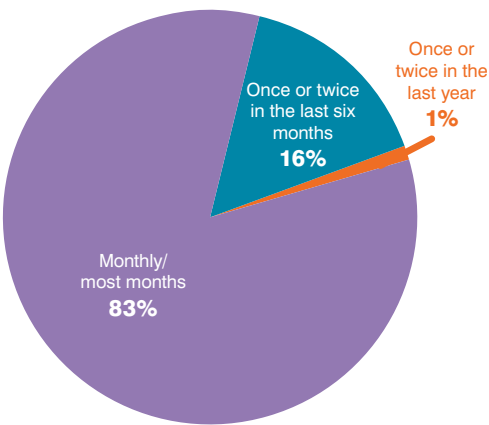
Team meetings take place more frequently...

94% said had team meetings every week or month



Supervision takes place more frequently...

83% say supervision takes place monthly or most months



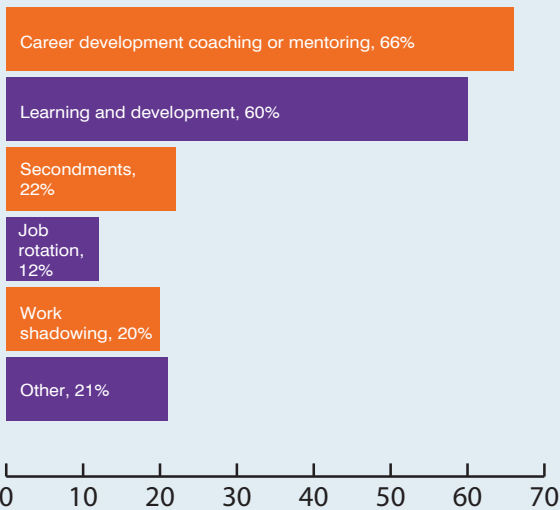
51% said that supervision sessions never or rarely get postponed or cancelled. (↓69% in 2022)
84% of respondents have had an appraisal in the past year (↓88% in 2022, ↓86% in 2019)

73% are completely or to a greater extent satisfied with the quality of supervision (↓84% in 2022, ↓80% in 2019, ↑69% in 2017)
61% get opportunity in their supervision for reflection and emotional support and 77% discussion of learning and development (↓73% & 78% in 2022, ↓65% in 2019).
38% get coaching or mentoring opportunities (↓51% in 2022, ↑29% in 2019)

81% respondents are completely or to a greater extent satisfied with the support received from line managers/supervisors where they have complex cases (↓92% in 2022).
61% have never or only once or twice needed to make an important decision regarding a case and have not been able to access support (↓73% in 2022)

Career development

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



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

Yes 40% (↓52% in 2022, ↓54% in 2019, ↓43% in 2017)
No 60% (↑37% in 2022, ↑30% in 2019, ↑46% in 2017)

66% of respondents saw themselves working for the Council in 5 years time (↓81% in 2022, ↓90% in 2019)

Statement	Completely Agree	Partially Agree	Not at all Agree
Communication between staff and senior managers is effective	29% (↓33% in 2022, ↓38% in 2019)	62% (↑57% in 2022, ↑54% in 2019)	9% (↓11% in 2022, ↑8% in 2019)
Staff are consulted and involved in proposed changes	13% (↓18% in 2022, ↓14% in 2019)	67% (↑61% in 2022, ↓76% in 2019)	20% (=20% in 2022, ↑10% in 2019)
Statement	Always/Often	Sometimes	Never
I look forward to going to work	59% (↓64% in 2022, ↓66% in 2019)	35% (↑34% in 2022, ↑28% in 2019)	6% (↑2% in 2022, =6% in 2019)
I feel enthusiastic about my job	67% (↑58% in 2022, ↓74% in 2019)	28% (↓42% in 2022, ↑24% in 2019)	5% (↑0% in 2022, ↑1% in 2019)

Practice being culturally competent and inclusive
On a score from 0 to 10, with 10 extremely confident and 0 not confident at all, the average confidence rating was 8, and over half (57%) scored themselves 8 or higher.