

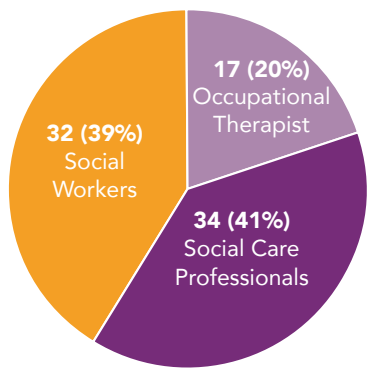
# Adult Social Care Organisational Healthcheck 2022/23

(Previous surveys were undertaken in 2019 & 2017)

## Respondents

**83** **42% uptake**

(↓ from 92 in 2019  
↑ from 80 in 2017)

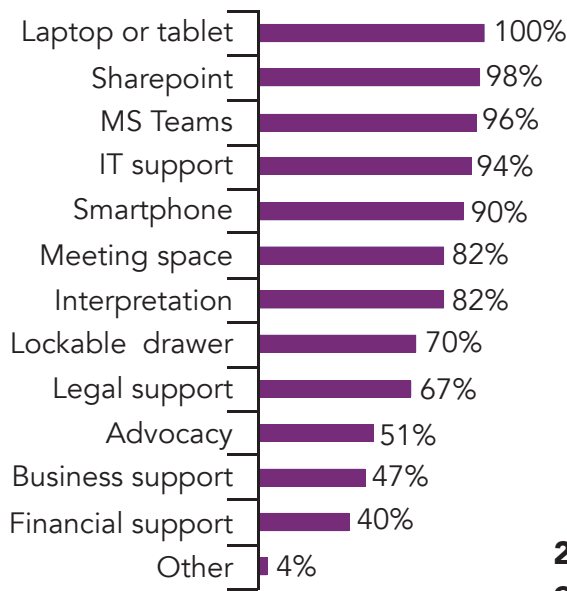


**Over half (52%) have worked in the Council for over 10 years.** 13% are new employees with less than 2 years service (↓ from 27% in 2019) and 20% with 2-5 years service. The vast majority of respondents (99%) are on a permanent contract.



**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 2019)

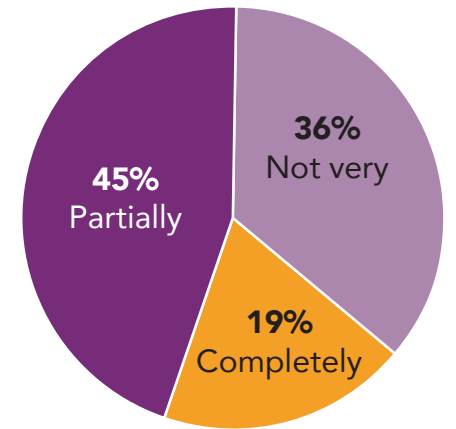
Problem with	Sometimes	Frequently
Care Director	71%	19%
Sharepoint	45%	1%
MS Teams	67%	4%
Laptop	81%	4%
Photocopying	47%	5%
Scanning	37%	6%
Mobile Phone	47%	10%

**73%** agree that Care Director case management tool 'reasonably' or 'to a large extent' supports their work (↓ 77% in 2019)

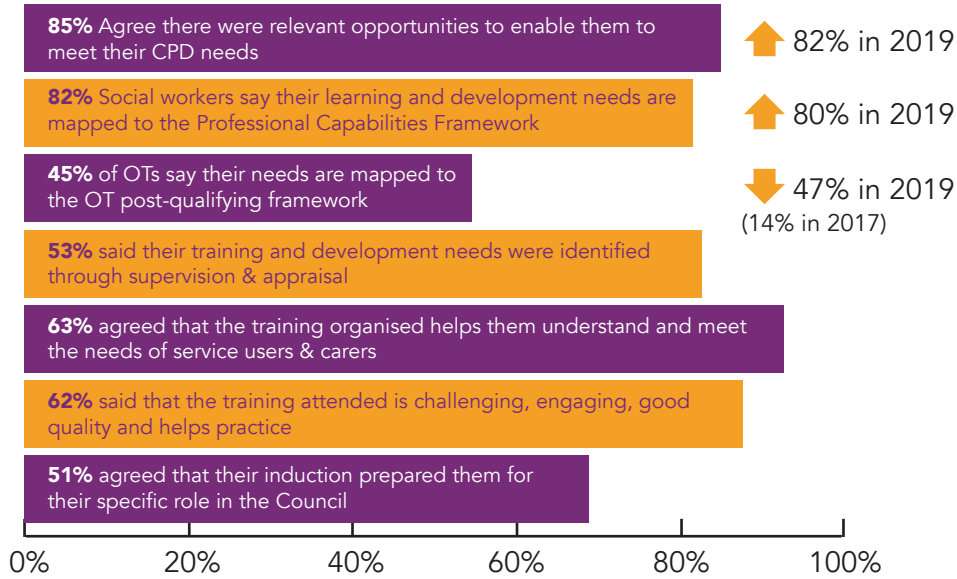
**29% of respondents felt that they spent 80% or more of their time inputting into Care Director**

## Satisfaction with Care Director training went down compared to 2019

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



## Professional development



## Caseloads

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

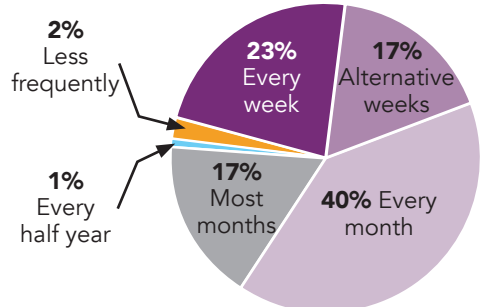
**51%** of staff say they have sufficient time to work effectively with the service users on their caseload most of the time (↓ 54% in 2019, ↑ 43% in 2017)

## Team culture

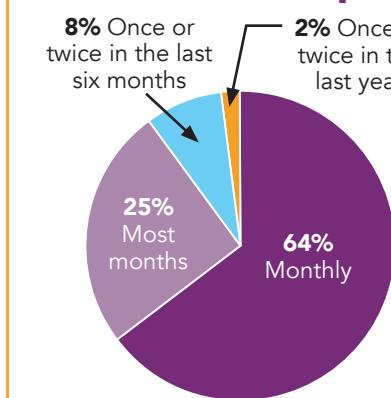
(% strongly agree/agree)

- 89%** say work issues are shared openly (↑ 86% in 2019)
- 81%** feel able to raise concerns with managers (↓ 88%)
- 94%** feel able to raise concerns about workloads (↓ 96%)
- 93%** have sufficient autonomy to practice creatively with my service users (↓ 95%)
- 89%** say caseload is appropriate to their level of knowledge and experience (↑ 87%)
- 49%** have sufficient time to work in additional responsibilities (↓ 50%)

## 80% said they had a team meetings every month or week (↑ 70% in 2019)



## 64% said supervision takes place monthly (↑ 49% in 2019)

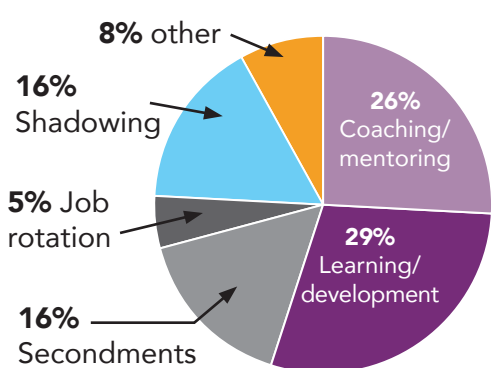


- 84%** are completely or to a greater extent satisfied with the quality of supervision (↑ 80% in 2019, ↑ 69% in 2017)
- 88%** of respondents have had an appraisal in the past year (↑ 86% in 2019)
- 73%** get opportunity in their supervision for reflection and emotional support and **78%** discussion of learning and development (↑ 65% in 2019).
- Over half (51%) get coaching or mentoring opportunities (↑ 29% in 2019)
- 92%** respondents are completely or to a greater extent satisfied with the support received from line managers/supervisors where they have complex cases.

- 86%** get regular feedback/updates from management (↓ 90% in 2019)
- 95%** of respondents know and recognise partly or all of the Adult Social Care Management Team (=95% in 2019)
- 76%** know and recognise the Adult Principle Social Worker (↓ 86%)

## 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 52%** (↓ 54% in 2019, ↑ 43% in 2017)

**No 37%** (↑ 30% in 2019, ↓ 46% in 2017)

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

Statement	Completely	Partially	Not at all
Communication between staff and senior managers is effective	33% (↓ 38%)	57% (↑ 54%)	11% (↑ 8%)
Staff are consulted and involved in proposed changes	18% (↑ 14%)	61% (↓ 76%)	20% (↑ 10%)

Statement	Always/Often	Sometimes	Never
I look forward to going to work	64% (↓ 66%)	34% (↑ 28%)	2% (↓ 6%)
I feel enthusiastic about my job	58% (↓ 74%)	42% (↑ 24%)	0% (↓ 1%)

(↑ ↓ % in 2019)

**86%** of respondents expressed confidence working in a hybrid way. In 2019 **93%** felt prepared for agile working.



Coventry City Council

technology understanding staff opportunities development good salary forward thinking  
positive difference agile working peer support  
team flexibility Supportive managers supportive  
learning flexitime nice office child-care friendly colleagues  
employee benefits peer support

