

ACCESS TO CARE

Staff Survey Results 2026

YOU SAID, WE DID



We asked staff about their experience of working at Access to Care, including culture, communication, support, and development.

Feedback is exceptionally positive across all areas, with 100% satisfaction in the majority of responses.

	WE ASKED	YOU SAID	WE DID
 DIRECTION & CULTURE	How do you feel about your role and the organisation? We asked about purpose, clarity of role, loyalty, job satisfaction and stress levels.	✓ EXCEPTIONALLY POSITIVE 100% feel clear about our purpose. 100% are clear about their role and responsibilities. 100% are willing to go above and beyond. 100% feel loyal to EXPECT and to their service/department. 100% get job satisfaction. 100% are not over stressed in their role. 100% satisfaction across all areas in this section	✓ We will continue to strengthen our culture by: - Maintaining clarity in roles and goals - Recognising and celebrating our teams - Supporting wellbeing and balance - Maintaining a positive and supportive working environment
 COMMUNICATION	How well do we communicate with you? We asked about communication across the organisation, teams and with managers.	✓ EXCEPTIONALLY POSITIVE 100% satisfaction across all areas, including: - Communication across the organisation and teams - Open and honest communication from managers - Opportunities to talk to senior managers - Regular supervisions and staff meetings - Confidence to challenge and share ideas - Keeping staff informed 100% satisfaction across all areas in this section	✓ We will continue to build on our strong communication by: - Encouraging open communication at all levels - Maintaining regular supervisions and team meetings - Supporting staff to share ideas and challenge practice
 SUPPORT FROM THE COMPANY & MANAGEMENT	Do you feel supported in your role? We asked about support from managers, teams, recognition and being encouraged to share ideas.	✓ EXCEPTIONALLY POSITIVE 100% satisfaction across all areas, including: - Support from line managers - Support from teams - Being encouraged to share ideas - Feeling recognised and appreciated - Enjoying working for the EXPECT Group	✓ We will continue to support staff by: - Providing excellent support and guidance - Recognising and appreciating our staff - Encouraging ideas for continuous improvement
 TEAMWORK & DUTIES	How do you feel about teamwork and day-to-day working? We asked about teamwork, collaboration, problem solving and day-to-day responsibilities.	✓ EXCEPTIONALLY POSITIVE 100% feel part of a team working together 100% feel supported by their line manager 100% feel their work is valued 100% are confident managers act in the best interests of service users 100% comfortable challenging other team members' ways of working (Up from 87.5% in 2025) 100% feel their team is flexible 100% work with outside agencies	✓ We will continue to strengthen teamwork by: - Promoting a culture of respect and collaboration - Encouraging constructive challenge and problem solving - Maintaining flexibility and support across teams - Building strong partnerships with outside agencies
 TRAINING & DEVELOPMENT	Do you feel supported in your training and development? We asked about training access, development opportunities, plans and appraisals.	✓ STRONG IMPROVEMENTS 100% training needs are regularly reviewed 87.5% regularly booked onto training courses (Up from 37.5% in 2025) 100% have opportunities to take on extra responsibility (Up from 75% in 2025) 62.5% have a personal training and development plan (Up from 50% in 2025) 75% feel the induction prepared them well (Down from 87.5% in 2025) 87.5% have received an appraisal in the last 12 months (Down from 100% in 2025)	✓ We will continue to improve development opportunities by: - Ensuring effective induction for all new staff - Providing access to training and development - Supporting progression and extra responsibility - Maintaining regular appraisals and development plans
 SAFETY, POLICIES & DATA	Do you feel confident around data protection, policies and safety? We asked about data, policies, reporting and health and wellbeing.	✓ EXCEPTIONALLY POSITIVE 100% confident in data security and handling 100% understand policies and procedures 100% confident in reporting concerns 100% know how to report safeguarding concerns 100% feel their health and wellbeing is maintained 100% have seen the results of last year's survey 100% satisfaction across all areas in this section (Up from 75% in 2025) 100% feel their level of access to IT systems holding data is appropriate to their role (Up from 87.5% in 2025)	✓ We will continue to strengthen this area by: - Maintaining high standards of data security - Keeping policies up to date and easy to access - Promoting staff wellbeing and safety - Sharing survey outcomes and improvements

 SUMMARY Feedback is outstanding, with 100% satisfaction across most areas and significant improvements in training, development and engagement.	 KEY STRENGTHS 100% satisfaction in culture, communication and support ✓ Exceptional teamwork ✓ Strong support from managers ✓ Clear purpose and role clarity	 AREAS FOR CONTINUED FOCUS - Improve induction experience - Maintain appraisal consistency - Continue to develop training and development opportunities	 NEXT STEPS - Build on our strengths - Review induction and appraisal processes - Expand training access and opportunities
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 Thank you!

Thank you to all staff who took part in the survey. Your feedback helps us to grow and improve together.