

EXPECT

Staff Survey Results 2026

YOU SAID, *WE DID*



We asked staff about their experience of working at EXPECT, including culture, communication, support, and development. Feedback remains very positive overall, with strong improvements in several key areas and some opportunities identified for further development.

	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.	✓ MOSTLY VERY POSITIVE - Staff feel clear about our purpose and their role. - Strong commitment and willingness to go above and beyond. - Job satisfaction has improved. - Stress levels have improved significantly. 92.1% of staff do not feel over stressed in their role (Up from 73% in 2025)	✓ We will continue to strengthen our culture by: - Promoting clarity in roles and responsibilities - Supporting staff wellbeing and managing workload - 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.	✓ SIGNIFICANT IMPROVEMENTS - Communication across the organisation and within teams is strong. - Better access to senior managers and open, honest communication. - Small reductions in staff meetings and email engagement, but confidence in challenging practice remains strong. Communication across the organisation has improved (Up from 86.5% in 2025)	✓ We will continue to build on improvements by: - Encouraging open communication at all levels - Maintaining regular supervision 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.	✓ WELL SUPPORTED - Staff feel well supported by their line managers and their teams. - Team support has improved to 100%. - A small reduction in how recognised staff feel for their efforts. 88.2% of staff feel their efforts are recognised and appreciated	✓ We will continue to support staff by: - Promoting recognition and appreciation of staff contributions - Encouraging staff to share ideas for improvement - Maintaining strong management support
 TEAMWORK & DUTIES	How do you feel about teamwork and day-to-day working? We asked about teamwork, flexibility, working with others and day-to-day responsibilities.	✓ POSITIVE OVERALL - Staff feel part of a team and confident managers act in the best interests of service users. - Some reductions in feeling valued within teams and flexibility. - Fewer staff work with outside agencies or support attendance at the Bowersdale Centre.	✓ We will continue to strengthen teamwork by: - Promoting a culture where staff feel valued and recognised - Supporting collaboration within and across teams - Encouraging partnership working with external agencies
 TRAINING & DEVELOPMENT	Do you feel supported in your training and development? We asked about training access, development opportunities and appraisals.	✓ STRONG IMPROVEMENTS - Better access to appraisals, increasing significantly to 94.1%. - Improved reviews of training needs and more staff have a personal development plan. - Some reductions in access to training courses and wider development opportunities. 94.1% of staff have had an appraisal in the last 12 months	✓ We will continue to improve development opportunities by: - Ensuring regular access to training and development - Supporting career progression and skill development - Maintaining consistent appraisal processes
 SAFETY, POLICIES & DATA	Do you feel confident around data protection, policies and safety? We asked about data, policies, reporting and health and wellbeing.	✓ EXTREMELY STRONG - Almost all responses are at 100% for data protection and understanding policies. - Small reductions in awareness of safeguarding reporting and staff wellbeing. - Fewer staff reported seeing the results of last year's survey. 67.6% of staff have seen the results of last year's survey	✓ We will continue to strengthen this area by: - Reinforcing safeguarding and reporting processes - Promoting staff wellbeing and support - Improving communication and visibility of survey outcomes

SUMMARY

Feedback shows a positive working environment where staff feel supported, informed and committed to their roles.



KEY STRENGTHS

Strong communication and leadership visibility

- High levels of support from managers and teams
- Significant improvements in staff wellbeing and appraisals



AREAS FOR IMPROVEMENT

Staff recognition and feeling valued

- Access to training and development opportunities
- Awareness of processes (e.g. safeguarding, survey feedback)



NEXT STEPS

Strengthen recognition and staff engagement

- Improve access to development opportunities
- Continue to build on communication and wellbeing initiatives

♥ *Thank you!*

Thank you to all staff who took part in the survey. Your feedback helps shape and improve the organisation.