

ROWAN CARE

Staff Survey Results 2026

YOU SAID, WE DID



We asked staff about their experience of working at Rowan Care, including culture, communication, support, teamwork, development and organisational processes.

Overall, feedback remains positive, with many areas achieving **over 85% satisfaction**.

The survey also identified several opportunities where we can improve.

	WE ASKED	YOU SAID	WE DID
 DIRECTION & CULTURE	Questions about purpose, role clarity, loyalty, job satisfaction and stress levels.	Staff understand our purpose and are clear about their roles. Willingness to go above and beyond remains strong. Loyalty to their own service has increased, however loyalty to the wider EXPECT Group has declined. Job satisfaction and feeling not overstressed have reduced slightly. 91% overall satisfaction in this section	We will continue strengthening our culture by: - Improving engagement across the wider EXPECT Group - Increasing recognition of staff achievements - Continuing wellbeing initiatives - Maintaining clarity around roles and responsibilities
 COMMUNICATION	Questions about how we communicate with staff, teams, managers and senior leaders.	Communication is generally positive. Opportunities to speak with senior managers, attend staff meetings and receive company emails are highly valued. Areas for development include regular supervisions and communication within teams and across the organisation. 93% overall satisfaction in this section	We will continue to build on our communication by: - Improving communication across the organisation - Encouraging open and honest communication at all levels - Ensuring regular supervisions and staff meetings - Supporting staff to share ideas and challenge practice
 SUPPORT FROM THE COMPANY & MANAGEMENT	Questions about the support provided by managers, the team and the wider organisation.	Support from line managers continues to be a strength. We can improve support from the team, encouraging ideas, recognition and appreciation of effort. 88% overall satisfaction in this section	We will continue to support staff by: - Supporting managers to coach and develop their teams - Encouraging staff to share ideas for improvement - Recognising and celebrating individual and team contributions - Creating a positive and supportive working environment
 TEAMWORK & DUTIES	Questions about teamwork, working relationships and day-to-day duties.	Staff feel supported by their managers and confident they act in the best interests of service users. The biggest area for improvement is feeling valued by team members. 60% feel valued by the members of their team	We will continue to strengthen teamwork by: - Building a culture of respect and recognition - Encouraging teamwork and peer support - Improving team flexibility and communication - Working collaboratively with outside agencies
 TRAINING & DEVELOPMENT	Questions about induction, training, development opportunities and appraisals.	Training needs reviews and access to training remain strong. Personal development plans, opportunities for extra responsibility and career development opportunities need focus. 80% overall satisfaction in this section	We will continue to improve development opportunities by: - Reviewing our induction process - Supporting career development and progression - Creating more opportunities to take on responsibility - Developing and reviewing personal development plans
 DATA PROTECTION	Questions about data security, handling information and reporting concerns.	Staff have high confidence in data security, data sharing and understanding their responsibilities. Confidence in raising concerns about data security can be strengthened further. 99% overall satisfaction in this section	We will continue to strengthen this area by: - Maintaining high standards of data security - Promoting awareness of data protection responsibilities - Encouraging staff to report concerns without hesitation
 POLICIES, PROCEDURES & WELLBEING	Questions about policies, procedures, safeguarding, wellbeing and awareness of survey results.	Staff understand policies and how to report safeguarding concerns. Confidence in whistleblowing, awareness of last year's survey results and staff wellbeing can be improved. 96% overall satisfaction in this section	We will continue to strengthen this area by: - Promoting a culture of openness and transparency - Ensuring staff wellbeing remains a priority - Sharing survey outcomes and improvement actions



SUMMARY

Staff remain positive about working at Rowan Care, particularly around role clarity, training, data security and support from line managers. The survey has highlighted opportunities to strengthen teamwork, recognition, career development and engagement across the wider organisation.



KEY STRENGTHS

- 100% role clarity
- ✓ 100% training needs reviewed
- ✓ 100% data protection knowledge
- ✓ Strong support from line managers
- ✓ Positive communication with senior managers



AREAS FOR CONTINUED FOCUS

- Team recognition and feeling valued
- Personal development plans
- Opportunities for career progression and extra responsibility
- Staff wellbeing and stress levels
- Engagement across the wider organisation



NEXT STEPS

- Improve recognition and celebrate staff contributions
- Review development planning and career pathways
- Strengthen communication and engagement
- Continue investing in staff wellbeing
- Monitor progress through future staff surveys



Thank you!

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

