

## STAFF SURVEY 2009

The staff survey took place over two weeks in February 2009 and included full time, part time and casual employees. We received 168 completed surveys – a return rate of 68%. This is a better return rate than any other previous staff survey (61% 2008, 41% 2007), and shows an upward trend in returns.

Percentages have been calculated on the number of people who answered each questions, as this varied, rather than the total number of responses. For some questions people could give more than one answer and so the percentages do not always add up to 100.

Feedback on the survey from staff is generally positive. However some people still feel concerned that the survey is not anonymous and some people feel that there should be an opportunity to answer 'Don't Know' to a question.

**Table 1: Which business do you work in?**

	<b>Total</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>
<b>Big Life Company</b>	29	17%	20	22
<b>Big Issue in the North &amp; Trust</b>	32	19%	23	18
<b>Big Life Employment</b>	20	12%	10	7
<b>Big Life Centres</b>	39	23%	24	14
<b>Self Help Services</b>	5	3%	3	2
<b>Aisha</b>	33	20%	22	15
<b>Open Door</b>	7	4%	9	0
<b>Unknown</b>	3	2%	4	5
<b>Total</b>	168		115	83

As in previous years more people have identified themselves as working for the Big Life Company than actually do (an additional 11 people). However Table 3 shows that at least 7 of these were new employees, as Big Life Company only had three new starters in this year. This should be taken into account when reviewing the results, but also suggest that we need to do further work to ensure people understand the group structure at induction.

**Table 2. Which year did you start working here?**

	BLC <sub>o</sub>	BIITN	BLE	BLC	SHS	Aisha	Op Door	Unknown	Total 09	2008	2007
Apr 2008 - Present	44%	31%	60%	25%	60%	27%	71%	50%	38%		
Apr 2007 - Mar 2008	18%	16%	15%	18%	20%	27%	15%	50%	19%	34.0%	
Apr 2006 - Mar 2007	3%	9%	5%	10%		6%	15%		7%	14.0%	19.0%
Apr 2005 - Mar 2006	7%	9%	10%	2%		3%			6%	10.0%	15.0%
Apr 2004 - Mar 2005		6%	5%	5%		10%			5%	8.0%	13.0%
Apr 2003 - Mar 2004	3%	9%		5%		3%			4%	5.0%	3.0%
Apr 2002 - Mar 2003		3%		2%		10%			3%	6.0%	10.0%
Apr 2001 - Mar 2002			5%	2%		10%			3%	6.0%	5.0%
Apr 2000 - Mar 2001	3%	3%		5%		3%			3%	3.0%	7.0%
Before April 2000	22%	9%	10%	23%	20%				13.0%	13.0%	22.0%
	n=27	n=32	n=20	n=39	n=5	n=30	n=7	n=2			

Open Door, Big Life Employment and Self Help Services took on more new employees in this year.

**Table 3. What is your work status?**

	BLC <sub>o</sub>	BIITN	BLE	BLC	SHS	Aisha	Op Door	Unknown	Total 09	2008	2007
Full Time	44%	50%	70%	42%	60%	63%	100%	100%	55%	59%	60%
Part Time	41%	19%	30%	53%	40%	37%			35%	35%	28%
Casual/bank staff	15%	25%		5%					8%	3%	6%
Supported employment placement		6%							1%	3%	0%
	n=29	n=32	n=20	n=38	n=5	n=32	n=7	n=2			

Over the past three years we have had a gradual decrease in full time staff and an increase in parttime and casual staff. Open Door and BLE have more full time staff than other businesses.

**Table 4: Are you?**

	BLC <sub>o</sub>	BIITN	BLE	BLC	SHS	Aisha	OpDoor	Unknown	Total 09	2008	2007
<b>Manager</b>	20%	38%	30%	33%	40%	38%	43%	50%	34%	34%	43%
<b>Non-manager</b>	72%	58%	70%	66%	60%	62%	57%	50%	66%	64%	57%
	n=29	n=31	n=20	n=39	n=5	n=32	n=7	n=2			

More non-managers completed this survey than in previous years. This is particularly pleasing because overall satisfaction of employees has gone up.

**Table 5: Your Job**

	BLC <sub>o</sub>	BIITN	BLE	BLC	SHS	Aisha	OpDoor	Unknown	Total 09	2008	2007
<b>Overall I am satisfied with my job</b>	96%	96%	95%	92%	100%	85%	80%	66%	92%	87%	89%
<b>I feel secure about keeping my position in the organisation</b>	82%	56%	68%	68%	100%	76%	60%	66%	70%	50%	39%
<b>I feel adversely affected by job-related stress</b>	19%	39%	45%	30%	60%	17%	40%	66%	31%	31%	30%
<b>I feel involved in deciding any changes to do with my job</b>	51%	83%	78%	66%	100%	66%	60%	50%	69%	75%	50%
<b>Changes affecting my job are handled well by those implementing them</b>	81%	85%	85%	62%	100%	86%	40%	50%	77%	86%	76%
<b>I feel I can say 'no' to taking on additional responsibilities if I need to</b>	75%	75%	75%	74%	80%	66%	80%	66%	73%	71%	74%
<b>This time next year I see myself still working for the organisation</b>	75%	73%	74%	75%	100%	90%	100%	100%	80%	74%	61%

Employee satisfaction with their jobs continues to increase year on year. However, although people feel more secure about keeping their jobs (70% in 2009 compared to just 39% in 2007), the levels of staff feeling adversely affected by stress remain fairly constant at 31%. This may be related to Table 6, which shows that conflict between team members is increasing.

**Table 6: Your team**

	BLC <sub>o</sub>	BIITN	BLE	BLC	SHS	Aisha	Op Door	Unknown	Total 09	2008	2007
<b>Within my team there is a positive/strong team spirit</b>	93%	96%	100%	89%	100%	84%	80%	100%	92%	86%	83%
<b>People within our team are responsible for its success</b>	100%	100%	100%	100%	100%	96%	80%	100%	99%	97%	96%
<b>People within our team can decide how things should be done</b>	86%	93%	90%	86%	100%	83%	80%	100%	88%	87%	73%
<b>I feel involved in making decisions about what our team does</b>	82%	93%	90%	75%	80%	83%	60%	66%	82%	83%	73%
<b>I feel morale in my team is good</b>	93%	86%	100%	73%	80%	90%	80%	66%	86%	81%	60%
<b>I feel valued within my team</b>	93%	100%	100%	86%	100%	90%	80%	66%	93%	89%	87%
<b>I feel committed to my team's success</b>	100%	100%	90%	100%	100%	100%	100%	100%	99%	92%	94%
<b>Within my team there is personal conflict between people</b>	20%	19%	30%	35%	0%	36%	60%	33%	30%	25%	18%
<b>The information I receive within my team is clear</b>	79%	93%	90%	78%	100%	90%	40%	66%	84%	86%	80%

As stated above the level of personal conflict between people has increased over the years and this should be a key issues to be addressed in the year ahead.

**Table 7: The Big Life group**

	BLC <sub>o</sub>	BIITN	BLE	BLC	SHS	Aisha	Op Door	Unknown	Total 09	2008	2007
<b>I would recommend the Big Life group as a good organisation to work for</b>	89%	96%	95%	94%	100%	93%	100%	66%	94%	88%	65%
<b>I feel valued within the organisation</b>	89%	86%	85%	78%	100%	83%	80%	66%	84%	75%	67%
<b>I feel committed to the success of the Big Life group</b>	100%	100%	95%	97%	100%	100%	100%	66%	98%	95%	88%
<b>I feel we all work towards common goals/a common vision</b>	96%	89%	90%	92%	100%	96%	80%	100%	93%	81%	70%

The percentage of employees who would recommend Big Life as an employer has continued to grow year on year from 65% in 2007 to 94% in 2009. This table shows that we have a very committed workforce who understands how they are contributing to achieving common goals.

**Table 8: Communication across the group**

	BLC <sub>o</sub>	BIITN	BLE	BLC	SHS	Aisha	Op Door	Unknown	Total 09	2008	2007
<b>I know what other teams within The Big Life group do</b>	64%	86%	75%	76%	80%	91%	40%	66%	78%	73%	75%
<b>I think there is sufficient communication between teams</b>	61%	53%	50%	52%	60%	64%	57%	50%	56%	59%	53%
<b>The information I receive about the Big Life group is clear</b>	89%	80%	90%	92%	100%	93%	85%	50%	89%	85%	84%
<b>The formal communication channels (team meetings, Big News etc) are efficient</b>	89%	90%	100%	92%	100%	93%	71%	100%	92%	84%	77%

Formal communication across the group continues to improve, but there is a general view that communication between teams is not sufficient. This is something we should address in the year ahead.

**Table 9: How do you find out what other teams do?**

	BLC <sub>o</sub>	BIITN	BLE	BLC	SHS	Aisha	Op Door	Unknown	Total 09	2008	2007
from our website	42%	32%	42%	56%	80%	31%	40%		42%	62%	33%
through Big News	57%	77%	63%	79%	40%	55%	20%	100%	65%	63%	69%
by word-of-mouth	89%	74%	78%	84%	100%	82%	40%	50%	81%	63%	73%
Through Intranet	32%	38%	26%	46%	20%	31%	20%		34%	61%	45%
other	3%	12%	5%	2%			20%		5%	22%	4%
I don't	7%		5%	7%		6%		50%	5%	14%	9%

The survey shows that less people are using the website and the intranet. In 2009/10 we will be launching an improved website with greater flexibility for staff to update it; and we will be reviewing the intranet in the light of the new HR database. Word of mouth has increased as a form of communication between teams and the Big News readership has stayed relatively constant.

**Table 10: IT support**

	BLC <sub>o</sub>	BIITN	BLE	BLC	SHS	Aisha	Op Door	Unknown	Total 09	2008	2007
I have a work email address	95%	100%	80%	89%	100%	92%	100%	100%	93%	79%	85%
I feel that the amount of IT support provided is sufficient	85%	67%	75%	70%	100%	77%	100%	50%	82%	67%	35%
I use the Internet ticketing system to log IT problems/queries	83%	77%	81%	76%		75%	50%	100%	98%	67%	34%

There has been a significant rise in the number of staff with email addresses, and in the number of staff who feel satisfied with the IT support and use the appropriate system for logging problems.

**Table 11: Training and Development**

	BLC <sub>o</sub>	BIITN	BLE	BLC	SHS	Aisha	Op Door	Unknown	Total 09	2008	2007
<b>I am happy with the type of training I have attended through the manual</b>	88%	65%	89%	86%	80%	87%	100%	50%	84%	78%	69%
<b>I am happy with the quality of training I have attended through the manual</b>	76%	55%	89%	94%	100%	88%	100%	100%	82%	77%	69%
<b>I am happy with the opportunities I am given to develop my skills and advance</b>	73%	80%	85%	74%	80%	84%	80%	66%	79%	77%	60%
<b>Following training my manager helps me to put my new skills into practice</b>	69%	83%	89%	77%	50%	88%	80%	66%	80%	77%	61%
<b>I feel happy with the external training opportunities I am given</b>	52%	53%	73%	74%	80%	87%	100%	66%	70%	65%	53%
<b>I feel all staff are treated equally in terms of training and development</b>	74%	87%	80%	90%	100%	79%	83%	66%	82%	67%	62%
<b>I went through a good induction process when I started working here</b>	88%	62%	95%	79%	80%	79%	80%	33%	79%	78%	75%
<b>I was clearly told what was expected of me when I joined the organisation</b>	88%	70%	77%	84%	100%	87%	71%	100%	82%	75%	87%

Satisfaction with the training and quality of training has improved overall. There are lower levels of satisfaction with external training opportunities in Big Life Company and The Big Issue in the North than in other parts of the group.

**Table 12: Management**

	BLC <sub>o</sub>	BIITN	BLE	BLC	SHS	Aisha	Op Door	Unknown	Total 09	2008	2007
<b>My manager is considerate, approachable and cares about my well-being</b>	92%	97%	80%	100%	100%	94%	83%	66%	93%	89%	92%
<b>I receive supervision every 4 to 6 weeks</b>	88%	94%	100%	78%	80%	66%	57%	100%	82%	79%	71%
<b>I am happy with the way my supervisions are carried out</b>	92%	87%	85%	97%	80%	100%	71%	33%	92%	88%	83%
<b>I have had an appraisal in the last 12 months</b>	87%	96%	100%	97%	100%	97%	25%	50%	92%	86%	87%
<b>I am happy with the way my appraisal was carried out</b>	85%	77%	91%	86%	100%	69%	66%	100%	82%	80%	76%

Overall our managers are doing a good job. Supervisions and appraisals have increased and satisfaction has improved. There is still room for improvement in the way appraisals are carried out. This is being reviewed in the year ahead.

**Table 13: What motivates you at work?**

	BLC <sub>o</sub>	BIITN	BLE	BLC	SHS	Aisha	Op Door	Unknown	Total 09	2008	2007
<b>salary</b>	78%	60%	84%	77%	40%	71%	66%	100%	73%	68%	72%
<b>Training</b>	48%	50%	44%	49%	60%	54%	33%	50%	49%	31%	51%
<b>job satisfaction</b>	96%	67%	88%	86%	100%	75%	66%	100%	83%	87%	82%
<b>promotion prospects</b>	26%	30%	33%	34%	40%	57%	83%	100%	39%	50%	46%
<b>feeling I am making a difference</b>	89%	87%	50%	80%	100%	75%	100%	50%	79%	87%	80%
<b>Opportunities for skills development</b>	59%	63%	50%	57%	80%	60%	66%	50%	59%	68%	48%
<b>other things</b>	0%	3%	5%	6%	20%	10%	33%	0%	6%	80%	0%

As in previous years, the survey shows that most people are motivated by job satisfaction and feeling they are making a difference. However there has been an increase in people saying they are motivated by salary – which Table 14 shows is an area that staff are generally not happy with.

**Table 14: Terms and Conditions**

	BLC <sub>o</sub>	BIITN	BLE	BLC	SHS	Aisha	Op Door	Unknown	Total 09	2008	2007
<b>I am supported in work/life balance</b>	93%	80%	89%	86%	60%	85%	71%	66%	85%	90%	82%
<b>My needs as a parent/carer are provided</b>	92%	91%	64%	76%	100%	88%	100%	50%	84%	99%	70%
<b>I feel able/supported to work flexible hours when I need to</b>	92%	80%	80%	92%	100%	84%	71%	50%	86%	84%	87%
<b>I am satisfied with my salary</b>	58%	56%	45%	46%	100%	42%	83%	0%	52%	53%	48%
<b>I am happy with the work benefits (holidays, well-being pack etc) I receive</b>	79%	100%	95%	94%	100%	71%	100%	66%	88%	87%	87%

There have been slight decreases in satisfaction with work life balance and flexible hours, however the main dissatisfaction is with salary. Only in Open Door and Self Help Services is this not the case. Aisha has the lowest satisfaction.

**Table 15: Working Environment**

	BLC <sub>o</sub>	BIITN	BLE	BLC	SHS	Aisha	Op Door	Unknown	Total 09	2008	2007
<b>I am happy with the levels of heating, lighting and noise in my work area</b>	63%	52%	75%	62%	100%	94%	100%	50%	70%	80%	68%
<b>I am happy with the standard of maintenance within my building</b>	89%	55%	85%	72%	100%	75%	86%	50%	75%	77%	77%

The Big Issue in the North, Big Life Company and Big Life Centres have the lowest levels of satisfaction with their working environment. In the year ahead we are focussing on accommodation for TBIN and BLC.

**Table 16: General**

	BLC	BIITN	BLE	BLC	SHS	Aisha	Op Door	Unknown	Total 09	2008	2007
<b>I have received recognition or praise for doing good work recently</b>	78%	90%	85%	79%	80%	71%	71%	100%	81%	82%	67%
<b>At work, I have the opportunity to do what I do best every day</b>	92%	62%	75%	87%	100%	93%	86%	66%	83%	83%	76%
<b>I have someone at work I can talk to in confidence other than my manager</b>	82%	84%	75%	75%	80%	83%	80%	100%	81%	86%	86%
<b>Overall I am happy with the way the organisation is managed/run</b>	96%	97%	97%	92%	100%	94%	80%	50%	94%	84%	68%

Satisfaction with the way the organisation is run had continue to increase from 68% in 2007 to 94% in 2009. Staff in the Big Issue in the North feel the least likely to be able to do what they do best everyday.