



WHAT MATTERS TO YOU? 2023

SURVEY RESULTS

“...dedicated and hard-working staff are our most valuable asset” (*Improving Lives Together: HSCP Strategic Plan 2023-2026*)

Supporting staff in their work is important to the HSCP – with its staff being its most valuable asset, it's important to the HSCP to understand what matters to staff. What Matters to You? Day 2023 presented a timely opportunity to discover what matters to staff in relation to both their life at work and their life outside work.

Background

A short webropol survey was emailed to the “all HSCP” distribution list on 10th May 2023 with a closing date of 19th May 2022.

The survey asked 2 questions:

- What matters to you about your life at work?
- What matters to you about your life outside of work?

108 members of staff responded, the majority giving multiple answers. A word cloud was created for each question to provide an ‘at-a-glance’ summary and the key themes have been provided under each.

What matters to you about your life at work? Word Cloud:

abilities ability account approachable appropriate assessments balance bullying changes **clients**
colleagues comfortable communication complete difference different dignity efficient
environment equipment everyone fairness families feedback feeling flexibility flexible followed friendly
getting helping honesty important included individual kindness **listened** maintain management
manager managers matters meaningful mileage motivated opinions particular patient patients positive
possible procedures processes professional professionals provide providing purpose regular relationship
relationships required resources **respect** respected service services someone stressed
support supported supportive tailored together training treated understanding workers
working workload



1. What matters to you about your life at work?

6 key themes emerged:

- Management Support and Trust
- Work/life balance
- Job satisfaction/ fulfilment
- Behaviours (how they wanted to feel or to be treated at work)
- Working relationships
- Other (Role Specific)

The following section draws on responses to help illustrate some of the feedback staff provided in relation to what mattered to them about their life at work.

1.1 Management Support & Trust

Working in an environment of trust was highlighted as key, as was senior management genuinely listening, supporting, and being visible/accessible to staff. Management support in general was also raised – having empathy and remembering the challenges of working in frontline roles, as well as taking ownership for their actions and dealing with poor practice.

- *“Having a skilled and knowledgeable management team who are able and willing to support you. Having trust in your management team. Not having to worry about consequences if you have to say no.”*

Reference was made to understanding and appreciating the Social Work process, and being sufficiently interested in an individual’s area of expertise to *“take this into account when dealing with competing demands”*.

1.2 Work/life Balance

This was referenced either directly or in terms of flexibility of working hours/work location or a manageable workload which did not require unpaid hours to complete tasks.

There was a strong sense of people wanting to do the best for their service users/clients, but unable to do so because of workload, staffing issues, or the perception of other team members not working at the same capacity.

- *“My life at work can be stressful at times due to resources and lack of staffing!”*
- *“Having a manageable workload.”*
- *“Working to capacity – not having to come in early or work late to complete tasks unpaid.”*
- *“Not to feel overloaded, not listened to, my concerns ignored, to the detriment of my mental health.”*



1.3 Job Satisfaction/Fulfilment

Respondents cited the importance of feeling satisfied in knowing they have made a difference to others; of feeling fulfilled and having the opportunity to develop or progress; having a sense of achievement, being productive and motivated to “*come back and do it all again*”.

Examples highlighted staff members building rapport with service users, making them smile, making sure that the client received “*as much from the service as possible*”, all of which contributed to their feelings of job satisfaction.

One individual summed up what mattered to them as follows:

“I love to help people and see them thrive, so anything I can do to make that happen really means a lot to me. I love creating a strong bond with the service users at work and love to make sure they are well cared for and feel safe and comfortable at all times in their homes.”

1.4 Behaviours (how staff wanted to feel or to be treated at work)

Respondents described how they wanted to be treated at work, emphasising that the way management treat staff and the way staff treat each other, matters to people. They considered the following to be important:

Feeling valued; treated with fairness, honesty and transparency; being respected and treated with kindness; feeling included; feeling listened to and supported; being trusted to do their jobs; feeling that their wellbeing is a priority, and feeling safe in the workplace.

Comments included:

- *“Being treated fairly and listened to as part of a team and an individual with needs.”*
- *“Fairness and kindness is very important.”*
- *“Respect from all my work colleagues.”*
- *“Feeling valued, respected and listened to.”*
- *“Feeling valued. Sometimes attitudes can be dismissive and that hurts when you work hard.”*



1.5 Working Relationships

Linking in with Behaviours, respondents also talked about the importance of good working relationships. Some answers were very broad, referring generally to “*good working relationships with colleagues*”. Whilst others were more specific and mentioned phrases such as “*non-bullying culture*; “*happy motivated staff team*”, referring to the impact of behaviours on team members and the importance of ownership:

- “*working together as a multi-disciplinary team to provide quality patient care.*”
- “*That we show love, respect and compassion to each other and focus on what matters.*”
- “*Good engagement and open/honest communication from all levels of staff.*”
- “*Being spoken to in a professional way, unfortunately not guaranteed in this line of work from other professionals.*”
- “*Fairness and kindness is very important. Unfortunately, this can be lost by some groups of staff as they become so entrenched in their own opinions and inflated self-worth.*”

1.6 Other (Role Specific)

Having an understanding of roles, relevant training, an appropriate workspace and the tools and resources to do their jobs mattered to respondents. In addition, helping people, responding to their needs, sourcing the right care for clients and promoting their independence were also seen as important, as well as receiving sufficient support to enable tasks to be completed within timescales. One respondent mentioned job security (others mentioned it below), whilst others felt that a safe working environment and timely communication – particularly in relation to change – were essential:

- “*To be updated as a matter of importance when there are changes to clients.*”
- “*Having enough staff to carry out patient care safely and to not overburden staff due to a shortage of staff.*”
- “*Having enough time to care for patients adequately.*”

What matters to you about your life outside of work? Word Cloud:

worrying working without within wellbeing walking trying tricks travelling things switch support stressed stress staying sports spending social smooth seeking seeing security running relaxed relaxation quality possible physically people outside outdoors network moments mentally mental matters maintaining looking living leisure keeping issues interfering important holiday hobbies healthy health having grandkids grandchildren general garden fulfilment fulfilled friends financial family exercise everything environment enough enjoying engagement dreading despite creating children challenges caring behind because balance around amount affairs adventures activities active



2. What matters to you about your life outside of work?

6 key themes emerged from this question:

- Family and friends
- Health
- Work/life balance
- Creativity/Hobbies/Leisure
- Stability/Safety
- Other

2.1 Family and Friends

This theme was identified by many respondents and mattered most to the sample:

Comments included:

- *“That my family have opportunities to grow and develop and that we are happy and feel fulfilled within our communities.”*
- *“To be loved and to have family and friends around me.”*
- *“My family and creating a happy home for my children.”*

2.2 Health

Many of the comments in 2.1 also linked in with health. This included the importance of being physically active to maintain health and enjoy family time, as well as the health of family members themselves:

- *“Spending time with family, getting outside in the fresh air and exercising.”*
- *“That my family is healthy and that we are all in a good place mentally and physically.”*
- *“Health and Family, creating the best possible memories and living a life full of quality moments.”*

One respondent mentioned specific health concerns as a result of their work role, which will require to be followed up.

2.3 Work/life Balance

On the whole, these comments related to the stress caused by not being able to “switch off” outside work, or having to work beyond core hours and the impact on family life and health as a result. This is compounded further by caring responsibilities and trying to “juggle” these with work.

Feedback included:

- *“To not have to worry about work outwith working hours.”*
- *“Spending time with them (family) is precious and not also easy as working in health and social care over the last 3 years has been all consuming.”*
- *“Being able to relax outside work time and not feel that I or other staff have to work on things*



outwith core hours. Being in a situation where I don't wake up worrying about how to cover everything safely and the next member of staff who calls in sick."

- *"Not being stressed by work issues which seem to never be resolved/dealt with despite protestations that concerns are heard, understood and will be addressed."*

2.4 Creativity/Hobbies/Leisure

Some respondents cited specific examples such as gardening, walking, holidays, team sports, or looking after grandchildren and building meaningful relationships with them:

- *"Going on holiday, seeing friends, being outdoors, preferably in the sunshine."*
- *"Keeping fit and healthy, travelling and providing my son with positive fun experiences."*
- *"Enjoying my allotment, being involved in the day to day activities there, taking responsibility for the smooth running of the Allotment Gardens."*
- *"That I am able to participate in exercise."*

2.5 Stability/Safety

Respondents provided answers which reflected the importance of safety and, in particular, financial security which would enable them to pursue leisure activities and improve their mental health.

Specific references were as follows:

- *"Having enough money to go on holiday."*
- *"Financial stability."*
- *"....being able to live in a safe community with access to amenities and access to good childcare options."*
- *"Not worrying about money, job security."*
- *"Being able to afford mortgage and utilities payments."*

2.6 Other

The remaining comments were more specific to the individual. A small number of responses talked about "new experiences" being important to them, and some mentioned issues which were more detailed:

- *"I wish the local environment was safer and nicer to each other, though."*
- *"Having a living environment that is safe and comfortable."*
- *"Peace and quiet."*
- *"Sleep".*
- *"Receive appropriate NHS support, ie Long Covid."*

3. Conclusion and Next Steps

The findings from the survey demonstrate the link between what matters to people at work and the impact this can have (both positive and negative) on their quality of life outside of work.



The importance of work/life balance featured as a key theme from the answers to both questions - in particular, having a manageable workload and being able to “switch off” after work and, therefore, enjoy their leisure time. However, there were numerous references suggesting that people are working beyond their capacity with the line between “work time” and “home time” becoming less distinct.

In addition to this, how people *felt* at work in terms of job satisfaction, the way they were treated by others, and their working relationships were also cited as being important – although good practice was not always evident. Despite that, there were some great examples of people giving and wanting to give their best, demonstrating a strong commitment to their profession and to their service users/clients.

The positive benefits of physical activity and hobbies were highlighted - in particular, the benefits to their physical and mental health – and this is an area to be celebrated and maintained.

From the key themes, the following priorities for action have initially been identified, although these will continue to be reviewed and developed:

- To share the survey findings with staff.
- To share the survey findings with the Senior Management Team and review the key themes and how these link with other strategies including the workforce plan
- To continue to promote Health and Wellbeing across the HSCP and ensure that information is accessible to all staff.
- To develop initiatives to encourage positive behaviours and foster a culture where individuals feel valued, respected and listened to.
- To review and improve the communication channels used to disseminate information, making sure it reaches all HSCP staff.