



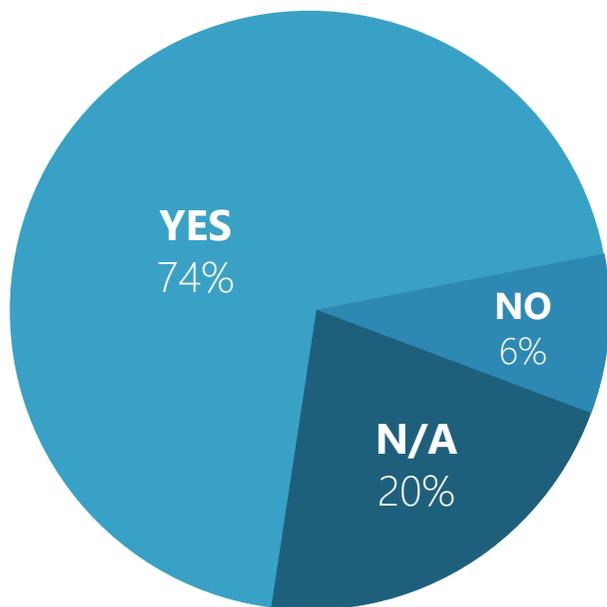
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# Staff & Volunteers Yearly Survey

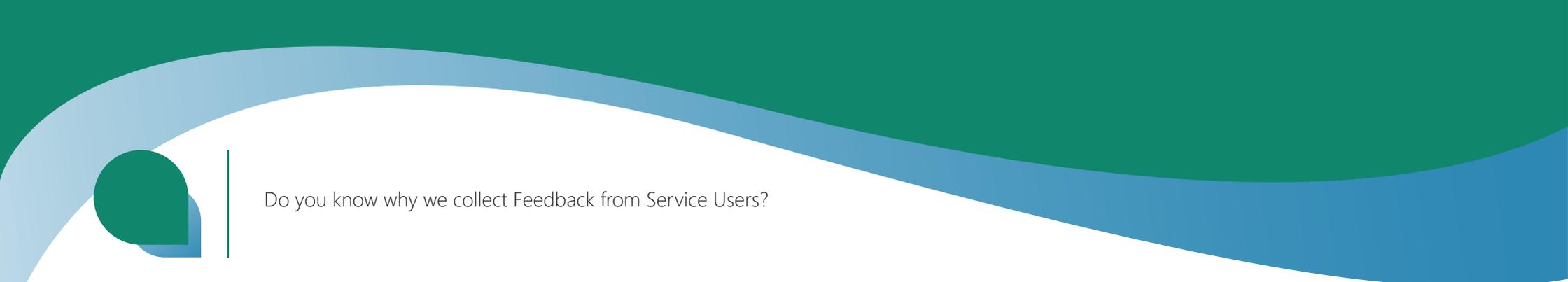
## October 2020

## Feedback

Do you feel that Valley House Service User feedback forms cover all areas of your service?

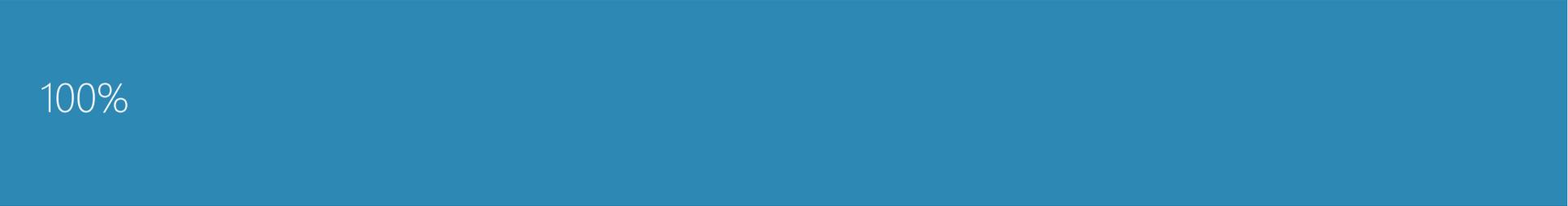


A survey went out to Staff and Volunteers which covered topics around Feedback, Service User Involvement, Information Technology, Service/Teams and COVID19. A total of 30 staff completed the survey and the analysis is shown below for each question asked and comments which were given, please be aware that some of the questions were not relevant for all staff.



Do you know why we collect Feedback from Service Users?

Yes 100%

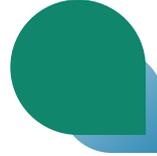
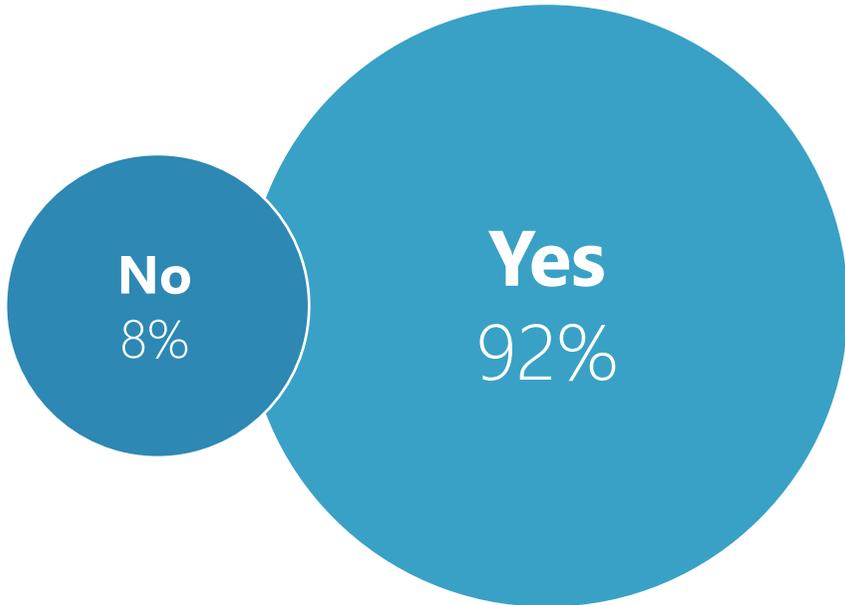


No 0%

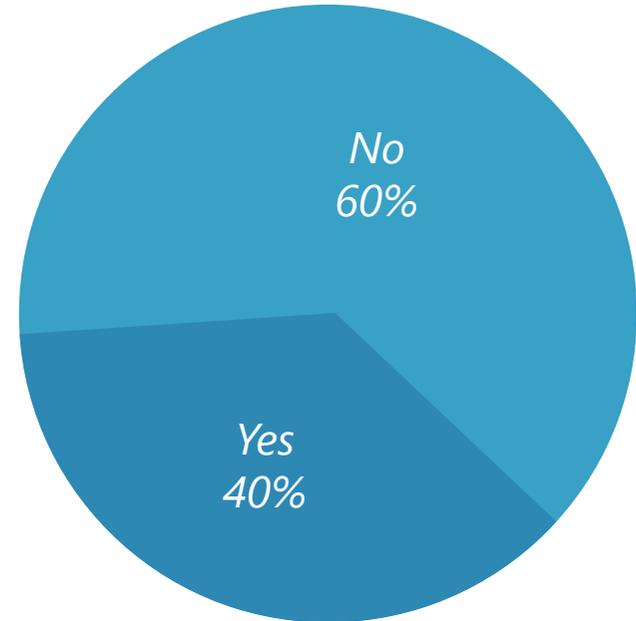


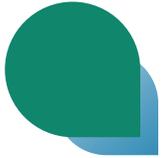


Do you feel that Valley House gathers Service User feedback regularly?

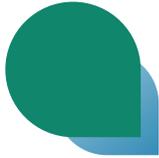


Are there any barriers that stop you from gathering feedback from Service Users?





Do you think we could do anything differently at Valley House to Support Service Users?

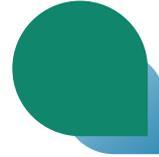


Do you think Valley House should change the way we gather feedback from Service Users?





Do you think that Valley House Service User Involvement covers all aspects of equality and diversity?

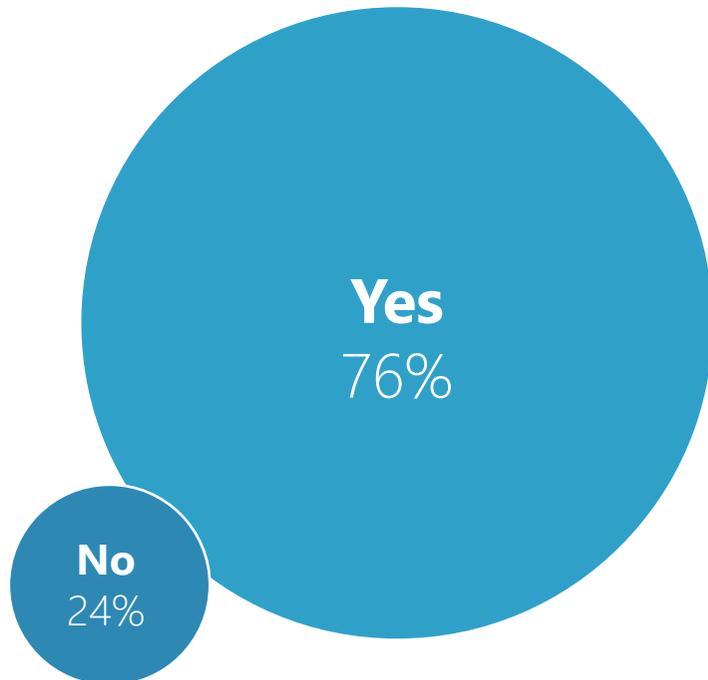


Do you think that Valley House provides enough Service User Involvement opportunities for Service Users?

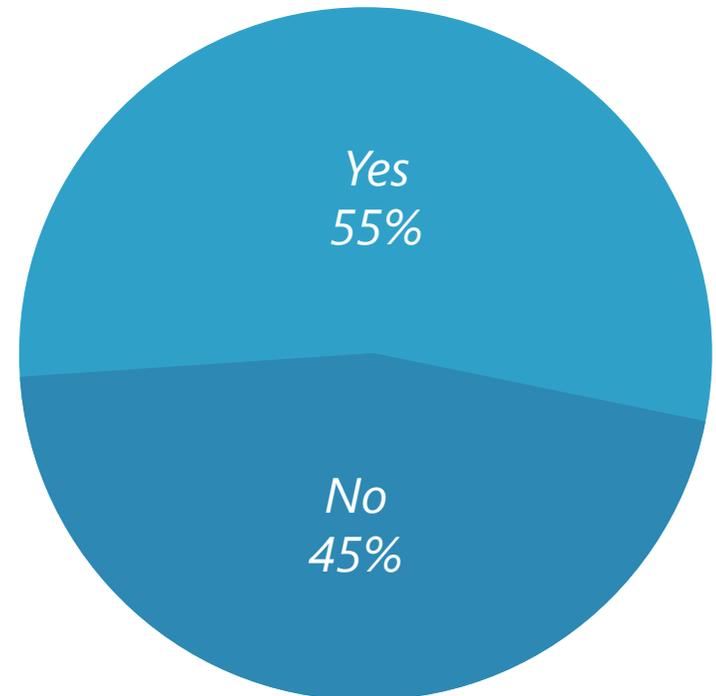




Do you think that Valley House Service User Involvement covers all aspect of equality and diversity?



Do you think that Valley House offer enough learning and development opportunities for Service Users?





## Information Technology

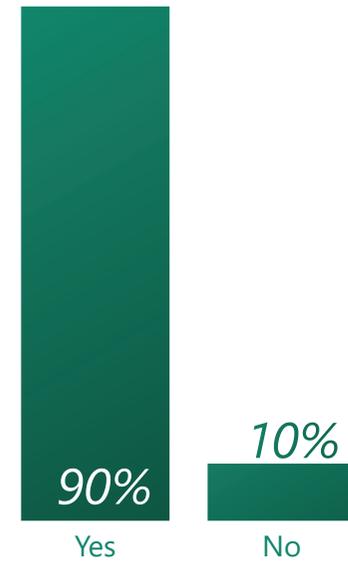
During Lockdown, have you experience any IT issues?



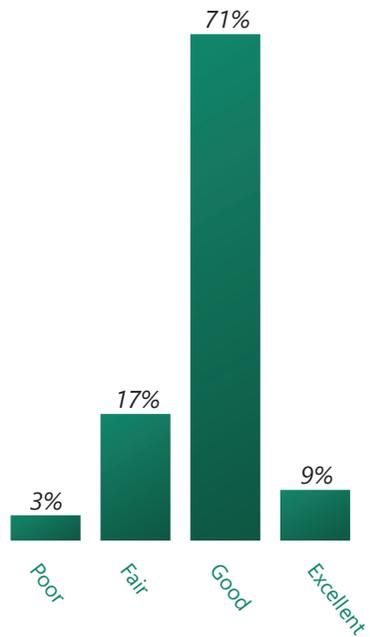
Were you at home or work?



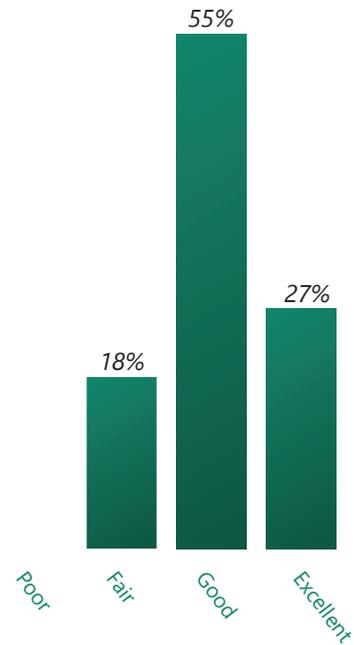
Has the issue now been dealt with?



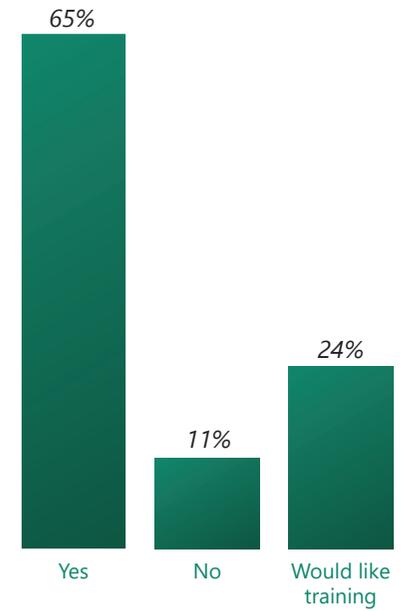
How are you finding the Wifi coverage at work?



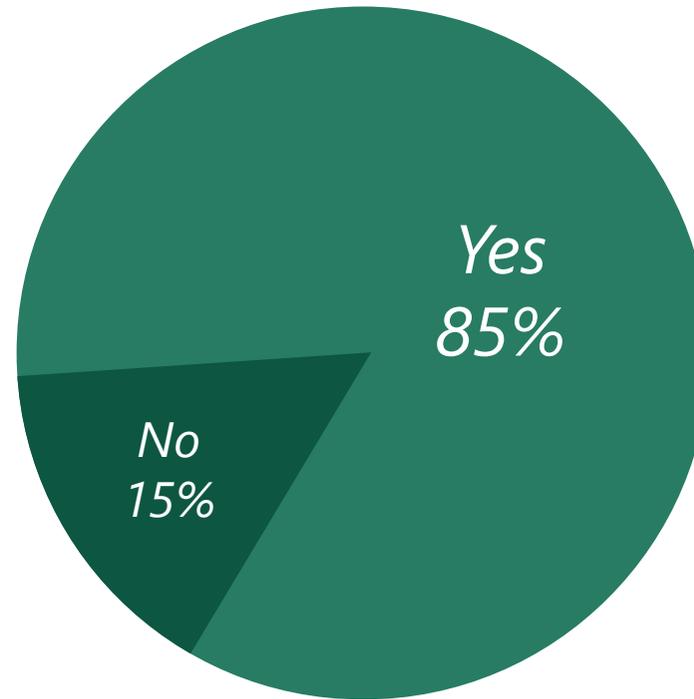
How do you find the system now that we are cloud based?



Do you understand how the cloud works or would you like some training around this?

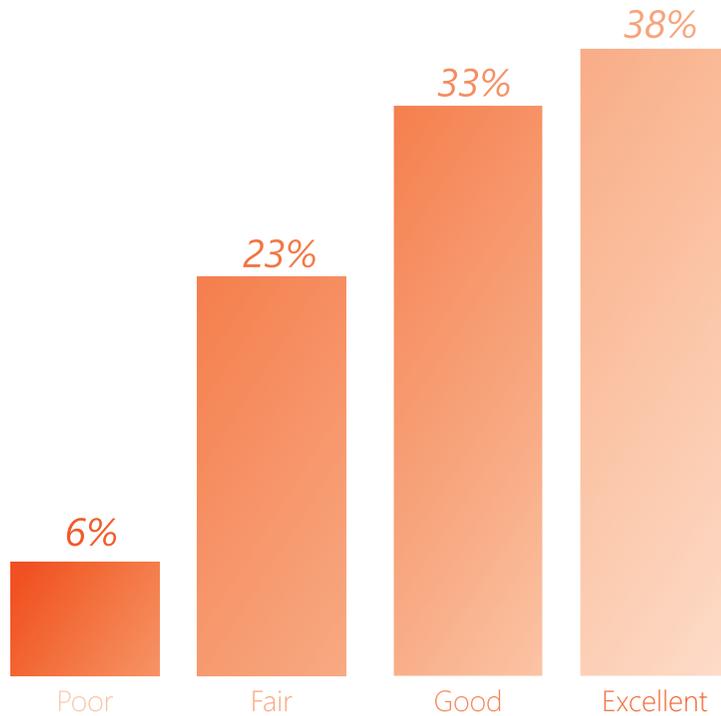


*Is your equipment  
sufficient for  
your job?*

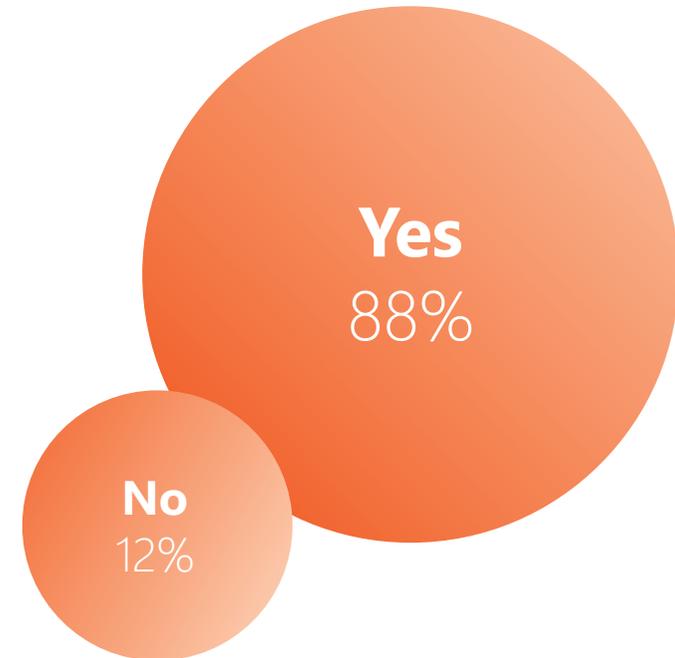


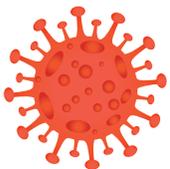
## Service / Teams

How would you describe morale within your team?



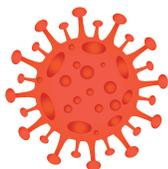
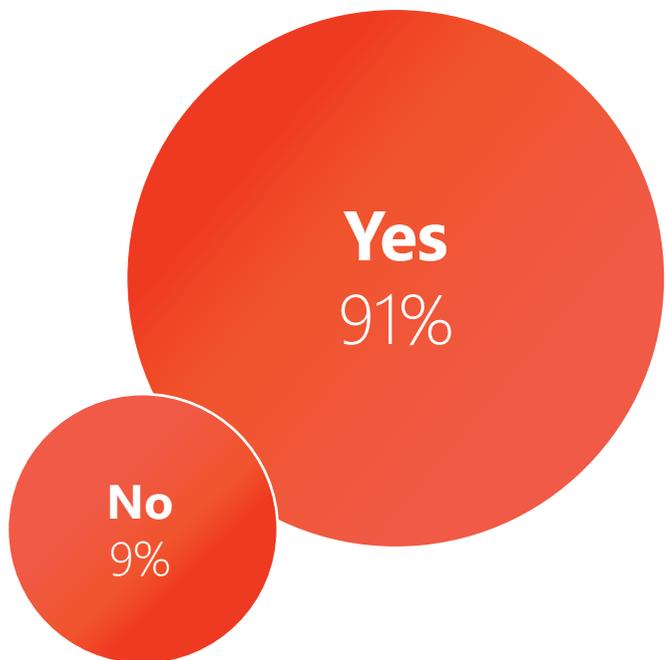
Do you feel supported within your team by colleagues?





## COVID 19

Have you felt supported by the organisation during COVID?



Do you feel the organisation has provided you with a safe working environment during COVID?





How would you now rate your anxiety levels around COVID within the workplace?

