

Hospice Survey 2017

Guidance notes

Background

Hospice UK is working with Birdsong Charity Consulting to offer hospices the opportunity to participate in a Hospice Staff and/or Volunteer Survey.

The Hospice Survey 2017 has been set up to provide hospices with a cost effective means of seeking staff and/or volunteer opinions about their roles and their workplace. It enables benchmarking against the survey data of other hospices and against a wider benchmark of other charities.

In 2016 46 hospices took part, involving around 7,500 staff and volunteers.

Key information

Important dates

The main summer Hospice Survey 2017 is open from Monday 12th June – Friday 21st July.

If you would like your hospice to take part during this summer survey period, please register online by Friday 19th May. After the survey has closed we analyse the results and prepare the report(s) for each hospice. You will receive your report(s) by 25th August.

You can run the Hospice Survey at other times of year, if that works better for your organisation. **You can run a standalone survey anytime between October and April.**

Registering to take part

To get the process started - for staff or volunteer surveys - **you need to register online.** To do this visit our website: birdsong.co.uk and follow the *Hospice Survey* link. Please read these notes first before registering.

You will be able to complete a trial registration on our website first if you wish, so that you can see what is involved in the registration process.

You can also view and try out a test version of the survey and look at example reports.

Please give us as much notice as you can - a minimum of one month is appreciated.

Taking the survey

Once everything is arranged, the survey questionnaire is completed via a web-based survey link, which you pass on to your staff. Hard copy questionnaires can be provided for individuals who do not have access to the internet.

Deciding who is taking part

The survey is structured so that it can be taken by:

- Paid staff only
- Volunteers only
- Paid staff and volunteers

Survey questions are worded appropriately depending on which of the above groups is chosen. So, for example, here are three example question wordings:

- I would recommend this charity as an employer
- I would recommend this charity as a place to volunteer
- I would recommend this charity as an employer or a place to volunteer

Questions that are not relevant to volunteers, such as those relating to pay, will not be visible to any volunteers who take the survey.

Pricing

There is a fixed price structure for the survey reports, with various options available at additional cost. The details of these are set out in **Appendix 1**.

The core cost of running the survey and receiving the Overall Results report is **£300 + VAT** during the summer survey period, or **£475 + VAT** at other times of year.

In addition, we offer consultancy services to support you after you have received your survey results. The pricing for these services is also detailed in this appendix.

The same price structure applies to both staff and volunteer surveys.

How we use your data

Each hospice's results will be confidential to them. Each hospice's report will contain a list of this year's participating hospices. Hospice UK will also see a list of participating hospices.

Each hospice's results will be included in Birdsong's *All Hospices* and *All Charities* benchmarks.

Overall Results report

The main output of the survey process is a graphical Overall Results report comparing your hospice's responses with the *All Hospices* and *Charity Pulse 2017* benchmarks. The *Charity Pulse* benchmark is derived from the annual *Charity Pulse* voluntary sector staff survey that Birdsong runs each spring with *Third Sector*.

The *All Hospices* benchmark provided in your report will include just staff, just volunteers or both, depending on which groups you include in your survey.

This report also highlights your hospice's top and bottom performance areas. This allows an *at a glance* view of your best and worst areas of staff satisfaction.

Optional Reports

You can further analyse your results by choosing from the following standard sub-analyses:

- Previous years comparison
- Staff / volunteers
- Managers / Non-managers
- Clinical / Non-clinical
- Length of service
- Location
- Department

In addition, you can specify custom sub-analyses unique to your hospice. This could be, for example, to analyse the responses from different job types.

Please note that if you specify a sub-analysis that has more than three categories (for example, you specified a department sub-analysis and there are four or more departments), then the report will be produced in a tabular rather than graphical form.

Please do not identify individual categories that are likely to have fewer than 10 respondents as this could compromise the anonymity of responses.

Verbatim Comments

You can also add open questions to the survey, so that respondents can enter narrative responses. Open questions can be useful because they allow for more detailed information from respondents or for you to raise specific topics that are important to your hospice.

Before the survey launches

Give your staff and/or volunteers advance notice that the survey will be taking place and tell them why you would like them to take part.

Make sure that all of your people have access to the internet (or provide the alternative hard copy questionnaire).

Before you launch, we will provide you with your online link to the survey to include in your launch email to staff and/or volunteers. Here is some example wording that you can use:

Our staff survey opens today - please click here to take part:

<http://surveys.birdsong.co.uk/s3/hospicesurvey-2017example>

The questionnaire will only take you 10 minutes to complete.

We want to know what you really think, so the survey is being managed externally. No one at **Your Hospice Name** will see any individual responses. (If you are asking your staff to submit verbatim comments you might want to add: Any comments you make in response to open questions will be seen by....)

The survey closes on so make sure that you have completed the questionnaire by then. We will feedback the summary results to you at/by ...

Thank you in advance for your help with this process. We are committed to making **Your Hospice Name** a great place to work and we need your opinions to help us continue to improve.

Clarifying terms used in the survey

If the meaning of any of the terms used in the survey questions need clarification, you can include appropriate guidance in this communication. Examples might be *diversity* or *senior management*.

During the survey

A three-week period is an ideal length of time for the survey, but you may wish to give your people a longer period to complete it.

Encourage responses by publicising the survey through, for example:

- notice boards
- asking managers to remind their teams to take part
- intranet
- staff and volunteer forums

It is helpful to send out reminder emails, to further encourage response. The final week of the survey is a particularly good time to do this.

We will provide you with a live reporting link, so that you can check the progress of your responses at any time.

We are happy to answer any queries you or your staff may have. Just contact Frances Hurst or Sam Attenborough on 01462 790439 - frances@birdsong.co.uk or sam@birdsong.co.uk.

After the survey has closed

We get your survey report(s) to you as quickly as possible after your survey has closed - usually within three weeks. To maintain confidence in the process, plan to make the survey results available to your people at the earliest opportunity, highlighting the most significant findings - both positive and negative.

To maximise the motivational impact of the survey, take some prompt action in response to the findings. If appropriate, ask staff or volunteers for their views on which are the most important and/or urgent areas for improvement.

Be honest about what you can and cannot change.

After you have received your results – how we can help you further

We believe that a staff survey is just the beginning of a journey to improve staff satisfaction, engagement and motivation.

Birdsong has considerable experience of supporting charities following staff surveys and some charities find it useful to have further involvement from us after they receive their results.

We can produce additional reports that further analyse and interpret your data, examples of these include:

- **Findings report**

An executive summary report highlighting key variances, strengths and areas for further investigation.

- **Comments Summary Report**

A written report summarising the comments and suggestions made by staff.

We can also work with you directly to help you in moving forward, examples of this include:

- **Staff presentation/workshops**

A presentation of the survey results and key findings to staff. This can be combined with facilitated group discussions to identify priority areas for improvement.

- **Focus groups**

In depth discussions with groups of staff or volunteers to follow up and explore issues arising from the survey.

Any Questions?

If you have any queries or would like to discuss any aspect of the Hospice Survey process, please contact: Frances or Sam on 01462 790439 – frances@birdsong.co.uk or sam@birdsong.co.uk.

Appendix 1 - Survey Costs

All the costs detailed below *exclude* VAT, which is charged at the standard rate of 20%.

Core survey cost

Including Overall Results report	£300	Summer survey period
	£475	Other times of year

Optional reports

Previous years	£150	Two years
	£200	Three years
Staff / Volunteers	£100	
Managers / Non-managers	£100	
Length of service	£150 – £200	See Note 1 below
Location	£150 – £300	See Note 2 below
Department	£150 – £300	See Note 2 below
Custom sub analyses	£150 – £300	See Note 2 below
Verbatim comments report	£125	

Data capture

PDF version of the questionnaire	£25	Main survey period
- for printing out paper copies	£50	Other times of year
Inputting hard copy responses	£3	Per questionnaire

Other services

Comments Summary Report	From £375
Findings/Recommendations report	From £750
Staff presentation/workshops	From £750
Staff focus groups	From £375

Note 1 – The report cost depends on the number of reporting categories:

- Up to three: **£150**
- Up to six: **£200**

Note 2 – The report cost depends on the number of reporting categories:

- Up to three: **£150**
- Up to six: **£200**
- Up to nine: **£250**
- Up to twelve: **£300**

The Organisation

1. I understand what this charity wants to achieve as an organisation
2. I feel well informed about what is happening within the charity
3. Communication between different teams/departments is effective
4. Communication between staff and senior management is effective
5. I have confidence in the senior management team
6. I have confidence in the trustee board
7. Diversity is valued at this charity
8. Morale in this charity is high

Your Well-being

9. I enjoy the work I do
10. I enjoy working with the people in this charity
11. I like my working environment
12. I feel like I am making a difference
13. I feel appreciated
14. I am treated with fairness and respect
15. I rarely get stressed at work
16. Working for this charity contributes positively to my health and well-being

Resourcing (this section is seen by staff only)

17. The workload in my role is reasonable
18. The results expected of me are realistic
19. I rarely work more than my contracted hours in a week
20. I do not feel under pressure to work long hours
21. I am happy with the flexible working practices here
22. I am not concerned about my job security

Working practices

23. This charity's processes and procedures help me to carry out my role effectively
24. Poor performance is dealt with effectively at this charity
25. This charity makes best possible use of supporters' time and money
26. This charity is doing everything it can to reduce its impact on the environment

People management

- 27. I am clear about what is expected of me in my role
- 28. My views are listened to and valued
- 29. I feel empowered to take decisions that are relevant to my role
- 30. I receive useful feedback on how I am performing
- 31. I have recently received praise for my work
- 32. It is safe to challenge the way things are done here
- 33. In the last year I have not been bullied at work
- 34. I get the support I need to enable me to do my work well
- 35. My line manager is a good person to work for

Training and development

- 36. This charity makes best use of my abilities
- 37. I receive the training/development I need to enable me to do my work well
- 38. I am happy with the personal development opportunities here

Career and reward (this section is seen by staff only)

- 39. I feel supported in developing my career
- 40. My pay is competitive in comparison to people doing similar work in the charity sector
- 41. I feel that pay is handled fairly

Overall

- 42. Overall, I am satisfied with my job
- 43. I am proud to work for this charity
- 44. I believe in the aims of this charity
- 45. I would recommend this charity as an employer
- 46. I plan to be working for this charity in a year's time
- 47. If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation