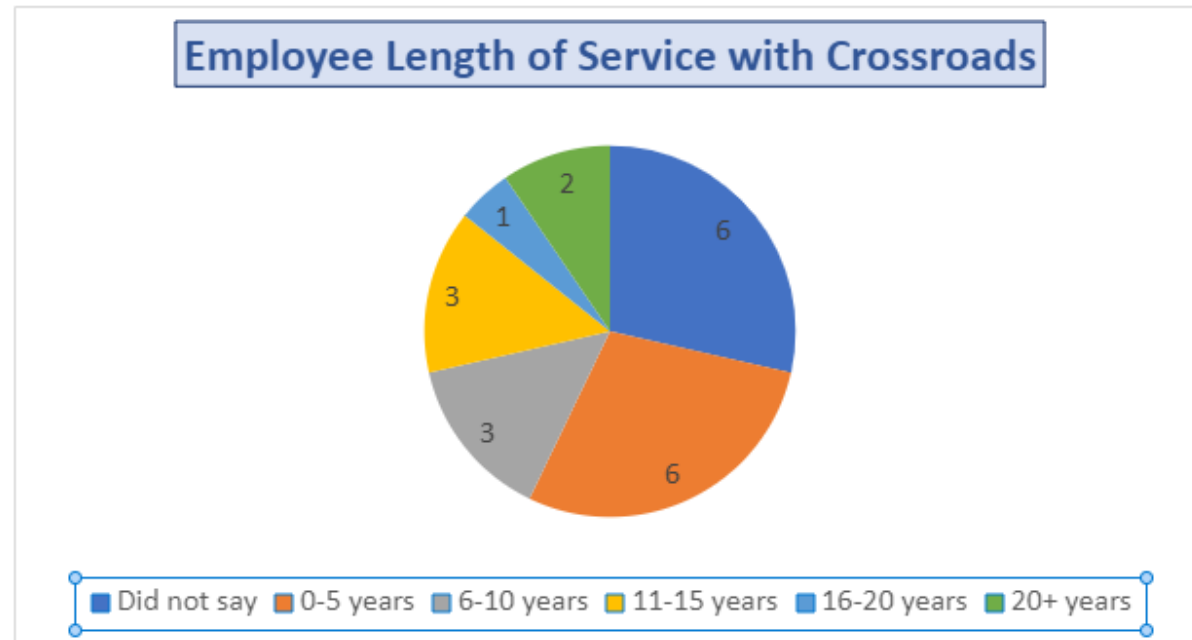




# **CROSSROADS FIFE**

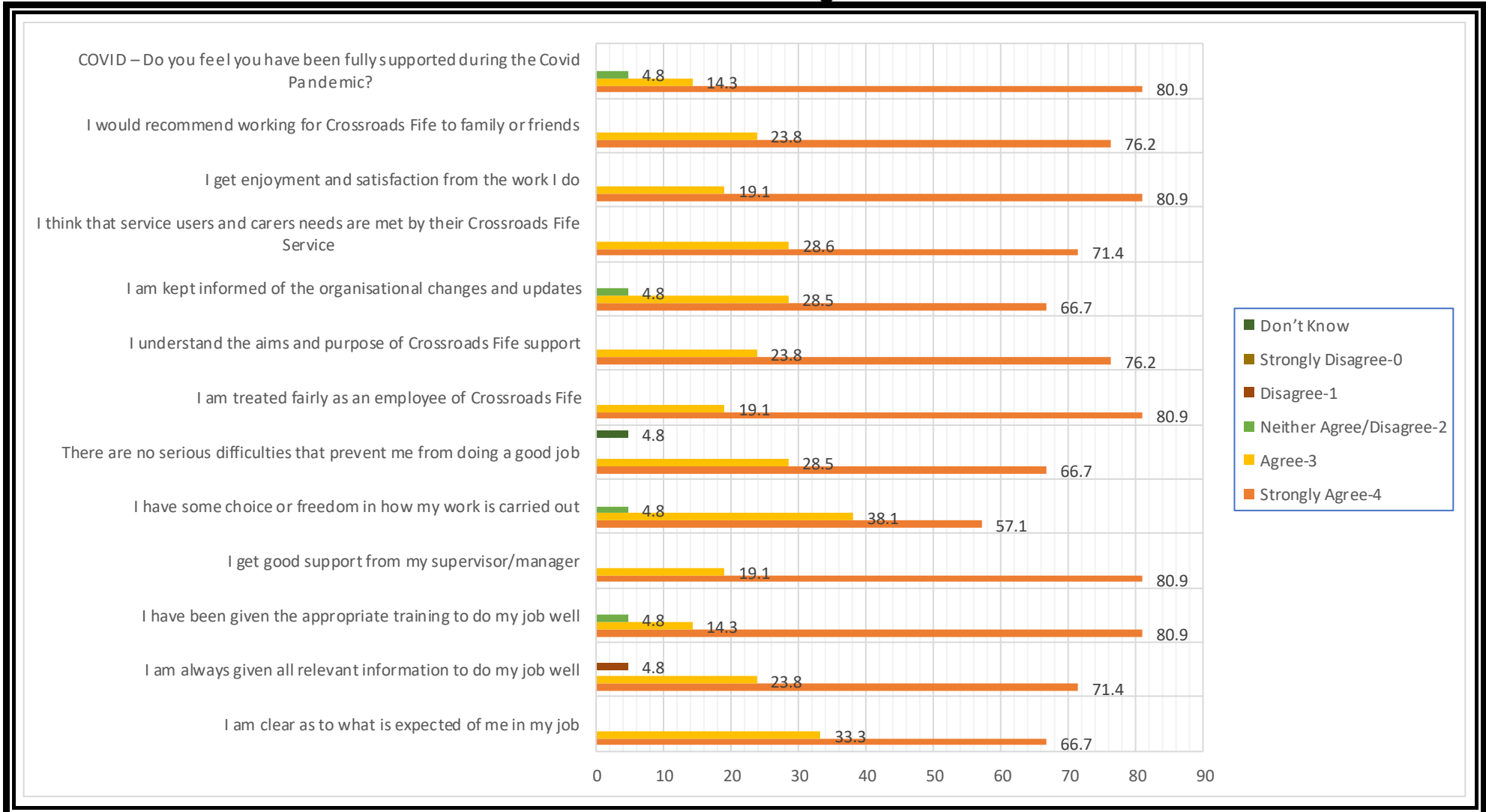
**Employee Questionnaire  
Results 2021**

**CROSSROADS FIFE  
EMPLOYEE QUESTIONNAIRE - RESULTS  
33 Sent, 21 returned - 63.6%**



**Please score the following questions by putting a number in the box on the right.**  
 Strongly agree 4, agree 3, neither agree nor disagree 2, disagree 1, strongly disagree 0 - don't know- box blank.

### Questions- Percentage Results



**We would appreciate any comments to the questions that you feel would enable Crossroads Fife to help improve your working life.**

**I am clear as to what is expected of me in my job**

Comments:

Supervision has been difficult over the past year due to changes and COVID 19

Always

Yes, Personal Plans are a good source of Info. Anything requiring to be added/taken out/review by Coordinator is communicated to us

**I am always given all relevant information to do my job well**

Comments:

The job evolves so information is gathered with time. There is always backup to do a good job.

Very much so

Yes, If I need anything clarified I will ask. Discuss any issues with coordinator

**I have been given the appropriate training to do my job well**

Comments:

Yes, and I have the opportunity to ask for relevant training

Great training

Yes, First Aid, Moving and Handling in person on a regular basis. Lots of various online sessions during Pandemic & encouragement to do own learning

**I get good support from my supervisor/manager**

Comments:

Yes

As above, COVID has made everything more difficult

Excellent

All very helpful and approachable which has been invaluable during Pandemic. Never make you feel query is unnecessary

**I have some choice or freedom in how my work is carried out**

Comments:

The Care Plan is what is asked for

Very much

Yes, work in my own way as an individual whilst adhering to guidelines. Outings and venues with Service Users are discussed and agreed together.

**There are no serious difficulties that prevent me from doing a good job**

Comments:

No

None

**I am treated fairly as an employee of Crossroads Fife**

Comments:

Very much

I feel that I am treated fairly and valued. Feel appreciated for my efforts.

**I understand the aims and purpose of Crossroads Fife support**

Comments:

I do

To give our families, Service Users and Carers a much-needed break. Support in home and in the community

**I am kept informed of the organisational changes and updates**

Comments:

By e-mail, letter, phone, and text

Not always. May be due to privacy and rights of the staff member.

Yes

Regular updates, e-mails, Newsletters. Staff access available on website. Regular supervisions also provide updates.

**I think that service users and carers needs are met by their Crossroads Fife Service**

Comments:

They do

Yes, always reflect and review ways to maintain, improve, change service as needed to meet the needs of our families.

**I get enjoyment and satisfaction from the work I do**

Comments:

Lots of enjoyment and job satisfaction

Most definitely very rewarding. Enjoy meeting different people and supporting them to achieve their goals.

**I would recommend working for Crossroads Fife to family or friends**

Comments:

The staff and Management do a great job

Love my job, Love Crossroads

Yes, I would

**COVID – Do you feel you have been fully supported during the Covid Pandemic?**

Comments:

All PPE need met

The support has been appreciated

Very much so

Yes- Regular updates, clarification from coordinators, PPE plentiful and available on request. (Appreciate supplies limited at start of Pandemic)

## General Comments & Suggestions

- I enjoy my job. I feel supported by managers and the staff training is excellent.
- Always kept up to date with service users' needs and changes. Excellent training – always.
- I get great feedback from Service Users and Carers about the service given by all at Crossroads.
- Everything fine. No problem with anything.
- Crossroads has been fairly flexible in helping me obtain a good work life balance which I feel is really important to not only me, but others
- Staff are very helpful.
- Enjoyed working with Crossroads and look forward to a few more years employment before retirement.
- LOVE LOVE MY JOB. Think 11pm at night is a late night TO BE WORKING AS WELL. Sometimes I think it would be good to get paid for travelling time. When it is 45 minutes there and the SAME BACK again AS YOU DO 3 Visits A Day. Sometimes they are 20 mins Drive x 3 times, and you still have to drive home.
- Best job I have had. Enjoy interaction with my services, listening to their worries, just be a shoulder to cry on, not being judgemental. Hope to keep going to my retirement. Look forward to going to work.
- Thoroughly enjoy my job as Support Worker with Crossroads. Feel part of the team and appreciate and value the support I have had during a difficult and at times challenging year. Friendly approachable colleagues in the office/working from home/on call are always available to assist/answer queries. My work life balance is good and key to being happy at work. Would be nice if more male members of staff were Support Workers with Crossroads, may benefit some of our male Service Users.