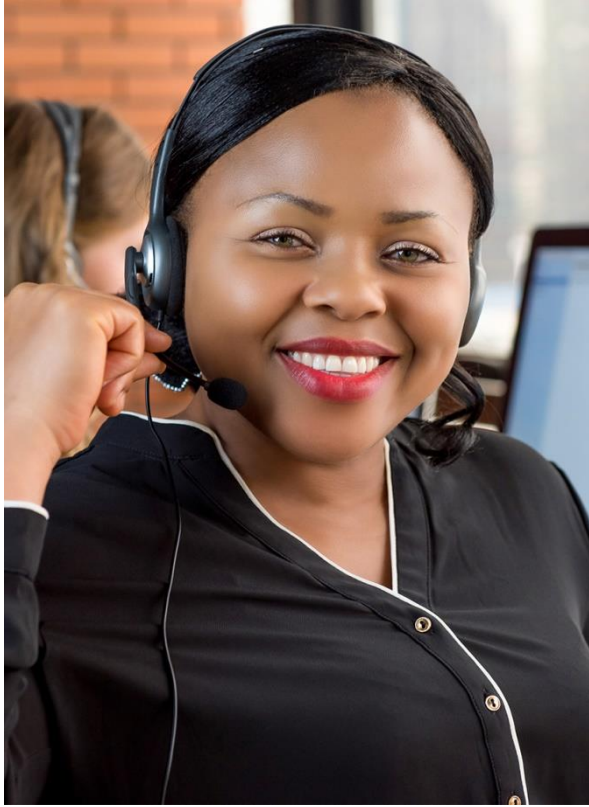


Toolkit



EMPLOYEE SURVEY

How to make the most of an employee survey

Implementing an employee survey

The EfC employee survey on workplace support for carers has been designed as a template so that individual organisations can amend it to better suit them.

This short summary is designed to accompany the survey and includes tips on how to make the most of conducting the employee survey.

A workforce survey is a really valuable way of engaging with and identifying carers and also demonstrates that you are interested in and keen to support your employees. Even if you have policies and practices in place we know from experience that there will be carers who don't recognise themselves as such and therefore haven't taken up the policies. Equally there will be carers who are unsure of taking up policies if they can't be certain of how their line manager will react

Top Ten Tips

1. Be clear who your target audience is – carers will not recognise themselves; they are just being a daughter, parent, husband, etc. and taking care of someone who needs support. Use a definition at the beginning of the survey and in the introductory text.
2. Lead by example - there will be carers amongst senior level staff. Get them to complete the survey and encourage others to join them. Or, find a senior level champion to endorse the survey and encourage employees to participate.
3. Use supervisions to highlight the survey – an ideal opportunity for line managers to get to know which staff have caring responsibilities in order to better support their teams.
4. Explain why the organisation is carrying out the survey – ie to better understand the challenges of juggling work and care and help you develop better workplace support for working carers.
5. Explain how the results will be used and what they will be used for. For example, any plans you have for creating workplace support; an employee network perhaps or a carers' policy.
6. Address issues of confidentiality – caring is a private issue and employees will need to feel comfortable in order to complete the survey.

7. Allow people to fill in the survey anonymously or alternatively have an outside organisation (such as EFC) analyse and publish the results to show that you are being truly independent.
8. Provide employees with different ways of completing the survey eg. on-line through an intranet site, email, printed copies and give a clear closing date.
9. Collate and analyse the results promptly and make good on any promises. Publish the results across the organisation.
10. If resources permit undertake some focus groups to hear more in depth experiences from staff and/or to discuss the results of the survey and any ideas you have about developing specific support.

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