

Appendix 2
Staff Questionnaire Results: Law Centre

1. Results based on 5 responses:

A) 100% of staff have had CRB checks carried out on them

B) 100% of staff supplied at least 2 references.

C) 100% of staff received an Induction and felt it was good.

D) Overall 67% of staff have received training (either internal or external) in the following;

- Health and Safety and Lone Working – 80% asked had received this
- Adult Abuse – 60% asked had received this
- Assessment and Support Planning – 60% asked had received this
- Complaints Procedure – 40% asked had received this
- Confidentiality % Service User Rights – 60% asked had received this
- Service User Benefits/finances - 80% asked had received this
- The Application Process & Prioritisation – 80% asked had received this
- Eligibility Criteria – 60% asked had received this

E) 60% of the staff thought the training was useful (**40%** were not asked/ did not answer this question)

F) 40% of staff felt that information wasn't always passed on from referrers/Care Manager to the team (**20%** were not asked/did not answer this question).

G) 100% of staff were aware of the purpose of a support plan.

H) 80% of staff felt involved in developing the support plan.

I) 100% of staff said that they did not handle cash for clients.

J) 40% of staff knew the different kinds of abuse that can occur (60% were not asked/did not answer the question).

K) 80% of staff knew who to report any allegations of abuse to (20% were not asked/did not answer the question).

L) 80% of staff knew the complaints procedure (20% were not asked/did not answer the question).

M) 80% of staff felt confident in dealing with a complaint (20% were not asked/did not answer the question).

N) 60% of staff have signed a Confidentiality Statement.

O) What is it like working for The Law Centre?

seems a supportive and relaxed team
feel well supported by manager and team
Feel well supported by manager and other staff
The team is small but works well and is well organised

2 Actions included into main report

Ensure that all staff have signed a Confidentiality Statement.

Re-enforce the above policies and procedures with Staff. (See item D)