

Justlife Employee Survey Report

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20
22





Overview

I am proud to present the results of our 2022 employee survey and I hope, like me, you enjoy reading it.

A lot goes into building and maintaining a brilliant culture within an organisation on lots of levels, but a huge thanks must go to the incredible team we have for their passion, commitment, and sense of fun that they all bring to their work. The positivity that shines out of this survey is a result of their attitude and approach to the cause we are trying to address.

Almost 80% of the team completed this year's surveys, a really good rate of engagement, and I'm very pleased to read how they feel about Justlife and our culture. I am particularly pleased that for the second year running 100% of the team said that they are proud to tell people they work at Justlife.

In 2022 we launched a new strategic plan and have seen our impact grow again.

It's great to find out that 100% of the staff feel inspired by our vision that people's experience of temporary accommodation should be short, safe and healthy. We are looking forward to continuing our efforts to achieve that in 2023.

As well as celebrating the results, our Board of Trustees, the leaders within Justlife and myself are always looking at ways to ensure we maintain our high standards and improve where possible. This is something that can be challenging through periods of growth, but we will be working together to make sure we do this.

You will read shortly how the staff team feel about our approach to their wellbeing and the support we provide them, but we start with my favourite part, our culture. We asked the team how they would describe Justlife's culture and as with last year, the answers speak for themselves.

I'll end with this brilliant quote:

"Probably the best workplace culture I've ever experienced!"

Simon Gale
CEO

Results: Our Culture

We asked you "How would you describe Justlife's culture?"

Probably the best workplace culture I've ever experienced! It's a really supportive environment to work in and I feel people genuinely care about my wellbeing and managing my workload

Very open and honest. Generally very positive and people like each other. There is some occasional grumbling behind people's backs, but nothing serious

Fun, supportive, accepting, open to growth, accommodating

Justlife is a fun, passionate, client focused place to work!

Encouraging and respectful

Inspirational!

Supportive, proactive and lovely

Inclusive, creative, encouraging

Very positive

One of a kind & honoured to be part of it. I've seen how our culture has been inspiring to external stakeholders

Positive, caring, willing to do the right thing

Dynamic, committed, caring, flexible, striving for excellence

Positive and open-minded

Welcoming, non-judgement and fun

Honest, innovative, justice-led, compassionate with a good dose of fun

Open, inclusive, curious, supportive

Incredibly open within the sector and within the organisation, and trusting of its staff. Give freedom to grow and develop. Nurturing of people, talent and experiences without being smothering. Innovative and switched on, informed and interested in learning more in order to deliver the best service and outcomes possible for our clients

Inspiring inclusive fun encouraging dynamic

Healthy work/life balance, friendly, supportive

Could be more diverse but always striving towards this. Very supportive team and always see the best in everyone and encouraging staff to develop further

non-judgemental

Open and honest, valuing the individual, respectful

Inclusive

Justlife's culture is one based on respect and an openness to embrace challenges and to work in a collaborative way with one another, with those we support and with external agencies

Results: Our Culture

We asked you if you agreed or disagreed with the following statements related to our culture.



100% **“I feel inspired by our vision”**
agreed or strongly agreed with this (92% in 2021)



100% **“I believe we operate authentically within our values”**
agreed or strongly agreed (100% in 2021)




100% **“We have a positive workplace culture”**
agreed or strongly agreed (100% in 2021)



100% **“I am proud to tell people I work at Justlife”**
agreed or strongly agreed (100% in 2021)




96% **“I feel Justlife is open and honest in communications to employees”**
agreed or strong agreed (92% in 2021) and 4% neither agree nor disagree




100% **“I feel that Justlife strives to deliver the best services possible ensuring it is service user focussed”**
agreed or strongly agreed (100% in 2021)



96% **“Justlife treats me with respect as an individual and understands and appreciates differences among employees (for example, gender, sexuality, race, religion, age)”**
agreed or strongly agreed (100% in 2021) and 4% neither agree nor disagree



92% **“When I make suggestions or propose new ideas these are positively received and considered”**
agreed or strongly agreed (100% in 2021) and 8% neither agree nor disagree

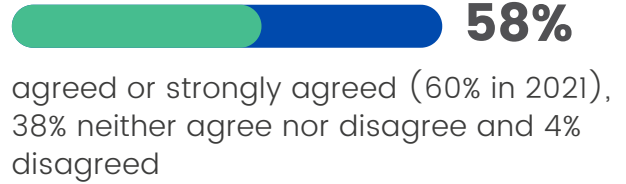


92% **“I trust the leadership within Justlife ensure it is being driven in the right direction”**
agreed or strongly agreed (92% in 2021) and 8% neither agree nor disagree

Results: Your Wellbeing

We asked you if you agreed or disagreed with the following statements related to your wellbeing.

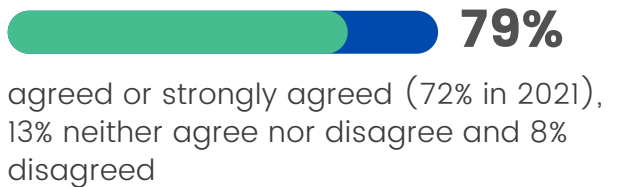
“My job does not cause unreasonable amounts of stress in my life”



“I have fun at work”



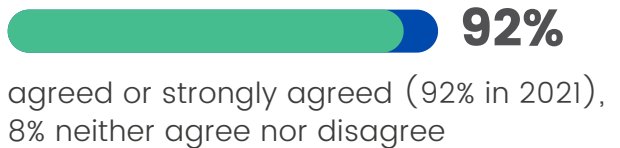
“I feel my salary is competitive with similar jobs in the sector”



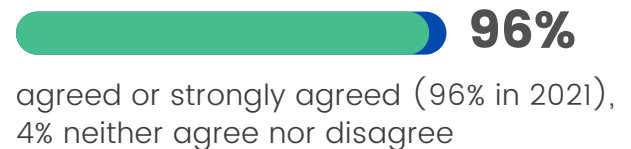
“I am satisfied with my benefit package”



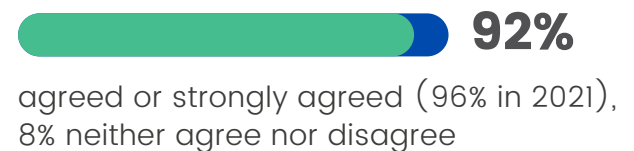
“Doing my job well gives me a sense of personal satisfaction”



“I enjoy my job”



“I feel valued at Justlife”



“I have friends at work”



“Justlife demonstrates care and concern for its employees and supports me in achieving a reasonable balance between my work life and my personal life”



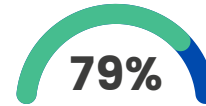
Results: Your Support

We asked you if you agreed or disagreed with the following statements related to the support you receive.



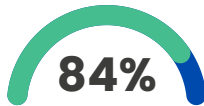
"I have the resources I need to do my job well"

79% agreed or strongly agreed (96% in 2021), 13% neither agree nor disagree and 8% disagree



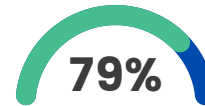
"The amount of work I am asked to do is reasonable"

79% agreed or strongly agreed (92% in 2021), 21% neither agree nor disagree



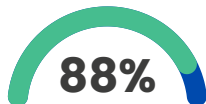
"I receive useful and constructive feedback from my manager"

84% agreed or strongly agreed (84% in 2021), 8% neither agree nor disagree (12% in 2021), 8% disagree (4% in 2021)



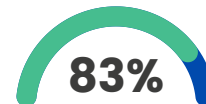
"I am given support to carry out my role"

79% strongly agreed or agreed (88% in 2021), 17% neither agree nor disagree (12% in 2021) and 4% disagree



"I feel encouraged to come up with new and better ways of doing things"

88% strongly agreed or agreed (92% in 2021), 8% neither agree nor disagree and 4% disagree



"I feel I have the opportunity to grow within Justlife, personally and/or professionally"

83% strongly agreed or agreed (64% in 2021), 17% neither agree nor disagree



"I receive the training I need to do my job well"

84% strongly agreed or agreed (80% in 2021), 13% neither agree nor disagree (16% in 2021) and 4% disagree



"I am given feedback about my performance"

79% strongly agreed or agreed (84% in 2021), 13% neither agree nor disagree and 8% disagreed (4% in 2021)