

# Justlife Employee Survey Report

20  
21

## Overview

Firstly thank you to everyone who took the time to complete our employee survey towards the end of 2021. 25 of you, out of a possible 28, filled it in. That's 90% of all staff which is up from 74% in 2020 and from 69% in 2017.

It helps us on lots of levels to understand how we are doing as an employer, what's going well and what could be improved. The results are all below and I'm pleased to say that as with last year they are overwhelmingly positive and that on the whole they track last year's scores. We are always looking at ways to improve and will be asking more questions to understand how we can continue to

improve where needed over the next few months.

I think it's testament to many things, but mostly to the brilliant attitude, hard work and commitment to the cause that everyone in our team shows. I'd like to take this opportunity to say a big thank you to everyone.

I've started below with what I consider to be the highlight of this survey, all 25 answers to the question "How would you describe Justlife's culture?" They speak for themselves and I hope you enjoy reading them as much as I do.

**Simon Gale**  
CEO

# Results: Our Culture

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

Healthy and open;  
very supportive and  
no "blame" culture.

Very positive, open,  
friendly and non  
judgemental. Clearly  
a lot of staff support  
and peer support  
from colleagues.

Positive work  
environment with  
like minded people  
trying to do the best  
they can to help  
others.

Nurturing,  
Inclusive,  
Collaborative &  
nimble.

Friendly and feisty!

The best!

The best workplace culture I have ever worked in. Open  
and authentic feeling. I feel inspired and able to bring  
myself to work 100%.

Positive,  
caring and  
meaningful.  
Best I've  
experienced.

Non judgemental, caring and open.

Flexible and focussed.

Does what is says  
on the tin - people  
before programmes;  
collaboration before  
competition;  
innovation before  
institutions.

- Dynamic. Striving for  
inclusion (need to  
work harder). Kind.
- Generous. Client
- Focused. Supportive.
- Innovative. Flexible.
- Humanistic. Fun.

Very good work/life  
balance. Good at  
protecting my  
wellbeing. Trust In  
me to perform  
without  
micromanaging.

Client centred,  
holistic, creative,  
positive,  
dedicated and  
compassionate.

Supportive, empowering - it  
feels like a culture where things  
can go wrong, but everyone  
does their best to own up to it,  
find a way forward and have it  
be a positive growing  
experience. So it's somewhere  
that doesn't pretend to be  
perfect, is supportive and  
genuinely looks to support and  
grow service users and workers.

Supportive, encouraging and honest.

Supportive, open, adaptive/flexible.

I feel that justlife is  
very good at  
growing as an  
organisation through  
listening to workers  
and clients to be the  
best it can be!

A culture in which  
everyone is valued for  
what they bring, ideas  
are welcomed and  
there is space  
for innovation,  
sharing and learning.


Solution focussed,  
person centred,  
creative, friendly,  
strong sense of  
purpose and team.

I feel that Justlife supports it's staff very well and that creates  
and maintains better happier workers who therefore get  
better outcomes for our clients.

Collaborative, relatively  
flat hierarchy which  
helps teams run well  
and not feel top down.

# Results: Our Culture

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



**92%** **"I feel inspired by our vision"**  
agreed or strongly agreed with this (100% in 2020) and 8% neither agree nor disagree



**100%** **"I believe we operate authentically within our values"**  
agreed or strongly agreed (100% in 2020)



**100%** **"We have a positive workplace culture"**  
agreed or strongly agreed (100% in 2020)



**100%** **"I am proud to tell people I work at Justlife"**  
strongly agreed (96%!!) or agreed (100% in 2020)



**92%** **"I feel Justlife is open and honest in communications to employees"**  
agreed or strong agreed (90% in 2020) and 8% 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 2020)



**100%** **"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 2020)



**100%** **"When I make suggestions or propose new ideas these are positively received and considered"**  
agreed or strongly agreed (100% in 2020)



**92%** **"I trust the leadership within Justlife ensure it is being driven in the right direction"**  
agreed or strongly agreed (100% in 2020) and 8% neither agree nor disagree

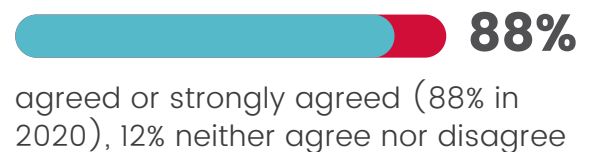
# Results: Your Wellbeing

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

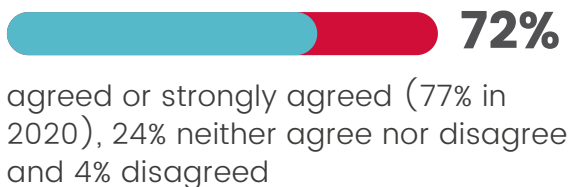
**“My job does not cause unreasonable amounts of stress in my life”**



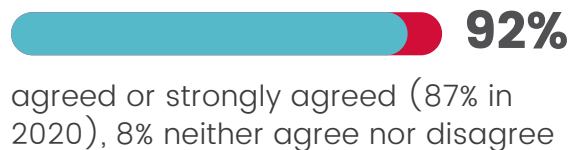
**“I have fun at work”**



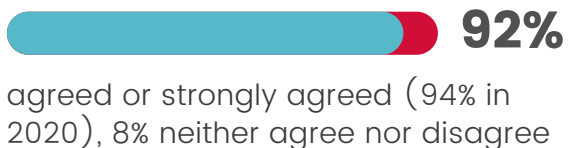
**“I feel my salary is competitive with similar jobs in the sector”**



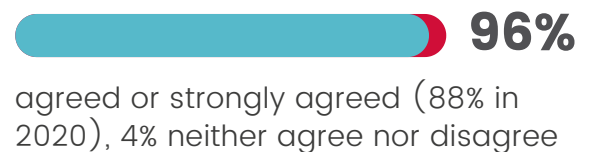
**“I am satisfied with my benefit package”**



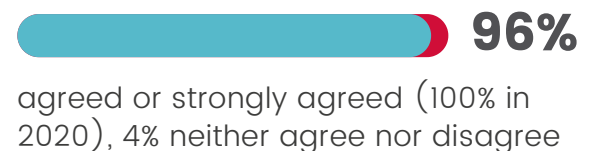
**“Doing my job well gives me a sense of personal satisfaction”**



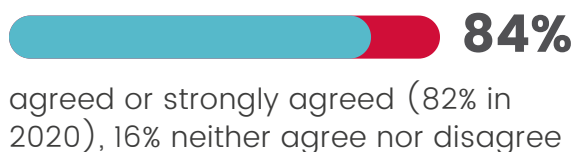
**“I enjoy my job”**



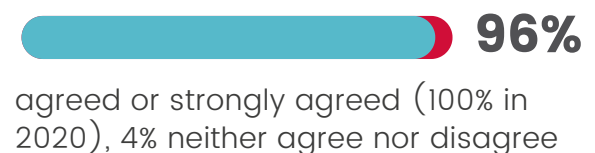
**“I feel valued at Justlife”**



**“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”**



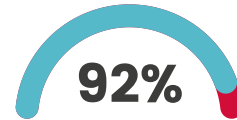
# Results: Your Support

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



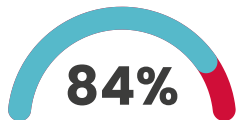
**“I have the resources I need to do my job well”**

96% agreed or strongly agreed (82% in 2020), 4% neither agree nor disagree



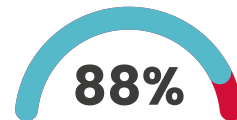
**“The amount of work I am asked to do is reasonable”**

92% agreed or strongly agreed (100% in 2020), 4% neither agree nor disagree, 4% disagree



**“I receive useful and constructive feedback from my manager”**

84% agreed or strongly agreed (82% in 2020), 12% neither agree nor disagree (6% in 2020), 4% disagree (12% in 2020)



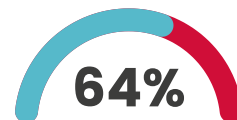
**“I am given support to carry out my role”**

88% strongly agreed or agreed (94% in 2020), 12% neither agree nor disagree (6% in 2020)



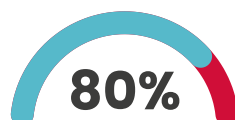
**“I feel encouraged to come up with new and better ways of doing things”**

92% strongly agreed or agreed (100% in 2020), 4% neither agree nor disagree and 4% disagreed



**“I feel I have the opportunity to grow within Justlife, personally and/or professionally”**

64% strongly agreed or agreed (76% in 2020), 32% neither agree nor disagree and 4% disagreed



**“I receive the training I need to do my job well”**

80% strongly agreed or agreed (94% in 2020), 16% neither agree nor disagree (6% in 2020) and 4% disagreed