

Owners Pulse Survey November 2022

Introduction

During November 2022, we took part in our first Pulse Survey to gauge our progress on our employee ownership journey, and to guide us on our next steps.

Results

We enjoyed a 100% response rate, and the average responses are shown on the attached results questionnaire.

Headline Observations

We don't all agree all of the time!

- There were high levels of agreement on some questions, while others generated diverse responses ranging from one end of the spectrum to the other.

It's great being an owner!

- Most of us agree that employee ownership is a positive thing and most of us have seen benefits.

We haven't yet come to terms with exactly what being an owner means.

- There are mixed views on understanding what it means to be owners and thinking & acting like owners. Some of us are clear about what it means to be an owner, while many more of us are not sure and need more information.

We would like to get more involved with business decisions.

- Many respondents would like to get more involved in business decisions.

We would like to have more financial information.

- Many respondents asked for more information on financial performance and debt free day.

We don't really understand how our Governance works.

- Most of us agreed that we don't fully understand how the Forum, the Trust Board & the Falco Board work together and what their roles & responsibilities are.

We're glad we are members of the EOA but we don't yet get the most out of it.

- A few of us have used the EOA resources or attended EOA events & think they are great. Most of us have not yet made use of EOA resources or attended an EOA event.



Next Steps

The Forum members will meet before Christmas to draw up a draft action plan to work out how we can address the key points raised.

Please share your thoughts & ideas with your Forum rep before then.

The Forum will then review the draft plan with you before it is shared with the Trust Board.

We plan to take another pulse survey in Summer 2023 to see how well the action plan is working,