



Pulse Survey

(Equality, Diversity, Inclusivity - EDI)

Valuing individuality, celebrating inclusivity, pursuing unity

Insights from July 2024 staff pulse survey:

We invited our workforce to participate in a pulse survey centred on our pledge:

“We value individuality, we celebrate inclusivity, we pursue unity.”

The survey provided useful insights, demonstrating the value of even a 15% response rate.

Read more on how we **“listen, learn and act on our people’s voices”**



Listening

What we've heard...



84% are comfortable to report issues of discrimination towards themselves or others

87% agreed all employees are given equal opportunities for career progression

71% feel a sense of unity and collaboration among colleagues

77% agreed Havencare supports them to have a positive work/life balance

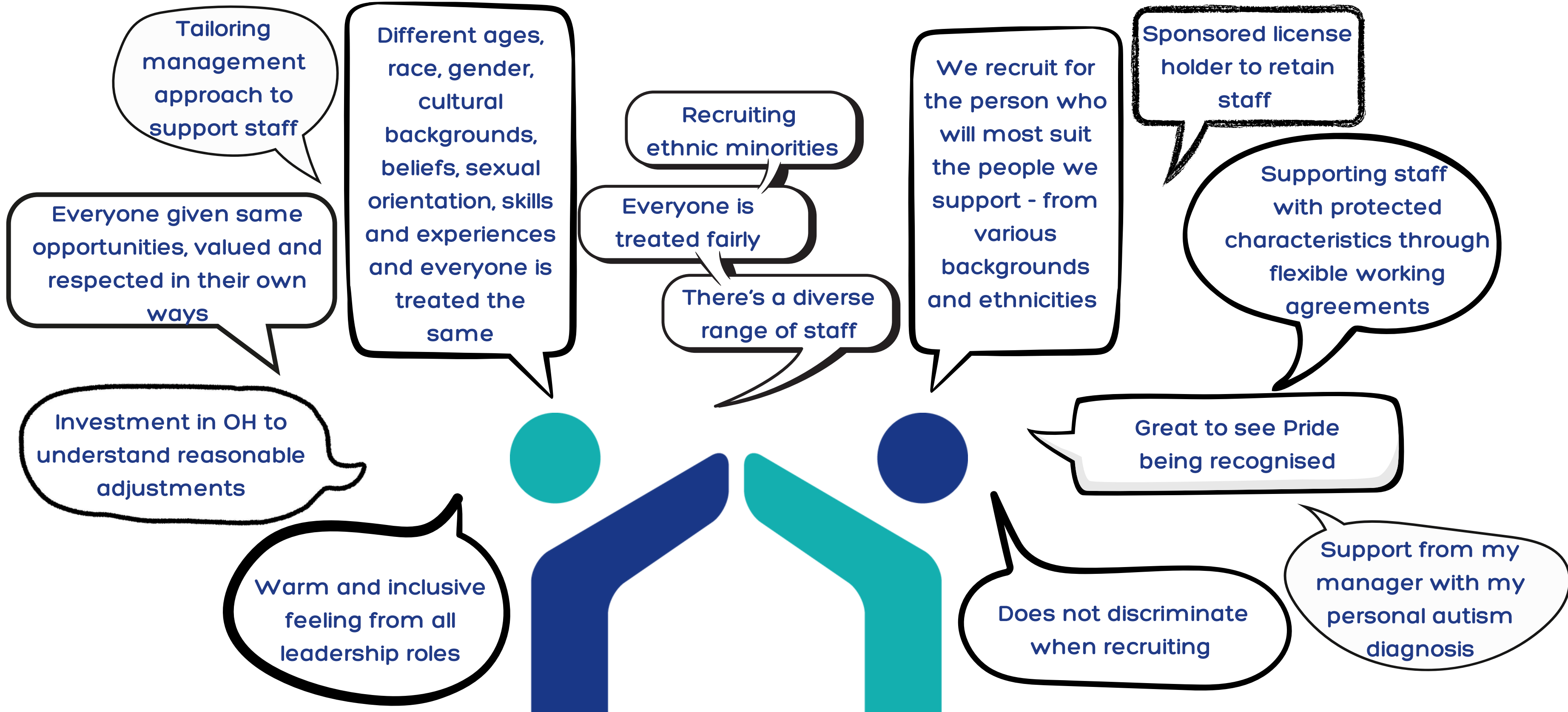
79% feel supported to express their own unique perspectives and approaches at work

79% are aware of our diversity and inclusion initiatives and policies

89% agreed all employees are treated fairly



Positive EDI experiences our staff shared in the survey



EDI challenges shared by staff..

Language barriers can sometimes be a problem

Understanding cultural norms of our growing diverse workforce is a challenge to ensure the right things are considered and cultural differences understood

Unconscious bias at times that affect our understanding, actions and unconscious decisions

Support workers not treated the same, our speed of communication is not the same for others like when changing the payroll days before pay day

Face to face is not always humanising - this should be dependent on the individual and the situation (as an autistic person who processes written information better and uncomfortable with unnecessary calls)

Lack of understanding of other people's cultures in immediate staff teams - need to be more compassionate and time to adapt to their culture

Don't agree with the autism puzzle piece being used by Havencare Facebook posts - problematic/controversial symbol for autistic people. Not a puzzle to be solved or fixed.

We have EDI policies but not aware of any initiatives



Net Promoter Score



It was great to see an improvement since our annual survey with informative feedback on how we can further improve our score...

Suggestions on how we can improve our Net Promoter score...

- Transparency - when changing processes, communicate this with staff in a timely manner
- Communication from management down can sometimes not be clear and time efficient
- Introduce focus groups e.g. neurodiversity focus group to review inclusive information
- All communication on one platform would be less complicated
- More diversity in leadership positions
- Reduce workloads for staff
- Listen to staff



Learning & Acting on Voices

What we've done...



- Commenced the setting up an **EDI Committee** and supporting **EDI Working Groups**
- Expanding our **EDI data collection** to enhance data analysis and respond to themes/trends
- Developing a **Communication Strategy** that **“humanises communications and interactions”**
- Raised awareness of who and how to contact our **“Freedom to Speak Up” Guardian**
- Proactive international recruitment in partnership with Devon Alliance
- Produced EDI Strategy Statements and Outcomes for 2024-2025



Acting

Still to do...



- Collate additional information to further inform **initiatives and interventions that make a difference**
- Launch the EDI Committee to champion and support the **delivery of our EDI outcomes**
- Introduce **Culture Sessions** to raise awareness of diverse cultures
- Enhance awareness of **Anti-Discrimination**



We are grateful to all those who engaged in this pulse survey.

Our staff voices are key to driving change and their continual participation in pulse surveys are vital to shaping our culture.

Live our values

**We value
individuality,
celebrate
inclusivity &
pursue unity**