

'HAVE YOUR SAY' STAFF SURVEY 2017

**THANK YOU
WEST!**

for responding to the 'Have
Your Say' survey

We can now share what
you told us, and tell you
what happens next

 CANCER RESEARCH UK	 GUIDE DOGS	 WE ARE MACMILLAN. CANCER SUPPORT		
£372	51%	52%		
Donated to charity	Response rate	Overall satisfaction		

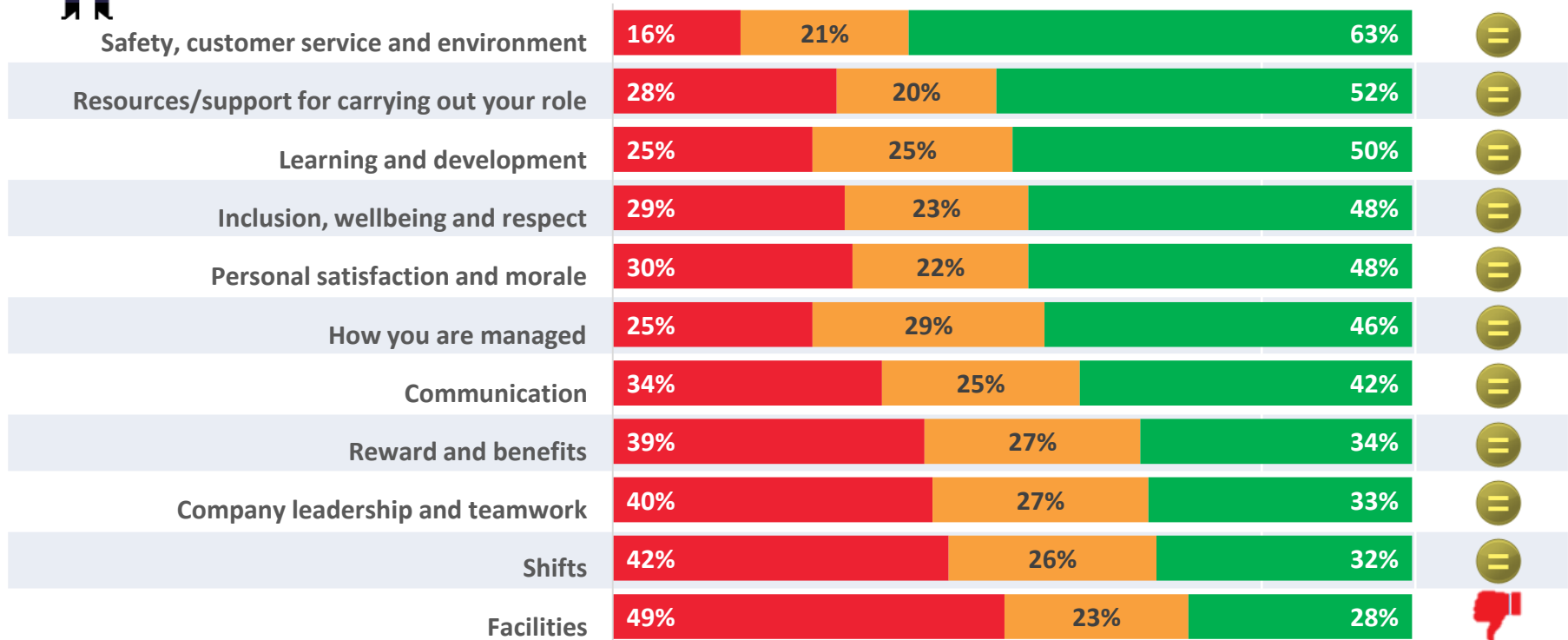
WEST RESULTS

You said...

SURVEY THEMES – OVERALL SATISFACTION*

■ % dissatisfied ■ % neither satisfied nor dissatisfied ■ % satisfied

West results:
Compared to
UK Bus average



Staff are significantly **more** satisfied than other companies



Staff are significantly **less** satisfied than other companies



Staff satisfaction is **not significantly different** to other areas

* Overall scores represent the average of all individual question scores within each theme

The following four pages set out more detailed results for West staff. For each theme the **top 2** and **bottom 2** scores are presented.

Depot level results and ‘what happens next’ is shown at the end of the report

Resources/support
for carrying out your role



- 84% are clear on the duties and responsibilities of your role Top 2
- 55% feel your role gives a sense of personal achievement
- 43% feel supported in carrying out your role Bottom 2
- 41% feel Stagecoach provides the resources necessary for me to work effectively

Personal satisfaction
and morale



- 67% say your personal morale is good Top 2
- 67% of you would like to be working for Stagecoach in 12 months time
- 31% feel valued by Stagecoach Bottom 2
- 27% suggest morale is good in Stagecoach

Learning and development



67% of you have received enough training to perform your job efficiently

Top 2

46% believe you have the opportunity to develop and grow in Stagecoach

Bottom 2

39% feel the L&D activities you have completed have improved your performance

21% have had performance and development discussions with your manager

Communication



52% feel it is easy for you to find out information needed to carry out your role

Top 2

49% are kept up-to-date with regular news relating to your company

Bottom 2

37% have enough opportunity to give feedback on matters that concern you

36% are kept up-to-date with news relating to the overall Stagecoach UK Bus business

Safety, customer service and environment



69% agree customer service is taken seriously at Stagecoach

Top 2

64% feel Stagecoach takes safety seriously

Bottom 2

63% agree Stagecoach considers the environment

60% suggest Stagecoach makes a valuable contribution to the local community

Company leadership and teamwork



50% believe that people in your depot/office work well together

Top 2

33% have confidence in the decisions made by Company Directors

Bottom 2

33% agree your Company Directors/Managers provide clear direction and leadership

24% believe that Company Directors are in touch with issues which affect your work

Shifts



41% get enough notice of changes to shifts

Top 2

37% like the flexibility that working shifts offers you

Bottom 2

27% have some choice over the shifts you work

25% do not find it tough adjusting to changing shift times

Facilities



34% are satisfied with the provision of computer/ diagnostic equipment

Top 2

34% are satisfied with the condition of toilets

Bottom 2

26% are satisfied with the condition of rest area

21% are satisfied with the catering/canteen/kitchen facilities

Inclusion, wellbeing and respect

Top 2



74% of you know how to report any concerns or problems

65% feel you are treated with respect by the people I work with

Bottom 2

32% have heard of our Speaking Up Policy

30% feel Stagecoach listens to concerns and acts positively on them

How you are managed

Top 2



56% are allowed to get on with your job and make decisions

51% agree that your line manager speaks to you regularly

Bottom 2

43% feel that your line manager is effective at motivating you

43% suggest your manager is open to ideas and suggestions

Reward and benefits

Top 2



46% are satisfied with the additional benefits available

37% are satisfied with the overall reward package

Bottom 2

30% feel they are rewarded fairly compared to other organisations

28% feel you are suitably rewarded for your role

GLOUCESTER & ROSS AND COALWAY



99

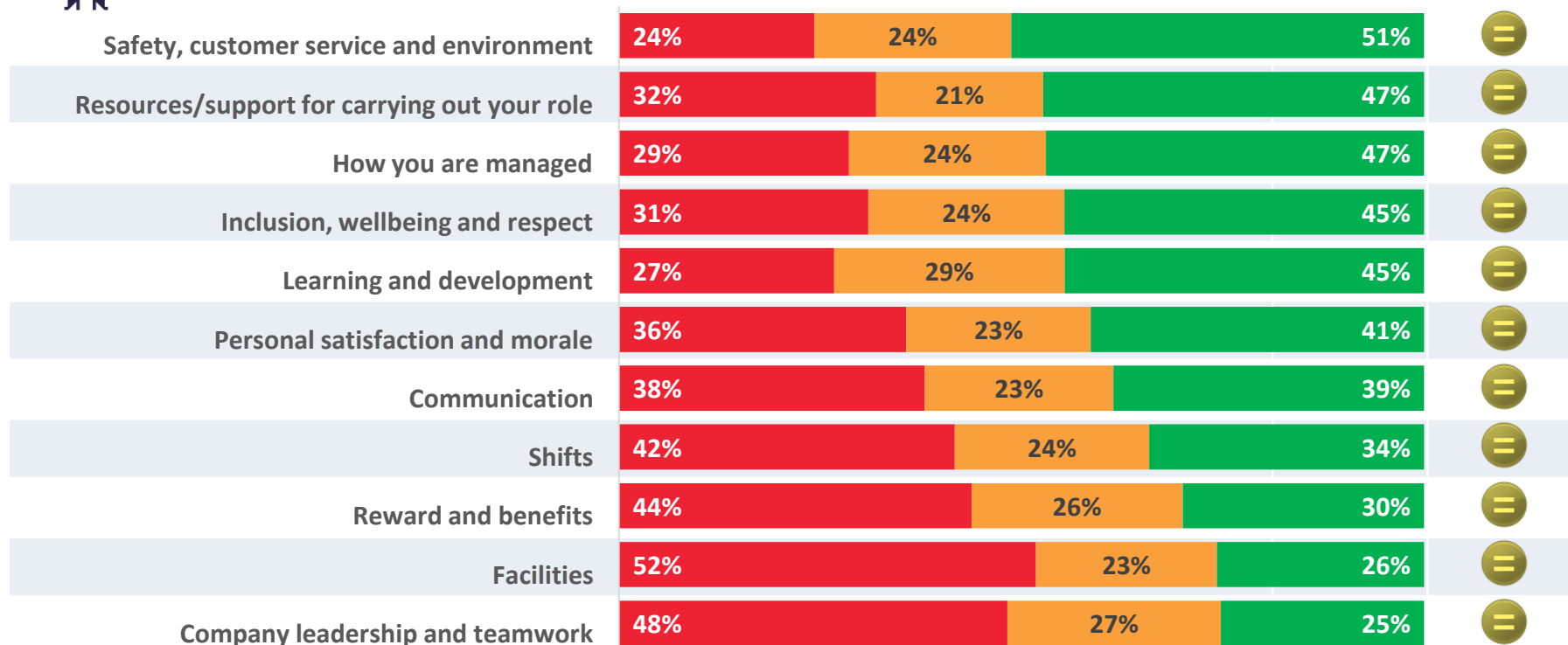
Responses received



You
said...

■ % dissatisfied ■ % neither satisfied nor dissatisfied ■ % satisfied

Depot results:
Compared to
Op Co average



Staff are significantly **more** satisfied than the average



Staff are significantly **less** satisfied than the average



Staff satisfaction is **not significantly different** to other areas

**We've
listened to
what you've
told us...**



We are a responsible company who take customer service, safety and the environment seriously



Many of you are clear on your duties and responsibilities and know how to report any issue or concerns you may have



Many of you would like to be working at Stagecoach in 12 months time



Our facilities including the toilets, rest areas, catering facilities and drivers' cabs need improvement



Managers/Directors could engage better with staff as very few of you believe Company Directors are in touch with issues which affect your work



Very few of you have had performance and development discussions with your manager

Our Commitments To You:

- We promise to act upon these results, wherever possible. We will have a **clear set of commitments by September 2017**
- We will hold **feedback sessions in August 2017** where we will discuss the results in more detail, provide our initial thoughts on next steps and give you an opportunity to ask questions and give feedback on how we move forward
- Posters will be displayed providing further information on the feedback sessions and next steps
- We will **monitor progress towards our commitments** and share this information with you
- **Thank you once again for your feedback.** We are working hard to make Stagecoach an even better place to work

**Here's what
happens
next!**

