



Milewood

INDIVIDUAL CARE AND SUPPORT

Pulse Survey Headline Results

June 2025

- This was Milewood's first Pulse survey, to monitor progress following the annual survey held in December 2024
- Many of the questions in the survey were identical to questions in the annual survey to aid analysis and comparison of progress
- Others were a check-in of progress on important areas of the organisation
- We had 294 responses to the survey which is about a 38% response rate

These questions were identical to questions asked in the Annual survey in December 2024

Question	Annual survey Dec 24 % Agree/Strongly Agree	Pulse Survey May 25 % Agree/Strongly Agree	Progress %
I am satisfied with Milewood as a place to work	68.24	80.58	+12.34
I feel valued in my role at Milewood	56.83	70.59	+13.76
My line manager helps and supports me	76.65	79.21	+2.56
I feel any concerns I may have would be listened to	61.86	71.37	+9.56

These questions asked to grade progress in the following areas

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE
Pay & Benefits	9.02%	12.94%	21.96%	43.53%	12.55%
Policy and Process	1.96%	1.96%	16.08%	60.00%	20.00%
Quality of Care & Support	2.75%	3.53%	11.37%	49.02%	33.33%
Culture	1.57%	2.35%	16.86%	54.51%	24.71%
Equality, Diversity & Inclusion	1.96%	2.35%	15.69%	52.55%	27.45%

Please use this space to provide any other views/feedback you have about working at Milewood?

- Milewood is a great place to work
- Milewood managers are supportive
- Lack of overtime opportunities
- Milewood has progressed in the last 12 months
- Sponsorship concerns
- Mixed responses on pay and Bank holiday pay
- Huge trust in Milewood and decisions made about the organisation
- Training cancellations frustrating
- Excited to be part of Milewood

Care Worker/Team Leader Comparison (%) Milewood

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Question	Care Worker/Team Leaders Dec 24	Care Worker/Team Leaders Jun 25	Progress
4 - Satisfied working at Milewood	66.07	76.47	10.4
10 – Concerns listened to	58.22	67.16	8.96
21 - Manager supports me	73.86	75.99	2.13

Manager Comparison (%)

Question	Deputy Manager Dec 2024	Deputy Manager Jun 2025	Progress	Registered Manager Dec 2024	Registered Manager Jun 2025	Progress
4 - Satisfied working at Milewood	78.57	100	21.43	71.43	94.12	22.82
10 – Concerns listened to	90.91	83.34	-7.54	70	94.12	24.12
21 - Manager supports me	90.88	100	9.12	77.77	94.12	16.35

- Significant progress in all areas compared to annual survey with increases as high as 13.76% in one area
- Generally positive feedback provided in the free text section
- Key area for review is Pay & Benefits with 21% of respondents disagreeing that progress had been made in this area
- Some identified themes to review:
 - Pay
 - Training Contingencies
 - Communication

- A further Pulse survey to occur later this year followed by the annual survey
- Ongoing review of pay strategy and pay progression for 2026
- Employee Forum to discuss results in August meeting
- Review of new communication platform to complete and recommendations put forward
- Results to be communicated and improved promotion of next pulse survey to drive more engagement