



CANDIDATE SURVEY

**YOU SAID**

**WE DID**



# **Content**

**Introduction**

**Survey Results**







## Introduction

On an annual basis Employ Recruitment send out a questionnaire to all drivers, analyse feedback and create an annual strategy using the valuable results and comments. We communicate “you said, we did” in our monthly newsletter.

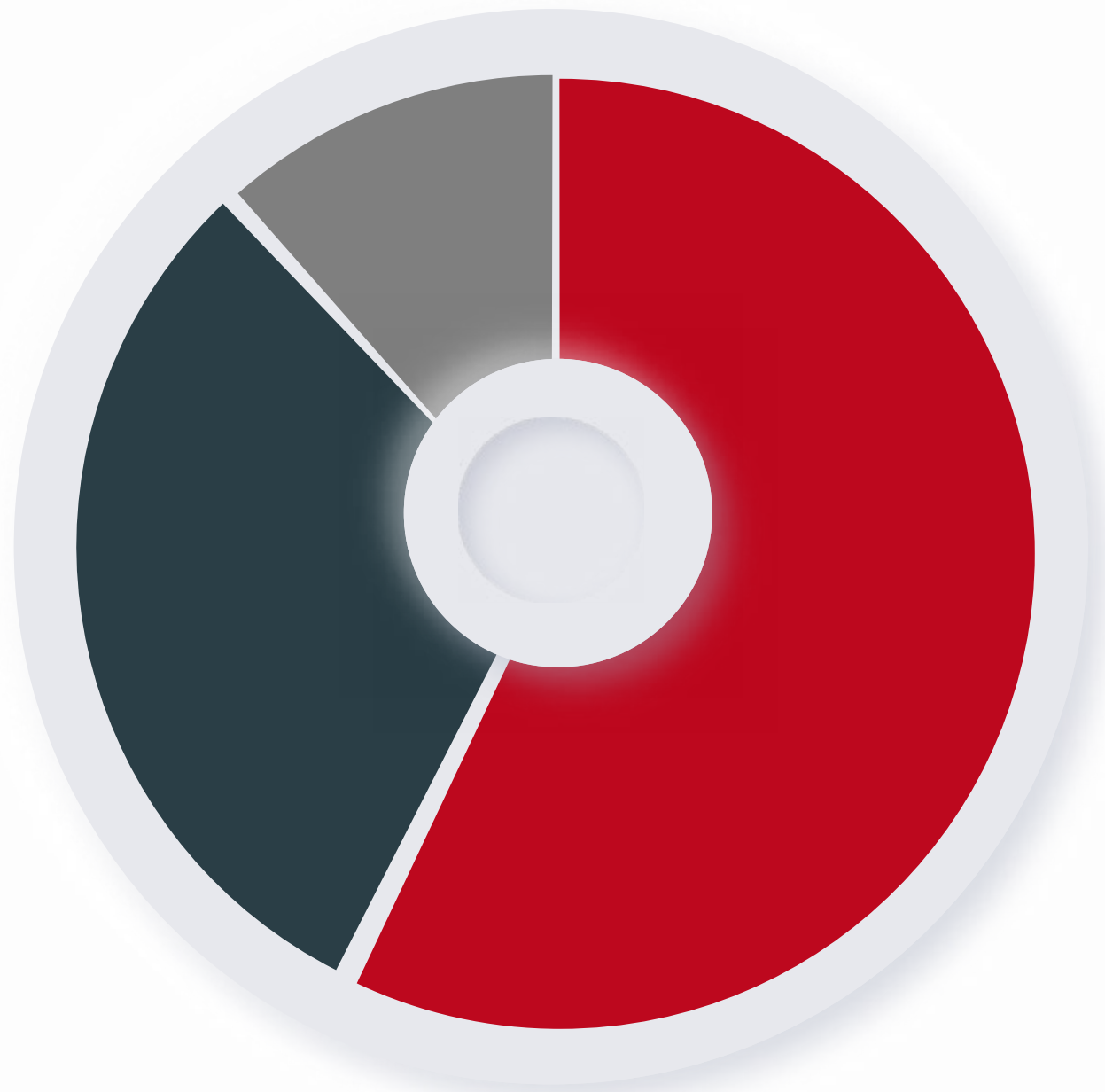
This year we’ve had more responses since we began the survey process 5 years ago, so thank you to all those who took the time to complete.

Although our overall net promoter score has dropped, our service, communication and overall engagement scores have all improved.

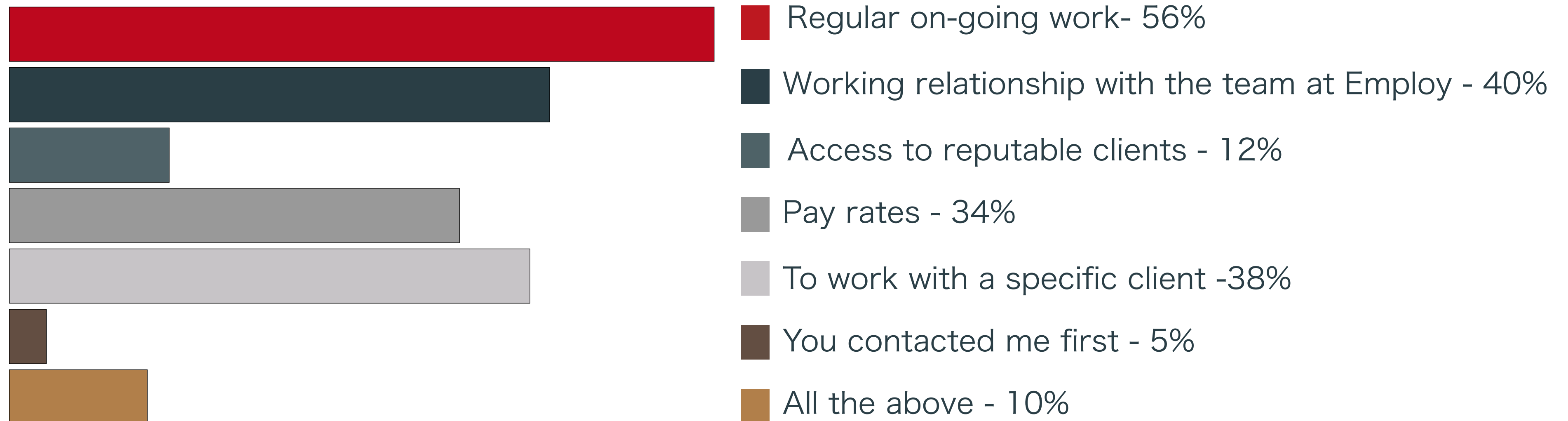


## How likely is it that you would recommend Employ to a friend or colleague?

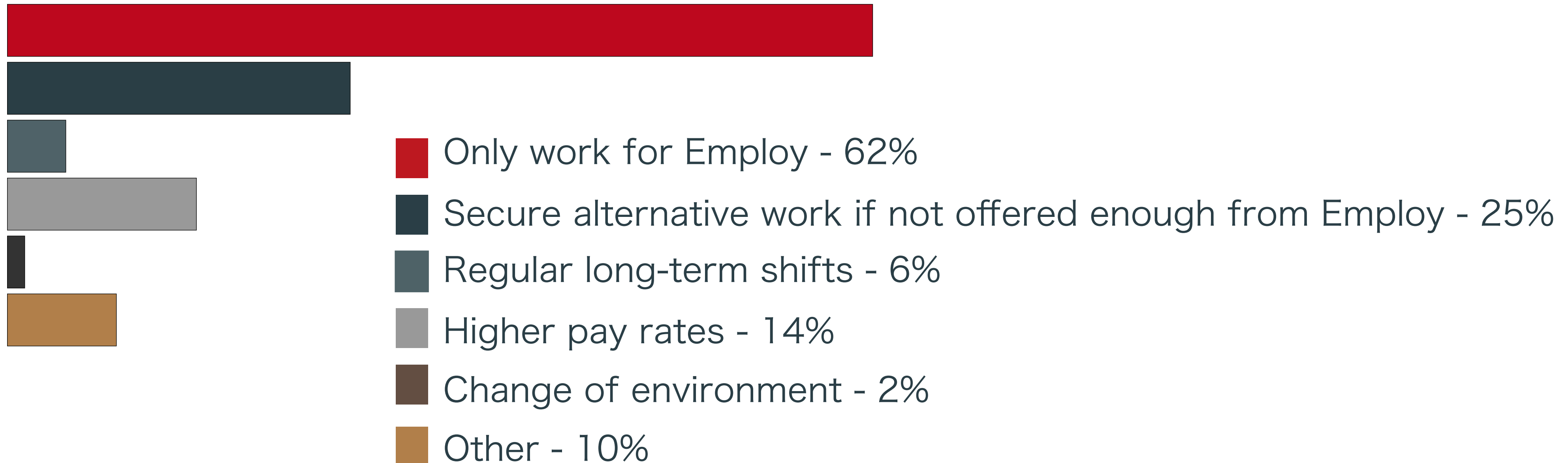
- Recommend - 58%
- Neutral - 29%
- Not recommend - 13%



## What are the reasons you choose a shift from Employ?



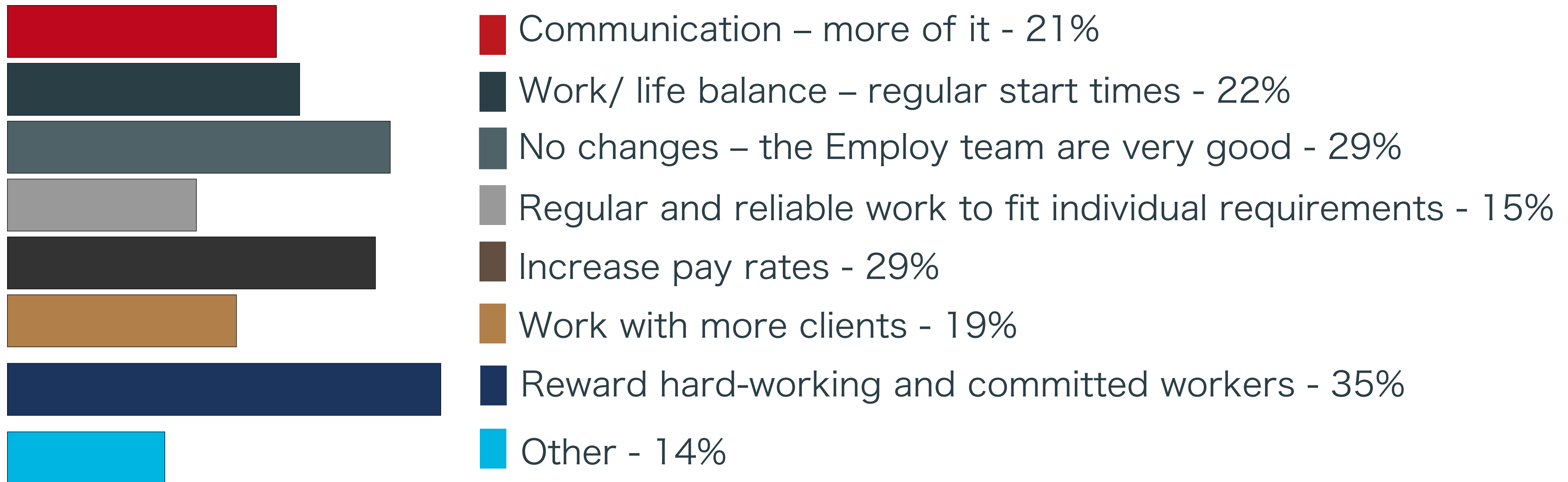
## If you do work for another Agency as well as Employ, what are your reasons for doing so?



### ACTION

We are committed to increasing our client base aiming to offer regular work to all our drivers, we will update you on new clients via our newsletter.

## If you were Managing Director of Employ for the day, what would you start doing?



**Comments**

Next page

## Comments

- Not say there is work then cancel at short notice so hard to get other work
- Dry goods
- Giving Adam more shifts to do
- Work with more clients in Coventry area
- Mon -Fri pay rates could be increased. Weekend rates are good
- I would work to reduce the ratio of pool of spare drivers to active drivers. Move more towards giving those who want it, more regular work with fewer gaps. (Also, your app is a bit sprawling - it was better 6 months ago, so I would take a look at that too).
- Getting rid of all the women
- Poor staff, no continuity of work
- Follow the way Employ has got right now: “treat drivers like part of a team”

## ACTION

Communication and the service we provide to our drivers is very important to us. We will review our communication channels and processes to ensure we are constantly providing excellent service to our drivers.

We recently re-started our ‘driver of the month’ initiative which has been well received, we will continue to thank and reward our drivers accordingly.

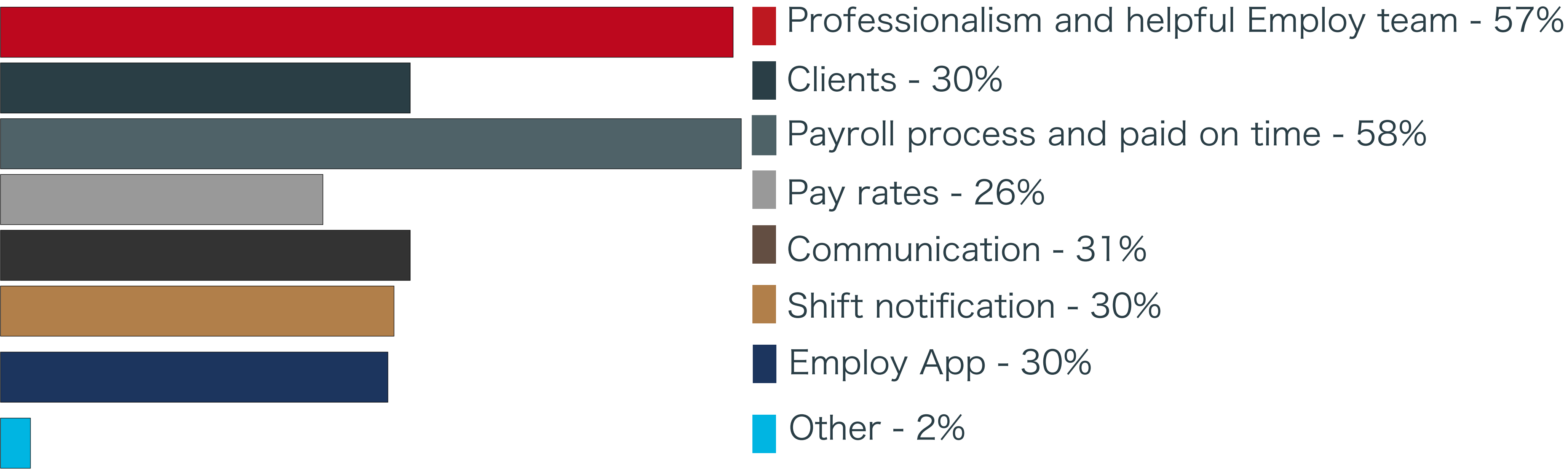
We believe our drivers should be paid adequately and .we will continually review pay rates to ensure they are competitive.

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# What do you think is the best thing about EMPLOY?



## Comments

- Very helpful team
- The team
- Nothing

Have you registered within the last 18 months?



Tell us what you think about the registration process at Employ How easy did you find the registration process? 0 to 10 sliding scale.

0 1 2 3 4 5 6 7 8 9 10

 Average score 2

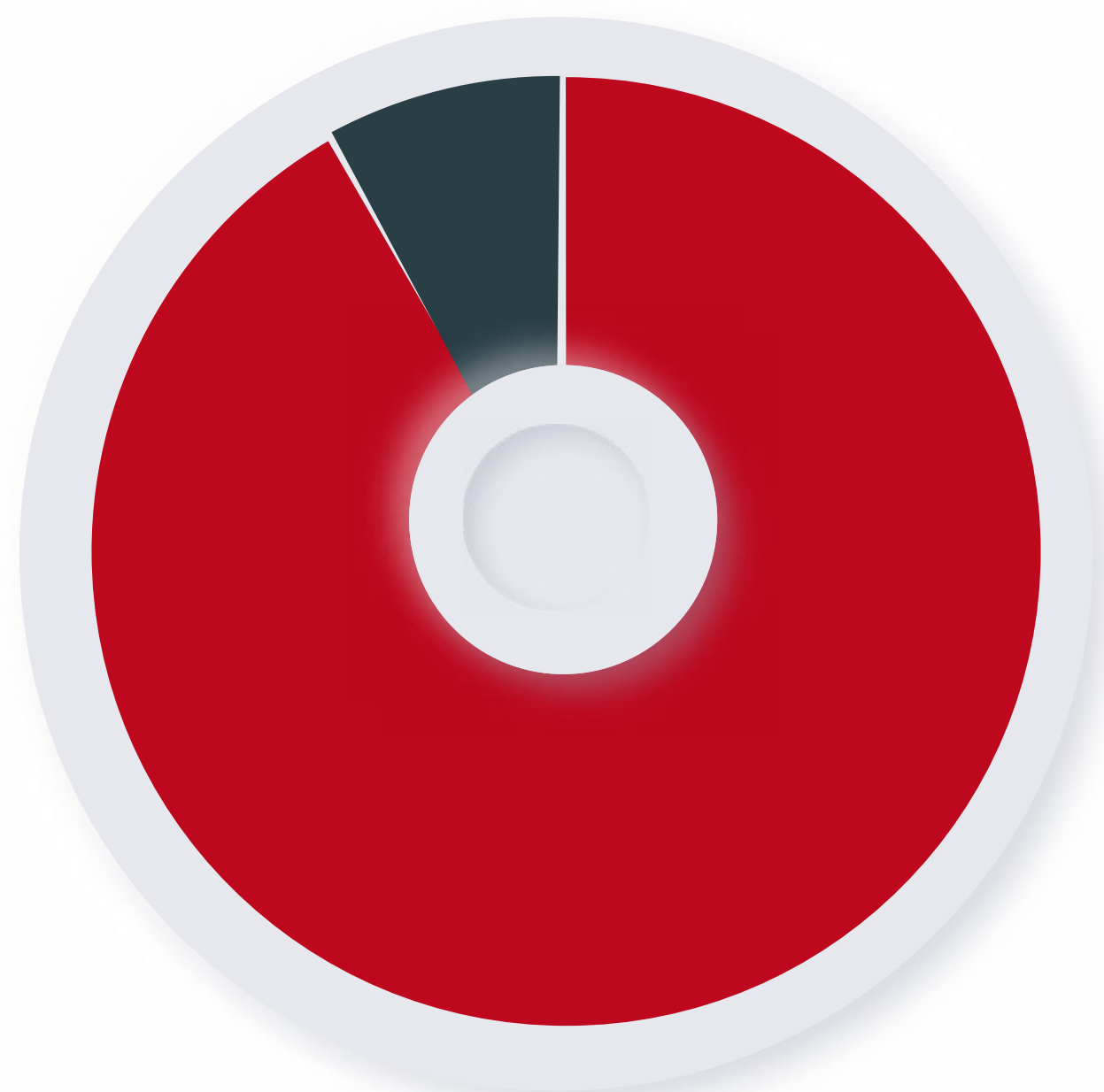
Easy

Difficult

**I feel that Employ supplied me with enough information at registration to prepare me for starting work.**

■ Yes - 90%

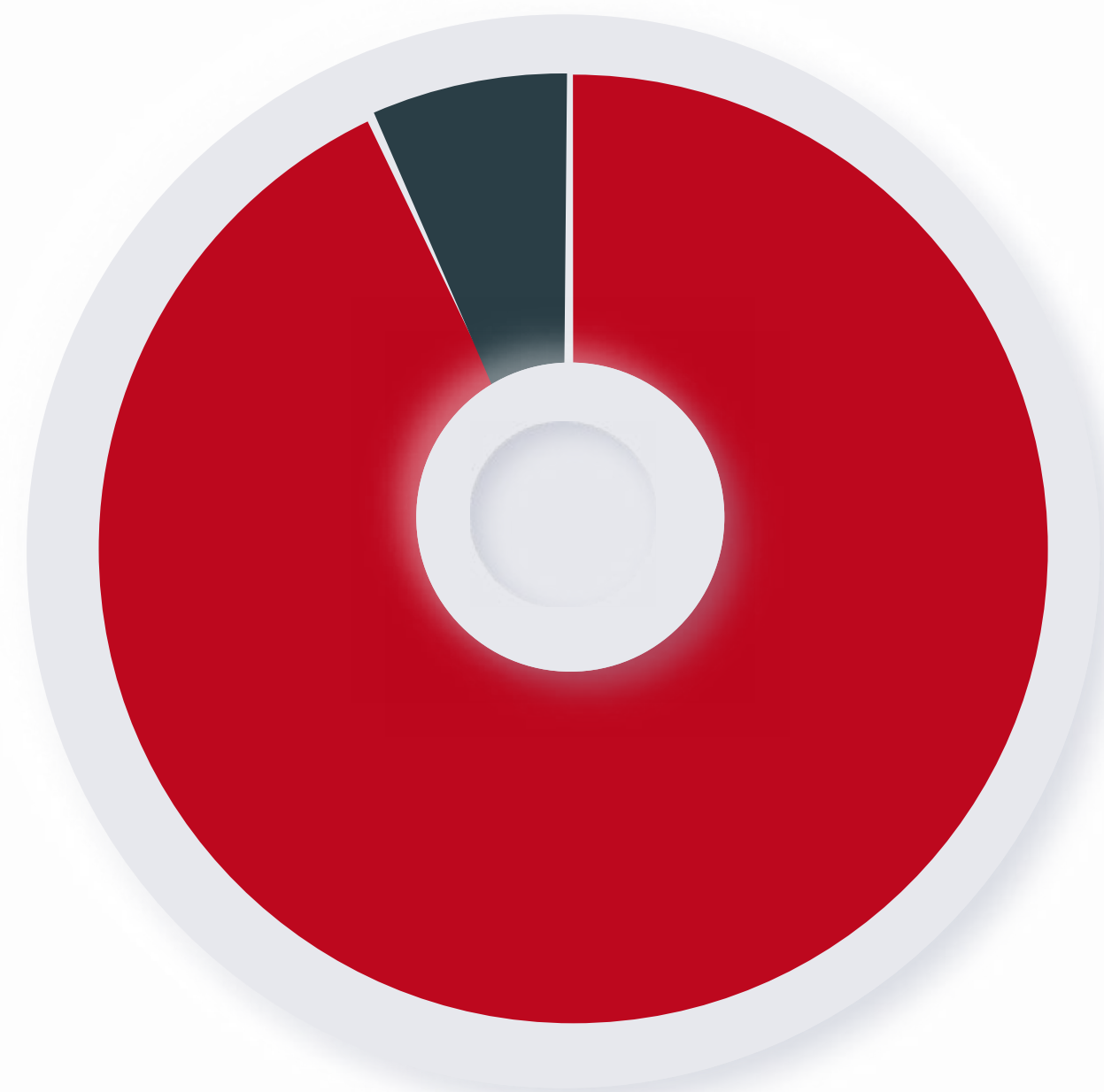
■ No - 10%



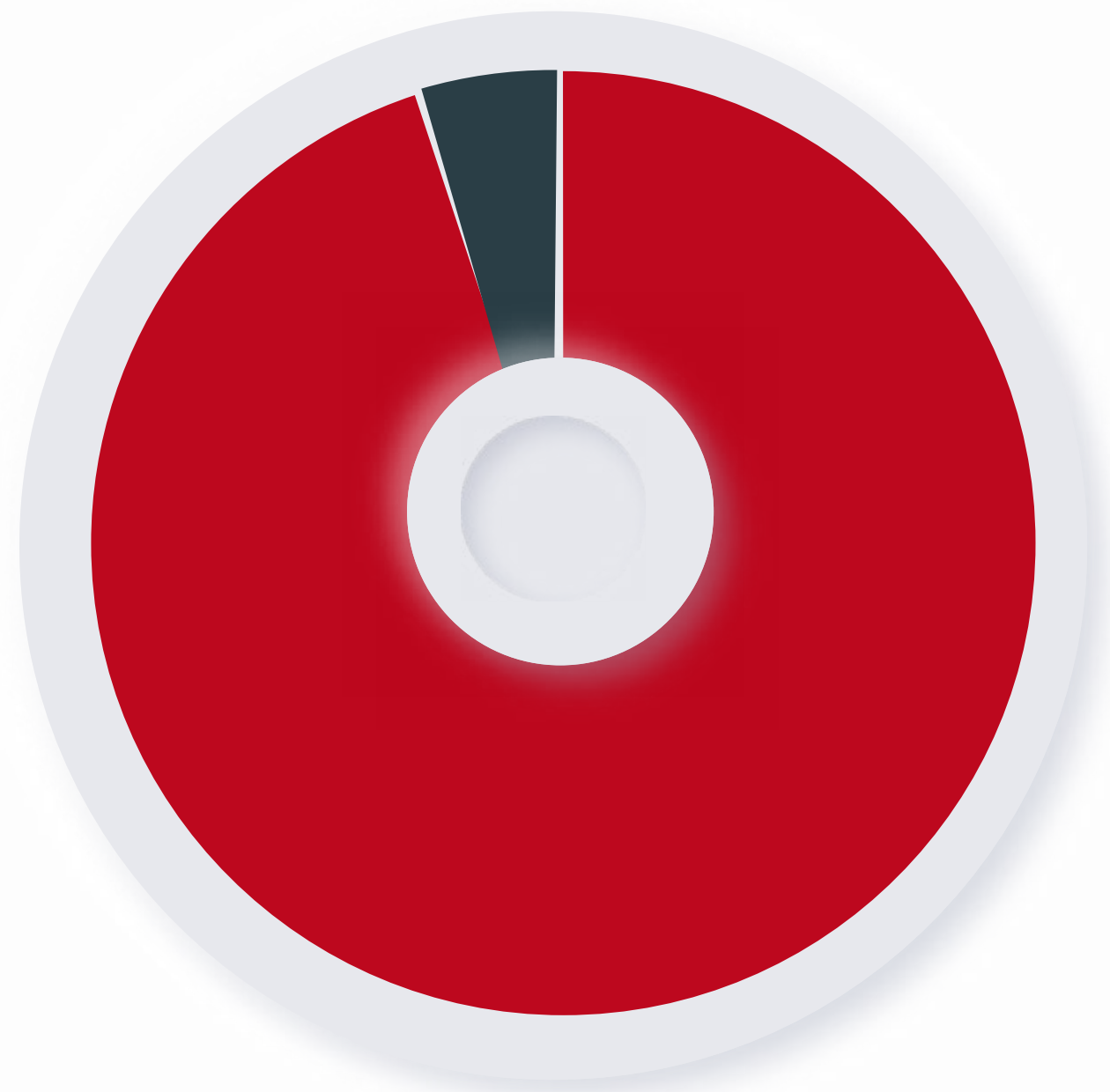
**I feel that the service at Employ meets the expectation set at registration.**


■ Yes - 92%


■ No - 8%



**I feel that Employ arranged my first shift following registration within a reasonable time scale.**



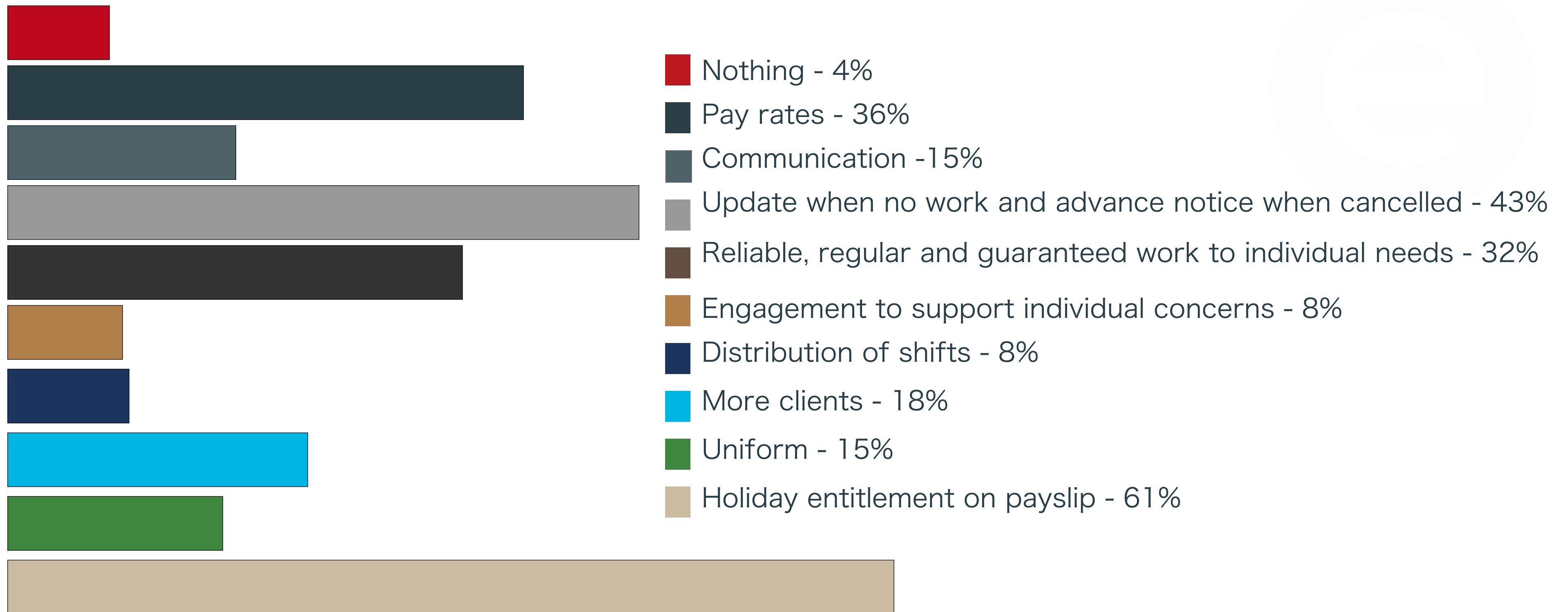
 Yes - 96%

 No - 4%





## What do you think Employ should improve on?









### **ACTION**

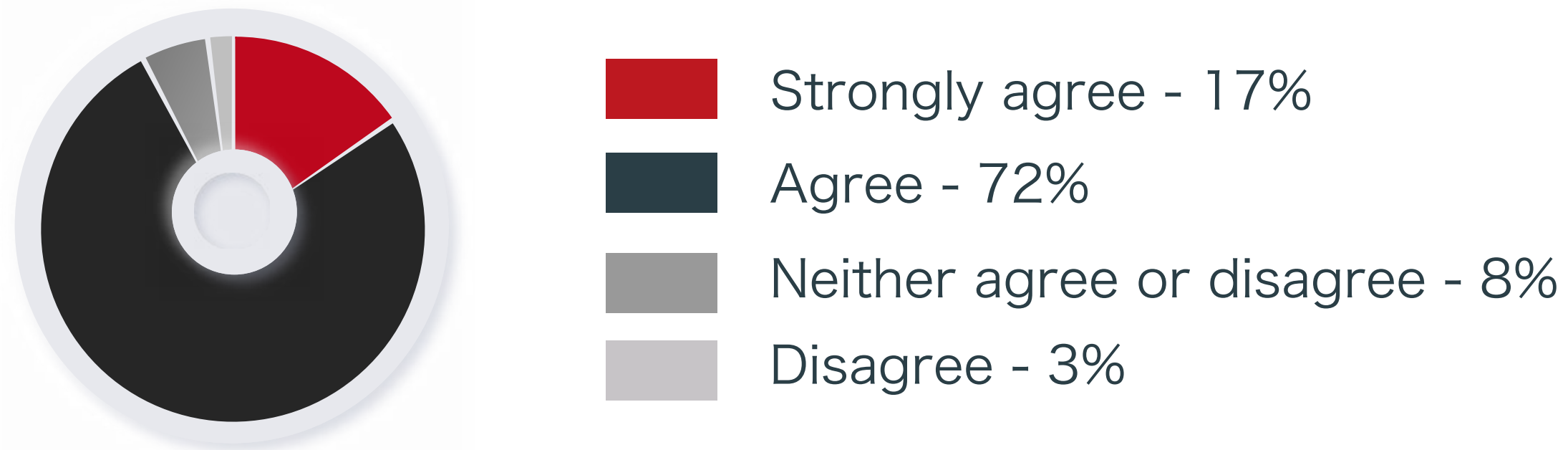
We will explore the option of including holiday entitlement on your payslip.

## Tell us how you feel about the communication between Employ and yourself:



-  I find Employ's newsletter helpful - 77%
-  I feel that I am contacted at convenient times - 86%
-  When I ask for information, I receive it within an agreed timeframe - 89%
-  I feel that information I receive from Employ is accurate. - 93%
-  I feel the text system to book shifts is an effective form of communication - 93%
-  I am aware of the 'out of hours' procedure - 83%

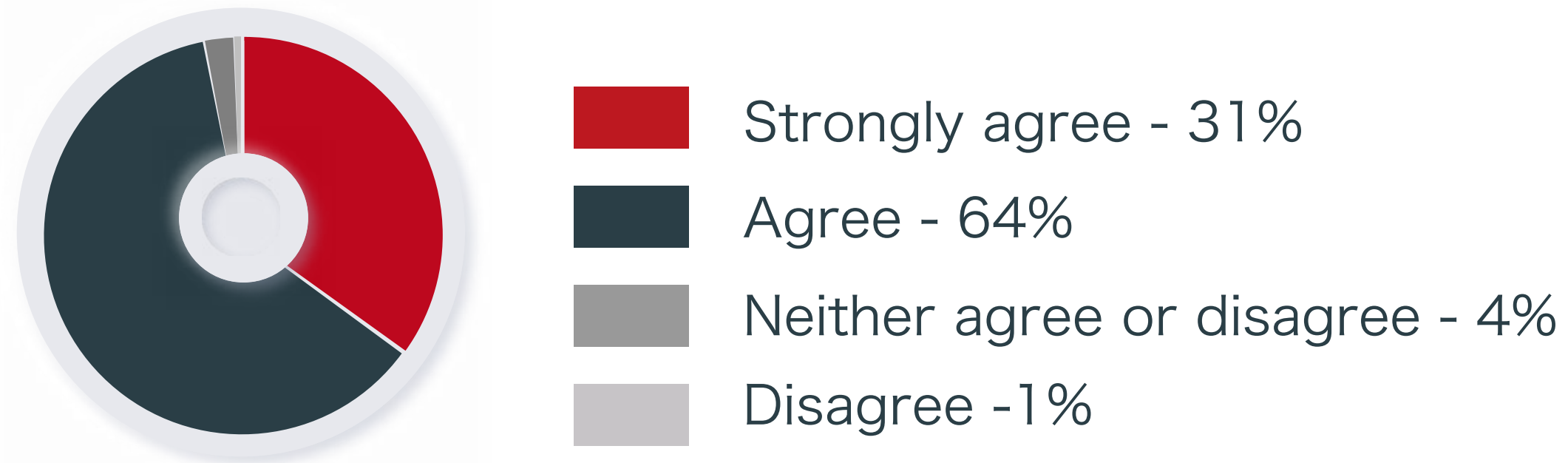
**I think the pay rates at Employ are competitive compared to other.**



**I find it helpful to view my payslip.**



## My pay is always accurate.



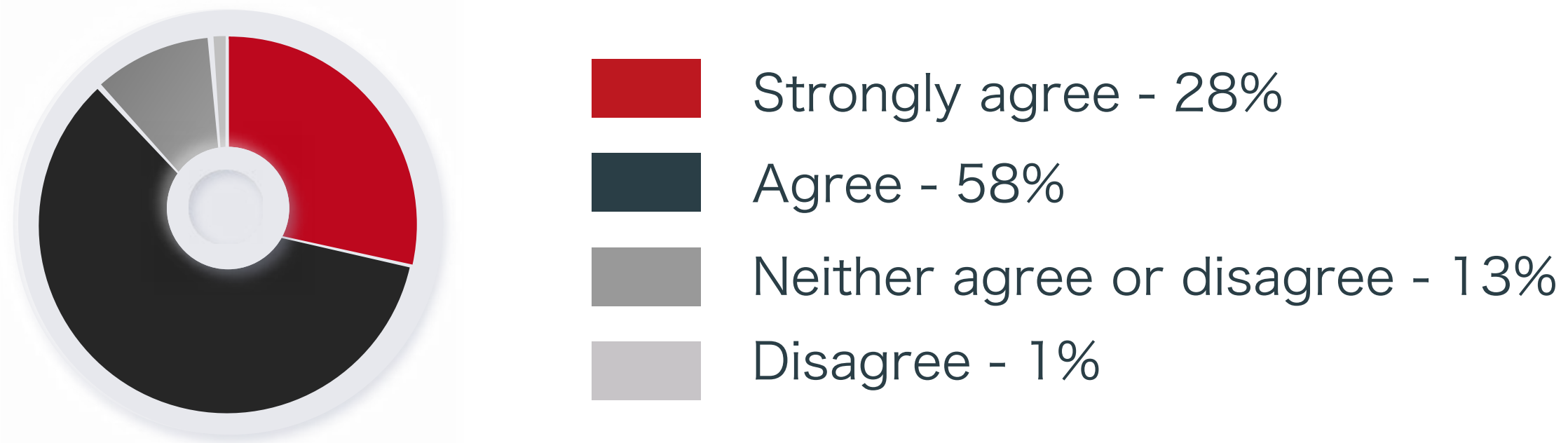
## I am always paid on time.



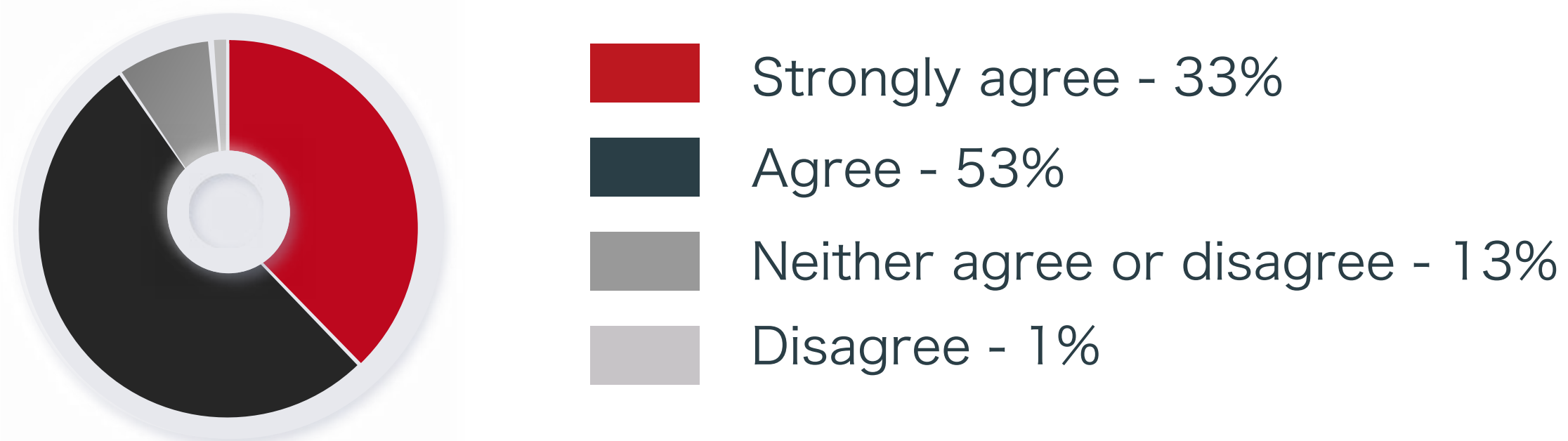


**Tell us about your working life at EMPLOY, where 80% of the time we try to adhere to your preferences and 20% of the time you are flexible to our plans:**

**I feel Employ listens to me and tries to accommodate my preferences.**

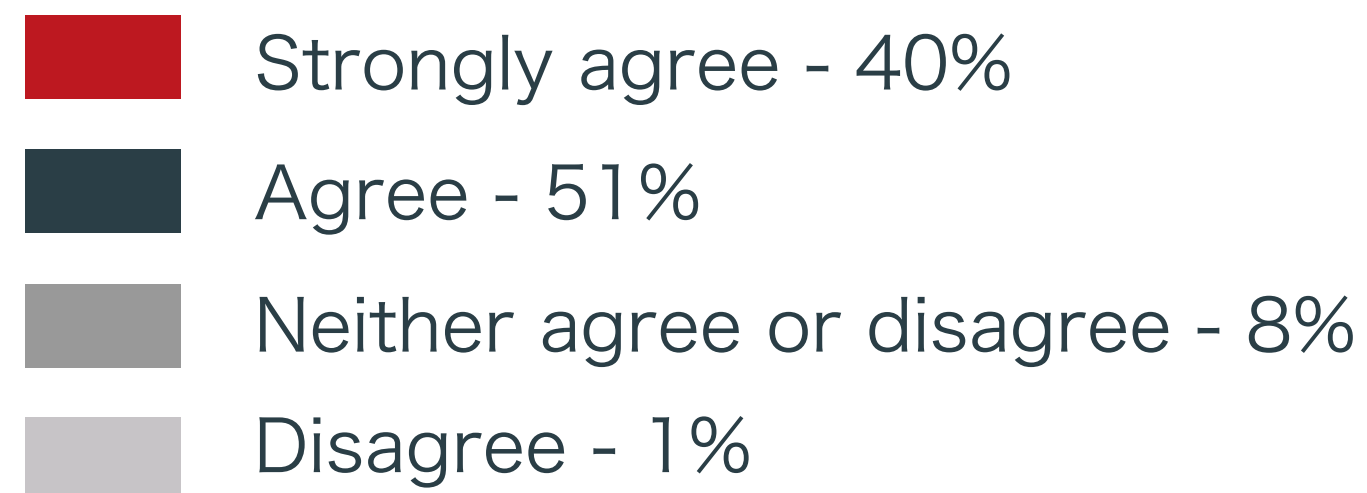
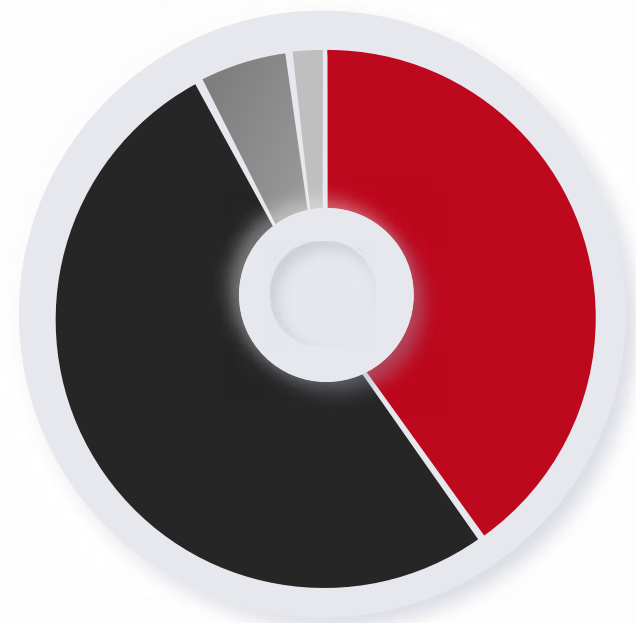


**I feel that 80% of the time, Employ provide me with work on my preferred days.**

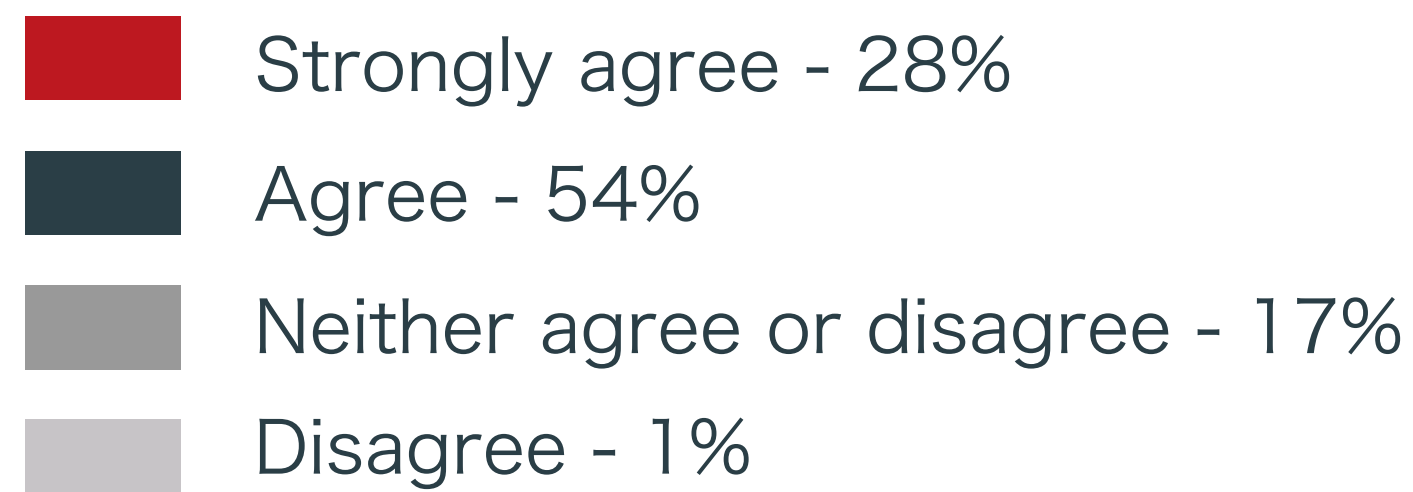
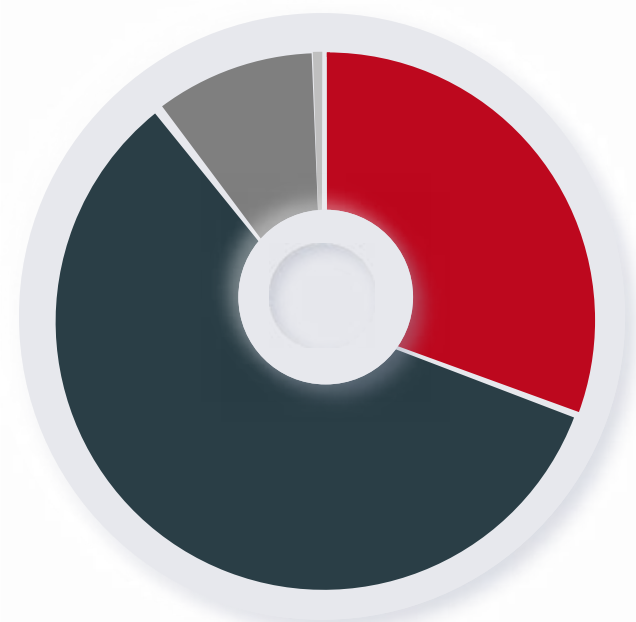


**Tell us about your working life at Employ, where 80% of the time we try to adhere to your preferences and 20% of the time you are flexible to our plans:**

**I feel that 80% of the time, Employ provide me with work at my preferred. client**

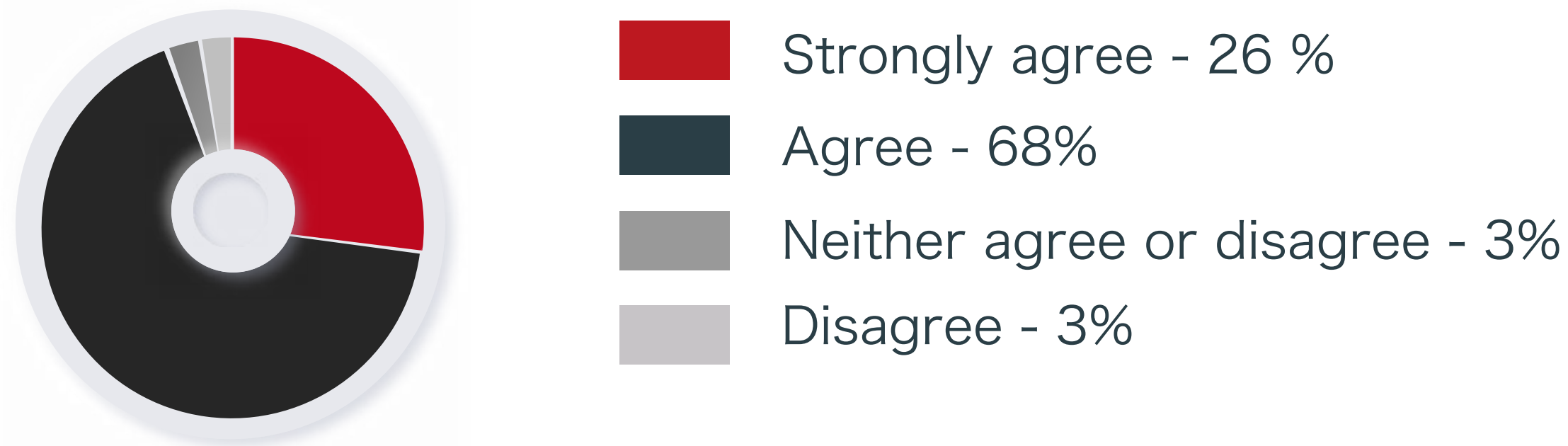


**I feel that 80% of the time, Employ provide me with my preferred start.**

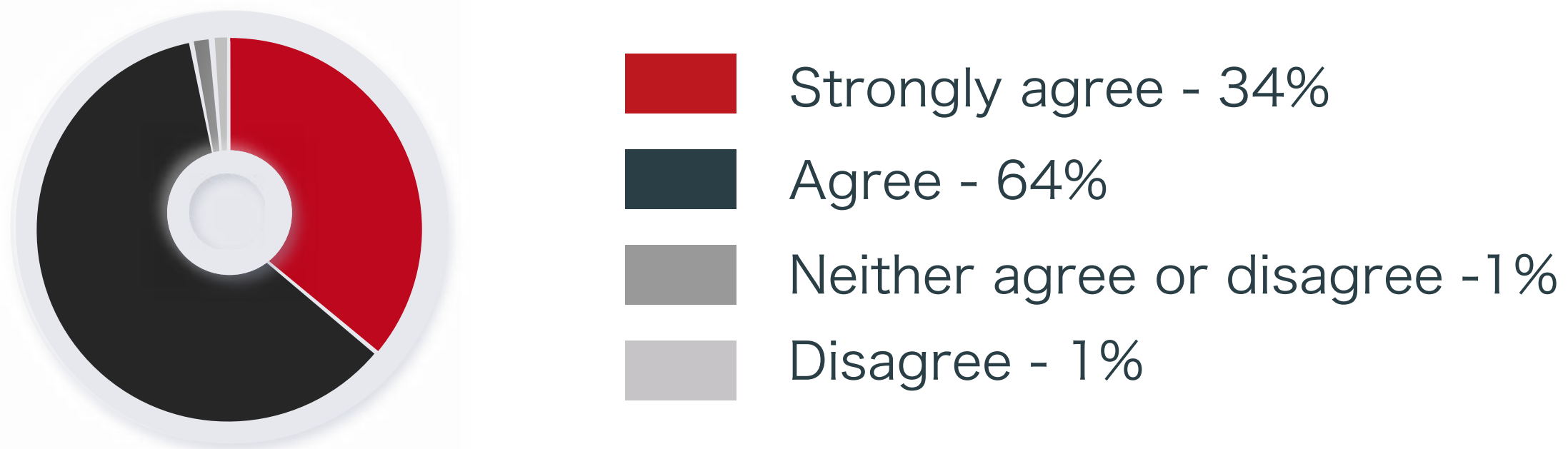


**Tell us what you think about industry knowledge at Employ:**

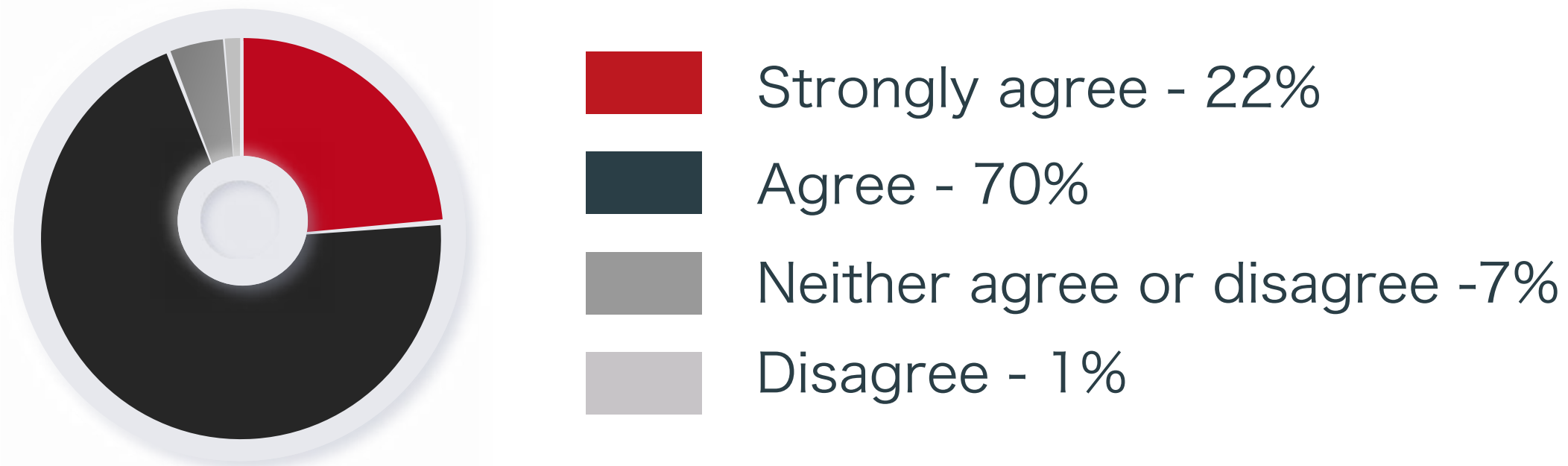
**I feel that the Employ team are able to answer my work related question.**



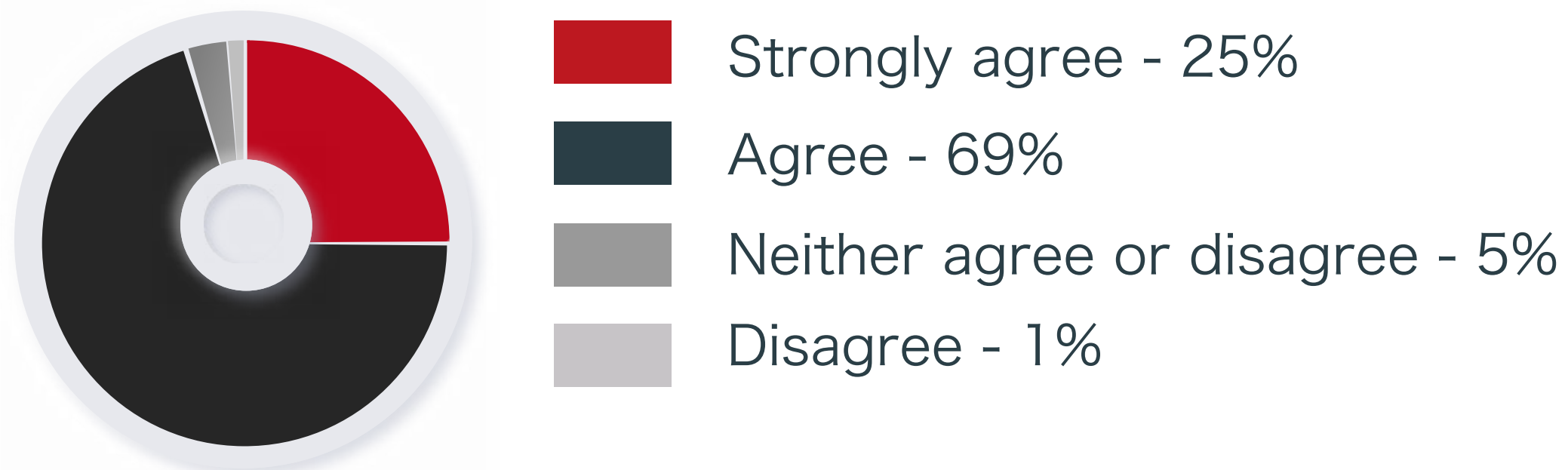
**I feel that the Employ team understand and promote EU Drivers Hours and Working Time Directive compliance.**



**Tell us what you think about industry knowledge at Employ:**  
**I find that Employ's training briefs regarding industry updates helpful.**



**I have found the infringements and incidents guidance process helpful (Applicable to those who have experienced infringements and incidents only).**

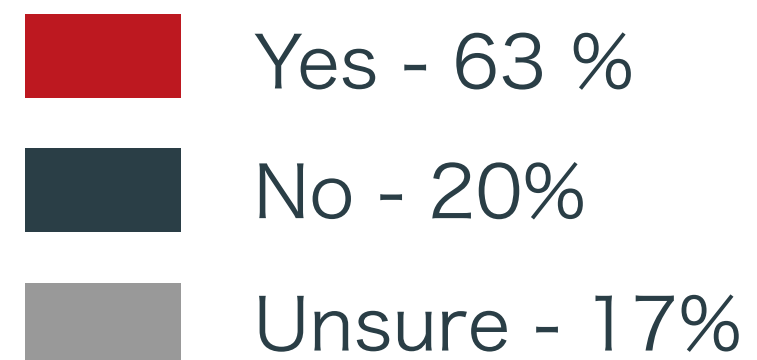
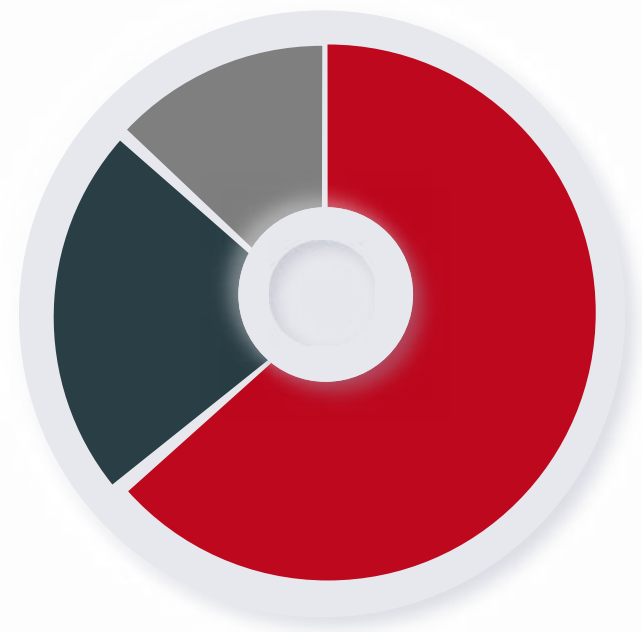


### **ACTION**

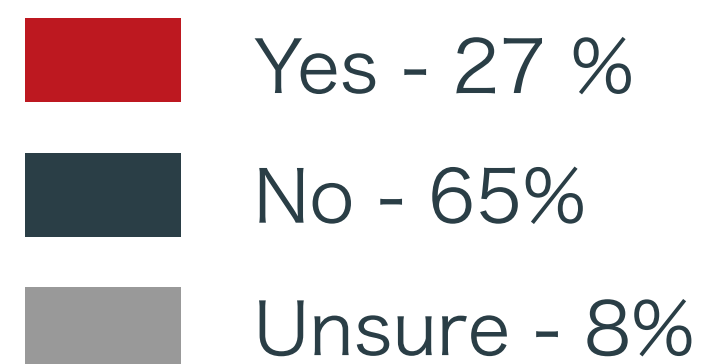
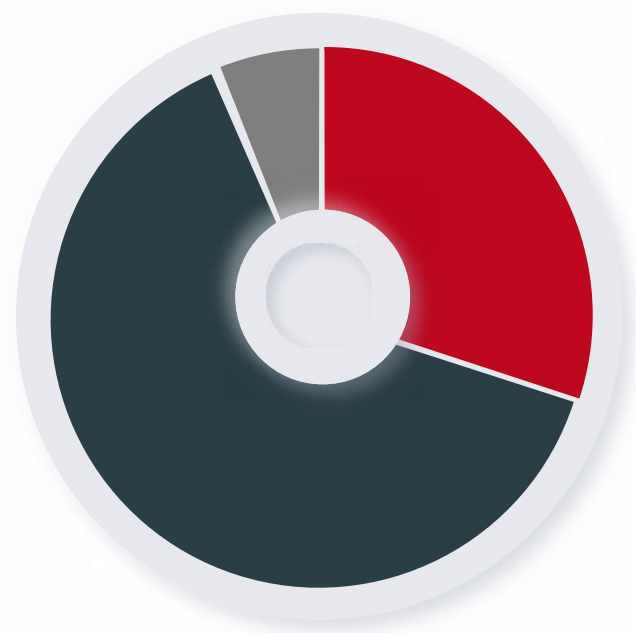
We have recently invested in CPD for our drivers. We are introducing 'toolbox talks' to all drivers. Our in house Compliance Manager who holds their Transport Manager CPC, is committed to continually providing guidance and support when needed.



**Are you aware of the driver Telematics system at your preferred client?**



**Have you completed Telematics training on any site you have worked at?**





# Driving Solutions for UK Logistics