

| QUESTION  | REDRUTH | PENZANCE | FALMOUTH | TRURO | LISKEARD | LAUNCESTON | AVERAGE |
|---|---------|----------|----------|-------|----------|------------|---------|
| <b>Satisfaction</b>   |         |          |          |       |          |            |         |
| I feel valued as an employee                                      | 91%     | 96%      | 83%      | 96%   | 80%      | 94%        | 89.93%  |
| I feel respected  | 88%     | 95%      | 80%      | 96%   | 80%      | 94%        | 88.71%  |
| My thoughts and opinions are heard                                | 91%     | 90%      | 81%      | 96%   | 70%      | 81%        | 84.88%  |
| I am satisfied with my current work schedule                      | 90%     | 96%      | 75%      | 93%   | 65%      | 88%        | 84.35%  |
| I have a good balance between work and personal life              | 87%     | 90%      | 75%      | 91%   | 55%      | 69%        | 77.78%  |
| I have job security   | 87%     | 90%      | 73%      | 96%   | 65%      | 75%        | 80.97%  |
| I have the resources to do my job well                            | 94%     | 95%      | 80%      | 96%   | 75%      | 94%        | 88.86%  |
| <b>What I enjoy about my job</b>                                  |         |          |          |       |          |            |         |
| Working with my clients   | 94%     | 99%      | 97%      | 97%   | 75%      | 100%       | 93.63%  |
| Feeling part of a team  | 93%     | 94%      | 86%      | 96%   | 55%      | 100%       | 87.15%  |
| Making a difference to people's lives                             | 93%     | 94%      | 98%      | 100%  | 80%      | 100%       | 94.14%  |
| My pay and benefits   | 81%     | 88%      | 73%      | 95%   | 70%      | 70%        | 79.52%  |
| My working hours and conditions                                   | 88%     | 91%      | 69%      | 98%   | 70%      | 88%        | 84.03%  |
| Using and improving my skills                                     | 91%     | 93%      | 77%      | 100%  | 65%      | 94%        | 86.50%  |
| Work is stimulating and challenging                               | 88%     | 94%      | 81%      | 98%   | 65%      | 81%        | 84.65%  |
| Independence  | 96%     | 91%      | 78%      | 97%   | 56%      | 100%       | 86.35%  |
| <b>The Organisation</b>   |         |          |          |       |          |            |         |
| The Organisation shows concerns for its employees                 | 83%     | 95%      | 75%      | 92%   | 65%      | 88%        | 82.87%  |
| My manager cares about me as a person                             | 90%     | 93%      | 86%      | 97%   | 60%      | 94%        | 86.46%  |
| My work is well-organised and my rotas are good                   | 81%     | 93%      | 72%      | 94%   | 70%      | 94%        | 83.85%  |
| I receive useful and constructive feedback                        | 78%     | 90%      | 69%      | 94%   | 60%      | 94%        | 80.76%  |
| I have the opportunity to participate in the goal-setting process | 90%     | 86%      | 77%      | 93%   | 70%      | 85%        | 83.24%  |
| The Organisation respects and values its employees                | 91%     | 95%      | 77%      | 94%   | 70%      | 75%        | 83.64%  |
| I can trust my manager  | 87%     | 93%      | 83%      | 97%   | 70%      | 100%       | 88.19%  |
| I can trust the Organisation                                      | 85%     | 96%      | 83%      | 96%   | 70%      | 90%        | 86.66%  |
| I can trust my colleagues   | 74%     | 89%      | 58%      | 88%   | 65%      | 85%        | 76.39%  |
| I would recommend someone to work for the Company                 | 90%     | 90%      | 91%      | 94%   | 75%      | 95%        | 89.07%  |

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| <b>Goals and Objectives</b>  |         |          |          |       |          |            |         |
| My job requirements and responsibilities are clear   | 96%     | 95%      | 84%      | 96%   | 75%      | 100%       | 90.93%  |
| The Company clearly communicates its goals and strategies to me                                    | 90%     | 98%      | 73%      | 94%   | 60%      | 95%        | 84.96%  |
| I understand how my work directly contributes to the success of the Organisation                   | 94%     | 96%      | 78%      | 96%   | 70%      | 100%       | 89.01%  |
| I understand my role and responsibilities relating to Safeguarding                                 | 96%     | 100%     | 92%      | 97%   | 85%      | 100%       | 94.97%  |
| <b>Opportunities for Growth</b>  |         |          |          |       |          |            |         |
| I have opportunities to discuss my professional development  | 94%     | 91%      | 83%      | 94%   | 75%      | 90%        | 87.82%  |
| My manager is actively interested in my professional development                                   | 88%     | 89%      | 83%      | 94%   | 75%      | 85%        | 85.65%  |
| There is a clear path for job advancement  | 82%     | 90%      | 78%      | 93%   | 75%      | 85%        | 83.85%  |
| I receive the training I need to do my job well  | 91%     | 96%      | 88%      | 97%   | 90%      | 100%       | 93.63%  |
| The quality of the training is good  | 90%     | 93%      | 86%      | 95%   | 100%     | 90%        | 92.24%  |
| <b>Fairness and Respect</b>  |         |          |          |       |          |            |         |
| My manager always treats me with respect   | 90%     | 94%      | 89%      | 99%   | 75%      | 94%        | 89.97%  |
| My manager listens to what I say   | 88%     | 93%      | 88%      | 99%   | 75%      | 100%       | 90.43%  |
| My manager values my talent and the contribution I make  | 90%     | 90%      | 85%      | 97%   | 75%      | 94%        | 88.42%  |
| My co-workers care about me as a person  | 82%     | 89%      | 73%      | 90%   | 65%      | 81%        | 80.08%  |
| My manager treats all his/her employees fairly and is consistent with his/her approach to everyone | 88%     | 90%      | 81%      | 91%   | 75%      | 94%        | 86.57%  |
| Favouritism is not an issue in raises and promotions   | 85%     | 94%      | 77%      | 89%   | 75%      | 100%       | 86.61%  |
| I receive regular recognition from my manager  | 88%     | 85%      | 81%      | 97%   | 60%      | 88%        | 83.14%  |
| I am able to air my views freely without repercussion  | 90%     | 88%      | 86%      | 97%   | 60%      | 81%        | 83.54%  |
| <b>Performance and Accountability</b>  |         |          |          |       |          |            |         |
| Poor performance is effectively addressed throughout the Organisation                              | 90%     | 88%      | 78%      | 86%   | 65%      | 94%        | 83.37%  |
| Senior management is held accountable for achieving results  | 81%     | 91%      | 69%      | 83%   | 70%      | 88%        | 80.26%  |
| The Organisation has high performance standards  | 92%     | 95%      | 83%      | 95%   | 75%      | 94%        | 88.97%  |
| My performance is measured to ensure I provide a good service                                      | 94%     | 95%      | 80%      | 97%   | 80%      | 94%        | 89.91%  |