

**Appendix 7**  
**Exit Questionnaire Feedback (October 2019 to March 2020)**

In the period 1 October 2019 to 30 March 2020, 139 employees left CCS.

There were 30 completed questionnaires and 1 partially completed.

<b>Completed Exit Questionnaires by Directorate</b>		
Children & Young People Service - Cambs	41.94%	13
Children & Young Person Service - Norfolk	12.90%	4
Children & Young Person Service - Luton	12.90%	4
Ambulatory Care	12.90%	4
Corporate	9.68%	3
Corporate	9.68%	3

The main reasons for leaving continues to be related to Careers Opportunities not being available at 19.35% (6 leavers), the second highest number is also related to Promotion and Career development opportunities not being available 16.13% (5 leavers). Organisation Culture as the reason for leaving was 16.13% (5 leavers). Work life balance –Personal 12.90% (4 leavers).

Four respondents indicated that they wished to discuss their reason for leaving, (see table below) and all were contacted and the details of those conversations shared with the relevant Manager.

16 questionnaires, where there were negative responses, were followed up by the human resources team with either the line manager or service director.

The majority of staff report having good working relationships with their colleagues and manager; feeling engaged and that their contribution was recognised 90% (27) colleagues & 83.87% (26) line manager. In the main employees felt their problems and complaints were dealt with fairly 80% (24), however 20% (10) did not, this is a reduction on the last previous half year feedback.

27.59% 8 leavers did not feel they were treated with dignity and respect in an environment free from bullying and harassment.

74% of responded stated they received the proper training, induction and had clear development objectives.

80% of those who responded (30) stated that they were comfortable raising concerns and in most cases did this via their line manager 76.92% (20) with the remainder contacting Human Resource, a colleague or other 7.69% (2 each)

However 61.5% of those who responded indicate that the reason they would not raise a concern was due to concern about how this would be received.

**Exit Questionnaire data October 2019 to March 2020**

<b>No of Leavers</b>	139	164	
No of Questionnaires	31	52	
No of completed Questionnaires	30	46	
Percentage of Leaver	22.3%	28%	

**Main Reasons for Leaving**

	Oct 19 to Mar 20	Apr 19 to Sept 19	Change
Career Opportunities elsewhere	6	10	down
Promotions/Career Development opportunities not available	5	10	down
Career Change	0	3	down
Organisational Culture	5	7	down
Job No as Expected	1	1	static
Did not liken job/work	0	1	static
Training and Development Opportunities not available	3	2	up
Work Life Balance – personal	4	2	up
Relocation	2	3	down
Ill Health	0	1	down
Retirement	1	5	down
Commute to Work	1	1	static
Work life balance - Work related	3	5	down
Employee DNA		1	n/a

**Length of Service – highest**

	Oct 19 to Mar 20	Apr 19 to Sept 19	Change
1 to 3 years	18	18	static
3 to 5 years	3	9	down
less than 1 year	2	7	down
More than 10 years	2	-	