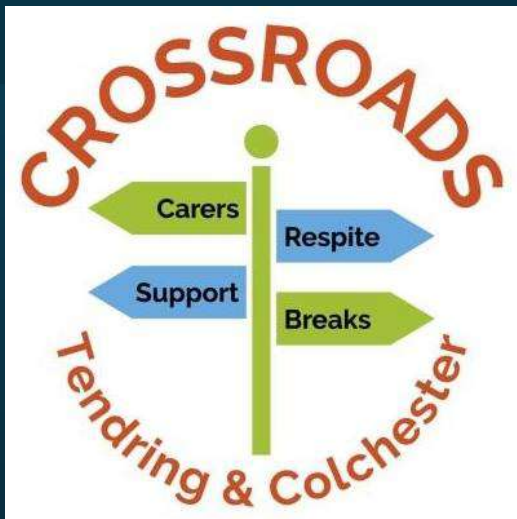


Employee Satisfaction Survey



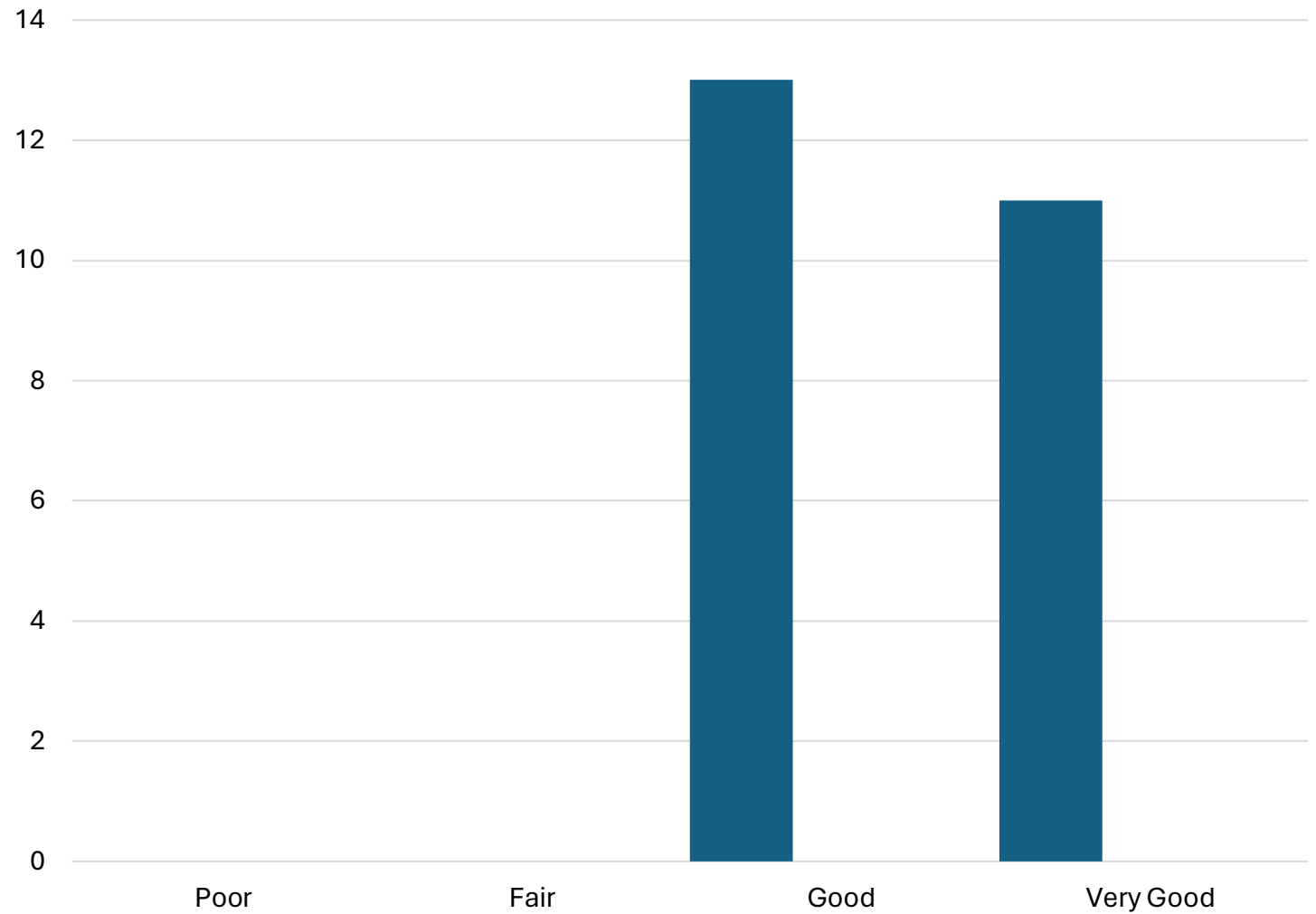
June 2026

Overview-

The June 2026 Employee Satisfaction Survey shows exceptionally high levels of staff satisfaction across Crossroads. Employees report strong communication, feeling supported in their roles, and being treated fairly and with respect. All respondents stated that Crossroads is a good organisation to work for, with staff consistently praising the supportive management team and positive workplace culture.

Training access is viewed positively overall, with only a small number of outstanding training needs identified. Staff comments highlight a deep appreciation for the team, the rewarding nature of their work, and the empathy shown by managers during personal challenges. Overall, the results reflect a motivated, valued, and committed workforce.

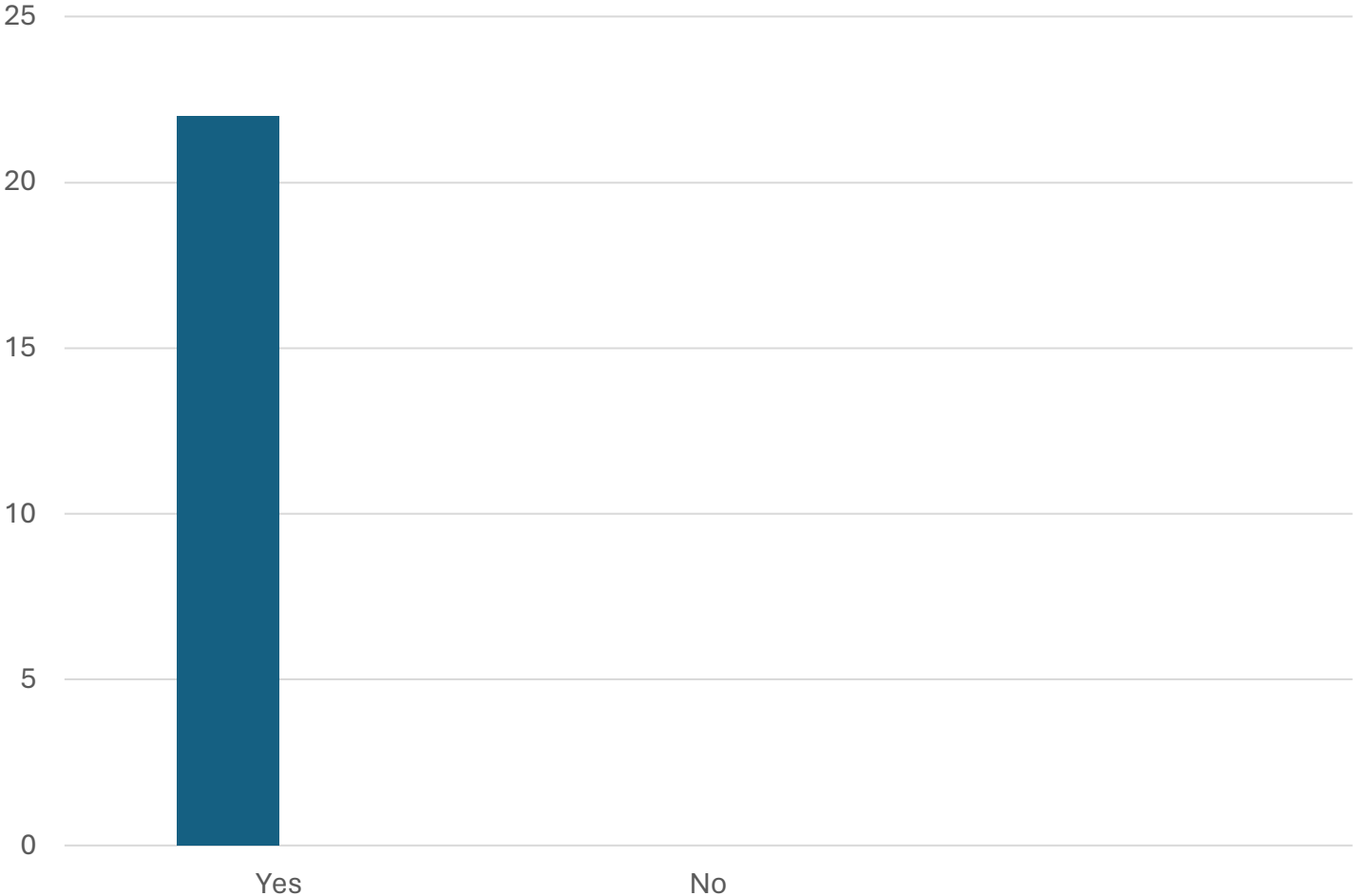
What do you think of the communications between Crossroads and yourself.



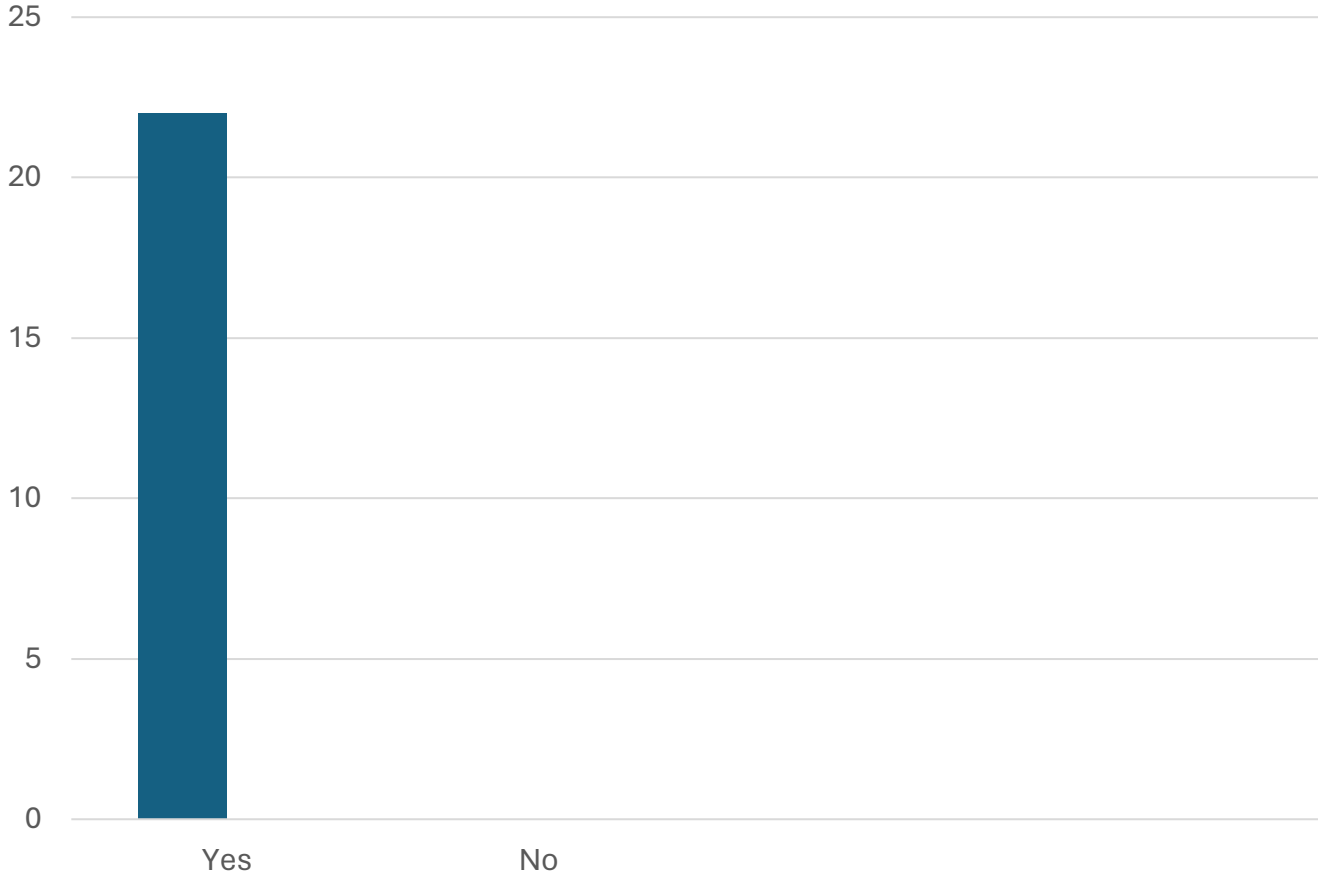
Comments:

- Always keep me informed
- Very good communication.

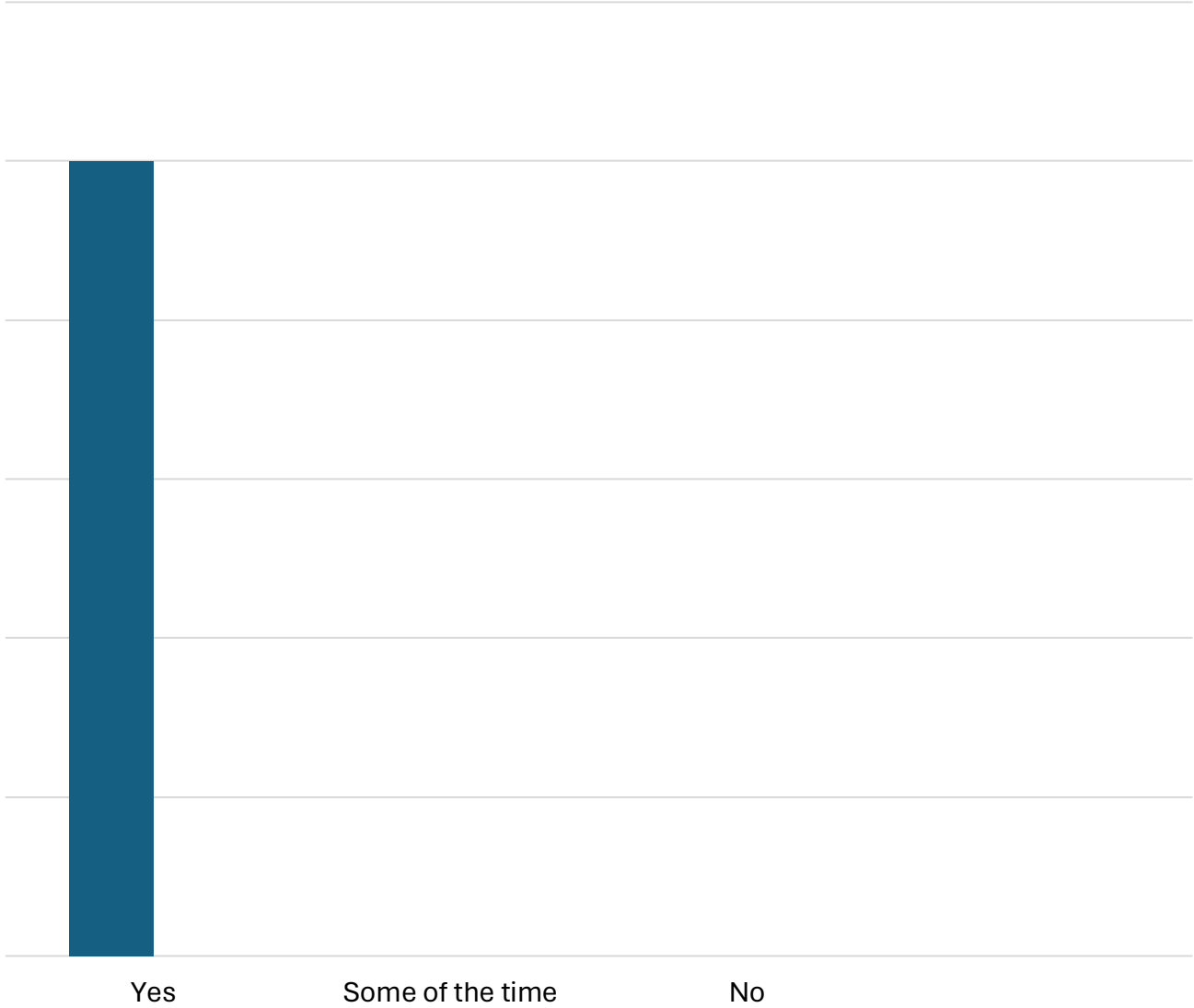
Are you happy with the way Crossroads is run as an organization.



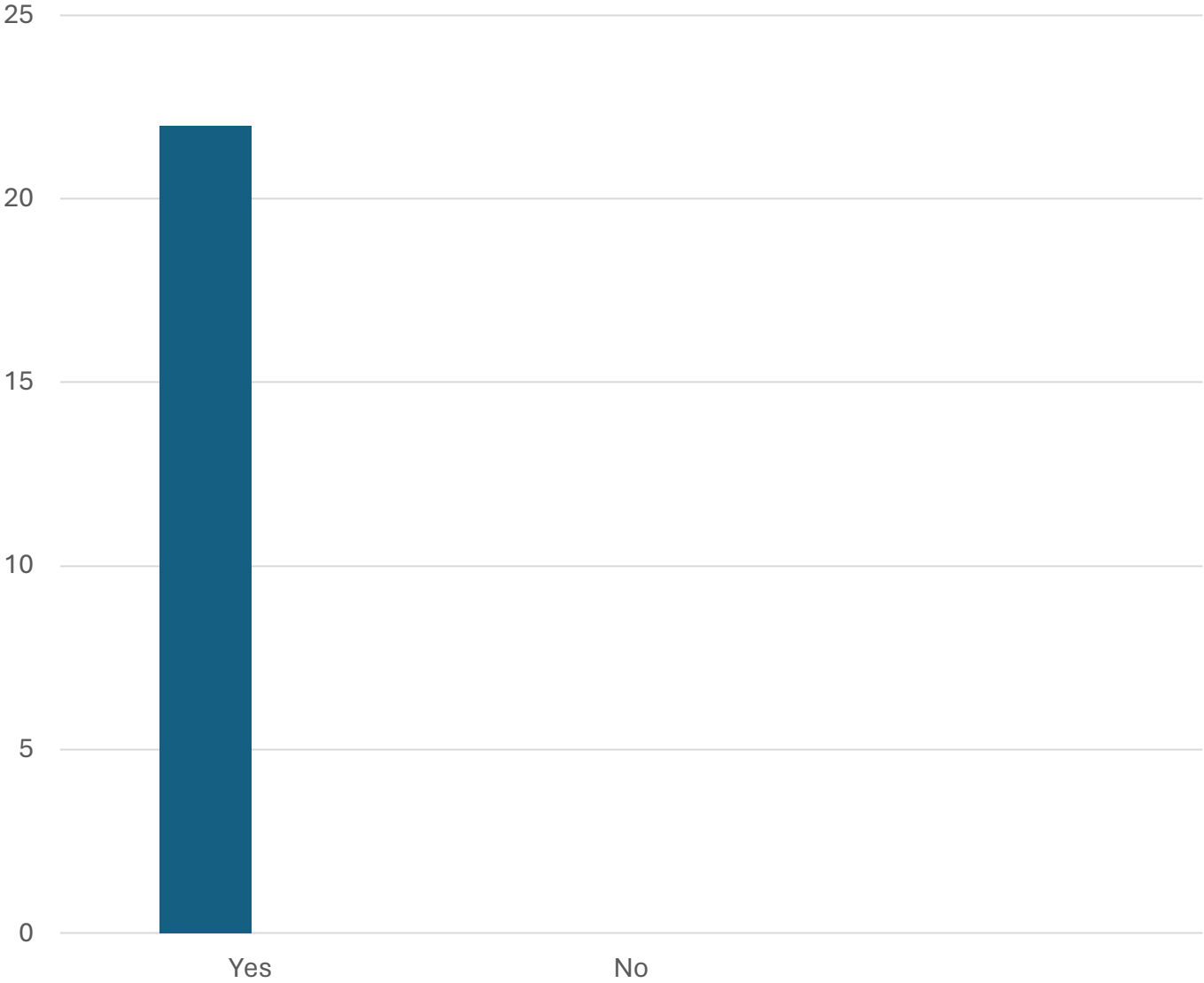
Do you feel supported in your role as a community support worker.



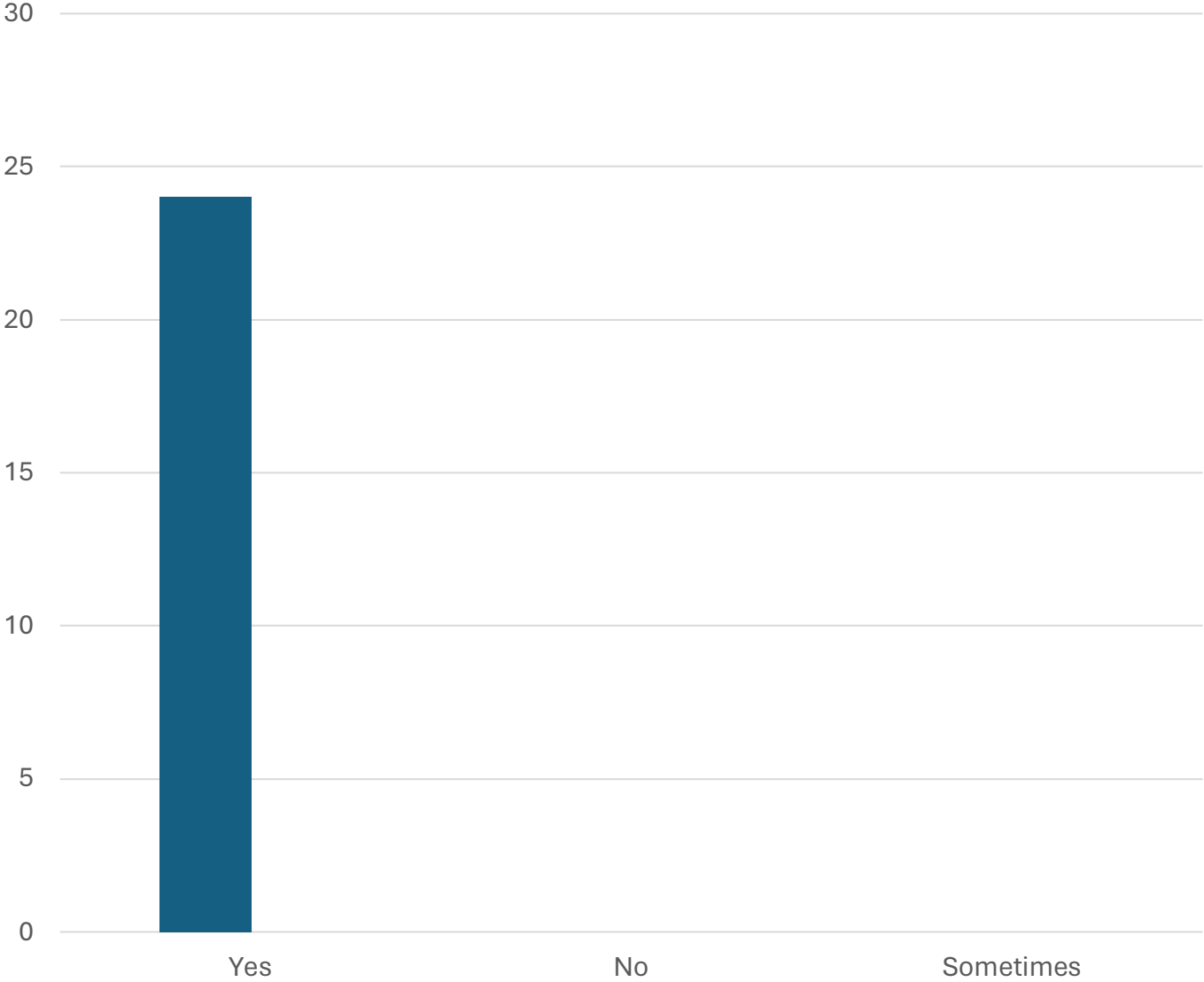
Are your views
listened to.



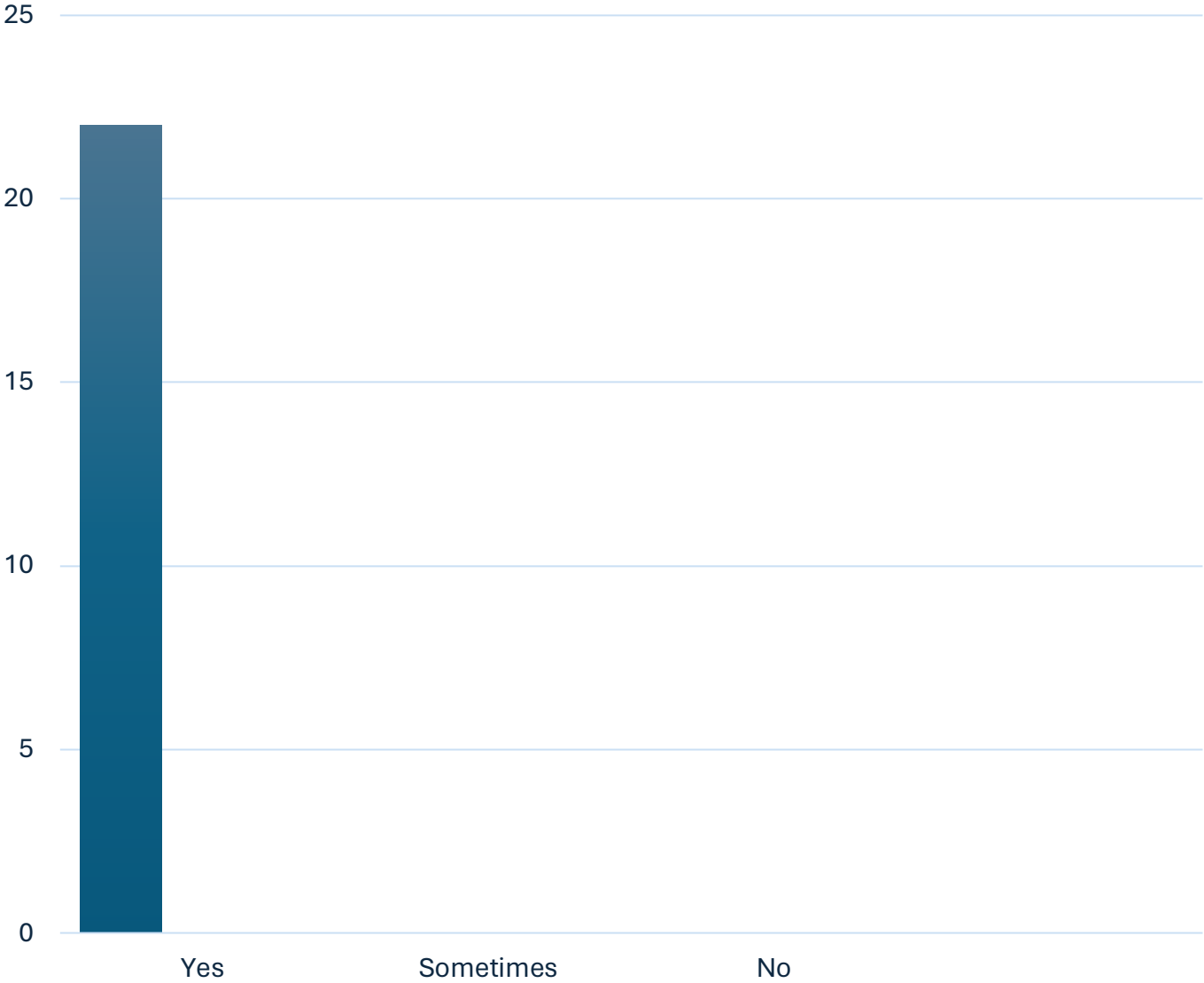
Do you line managers give advise when needed.



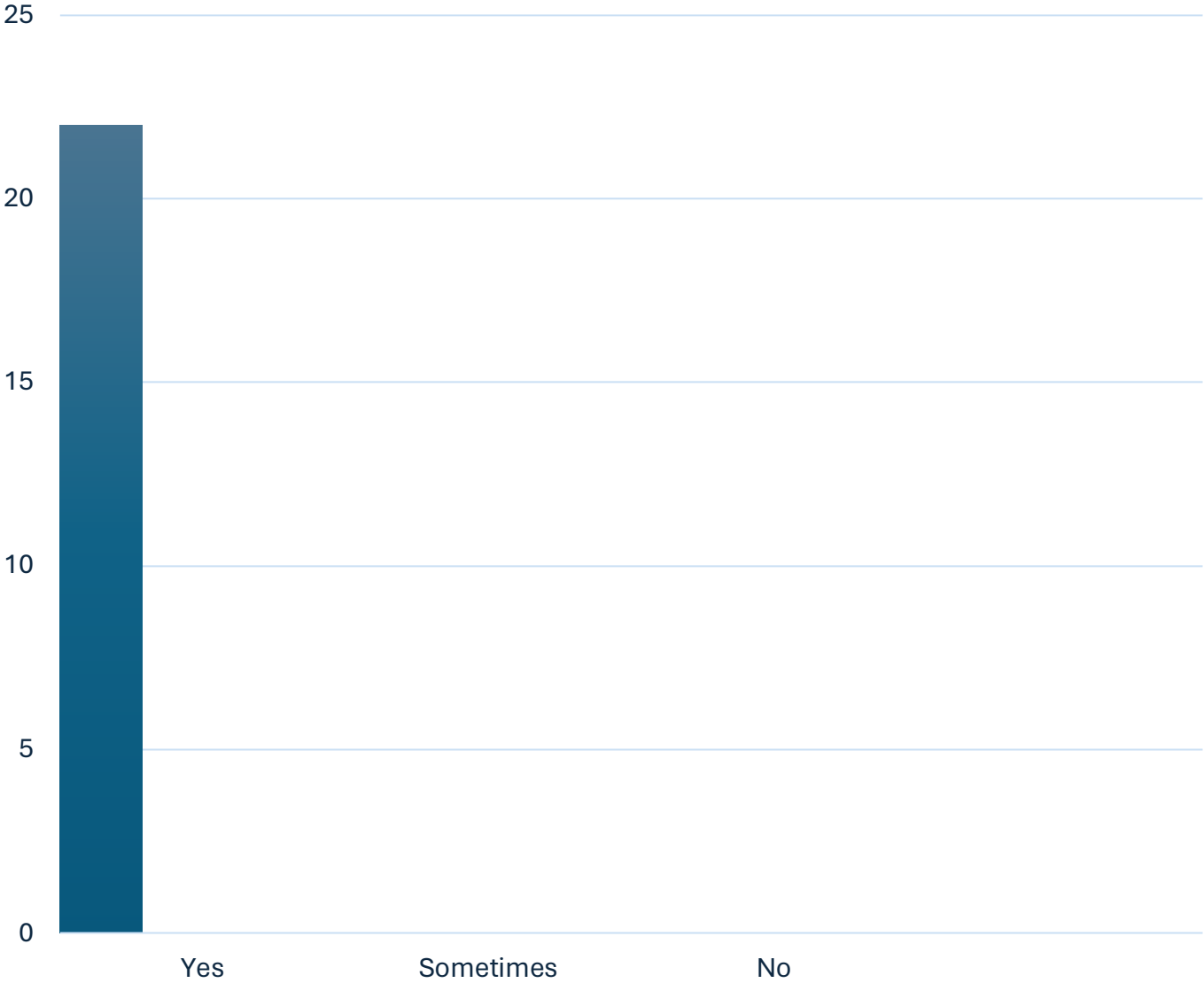
Do you receive constructive feedback.



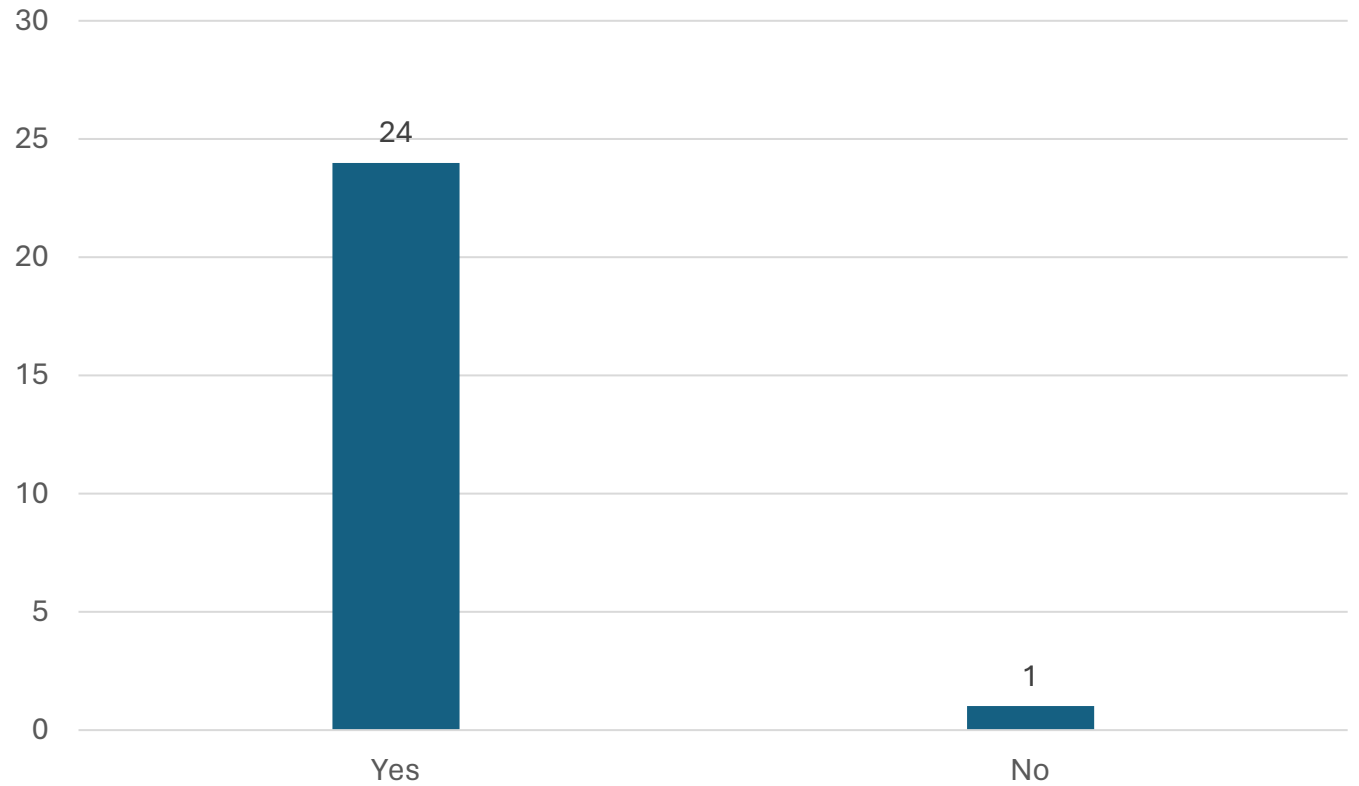
Are your line
Managers fair in the
way they treat you.



Is your health and safety given sufficient attention

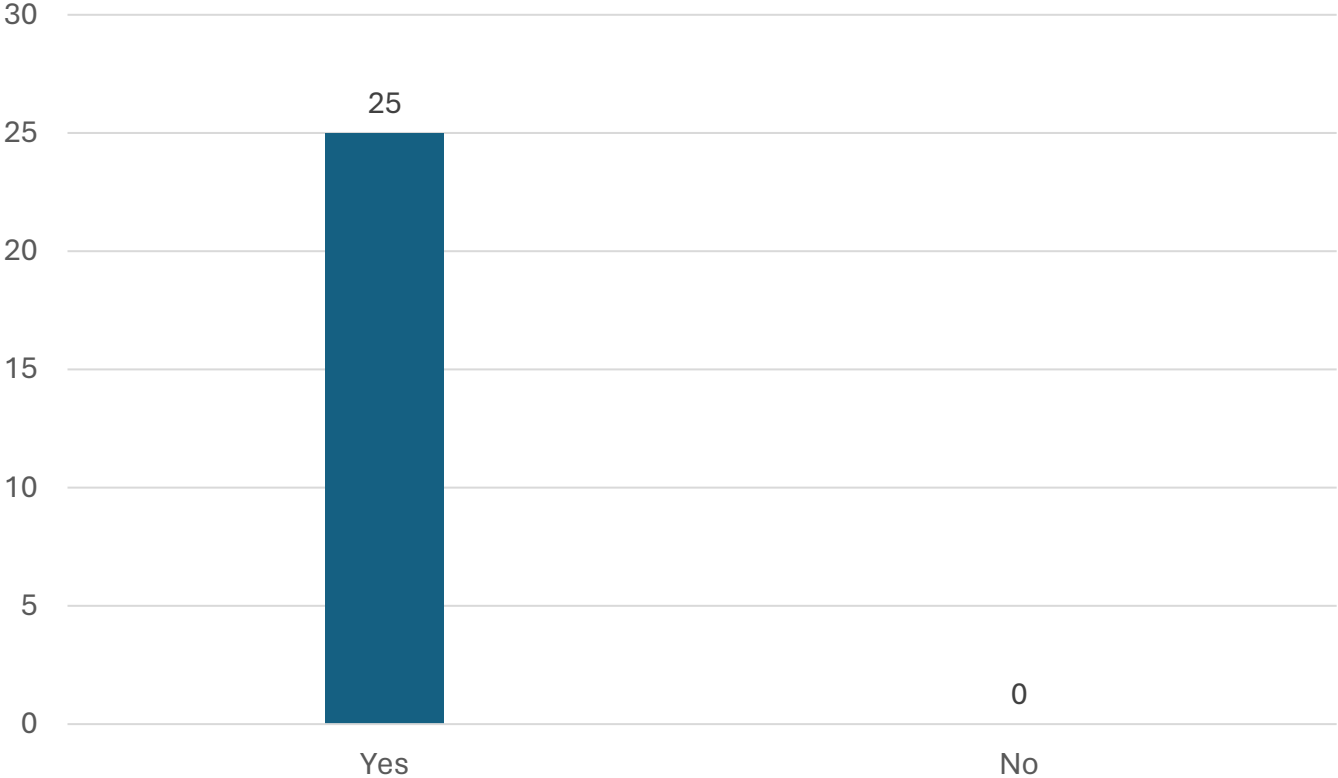


Do you receive the training required to carry out your work.

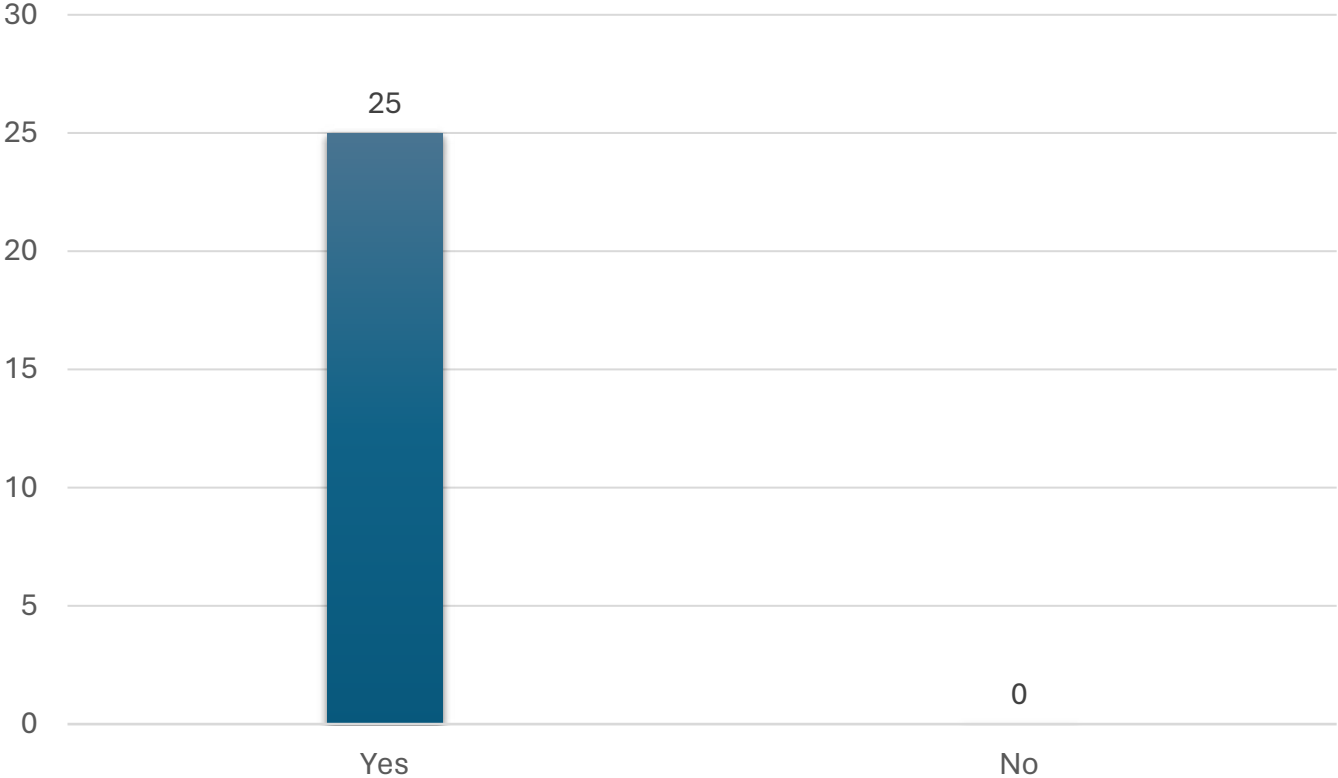


Comments: Dementia experience training and administration of Buccal Midazolam training not yet provided.

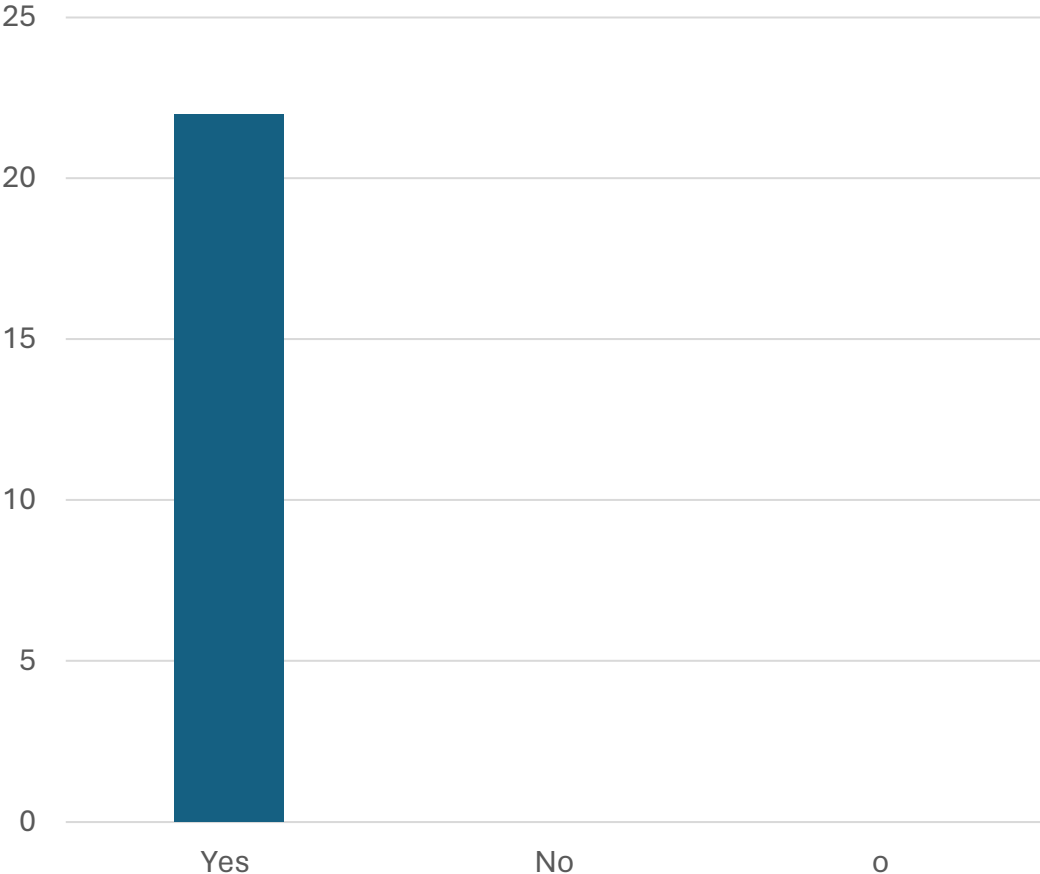
Do you have fair access to career development and training.



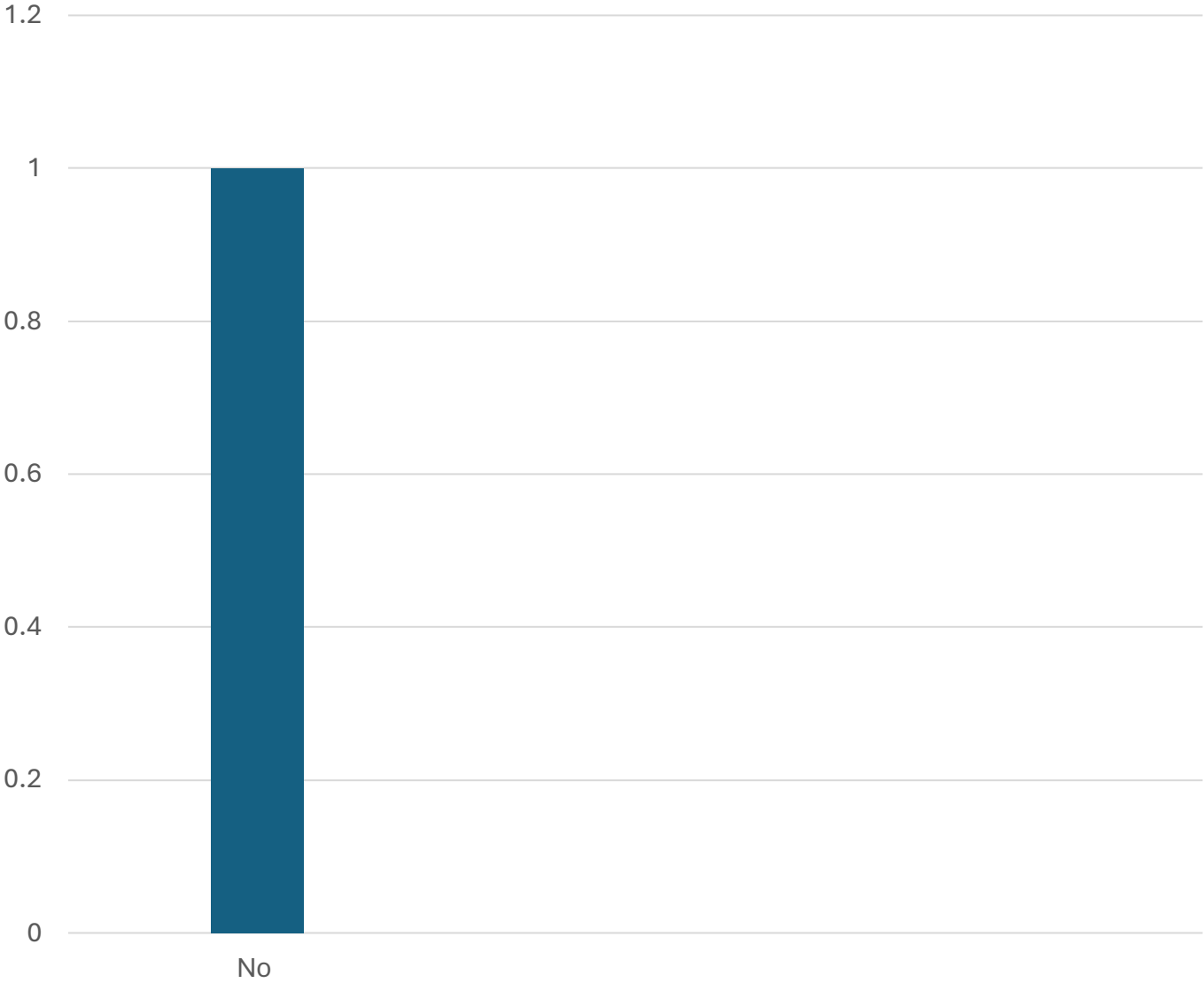
Are you treated with respect by all staff.



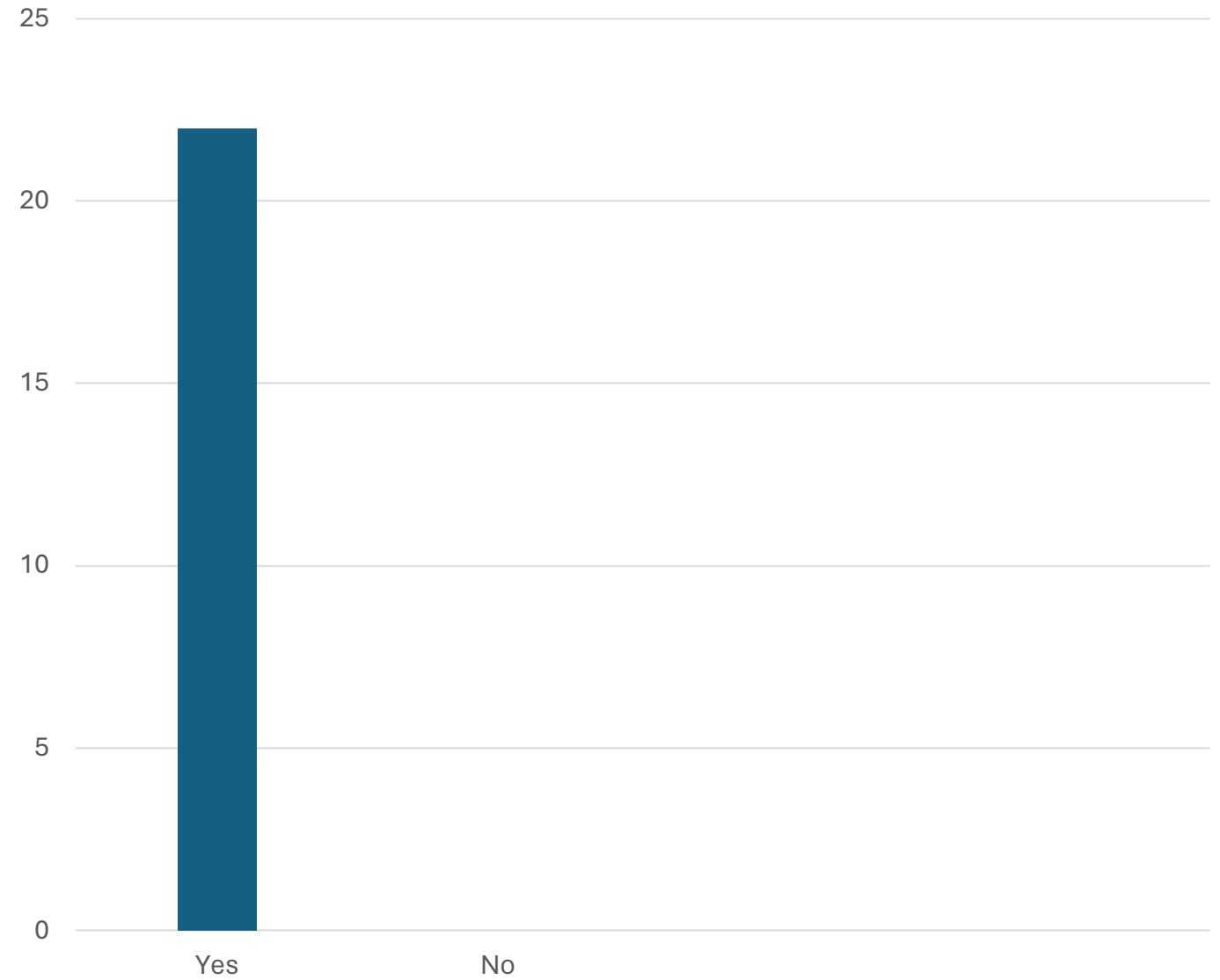
Do you receive
praise and
recognition for
work well done.



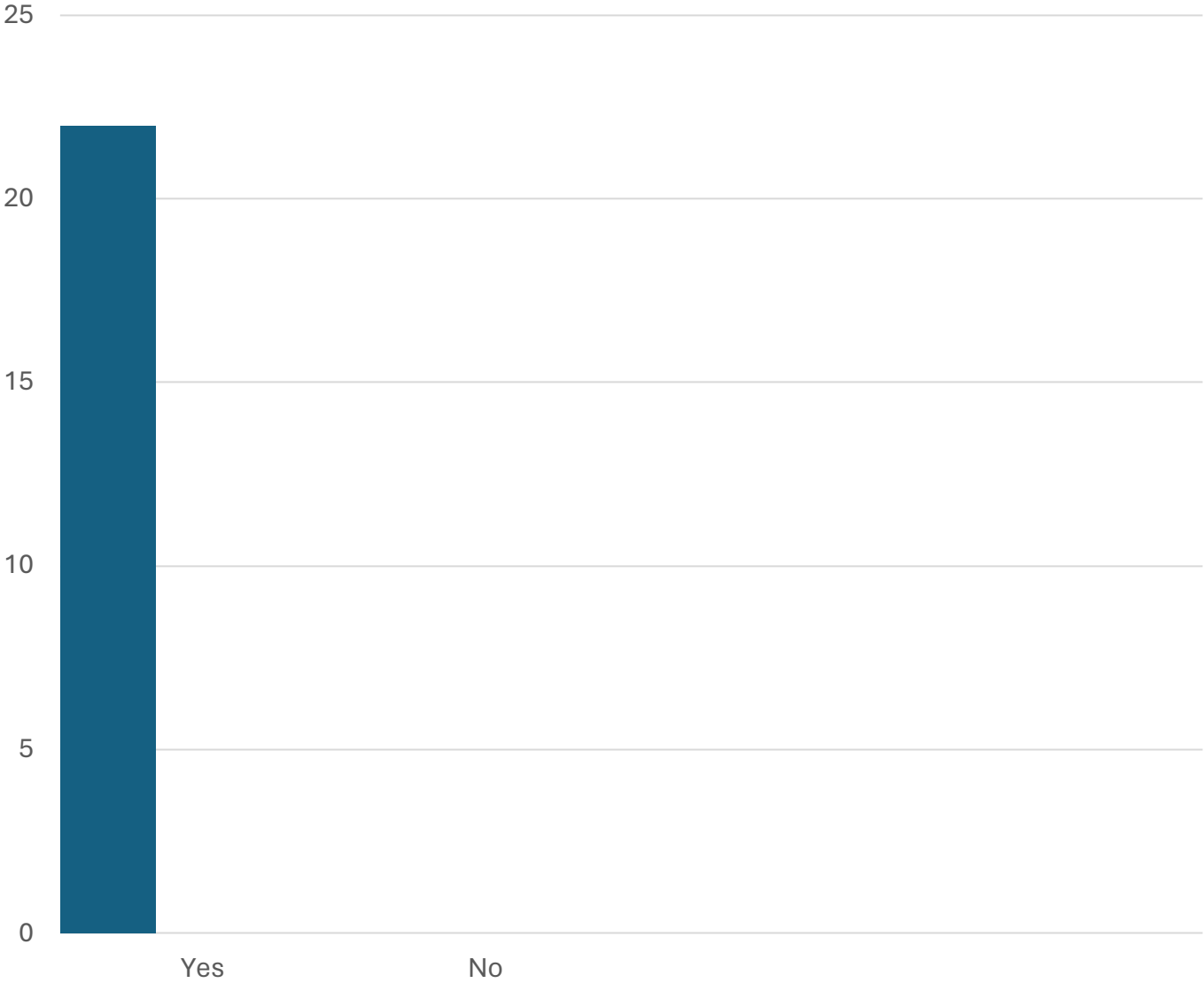
Do you think the terms and conditions of employment (Pay, Sick, Annual leave) are competitive with other care providers.



Do you feel
Crossroads is a good
organisation to work
for.



Do you feel supported in your role as a community support worker.



Is there anything
about your work that
you do not like.

Travelling.

Sitting at roadworks
and traffic jams

When clients pass
away or go into care.

What is your favorite part of the job.

- **Meeting new people and listening to their life stories.**
- **The clients**
- **I love every aspect of my job.**
- **Looking after elderly and support their families**
- **All aspects**
- **My clients, making them happy and safe**
- **Clients**
- **Everything**
- **Social Support**
- **Knowing that I make a difference to clients and carers lives, very rewarding.**
- **Meeting clients and helping with their needs**
- **Social support, taking clients out and becoming friends with clients.**
- **The people**
- **Flexibility allowing us to work around our home life.**

Is there anything that you would like to tell us about.

- **The best 10 years if working for a company.**
- **Love my job thanks for making me a part of the team.**
- **I feel very supported by my line managers and office staff. They always listen and respond to any issue I may have .”Great Team”**
- **They have shown me empathy when I needed it and have been attentive and supported.**
- **Absolutely love my job and I am very happy for working for Crossroads.**
- **Crossroads is a great company to work fore; they have supported the staff and go out of there way to make sure clients come first. Been with the company for 9 years and so not intend going no where.**
- **I had family problem last year and the office staff were extremely supportive and kind to me, this was all backed by the manager who was equally very supportive.**
- **I have found everyone in the office to be kind and supportive both at work and my private life. Thank You All x**