

Employees annual survey results 2023



1 Credibility 84%

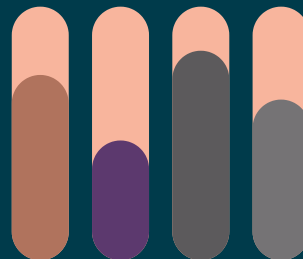
Our highest scoring dimension with managerial-based questions scoring very positively at 83%. The effectiveness of and trust in the leadership team has increased from 67% to 88%. Honest and ethical business practices have also increased from 65% in last year's survey to 88% this year.



2 Respect 79%

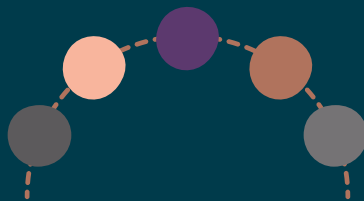
Overall score has increased from 65% to 79% and we noticed a significant increase across the board. 83% of respondents agreed their managers show appreciation for their work.

Questions reflecting on employees' well-being although the lowest scores of 79% increased by 57% from survey conducted in 2022.



3 Fairness 78%

88% of respondents agreed they feel they are treated fairly, 88% of survey participants agreed that Turner Home actively promotes equality, diversity, and inclusion. Favouritism scored low with 70% agreeing that people at Turner Home avoid politics.



4 Pride 79%

79% this year, with 88% of respondents said they feeling proud to be part of the Turner Home team. 79% of them stated their work has special meaning to them and further 79% feel proud of the work we have achieved as a team

5 Camaraderie 81%

The effectiveness of and trust in the leadership team has increased from 67% to 88%. Honest and ethical business practices have also increased from 65% in last year's survey to 88% this year. People feeling they have enough freedom to make decisions dropped from 88% to 79%.



Residents annual survey results 2023



Satisfaction at Turner

The overall impression of care and services offered at Turner Home, 27% of respondents stated they were very happy, while a further 73% expressed happiness with the service.

Environment

73% of residents expressed satisfaction with the comfort of communal areas

53% rated the cleanliness of communal areas as excellent, while another 47% rated it as good.

40% of respondents stated that they were not satisfied with the home's appearance

Catering

40% of respondents reported being very happy, while an additional 40% expressed overall happiness with the meals provided.

Effectiveness

60% of respondents indicated that their needs were being met effectively, and an additional 40% expressed satisfaction with the responsiveness to their needs.

Caring

The highest in this year's survey, with 67% of respondents reporting being very happy and 33% expressing happiness regarding how teams care for their needs and well-being

Well Led

33% of residents felt very happy, while 67% were happy with the leadership at Turner Home



Communication

20% of residents reported being happy with the level of communication, 67% expressed overall satisfaction, and 13% were not happy.

Kindness

94% respondents said our teams are kind

Responsive

60% of respondents told us we are effective in responding to their needs and a further 40% said they were happy about it