Appendix 1 – Exit Interview Analysis

The exit survey is issued to leavers of the council and is designed to better understand an individual's reasons for leaving. This information is used to address areas of concern and develop strategies for effective future attraction and retention.

118 exit surveys have been completed between December 2022 and November 2023. During the same period there were 552 leavers which means 21.28% of leavers opted to complete the survey.

Directorate	Number of Exit Survey Responses	Number of Leavers	% of Surveys completed (based on number of leavers)
Adults, Ageing and Wellbeing Directorate	27	115	23.48%
Chief Executive Directorate	7	54	12.96%
Children, Young People and Education Directorate	43	128	33.59%
Place and Regeneration Directorate	20	149	13.42%
Public Health, Inequalities and Stronger Communities Directorate	13	35	37.14%
Transformation and Resources Directorate	8	71	11.27%
Grand Total	118	552	21.38%

Q1 - Were you offered an exit interview by your manager?

Directorate	No	Yes
Adults, Ageing and Wellbeing Directorate	18.52%	81.48%
Chief Executive Directorate	28.57%	71.43%
Children, Young People and Education Directorate	41.86%	58.14%
Place and Regeneration Directorate	40.00%	60.00%
Public Health, Inequalities and Stronger	7.69%	92.31%
Communities Directorate		
Transformation and Resources Directorate	25.00%	75.00%
Grand Total	30.51%	69.49%

Q2 - Did you take up this offer and have an exit interview? (If 'Yes' to Q1)

Directorate	No	Yes
Adults, Ageing and Wellbeing Directorate	4.55%	95.45%
Chief Executive Directorate	20.00%	80.00%
Children, Young People and Education Directorate	28.00%	72.00%
Place and Regeneration Directorate	16.67%	83.33%

Grand Total	15.85%	84.15%
Transformation and Resources Directorate	16.67%	83.33%
Communities Directorate		
Public Health, Inequalities and Stronger	8.33%	91.67%

Q3 - Please give your reason for leaving the Council

Directorate	End of fixed-term contract	III Health Retirement	Othe r	Redund ancy	Resigna tion	Retire ment
Adults, Ageing and Wellbeing Directorate	0.00%	0.00%	33.3 3%	0.00%	48.15%	18.52%
Chief Executive Directorate	0.00%	0.00%	28.5 7%	0.00%	57.14%	14.29%
Children, Young People and Education Directorate	4.65%	2.33%	23.2 6%	0.00%	55.81%	13.95%
Place and Regeneration Directorate	10.00%	0.00%	15.0 0%	0.00%	55.00%	20.00%
Public Health, Inequalities and Stronger Communities Directorate	23.08%	0.00%	23.0 8%	0.00%	38.46%	15.38%
Transformation and Resources Directorate	0.00%	0.00%	37.5 0%	12.50%	37.50%	12.50%
Grand Total	5.93%	0.85%	25.4 2%	0.85%	50.85%	16.10%

Q4 - Please indicate your reason(s) for resigning

Directo rate	Reti ring	See kin g hig her sala ry	Seeki ng more job satisf action	Seek ing bette r care er pros pect s	See kin g bett er job sec urit y	Lack of recog nition	Relatio nships at work (collea gues)	Relatio nships at work (mana ger)	Diffi culty trav ellin g to work	Leavin g during probat ionary period - role wasn't as expect ed	Ot he r
Adults, Ageing and Wellbei ng Director ate	1	6	4	5	0	2	2	3	1	0	4
Chief Executi ve Director ate	0	3	2	3	0	1	0	0	1	1	1
Childre n, Young People and Educati on Director ate	0	14	10	13	1	5	2	2	2	0	7
Place and Regene ration Director ate	0	4	5	5	2	2	0	1	0	0	4
Public Health, Inequali ties and Stronge r Commu nities Director ate	0	1	2	1	0	0	1	0	0	0	3
Transfo rmation and Resour ces Director ate	0	1	3	3	0	1	0	0	0	0	1
Grand Total	1	29	26	30	3	11	5	6	4	1	20

Q5 - What will you be doing now you have left the Council?

Directorate	Not in regular employ ment	Not yet know n	Oth er	Regist ered as a stude nt	Retire d	Self- emp loye d	Working for another Local Governm ent Organisat ion	Worki ng for the NHS	Worki ng for the volunt ary sector	Workin g in another public sector organis ation	Workin g in the private sector
Adults, Ageing and Wellbeing Directorate	0.00%	7.41%	7.41 %	3.70%	25.93 %	3.70 %	18.52%	14.81 %	0.00%	7.41%	11.11%
Chief Executive Directorate	0.00%	0.00%	14.2 9%	14.29 %	14.29 %	0.00 %	28.57%	0.00%	0.00%	14.29%	14.29%
Children, Young People and Education Directorate	0.00%	6.98%	11.6 3%	6.98%	13.95 %	4.65 %	20.93%	6.98%	0.00%	4.65%	23.26%
Place and Regeneration Directorate	5.00%	0.00%	5.00 %	0.00%	15.00 %	0.00 %	35.00%	0.00%	5.00%	15.00%	20.00%
Public Health, Inequalities and Stronger Communities Directorate	7.69%	15.38 %	15.3 8%	0.00%	15.38 %	0.00 %	7.69%	0.00%	0.00%	23.08%	15.38%
Transformatio n and Resources Directorate	0.00%	25.00 %	0.00 %	0.00%	12.50 %	12.5 0%	12.50%	12.50 %	0.00%	0.00%	25.00%
Grand Total	1.69%	7.63%	9.32 %	4.24%	16.95 %	3.39 %	21.19%	6.78%	0.85%	9.32%	18.64%

Q6 – My manager set clear objectives for my role

Directorate	Agree	Disagree	Strongly agree	Strongly disagree
Adults, Ageing and Wellbeing Directorate	44.44%	7.41%	48.15%	0.00%
Chief Executive Directorate	42.86%	0.00%	42.86%	14.29%
Children, Young People and Education Directorate	39.53%	6.98%	48.84%	4.65%
Place and Regeneration Directorate	55.00%	5.00%	35.00%	5.00%
Public Health, Inequalities and Stronger Communities Directorate	38.46%	7.69%	53.85%	0.00%
Transformation and Resources Directorate	75.00%	0.00%	25.00%	0.00%
Grand Total	45.76%	5.93%	44.92%	3.39%

Q7 - My manager provided honest feedback about my performance in relation to my work

Directorate	Agree	Disagree	Strongly agree	Strongly disagree
Adults, Ageing and Wellbeing Directorate	37.04%	7.41%	55.56%	0.00%
Chief Executive Directorate	28.57%	0.00%	57.14%	14.29%
Children, Young People and Education Directorate	34.88%	13.95%	48.84%	2.33%
Place and Regeneration Directorate	60.00%	0.00%	35.00%	5.00%
Public Health, Inequalities and Stronger Communities Directorate	23.08%	7.69%	69.23%	0.00%
Transformation and Resources Directorate	37.50%	0.00%	62.50%	0.00%
Grand Total	38.14%	7.63%	51.69%	2.54%

Q8 – When I performed well this was recognised

Directorate	Agree	Disagree	Strongly agree	Strongly disagree
Adults, Ageing and Wellbeing Directorate	37.04%	18.52%	44.44%	0.00%
Chief Executive Directorate	28.57%	0.00%	57.14%	14.29%
Children, Young People and Education Directorate	44.19%	18.60%	32.56%	4.65%
Place and Regeneration Directorate	45.00%	15.00%	35.00%	5.00%
Public Health, Inequalities and Stronger Communities Directorate	23.08%	7.69%	69.23%	0.00%
Transformation and Resources Directorate	50.00%	12.50%	37.50%	0.00%
Grand Total	39.83%	15.25%	41.53%	3.39%

Q9 - I was provided with adequate support from my colleagues and manager

Directorate	Agree	Disagree	Strongly agree	Strongly disagree
Adults, Ageing and Wellbeing Directorate	33.33%	22.22%	40.74%	3.70%
Chief Executive Directorate	14.29%	14.29%	71.43%	0.00%
Children, Young People and Education Directorate	46.51%	4.65%	44.19%	4.65%
Place and Regeneration Directorate	30.00%	25.00%	35.00%	10.00%
Public Health, Inequalities and Stronger Communities Directorate	23.08%	7.69%	69.23%	0.00%
Transformation and Resources Directorate	75.00%	0.00%	25.00%	0.00%
Grand Total	38.14%	12.71%	44.92%	4.24%

Q10 - I was dealt with fairly by my manager

Directorate	Agree	Disagree	Strongly agree	Strongly disagree
Adults, Ageing and Wellbeing Directorate	29.63%	22.22%	44.44%	3.70%
Chief Executive Directorate	28.57%	0.00%	71.43%	0.00%
Children, Young People and Education Directorate	34.88%	13.95%	46.51%	4.65%
Place and Regeneration Directorate	40.00%	5.00%	45.00%	10.00%
Public Health, Inequalities and Stronger Communities Directorate	15.38%	7.69%	76.92%	0.00%
Transformation and Resources Directorate	50.00%	0.00%	50.00%	0.00%
Grand Total	33.05%	11.86%	50.85%	4.24%

Q11 - I had access to the tools, equipment and information which I needed to do a good job

Directorate	Agree	Disagree	Strongly agree	Strongly disagree
Adults, Ageing and	44.44%	7.41%	44.44%	3.70%
Wellbeing Directorate				
Chief Executive	14.29%	14.29%	71.43%	0.00%
Directorate				
Children, Young	58.14%	6.98%	34.88%	0.00%
People and Education				
Directorate				
Place and	35.00%	15.00%	45.00%	5.00%
Regeneration				
Directorate				
Public Health,	23.08%	7.69%	61.54%	7.69%
Inequalities and				
Stronger Communities				
Directorate				
Transformation and	25.00%	25.00%	50.00%	0.00%
Resources Directorate				
Grand Total	42.37%	10.17%	44.92%	2.54%

Q12 - I was offered appropriate learning and development opportunities

Directorate	Agree	Disagree	Strongly agree	Strongly disagree
Adults, Ageing and Wellbeing Directorate	37.04%	22.22%	40.74%	0.00%
Chief Executive Directorate	14.29%	14.29%	71.43%	0.00%
Children, Young People and Education Directorate	48.84%	20.93%	30.23%	0.00%
Place and Regeneration Directorate	25.00%	30.00%	30.00%	15.00%
Public Health, Inequalities and Stronger Communities Directorate	30.77%	7.69%	53.85%	7.69%
Transformation and Resources Directorate	12.50%	37.50%	37.50%	12.50%
Grand Total	35.59%	22.03%	38.14%	4.24%

Q13 - I was offered regular opportunity to meet with my manager to discuss my performance and development needs

Directorate	Agree	Disagree	Strongly agree	Strongly disagree
Adults, Ageing and Wellbeing Directorate	37.04%	18.52%	44.44%	0.00%
Chief Executive Directorate	28.57%	14.29%	57.14%	0.00%
Children, Young People and Education Directorate	41.86%	9.30%	44.19%	4.65%
Place and Regeneration Directorate	35.00%	20.00%	40.00%	5.00%
Public Health, Inequalities and Stronger Communities Directorate	30.77%	7.69%	61.54%	0.00%
Transformation and Resources Directorate	75.00%	0.00%	25.00%	0.00%
Grand Total	39.83%	12.71%	44.92%	2.54%

Q14 - My workload was manageable

Directorate	Agree	Disagree	Strongly agree	Strongly disagree
Adults, Ageing and Wellbeing Directorate	48.15%	14.81%	25.93%	11.11%
Chief Executive Directorate	57.14%	14.29%	28.57%	0.00%
Children, Young People and Education Directorate	44.19%	18.60%	27.91%	9.30%
Place and Regeneration Directorate	40.00%	15.00%	25.00%	20.00%
Public Health, Inequalities and Stronger Communities Directorate	38.46%	0.00%	61.54%	0.00%
Transformation and Resources Directorate	62.50%	0.00%	37.50%	0.00%
Grand Total	45.76%	13.56%	31.36%	9.32%

Q15 - I enjoyed working for Northumberland County Council

Directorate	Agree	Disagree	Strongly agree	Strongly disagree
Adults, Ageing and Wellbeing Directorate	40.74%	14.81%	37.04%	7.41%
Chief Executive Directorate	28.57%	0.00%	57.14%	14.29%
Children, Young People and Education Directorate	53.49%	13.95%	32.56%	0.00%
Place and Regeneration Directorate	50.00%	25.00%	25.00%	0.00%
Public Health, Inequalities and Stronger Communities Directorate	38.46%	0.00%	61.54%	0.00%
Transformation and Resources Directorate	50.00%	12.50%	37.50%	0.00%
Grand Total	46.61%	13.56%	37.29%	2.54%

Q16 - I felt I was able do my job to a standard I was pleased with

Directorate	No	Yes
Adults, Ageing and Wellbeing Directorate	29.63%	70.37%
Chief Executive Directorate	14.29%	85.71%
Children, Young People and Education Directorate	18.60%	81.40%
Place and Regeneration Directorate	35.00%	65.00%
Public Health, Inequalities and Stronger Communities Directorate	0.00%	100.00%
Transformation and Resources Directorate	25.00%	75.00%
Grand Total	22.03%	77.97%

Q17 - I felt I was able make suggestions to improve the work of my team/department?

Directorate	No	Yes
Adults, Ageing and Wellbeing Directorate	29.63%	70.37%
Chief Executive Directorate	14.29%	85.71%
Children, Young People and Education Directorate	27.91%	72.09%
Place and Regeneration Directorate	25.00%	75.00%
Public Health, Inequalities and Stronger Communities Directorate	23.08%	76.92%
Transformation and Resources Directorate	25.00%	75.00%
Grand Total	26.27%	73.73%

Q18 - I felt I was able make improvements happen in my area of work

Directorate	No	Yes
Adults, Ageing and Wellbeing Directorate	37.04%	62.96%
Chief Executive Directorate	14.29%	85.71%
Children, Young People and Education Directorate	34.88%	65.12%
Place and Regeneration Directorate	35.00%	65.00%
Public Health, Inequalities and Stronger Communities Directorate	30.77%	69.23%
Transformation and Resources Directorate	50.00%	50.00%
Grand Total	34.75%	65.25%

Q19 - I felt I was able meet all the conflicting demands on my time at work

Directorate	No	Yes
Adults, Ageing and Wellbeing Directorate	40.74%	59.26%
Chief Executive Directorate	14.29%	85.71%
Children, Young People and Education Directorate	20.93%	79.07%
Place and Regeneration Directorate	40.00%	60.00%
Public Health, Inequalities and Stronger Communities Directorate	15.38%	84.62%
Transformation and Resources Directorate	0.00%	100.00%
Grand Total	26.27%	73.73%

Q20 - I felt I was able to deliver the service I aspired to

Directorate	Agree	Disagree	Strongly agree	Strongly disagree
Adults, Ageing and Wellbeing Directorate	48.15%	11.11%	29.63%	11.11%
Chief Executive Directorate	57.14%	0.00%	42.86%	0.00%
Children, Young People and Education Directorate	39.53%	18.60%	39.53%	2.33%
Place and Regeneration Directorate	50.00%	10.00%	30.00%	10.00%
Public Health, Inequalities and Stronger Communities Directorate	30.77%	7.69%	61.54%	0.00%
Transformation and Resources Directorate	62.50%	0.00%	37.50%	0.00%
Grand Total	44.92%	11.86%	38.14%	5.08%

Q21 - The Council took my Health & Wellbeing seriously

Directorate	Agree	Disagree	Strongly agree	Strongly disagree
Adults, Ageing and Wellbeing Directorate	48.15%	11.11%	29.63%	11.11%
Chief Executive Directorate	57.14%	0.00%	42.86%	0.00%
Children, Young People and Education Directorate	39.53%	18.60%	39.53%	2.33%
Place and Regeneration Directorate	50.00%	10.00%	30.00%	10.00%
Public Health, Inequalities and Stronger Communities Directorate	30.77%	7.69%	61.54%	0.00%
Transformation and Resources Directorate	62.50%	0.00%	37.50%	0.00%
Grand Total	44.92%	11.86%	38.14%	5.08%

Q22 - Do you feel that you have experienced any work-related stress or pressure beyond a level that you feel is acceptable?

Directorate	No	Yes
Adults, Ageing and Wellbeing Directorate	51.85%	48.15%
Chief Executive Directorate	85.71%	14.29%
Children, Young People and Education Directorate	55.81%	44.19%
Place and Regeneration Directorate	60.00%	40.00%
Public Health, Inequalities and Stronger Communities Directorate	69.23%	30.77%
Transformation and Resources Directorate	62.50%	37.50%
Grand Total	59.32%	40.68%

Questions 23 – 27 were asked if a 'yes' response was given to Q22.

Q23 - Did you raise your concerns with anyone?

Directorate	No	Yes
Adults, Ageing and Wellbeing Directorate	7.69%	92.31%
Chief Executive Directorate	100.00%	0.00%
Children, Young People and Education Directorate	5.26%	94.74%
Place and Regeneration Directorate	0.00%	100.00%
Public Health, Inequalities and Stronger Communities Directorate	0.00%	100.00%
Transformation and Resources Directorate	0.00%	100.00%
Grand Total	6.25%	93.75%

Q24 - Did you feel you were given support?

Directorate	No	Not Answered	Yes
Adults, Ageing and Wellbeing Directorate	53.85%	7.69%	38.46%
Chief Executive Directorate	0.00%	100.00%	0.00%
Children, Young People and Education Directorate	42.11%	5.26%	52.63%
Place and Regeneration Directorate	62.50%	0.00%	37.50%
Public Health, Inequalities and Stronger Communities Directorate	50.00%	0.00%	50.00%
Transformation and Resources Directorate	0.00%	0.00%	100.00%
Grand Total	45.83%	6.25%	47.92%

Q25 - Do you feel that you have experienced different treatment as a result of your age, sex, race, disability or other unfair reason?

Directorate	No	Yes
Adults, Ageing and Wellbeing Directorate	69.23%	30.77%
Chief Executive Directorate	100.00%	0.00%
Children, Young People and Education Directorate	89.47%	10.53%
Place and Regeneration Directorate	87.50%	12.50%
Public Health, Inequalities and Stronger Communities	50.00%	50.00%
Directorate		
Transformation and Resources Directorate	100.00%	0.00%
Grand Total	81.25%	18.75%

Q26 - Did you raise your concerns with anyone?

Directorate	No	Yes
Adults, Ageing and Wellbeing Directorate	61.54%	38.46%
Chief Executive Directorate	100.00%	0.00%
Children, Young People and Education Directorate	63.16%	36.84%
Place and Regeneration Directorate	62.50%	37.50%
Public Health, Inequalities and Stronger Communities Directorate	75.00%	25.00%
Transformation and Resources Directorate	100.00%	0.00%
Grand Total	66.67%	33.33%

Q27 - Did you feel you were given support?

Directorate	No	Yes
Adults, Ageing and Wellbeing Directorate	61.54%	38.46%
Chief Executive Directorate	100.00%	0.00%
Children, Young People and Education Directorate	52.63%	47.37%
Place and Regeneration Directorate	87.50%	12.50%

Grand Total	62.50%	37.50%
Transformation and Resources Directorate	66.67%	33.33%
Directorate		
Public Health, Inequalities and Stronger Communities	50.00%	50.00%

Q28 - Have you encountered any menopause symptoms which have affected your work life?

Directorate	No	Not applicable	Yes
Adults, Ageing and Wellbeing Directorate	48.15%	40.74%	11.11%
Chief Executive Directorate	42.86%	57.14%	0.00%
Children, Young People and Education Directorate	41.86%	48.84%	9.30%
Place and Regeneration Directorate	25.00%	75.00%	0.00%
Public Health, Inequalities and Stronger Communities Directorate	30.77%	61.54%	7.69%
Transformation and Resources Directorate	12.50%	62.50%	25.00%
Grand Total	37.29%	54.24%	8.47%

Q29 - Did you raise your concerns with your manager? (Asked if a 'yes' response to Q28)

Directorate	No	Yes
Adults, Ageing and Wellbeing Directorate	33.33%	66.67%
Chief Executive Directorate	0.00%	0.00%
Children, Young People and Education Directorate	25.00%	75.00%
Place and Regeneration Directorate	0.00%	0.00%
Public Health, Inequalities and Stronger Communities	0.00%	100.00%
Directorate		
Transformation and Resources Directorate	100.00%	0.00%
Grand Total	40.00%	60.00%

Q30 - Did you feel you were given support from your line manager? (Asked if a 'yes' response to Q28 and Q29)

Directorate	No	Yes
Adults, Ageing and Wellbeing Directorate	50.00%	50.00%
Chief Executive Directorate	0.00%	0.00%
Children, Young People and Education Directorate	33.33%	66.67%
Place and Regeneration Directorate	0.00%	0.00%
Public Health, Inequalities and Stronger Communities	0.00%	100.00%
Directorate		
Transformation and Resources Directorate	0.00%	0.00%
Grand Total	40.00%	60.00%

Q31 - The Vision and Values of NCC were reflected within my service

Directorate	Agree	Disagree	Strongly agree	Strongly disagree
Adults, Ageing and Wellbeing Directorate	62.96%	3.70%	29.63%	3.70%
Chief Executive Directorate	57.14%	0.00%	42.86%	0.00%
Children, Young People and Education Directorate	48.84%	13.95%	37.21%	0.00%
Place and Regeneration Directorate	40.00%	20.00%	35.00%	5.00%
Public Health, Inequalities and Stronger Communities Directorate	38.46%	7.69%	53.85%	0.00%
Transformation and Resources Directorate	75.00%	12.50%	12.50%	0.00%
Grand Total	51.69%	11.02%	35.59%	1.69%

Q35 - Would you apply to work for NCC again in the future if a suitable post was advertised?

Directorate	No	Yes
Adults, Ageing and Wellbeing Directorate	25.93%	74.07%
Chief Executive Directorate	28.57%	71.43%
Children, Young People and Education Directorate	25.58%	74.42%
Place and Regeneration Directorate	10.00%	90.00%
Public Health, Inequalities and Stronger Communities Directorate	15.38%	84.62%
Transformation and Resources Directorate	37.50%	62.50%
Grand Total	22.88%	77.12%

Q36 - Would you recommend Northumberland County Council as a good employer?

Directorate	No	Yes
Adults, Ageing and Wellbeing Directorate	11.11%	88.89%
Chief Executive Directorate	14.29%	85.71%
Children, Young People and Education Directorate	16.28%	83.72%
Place and Regeneration Directorate	15.00%	85.00%
Public Health, Inequalities and Stronger Communities Directorate	7.69%	92.31%
Transformation and Resources Directorate	0.00%	100.00%
Grand Total	12.71%	87.29%