



Press Release

Immediate Release

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Cygnet Staff Survey 2025 Reveals Workers Feel Proud, Motivated and Valued

Leading health and social care provider, Cygnet, is celebrating the results of its 2025 Staff Survey, with thousands of colleagues sharing their pride in being part of a caring, respectful and inclusive organisation.

Almost 9,000 colleagues - more than 79% of the workforce - took part in the survey, a 2.6% increase from last year. The results paint a picture of a workforce motivated by high standards of care, supported by their managers, and proud to be part of Cygnet.

Among the many highlights:

- 91% of colleagues said the care of service users is Cygnet's top priority, demonstrating a continued strong focus on the people we support.
- 93% said the organisation acts on concerns raised by service users, showing our commitment to listening, learning and improving.
- 85% of employees said they would be happy for a friend or relative to be cared for by Cygnet, a powerful endorsement of the quality of our services.
- 88% said they enjoy working for Cygnet, and 85% said they are proud to work for the organisation.

Jenny Gibson, Cygnet's HR director, said: "We're incredibly proud of these results, and grateful to everyone who took the time to share their views. The feedback shows that colleagues feel respected, supported, and confident that the work they do makes a real difference. It also tells us that people are proud to be part of a team that puts the individuals we support first at all times.

"There were four key themes throughout our survey – Engagement, Wellbeing, Psychological Safety and Culture – and we have seen improvements in all areas this year. This is very pleasing as we want our staff to undertake meaningful work whilst feeling empowered.

"Our culture at Cygnet is one where people are not only encouraged to support and celebrate one another, but where they also have the confidence to actively challenge and speak out when they have concerns. We foster a sense of belonging and create a happy, safe place for our workforce which better enables those in our care to flourish.

"We'll continue to listen, learn and act, ensuring that Cygnet remains a place where everyone feels valued, included and able to thrive."

Through the survey, colleagues shared positive feedback about their managers with 93% saying their manager trusts them to work independently and 91% saying they are treated with respect by their line manager. Additionally, 87% feel motivated to do their job well, and an equal percentage feel that their work is valued.

A significant 83% of colleagues would recommend Cygnet as a great place to work, an increase of 3% on last year and well above national averages.

Support for professional growth was an area of strength highlighted from the survey results as 91% of staff said that access to training has helped them deliver better care, 85% of colleagues said they value learning, and 80% knew how to access development opportunities, including apprenticeships.

In a reflection of the strong culture at Cygnet, 96% are aware of Freedom to Speak Up at Cygnet, ensuring staff know how to raise concerns safely, and 96% said they would know how to report malpractice, fraud or wrongdoing, a testament to Cygnet's open and transparent working culture. Additionally, 87% described their colleagues as caring, and 85% said people are respectful and value learning. 84% said their manager takes an interest in their health and wellbeing, and 83% feel they can access support when facing pressures at work.

Cygnet's award-winning six staff networks were recently recognised at the Internal Communicate and Engagement Awards, and 92% of colleagues said they are aware of at least one of Cygnet's active staff networks, which support a more inclusive and diverse workplace.

Reflecting on the survey results, Dr Tony Romero, Cygnet CEO, added: "Our people are the heart of Cygnet. Their dedication to delivering outstanding care, supporting one another, and creating a positive, inclusive environment is what makes our organisation so special. At Cygnet, we improve so many lives, and this is not possible without the magic ingredient of our staff.

"I'm delighted to see such strong engagement with the survey, and even more pleased to see continued progress across so many areas. These results reflect a culture where colleagues feel empowered, proud, and motivated to do their best every day, and that's something worth celebrating."