

Board of Directors  
27th March 2019

# 2018 Staff Survey Results



# Aims of Presentation

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- Provide background to the survey and format changes
- Share summary results for 2018 showing how these compare against 2017 and the sector comparator for 2018
- Advise on progress to date and next steps



# Background & Introduction

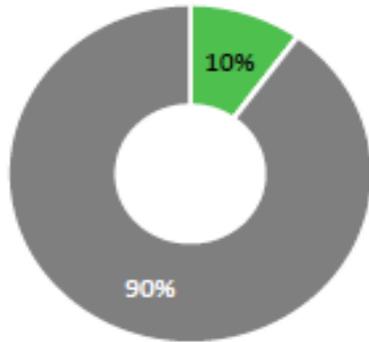
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- The NHS Staff Survey is one of the largest workforce surveys in the world and has been conducted every year since 2003
- Survey asks NHS Staff in England about their experience of working in the NHS
- Mandatory for all Trusts in England
- Census approach undertaken at CCC due to size of Trust
- Administered on our behalf by Quality Health
- CCC part of Acute Specialist Sector – 8 organisations in our **comparator group**
- On-line and paper distribution
- Format of reports changed – 10 summary indicators referred to as **Themes** and scored on a scale of 0 (worst) to 10 (best)



# Summary of Results 1

- Response rate of 62% is same as last year and higher than the national position of 45%
- Overall our results are similar to our comparator group and there are no significant changes from last year



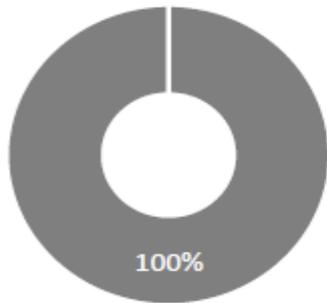
- 1 (10%) Theme(s) scored significantly better than the sector
- 0 (0%) Theme(s) scored significantly worse than the sector
- 9 (90%) Theme(s) showed no significance difference in relation to the sector average

The theme of safe Environment – Violence is **significantly better** than the average compared to our comparator group

Question	CCC	Sector	Difference
Theme 8 - Safe Environment	9.90	9.74	+0.16

# Summary of Results 2

- Overall there are no significant differences between our Theme Scores for 2017 and 2018



- 0 (0%) Theme(s) have shown significant improvements since 2017
- 0 (0%) Theme(s) have shown significant declines since 2017
- 9 (100%) Theme(s) have shown no significant movements since 2017

# Summary of Results 3

## Ranked Themes

1 - 10	Theme No	Theme Name	Score (Scale 0 – 10)
1.	Theme 8	Safe Environment - Violence	9.90
2.	Theme 1	Equality, Diversity & Inclusion	9.31
3.	Theme 7	Safe Environment – Bullying & Harassment	8.55
4.	Theme 6	Quality of Care	7.94
5.	Theme 10	Staff Engagement	7.32
6.	Theme 9	Safety Culture	7.08
7.	Theme 3	Immediate Managers	7.04
8.	Theme 4	Morale	6.10
9.	Theme 2	Health & Wellbeing	5.97
10.	Theme 5	Quality of Appraisals	5.44

# Summary of Results 4

- Staff Engagement theme is:**  
Measured across 3 areas: advocacy with staff recommendation of the Trust as a place to work or receive treatment; Motivation (at work) and Involvement (ability to contribute towards improvement at work)

	2018 Score	2017 Score	Diff	Sector score	Diff
Advocacy	7.65	7.93	-0.27 (Not sig.)	7.88	-0.23 (Not sig.)
Motivation	7.21	7.25	-0.05 (Not sig.)	7.39	-0.19 (Not sig.)
Involvement	7.04	6.98	+0.06 (Not sig.)	7.04	-0.01 (Not sig.)
Overall Staff Engagement	7.32	7.40	-0.08 (Not sig.)	7.43	-0.11 (Not sig.)



# What we have done so far

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- Started to analyse the full report and local results
- Shared results with Strategic Partnership Forum, Workforce & OD Committee and Senior Leaders Forum
- Shared Trust and departmental results with managers along with a process & template for action planning
- Requested completion of the development of action plans by Mid – May



# What we are currently doing

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- Renewing our Trust action plan from last year to increase the focus on key areas identified :
  - ✓ Support staff to improve their health and wellbeing (particularly mental health)
  - ✓ Improve staff engagement and involvement in change
  - ✓ Enhance the quality of appraisals

And, talking to managers and staff about how we can continue to improve the support offered by immediate line managers (score increased from last year but further work to do)



# What will we do next

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- ✓ Support departments and directorates to develop local action plans based on results
- ✓ Improve our opportunities for staff feedback throughout the year e.g. quarterly pulse checks (SF&F), focus groups, staff engagement events etc.
- ✓ Provide regular updates on actions and developments throughout the year
- ✓ Monitor progress via Workforce, Education and OD Committees and report to Quality Committee



# Questions?



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