



# Appendix A: Staff Survey 2023 and the Continuous Improvement of our Culture.....



## Cambridgeshire Community Services NHS Trust

## 2023 NHS Staff Survey



### Organisation details

Completed questionnaires **1418**

2023 response rate **53%**

### This organisation is benchmarked against:

Community Trusts



### Survey details

Survey mode **Mixed**

### 2023 benchmarking group details

Organisations in group: 16

Median response rate: 60%

No. of completed questionnaires: 28027



# Response Rates Overall - Broken down by Profession:

- **Nursing and Midwifery** 55% (33.74% of responses)
- **HCA/Support Clinical Roles** 14% (6.37% of responses)
- **Medical and Dental** 60% (4.56% of responses)
- **Allied Health Professionals/Scientific & Technical** 72% (22.66% of responses)
- **Admin & Clerical** 34% (16.22% of responses)



# Cambridgeshire Community Services NHS Trust

Your sexual health  
Where to go for help and advice

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



We are  
compassionate  
and inclusive



We are recognised  
and rewarded



We each have a  
voice that counts



We are safe and  
healthy



We are always  
learning



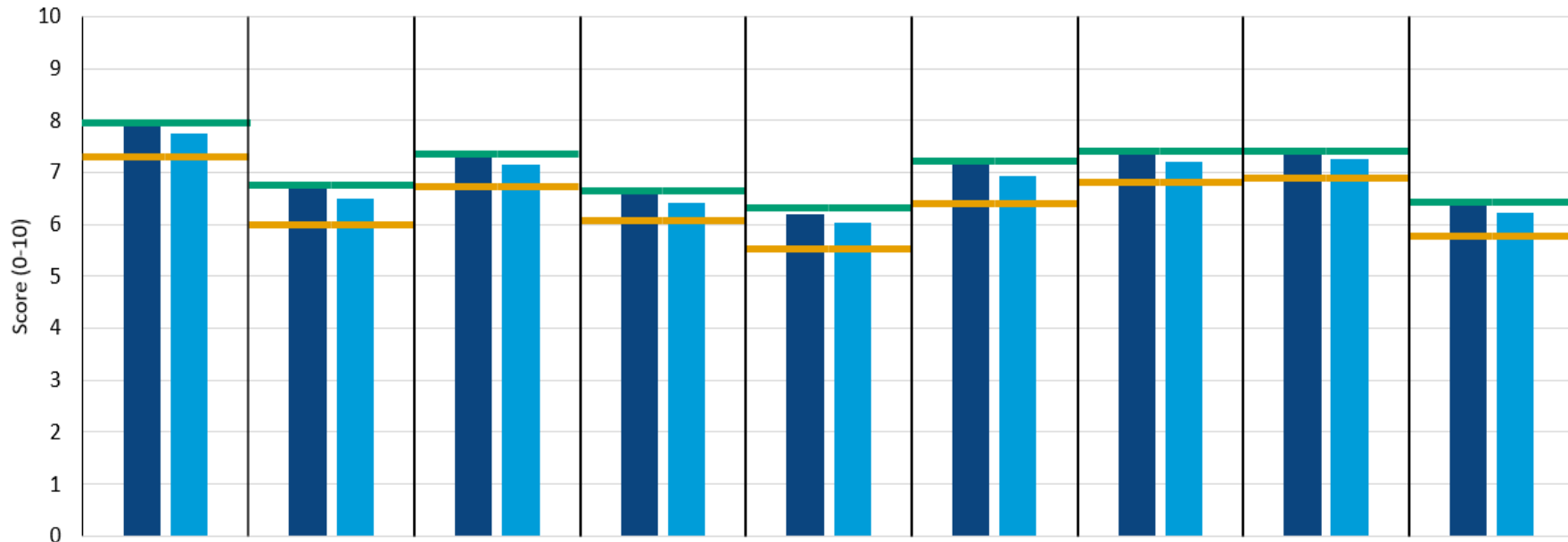
We work flexibly



We are a team

Staff Engagement

Morale



|                |      |      |      |      |      |      |      |      |      |
|----------------|------|------|------|------|------|------|------|------|------|
| Your org       | 7.96 | 6.71 | 7.36 | 6.57 | 6.19 | 7.22 | 7.41 | 7.40 | 6.43 |
| Best result    | 7.96 | 6.76 | 7.36 | 6.64 | 6.32 | 7.22 | 7.41 | 7.40 | 6.43 |
| Average result | 7.75 | 6.51 | 7.15 | 6.42 | 6.04 | 6.93 | 7.20 | 7.26 | 6.23 |
| Worst result   | 7.30 | 5.99 | 6.73 | 6.07 | 5.54 | 6.40 | 6.82 | 6.89 | 5.78 |
| Responses      | 1415 | 1416 | 1405 | 1410 | 1383 | 1414 | 1412 | 1416 | 1417 |



We are the **best** performing community trust nationally for the following themes:

- We are compassionate and inclusive
- We each have a voice that counts
- We work flexibly
- We are a team
- Staff engagement
- Morale

In the 2 themes we are above average:

- Recognised and rewarded (-0.05 below the best score)
- We are always learning (-0.13 below the best score)
- We are safe and healthy – TBC



We are the **best** (or joint best) performing NHS Trust in the East of England in the following areas:

- We are compassionate and inclusive
- We are recognised and rewarded
- We each have a voice that counts
- We work flexibly (joint )
- We are a team
- Staff Engagement
- Morale
  
- We are always learning (2<sup>nd</sup> best)



## Trust Results – People Promise Themes – 2021 / 2022 / 2023

| People Promise Theme               | 2021 | 2022 | 2023     |
|------------------------------------|------|------|----------|
| Compassionate and Inclusive        | 7.83 | 7.92 | 7.96 ↑   |
| Recognised and rewarded            | 6.62 | 6.58 | 6.71 ↑   |
| Voice that counts                  | 7.26 | 7.32 | 7.36 ↑   |
| Safe and healthy                   | 6.36 | 6.52 | TBC      |
| Always learning                    | 5.79 | 6.06 | 6.19 ↑   |
| Work flexibly                      | 6.99 | 7.15 | 7.22 ↑   |
| Team working                       | 7.25 | 7.32 | 7.41 ↑   |
| Staff engagement                   | 7.29 | 7.34 | 7.40 ↑   |
| • Recommend as place to work       |      |      | 75.03% ↑ |
| • Recommend as place for treatment |      |      | 81.73% ↑ |
| Morale                             | 6.20 | 6.34 | 6.43 ↑   |

# Summary of Scores from IQVIA – comparing our results to the other 9 Community Trusts that Quality Health supported

| People Promise/Theme/Question                         | 2022 Score | Significance    | 2023 Score | Significance         | Sector Score |
|---|------------|-----------------|------------|----------------------|--------------|
| Theme - Staff engagement                              | 7.33       | Not Significant | 7.40       | Not Significant      | 7.19         |
| Theme - Morale  | 6.33       | Not Significant | 6.43       | Significantly Better | 6.14         |
| People Promise 1 - We are compassionate and inclusive | 7.90       | Not Significant | 7.96       | Significantly Better | 7.65         |
| People Promise 2 - We are recognised and rewarded     | 6.57       | Not Significant | 6.71       | Significantly Better | 6.37         |
| People Promise 3 - We each have a voice that counts   | 7.31       | Not Significant | 7.36       | Significantly Better | 7.09         |
| People Promise 4 - We are safe and healthy            | 6.49       | Not Significant | 6.57       | Not Significant      | 6.34         |
| People Promise 5 - We are always learning             | 6.06       | Not Significant | 6.19       | Not Significant      | 5.93         |
| People Promise 6 - We work flexibly                   | 7.14       | Not Significant | 7.23       | Significantly Better | 6.87         |
| People Promise 7 - We are a team                      | 7.30       | Not Significant | 7.41       | Significantly Better | 7.12         |

Substantive Staff Survey Results



## Feedback from IQVIA when they analysed our staff survey results versus the other 9 Community Trusts that Quality Health supported

- These are **excellent results**, and give an indication of a Trust which is continuing to improve the experiences of staff
- Seek to **celebrate the positive results** with staff.
- In what is an incredibly challenging time for the NHS, **the results show a Trust** which is responding well to current challenges.





# Sexual Harassment Questions – Included for the first time

|   |   |     |      |                             |      |
|---|---|-----|------|-----------------------------|------|
| <p>17a. In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace from patients / service users, their relatives or other members of the public?</p> | - | N/A | 3.1% | <b>Significantly Better</b> | 6.7% |
| <p>17b. In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace from staff / colleagues?</p>   | - | N/A | 0.9% | <b>Significantly Better</b> | 1.9% |



## **NHS England – Sexual Safety in Healthcare – Organisational Charter**

**As signatories to this charter, we commit to a zero-tolerance approach to any unwanted, inappropriate and/or harmful sexual behaviours towards our workforce. We commit to the following principles and actions to achieve this:**

1. We will actively work to eradicate sexual harassment and abuse in the workplace.
2. We will promote a culture that fosters openness and transparency, and does not tolerate unwanted, harmful and/or inappropriate sexual behaviours.
3. We will take an intersectional approach to the sexual safety of our workforce, recognising certain groups will experience sexual harassment and abuse at a disproportionate rate.
4. We will provide appropriate support for those in our workforce who experience unwanted, inappropriate and/or harmful sexual behaviours.



5. We will clearly communicate standards of behaviour. This includes expected action for those who witness inappropriate, unwanted and/or harmful sexual behaviour.
6. We will ensure appropriate, specific, and clear policies are in place. They will include appropriate and timely action against alleged perpetrators.
7. We will ensure appropriate, specific, and clear training is in place.
8. We will ensure appropriate reporting mechanisms are in place for those experiencing these behaviours.
9. We will take all reports seriously and appropriate and timely action will be taken in all cases.
10. We will capture and share data on prevalence and staff experience transparently.



# Workforce Equality Standards

## Race (WRES)

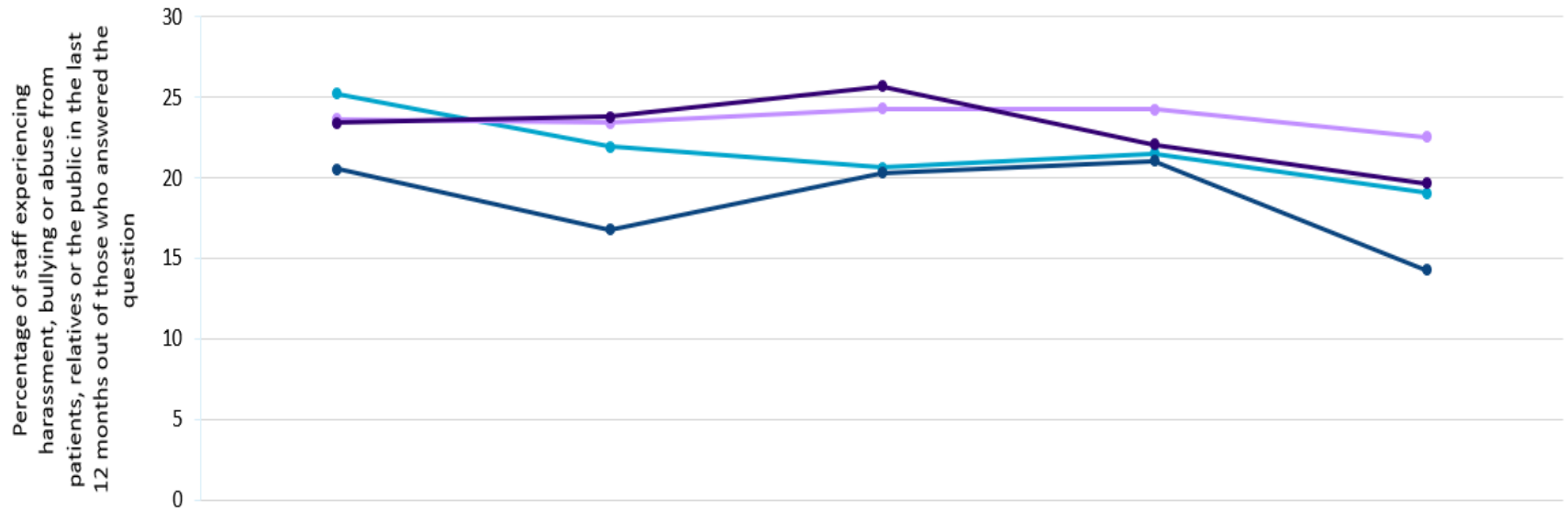


# Workforce Race Equality Standards – 4 indicators:

- |   |        |                 |
|---|--------|-----------------|
| • Harassment/Bullying/Abuse from Patients     | Better | 22.06% - 19.64% |
| • Harassment/Bullying/Abuse from Staff        | Better | 22.63% - 19.76% |
| • Equal Opps Employer/Career Progression      | Better | 46.32% - 51.20% |
| • Discrimination Manager/Team Lead/Colleagues | Worse  | 11.85% - 12.5%  |



Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months

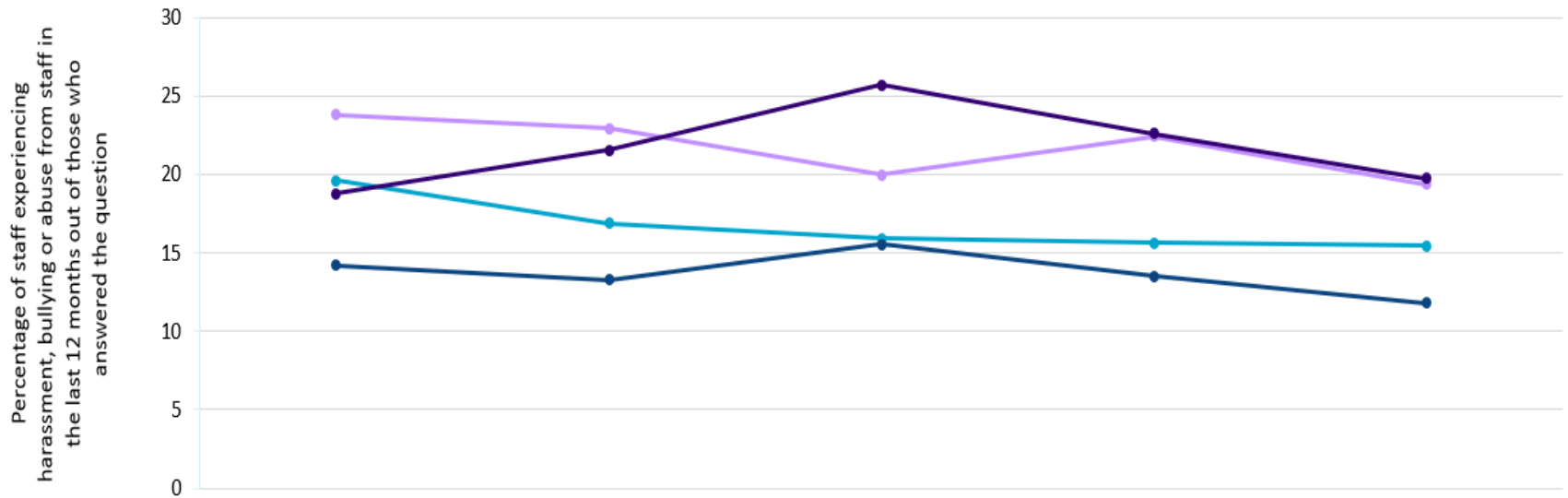


|   | 2019   | 2020   | 2021   | 2022   | 2023   |
|---|--------|--------|--------|--------|--------|
| <b>White staff: Your org</b>              | 20.53% | 16.79% | 20.30% | 21.07% | 14.27% |
| <b>All other ethnic groups*: Your org</b> | 23.44% | 23.78% | 25.69% | 22.06% | 19.64% |
| <b>White staff: Average</b>               | 25.23% | 21.93% | 20.65% | 21.52% | 19.05% |
| <b>All other ethnic groups*: Average</b>  | 23.66% | 23.41% | 24.30% | 24.24% | 22.55% |
| White staff: Responses                    | 1179   | 1257   | 1246   | 1163   | 1219   |
| All other ethnic groups*: Responses       | 128    | 143    | 144    | 136    | 168    |

\*Staff from all other ethnic groups combined



Percentage of staff experiencing harassment, bullying or abuse from staff in the last 12 months



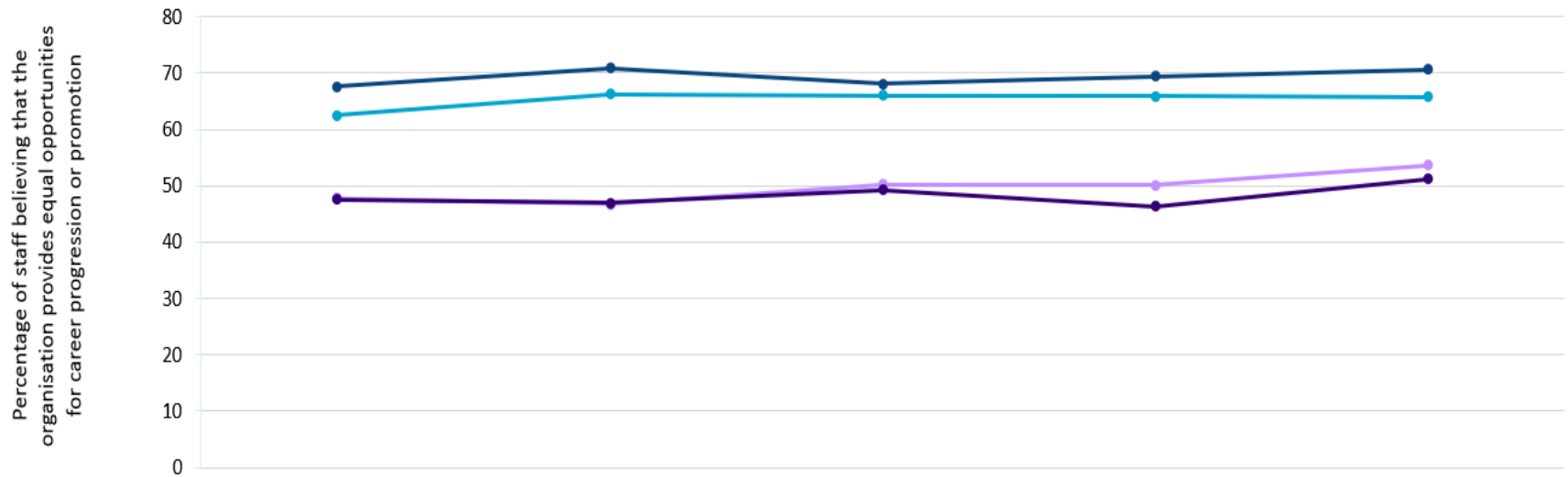
|                                     | 2019   | 2020   | 2021   | 2022   | 2023   |
|-------------------------------------|--------|--------|--------|--------|--------|
| White staff: Your org               | 14.19% | 13.26% | 15.54% | 13.52% | 11.78% |
| All other ethnic groups*: Your org  | 18.75% | 21.53% | 25.69% | 22.63% | 19.76% |
| White staff: Average                | 19.61% | 16.86% | 15.91% | 15.62% | 15.45% |
| All other ethnic groups*: Average   | 23.80% | 22.94% | 19.99% | 22.42% | 19.36% |
| White staff: Responses              | 1184   | 1259   | 1248   | 1161   | 1222   |
| All other ethnic groups*: Responses | 128    | 144    | 144    | 137    | 167    |

\*Staff from all other ethnic groups combined





Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.

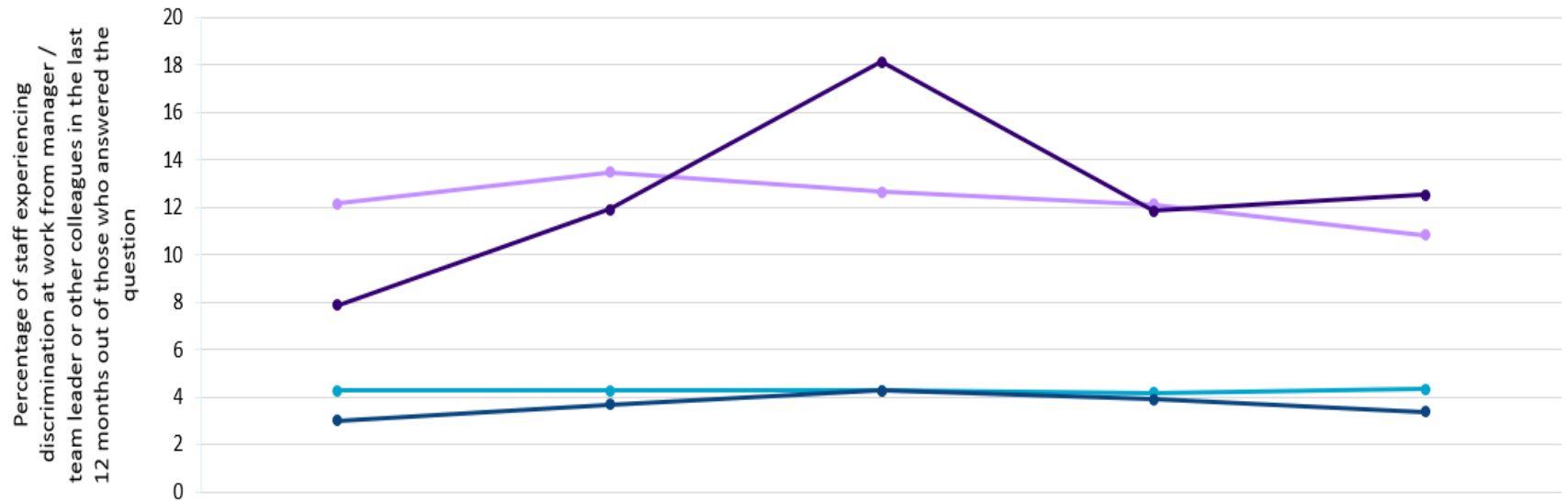


|   | 2019   | 2020   | 2021   | 2022   | 2023   |
|---|--------|--------|--------|--------|--------|
| <b>White staff: Your org</b>              | 67.68% | 70.95% | 68.16% | 69.51% | 70.71% |
| <b>All other ethnic groups*: Your org</b> | 47.62% | 46.94% | 49.32% | 46.32% | 51.20% |
| <b>White staff: Average</b>               | 62.48% | 66.30% | 66.05% | 65.92% | 65.80% |
| <b>All other ethnic groups*: Average</b>  | 47.81% | 46.75% | 50.31% | 50.18% | 53.66% |
| White staff: Responses                    | 1179   | 1260   | 1247   | 1161   | 1205   |
| All other ethnic groups*: Responses       | 126    | 147    | 148    | 136    | 166    |

\*Staff from all other ethnic groups combined



Percentage of staff experiencing discrimination at work from manager / team leader or other colleagues in the last 12 months.



|                                     | 2019   | 2020   | 2021   | 2022   | 2023   |
|-------------------------------------|--------|--------|--------|--------|--------|
| White staff: Your org               | 3.00%  | 3.68%  | 4.26%  | 3.89%  | 3.38%  |
| All other ethnic groups*: Your org  | 7.87%  | 11.89% | 18.12% | 11.85% | 12.50% |
| White staff: Average                | 4.26%  | 4.26%  | 4.26%  | 4.17%  | 4.33%  |
| All other ethnic groups*: Average   | 12.16% | 13.46% | 12.65% | 12.12% | 10.83% |
| White staff: Responses              | 1168   | 1251   | 1244   | 1157   | 1212   |
| All other ethnic groups*: Responses | 127    | 143    | 149    | 135    | 168    |

\*Staff from all other ethnic groups combined



# Workforce Equality Standards

## Disability (WDES)



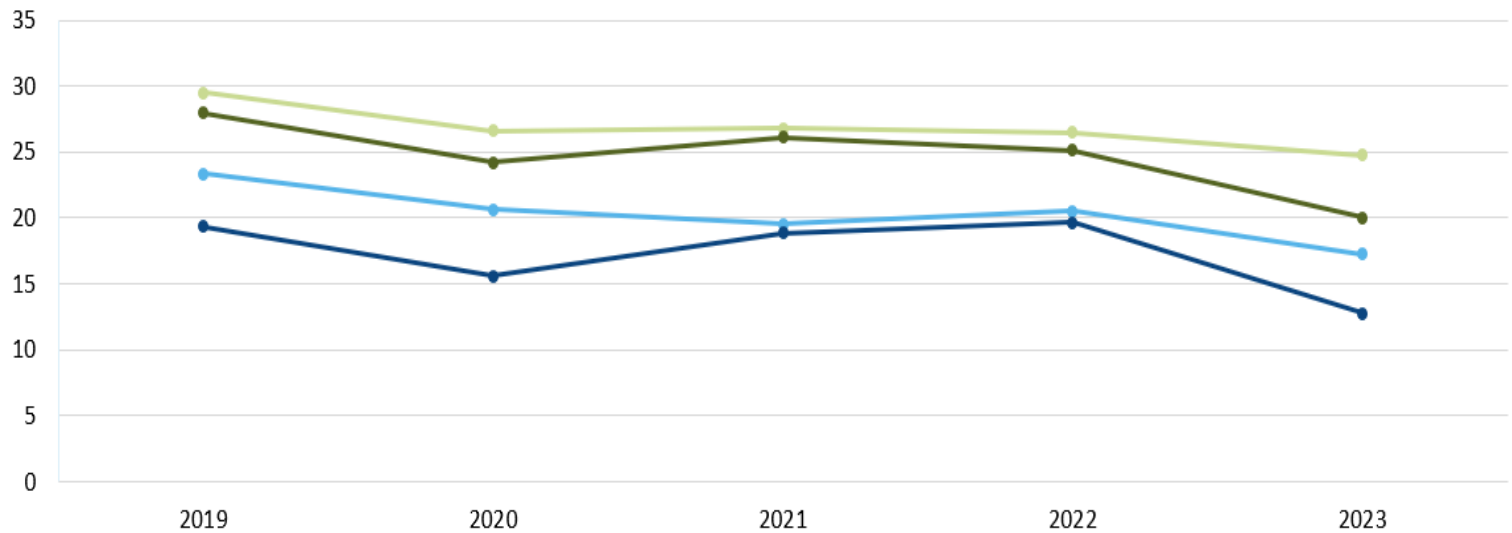
# Workforce Disability Equality Standards – 7 indicators

|  |        |                 |
|--|--------|-----------------|
| • Harassment/Bullying/Abuse Patients     | Better | 25.14% - 20.05% |
| • Harassment/Bullying/Abuse Managers     | Better | 9.48% - 7.03%   |
| • Harassment/Bullying/Abuse Colleagues   | Better | 17.24% - 14.92% |
| • Equal Opportunities/Career Progression | Better | 64.76% - 66.11% |
| • Pressure from manager to come to work  | Better | 17.24% - 12.5%  |
| • Feeling valued                         | Better | 50.14% - 55.12% |
| • Reasonable Adjustments                 | Worse  | 88.17% - 83.46% |



Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months.

Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months out of those who answered the question

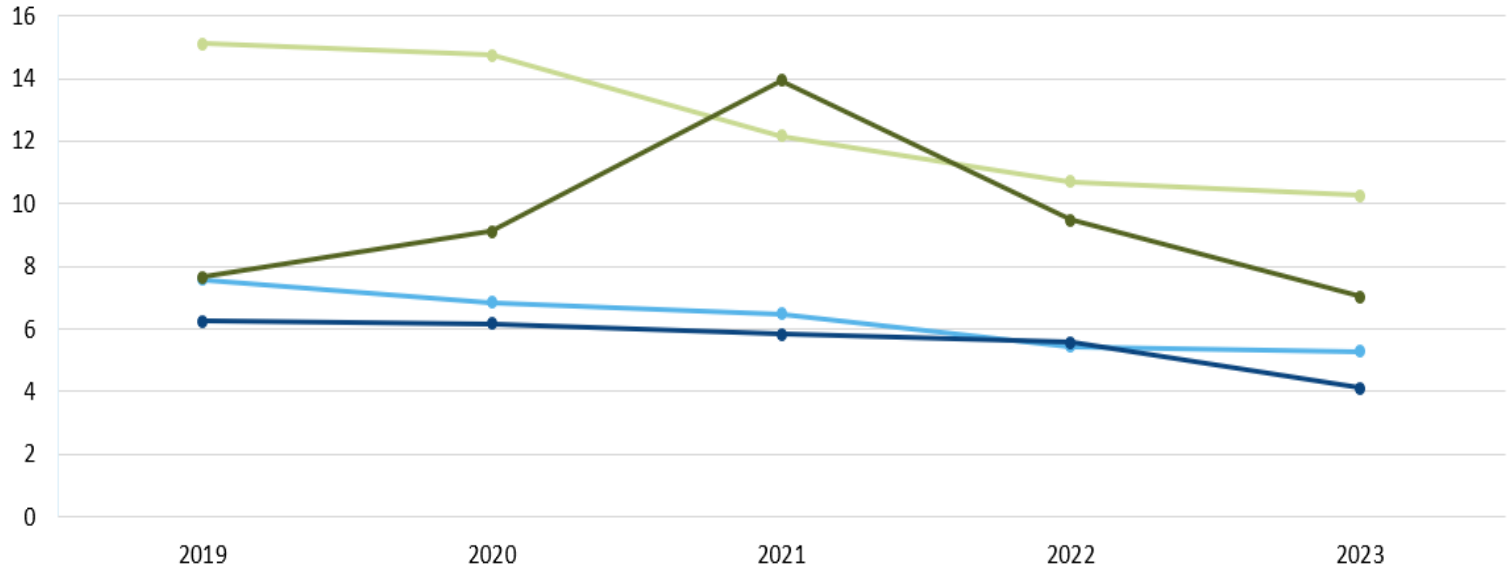


|   | 2019   | 2020   | 2021   | 2022   | 2023   |
|---|--------|--------|--------|--------|--------|
| Staff with a LTC or illness: Your org     | 27.97% | 24.18% | 26.15% | 25.14% | 20.05% |
| Staff without a LTC or illness: Your org  | 19.34% | 15.60% | 18.84% | 19.69% | 12.77% |
| Staff with a LTC or illness: Average      | 29.52% | 26.60% | 26.81% | 26.46% | 24.79% |
| Staff without a LTC or illness: Average   | 23.32% | 20.67% | 19.53% | 20.51% | 17.29% |
| Staff with a LTC or illness: Responses    | 236    | 306    | 371    | 350    | 429    |
| Staff without a LTC or illness: Responses | 1086   | 1109   | 1014   | 955    | 955    |



Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months.

Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months out of those who answered the question

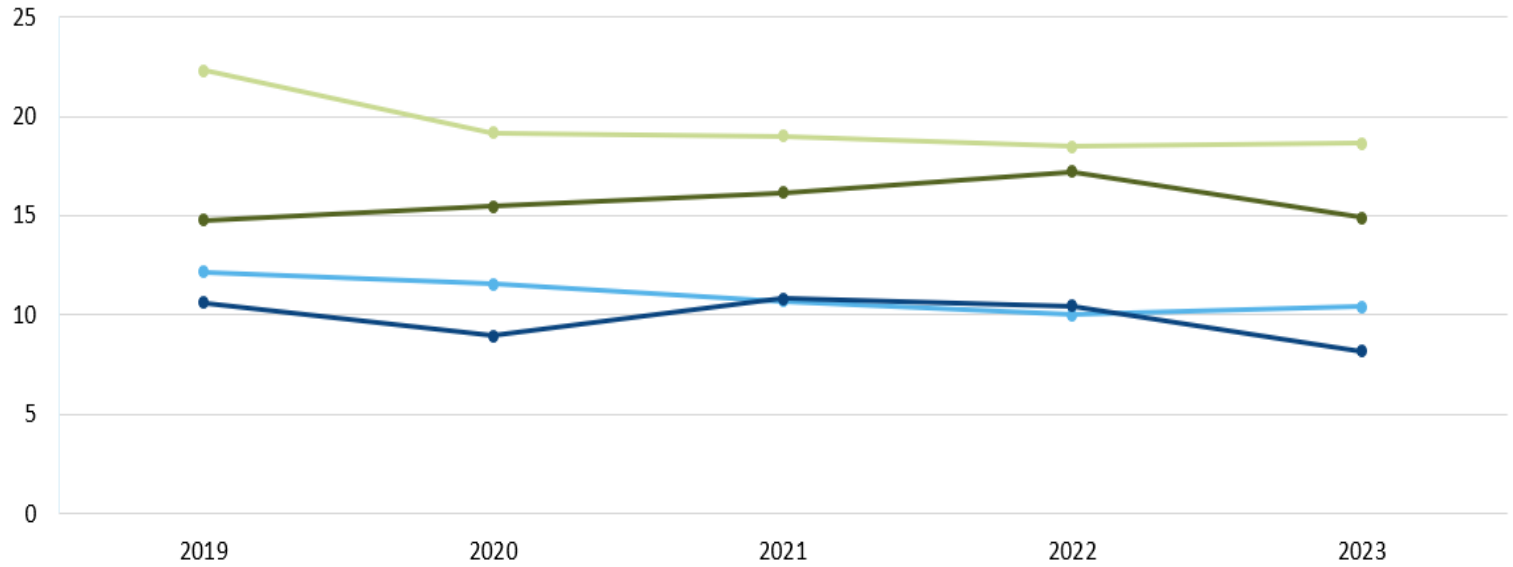


|   | 2019   | 2020   | 2021   | 2022   | 2023   |
|---|--------|--------|--------|--------|--------|
| Staff with a LTC or illness: Your org     | 7.66%  | 9.12%  | 13.93% | 9.48%  | 7.03%  |
| Staff without a LTC or illness: Your org  | 6.26%  | 6.18%  | 5.85%  | 5.56%  | 4.10%  |
| Staff with a LTC or illness: Average      | 15.12% | 14.75% | 12.17% | 10.71% | 10.27% |
| Staff without a LTC or illness: Average   | 7.59%  | 6.85%  | 6.49%  | 5.45%  | 5.28%  |
| Staff with a LTC or illness: Responses    | 235    | 307    | 366    | 348    | 427    |
| Staff without a LTC or illness: Responses | 1086   | 1101   | 1009   | 953    | 951    |



Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months.

Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months out of those who answered the question

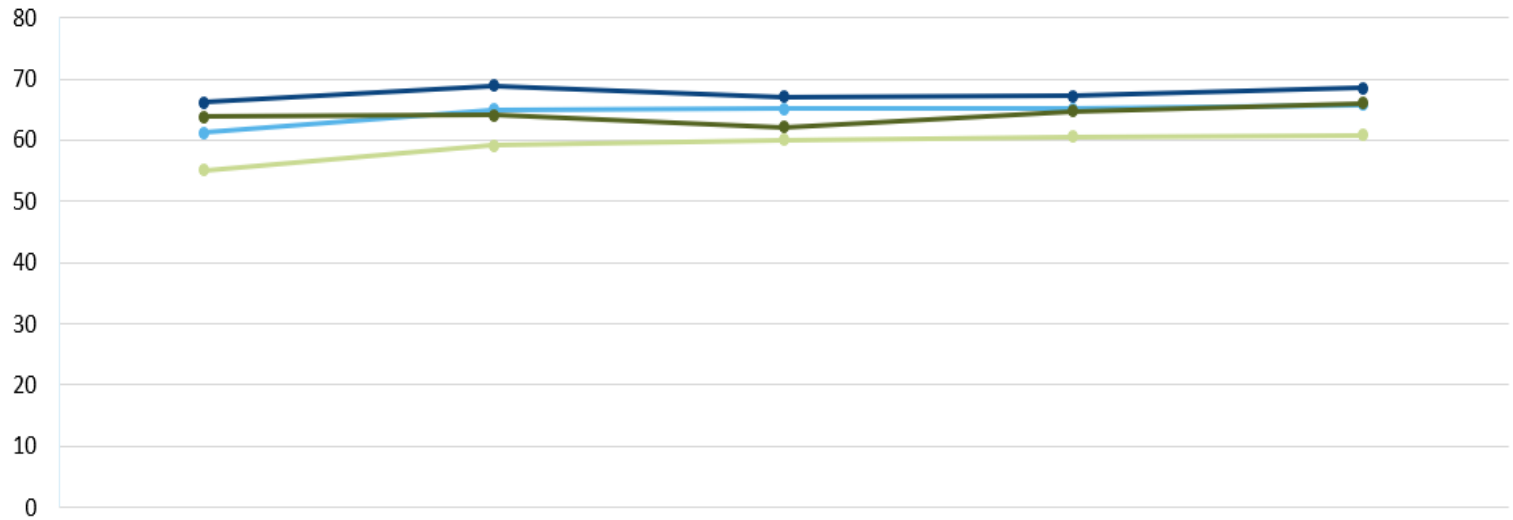


|   | 2019   | 2020   | 2021   | 2022   | 2023   |
|---|--------|--------|--------|--------|--------|
| Staff with a LTC or illness: Your org     | 14.78% | 15.46% | 16.16% | 17.24% | 14.92% |
| Staff without a LTC or illness: Your org  | 10.64% | 8.97%  | 10.83% | 10.46% | 8.19%  |
| Staff with a LTC or illness: Average      | 22.31% | 19.19% | 19.00% | 18.49% | 18.66% |
| Staff without a LTC or illness: Average   | 12.15% | 11.56% | 10.69% | 10.01% | 10.42% |
| Staff with a LTC or illness: Responses    | 230    | 304    | 365    | 348    | 429    |
| Staff without a LTC or illness: Responses | 1062   | 1093   | 1006   | 937    | 952    |



Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.

Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion out of those who answered the question



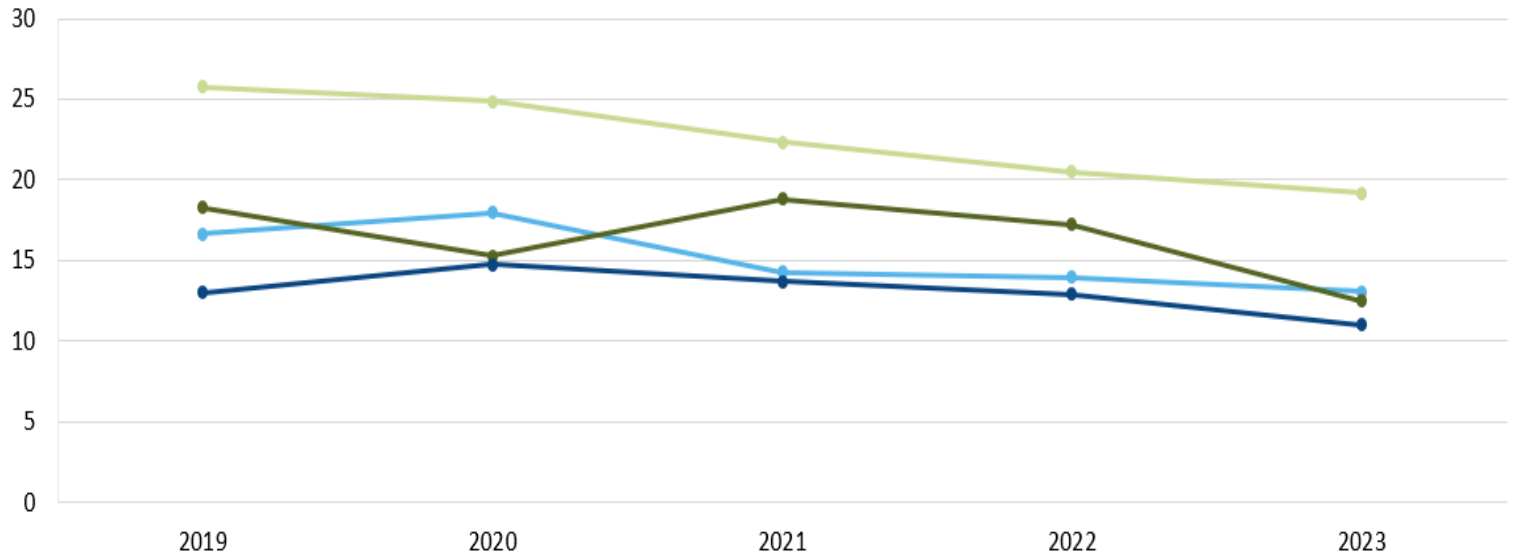
|   | 2019   | 2020   | 2021   | 2022   | 2023   |
|---|--------|--------|--------|--------|--------|
| Staff with a LTC or illness: Your org     | 63.87% | 64.08% | 62.16% | 64.76% | 66.11% |
| Staff without a LTC or illness: Your org  | 66.14% | 68.97% | 67.16% | 67.23% | 68.53% |
| Staff with a LTC or illness: Average      | 55.17% | 59.15% | 60.09% | 60.54% | 60.85% |
| Staff without a LTC or illness: Average   | 61.24% | 65.01% | 65.12% | 65.22% | 65.75% |
| Staff with a LTC or illness: Responses    | 238    | 309    | 370    | 349    | 422    |
| Staff without a LTC or illness: Responses | 1081   | 1112   | 1020   | 955    | 947    |





Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.

Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties out of those who answered the question

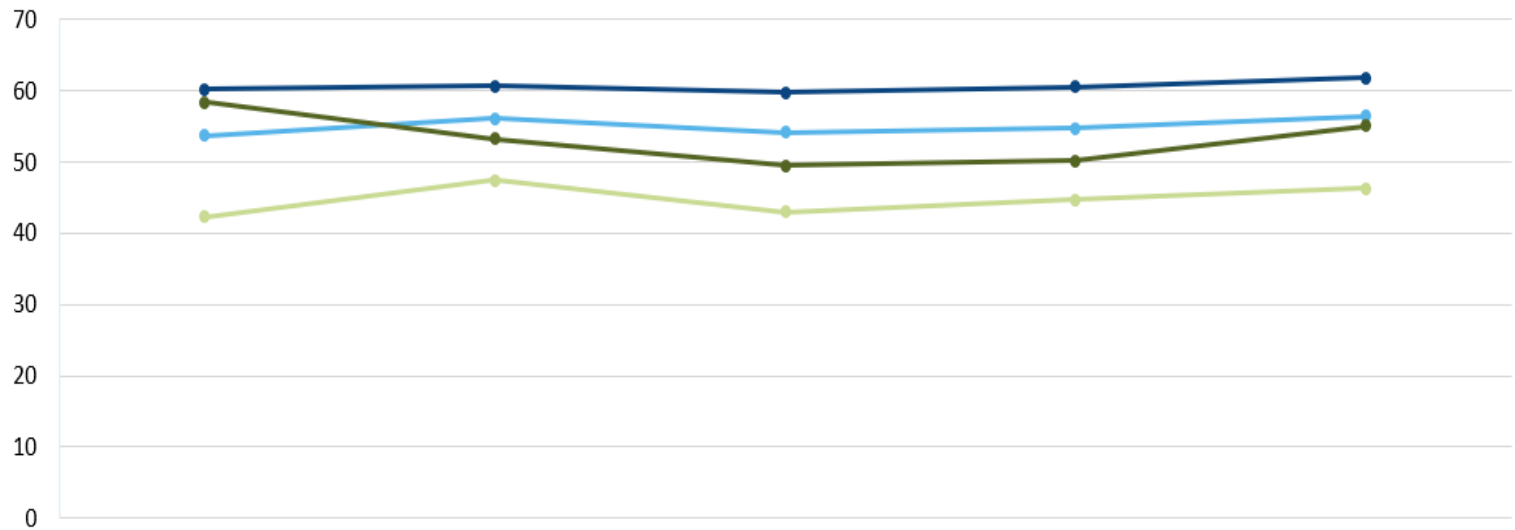


|   | 2019   | 2020   | 2021   | 2022   | 2023   |
|---|--------|--------|--------|--------|--------|
| Staff with a LTC or illness: Your org     | 18.29% | 15.25% | 18.83% | 17.24% | 12.50% |
| Staff without a LTC or illness: Your org  | 12.98% | 14.73% | 13.67% | 12.90% | 11.01% |
| Staff with a LTC or illness: Average      | 25.76% | 24.86% | 22.35% | 20.51% | 19.16% |
| Staff without a LTC or illness: Average   | 16.67% | 17.95% | 14.27% | 13.97% | 13.06% |
| Staff with a LTC or illness: Responses    | 164    | 177    | 239    | 232    | 272    |
| Staff without a LTC or illness: Responses | 493    | 421    | 461    | 442    | 427    |



Percentage of staff satisfied with the extent to which their organisation values their work.

Percentage of staff satisfied with the extent to which their organisation values their work out of those who answered the question

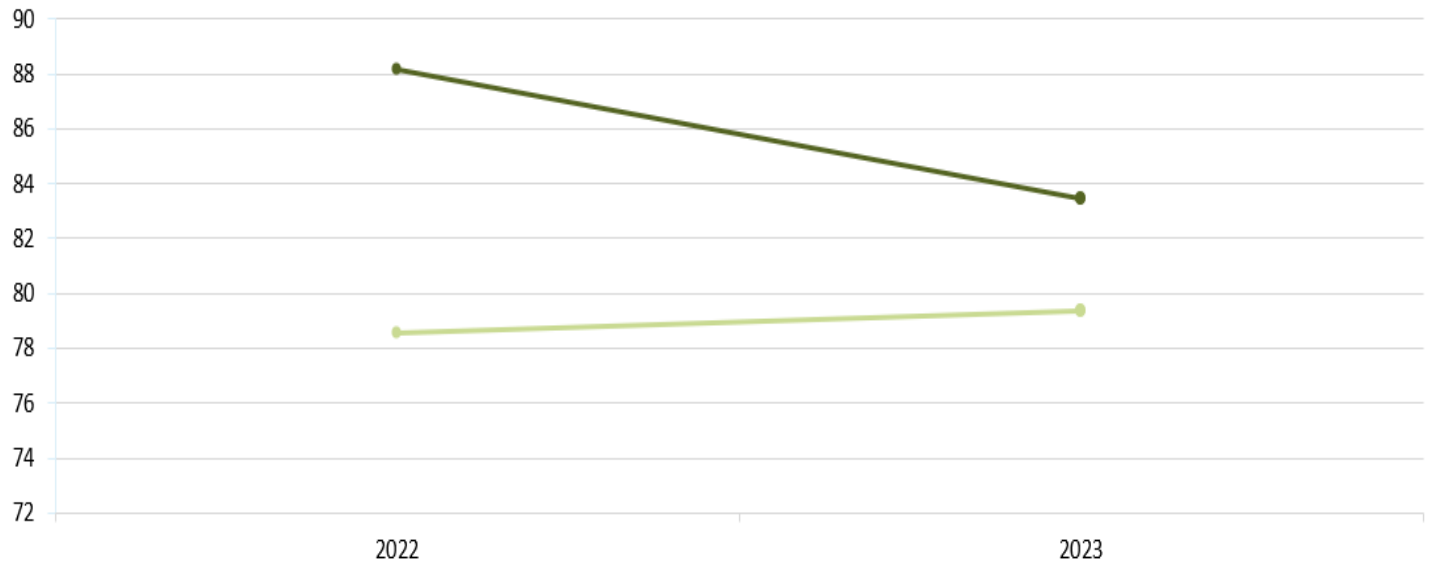


|   | 2019   | 2020   | 2021   | 2022   | 2023   |
|---|--------|--------|--------|--------|--------|
| Staff with a LTC or illness: Your org     | 58.40% | 53.25% | 49.46% | 50.14% | 55.12% |
| Staff without a LTC or illness: Your org  | 60.28% | 60.69% | 59.80% | 60.61% | 61.87% |
| Staff with a LTC or illness: Average      | 42.35% | 47.49% | 42.95% | 44.69% | 46.35% |
| Staff without a LTC or illness: Average   | 53.76% | 56.14% | 54.16% | 54.77% | 56.49% |
| Staff with a LTC or illness: Responses    | 238    | 308    | 368    | 351    | 430    |
| Staff without a LTC or illness: Responses | 1085   | 1104   | 1020   | 957    | 952    |



Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work out of those who answered the question



|  | 2022   | 2023   |
|--|--------|--------|
| Staff with a LTC or illness: Your org  | 88.17% | 83.46% |
| Staff with a LTC or illness: Average   | 78.54% | 79.34% |
| Staff with a LTC or illness: Responses | 186    | 266    |



## Comparison against 2022 Improvement Plan:

There were three areas of improvement identified last year and progress made on these as follows:

- **Discrimination due to sexual orientation or disability:**
  - Sexual orientation – reduced from 4.4% to 2.3%
  - Disability – 15.6% reduced to 15.2%
- **Career Progression/Equal Opportunities view from our culturally diverse staff:**
  - Increased from 46.23% to 51.20%. Disparity reduced from 23% to 19.5%
- **Physical violence from members of the public/service users:**
  - TBC



## Next Steps:

**We will develop, in partnership with you all, our staff networks and local staff side representatives, a focused plan, both Trust-wide and locally. Initial ideas include:**

- **Continued focus on career progression/equal opportunities for our culturally diverse members of staff**
- **Introduce actions to make people of all ages and abilities feel fairly treated**
- **Review the amount of unpaid overtime being worked and understand the underlying reasons for this.**
- **Review resources and training in relation to conducting appraisals**
- **Continue to support our staff in relation to patients/service users violence, aggression, bullying and harassment.**



## Reporting and Assurance

- Service specific improvement plan will be reported and reviewed at our Clinical Operational Boards
- Trust wide updates will be directly to the Board via our bi-annual people strategy update – May and November



Your sexual health  
Where to go for help and advice

Questions?