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# Staff Survey 2022 and the Continuous Improvement of our Culture .....



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Your sexual health  
Where to go for help and advice

## Context.....Our Culture

- We are proud of the culture we have and continue to create across the Trust and are proud of our staff survey results that reflect what we have achieved.
- This has been enabled by a relentless focus on our people and their experience of working within the Trust.
- As we strive to continually improve and learn, there is of course more that we need to pay attention to, to create an even better culture!



# How do we measure how we are doing to create our culture?

National Staff Opinion Survey is a key tool for us to use

It is aligned to the 7 themes of the people promise, plus

- staff engagement
- morale





# Cambridgeshire Community Services NHS Trust

## Cambridgeshire Community Services NHS Trust

## 2022 NHS Staff Survey



### Organisation details

Completed questionnaires **1320**

2022 response rate **47%**

### This organisation is benchmarked against:

Community Trusts



### Survey details

Survey mode **Mixed**

### 2022 benchmarking group details

Organisations in group: 16

Median response rate: 57%

No. of completed questionnaires: 24650



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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 are safe and healthy
- We are always learning
- We work flexibly

In the other 4 themes we were 0.1 mark below the top scoring community trust:

- We are recognised and rewarded
- We are a team
- Staff engagement
- Morale



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We are the **best** (or joint best) performing NHS trust in the East of England for all themes (see below):

- We are compassionate and inclusive (best)
- We each have a voice that counts (joint best)
- We are safe and healthy (best)
- We are always learning (joint best)
- We work flexibly (best)
- We are recognised and rewarded (best)
- We are a team (best)
- Staff engagement (joint best)
- Morale (joint best)





We are the joint best performing NHS trust nationally in the following themes:

- We are compassionate and inclusive
- We are always learning
- We work flexibly
- We are a team

National scores for others themes compared to our score:

- Recognised and rewarded (nationally 6.7 – CCS 6.6)
- We have a voice that counts (nationally 7.4 – CCS 7.3)
- We are safe and healthy (nationally 6.6 – CCS 6.5)
- Staff engagement (nationally 7.6 – CCS 7.3)
- Morale (nationally 6.5 – CCS 6.4)



## Trust Results - People Promise Themes – 2021 v 2022

People Promise Theme	2021	2022
Compassionate and Inclusive	7.83	7.92 ↑
Recognised and rewarded	6.62	6.58 ↓
Voice that counts	7.26	7.32 ↑
Safe and healthy	6.36	6.52 ↑
Always learning	5.79	6.06 ↑
Work flexibly	6.99	7.15 ↑
Team working	7.25	7.32 ↑
Staff engagement	7.29	7.34 ↑
Morale	6.20	6.34 ↑



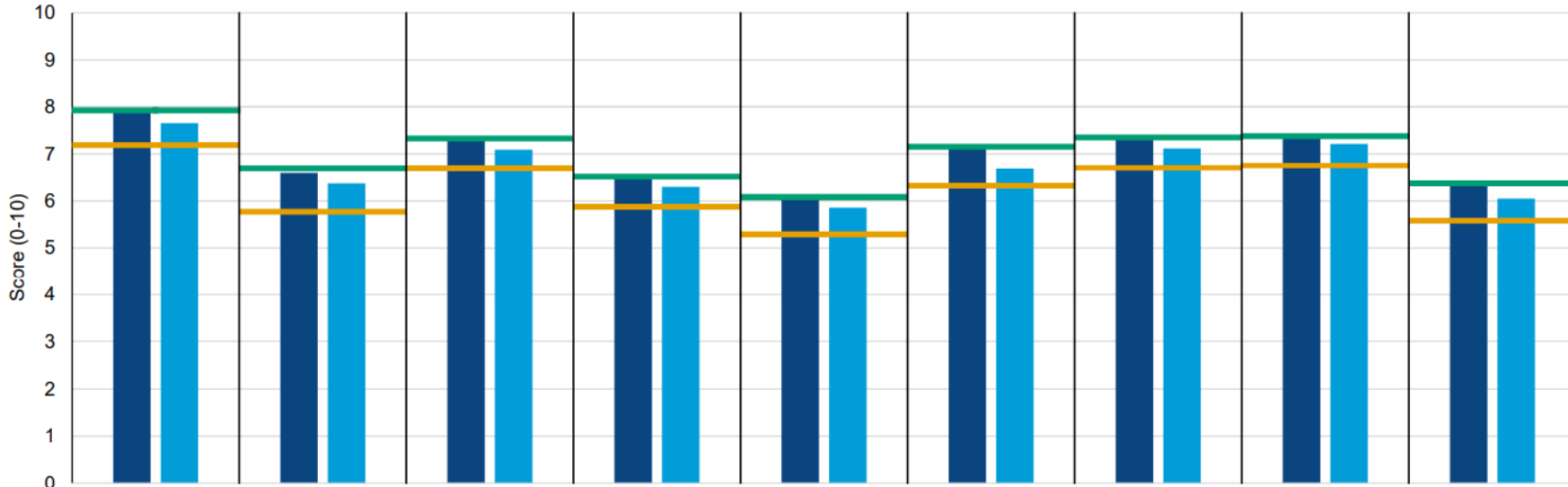


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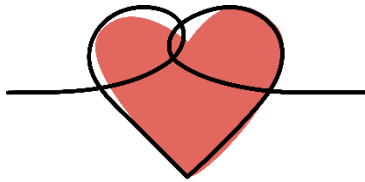
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Your sexual health  
Where to go for help and advice

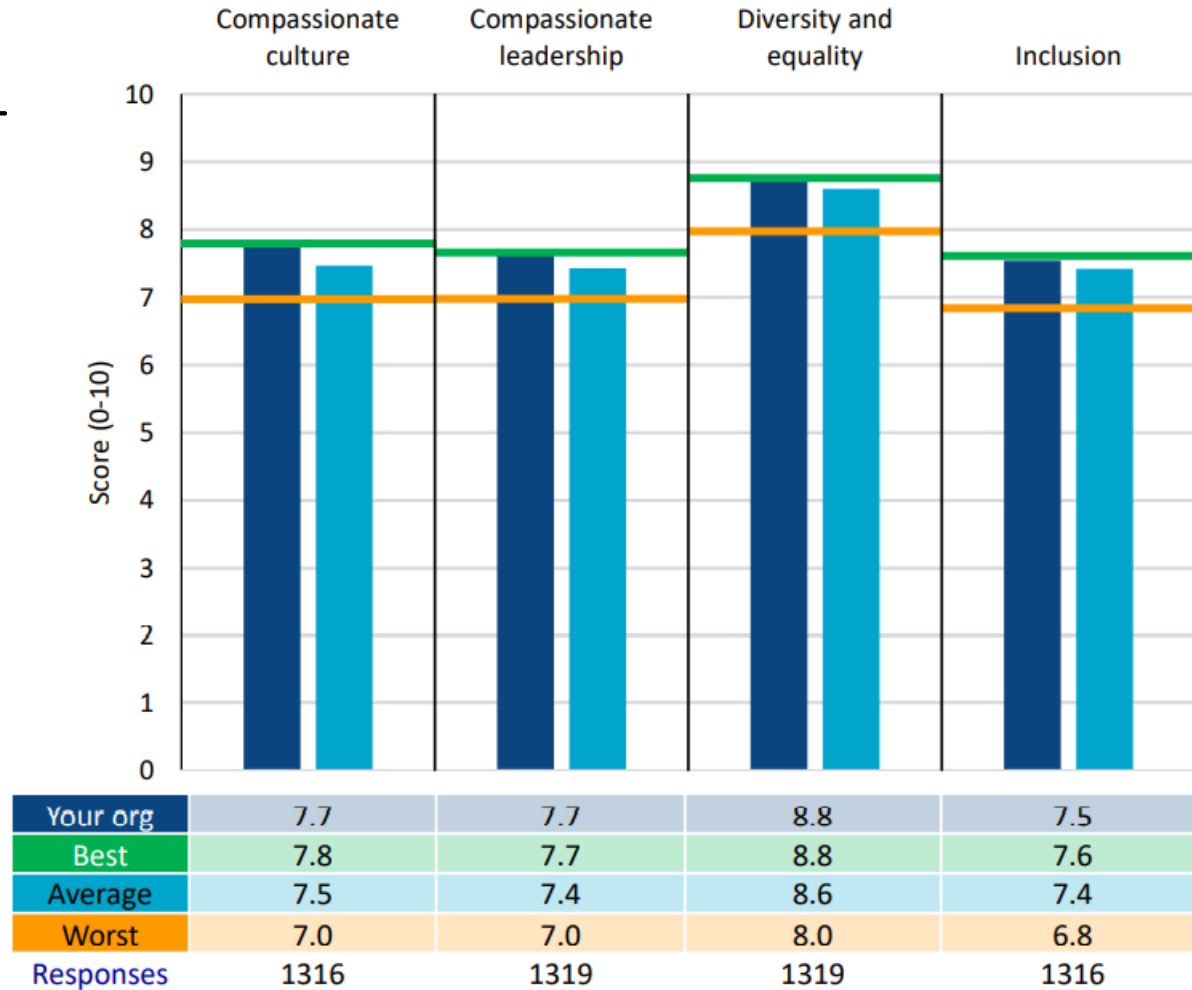
All of the People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

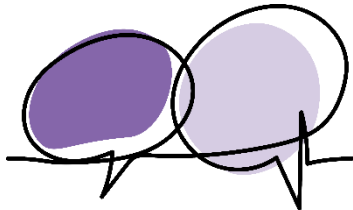


Your org	7.9	6.6	7.3	6.5	6.1	7.2	7.3	7.3	6.3
Best	7.9	6.7	7.3	6.5	6.1	7.2	7.4	7.4	6.4
Average	7.6	6.4	7.1	6.3	5.9	6.7	7.1	7.2	6.1
Worst	7.2	5.8	6.7	5.9	5.3	6.3	6.7	6.7	5.6
Responses	1319	1320	1313	1316	1296	1314	1318	1320	1319

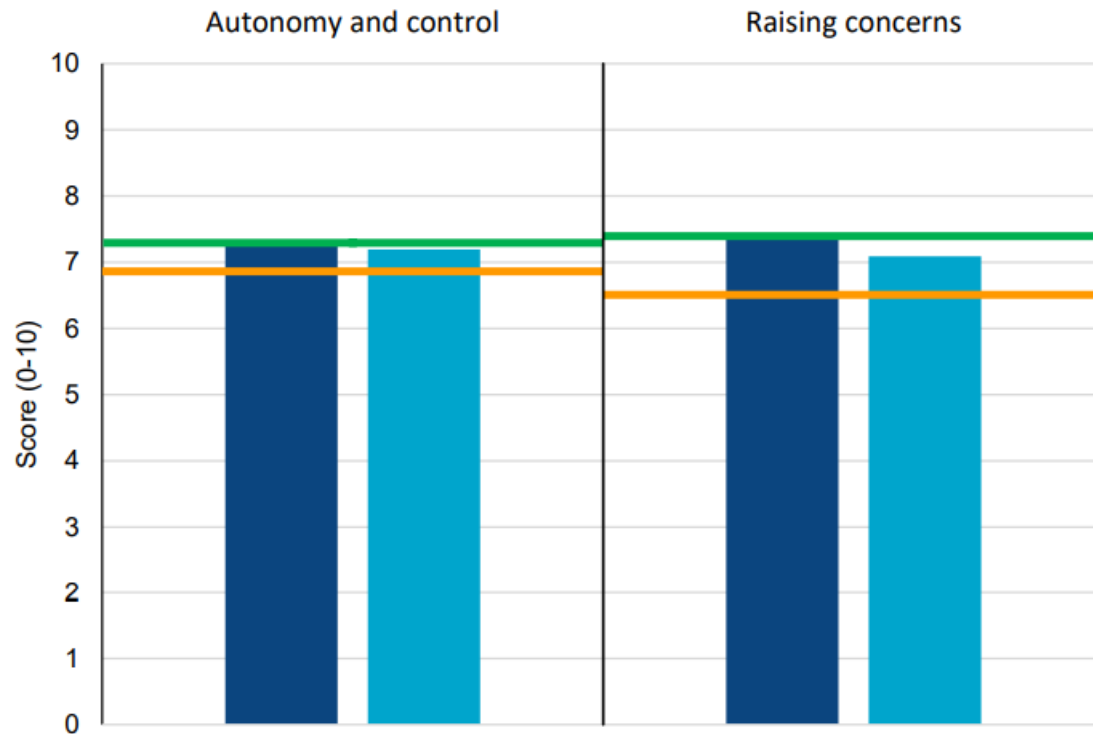


We are  
**compassionate**  
and **inclusive**





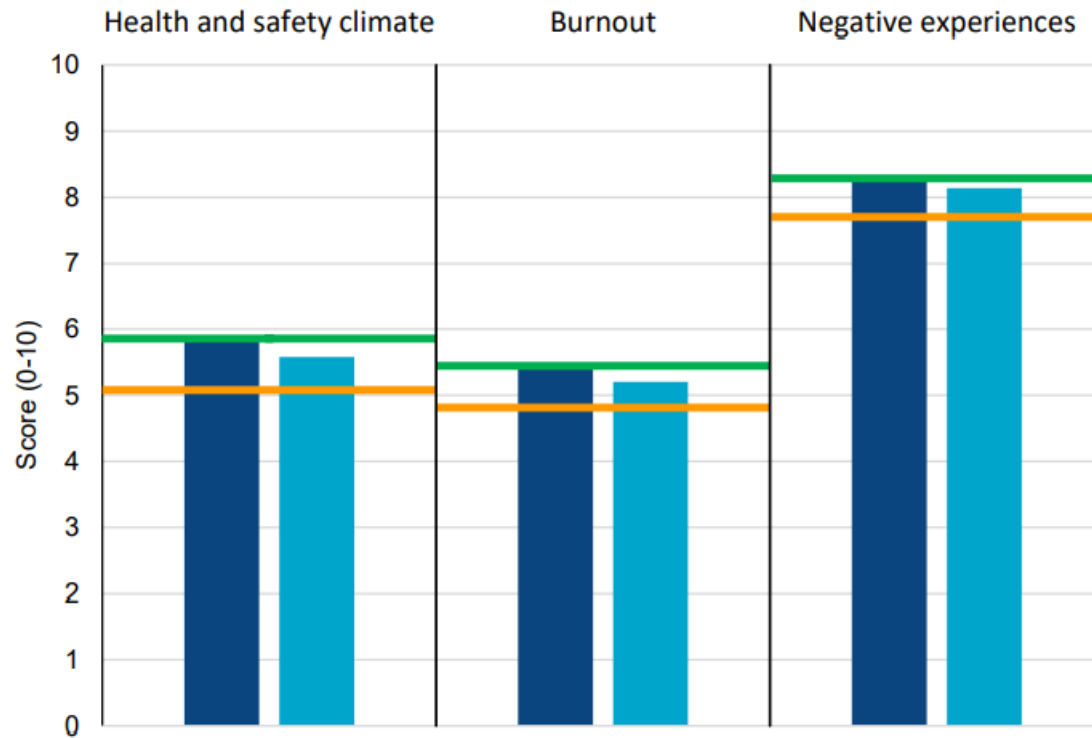
We each have  
**a voice that  
counts**



Your org	7.3	7.4
Best	7.3	7.4
Average	7.2	7.1
Worst	6.9	6.5
Responses	1320	1313



We are  
**safe** and  
**healthy**



<b>Your org</b>	5.9	5.4	8.2
<b>Best</b>	5.9	5.4	8.3
<b>Average</b>	5.6	5.2	8.1
<b>Worst</b>	5.1	4.8	7.7
<b>Responses</b>	1319	1318	1318



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We are  
**always  
learning**



Your org	7.0	5.2
Best	7.0	5.3
Average	6.7	5.1
Worst	6.2	4.2

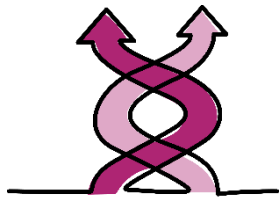
Responses

1316

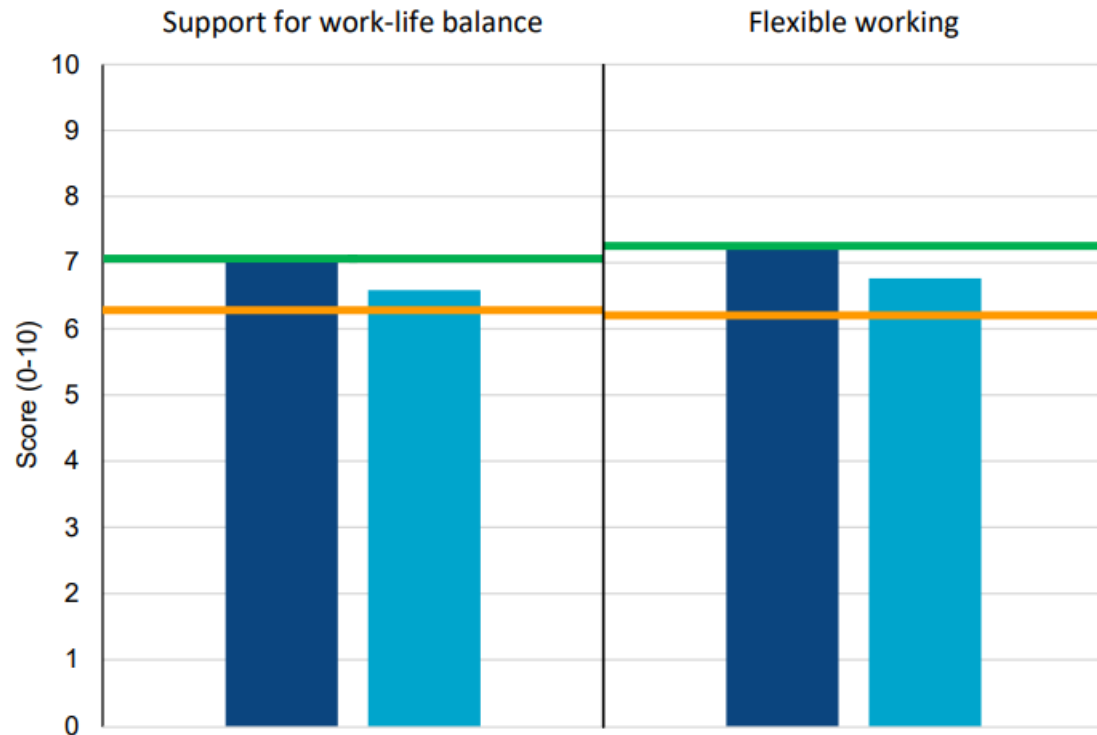
1299



Your sexual health  
Where to go for help and advice



We work  
**flexibly**



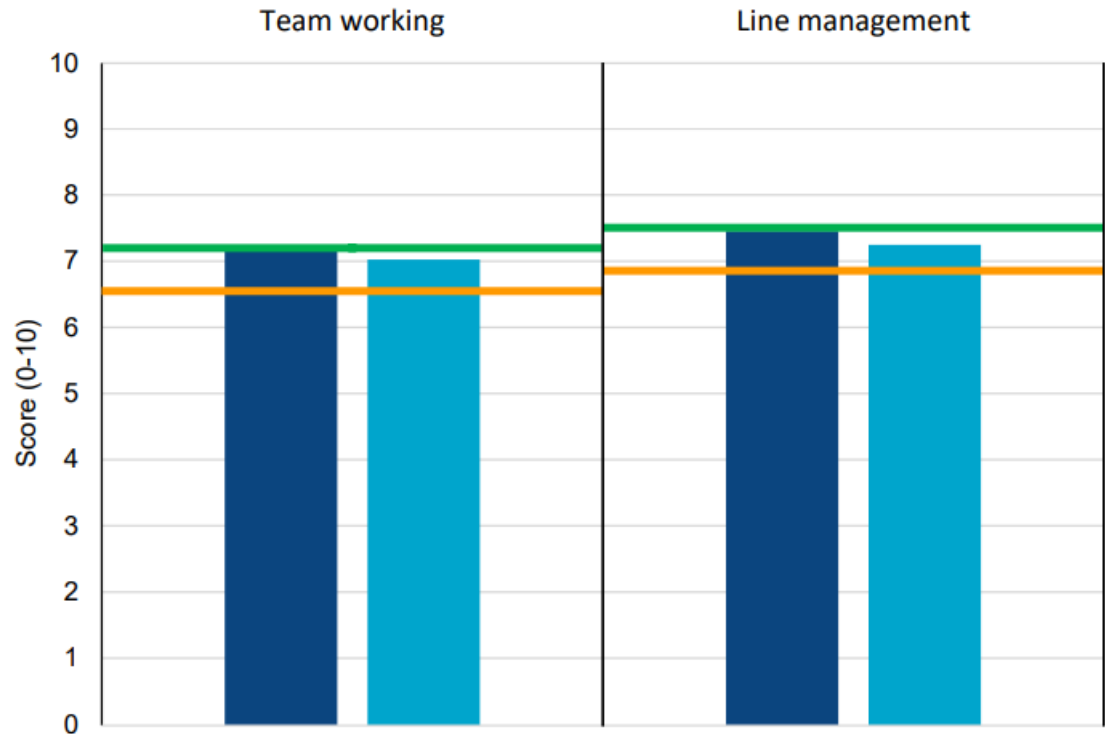
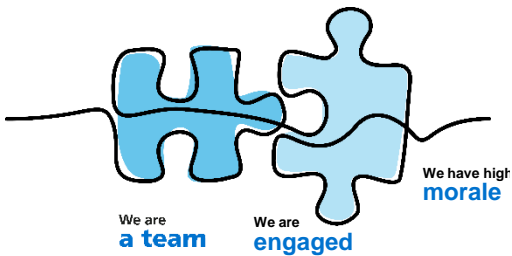
Your org	7.1	7.3
Best	7.1	7.3
Average	6.6	6.8
Worst	6.3	6.2
Responses	1319	1315





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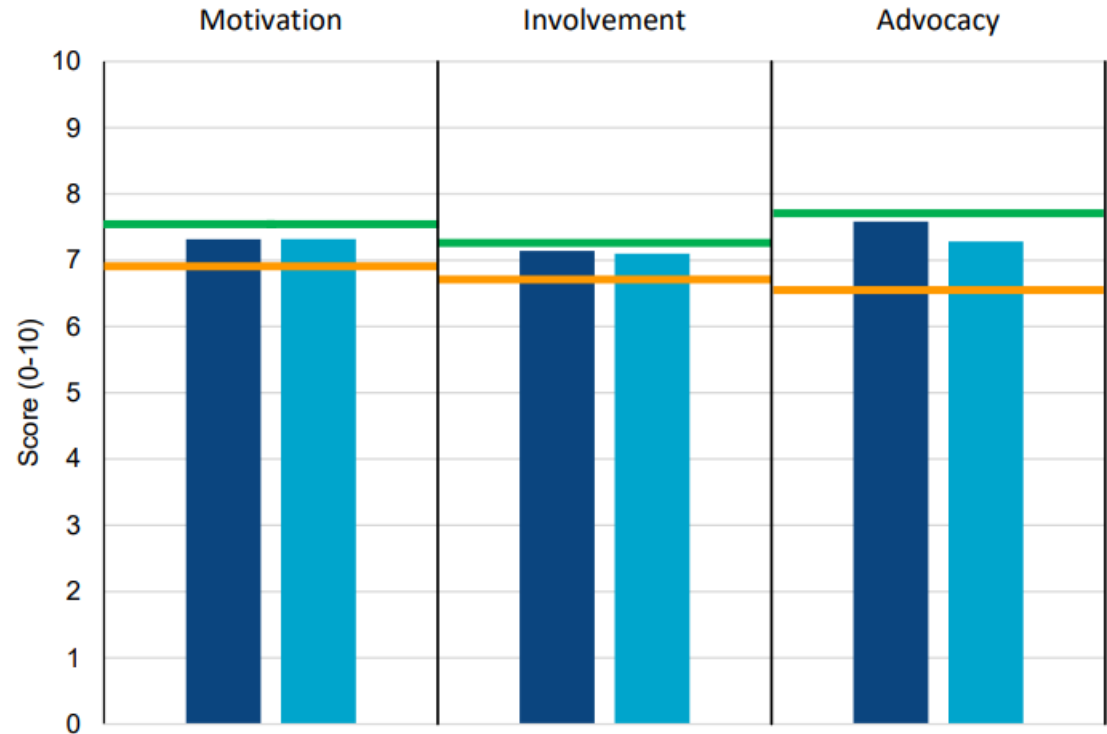
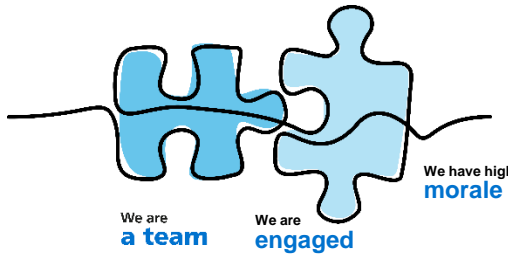


Your org	7.2	7.5
Best	7.2	7.5
Average	7.0	7.2
Worst	6.5	6.9



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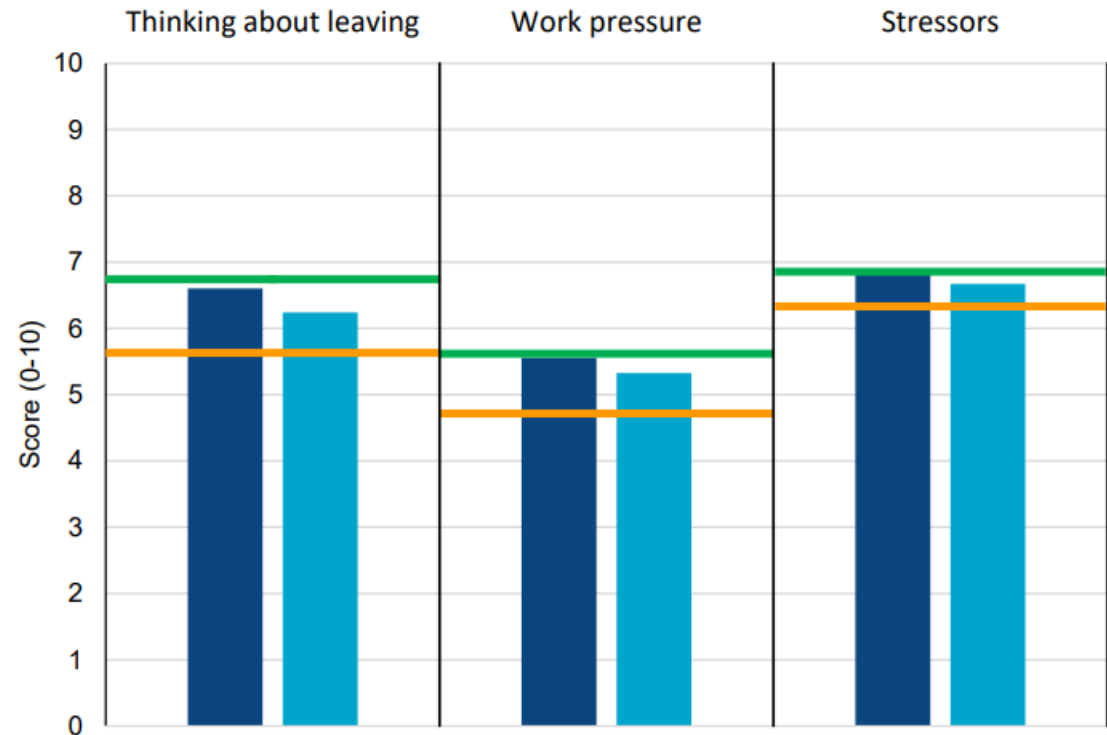
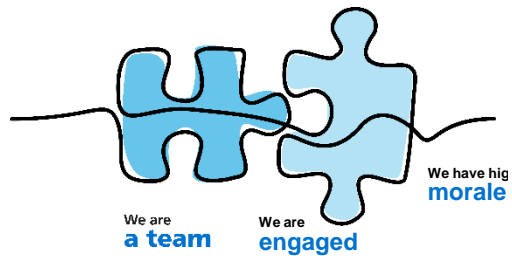
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	Motivation	Involvement	Advocacy
Your org	7.3	7.1	7.6
Best	7.5	7.3	7.7
Average	7.3	7.1	7.3
Worst	6.9	6.7	6.6
Responses	1310	1319	1316



Your sexual health  
Where to go for help and advice



<b>Your org</b>	6.6	5.6	6.9
<b>Best</b>	6.7	5.6	6.9
<b>Average</b>	6.2	5.3	6.7
<b>Worst</b>	5.6	4.7	6.3
<b>Responses</b>	1314	1318	1315



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# Workforce Equality Standards

## Race (WRES)



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

	2021	2022
White staff: Your org	20.3%	21.1%
All other ethnic groups*: Your org	25.7%	22.1%
White staff: Average	20.6%	21.5%
All other ethnic groups*: Average	24.3%	24.2%
White staff: Responses	1246	1163
All other ethnic groups*: Responses	144	136

\*Staff from all other ethnic groups combin

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

	2021	2022
White staff: Your org	15.5%	13.5%
All other ethnic groups*: Your org	25.7%	22.6%
White staff: Average	15.9%	15.6%
All other ethnic groups*: Average	20.0%	22.4%
White staff: Responses	1248	1161
All other ethnic groups*: Responses	144	137

\*Staff from all other ethnic groups combined



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

	2021	2022
White staff: Your org	68.2%	69.5%
All other ethnic groups*: Your org	49.3%	46.3%
White staff: Average	66.0%	65.9%
All other ethnic groups*: Average	50.3%	50.2%
White staff: Responses	1247	1161
All other ethnic groups*: Responses	148	136

\*Staff from all other ethnic groups combined

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

	2021	2022
White staff: Your org	4.3%	3.9%
All other ethnic groups*: Your org	18.1%	11.9%
White staff: Average	4.3%	4.2%
All other ethnic groups*: Average	12.7%	12.1%
White staff: Responses	1244	1157
All other ethnic groups*: Responses	149	135

\*Staff from all other ethnic groups combined





# Workforce Equality Standards

## Disability (WDES)



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

	2021	2022
Staff with a LTC or illness: Your org	26.1%	25.1%
Staff without a LTC or illness: Your org	18.8%	19.7%
Staff with a LTC or illness: Average	26.8%	26.5%
Staff without a LTC or illness: Average	19.5%	20.5%
Staff with a LTC or illness: Responses	371	350
Staff without a LTC or illness: Responses	1014	955

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

	2021	2022
Staff with a LTC or illness: Your org	13.9%	9.5%
Staff without a LTC or illness: Your org	5.8%	5.6%
Staff with a LTC or illness: Average	12.2%	10.7%
Staff without a LTC or illness: Average	6.5%	5.5%
Staff with a LTC or illness: Responses	366	348
Staff without a LTC or illness: Responses	1009	953



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

	2021	2022
Staff with a LTC or illness: Your org	16.2%	17.2%
Staff without a LTC or illness: Your org	10.8%	10.5%
Staff with a LTC or illness: Average	19.0%	18.5%
Staff without a LTC or illness: Average	10.7%	10.0%
Staff with a LTC or illness: Responses	365	348
Staff without a LTC or illness: Responses	1006	937

**Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.**

	2021	2022
Staff with a LTC or illness: Your org	58.7%	62.3%
Staff without a LTC or illness: Your org	54.4%	59.4%
Staff with a LTC or illness: Average	55.7%	55.8%
Staff without a LTC or illness: Average	58.1%	57.8%
Staff with a LTC or illness: Responses	121	106
Staff without a LTC or illness: Responses	237	229



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

	2021	2022
Staff with a LTC or illness: Your org	62.2%	64.8%
Staff without a LTC or illness: Your org	67.2%	67.2%
Staff with a LTC or illness: Average	60.1%	60.5%
Staff without a LTC or illness: Average	65.1%	65.2%
Staff with a LTC or illness: Responses	370	349
Staff without a LTC or illness: Responses	1020	955

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

	2021	2022
Staff with a LTC or illness: Your org	18.8%	17.2%
Staff without a LTC or illness: Your org	13.7%	12.9%
Staff with a LTC or illness: Average	22.4%	20.5%
Staff without a LTC or illness: Average	14.3%	14.0%
Staff with a LTC or illness: Responses	239	232
Staff without a LTC or illness: Responses	461	442



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

	2021	2022
Staff with a LTC or illness: Your org	49.5%	50.1%
Staff without a LTC or illness: Your org	59.8%	60.6%
Staff with a LTC or illness: Average	43.0%	44.7%
Staff without a LTC or illness: Average	54.2%	54.8%
Staff with a LTC or illness: Responses	368	351
Staff without a LTC or illness: Responses	1020	957

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

	2022
Staff with a LTC or illness: Your org	88.2%
Staff with a LTC or illness: Average	78.5%
Staff with a LTC or illness: Responses	186



### Staff engagement score (0-10)

	2021	2022
Organisation average	7.3	7.3
Staff with a LTC or illness: Your org	7.0	7.0
Staff without a LTC or illness: Your org	7.4	7.5
Staff with a LTC or illness: Average	6.9	6.9
Staff without a LTC or illness: Average	7.3	7.3
Staff with a LTC or illness: Responses	373	352
Staff without a LTC or illness: Responses	1026	958





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## Initial areas identified for improvement

There are three particular areas below where responses indicated we could do better, and we will engage with our Cultural Diversity, Long Term Conditions and Disability, and LGBTQIA+ Pride Networks and all services to identify actions we can take to ensure improvements:

- Percentage of staff reporting they have experienced discrimination due to their sexual orientation or disability has increased in the past 12 months.
- Percentage of our people from minority ethnic groups who believe we provide equal opportunities for career progression or promotion has decreased over the past 12 months.
- Percentage of staff experiencing physical violence at work from patients/service users, their relatives or other members of the public has slightly increased, and people experiencing this were less likely to report it.



## Next Steps

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

- The prevention of violence, aggression, bullying and harassment - with a particular focus on why individuals do not always report when an incident occurs (both to their managers at the time and/or via our incident reporting process).
- Look to strengthen both the support to the individual and our communications to patients/service users that violence, aggression, bullying and harassment will not be tolerated.
- Build on the changes implemented in our appraisal process to explore further ways colleagues can be more involved in decisions that directly impact their work area.
- Review what more can be done to prevent discrimination and any actions that need to be undertaken, with a particular focus this year on disability and sexual orientation.
- Continue to embed a fair, non-biased recruitment and promotion culture.



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## 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



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Questions?