

## TRUST BOARD

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Title:	<b>Staff Opinion Survey 2020</b>
Action:	<b>FOR DISCUSSION/NOTING</b>
Meeting:	<b>17 March 2021</b>

### **Purpose:**

The paper provides a summary of the Staff Opinion results for 2020 recently received and released 11 March 2021.

### **Recommendation:**

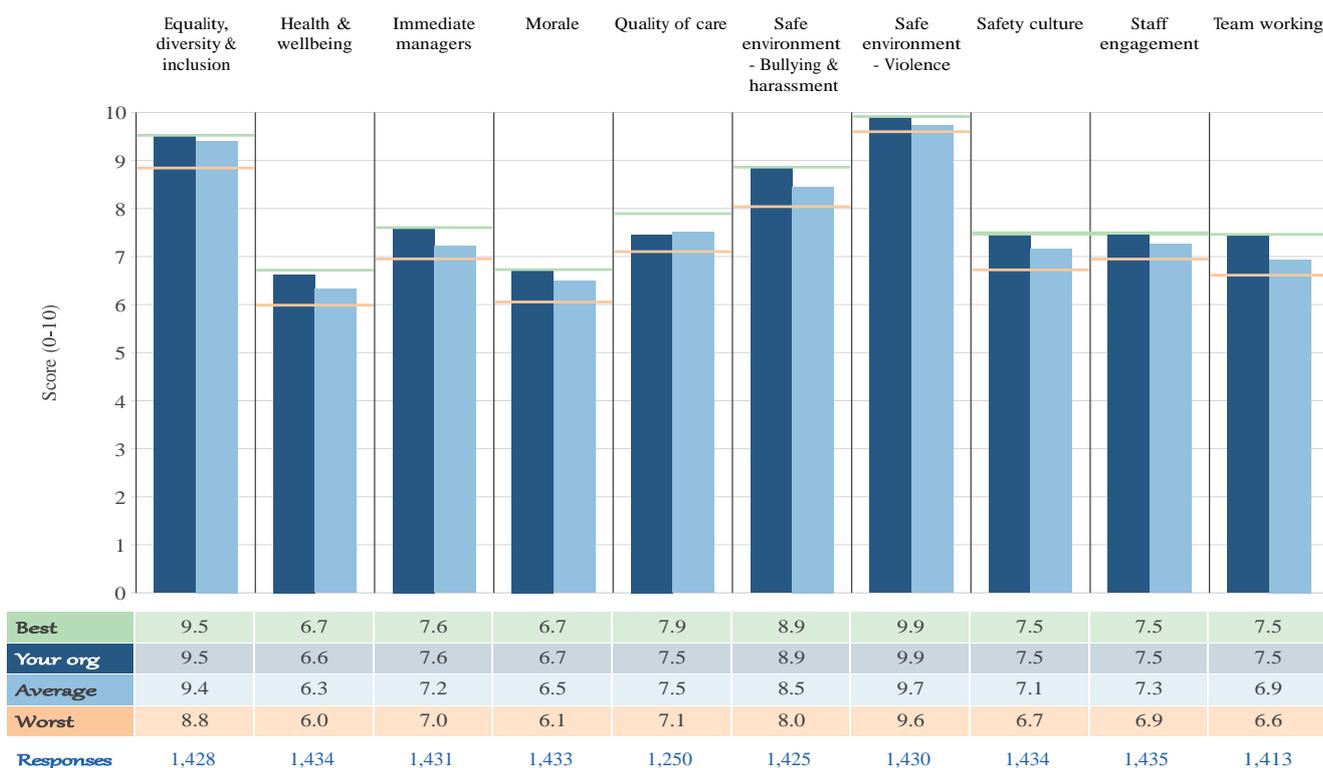
The Board is asked to note the summary

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# 1 Introduction

The results of the 2020 Staff Opinion Survey were released on 11 March 2021. With a response rate of 58%, the results continue to demonstrate that staff feel the Trust team provides/creates a good experience for staff with top or joint top scores in the sector for 8 out of 10 themes.



# 2 Overview:

Questionnaires were sent to 2,497 eligible staff in within the Trust, with 1437 questionnaires being returned giving this years' response rate of 57.5% (58%).

The majority of the theme scores for the 2020 NHS Staff Survey for the Trust are significantly above the sector score for similar organisations surveyed by Quality Health\*. With the Trust being top or joint top scorers in 8 out of the 10 themes. The Trust scored significantly better than the sector in 65% of questions, with no significant difference being drawn within the sector for 35% of the questions asked. 0% of questions were significantly worse.

No theme scores have either significantly improved or worsened since 2019. This is a very positive summary and indicates the Trust is performing well and builds on the excellent results with have had over the last few years. This is particularly significant this year due to the pandemic.

\* The Trust's benchmarking group are derived from the organisations contracted to Quality Health within our sector, Community Trusts – of which there are 11 organisations within the Quality Health database.

### **3 Highlights of Themed Results**

#### **3.1 Equality and Diversity**

The Trust is again top/joint top scorers within our bench marking sector for equality and diversity. Our score is marginally lower this year by 0.1 compared to 2019 however this is not completely surprising given what has occurred nationally over the last 12 months with not only the pandemic but also with the Black Lives Matter movement.

The Trust has improved on staff feeling that the Trust does act fairly with regard to career progression promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age which has increased by over 1% and is the top/joint top score for the sector.

Unfortunately there has also been a slight increase in staff reporting that in the last 12 months they have experienced discrimination at work from their manager/team leader or other colleagues which increased from 3.4% in 2019 to 4.5% in 2020. This is still lower than the sector average and in comparison the top score for the sector from 2019 was 3.2% which has increased to 4.1% in 2020. This will be an area of enquiry for our action plan both in services and with colleagues in the BAME network.

#### **3.2 Health and Wellbeing**

The Trust score is still above the sector average however it has dropped marginally in 2020 to 6.6 (6.7 in 2019). The Trust has increased positive results in staff saying they have opportunities for flexible working (69.3% in 2019 increasing to 71.7% in 2020), and in feeling that the Trust takes positive action on health and wellbeing (44.6% in 2019 increasing to 53.2% in 2020). This shows the positive impact on the Trust health and wellbeing initiatives over the last 12 months including the Trust's Stepped Approach Offer.

However unfortunately, but not unsurprisingly, given the pandemic, there is an increase in responses from staff saying that they have suffered from a muscular skeletal problem due to work (23.7% in 2019 increasing to 31.6% in 2020) and from work related stress (33.9% increasing to 42.1% in 2020). More positively, less staff are reporting that they have attended work when not well enough to do so with 42.2% reporting this in 2020 which has decreased significantly from 50.1% in 2019. Continued attention will be given in this area through our stepped approach and other initiatives.

#### **3.3 Immediate Managers**

We have the top/joint top overall score for consecutive years. We have also reported increased positive responses in relation to manager feedback and immediate managers, asking their team's opinion before making a decision that will impact their work area. There is a slight dip in responses stating that immediate managers take a positive interest in health and wellbeing.

#### **3.4 Morale**

The Trust were again top/joint top in staff responses across the bench marked sector, however responses did marginally drop for some questions. There was improvement in staff not feeling that they have unrealistic time pressures.

### 3.5 Quality of Care

The Trust scores were in line with the benchmarking sector average scores. There has been a slight drop in positive responses in staff being satisfied with the quality of care that they give. However, there are improved responses of staff being able to deliver the care they aspire to deliver. This may be attributed to staff reporting more positively than in 2019 that they have adequate staffing levels and equipment to do their roles. We have also had significantly improved positive scores since 2019 in staff saying that they believe that patient care is the Trust's top priority.

### 3.6 Safe Environment – Bullying and Harassment

The Trust has consistently scored top/joint top positive scores in our benchmarking sector for staff not suffering from bullying and harassment which increased to a score of 8.9 in 2020 from 8.7 in 2019.

### 3.7 Safe Environment - Violence

Similar to the responses in relation to bullying and harassment, the Trust has scored top/joint top with a score of 9.9 for the last three years. We need to ensure we maintain a zero tolerance to violence.

### 3.8 Safety Culture

The Trust has scored the top/joint top score for the last few years within its benchmarked sector. In particular the Trust scored top/joint top for the Trust treating staff fairly who are involved in an error, near miss or incident. There has also been improvement since 2019 for staff receiving feedback about changes made in response to reported errors, near misses and incidents.

### 3.9 Staff engagement:

The Trust has again scored the top/joint top score in its benchmarked sector which is consistent since 2017. 76.2% would recommend the Trust as a place to work (again top/joint top score for this question) and 85.3% of staff would be happy with the standard of care provided by the Trust if a friend or relative needed treatment.

### 3.10 Team Working:

The Trust has scored top/joint top in positive responses concerning team working with top responses for staff have shared objectives and meeting to discuss team effectiveness.

## **4 Workforce Race Equality Standards (WRES) Results**

4.1 The results from this year's staff survey linked to the WRES overall dipped slightly, although the Trust is still above the benchmarked sector average for positive responses. There has been an increase in staff from a BAME background reporting that they have suffered from bullying and harassment from staff in the last 12 months. There has also been an increase in reports of discrimination from a team lead/manager from 7.9% in 2019 to 11.9% in 2020.

4.2 This area needs enquiry and careful planning to improve the experience of our staff from a BAME background.

4.3 However there has also been a positive increase in staff from a BAME background reporting that they feel the Trust gives equal opportunities on promotion/career progression.

## **5 Workforce Disability Equality Standards (WDES) Results**

- 5.1 There has been a drop in staff with a long term condition (LTC) reporting that they have suffered from bullying and harassment from the public, which is positive. It is noted however, that many of these members of staff have been shielding. There is an increase in reports of bullying and harassment from managers towards staff with a LTC (7.7% in 2019 to 9.1% in 2020) and from staff (14.8% in 2019 and 15.5% in 2020) which is concerning and may be linked to greater visibility of staff with LTC as they have been shielding. There are also positive results in staff with a LTC reporting the Trust gives equal opportunities on promotion. There has also been a positive drop in staff that have a LTC feeling pressure to come to work despite not being well enough.

## **6 Covid-19 Specific Questions**

- 6.1 Staff were asked four classification questions relating to their experience during the Covid-19 pandemic:
- a) Have you worked on a Covid-19 specific ward or area at any time? Yes/No
  - b) Have you been redeployed due to the Covid-19 pandemic at any time? Yes/No
  - c) Have you been required to work remotely/from home due to the Covid-19 pandemic? Yes/No
  - d) Have you been shielding? Yes, for myself Yes, for a member of my household, No
- 6.2 The results provided are in relation to the breakdown of theme scores for staff answering 'yes' to each of these questions, compared with the results for all staff in the Trust. These have been presented in the context of the highest, average and lowest scores for similar organisations. From reviewing the data, Trust staff responded above the benchmarked average sector in the majority of the questions asked and are not significantly lower in any area questioned.

## **7 Next Steps:**

- 7.1 The Staff Survey Improvement Group to develop an action plan in partnership with Trust staff side. Services will also be asked to develop action plans with staff, having reviewed their directorate breakdown of results. The Trusts BAME and Long Term Conditions and Disability networks will be asked to discuss the results and identify actions for inclusion in the Trust's plans.