

TRUST BOARD IN PUBLIC		Date: 25th April 2014 Agenda Item: 4.2			
REPORT TITLE:		2013 Staff Survey Report			
EXECUTIVE SPONSOR:		Yvonne Parker, Director of HR			
REPORT AUTHOR:		Sally Knight, Head of Workforce Development			
REPORT DISCUSSED PREVIOUSLY:		Finance and Workforce Committee 22 nd April 2014			
Purpose of the Report and Action Required					
Approval		Discussion		Information/Assurance	√
Summary: (Key Issues)					
<ul style="list-style-type: none"> • Highest response rate (68%) in the nine years that the Survey has been undertaken. • Continued improvements in most key factors compared with 2012 and when benchmarked against other NHS Trusts. • Many of the key factors put the Trust in the top 20% of NHS Trusts • Third year of the strategic approach focusing on staff engagement and key priority areas • Priority areas for 2014/15 will include appraisals, protecting our staff from 3rd party physical violence, reducing work related stress and maintaining high levels of staff engagement. • Organisational action plan will be supported by local /directorate plans 					
Relationship to Trust Corporate Objectives & Assurance Framework:					
Supports objectives 1 & 4					
Corporate Impact Assessment:					
Legal and regulatory implications					
Financial implications					
Patient Experience/Engagement		High levels of staff engagement correlate with higher levels of patient satisfaction.			
Risk & Performance Management					
NHS Constitution/Equality & Diversity/Communication		NHS Constitution, NHS Values, Public sector Equality Duty			
Attachments: Staff survey report 2013, Infogram of key findings (png)					

2013 Staff Survey Report

Introduction

This is the third year of our strategic approach for Staff Engagement and Organisational Development (OD). Approved by the Board in 2102 our approach focuses on long term staff engagement priorities, informed and measured by the staff survey data. This approach has resulted in year on year improvements the reported staff engagement and satisfaction of Trust employees. The survey also enables us to benchmark our performance with other acute Trusts. This report:-

- summarises the results of our benchmarked performance
- identifies the progress against the plans in 2013 and
- proposes the continuation of our strategic approach

Headlines from the 2013 National NHS Staff Survey

1. The sample response rate for the Trust was 68%, which is in the **highest 20%** when compared against other Acute Trusts. The 2013 response rate is an improvement on the 57% in 2012.
2. Staff satisfaction has increased in the past three years (3.42 in 2011, 3.59 in 2012, and 3.69 in 2013) and is now in the **best 20% of acute trusts**.
3. There has been a year on year improvement in staff engagement. For 2013 the overall staff engagement score is 3.83 and the Trust is in **the top 20%** compared to other Acute Trusts. In 2012 the score was 3.71 (**Average**) and in 2011 the score was in the lowest 20% of acute Trusts)
There are 3 sub-dimensions to employee engagement:
 - Staff ability to contribute towards improvement at work – Trust score 69% (**Average**)
 - Staff recommendation of the Trust as a place to work or receive treatment – Trust score 3.75 (**Better than average**)
 - Staff motivation at work – Trust score 3.99 (**Top 20%**)
4. The percentage of staff who would recommend the trust to a friend or relative needing treatment has continued to improve and is **now above average** (48% in 2011, 55% in 2012 and 68% in 2013)
5. In 2013 74% of staff believe that the care of patients is the Trust's top priority, a large increase since 2011 (56%) and 2012 (69%) **and above the national average** of 68%.
6. We are in **the top 20%** of staff having well-structured appraisals in the last 12 months – (44%) however we are in **the bottom 20%** for staff appraised in the last 12 months – (79%). This is a **7% increase** on 2012 figures but not enough to catch up other acute

trusts. Continuing to focus on improving both the quality and quantity of appraisals remains a priority.

7. In addition the percentage of staff experiencing physical violence from patients, relatives or the public in the last 12 months – (18%) places us in the **bottom 20% of trusts**. This is a new priority and activity to support our staff is underway.
8. The percentage of staff experiencing harassment, bullying or abuse from staff in the last 12 months – (21%) has dropped considerably from 2012 (29%).and **is below average** This was one of our priority areas last year and will continue to be so that the downward trend can be maintained.
9. Communication with senior management remains **in top 20%** of Trusts and is an important factor in staff engagement and needs to be maintained /enhanced.
10. The percentage of staff suffering work-related stress in the last 12 months has decreased and is now in the **top 20% of trusts** – (29%). Staff working extra hours has decreased and we are now average when compared to other acute trusts – (70%)

Immediate Actions

1. Communication of results to staff via All Staff and Senior Leaders meetings, SaSH Window, Directorate/Team meetings via HR Business Partners, e-bulletin. *Completed.*
2. Map staff survey questions to wards and Departments to identify high and low performing areas. Will then require local analysis and action planning. *In progress.*
3. Triangulate staff survey data with CIC “Confidential Care” and “FirstCare” absence reporting data to continue to understand the staff work experience and prioritise activity. *In progress.*
4. Identify and support staff groups most at risk of violence and abuse from third parties. *In progress*
5. Sharing of good practice and partnership with high performing NHS Trusts to develop new approaches to tackling common issues. e.g. solutions to improve appraisal rates and approaches to reducing the incidence of violence against staff. *On-going*
6. All above resulting in an Organisational action plan supported by local action plans to meet objectives in June/ July.
7. Priority areas to include a continuing focus on communication and involvement for good staff engagement, wellbeing activities to reduce work related stress, attention to violence and aggression and a renewed focus on Appraisal rate.



Infogram.png