

TRUST BOARD
26th August 2010

TITLE	Summer 2010 Staff Survey Report
EXECUTIVE SUMMARY	This paper reports on the Trust's staff satisfaction survey journey from 2007 – 2010 with a focus on the local summer survey conducted June-July 2010.
BOARD ASSURANCE (Risk) / IMPLICATIONS	This report and the results demonstrate positive improvement for the majority of areas where the Trust was performing below average in the 2009 national survey.
STAKEHOLDER / PATIENT IMPACT AND VIEWS	The results along with a presentation have or will be shared with the JLNC, EPF, Trust Executive Committee and the Patient, Public Engagement Group. Directorate-level results have been issued to each directorate for the development of local action plans, which will be managed through future performance review meetings.
EQUALITY AND DIVERSITY ISSUES	The findings suggest we are above national average on equality and diversity issues.
LEGAL ISSUES	No specific legal issues.
The Trust Board is asked to:	Note the report and approve the corporate action plan.
Submitted by:	Raj Bhamber, Director of Workforce & OD.
Date:	18 August 2010.
Decision:	Approve the corporate action plan.

Summer 2010 Staff Survey Report

1. Executive Summary

As part of the 'Supporting & Enabling the Workforce' workstream of the Workforce & OD Framework, a Summer Staff Survey 2010 was commissioned to provide a progress update on our actions to improve our staff satisfaction, targetting 16 specific areas. We obtained a 56.6% response rate from 1722 respondents.

Overall change from ASPH position in 2009:

- 14 key scores improved from their position in 2009
- 2 key scores showed no improvement from their position in 2009

Overall change in comparison with 2009 national average:

- 10 key scores previously below are now above national average
- 3 key scores previously below average are now at national average
- 3 key scores remain below national average

Noted areas for development (below national average):

- Availability of hand-washing materials
- Perception of equal opportunities in regards to career progression
- Reporting of errors, near misses, incidents

2. Introduction

The Summer Staff Survey 2010 was carried out between 21 June – 9th July 2010. A total of 3090 staff were sent a questionnaire, of which 3043 were eligible to complete the survey. 1722 staff returned a completed questionnaire, giving a response rate of 56.6%. This response rate exceeds the average 2009 National Survey response rate for acute trusts of 52.8%. Given that the fieldwork period is considerably shorter this is a considerable achievement.

The survey was commissioned as part of the 'Supporting & Enabling the Workforce' workstream of the Workforce & OD Framework to provide a check on an improving trajectory of staff satisfaction from 2007. The Summer Survey focused on 16 specific areas where the Trust scored below average in the 2009 National Survey.

3. Key Findings

KEY FINDING 4. Percentage of staff agreeing that they have an interesting job (the higher score the better)

- The trust's score of 86% was above average (better than average - 80%) when compared with trusts of a similar type.
- It is an increase since the 2009 national survey (better than 09 - 78%) when the trust scored 78%.

KEY FINDING 15. Percentage of staff appraised with personal development plans in last 12 months (the higher score the better)

- The trust's score of 66% was above average (better than average - 59%) when compared with trusts of a similar type.
- It is an increase since 2009 national survey (better than 09 - 55%) when the trust scored 55%.

KEY FINDING 16. Support from immediate managers (the higher score the better)

Staff were asked questions to assess the extent to which they feel that their immediate manager provides them with support. Possible scores range from 1 to 5, with 1 representing very unsupportive managers, and 5 representing highly supportive managers.

- The trust's score of 3.67 was above average (better than average – 3.6) when compared with trusts of a similar type.
- It is an increase since the 2009 national survey (better than 09 - 3.56) when the trust scored 3.56.

KEY FINDING 17. Percentage of staff receiving health and safety training in last 12 months (the higher score the better)

- The trust's score of 72% was below average (worse than average – 78%) when compared with trusts of a similar type.
- It is an increase since the 2009 national survey (better than 09 – 70%) when the trust scored 70%.

KEY FINDING 18. Percentage of staff suffering work-related injury in last 12 months (the lower score the better)

- The trust's score of 16% was average (average – 17%) when compared with trusts of a similar type.
- It is an improvement since the 2009 national survey (better than 09 – 19%) when the trust scored 19%.

KEY FINDING 19. Percentage of staff suffering work-related stress in last 12 months (the lower score the better)

- The trust's score of 26% was better than average when compared with trusts of a similar type (28%).
- It is an improvement since the 2009 national survey (better than 09 – 29%) when the trust scored 29%.

KEY FINDING 20. Percentage of staff saying hand washing materials are always available (the higher score the better)

- The trust's score of 51% was below (worse than) average when compared with trusts of a similar type (69%).
- This score has decreased since the 2009 national survey when the trust scored 65%

KEY FINDING 22. Percentage of staff reporting errors, near misses or incidents witnessed in the last month (the higher score the better)

- The trust's score of 95% was in line with the average when compared with trusts of a similar type (95%).
- It is an increase since 2009 national survey when the trust scored 89%.

KEY FINDING 24. Percentage of staff experiencing physical violence from patients / relatives in last 12 months (the lower score the better)

- The trust's score of 10% was in line with the average when compared with trusts of a similar type (11%).
- It is an **improvement since the 2009 national survey** when the trust scored 12%.

KEY FINDING 25. Percentage of staff experiencing physical violence from staff in last 12 months (the lower score the better)

- The trust's score of 1% was **better than average** when compared with trusts of a similar type (2%).
- It is an **improvement since the 2009 national survey** when the trust scored 2%.

KEY FINDING 27. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months (the lower score the better)

- The trust's score of 16% was **better than average** when compared with trusts of a similar type (18%).
- It is an **improvement since the 2009 national survey** when the trust scored 20%.

KEY FINDING 28. Perceptions of effective action from employer towards violence and Harassment (the higher score the better)

- The trust's score of 3.59 was above average (**better than average - 3.55**) when compared with trusts of a similar type.
- It is an increase since the 2009 national survey (**better than 09 - 3.53**) when the trust scored 3.53

KEY FINDING 29. Impact of health and well-being on ability to perform work or daily Activities (the lower score the better)

- The trust's score of 1.51 was **better than average** when compared with trusts of a similar type (1.57).
- It is **better than the 2009 national survey** when the trust scored 1.63

KEY FINDING 31. Percentage of staff reporting good communication between senior management and staff (the higher score the better)

- The trust's score of 36% was above average (**better than average - 26%**) when compared with trusts of a similar type.
- It is an increase since the since the 2009 national survey (**better than 09 - 29%**) when the trust scored 29%.

KEY FINDING 38. Percentage of staff having equality and diversity training in last 12 Months (the higher score the better)

- The trust's score of 45% was above average (**better than average - 35%**) when compared with trusts of a similar type.
- It is an increase since the 2009 national survey (**better than 09 - 25%**) when the trust scored 25%.

KEY FINDING 39. Percentage of staff believing trust provides equal opportunities for career progression or promotion (the higher score the better)

- The trust's score of 87% was below average (**worse than average - 90%**) when compared with trusts of a similar type.
- It is a decrease since the 2009 national survey (**worse than 09 - 88%**) when the trust scored 88%.

4. Overall Summary

Overall, the Trust has improved from its position from the 2009 national survey in 14 key finding scores.

In comparison with the national averages (as reported in the national survey in 2009), 10 key scores that were previously below average are now above average. 3 key scores previously below are now at national average. 3 key scores remain below national average.

Consequently, there are 3 key areas for specific targeted action by way of improvement and will be re-surveyed through the 2010 National Survey:

- Availability of hand-washing materials
- Perception of equal opportunities in regards to career progression
- Reporting of errors, near misses, incidents

A presentation accompanies this report and includes an action plan.