

HSI22/035

GOVERNING BODY

Title of paper	2021/22 Staff Survey Results		
Agenda item	9	Date of meeting	4 May 2022
Executive lead	Helen Ives, Director of Workforce		
Author	Gemma Limburn, Associate Director of People		

Purpose	For decision	<input type="checkbox"/>
	To ratify	<input type="checkbox"/>
	To discuss	<input checked="" type="checkbox"/>
	To note	<input checked="" type="checkbox"/>

Link to strategic objective	<p>This paper has links to Objectives:</p> <ul style="list-style-type: none"> • 1 – Operational Delivery • 2 – People and Teams • 3 – Service Transformation
------------------------------------	---

Executive Summary

The purpose of this paper is to provide assurance to the Board on the pro-active engagement with our people through the national staff survey and our commitment to ensure that the messages are heard and acted upon.

The Hampshire Southampton and Isle of Wight CCG participates in the national NHS staff survey which was undertaken in November 2021 and the results were made available at the end of March 2022. There was a good response rate of 75% and overall results were aligned to average results of CCGs across the country. This was a slight decline in participation from the previous year.

Work is being undertaken to analyse the results in detail and a series of actions will be undertaken with leaders and managers to address any areas of concern or indeed areas where good practice should be celebrated or shared. A communications plan is already in its implementation phase and the results have been made available to all staff and at a more granular level to the Executive Directors to cascade to their team leaders.

In the future we have also signed up to the quarterly pulse surveys which will allow us to monitor morale and mood as we move through this next period of organisational change.

In addition, we will also be working with Portsmouth CCG (who have confirmed a very similar results picture to ourselves) to ensure that this year's survey is undertaken for the one combined Integrated Care Board but with the ability to measure effectively against last year's results at a place level.

Recommendations	The Governing Body is asked to note the 2021/22 Staff Survey Results and to support the People team in the implementation of next steps
Publication	Include on public website <input type="checkbox"/>

Please provide details on the impact of following aspects	
Equality and quality impact assessment	The survey is also analysed by protected characteristic and a full analysis of this information will be undertaken and scrutinised. Any impact will be in relation to the results as opposed to the operation of and access to the survey in itself.
Patient and stakeholder engagement	Results shared with people, leaders and the wider system as well as high level results being available to all NHS staff and the public. The questions are set nationally by the central team. There are no direct implications arising from this report
Financial impact, legal implications and risk	There are no direct implications arising from this report
Data protection impact assessment	The only potential issue Only teams with 11 or more people participating in the survey get a team level result. This means that the possibility of identifying individuals substantially mitigated. Anonymity of staff is protected in their completion of the survey and people have the option to limit specific information in relation to their status or protected characteristics. An independent provider runs the survey, and the names of returns are not shared with anyone internally.
Principal Risk/s relating to this paper	There are no direct implications on risk arising from this report, however, the staff survey is one of the elements of assurance on controls, in particular related to workforce risks - GBAF Risk 05 - Staff Development & Workforce. Staff engagement and how we respond to that impacts overall wellbeing and resilience and ultimately on the service provided to our communities.



**Hampshire, Southampton and
Isle of Wight**
Clinical Commissioning Group

Staff Engagement Survey Results 2021/22

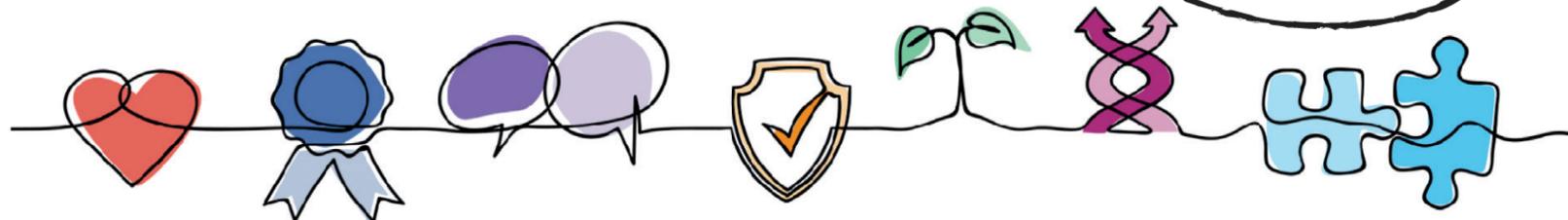
Hampshire, Southampton and Isle of
Wight CCG

Summary

- Annual Survey completion window September to November 2021
- Response rate 75%, in line with other CCGs, previous year was 82%.
- The direct data comparison to last years survey is not reliable as the organisations were still separate CCGs.
- New additional quarterly 'Pulse' survey between April 2022 and January 2023.
- This year the results were analysed against the People Promise categories.

NHS Staff Survey

75%
of people had their say



80%

of people said
colleagues
respect each
other.

69%

of people said our
organisation is **committed**
to helping them **balance**
their **work/ home life**.

80%

of people felt
their **manager**
values their
work.

81%

of people said their
manager takes a
positive interest in their
health and wellbeing.

Survey Sections

- Your Job
- Your Team
- People in Your Organisation
- Your Manager
- Your Health, Well-Being and Safety at Work
- Your personal development
- Your organisation
- Your experience during the Covid-19 pandemic
- Background Information

Survey Section Summary

Your Job: Scores show that staff generally look forward to going to work, feel trusted to do their job and are pleased with the flexible working opportunities that have been offered.

Over the last two years most staff have worked from home during the COVID-19 pandemic. Staff have had the flexibility of using workspaces within our offices when Government guidance has allowed.

Your Team:

Although our scores are overall around average, areas for improvement are ensuring staff understand roles within their teams and disagreements within teams need to be handled appropriately.

Survey Section Summary

People in your organisation:

Our scores demonstrate the relationships formed between colleagues are good. Colleagues demonstrate our values and respect and treat each other well.

Your Manager:

Scores are in line with other CCGs. Staff feel valued by their line managers and seem to have positive relationships in place.

Your Personal Development:

The scores are mixed in this area. Positively, staff feel like they have an opportunity to improve their knowledge and skills, that the organisation offers them challenging work and a large majority of staff had an appraisal conversation. However, some do not feel that the appraisal helped them to do their job better or have clear objectives.

Highest Scoring/Most Positive

- Have you felt pressure from your manager to come to work?
- I am trusted to do my job
- Experienced discrimination (9 questions)
- I enjoy working with the colleagues in my team
- I would feel secure raising concerns about unsafe clinical practice
- In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public OR Physical Violence at Work from Managers OR colleagues – this was a significant issue in the survey results last year and it is good to see this improvement

Lowest Scoring/Least Positive

- How often, do you find your work emotionally exhausting?
- How often, if at all, do you feel worn out at the end of your working day
- I have unrealistic time pressures
- The appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review helped me to improve how I do my job
- How often, if at all, does your work frustrate you?

Next Steps

- The Results have already been shared for Executive team areas for cascade.
- For teams with over 11 members of staff that have participated in the survey there will be an set of results available to you which your executive director will now have in their possession
- Over the coming weeks team leaders will be offered the opportunity where they have their own data set to work with a member of the people team to do a deeper dive into the their results and to develop an action plan for response.
- Deeper analysis of the results is still being undertaken and where there are specific areas of concern or good practice to share in specific teams the people team will be seeking to address this.
- Our Equality and Diversity Manager will be taking a specific look at diversity and inclusion in relation to the results and sharing with the various networks before reaching out to team leaders to work with them on addressing issues of concern.