

Report Title:	Staff Survey Report		
Sponsoring Executive:	Ruth Wilkin, Director of Communications		
Report Author:	Ruth Wilkin, Director of Communications		
Meeting:	Trust Board (Public)	Date	6 th April 2022

1. Suggested discussion points *[two or three issues you consider the Trust Board should focus on]*

The 2021 staff survey results show a deterioration in positive scores across most areas. In the 2020 survey, the Trust identified four priority areas for improvement. Some change can be seen as a result, but progress is not evident across all areas.

In addition, clinical groups and directorates are developing top actions in response to the staff survey results and engaging with teams to share results and generate feedback. Local and Trust-wide actions will be collated into a single survey response plan during May 2022.

The staff survey and quarterly Pulse check survey results should be used to evidence effective implementation of the Trust's People Plan, due in draft form during April and to be adopted by the Board at the end of Q1 2022/23.

The Trust has identified other Trusts to learn from, who have been able to evidence sustained improvement in staff survey results. The People & Organisation Development Committee will receive regular reports to monitor progress against the staff survey response.

2. Alignment to our Vision *[indicate with an 'X' which Strategic Objective this paper supports]*

Our Patients	Our People	Our Population
To be good or outstanding in everything that we do	To cultivate and sustain happy, productive and engaged staff	To work seamlessly with our partners to improve lives
	X	

3. Previous consideration *[where has this paper been previously discussed?]*

POD Committee – February and March 2022

4. Recommendation(s)

The Trust Board is asked to:

- a. NOTE** the summary results for the 2021 staff survey.
- b. CONFIRM** the areas of focus for the 2021 response, as recommended by POD Committee.
- c. AGREE** to get assurance on progress via POD Committee.

5. Impact *[indicate with an 'X' which governance initiatives this matter relates to and where shown elaborate]*

Trust Risk Register		x			
Board Assurance Framework		x			
Equality Impact Assessment	Is this required?	Y	N	x	If 'Y' date completed
Quality Impact Assessment	Is this required?	Y	N	x	If 'Y' date completed

SANDWELL AND WEST BIRMINGHAM NHS TRUST

Report to the Public Trust Board: 6th April 2022

Staff Survey Report

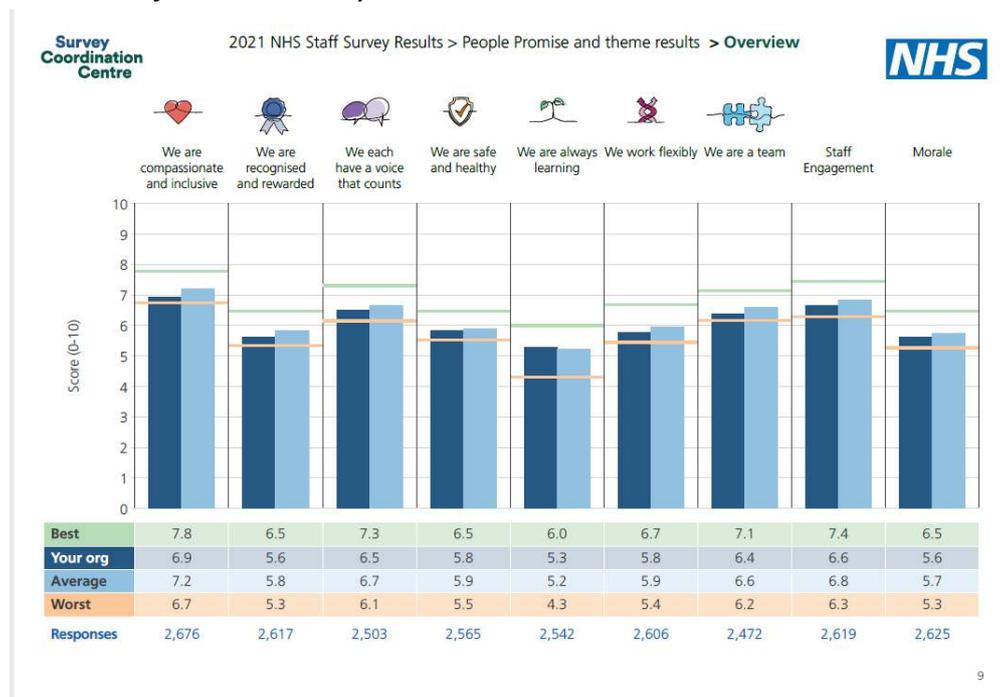
1. Introduction

- 1.1 In October 2021 we issued the national staff survey to all colleagues. Everyone had an opportunity to give their feedback via a unique email link. Colleagues in portering, ward services and catering received paper copies directly to their home addresses.
- 1.2 The response rate was 39.3% (2,920). We received the initial results at organisational level in December 2021. The benchmarked report was received at the end of February 2022. This compares our results to other, similar organisations (acute and community NHS organisations). The median response rate for benchmarked organisations was 46%.
- 1.3 The results were published nationally on 30 March 2022.

2. Summary results

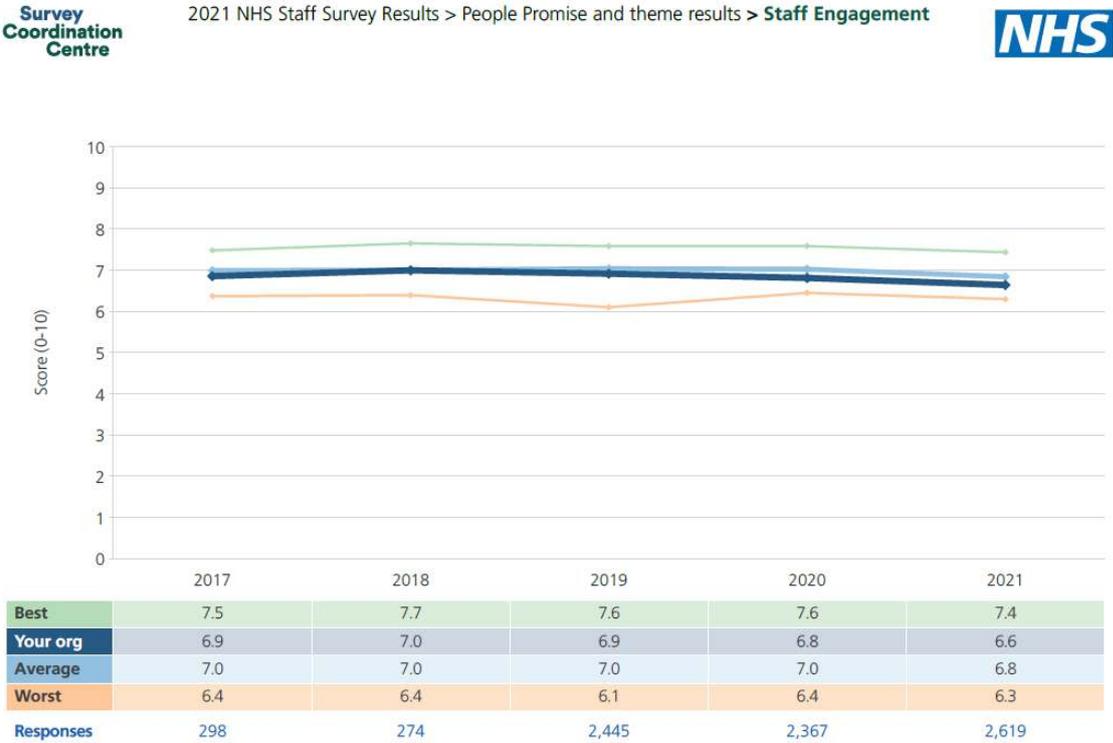
- 2.1 The results show a deterioration in positive scores across most of the themes within the staff survey compared to the 2020 survey. This deterioration is seen across our benchmarked organisations.
- 2.2 The Trust results remain below the average on most areas.

Figure 1: Overview of Trust results by theme



2.3 The staff engagement score has deteriorated slightly compared to previous years.

Figure 2: Staff engagement score 2017 – 2021



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3. Impact of 2020 priority focus areas

3.1 The Trust Board agreed that focus should be given to four key areas as a result of the 2020 survey. These were:

- Health and wellbeing
- Equality, diversity and inclusion
- Team Communication
- Line manager development

3.2 Improvement can be seen in the responses to some of the health and wellbeing questions, in line management and team communication. The 2021 results do not indicate positive change within the equality, diversity and inclusion questions.

Figure 3: Health and safety climate

Promise element 4: We are safe and healthy

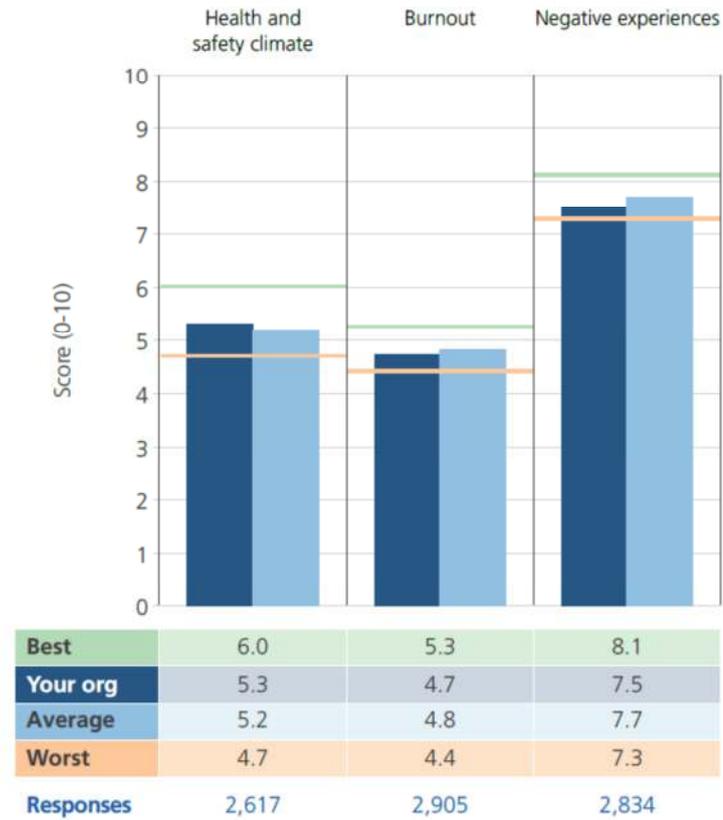
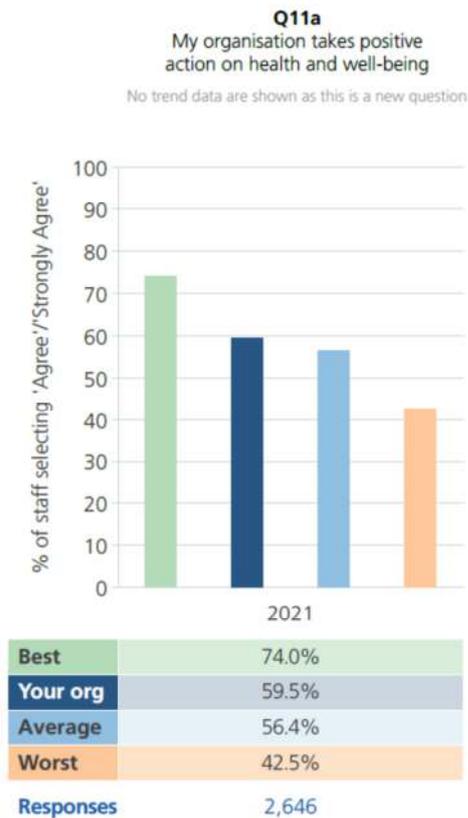


Figure 4: Health and wellbeing



3.3 Team working and line management remains below the average. However there has been improvement in some aspects of team communication. We score above average for appraisals.

Figure 5: Team communication

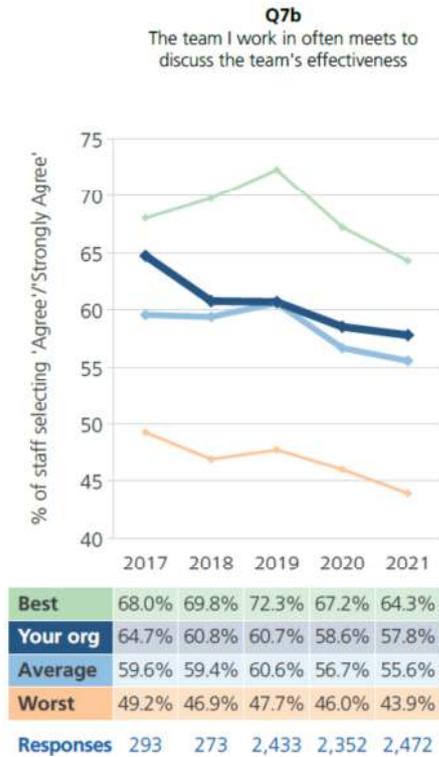
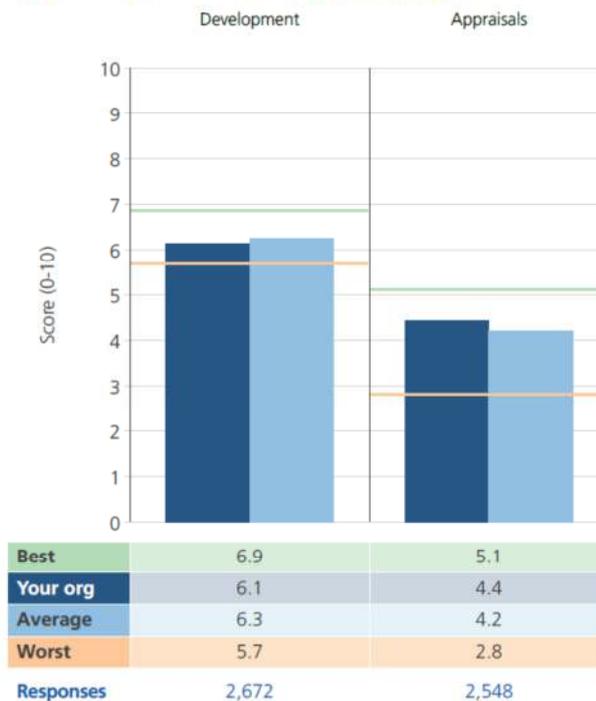


Figure 6: Learning culture

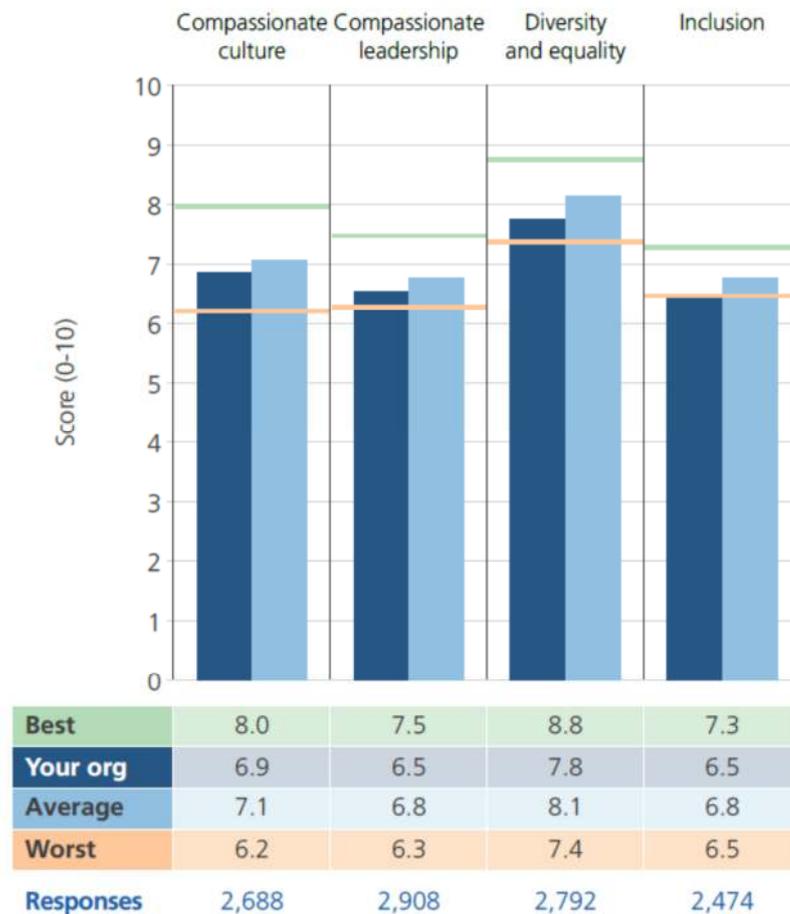
Promise element 5: We are always learning



3.4 The score for inclusion is at the level of the worst of the benchmarked organisations.

Figure 7: Compassionate and inclusive

Promise element 1: We are compassionate and inclusive



4. Responding to the staff survey

4.1 Each clinical group and corporate directorate is holding listening events with staff to share the Trust and relevant directorate results. These events allow opportunities for staff to suggest areas for improvement. Top three actions for directorates will be developed during April and will feed into a Trust-wide response plan that will be completed in May 2022.

4.2 The People and Organisation Development Committee has requested a strong focus on:

- Fairness of recruitment practices
- Inclusion

Improvement plans for these areas will be part of the Trust-wide response plan.

4.3 The response plan will be monitored by the People and Organisation Development Committee (POD).

- 4.4 The Trust has identified two organisations who have demonstrated a sustained improvements in staff survey results to work with and learn from with the region. We are planning a learning event to understand how these Trusts have achieved changes in staff experience as evidenced through the staff survey responses.

5. Use of staff survey data

- 5.1 The Trust's People Plan, due for sign off in Q1 of 2022/23, is the key enabler to drive our People strategic objective, including improvements in the staff survey and quarterly Pulse survey results. The survey results can therefore be used to assess the impact of the People Plan within the organisation.
- 5.2 Board level metrics include data from the quarterly Pulse survey and the national staff survey.

6. Recommendations

- 6.1 The Trust Board is asked to:
- a. **NOTE** the summary results for the 2021 staff survey.
 - b. **CONFIRM** the areas of focus for the 2021 response, as recommended by POD Committee.
 - c. **AGREE** to get assurance on progress via POD Committee.

Ruth Wilkin
Director of Communications

18.03.22