

<b>Report Title</b>	2020 Staff Survey: Summary findings		
<b>Sponsoring Executive</b>	Ruth Wilkin, Director of Communications		
<b>Report Author</b>	Ruth Wilkin, Director of Communications		
<b>Meeting</b>	Trust Board (Public)	<b>Date</b>	1 <sup>st</sup> April 2021

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

The national staff survey results were published on 11 March 2021 allowing the Trust the opportunity to view our benchmarked results against other acute / acute & community Trusts. The results indicate slightly below average scores across most themes with the exception of quality of care and safety at work from violence.

The Trust has four themes of positive action: equality, diversity and inclusion; health and wellbeing; team communication and line manager development. There is a plan of Trust-wide and local engagement to refine the action plans that are to be monitored by the People & OD Committee.

Of particular interest is the differential reporting in the survey of colleagues depending on where they have been working during the pandemic. Staff who were shielding at the time of completing the survey responded less positively than other colleagues. The Trust's equality, diversity and inclusion programme for improvement is also a key priority when looking at the differential responses for the Workforce Race Equality Standards (WRES) and Workforce Disability Equality Standards (WDES) indicators.

### 2. Alignment to 2020 Vision *[indicate with an 'X' which Plan this paper supports]*

Safety Plan		Public Health Plan		People Plan & Education Plan	X
Quality Plan		Research and Development		Estates Plan	
Financial Plan		Digital Plan		Other <i>[specify in the paper]</i>	

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

Clinical Leadership Executive: Jan 2021; Private Trust Board: Feb 2021; People & OD Committee: February 2021

### 4. Recommendation(s)

The Trust Board is asked to:

- a. Note the benchmarked results
- b. Note and agree the four themes to cover Trust-wide actions
- c. Agree the plans for staff engagement and development of further local actions
- d. Agree for the action plan and monitoring to be carried out by the People & OD Committee.

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

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



# SANDWELL AND WEST BIRMINGHAM HOSPITALS NHS TRUST

## Report to the Public Trust Board: 1st April 2021

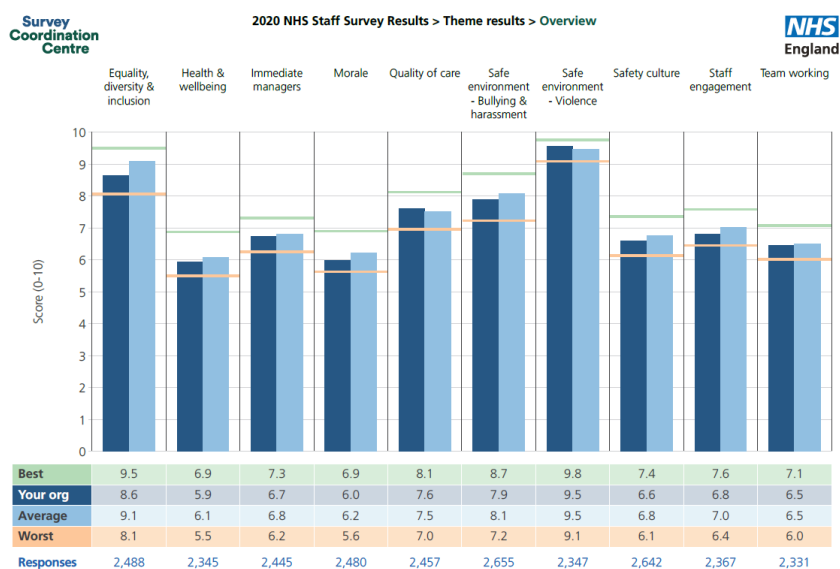
### 2020 Staff Survey: Summary findings

#### 1. Introduction or background

- 1.1 The national staff survey is a requirement of every organisation. The Trust participated in the survey programme during Q3 2020/21 with every employee being asked to complete an online or paper survey.
- 1.2 The Trust's results were shared with Board members during the private meeting in February 2021. The results were published nationally on 11 March 2021 which has included a Trust report containing benchmarked information that compares our scores to other similar NHS Trusts.
- 1.3 The Trust's results have also been shared with the Clinical Leadership Executive and themes developed for action planning.

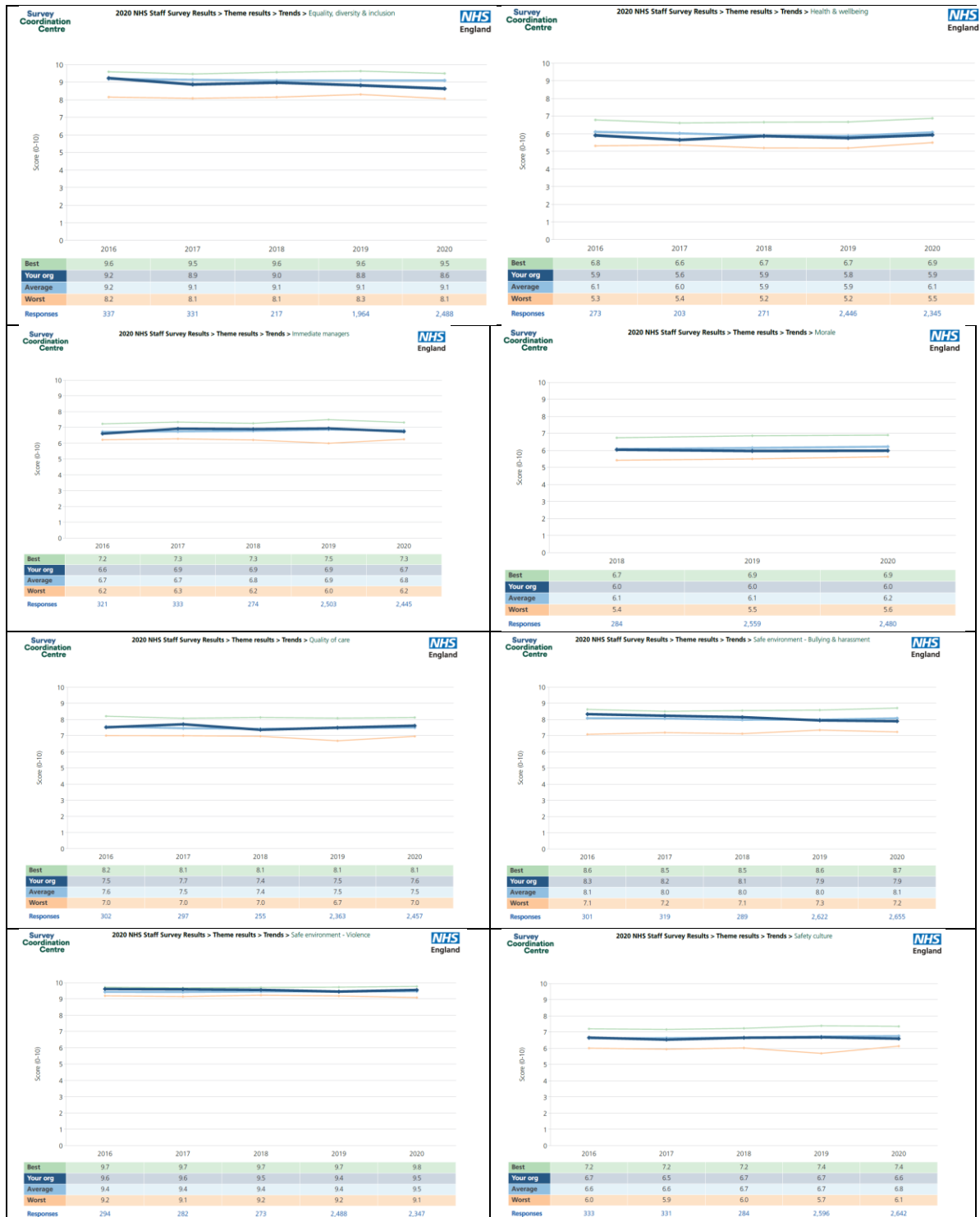
#### 2. Summary results

- 2.1 Trust Board members have previously reviewed the Trust's own scores compared to previous years. The summary overview shows the Trust's scores compared to other, similar Trusts. We are benchmarked against all other Acute and Acute and Community Trusts. The Trust response rate was 38%, with 2786 completed surveys received.
- 2.2 The staff survey questions are grouped in themes. The overview of our Trust's scores in relation to other Trusts by theme is shown here:

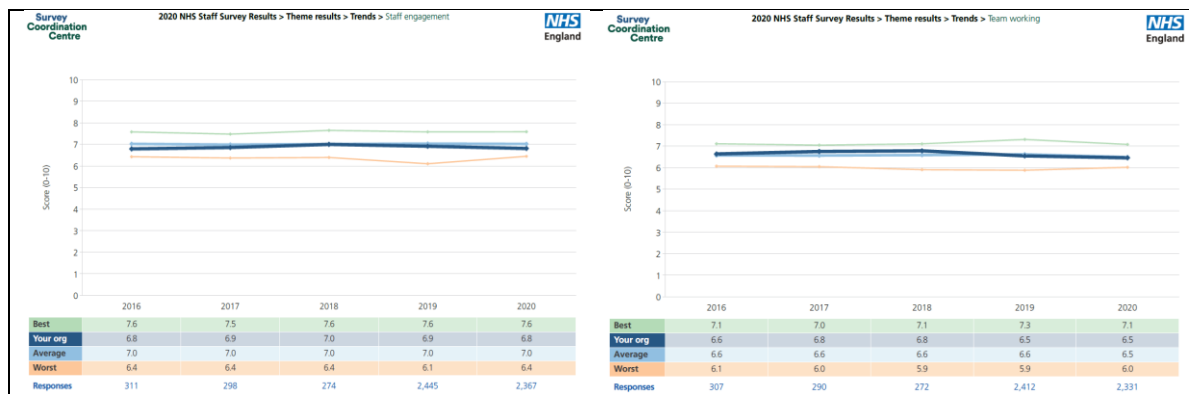


The Trust scores slightly below average across most themes except for staff view on the quality of care provided and for a safe environment with respect to violence which both show scores that are above average.

2.3 We can also look at trends over time, for the past five years. It should be noted that Trusts are able to choose either a percentage sample of respondents or offer all colleagues the opportunity to take part. For the past two years the Trust has switched from a representative sample to a Trust-wide survey. This has improved the Trust response rate from previous years.



Cont...



These results indicate that scores have been largely consistent over the past few years with the exception of equality, diversity and inclusion that is showing a downward trend between 2018 and 2020.

- 2.5 Additional questions were included in the 2020 survey relating to where and how staff were working during the pandemic. This allows analysis of response according to whether they worked on Covid-19 wards, were redeployed, were required to work from home or were shielding. The results show that staff who have been shielding for themselves or because of a vulnerable household member were consistently less positive in their responses across most themes. This indicates that the Trust must ensure that these colleagues are continually supported with information about the Trust, contact from line managers and team colleagues, and health and wellbeing.
- 2.6 Responses to certain questions are also be analysed by ethnicity (white / BME) for the Workforce Race Equality Standard (WRES) and by staff with a long term health condition / illness (LTC) for the Workforce Disability Equality Standard (WDES) indicators.

Results indicate that BME colleagues are more likely to report experience harassment, bullying or abuse from staff in the last 12 months (29.9% BME; 23.1% white); respond less positively in respect of the organisation providing equal opportunities for progression (67.9% BME; 81.7% white); and more likely to report cases of discrimination at work from colleagues (15.8% BME; 6.3% white).

Staff with a long-term condition or illness were more likely to report experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months (36.8% LTC; 25.9% no LTC) and from colleagues (23% LTC; 12.4% no LTC). Colleagues with a long term condition/ illness were also less positive about opportunities for progression at the Trust (65.9% LTC; 78.6% no LTC); were more likely to report feeling pressure to come into work despite being unwell (40.4% LCT; 31.7% no

LTC); were less satisfied that the organisation valued their work (31% LTC; 47.9% no LTC) and were overall less engaged (6.2 LTC; 7.0 no LTC).

### **3. Trust response**

- 3.1 The Trust has been developing its action plans in relation to four themes that have been added to since the February Board meeting. These are to focus on:
- Equality, diversity and inclusion: The Trust Board is well informed about the plans to improve this important agenda within the Trust.
  - Health and wellbeing: The impact of Covid-19 means that we must make health and wellbeing a priority for improvement over the coming year.
  - Team communication: How individual employees receive and feedback information about the Trust so that they can understand the primary objectives and their contribution to these goals will support improved staff engagement and morale
  - Line manager development: As discussed in the Trust Board meeting in February, a number of the responses to questions about line manager support are less positive that we would like. We recognise the importance of developing line managers and equipping managers with the tools to support and lead their teams.
- 3.2 It is vital that we continue to engage colleagues in the development of Trust-wide actions to improve within these four themes. This month's Team Talk asked all teams to engage in a discussion about the four themes and develop suggestions for what they would like to see the Trust do in these areas. During April we will also arrange a number of open listening events for colleagues to participate in. During May our full action plan will be published along with a "You Said: We Did" campaign to demonstrate the impact that contributions to the staff survey are making.
- 3.3 The staff survey results is also analysed by directorates. Directorate managers have received their own reports and have been asked to discuss in their directorate and team meetings how they can put in local improvements to make an impact in response to their directorate results.
- 3.4 It must be emphasised that actions relating to the four themes have already begun and will be further added to and refined as a result of the listening and engagement activities.

### **4. Recommendations**

- 4.1 The Trust Board is asked to:
- a. Note the benchmarked results
  - b. Note and agree the four themes to cover Trust-wide actions
  - c. Agree the plans for staff engagement and development of further local actions
  - d. Agree for the action plan and monitoring to be carried out by the People & OD Committee.

Ruth Wilkin, Director of Communications - 24.03.21