



Sheffield Health
and Social Care
NHS Foundation Trust

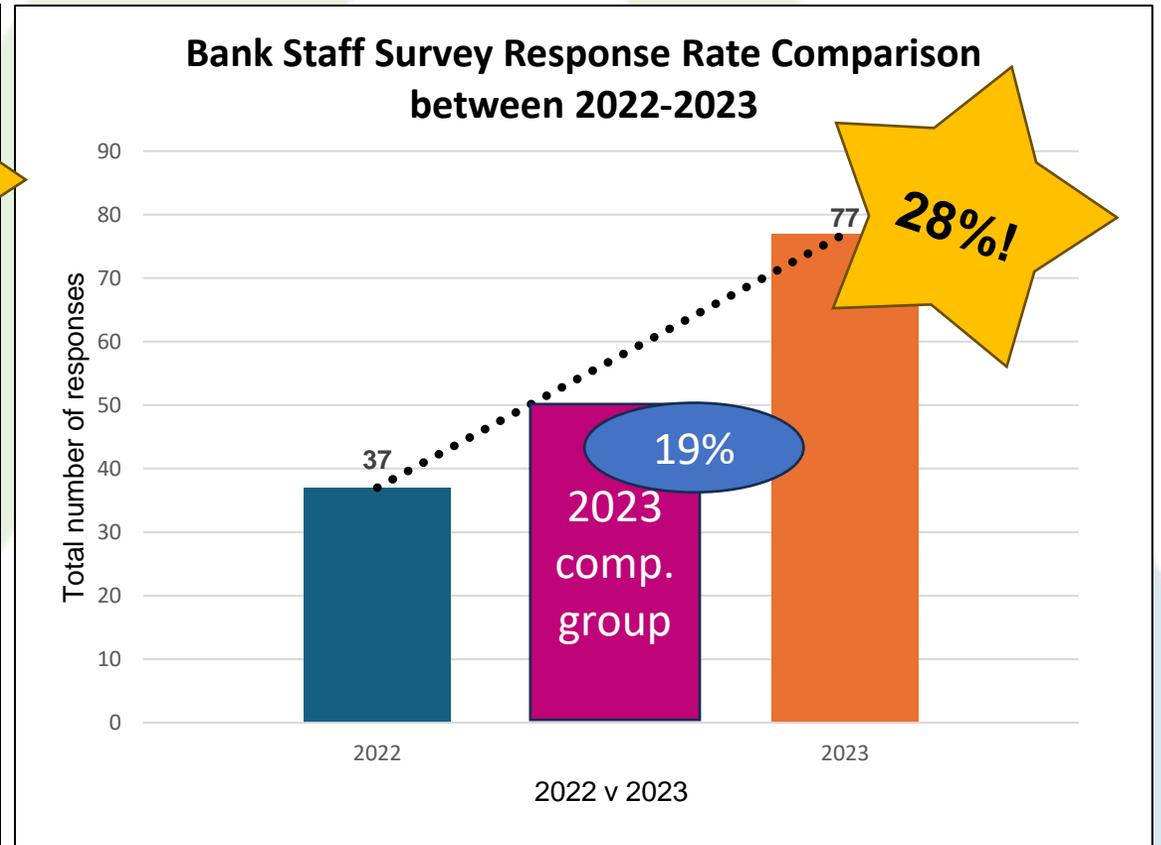
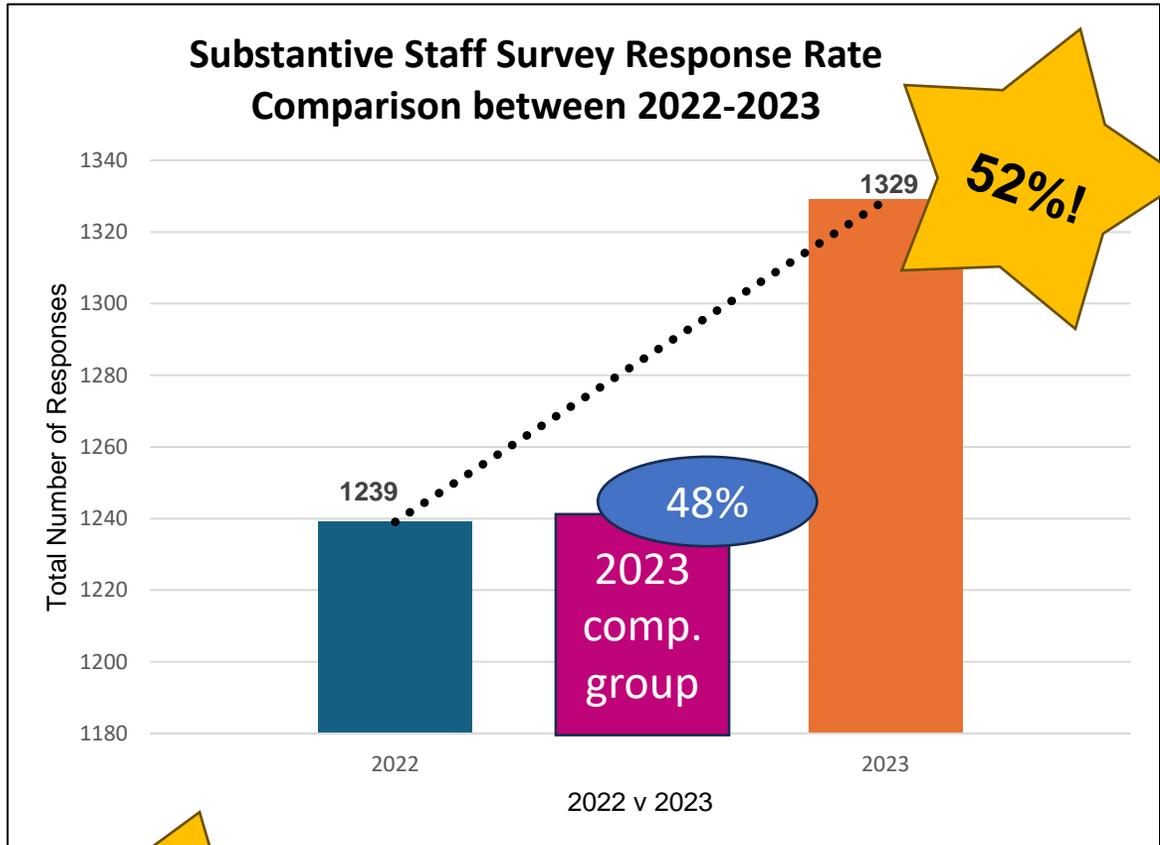
Council of Governors – 25 April 2024

Staff Survey 2023 results



Staff Survey Response rates 2022 v 2023

- Substantive Staff & Bank Staff



52%
target
reached!

Substantive – 2023 response rate 52%
v 48% comparator group
(SHSC 48% in 2022)

Bank – 2023 response rate 28%
v 19% comparator group
(SHSC 15% in 2022)

Response Rates 2022v2023

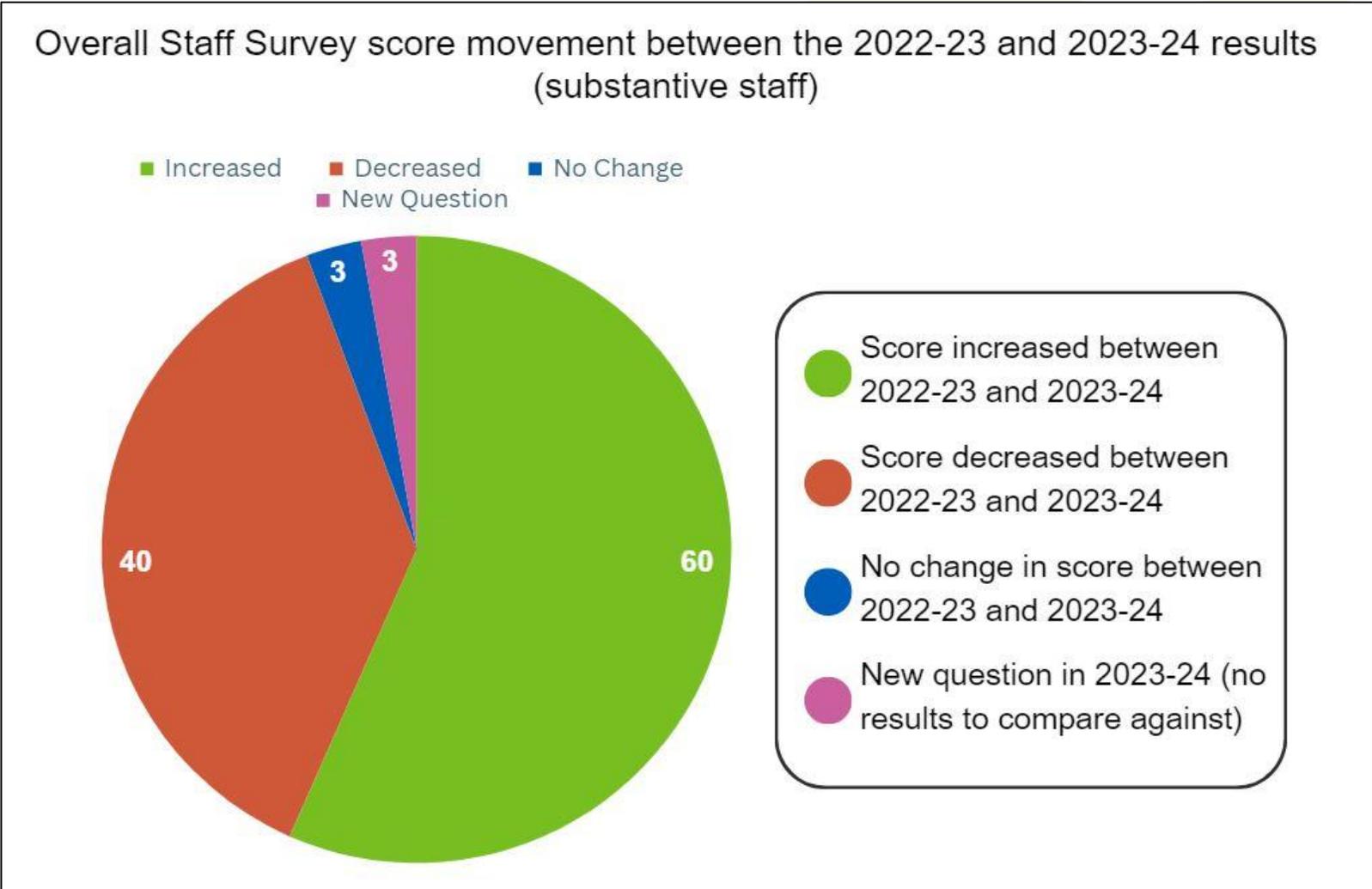
Directorate Level (L4)		Response Rate 2023
1	Acute and Community Services	42.42%
2	Clinical Ops Mngt/Central	32.85%
3	Finance Directorate	89.00%
4	Medical	50.00%
5	Nursing & Professions	89.86%
6	People Directorate	82.19%
7	Rehab & Specialist Services	57.98%
8	Special Projects (Estates & Strategy)	58.23%
Total Response Rate (2593 staff invited)		52.02%

Service Level (L5)		Response Rate 2022	Response Rate 2023
1	Acute & Community Central	52.17%	47.37%
2	Acute	32.83%	42.39%
3	Clin Effect, Strategy & Med Mng	76.92%	51.06%
4	Community	42.72%	61.14%
5	Crisis	35.57%	44.81%
6	Digital	82.35%	83.87%
7	Facilities	57.14%	51.47%
8	Finance	96.30%	97.37%
9	Forensic & Rehabilitation	43.10%	50.00%
10	Highly Specialist	61.88%	62.07%
11	Learning Disabilities	50.00%	63.29%
12	Management Team	81.82%	67.86%
13	Medical PGME	33.08%	87%* excl. regional trainees
14	Nursing & Professions	68.83%	89.86%
15	Older Adults	32.12%	32.15%
16	People Directorate	86.36%	82.19%
17	Pharmacy Dept	78.15%	87.10%
18	Psychology Services	12.50%	61.54%* excl. regional trainees
19	Research & Development Dept	63.16%	80.00%
20	Strategy & Planning		100.00%
21	Talking Therapies	69.40%	61.34%
22	Therapy Services	69.23%	68.18%

How did we do?

SHSC overall ...

How did we do? - substantive staff



107 survey questions – 60Qs improved, 40 Qs decreased
3 Qs unchanged and 3 new Qs

We are compassionate and inclusive



↑
We've improved here!

We are recognised and rewarded



↑
We've improved here!

We each have a voice that counts



↑
We've improved here!

We are always learning



↑
We've improved here!

We work flexibly



↑
We've improved here!

We are safe and healthy

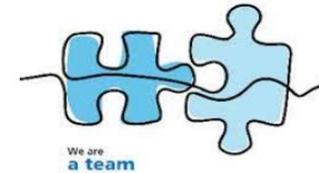


↑
We've improved here!



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We are a team



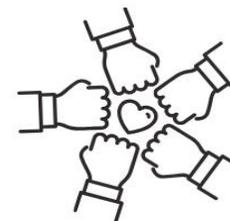
This has gone down
↓

Staff engagement



↑
We've improved here!

Morale



↑
We've improved here!

People Promise

NHS National Benchmarking – People Promise

People Promise elements and themes: Overview

Survey Coordination Centre **NHS**

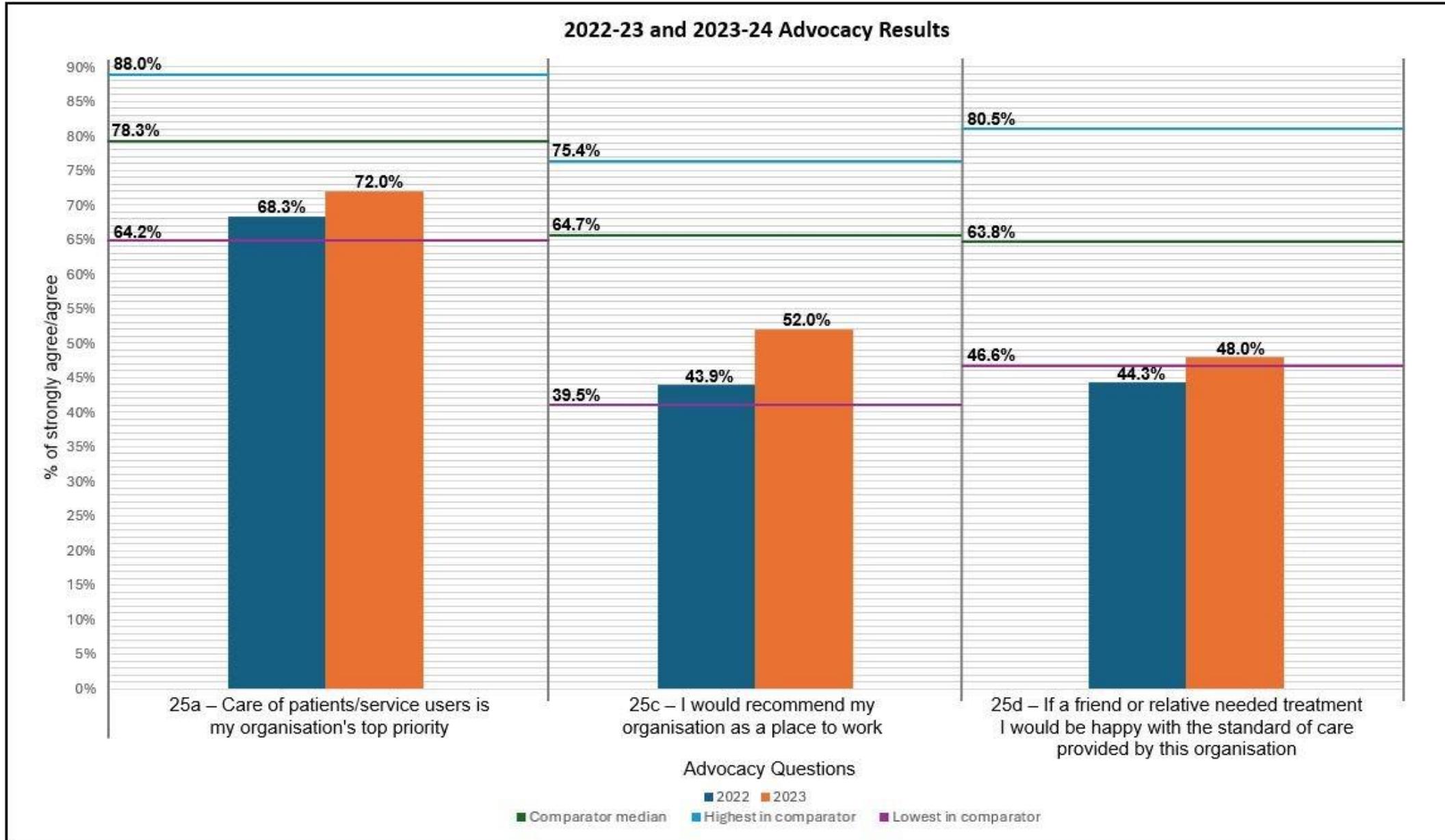
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



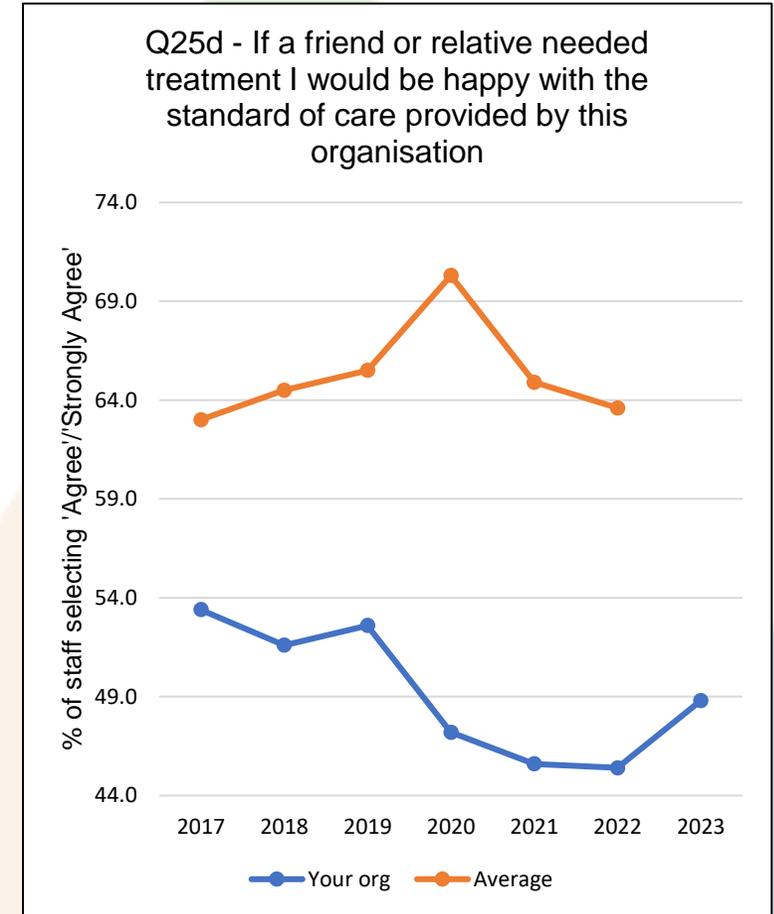
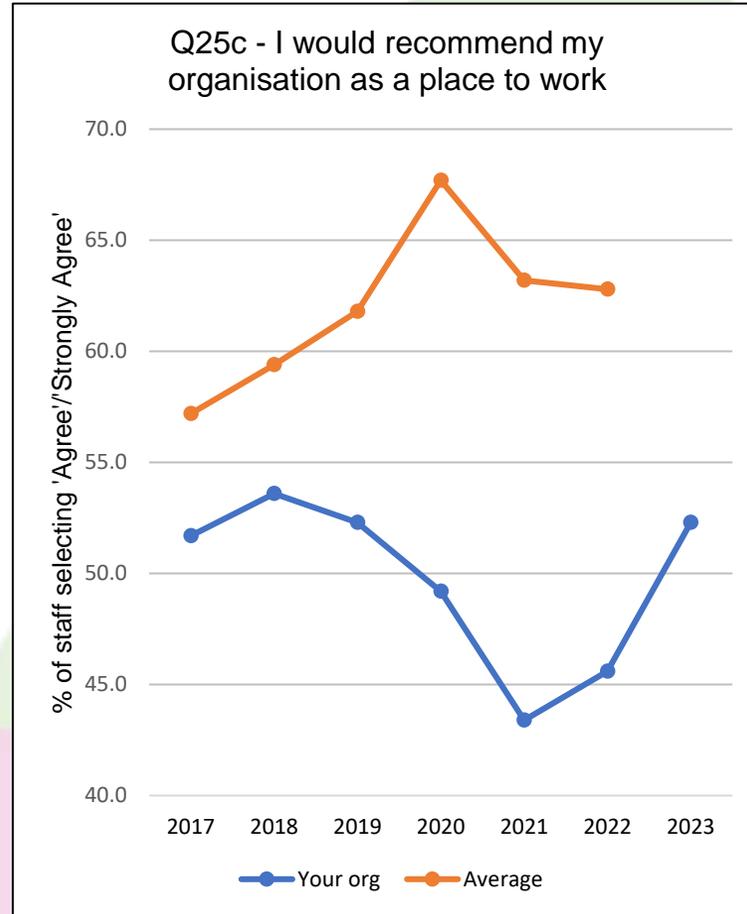
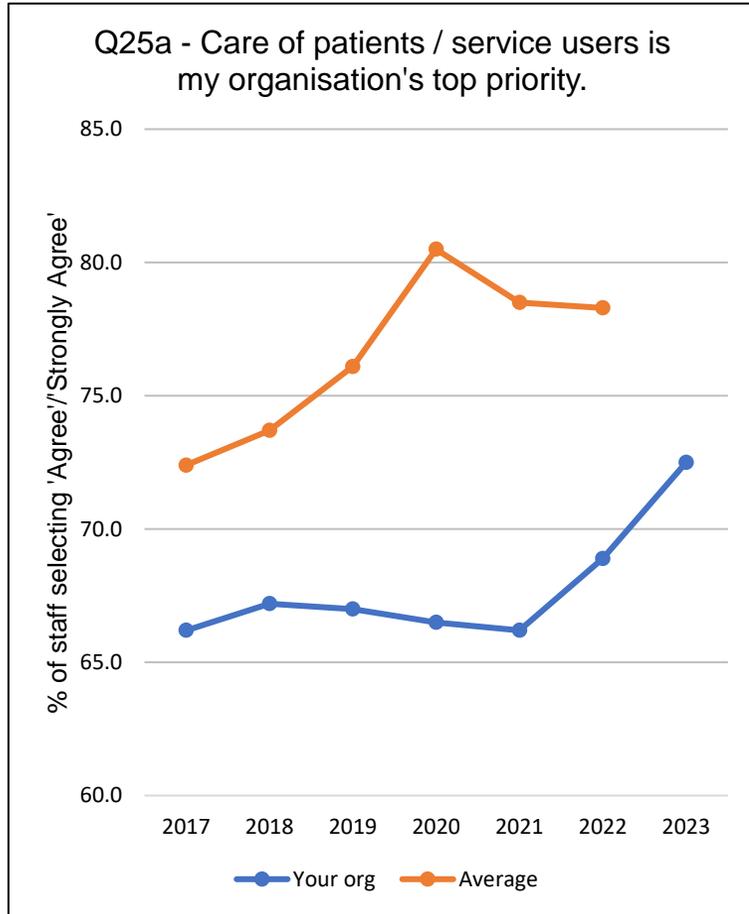
Your org	7.28	6.19	6.68	-	5.51	6.72	6.92	6.66	5.83
Best result	7.93	6.90	7.34	-	6.45	7.25	7.47	7.45	6.61
Average result	7.58	6.41	7.01	-	5.93	6.84	7.18	7.11	6.17
Worst result	7.14	6.04	6.23	-	5.17	6.23	6.90	6.46	5.21
Responses	1326	1328	1324	-	1276	1322	1327	1329	1329

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

Our Advocacy Scores – substantive staff



Our Advocacy Trends since 2017

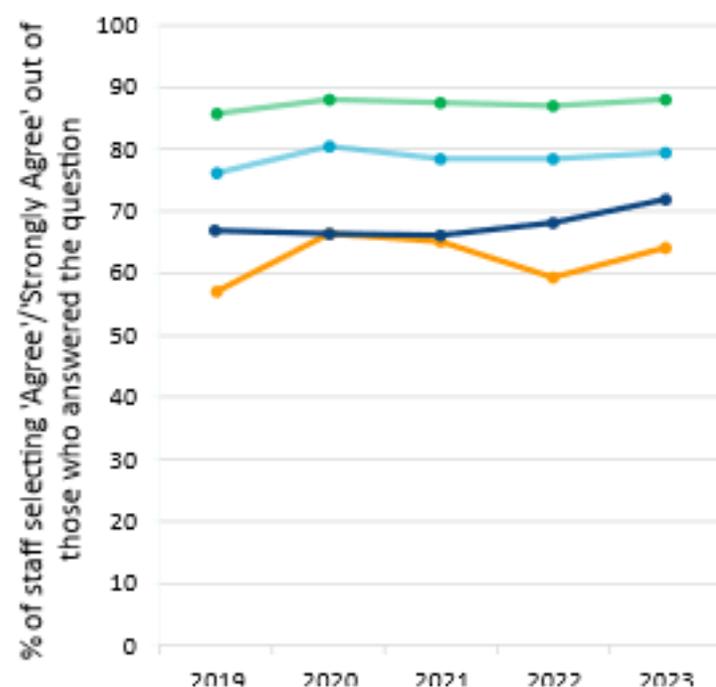


Blue – SHSC score

Orange – NHS National average (not available for 2023)

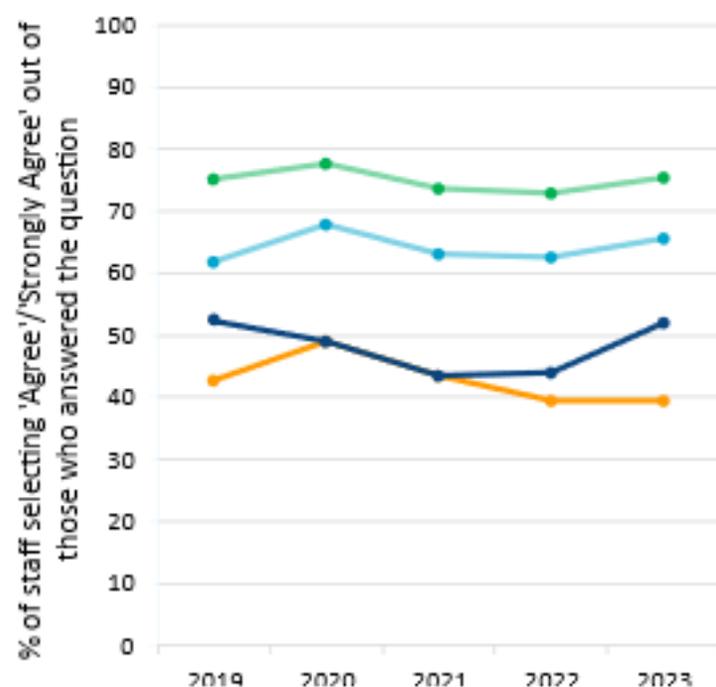


Q25a Care of patients / service users is my organisation's top priority.



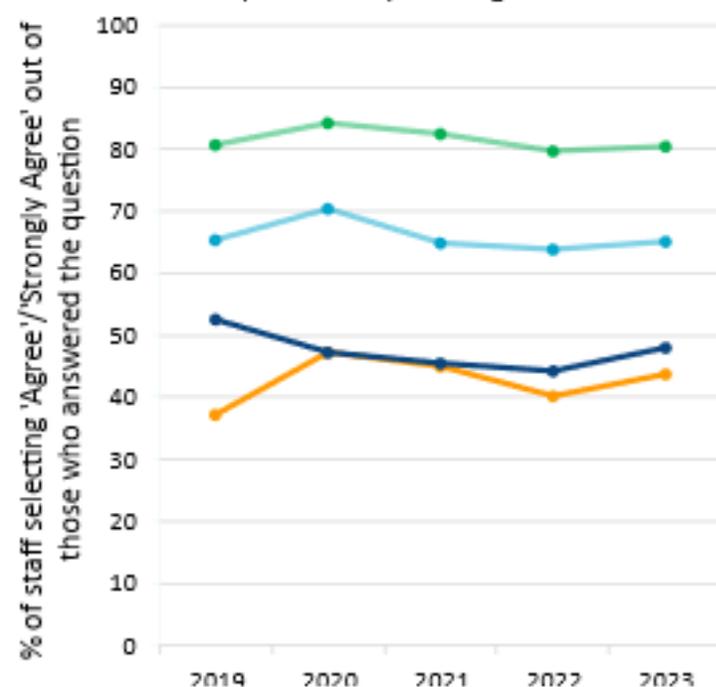
	2019	2020	2021	2022	2023
Your org	66.82%	66.39%	66.28%	68.27%	71.96%
Best result	85.89%	87.93%	87.50%	86.92%	88.01%
Average result	76.11%	80.42%	78.56%	78.37%	79.49%
Worst result	57.09%	66.39%	65.04%	59.39%	64.18%
Responses	937	952	1287	1230	1325

Q25c I would recommend my organisation as a place to work.



	2019	2020	2021	2022	2023
Your org	52.37%	49.09%	43.43%	43.92%	52.03%
Best result	75.13%	77.76%	73.58%	73.01%	75.43%
Average result	61.79%	67.83%	63.17%	62.74%	65.59%
Worst result	42.82%	49.09%	43.43%	39.56%	39.46%
Responses	937	949	1287	1231	1323

Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2019	2020	2021	2022	2023
Your org	52.56%	47.19%	45.65%	44.31%	47.98%
Best result	80.67%	84.23%	82.42%	79.63%	80.42%
Average result	65.50%	70.45%	64.89%	63.78%	65.18%
Worst result	37.29%	47.19%	45.13%	40.19%	43.64%
Responses	934	949	1288	1228	1324

Overview of Organisational Results

- Sections we have pulled out to share with our leaders
- Focus on wellbeing, managers and teams

‘Our Health, Wellbeing and Safety at Work’ section scores with sub-question examples

8 out of 10 of our highest scoring questions related to H&W and safety at work

Theme (Substantive)	Number of Questions	Number Improved	Number Declined	Biggest changes		
Your Health, Wellbeing and Safety	44 (3 new for 2023 so cannot be compared)	22	19	On what grounds have you experienced discrimination (staff not selecting disability)		
				2022	2023	Comparator (2023)
				79.2%	87.4%	86.2%
				On what grounds have you experienced discrimination (staff selecting ethnic background)		
				2022	2023	Comparator (2023)
				33.8%	51.8%	46.4%

Of staff who have experienced discrimination, that discrimination has been due to their ethnic background.
Staff selecting ‘Yes’ 51.8% (33.8% in 2022)

Of staff who have experienced discrimination, that discrimination has been due to their disability.
Staff selecting ‘No’ 87.4% (79.2% in 2022)

“My organisation takes positive action on health and wellbeing”
Agree/Strongly agree: 57.1% (52.1% in 2022)

'Our Manager' section scores with sub-question examples

Theme (Substantive)	Number of Questions	Number Improved	Number Declined	Biggest changes		
Your Managers	9	-	9	My immediate manager encourages me at work		
				2022	2023	Comparator (2023)
				78.3%	75.3%	77.9%

“My immediate manager cares about my concerns”

Agree/Strongly agree:
75.3% (78% in 2022)

“My immediate manager encourages me at work”

Agree/Strongly agree:
76% (79.9% in 2022)

“My immediate manager takes a positive interest in my health and wellbeing”

Agree/Strongly Agree 77%
(79.4% in 2022)

'Our Team' section scores with sub-question examples

Theme (Substantive)	Number of Questions	Number Improved	Number Declined	Biggest changes		
Your Team	9	5	4	My team has enough freedom in how to do its work		
				2022	2023	Comparator (2023)
				56.0%	59.2%	65.0%
				The team I work in often meets to discuss the team's effectiveness		
				2022	2023	Comparator (2023)
				72.9%	69.4%	72.1%

"The team I work in often meets to discuss the team's effectiveness"

Agree/Strongly Agree 69.4%
(72.9% in 2022)

"My team has enough freedom to do its work"

Agree/Strongly Agree 59.2%
(56.0% in 2022)

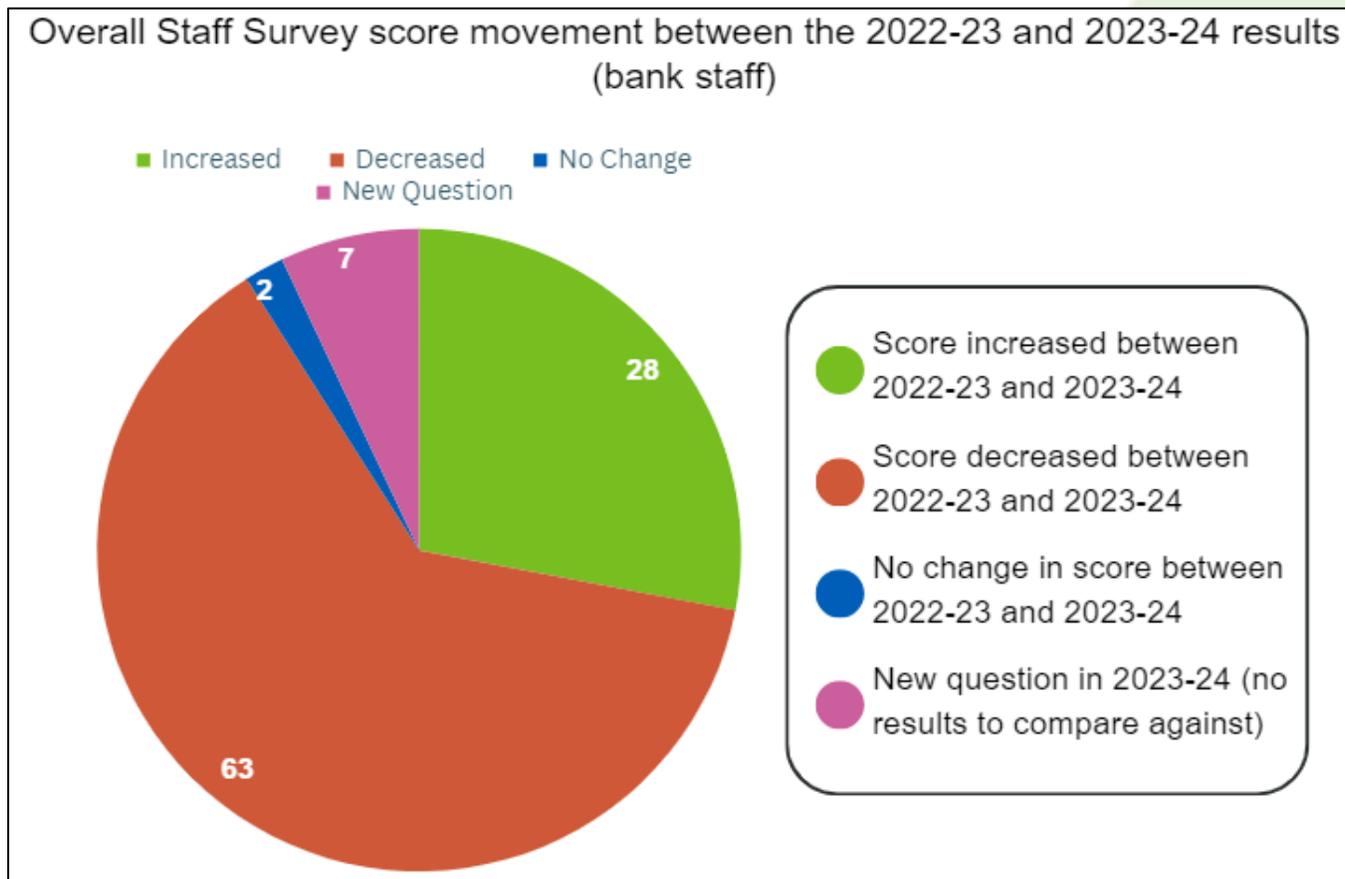
"I feel valued by my team"

Agree/Strongly Agree 73.7%
(73.0% in 2022)

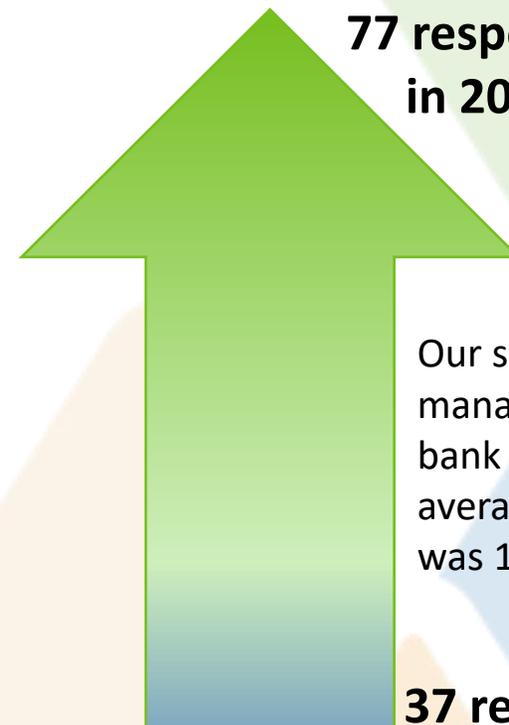
Overview of Organisational Results

– Bank Staff

SHSC Key Results - Bank Staff



Bank Response Rate
**77 responses (28%)
in 2023**

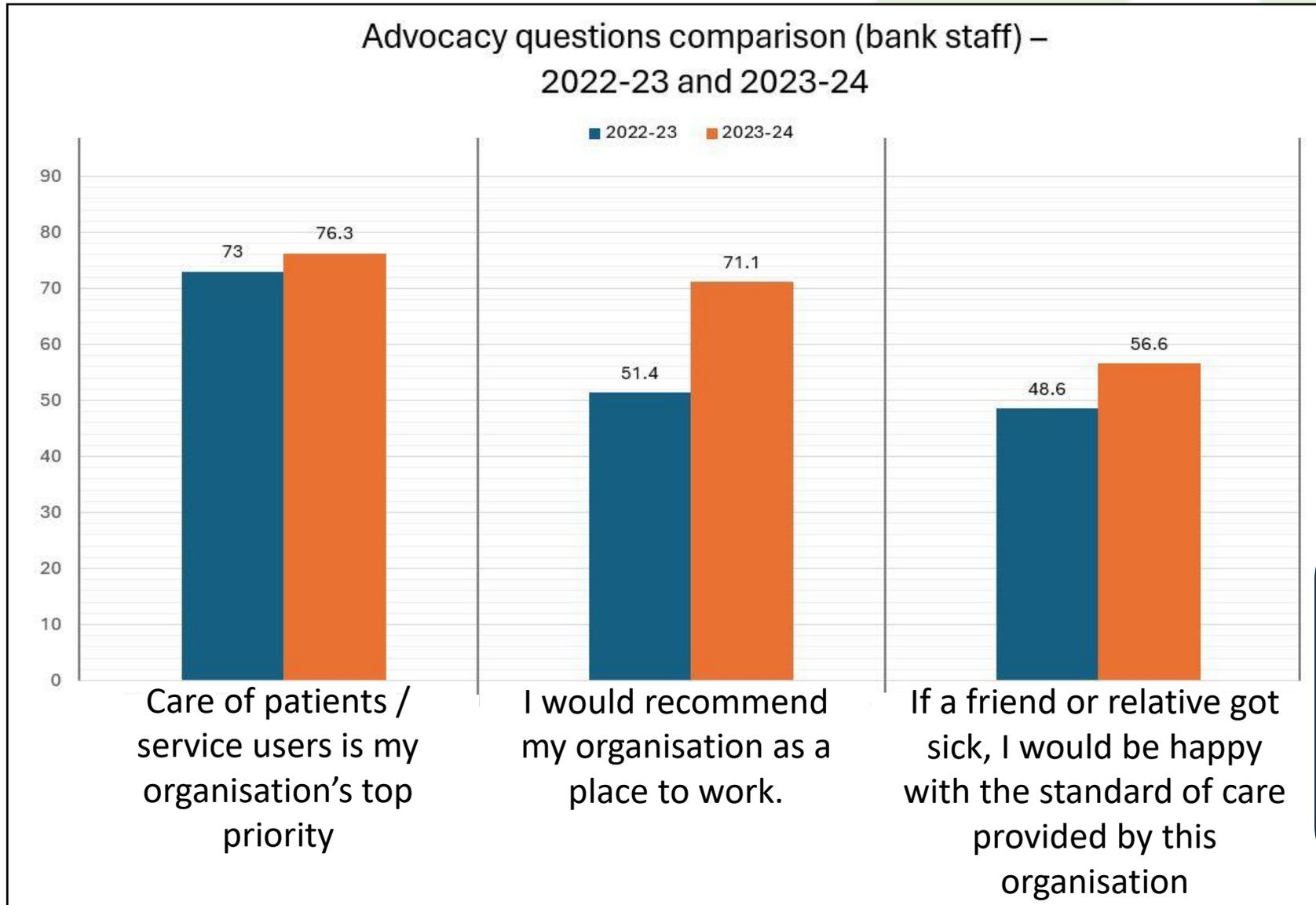


Our survey provider manages 79 trusts for bank staff and the average response rate was 19%.

**37 responses (15%)
in 2022**

100 survey questions – 28 Qs improved, 63 Qs decreased
2 Qs unchanged and 7 new Qs

Our Advocacy Scores – bank staff



There is no
comparator group
for the bank staff
survey scores

National data for Bank
staff not published yet –
April tbc

Bank Staff Forum
presentation held
14.03.24 – slides available



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Next Steps



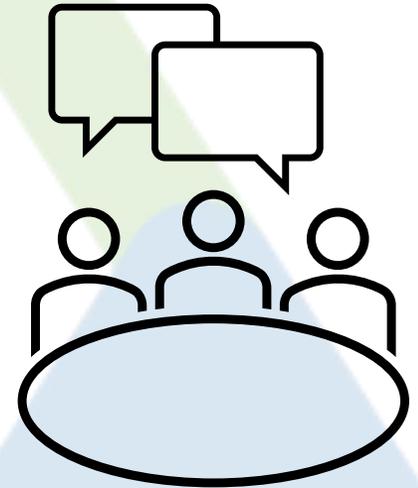
SHSC wide action – Communicating our key messages on action to staff



SHSC - wide engagement action

Driving action at team level

- Data has been with the teams since 14.02.24
- Local action plans to be returned by 30.04.24
- Organisational Development team providing support and help
- New monitoring will keep action plan progress live with regular check-ins with the executive management team



Making People Pulse work for us

- Looking into promoting the July People Pulse as our main check-in before Staff Survey starts again in Autumn