

# East London NHS Foundation Trust

2020 NHS Staff Survey

**Summary Benchmark Report**

## East London NHS Foundation Trust

## 2020 NHS Staff Survey



### Organisation details

Completed questionnaires **2,621**

2020 response rate **44%**

[See response rate trend for the last 5 years](#)

### Survey details

Survey mode **Mixed**

Sample type **Census**

### This organisation is benchmarked against:

Mental Health & Learning  
Disability and Mental  
Health, Learning Disability  
& Community Trusts



### 2020 benchmarking group details

Organisations in group: **52**

Median response rate: **49%**

No. of completed questionnaires:  
**109,280**

## Key features

Question number and text (or the theme) specified at the top of each slide

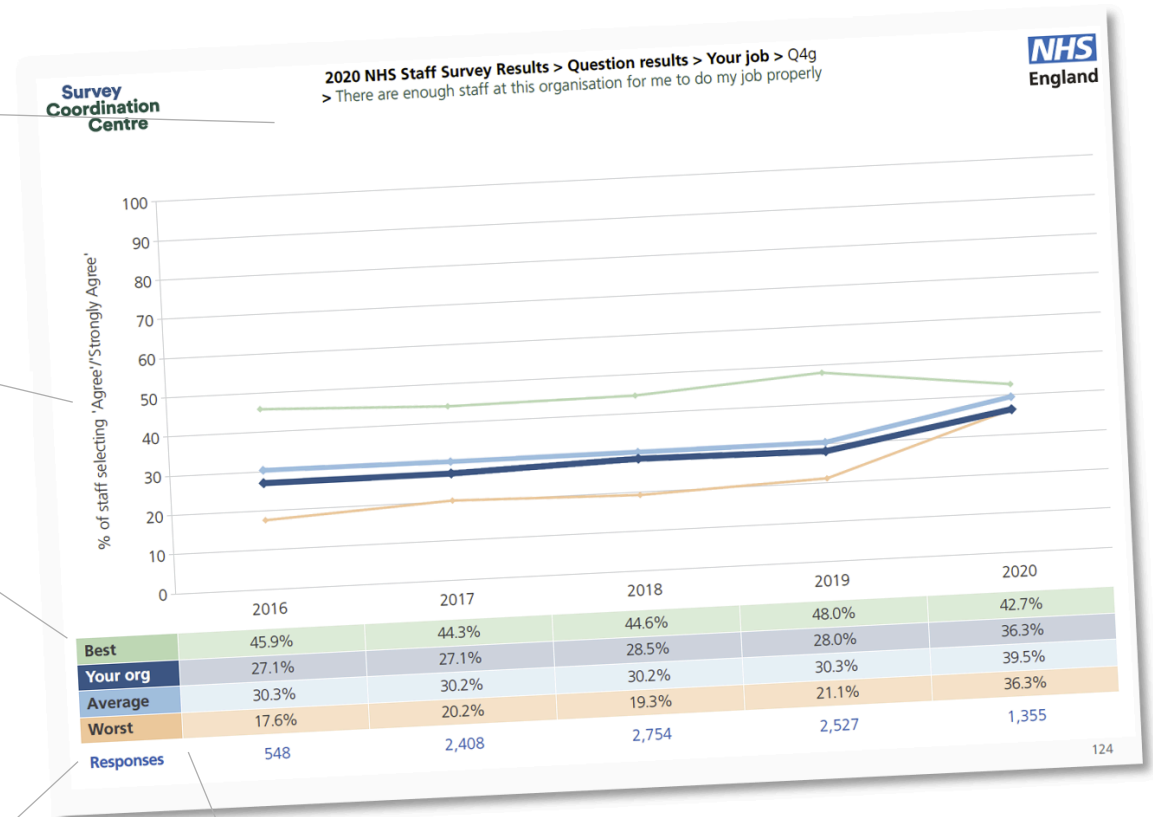
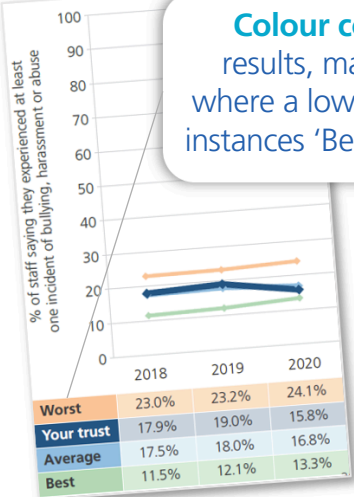
Question-level results are always reported as percentages; the **meaning of the value** is outlined along the axis. Themes are always on a 0-10pt scale where 10 is the best score attainable

**Colour coding** highlights best / worst results, making it easy to spot questions where a lower percentage is better – in such instances 'Best' is the bottom line in the table

**Keep an eye out!**

**Number of responses** for the organisation for the given question

'Best', 'Average', and 'Worst' refer to the **benchmarking group's** best, average and worst **results**



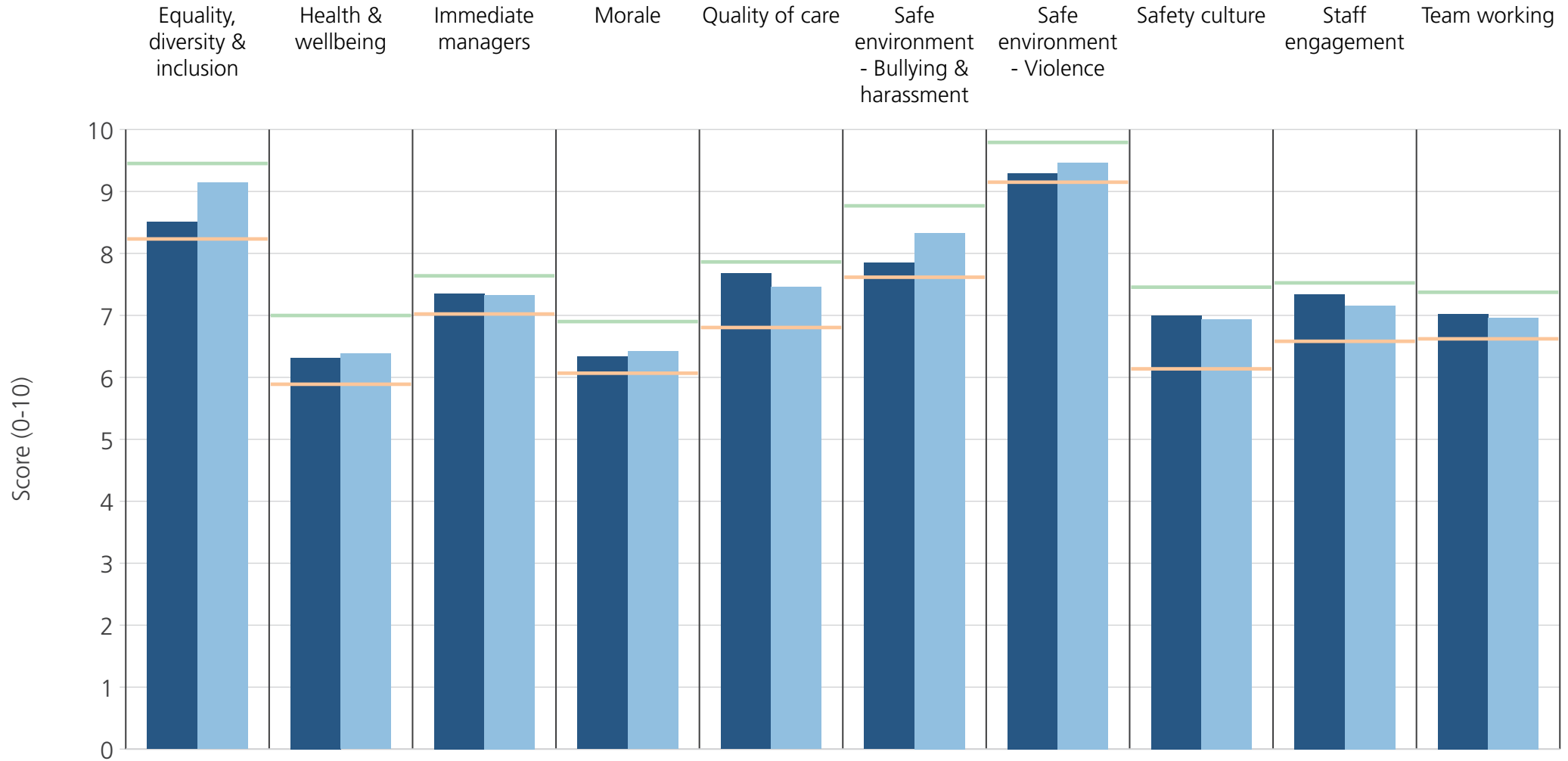
Full details on how the scores are calculated are provided in the **Technical Document**, under the Supporting Documents section of our [results page](#)

# Theme results

The calculation for the immediate managers theme has changed this year due to the omission of one of the questions which previously contributed to the theme. This change has been applied retrospectively so data for 2016-2020 shown in the charts are comparable for this theme, however these figures are not directly comparable to the results reported in previous years. For more details please see the [technical document](#).

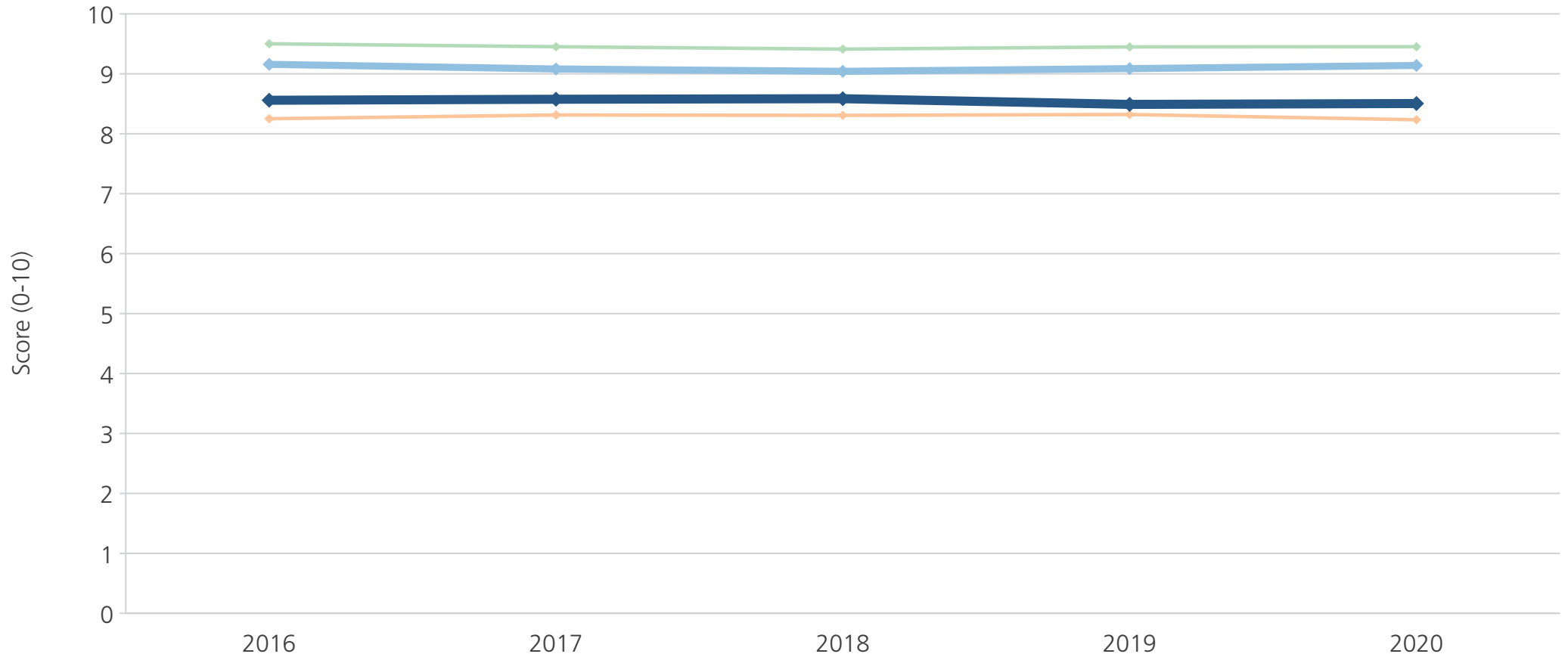
East London NHS Foundation Trust

2020 NHS Staff Survey Results

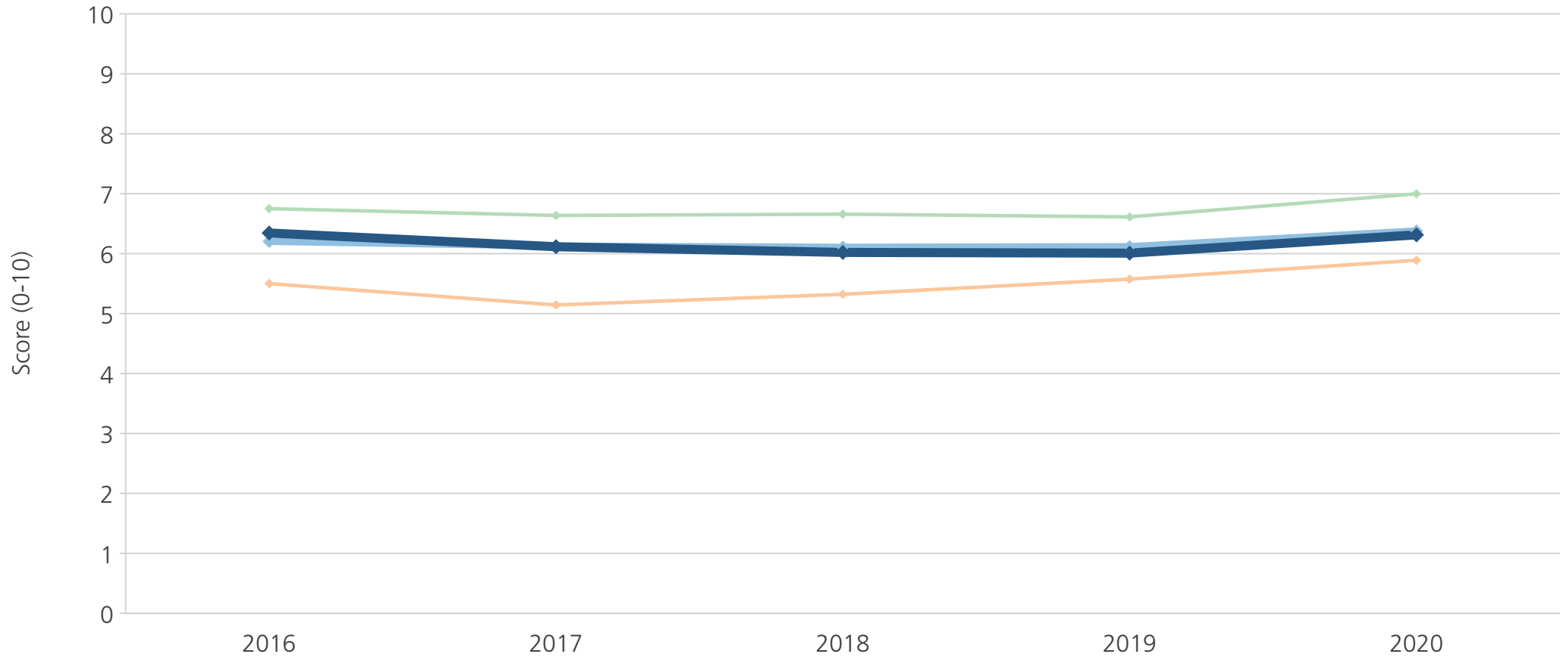


<b>Best</b>	9.5	7.0	7.6	6.9	7.9	8.8	9.8	7.5	7.5	7.4
<b>Your org</b>	8.5	6.3	7.4	6.3	7.7	7.8	9.3	7.0	7.3	7.0
<b>Average</b>	9.1	6.4	7.3	6.4	7.5	8.3	9.5	6.9	7.2	7.0
<b>Worst</b>	8.2	5.9	7.0	6.1	6.8	7.6	9.1	6.1	6.6	6.6
<b>Responses</b>	2,555	2,567	2,571	2,531	2,342	2,491	2,561	2,545	2,591	2,576

# Theme results – Trends

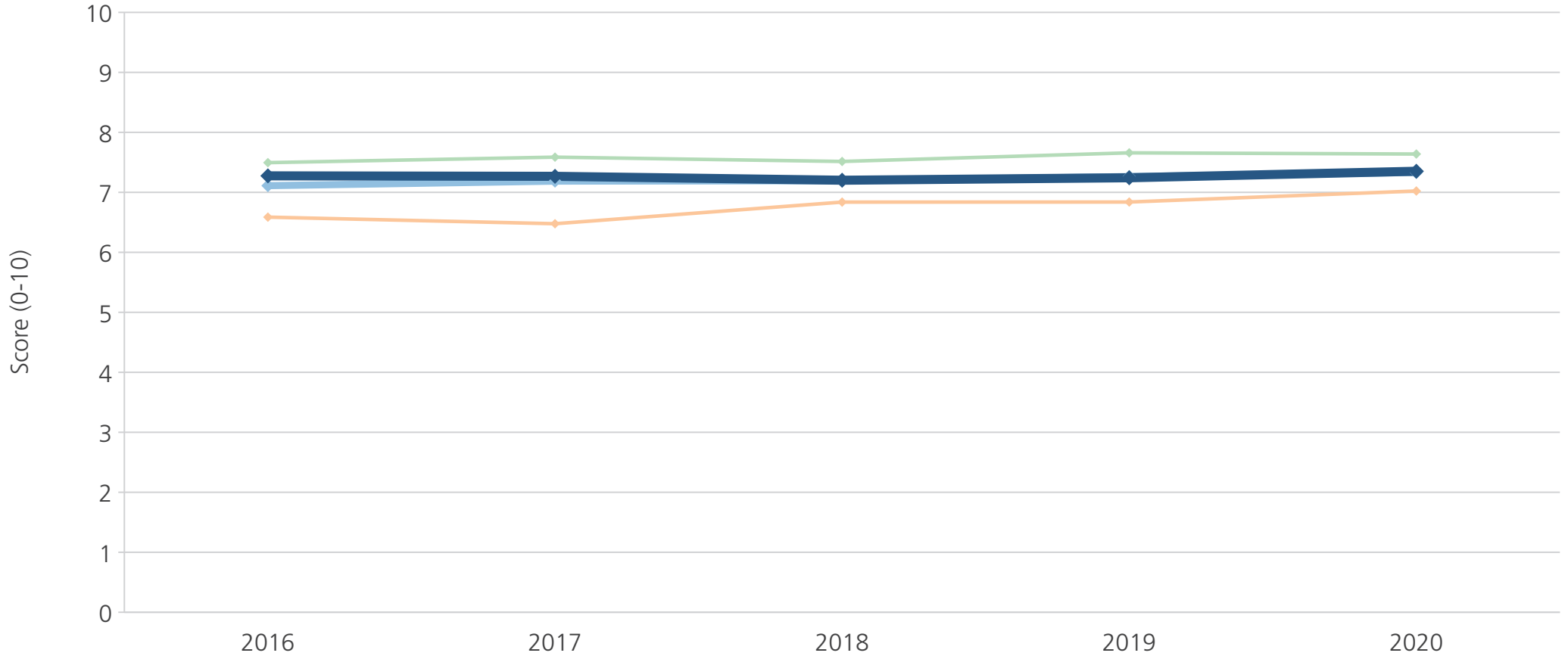


	2016	2017	2018	2019	2020
<b>Best</b>	9.5	9.5	9.4	9.4	9.5
<b>Your org</b>	8.6	8.6	8.6	8.5	8.5
<b>Average</b>	9.2	9.1	9.0	9.1	9.1
<b>Worst</b>	8.3	8.3	8.3	8.3	8.2
<b>Responses</b>	1,974	2,286	2,401	2,779	2,555

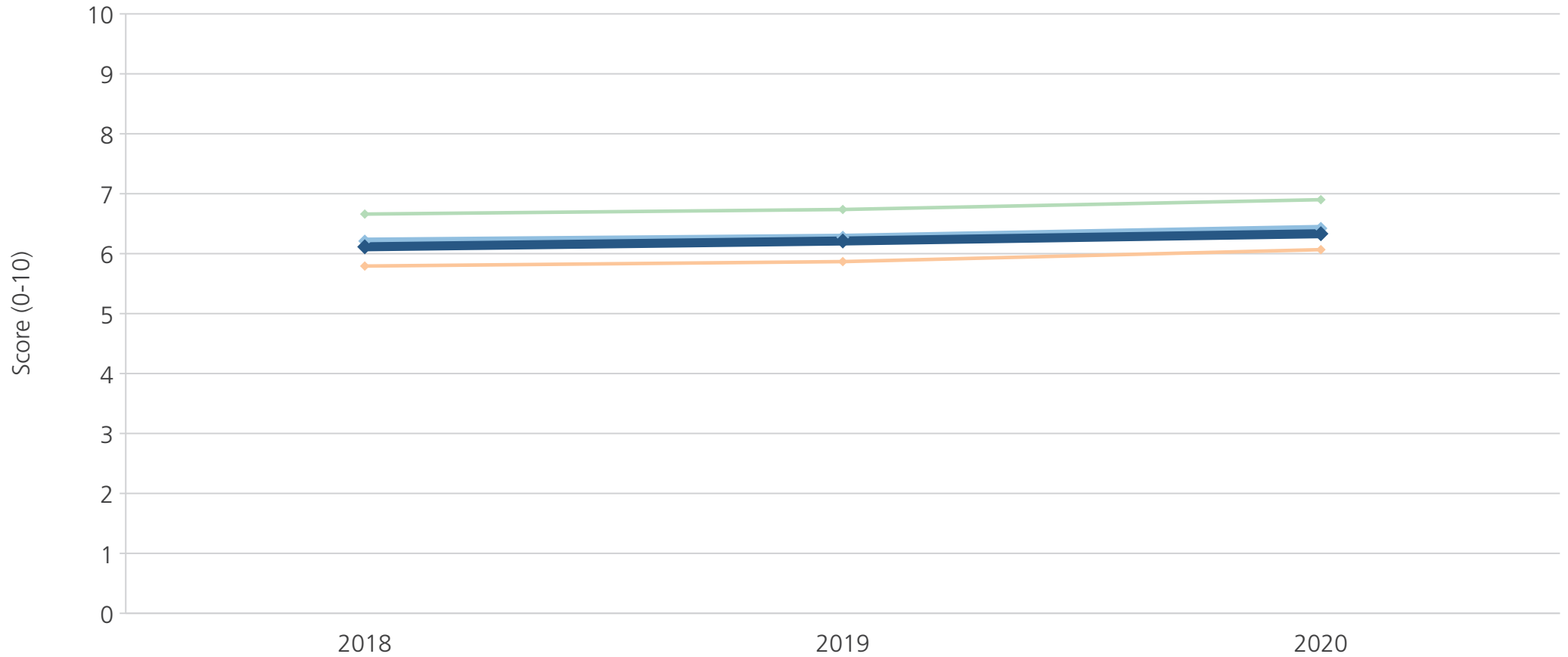


<b>Best</b>	6.8	6.6	6.7	6.6	7.0
<b>Your org</b>	6.3	6.1	6.0	6.0	6.3
<b>Average</b>	6.2	6.1	6.1	6.1	6.4
<b>Worst</b>	5.5	5.1	5.3	5.6	5.9
<b>Responses</b>	2,023	2,327	2,450	2,798	2,567

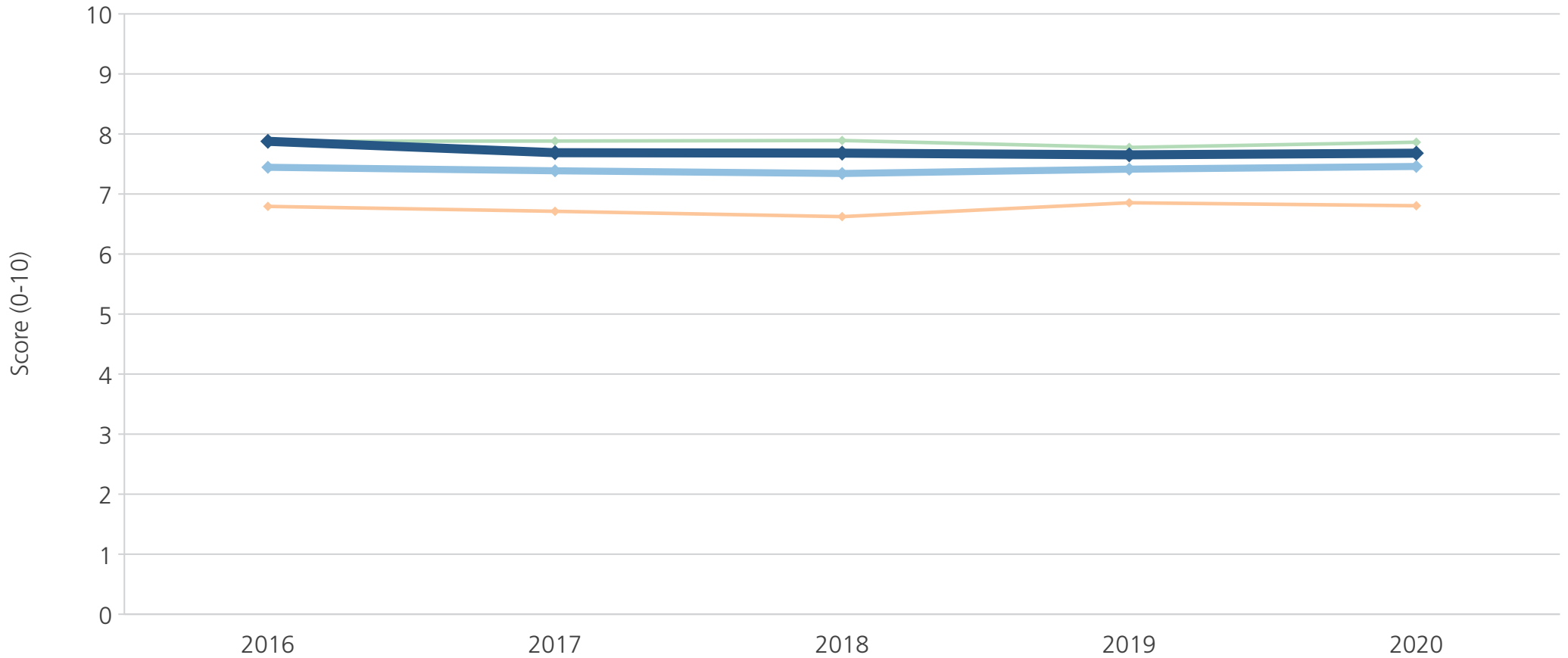




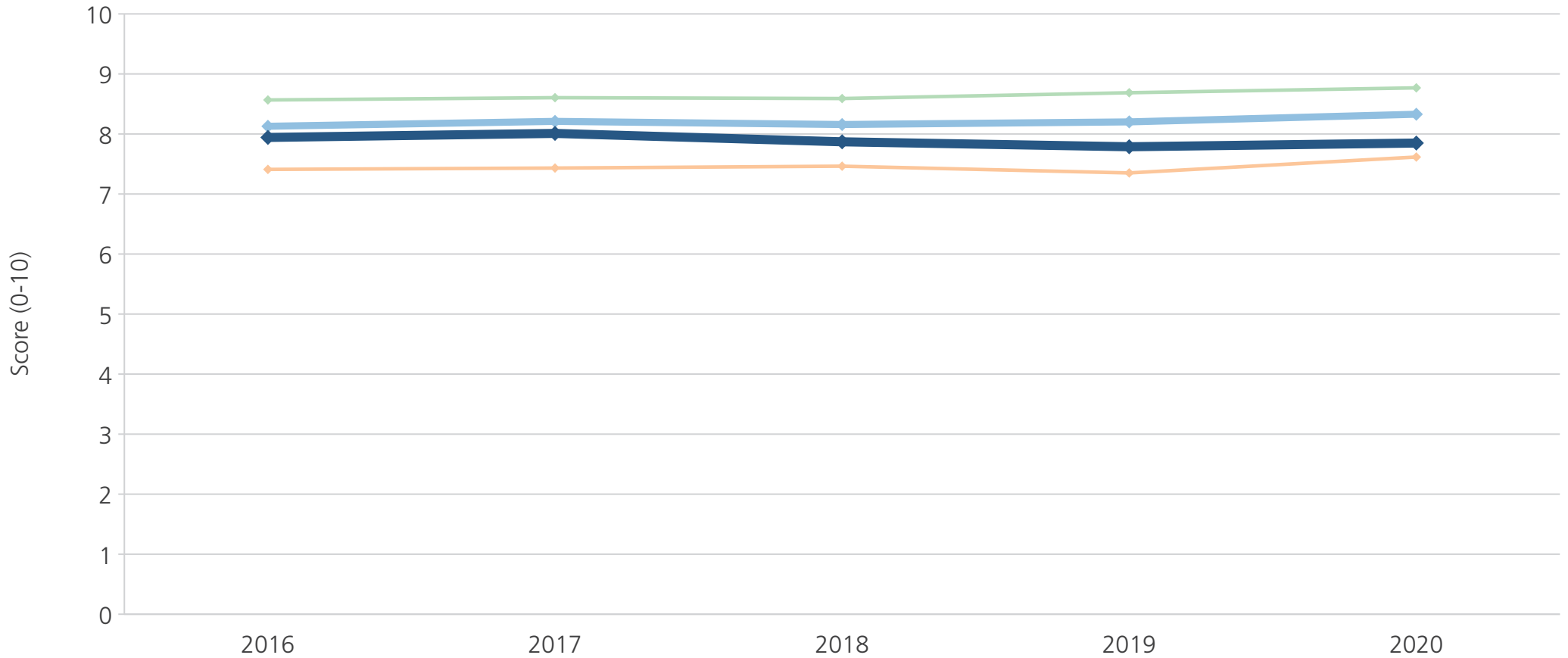
	2016	2017	2018	2019	2020
<b>Best</b>	7.5	7.6	7.5	7.7	7.6
<b>Your org</b>	7.3	7.3	7.2	7.2	7.4
<b>Average</b>	7.1	7.2	7.2	7.3	7.3
<b>Worst</b>	6.6	6.5	6.8	6.8	7.0
<b>Responses</b>	1,995	2,278	2,459	2,800	2,571



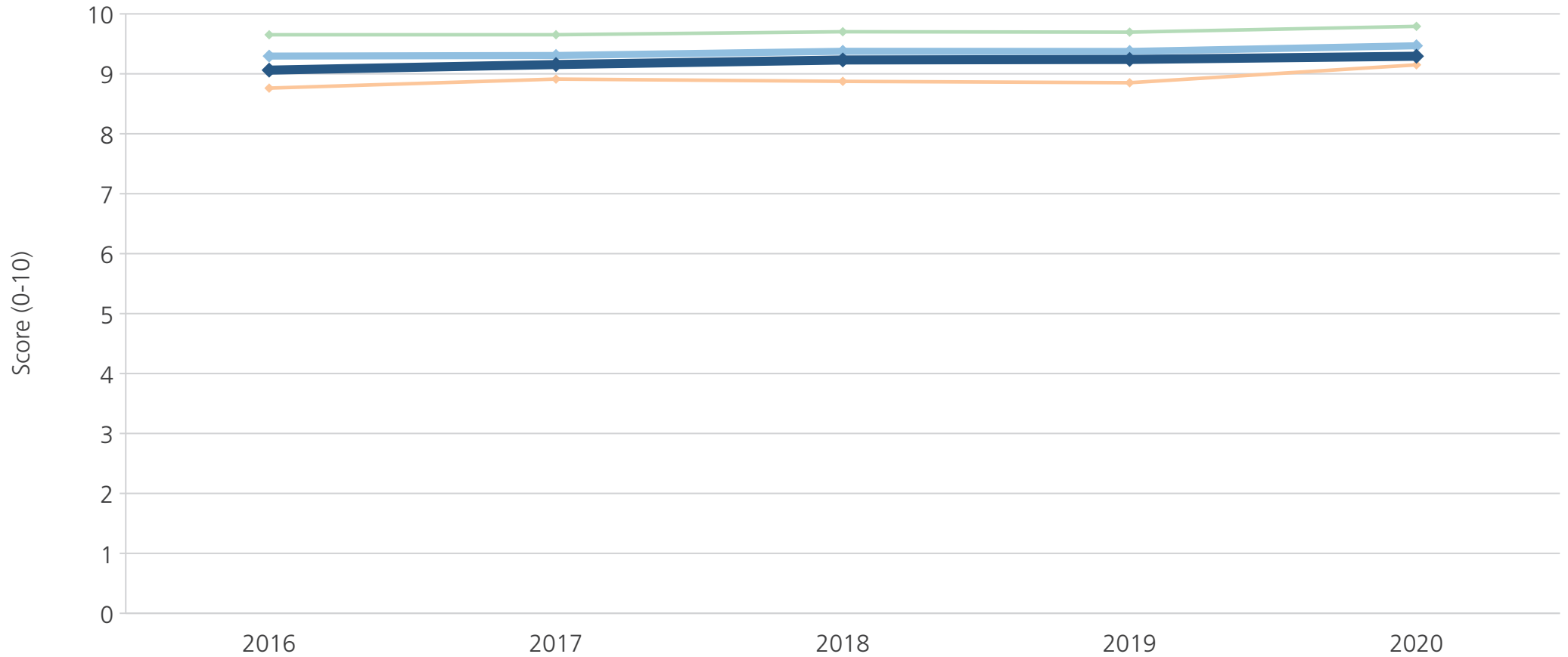
<b>Best</b>	6.7	6.7	6.9
<b>Your org</b>	6.1	6.2	6.3
<b>Average</b>	6.2	6.3	6.4
<b>Worst</b>	5.8	5.9	6.1
<b>Responses</b>	2,401	2,737	2,531



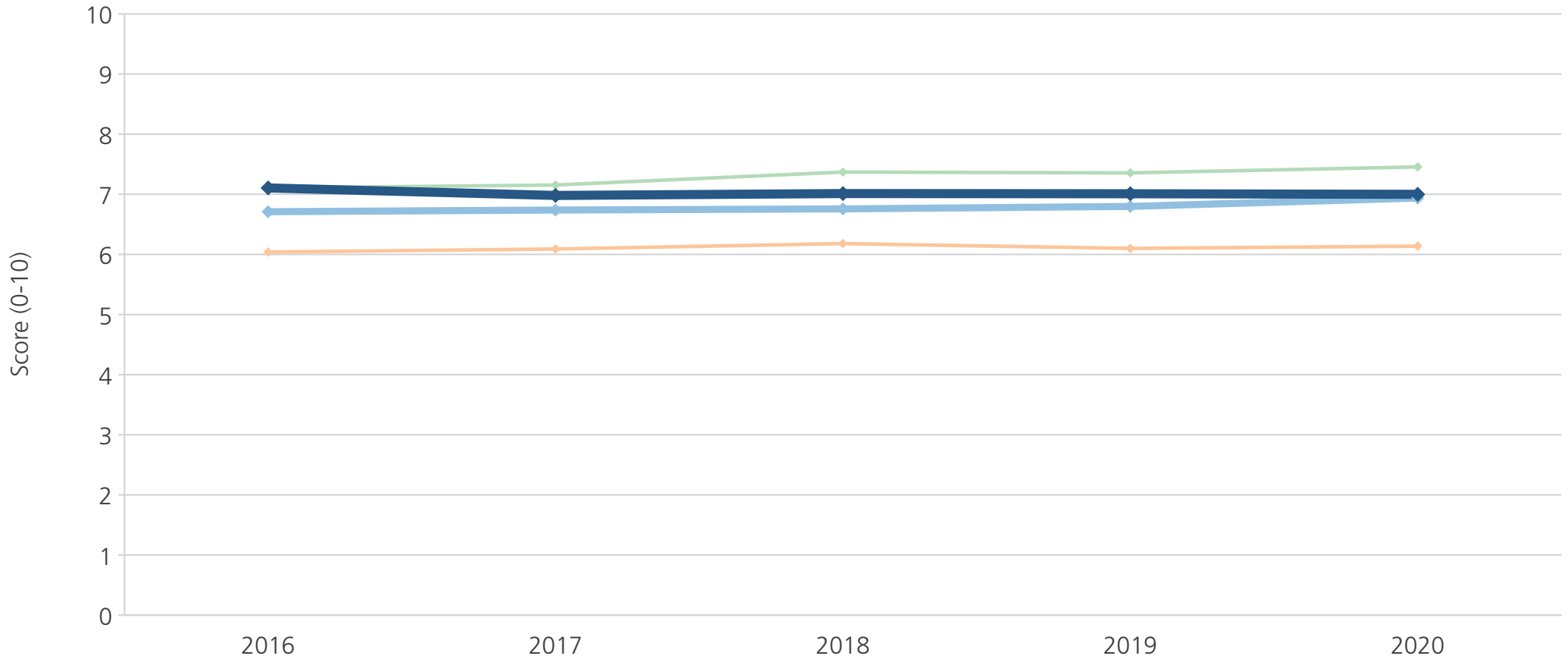
	2016	2017	2018	2019	2020
<b>Best</b>	7.9	7.9	7.9	7.8	7.9
<b>Your org</b>	7.9	7.7	7.7	7.7	7.7
<b>Average</b>	7.4	7.4	7.3	7.4	7.5
<b>Worst</b>	6.8	6.7	6.6	6.9	6.8
<b>Responses</b>	1,804	2,102	2,239	2,549	2,342



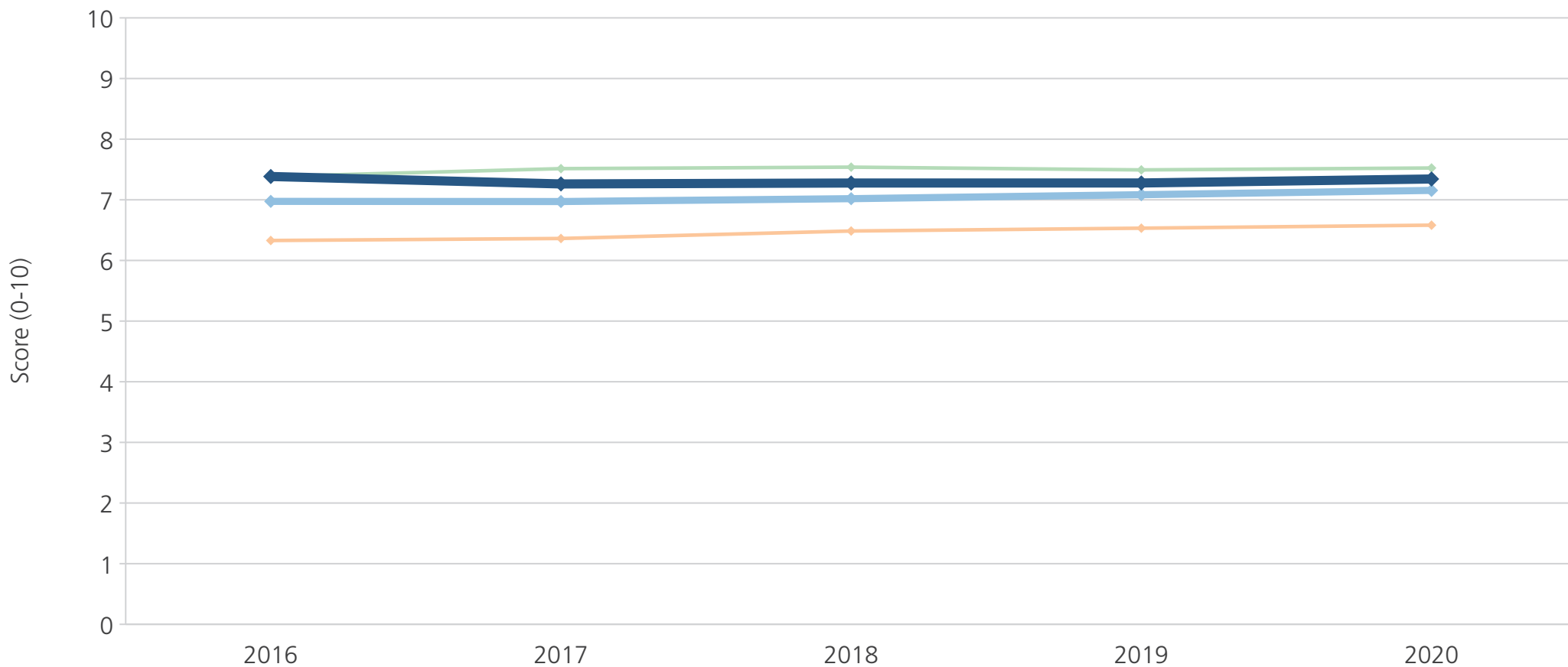
	2016	2017	2018	2019	2020
<b>Best</b>	8.6	8.6	8.6	8.7	8.8
<b>Your org</b>	7.9	8.0	7.9	7.8	7.8
<b>Average</b>	8.1	8.2	8.2	8.2	8.3
<b>Worst</b>	7.4	7.4	7.5	7.4	7.6
<b>Responses</b>	1,958	2,249	2,388	2,763	2,491



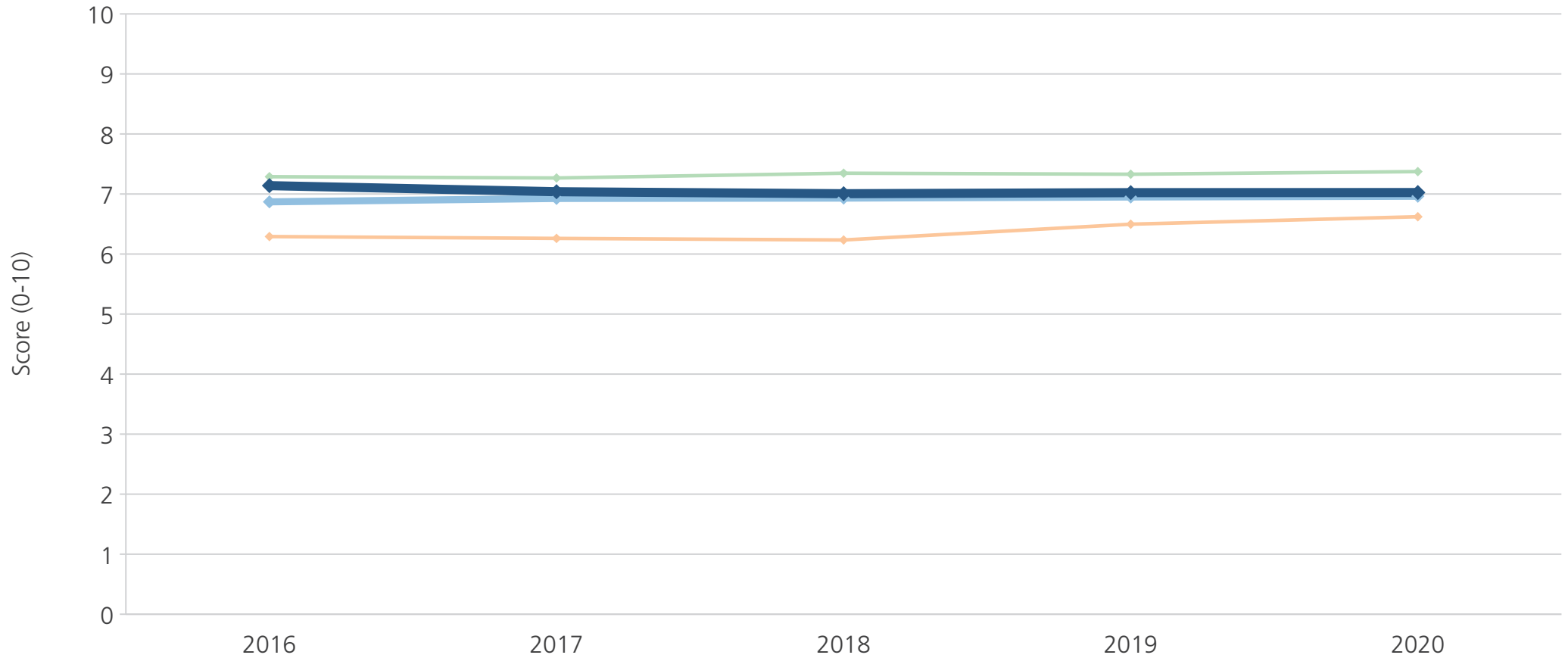
<b>Best</b>	9.7	9.7	9.7	9.7	9.8
<b>Your org</b>	9.1	9.2	9.2	9.2	9.3
<b>Average</b>	9.3	9.3	9.4	9.4	9.5
<b>Worst</b>	8.8	8.9	8.9	8.9	9.1
<b>Responses</b>	1,953	2,248	2,388	2,767	2,561



	2016	2017	2018	2019	2020
<b>Best</b>	7.1	7.2	7.4	7.4	7.5
<b>Your org</b>	7.1	7.0	7.0	7.0	7.0
<b>Average</b>	6.7	6.7	6.8	6.8	6.9
<b>Worst</b>	6.0	6.1	6.2	6.1	6.1
<b>Responses</b>	1,997	2,315	2,431	2,764	2,545



<b>Best</b>	7.4	7.5	7.5	7.5	7.5
<b>Your org</b>	7.4	7.3	7.3	7.3	7.3
<b>Average</b>	7.0	7.0	7.0	7.1	7.2
<b>Worst</b>	6.3	6.4	6.5	6.5	6.6
<b>Responses</b>	2,052	2,361	2,504	2,834	2,591



	2016	2017	2018	2019	2020
<b>Best</b>	7.3	7.3	7.3	7.3	7.4
<b>Your org</b>	7.1	7.0	7.0	7.0	7.0
<b>Average</b>	6.9	6.9	6.9	6.9	7.0
<b>Worst</b>	6.3	6.3	6.2	6.5	6.6
<b>Responses</b>	2,035	2,340	2,485	2,801	2,576



# Theme results – Covid-19 classification breakdowns

## Covid-19 questions

Staff were asked four classification questions relating to their experience during the Covid-19 pandemic:

- |  |  |  |                             |
|--|--|--|-----------------------------|
| a. Have you worked on a Covid-19 specific ward or area at any time?                | <input type="checkbox"/> Yes             | <input type="checkbox"/> No                                |                             |
| b. Have you been redeployed due to the Covid-19 pandemic at any time?              | <input type="checkbox"/> Yes             | <input type="checkbox"/> No                                |                             |
| c. Have you been required to work remotely/from home due to the Covid-19 pandemic? | <input type="checkbox"/> Yes             | <input type="checkbox"/> No                                |                             |
| d. Have you been shielding?  | <input type="checkbox"/> Yes, for myself | <input type="checkbox"/> Yes, for a member of my household | <input type="checkbox"/> No |

The charts on the following pages show the breakdown of theme scores for staff answering 'yes' to each of these questions, compared with the results for all staff at your organisation. Results are presented in the context of the highest, average and lowest scores for similar organisations.

## Comparing your data

To improve overall comparability, the data have been weighted to match the occupation group profile of staff at your organisation to that of the benchmarking group, as in previous charts. However, there may be differences in the occupation group profiles of the individual COVID-19 subgroups. For example, the mix of occupational groups across redeployed staff at your organisation may differ from similar organisations. This difference would not be accounted for by the weighting and therefore may affect the comparability of results. As such, a degree of caution is advised when interpreting your results.

## Further information

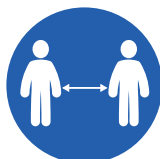
Results for these groups of staff, including data for individual questions, are also available via the [online dashboards](#). Please note that results presented in these dashboards have not been weighted where no benchmarking takes place and so may vary slightly from those shown in this report.



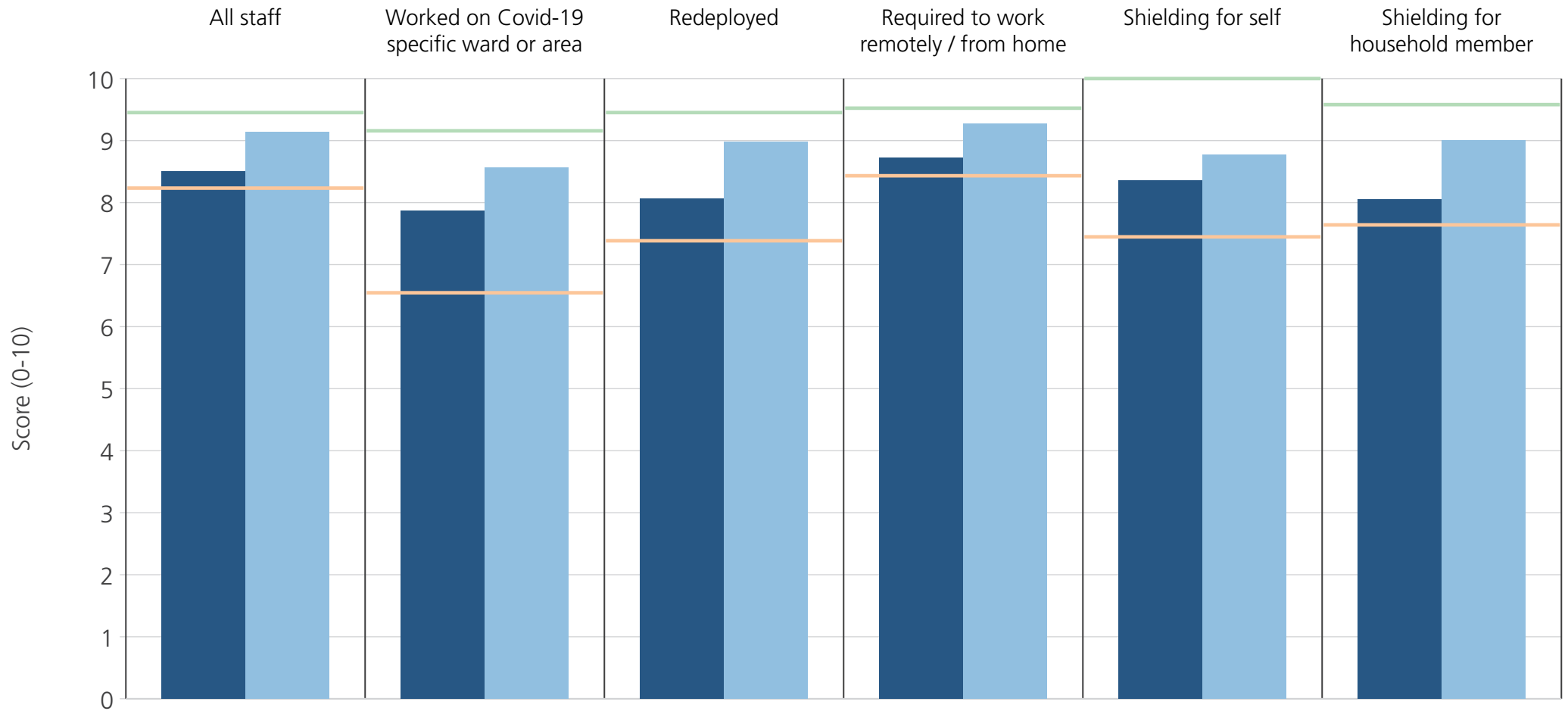
HANDS



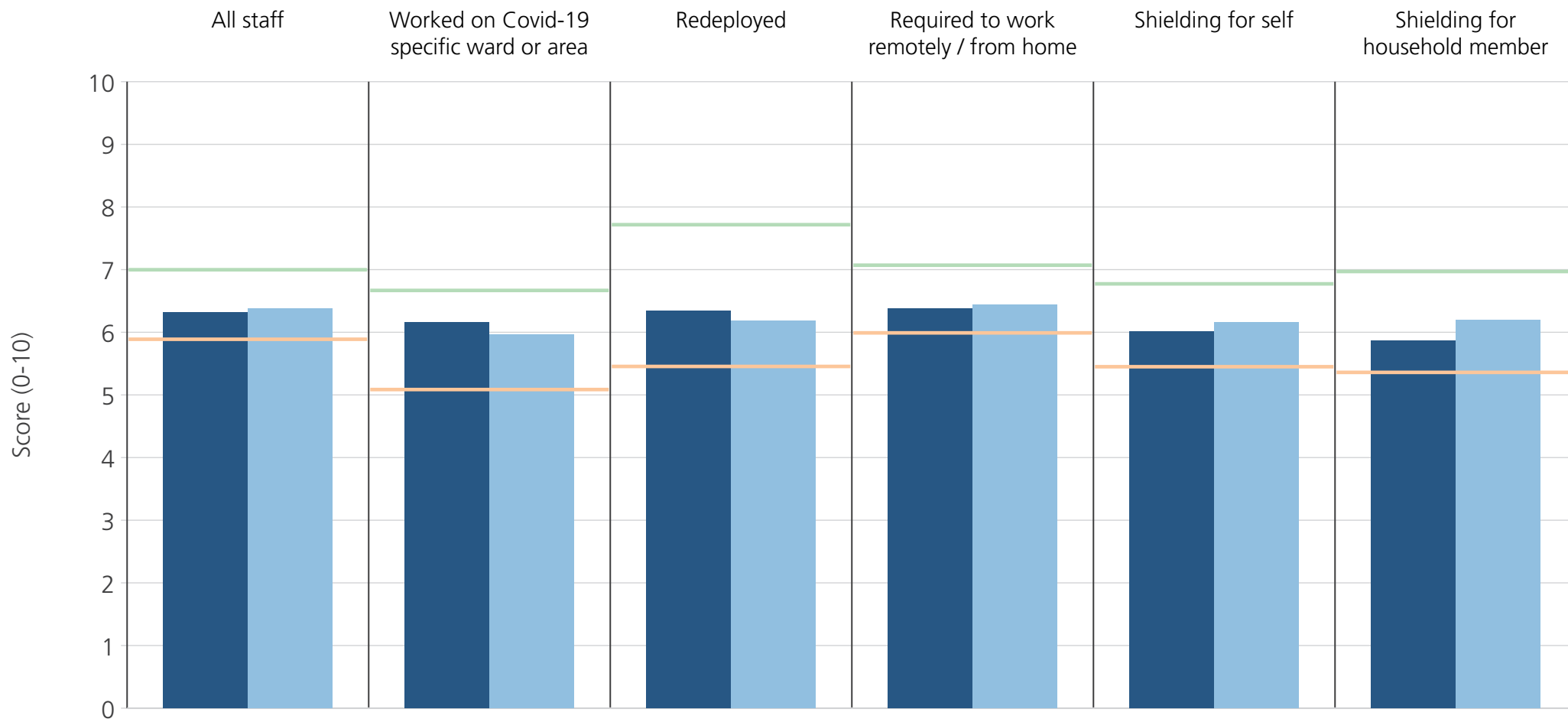
FACE



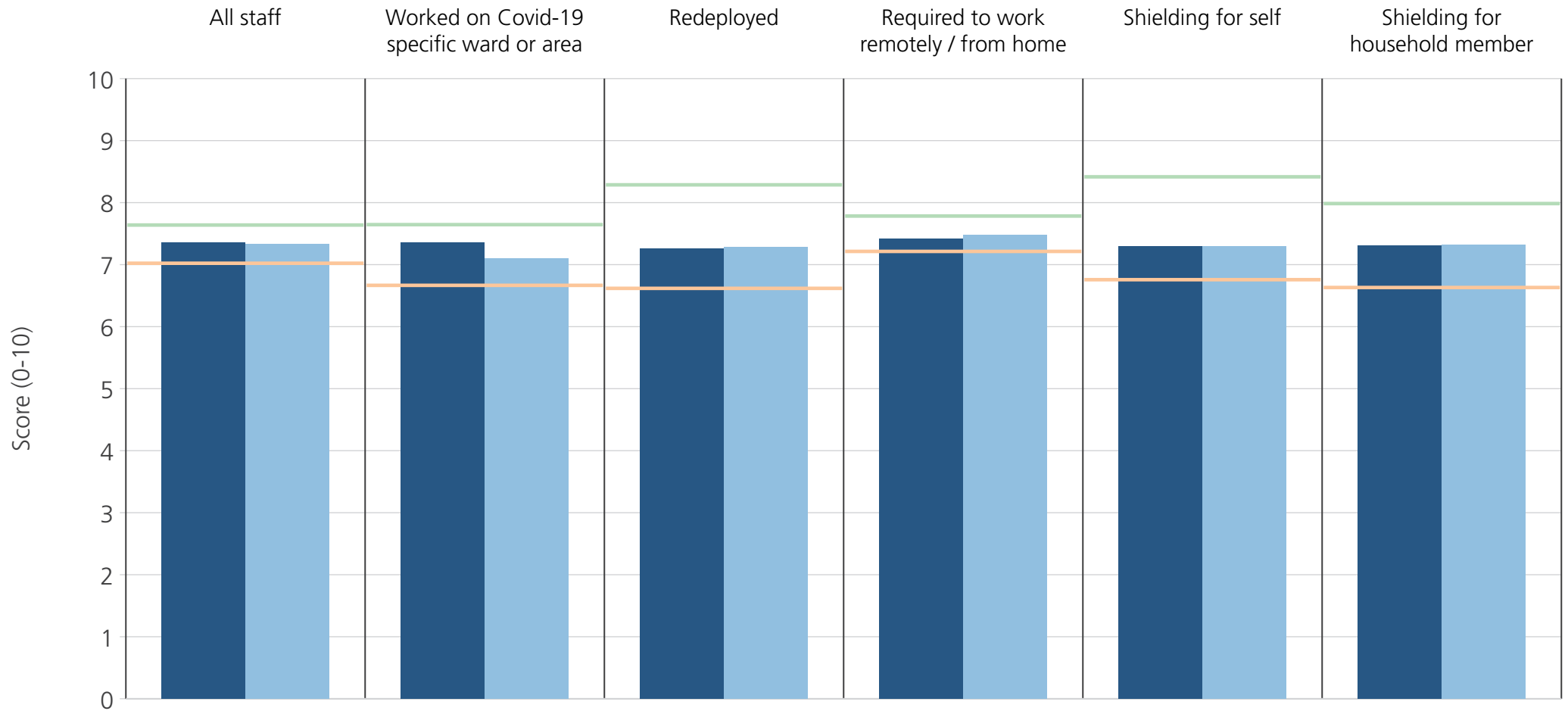
SPACE



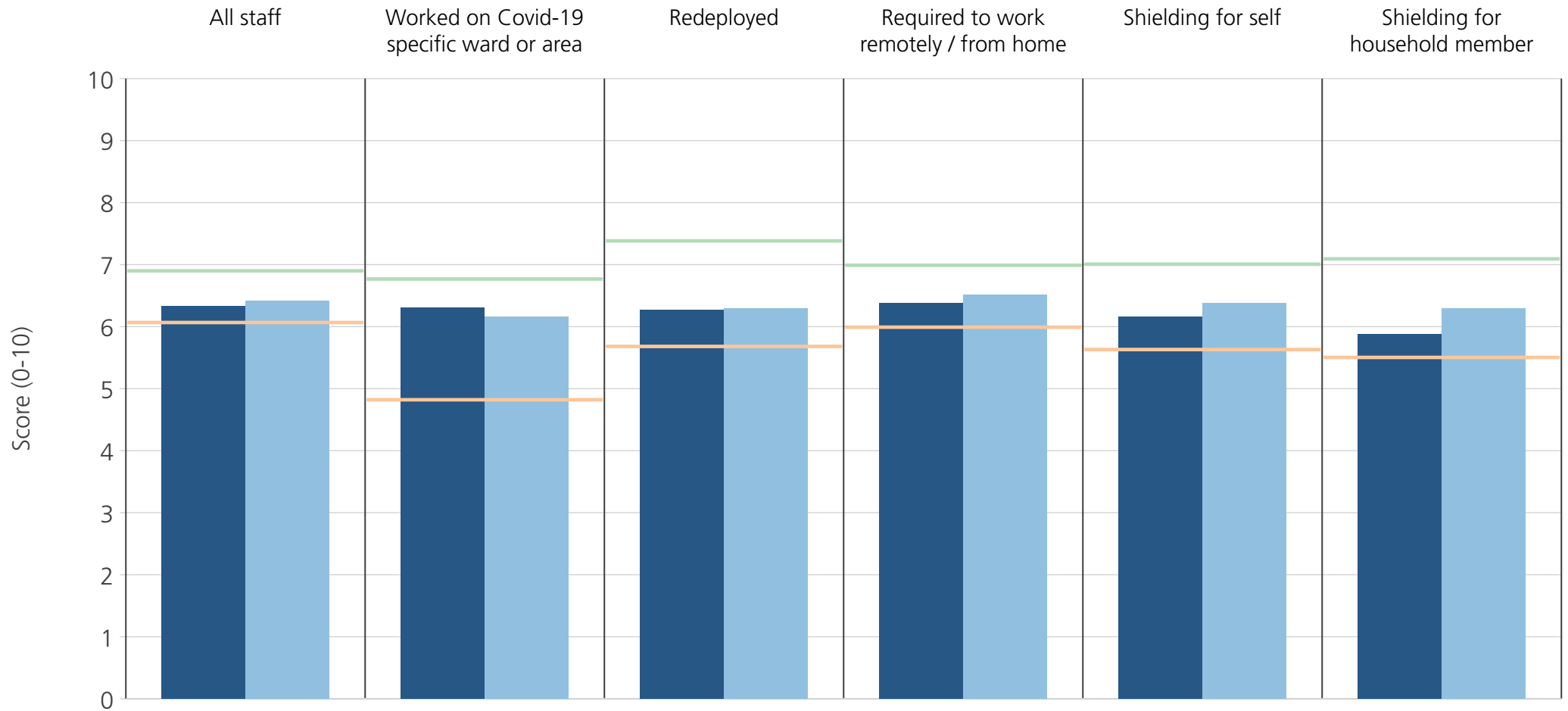
Highest	9.5	9.2	9.5	9.5	10.0	9.6
Your org	8.5	7.9	8.1	8.7	8.4	8.0
Average	9.1	8.6	9.0	9.3	8.8	9.0
Lowest	8.2	6.5	7.4	8.4	7.4	7.6
Responses	2,555	618	238	1,540	295	142



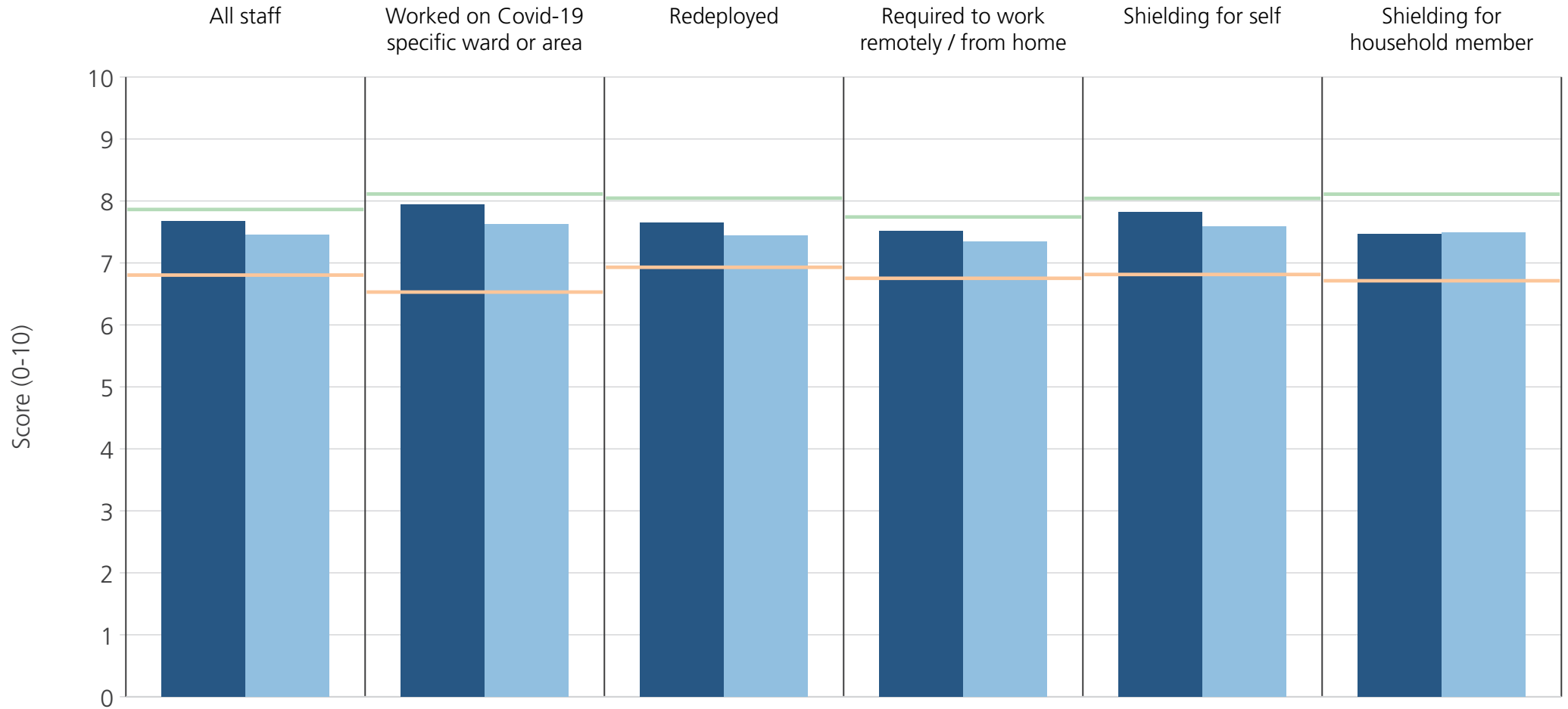
<b>Highest</b>	7.0	6.7	7.7	7.1	6.8	7.0
<b>Your org</b>	6.3	6.2	6.3	6.4	6.0	5.9
<b>Average</b>	6.4	6.0	6.2	6.4	6.2	6.2
<b>Lowest</b>	5.9	5.1	5.5	6.0	5.5	5.4
<b>Responses</b>	2,567	619	240	1,544	295	142



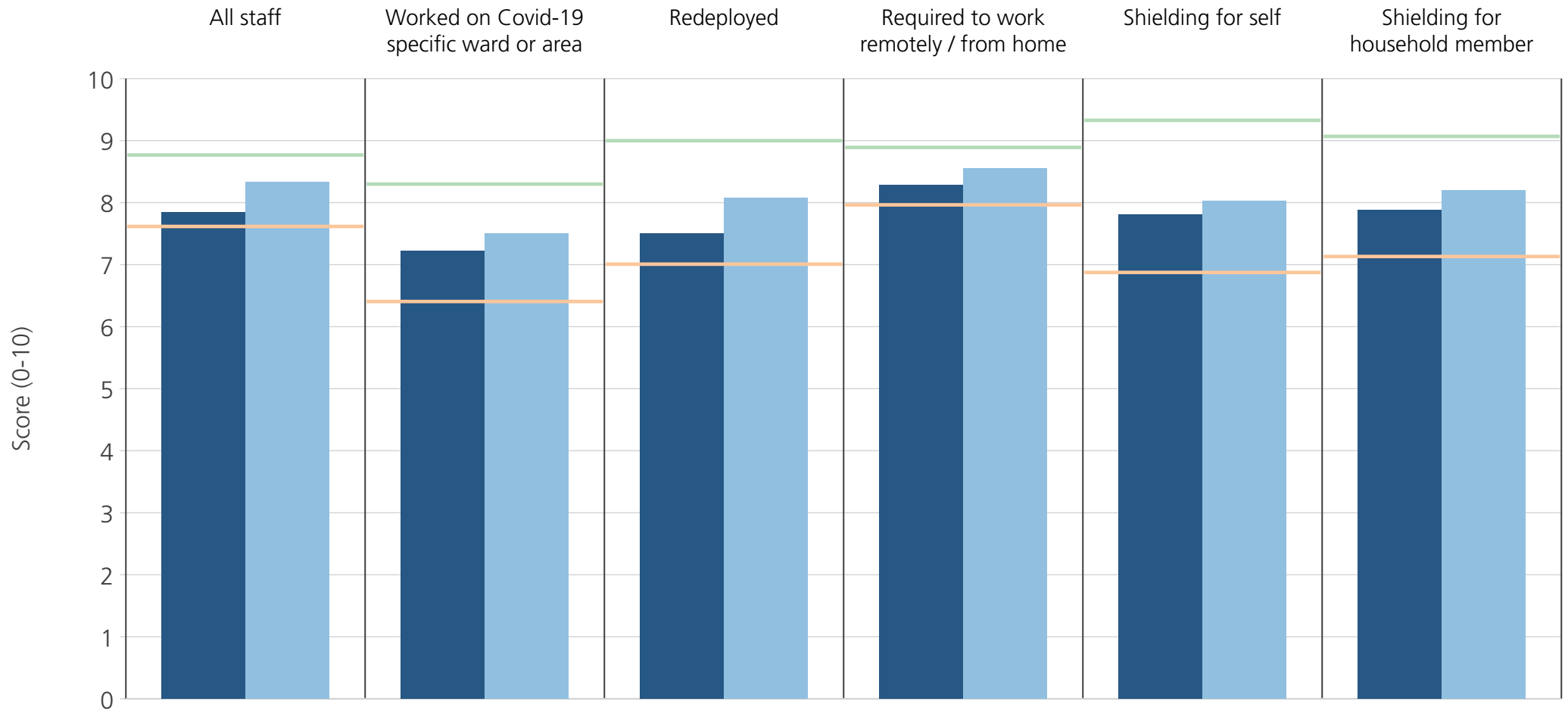
<b>Highest</b>	7.6	7.6	8.3	7.8	8.4	8.0
<b>Your org</b>	7.4	7.4	7.3	7.4	7.3	7.3
<b>Average</b>	7.3	7.1	7.3	7.5	7.3	7.3
<b>Lowest</b>	7.0	6.7	6.6	7.2	6.8	6.6
<b>Responses</b>	2,571	619	240	1,543	294	141



<b>Highest</b>	6.9	6.8	7.4	7.0	7.0	7.1
<b>Your org</b>	6.3	6.3	6.3	6.4	6.2	5.9
<b>Average</b>	6.4	6.2	6.3	6.5	6.4	6.3
<b>Lowest</b>	6.1	4.8	5.7	6.0	5.6	5.5
<b>Responses</b>	2,531	617	238	1,539	293	141

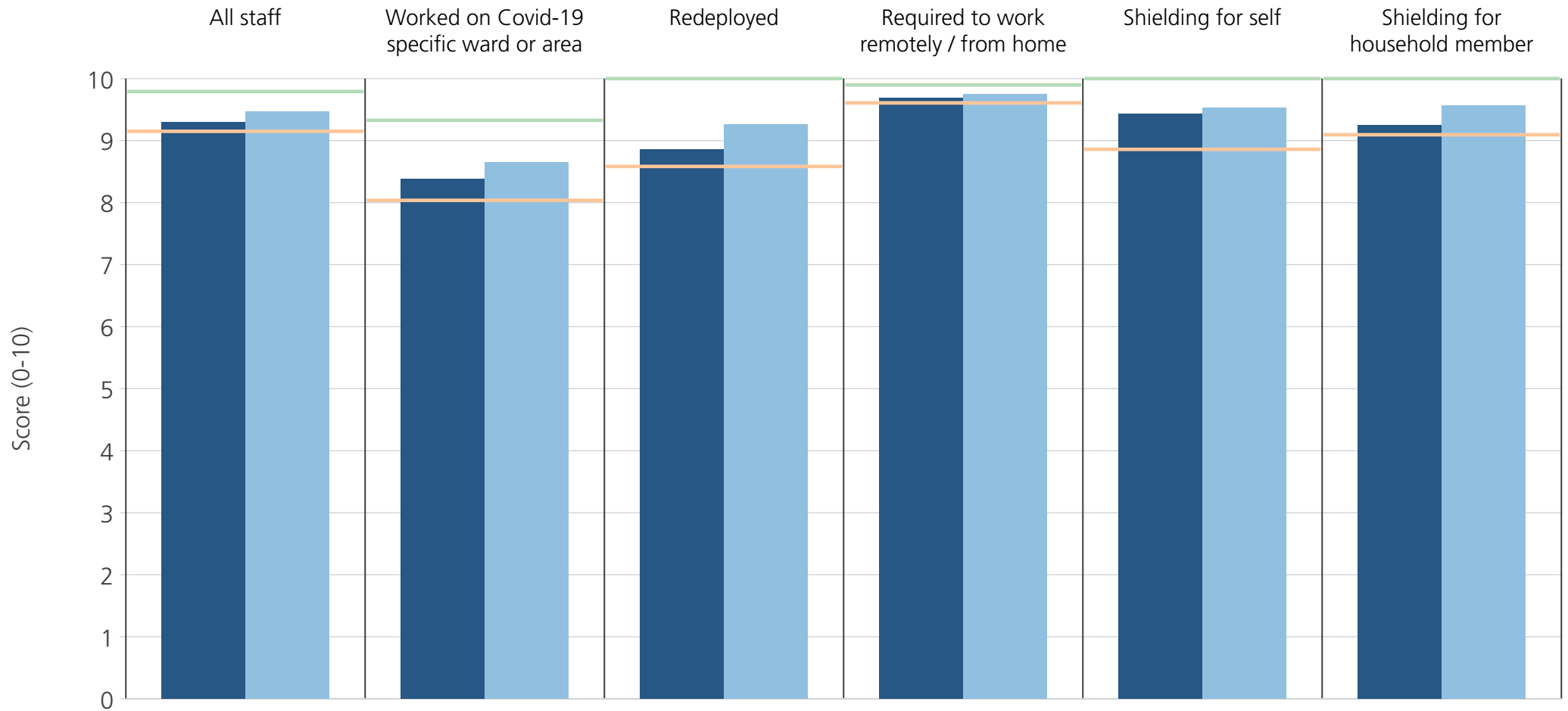


Highest	7.9	8.1	8.0	7.7	8.0	8.1
Your org	7.7	7.9	7.6	7.5	7.8	7.5
Average	7.5	7.6	7.4	7.3	7.6	7.5
Lowest	6.8	6.5	6.9	6.8	6.8	6.7
Responses	2,342	603	230	1,355	267	126

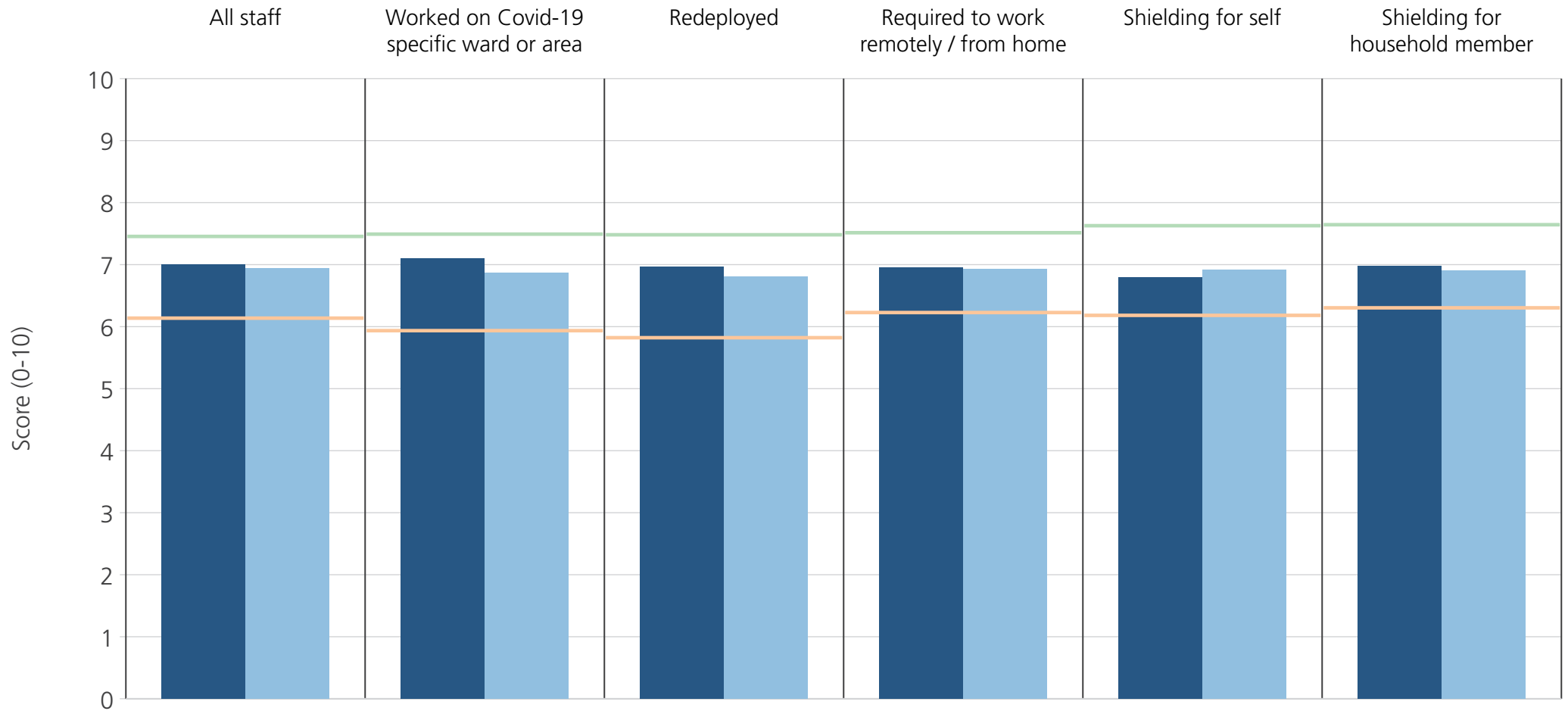


Highest	8.8	8.3	9.0	8.9	9.3	9.1
Your org	7.8	7.2	7.5	8.3	7.8	7.9
Average	8.3	7.5	8.1	8.6	8.0	8.2
Lowest	7.6	6.4	7.0	8.0	6.9	7.1
Responses	2,491	604	235	1,501	286	141

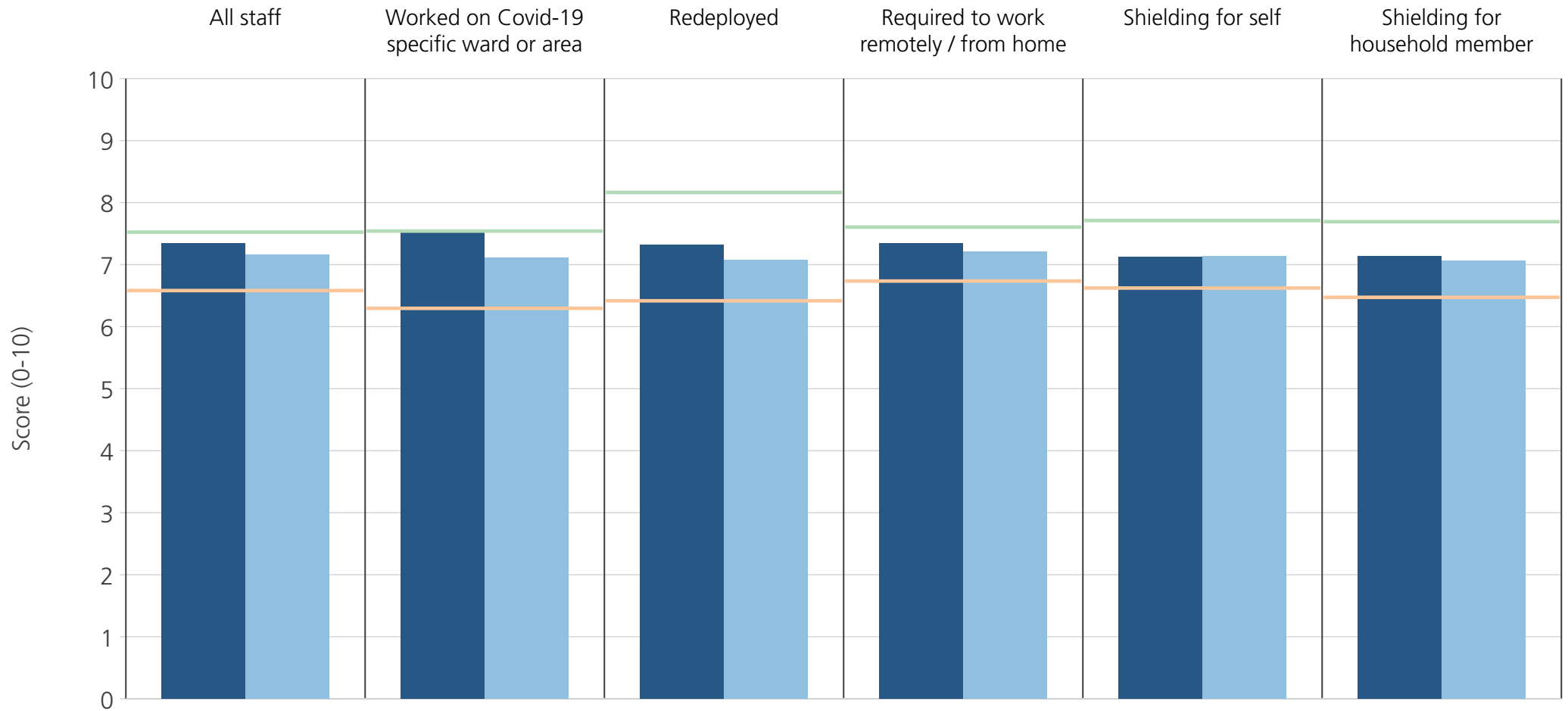




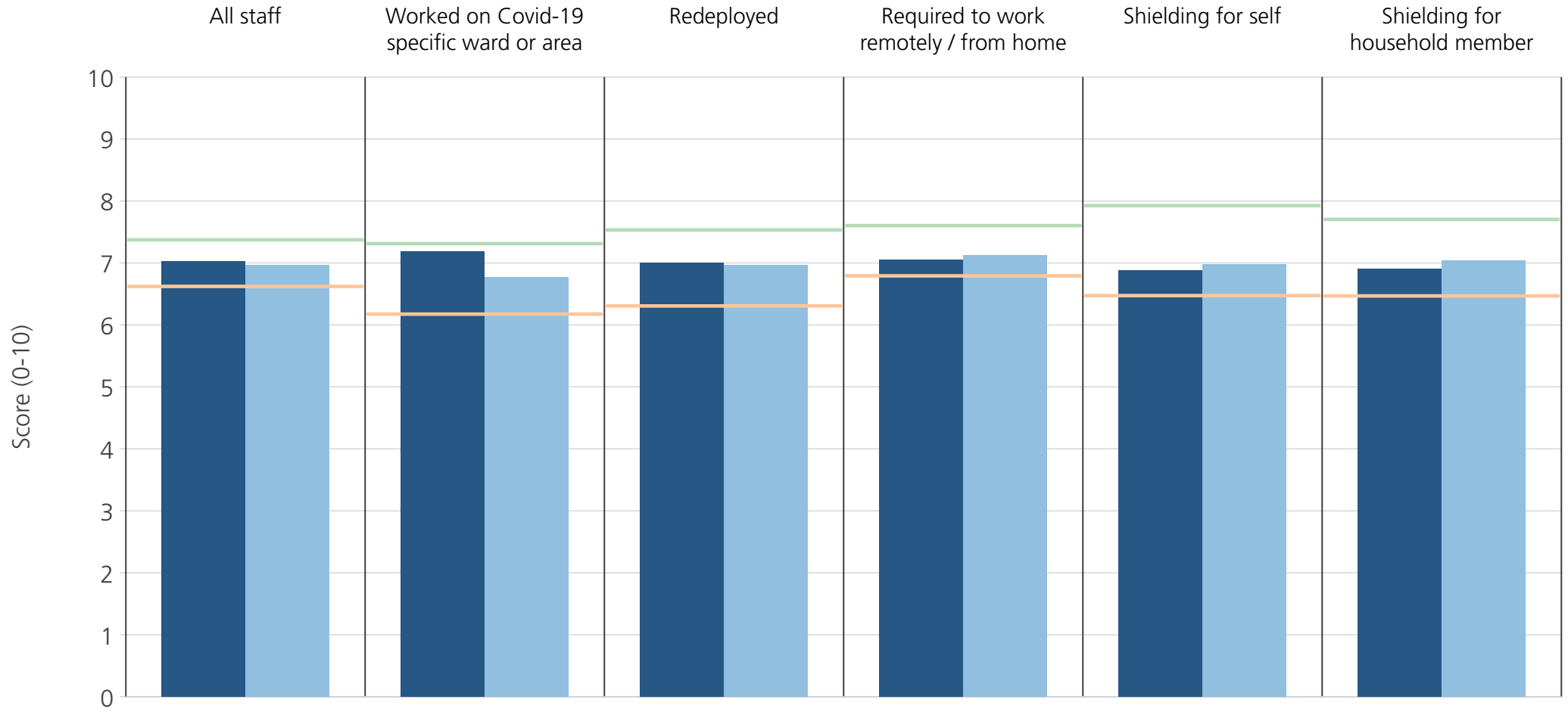
Highest	9.8	9.3	10.0	9.9	10.0	10.0
Your org	9.3	8.4	8.9	9.7	9.4	9.2
Average	9.5	8.6	9.3	9.8	9.5	9.6
Lowest	9.1	8.0	8.6	9.6	8.9	9.1
Responses	2,561	618	239	1,543	293	142



Category	All staff	Worked on Covid-19 specific ward or area	Redeployed	Required to work remotely / from home	Shielding for self	Shielding for household member
Highest	7.5	7.5	7.5	7.5	7.6	7.6
Your org	7.0	7.1	7.0	7.0	6.8	7.0
Average	6.9	6.9	6.8	6.9	6.9	6.9
Lowest	6.1	5.9	5.8	6.2	6.2	6.3
Responses	2,545	619	239	1,540	295	142



<b>Highest</b>	7.5	7.5	8.2	7.6	7.7	7.7
<b>Your org</b>	7.3	7.5	7.3	7.3	7.1	7.1
<b>Average</b>	7.2	7.1	7.1	7.2	7.1	7.1
<b>Lowest</b>	6.6	6.3	6.4	6.7	6.6	6.5
<b>Responses</b>	2,591	619	240	1,545	295	142

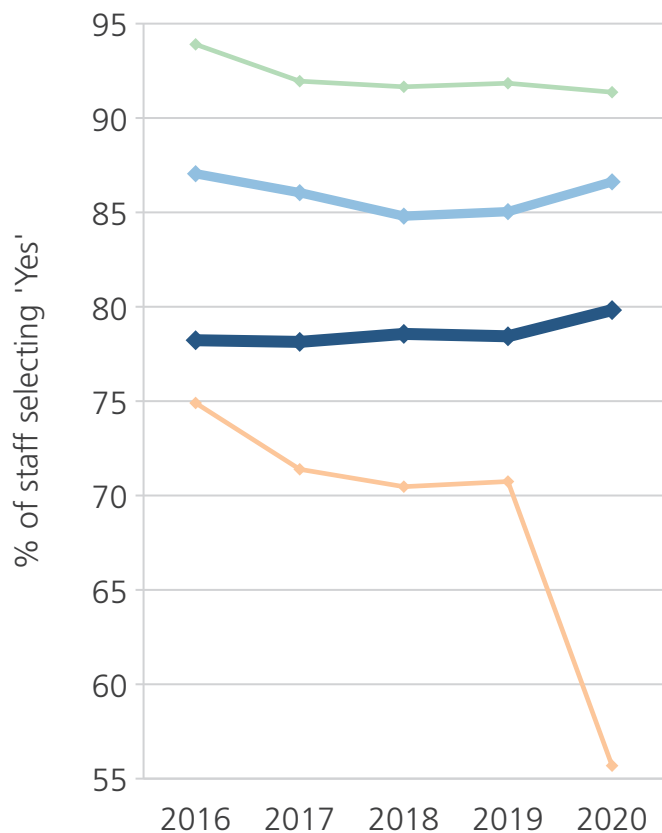


<b>Highest</b>	7.4	7.3	7.5	7.6	7.9	7.7
<b>Your org</b>	7.0	7.2	7.0	7.1	6.9	6.9
<b>Average</b>	7.0	6.8	7.0	7.1	7.0	7.0
<b>Lowest</b>	6.6	6.2	6.3	6.8	6.5	6.5
<b>Responses</b>	2,576	615	237	1,536	293	142

# Theme results – Detailed information

**Q14**

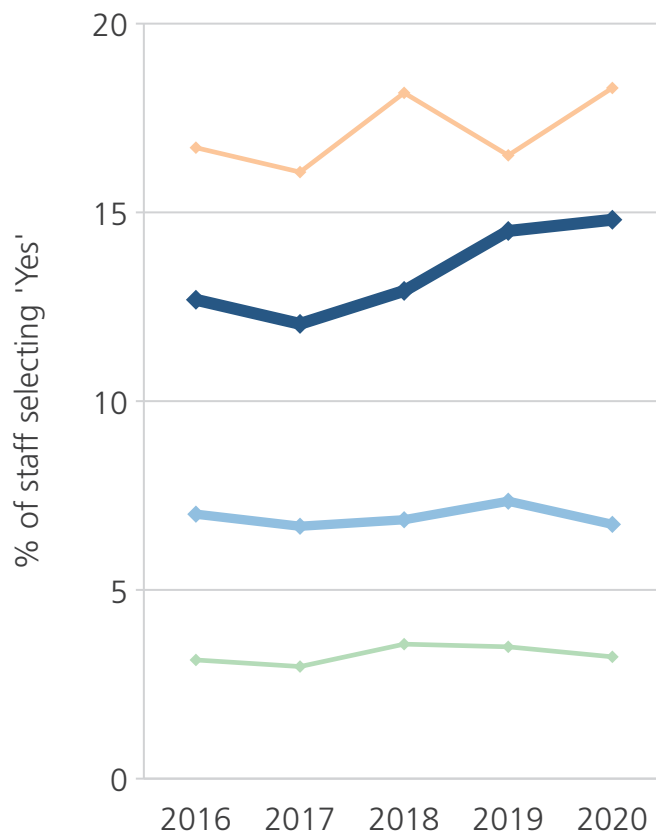
Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



<b>Best</b>	93.9%	92.0%	91.7%	91.8%	91.4%
<b>Your org</b>	78.2%	78.1%	78.6%	78.4%	79.8%
<b>Average</b>	87.0%	86.0%	84.8%	85.0%	86.6%
<b>Worst</b>	74.9%	71.4%	70.5%	70.7%	55.7%

**Q15a**

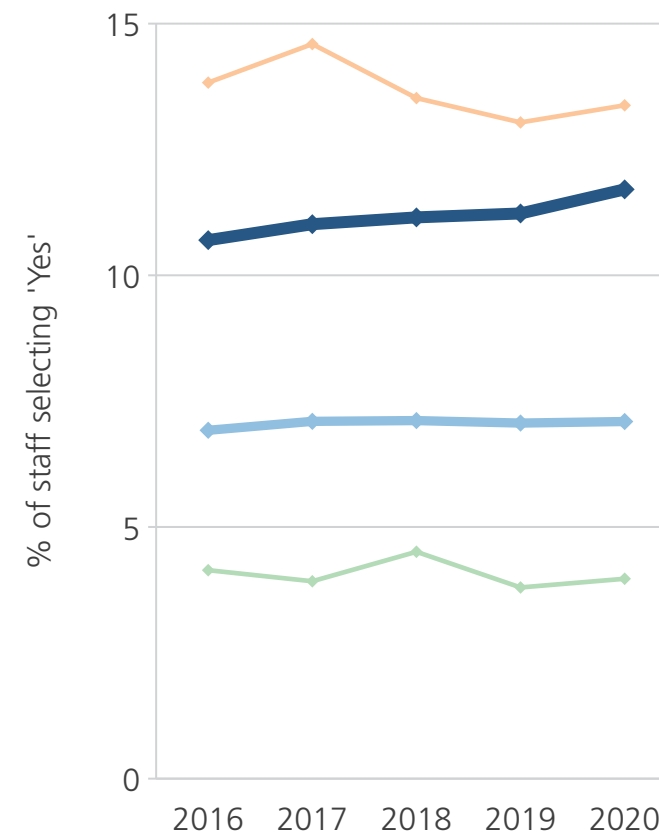
In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



<b>Worst</b>	16.7%	16.1%	18.2%	16.5%	18.3%
<b>Your org</b>	12.7%	12.0%	12.9%	14.5%	14.8%
<b>Average</b>	7.0%	6.7%	6.9%	7.3%	6.7%
<b>Best</b>	3.1%	3.0%	3.6%	3.5%	3.2%

**Q15b**

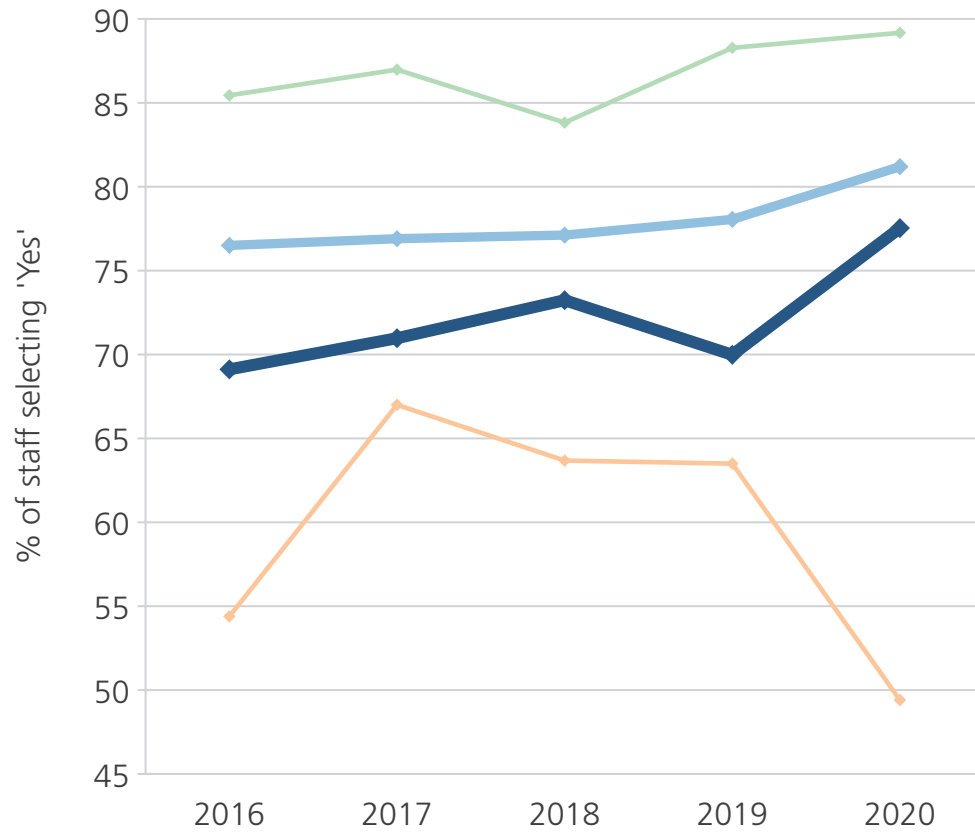
In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



<b>Worst</b>	13.8%	14.6%	13.5%	13.0%	13.4%
<b>Your org</b>	10.7%	11.0%	11.2%	11.2%	11.7%
<b>Average</b>	6.9%	7.1%	7.1%	7.1%	7.1%
<b>Best</b>	4.1%	3.9%	4.5%	3.8%	4.0%

**Q26b**

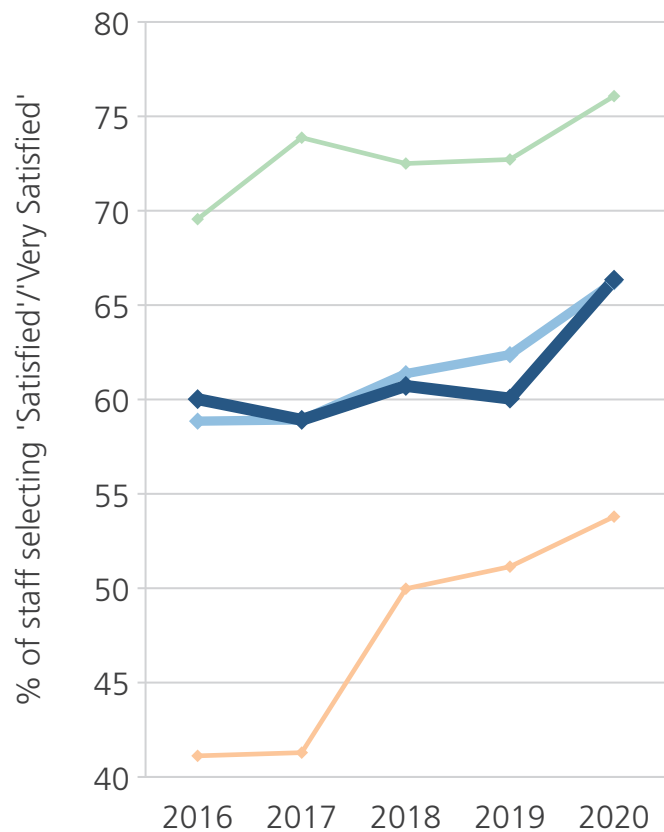
Has your employer made adequate adjustment(s) to enable you to carry out your work?



<b>Best</b>	85.4%	87.0%	83.8%	88.3%	89.2%
<b>Your org</b>	69.1%	71.0%	73.2%	70.0%	77.5%
<b>Average</b>	76.5%	76.9%	77.1%	78.1%	81.2%
<b>Worst</b>	54.4%	67.0%	63.7%	63.5%	49.4%

**Q5h**

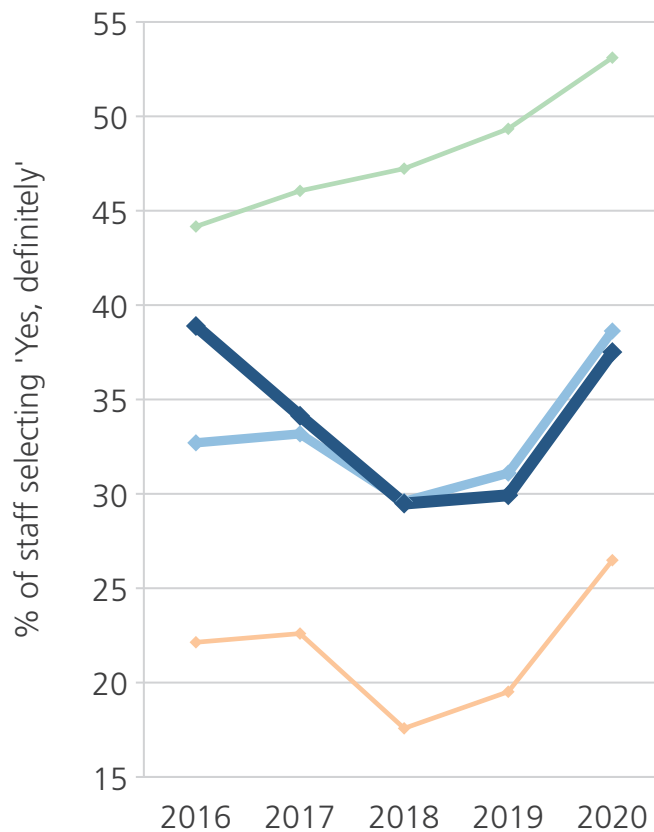
The opportunities for flexible working patterns



<b>Best</b>	69.6%	73.9%	72.5%	72.7%	76.1%
<b>Your org</b>	60.0%	58.9%	60.7%	60.0%	66.3%
<b>Average</b>	58.9%	58.9%	61.4%	62.4%	66.2%
<b>Worst</b>	41.1%	41.3%	50.0%	51.1%	53.8%

**Q11a**

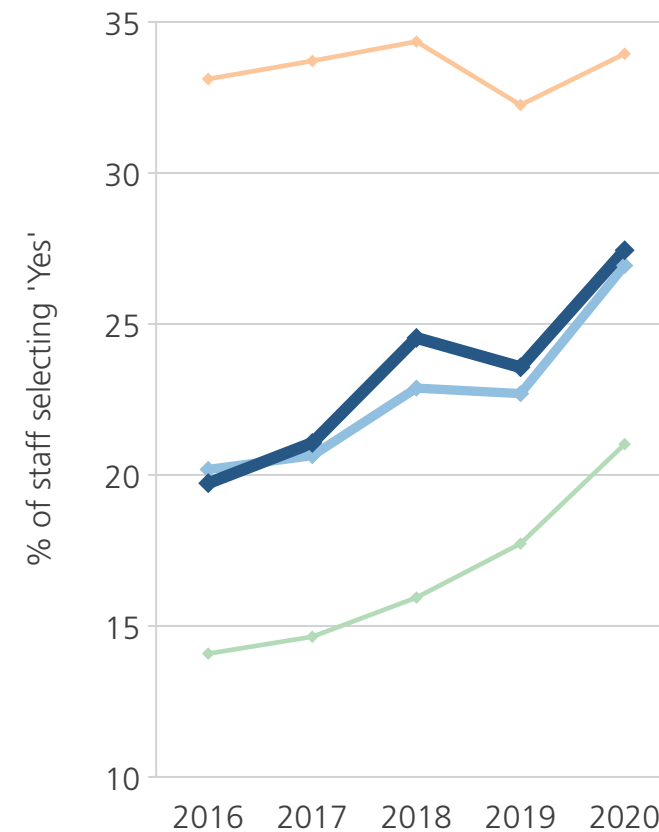
Does your organisation take positive action on health and well-being?



<b>Best</b>	44.2%	46.1%	47.2%	49.3%	53.1%
<b>Your org</b>	38.9%	34.1%	29.5%	29.9%	37.5%
<b>Average</b>	32.7%	33.2%	29.6%	31.1%	38.6%
<b>Worst</b>	22.1%	22.6%	17.6%	19.5%	26.5%

**Q11b**

In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?

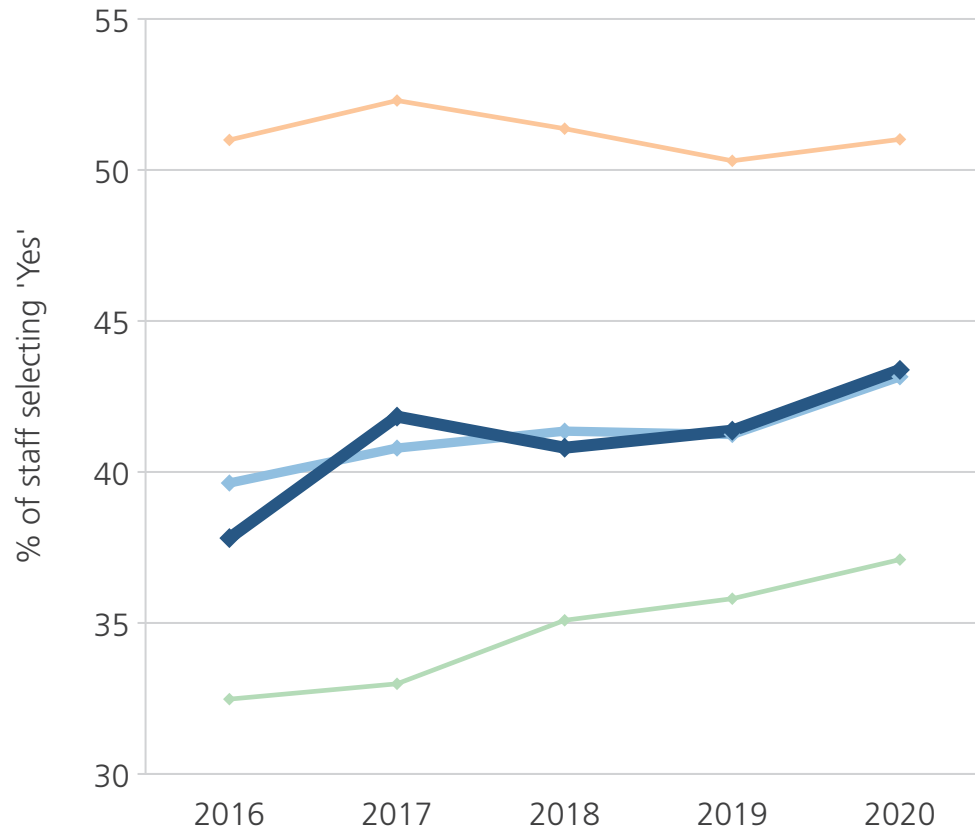


<b>Worst</b>	33.1%	33.7%	34.4%	32.3%	33.9%
<b>Your org</b>	19.7%	21.1%	24.5%	23.6%	27.4%
<b>Average</b>	20.2%	20.6%	22.9%	22.7%	26.9%
<b>Best</b>	14.1%	14.6%	15.9%	17.7%	21.0%



**Q11c**

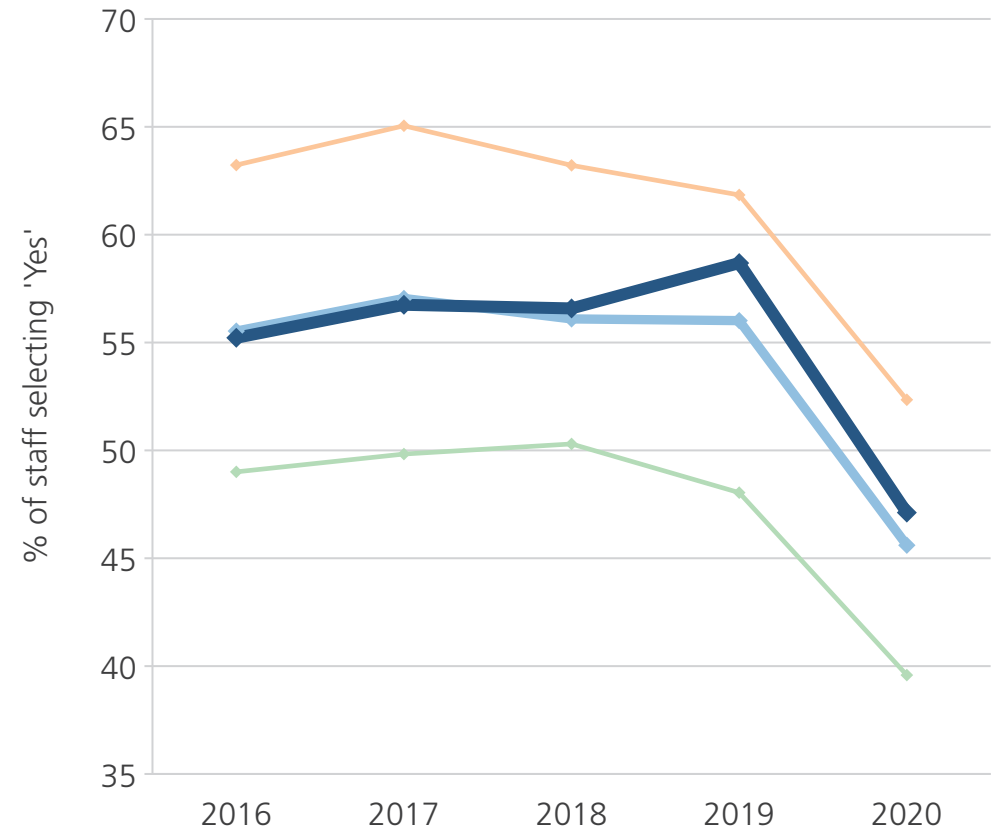
During the last 12 months have you felt unwell as a result of work related stress?



<b>Worst</b>	51.0%	52.3%	51.4%	50.3%	51.0%
<b>Your org</b>	37.8%	41.8%	40.8%	41.4%	43.4%
<b>Average</b>	39.6%	40.8%	41.4%	41.2%	43.2%
<b>Best</b>	32.5%	33.0%	35.1%	35.8%	37.1%

**Q11d**

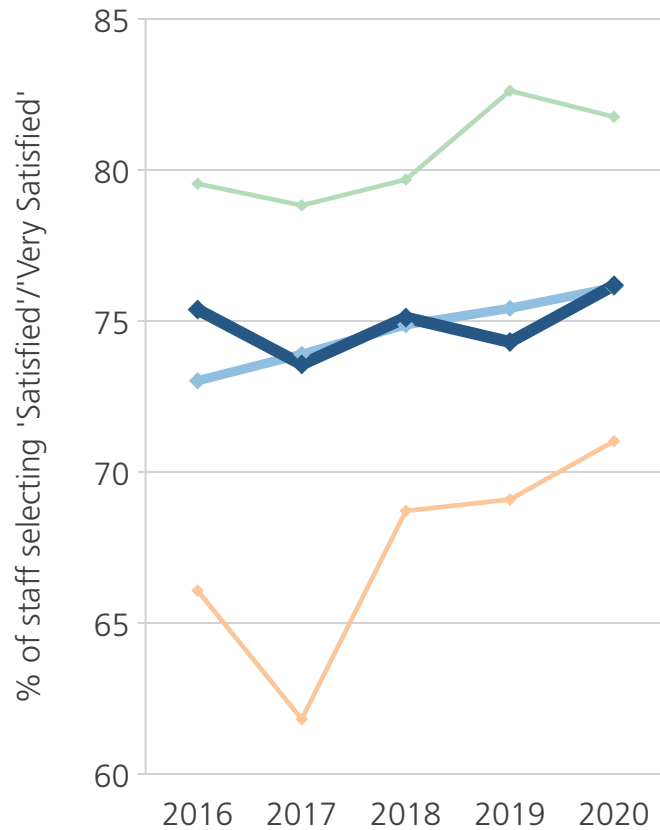
In the last three months have you ever come to work despite not feeling well enough to perform your duties?



<b>Worst</b>	63.2%	65.0%	63.2%	61.8%	52.3%
<b>Your org</b>	55.2%	56.8%	56.6%	58.7%	47.1%
<b>Average</b>	55.5%	57.0%	56.1%	56.0%	45.6%
<b>Best</b>	49.0%	49.8%	50.3%	48.0%	39.6%

**Q5b**

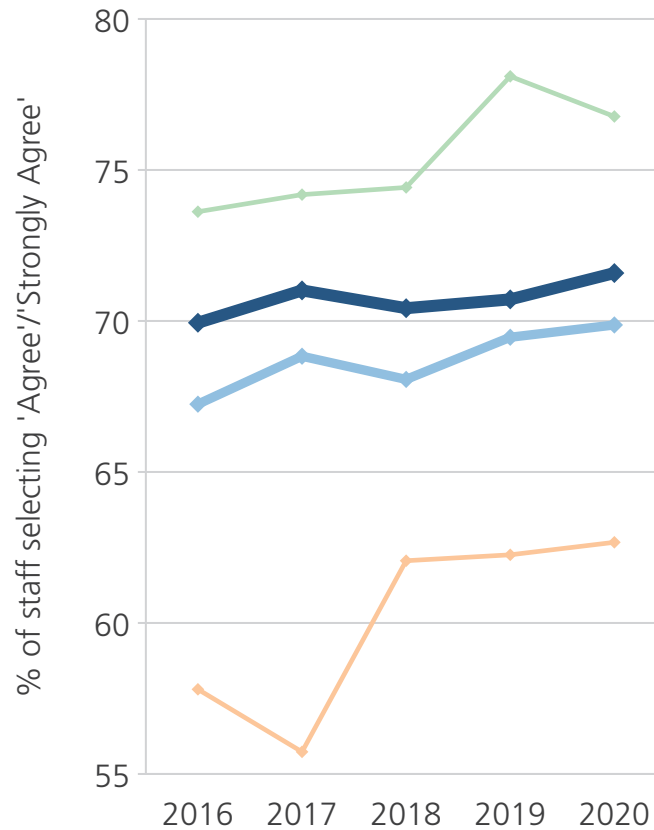
The support I get from my immediate manager



<b>Best</b>	79.5%	78.8%	79.7%	82.6%	81.8%
<b>Your org</b>	75.4%	73.6%	75.1%	74.3%	76.2%
<b>Average</b>	73.0%	73.9%	74.9%	75.4%	76.1%
<b>Worst</b>	66.1%	61.8%	68.7%	69.1%	71.0%

**Q8c**

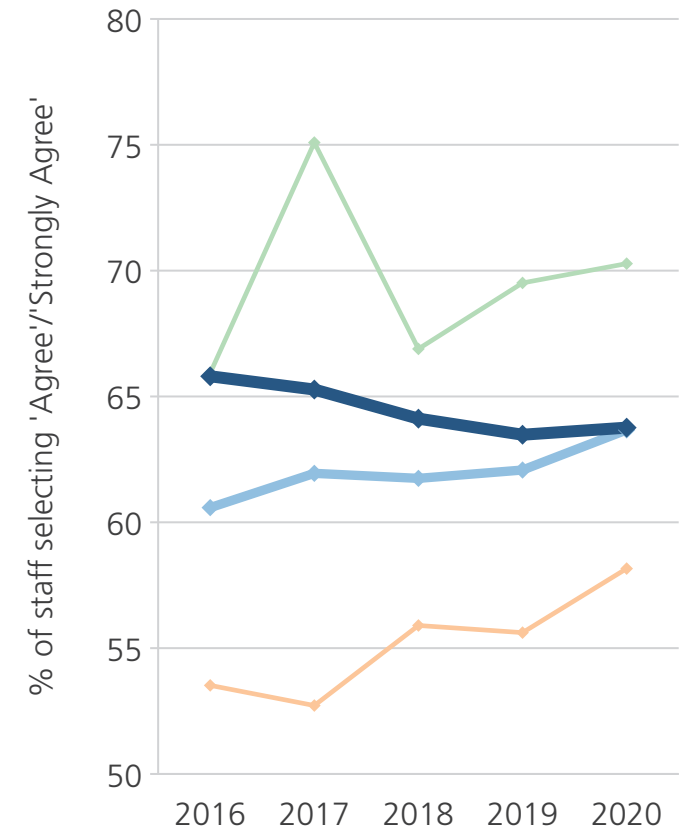
My immediate manager gives me clear feedback on my work



<b>Best</b>	73.6%	74.2%	74.4%	78.1%	76.8%
<b>Your org</b>	69.9%	71.0%	70.4%	70.7%	71.6%
<b>Average</b>	67.2%	68.8%	68.1%	69.5%	69.9%
<b>Worst</b>	57.8%	55.7%	62.1%	62.3%	62.7%

**Q8d**

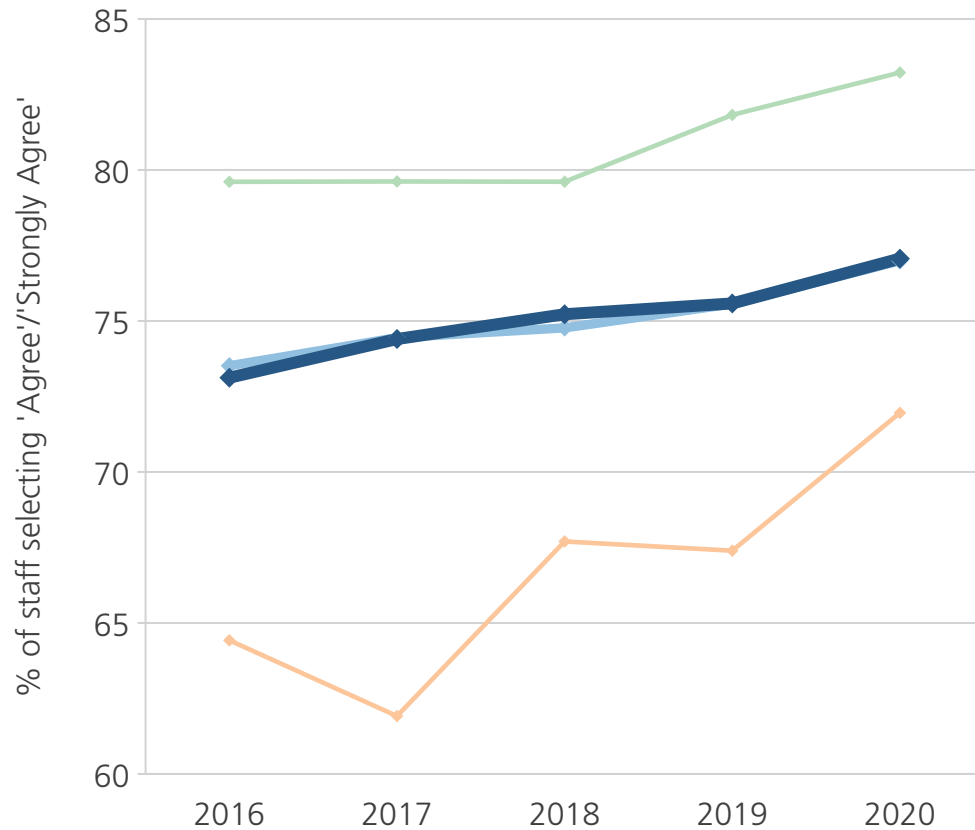
My immediate manager asks for my opinion before making decisions that affect my work



<b>Best</b>	65.9%	75.1%	66.9%	69.5%	70.3%
<b>Your org</b>	65.8%	65.3%	64.1%	63.5%	63.8%
<b>Average</b>	60.6%	61.9%	61.7%	62.1%	63.7%
<b>Worst</b>	53.5%	52.7%	55.9%	55.6%	58.2%

**Q8f**

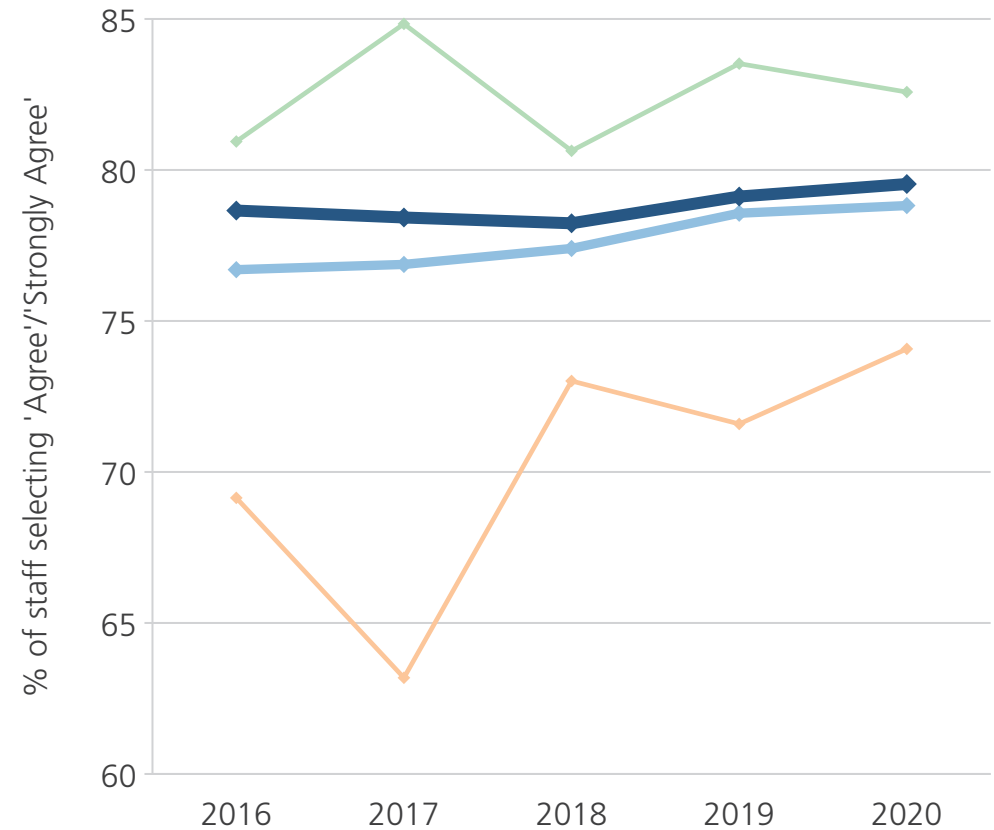
My immediate manager takes a positive interest in my health and well-being



<b>Best</b>	79.6%	79.6%	79.6%	81.8%	83.2%
<b>Your org</b>	73.1%	74.4%	75.2%	75.6%	77.1%
<b>Average</b>	73.5%	74.4%	74.8%	75.6%	77.0%
<b>Worst</b>	64.4%	61.9%	67.7%	67.4%	72.0%

**Q8g**

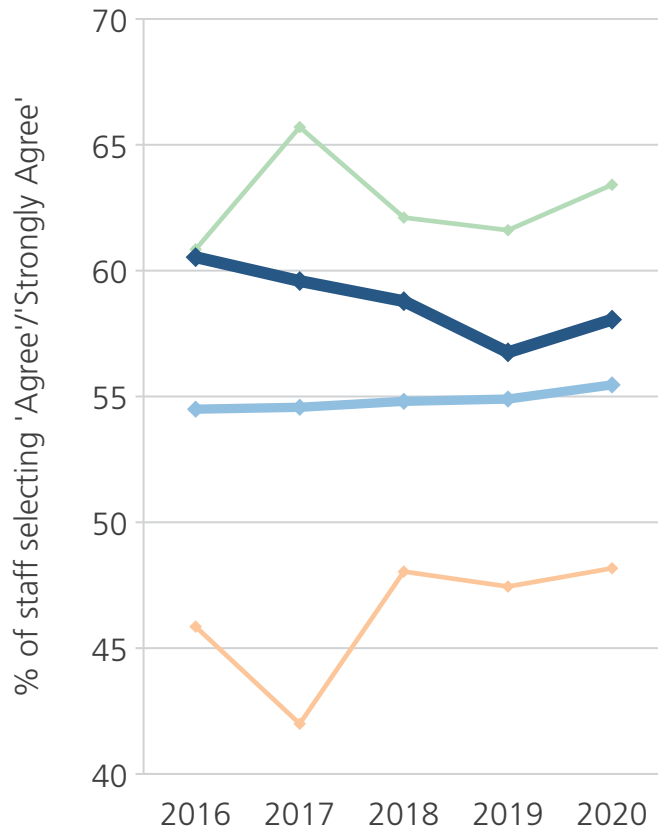
My immediate manager values my work



<b>Best</b>	80.9%	84.8%	80.6%	83.5%	82.6%
<b>Your org</b>	78.7%	78.4%	78.2%	79.1%	79.5%
<b>Average</b>	76.7%	76.9%	77.4%	78.6%	78.8%
<b>Worst</b>	69.1%	63.2%	73.0%	71.6%	74.1%

**Q4c**

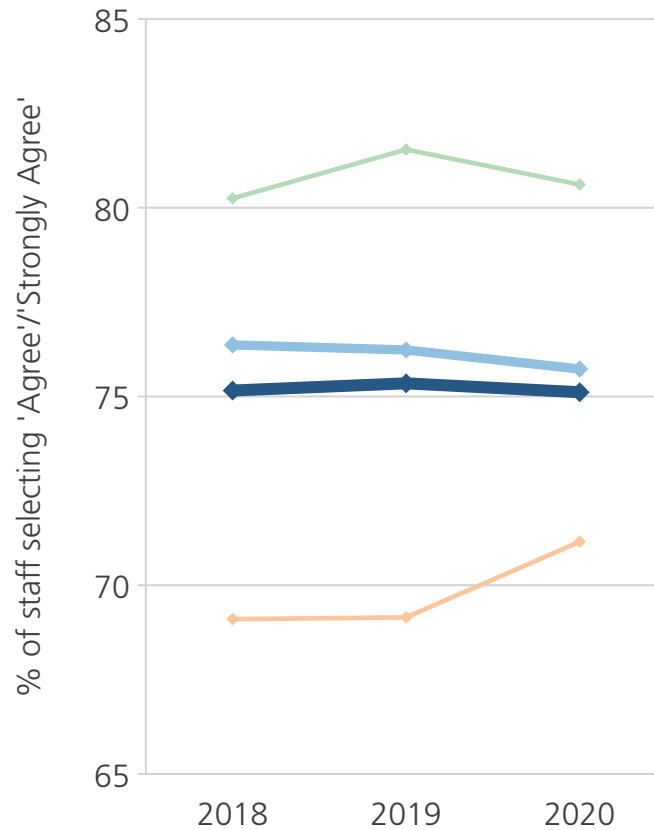
I am involved in deciding on changes introduced that affect my work area / team / department



<b>Best</b>	60.8%	65.7%	62.1%	61.6%	63.4%
<b>Your org</b>	60.5%	59.6%	58.8%	56.8%	58.1%
<b>Average</b>	54.5%	54.6%	54.8%	54.9%	55.5%
<b>Worst</b>	45.9%	42.0%	48.0%	47.4%	48.2%

**Q4j**

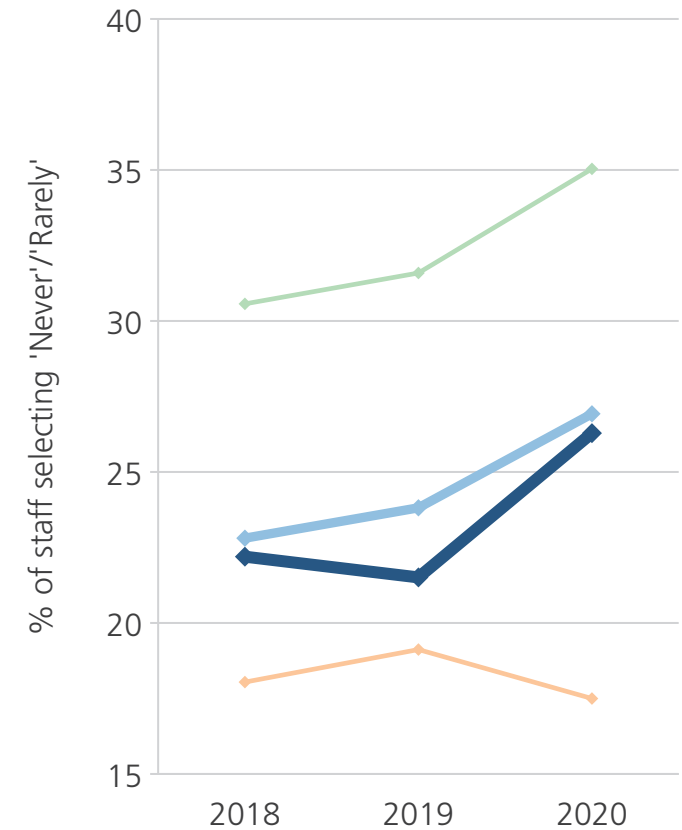
I receive the respect I deserve from my colleagues at work



<b>Best</b>	80.2%	81.5%	80.6%
<b>Your org</b>	75.2%	75.3%	75.1%
<b>Average</b>	76.4%	76.2%	75.7%
<b>Worst</b>	69.1%	69.1%	71.2%

**Q6a**

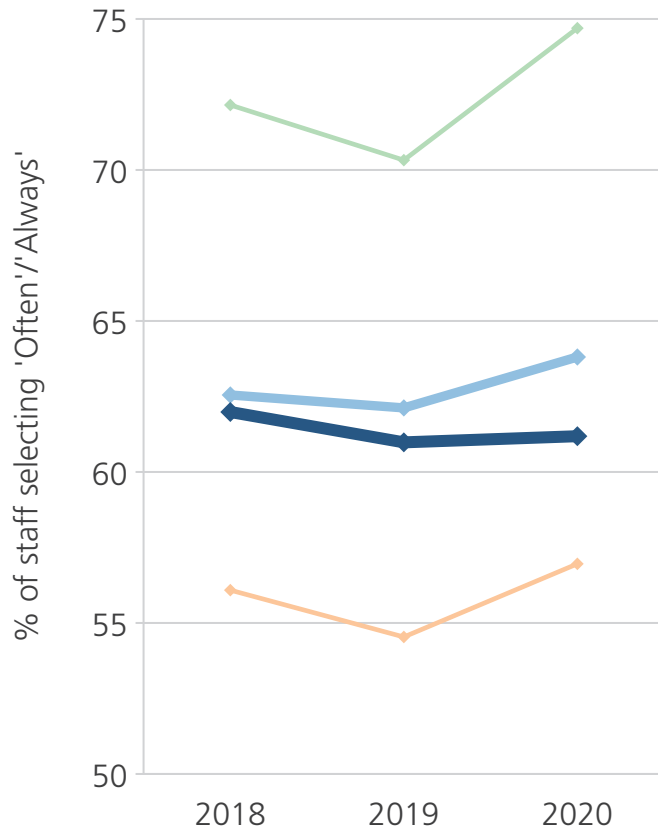
I have unrealistic time pressures



<b>Best</b>	30.6%	31.6%	35.0%
<b>Your org</b>	22.2%	21.5%	26.3%
<b>Average</b>	22.8%	23.8%	26.9%
<b>Worst</b>	18.0%	19.1%	17.5%

**Q6b**

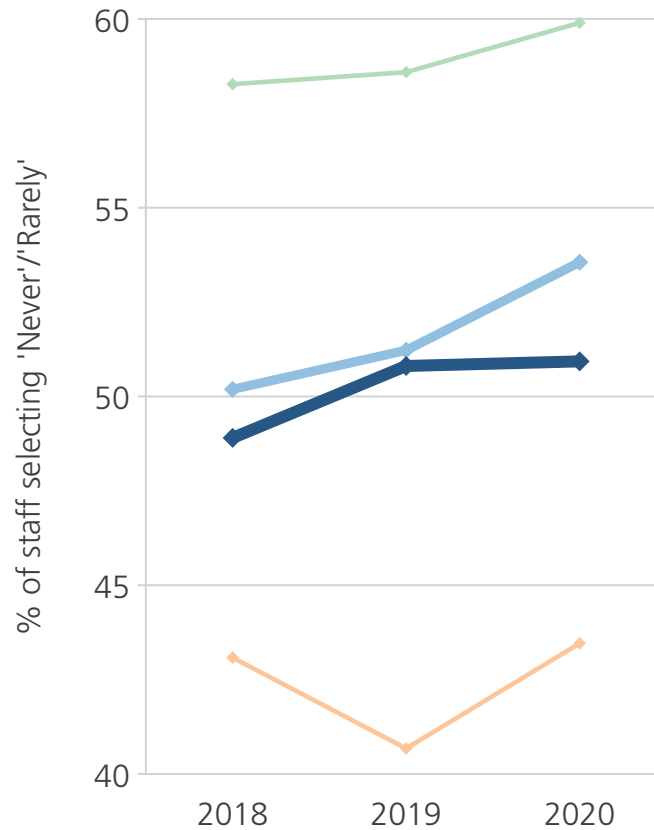
I have a choice in deciding how to do my work



<b>Best</b>	72.2%	70.3%	74.7%
<b>Your org</b>	62.0%	61.0%	61.2%
<b>Average</b>	62.5%	62.1%	63.8%
<b>Worst</b>	56.1%	54.5%	57.0%

**Q6c**

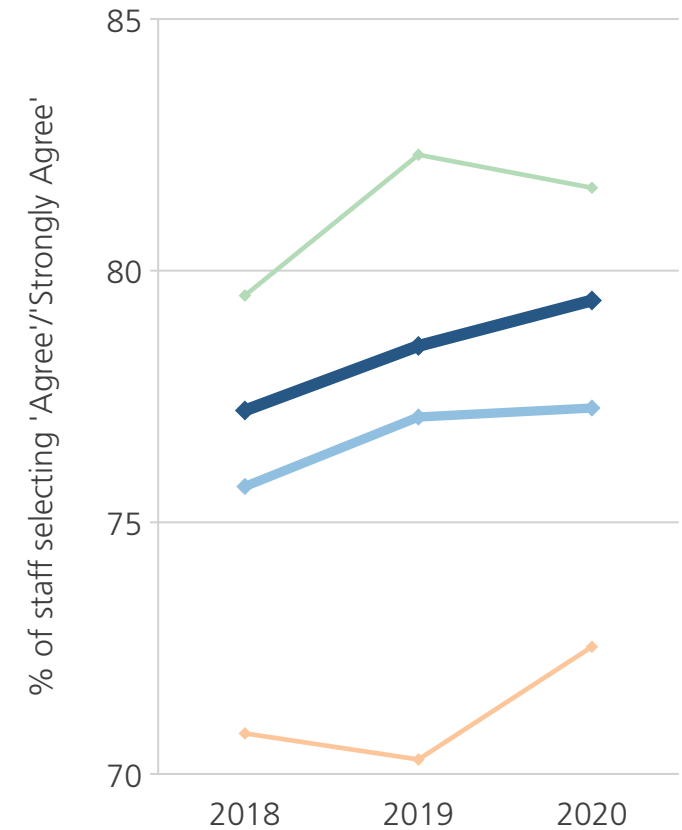
Relationships at work are strained



<b>Best</b>	58.3%	58.6%	59.9%
<b>Your org</b>	48.9%	50.8%	50.9%
<b>Average</b>	50.2%	51.2%	53.6%
<b>Worst</b>	43.1%	40.7%	43.5%

**Q8a**

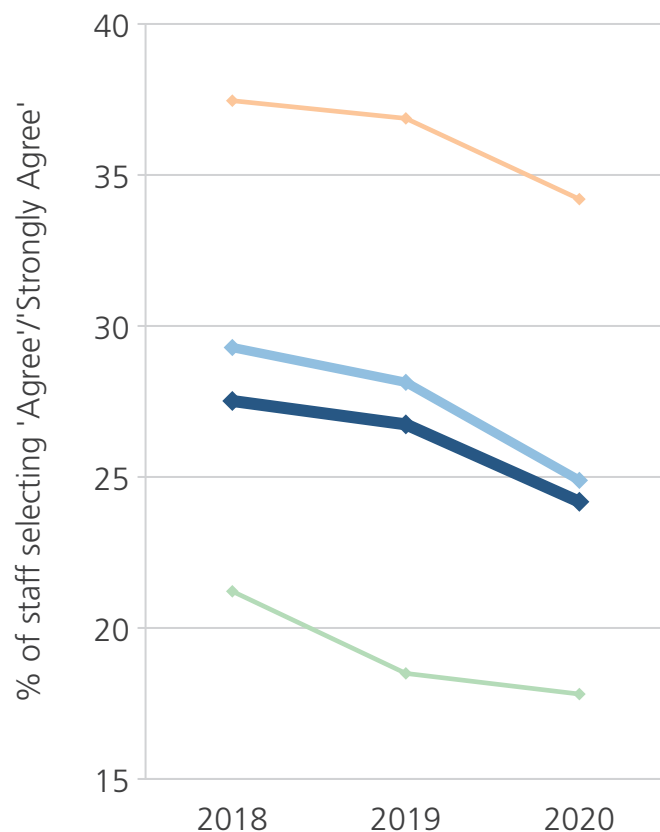
My immediate manager encourages me at work



<b>Best</b>	79.5%	82.3%	81.6%
<b>Your org</b>	77.2%	78.5%	79.4%
<b>Average</b>	75.7%	77.1%	77.3%
<b>Worst</b>	70.8%	70.3%	72.5%

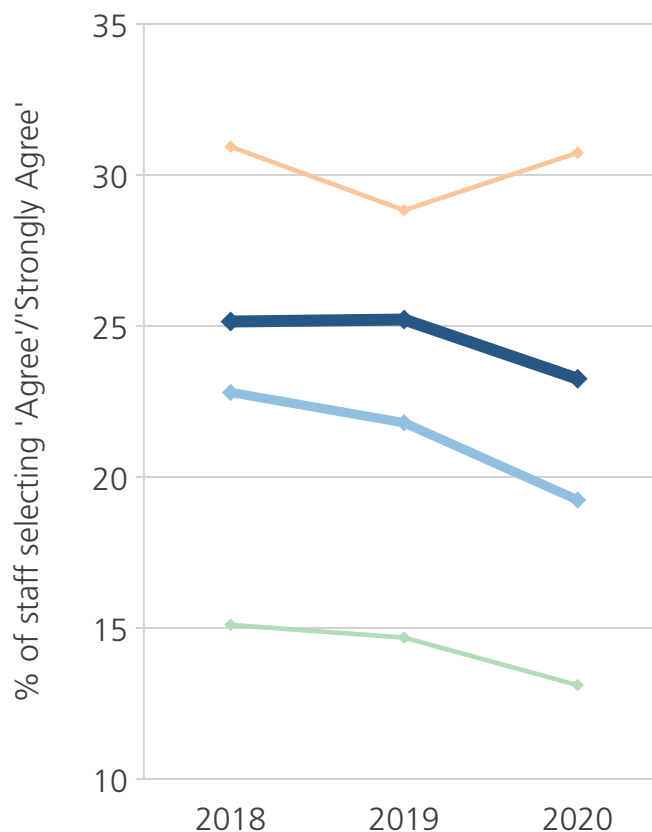
**Q19a**

I often think about leaving this organisation



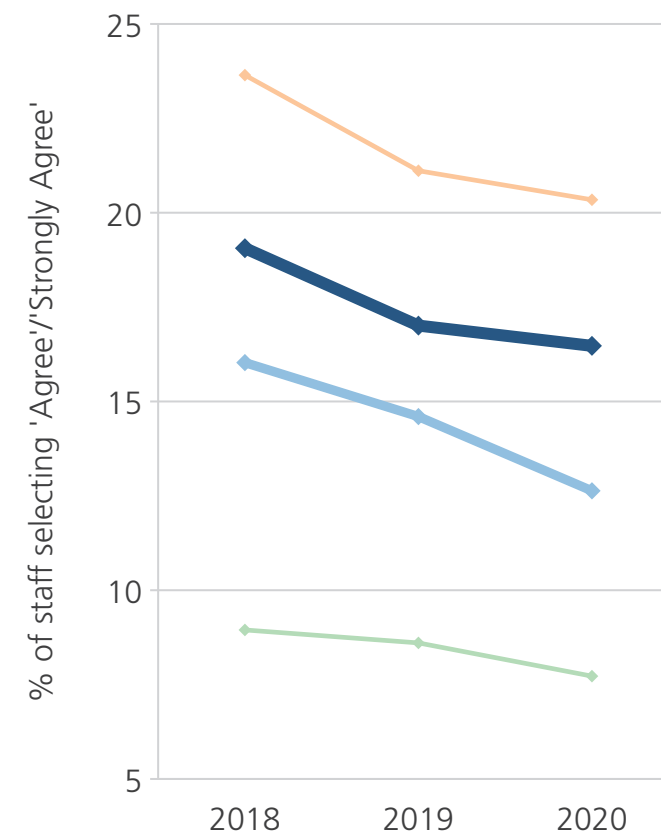
**Q19b**

I will probably look for a job at a new organisation in the next 12 months



**Q19c**

As soon as I can find another job, I will leave this organisation



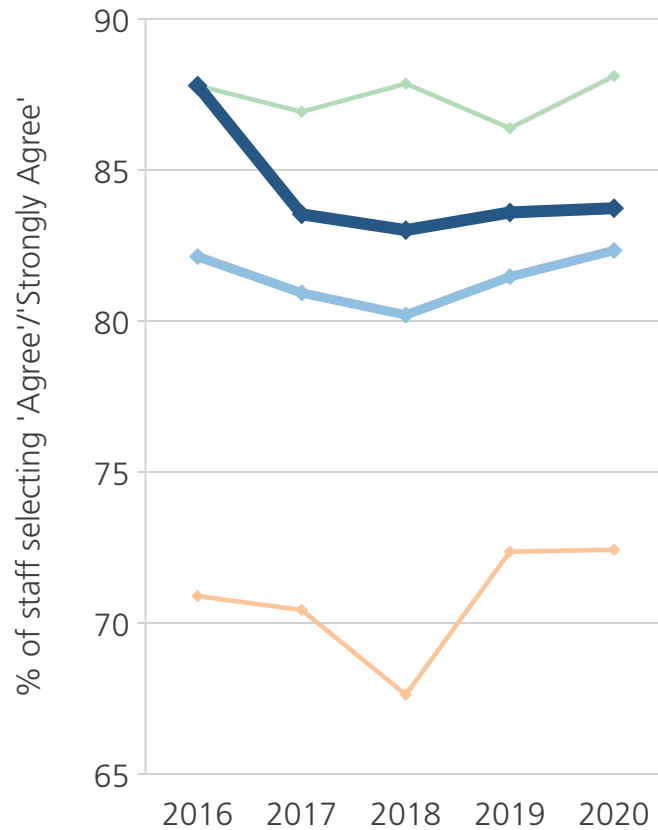
<b>Worst</b>	37.5%	36.9%	34.2%
<b>Your org</b>	27.5%	26.7%	24.2%
<b>Average</b>	29.3%	28.1%	24.9%
<b>Best</b>	21.2%	18.5%	17.8%

<b>Worst</b>	30.9%	28.8%	30.7%
<b>Your org</b>	25.1%	25.2%	23.3%
<b>Average</b>	22.8%	21.8%	19.2%
<b>Best</b>	15.1%	14.7%	13.1%

<b>Worst</b>	23.6%	21.1%	20.3%
<b>Your org</b>	19.1%	17.0%	16.5%
<b>Average</b>	16.0%	14.6%	12.6%
<b>Best</b>	8.9%	8.6%	7.7%

**Q7a**

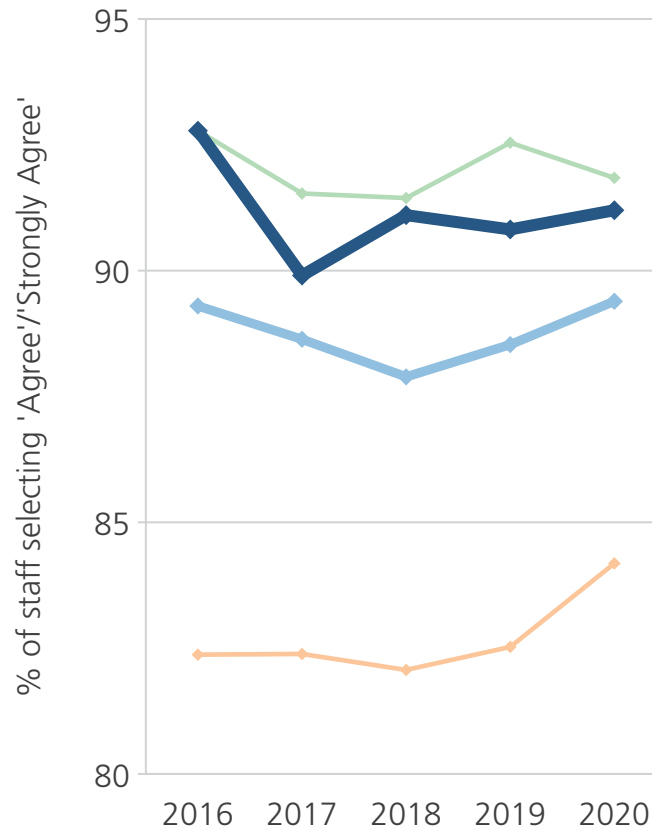
I am satisfied with the quality of care I give to patients / service users



<b>Best</b>	87.8%	86.9%	87.9%	86.4%	88.1%
<b>Your org</b>	87.8%	83.5%	83.0%	83.6%	83.7%
<b>Average</b>	82.1%	80.9%	80.2%	81.5%	82.3%
<b>Worst</b>	70.9%	70.4%	67.6%	72.4%	72.4%

**Q7b**

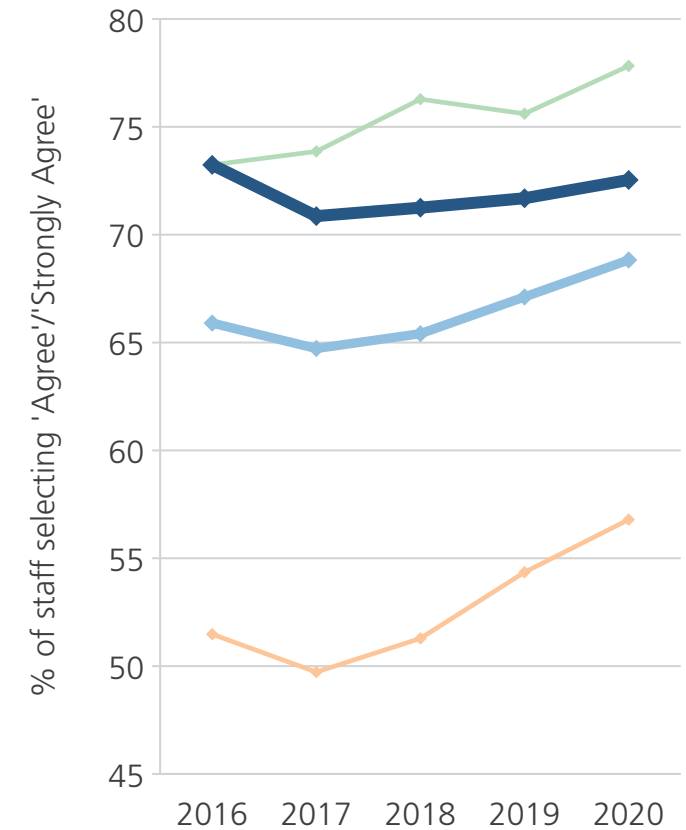
I feel that my role makes a difference to patients / service users



<b>Best</b>	92.8%	91.5%	91.4%	92.5%	91.8%
<b>Your org</b>	92.8%	89.9%	91.1%	90.8%	91.2%
<b>Average</b>	89.3%	88.6%	87.9%	88.5%	89.4%
<b>Worst</b>	82.4%	82.4%	82.1%	82.5%	84.2%

**Q7c**

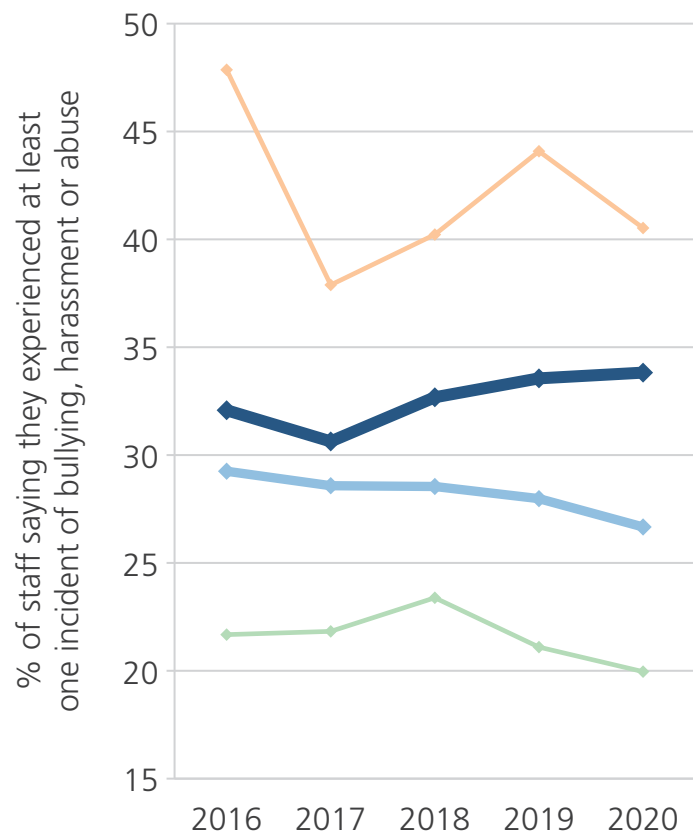
I am able to deliver the care I aspire to



<b>Best</b>	73.2%	73.9%	76.3%	75.6%	77.8%
<b>Your org</b>	73.2%	70.9%	71.3%	71.7%	72.5%
<b>Average</b>	65.9%	64.7%	65.4%	67.1%	68.8%
<b>Worst</b>	51.5%	49.7%	51.3%	54.4%	56.8%

Q13a

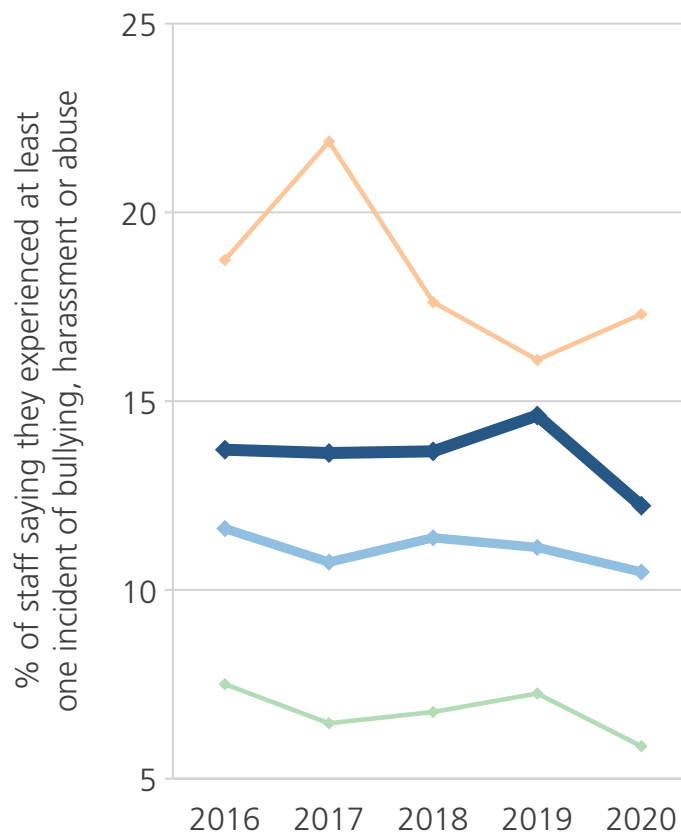
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?



<b>Worst</b>	47.9%	37.9%	40.2%	44.1%	40.5%
<b>Your org</b>	32.1%	30.6%	32.7%	33.6%	33.8%
<b>Average</b>	29.3%	28.6%	28.5%	28.0%	26.7%
<b>Best</b>	21.7%	21.8%	23.4%	21.1%	20.0%

Q13b

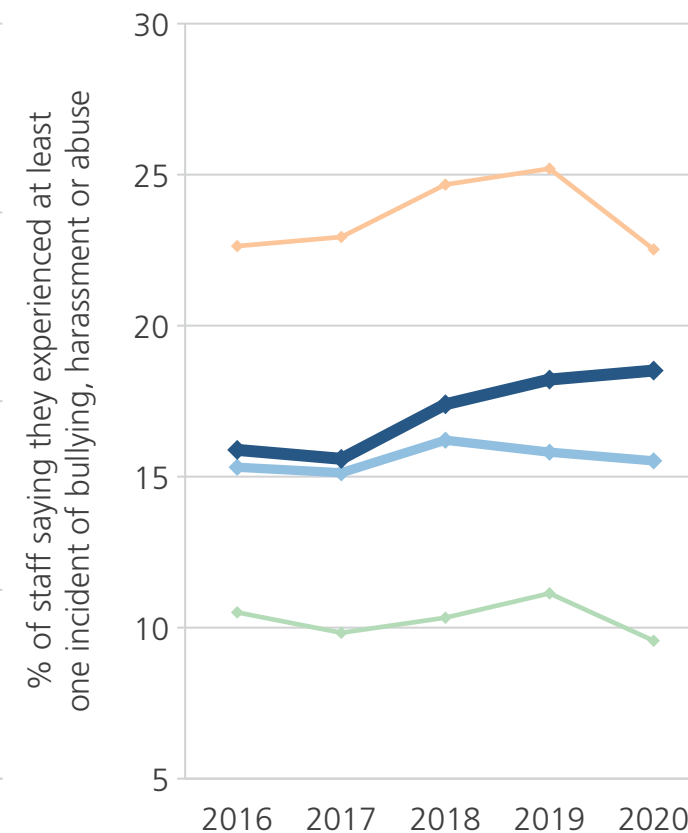
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?



<b>Worst</b>	18.7%	21.9%	17.6%	16.1%	17.3%
<b>Your org</b>	13.7%	13.6%	13.7%	14.6%	12.2%
<b>Average</b>	11.6%	10.7%	11.4%	11.1%	10.5%
<b>Best</b>	7.5%	6.5%	6.8%	7.3%	5.9%

Q13c

In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?

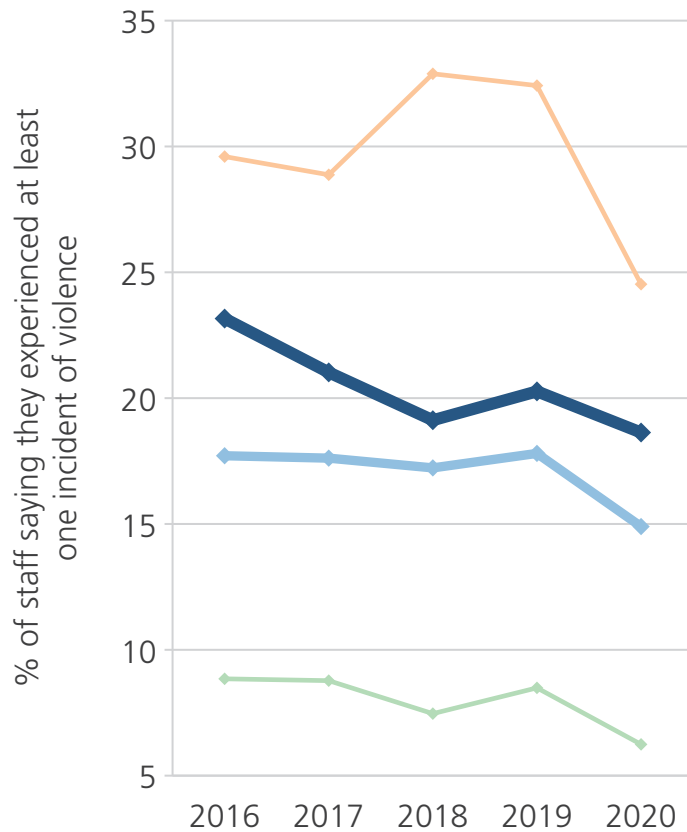


<b>Worst</b>	22.6%	22.9%	24.7%	25.2%	22.5%
<b>Your org</b>	15.9%	15.6%	17.4%	18.2%	18.5%
<b>Average</b>	15.3%	15.1%	16.2%	15.8%	15.5%
<b>Best</b>	10.5%	9.8%	10.3%	11.1%	9.6%



**Q12a**

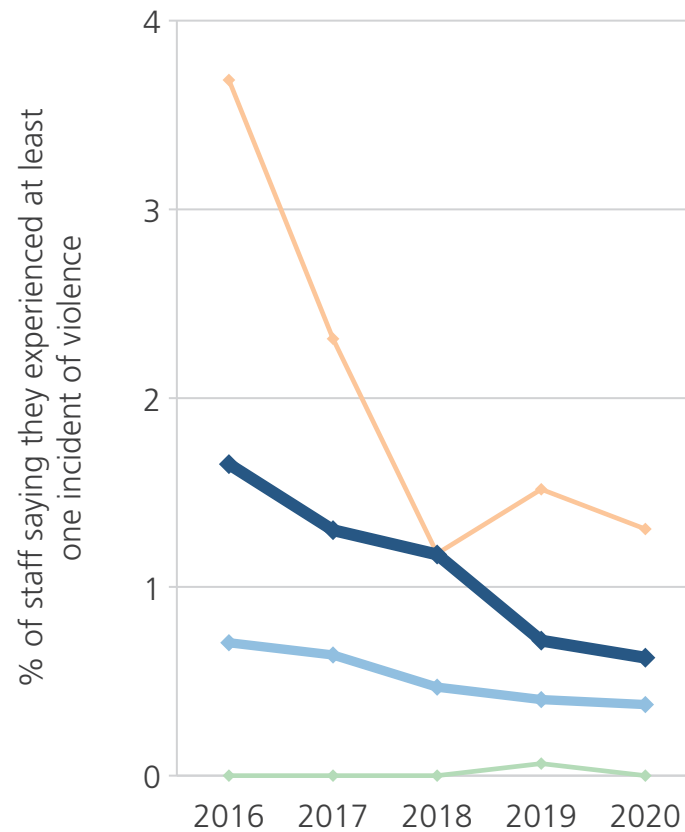
In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?



<b>Worst</b>	29.6%	28.9%	32.9%	32.4%	24.5%
<b>Your org</b>	23.2%	21.0%	19.1%	20.3%	18.6%
<b>Average</b>	17.7%	17.6%	17.2%	17.8%	14.9%
<b>Best</b>	8.8%	8.8%	7.5%	8.5%	6.2%

**Q12b**

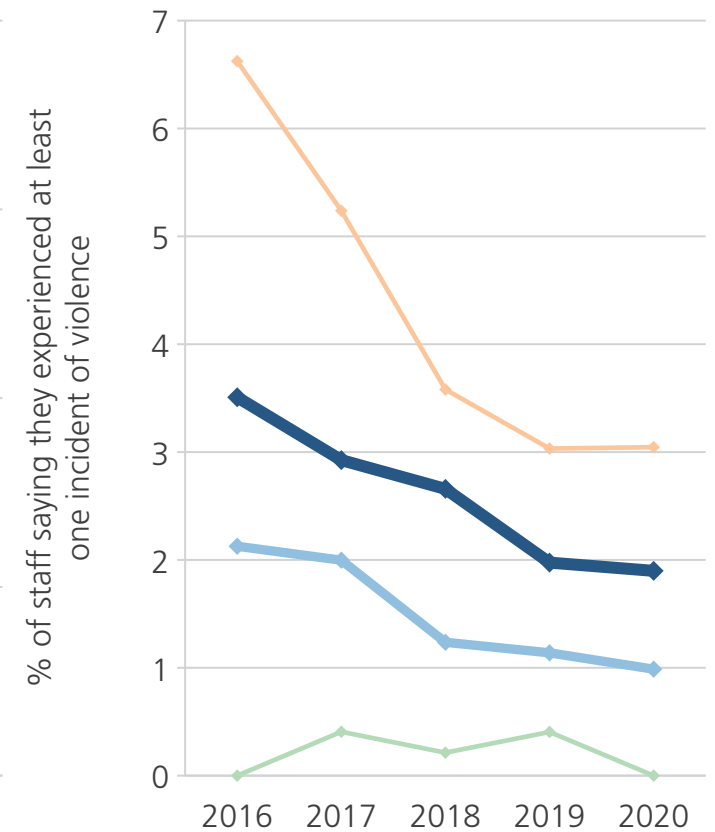
In the last 12 months how many times have you personally experienced physical violence at work from managers?



<b>Worst</b>	3.7%	2.3%	1.2%	1.5%	1.3%
<b>Your org</b>	1.7%	1.3%	1.2%	0.7%	0.6%
<b>Average</b>	0.7%	0.6%	0.5%	0.4%	0.4%
<b>Best</b>	0.0%	0.0%	0.0%	0.1%	0.0%

**Q12c**

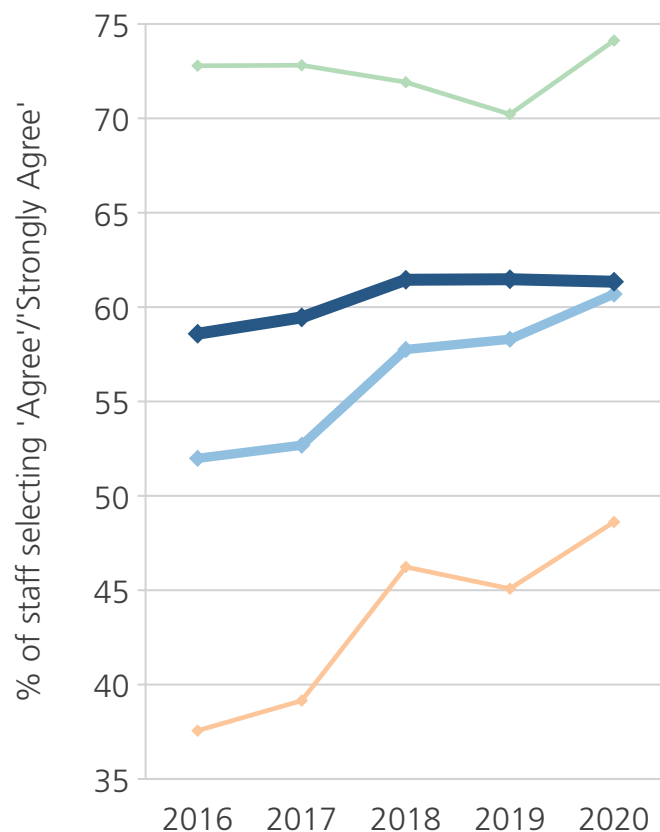
In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?



<b>Worst</b>	6.6%	5.2%	3.6%	3.0%	3.0%
<b>Your org</b>	3.5%	2.9%	2.7%	2.0%	1.9%
<b>Average</b>	2.1%	2.0%	1.2%	1.1%	1.0%
<b>Best</b>	0.0%	0.4%	0.2%	0.4%	0.0%

**Q16a**

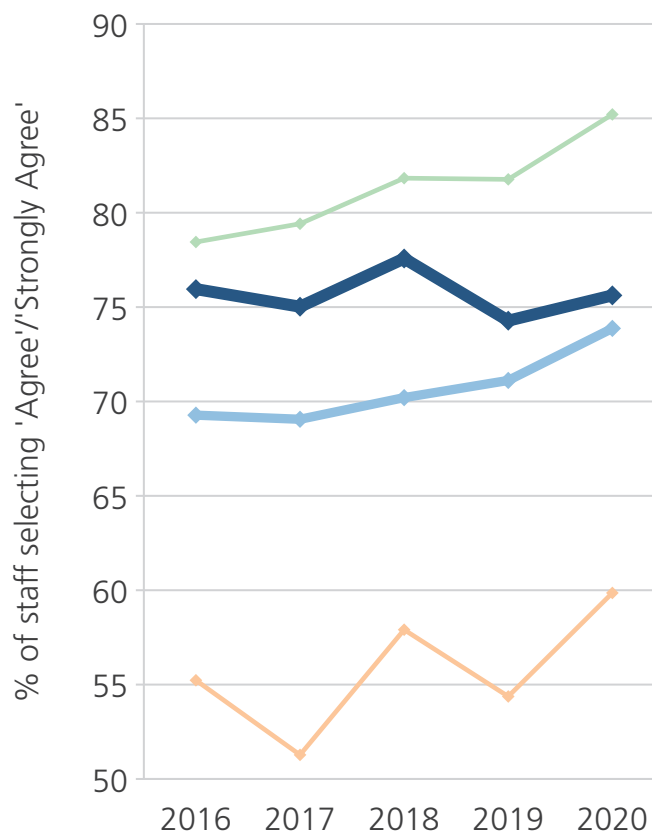
My organisation treats staff who are involved in an error, near miss or incident fairly



<b>Best</b>	72.8%	72.8%	71.9%	70.2%	74.1%
<b>Your org</b>	58.6%	59.5%	61.4%	61.5%	61.3%
<b>Average</b>	52.0%	52.7%	57.8%	58.3%	60.7%
<b>Worst</b>	37.6%	39.1%	46.2%	45.1%	48.6%

**Q16c**

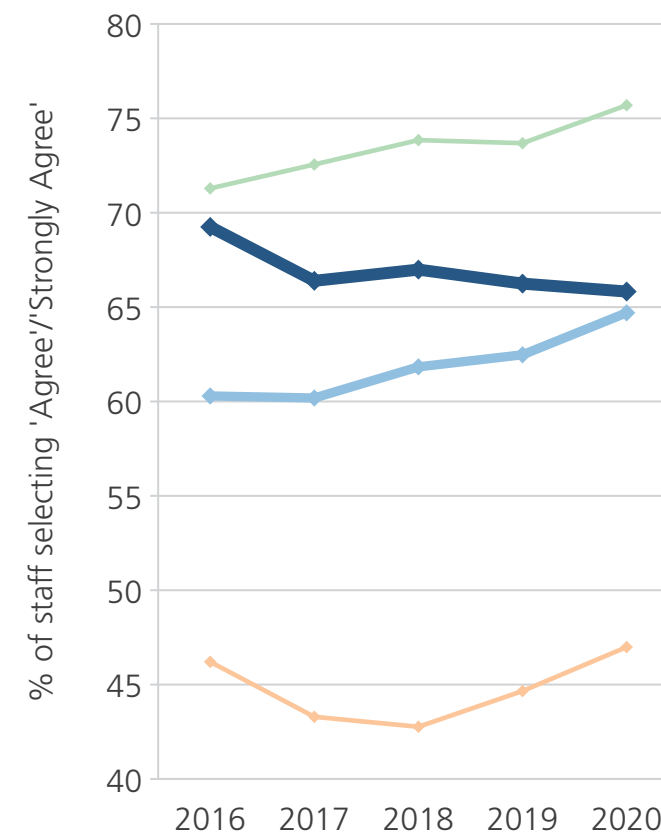
When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again



<b>Best</b>	78.4%	79.4%	81.8%	81.8%	85.2%
<b>Your org</b>	76.0%	75.0%	77.6%	74.3%	75.6%
<b>Average</b>	69.3%	69.1%	70.2%	71.1%	73.9%
<b>Worst</b>	55.2%	51.3%	57.9%	54.4%	59.9%

**Q16d**

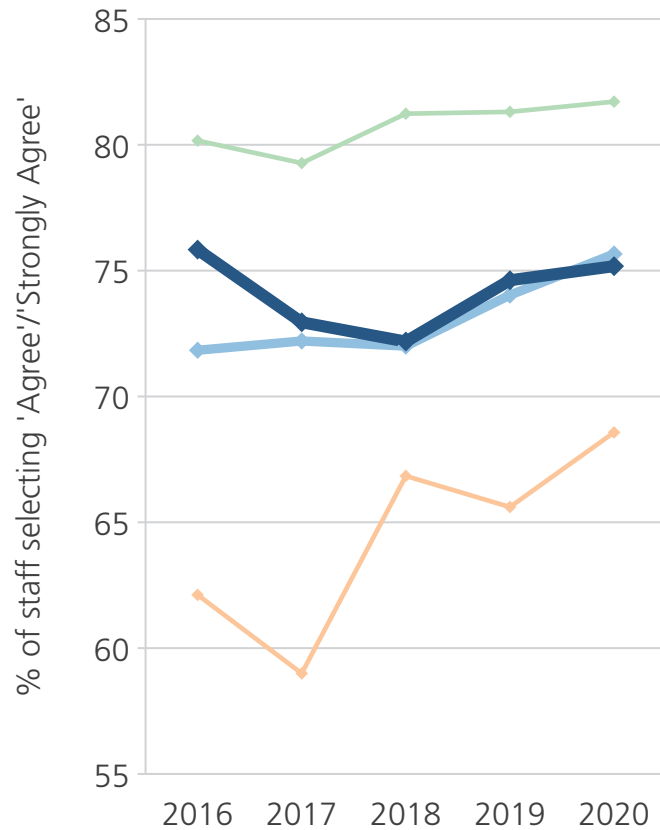
We are given feedback about changes made in response to reported errors, near misses and incidents



<b>Best</b>	71.3%	72.6%	73.8%	73.7%	75.7%
<b>Your org</b>	69.2%	66.4%	67.0%	66.2%	65.8%
<b>Average</b>	60.3%	60.2%	61.8%	62.5%	64.7%
<b>Worst</b>	46.2%	43.3%	42.8%	44.7%	47.0%

Q17b

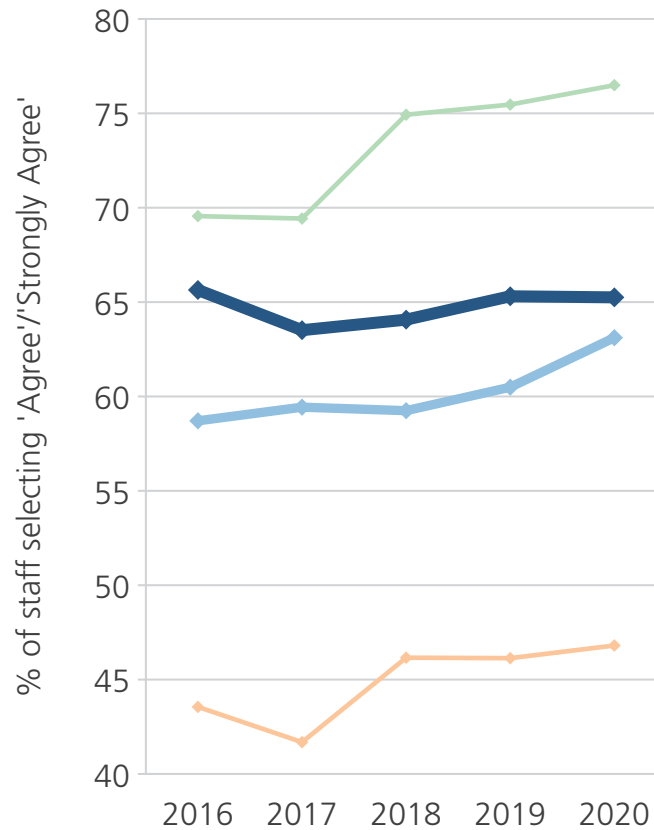
I would feel secure raising concerns about unsafe clinical practice



<b>Best</b>	80.2%	79.3%	81.2%	81.3%	81.7%
<b>Your org</b>	75.8%	72.9%	72.2%	74.6%	75.2%
<b>Average</b>	71.8%	72.2%	72.0%	74.0%	75.7%
<b>Worst</b>	62.1%	59.0%	66.8%	65.6%	68.6%

Q17c

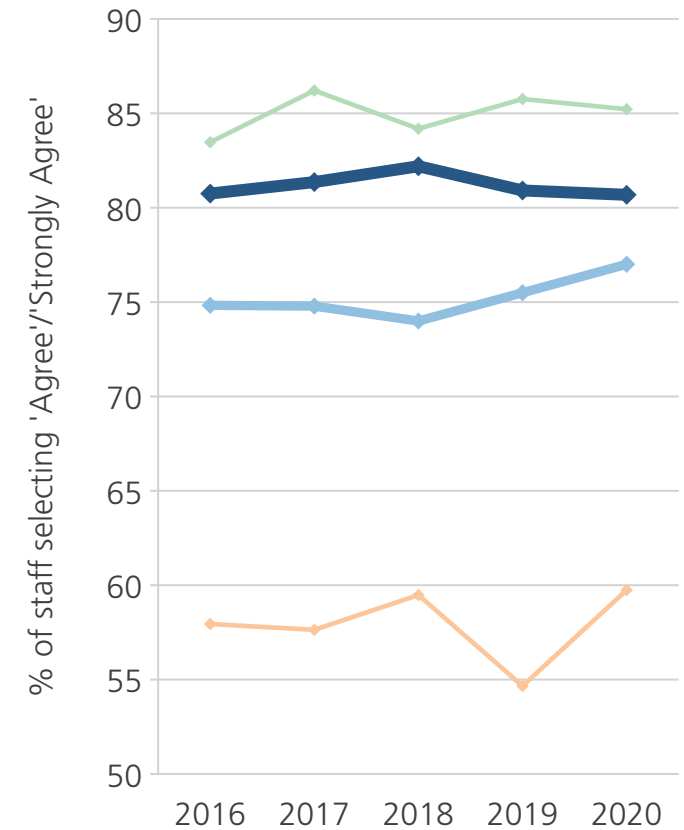
I am confident that my organisation would address my concern



<b>Best</b>	69.6%	69.4%	74.9%	75.5%	76.5%
<b>Your org</b>	65.6%	63.5%	64.1%	65.3%	65.3%
<b>Average</b>	58.7%	59.4%	59.2%	60.5%	63.1%
<b>Worst</b>	43.6%	41.7%	46.2%	46.1%	46.8%

Q18b

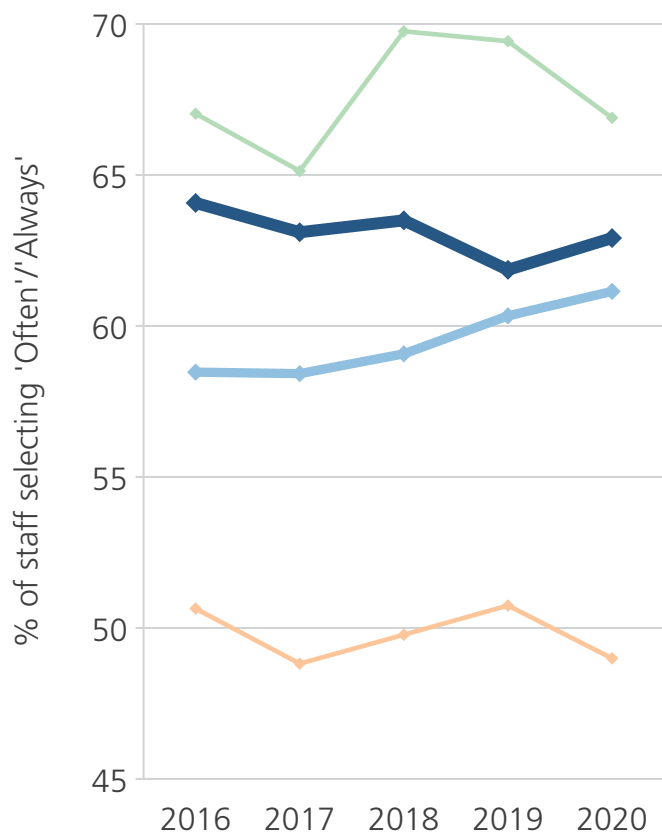
My organisation acts on concerns raised by patients / service users



<b>Best</b>	83.5%	86.2%	84.2%	85.8%	85.2%
<b>Your org</b>	80.7%	81.4%	82.2%	80.9%	80.7%
<b>Average</b>	74.8%	74.8%	74.0%	75.5%	77.0%
<b>Worst</b>	57.9%	57.6%	59.5%	54.7%	59.7%

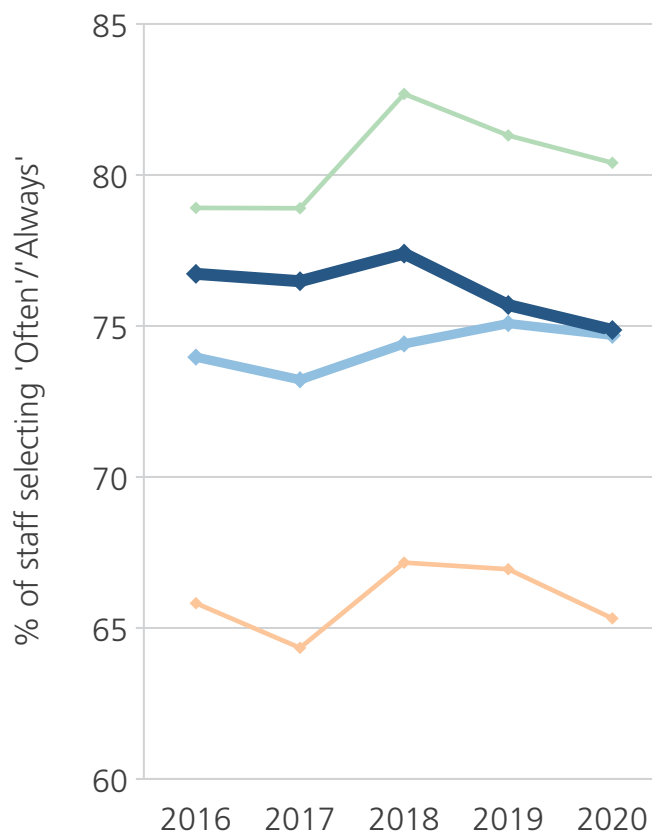
Q2a

I look forward to going to work



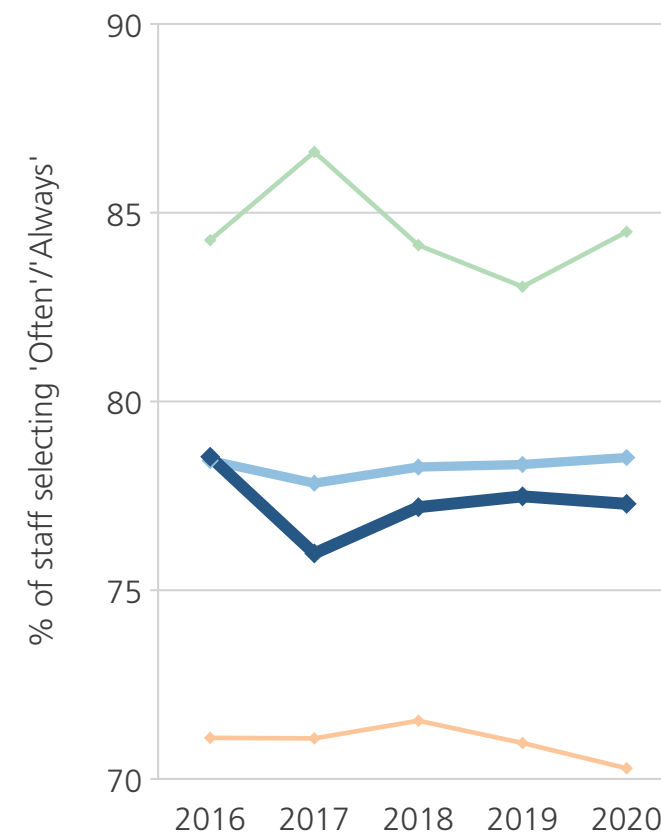
Q2b

I am enthusiastic about my job



Q2c

Time passes quickly when I am working



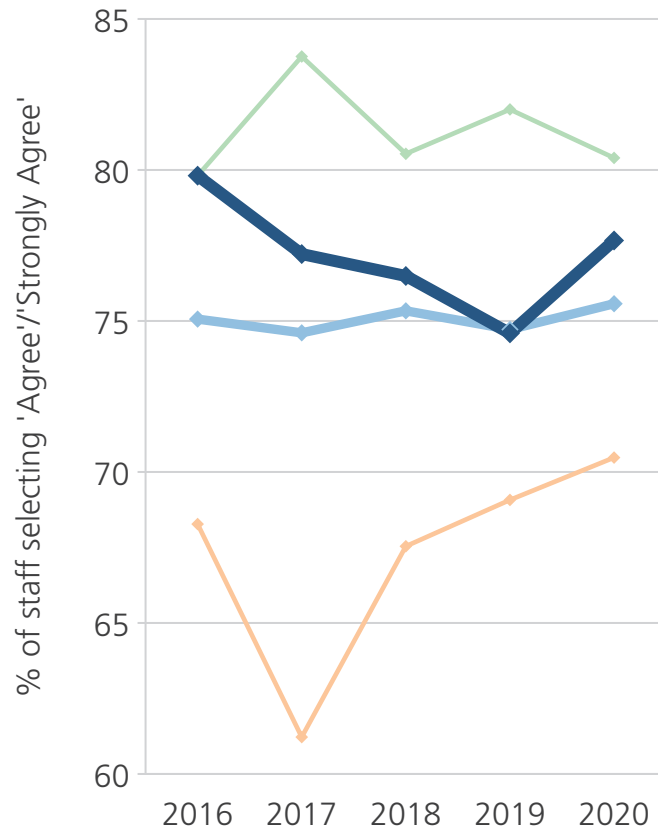
<b>Best</b>	67.0%	65.1%	69.8%	69.4%	66.9%
<b>Your org</b>	64.1%	63.1%	63.5%	61.9%	62.9%
<b>Average</b>	58.5%	58.4%	59.1%	60.3%	61.1%
<b>Worst</b>	50.6%	48.8%	49.8%	50.7%	49.0%

<b>Best</b>	78.9%	78.9%	82.7%	81.3%	80.4%
<b>Your org</b>	76.7%	76.5%	77.4%	75.7%	74.9%
<b>Average</b>	74.0%	73.2%	74.4%	75.1%	74.7%
<b>Worst</b>	65.8%	64.3%	67.2%	66.9%	65.3%

<b>Best</b>	84.3%	86.6%	84.1%	83.0%	84.5%
<b>Your org</b>	78.5%	76.0%	77.2%	77.5%	77.3%
<b>Average</b>	78.4%	77.8%	78.3%	78.3%	78.5%
<b>Worst</b>	71.1%	71.1%	71.5%	71.0%	70.3%

Q4a

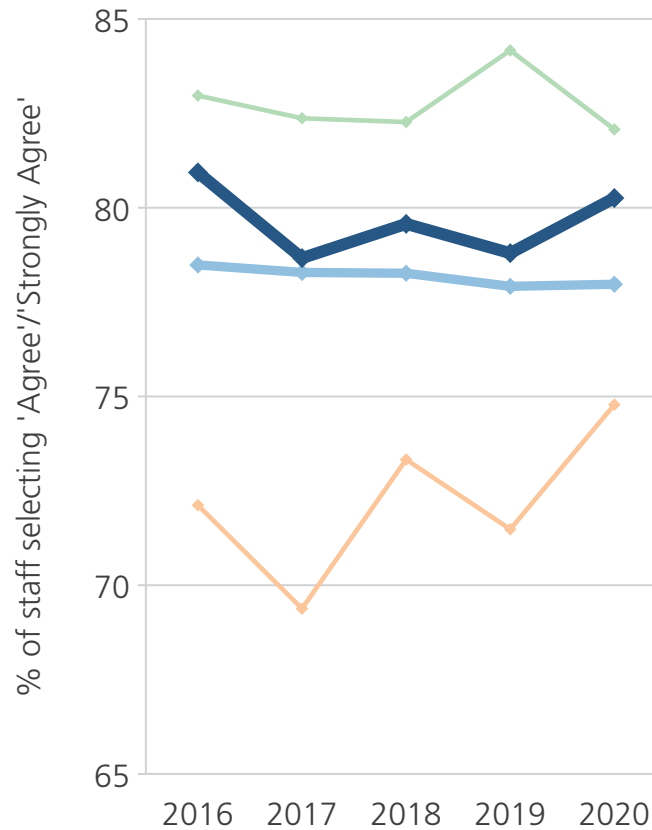
There are frequent opportunities for me to show initiative in my role



<b>Best</b>	79.8%	83.8%	80.5%	82.0%	80.4%
<b>Your org</b>	79.8%	77.2%	76.5%	74.6%	77.7%
<b>Average</b>	75.1%	74.6%	75.3%	74.7%	75.6%
<b>Worst</b>	68.3%	61.2%	67.5%	69.1%	70.5%

Q4b

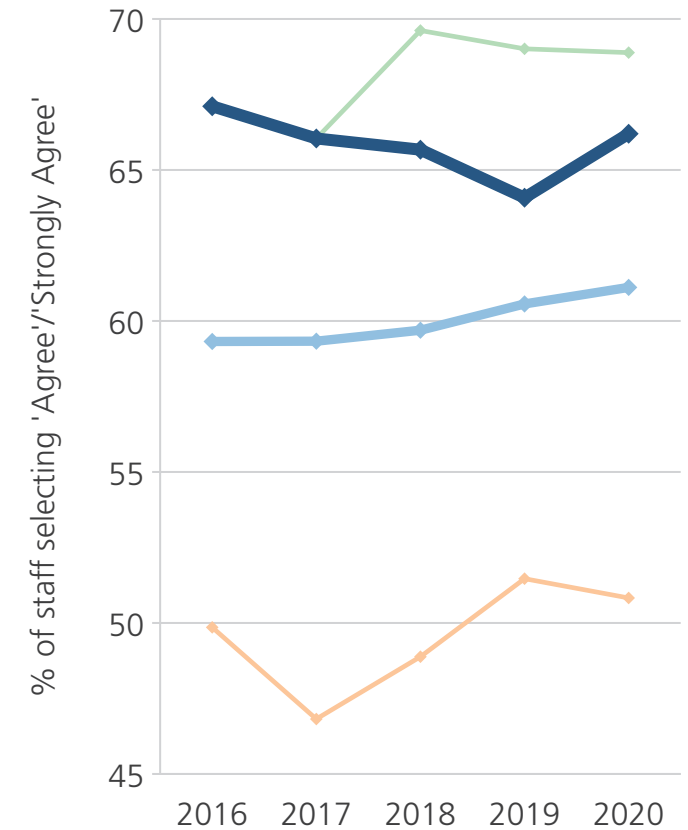
I am able to make suggestions to improve the work of my team / department



<b>Best</b>	83.0%	82.4%	82.3%	84.2%	82.1%
<b>Your org</b>	80.9%	78.7%	79.6%	78.8%	80.3%
<b>Average</b>	78.5%	78.3%	78.3%	77.9%	78.0%
<b>Worst</b>	72.1%	69.4%	73.3%	71.5%	74.8%

Q4d

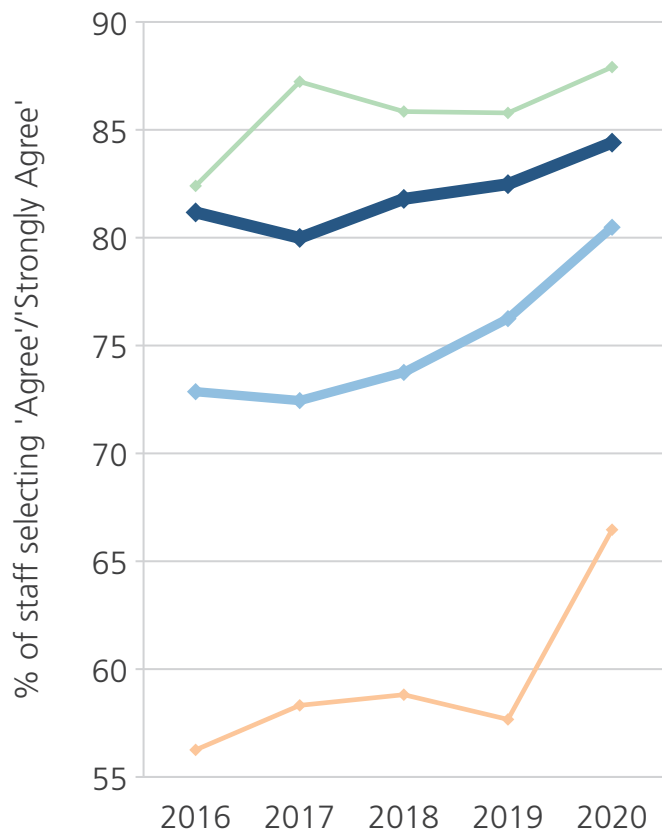
I am able to make improvements happen in my area of work



<b>Best</b>	67.1%	66.0%	69.6%	69.0%	68.9%
<b>Your org</b>	67.1%	66.0%	65.7%	64.1%	66.2%
<b>Average</b>	59.3%	59.3%	59.7%	60.6%	61.1%
<b>Worst</b>	49.9%	46.8%	48.9%	51.5%	50.8%

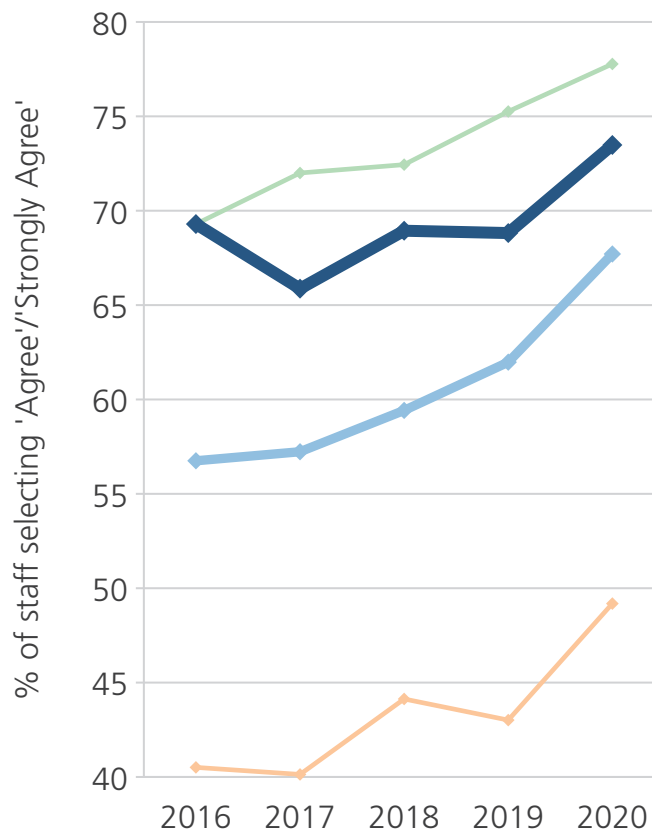
Q18a

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



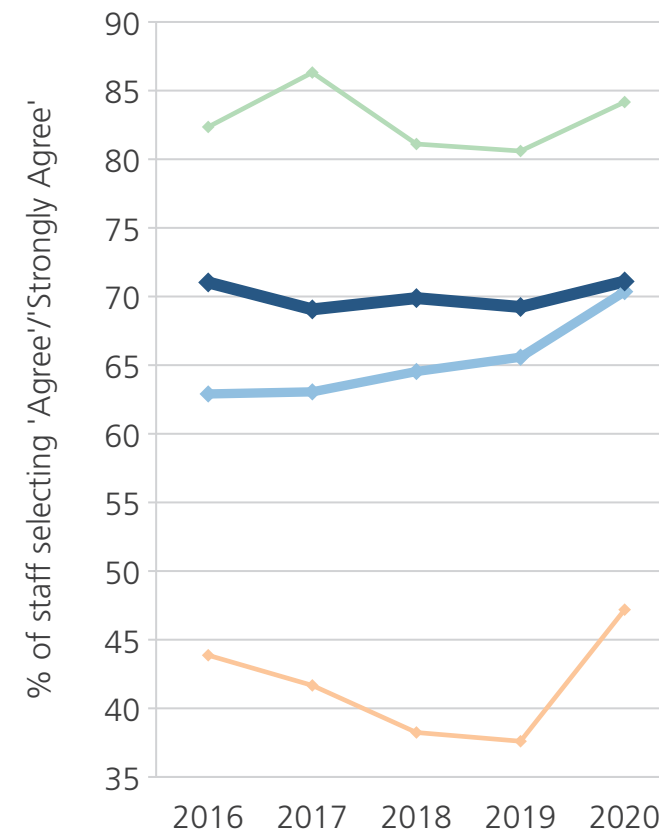
Q18c

I would recommend my  
organisation as a place to work



Q18d

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



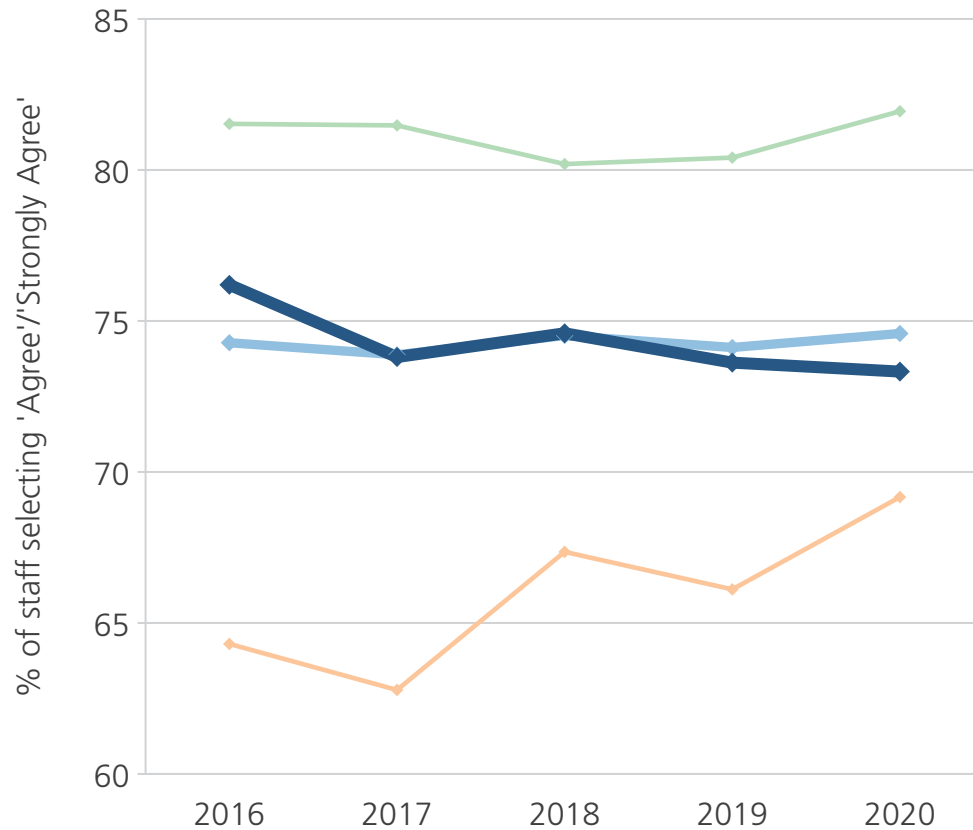
<b>Best</b>	82.4%	87.2%	85.8%	85.8%	87.9%
<b>Your org</b>	81.2%	80.0%	81.8%	82.5%	84.4%
<b>Average</b>	72.9%	72.4%	73.8%	76.2%	80.5%
<b>Worst</b>	56.3%	58.3%	58.8%	57.7%	66.5%

<b>Best</b>	69.3%	72.0%	72.4%	75.3%	77.8%
<b>Your org</b>	69.3%	65.9%	68.9%	68.8%	73.5%
<b>Average</b>	56.8%	57.2%	59.4%	62.0%	67.7%
<b>Worst</b>	40.5%	40.1%	44.1%	43.0%	49.2%

<b>Best</b>	82.4%	86.3%	81.1%	80.6%	84.2%
<b>Your org</b>	71.0%	69.1%	69.9%	69.2%	71.1%
<b>Average</b>	62.9%	63.1%	64.5%	65.6%	70.4%
<b>Worst</b>	43.9%	41.7%	38.2%	37.6%	47.2%

Q4h

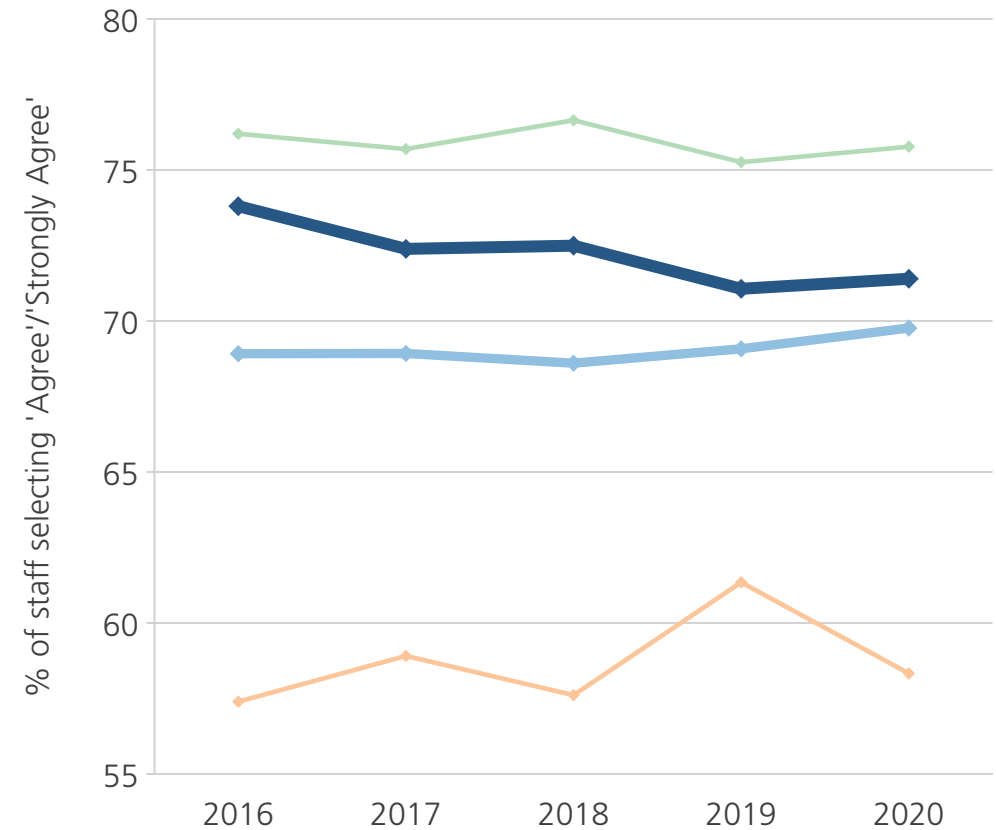
The team I work in has a set of shared objectives



<b>Best</b>	81.5%	81.5%	80.2%	80.4%	81.9%
<b>Your org</b>	76.2%	73.8%	74.6%	73.6%	73.3%
<b>Average</b>	74.3%	73.9%	74.5%	74.1%	74.6%
<b>Worst</b>	64.3%	62.8%	67.4%	66.1%	69.2%

Q4i

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



<b>Best</b>	76.2%	75.7%	76.6%	75.3%	75.8%
<b>Your org</b>	73.8%	72.4%	72.5%	71.1%	71.4%
<b>Average</b>	68.9%	68.9%	68.6%	69.1%	69.8%
<b>Worst</b>	57.4%	58.9%	57.6%	61.3%	58.3%

# Workforce Equality Standards

East London NHS Foundation Trust  
2020 NHS Staff Survey Results



This section contains data required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES). Data presented in this section are unweighted.

Full details of how the data are calculated are included in the Technical Document, available to download from our [results website](#).

## Workforce Race Equality Standard (WRES)

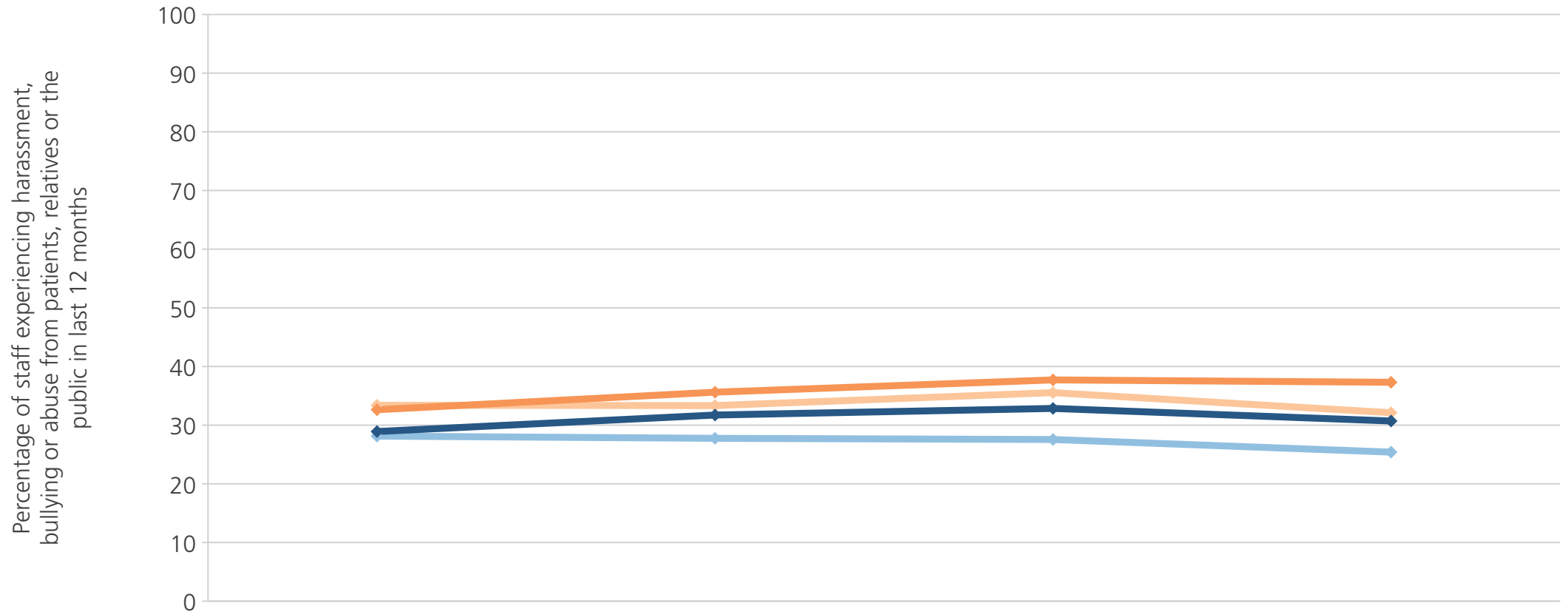
- This contains data for each organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2017, 2018 and 2019 trust/CCG and benchmarking group median results for q13a, q13b&c combined, q14, and q15b split by ethnicity (by white / BME staff).

## Workforce Disability Equality Standard (WDES)

- This contains data for each organisation required for the NHS Staff Survey indicators used in the Workforce Disability Equality Standard (WDES). It includes the 2018 and 2019 trust/CCG and benchmarking group median results for q5f, q11e, q13a-d, and q14 split by staff with a long lasting health condition or illness compared to staff without a long lasting health condition or illness. It also shows results for q26b (for staff with a long lasting health condition or illness only), and the staff engagement score for staff with a long lasting health condition or illness, compared to staff without a long lasting health condition or illness and the overall engagement score for the organisation.
- The WDES breakdowns are based on the responses to q26a ***Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?*** In 2020, the question text was shortened and the word 'disabilities' was removed but the question and WDES results still remain historically comparable.

# Workforce Race Equality Standard (WRES)

East London NHS Foundation Trust  
2020 NHS Staff Survey Results



	2017	2018	2019	2020
<b>White: Your org</b>	28.9%	31.7%	32.9%	30.7%
<b>BME: Your org</b>	32.6%	35.6%	37.7%	37.3%
<b>White: Average</b>	28.1%	27.8%	27.6%	25.4%
<b>BME: Average</b>	33.4%	33.3%	35.5%	32.1%

**White: Responses**

1,259

1,368

1,522

1,371

**BME: Responses**

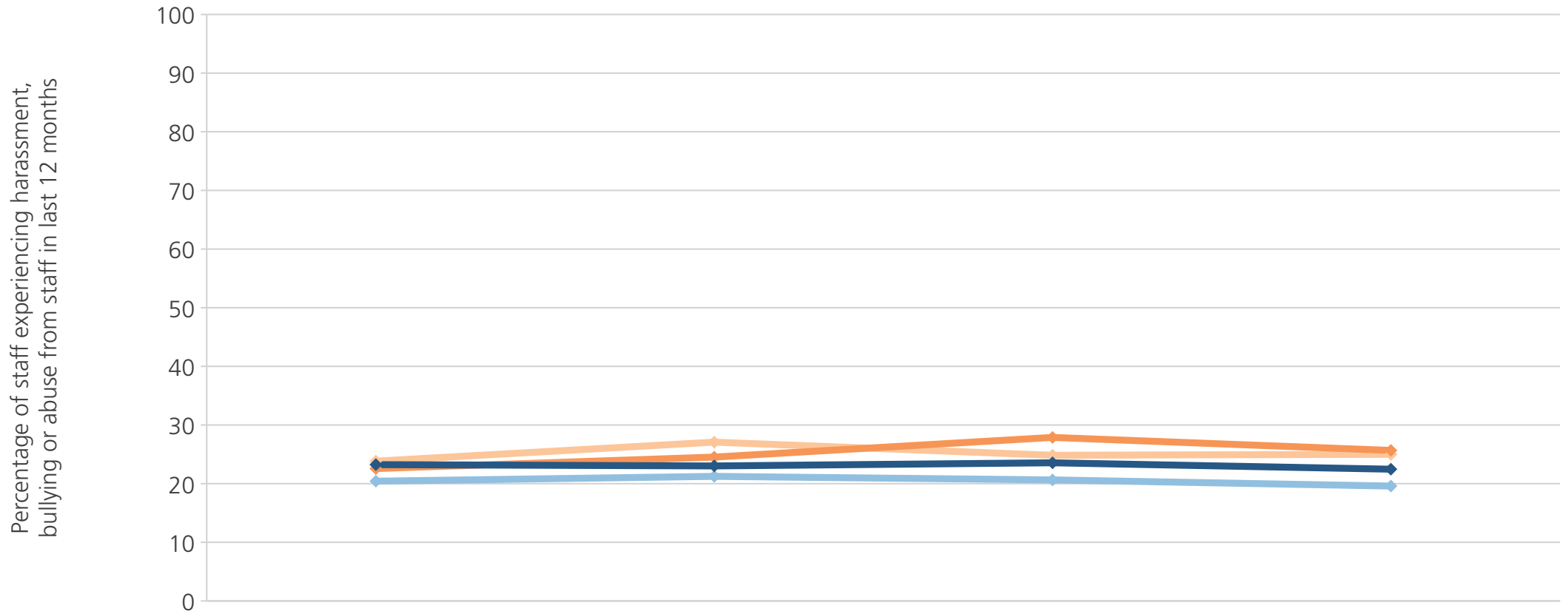
941

977

1,119

973

Average calculated as the median for the benchmark group



	2017	2018	2019	2020
<b>White: Your org</b>	23.2%	23.0%	23.6%	22.5%
<b>BME: Your org</b>	22.6%	24.5%	27.9%	25.7%
<b>White: Average</b>	20.4%	21.2%	20.6%	19.6%
<b>BME: Average</b>	23.8%	27.1%	24.8%	25.0%

**White: Responses**

1,252

1,351

1,524

1,371

**BME: Responses**

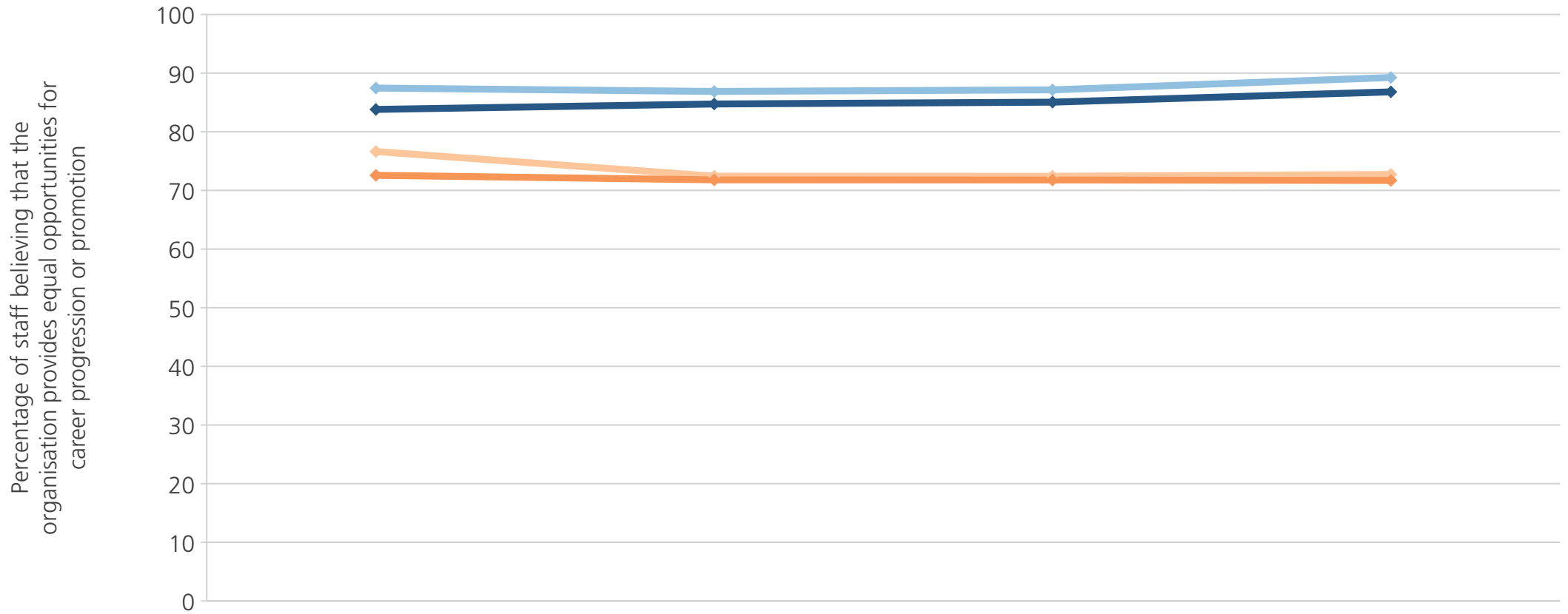
926

958

1,119

970

Average calculated as the median for the benchmark group



	2017	2018	2019	2020
<b>White: Your org</b>	83.8%	84.7%	85.0%	86.8%
<b>BME: Your org</b>	72.6%	71.8%	71.8%	71.7%
<b>White: Average</b>	87.4%	86.9%	87.1%	89.2%
<b>BME: Average</b>	76.6%	72.4%	72.4%	72.7%

**White: Responses**

914

963

1,070

1,000

**BME: Responses**

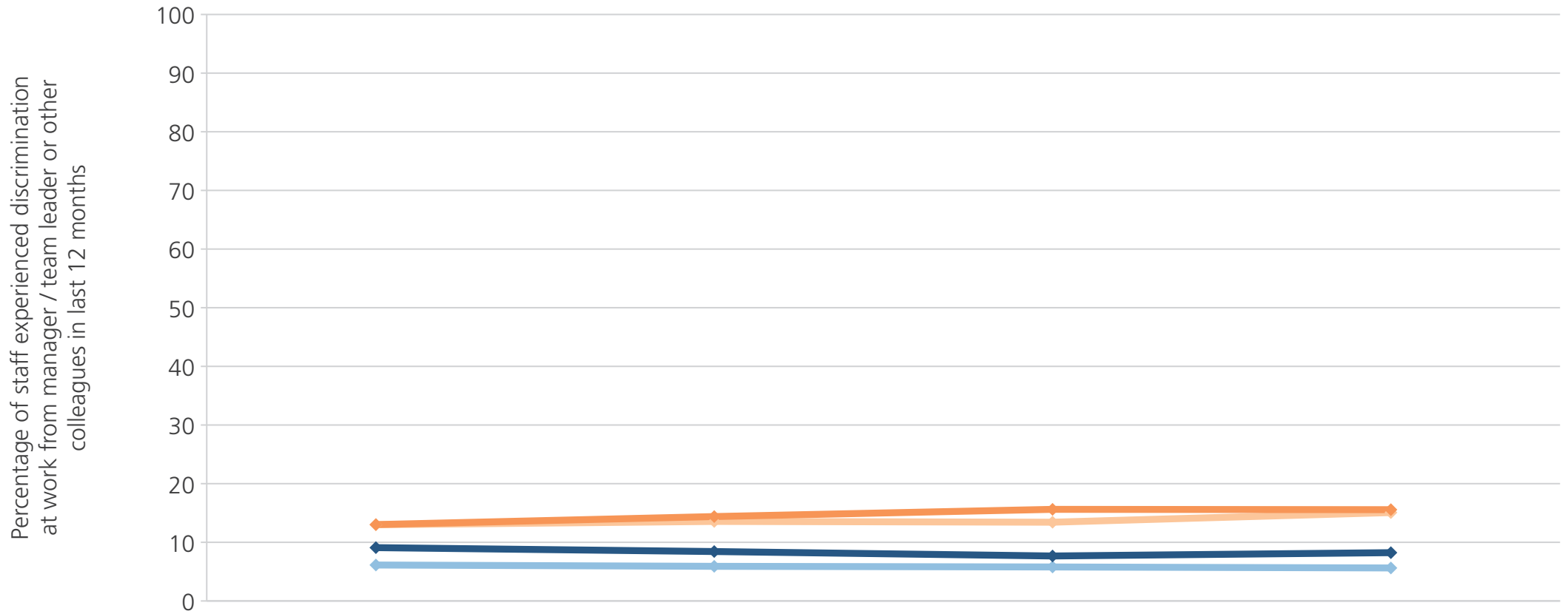
649

617

744

636

Average calculated as the median for the benchmark group



	2017	2018	2019	2020
<b>White: Your org</b>	9.1%	8.4%	7.7%	8.2%
<b>BME: Your org</b>	13.0%	14.4%	15.6%	15.6%
<b>White: Average</b>	6.1%	5.9%	5.8%	5.6%
<b>BME: Average</b>	13.0%	13.6%	13.4%	15.1%

**White: Responses**

1,265

1,353

1,526

1,409

**BME: Responses**

937

959

1,114

983

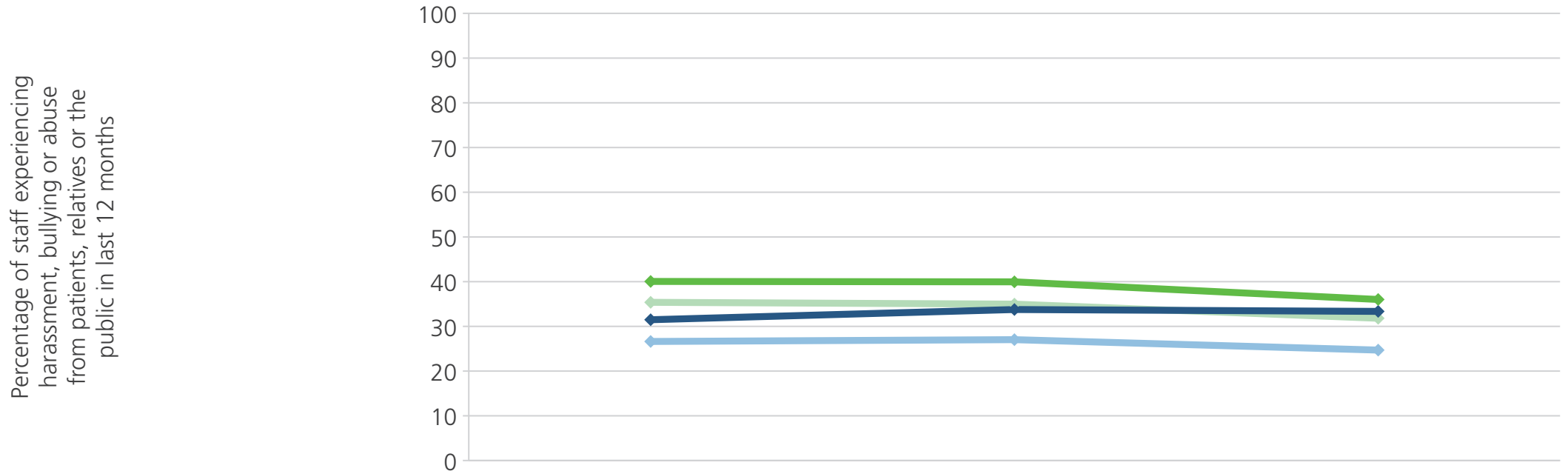
Average calculated as the median for the benchmark group

# Workforce Disability Equality Standard (WDES)

The approach to calculating the benchmark median scores and the way in which the data for Q13d are reported has changed this year. These changes have been applied retrospectively so historical data shown in the average calculations and all figures for Q13d are comparable. However, these figures are not directly comparable to the results reported in previous years. For more details please see the [technical document](#).

East London NHS Foundation Trust

2020 NHS Staff Survey Results



	2018	2019	2020
<b>Staff with a LTC or illness: Your org</b>	40.0%	40.0%	36.0%
<b>Staff without a LTC or illness: Your org</b>	31.5%	33.8%	33.4%
<b>Staff with a LTC or illness: Average</b>	35.4%	35.0%	31.8%
<b>Staff without a LTC or illness: Average</b>	26.6%	27.0%	24.7%

**Staff with a LTC or illness: Responses**

412

498

547

**Staff without a LTC or illness: Responses**

1,893

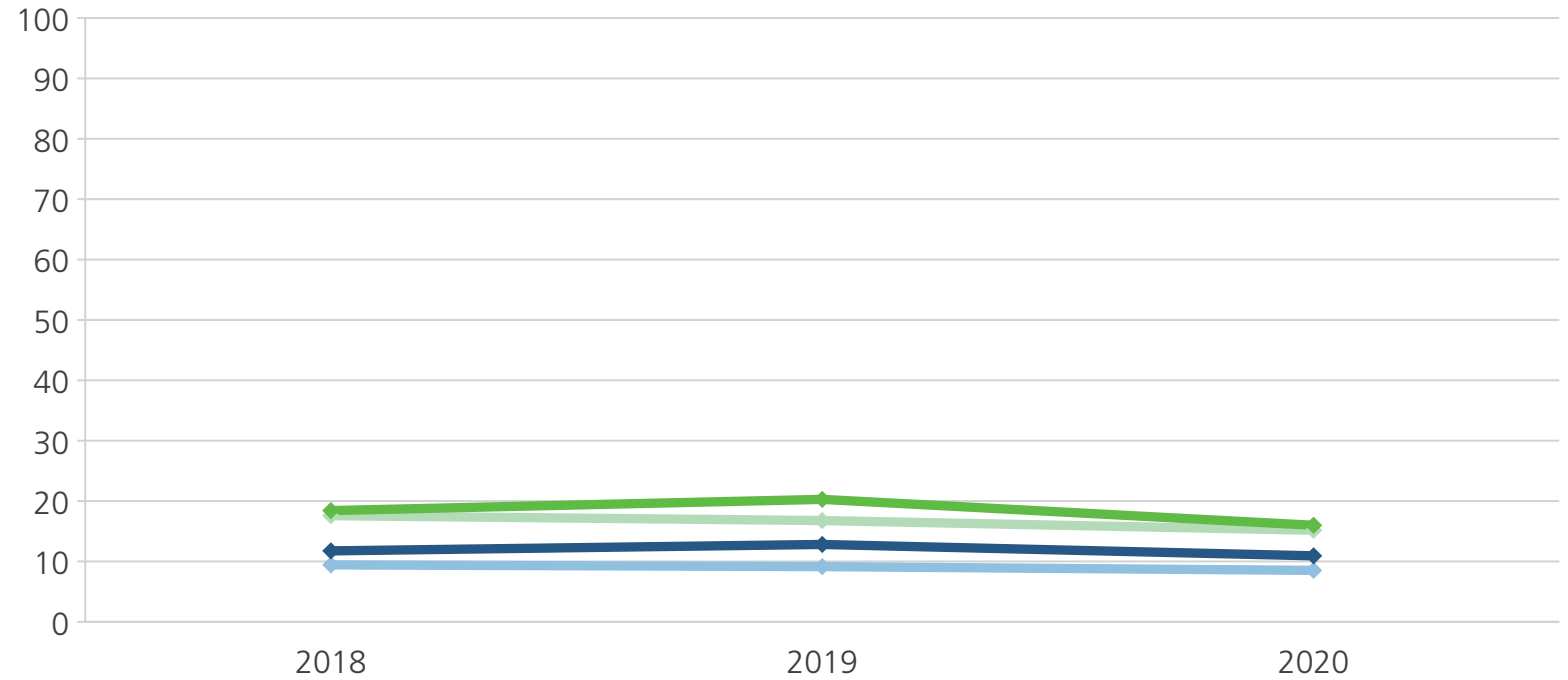
2,221

1,877

Average calculated as the median for the benchmark group



Percentage of staff experiencing harassment, bullying or abuse from manager in last 12 months



<b>Staff with a LTC or illness: Your org</b>	18.4%	20.3%	16.0%
<b>Staff without a LTC or illness: Your org</b>	11.8%	12.8%	10.9%
<b>Staff with a LTC or illness: Average</b>	17.6%	16.8%	15.2%
<b>Staff without a LTC or illness: Average</b>	9.4%	9.1%	8.5%

**Staff with a LTC or illness: Responses**

407

493

544

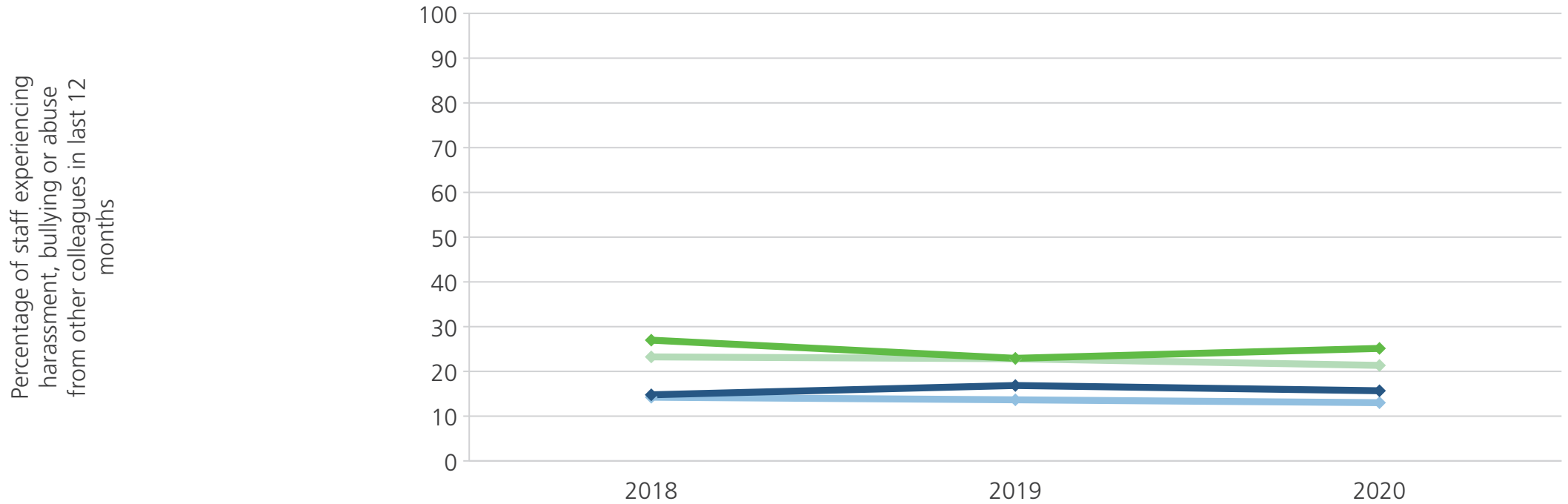
**Staff without a LTC or illness: Responses**

1,855

2,216

1,875

Average calculated as the median for the benchmark group



	2018	2019	2020
<b>Staff with a LTC or illness: Your org</b>	27.0%	22.9%	25.1%
<b>Staff without a LTC or illness: Your org</b>	14.8%	16.8%	15.7%
<b>Staff with a LTC or illness: Average</b>	23.2%	22.8%	21.3%
<b>Staff without a LTC or illness: Average</b>	14.2%	13.7%	13.0%

**Staff with a LTC or illness: Responses**

404

493

545

**Staff without a LTC or illness: Responses**

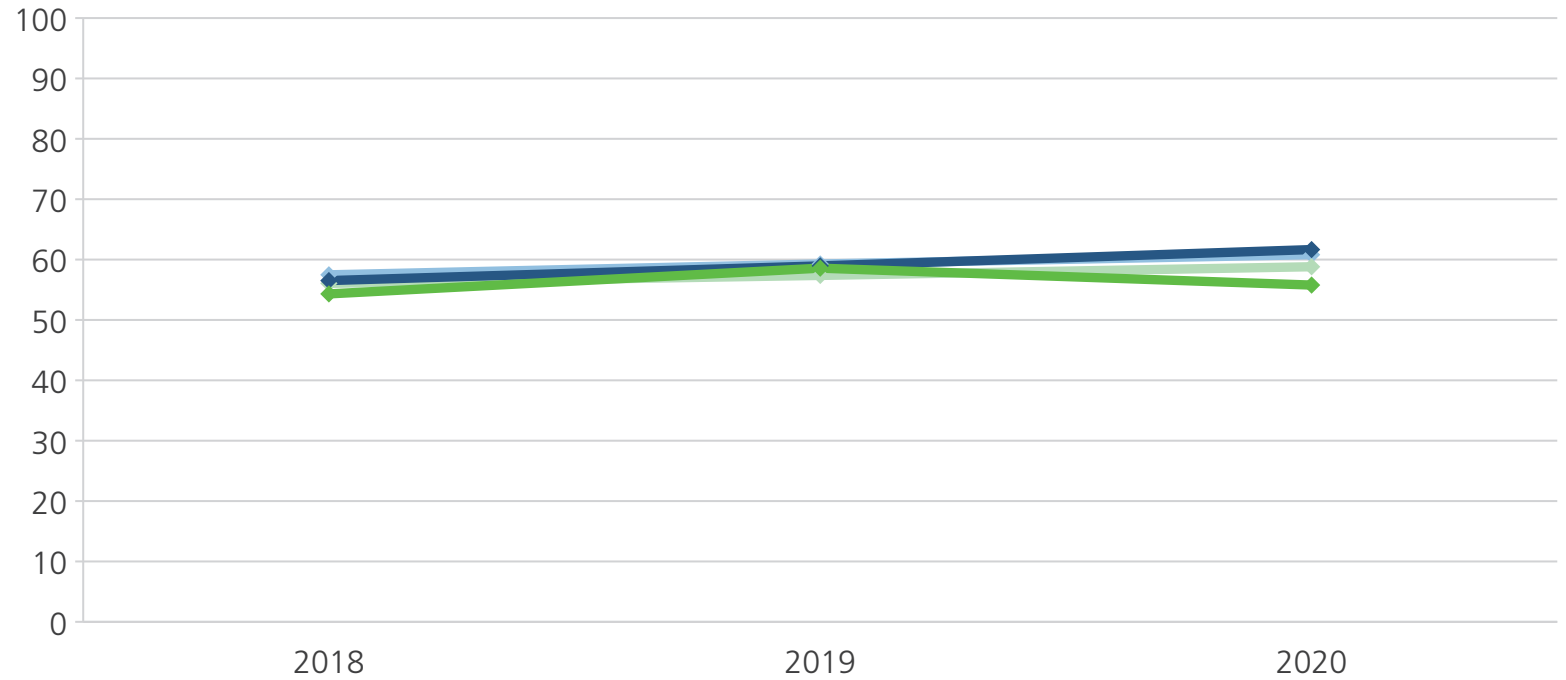
1,855

2,208

1,876

Average calculated as the median for the benchmark group

Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it



	2018	2019	2020
<b>Staff with a LTC or illness: Your org</b>	54.3%	58.6%	55.8%
<b>Staff without a LTC or illness: Your org</b>	56.5%	59.0%	61.7%
<b>Staff with a LTC or illness: Average</b>	56.1%	57.4%	58.8%
<b>Staff without a LTC or illness: Average</b>	57.5%	59.3%	60.8%

**Staff with a LTC or illness: Responses**

197

239

251

**Staff without a LTC or illness: Responses**

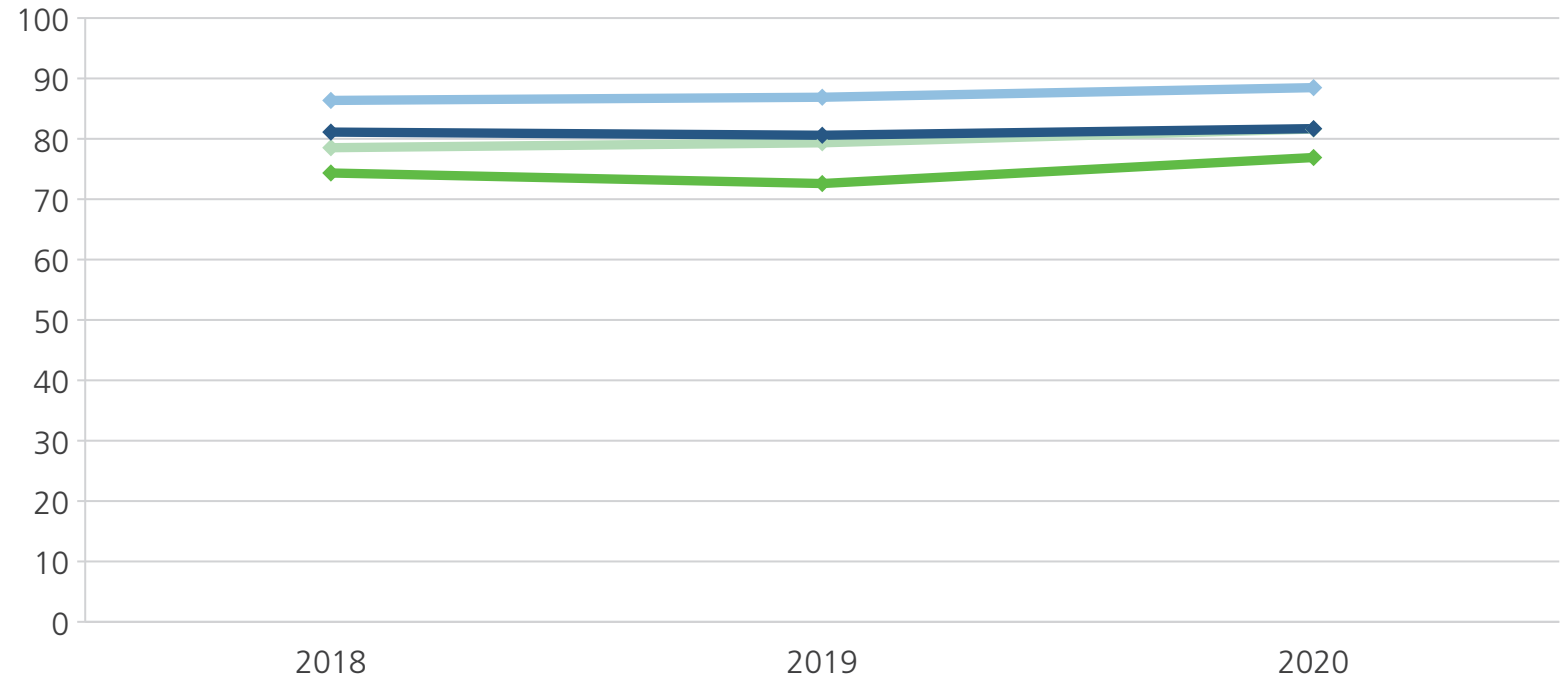
667

916

712

Average calculated as the median for the benchmark group

Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion



	2018	2019	2020
<b>Staff with a LTC or illness: Your org</b>	74.3%	72.6%	76.9%
<b>Staff without a LTC or illness: Your org</b>	81.1%	80.6%	81.7%
<b>Staff with a LTC or illness: Average</b>	78.5%	79.3%	81.6%
<b>Staff without a LTC or illness: Average</b>	86.4%	86.9%	88.5%

**Staff with a LTC or illness: Responses**

265

343

368

**Staff without a LTC or illness: Responses**

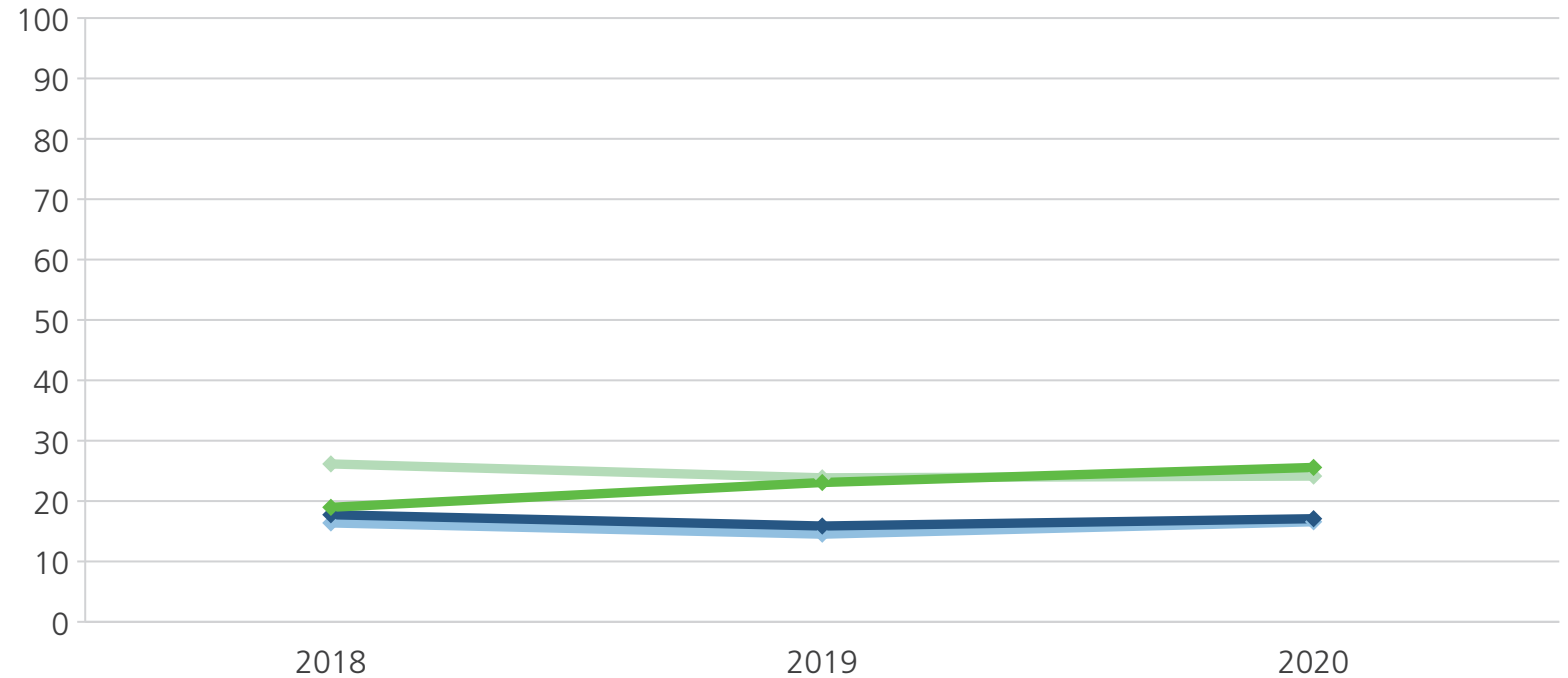
1,292

1,525

1,316

Average calculated as the median for the benchmark group

Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties



	2018	2019	2020
<b>Staff with a LTC or illness: Your org</b>	19.0%	23.1%	25.6%
<b>Staff without a LTC or illness: Your org</b>	17.7%	15.9%	17.1%
<b>Staff with a LTC or illness: Average</b>	26.2%	23.9%	24.1%
<b>Staff without a LTC or illness: Average</b>	16.4%	14.5%	16.6%

**Staff with a LTC or illness: Responses**

311

364

348

**Staff without a LTC or illness: Responses**

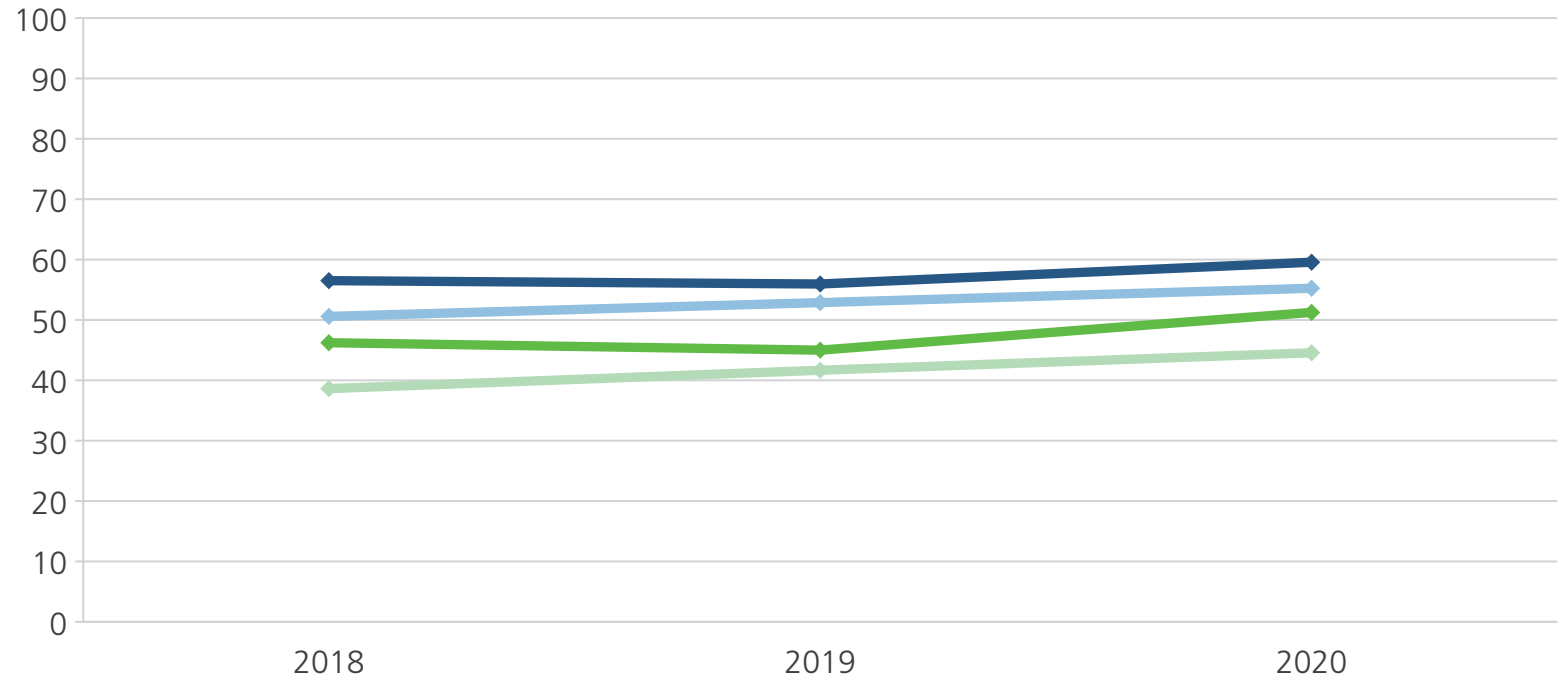
947

1,216

802

Average calculated as the median for the benchmark group

Percentage of staff satisfied with  
the extent to which their  
organisation values their work



	2018	2019	2020
<b>Staff with a LTC or illness: Your org</b>	46.2%	45.0%	51.3%
<b>Staff without a LTC or illness: Your org</b>	56.5%	56.0%	59.6%
<b>Staff with a LTC or illness: Average</b>	38.6%	41.7%	44.6%
<b>Staff without a LTC or illness: Average</b>	50.6%	52.9%	55.2%

**Staff with a LTC or illness: Responses**

411

500

560

**Staff without a LTC or illness: Responses**

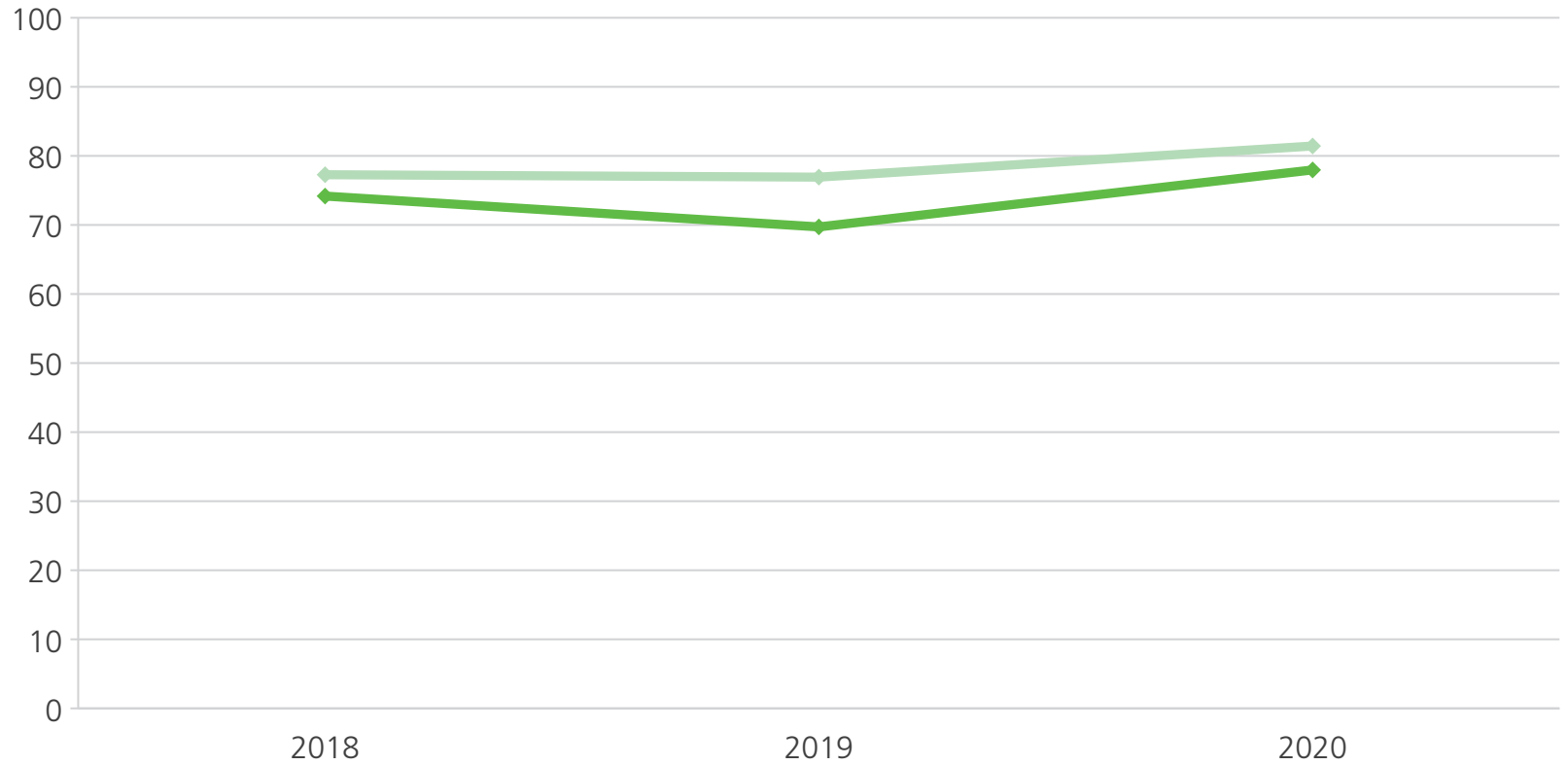
1,890

2,225

1,924

Average calculated as the median for the benchmark group

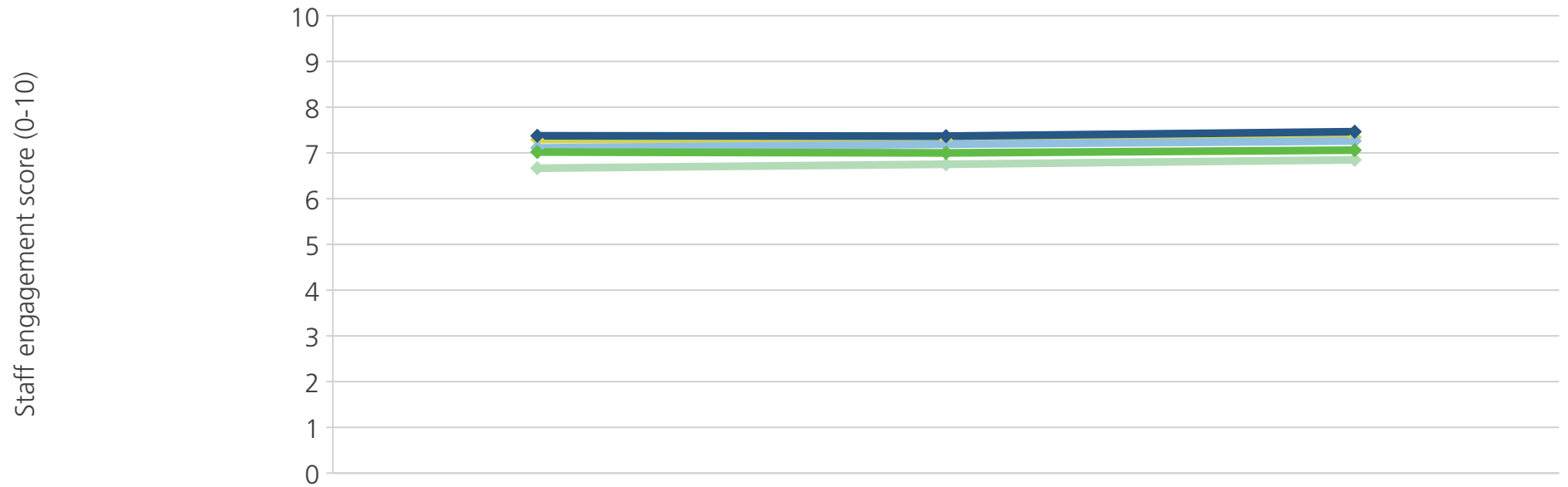
Percentage of staff with a long lasting health condition or illness saying their employer has made adequate adjustment(s) to enable them to carry out their work



<b>Staff with a LTC or illness: Your org</b>	74.2%	69.7%	78.0%
<b>Staff with a LTC or illness: Average</b>	77.3%	76.9%	81.4%

**Staff with a LTC or illness: Responses**      244      317      354

Average calculated as the median for the benchmark group



	2018	2019	2020
<b>Organisation average</b>	7.3	7.3	7.3
<b>Staff with a LTC or illness: Your org</b>	7.0	7.0	7.1
<b>Staff without a LTC or illness: Your org</b>	7.4	7.4	7.5
<b>Staff with a LTC or illness: Average</b>	6.7	6.8	6.8
<b>Staff without a LTC or illness: Average</b>	7.1	7.2	7.3

Organisation Responses

2,504

2,834

2,591

Staff with a LTC or illness: Responses

414

501

562

Staff without a LTC or illness: Responses

1,907

2,232

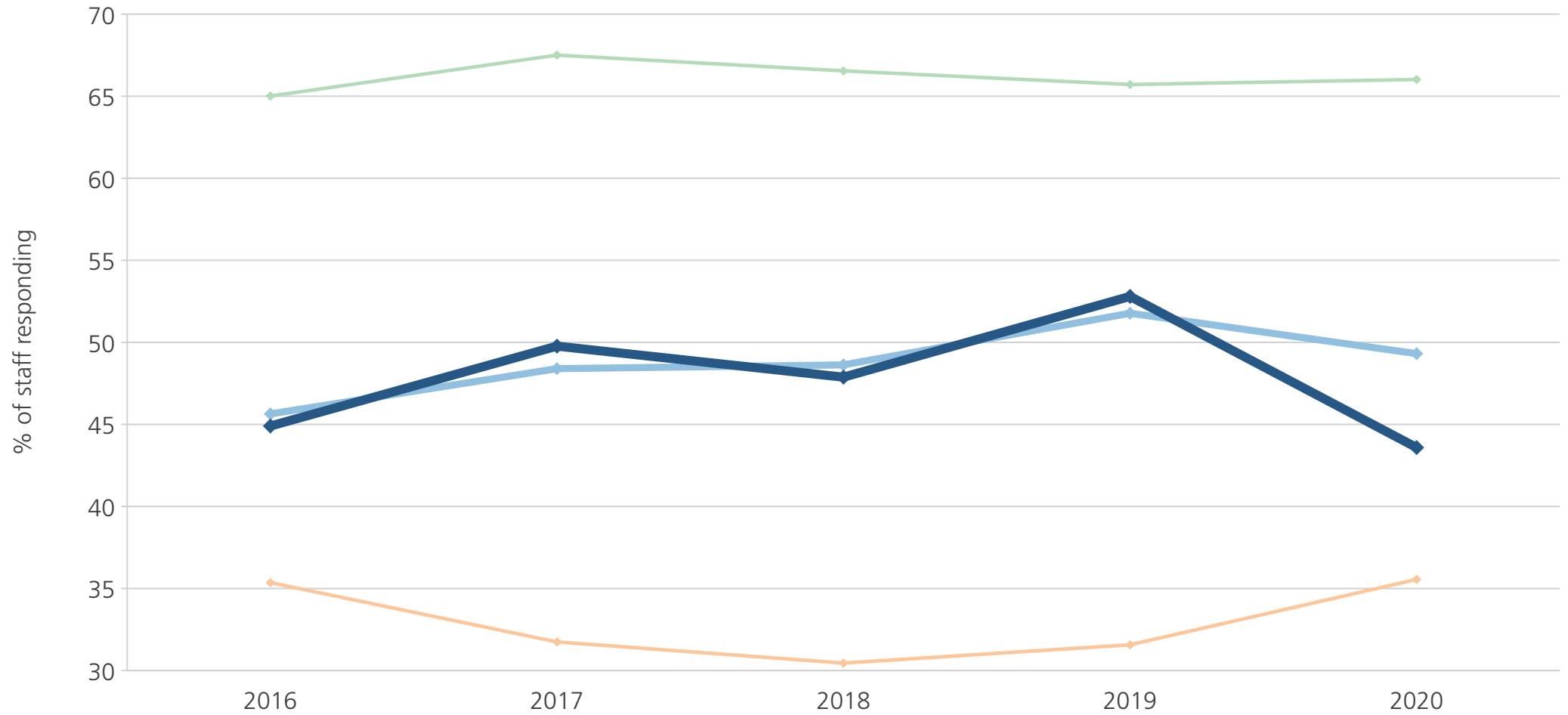
1,925

Average calculated as the median for the benchmark group



# Appendices

# Appendix A: Response rate



	2016	2017	2018	2019	2020
<b>Best</b>	65.0%	67.5%	66.5%	65.7%	66.0%
<b>Your org</b>	44.9%	49.8%	47.9%	52.8%	43.6%
<b>Median</b>	45.6%	48.4%	48.6%	51.8%	49.3%
<b>Worst</b>	35.4%	31.7%	30.5%	31.6%	35.6%

# Appendix B: Significance testing - 2019 v 2020 theme results

The table below presents the results of significance testing conducted on this year's theme scores and those from last year\*. It details the organisation's theme scores for both years and the number of responses each of these are based on.

The final column contains the outcome of the significance testing: ↑ indicates that the 2020 score is significantly higher than last year's, whereas ↓ indicates that the 2020 score is significantly lower. If there is no statistically significant difference, you will see 'Not significant'. When there is no comparable data from the past survey year, you will see 'N/A'.

Theme	2019 score	2019 respondents	2020 score	2020 respondents	Statistically significant change?
Equality, diversity & inclusion	8.5	2779	8.5	2555	Not significant
Health & wellbeing	6.0	2798	6.3	2567	↑
Immediate managers †	7.2	2800	7.4	2571	Not significant
Morale	6.2	2737	6.3	2531	↑
Quality of care	7.7	2549	7.7	2342	Not significant
Safe environment - Bullying & harassment	7.8	2763	7.8	2491	Not significant
Safe environment - Violence	9.2	2767	9.3	2561	Not significant
Safety culture	7.0	2764	7.0	2545	Not significant
Staff engagement	7.3	2834	7.3	2591	Not significant
Team working	7.0	2801	7.0	2576	Not significant

\* Statistical significance is tested using a two-tailed t-test with a 95% level of confidence.

† The calculation for the immediate managers theme has changed this year due to the omission of one of the questions which previously contributed to the theme. This change has been applied retrospectively so data for 2016-2020 shown in this table are comparable. However, these figures are not directly comparable to the results reported in previous years. For more details please see the [technical document](#).