

# Improving the Experience of Staff

**Jemma Ball**

**Associate Director of Human  
Resources**

*We care*

*We respect*

*We are inclusive*

# Respondents

48%

of staff  
responded to the  
survey

570

people left a free  
text comment

13%

16 - 30  
year olds

54%

31 - 50  
year olds

32%

51 - 65  
year olds

1%

65+  
year olds

26%



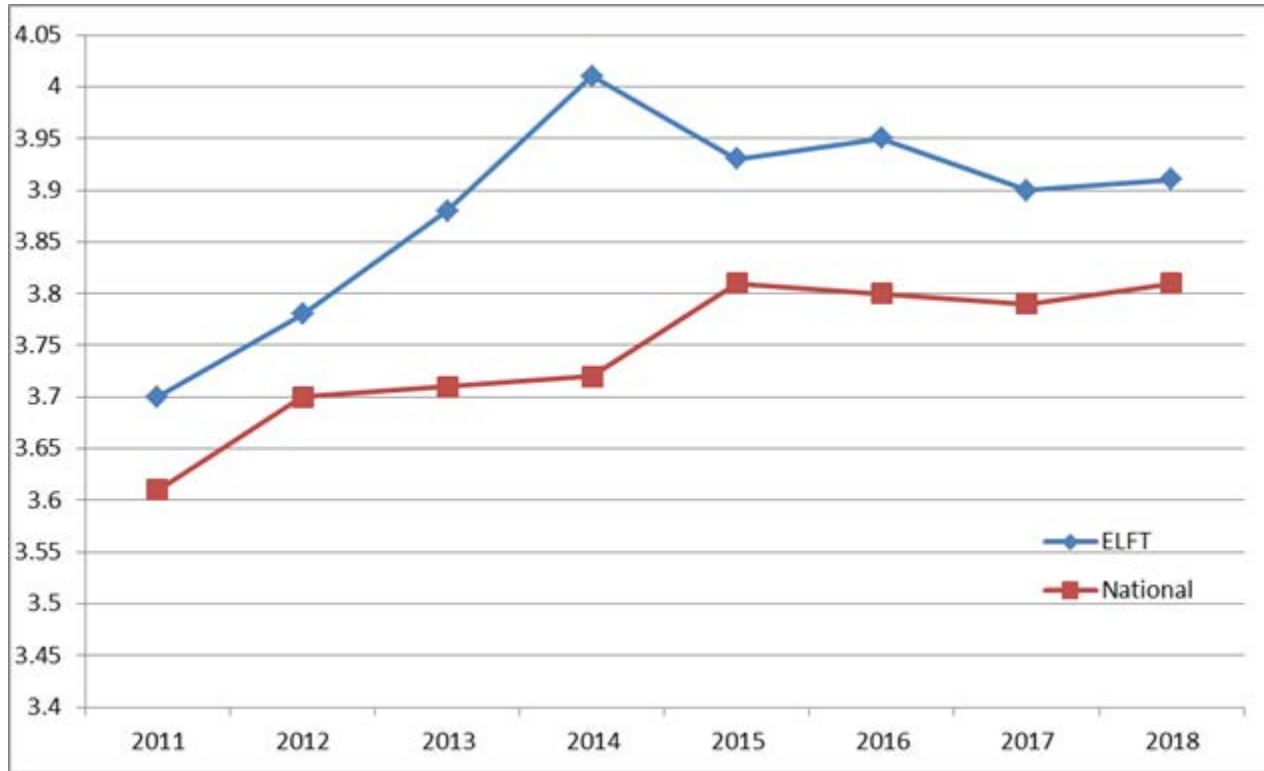
74%



54%

of all feedback was  
positive

# Trust Engagement scores

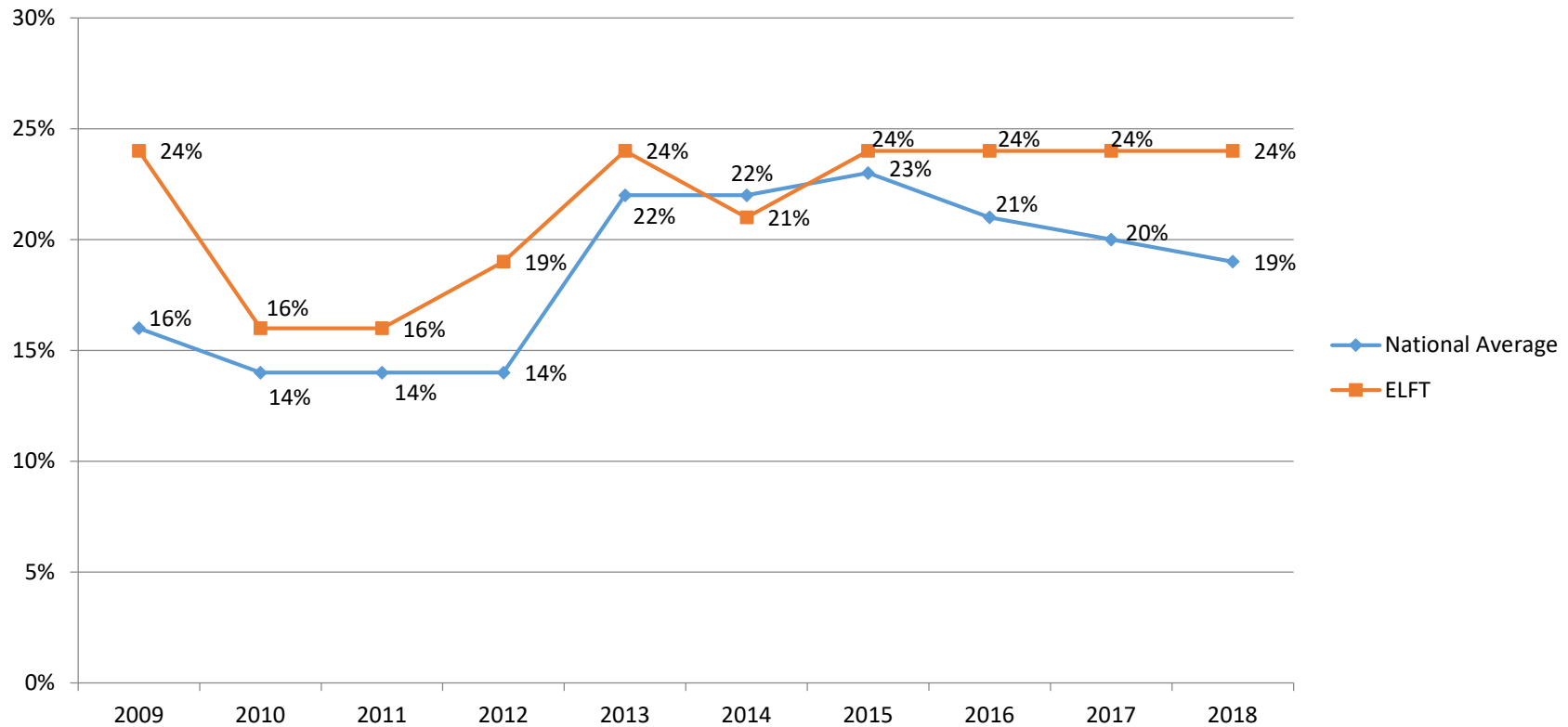


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# Percentage Of Staff Experiencing Harassment, Bullying or Abuse From Staff In The Last 12 Months

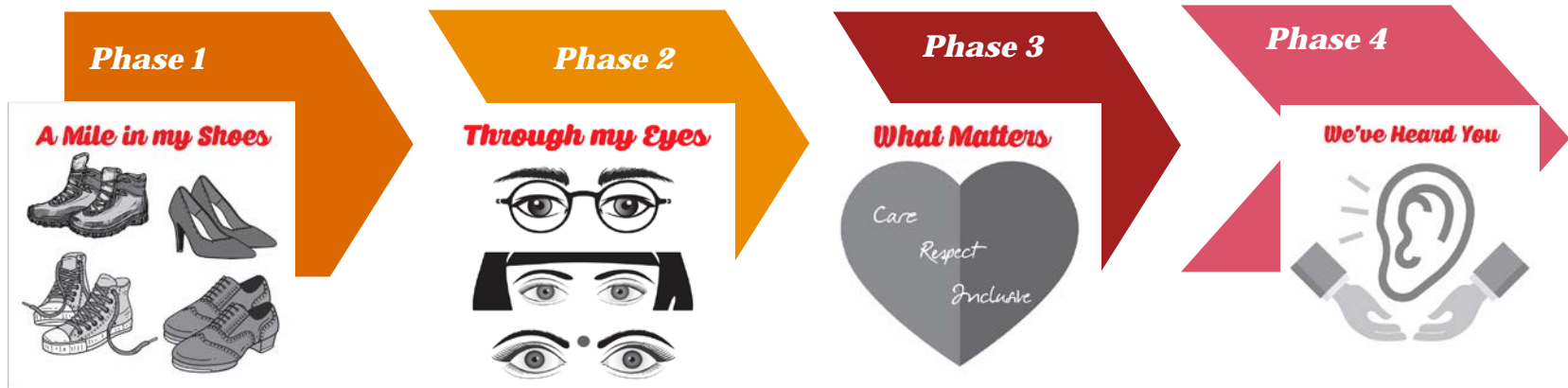


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# Respect & Dignity @ Work Project Outline



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*Empathy Museum*

**NHS**  
East London  
NHS Foundation Trust

# A Mile in My Shoes

**13th May - 17th May 2019**

**MILE END HOSPITAL CAR PARK  
BANCROFT ROAD  
LONDON  
E1 4DG**

**Open from 7AM - 7PM**

**Take a mile long pause in someone else's shoes**

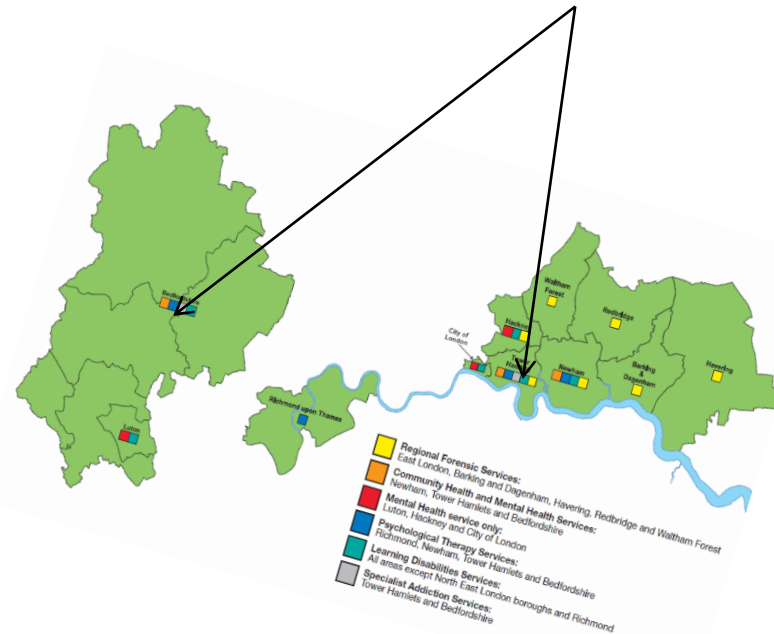
**Pop art installation**

*A Mile in my Shoes*

**No booking necessary**

See ELFT Intranet for more info

Talk to your colleagues about car sharing or booking a cab



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# Through my Eyes



**NEWHAM**

- 08 May | Morning | 09:00-12:00  
Vicarage Lane Health Centre
- 17 May | Afternoon | 13:00-17:00  
Vicarage Lane Health Centre
- 21 May | Afternoon | 14:00-17:00  
Vicarage Lane Health Centre
- 23 May | Afternoon | 13:00-17:00  
West Ham Lane
- 30 May | All Day | 09:00-17:00  
Vicarage Lane Health Centre
- 17 Jun | Morning | 09:00-14:00  
Newham Centre for Mental Health
- 21 Jun | Afternoon | 14:00-17:00  
Newham Centre for Mental Health

**TOWER HAMLETS**

- 24 May | Morning | 09:00- 12:30  
Mk. End Hospital
- 03 Jun | All Day | 09:00-17:00  
Aile Street, Aldgate
- 04 Jun | Afternoon | 13:00-17:00  
The Green, Roger Dowley Court

**BEDS & LUTON**

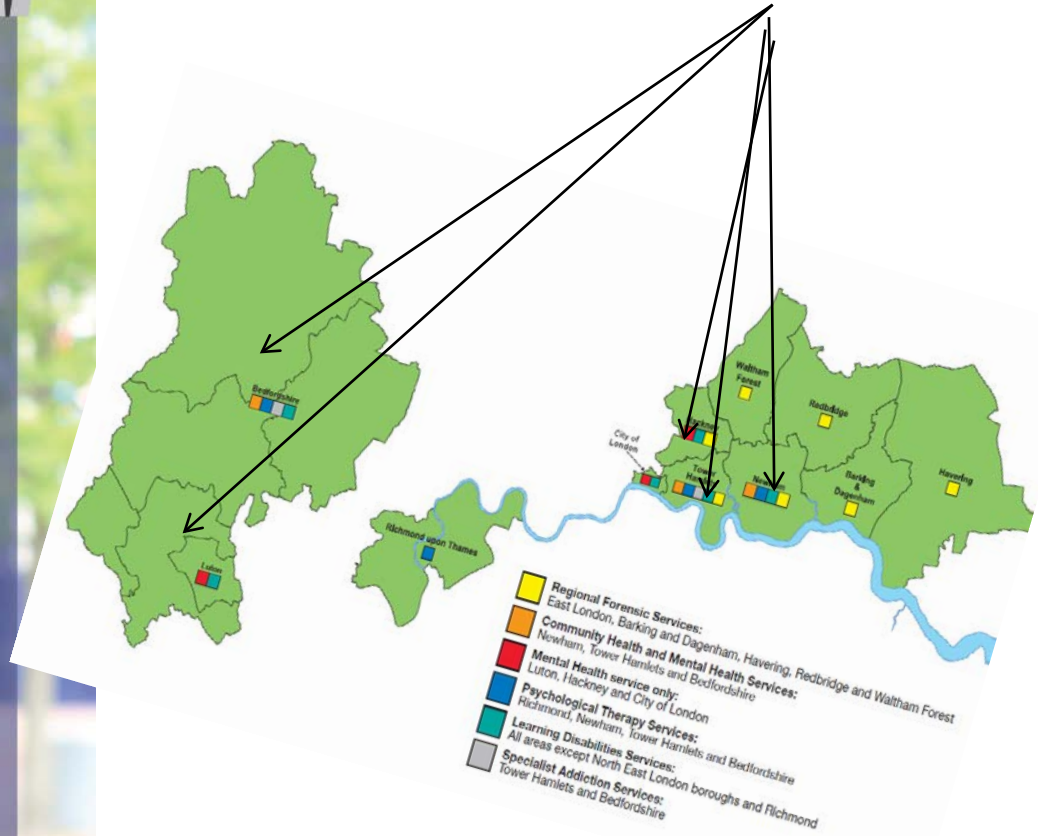
- 07 May | All Day | 10:00-17:00  
Woburn Court, Bedford
- 10 May | All Day | 09:00-17:00  
Charter House, Luton
- 28 May | All Day | 09:00-17:00  
Twinwoods, Bedford
- 14 June | All Day | 09:00-17:00  
Twinwoods, Bedford

**CITY & HACKNEY**

- 20 May | Morning | 09:30-12:30  
Wolfson House
- 21 May | Afternoon | 14:00-17:00  
City & Hackney Centre for Mental Health
- 22 May | Morning | 09:30-12:30  
John Howard Centre
- 22 May | Afternoon | 14:00-17:00  
City & Hackney Centre for Mental Health

*Time to tell your story.*

Take part in the externally facilitated sessions (confidential and anonymous). No booking necessary. Any member of staff can attend in any locality. See ELFT Intranet for more information.



# Phase 3 - Line Manager sessions with the CEO

*What Matters*



Three sessions facilitated by the CEO feedback stories from staff and to hear from managers what they need to enable them to be a better manager

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## Phase 4 - An event in the Autumn to feedback

*We've Heard You*



- Stories;
- Themes;
- Managers views;
- What we're doing about it;
- Executive director pledges;
- Service user input through drama;
- Go Engage Launch;
- Link to the Staff Survey 2019.

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