

East London NHS Foundation Trust

2021 NHS Staff Survey

Benchmark Report

Contents	
Introduction	3
People Promise element and theme results	8
Overview	9
We are compassionate and inclusive	10
We each have a voice that counts	10
We are safe and healthy	11
We are always learning	11
We work flexibly	12
We are a team	12
Staff Engagement	13
Morale	13
People Promise element and theme results – Covid-19 classification breakdowns	17
We are compassionate and inclusive	19
We are recognised and rewarded	20
We each have a voice that counts	21
We are safe and healthy	22
We are always learning	23
We work flexibly	24
We are a team	25
Staff Engagement	26
Morale	27
People Promise element and theme results – Detailed information	28
We are compassionate and inclusive	30
We are recognised and rewarded	39
We each have a voice that counts	42
We are safe and healthy	48
We are always learning	58
We work flexibly	63
We are a team	66
Staff Engagement	72
Morale	76
Questions not linked to the People Promise elements or themes	81
About your respondents	102
The Covid-19 pandemic	103
Background details	105
Workforce Equality Standards	117
Workforce Race Equality Standard (WRES)	119
Workforce Disability Equality Standard (WDES)	124
Appendices	134
A – Response rate	136
B – Significance testing - 2020 v 2021 People Promise and theme results	138
C – Tips on using your benchmark report	139
D – Additional reporting outputs	145

About this report

This benchmark report for East London NHS Foundation Trust contains results for the 2021 NHS Staff Survey, and historical results back to 2017 where possible. These results are presented in the context of the best, average and worst results for similar organisations where appropriate. Data in this report are weighted to allow for fair comparisons between organisations.

Please note: Results for q1, q10a, q22d, q23a-c, q24-q28a, and q29a-q31 are not weighted or benchmarked because these questions ask for demographic or factual information.

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

How results are reported

For the 2021 survey onwards the questions in the NHS Staff Survey are aligned to the [People Promise](#). This sets out, in the words of NHS staff, the things that would most improve their working experience, and is made up of seven elements:



In support of this, the results of the NHS Staff Survey are now measured against the seven People Promise elements and against two of the themes reported in previous years (Staff Engagement and Morale). The reporting also includes new sub-scores, which feed into the People Promise elements and themes. The next slide shows how the People Promise elements, themes and sub-scores are related and mapped to individual survey questions.

Please note that you can navigate to the results of a particular score or question result by clicking on it in the table below.

People Promise element	Sub-scores	Question
We are compassionate and inclusive	Compassionate culture Compassionate leadership Diversity and equality Inclusion	Q6a, Q21a, Q21b, Q21c, Q21d Q9f, Q9g, Q9h, Q9i Q15* , Q16a, Q16b, Q18 Q7h, Q7i, Q8b, Q8c
We are recognised and rewarded	[No sub-scores]	Q4a, Q4b, Q4c, Q8d, Q9e
We each have a voice that counts	Autonomy and control Raising concerns	Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b Q17a, Q17b, Q21e, Q21f
We are safe and healthy	Health and safety climate Burnout Negative experiences	Q3g, Q3h, Q3i, Q5a, Q11a, Q13d, Q14d Q12a, Q12b, Q12c, Q12d, Q12e, Q12f, Q12g Q11b, Q11c, Q11d, Q13a, Q13b, Q13c, Q14a, Q14b, Q14c
We are always learning	Development Appraisals	Q20a, Q20b, Q20c, Q20d, Q20e Q19a, Q19b, Q19c, Q19d
We work flexibly	Support for work-life balance Flexible working	Q6b, Q6c, Q6d Q4d
We are a team	Team working Line management	Q7a, Q7b, Q7c, Q7d, Q7e, Q7f, Q7g, Q8a Q9a, Q9b, Q9c, Q9d
Theme	Sub-scores	Question
Staff Engagement	Motivation Involvement Advocacy	Q2a, Q2b, Q2c Q3c, Q3d, Q3f Q21a, Q21c, Q21d
Morale	Thinking about leaving Work pressure Stressors	Q22a, Q22b, Q22c Q3g, Q3h, Q3i Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a
Questions not linked to the People Promise elements or themes		
Q1, Q10a, Q10b, Q10c, Q11e, Q15 (historical calculation)* , Q16c, Q22d, Q28b		

*Please note: The approach to calculating the results for Q15 has changed for 2021, to include 'don't know' responses. These results feed into the Diversity and equality sub-score and the We are compassionate and inclusive promise element, as well as the WRES and WDES indicators. The Q15 results based on the historic calculation are reported in this section for transparency, but do not feed into any measure.

Introduction

This section provides a brief introduction to the report, including features of the graphs used throughout. The '[Organisation details](#)' page contains key information about the organisation's survey and its benchmarking group.

People Promise element and theme results

This section provides a high-level [overview](#) of the results for the seven elements of the People Promise and the two themes, followed by results for each of the [sub-scores](#) that feed into these measures. [Trend data](#) are shown for the themes of Staff Engagement and Morale. Results for the People Promise elements and themes are also presented split by staff experience during the [Covid-19 pandemic](#).

In the [Detailed information section](#), question level results have been divided into sections based on the sub-score and People Promise element or theme they contribute to. These are presented as line charts, or as bar charts where no trend data is available.

Questions not linked to a People Promise element or theme

[Results](#) for the small number of questions that do not contribute to the result for any People Promise element or theme are included in this section.

About your respondents

This section provides details of the staff responding to the survey, including the results of questions relating to their experience during the [Covid-19 pandemic](#) and [demographic and other classification questions](#).

Workforce Equality Standards

[This section](#) shows the data required for the NHS Staff Survey indicators used in the [Workforce Race Equality Standard \(WRES\)](#) and the [Workforce Disability Equality Standard \(WDES\)](#).

Appendices

Here you will find:

- Response rate trends
- Significance testing of the theme results for 2020 vs 2021
- Tips on action planning and interpreting results
- Details of the other reporting outputs available

Key features

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

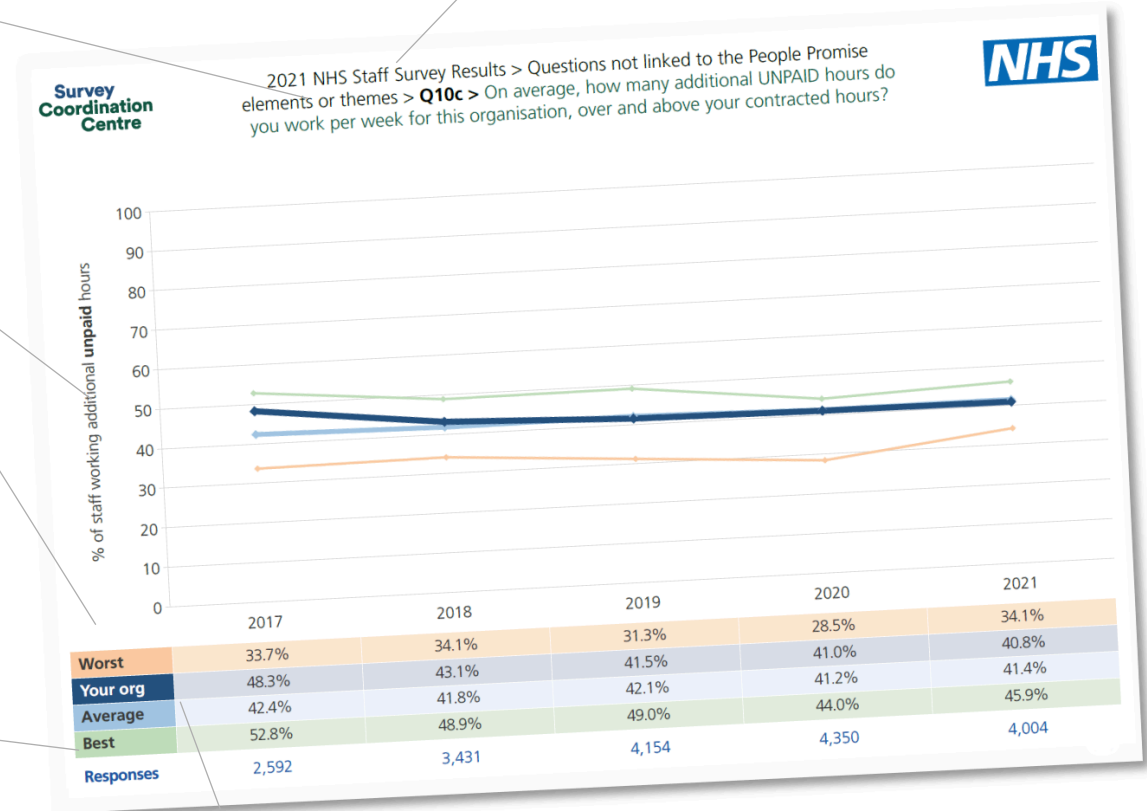
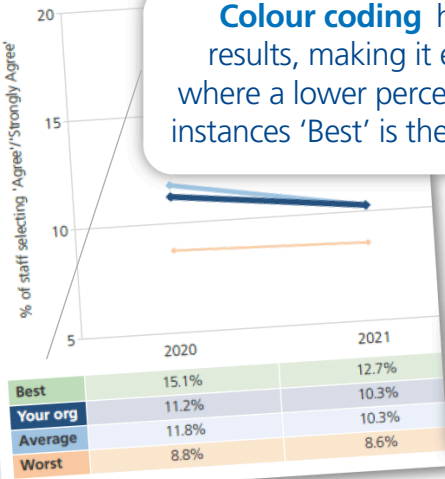
Slide headers are **hyperlinked** throughout the document. '2021 NHS Staff Survey Results' takes you back to the contents page (which is also hyperlinked to each section), while the rest of the text can be used to navigate to sections and sub-sections

Question-level results are always reported as percentages; the **meaning of the value** is outlined along the axis. Summary measures and sub-scores 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**



Tips on how to read, interpret and use the data are included in the [Appendices](#)

East London NHS Foundation Trust

2021 NHS Staff Survey



Organisation details

Completed questionnaires **2,606**

2021 response rate **42%**

[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**



2021 benchmarking group details

Organisations in group: **51**

Median response rate: **52%**

No. of completed questionnaires:

116,567



People Promise element and theme results

For more details please see the [technical document](#).

East London NHS Foundation Trust
2021 NHS Staff Survey Results



We are
compassionate
and inclusive



We are
recognised
and rewarded



We each
have a voice
that counts



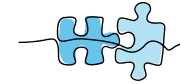
We are safe
and healthy



We are always
learning



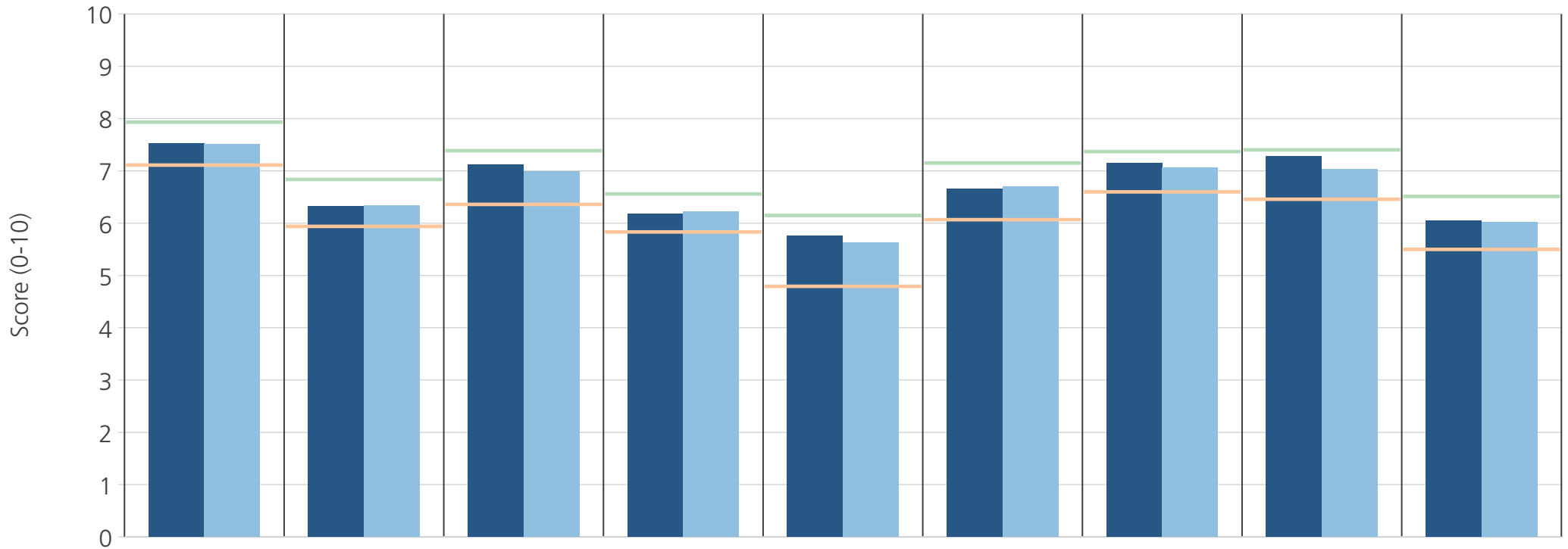
We work flexibly



We are a team

Staff
Engagement

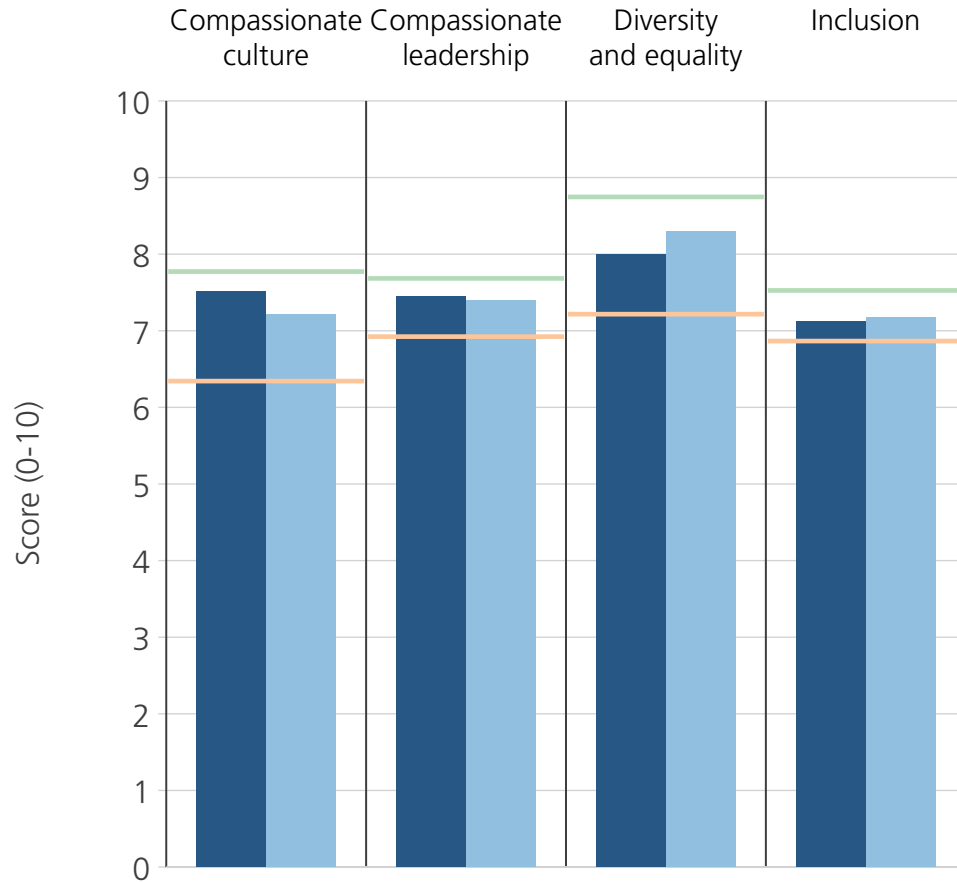
Morale



Best	7.9	6.8	7.4	6.6	6.1	7.1	7.4	7.4	6.5
Your org	7.5	6.3	7.1	6.2	5.8	6.7	7.1	7.3	6.0
Average	7.5	6.3	7.0	6.2	5.6	6.7	7.1	7.0	6.0
Worst	7.1	5.9	6.4	5.8	4.8	6.1	6.6	6.5	5.5

Responses	2,498	2,562	2,474	2,492	2,386	2,550	2,520	2,565	2,561
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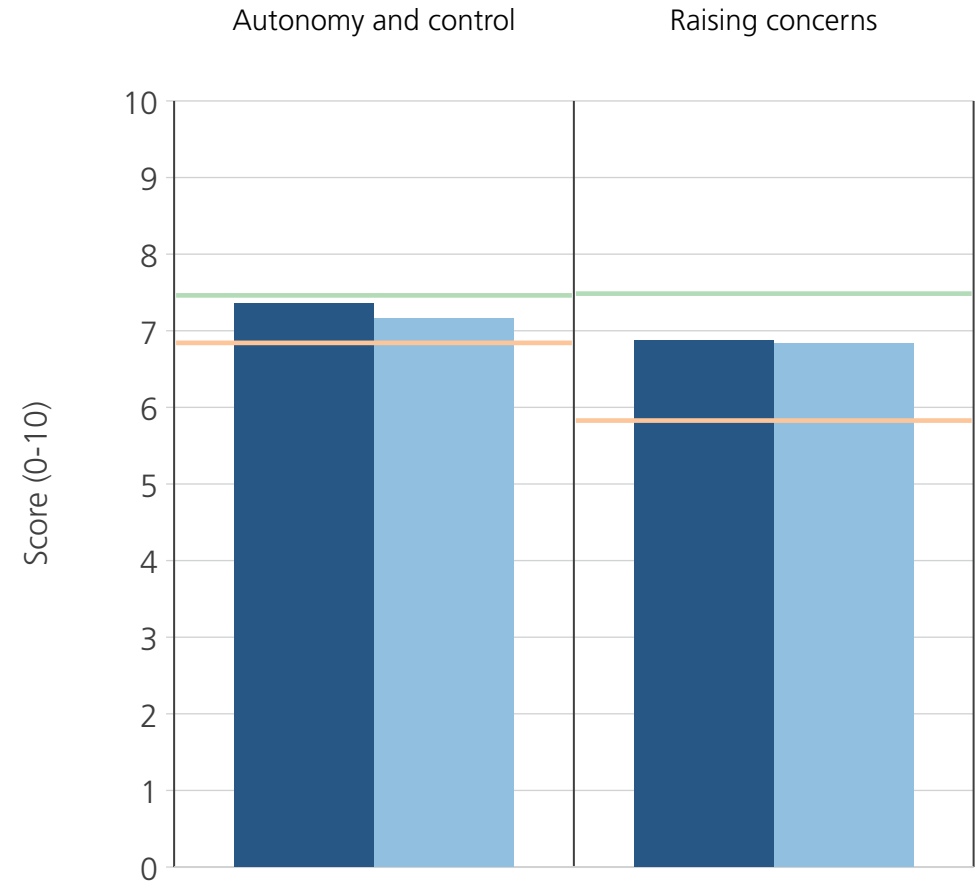
Promise element 1: We are compassionate and inclusive



Best	7.8	7.7	8.7	7.5
Your org	7.5	7.5	8.0	7.1
Average	7.2	7.4	8.3	7.2
Worst	6.3	6.9	7.2	6.9

Responses 2,485 2,516 2,498 2,531

Promise element 3: We each have a voice that counts

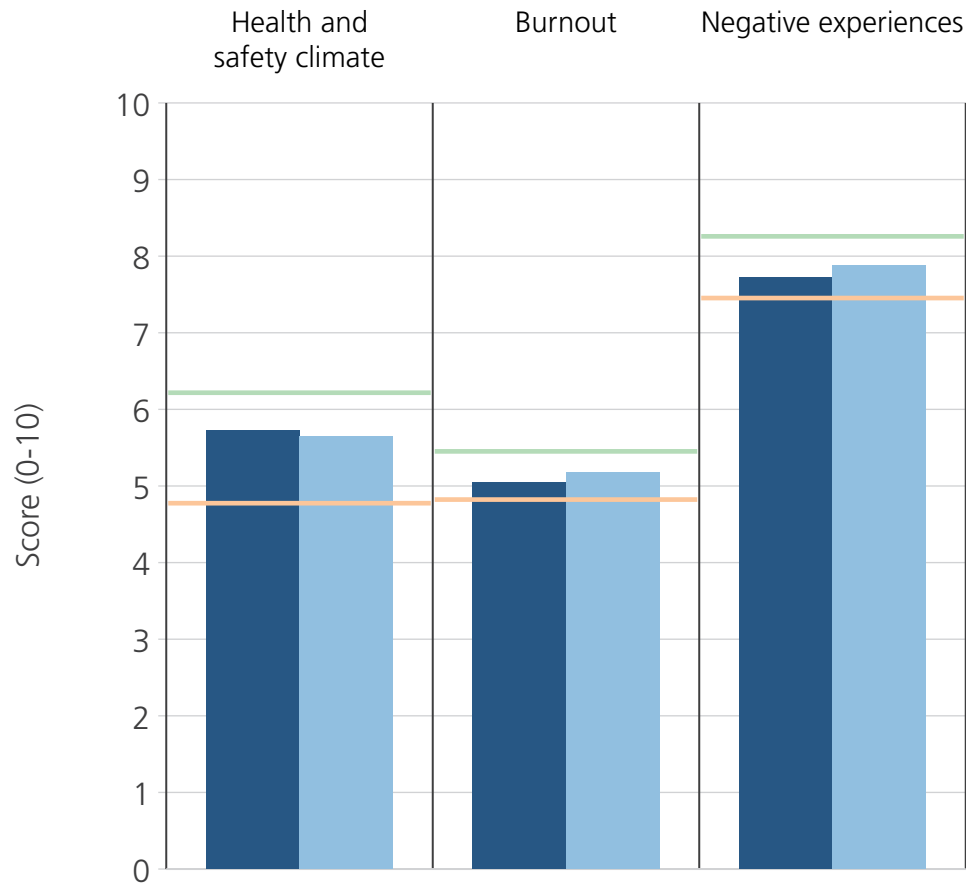


Best	7.5	7.5
Your org	7.4	6.9
Average	7.2	6.8
Worst	6.8	5.8

Responses 2,566 2,477

* Promise element 2 features no sub-scores and so is not included in this section of the benchmarking report

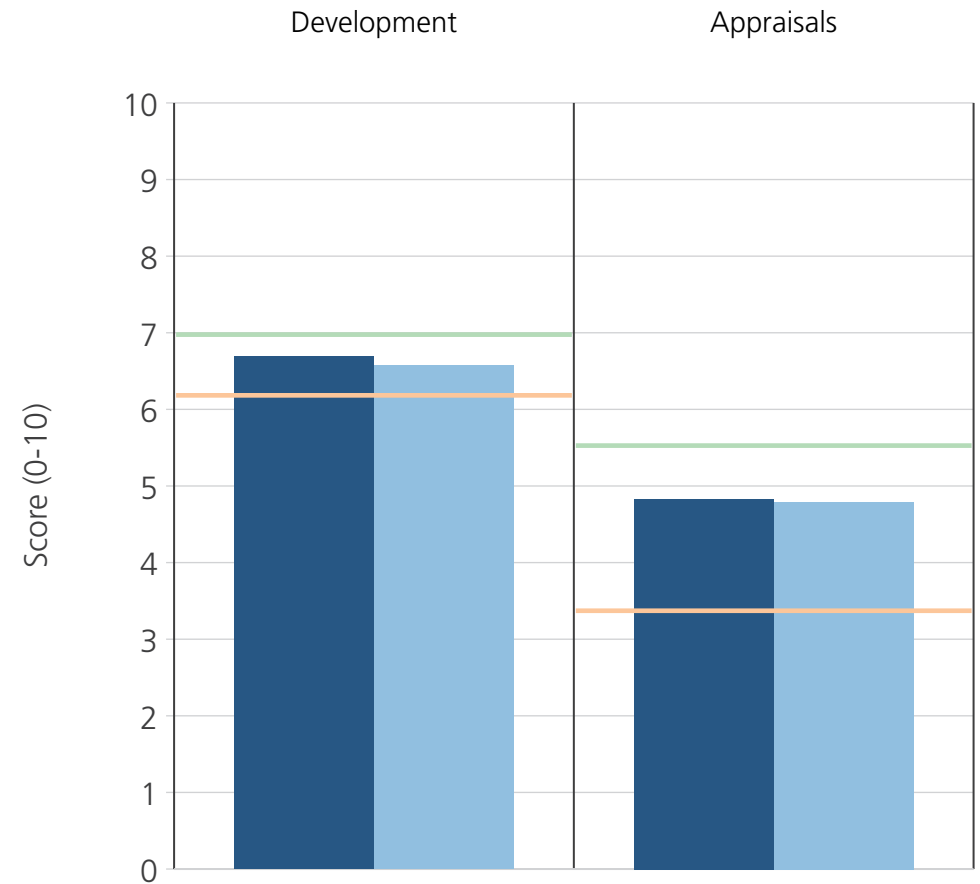
Promise element 4: We are safe and healthy



Best	6.2	5.5	8.3
Your org	5.7	5.0	7.7
Average	5.6	5.2	7.9
Worst	4.8	4.8	7.5

Responses 2,569 2,506 2,493

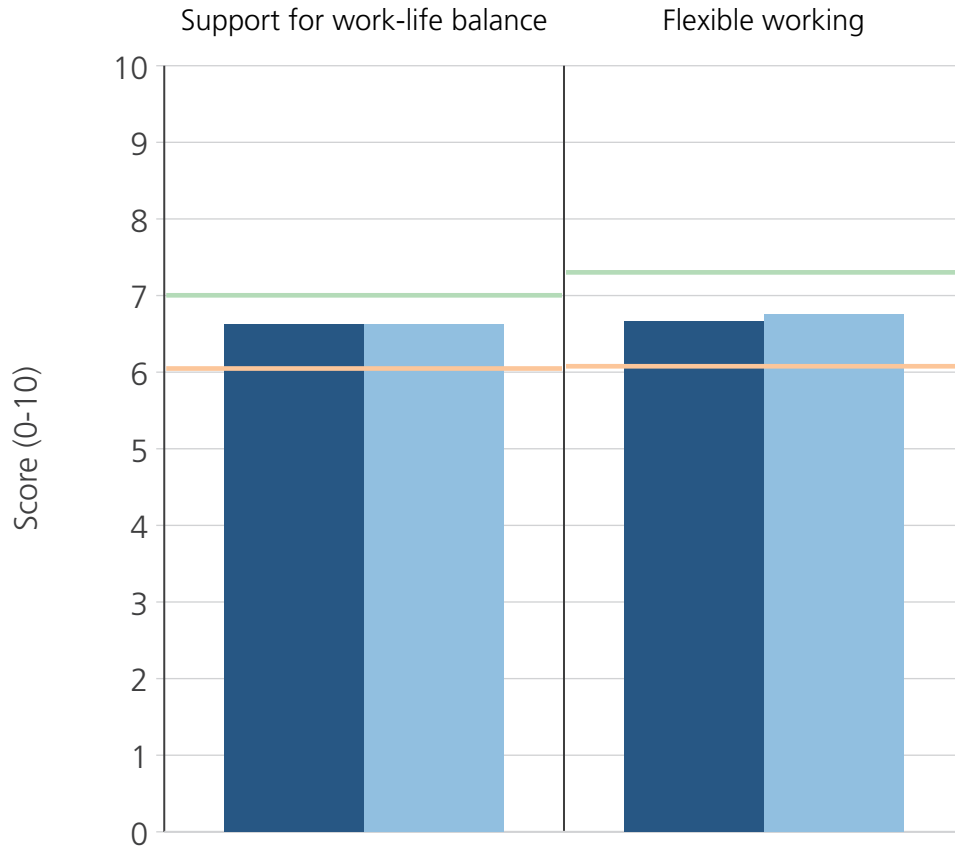
Promise element 5: We are always learning



Best	7.0	5.5
Your org	6.7	4.8
Average	6.6	4.8
Worst	6.2	3.4

Responses 2,491 2,393

Promise element 6: We work flexibly



Best	7.0	7.3
Your org	6.6	6.7
Average	6.6	6.8
Worst	6.0	6.1

Responses 2,553 2,561

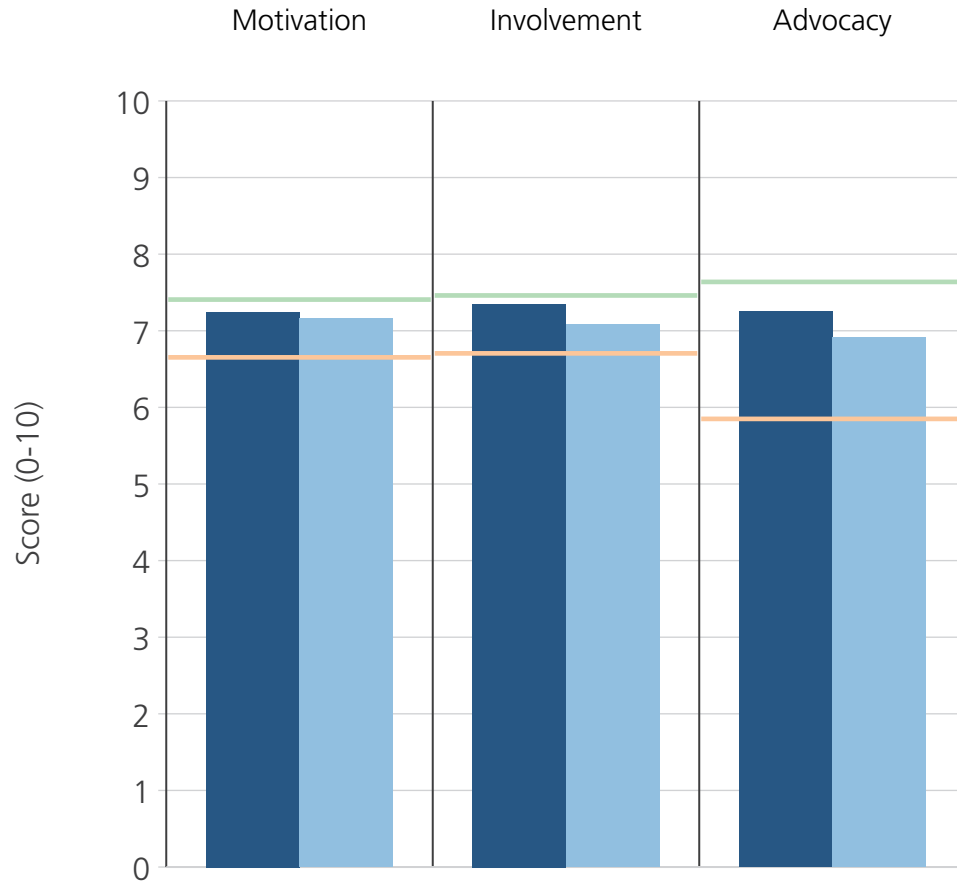
Promise element 7: We are a team



Best	7.2	7.5
Your org	6.9	7.4
Average	6.9	7.3
Worst	6.5	6.7

Responses 2,543 2,521

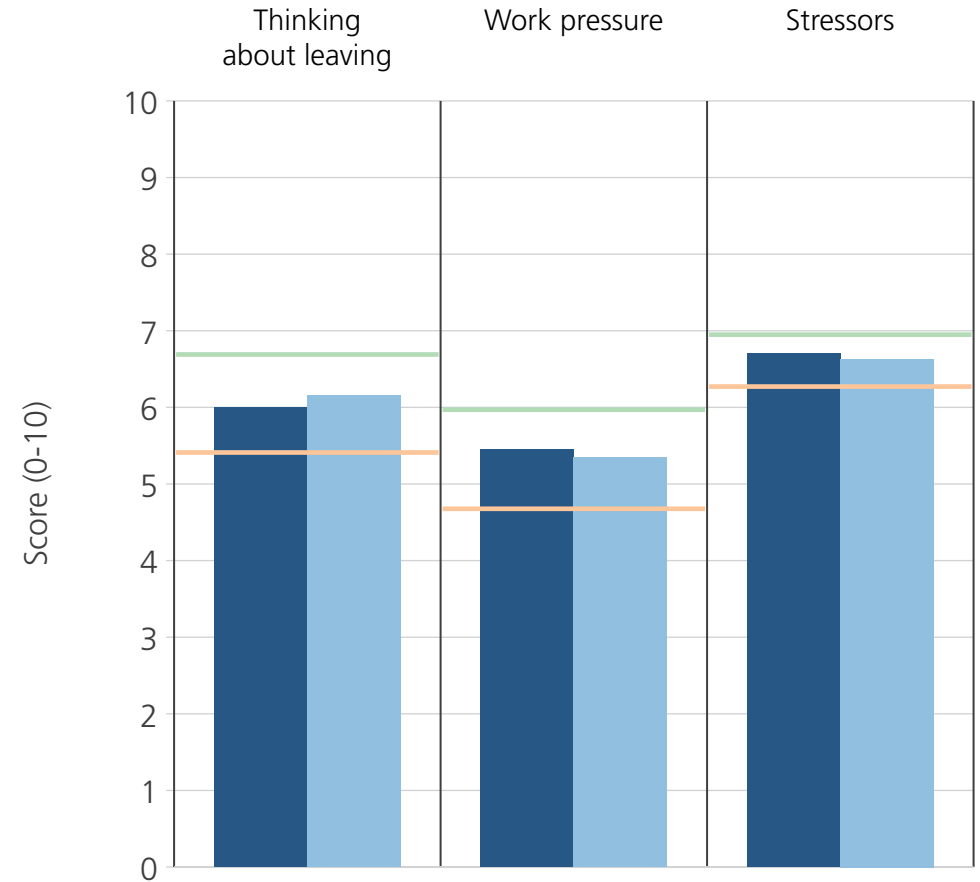
Staff Engagement



Best	7.4	7.5	7.6
Your org	7.2	7.3	7.2
Average	7.2	7.1	6.9
Worst	6.7	6.7	5.8

Responses 2,567 2,567 2,485

Morale

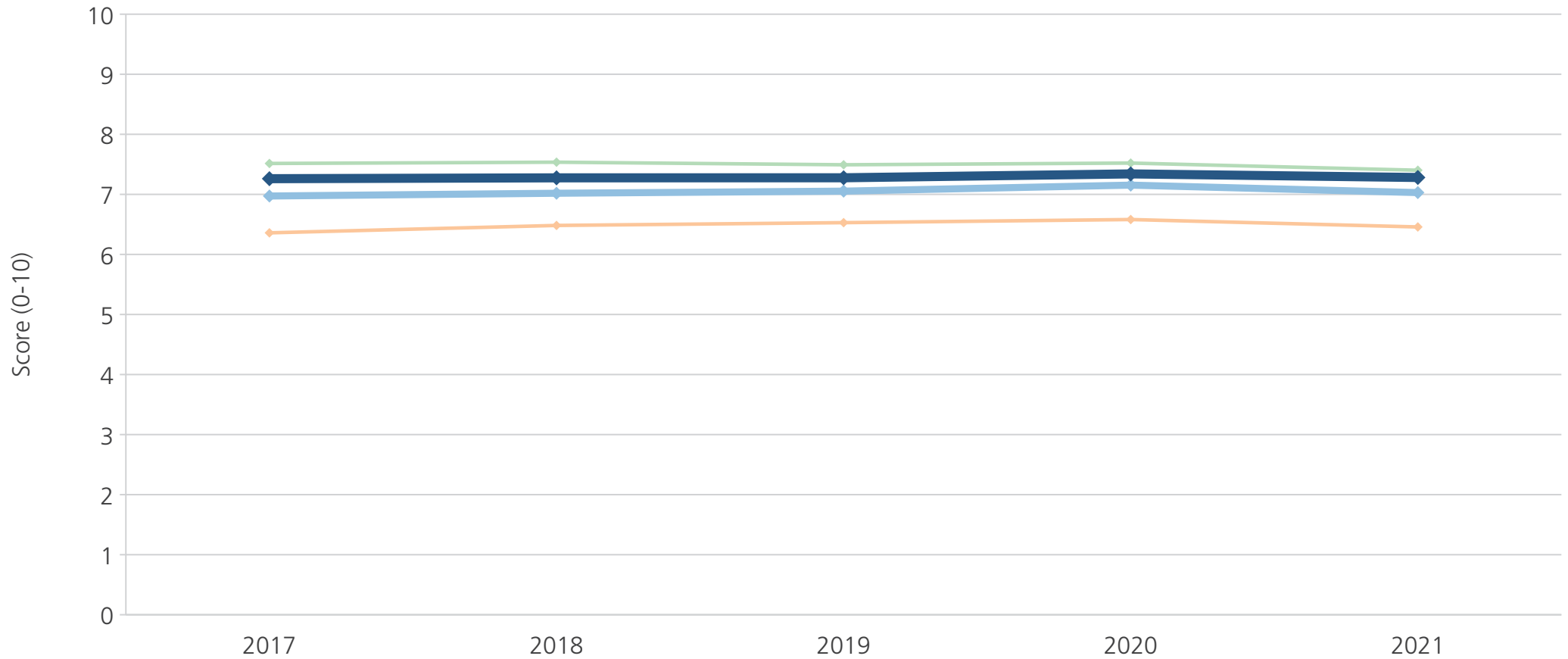


Best	6.7	6.0	6.9
Your org	6.0	5.4	6.7
Average	6.2	5.3	6.6
Worst	5.4	4.7	6.3

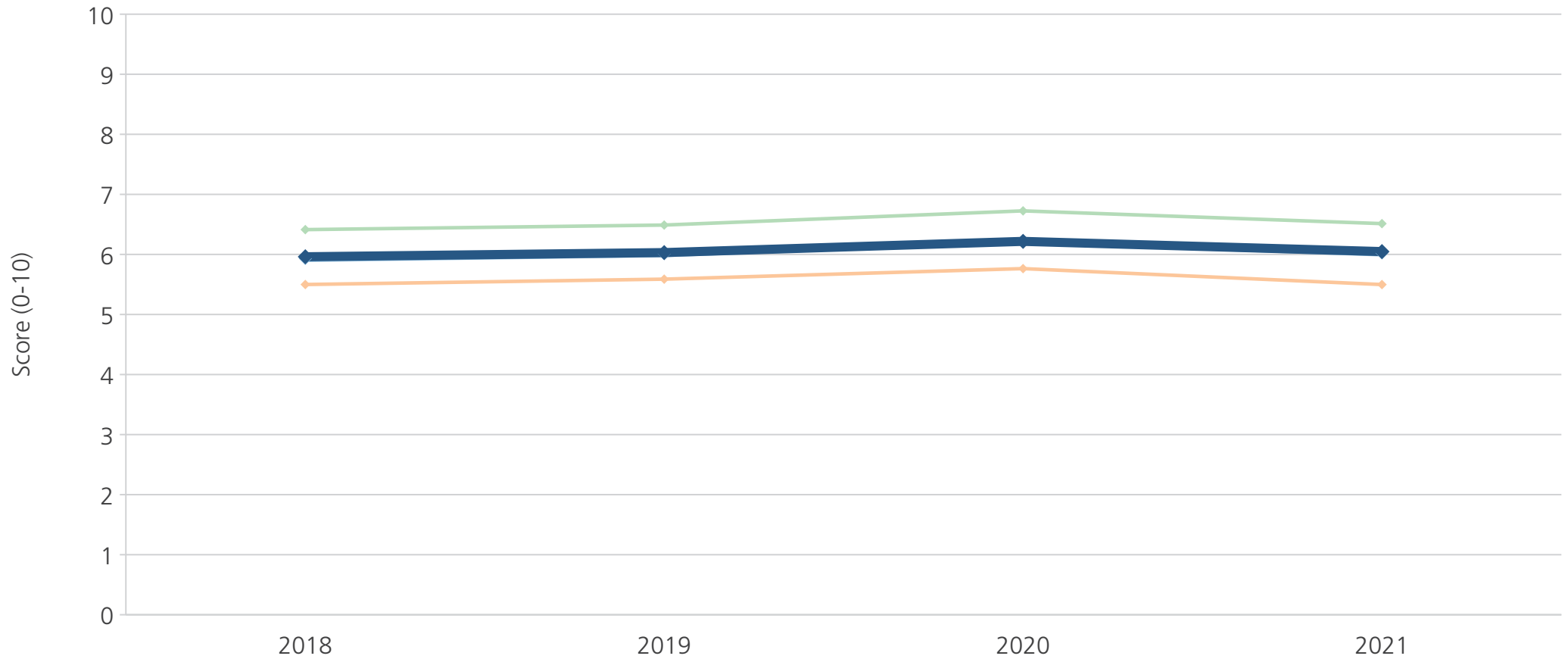
Responses 2,481 2,568 2,551

Staff Engagement and Morale – Trends

East London NHS Foundation Trust
2021 NHS Staff Survey Results



Best	7.5	7.5	7.5	7.5	7.4
Your org	7.3	7.3	7.3	7.3	7.3
Average	7.0	7.0	7.1	7.2	7.0
Worst	6.4	6.5	6.5	6.6	6.5
Responses	2,361	2,504	2,834	2,591	2,565



	2018	2019	2020	2021
Best	6.4	6.5	6.7	6.5
Your org	6.0	6.0	6.2	6.0
Average	5.9	6.0	6.2	6.0
Worst	5.5	5.6	5.8	5.5
Responses	2,482	2,813	2,586	2,561

People Promise element and theme results – Covid-19 classification breakdowns

Covid-19 questions

In the 2021 survey, staff were asked three 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 |

The charts on the following pages show the breakdown of People Promise element 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.

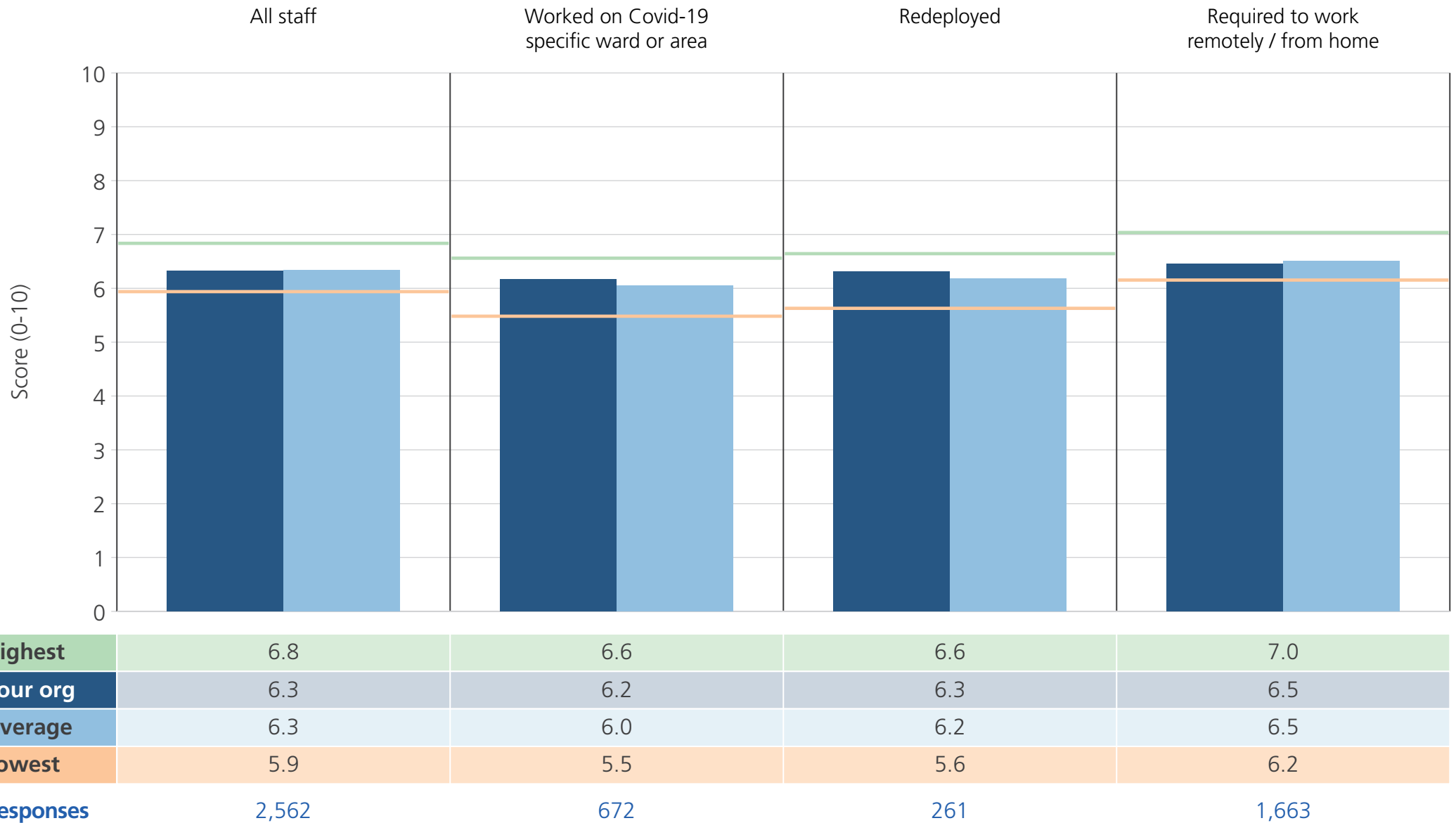
Comparing your data

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.

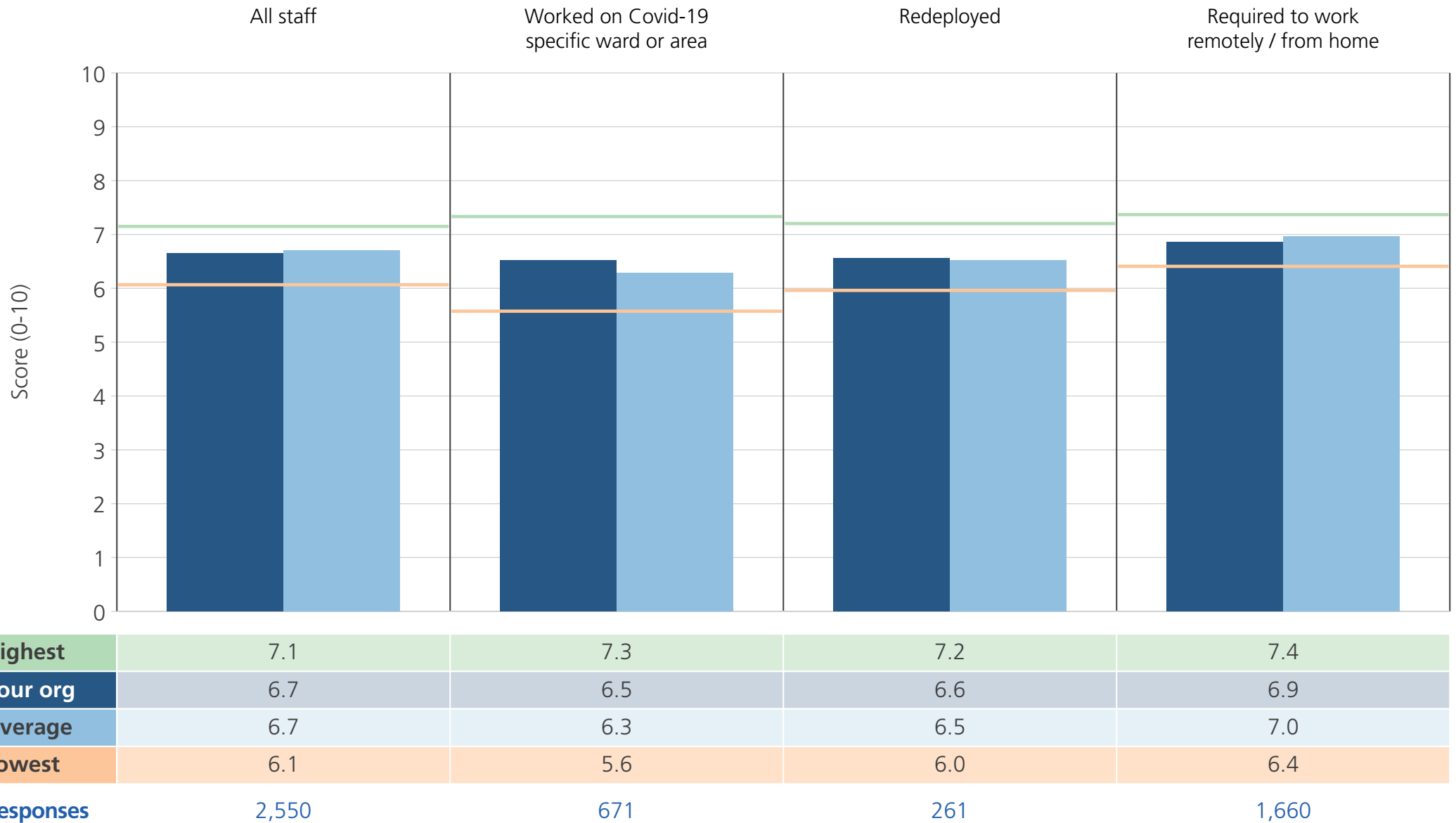






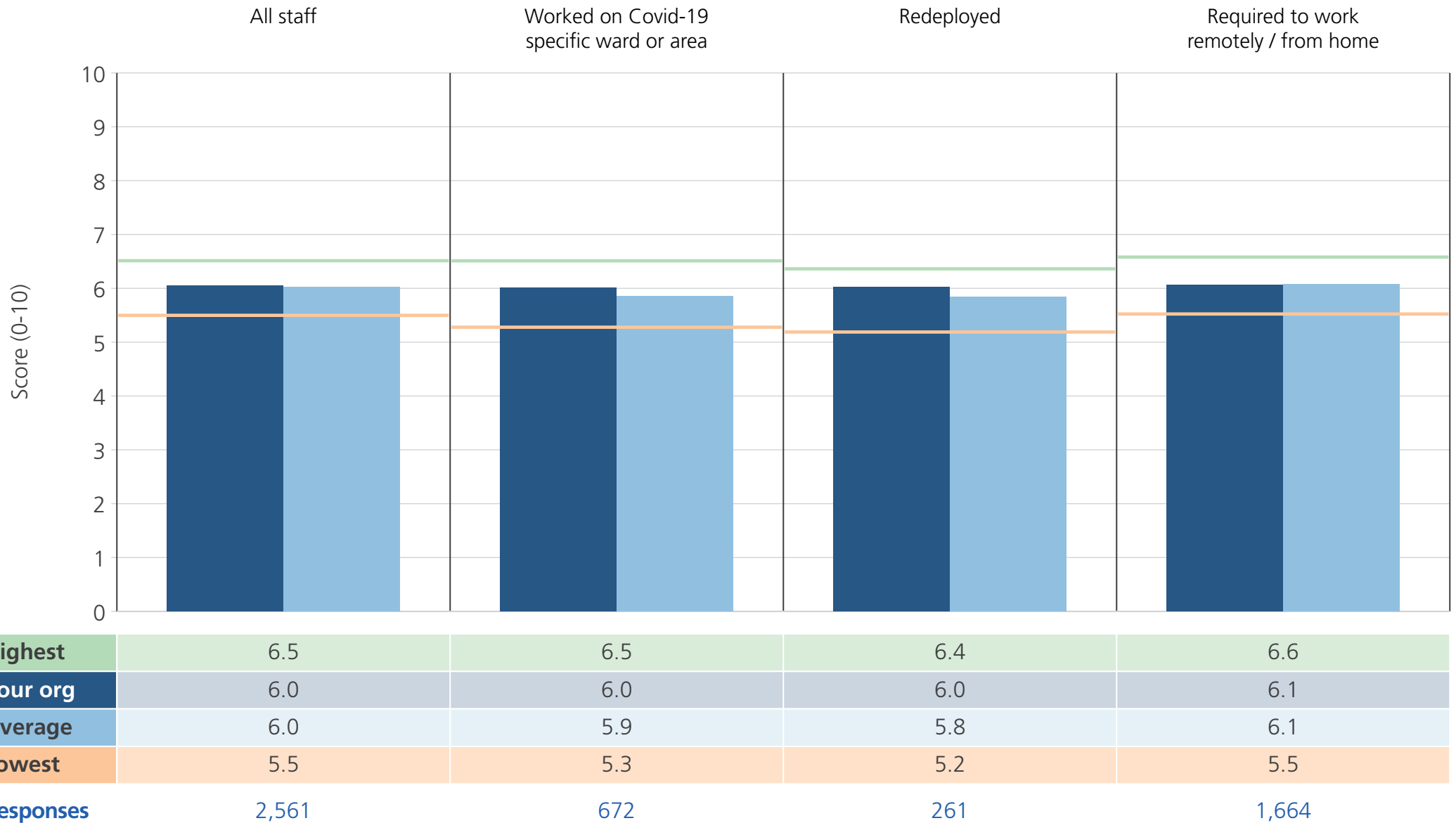




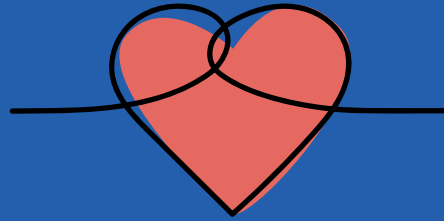








People Promise element and theme results – Detailed information



People Promise element detailed information – We are compassionate and inclusive

Questions:

Q6a, Q21a, Q21b, Q21c, Q21d

Q9f, Q9g, Q9h, Q9i

Q15, Q16a, Q16b, Q18

Q7h, Q7i, Q8b, Q8c

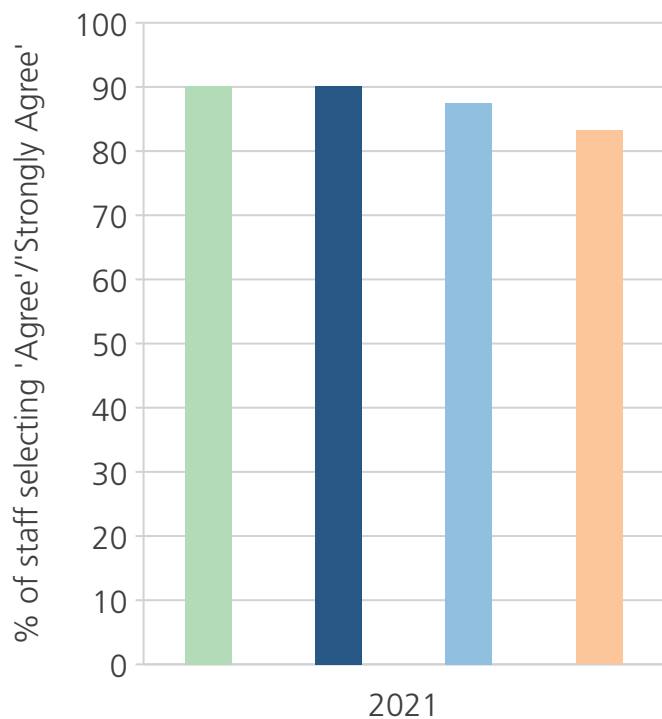
East London NHS Foundation Trust

2021 NHS Staff Survey Results

Q6a

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

Due to changes in this year's survey it is not possible to display trend data for this question

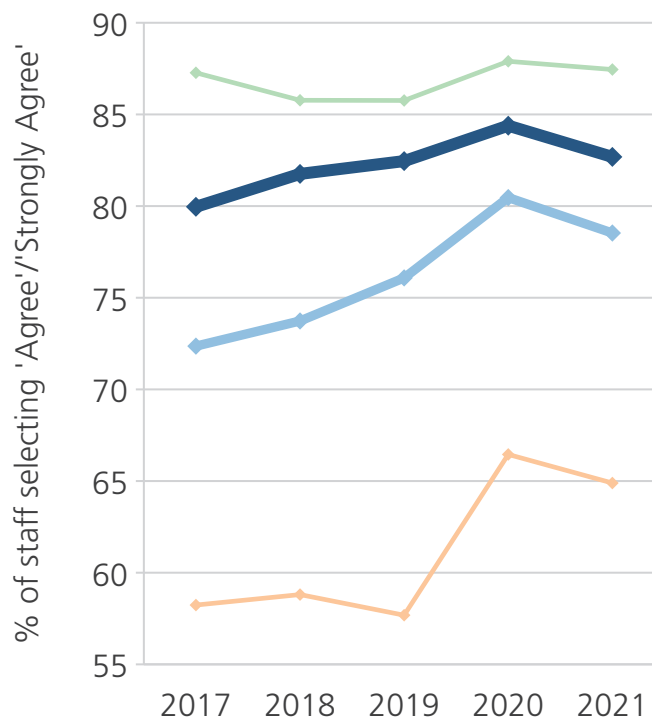


Best	90.2%
Your org	90.1%
Average	87.5%
Worst	83.2%

Responses 2,500

Q21a

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

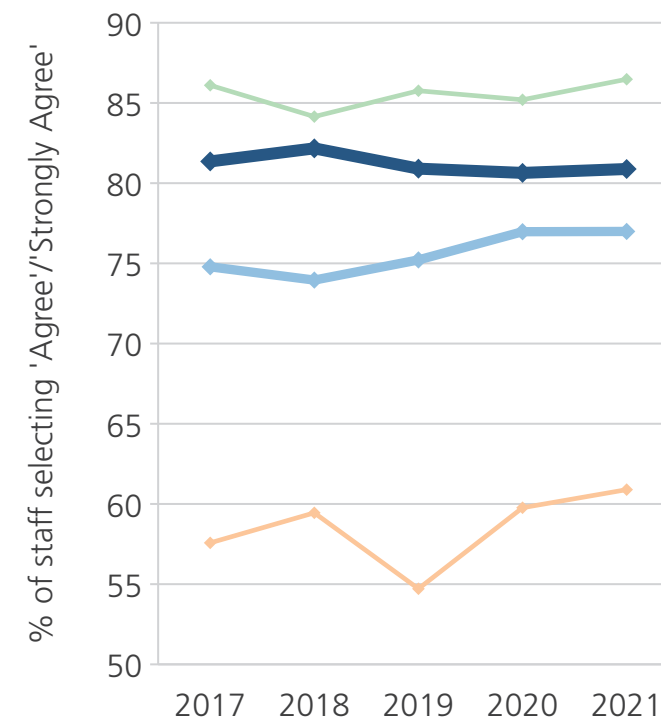


Best	87.3%	85.8%	85.8%	87.9%	87.5%
Your org	80.0%	81.8%	82.5%	84.4%	82.7%
Average	72.4%	73.7%	76.1%	80.5%	78.5%
Worst	58.2%	58.8%	57.7%	66.5%	64.9%

Responses 2,280 2,404 2,741 2,537 2,484

Q21b

My organisation acts on concerns raised by patients / service users

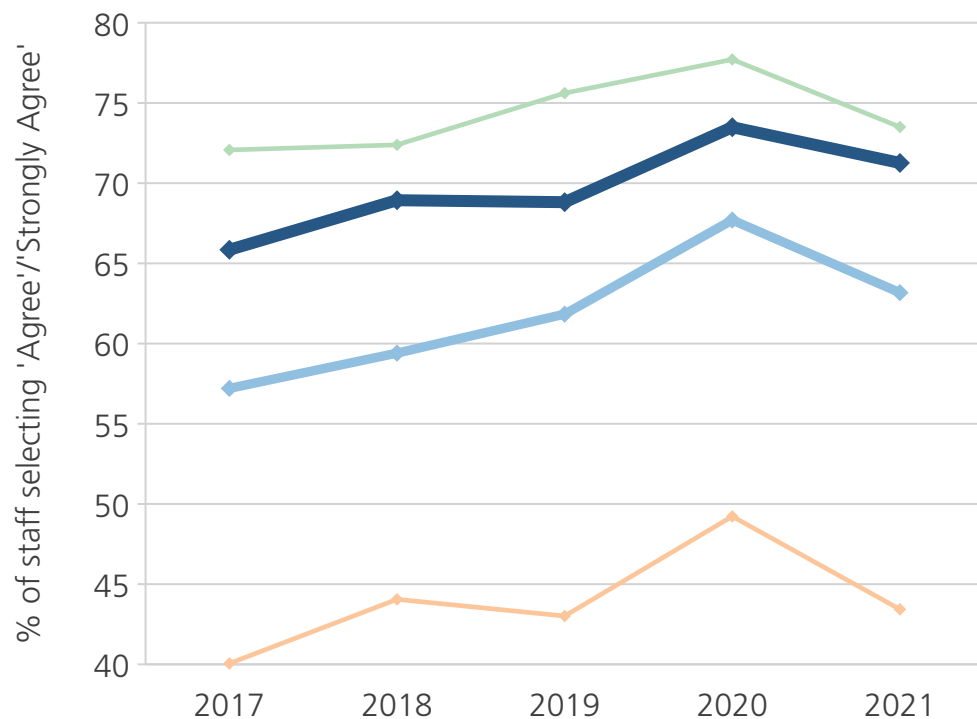


Best	86.1%	84.1%	85.8%	85.2%	86.5%
Your org	81.4%	82.2%	80.9%	80.6%	80.9%
Average	74.8%	74.0%	75.2%	77.0%	77.0%
Worst	57.6%	59.4%	54.7%	59.8%	60.9%

Responses 2,278 2,405 2,739 2,532 2,483

Q21c

I would recommend my organisation as a place to work

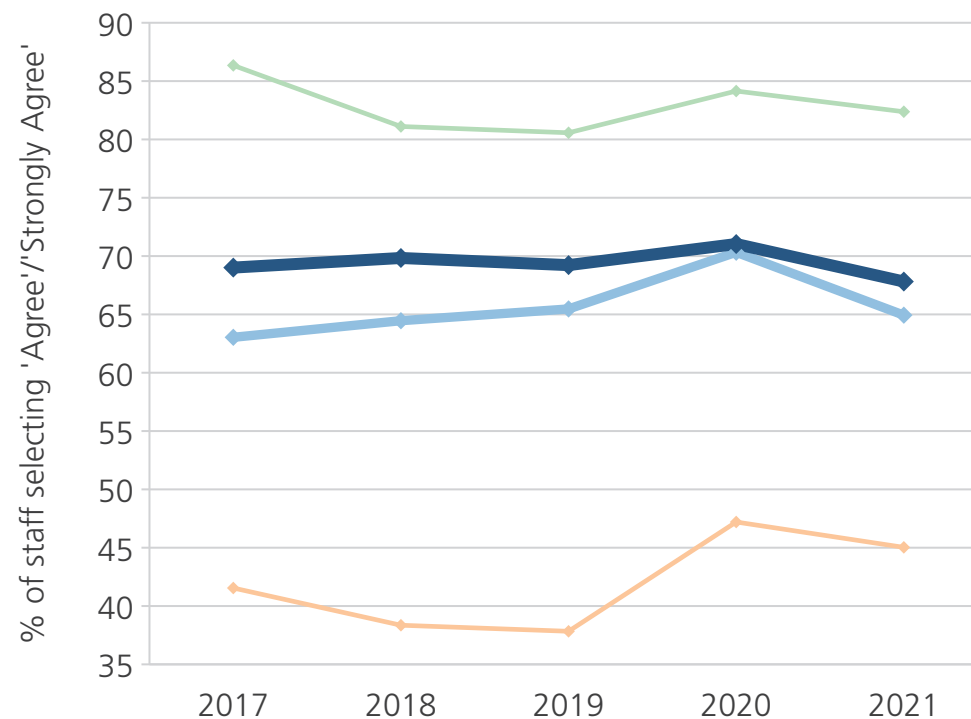


Best	72.1%	72.4%	75.6%	77.7%	73.5%
Your org	65.8%	68.9%	68.8%	73.5%	71.3%
Average	57.2%	59.4%	61.8%	67.7%	63.2%
Worst	40.1%	44.1%	43.0%	49.2%	43.4%

Responses 2,271 2,405 2,736 2,532 2,485

Q21d

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



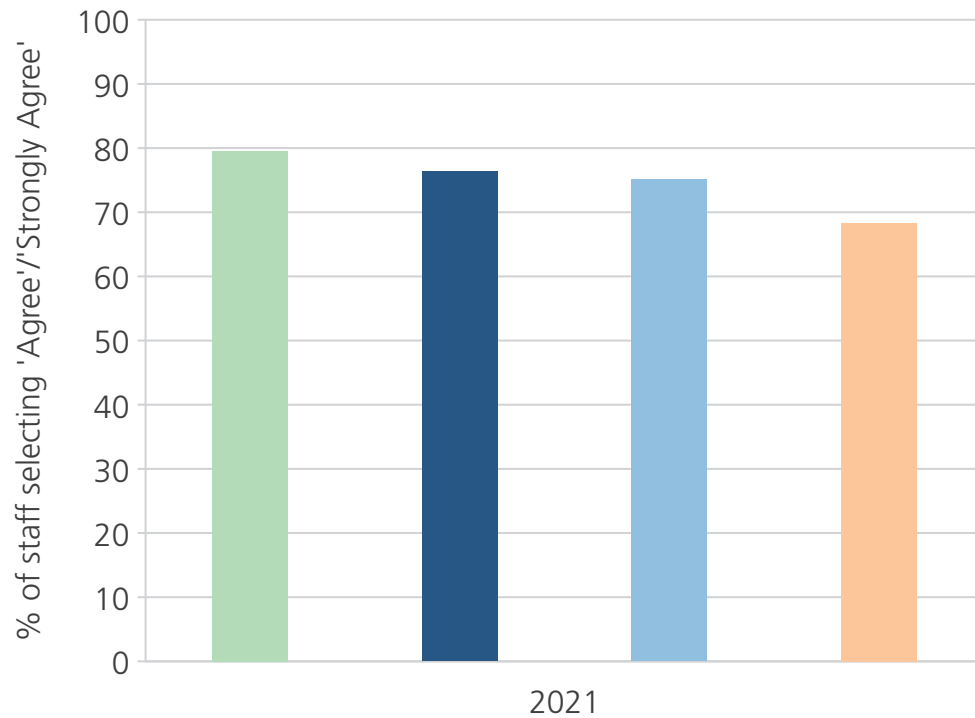
Best	86.3%	81.1%	80.6%	84.1%	82.4%
Your org	69.0%	69.8%	69.2%	71.0%	67.8%
Average	63.0%	64.5%	65.5%	70.3%	64.9%
Worst	41.5%	38.4%	37.8%	47.2%	45.0%

Responses 2,266 2,393 2,734 2,531 2,482

Q9f

My immediate manager works together with me to come to an understanding of problems

No trend data are shown as this is a new question



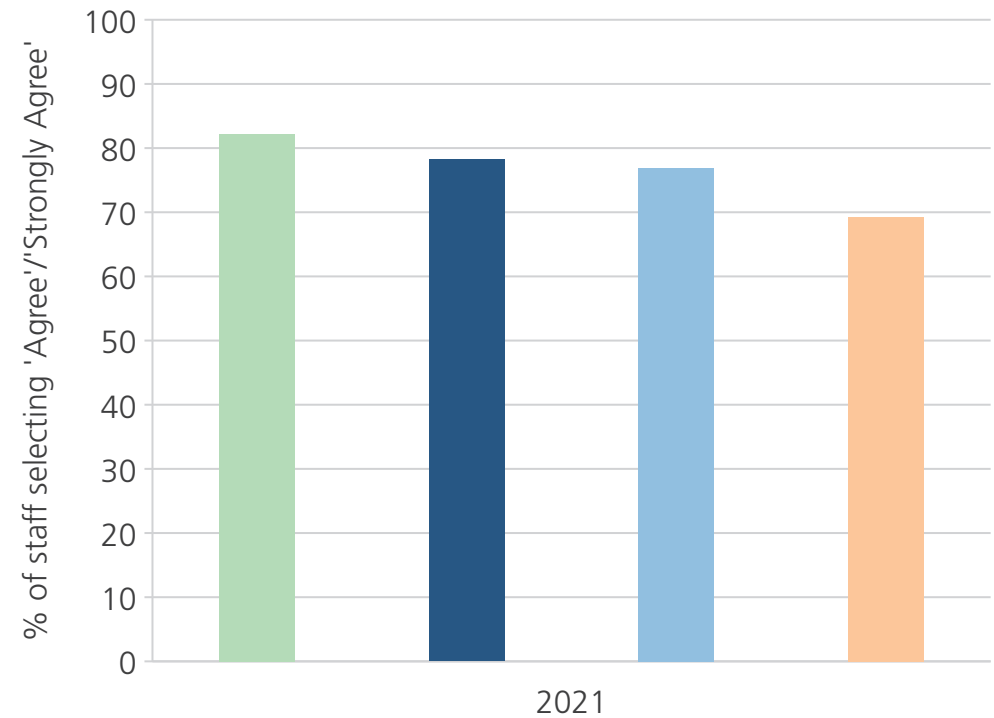
Best	79.6%
Your org	76.4%
Average	75.1%
Worst	68.3%

Responses 2,517

Q9g

My immediate manager is interested in listening to me when I describe challenges I face

No trend data are shown as this is a new question



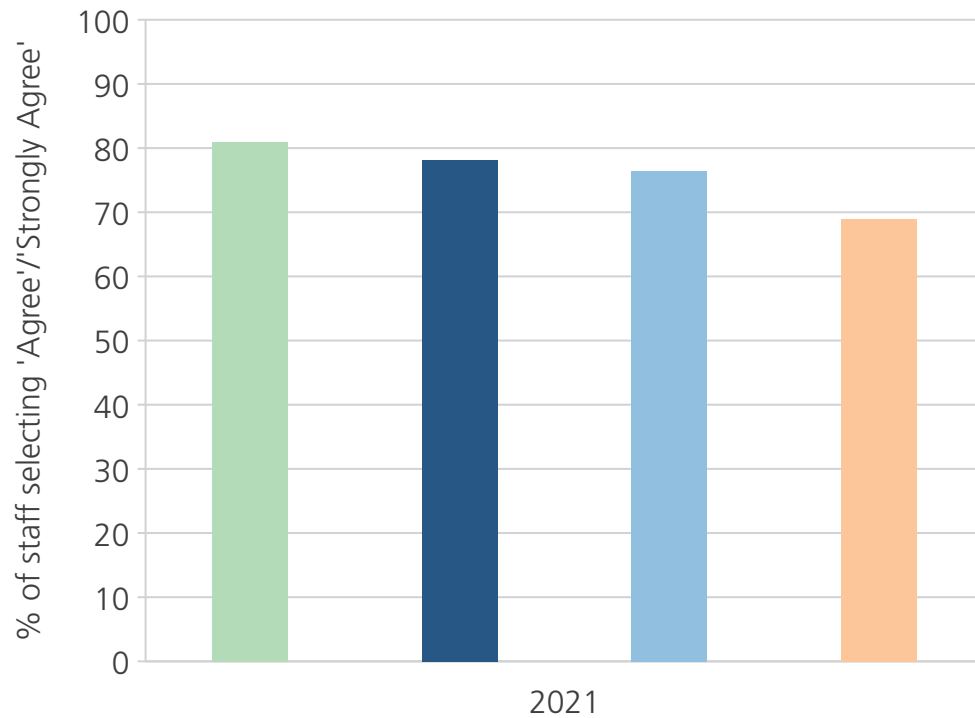
Best	82.2%
Your org	78.2%
Average	76.9%
Worst	69.2%

Responses 2,516

Q9h

My immediate manager cares about my concerns

No trend data are shown as this is a new question



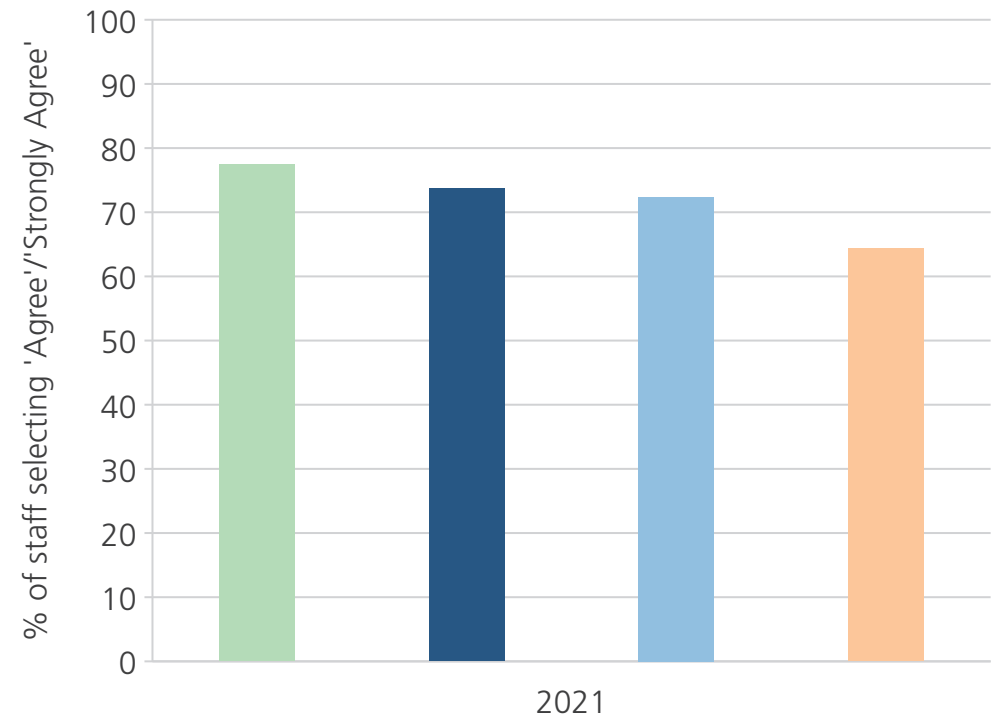
Best	80.9%
Your org	78.2%
Average	76.4%
Worst	68.9%

Responses 2,514

Q9i

My immediate line manager takes effective action to help me with any problems I face

No trend data are shown as this is a new question

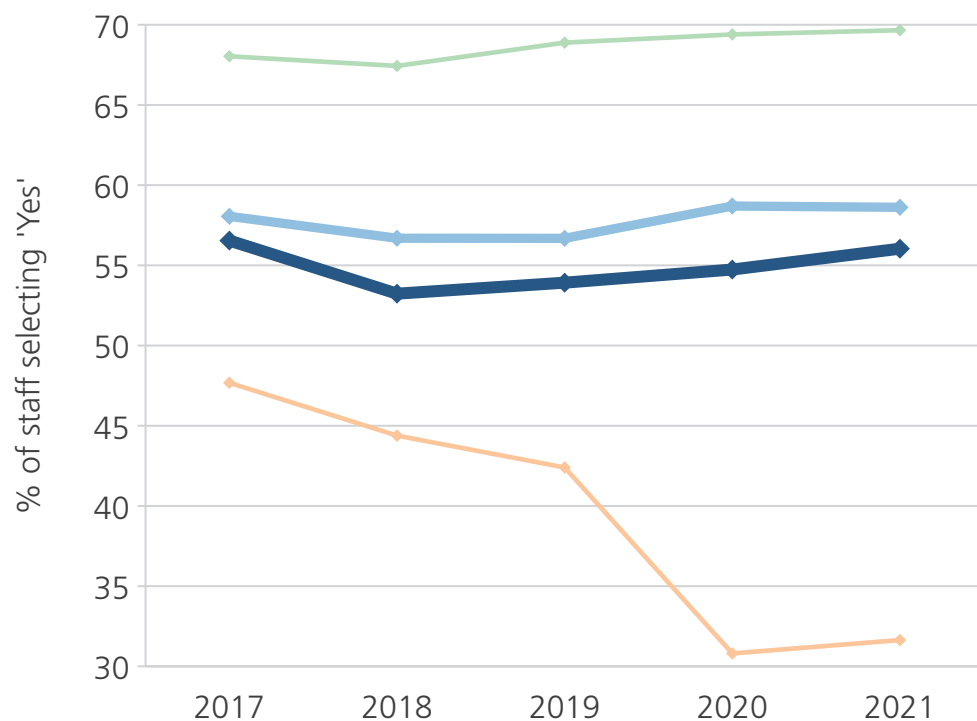


Best	77.5%
Your org	73.7%
Average	72.3%
Worst	64.4%

Responses 2,513

Q15

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

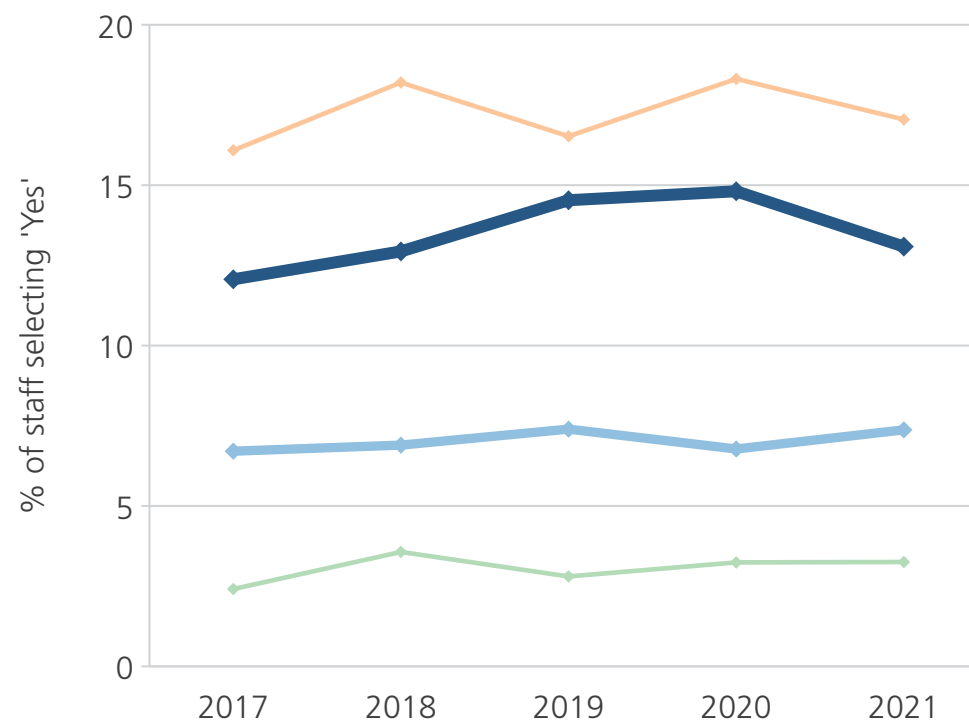


Best	68.0%	67.4%	68.9%	69.4%	69.7%
Your org	56.5%	53.2%	53.9%	54.7%	56.0%
Average	58.1%	56.7%	56.7%	58.7%	58.6%
Worst	47.7%	44.4%	42.4%	30.8%	31.6%

Responses 2,232 2,409 2,764 2,539 2,477

Q16a

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



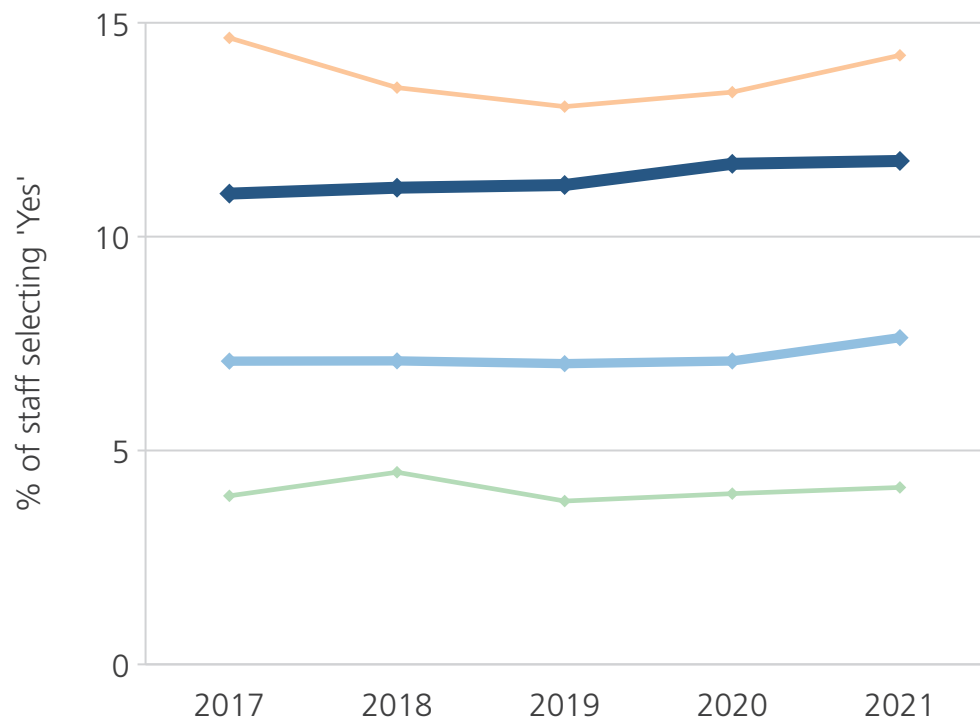
Worst	16.1%	18.2%	16.5%	18.3%	17.0%
Your org	12.1%	12.9%	14.5%	14.8%	13.1%
Average	6.7%	6.9%	7.4%	6.8%	7.4%
Best	2.4%	3.6%	2.8%	3.2%	3.3%

Responses 2,279 2,393 2,775 2,553 2,487

Please note: The approach to calculating the results for Q15 has changed for 2021, to include 'don't know' responses. These results feed into the Diversity and equality sub-score and the We are compassionate and inclusive promise element, as well as the WRES and WDES indicators. The Q15 results based on the historic calculation are reported in this section for transparency, but do not feed into any measure.

Q16b

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

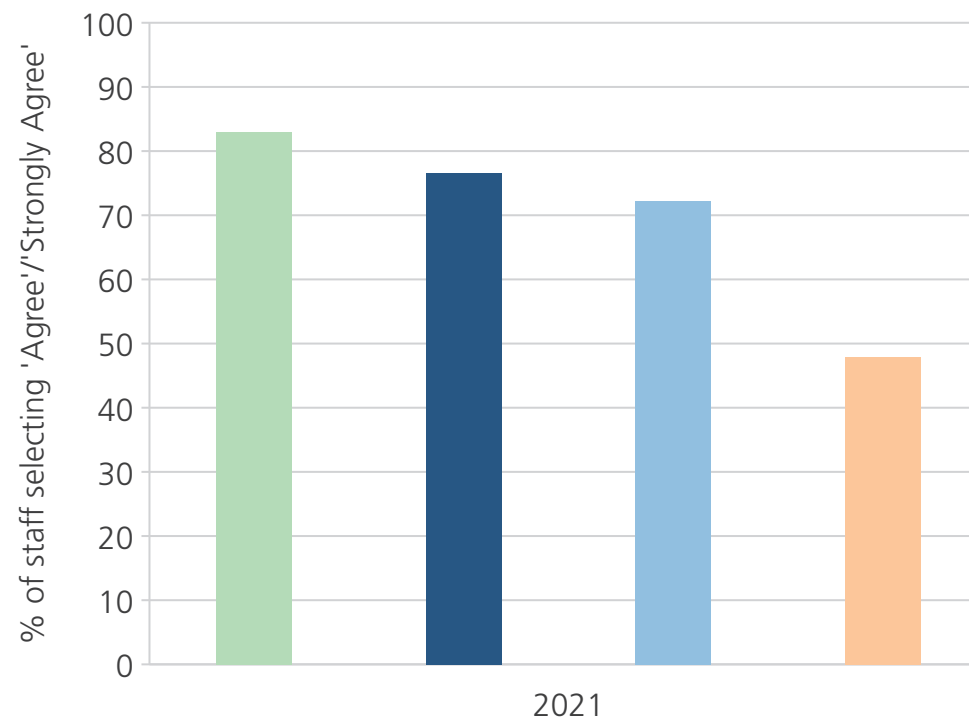


Worst	14.6%	13.5%	13.0%	13.4%	14.2%
Your org	11.0%	11.1%	11.2%	11.7%	11.8%
Average	7.1%	7.1%	7.0%	7.1%	7.6%
Best	3.9%	4.5%	3.8%	4.0%	4.1%
Responses	2,279	2,398	2,766	2,546	2,482

Q18

I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).

No trend data are shown as this is a new question

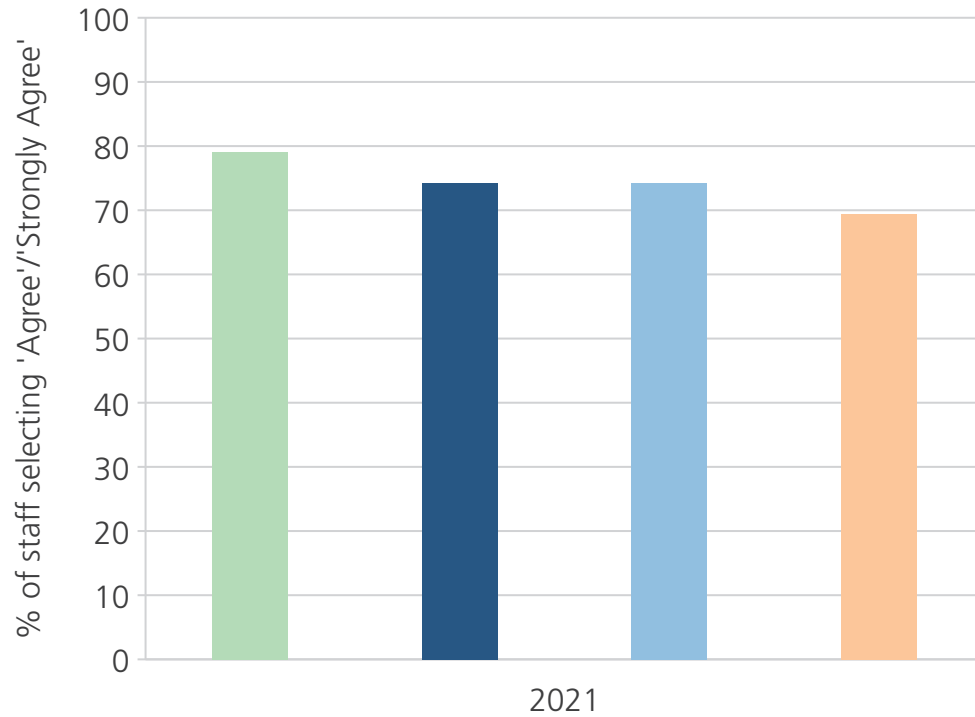


Best	82.9%
Your org	76.6%
Average	72.2%
Worst	47.9%
Responses	2,494

Q7h

I feel valued by my team

No trend data are shown as this is a new question



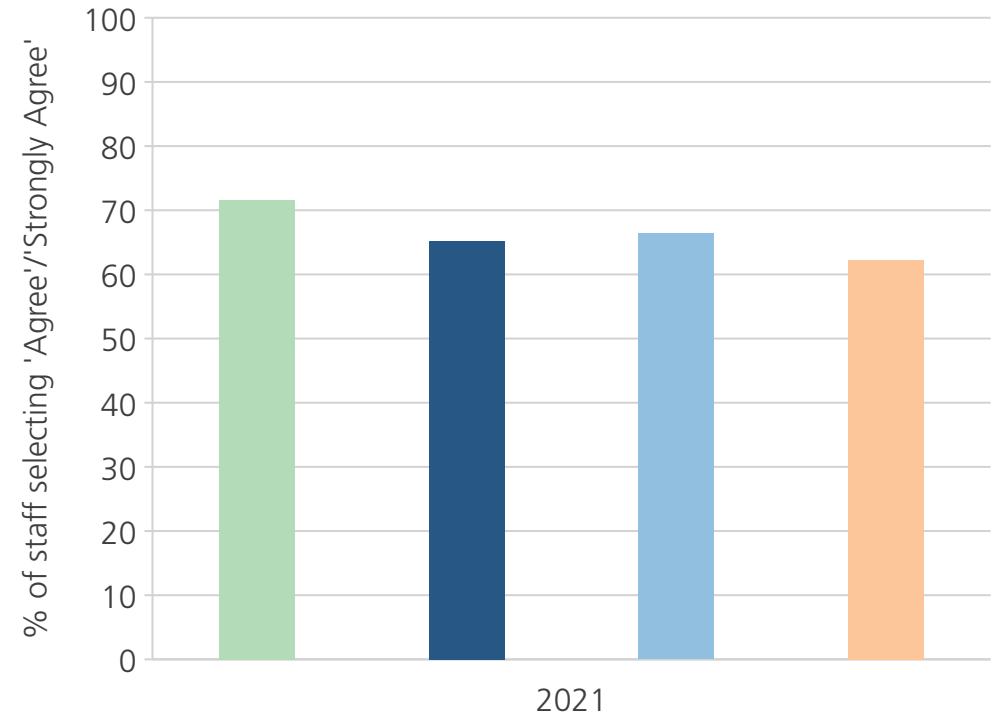
Best	79.1%
Your org	74.2%
Average	74.2%
Worst	69.5%

Responses 2,536

Q7i

I feel a strong personal attachment to my team

No trend data are shown as this is a new question



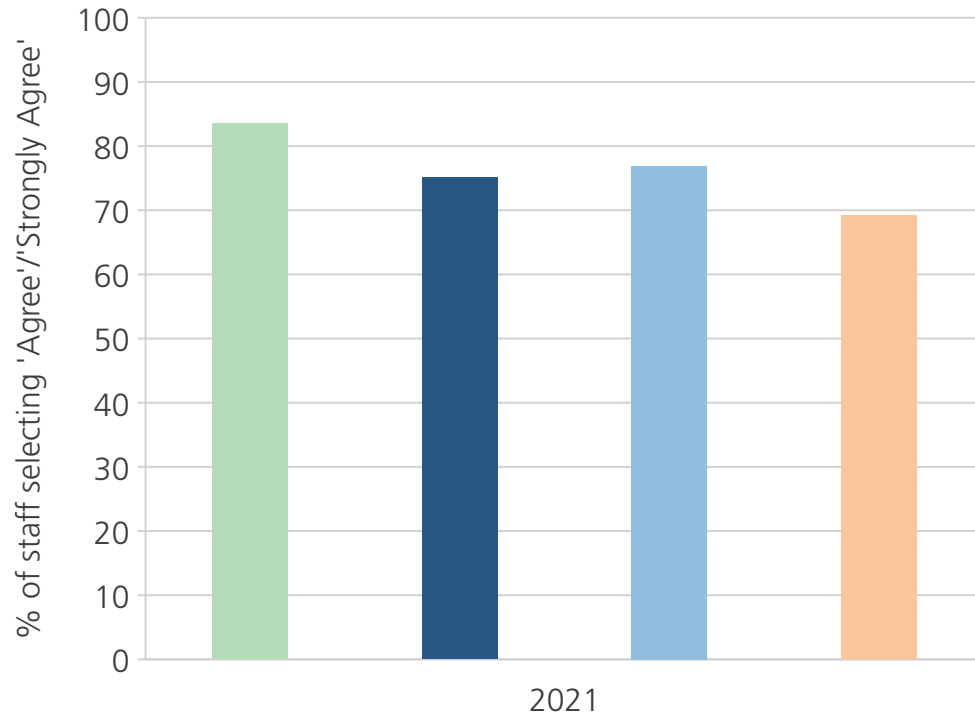
Best	71.6%
Your org	65.2%
Average	66.4%
Worst	62.2%

Responses 2,539

Q8b

The people I work with are understanding and kind to one another

No trend data are shown as this is a new question



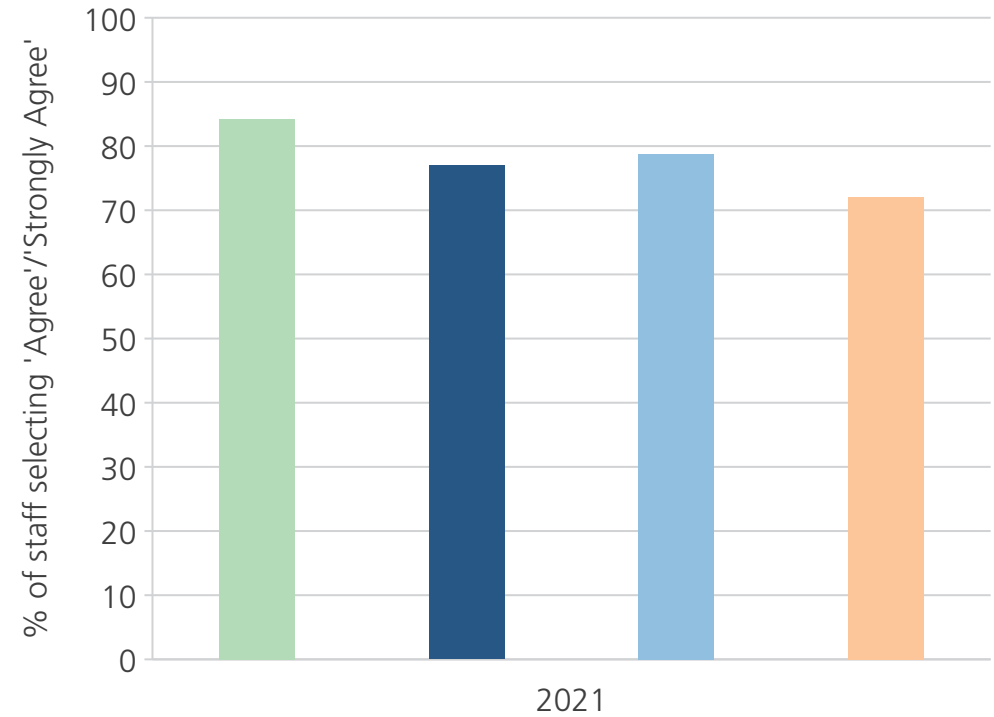
Best	83.5%
Your org	75.1%
Average	76.9%
Worst	69.2%

Responses 2,530

Q8c

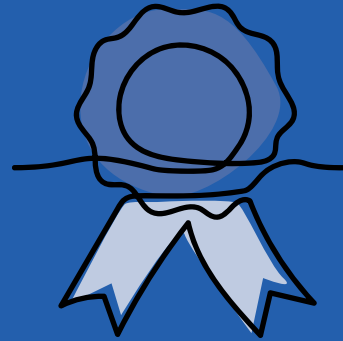
The people I work with are polite and treat each other with respect

No trend data are shown as this is a new question



Best	84.2%
Your org	77.0%
Average	78.8%
Worst	72.0%

Responses 2,529



People Promise element detailed information – We are recognised and rewarded

Questions:

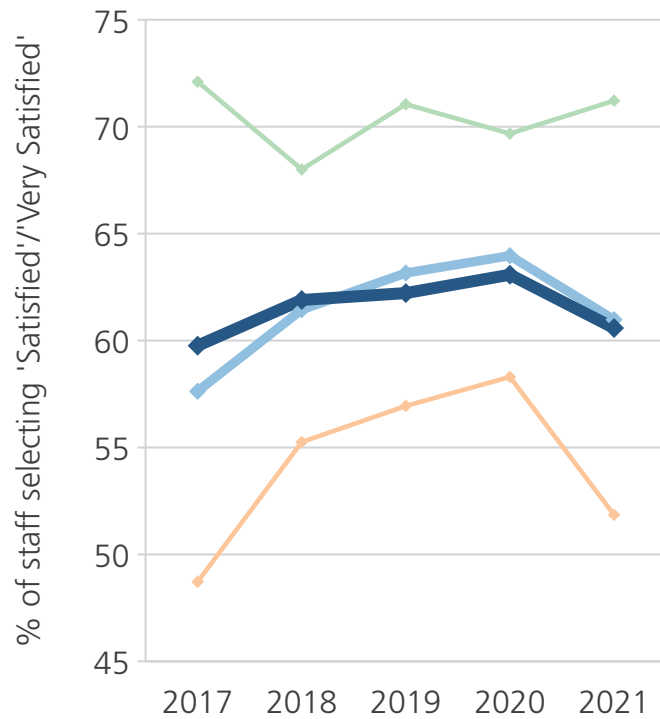
Q4a, Q4b, Q4c, Q8d, Q9e

East London NHS Foundation Trust

2021 NHS Staff Survey Results

Q4a

The recognition I get for good work

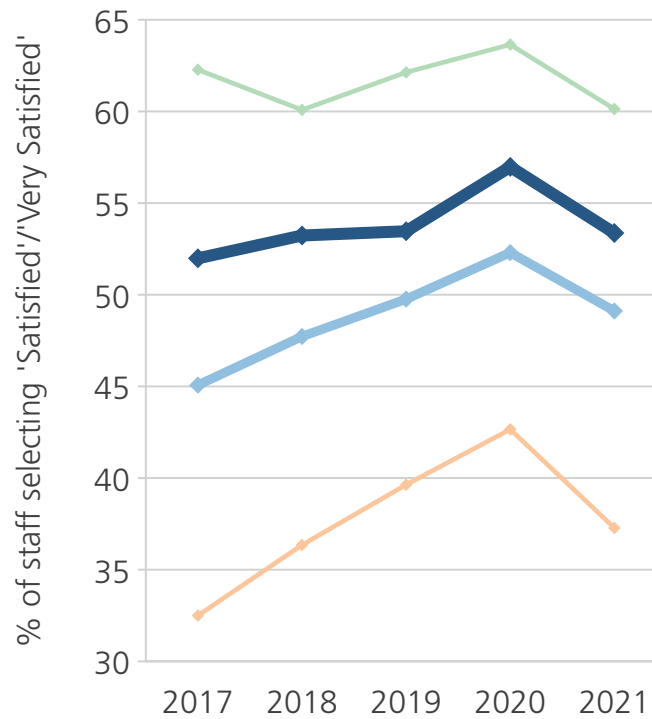


Best	72.1%	68.0%	71.1%	69.7%	71.2%
Your org	59.8%	61.9%	62.2%	63.1%	60.6%
Average	57.6%	61.4%	63.2%	64.0%	61.0%
Worst	48.7%	55.3%	56.9%	58.3%	51.9%

Responses 2,354 2,472 2,812 2,584 2,561

Q4b

The extent to which my organisation values my work

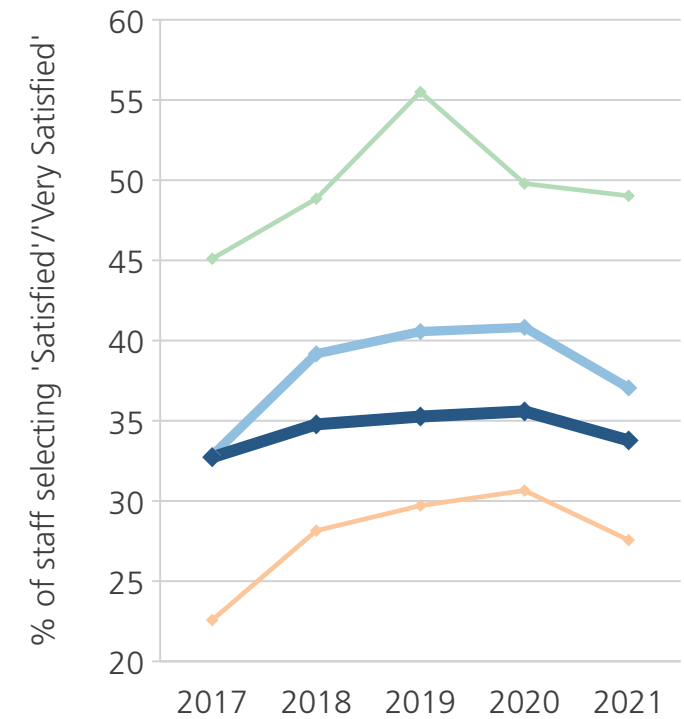


Best	62.3%	60.1%	62.1%	63.6%	60.1%
Your org	52.0%	53.2%	53.5%	57.0%	53.4%
Average	45.1%	47.7%	49.8%	52.3%	49.1%
Worst	32.5%	36.3%	39.6%	42.7%	37.3%

Responses 2,333 2,460 2,803 2,584 2,557

Q4c

My level of pay



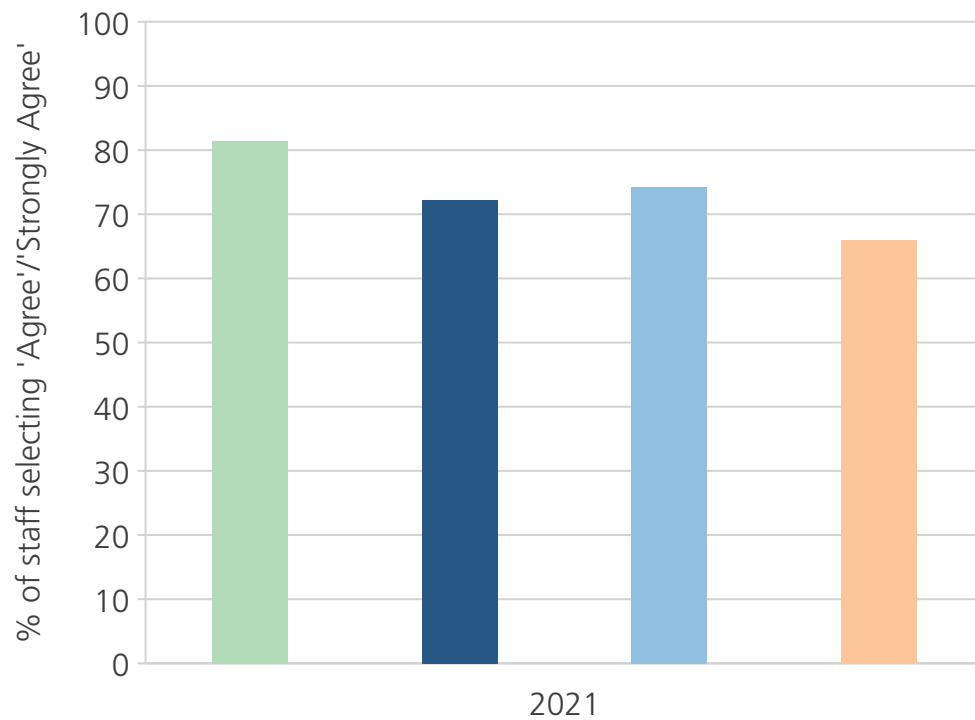
Best	45.1%	48.8%	55.5%	49.8%	49.0%
Your org	32.7%	34.8%	35.3%	35.6%	33.8%
Average	32.8%	39.2%	40.6%	40.8%	37.0%
Worst	22.6%	28.1%	29.7%	30.7%	27.6%

Responses 2,337 2,459 2,807 2,588 2,560

Q8d

The people I work with show appreciation to one another

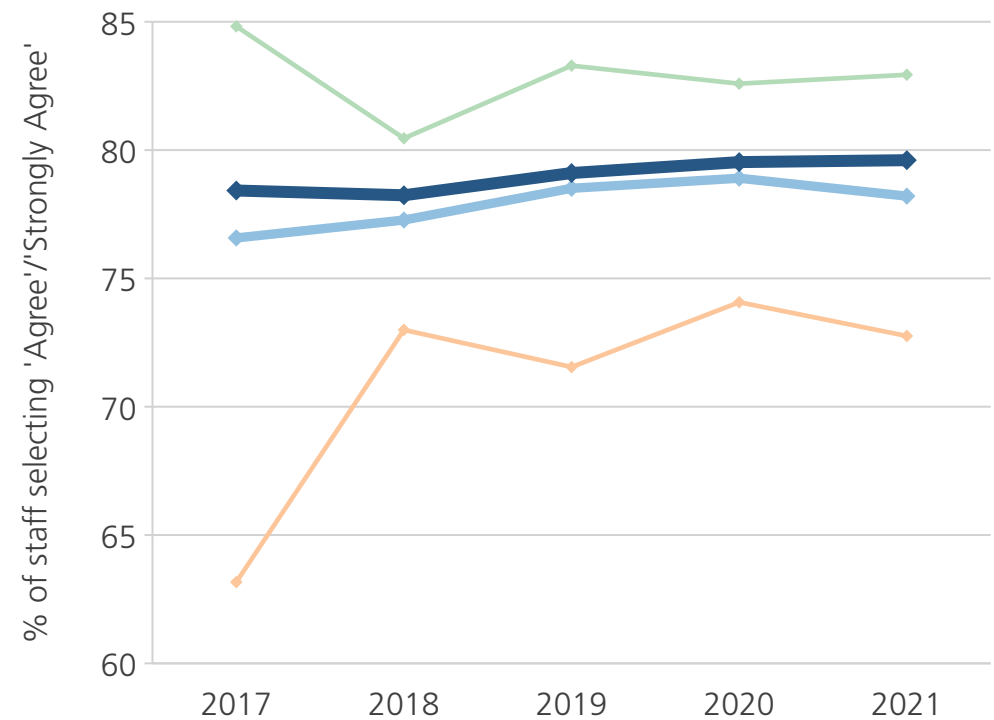
No trend data are shown as this is a new question



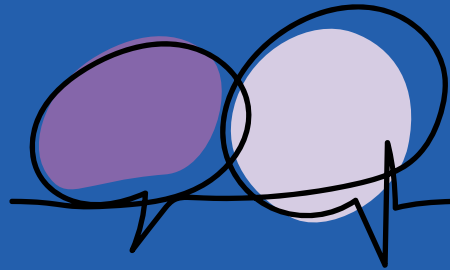
Best	81.4%
Your org	72.2%
Average	74.3%
Worst	66.0%
Responses	2,529

Q9e

My immediate manager values my work



Best	84.8%	80.5%	83.3%	82.6%	82.9%
Your org	78.4%	78.2%	79.1%	79.5%	79.6%
Average	76.6%	77.3%	78.5%	78.9%	78.2%
Worst	63.2%	73.0%	71.5%	74.1%	72.8%
Responses	2,271	2,450	2,792	2,569	2,517



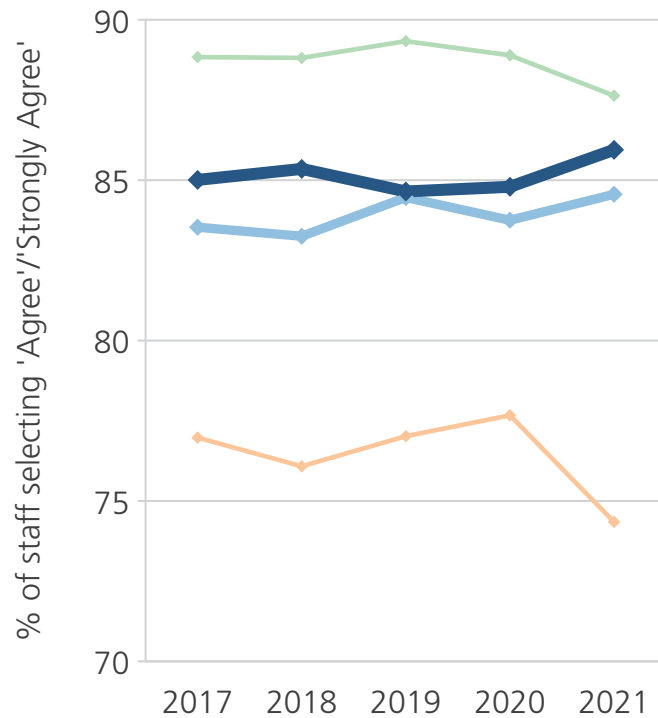
People Promise element detailed information – We each have a voice that counts

Questions:

Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b
Q17a, Q17b, Q21e, Q21f

Q3a

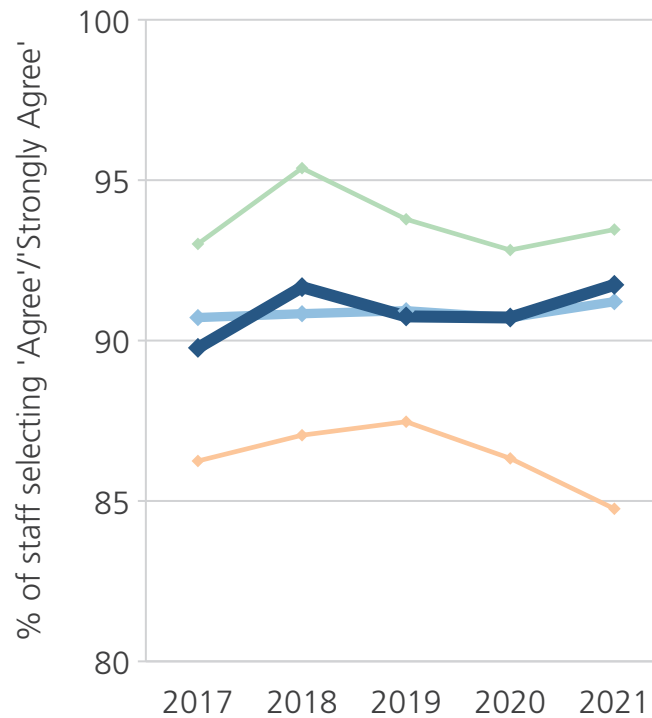
I always know what my work responsibilities are



Responses 2,368 2,513 2,831 2,602 2,560

Q3b

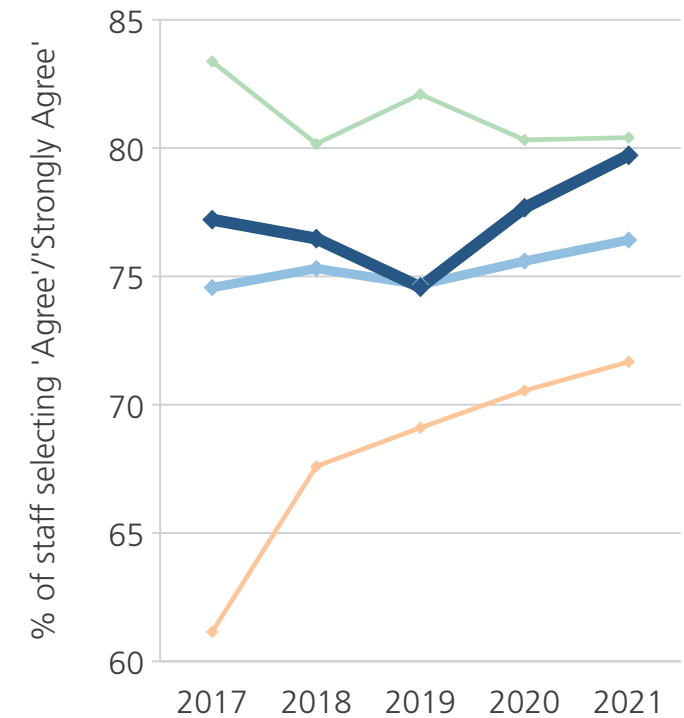
I am trusted to do my job



Responses 2,342 2,486 2,821 2,591 2,564

Q3c

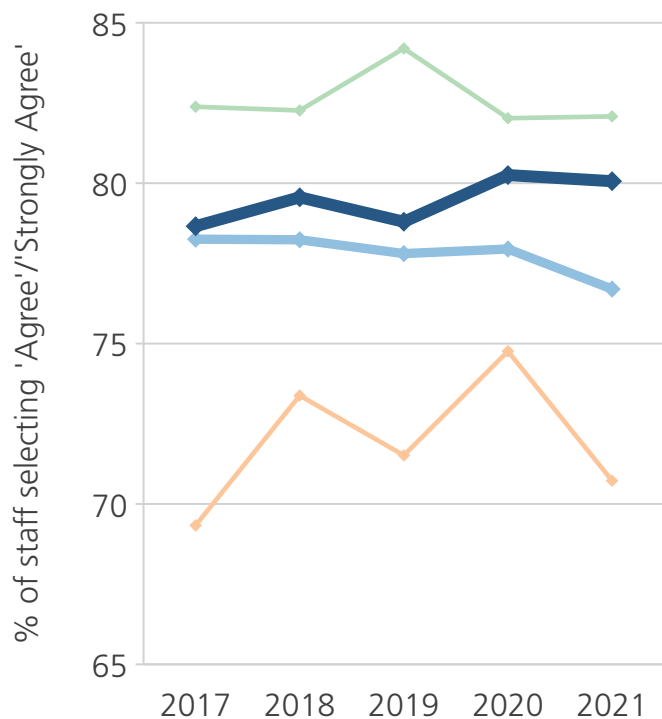
There are frequent opportunities for me to show initiative in my role



Responses 2,369 2,505 2,834 2,589 2,564

Q3d

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

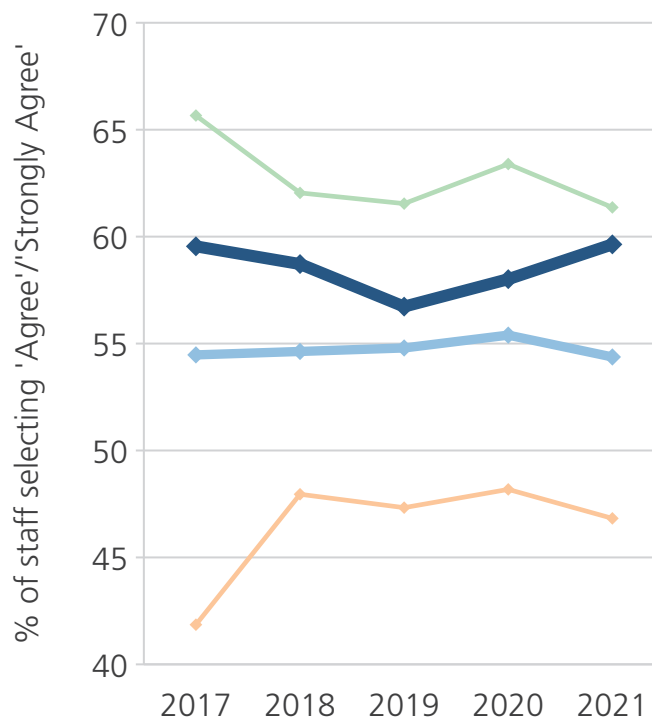


Best	82.4%	82.3%	84.2%	82.0%	82.1%
Your org	78.7%	79.6%	78.8%	80.3%	80.1%
Average	78.3%	78.2%	77.8%	77.9%	76.7%
Worst	69.3%	73.4%	71.5%	74.8%	70.7%

Responses 2,363 2,508 2,832 2,590 2,564

Q3e

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

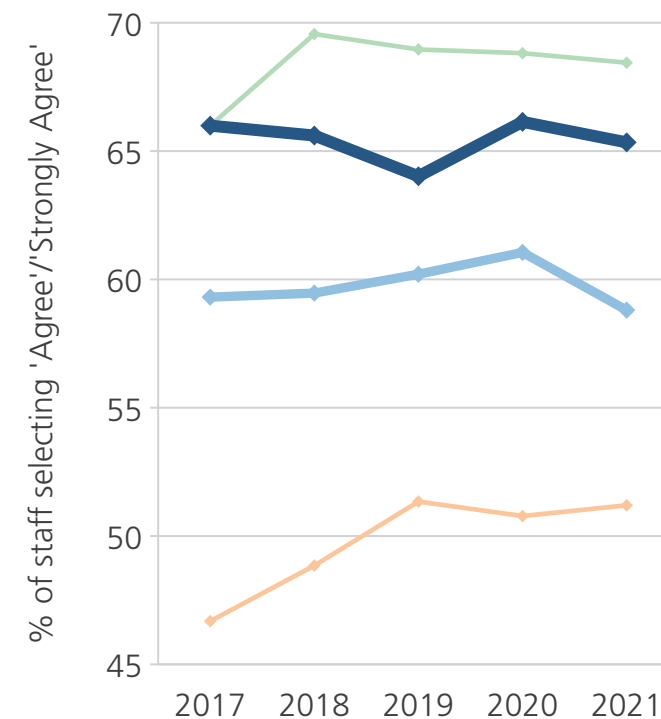


Best	65.7%	62.0%	61.5%	63.4%	61.4%
Your org	59.5%	58.7%	56.7%	58.0%	59.6%
Average	54.5%	54.6%	54.8%	55.4%	54.4%
Worst	41.9%	48.0%	47.3%	48.2%	46.8%

Responses 2,355 2,505 2,829 2,587 2,563

Q3f

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

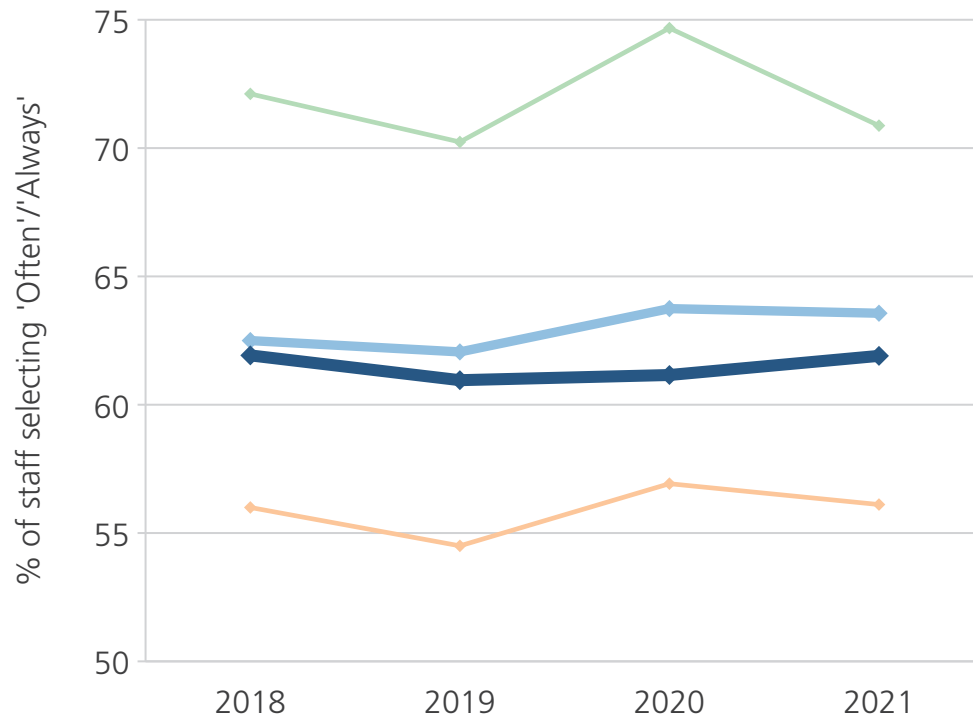


Best	66.0%	69.6%	69.0%	68.8%	68.4%
Your org	66.0%	65.6%	64.0%	66.1%	65.3%
Average	59.3%	59.5%	60.2%	61.1%	58.8%
Worst	46.7%	48.8%	51.3%	50.8%	51.2%

Responses 2,352 2,501 2,826 2,588 2,562

Q5b

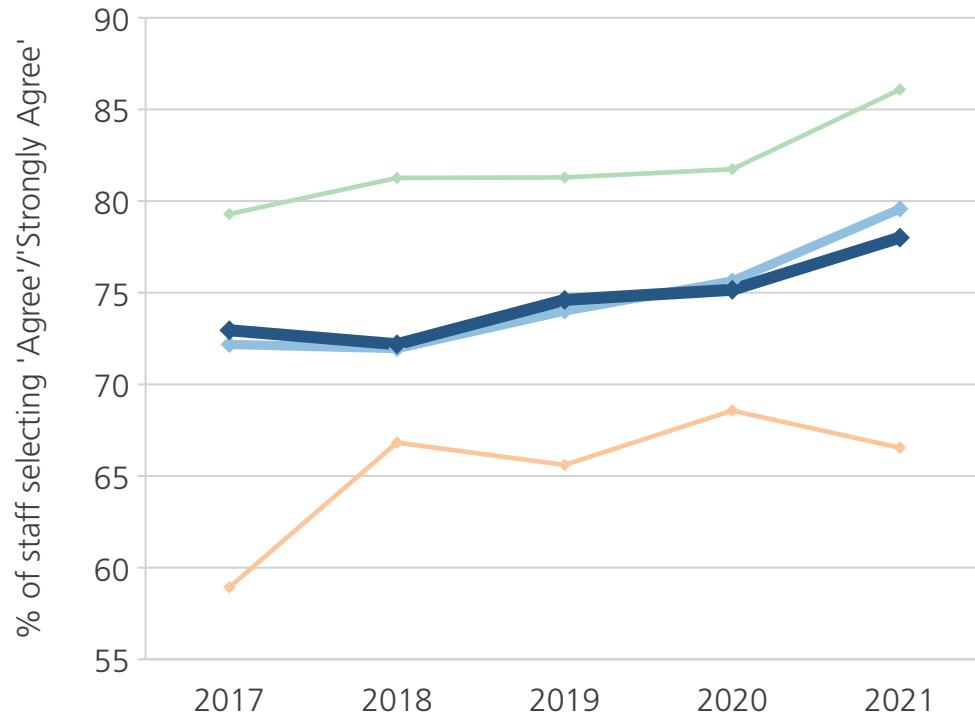
I have a choice in deciding how to do my work



Best	72.1%	70.2%	74.7%	70.9%
Your org	61.9%	61.0%	61.2%	61.9%
Average	62.5%	62.1%	63.7%	63.6%
Worst	56.0%	54.5%	56.9%	56.1%
Responses	2,469	2,795	2,581	2,548

Q17a

I would feel secure raising concerns about unsafe clinical practice

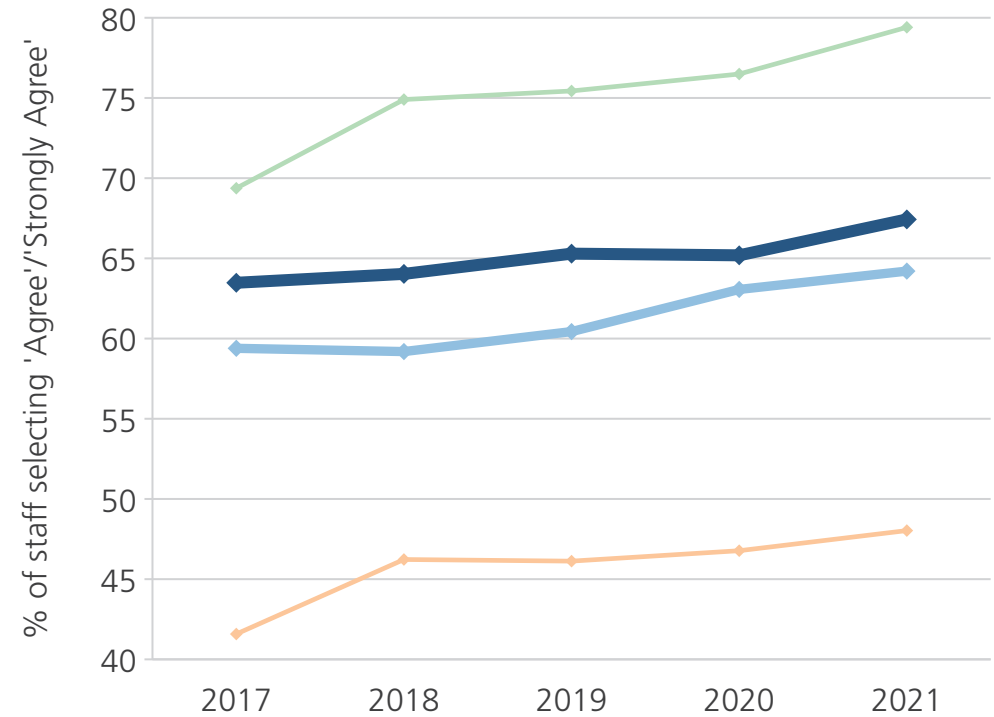


Best	79.3%	81.3%	81.3%	81.7%	86.1%
Your org	73.0%	72.2%	74.6%	75.2%	78.0%
Average	72.2%	72.0%	74.0%	75.6%	79.6%
Worst	58.9%	66.8%	65.6%	68.6%	66.5%

Responses 2,311 2,426 2,765 2,538 2,491

Q17b

I am confident that my organisation would address my concern

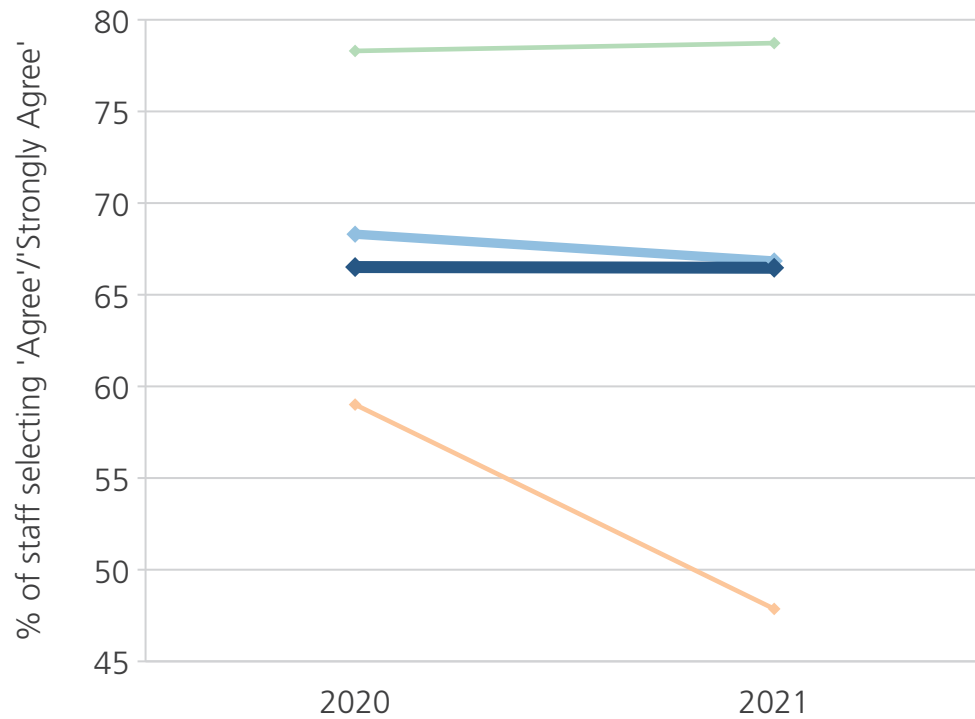


Best	69.4%	74.9%	75.4%	76.5%	79.4%
Your org	63.5%	64.0%	65.3%	65.2%	67.4%
Average	59.4%	59.2%	60.4%	63.1%	64.2%
Worst	41.6%	46.2%	46.1%	46.8%	48.0%

Responses 2,307 2,419 2,766 2,537 2,491

Q21e

I feel safe to speak up about anything that concerns me in this organisation

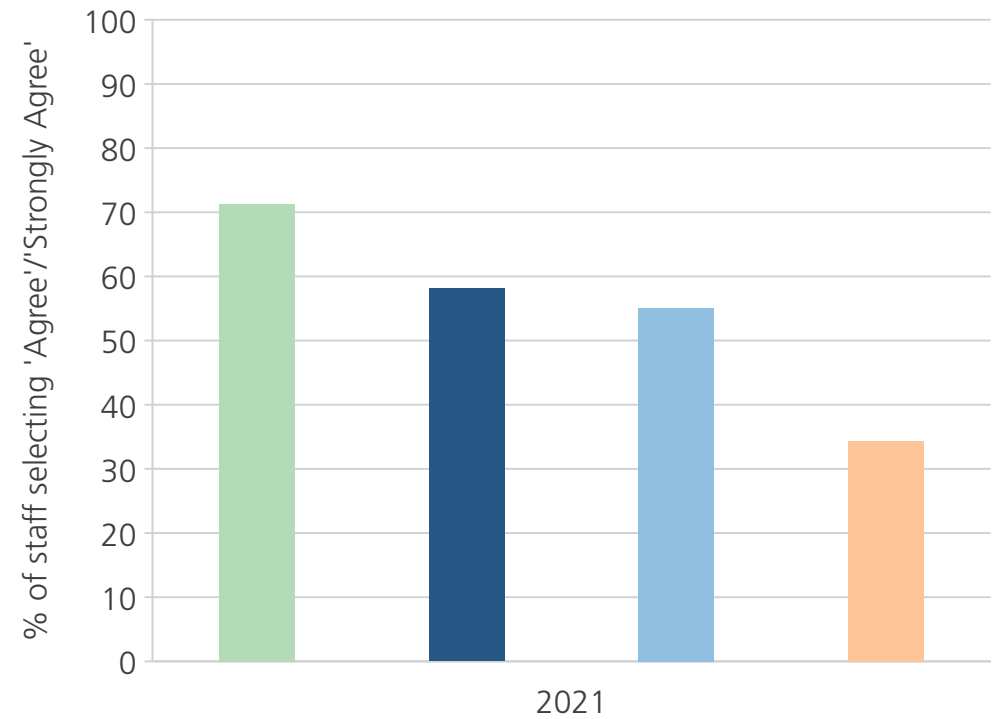


Best	78.3%	78.7%
Your org	66.5%	66.5%
Average	68.3%	66.8%
Worst	59.0%	47.9%
Responses	2,535	2,483

Q21f

If I spoke up about something that concerned me I am confident my organisation would address my concern

No trend data are shown as this is a new question



Best	71.3%
Your org	58.1%
Average	55.1%
Worst	34.3%
Responses	2,483



People Promise element detailed information – We are safe and healthy

Questions:

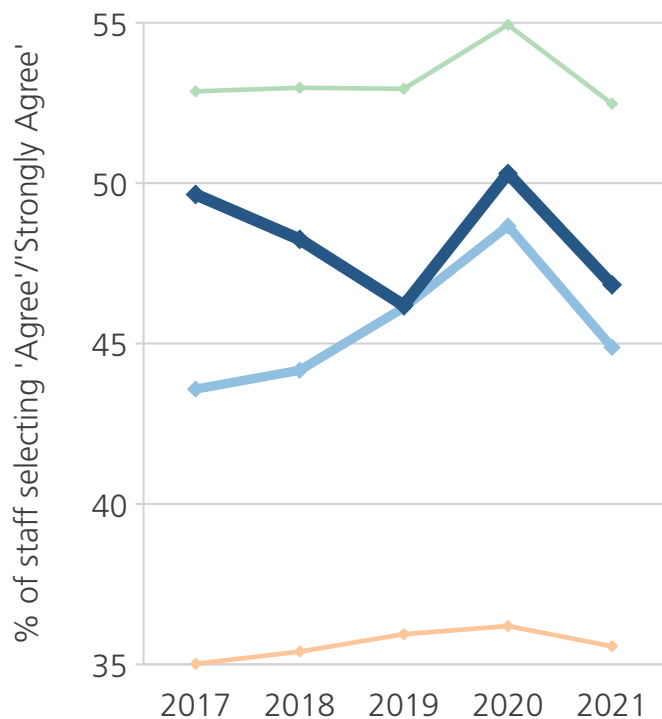
Q3g, Q3h, Q3i, Q5a, Q11a, Q13d, Q14d
Q12a, Q12b, Q12c, Q12d, Q12e, Q12f, Q12g
Q11b, Q11c, Q11d, Q13a, Q13b, Q13c, Q14a, Q14b, Q14c

East London NHS Foundation Trust

2021 NHS Staff Survey Results

Q3g

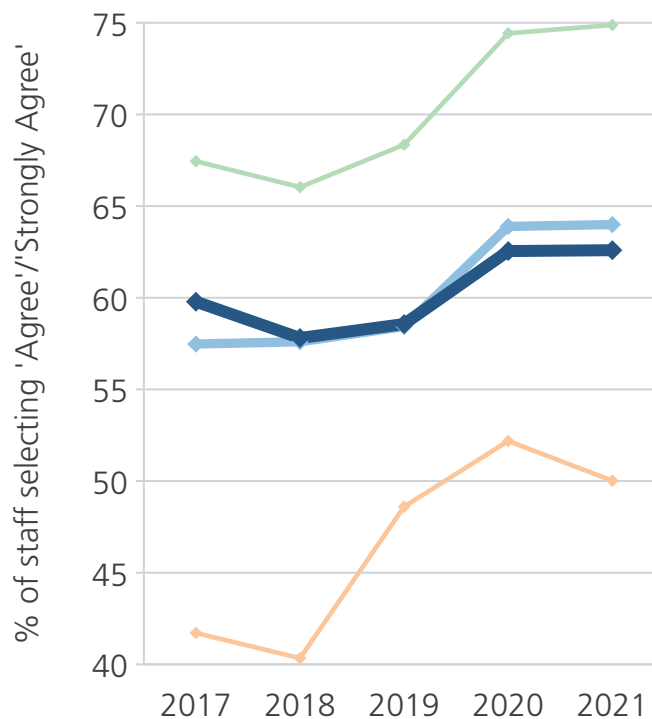
I am able to meet all the conflicting demands on my time at work



Responses 2,355 2,492 2,824 2,575 2,564

Q3h

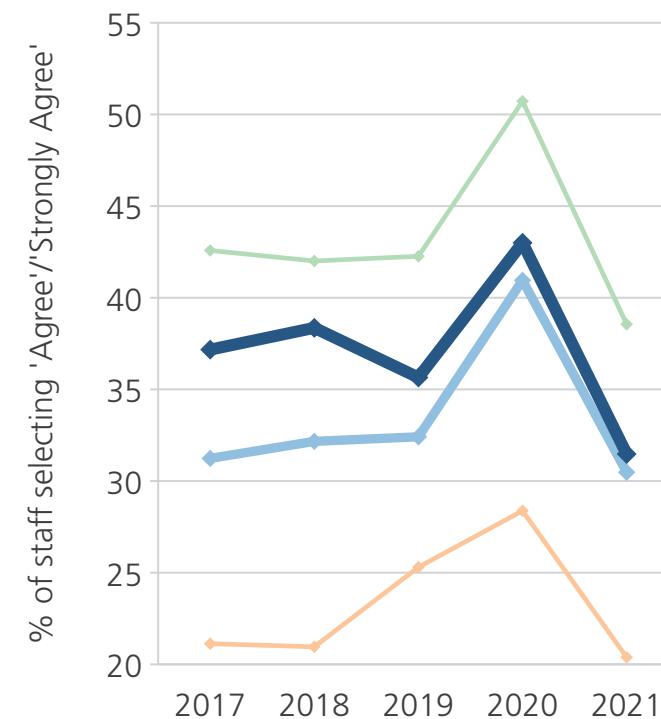
I have adequate materials, supplies and equipment to do my work



Responses 2,342 2,494 2,826 2,580 2,563

Q3i

There are enough staff at this organisation for me to do my job properly



Responses 2,355 2,498 2,827 2,587 2,564

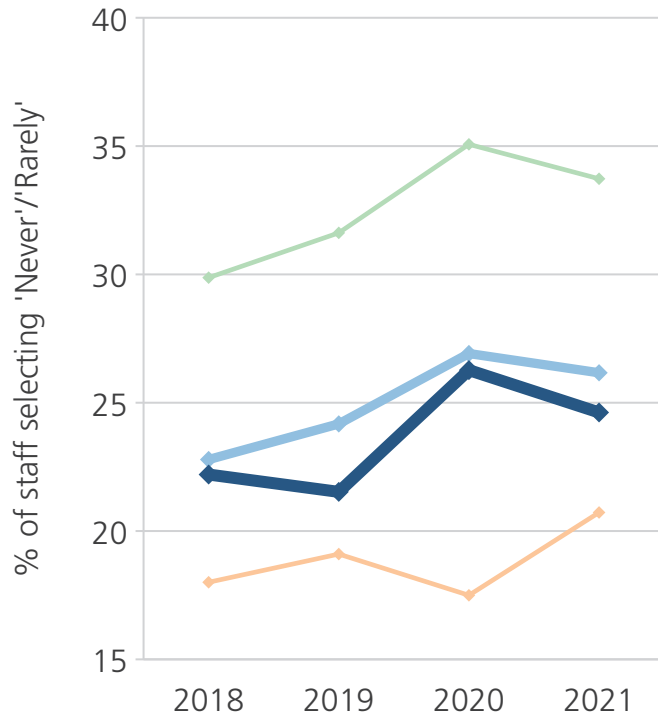
Best	52.9%	53.0%	52.9%	54.9%	52.5%
Your org	49.6%	48.2%	46.2%	50.3%	46.8%
Average	43.6%	44.2%	46.1%	48.7%	44.9%
Worst	35.0%	35.4%	35.9%	36.2%	35.6%

Best	67.4%	66.0%	68.3%	74.4%	74.9%
Your org	59.8%	57.8%	58.6%	62.5%	62.6%
Average	57.5%	57.6%	58.4%	63.9%	64.0%
Worst	41.7%	40.3%	48.6%	52.2%	50.0%

Best	42.6%	42.0%	42.3%	50.7%	38.6%
Your org	37.2%	38.4%	35.6%	43.0%	31.5%
Average	31.2%	32.2%	32.4%	40.9%	30.5%
Worst	21.1%	21.0%	25.3%	28.4%	20.4%

Q5a

I have unrealistic time pressures

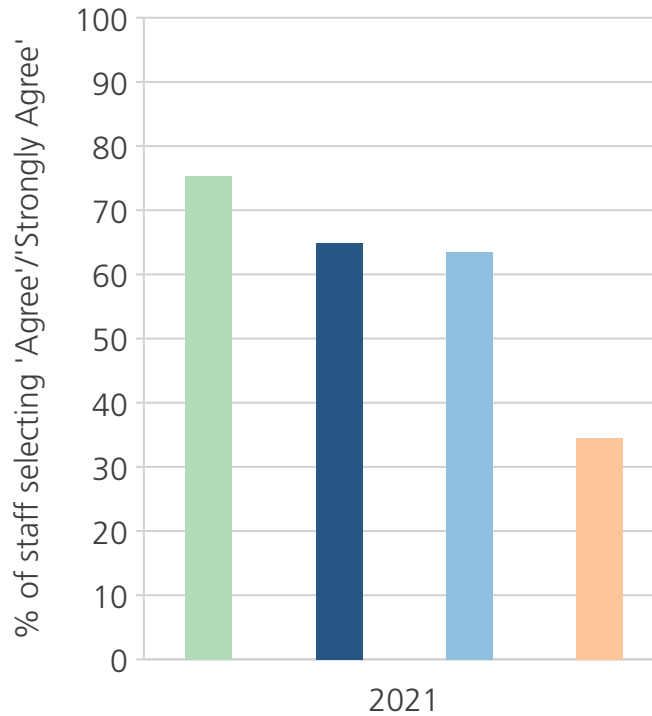


Best	29.9%	31.6%	35.1%	33.7%
Your org	22.2%	21.5%	26.3%	24.6%
Average	22.8%	24.2%	26.9%	26.2%
Worst	18.0%	19.1%	17.5%	20.7%
Responses	2,465	2,795	2,574	2,547

Q11a

My organisation takes positive action on health and well-being

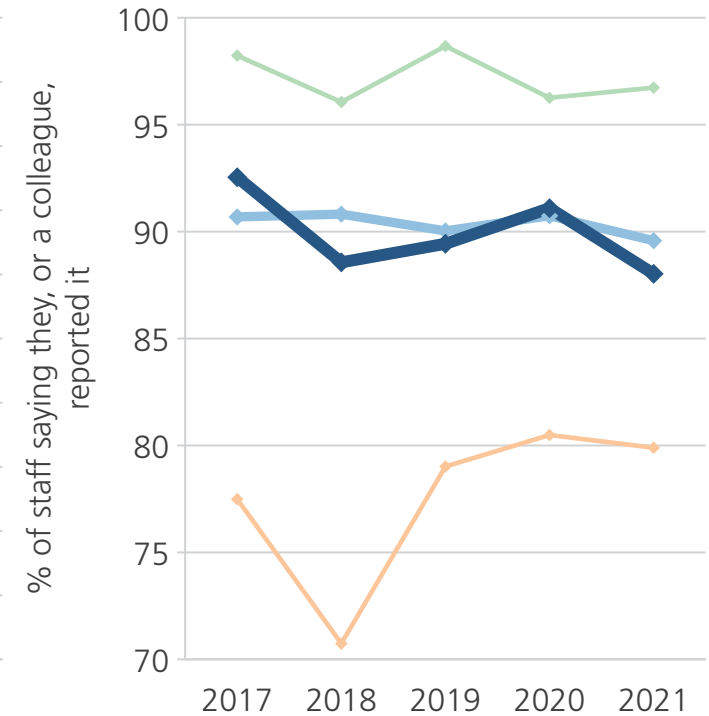
No trend data are shown as this is a new question



Best	75.3%
Your org	64.9%
Average	63.5%
Worst	34.5%
Responses	2,489

Q13d

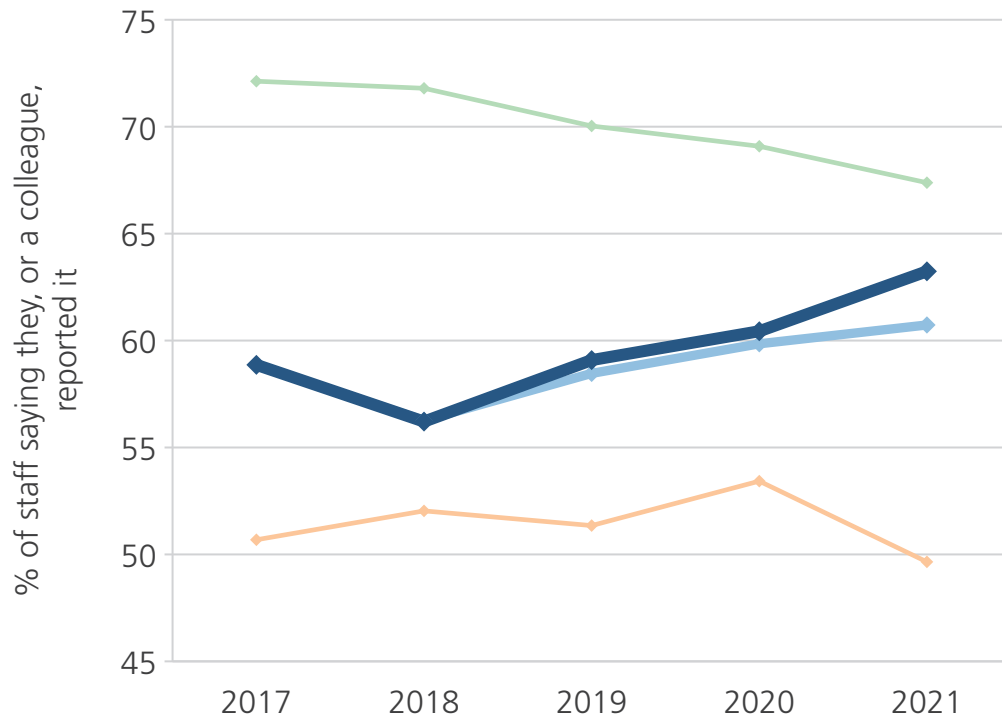
The last time you experienced physical violence at work, did you or a colleague report it?



Best	98.2%	96.1%	98.7%	96.3%	96.7%
Your org	92.5%	88.6%	89.4%	91.1%	88.0%
Average	90.7%	90.8%	90.0%	90.7%	89.6%
Worst	77.5%	70.7%	79.0%	80.5%	79.9%
Responses	438	438	533	444	394

Q14d

The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?

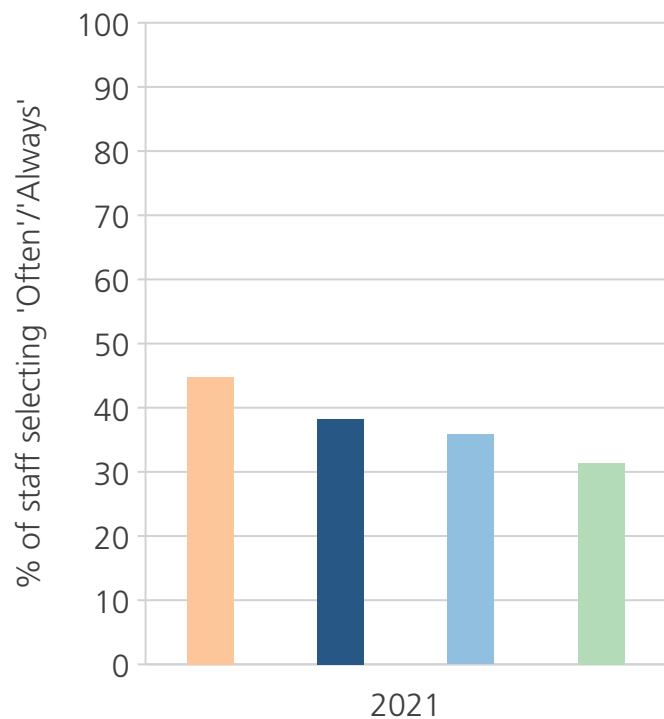


Best	72.1%	71.8%	70.0%	69.1%	67.4%
Your org	58.9%	56.2%	59.1%	60.4%	63.2%
Average	58.9%	56.3%	58.5%	59.8%	60.7%
Worst	50.7%	52.0%	51.3%	53.4%	49.7%
Responses	821	924	1,176	1,001	911

Q12a

How often, if at all, do you find your work emotionally exhausting?

No trend data are shown as this is a new question



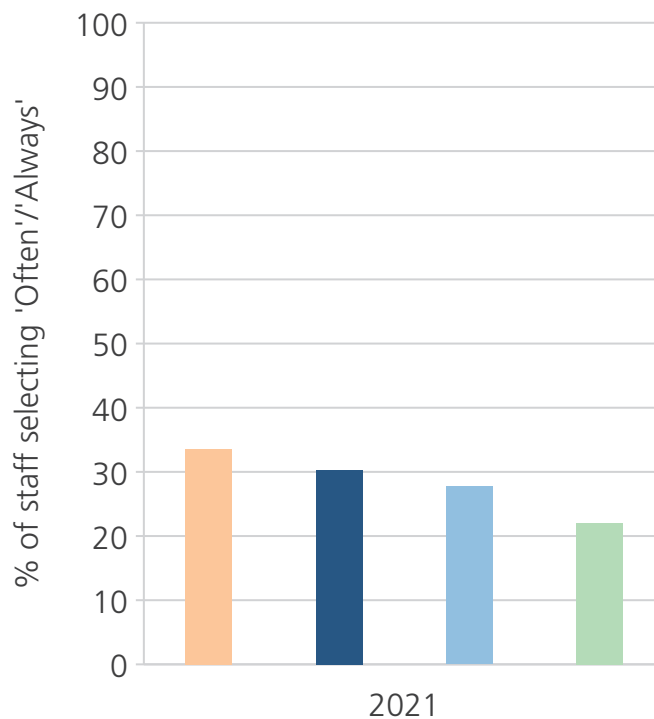
Worst	44.8%
Your org	38.3%
Average	35.8%
Best	31.4%

Responses 2,506

Q12b

How often, if at all, do you feel burnt out because of your work?

No trend data are shown as this is a new question



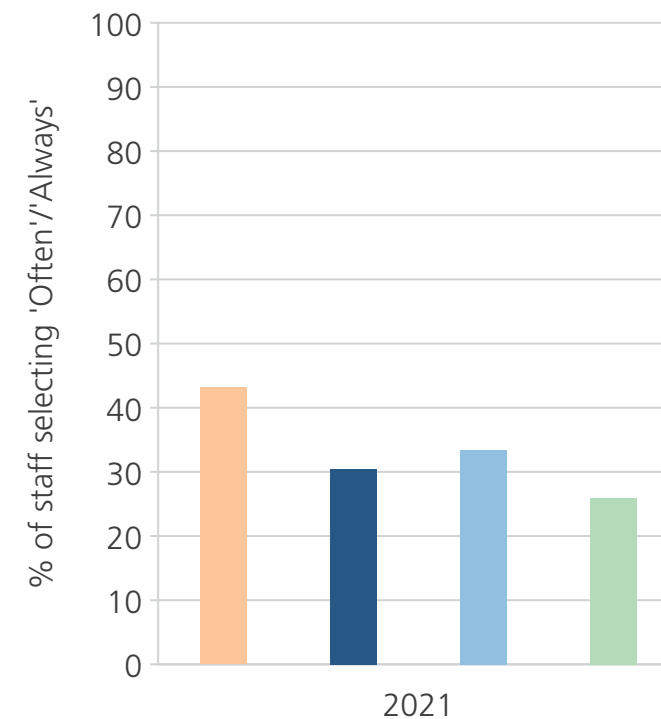
Worst	33.5%
Your org	30.3%
Average	27.7%
Best	22.1%

Responses 2,503

Q12c

How often, if at all, does your work frustrate you?

No trend data are shown as this is a new question



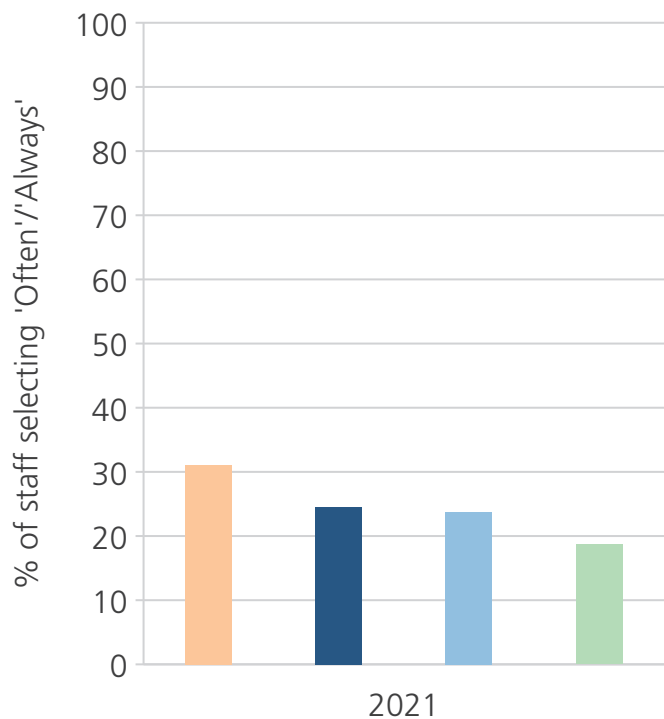
Worst	43.1%
Your org	30.5%
Average	33.4%
Best	26.0%

Responses 2,503

Q12d

How often, if at all, are you exhausted at the thought of another day/shift at work?

No trend data are shown as this is a new question



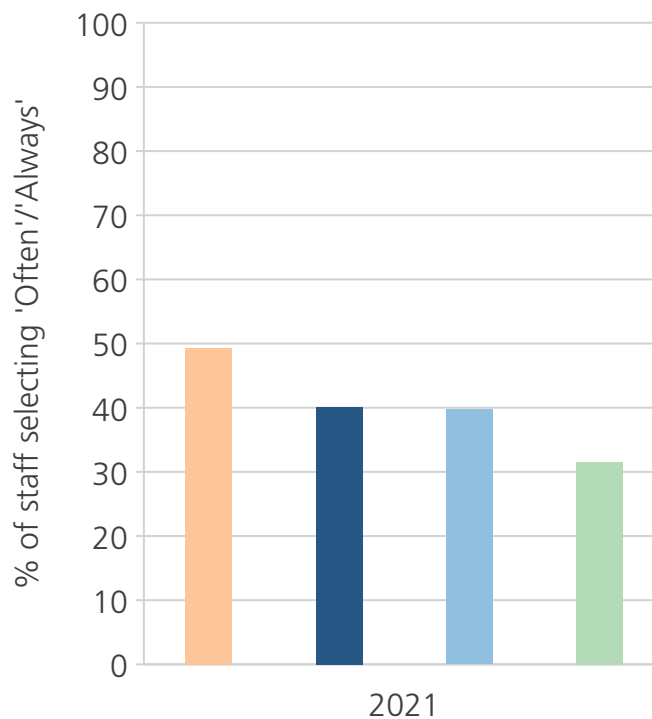
Worst	31.1%
Your org	24.5%
Average	23.8%
Best	18.7%

Responses 2,504

Q12e

How often, if at all, do you feel worn out at the end of your working day/shift?

No trend data are shown as this is a new question



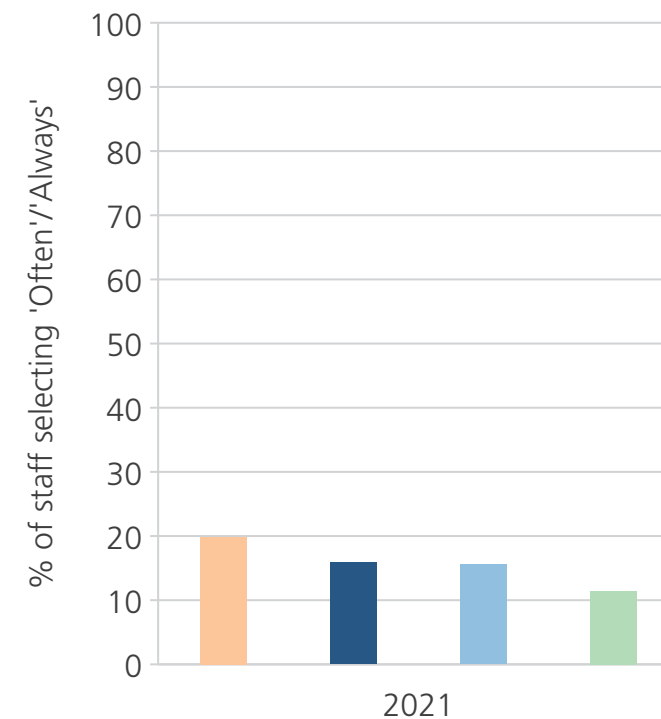
Worst	49.3%
Your org	40.2%
Average	39.7%
Best	31.5%

Responses 2,504

Q12f

How often, if at all, do you feel that every working hour is tiring for you?

No trend data are shown as this is a new question



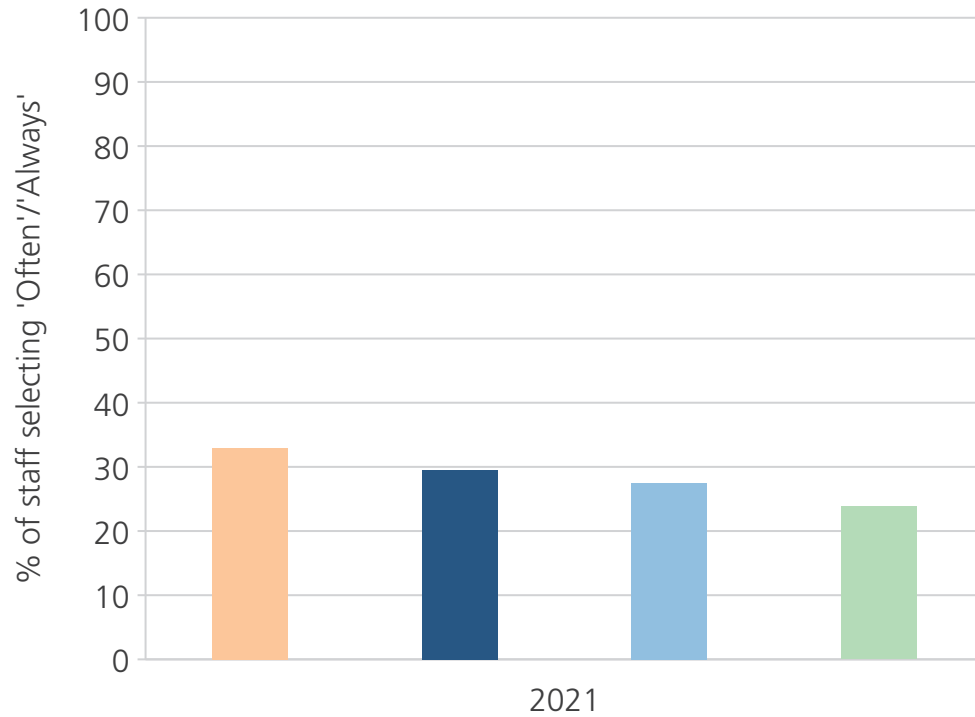
Worst	19.8%
Your org	15.9%
Average	15.6%
Best	11.4%

Responses 2,503

Q12g

How often, if at all, do you not have enough energy for family and friends during leisure time?

No trend data are shown as this is a new question

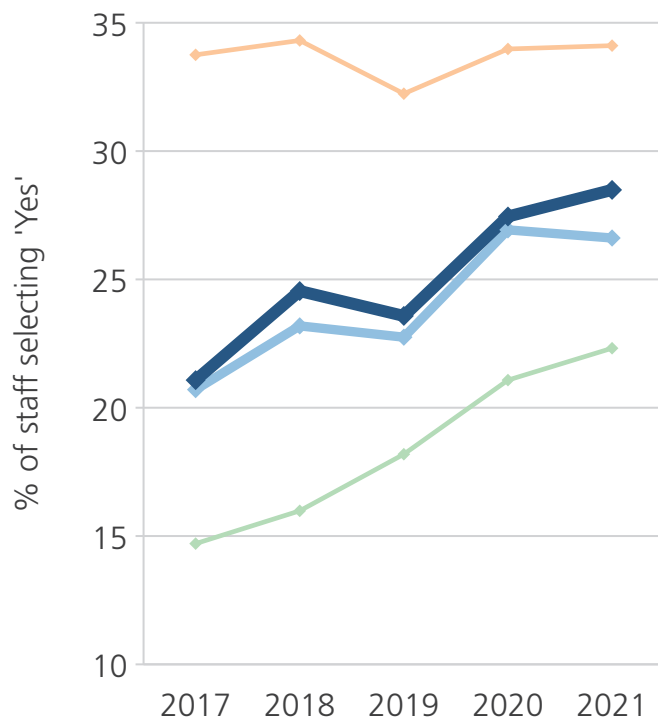


Worst	33.0%
Your org	29.5%
Average	27.5%
Best	23.8%

Responses 2,505

Q11b

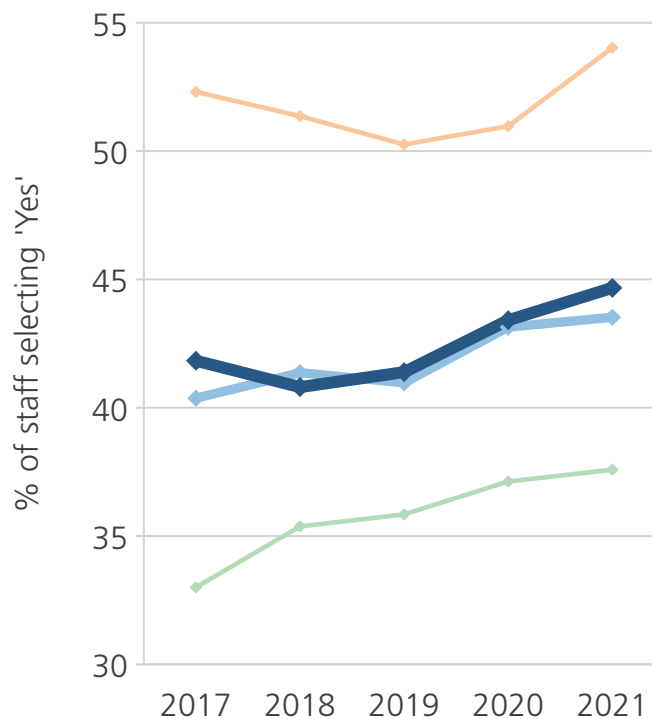
In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



Responses 2,314 2,433 2,794 2,565 2,503

Q11c

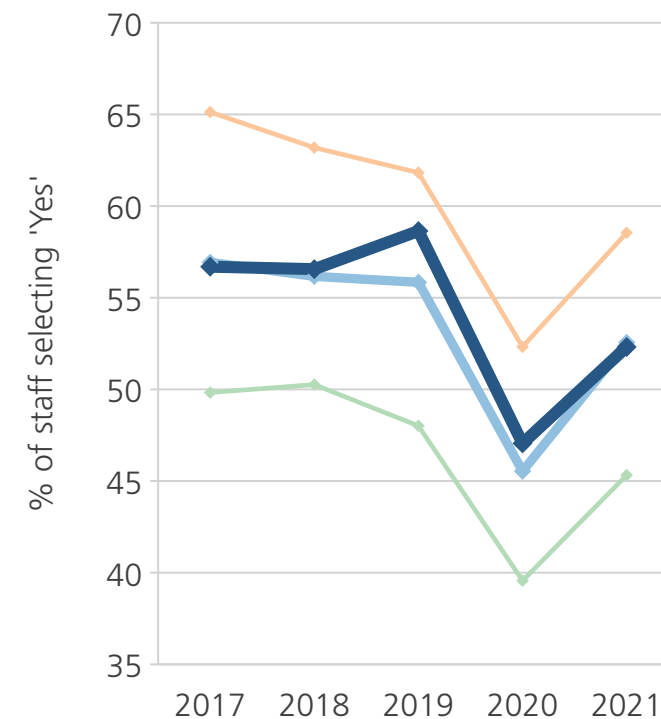
During the last 12 months have you felt unwell as a result of work related stress?



Responses 2,322 2,445 2,794 2,565 2,509

Q11d

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



Responses 2,326 2,444 2,797 2,565 2,509

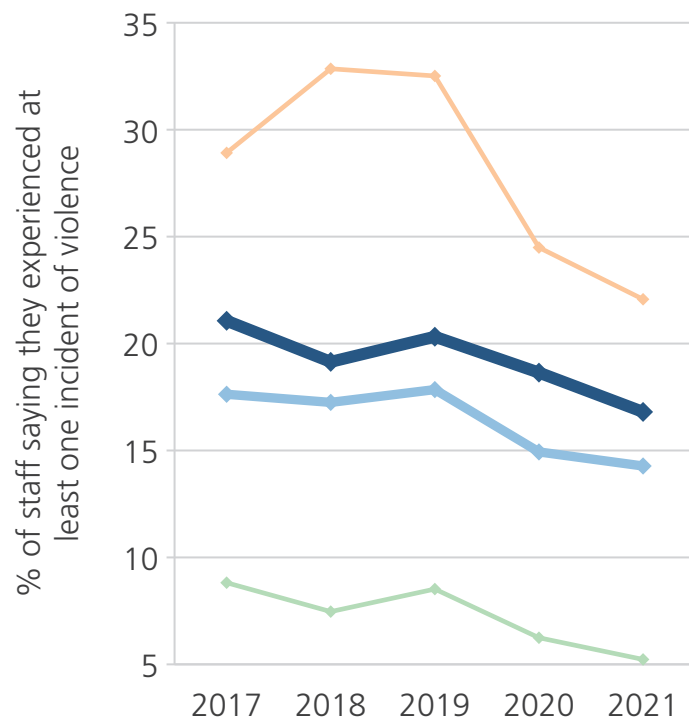
Worst	33.8%	34.3%	32.2%	34.0%	34.1%
Your org	21.1%	24.5%	23.6%	27.5%	28.5%
Average	20.7%	23.2%	22.7%	26.9%	26.6%
Best	14.7%	16.0%	18.2%	21.1%	22.3%

Worst	52.3%	51.4%	50.3%	51.0%	54.0%
Your org	41.8%	40.8%	41.4%	43.4%	44.7%
Average	40.4%	41.4%	41.0%	43.1%	43.5%
Best	33.0%	35.4%	35.8%	37.1%	37.6%

Worst	65.1%	63.2%	61.8%	52.3%	58.5%
Your org	56.7%	56.6%	58.6%	47.1%	52.3%
Average	56.9%	56.2%	55.8%	45.5%	52.6%
Best	49.8%	50.3%	48.0%	39.6%	45.3%

Q13a

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?

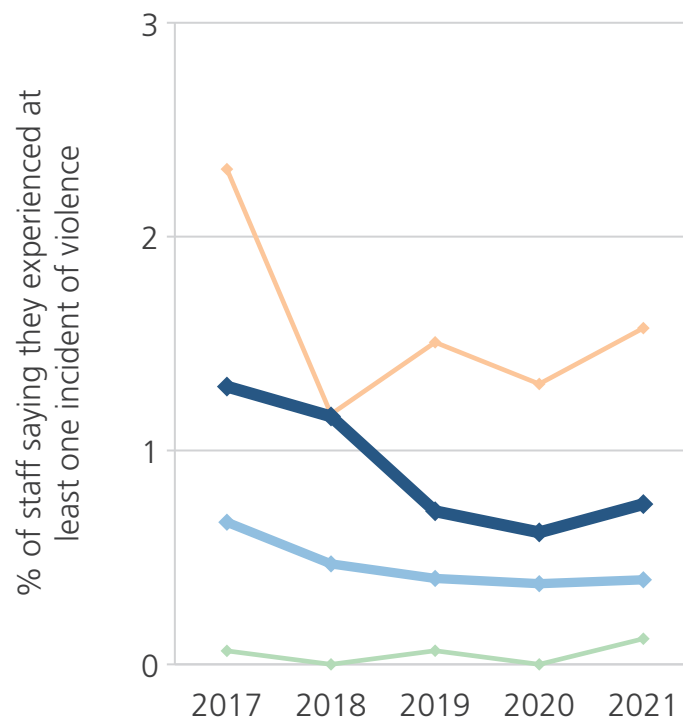


Worst	28.9%	32.8%	32.5%	24.5%	22.1%
Your org	21.1%	19.1%	20.3%	18.6%	16.8%
Average	17.6%	17.2%	17.8%	14.9%	14.3%
Best	8.8%	7.5%	8.5%	6.2%	5.2%

Responses 2,295 2,444 2,785 2,565 2,504

Q13b

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

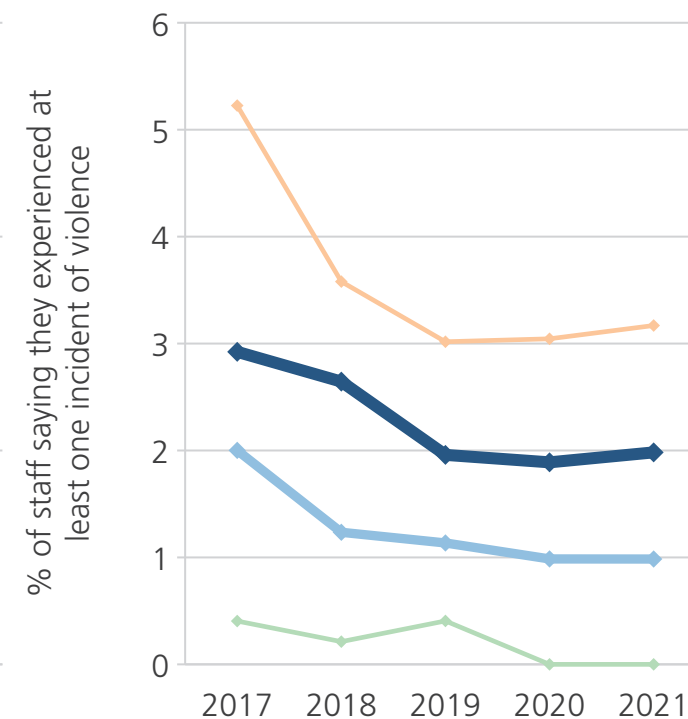


Worst	2.3%	1.2%	1.5%	1.3%	1.6%
Your org	1.3%	1.2%	0.7%	0.6%	0.7%
Average	0.7%	0.5%	0.4%	0.4%	0.4%
Best	0.1%	0.0%	0.1%	0.0%	0.1%

Responses 2,242 2,374 2,763 2,559 2,475

Q13c

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

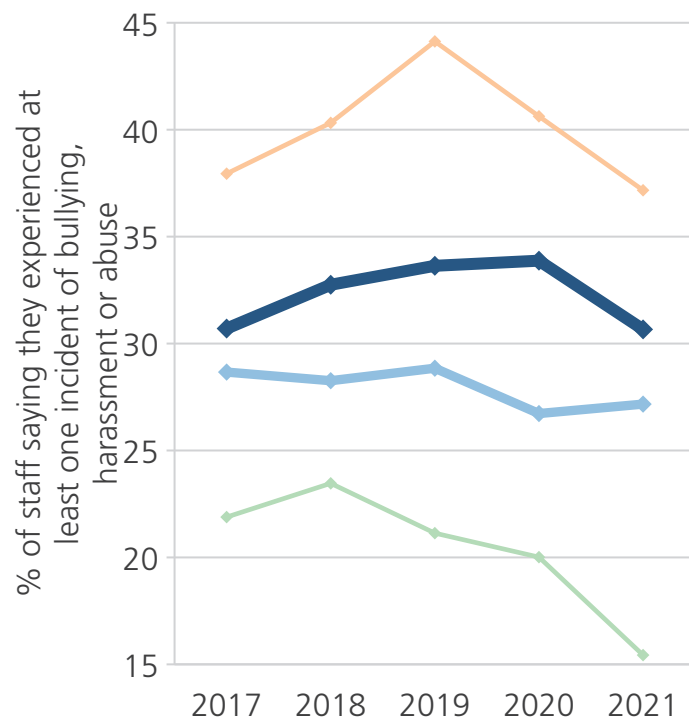


Worst	5.2%	3.6%	3.0%	3.0%	3.2%
Your org	2.9%	2.6%	2.0%	1.9%	2.0%
Average	2.0%	1.2%	1.1%	1.0%	1.0%
Best	0.4%	0.2%	0.4%	0.0%	0.0%

Responses 2,239 2,374 2,762 2,557 2,468

Q14a

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?

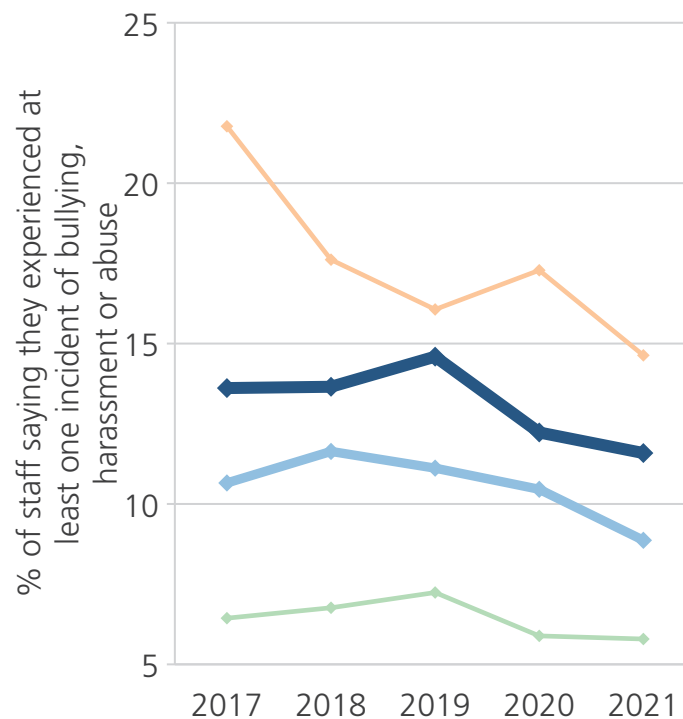


Worst	37.9%	40.3%	44.1%	40.6%	37.2%
Your org	30.7%	32.7%	33.6%	33.9%	30.7%
Average	28.7%	28.3%	28.8%	26.7%	27.2%
Best	21.9%	23.5%	21.1%	20.0%	15.4%

Responses 2,281 2,432 2,771 2,497 2,409

Q14b

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

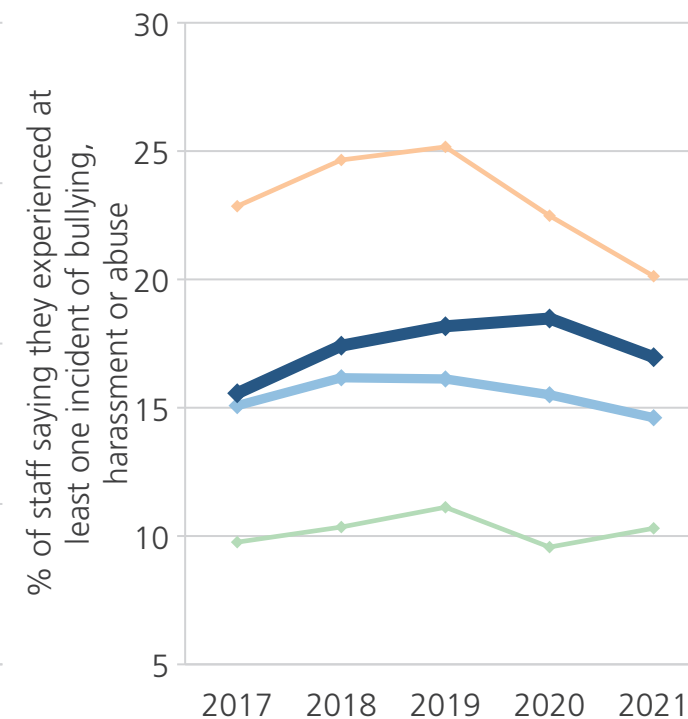


Worst	21.8%	17.6%	16.1%	17.3%	14.6%
Your org	13.6%	13.7%	14.6%	12.2%	11.6%
Average	10.7%	11.6%	11.1%	10.5%	8.9%
Best	6.4%	6.8%	7.2%	5.9%	5.8%

Responses 2,249 2,378 2,760 2,488 2,394

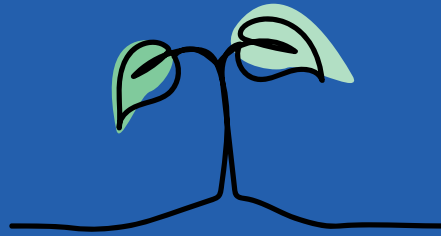
Q14c

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



Worst	22.9%	24.7%	25.2%	22.5%	20.1%
Your org	15.6%	17.4%	18.2%	18.5%	17.0%
Average	15.1%	16.2%	16.1%	15.5%	14.6%
Best	9.8%	10.4%	11.1%	9.6%	10.3%

Responses 2,237 2,378 2,753 2,491 2,393



People Promise element detailed information – We are always learning

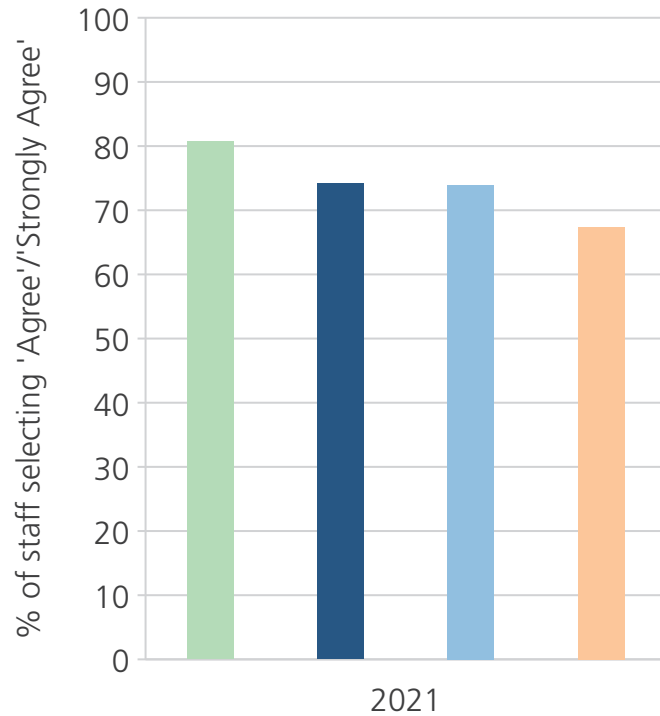
Questions:

Q20a, Q20b, Q20c, Q20d, Q20e
Q19a, Q19b, Q19c, Q19d

Q20a

This organisation offers me challenging work

No trend data are shown as this is a new question



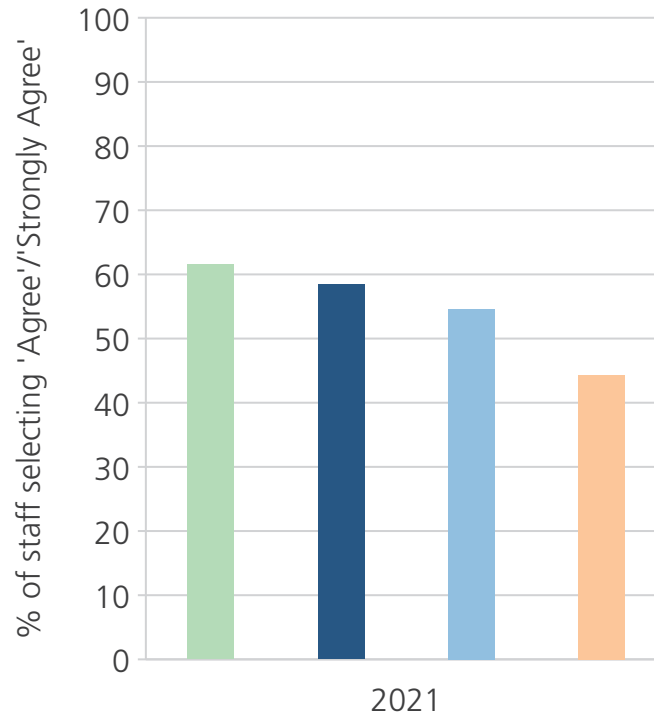
Best	80.7%
Your org	74.2%
Average	73.9%
Worst	67.4%

Responses 2,486

Q20b

There are opportunities for me to develop my career in this organisation

No trend data are shown as this is a new question



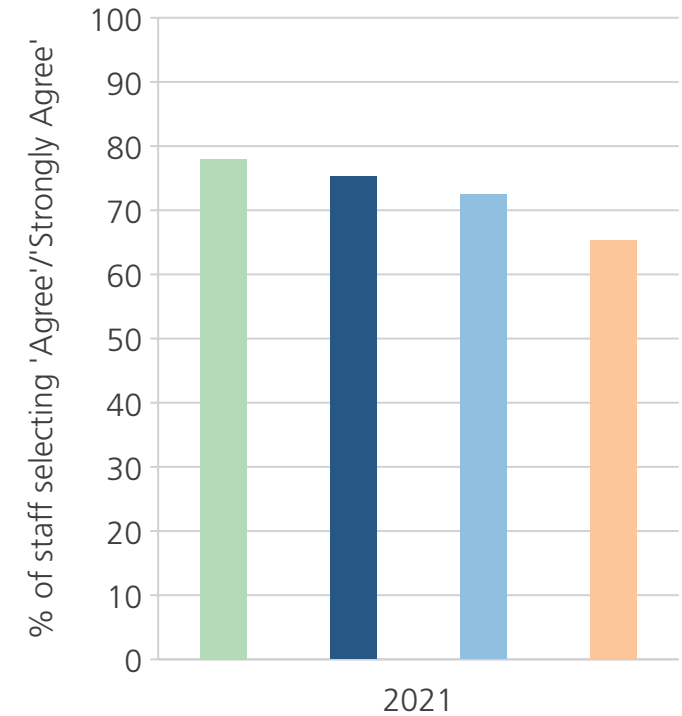
Best	61.6%
Your org	58.4%
Average	54.6%
Worst	44.3%

Responses 2,486

Q20c

I have opportunities to improve my knowledge and skills

No trend data are shown as this is a new question



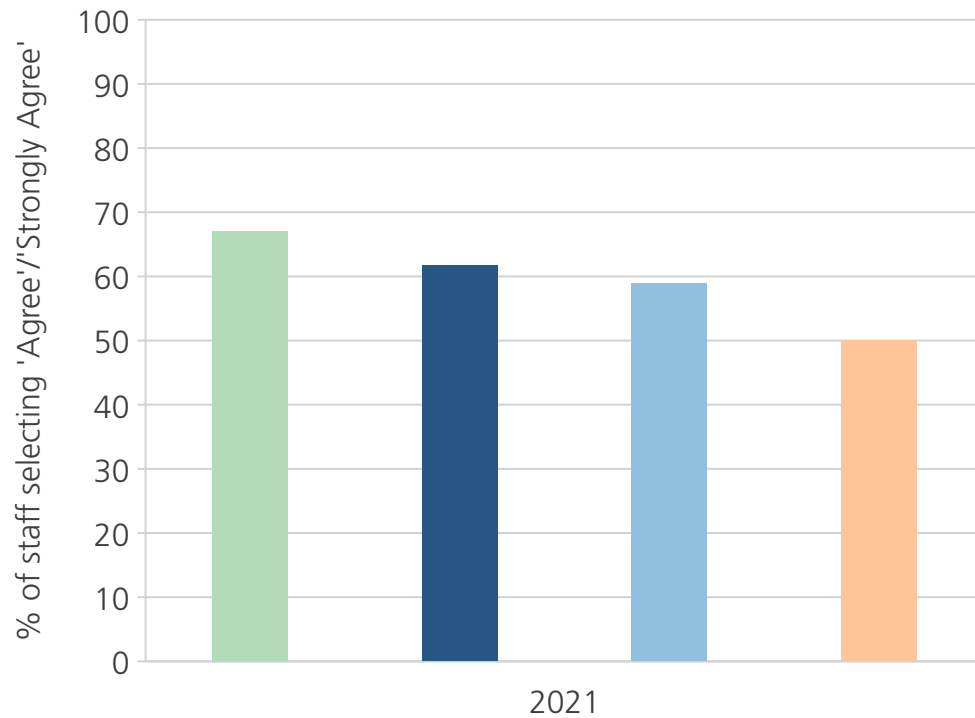
Best	78.0%
Your org	75.2%
Average	72.5%
Worst	65.4%

Responses 2,490

Q20d

I feel supported to develop my potential

No trend data are shown as this is a new question



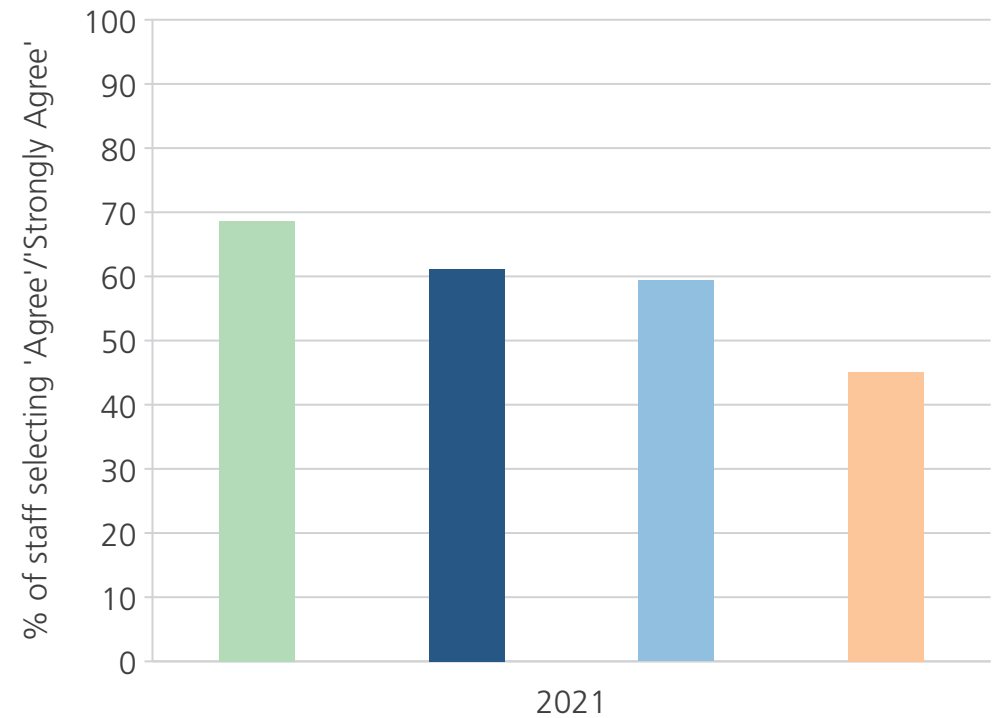
Best	67.1%
Your org	61.7%
Average	58.9%
Worst	50.1%

Responses 2,491

Q20e

I am able to access the right learning and development opportunities when I need to

No trend data are shown as this is a new question



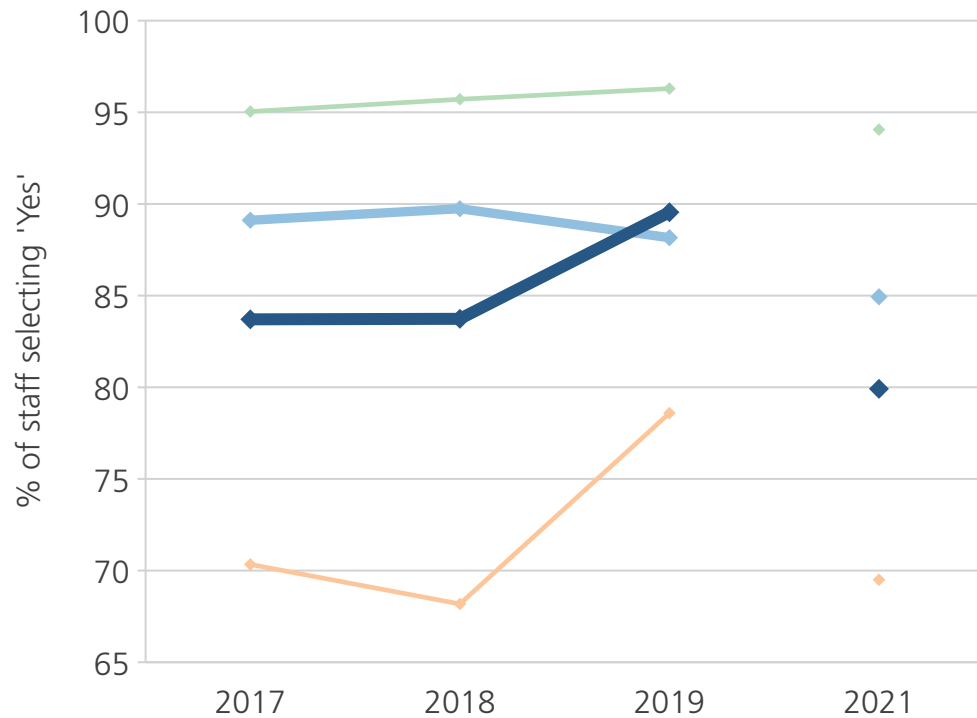
Best	68.7%
Your org	61.1%
Average	59.4%
Worst	45.1%

Responses 2,489

Q19a

In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?

Note that Q19a-d were not asked in 2020. In interpreting these results, consideration should be given to the gap in the data series and evidence of changes to the response profiles over time.

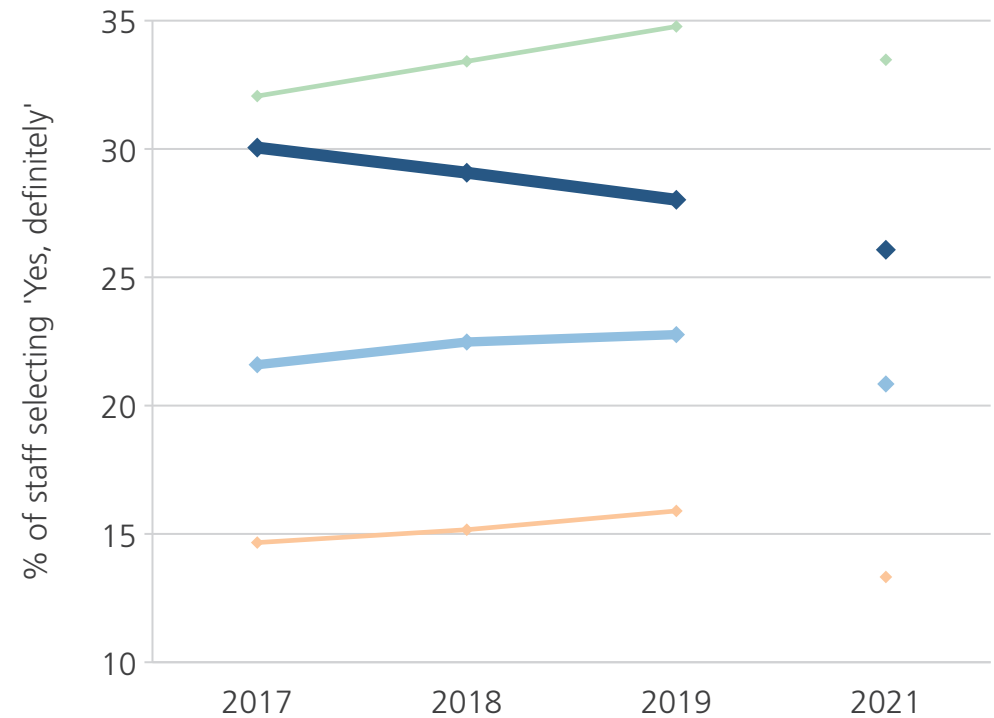


Highest	95.0%	95.7%	96.3%	94.1%
Your org	83.7%	83.7%	89.5%	79.9%
Average	89.1%	89.7%	88.2%	84.9%
Lowest	70.3%	68.2%	78.6%	69.5%
Responses	2,275	2,413	2,749	2,495

Q19b

It helped me to improve how I do my job

Note that Q19a-d were not asked in 2020. In interpreting these results, consideration should be given to the gap in the data series and evidence of changes to the response profiles over time.

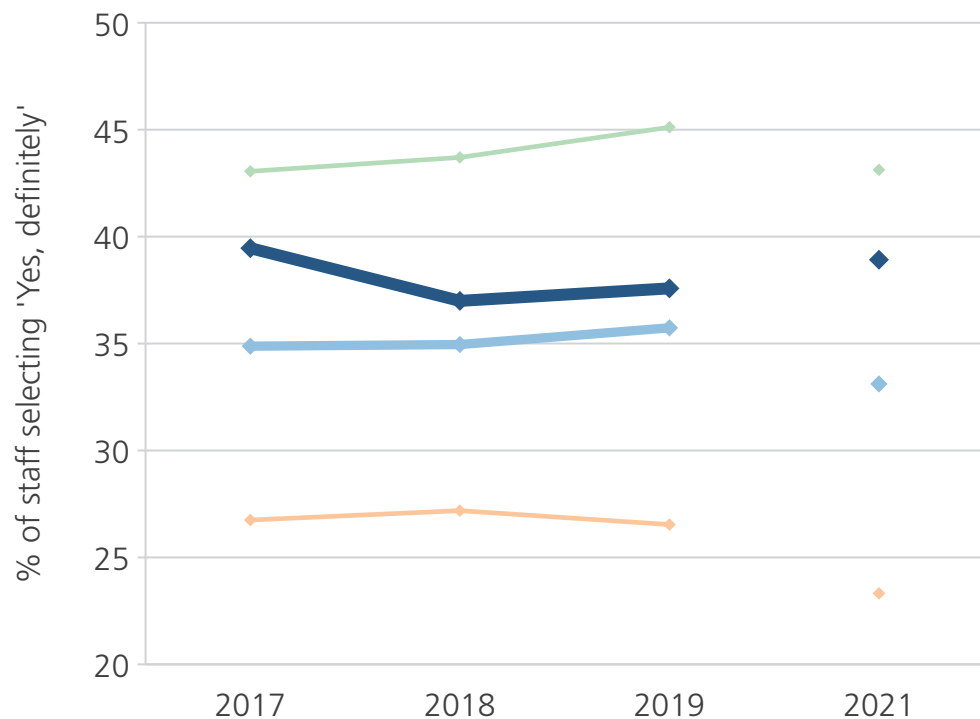


Best	32.1%	33.4%	34.8%	33.5%
Your org	30.1%	29.1%	28.0%	26.1%
Average	21.6%	22.5%	22.8%	20.8%
Worst	14.7%	15.2%	15.9%	13.3%
Responses	1,889	2,010	2,462	2,008

Q19c

It helped me agree clear objectives for my work

Note that Q19a-d were not asked in 2020. In interpreting these results, consideration should be given to the gap in the data series and evidence of changes to the response profiles over time.

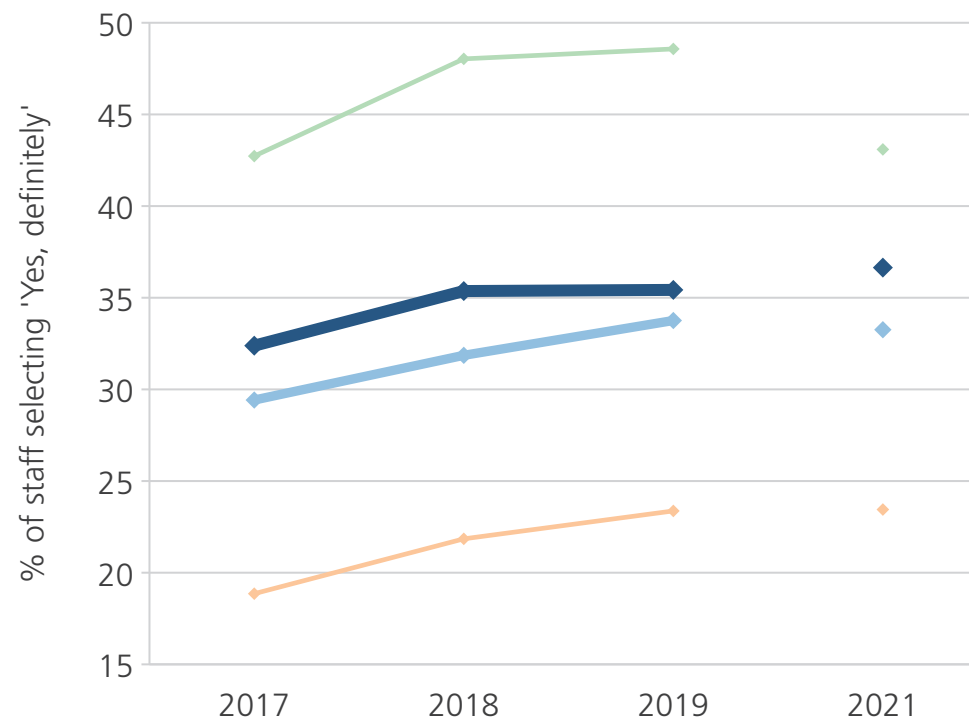


Best	43.1%	43.7%	45.1%	43.1%
Your org	39.5%	37.0%	37.6%	38.9%
Average	34.9%	35.0%	35.7%	33.1%
Worst	26.7%	27.2%	26.5%	23.3%
Responses	1,888	2,012	2,462	2,007

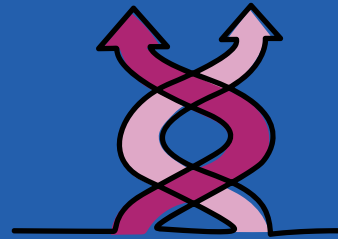
Q19d

It left me feeling that my work is valued by my organisation

Note that Q19a-d were not asked in 2020. In interpreting these results, consideration should be given to the gap in the data series and evidence of changes to the response profiles over time.



Best	42.7%	48.0%	48.6%	43.1%
Your org	32.4%	35.4%	35.4%	36.6%
Average	29.4%	31.9%	33.8%	33.3%
Worst	18.9%	21.8%	23.4%	23.4%
Responses	1,887	2,007	2,461	2,008



People Promise element detailed information – We work flexibly

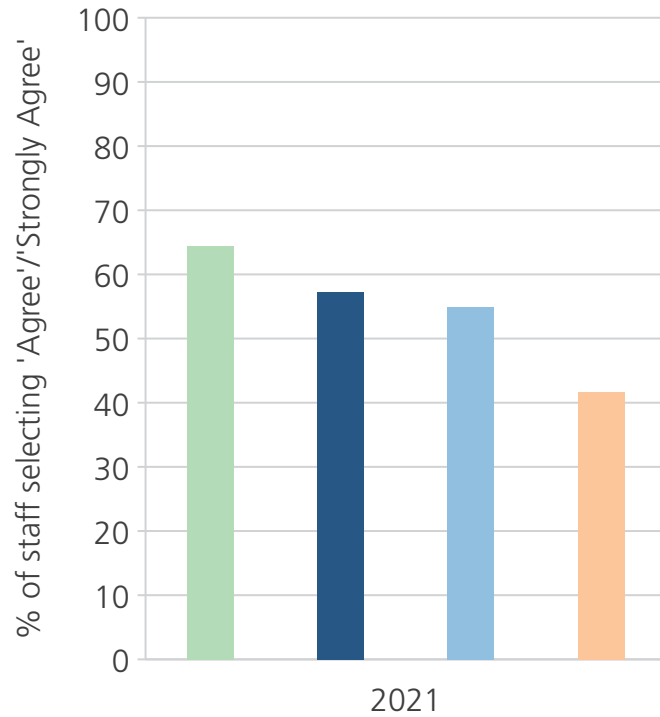
Questions:

Q6b, Q6c, Q6d
Q4d

Q6b

My organisation is committed to helping me balance my work and home life

No trend data are shown as this is a new question



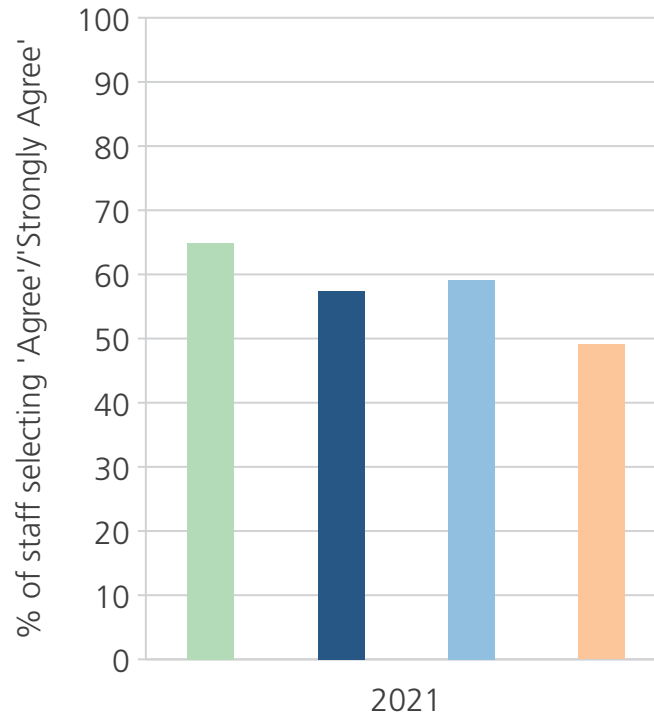
Best	64.4%
Your org	57.3%
Average	54.9%
Worst	41.6%

Responses 2,551

Q6c

I achieve a good balance between my work life and my home life

No trend data are shown as this is a new question



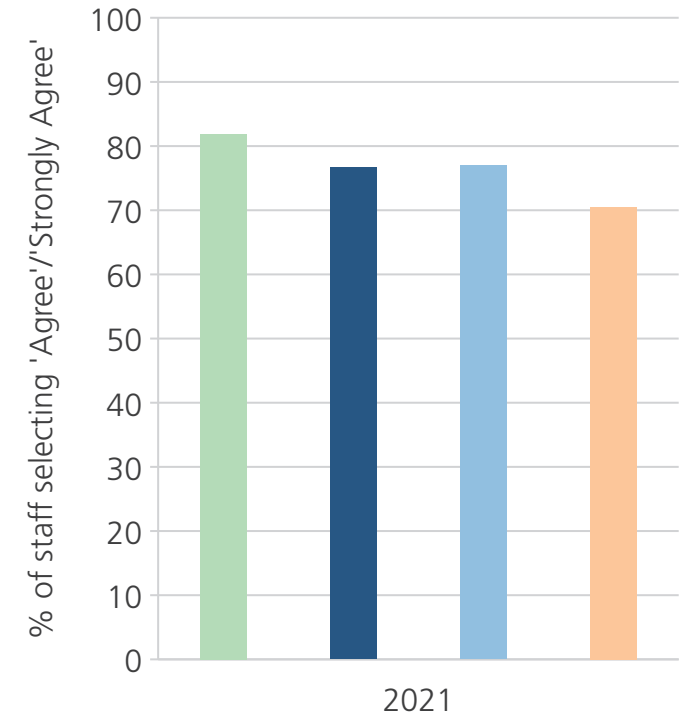
Best	64.9%
Your org	57.4%
Average	59.1%
Worst	49.1%

Responses 2,553

Q6d

I can approach my immediate manager to talk openly about flexible working

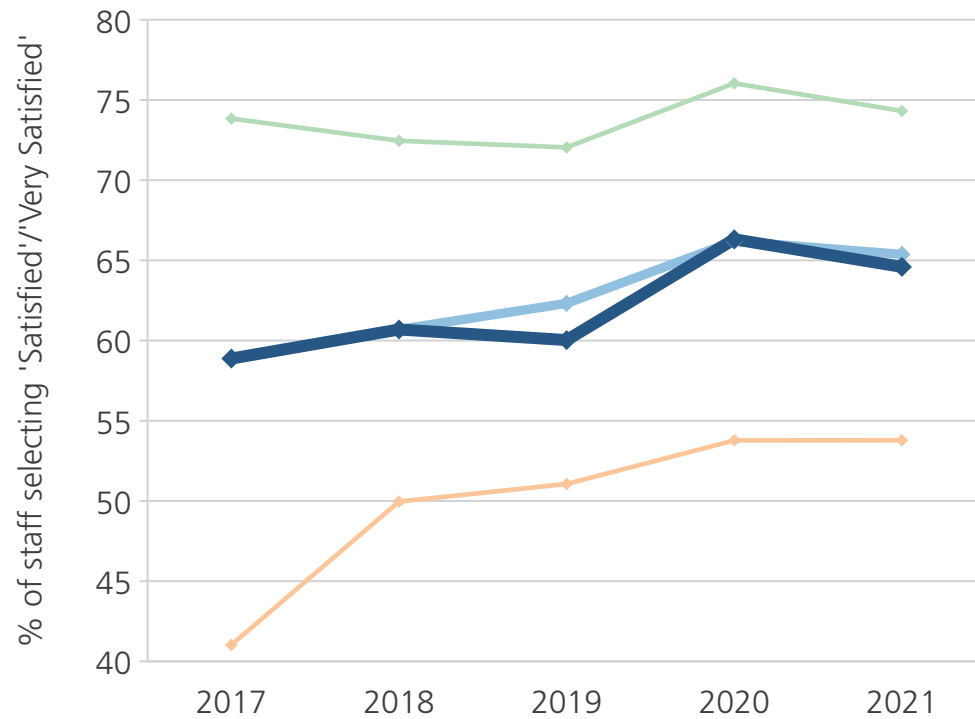
No trend data are shown as this is a new question



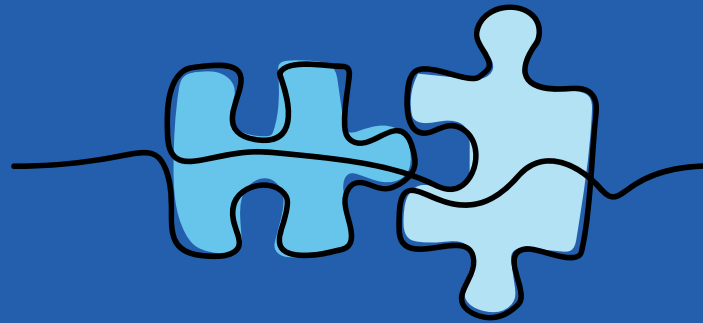
Best	81.9%
Your org	76.7%
Average	77.0%
Worst	70.5%

Responses 2,551

Q4d
The opportunities for flexible working patterns



Best	73.8%	72.5%	72.0%	76.0%	74.3%
Your org	58.9%	60.7%	60.0%	66.3%	64.6%
Average	58.9%	60.7%	62.3%	66.2%	65.4%
Worst	41.0%	50.0%	51.1%	53.8%	53.8%
Responses	2,342	2,456	2,803	2,585	2,561



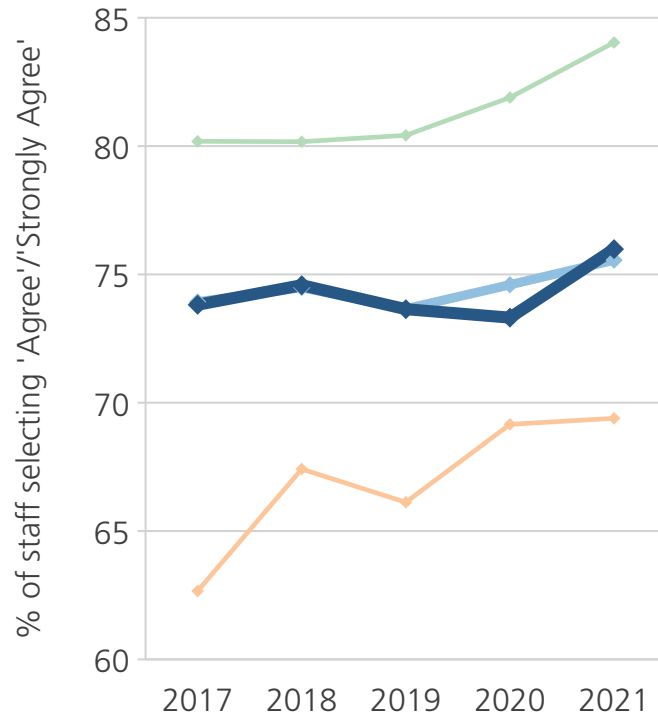
People Promise element detailed information – We are a team

Questions:

Q7a, Q7b, Q7c, Q7d, Q7e, Q7f, Q7g, Q8a
Q9a, Q9b, Q9c, Q9d

Q7a

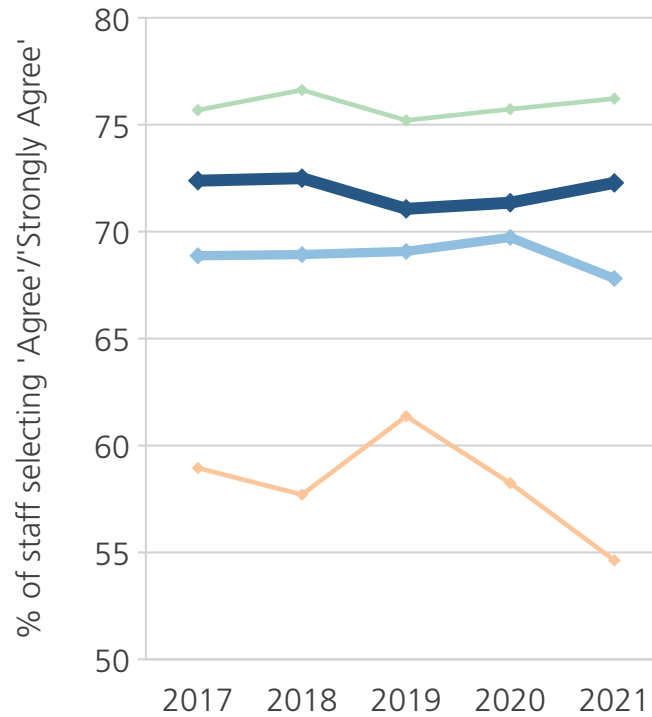
The team I work in has a set of shared objectives



Responses 2,350 2,495 2,810 2,580 2,545

Q7b

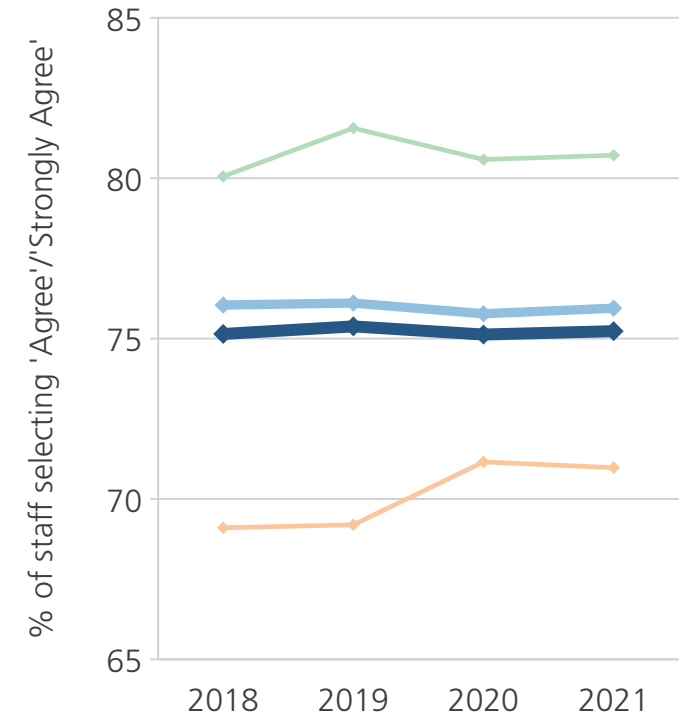
The team I work in often meets to discuss the team's effectiveness



Responses 2,352 2,500 2,824 2,588 2,540

Q7c

I receive the respect I deserve from my colleagues at work



Responses 2,508 2,832 2,588 2,541

Best	80.2%	80.2%	80.4%	81.9%	84.0%
Your org	73.8%	74.6%	73.6%	73.3%	76.0%
Average	73.9%	74.5%	73.7%	74.6%	75.6%
Worst	62.7%	67.4%	66.1%	69.2%	69.4%

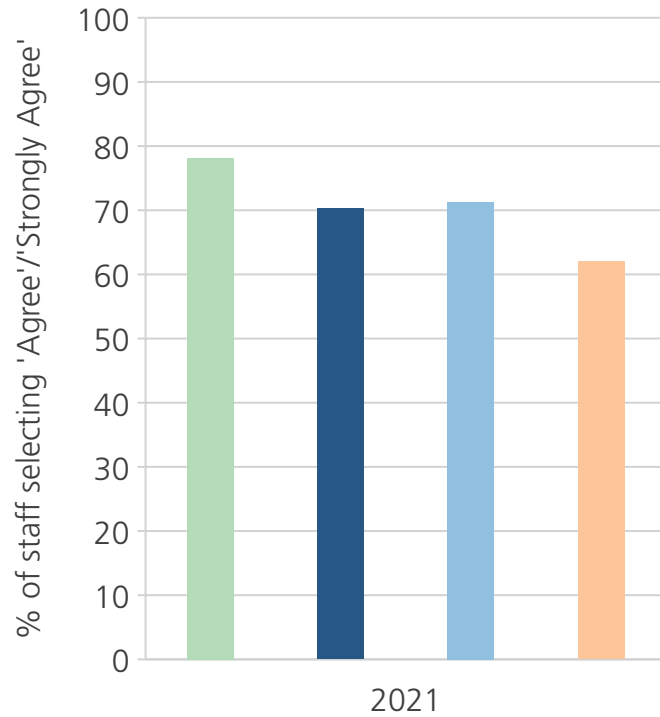
Best	75.7%	76.6%	75.2%	75.7%	76.2%
Your org	72.4%	72.5%	71.1%	71.4%	72.3%
Average	68.9%	68.9%	69.1%	69.7%	67.8%
Worst	58.9%	57.7%	61.4%	58.2%	54.6%

Best	80.1%	81.6%	80.6%	80.7%
Your org	75.1%	75.4%	75.1%	75.2%
Average	76.0%	76.1%	75.8%	75.9%
Worst	69.1%	69.2%	71.2%	71.0%

Q7d

Team members understand each other's roles

No trend data are shown as this is a new question



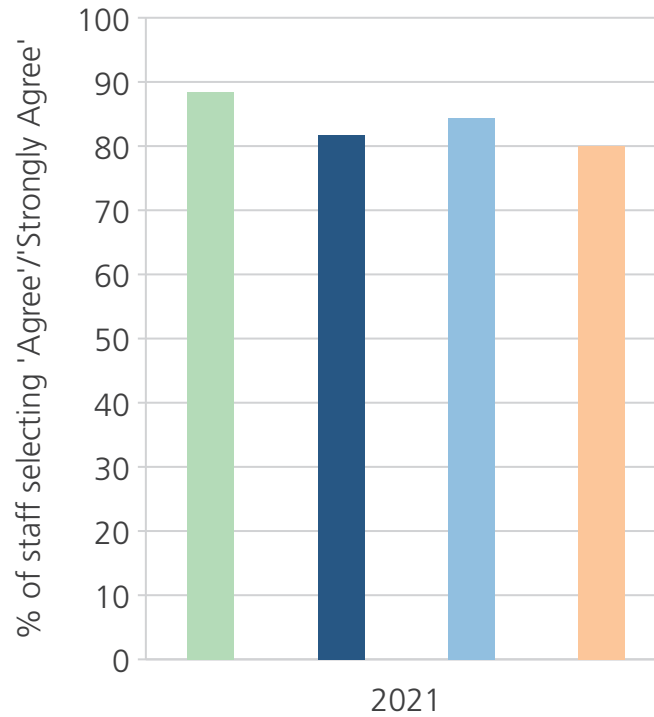
Best	78.1%
Your org	70.3%
Average	71.3%
Worst	62.0%

Responses 2,538

Q7e

I enjoy working with the colleagues in my team

No trend data are shown as this is a new question



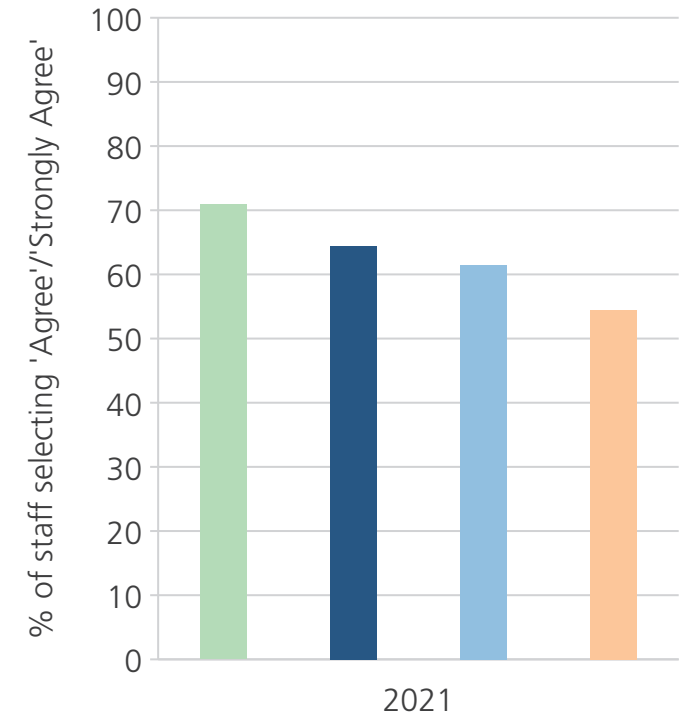
Best	88.5%
Your org	81.7%
Average	84.3%
Worst	80.1%

Responses 2,539

Q7f

My team has enough freedom in how to do its work

No trend data are shown as this is a new question



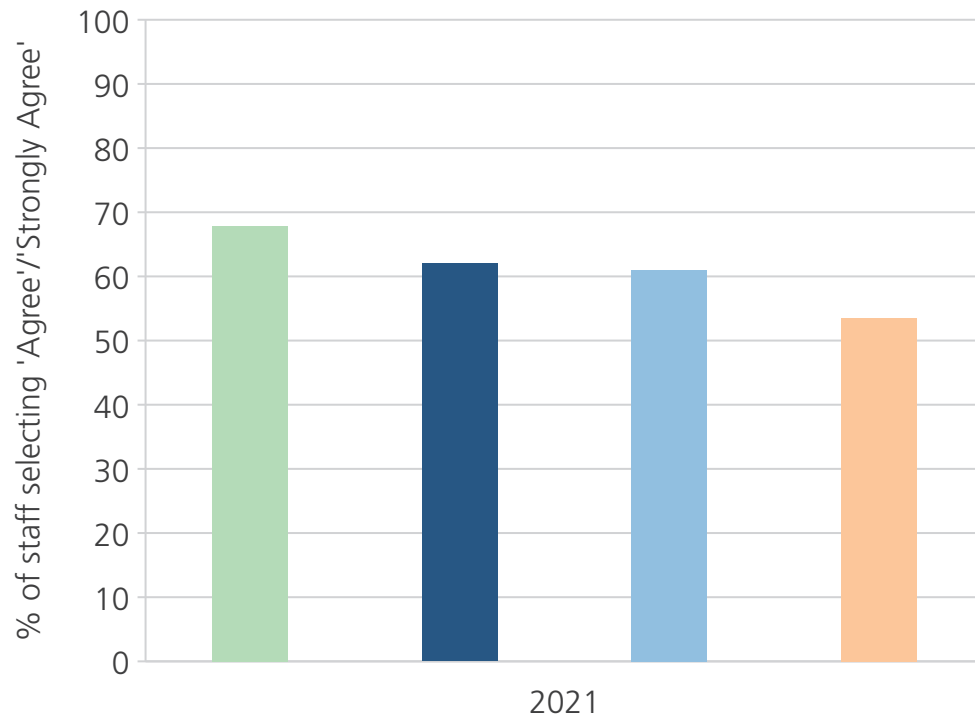
Best	70.9%
Your org	64.4%
Average	61.5%
Worst	54.5%

Responses 2,538

Q7g

In my team disagreements are dealt with constructively

No trend data are shown as this is a new question



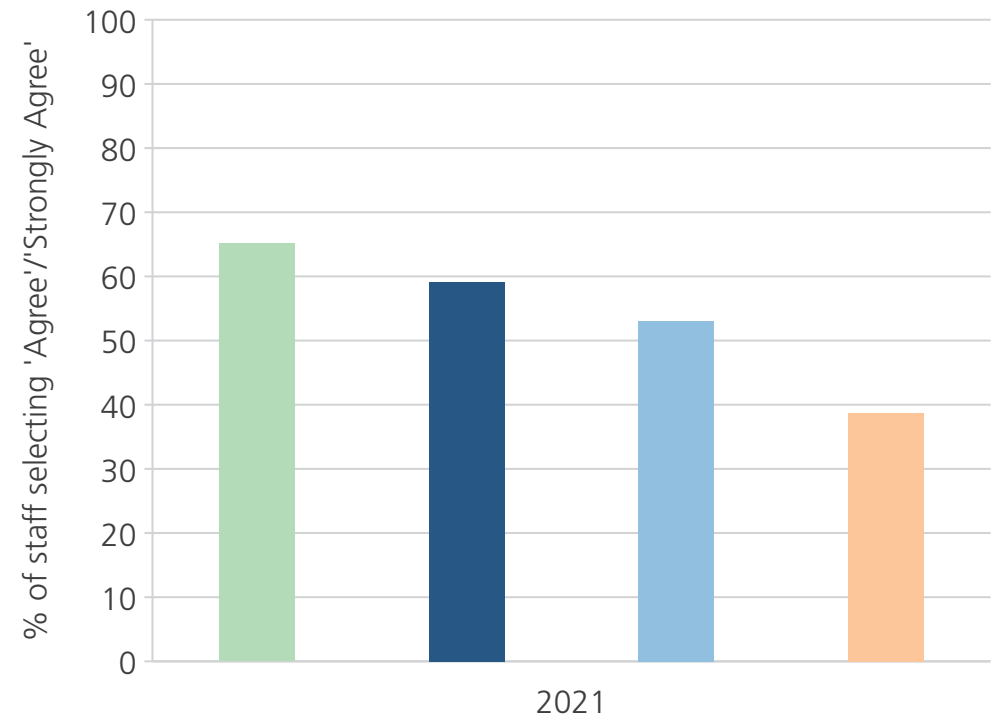
Best	67.9%
Your org	62.0%
Average	61.0%
Worst	53.5%

Responses 2,539

Q8a

Teams within this organisation work well together to achieve their objectives

No trend data are shown as this is a new question

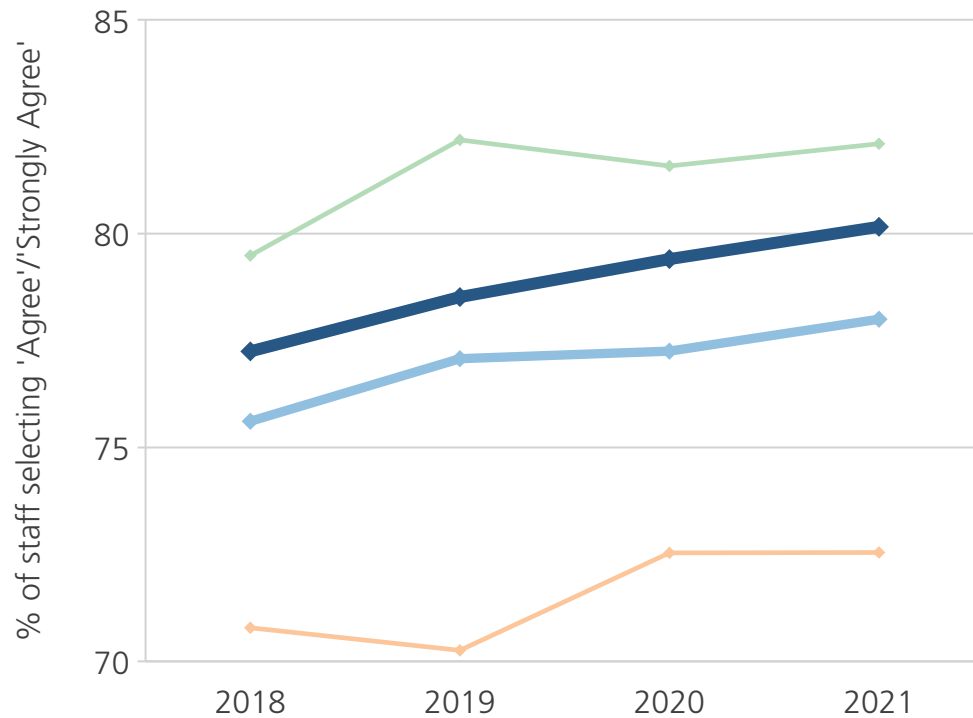


Best	65.1%
Your org	59.1%
Average	53.1%
Worst	38.8%

Responses 2,534

Q9a

My immediate manager encourages me at work

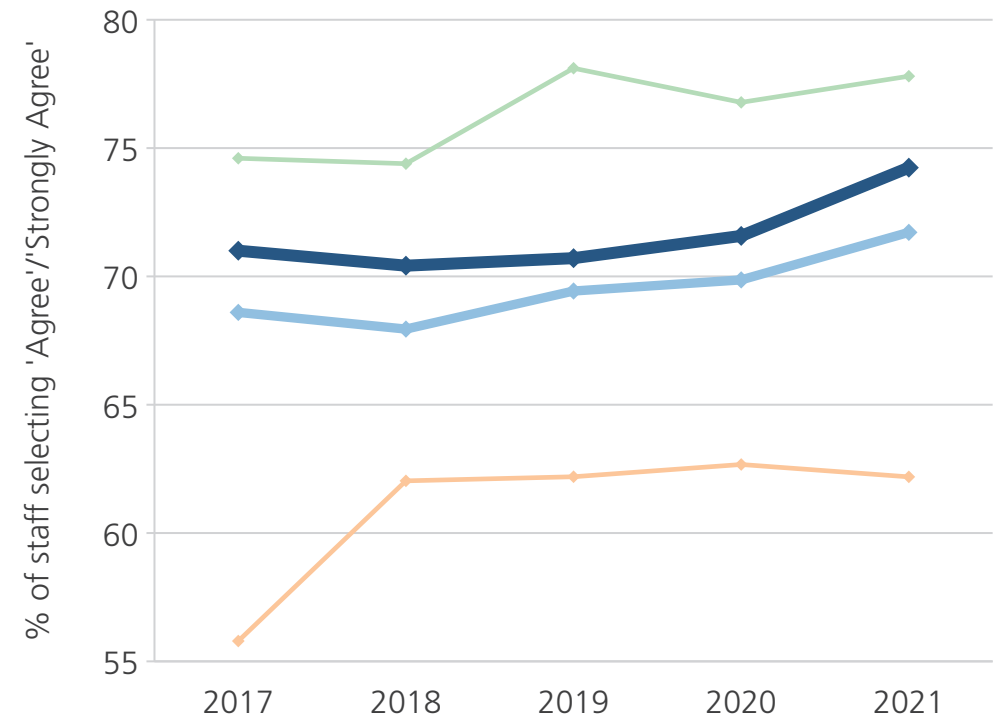


Best	79.5%	82.2%	81.6%	82.1%
Your org	77.2%	78.5%	79.4%	80.2%
Average	75.6%	77.1%	77.3%	78.0%
Worst	70.8%	70.3%	72.5%	72.5%

Responses 2,456 2,792 2,573 2,519

Q9b

My immediate manager gives me clear feedback on my work

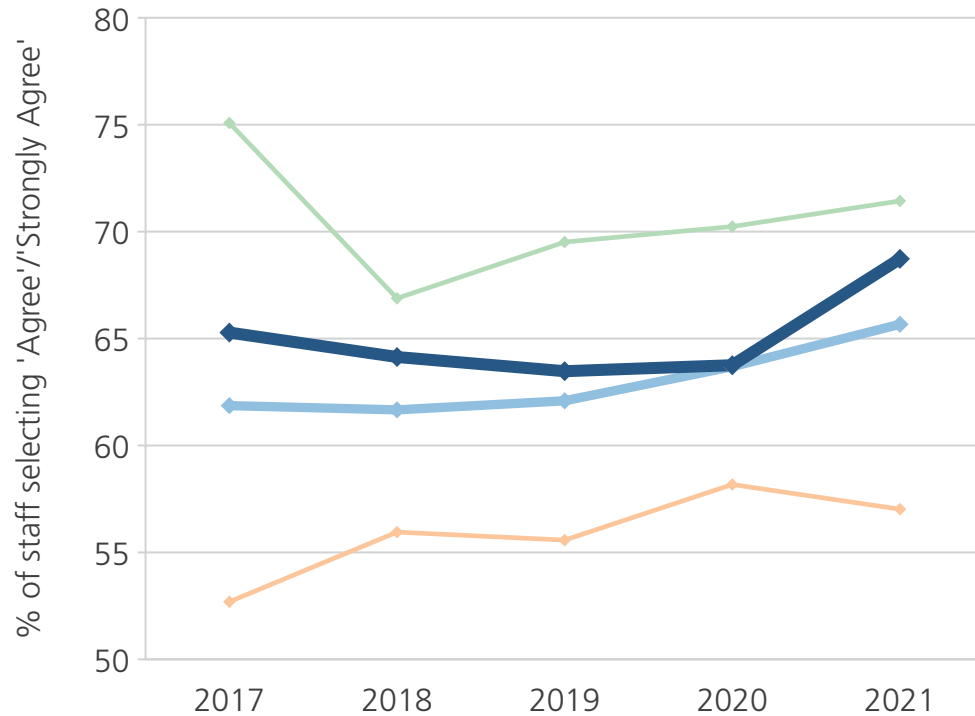


Best	74.6%	74.4%	78.1%	76.8%	77.8%
Your org	71.0%	70.4%	70.7%	71.6%	74.2%
Average	68.6%	67.9%	69.4%	69.9%	71.7%
Worst	55.8%	62.0%	62.2%	62.7%	62.2%

Responses 2,269 2,454 2,797 2,569 2,519

Q9c

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

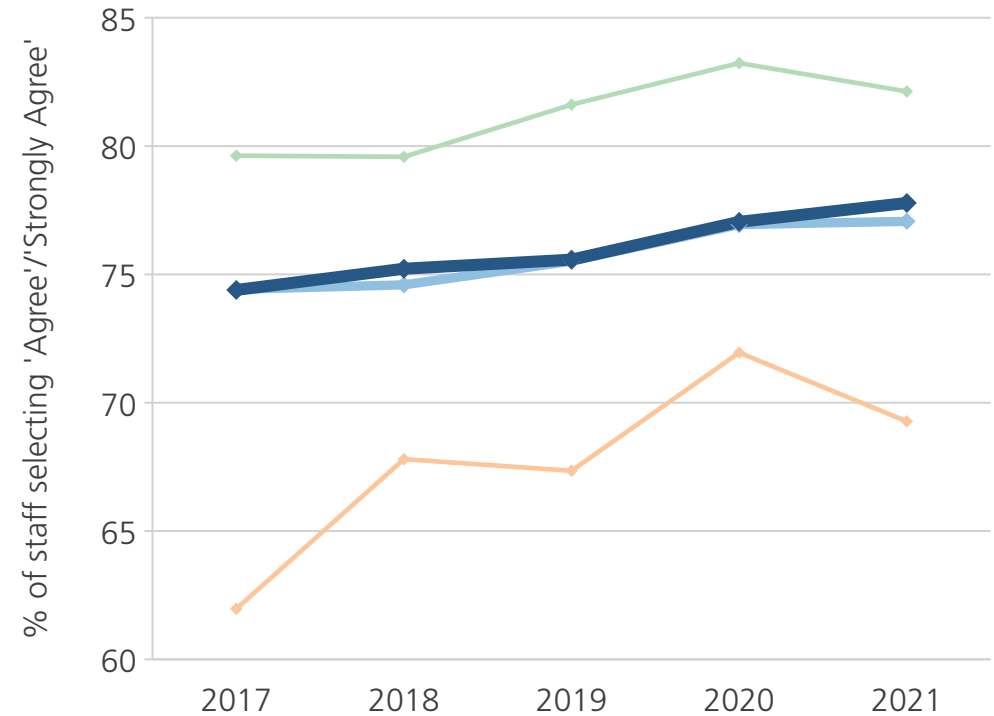


Best	75.1%	66.9%	69.5%	70.2%	71.4%
Your org	65.3%	64.1%	63.5%	63.8%	68.7%
Average	61.9%	61.7%	62.1%	63.7%	65.7%
Worst	52.7%	56.0%	55.6%	58.2%	57.0%

Responses 2,267 2,452 2,795 2,568 2,518

Q9d

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



Best	79.6%	79.6%	81.6%	83.2%	82.1%
Your org	74.4%	75.2%	75.6%	77.0%	77.8%
Average	74.4%	74.6%	75.5%	76.9%	77.1%
Worst	62.0%	67.8%	67.3%	72.0%	69.3%

Responses 2,273 2,454 2,793 2,570 2,518

Theme detailed information – Staff Engagement

Questions:

Q2a, Q2b, Q2c

Q3c, Q3d, Q3f

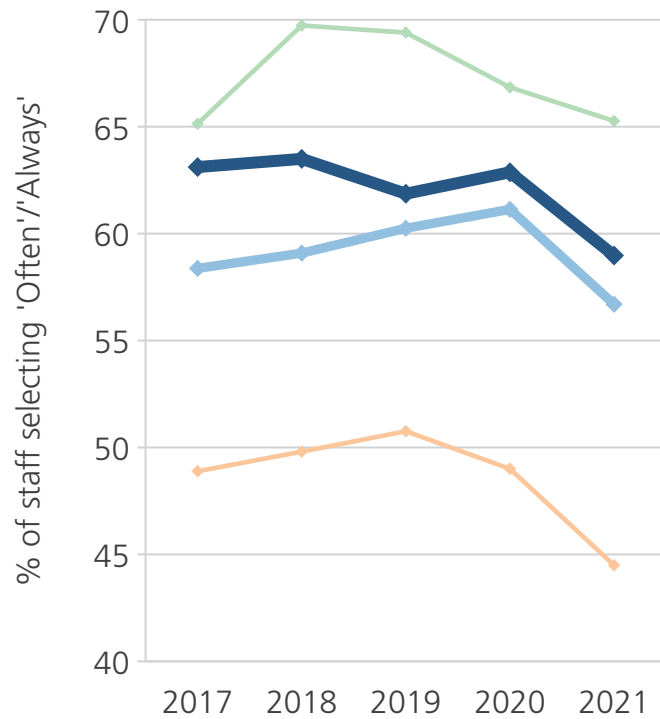
Q21a, Q21c, Q21d

East London NHS Foundation Trust

2021 NHS Staff Survey Results

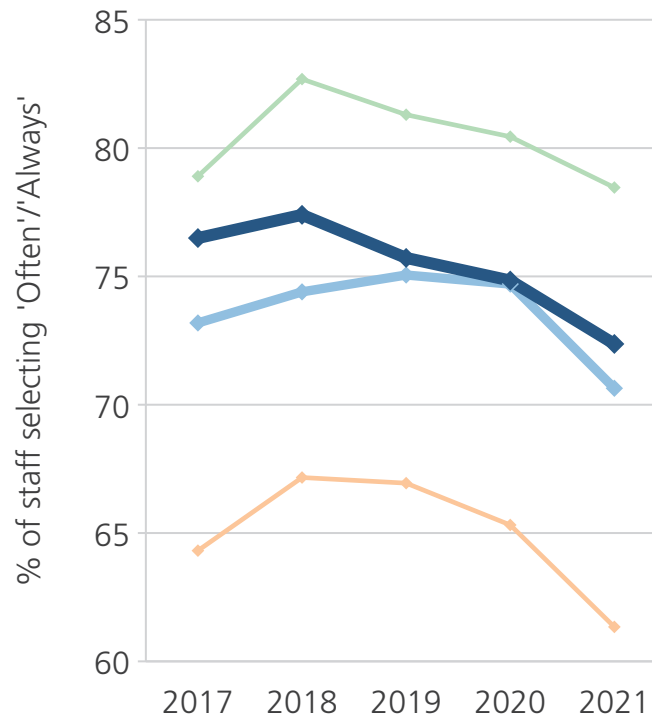
Q2a

I look forward to going to work



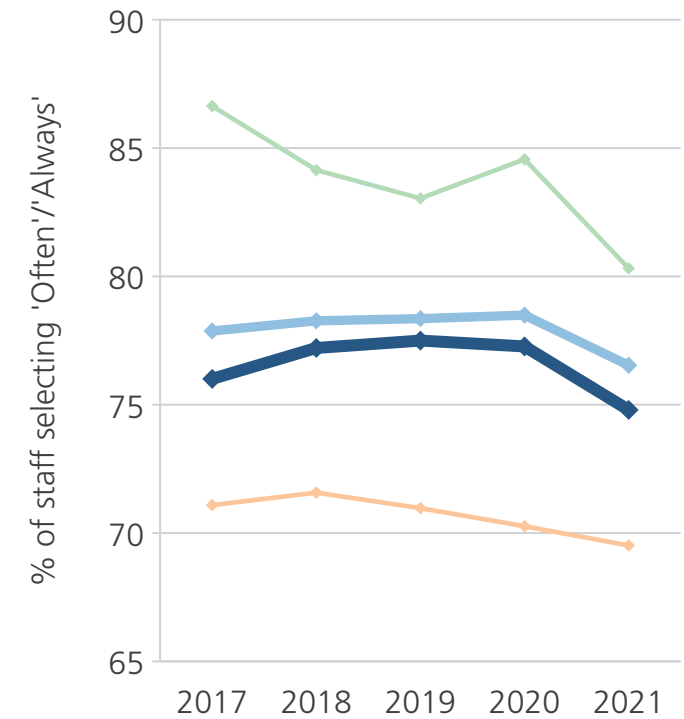
Q2b

I am enthusiastic about my job



Q2c

Time passes quickly when I am working



Best	65.1%	69.7%	69.4%	66.8%	65.3%
Your org	63.1%	63.5%	61.9%	62.9%	59.0%
Average	58.4%	59.1%	60.3%	61.1%	56.7%
Worst	48.9%	49.8%	50.8%	49.0%	44.5%

Responses 2,358 2,499 2,817 2,592 2,585

Best	78.9%	82.7%	81.3%	80.4%	78.5%
Your org	76.5%	77.4%	75.7%	74.8%	72.4%
Average	73.2%	74.4%	75.1%	74.7%	70.6%
Worst	64.3%	67.2%	66.9%	65.3%	61.3%

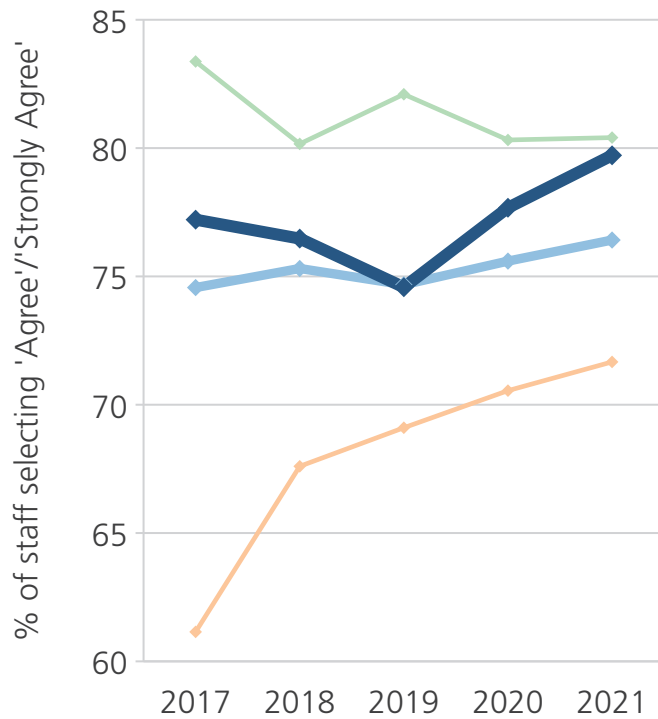
Responses 2,313 2,452 2,800 2,586 2,577

Best	86.6%	84.1%	83.0%	84.6%	80.3%
Your org	76.0%	77.2%	77.5%	77.3%	74.8%
Average	77.9%	78.3%	78.4%	78.5%	76.5%
Worst	71.1%	71.6%	71.0%	70.3%	69.5%

Responses 2,303 2,442 2,791 2,578 2,563

Q3c

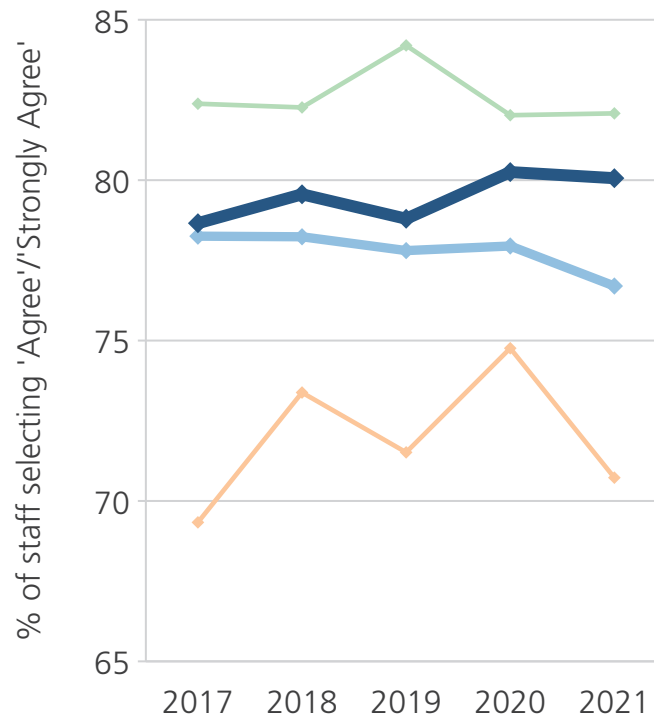
There are frequent opportunities for me to show initiative in my role



Responses 2,369 2,505 2,834 2,589 2,564

Q3d

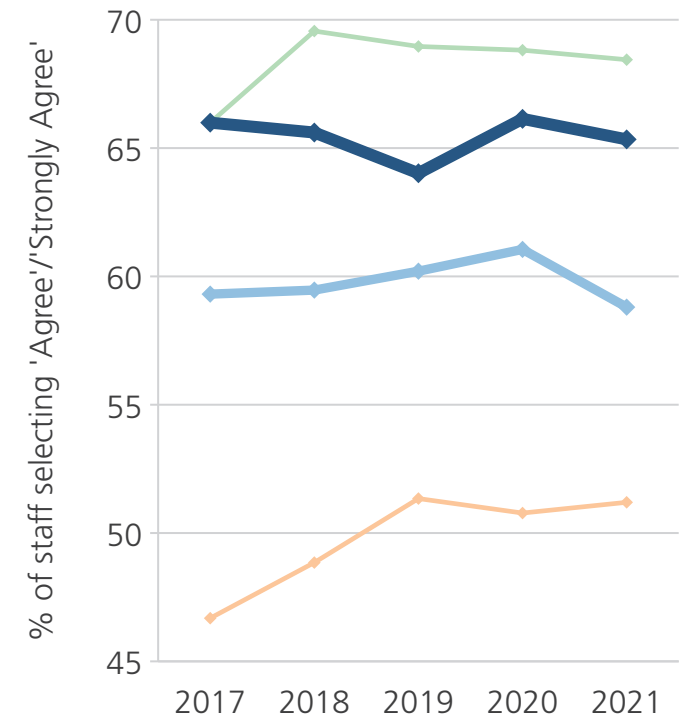
I am able to make suggestions to improve the work of my team / department



Responses 2,363 2,508 2,832 2,590 2,564

Q3f

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



Responses 2,352 2,501 2,826 2,588 2,562

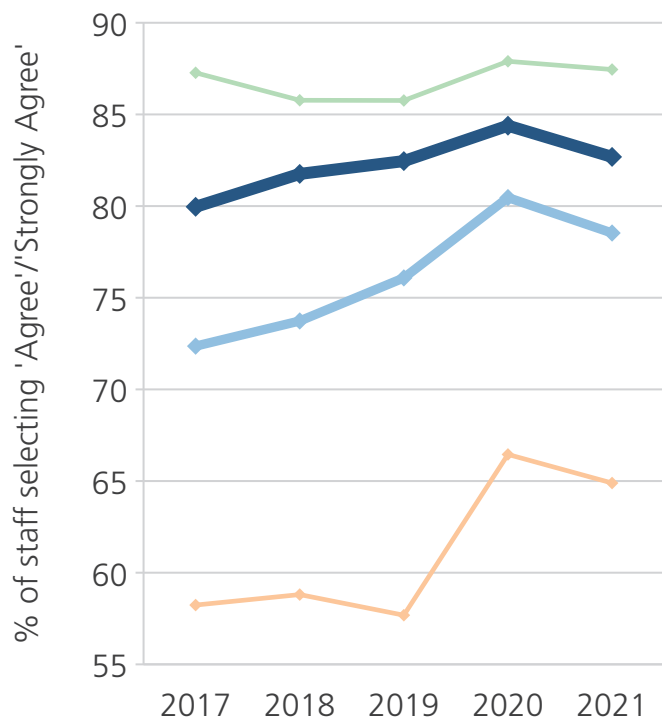
Best	83.4%	80.2%	82.1%	80.3%	80.4%
Your org	77.2%	76.5%	74.6%	77.7%	79.7%
Average	74.6%	75.3%	74.7%	75.6%	76.4%
Worst	61.1%	67.6%	69.1%	70.5%	71.7%

Best	82.4%	82.3%	84.2%	82.0%	82.1%
Your org	78.7%	79.6%	78.8%	80.3%	80.1%
Average	78.3%	78.2%	77.8%	77.9%	76.7%
Worst	69.3%	73.4%	71.5%	74.8%	70.7%

Best	66.0%	69.6%	69.0%	68.8%	68.4%
Your org	66.0%	65.6%	64.0%	66.1%	65.3%
Average	59.3%	59.5%	60.2%	61.1%	58.8%
Worst	46.7%	48.8%	51.3%	50.8%	51.2%

Q21a

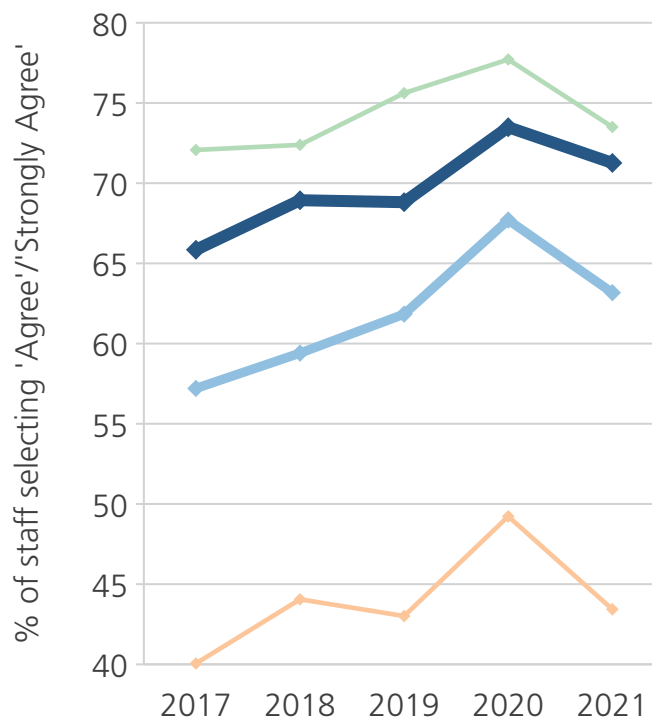
Care of patients / service users
is my organisation's top priority



Responses 2,280 2,404 2,741 2,537 2,484

Q21c

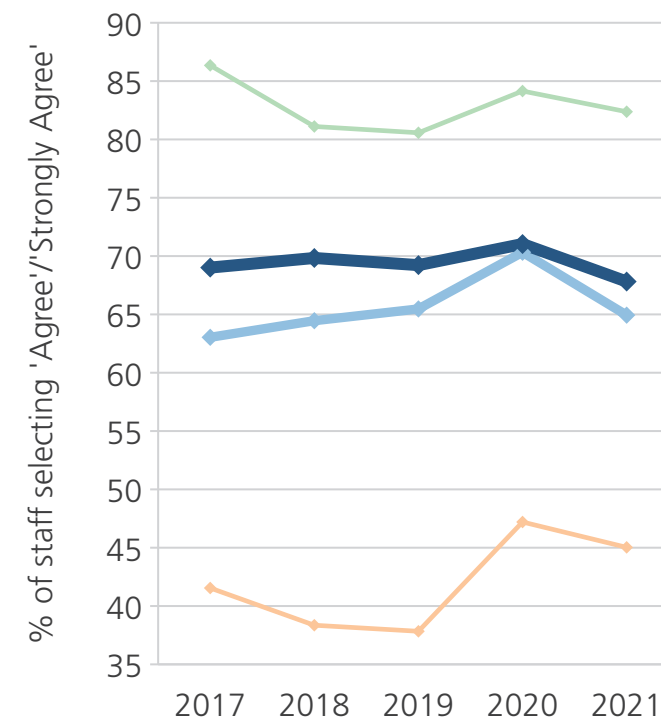
I would recommend my
organisation as a place to work



Responses 2,271 2,405 2,736 2,532 2,485

Q21d

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



Responses 2,266 2,393 2,734 2,531 2,482

Best	87.3%	85.8%	85.8%	87.9%	87.5%
Your org	80.0%	81.8%	82.5%	84.4%	82.7%
Average	72.4%	73.7%	76.1%	80.5%	78.5%
Worst	58.2%	58.8%	57.7%	66.5%	64.9%

Best	72.1%	72.4%	75.6%	77.7%	73.5%
Your org	65.8%	68.9%	68.8%	73.5%	71.3%
Average	57.2%	59.4%	61.8%	67.7%	63.2%
Worst	40.1%	44.1%	43.0%	49.2%	43.4%

Best	86.3%	81.1%	80.6%	84.1%	82.4%
Your org	69.0%	69.8%	69.2%	71.0%	67.8%
Average	63.0%	64.5%	65.5%	70.3%	64.9%
Worst	41.5%	38.4%	37.8%	47.2%	45.0%

Theme detailed information – Morale

Questions:

Q22a, Q22b, Q22c

Q3g, Q3h, Q3i

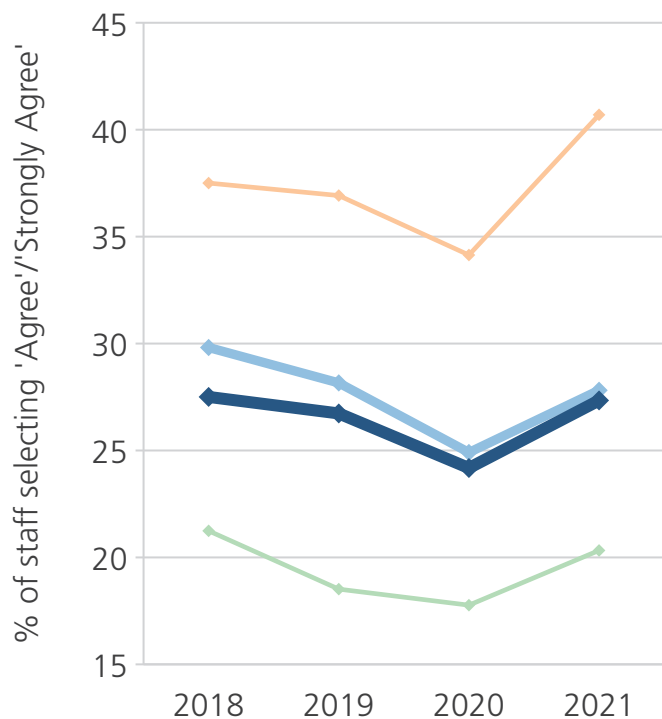
Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a

East London NHS Foundation Trust

2021 NHS Staff Survey Results

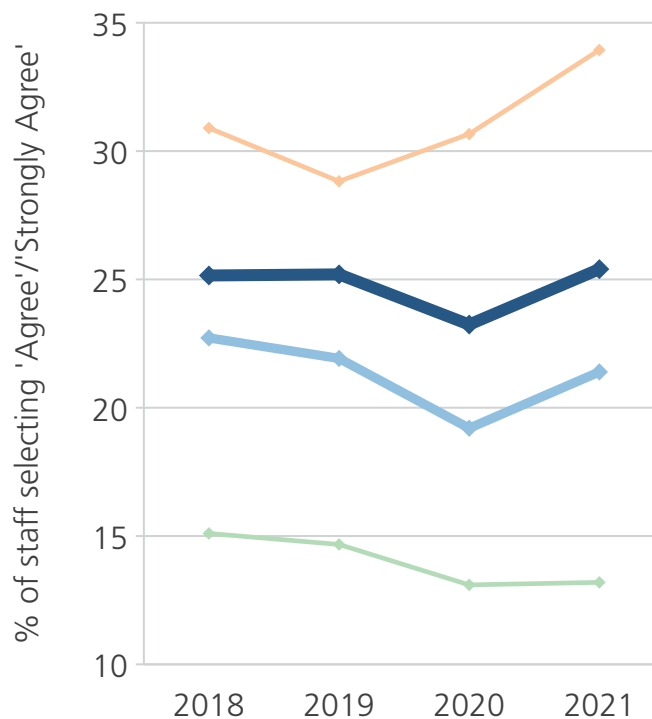
Q22a

I often think about leaving this organisation



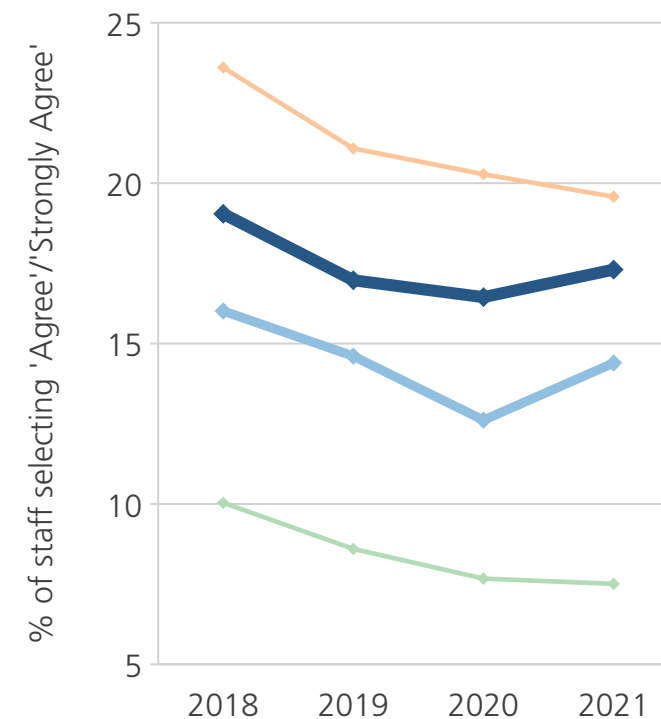
Q22b

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



Q22c

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



Worst	37.5%	36.9%	34.1%	40.7%
Your org	27.5%	26.7%	24.2%	27.3%
Average	29.8%	28.2%	24.9%	27.8%
Best	21.2%	18.5%	17.8%	20.3%

Responses 2,410 2,741 2,532 2,479

Worst	30.9%	28.8%	30.7%	33.9%
Your org	25.2%	25.2%	23.2%	25.4%
Average	22.7%	21.9%	19.2%	21.4%
Best	15.1%	14.7%	13.1%	13.2%

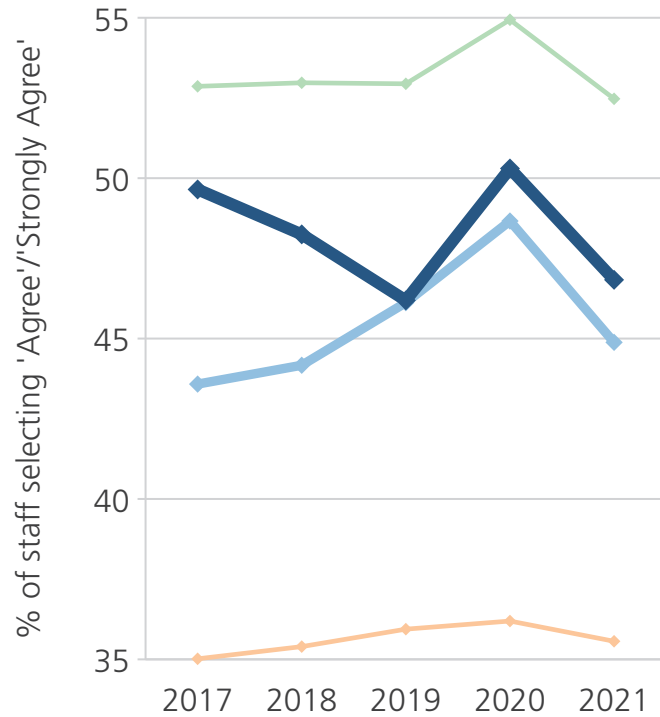
Responses 2,403 2,738 2,529 2,481

Worst	23.6%	21.1%	20.3%	19.6%
Your org	19.0%	17.0%	16.4%	17.3%
Average	16.0%	14.6%	12.6%	14.4%
Best	10.0%	8.6%	7.7%	7.5%

Responses 2,322 2,731 2,530 2,479

Q3g

I am able to meet all the conflicting demands on my time at work

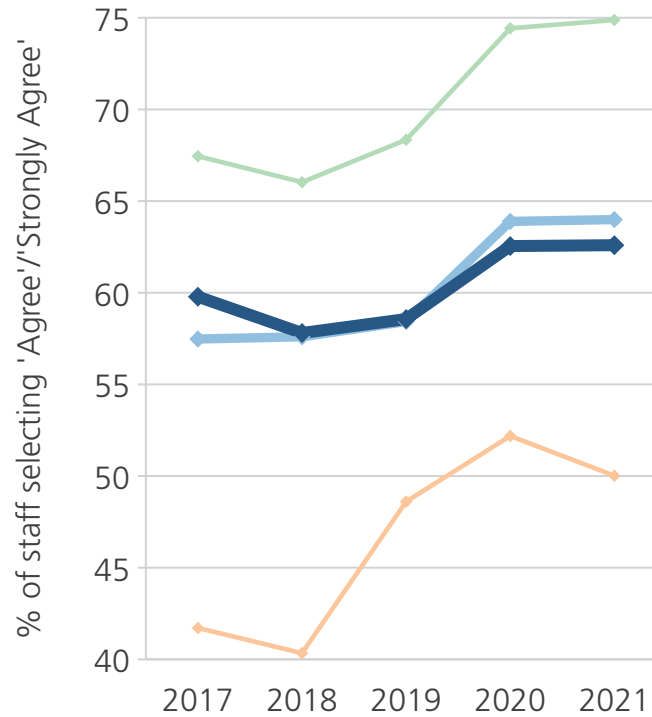


Best	52.9%	53.0%	52.9%	54.9%	52.5%
Your org	49.6%	48.2%	46.2%	50.3%	46.8%
Average	43.6%	44.2%	46.1%	48.7%	44.9%
Worst	35.0%	35.4%	35.9%	36.2%	35.6%

Responses 2,355 2,492 2,824 2,575 2,564

Q3h

I have adequate materials, supplies and equipment to do my work

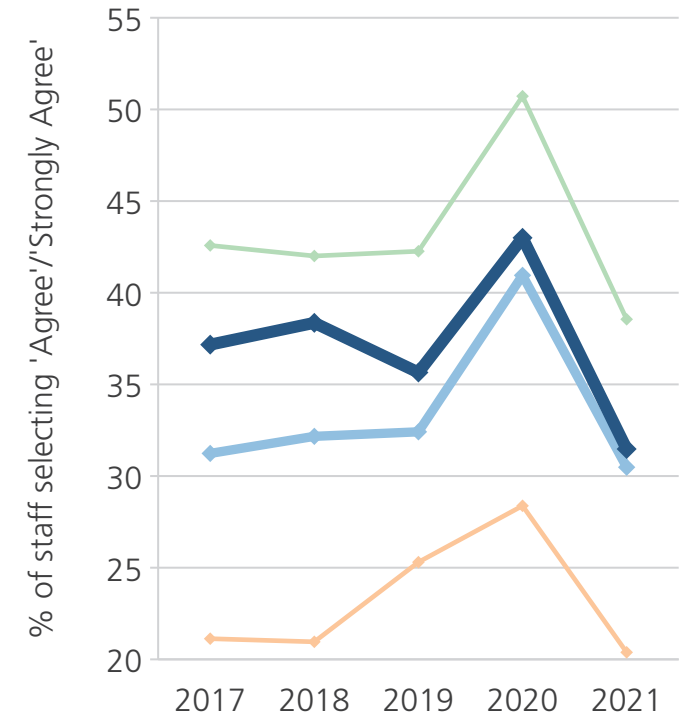


Best	67.4%	66.0%	68.3%	74.4%	74.9%
Your org	59.8%	57.8%	58.6%	62.5%	62.6%
Average	57.5%	57.6%	58.4%	63.9%	64.0%
Worst	41.7%	40.3%	48.6%	52.2%	50.0%

Responses 2,342 2,494 2,826 2,580 2,563

Q3i

There are enough staff at this organisation for me to do my job properly

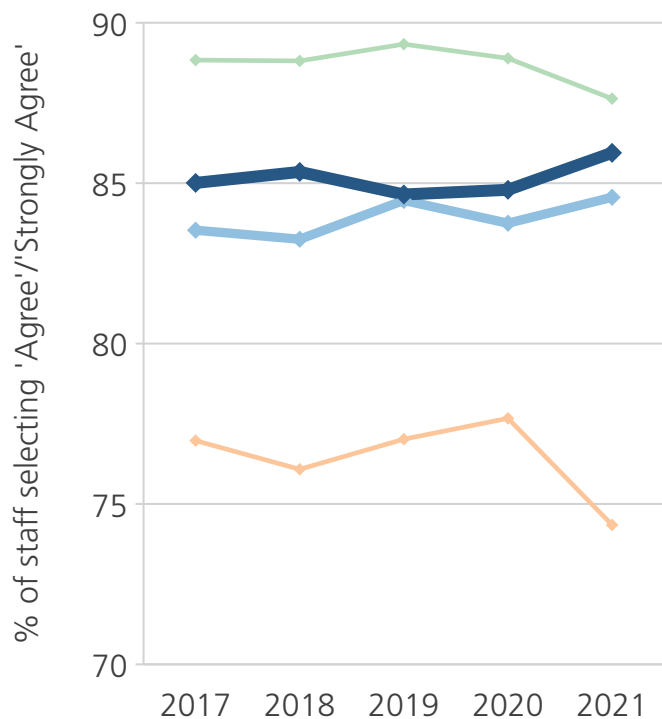


Best	42.6%	42.0%	42.3%	50.7%	38.6%
Your org	37.2%	38.4%	35.6%	43.0%	31.5%
Average	31.2%	32.2%	32.4%	40.9%	30.5%
Worst	21.1%	21.0%	25.3%	28.4%	20.4%

Responses 2,355 2,498 2,827 2,587 2,564

Q3a

I always know what my work responsibilities are

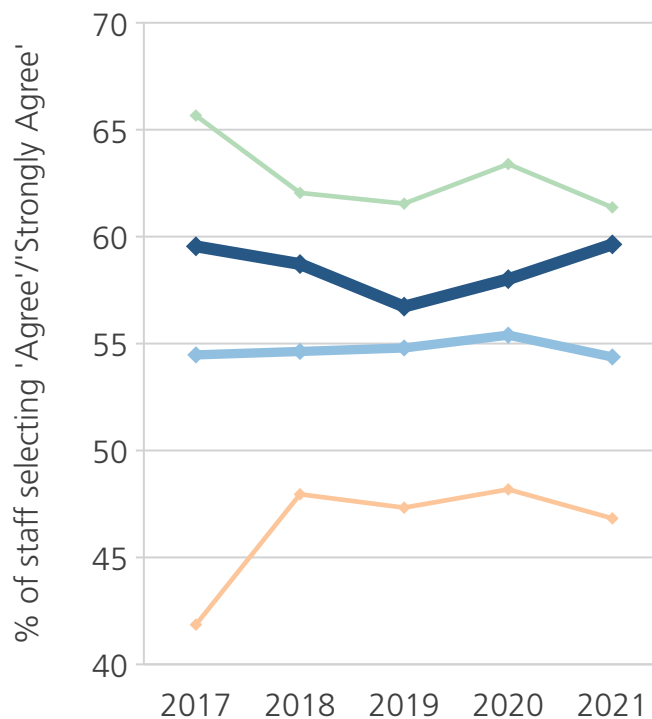


Best	88.8%	88.8%	89.3%	88.9%	87.6%
Your org	85.0%	85.4%	84.6%	84.8%	85.9%
Average	83.5%	83.3%	84.5%	83.8%	84.6%
Worst	77.0%	76.1%	77.0%	77.7%	74.3%

Responses 2,368 2,513 2,831 2,602 2,560

Q3e

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

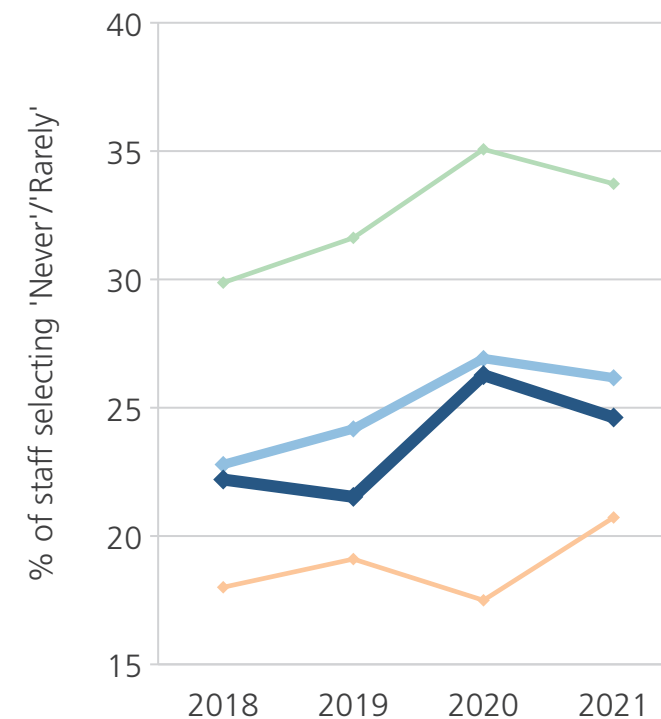


Best	65.7%	62.0%	61.5%	63.4%	61.4%
Your org	59.5%	58.7%	56.7%	58.0%	59.6%
Average	54.5%	54.6%	54.8%	55.4%	54.4%
Worst	41.9%	48.0%	47.3%	48.2%	46.8%

Responses 2,355 2,505 2,829 2,587 2,563

Q5a

I have unrealistic time pressures

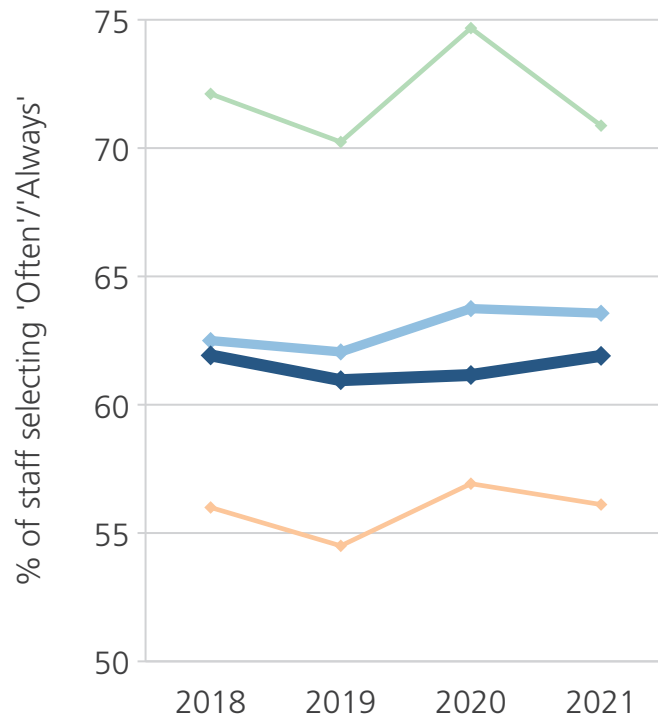


Best	29.9%	31.6%	35.1%	33.7%
Your org	22.2%	21.5%	26.3%	24.6%
Average	22.8%	24.2%	26.9%	26.2%
Worst	18.0%	19.1%	17.5%	20.7%

Responses 2,465 2,795 2,574 2,547

Q5b

I have a choice in deciding
how to do my work

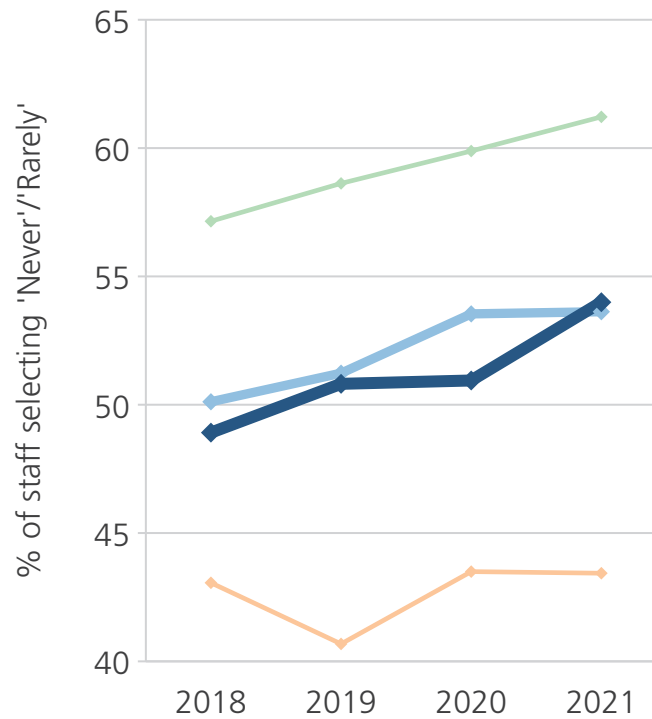


Best	72.1%	70.2%	74.7%	70.9%
Your org	61.9%	61.0%	61.2%	61.9%
Average	62.5%	62.1%	63.7%	63.6%
Worst	56.0%	54.5%	56.9%	56.1%

Responses 2,469 2,795 2,581 2,548

Q5c

Relationships at work are strained

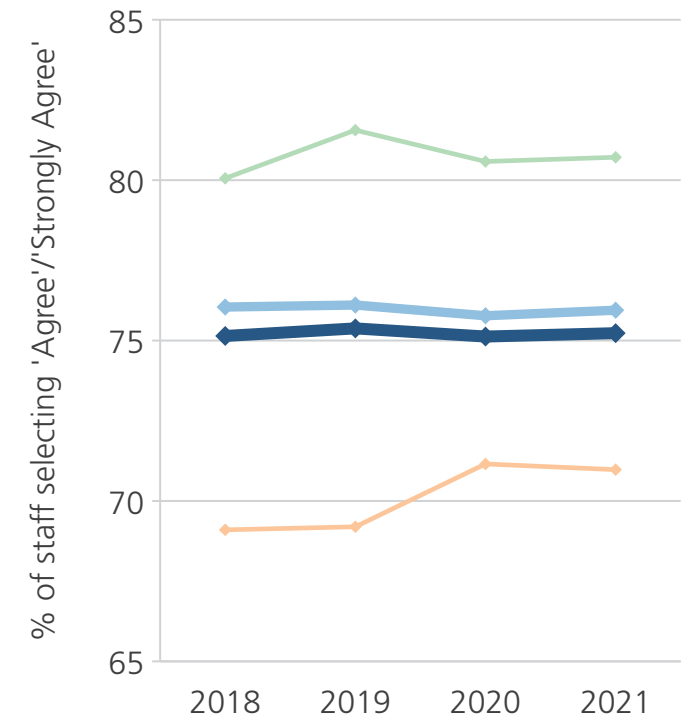


Best	57.1%	58.6%	59.9%	61.2%
Your org	48.9%	50.8%	50.9%	54.0%
Average	50.1%	51.2%	53.5%	53.6%
Worst	43.1%	40.7%	43.5%	43.4%

Responses 2,462 2,794 2,581 2,550

Q7c

I receive the respect I deserve
from my colleagues at work

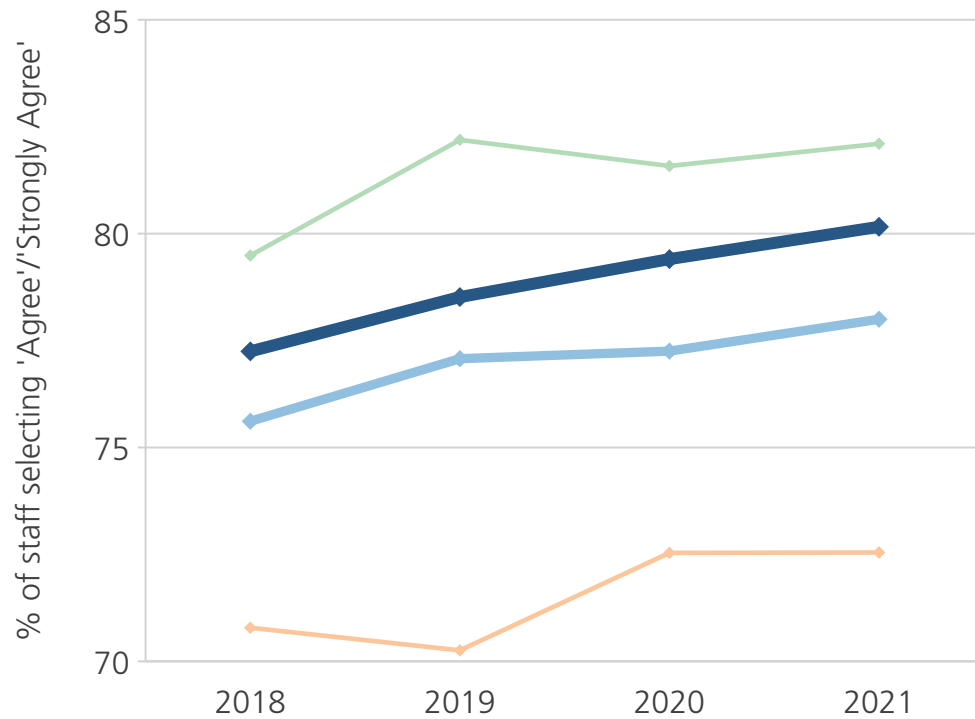


Best	80.1%	81.6%	80.6%	80.7%
Your org	75.1%	75.4%	75.1%	75.2%
Average	76.0%	76.1%	75.8%	75.9%
Worst	69.1%	69.2%	71.2%	71.0%

Responses 2,508 2,832 2,588 2,541

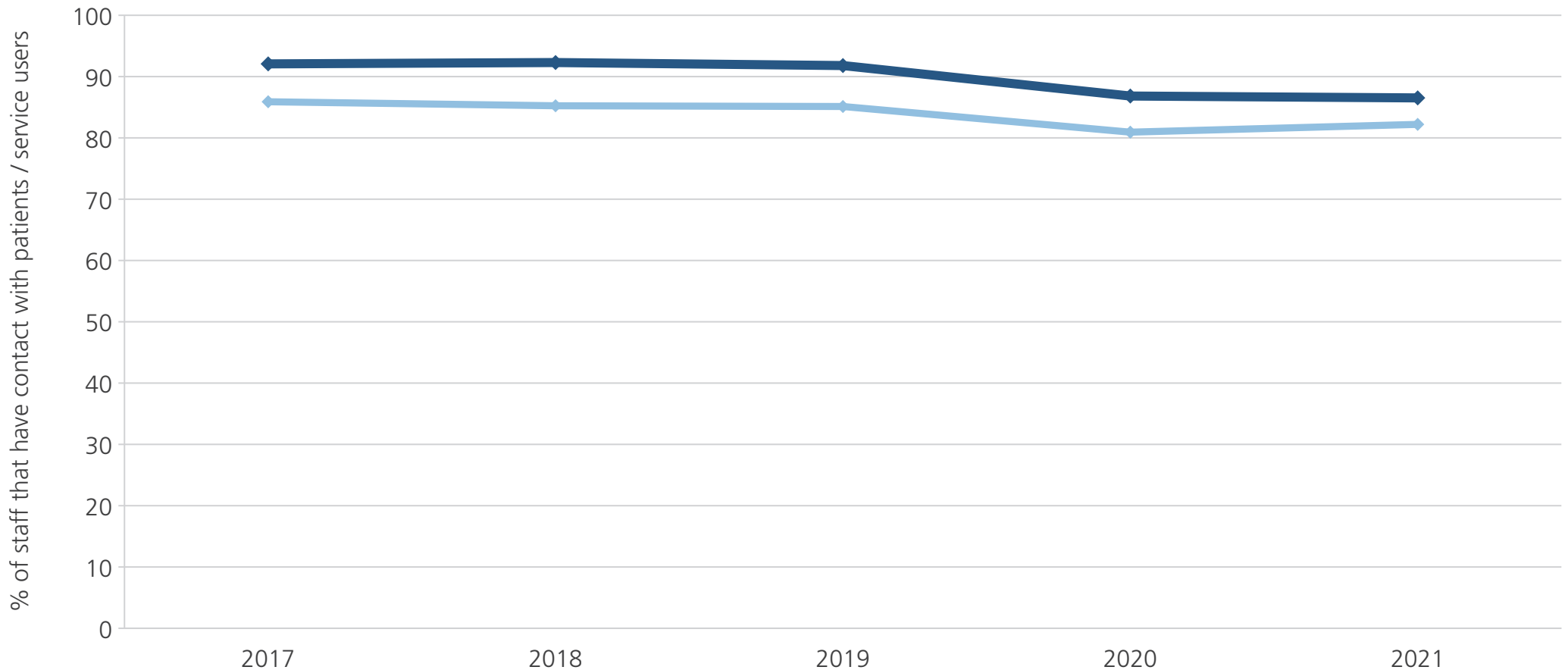
Q9a

My immediate manager encourages me at work

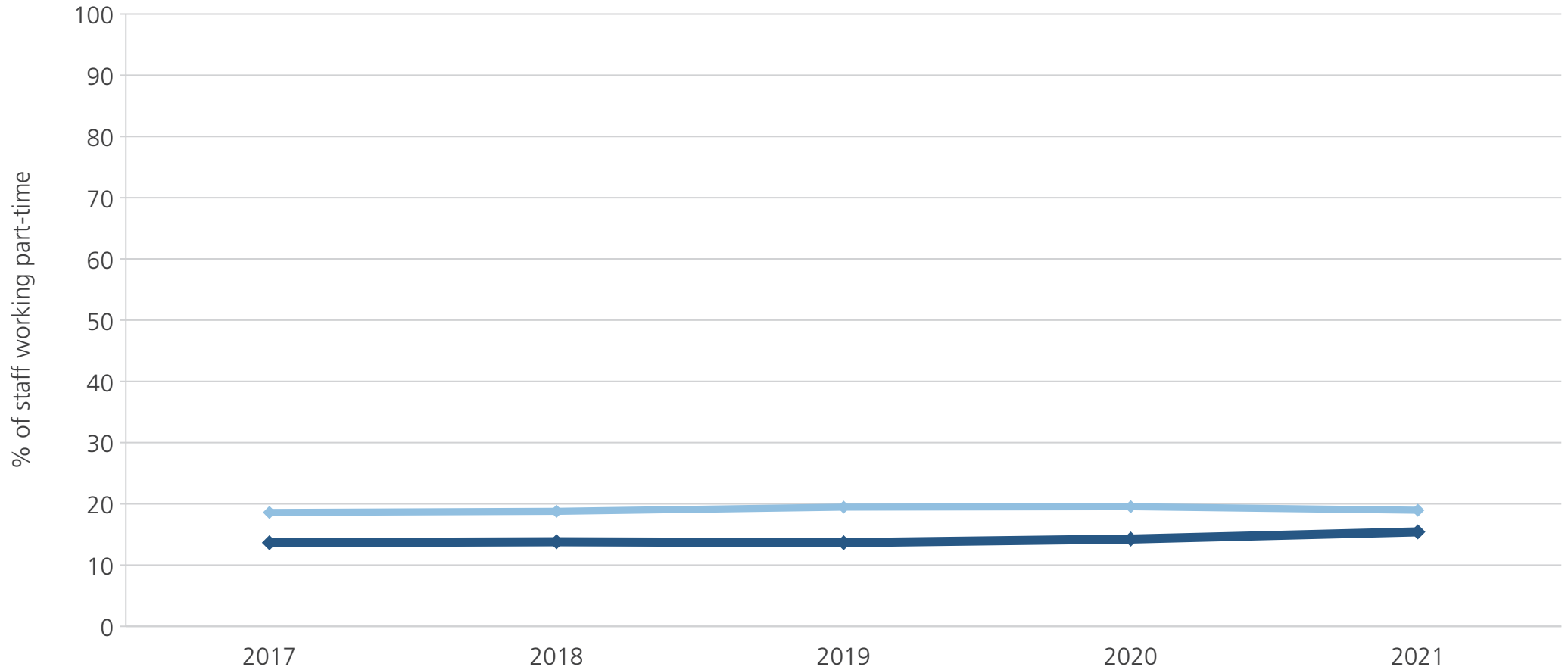


Best	79.5%	82.2%	81.6%	82.1%
Your org	77.2%	78.5%	79.4%	80.2%
Average	75.6%	77.1%	77.3%	78.0%
Worst	70.8%	70.3%	72.5%	72.5%
Responses	2,456	2,792	2,573	2,519

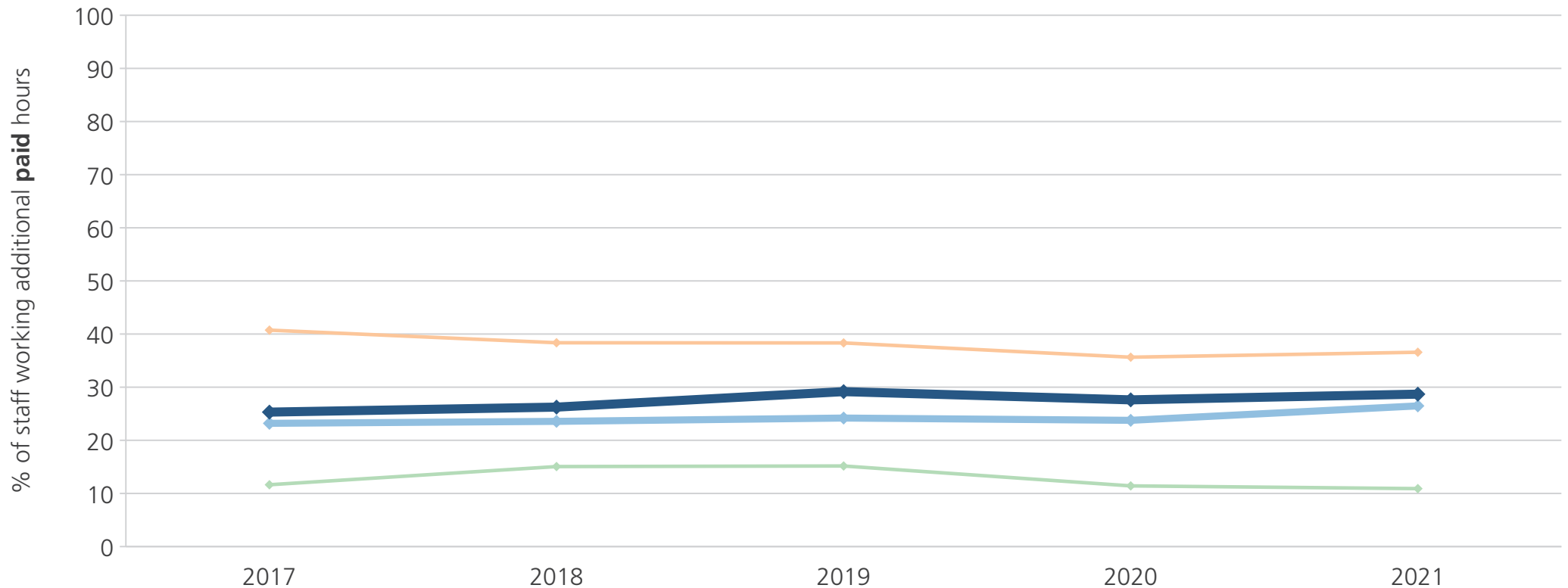
Questions not linked to the People Promise elements or themes



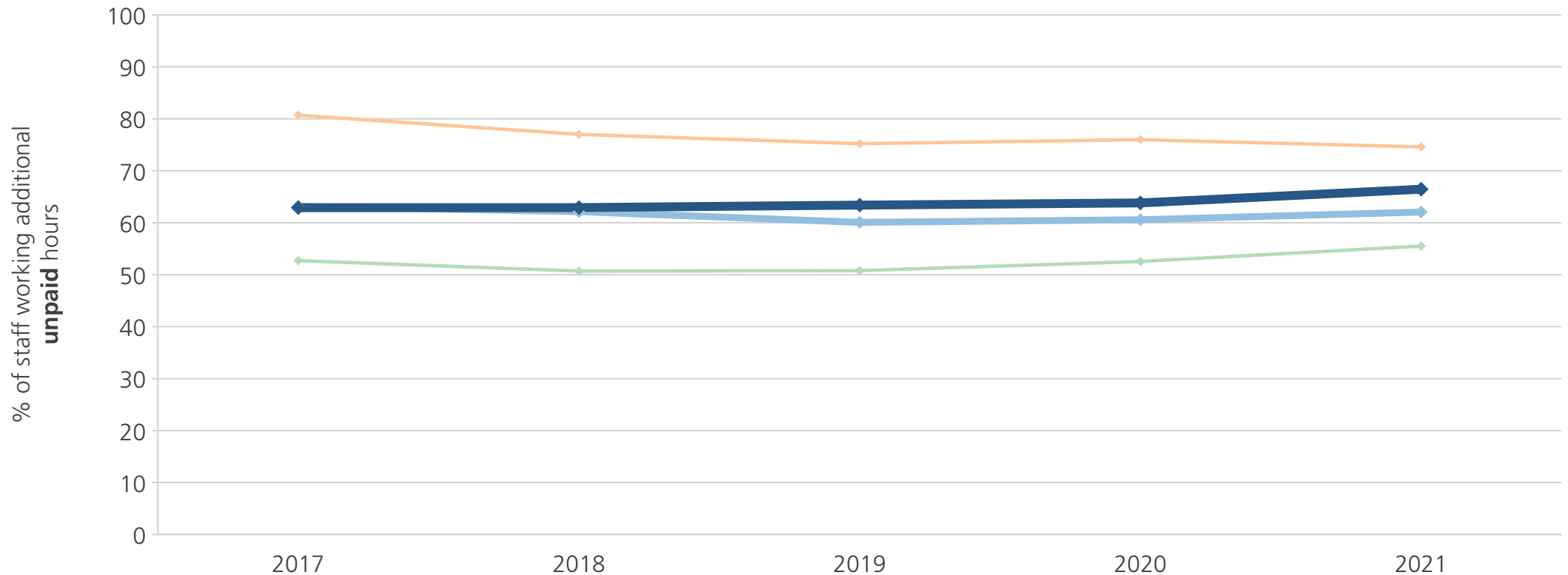
	2017	2018	2019	2020	2021
Your org	92.1%	92.3%	91.8%	86.8%	86.5%
Average	85.9%	85.2%	85.1%	80.9%	82.2%
Responses	2,157	2,400	2,841	2,619	2,597



	2017	2018	2019	2020	2021
Your org	13.7%	13.8%	13.7%	14.3%	15.4%
Average	18.6%	18.8%	19.5%	19.5%	19.0%
Responses	2,299	2,425	2,782	2,539	2,463

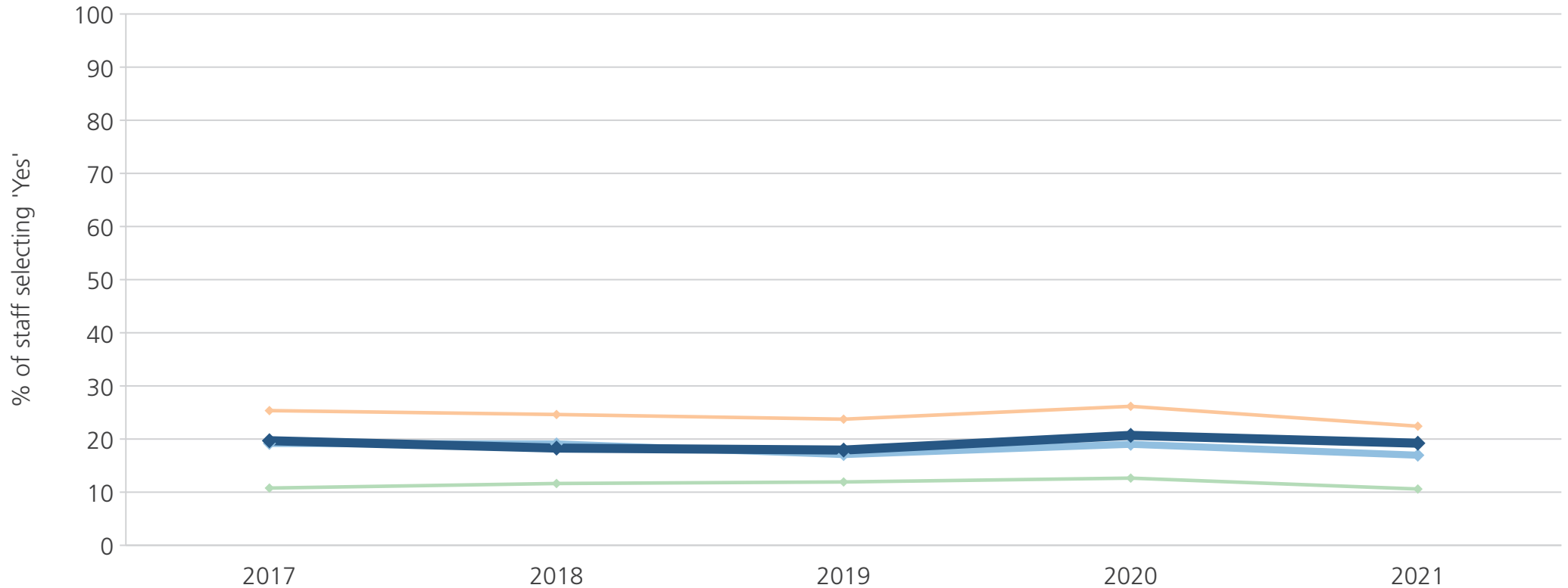


Highest	40.7%	38.4%	38.3%	35.6%	36.6%
Your org	25.3%	26.2%	29.2%	27.6%	28.7%
Average	23.2%	23.6%	24.2%	23.8%	26.5%
Lowest	11.6%	15.1%	15.2%	11.4%	10.9%
Responses	2,246	2,352	2,777	2,549	2,508

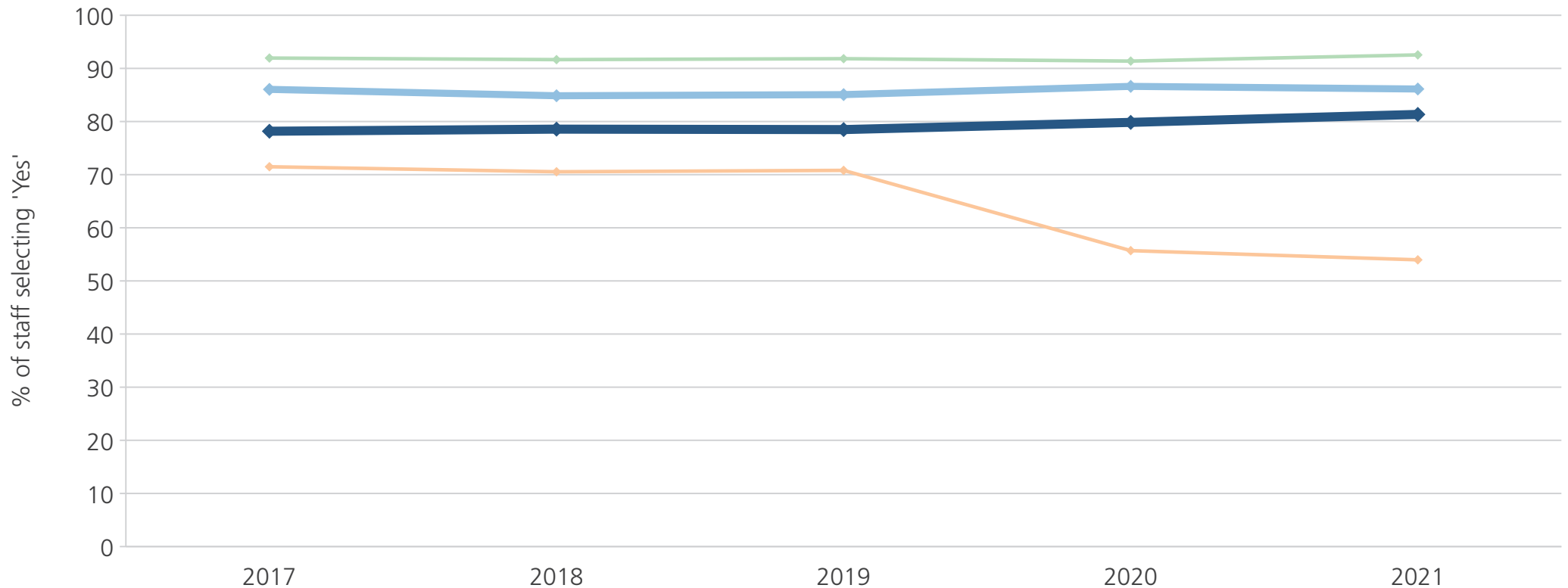


Highest	80.7%	77.0%	75.2%	76.0%	74.6%
Your org	62.9%	62.9%	63.4%	63.8%	66.5%
Average	63.2%	62.1%	60.1%	60.6%	62.1%
Lowest	52.7%	50.7%	50.8%	52.5%	55.5%
Responses	2,268	2,357	2,780	2,560	2,510

This question was only answered by people who responded 'Yes' to Q11d.



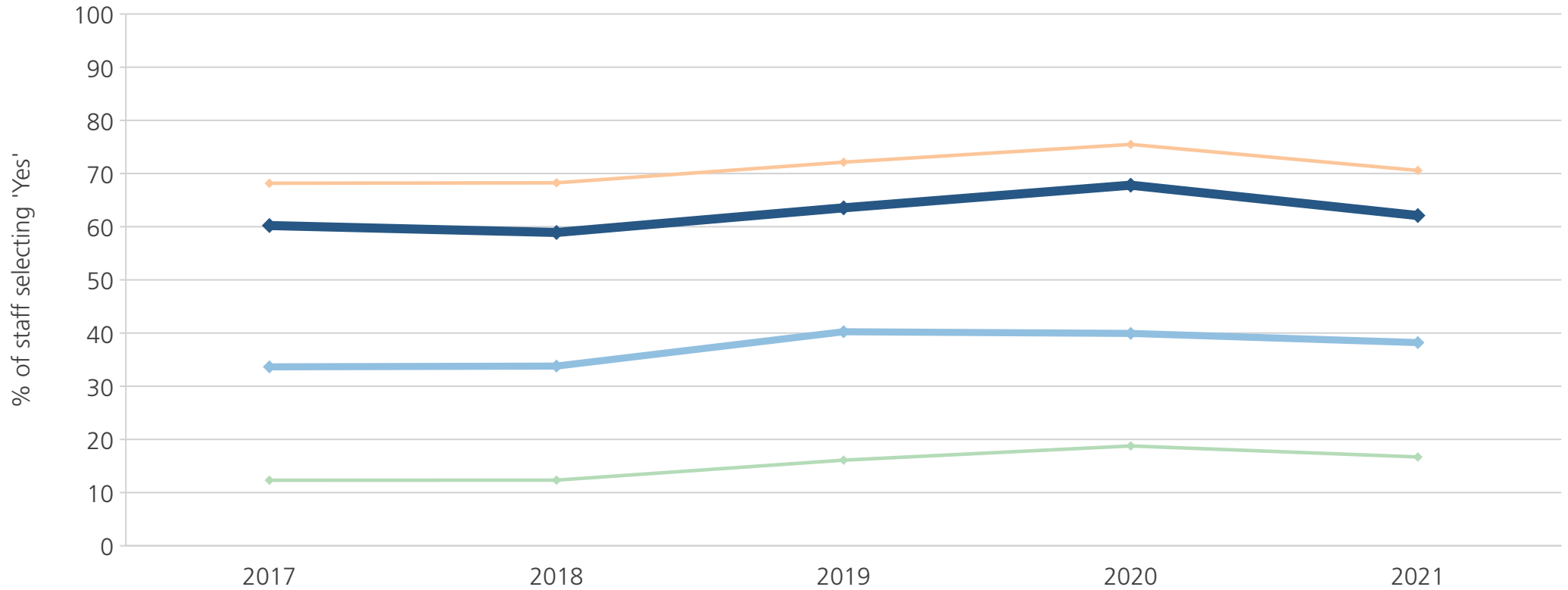
Worst	25.4%	24.6%	23.7%	26.2%	22.4%
Your org	19.7%	18.3%	17.9%	20.7%	19.2%
Average	19.2%	19.1%	17.1%	19.0%	17.0%
Best	10.8%	11.6%	11.9%	12.6%	10.6%
Responses	1,263	1,343	1,618	1,190	1,296



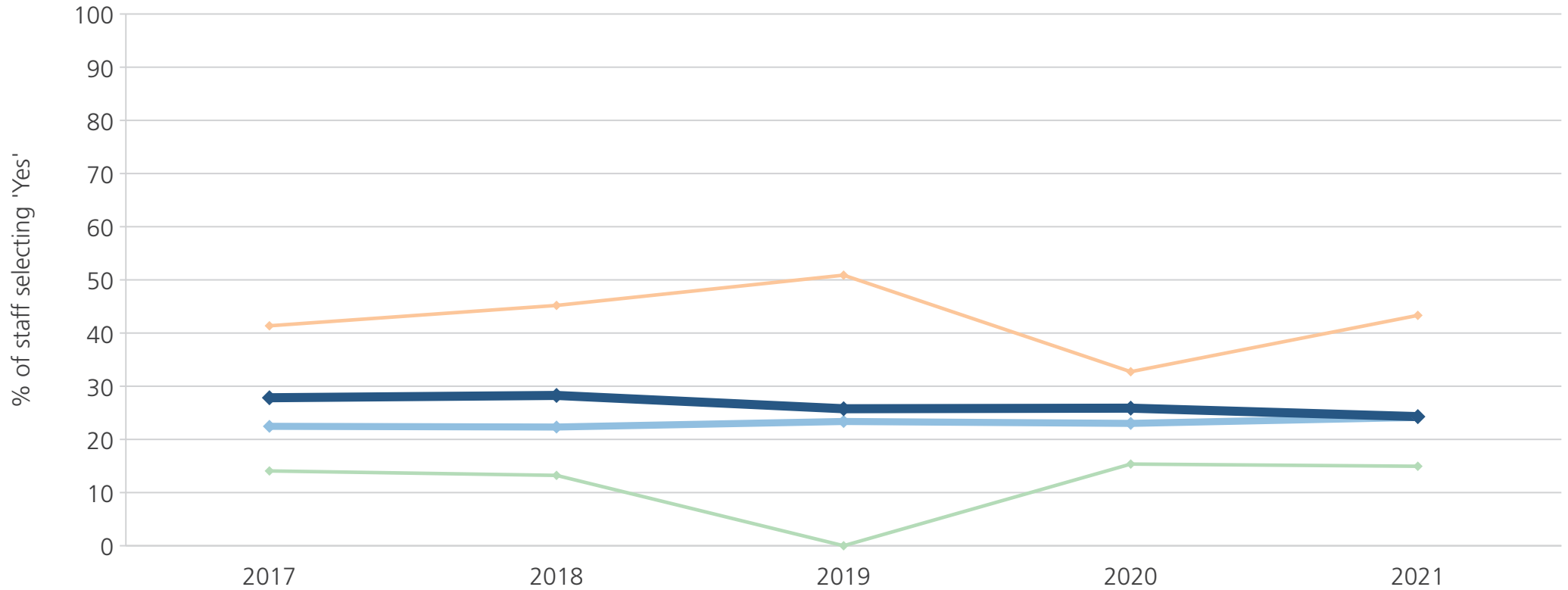
Best	91.9%	91.7%	91.8%	91.4%	92.5%
Your org	78.2%	78.6%	78.5%	79.8%	81.3%
Average	86.1%	84.9%	85.1%	86.6%	86.1%
Worst	71.5%	70.5%	70.8%	55.7%	54.0%

Responses 1,609 1,629 1,902 1,737 1,697

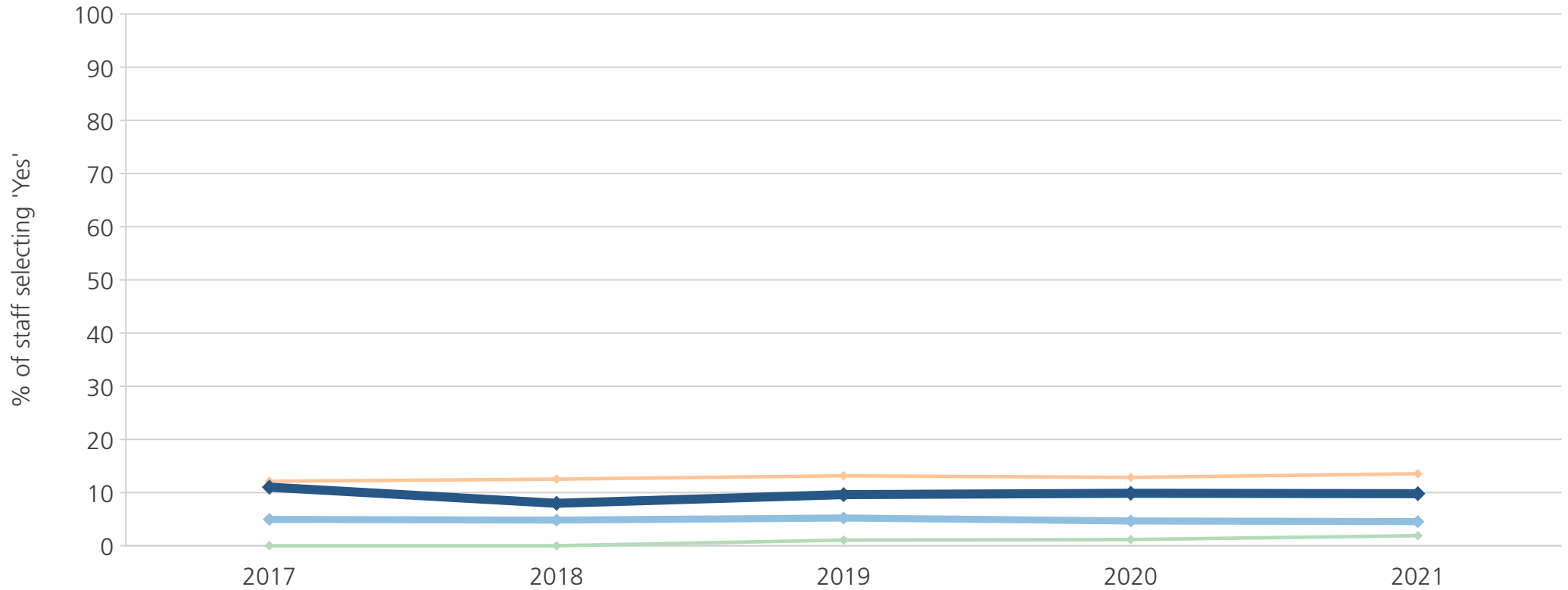
Please note: The approach to calculating the results for Q15 has changed for 2021, to include 'don't know' responses. These results feed into the Diversity and equality sub-score and the We are compassionate and inclusive promise element, as well as the WRES and WDES indicators. The Q15 results based on the historic calculation are reported in this section for transparency, but do not feed into any measure.



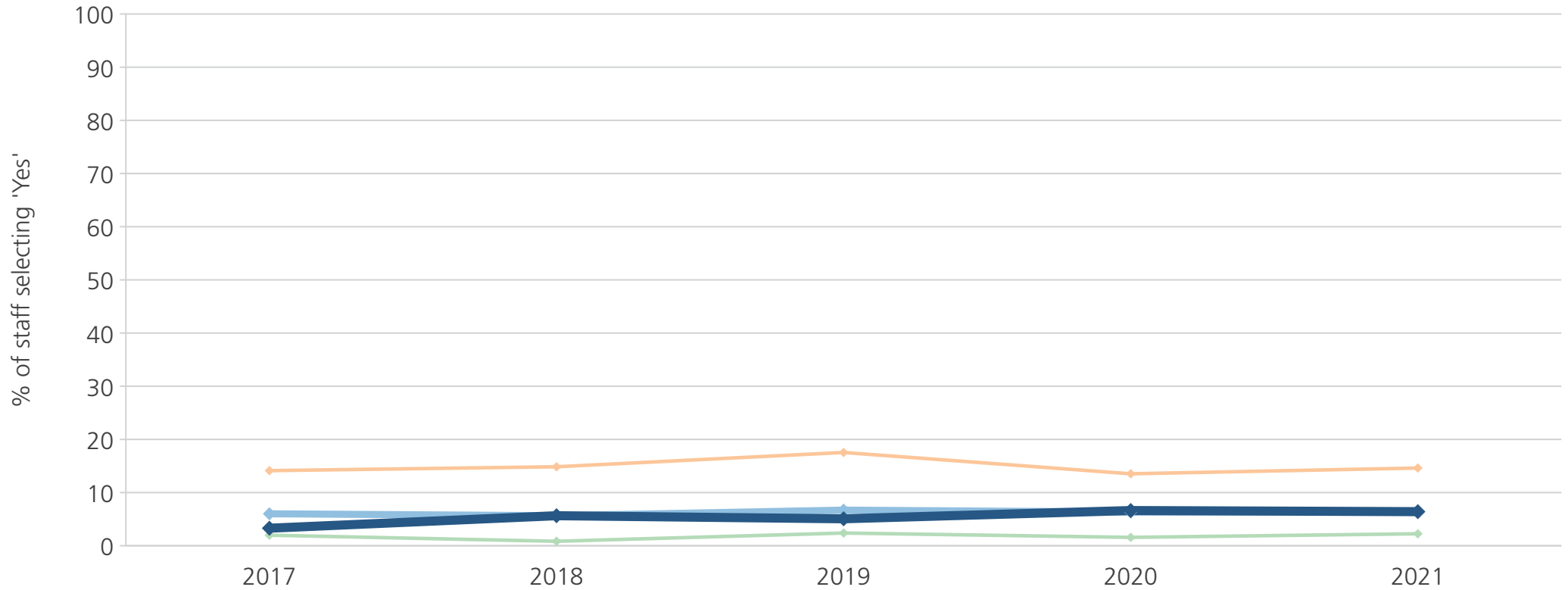
Worst	68.2%	68.3%	72.1%	75.5%	70.6%
Your org	60.2%	58.9%	63.5%	67.8%	62.1%
Average	33.6%	33.8%	40.2%	39.9%	38.2%
Best	12.3%	12.3%	16.1%	18.8%	16.7%
Responses	436	486	594	558	516



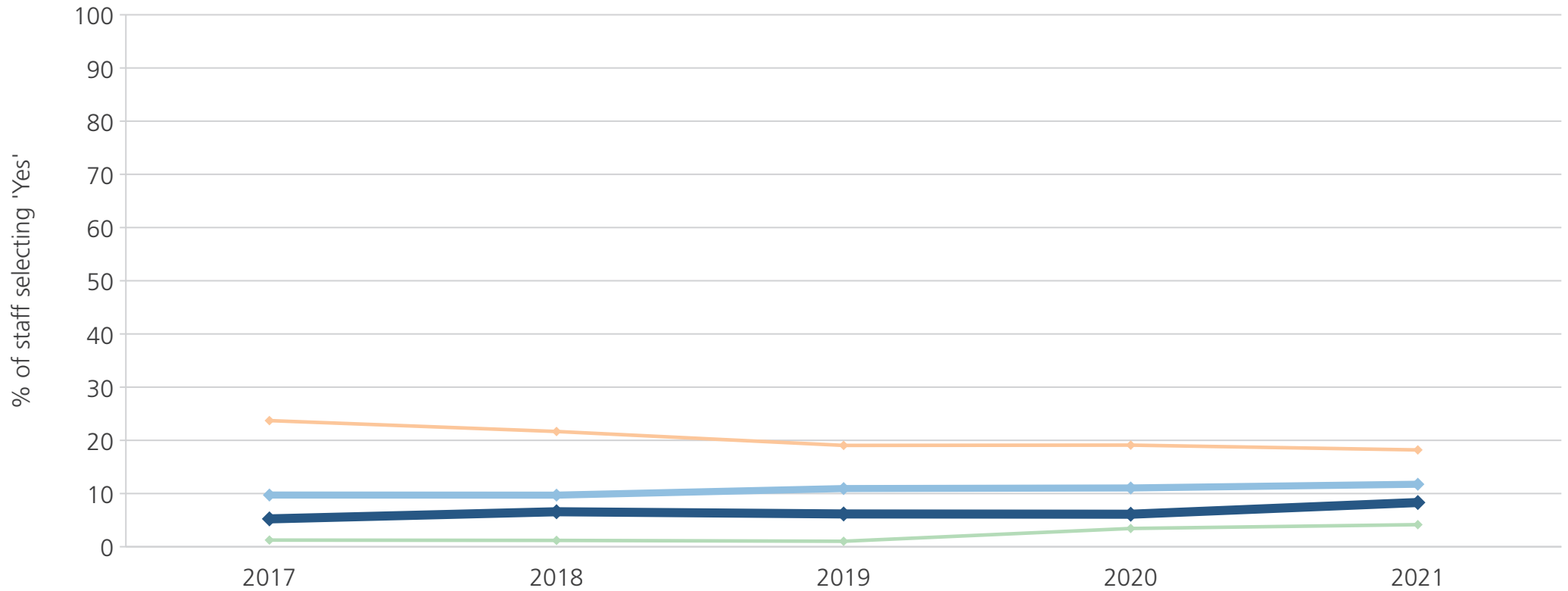
Worst	41.4%	45.2%	50.9%	32.7%	43.3%
Your org	27.8%	28.3%	25.8%	25.9%	24.3%
Average	22.5%	22.3%	23.4%	23.0%	24.1%
Best	14.1%	13.2%	0.0%	15.4%	14.9%
Responses	436	486	594	558	516



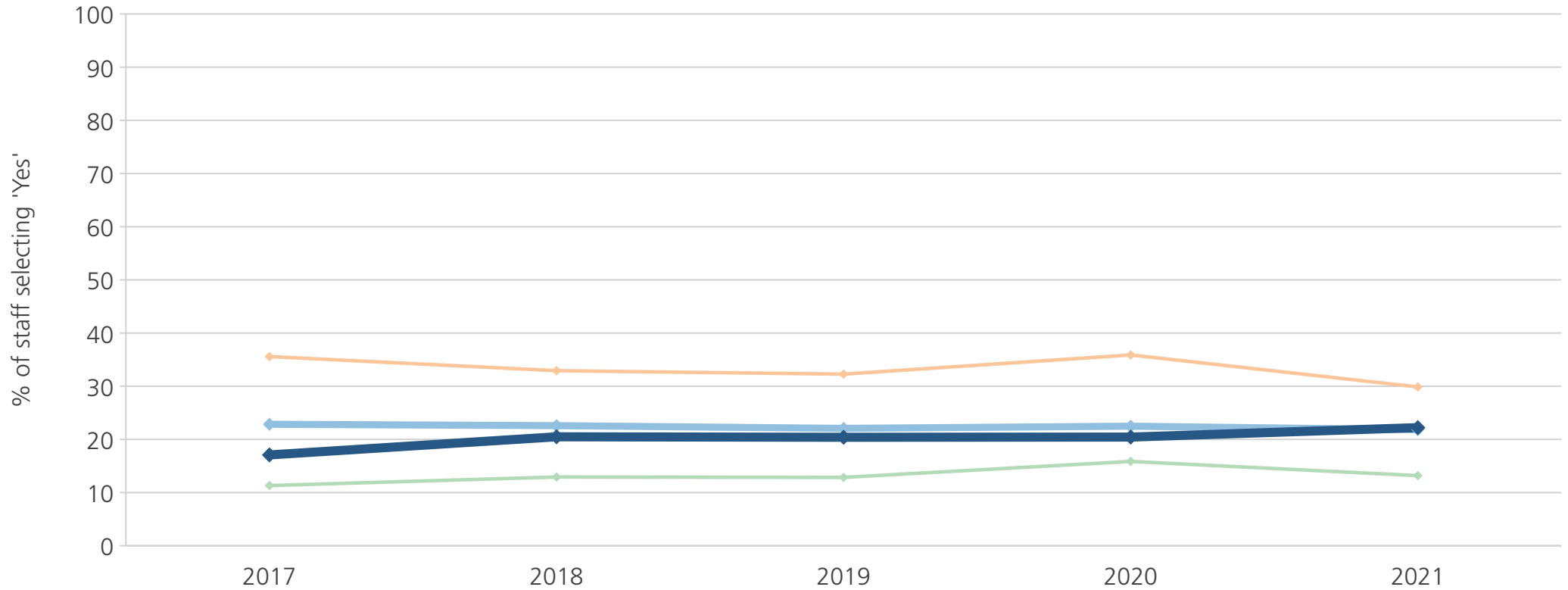
Worst	12.1%	12.5%	13.2%	12.9%	13.5%
Your org	11.0%	8.0%	9.6%	9.9%	9.8%
Average	5.0%	4.8%	5.2%	4.7%	4.5%
Best	0.0%	0.0%	1.1%	1.2%	1.9%
Responses	436	486	594	558	516



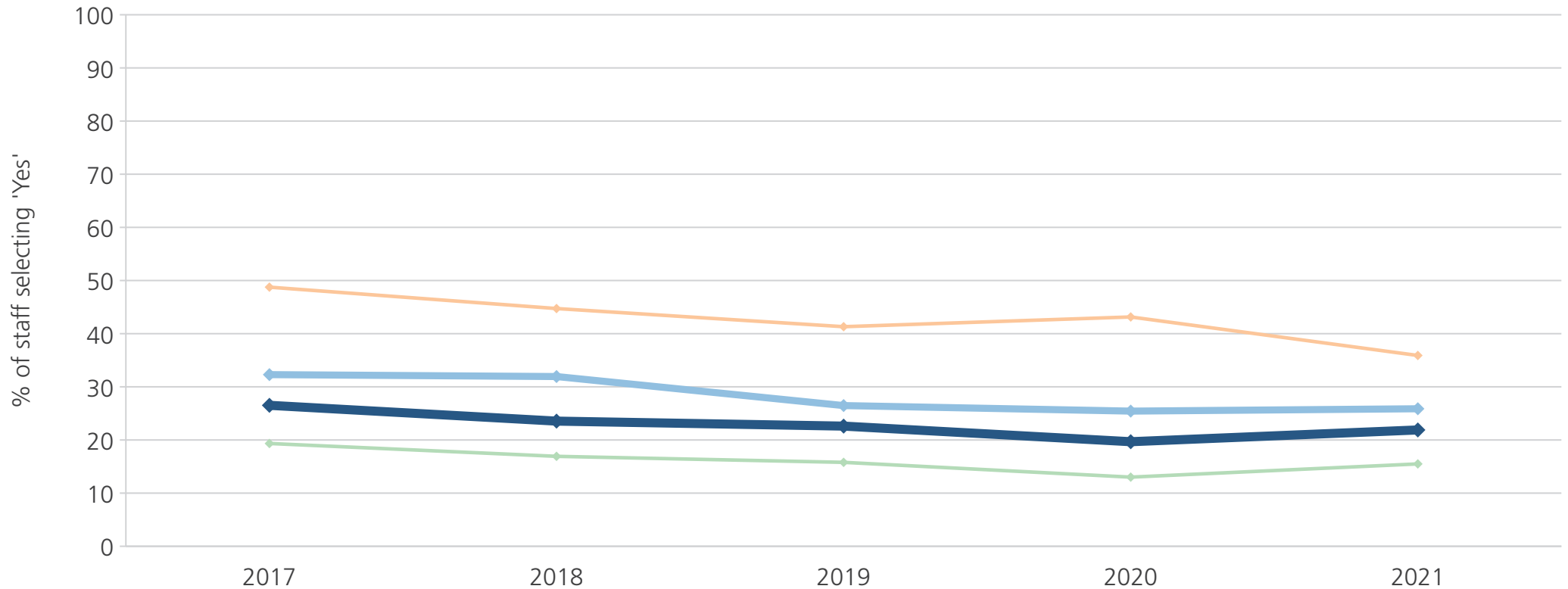
Worst	14.1%	14.9%	17.5%	13.5%	14.6%
Your org	3.3%	5.6%	5.1%	6.6%	6.4%
Average	6.0%	5.6%	6.7%	6.3%	6.4%
Best	2.0%	0.8%	2.4%	1.6%	2.3%
Responses	436	486	594	558	516



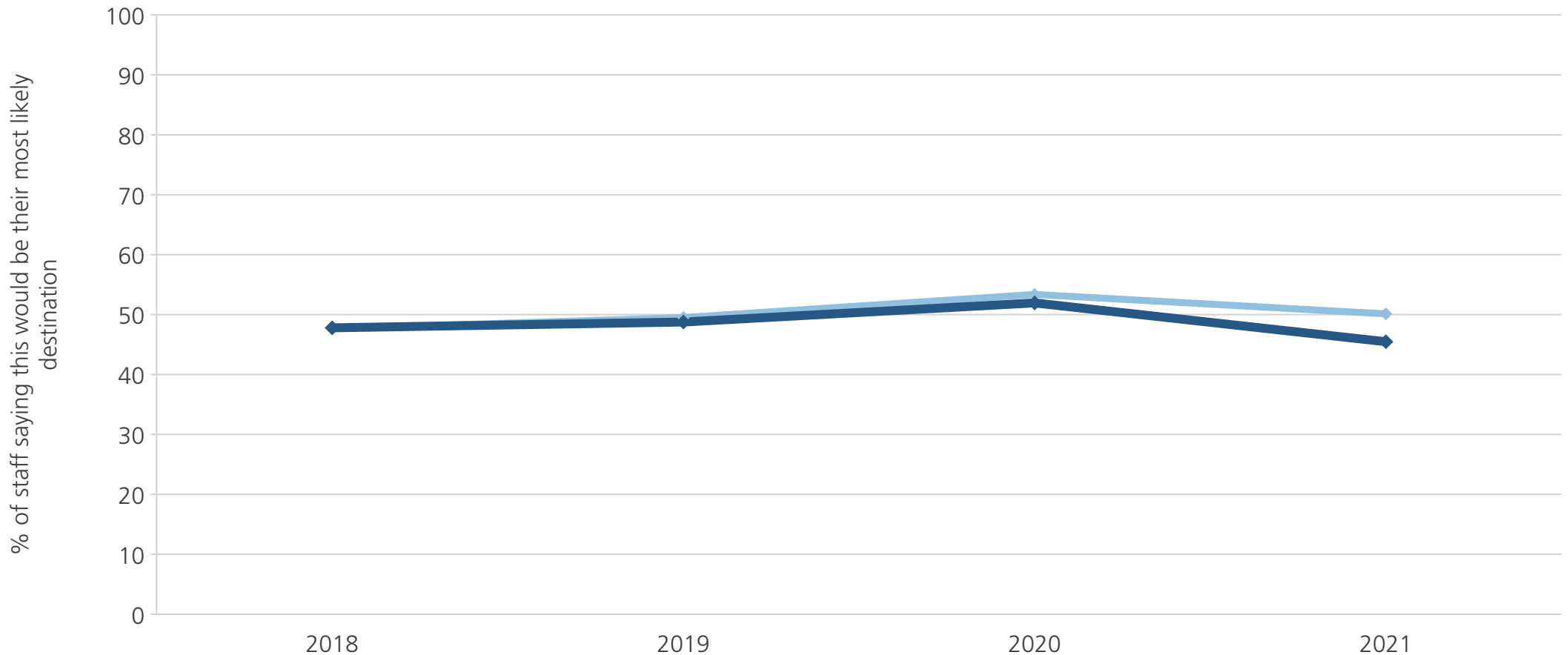
Worst	23.7%	21.7%	19.0%	19.1%	18.2%
Your org	5.2%	6.6%	6.2%	6.1%	8.3%
Average	9.7%	9.7%	10.9%	11.0%	11.7%
Best	1.3%	1.2%	1.0%	3.4%	4.1%
Responses	436	486	594	558	516



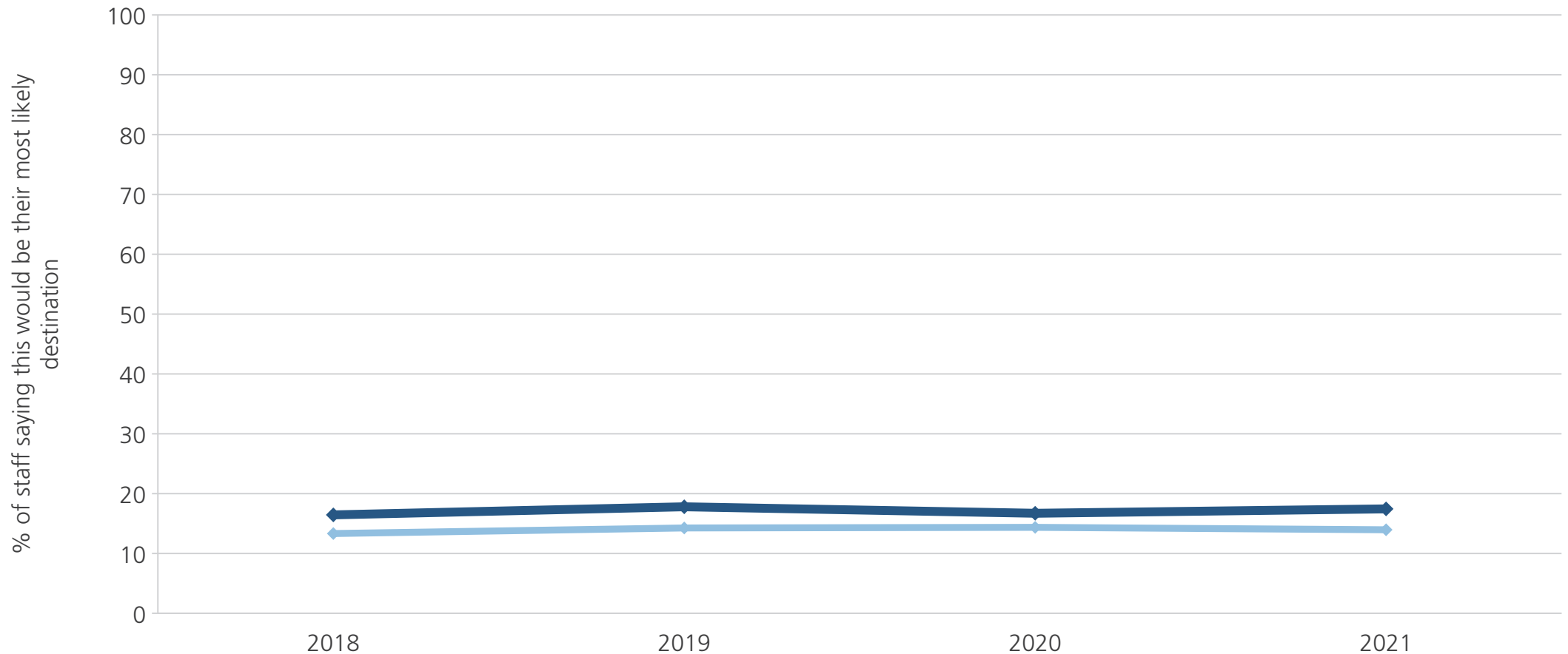
Worst	35.6%	32.9%	32.3%	35.9%	29.9%
Your org	17.1%	20.5%	20.4%	20.4%	22.2%
Average	22.8%	22.6%	22.1%	22.5%	21.8%
Best	11.3%	12.9%	12.9%	15.9%	13.2%
Responses	436	486	594	558	516



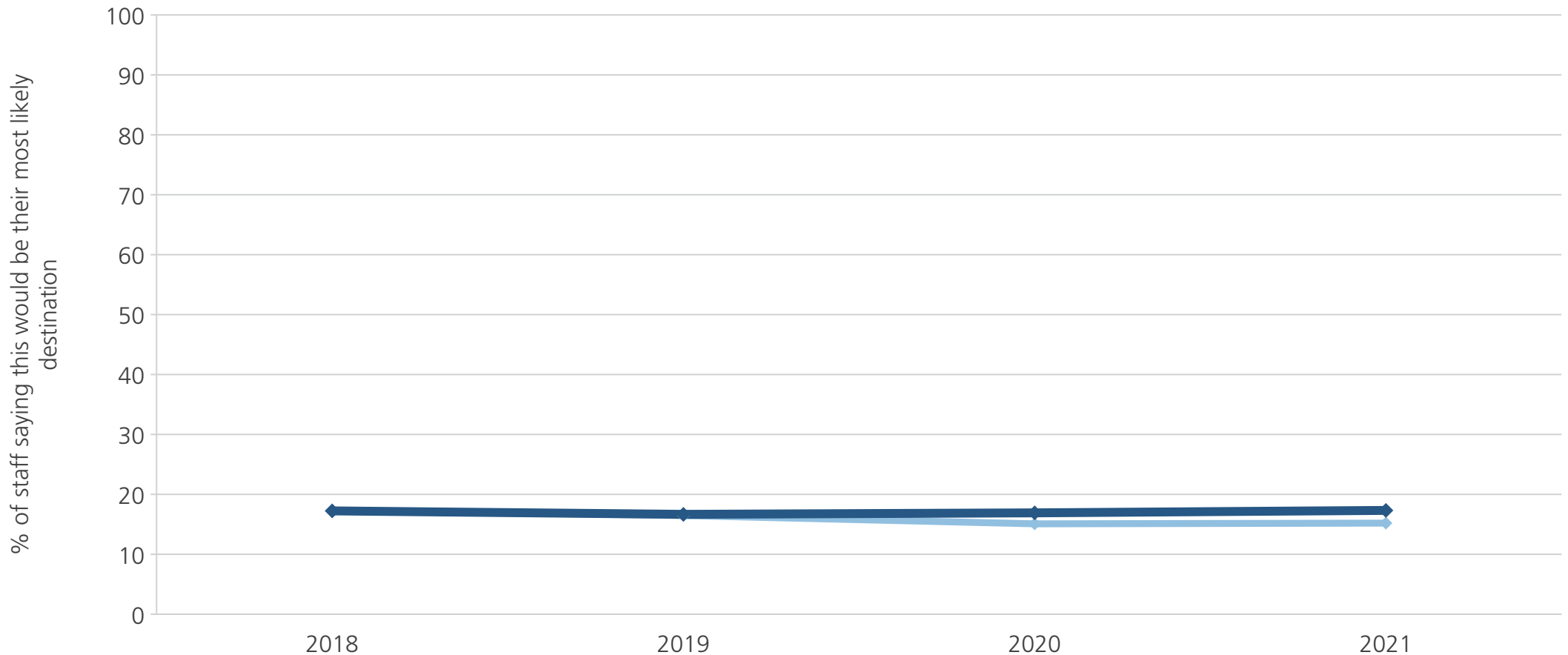
Worst	48.8%	44.7%	41.3%	43.1%	35.9%
Your org	26.5%	23.5%	22.6%	19.7%	21.9%
Average	32.3%	31.9%	26.5%	25.4%	25.9%
Best	19.3%	16.9%	15.8%	13.0%	15.5%
Responses	436	486	594	558	516



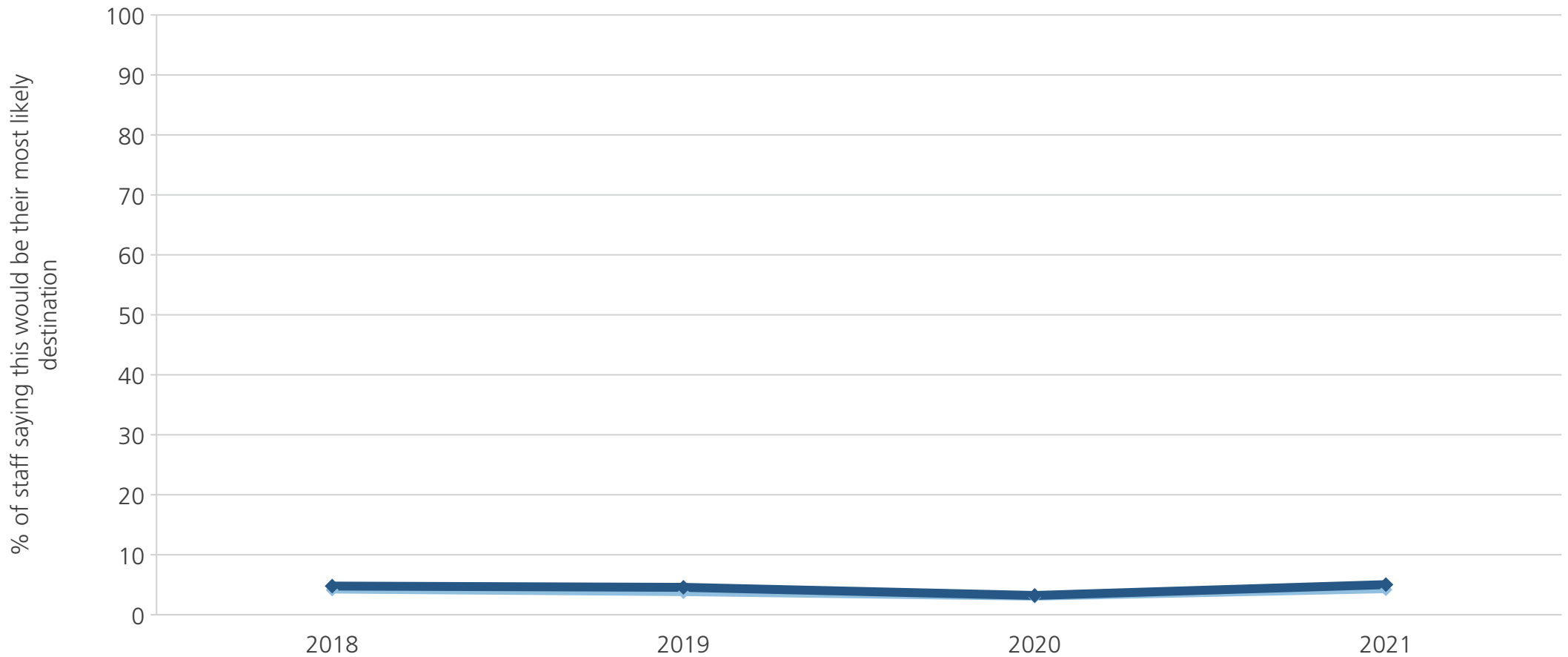
	2018	2019	2020	2021
Your org	47.8%	48.8%	51.9%	45.5%
Average	47.7%	49.5%	53.4%	50.1%
Responses	2,262	2,652	2,495	2,373



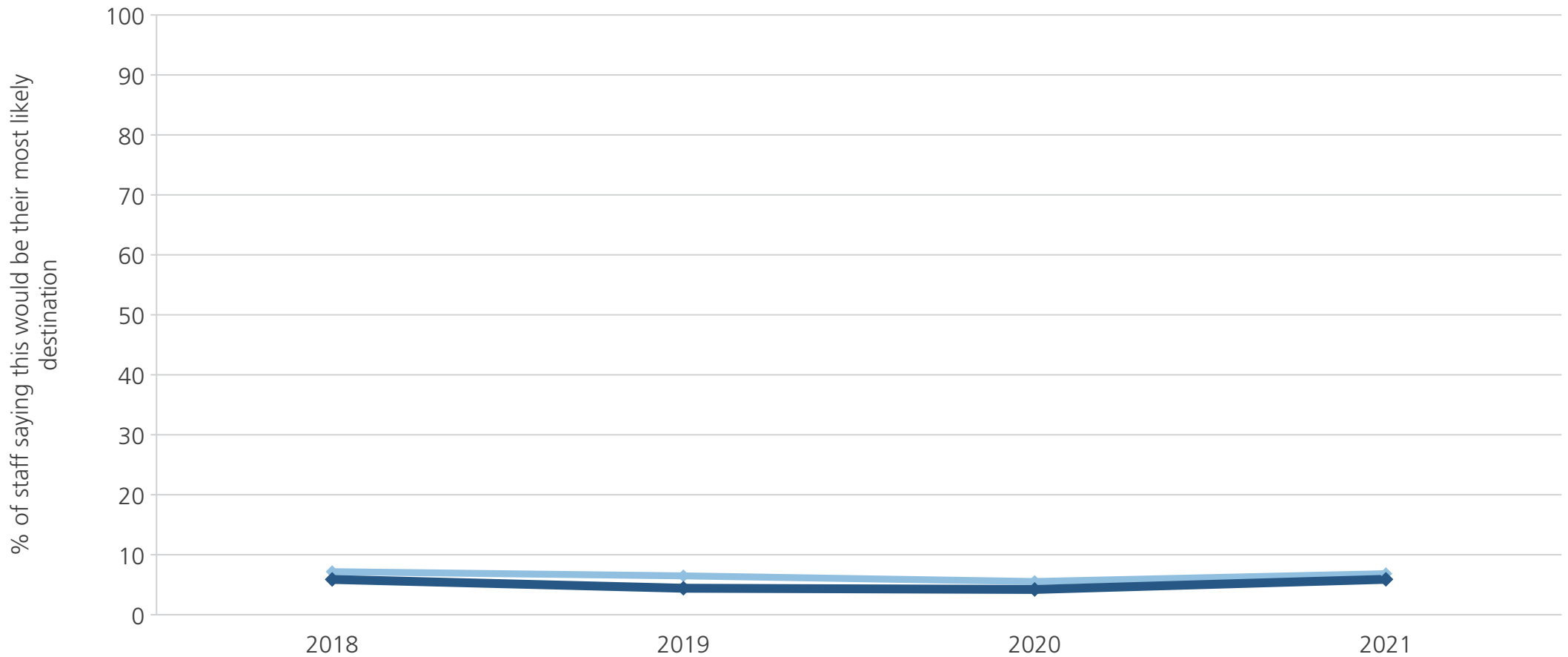
	2018	2019	2020	2021
Your org	16.4%	17.8%	16.7%	17.4%
Average	13.3%	14.3%	14.4%	14.0%
Responses	2,262	2,652	2,495	2,373



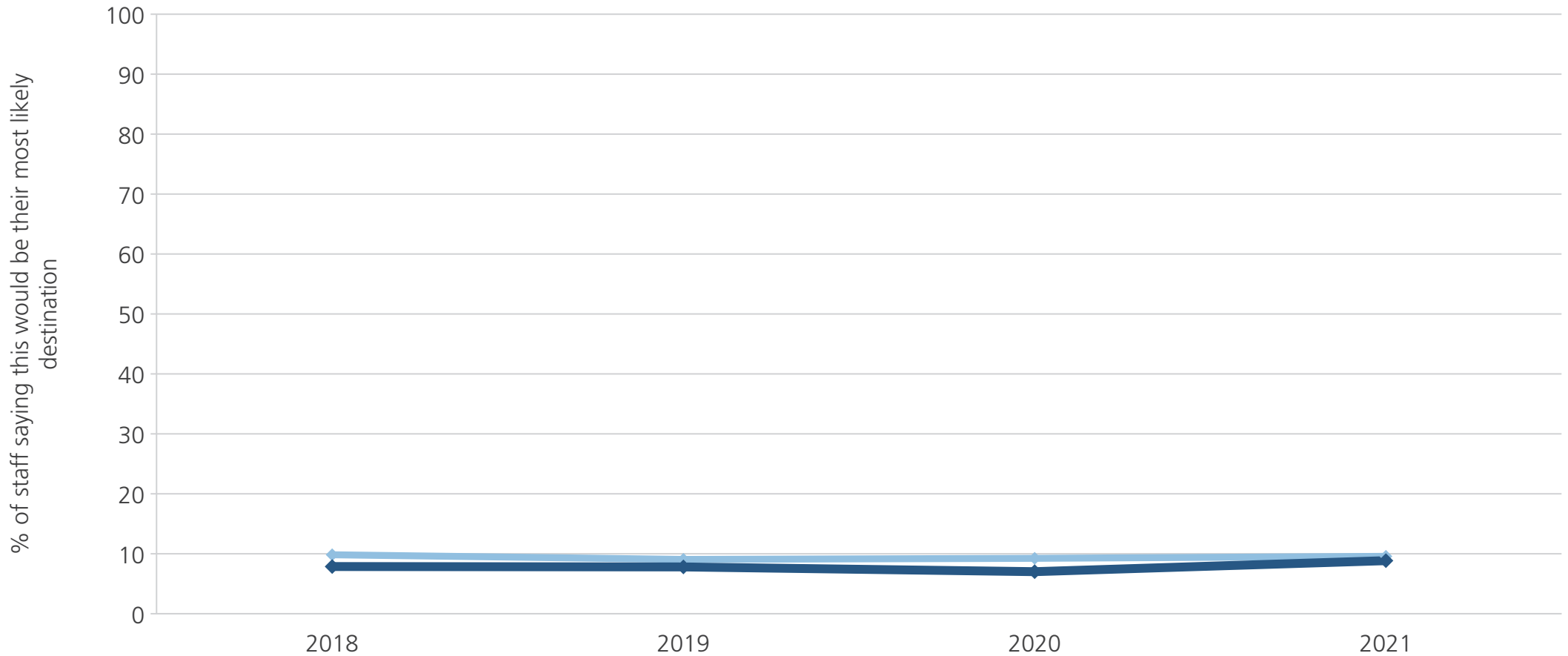
	2018	2019	2020	2021
Your org	17.2%	16.7%	16.9%	17.3%
Average	17.4%	16.5%	15.1%	15.2%
Responses	2,262	2,652	2,495	2,373



Your org	4.8%	4.6%	3.2%	5.0%
Average	4.1%	3.7%	2.9%	4.2%
Responses	2,262	2,652	2,495	2,373

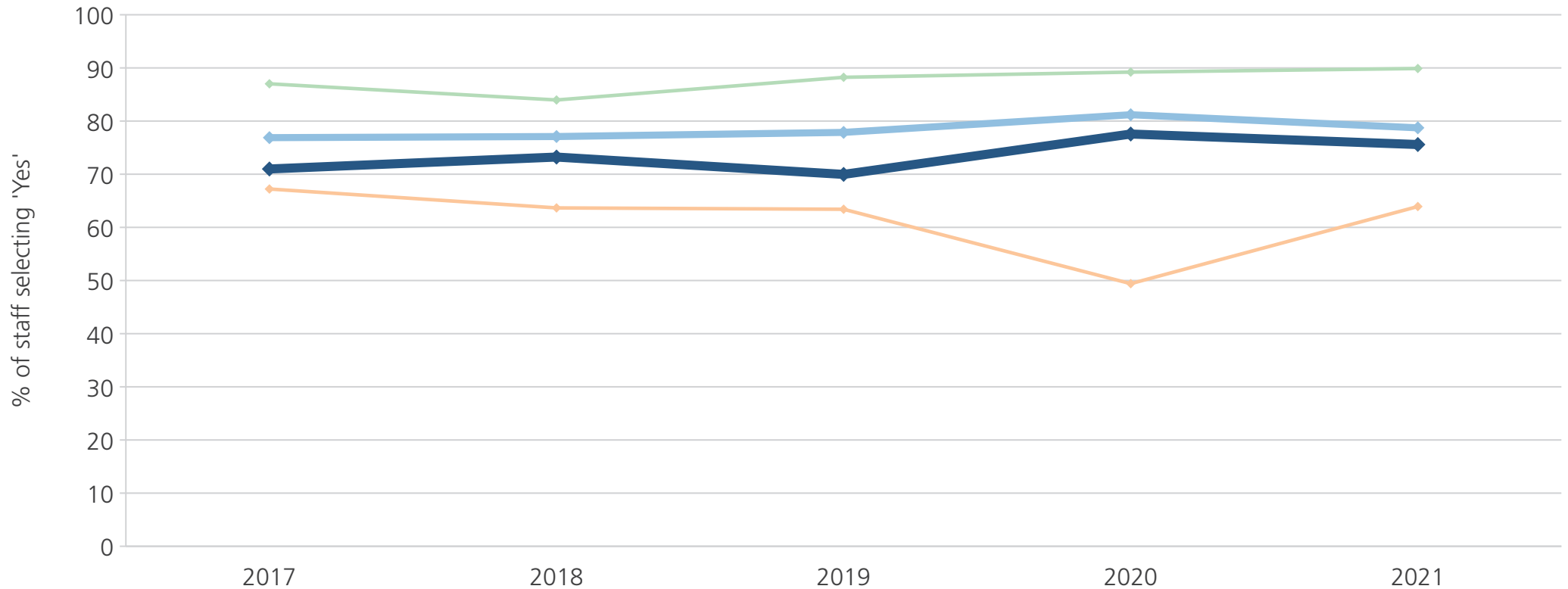


Your org	5.9%	4.4%	4.2%	5.9%
Average	7.2%	6.5%	5.5%	6.8%
Responses	2,262	2,652	2,495	2,373



Your org	7.9%	7.8%	7.0%	8.8%
Average	9.8%	9.1%	9.2%	9.6%
Responses	2,262	2,652	2,495	2,373

This questions was only answered by people who responded 'yes' to Q28a



Best	87.0%	84.0%	88.2%	89.2%	89.9%
Your org	71.0%	73.2%	70.0%	77.6%	75.6%
Average	76.9%	77.1%	77.9%	81.2%	78.7%
Worst	67.2%	63.7%	63.4%	49.4%	63.9%
Responses	217	244	317	354	371

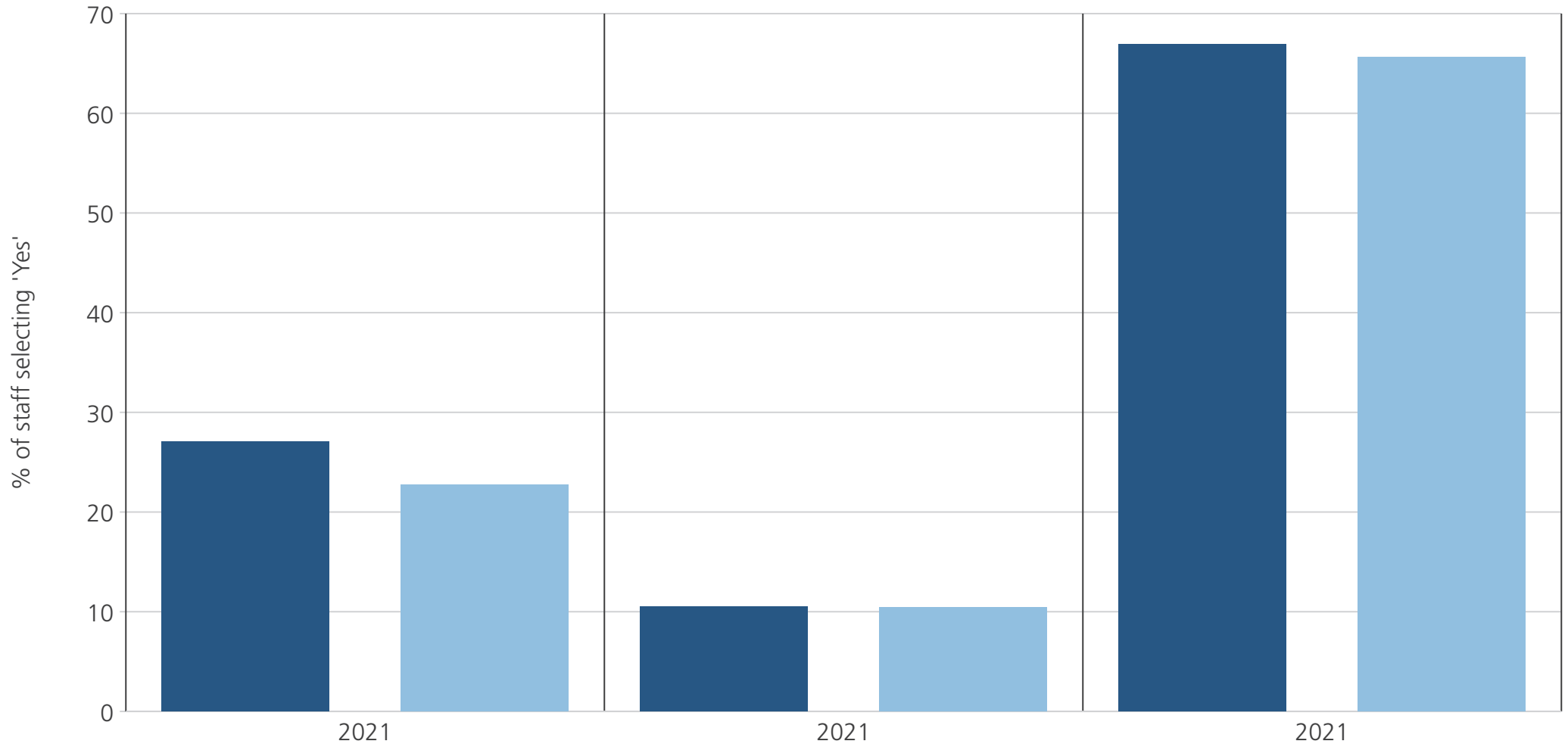
About your respondents

About your respondents – The Covid-19 pandemic

In the past 12 months, have you worked on a Covid-19 specific ward or area at any time?

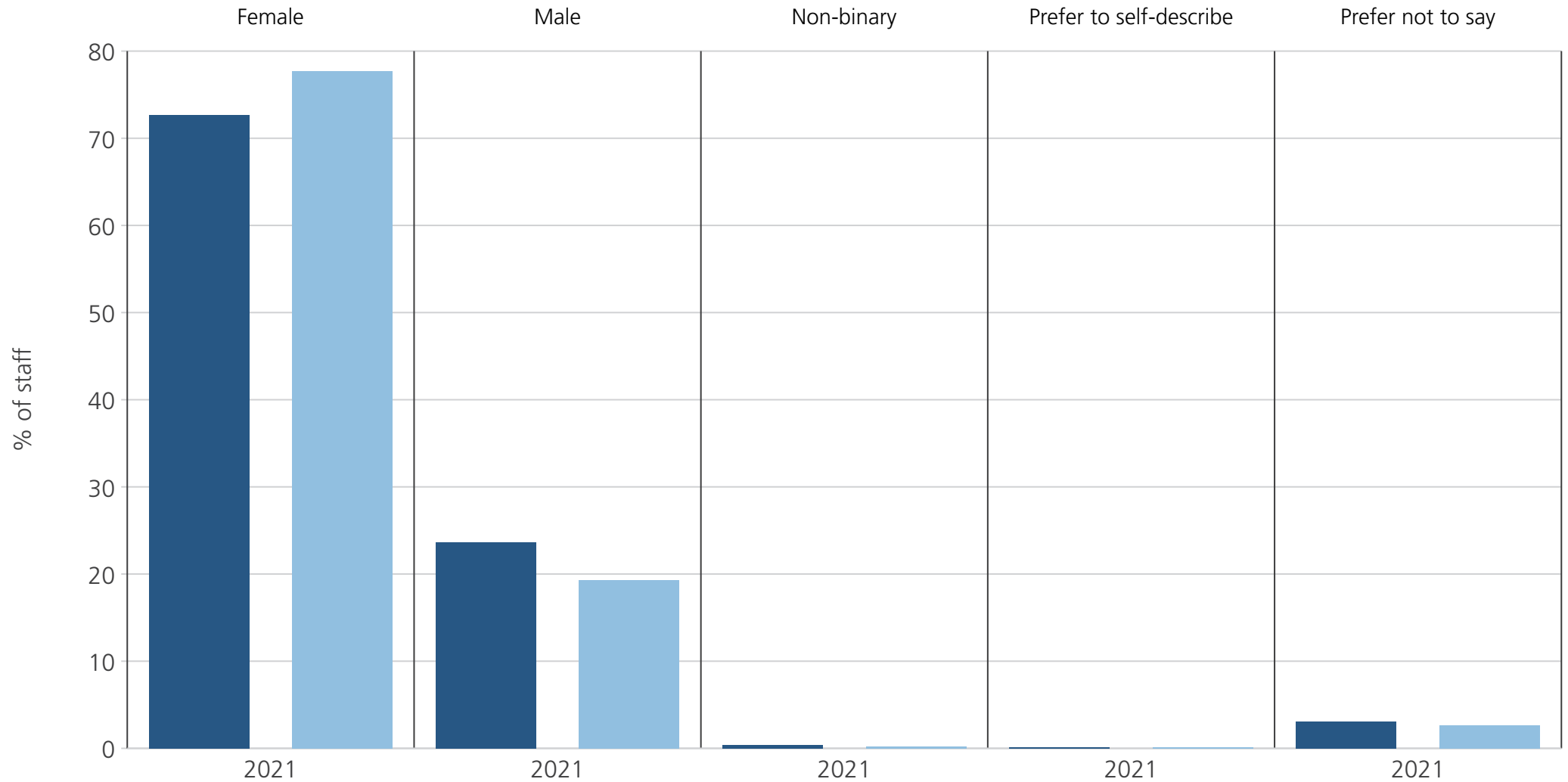
In the past 12 months, have you been redeployed due to the Covid-19 pandemic at any time?

In the past 12 months, have you been required to work remotely/from home due to the Covid-19 pandemic?

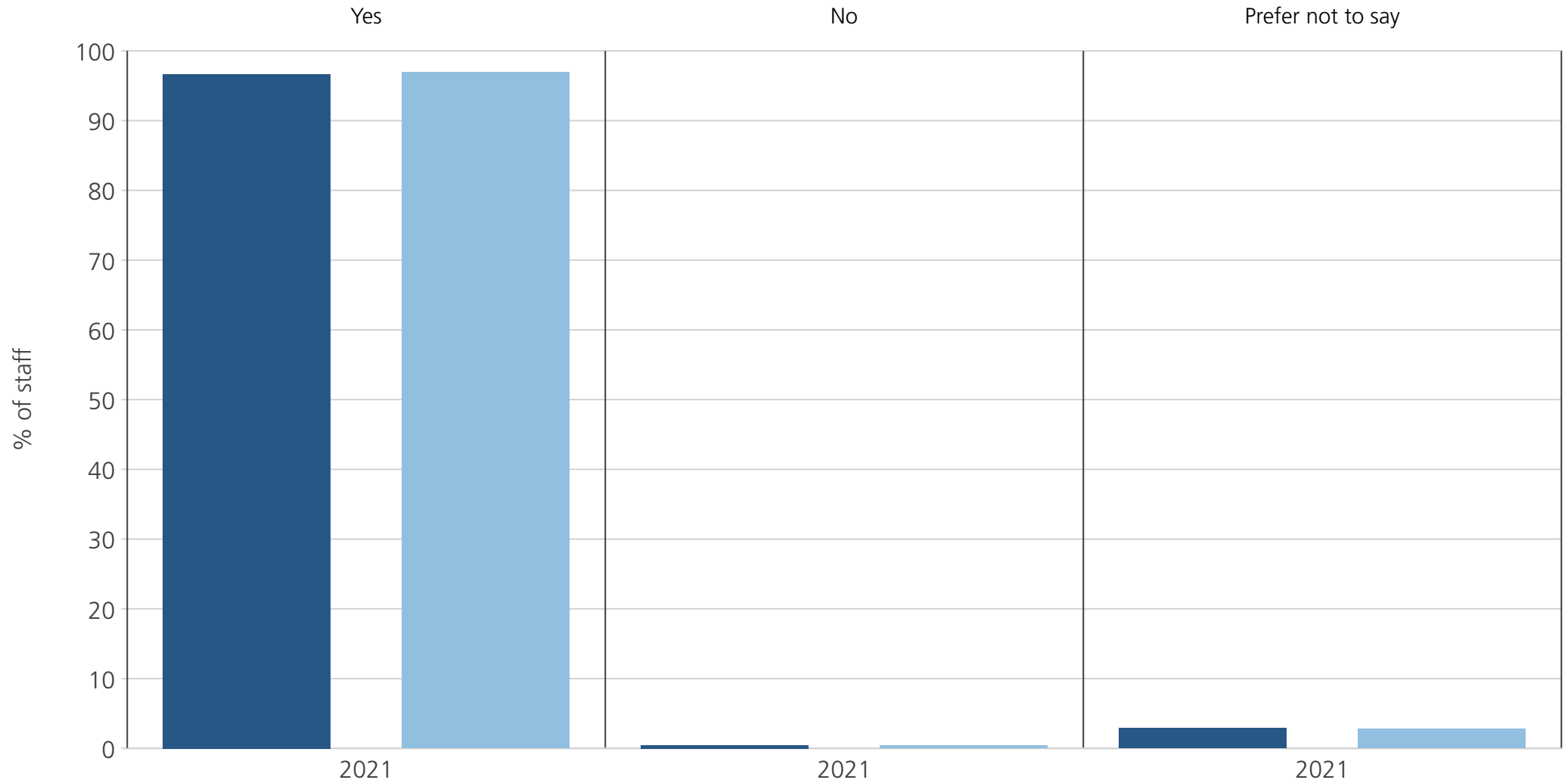


Your org	27.1%	10.5%	66.9%
Average	22.7%	10.4%	65.6%
Responses	2,485	2,483	2,487

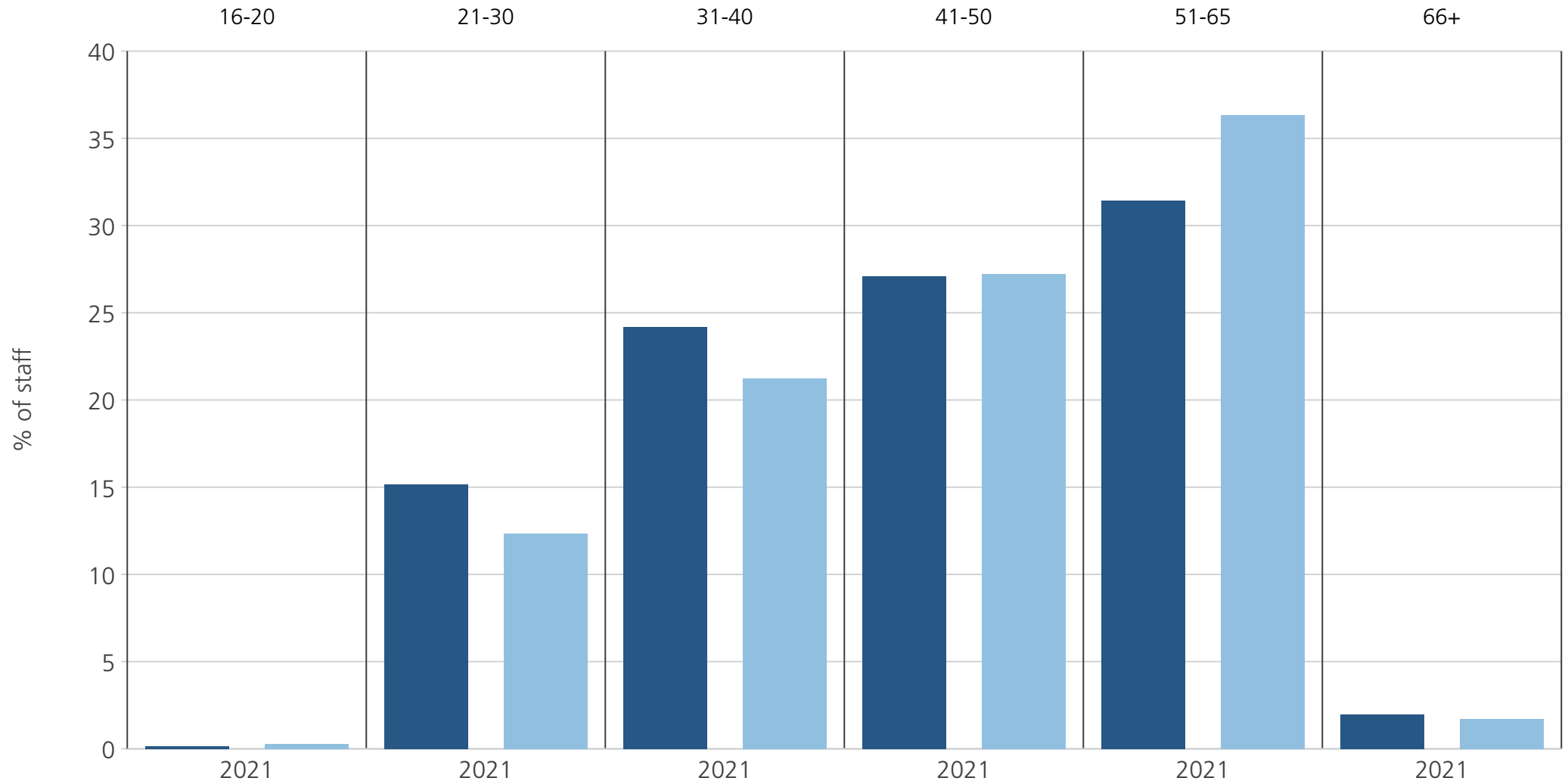
About your respondents – Background details



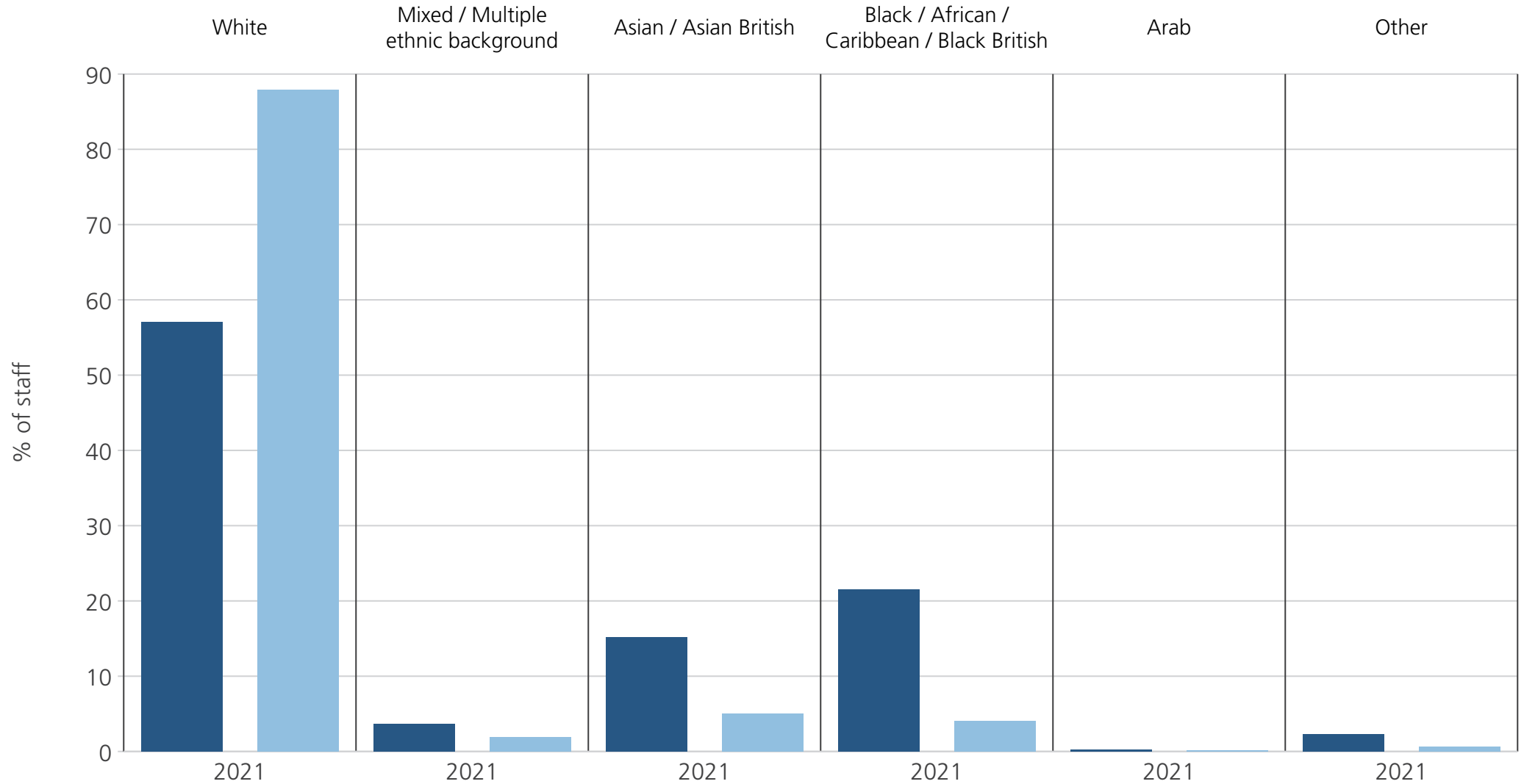
Your org	72.7%	23.7%	0.4%	0.1%	3.1%
Average	77.7%	19.3%	0.2%	0.2%	2.7%
Responses	2,469	2,469	2,469	2,469	2,469



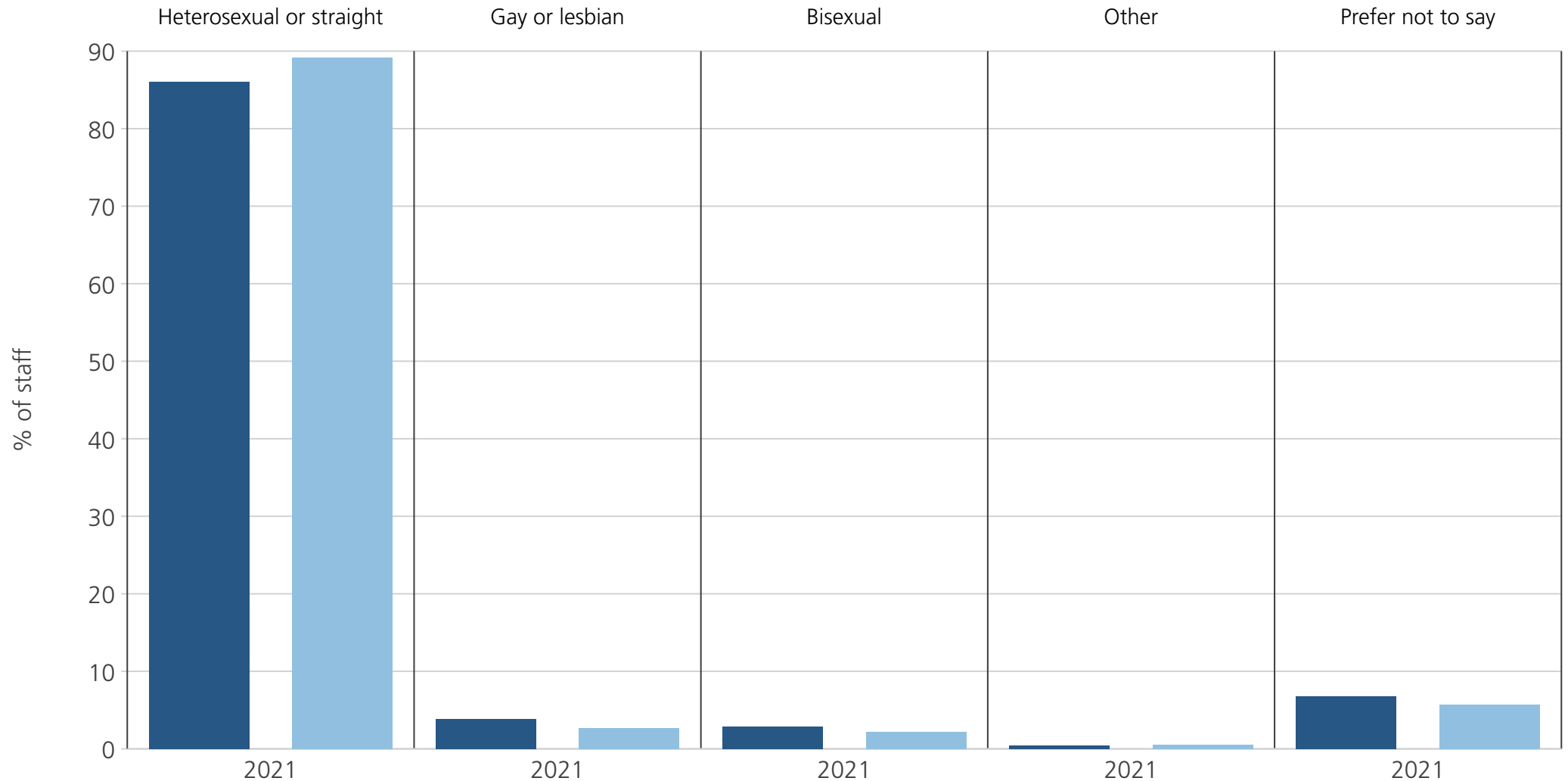
Your org	96.7%	0.4%	2.9%
Average	96.9%	0.4%	2.8%
Responses	2,457	2,457	2,457



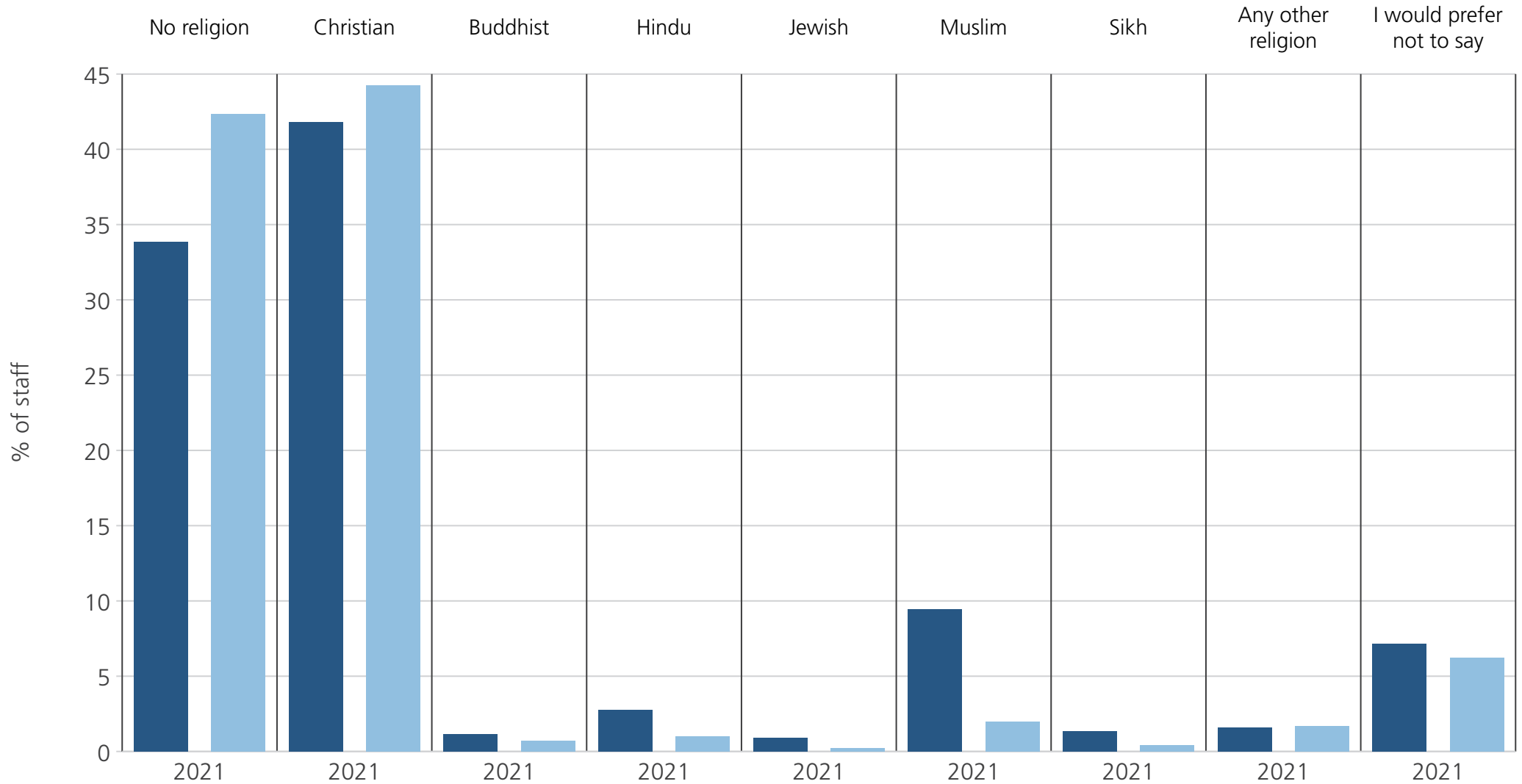
Your org	0.2%	15.1%	24.2%	27.1%	31.4%	2.0%
Average	0.3%	12.4%	21.2%	27.2%	36.3%	1.7%
Responses	2,476	2,476	2,476	2,476	2,476	2,476



Your org	57.0%	3.7%	15.2%	21.5%	0.2%	2.3%
Average	87.9%	1.9%	5.1%	4.1%	0.1%	0.6%
Responses	2,433	2,433	2,433	2,433	2,433	2,433

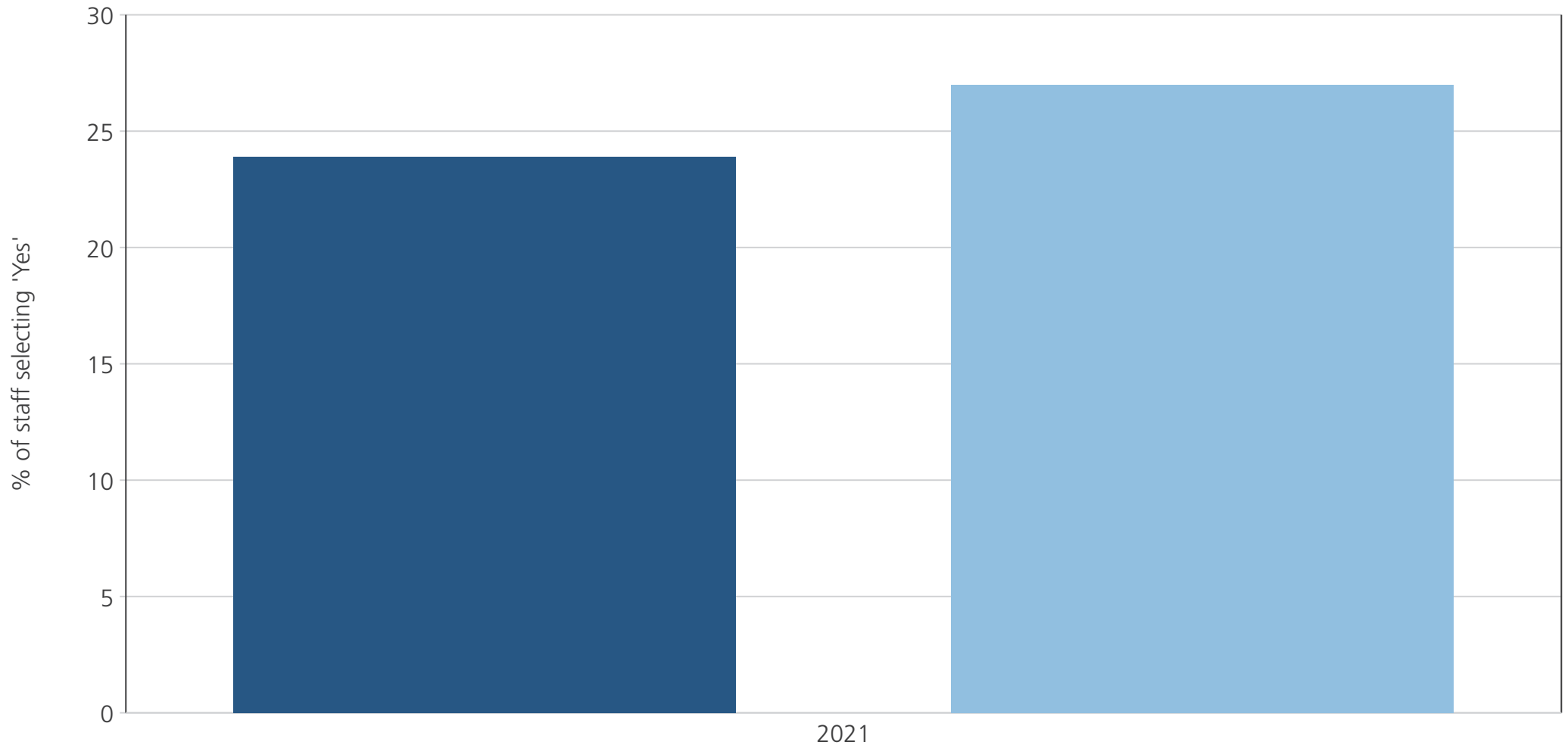


Your org	86.1%	3.8%	2.8%	0.5%	6.8%
Average	89.2%	2.7%	2.2%	0.5%	5.7%
Responses	2,464	2,464	2,464	2,464	2,464



Your org	33.9%	41.8%	1.1%	2.8%	0.9%	9.5%	1.3%	1.6%	7.1%
Average	42.4%	44.3%	0.7%	1.0%	0.2%	2.0%	0.4%	1.7%	6.2%
Responses	2,465	2,465	2,465	2,465	2,465	2,465	2,465	2,465	2,465

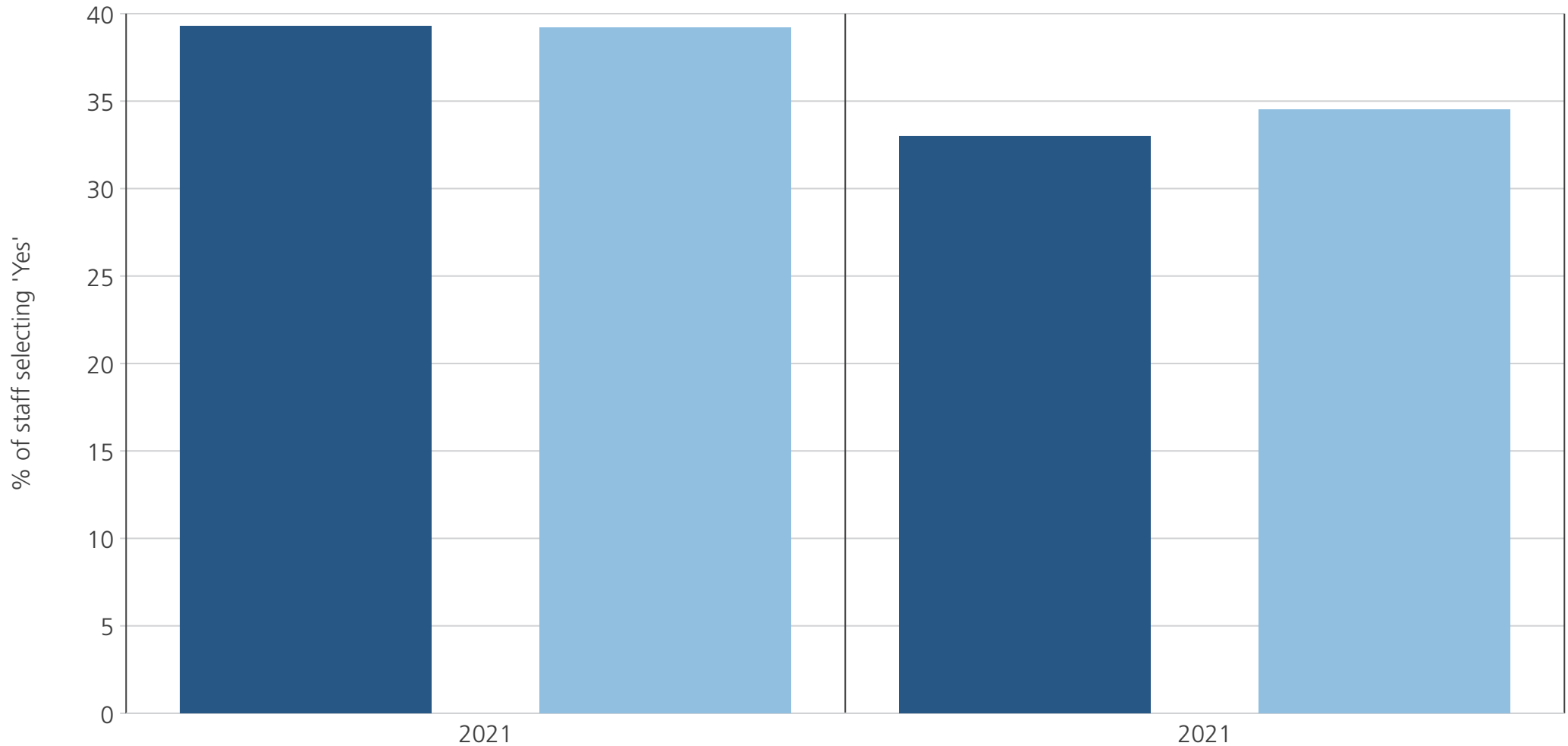
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?



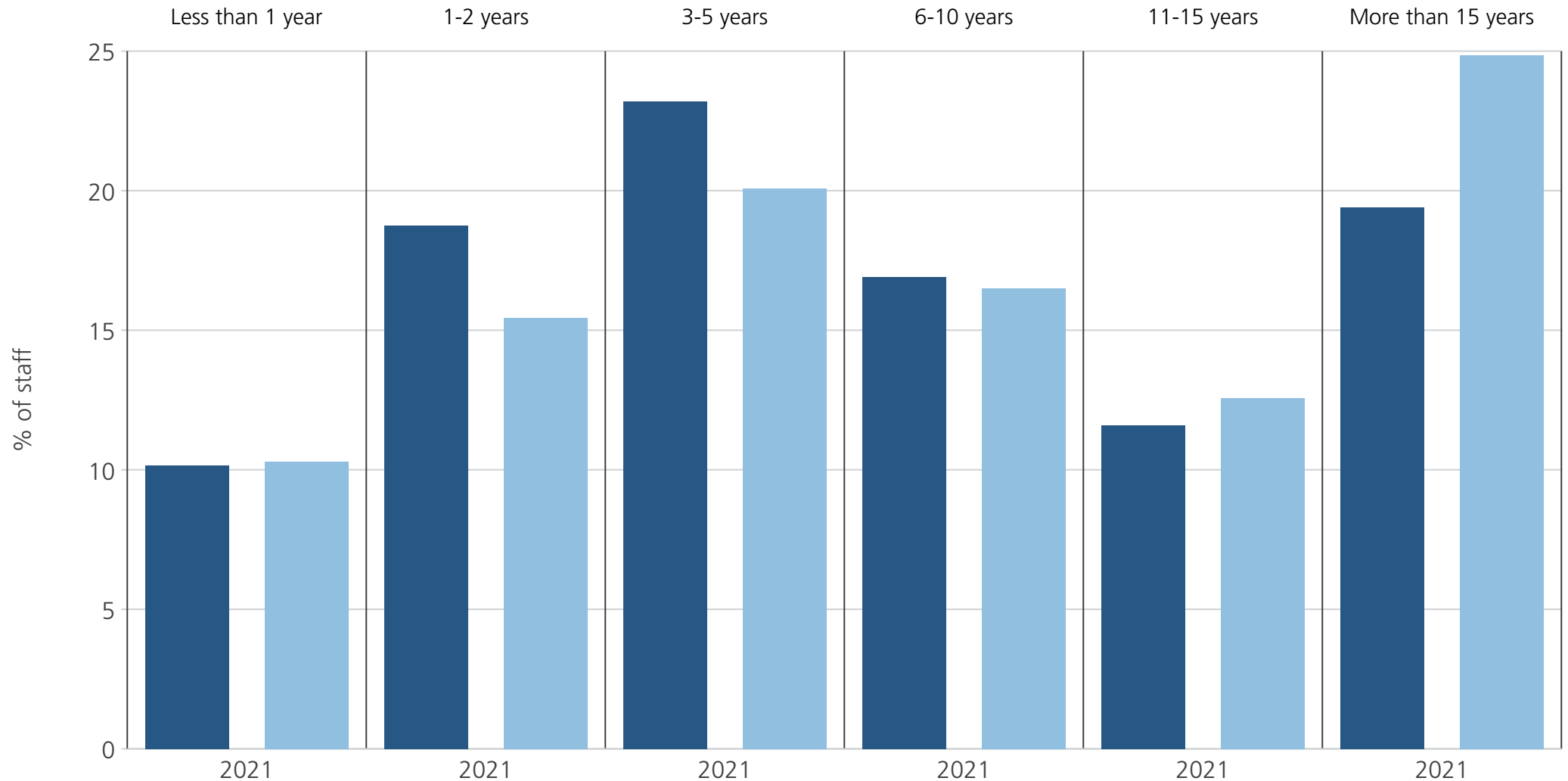
Your org	23.9%
Average	27.0%
Responses	2,480

Do you have any children aged from 0 to 17 living at home with you, or who you have regular caring responsibility for?

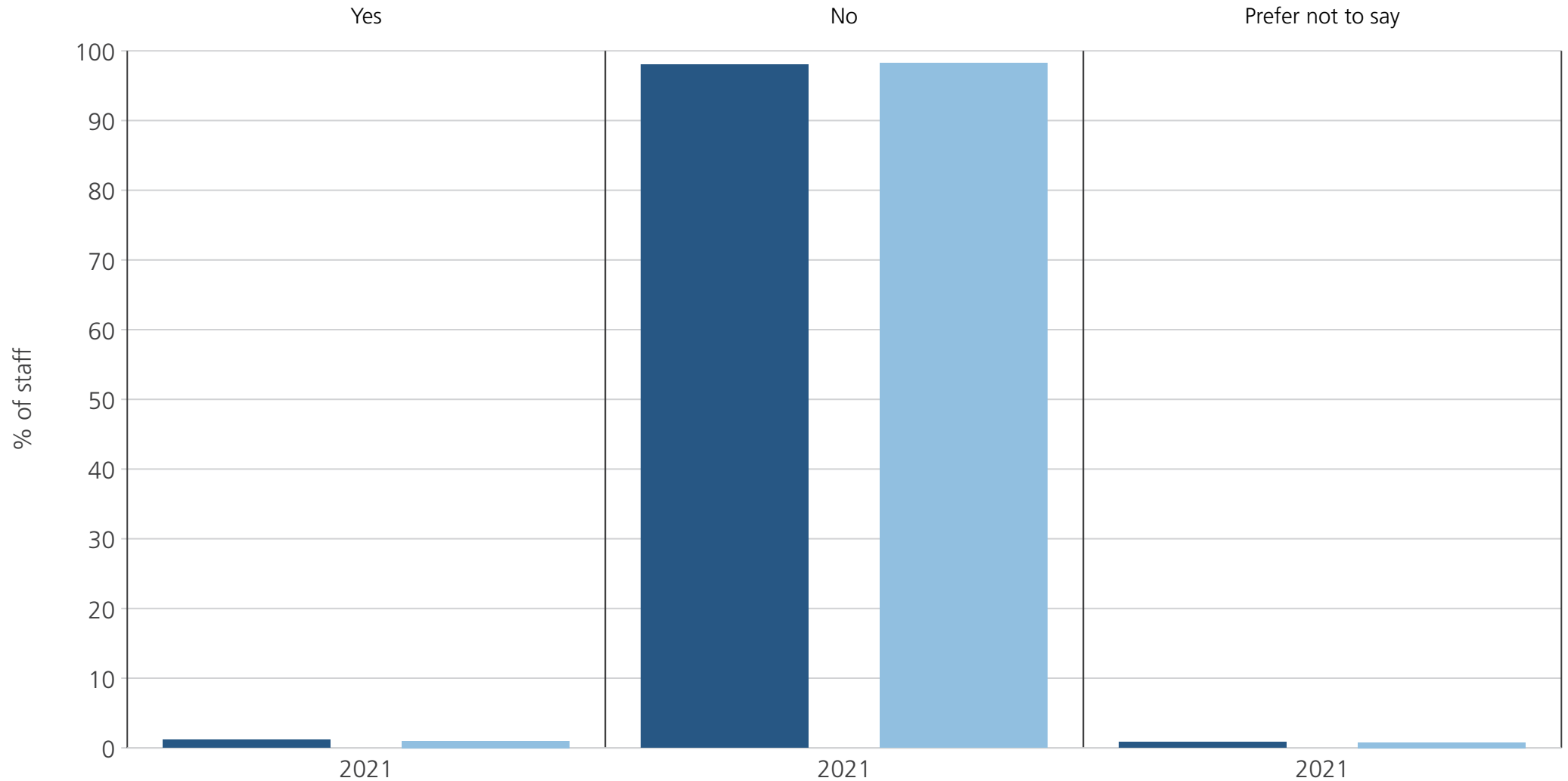
Do you look after, or give any help or support to family members, friends, neighbours or others because of either: long term physical or mental ill health / disability, or problems related to old age?



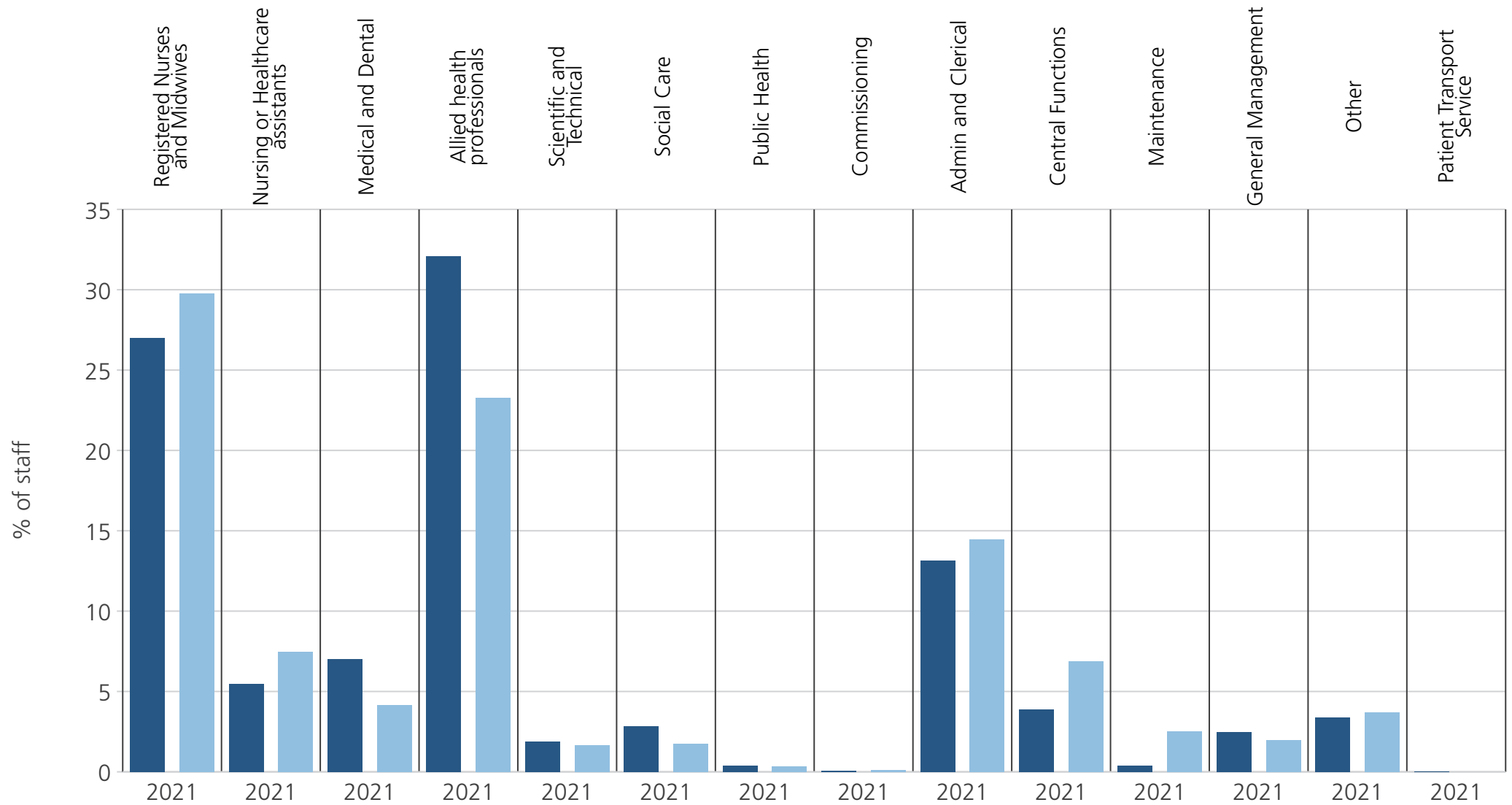
Your org	39.3%	33.0%
Average	39.2%	34.5%
Responses	2,477	2,475



Your org	10.1%	18.8%	23.2%	16.9%	11.6%	19.4%
Average	10.3%	15.4%	20.1%	16.5%	12.6%	24.9%
Responses	2,474	2,474	2,474	2,474	2,474	2,474



Your org	1.1%	98.0%	0.9%
Average	1.0%	98.2%	0.8%
Responses	2,466	2,466	2,466



Your org	27.0%	5.5%	7.0%	32.1%	1.9%	2.8%	0.4%	0.1%	13.1%	3.9%	0.4%	2.5%	3.4%	0.0%
Average	29.8%	7.5%	4.2%	23.3%	1.7%	1.8%	0.3%	0.1%	14.5%	6.9%	2.5%	2.0%	3.7%	0.0%
Responses	2,466	2,466	2,466	2,466	2,466	2,466	2,466	2,466	2,466	2,466	2,466	2,466	2,466	2,466

Workforce Equality Standards

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.

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 2017-2021 organisation and benchmarking group median results for q14a, q14b&c combined, q15, and q16b split by ethnicity (by white / BME staff).

Workforce Disability Equality Standard (WDES)

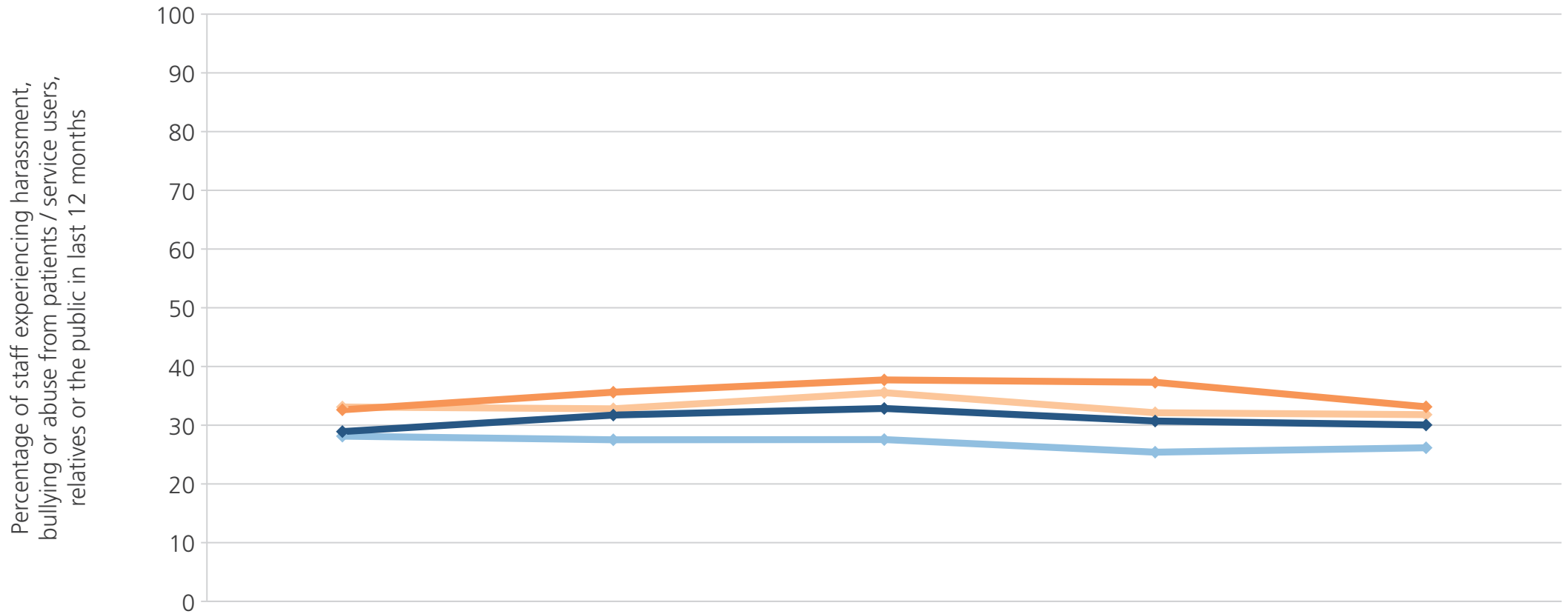
- This contains data for each organisation required for the NHS Staff Survey indicators used in the Workforce Disability Equality Standard (WDES). It includes the 2018-2021 organisation and benchmarking group median results for q4b, q11e, q14a-d, and q15 split by staff with a long lasting health condition or illness compared to staff without a long lasting health condition or illness. It also shows results for q28b (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 q28a ***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.

Changes to how the Workforce Equality Standards are calculated

- For 2021, the data way in which data for Q15 are reported has changed, with the inclusion of "don't know" responses in the base of the calculation.
- In 2020, the approach to calculating the benchmark median scores and the way in which data for Q14d are reported also changed.
- All these changes have been applied retrospectively so all historical results for Q14d and Q15 and data shown in the average calculations are comparable across years. However, the figures shown may not be directly comparable to the results reported in previous years.
- 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)

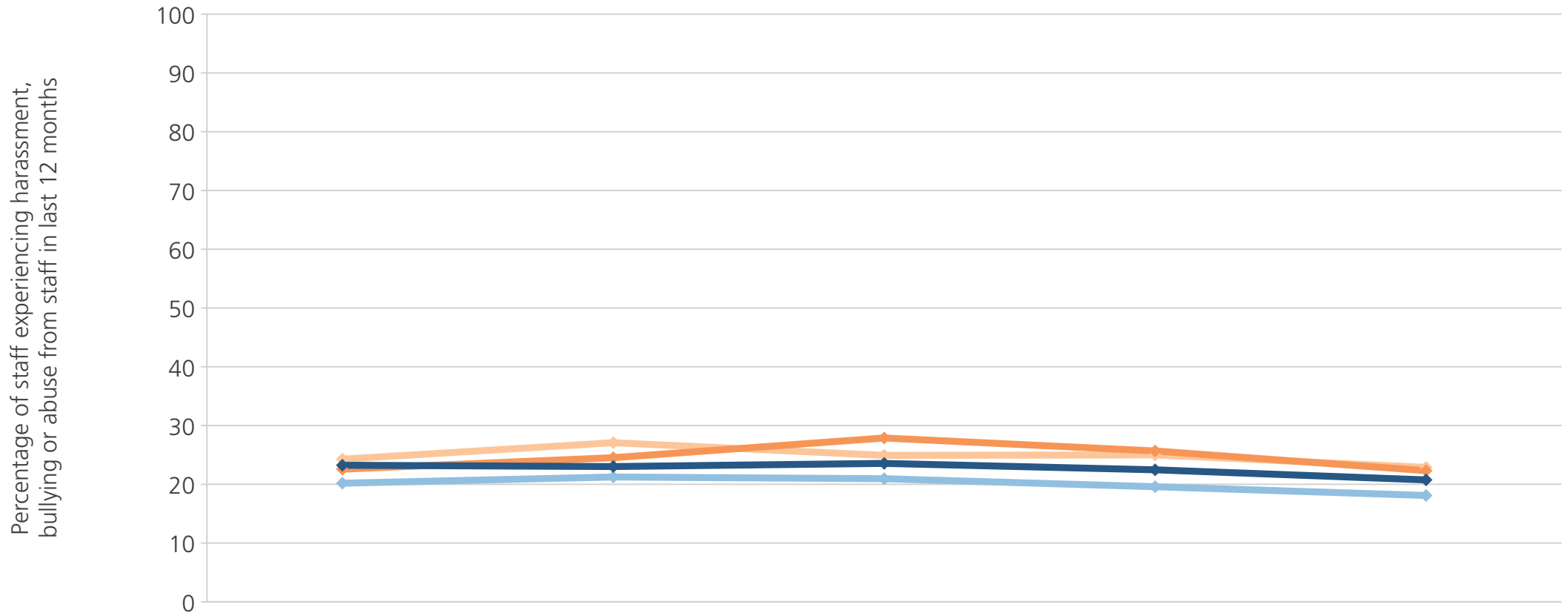
East London NHS Foundation Trust
2021 NHS Staff Survey Results



	2017	2018	2019	2020	2021
White: Your org	28.9%	31.7%	32.9%	30.7%	30.0%
BME: Your org	32.6%	35.6%	37.7%	37.3%	33.1%
White: Average	28.1%	27.5%	27.6%	25.4%	26.2%
BME: Average	33.1%	32.8%	35.5%	32.1%	31.8%

White: Responses	1,259	1,368	1,522	1,371	1,335
BME: Responses	941	977	1,119	973	1,002

Average calculated as the median for the benchmark group



	2017	2018	2019	2020	2021
White: Your org	23.2%	23.0%	23.6%	22.5%	20.7%
BME: Your org	22.6%	24.5%	27.9%	25.7%	22.3%
White: Average	20.2%	21.2%	21.0%	19.6%	18.1%
BME: Average	24.3%	27.1%	24.9%	25.0%	22.9%

White: Responses

1,252

1,351

1,524

1,371

1,335

BME: Responses

926

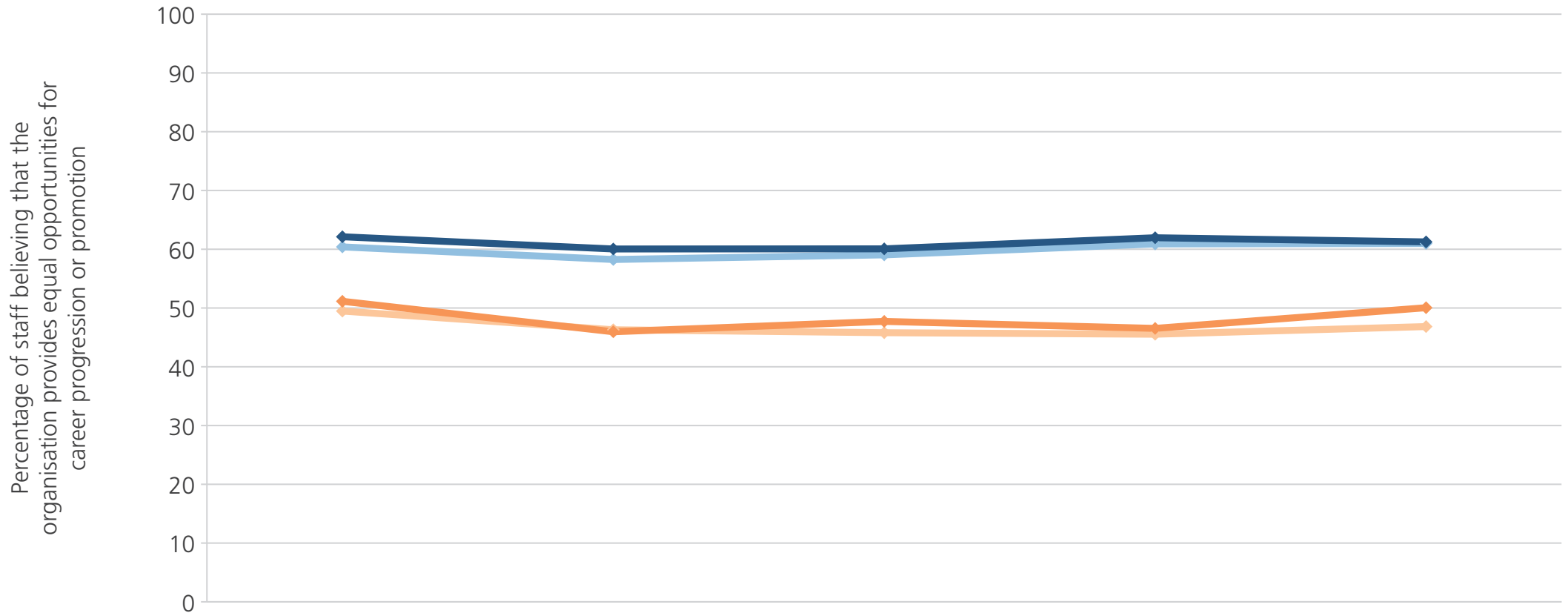
958

1,119

970

999

Average calculated as the median for the benchmark group



	2017	2018	2019	2020	2021
White: Your org	62.1%	60.0%	60.1%	62.0%	61.2%
BME: Your org	51.1%	46.0%	47.7%	46.5%	50.0%
White: Average	60.4%	58.3%	59.0%	60.9%	61.0%
BME: Average	49.5%	46.3%	45.8%	45.5%	46.8%

White: Responses

1,233

1,359

1,515

1,401

1,378

BME: Responses

921

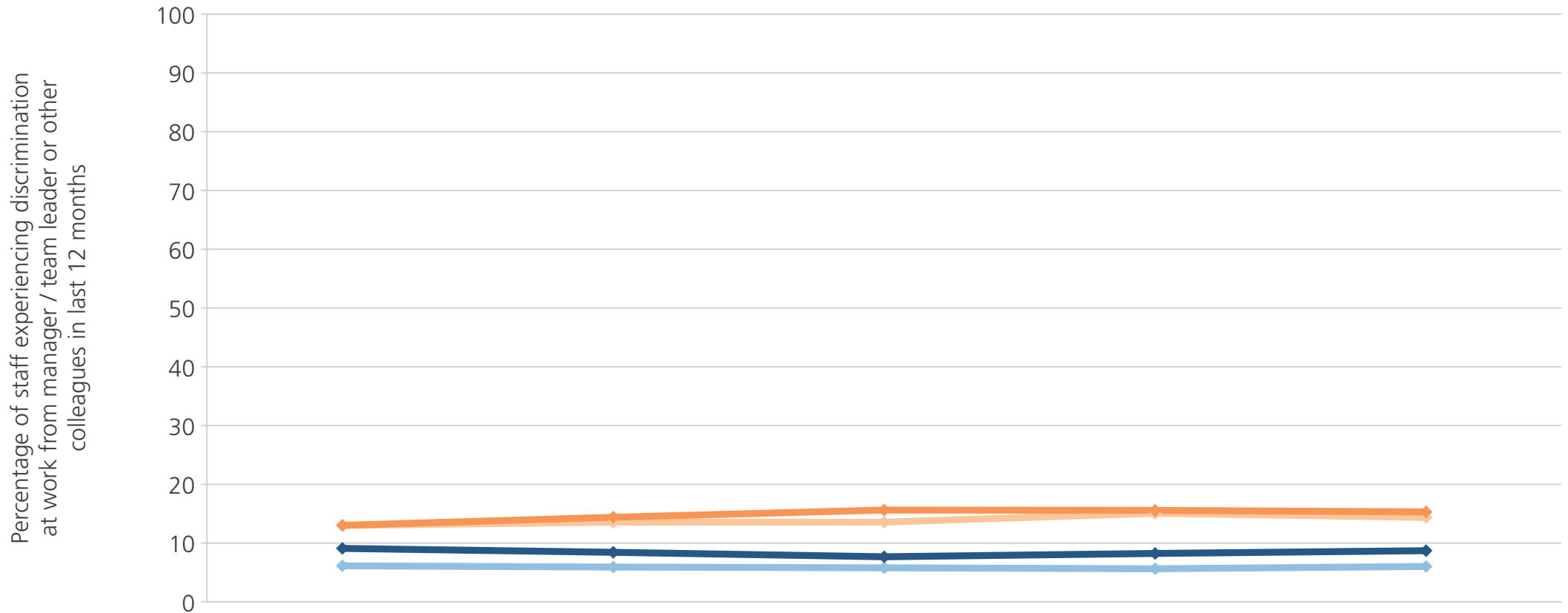
964

1,119

980

1,027

Average calculated as the median for the benchmark group



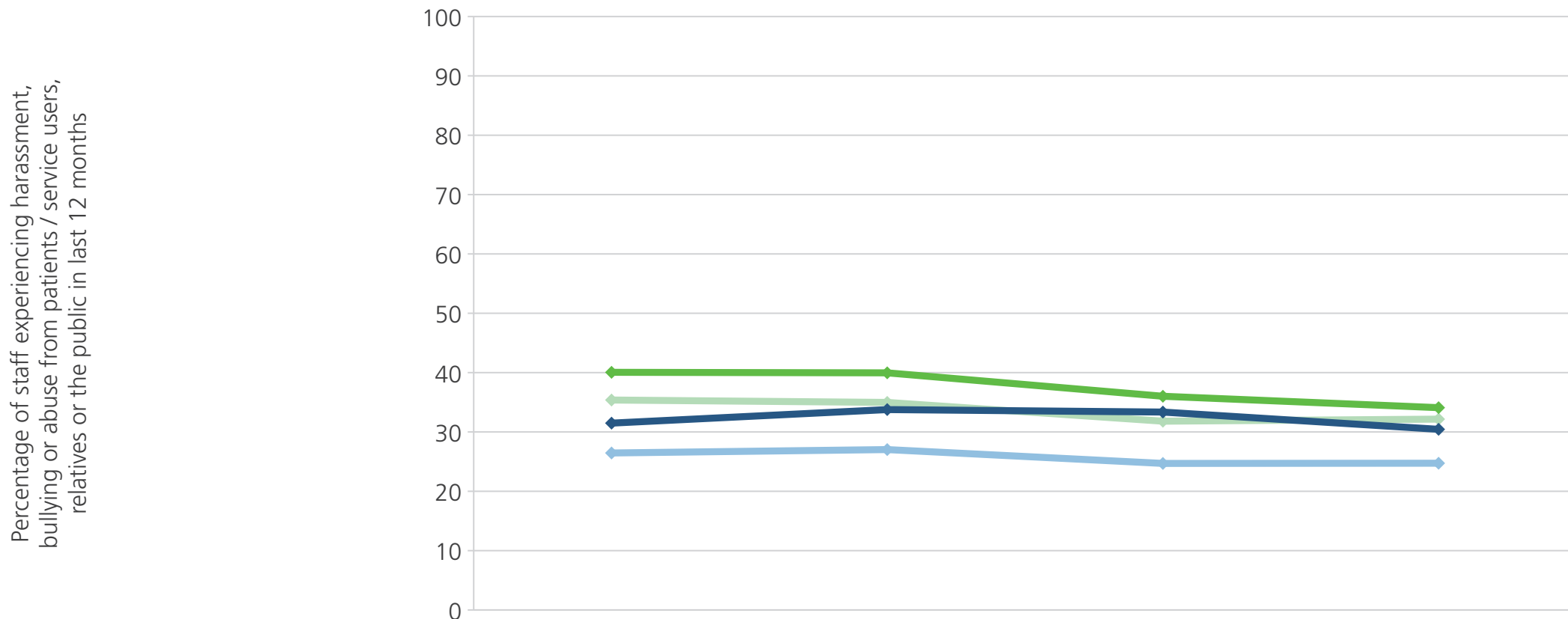
	2017	2018	2019	2020	2021
White: Your org	9.1%	8.4%	7.7%	8.2%	8.7%
BME: Your org	13.0%	14.4%	15.6%	15.6%	15.3%
White: Average	6.1%	5.9%	5.8%	5.6%	6.0%
BME: Average	13.0%	13.6%	13.6%	15.1%	14.4%

White: Responses	1,265	1,353	1,526	1,409	1,379
BME: Responses	937	959	1,114	983	1,032

Average calculated as the median for the benchmark group

Workforce Disability Equality Standard (WDES)

East London NHS Foundation Trust
2021 NHS Staff Survey Results



	2018	2019	2020	2021
Staff with a LTC or illness: Your org	40.0%	40.0%	36.0%	34.1%
Staff without a LTC or illness: Your org	31.5%	33.8%	33.4%	30.4%
Staff with a LTC or illness: Average	35.4%	35.0%	31.8%	32.2%
Staff without a LTC or illness: Average	26.5%	27.0%	24.7%	24.7%

Staff with a LTC or illness: Responses

412

498

547

572

Staff without a LTC or illness: Responses

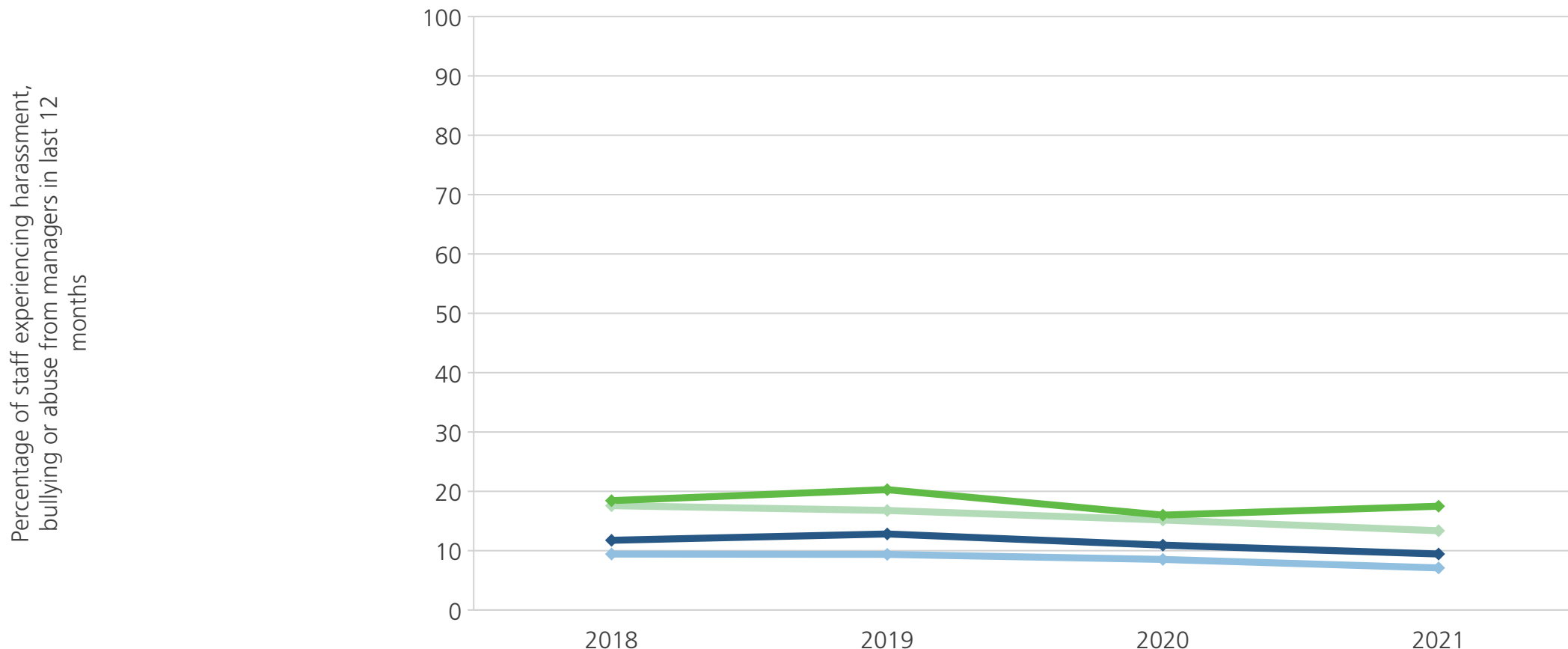
1,893

2,221

1,877

1,810

Average calculated as the median for the benchmark group



Staff with a LTC or illness: Your org	18.4%	20.3%	16.0%	17.5%
Staff without a LTC or illness: Your org	11.8%	12.8%	10.9%	9.4%
Staff with a LTC or illness: Average	17.6%	16.8%	15.2%	13.4%
Staff without a LTC or illness: Average	9.4%	9.4%	8.5%	7.1%

Staff with a LTC or illness: Responses

407

493

544

566

Staff without a LTC or illness: Responses

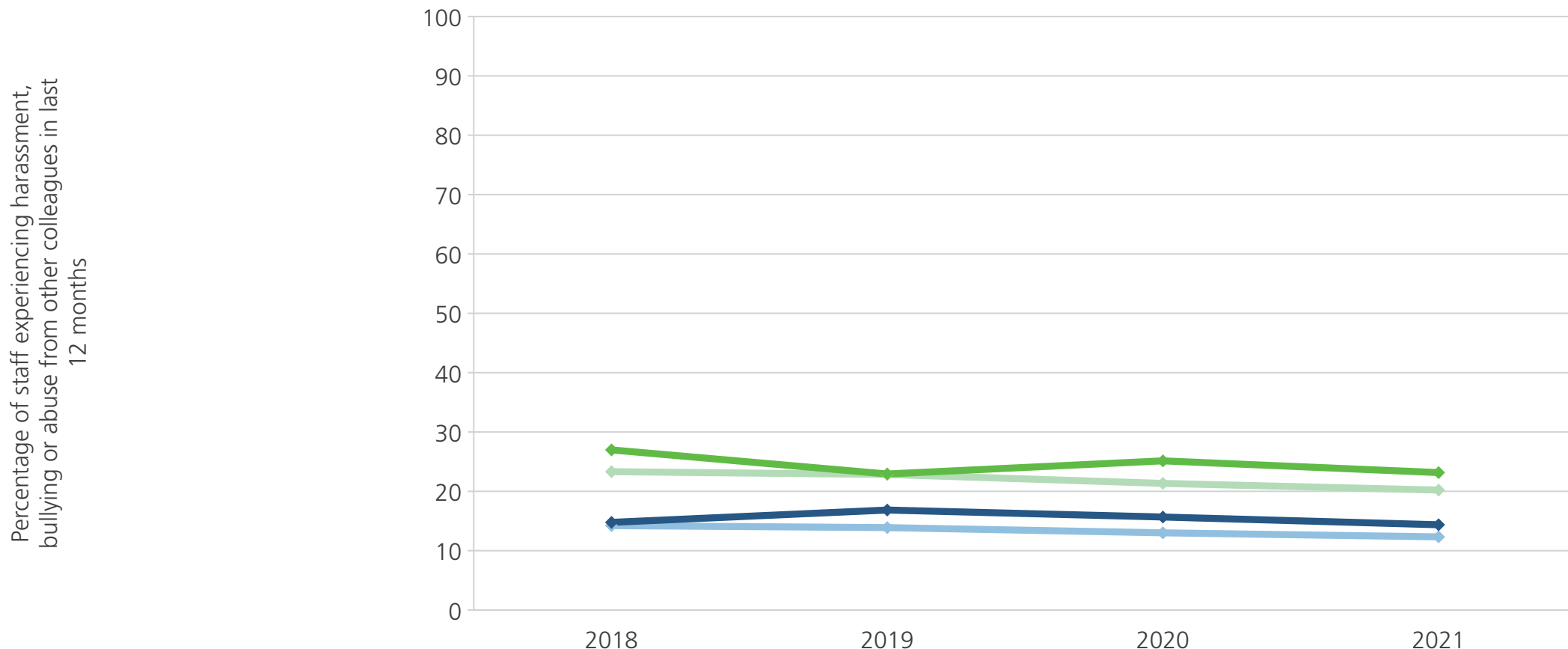
1,855

2,216

1,875

1,801

Average calculated as the median for the benchmark group



Staff with a LTC or illness: Your org	27.0%	22.9%	25.1%	23.2%
Staff without a LTC or illness: Your org	14.8%	16.8%	15.7%	14.4%
Staff with a LTC or illness: Average	23.3%	22.8%	21.3%	20.2%
Staff without a LTC or illness: Average	14.2%	13.9%	13.0%	12.3%

Staff with a LTC or illness: Responses

404

493

545

570

Staff without a LTC or illness: Responses

1,855

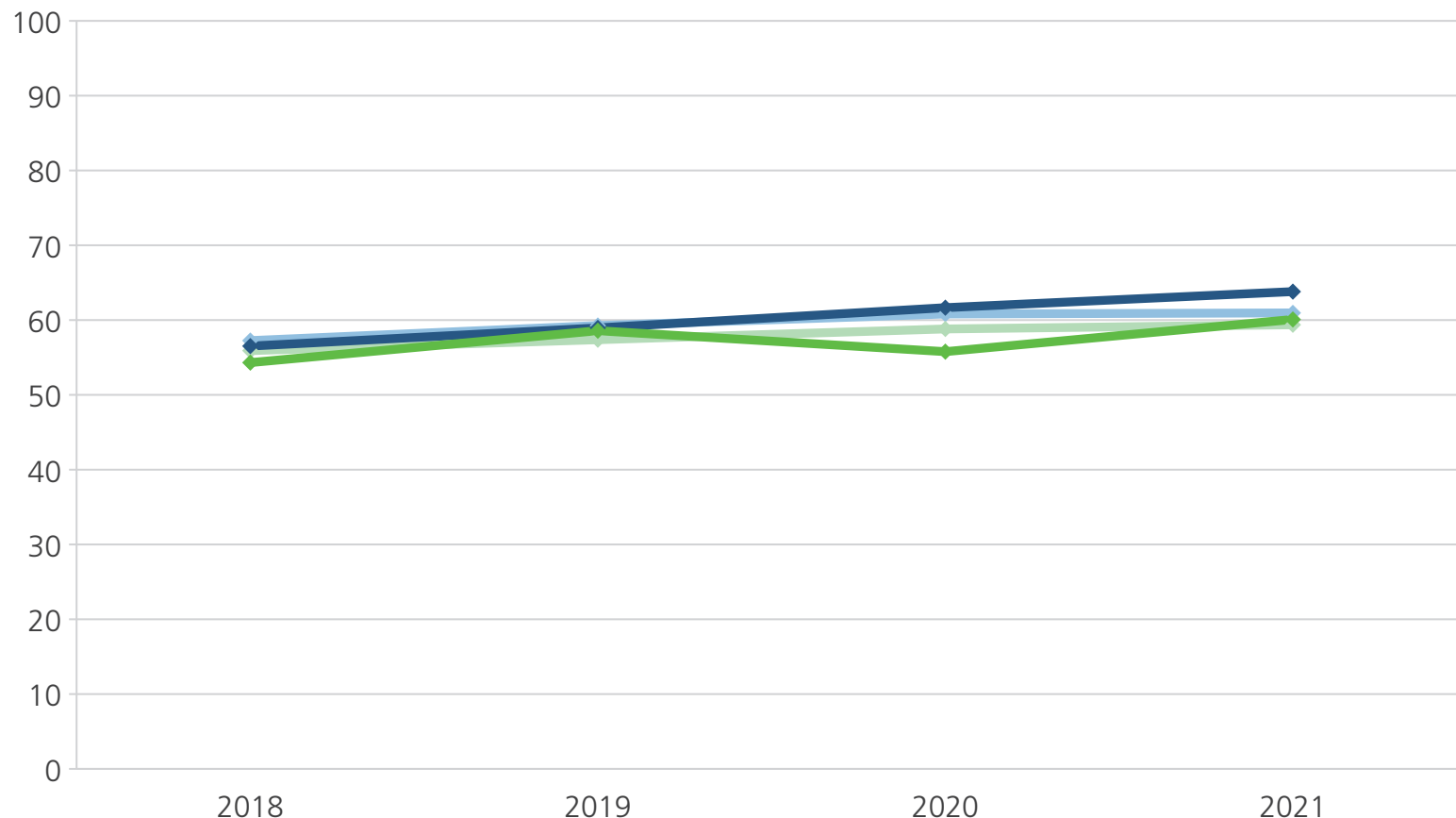
2,208

1,876

1,796

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	2021
Staff with a LTC or illness: Your org	54.3%	58.6%	55.8%	60.1%
Staff without a LTC or illness: Your org	56.5%	59.0%	61.7%	63.8%
Staff with a LTC or illness: Average	55.9%	57.4%	58.8%	59.4%
Staff without a LTC or illness: Average	57.3%	59.3%	60.8%	61.0%

Staff with a LTC or illness: Responses

197

239

251

248

Staff without a LTC or illness: Responses

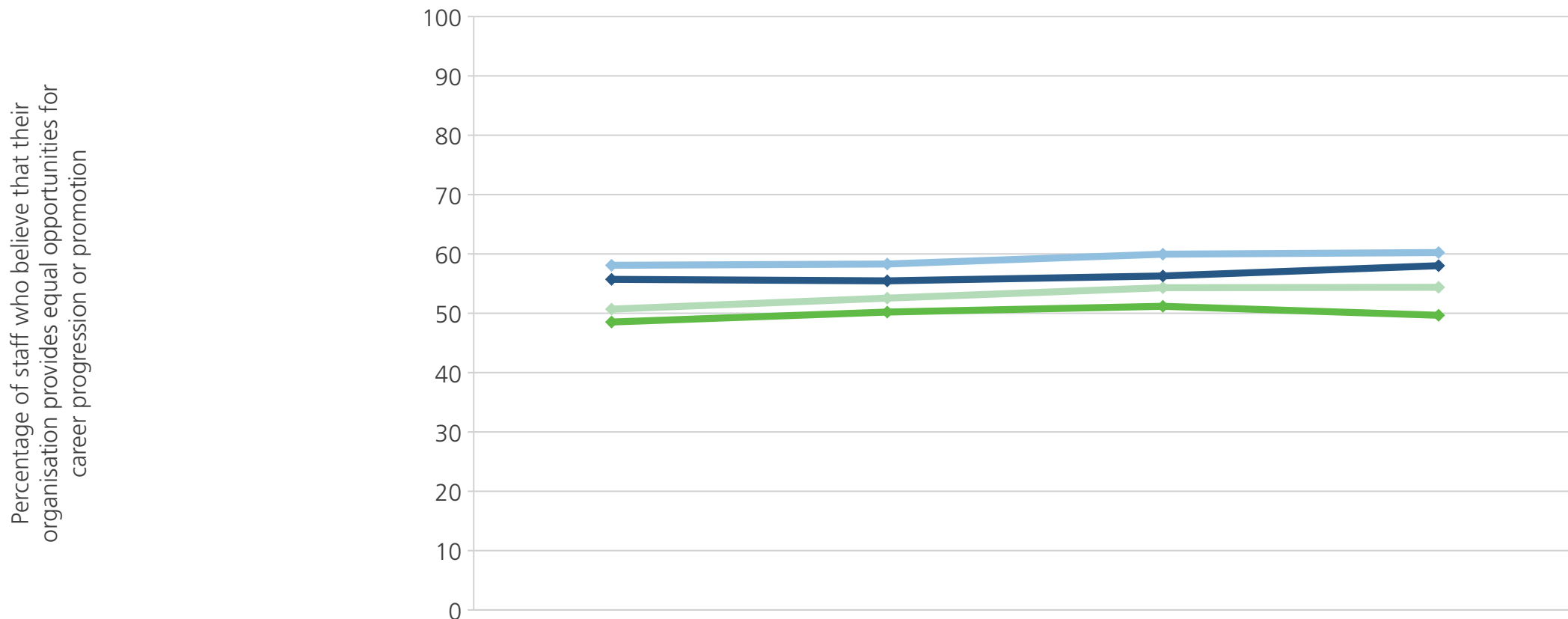
667

916

712

652

Average calculated as the median for the benchmark group



	2018	2019	2020	2021
Staff with a LTC or illness: Your org	48.5%	50.2%	51.2%	49.7%
Staff without a LTC or illness: Your org	55.7%	55.5%	56.3%	58.0%
Staff with a LTC or illness: Average	50.7%	52.5%	54.3%	54.4%
Staff without a LTC or illness: Average	58.1%	58.3%	60.0%	60.2%

Staff with a LTC or illness: Responses

406

496

553

588

Staff without a LTC or illness: Responses

1,881

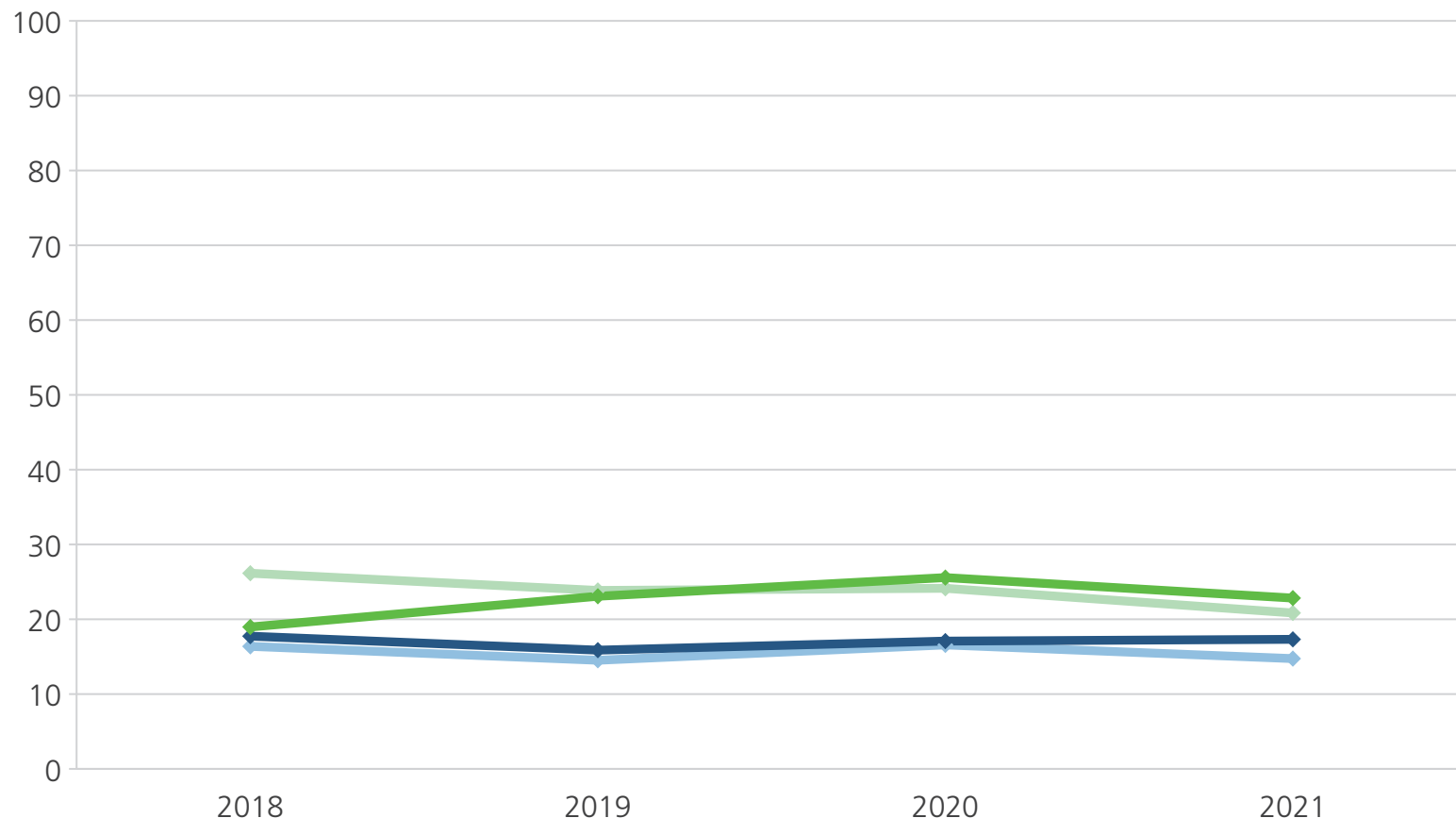
2,216

1,910

1,865

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	2021
Staff with a LTC or illness: Your org	19.0%	23.1%	25.6%	22.8%
Staff without a LTC or illness: Your org	17.7%	15.9%	17.1%	17.3%
Staff with a LTC or illness: Average	26.2%	23.9%	24.1%	20.8%
Staff without a LTC or illness: Average	16.4%	14.5%	16.6%	14.7%

Staff with a LTC or illness: Responses

311

364

348

381

Staff without a LTC or illness: Responses

947

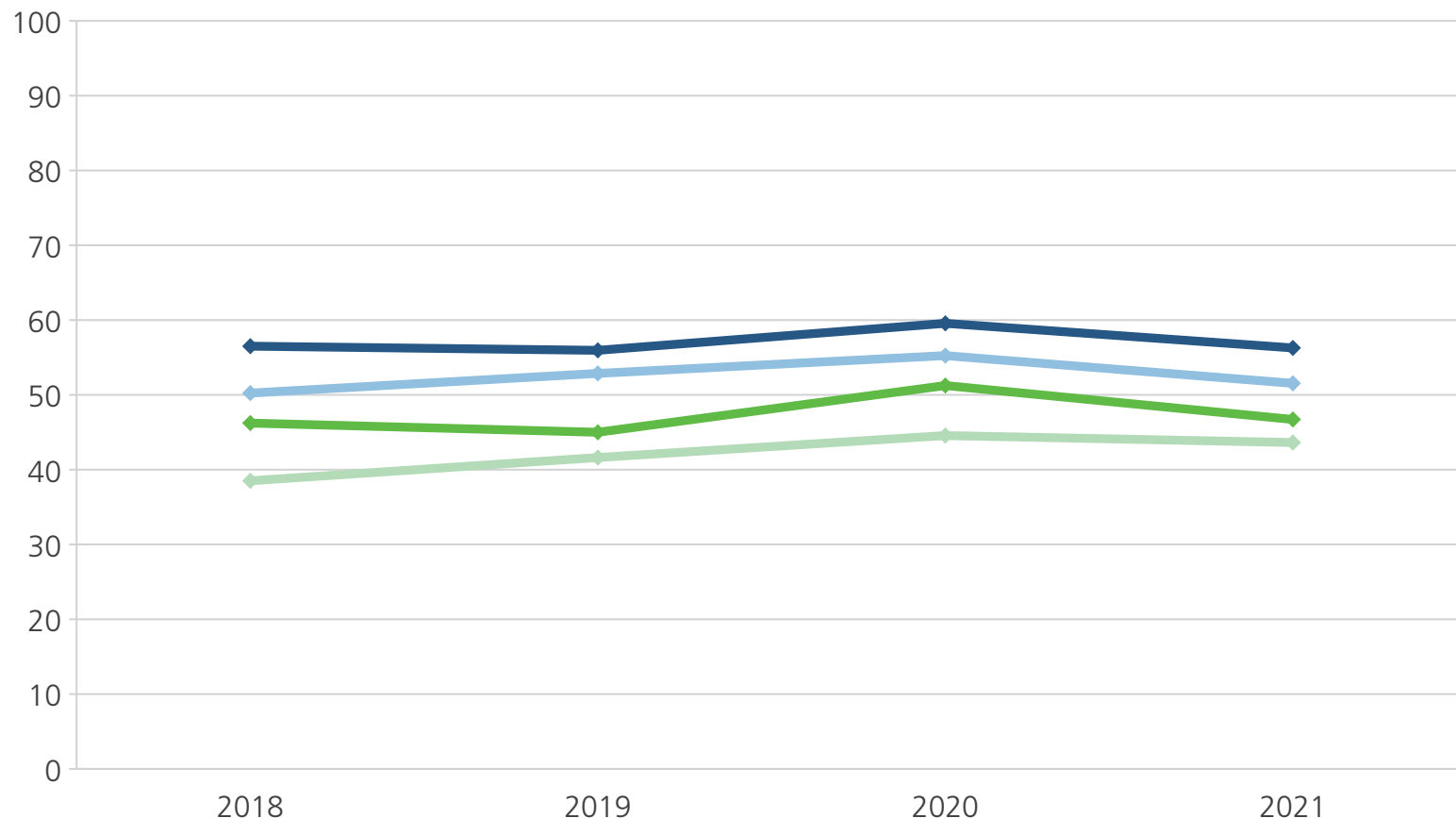
1,216

802

895

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	2021
Staff with a LTC or illness: Your org	46.2%	45.0%	51.3%	46.7%
Staff without a LTC or illness: Your org	56.5%	56.0%	59.6%	56.3%
Staff with a LTC or illness: Average	38.5%	41.6%	44.6%	43.6%
Staff without a LTC or illness: Average	50.2%	52.9%	55.2%	51.5%

Staff with a LTC or illness: Responses

Staff without a LTC or illness: Responses

411

1,890

500

2,225

560

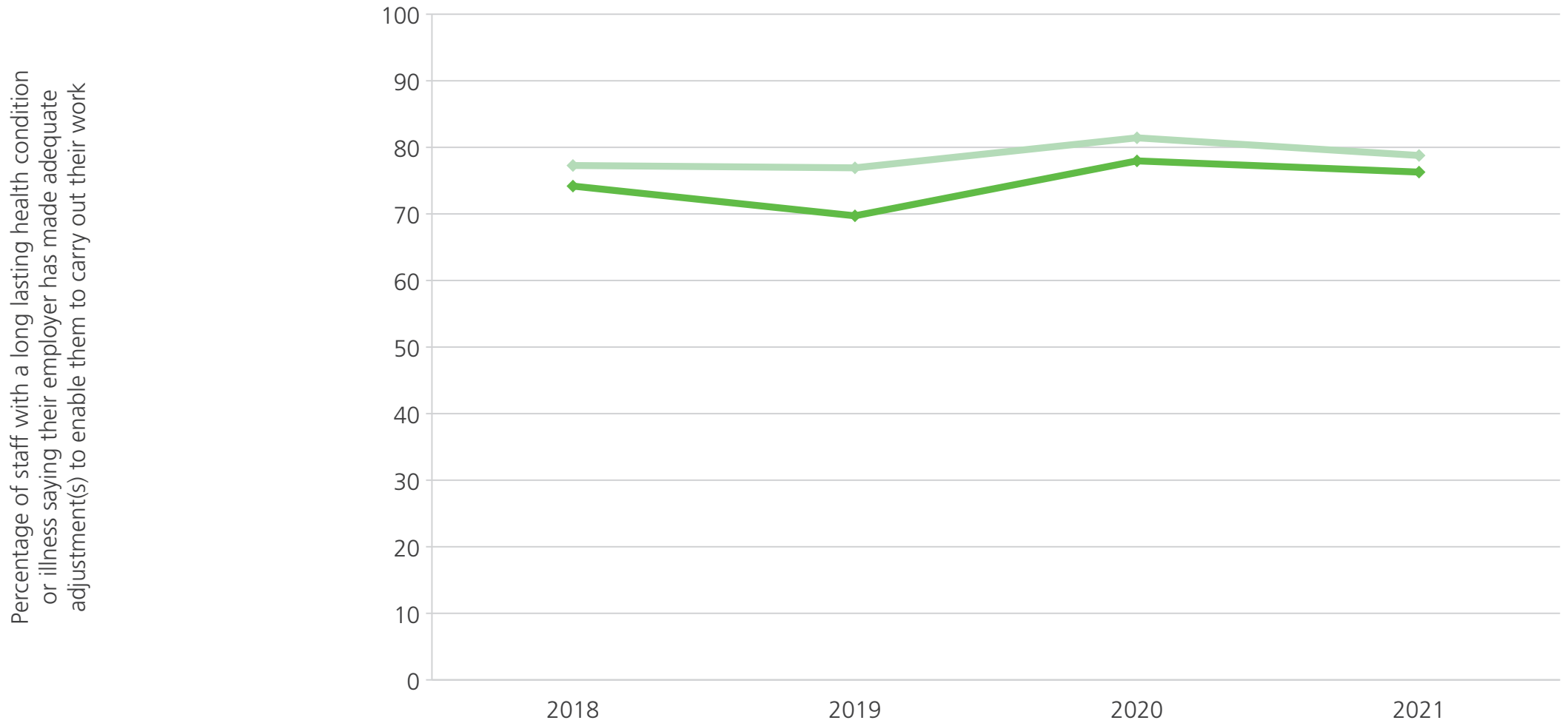
1,924

593

1,880

Average calculated as the median for the benchmark group

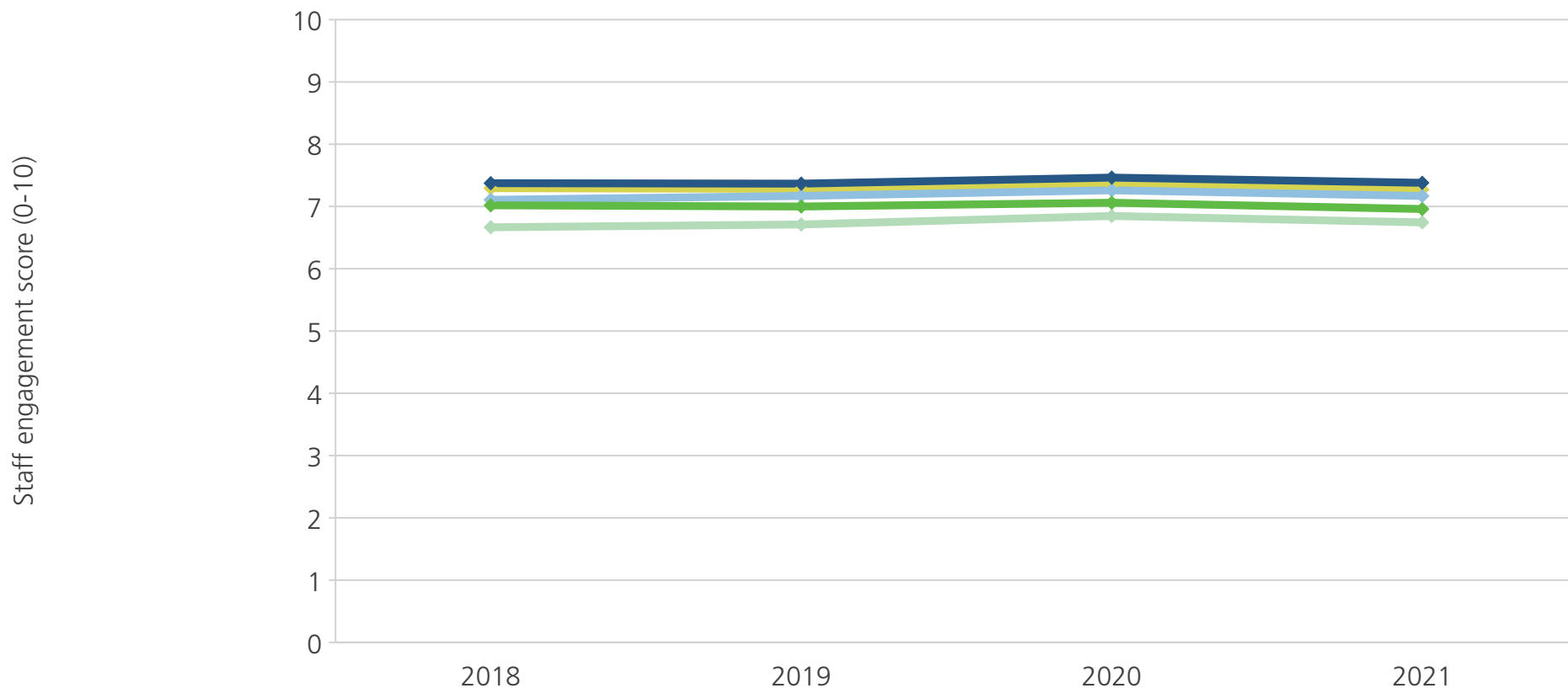
2021 NHS Staff Survey Results > WDES > Percentage of staff with a long lasting health condition or illness saying their employer has made adequate adjustment(s) to enable them to carry out their work



Staff with a LTC or illness: Your org	74.2%	69.7%	78.0%	76.3%
Staff with a LTC or illness: Average	77.3%	76.9%	81.4%	78.8%

Staff with a LTC or illness: Responses	244	317	354	371
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Average calculated as the median for the benchmark group



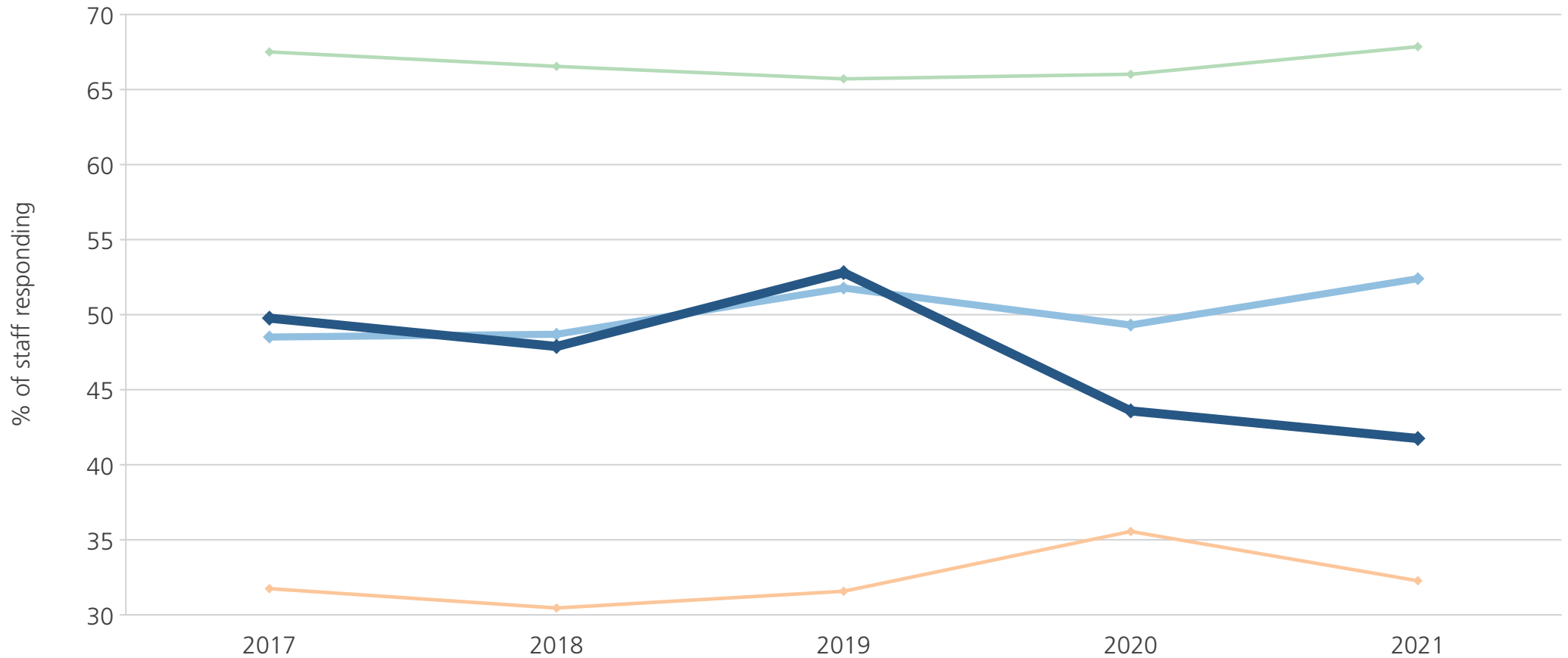
	2018	2019	2020	2021
Organisation average	7.3	7.3	7.3	7.3
Staff with a LTC or illness: Your org	7.0	7.0	7.1	7.0
Staff without a LTC or illness: Your org	7.4	7.4	7.5	7.4
Staff with a LTC or illness: Average	6.7	6.7	6.8	6.7
Staff without a LTC or illness: Average	7.1	7.2	7.3	7.2

Organisation Responses	2,504	2,834	2,591	2,565
Staff with a LTC or illness: Responses	414	501	562	593
Staff without a LTC or illness: Responses	1,907	2,232	1,925	1,886

Average calculated as the median for the benchmark group

Appendices

Appendix A: Response rate



	2017	2018	2019	2020	2021
Highest	67.5%	66.5%	65.7%	66.0%	67.9%
Your org	49.8%	47.9%	52.8%	43.6%	41.7%
Median	48.5%	48.7%	51.8%	49.3%	52.4%
Lowest	31.7%	30.5%	31.6%	35.6%	32.3%

Appendix B: Significance testing – 2020 vs 2021

The table below presents the results of significance testing conducted on the theme scores calculated in both 2020 and 2021*. Note that results for the People Promise elements are not available for 2020. The table 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 2021 score is significantly higher than last year’s, whereas **↓** indicates that the 2021 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’.

People Promise elements	2020 score	2020 respondents	2021 score	2021 respondents	Statistically significant change?
We are compassionate and inclusive			7.5	2498	N/A
We are recognised and rewarded			6.3	2562	N/A
We each have a voice that counts			7.1	2474	N/A
We are safe and healthy			6.2	2492	N/A
We are always learning			5.8	2386	N/A
We work flexibly			6.7	2550	N/A
We are a team			7.1	2520	N/A
Themes	2020 score	2020 respondents	2021 score	2021 respondents	Statistically significant change?
Staff Engagement	7.3	2591	7.3	2565	Not significant
Morale	6.2	2586	6.0	2561	↓

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

For more details please see the [technical document](#).

Appendix C: Tips on using your benchmark report

The following pages include tips on how to read, interpret and use the data in this report. The **suggestions are aimed at users who would like some guidance on how to understand the data** in this report. These suggestions are by no means the only way to analyse or use the data, but have been included to aid users who are new to the Staff Survey.



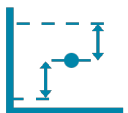
Key points to note



- The seven People Promise elements, the two themes and the sub-scores that feed into them cover key areas of staff experience and present results in these areas in a clear and consistent way. All of the 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. These scores are created by scoring questions linked to these areas of experience and grouping these results together. Details of how the scores are calculated can be found in the technical document available on the [Staff Survey website](#).



- A key feature of the reports is that they **provide organisations with up to five years of trend data**. For this year, trend data is provided for the two themes of Staff Engagement and Morale, the sub-scores that feed into these themes and for all questions except those added to the survey for the first time this year, and those impacted by survey change. Trend data provides a much more reliable indication of whether the most recent results represent a change from the norm for an organisation than comparing the most recent results only to those from the previous year. Taking a longer term view will help organisations to identify trends over several years that may have been missed when comparisons are drawn solely between the current and previous year.



- People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are benchmarked so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single graph.

When analysing People Promise element and theme results, it is easiest to start with the **overview** page to quickly identify areas which are doing better or worse in comparison to other organisations in the given benchmarking group.

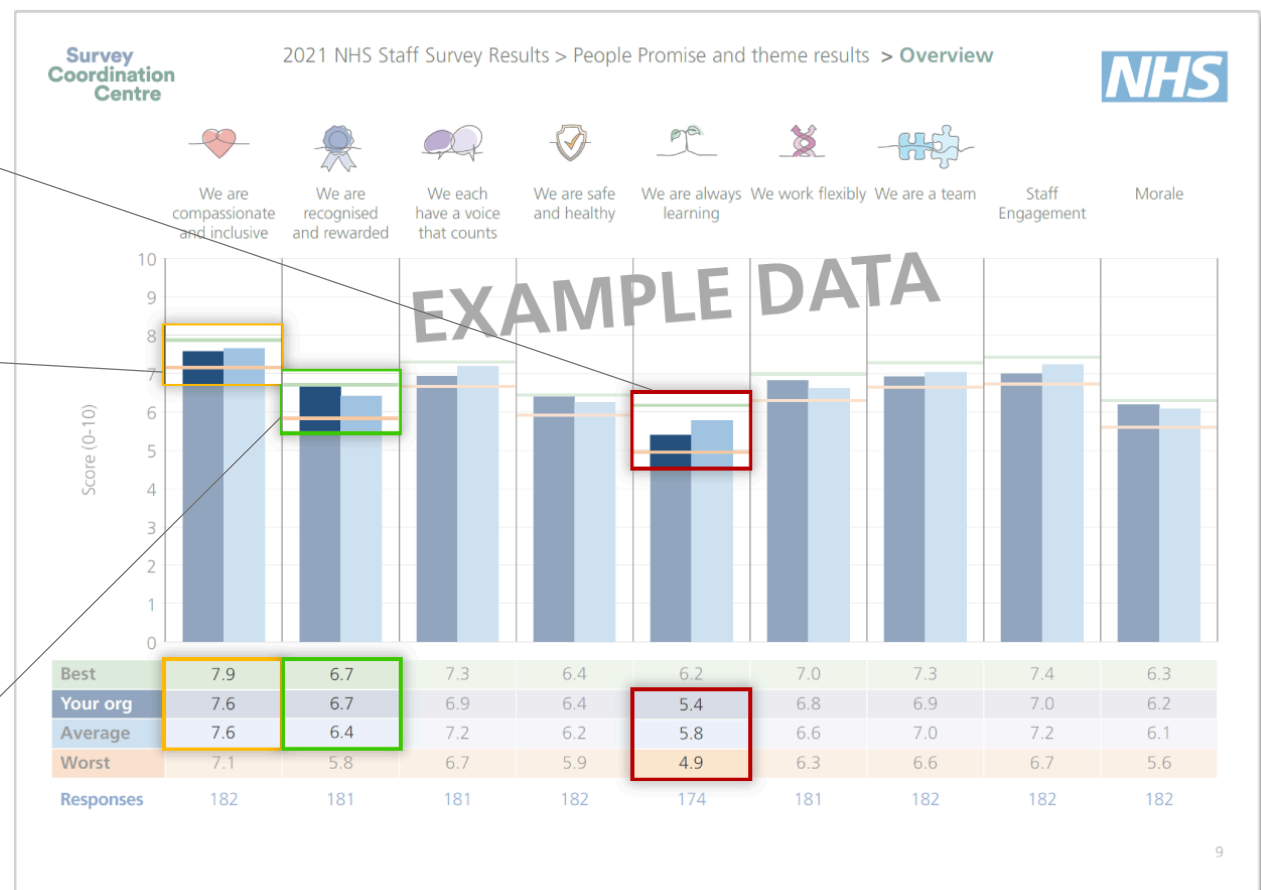
It is important to **consider each result within the range of its benchmarking group 'Best' and 'Worst' scores**, rather than comparing People Promise element and theme scores to one another. Comparing organisation scores to the benchmarking group average is another important point of reference.

Areas to improve

- By checking where the 'Your org' column/value is lower than the benchmarking group 'Average' you can quickly identify areas for improvement.
- It is worth looking at the difference between the 'Your org' result and the benchmarking group 'Worst' score. The closer your organisation's result is to the worst score, the more concerning the result.
- Results where your organisation's score is only marginally better than the 'Average', but still lags behind the best result by a notable margin, could also be considered as areas for further improvement.

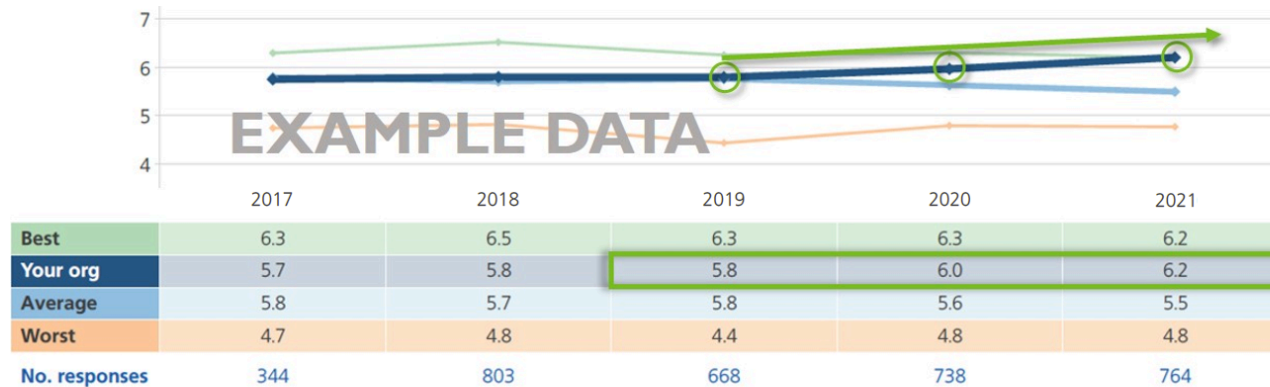
Positive outcomes

- Similarly, using the overview page it is easy to identify People Promise elements and themes which show a positive outcome for your organisation, where 'Your org' scores are distinctly higher than the benchmarking group 'Average' score.
- Positive stories to report could be ones where your organisation approaches or matches the benchmarking group's 'Best' score.



Review trend data

Trend data can be used to identify measures which have been consistently improving for your organisation (i.e. showing an upward trend) over the past years and ones which have been declining over time. These charts can **help establish if there is genuine change in the results** (if the results are consistently improving or declining over time), or whether a change between years is just a minor **year-on-year** fluctuation.

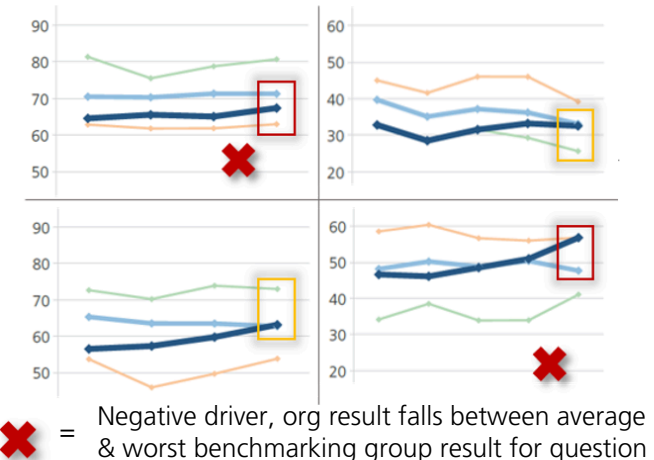


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

Review the sub-scores and questions feeding into the People Promise elements and themes

In order to understand exactly which factors are driving your organisation’s People Promise element and theme scores, you should review the sub-scores and questions feeding into these scores. The **sub-score results** and the **‘Detailed information’** section contain the sub-scores and questions contributing to each People Promise element and theme, grouped together. By comparing ‘Your org’ scores to the benchmarking group ‘Average’, ‘Best’ and ‘Worst’ scores for each question, the **questions which are driving your organisation’s People Promise element and theme results can be identified**.

For areas of experience where results need improvement, action plans can be formulated to **focus on the questions where the organisation’s results fall between the benchmarking group average and worst results**. Remember to keep an eye out for questions where a lower percentage is a better outcome – such as questions on violence or harassment, bullying and abuse.



This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 140 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data.

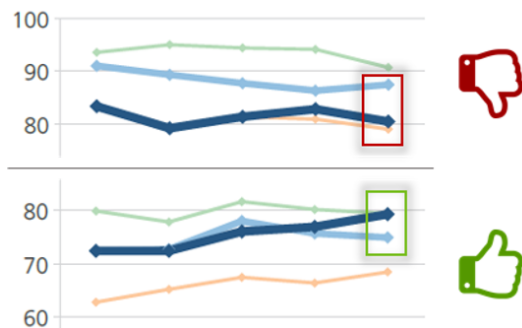
Identifying questions of interest

➤ Pre-defined questions of interest – key questions for your organisation

Most organisations will have questions which have traditionally been a focus for them. Questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can be assessed on the backdrop of benchmark and historical trend data. You can search for specific question results using the 'Find text' feature or by clicking on the question number in the table on page 4.

➤ Identifying questions of interest based on the results in this report

The methods recommended to review your People Promise and theme results can also be applied to pick out question level results of interest. However, **unlike People Promise elements, themes and sub-scores where a higher score always indicates a better result, it is important to keep an eye out for questions where a lower percentage relates to a better outcome** (see details on the 'Using the report' page in the 'Introduction' section).





➤ **To identify areas of concern:** look for questions where the organisation value falls between the benchmarking group average and the worst score, particularly questions where your organisation result is very close to the worst score. Review changes in the trend data to establish if there has been a decline or stagnation in results across multiple years, but consider the context of how the trust has performed in comparison to its benchmarking group over this period. A positive trend for a question that is still below the average result can be seen as good progress to build on further in the future.

➤ **When looking for positive outcomes:** search for results where your organisation is closest to the benchmarking group best result (but remember to consider results for previous years), or ones where there is a clear trend of continued improvement over multiple years.




Appendix D: Additional reporting outputs

Below are links to other key reporting outputs that complement this report. A full list and more detailed explanation of the reporting outputs is included in the Technical Document.



Supporting documents

-  **Basic Guide:** Provides a brief overview of the NHS Staff Survey data and details on what is contained in each of the reporting outputs.
-  **Technical Document:** Contains technical details about the NHS Staff Survey data, including: data cleaning, weighting, benchmarking, People Promise, historical comparability of organisations and questions in the survey.

Other local results

-  **Local Benchmarking:** Dashboards containing results for each participating organisation, similar those provided in this report, with trend data for up to five years where possible. These dashboards additionally show the full breakdown of response options for each question.
-  **Local Breakdowns:** Dashboards containing results for each organisation broken down by demographic characteristics. Data is available for up to five years where possible.
-  **Directorate Reports:** Reports containing People Promise and theme results split by directorate (locality) for East London NHS Foundation Trust.

National results

-  **National Trend Data** and **National Breakdowns:** Dashboards containing national results – data available for five years where possible.
-  **Regional/System overview** and **Regional/System breakdown:** Dashboards containing results for each region and each ICS/STP.