

**Council of Governors - Cover Sheet**

<b>Subject:</b>	NHS Staff Survey 2021 – Results and Actions		<b>Date: 10.05.2022</b>	
<b>Prepared By:</b>	Vicky Malia, Operational Lead NSS21			
<b>Approved By:</b>	Emma Challans, Executive Director of Culture and Improvement			
<b>Presented By:</b>	Dave Selwyn, Medical Director			
<b>Purpose</b>				
This paper serves to update the Council of Governors on the National Staff Survey 2021 full results and provide assurance as to the process in place to share these results with the organisation and our focus areas for cultural improvement.			<b>Approval</b>	
			<b>Assurance</b>	<b>x</b>
			<b>Update</b>	
			<b>Consider</b>	
<b>Strategic Objectives</b>				
<b>To provide outstanding care</b>	<b>To promote and support health and wellbeing</b>	<b>To maximise the potential of our workforce</b>	<b>To continuously learn and improve</b>	<b>To achieve better value</b>
<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	
<b>Overall Level of Assurance</b>				
	<b>Significant</b>	<b>Sufficient</b>	<b>Limited</b>	<b>None</b>
		<b>x</b>		
<b>Risks/Issues</b>				
<b>Financial</b>				
<b>Patient Impact</b>				
<b>Staff Impact</b>	Results identify areas of significant impact to staff experience			
<b>Services</b>				
<b>Reputational</b>	Results have deteriorated, however against national average SFH still performs very well			
<b>Committees/groups where this item has been presented before</b>				
Regular updates to Trust Management Team, Executive Team and People, Culture and Improvement Committee and report to Trust Board.				
<b>Executive Summary</b>				
<p>The National Staff Survey 2021 embargo lifted on 30<sup>th</sup> March 2022 with full results analysis and Trust focus areas now available.</p> <p>The Trust closed the survey in November with 3442 colleagues taking the opportunity to share their voice, which was a 66.4% response rate (compared to 61% last year and 66% in 2019). 2021 saw our best response rate to date and therefore we can be confident that the results are a sound representation of the voice of the SFH workforce.</p> <p>Headlines include:</p> <ul style="list-style-type: none"> <li>- <b>1st</b> for response rate of all Acute Trusts in the Midlands (66.4%)</li> <li>- <b>1st</b> for recommended as a place to work across the Midlands with 74.9% compared to highest result nationally of 77.6%</li> <li>- <b>1st</b> for staff being happy with the standard of care provided by the organisation if a friend or relative needed treatment across the Midlands with 81.7% compared to highest result nationally of 89.5%</li> </ul> <p>Information has been shared at every stage with all key leads as soon as available for the purpose of Divisional Management Team discussion and initial action planning. Divisions are currently in Divisional engagement exercises with their teams. Trust focus areas have been identified under 3</p>				

key themes:

- **Valuing You**
- **Caring for You**
- **Developing You**

A Trust staff survey explorer portal has also been developed for the first time this year to support Divisions, Departments and Teams to review and analyse their own data. The portal has been designed to help point colleagues to potential hot spot areas where scores are low in general, are low compared to the Trust average, or have decreased since last year, with the aim of stimulating conversation and commitment to action at a local level.

The Culture and Engagement team are working in partnership with Divisions and staff networks to identify and support specific areas that would benefit from additional support with either sharing their results with their teams or with their ongoing actions for improvement.

A full Staff Survey results update paper is attached.

**The Council of Governors is asked to note Trust performance and focus areas for cultural improvement during 2022/23 and beyond.**