

REPORT TO:	NHS SOMERSET INTEGRATED CARE BOARD ICB Board Part A	ENCLOSURE: H
DATE OF MEETING:	28 March 2024	
REPORT TITLE:	Staff Survey Results 2023	
REPORT AUTHOR:	Marianne King, Associate Director of HR and OD	
EXECUTIVE SPONSOR:	Victoria Downing-Burn, Chief People Officer	
PRESENTED BY:	Victoria Downing-Burn, Chief People Officer	

PURPOSE	DESCRIPTION	SELECT
Approve	To formally receive a report and approve its recommendations, (authorising body/committee for the final decision)	<input type="checkbox"/>
Endorse	To support the recommendation (not the authorising body/committee for the final decision)	<input type="checkbox"/>
Discuss	To discuss, in depth, a report noting its implications	<input checked="" type="checkbox"/>
Note	To note, without the need for discussion	<input checked="" type="checkbox"/>
Assurance	To assure the Board/Committee that systems and processes are in place, or to advise of a gap along with mitigations	<input type="checkbox"/>

PREVIOUS CONSIDERATION/ENGAGEMENT
<p>The results have been shared with Directors. Results have also been published nationally.</p> <p>ICB NHS results have been shared and discussed with ICB Directors. SFT Results have been shared at the SFT People Committee and the Pan Somerset Survey results have gone to People Delivery Group.</p>

Executive summary and reason for presentation to Committee/Board	<p>The presentation provides a summary of:</p> <ul style="list-style-type: none"> • the National Staff Survey results • the NHS Staff Survey Results for NHS Somerset Integrated Care Board • the NHS Somerset Foundation Trust results • the pan sector survey results <p>The presentation details provide a summary to the board of the how the NHS workforce are feeling in relation to a number of themes.</p> <p>For NHS Somerset this helps to develop an understanding of any work required in our own organisation and across the system in order to improve working conditions and create a great place to work and then this will positively impact on retention within the NHS.</p> <p>Highlights:</p> <p>National Staff Survey Results</p> <ul style="list-style-type: none"> • The broadly positive results show progress in most key areas despite the ongoing challenges facing the NHS • Improved scores for flexible working, health and wellbeing support, and appraisal and development.
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- Improved scores on compassionate culture and leadership
- Respondents continue overwhelmingly to speak positively about their line manager.
- There are encouraging signs that morale is improving. Set against the backdrop of industrial action.
- It is positive to see fewer staff indicating they are thinking about leaving the service and more recommending the NHS as a place to work.
- The numbers of staff recommending their organisation as a place to receive care has also increased, but is still lower than pre-pandemic levels in 2019, showing there is room for improvement here, even with the mounting pressures on many services.
- Scores on equality and diversity have failed to improve. There were only small improvements on the inclusion metric, with significant equality gaps remaining in the experience of women, those from black and minority ethnic backgrounds, disabled and LGBTQ+ staff.

NHS Somerset

- The results of our NHS Somerset staff survey are on the whole positive. This is against the backdrop of organisational change.
- It is positive to note that 79.8% of colleagues said that the people they work with are understanding and kind to one another. This also lends itself to the positive scores around team work and compassionate leadership. These positive scores will affect our overall engagement levels and have a positive impact on the retention and wellbeing of our workforce.
- Aligned with the National Staff Survey, we also see NHS Somerset staff survey results report positively around the support they receive from their Line Manager.
- We have seen a decrease in the number of colleagues that have reported work-related stress in this years survey, however it is worth noting that we also see 75% of colleagues working additional unpaid hours.
- On the whole our equality and diversity results are positive, however it was reported that 4.7% of colleagues had personally experience discrimination at work from a manager, team leader or other colleague and 1.5% of colleagues had stated they had been the target of unwanted behaviours of a sexual nature.
- We need to work on areas such as learning and development and appraisals which came out as one of our lowest scores.
- It was also identified that our Freedom to Speak up culture needed to improve.
- Nationally ICBs saw a decline in the proportion of staff that would recommend it as a place to work. NHS Somerset saw a

	<p>decline of 13.5% of colleagues recommending the ICB as a place to work.</p> <p>NHS Somerset Foundation Trust</p> <ul style="list-style-type: none"> • The results from SFT are positive with improvements shown across all, bar one, areas of the People Promise themes. • Morale in particular has increased since 2022 and is above the comparator score. • Staff Engagement has seen a slight decline but remains above the comparator score. <p>Pan Somerset Survey</p> <p>An analysis of the survey highlighted that:</p> <ul style="list-style-type: none"> • There is a consistently high score around fulfilment at work ('the work I do makes a real difference') where the NHS, Somerset Council and other partners scored >75 with behaviour of managers coming a close second • The area of role autonomy and control (ability to make improvements), personal health and wellbeing (feeling positive and able to cope with work) and access to professional support services are areas for further exploration • The results indicate that staff take on responsibility for their health and wellbeing (Personal Health and Wellbeing) • The results also show that there is fulfilment in the workplace – a sense of making a positive difference to colleagues/service users • A common theme that matches the other survey results are that Leaders and managers are aware of the needs of staff and promote good behaviours (Manager Behaviour)
<p>Recommendation and next steps</p>	<p>This presentation is for the Board to discuss. The contents will require further discussion within NHS Somerset in order to provide deeper analysis and then the development of actions which will be built into the Organisational Development Plan.</p>

Links to Strategic Objectives
(Please select any which are impacted on / relevant to this paper)

- Objective 1: Improve the health and wellbeing of the population
- Objective 2: Reduce inequalities
- Objective 3: Provide the best care and support to children and adults
- Objective 4: Strengthen care and support in local communities
- Objective 5: Respond well to complex needs
- Objective 6: Enable broader social and economic development
- Objective 7: Enhance productivity and value for money

Impact Assessments – key issues identified (please enter 'N/A' where not applicable)	
Reducing Inequalities/Equality & Diversity	The staff survey report addresses how colleagues are feeling within the organisation and provides an important benchmark for how developed we are within Equality and Diversity. There are some important points to note within the results that will require further analysis regarding discrimination and individual differences, however NHS Somerset still ranks highly when looking at Diversity and Equality against other Integrated Care Boards.
Quality	The quality of leadership has been described as kind and compassionate with organisation scores ranking higher than other Integrated Care Boards.
Safeguarding	We are Safe and Healthy is an important area to consider when considering the results. Colleagues should experience cultures of no discrimination or unwanted sexual conduct in the workplace.
Financial/Resource/ Value for Money	By improving staff experience at work where this leads to reduced absence and discretionary effort. This will have an impact on the efficiency of services we provide
Sustainability	NA
Governance/Legal/ Privacy	NA
Confidentiality	NA
Risk Description	There would be a risk to engagement levels of future survey results if the organisation does not adequately consider and respond to the results from the 2023 Staff Survey.

Please keep these front pages to a maximum of three

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