

enabling and empowering people to reach their potential and live fulfilling lives

Summary Report – Trust Board Meeting (Part 1)	Date: 27th March 2013
Report Title: Staff Survey Results	
Agenda Item: 17	Enclosures: Summary 2012 Staff survey results
Sponsor; Interim Director for People	Presenter: Sally Fox
Report Author: Sally Fox	
Report discussed previously at:	<i>n/a</i>

Purpose of the Report and Action required		
	Approval	
	Discussion	X
	Information	

Executive Summary of Key Issues
<p>The Trust has received the results of the 2012 staff survey. Key issues to note include:</p> <ul style="list-style-type: none"> • Some improvement against the Trust’s 2011 results in relation to staff job satisfaction, the percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver, the percentage of staff having well structured appraisals in the last 12 months and the fairness and effectiveness of incident reporting procedures • Some deterioration against the 2011 results in relation to the percentage of staff suffering work related stress in the last 12 months, and the percentage of staff receiving health and safety training in the last 12 months. • The survey, based on a sample of 850 staff, does illustrate that there is significant room for improvement in a number of areas. • The report proposes the involvement of a cross section of staff from all levels/areas in deciding on the priorities for action

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Which Strategic Objective does this paper address	
A sustainable value for money business	
Excellent service user access and experience	
Excellent partnership working with other organisations	
Effective engagement and improvement in staff satisfaction	Y

Link to Fit for the Future Implementation Plan	
<i>Specify objective number</i>	n/a

Recommendations to other committees
n/a

Recommendation/Decision
The Board is recommended to note the report and the action endorsed by the Employee Strategy and Engagement Committee.

Staff Survey Report

1. Introduction

1.1. Background

The national staff survey was issued to a statistically valid sample of staff in October 2012, and completed returns were received in December. The survey is administered by an external provider, Capita. The summary report is attached at Appendix A.

1.2. Key Findings

The Trust's scores improved against its performance in 2011 in the following areas:

- Staff job satisfaction (from 3.49 to 3.65*)
- Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver (from 65% to 74%)
- Percentage of staff having well structure appraisals in the last 12 months (from 32% to 40%)
- Fairness and effectiveness of incident reporting procedures (from 3.37 to 3.48*)

The Trust's scores have deteriorated in the following areas:

- Percentage of staff suffering work related stress in the last 12 months (from 33% to 47%)
- Percentage of staff receiving health and safety training in the last 12 months (from 82% to 66%)

* out of a potential score of 5

1.3. AWP's performance in relation to other Mental Health Trusts

The overall indicator for staff engagement has improved marginally since 2011 (it is now 3.57 compared with 3.48 in 2011) However, this overall score is below the average for mental health/learning disability Trusts, which stands at 3.70

The survey identifies that the Trust compares most favourably with other Mental Health/Learning Disability Trusts in England in the following areas.

- Effective team working (3.88 compared with 3.83)
- Percentage of staff receiving job relevant training, learning or development in last 12 months. (83% compared with 82%)
- Percentage of staff appraisal in the last 12 months (AWP's score is 87%, which is equal to the average for other similar Trusts)
- Percentage of staff working extra hours (69% compared with 70%)

The survey also identifies the five bottom ranking scores in relation to other Trusts. These are:

- Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months (43% compared with 30%)
- Percentage of staff experiencing harassment, bullying or abuse from staff in the last 12 months (28% compared with 21%)

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- Percentage of staff reporting good communication between senior management and staff (24% compared with 30%)
- Staff recommendation of the Trust as a place to work or receive treatment (3.23 compared with 3.54*)
- Percentage of staff feeling pressure to attend work when feeling unwell (26% compared with 22%)

However there are a number of areas where performance is worse than average, or indeed, in the bottom 20%. AWP is in the bottom 20% when compared with similar Trusts in the following areas:

- Staff suffering work related stress in the last 12 months. The AWP position has deteriorated since 2011 (from 33% to 47%)
Average for other comparator Trusts is 41%
- Staff experiencing physical violence from patient's relatives or the public in the last 12 months. The AWP position has deteriorated since 2011 (from 15% to 25%)
Average for other comparator Trusts is 20%
- Staff experiencing harassment, bullying or abuse from patients or the public in the last 12 months. The AWP position has deteriorated since 2011 (from 23% to 43%)
Average for comparator Trusts is 30%
- Staff experiencing harassment, bullying or abuse form staff in the last 12 months. The AWP position has deteriorated since 2011 (from 14% to 28%)
Average for comparator Trusts is 21%
- Staff feeling pressure to attend work when feeling unwell. The AWP position has deteriorated since 2011 (from 25% to 26%)
Average for comparator Trusts is 22%
- Staff reporting good communication between senior management and staff. This position has improved since 2011 (from 20% to 24%)
Average for comparator Trusts is 30%

1.4. Analysis

It is interesting to note that the Trust's top performing areas in 2011 (in relation to other similar Trusts) were completely different from those identified in 2012 (In 2011 they related to staff feeling valued by colleagues, the opportunity to use flexible working options and the numbers of staff suffering physical violence from other staff or work related injuries).

However, there is some more consistency in themes in relation to the bottom ranking scores in 2011. In 2011 communication between senior management and staff, and staff recommendation of the Trust as a place to work or receive treatment also featured in the bottom ranking scores.

It is difficult to speculate on the reasons for the Trust's disappointing results. Given that the survey was conducted in October, immediately after the conclusion of the

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adult redesign exercise it is reasonable to assume this may have impacted on the scores.

1.5. Action to date

The results were reported to the Employee Engagement and Strategy Committee on the 8 March. It was agreed that the approach to improving our performance in this area needed to be wide ranging, and focus on direct input from staff about the things that need to change to improve the experience of working at AWP.

The Interim HR Director was tasked with developing a proposal to capture the views of a sample of front line staff on some of the key themes. This would help to inform the Trust's approach to addressing the areas of concern with real input from staff across all areas and at all levels.

1.6. Recommendation

The Board is asked to note the report and endorse the approach agreed at the Employee Engagement and Strategy Committee.

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