

# Essex Partnership University NHS Foundation Trust

2019 NHS Staff Survey

**Benchmark Report**

## Contents

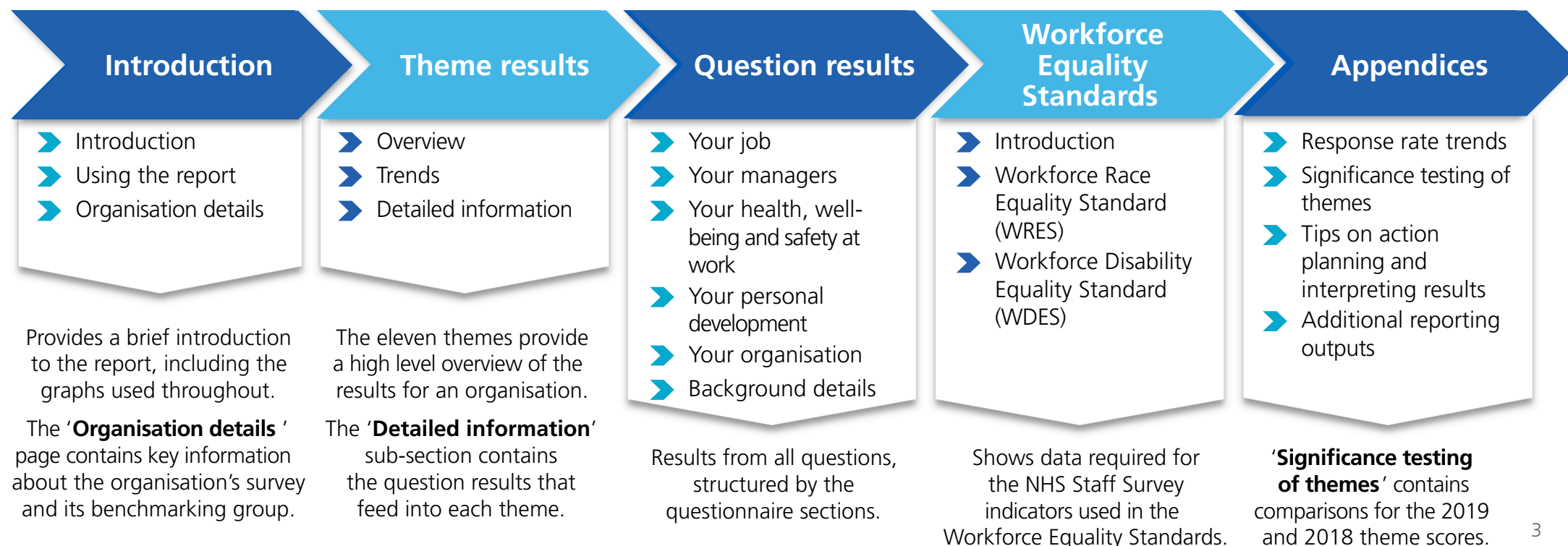
Introduction . . . . .	3	Safe environment - Bullying & harassment . . . . .	33
Theme results . . . . .	6	Safe environment - Violence . . . . .	34
Overview . . . . .	7	Safety culture . . . . .	35
Theme results – Trends . . . . .	8	Staff engagement . . . . .	37
Equality, diversity & inclusion . . . . .	9	Team working . . . . .	40
Health & wellbeing . . . . .	10	Question results . . . . .	41
Immediate managers . . . . .	11	Your job . . . . .	42
Morale . . . . .	12	Your managers . . . . .	74
Quality of appraisals . . . . .	13	Your health, well-being and safety at work . . . . .	86
Quality of care . . . . .	14	Your personal development . . . . .	125
Safe environment - Bullying & harassment . . . . .	15	Your organisation . . . . .	134
Safe environment - Violence . . . . .	16	Background details . . . . .	151
Safety culture . . . . .	17	Workforce Equality Standards . . . . .	162
Staff engagement . . . . .	18	Workforce Race Equality Standard (WRES) . . . . .	164
Team working . . . . .	19	Workforce Disability Equality Standard (WDES) . . . . .	169
Theme results – Detailed information . . . . .	20	Appendices . . . . .	179
Equality, diversity & inclusion . . . . .	21	A – Response rate . . . . .	181
Health & wellbeing . . . . .	23	B – Significance testing - 2018 v 2019 theme results . . . . .	183
Immediate managers . . . . .	25	C – Tips on using your benchmark report . . . . .	184
Morale . . . . .	27	D – Additional reporting outputs . . . . .	190
Quality of appraisals . . . . .	30		
Quality of care . . . . .	32		

This benchmark report for Essex Partnership University NHS Foundation Trust contains results for themes and questions from the 2019 NHS Staff Survey, and historical results back to 2015 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 is weighted to allow for fair comparisons between organisations.

Please note: q1, q10a, q19f, q23d-q28a and q29-q31b 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](#).

## The structure of this report



## Key features

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

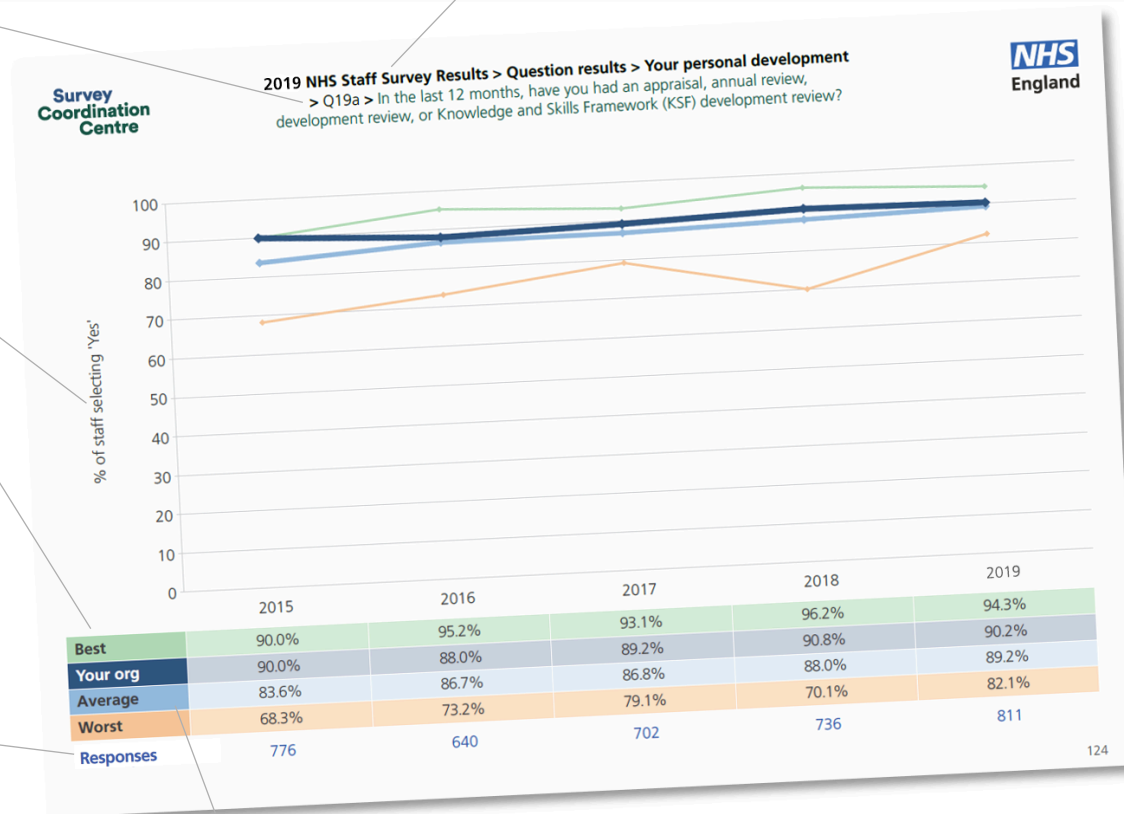
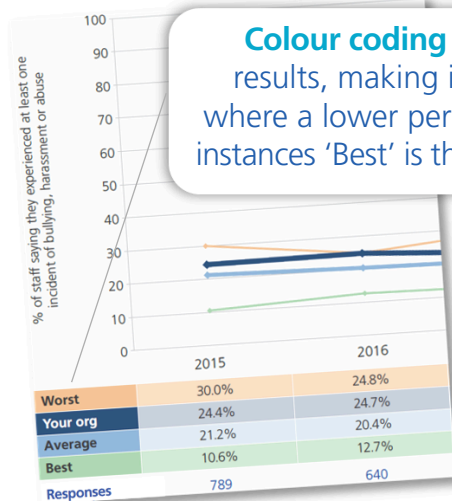
Question-level results are always  
reported as percentages; the **meaning  
of the value** is outlined along the axis.  
Themes are always on a 0-10pt scale  
where 10 is the best score attainable

**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

Slide headers are **hyperlinked** throughout the document. '2019  
NHS Staff Survey Results' takes you back to the contents page  
(which is also hyperlinked to each section), while the rest of the text  
highlighted in bold can be used to navigate to sections and sub-sections



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

'Best', 'Average', and 'Worst' refer to the  
**benchmarking group's** best, average and worst **results**

## Essex Partnership University NHS Foundation Trust

## 2019 NHS Staff Survey



### Organisation details

Completed questionnaires **2,280**

2019 response rate **48%**

➤ [See response rate trend for the last 5 years](#)

### Survey details

Survey mode **Mixed**

Sample type **Census**

### This organisation is benchmarked against:

Combined Mental Health /  
Learning Disability  
and Community Trusts



### 2019 benchmarking group details

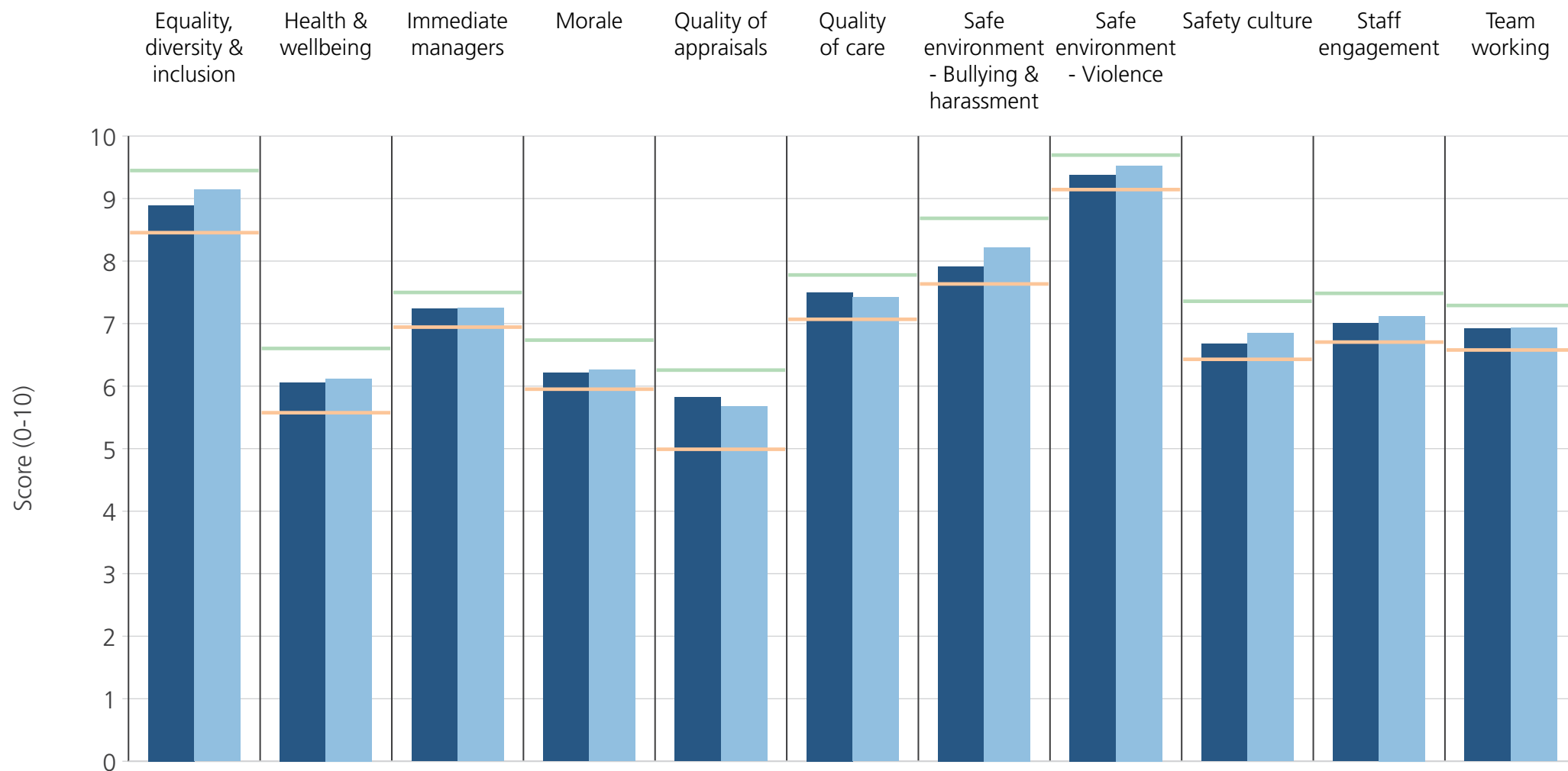
Organisations in group: **32**

Median response rate: **48%**

No. of completed questionnaires:  
**68,385**

# Theme results

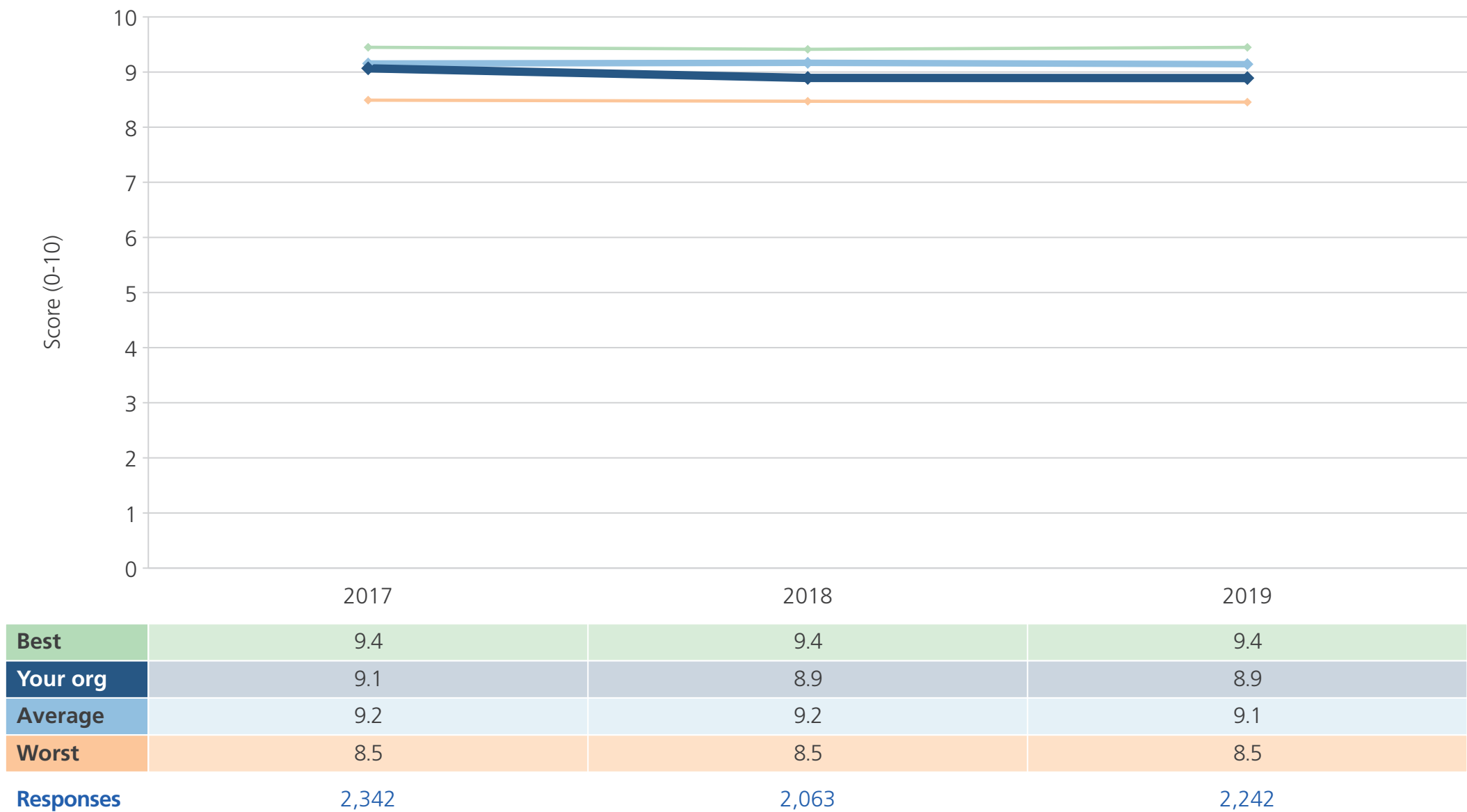
Essex Partnership University NHS Foundation Trust  
2019 NHS Staff Survey Results

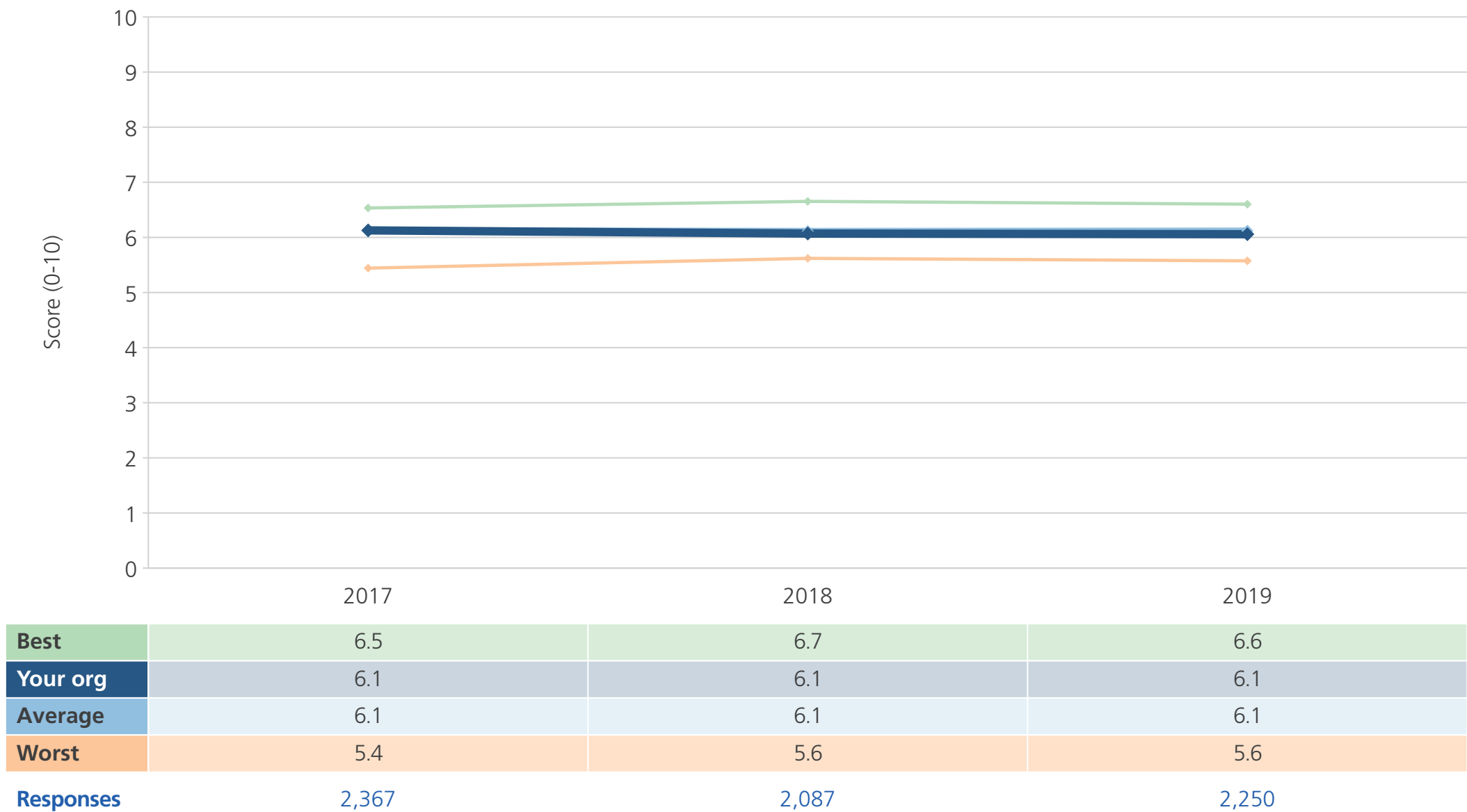


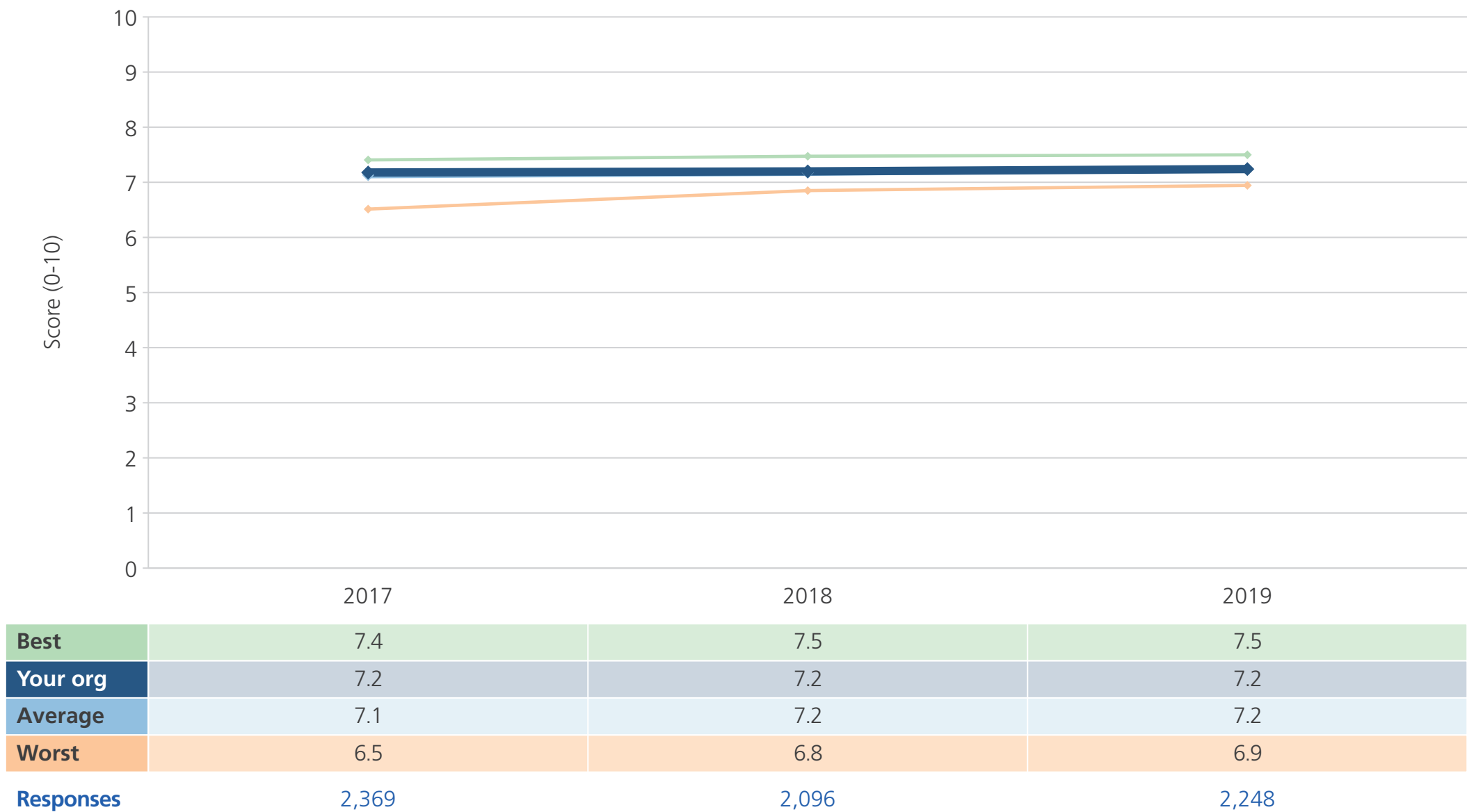
Best	9.4	6.6	7.5	6.7	6.3	7.8	8.7	9.7	7.4	7.5	7.3
Your org	8.9	6.1	7.2	6.2	5.8	7.5	7.9	9.4	6.7	7.0	6.9
Average	9.1	6.1	7.2	6.3	5.7	7.4	8.2	9.5	6.8	7.1	6.9
Worst	8.5	5.6	6.9	6.0	5.0	7.1	7.6	9.1	6.4	6.7	6.6
Responses	2,242	2,250	2,248	2,237	1,943	1,891	2,241	2,241	2,252	2,273	2,234

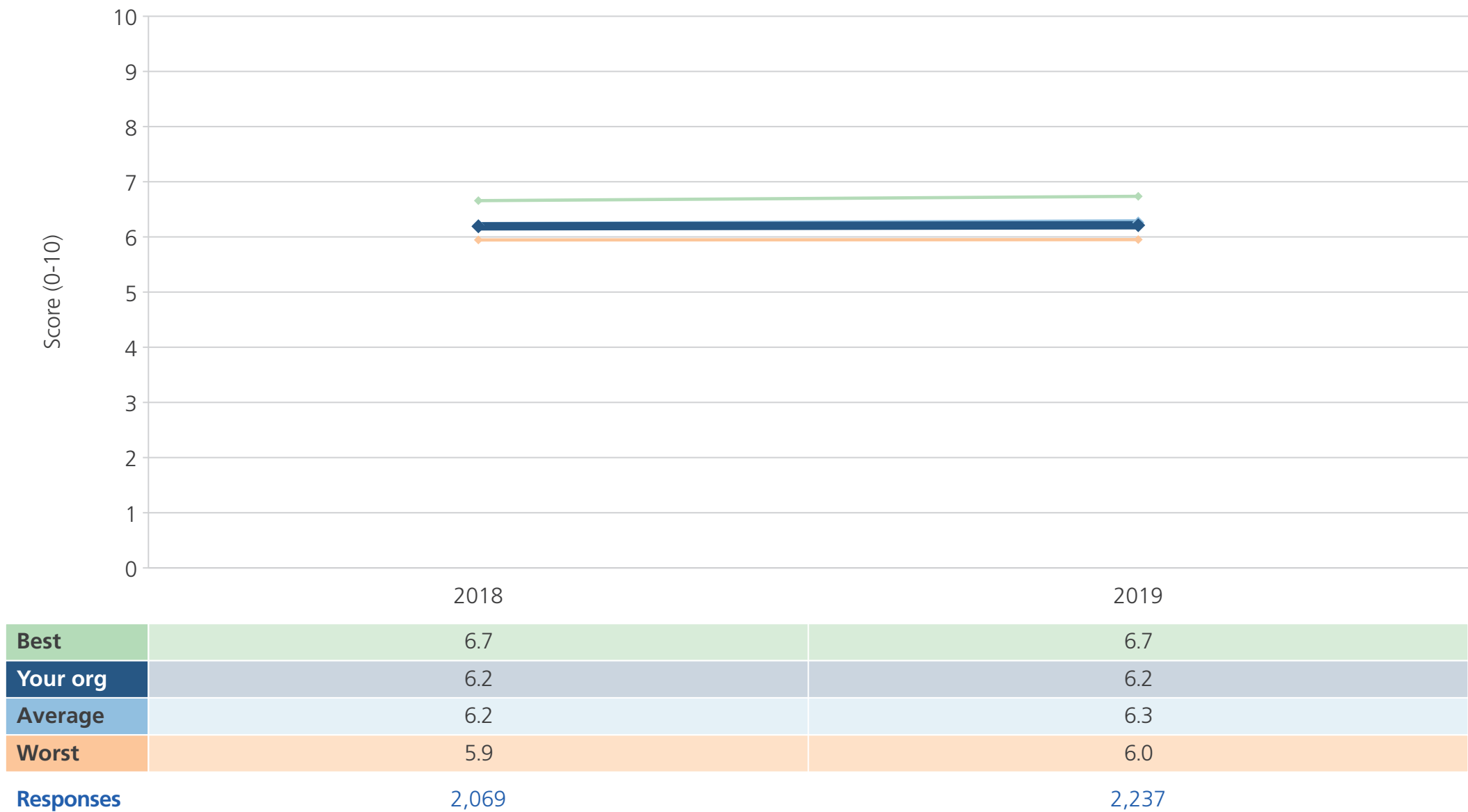
# Theme results – Trends

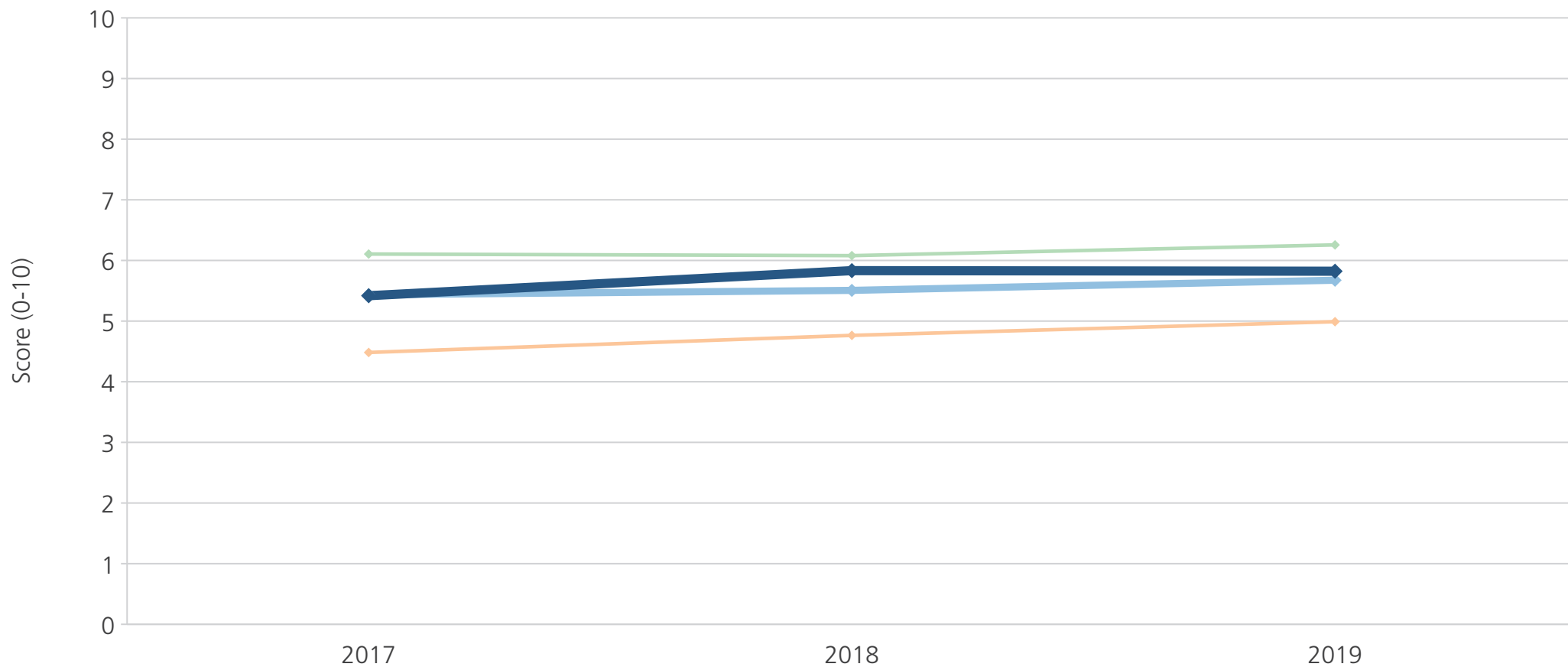












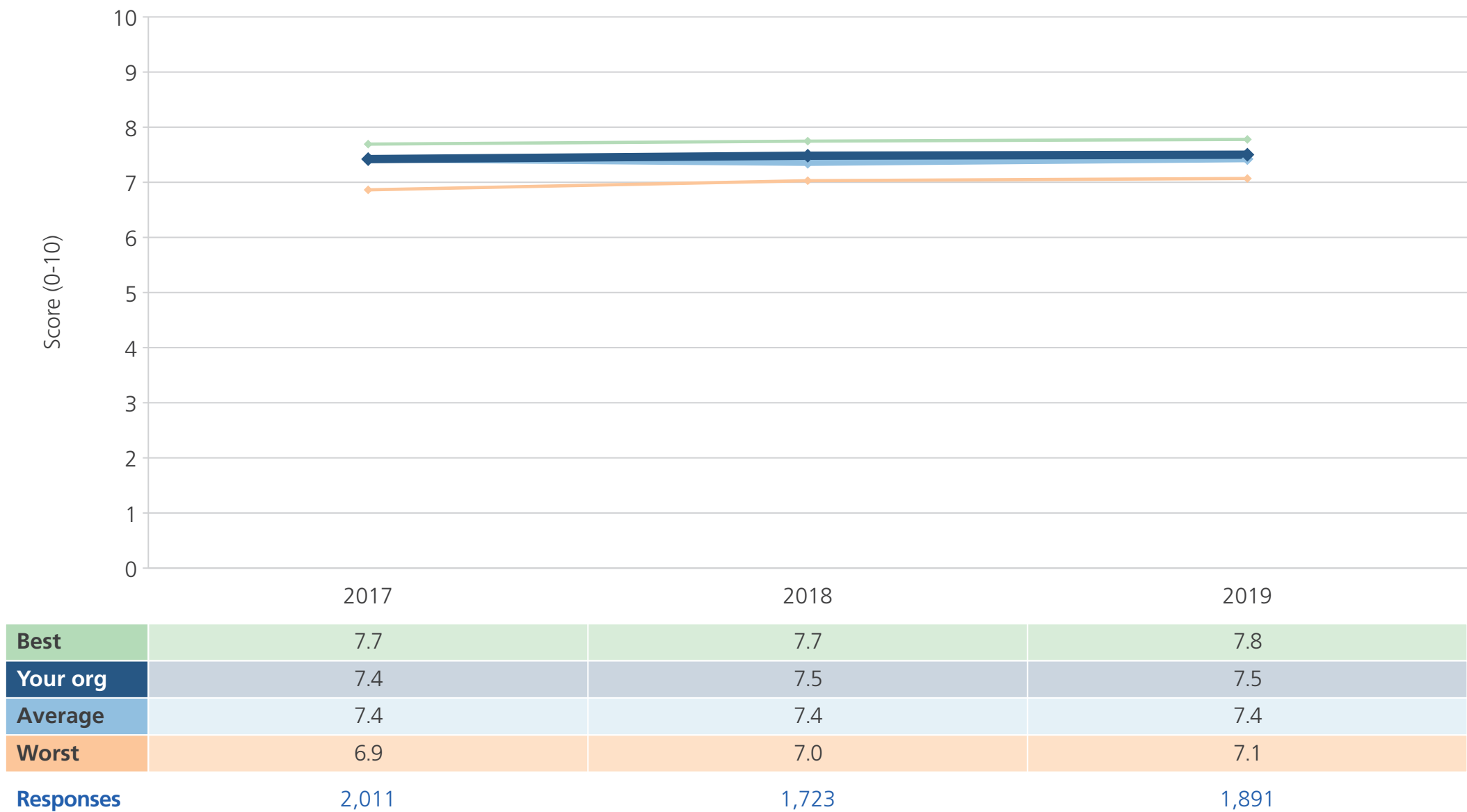
Best	6.1	6.1	6.3
Your org	5.4	5.8	5.8
Average	5.4	5.5	5.7
Worst	4.5	4.8	5.0

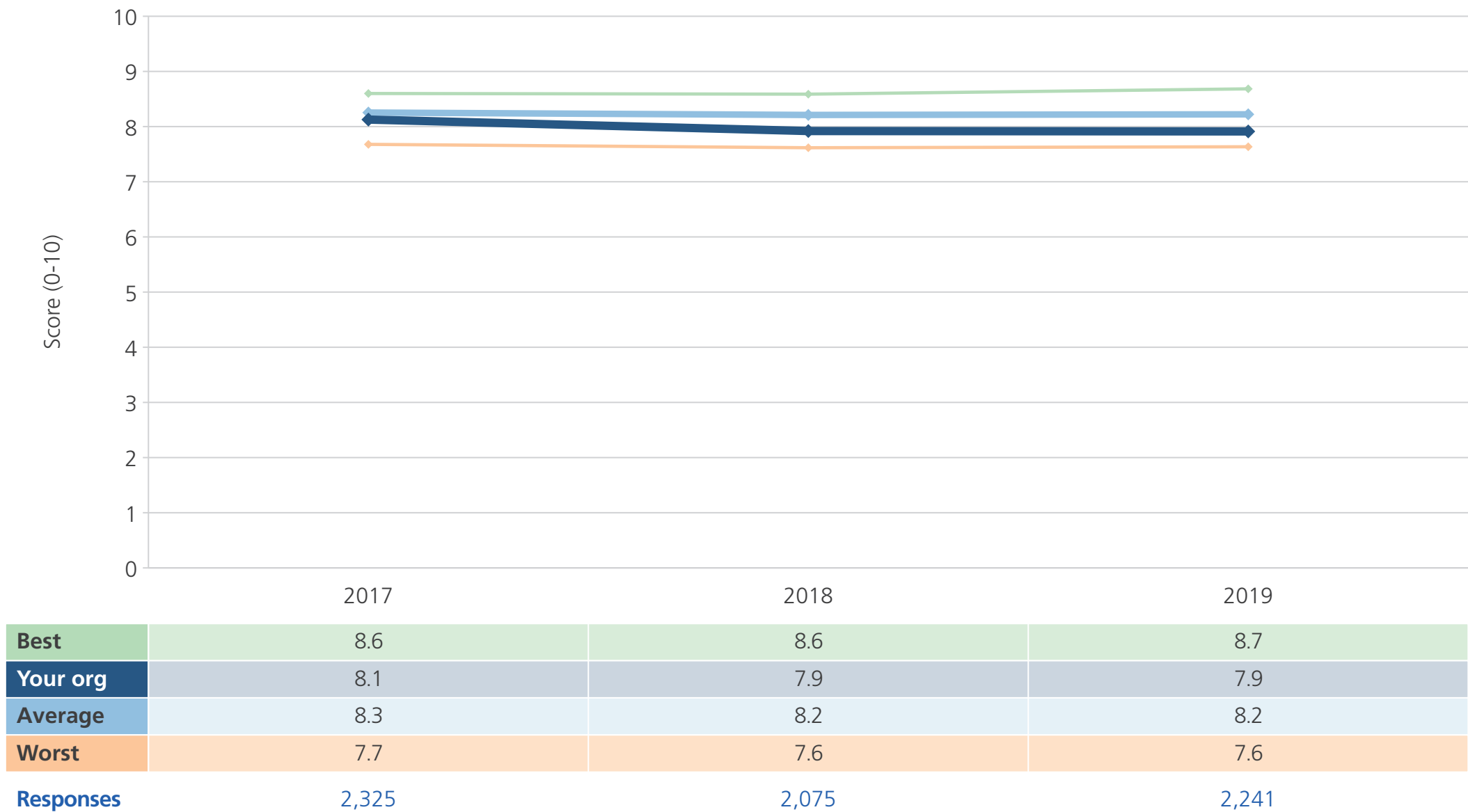
Responses

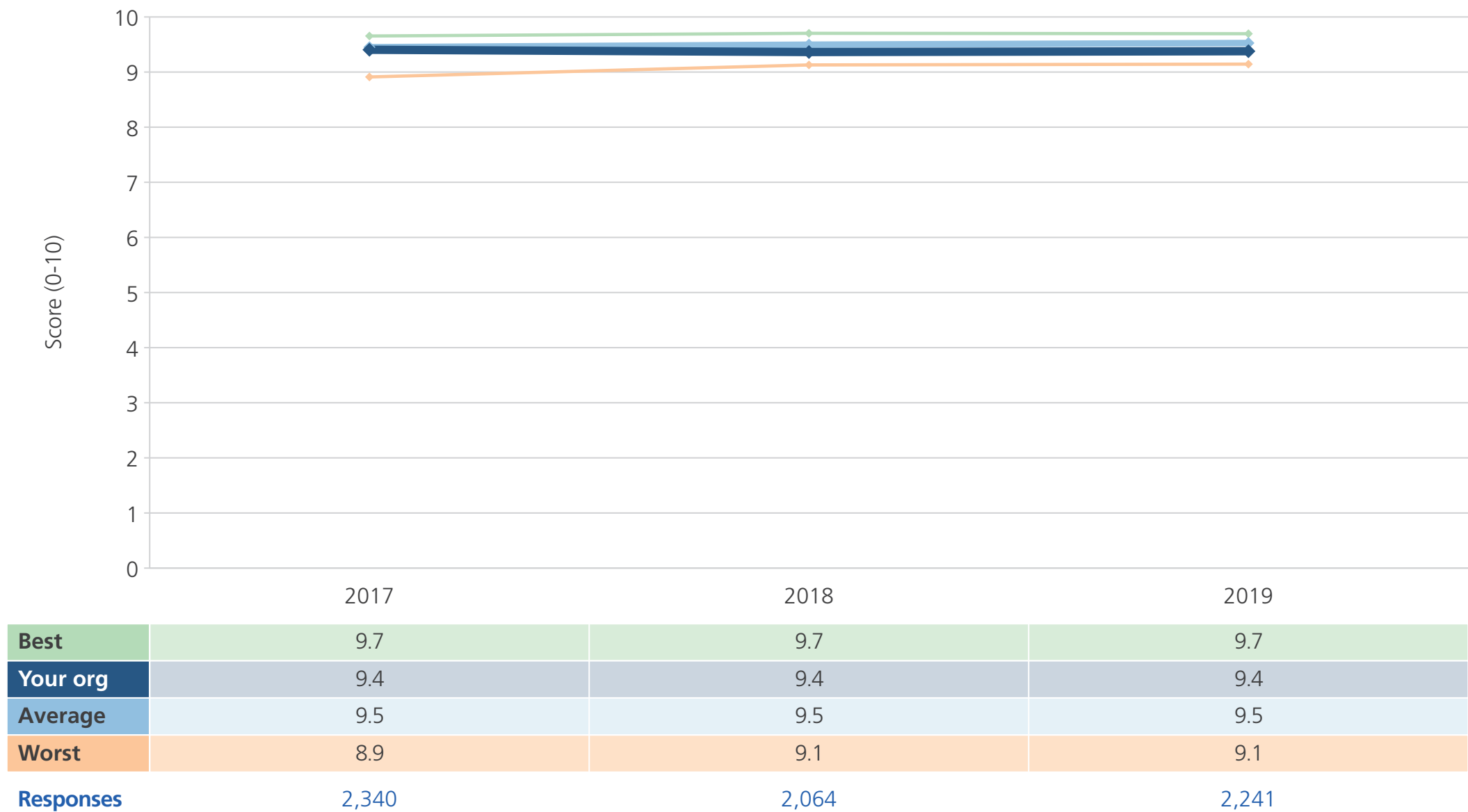
2,068

1,800

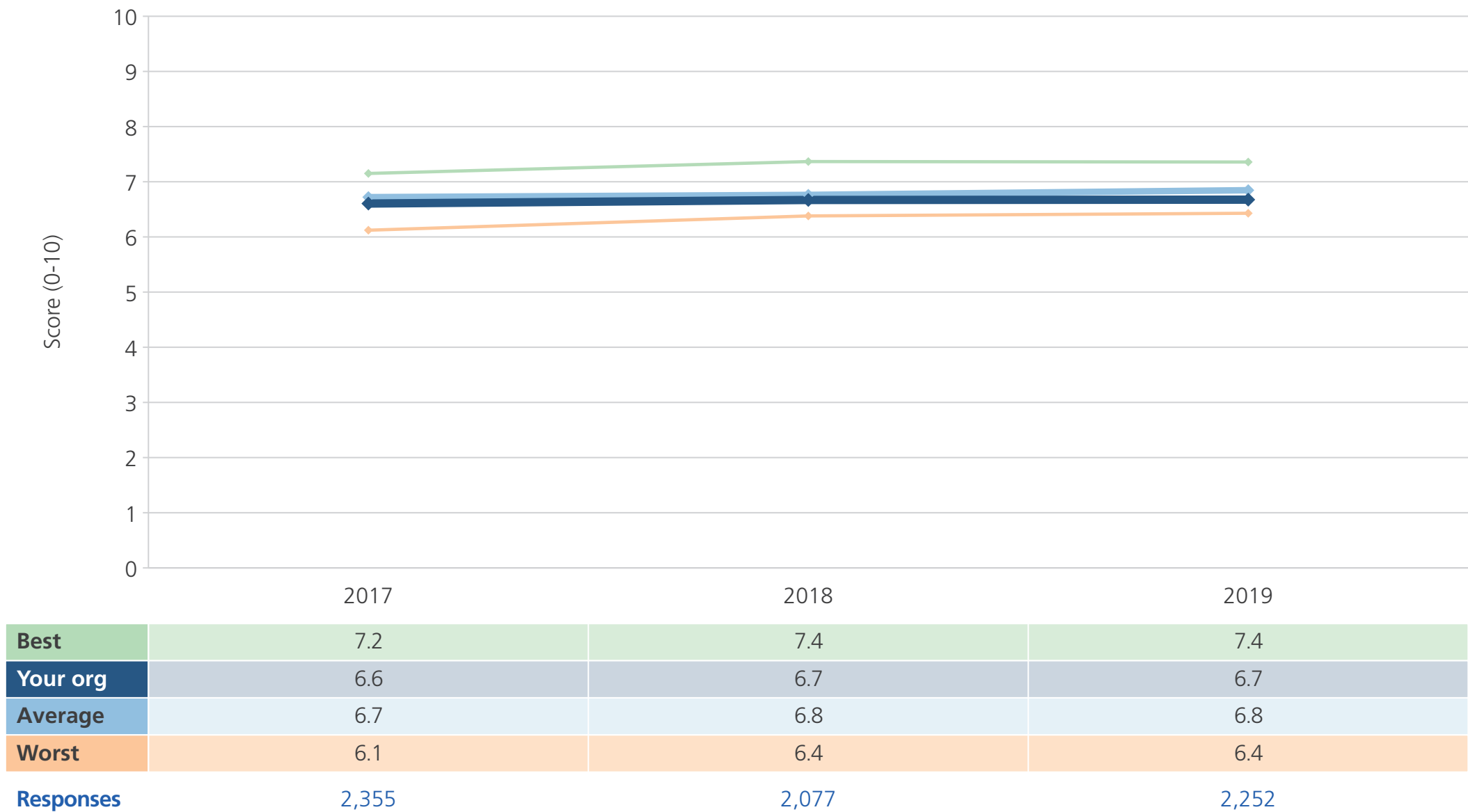
1,943

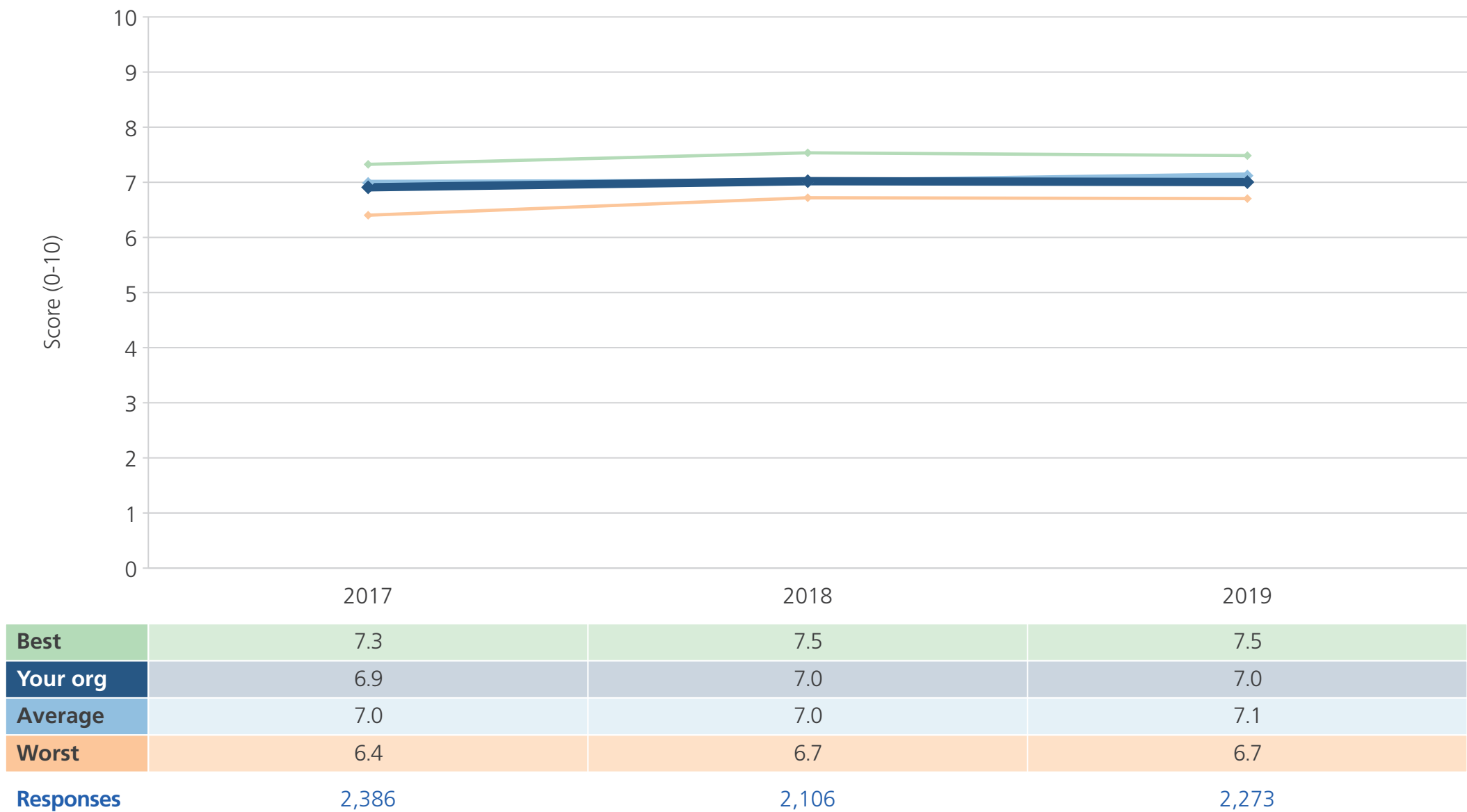


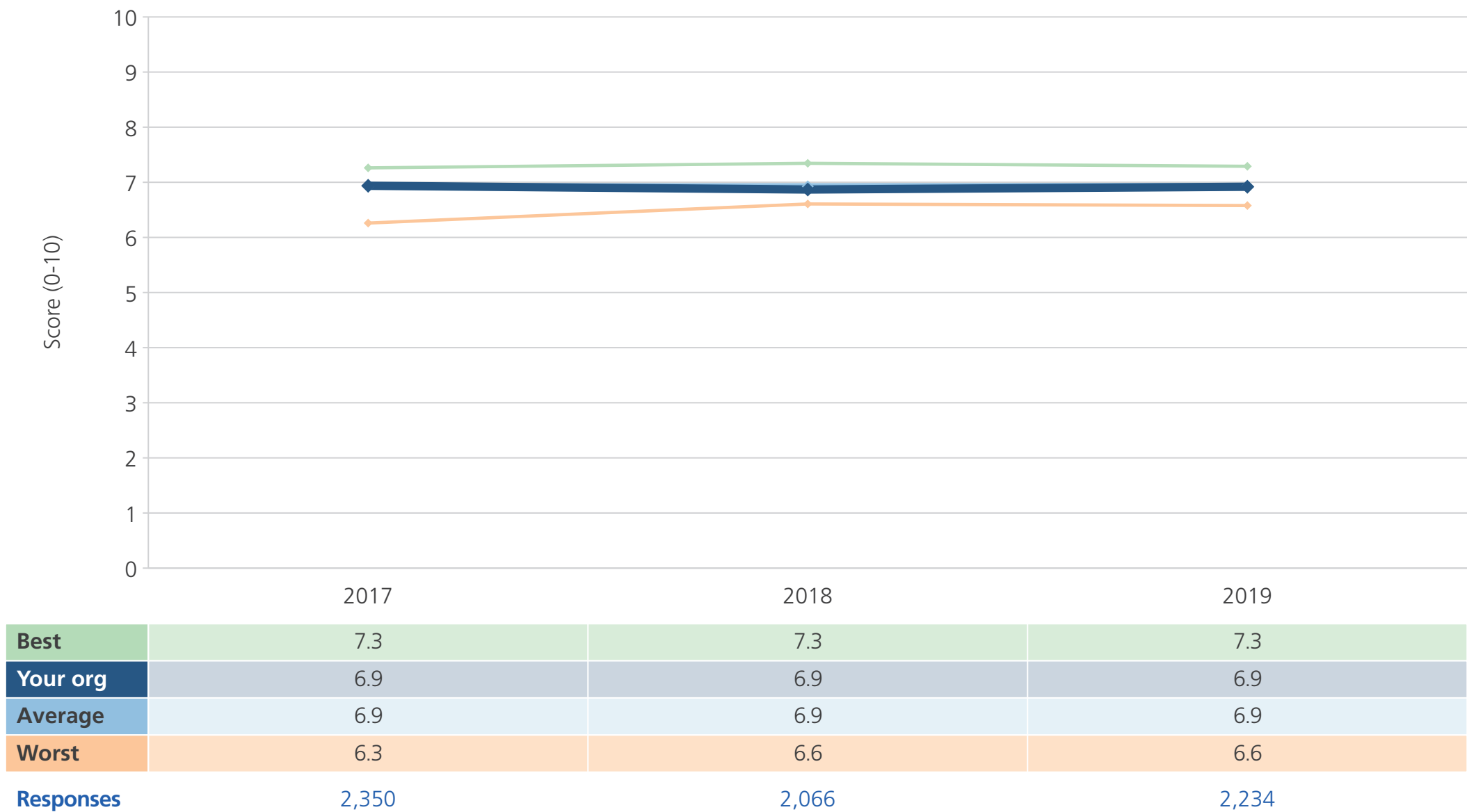








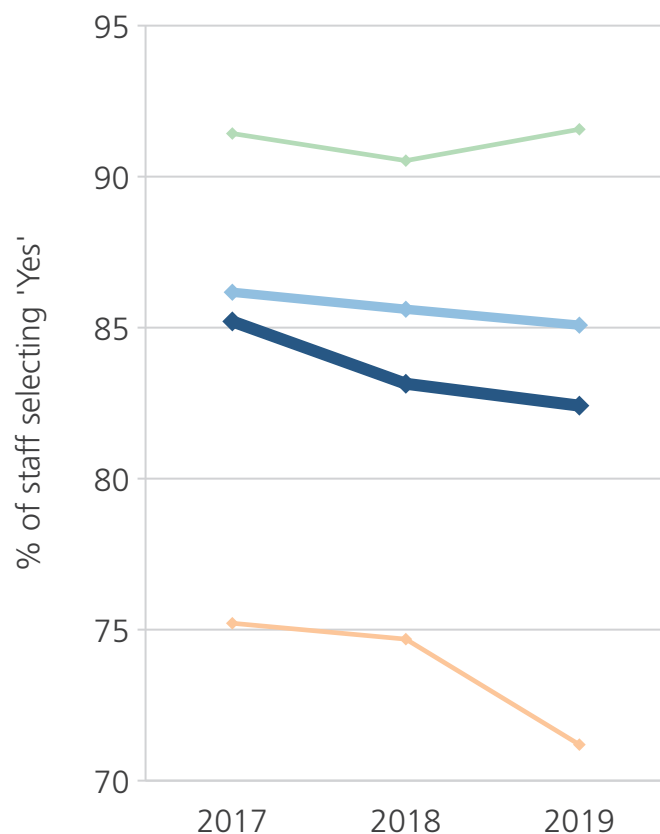




# Theme results – Detailed information

### Q14

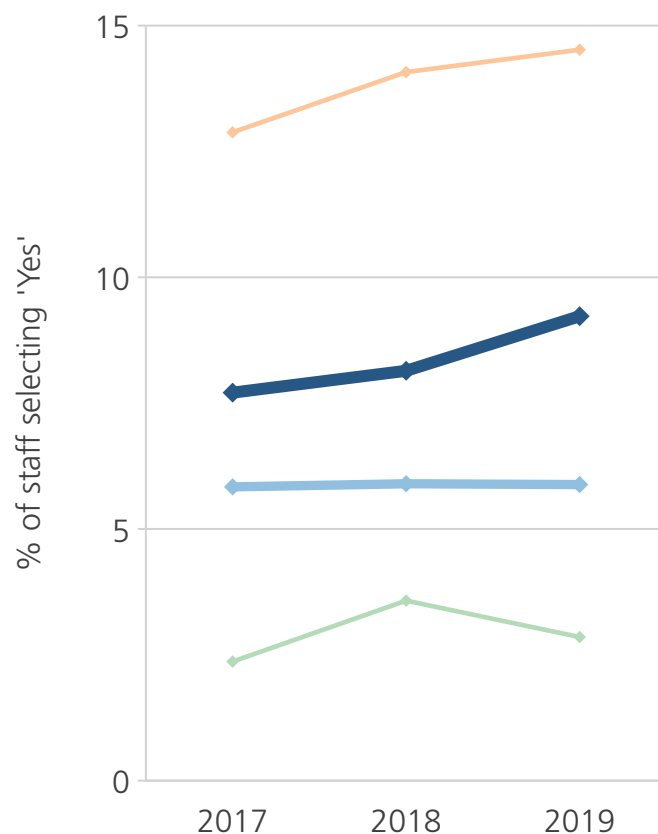
Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



<b>Best</b>	91.4%	90.5%	91.6%
<b>Your org</b>	85.2%	83.1%	82.4%
<b>Average</b>	86.2%	85.6%	85.1%
<b>Worst</b>	75.2%	74.7%	71.2%

### Q15a

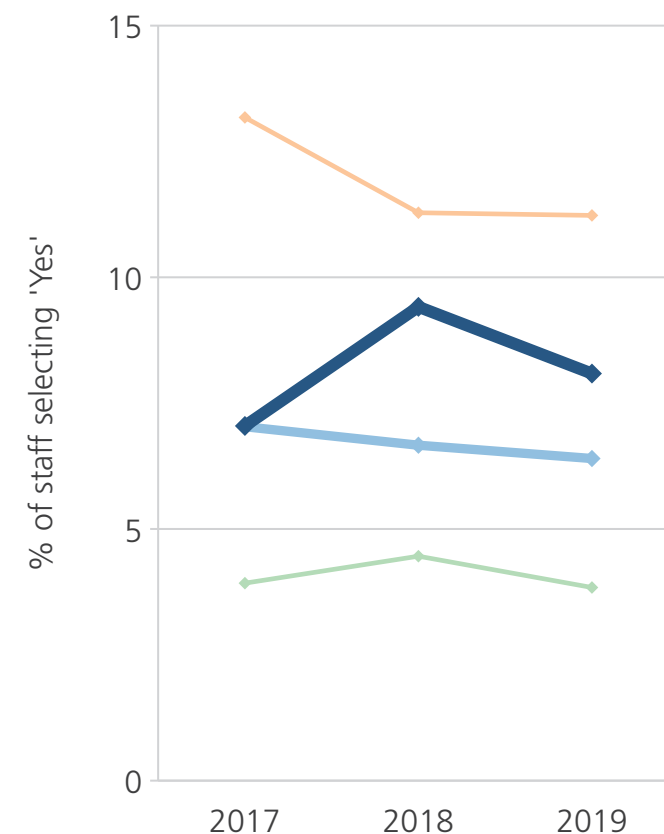
In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



<b>Worst</b>	12.9%	14.1%	14.5%
<b>Your org</b>	7.7%	8.1%	9.2%
<b>Average</b>	5.8%	5.9%	5.9%
<b>Best</b>	2.4%	3.6%	2.9%

### Q15b

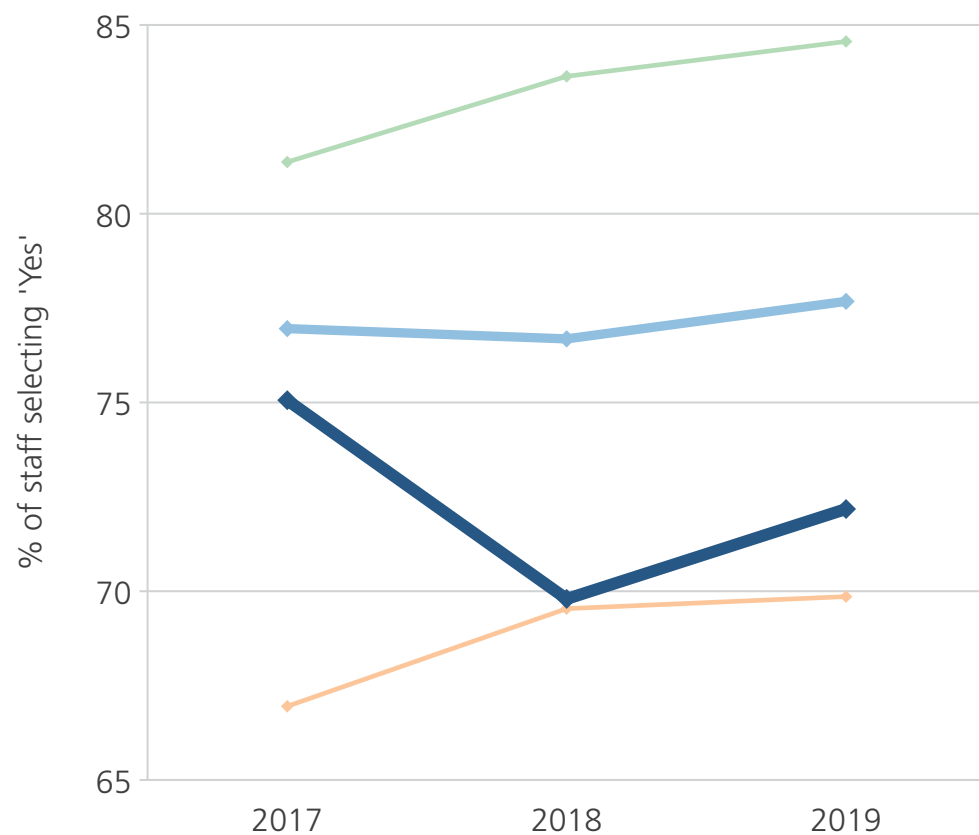
In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



<b>Worst</b>	13.2%	11.3%	11.2%
<b>Your org</b>	7.0%	9.4%	8.1%
<b>Average</b>	7.0%	6.7%	6.4%
<b>Best</b>	3.9%	4.5%	3.8%

**Q28b**

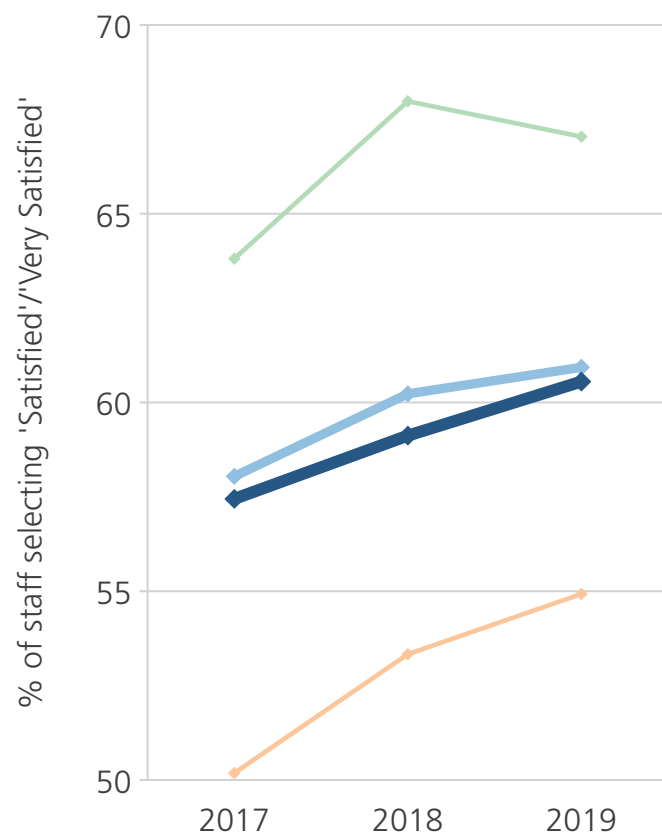
Has your employer made adequate adjustment(s)  
to enable you to carry out your work?



Best	81.4%	83.6%	84.6%
Your org	75.1%	69.8%	72.2%
Average	77.0%	76.7%	77.7%
Worst	67.0%	69.5%	69.9%

### Q5h

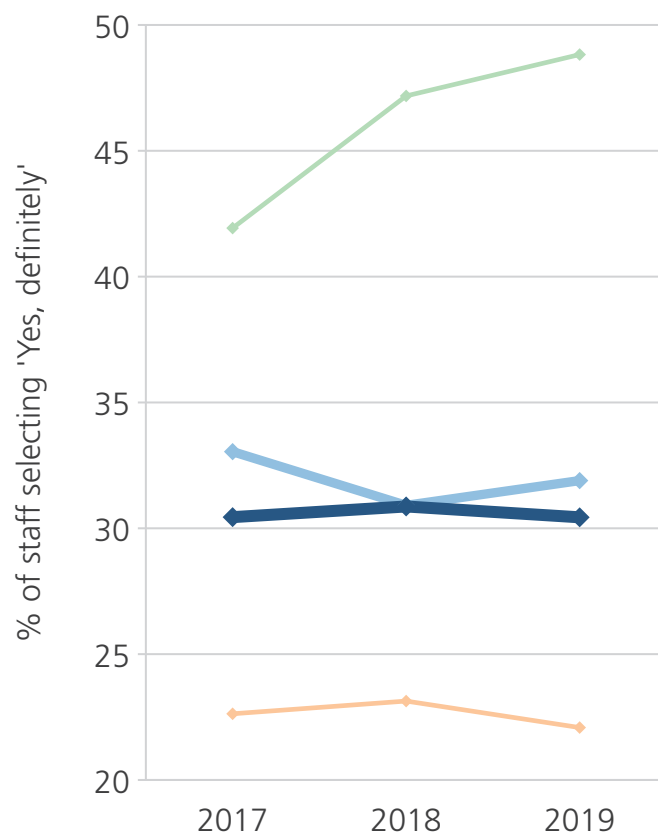
The opportunities for flexible working patterns



Best	63.8%	68.0%	67.0%
Your org	57.4%	59.1%	60.6%
Average	58.0%	60.2%	60.9%
Worst	50.2%	53.3%	54.9%

### Q11a

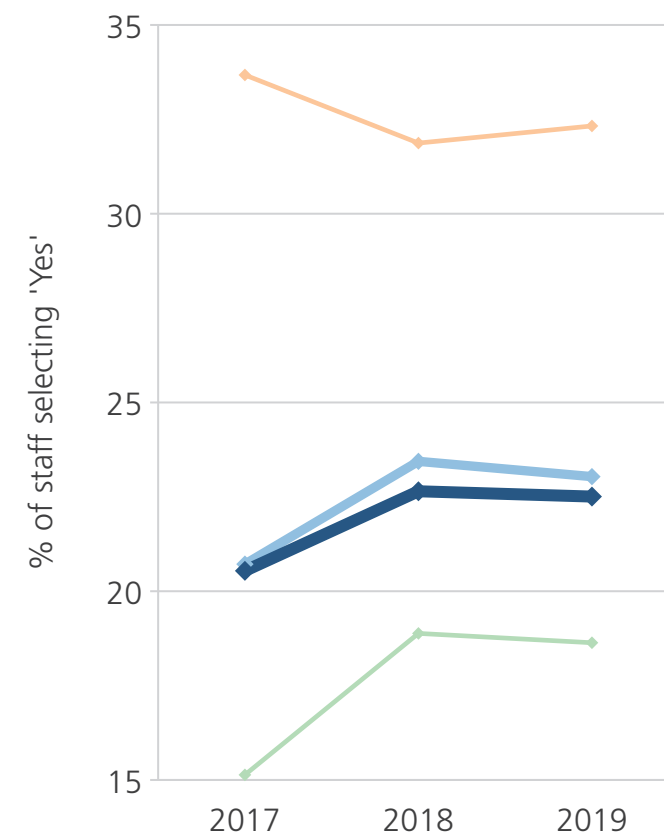
Does your organisation take positive action on health and well-being?



Best	41.9%	47.2%	48.8%
Your org	30.4%	30.9%	30.4%
Average	33.0%	30.9%	31.9%
Worst	22.6%	23.1%	22.1%

### Q11b

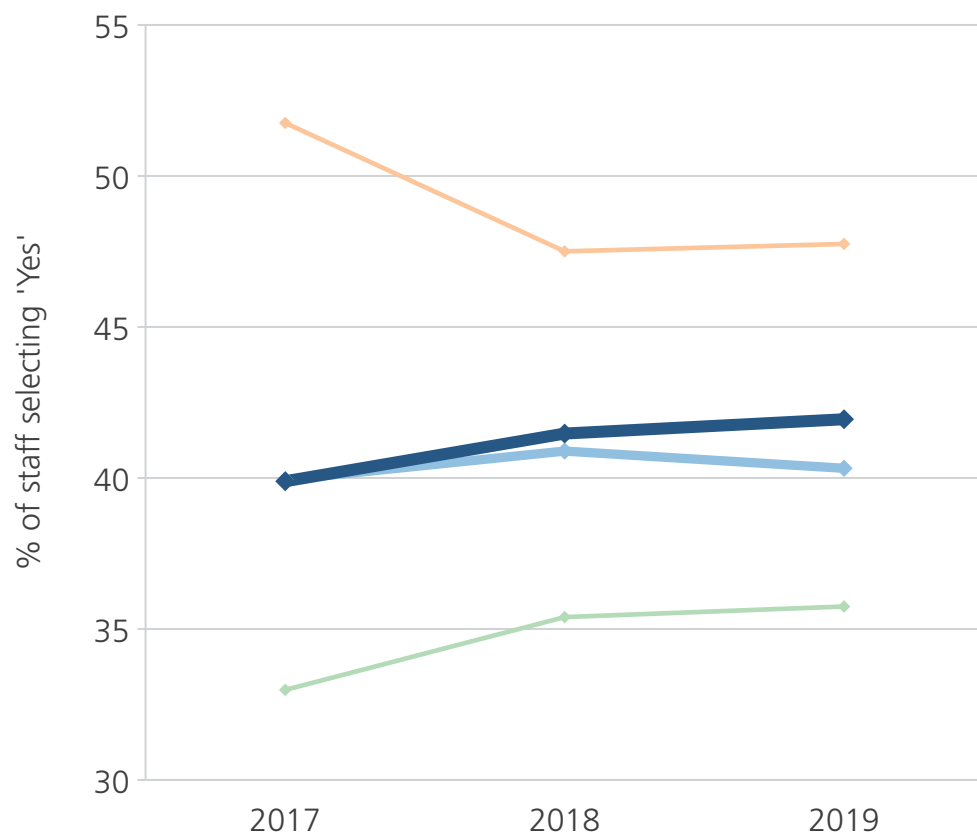
In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



Worst	33.7%	31.9%	32.3%
Your org	20.5%	22.6%	22.5%
Average	20.7%	23.4%	23.0%
Best	15.1%	18.9%	18.6%

### Q11c

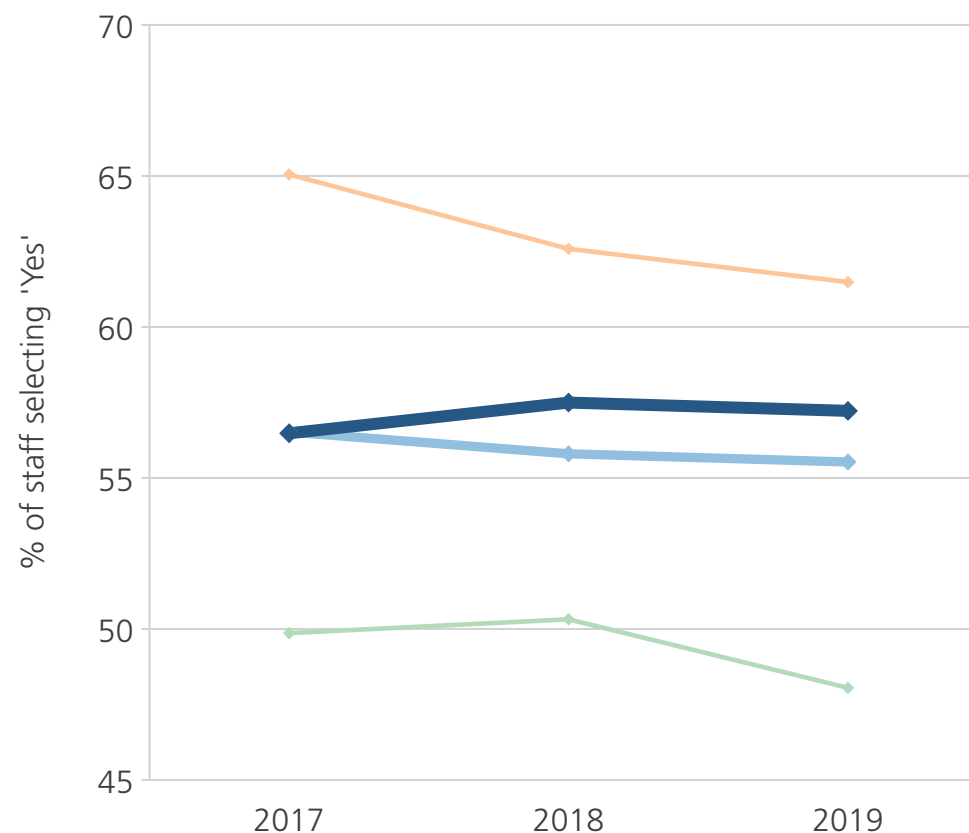
During the last 12 months have you felt unwell as a result of work related stress?



<b>Worst</b>	51.8%	47.5%	47.7%
<b>Your org</b>	39.9%	41.5%	41.9%
<b>Average</b>	39.9%	40.9%	40.3%
<b>Best</b>	33.0%	35.4%	35.7%

### Q11d

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

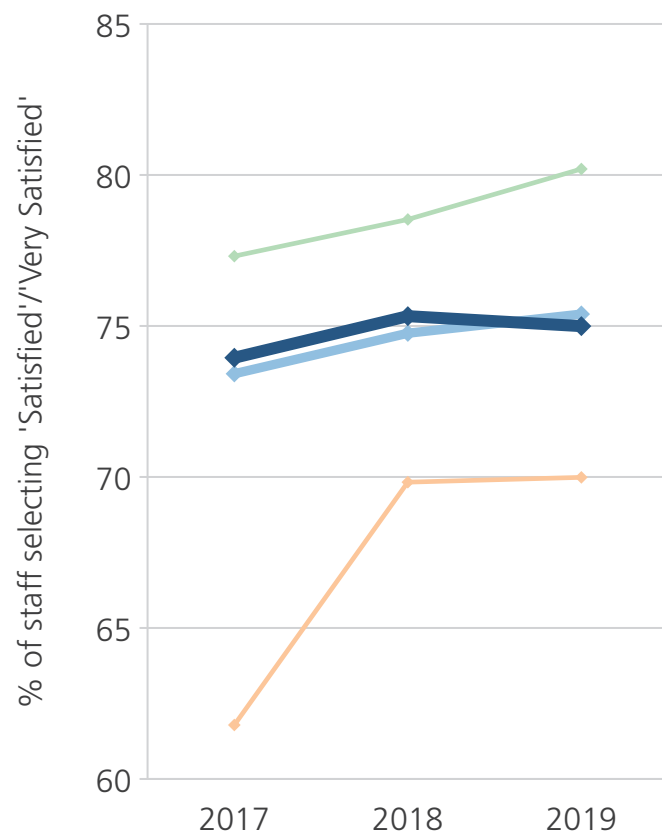


<b>Worst</b>	65.0%	62.6%	61.5%
<b>Your org</b>	56.5%	57.5%	57.2%
<b>Average</b>	56.5%	55.8%	55.5%
<b>Best</b>	49.9%	50.3%	48.1%



**Q5b**

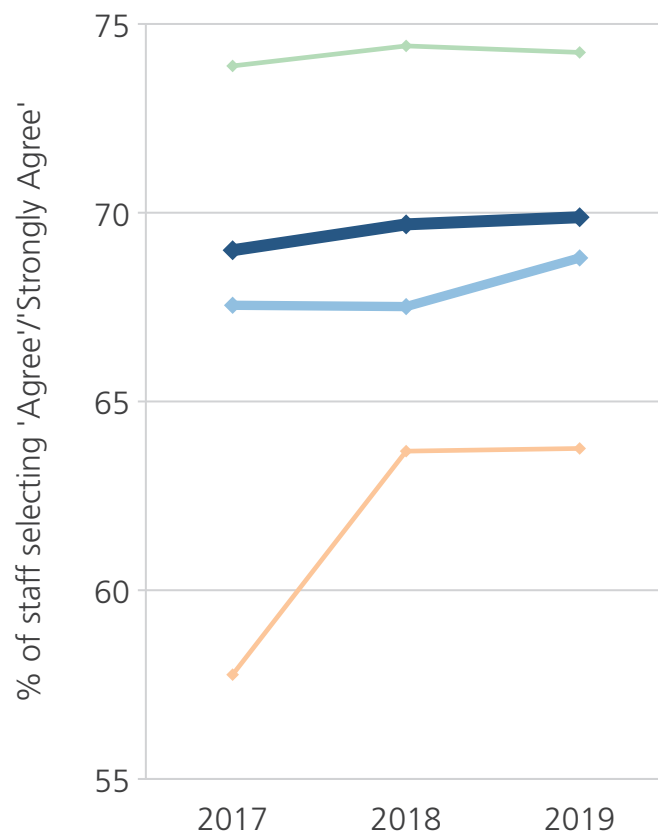
The support I get from my immediate manager



Best	77.3%	78.5%	80.2%
Your org	73.9%	75.3%	75.0%
Average	73.4%	74.8%	75.4%
Worst	61.8%	69.8%	70.0%

**Q8c**

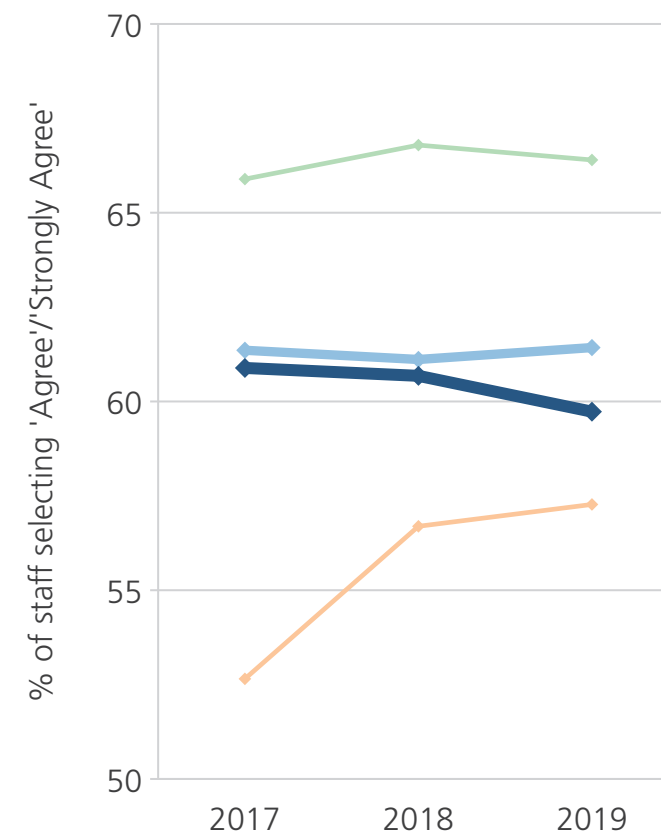
My immediate manager gives me clear feedback on my work



Best	73.9%	74.4%	74.2%
Your org	69.0%	69.7%	69.9%
Average	67.5%	67.5%	68.8%
Worst	57.8%	63.7%	63.8%

**Q8d**

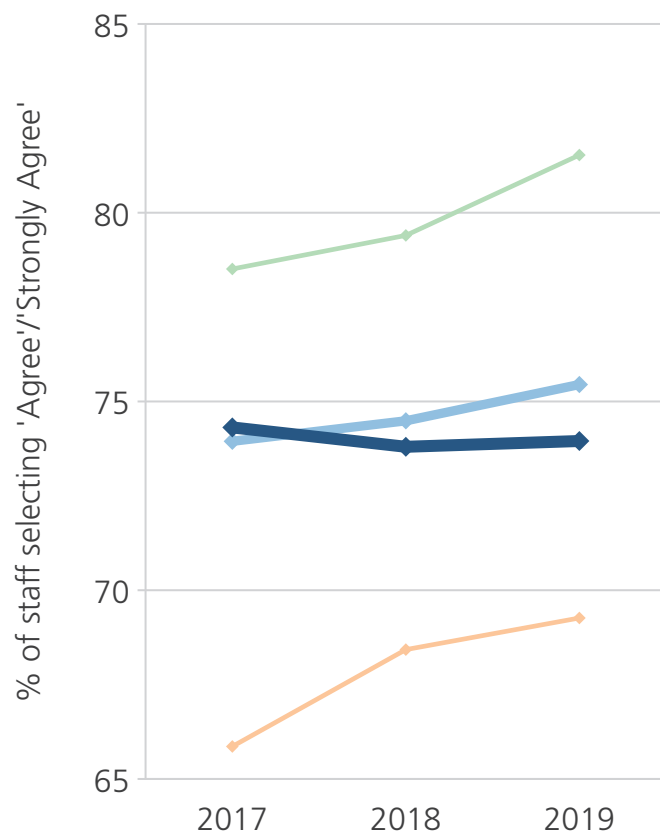
My immediate manager asks for my opinion before making decisions that affect my work



Best	65.9%	66.8%	66.4%
Your org	60.9%	60.7%	59.7%
Average	61.4%	61.1%	61.4%
Worst	52.7%	56.7%	57.3%

### Q8f

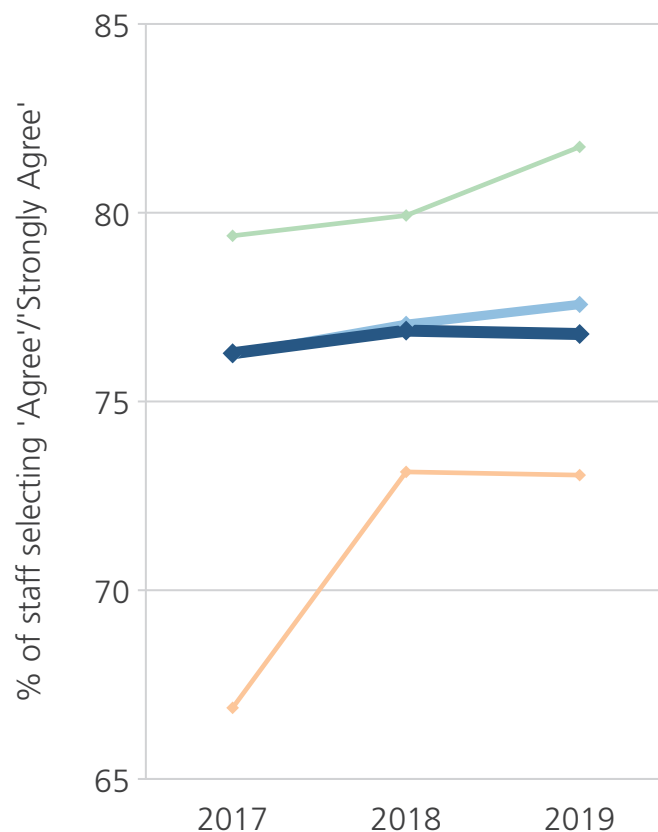
My immediate manager takes a positive interest in my health and well-being



Best	78.5%	79.4%	81.5%
Your org	74.3%	73.8%	74.0%
Average	73.9%	74.5%	75.4%
Worst	65.9%	68.4%	69.3%

### Q8g

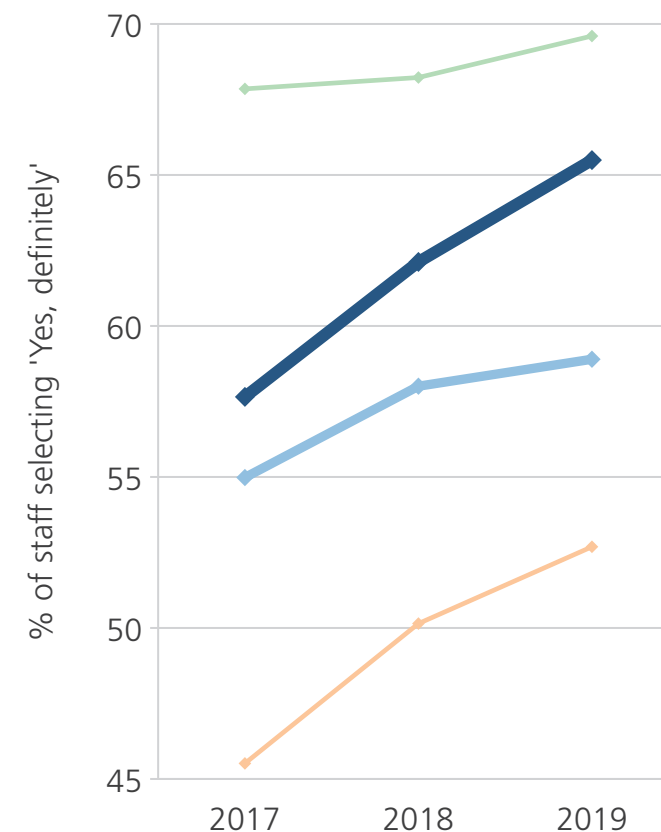
My immediate manager values my work



Best	79.4%	79.9%	81.7%
Your org	76.3%	76.9%	76.8%
Average	76.2%	77.0%	77.6%
Worst	66.9%	73.1%	73.0%

### Q19g

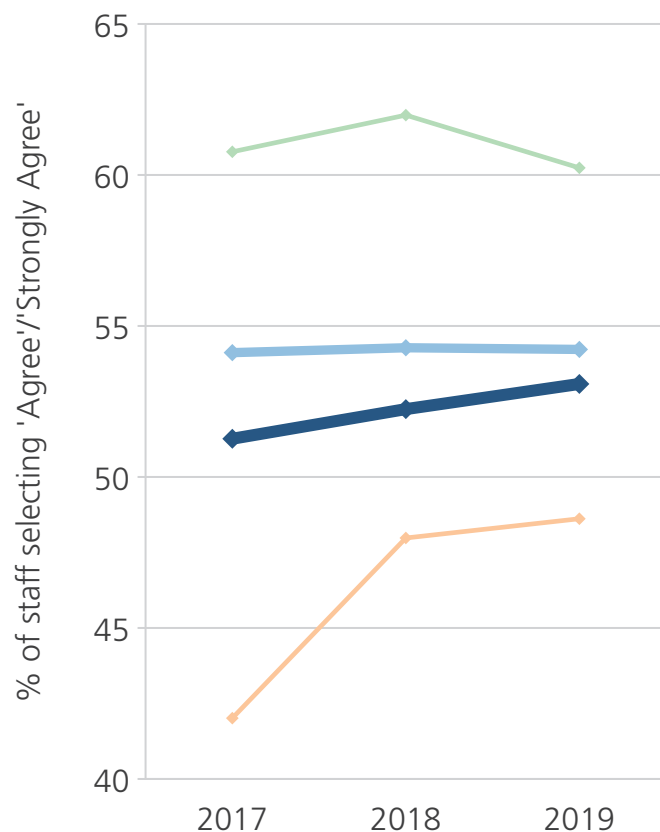
My manager supported me to receive this training, learning or development



Best	67.9%	68.2%	69.6%
Your org	57.7%	62.1%	65.5%
Average	55.0%	58.0%	58.9%
Worst	45.5%	50.1%	52.7%

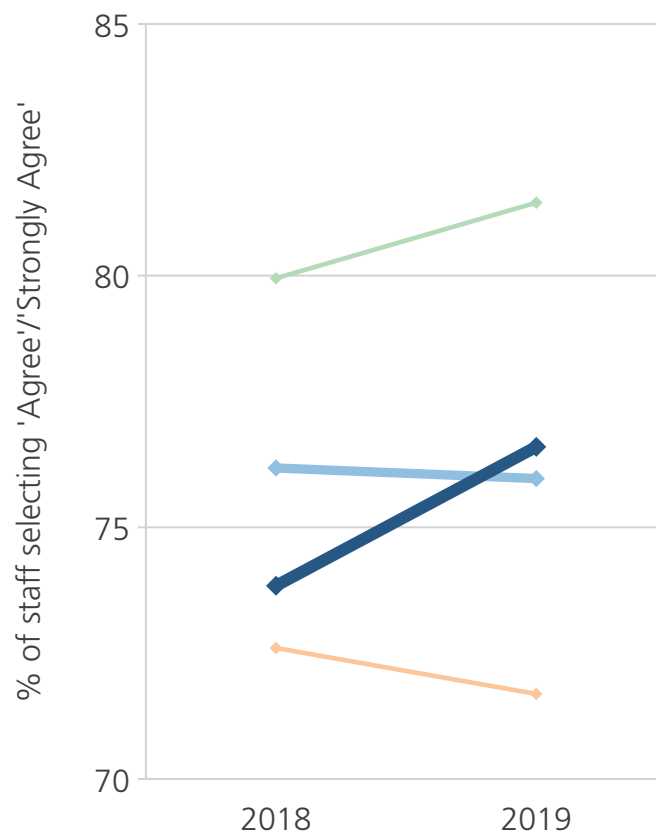
**Q4c**

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



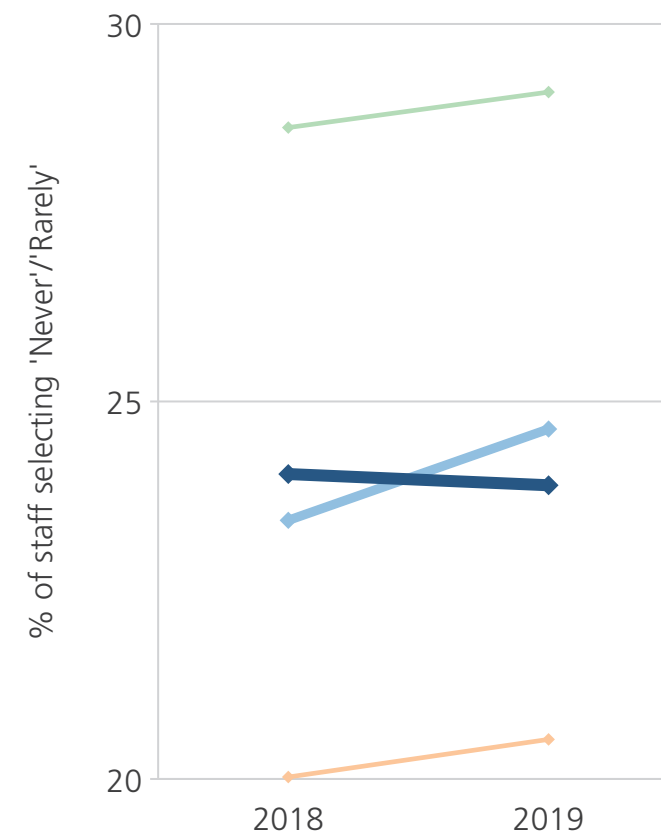
**Q4j**

I receive the respect I deserve from my colleagues at work



**Q6a**

I have unrealistic time pressures



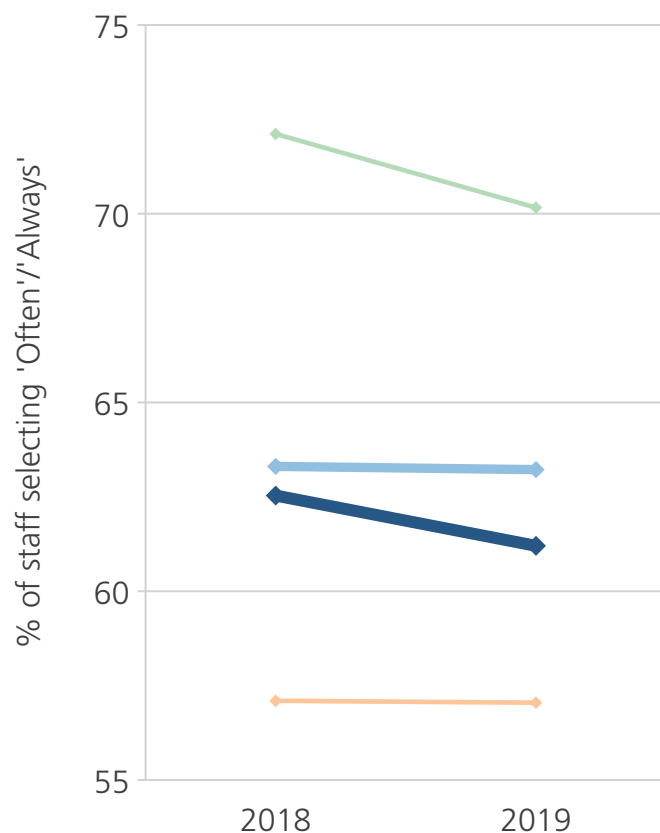
Best	60.8%	62.0%	60.2%
Your org	51.3%	52.2%	53.1%
Average	54.1%	54.3%	54.2%
Worst	42.0%	48.0%	48.6%

Best	79.9%	81.4%
Your org	73.8%	76.6%
Average	76.2%	76.0%
Worst	72.6%	71.7%

Best	28.6%	29.1%
Your org	24.0%	23.9%
Average	23.4%	24.6%
Worst	20.0%	20.5%

**Q6b**

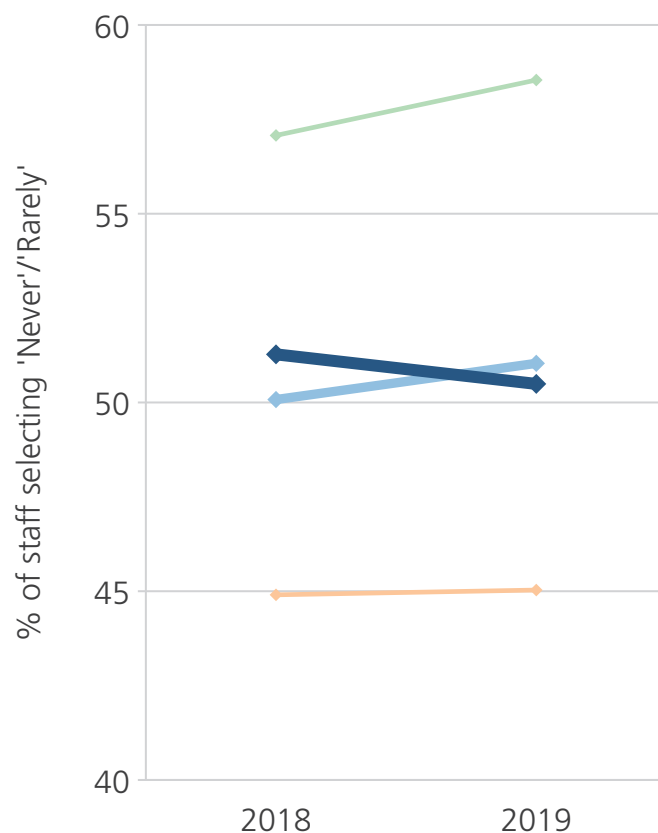
I have a choice in deciding  
how to do my work



Best	72.1%	70.2%
Your org	62.5%	61.2%
Average	63.3%	63.2%
Worst	57.1%	57.0%

**Q6c**

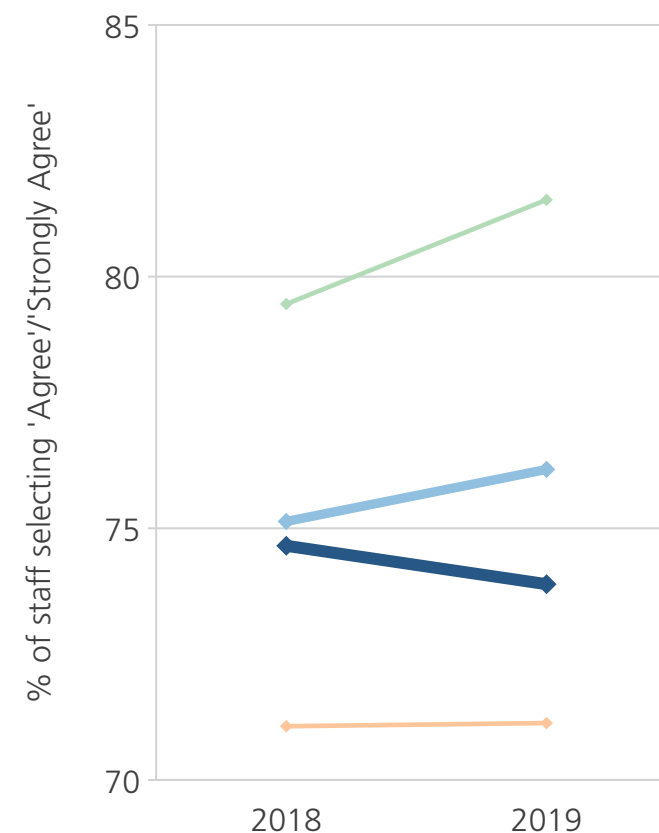
Relationships at work are strained



Best	57.1%	58.5%
Your org	51.3%	50.5%
Average	50.1%	51.0%
Worst	44.9%	45.0%

**Q8a**

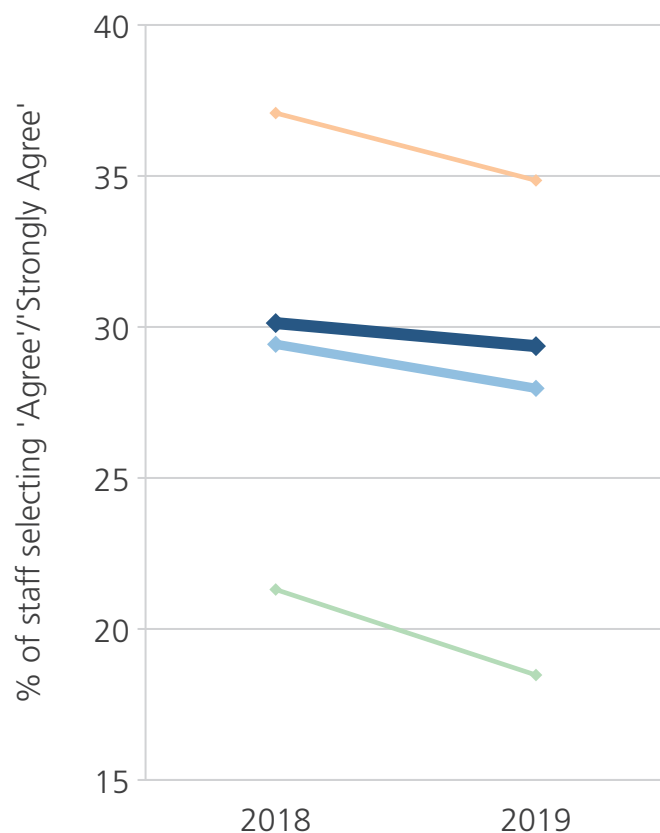
My immediate manager  
encourages me at work



Best	79.5%	81.5%
Your org	74.7%	73.9%
Average	75.1%	76.2%
Worst	71.1%	71.1%

**Q23a**

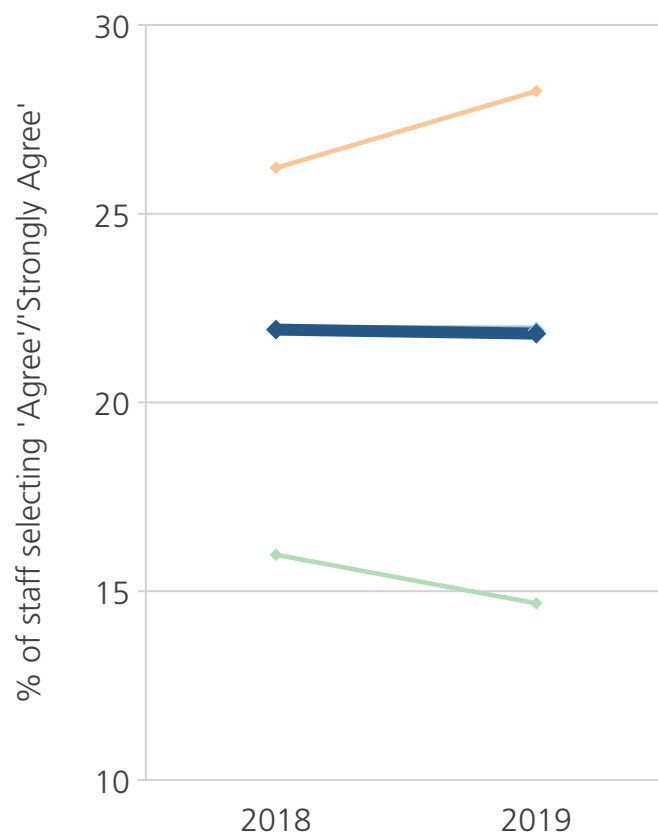
I often think about leaving this organisation



<b>Worst</b>	37.1%	34.9%
<b>Your org</b>	30.1%	29.4%
<b>Average</b>	29.4%	28.0%
<b>Best</b>	21.3%	18.5%

**Q23b**

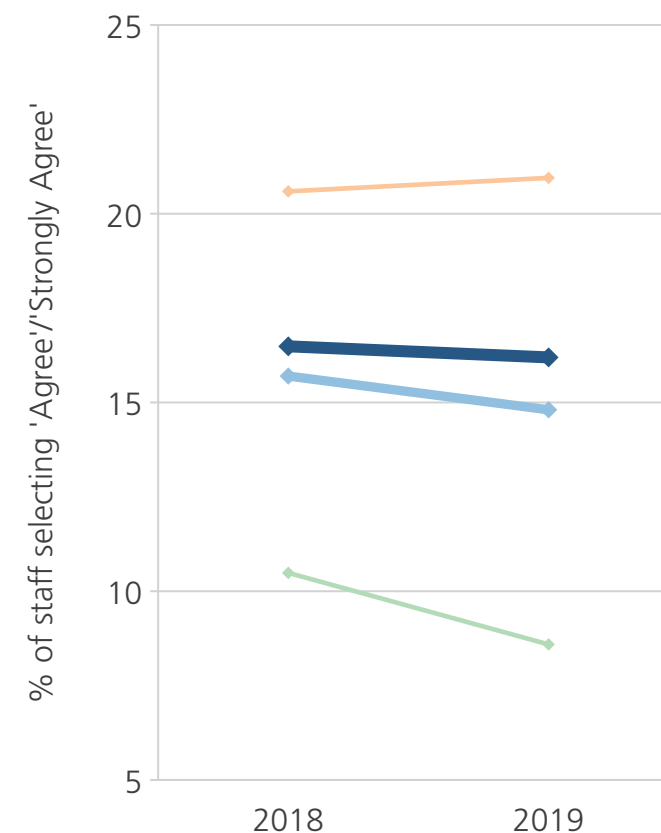
I will probably look for a job at a new organisation in the next 12 months



<b>Worst</b>	26.2%	28.2%
<b>Your org</b>	21.9%	21.8%
<b>Average</b>	21.9%	21.9%
<b>Best</b>	16.0%	14.7%

**Q23c**

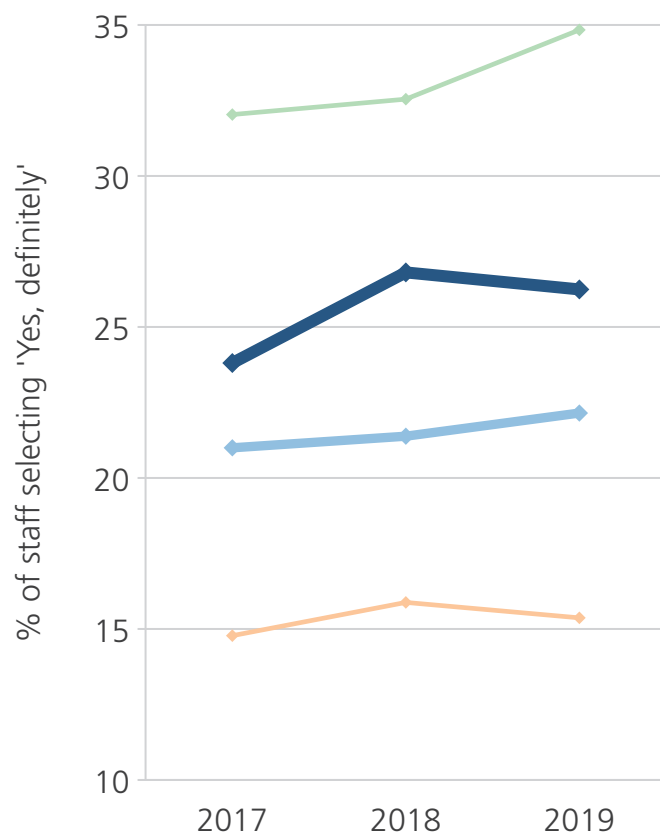
As soon as I can find another job, I will leave this organisation



<b>Worst</b>	20.6%	20.9%
<b>Your org</b>	16.5%	16.2%
<b>Average</b>	15.7%	14.8%
<b>Best</b>	10.5%	8.6%

**Q19b**

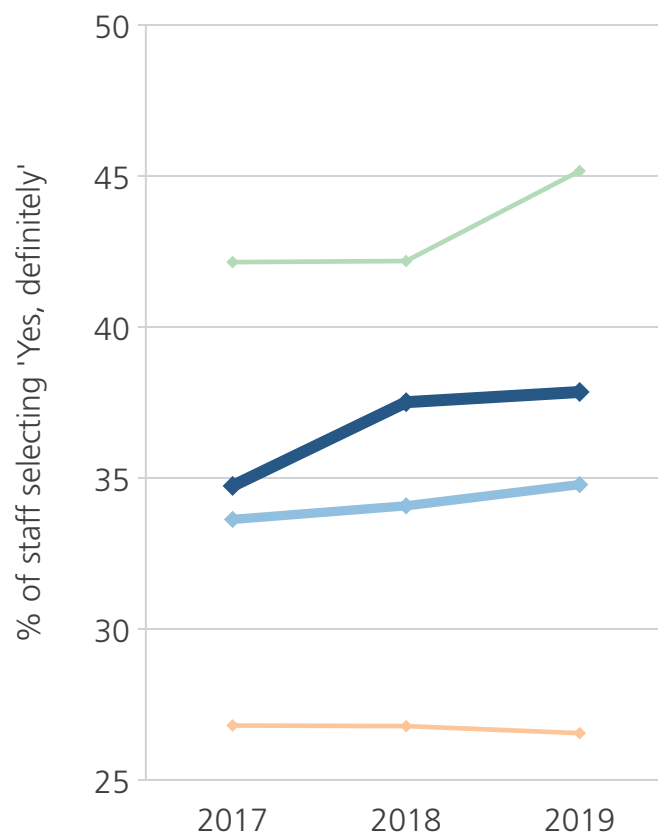
It helped me to improve how I do my job



Best	32.0%	32.5%	34.8%
Your org	23.8%	26.8%	26.2%
Average	21.0%	21.4%	22.1%
Worst	14.8%	15.9%	15.4%

**Q19c**

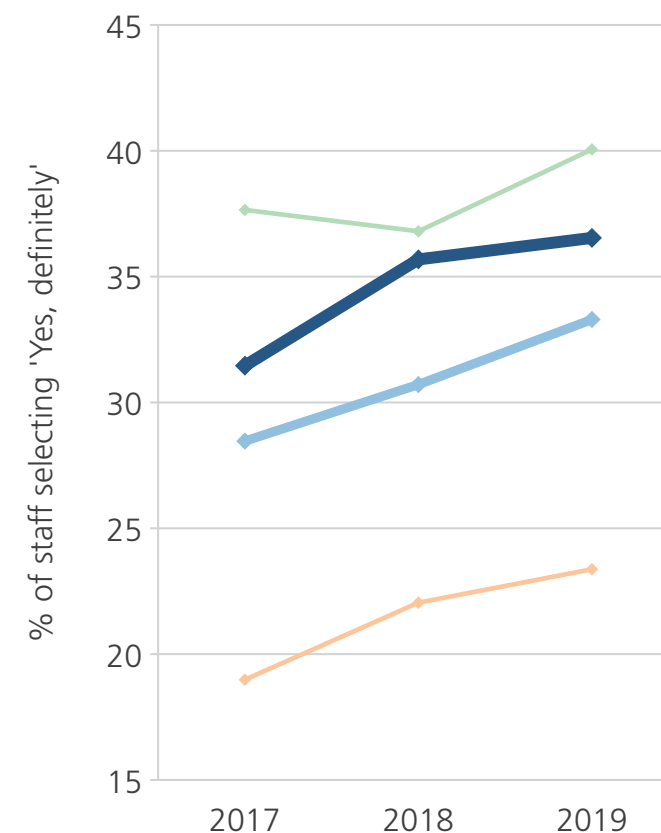
It helped me agree clear objectives for my work



Best	42.1%	42.2%	45.2%
Your org	34.7%	37.5%	37.8%
Average	33.6%	34.1%	34.8%
Worst	26.8%	26.8%	26.6%

**Q19d**

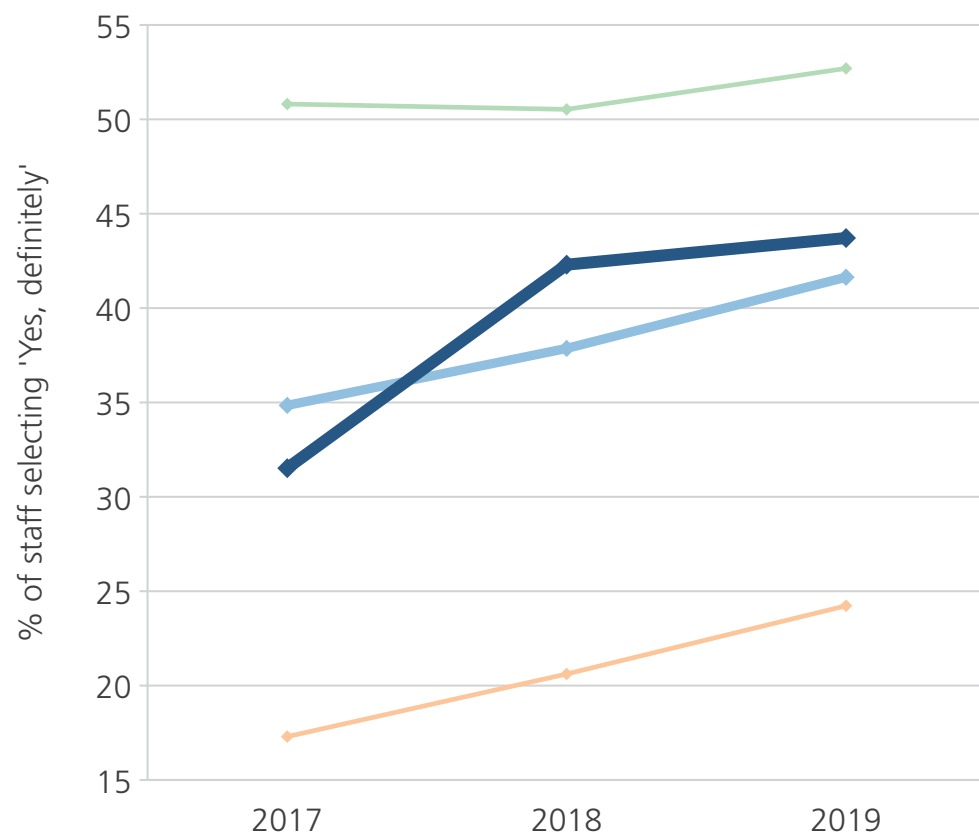
It left me feeling that my work is valued by my organisation



Best	37.6%	36.8%	40.1%
Your org	31.5%	35.7%	36.5%
Average	28.5%	30.7%	33.3%
Worst	19.0%	22.0%	23.4%

**Q19e**

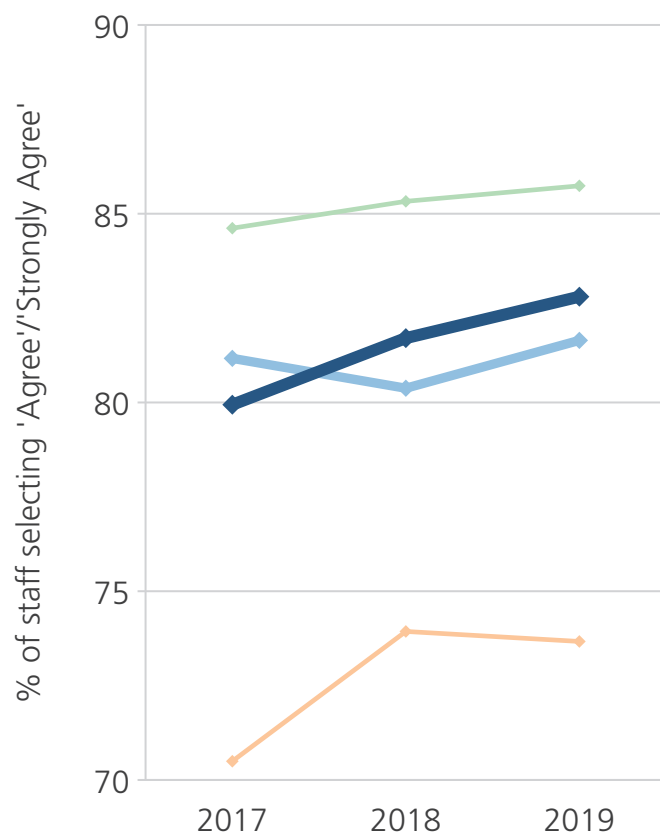
The values of my organisation were discussed as part of the appraisal process



Best	50.8%	50.5%	52.7%
Your org	31.5%	42.3%	43.7%
Average	34.8%	37.9%	41.6%
Worst	17.3%	20.6%	24.2%

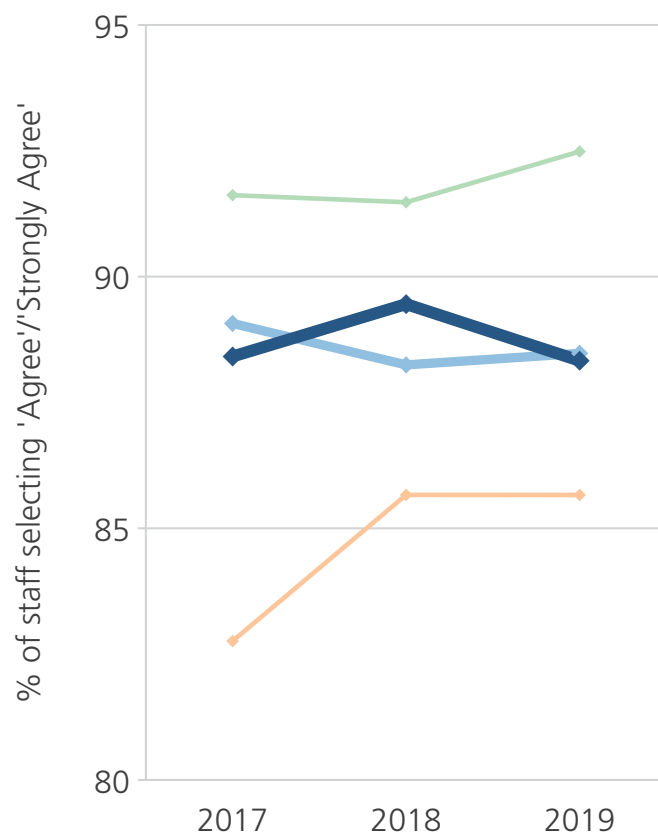
**Q7a**

I am satisfied with the quality of care I give to patients / service users



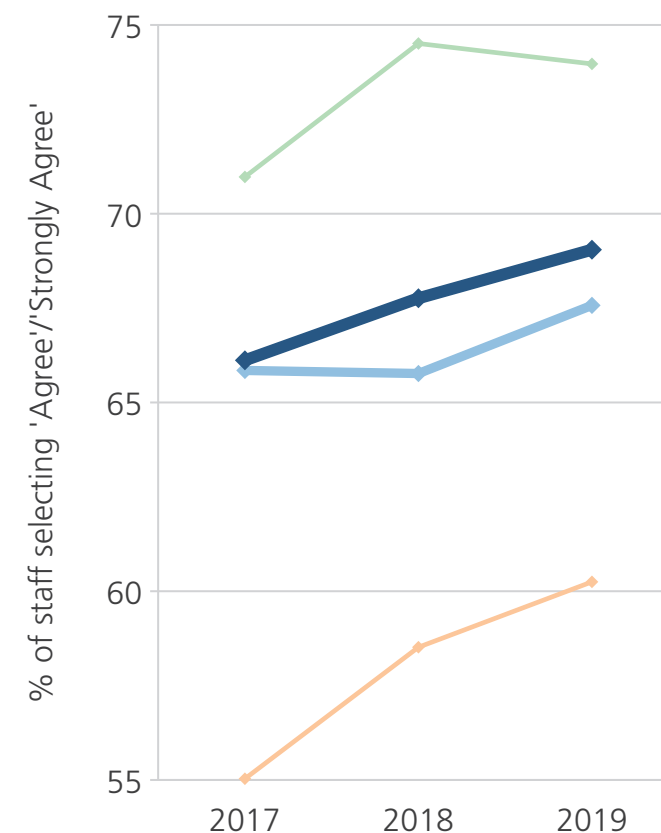
**Q7b**

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



**Q7c**

I am able to deliver the care I aspire to

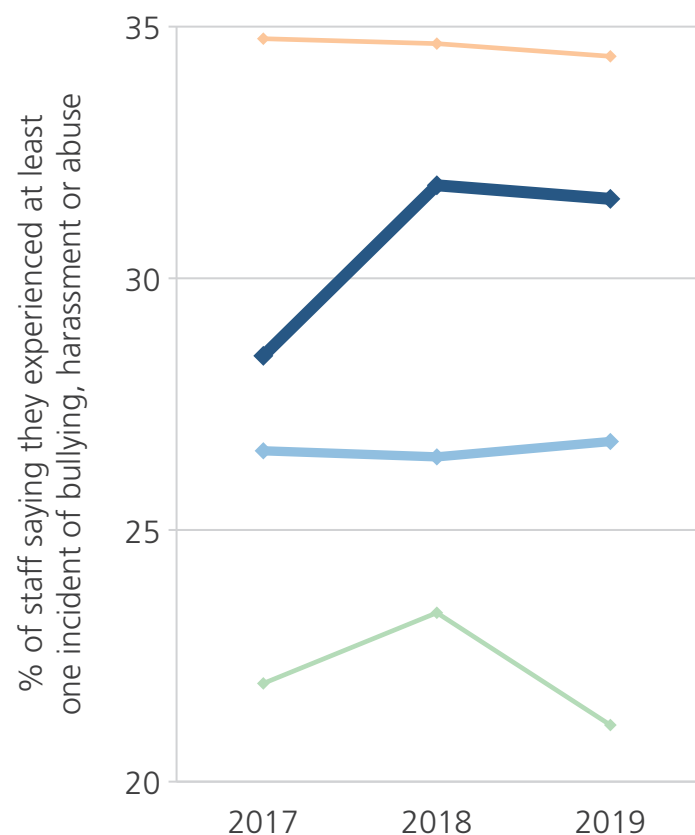


<b>Best</b>	84.6%	85.3%	85.7%	<b>Best</b>	91.6%	91.5%	92.5%	<b>Best</b>	71.0%	74.5%	74.0%
<b>Your org</b>	79.9%	81.7%	82.8%	<b>Your org</b>	88.4%	89.5%	88.3%	<b>Your org</b>	66.1%	67.8%	69.0%
<b>Average</b>	81.2%	80.4%	81.6%	<b>Average</b>	89.1%	88.2%	88.5%	<b>Average</b>	65.8%	65.8%	67.6%
<b>Worst</b>	70.5%	73.9%	73.7%	<b>Worst</b>	82.8%	85.7%	85.7%	<b>Worst</b>	55.0%	58.5%	60.2%



### Q13a

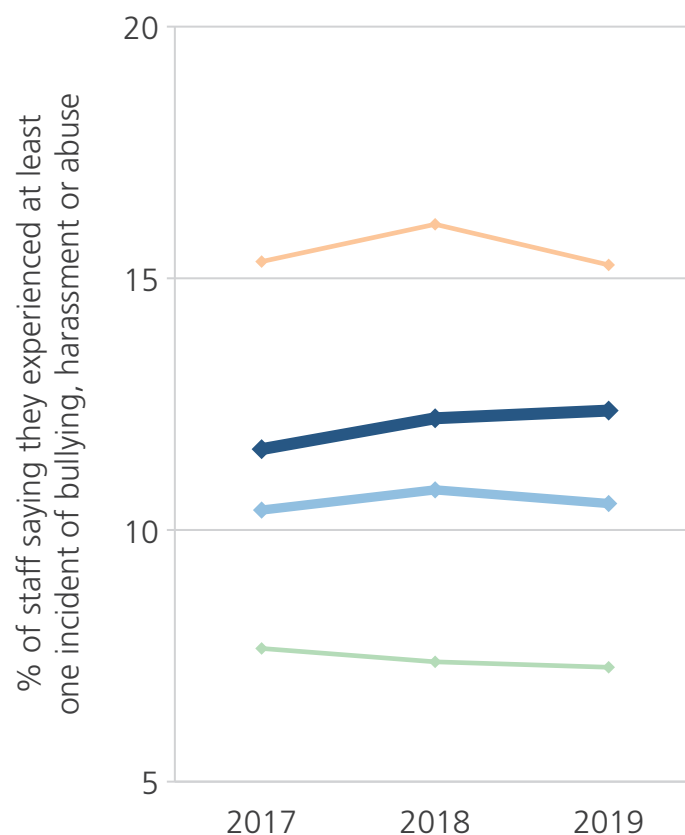
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?



<b>Worst</b>	34.8%	34.7%	34.4%
<b>Your org</b>	28.5%	31.8%	31.6%
<b>Average</b>	26.6%	26.5%	26.8%
<b>Best</b>	22.0%	23.4%	21.1%

### Q13b

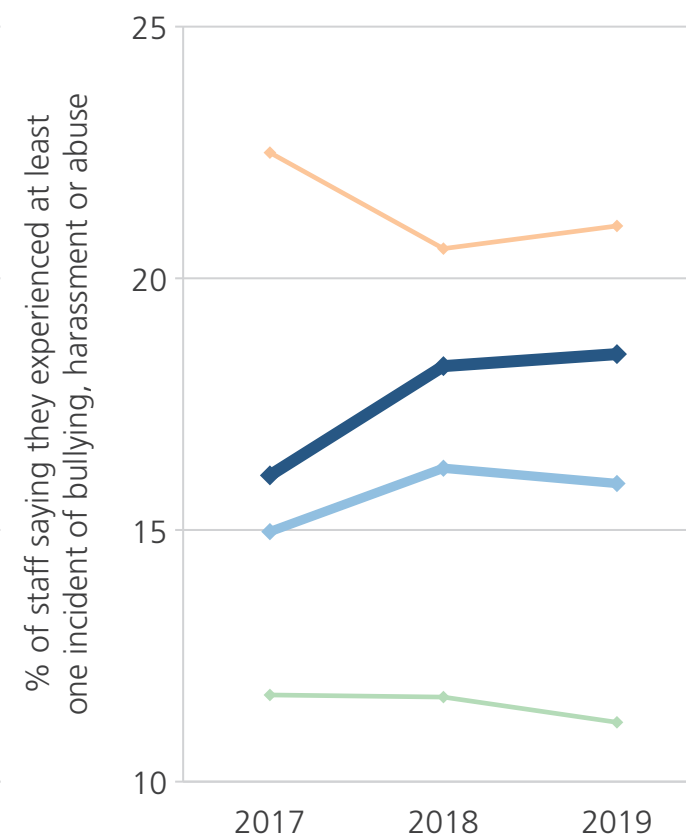
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?



<b>Worst</b>	15.3%	16.1%	15.3%
<b>Your org</b>	11.6%	12.2%	12.4%
<b>Average</b>	10.4%	10.8%	10.5%
<b>Best</b>	7.6%	7.4%	7.3%

### Q13c

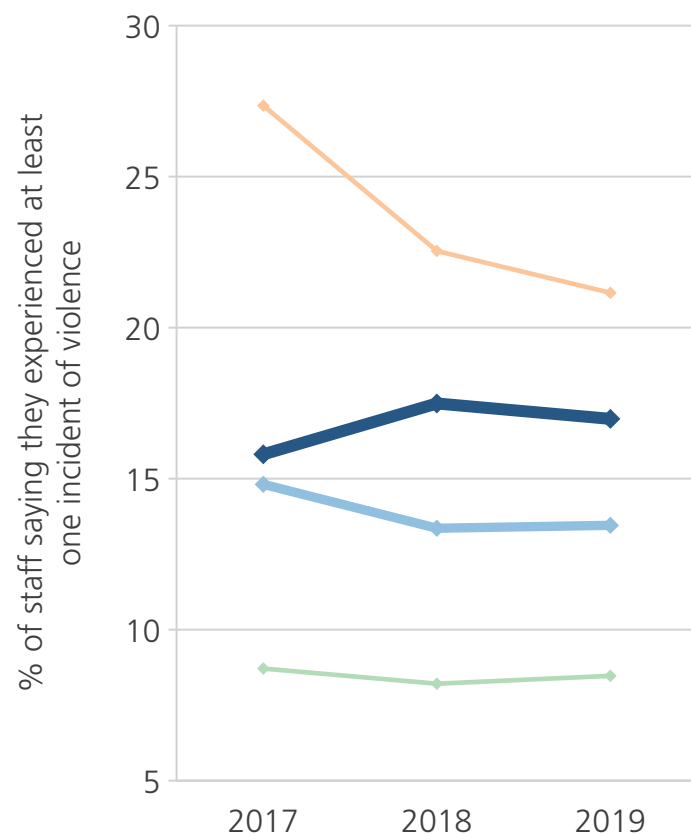
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?



<b>Worst</b>	22.5%	20.6%	21.0%
<b>Your org</b>	16.1%	18.3%	18.5%
<b>Average</b>	15.0%	16.2%	15.9%
<b>Best</b>	11.7%	11.7%	11.2%

### Q12a

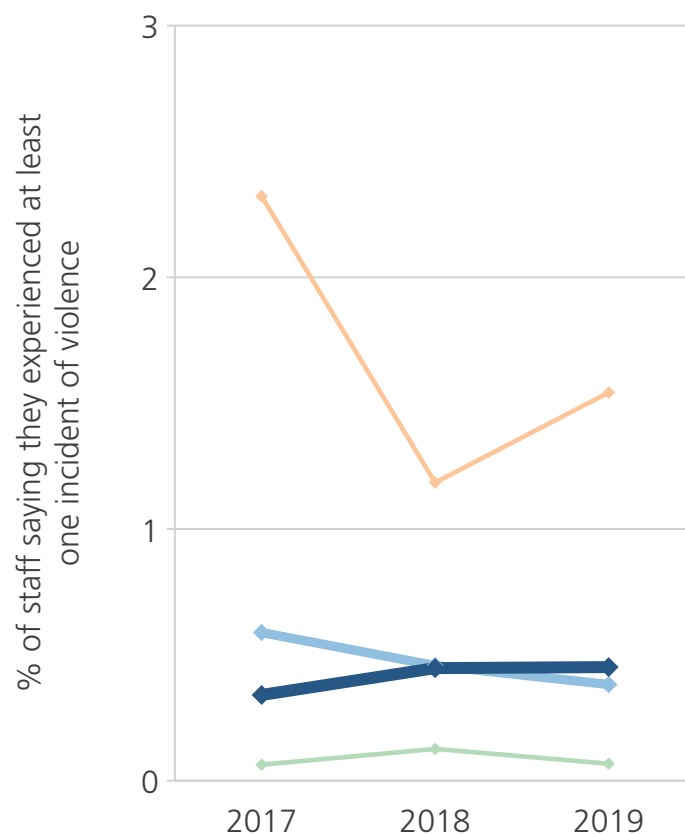
In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?



<b>Worst</b>	27.4%	22.5%	21.2%
<b>Your org</b>	15.8%	17.5%	17.0%
<b>Average</b>	14.8%	13.4%	13.5%
<b>Best</b>	8.7%	8.2%	8.5%

### Q12b

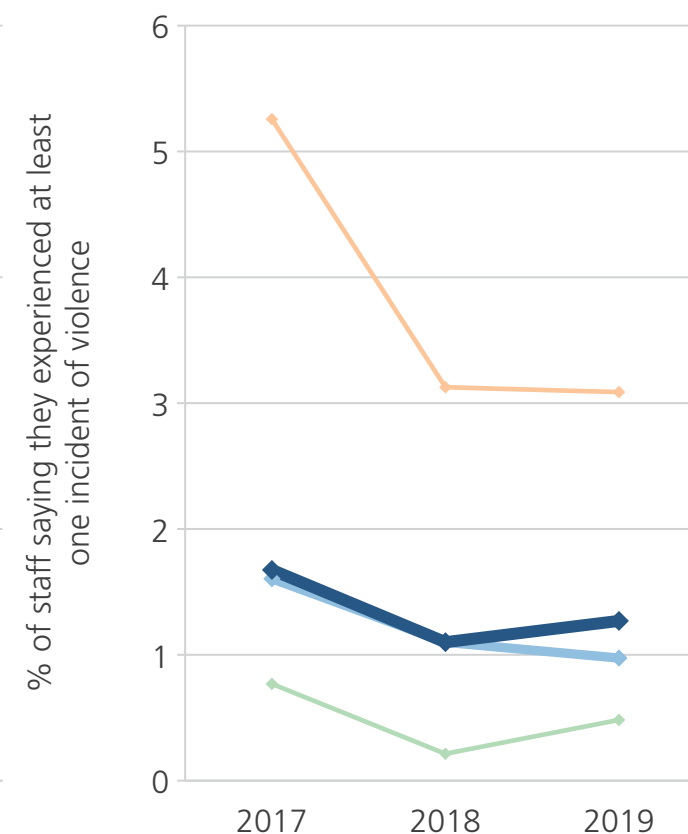
In the last 12 months how many times have you personally experienced physical violence at work from managers?



<b>Worst</b>	2.3%	1.2%	1.5%
<b>Your org</b>	0.3%	0.4%	0.5%
<b>Average</b>	0.6%	0.5%	0.4%
<b>Best</b>	0.1%	0.1%	0.1%

### Q12c

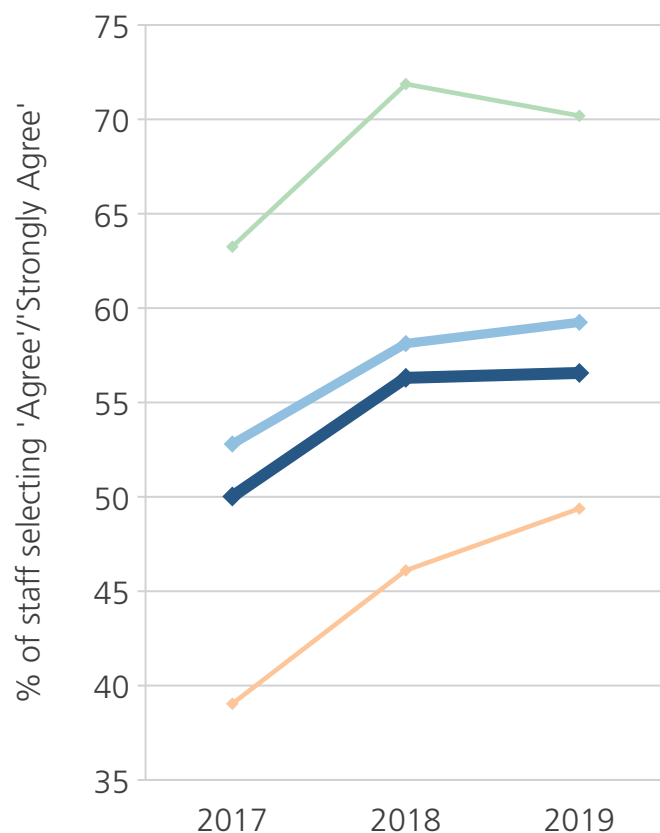
In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?



<b>Worst</b>	5.3%	3.1%	3.1%
<b>Your org</b>	1.7%	1.1%	1.3%
<b>Average</b>	1.6%	1.1%	1.0%
<b>Best</b>	0.8%	0.2%	0.5%

**Q17a**

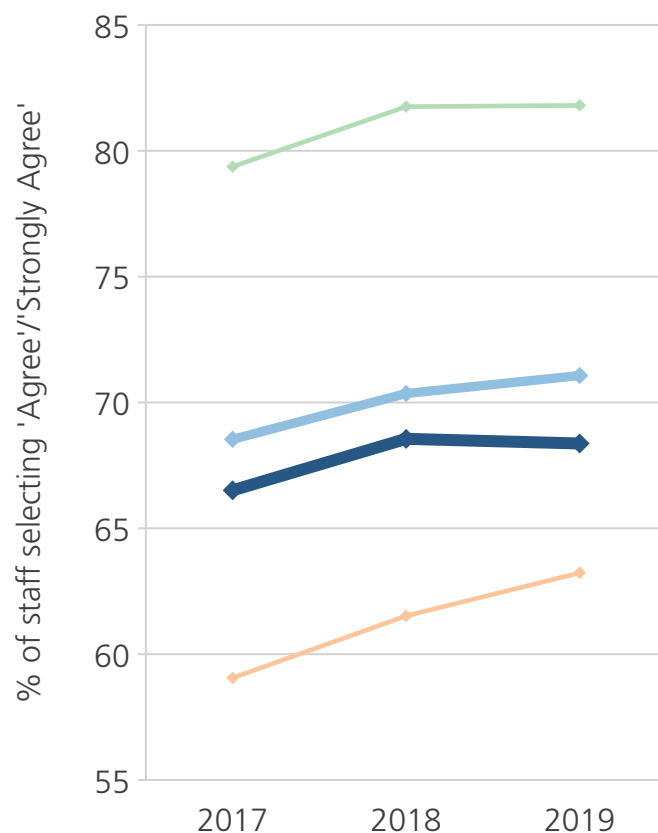
My organisation treats staff who are involved in an error, near miss or incident fairly



Best	63.3%	71.9%	70.2%
Your org	50.0%	56.3%	56.6%
Average	52.8%	58.1%	59.2%
Worst	39.0%	46.1%	49.4%

**Q17c**

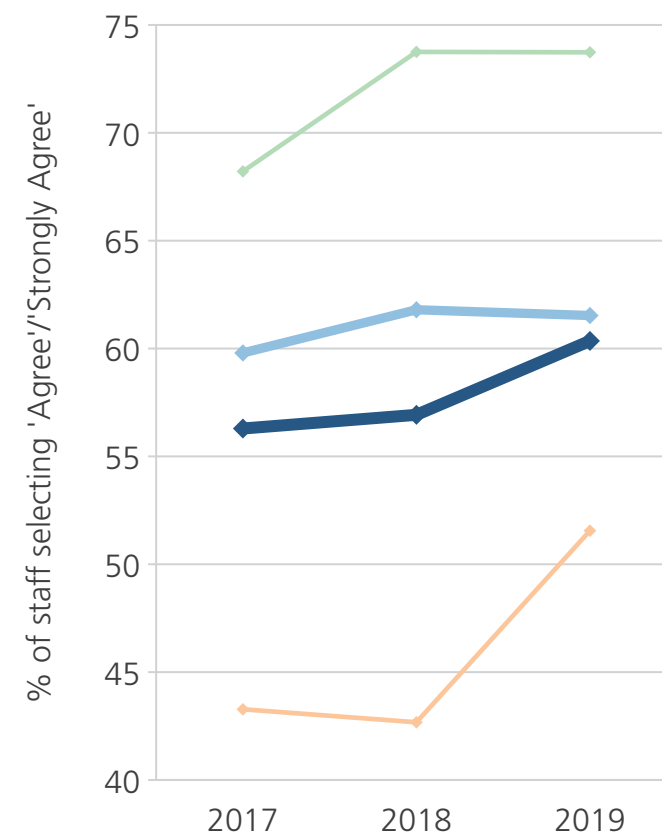
When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again



Best	79.4%	81.8%	81.8%
Your org	66.5%	68.6%	68.4%
Average	68.5%	70.4%	71.1%
Worst	59.1%	61.5%	63.2%

**Q17d**

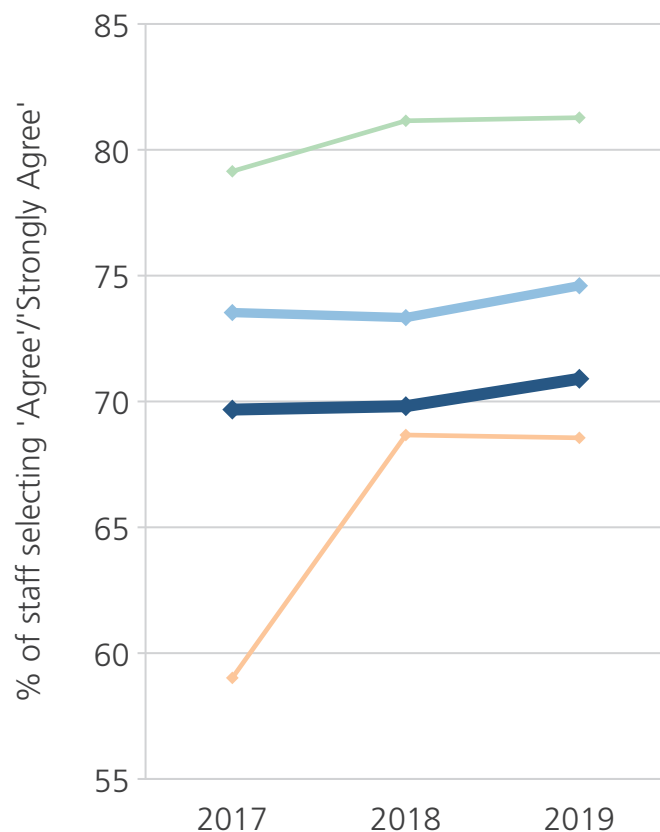
We are given feedback about changes made in response to reported errors, near misses and incidents



Best	68.2%	73.8%	73.7%
Your org	56.3%	56.9%	60.4%
Average	59.8%	61.8%	61.5%
Worst	43.3%	42.7%	51.6%

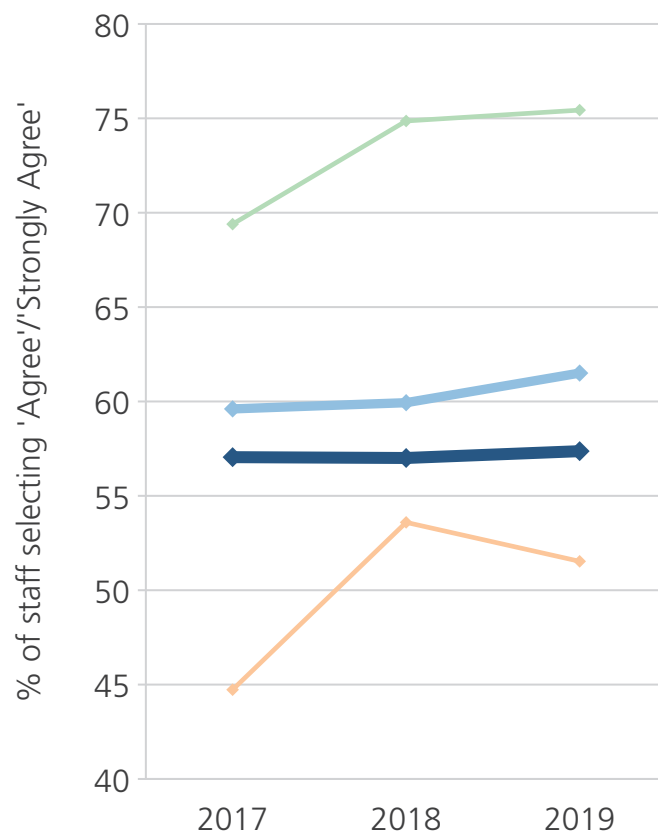
**Q18b**

I would feel secure raising concerns about unsafe clinical practice



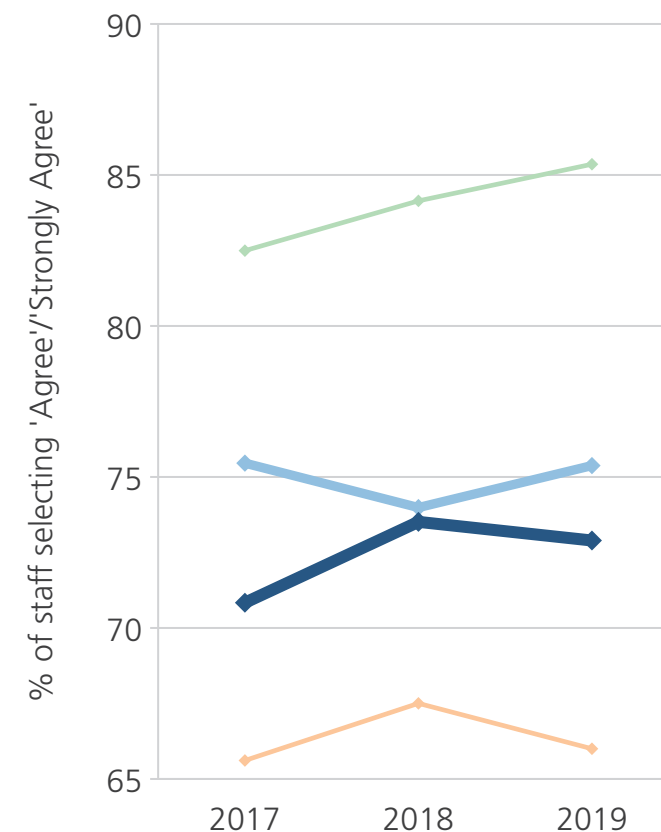
**Q18c**

I am confident that my organisation would address my concern



**Q21b**

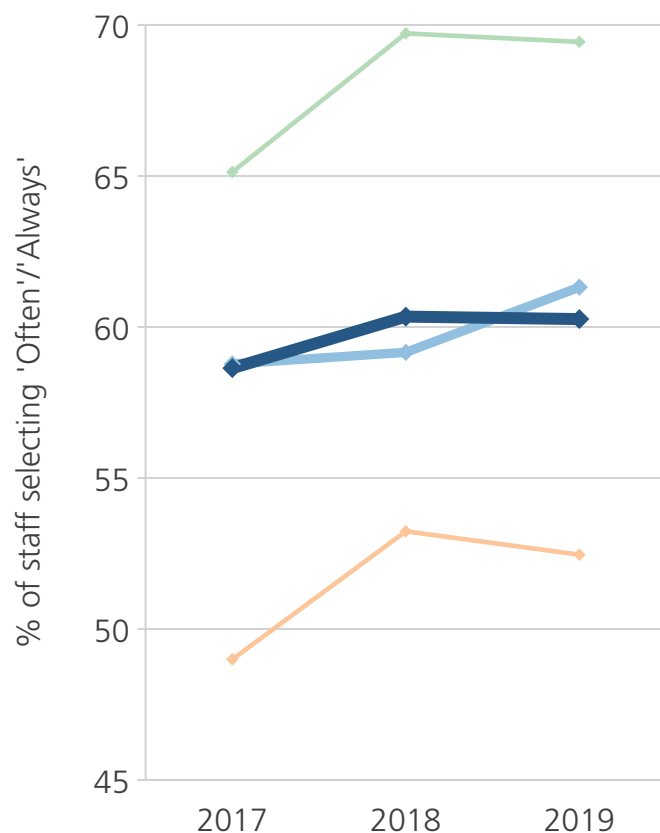
My organisation acts on concerns raised by patients / service users



<b>Best</b>	79.1%	81.2%	81.3%	<b>Best</b>	69.4%	74.9%	75.4%	<b>Best</b>	82.5%	84.1%	85.4%
<b>Your org</b>	69.7%	69.8%	70.9%	<b>Your org</b>	57.0%	57.0%	57.4%	<b>Your org</b>	70.8%	73.5%	72.9%
<b>Average</b>	73.5%	73.3%	74.6%	<b>Average</b>	59.6%	59.9%	61.5%	<b>Average</b>	75.5%	74.0%	75.4%
<b>Worst</b>	59.0%	68.7%	68.6%	<b>Worst</b>	44.7%	53.6%	51.5%	<b>Worst</b>	65.6%	67.5%	66.0%

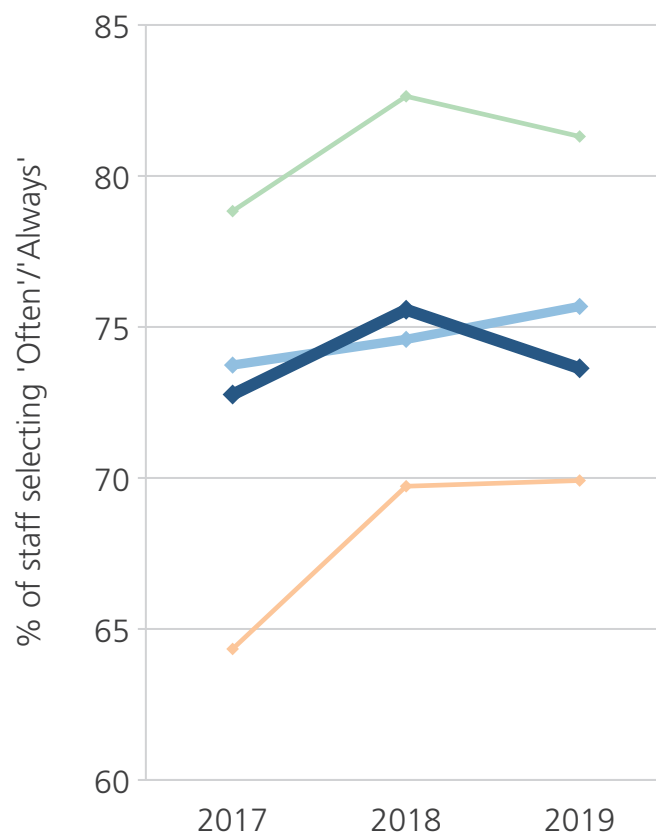
**Q2a**

I look forward to going to work



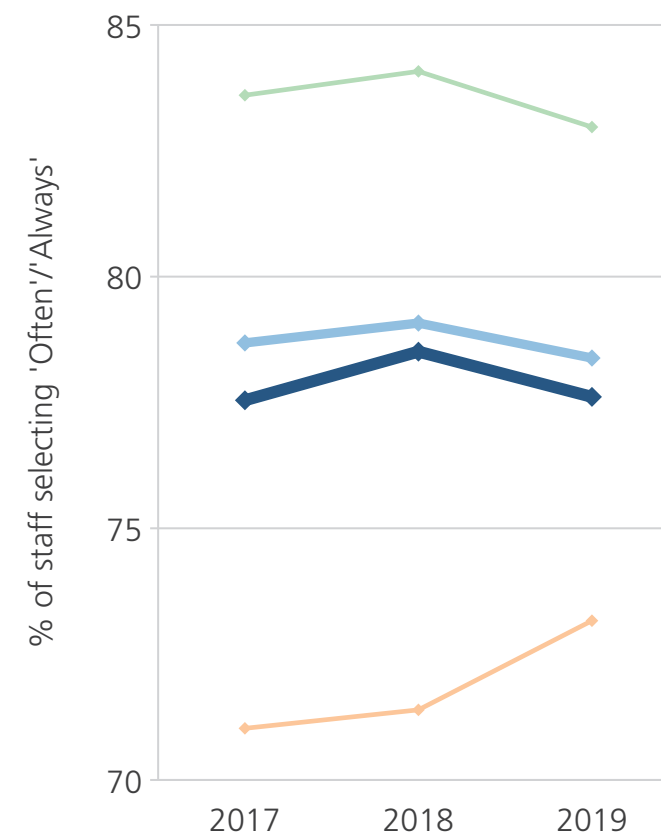
**Q2b**

I am enthusiastic about my job



**Q2c**

Time passes quickly when I am working



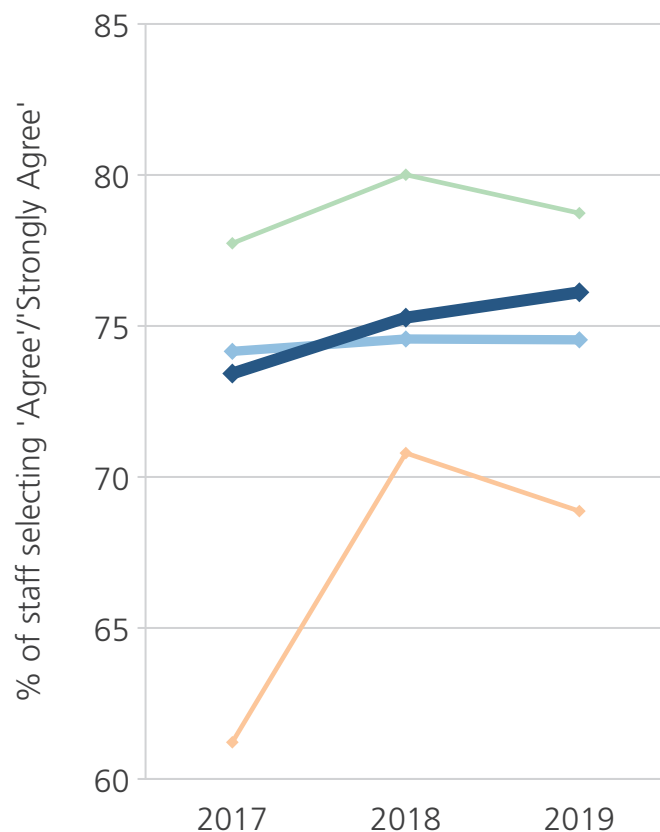
Best	65.1%	69.7%	69.4%
Your org	58.6%	60.3%	60.3%
Average	58.8%	59.2%	61.3%
Worst	49.0%	53.2%	52.5%

Best	78.8%	82.6%	81.3%
Your org	72.8%	75.6%	73.6%
Average	73.7%	74.6%	75.7%
Worst	64.3%	69.7%	69.9%

Best	83.6%	84.1%	83.0%
Your org	77.5%	78.5%	77.6%
Average	78.7%	79.1%	78.4%
Worst	71.0%	71.4%	73.2%

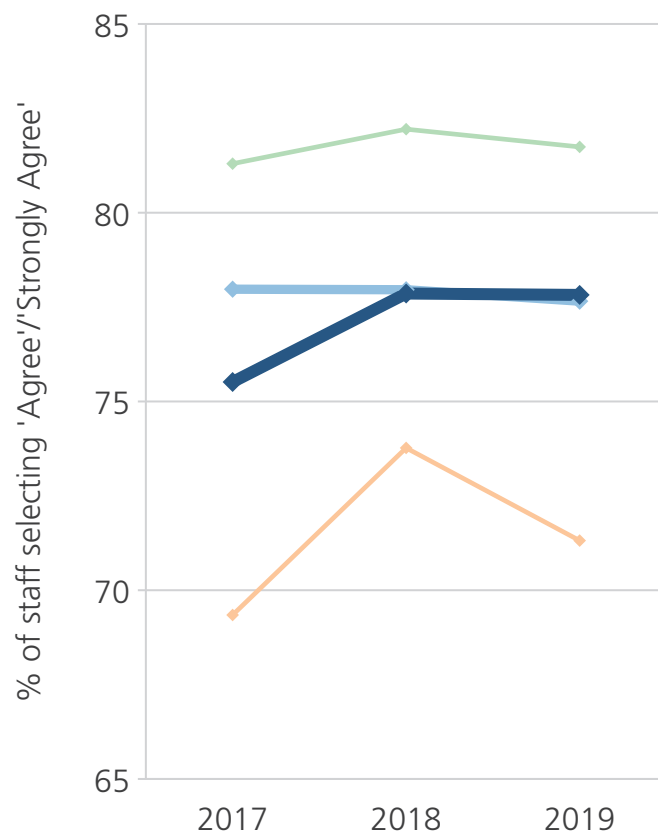
#### Q4a

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



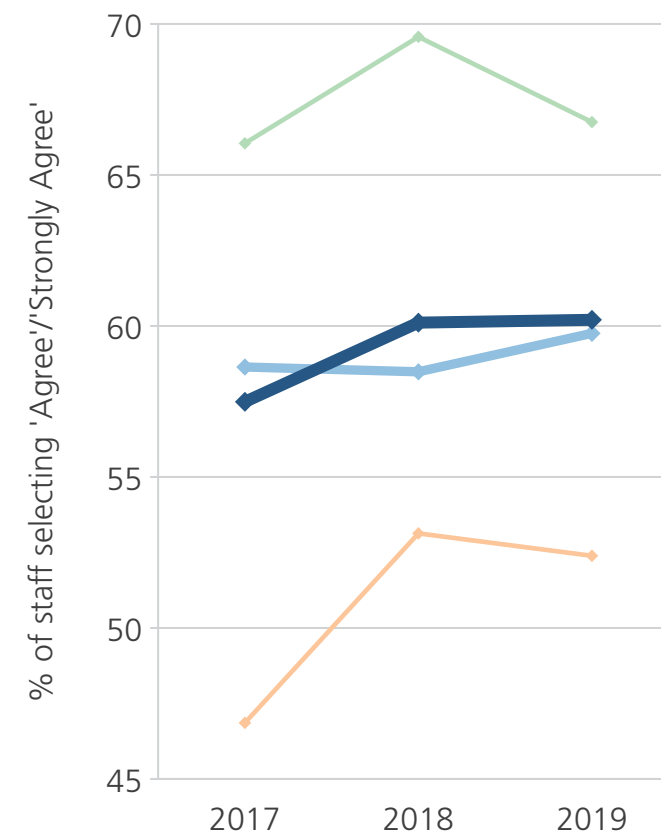
#### Q4b

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



#### Q4d

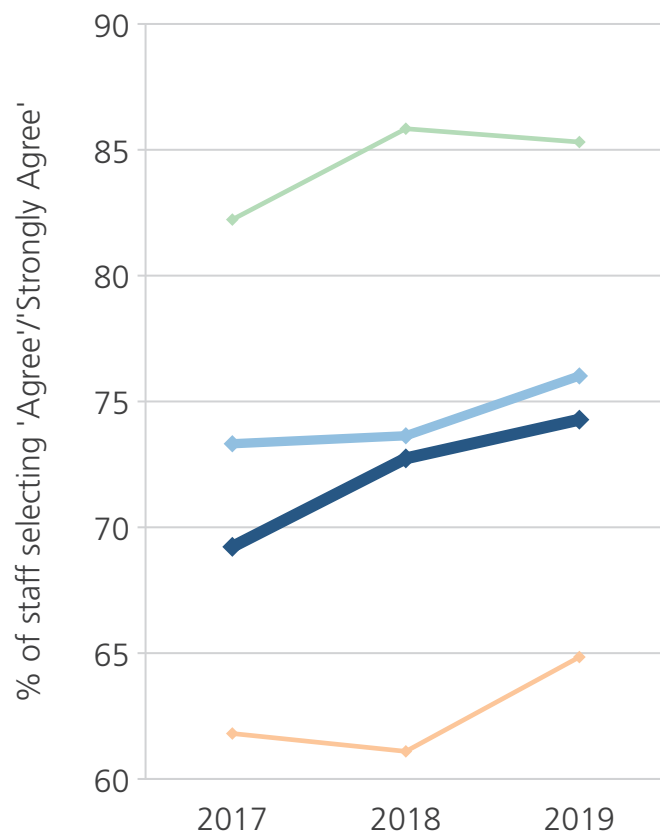
I am able to make improvements  
happen in my area of work



<b>Best</b>	77.7%	80.0%	78.7%	<b>Best</b>	81.3%	82.2%	81.7%	<b>Best</b>	66.0%	69.6%	66.8%
<b>Your org</b>	73.4%	75.3%	76.1%	<b>Your org</b>	75.5%	77.9%	77.8%	<b>Your org</b>	57.5%	60.1%	60.2%
<b>Average</b>	74.2%	74.6%	74.5%	<b>Average</b>	78.0%	78.0%	77.7%	<b>Average</b>	58.6%	58.5%	59.8%
<b>Worst</b>	61.2%	70.8%	68.9%	<b>Worst</b>	69.3%	73.8%	71.3%	<b>Worst</b>	46.9%	53.1%	52.4%

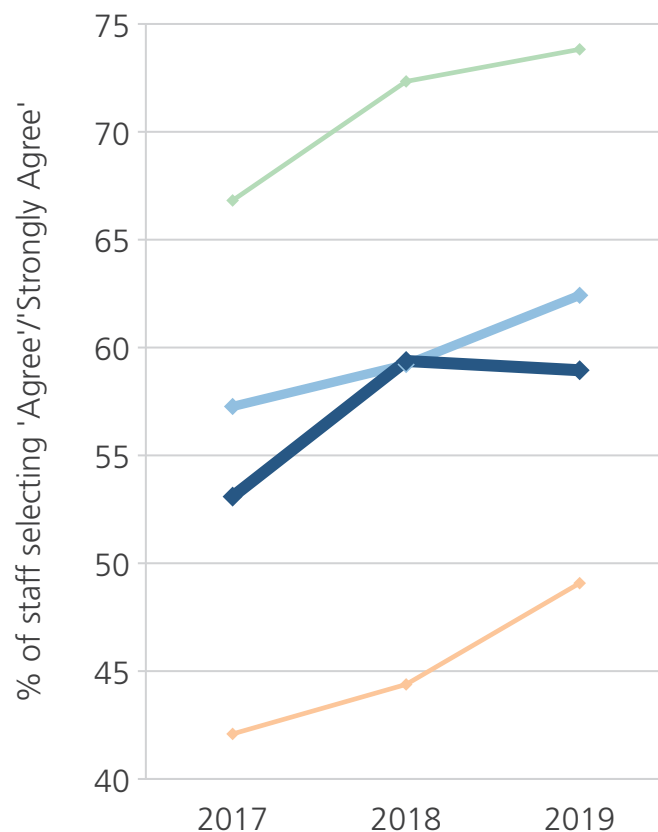
Q21a

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



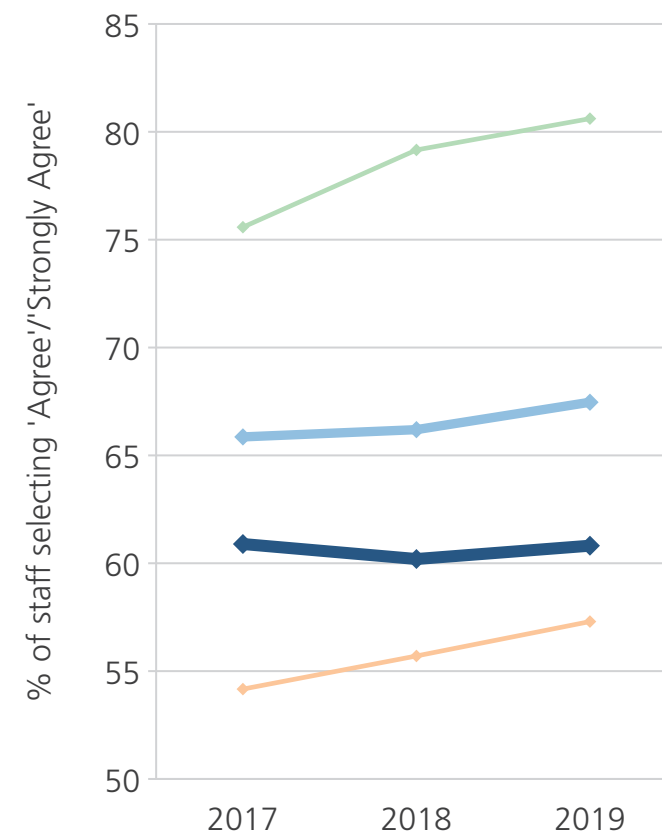
Q21c

I would recommend my  
organisation as a place to work



Q21d

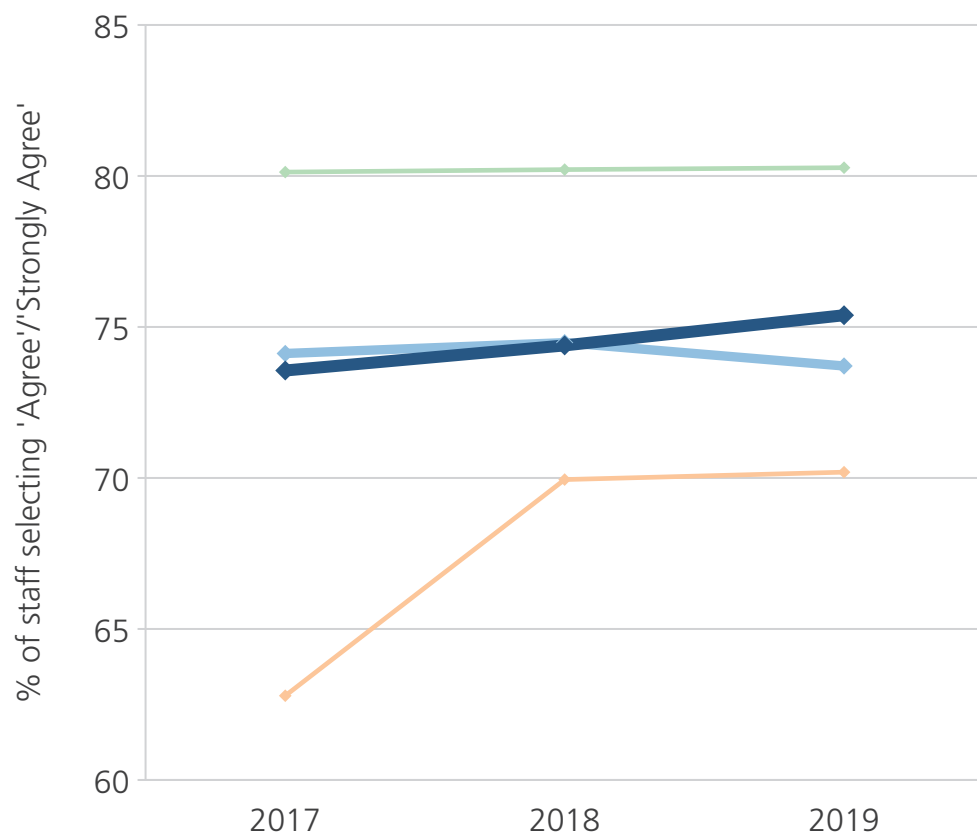
If a friend or relative needed treatment  
I would be happy with the standard  
of care provided by this organisation



Best	82.2%	85.8%	85.3%	Best	66.8%	72.3%	73.8%	Best	75.6%	79.2%	80.6%
Your org	69.2%	72.7%	74.3%	Your org	53.1%	59.4%	58.9%	Your org	60.9%	60.2%	60.8%
Average	73.3%	73.6%	76.0%	Average	57.3%	59.2%	62.4%	Average	65.9%	66.2%	67.5%
Worst	61.8%	61.1%	64.8%	Worst	42.1%	44.4%	49.1%	Worst	54.2%	55.7%	57.3%

### Q4h

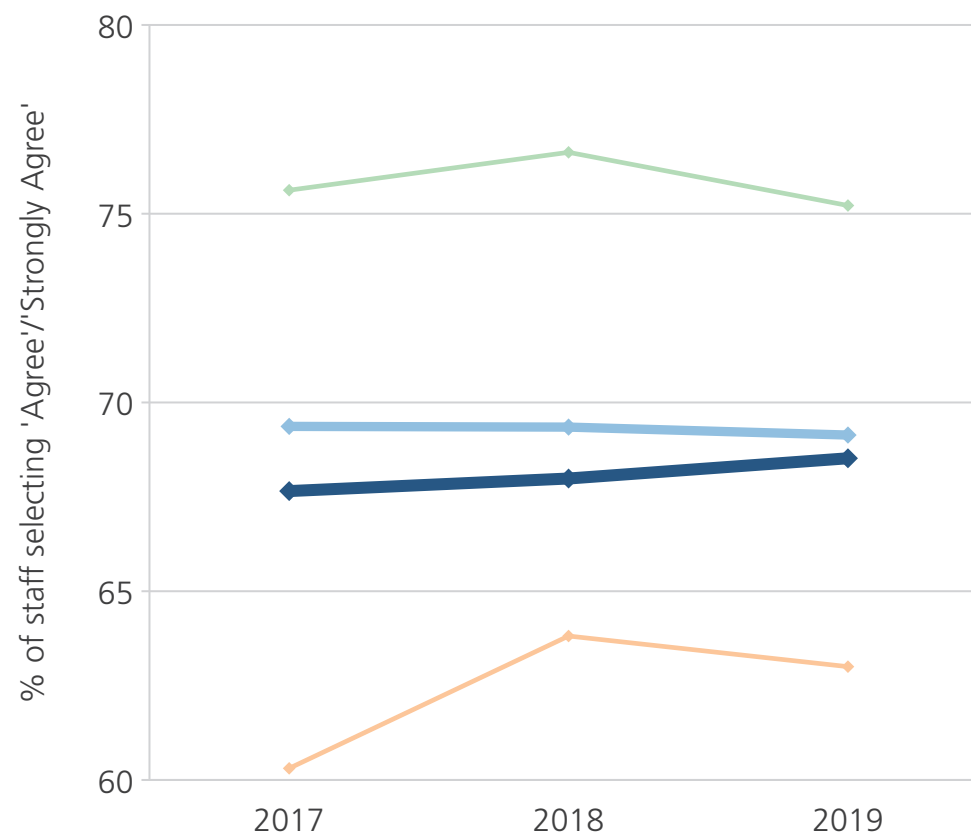
The team I work in has a set of shared objectives



<b>Best</b>	80.1%	80.2%	80.3%
<b>Your org</b>	73.6%	74.4%	75.4%
<b>Average</b>	74.1%	74.5%	73.7%
<b>Worst</b>	62.8%	69.9%	70.2%

### Q4i

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



<b>Best</b>	75.6%	76.6%	75.2%
<b>Your org</b>	67.7%	68.0%	68.5%
<b>Average</b>	69.4%	69.3%	69.1%
<b>Worst</b>	60.3%	63.8%	63.0%

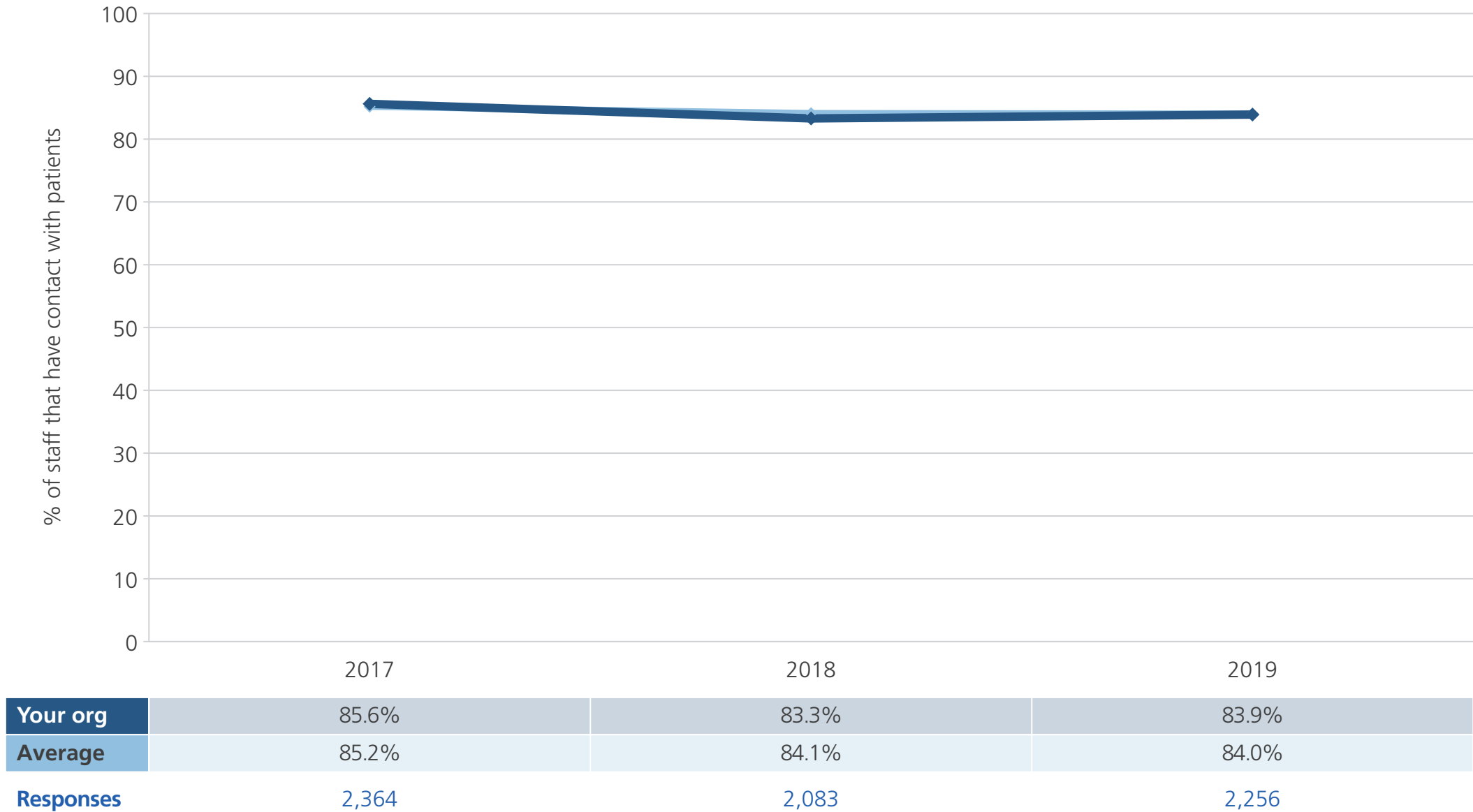


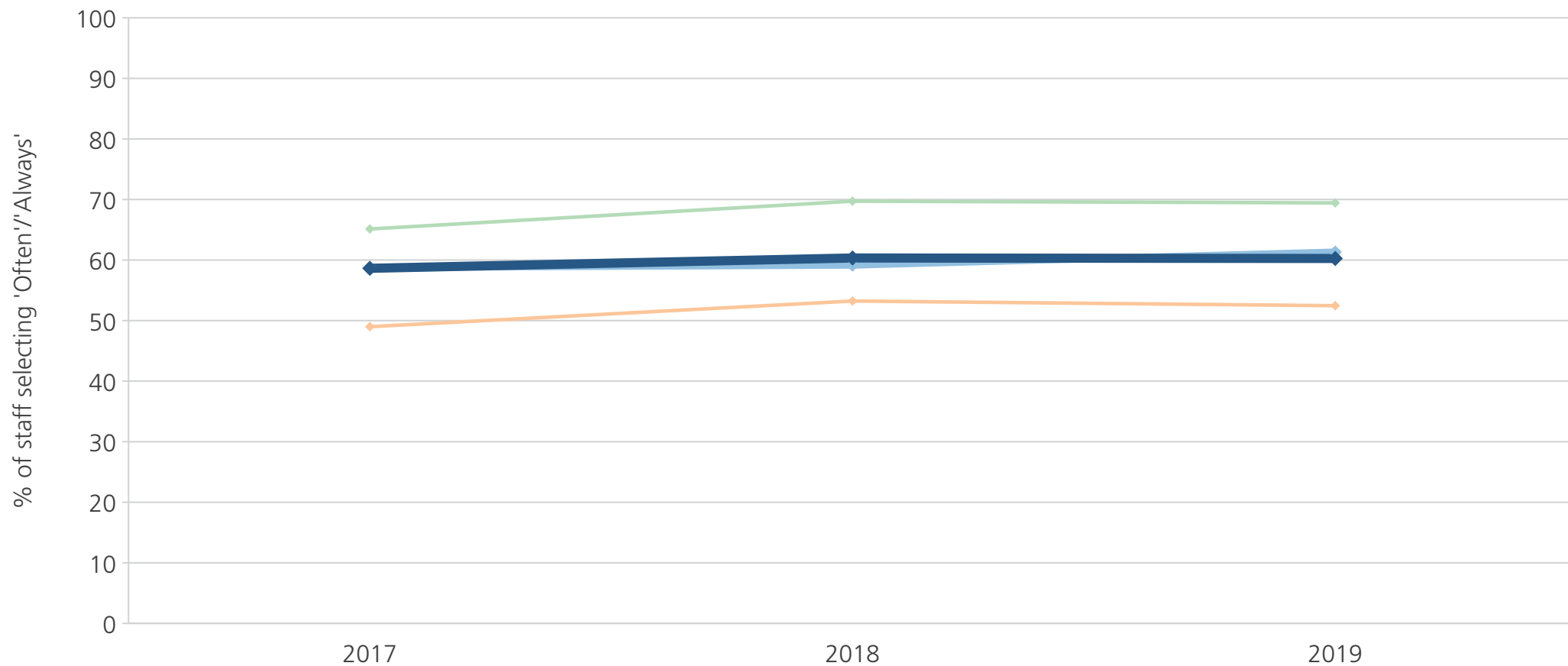
# Question results

Essex Partnership University NHS Foundation Trust  
2019 NHS Staff Survey Results

# Question results – Your job

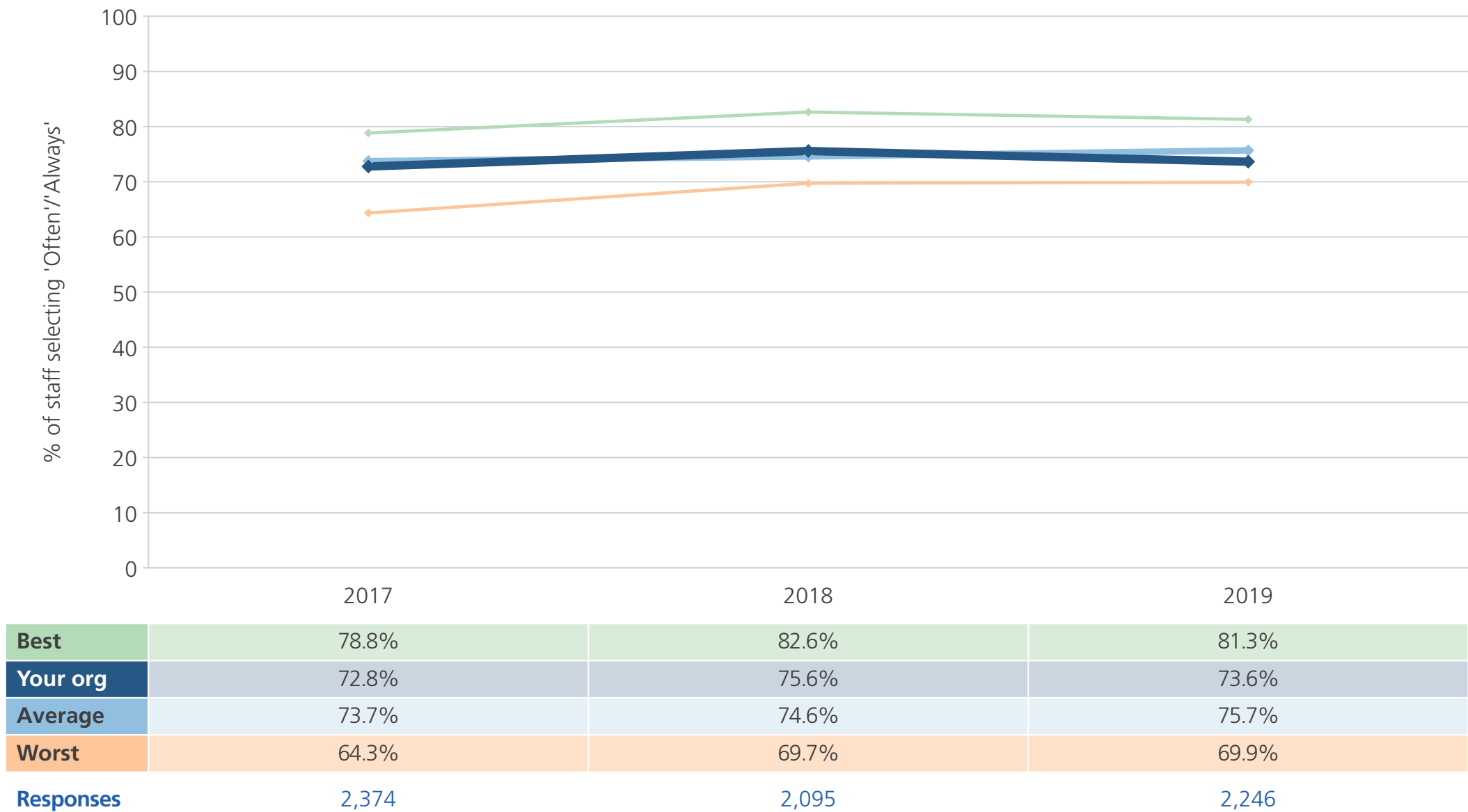
Essex Partnership University NHS Foundation Trust  
2019 NHS Staff Survey Results

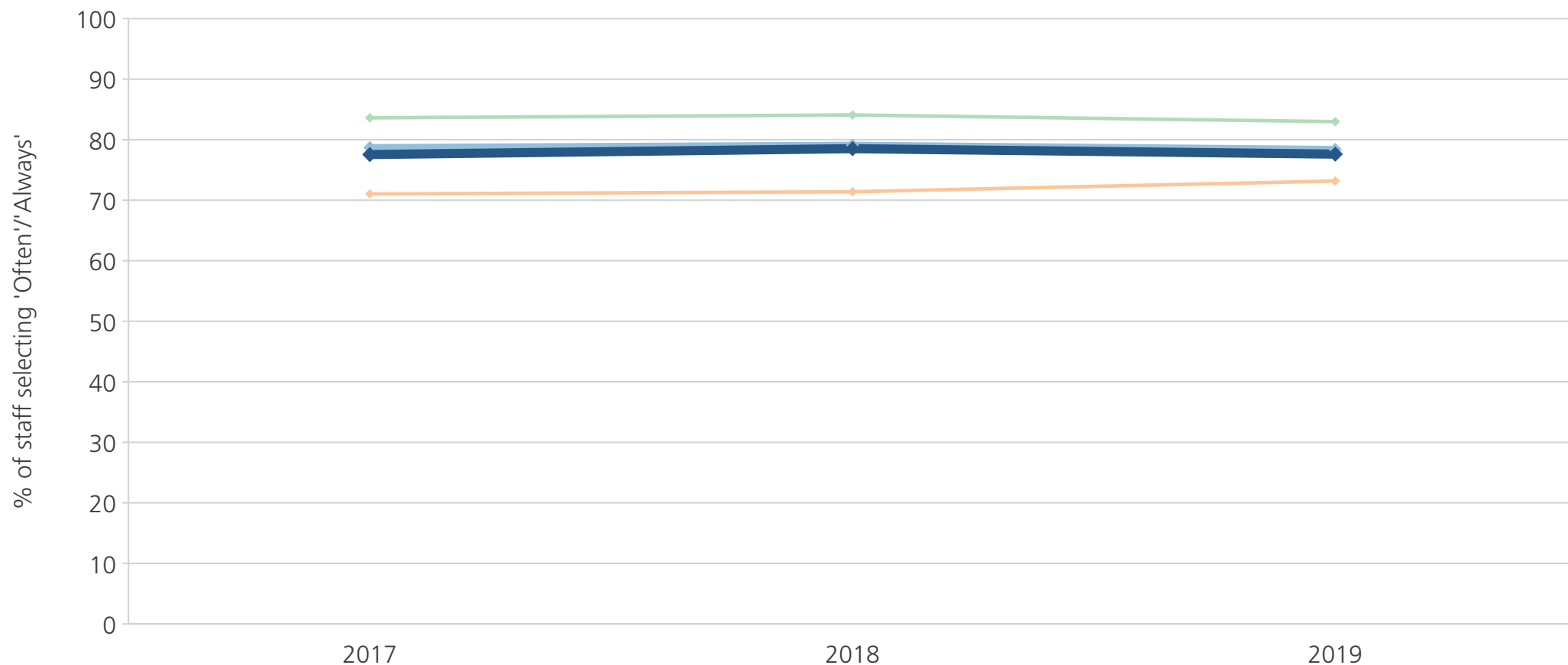




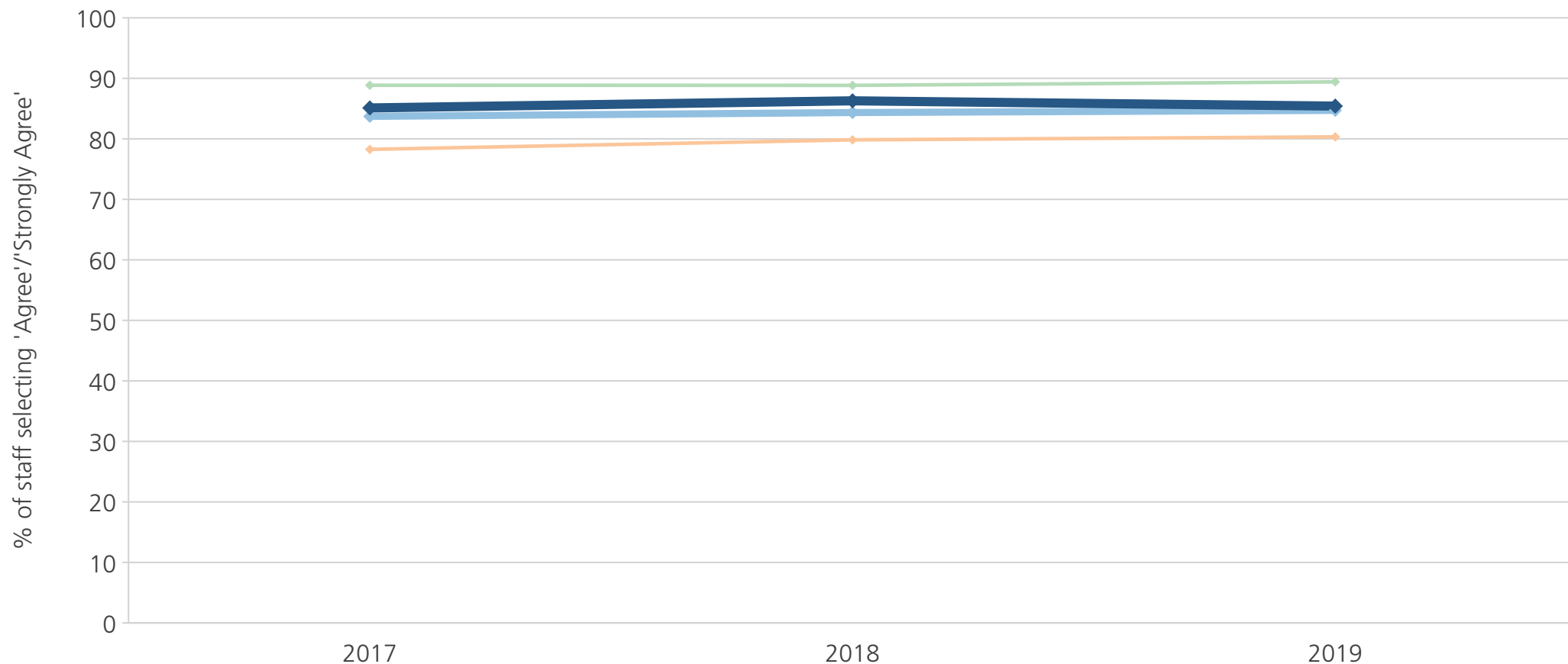
Best	65.1%	69.7%	69.4%
Your org	58.6%	60.3%	60.3%
Average	58.8%	59.2%	61.3%
Worst	49.0%	53.2%	52.5%

Responses	2,387	2,102	2,258
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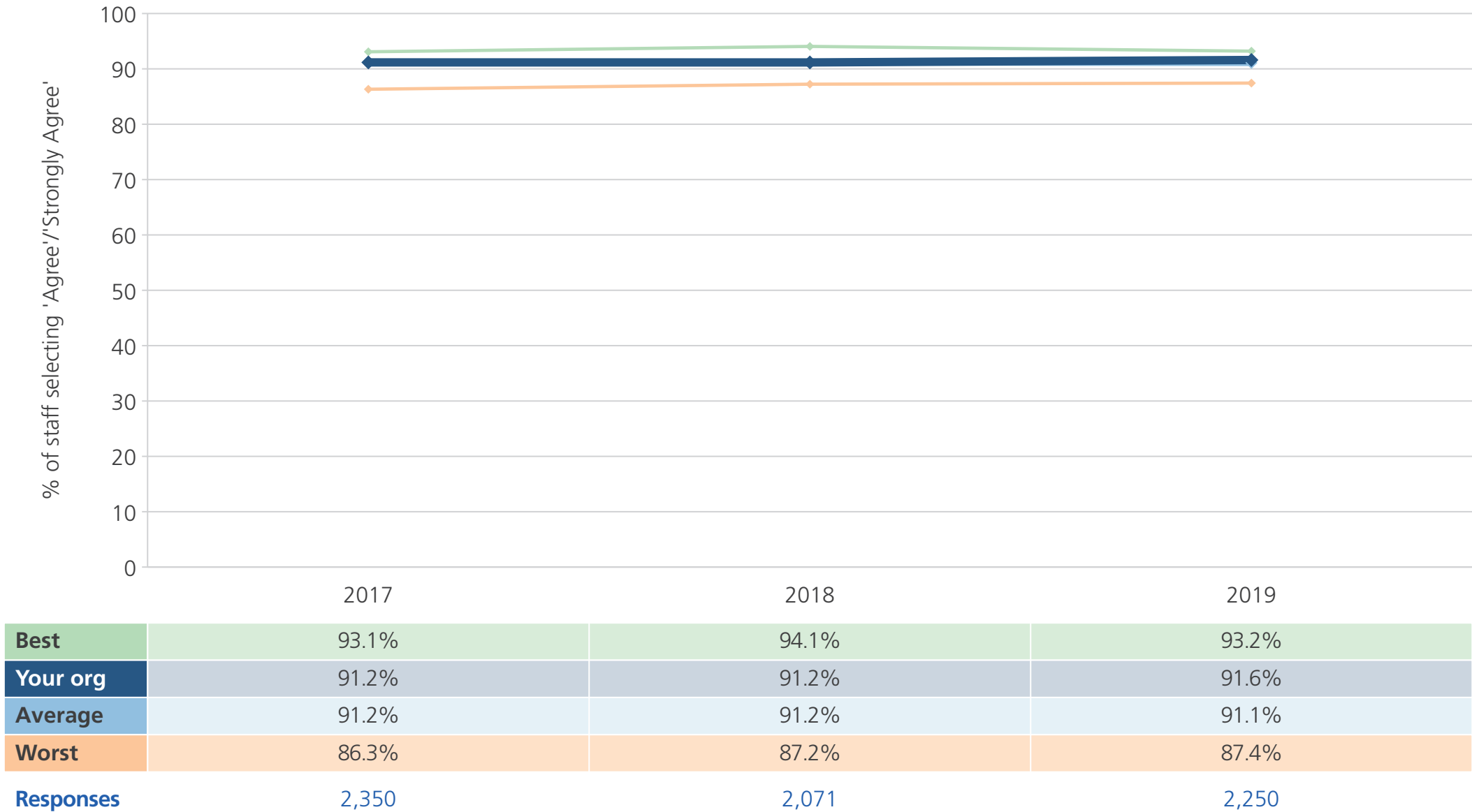




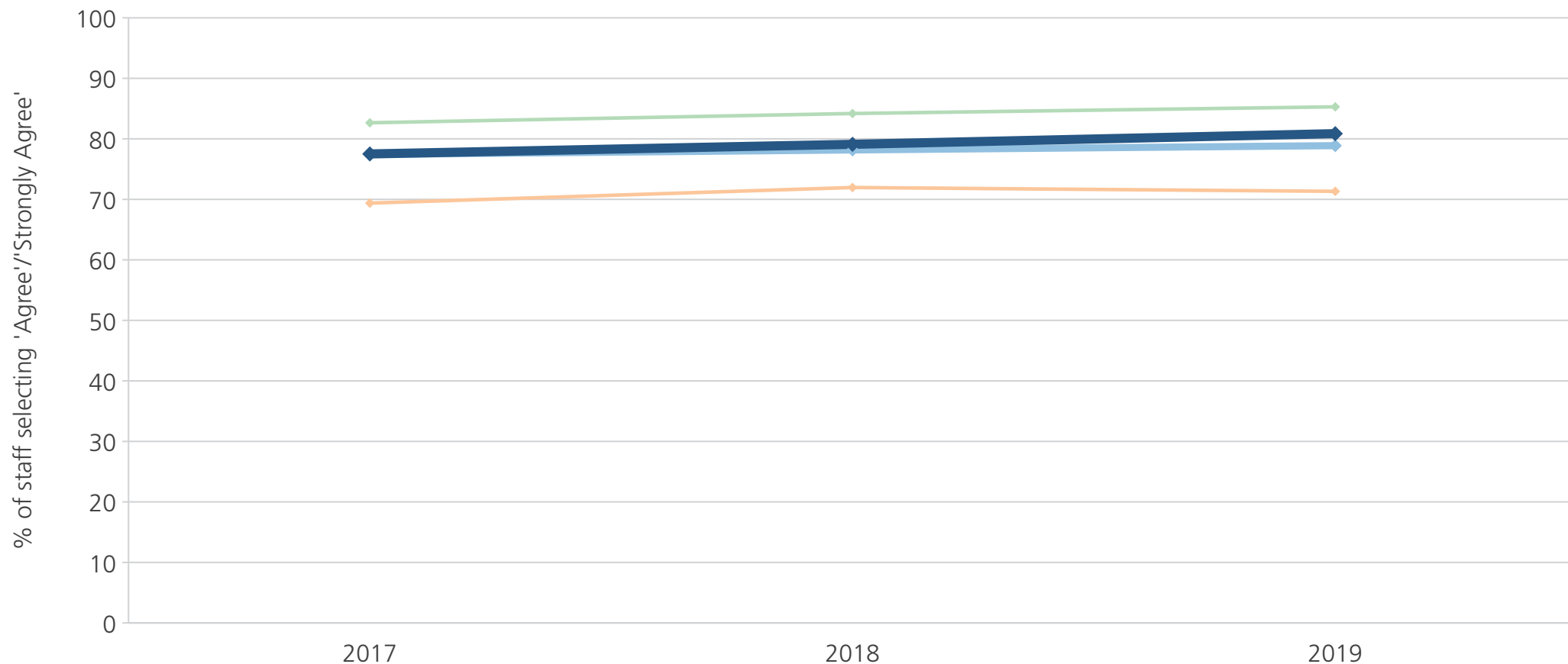
Best	83.6%	84.1%	83.0%
Your org	77.5%	78.5%	77.6%
Average	78.7%	79.1%	78.4%
Worst	71.0%	71.4%	73.2%
Responses	2,371	2,090	2,244



	2017	2018	2019
Best	88.9%	88.8%	89.4%
Your org	85.1%	86.3%	85.4%
Average	83.7%	84.3%	84.7%
Worst	78.3%	79.8%	80.3%
Responses	2,362	2,074	2,260

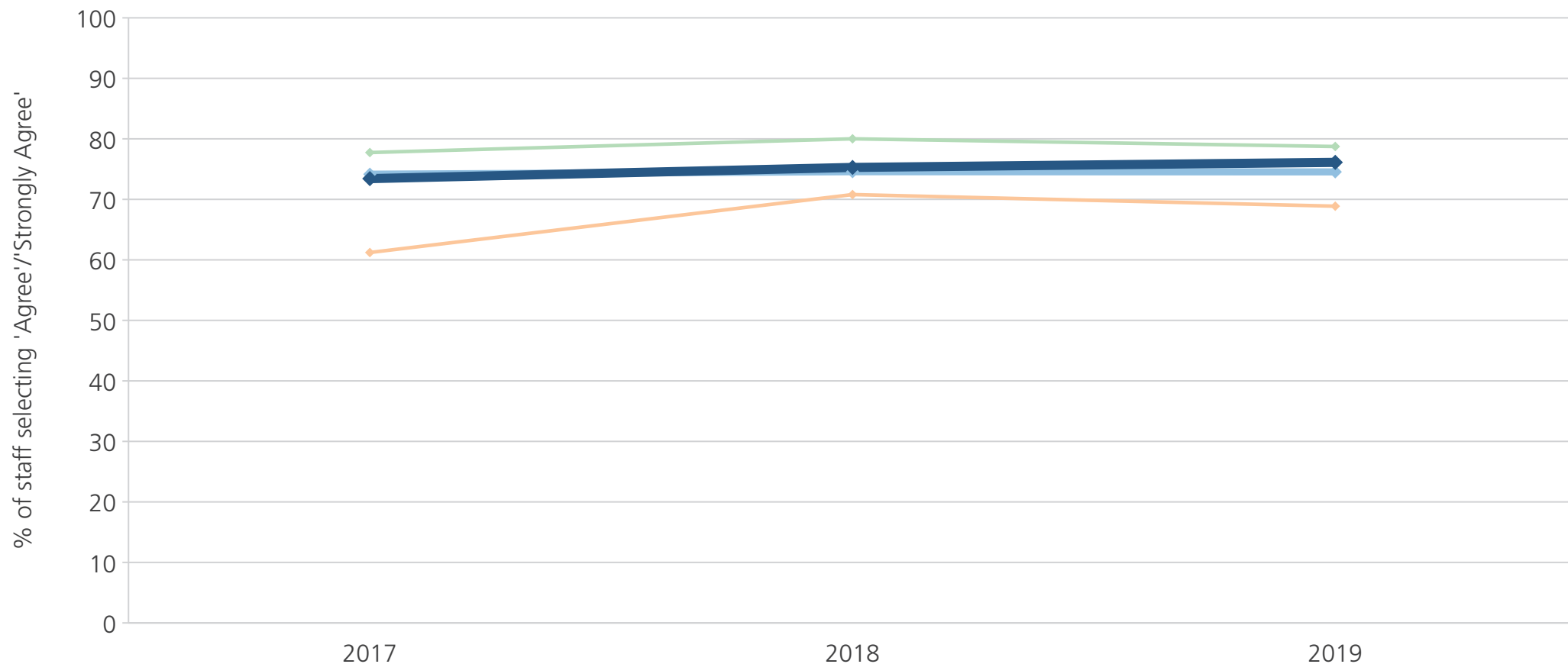




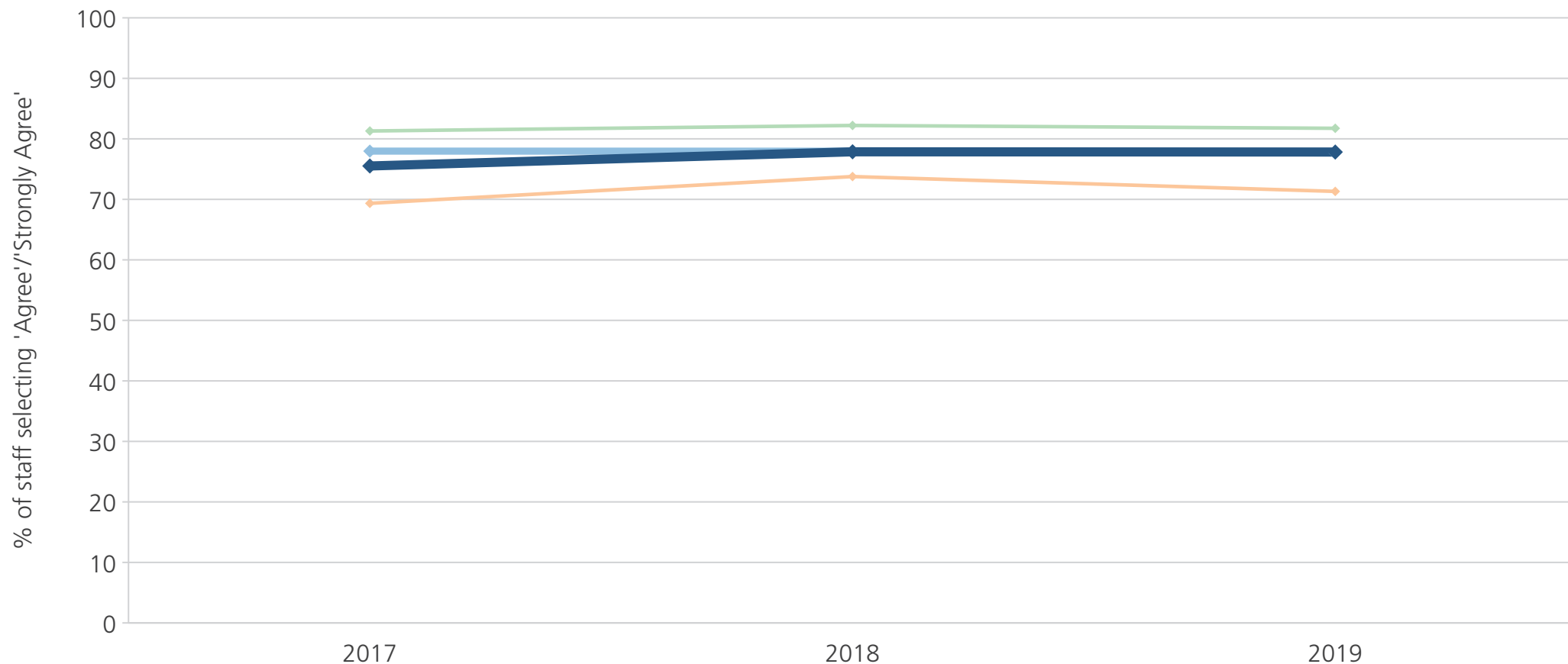


Best	82.7%	84.2%	85.3%
Your org	77.5%	79.1%	80.9%
Average	77.4%	78.2%	78.9%
Worst	69.4%	72.0%	71.3%

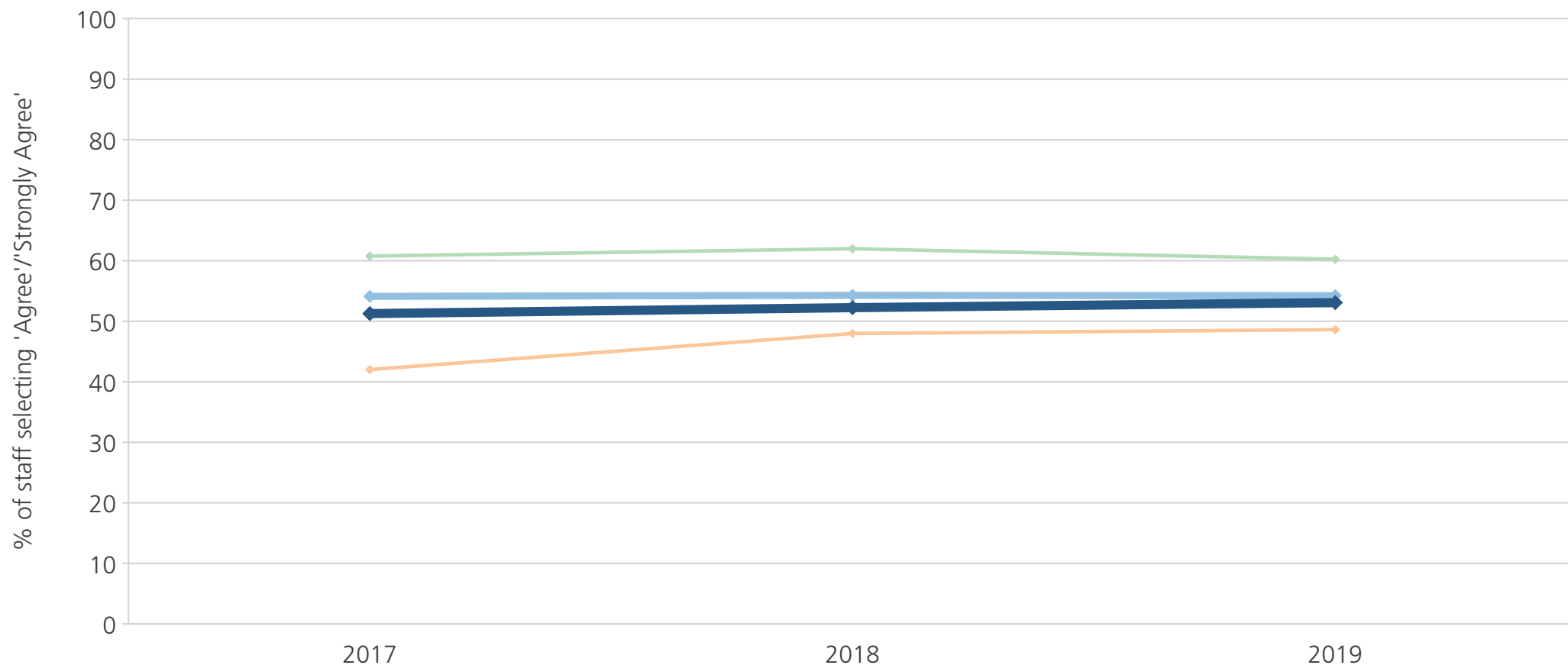
Responses	2,345	2,072	2,249
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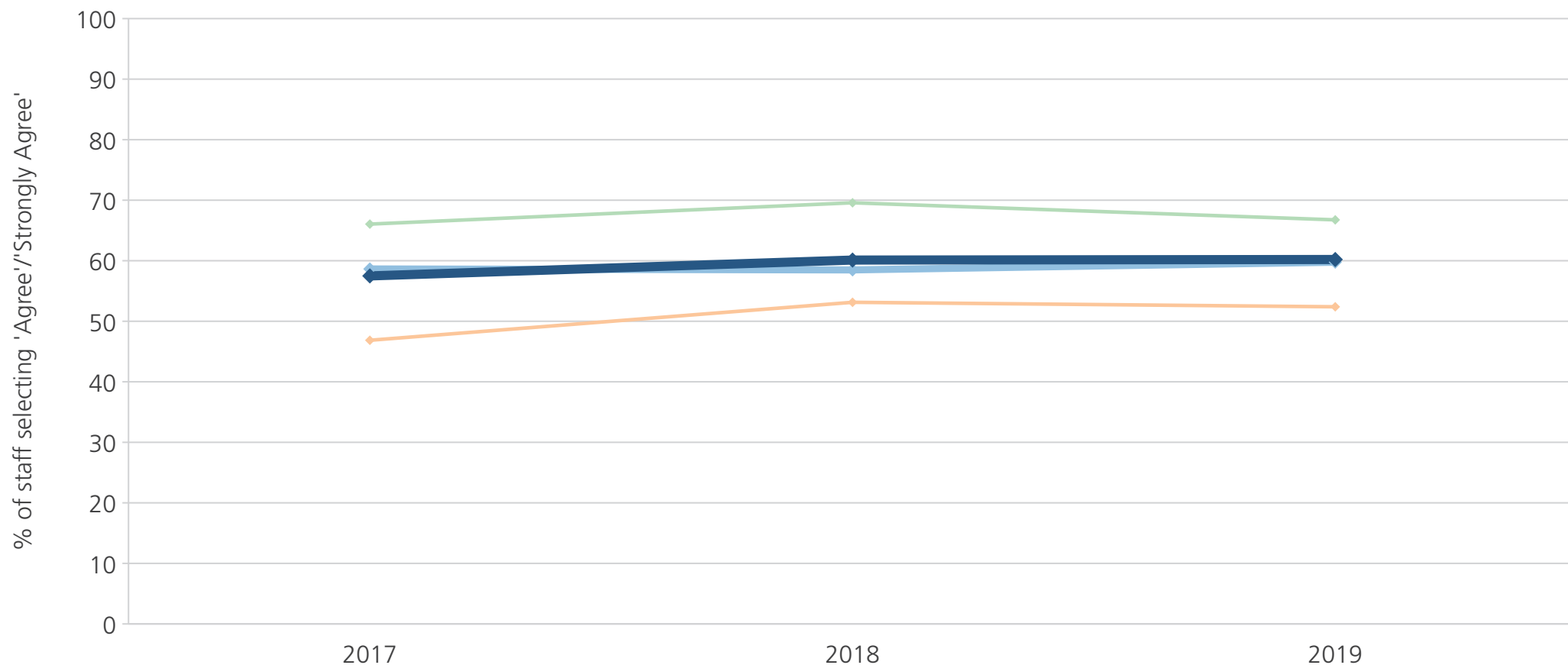
Best	77.7%	80.0%	78.7%
Your org	73.4%	75.3%	76.1%
Average	74.2%	74.6%	74.5%
Worst	61.2%	70.8%	68.9%
Responses	2,378	2,101	2,270



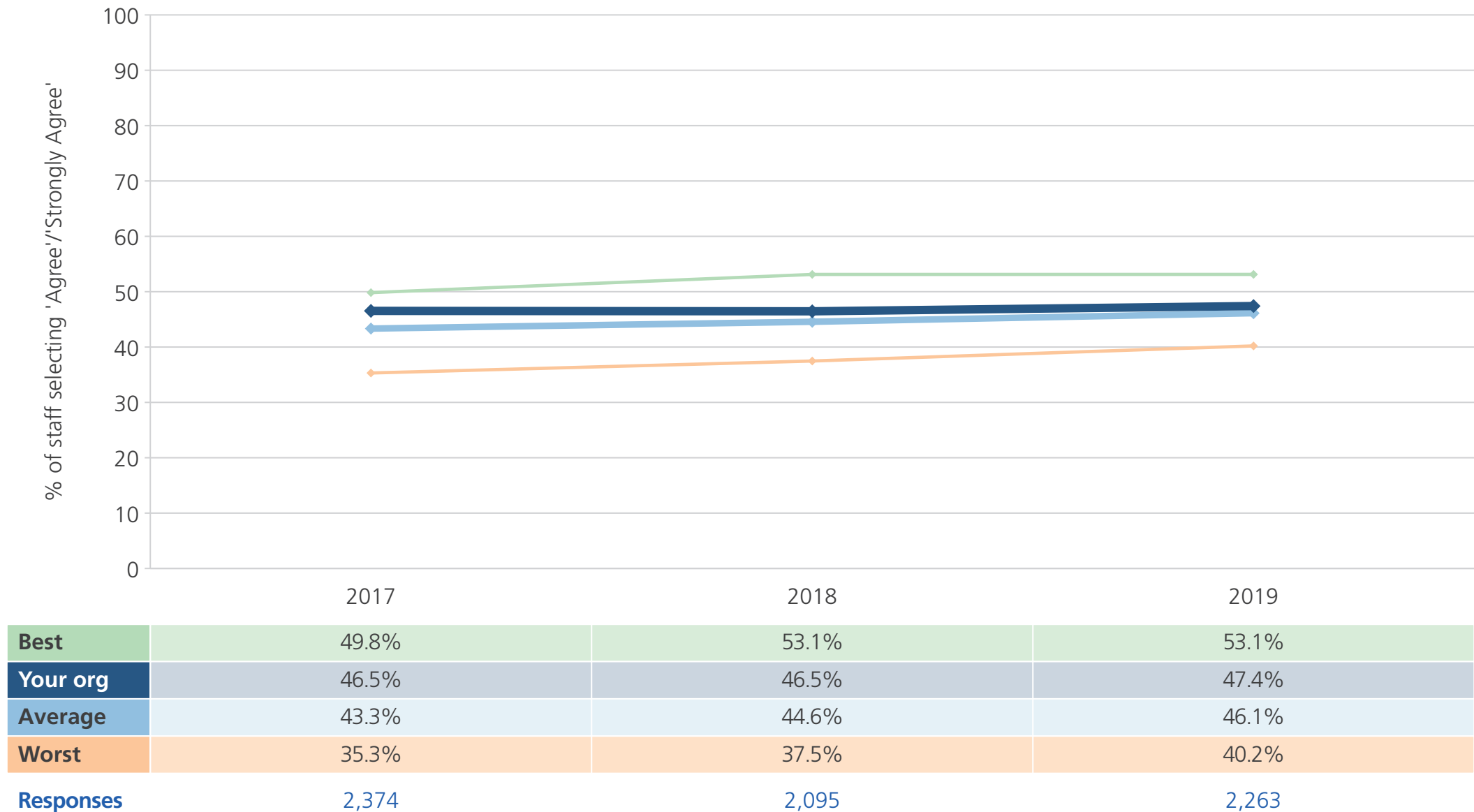
	2017	2018	2019
Best	81.3%	82.2%	81.7%
Your org	75.5%	77.9%	77.8%
Average	78.0%	78.0%	77.7%
Worst	69.3%	73.8%	71.3%
Responses	2,373	2,099	2,271

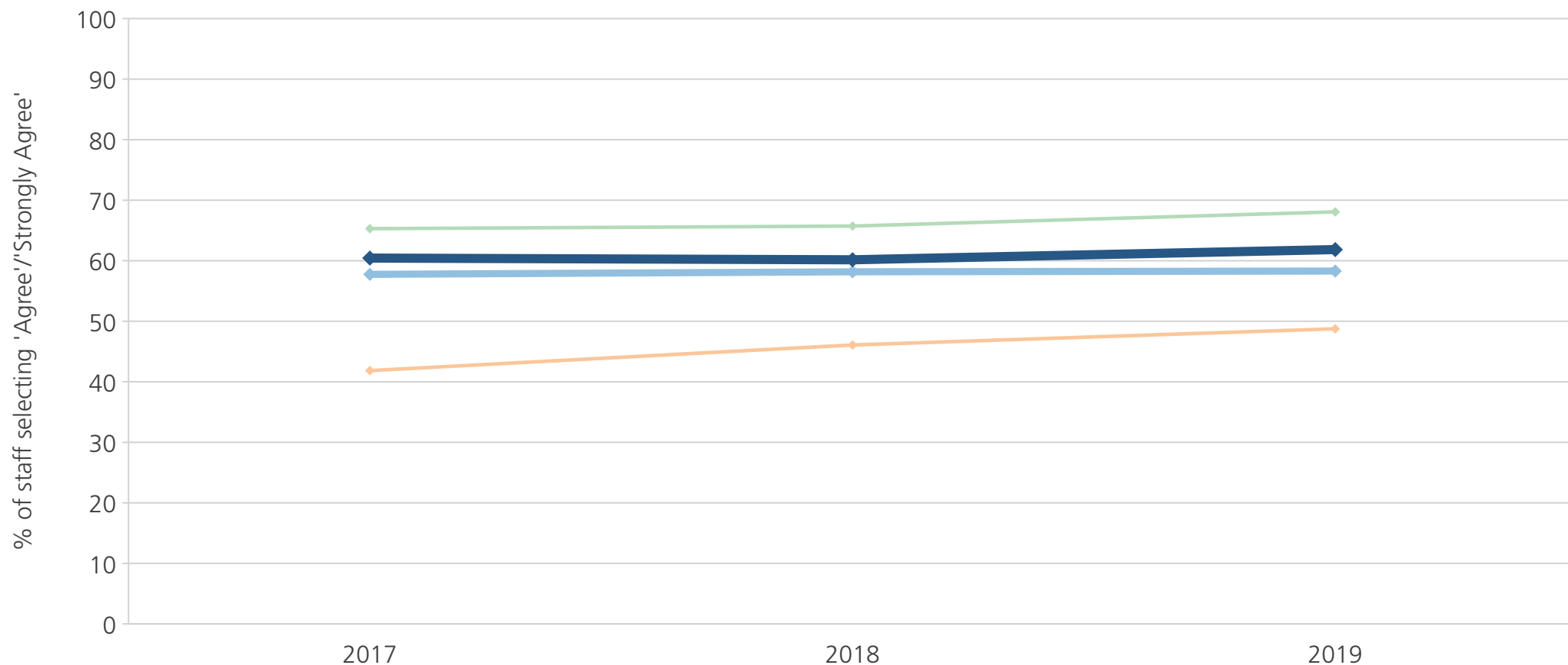


	2017	2018	2019
Best	60.8%	62.0%	60.2%
Your org	51.3%	52.2%	53.1%
Average	54.1%	54.3%	54.2%
Worst	42.0%	48.0%	48.6%
Responses	2,372	2,095	2,264



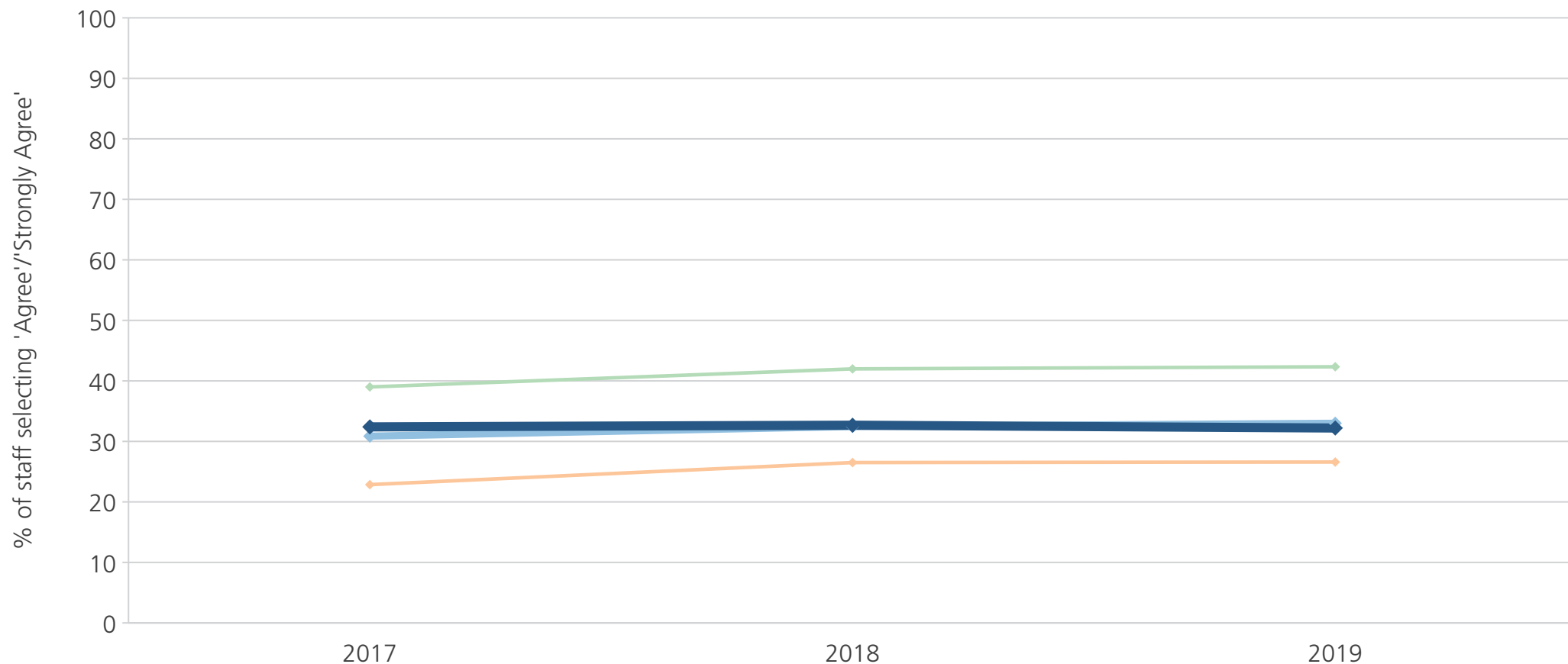
	2017	2018	2019
Best	66.0%	69.6%	66.8%
Your org	57.5%	60.1%	60.2%
Average	58.6%	58.5%	59.8%
Worst	46.9%	53.1%	52.4%
Responses	2,362	2,093	2,256





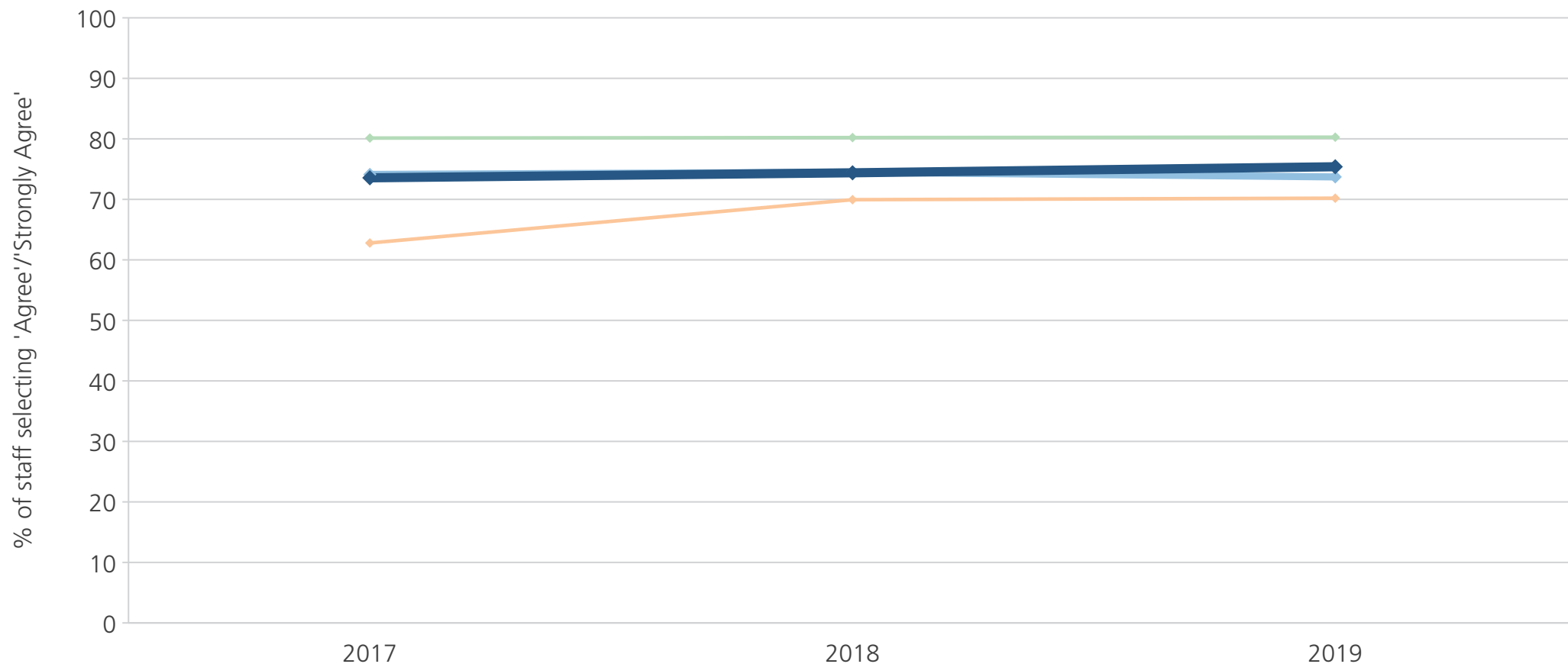
Best	65.3%	65.7%	68.1%
Your org	60.4%	60.2%	61.8%
Average	57.8%	58.2%	58.3%
Worst	41.8%	46.1%	48.8%

Responses	2,374	2,092	2,253
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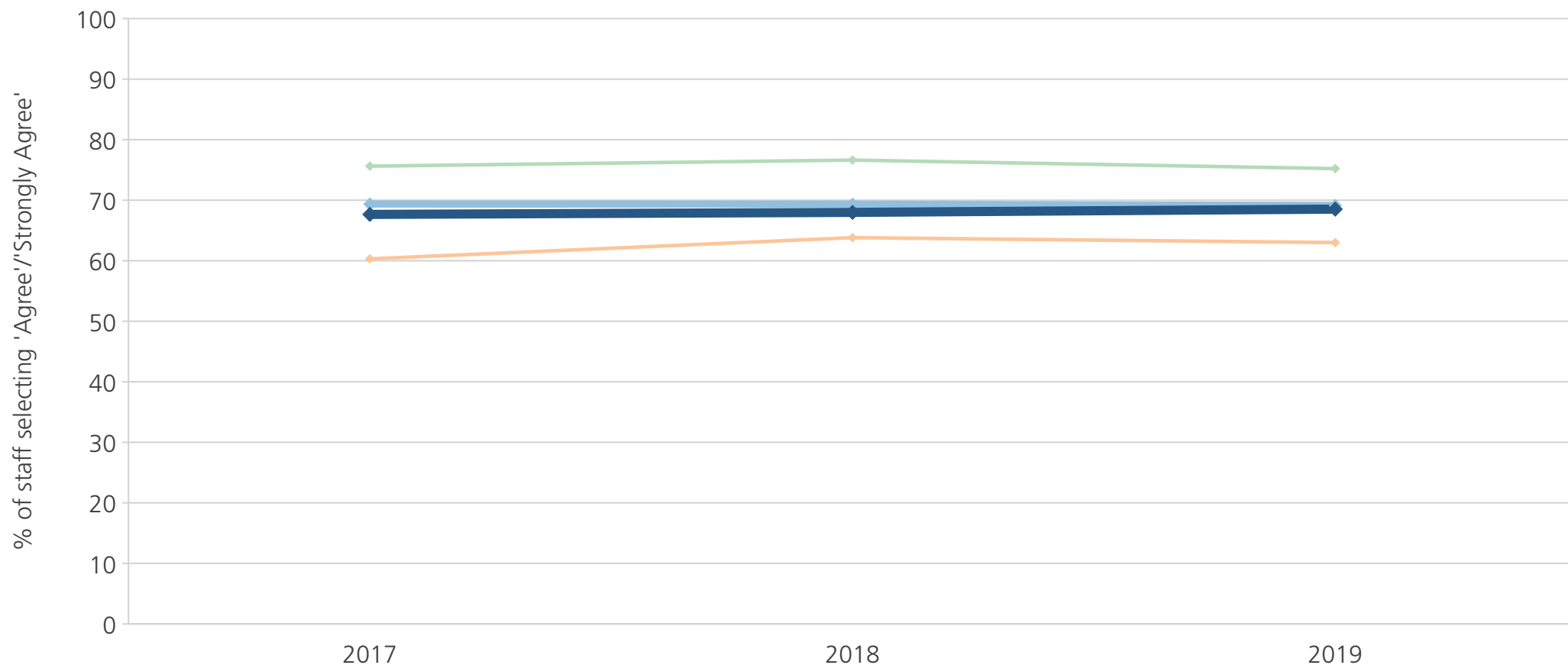
Best	39.0%	42.0%	42.3%
Your org	32.4%	32.7%	32.2%
Average	30.9%	32.5%	33.0%
Worst	22.9%	26.5%	26.6%
Responses	2,369	2,092	2,262



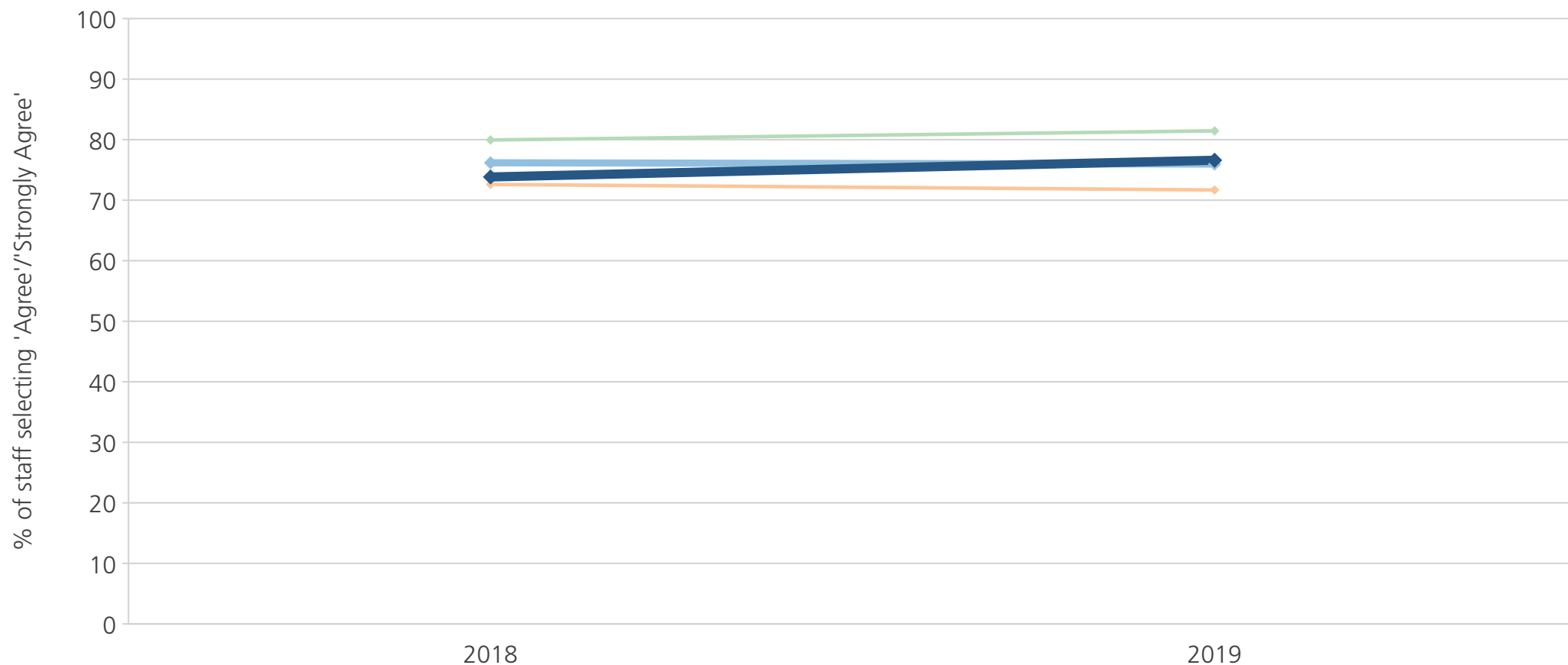


Best	80.1%	80.2%	80.3%
Your org	73.6%	74.4%	75.4%
Average	74.1%	74.5%	73.7%
Worst	62.8%	69.9%	70.2%

Responses	2,364	2,081	2,248
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Best	75.6%	76.6%	75.2%
Your org	67.7%	68.0%	68.5%
Average	69.4%	69.3%	69.1%
Worst	60.3%	63.8%	63.0%
Responses	2,368	2,086	2,259

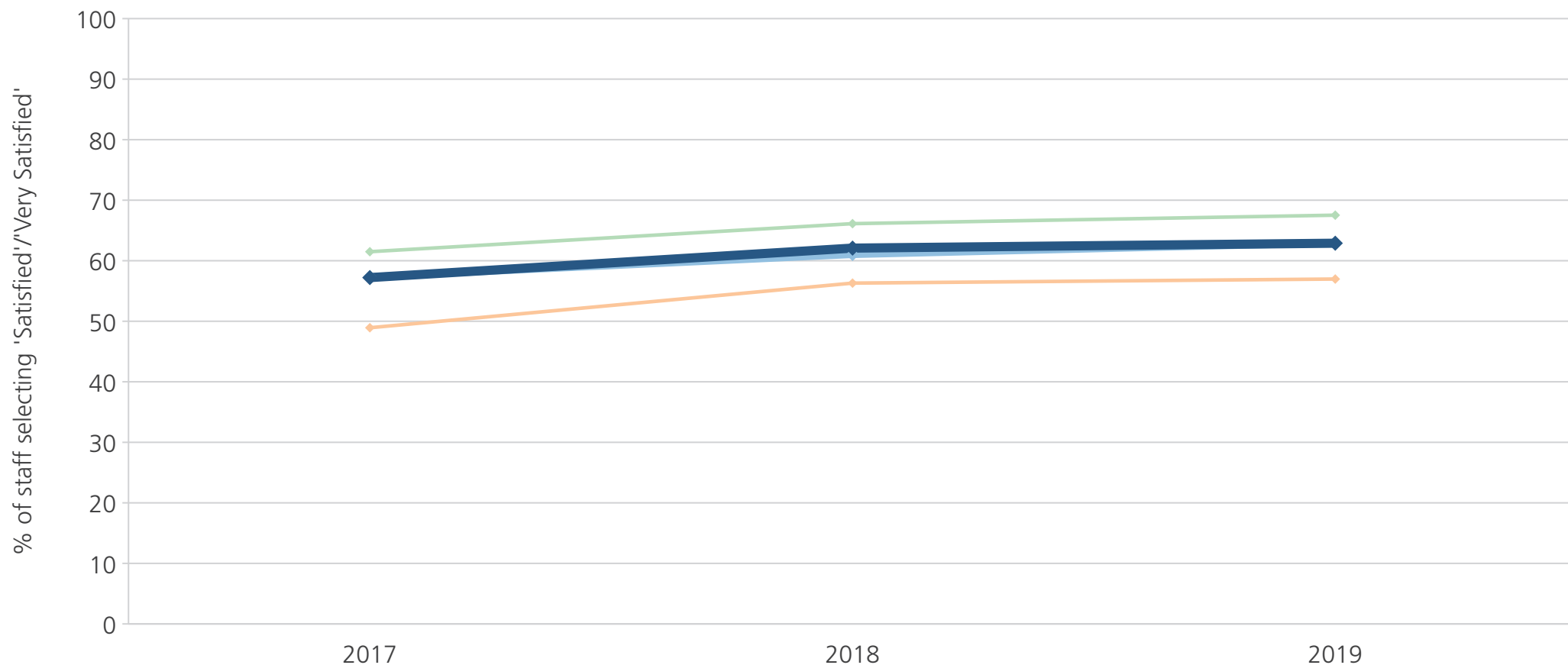


Best	79.9%	81.4%
Your org	73.8%	76.6%
Average	76.2%	76.0%
Worst	72.6%	71.7%

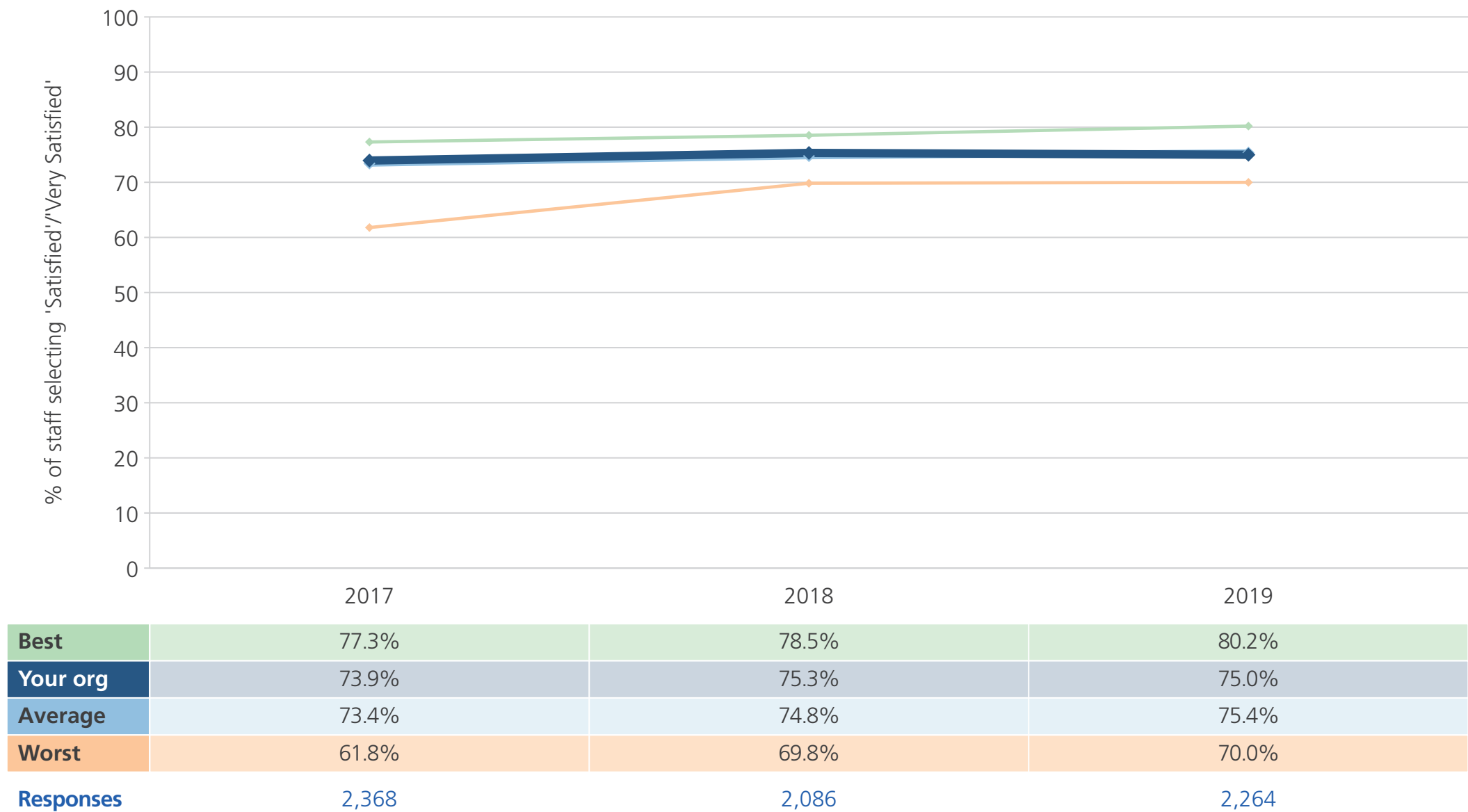
Responses

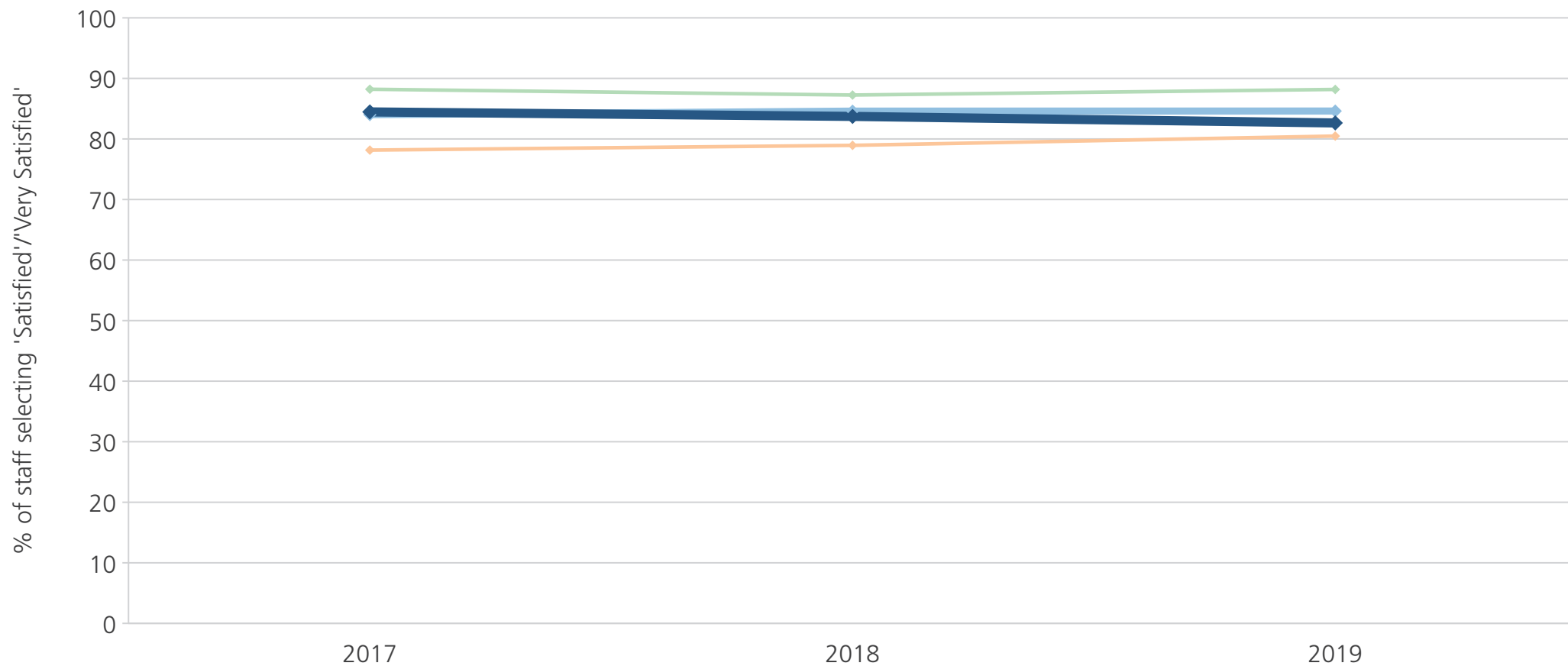
2,094

2,268

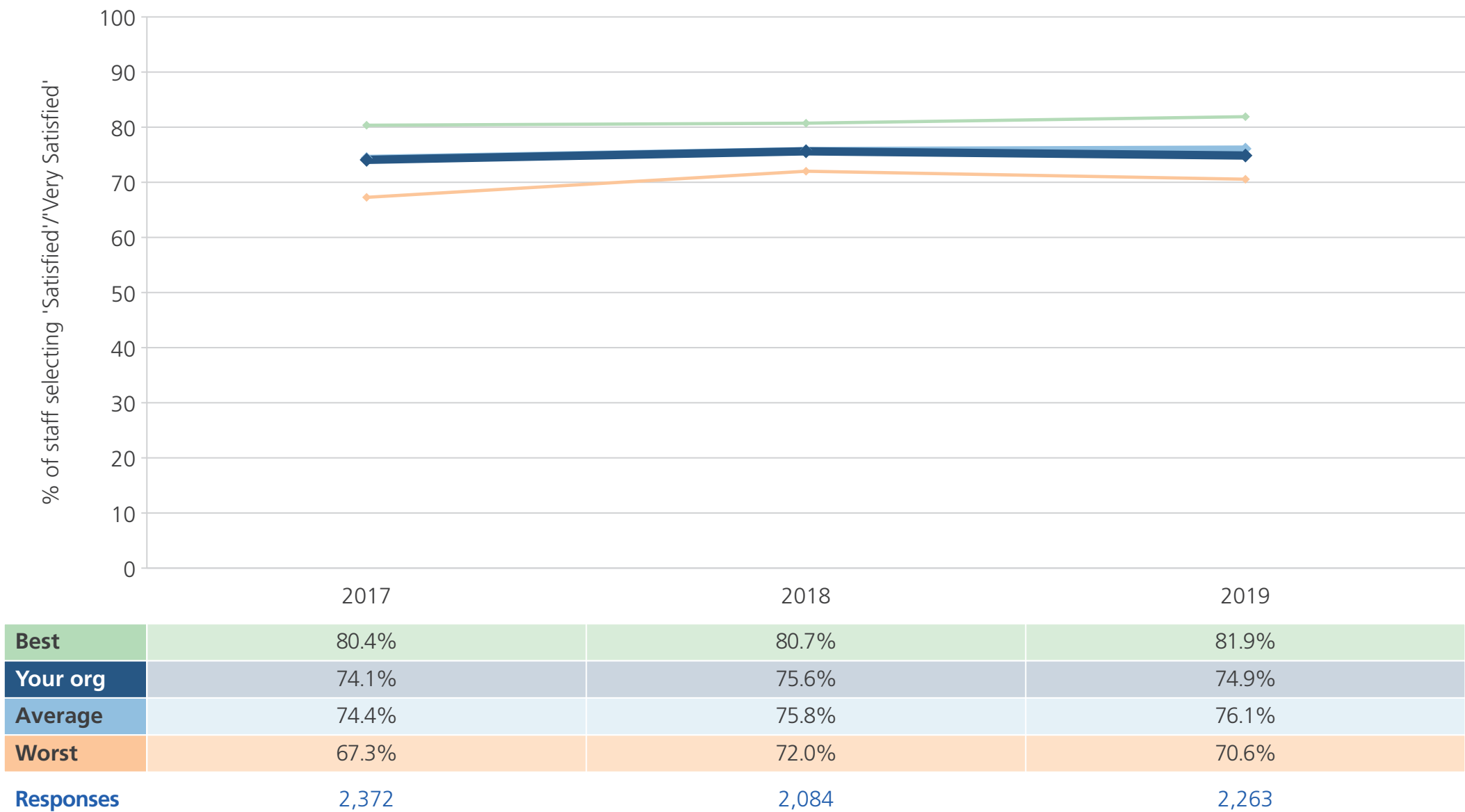


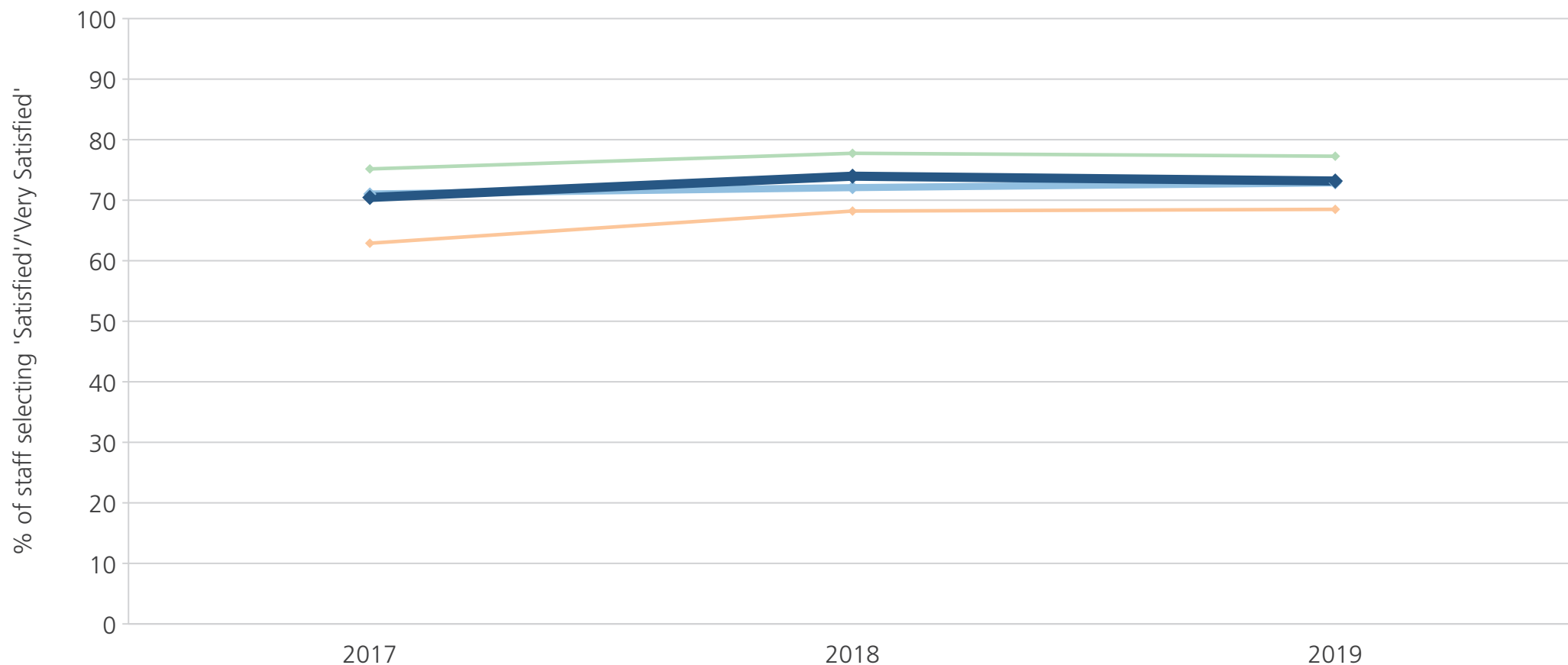
Best	61.5%	66.1%	67.5%
Your org	57.2%	62.1%	62.9%
Average	57.4%	61.0%	62.9%
Worst	48.9%	56.3%	57.0%
Responses	2,374	2,089	2,267





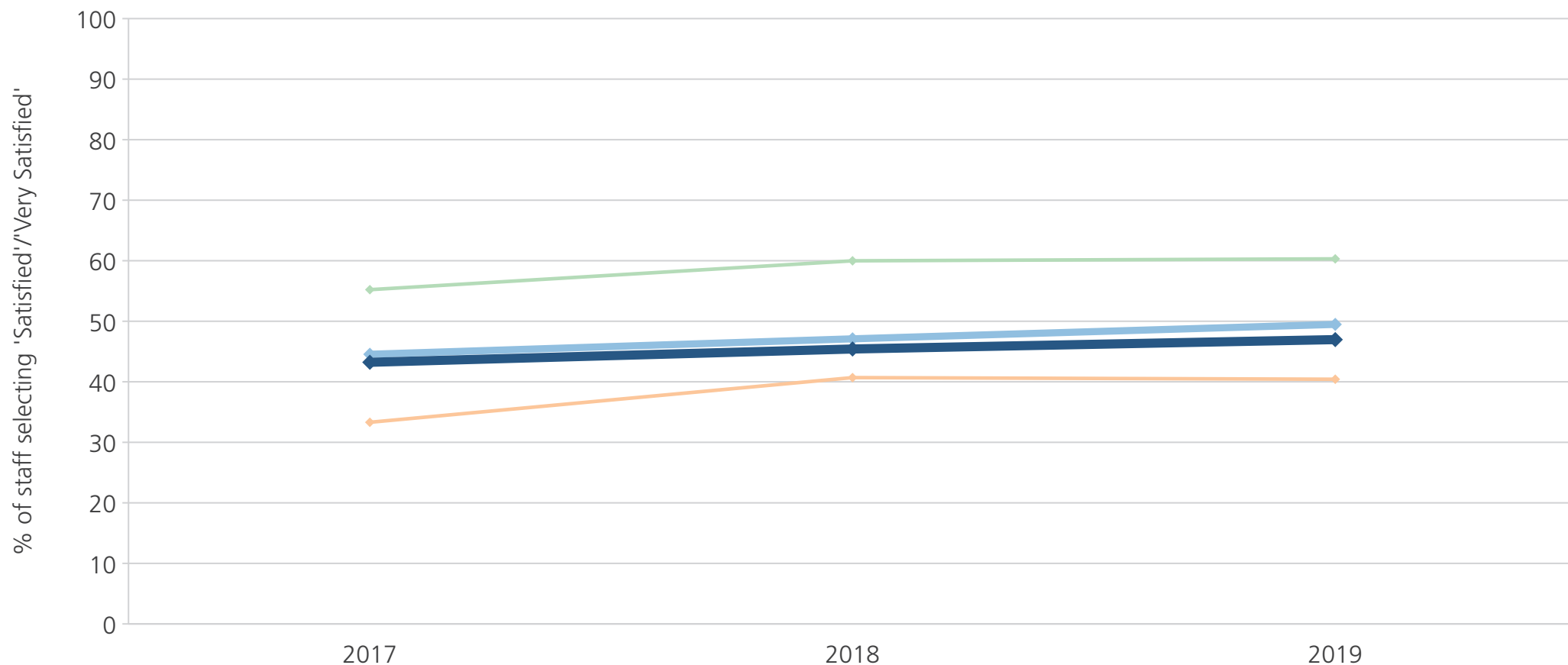
Best	88.2%	87.3%	88.2%
Your org	84.5%	83.7%	82.6%
Average	84.0%	84.6%	84.6%
Worst	78.2%	78.9%	80.5%
Responses	2,370	2,086	2,262



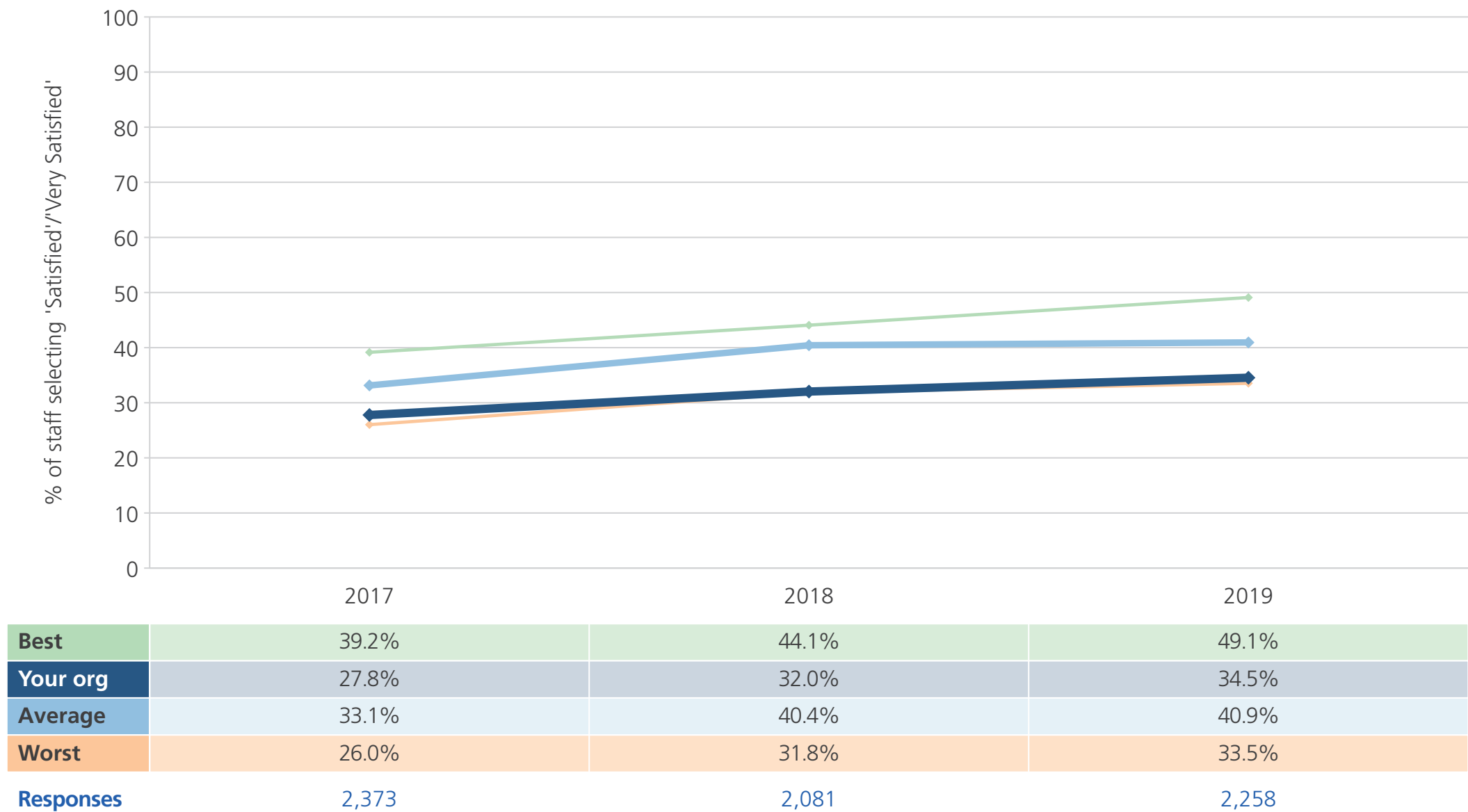


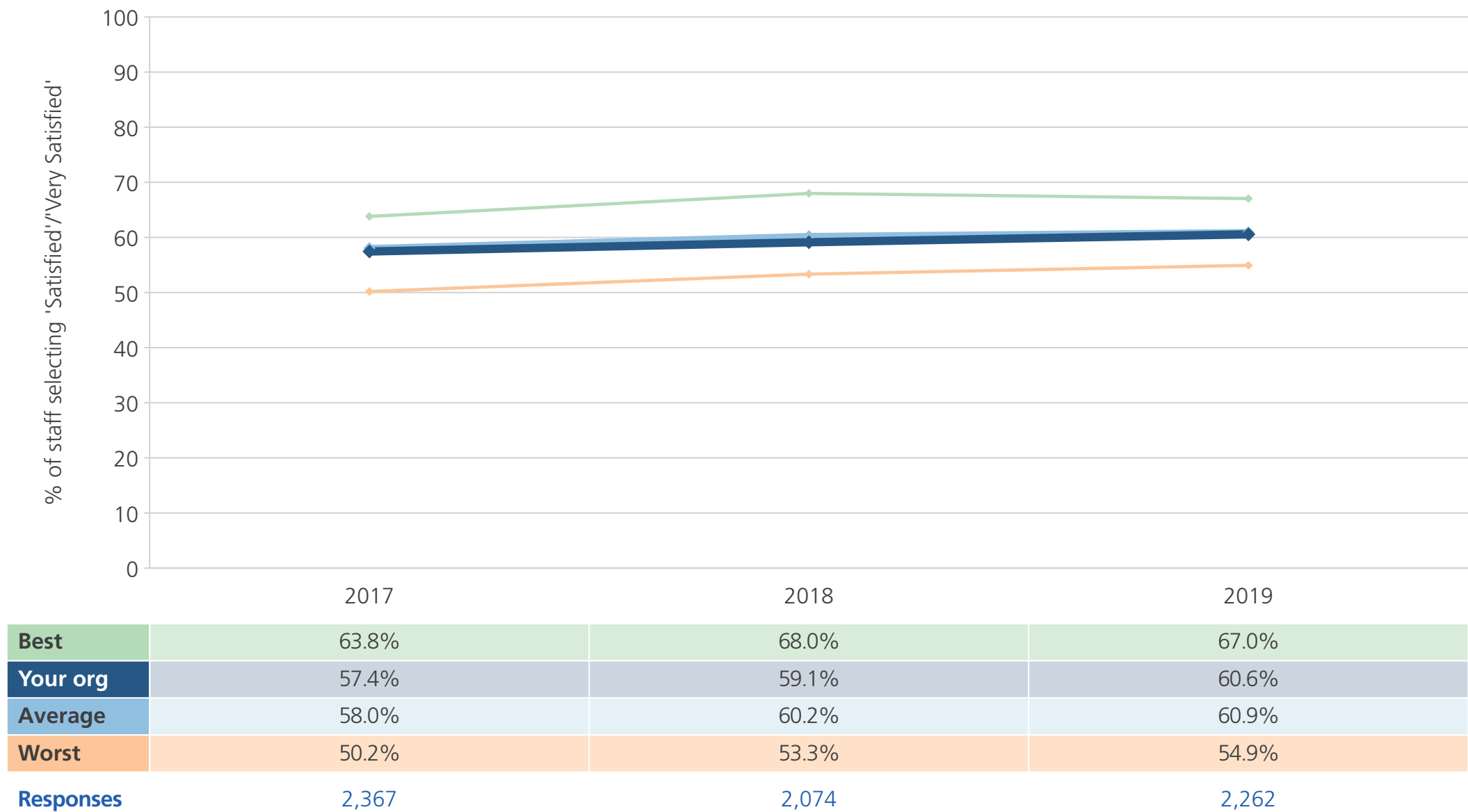
	2017	2018	2019
<b>Best</b>	75.2%	77.7%	77.3%
<b>Your org</b>	70.5%	74.0%	73.2%
<b>Average</b>	71.0%	72.1%	72.9%
<b>Worst</b>	62.9%	68.2%	68.5%
<b>Responses</b>	2,365	2,078	2,257

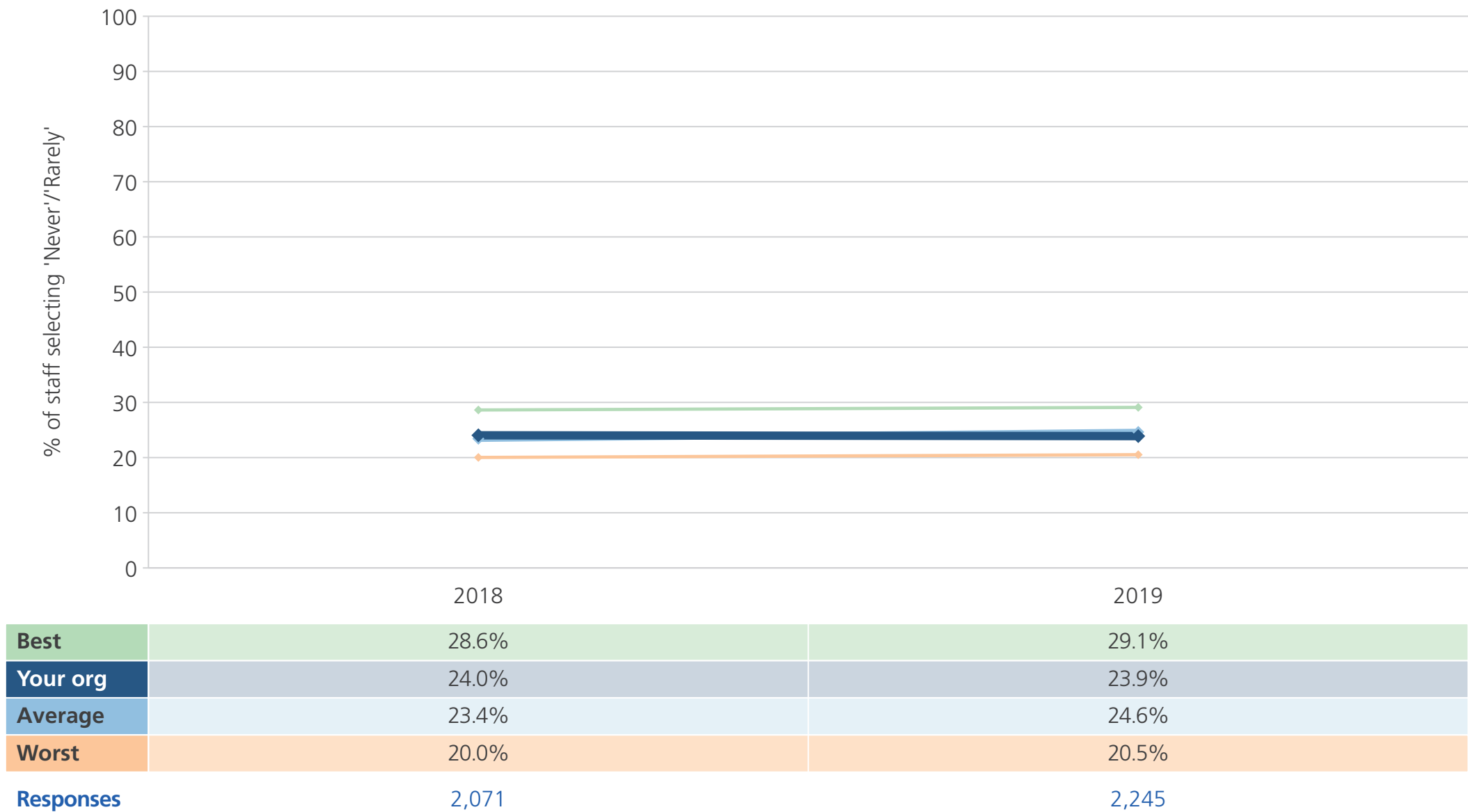


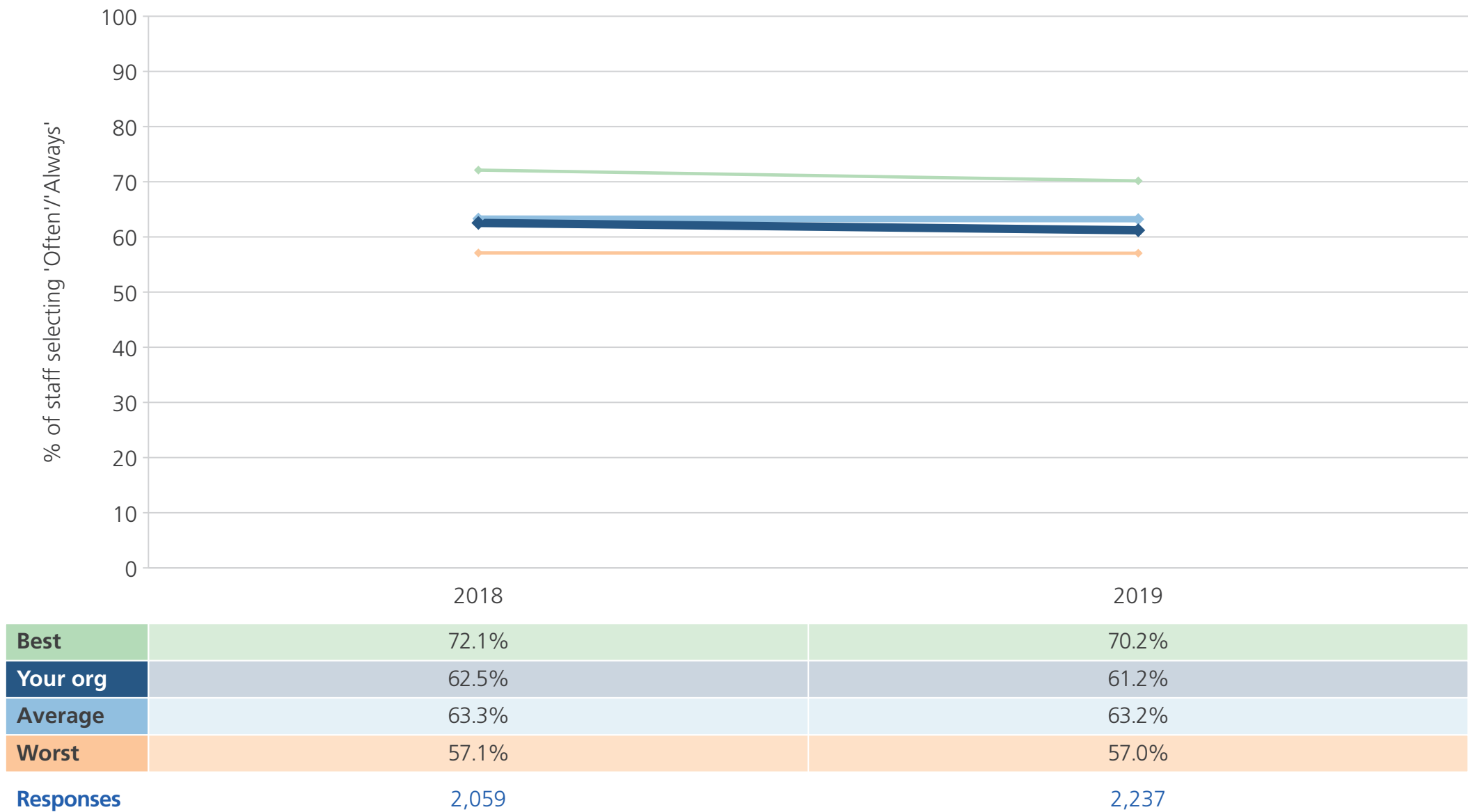


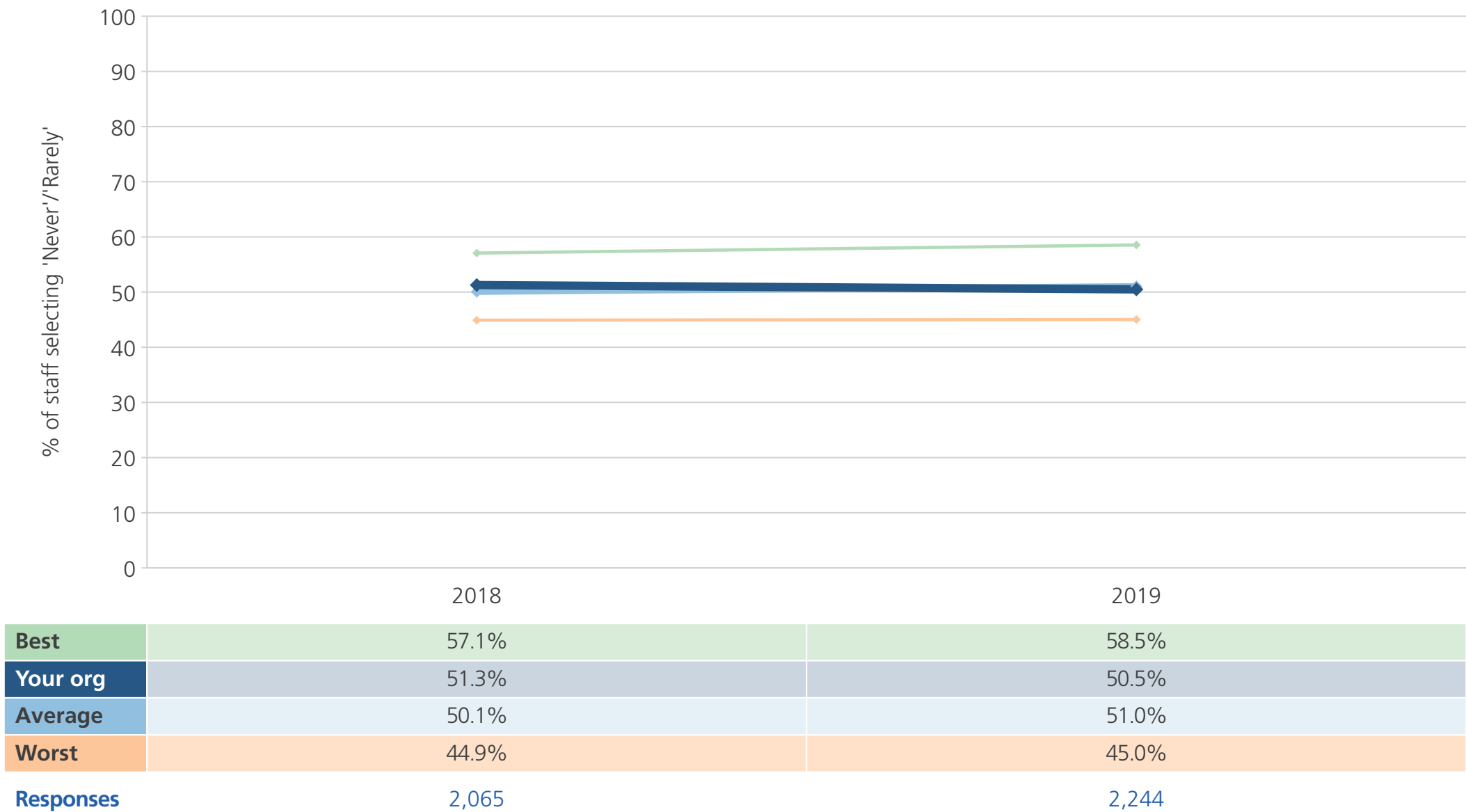
	2017	2018	2019
Best	55.2%	60.0%	60.3%
Your org	43.2%	45.4%	47.0%
Average	44.5%	47.1%	49.5%
Worst	33.3%	40.7%	40.4%
Responses	2,366	2,077	2,253

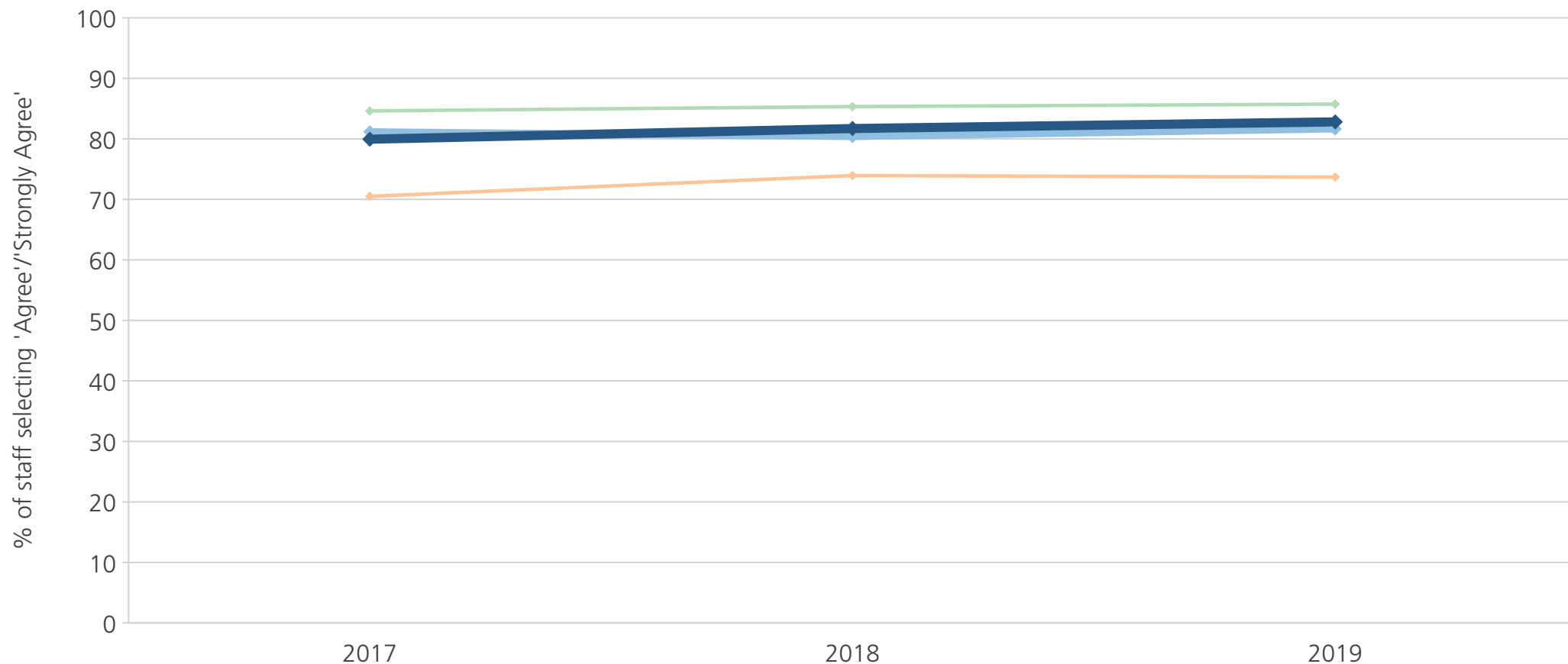






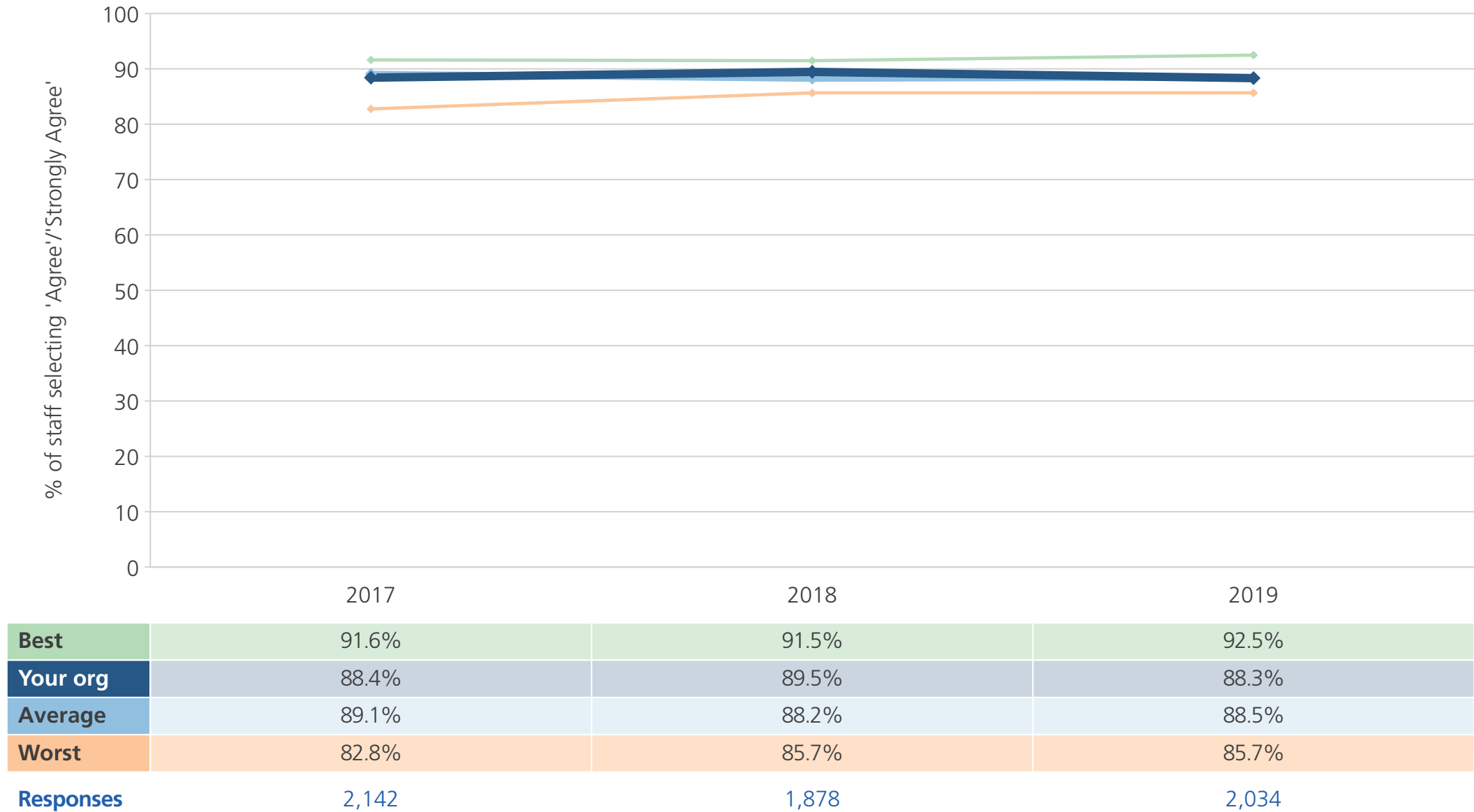




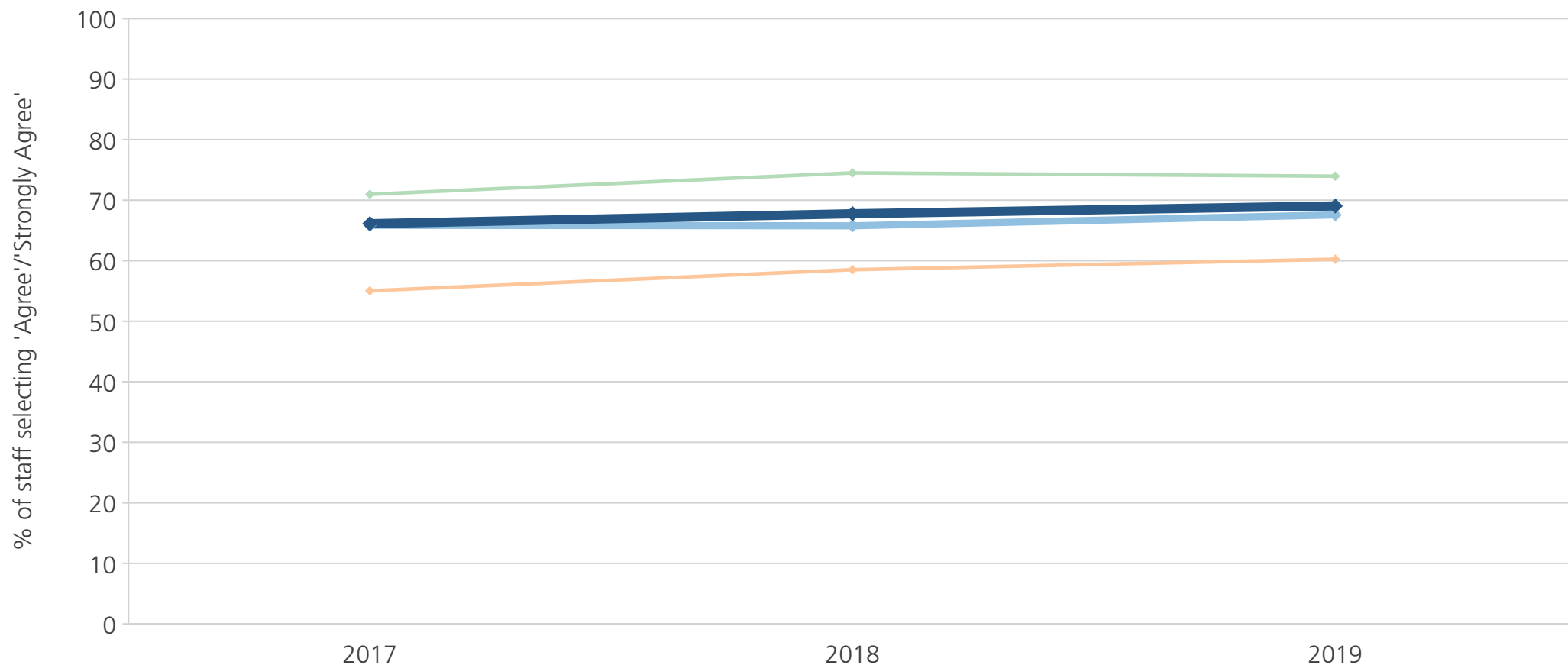


Best	84.6%	85.3%	85.7%
Your org	79.9%	81.7%	82.8%
Average	81.2%	80.4%	81.6%
Worst	70.5%	73.9%	73.7%

Responses	1,993	1,696	1,865
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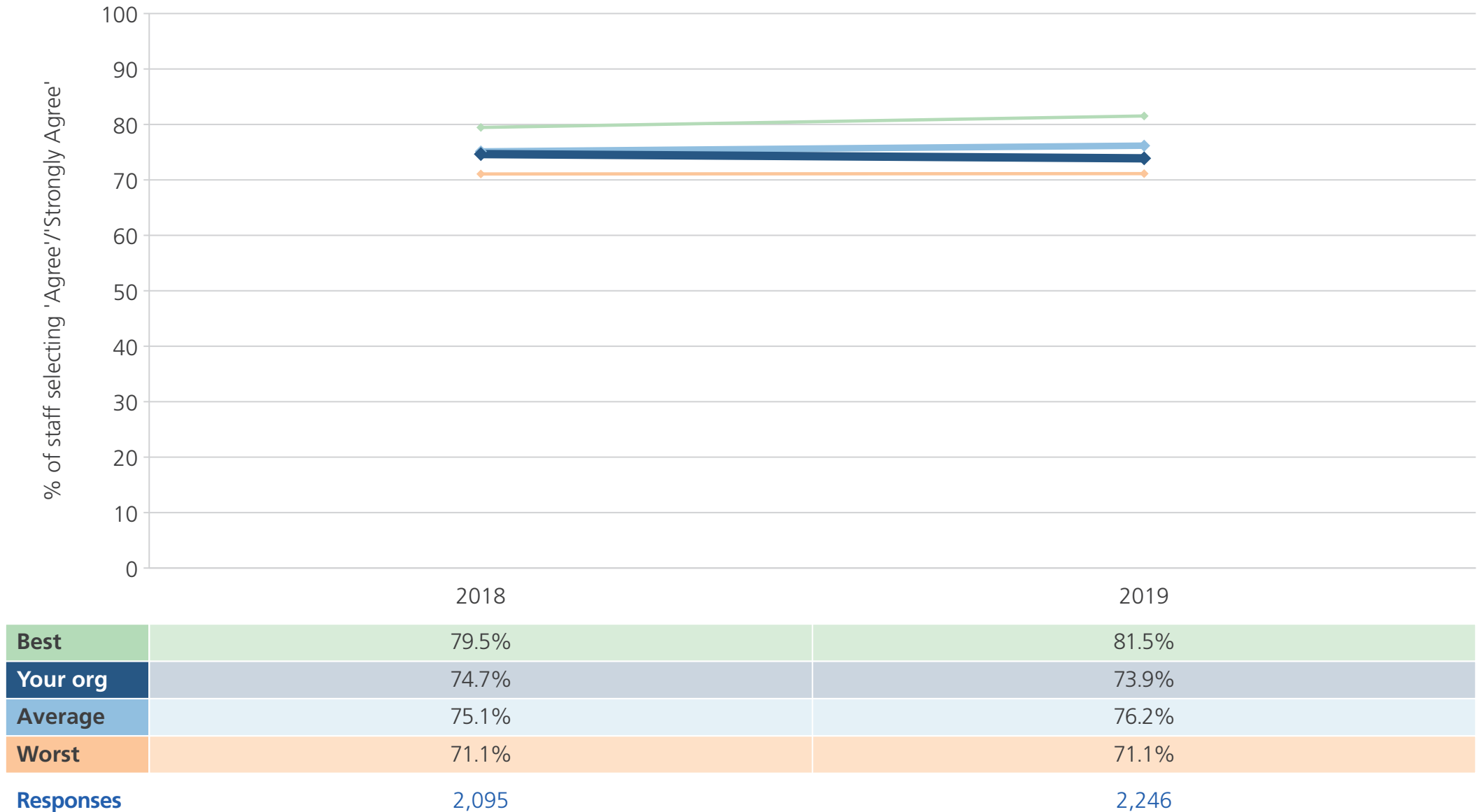


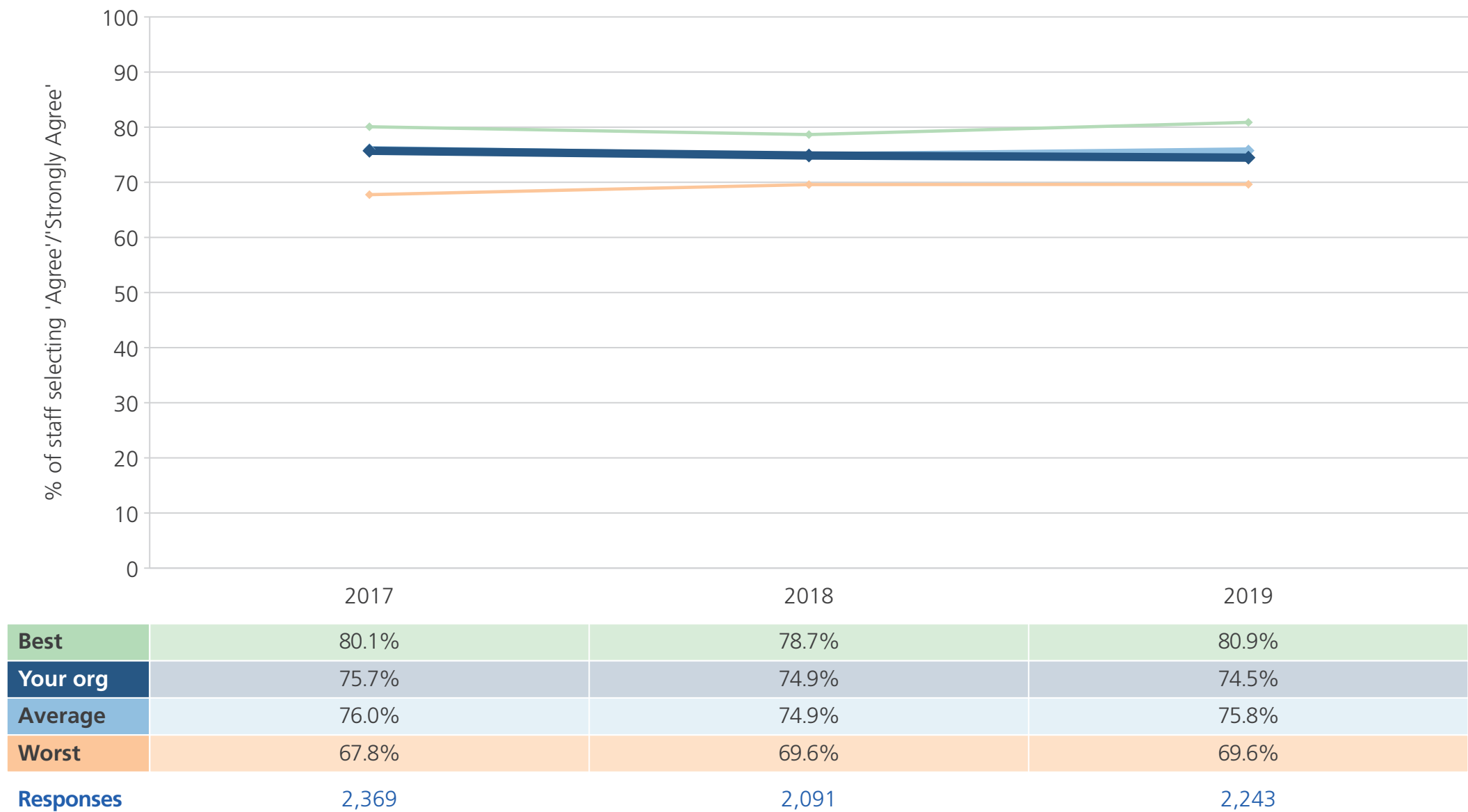


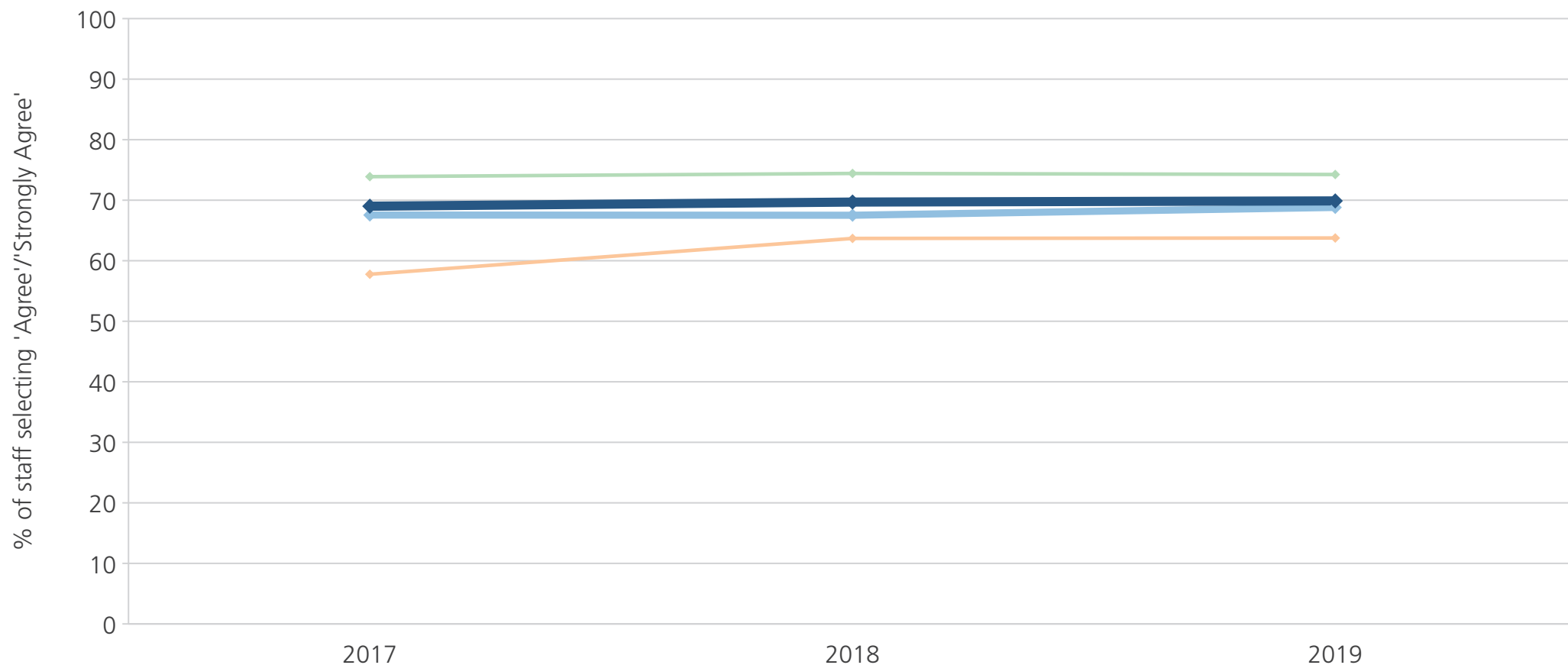
Best	71.0%	74.5%	74.0%
Your org	66.1%	67.8%	69.0%
Average	65.8%	65.8%	67.6%
Worst	55.0%	58.5%	60.2%
Responses	1,980	1,707	1,865

# Question results – Your managers

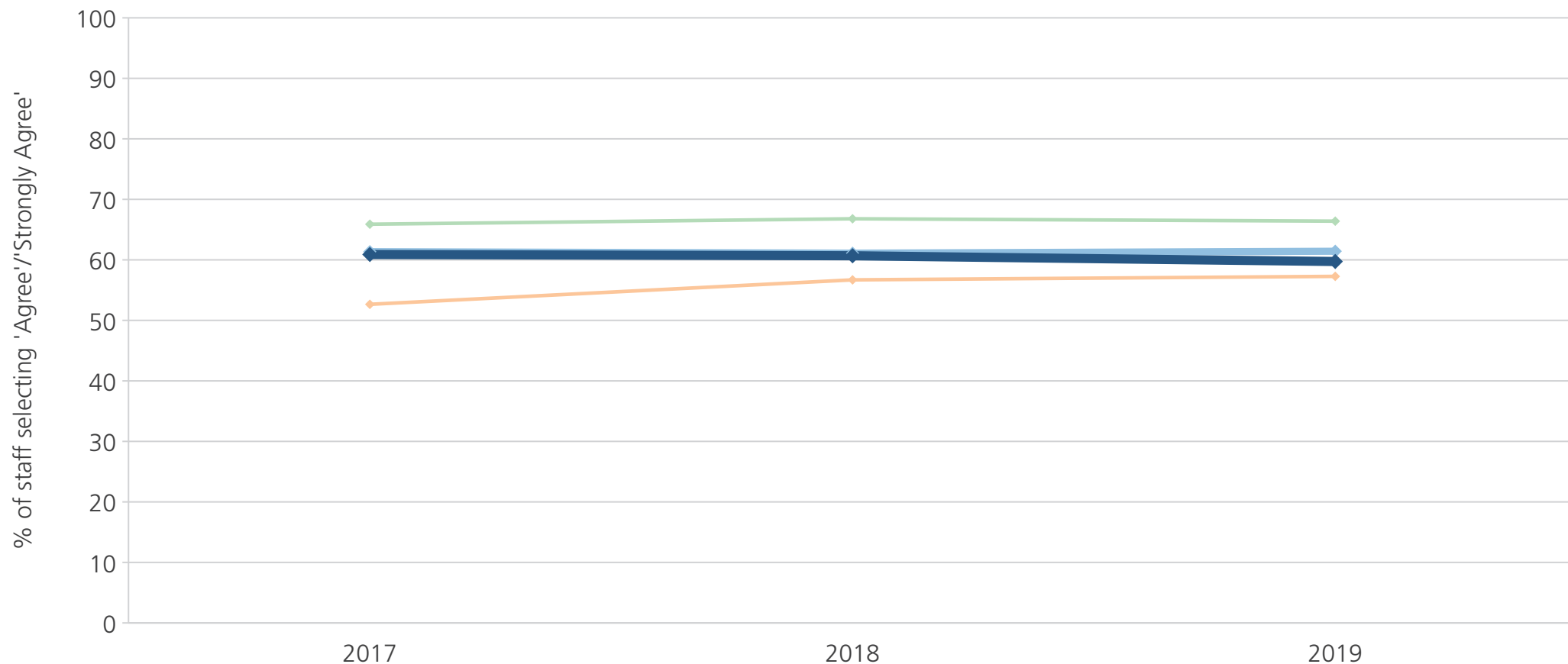
Essex Partnership University NHS Foundation Trust  
2019 NHS Staff Survey Results





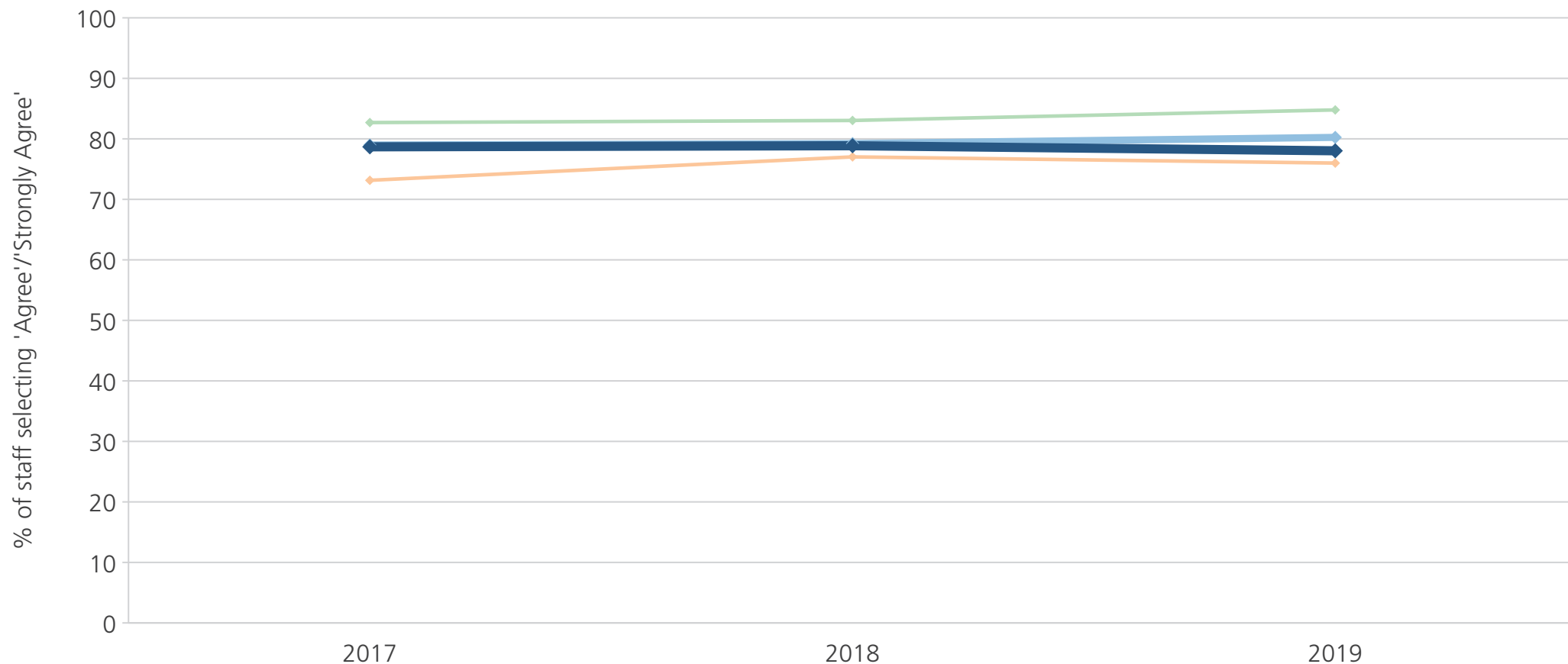


	2017	2018	2019
Best	73.9%	74.4%	74.2%
Your org	69.0%	69.7%	69.9%
Average	67.5%	67.5%	68.8%
Worst	57.8%	63.7%	63.8%
Responses	2,362	2,093	2,242

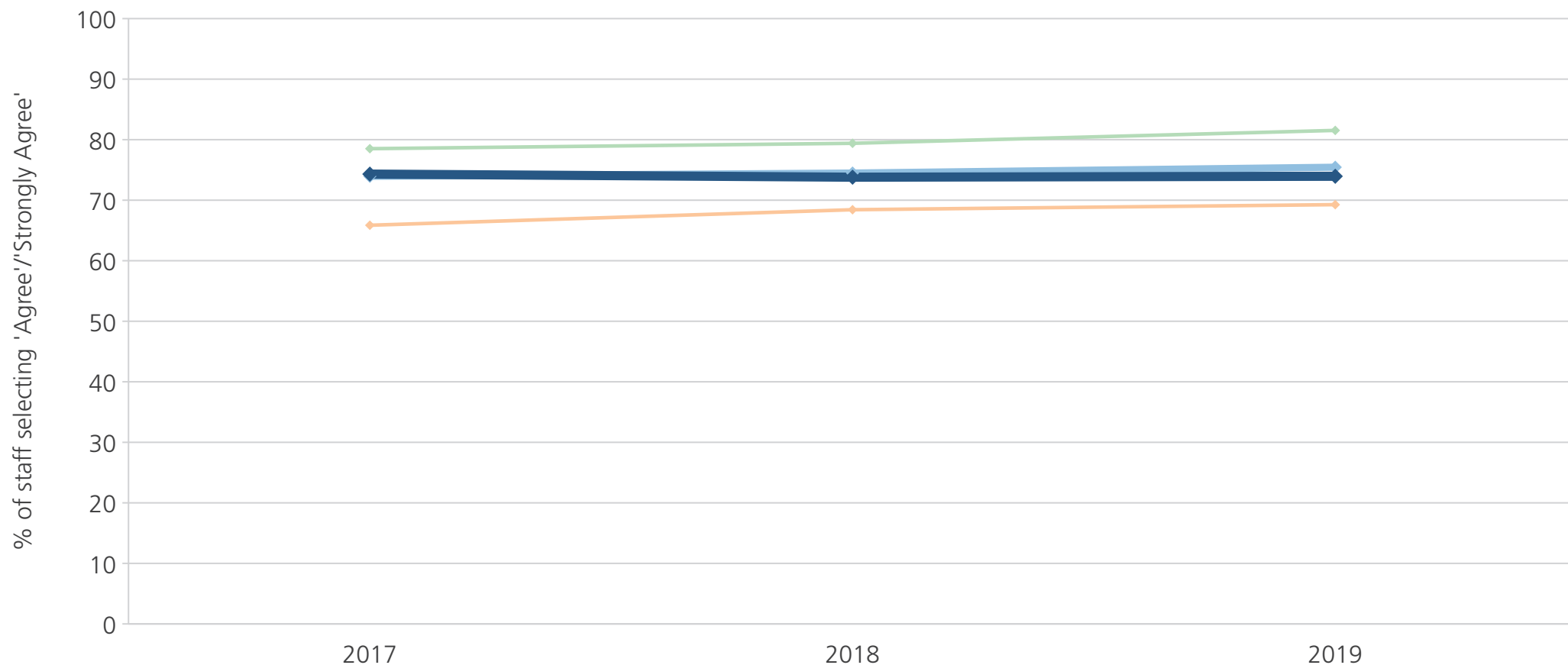


Best	65.9%	66.8%	66.4%
Your org	60.9%	60.7%	59.7%
Average	61.4%	61.1%	61.4%
Worst	52.7%	56.7%	57.3%

Responses 2,365 2,093 2,241



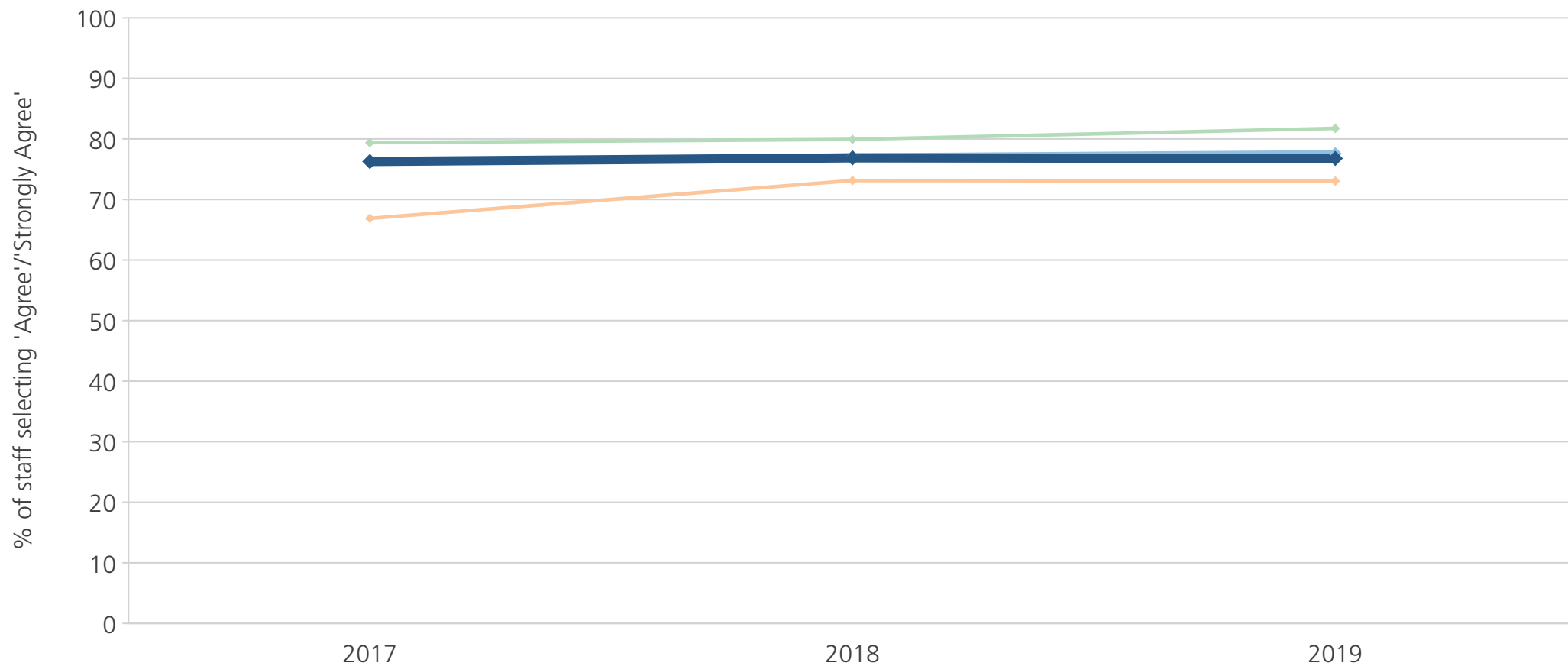
	2017	2018	2019
Best	82.7%	83.0%	84.8%
Your org	78.7%	78.9%	78.0%
Average	79.0%	79.2%	80.2%
Worst	73.1%	77.0%	76.0%
Responses	2,363	2,092	2,240



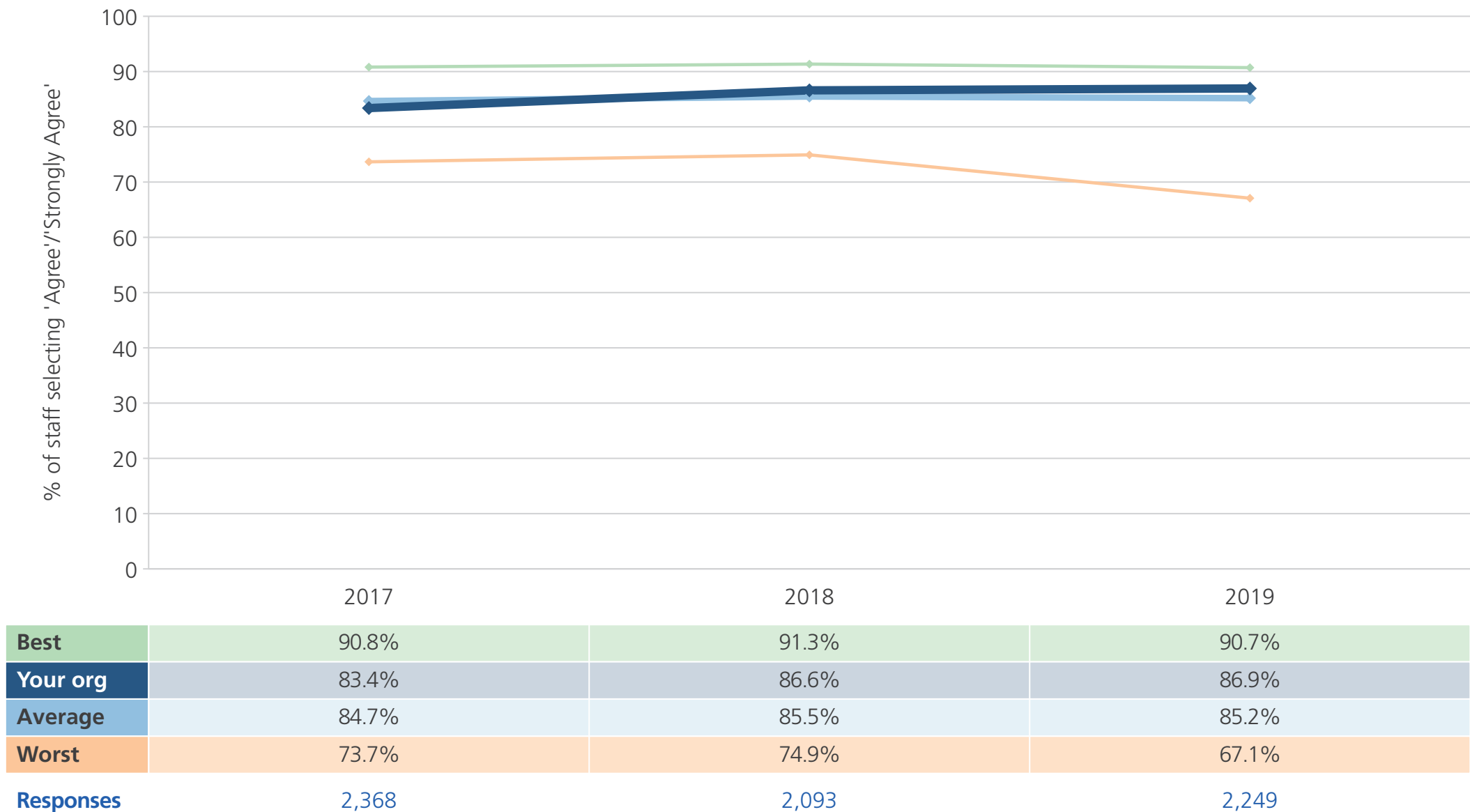
Best	78.5%	79.4%	81.5%
Your org	74.3%	73.8%	74.0%
Average	73.9%	74.5%	75.4%
Worst	65.9%	68.4%	69.3%

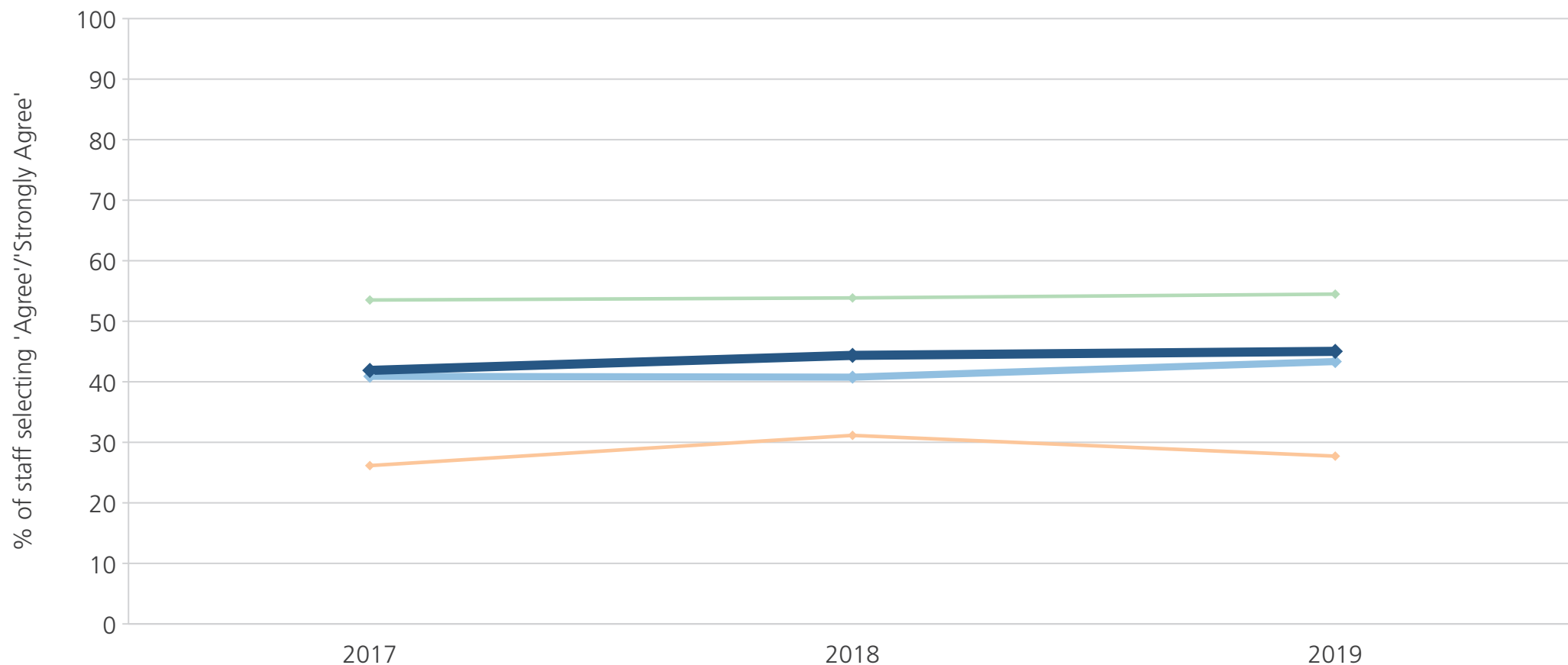
Responses 2,359 2,087 2,239





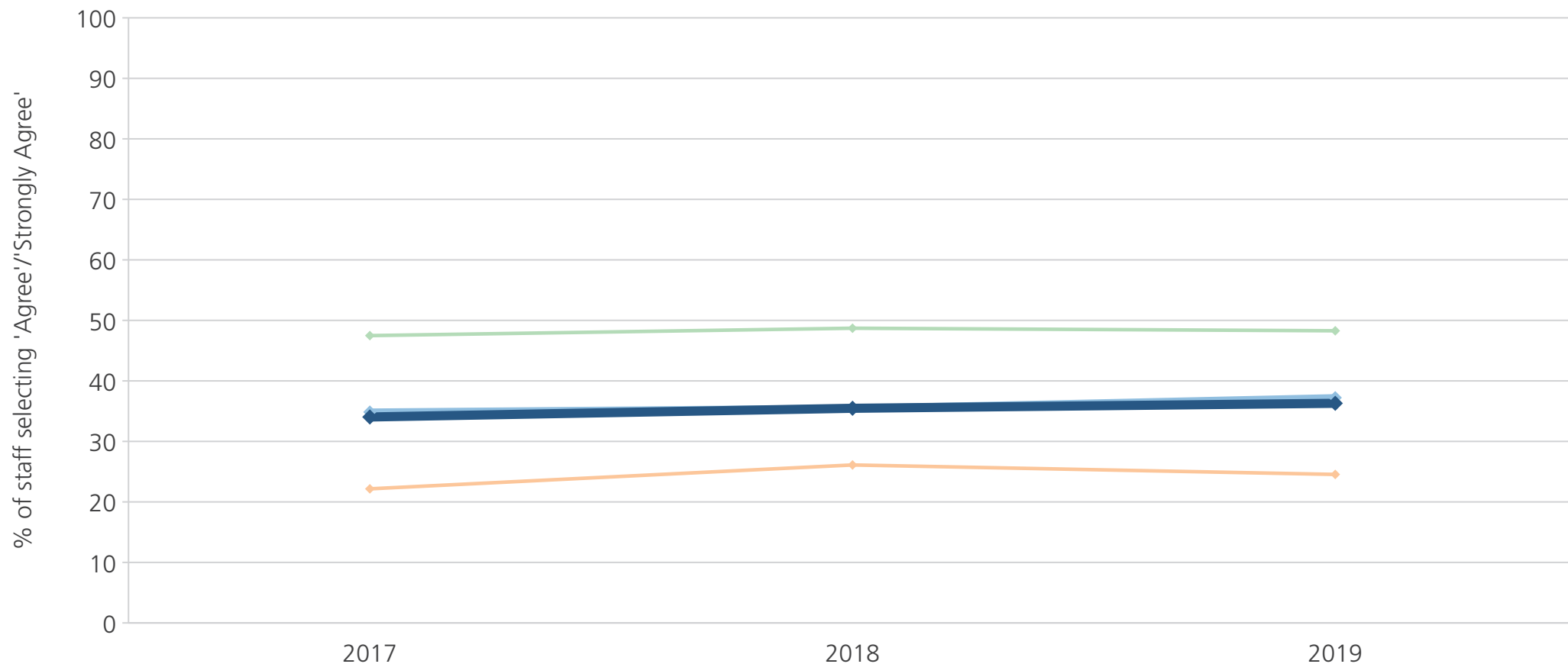
Best	79.4%	79.9%	81.7%
Your org	76.3%	76.9%	76.8%
Average	76.2%	77.0%	77.6%
Worst	66.9%	73.1%	73.0%
Responses	2,366	2,089	2,238





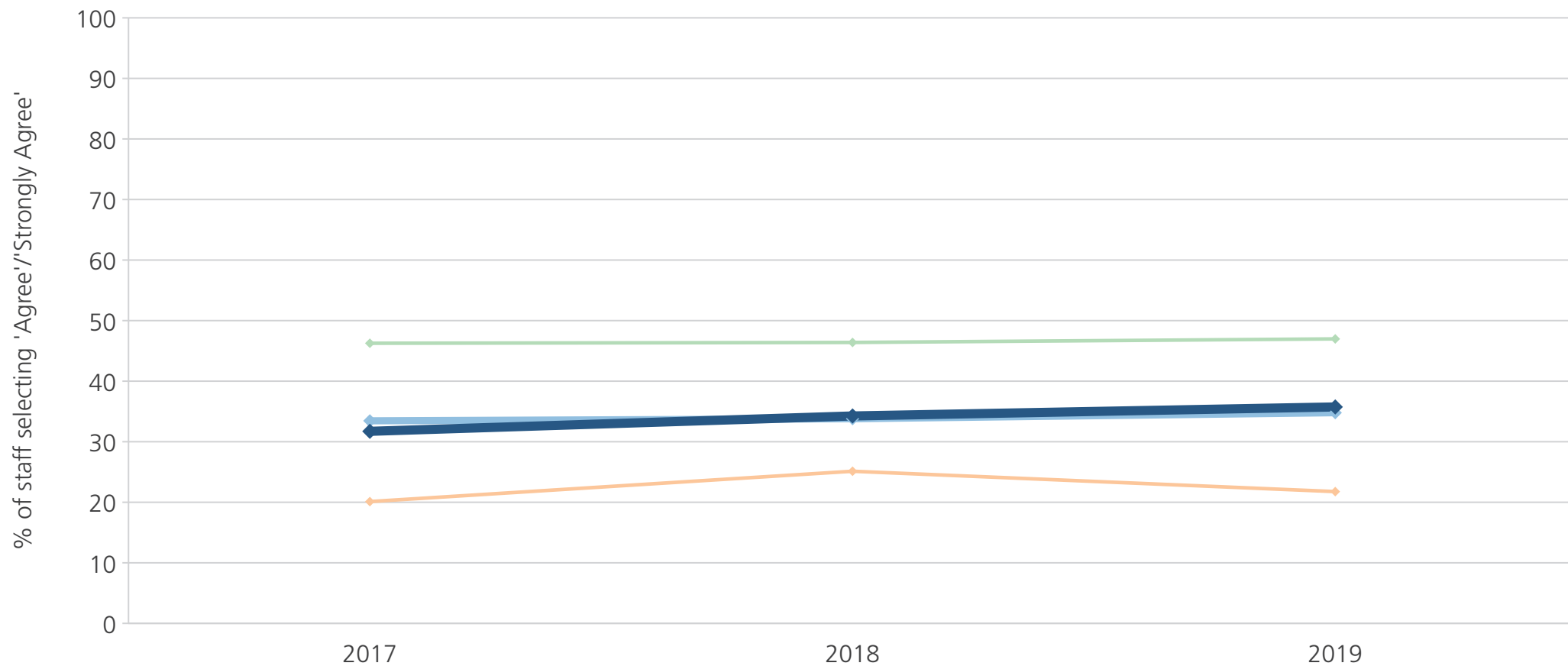
Best	53.5%	53.9%	54.5%
Your org	41.9%	44.4%	45.0%
Average	40.9%	40.8%	43.3%
Worst	26.2%	31.1%	27.7%

Responses	2,364	2,090	2,250
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Best	47.5%	48.7%	48.3%
Your org	34.0%	35.5%	36.3%
Average	34.9%	35.5%	37.2%
Worst	22.2%	26.1%	24.5%

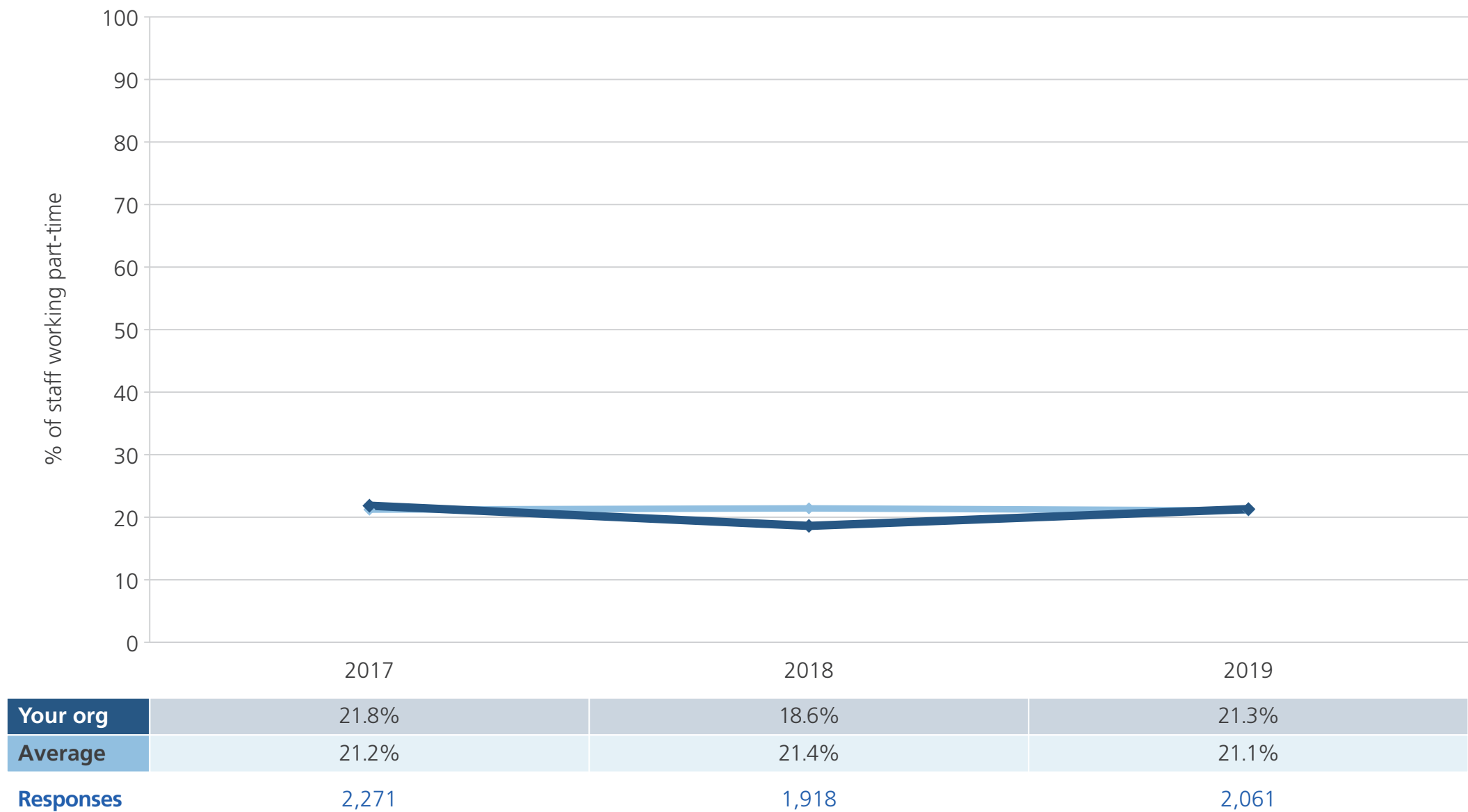
Responses	2,365	2,091	2,247
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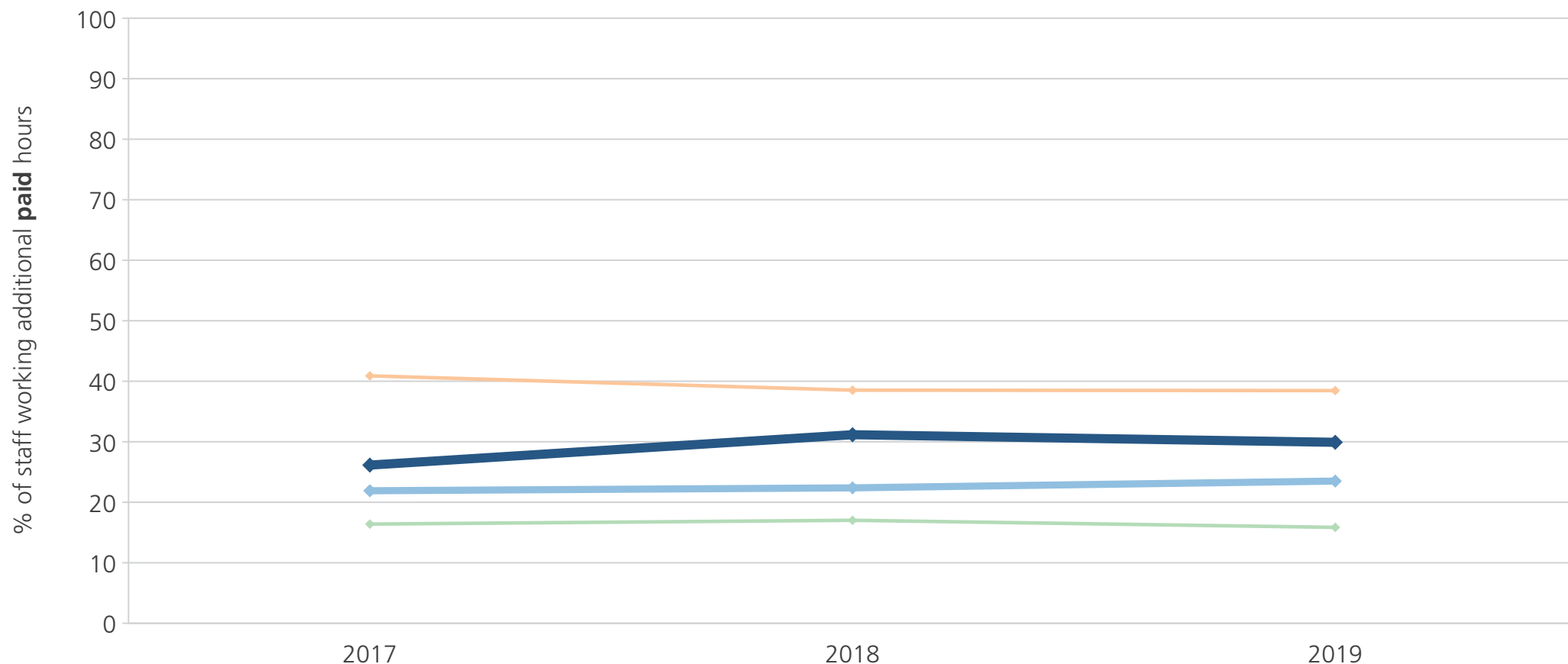


	2017	2018	2019
Best	46.3%	46.4%	47.0%
Your org	31.7%	34.3%	35.7%
Average	33.5%	33.8%	34.8%
Worst	20.1%	25.1%	21.8%
Responses	2,366	2,090	2,243

# Question results – Your health, well-being and safety at work

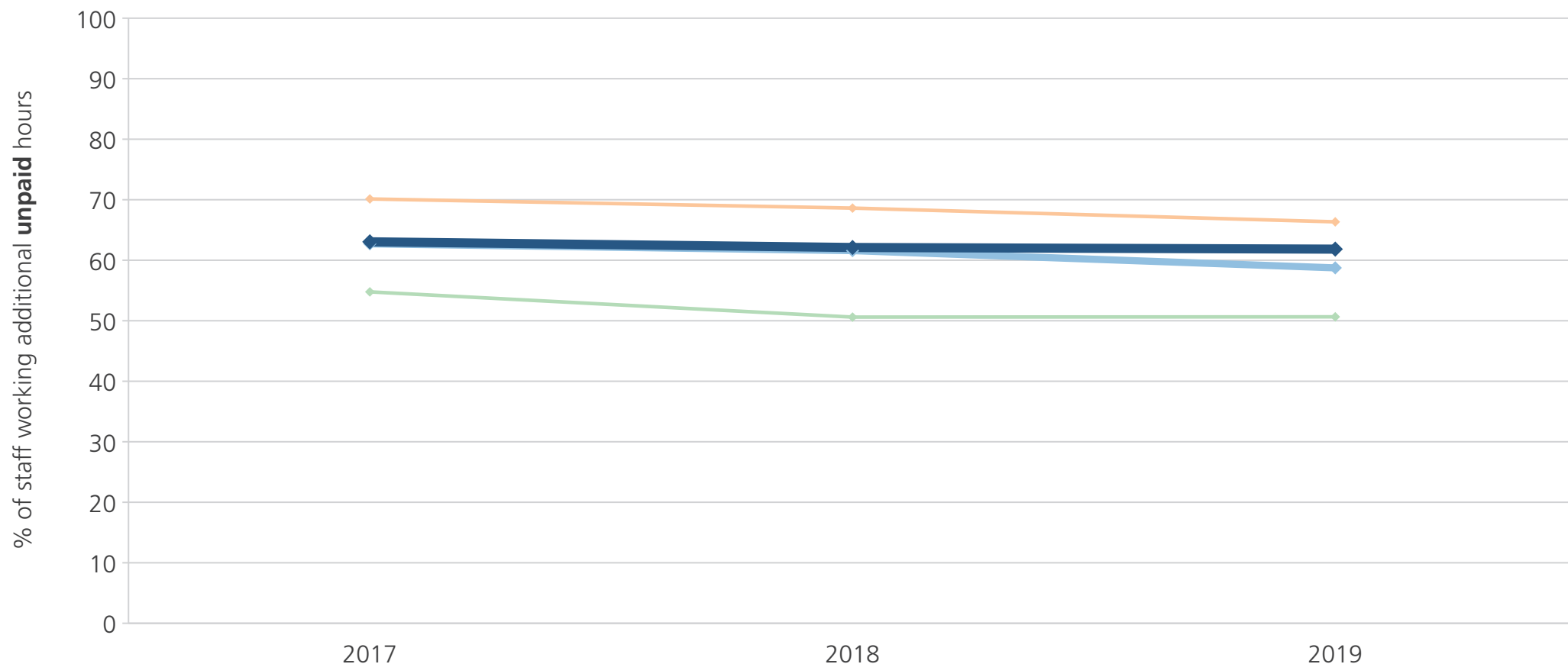
Essex Partnership University NHS Foundation Trust  
2019 NHS Staff Survey Results



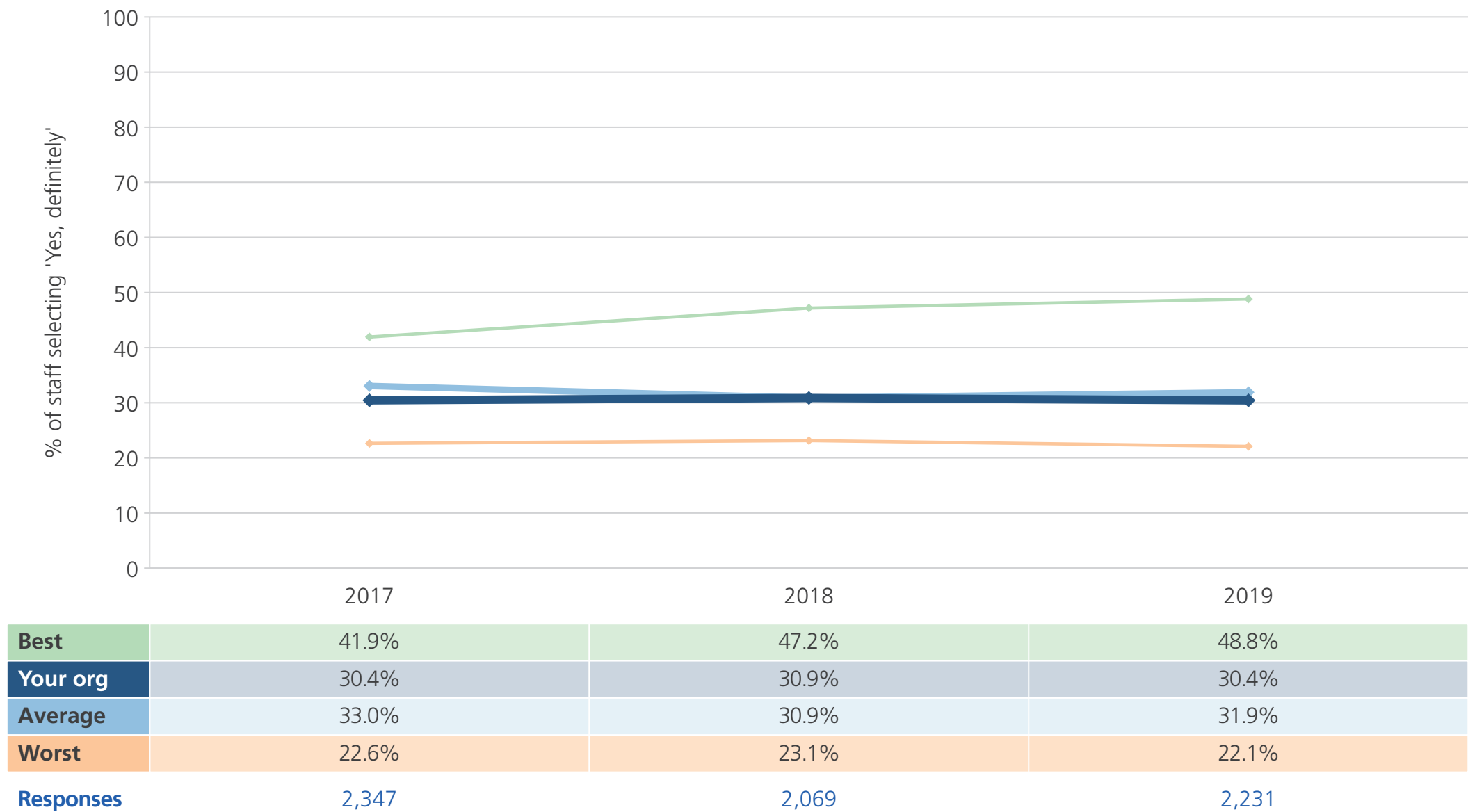


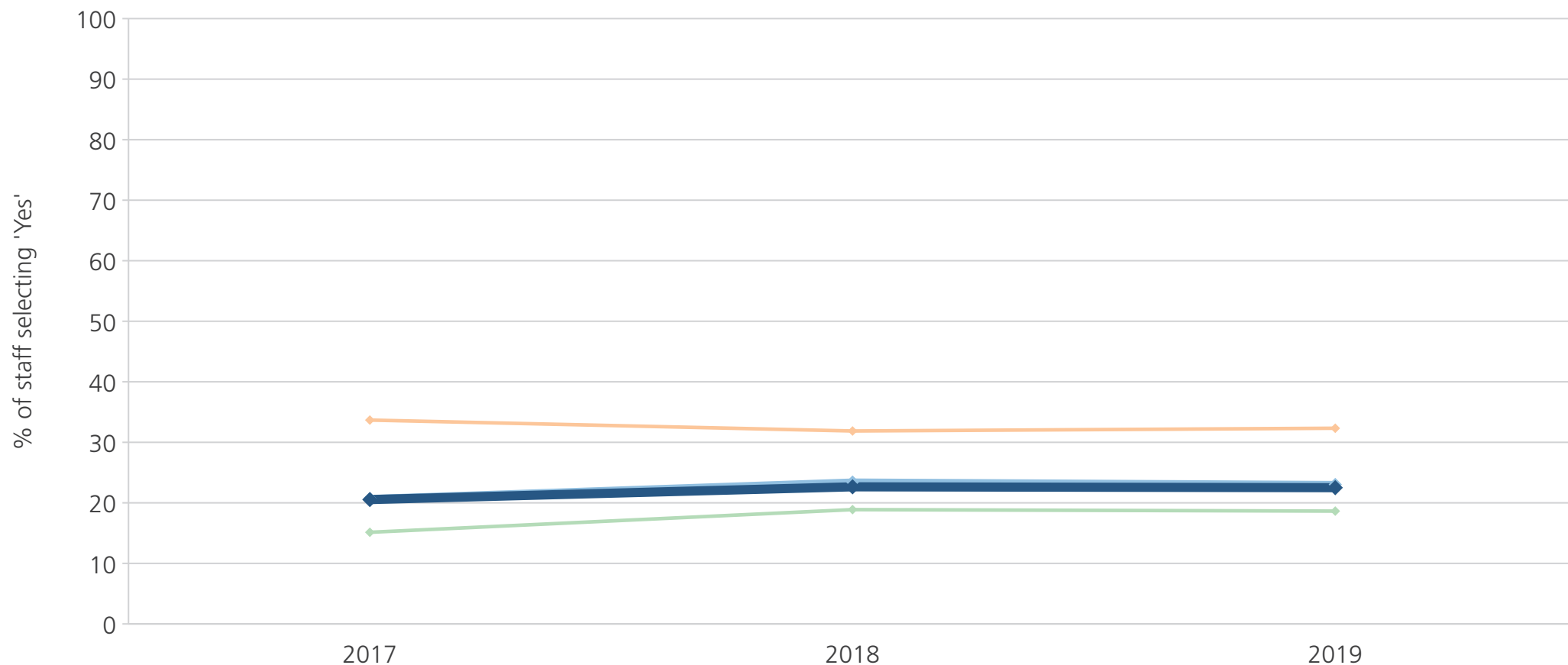
	2017	2018	2019
<b>Worst</b>	40.9%	38.5%	38.5%
<b>Your org</b>	26.1%	31.2%	29.9%
<b>Average</b>	21.9%	22.4%	23.5%
<b>Best</b>	16.4%	17.0%	15.9%
<b>Responses</b>	2,259	1,993	2,141



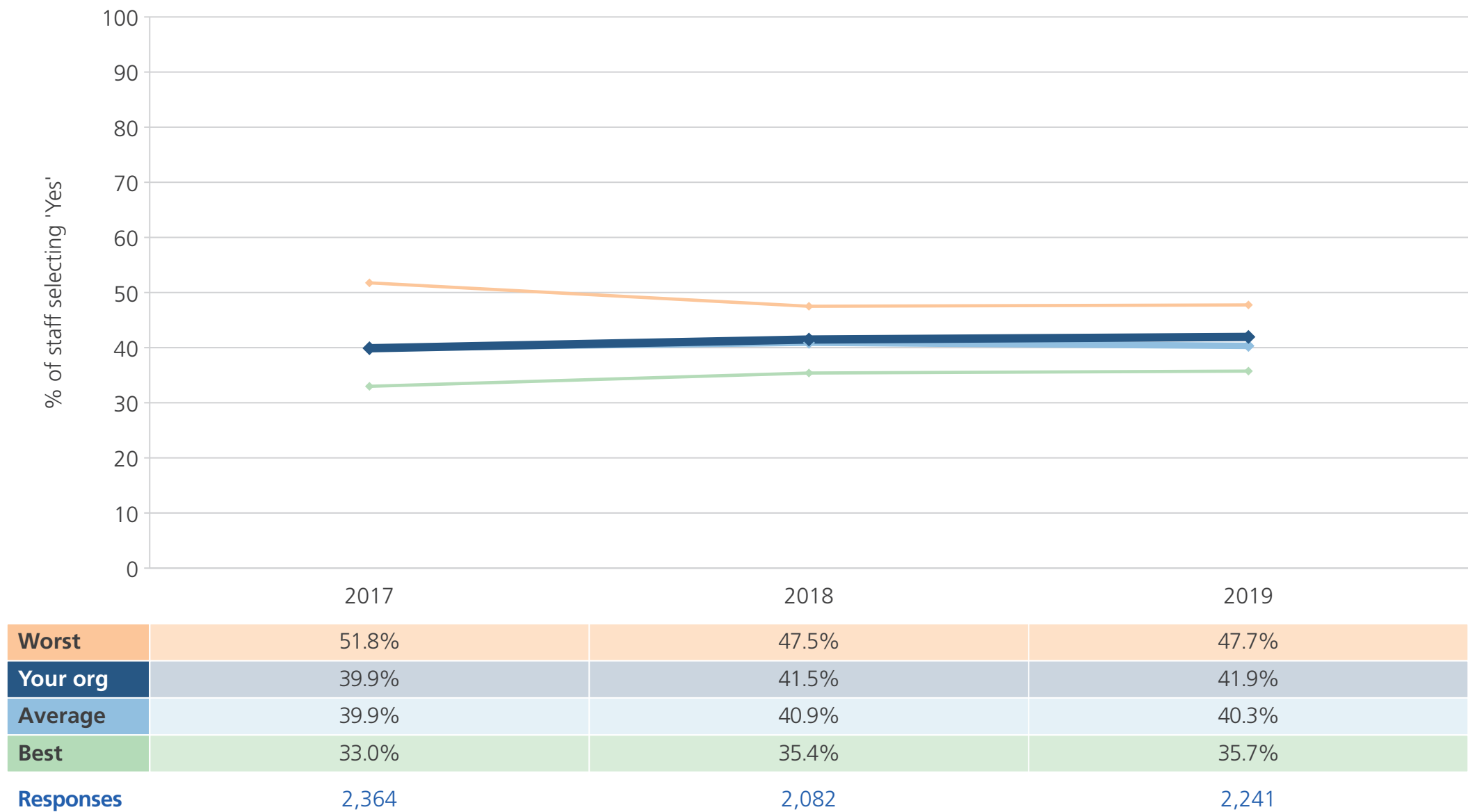


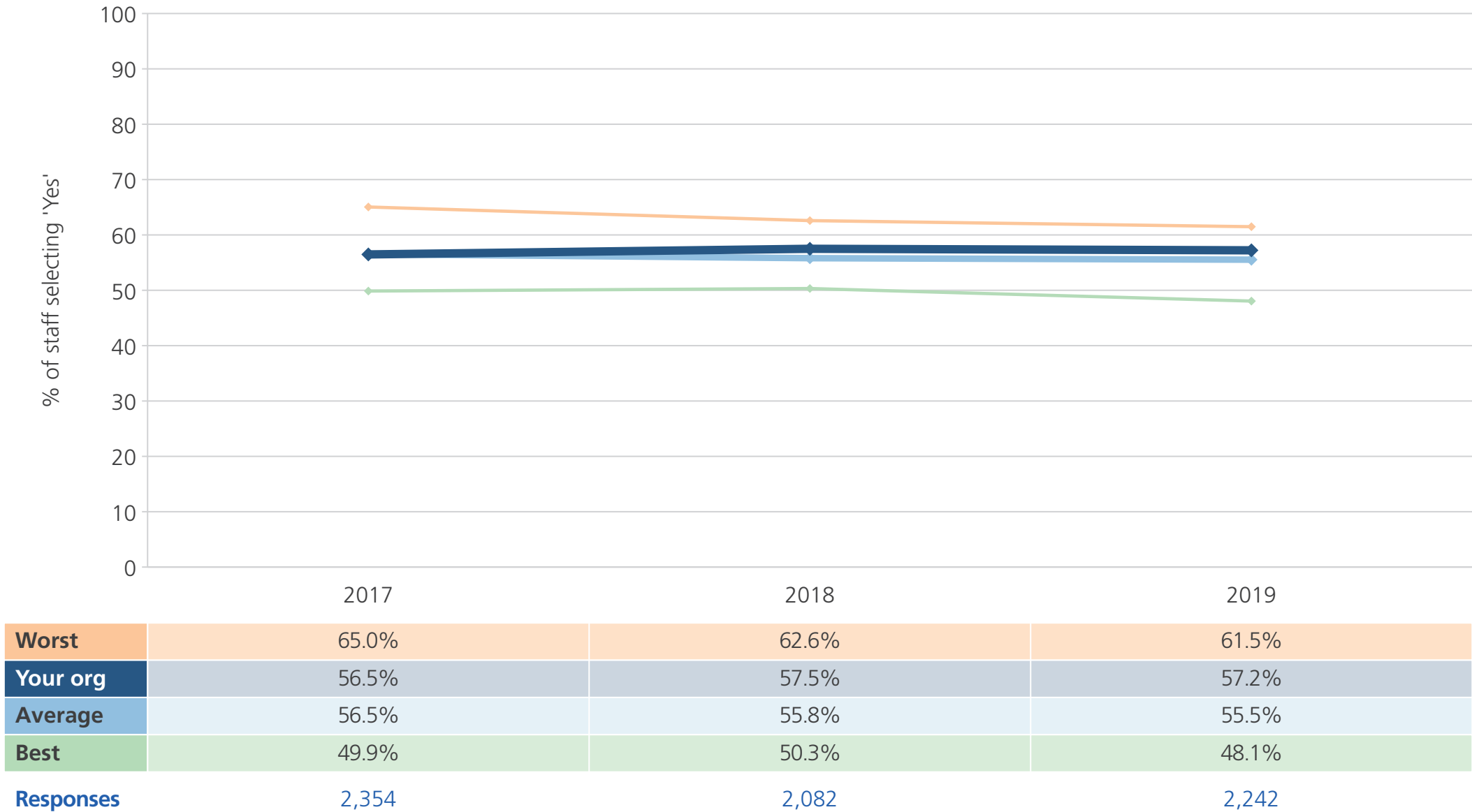
	2017	2018	2019
<b>Worst</b>	70.1%	68.6%	66.3%
<b>Your org</b>	63.0%	62.1%	61.8%
<b>Average</b>	62.7%	61.6%	58.7%
<b>Best</b>	54.8%	50.6%	50.6%
<b>Responses</b>	2,297	2,010	2,157



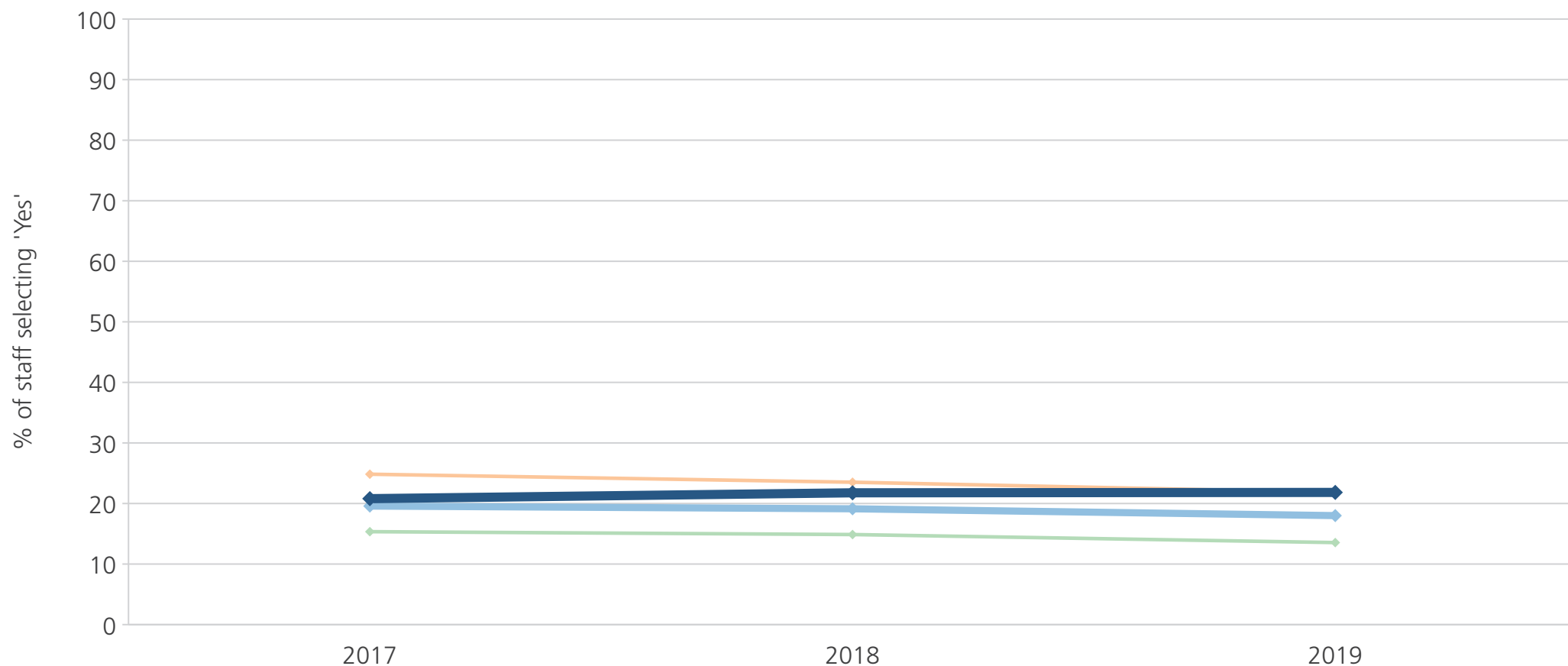


	2017	2018	2019
Worst	33.7%	31.9%	32.3%
Your org	20.5%	22.6%	22.5%
Average	20.7%	23.4%	23.0%
Best	15.1%	18.9%	18.6%
Responses	2,349	2,076	2,229



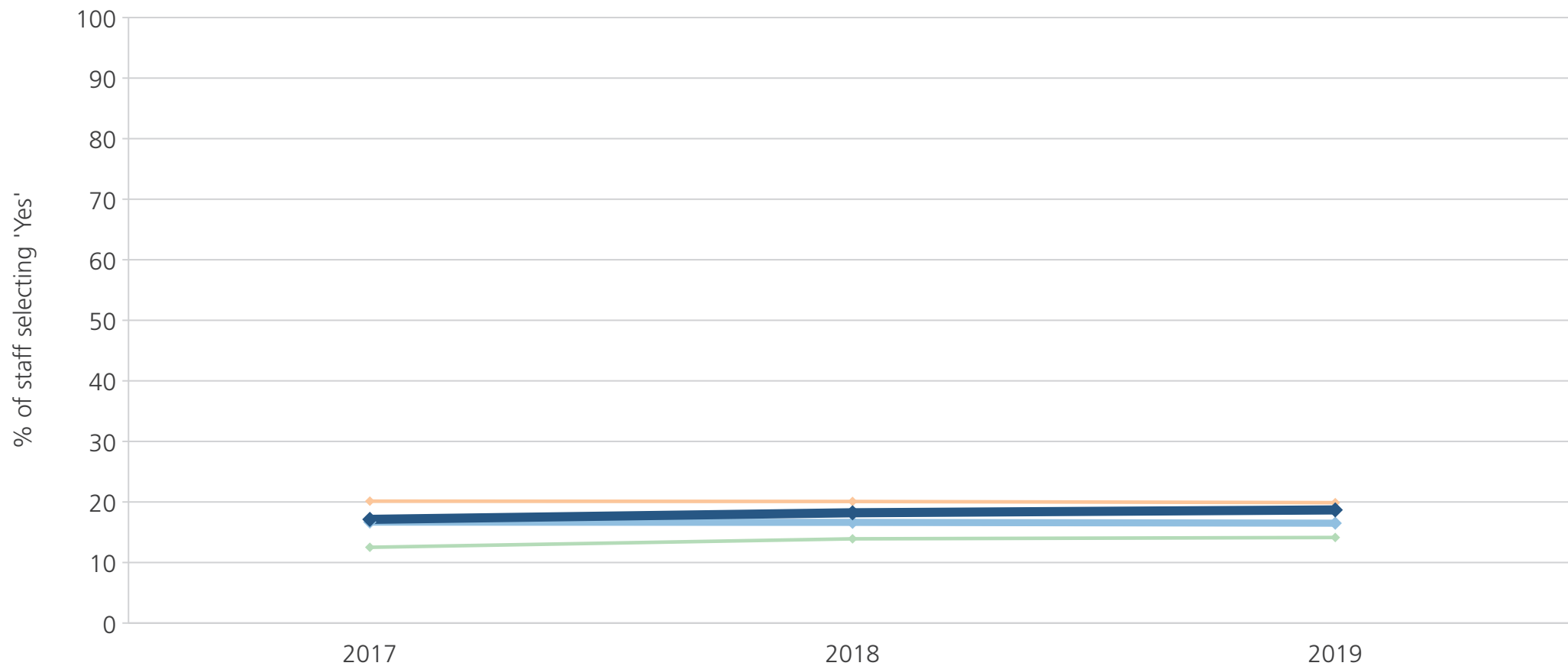


This question was only answered by people who responded to Q11d.



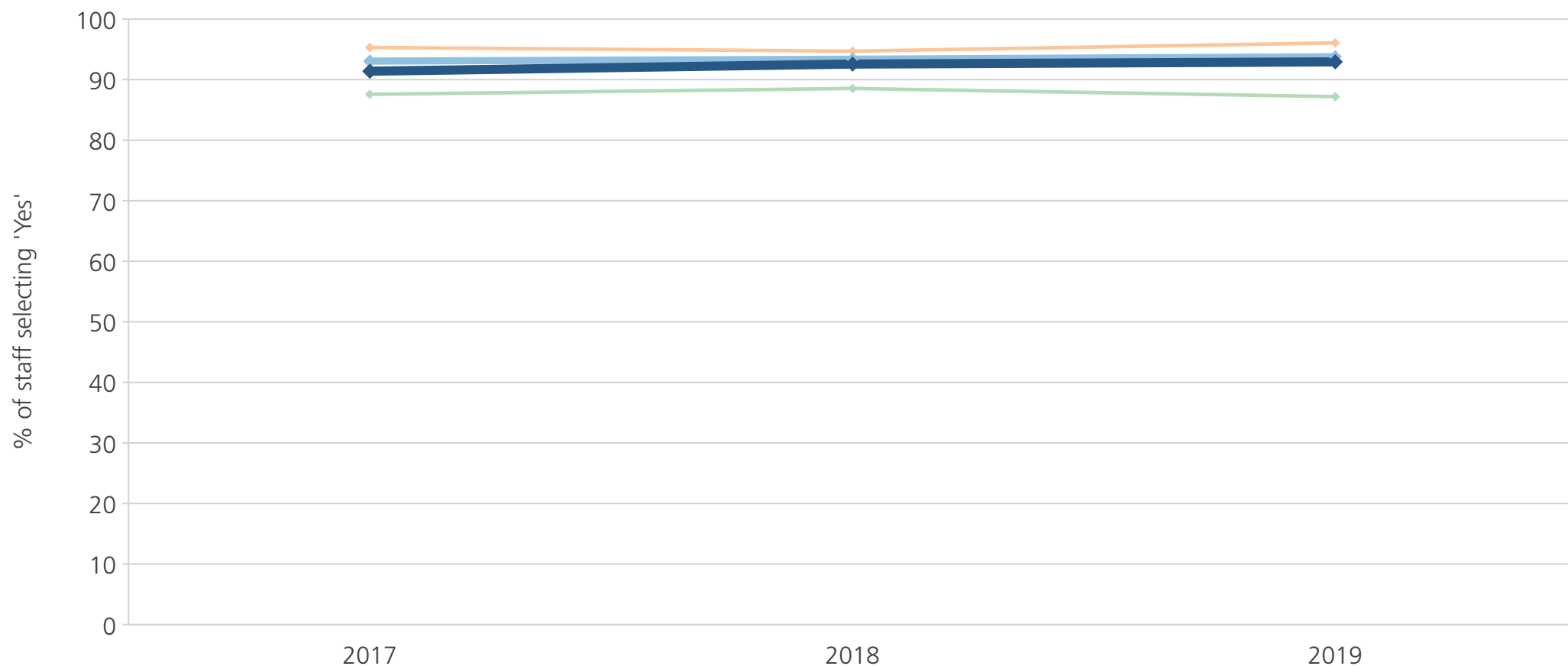
	2017	2018	2019
<b>Worst</b>	24.8%	23.5%	21.8%
<b>Your org</b>	20.8%	21.8%	21.8%
<b>Average</b>	19.6%	19.1%	18.0%
<b>Best</b>	15.3%	14.9%	13.5%
<b>Responses</b>	1,311	1,179	1,263

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



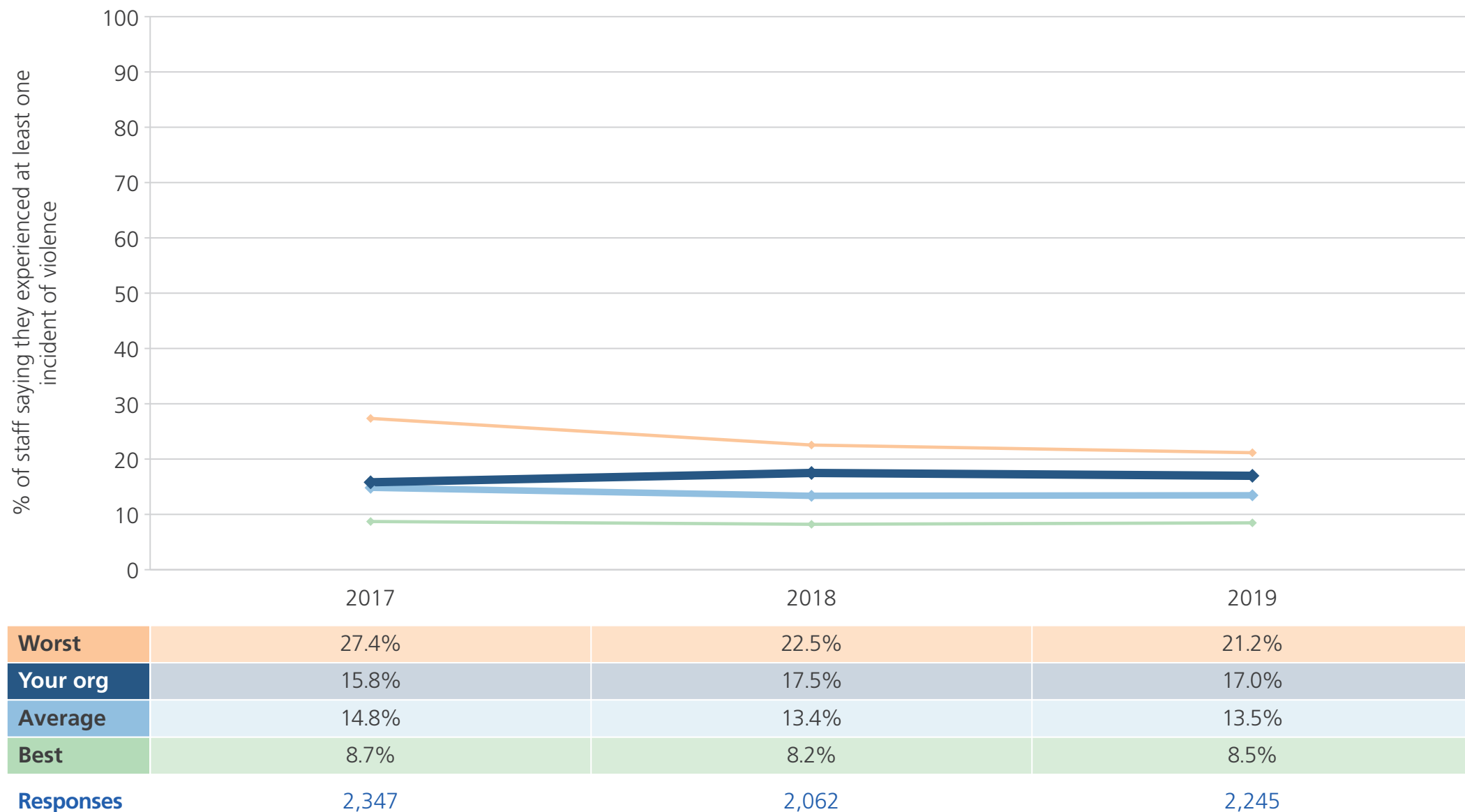
	2017	2018	2019
<b>Worst</b>	20.1%	20.1%	19.9%
<b>Your org</b>	17.1%	18.2%	18.7%
<b>Average</b>	16.7%	16.6%	16.5%
<b>Best</b>	12.5%	13.9%	14.1%
<b>Responses</b>	1,306	1,173	1,261

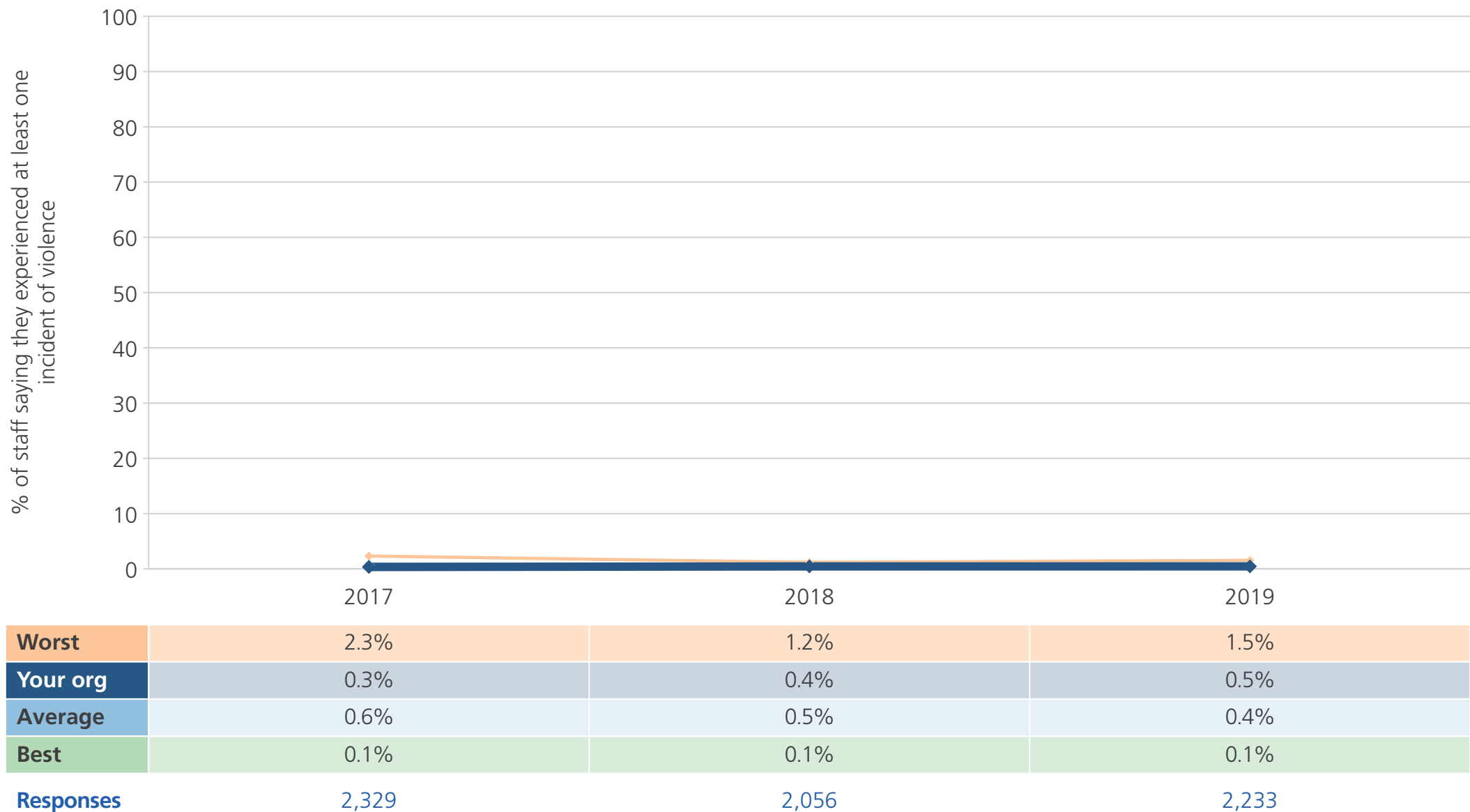
This question was only answered by people who responded to Q11d.

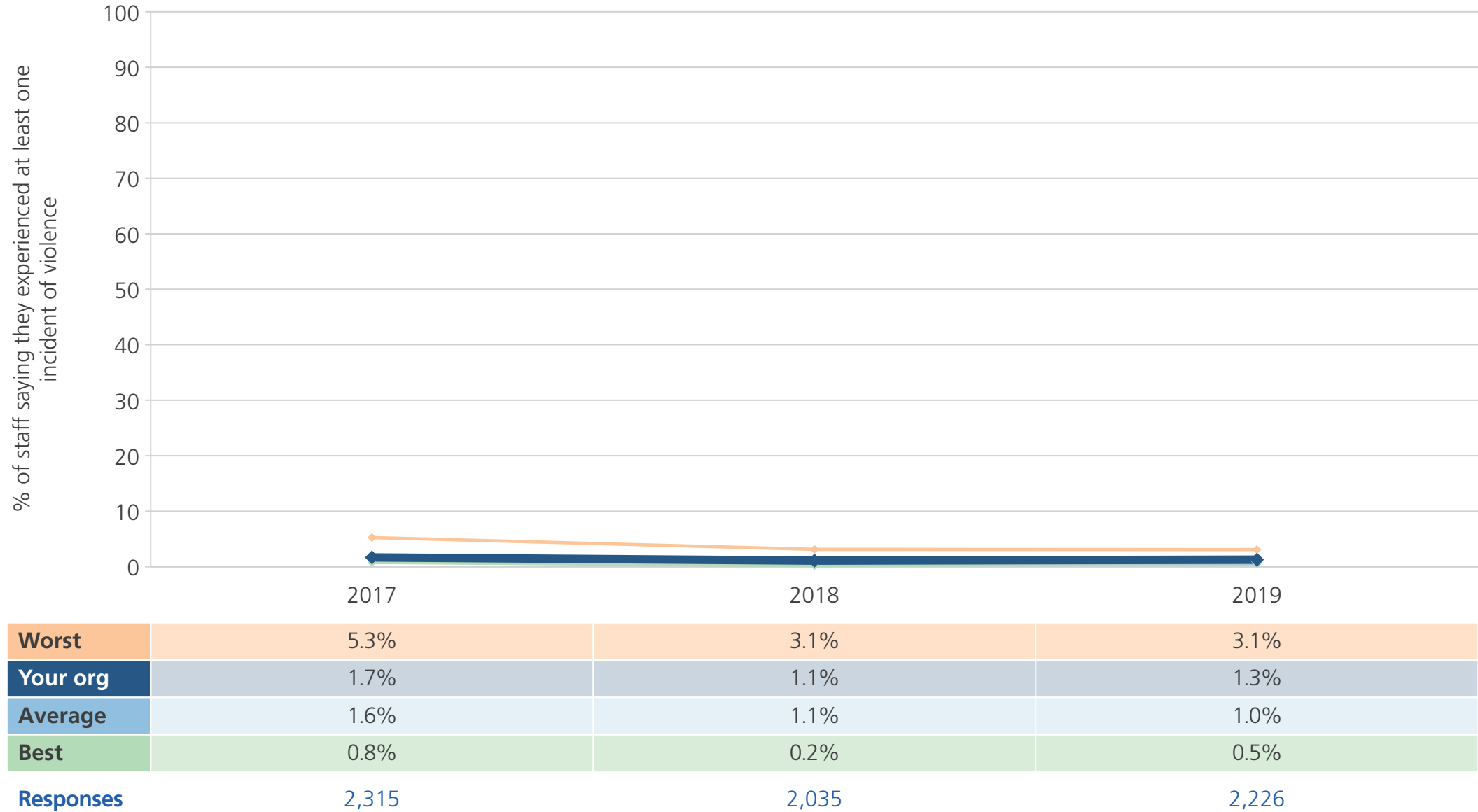


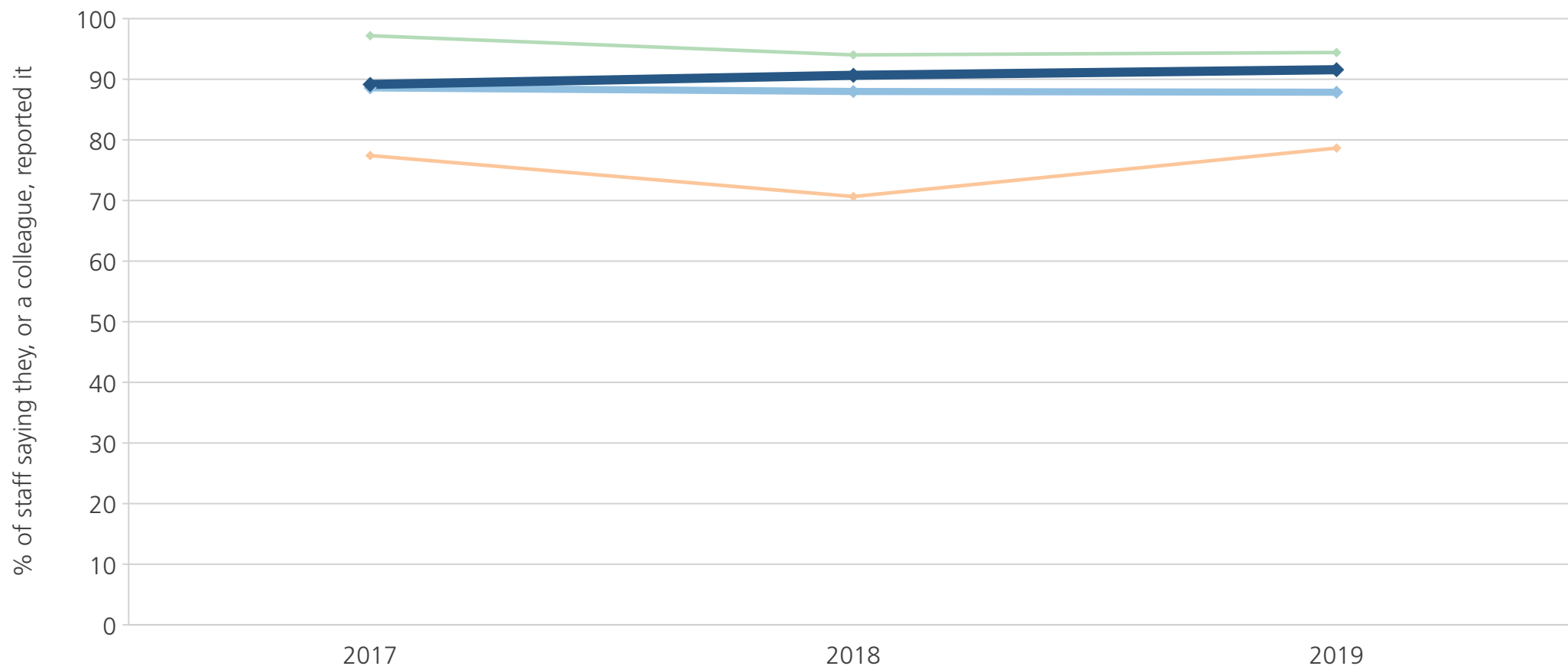
	2017	2018	2019
<b>Worst</b>	95.3%	94.7%	96.1%
<b>Your org</b>	91.4%	92.6%	92.9%
<b>Average</b>	93.1%	93.4%	93.8%
<b>Best</b>	87.6%	88.5%	87.2%
<b>Responses</b>	1,315	1,178	1,264











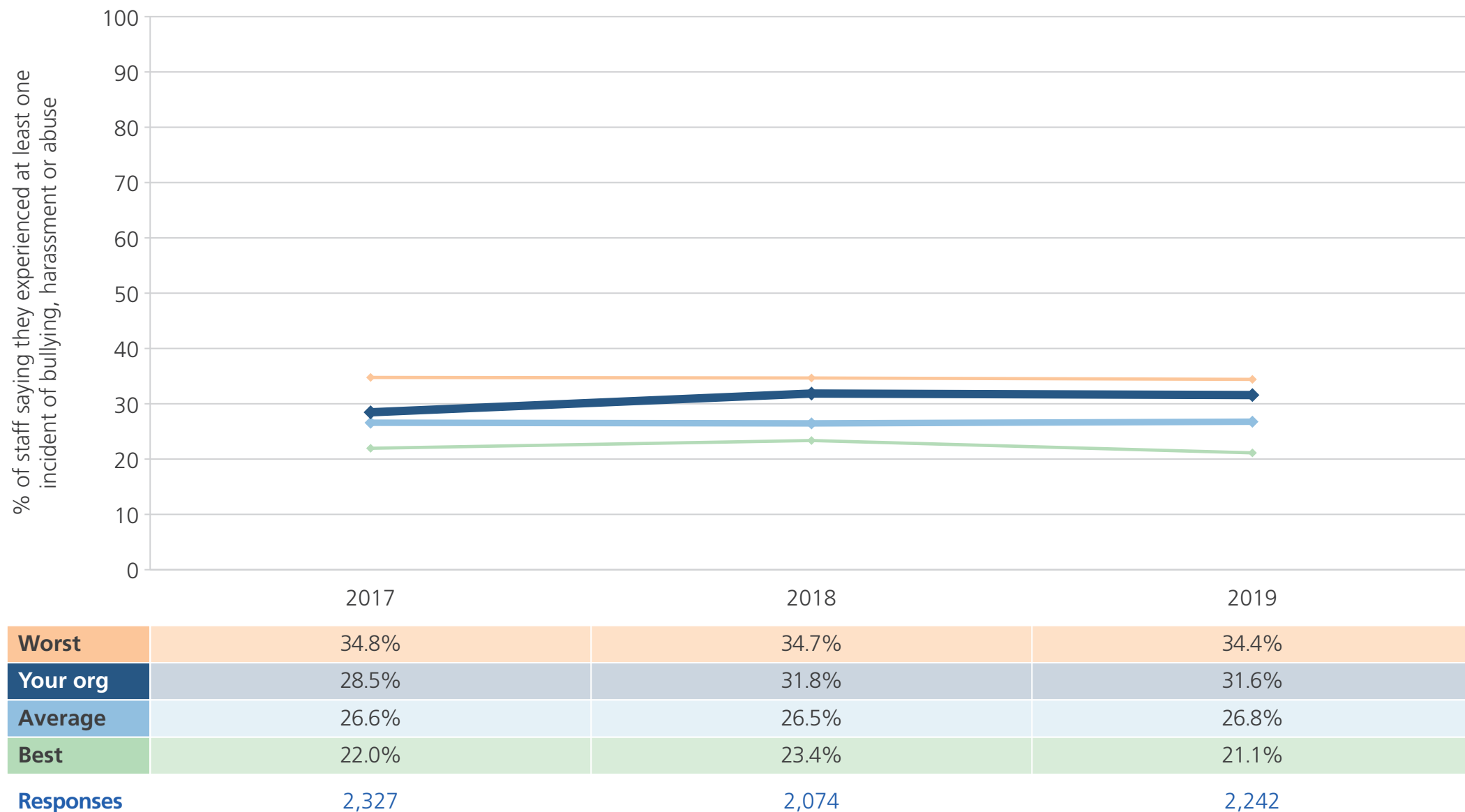
Best	97.2%	94.0%	94.4%
Your org	89.1%	90.7%	91.6%
Average	88.6%	88.0%	87.9%
Worst	77.4%	70.7%	78.6%

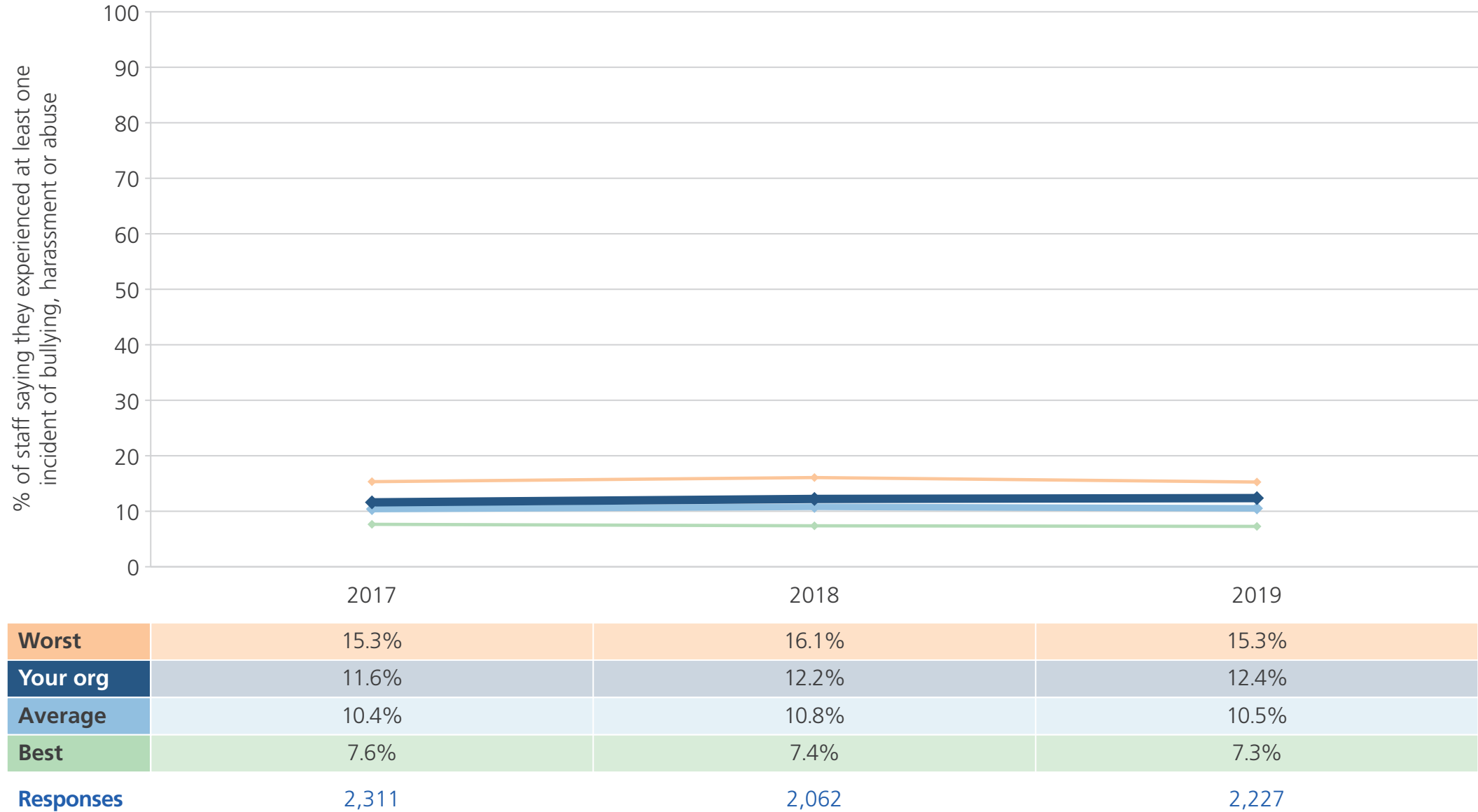
Responses

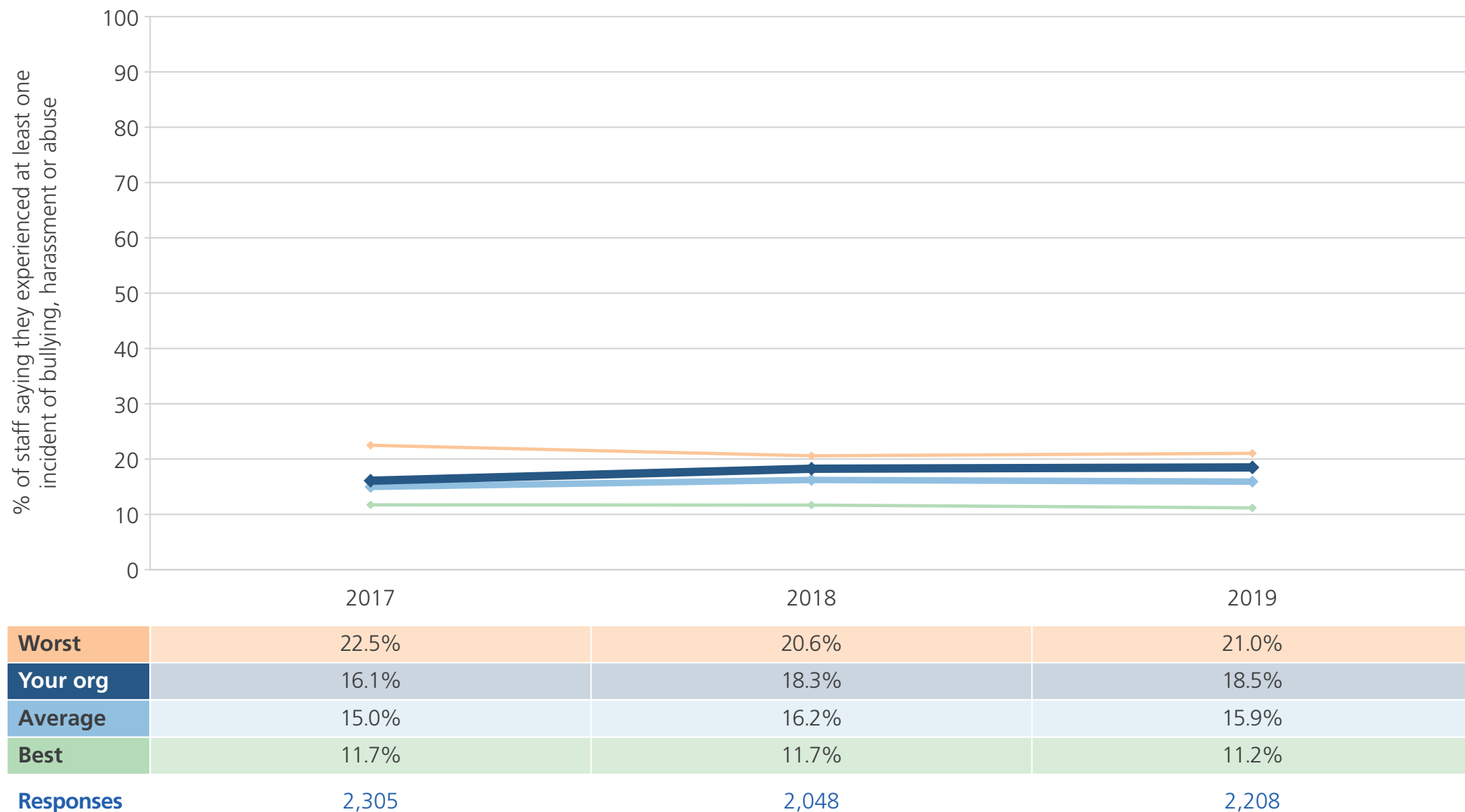
345

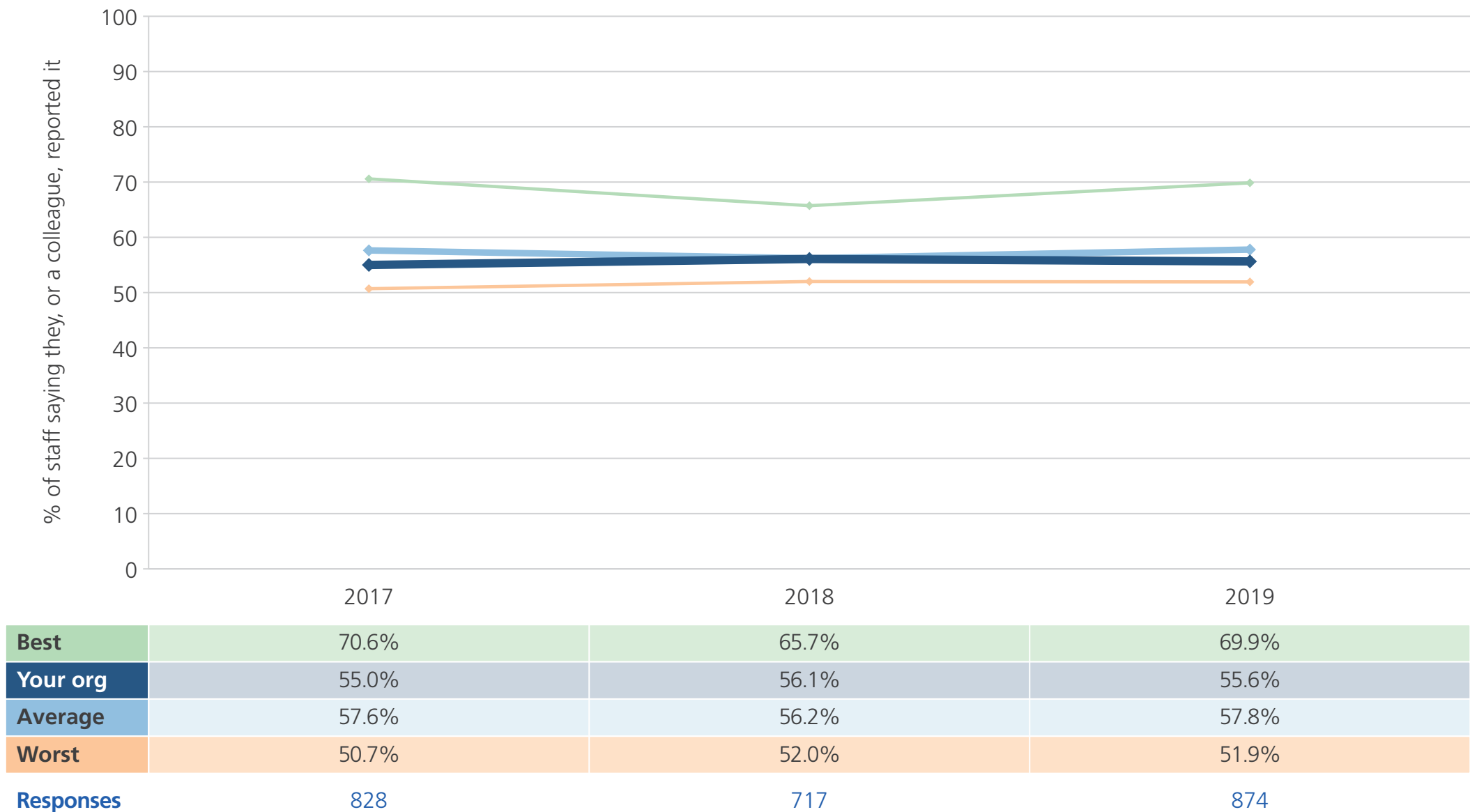
305

346

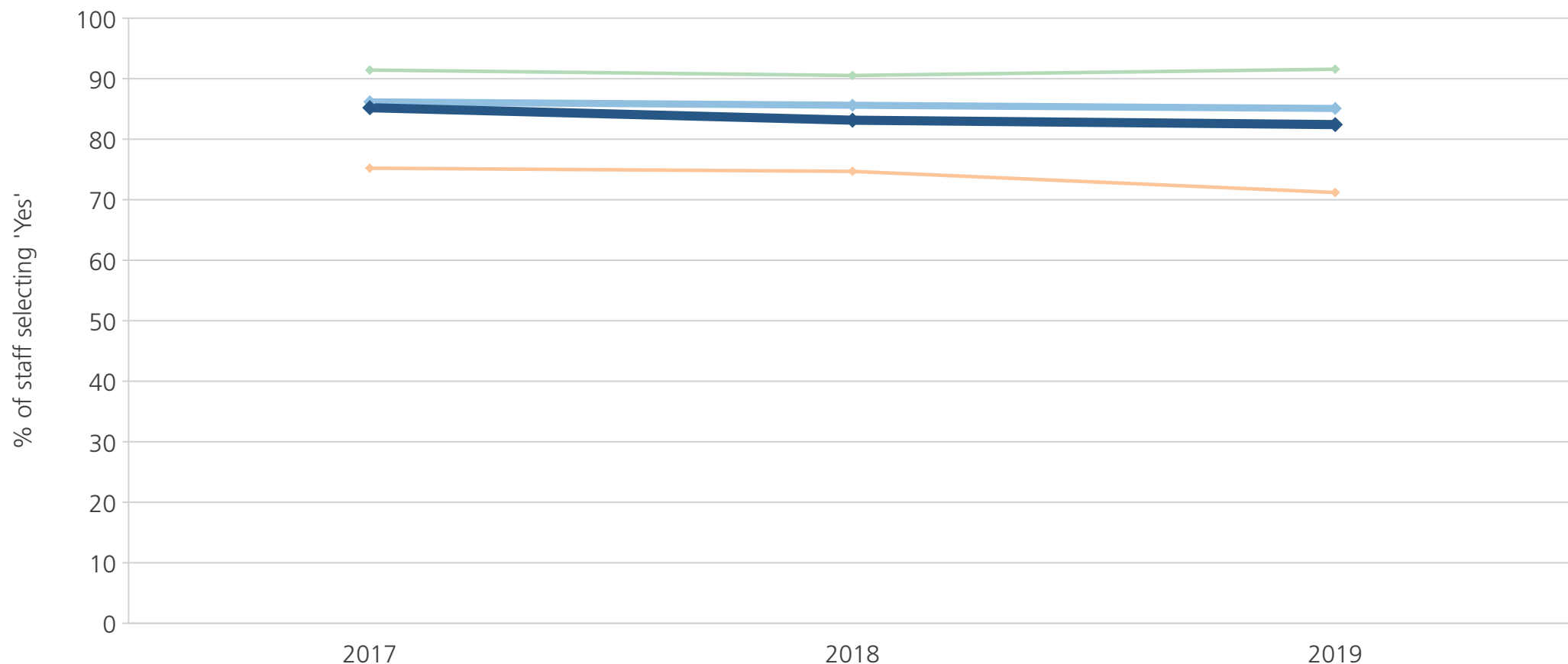




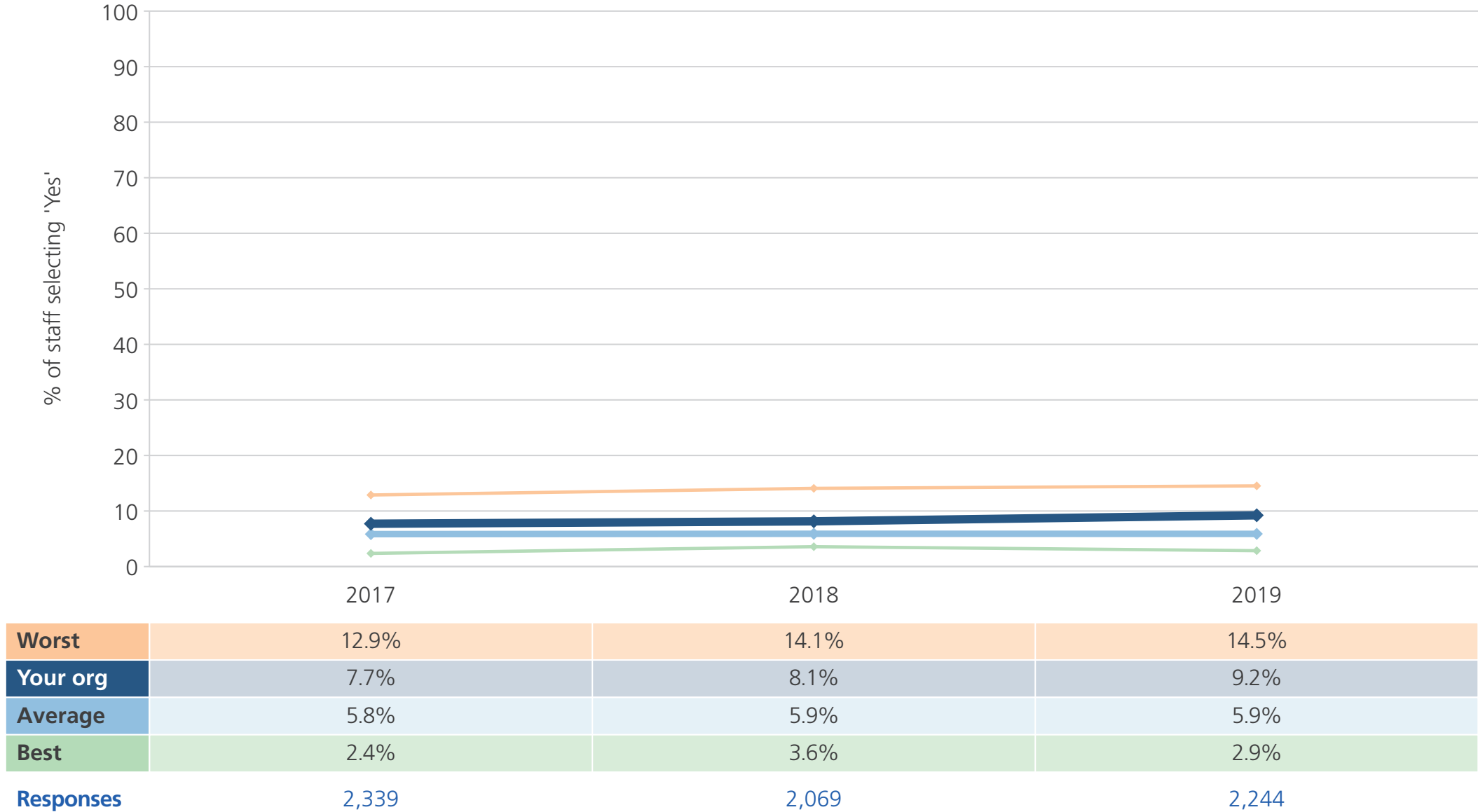


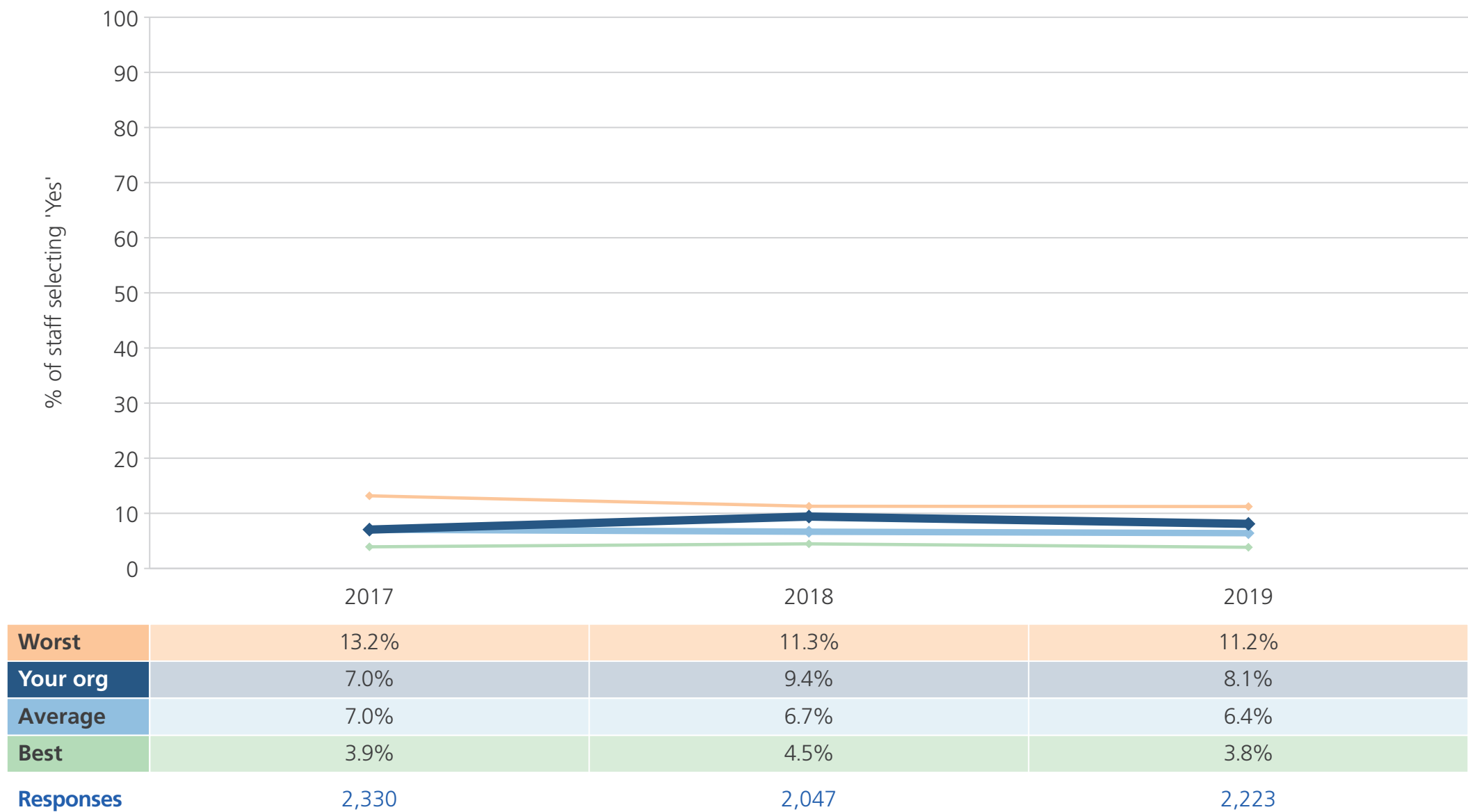




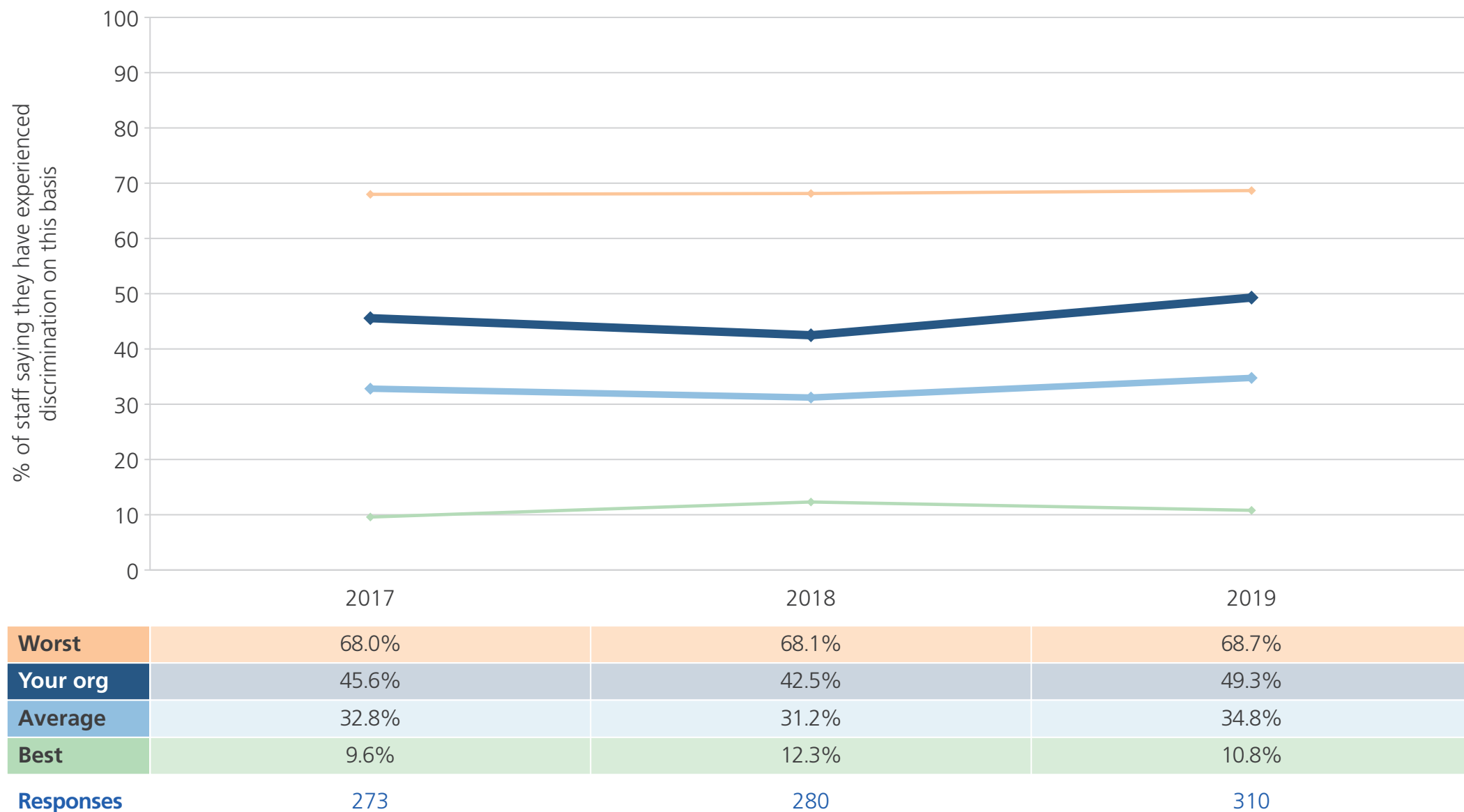


	2017	2018	2019
Best	91.4%	90.5%	91.6%
Your org	85.2%	83.1%	82.4%
Average	86.2%	85.6%	85.1%
Worst	75.2%	74.7%	71.2%
Responses	1,556	1,388	1,510

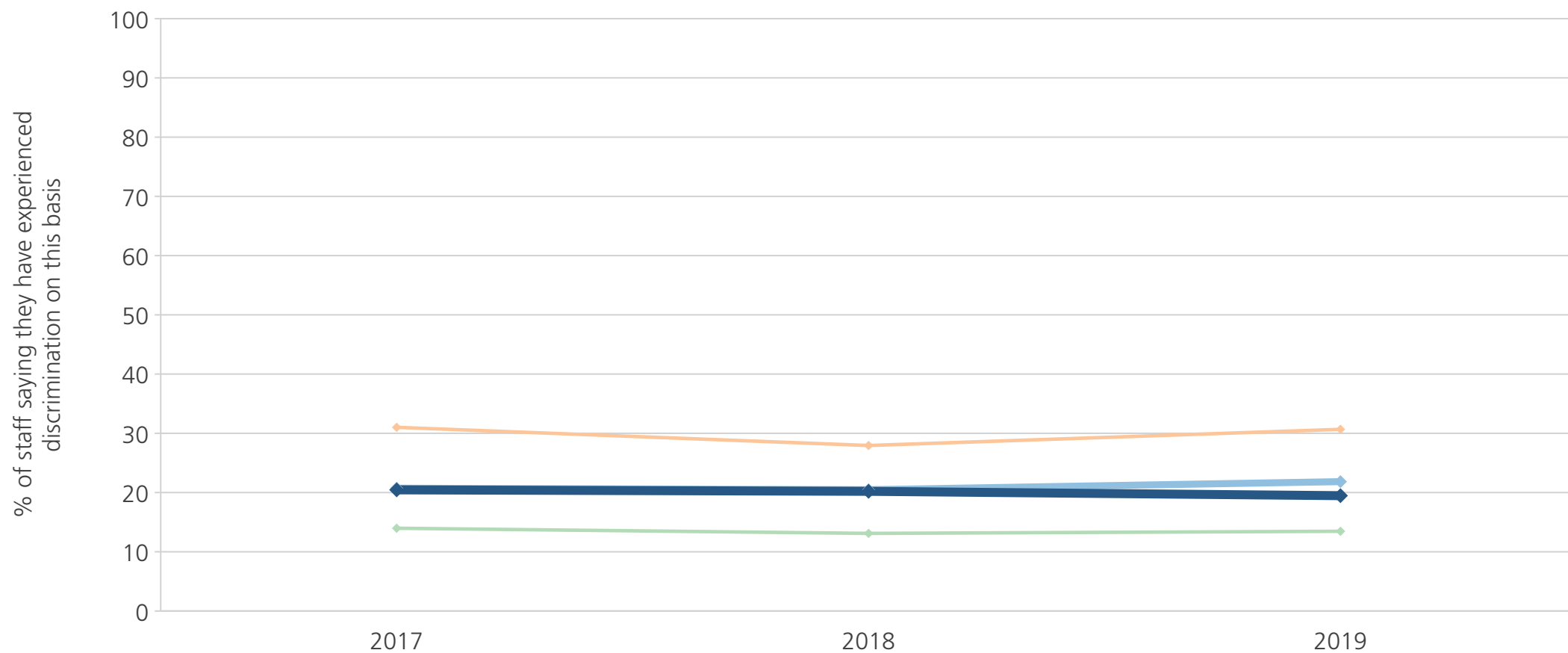




This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



Worst	31.0%	27.9%	30.7%
Your org	20.5%	20.2%	19.5%
Average	20.7%	20.5%	21.8%
Best	14.0%	13.1%	13.5%

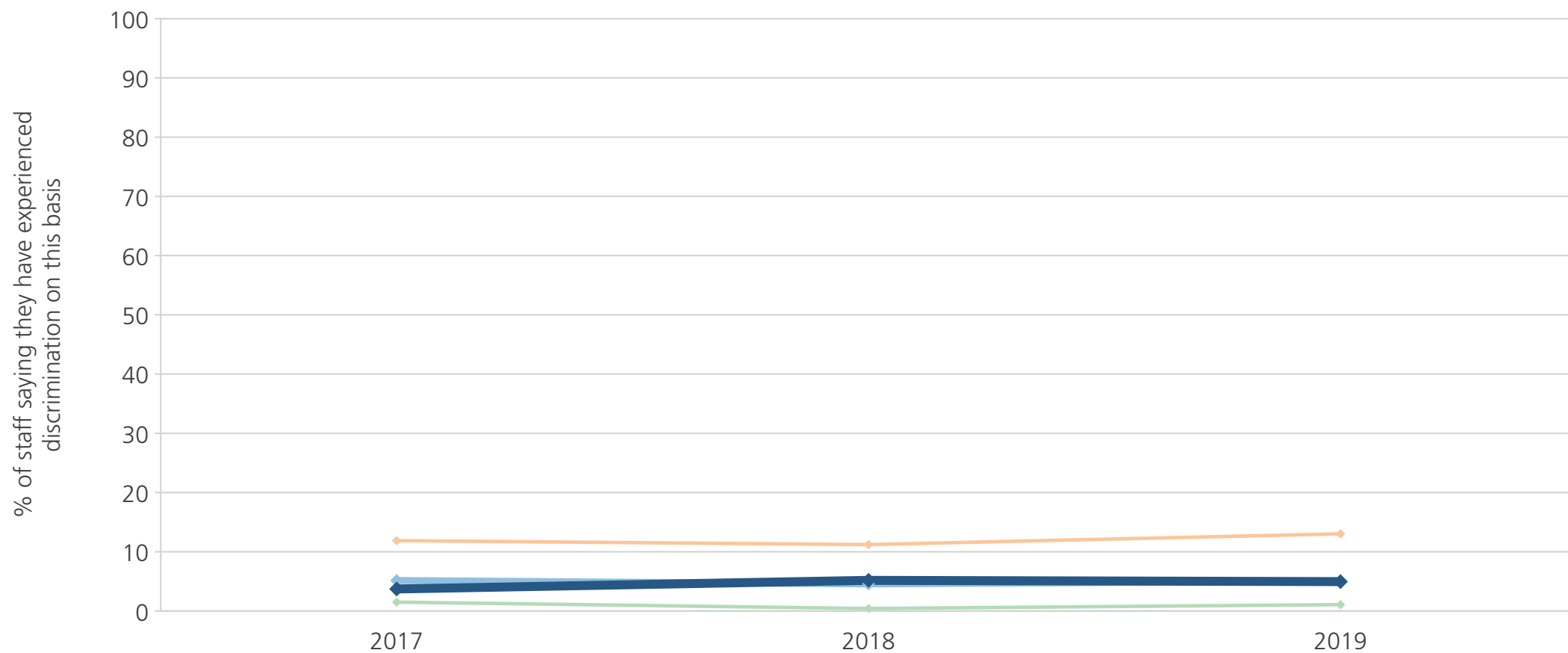
Responses

273

280

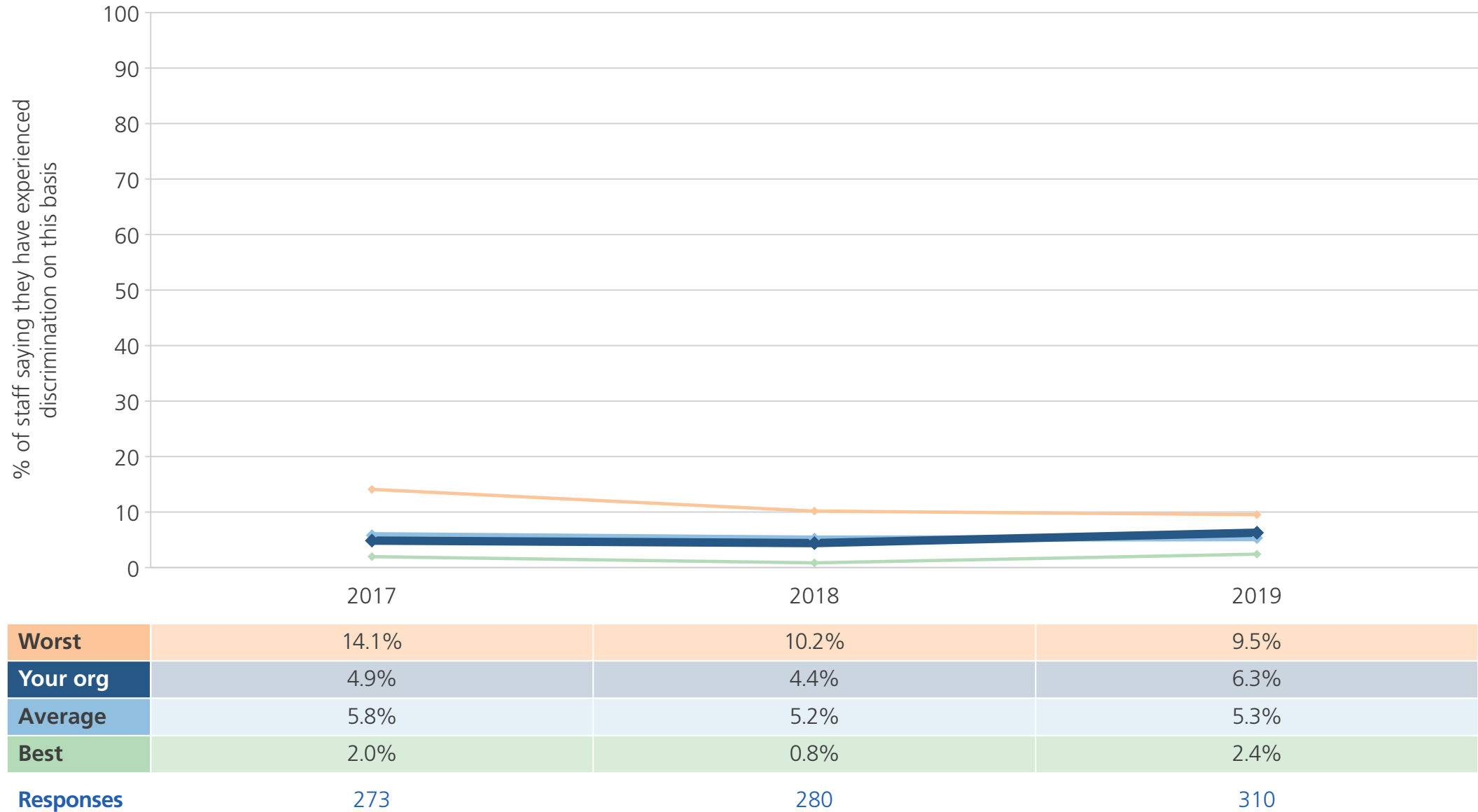
310

This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

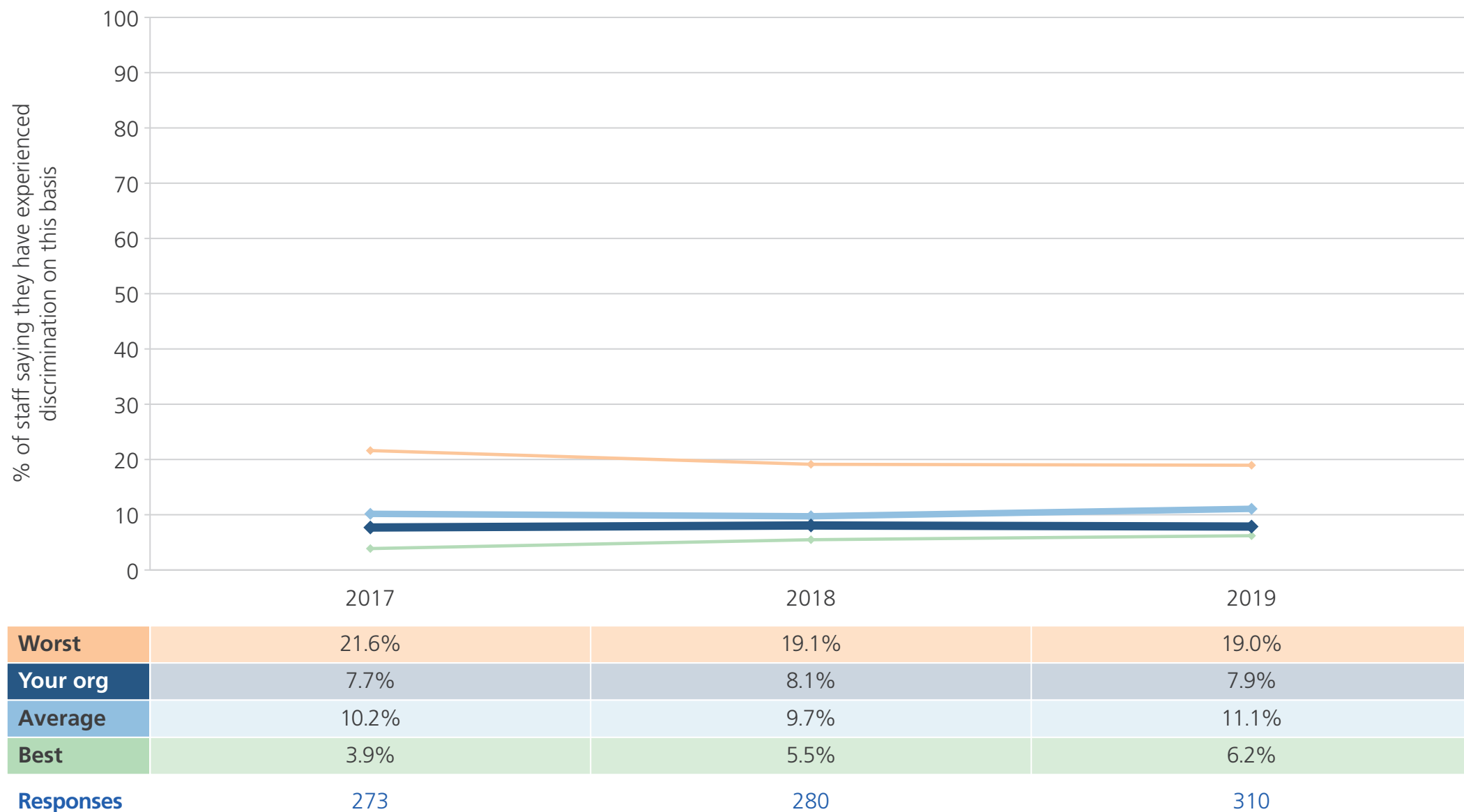


Worst	11.9%	11.2%	13.0%
Your org	3.7%	5.2%	5.0%
Average	5.2%	4.6%	5.0%
Best	1.5%	0.4%	1.1%
Responses	273	280	310

This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

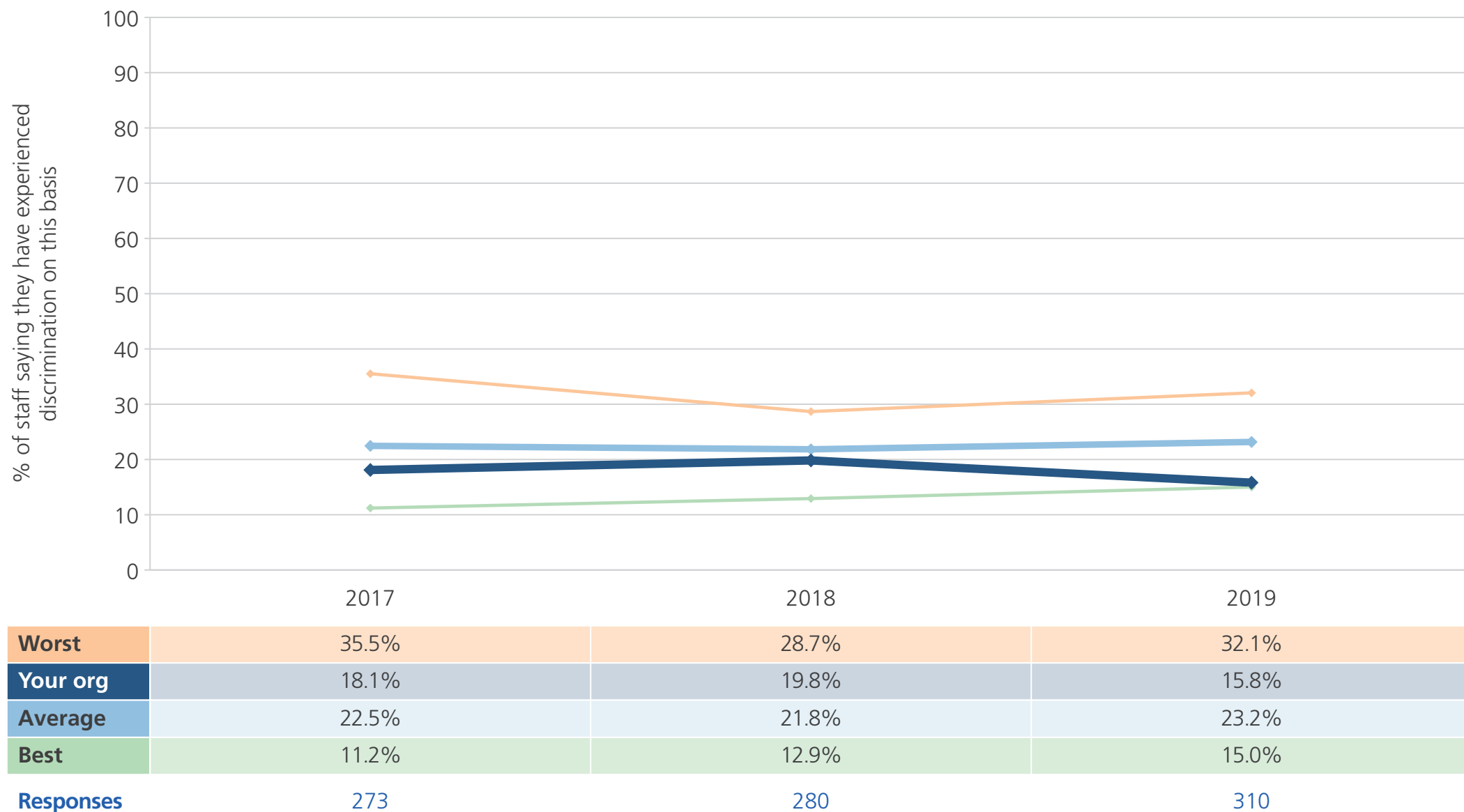


This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

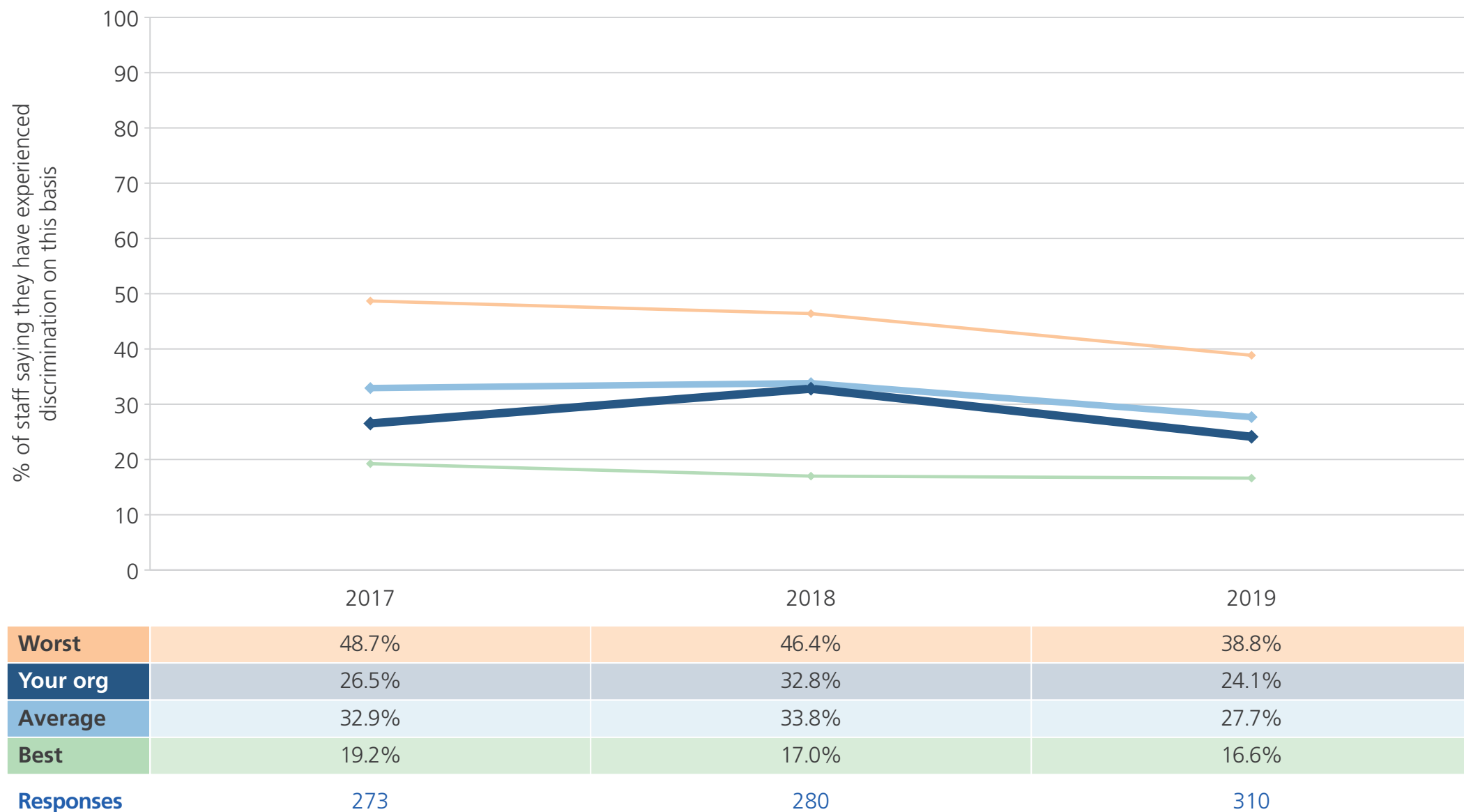


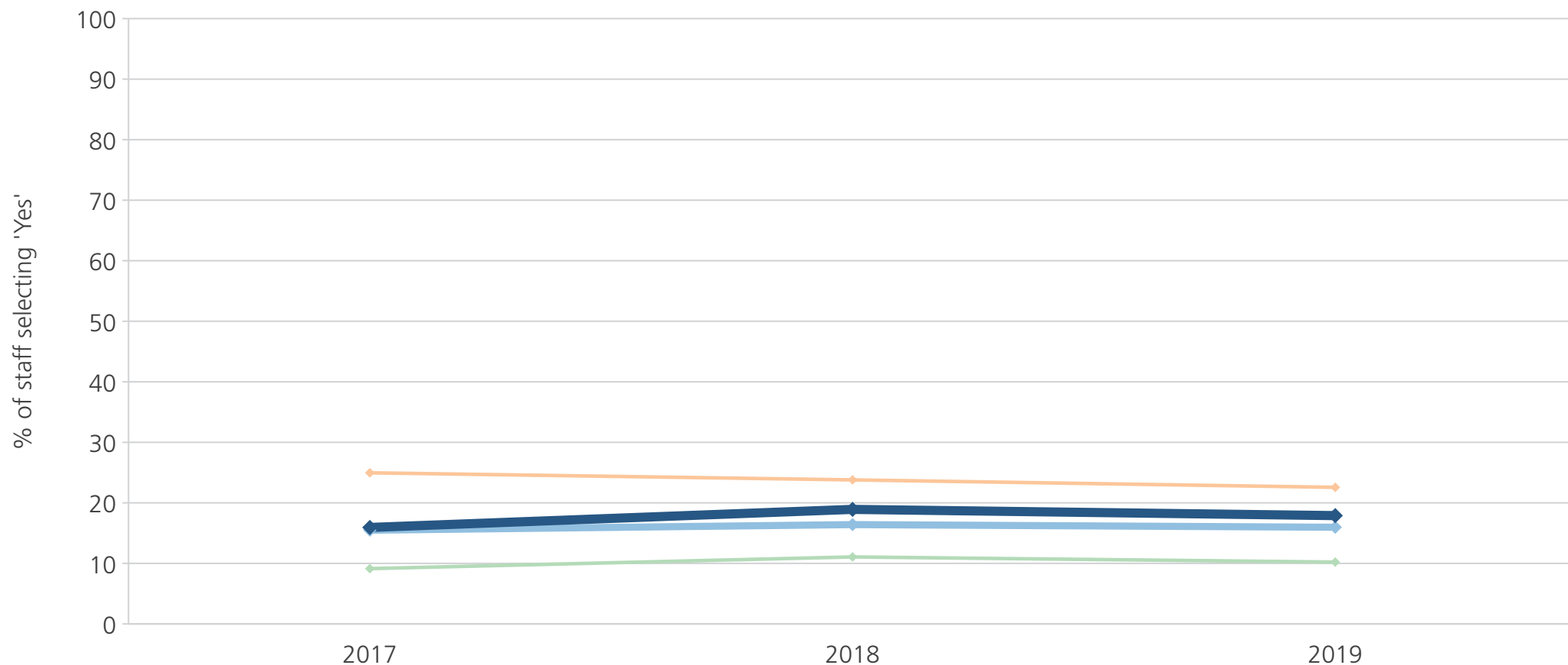


This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



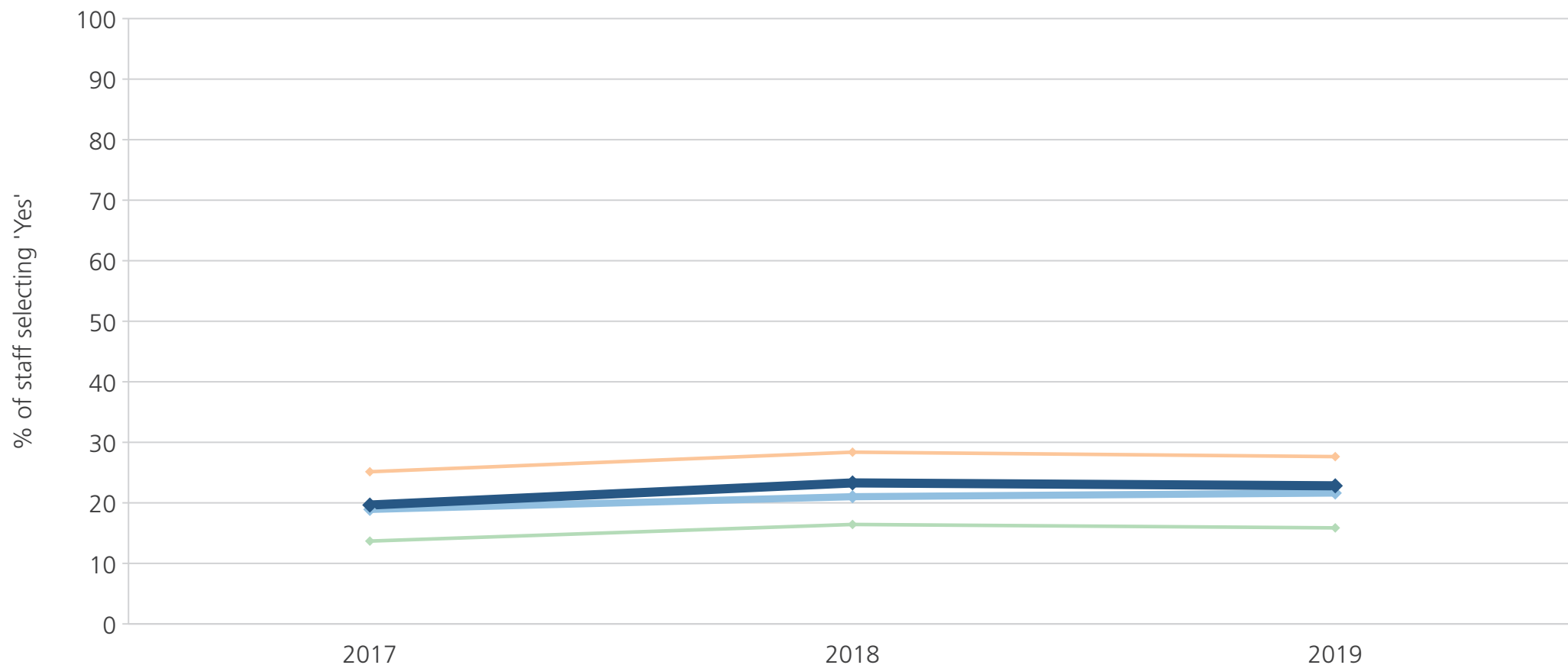
This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.





Worst	25.0%	23.8%	22.6%
Your org	15.9%	18.9%	17.9%
Average	15.5%	16.4%	16.0%
Best	9.1%	11.1%	10.2%

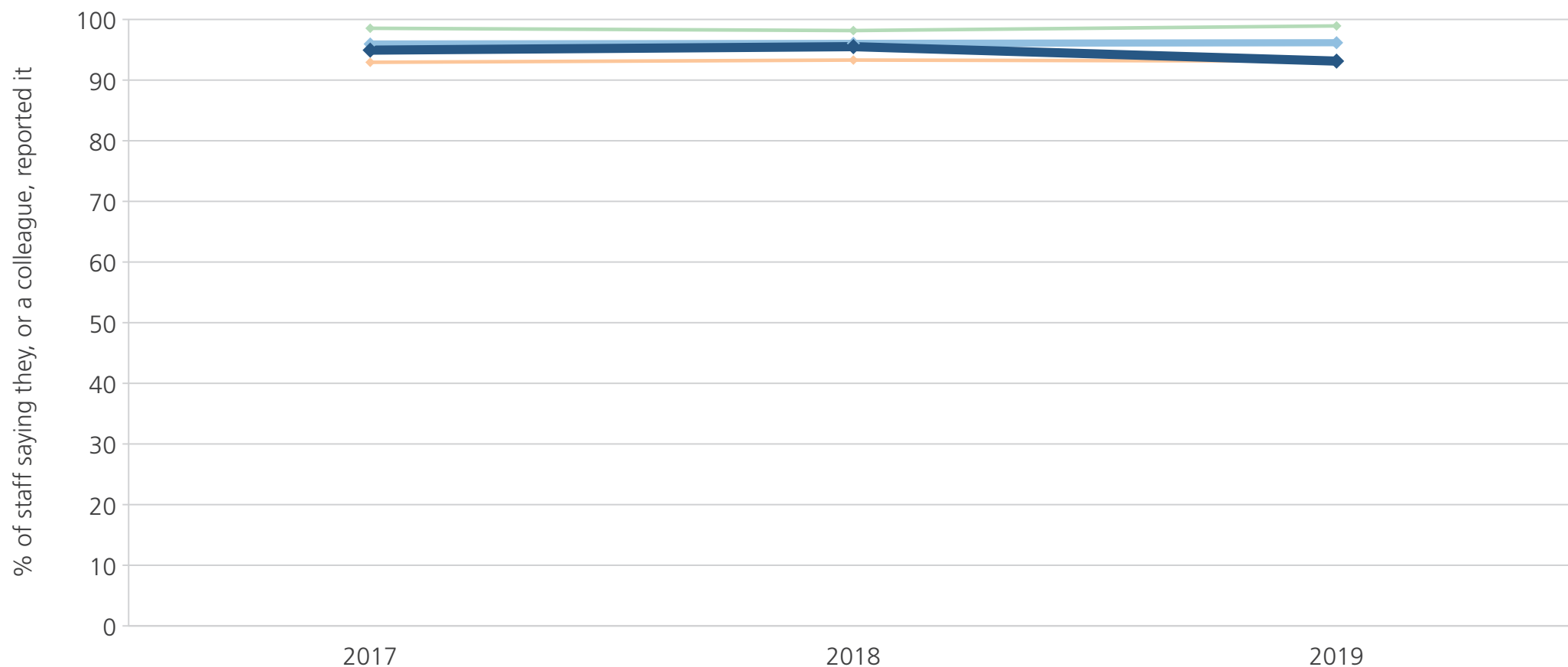
Responses 2,324 2,070 2,230



Worst	25.1%	28.4%	27.6%
Your org	19.6%	23.3%	22.8%
Average	18.9%	21.0%	21.6%
Best	13.7%	16.4%	15.9%

Responses	2,308	2,063	2,220
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This question was only answered by staff who reported observing at least one error, near miss or incident in the last month.



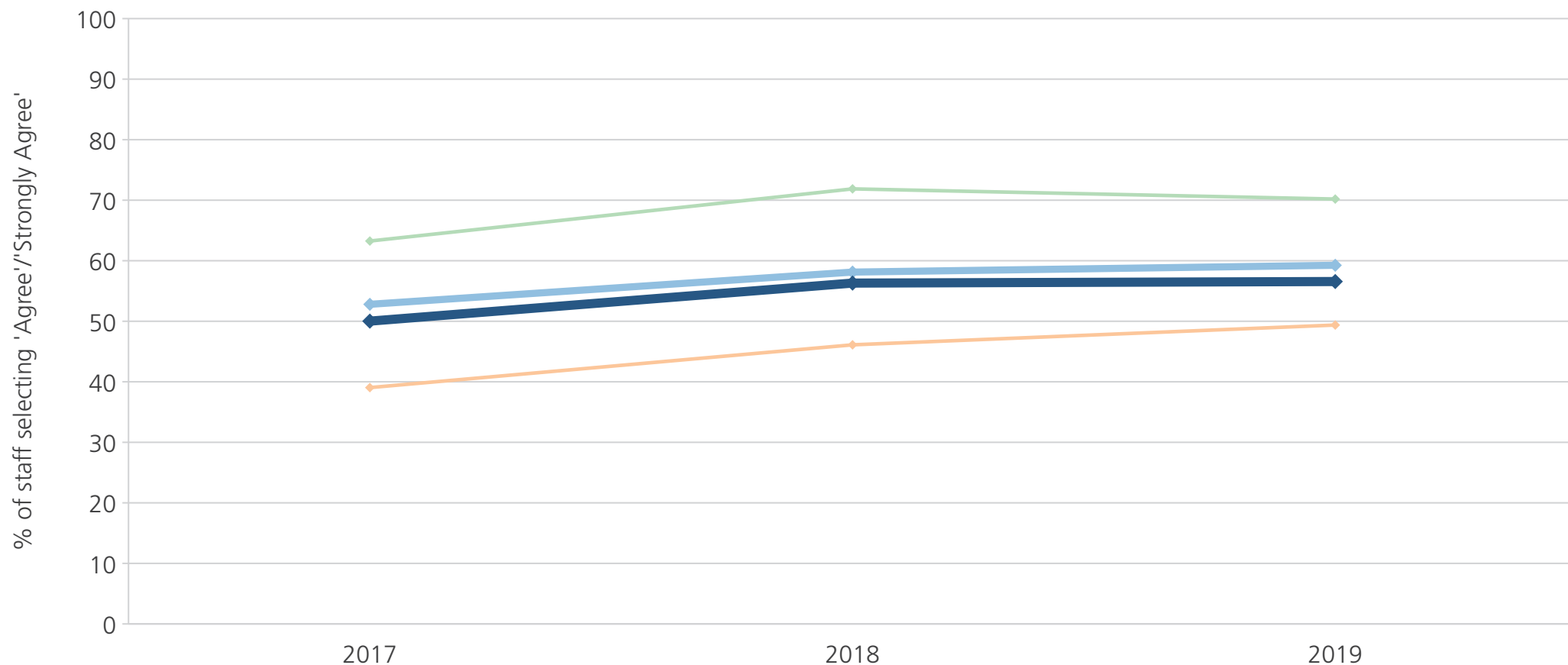
Best	98.5%	98.2%	98.9%
Your org	94.9%	95.5%	93.1%
Average	96.0%	96.1%	96.2%
Worst	92.9%	93.3%	93.1%

Responses

512

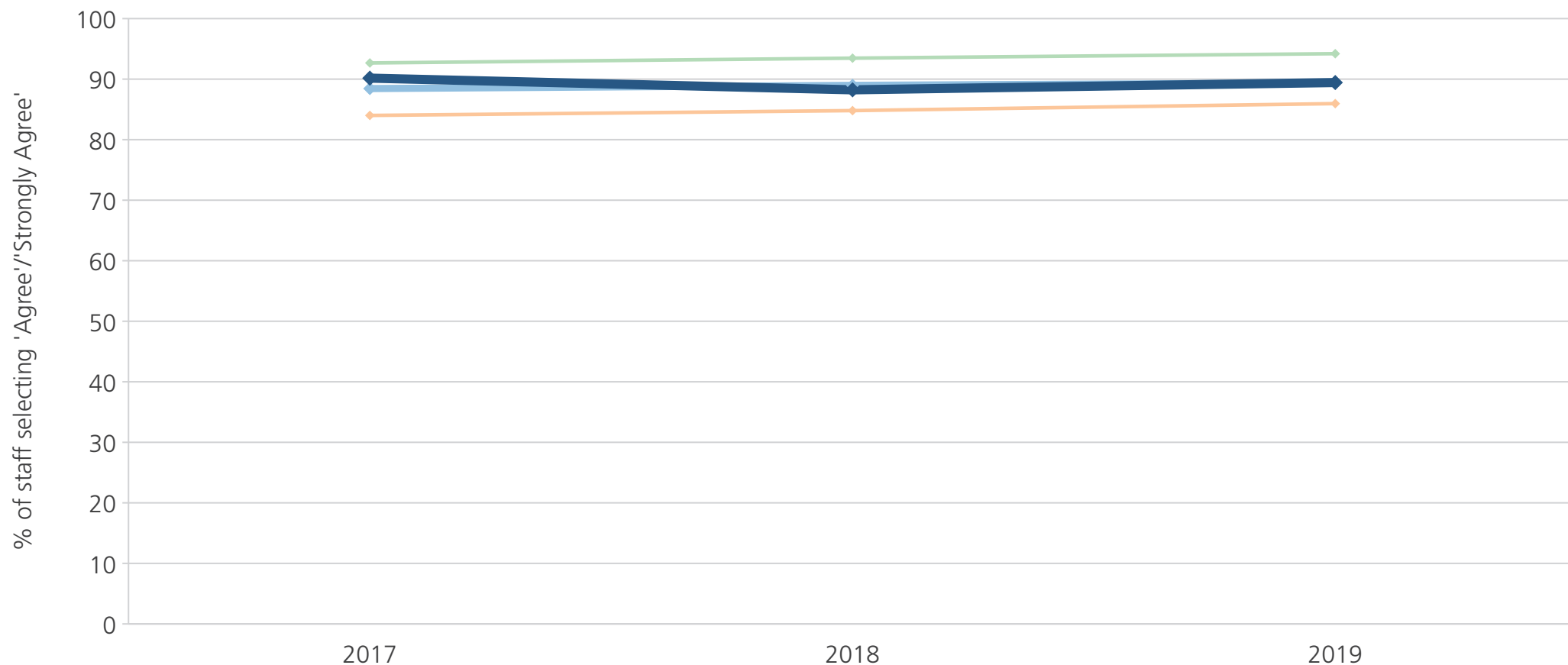
483

582



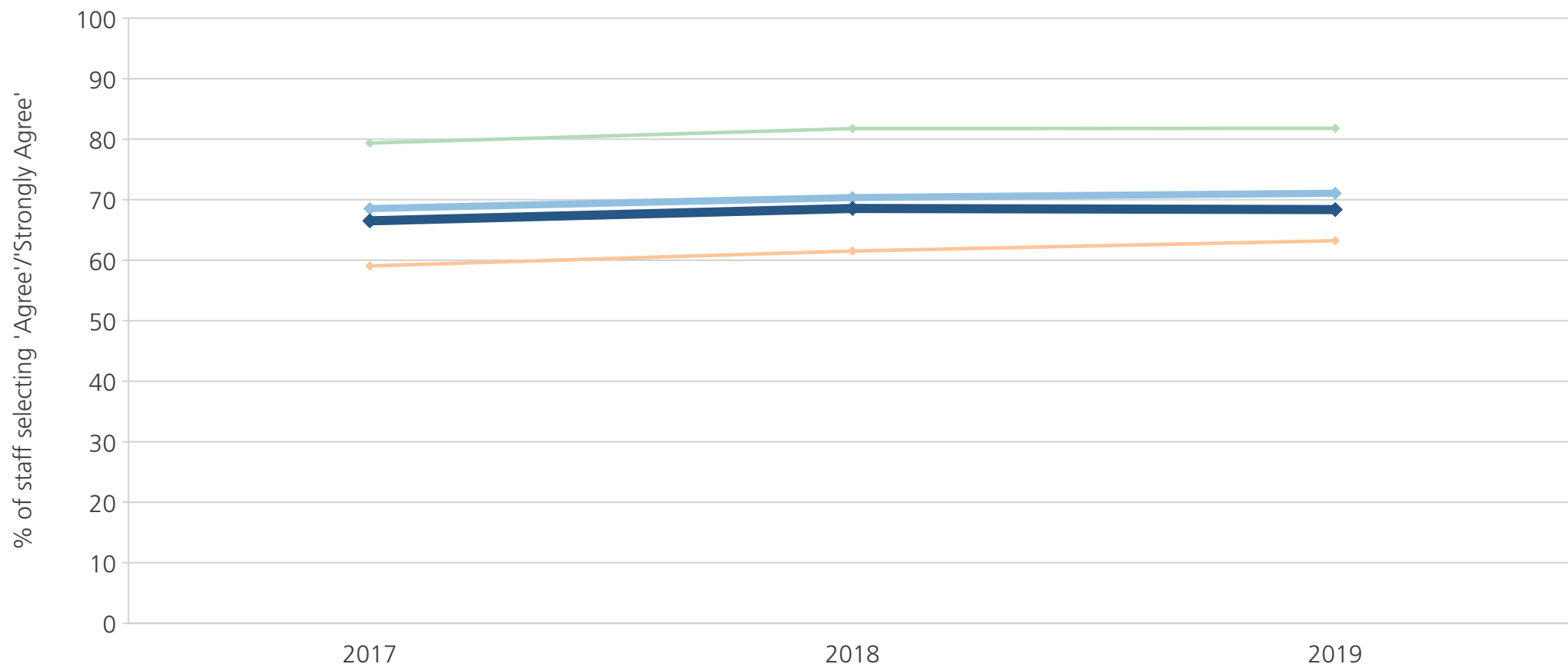
Best	63.3%	71.9%	70.2%
Your org	50.0%	56.3%	56.6%
Average	52.8%	58.1%	59.2%
Worst	39.0%	46.1%	49.4%

Responses	1,910	1,564	1,658
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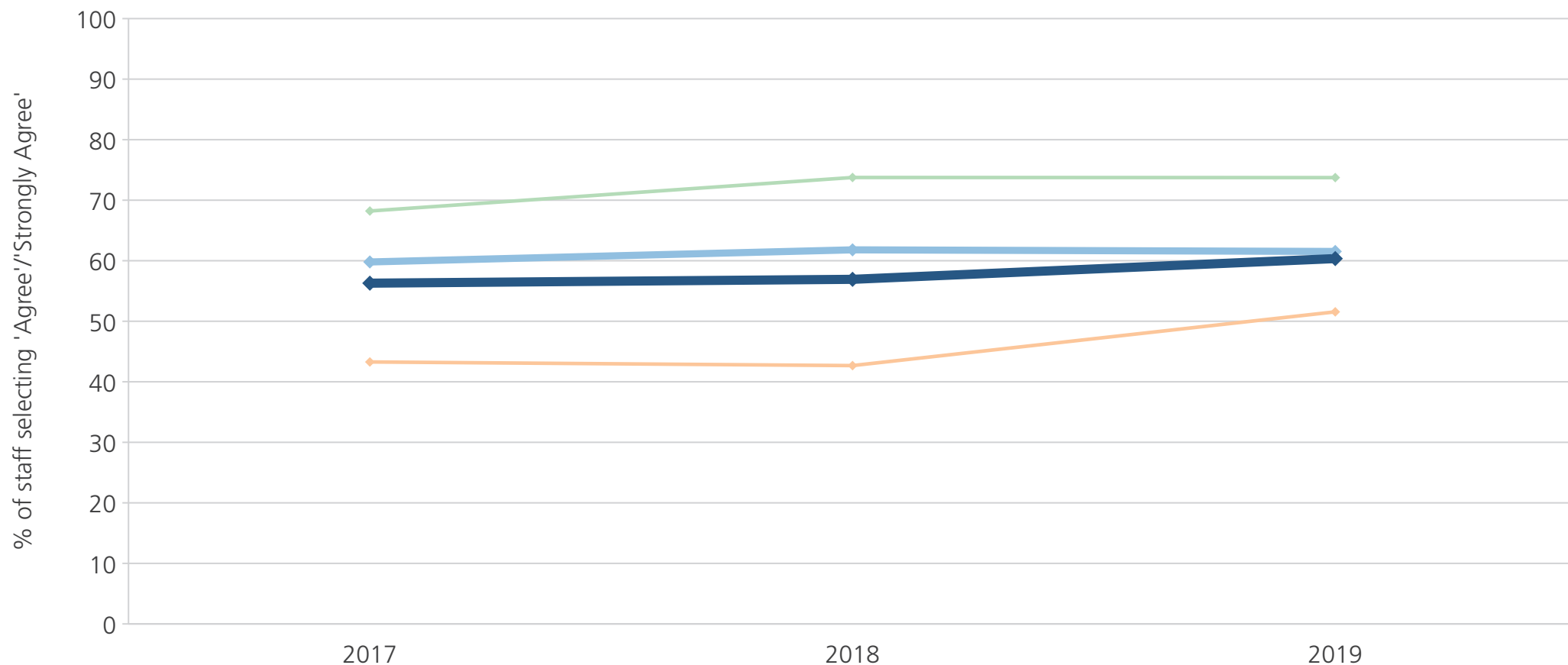
Best	92.7%	93.5%	94.2%
Your org	90.2%	88.2%	89.4%
Average	88.4%	89.0%	89.4%
Worst	84.0%	84.8%	86.0%

Responses	2,296	2,019	2,187
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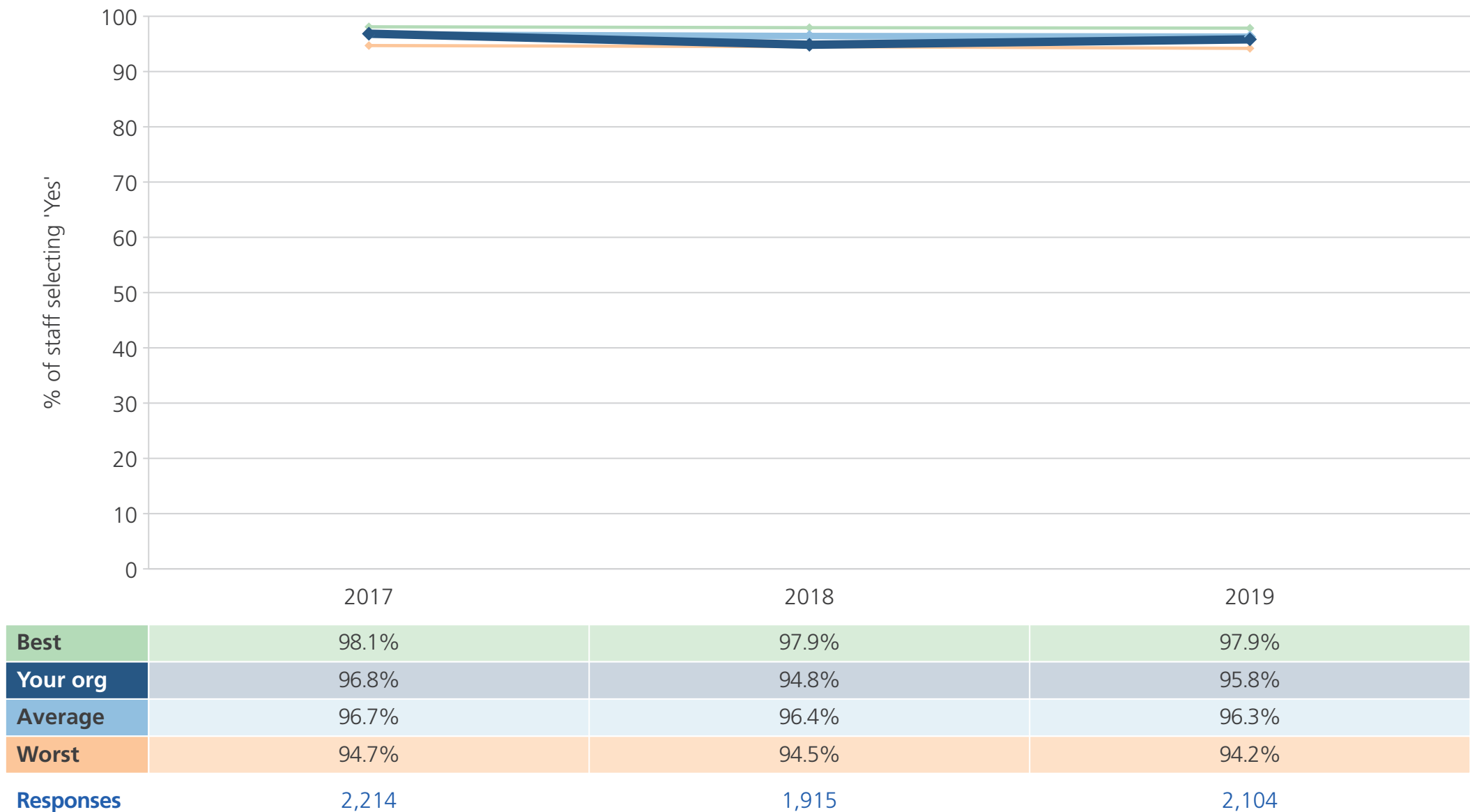


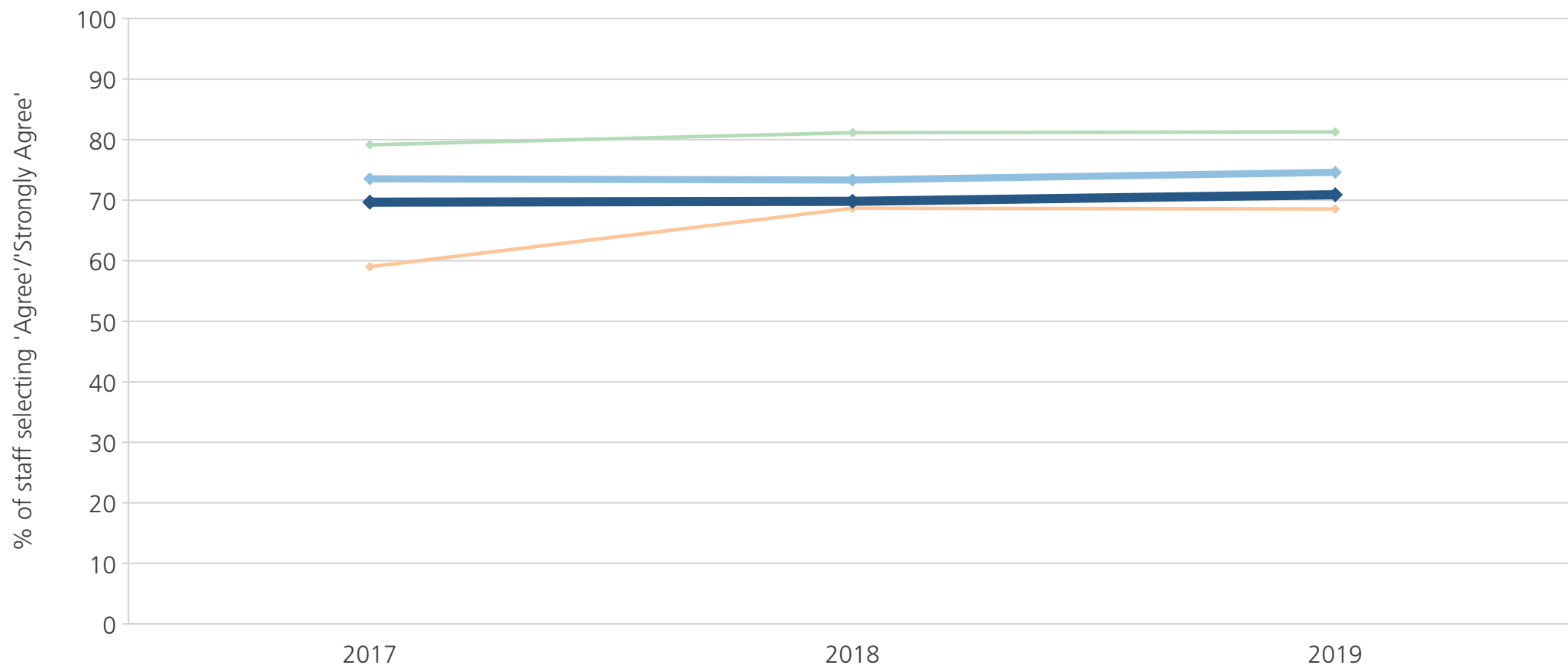
	2017	2018	2019
Best	79.4%	81.8%	81.8%
Your org	66.5%	68.6%	68.4%
Average	68.5%	70.4%	71.1%
Worst	59.1%	61.5%	63.2%
Responses	2,127	1,816	1,958





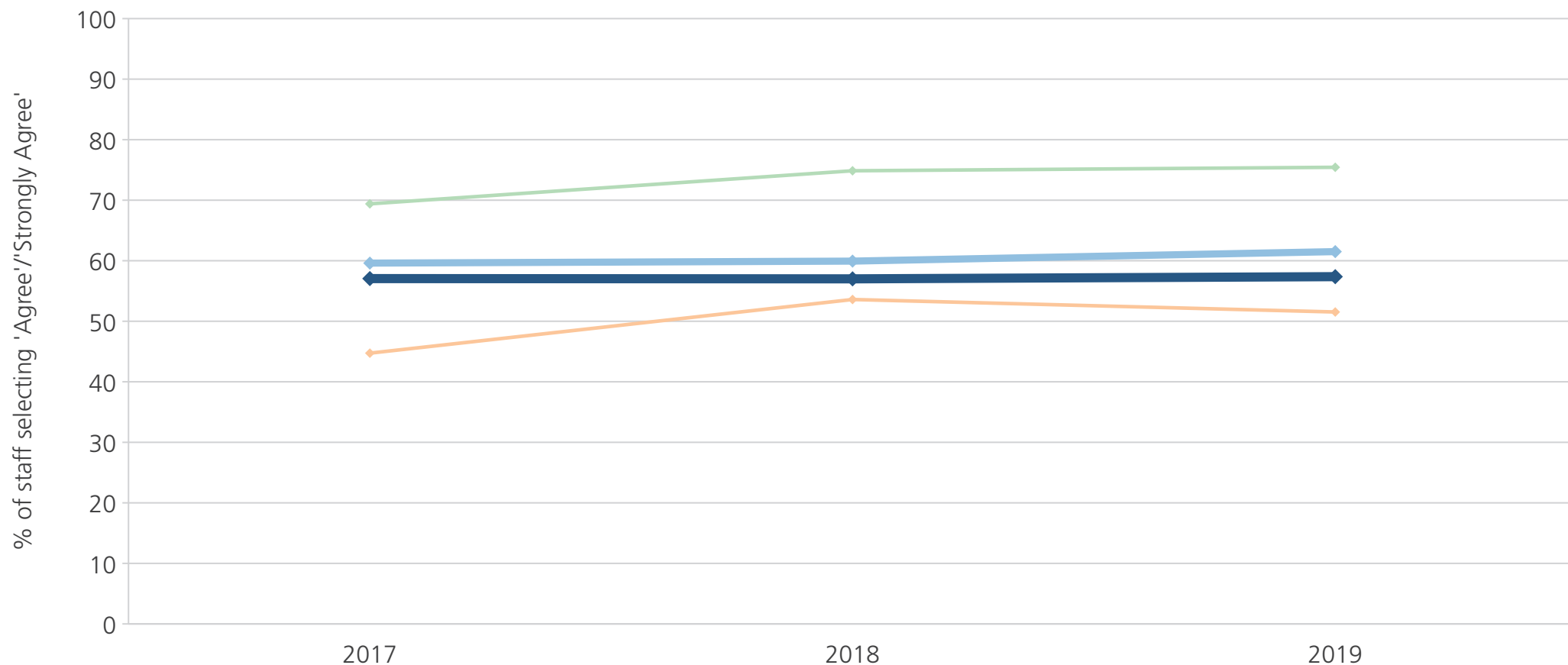
	2017	2018	2019
Best	68.2%	73.8%	73.7%
Your org	56.3%	56.9%	60.4%
Average	59.8%	61.8%	61.5%
Worst	43.3%	42.7%	51.6%
Responses	2,143	1,833	1,993





Best	79.1%	81.2%	81.3%
Your org	69.7%	69.8%	70.9%
Average	73.5%	73.3%	74.6%
Worst	59.0%	68.7%	68.6%

Responses	2,356	2,074	2,244
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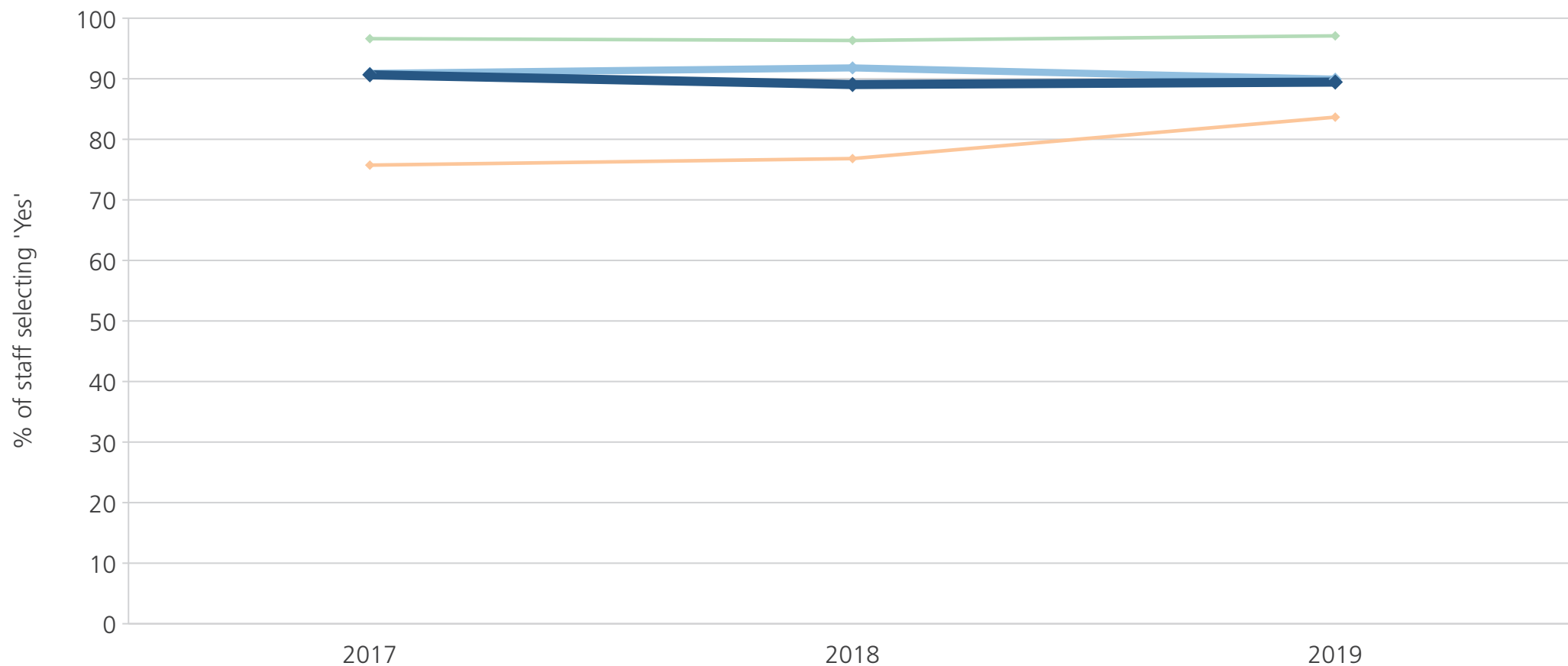


Best	69.4%	74.9%	75.4%
Your org	57.0%	57.0%	57.4%
Average	59.6%	59.9%	61.5%
Worst	44.7%	53.6%	51.5%

Responses 2,349 2,070 2,246

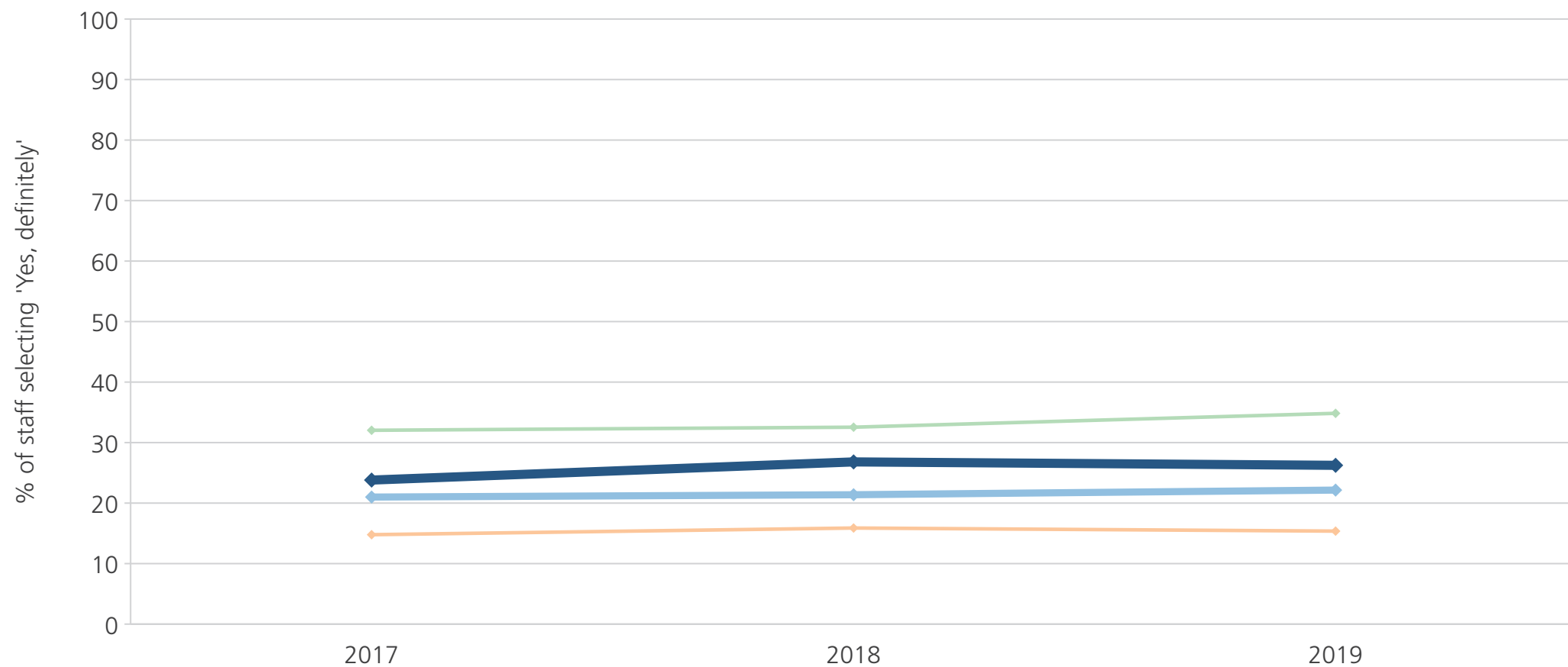
# Question results – Your personal development

Essex Partnership University NHS Foundation Trust  
2019 NHS Staff Survey Results



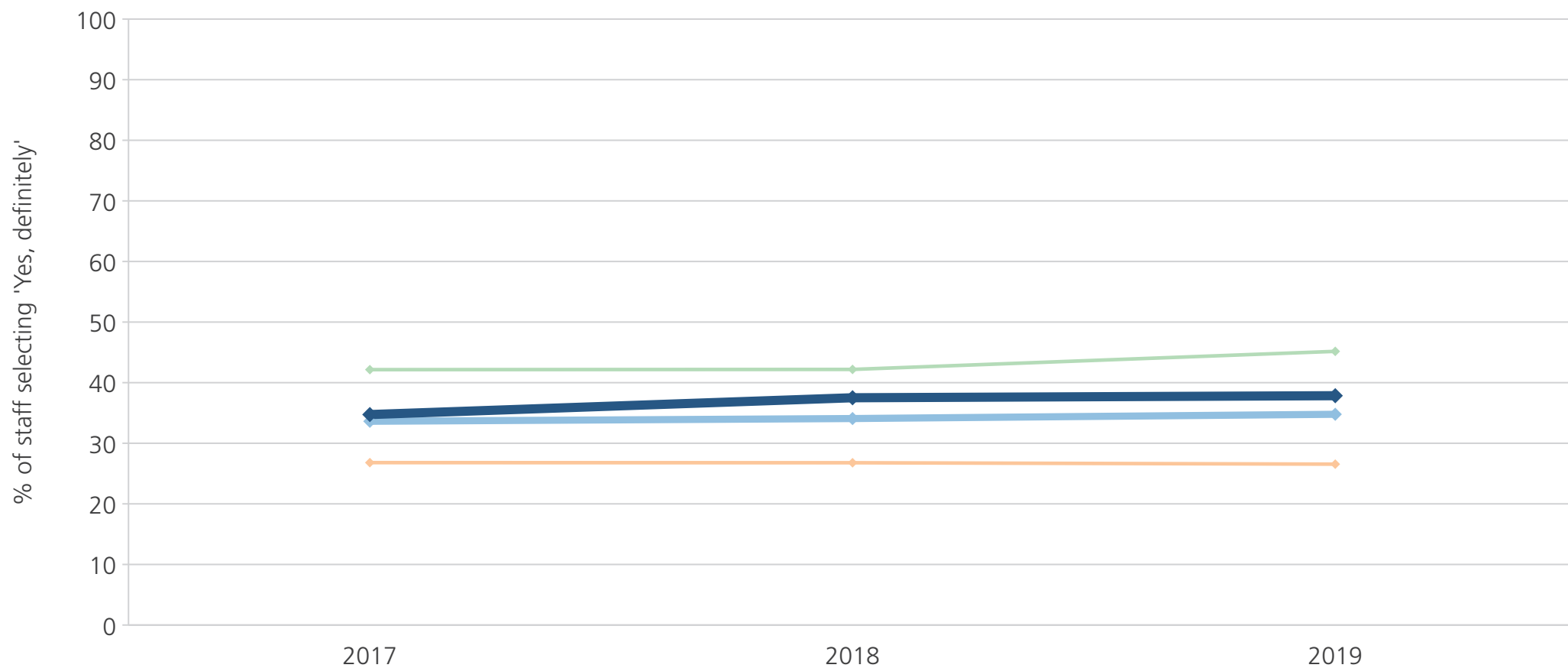
	2017	2018	2019
Best	96.6%	96.3%	97.1%
Your org	90.7%	89.0%	89.5%
Average	90.9%	91.8%	89.9%
Worst	75.7%	76.8%	83.7%
Responses	2,291	2,022	2,183

This question was only answered by staff who selected 'Yes' on q19a.



Best	32.0%	32.5%	34.8%
Your org	23.8%	26.8%	26.2%
Average	21.0%	21.4%	22.1%
Worst	14.8%	15.9%	15.4%
Responses	2,058	1,798	1,939

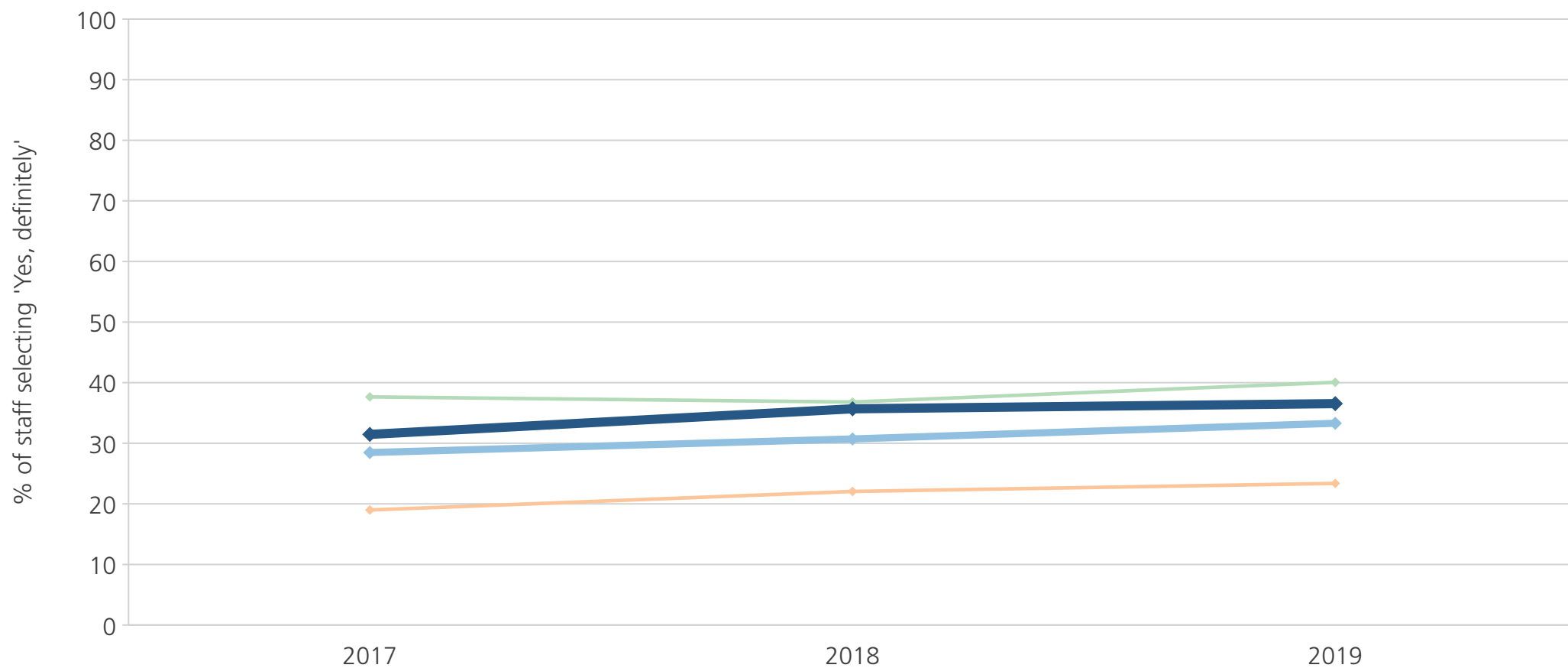
This question was only answered by staff who selected 'Yes' on q19a.



Best	42.1%	42.2%	45.2%
Your org	34.7%	37.5%	37.8%
Average	33.6%	34.1%	34.8%
Worst	26.8%	26.8%	26.6%
Responses	2,062	1,787	1,939

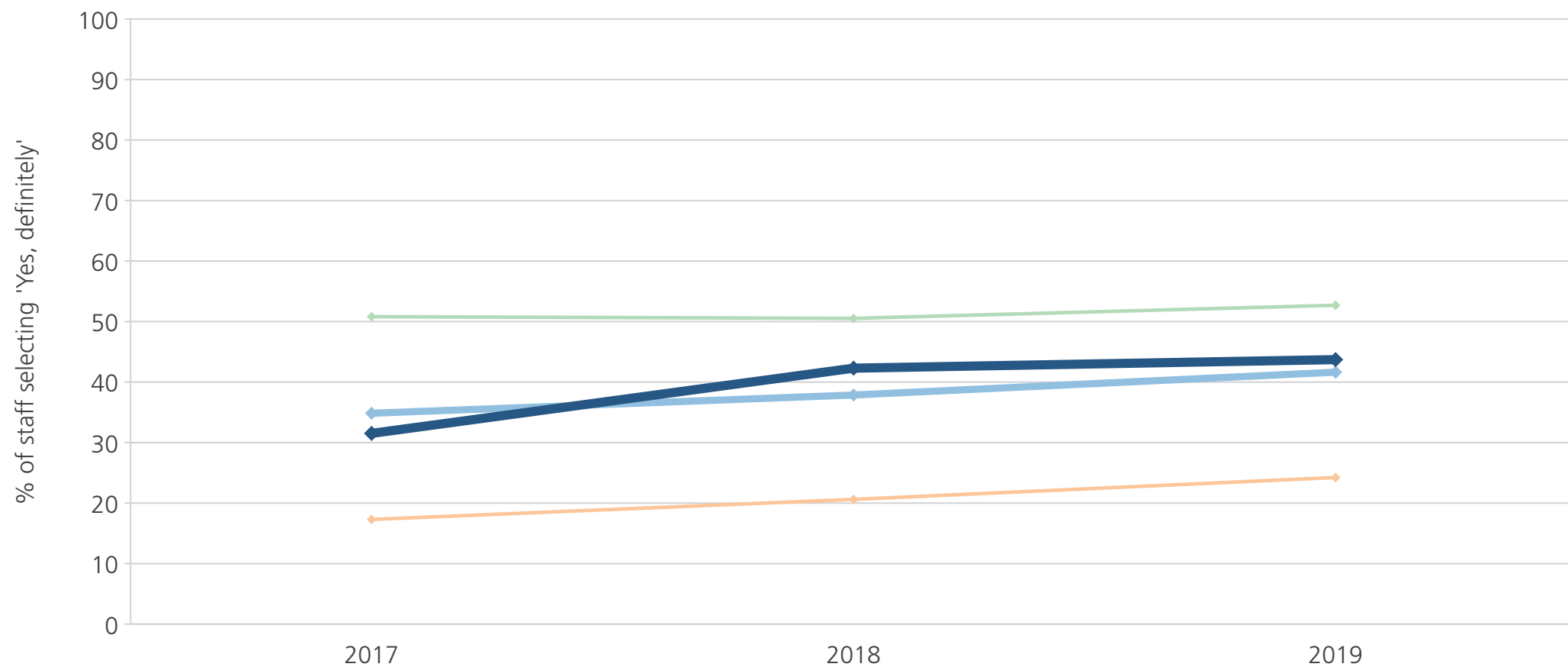


This question was only answered by staff who selected 'Yes' on q19a.



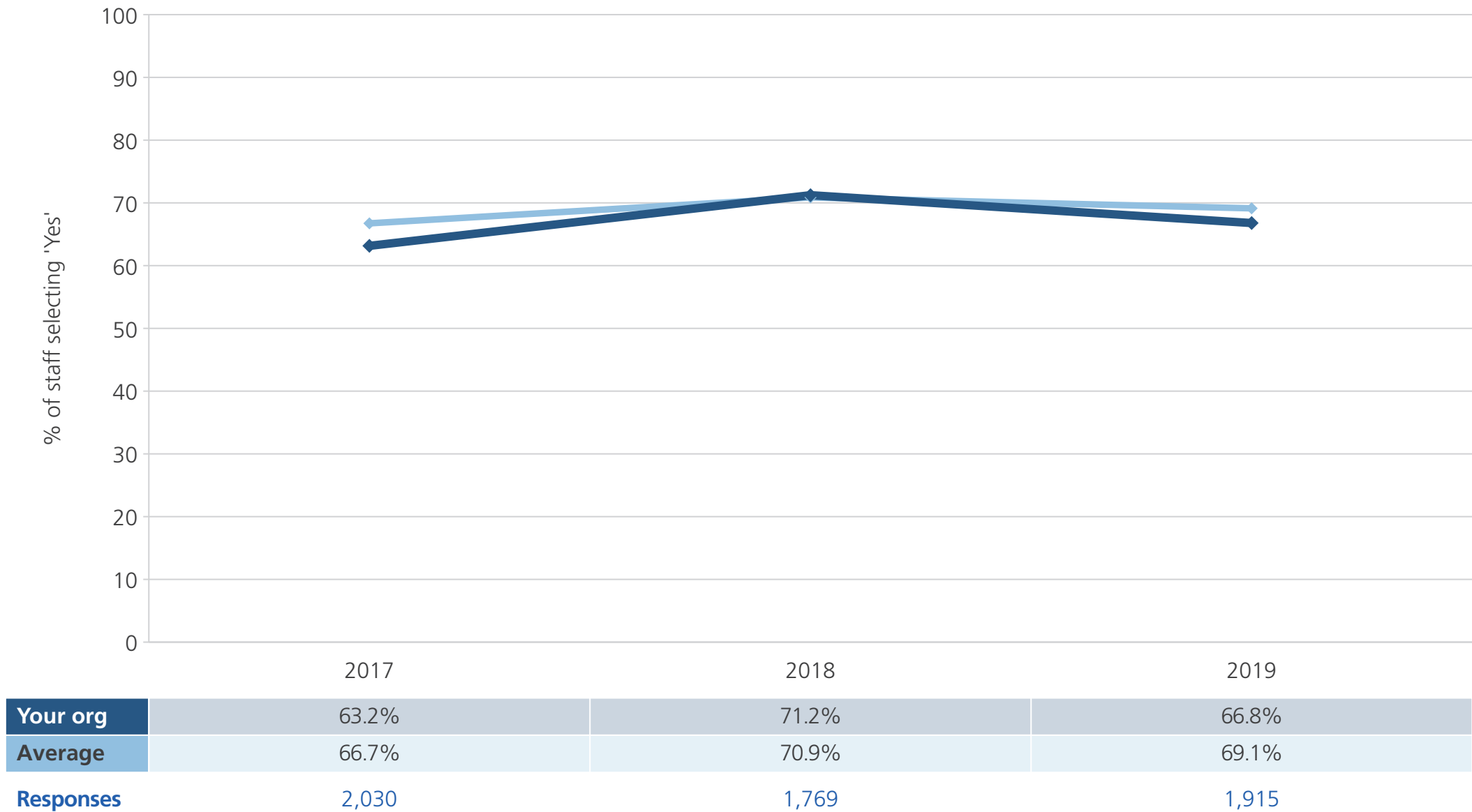
Best	37.6%	36.8%	40.1%
Your org	31.5%	35.7%	36.5%
Average	28.5%	30.7%	33.3%
Worst	19.0%	22.0%	23.4%
Responses	2,052	1,790	1,930

This question was only answered by staff who selected 'Yes' on q19a.

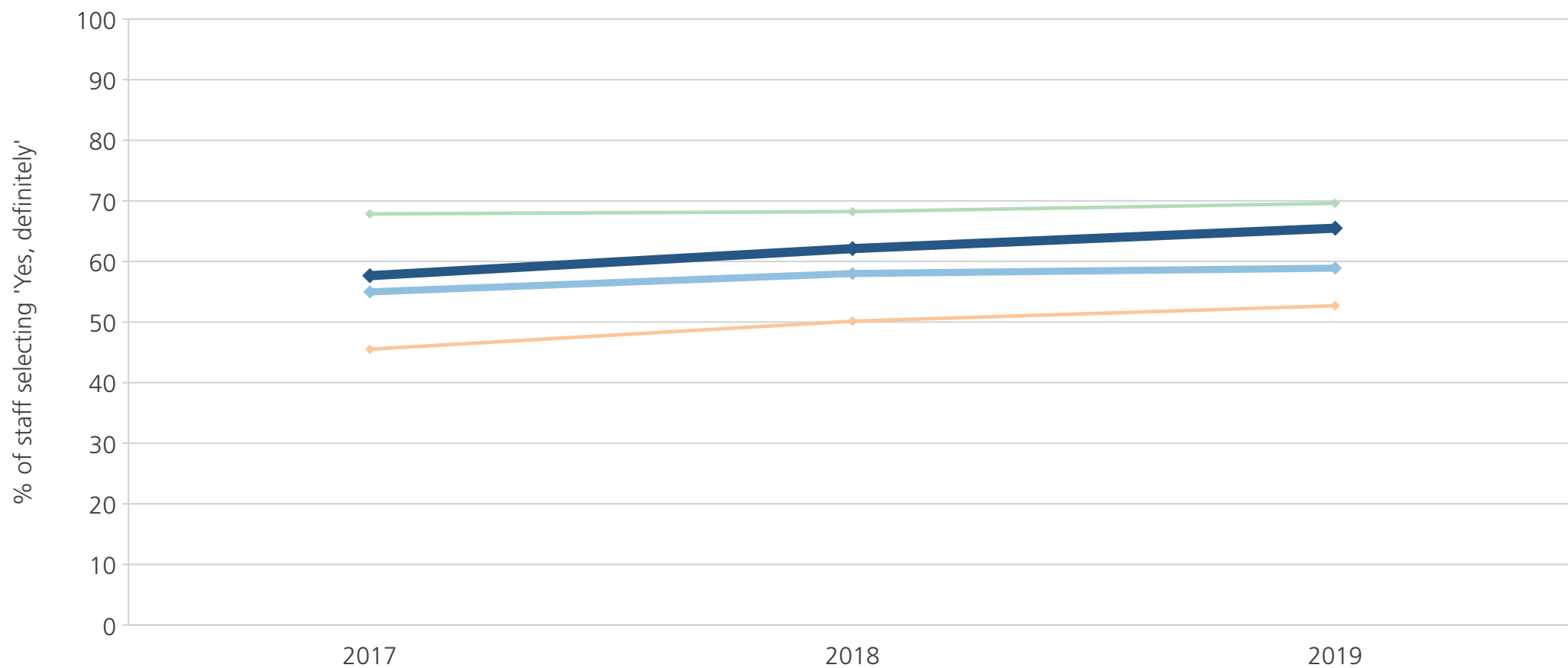


Best	50.8%	50.5%	52.7%
Your org	31.5%	42.3%	43.7%
Average	34.8%	37.9%	41.6%
Worst	17.3%	20.6%	24.2%
Responses	2,026	1,777	1,919

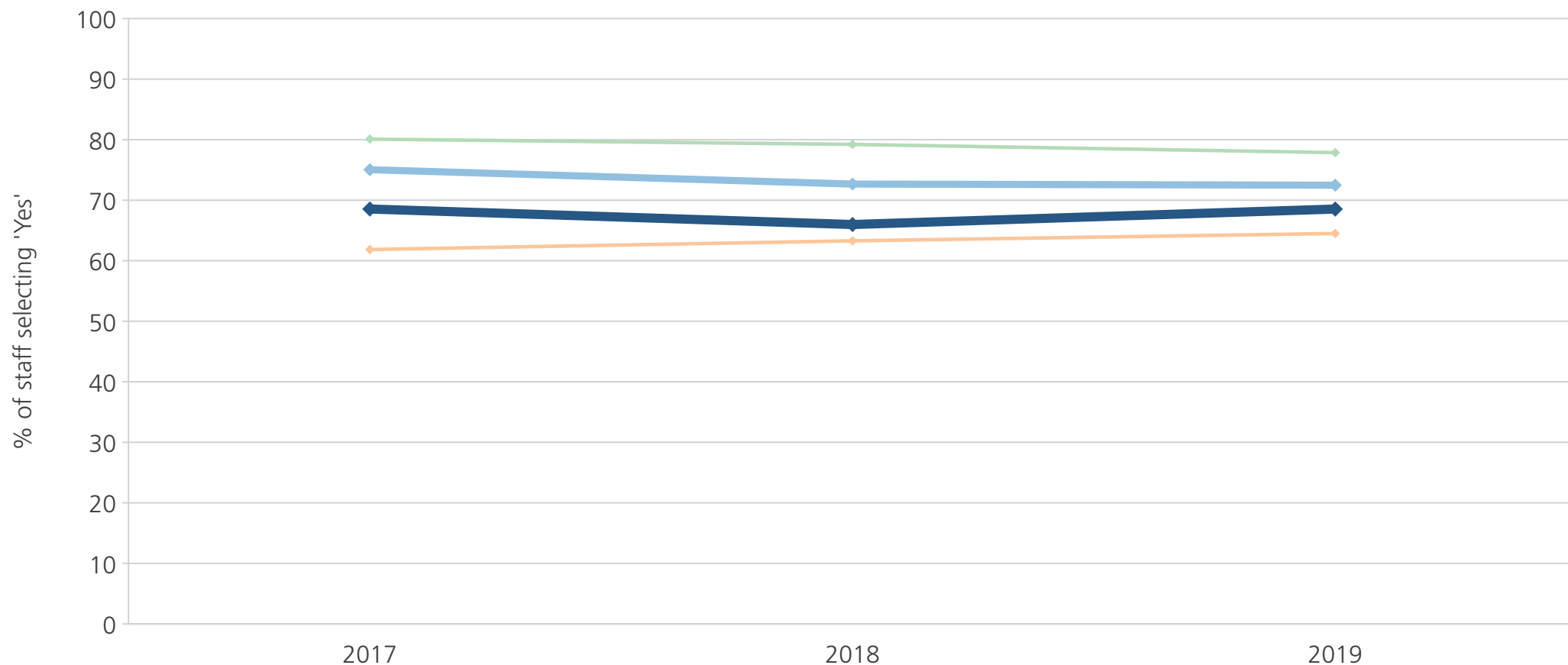
This question was only answered by staff who selected 'Yes' on q19a.



This question was only answered by staff who selected 'Yes' on q19f.



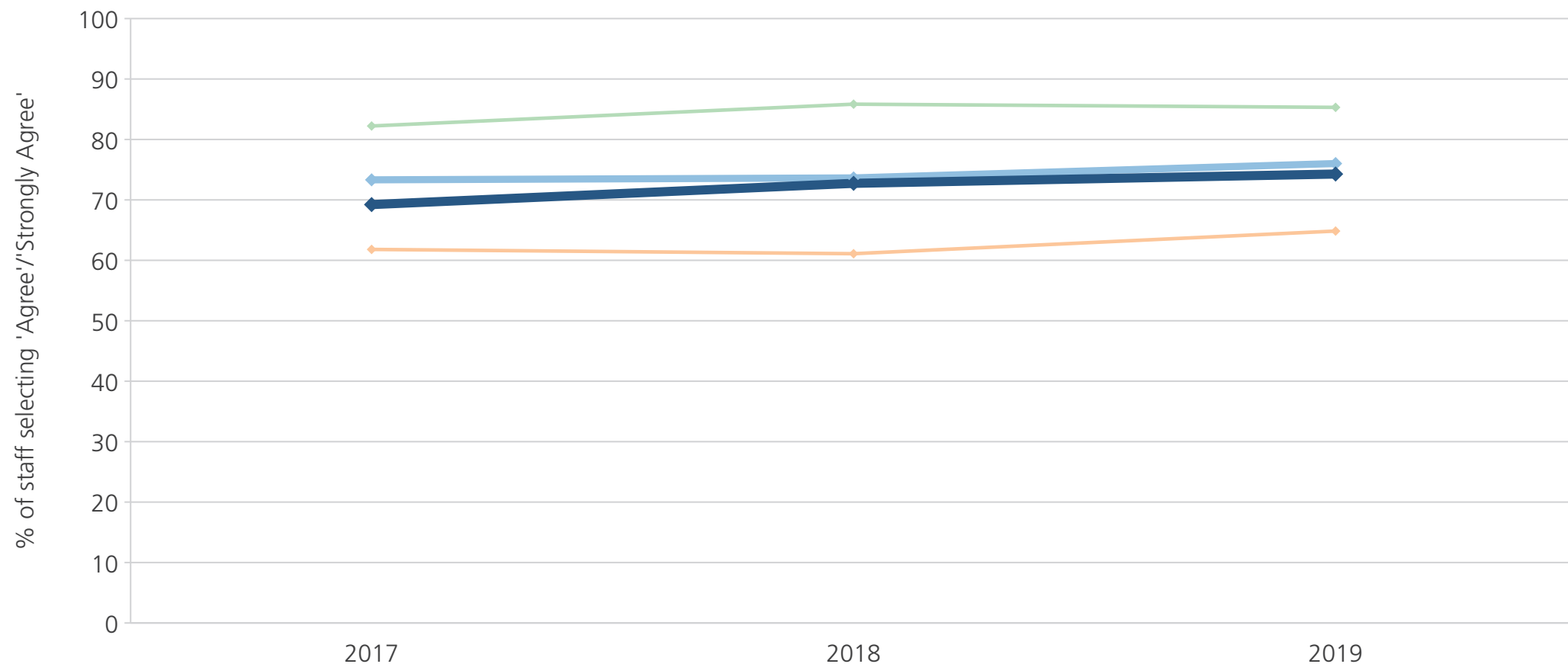
Best	67.9%	68.2%	69.6%
Your org	57.7%	62.1%	65.5%
Average	55.0%	58.0%	58.9%
Worst	45.5%	50.1%	52.7%
Responses	1,273	1,248	1,264



	2017	2018	2019
Best	80.1%	79.2%	77.9%
Your org	68.5%	66.0%	68.5%
Average	75.0%	72.7%	72.5%
Worst	61.8%	63.3%	64.5%
Responses	2,293	2,048	2,199

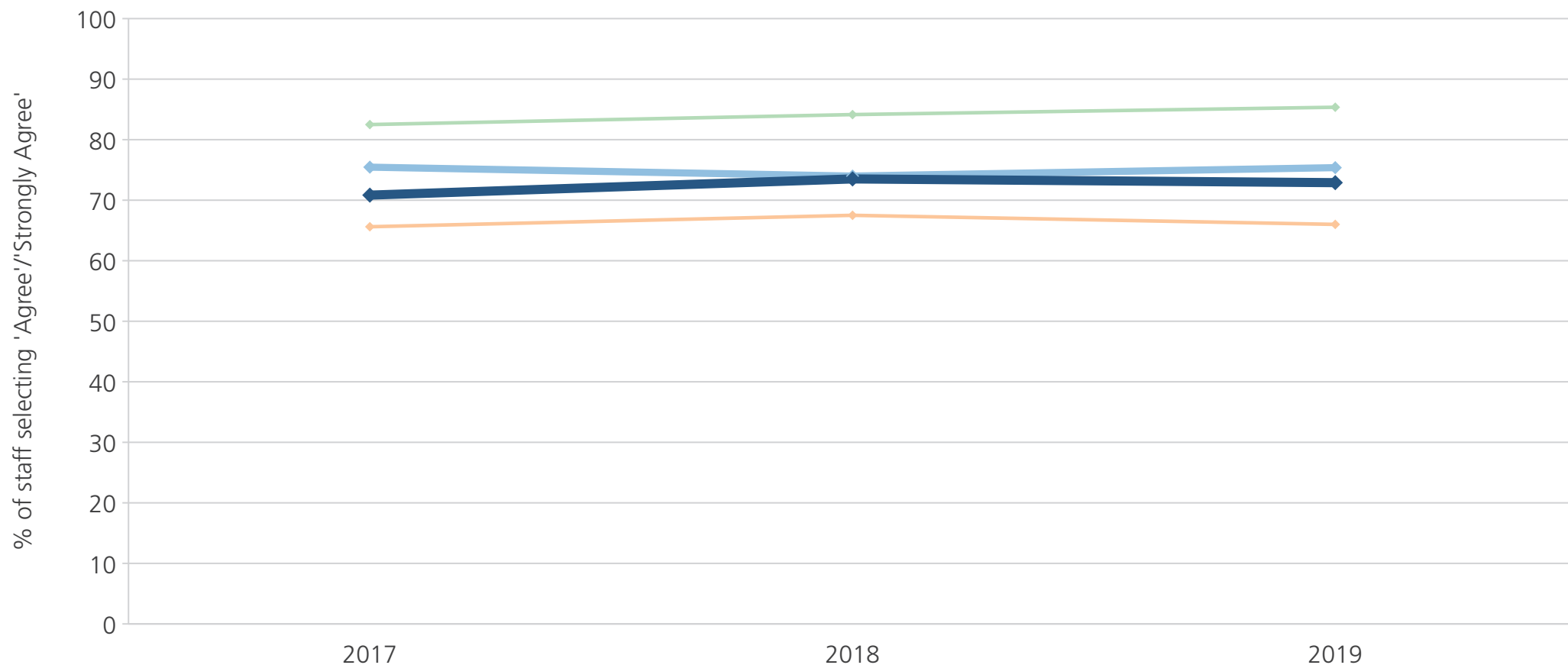
# Question results – Your organisation

Essex Partnership University NHS Foundation Trust  
2019 NHS Staff Survey Results



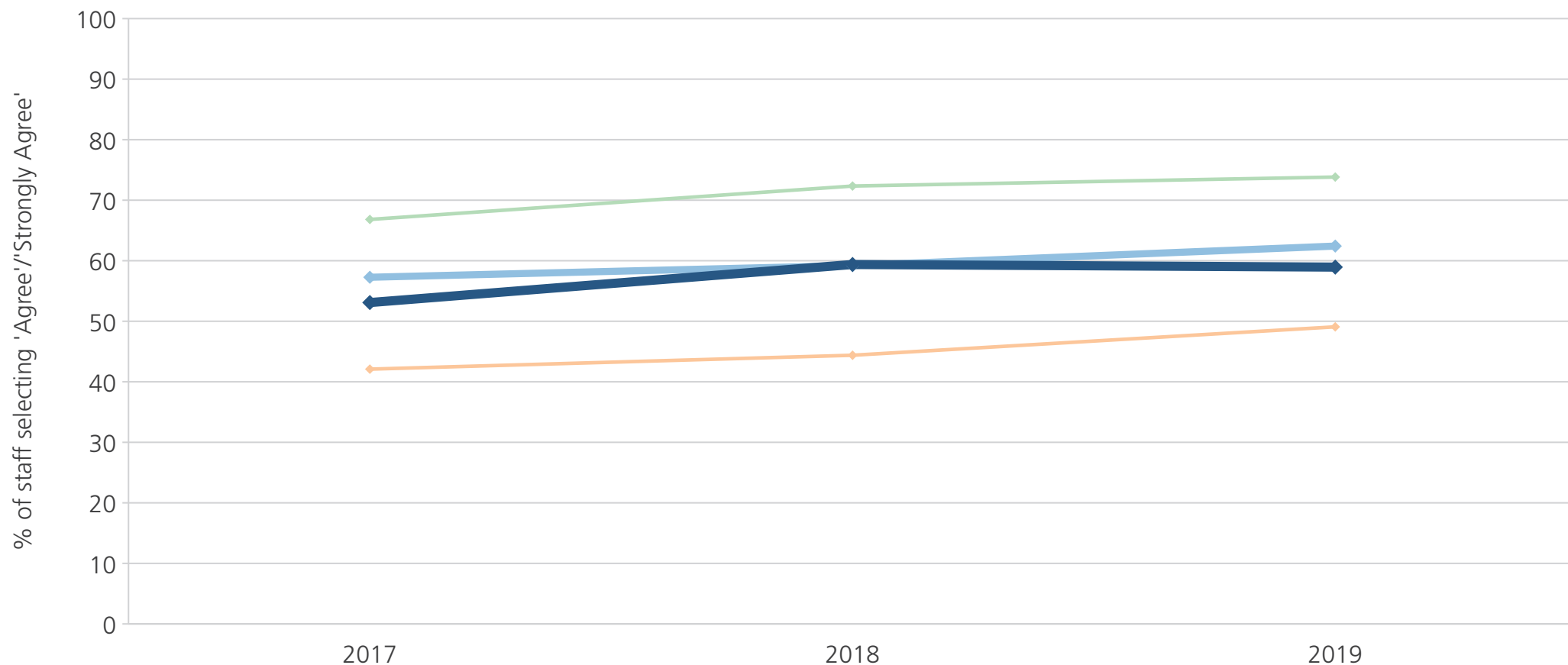
Best	82.2%	85.8%	85.3%
Your org	69.2%	72.7%	74.3%
Average	73.3%	73.6%	76.0%
Worst	61.8%	61.1%	64.8%

Responses 2,330 2,070 2,237

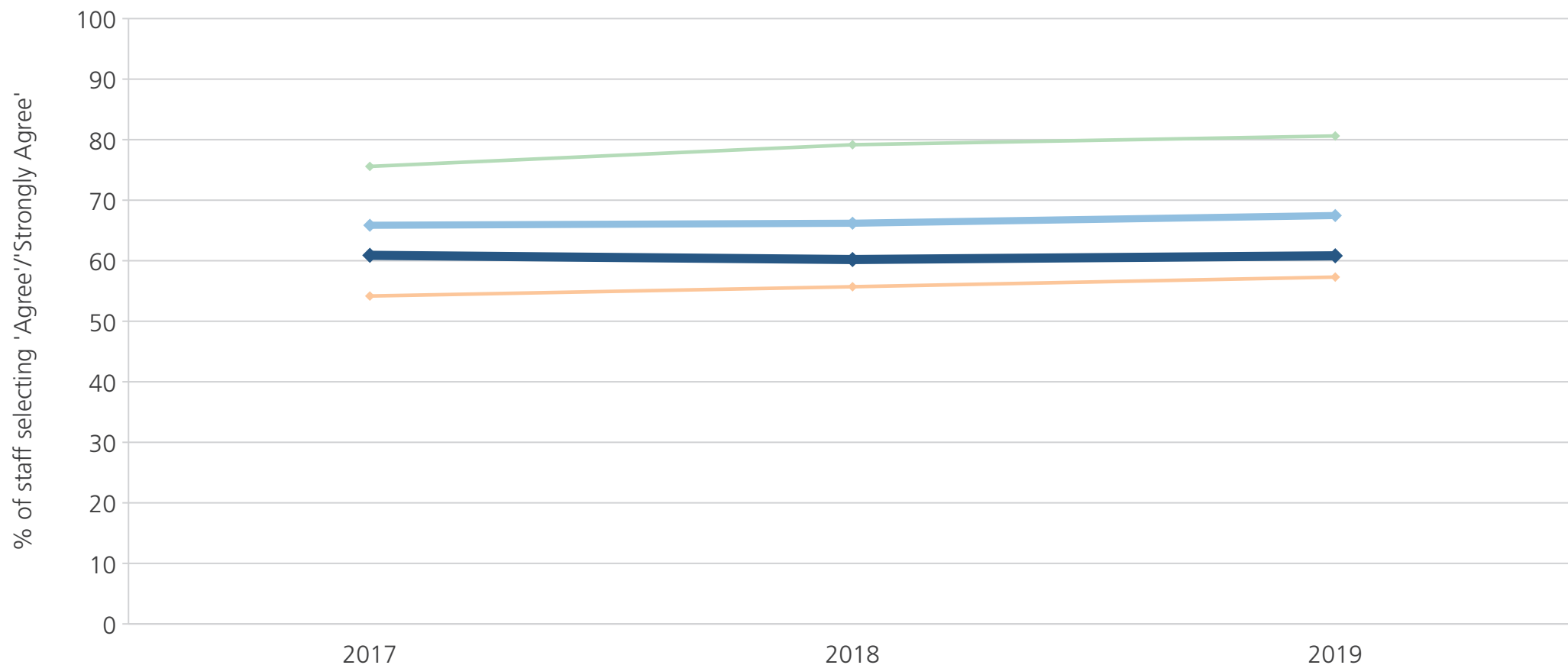


Best	82.5%	84.1%	85.4%
Your org	70.8%	73.5%	72.9%
Average	75.5%	74.0%	75.4%
Worst	65.6%	67.5%	66.0%
Responses	2,321	2,064	2,229

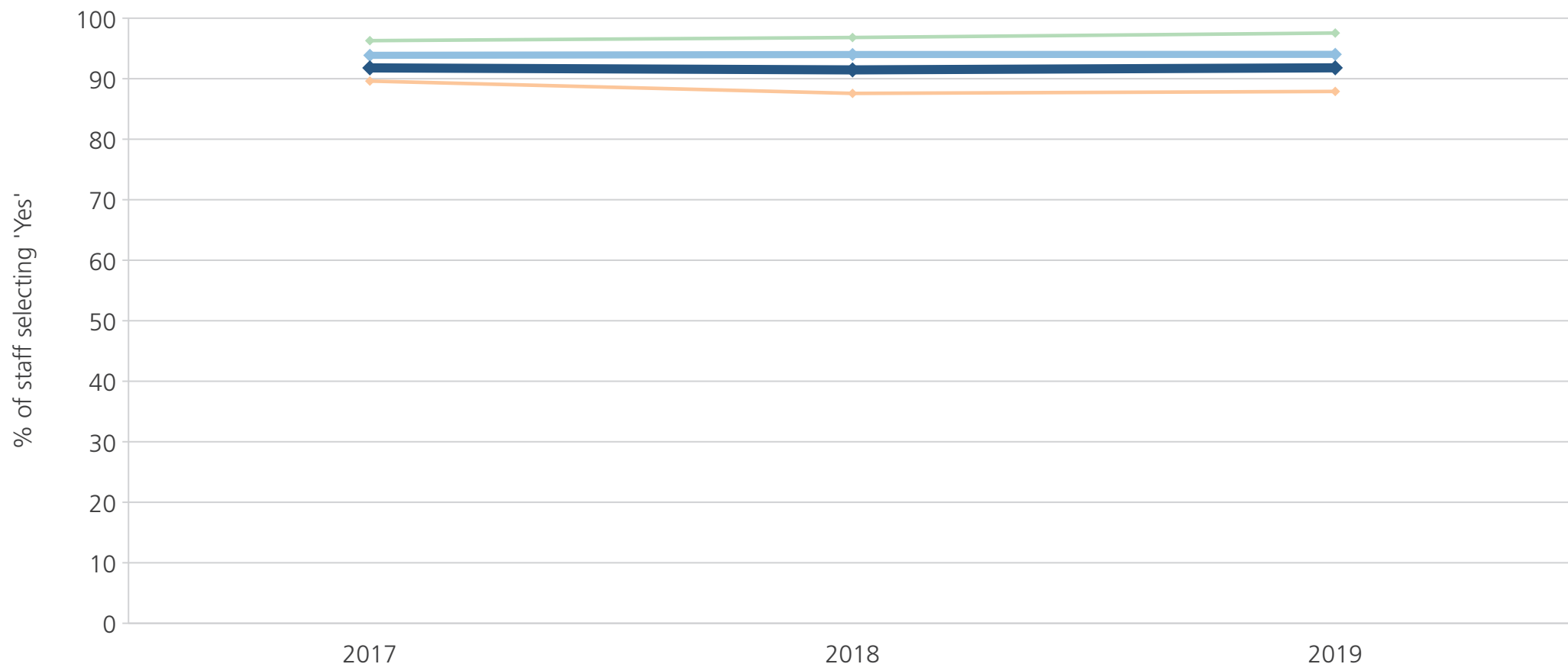




	2017	2018	2019
<b>Best</b>	66.8%	72.3%	73.8%
<b>Your org</b>	53.1%	59.4%	58.9%
<b>Average</b>	57.3%	59.2%	62.4%
<b>Worst</b>	42.1%	44.4%	49.1%
<b>Responses</b>	2,323	2,063	2,232



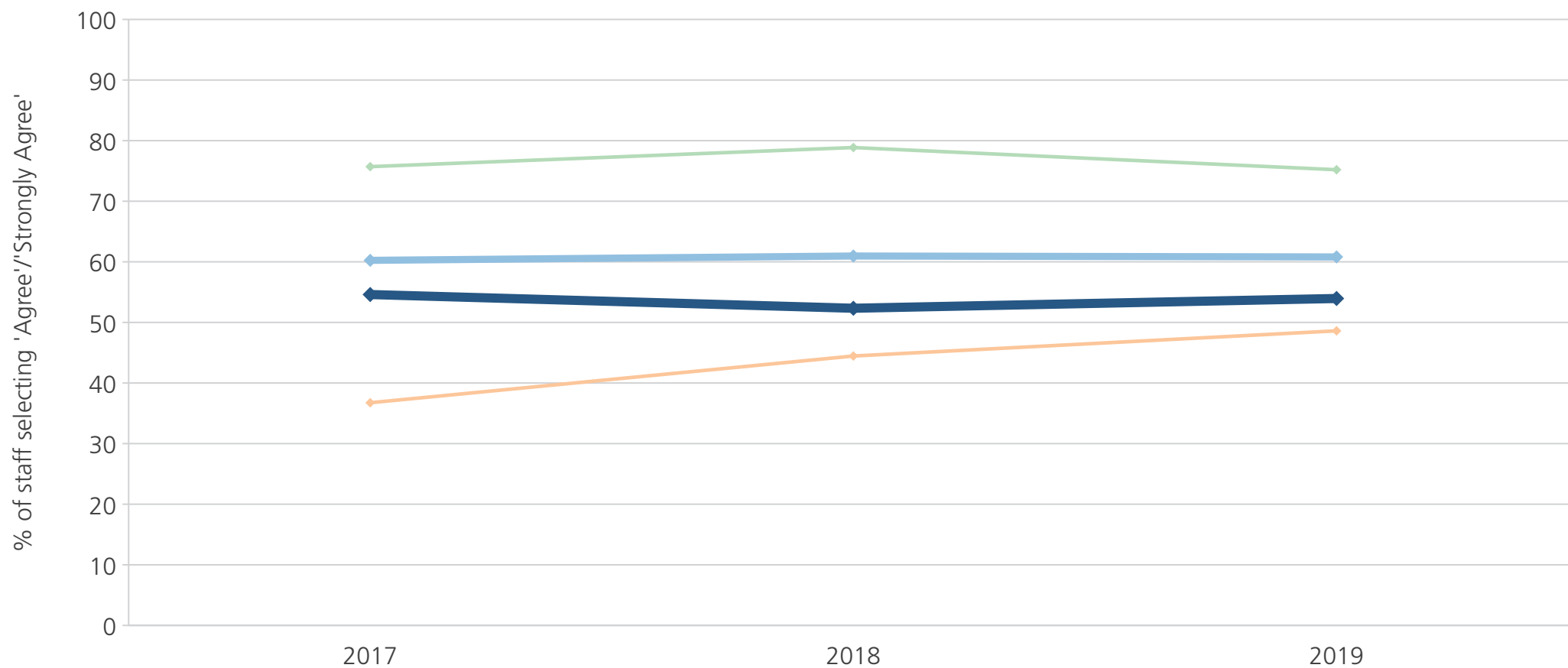
	2017	2018	2019
<b>Best</b>	75.6%	79.2%	80.6%
<b>Your org</b>	60.9%	60.2%	60.8%
<b>Average</b>	65.9%	66.2%	67.5%
<b>Worst</b>	54.2%	55.7%	57.3%
<b>Responses</b>	2,326	2,056	2,230



Best	96.3%	96.8%	97.5%
Your org	91.8%	91.5%	91.8%
Average	93.9%	94.0%	94.0%
Worst	89.6%	87.6%	87.9%

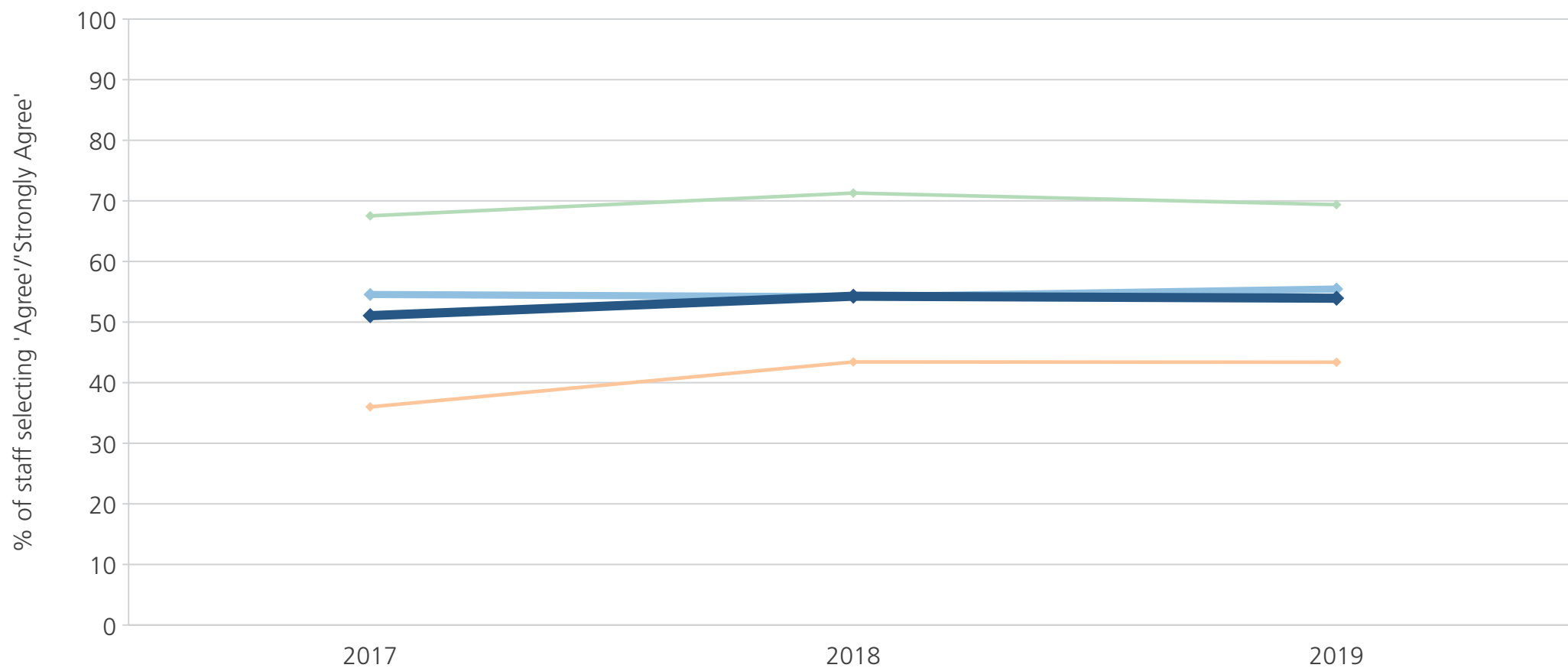
Responses	1,622	1,353	1,473
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This question was only answered by staff who selected 'Yes' on q22a.

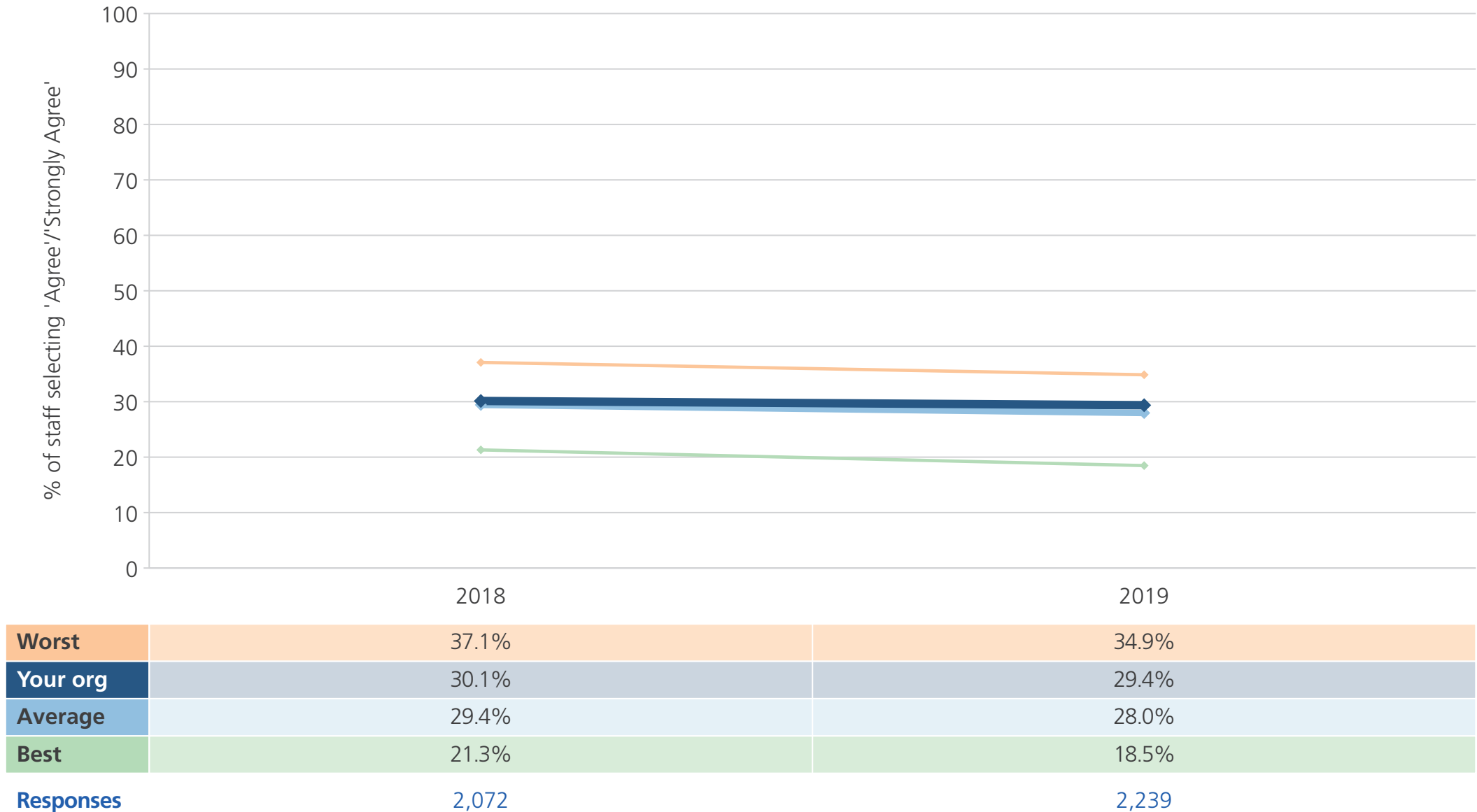


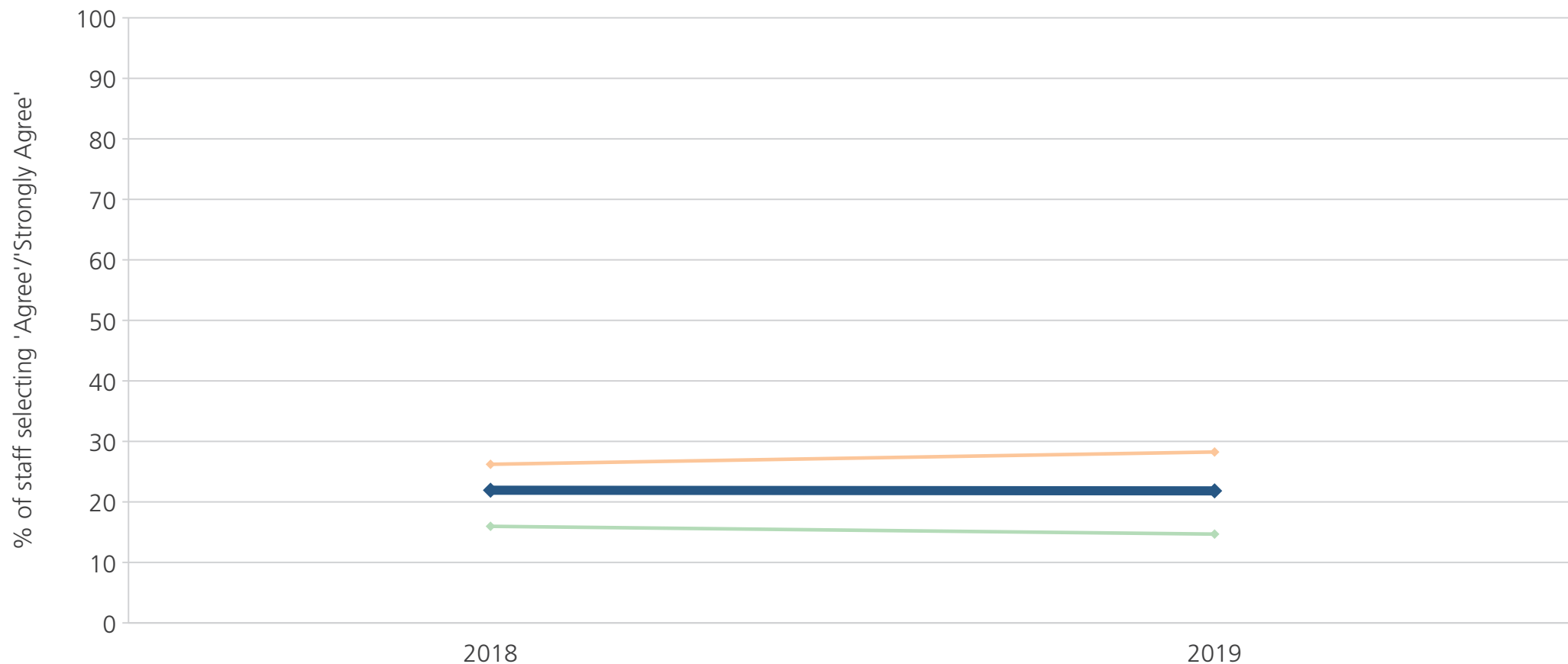
Best	75.7%	78.9%	75.2%
Your org	54.6%	52.3%	53.9%
Average	60.2%	61.0%	60.8%
Worst	36.7%	44.5%	48.6%
Responses	1,423	1,177	1,287

This question was only answered by staff who selected 'Yes' on q22a.



Best	67.5%	71.3%	69.4%
Your org	51.1%	54.3%	53.9%
Average	54.6%	54.2%	55.5%
Worst	36.0%	43.4%	43.4%
Responses	1,306	1,061	1,188



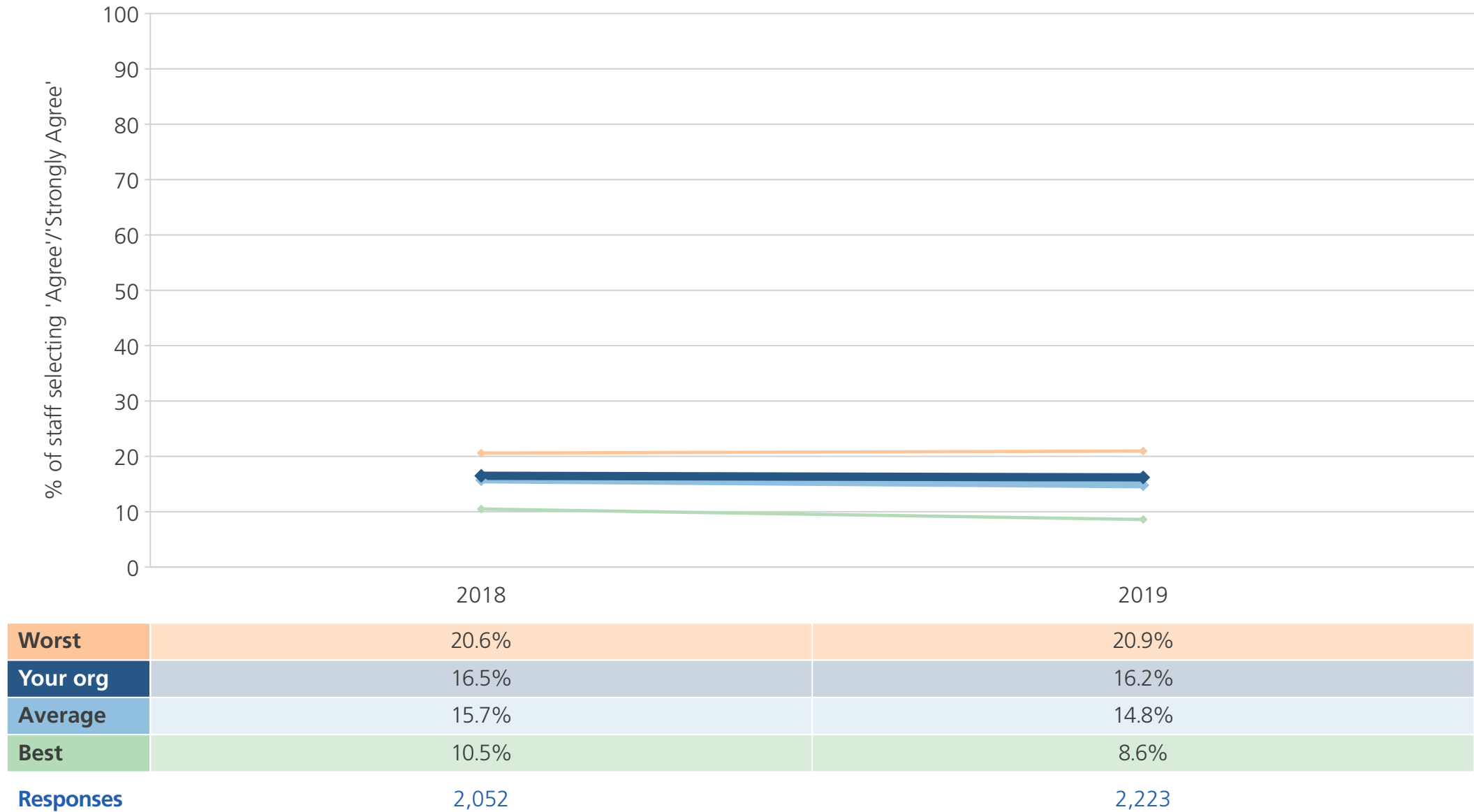


	2018	2019
Worst	26.2%	28.2%
Your org	21.9%	21.8%
Average	21.9%	21.9%
Best	16.0%	14.7%

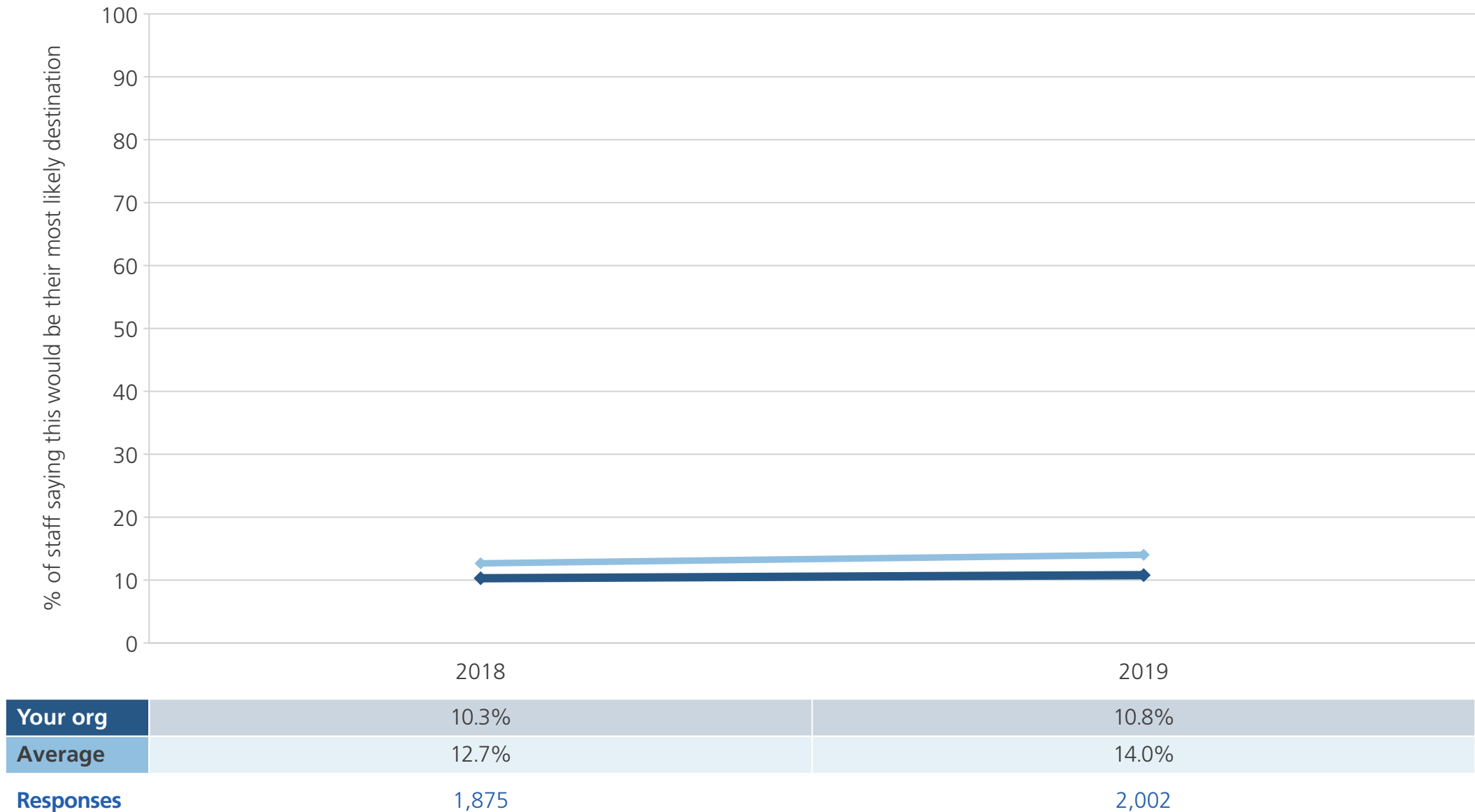
Responses

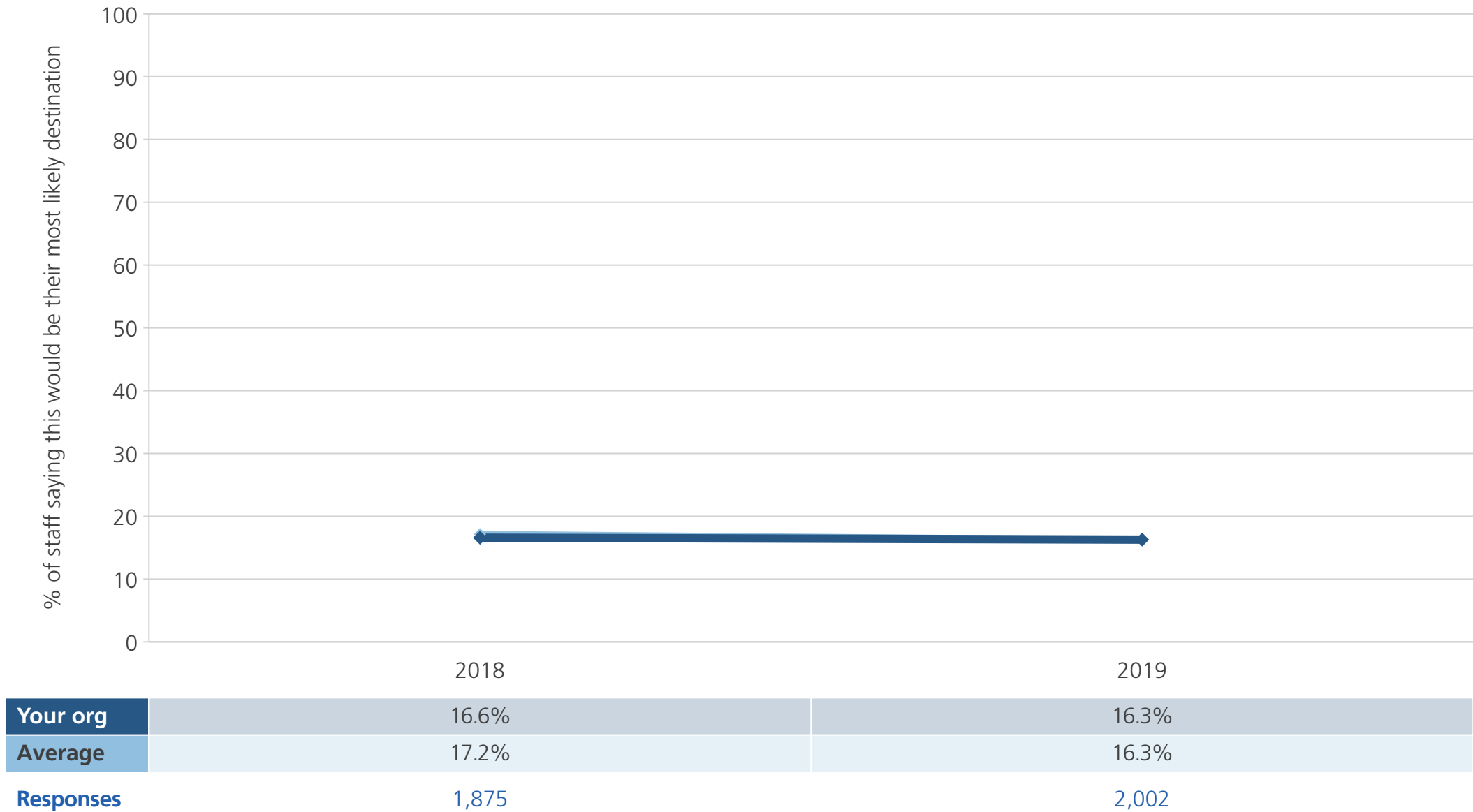
2,065

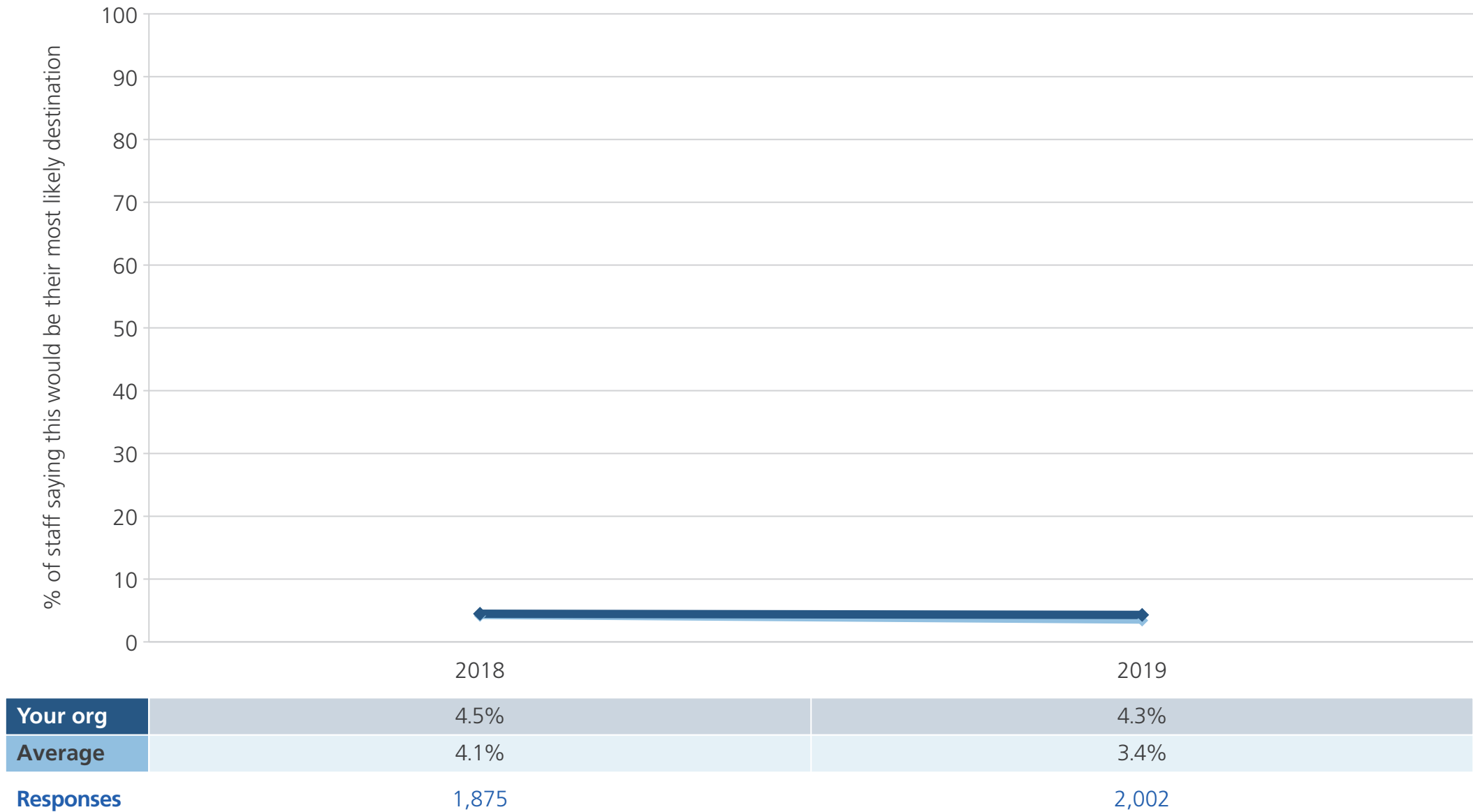
2,230

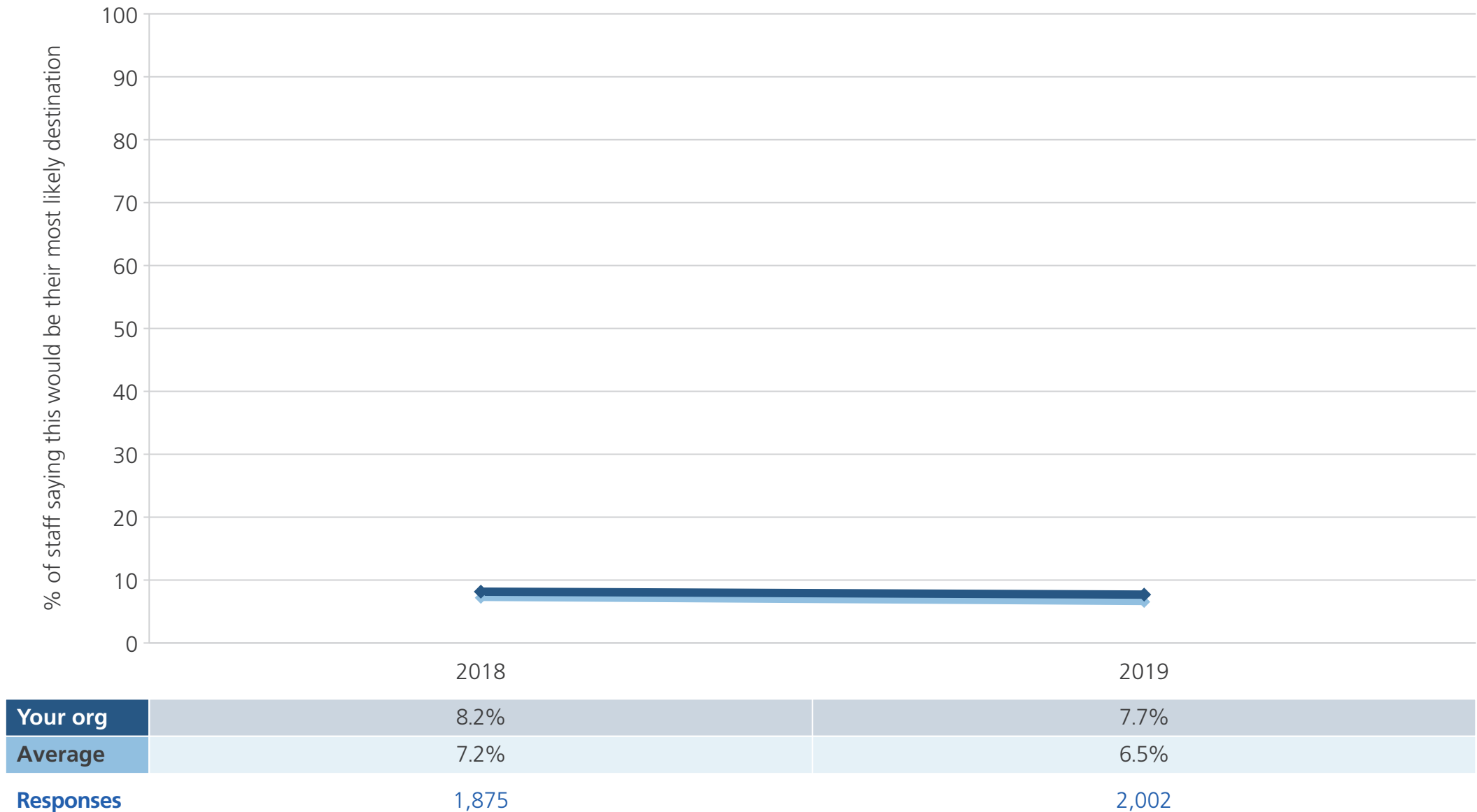


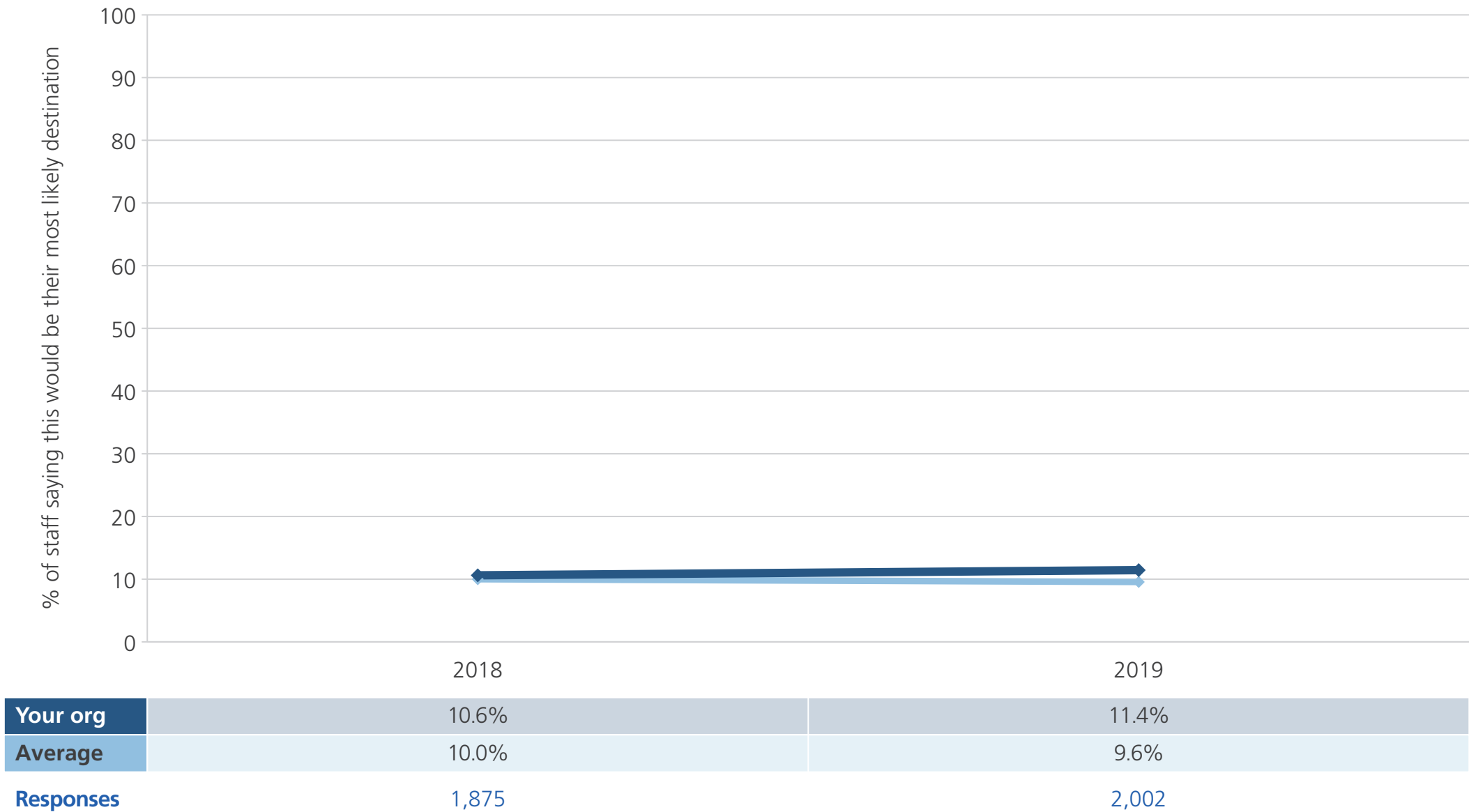


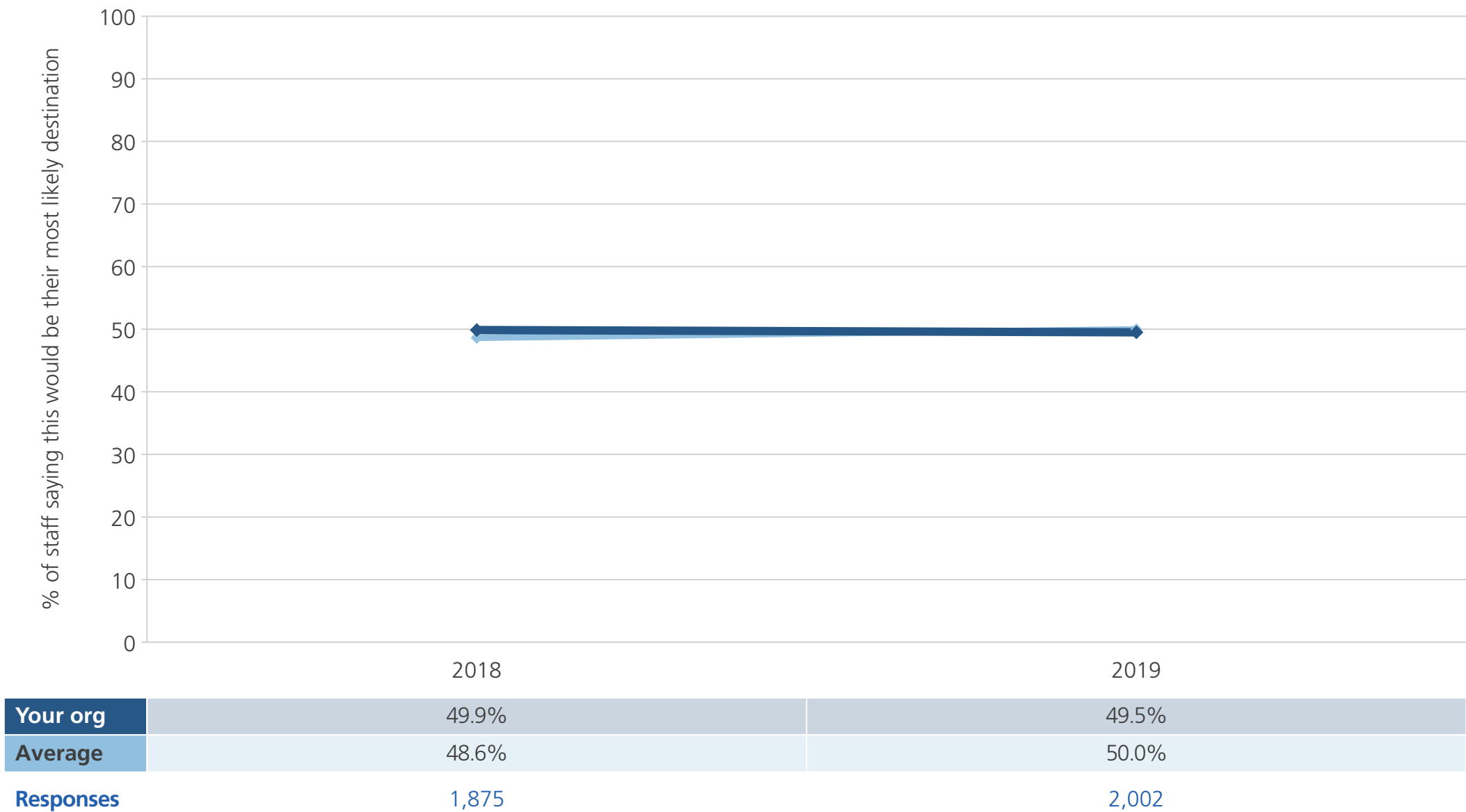






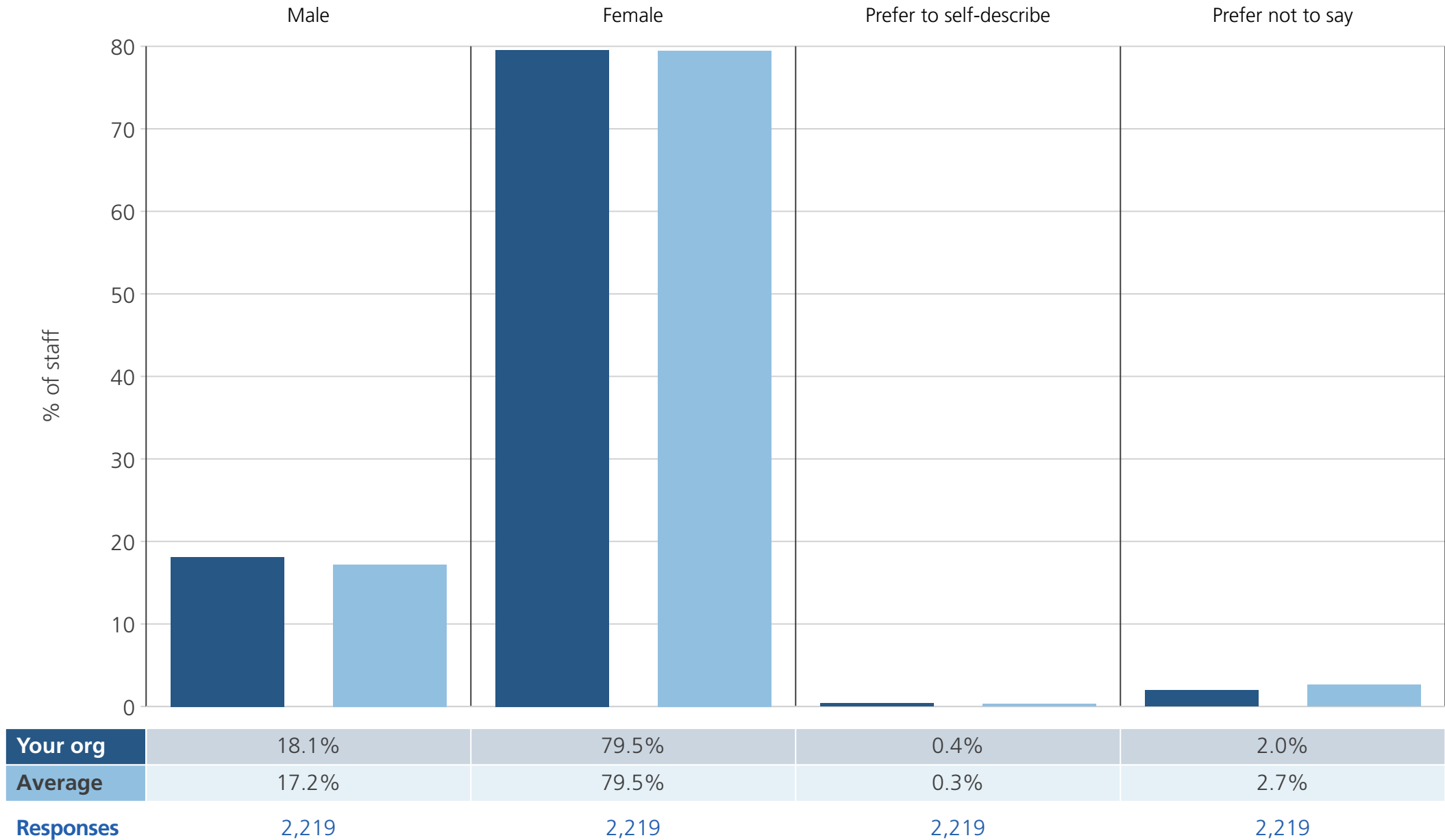




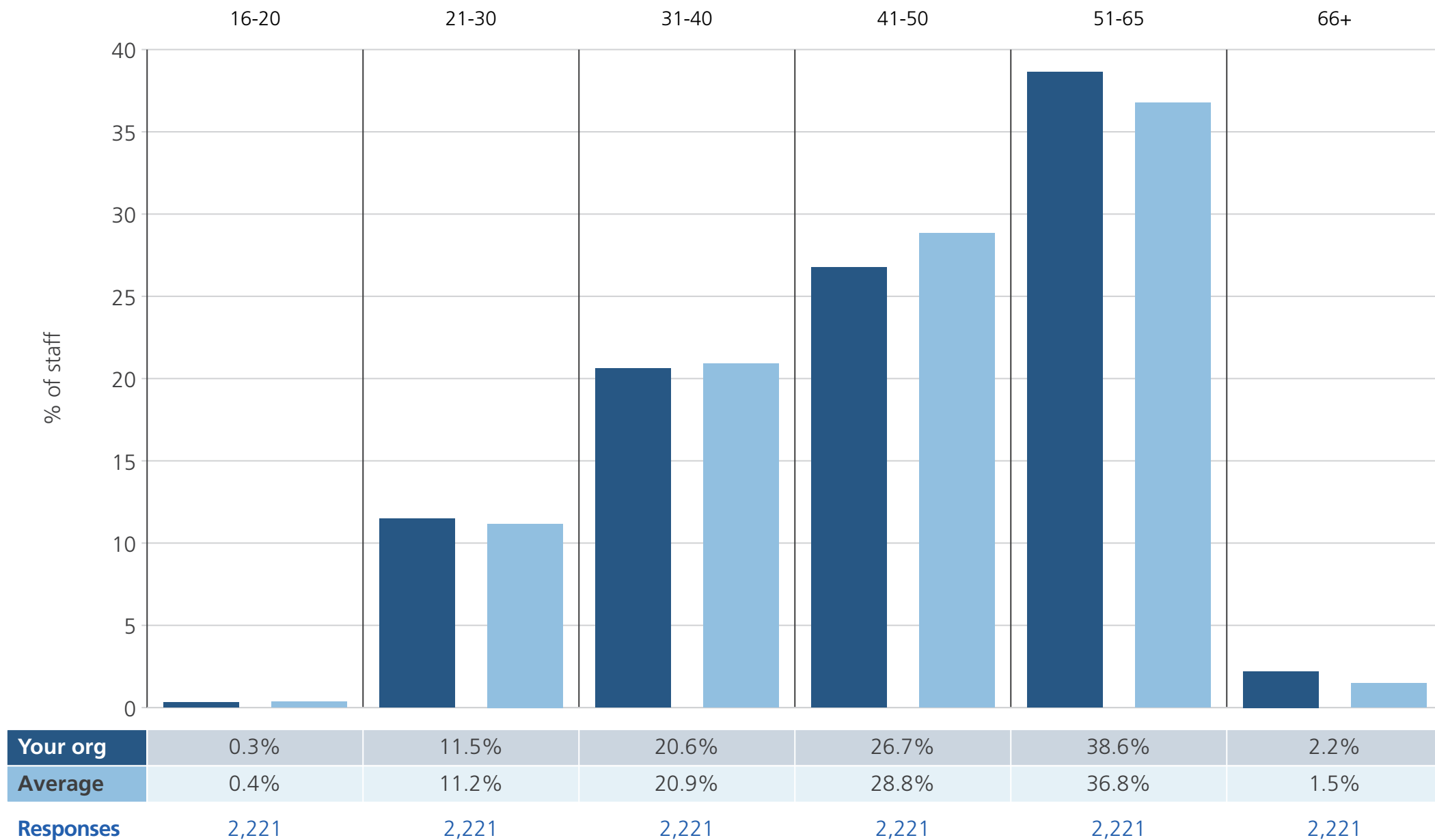


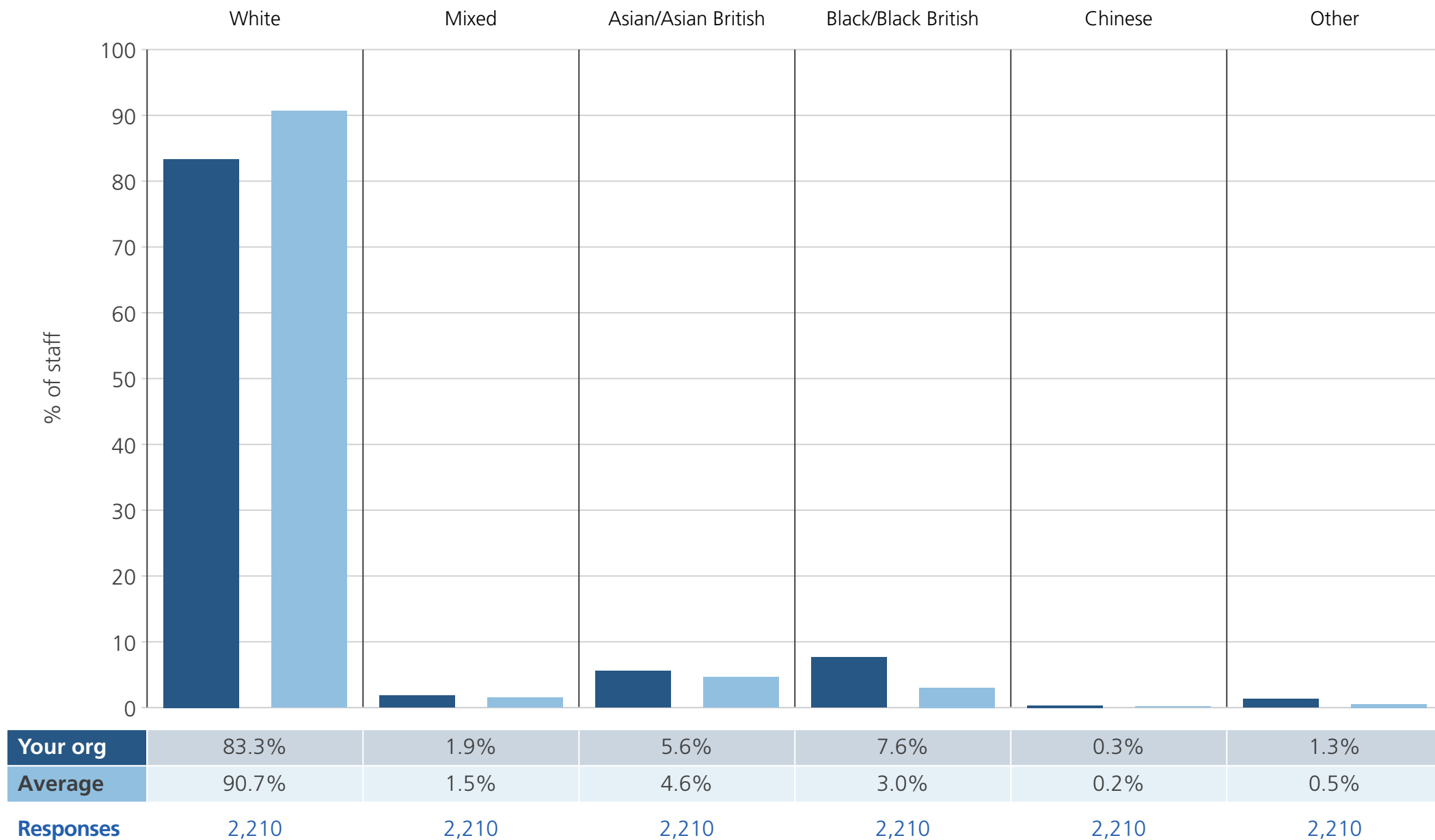
# Question results – Background details

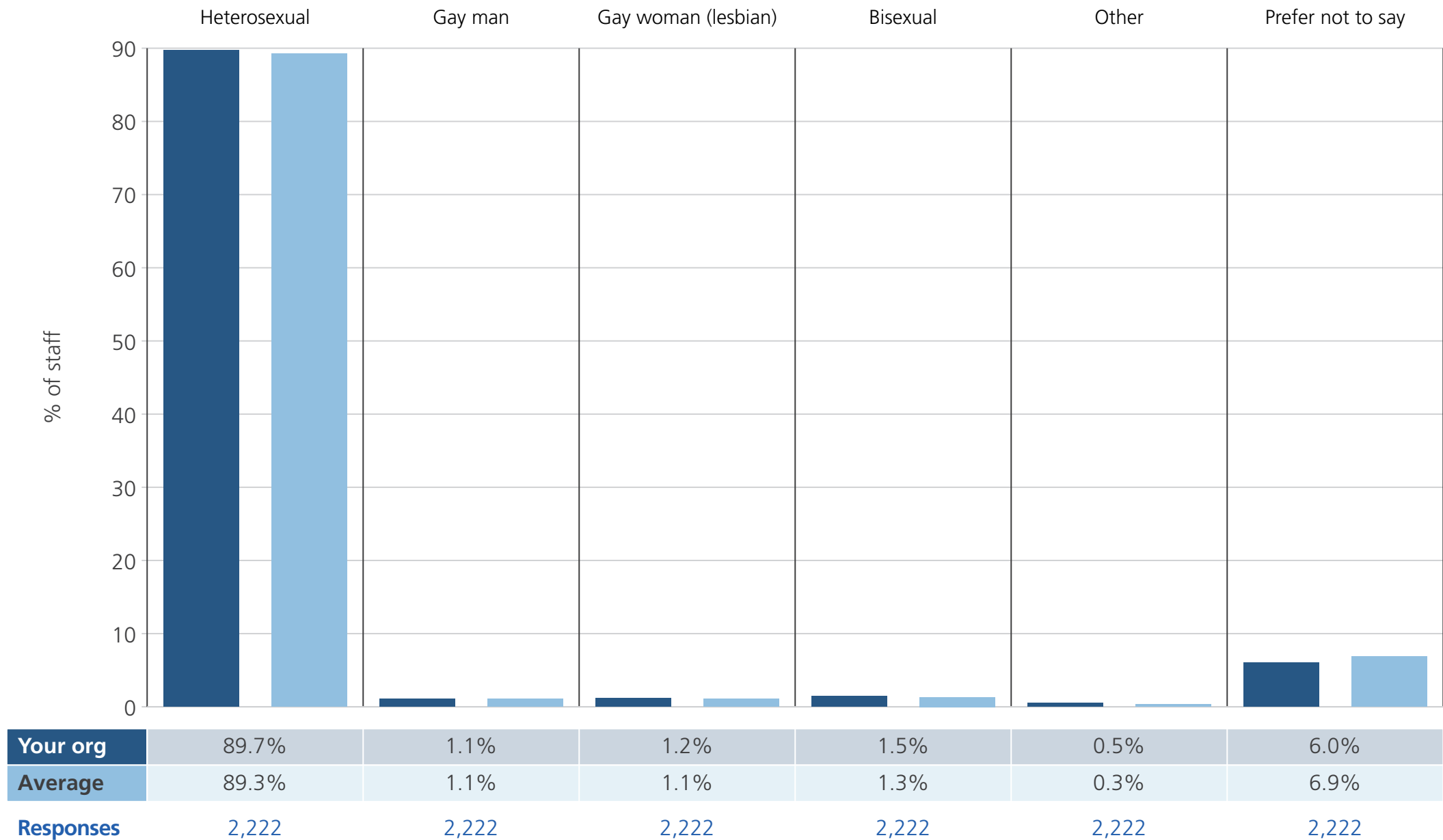
Essex Partnership University NHS Foundation Trust  
2019 NHS Staff Survey Results

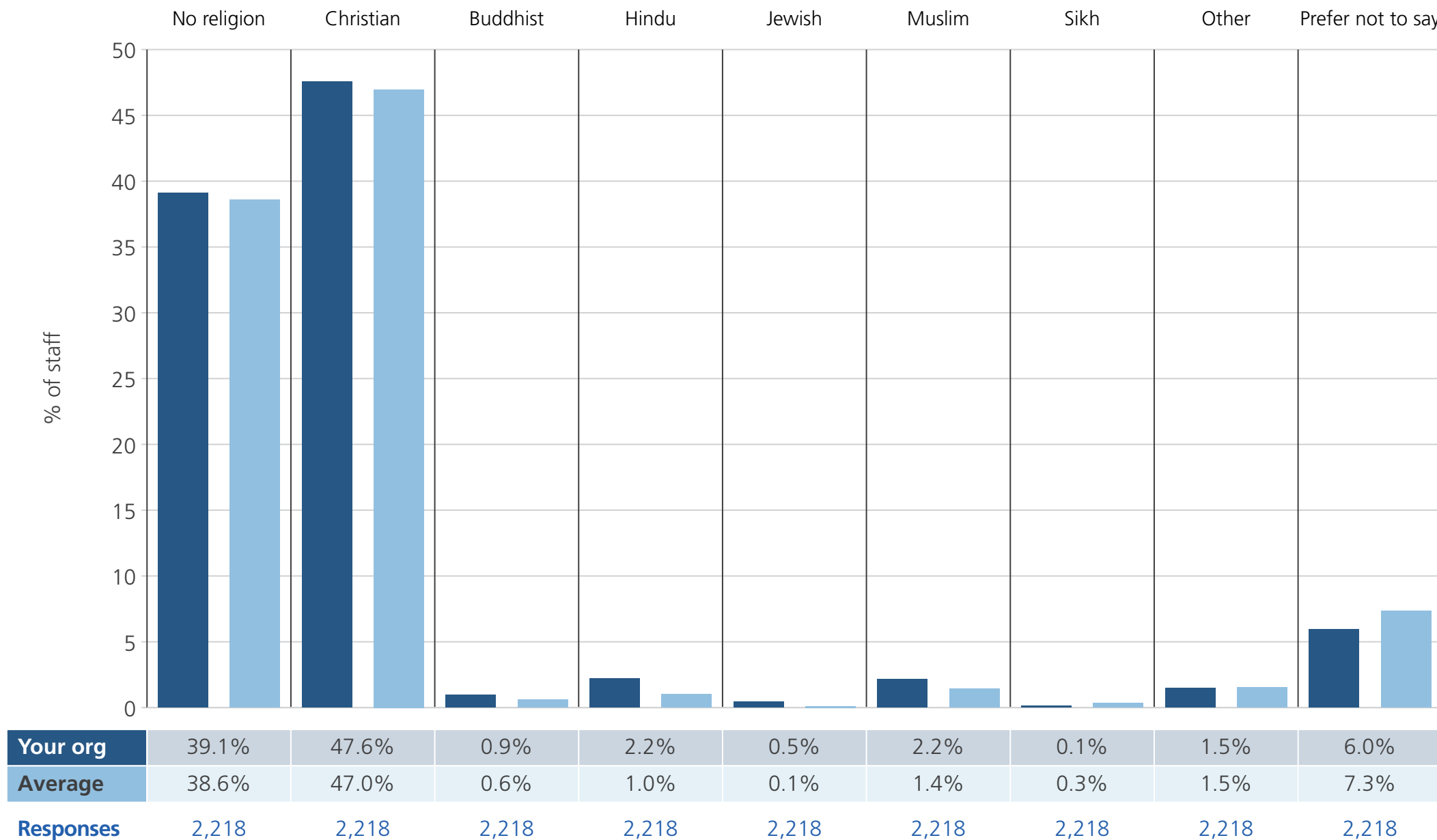






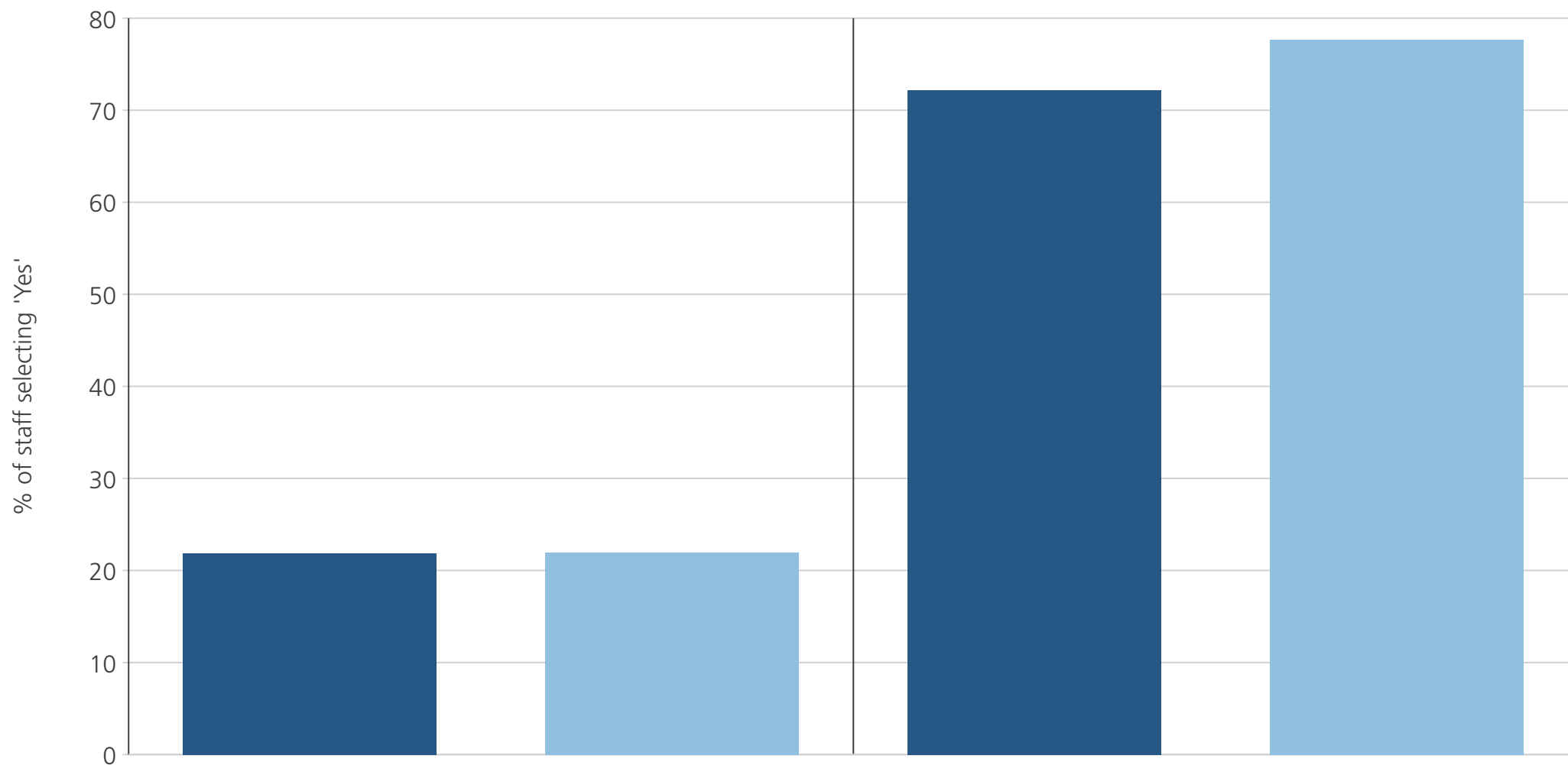






Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?

Has your employer made adequate adjustment(s) to enable you to carry out your work?

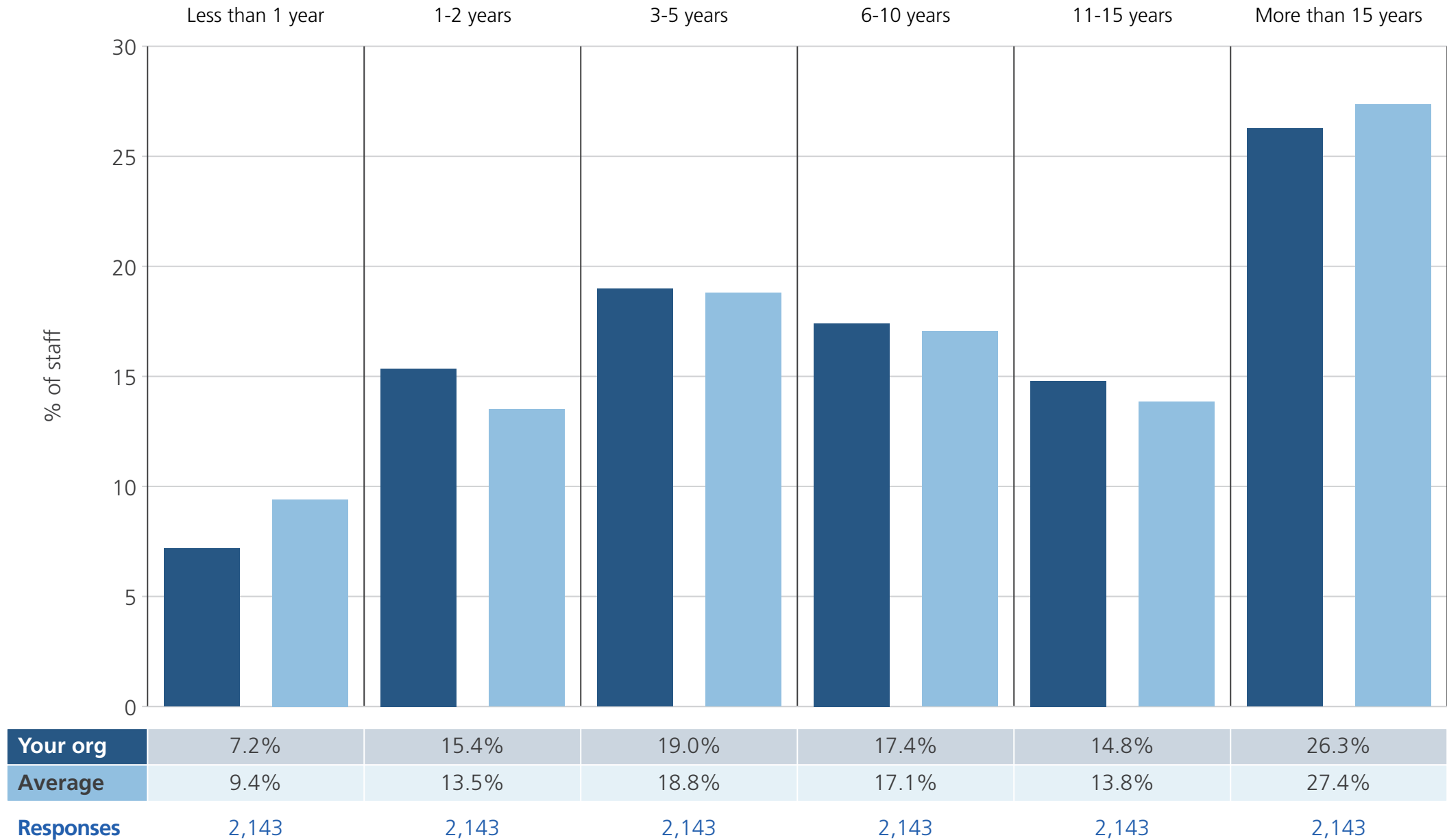


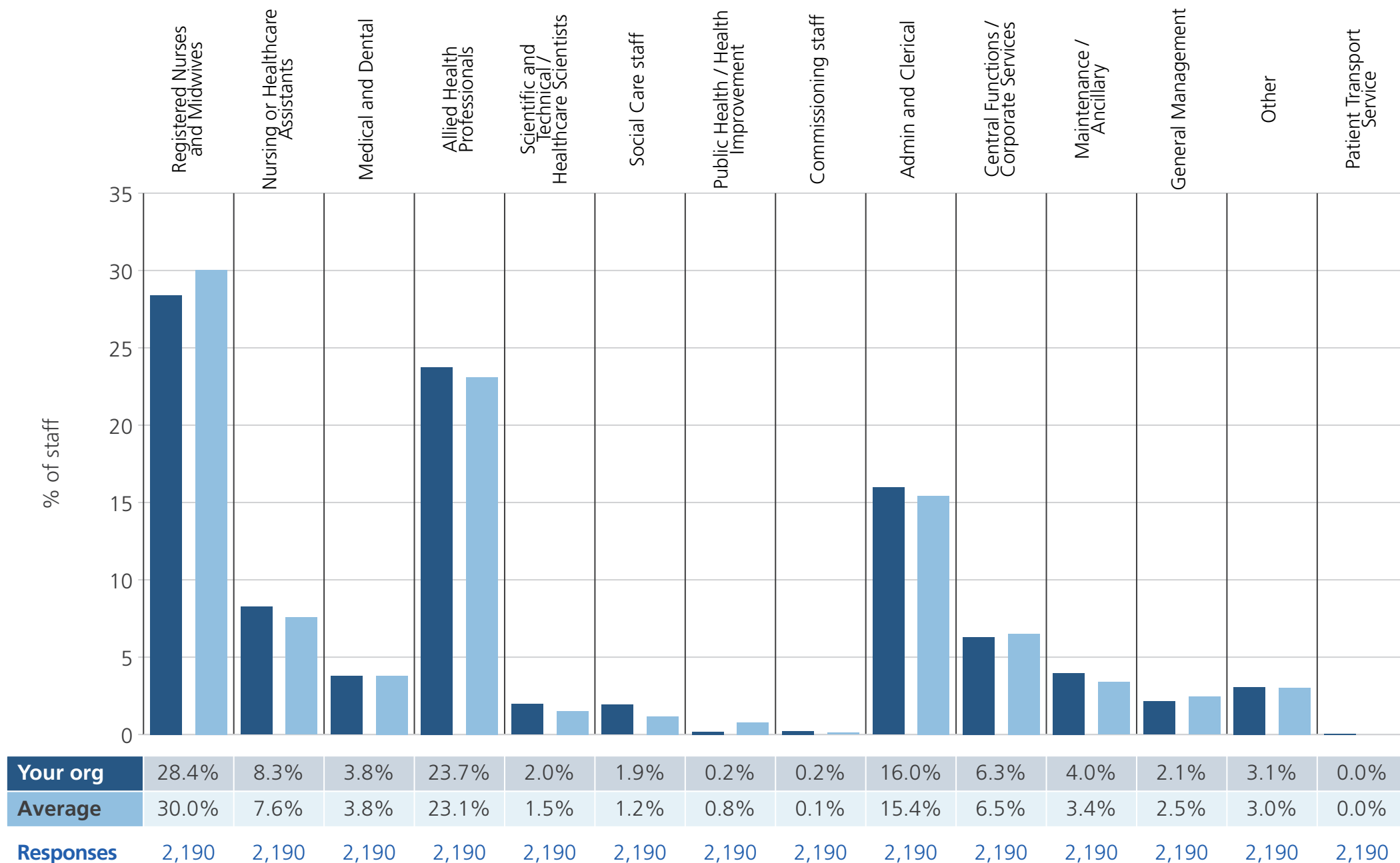
Your org	21.9%	72.2%
Average	22.0%	77.7%

Responses

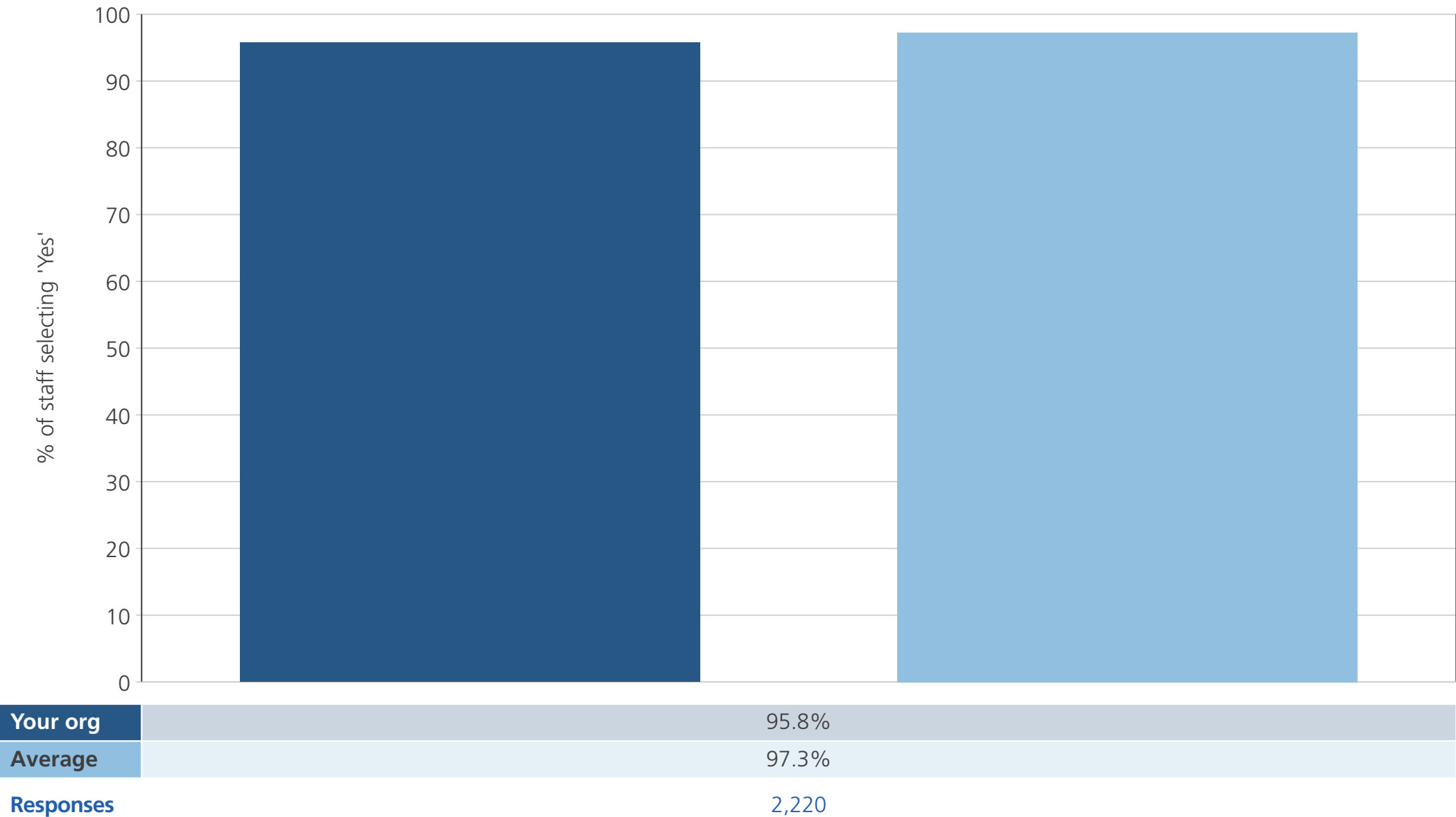
2,222

313

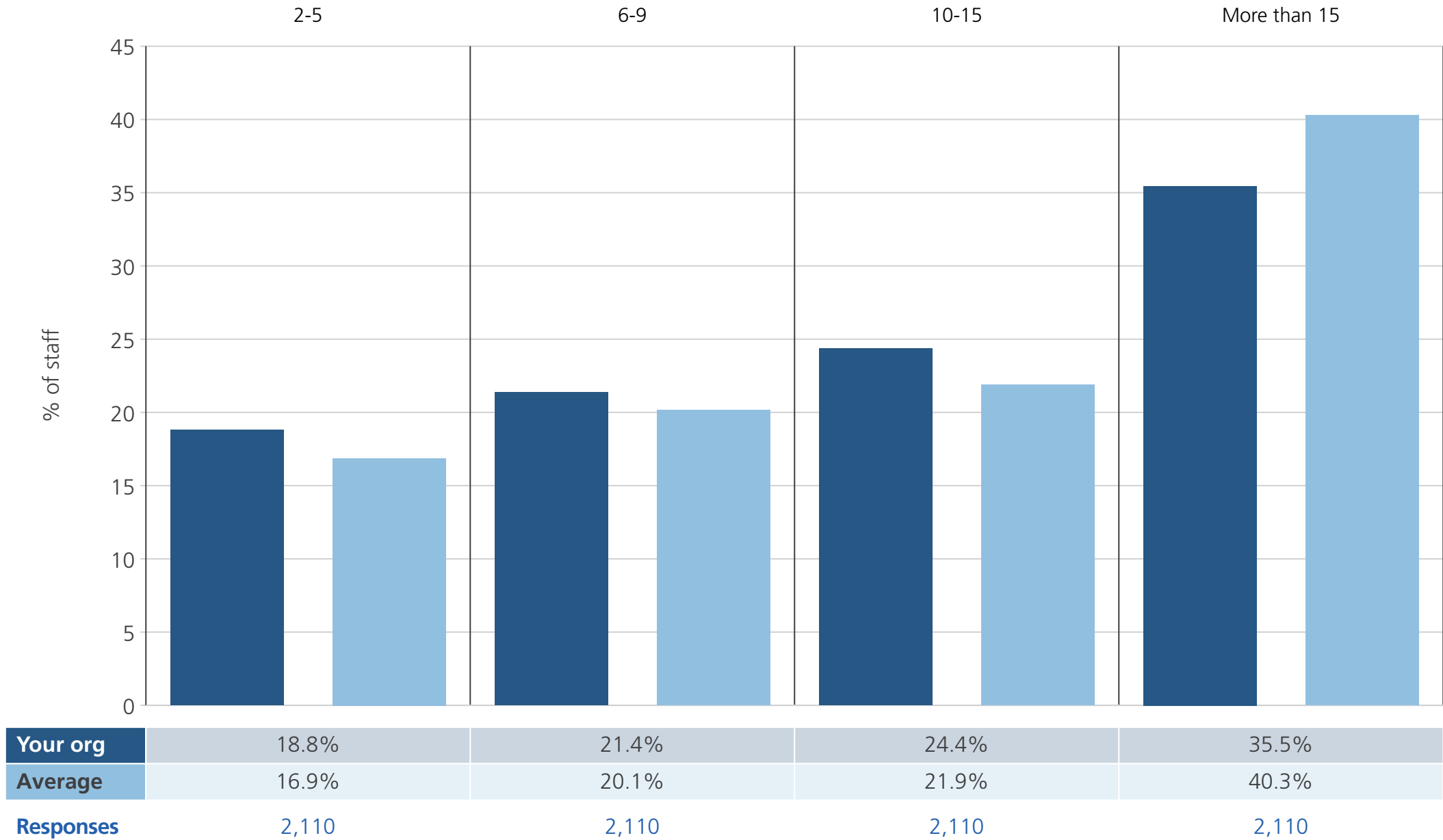




Do you work in a team?







# Workforce Equality Standards

Essex Partnership University NHS Foundation Trust  
2019 NHS Staff Survey Results

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.

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)

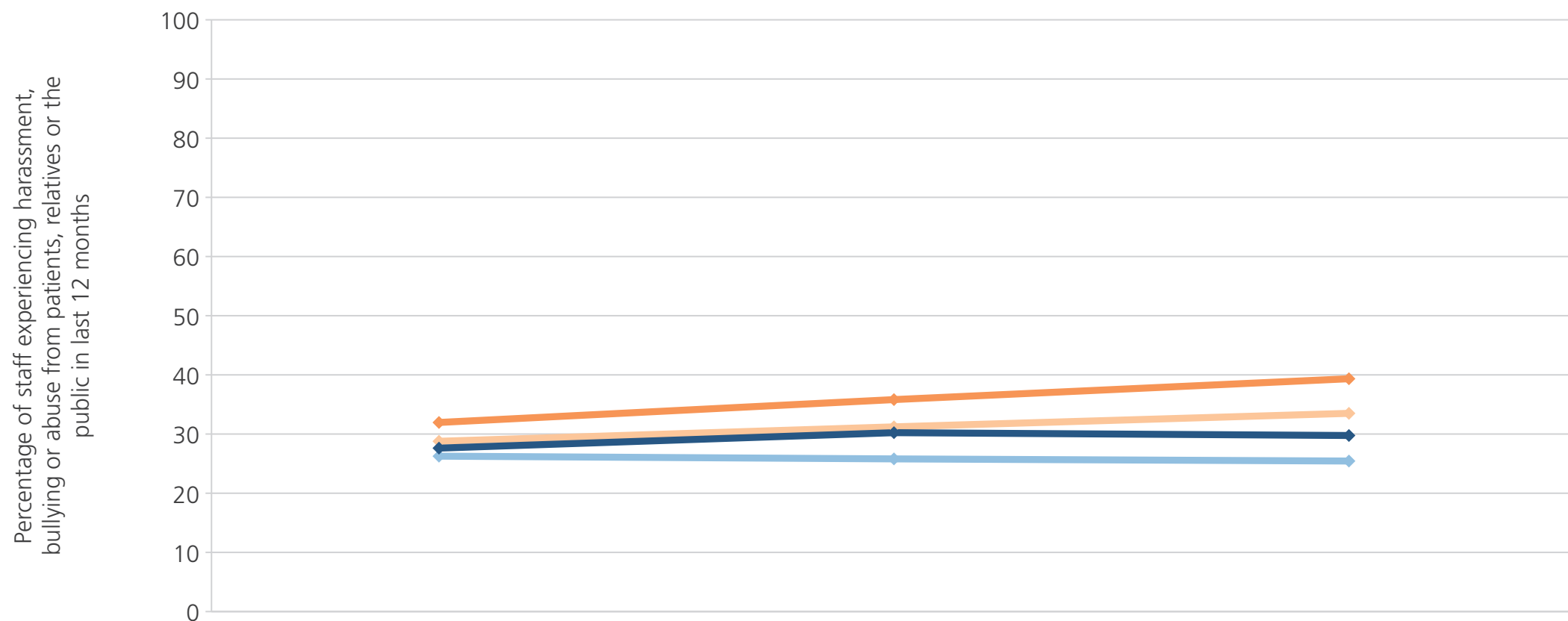
- This contains data for each organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2017, 2018 and 2019 trust/CCG and benchmarking group median results for q13a, q13b&c combined, q14, and q15b split by ethnicity (by white / BME 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 and 2019 trust/CCG and benchmarking group median results for q5f, q11e, q13, and q14 split by disabled staff compared to non-disabled staff. It also shows results for q28b (for disabled staff only), and the staff engagement score for disabled staff, compared to non-disabled staff and the overall engagement score for the organisation.

# Workforce Race Equality Standard (WRES)

Essex Partnership University NHS Foundation Trust  
2019 NHS Staff Survey Results



	2017	2018	2019
<b>White: Your org</b>	27.6%	30.2%	29.8%
<b>BME: Your org</b>	32.0%	35.8%	39.3%
<b>White: Average</b>	26.3%	25.8%	25.4%
<b>BME: Average</b>	28.8%	31.2%	33.5%

**White: Responses**

1,908

**BME: Responses**

363

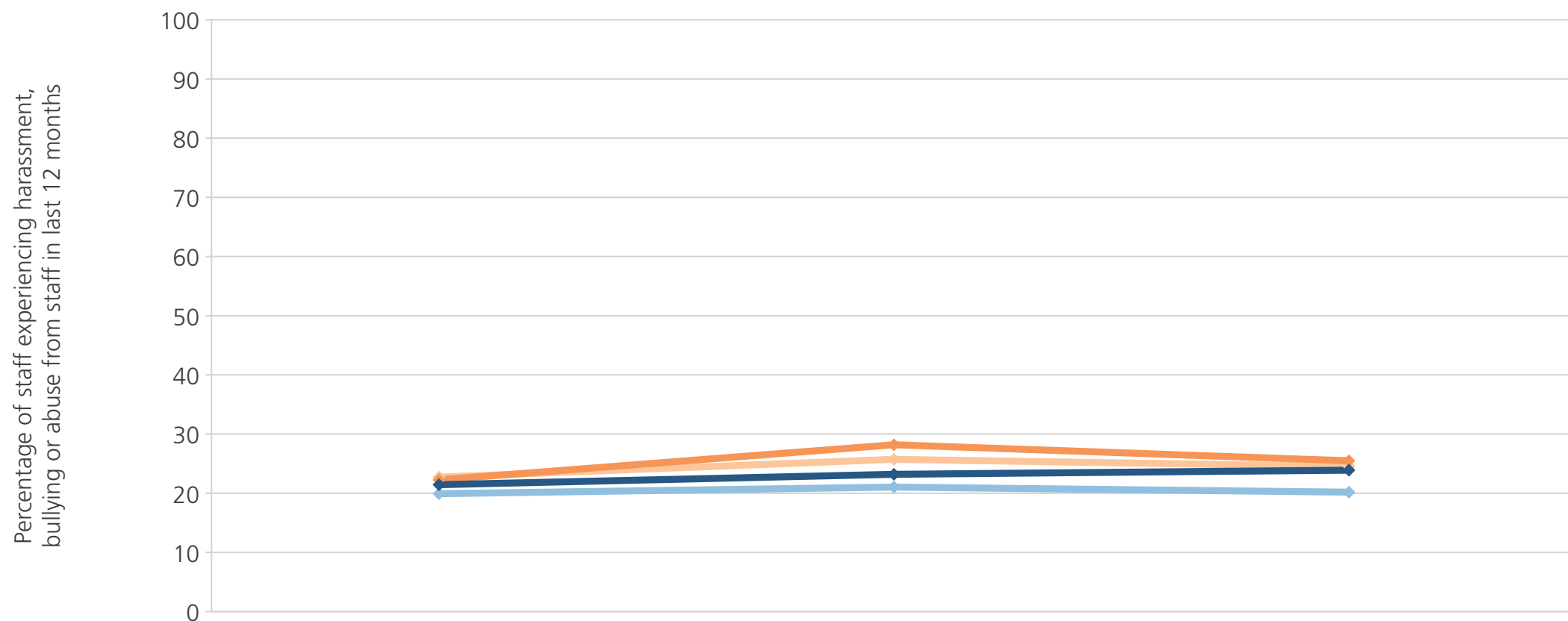
1,687

335

1,825

366

Average calculated as the median for the benchmark group



	2017	2018	2019
<b>White: Your org</b>	21.4%	23.2%	23.9%
<b>BME: Your org</b>	22.3%	28.2%	25.5%
<b>White: Average</b>	19.9%	21.0%	20.2%
<b>BME: Average</b>	22.7%	25.7%	24.5%

**White: Responses**

1,917

1,690

1,829

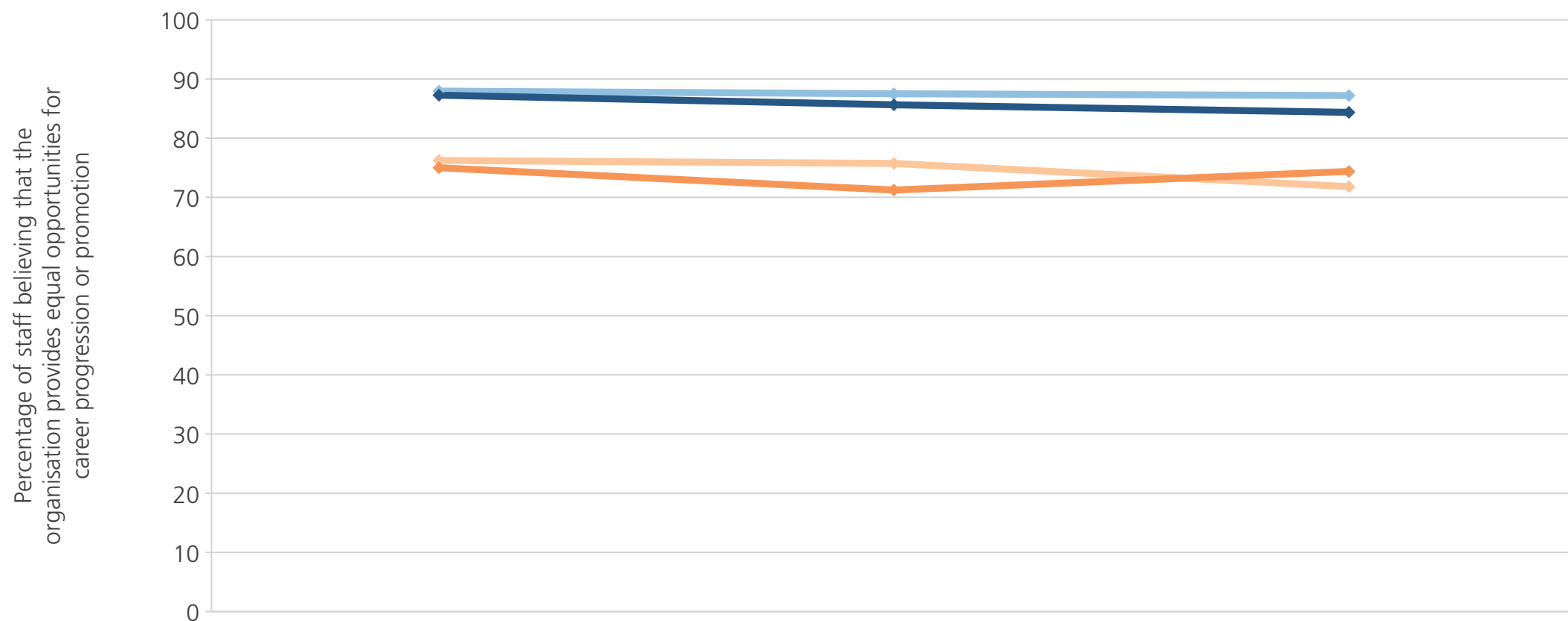
**BME: Responses**

364

337

365

Average calculated as the median for the benchmark group



	2017	2018	2019
White: Your org	87.3%	85.6%	84.4%
BME: Your org	75.0%	71.2%	74.4%
White: Average	88.0%	87.5%	87.2%
BME: Average	76.2%	75.7%	71.8%

White: Responses

1,303

BME: Responses

224

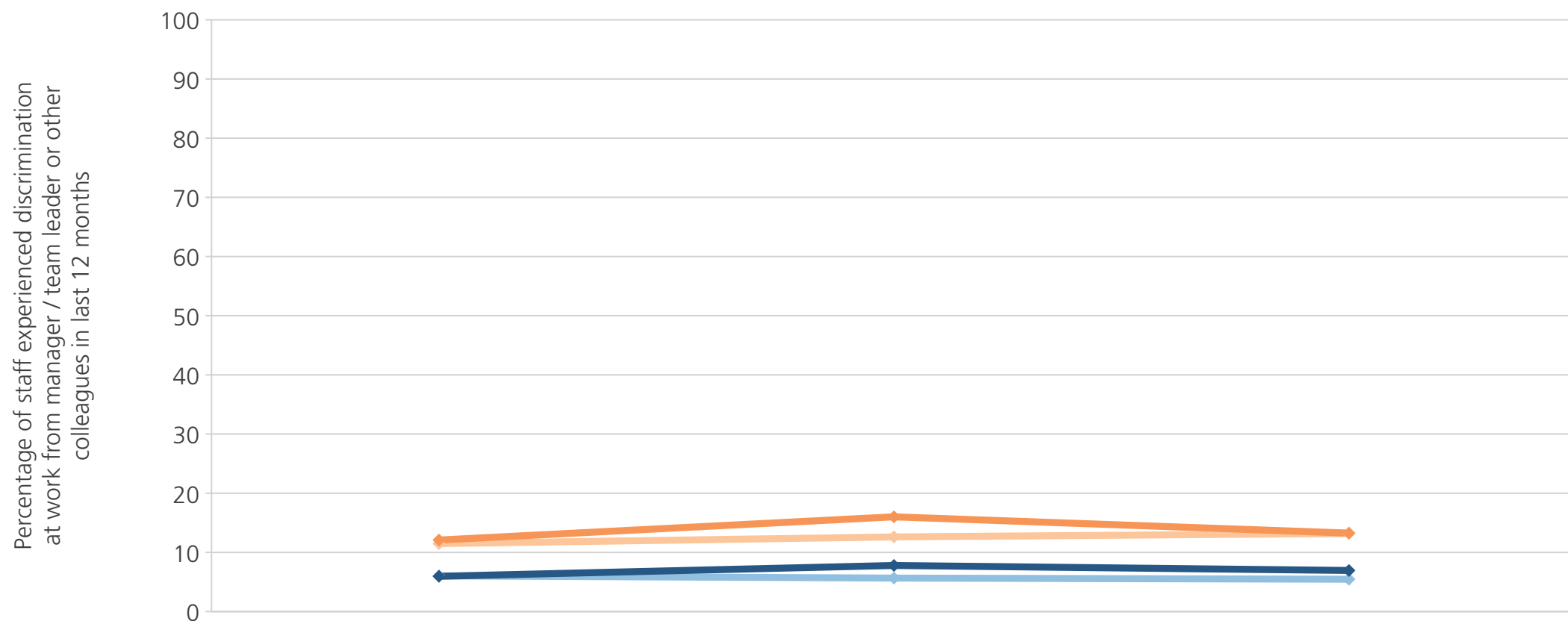
1,142

212

1,234

242

Average calculated as the median for the benchmark group



White: Your org	6.0%	7.8%	6.9%
BME: Your org	12.1%	16.0%	13.3%
White: Average	6.0%	5.7%	5.5%
BME: Average	11.5%	12.6%	13.2%

White: Responses

1,913

1,669

1,814

BME: Responses

364

331

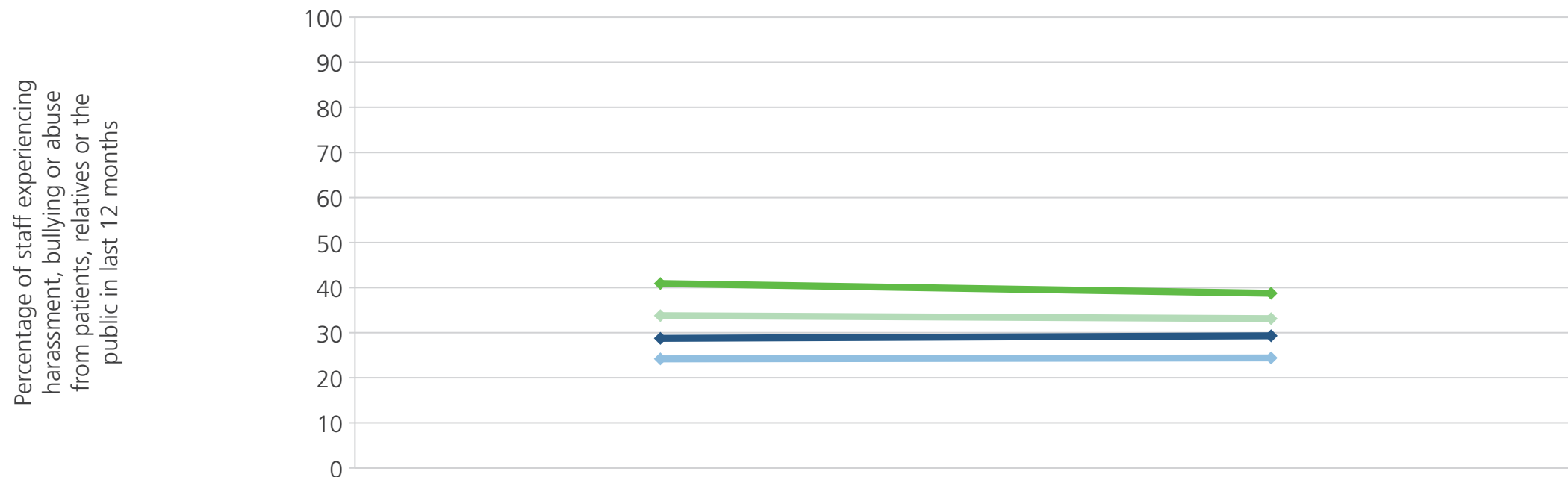
362

Average calculated as the median for the benchmark group



# Workforce Disability Equality Standard (WDES)

Essex Partnership University NHS Foundation Trust  
2019 NHS Staff Survey Results



	2018	2019
<b>Disabled staff: Your org</b>	40.9%	38.8%
<b>Non-disabled staff: Your org</b>	28.7%	29.3%
<b>Disabled staff: Average</b>	33.8%	33.1%
<b>Non-disabled staff: Average</b>	24.2%	24.4%

**Disabled staff: Responses**

418

480

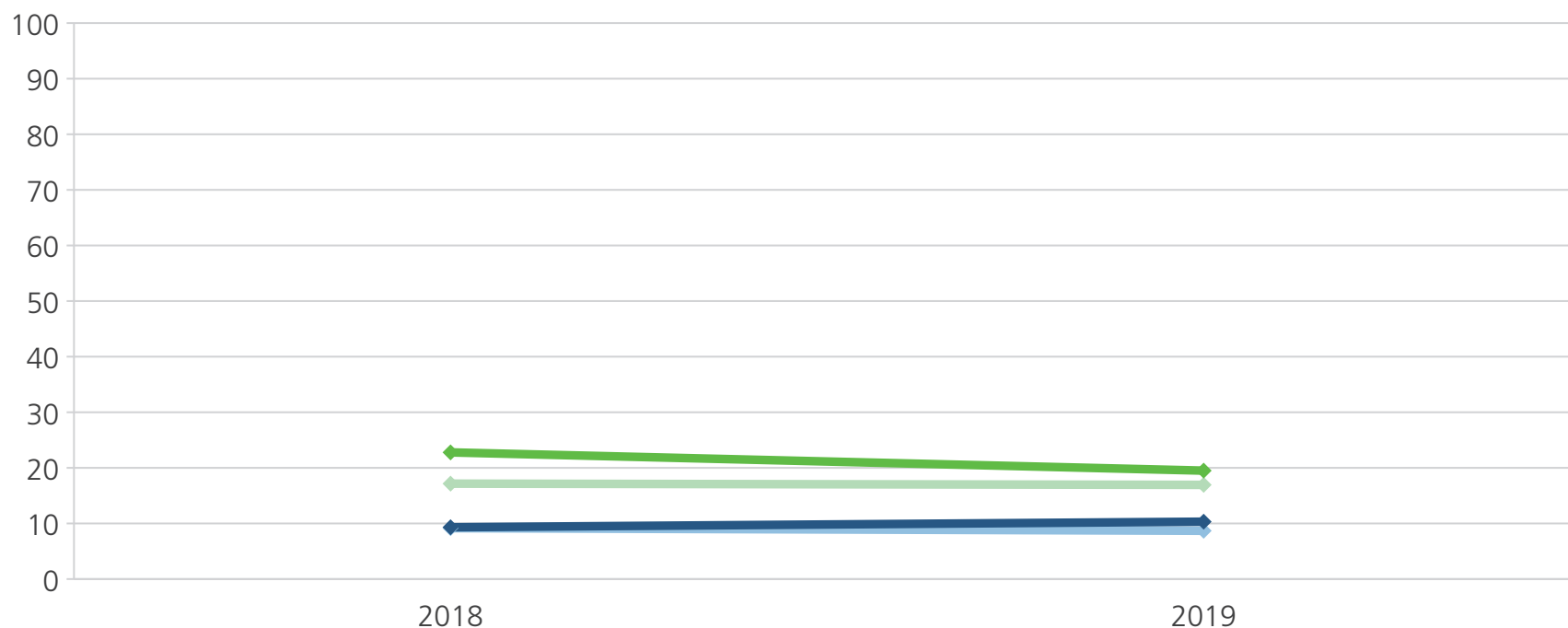
**Non-disabled staff: Responses**

1,621

1,723

Average calculated as the median for the benchmark group

Percentage of staff experiencing  
harassment, bullying or abuse  
from manager in last 12 months



Disabled staff: Your org	22.8%	19.5%
Non-disabled staff: Your org	9.3%	10.3%
Disabled staff: Average	17.2%	16.9%
Non-disabled staff: Average	9.2%	8.7%

Disabled staff: Responses

417

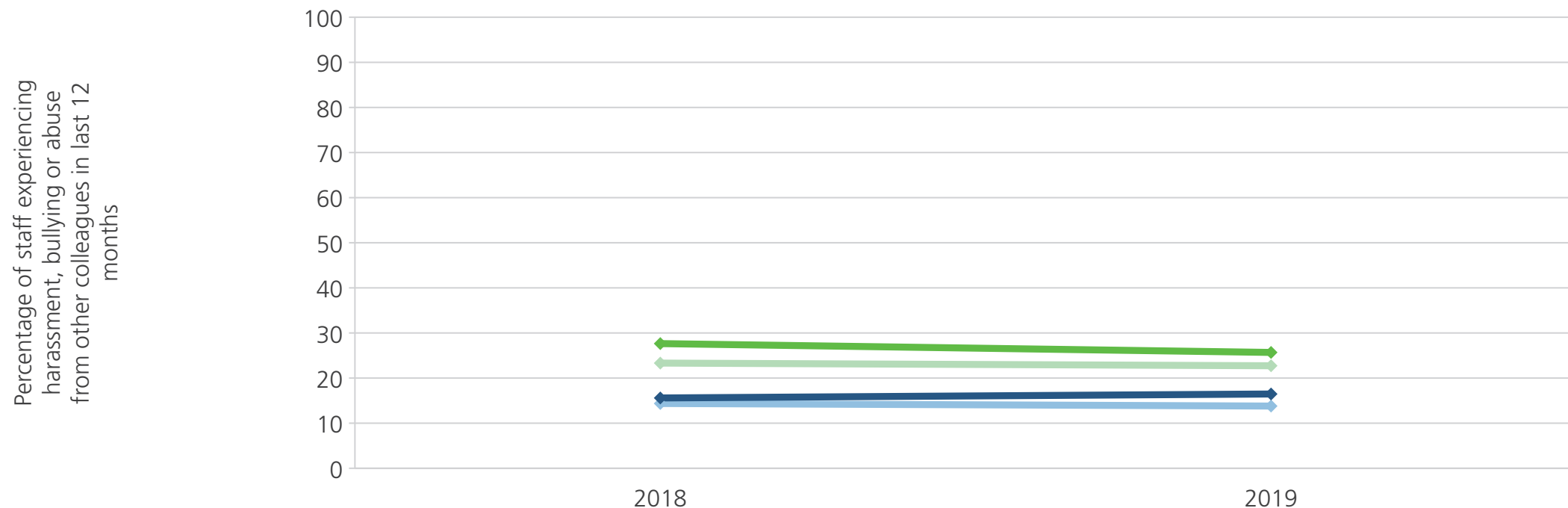
482

Non-disabled staff: Responses

1,610

1,706

Average calculated as the median for the benchmark group



Disabled staff: Your org	27.6%	25.7%
Non-disabled staff: Your org	15.6%	16.5%
Disabled staff: Average	23.3%	22.7%
Non-disabled staff: Average	14.4%	13.8%

**Disabled staff: Responses**

416

475

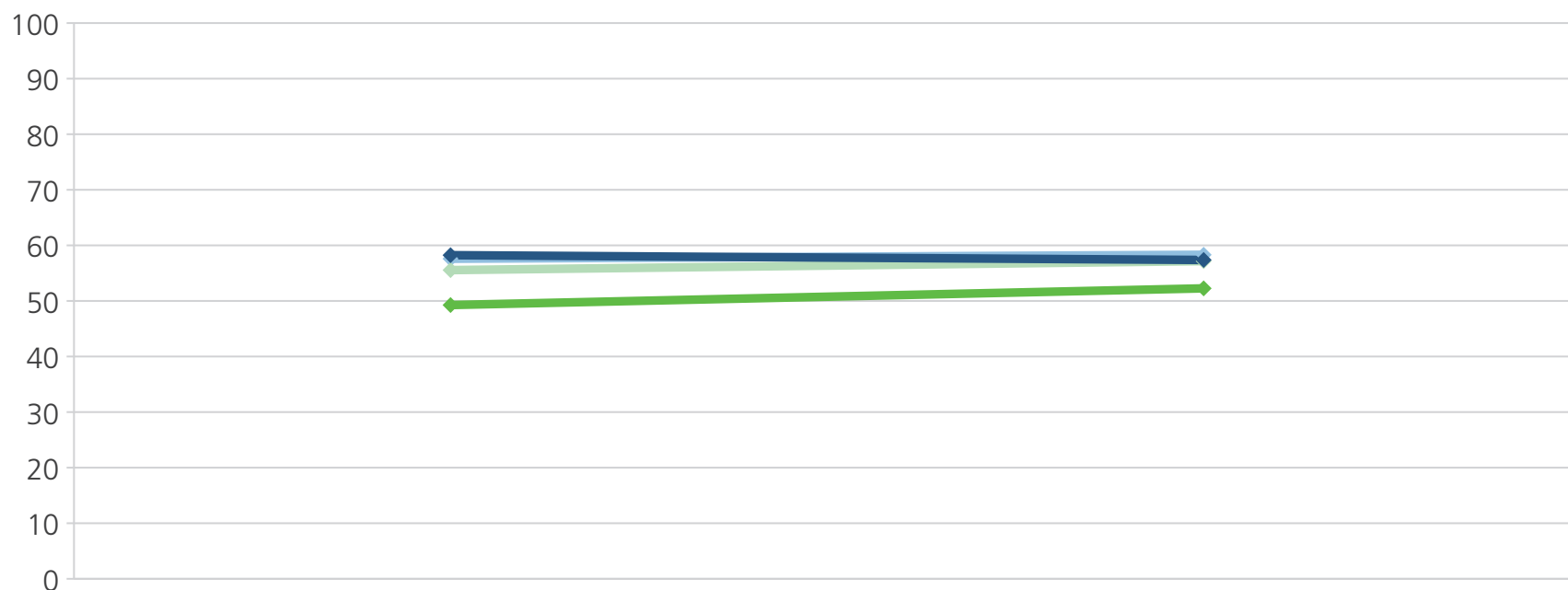
**Non-disabled staff: Responses**

1,597

1,694

Average calculated as the median for the benchmark group

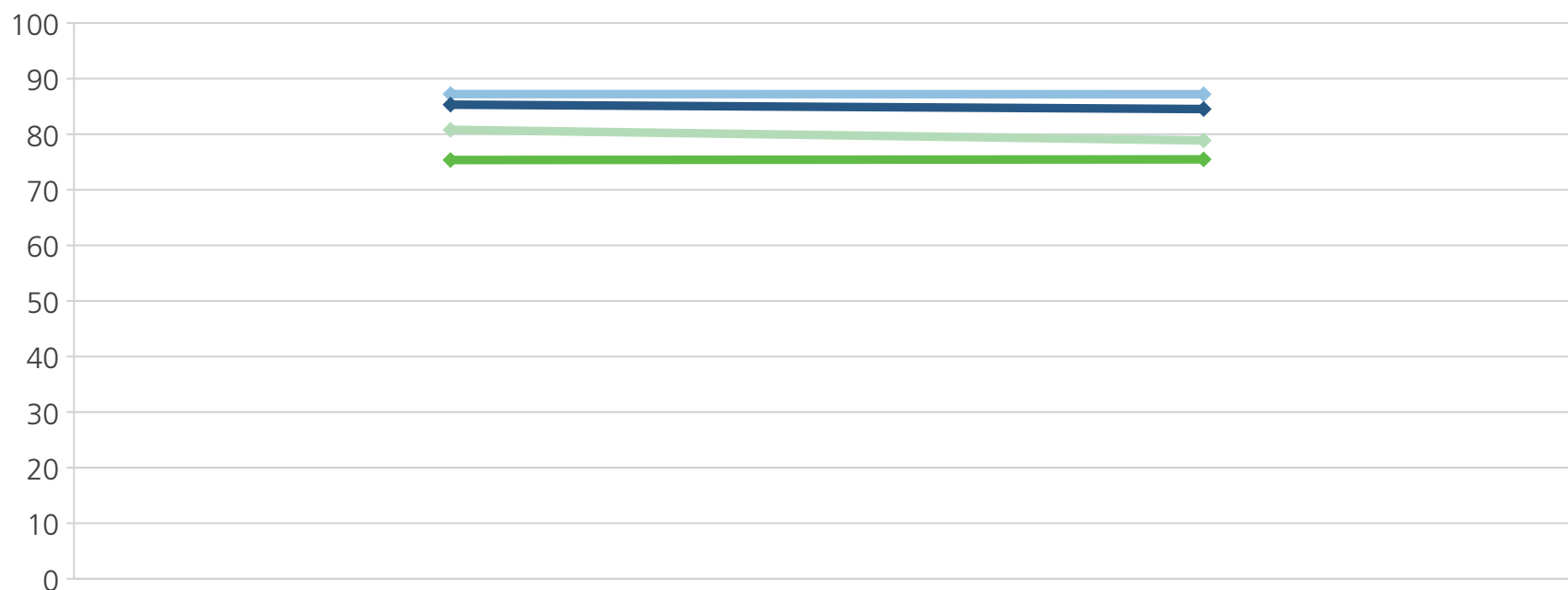
Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it



	2018	2019
<b>Disabled staff: Your org</b>	49.3%	52.3%
<b>Non-disabled staff: Your org</b>	58.2%	57.4%
<b>Disabled staff: Average</b>	55.5%	57.2%
<b>Non-disabled staff: Average</b>	57.6%	58.3%
<b>Disabled staff: Responses</b>	203	243
<b>Non-disabled staff: Responses</b>	498	617

Average calculated as the median for the benchmark group

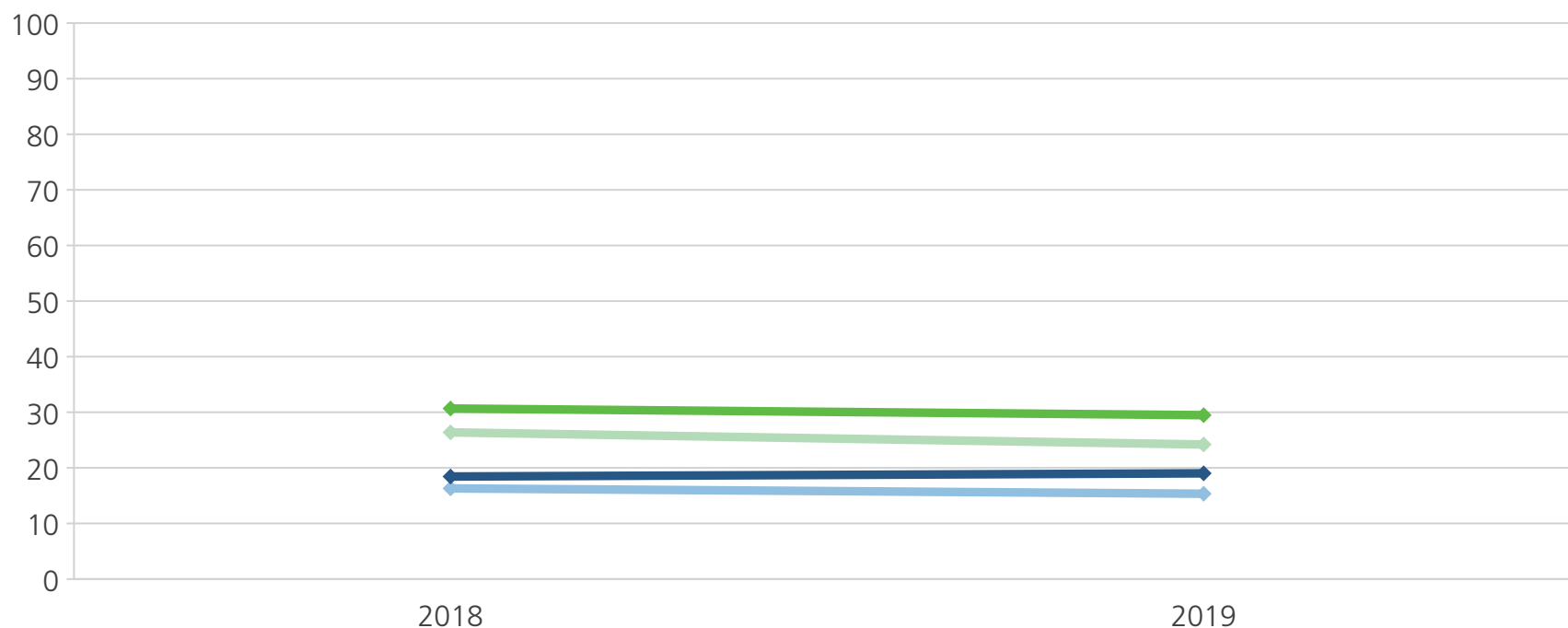
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion



	2018	2019
<b>Disabled staff: Your org</b>	75.4%	75.5%
<b>Non-disabled staff: Your org</b>	85.3%	84.5%
<b>Disabled staff: Average</b>	80.8%	78.9%
<b>Non-disabled staff: Average</b>	87.2%	87.2%
<b>Disabled staff: Responses</b>	280	314
<b>Non-disabled staff: Responses</b>	1,083	1,170

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



Disabled staff: Your org	30.7%	29.5%
Non-disabled staff: Your org	18.4%	19.0%
Disabled staff: Average	26.4%	24.2%
Non-disabled staff: Average	16.3%	15.3%

Disabled staff: Responses

Non-disabled staff: Responses

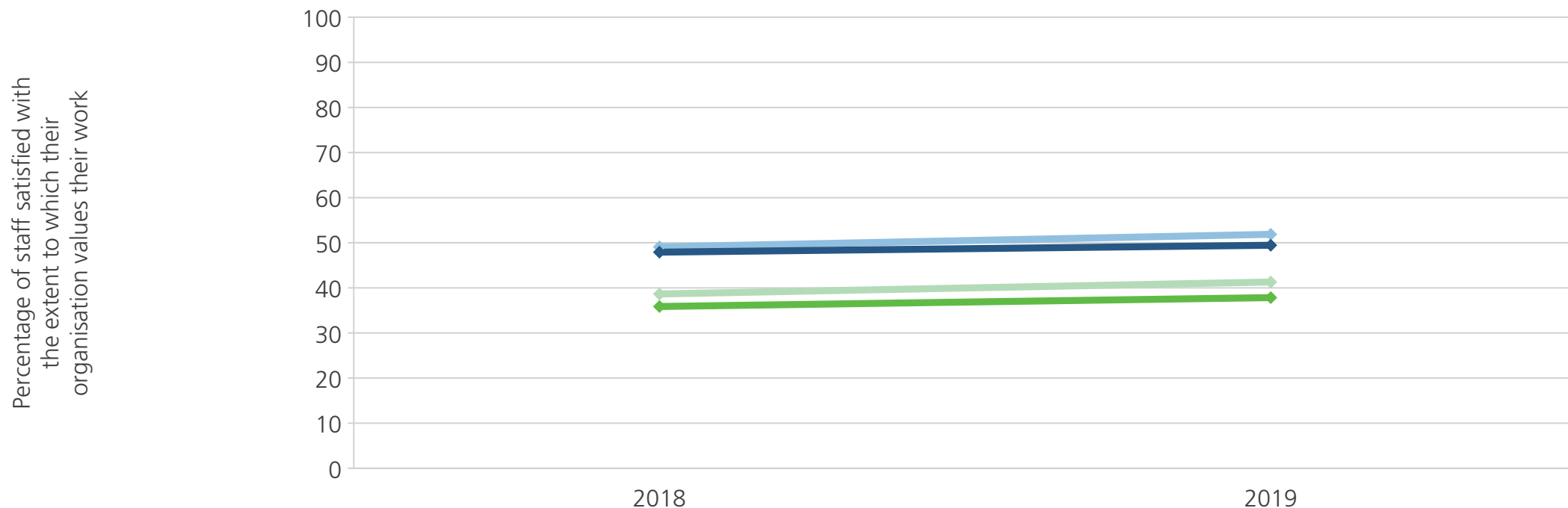
313

846

346

894

Average calculated as the median for the benchmark group



Disabled staff: Your org	35.9%	37.8%
Non-disabled staff: Your org	47.9%	49.4%
Disabled staff: Average	38.6%	41.3%
Non-disabled staff: Average	49.1%	51.9%

Disabled staff: Responses

421

481

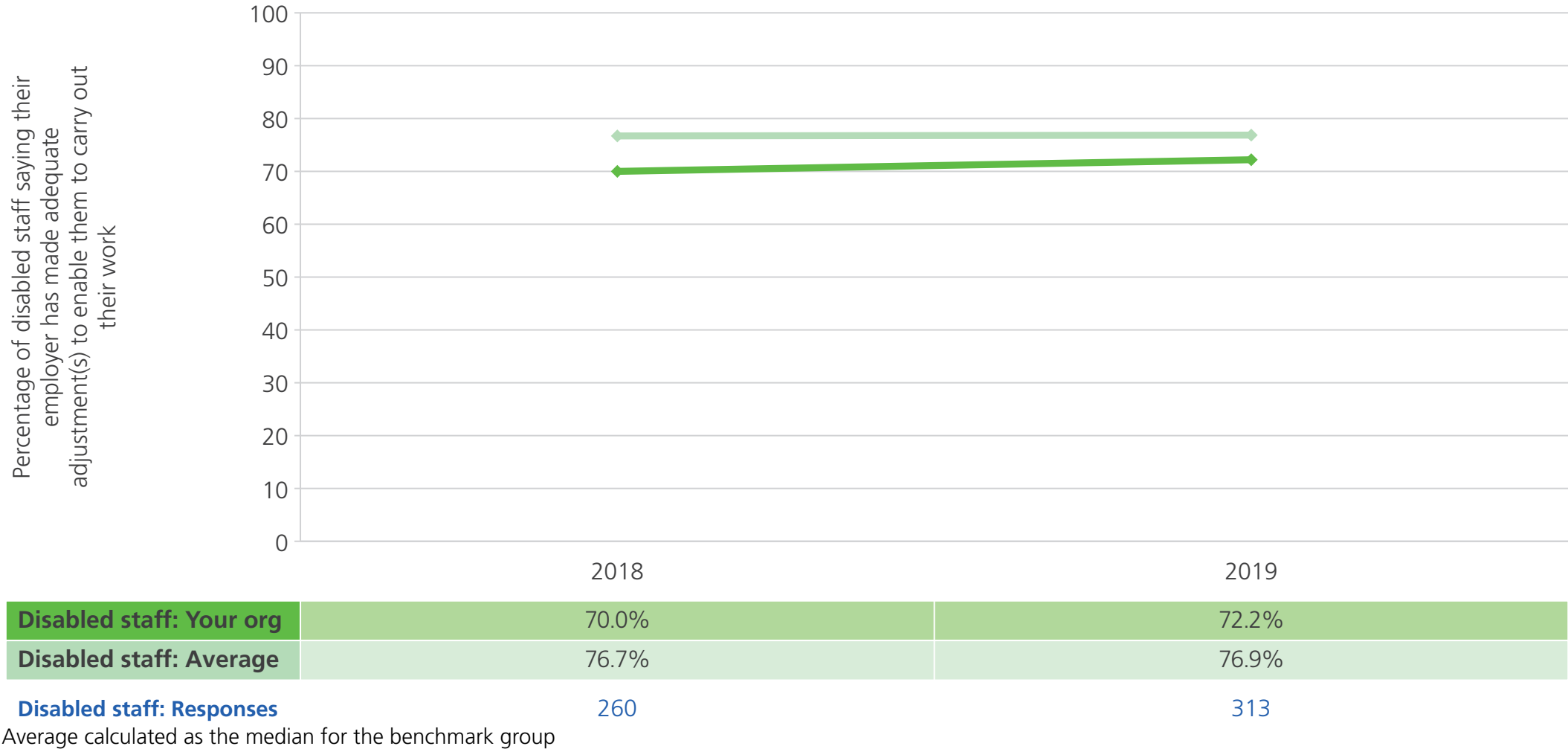
Non-disabled staff: Responses

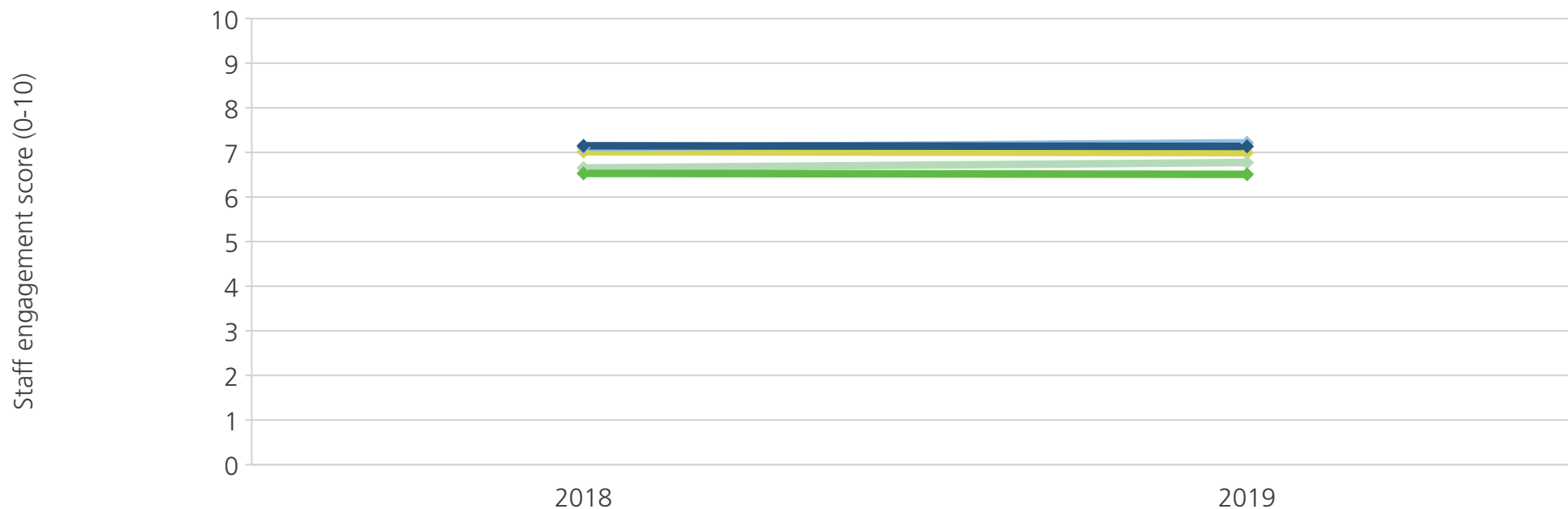
1,609

1,717

Average calculated as the median for the benchmark group







	2018	2019
Organisation average	7.0	7.0
Disabled staff: Your org	6.5	6.5
Non-disabled staff: Your org	7.1	7.1
Disabled staff: Average	6.7	6.8
Non-disabled staff: Average	7.1	7.2

Organisation Responses

2,106

2,273

Disabled staff: Responses

424

484

Non-disabled staff: Responses

1,634

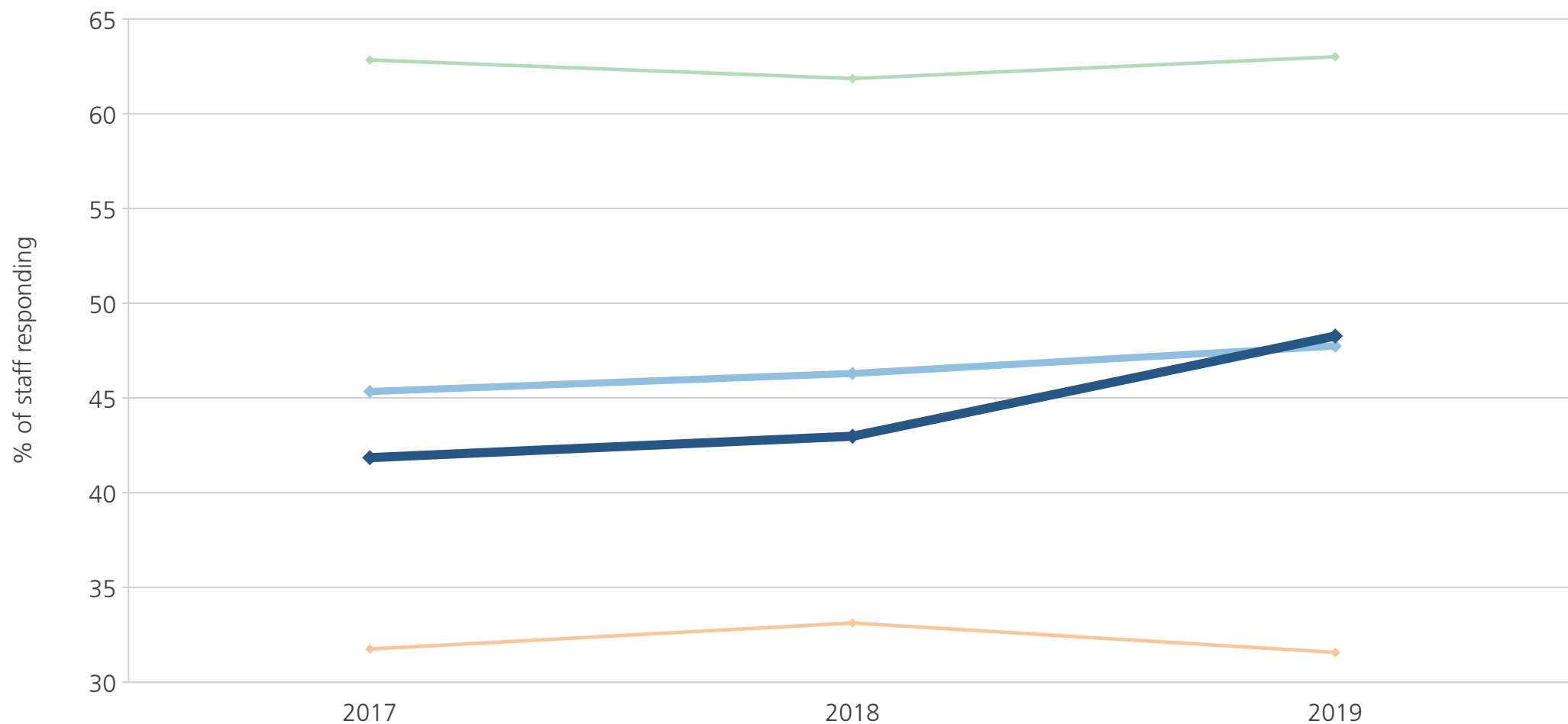
1,734

Average calculated as the median for the benchmark group

# Appendices

Essex Partnership University NHS Foundation Trust  
2019 NHS Staff Survey Results

# Appendix A: Response rate



Best	62.8%	61.9%	63.0%
Your org	41.8%	43.0%	48.3%
Median	45.3%	46.3%	47.7%
Worst	31.7%	33.1%	31.6%

# Appendix B: Significance testing - 2018 v 2019 theme results

The table below presents the results of significance testing conducted on this year's theme scores and those from last year\*. It 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 2019 score is significantly higher than last year's, whereas ↓ indicates that the 2019 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'.

Theme	2018 score	2018 respondents	2019 score	2019 respondents	Statistically significant change?
Equality, diversity & inclusion	<b>8.9</b>	2063	<b>8.9</b>	2242	Not significant
Health & wellbeing	<b>6.1</b>	2087	<b>6.1</b>	2250	Not significant
Immediate managers	<b>7.2</b>	2096	<b>7.2</b>	2248	Not significant
Morale	<b>6.2</b>	2069	<b>6.2</b>	2237	Not significant
Quality of appraisals	<b>5.8</b>	1800	<b>5.8</b>	1943	Not significant
Quality of care	<b>7.5</b>	1723	<b>7.5</b>	1891	Not significant
Safe environment - Bullying & harassment	<b>7.9</b>	2075	<b>7.9</b>	2241	Not significant
Safe environment - Violence	<b>9.4</b>	2064	<b>9.4</b>	2241	Not significant
Safety culture	<b>6.7</b>	2077	<b>6.7</b>	2252	Not significant
Staff engagement	<b>7.0</b>	2106	<b>7.0</b>	2273	Not significant
Team working	<b>6.9</b>	2066	<b>6.9</b>	2234	Not significant

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

# 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 transitioning from the previous version of the benchmark report and those who are new to the Staff Survey.



## Key points to note

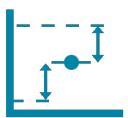
There are a number of differences in this benchmark report compared to the style of benchmark reports prior to the 2018 survey, which are worth noting



- Key Findings have been replaced by themes. The themes cover eleven areas of staff experience and present results in these areas in a clear and consistent way. All of the eleven themes are scored on a 0-10 scale, where a higher score is more positive than a lower score. These theme scores are created by scoring question results and grouping these results together.



- A key feature of the reports is that they **provide organisations with up to 5 years of trend data** across theme and question results. 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 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 were drawn solely between the current and previous year.



- **Question results 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 theme results, it is easiest to start with the **theme overview** page to quickly identify areas which are doing better or worse in comparison to other organisations in the given benchmarking group.

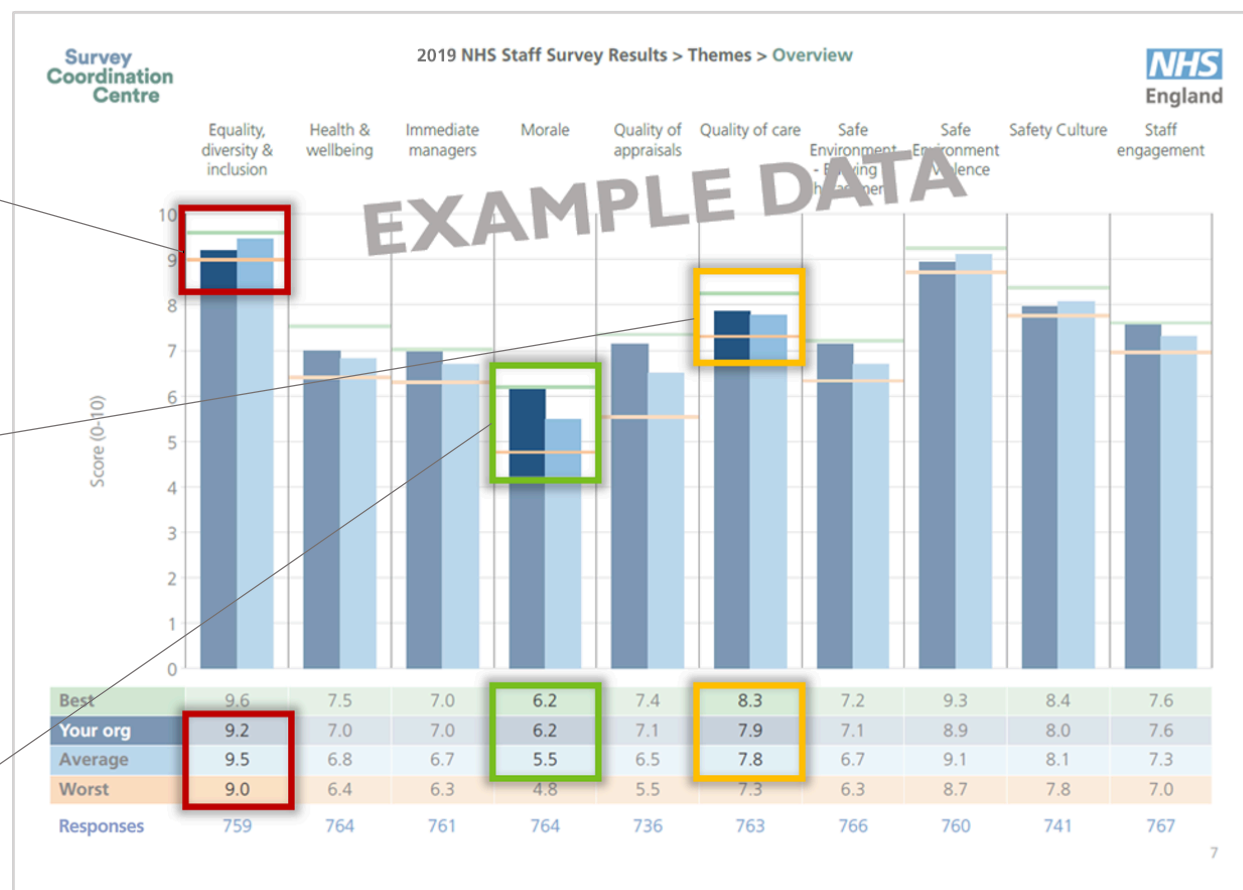
It is important to **consider each theme result within the range of its benchmarking group 'Best' and 'Worst' scores**, rather than comparing theme scores to one another. Comparing organisation scores to the benchmarking group average is another important point of reference.

## 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 themes which show a positive outcome for your organisation, where 'Your org' scores are distinctly higher than the benchmarking group 'Average' score.

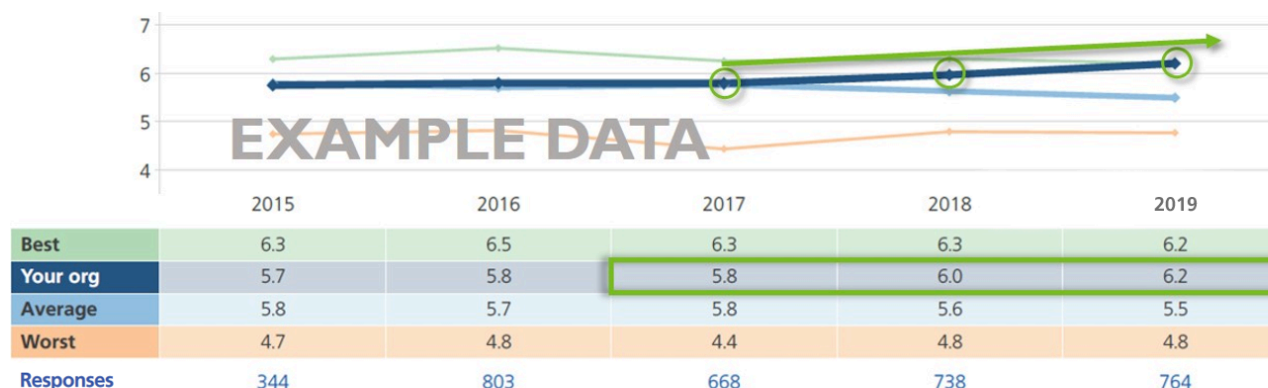


Only one example is highlighted for each point

- 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.

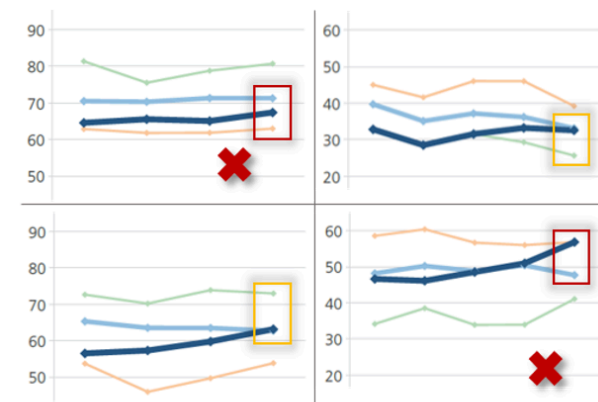


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

## Review questions feeding into the themes

In order to understand exactly which factors are driving your organisation's theme score, you should review the questions feeding into the theme. The **'Detailed information'** section contains the questions contributing to each theme, grouped together, thus they can be reviewed easily without the need to search through the 'Question results' section. 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 theme results can be identified**.

For themes where results need improvement, action plans can be formulated to **focus on the areas 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.



✗ = Negative driver, org result falls between average & worst benchmarking group result for question

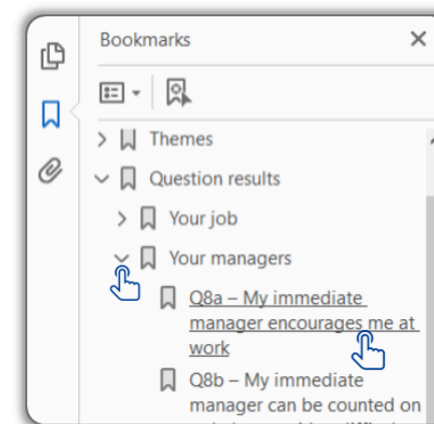
This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 170 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data. It's also worth noting that new for 2019 is a PDF summary version of this benchmark report. This presents the same data as this main benchmark report, but does not include the detailed question level reporting.

## Identifying questions of interest

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

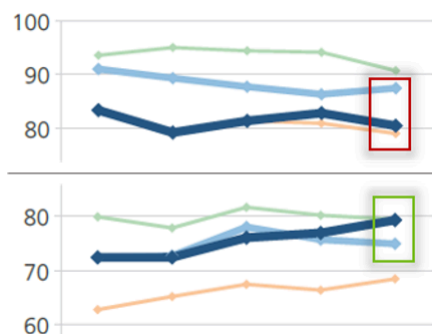
- Most organisations will have questions which have traditionally been a focus for them. Questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can now be assessed on the backdrop of benchmark and historical trend data.
- **Note:** The bookmarks bar allows for easy navigation through the report, allowing subsections of the report to be folded, for quick access to questions through hyperlinks.

Use the bookmarks bar to navigate directly to questions of interest



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

The methods recommended to review your theme results can also be applied to pick out question level results of interest. However, **unlike themes 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 which 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, theme, historical comparability of organisations and questions in the survey.

## Other local results

-  **[Benchmark summary reports](#)**: A PDF summary version of this benchmark report, that produces the same data, but does not include the detailed question level reporting.
-  **[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 theme results split by directorate (locality) for Essex Partnership University NHS Foundation Trust.

## National results

-  **[National Trend Data](#)** and **[National Breakdowns](#)**: Dashboards containing national results – data available for five years where possible.