

HIF Board Meeting 27 April 2021

Staff Survey Results

Agenda Item Number:		11.3
Presented for:	Discussion - Decision/Approval	
Report of:	Interim CEO	
Author (s):	Head of HR Assistant HRBP	
Report History:	NONE	
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Links to HIF's Objectives		
Deliver an efficient and effective service offering to Harrogate and District Foundation Trust		√
Create strong sustainable partnerships		
Develop sustainable organisational systems		
Develop and maintain a strong, efficient and agile workforce		√
Strengthen the local community through collaboration		

Recommendation:

The Board is asked to approve the People and Culture Committee recommendations.

People and Culture Committee

April 2021

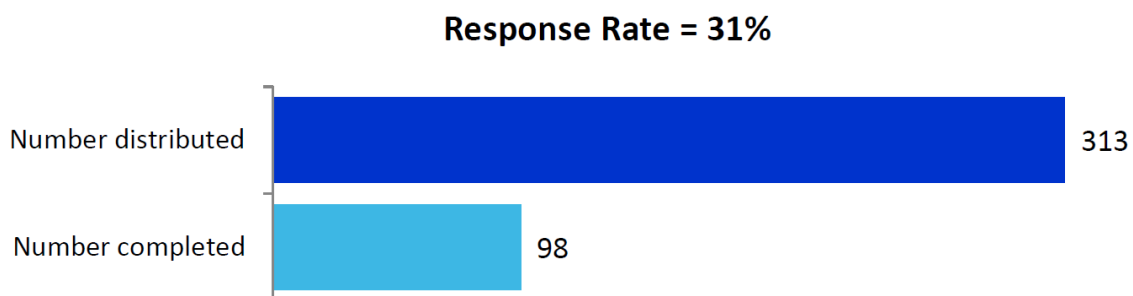
Staff Survey Results

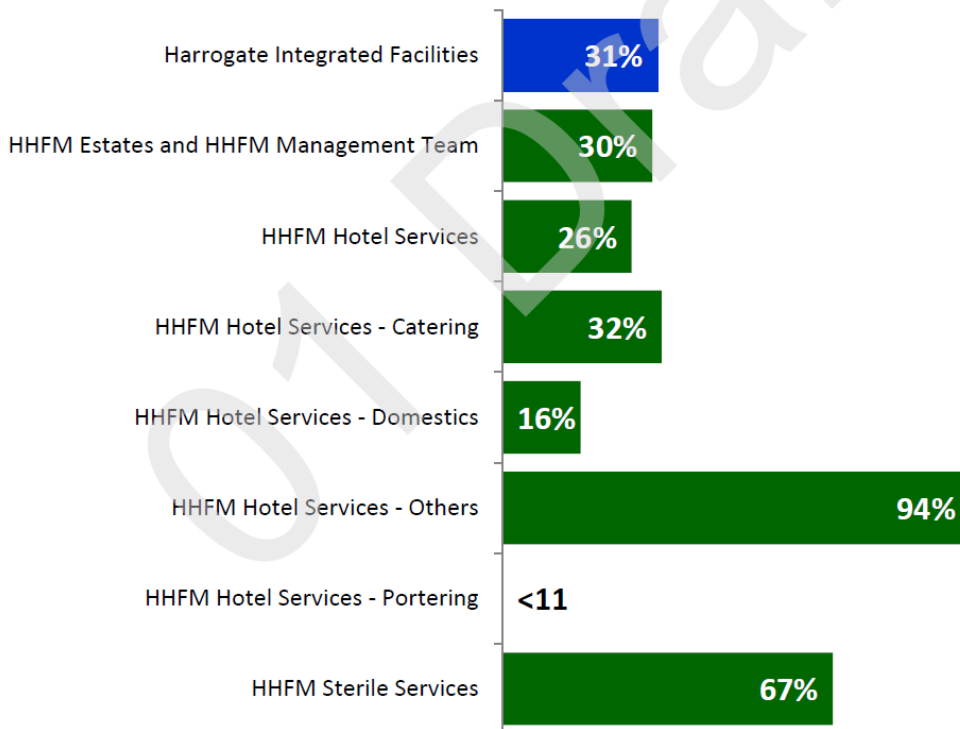
1.0 Introduction

- 1.1 In September 2020, all NHS trusts in England were required to participate in the National NHS Staff Survey. The survey was designed to collect the views of staff about their work and the organisation they work for. The overall aim of the survey was to gather information that would help improve the working lives of staff and so provide better care for patients.
- 1.2 Obtaining feedback from staff and taking account of their views and priorities is vital for driving real service improvements. It was recognised that 2020 has not been “business as usual” for the workforce. The NHS has never experienced a year like this one. However, it remains vital to understand the unique impact on staff experience during the COVID-19 pandemic.
- 1.3 Harrogate Integrated Facilities provide vital supporting services to Harrogate NHS Foundation Trust and the Board decided that a staff survey should be conducted within HIF alongside the national survey. The HIF staff survey was based on the national survey which included exploring the opinions of staff and how COVID-19 has impacted on their roles.
- 1.4 The survey was distributed on the 18th of November 2020 and remained live for 1 month, all staff were encouraged to participate within the survey by email, web links and paper copies as well as having the option to complete the survey questionnaire over the telephone.

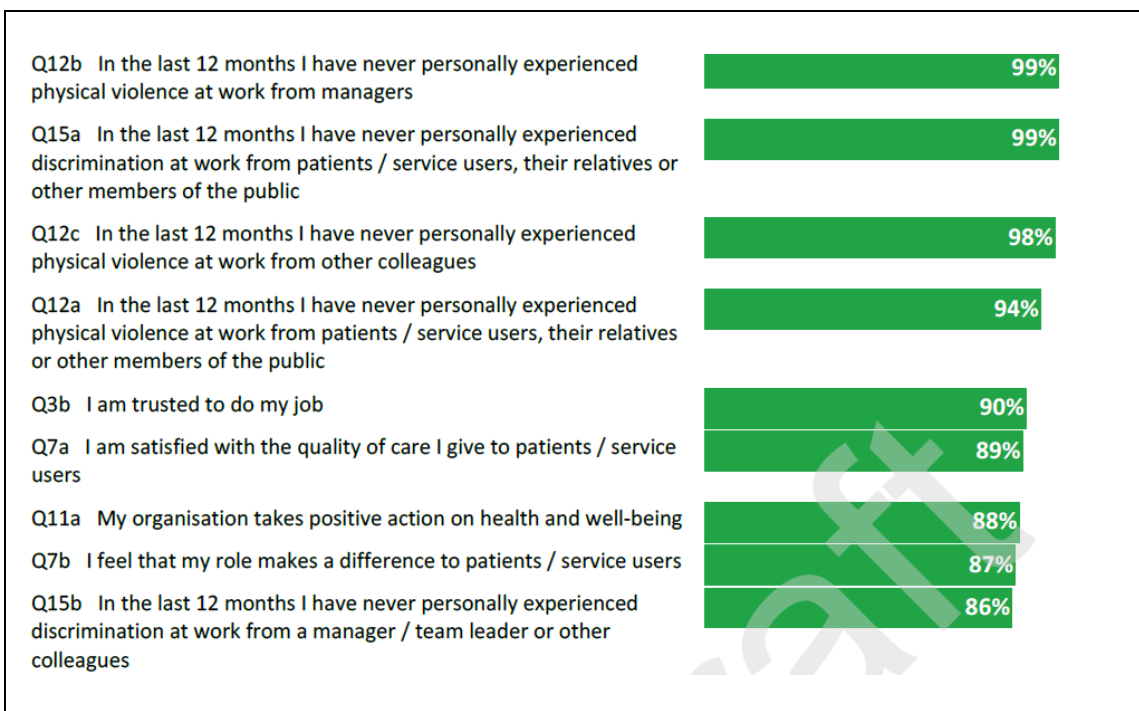
2.0 Response Rates

- 2.1 A total of 98 survey questionnaires were completed and returned by the 313 members of staff invited to participate in the survey: this means that the overall response rate for Harrogate Integrated Facilities is 31%.



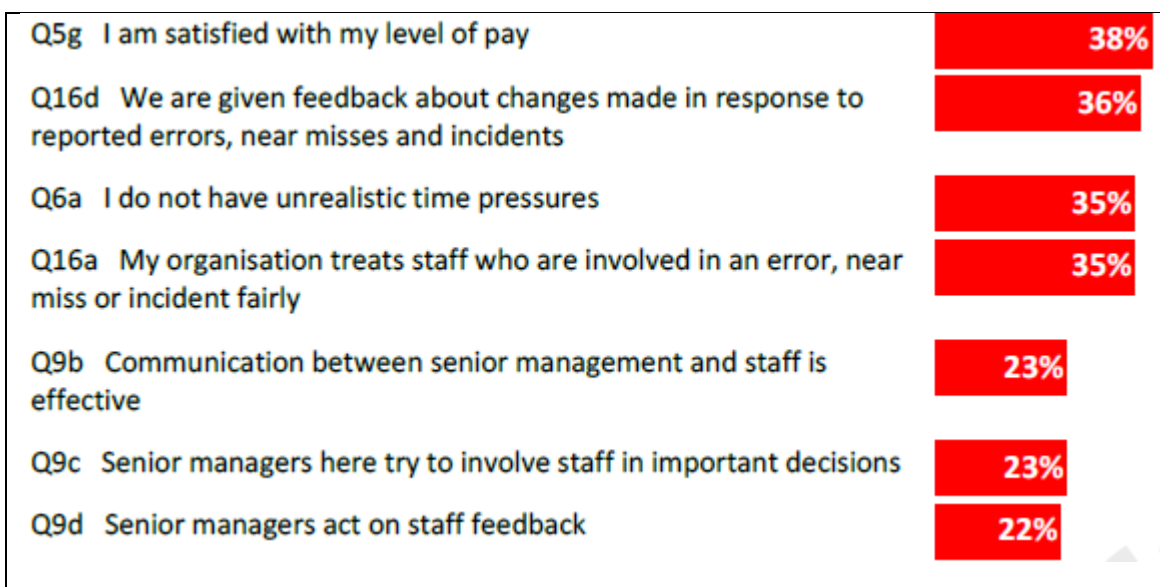


2.2 The most positive perceptions (with a combined positive percentage of 65% or more) are:



2.3 The positive results show that over the last year staff have not experienced any physical violence and/or discrimination at work from managers, colleagues and/or patients. They are trusted to perform their job roles and the company looks after their health and wellbeing.

2.4 The least positive perceptions (with a combined positive percentage of 40% or less) are:



2.5 The areas staff feel could be improved relate to the terms and conditions of employment, communications across the company and feeling involved in decisions. Staff also feel that more feedback is required in response to reported errors, near misses and incidents to learn from these experiences.

2.6 A full copy of the organisation wide results are attached (Appendix 1).

3.0 Proposals:

3.1 The HIF People Committee have recommended a further detailed analysis of the results in order to draft a company-wide action plan.

3.2 However, the Board is asked to note work currently underway that will also contribute to some of the concerns raised includes:

- Terms and Conditions review, including policies/procedures, staff handbook and induction.
- Estates Organisational Structure Review
- Communication within the Company

4.0 Recommendation

4.1 The Board is asked to approve the People and Culture Committee recommendations.

5.0 Supporting Information

5.1 The following papers make up this report:

- Appendix 1 - Harrogate Integrated Facilities Staff Survey 2020 Report