# Hertfordshire Partnership University NHS Foundation Trust

2020 NHS Staff Survey

**Benchmark Report**

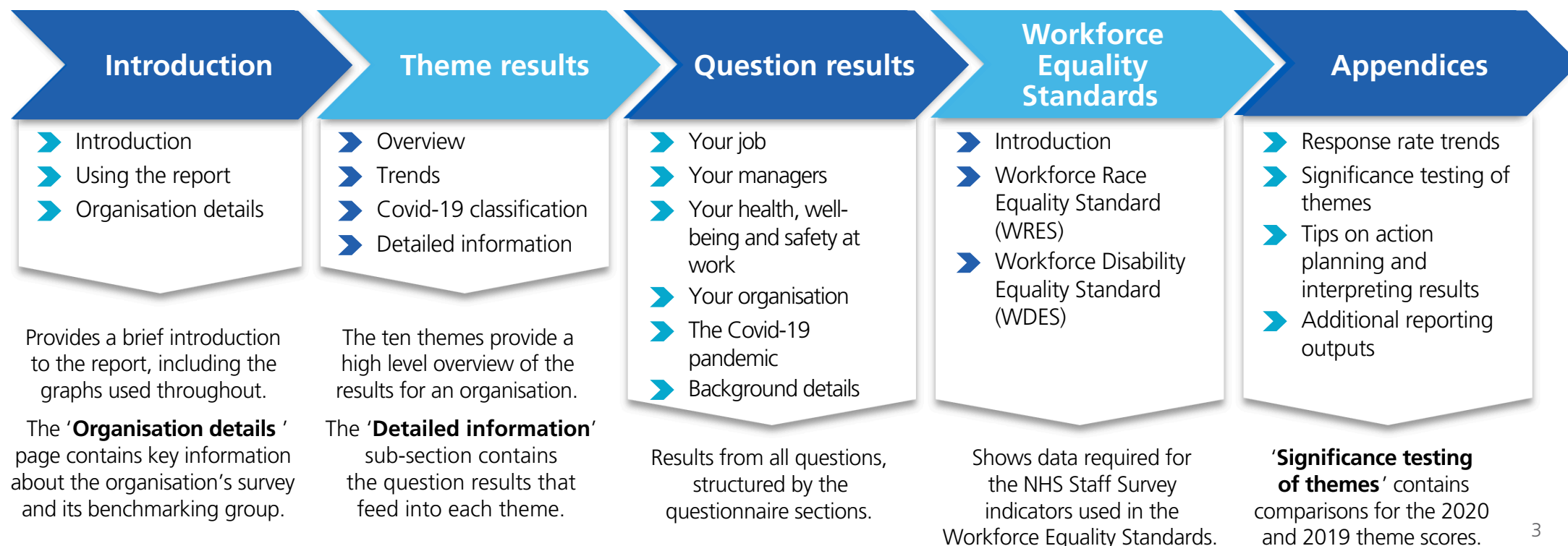# Contents

This benchmark report for Hertfordshire Partnership University NHS Foundation Trust contains results for themes and questions from the 2020 NHS Staff Survey, and historical results back to 2016 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 are weighted to allow for fair comparisons between organisations.

Please note: q1, q10a, q20a-d, q22-q26a, and q27a-q28 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

| Introduction | Theme results | Question results | Workforce Equality Standards | Appendices |
|---|---|---|---|---|
| Introduction | Overview | Your job | Introduction | Response rate trends |
| Using the report | Trends | Your managers | Workforce Race Equality Standard (WRES) | Significance testing of themes |
| Organisation details | Covid-19 classification | Your health, well-being and safety at work | Workforce Disability Equality Standard (WDES) | Tips on action planning and interpreting results |
| | Detailed information | Your organisation | | Additional reporting outputs |
| | | The Covid-19 pandemic | | |
| | | Background details | | |

Provides a brief introduction to the report, including the graphs used throughout.

The 'Organisation details' page contains key information about the organisation's survey and its benchmarking group.

The ten themes provide a high level overview of the results for an organisation.

The 'Detailed information' sub-section contains the question results that feed into each theme.

Results from all questions, structured by the questionnaire sections.

Shows data required for the NHS Staff Survey indicators used in the Workforce Equality Standards.

'Significance testing of themes' contains comparisons for the 2020 and 2019 theme scores.

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## Key features

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

Slide headers are **hyperlinked** throughout the document. '2020 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
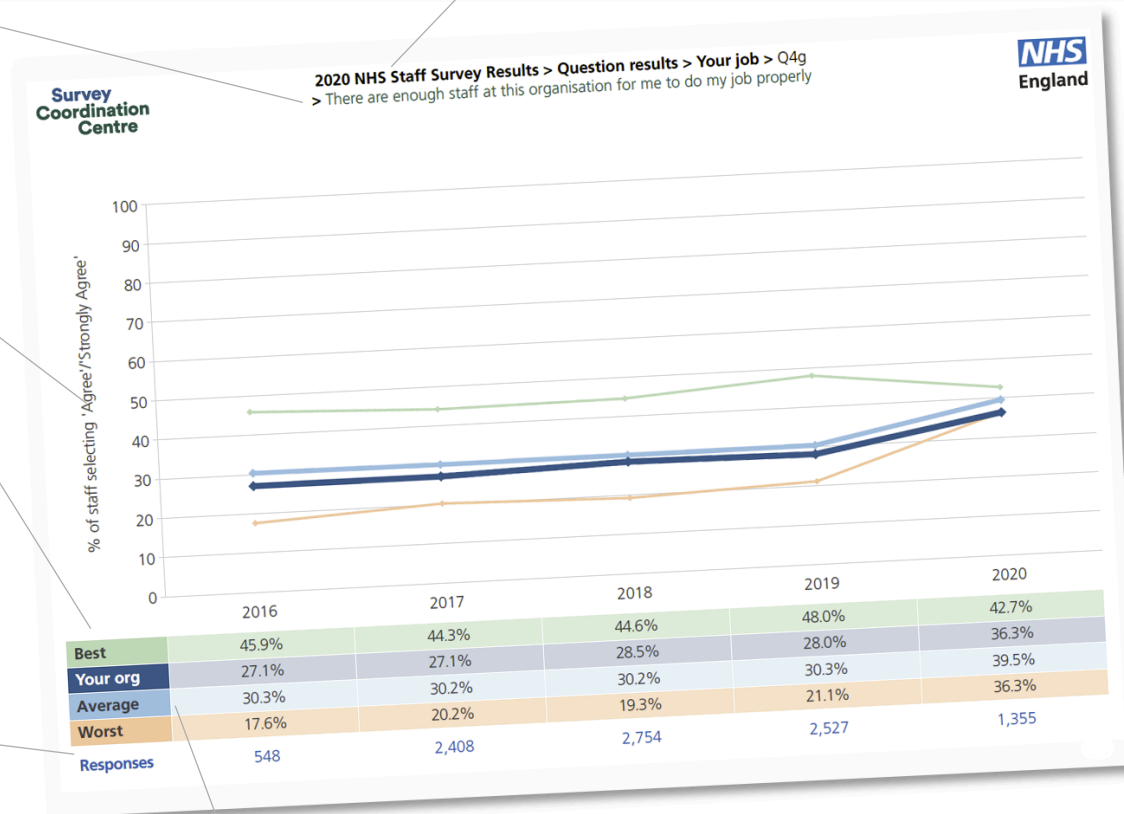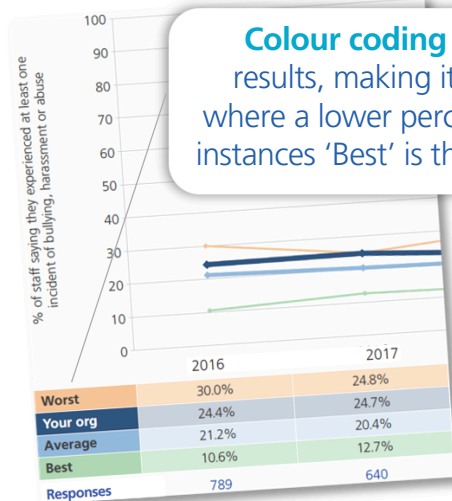
Question-level results are always reported as percentages; the **meaning of the value** is outlined along the axis. Themes are always on a 0-10pt scale where 10 is the best score attainable

**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

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

Tips on how to read, interpret and use the data are included in the Appendices

2020 NHS Staff Survey Results > Question results > Your job > Q4g
> There are enough staff at this organisation for me to do my job properly

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% of staff selecting 'Agree'/'Strongly Agree'

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 45.9% | 44.3% | 44.6% | 48.0% | 42.7% |
| Your org | 27.1% | 27.1% | 28.5% | 28.0% | 36.3% |
| Average | 30.3% | 30.2% | 30.2% | 30.3% | 39.5% |
| Worst | 17.6% | 20.2% | 19.3% | 21.1% | 36.3% |
| Responses | 548 | 2,408 | 2,754 | 2,527 | 1,355 |

% of staff saying they experienced at least one incident of bullying, harassment or abuse

| | 2016 | 2017 |
|---|---|---|
| Worst | 30.0% | 24.8% |
| Your org | 24.4% | 24.7% |
| Average | 21.2% | 20.4% |
| Best | 10.6% | 12.7% |
| Responses | 789 | 640 |

**Survey Coordination Centre**

**NHS England**

## Hertfordshire Partnership University NHS Foundation Trust

## 2020 NHS Staff Survey

### Organisation details

Completed questionnaires **1,803**

2020 response rate **52%**

▶ **See response rate trend for the last 5 years**

### Survey details

Survey mode **Mixed**

Sample type **Census**

### This organisation is benchmarked against:

Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts

### 2020 benchmarking group details

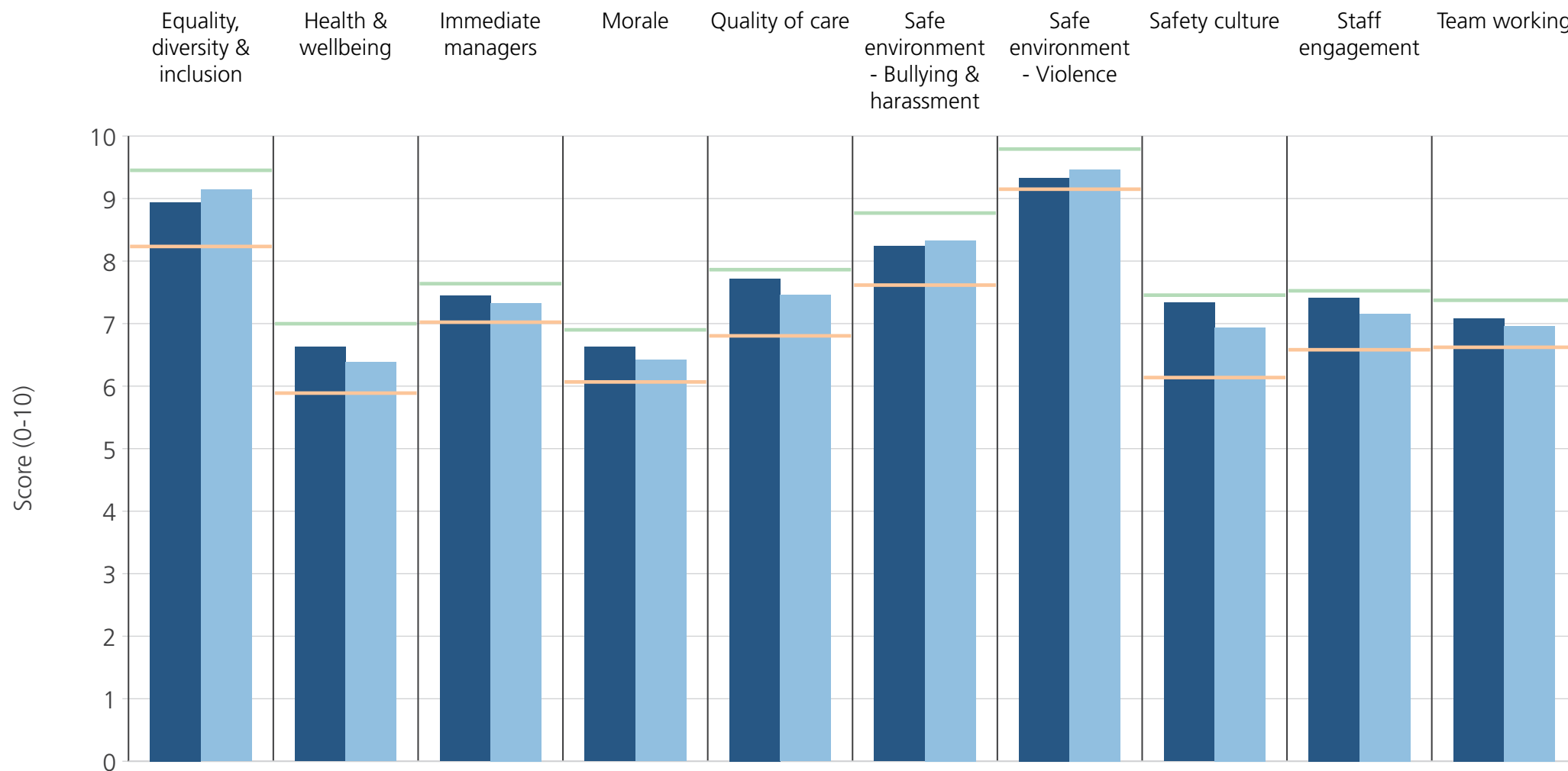Organisations in group: **52**

Median response rate: **49%**

No. of completed questionnaires:

**109,280**

# Theme results

The calculation for the immediate managers theme has changed this year due to the omission of one of the questions which previously contributed to the theme. This change has been applied retrospectively so data for 2016-2020 shown in the charts are comparable for this theme, however these figures are not directly comparable to the results reported in previous years. For more details please see the technical document.

Hertfordshire Partnership University NHS Foundation Trust
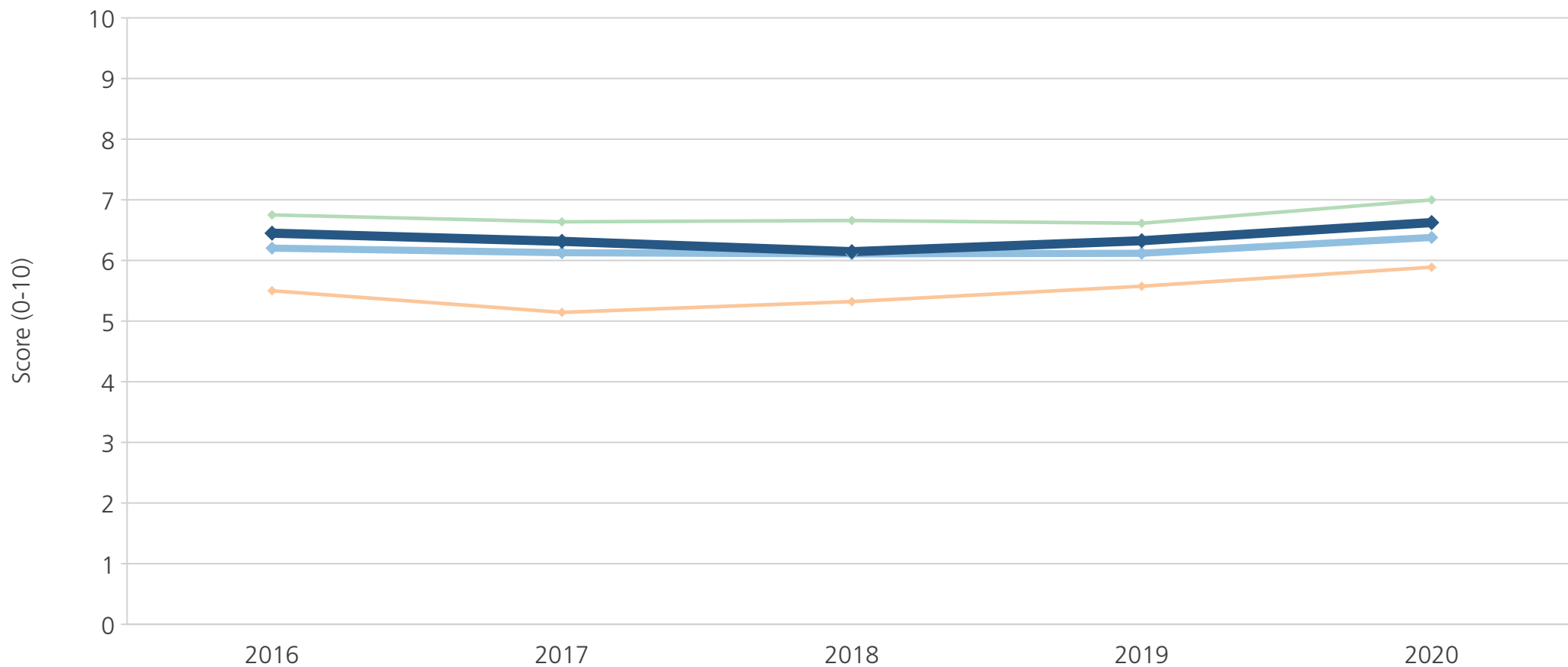
2020 NHS Staff Survey Results

| | Equality, diversity & inclusion | Health & wellbeing | Immediate managers | Morale | Quality of care | Safe environment - Bullying & harassment | Safe environment - Violence | Safety culture | Staff engagement | Team working |
|---|---|---|---|---|---|---|---|---|---|---|
| **Best** | 9.5 | 7.0 | 7.6 | 6.9 | 7.9 | 8.8 | 9.8 | 7.5 | 7.5 | 7.4 |
| **Your org** | 8.9 | 6.6 | 7.4 | 6.6 | 7.7 | 8.2 | 9.3 | 7.3 | 7.4 | 7.1 |
| **Average** | 9.1 | 6.4 | 7.3 | 6.4 | 7.5 | 8.3 | 9.5 | 6.9 | 7.2 | 7.0 |
| **Worst** | 8.2 | 5.9 | 7.0 | 6.1 | 6.8 | 7.6 | 9.1 | 6.1 | 6.6 | 6.6 |
| **Responses** | 1,770 | 1,773 | 1,772 | 1,758 | 1,533 | 1,707 | 1,765 | 1,767 | 1,786 | 1,765 |

# Theme results – Trends

Hertfordshire Partnership University NHS Foundation Trust
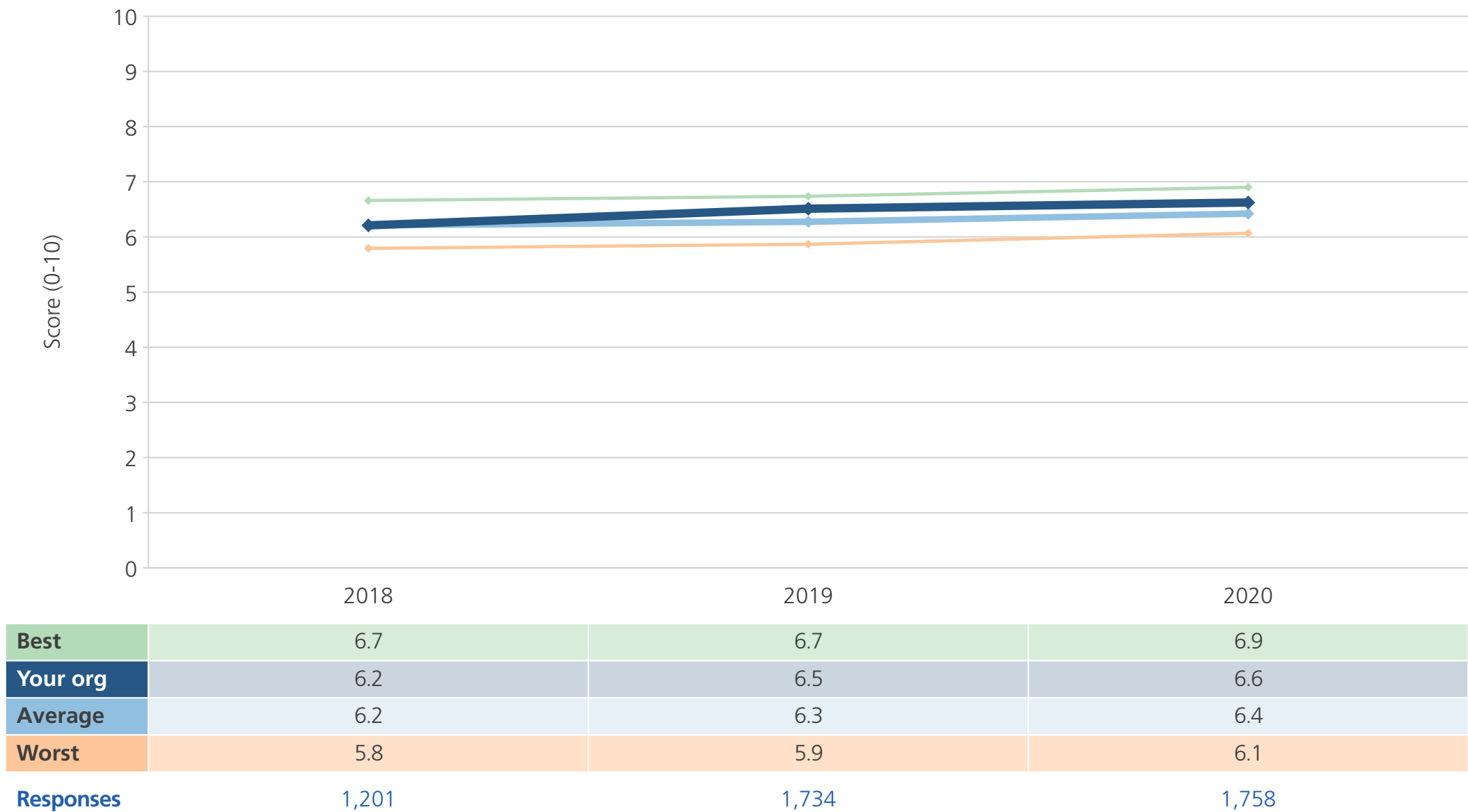
2020 NHS Staff Survey Results
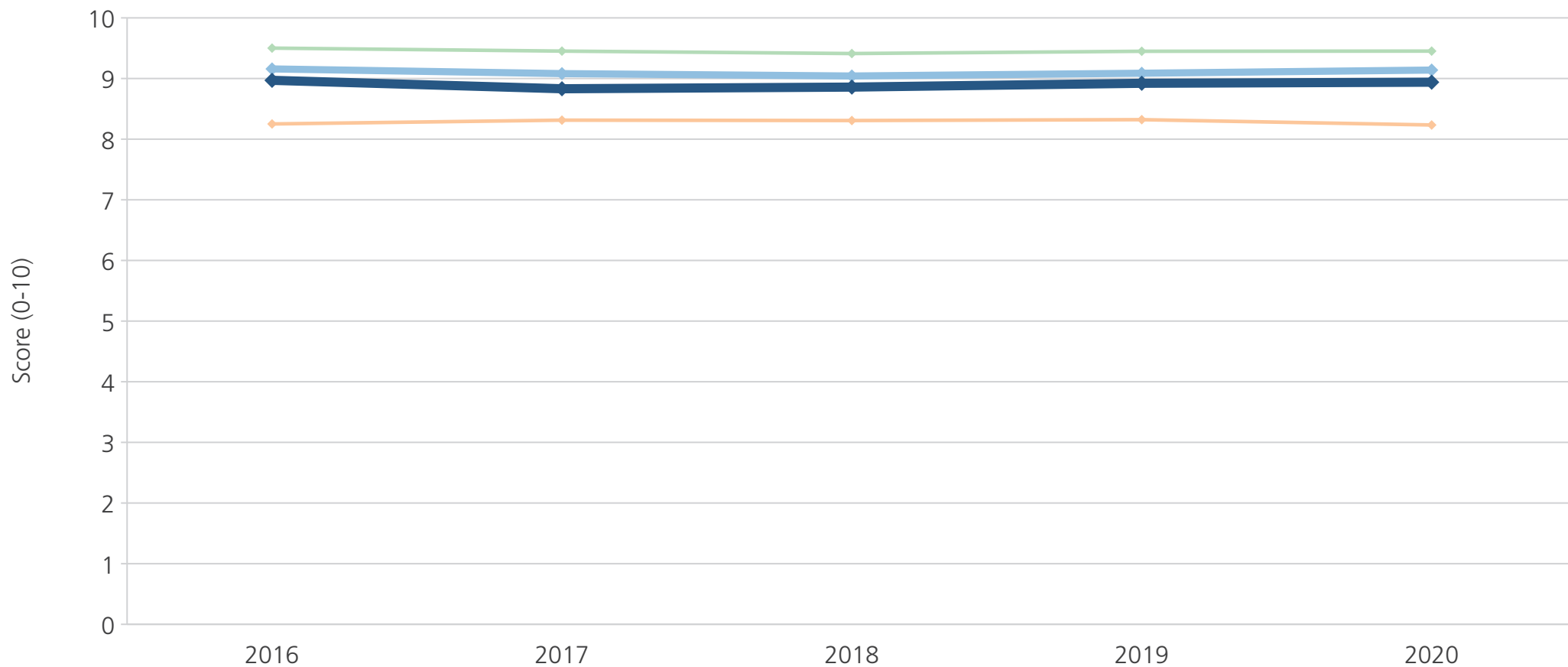
| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 9.5 | 9.5 | 9.4 | 9.4 | 9.5 |
| **Your org** | 9.0 | 8.8 | 8.9 | 8.9 | 8.9 |
| **Average** | 9.2 | 9.1 | 9.0 | 9.1 | 9.1 |
| **Worst** | 8.3 | 8.3 | 8.3 | 8.3 | 8.2 |
| **Responses** | 489 | 1,308 | 1,217 | 1,757 | 1,770 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 6.8 | 6.6 | 6.7 | 6.6 | 7.0 |
| **Your org** | 6.4 | 6.3 | 6.1 | 6.3 | 6.6 |
| **Average** | 6.2 | 6.1 | 6.1 | 6.1 | 6.4 |
| **Worst** | 5.5 | 5.1 | 5.3 | 5.6 | 5.9 |
| **Responses** | 495 | 1,335 | 1,224 | 1,766 | 1,773 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 7.5 | 7.6 | 7.5 | 7.7 | 7.6 |
| **Your org** | 7.0 | 7.1 | 7.1 | 7.4 | 7.4 |
| **Average** | 7.1 | 7.2 | 7.2 | 7.3 | 7.3 |
| **Worst** | 6.6 | 6.5 | 6.8 | 6.8 | 7.0 |
| **Responses** | 490 | 1,327 | 1,232 | 1,765 | 1,772 |
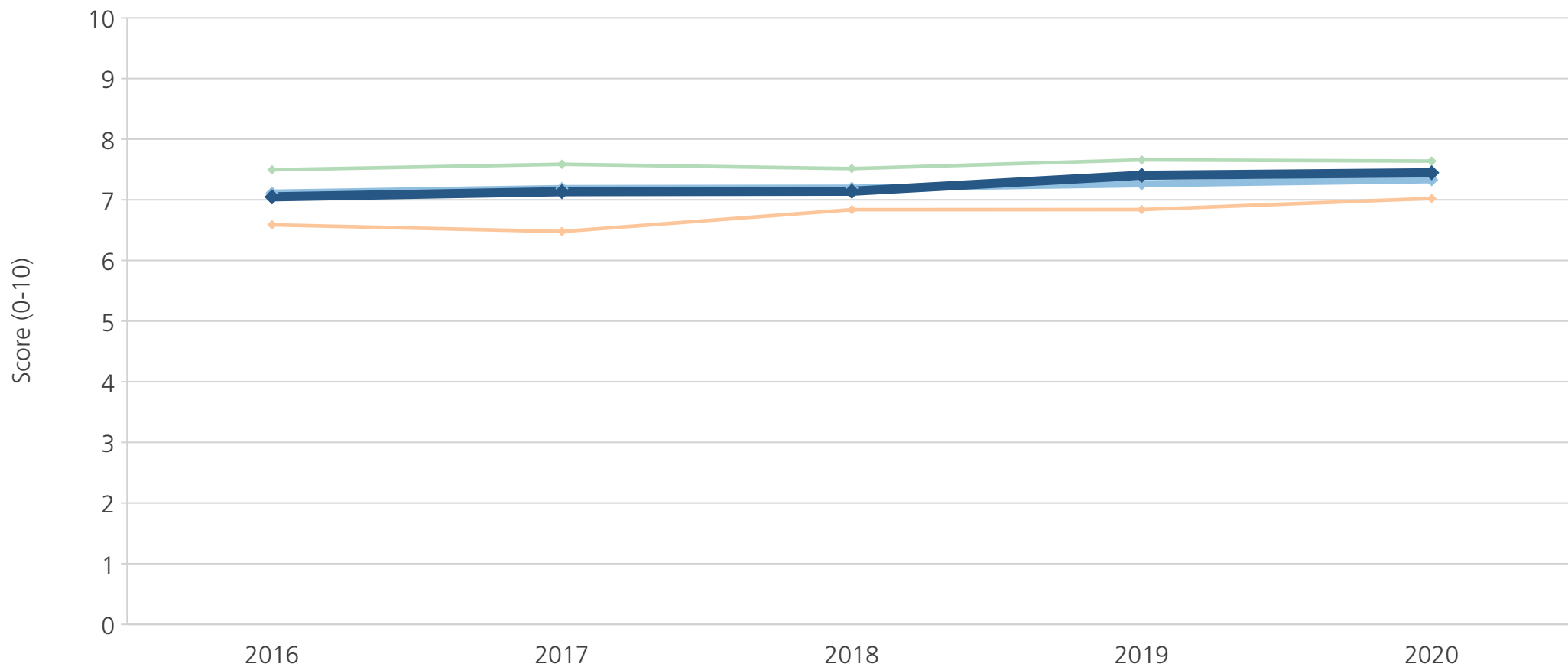
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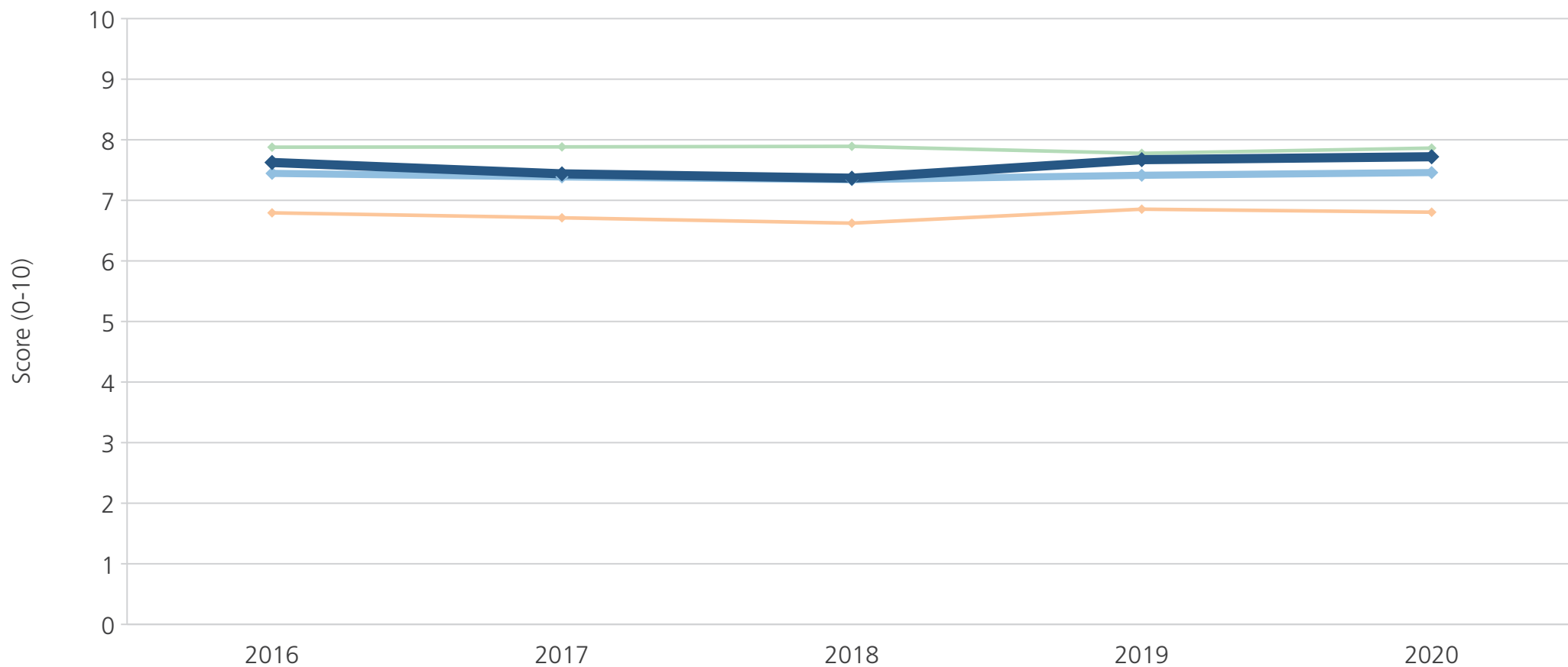


| | 2018 | 2019 | 2020 |
|---|---|---|---|
| Best | 6.7 | 6.7 | 6.9 |
| Your org | 6.2 | 6.5 | 6.6 |
| Average | 6.2 | 6.3 | 6.4 |
| Worst | 5.8 | 5.9 | 6.1 |
| Responses | 1,201 | 1,734 | 1,758 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 7.9 | 7.9 | 7.9 | 7.8 | 7.9 |
| **Your org** | 7.6 | 7.4 | 7.4 | 7.7 | 7.7 |
| **Average** | 7.4 | 7.4 | 7.3 | 7.4 | 7.5 |
| **Worst** | 6.8 | 6.7 | 6.6 | 6.9 | 6.8 |
| **Responses** | 410 | 1,139 | 1,055 | 1,533 | 1,533 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 8.6 | 8.6 | 8.6 | 8.7 | 8.8 |
| **Your org** | 7.9 | 8.0 | 8.0 | 8.1 | 8.2 |
| **Average** | 8.1 | 8.2 | 8.2 | 8.2 | 8.3 |
| **Worst** | 7.4 | 7.4 | 7.5 | 7.4 | 7.6 |
| **Responses** | 482 | 1,291 | 1,208 | 1,748 | 1,707 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 9.7 | 9.7 | 9.7 | 9.7 | 9.8 |
| **Your org** | 9.1 | 9.2 | 9.3 | 9.3 | 9.3 |
| **Average** | 9.3 | 9.3 | 9.4 | 9.4 | 9.5 |
| **Worst** | 8.8 | 8.9 | 8.9 | 8.9 | 9.1 |
| **Responses** | 481 | 1,288 | 1,206 | 1,752 | 1,765 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 7.1 | 7.2 | 7.4 | 7.4 | 7.5 |
| **Your org** | 6.9 | 7.0 | 7.0 | 7.2 | 7.3 |
| **Average** | 6.7 | 6.7 | 6.8 | 6.8 | 6.9 |
| **Worst** | 6.0 | 6.1 | 6.2 | 6.1 | 6.1 |
| **Responses** | 490 | 1,325 | 1,218 | 1,755 | 1,767 |
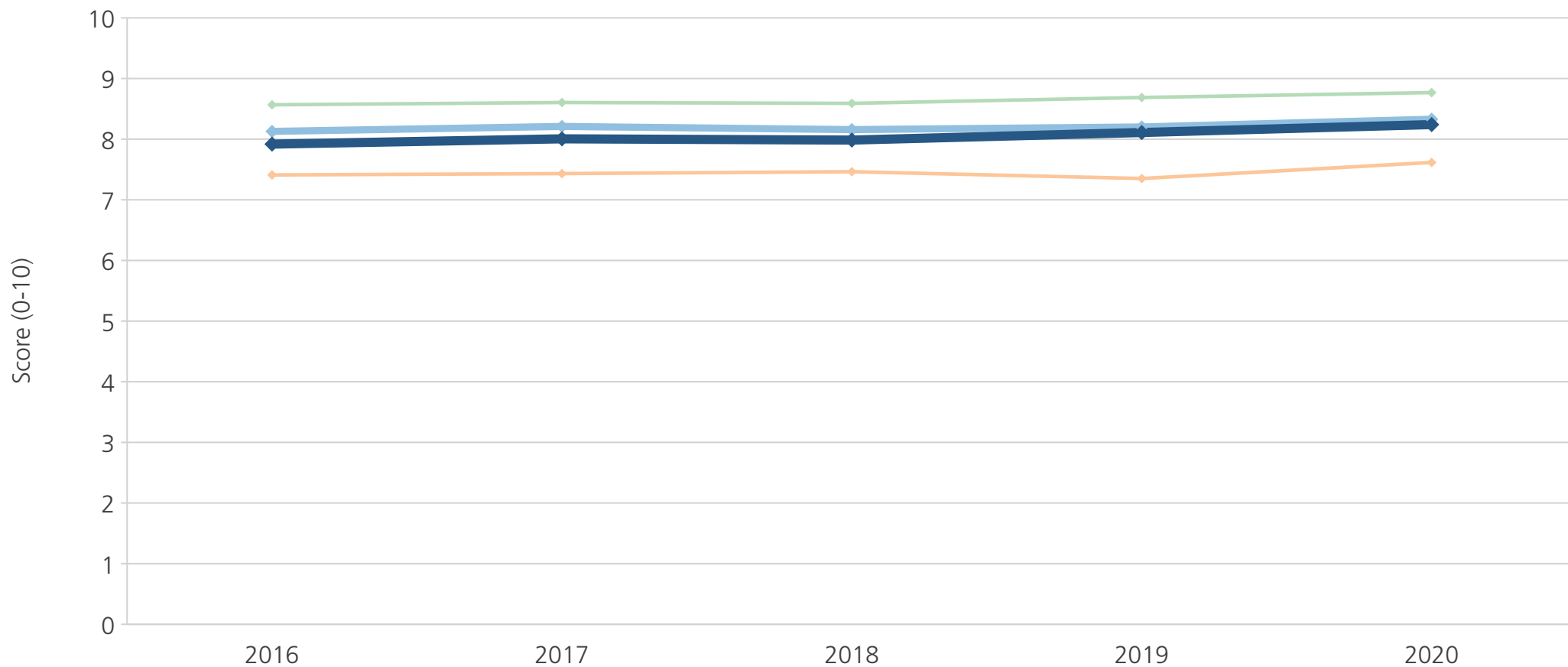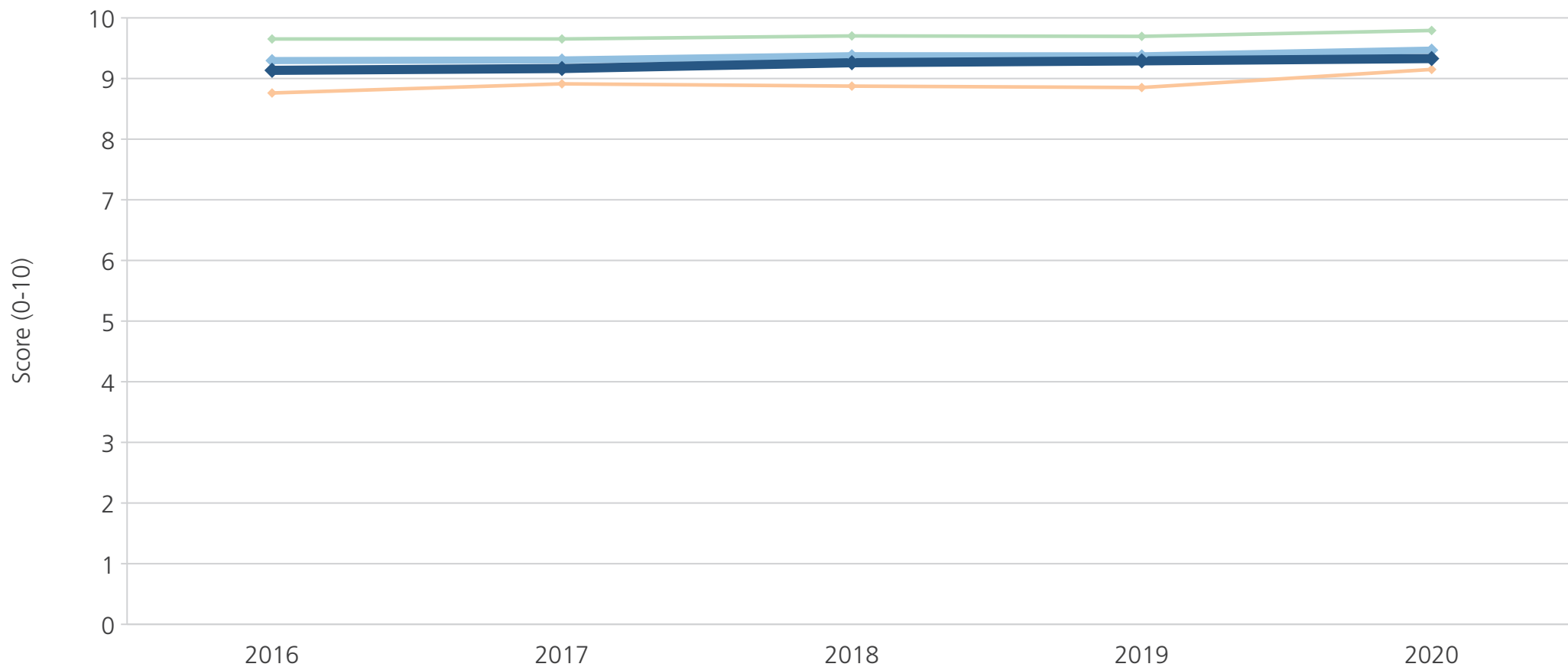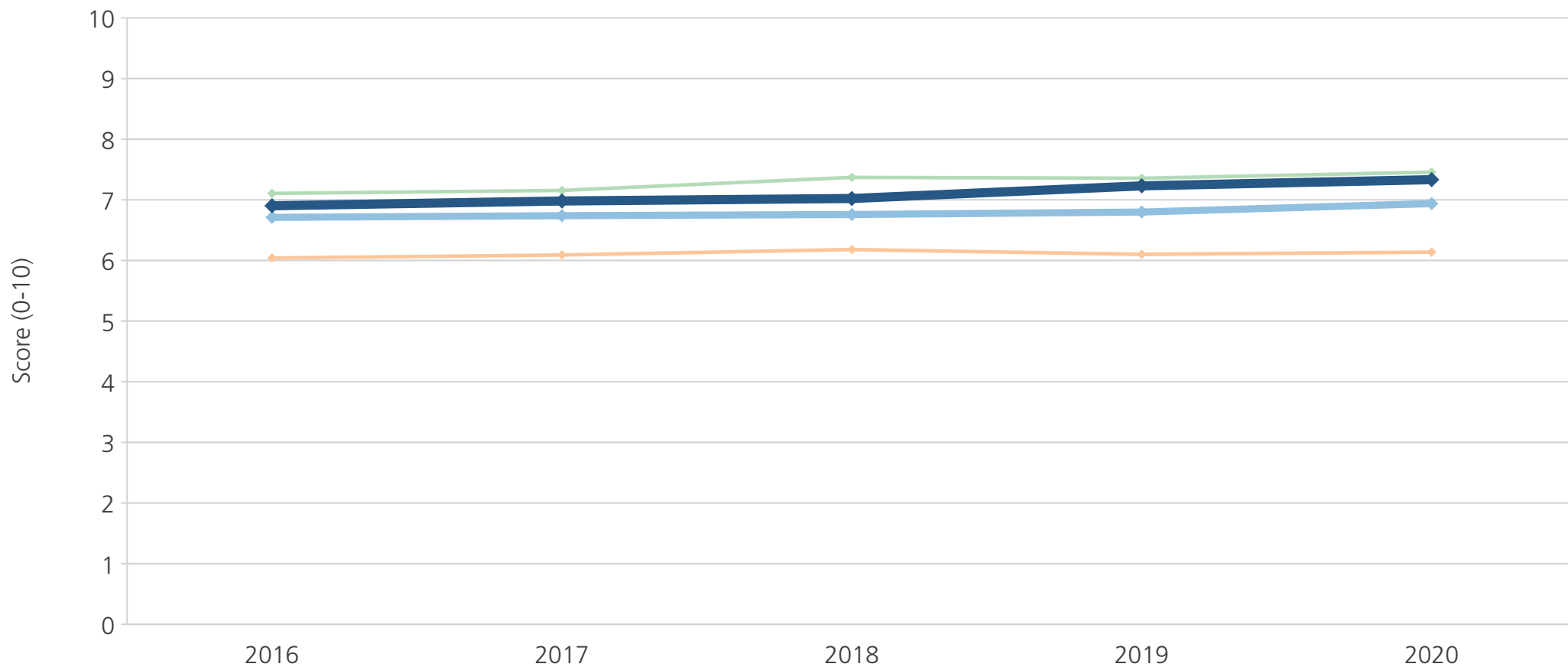
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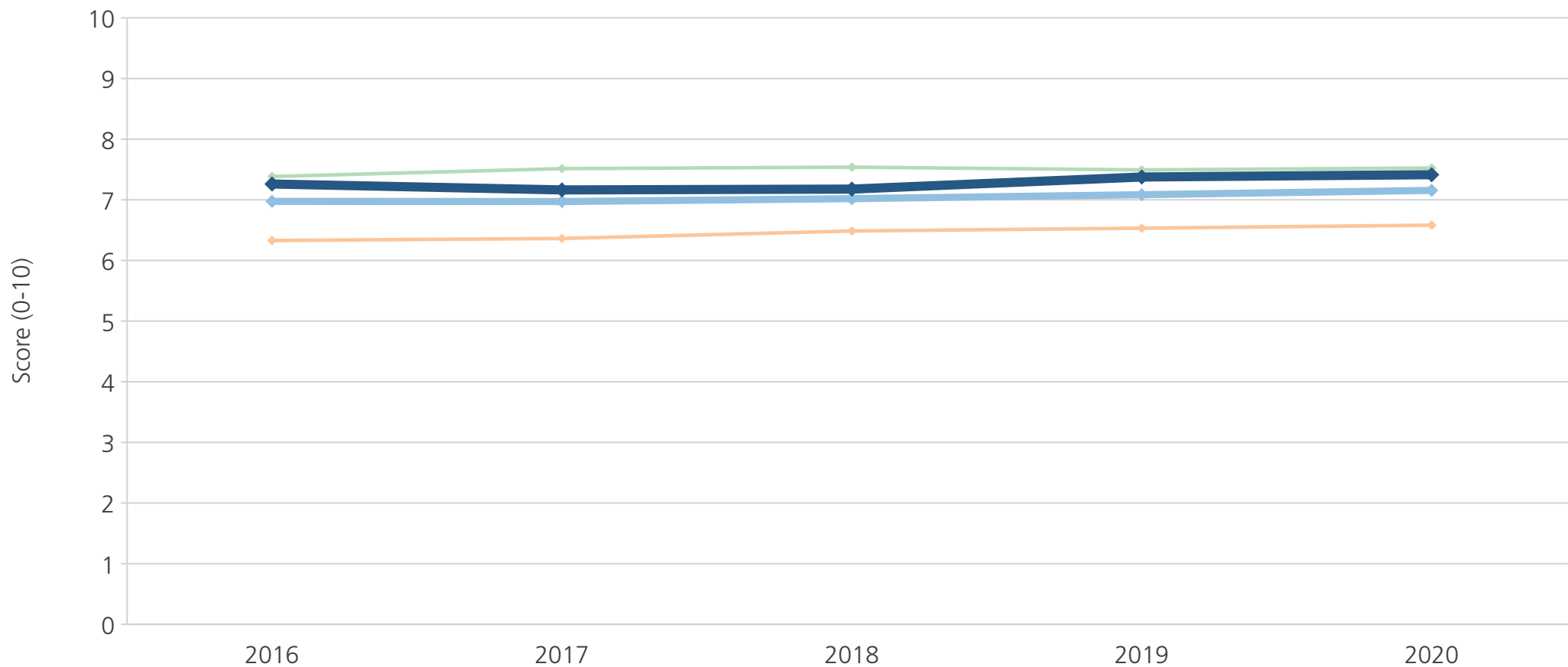


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 7.4 | 7.5 | 7.5 | 7.5 | 7.5 |
| **Your org** | 7.3 | 7.2 | 7.2 | 7.4 | 7.4 |
| **Average** | 7.0 | 7.0 | 7.0 | 7.1 | 7.2 |
| **Worst** | 6.3 | 6.4 | 6.5 | 6.5 | 6.6 |
| **Responses** | 502 | 1,358 | 1,255 | 1,776 | 1,786 |

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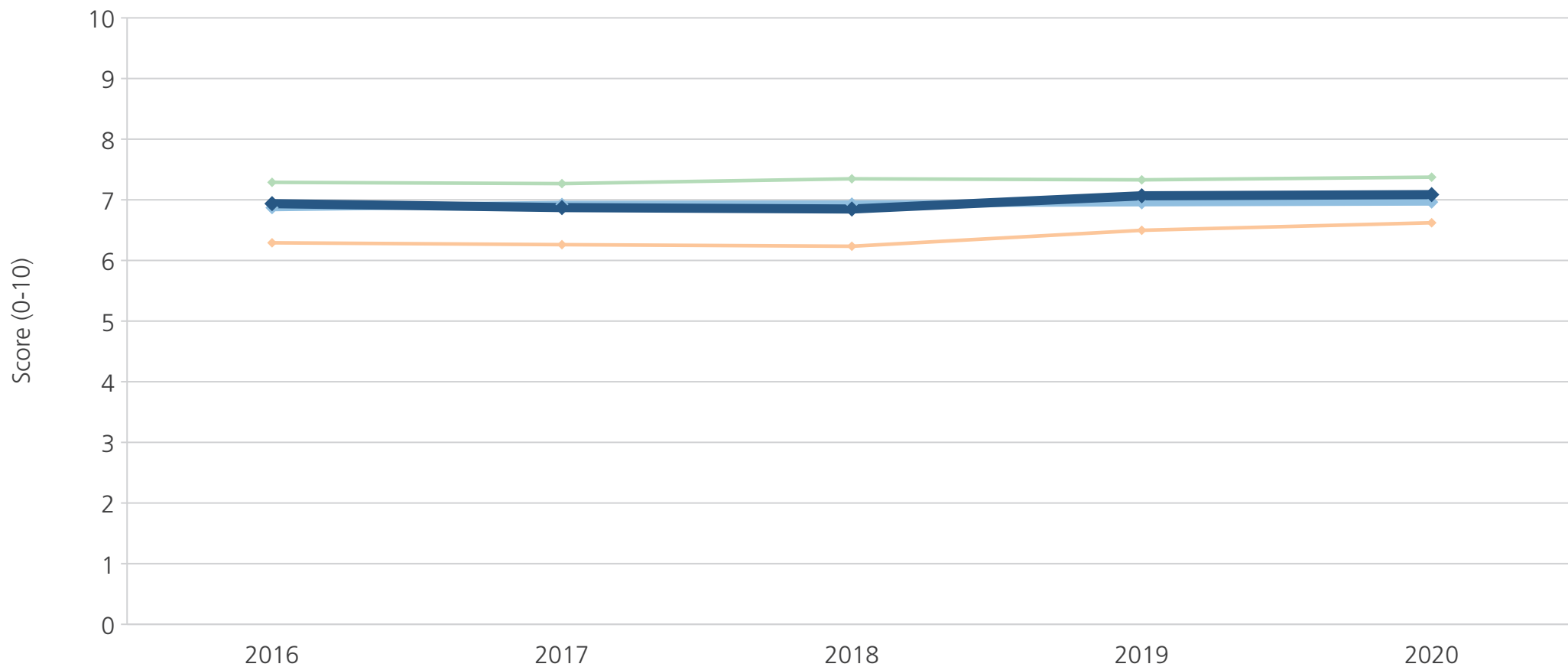
| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 7.3 | 7.3 | 7.3 | 7.3 | 7.4 |
| **Your org** | 6.9 | 6.9 | 6.8 | 7.1 | 7.1 |
| **Average** | 6.9 | 6.9 | 6.9 | 6.9 | 7.0 |
| **Worst** | 6.3 | 6.3 | 6.2 | 6.5 | 6.6 |
| **Responses** | 496 | 1,337 | 1,235 | 1,756 | 1,765 |

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# Theme results – Covid-19 classification breakdowns

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2020 NHS Staff Survey Results

# Covid-19 classification breakdowns

## Covid-19 questions

Staff were asked four classification questions relating to their experience during the Covid-19 pandemic:

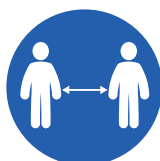| | | | |
|---|---|---|---|
| a. | Have you worked on a Covid-19 specific ward or area at any time? | ☐ Yes | ☐ No |
| b. | Have you been redeployed due to the Covid-19 pandemic at any time? | ☐ Yes | ☐ No |
| c. | Have you been required to work remotely/from home due to the Covid-19 pandemic? | ☐ Yes | ☐ No |
| d. | Have you been shielding? | ☐ Yes, for myself | ☐ Yes, for a member of my household | ☐ No |

The charts on the following pages show the breakdown of theme scores for staff answering 'yes' to each of these questions, compared with the results for all staff at your organisation. Results are presented in the context of the highest, average and lowest scores for similar organisations.
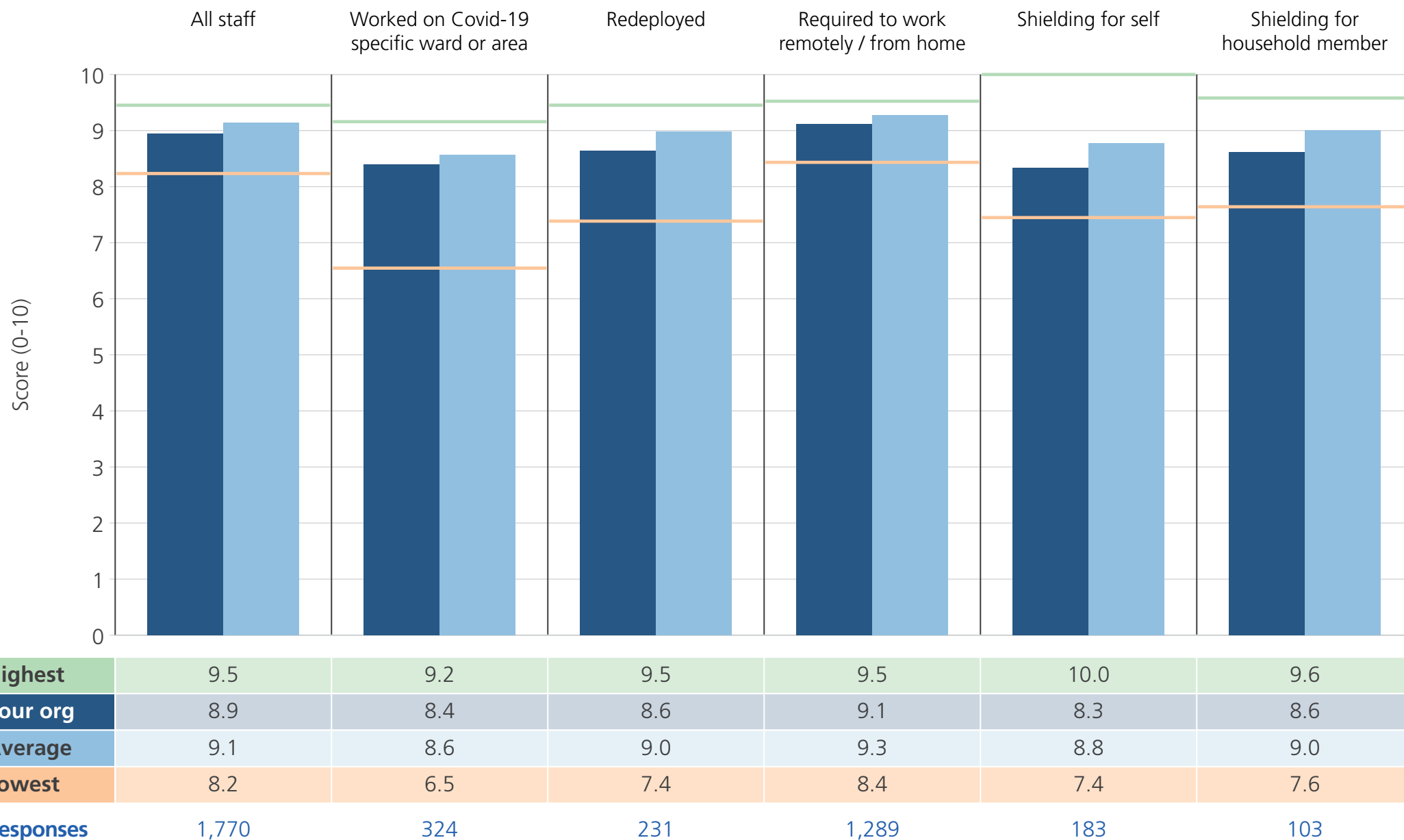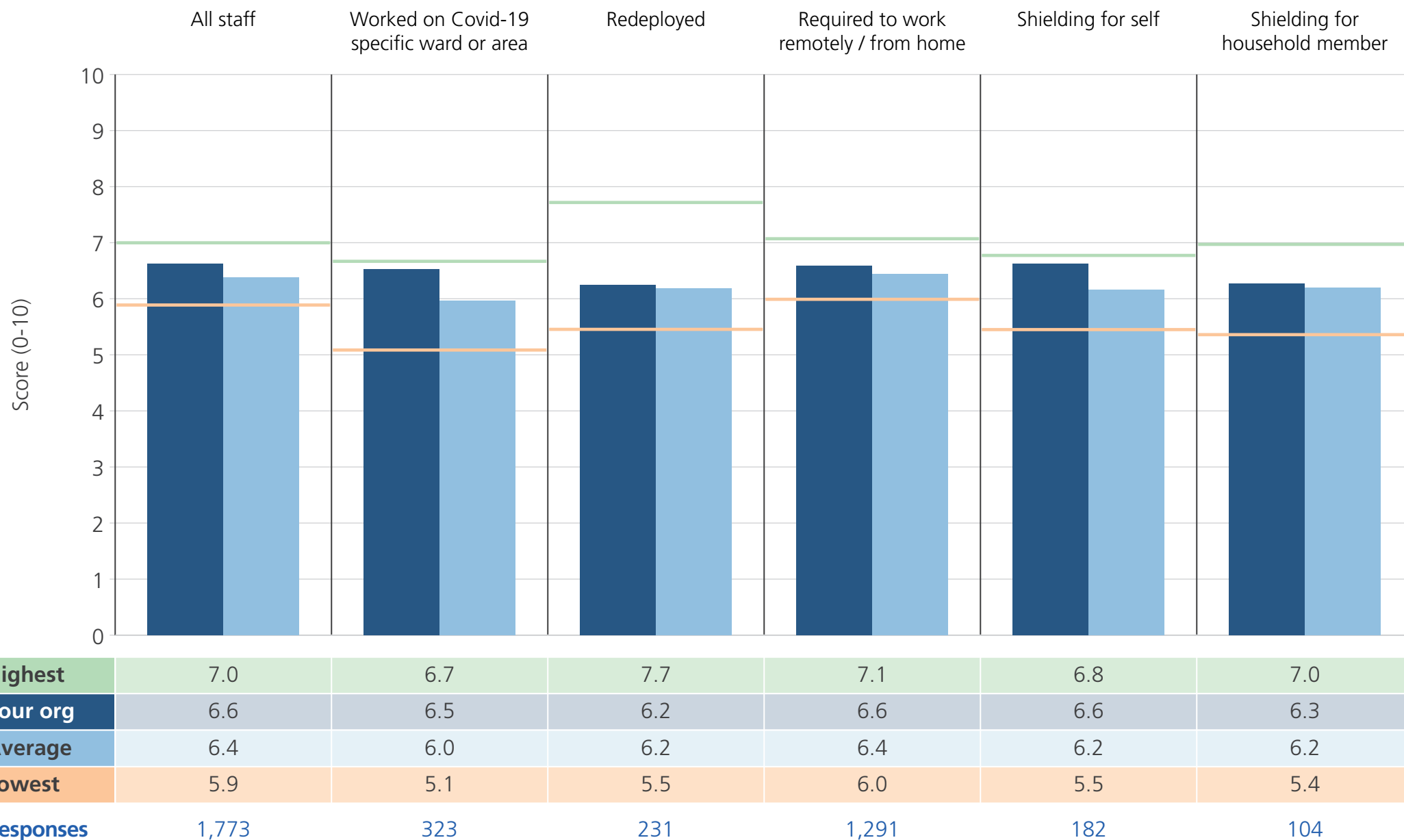
## Comparing your data

To improve overall comparability, the data have been weighted to match the occupation group profile of staff at your organisation to that of the benchmarking group, as in previous charts. However, there may be differences in the occupation group profiles of the individual COVID-19 subgroups. For example, the mix of occupational groups across redeployed staff at your organisation may differ from similar organisations. This difference would not be accounted for by the weighting and therefore may affect the comparability of results. As such, a degree of caution is advised when interpreting your results.
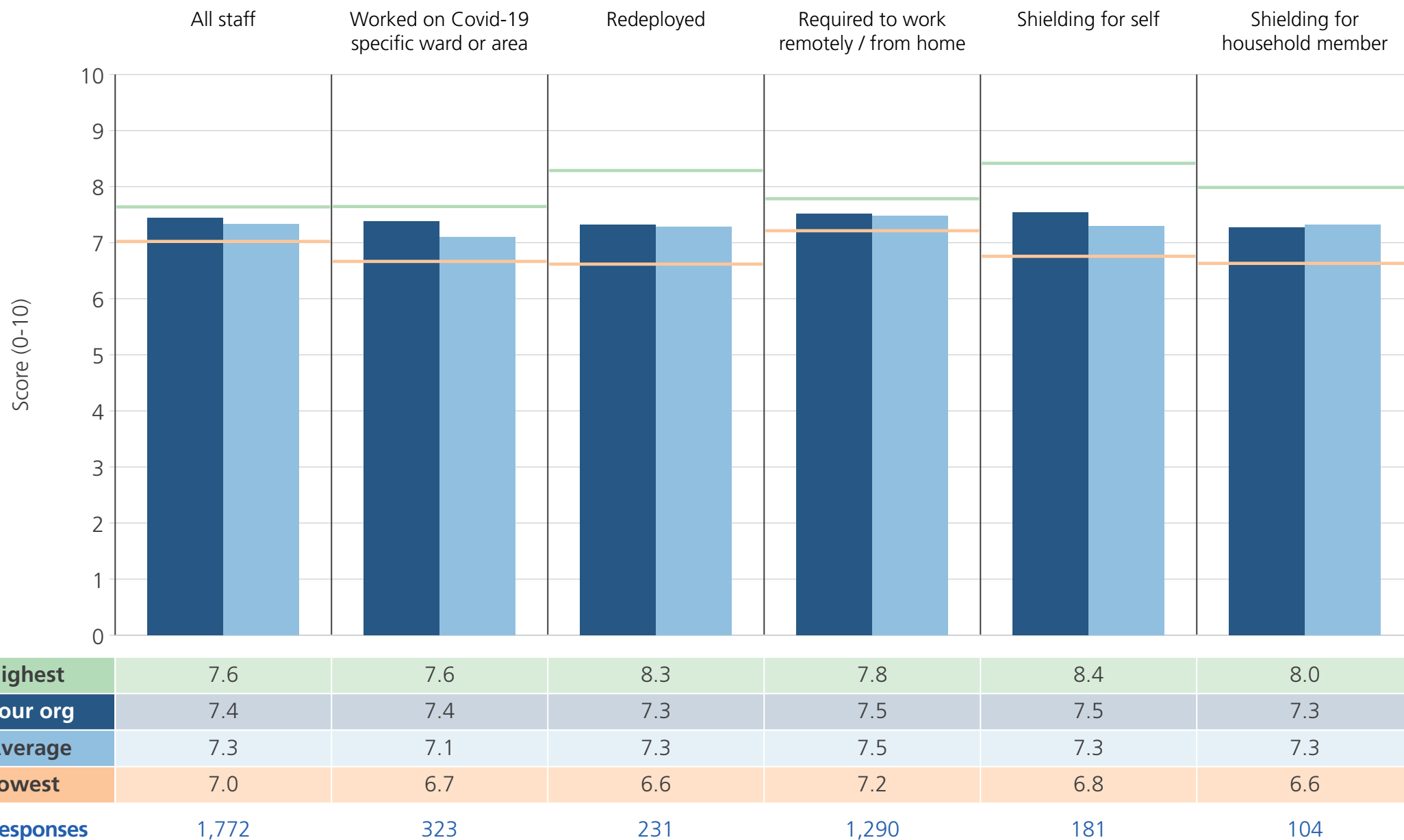
## Further information

Results for these groups of staff, including data for individual questions, are also available via the online dashboards. Please note that results presented in these dashboards have not been weighted where no benchmarking takes place and so may vary slightly from those shown in this report.

**HANDS**      **FACE**      **SPACE**

| | All staff | Worked on Covid-19 specific ward or area | Redeployed | Required to work remotely / from home | Shielding for self | Shielding for household member |
|---|---|---|---|---|---|---|
| **Highest** | 9.5 | 9.2 | 9.5 | 9.5 | 10.0 | 9.6 |
| **Your org** | 8.9 | 8.4 | 8.6 | 9.1 | 8.3 | 8.6 |
| **Average** | 9.1 | 8.6 | 9.0 | 9.3 | 8.8 | 9.0 |
| **Lowest** | 8.2 | 6.5 | 7.4 | 8.4 | 7.4 | 7.6 |
| **Responses** | 1,770 | 324 | 231 | 1,289 | 183 | 103 |

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| | All staff | Worked on Covid-19 specific ward or area | Redeployed | Required to work remotely / from home | Shielding for self | Shielding for household member |
|---|---|---|---|---|---|---|
| **Highest** | 7.0 | 6.7 | 7.7 | 7.1 | 6.8 | 7.0 |
| **Your org** | 6.6 | 6.5 | 6.2 | 6.6 | 6.6 | 6.3 |
| **Average** | 6.4 | 6.0 | 6.2 | 6.4 | 6.2 | 6.2 |
| **Lowest** | 5.9 | 5.1 | 5.5 | 6.0 | 5.5 | 5.4 |
| **Responses** | 1,773 | 323 | 231 | 1,291 | 182 | 104 |

| | All staff | Worked on Covid-19 specific ward or area | Redeployed | Required to work remotely / from home | Shielding for self | Shielding for household member |
|---|---|---|---|---|---|---|
| **Highest** | 7.6 | 7.6 | 8.3 | 7.8 | 8.4 | 8.0 |
| **Your org** | 7.4 | 7.4 | 7.3 | 7.5 | 7.5 | 7.3 |
| **Average** | 7.3 | 7.1 | 7.3 | 7.5 | 7.3 | 7.3 |
| **Lowest** | 7.0 | 6.7 | 6.6 | 7.2 | 6.8 | 6.6 |
| **Responses** | 1,772 | 323 | 231 | 1,290 | 181 | 104 |

| | All staff | Worked on Covid-19 specific ward or area | Redeployed | Required to work remotely / from home | Shielding for self | Shielding for household member |
|---|---|---|---|---|---|---|
| **Highest** | 6.9 | 6.8 | 7.4 | 7.0 | 7.0 | 7.1 |
| **Your org** | 6.6 | 6.5 | 6.4 | 6.7 | 6.6 | 6.4 |
| **Average** | 6.4 | 6.2 | 6.3 | 6.5 | 6.4 | 6.3 |
| **Lowest** | 6.1 | 4.8 | 5.7 | 6.0 | 5.6 | 5.5 |
| **Responses** | 1,758 | 322 | 230 | 1,288 | 181 | 104 |

Score (0-10)

| | All staff | Worked on Covid-19 specific ward or area | Redeployed | Required to work remotely / from home | Shielding for self | Shielding for household member |
|---|---|---|---|---|---|---|
| **Highest** | 7.9 | 8.1 | 8.0 | 7.7 | 8.0 | 8.1 |
| **Your org** | 7.7 | 8.0 | 7.6 | 7.5 | 8.0 | 7.4 |
| **Average** | 7.5 | 7.6 | 7.4 | 7.3 | 7.6 | 7.5 |
| **Lowest** | 6.8 | 6.5 | 6.9 | 6.8 | 6.8 | 6.7 |
| **Responses** | 1,533 | 312 | 203 | 1,086 | 161 | 91 |

| | All staff | Worked on Covid-19 specific ward or area | Redeployed | Required to work remotely / from home | Shielding for self | Shielding for household member |
|---|---|---|---|---|---|---|
| **Highest** | 8.8 | 8.3 | 9.0 | 8.9 | 9.3 | 9.1 |
| **Your org** | 8.2 | 7.5 | 7.6 | 8.6 | 7.8 | 8.3 |
| **Average** | 8.3 | 7.5 | 8.1 | 8.6 | 8.0 | 8.2 |
| **Lowest** | 7.6 | 6.4 | 7.0 | 8.0 | 6.9 | 7.1 |
| **Responses** | 1,707 | 311 | 218 | 1,242 | 171 | 100 |

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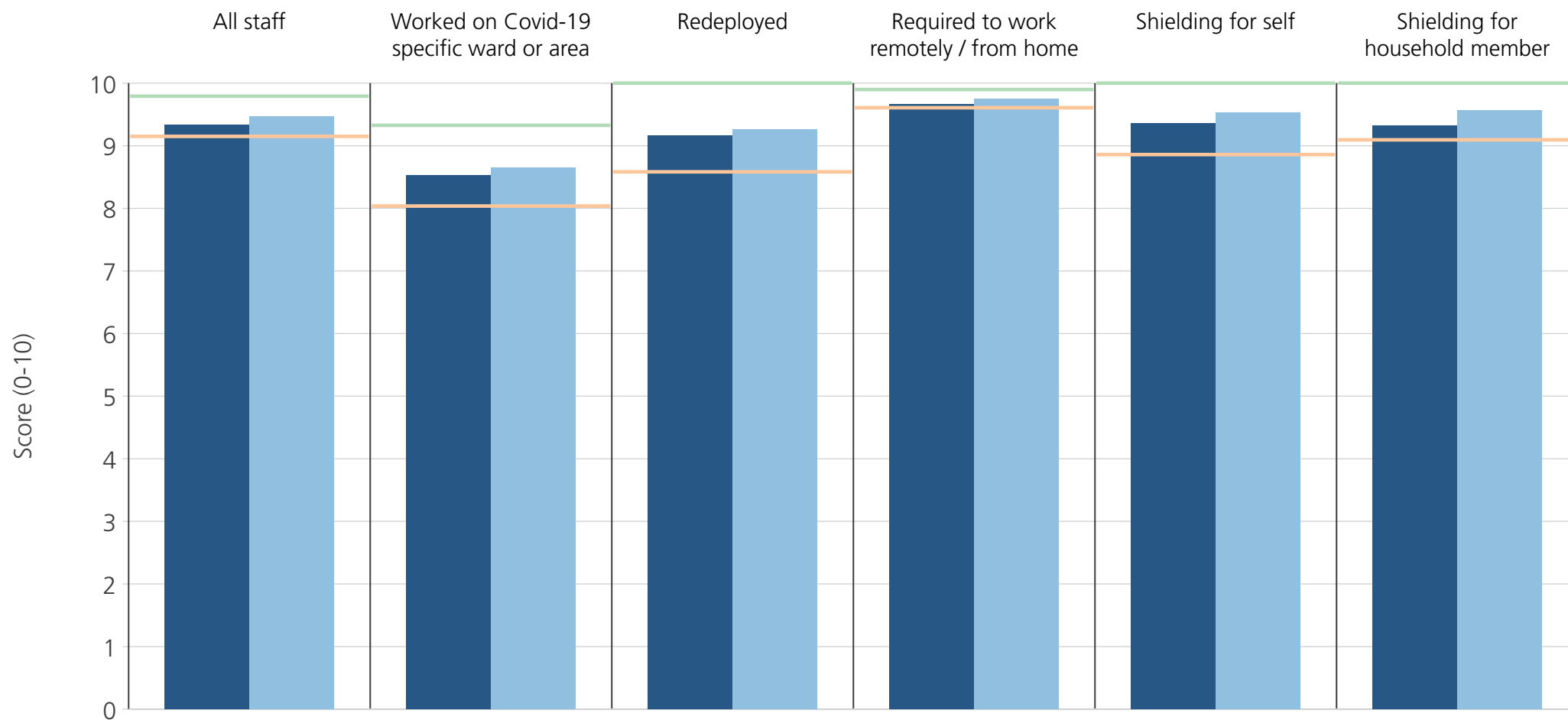
| | All staff | Worked on Covid-19 specific ward or area | Redeployed | Required to work remotely / from home | Shielding for self | Shielding for household member |
|---|---|---|---|---|---|---|
| **Highest** | 9.8 | 9.3 | 10.0 | 9.9 | 10.0 | 10.0 |
| **Your org** | 9.3 | 8.5 | 9.2 | 9.7 | 9.4 | 9.3 |
| **Average** | 9.5 | 8.6 | 9.3 | 9.8 | 9.5 | 9.6 |
| **Lowest** | 9.1 | 8.0 | 8.6 | 9.6 | 8.9 | 9.1 |
| **Responses** | 1,765 | 320 | 231 | 1,289 | 182 | 103 |

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Score (0-10)

| | All staff | Worked on Covid-19 specific ward or area | Redeployed | Required to work remotely / from home | Shielding for self | Shielding for household member |
|---|---|---|---|---|---|---|
| **Highest** | 7.5 | 7.5 | 7.5 | 7.5 | 7.6 | 7.6 |
| **Your org** | 7.3 | 7.2 | 7.2 | 7.4 | 7.2 | 7.2 |
| **Average** | 6.9 | 6.9 | 6.8 | 6.9 | 6.9 | 6.9 |
| **Lowest** | 6.1 | 5.9 | 5.8 | 6.2 | 6.2 | 6.3 |
| **Responses** | 1,767 | 323 | 230 | 1,289 | 182 | 104 |

| | All staff | Worked on Covid-19 specific ward or area | Redeployed | Required to work remotely / from home | Shielding for self | Shielding for household member |
|---|---|---|---|---|---|---|
| **Highest** | 7.5 | 7.5 | 8.2 | 7.6 | 7.7 | 7.7 |
| **Your org** | 7.4 | 7.5 | 7.3 | 7.4 | 7.6 | 7.2 |
| **Average** | 7.2 | 7.1 | 7.1 | 7.2 | 7.1 | 7.1 |
| **Lowest** | 6.6 | 6.3 | 6.4 | 6.7 | 6.6 | 6.5 |
| **Responses** | 1,786 | 322 | 231 | 1,290 | 181 | 104 |

Score (0-10)

|  | All staff | Worked on Covid-19 specific ward or area | Redeployed | Required to work remotely / from home | Shielding for self | Shielding for household member |
|---|---|---|---|---|---|---|
| **Highest** | 7.4 | 7.3 | 7.5 | 7.6 | 7.9 | 7.7 |
| **Your org** | 7.1 | 7.0 | 7.1 | 7.2 | 7.0 | 7.1 |
| **Average** | 7.0 | 6.8 | 7.0 | 7.1 | 7.0 | 7.0 |
| **Lowest** | 6.6 | 6.2 | 6.3 | 6.8 | 6.5 | 6.5 |
| **Responses** | 1,765 | 317 | 230 | 1,275 | 179 | 103 |
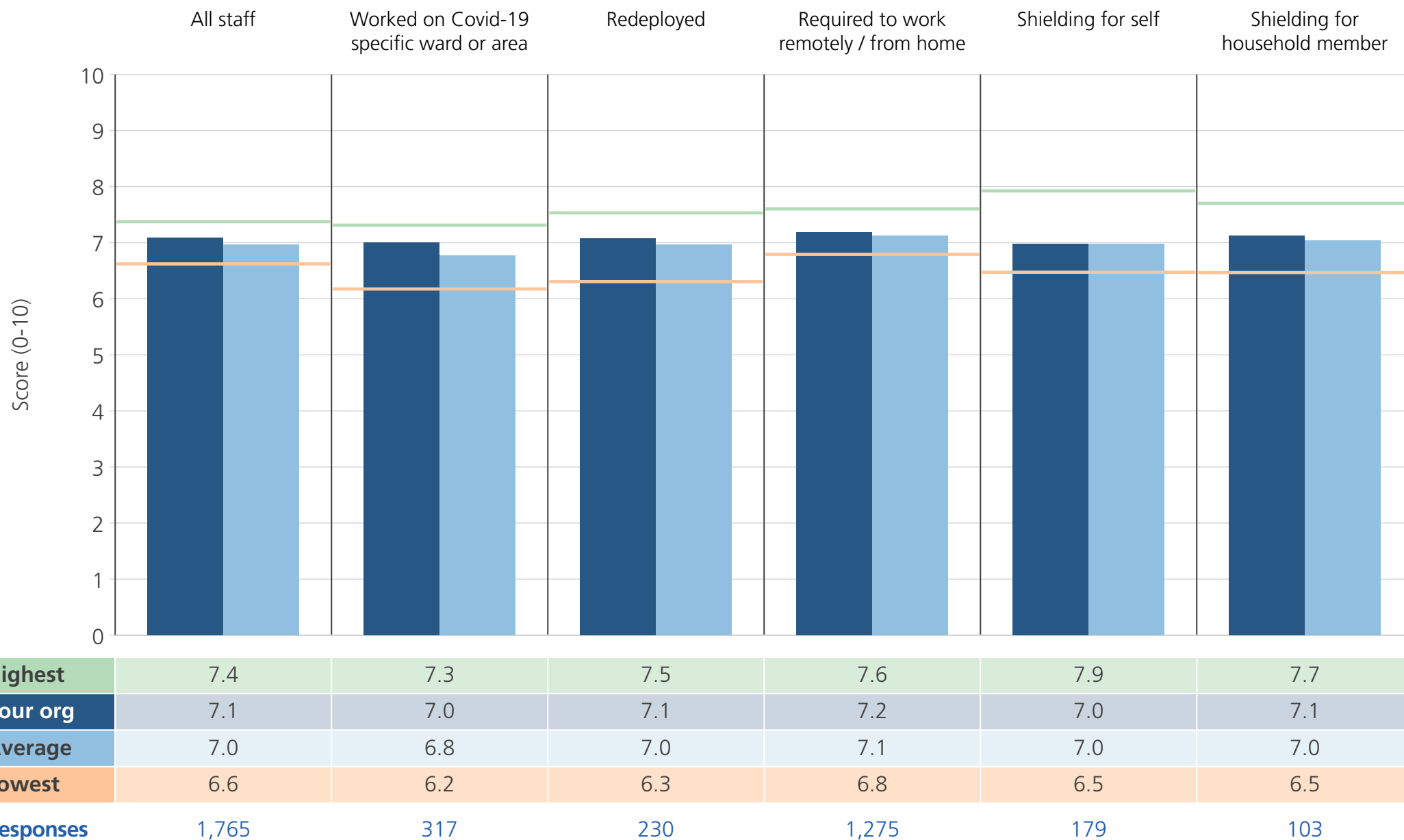
# Theme results – Detailed information

Hertfordshire Partnership University NHS Foundation Trust

2020 NHS Staff Survey Results

## Q14
Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?
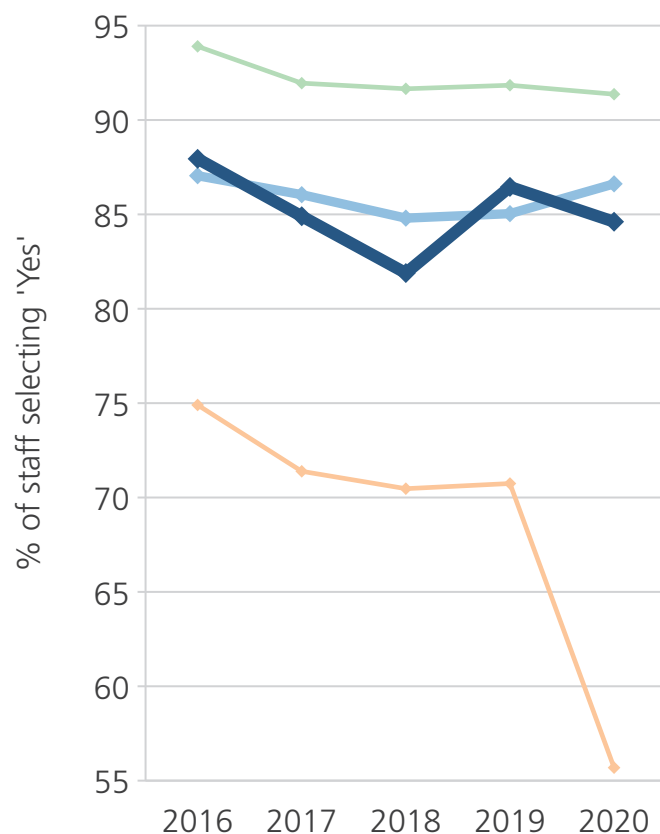


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 93.9% | 92.0% | 91.7% | 91.8% | 91.4% |
| **Your org** | 87.9% | 84.9% | 81.9% | 86.5% | 84.6% |
| **Average** | 87.0% | 86.0% | 84.8% | 85.0% | 86.6% |
| **Worst** | 74.9% | 71.4% | 70.5% | 70.7% | 55.7% |

## 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?
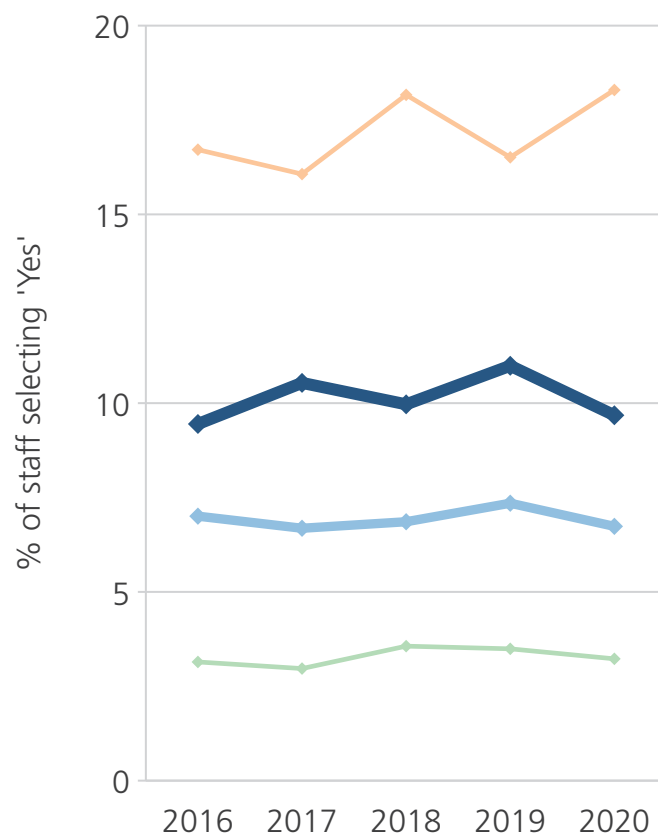


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 16.7% | 16.1% | 18.2% | 16.5% | 18.3% |
| **Your org** | 9.4% | 10.5% | 10.0% | 11.0% | 9.7% |
| **Average** | 7.0% | 6.7% | 6.9% | 7.3% | 6.7% |
| **Best** | 3.1% | 3.0% | 3.6% | 3.5% | 3.2% |

## Q15b
In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?
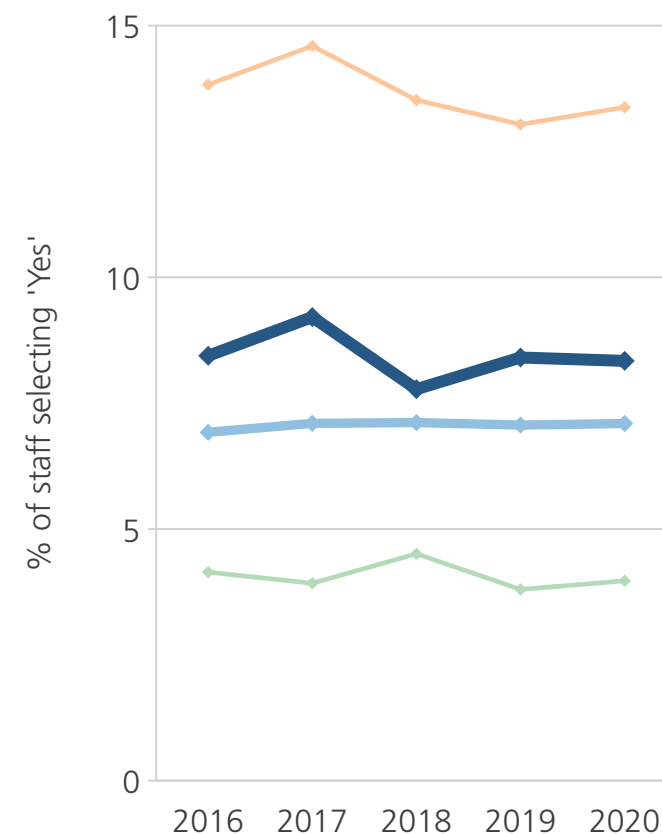


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 13.8% | 14.6% | 13.5% | 13.0% | 13.4% |
| **Your org** | 8.4% | 9.2% | 7.8% | 8.4% | 8.3% |
| **Average** | 6.9% | 7.1% | 7.1% | 7.1% | 7.1% |
| **Best** | 4.1% | 3.9% | 4.5% | 3.8% | 4.0% |

**Q26b**
Has your employer made adequate adjustment(s)
to enable you to carry out your work?

% of staff selecting 'Yes'
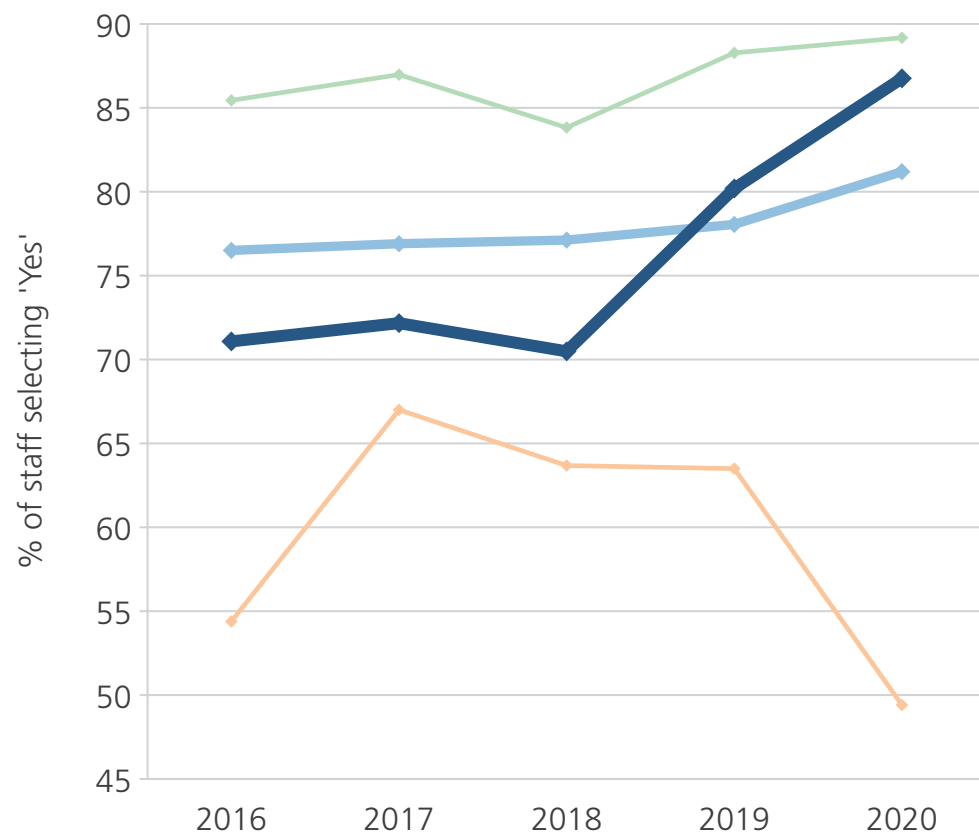
|  | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 85.4% | 87.0% | 83.8% | 88.3% | 89.2% |
| **Your org** | 71.1% | 72.2% | 70.5% | 80.2% | 86.8% |
| **Average** | 76.5% | 76.9% | 77.1% | 78.1% | 81.2% |
| **Worst** | 54.4% | 67.0% | 63.7% | 63.5% | 49.4% |

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**Q5h**
The opportunities for
flexible working patterns
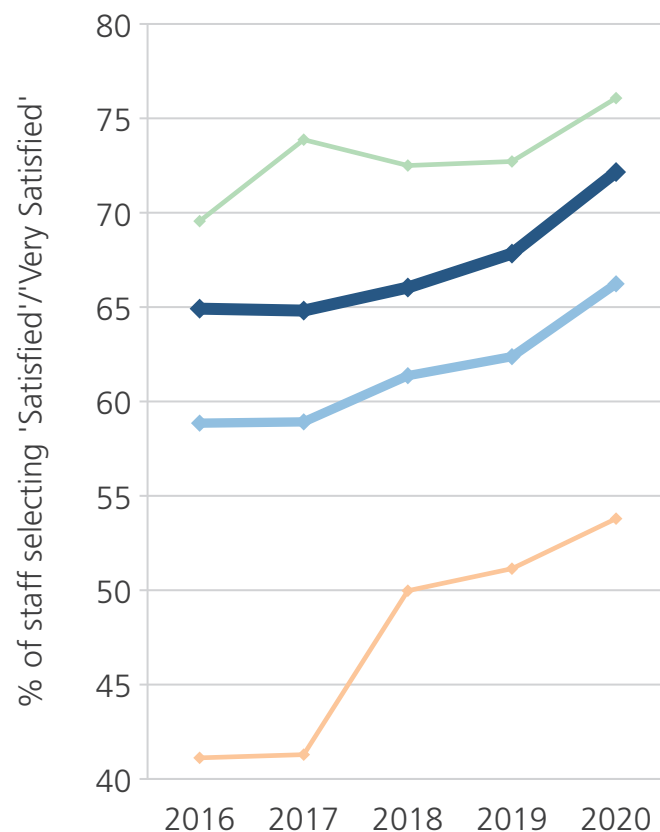
**Q11a**
Does your organisation take positive
action on health and well-being?
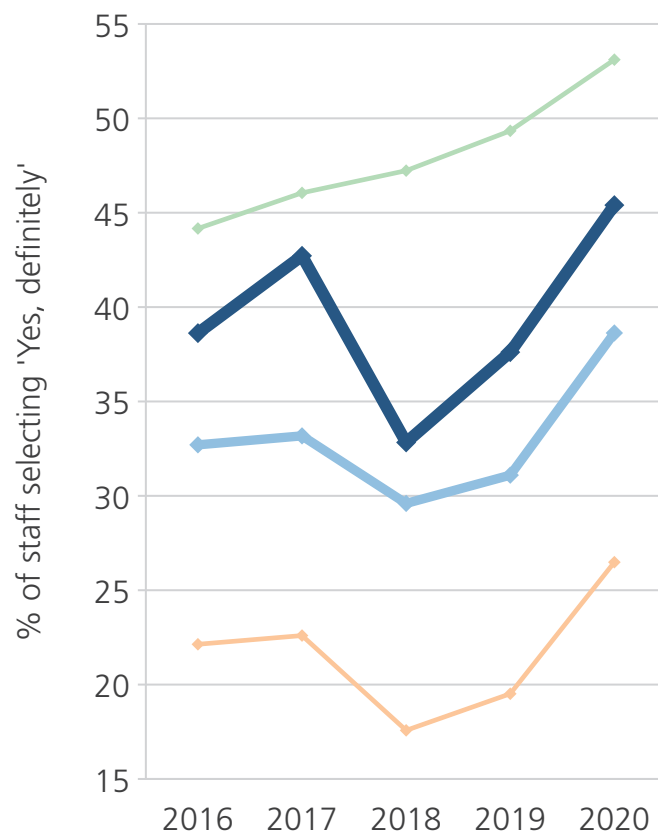
**Q11b**
In the last 12 months have you
experienced musculoskeletal problems
(MSK) as a result of work activities?
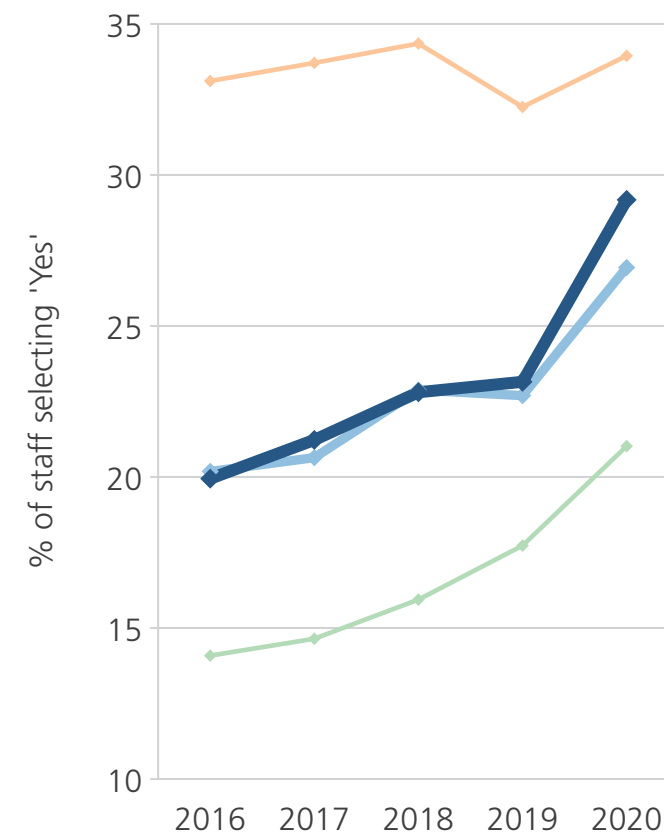


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 69.6% | 73.9% | 72.5% | 72.7% | 76.1% |
| Your org | 64.9% | 64.8% | 66.0% | 67.8% | 72.2% |
| Average | 58.9% | 58.9% | 61.4% | 62.4% | 66.2% |
| Worst | 41.1% | 41.3% | 50.0% | 51.1% | 53.8% |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 44.2% | 46.1% | 47.2% | 49.3% | 53.1% |
| Your org | 38.6% | 42.7% | 32.8% | 37.6% | 45.4% |
| Average | 32.7% | 33.2% | 29.6% | 31.1% | 38.6% |
| Worst | 22.1% | 22.6% | 17.6% | 19.5% | 26.5% |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Worst | 33.1% | 33.7% | 34.4% | 32.3% | 33.9% |
| Your org | 19.9% | 21.2% | 22.8% | 23.2% | 29.2% |
| Average | 20.2% | 20.6% | 22.9% | 22.7% | 26.9% |
| Best | 14.1% | 14.6% | 15.9% | 17.7% | 21.0% |

**Q11c**
During the last 12 months have you felt
unwell as a result of work related stress?
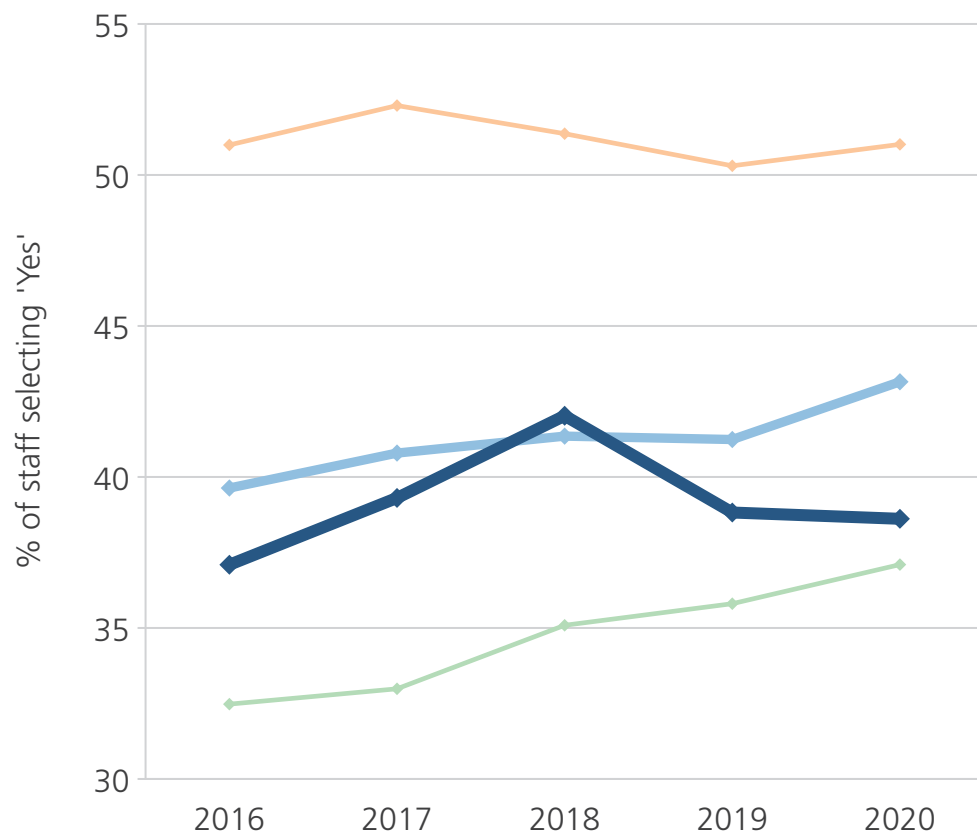
**Q11d**
In the last three months have you ever come to work
despite not feeling well enough to perform your duties?
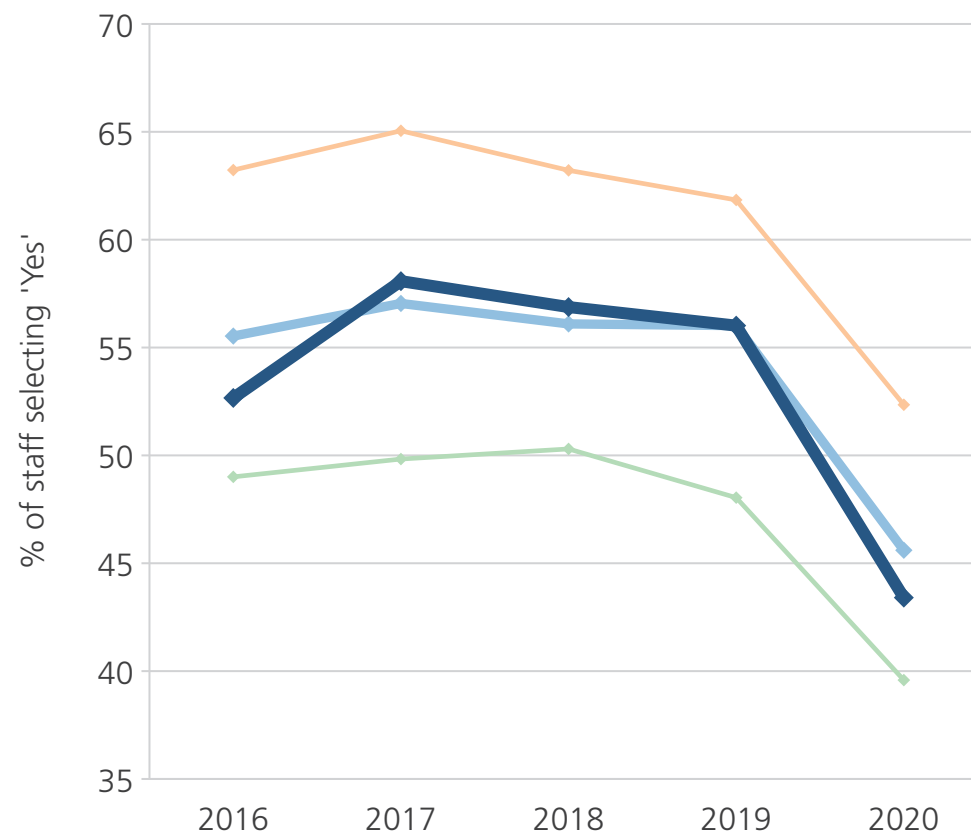


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 51.0% | 52.3% | 51.4% | 50.3% | 51.0% |
| **Your org** | 37.1% | 39.3% | 42.0% | 38.8% | 38.6% |
| **Average** | 39.6% | 40.8% | 41.4% | 41.2% | 43.2% |
| **Best** | 32.5% | 33.0% | 35.1% | 35.8% | 37.1% |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 63.2% | 65.0% | 63.2% | 61.8% | 52.3% |
| **Your org** | 52.7% | 58.1% | 56.9% | 56.0% | 43.4% |
| **Average** | 55.5% | 57.0% | 56.1% | 56.0% | 45.6% |
| **Best** | 49.0% | 49.8% | 50.3% | 48.0% | 39.6% |

## Q5b
The support I get from
my immediate manager
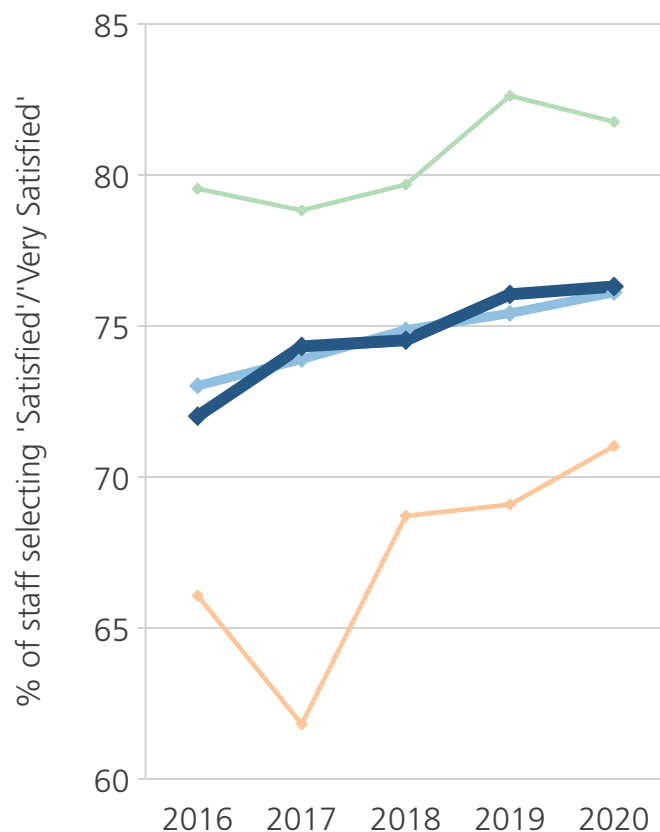
## Q8c
My immediate manager gives
me clear feedback on my work
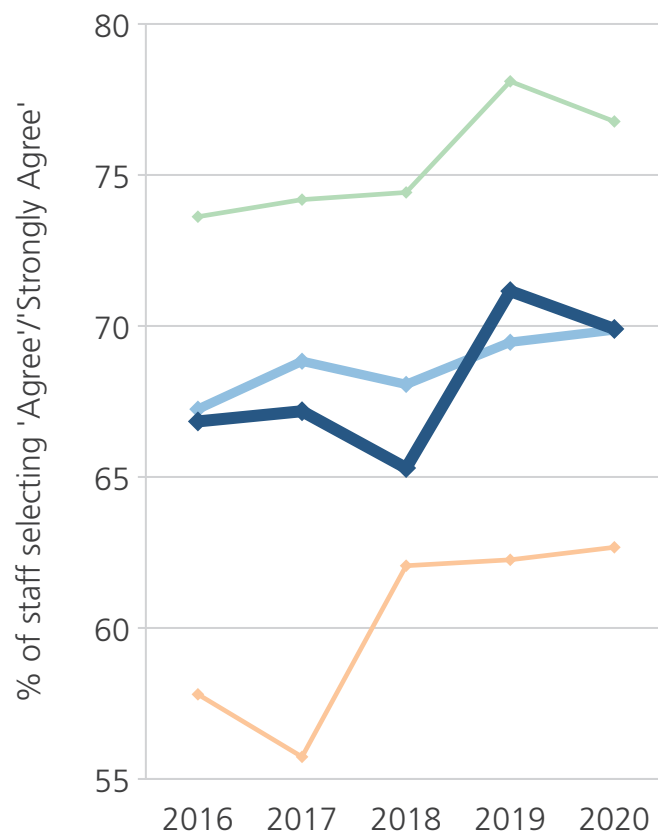
## Q8d
My immediate manager asks
for my opinion before making
decisions that affect my work
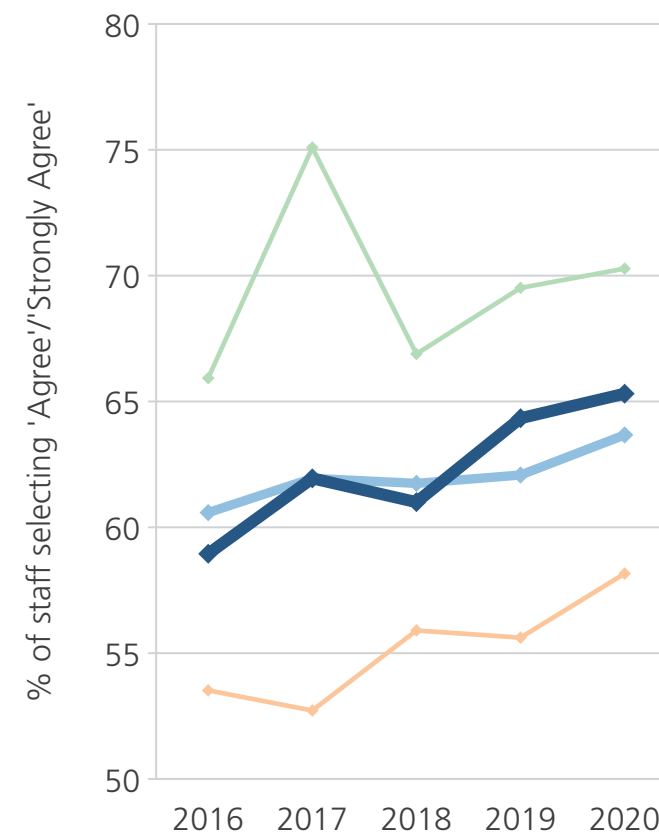


| Q5b | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 79.5% | 78.8% | 79.7% | 82.6% | 81.8% |
| Your org | 72.0% | 74.3% | 74.5% | 76.0% | 76.3% |
| Average | 73.0% | 73.9% | 74.9% | 75.4% | 76.1% |
| Worst | 66.1% | 61.8% | 68.7% | 69.1% | 71.0% |

| Q8c | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 73.6% | 74.2% | 74.4% | 78.1% | 76.8% |
| Your org | 66.8% | 67.2% | 65.3% | 71.2% | 69.9% |
| Average | 67.2% | 68.8% | 68.1% | 69.5% | 69.9% |
| Worst | 57.8% | 55.7% | 62.1% | 62.3% | 62.7% |

| Q8d | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 65.9% | 75.1% | 66.9% | 69.5% | 70.3% |
| Your org | 58.9% | 61.9% | 61.0% | 64.3% | 65.3% |
| Average | 60.6% | 61.9% | 61.7% | 62.1% | 63.7% |
| Worst | 53.5% | 52.7% | 55.9% | 55.6% | 58.2% |

**Q8f**
My immediate manager takes a positive
interest in my health and well-being
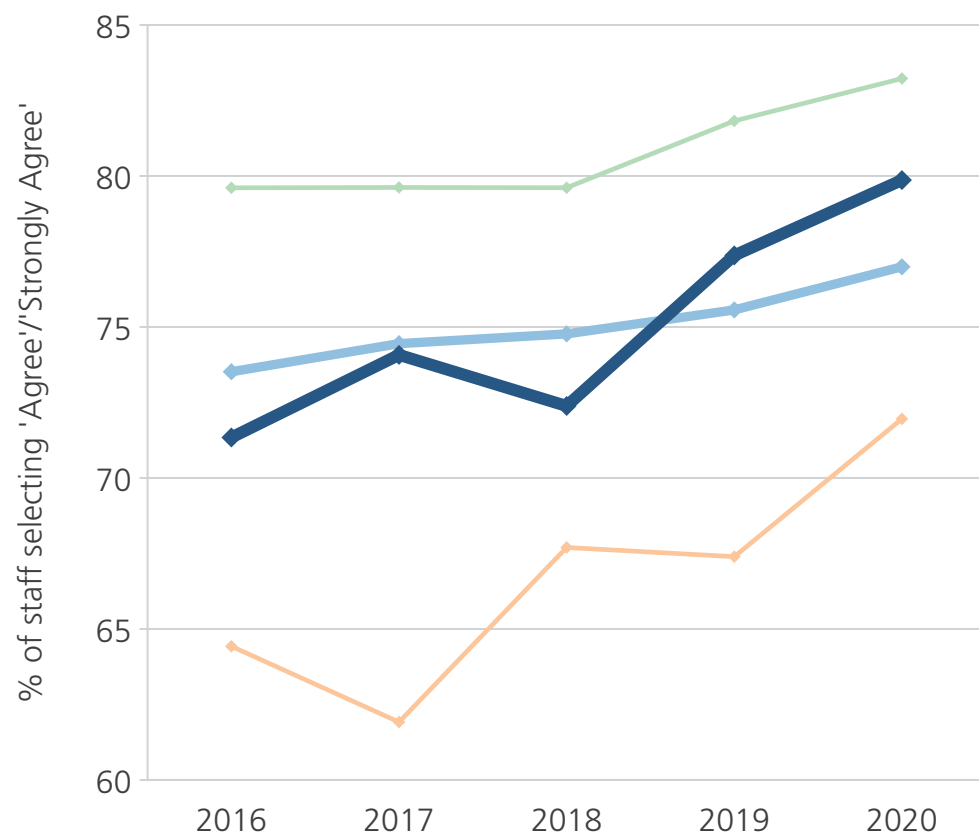


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 79.6% | 79.6% | 79.6% | 81.8% | 83.2% |
| **Your org** | 71.3% | 74.1% | 72.4% | 77.4% | 79.9% |
| **Average** | 73.5% | 74.4% | 74.8% | 75.6% | 77.0% |
| **Worst** | 64.4% | 61.9% | 67.7% | 67.4% | 72.0% |

**Q8g**
My immediate manager values my work
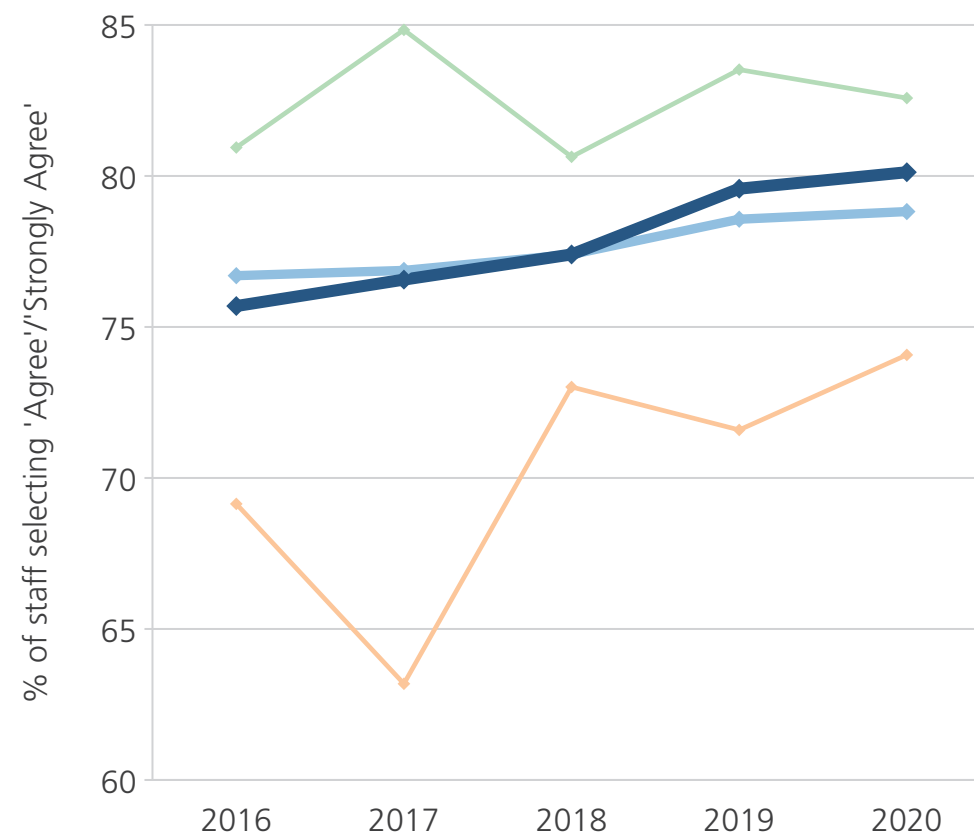


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 80.9% | 84.8% | 80.6% | 83.5% | 82.6% |
| **Your org** | 75.7% | 76.6% | 77.4% | 79.6% | 80.1% |
| **Average** | 76.7% | 76.9% | 77.4% | 78.6% | 78.8% |
| **Worst** | 69.1% | 63.2% | 73.0% | 71.6% | 74.1% |

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**Q4c**
I am involved in deciding on changes introduced that affect my work area / team / department
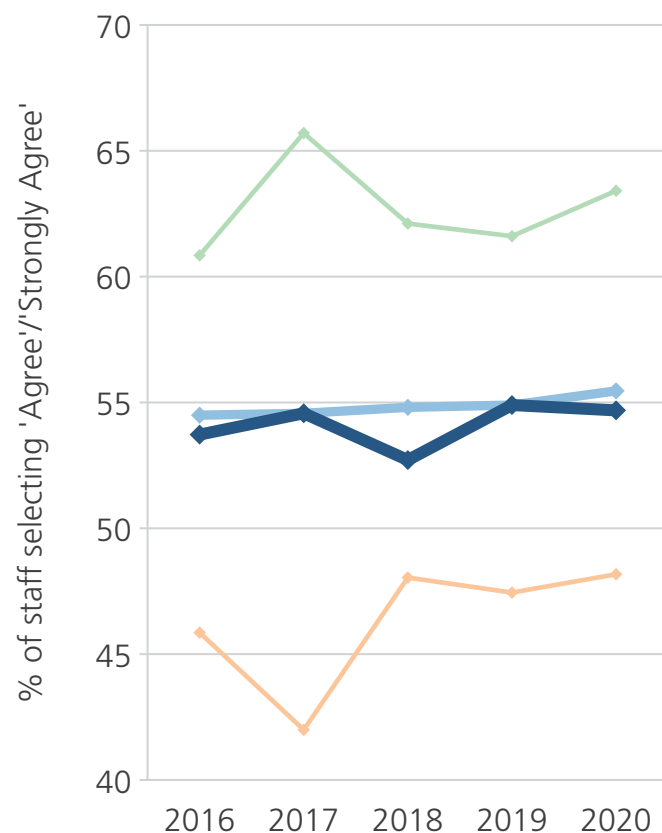
**Q4j**
I receive the respect I deserve from my colleagues at work
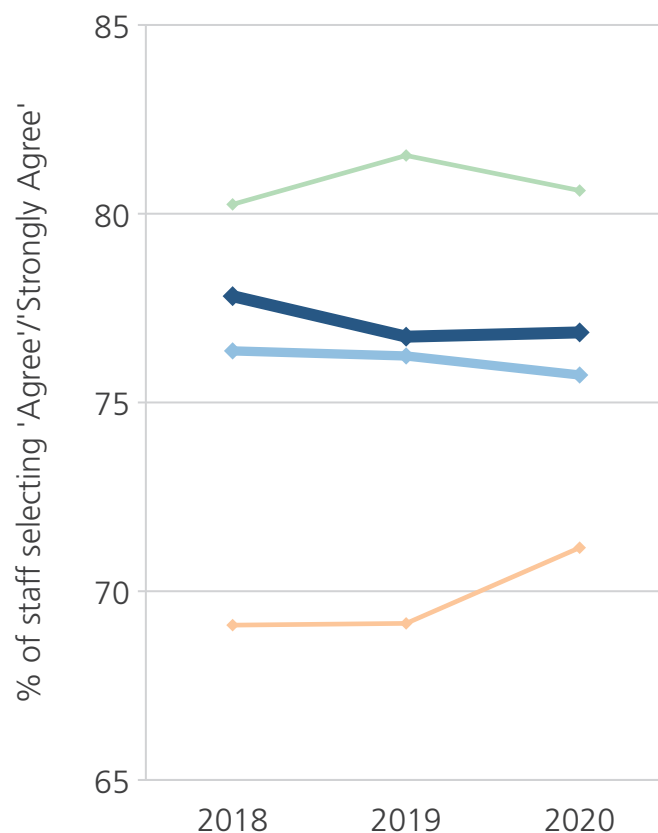
**Q6a**
I have unrealistic time pressures



| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 60.8% | 65.7% | 62.1% | 61.6% | 63.4% |
| Your org | 53.7% | 54.6% | 52.7% | 54.9% | 54.7% |
| Average | 54.5% | 54.6% | 54.8% | 54.9% | 55.5% |
| Worst | 45.9% | 42.0% | 48.0% | 47.4% | 48.2% |

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| Best | 80.2% | 81.5% | 80.6% |
| Your org | 77.8% | 76.7% | 76.9% |
| Average | 76.4% | 76.2% | 75.7% |
| Worst | 69.1% | 69.1% | 71.2% |

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| Best | 30.6% | 31.6% | 35.0% |
| Your org | 20.4% | 23.1% | 26.9% |
| Average | 22.8% | 23.8% | 26.9% |
| Worst | 18.0% | 19.1% | 17.5% |

Survey Coordination Centre

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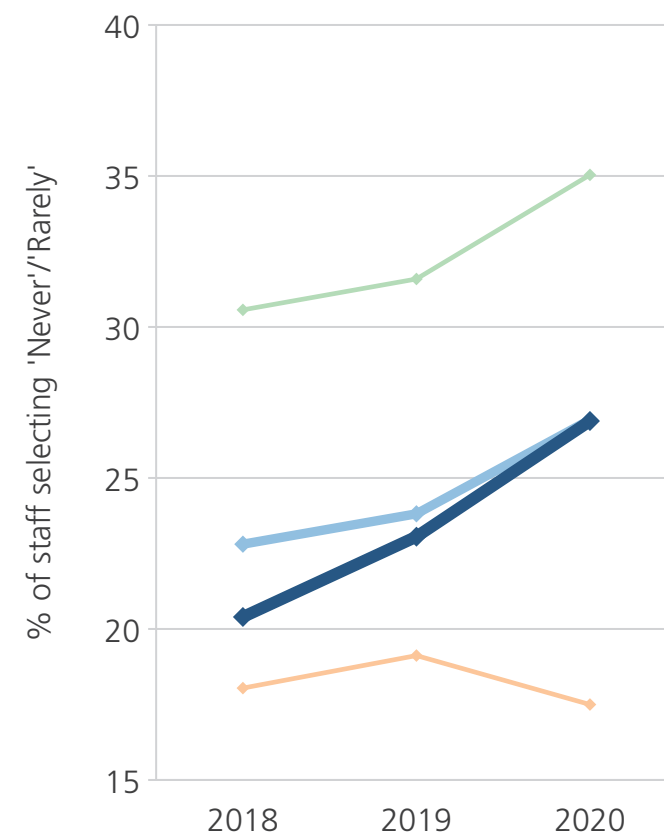
**Q6b**
I have a choice in deciding how to do my work

% of staff selecting 'Often'/'Always'

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| Best | 72.2% | 70.3% | 74.7% |
| Your org | 62.7% | 64.0% | 64.9% |
| Average | 62.5% | 62.1% | 63.8% |
| Worst | 56.1% | 54.5% | 57.0% |
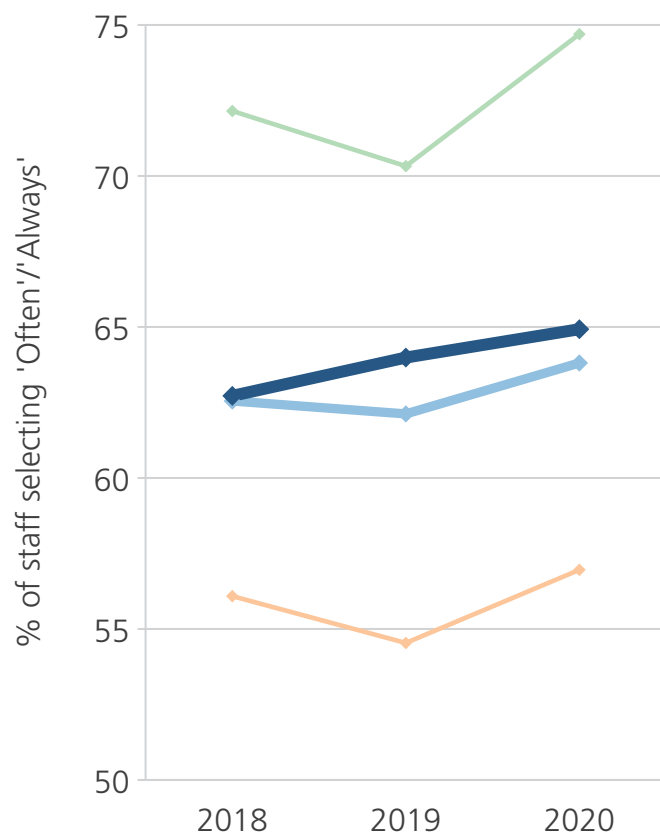
**Q6c**
Relationships at work are strained

% of staff selecting 'Never'/'Rarely'

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| Best | 58.3% | 58.6% | 59.9% |
| Your org | 52.8% | 56.0% | 58.5% |
| Average | 50.2% | 51.2% | 53.6% |
| Worst | 43.1% | 40.7% | 43.5% |
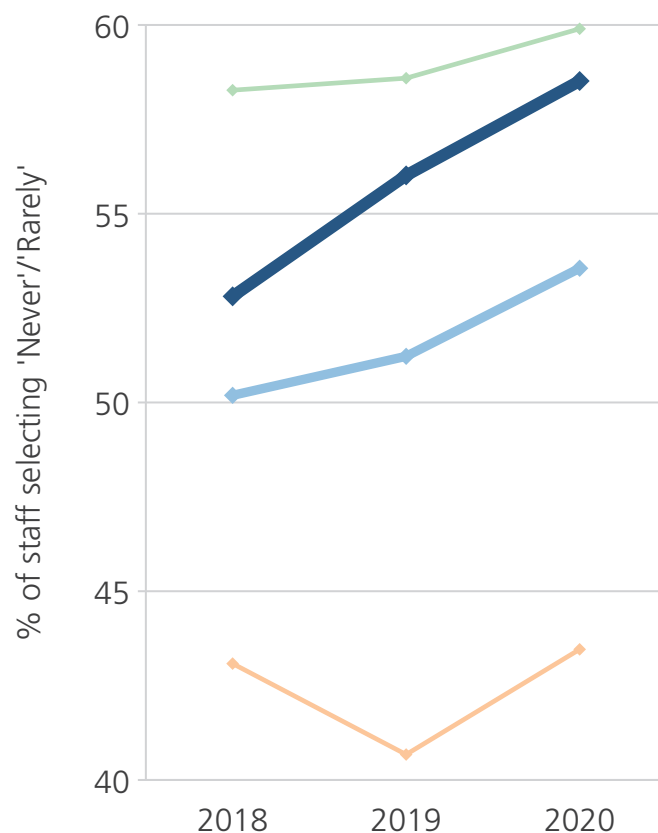
**Q8a**
My immediate manager encourages me at work

% of staff selecting 'Agree'/'Strongly Agree'

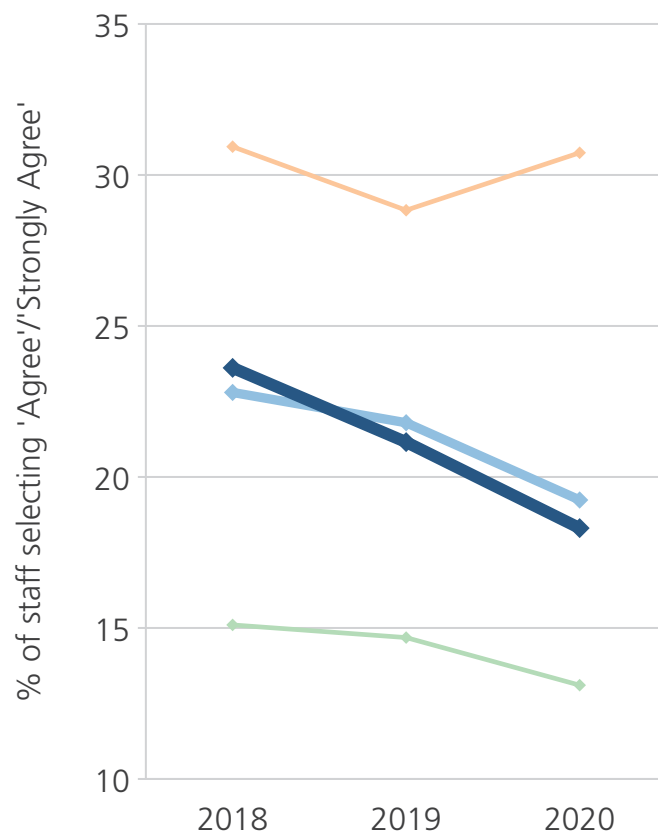| | 2018 | 2019 | 2020 |
|---|---|---|---|
| Best | 79.5% | 82.3% | 81.6% |
| Your org | 75.0% | 77.9% | 78.5% |
| Average | 75.7% | 77.1% | 77.3% |
| Worst | 70.8% | 70.3% | 72.5% |

**Q19a**
I often think about
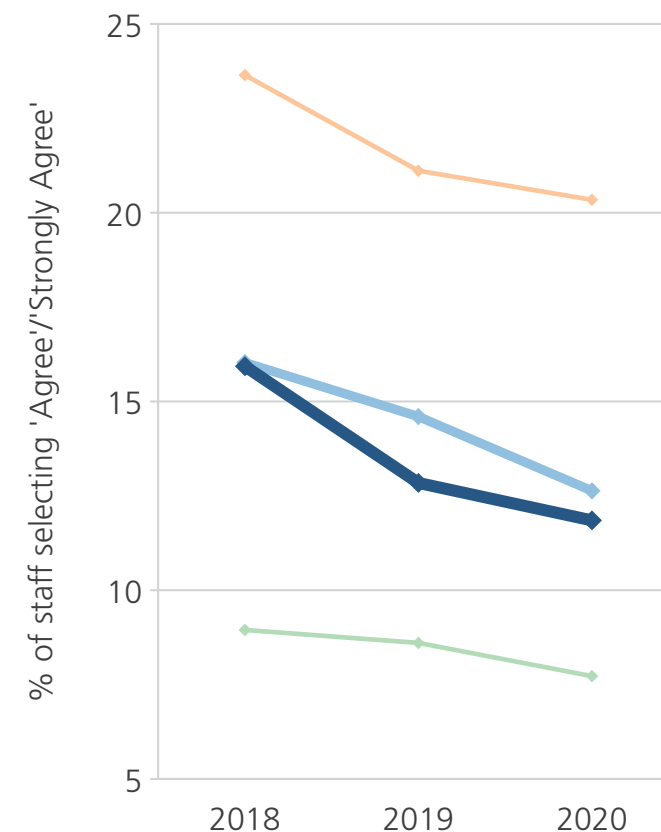leaving this organisation
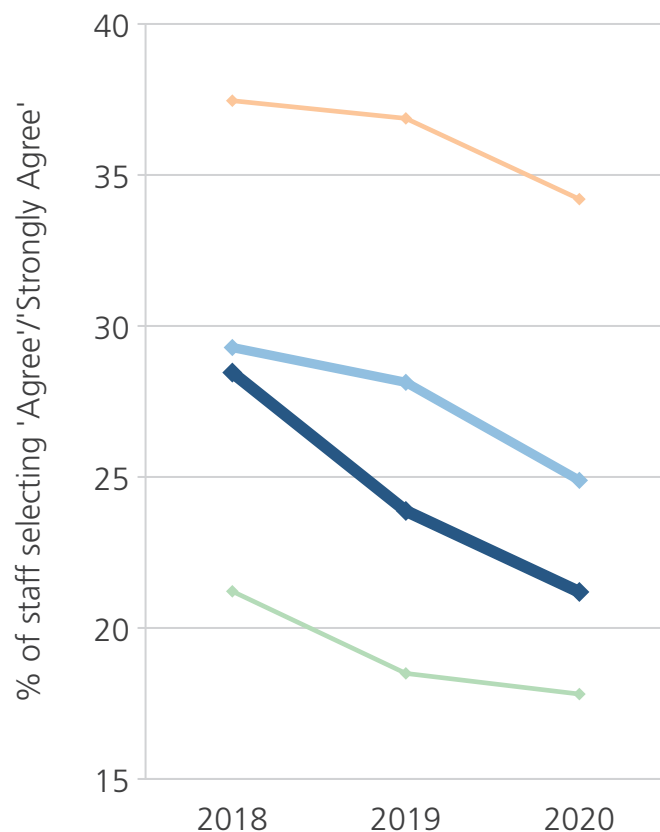
**Q19b**
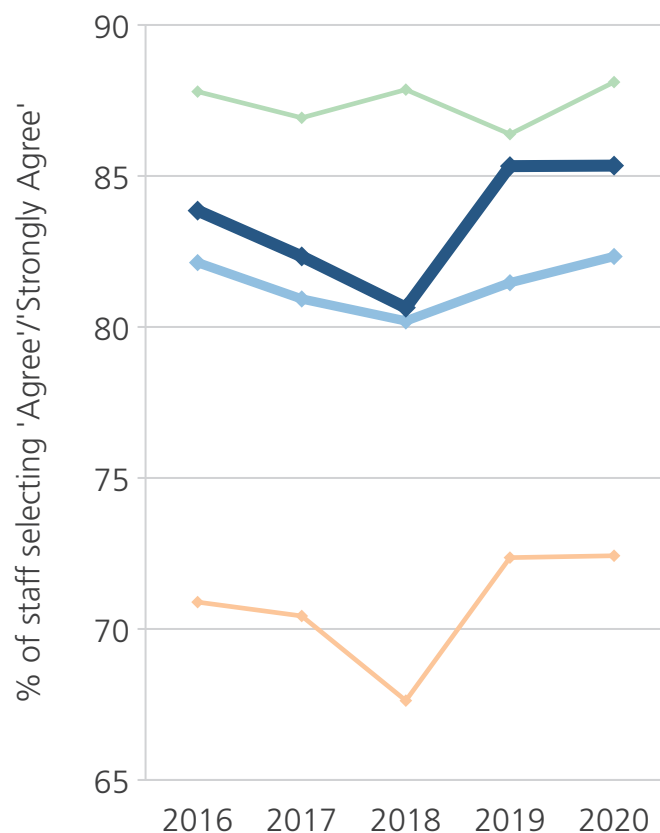I will probably look for a job at a new
organisation in the next 12 months

**Q19c**
As soon as I can find another
job, I will leave this organisation



| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Worst** | 37.5% | 36.9% | 34.2% |
| **Your org** | 28.5% | 23.9% | 21.2% |
| **Average** | 29.3% | 28.1% | 24.9% |
| **Best** | 21.2% | 18.5% | 17.8% |

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Worst** | 30.9% | 28.8% | 30.7% |
| **Your org** | 23.6% | 21.2% | 18.3% |
| **Average** | 22.8% | 21.8% | 19.2% |
| **Best** | 15.1% | 14.7% | 13.1% |

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Worst** | 23.6% | 21.1% | 20.3% |
| **Your org** | 15.9% | 12.8% | 11.8% |
| **Average** | 16.0% | 14.6% | 12.6% |
| **Best** | 8.9% | 8.6% | 7.7% |

**Q7a**
I am satisfied with the quality of care I give to patients / service users

% of staff selecting 'Agree'/'Strongly Agree'

|  | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 87.8% | 86.9% | 87.9% | 86.4% | 88.1% |
| Your org | 83.9% | 82.3% | 80.6% | 85.3% | 85.3% |
| Average | 82.1% | 80.9% | 80.2% | 81.5% | 82.3% |
| Worst | 70.9% | 70.4% | 67.6% | 72.4% | 72.4% |

**Q7b**
I feel that my role makes a difference to patients / service users
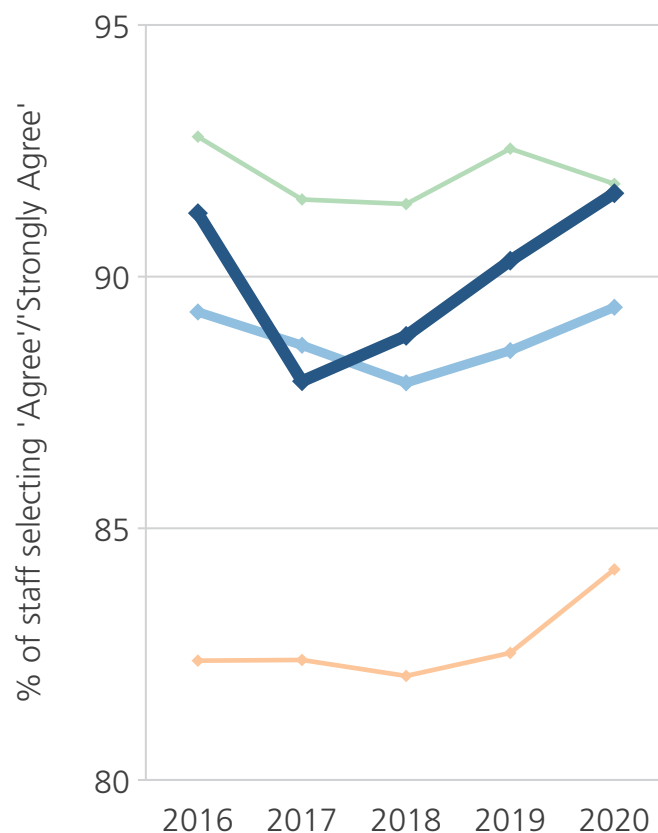
% of staff selecting 'Agree'/'Strongly Agree'

|  | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 92.8% | 91.5% | 91.4% | 92.5% | 91.8% |
| Your org | 91.3% | 87.9% | 88.8% | 90.3% | 91.7% |
| Average | 89.3% | 88.6% | 87.9% | 88.5% | 89.4% |
| Worst | 82.4% | 82.4% | 82.1% | 82.5% | 84.2% |

**Q7c**
I am able to deliver the care I aspire to
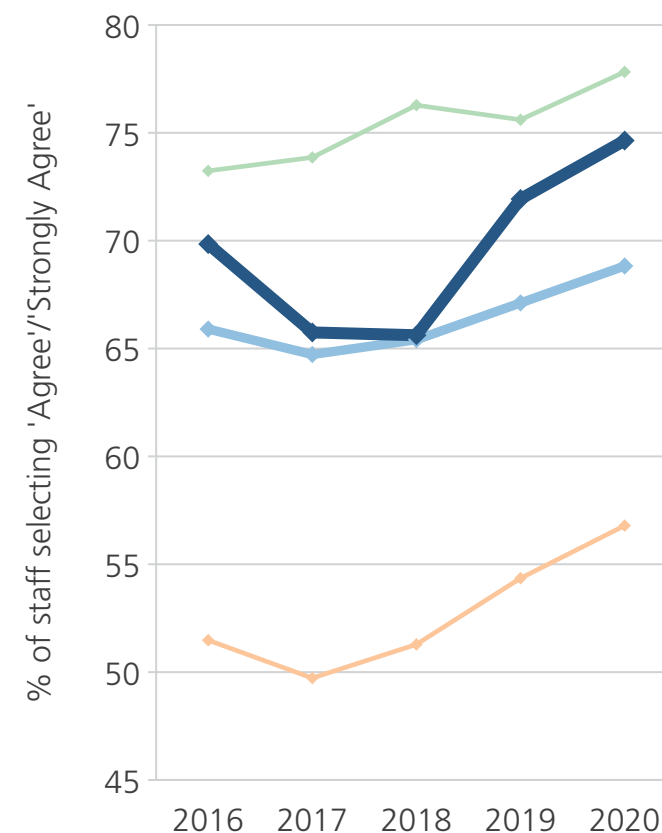
% of staff selecting 'Agree'/'Strongly Agree'

|  | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 73.2% | 73.9% | 76.3% | 75.6% | 77.8% |
| Your org | 69.8% | 65.7% | 65.6% | 71.9% | 74.6% |
| Average | 65.9% | 64.7% | 65.4% | 67.1% | 68.8% |
| Worst | 51.5% | 49.7% | 51.3% | 54.4% | 56.8% |

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### 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?
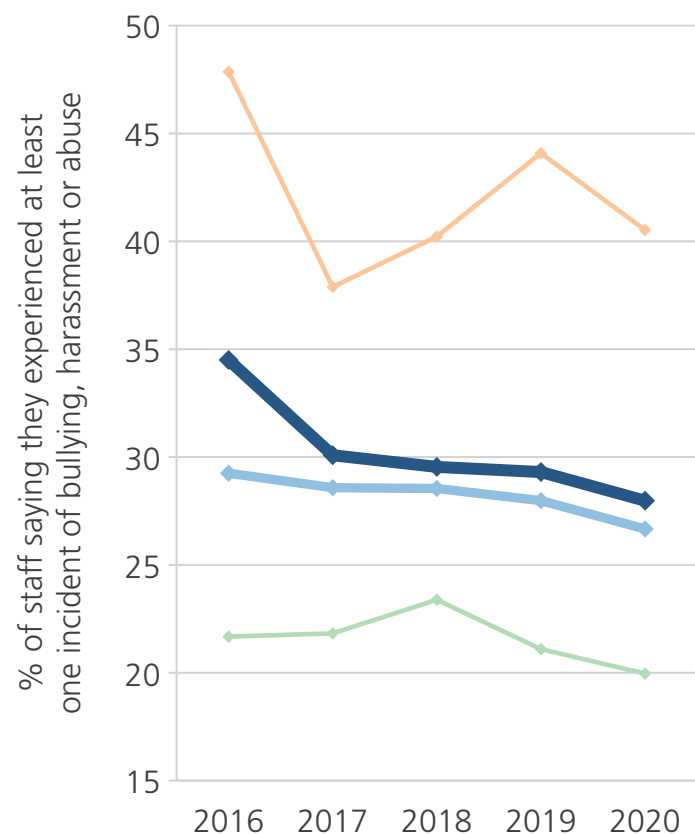
### Q13b
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?
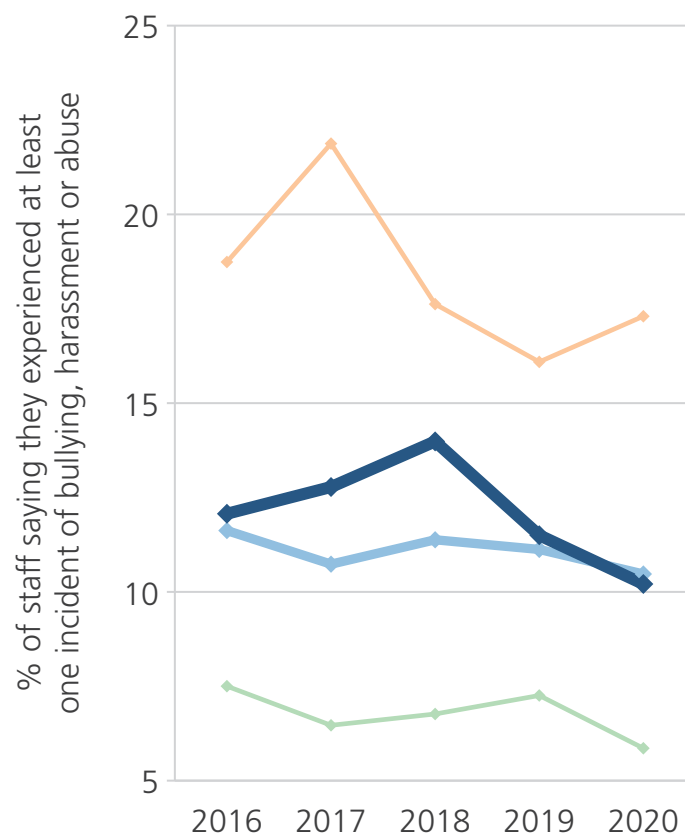
### Q13c
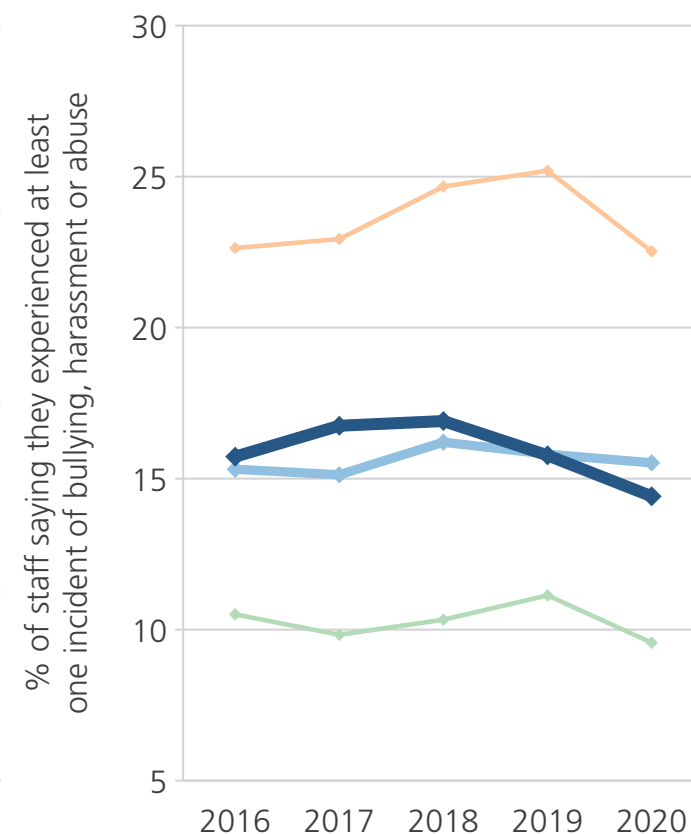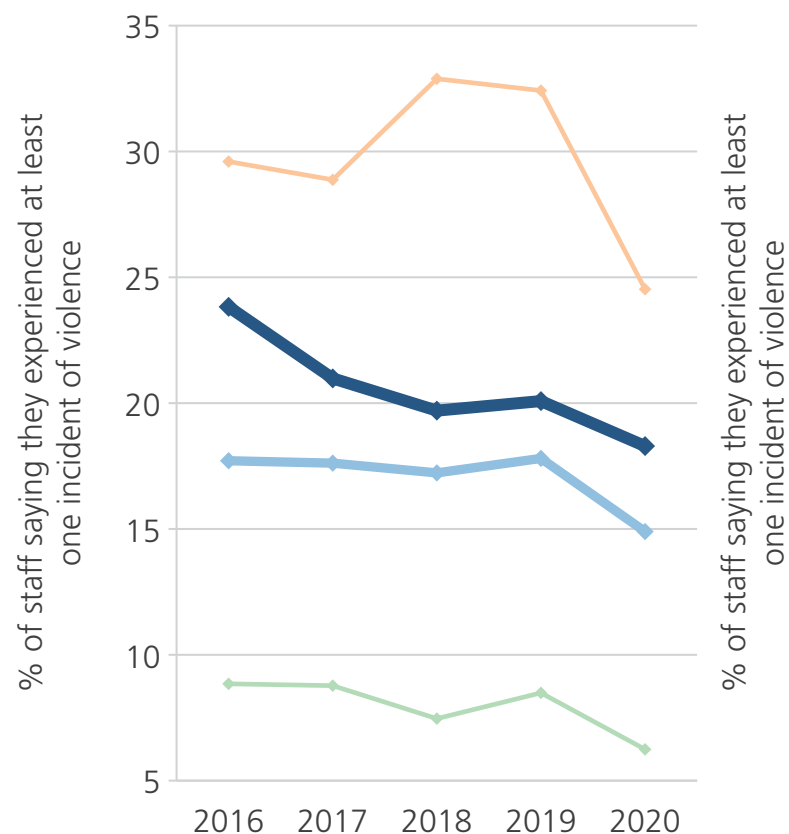In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?



**Q13a**

|  | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Worst | 47.9% | 37.9% | 40.2% | 44.1% | 40.5% |
| Your org | 34.5% | 30.1% | 29.5% | 29.3% | 28.0% |
| Average | 29.3% | 28.6% | 28.5% | 28.0% | 26.7% |
| Best | 21.7% | 21.8% | 23.4% | 21.1% | 20.0% |

**Q13b**

|  | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Worst | 18.7% | 21.9% | 17.6% | 16.1% | 17.3% |
| Your org | 12.1% | 12.8% | 14.0% | 11.5% | 10.2% |
| Average | 11.6% | 10.7% | 11.4% | 11.1% | 10.5% |
| Best | 7.5% | 6.5% | 6.8% | 7.3% | 5.9% |

**Q13c**

|  | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Worst | 22.6% | 22.9% | 24.7% | 25.2% | 22.5% |
| Your org | 15.7% | 16.8% | 16.9% | 15.8% | 14.4% |
| Average | 15.3% | 15.1% | 16.2% | 15.8% | 15.5% |
| Best | 10.5% | 9.8% | 10.3% | 11.1% | 9.6% |

**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?



| Worst | 29.6% | 28.9% | 32.9% | 32.4% | 24.5% |
|---|---|---|---|---|---|
| Your org | 23.8% | 21.0% | 19.7% | 20.1% | 18.3% |
| Average | 17.7% | 17.6% | 17.2% | 17.8% | 14.9% |
| Best | 8.8% | 8.8% | 7.5% | 8.5% | 6.2% |

**Q12b**
In the last 12 months how many times have you personally experienced physical violence at work from managers?
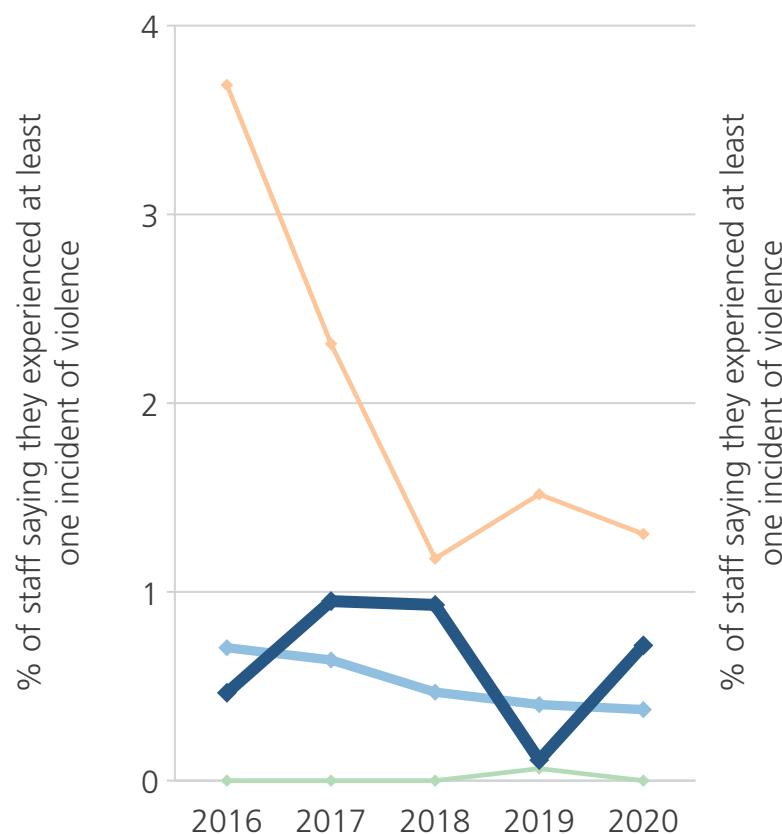


| Worst | 3.7% | 2.3% | 1.2% | 1.5% | 1.3% |
|---|---|---|---|---|---|
| Your org | 0.5% | 1.0% | 0.9% | 0.1% | 0.7% |
| Average | 0.7% | 0.6% | 0.5% | 0.4% | 0.4% |
| Best | 0.0% | 0.0% | 0.0% | 0.1% | 0.0% |

**Q12c**
In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?
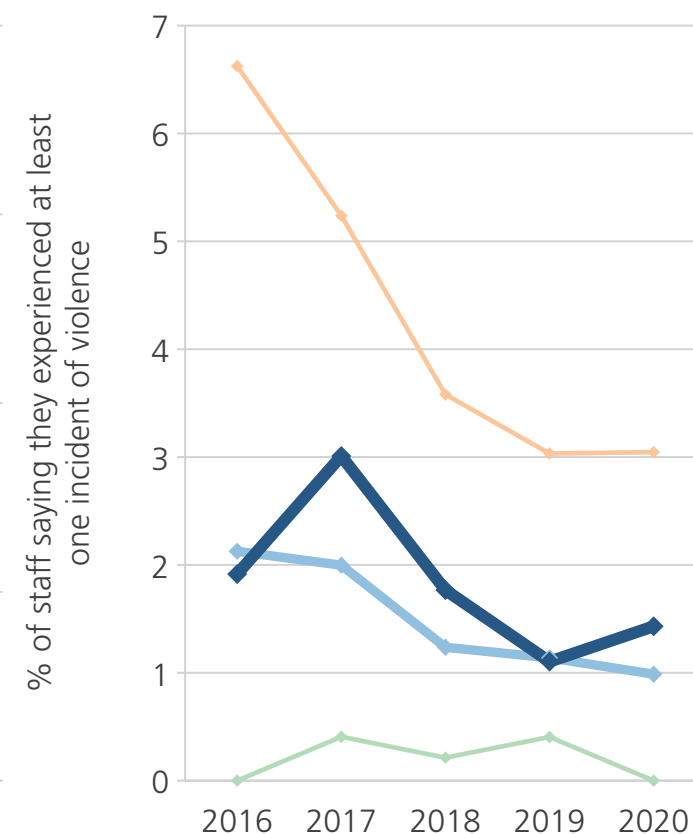


| Worst | 6.6% | 5.2% | 3.6% | 3.0% | 3.0% |
|---|---|---|---|---|---|
| Your org | 1.9% | 3.0% | 1.8% | 1.1% | 1.4% |
| Average | 2.1% | 2.0% | 1.2% | 1.1% | 1.0% |
| Best | 0.0% | 0.4% | 0.2% | 0.4% | 0.0% |

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### Q16a
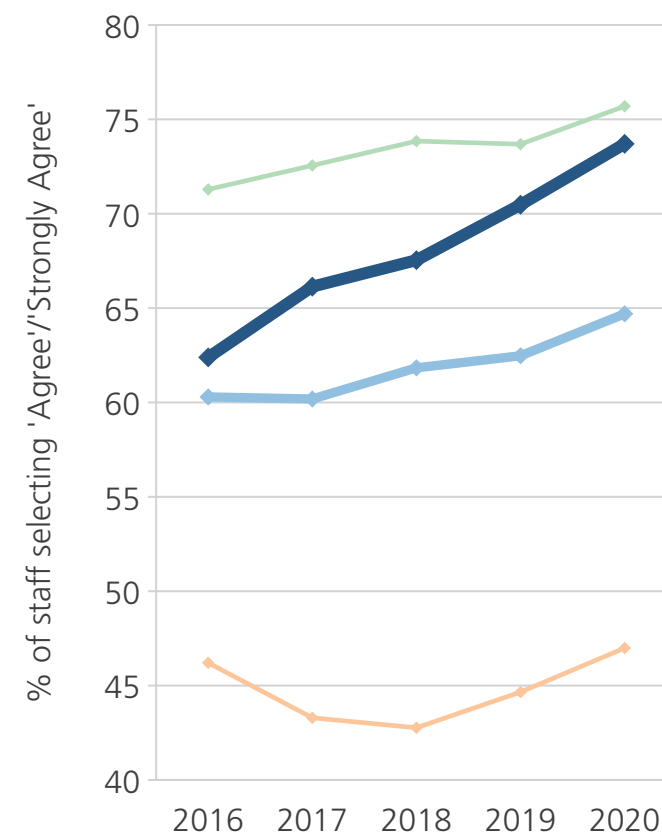My organisation treats staff who are involved in an error, near miss or incident fairly
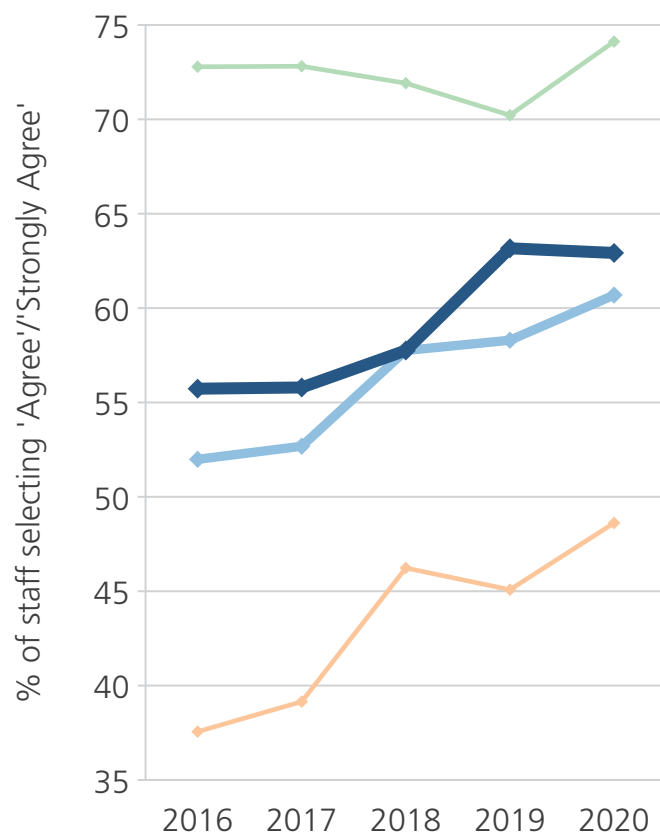
### Q16c
When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again
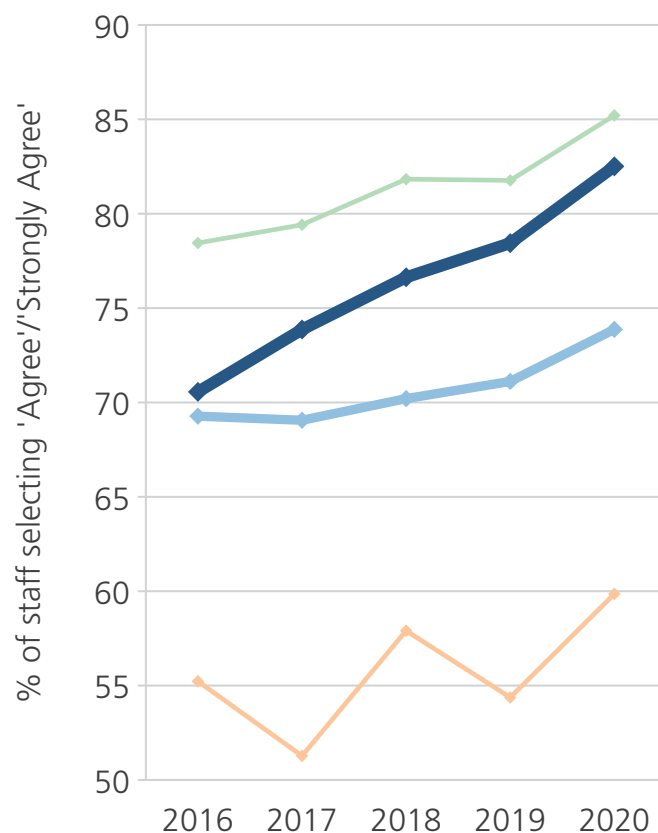
### Q16d
We are given feedback about changes made in response to reported errors, near misses and incidents



| Q16a | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 72.8% | 72.8% | 71.9% | 70.2% | 74.1% |
| Your org | 55.7% | 55.8% | 57.8% | 63.2% | 62.9% |
| Average | 52.0% | 52.7% | 57.8% | 58.3% | 60.7% |
| Worst | 37.6% | 39.1% | 46.2% | 45.1% | 48.6% |

| Q16c | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 78.4% | 79.4% | 81.8% | 81.8% | 85.2% |
| Your org | 70.6% | 73.9% | 76.6% | 78.4% | 82.5% |
| Average | 69.3% | 69.1% | 70.2% | 71.1% | 73.9% |
| Worst | 55.2% | 51.3% | 57.9% | 54.4% | 59.9% |

| Q16d | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 71.3% | 72.6% | 73.8% | 73.7% | 75.7% |
| Your org | 62.4% | 66.1% | 67.5% | 70.5% | 73.7% |
| Average | 60.3% | 60.2% | 61.8% | 62.5% | 64.7% |
| Worst | 46.2% | 43.3% | 42.8% | 44.7% | 47.0% |

## Q17b
I would feel secure raising concerns about unsafe clinical practice
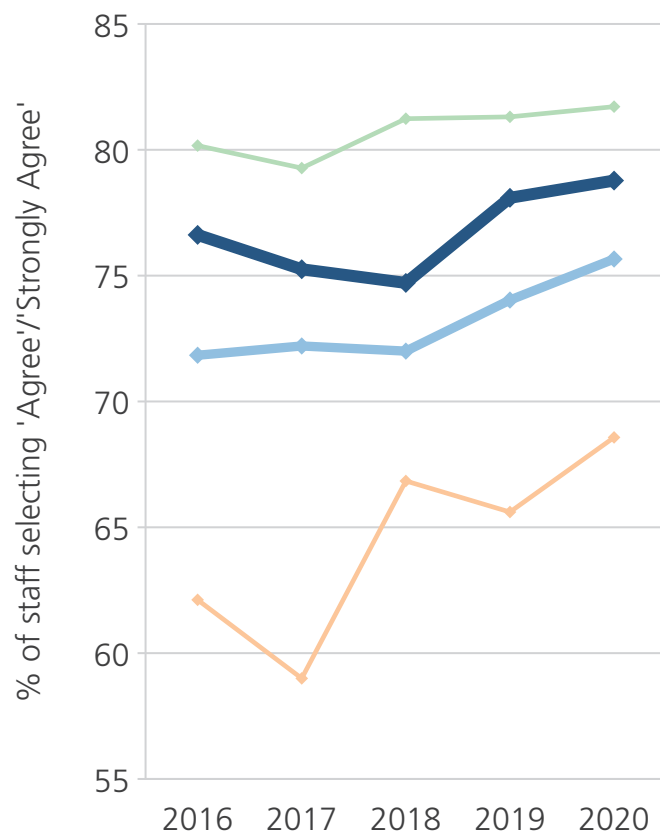


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 80.2% | 79.3% | 81.2% | 81.3% | 81.7% |
| **Your org** | 76.6% | 75.3% | 74.7% | 78.1% | 78.8% |
| **Average** | 71.8% | 72.2% | 72.0% | 74.0% | 75.7% |
| **Worst** | 62.1% | 59.0% | 66.8% | 65.6% | 68.6% |

## Q17c
I am confident that my organisation would address my concern
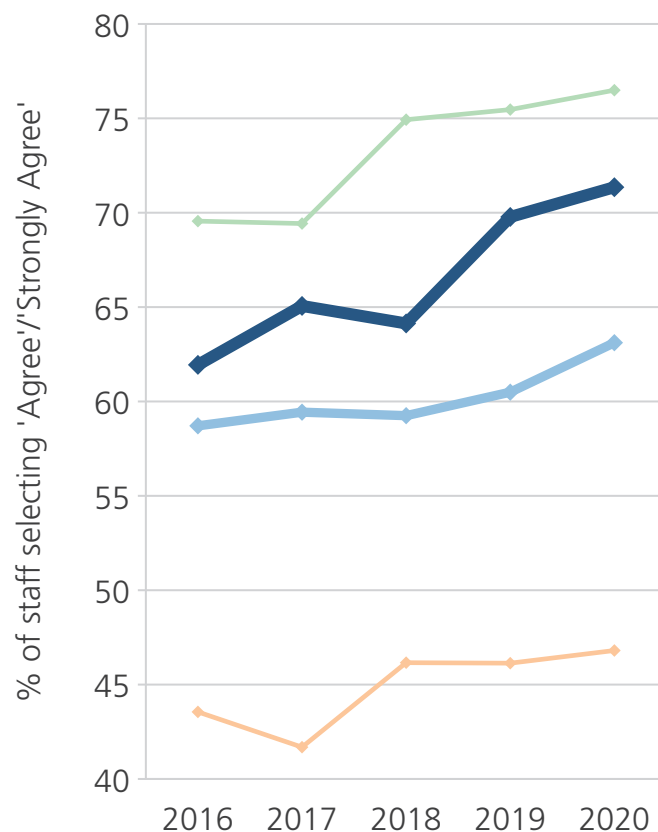


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 69.6% | 69.4% | 74.9% | 75.5% | 76.5% |
| **Your org** | 61.9% | 65.1% | 64.1% | 69.8% | 71.4% |
| **Average** | 58.7% | 59.4% | 59.2% | 60.5% | 63.1% |
| **Worst** | 43.6% | 41.7% | 46.2% | 46.1% | 46.8% |

## Q18b
My organisation acts on concerns raised by patients / service users
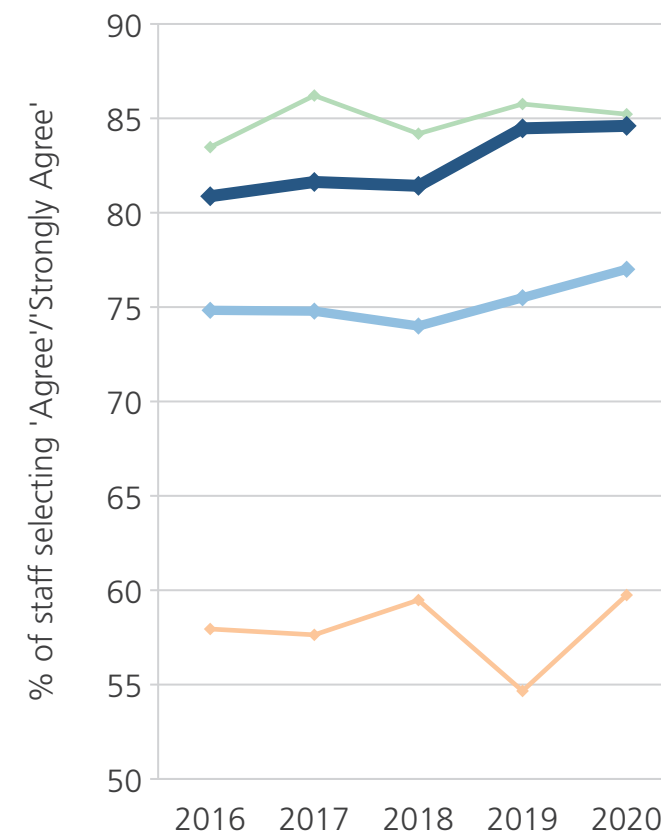


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 83.5% | 86.2% | 84.2% | 85.8% | 85.2% |
| **Your org** | 80.9% | 81.6% | 81.4% | 84.5% | 84.6% |
| **Average** | 74.8% | 74.8% | 74.0% | 75.5% | 77.0% |
| **Worst** | 57.9% | 57.6% | 59.5% | 54.7% | 59.7% |

## Q2a
### I look forward to going to work
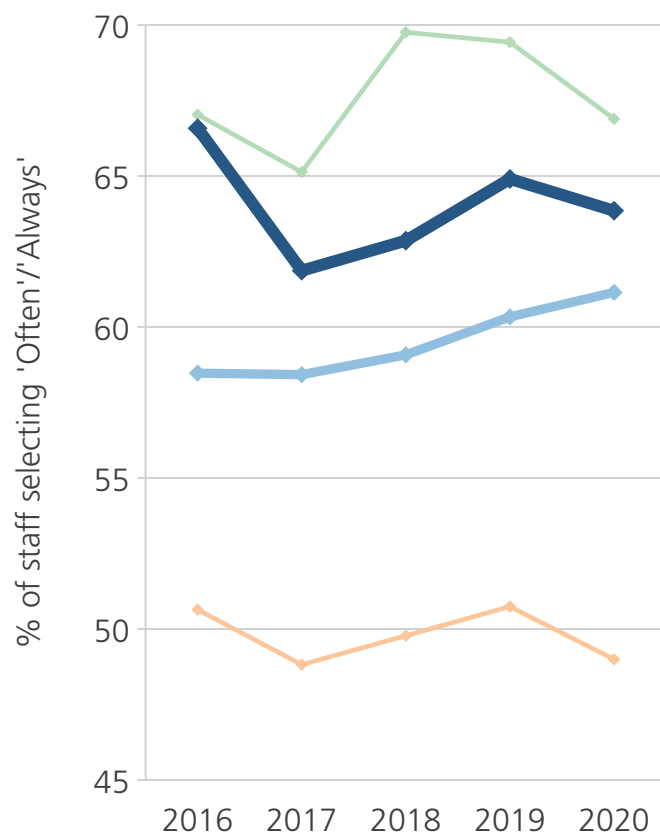


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 67.0% | 65.1% | 69.8% | 69.4% | 66.9% |
| Your org | 66.6% | 61.9% | 62.9% | 64.9% | 63.8% |
| Average | 58.5% | 58.4% | 59.1% | 60.3% | 61.1% |
| Worst | 50.6% | 48.8% | 49.8% | 50.7% | 49.0% |

## Q2b
### I am enthusiastic about my job
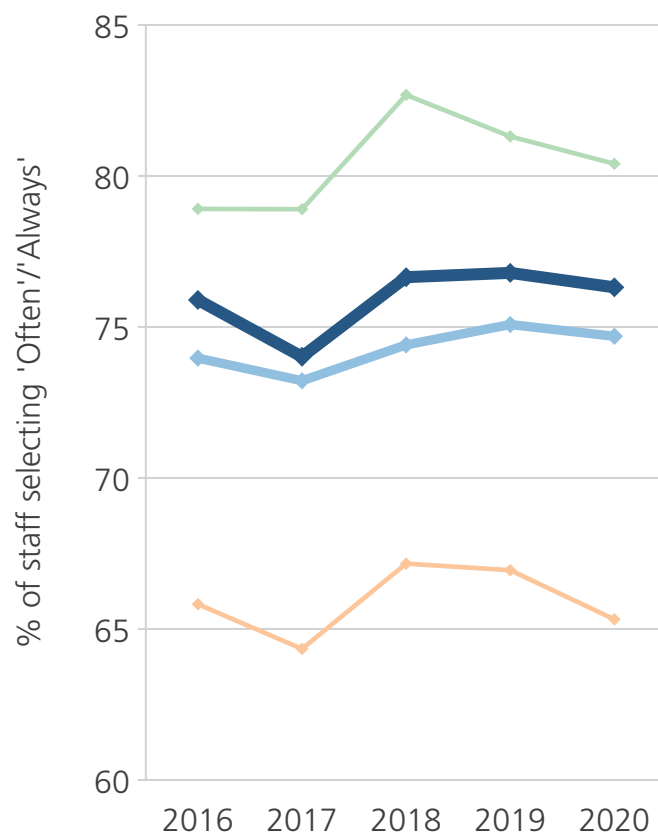


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 78.9% | 78.9% | 82.7% | 81.3% | 80.4% |
| Your org | 75.9% | 74.0% | 76.6% | 76.8% | 76.3% |
| Average | 74.0% | 73.2% | 74.4% | 75.1% | 74.7% |
| Worst | 65.8% | 64.3% | 67.2% | 66.9% | 65.3% |

## Q2c
### Time passes quickly when I am working
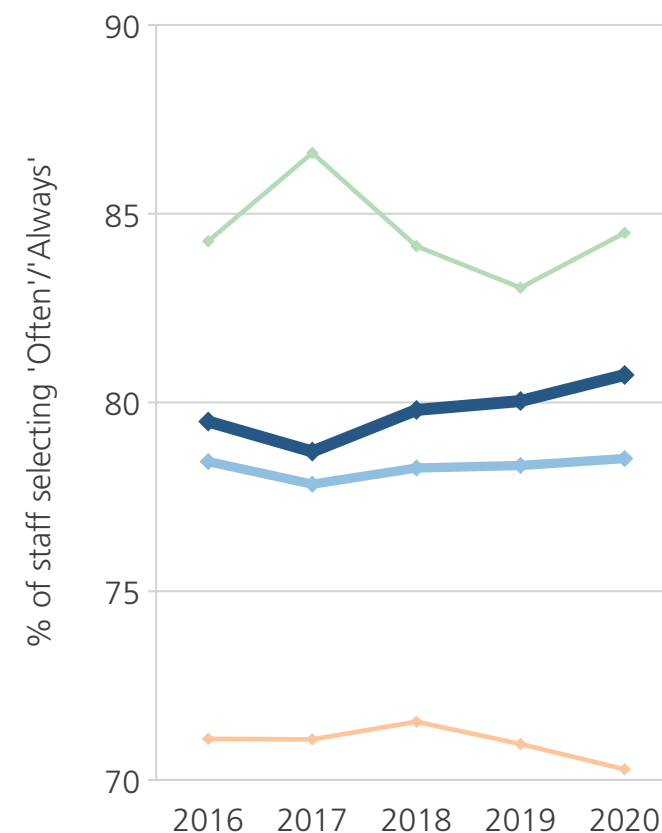


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 84.3% | 86.6% | 84.1% | 83.0% | 84.5% |
| Your org | 79.5% | 78.7% | 79.8% | 80.0% | 80.7% |
| Average | 78.4% | 77.8% | 78.3% | 78.3% | 78.5% |
| Worst | 71.1% | 71.1% | 71.5% | 71.0% | 70.3% |

Survey Coordination Centre

NHS England

**Q4a**
There are frequent opportunities for me to show initiative in my role
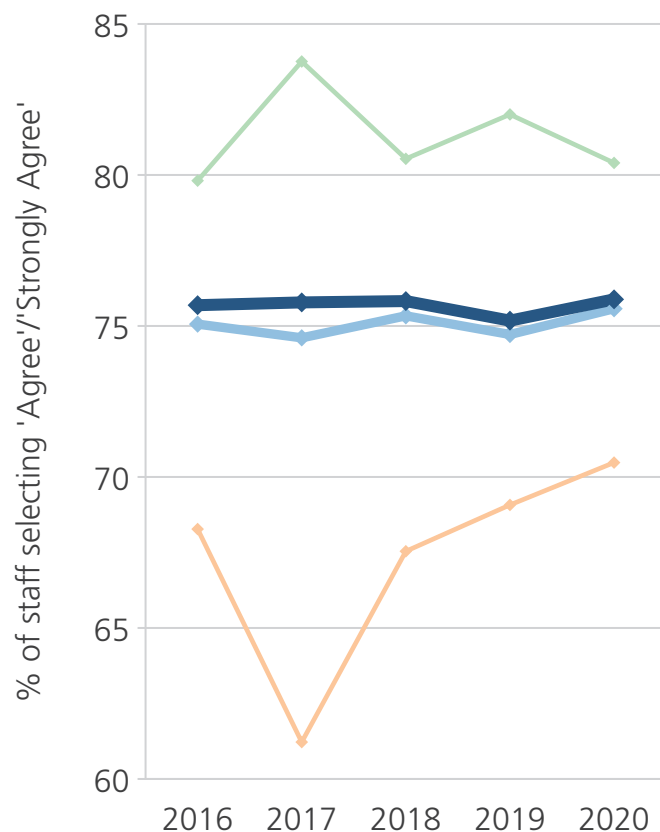
**Q4b**
I am able to make suggestions to improve the work of my team / department
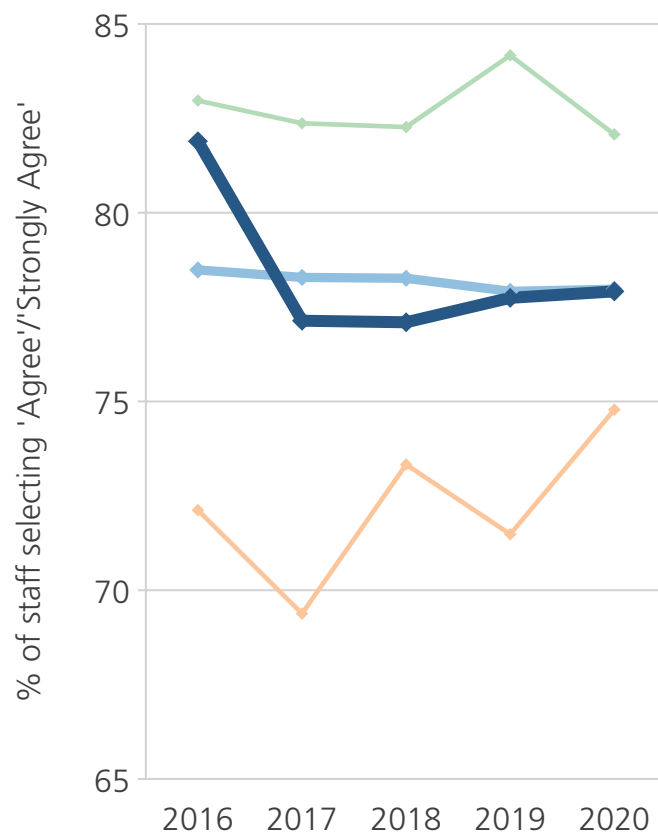
**Q4d**
I am able to make improvements happen in my area of work
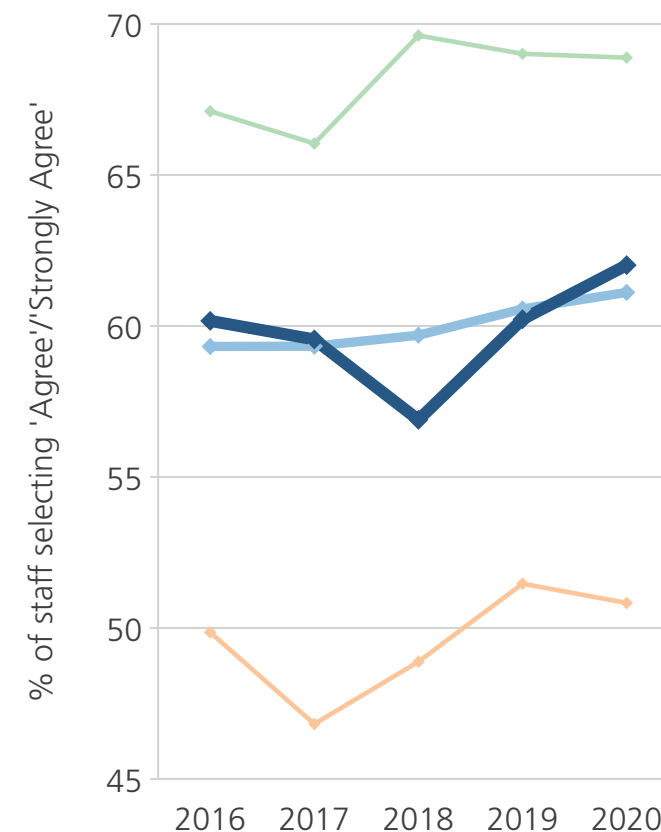


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 79.8% | 83.8% | 80.5% | 82.0% | 80.4% |
| **Your org** | 75.7% | 75.8% | 75.8% | 75.2% | 75.9% |
| **Average** | 75.1% | 74.6% | 75.3% | 74.7% | 75.6% |
| **Worst** | 68.3% | 61.2% | 67.5% | 69.1% | 70.5% |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 83.0% | 82.4% | 82.3% | 84.2% | 82.1% |
| **Your org** | 81.9% | 77.1% | 77.1% | 77.7% | 77.9% |
| **Average** | 78.5% | 78.3% | 78.3% | 77.9% | 78.0% |
| **Worst** | 72.1% | 69.4% | 73.3% | 71.5% | 74.8% |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 67.1% | 66.0% | 69.6% | 69.0% | 68.9% |
| **Your org** | 60.2% | 59.6% | 56.9% | 60.2% | 62.0% |
| **Average** | 59.3% | 59.3% | 59.7% | 60.6% | 61.1% |
| **Worst** | 49.9% | 46.8% | 48.9% | 51.5% | 50.8% |

Survey Coordination Centre

NHS England

**Q18a**
Care of patients / service users
is my organisation's top priority



% of staff selecting 'Agree'/'Strongly Agree'

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 82.4% | 87.2% | 85.8% | 85.8% | 87.9% |
| Your org | 78.7% | 80.3% | 80.7% | 85.8% | 87.7% |
| Average | 72.9% | 72.4% | 73.8% | 76.2% | 80.5% |
| Worst | 56.3% | 58.3% | 58.8% | 57.7% | 66.5% |
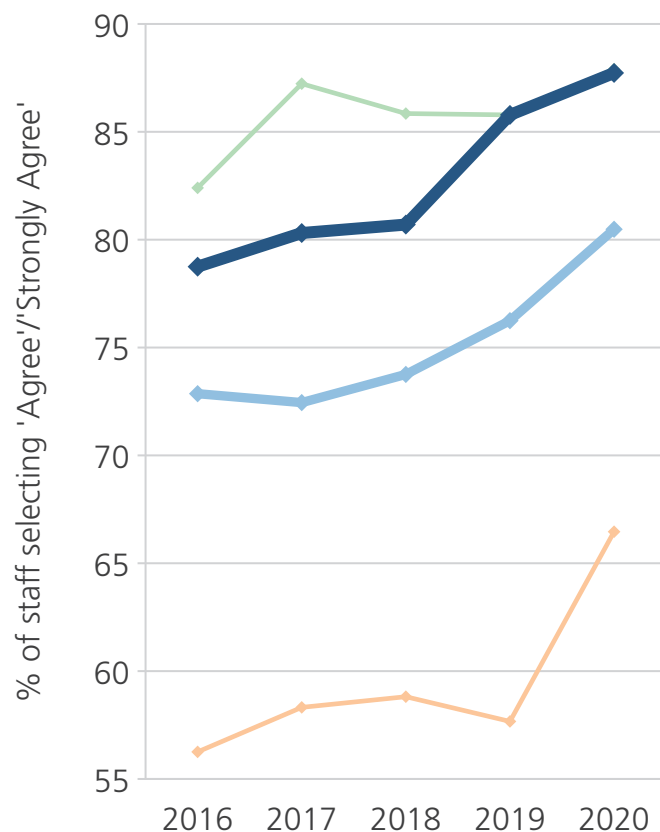
**Q18c**
I would recommend my
organisation as a place to work



% of staff selecting 'Agree'/'Strongly Agree'

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 69.3% | 72.0% | 72.4% | 75.3% | 77.8% |
| Your org | 65.5% | 65.7% | 65.9% | 73.7% | 76.1% |
| Average | 56.8% | 57.2% | 59.4% | 62.0% | 67.7% |
| Worst | 40.5% | 40.1% | 44.1% | 43.0% | 49.2% |
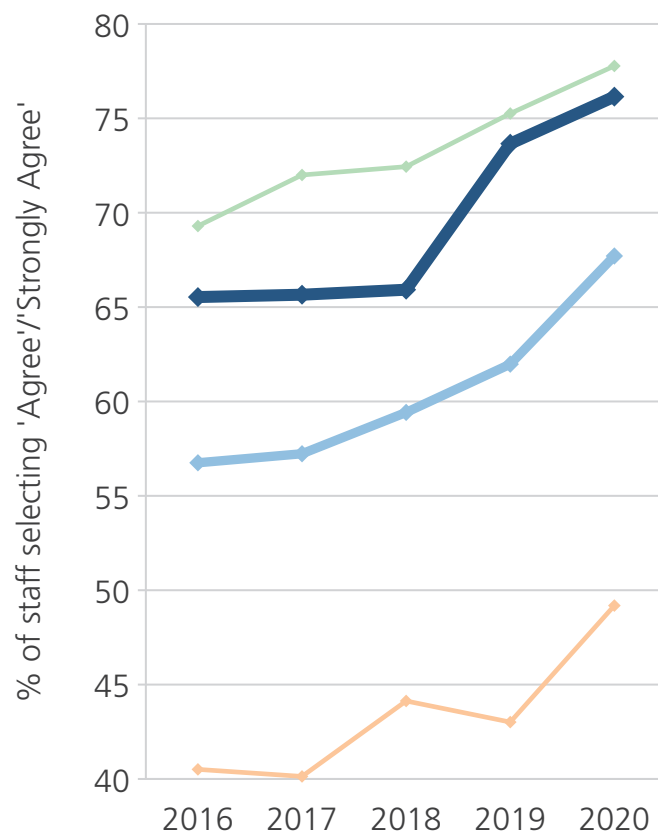
**Q18d**
If a friend or relative needed treatment
I would be happy with the standard
of care provided by this organisation



% of staff selecting 'Agree'/'Strongly Agree'

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 82.4% | 86.3% | 81.1% | 80.6% | 84.2% |
| Your org | 70.5% | 69.7% | 68.7% | 75.6% | 75.9% |
| Average | 62.9% | 63.1% | 64.5% | 65.6% | 70.4% |
| Worst | 43.9% | 41.7% | 38.2% | 37.6% | 47.2% |

**Q4h**
The team I work in has a set of shared objectives
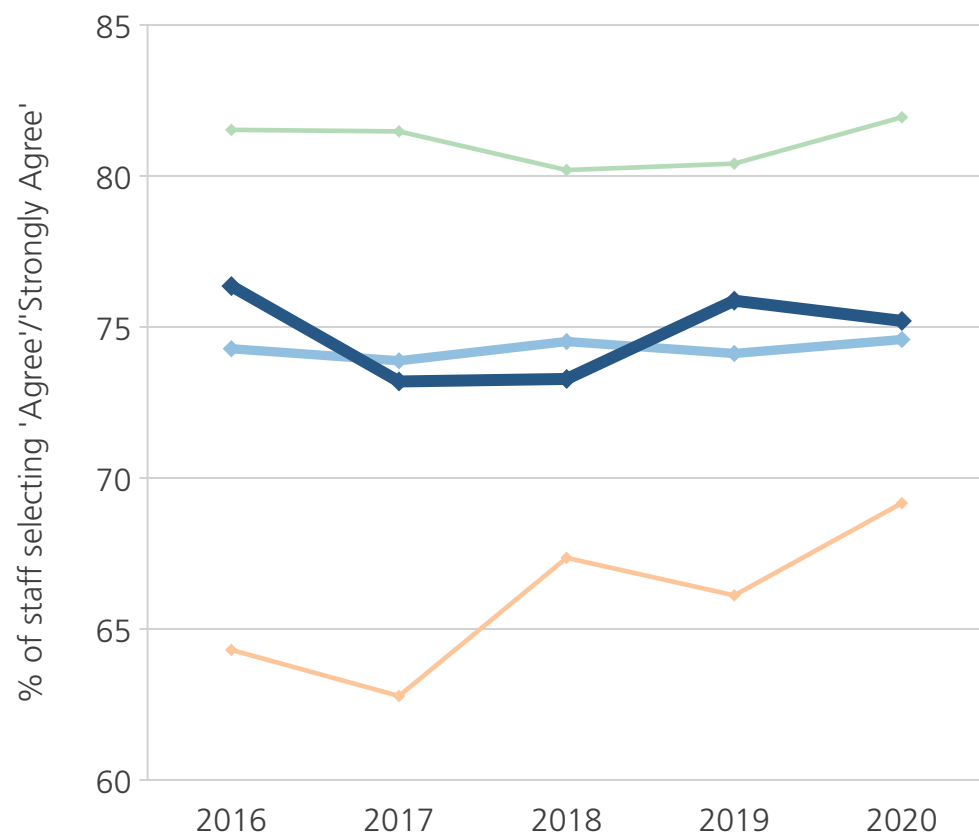
**Q4i**
The team I work in often meets to discuss the team's effectiveness
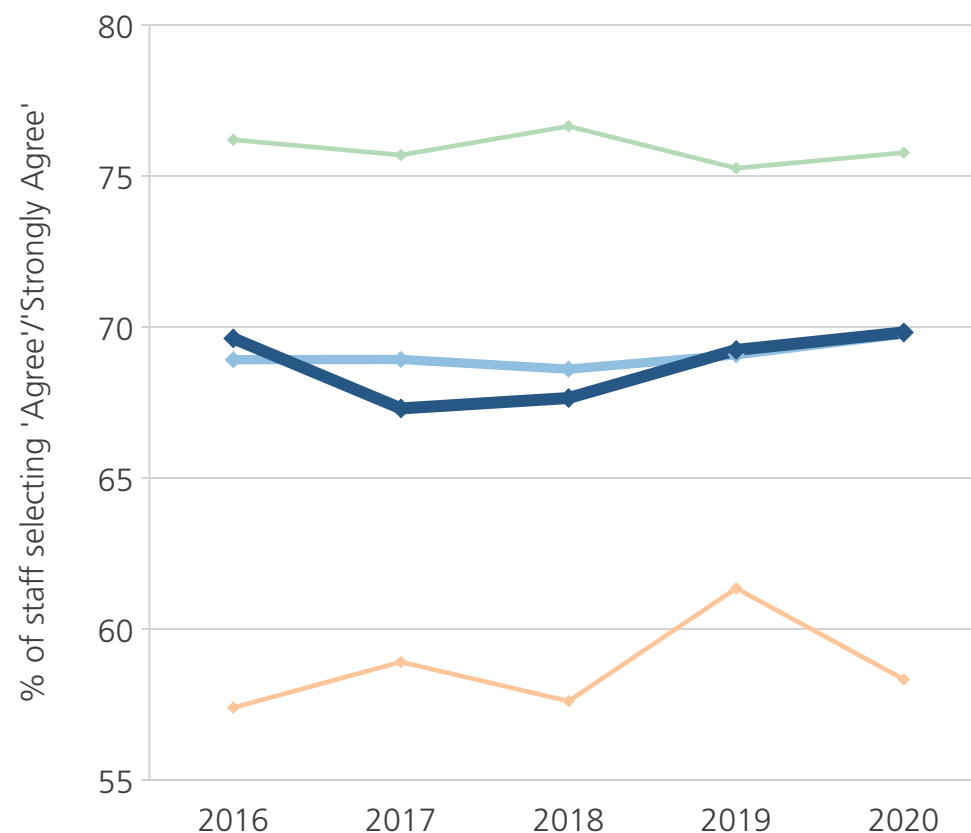


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 81.5% | 81.5% | 80.2% | 80.4% | 81.9% |
| **Your org** | 76.4% | 73.2% | 73.3% | 75.9% | 75.2% |
| **Average** | 74.3% | 73.9% | 74.5% | 74.1% | 74.6% |
| **Worst** | 64.3% | 62.8% | 67.4% | 66.1% | 69.2% |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 76.2% | 75.7% | 76.6% | 75.3% | 75.8% |
| **Your org** | 69.6% | 67.3% | 67.6% | 69.2% | 69.8% |
| **Average** | 68.9% | 68.9% | 68.6% | 69.1% | 69.8% |
| **Worst** | 57.4% | 58.9% | 57.6% | 61.3% | 58.3% |

# Question results

Hertfordshire Partnership University NHS Foundation Trust

2020 NHS Staff Survey Results

# Question results – Your job
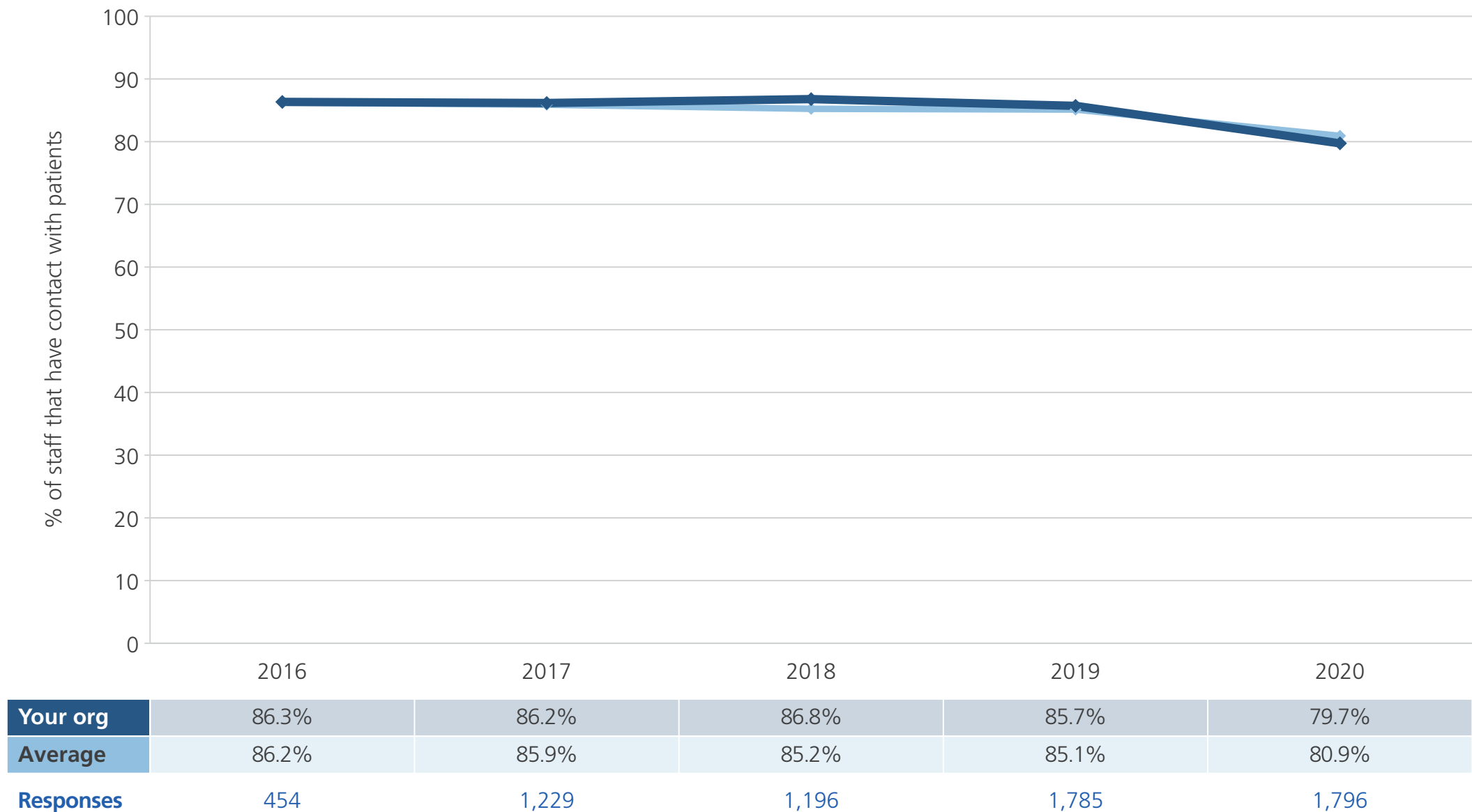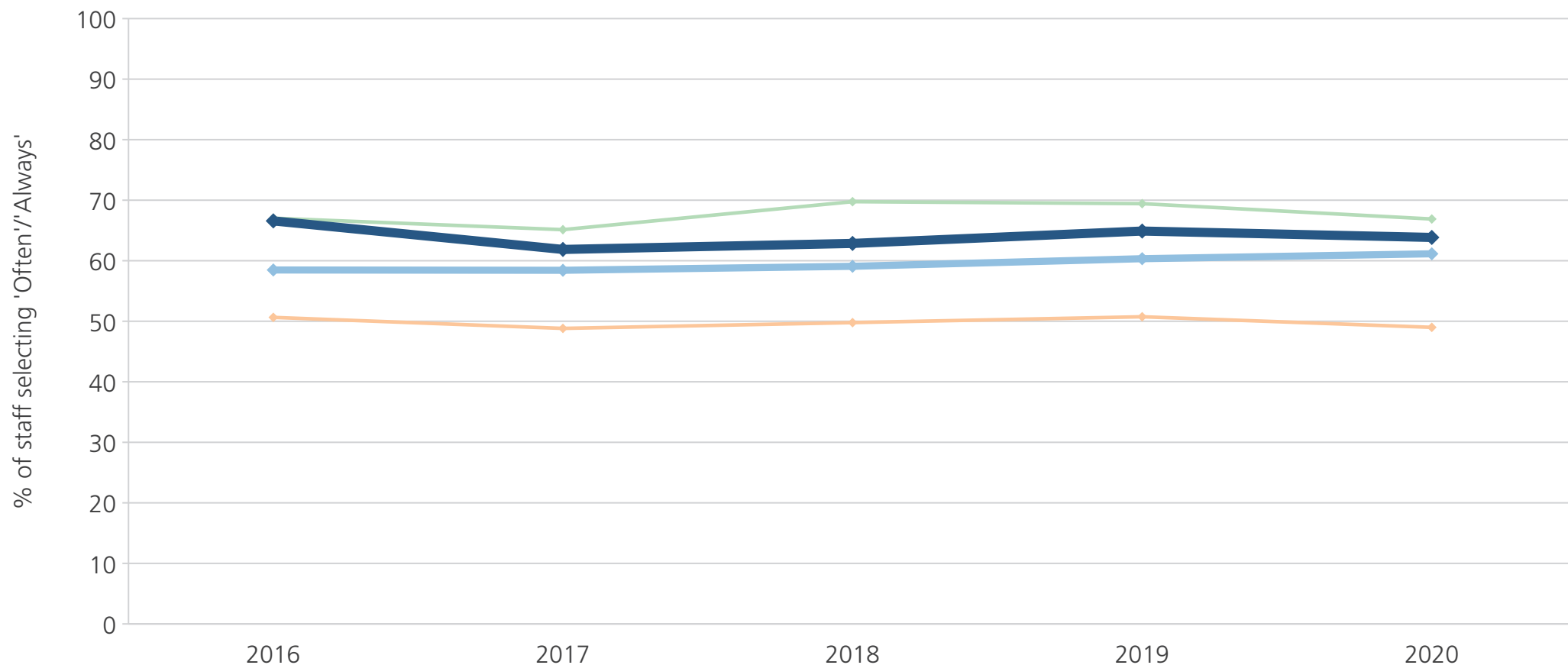
| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Your org** | 86.3% | 86.2% | 86.8% | 85.7% | 79.7% |
| **Average** | 86.2% | 85.9% | 85.2% | 85.1% | 80.9% |
| **Responses** | 454 | 1,229 | 1,196 | 1,785 | 1,796 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 67.0% | 65.1% | 69.8% | 69.4% | 66.9% |
| **Your org** | 66.6% | 61.9% | 62.9% | 64.9% | 63.8% |
| **Average** | 58.5% | 58.4% | 59.1% | 60.3% | 61.1% |
| **Worst** | 50.6% | 48.8% | 49.8% | 50.7% | 49.0% |
| **Responses** | 506 | 1,359 | 1,249 | 1,773 | 1,780 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 78.9% | 78.9% | 82.7% | 81.3% | 80.4% |
| **Your org** | 75.9% | 74.0% | 76.6% | 76.8% | 76.3% |
| **Average** | 74.0% | 73.2% | 74.4% | 75.1% | 74.7% |
| **Worst** | 65.8% | 64.3% | 67.2% | 66.9% | 65.3% |
| **Responses** | 501 | 1,342 | 1,233 | 1,765 | 1,771 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 84.3% | 86.6% | 84.1% | 83.0% | 84.5% |
| **Your org** | 79.5% | 78.7% | 79.8% | 80.0% | 80.7% |
| **Average** | 78.4% | 77.8% | 78.3% | 78.3% | 78.5% |
| **Worst** | 71.1% | 71.1% | 71.5% | 71.0% | 70.3% |
| **Responses** | 498 | 1,337 | 1,235 | 1,760 | 1,772 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 88.0% | 88.8% | 88.8% | 89.4% | 88.9% |
| **Your org** | 86.5% | 85.5% | 82.3% | 85.3% | 85.4% |
| **Average** | 84.2% | 83.5% | 83.3% | 84.5% | 83.7% |
| **Worst** | 74.4% | 77.0% | 76.1% | 77.0% | 77.6% |
| **Responses** | 505 | 1,356 | 1,256 | 1,777 | 1,786 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 94.0% | 93.0% | 95.3% | 93.8% | 92.8% |
| **Your org** | 90.9% | 90.3% | 88.8% | 91.2% | 91.7% |
| **Average** | 91.0% | 90.7% | 90.9% | 90.9% | 90.7% |
| **Worst** | 85.5% | 86.2% | 87.1% | 87.4% | 86.3% |
| **Responses** | 504 | 1,350 | 1,251 | 1,773 | 1,787 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 84.4% | 85.8% | 84.6% | 85.2% | 85.7% |
| **Your org** | 80.8% | 76.8% | 79.1% | 81.1% | 82.5% |
| **Average** | 78.3% | 76.8% | 77.9% | 78.8% | 80.7% |
| **Worst** | 66.7% | 67.8% | 68.8% | 70.2% | 69.1% |
| **Responses** | 502 | 1,348 | 1,250 | 1,771 | 1,790 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 79.8% | 83.8% | 80.5% | 82.0% | 80.4% |
| **Your org** | 75.7% | 75.8% | 75.8% | 75.2% | 75.9% |
| **Average** | 75.1% | 74.6% | 75.3% | 74.7% | 75.6% |
| **Worst** | 68.3% | 61.2% | 67.5% | 69.1% | 70.5% |
| **Responses** | 501 | 1,355 | 1,255 | 1,777 | 1,783 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 83.0% | 82.4% | 82.3% | 84.2% | 82.1% |
| **Your org** | 81.9% | 77.1% | 77.1% | 77.7% | 77.9% |
| **Average** | 78.5% | 78.3% | 78.3% | 77.9% | 78.0% |
| **Worst** | 72.1% | 69.4% | 73.3% | 71.5% | 74.8% |
| **Responses** | 502 | 1,358 | 1,252 | 1,774 | 1,784 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 60.8% | 65.7% | 62.1% | 61.6% | 63.4% |
| **Your org** | 53.7% | 54.6% | 52.7% | 54.9% | 54.7% |
| **Average** | 54.5% | 54.6% | 54.8% | 54.9% | 55.5% |
| **Worst** | 45.9% | 42.0% | 48.0% | 47.4% | 48.2% |
| **Responses** | 501 | 1,353 | 1,248 | 1,775 | 1,782 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 67.1% | 66.0% | 69.6% | 69.0% | 68.9% |
| **Your org** | 60.2% | 59.6% | 56.9% | 60.2% | 62.0% |
| **Average** | 59.3% | 59.3% | 59.7% | 60.6% | 61.1% |
| **Worst** | 49.9% | 46.8% | 48.9% | 51.5% | 50.8% |
| **Responses** | 501 | 1,355 | 1,252 | 1,767 | 1,781 |
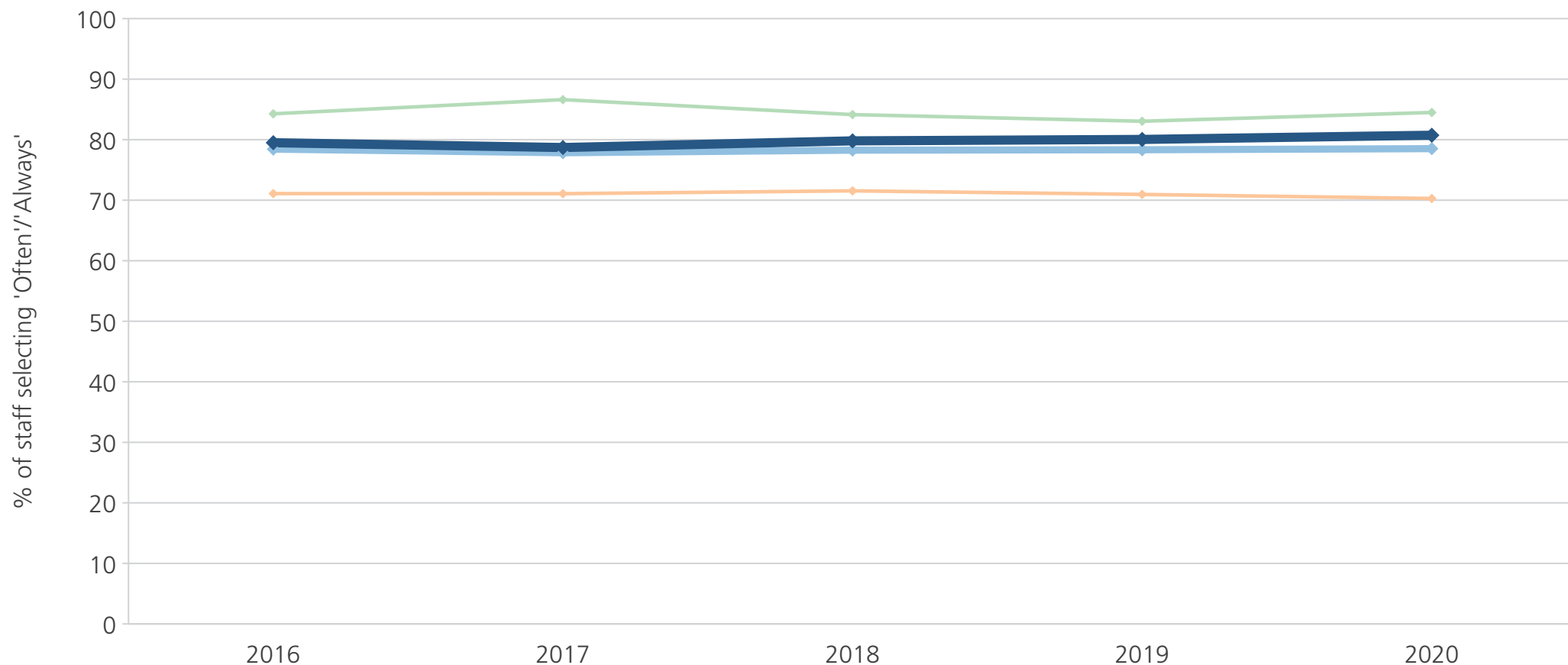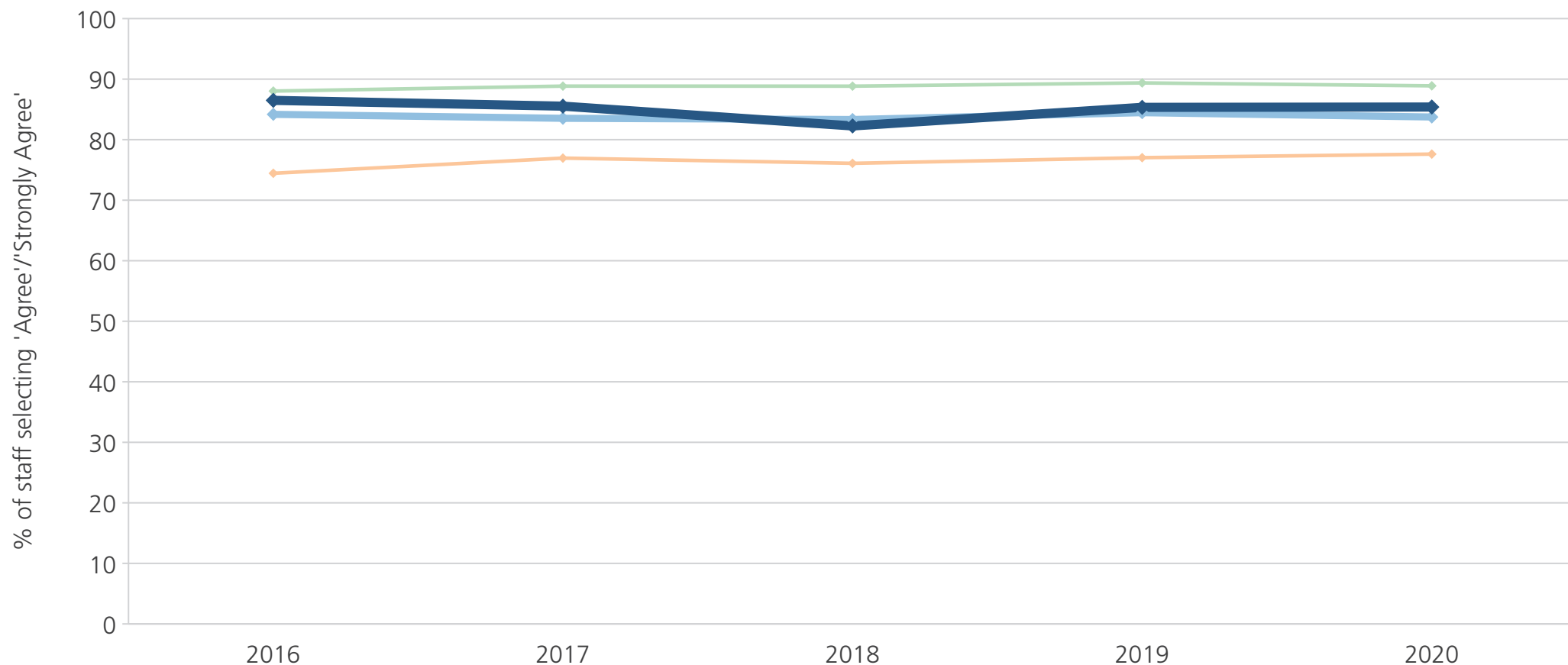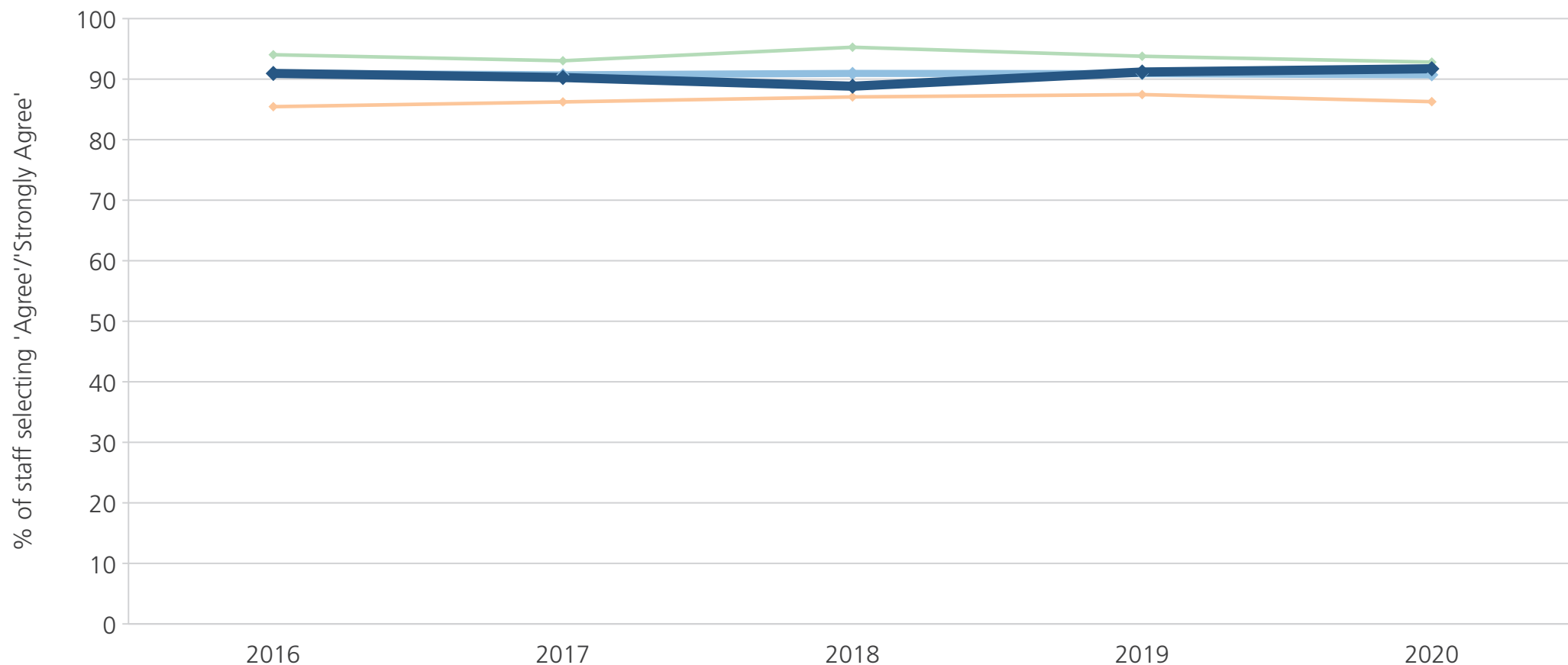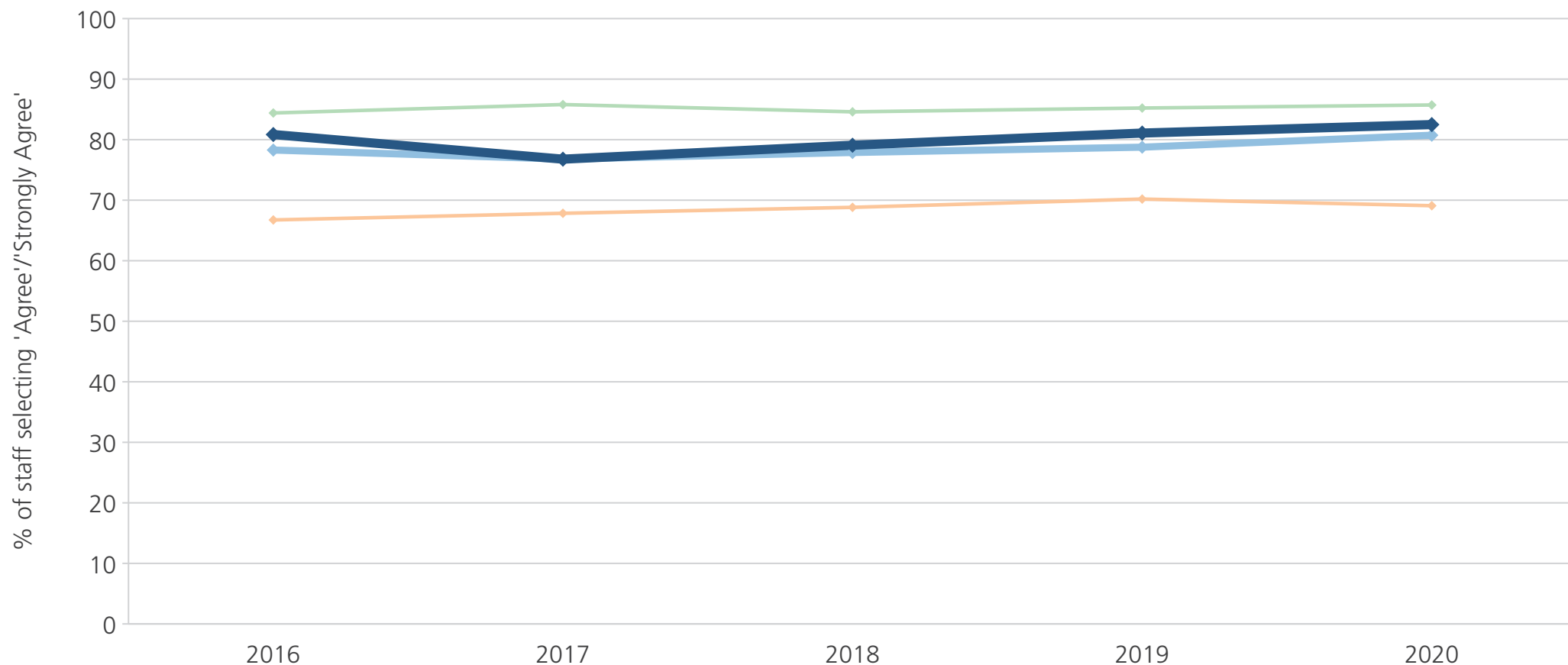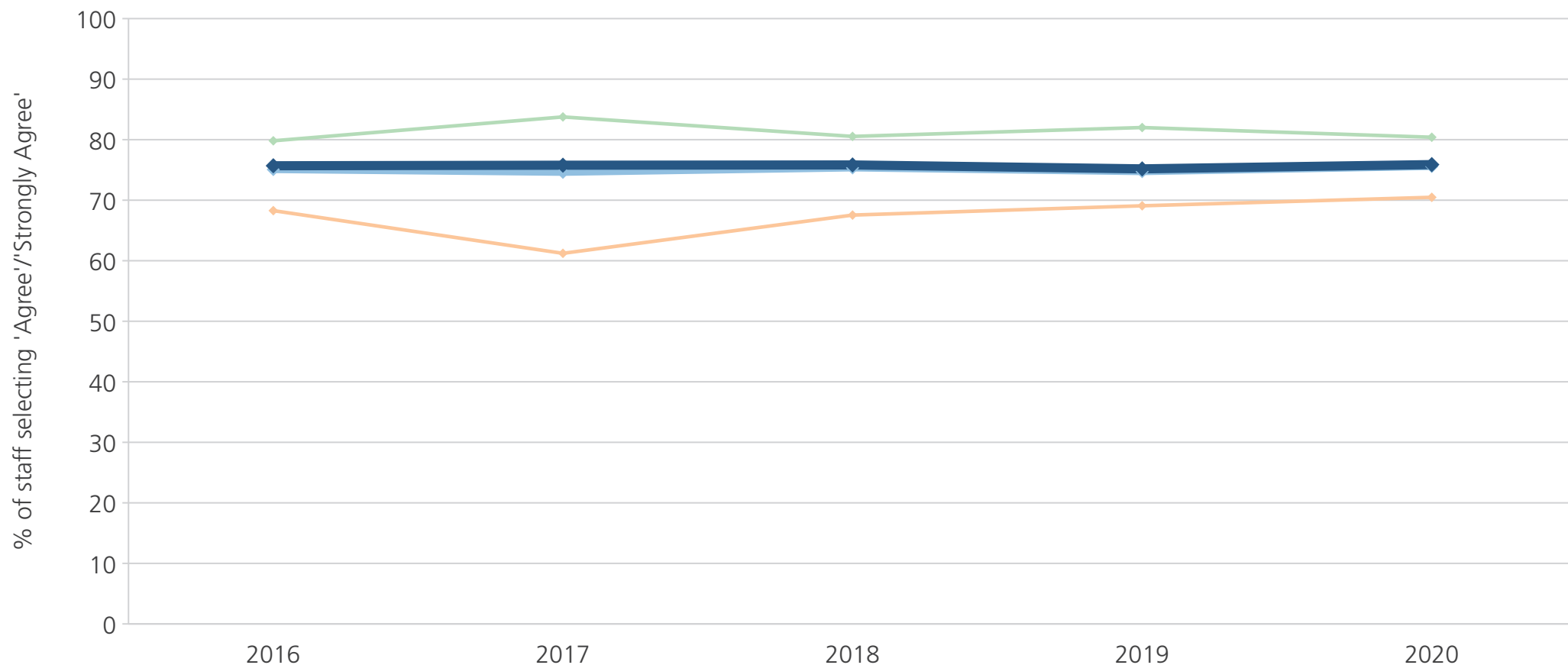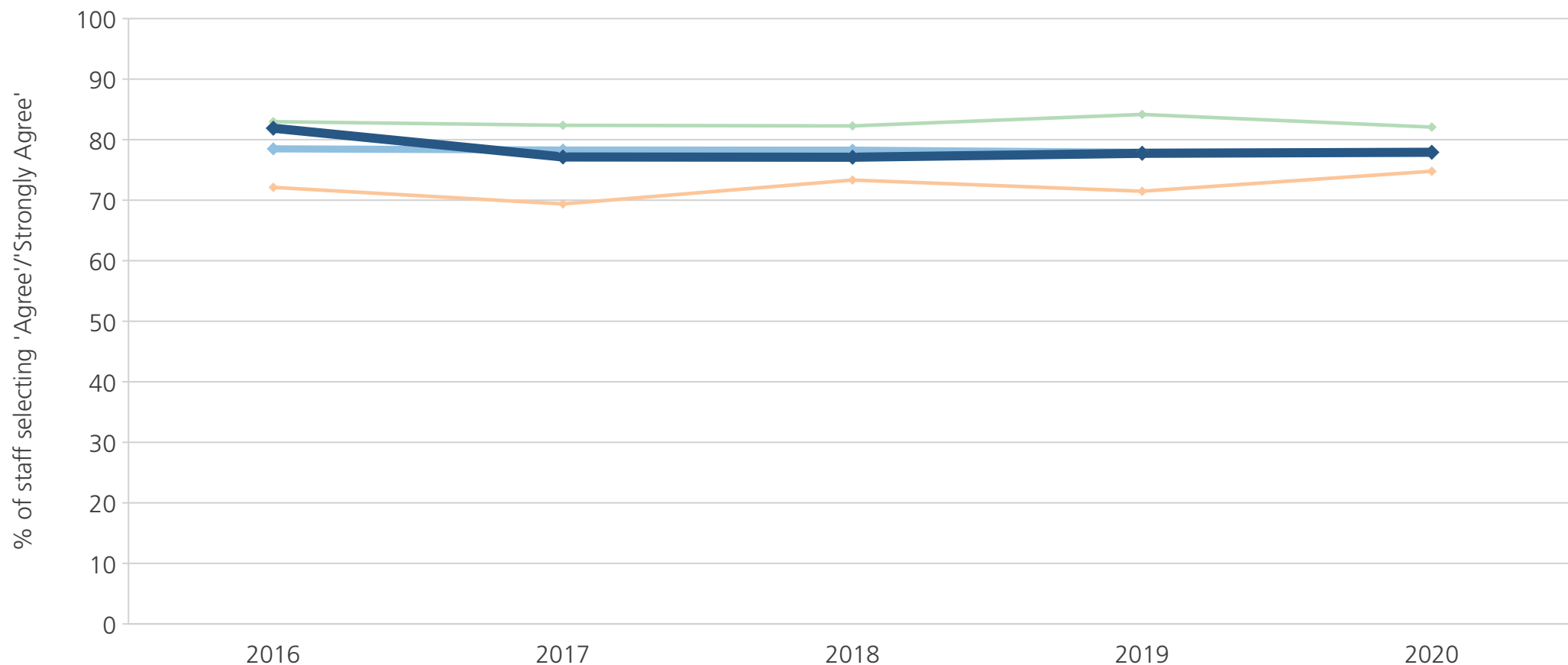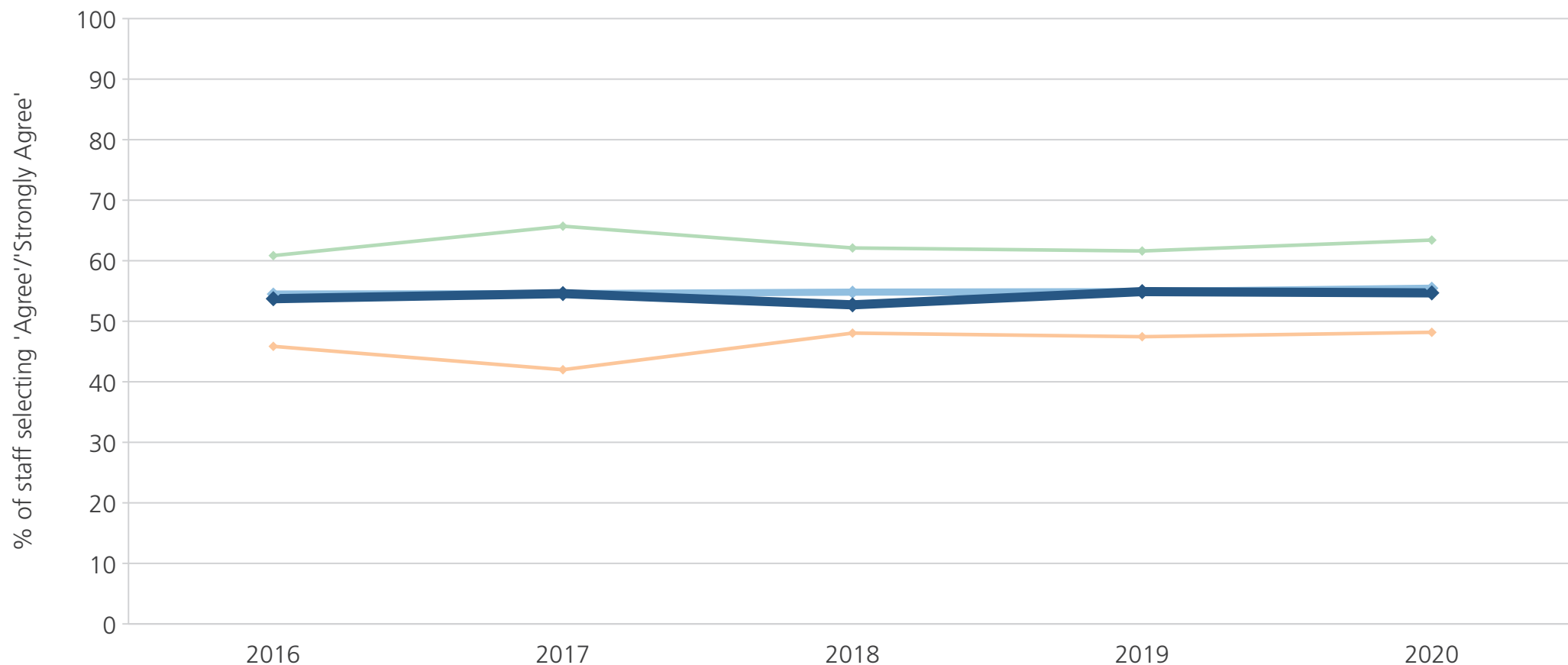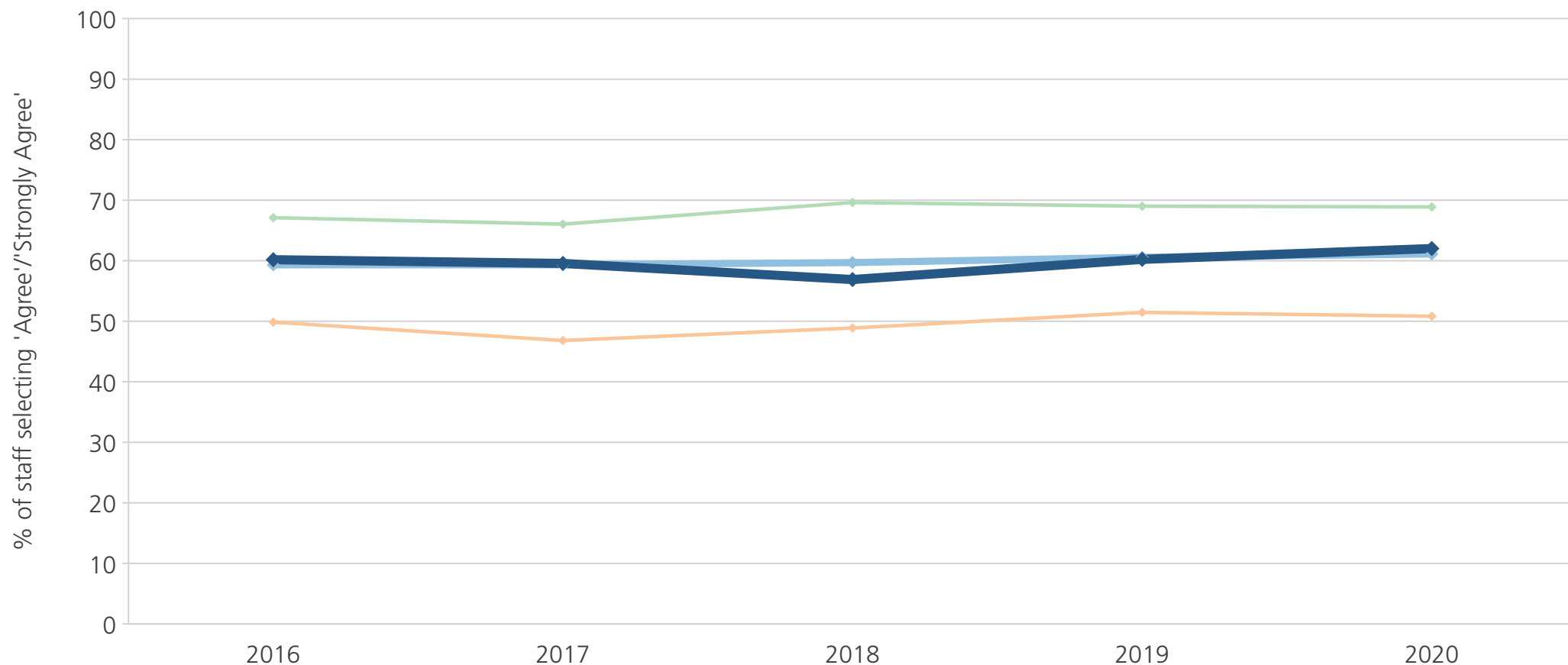
% of staff selecting 'Agree'/'Strongly Agree'
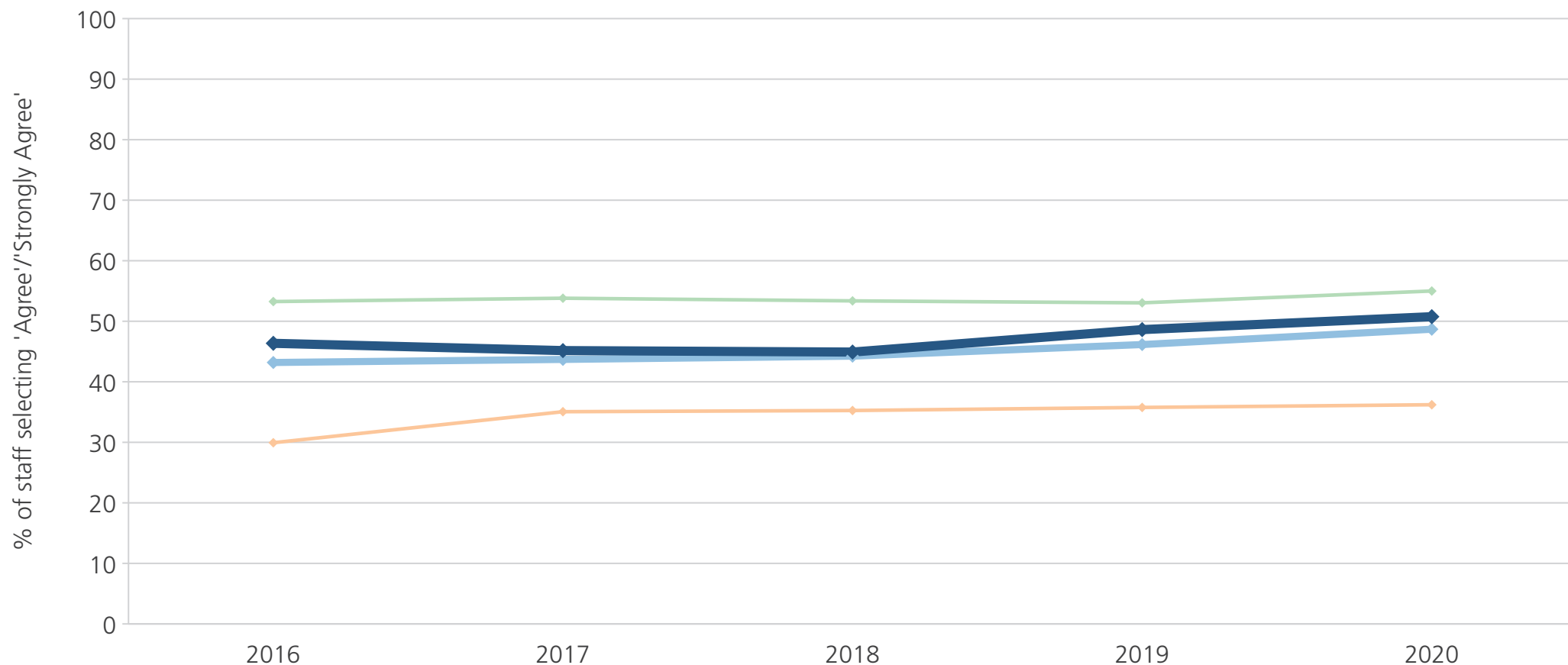
| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 53.3% | 53.8% | 53.4% | 53.0% | 55.0% |
| **Your org** | 46.4% | 45.2% | 44.9% | 48.6% | 50.8% |
| **Average** | 43.2% | 43.7% | 44.2% | 46.2% | 48.7% |
| **Worst** | 29.9% | 35.1% | 35.3% | 35.8% | 36.2% |
| **Responses** | 499 | 1,346 | 1,250 | 1,768 | 1,776 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 66.0% | 67.5% | 66.1% | 68.4% | 74.5% |
| **Your org** | 58.4% | 55.7% | 52.8% | 62.9% | 68.5% |
| **Average** | 56.9% | 57.5% | 57.6% | 58.7% | 64.0% |
| **Worst** | 41.3% | 41.7% | 40.1% | 48.7% | 52.2% |
| **Responses** | 500 | 1,343 | 1,246 | 1,769 | 1,781 |
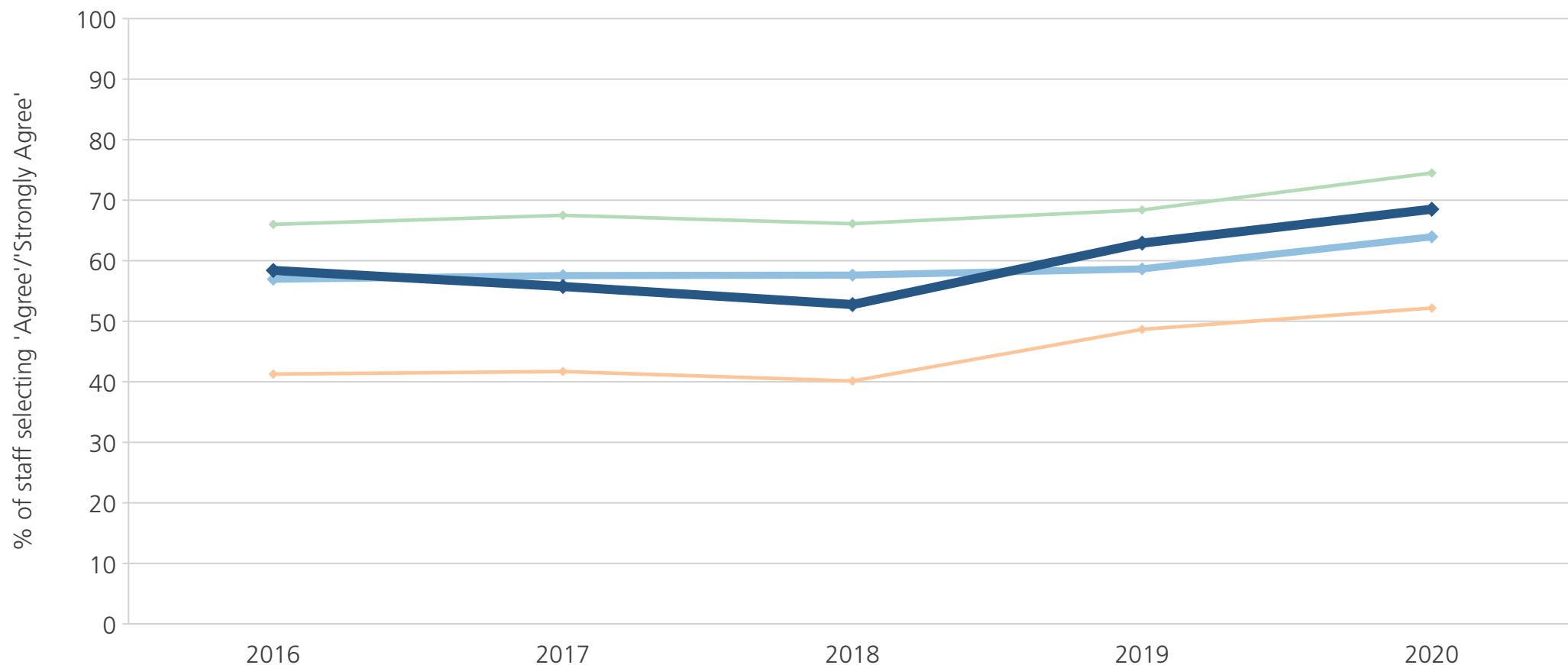
**Survey Coordination Centre**

**NHS England**
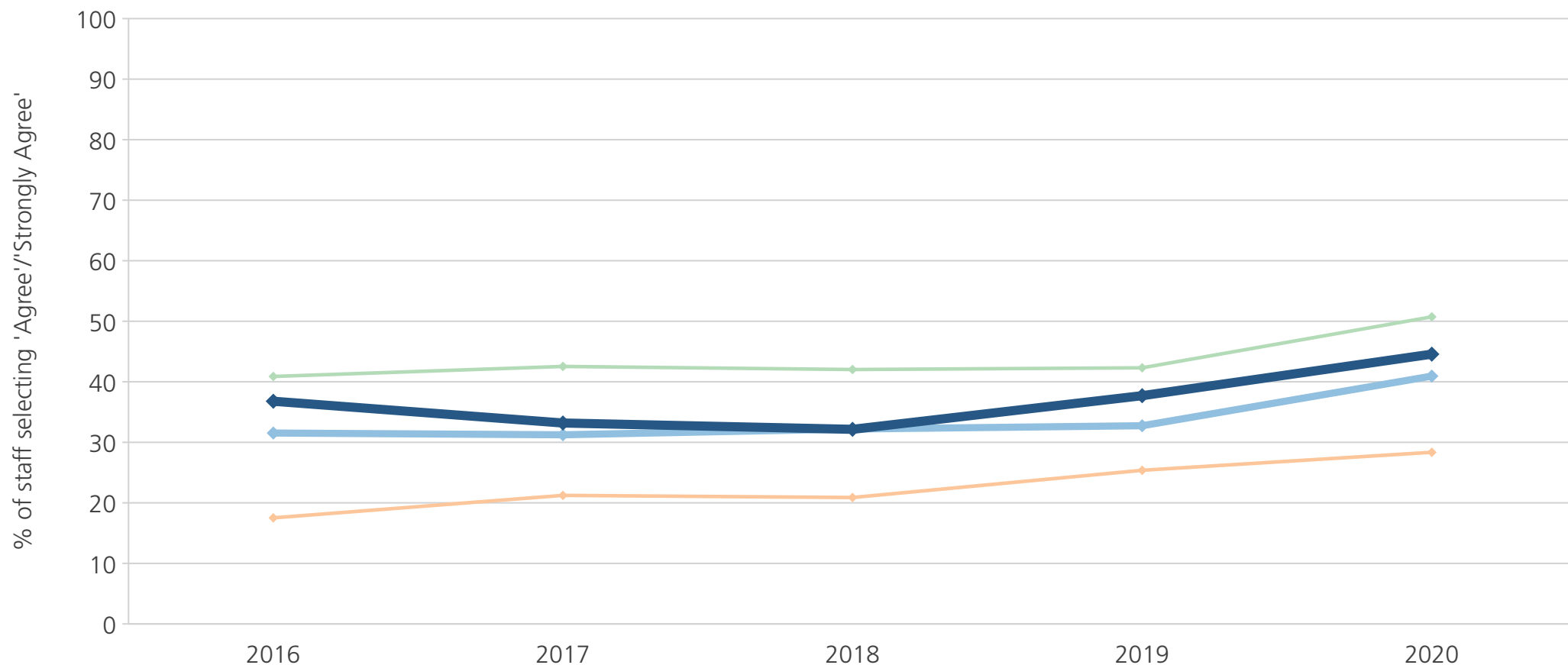


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 40.9% | 42.5% | 42.0% | 42.3% | 50.7% |
| **Your org** | 36.8% | 33.2% | 32.1% | 37.7% | 44.6% |
| **Average** | 31.5% | 31.2% | 32.2% | 32.7% | 40.9% |
| **Worst** | 17.5% | 21.2% | 20.9% | 25.4% | 28.3% |
| **Responses** | 501 | 1,346 | 1,251 | 1,768 | 1,783 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 81.5% | 81.5% | 80.2% | 80.4% | 81.9% |
| **Your org** | 76.4% | 73.2% | 73.3% | 75.9% | 75.2% |
| **Average** | 74.3% | 73.9% | 74.5% | 74.1% | 74.6% |
| **Worst** | 64.3% | 62.8% | 67.4% | 66.1% | 69.2% |
| **Responses** | 496 | 1,343 | 1,246 | 1,761 | 1,771 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 76.2% | 75.7% | 76.6% | 75.3% | 75.8% |
| **Your org** | 69.6% | 67.3% | 67.6% | 69.2% | 69.8% |
| **Average** | 68.9% | 68.9% | 68.6% | 69.1% | 69.8% |
| **Worst** | 57.4% | 58.9% | 57.6% | 61.3% | 58.3% |
| **Responses** | 501 | 1,351 | 1,245 | 1,770 | 1,779 |

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Best** | 80.2% | 81.5% | 80.6% |
| **Your org** | 77.8% | 76.7% | 76.9% |
| **Average** | 76.4% | 76.2% | 75.7% |
| **Worst** | 69.1% | 69.1% | 71.2% |
| **Responses** | 1,248 | 1,773 | 1,784 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 66.0% | 72.1% | 68.0% | 71.3% | 69.7% |
| **Your org** | 57.7% | 56.3% | 61.5% | 63.7% | 63.8% |
| **Average** | 57.8% | 57.6% | 61.6% | 63.3% | 64.0% |
| **Worst** | 47.1% | 48.8% | 55.1% | 57.0% | 58.3% |
| **Responses** | 496 | 1,344 | 1,235 | 1,766 | 1,779 |
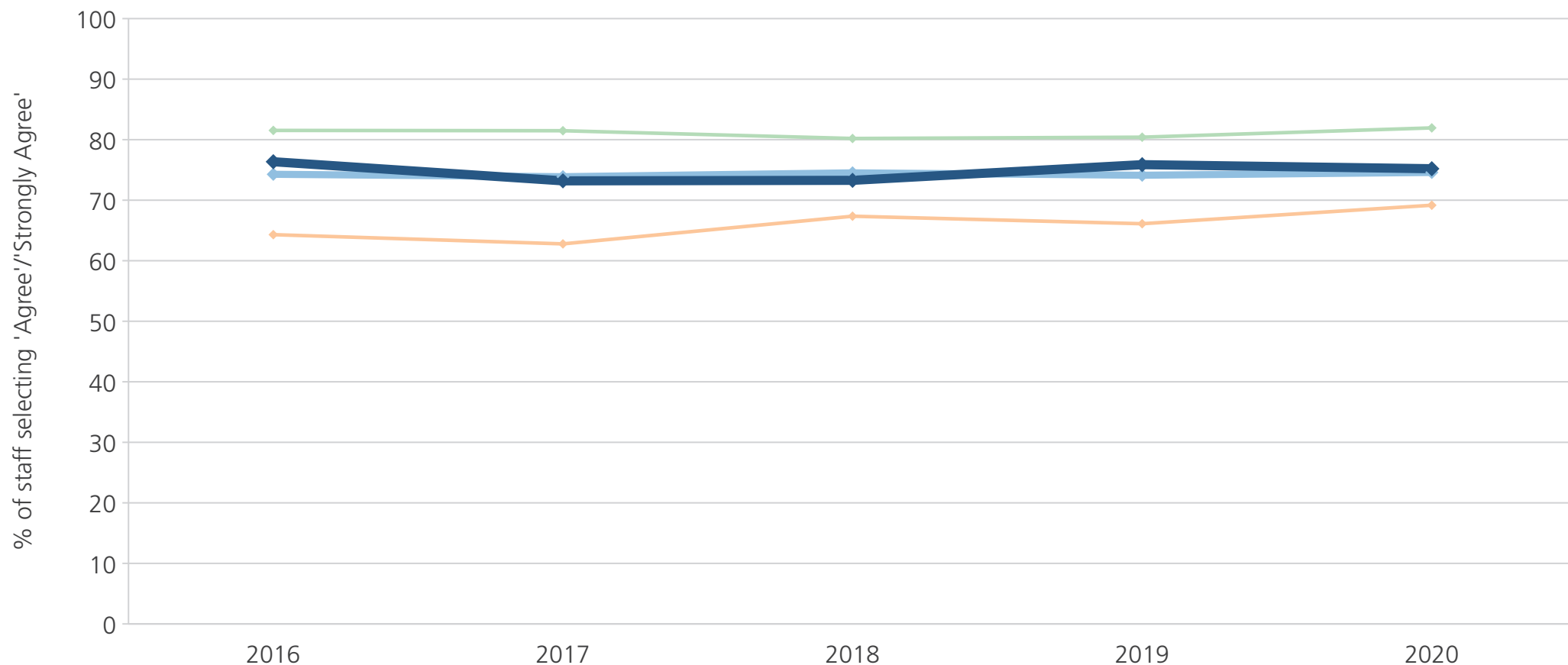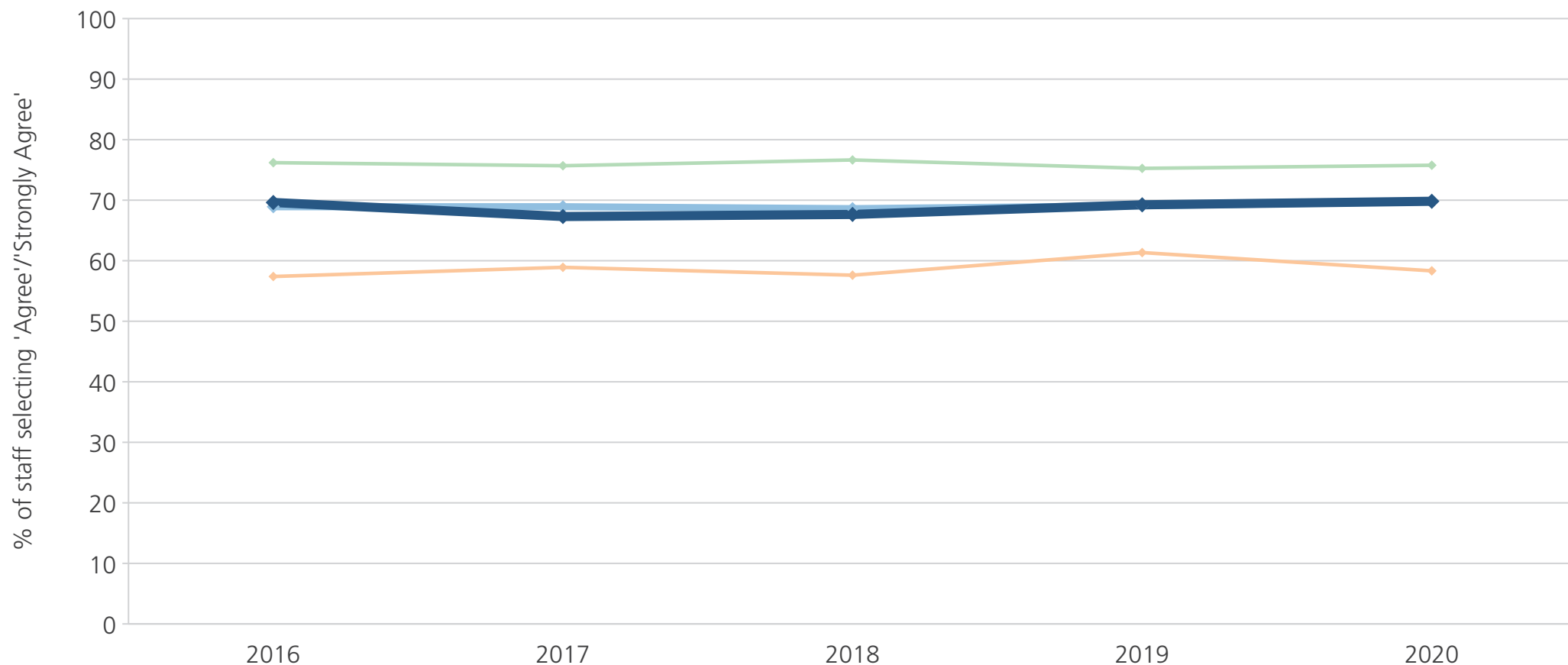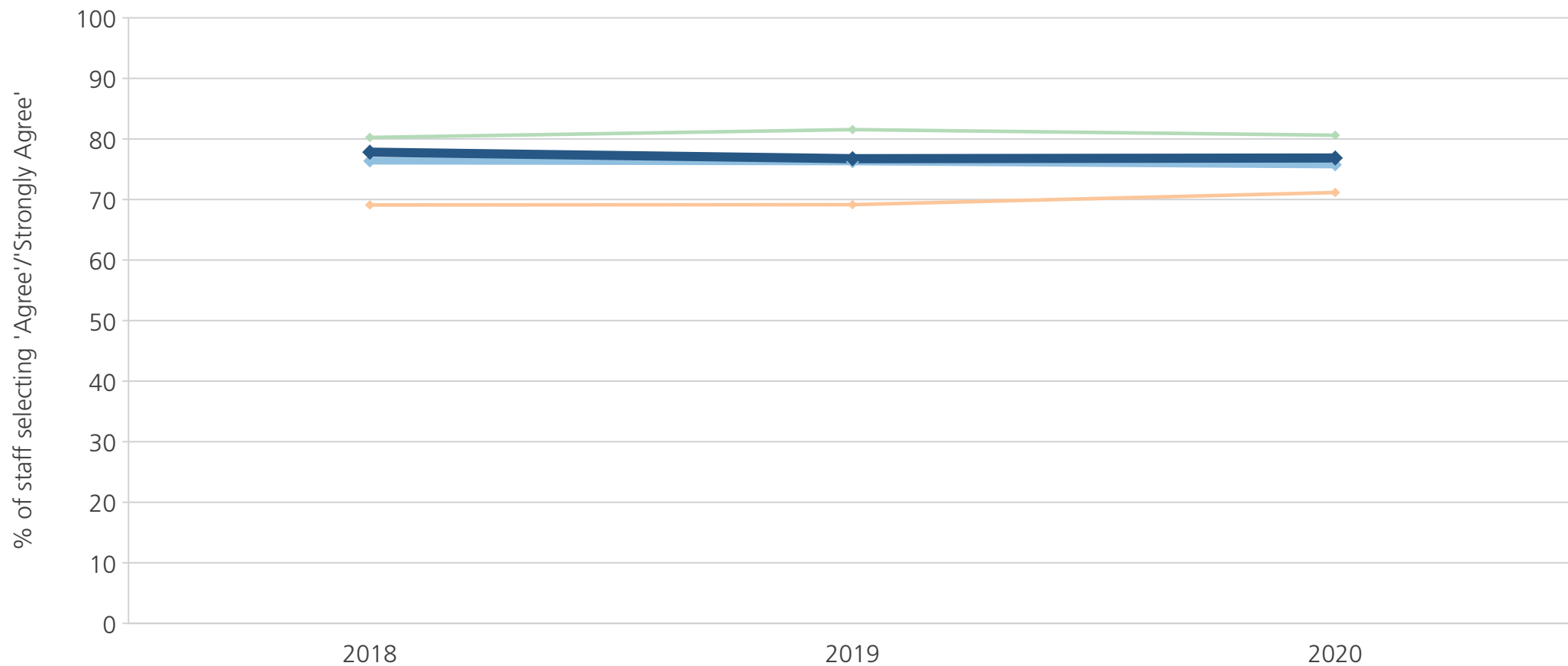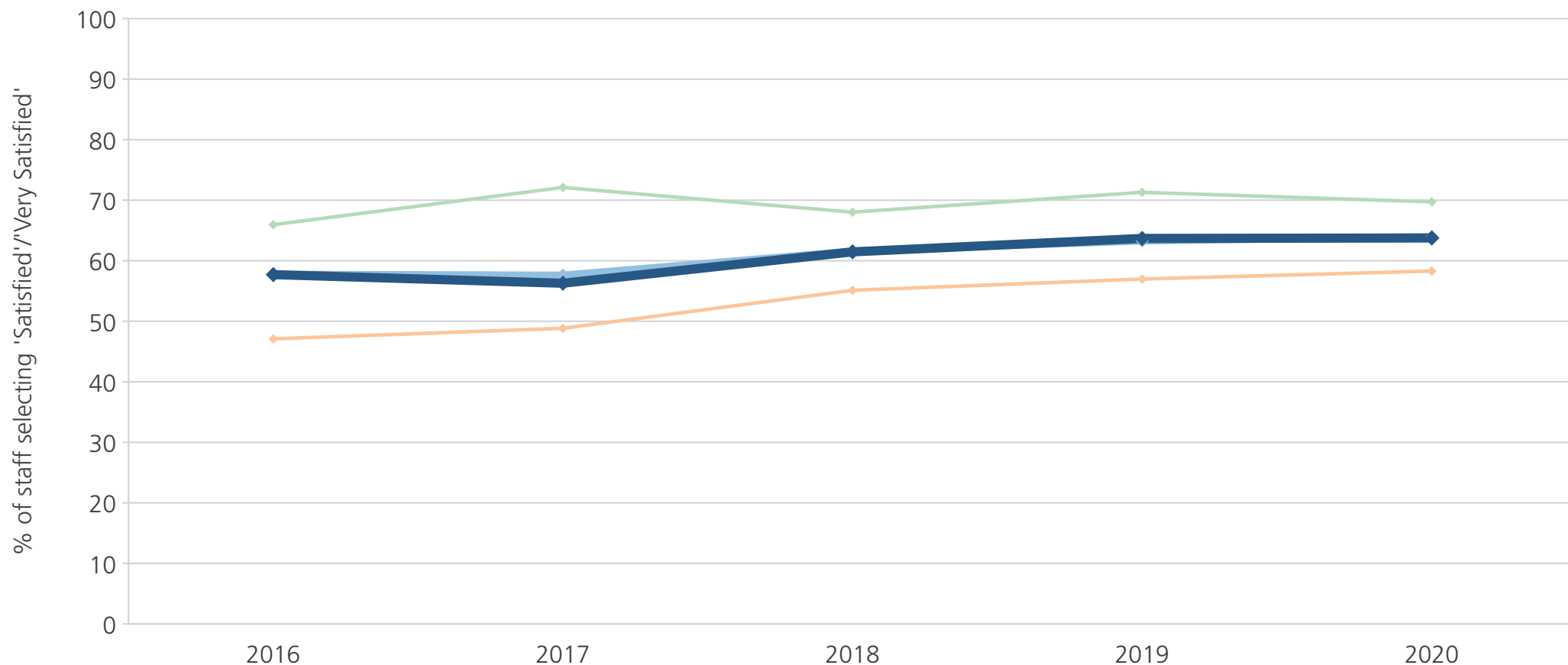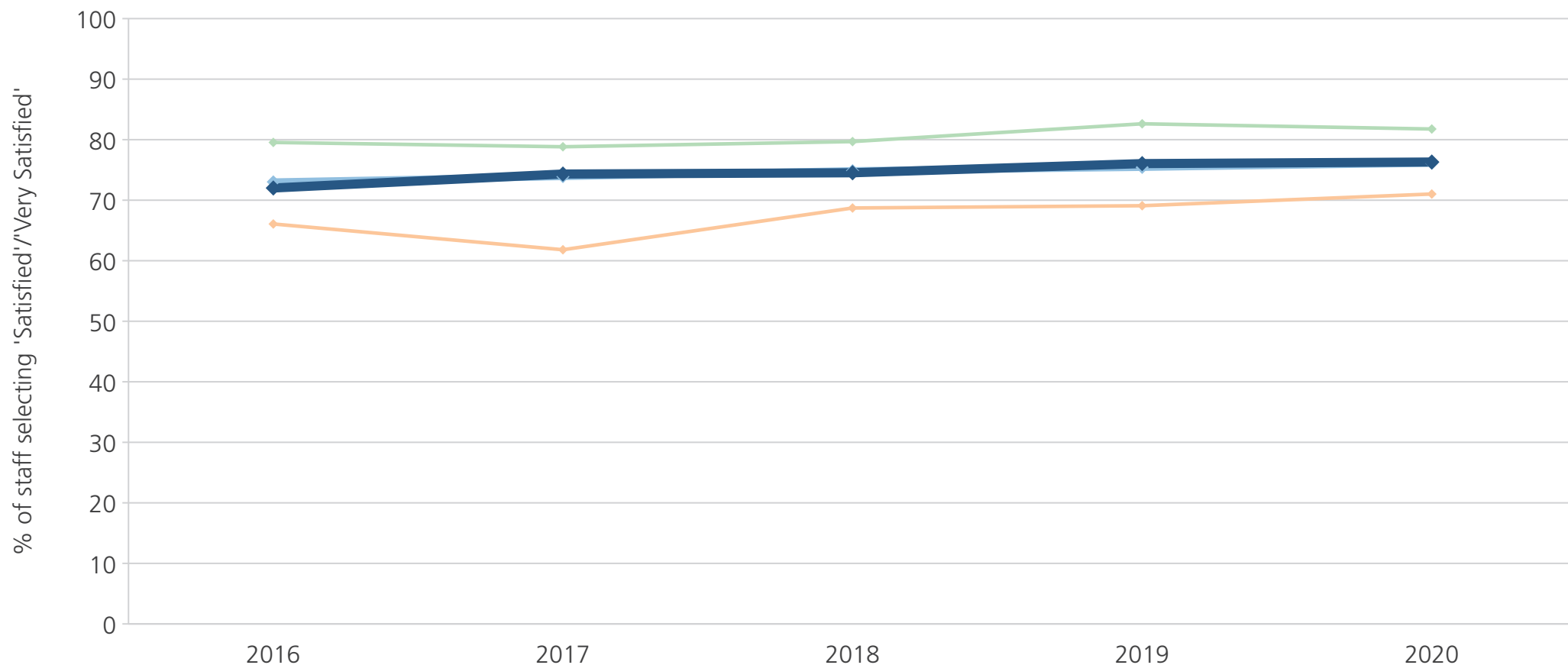
% of staff selecting 'Satisfied'/'Very Satisfied'

|  | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 79.5% | 78.8% | 79.7% | 82.6% | 81.8% |
| **Your org** | 72.0% | 74.3% | 74.5% | 76.0% | 76.3% |
| **Average** | 73.0% | 73.9% | 74.9% | 75.4% | 76.1% |
| **Worst** | 66.1% | 61.8% | 68.7% | 69.1% | 71.0% |
| **Responses** | 494 | 1,346 | 1,233 | 1,764 | 1,780 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 89.3% | 88.3% | 87.8% | 90.4% | 88.1% |
| **Your org** | 85.5% | 84.1% | 85.3% | 84.4% | 83.8% |
| **Average** | 84.7% | 84.1% | 84.3% | 84.6% | 83.8% |
| **Worst** | 78.3% | 73.0% | 77.2% | 79.0% | 79.5% |
| **Responses** | 494 | 1,341 | 1,235 | 1,765 | 1,778 |
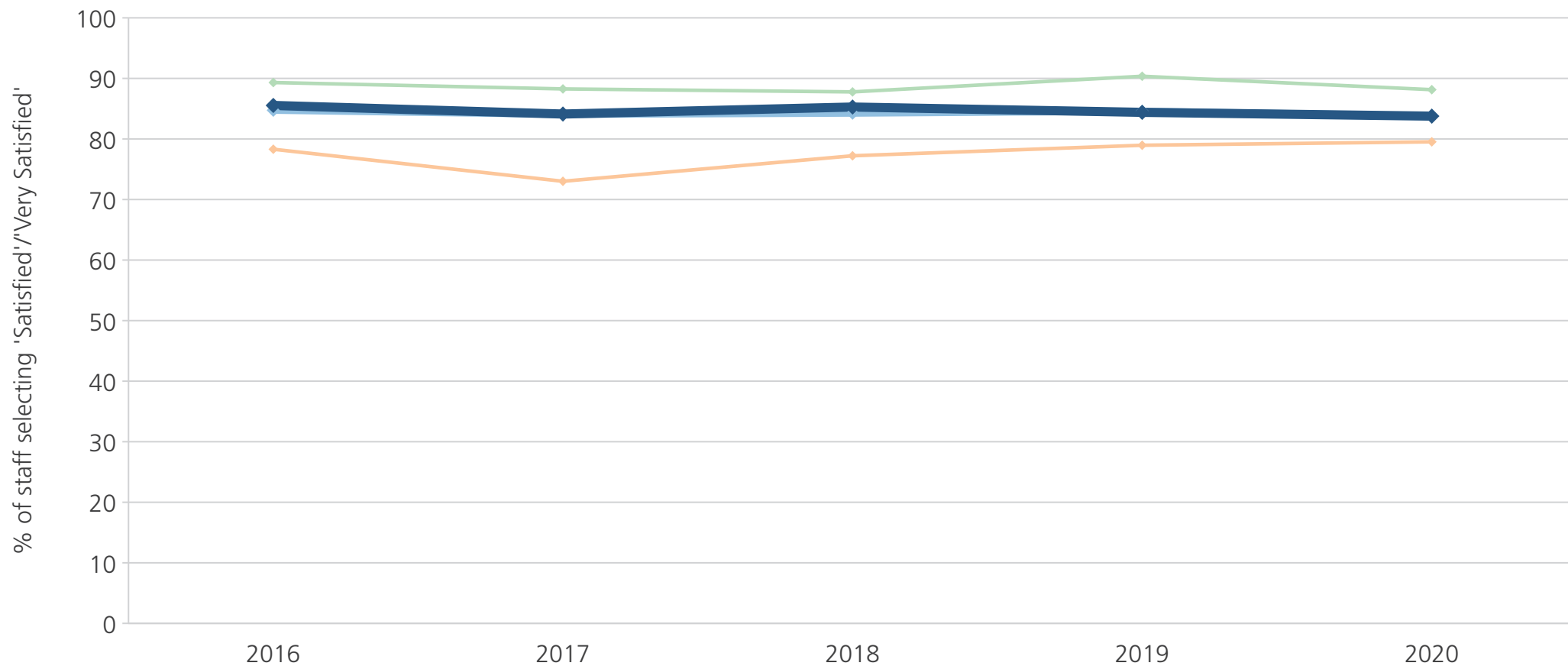
71
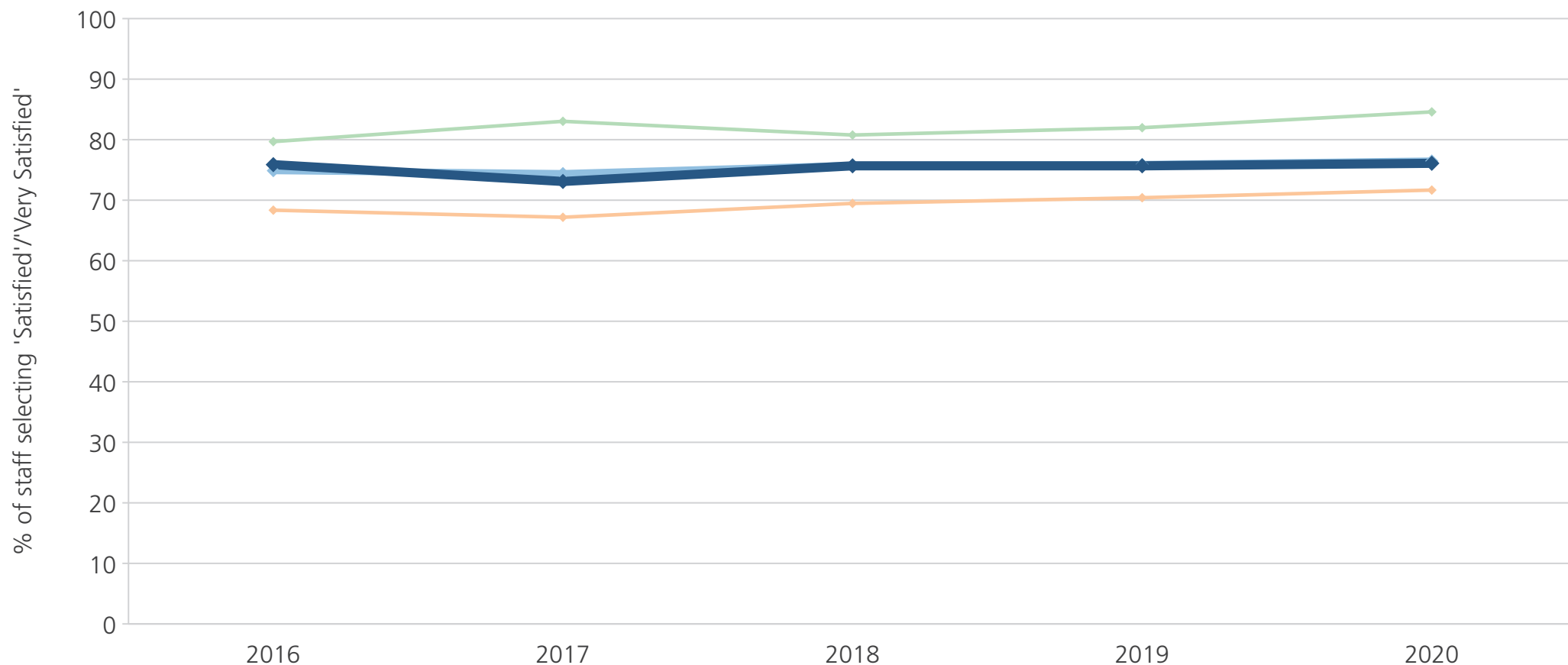
| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 79.7% | 83.0% | 80.8% | 82.0% | 84.6% |
| **Your org** | 75.9% | 73.1% | 75.7% | 75.7% | 76.1% |
| **Average** | 74.9% | 74.4% | 75.8% | 75.9% | 76.5% |
| **Worst** | 68.4% | 67.2% | 69.5% | 70.4% | 71.7% |
| **Responses** | 490 | 1,339 | 1,230 | 1,768 | 1,777 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 77.3% | 80.7% | 77.9% | 81.0% | 79.6% |
| **Your org** | 71.2% | 70.7% | 71.4% | 72.8% | 75.3% |
| **Average** | 71.3% | 70.5% | 71.8% | 72.7% | 73.2% |
| **Worst** | 60.2% | 62.9% | 65.5% | 65.1% | 67.1% |
| **Responses** | 490 | 1,339 | 1,230 | 1,766 | 1,776 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 55.9% | 62.3% | 60.1% | 61.8% | 63.7% |
| **Your org** | 51.0% | 49.2% | 52.6% | 58.8% | 57.7% |
| **Average** | 44.5% | 45.3% | 47.9% | 49.8% | 52.3% |
| **Worst** | 31.6% | 32.6% | 36.2% | 39.7% | 42.6% |
| **Responses** | 487 | 1,333 | 1,231 | 1,764 | 1,774 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 51.4% | 45.1% | 48.9% | 55.6% | 49.8% |
| **Your org** | 39.5% | 30.1% | 33.7% | 36.4% | 36.4% |
| **Average** | 39.4% | 32.8% | 39.3% | 40.6% | 40.9% |
| **Worst** | 28.3% | 22.6% | 28.2% | 29.7% | 30.6% |
| **Responses** | 491 | 1,340 | 1,231 | 1,761 | 1,777 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 69.6% | 73.9% | 72.5% | 72.7% | 76.1% |
| **Your org** | 64.9% | 64.8% | 66.0% | 67.8% | 72.2% |
| **Average** | 58.9% | 58.9% | 61.4% | 62.4% | 66.2% |
| **Worst** | 41.1% | 41.3% | 50.0% | 51.1% | 53.8% |
| **Responses** | 490 | 1,344 | 1,232 | 1,756 | 1,779 |

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Best** | 30.6% | 31.6% | 35.0% |
| **Your org** | 20.4% | 23.1% | 26.9% |
| **Average** | 22.8% | 23.8% | 26.9% |
| **Worst** | 18.0% | 19.1% | 17.5% |
| **Responses** | 1,232 | 1,759 | 1,777 |
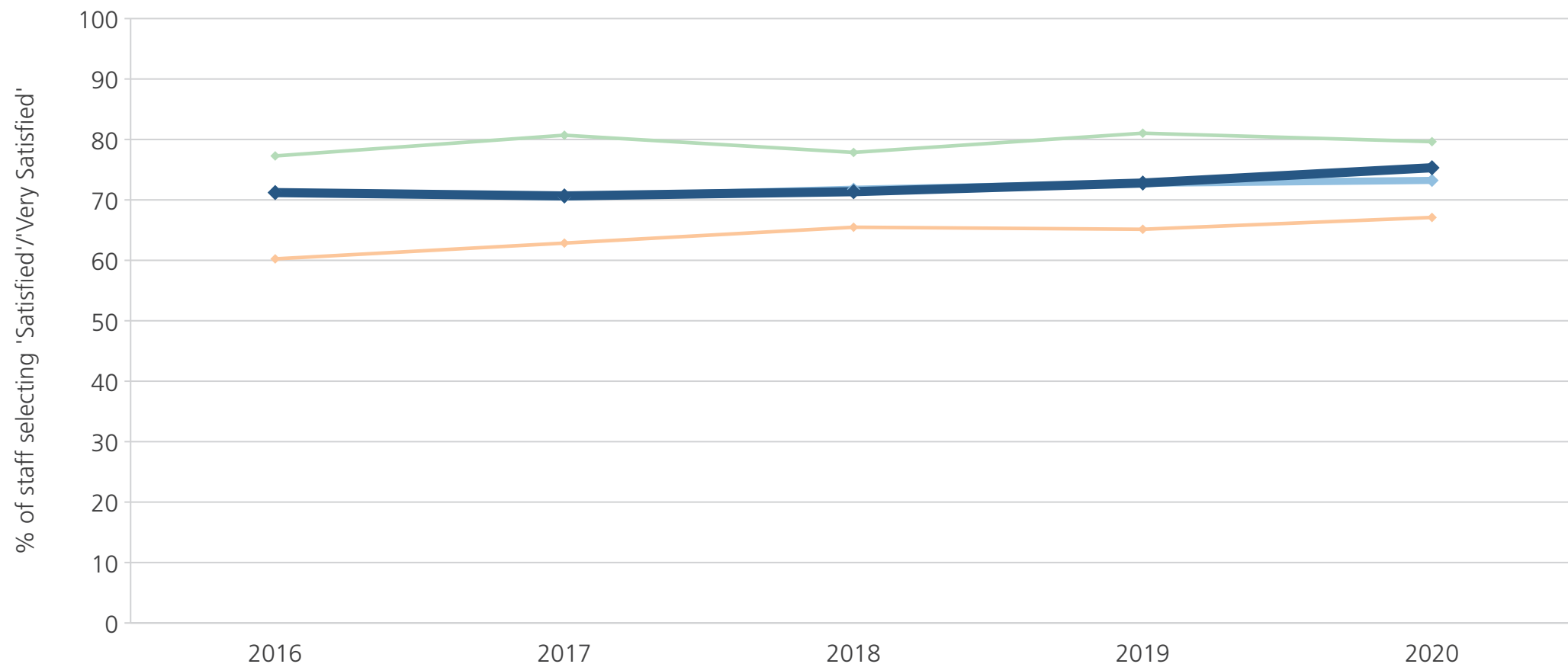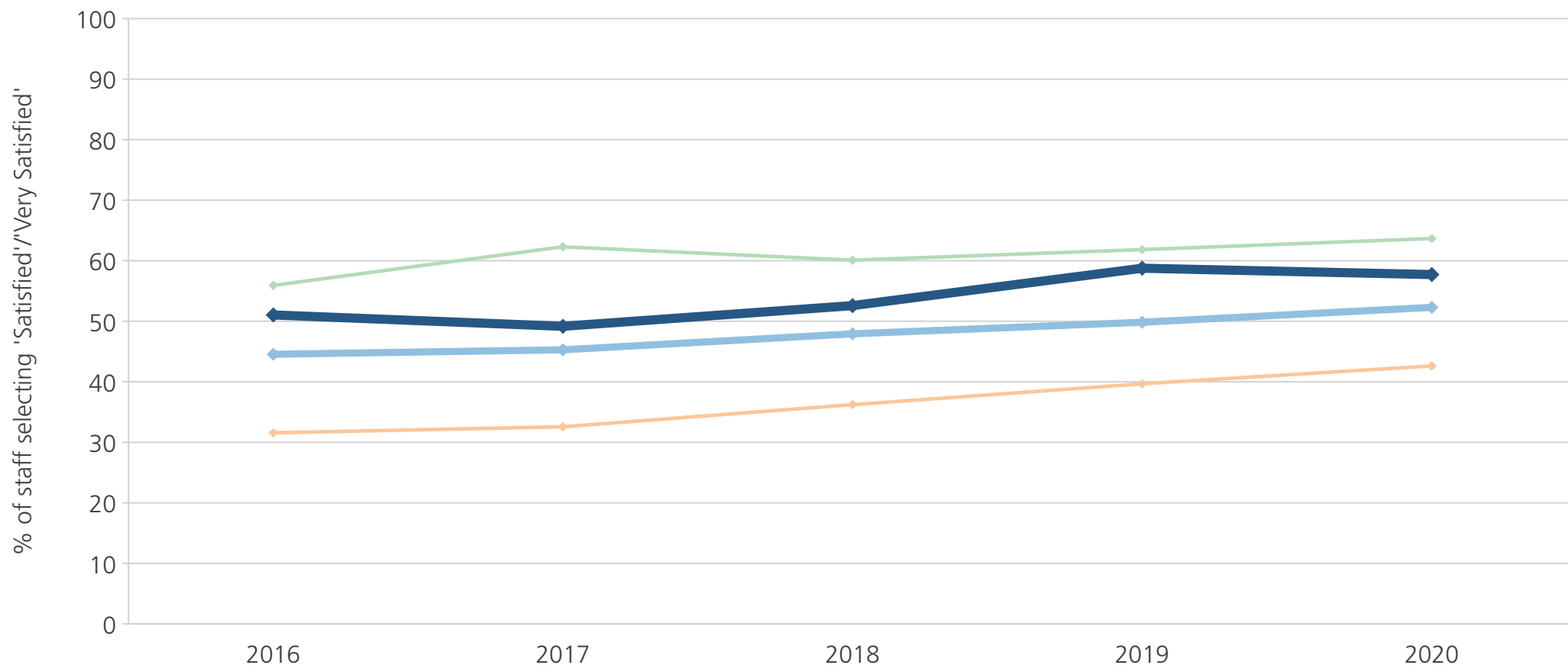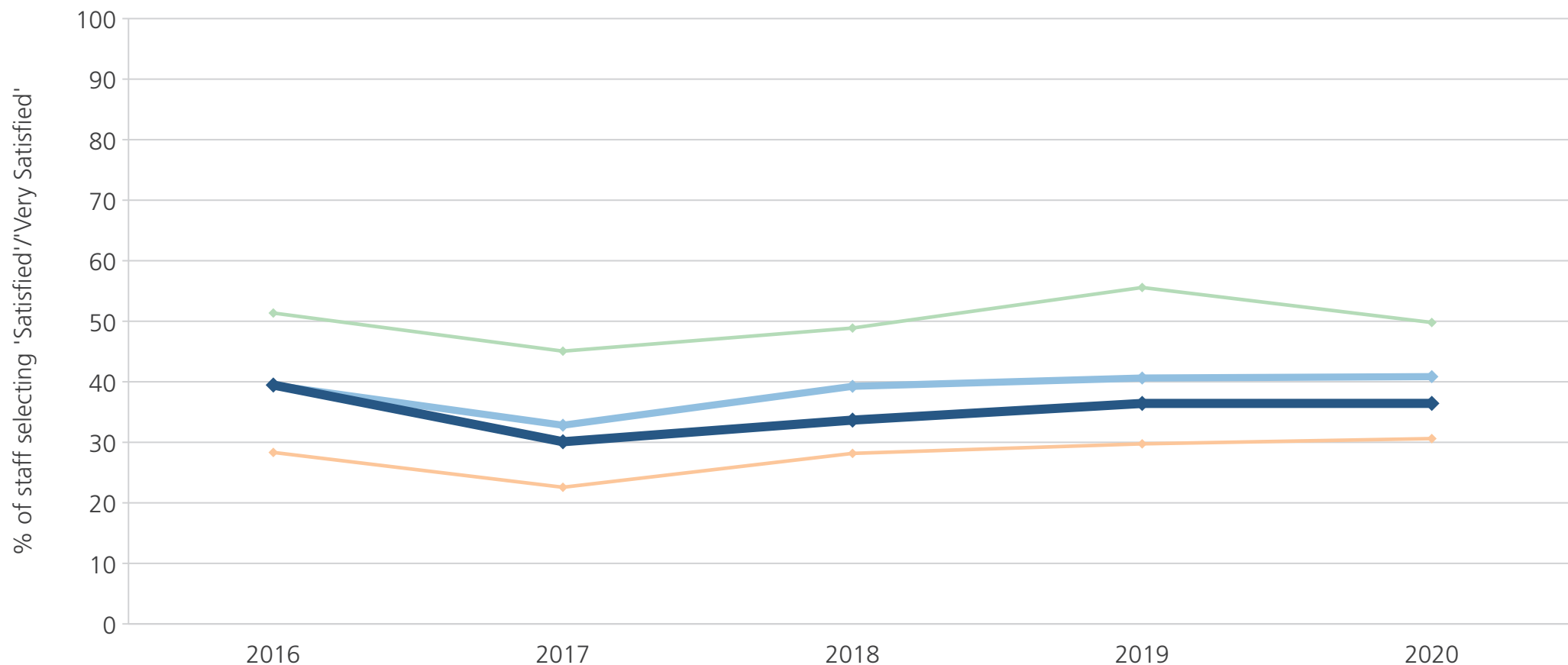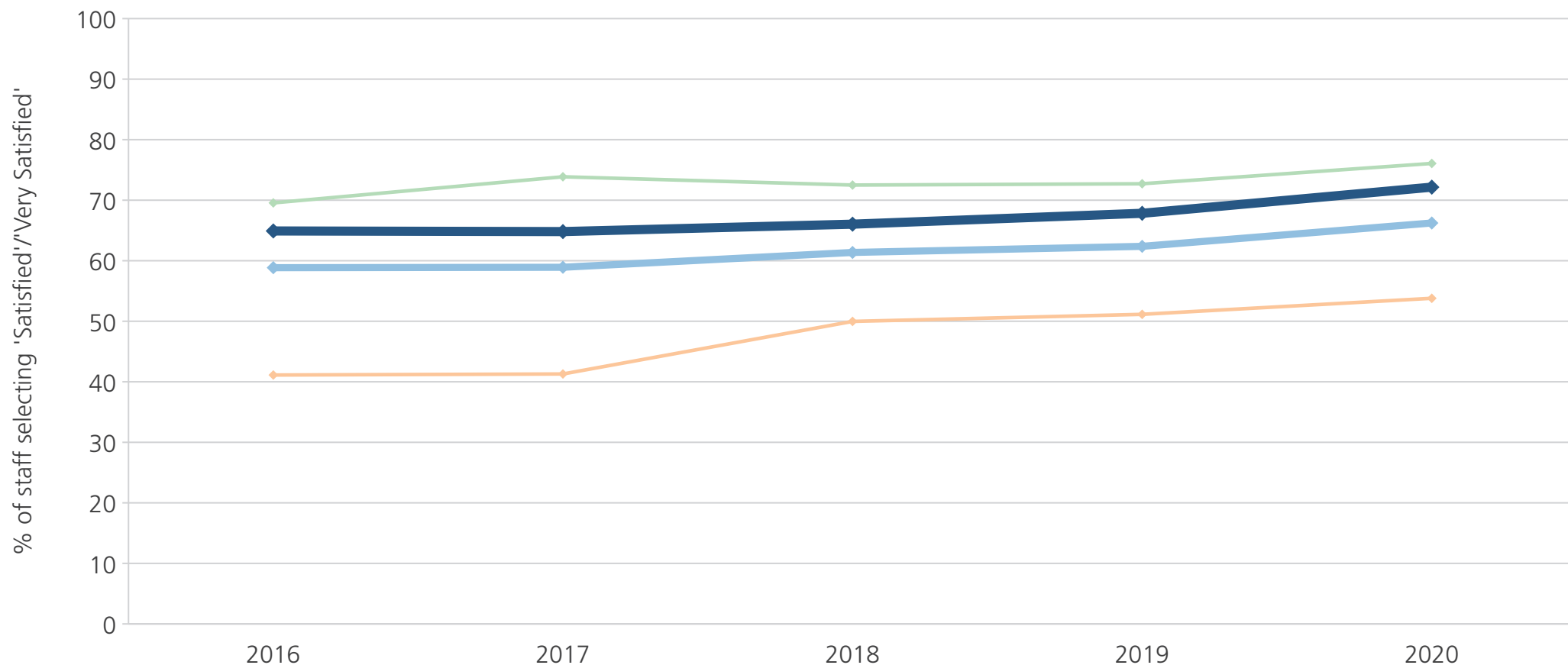
# Survey Coordination Centre

## NHS England
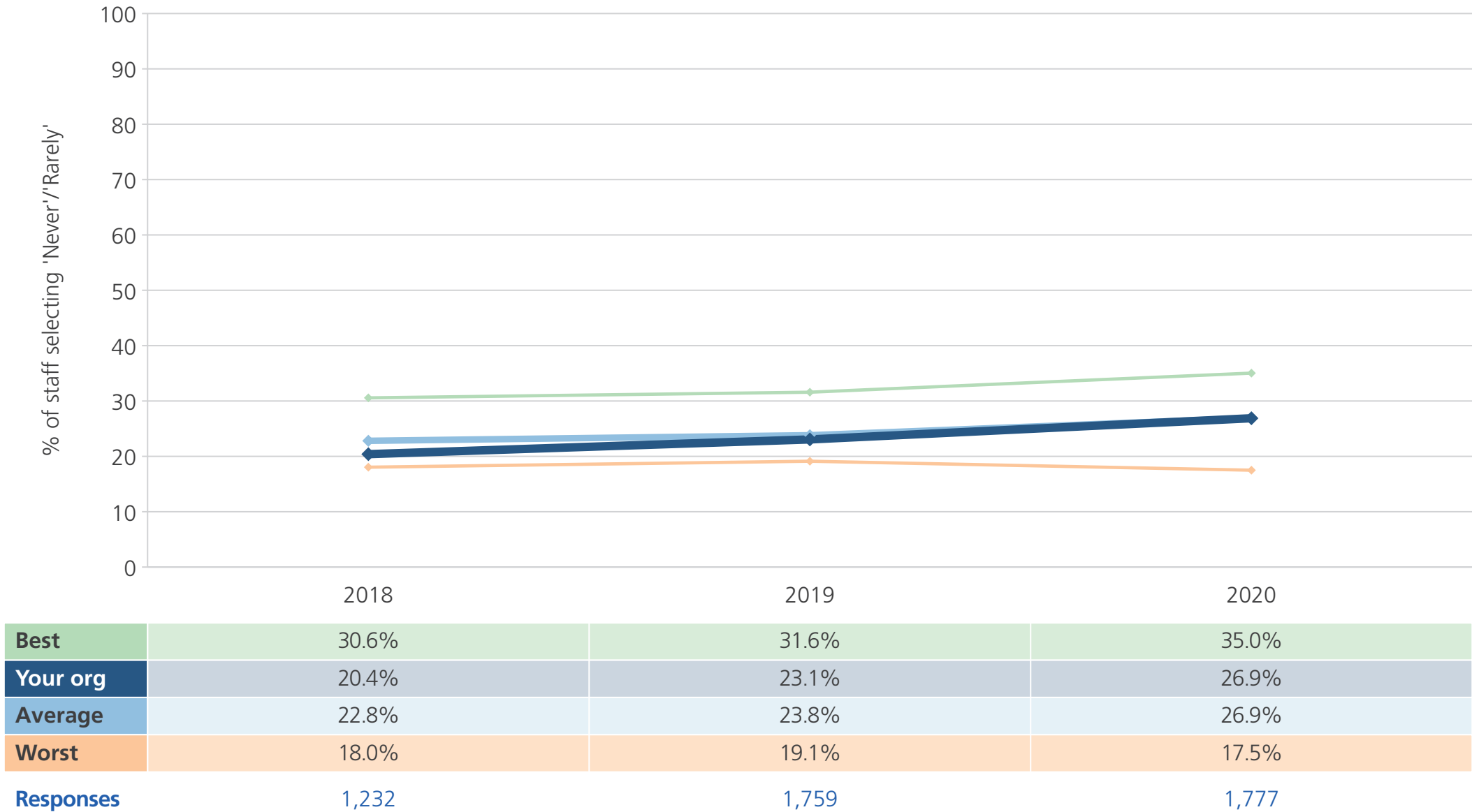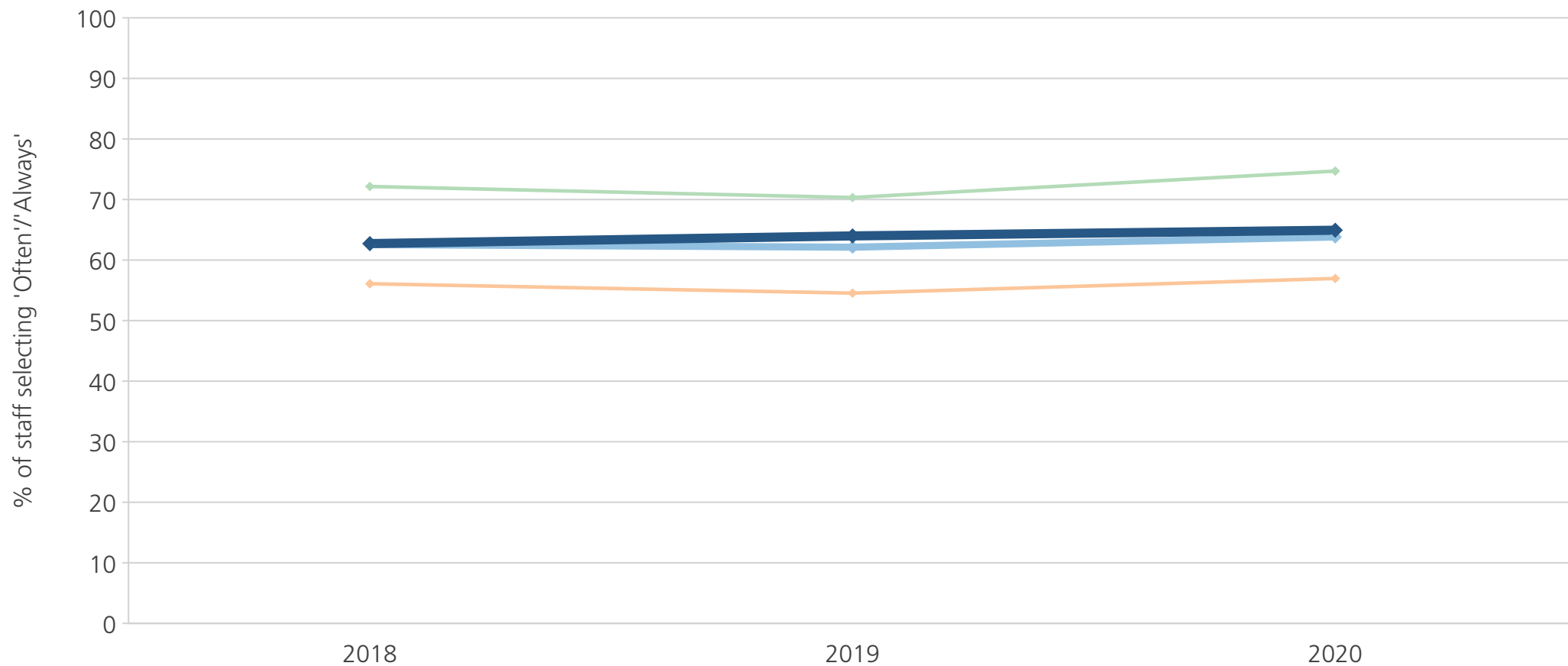


| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Best** | 72.2% | 70.3% | 74.7% |
| **Your org** | 62.7% | 64.0% | 64.9% |
| **Average** | 62.5% | 62.1% | 63.8% |
| **Worst** | 56.1% | 54.5% | 57.0% |
| **Responses** | 1,231 | 1,756 | 1,782 |
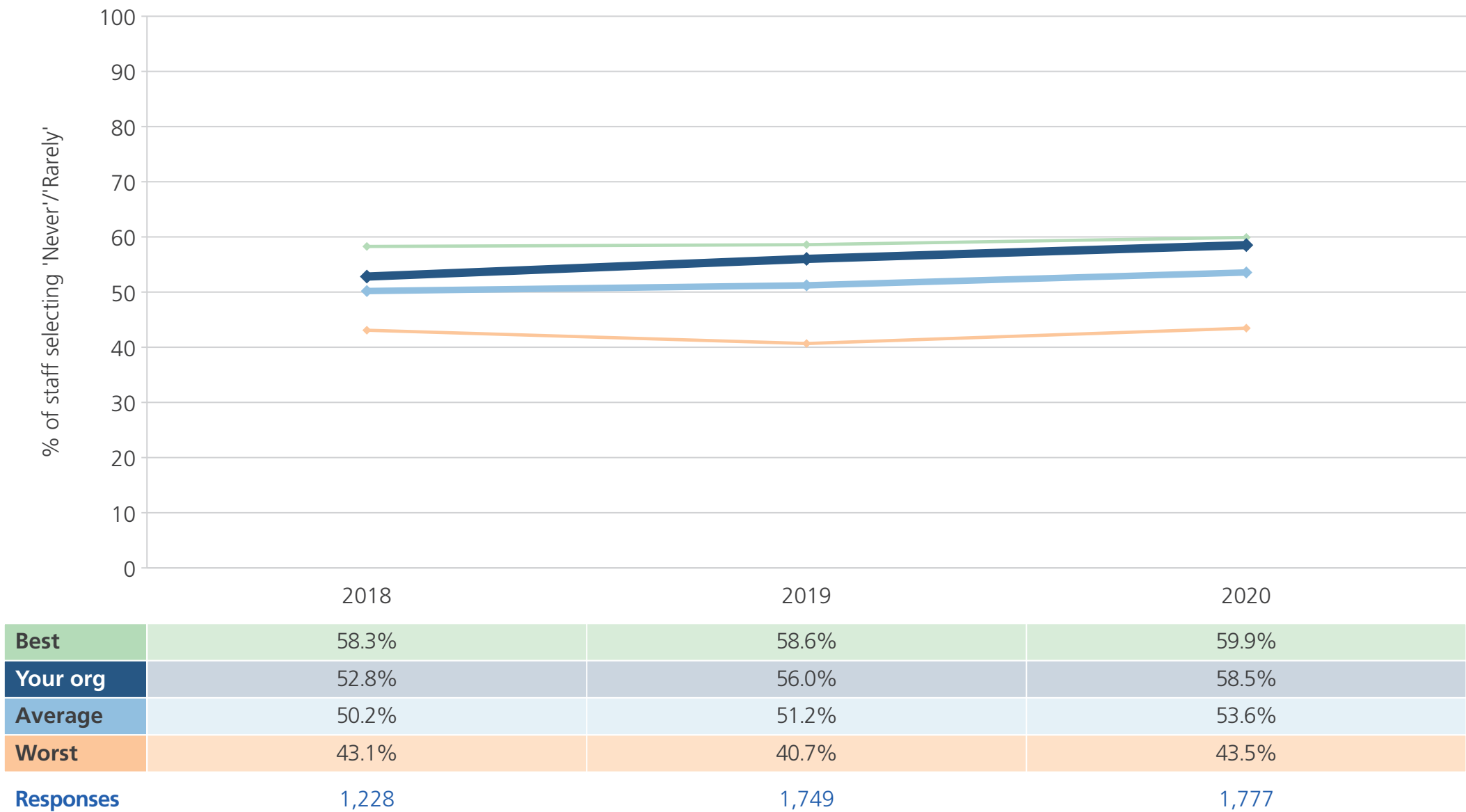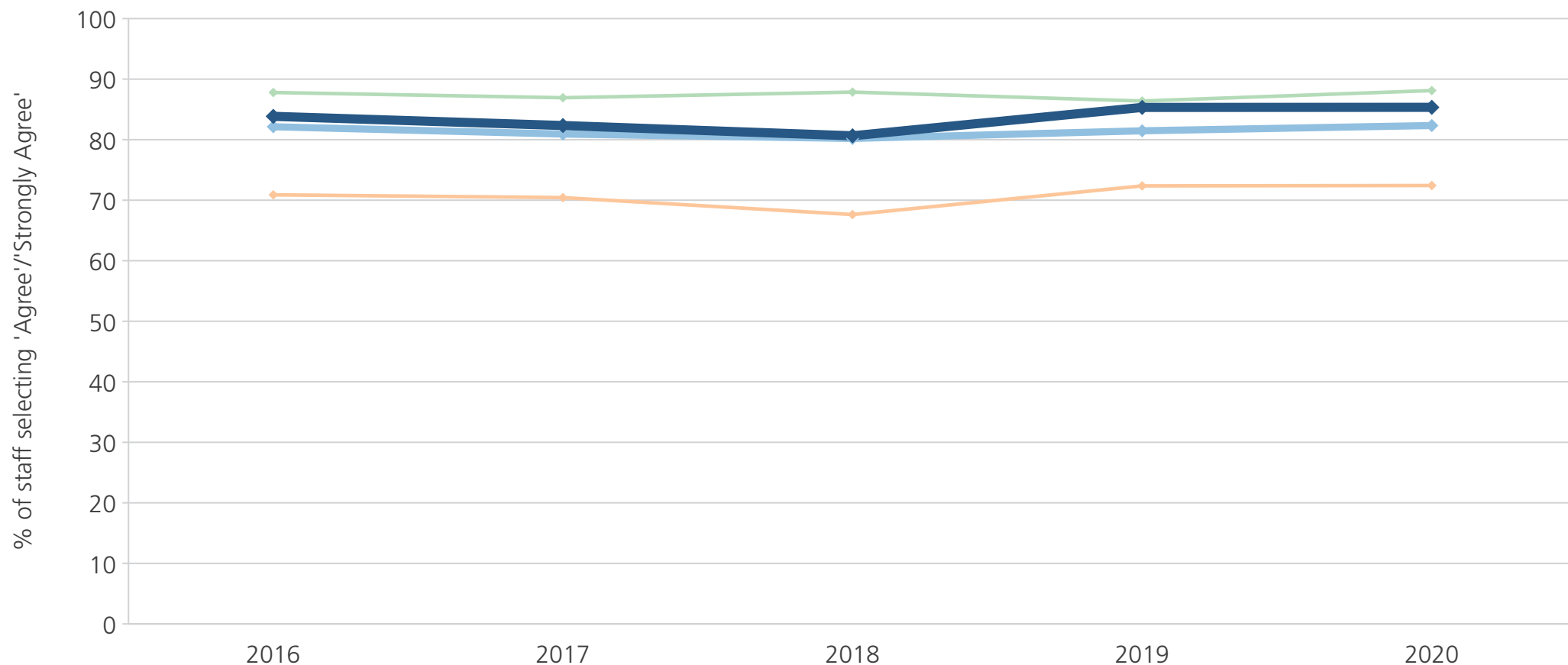
*% of staff selecting 'Often'/"Always'*

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Best** | 58.3% | 58.6% | 59.9% |
| **Your org** | 52.8% | 56.0% | 58.5% |
| **Average** | 50.2% | 51.2% | 53.6% |
| **Worst** | 43.1% | 40.7% | 43.5% |
| **Responses** | 1,228 | 1,749 | 1,777 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 87.8% | 86.9% | 87.9% | 86.4% | 88.1% |
| **Your org** | 83.9% | 82.3% | 80.6% | 85.3% | 85.3% |
| **Average** | 82.1% | 80.9% | 80.2% | 81.5% | 82.3% |
| **Worst** | 70.9% | 70.4% | 67.6% | 72.4% | 72.4% |
| **Responses** | 405 | 1,117 | 1,037 | 1,521 | 1,517 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 92.8% | 91.5% | 91.4% | 92.5% | 91.8% |
| **Your org** | 91.3% | 87.9% | 88.8% | 90.3% | 91.7% |
| **Average** | 89.3% | 88.6% | 87.9% | 88.5% | 89.4% |
| **Worst** | 82.4% | 82.4% | 82.1% | 82.5% | 84.2% |
| **Responses** | 458 | 1,236 | 1,133 | 1,667 | 1,666 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 73.2% | 73.9% | 76.3% | 75.6% | 77.8% |
| Your org | 69.8% | 65.7% | 65.6% | 71.9% | 74.6% |
| Average | 65.9% | 64.7% | 65.4% | 67.1% | 68.8% |
| Worst | 51.5% | 49.7% | 51.3% | 54.4% | 56.8% |
| Responses | 407 | 1,135 | 1,046 | 1,523 | 1,522 |
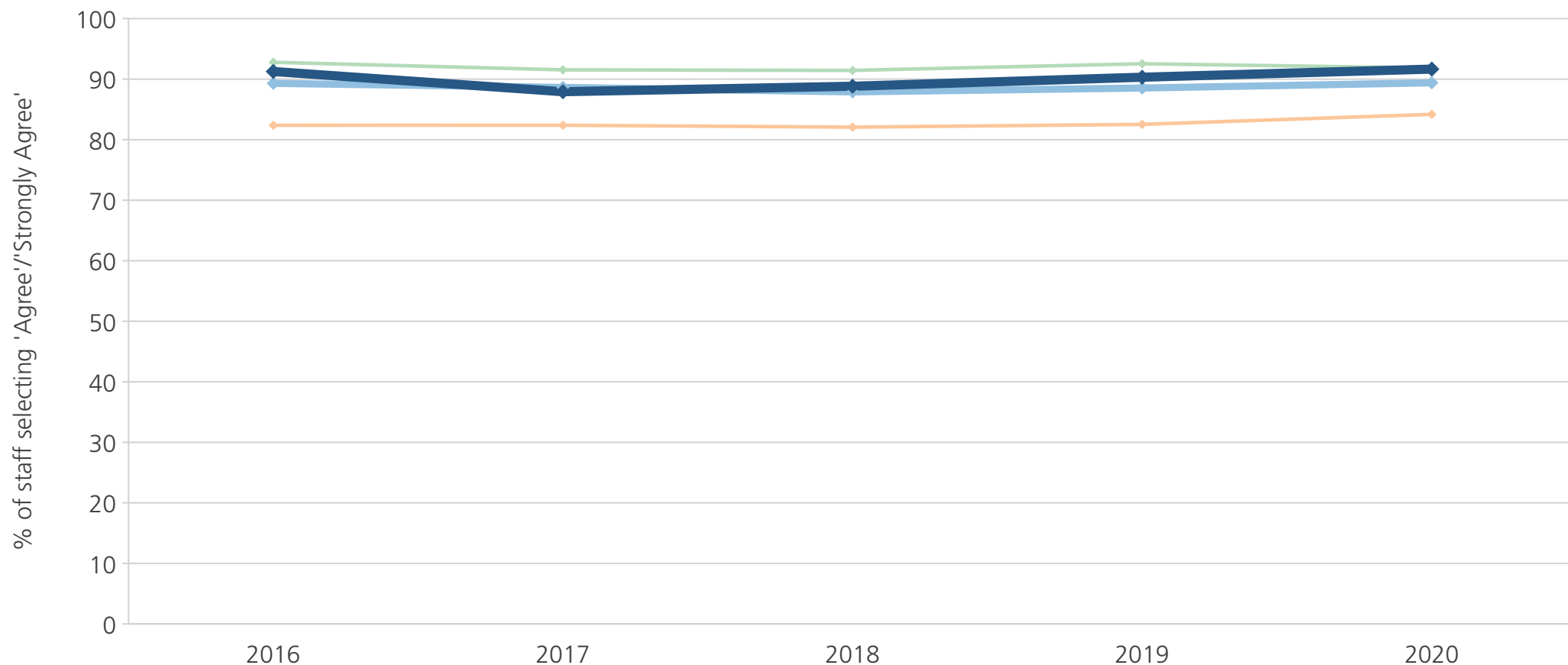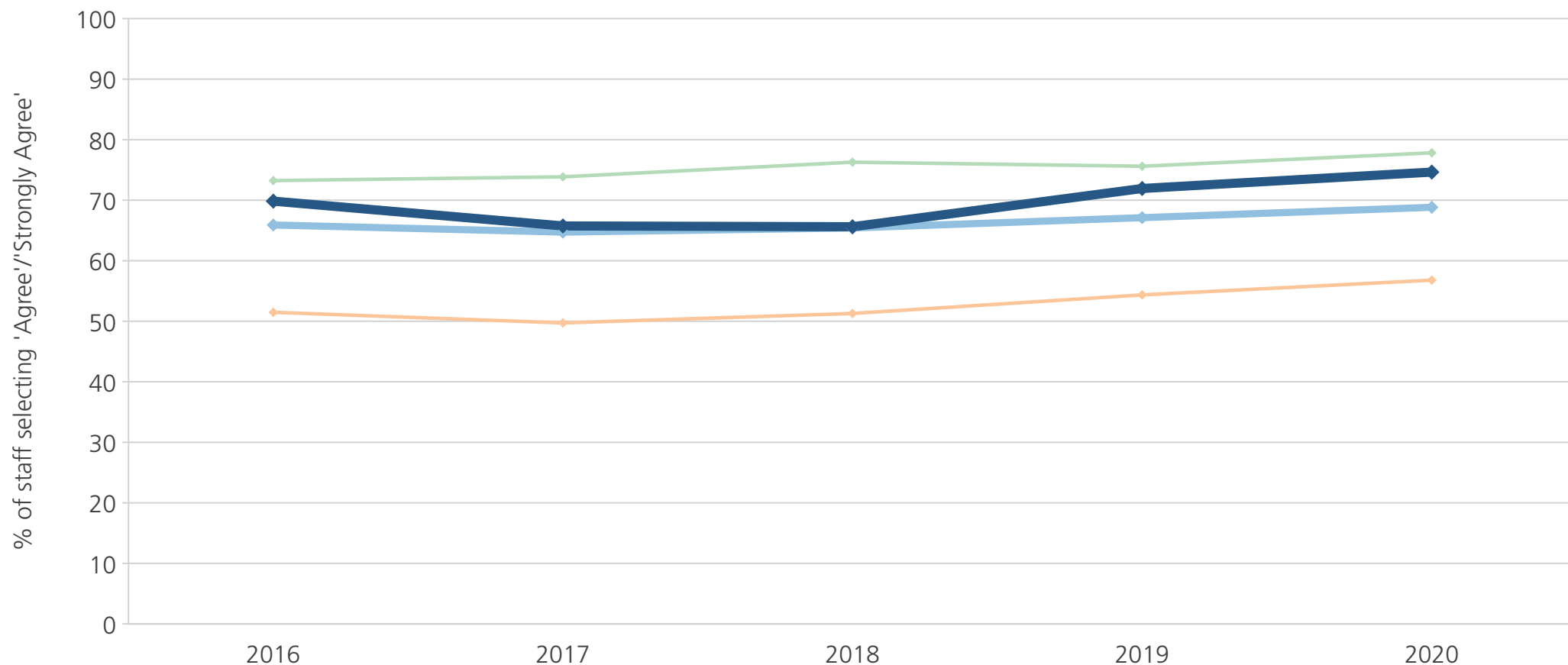
# Question results – Your managers

Hertfordshire Partnership University NHS Foundation Trust

2020 NHS Staff Survey Results
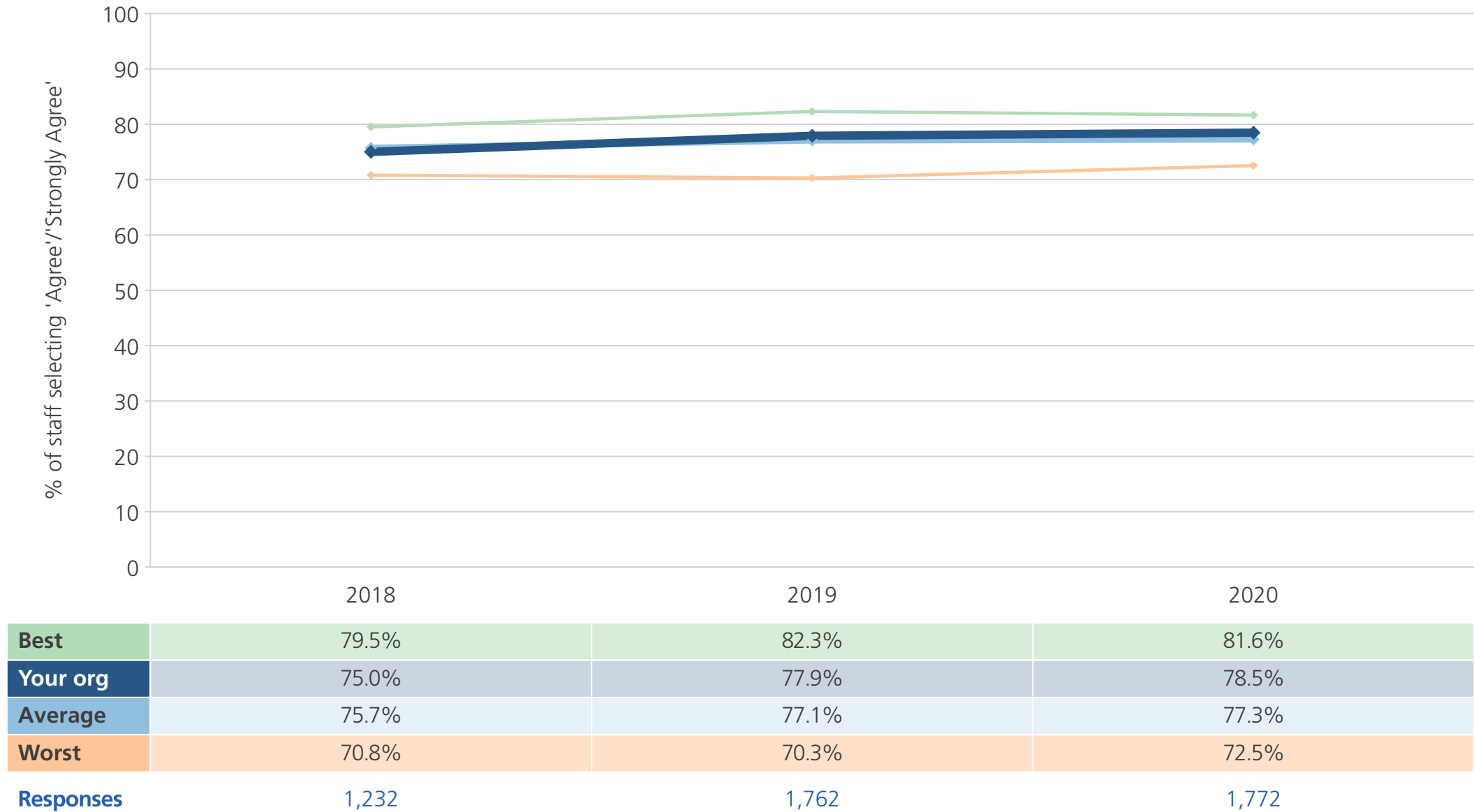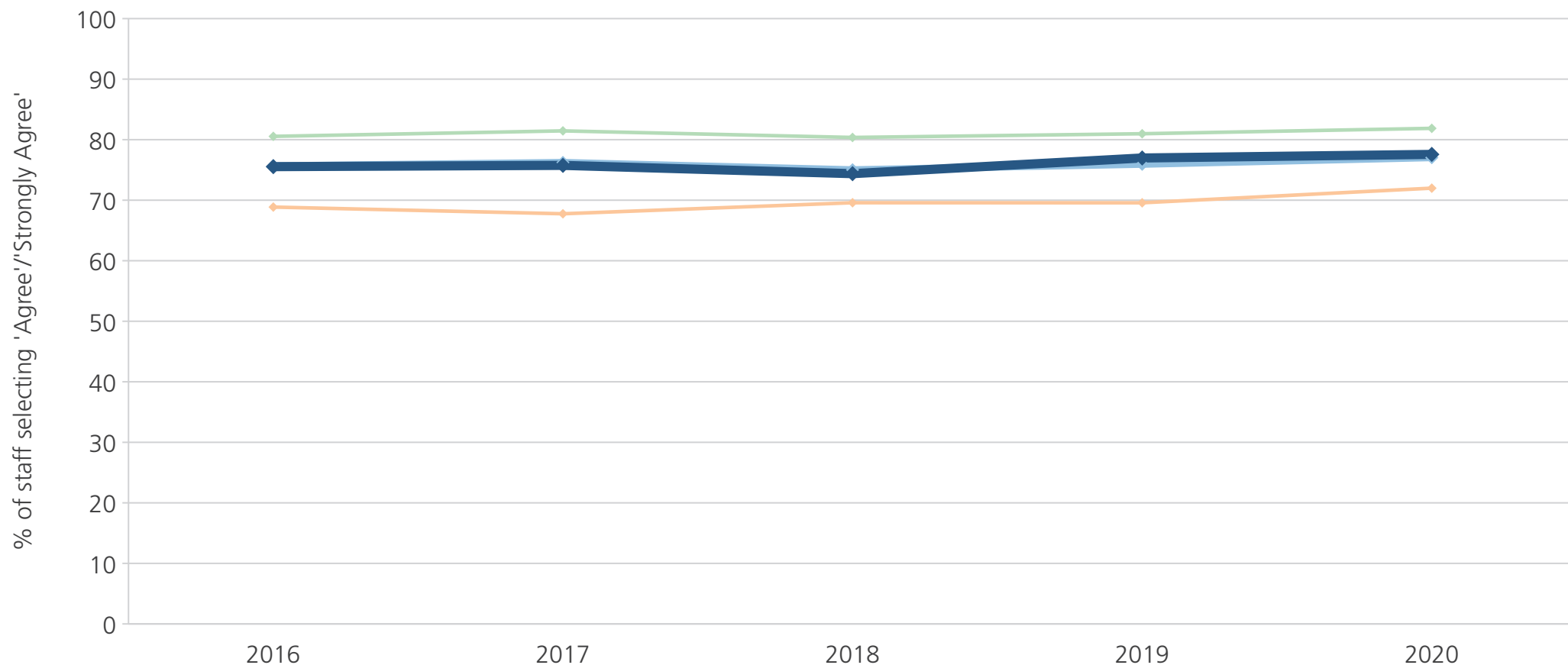
| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Best** | 79.5% | 82.3% | 81.6% |
| **Your org** | 75.0% | 77.9% | 78.5% |
| **Average** | 75.7% | 77.1% | 77.3% |
| **Worst** | 70.8% | 70.3% | 72.5% |
| **Responses** | 1,232 | 1,762 | 1,772 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 80.5% | 81.5% | 80.4% | 81.0% | 81.9% |
| **Your org** | 75.5% | 75.8% | 74.4% | 77.0% | 77.6% |
| **Average** | 75.7% | 76.2% | 75.0% | 75.9% | 77.0% |
| **Worst** | 68.9% | 67.8% | 69.6% | 69.6% | 72.0% |
| **Responses** | 490 | 1,327 | 1,230 | 1,764 | 1,772 |
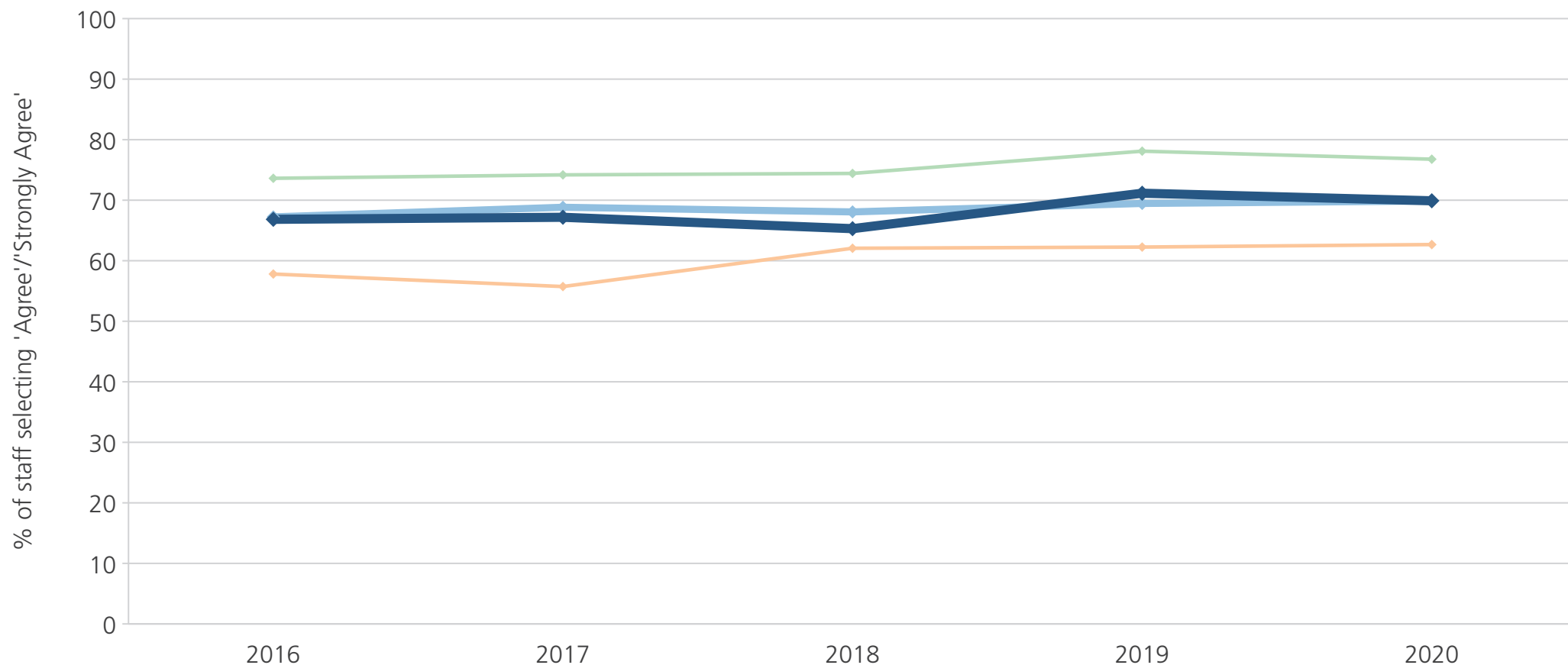
Survey
Coordination
Centre

**NHS**
England



| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 73.6% | 74.2% | 74.4% | 78.1% | 76.8% |
| **Your org** | 66.8% | 67.2% | 65.3% | 71.2% | 69.9% |
| **Average** | 67.2% | 68.8% | 68.1% | 69.5% | 69.9% |
| **Worst** | 57.8% | 55.7% | 62.1% | 62.3% | 62.7% |
| **Responses** | 487 | 1,326 | 1,230 | 1,764 | 1,772 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 65.9% | 75.1% | 66.9% | 69.5% | 70.3% |
| **Your org** | 58.9% | 61.9% | 61.0% | 64.3% | 65.3% |
| **Average** | 60.6% | 61.9% | 61.7% | 62.1% | 63.7% |
| **Worst** | 53.5% | 52.7% | 55.9% | 55.6% | 58.2% |
| **Responses** | 489 | 1,326 | 1,225 | 1,763 | 1,771 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 84.4% | 84.8% | 86.9% | 87.9% | 85.0% |
| **Your org** | 79.2% | 78.8% | 78.3% | 81.9% | 82.5% |
| **Average** | 78.8% | 79.3% | 79.3% | 80.6% | 81.4% |
| **Worst** | 73.5% | 71.3% | 74.6% | 73.3% | 75.7% |
| **Responses** | 484 | 1,326 | 1,230 | 1,763 | 1,768 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 79.6% | 79.6% | 79.6% | 81.8% | 83.2% |
| **Your org** | 71.3% | 74.1% | 72.4% | 77.4% | 79.9% |
| **Average** | 73.5% | 74.4% | 74.8% | 75.6% | 77.0% |
| **Worst** | 64.4% | 61.9% | 67.7% | 67.4% | 72.0% |
| **Responses** | 491 | 1,328 | 1,228 | 1,761 | 1,771 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 80.9% | 84.8% | 80.6% | 83.5% | 82.6% |
| **Your org** | 75.7% | 76.6% | 77.4% | 79.6% | 80.1% |
| **Average** | 76.7% | 76.9% | 77.4% | 78.6% | 78.8% |
| **Worst** | 69.1% | 63.2% | 73.0% | 71.6% | 74.1% |
| **Responses** | 490 | 1,326 | 1,231 | 1,759 | 1,771 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 93.2% | 93.7% | 91.8% | 90.7% | 91.1% |
| **Your org** | 88.8% | 88.1% | 90.0% | 88.6% | 89.1% |
| **Average** | 85.1% | 85.3% | 85.7% | 85.3% | 86.8% |
| **Worst** | 74.8% | 69.9% | 73.6% | 73.6% | 76.5% |
| **Responses** | 493 | 1,329 | 1,231 | 1,765 | 1,769 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 54.0% | 55.8% | 53.9% | 56.0% | 60.8% |
| **Your org** | 45.4% | 46.2% | 48.9% | 51.7% | 56.7% |
| **Average** | 41.2% | 41.9% | 41.9% | 43.6% | 47.9% |
| **Worst** | 28.4% | 26.1% | 28.0% | 26.7% | 28.2% |
| **Responses** | 490 | 1,326 | 1,231 | 1,764 | 1,771 |
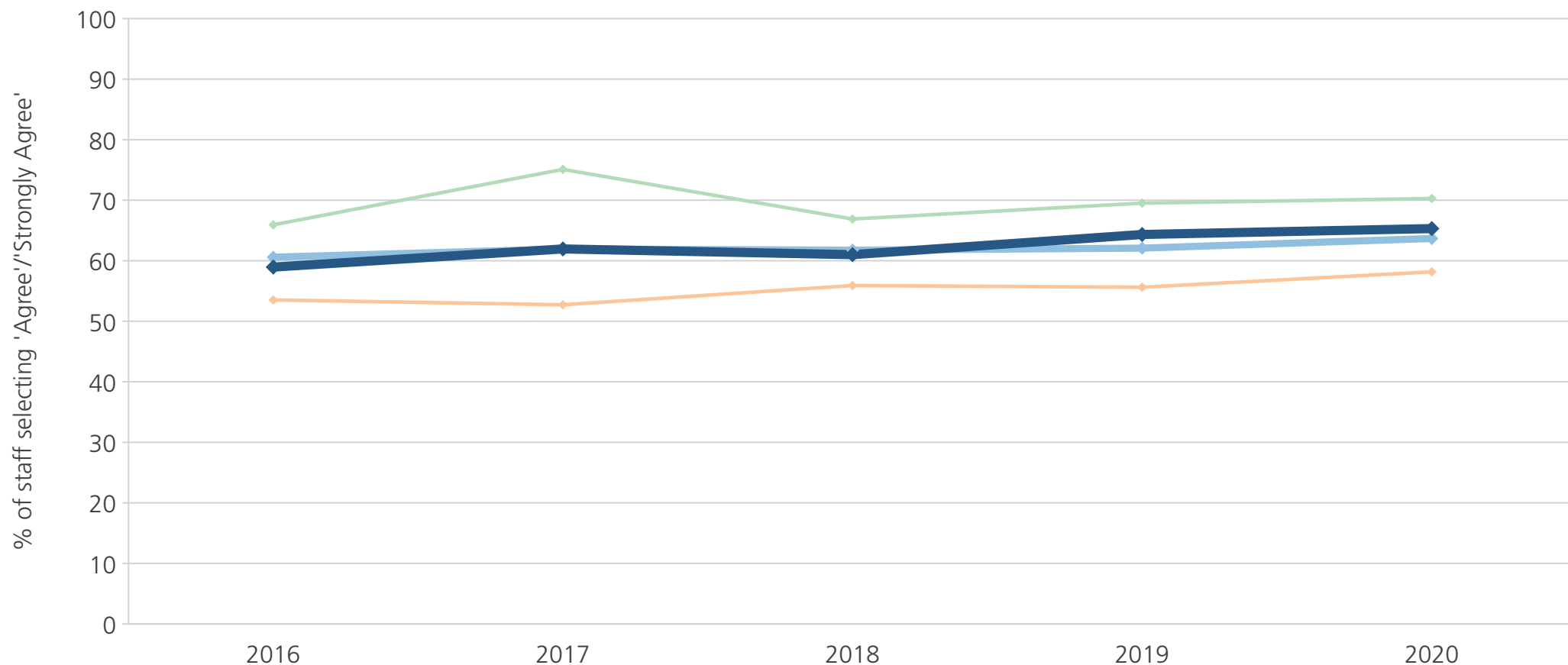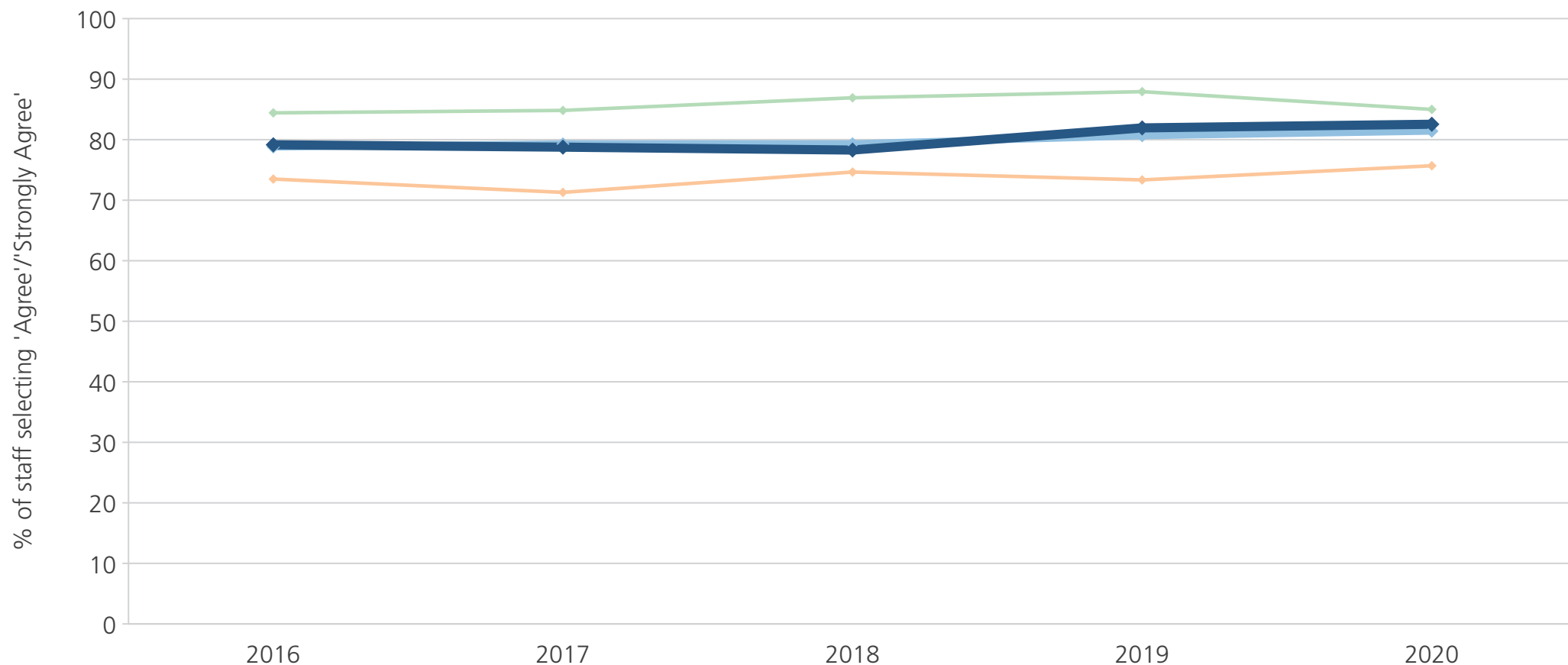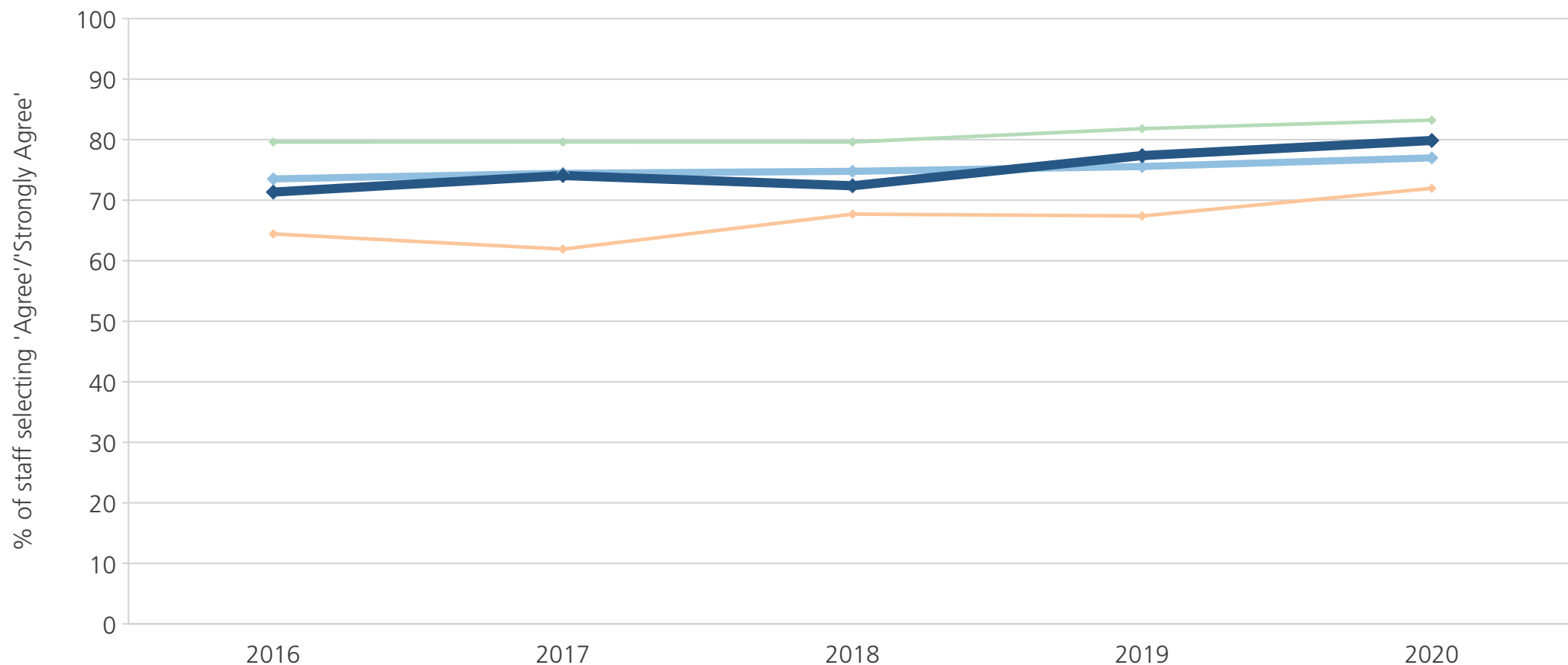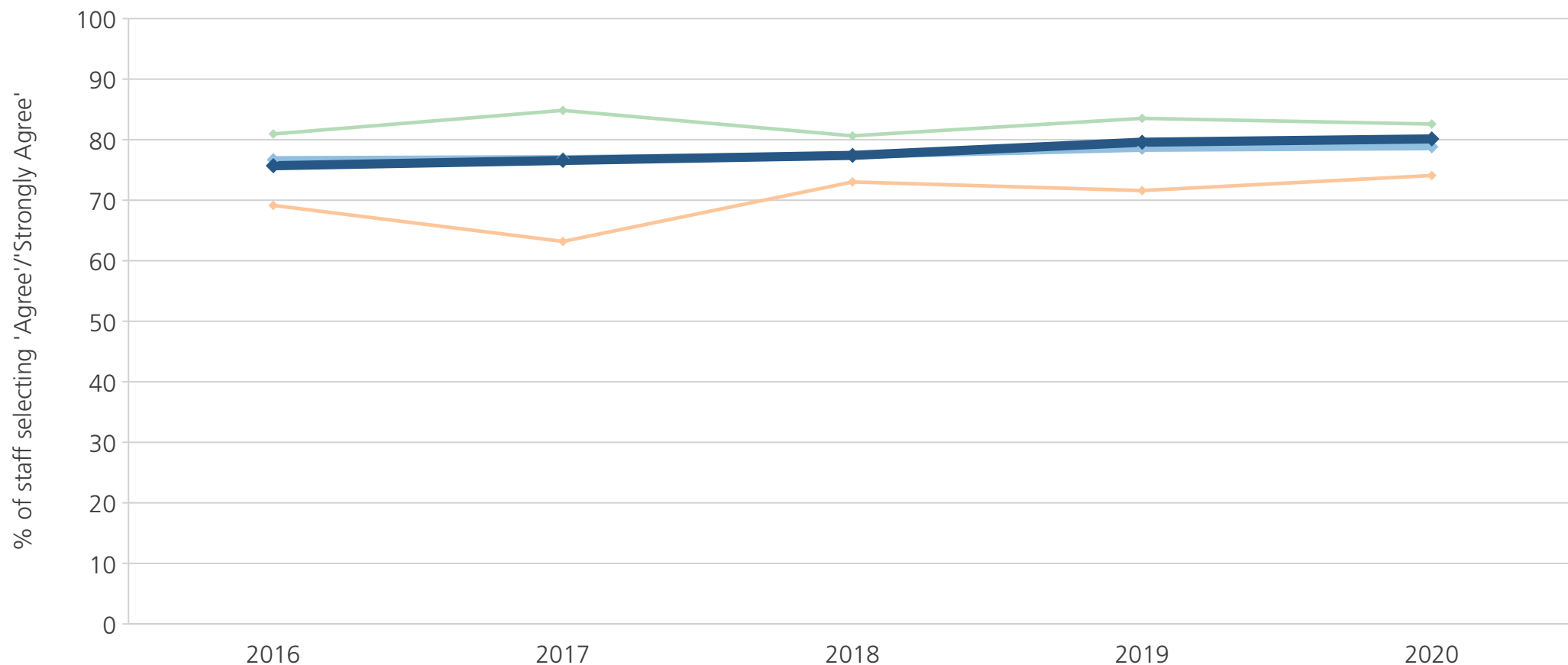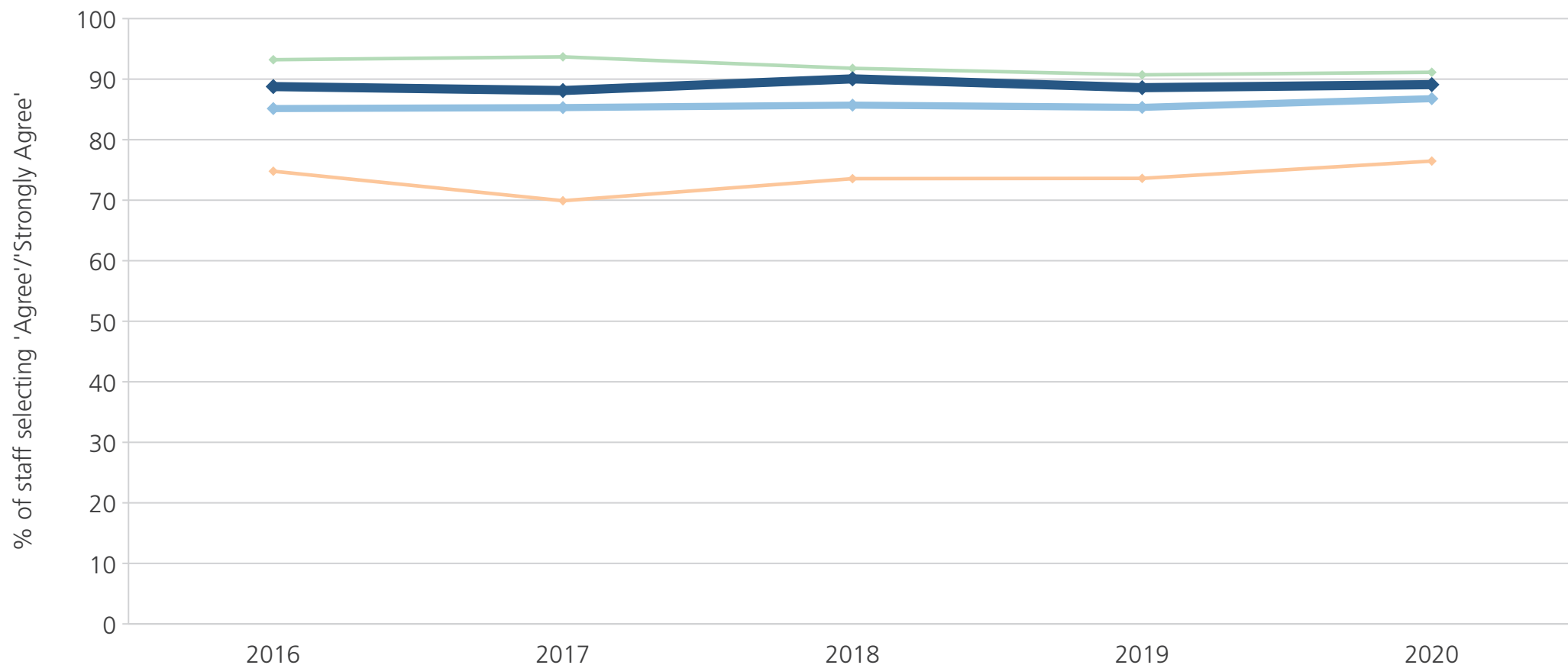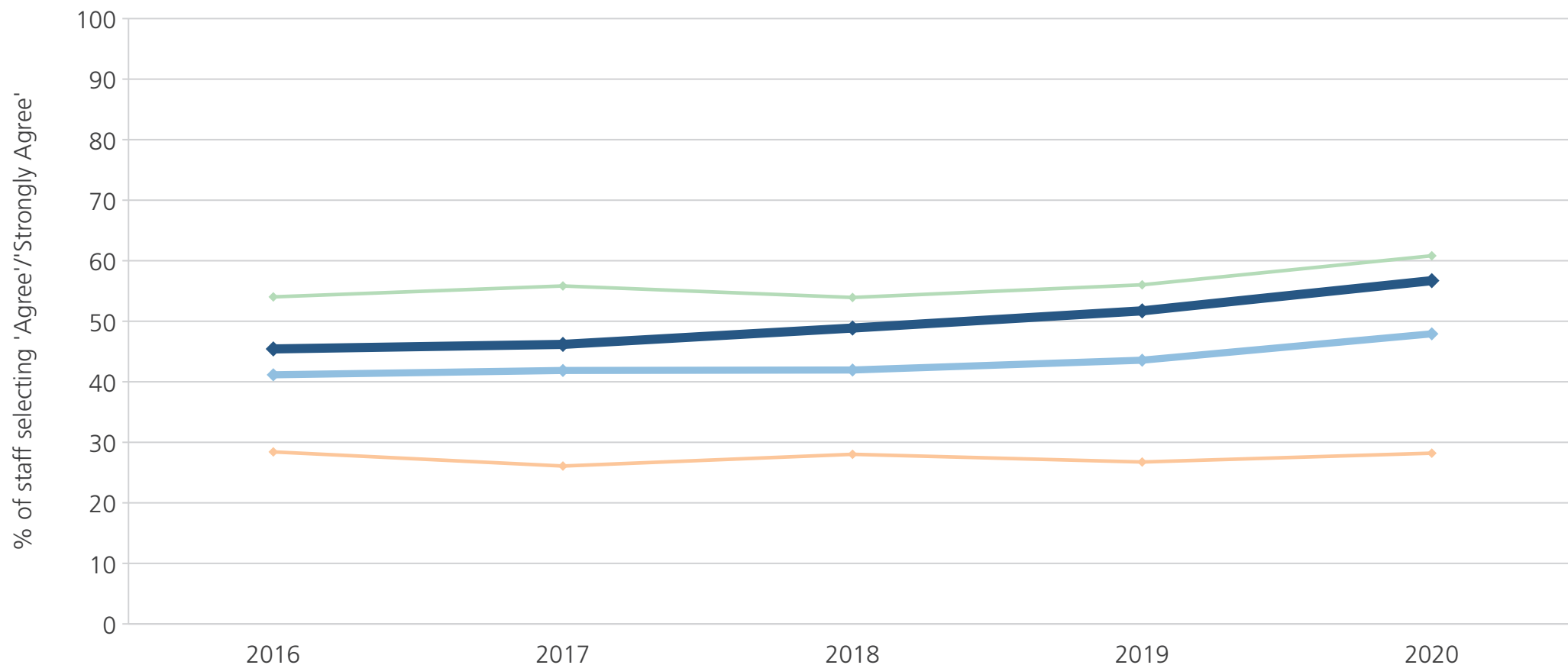
92
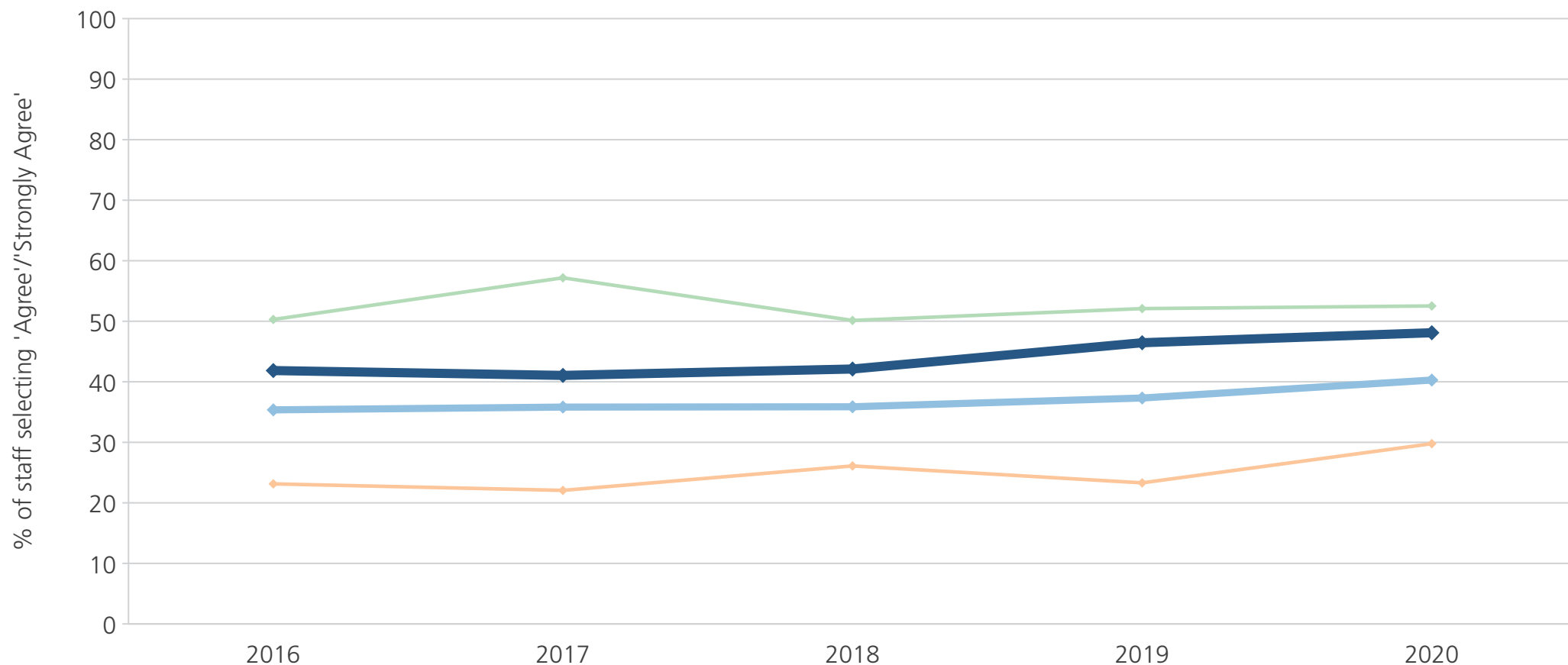
| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 50.3% | 57.2% | 50.1% | 52.1% | 52.5% |
| **Your org** | 41.9% | 41.1% | 42.1% | 46.5% | 48.1% |
| **Average** | 35.4% | 35.8% | 35.9% | 37.3% | 40.3% |
| **Worst** | 23.1% | 22.1% | 26.1% | 23.3% | 29.8% |
| **Responses** | 489 | 1,328 | 1,231 | 1,763 | 1,771 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 44.3% | 47.7% | 46.4% | 48.4% | 52.0% |
| **Your org** | 40.4% | 39.1% | 40.1% | 46.2% | 47.9% |
| **Average** | 33.2% | 34.2% | 34.1% | 35.8% | 39.3% |
| **Worst** | 20.9% | 20.0% | 19.3% | 20.4% | 23.8% |
| **Responses** | 487 | 1,326 | 1,231 | 1,760 | 1,770 |
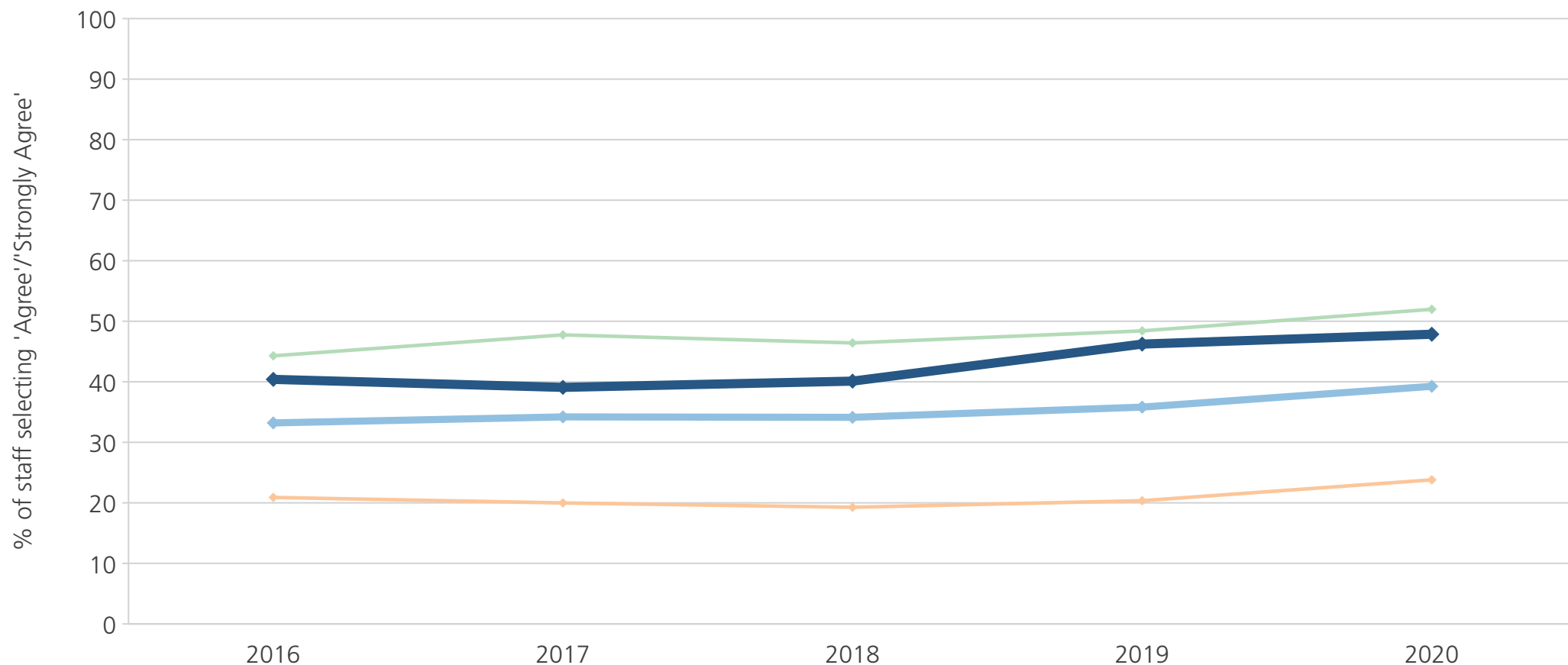
# Question results – Your health, well-being and safety at work

The way in which the data for Q12d and Q13d are reported has changed this year. This change has been applied retrospectively so the data for 2016-2020 shown in the charts for these questions are comparable. However, these figures are not directly comparable to the results reported in previous years.
For more details please see the technical document.

Hertfordshire Partnership University NHS Foundation Trust

2020 NHS Staff Survey Results

**NHS England**

**Survey Coordination Centre**



% of staff working part-time
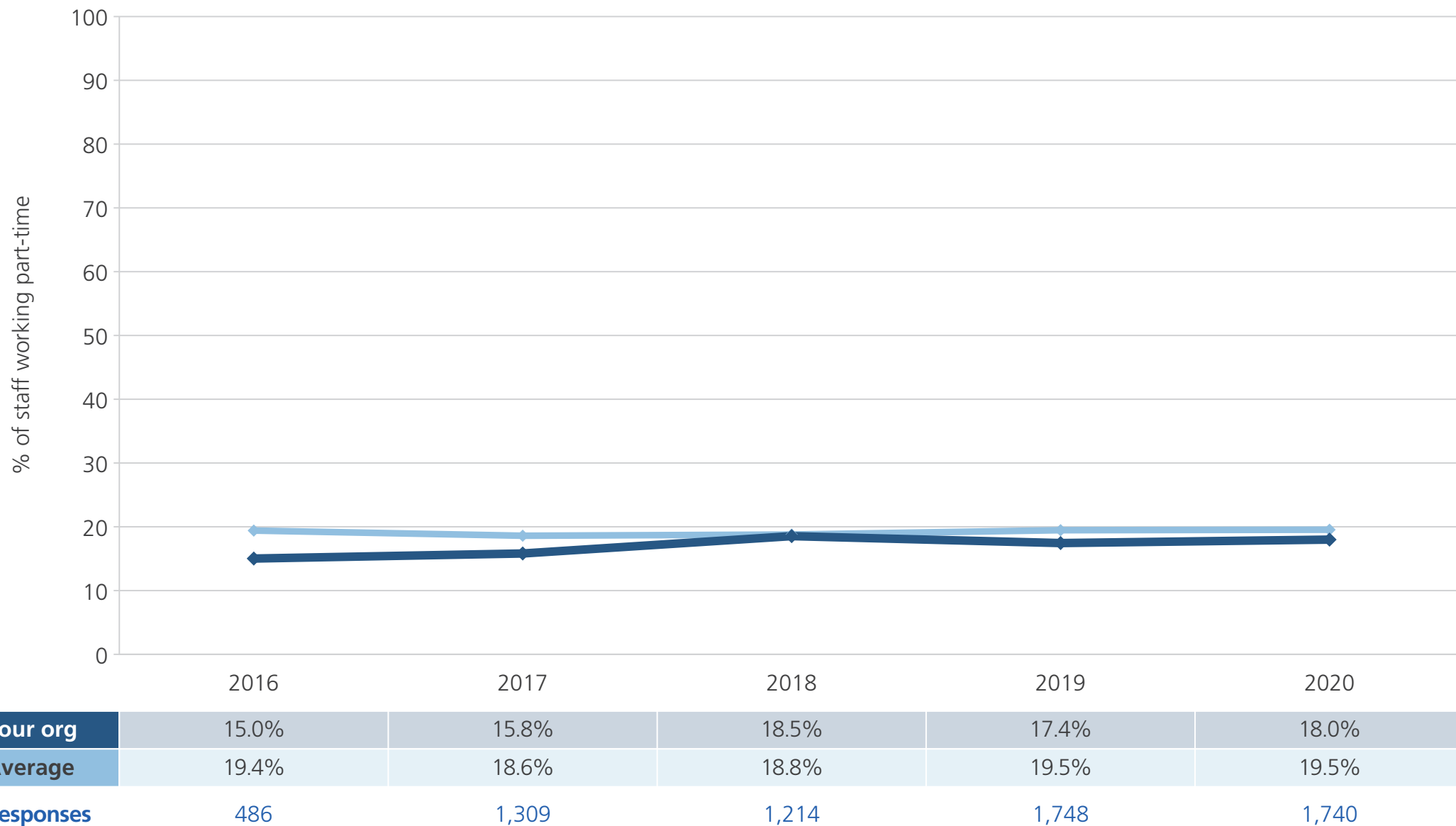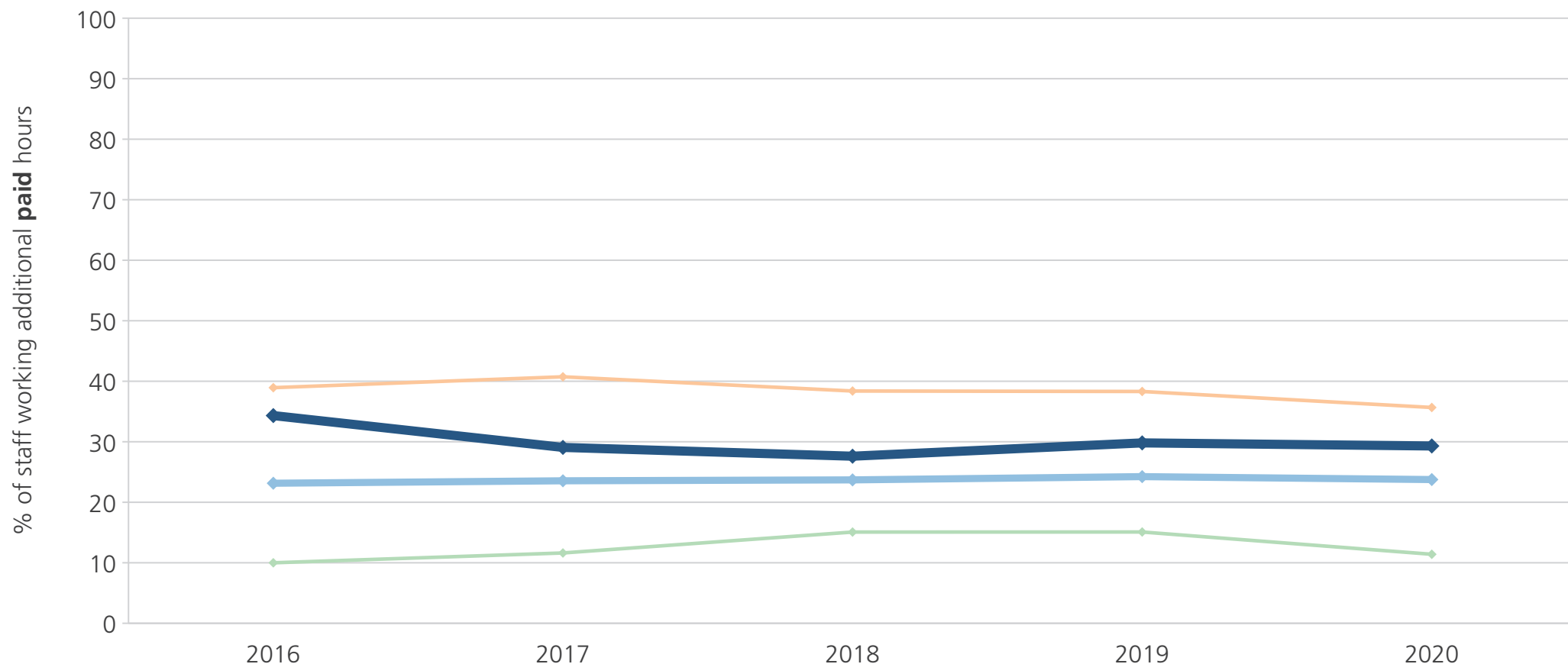
| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Your org** | 15.0% | 15.8% | 18.5% | 17.4% | 18.0% |
| **Average** | 19.4% | 18.6% | 18.8% | 19.5% | 19.5% |
| **Responses** | 486 | 1,309 | 1,214 | 1,748 | 1,740 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 38.9% | 40.7% | 38.4% | 38.3% | 35.7% |
| **Your org** | 34.3% | 29.1% | 27.6% | 29.8% | 29.3% |
| **Average** | 23.1% | 23.5% | 23.7% | 24.2% | 23.8% |
| **Best** | 10.0% | 11.6% | 15.1% | 15.1% | 11.4% |
| **Responses** | 480 | 1,301 | 1,162 | 1,760 | 1,753 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 82.1% | 80.7% | 77.0% | 75.2% | 76.0% |
| **Your org** | 63.2% | 65.0% | 67.4% | 62.7% | 64.0% |
| **Average** | 62.7% | 63.2% | 62.1% | 60.1% | 60.6% |
| **Best** | 52.4% | 52.7% | 50.8% | 50.8% | 52.6% |
| **Responses** | 482 | 1,308 | 1,175 | 1,747 | 1,755 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 44.2% | 46.1% | 47.2% | 49.3% | 53.1% |
| **Your org** | 38.6% | 42.7% | 32.8% | 37.6% | 45.4% |
| **Average** | 32.7% | 33.2% | 29.6% | 31.1% | 38.6% |
| **Worst** | 22.1% | 22.6% | 17.6% | 19.5% | 26.5% |
| **Responses** | 455 | 1,233 | 1,218 | 1,747 | 1,698 |
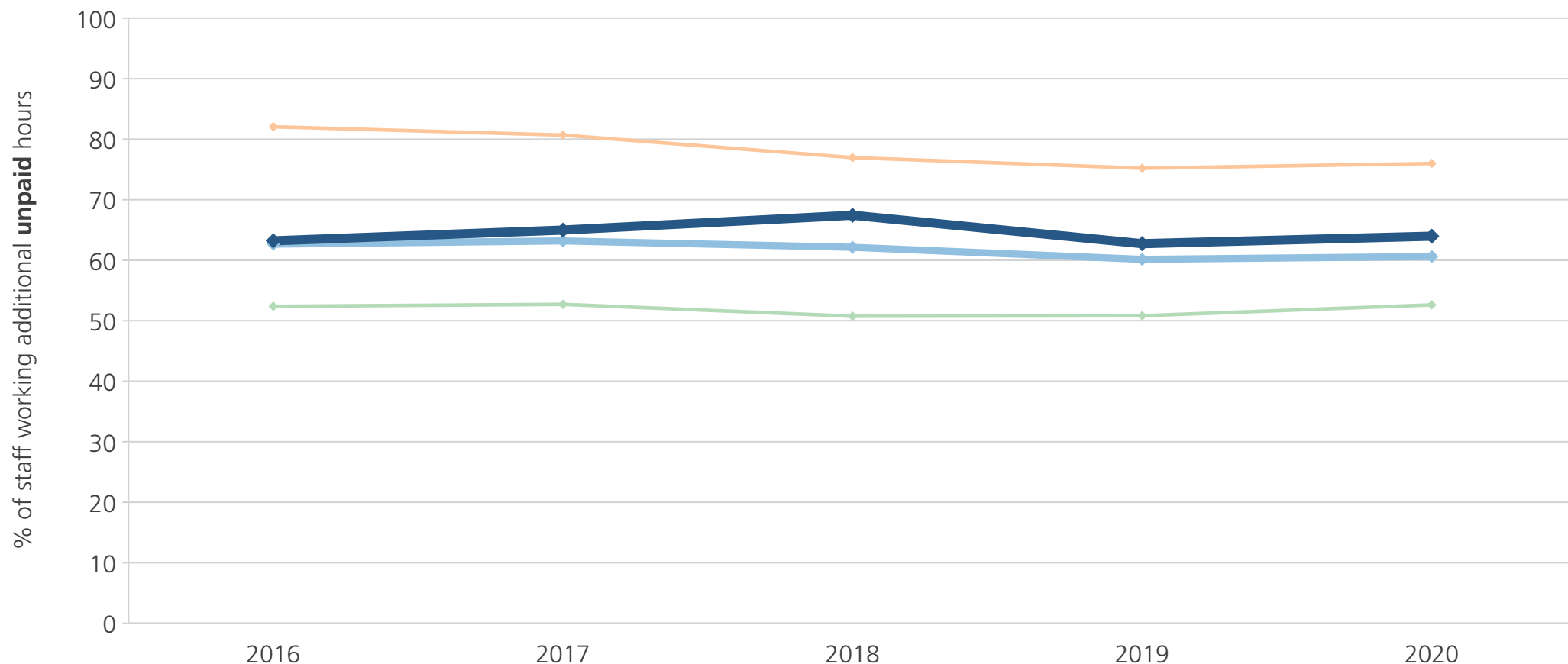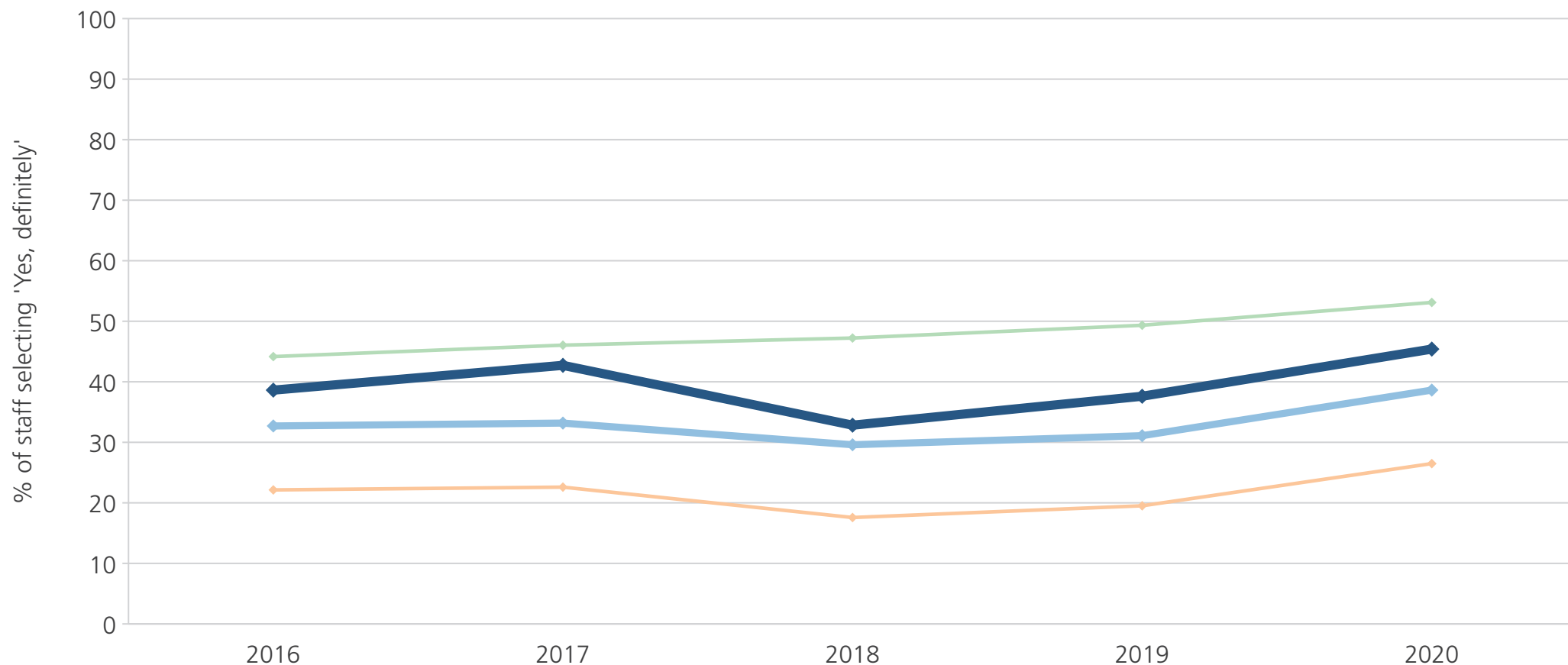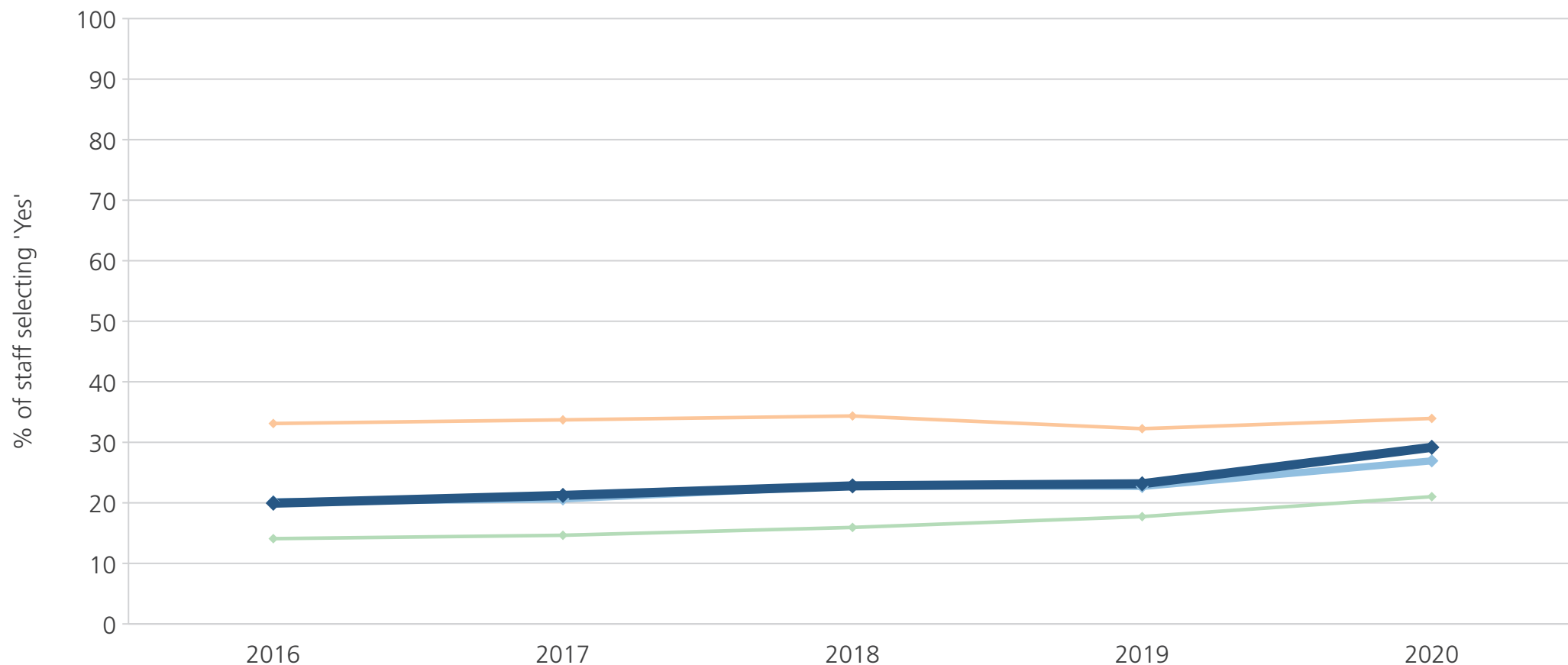
99

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 33.1% | 33.7% | 34.4% | 32.3% | 33.9% |
| **Your org** | 19.9% | 21.2% | 22.8% | 23.2% | 29.2% |
| **Average** | 20.2% | 20.6% | 22.9% | 22.7% | 26.9% |
| **Best** | 14.1% | 14.6% | 15.9% | 17.7% | 21.0% |
| **Responses** | 492 | 1,327 | 1,218 | 1,763 | 1,773 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 51.0% | 52.3% | 51.4% | 50.3% | 51.0% |
| **Your org** | 37.1% | 39.3% | 42.0% | 38.8% | 38.6% |
| **Average** | 39.6% | 40.8% | 41.4% | 41.2% | 43.2% |
| **Best** | 32.5% | 33.0% | 35.1% | 35.8% | 37.1% |
| **Responses** | 494 | 1,332 | 1,222 | 1,762 | 1,772 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 63.2% | 65.0% | 63.2% | 61.8% | 52.3% |
| **Your org** | 52.7% | 58.1% | 56.9% | 56.0% | 43.4% |
| **Average** | 55.5% | 57.0% | 56.1% | 56.0% | 45.6% |
| **Best** | 49.0% | 49.8% | 50.3% | 48.0% | 39.6% |
| **Responses** | 494 | 1,333 | 1,222 | 1,765 | 1,771 |
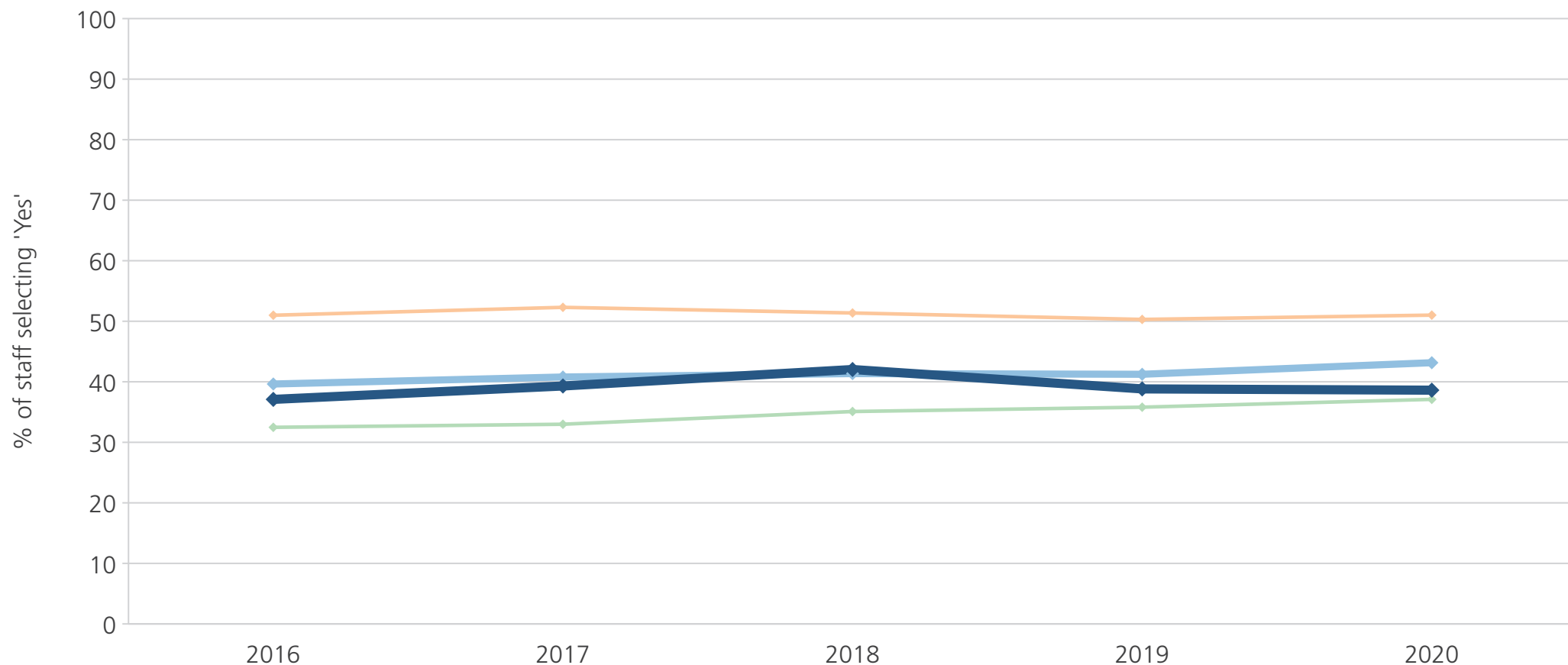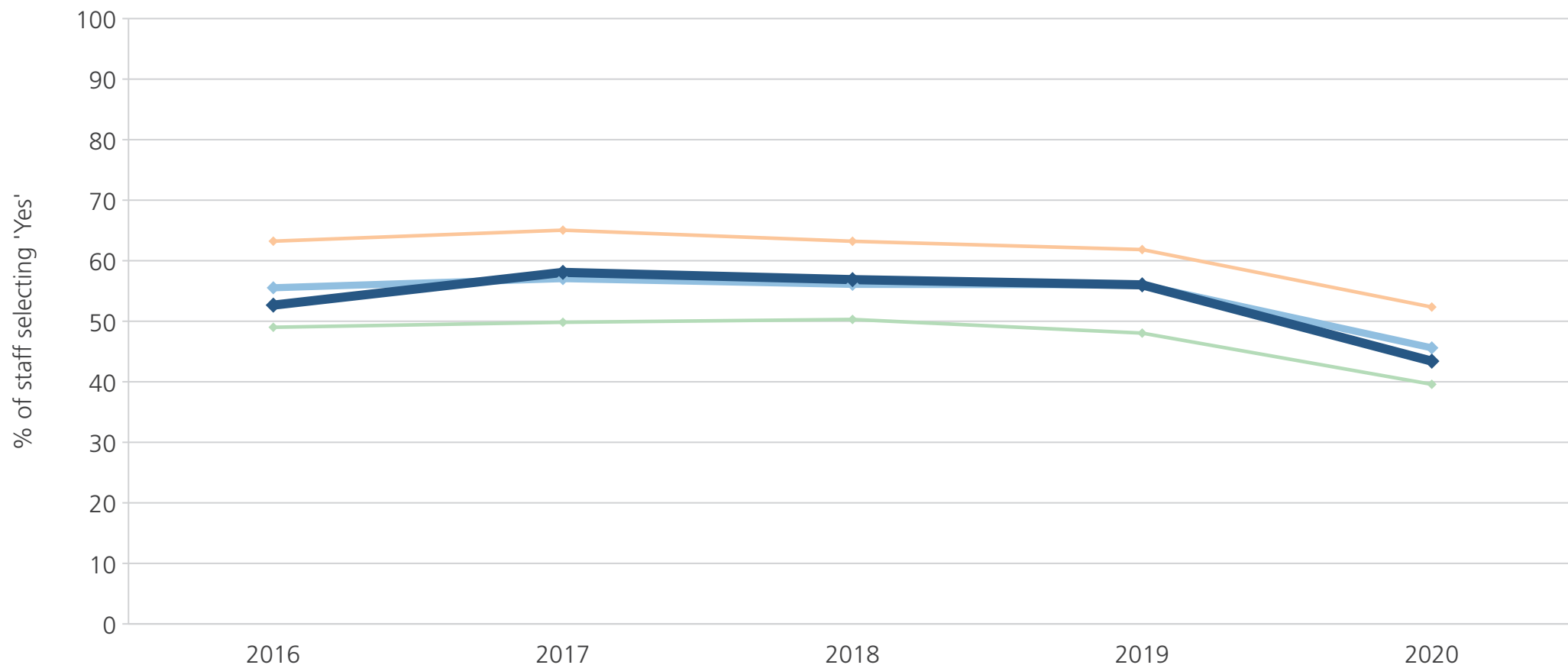
This question was only answered by people who responded to Q11d.
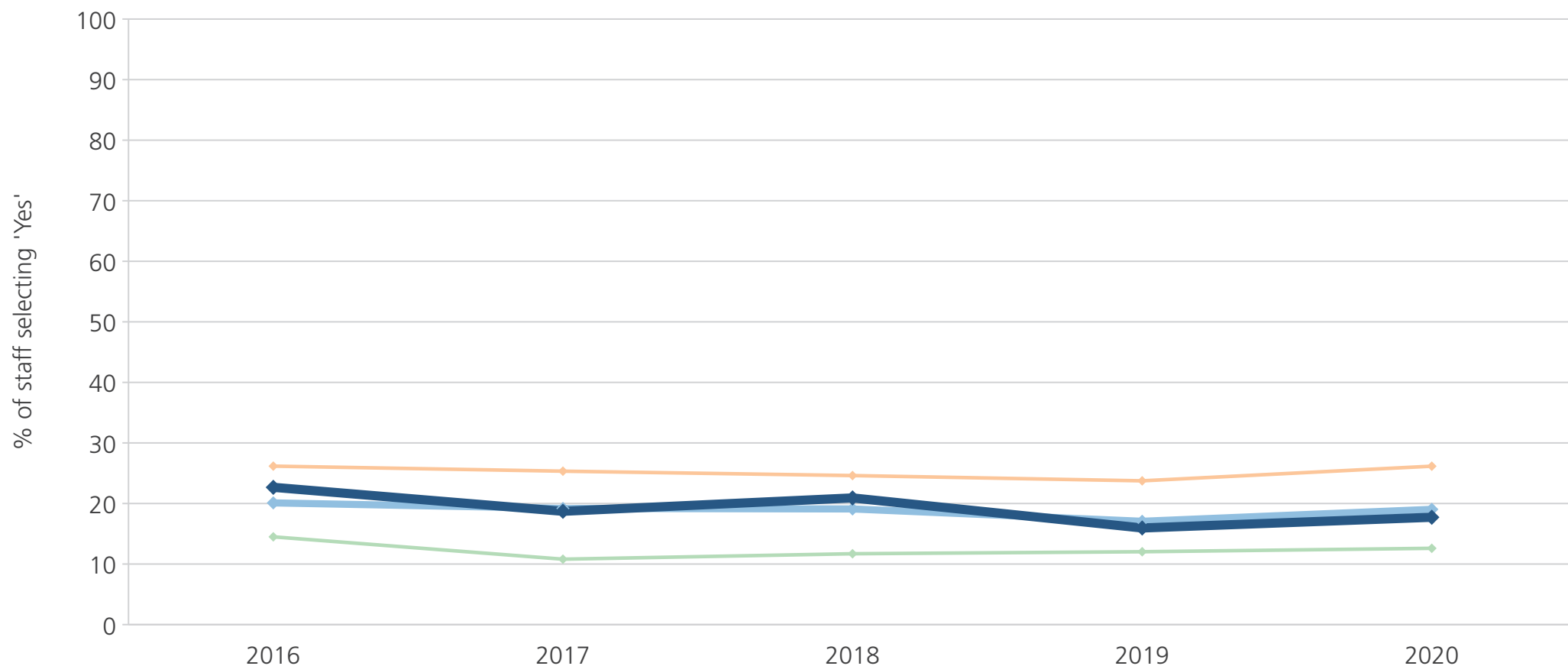


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 26.2% | 25.3% | 24.6% | 23.7% | 26.2% |
| **Your org** | 22.7% | 18.7% | 20.9% | 16.0% | 17.7% |
| **Average** | 20.1% | 19.2% | 19.1% | 17.1% | 19.0% |
| **Best** | 14.5% | 10.8% | 11.7% | 12.0% | 12.6% |
| **Responses** | 255 | 749 | 677 | 986 | 763 |

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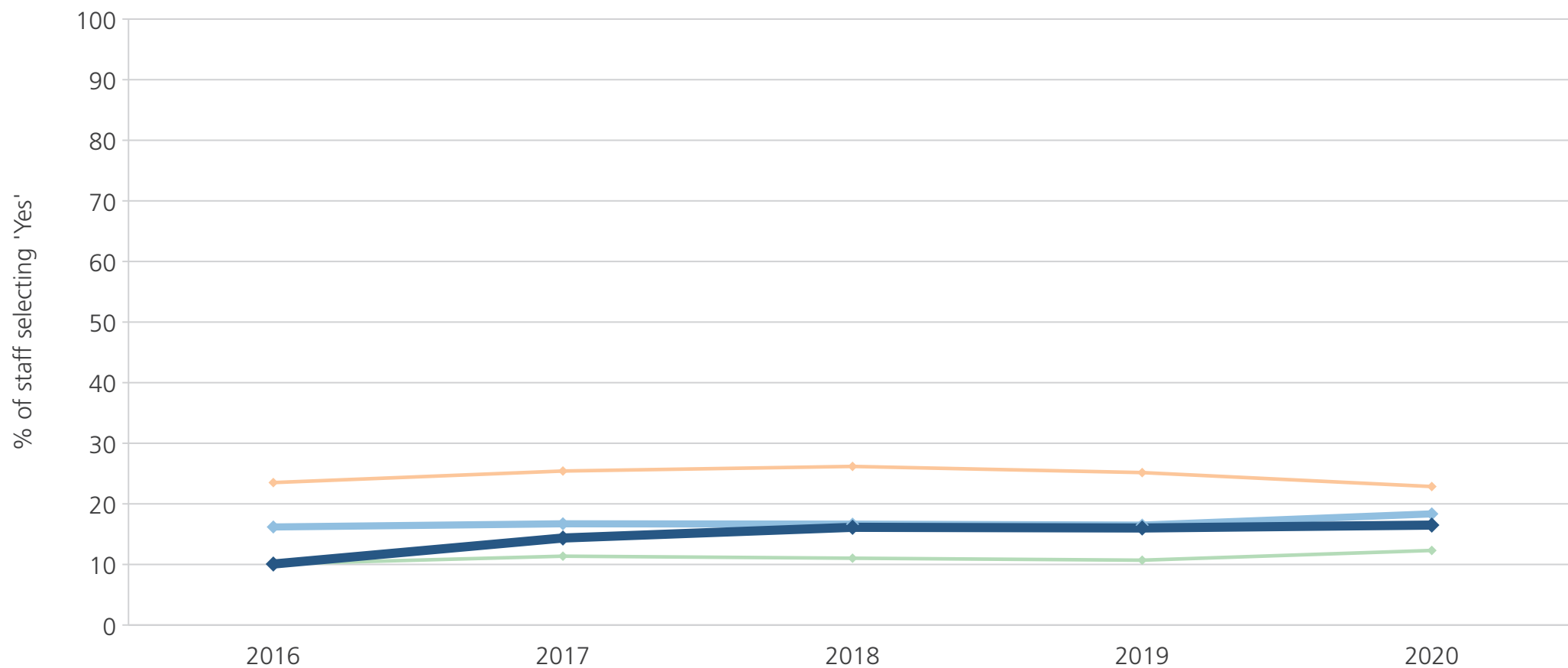


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 23.5% | 25.4% | 26.2% | 25.2% | 22.9% |
| **Your org** | 10.1% | 14.4% | 16.1% | 16.0% | 16.5% |
| **Average** | 16.2% | 16.7% | 16.7% | 16.5% | 18.3% |
| **Best** | 10.1% | 11.4% | 11.0% | 10.7% | 12.3% |
| **Responses** | 255 | 749 | 678 | 986 | 764 |

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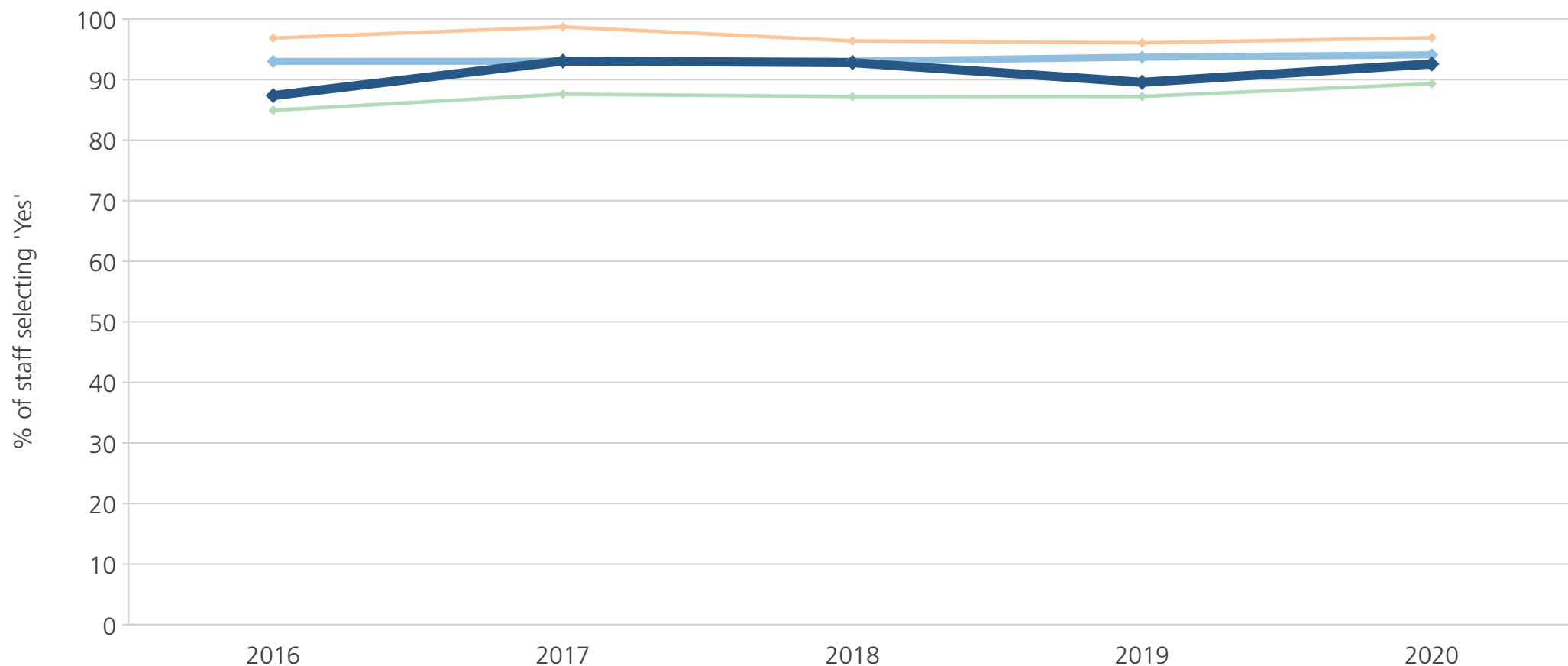


| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 96.9% | 98.7% | 96.4% | 96.1% | 96.9% |
| **Your org** | 87.4% | 93.1% | 92.8% | 89.6% | 92.6% |
| **Average** | 93.0% | 93.0% | 93.0% | 93.7% | 94.1% |
| **Best** | 84.9% | 87.6% | 87.2% | 87.2% | 89.3% |
| **Responses** | 255 | 752 | 683 | 988 | 765 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 29.6% | 28.9% | 32.9% | 32.4% | 24.5% |
| **Your org** | 23.8% | 21.0% | 19.7% | 20.1% | 18.3% |
| **Average** | 17.7% | 17.6% | 17.2% | 17.8% | 14.9% |
| **Best** | 8.8% | 8.8% | 7.5% | 8.5% | 6.2% |
| **Responses** | 489 | 1,311 | 1,226 | 1,763 | 1,771 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 3.7% | 2.3% | 1.2% | 1.5% | 1.3% |
| **Your org** | 0.5% | 1.0% | 0.9% | 0.1% | 0.7% |
| **Average** | 0.7% | 0.6% | 0.5% | 0.4% | 0.4% |
| **Best** | 0.0% | 0.0% | 0.0% | 0.1% | 0.0% |
| **Responses** | 479 | 1,283 | 1,202 | 1,751 | 1,765 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 6.6% | 5.2% | 3.6% | 3.0% | 3.0% |
| **Your org** | 1.9% | 3.0% | 1.8% | 1.1% | 1.4% |
| **Average** | 2.1% | 2.0% | 1.2% | 1.1% | 1.0% |
| **Best** | 0.0% | 0.4% | 0.2% | 0.4% | 0.0% |
| **Responses** | 475 | 1,283 | 1,204 | 1,748 | 1,763 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 97.6% | 98.3% | 96.1% | 98.6% | 96.3% |
| **Your org** | 94.6% | 94.5% | 92.9% | 94.3% | 93.1% |
| **Average** | 91.2% | 90.9% | 90.8% | 89.9% | 90.8% |
| **Worst** | 71.3% | 77.5% | 70.7% | 79.0% | 80.5% |
| **Responses** | 103 | 242 | 214 | 297 | 247 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 47.9% | 37.9% | 40.2% | 44.1% | 40.5% |
| **Your org** | 34.5% | 30.1% | 29.5% | 29.3% | 28.0% |
| **Average** | 29.3% | 28.6% | 28.5% | 28.0% | 26.7% |
| **Best** | 21.7% | 21.8% | 23.4% | 21.1% | 20.0% |
| **Responses** | 486 | 1,307 | 1,223 | 1,754 | 1,709 |

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| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 18.7% | 21.9% | 17.6% | 16.1% | 17.3% |
| **Your org** | 12.1% | 12.8% | 14.0% | 11.5% | 10.2% |
| **Average** | 11.6% | 10.7% | 11.4% | 11.1% | 10.5% |
| **Best** | 7.5% | 6.5% | 6.8% | 7.3% | 5.9% |
| **Responses** | 482 | 1,285 | 1,208 | 1,742 | 1,705 |

% of staff saying they experienced at least one incident of bullying, harassment or abuse



| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 22.6% | 22.9% | 24.7% | 25.2% | 22.5% |
| **Your org** | 15.7% | 16.8% | 16.9% | 15.8% | 14.4% |
| **Average** | 15.3% | 15.1% | 16.2% | 15.8% | 15.5% |
| **Best** | 10.5% | 9.8% | 10.3% | 11.1% | 9.6% |
| **Responses** | 480 | 1,281 | 1,200 | 1,739 | 1,705 |

**Survey Coordination Centre**

**2020 NHS Staff Survey Results > Question results > Your health, well-being and safety at work >**
Q13d > The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?

**NHS England**

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 70.2% | 72.2% | 71.8% | 70.0% | 69.1% |
| **Your org** | 60.0% | 61.5% | 53.6% | 59.8% | 59.8% |
| **Average** | 58.8% | 58.9% | 56.5% | 58.5% | 59.8% |
| **Worst** | 52.3% | 50.7% | 52.3% | 51.4% | 53.4% |
| **Responses** | 194 | 469 | 438 | 641 | 548 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 93.9% | 92.0% | 91.7% | 91.8% | 91.4% |
| **Your org** | 87.9% | 84.9% | 81.9% | 86.5% | 84.6% |
| **Average** | 87.0% | 86.0% | 84.8% | 85.0% | 86.6% |
| **Worst** | 74.9% | 71.4% | 70.5% | 70.7% | 55.7% |
| **Responses** | 350 | 949 | 816 | 1,230 | 1,237 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 16.7% | 16.1% | 18.2% | 16.5% | 18.3% |
| **Your org** | 9.4% | 10.5% | 10.0% | 11.0% | 9.7% |
| **Average** | 7.0% | 6.7% | 6.9% | 7.3% | 6.7% |
| **Best** | 3.1% | 3.0% | 3.6% | 3.5% | 3.2% |
| **Responses** | 487 | 1,304 | 1,217 | 1,756 | 1,767 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 13.8% | 14.6% | 13.5% | 13.0% | 13.4% |
| **Your org** | 8.4% | 9.2% | 7.8% | 8.4% | 8.3% |
| **Average** | 6.9% | 7.1% | 7.1% | 7.1% | 7.1% |
| **Best** | 4.1% | 3.9% | 4.5% | 3.8% | 4.0% |
| **Responses** | 485 | 1,302 | 1,215 | 1,753 | 1,765 |
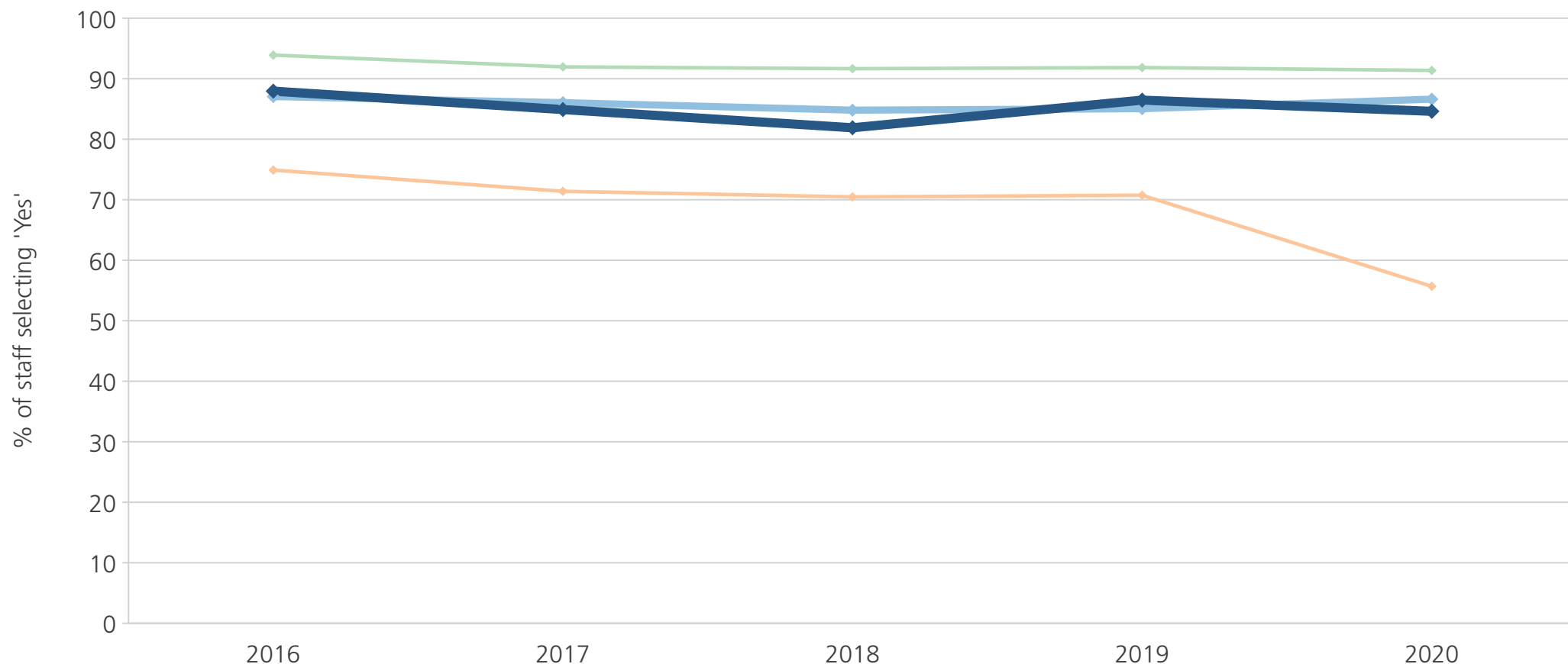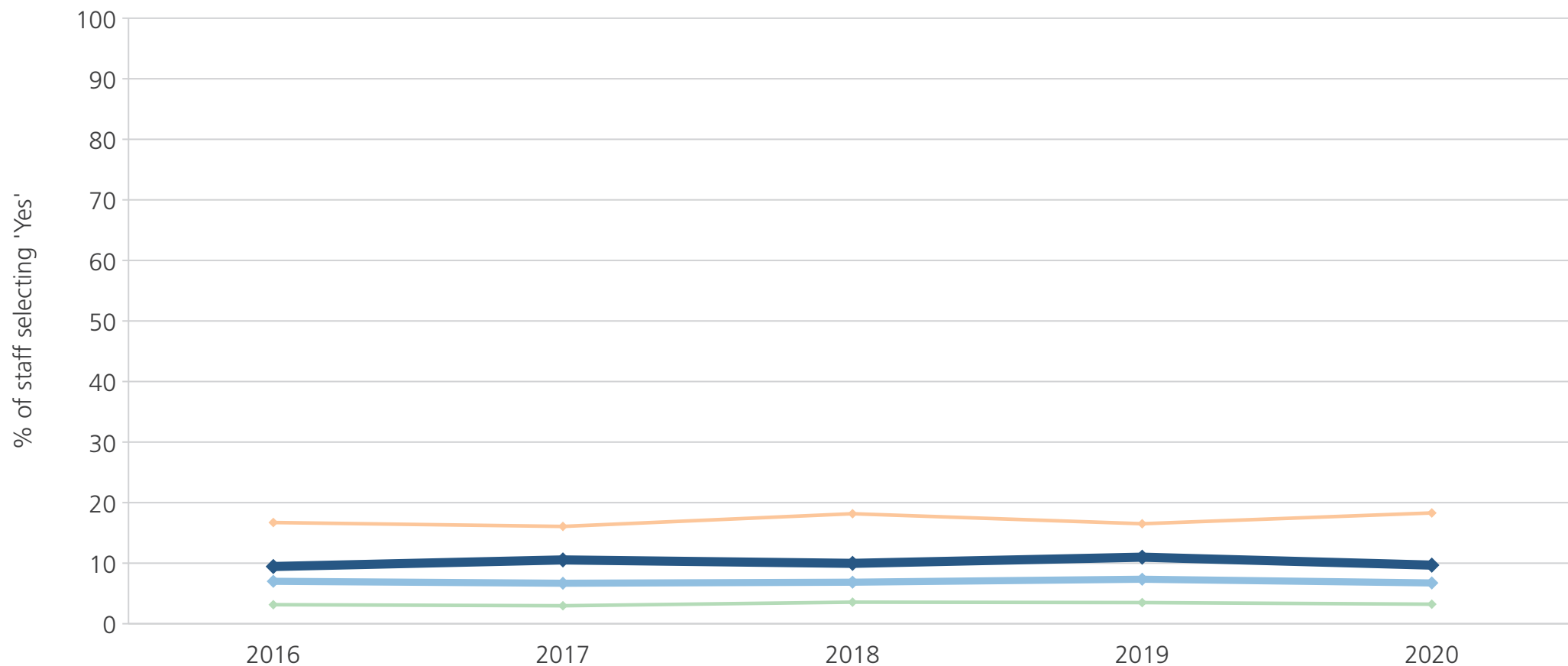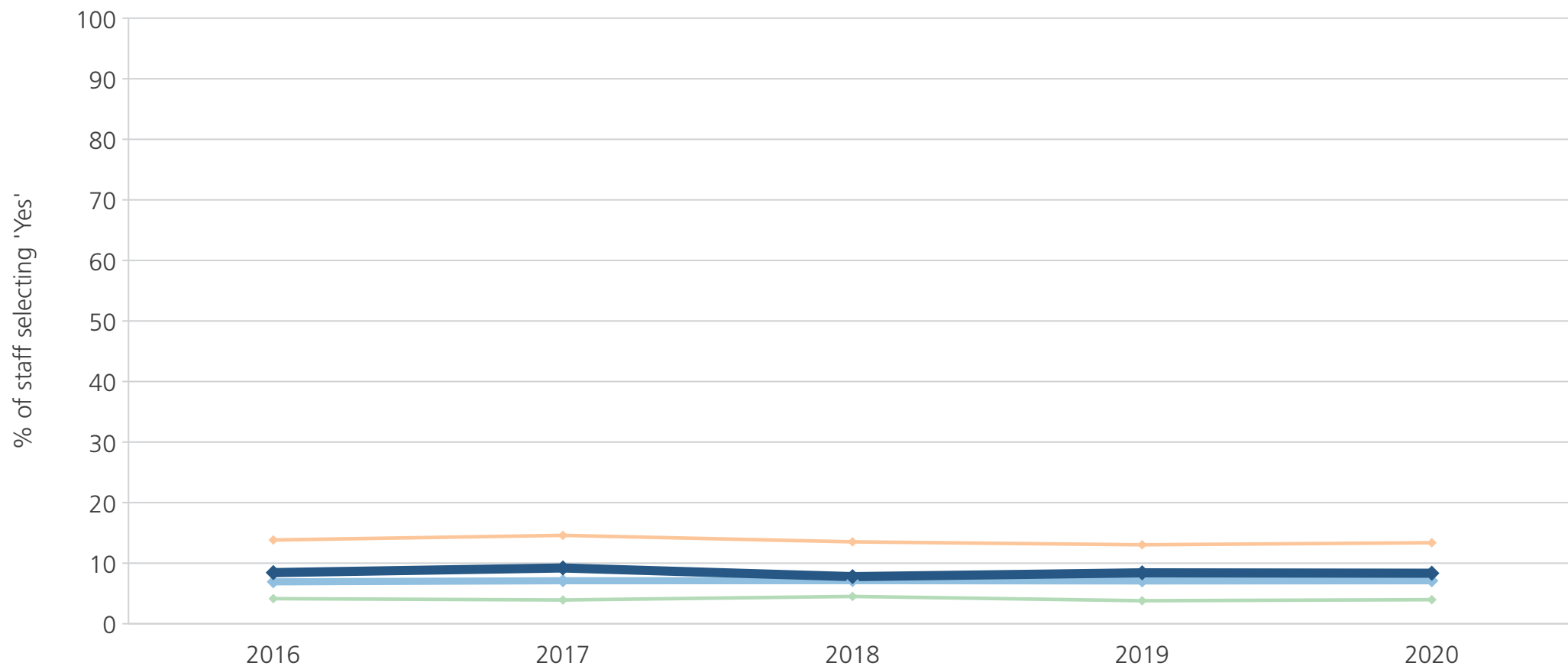
This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 68.0% | 68.3% | 68.3% | 72.2% | 75.5% |
| **Your org** | 53.3% | 58.2% | 55.6% | 57.5% | 62.7% |
| **Average** | 35.8% | 33.6% | 33.7% | 40.2% | 39.8% |
| **Best** | 13.8% | 12.2% | 12.2% | 15.9% | 18.6% |
| **Responses** | 72 | 211 | 179 | 270 | 243 |

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



| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 43.2% | 41.5% | 45.0% | 50.8% | 32.7% |
| **Your org** | 13.5% | 19.1% | 19.2% | 15.4% | 16.3% |
| **Average** | 24.3% | 22.4% | 22.3% | 23.3% | 23.1% |
| **Best** | 10.9% | 14.0% | 13.2% | 0.0% | 15.4% |
| **Responses** | 72 | 211 | 179 | 270 | 243 |

**Survey Coordination Centre**

**2020 NHS Staff Survey Results > Question results > Your health, well-being and safety at work > Q15c.3 >** On what grounds have you experienced discrimination? - Religion

**NHS England**

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



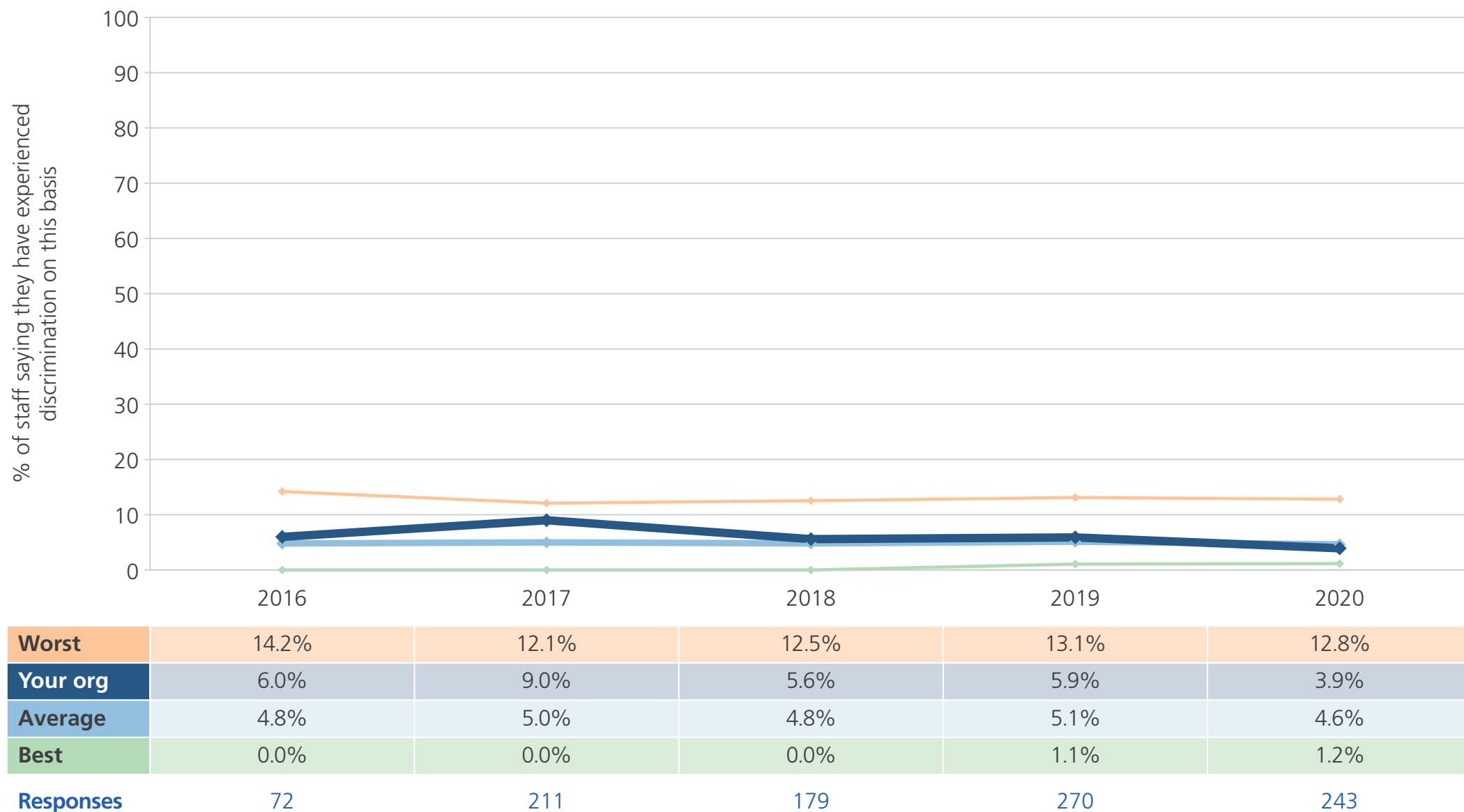| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 14.2% | 12.1% | 12.5% | 13.1% | 12.8% |
| **Your org** | 6.0% | 9.0% | 5.6% | 5.9% | 3.9% |
| **Average** | 4.8% | 5.0% | 4.8% | 5.1% | 4.6% |
| **Best** | 0.0% | 0.0% | 0.0% | 1.1% | 1.2% |
| **Responses** | 72 | 211 | 179 | 270 | 243 |

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



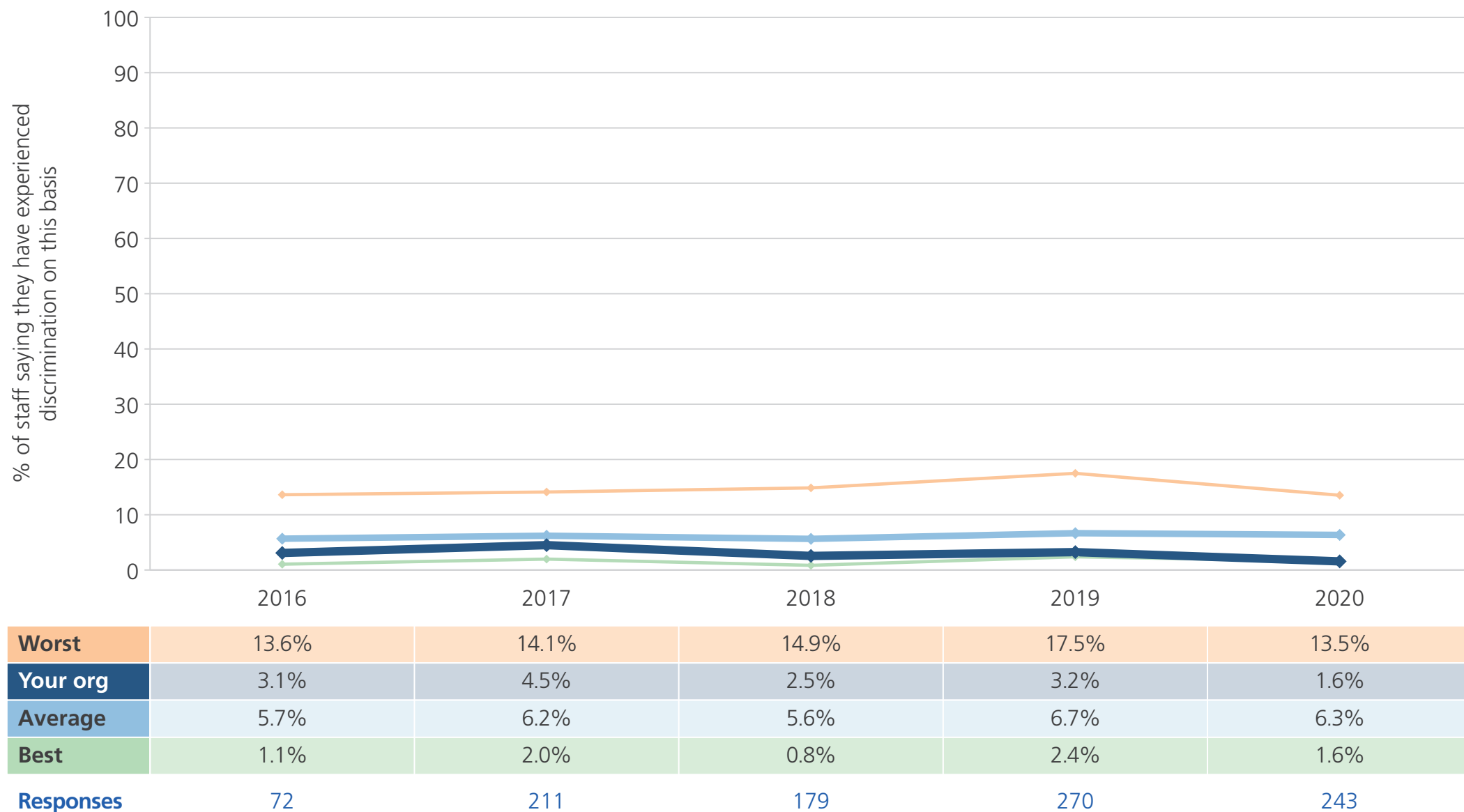| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 13.6% | 14.1% | 14.9% | 17.5% | 13.5% |
| **Your org** | 3.1% | 4.5% | 2.5% | 3.2% | 1.6% |
| **Average** | 5.7% | 6.2% | 5.6% | 6.7% | 6.3% |
| **Best** | 1.1% | 2.0% | 0.8% | 2.4% | 1.6% |
| **Responses** | 72 | 211 | 179 | 270 | 243 |

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



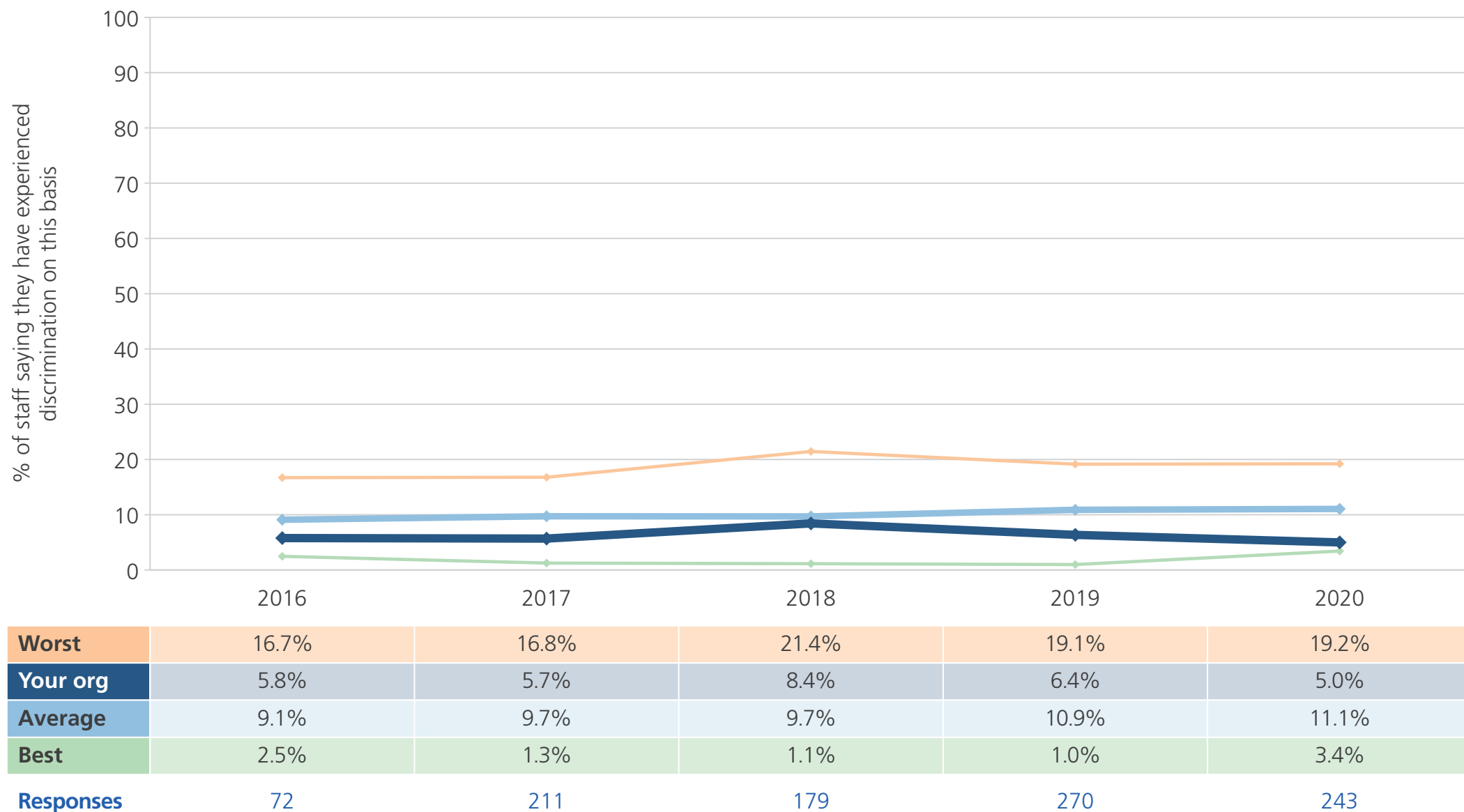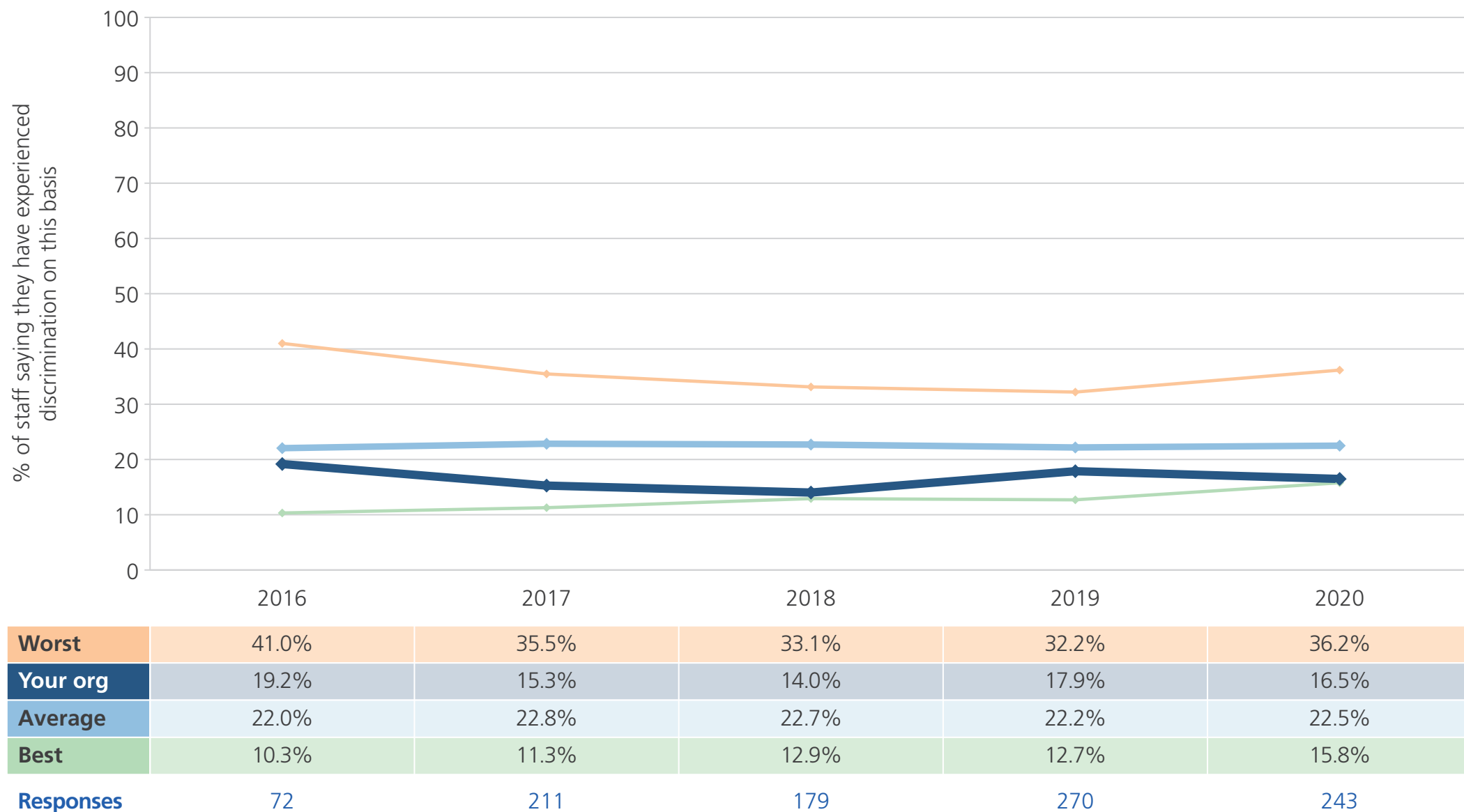| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 16.7% | 16.8% | 21.4% | 19.1% | 19.2% |
| **Your org** | 5.8% | 5.7% | 8.4% | 6.4% | 5.0% |
| **Average** | 9.1% | 9.7% | 9.7% | 10.9% | 11.1% |
| **Best** | 2.5% | 1.3% | 1.1% | 1.0% | 3.4% |
| **Responses** | 72 | 211 | 179 | 270 | 243 |

**Survey Coordination Centre**

**2020 NHS Staff Survey Results > Question results > Your health, well-being and safety at work > Q15c.6 > On what grounds have you experienced discrimination? - Age**

**NHS England**

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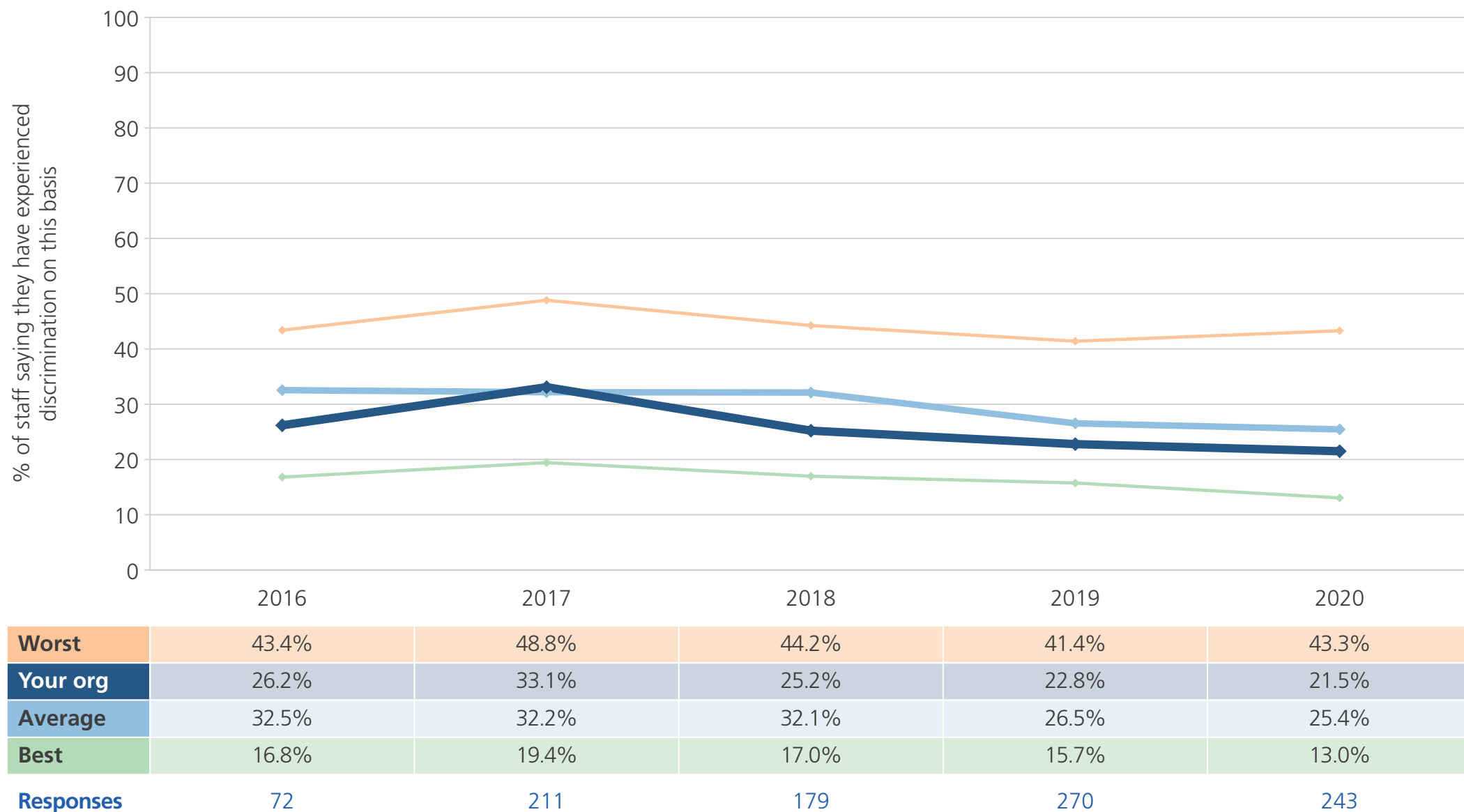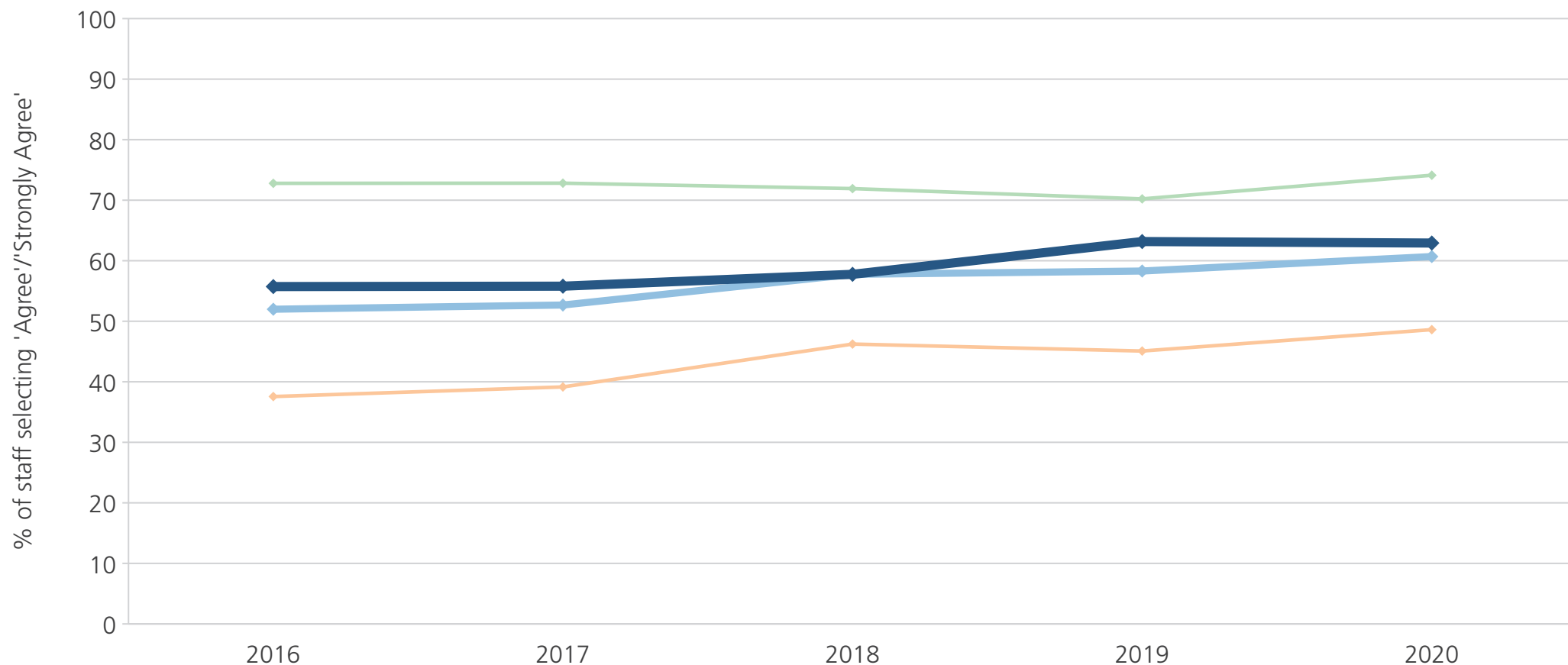


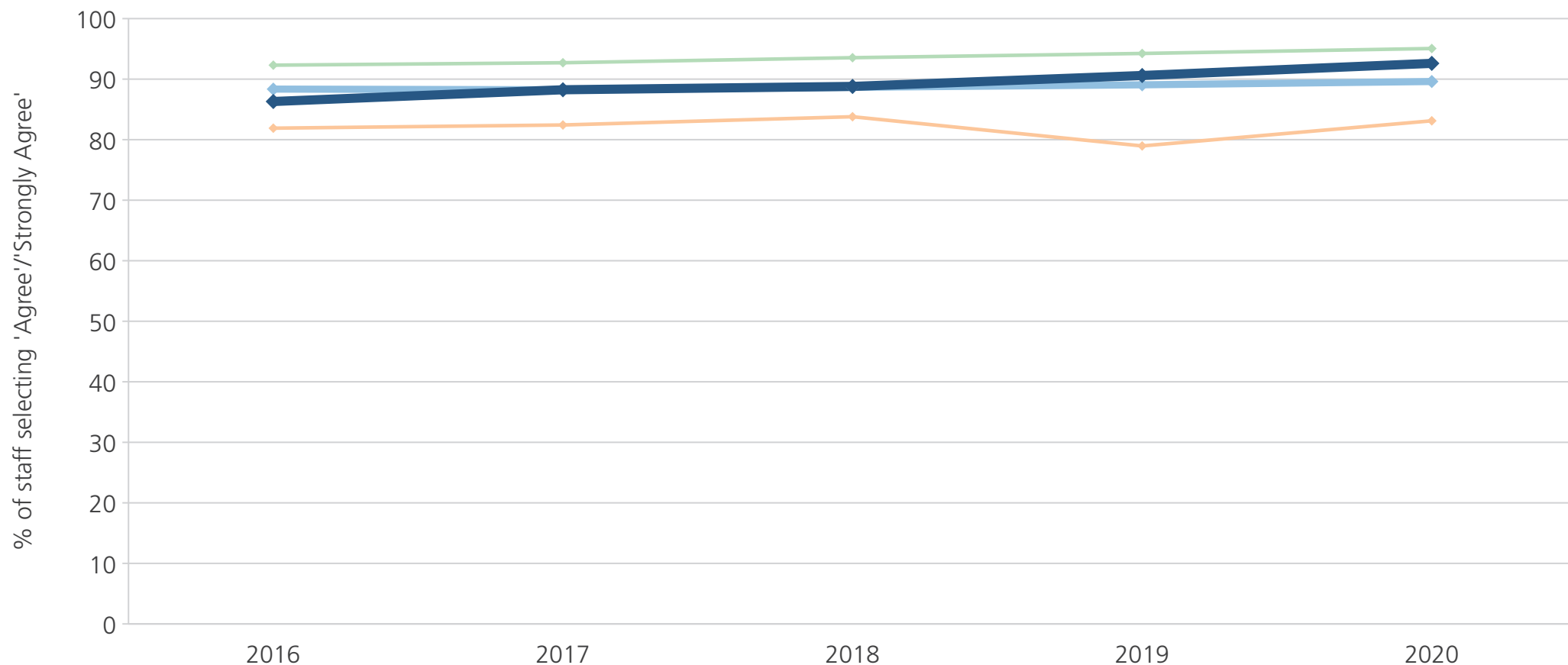| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 41.0% | 35.5% | 33.1% | 32.2% | 36.2% |
| **Your org** | 19.2% | 15.3% | 14.0% | 17.9% | 16.5% |
| **Average** | 22.0% | 22.8% | 22.7% | 22.2% | 22.5% |
| **Best** | 10.3% | 11.3% | 12.9% | 12.7% | 15.8% |
| **Responses** | 72 | 211 | 179 | 270 | 243 |

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



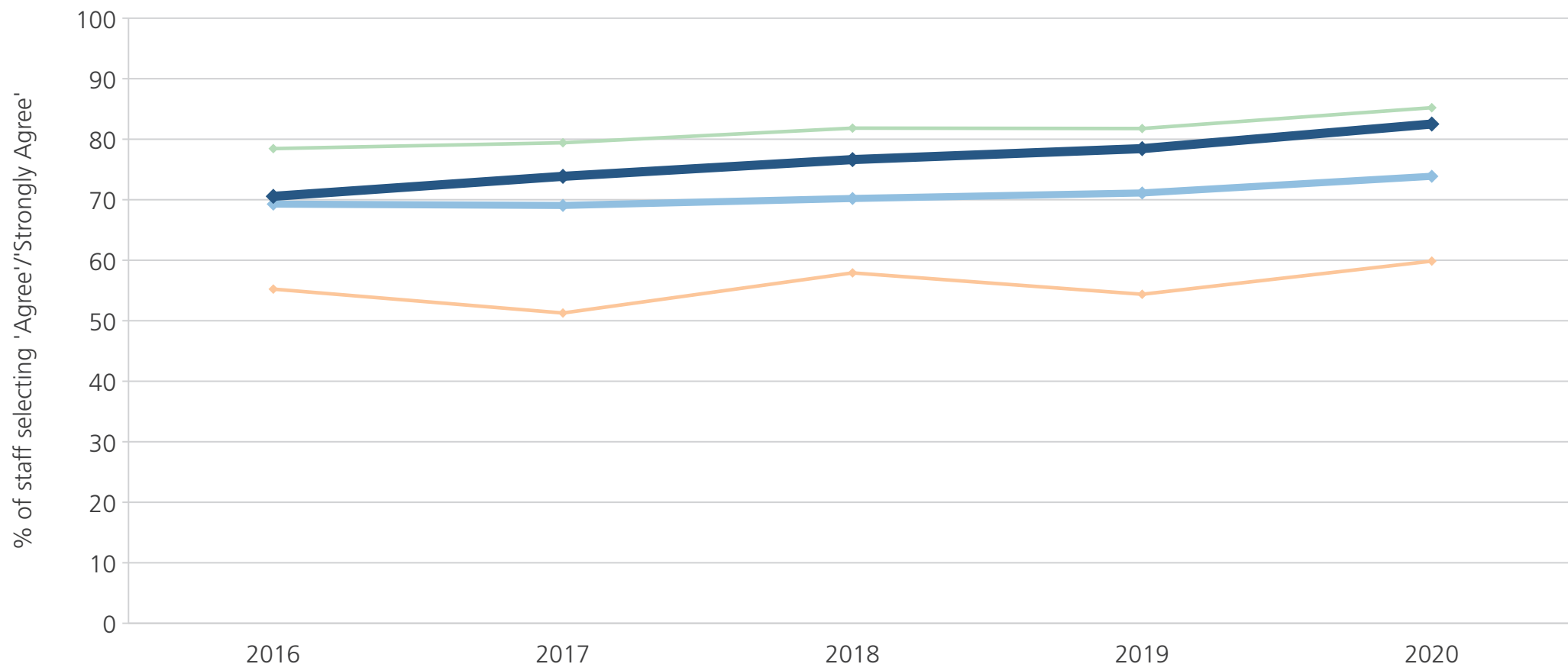| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Worst** | 43.4% | 48.8% | 44.2% | 41.4% | 43.3% |
| **Your org** | 26.2% | 33.1% | 25.2% | 22.8% | 21.5% |
| **Average** | 32.5% | 32.2% | 32.1% | 26.5% | 25.4% |
| **Best** | 16.8% | 19.4% | 17.0% | 15.7% | 13.0% |
| **Responses** | 72 | 211 | 179 | 270 | 243 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 72.8% | 72.8% | 71.9% | 70.2% | 74.1% |
| **Your org** | 55.7% | 55.8% | 57.8% | 63.2% | 62.9% |
| **Average** | 52.0% | 52.7% | 57.8% | 58.3% | 60.7% |
| **Worst** | 37.6% | 39.1% | 46.2% | 45.1% | 48.6% |
| **Responses** | 397 | 1,095 | 917 | 1,342 | 1,396 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 92.3% | 92.7% | 93.5% | 94.2% | 95.1% |
| **Your org** | 86.3% | 88.2% | 88.8% | 90.6% | 92.6% |
| **Average** | 88.4% | 88.2% | 88.6% | 89.1% | 89.6% |
| **Worst** | 81.9% | 82.4% | 83.8% | 79.0% | 83.1% |
| **Responses** | 477 | 1,290 | 1,183 | 1,701 | 1,724 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 78.4% | 79.4% | 81.8% | 81.8% | 85.2% |
| **Your org** | 70.6% | 73.9% | 76.6% | 78.4% | 82.5% |
| **Average** | 69.3% | 69.1% | 70.2% | 71.1% | 73.9% |
| **Worst** | 55.2% | 51.3% | 57.9% | 54.4% | 59.9% |
| **Responses** | 441 | 1,227 | 1,096 | 1,554 | 1,622 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 71.3% | 72.6% | 73.8% | 73.7% | 75.7% |
| **Your org** | 62.4% | 66.1% | 67.5% | 70.5% | 73.7% |
| **Average** | 60.3% | 60.2% | 61.8% | 62.5% | 64.7% |
| **Worst** | 46.2% | 43.3% | 42.8% | 44.7% | 47.0% |
| **Responses** | 454 | 1,231 | 1,105 | 1,585 | 1,623 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 98.9% | 98.1% | 98.6% | 98.3% | 98.6% |
| **Your org** | 97.1% | 97.0% | 96.8% | 95.9% | 97.0% |
| **Average** | 96.7% | 96.6% | 96.4% | 96.1% | 96.3% |
| **Worst** | 93.1% | 94.7% | 94.1% | 89.3% | 93.5% |
| **Responses** | 462 | 1,225 | 1,133 | 1,633 | 1,657 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 80.2% | 79.3% | 81.2% | 81.3% | 81.7% |
| **Your org** | 76.6% | 75.3% | 74.7% | 78.1% | 78.8% |
| **Average** | 71.8% | 72.2% | 72.0% | 74.0% | 75.7% |
| **Worst** | 62.1% | 59.0% | 66.8% | 65.6% | 68.6% |
| **Responses** | 491 | 1,324 | 1,218 | 1,752 | 1,764 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 69.6% | 69.4% | 74.9% | 75.5% | 76.5% |
| **Your org** | 61.9% | 65.1% | 64.1% | 69.8% | 71.4% |
| **Average** | 58.7% | 59.4% | 59.2% | 60.5% | 63.1% |
| **Worst** | 43.6% | 41.7% | 46.2% | 46.1% | 46.8% |
| **Responses** | 489 | 1,324 | 1,215 | 1,753 | 1,765 |
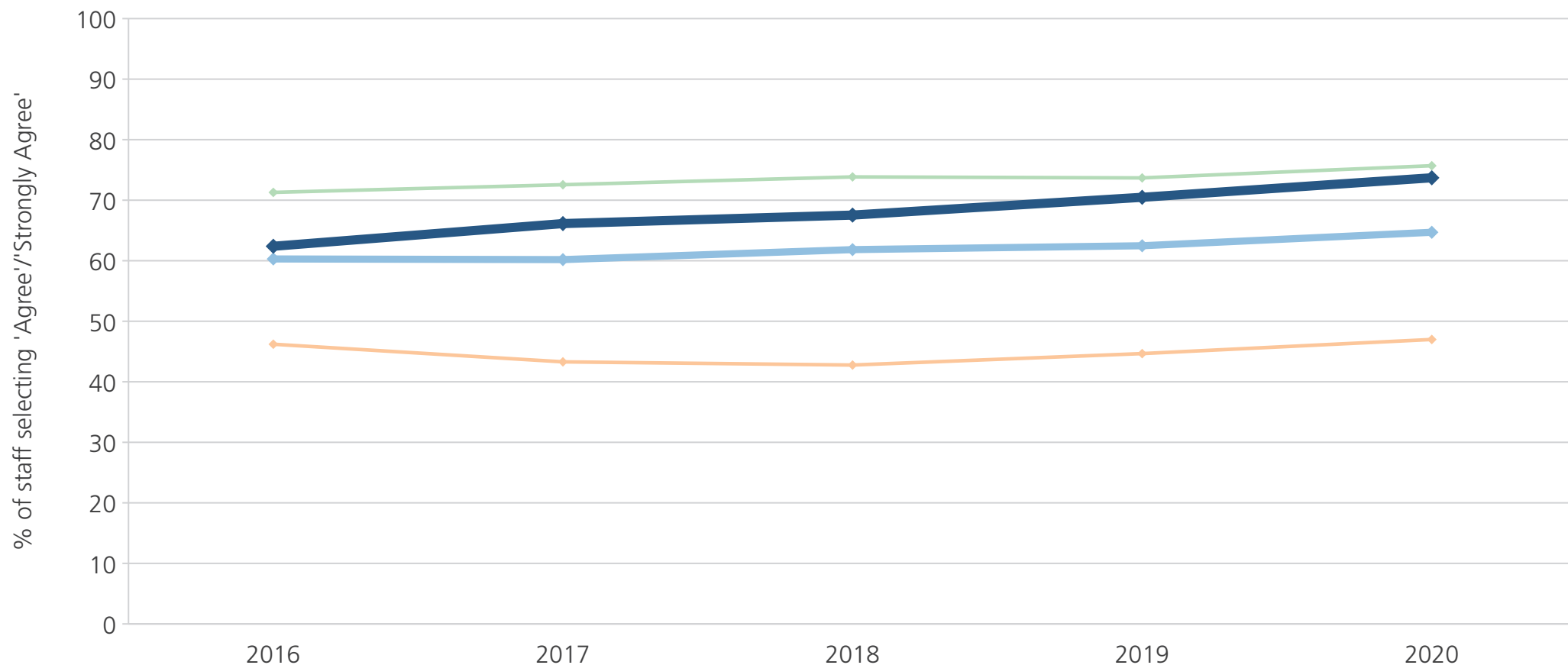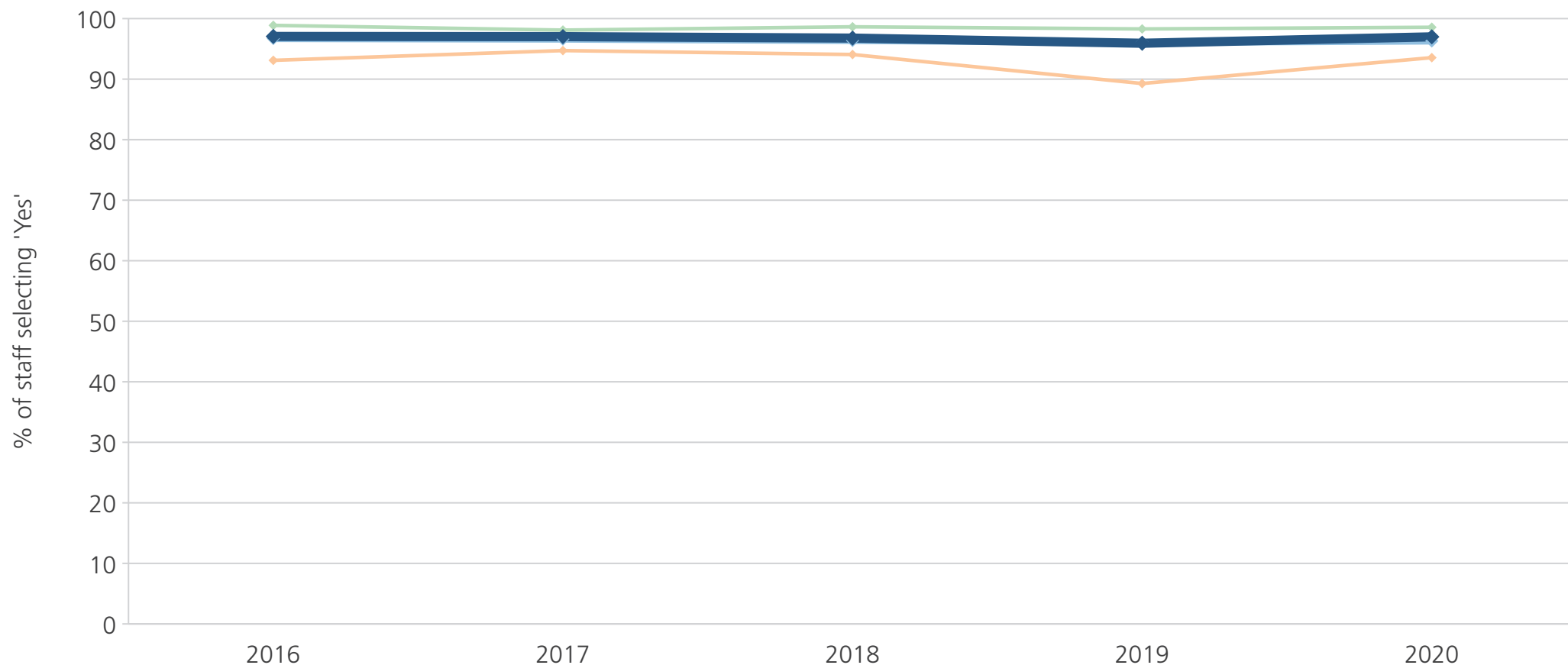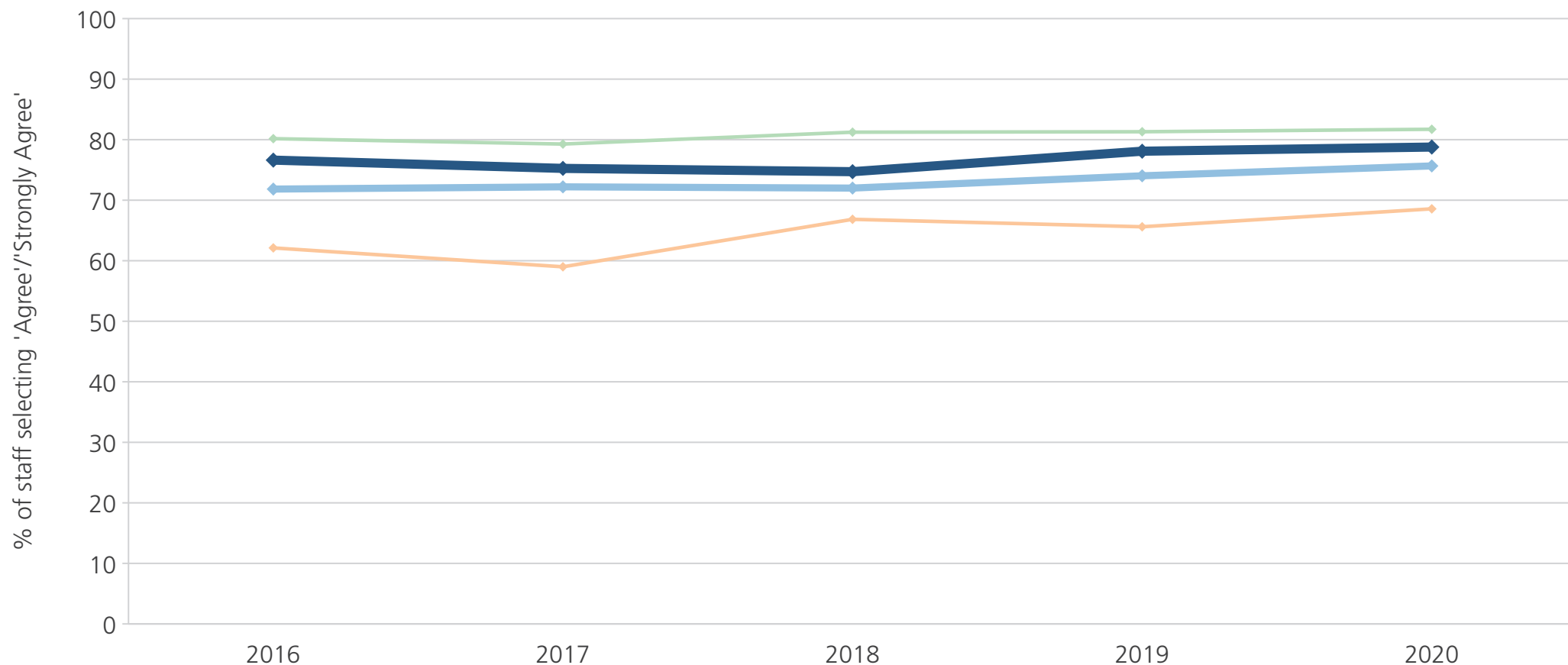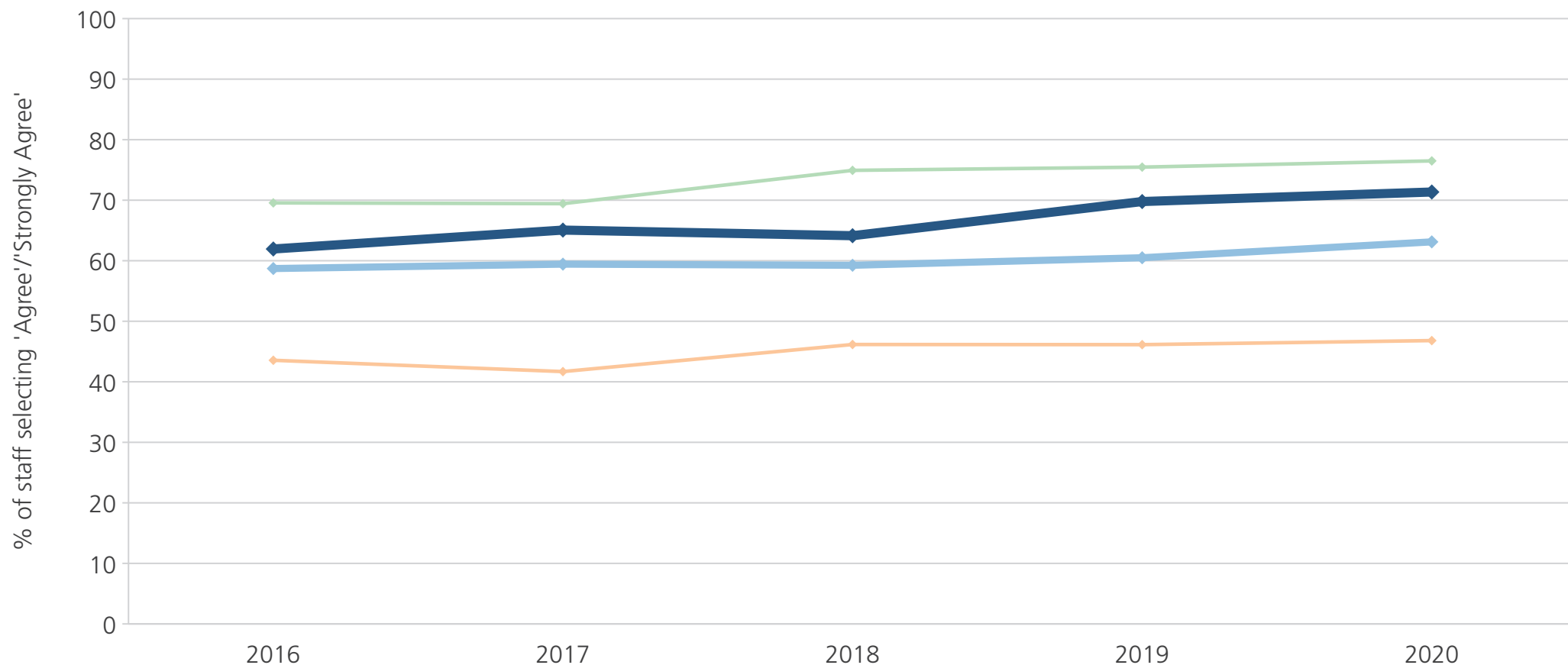
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# Question results – Your organisation

Hertfordshire Partnership University NHS Foundation Trust

2020 NHS Staff Survey Results
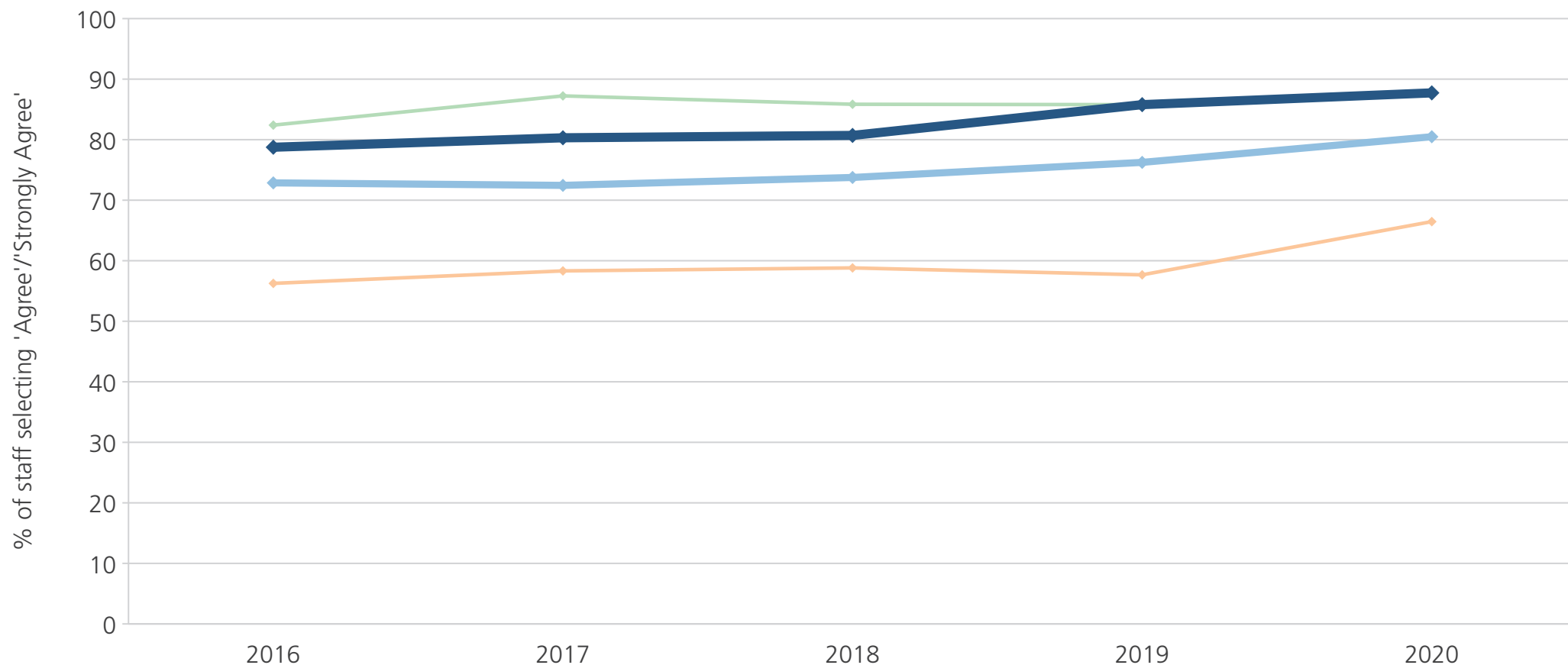
| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 82.4% | 87.2% | 85.8% | 85.8% | 87.9% |
| **Your org** | 78.7% | 80.3% | 80.7% | 85.8% | 87.7% |
| **Average** | 72.9% | 72.4% | 73.8% | 76.2% | 80.5% |
| **Worst** | 56.3% | 58.3% | 58.8% | 57.7% | 66.5% |
| **Responses** | 490 | 1,312 | 1,212 | 1,744 | 1,764 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Best | 83.5% | 86.2% | 84.2% | 85.8% | 85.2% |
| Your org | 80.9% | 81.6% | 81.4% | 84.5% | 84.6% |
| Average | 74.8% | 74.8% | 74.0% | 75.5% | 77.0% |
| Worst | 57.9% | 57.6% | 59.5% | 54.7% | 59.7% |
| Responses | 487 | 1,311 | 1,207 | 1,741 | 1,760 |
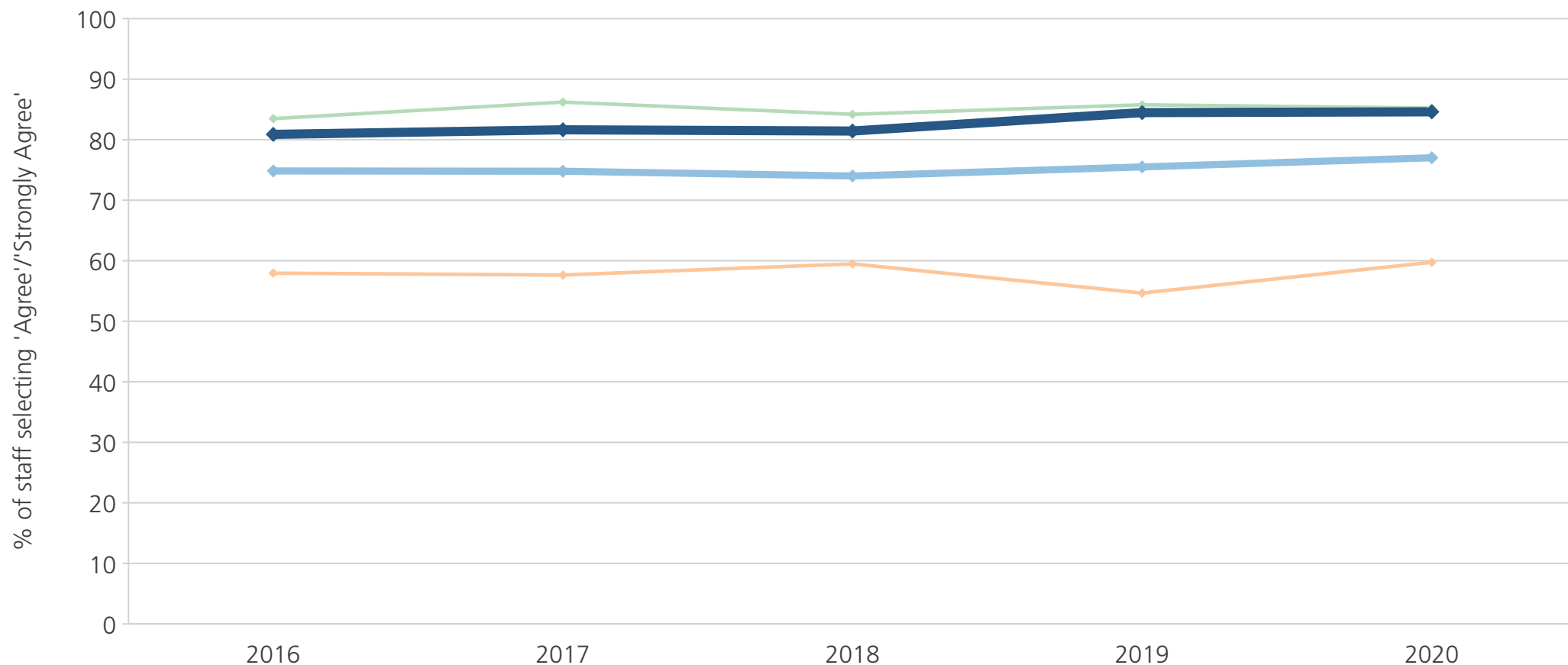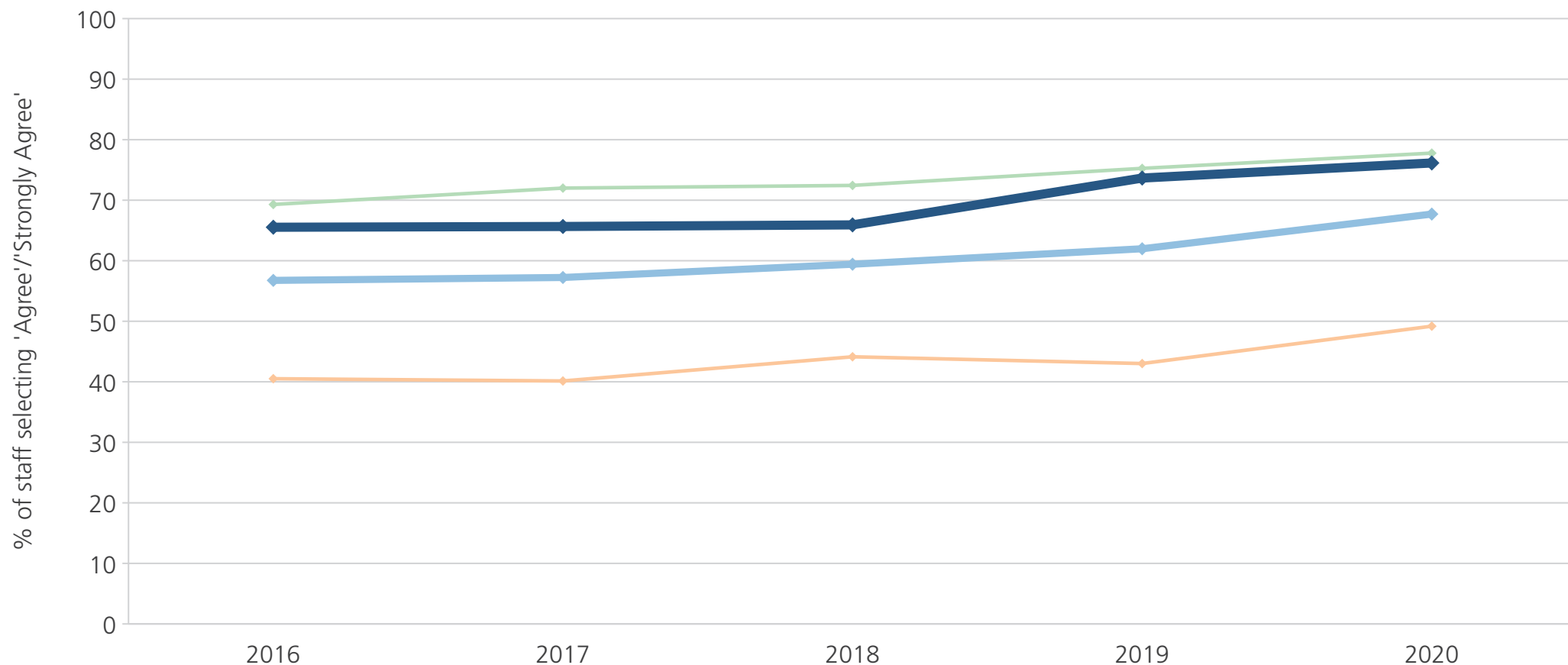
133

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 69.3% | 72.0% | 72.4% | 75.3% | 77.8% |
| **Your org** | 65.5% | 65.7% | 65.9% | 73.7% | 76.1% |
| **Average** | 56.8% | 57.2% | 59.4% | 62.0% | 67.7% |
| **Worst** | 40.5% | 40.1% | 44.1% | 43.0% | 49.2% |
| **Responses** | 485 | 1,307 | 1,211 | 1,741 | 1,760 |

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 82.4% | 86.3% | 81.1% | 80.6% | 84.2% |
| **Your org** | 70.5% | 69.7% | 68.7% | 75.6% | 75.9% |
| **Average** | 62.9% | 63.1% | 64.5% | 65.6% | 70.4% |
| **Worst** | 43.9% | 41.7% | 38.2% | 37.6% | 47.2% |
| **Responses** | 486 | 1,302 | 1,208 | 1,743 | 1,759 |

| | 2020 |
|---|---|
| **Best** | 88.0% |
| **Your org** | 82.0% |
| **Average** | 80.0% |
| **Worst** | 68.6% |
| **Responses** | 1,758 |

| Best | 78.3% |
|---|---|
| Your org | 71.6% |
| Average | 68.3% |
| Worst | 59.0% |
| Responses | 1,762 |

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Worst** | 37.5% | 36.9% | 34.2% |
| **Your org** | 28.5% | 23.9% | 21.2% |
| **Average** | 29.3% | 28.1% | 24.9% |
| **Best** | 21.2% | 18.5% | 17.8% |
| **Responses** | 1,207 | 1,739 | 1,761 |
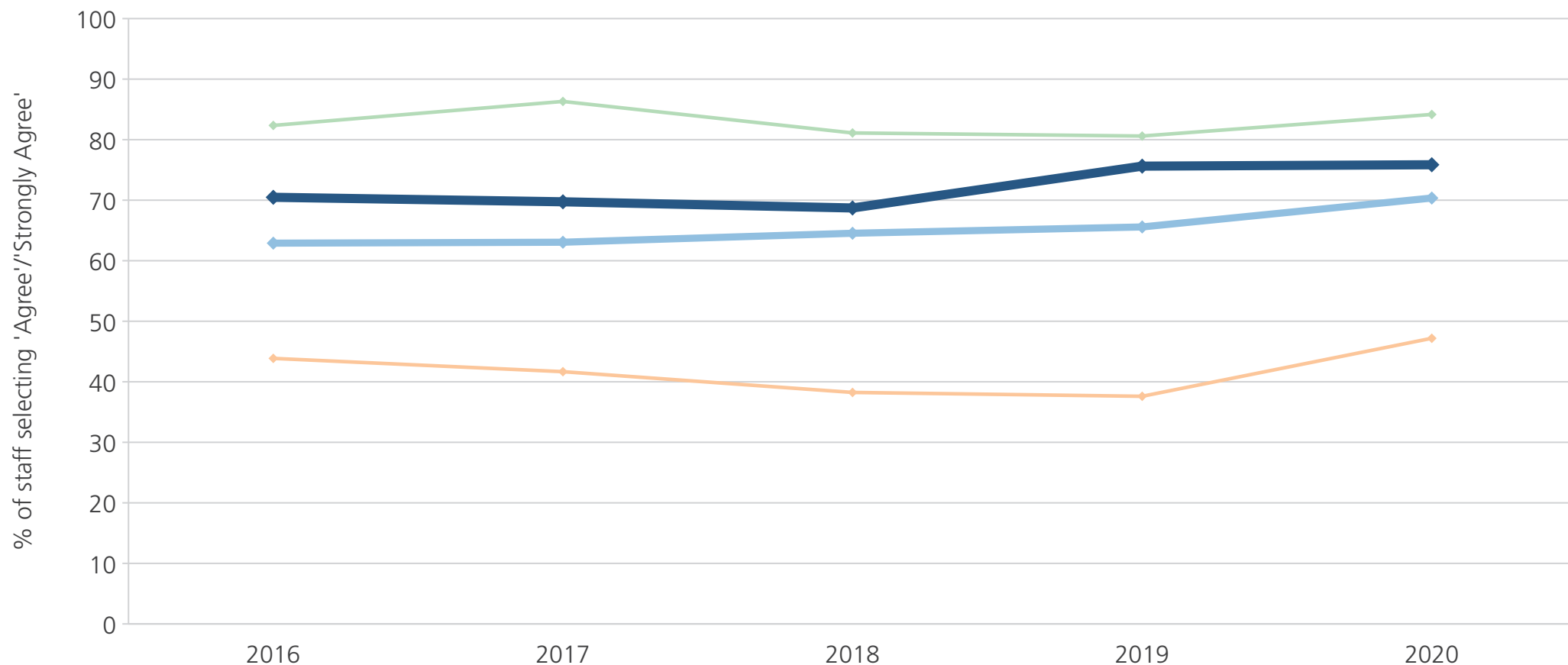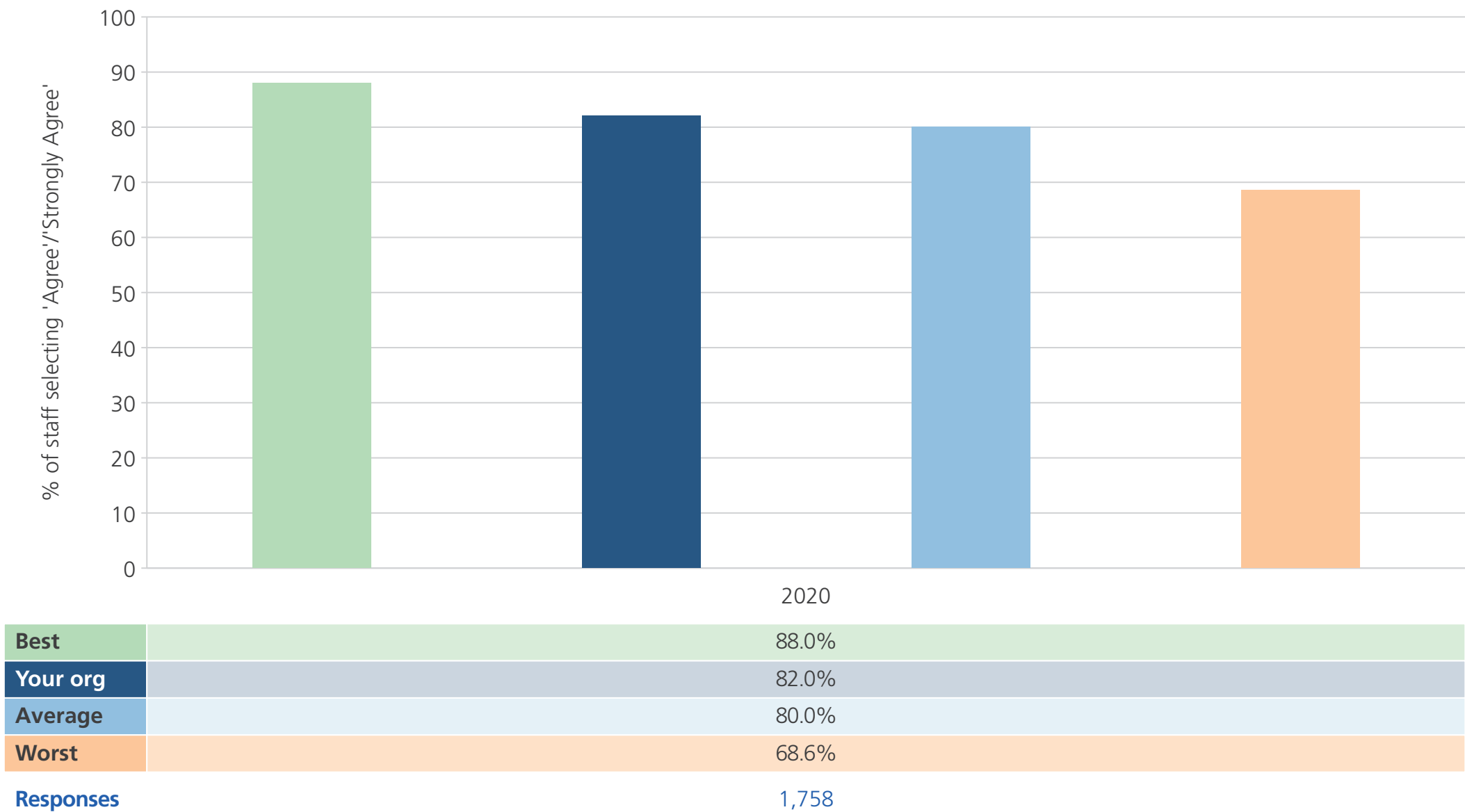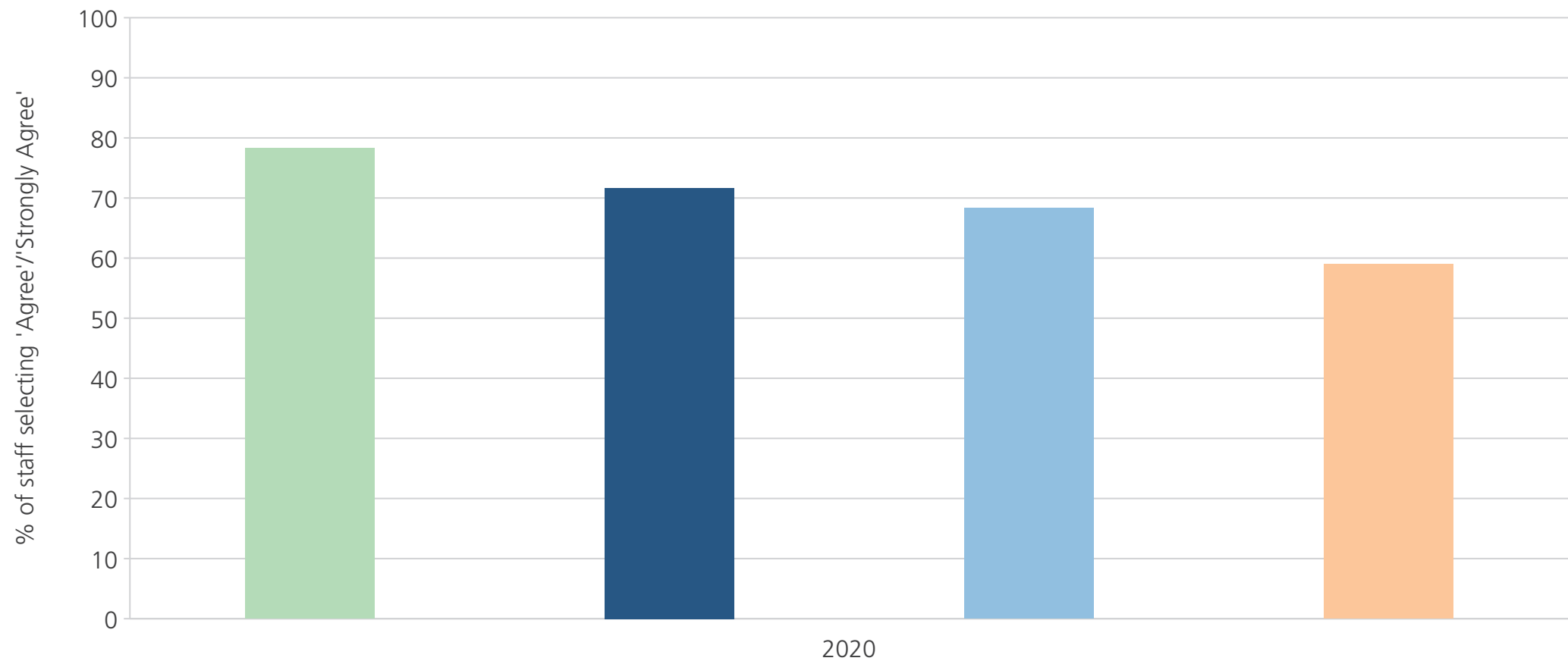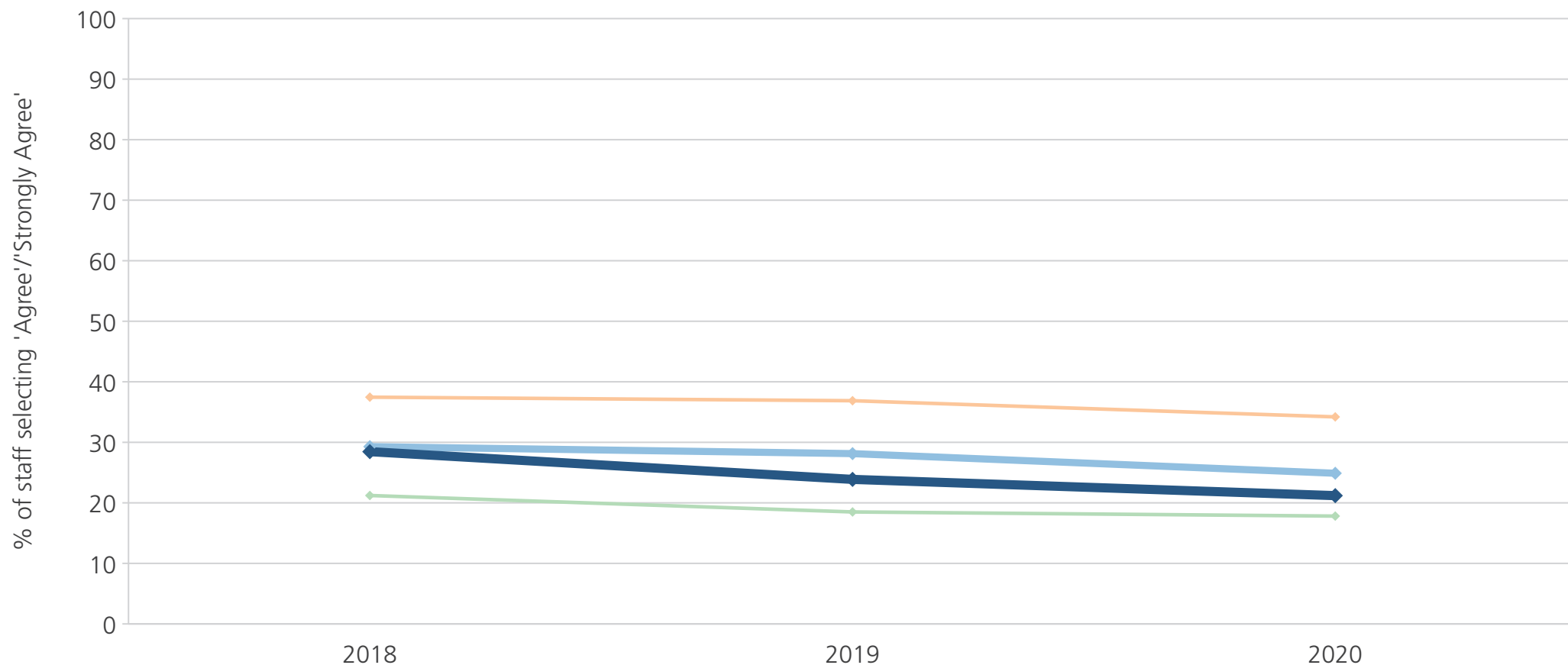
Q19b > I will probably look for a job at a new organisation in the next 12 months

% of staff selecting 'Agree'/'Strongly Agree'



| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Worst** | 30.9% | 28.8% | 30.7% |
| **Your org** | 23.6% | 21.2% | 18.3% |
| **Average** | 22.8% | 21.8% | 19.2% |
| **Best** | 15.1% | 14.7% | 13.1% |
| **Responses** | 1,210 | 1,737 | 1,758 |

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Worst** | 23.6% | 21.1% | 20.3% |
| **Your org** | 15.9% | 12.8% | 11.8% |
| **Average** | 16.0% | 14.6% | 12.6% |
| **Best** | 8.9% | 8.6% | 7.7% |
| **Responses** | 1,166 | 1,733 | 1,759 |

**2020 NHS Staff Survey Results > Question results > Your organisation >**

Q19d.1 **>** If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job within this organisation

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Your org** | 15.5% | 15.0% | 14.8% |
| **Average** | 13.1% | 14.3% | 14.4% |
| **Responses** | 1,147 | 1,691 | 1,716 |

**2020 NHS Staff Survey Results > Question results > Your organisation >** Q19d.2
> If you are considering leaving your current job, what would be your most likely
destination? - I would want to move to a job in a different NHS trust/organisation



| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Your org** | 19.2% | 14.6% | 15.3% |
| **Average** | 17.4% | 16.5% | 15.1% |
| **Responses** | 1,147 | 1,691 | 1,716 |

> If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job in healthcare, but outside the NHS

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Your org** | 3.6% | 4.1% | 3.1% |
| **Average** | 4.1% | 3.7% | 2.9% |
| **Responses** | 1,147 | 1,691 | 1,716 |

**2020 NHS Staff Survey Results > Question results > Your organisation >**
Q19d.4 > If you are considering leaving your current job, what would be your
most likely destination? - I would want to move to a job outside healthcare

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Your org** | 5.1% | 5.4% | 3.7% |
| **Average** | 7.1% | 6.5% | 5.5% |
| **Responses** | 1,147 | 1,691 | 1,716 |

% of staff saying this would be their most likely destination



| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Your org** | 9.9% | 8.3% | 7.9% |
| **Average** | 9.8% | 9.1% | 9.2% |
| **Responses** | 1,147 | 1,691 | 1,716 |

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Your org** | 46.6% | 52.6% | 55.1% |
| **Average** | 47.7% | 49.5% | 53.4% |
| **Responses** | 1,147 | 1,691 | 1,716 |

# Question results – The Covid-19 pandemic
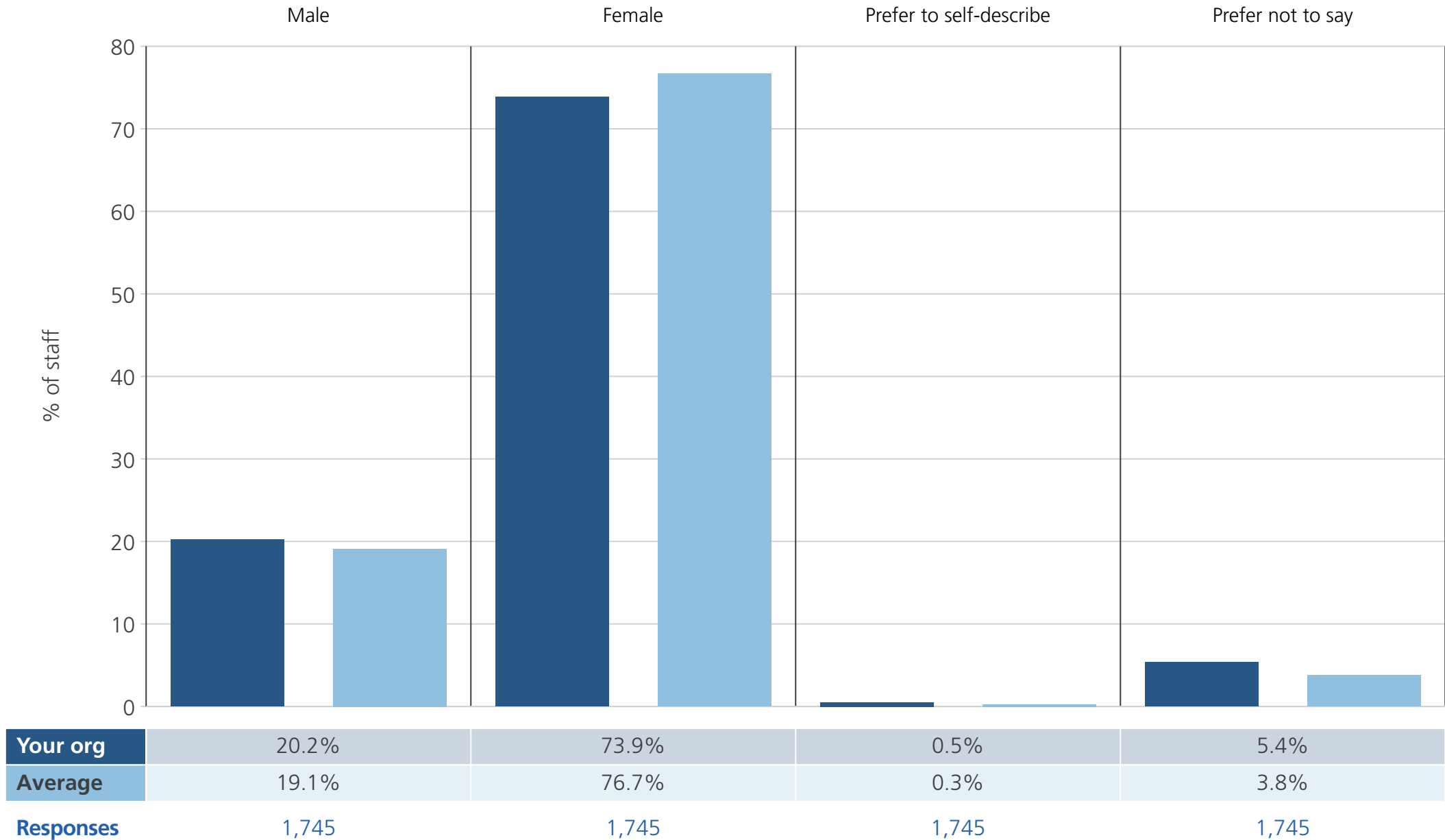
Hertfordshire Partnership University NHS Foundation Trust

2020 NHS Staff Survey Results

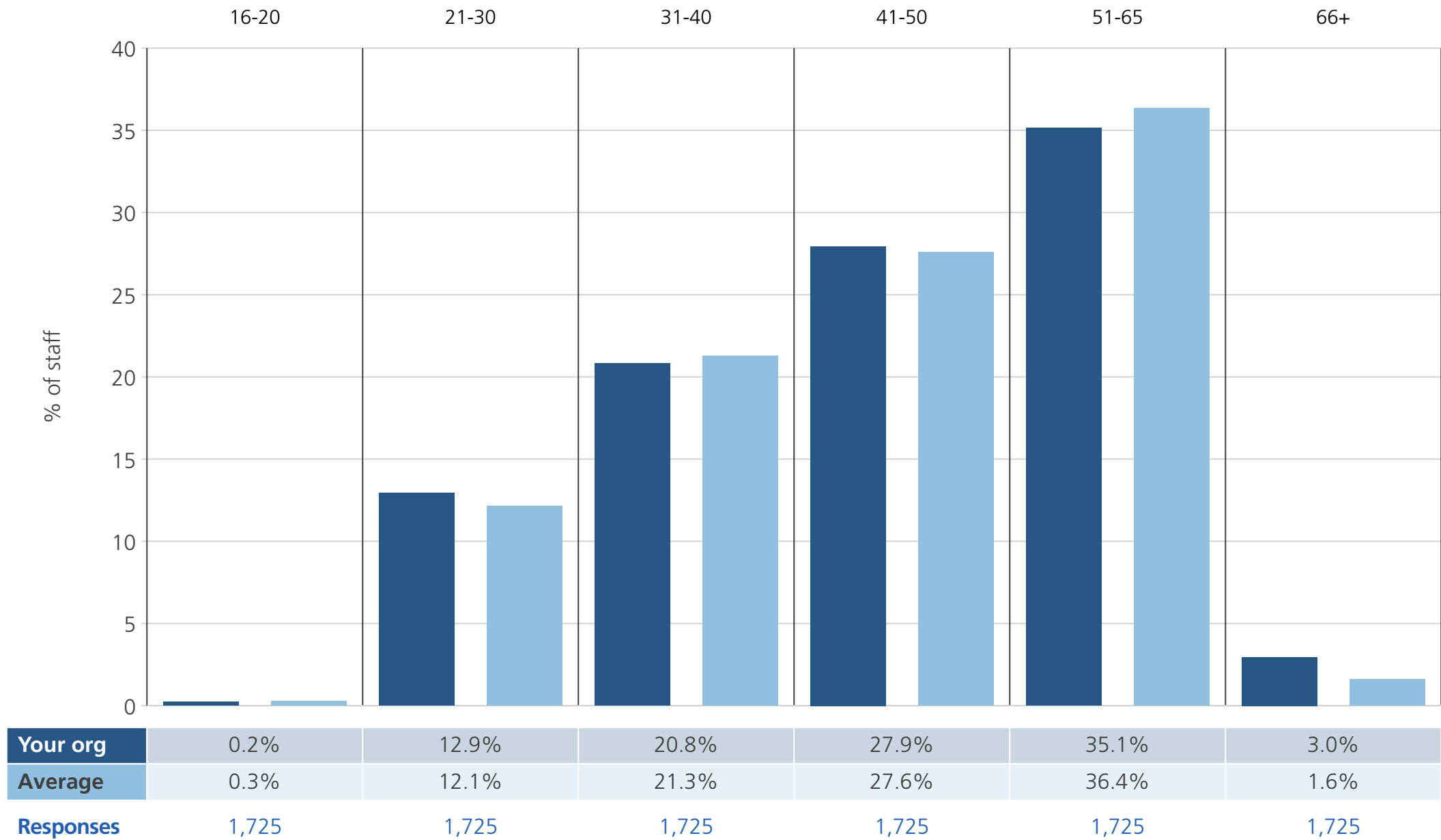Have you worked on a Covid-19 specific ward or area at any time?

Have you been redeployed due to the Covid-19 pandemic at any time?

Have you been required to work remotely/from home due to the Covid-19 pandemic?

% of staff selecting 'Yes'

| | Have you worked on a Covid-19 specific ward or area at any time? | Have you been redeployed due to the Covid-19 pandemic at any time? | Have you been required to work remotely/from home due to the Covid-19 pandemic? |
|---|---|---|---|
| **Your org** | 18.5% | 13.2% | 73.5% |
| **Average** | 18.9% | 10.9% | 65.7% |
| **Responses** | 1,756 | 1,752 | 1,756 |

148

Survey Coordination Centre

NHS England



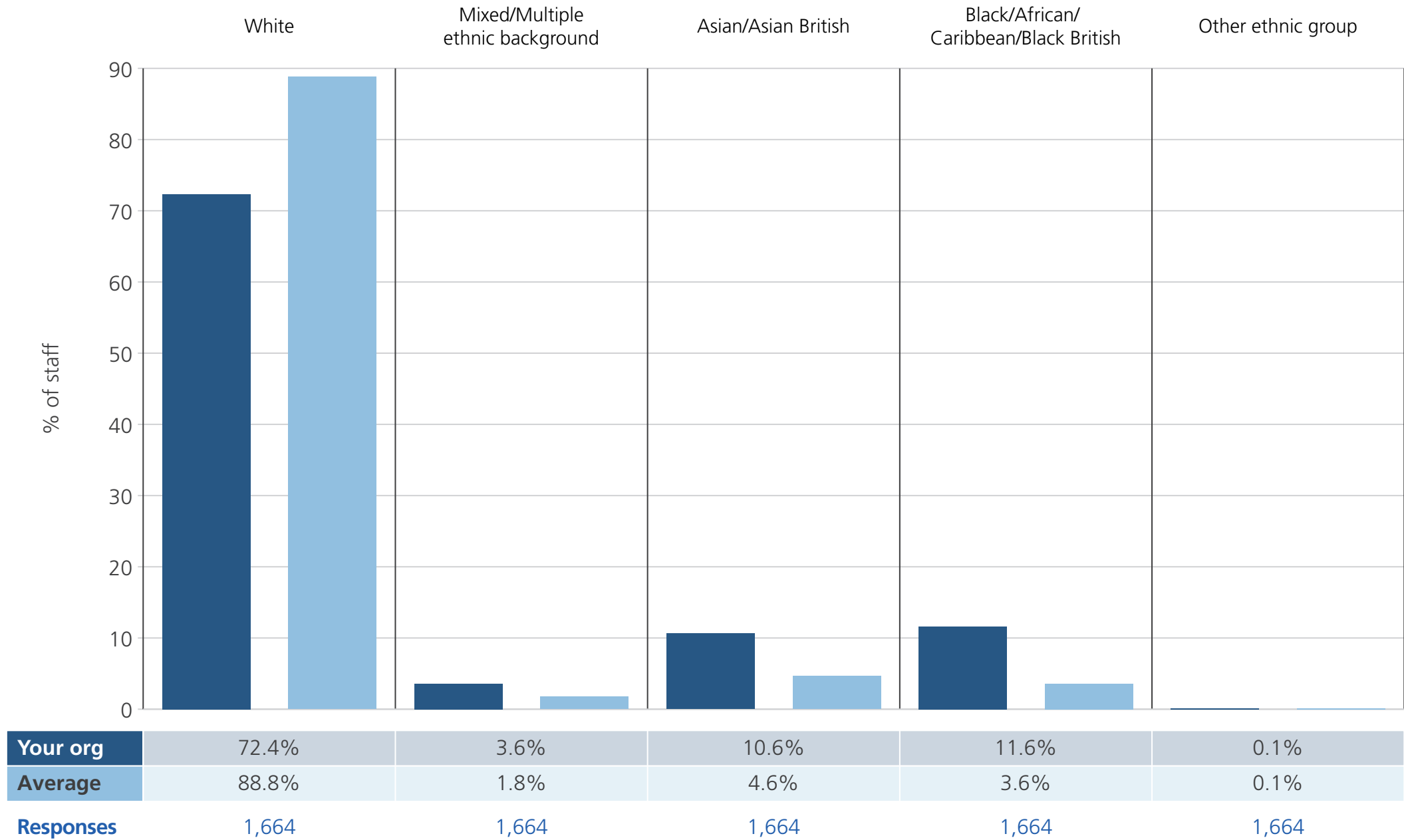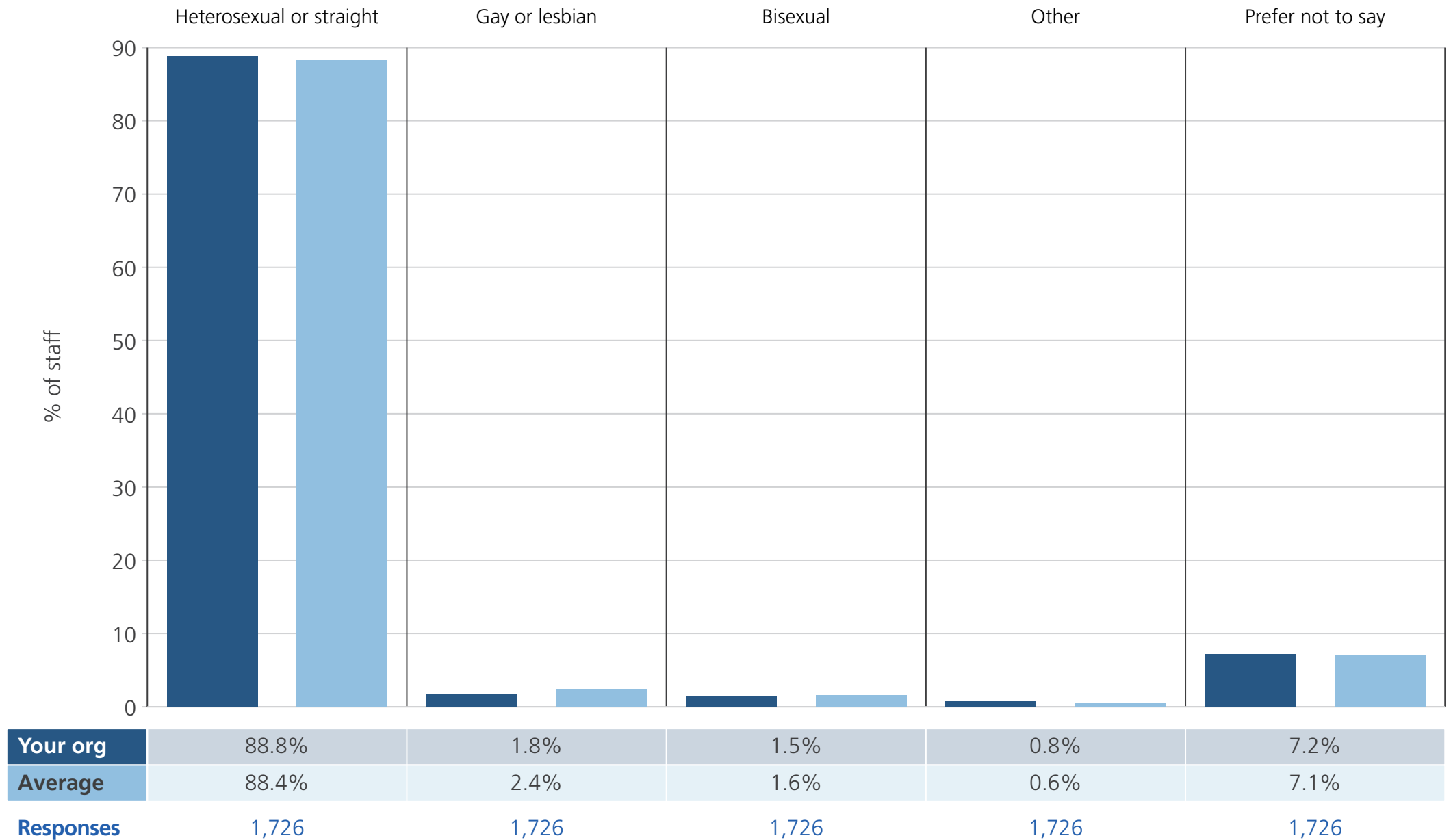| | Yes, for myself | Yes, for a member of my household | No |
|---|---|---|---|
| **Your org** | 10.5% | 5.9% | 84.5% |
| **Average** | 8.3% | 4.9% | 87.7% |
| **Responses** | 1,749 | 1,749 | 1,749 |

# Question results – Background details

Hertfordshire Partnership University NHS Foundation Trust

2020 NHS Staff Survey Results

% of staff


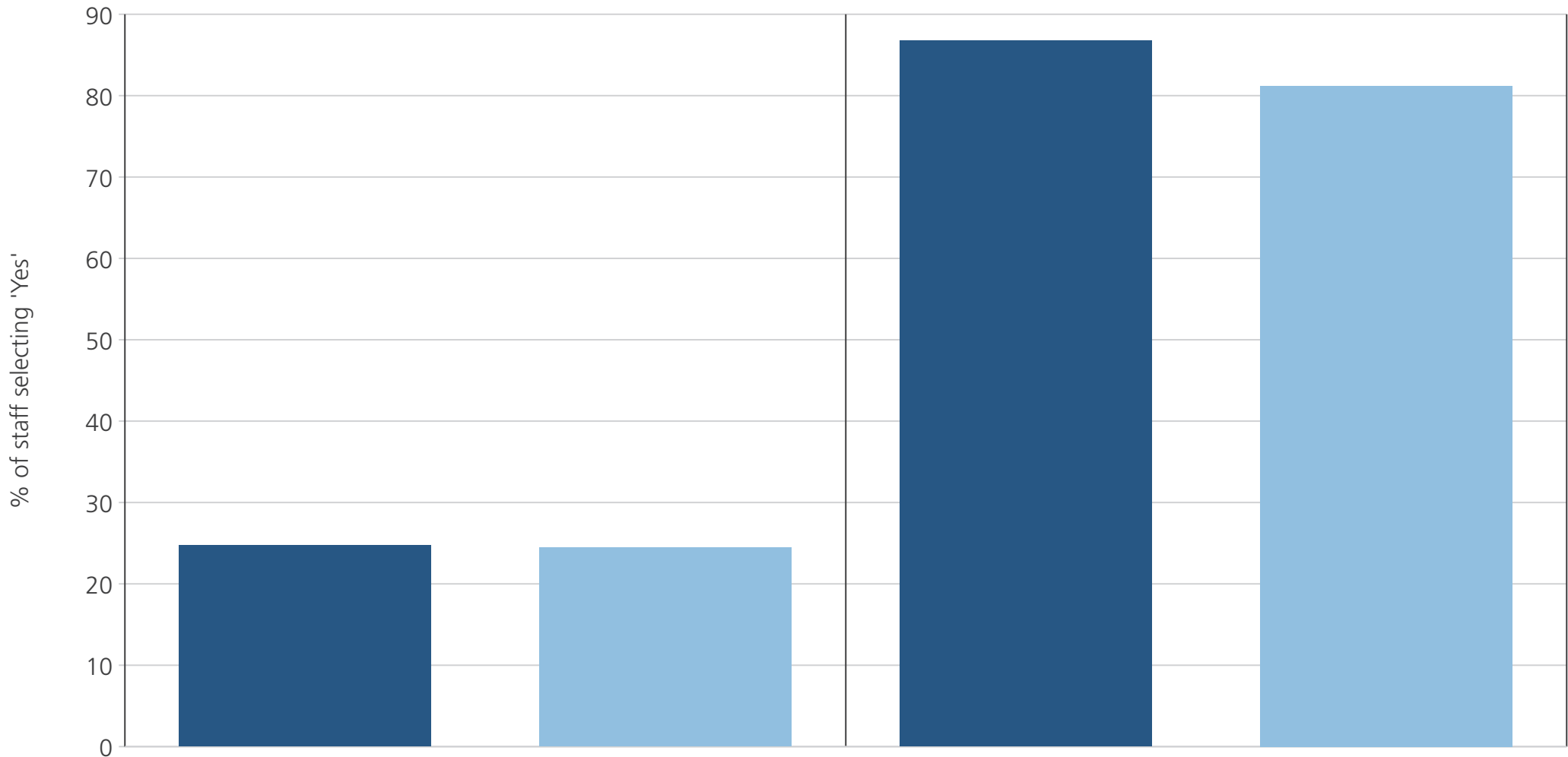
| | Male | Female | Prefer to self-describe | Prefer not to say |
|---|---|---|---|---|
| **Your org** | 20.2% | 73.9% | 0.5% | 5.4% |
| **Average** | 19.1% | 76.7% | 0.3% | 3.8% |
| **Responses** | 1,745 | 1,745 | 1,745 | 1,745 |

**Survey Coordination Centre**

**NHS England**

% of staff



| | 16-20 | 21-30 | 31-40 | 41-50 | 51-65 | 66+ |
|---|---|---|---|---|---|---|
| **Your org** | 0.2% | 12.9% | 20.8% | 27.9% | 35.1% | 3.0% |
| **Average** | 0.3% | 12.1% | 21.3% | 27.6% | 36.4% | 1.6% |
| **Responses** | 1,725 | 1,725 | 1,725 | 1,725 | 1,725 | 1,725 |

| | White | Mixed/Multiple ethnic background | Asian/Asian British | Black/African/ Caribbean/Black British | Other ethnic group |
|---|---|---|---|---|---|
| **Your org** | 72.4% | 3.6% | 10.6% | 11.6% | 0.1% |
| **Average** | 88.8% | 1.8% | 4.6% | 3.6% | 0.1% |
| **Responses** | 1,664 | 1,664 | 1,664 | 1,664 | 1,664 |

| | Heterosexual or straight | Gay or lesbian | Bisexual | Other | Prefer not to say |
|---|---|---|---|---|---|
| **Your org** | 88.8% | 1.8% | 1.5% | 0.8% | 7.2% |
| **Average** | 88.4% | 2.4% | 1.6% | 0.6% | 7.1% |
| **Responses** | 1,726 | 1,726 | 1,726 | 1,726 | 1,726 |

Survey
Coordination
Centre

**NHS**
**England**

% of staff



| | No religion | Christian | Buddhist | Hindu | Jewish | Muslim | Sikh | Other | Prefer not to say |
|---|---|---|---|---|---|---|---|---|---|
| **Your org** | 33.4% | 45.8% | 0.8% | 3.5% | 1.4% | 3.9% | 0.9% | 2.1% | 8.3% |
| **Average** | 41.1% | 45.7% | 0.8% | 0.9% | 0.2% | 1.7% | 0.3% | 1.7% | 7.4% |
| **Responses** | 1,724 | 1,724 | 1,724 | 1,724 | 1,724 | 1,724 | 1,724 | 1,724 | 1,724 |

Survey
Coordination
Centre

**NHS**
England

Do you have any physical or mental health conditions or
illnesses lasting or expected to last for 12 months or more?

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

% of staff selecting 'Yes'

| | Do you have any physical or mental health conditions or illnesses lasting or 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** | 24.7% | 86.8% |
| **Average** | 24.5% | 81.2% |
| **Responses** | 1,734 | 280 |

Do you have any children aged from 0 to 17 living at home with you, or who you have regular caring responsibility for?

Do you look after, or give any help or support to family members, friends, neighbours or others because of either: long term physical or mental ill health / disability, or problems related to old age?



| | | |
|---|---|---|
| **Your org** | 39.7% | 37.9% |
| **Average** | 39.3% | 37.3% |
| **Responses** | 1,729 | 1,733 |

| | Registered Nurses and Midwives | Nursing or Healthcare Assistants | Medical and Dental | Allied Health Professionals | Scientific and Technical / Healthcare Scientists | Social Care staff | Public Health / Health Improvement | Commissioning staff | Admin and Clerical | Central Functions / Corporate Services | Maintenance / Ancillary | General Management | Other | Emergency Care Practitioner | Patient Transport Service |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Your org** | 22.7% | 5.3% | 6.3% | 30.9% | 1.3% | 5.6% | 0.2% | 0.1% | 16.1% | 5.5% | 0.2% | 3.0% | 2.4% | 0.1% | 0.2% |
| **Average** | 29.4% | 7.4% | 3.9% | 23.9% | 1.6% | 1.6% | 0.3% | 0.1% | 14.9% | 6.8% | 2.6% | 2.4% | 3.2% | 0.0% | 0.0% |
| **Responses** | 1,723 | 1,723 | 1,723 | 1,723 | 1,723 | 1,723 | 1,723 | 1,723 | 1,723 | 1,723 | 1,723 | 1,723 | 1,723 | 1,723 | 1,723 |

# Workforce Equality Standards

Hertfordshire Partnership University NHS Foundation Trust

2020 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, 2019 and 2020 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, q13a-d, and q14 split by staff with a long lasting health condition or illness compared to staff without a long lasting health condition or illness. It also shows results for q26b (for staff with a long lasting health condition or illness only), and the staff engagement score for staff with a long lasting health condition or illness, compared to staff without a long lasting health condition or illness and the overall engagement score for the organisation.

➤ The WDES breakdowns are based on the responses to q26a *Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?* In 2020, the question text was shortened and the word 'disabilities' was removed but the question and WDES results still remain historically comparable.

# Workforce Race Equality Standard (WRES)

Hertfordshire Partnership University NHS Foundation Trust

2020 NHS Staff Survey Results
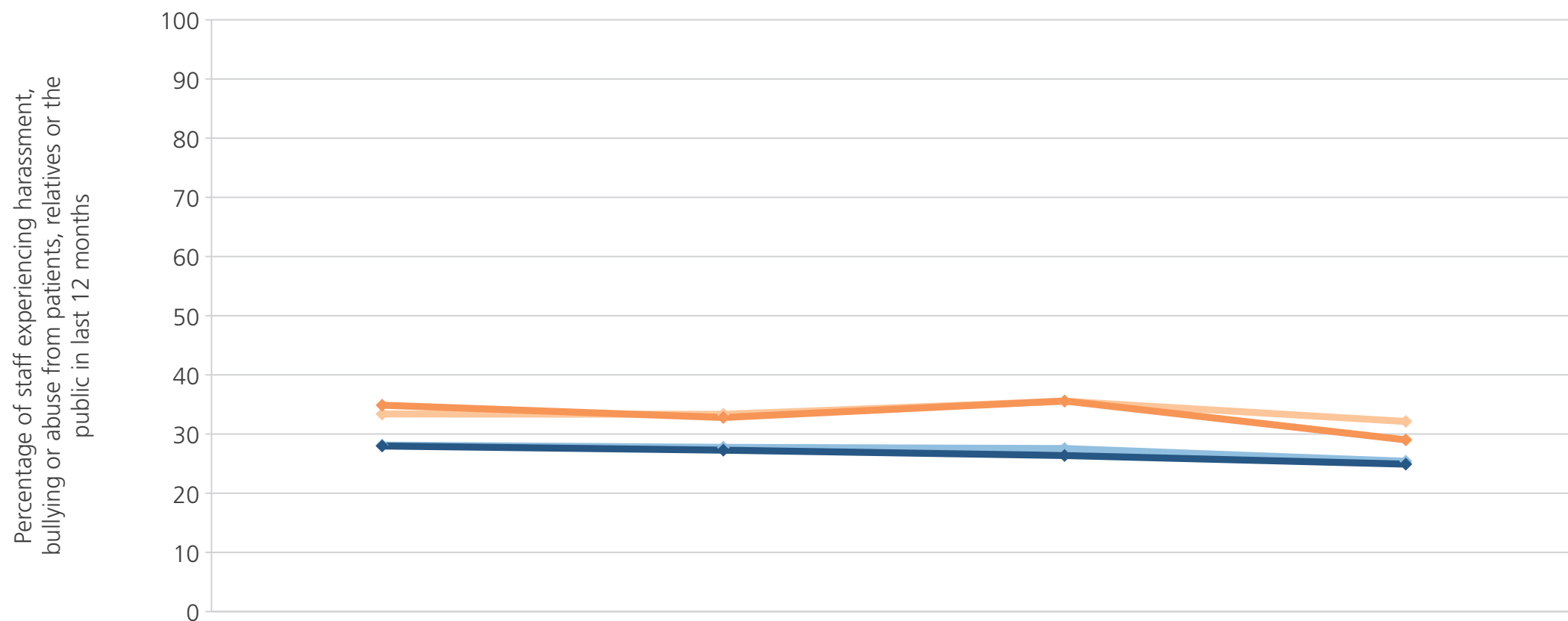
| | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| **White: Your org** | 28.0% | 27.3% | 26.4% | 24.9% |
| **BME: Your org** | 34.9% | 32.8% | 35.6% | 29.0% |
| **White: Average** | 28.1% | 27.8% | 27.6% | 25.4% |
| **BME: Average** | 33.4% | 33.3% | 35.5% | 32.1% |
| **White: Responses** | 940 | 880 | 1,221 | 1,156 |
| **BME: Responses** | 324 | 308 | 458 | 448 |

Average calculated as the median for the benchmark group
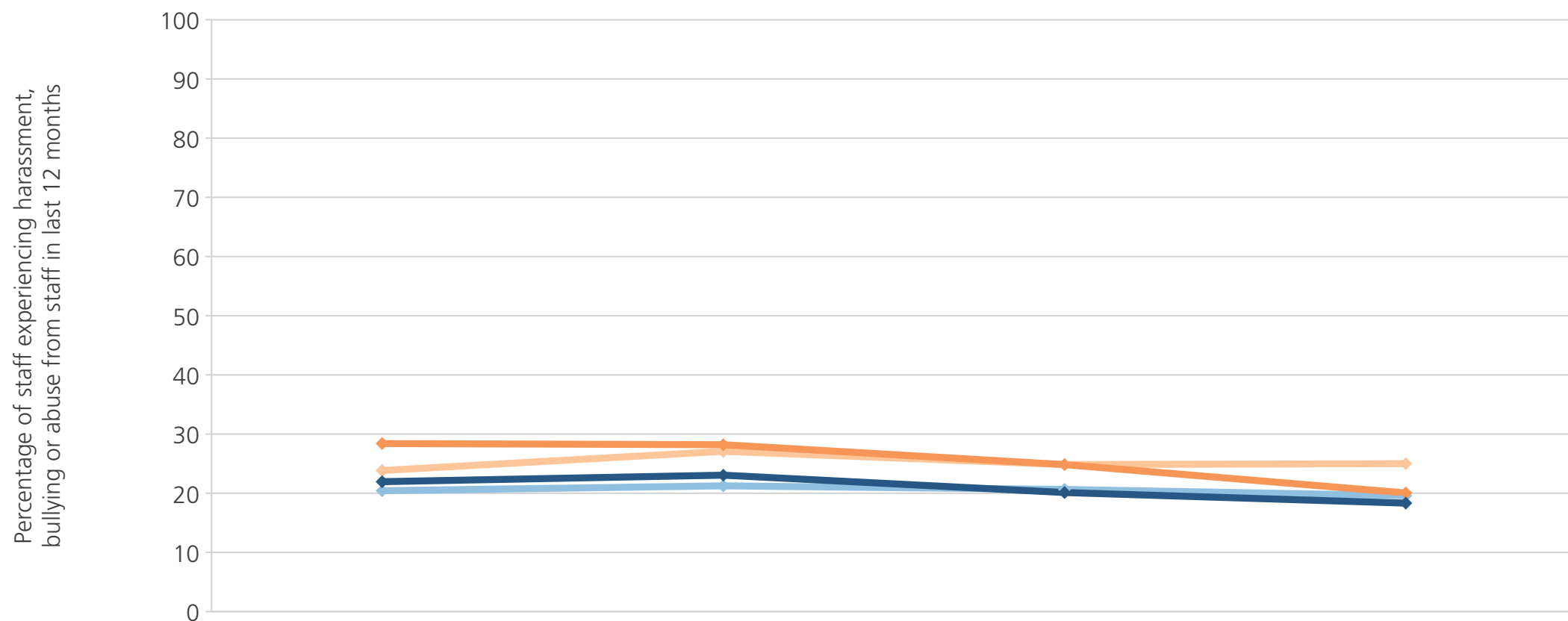
| | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| **White: Your org** | 21.9% | 23.1% | 20.1% | 18.3% |
| **BME: Your org** | 28.4% | 28.2% | 24.8% | 20.0% |
| **White: Average** | 20.4% | 21.2% | 20.6% | 19.6% |
| **BME: Average** | 23.8% | 27.1% | 24.8% | 25.0% |
| **White: Responses** | 934 | 872 | 1,218 | 1,157 |
| **BME: Responses** | 317 | 305 | 459 | 444 |

Average calculated as the median for the benchmark group

**Survey Coordination Centre**

**2020 NHS Staff Survey Results > WRES >** Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion

**NHS England**
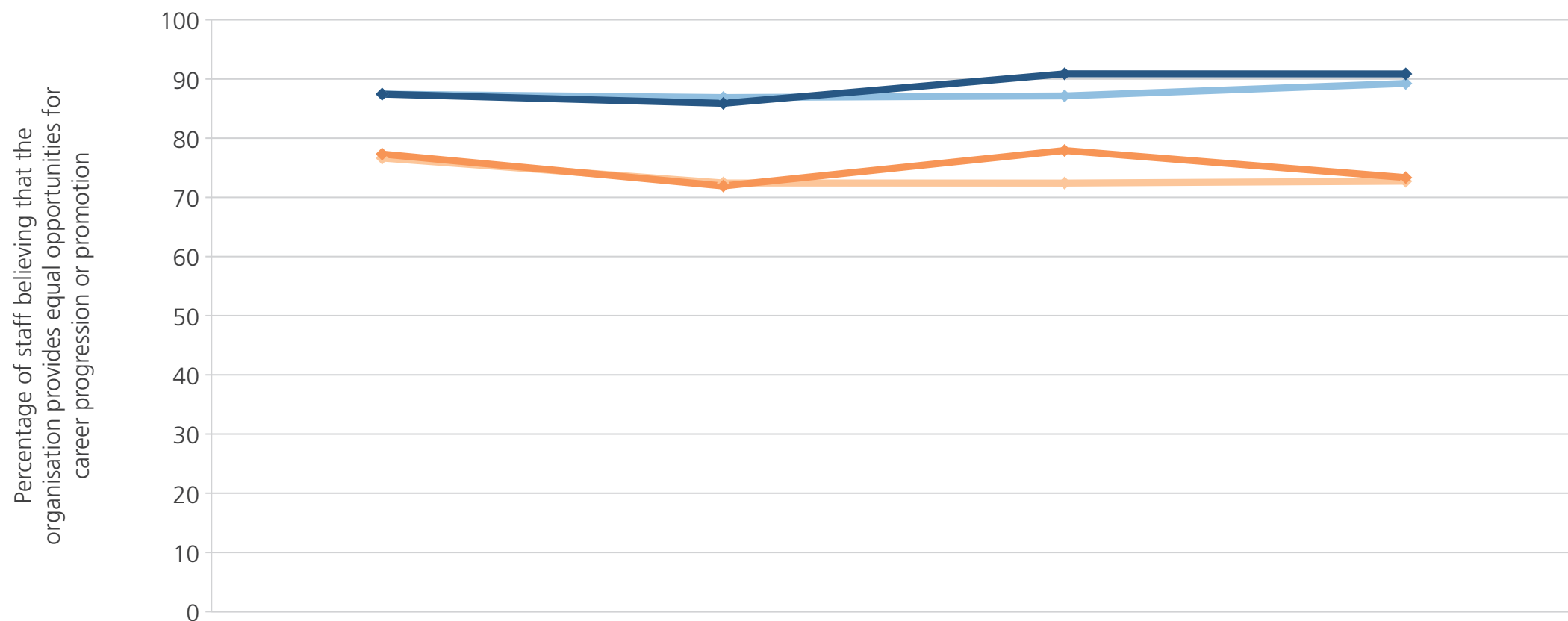
| | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| **White: Your org** | 87.4% | 85.9% | 90.9% | 90.9% |
| **BME: Your org** | 77.3% | 71.9% | 77.9% | 73.3% |
| **White: Average** | 87.4% | 86.9% | 87.1% | 89.2% |
| **BME: Average** | 76.6% | 72.4% | 72.4% | 72.7% |
| **White: Responses** | 701 | 595 | 877 | 886 |
| **BME: Responses** | 216 | 203 | 308 | 285 |

Average calculated as the median for the benchmark group
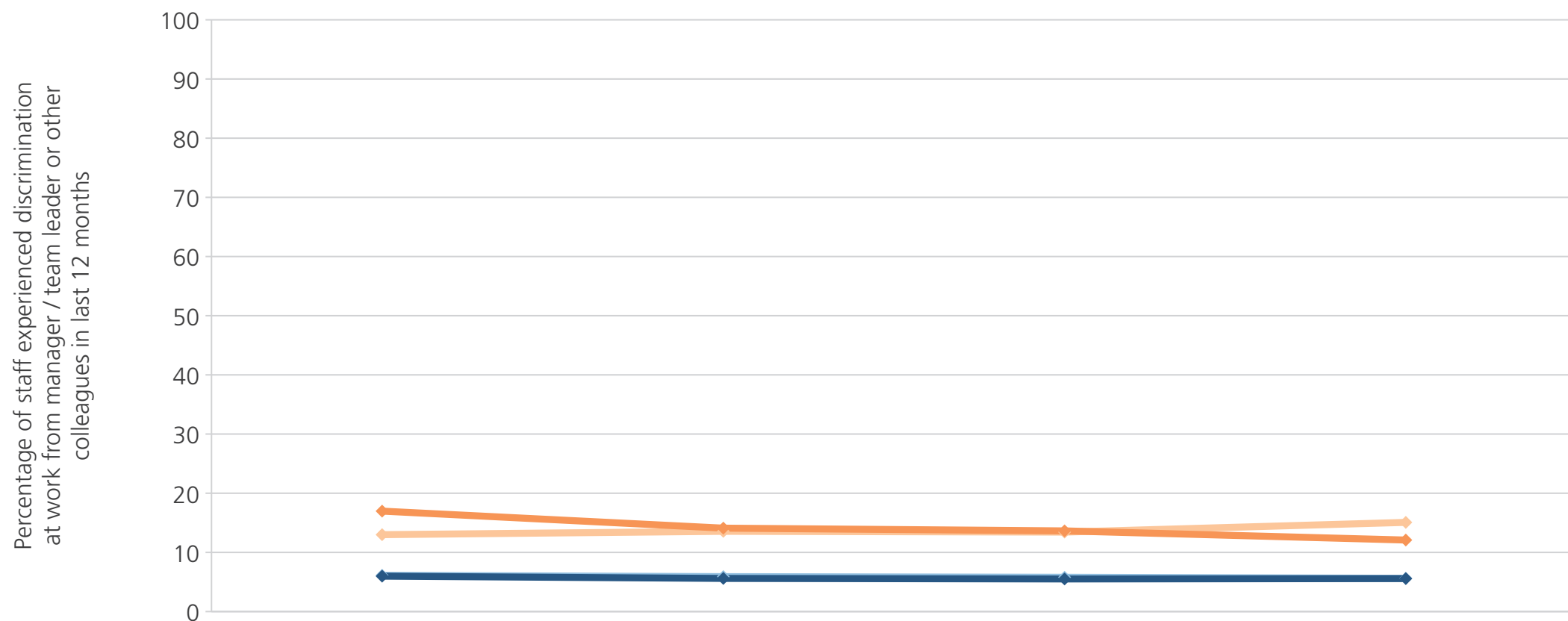
| | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| **White: Your org** | 6.0% | 5.6% | 5.5% | 5.6% |
| **BME: Your org** | 17.0% | 14.1% | 13.6% | 12.1% |
| **White: Average** | 6.1% | 5.9% | 5.8% | 5.6% |
| **BME: Average** | 13.0% | 13.6% | 13.4% | 15.1% |
| **White: Responses** | 936 | 875 | 1,216 | 1,202 |
| **BME: Responses** | 324 | 305 | 462 | 455 |

Average calculated as the median for the benchmark group

# Workforce Disability Equality Standard (WDES)

The approach to calculating the benchmark median scores and the way in which the data for Q13d are reported has changed this year. These changes have been applied retrospectively so historical data shown in the average calculations and all figures for Q13d are comparable. However, these figures are not directly comparable to the results reported in previous years. For more details please see the technical document.

Hertfordshire Partnership University NHS Foundation Trust

2020 NHS Staff Survey Results

Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months
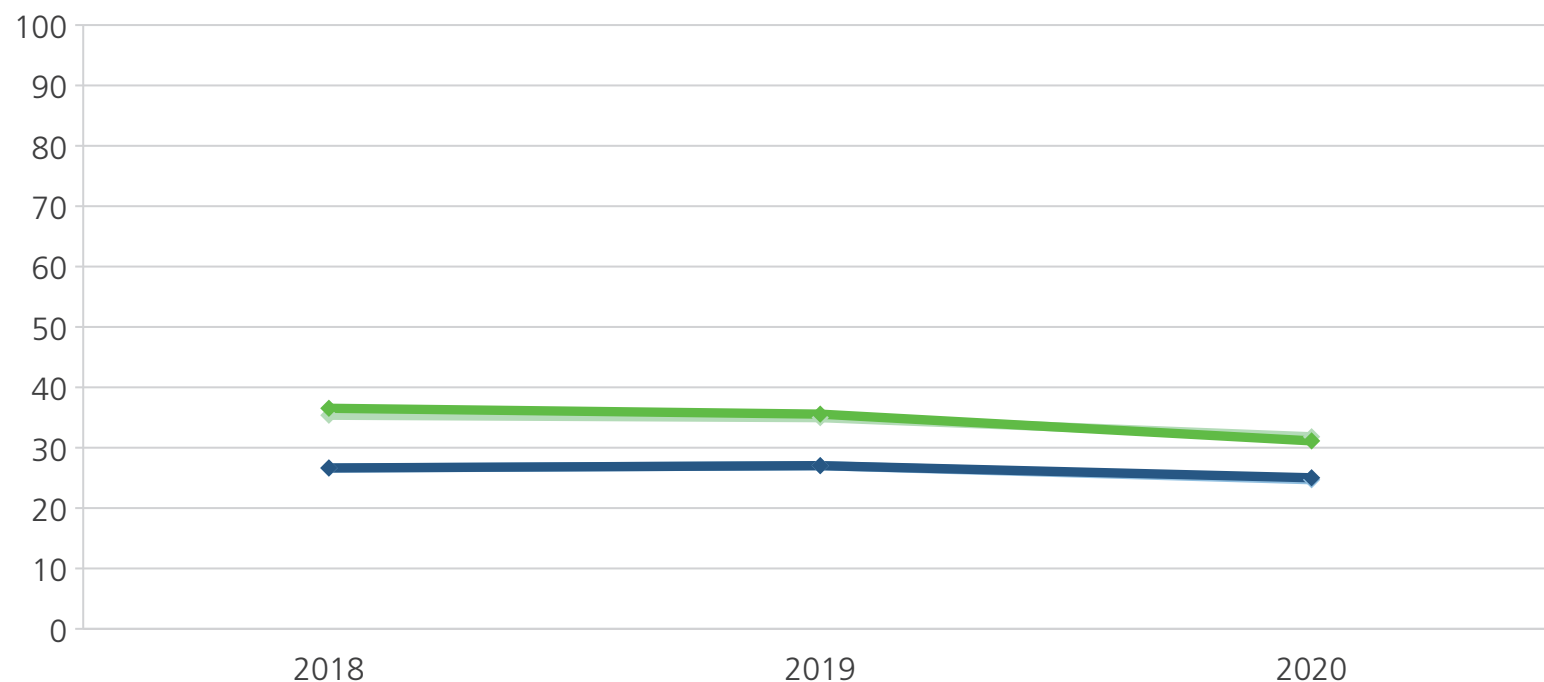


| | 2018 | 2019 | 2020 |
|---|---|---|---|
| Staff with a LTC or illness: Your org | 36.5% | 35.6% | 31.1% |
| Staff without a LTC or illness: Your org | 26.6% | 27.0% | 25.0% |
| Staff with a LTC or illness: Average | 35.4% | 35.0% | 31.8% |
| Staff without a LTC or illness: Average | 26.6% | 27.0% | 24.7% |
| Staff with a LTC or illness: Responses | 271 | 374 | 408 |
| Staff without a LTC or illness: Responses | 897 | 1,343 | 1,263 |

Average calculated as the median for the benchmark group

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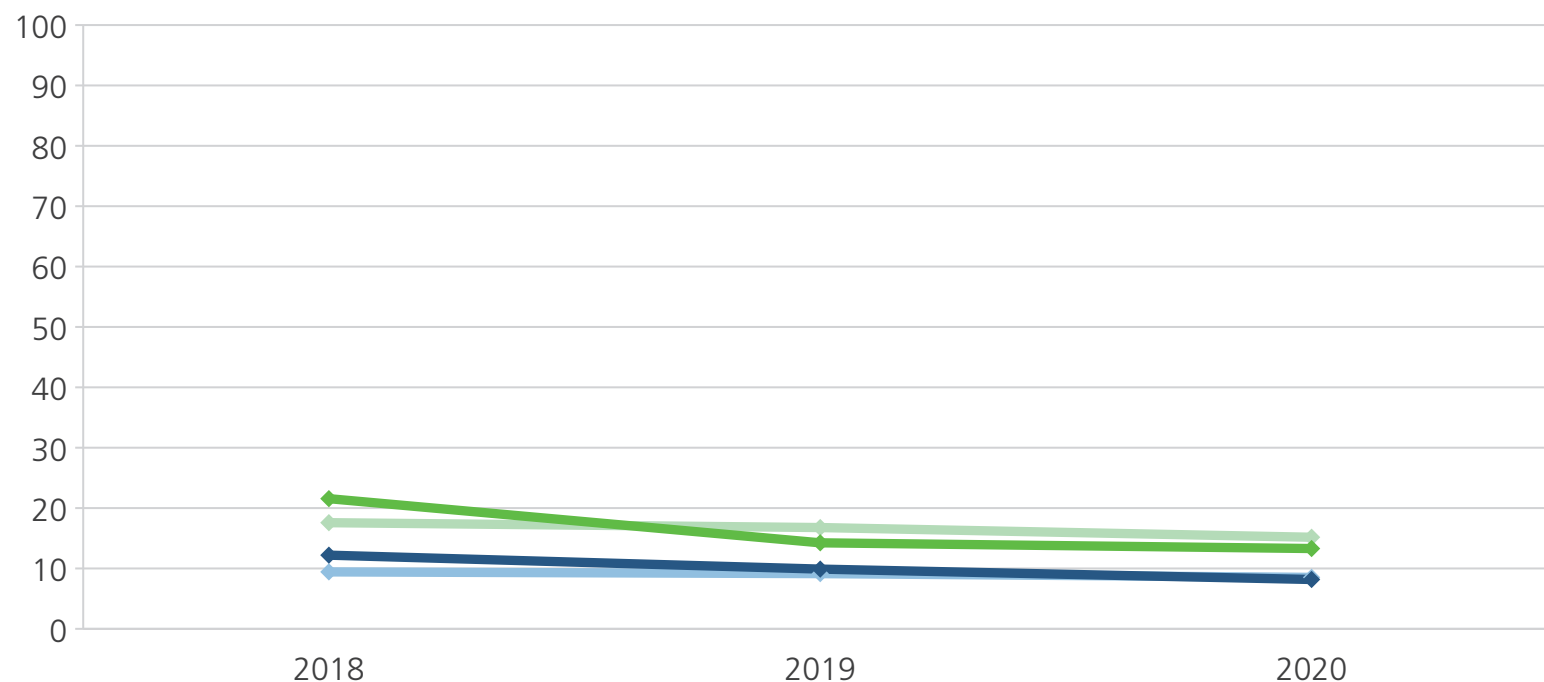


| | 2018 | 2019 | 2020 |
|---|---|---|---|
| Staff with a LTC or illness: Your org | 21.6% | 14.2% | 13.3% |
| Staff without a LTC or illness: Your org | 12.2% | 9.9% | 8.2% |
| Staff with a LTC or illness: Average | 17.6% | 16.8% | 15.2% |
| Staff without a LTC or illness: Average | 9.4% | 9.1% | 8.5% |
| Staff with a LTC or illness: Responses | 269 | 372 | 406 |
| Staff without a LTC or illness: Responses | 885 | 1,334 | 1,260 |

Average calculated as the median for the benchmark group

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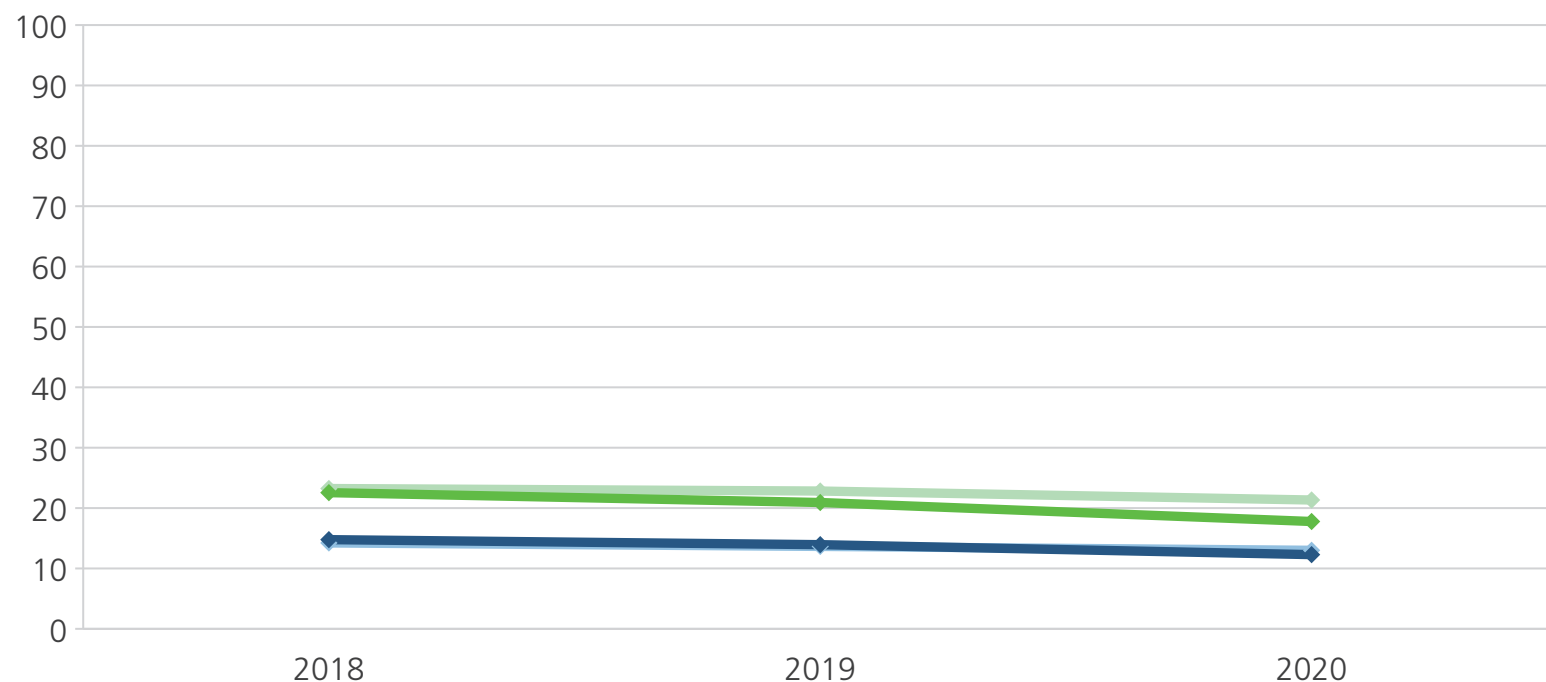


| | 2018 | 2019 | 2020 |
|---|---|---|---|
| Staff with a LTC or illness: Your org | 22.6% | 20.9% | 17.8% |
| Staff without a LTC or illness: Your org | 14.8% | 13.9% | 12.3% |
| Staff with a LTC or illness: Average | 23.2% | 22.8% | 21.3% |
| Staff without a LTC or illness: Average | 14.2% | 13.7% | 13.0% |
| Staff with a LTC or illness: Responses | 266 | 368 | 405 |
| Staff without a LTC or illness: Responses | 880 | 1,334 | 1,261 |

Average calculated as the median for the benchmark group
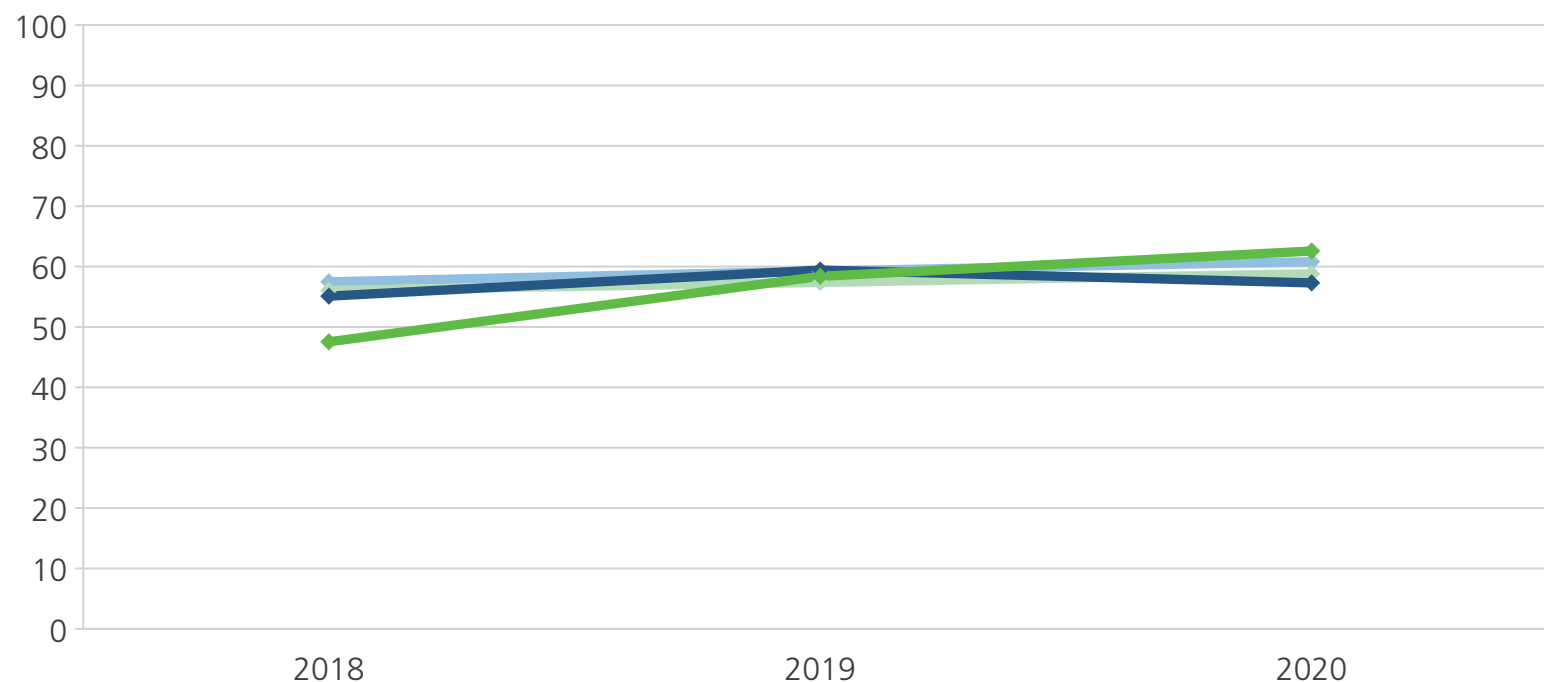
| | 2018 | 2019 | 2020 |
|---|---|---|---|
| Staff with a LTC or illness: Your org | 47.5% | 58.4% | 62.6% |
| Staff without a LTC or illness: Your org | 55.1% | 59.4% | 57.3% |
| Staff with a LTC or illness: Average | 56.1% | 57.4% | 58.8% |
| Staff without a LTC or illness: Average | 57.5% | 59.3% | 60.8% |
| Staff with a LTC or illness: Responses | 122 | 173 | 163 |
| Staff without a LTC or illness: Responses | 294 | 451 | 370 |

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
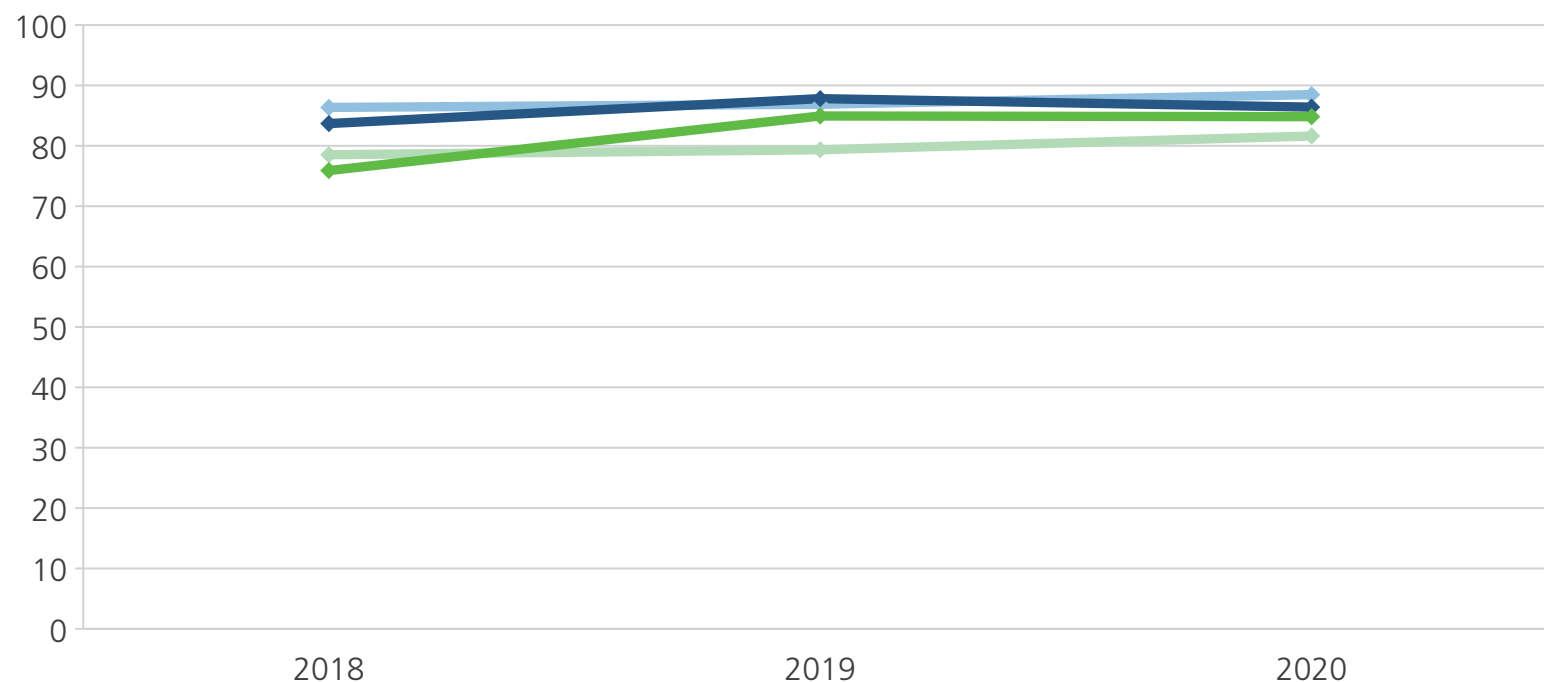


| | 2018 | 2019 | 2020 |
|---|---|---|---|
| Staff with a LTC or illness: Your org | 75.9% | 84.9% | 84.8% |
| Staff without a LTC or illness: Your org | 83.7% | 87.8% | 86.4% |
| Staff with a LTC or illness: Average | 78.5% | 79.3% | 81.6% |
| Staff without a LTC or illness: Average | 86.4% | 86.9% | 88.5% |
| Staff with a LTC or illness: Responses | 166 | 259 | 290 |
| Staff without a LTC or illness: Responses | 613 | 952 | 927 |

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
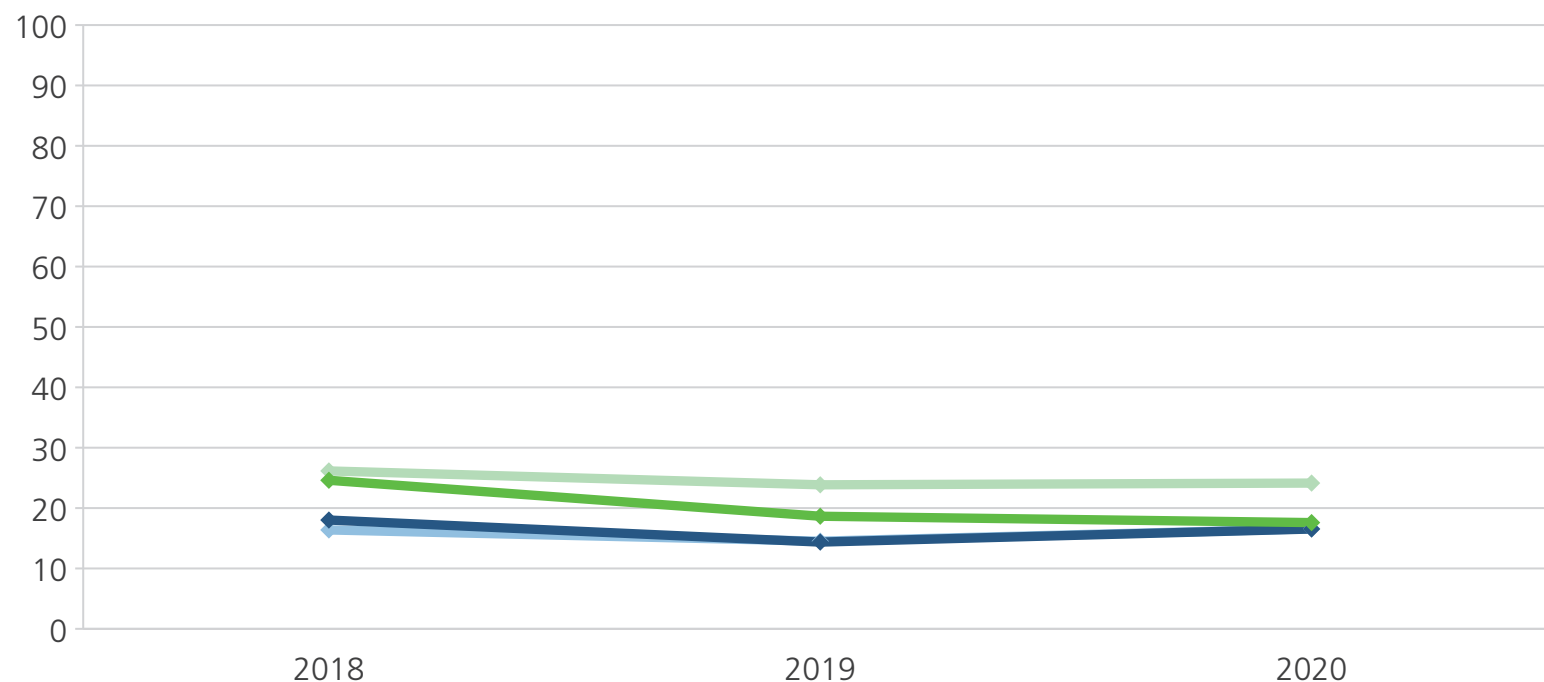


| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Staff with a LTC or illness: Your org** | 24.6% | 18.7% | 17.6% |
| **Staff without a LTC or illness: Your org** | 18.0% | 14.4% | 16.5% |
| **Staff with a LTC or illness: Average** | 26.2% | 23.9% | 24.1% |
| **Staff without a LTC or illness: Average** | 16.4% | 14.5% | 16.6% |
| **Staff with a LTC or illness: Responses** | 191 | 252 | 233 |
| **Staff without a LTC or illness: Responses** | 455 | 710 | 508 |

Average calculated as the median for the benchmark group
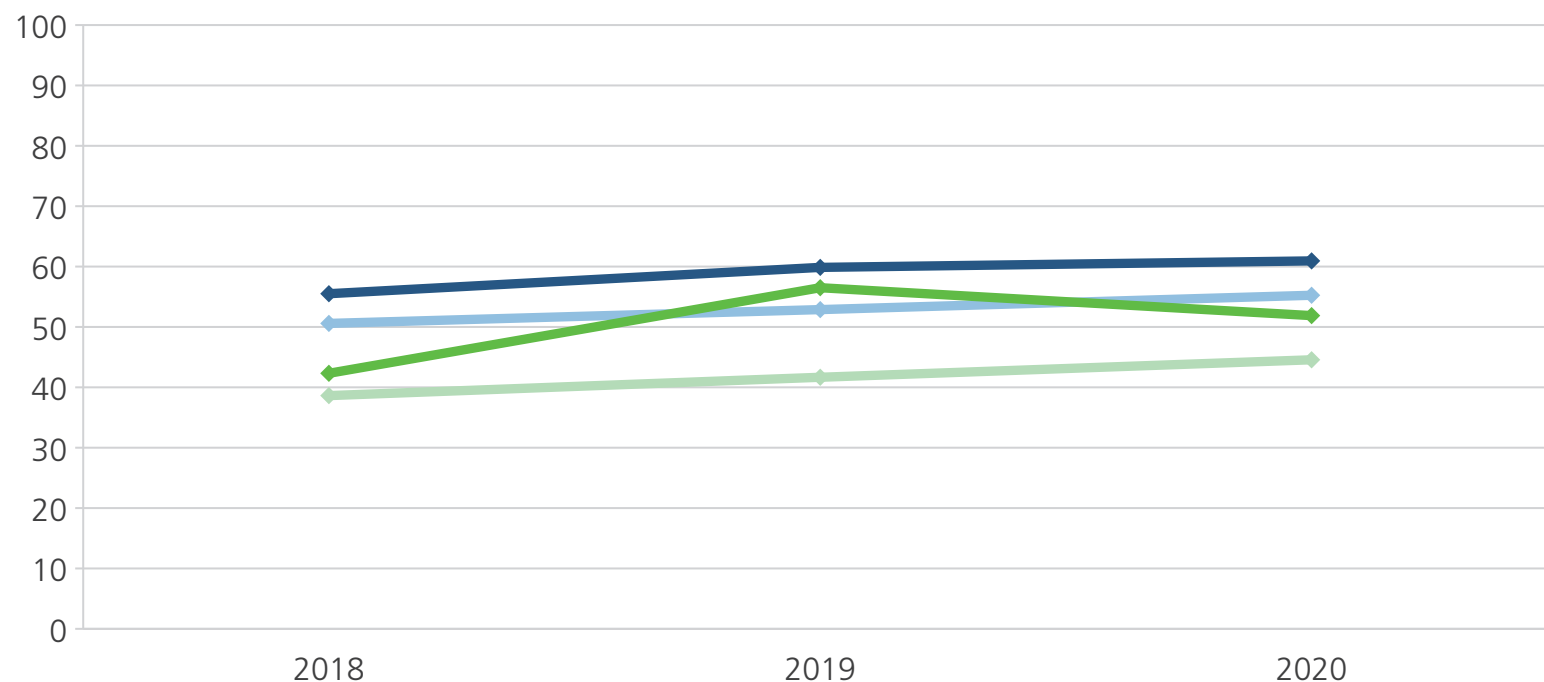
| | 2018 | 2019 | 2020 |
|---|---|---|---|
| Staff with a LTC or illness: Your org | 42.3% | 56.5% | 51.9% |
| Staff without a LTC or illness: Your org | 55.5% | 59.9% | 60.9% |
| Staff with a LTC or illness: Average | 38.6% | 41.7% | 44.6% |
| Staff without a LTC or illness: Average | 50.6% | 52.9% | 55.2% |
| Staff with a LTC or illness: Responses | 267 | 377 | 426 |
| Staff without a LTC or illness: Responses | 890 | 1,343 | 1,298 |

Average calculated as the median for the benchmark group

Percentage of staff with a long lasting health condition or illness saying their employer has made adequate adjustment(s) to enable them to carry out their work
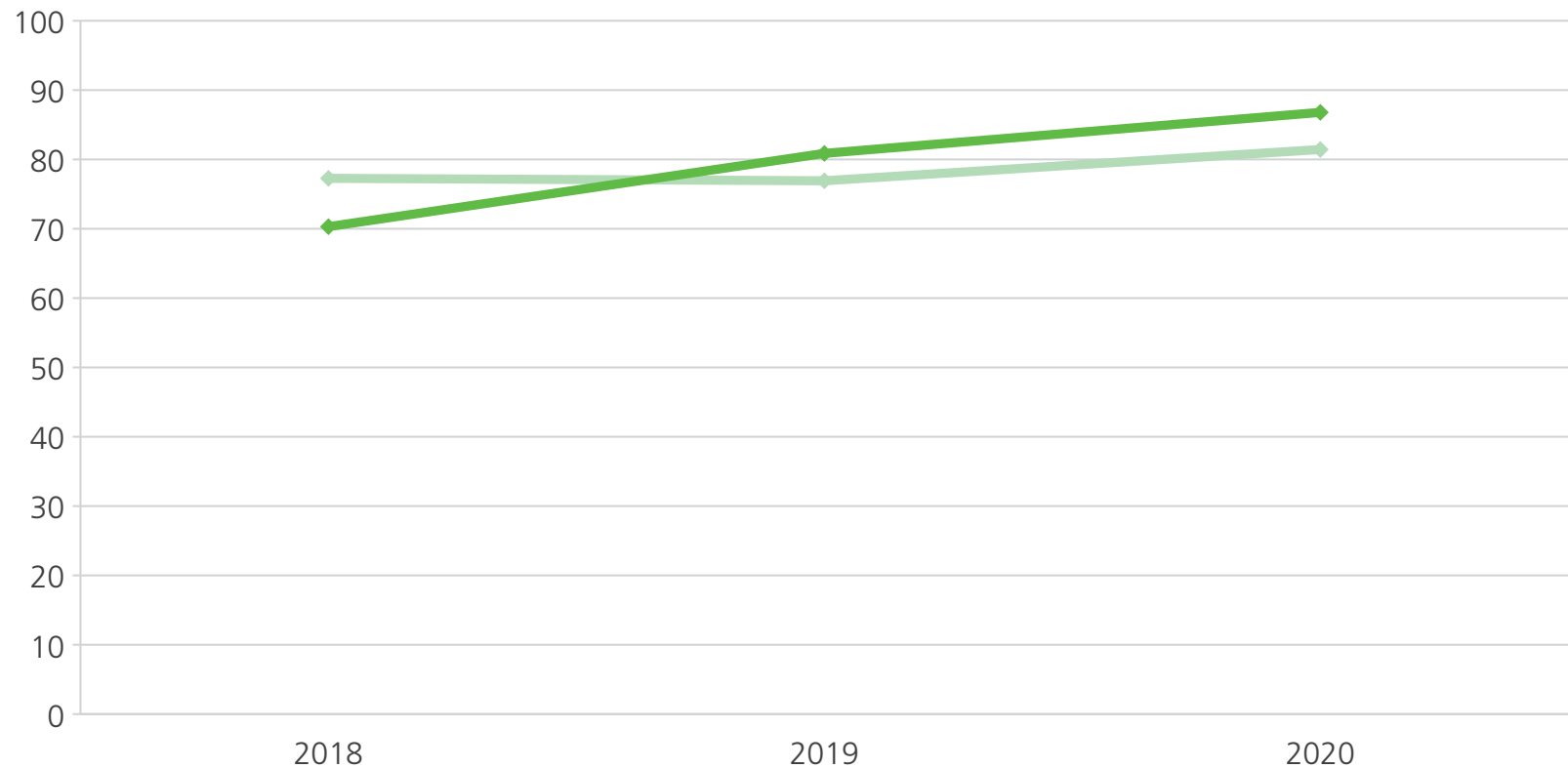


| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Staff with a LTC or illness: Your org** | 70.3% | 80.9% | 86.8% |
| **Staff with a LTC or illness: Average** | 77.3% | 76.9% | 81.4% |
| **Staff with a LTC or illness: Responses** | 165 | 230 | 280 |

Average calculated as the median for the benchmark group

Staff engagement score (0-10)
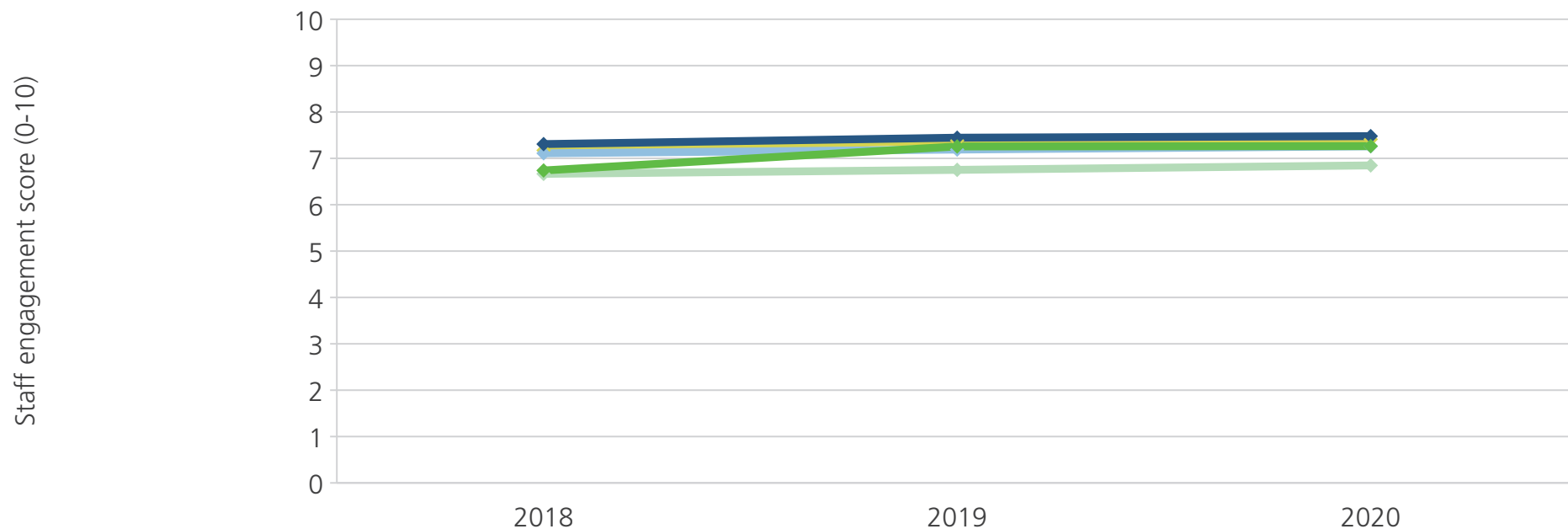
| | 2018 | 2019 | 2020 |
|---|---|---|---|
| **Organisation average** | 7.2 | 7.4 | 7.4 |
| **Staff with a LTC or illness: Your org** | 6.7 | 7.3 | 7.3 |
| **Staff without a LTC or illness: Your org** | 7.3 | 7.4 | 7.5 |
| **Staff with a LTC or illness: Average** | 6.7 | 6.8 | 6.8 |
| **Staff without a LTC or illness: Average** | 7.1 | 7.2 | 7.3 |
| **Organisation Responses** | 1,255 | 1,776 | 1,786 |
| **Staff with a LTC or illness: Responses** | 271 | 377 | 427 |
| **Staff without a LTC or illness: Responses** | 898 | 1,345 | 1,303 |

Average calculated as the median for the benchmark group

# Appendices

Hertfordshire Partnership University NHS Foundation Trust

2020 NHS Staff Survey Results

# Appendix A: Response rate

Hertfordshire Partnership University NHS Foundation Trust

2020 NHS Staff Survey Results
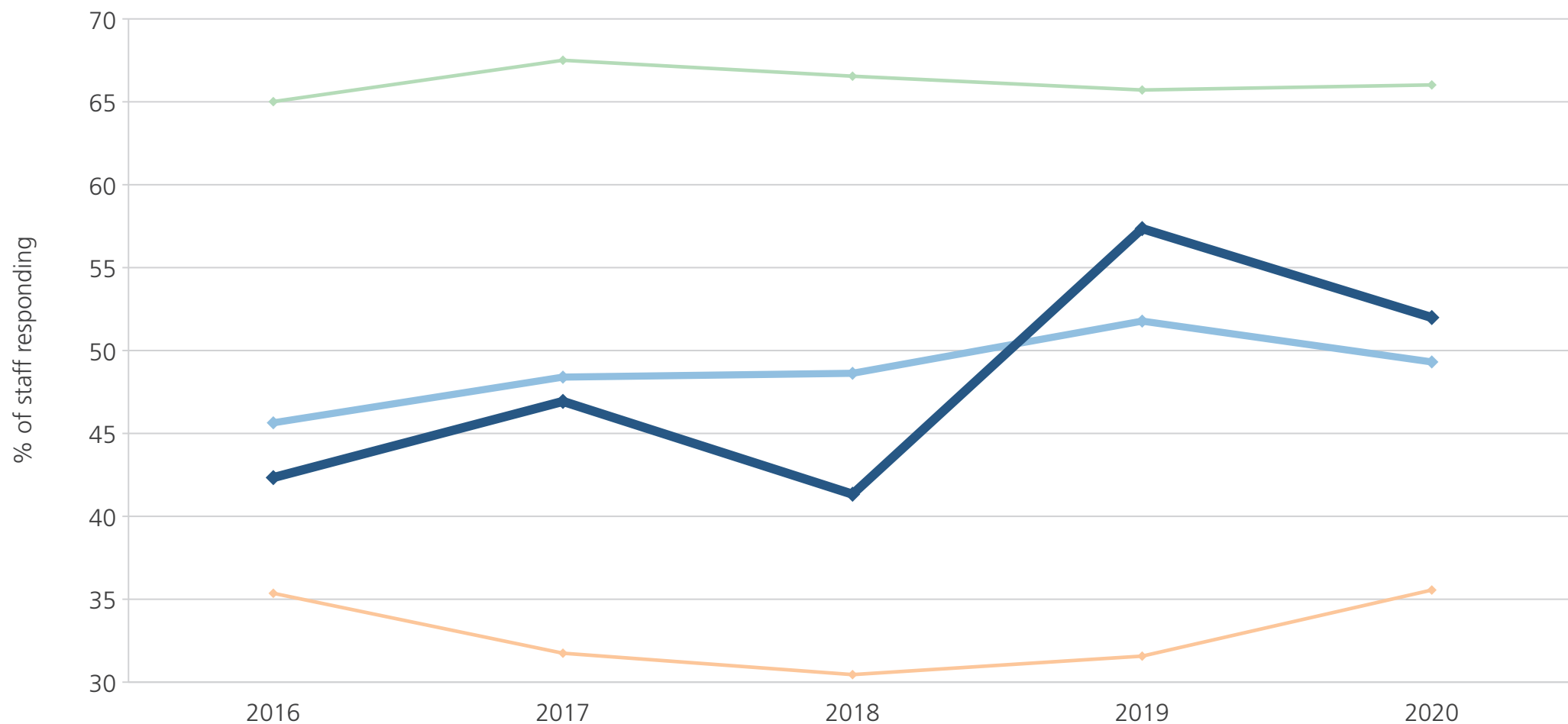
| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 65.0% | 67.5% | 66.5% | 65.7% | 66.0% |
| **Your org** | 42.3% | 46.9% | 41.3% | 57.4% | 52.0% |
| **Median** | 45.6% | 48.4% | 48.6% | 51.8% | 49.3% |
| **Worst** | 35.4% | 31.7% | 30.5% | 31.6% | 35.6% |

# Appendix B: Significance testing - 2019 v 2020 theme results

Hertfordshire Partnership University NHS Foundation Trust

2020 NHS Staff Survey 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 2020 score is significantly higher than last year's, whereas ↓ indicates that the 2020 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 | 2019 score | 2019 respondents | 2020 score | 2020 respondents | Statistically significant change? |
|---|---|---|---|---|---|
| Equality, diversity & inclusion | 8.9 | 1757 | 8.9 | 1770 | Not significant |
| Health & wellbeing | 6.3 | 1766 | 6.6 | 1773 | ↑ |
| Immediate managers † | 7.4 | 1765 | 7.4 | 1772 | Not significant |
| Morale | 6.5 | 1734 | 6.6 | 1758 | Not significant |
| Quality of care | 7.7 | 1533 | 7.7 | 1533 | Not significant |
| Safe environment - Bullying & harassment | 8.1 | 1748 | 8.2 | 1707 | Not significant |
| Safe environment - Violence | 9.3 | 1752 | 9.3 | 1765 | Not significant |
| Safety culture | 7.2 | 1755 | 7.3 | 1767 | Not significant |
| Staff engagement | 7.4 | 1776 | 7.4 | 1786 | Not significant |
| Team working | 7.1 | 1756 | 7.1 | 1765 | Not significant |

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

† The calculation for the immediate managers theme has changed this year due to the omission of one of the questions which previously contributed to the theme. This change has been applied retrospectively so data for 2016-2020 shown in this table are comparable. However, these figures are not directly comparable to the results reported in previous years. For more details please see the technical document.

# Appendix C: Tips on using your benchmark report

Hertfordshire Partnership University NHS Foundation Trust

2020 NHS Staff Survey Results

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

➤ The themes cover ten areas of staff experience and present results in these areas in a clear and consistent way. All of the ten 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.
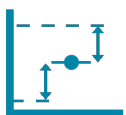
➤ **Question results are benchmarked** so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are benchmarked so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single graph.

**Survey Coordination Centre**

**NHS England**

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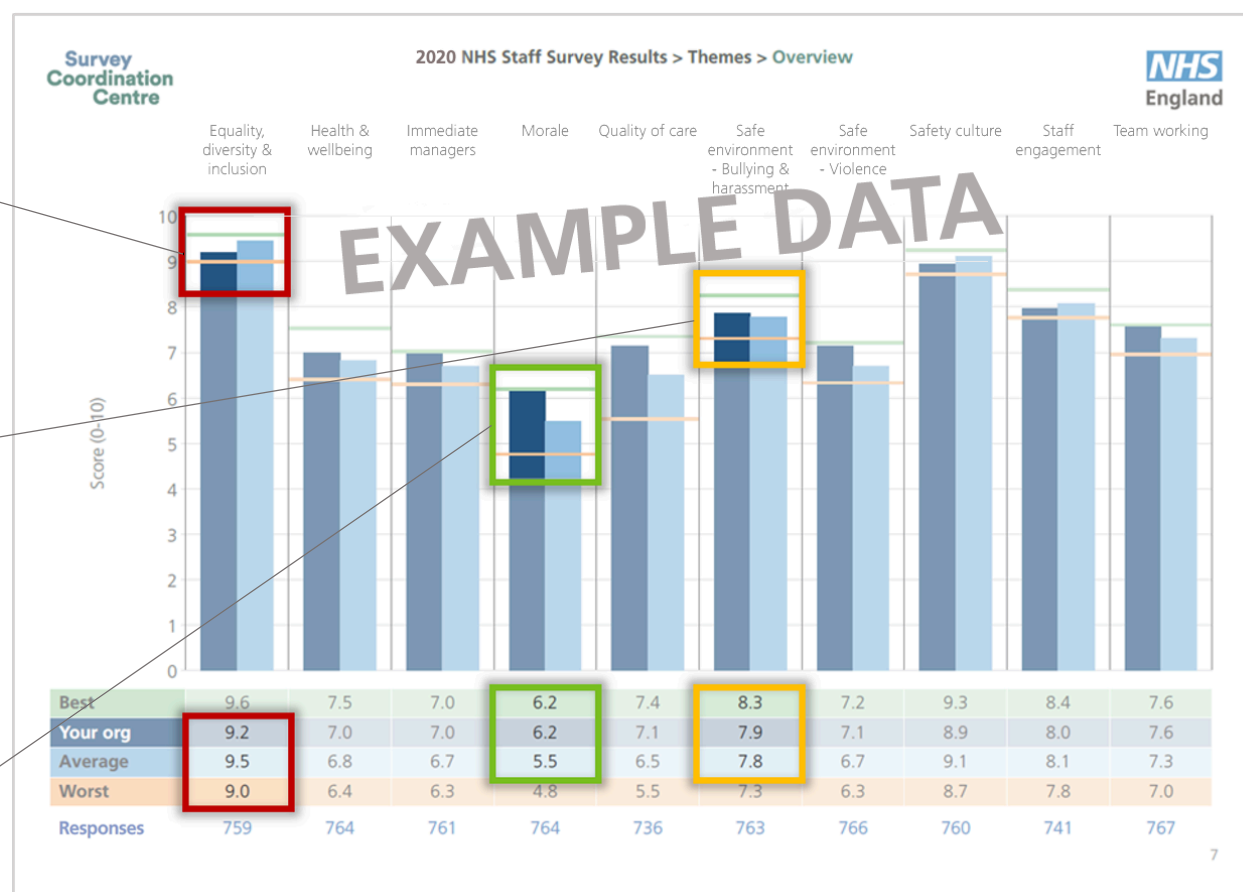
It is important to **consider each theme result within the range of its benchmarking group 'Best' and 'Worst' scores**, rather than comparing theme scores to one another. Comparing organisation scores to the benchmarking group average is another important point of reference.

## 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.
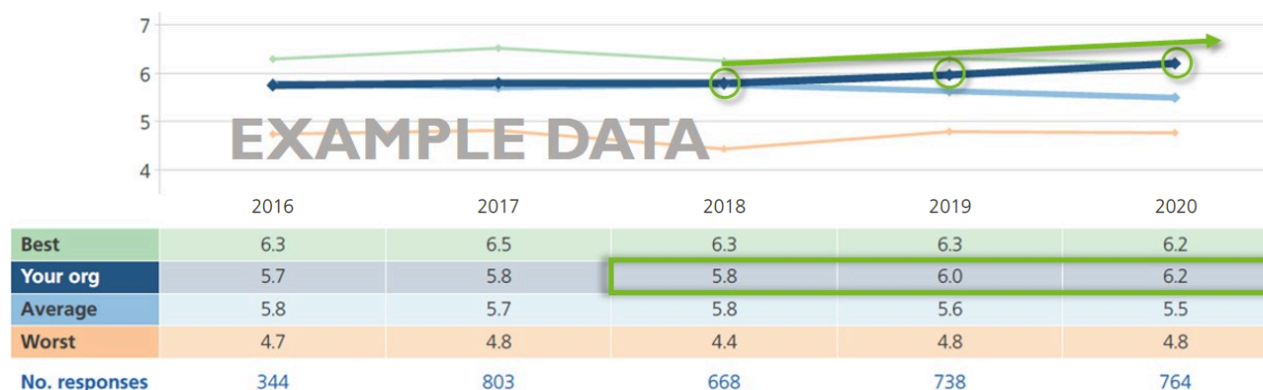
- Positive stories to report could be ones where your organisation approaches or matches the benchmarking group's 'Best' score.



2020 NHS Staff Survey Results > Themes > Overview

EXAMPLE DATA

| | Equality, diversity & inclusion | Health & wellbeing | Immediate managers | Morale | Quality of care | Safe environment - Bullying & harassment | Safe environment - Violence | Safety culture | Staff engagement | Team working |
|---|---|---|---|---|---|---|---|---|---|---|
| Best | 9.6 | 7.5 | 7.0 | 6.2 | 7.4 | 8.3 | 7.2 | 9.3 | 8.4 | 7.6 |
| Your org | 9.2 | 7.0 | 7.0 | 6.2 | 7.1 | 7.9 | 7.1 | 8.9 | 8.0 | 7.6 |
| Average | 9.5 | 6.8 | 6.7 | 5.5 | 6.5 | 7.8 | 6.7 | 9.1 | 8.1 | 7.3 |
| Worst | 9.0 | 6.4 | 6.3 | 4.8 | 5.5 | 7.3 | 6.3 | 8.7 | 7.8 | 7.0 |
| Responses | 759 | 764 | 761 | 764 | 736 | 763 | 766 | 760 | 741 | 767 |

*Only one example is highlighted for each point*

## 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.



| | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Best** | 6.3 | 6.5 | 6.3 | 6.3 | 6.2 |
| **Your org** | 5.7 | 5.8 | 5.8 | 6.0 | 6.2 |
| **Average** | 5.8 | 5.7 | 5.8 | 5.6 | 5.5 |
| **Worst** | 4.7 | 4.8 | 4.4 | 4.8 | 4.8 |
| **No. responses** | 344 | 803 | 668 | 738 | 764 |

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.
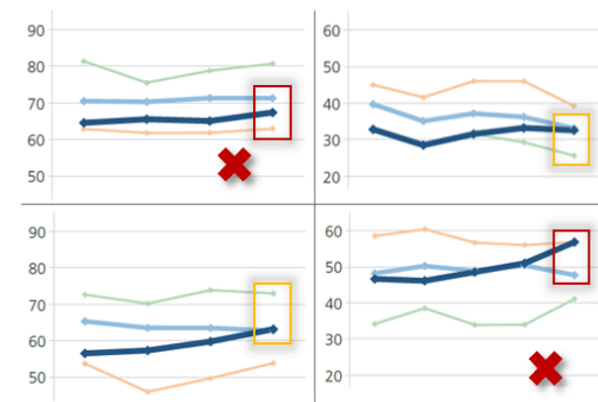


❌ = Negative driver, org result falls between average & worst benchmarking group result for question
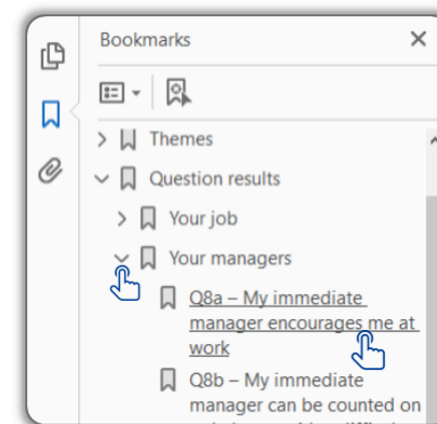
This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 180 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data. It is worth noting that a PDF summary report is also available. This presents the same data as this main benchmark report, but does not include the detailed question level reporting.

## Identifying questions of interest

Use the bookmarks bar to navigate directly to 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.

➤ **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).
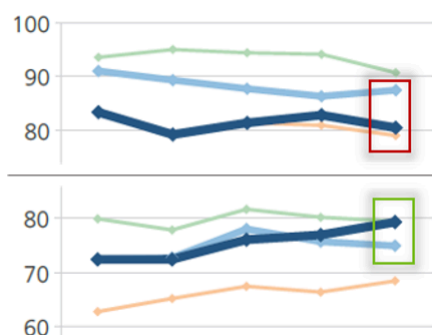


➤ **To identify areas of concern**: look for questions where the organisation value falls between the benchmarking group average and the worst score, particularly questions where your organisation result is very close to the worst score. Review changes in the trend data to establish if there has been 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

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# 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 Hertfordshire Partnership University NHS Foundation Trust.

## National results

**National Trend Data** and **National Breakdowns**: Dashboards containing national results – data available for five years where possible.

**National Free Text report**: A PDF report will be available from April 2021 that highlights the themes, subthemes and sentiment scores of the free text comments from questions 21a and 21b.