

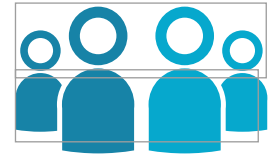
North Cumbria Integrated Care NHS Foundation Trust

2020 NHS Staff Survey

Summary Benchmark Report

**North Cumbria Integrated Care NHS
Foundation Trust**

2020 NHS Staff Survey



Organisation details

Completed questionnaires **2,855**

2020 response rate **45%**

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

Survey details

Survey mode **Mixed**

Sample type **Census**



This organisation is benchmarked against:

**Acute and Acute &
Community Trusts**



2020 benchmarking group details

Organisations in group: **128**

Median response rate: **45%**

No. of completed questionnaires:
402,201

Key features

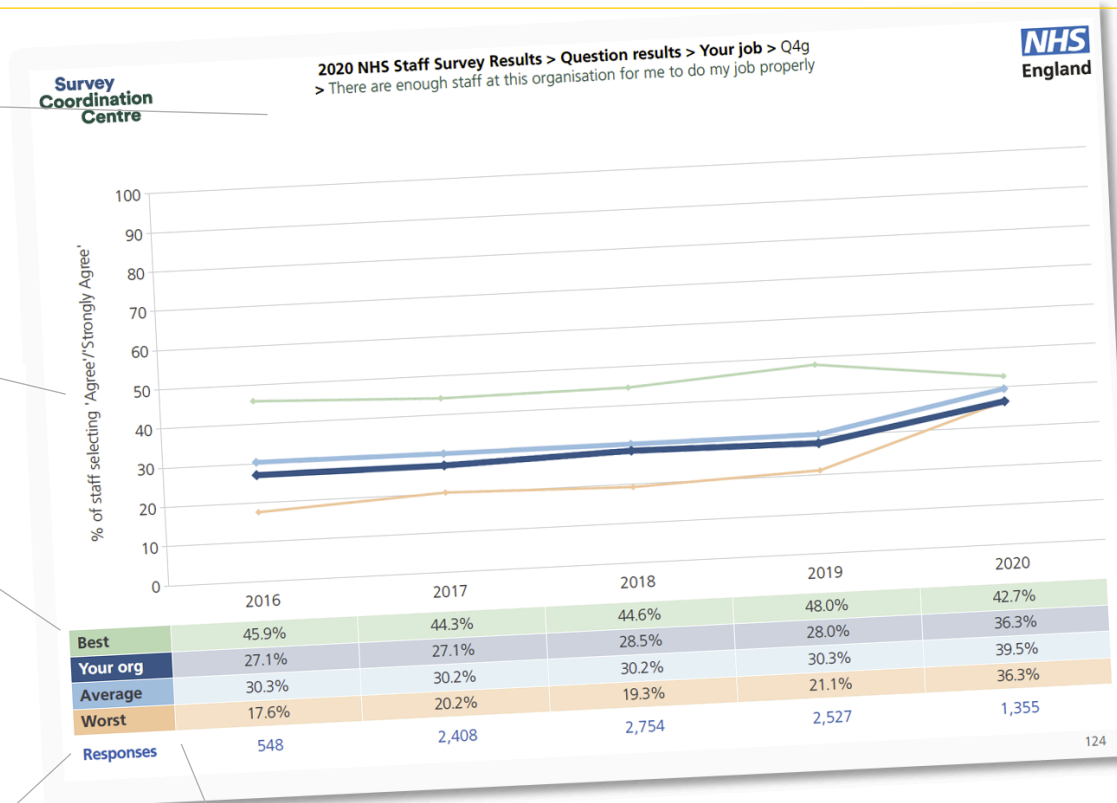
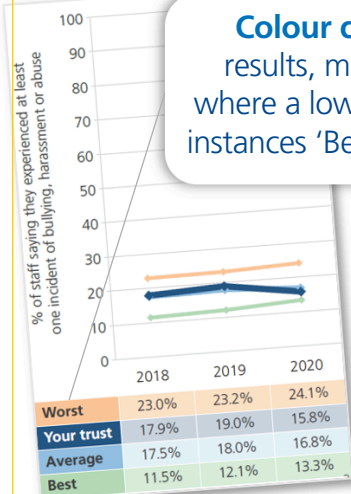
Question number and text
(or the theme) specified
at the top of each slide

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

Colour coding highlights best / worst
results, making it easy to spot questions
where a lower percentage is better – in such
instances 'Best' is the bottom line in the table

 **Keep an eye out!**

Number of responses
for the organisation
for the given question



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



Full details on how the scores are calculated are provided in the **Technical Document**, under the Supporting Documents section of our [results page](#)

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](#).

North Cumbria Integrated Care NHS Foundation Trust

2020 NHS Staff Survey Results

Equality,
diversity &
inclusion

Health &
wellbeing

Immediate
managers

Morale

Quality of care

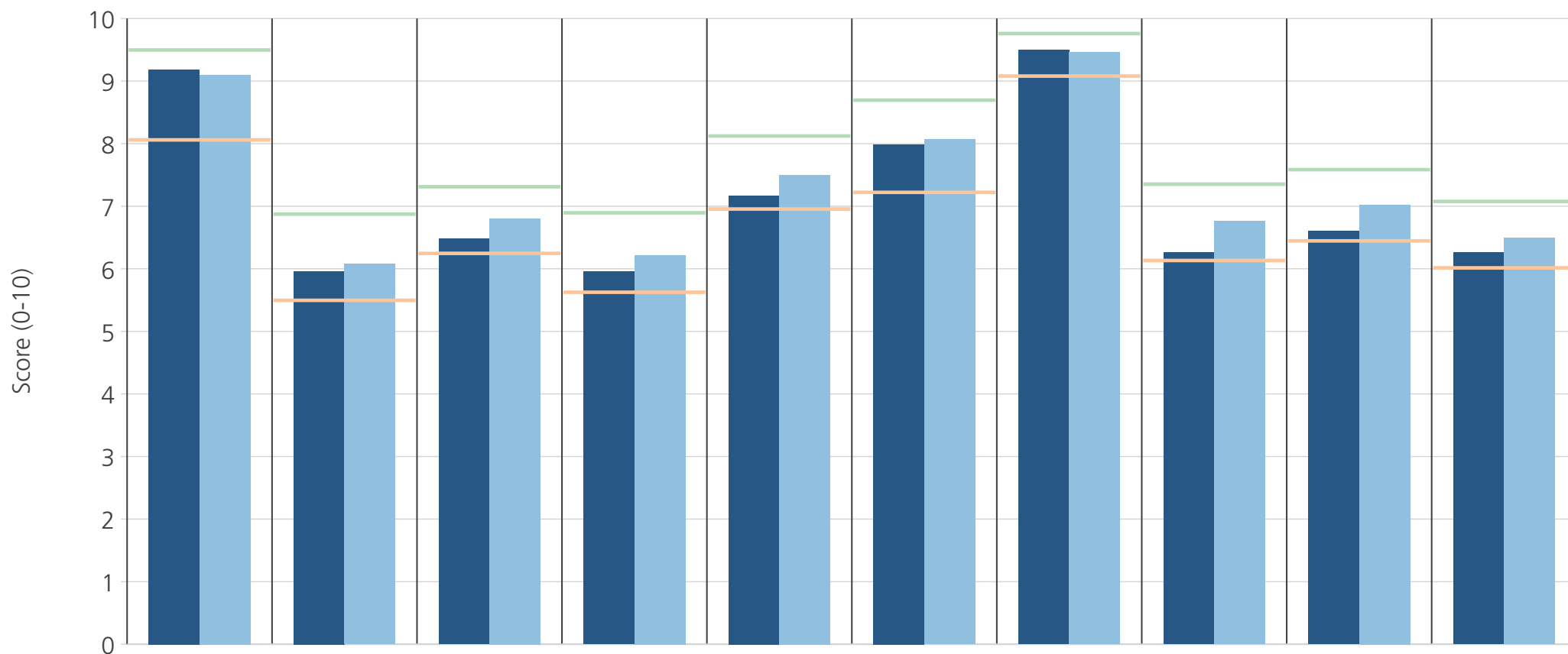
Safe
environment
- Bullying &
harassment

Safe
environment
- Violence

Safety culture

Staff
engagement

Team working

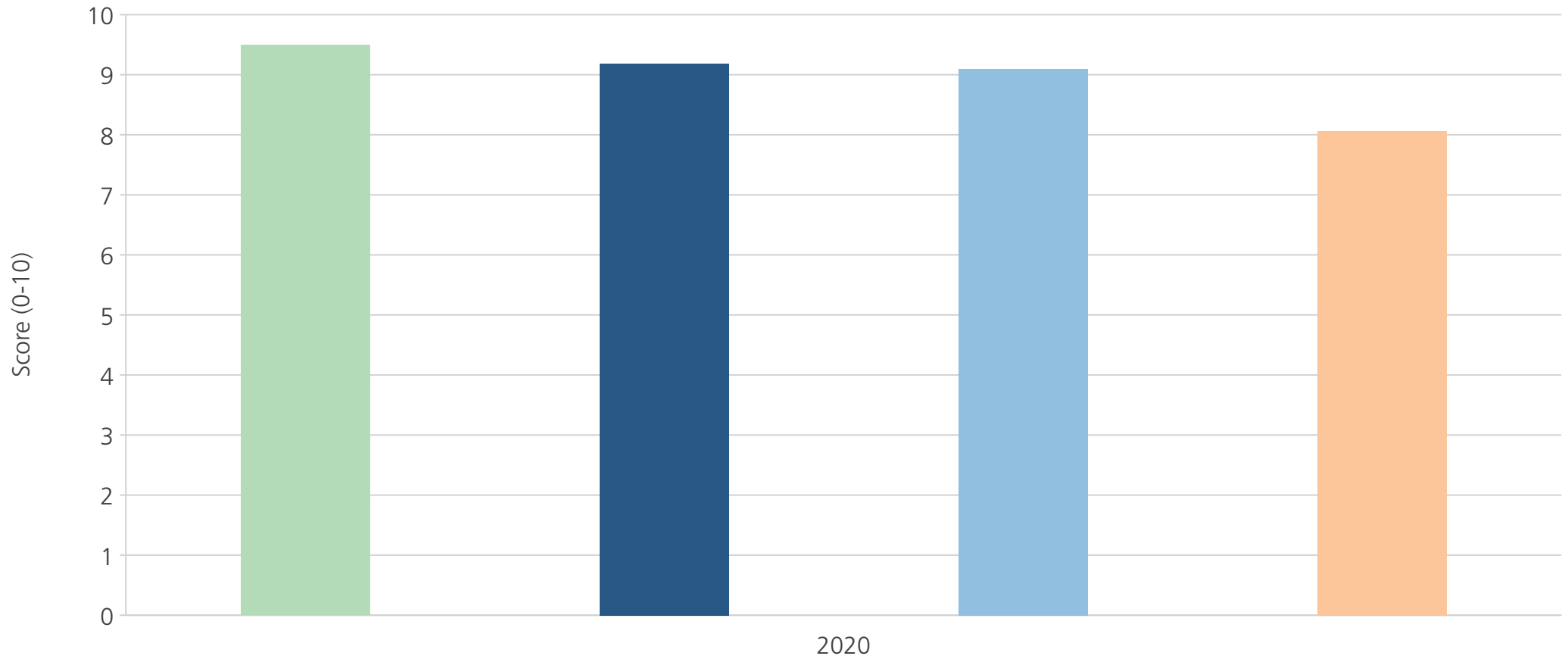


Best	9.5	6.9	7.3	6.9	8.1	8.7	9.8	7.4	7.6	7.1
Your org	9.2	6.0	6.5	6.0	7.2	8.0	9.5	6.3	6.6	6.3
Average	9.1	6.1	6.8	6.2	7.5	8.1	9.5	6.8	7.0	6.5
Worst	8.1	5.5	6.2	5.6	7.0	7.2	9.1	6.1	6.4	6.0
Responses	2,752	2,770	2,777	2,745	2,381	2,701	2,766	2,757	2,799	2,760

Theme results – Trends

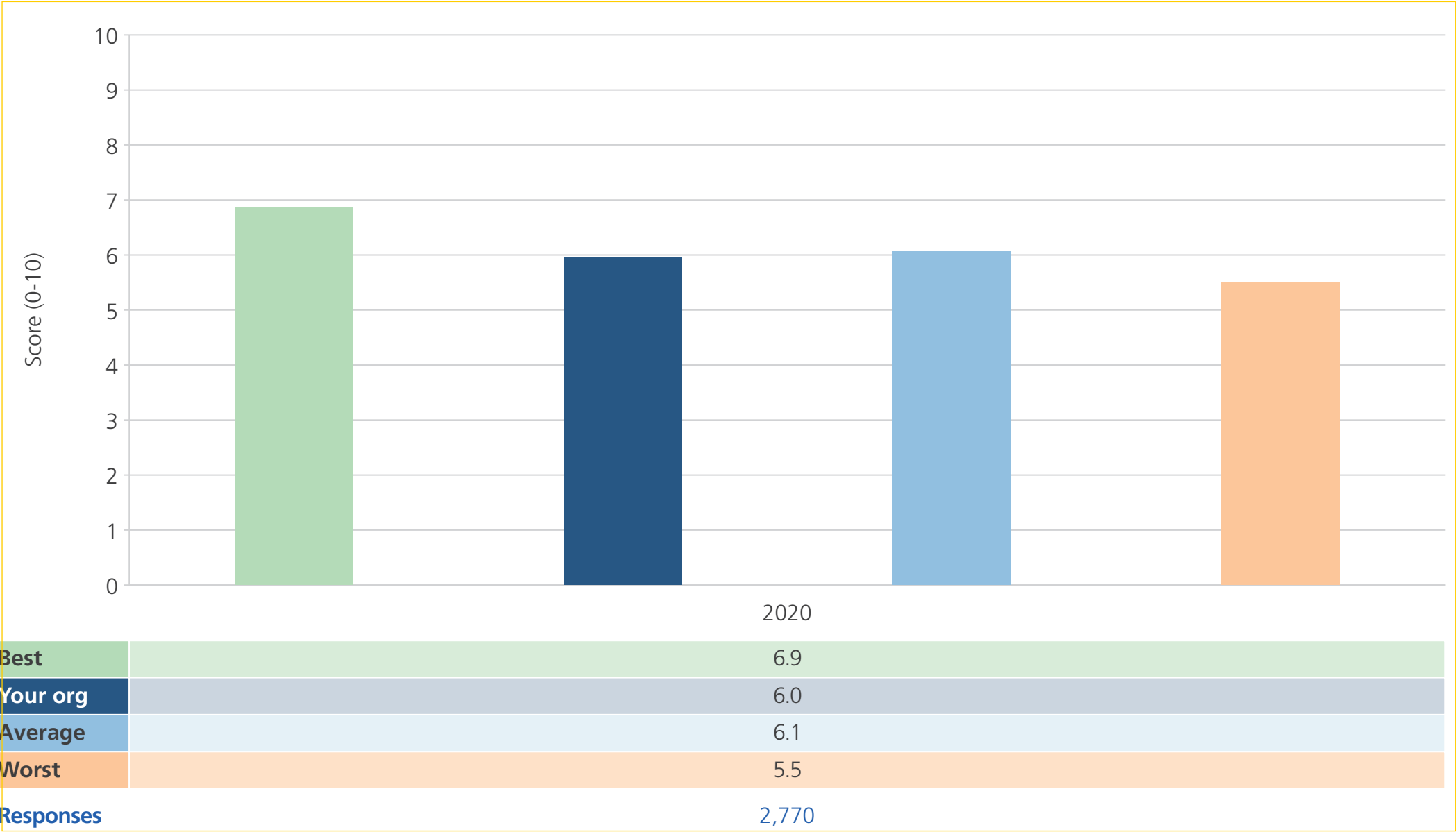
North Cumbria Integrated Care NHS Foundation Trust

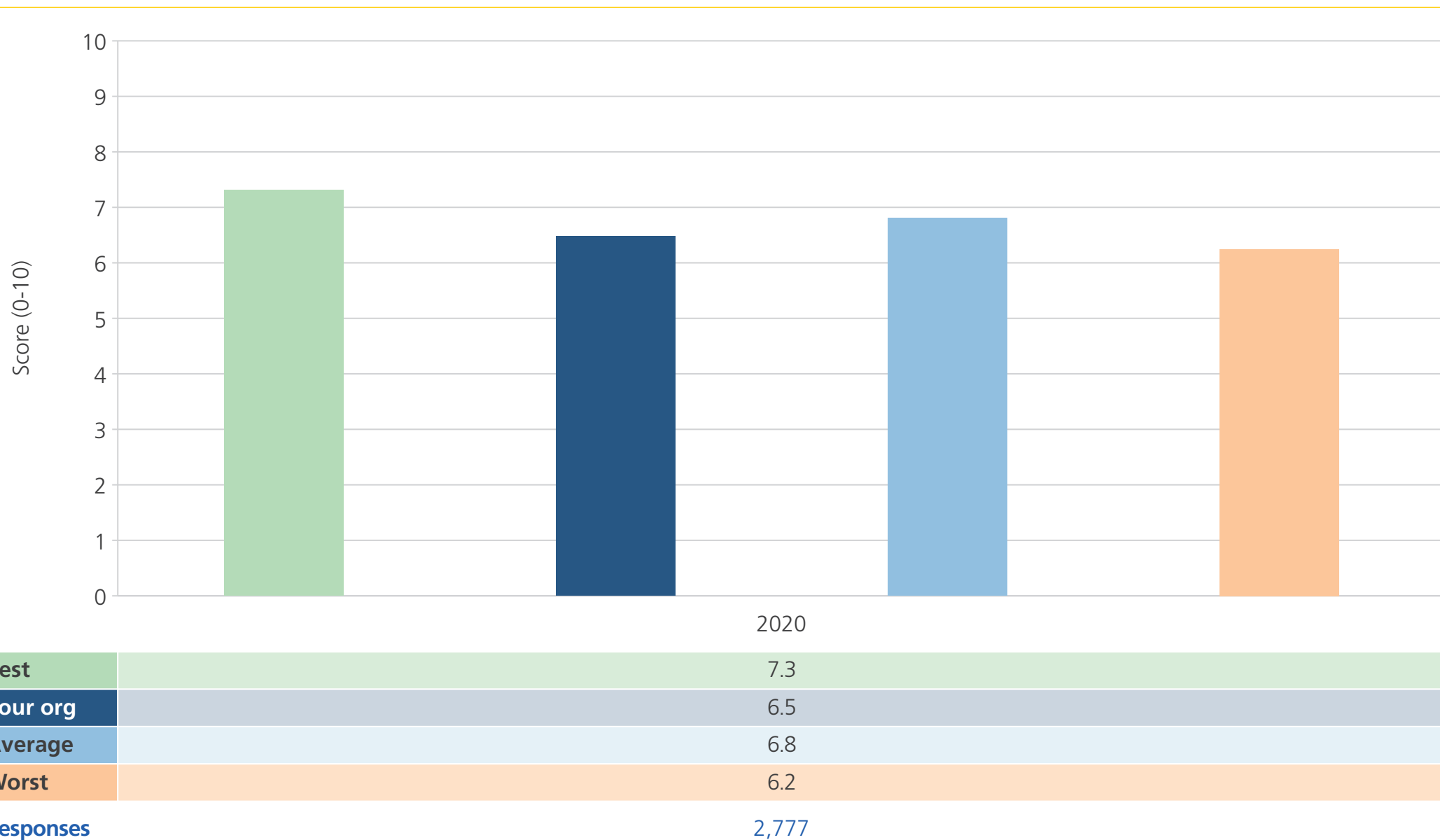
2020 NHS Staff Survey Results

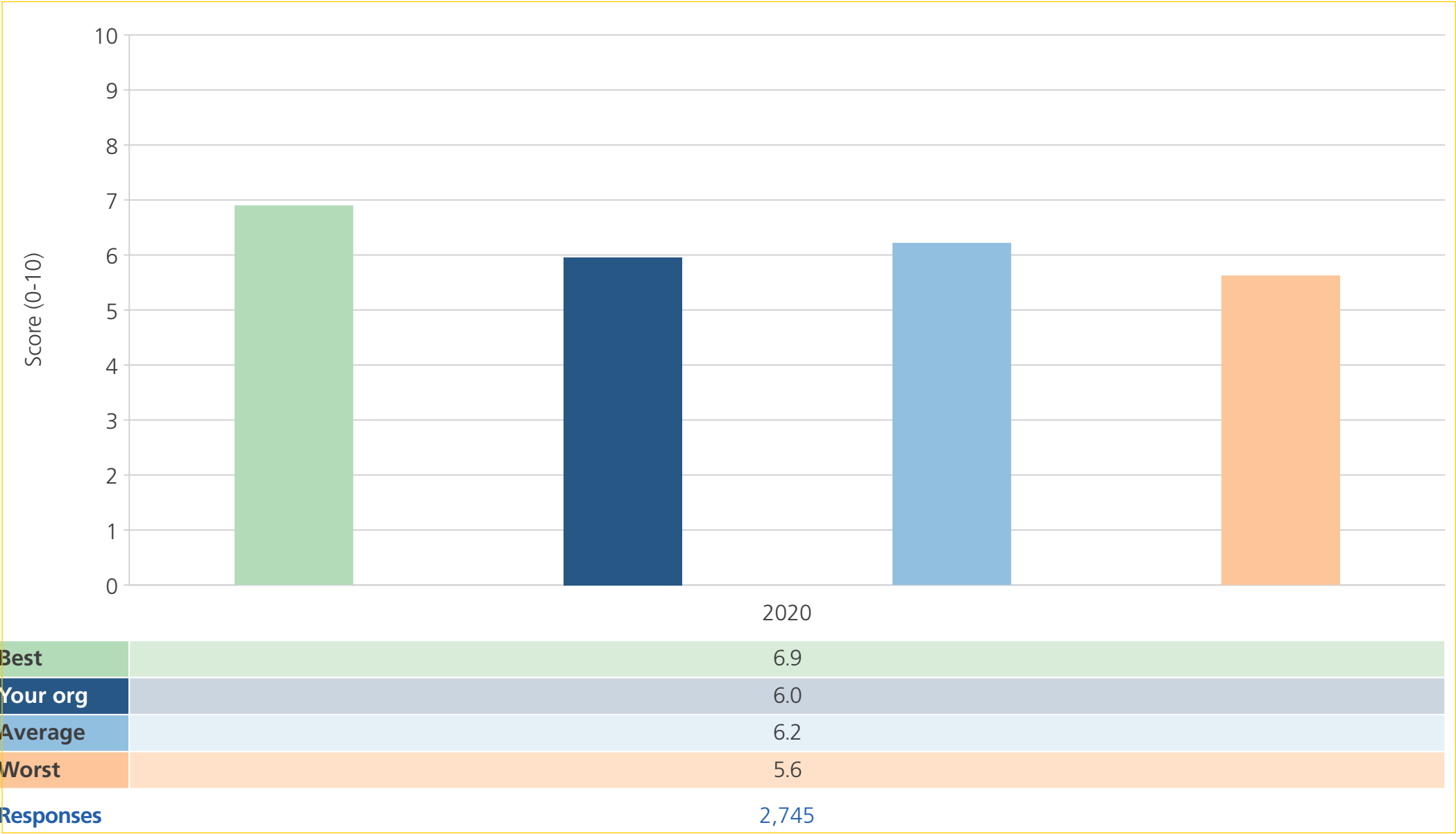


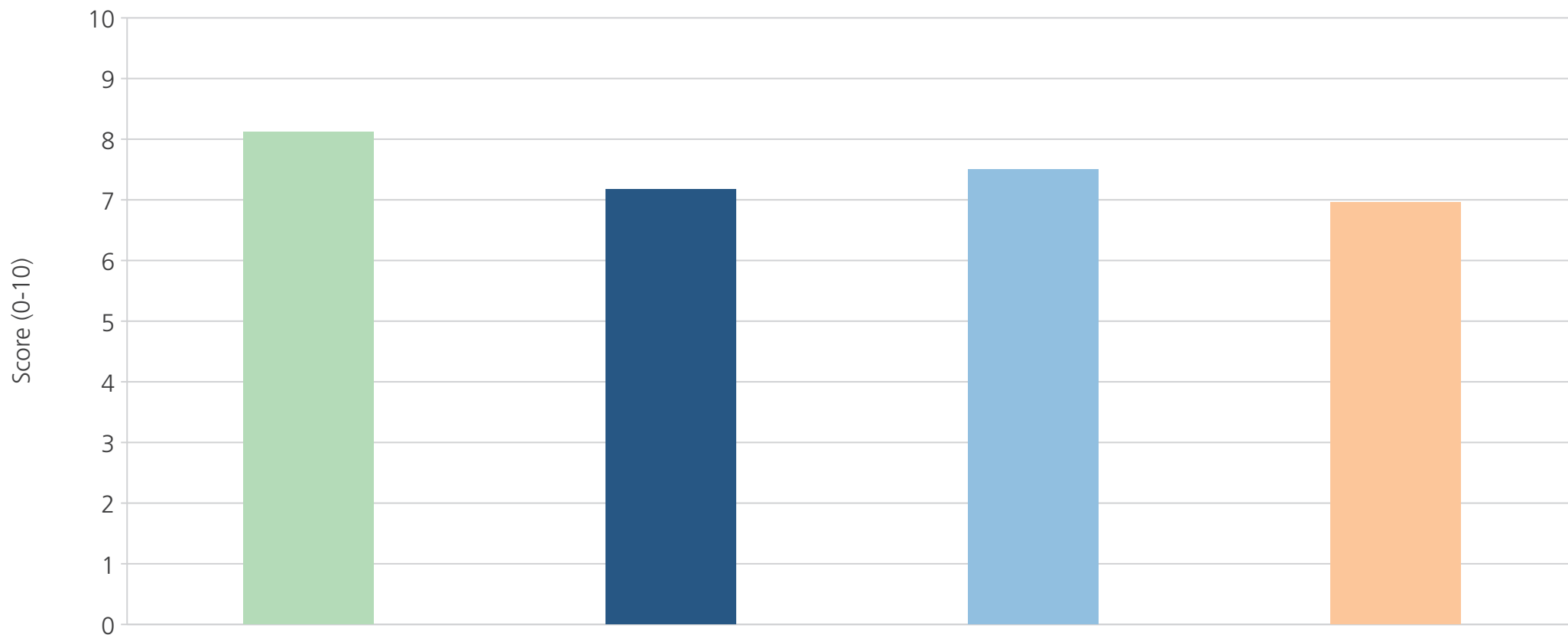
Best	9.5
Your org	9.2
Average	9.1
Worst	8.1

Responses 2,752







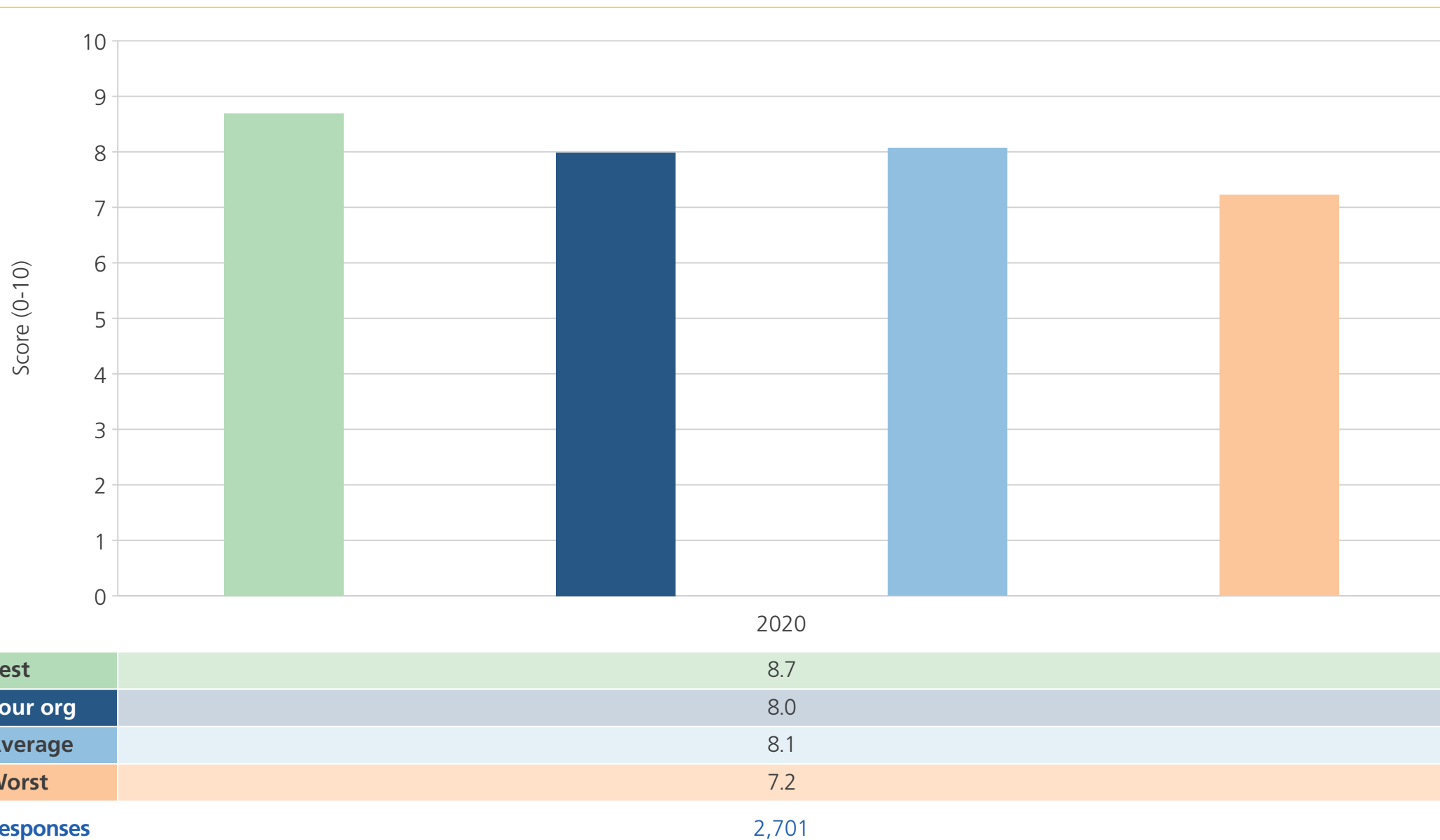


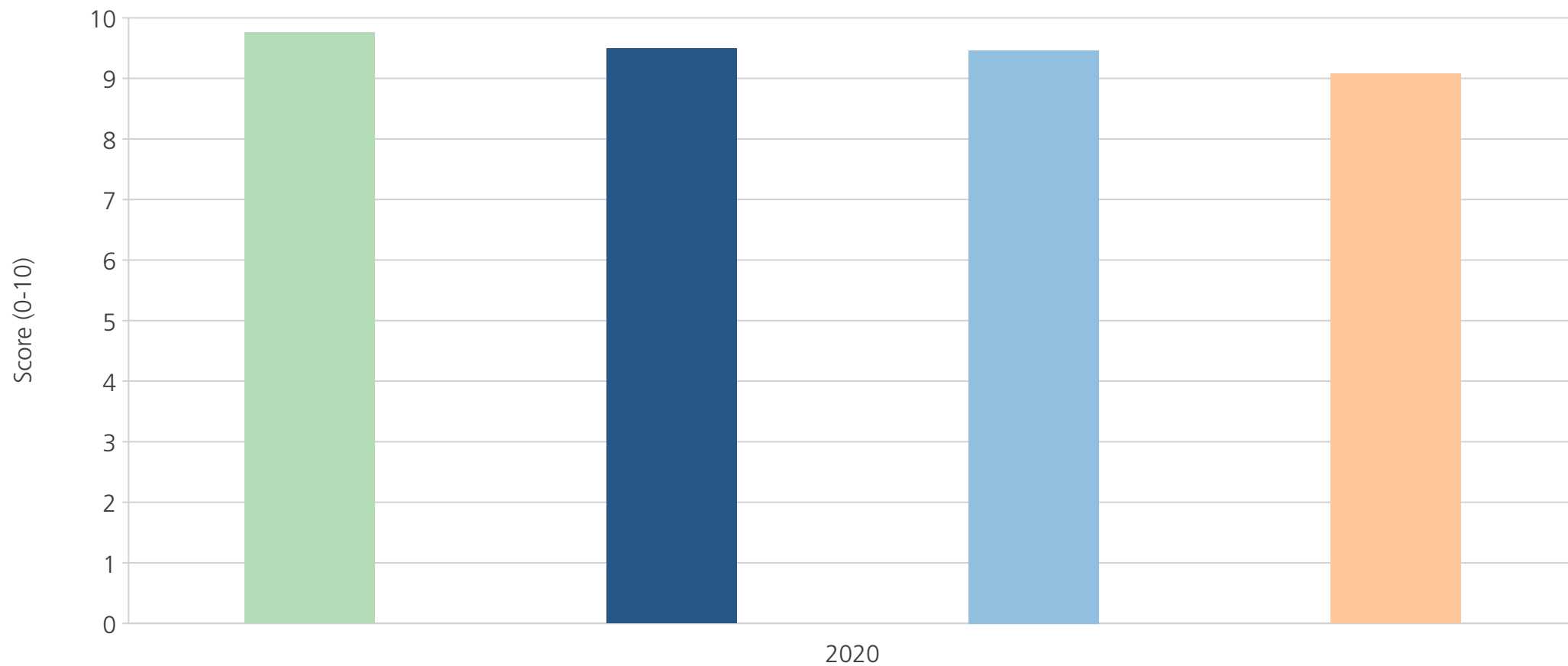
2020

Best	8.1
Your org	7.2
Average	7.5
Worst	7.0

Responses

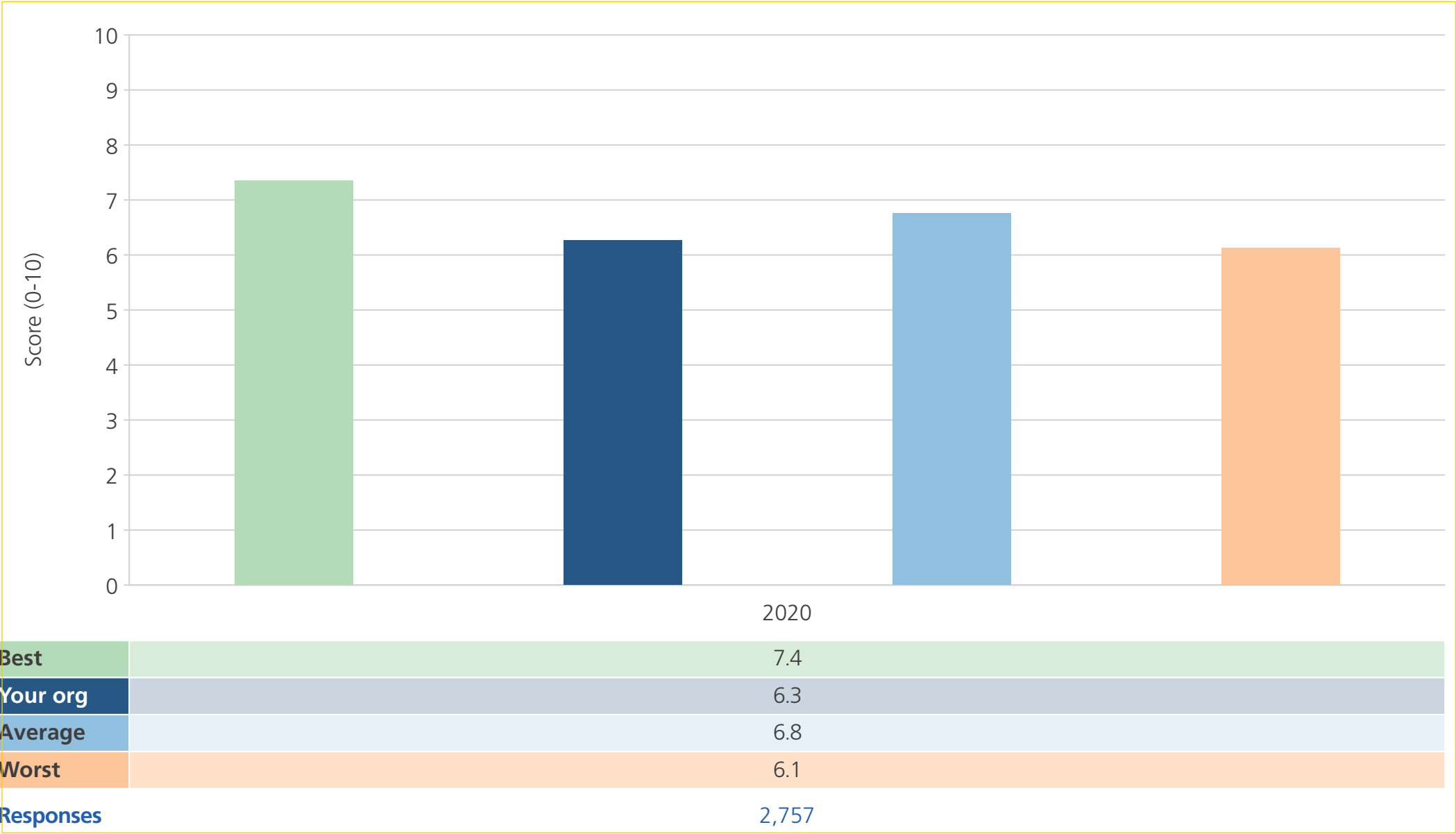
2,381

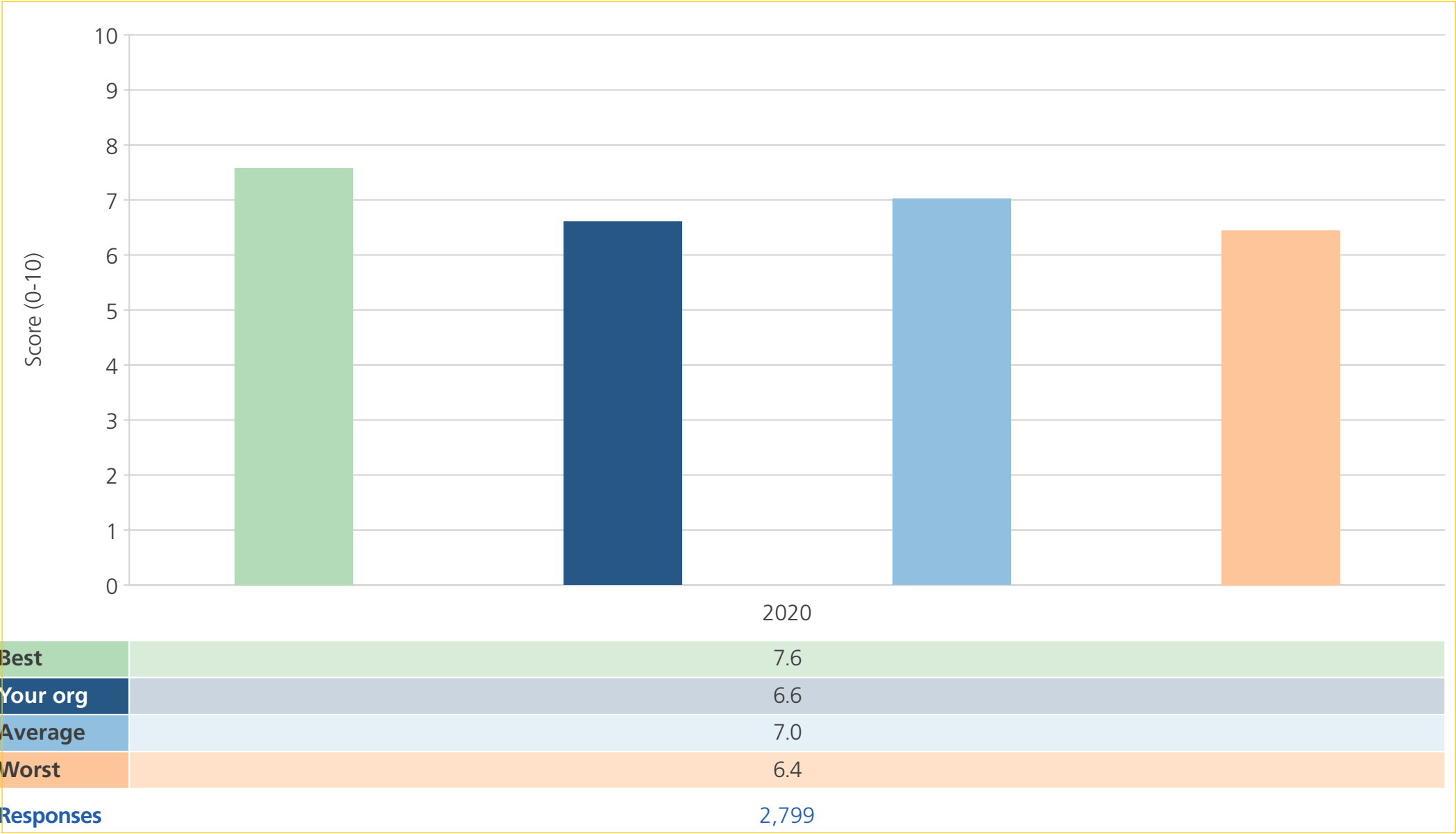


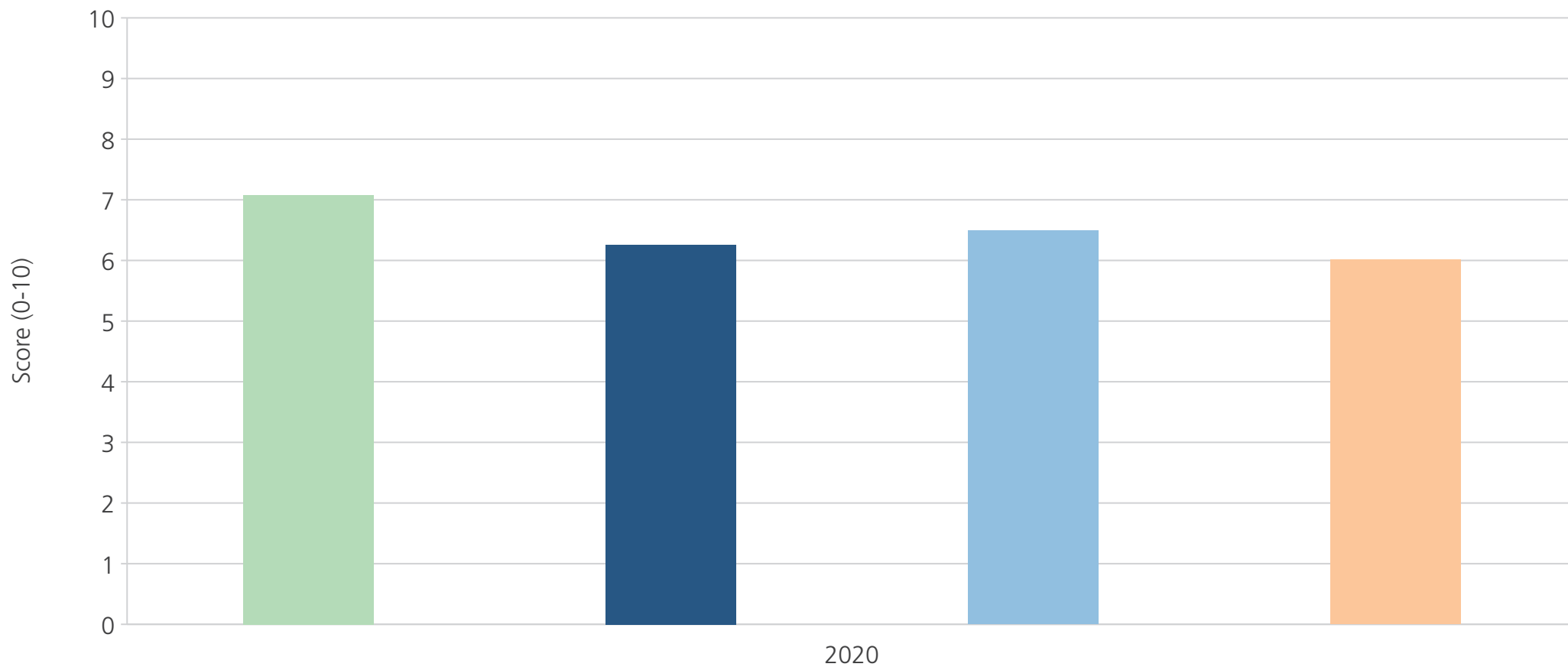


Best	9.8
Your org	9.5
Average	9.5
Worst	9.1

Responses 2,766







Best

7.1

Your org

6.3

Average

6.5

Worst

6.0

Responses

2,760

Theme results – Covid-19 classification breakdowns

North Cumbria Integrated Care NHS Foundation Trust

2020 NHS Staff Survey Results

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? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. Have you been redeployed due to the Covid-19 pandemic at any time? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c. Have you been required to work remotely/from home due to the Covid-19 pandemic? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| d. Have you been shielding? | <input type="checkbox"/> Yes, for myself | <input type="checkbox"/> Yes, for a member of my household |
| | | <input type="checkbox"/> 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

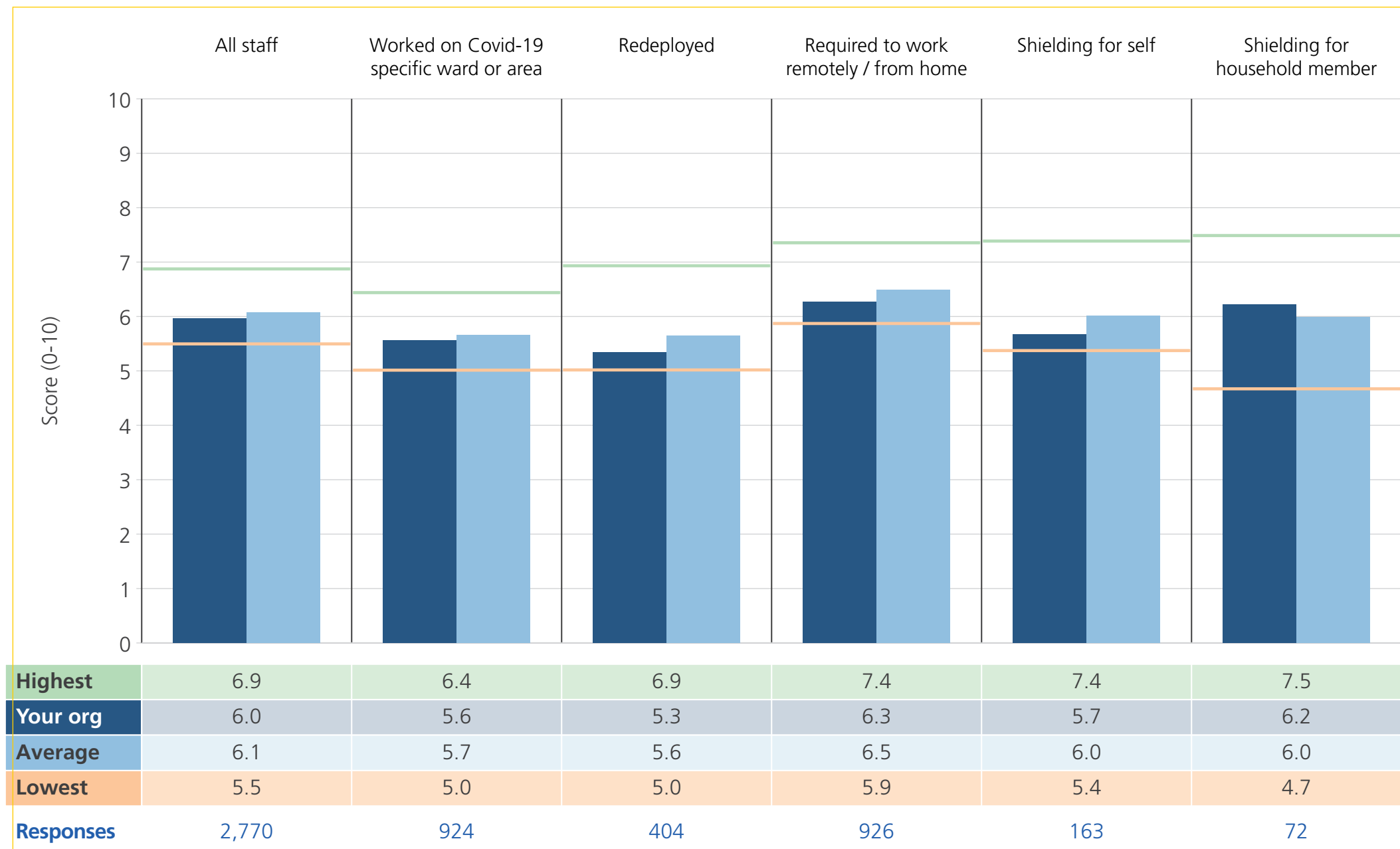
To improve overall comparability, the data have been weighted to match the occupation group profile of staff at your organisation to that of the benchmarking group, as in previous charts. However, there may be differences in the occupation group profiles of the individual COVID-19 subgroups. For example, 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.

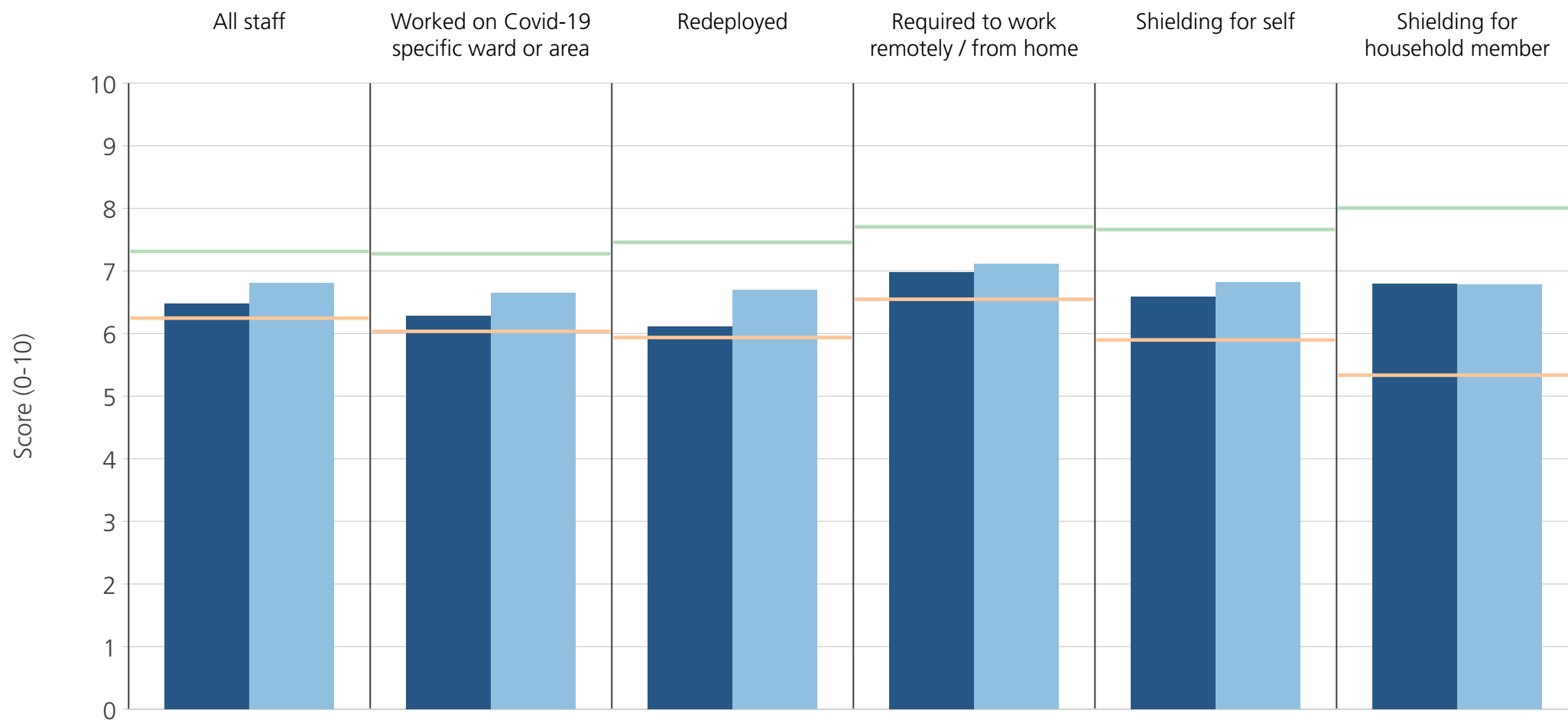
Further information

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.

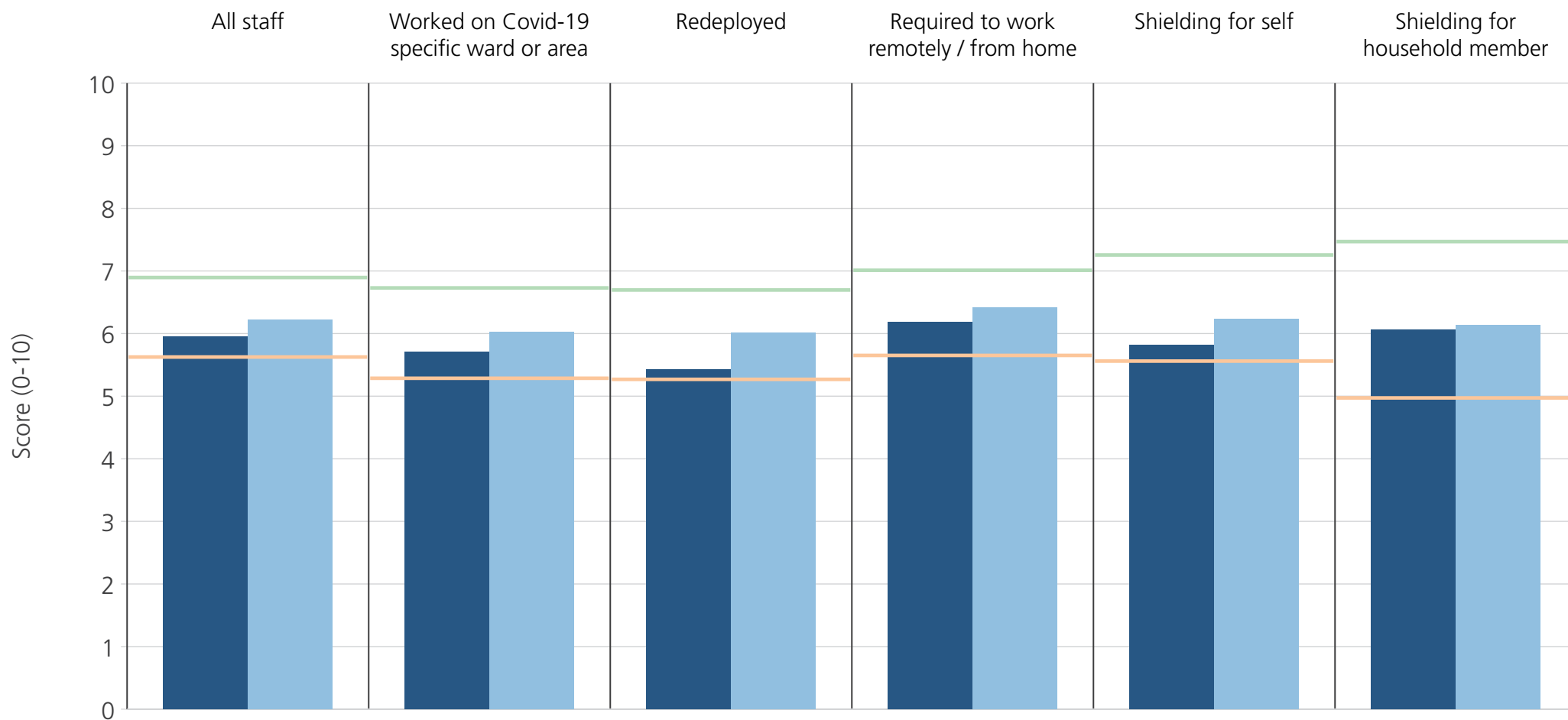




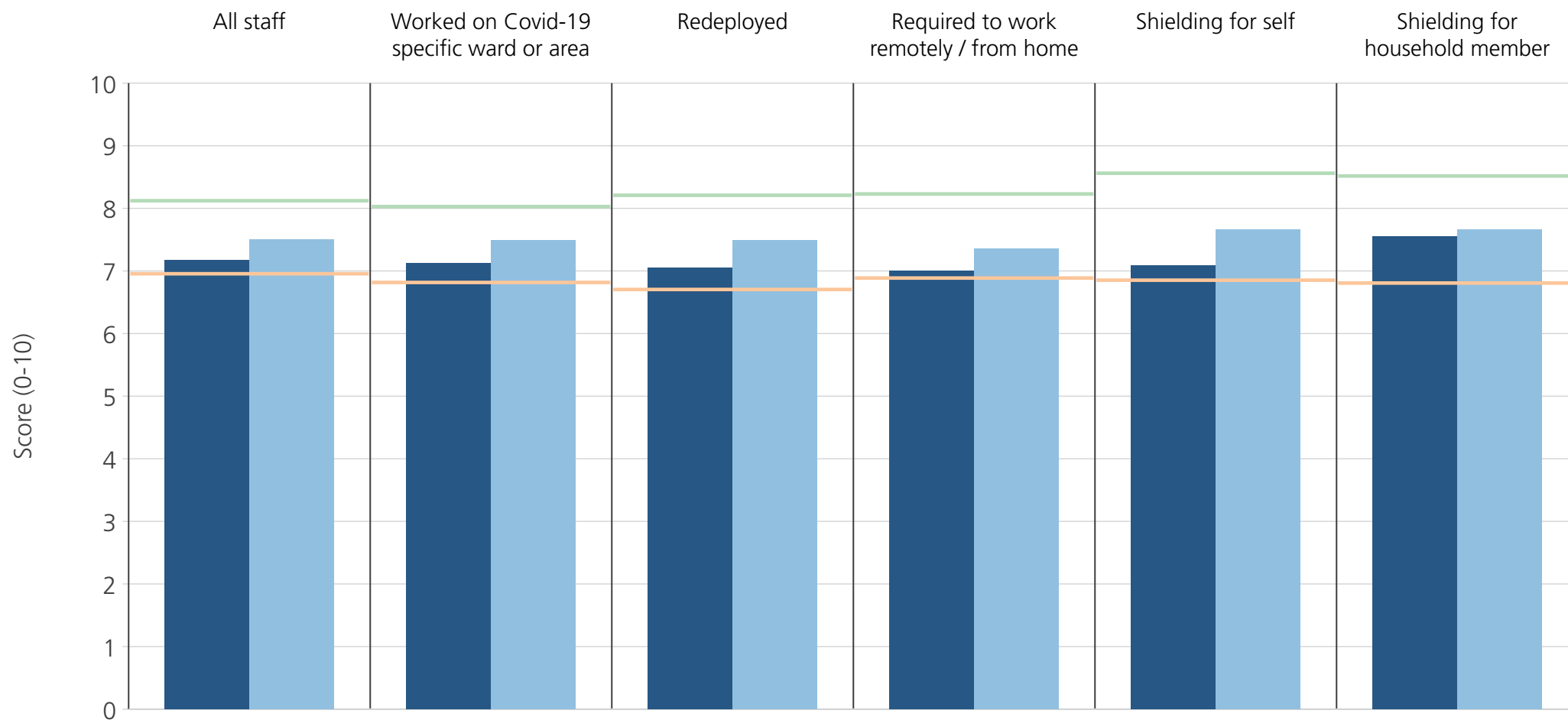




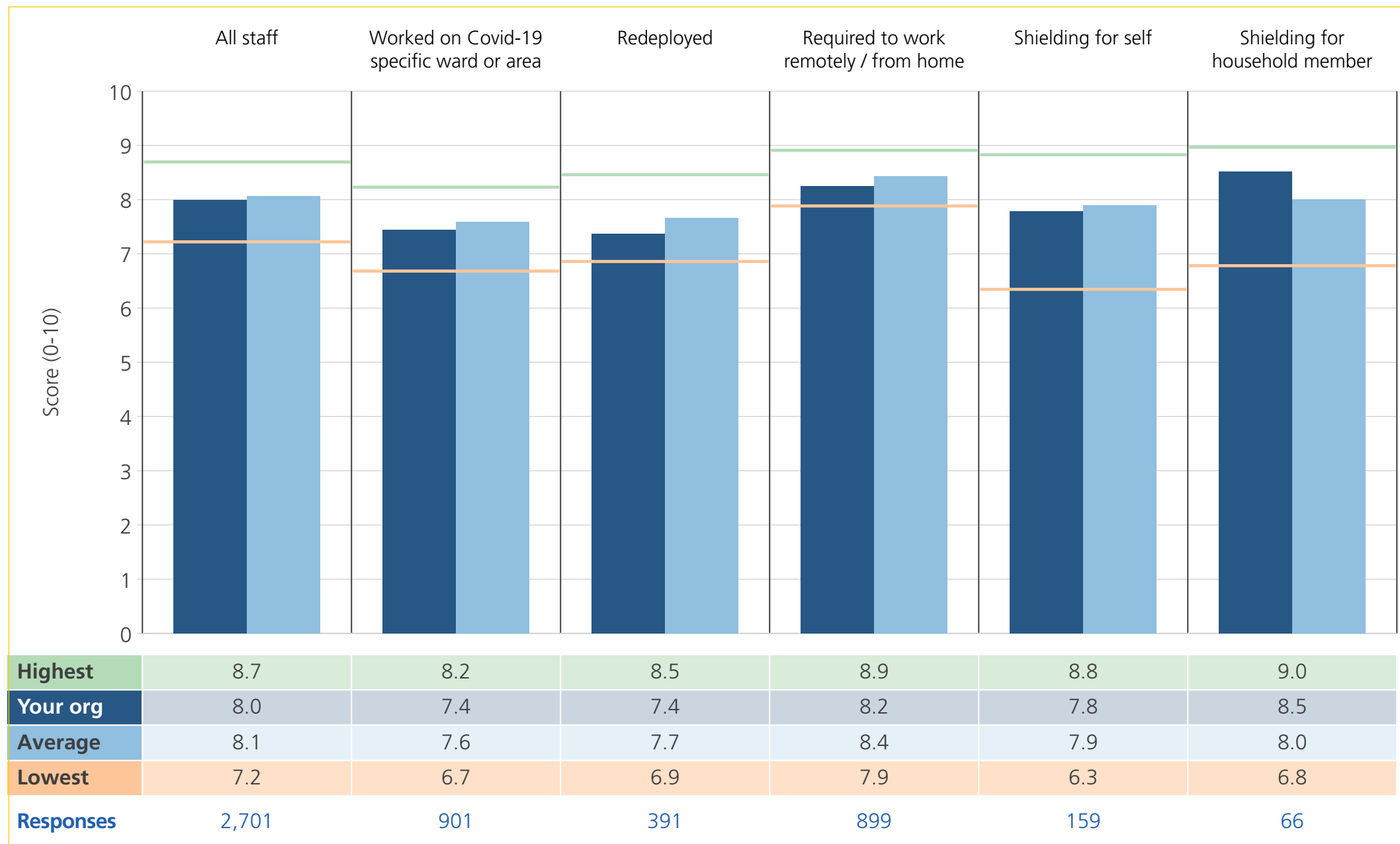
Highest	7.3	7.3	7.5	7.7	7.7	8.0
Your org	6.5	6.3	6.1	7.0	6.6	6.8
Average	6.8	6.7	6.7	7.1	6.8	6.8
Lowest	6.2	6.0	5.9	6.5	5.9	5.3
Responses	2,777	923	404	926	163	72

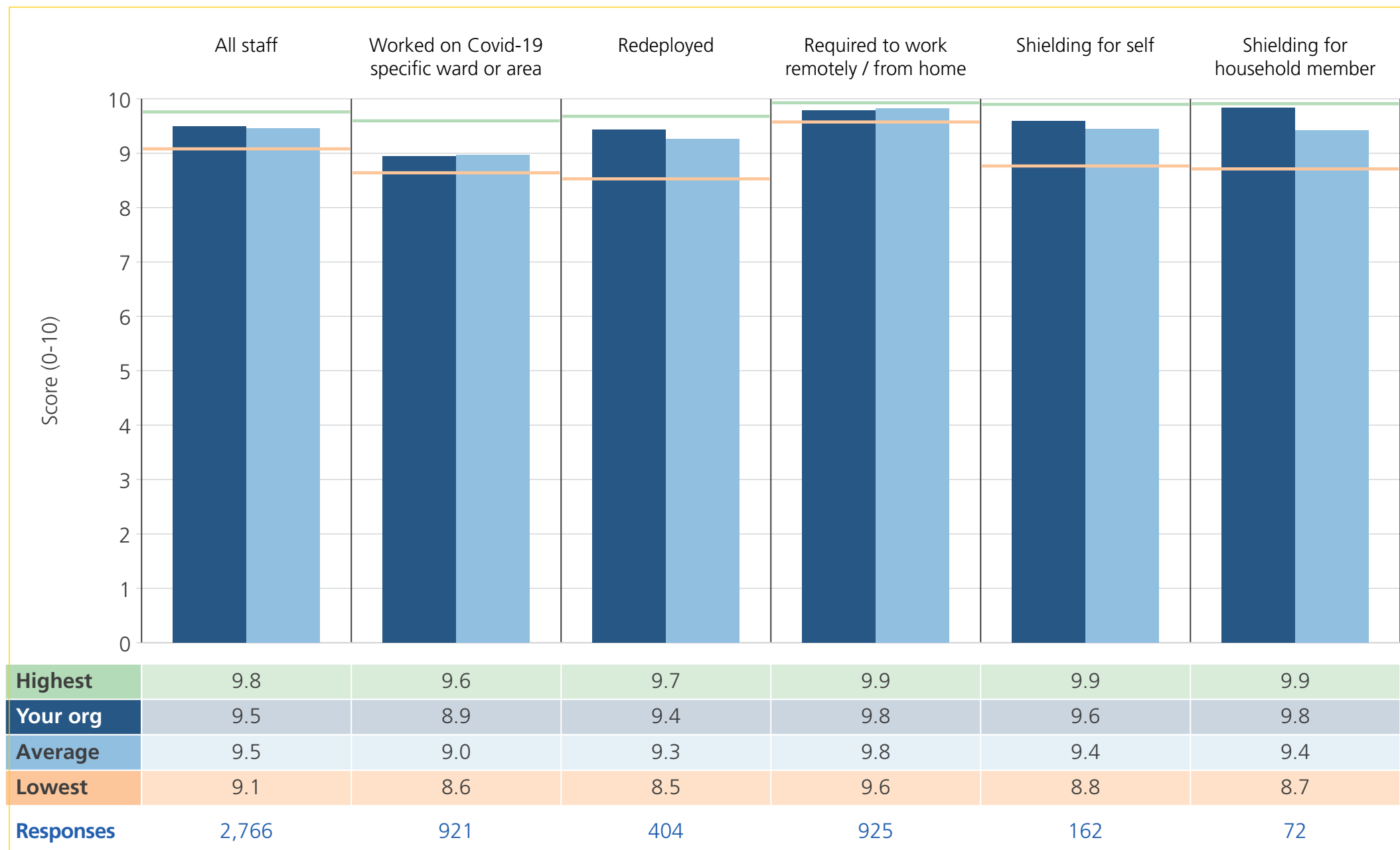


Highest	6.9	6.7	6.7	7.0	7.3	7.5
Your org	6.0	5.7	5.4	6.2	5.8	6.1
Average	6.2	6.0	6.0	6.4	6.2	6.1
Lowest	5.6	5.3	5.3	5.7	5.6	5.0
Responses	2,745	923	402	924	163	72

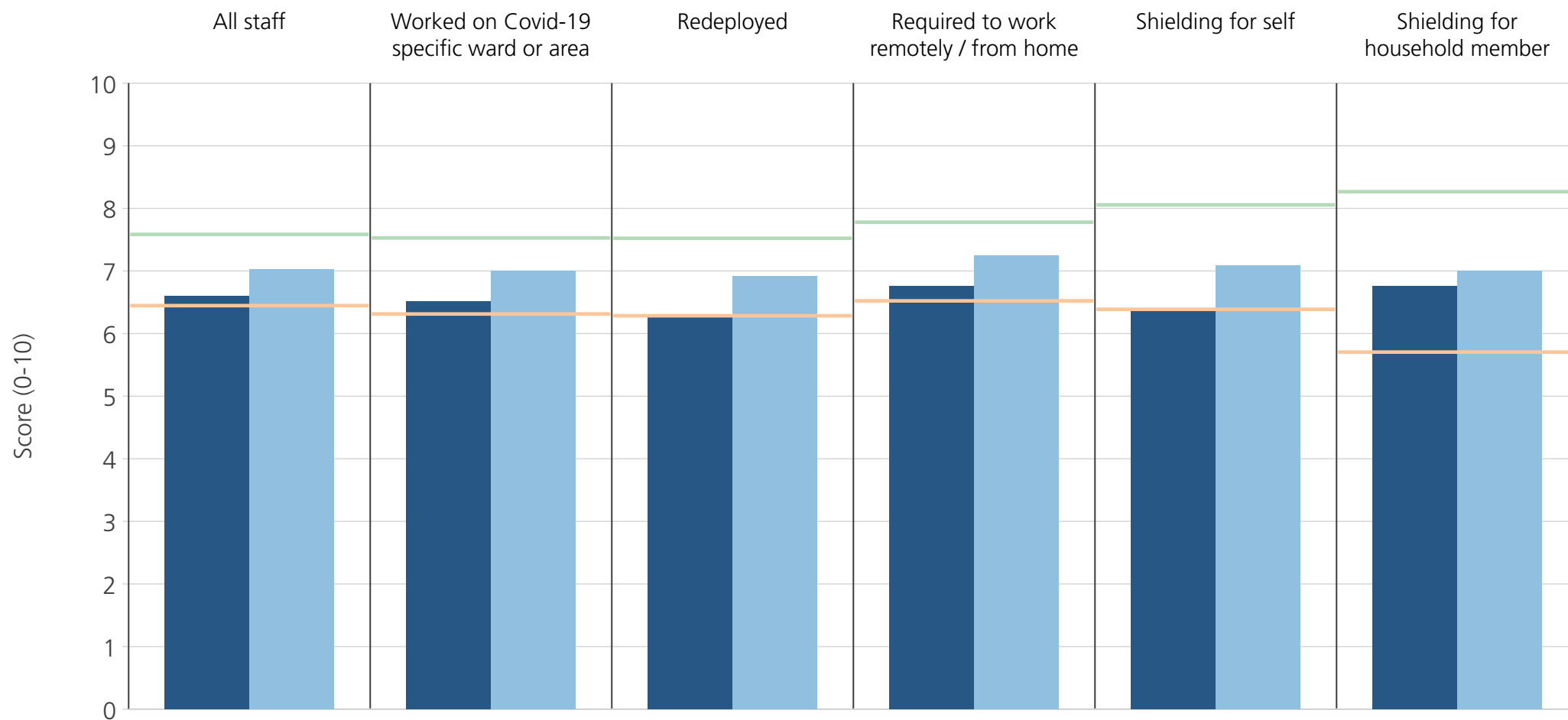


Highest	8.1	8.0	8.2	8.2	8.6	8.5
Your org	7.2	7.1	7.1	7.0	7.1	7.5
Average	7.5	7.5	7.5	7.4	7.7	7.7
Lowest	7.0	6.8	6.7	6.9	6.9	6.8
Responses	2,381	881	359	702	130	59









Highest	7.6	7.5	7.5	7.8	8.1	8.3
Your org	6.6	6.5	6.3	6.8	6.4	6.8
Average	7.0	7.0	6.9	7.2	7.1	7.0
Lowest	6.4	6.3	6.3	6.5	6.4	5.7
Responses	2,799	923	403	924	163	71



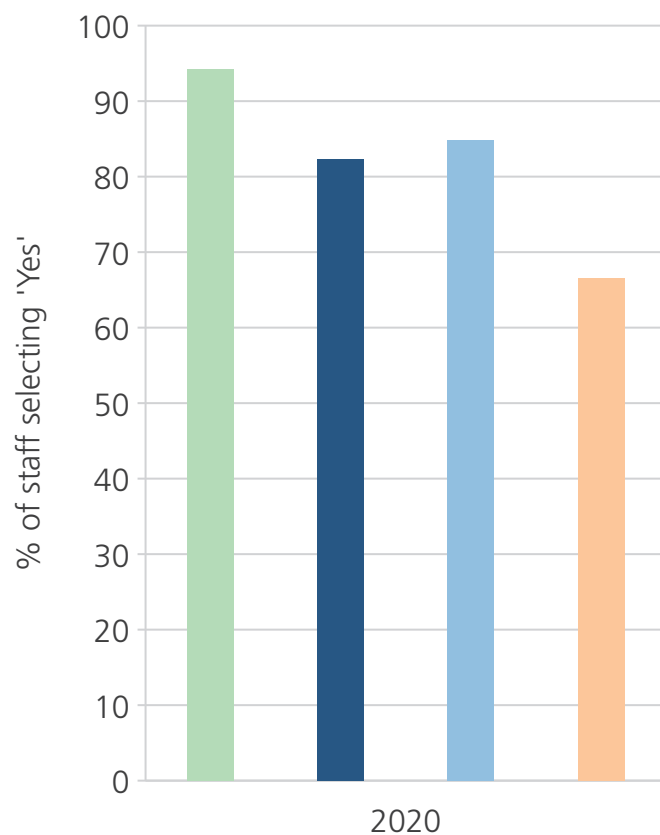
Theme results – Detailed information

North Cumbria Integrated Care NHS Foundation Trust

2020 NHS Staff Survey Results

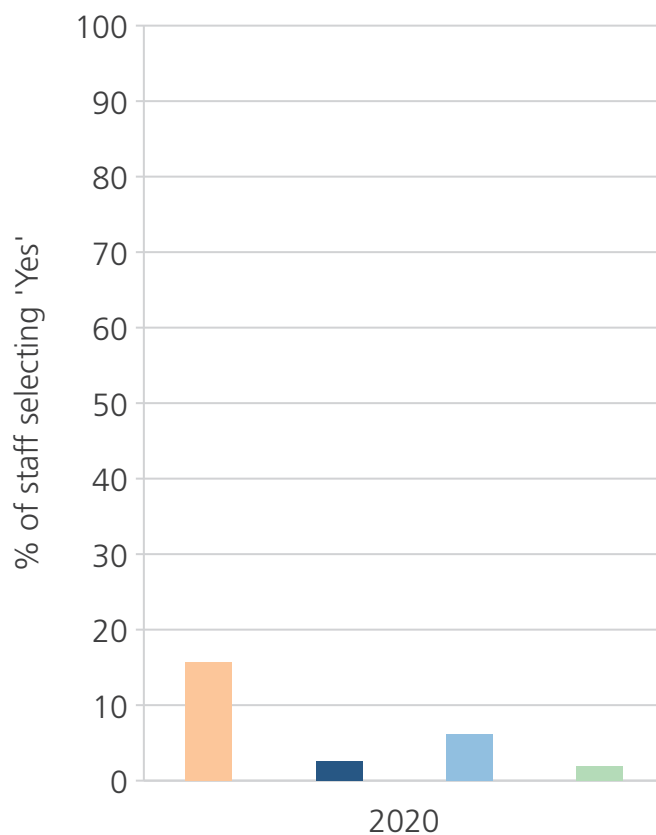
Q14

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



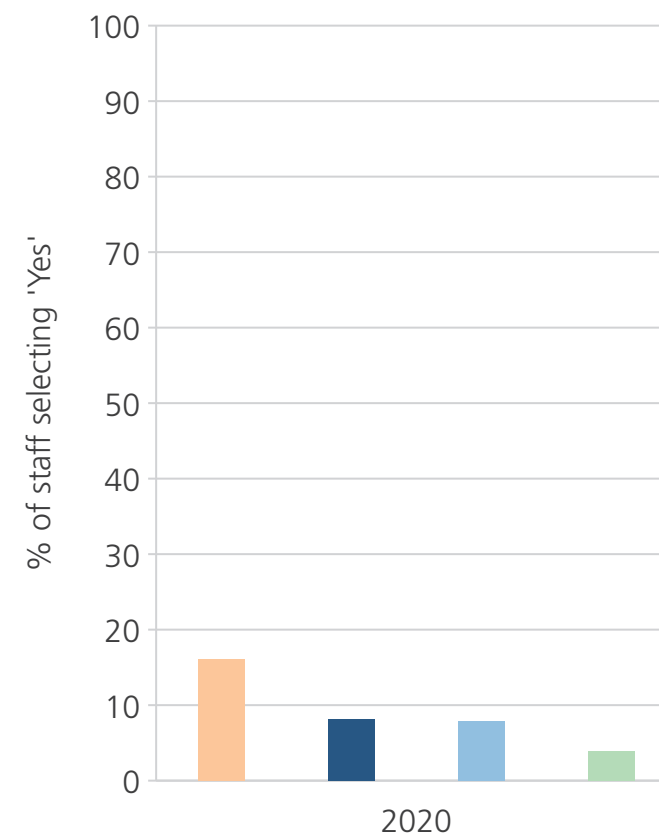
Q15a

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



Q15b

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



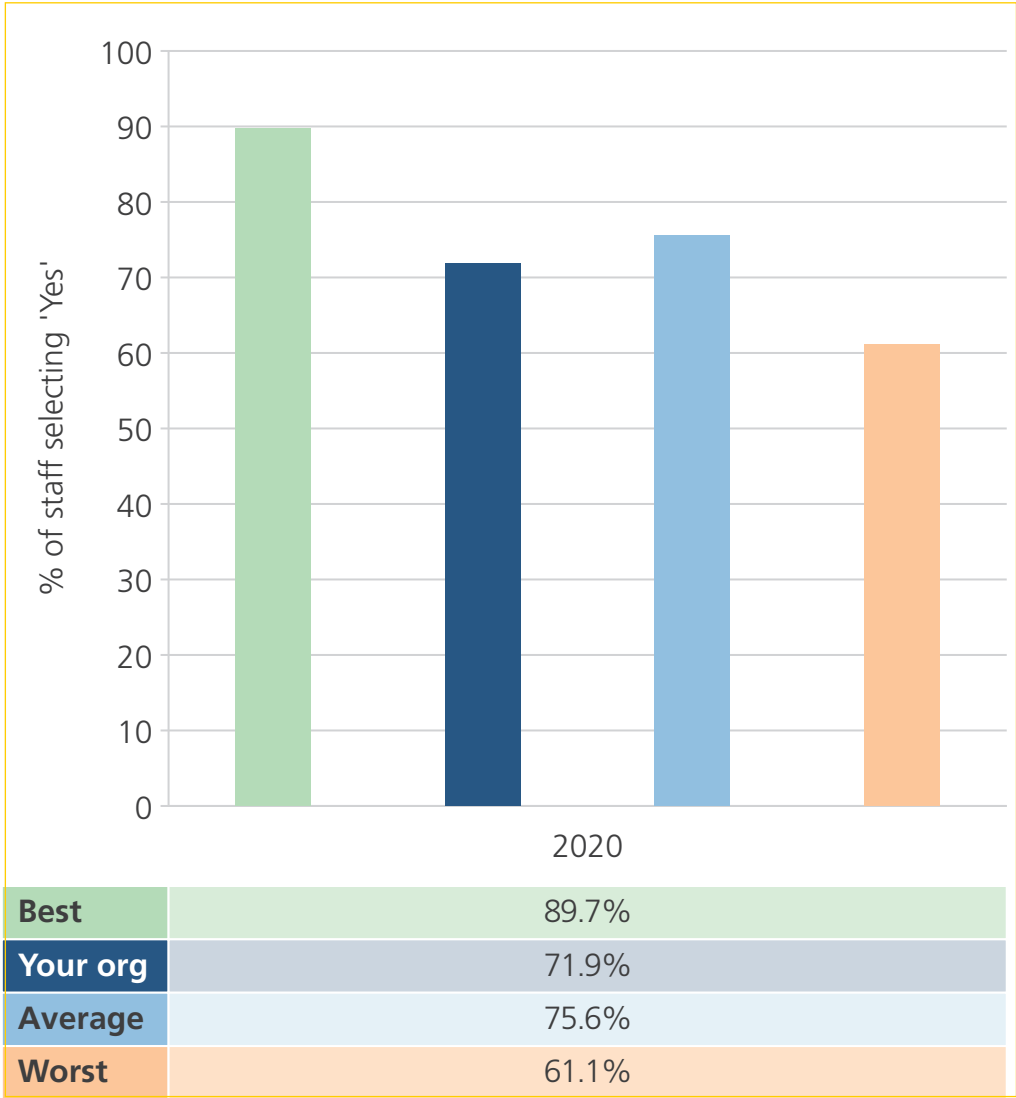
Best	94.3%
Your org	82.3%
Average	84.9%
Worst	66.5%

Worst	15.7%
Your org	2.6%
Average	6.2%
Best	1.9%

Worst	16.1%
Your org	8.2%
Average	7.9%
Best	4.0%

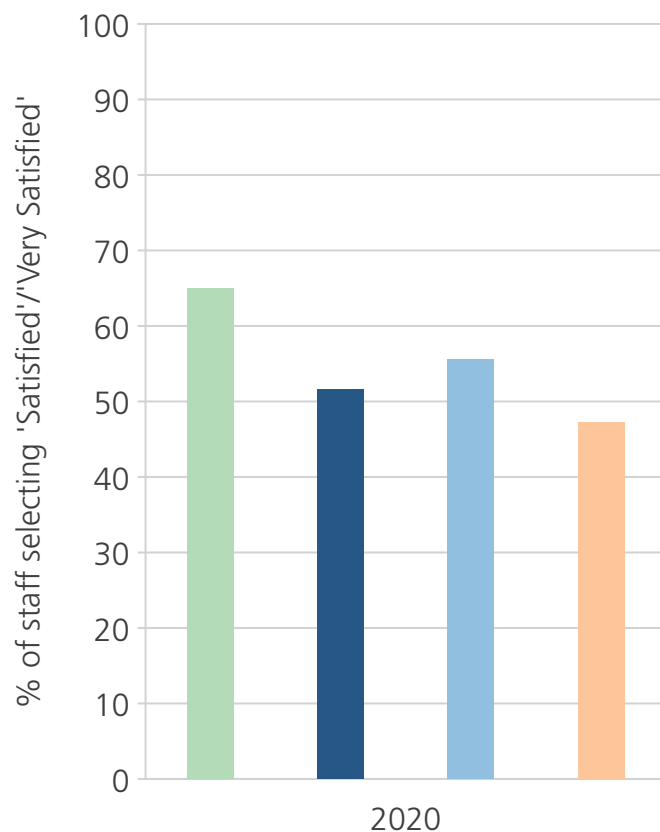
Q26b

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



Q5h

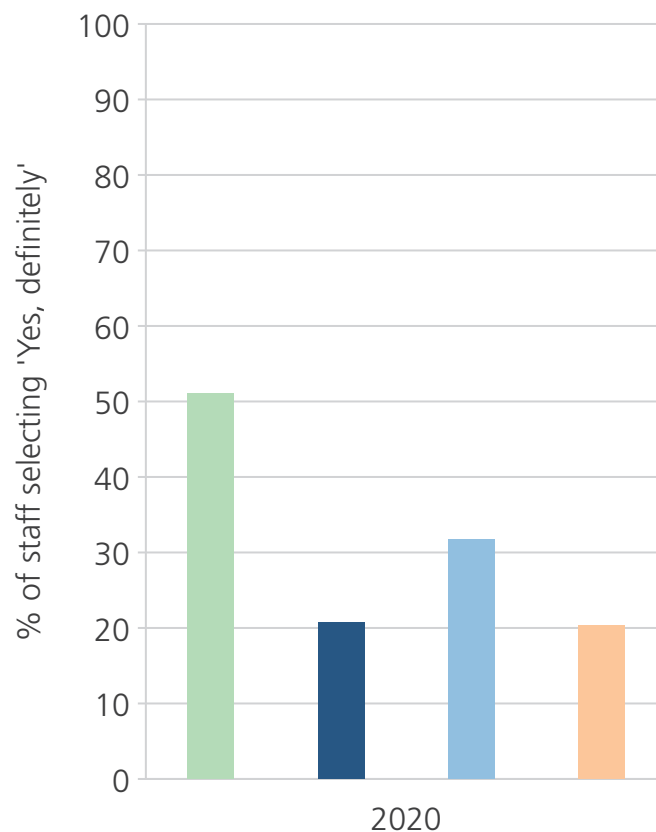
The opportunities for flexible working patterns



Best	64.9%
Your org	51.6%
Average	55.5%
Worst	47.2%

Q11a

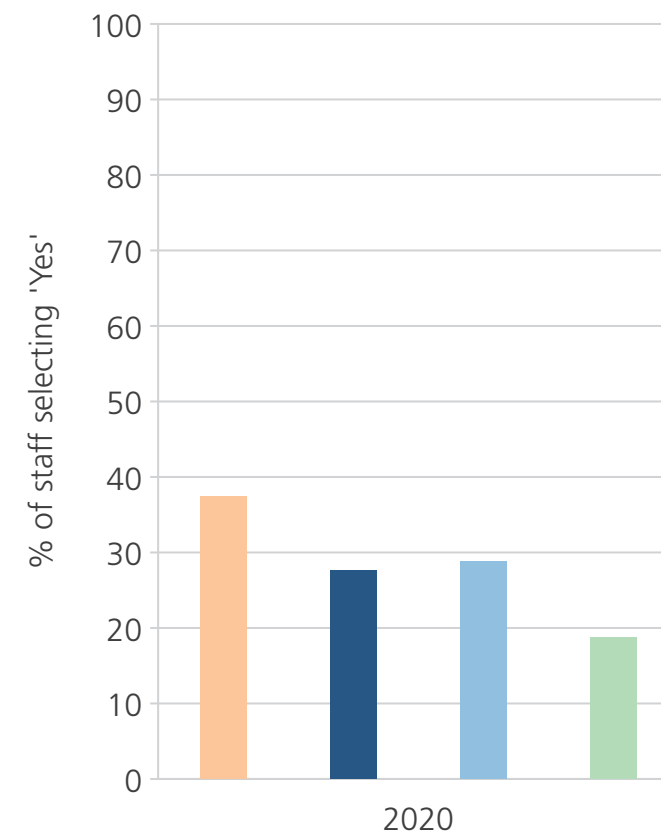
Does your organisation take positive action on health and well-being?



Best	51.1%
Your org	20.7%
Average	31.7%
Worst	20.3%

Q11b

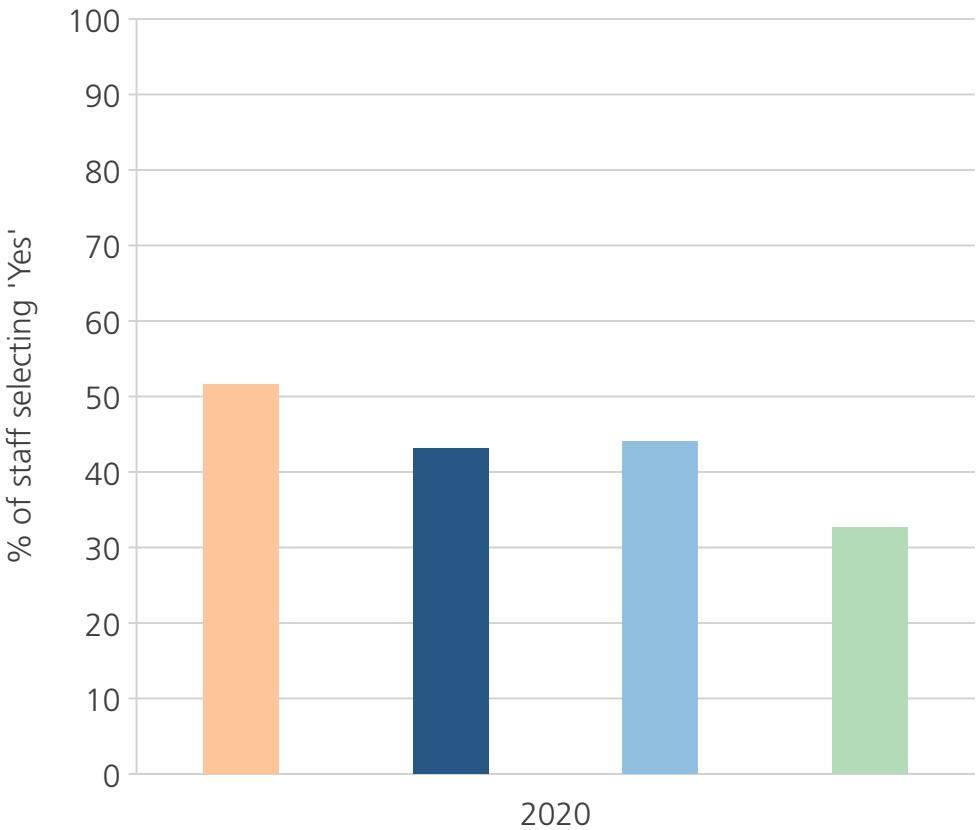
In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



Worst	37.4%
Your org	27.6%
Average	28.8%
Best	18.7%

Q11c

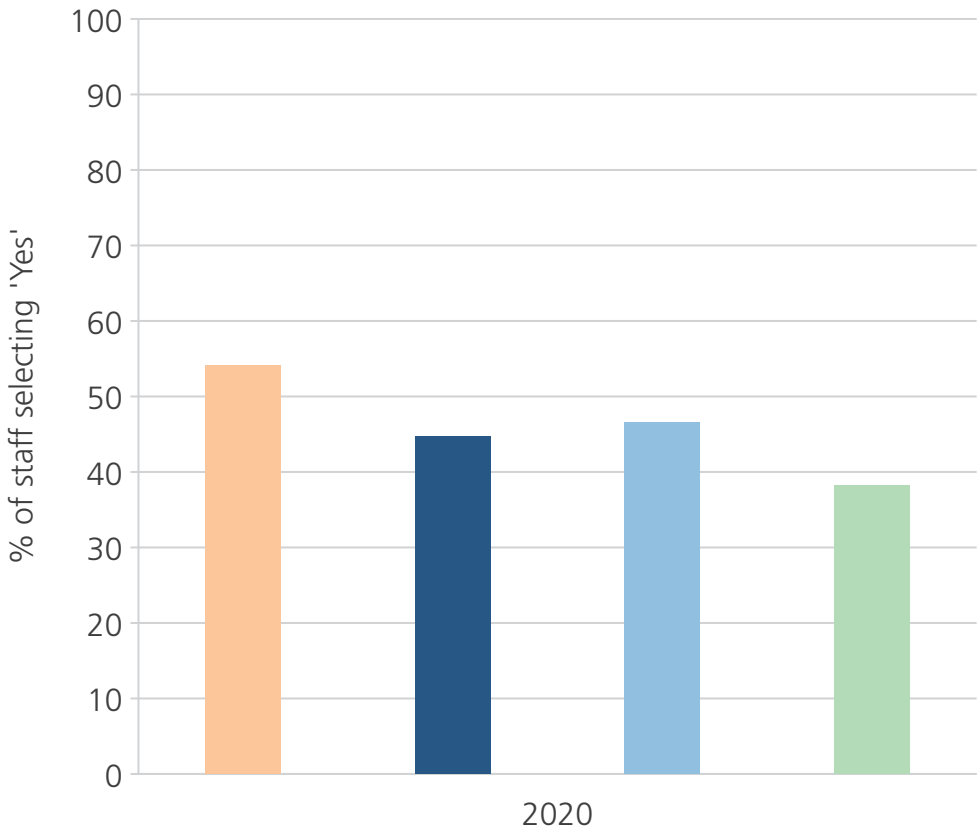
During the last 12 months have you felt
unwell as a result of work related stress?



Worst	51.5%
Your org	43.1%
Average	44.1%
Best	32.6%

Q11d

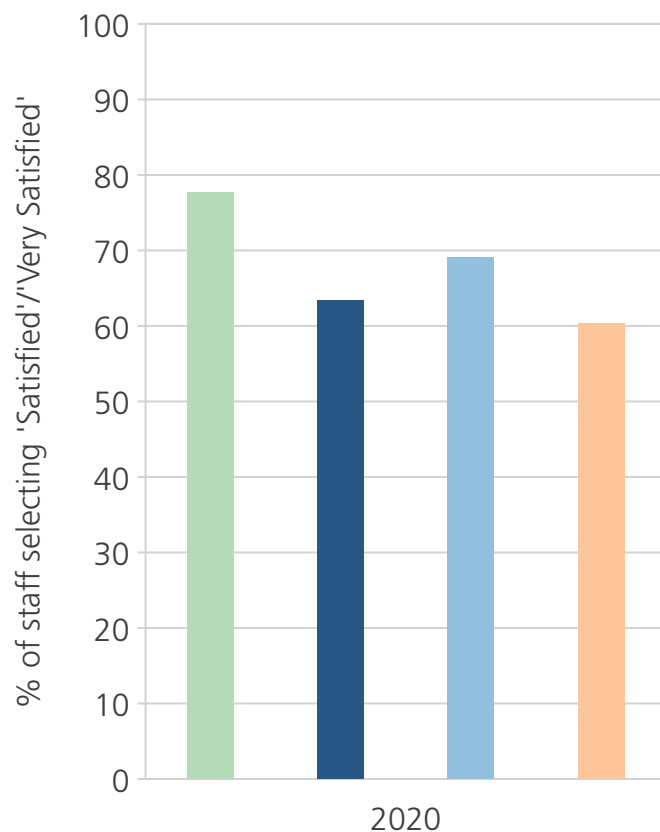
In the last three months have you ever come to work
despite not feeling well enough to perform your duties?



Worst	54.2%
Your org	44.8%
Average	46.6%
Best	38.3%

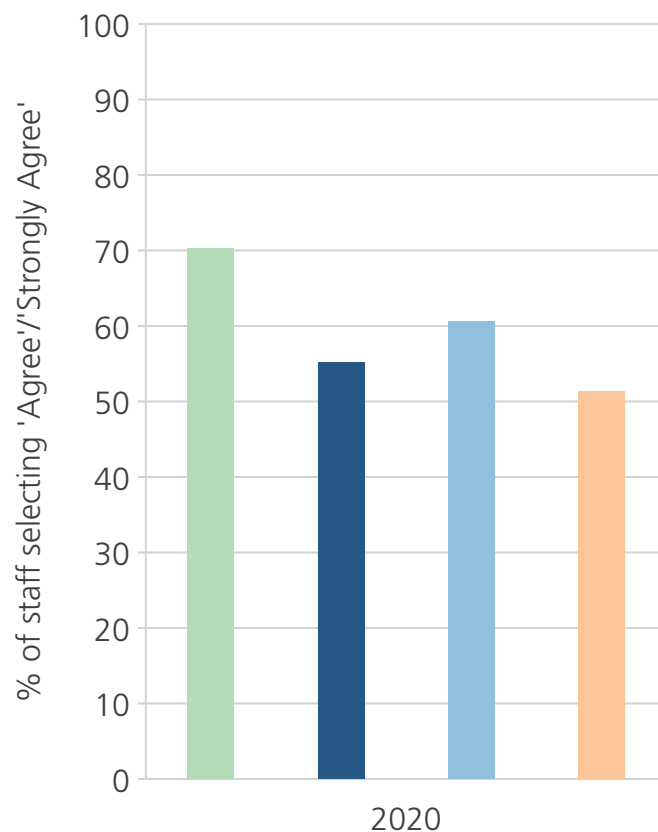
Q5b

The support I get from
my immediate manager



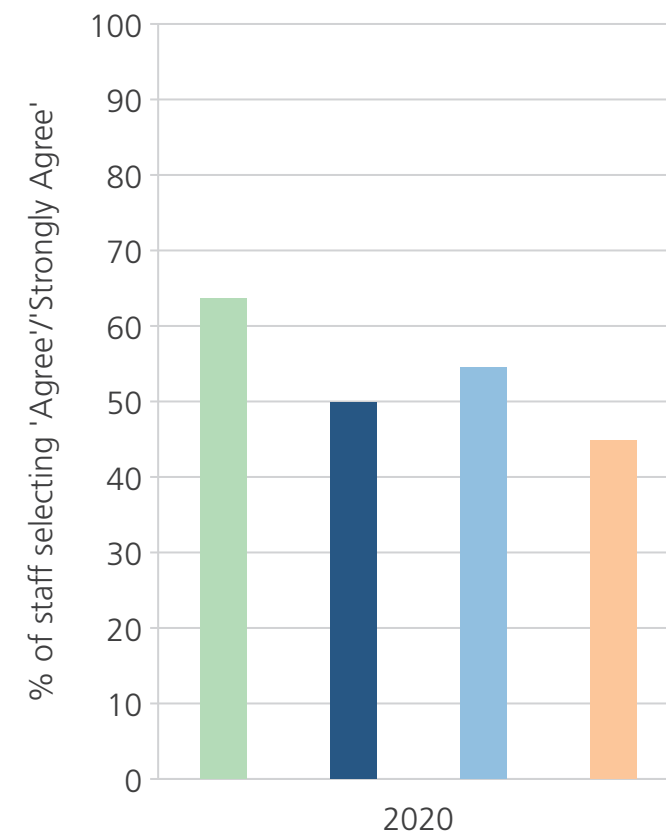
Q8c

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

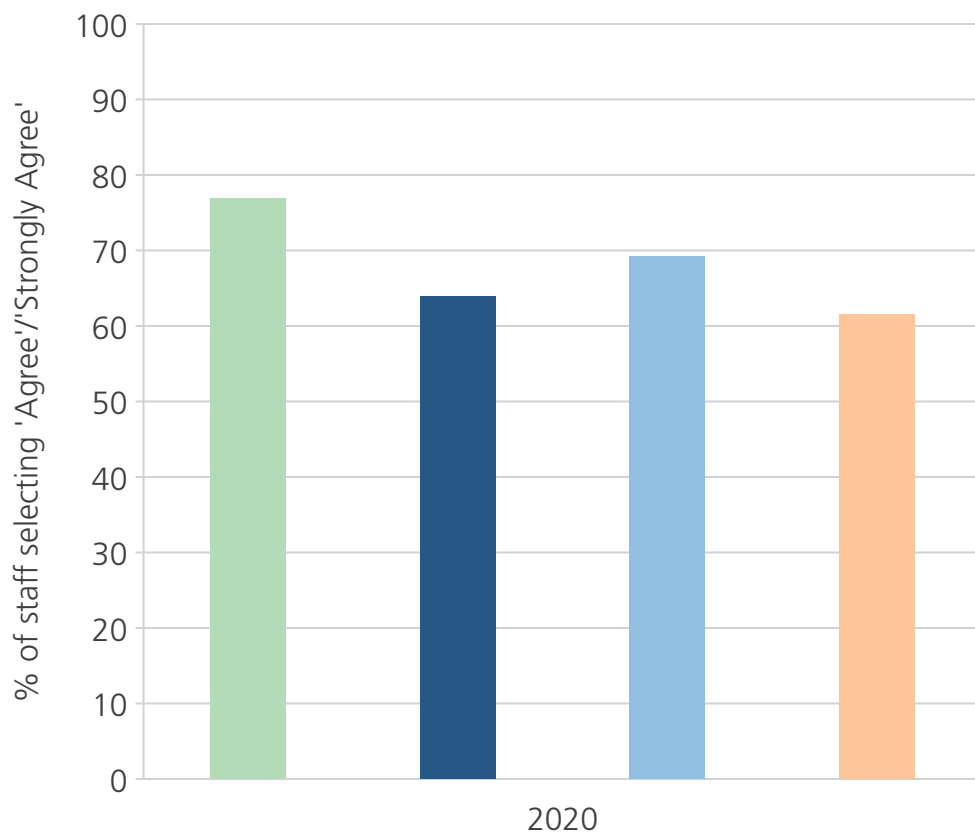


Best	77.6%
Your org	63.3%
Average	69.1%
Worst	60.3%

Best	70.3%
Your org	55.2%
Average	60.6%
Worst	51.3%

Best	63.6%
Your org	49.9%
Average	54.5%
Worst	44.8%

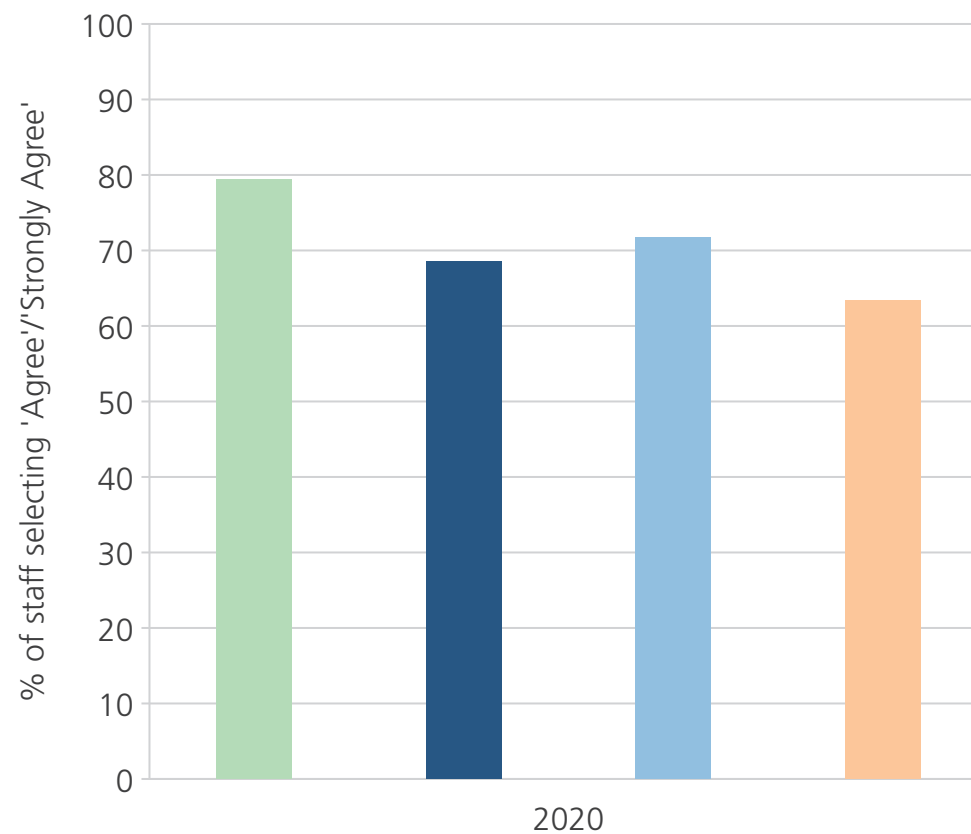
Q8f

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

Best	76.9%
Your org	63.9%
Average	69.2%
Worst	61.6%

Q8g

My immediate manager values my work



Best	79.5%
Your org	68.6%
Average	71.8%
Worst	63.4%

Q4c

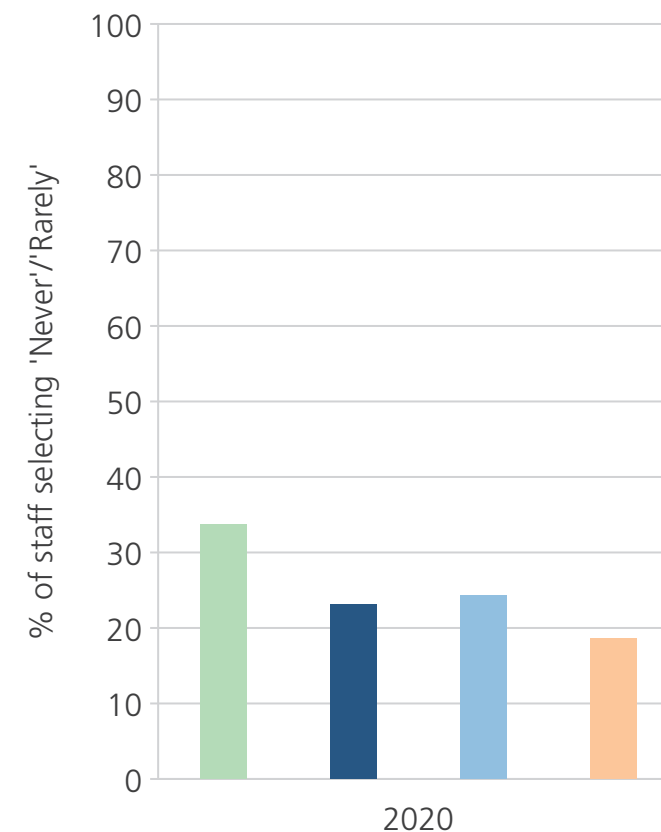
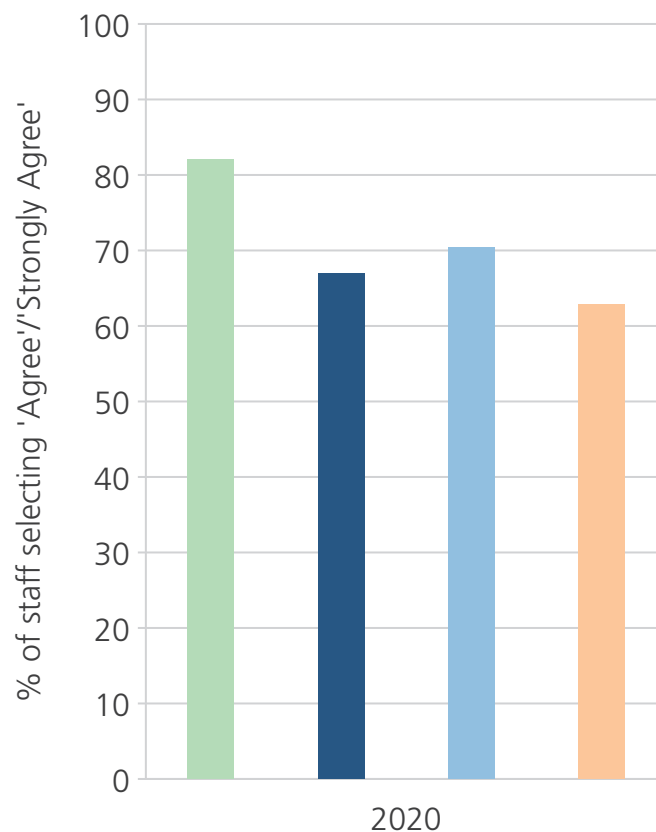
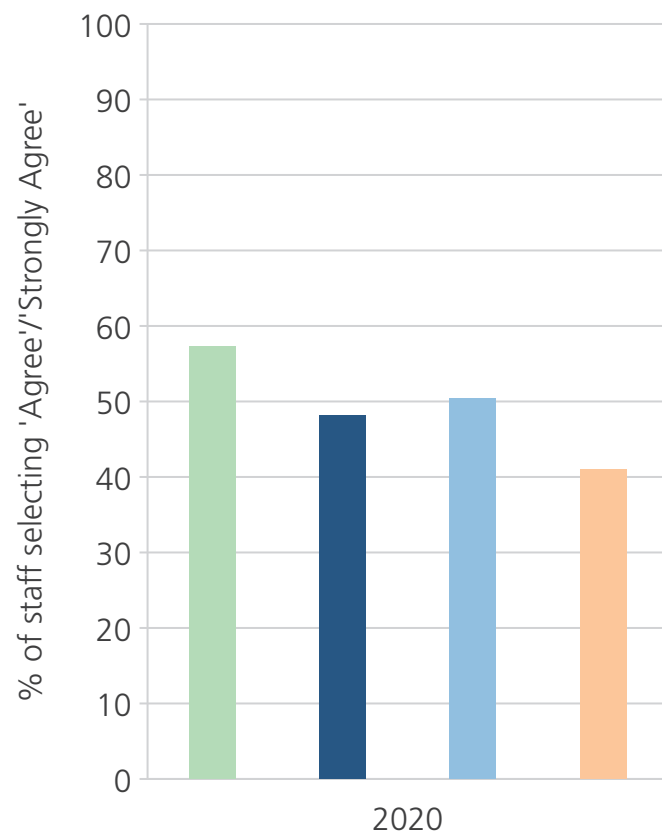
I am involved in deciding on
changes introduced that affect my
work area / team / department

Q4j

I receive the respect I deserve
from my colleagues at work

Q6a

I have unrealistic time pressures



Best	57.3%
Your org	48.2%
Average	50.3%
Worst	41.0%

Best	82.1%
Your org	67.0%
Average	70.4%
Worst	62.8%

Best	33.8%
Your org	23.2%
Average	24.4%
Worst	18.6%

Q6b

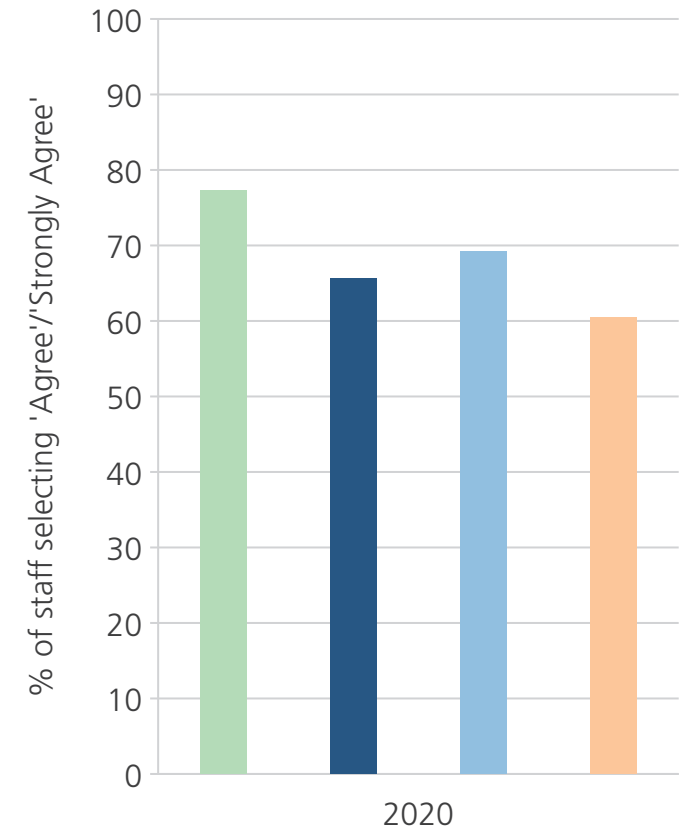
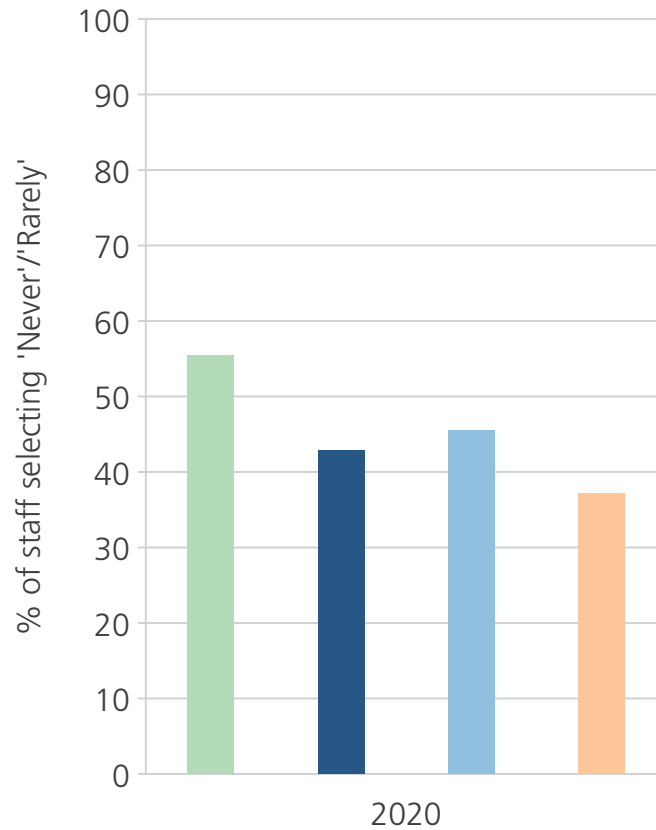
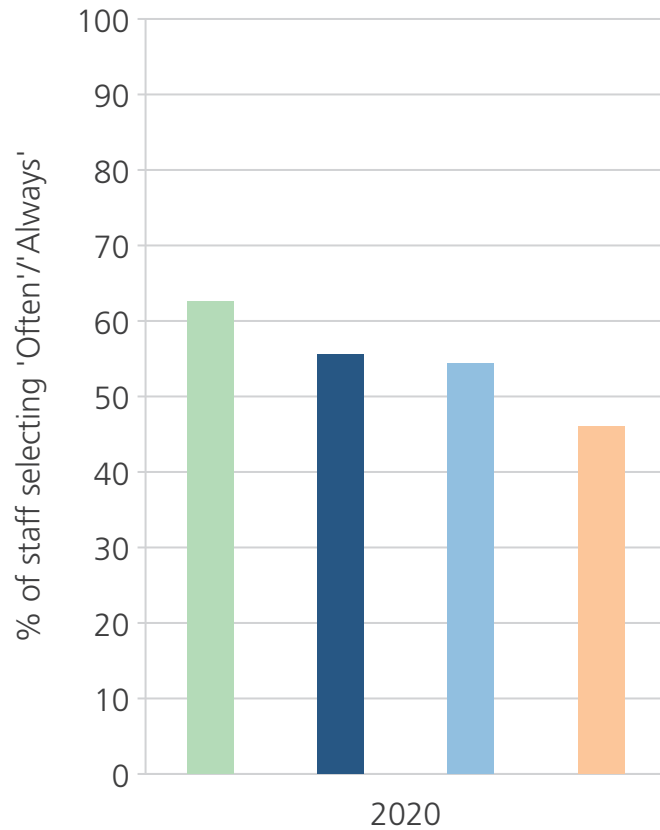
I have a choice in deciding
how to do my work

Q6c

Relationships at work are strained

Q8a

My immediate manager
encourages me at work



Best	62.6%
Your org	55.5%
Average	54.3%
Worst	46.1%

Best	55.5%
Your org	42.9%
Average	45.5%
Worst	37.1%

Best	77.3%
Your org	65.7%
Average	69.2%
Worst	60.5%

Q19a

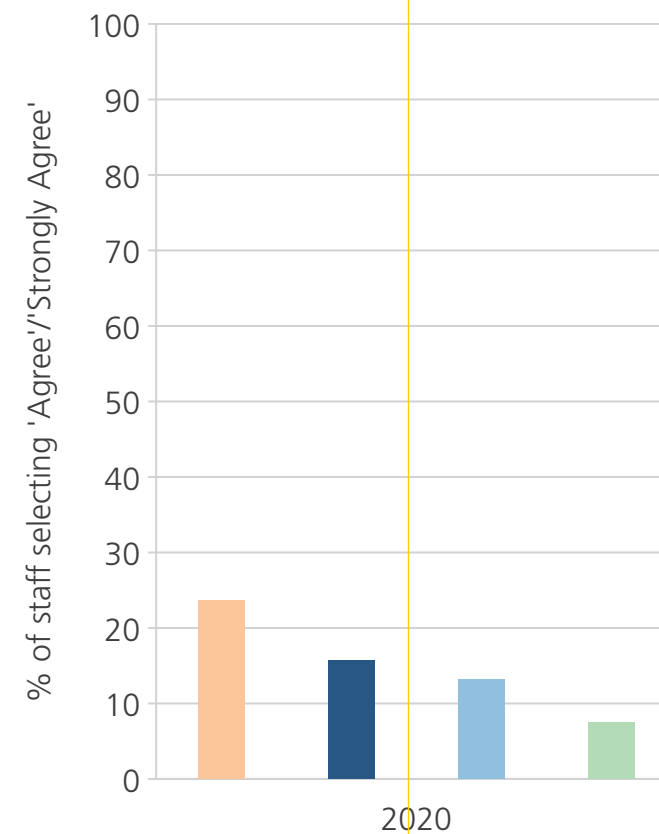
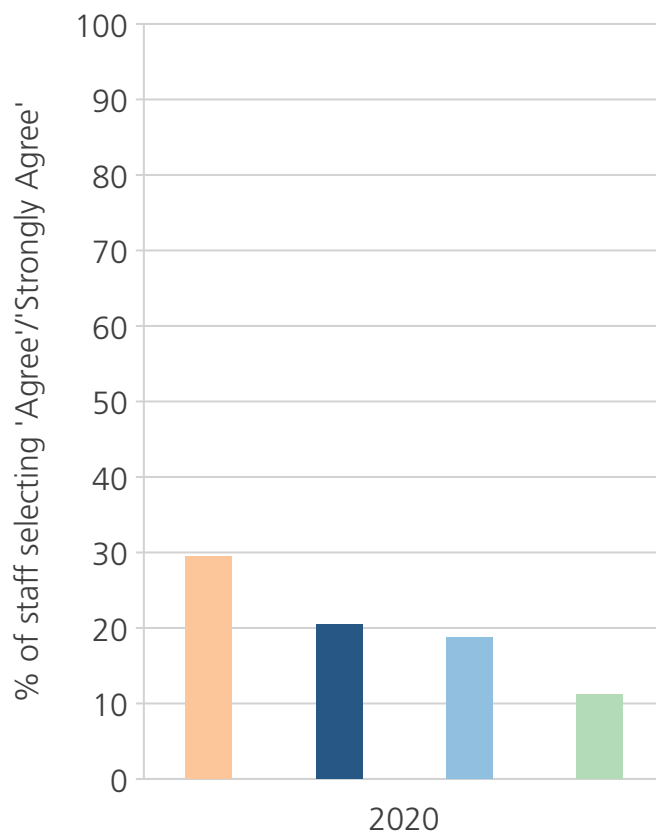
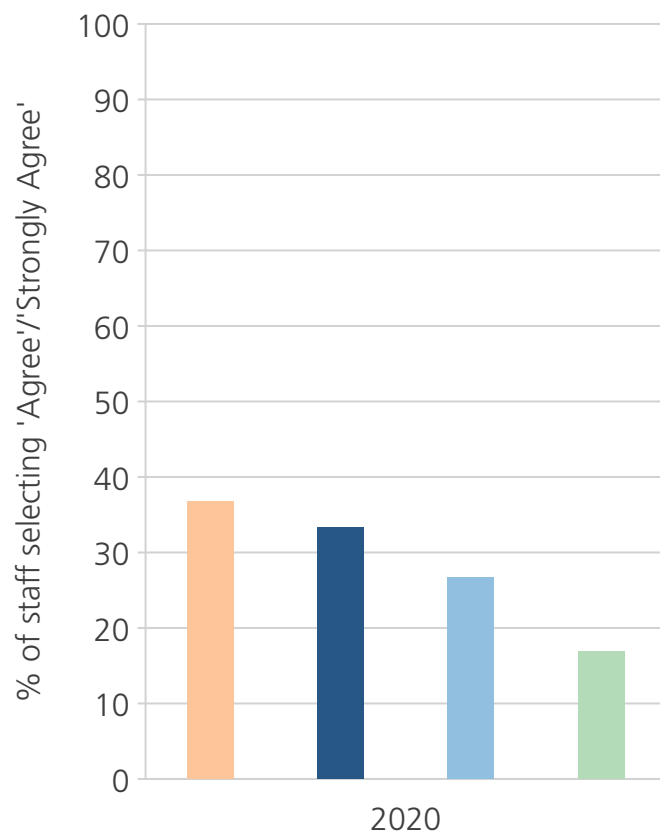
I often think about
leaving this organisation

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



Worst	36.7%	Worst	29.5%	Worst	23.7%
Your org	33.3%	Your org	20.4%	Your org	15.7%
Average	26.7%	Average	18.7%	Average	13.2%
Best	16.9%	Best	11.2%	Best	7.5%

Q7a

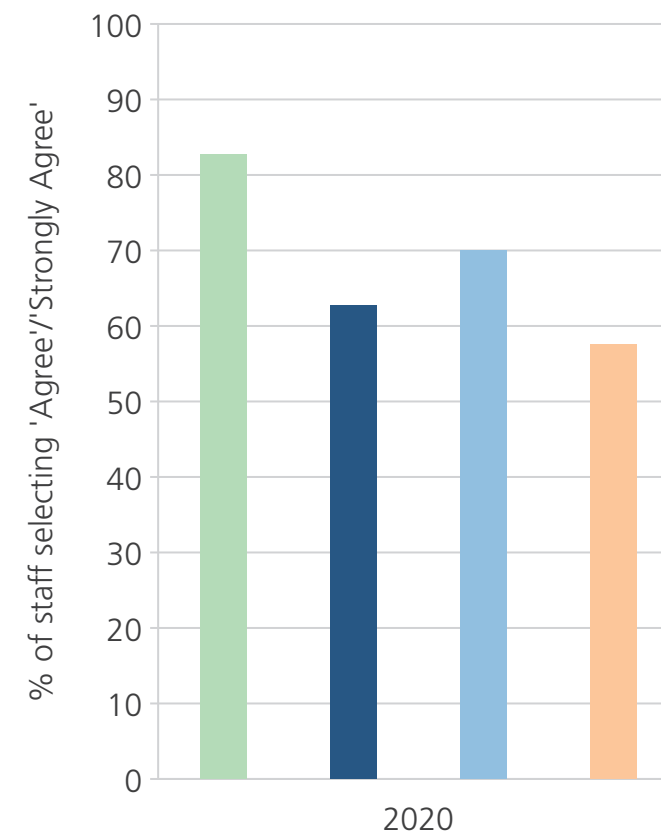
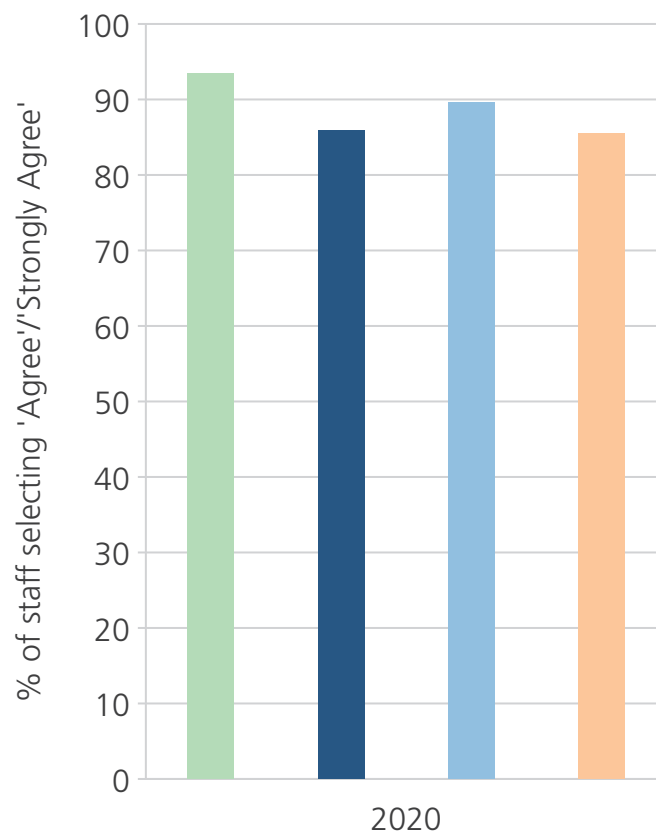
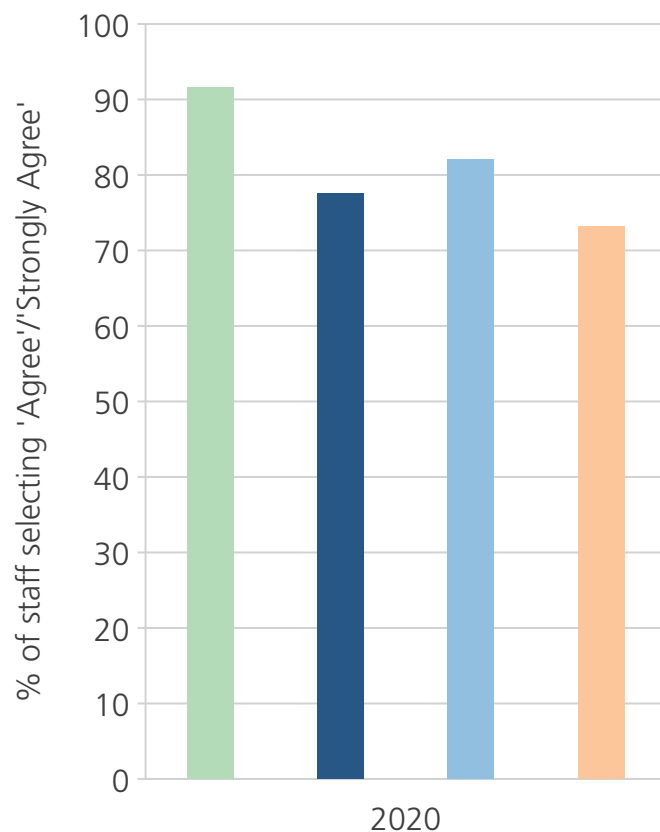
I am satisfied with the quality of
care I give to patients / service users

Q7b

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

Q7c

I am able to deliver the care I aspire to



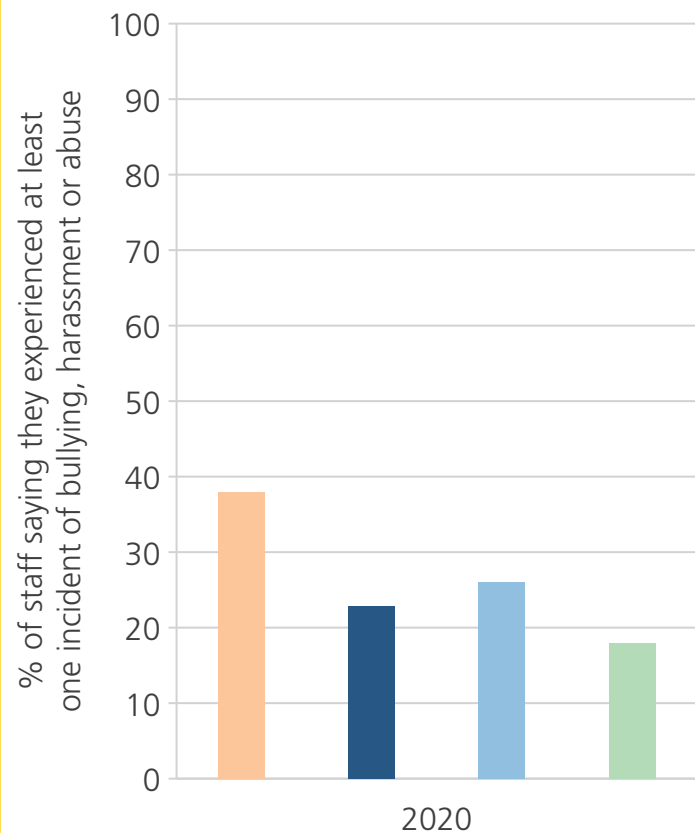
Best	91.6%
Your org	77.6%
Average	82.0%
Worst	73.2%

Best	93.4%
Your org	85.9%
Average	89.7%
Worst	85.5%

Best	82.7%
Your org	62.8%
Average	70.0%
Worst	57.5%

Q13a

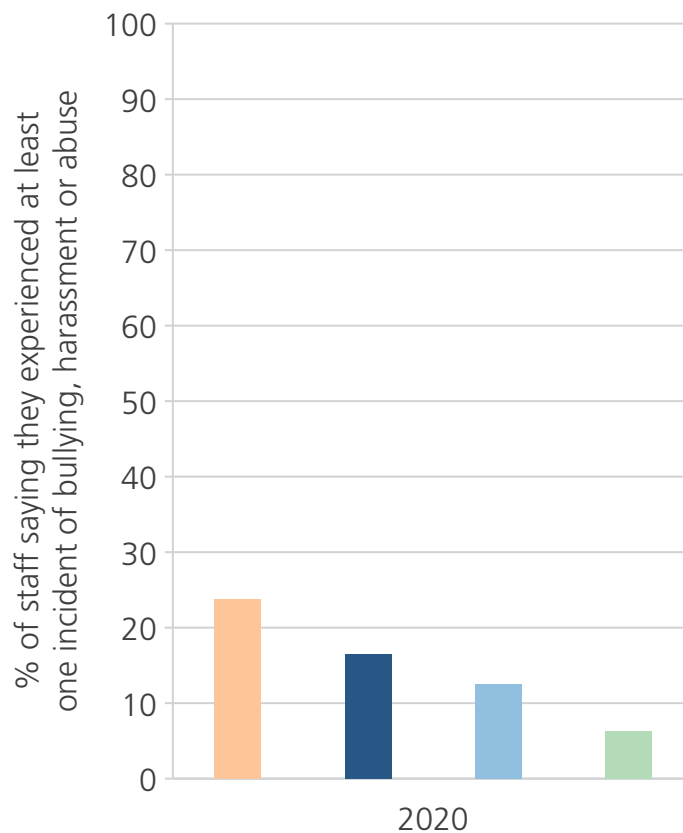
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?



Worst	37.9%
Your org	22.8%
Average	26.0%
Best	18.0%

Q13b

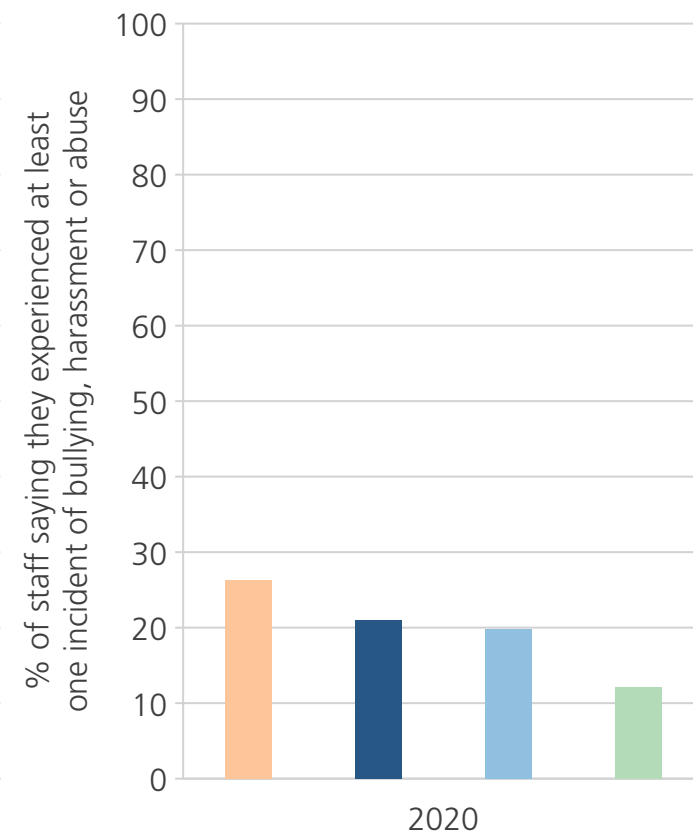
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?



Worst	23.7%
Your org	16.5%
Average	12.6%
Best	6.2%

Q13c

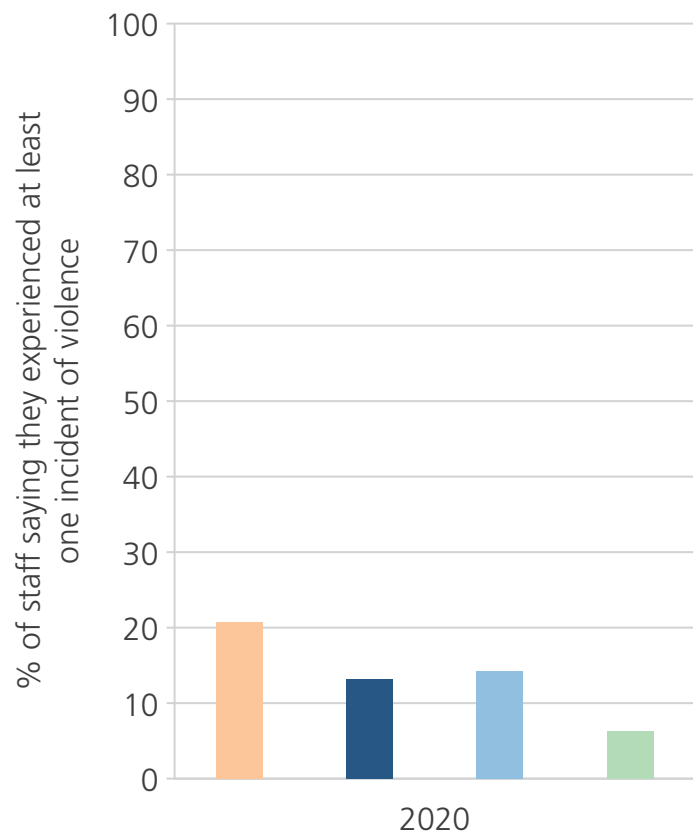
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?



Worst	26.3%
Your org	21.1%
Average	19.8%
Best	12.2%

Q12a

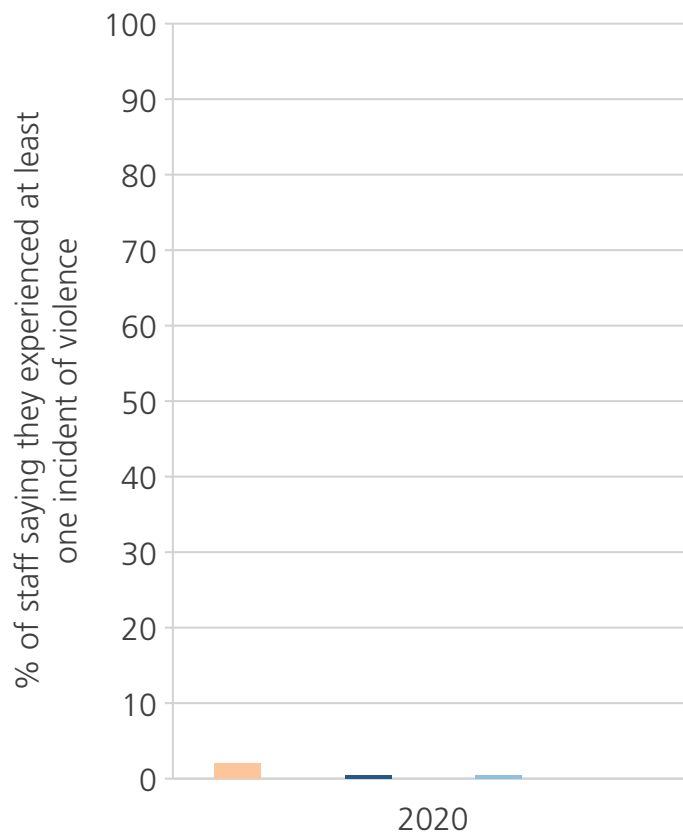
In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?



Worst	20.7%
Your org	13.2%
Average	14.2%
Best	6.3%

Q12b

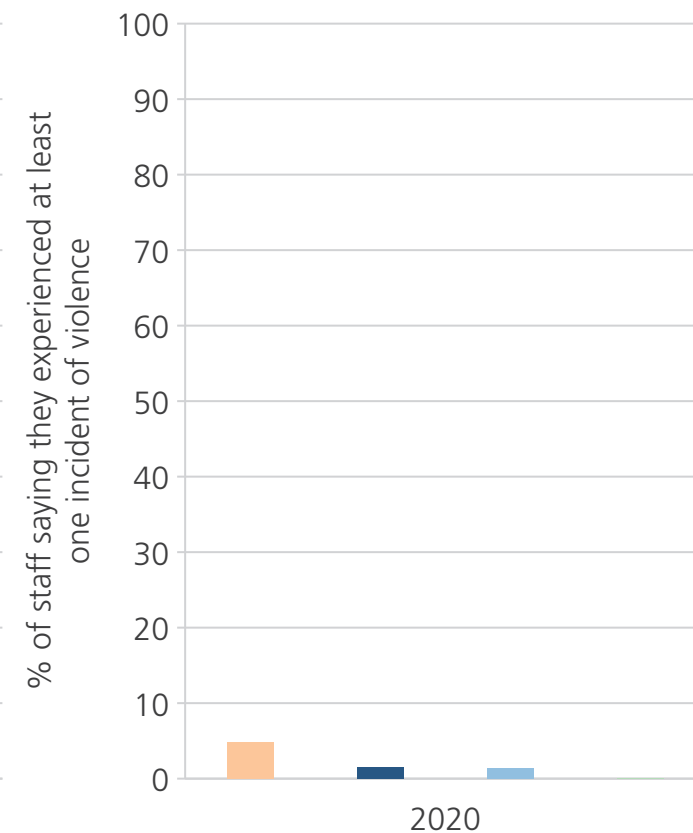
In the last 12 months how many times have you personally experienced physical violence at work from managers?



Worst	2.1%
Your org	0.4%
Average	0.5%
Best	0.0%

Q12c

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



Worst	4.8%
Your org	1.5%
Average	1.4%
Best	0.1%

Q16a

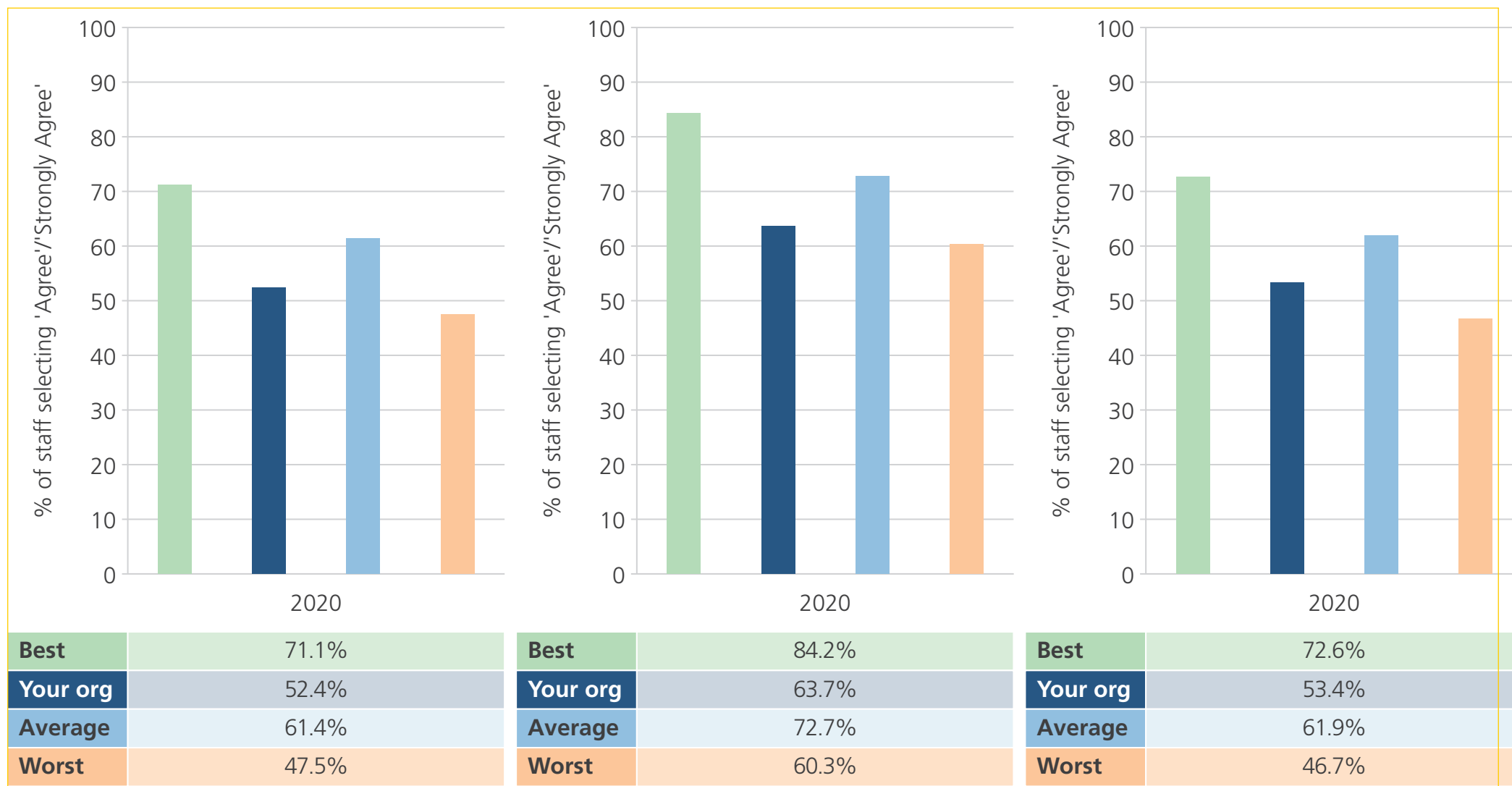
My organisation treats staff who are involved in an error, near miss or incident fairly

Q16c

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

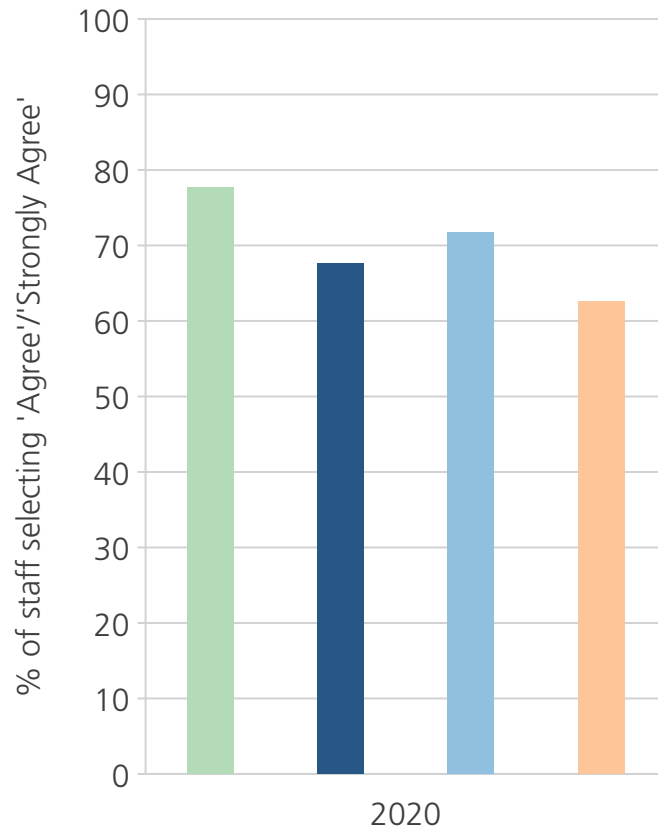
Q16d

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



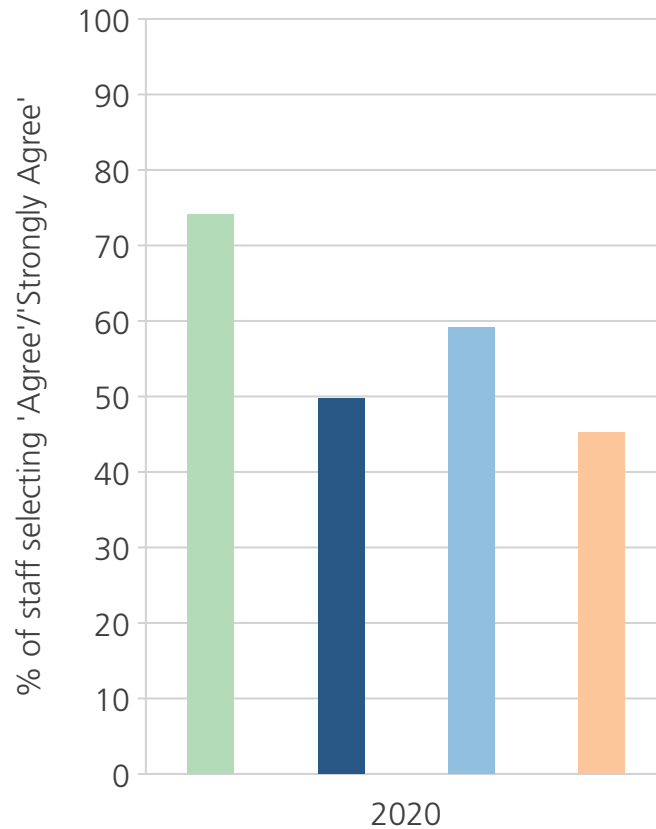
Q17b

I would feel secure raising concerns
about unsafe clinical practice



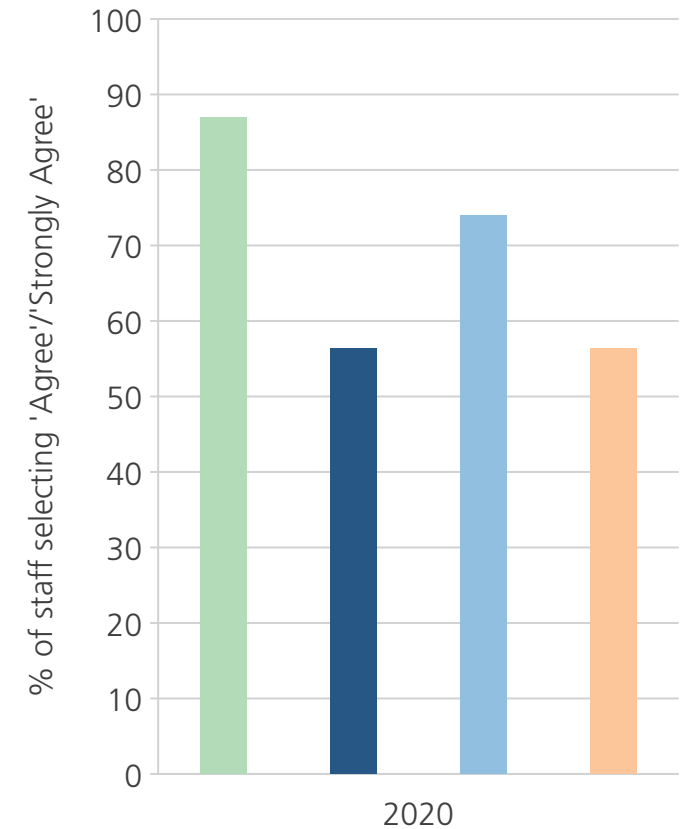
Q17c

I am confident that my organisation
would address my concern



Q18b

My organisation acts on concerns
raised by patients / service users



Best	77.6%	Best	74.2%	Best	86.9%
Your org	67.6%	Your org	49.7%	Your org	56.4%
Average	71.8%	Average	59.1%	Average	74.0%
Worst	62.6%	Worst	45.2%	Worst	56.4%

Q2a

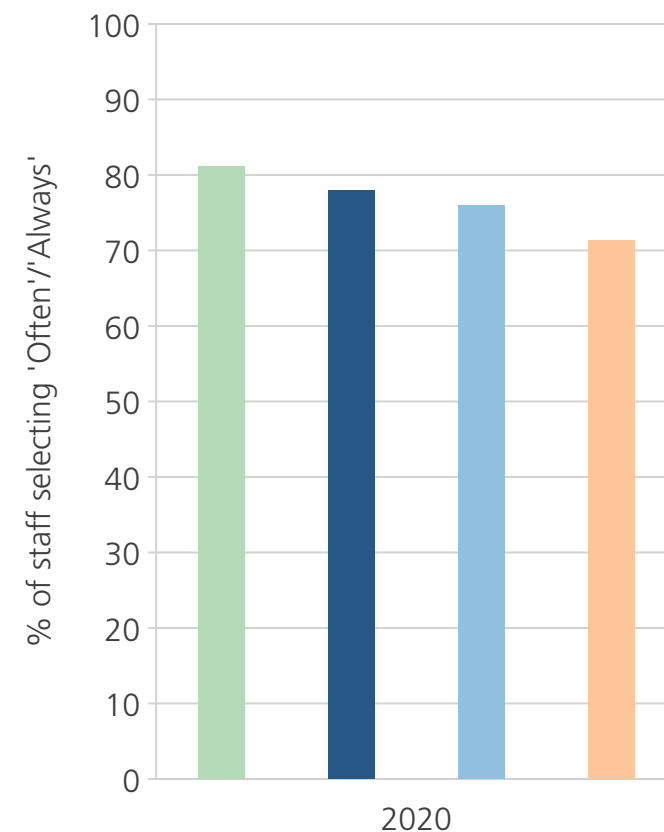
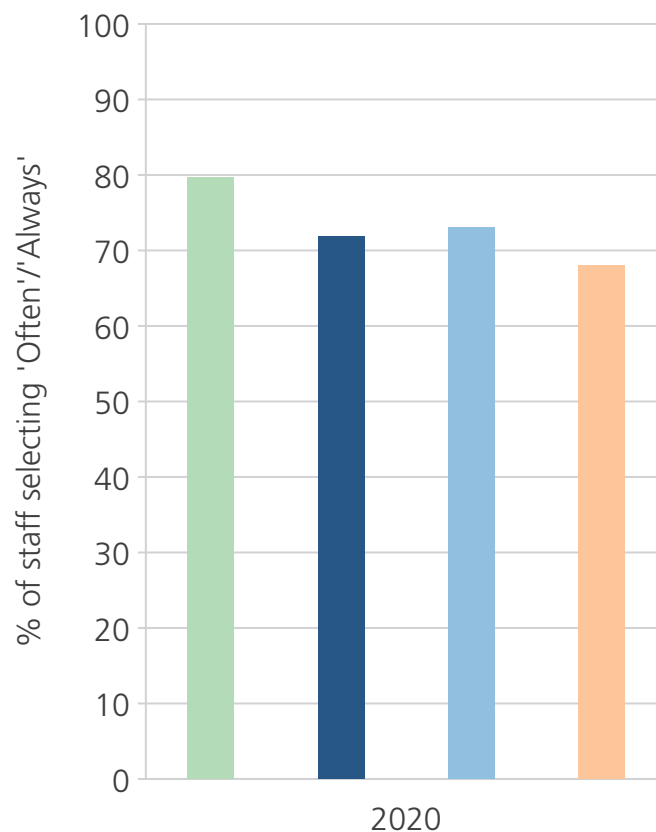
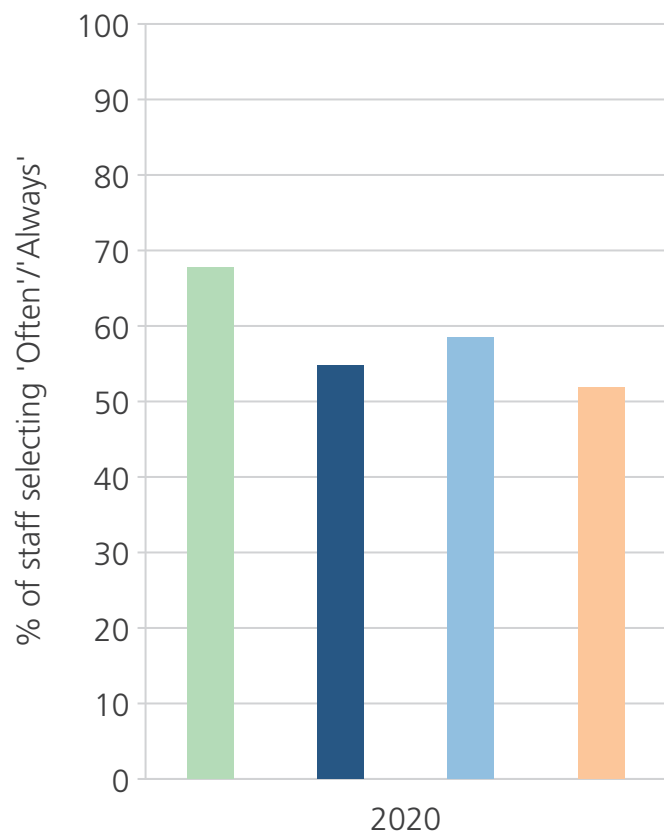
I look forward to going to work

Q2b

I am enthusiastic about my job

Q2c

Time passes quickly when I am working



Best	67.8%
Your org	54.8%
Average	58.5%
Worst	51.8%

Best	79.7%
Your org	71.8%
Average	73.1%
Worst	68.0%

Best	81.1%
Your org	78.0%
Average	76.0%
Worst	71.4%

Q4a

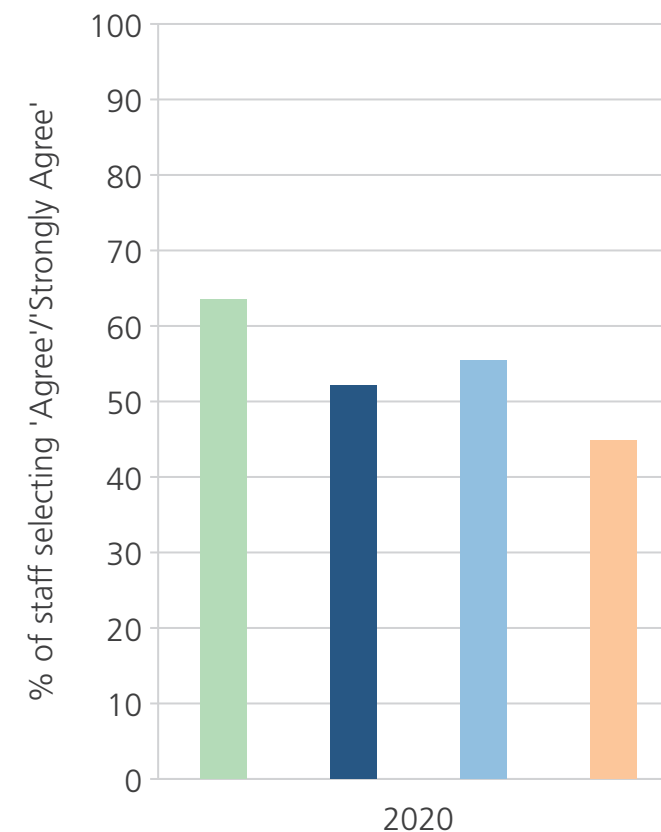
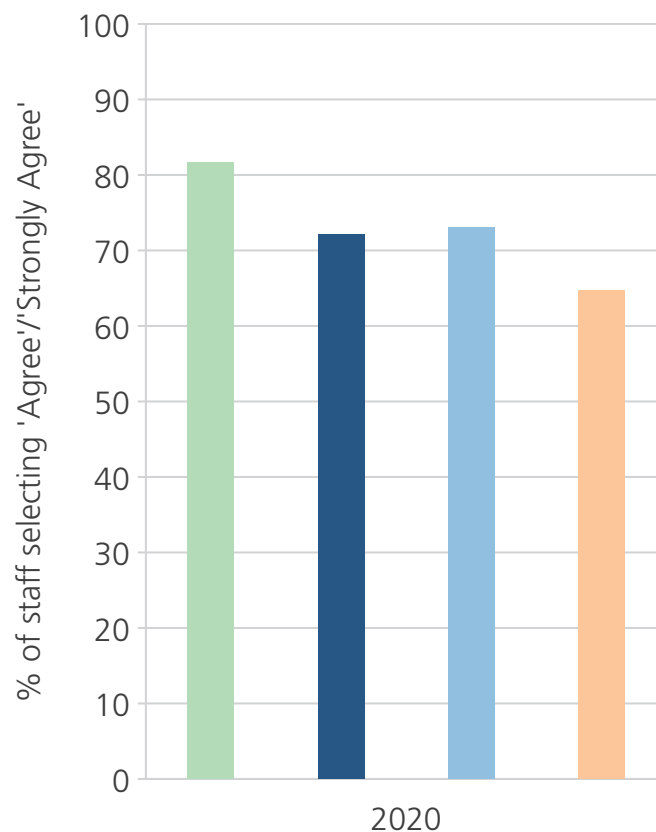
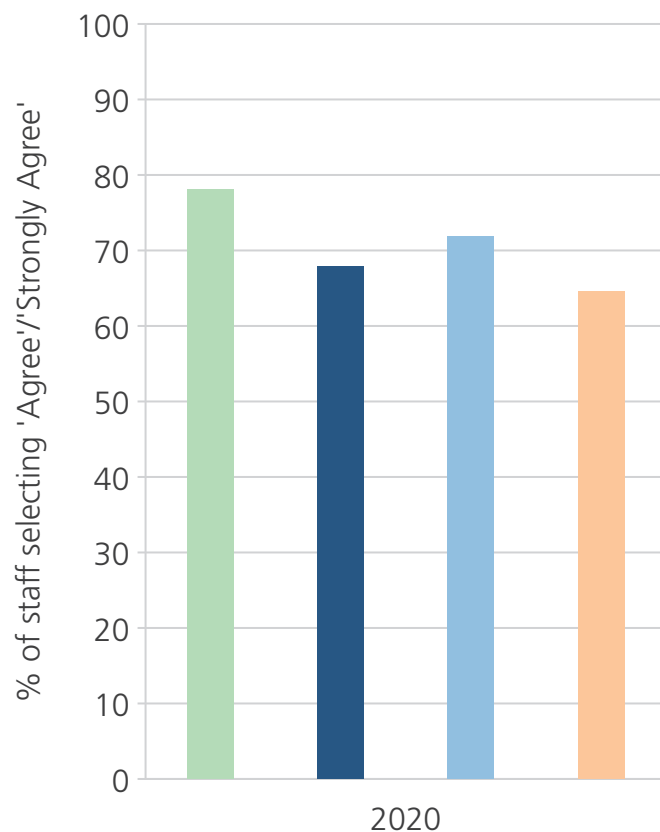
There are frequent opportunities
for me to show initiative in my role

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



Best	78.1%
Your org	67.9%
Average	71.9%
Worst	64.5%

Best	81.7%
Your org	72.1%
Average	73.0%
Worst	64.7%

Best	63.5%
Your org	52.1%
Average	55.4%
Worst	44.9%

Q18a

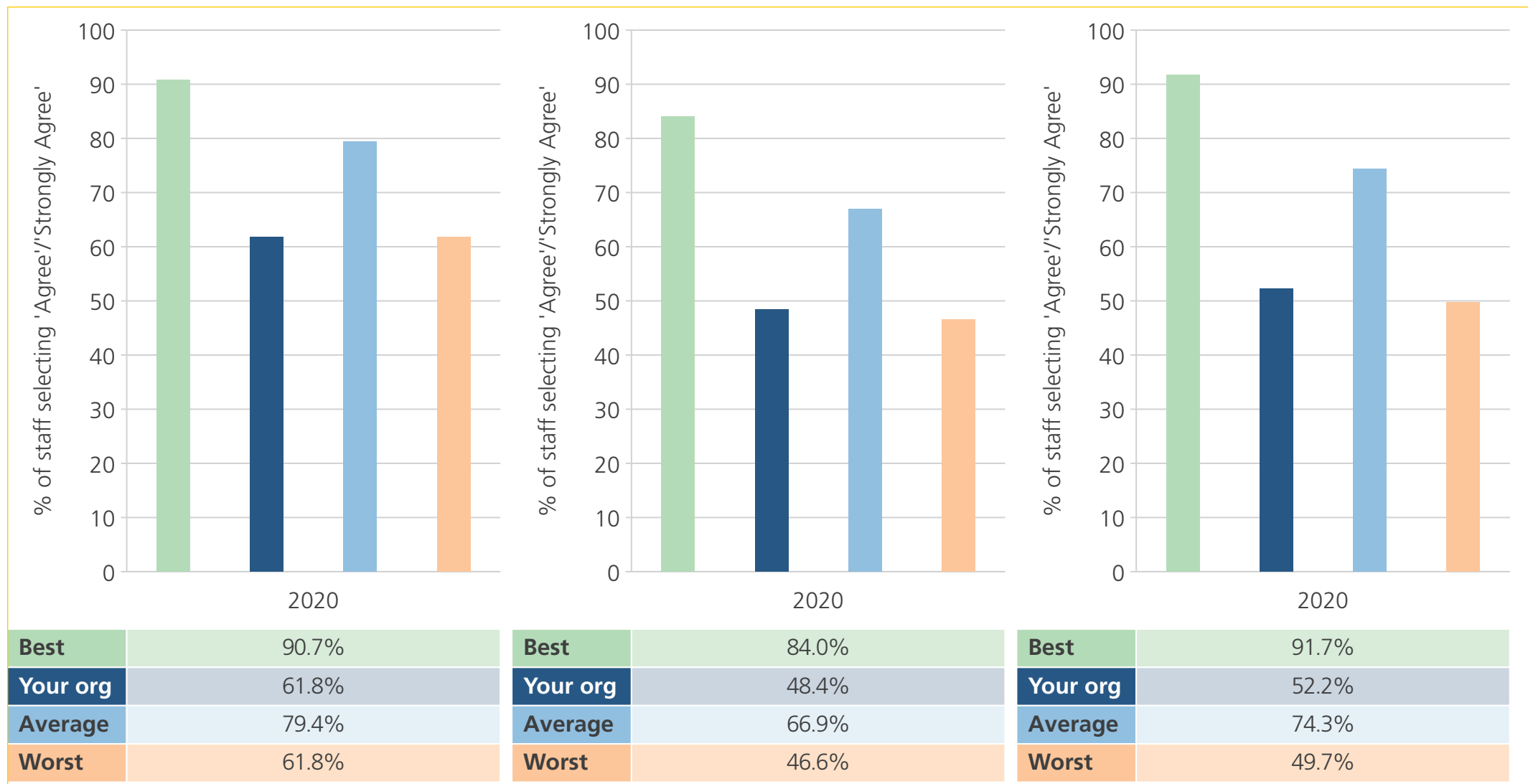
Care of patients / service users
is my organisation's top priority

Q18c

I would recommend my
organisation as a place to work

Q18d

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

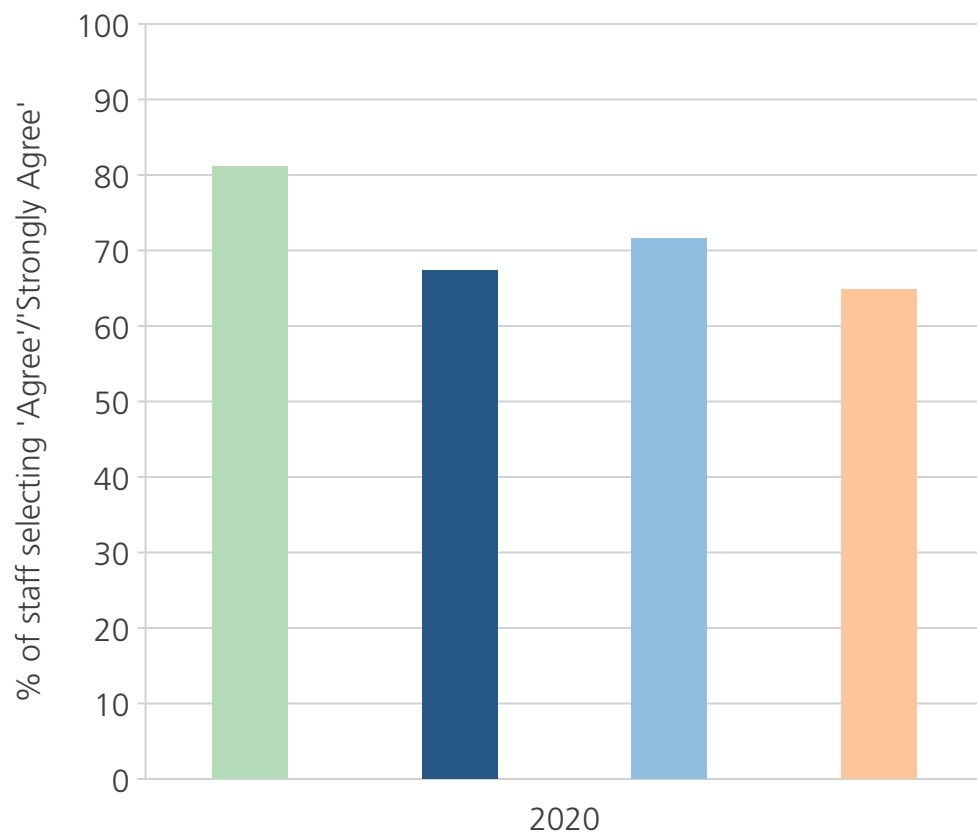


Q4h

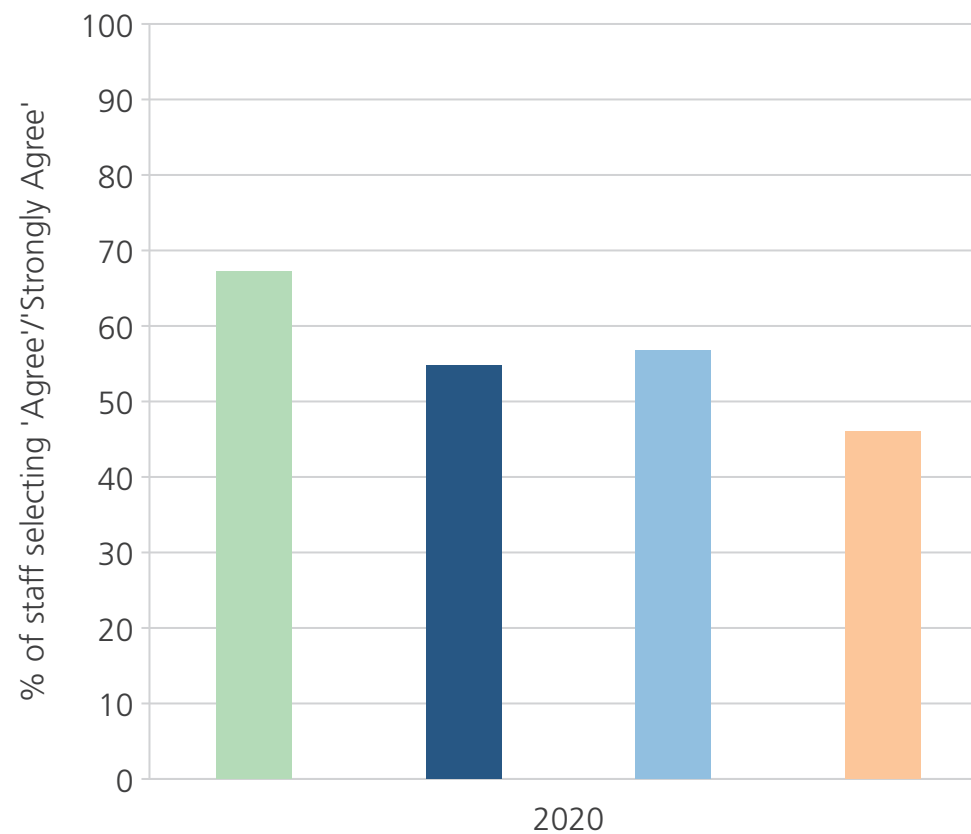
The team I work in has a set of shared objectives

Q4i

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



Best	81.2%
Your org	67.3%
Average	71.6%
Worst	64.9%



Best	67.2%
Your org	54.8%
Average	56.7%
Worst	46.1%

Workforce Equality Standards

North Cumbria Integrated Care 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 and 2019 trust/CCG and benchmarking group median results for q13a, q13b&c combined, q14, and q15b split by ethnicity (by white / BME staff).

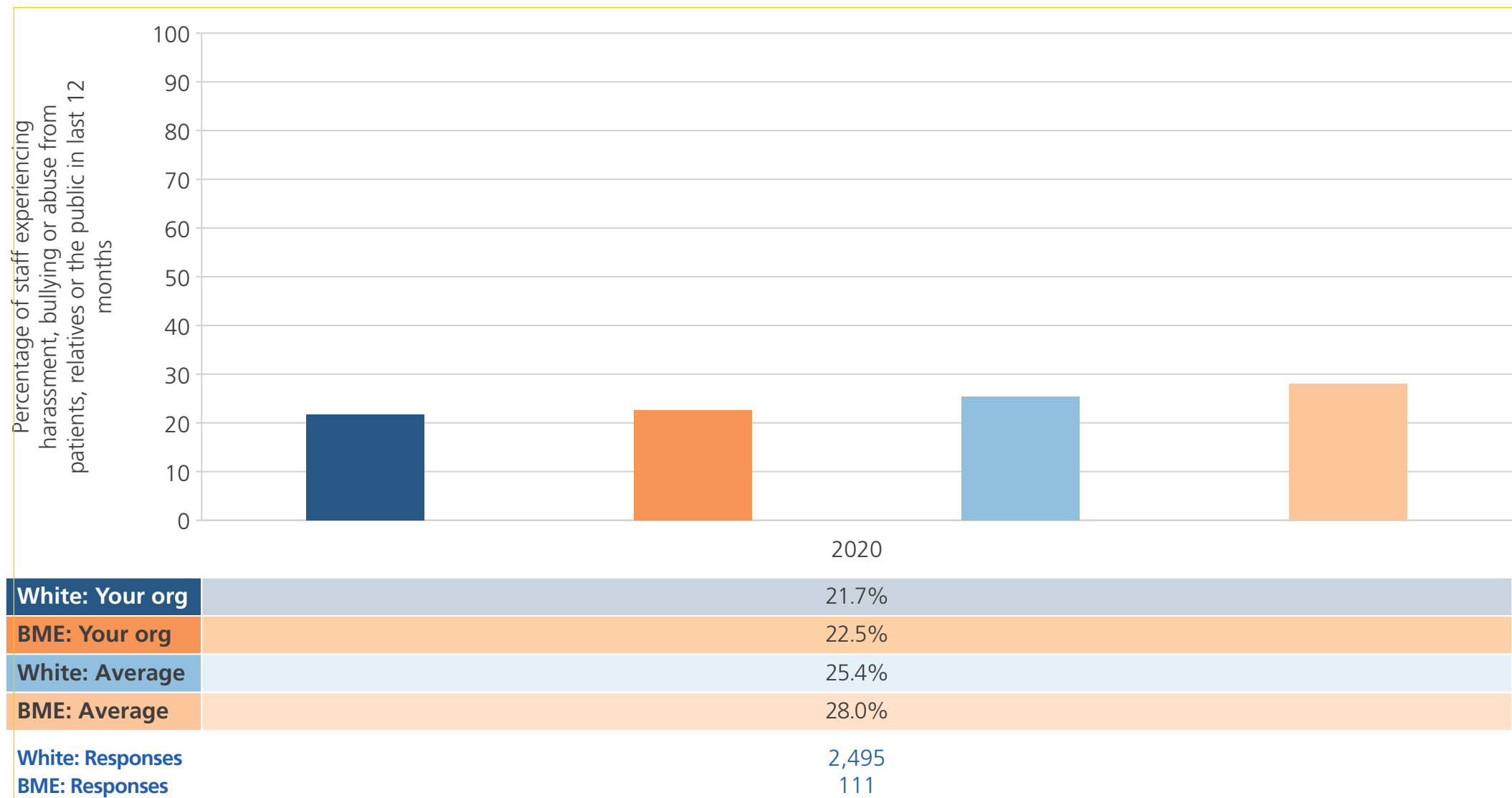
Workforce Disability Equality Standard (WDES)

- ▶ This contains data for each organisation required for the NHS Staff Survey indicators used in the Workforce Disability Equality Standard (WDES). It includes the 2018 and 2019 trust/CCG and benchmarking group median results for q5f, q11e, 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.

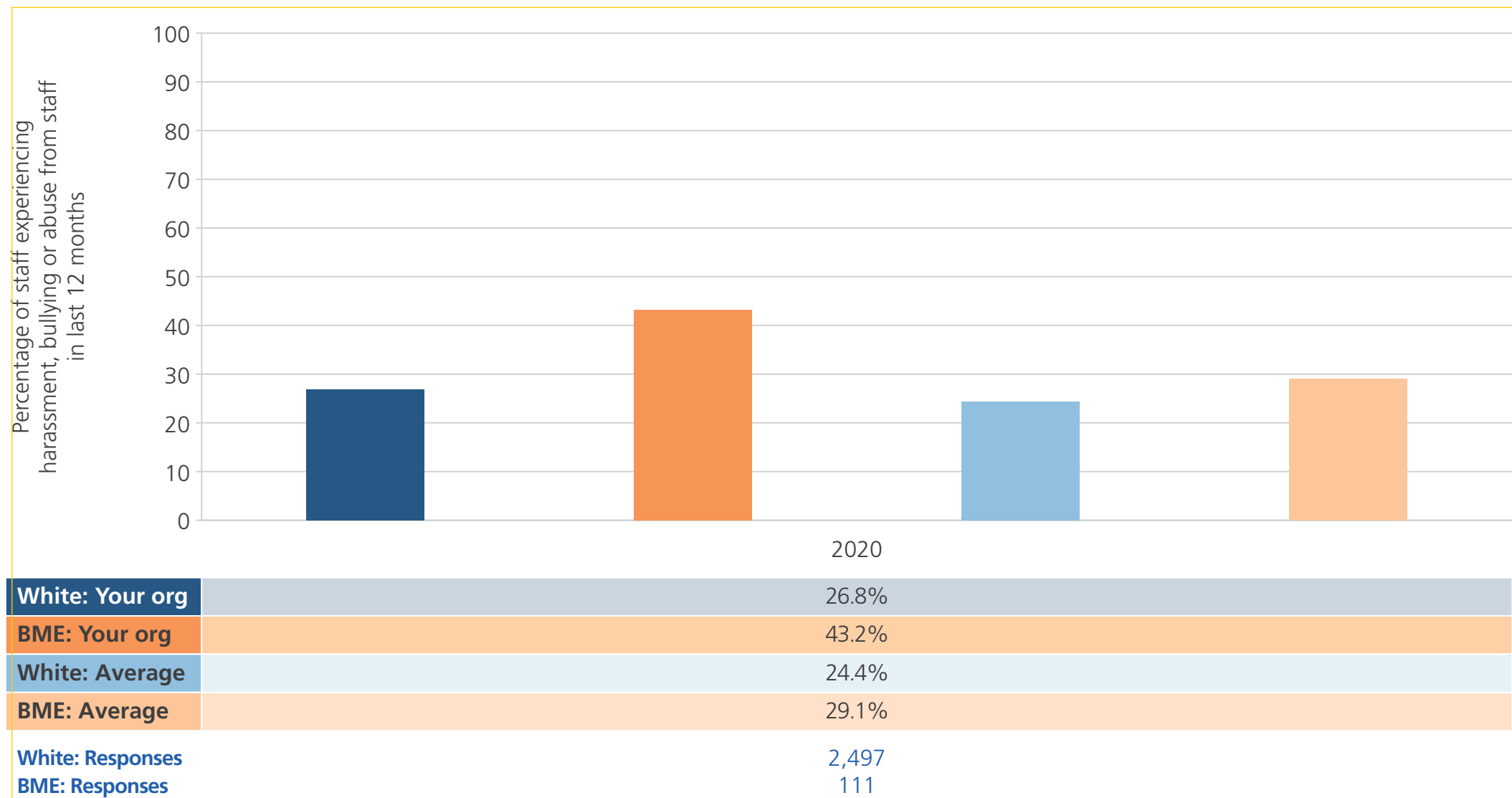
Workforce Race Equality Standard (WRES)

North Cumbria Integrated Care NHS Foundation Trust

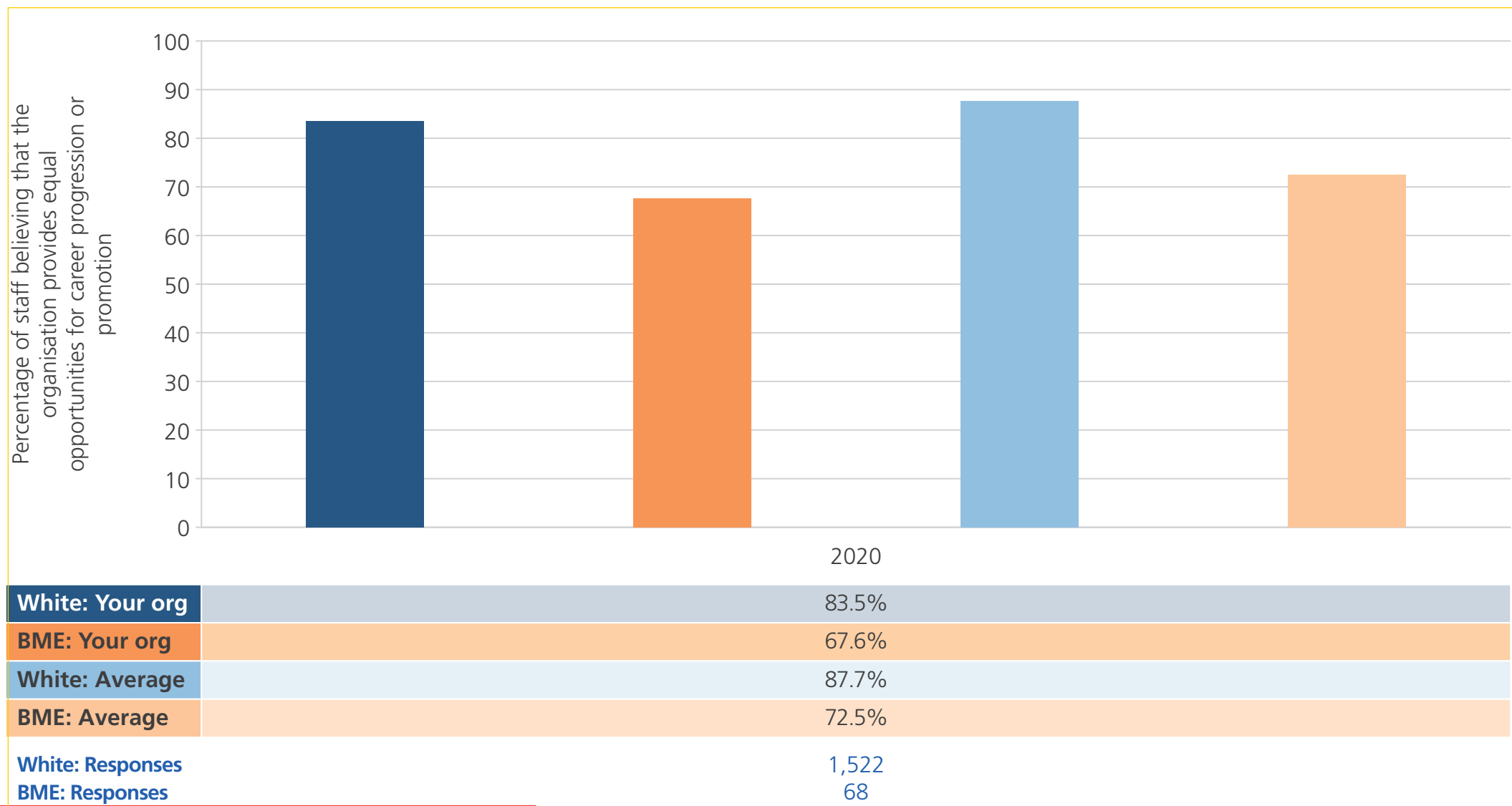
2020 NHS Staff Survey Results



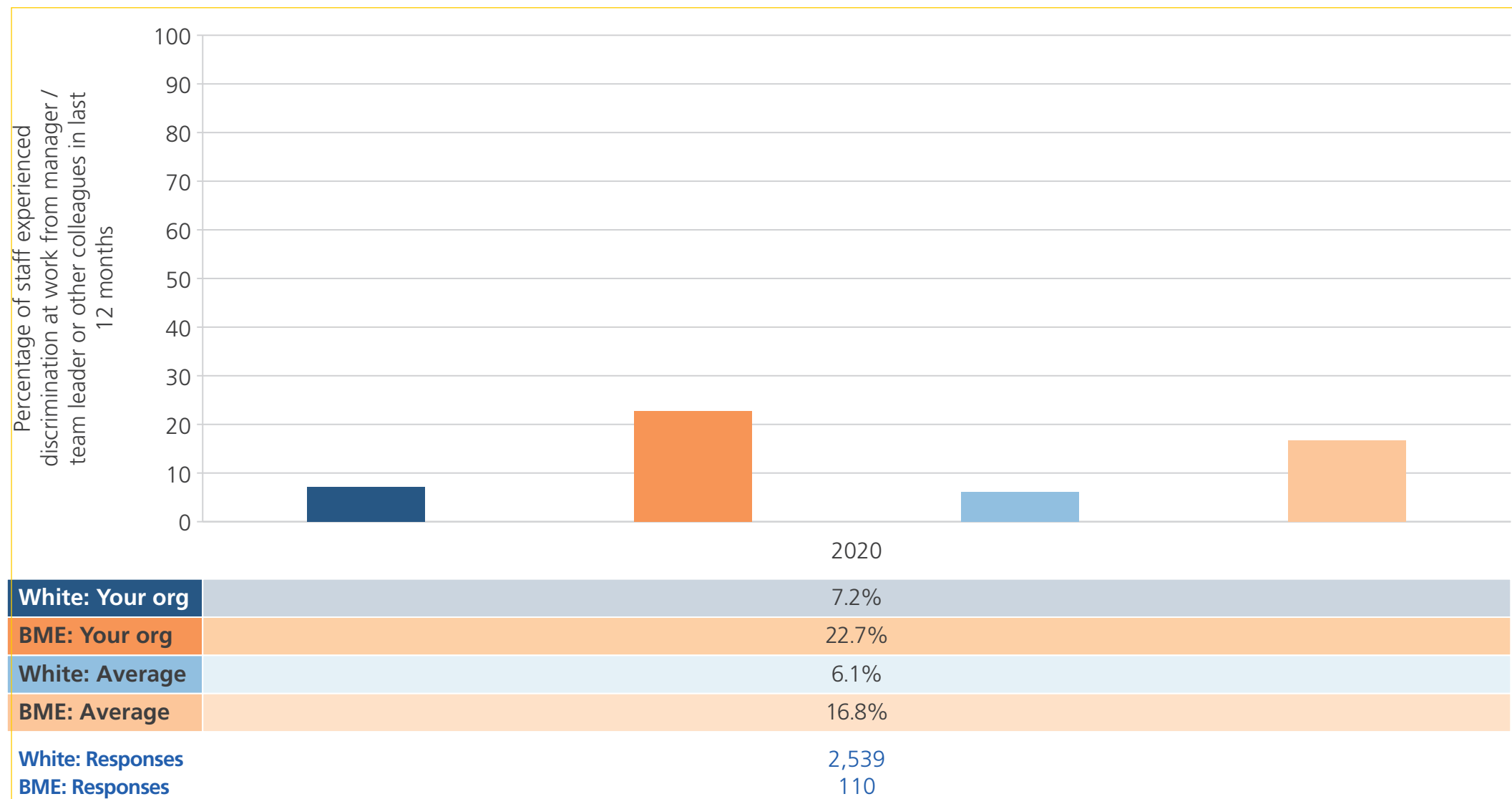
Average calculated as the median for the benchmark group



Average calculated as the median for the benchmark group



Average calculated as the median for the benchmark group



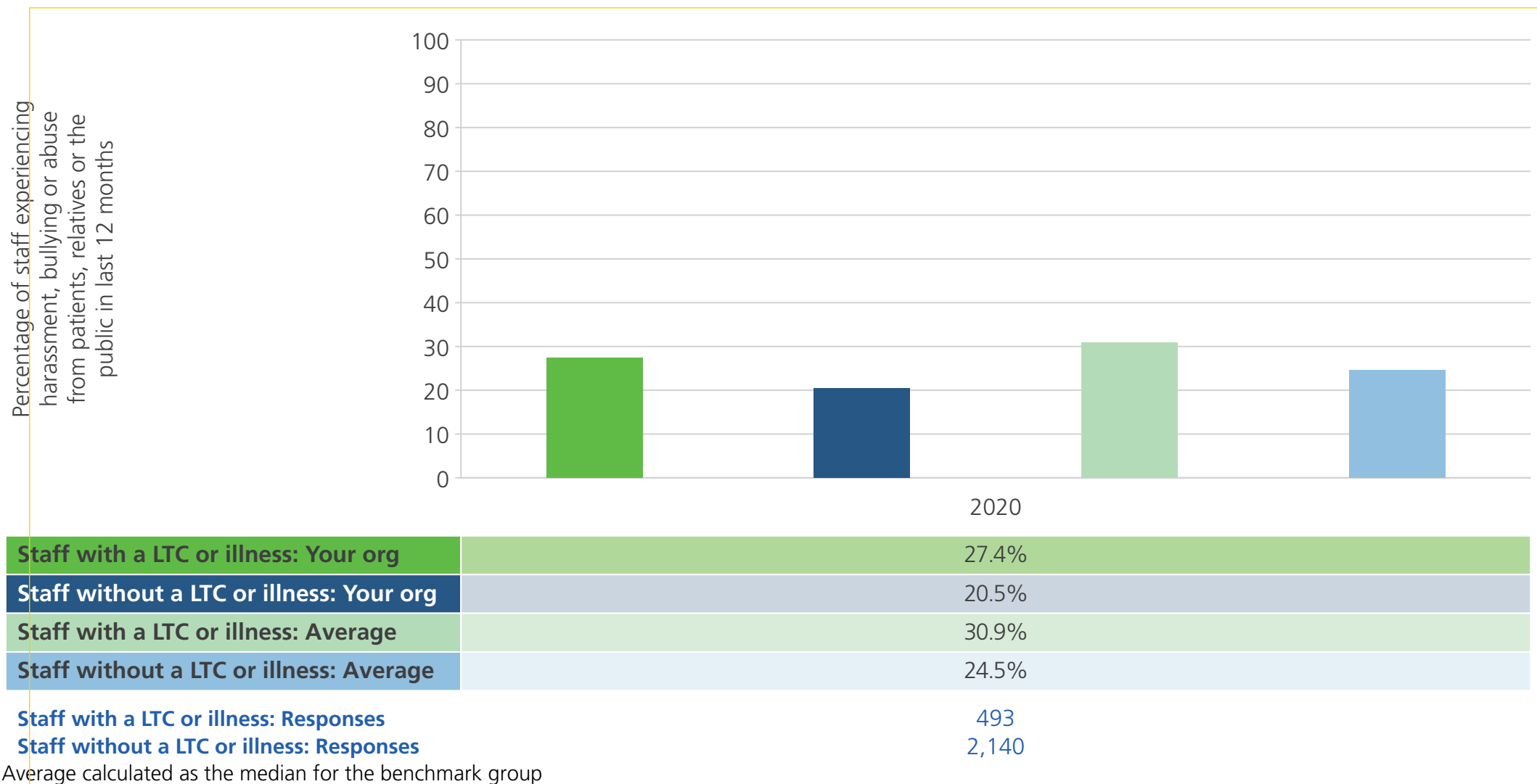
Average calculated as the median for the benchmark group

Workforce Disability Equality Standard (WDES)

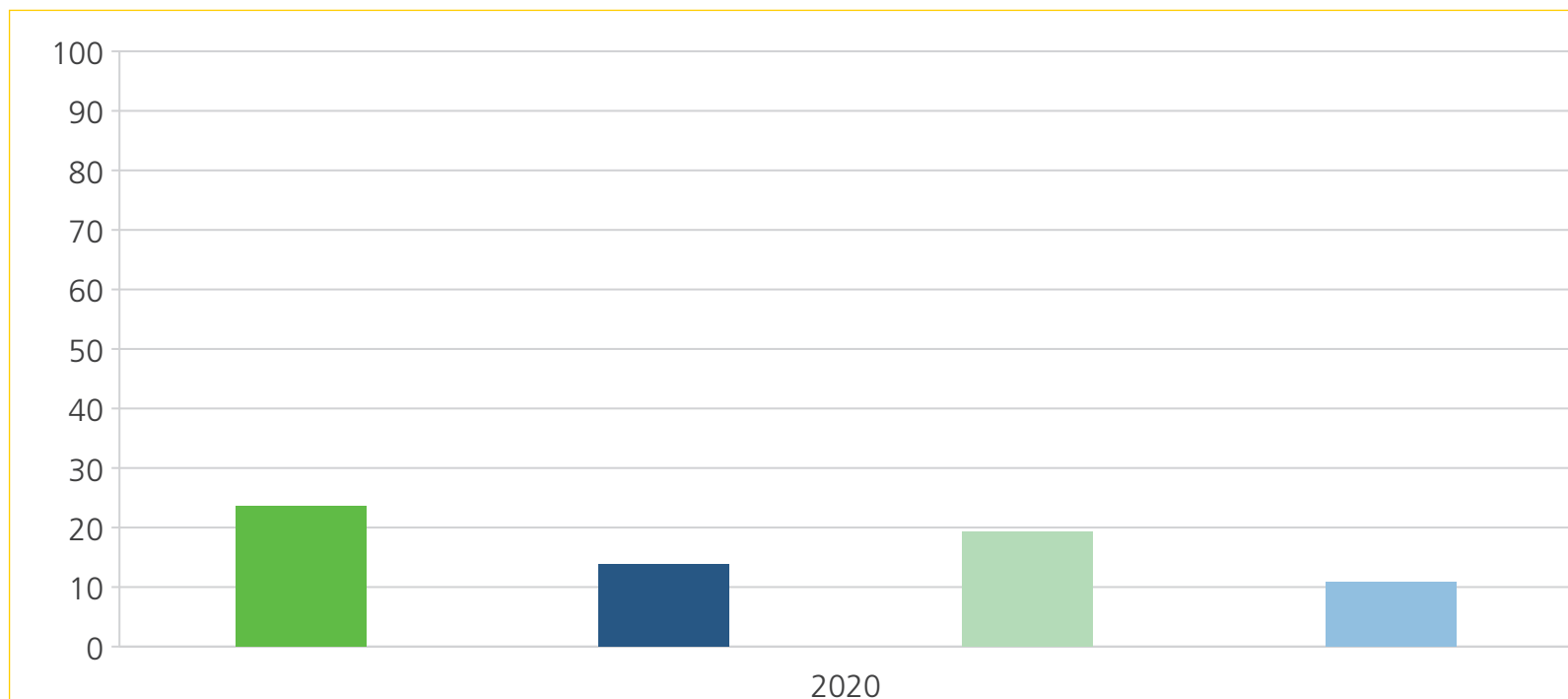
The approach to calculating the benchmark median scores and the way in which the data for Q13d are reported has changed this year. These changes have been applied retrospectively so historical data shown in the average calculations and all figures for Q13d are comparable. However, these figures are not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

North Cumbria Integrated Care NHS Foundation Trust

2020 NHS Staff Survey Results



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



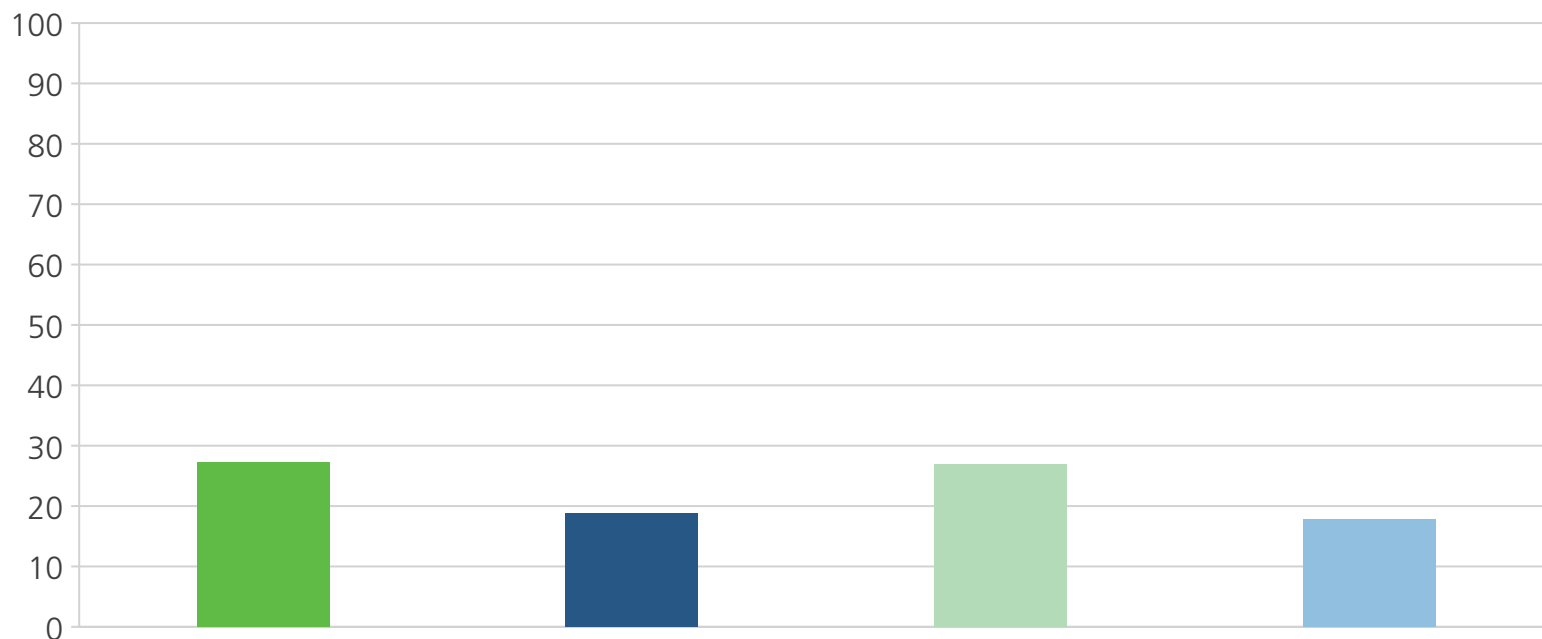
Staff with a LTC or illness: Your org	23.5%
Staff without a LTC or illness: Your org	13.8%
Staff with a LTC or illness: Average	19.3%
Staff without a LTC or illness: Average	10.8%

Staff with a LTC or illness: Responses 493

Staff without a LTC or illness: Responses 2,138

Average calculated as the median for the benchmark group

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



2020

Staff with a LTC or illness: Your org	27.2%
Staff without a LTC or illness: Your org	18.9%
Staff with a LTC or illness: Average	26.9%
Staff without a LTC or illness: Average	17.8%

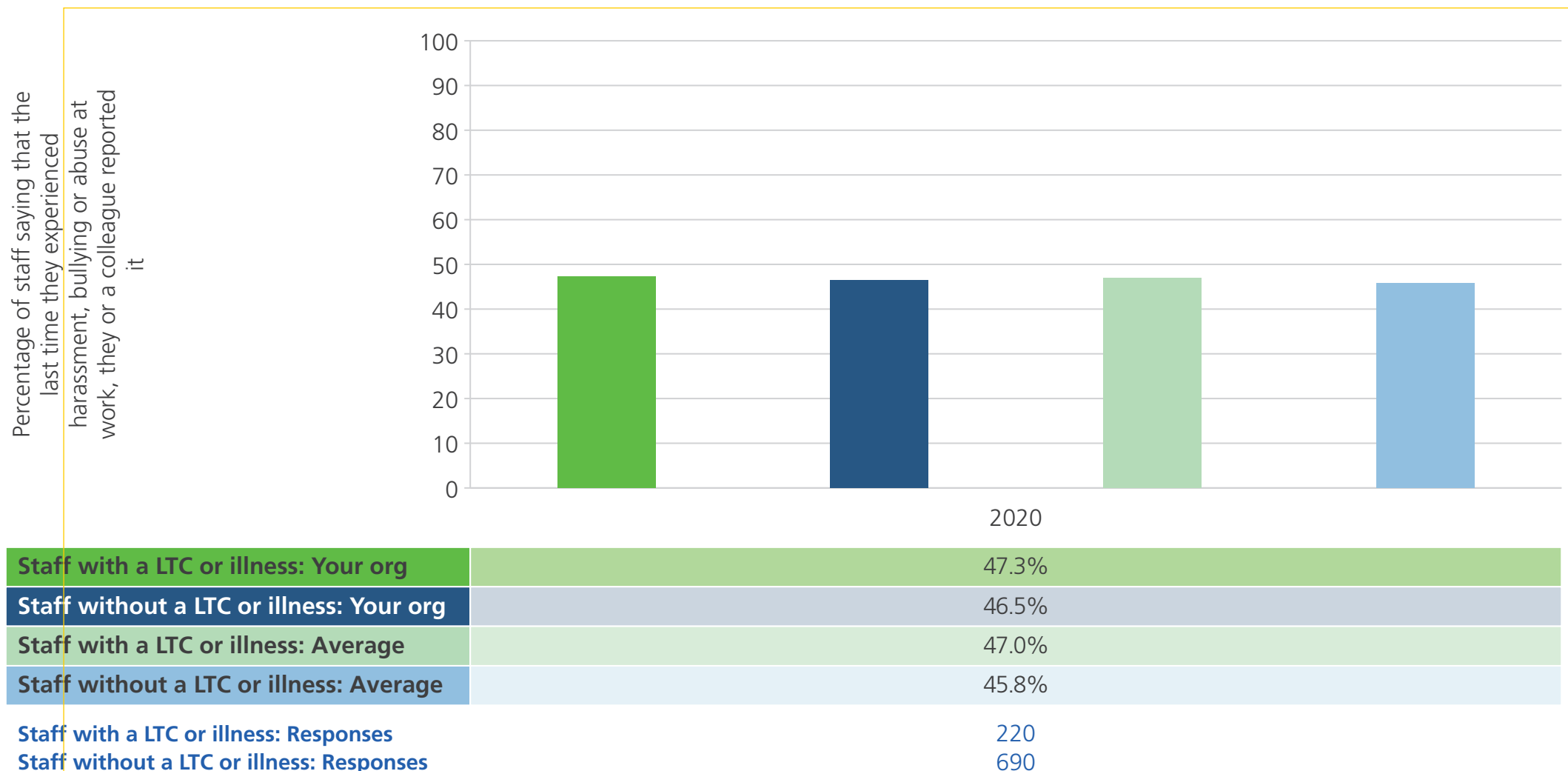
Staff with a LTC or illness: Responses

493

Staff without a LTC or illness: Responses

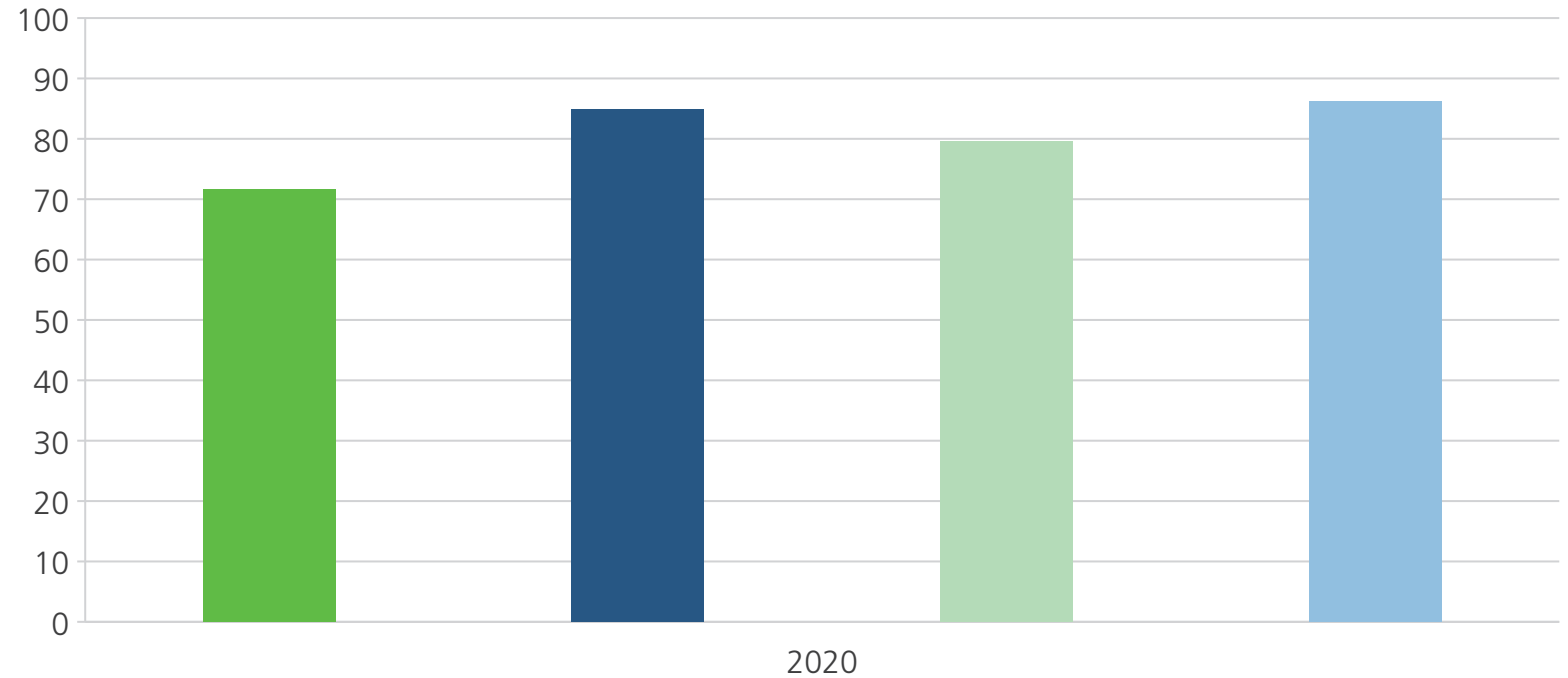
2,140

Average calculated as the median for the benchmark group



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



Staff with a LTC or illness: Your org	71.7%
Staff without a LTC or illness: Your org	84.9%
Staff with a LTC or illness: Average	79.6%
Staff without a LTC or illness: Average	86.3%

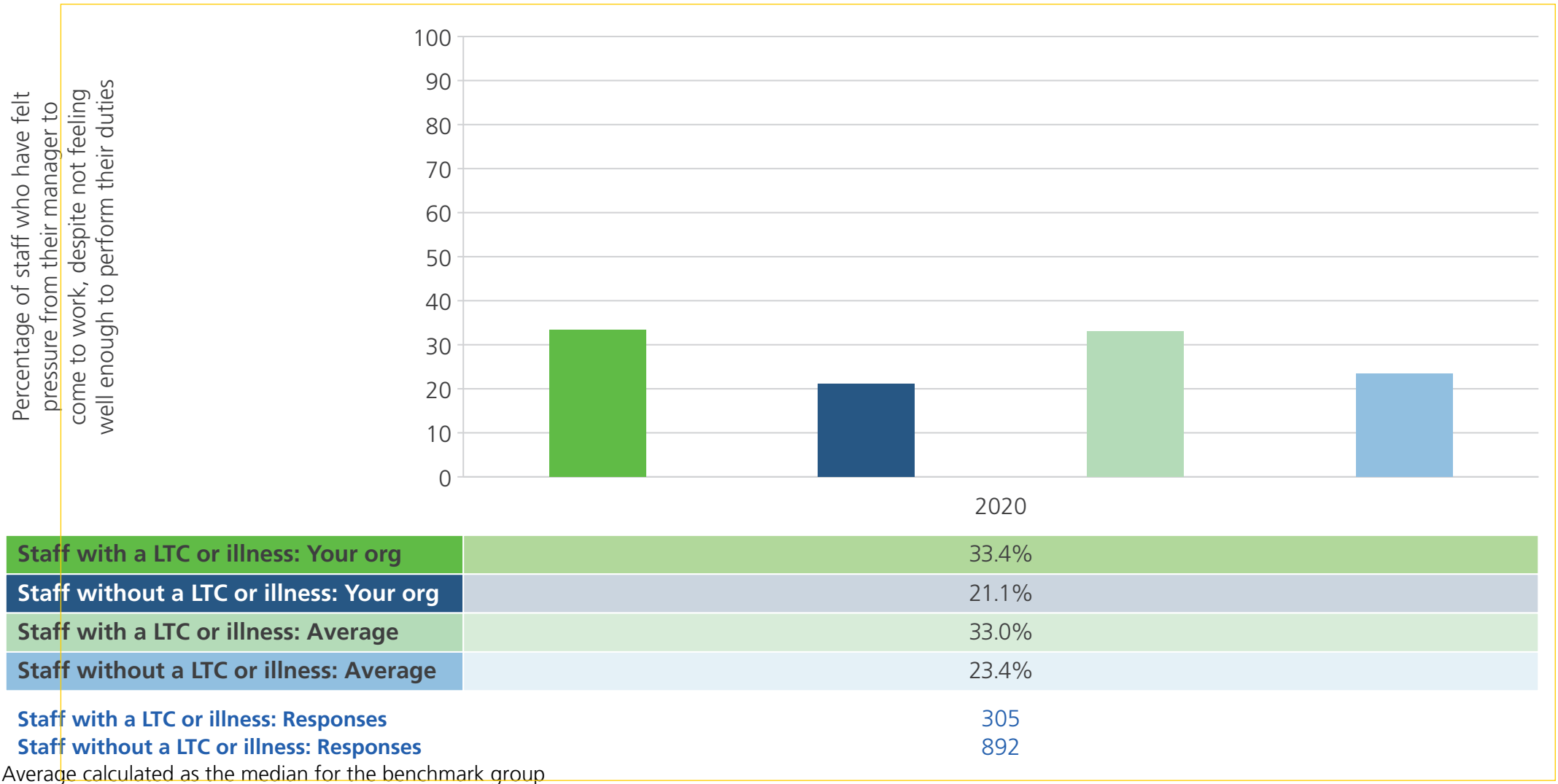
Staff with a LTC or illness: Responses

286

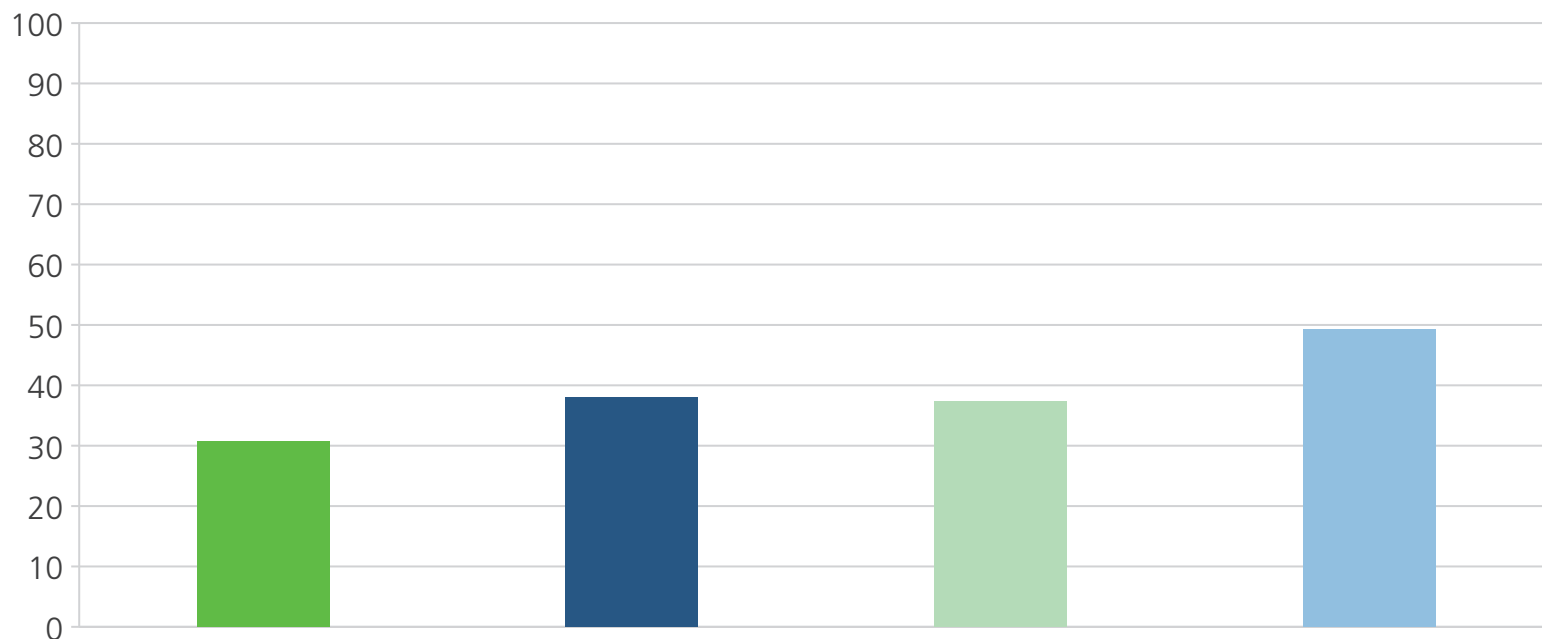
Staff without a LTC or illness: Responses

1,321

Average calculated as the median for the benchmark group



Percentage of staff satisfied with
the extent to which their
organisation values their work



2020

Staff with a LTC or illness: Your org	30.6%
Staff without a LTC or illness: Your org	38.1%
Staff with a LTC or illness: Average	37.4%
Staff without a LTC or illness: Average	49.3%

Staff with a LTC or illness: Responses

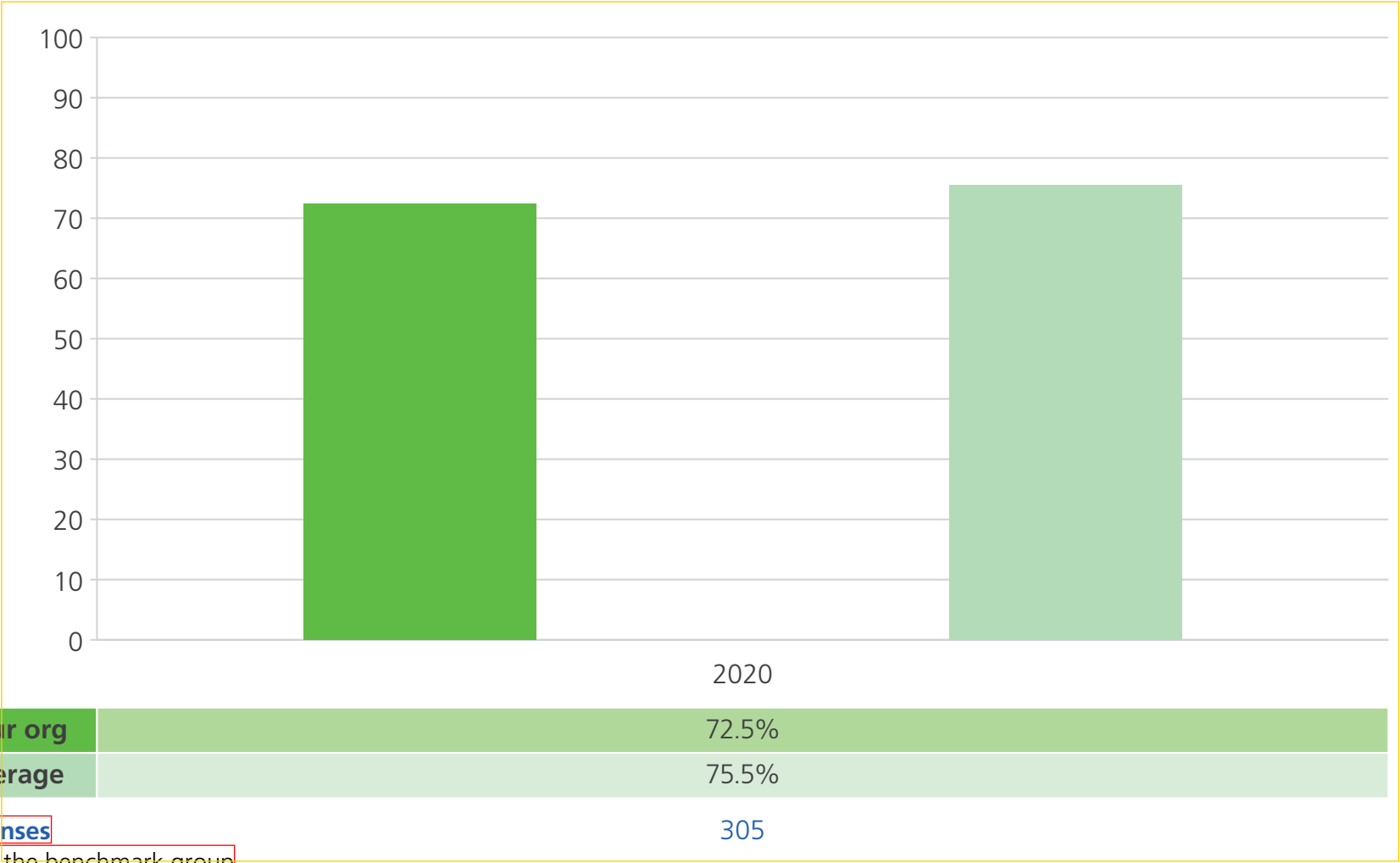
509

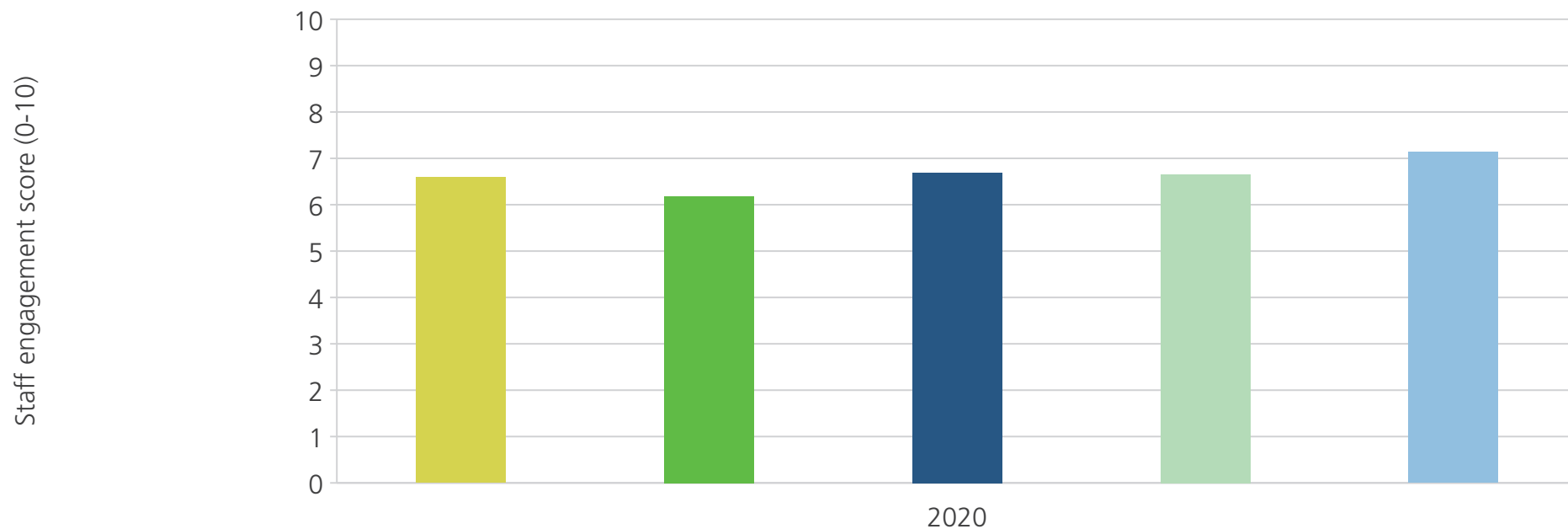
Staff without a LTC or illness: Responses

2,189

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





Organisation average	6.6
Staff with a LTC or illness: Your org	6.2
Staff without a LTC or illness: Your org	6.7
Staff with a LTC or illness: Average	6.7
Staff without a LTC or illness: Average	7.1

Organisation Responses 2,799
 Staff with a LTC or illness: Responses 509
 Staff without a LTC or illness: Responses 2,191

Average calculated as the median for the benchmark group

Appendices

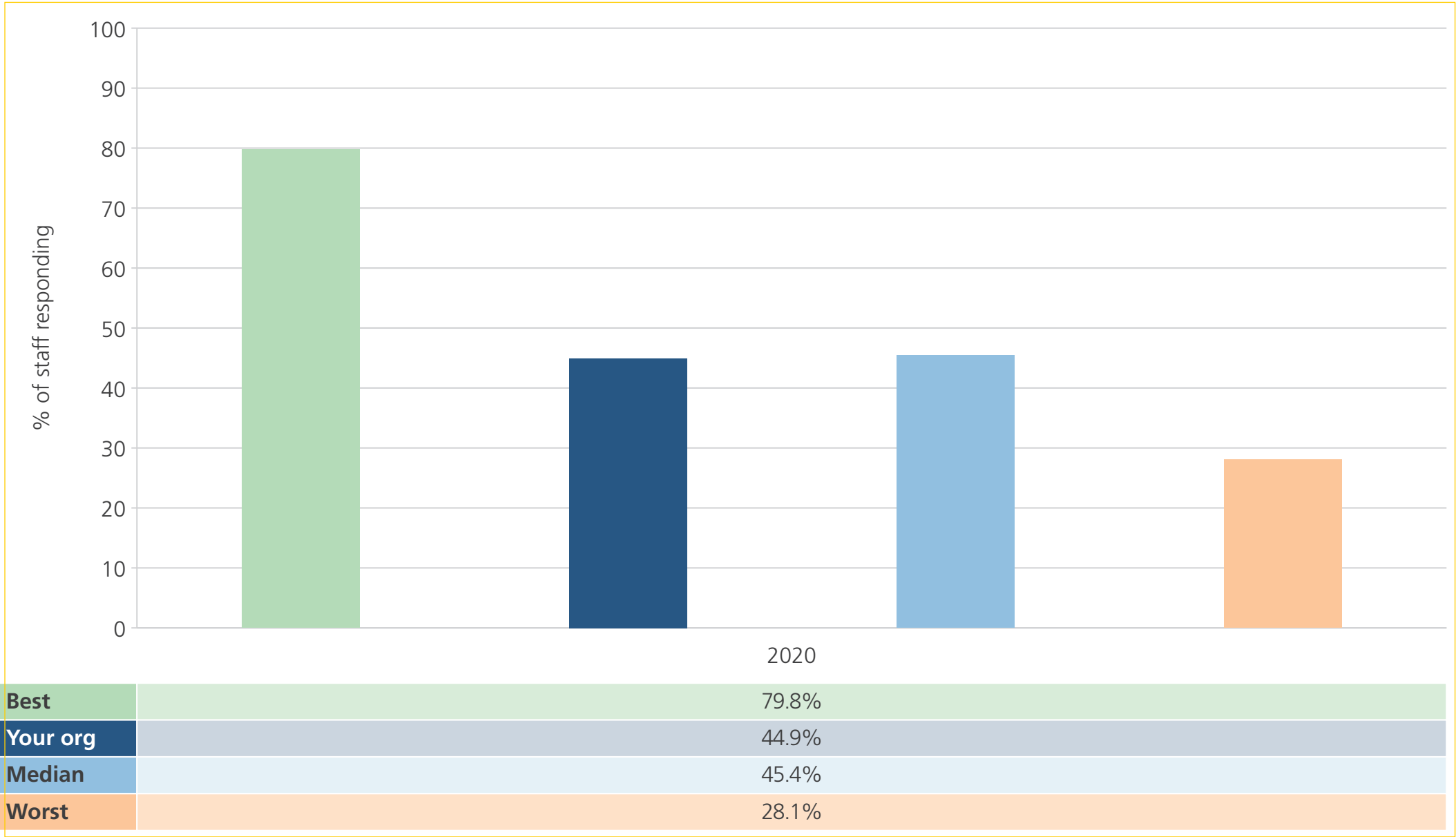
North Cumbria Integrated Care NHS Foundation Trust

2020 NHS Staff Survey Results

Appendix A: Response rate

North Cumbria Integrated Care NHS Foundation Trust

2020 NHS Staff Survey Results



Appendix B: Significance testing - 2019 v 2020 theme results

North Cumbria Integrated Care 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			9.2	2752	N/A
Health & wellbeing			6.0	2770	N/A
Immediate managers †			6.5	2777	N/A
Morale			6.0	2745	N/A
Quality of care			7.2	2381	N/A
Safe environment - Bullying & harassment			8.0	2701	N/A
Safe environment - Violence			9.5	2766	N/A
Safety culture			6.3	2757	N/A
Staff engagement			6.6	2799	N/A
Team working			6.3	2760	N/A

* 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](#).