North Cumbria Integrated Care NHS Foundation Trust

2020 NHS Staff Survey

Summary Benchmark Report

Survey Coordination Centre

NHS England

North Cumbria Integrated Care NHS Foundation Trust [1]

2020 NHS Staff Survey [2]

Organisation details [3]

This organisation is benchmarked against: [4] [5]

Completed questionnaires [6] **2,855** [7]

Acute and Acute & Community Trusts [8] [9]

2020 response rate [10] **45%** [11]

[12] See response rate trend for the last 5 years [13]

2020 benchmarking group details [14]

Survey details [15]

Survey mode [17] **Mixed** [18]

Sample type [20] **Census** [19]

Organisations in group: **128** [16]

Median response rate: **45%** [21]

No. of completed questionnaires: [22]

402,201

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Key features [1]

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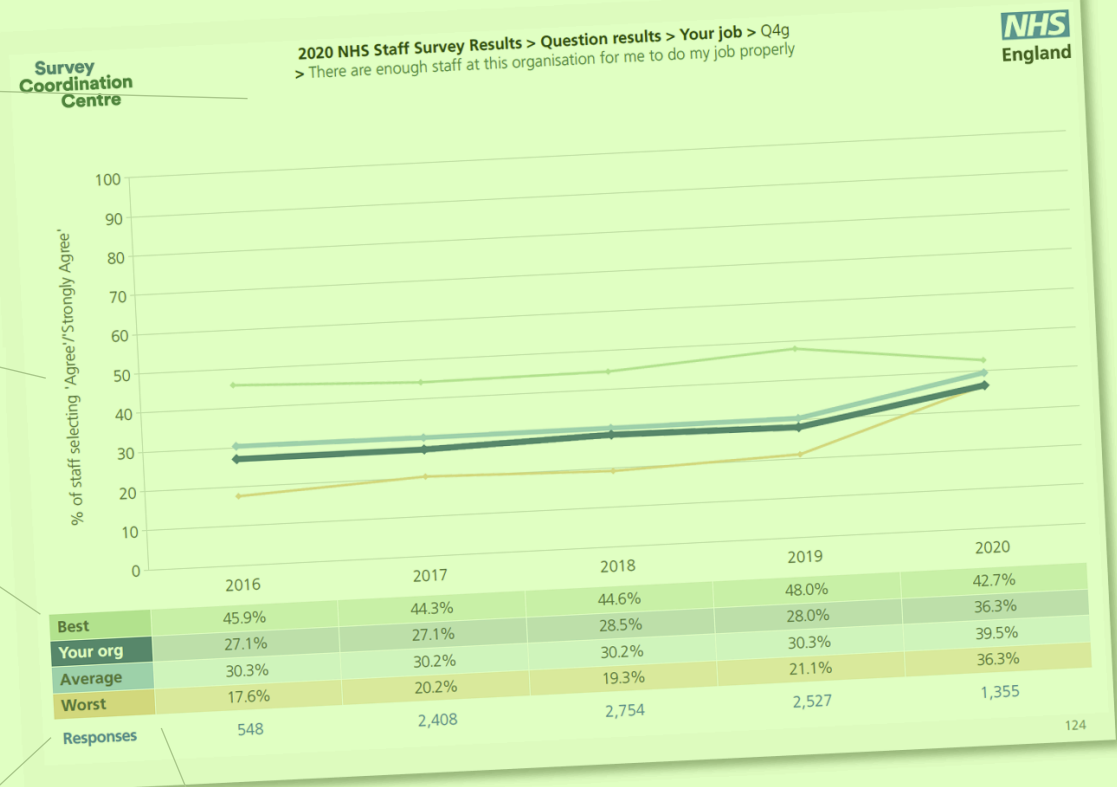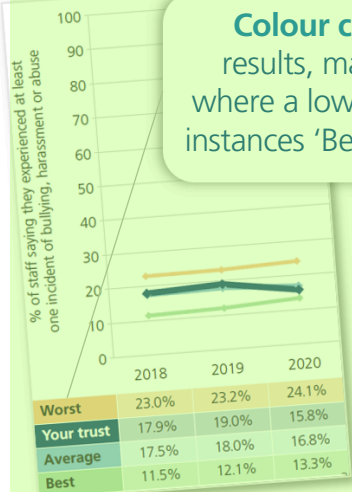
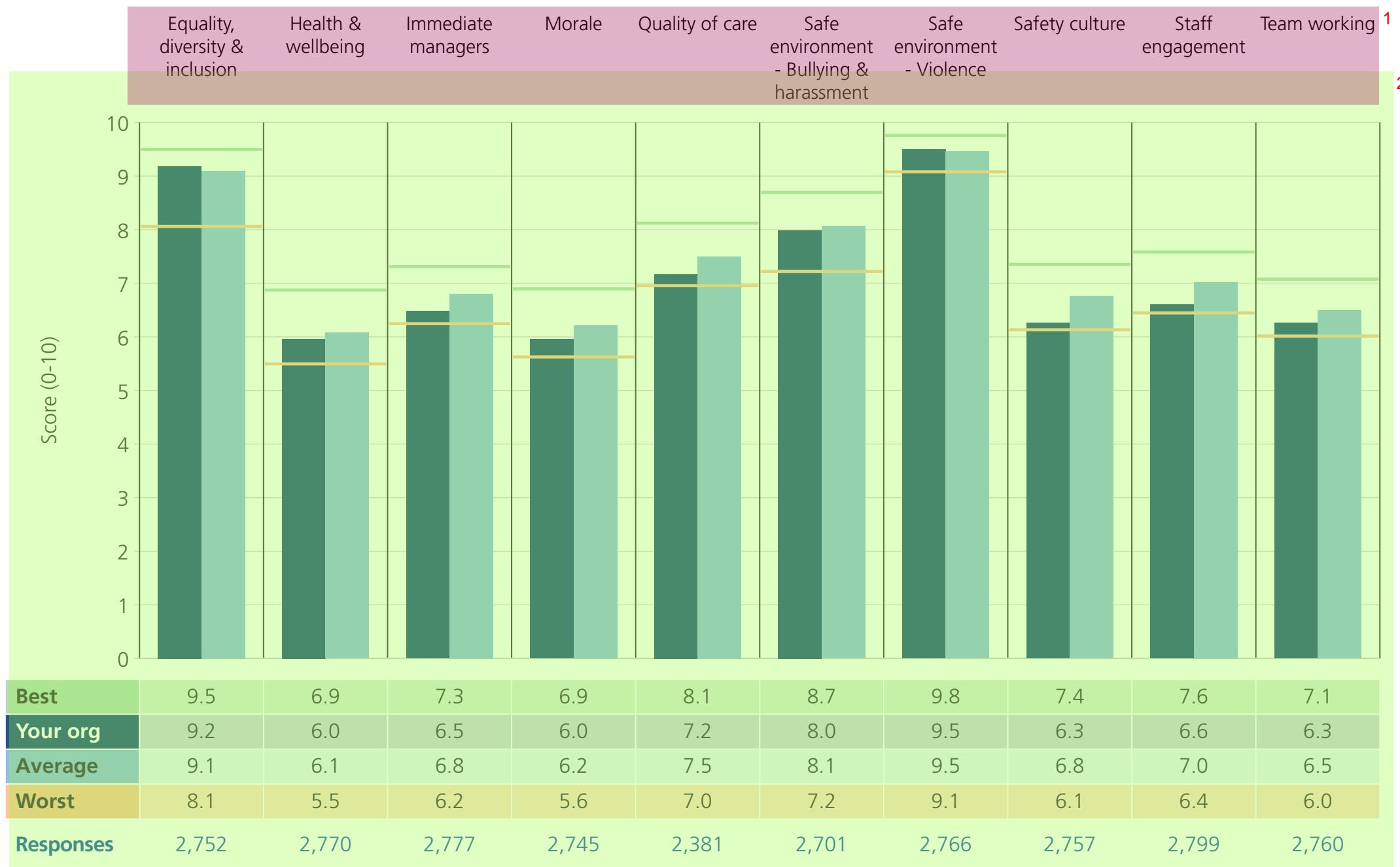'Best', 'Average', and 'Worst' refer to the **benchmarking group's** best, average and worst **results**

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

% 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

124

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

	2018	2019	2020
Worst	23.0%	23.2%	24.1%
Your trust	17.9%	19.0%	15.8%
Average	17.5%	18.0%	16.8%
Best	11.5%	12.1%	13.3%

[3] Full details on how the scores are calculated are provided in the **Technical** [4] **Document**, under the Supporting Documents section of our results page
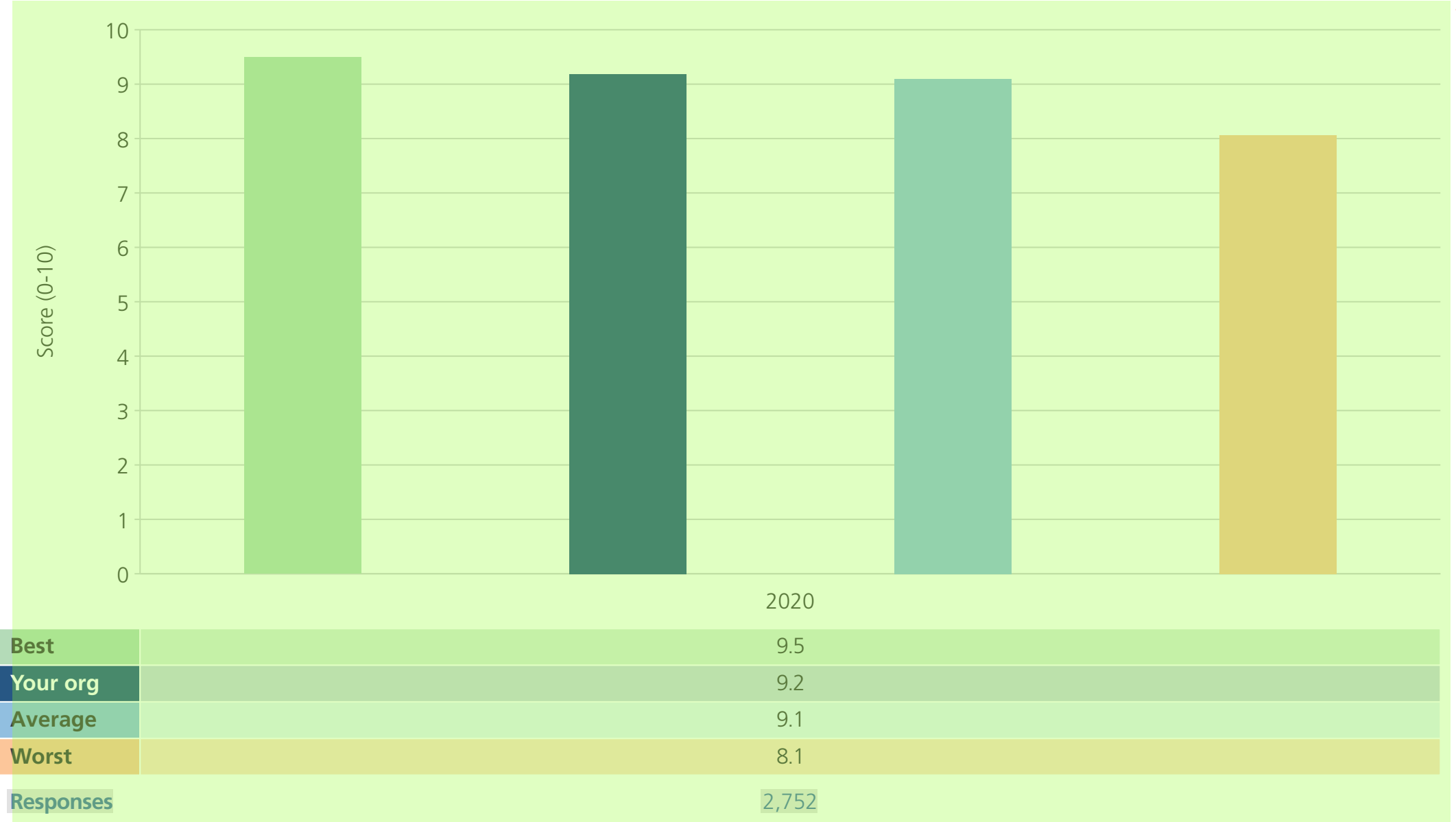
Theme results [1]

The calculation for the immediate managers theme has changed this year due to the omission of one of the questions [2] 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.
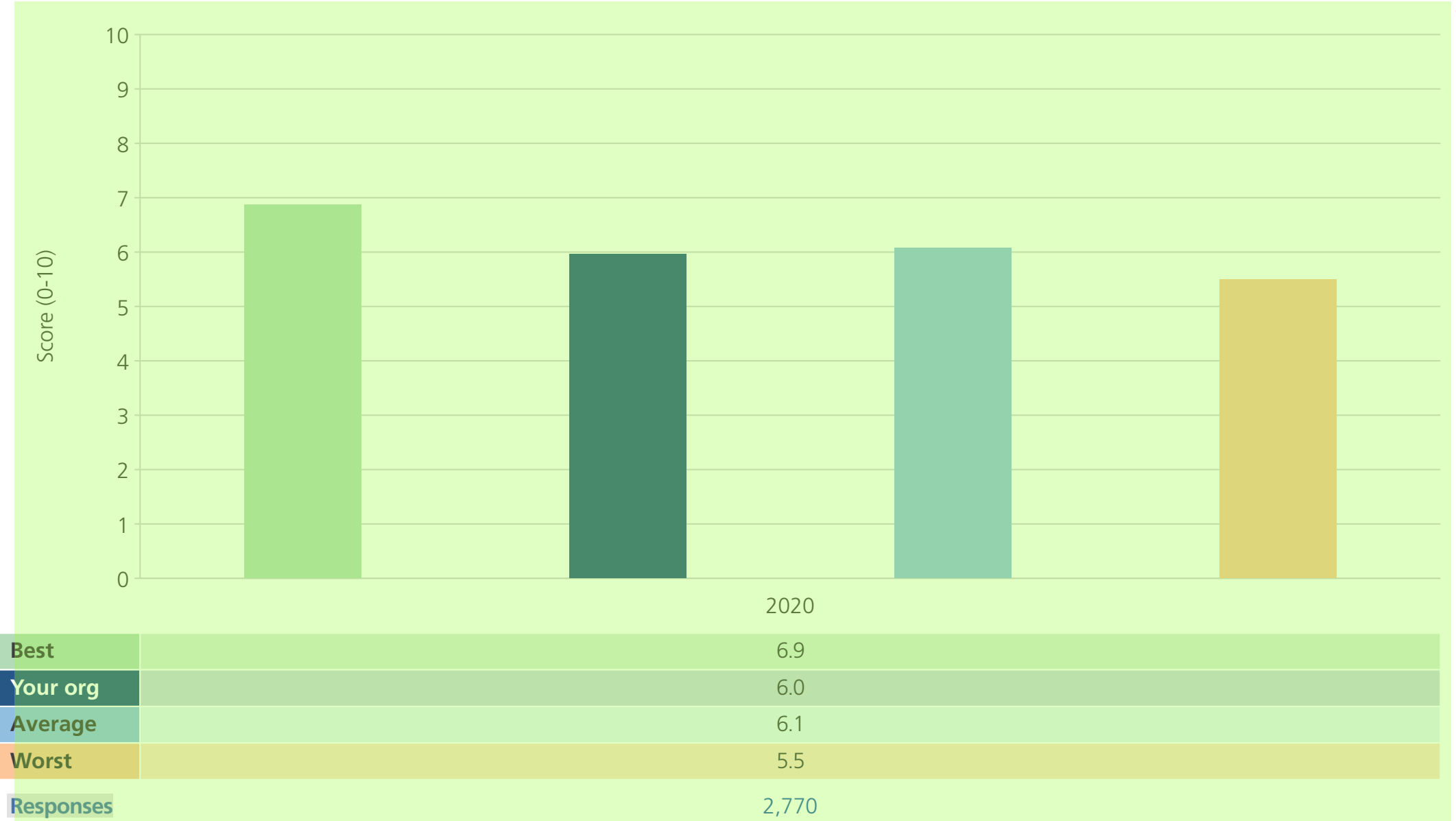
North Cumbria Integrated Care NHS Foundation Trust [3]

2020 NHS Staff Survey Results

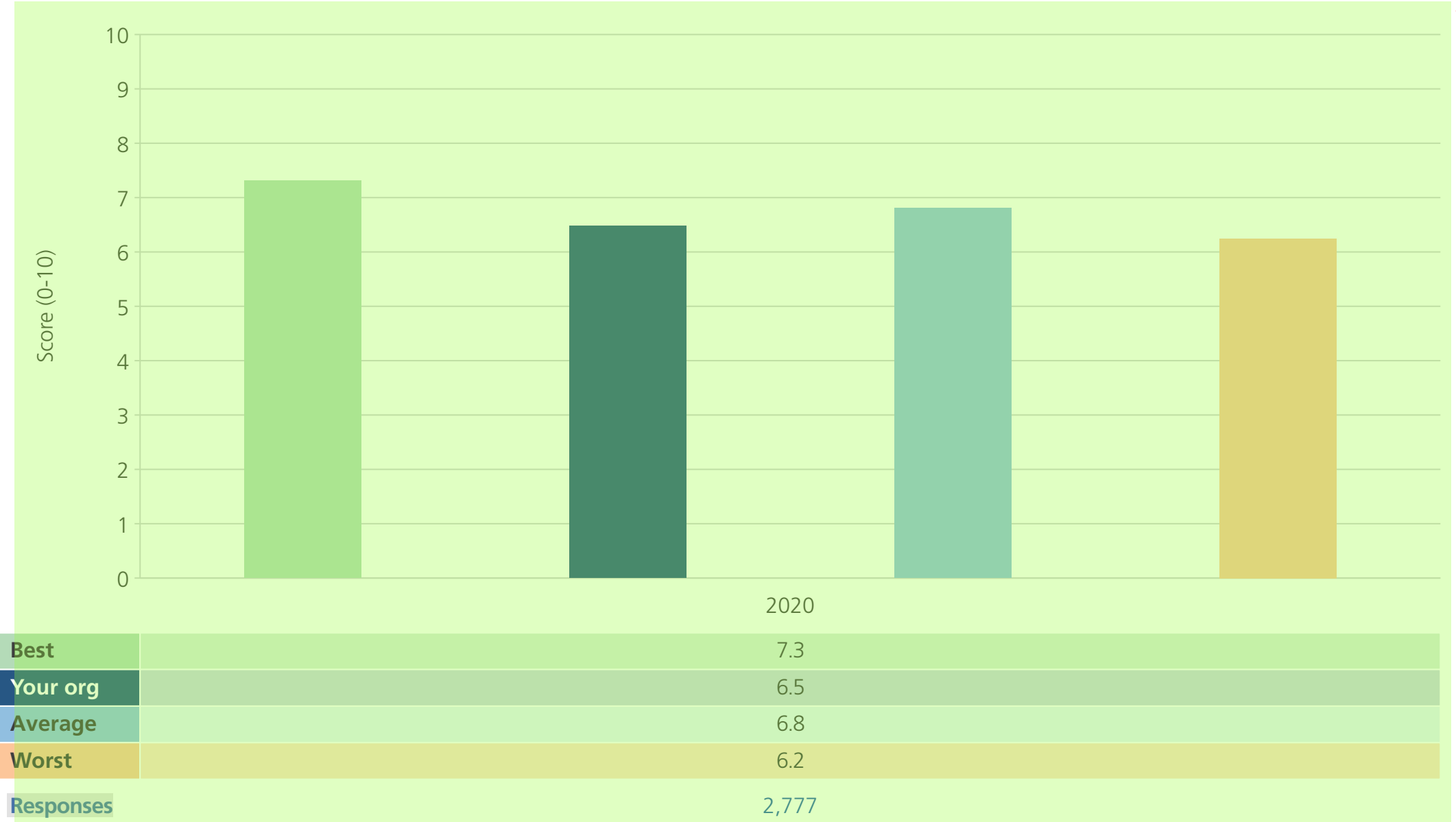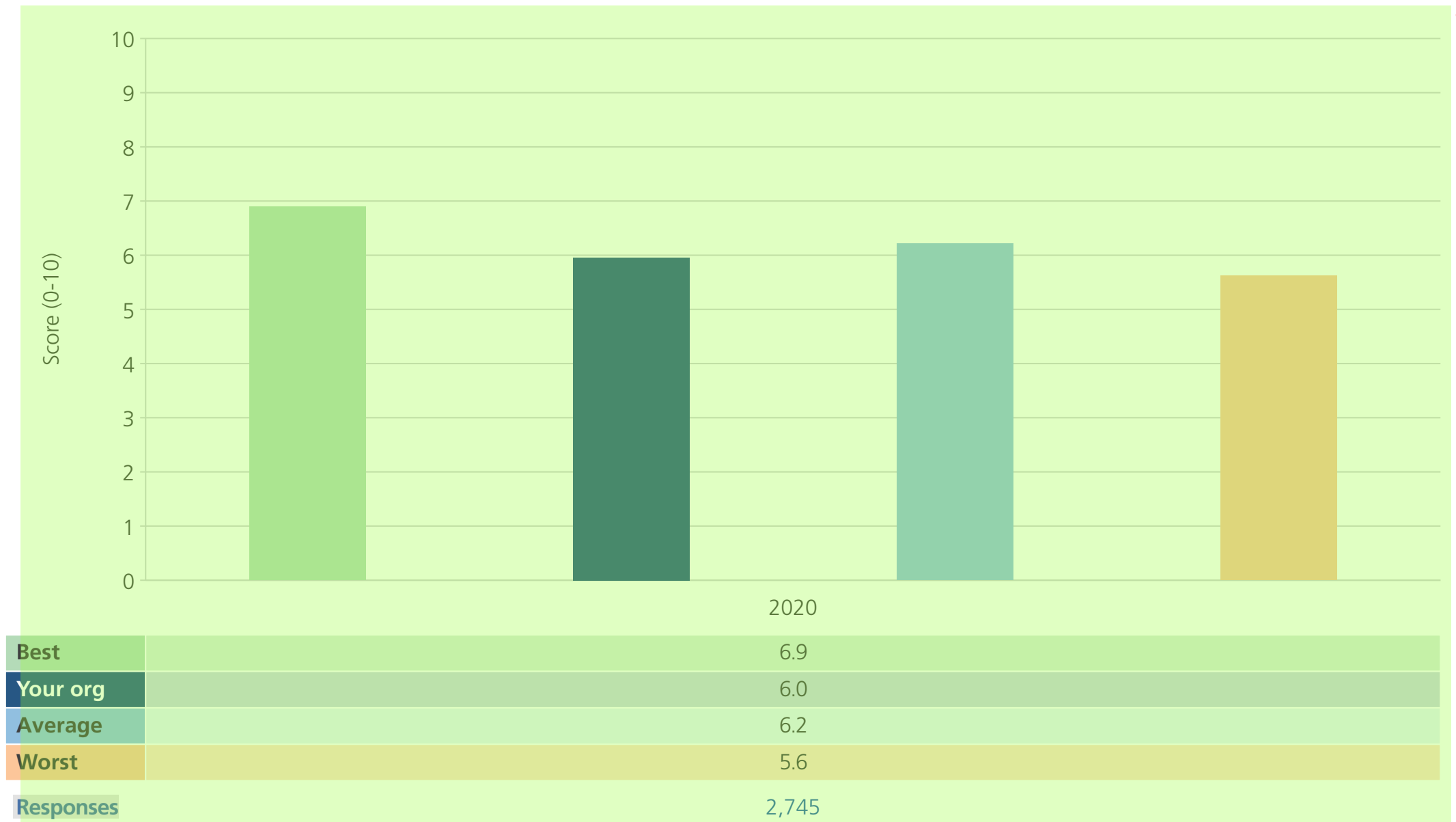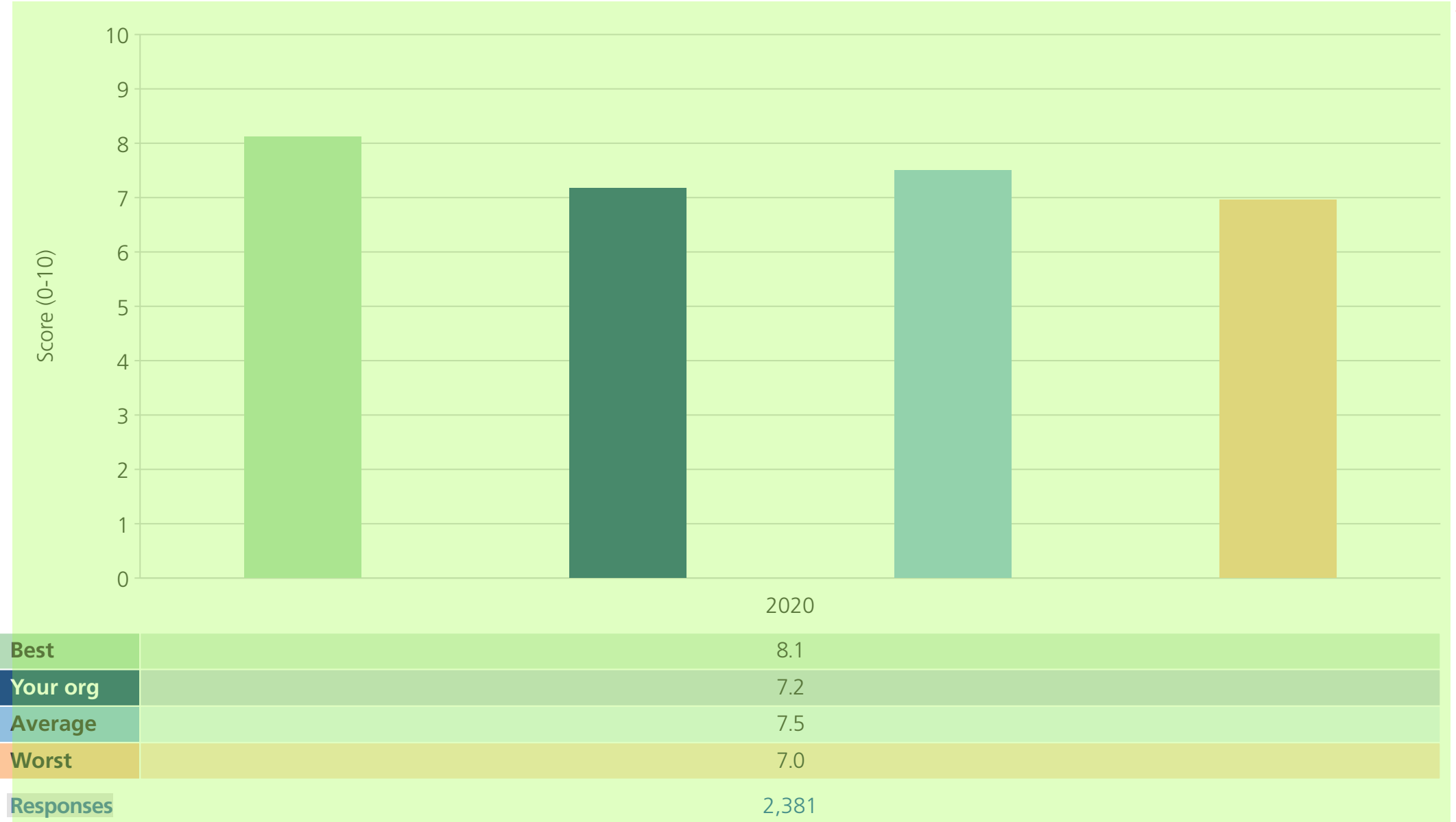|	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Best	9.5	6.9	7.3	6.9	8.1	8.7	9.8	7.4	7.6	7.1
Your org	9.2	6.0	6.5	6.0	7.2	8.0	9.5	6.3	6.6	6.3
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

	2020
Best	9.5
Your org	9.2
Average	9.1
Worst	8.1
Responses	2,752

	2020
Best	6.9
Your org	6.0
Average	6.1
Worst	5.5
Responses	2,770

	2020
Best	7.3
Your org	6.5
Average	6.8
Worst	6.2
Responses	2,777

	2020
Best	6.9
Your org	6.0
Average	6.2
Worst	5.6
Responses	2,745

	2020
Best	8.1
Your org	7.2
Average	7.5
Worst	7.0
Responses	2,381

	2020
Best	8.7
Your org	8.0
Average	8.1
Worst	7.2
Responses	2,701

	2020
Best	9.8
Your org	9.5
Average	9.5
Worst	9.1
Responses	2,766

Score (0-10)

1

2020

	2020
Best	7.4
Your org	6.3
Average	6.8
Worst	6.1
Responses	2,757

	2020
Best	7.6
Your org	6.6
Average	7.0
Worst	6.4
Responses	2,799

	2020
Best	7.1
Your org	6.3
Average	6.5
Worst	6.0
Responses	2,760

Theme results – Covid-19 classification breakdowns [1]

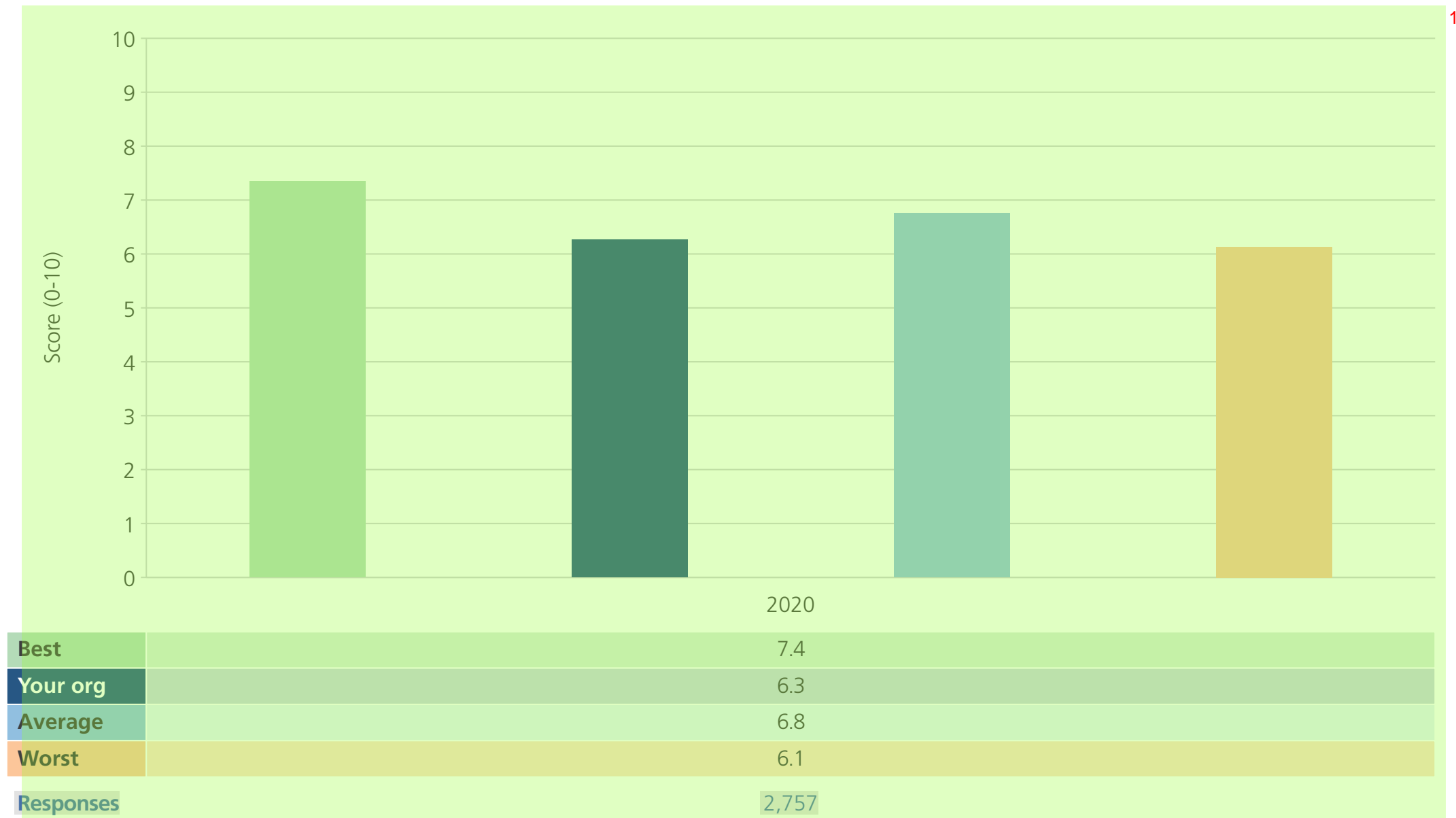North Cumbria Integrated Care NHS Foundation Trust [2]
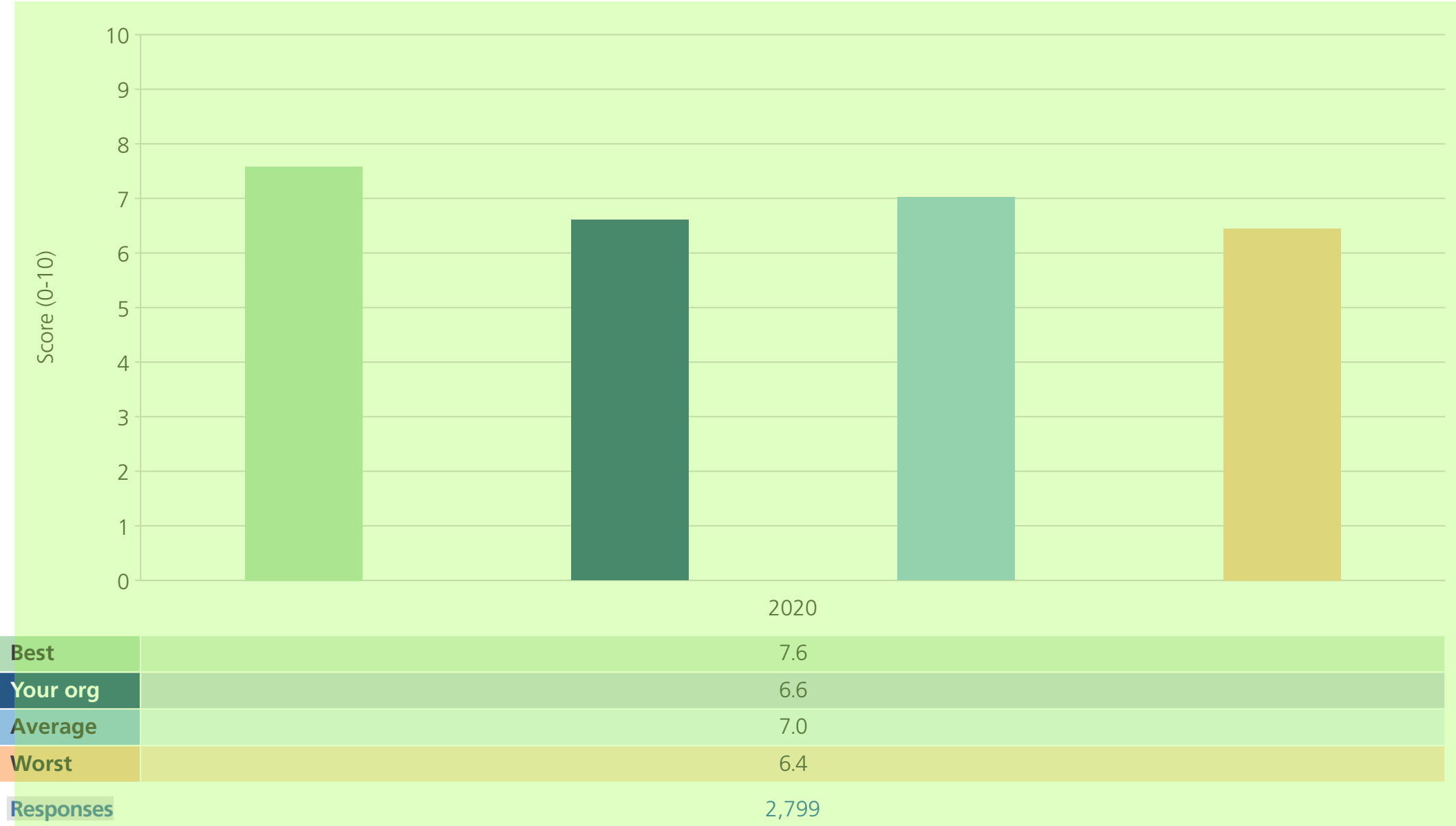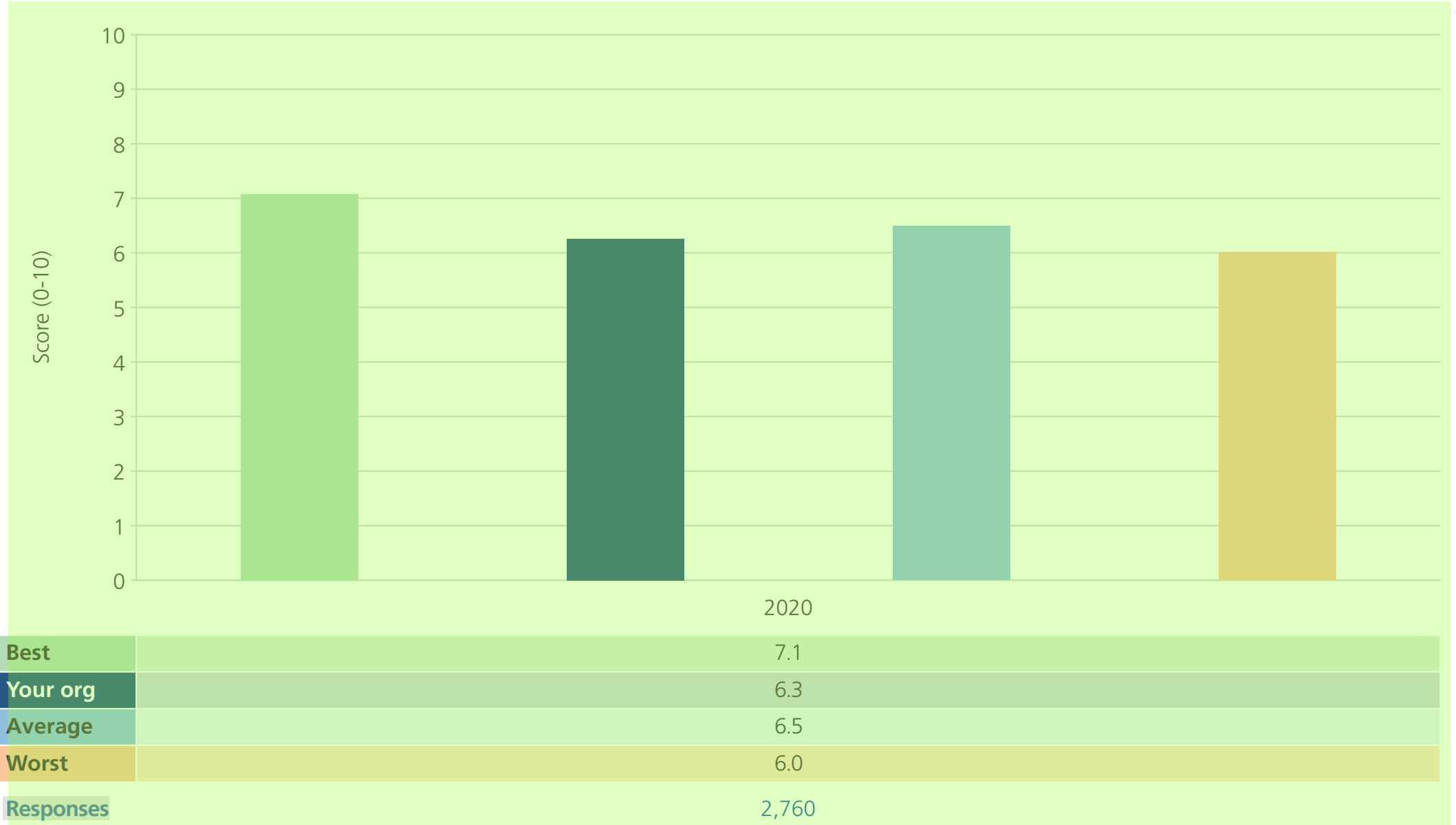
2020 NHS Staff Survey Results

Covid-19 classification breakdowns

Covid-19 questions [1]

Staff were asked four classification questions relating to their experience during the Covid-19 pandemic: [2]

a.	Have you worked on a Covid-19 specific ward or area at any time?	☐ Yes ☐ No [3]
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 [4] for all staff at your organisation. Results are presented in the context of the highest, average and lowest scores for similar organisations.
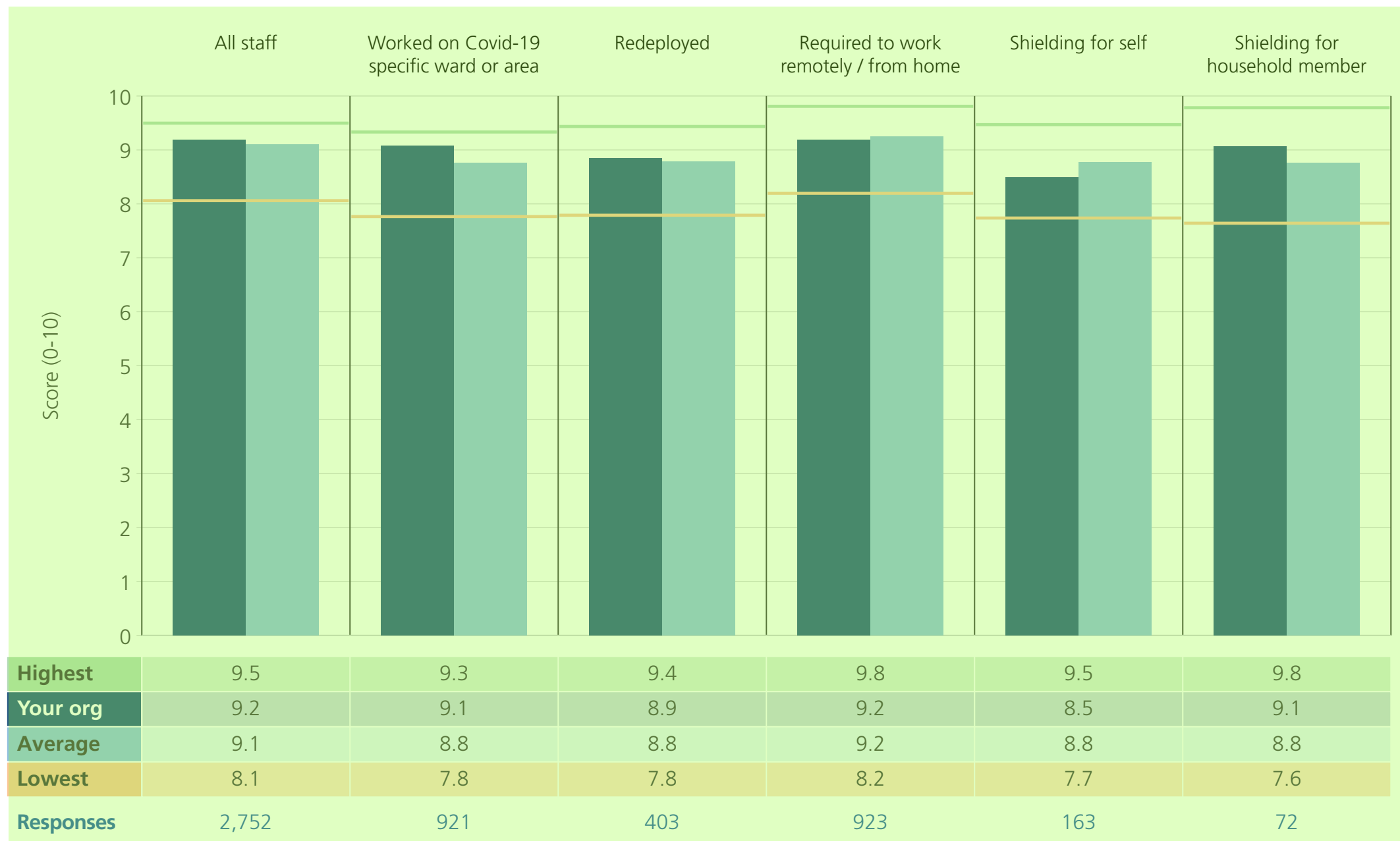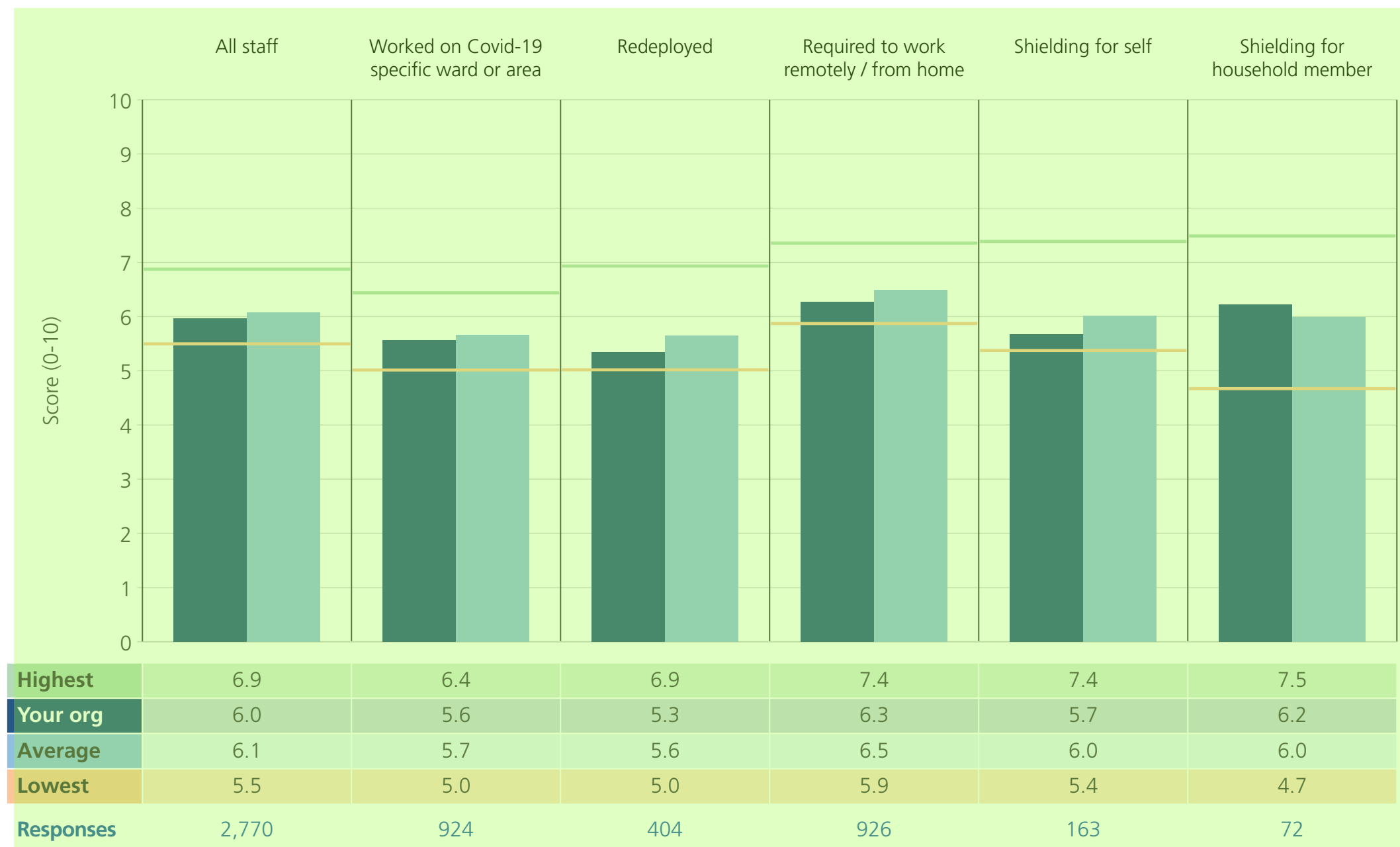
Comparing your data [5]

To improve overall comparability, the data have been weighted to match the occupation group profile of staff at your organisation to that of the [6] 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 [7]

Results for these groups of staff, including data for individual questions, are also available via the online dashboards. Please note that results presented [8] 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 [9]

	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	9.3	9.4	9.8	9.5	9.8
Your org	9.2	9.1	8.9	9.2	8.5	9.1
Average	9.1	8.8	8.8	9.2	8.8	8.8
Lowest	8.1	7.8	7.8	8.2	7.7	7.6
Responses	2,752	921	403	923	163	72

	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	6.4	6.9	7.4	7.4	7.5
Your org	6.0	5.6	5.3	6.3	5.7	6.2
Average	6.1	5.7	5.6	6.5	6.0	6.0
Lowest	5.5	5.0	5.0	5.9	5.4	4.7
Responses	2,770	924	404	926	163	72

1

	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	7.3	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

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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	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

Survey Coordination Centre

NHS England

	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	8.1	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

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NHS England

	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	8.7	8.2	8.5	8.9	8.8	9.0
Your org	8.0	7.4	7.4	8.2	7.8	8.5
Average	8.1	7.6	7.7	8.4	7.9	8.0
Lowest	7.2	6.7	6.9	7.9	6.3	6.8
Responses	2,701	901	391	899	159	66

[2]

	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	9.6	9.7	9.9	9.9	9.9
Your org	9.5	8.9	9.4	9.8	9.6	9.8
Average	9.5	9.0	9.3	9.8	9.4	9.4
Lowest	9.1	8.6	8.5	9.6	8.8	8.7
Responses	2,766	921	404	925	162	72

Survey Coordination Centre

NHS England

	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	7.3	7.4	7.8	7.7
Your org	6.3	6.2	5.8	6.3	6.1	6.5
Average	6.8	6.7	6.7	6.8	6.8	6.7
Lowest	6.1	6.1	5.8	5.9	6.1	6.1
Responses	2,757	923	404	925	163	72

	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	7.5	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

	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	7.1	7.0	7.3	7.5	7.5	8.0
Your org	6.3	6.2	6.1	6.7	6.3	6.2
Average	6.5	6.4	6.5	6.8	6.5	6.5
Lowest	6.0	5.8	6.1	6.3	5.8	5.1
Responses	2,760	912	397	916	162	70

Theme results – Detailed information

North Cumbria Integrated Care NHS Foundation Trust

2020 NHS Staff Survey Results

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Q14 1

Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age? 2

Q15a 3

In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public? 4

Q15b 5

In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues? 6

7

Q14	2020
Best	94.3%
Your org	82.3%
Average	84.9%
Worst	66.5%
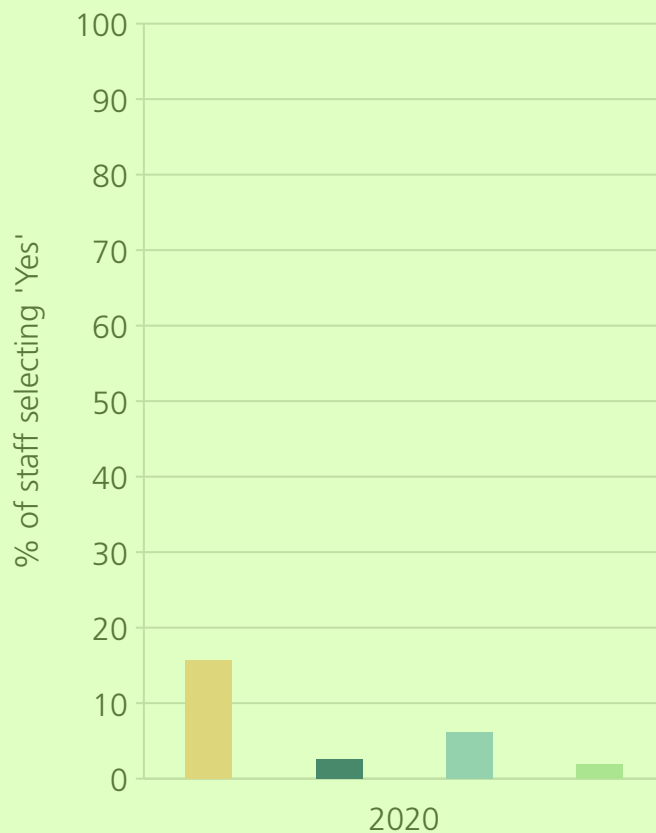
Q15a	2020
Worst	15.7%
Your org	2.6%
Average	6.2%
Best	1.9%
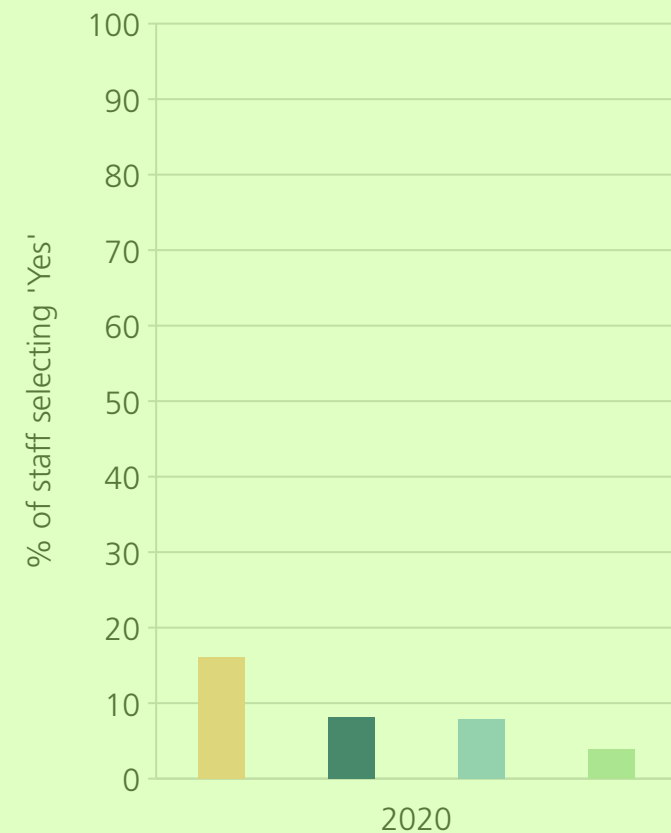
Q15b	2020
Worst	16.1%
Your org	8.2%
Average	7.9%
Best	4.0%

Q26b 1

Has your employer made adequate adjustment(s) 2
to enable you to carry out your work?

3

% of staff selecting 'Yes'

2020

Best	89.7%
Your org	71.9%
Average	75.6%
Worst	61.1%

Survey Coordination Centre

NHS England
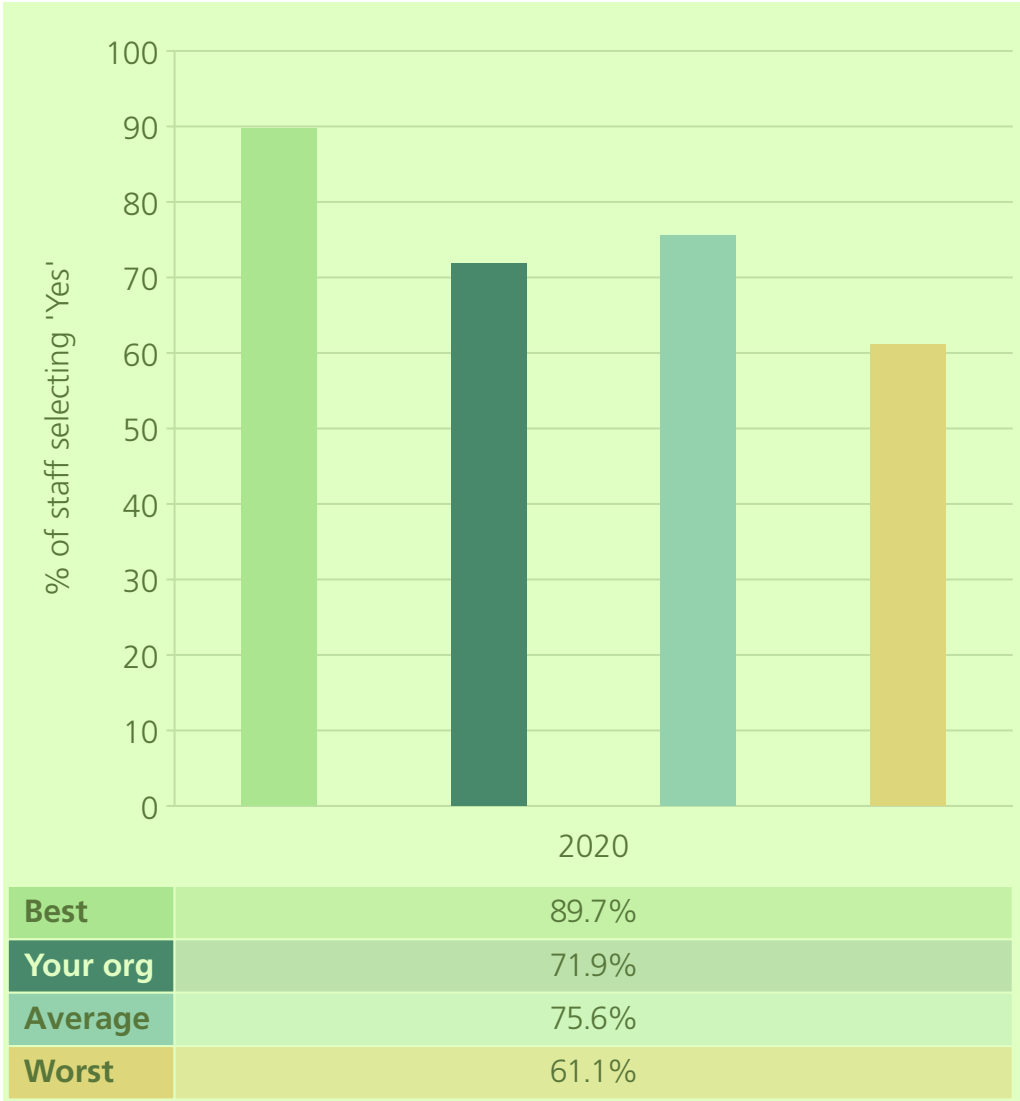
Q5h 1
The opportunities for flexible working patterns

Q11a 2
Does your organisation take positive 3
action on health and well-being?

Q11b 4
In the last 12 months have you 5
experienced musculoskeletal problems
(MSK) as a result of work activities?

6
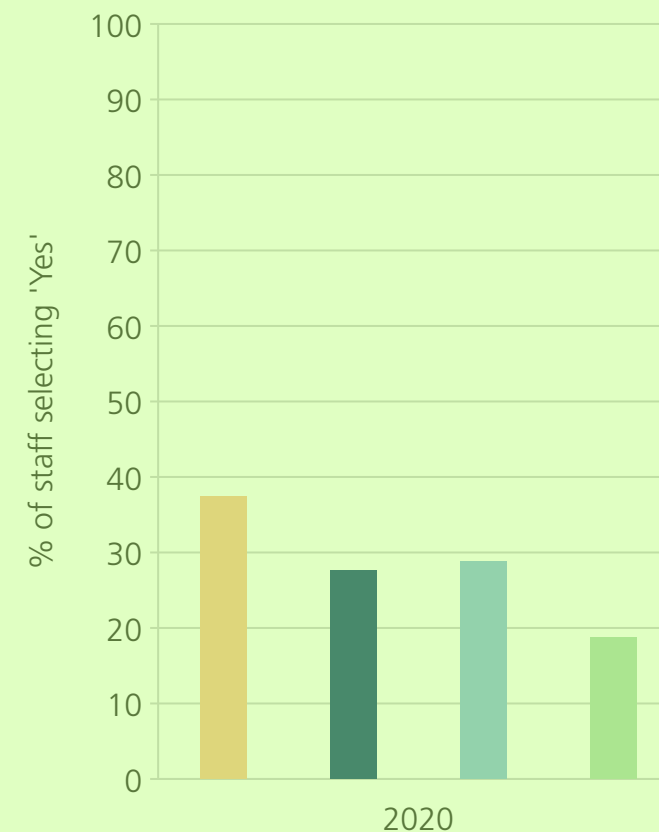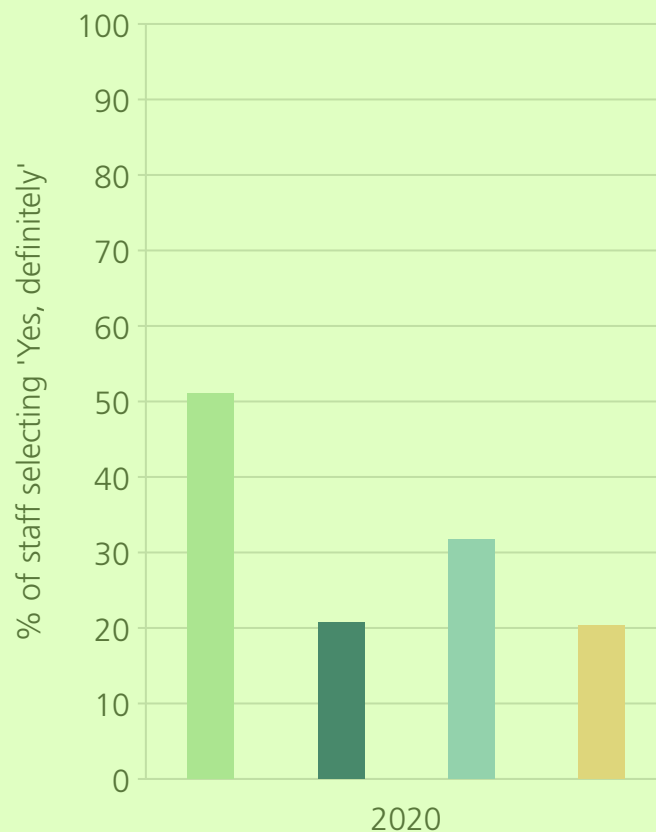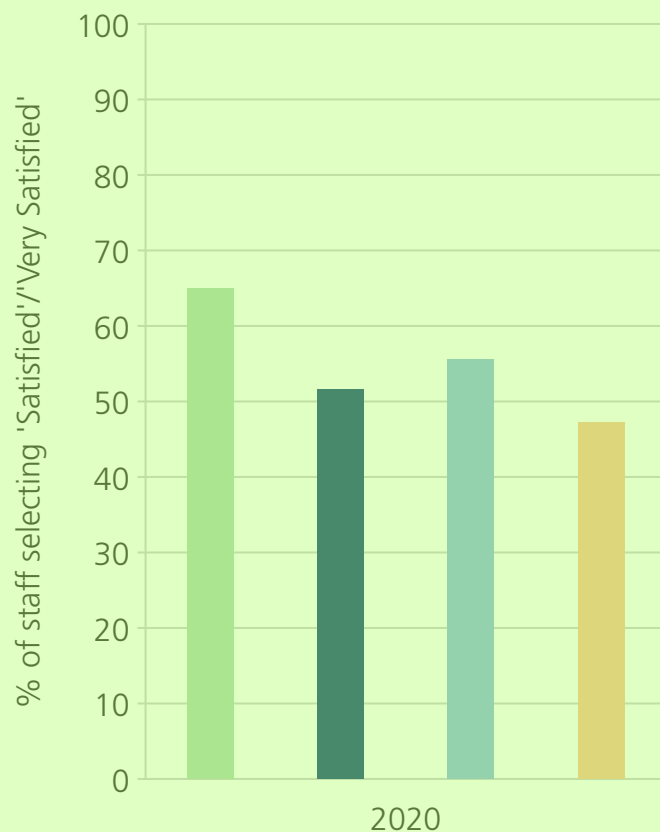
Best	64.9%
Your org	51.6%
Average	55.5%
Worst	47.2%

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

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

32

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During the last 12 months have you felt 2
unwell as a result of work related stress?

In the last three months have you ever come to work 4
despite not feeling well enough to perform your duties?

% of staff selecting 'Yes'

2020

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

% of staff selecting 'Yes'

2020
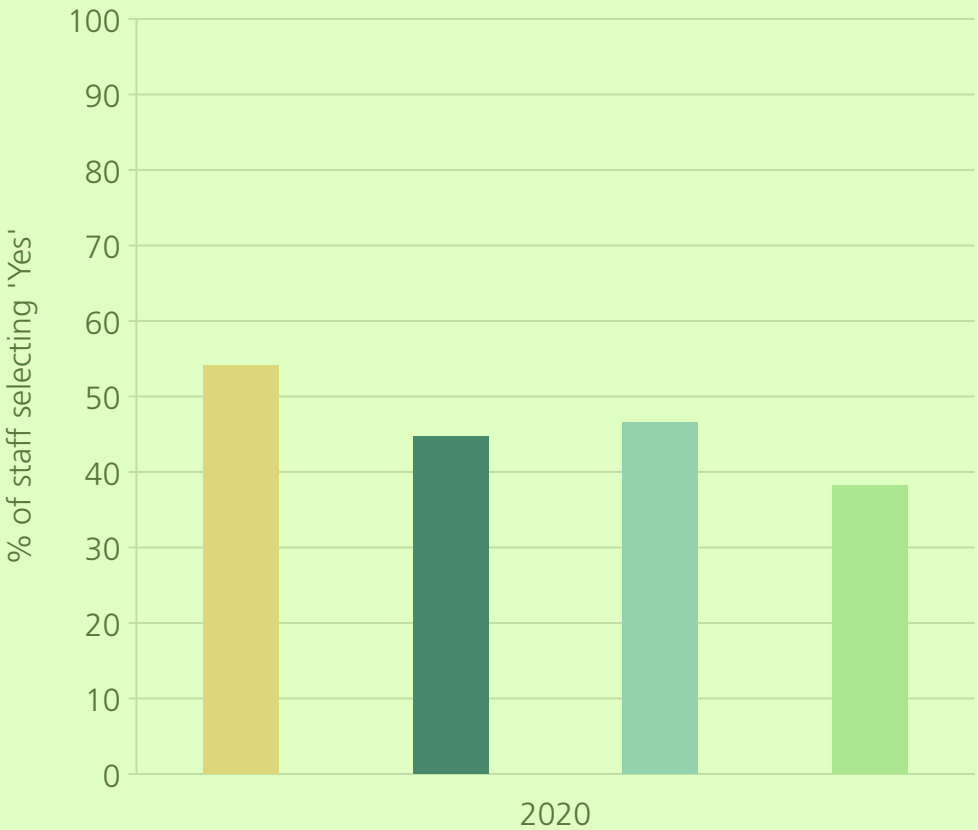
Worst	54.2%
Your org	44.8%
Average	46.6%
Best	38.3%

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NHS England

Q5b 1
The support I get from my immediate manager 2

Q8c 3
My immediate manager gives me clear feedback on my work

Q8d 4
My immediate manager asks for my opinion before making decisions that affect my work 5

Q5b	2020
Best	77.6%
Your org	63.3%
Average	69.1%
Worst	60.3%

Q8c	2020
Best	70.3%
Your org	55.2%
Average	60.6%
Worst	51.3%

Q8d	2020
Best	63.6%
Your org	49.9%
Average	54.5%
Worst	44.8%

Survey Coordination Centre

NHS England
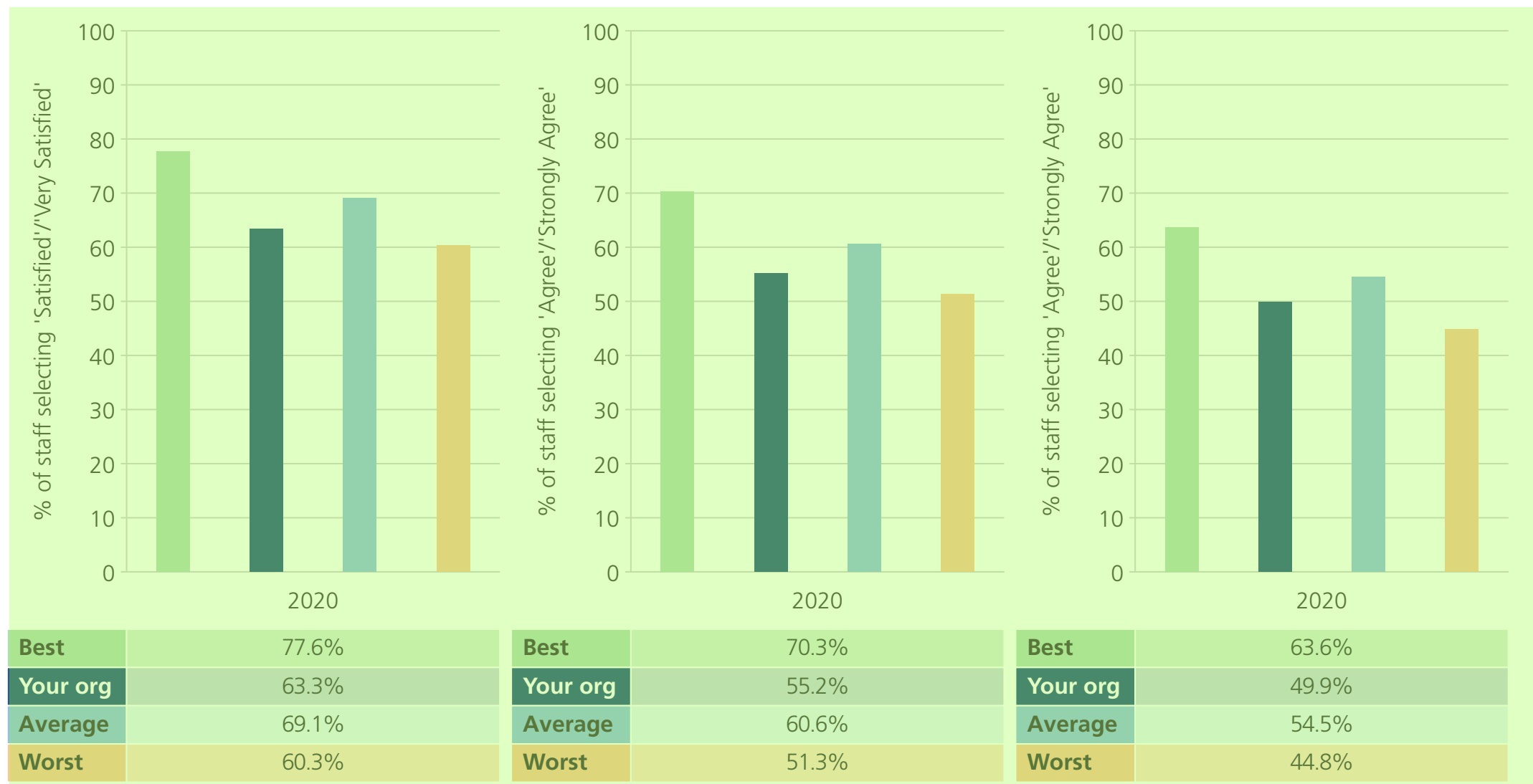
Q8f ¹
My immediate manager takes a positive interest in my health and well-being

Q8g ²
My immediate manager values my work

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

2020
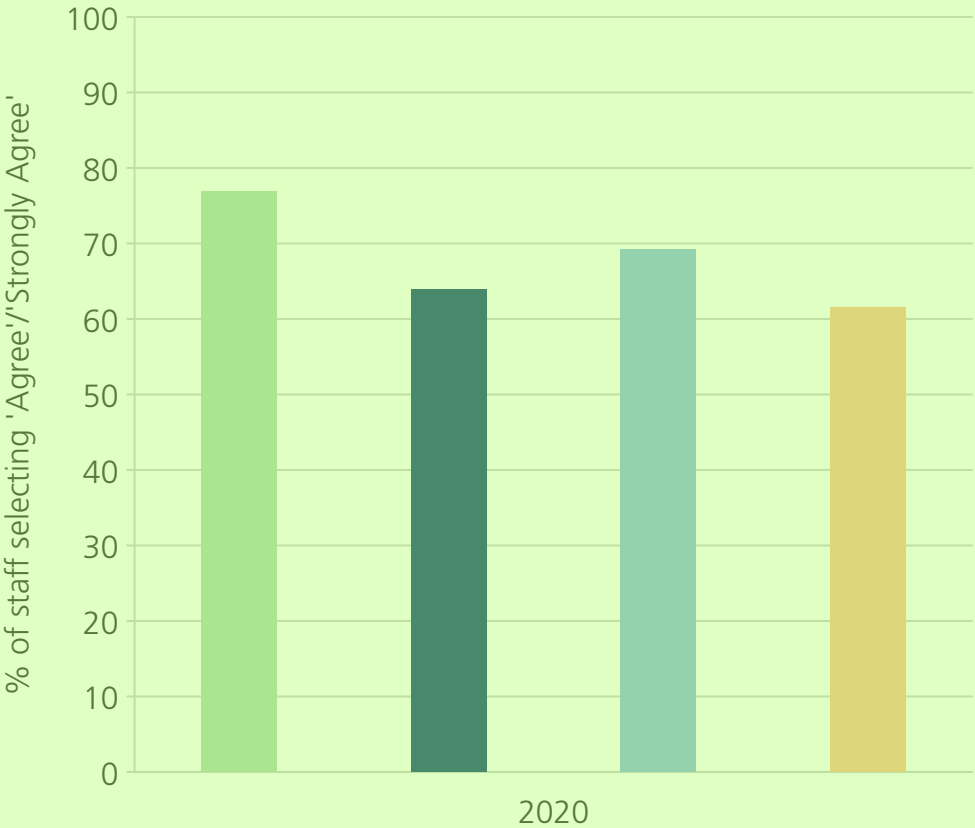
Best	76.9%
Your org	63.9%
Average	69.2%
Worst	61.6%

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

2020
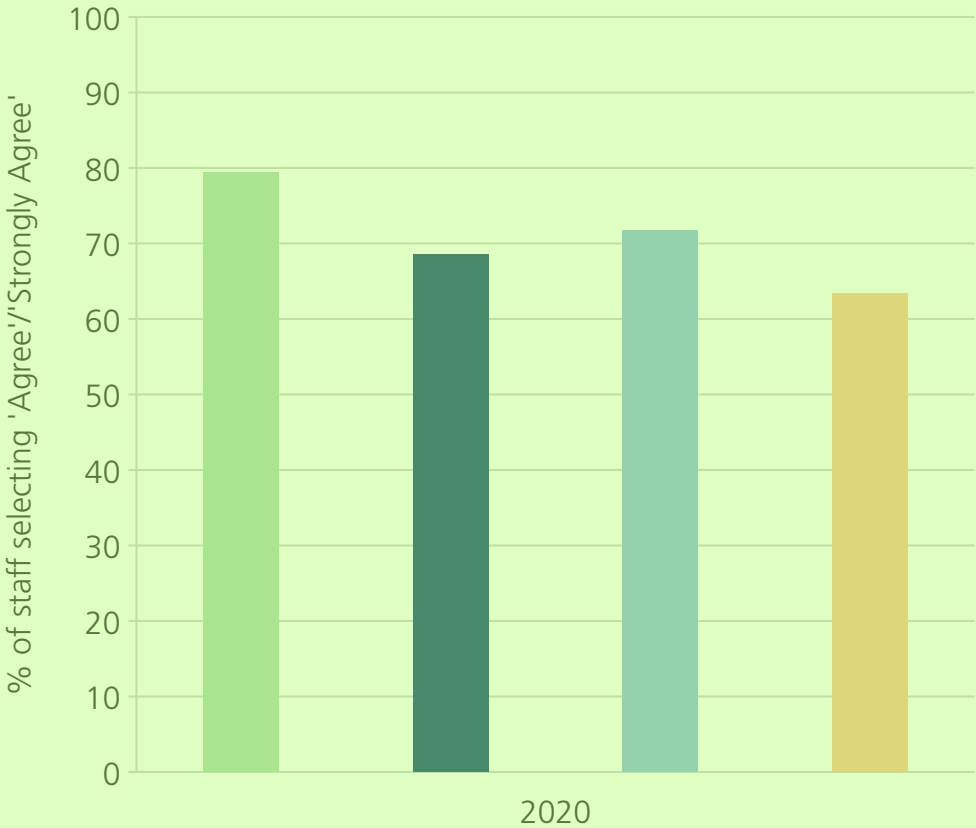
Best	79.5%
Your org	68.6%
Average	71.8%
Worst	63.4%

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Q4c 1
I am involved in deciding on changes introduced that affect my work area / team / department

Q4j 2
I receive the respect I deserve from my colleagues at work

Q6a 3
I have unrealistic time pressures
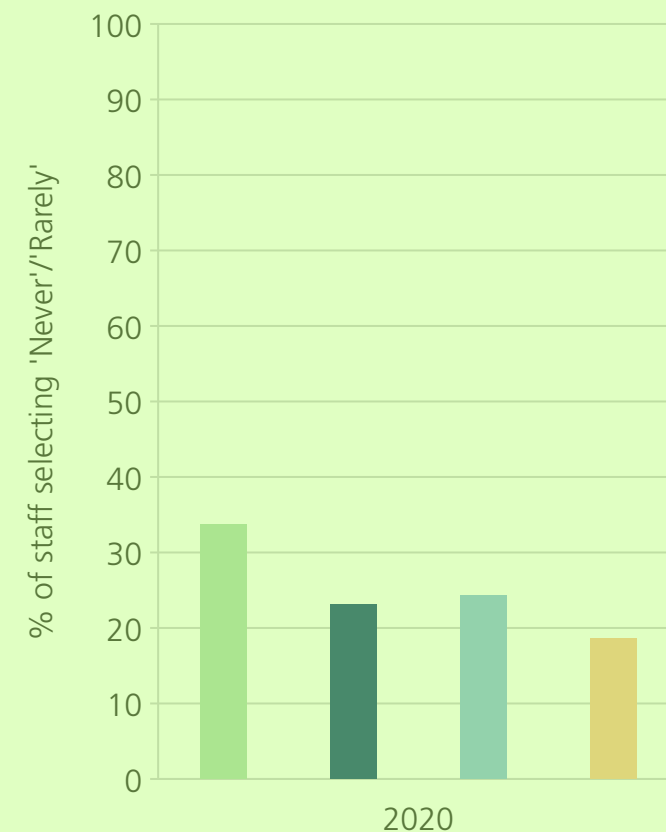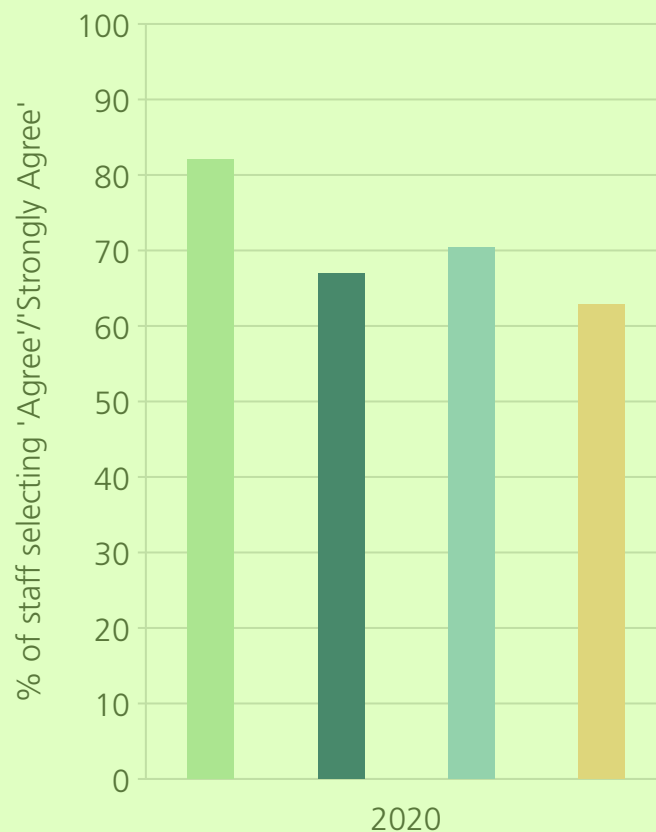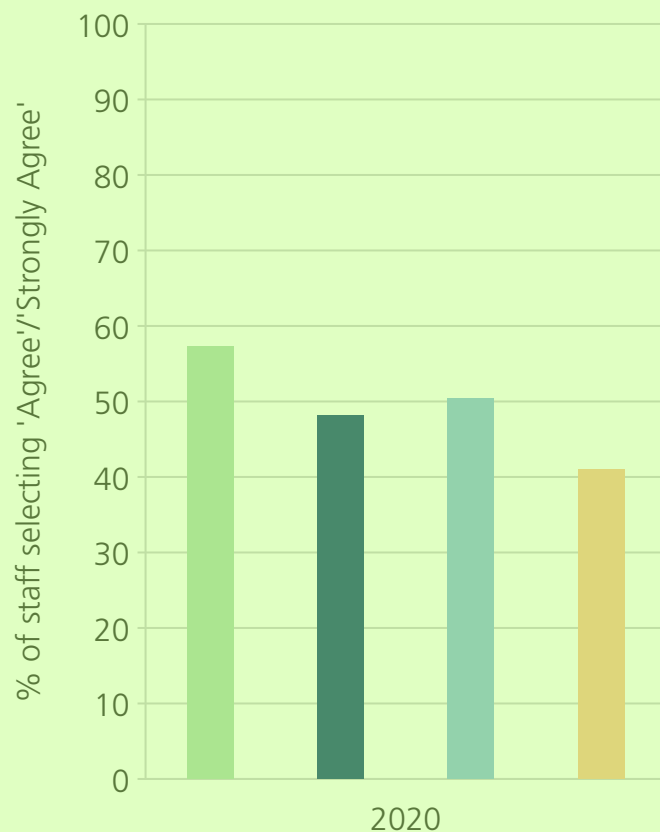
Q4c	2020
Best	57.3%
Your org	48.2%
Average	50.3%
Worst	41.0%

Q4j	2020
Best	82.1%
Your org	67.0%
Average	70.4%
Worst	62.8%

Q6a	2020
Best	33.8%
Your org	23.2%
Average	24.4%
Worst	18.6%

Y-axis labels (left to right charts): % of staff selecting 'Agree'/'Strongly Agree'; % of staff selecting 'Agree'/'Strongly Agree'; % of staff selecting 'Never'/'Rarely'

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Q6b 1
I have a choice in deciding how to do my work

Q6c 3
Relationships at work are strained

Q8a 2
My immediate manager encourages me at work

% of staff selecting 'Often'/'Always'

2020

% of staff selecting 'Never'/'Rarely'

2020

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

2020
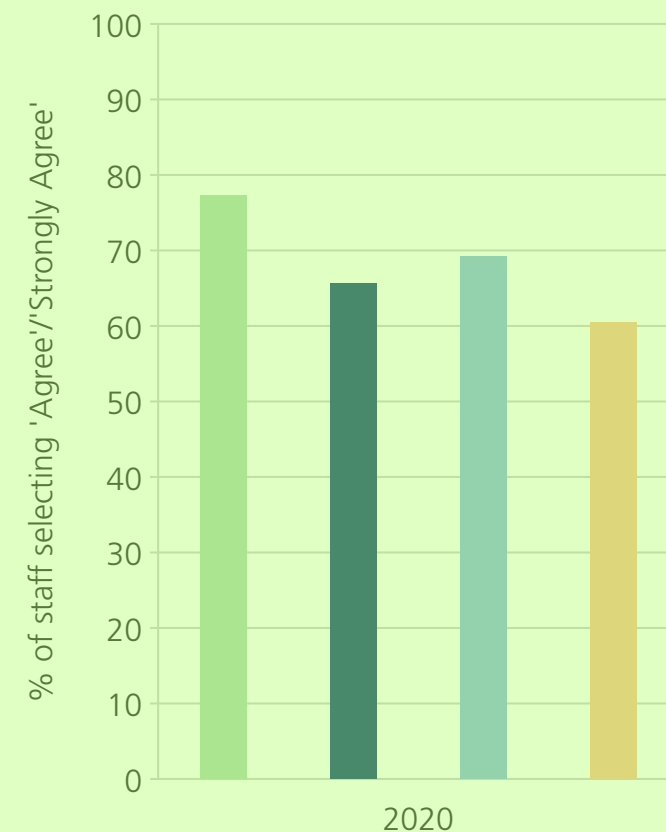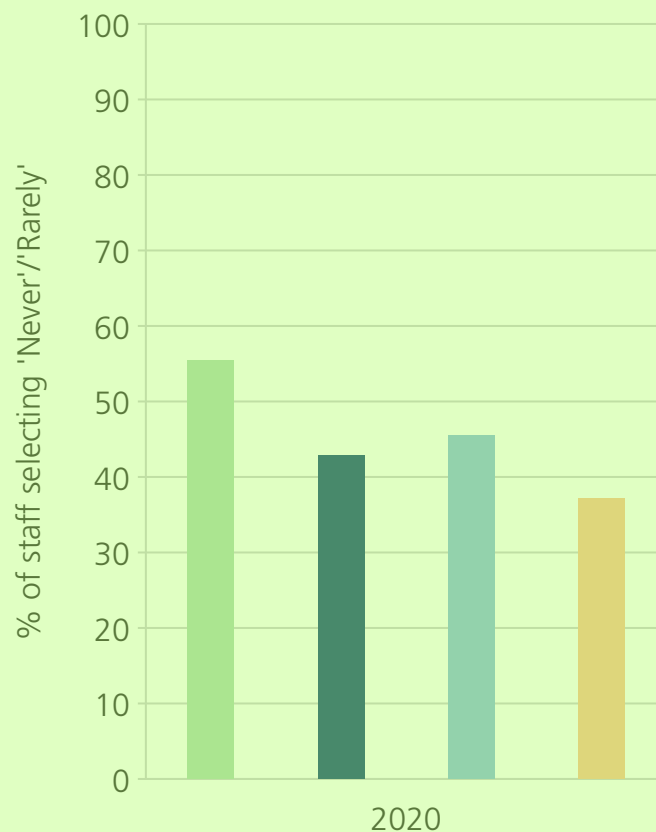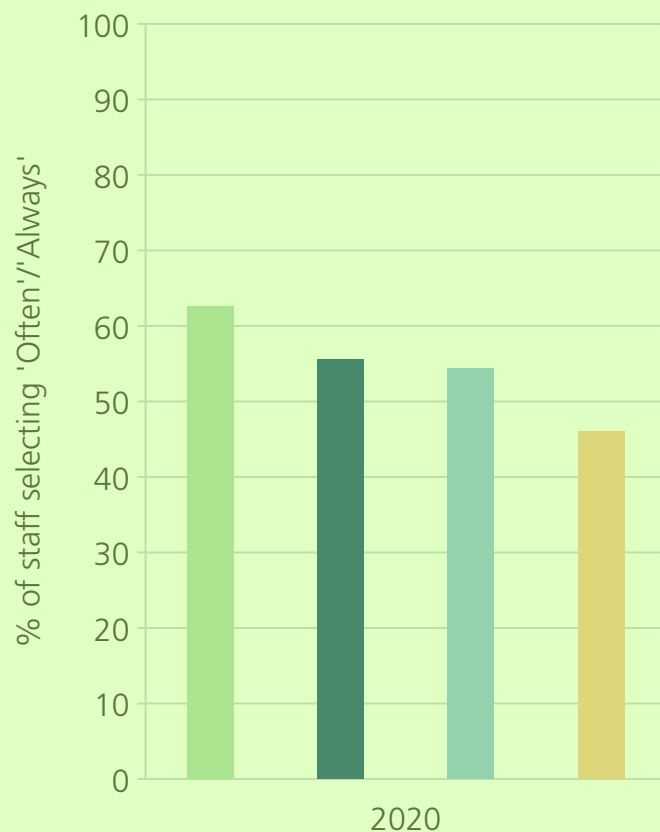
Q6b	
Best	62.6%
Your org	55.5%
Average	54.3%
Worst	46.1%

Q6c	
Best	55.5%
Your org	42.9%
Average	45.5%
Worst	37.1%

Q8a	
Best	77.3%
Your org	65.7%
Average	69.2%
Worst	60.5%

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Q19a 1
I often think about leaving this organisation 2

Q19b 3
I will probably look for a job at a new organisation in the next 12 months 4

Q19c 5
As soon as I can find another job, I will leave this organisation 6

7   8

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

2020

	Q19a
Worst	36.7%
Your org	33.3%
Average	26.7%
Best	16.9%

	Q19b
Worst	29.5%
Your org	20.4%
Average	18.7%
Best	11.2%

	Q19c
Worst	23.7%
Your org	15.7%
Average	13.2%
Best	7.5%
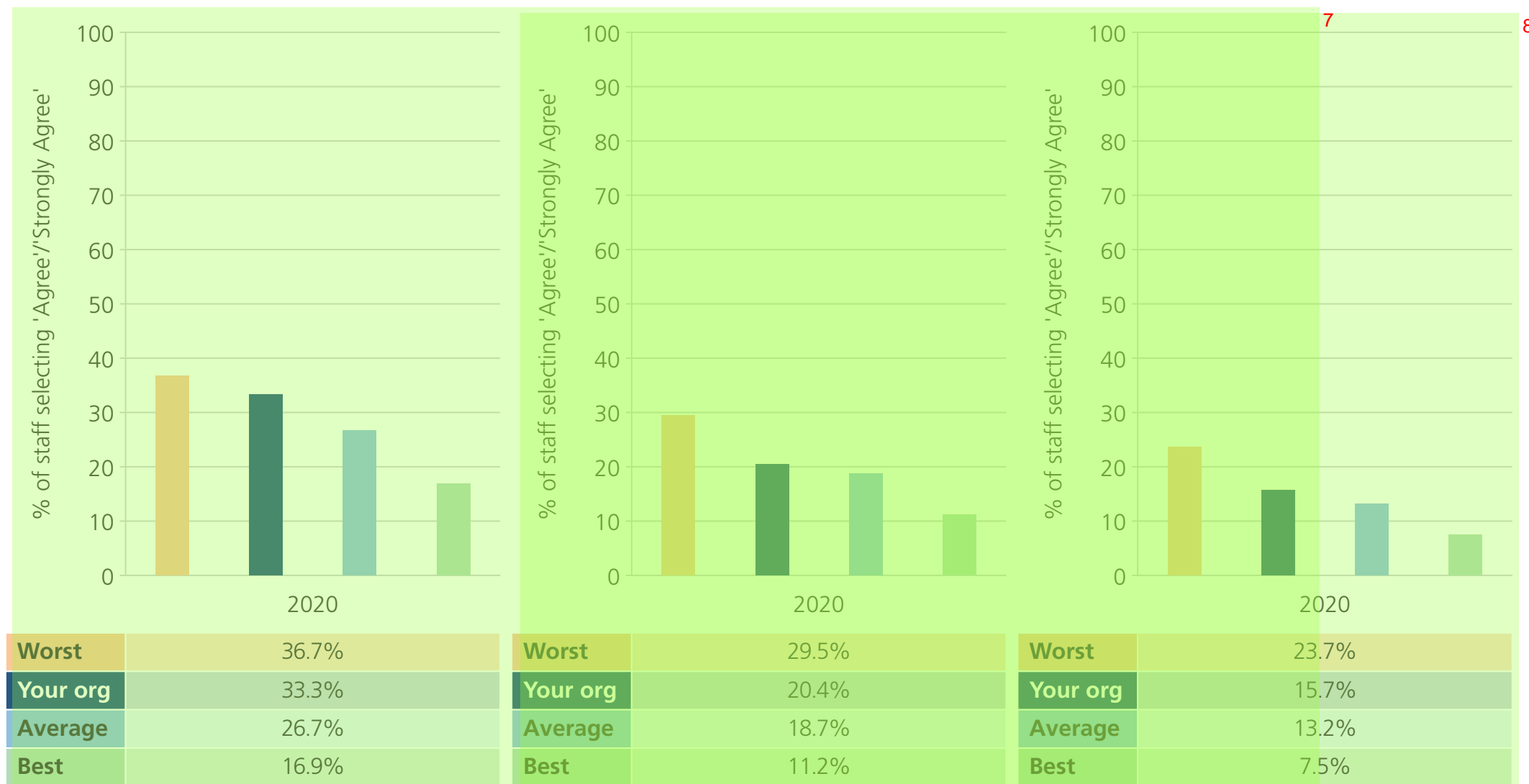
Q7a [1]
I am satisfied with the quality of care I give to patients / service users

	2020
Best	91.6%
Your org	77.6%
Average	82.0%
Worst	73.2%

Q7b [2]
I feel that my role makes a difference to patients / service users [3]

	2020
Best	93.4%
Your org	85.9%
Average	89.7%
Worst	85.5%

Q7c [4]
I am able to deliver the care I aspire to [5]

	2020
Best	82.7%
Your org	62.8%
Average	70.0%
Worst	57.5%

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NHS England

Q13a 1

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? 2

Q13b 3

In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers? 4
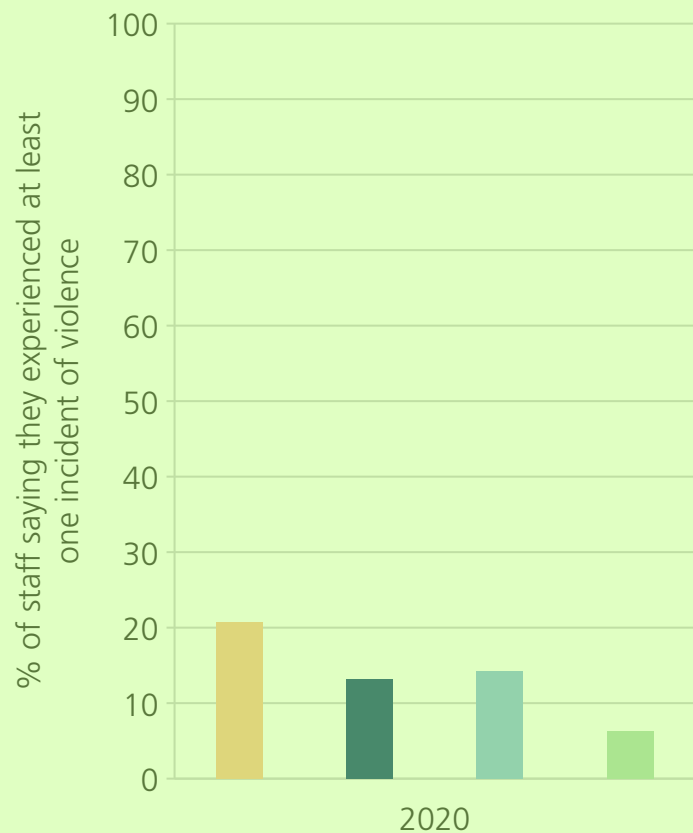
Q13c 5

In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues? 6

7

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

2020
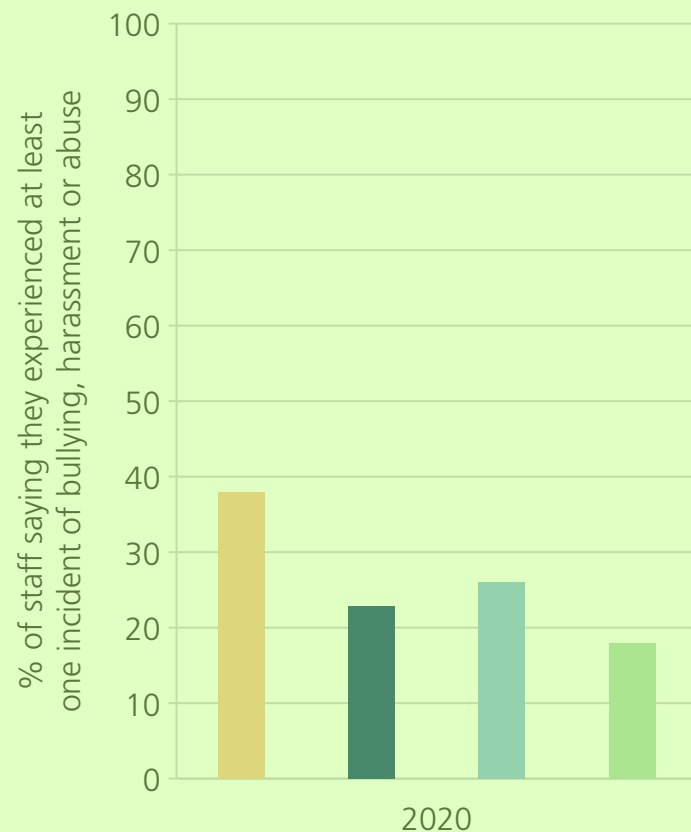
	2020
Worst	37.9%
Your org	22.8%
Average	26.0%
Best	18.0%
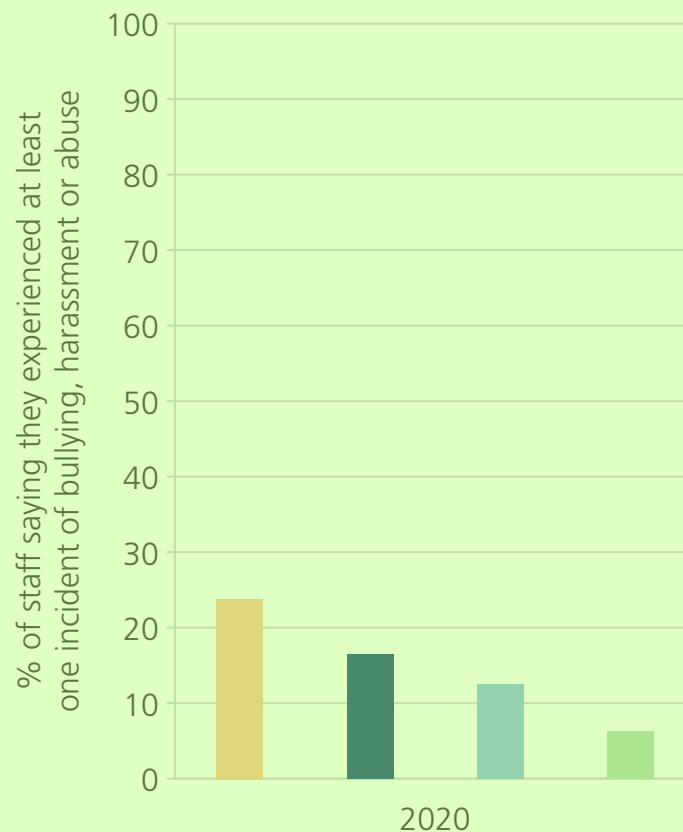
	2020
Worst	23.7%
Your org	16.5%
Average	12.6%
Best	6.2%
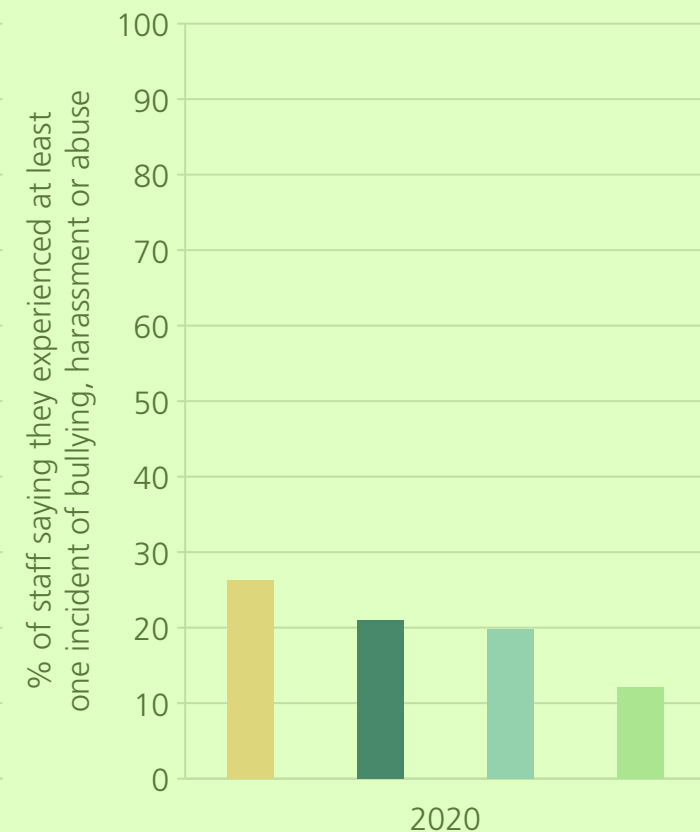
	2020
Worst	26.3%
Your org	21.1%
Average	19.8%
Best	12.2%

Q12a 1

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? 2
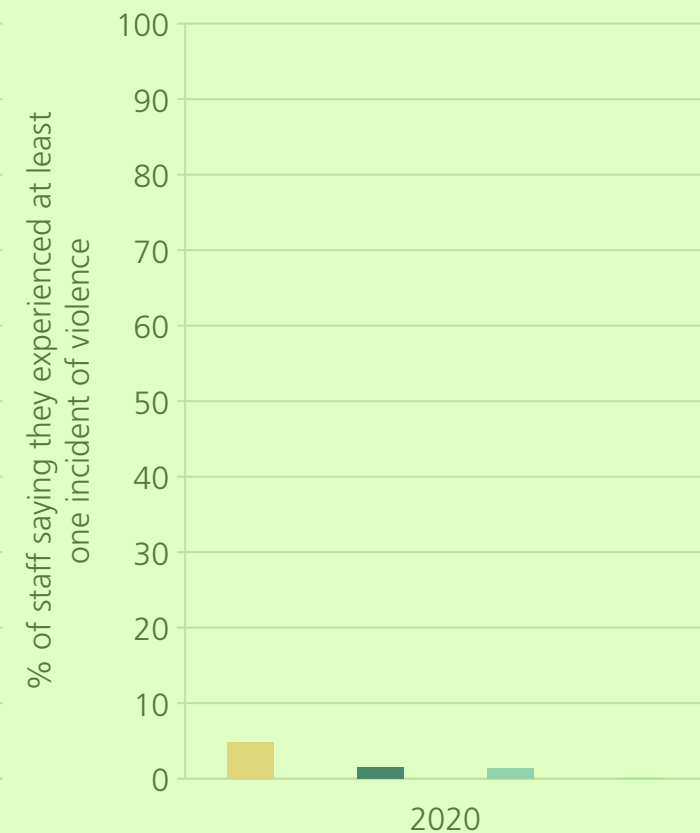
Q12b 3

In the last 12 months how many times have you personally experienced physical violence at work from managers? 4

Q12c 5

In the last 12 months how many times have you personally experienced physical violence at work from other colleagues? 6

% of staff saying they experienced at least one incident of violence

	2020
Worst	20.7%
Your org	13.2%
Average	14.2%
Best	6.3%
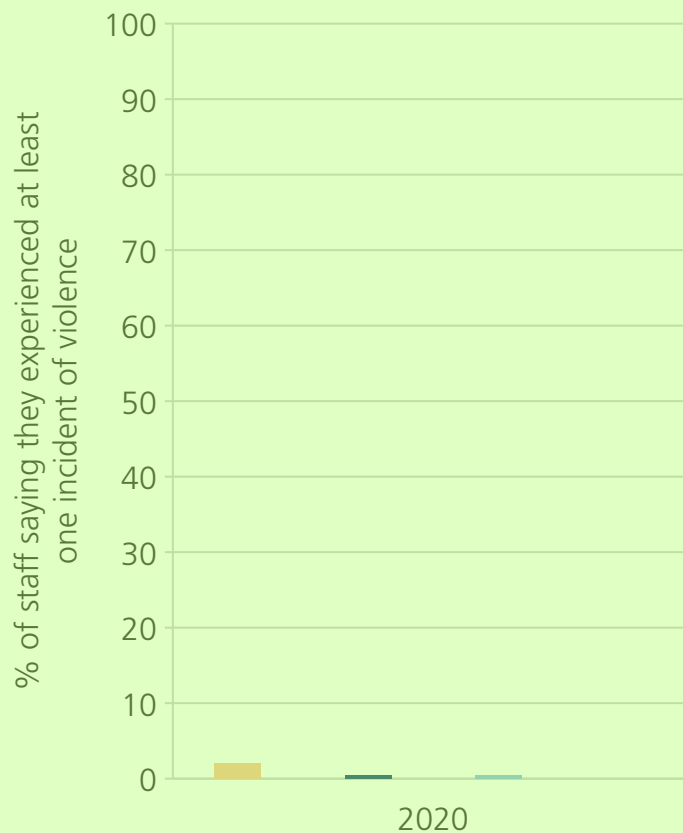
	2020
Worst	2.1%
Your org	0.4%
Average	0.5%
Best	0.0%

	2020
Worst	4.8%
Your org	1.5%
Average	1.4%
Best	0.1%

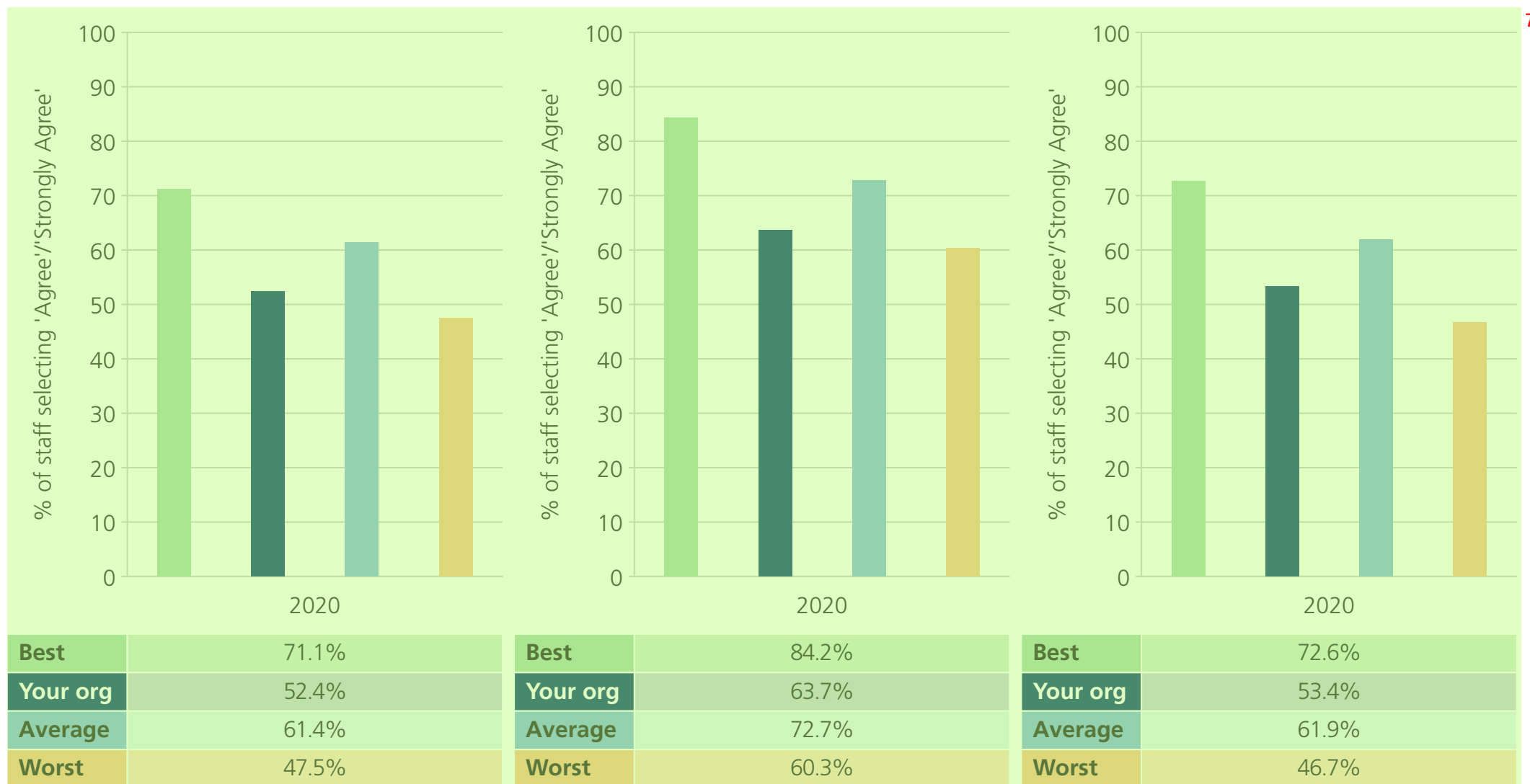**Survey Coordination Centre**

NHS England

Q16a 1
My organisation treats staff 2 who are involved in an error, near miss or incident fairly

Q16c 3
When errors, near misses or incidents are 4 reported, my organisation takes action to ensure that they do not happen again

Q16d 5
We are given feedback about changes 6 made in response to reported errors, near misses and incidents
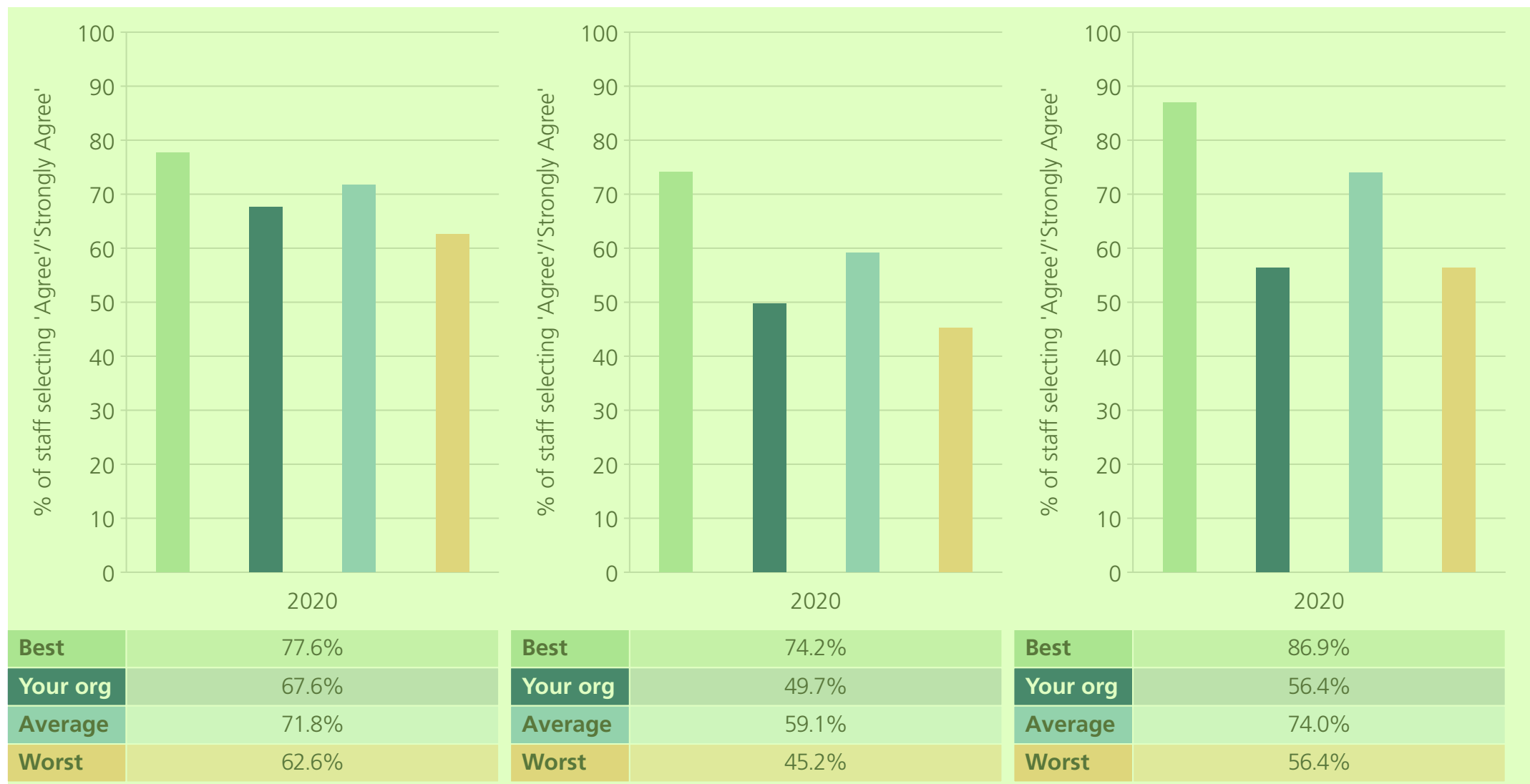
7

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

Q16a — 2020

Best	71.1%
Your org	52.4%
Average	61.4%
Worst	47.5%

Q16c — 2020

Best	84.2%
Your org	63.7%
Average	72.7%
Worst	60.3%

Q16d — 2020

Best	72.6%
Your org	53.4%
Average	61.9%
Worst	46.7%

Survey Coordination Centre

NHS England

Q17b 1
I would feel secure raising concerns about unsafe clinical practice 2

Q17c 3
I am confident that my organisation would address my concern

Q18b 4
My organisation acts on concerns 5 raised by patients / service users

6

Q17b	2020
Best	77.6%
Your org	67.6%
Average	71.8%
Worst	62.6%

Q17c	2020
Best	74.2%
Your org	49.7%
Average	59.1%
Worst	45.2%

Q18b	2020
Best	86.9%
Your org	56.4%
Average	74.0%
Worst	56.4%

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NHS England

Q2a 1
I look forward to going to work

Q2b 2
I am enthusiastic about my job

Q2c 3
Time passes quickly when I am working
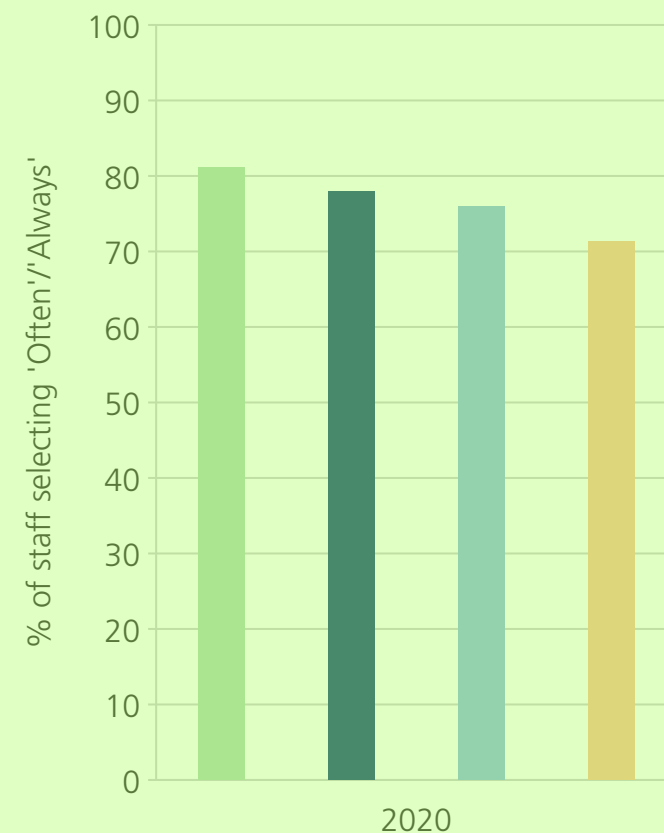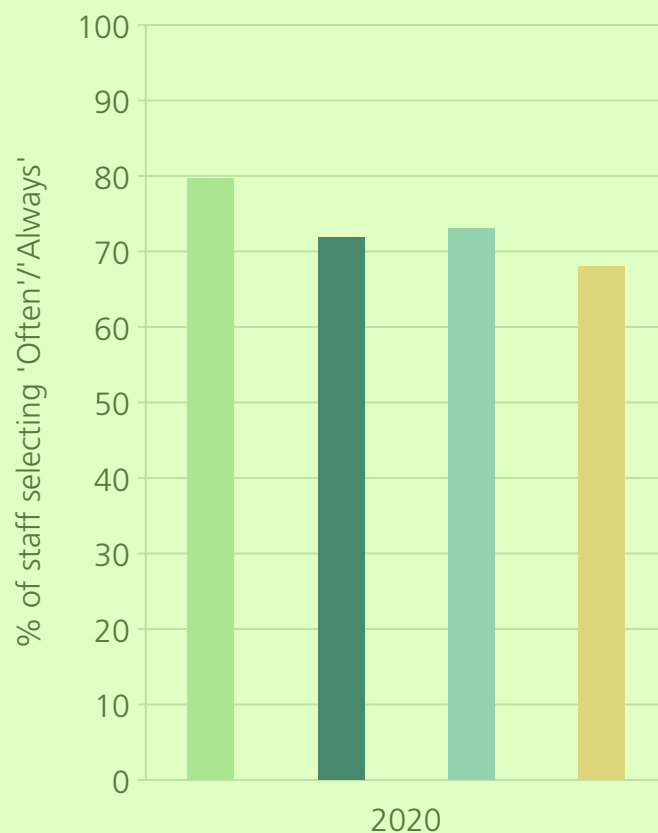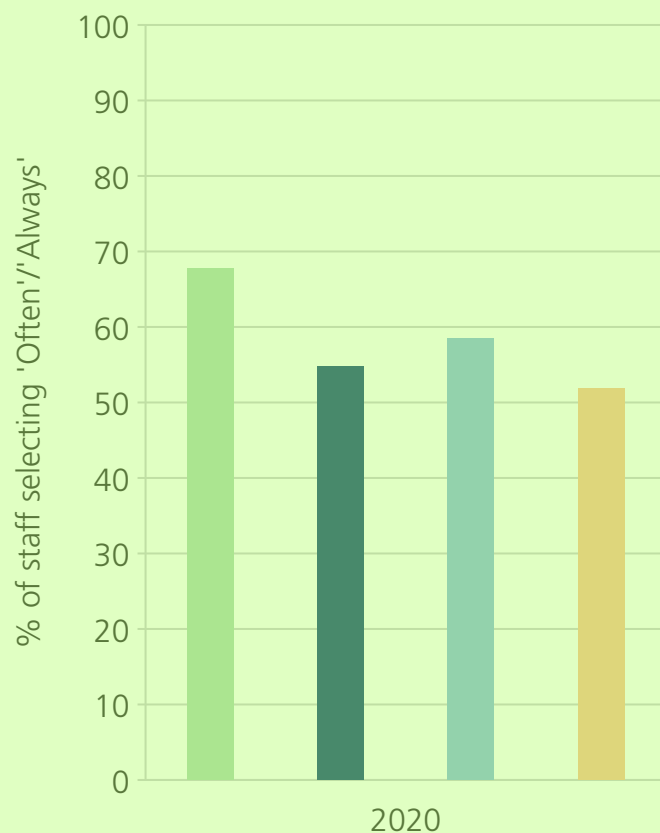
Q2a	2020
Best	67.8%
Your org	54.8%
Average	58.5%
Worst	51.8%

Q2b	2020
Best	79.7%
Your org	71.8%
Average	73.1%
Worst	68.0%

Q2c	2020
Best	81.1%
Your org	78.0%
Average	76.0%
Worst	71.4%

Survey Coordination Centre

NHS England

Q4a 1
There are frequent opportunities 2
for me to show initiative in my role

Q4b 3
I am able to make suggestions 4
to improve the work of
my team / department

Q4d 5
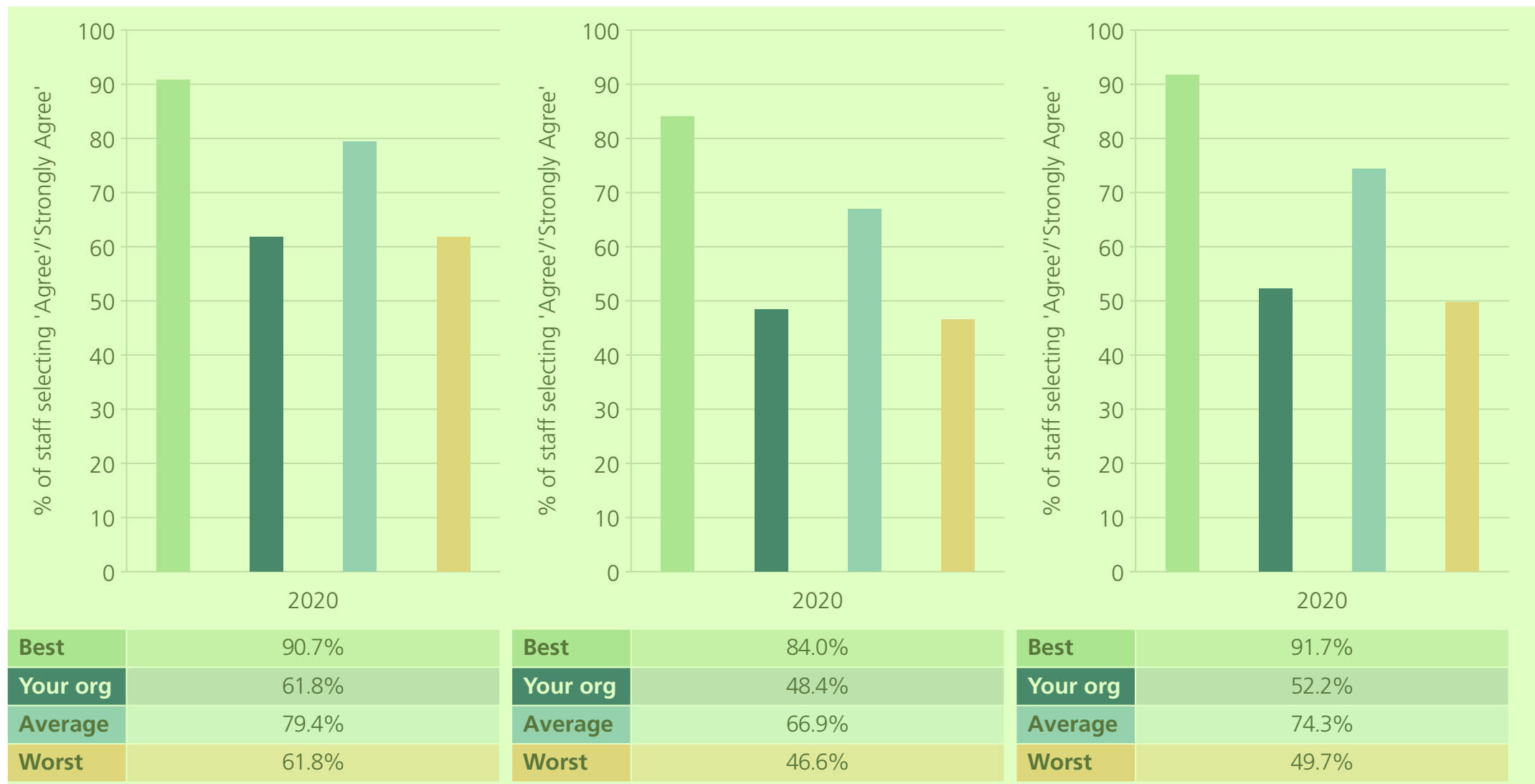I am able to make improvements 6
happen in my area of work

	2020
Best	78.1%
Your org	67.9%
Average	71.9%
Worst	64.5%

	2020
Best	81.7%
Your org	72.1%
Average	73.0%
Worst	64.7%

	2020
Best	63.5%
Your org	52.1%
Average	55.4%
Worst	44.9%

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NHS England
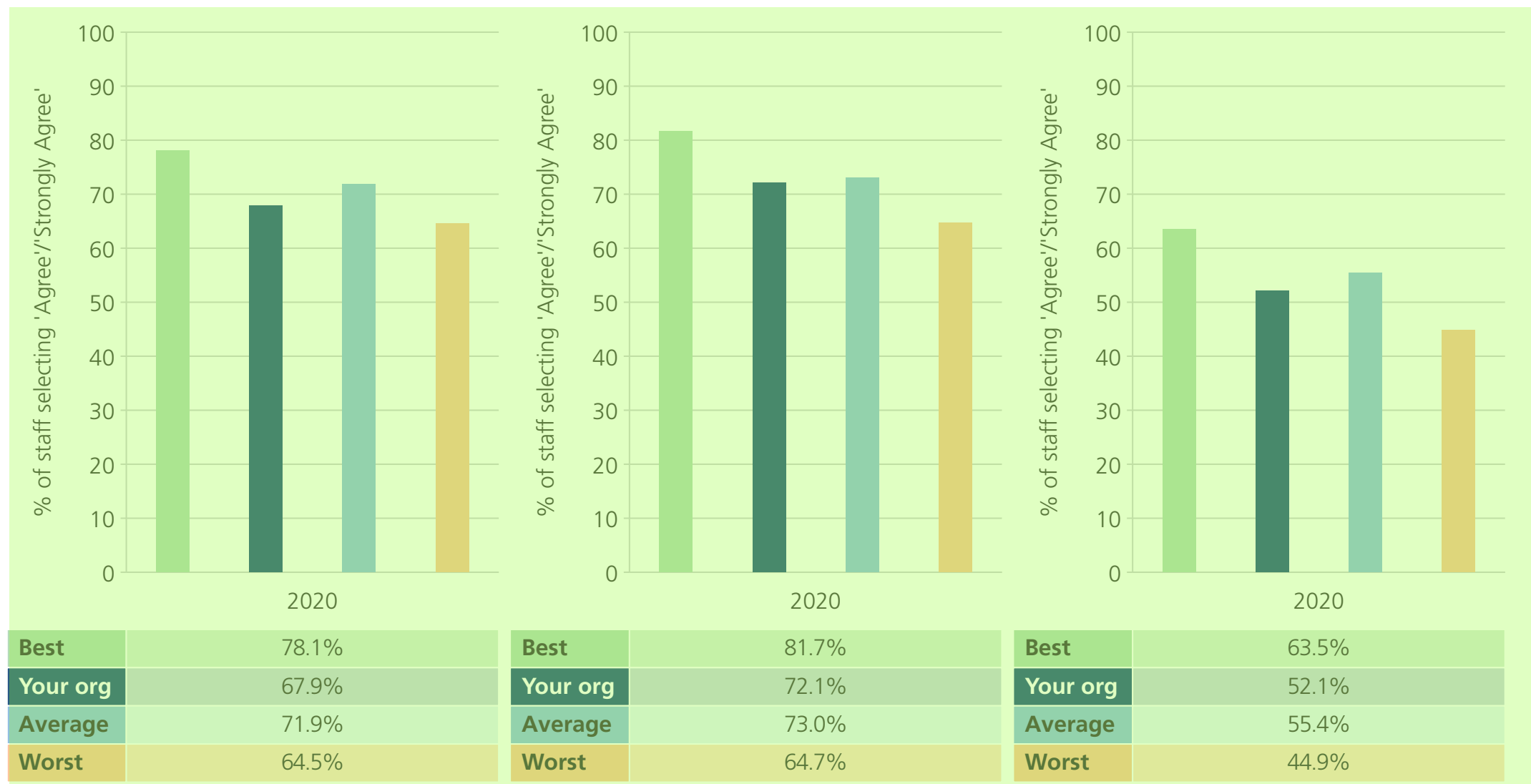
Q18a 1
Care of patients / service users 2
is my organisation's top priority

Q18c 3
I would recommend my 4
organisation as a place to work

Q18d 5
If a friend or relative needed treatment 6
I would be happy with the standard
of care provided by this organisation

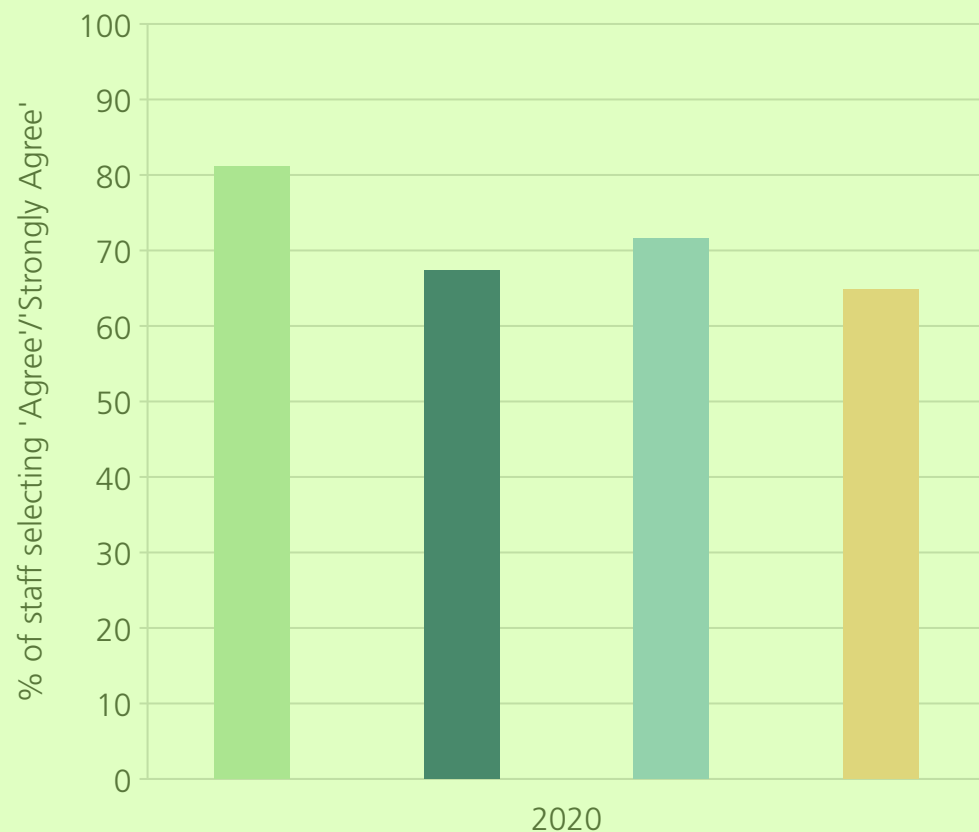

	Q18a
Best	90.7%
Your org	61.8%
Average	79.4%
Worst	61.8%

	Q18c
Best	84.0%
Your org	48.4%
Average	66.9%
Worst	46.6%

	Q18d
Best	91.7%
Your org	52.2%
Average	74.3%
Worst	49.7%

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Q4h [1]
The team I work in has a set of shared objectives

Q4i [2]
The team I work in often meets to discuss the team's effectiveness

Q4h	
Best	81.2%
Your org	67.3%
Average	71.6%
Worst	64.9%
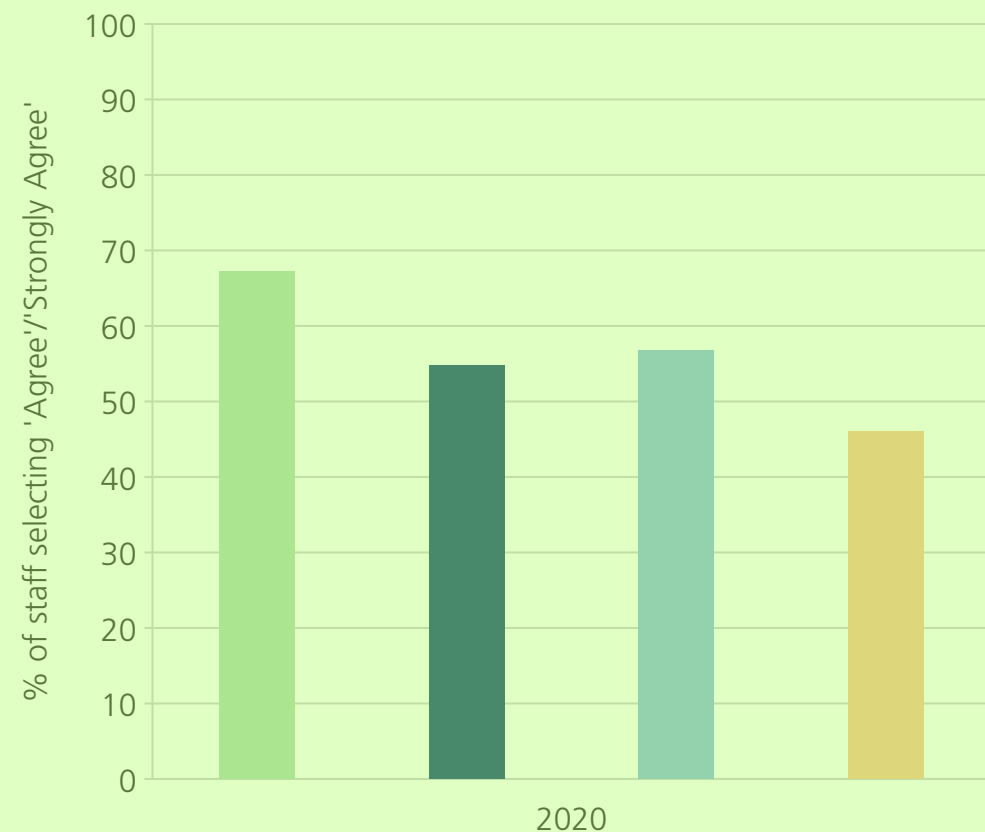
Q4i	
Best	67.2%
Your org	54.8%
Average	56.7%
Worst	46.1%

Workforce Equality Standards [1]

North Cumbria Integrated Care NHS Foundation Trust [2]

2020 NHS Staff Survey Results

Workforce Equality Standards

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. [1]

Full details of how the data are calculated are included in the Technical Document, available to download from our results website.[2]
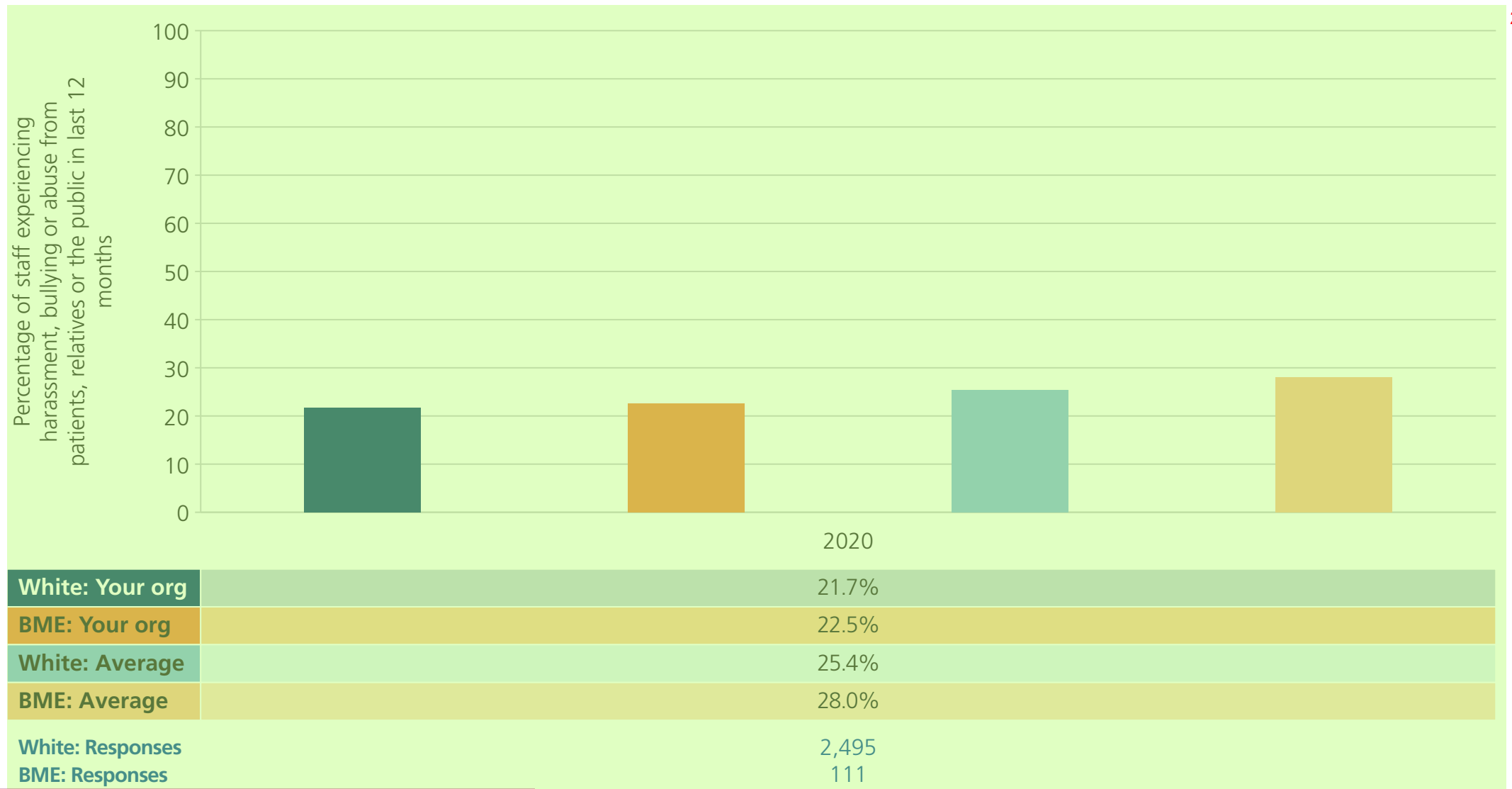
Workforce Race Equality Standard (WRES) [3]

➤ 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). [4]
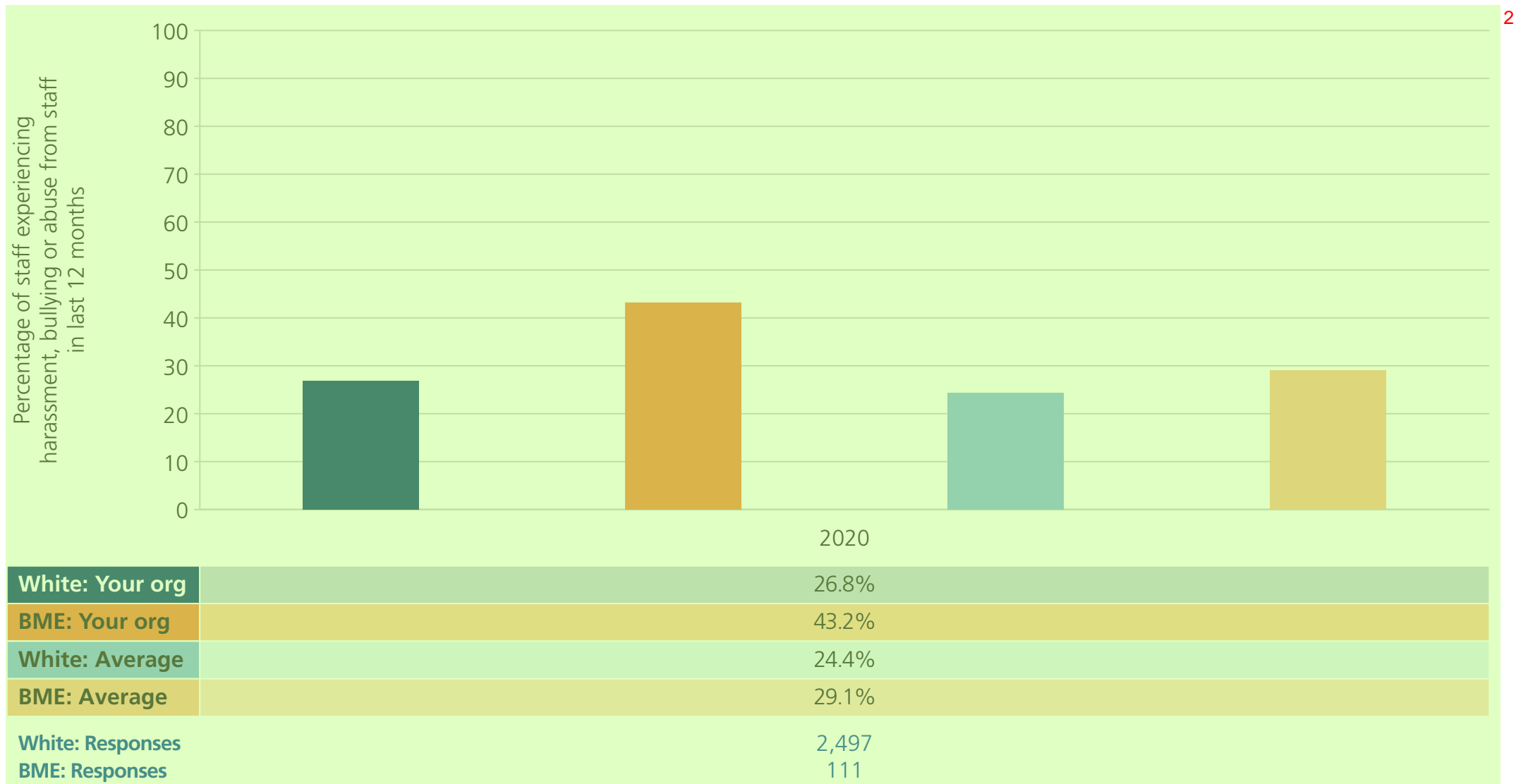
Workforce Disability Equality Standard (WDES) [5]

➤ 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. [6]

➤ 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. [7]

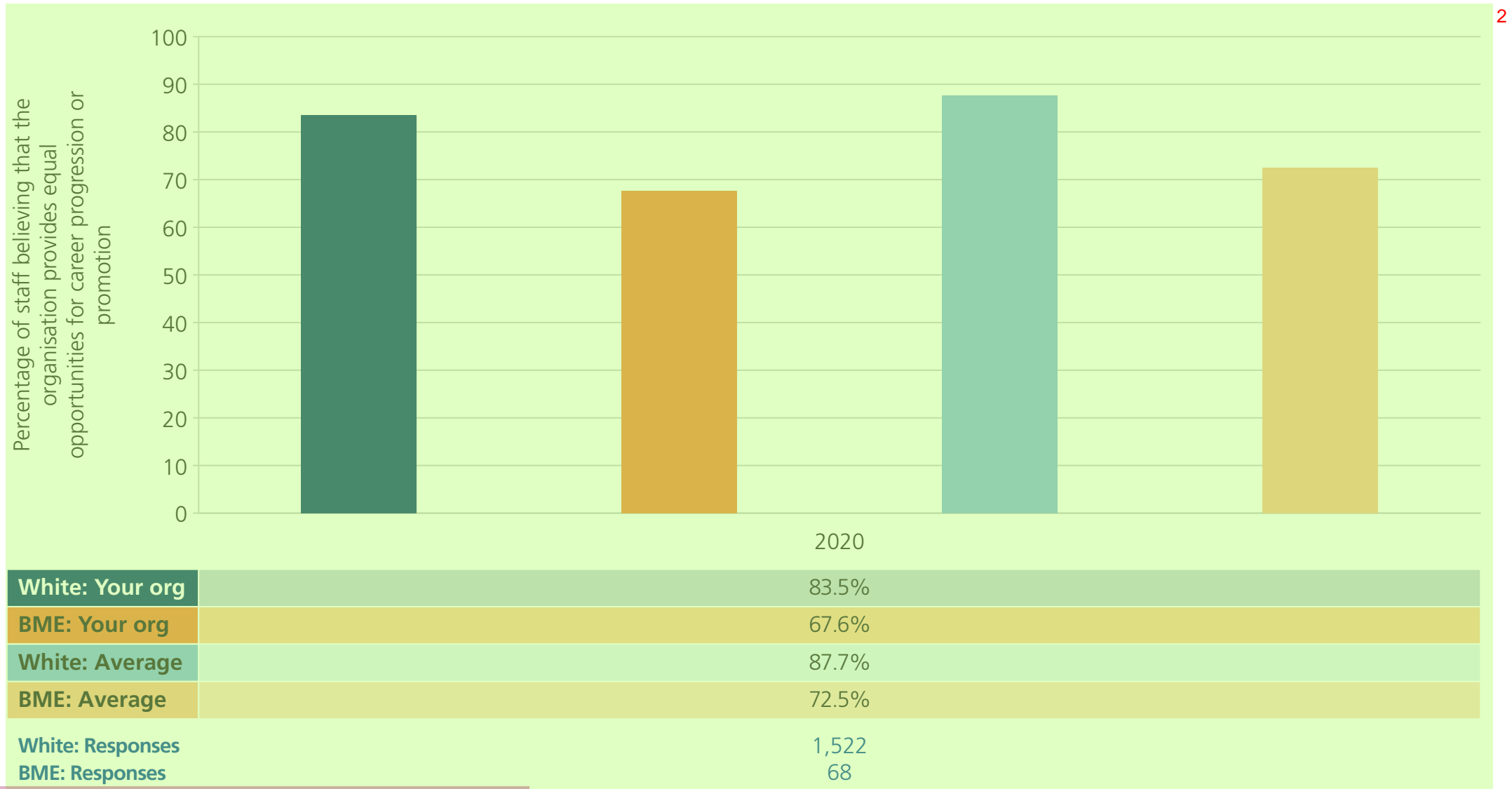# Workforce Race Equality Standard (WRES)[1]

North Cumbria Integrated Care NHS Foundation Trust[2]

2020 NHS Staff Survey Results

Survey Coordination Centre

NHS England

	2020
White: Your org	21.7%
BME: Your org	22.5%
White: Average	25.4%
BME: Average	28.0%
White: Responses	2,495
BME: Responses	111

Average calculated as the median for the benchmark group [3]

	2020
White: Your org	26.8%
BME: Your org	43.2%
White: Average	24.4%
BME: Average	29.1%
White: Responses	2,497
BME: Responses	111

Average calculated as the median for the benchmark group 3

Survey Coordination Centre

NHS England

[2]

	2020
White: Your org	83.5%
BME: Your org	67.6%
White: Average	87.7%
BME: Average	72.5%
White: Responses	1,522
BME: Responses	68

Average calculated as the median for the benchmark group [3]

Survey Coordination Centre

NHS England

Percentage of staff experienced discrimination at work from manager / team leader or other colleagues in last 12 months

1

2020

	2020
White: Your org	7.2%
BME: Your org	22.7%
White: Average	6.1%
BME: Average	16.8%
White: Responses	2,539
BME: Responses	110

Average calculated as the median for the benchmark group 2

Workforce Disability Equality Standard (WDES) [1]

The approach to calculating the benchmark median scores and the way in which the data for Q13d are reported has [2] 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 [3]

2020 NHS Staff Survey Results

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

	2020
Staff with a LTC or illness: Your org	27.4%
Staff without a LTC or illness: Your org	20.5%
Staff with a LTC or illness: Average	30.9%
Staff without a LTC or illness: Average	24.5%
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

2
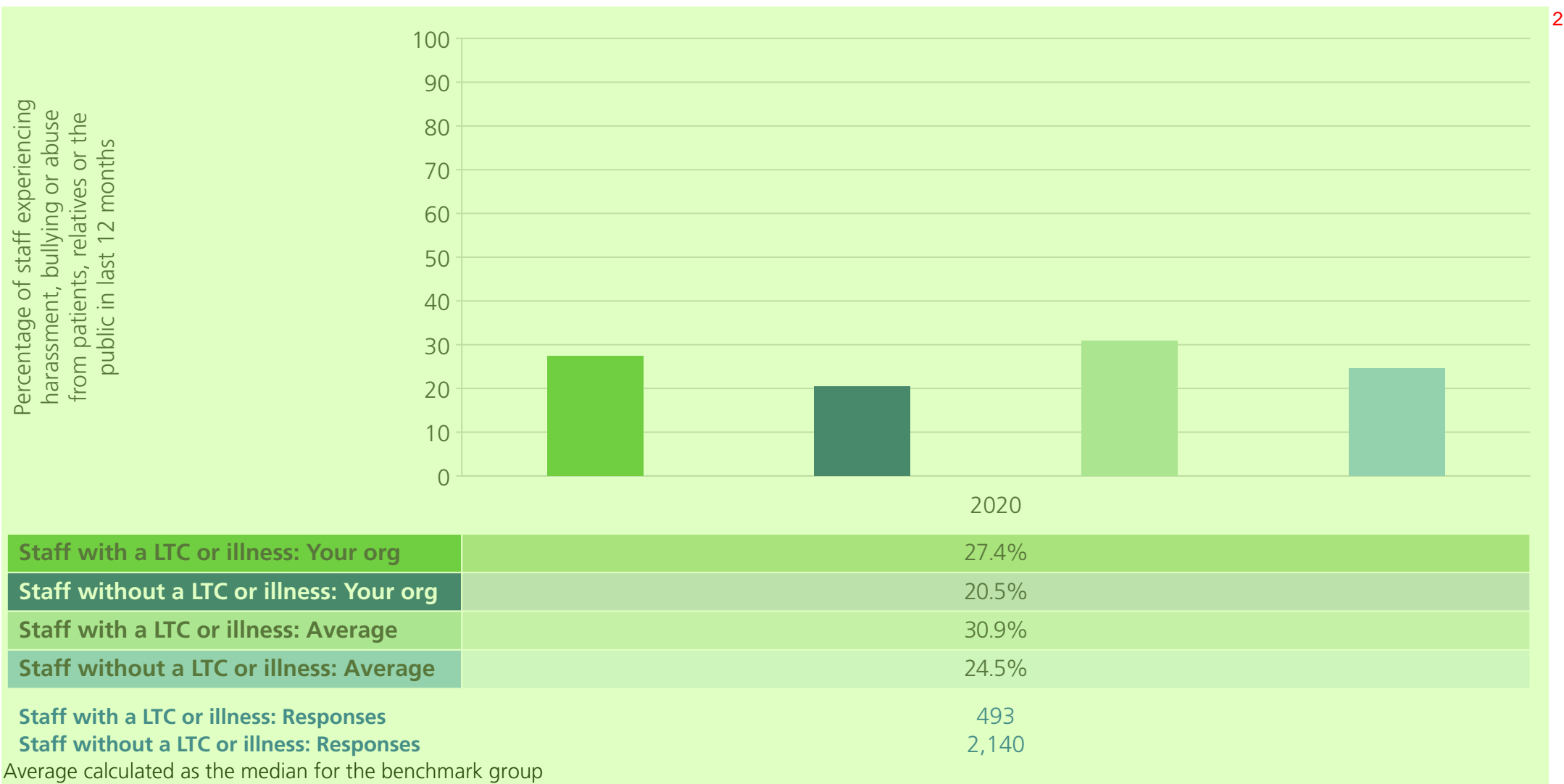
Percentage of staff experiencing harassment, bullying or abuse from manager in last 12 months
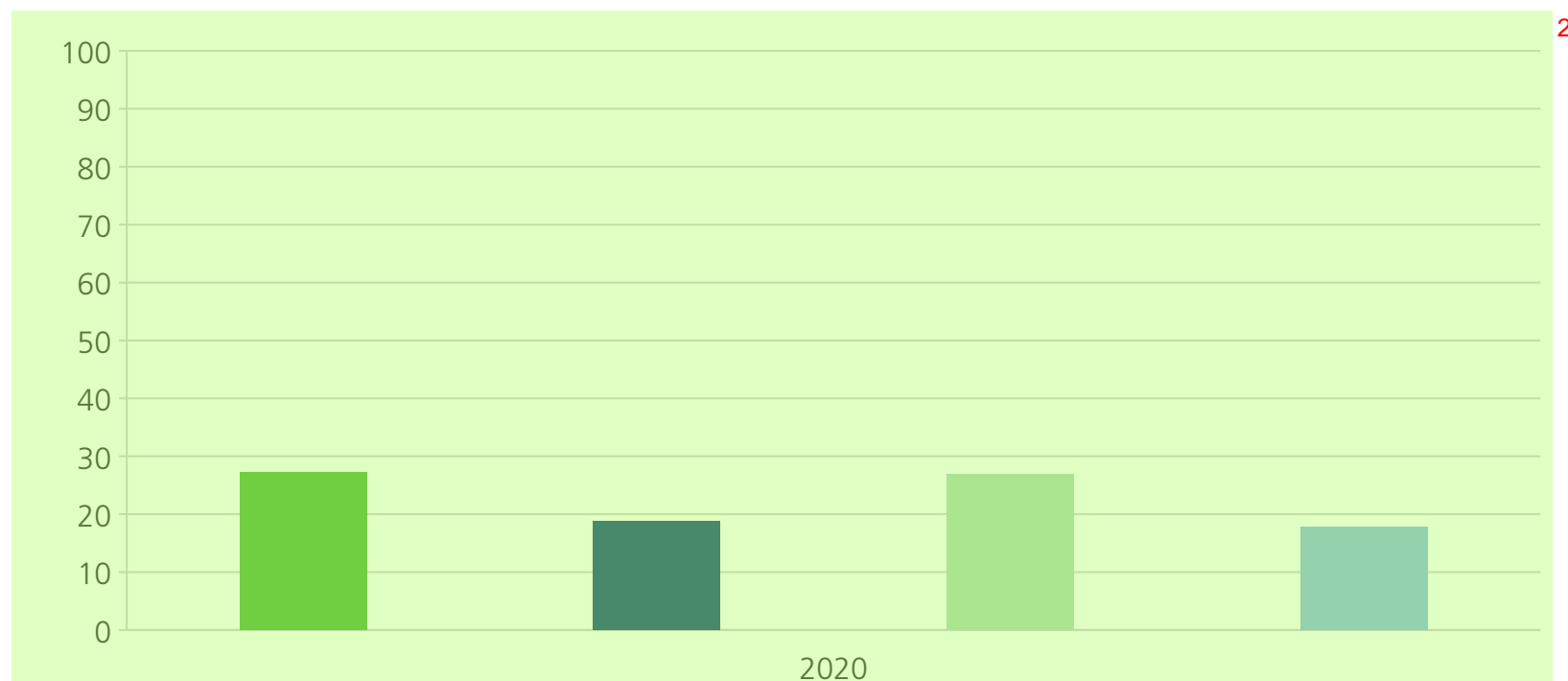
3
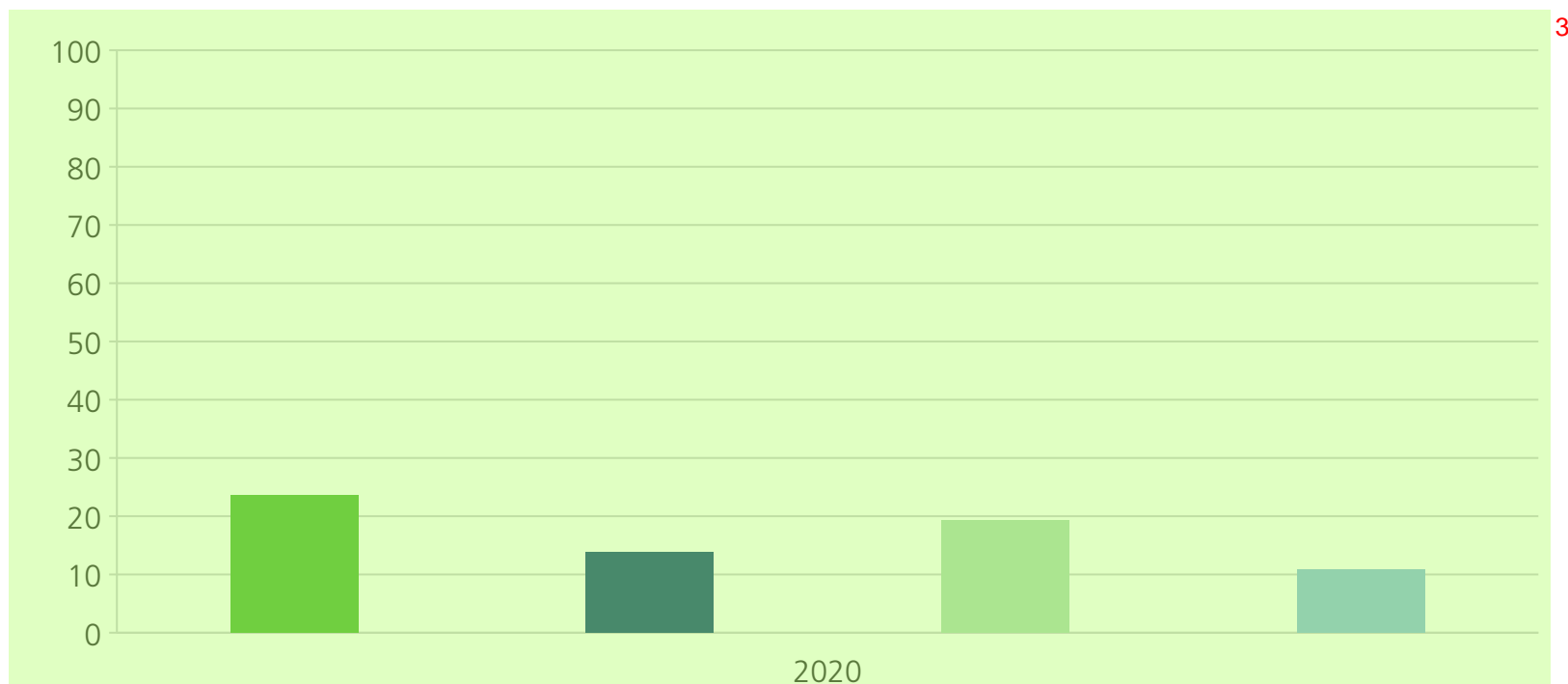
	2020
Staff with a LTC or illness: Your org	23.5%
Staff without a LTC or illness: Your org	13.8%
Staff with a LTC or illness: Average	19.3%
Staff without a LTC or illness: Average	10.8%
Staff with a LTC or illness: Responses	493
Staff without a LTC or illness: Responses	2,138

4

Average calculated as the median for the benchmark group

Percentage of staff experiencing harassment, bullying or abuse from other colleagues in last 12 months 1

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

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

2020

Staff with a LTC or illness: Your org	47.3%
Staff without a LTC or illness: Your org	46.5%
Staff with a LTC or illness: Average	47.0%
Staff without a LTC or illness: Average	45.8%
Staff with a LTC or illness: Responses	220
Staff without a LTC or illness: Responses	690

Average calculated as the median for the benchmark group

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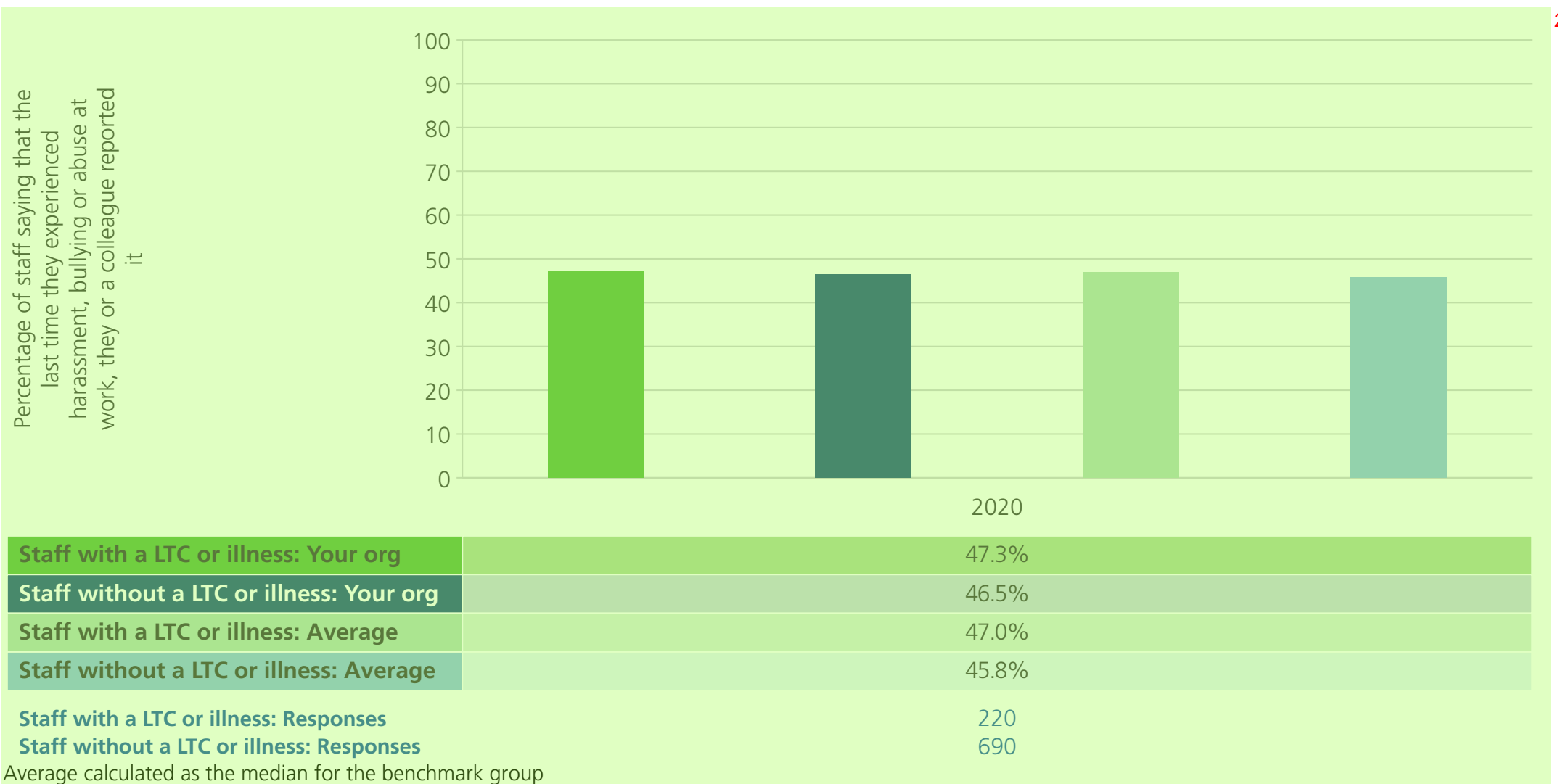
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion ²
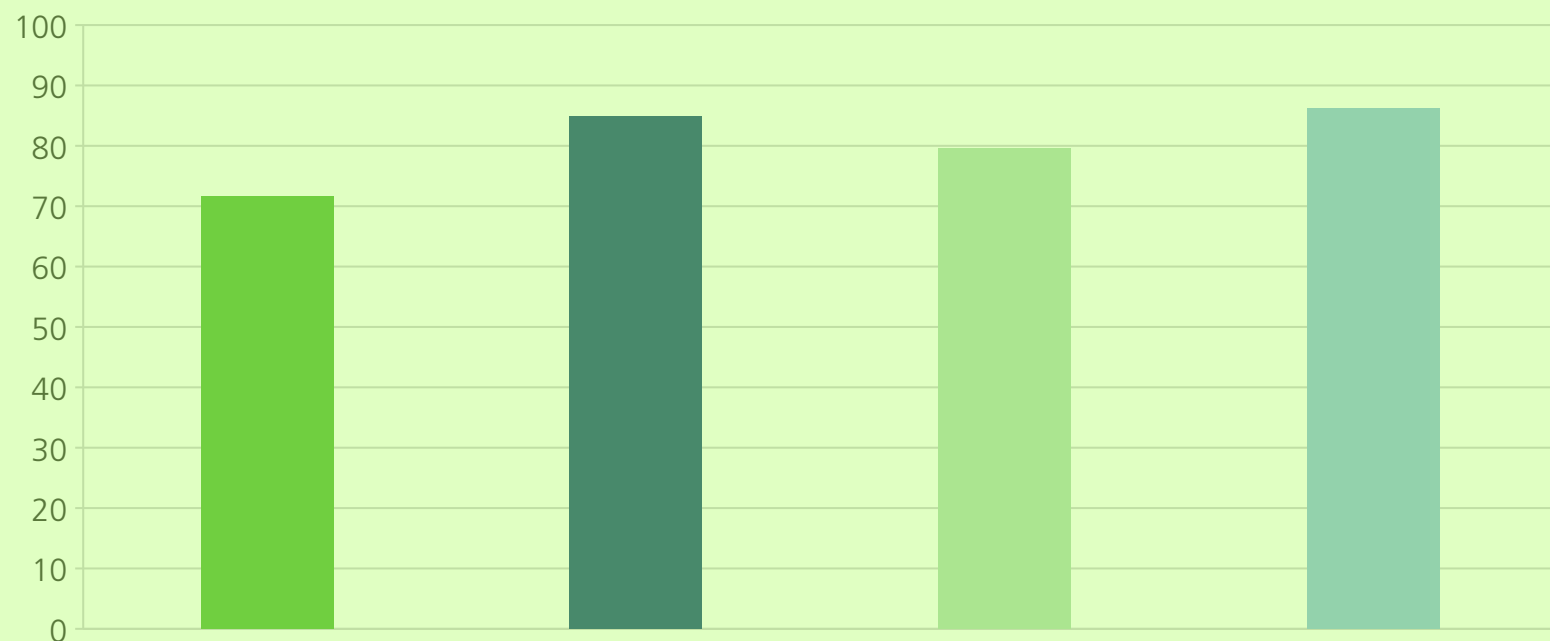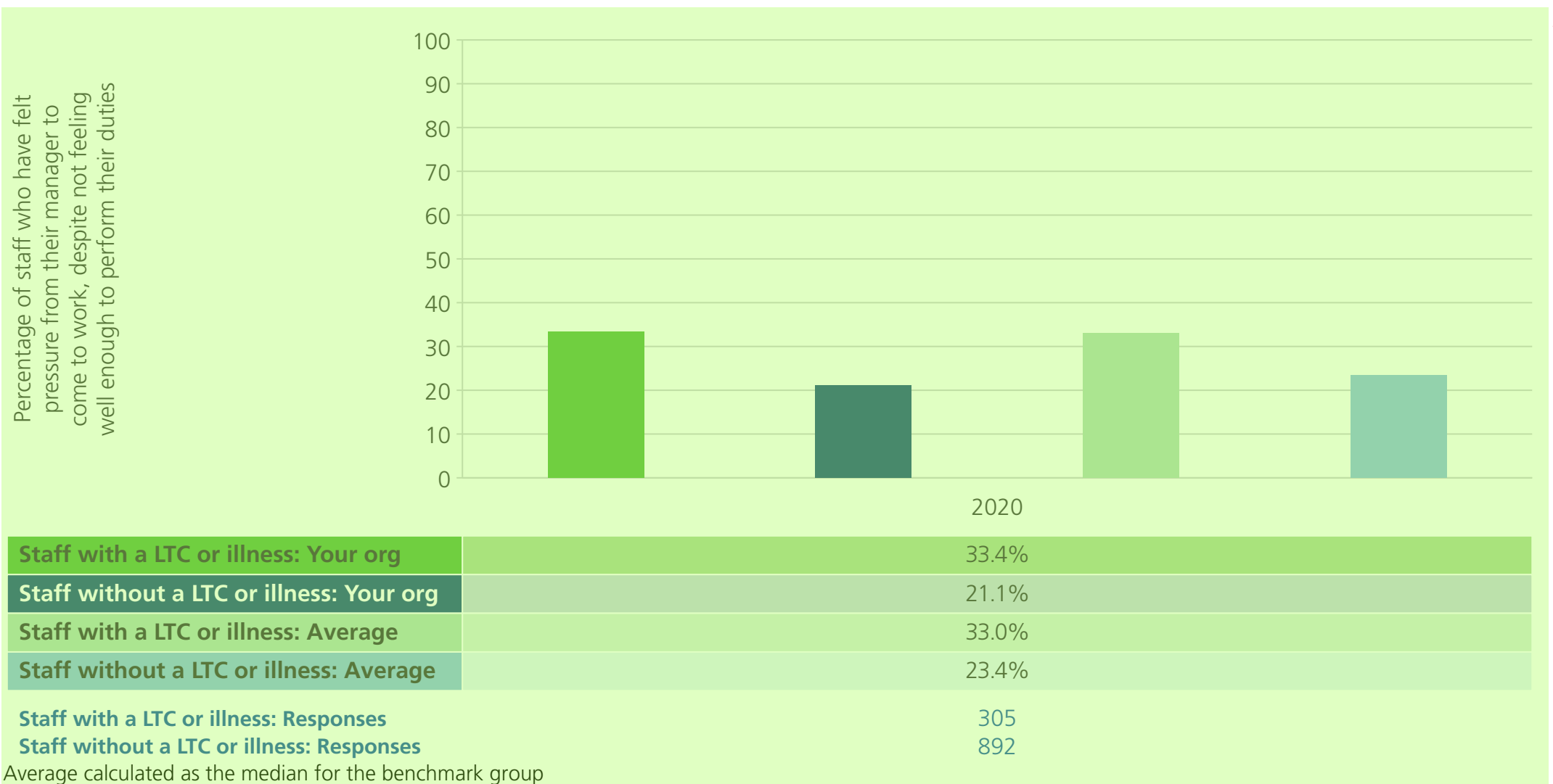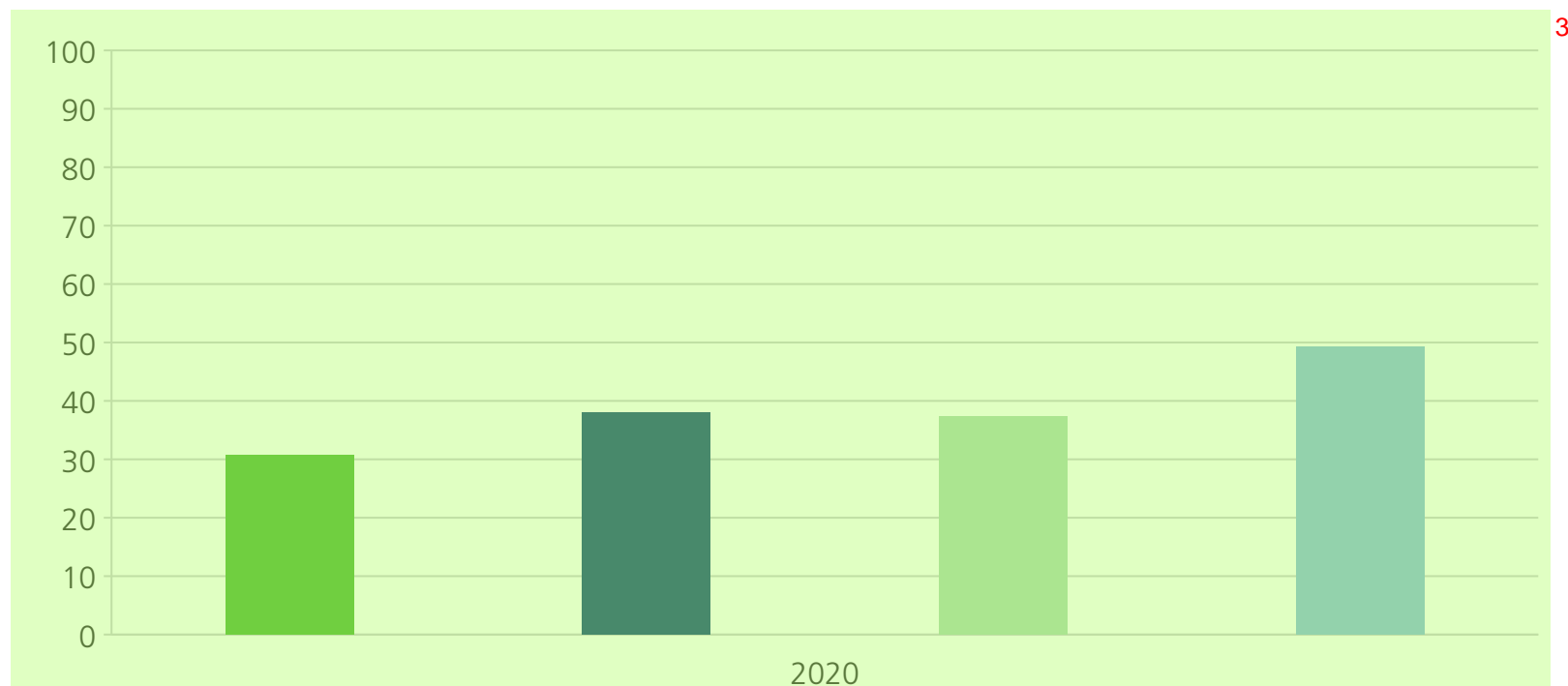

2020

	2020
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 ⁴	286
Staff without a LTC or illness: Responses	1,321

Average calculated as the median for the benchmark group

Survey Coordination Centre

NHS England

	2020
Staff with a LTC or illness: Your org	33.4%
Staff without a LTC or illness: Your org	21.1%
Staff with a LTC or illness: Average	33.0%
Staff without a LTC or illness: Average	23.4%
Staff with a LTC or illness: Responses	305
Staff without a LTC or illness: Responses	892

Average calculated as the median for the benchmark group

Survey Coordination Centre

NHS England

3

Percentage of staff satisfied with the extent to which their organisation values their work 2

	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

4

Average calculated as the median for the benchmark group

Survey Coordination Centre

NHS England

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 [2]
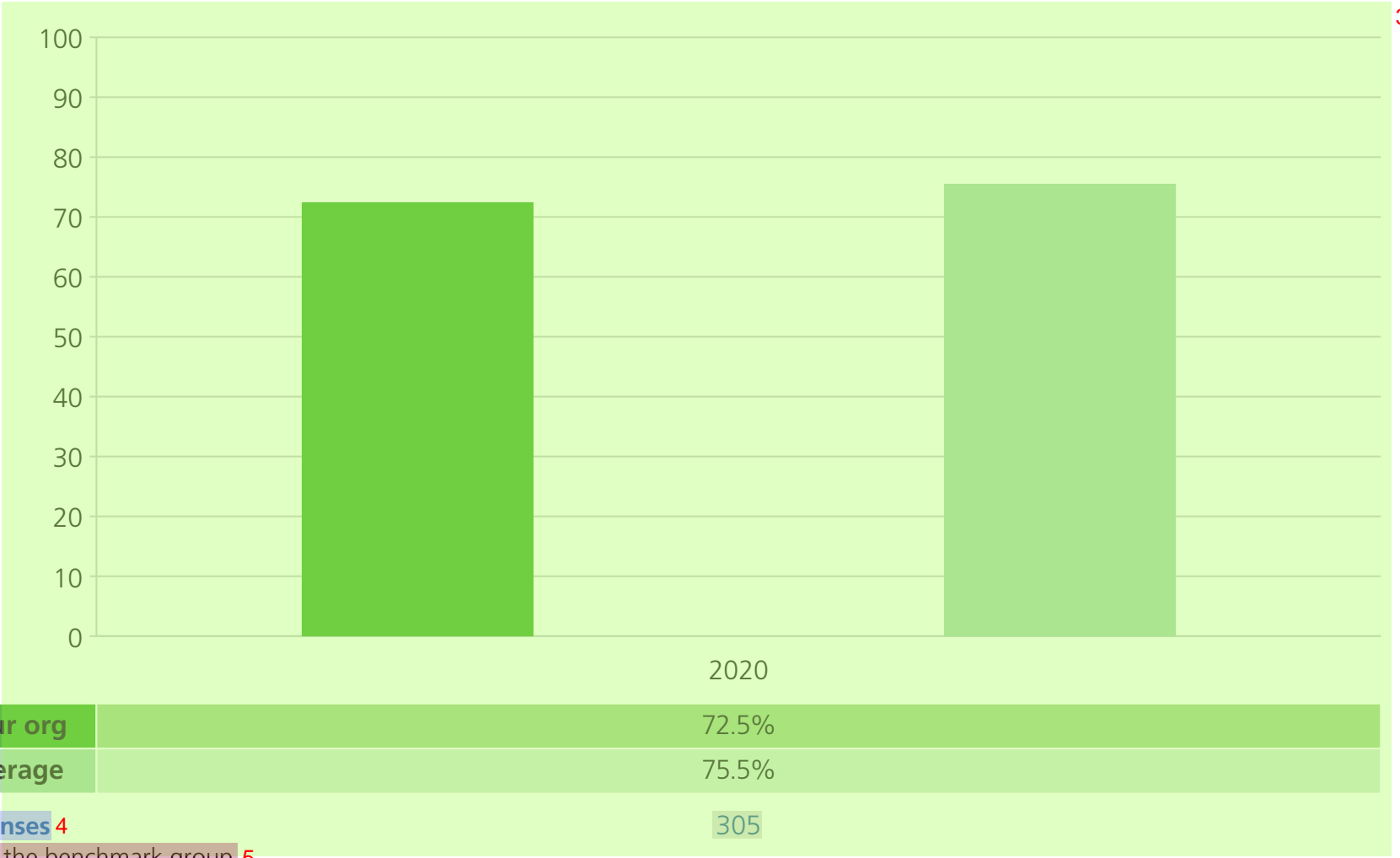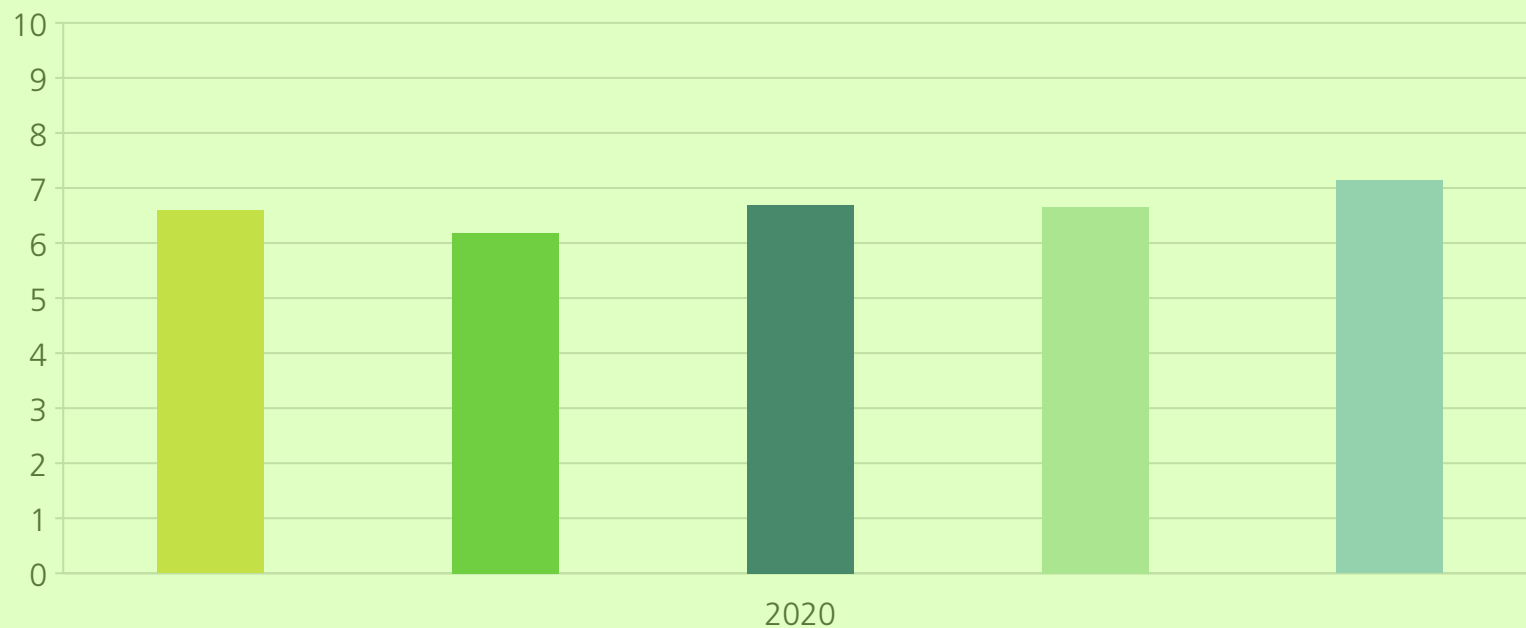

	2020
Staff with a LTC or illness: Your org	72.5%
Staff with a LTC or illness: Average	75.5%
Staff with a LTC or illness: Responses [4]	305

Average calculated as the median for the benchmark group [5]

	2020
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

	2020
Best	79.8%
Your org	44.9%
Median	45.4%
Worst	28.1%
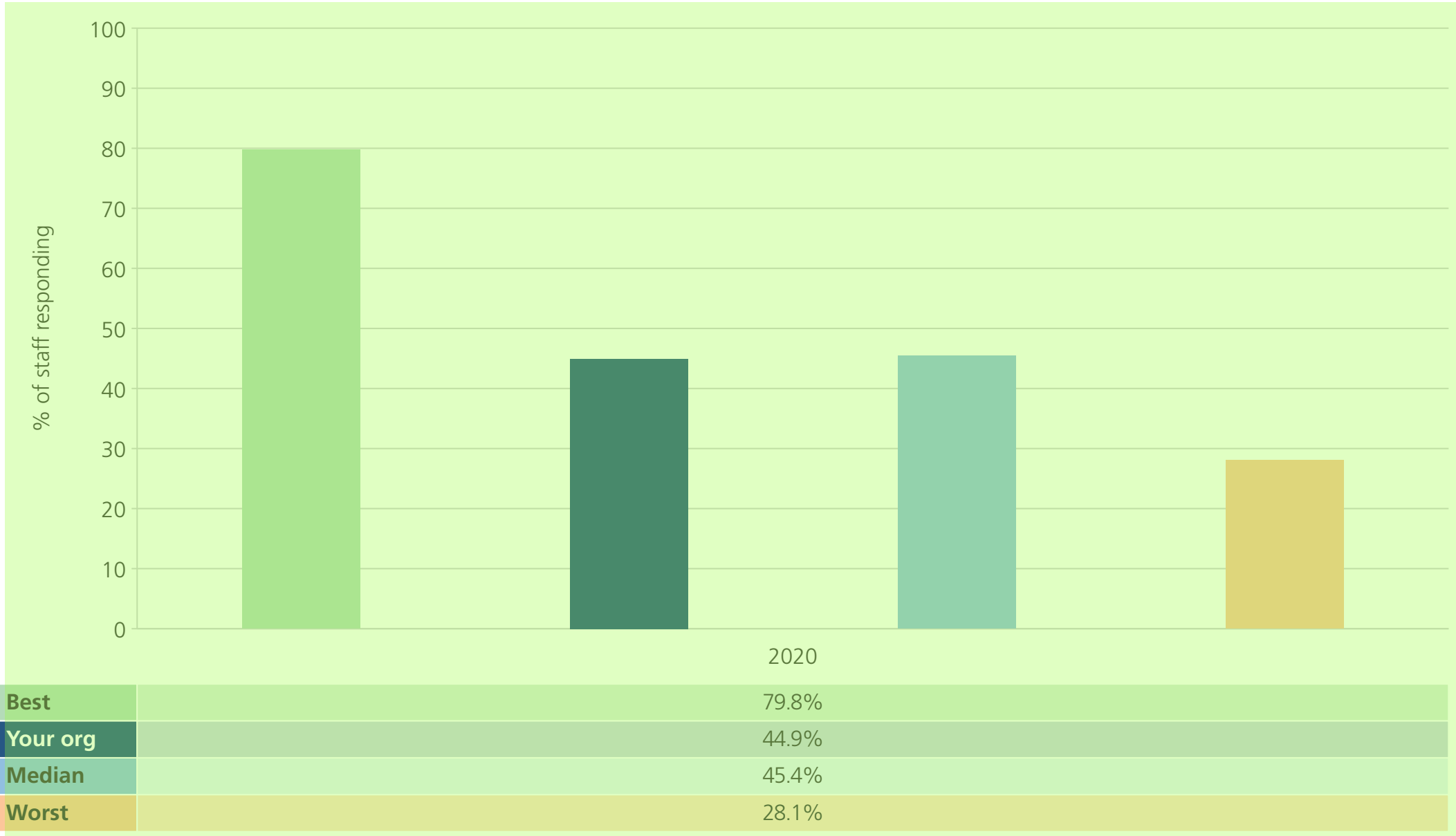
Appendix B: Significance testing - 2019 v 2020 theme results [1]

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. 1

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'. 2

3

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. 4

† 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. 5