

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

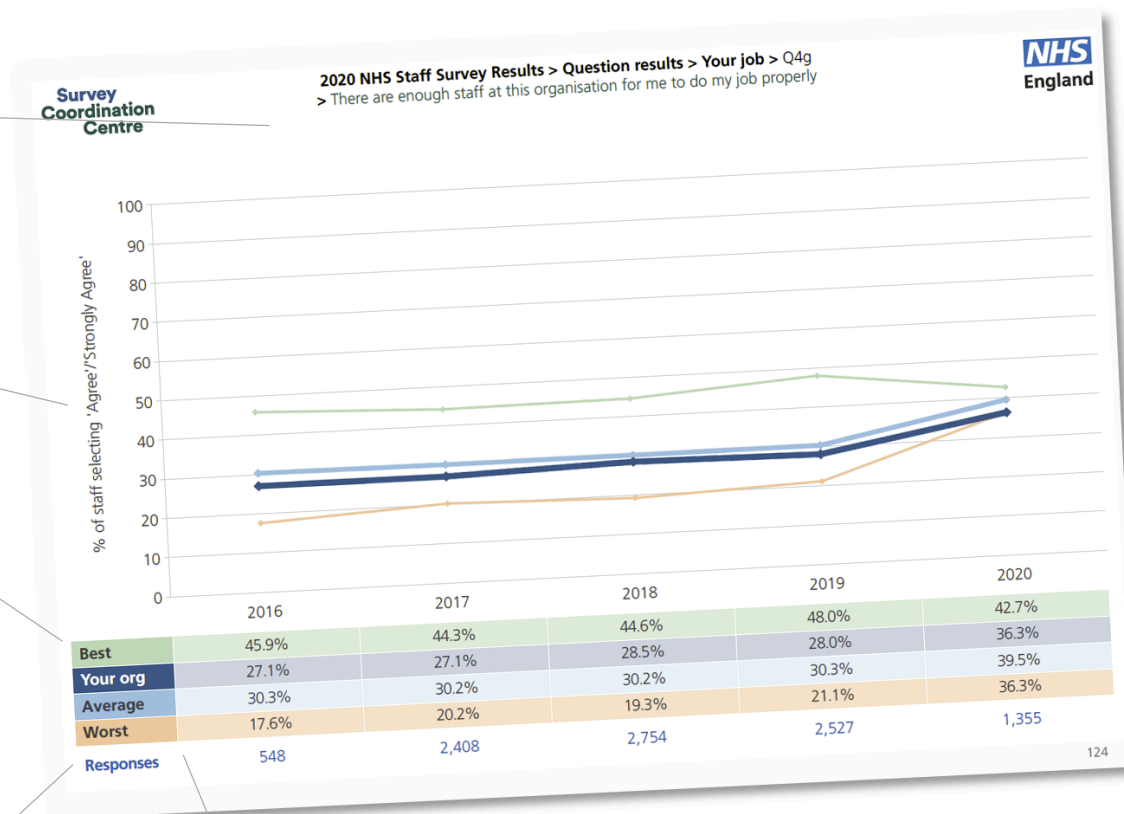
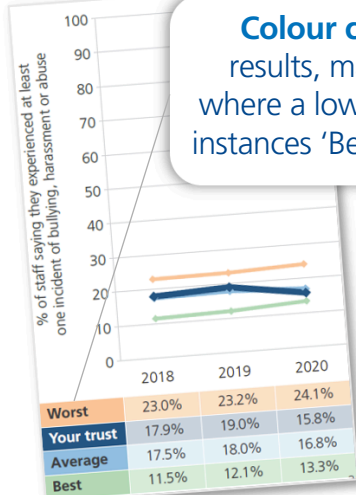
Question number and text
(or the theme) specified
at the top of each slide

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**



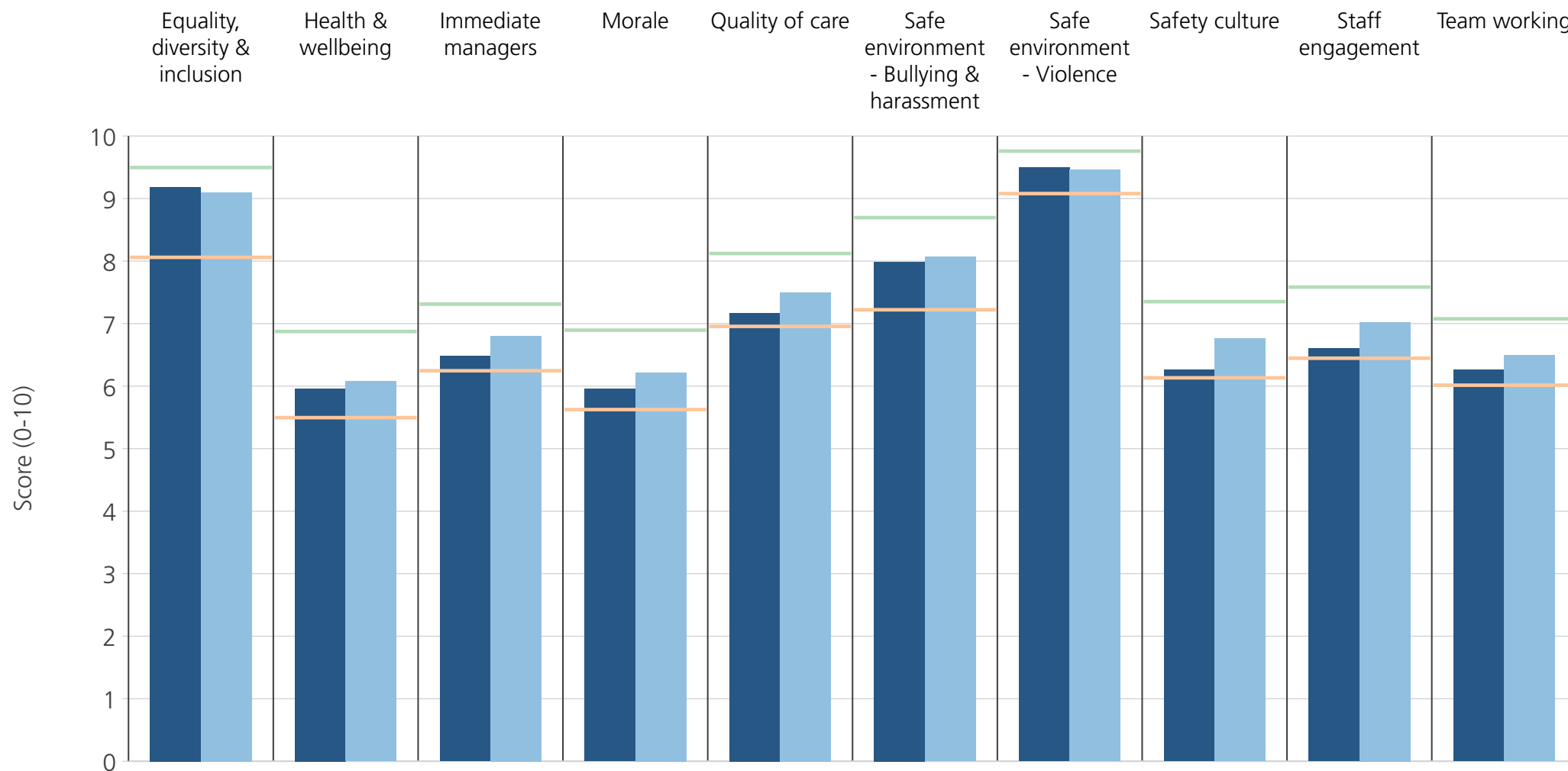
Full details on how the scores are calculated are provided in the **Technical Document**, under the Supporting Documents section of our [results page](#)

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

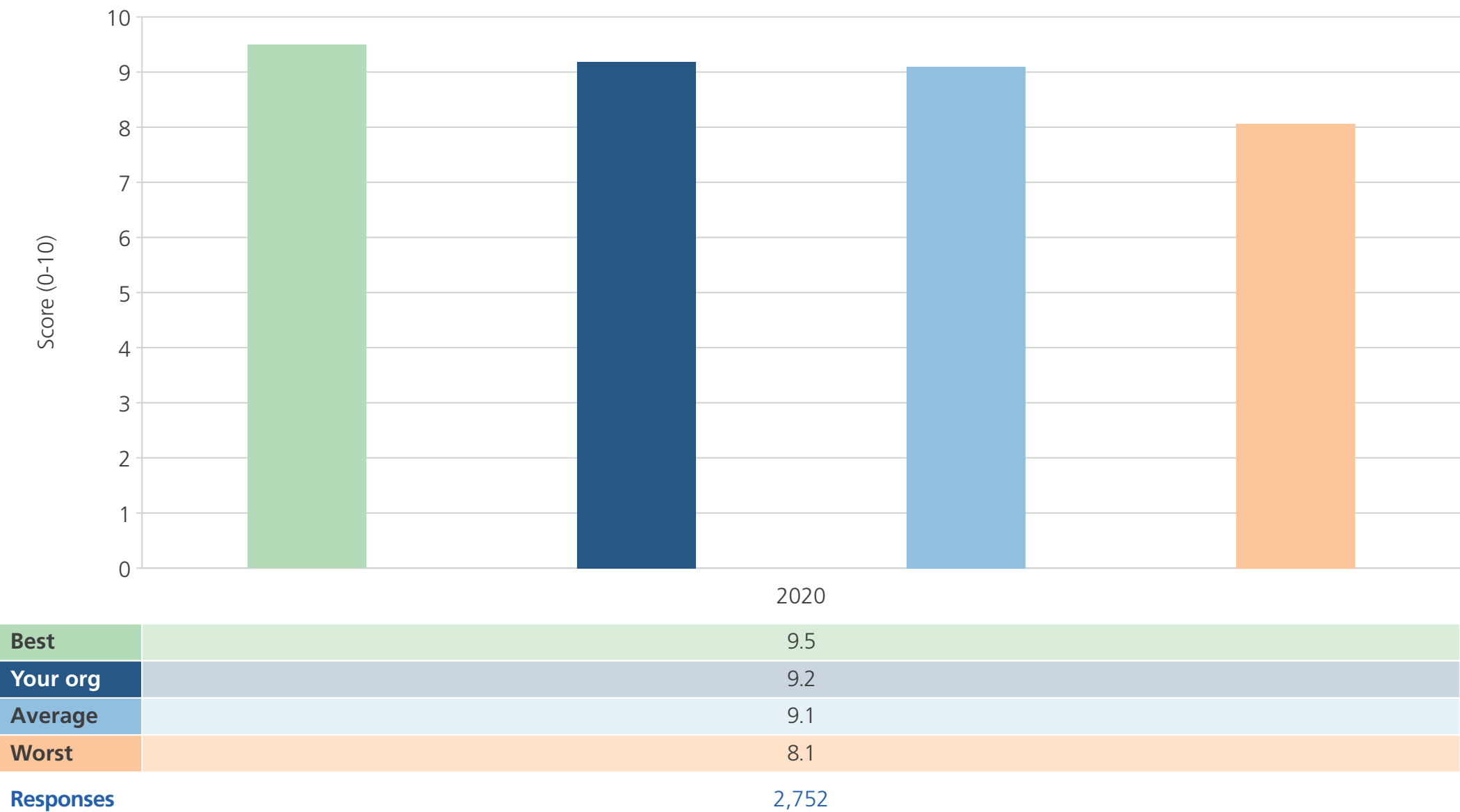
2020 NHS Staff Survey Results

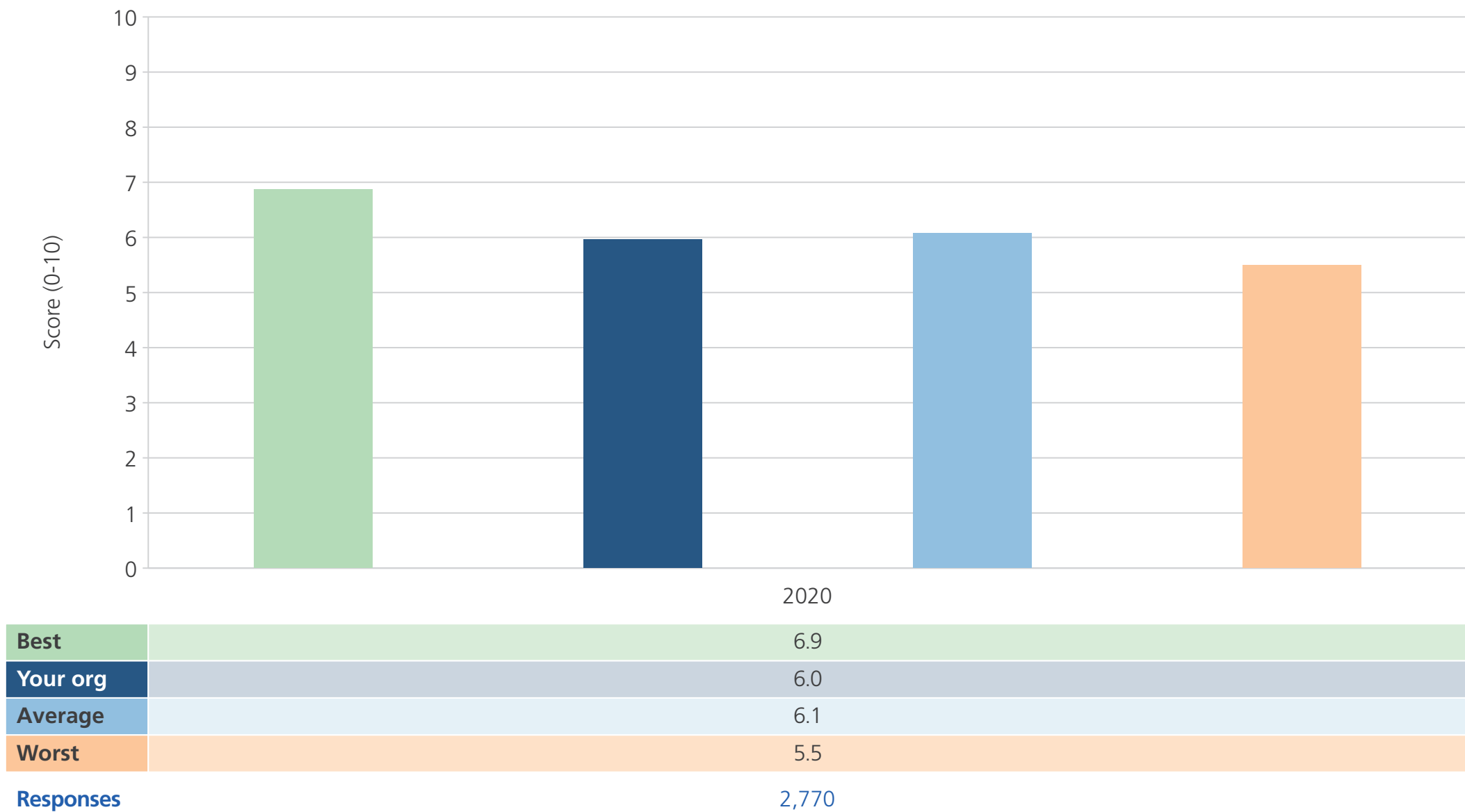


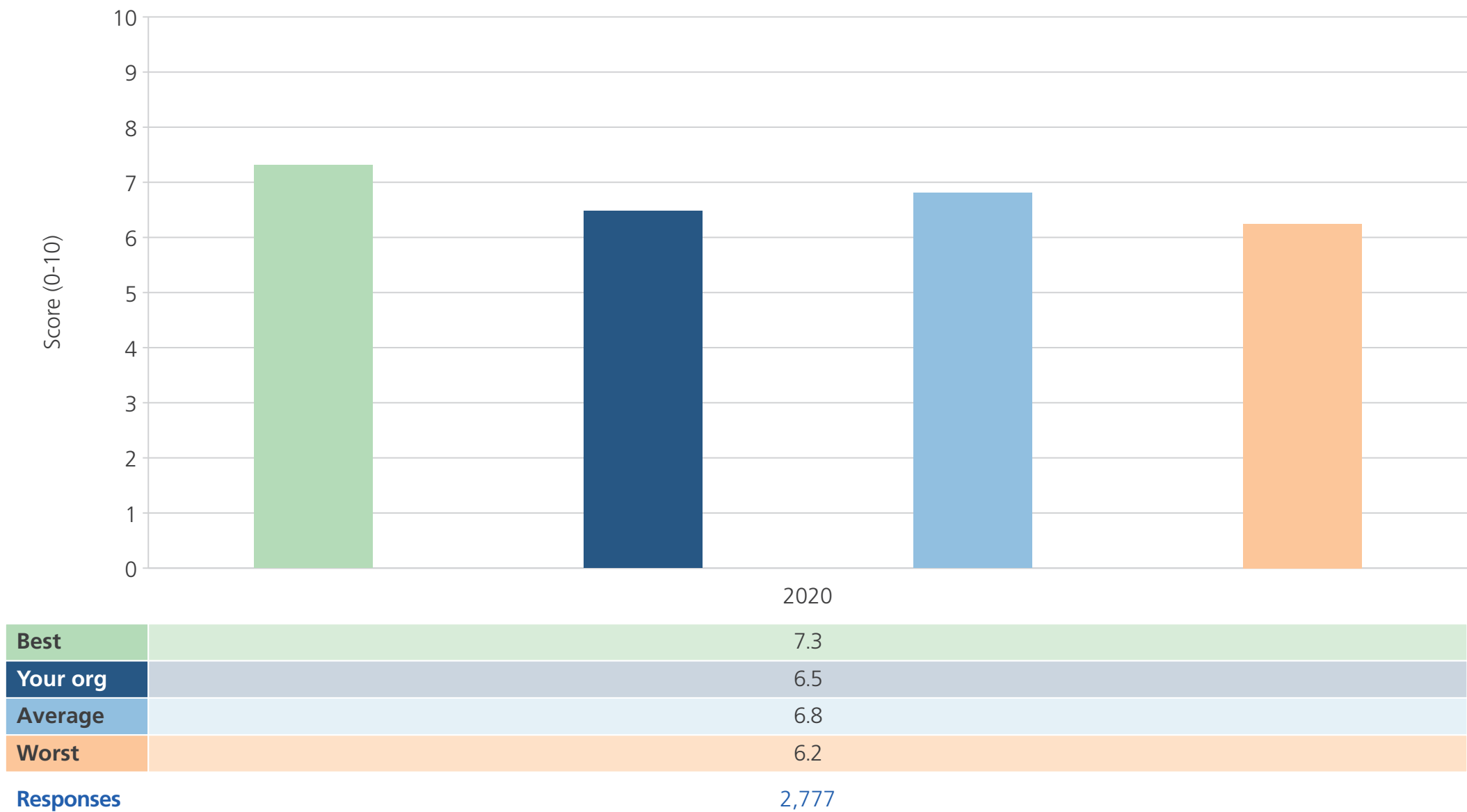
Best	9.5	6.9	7.3	6.9	8.1	8.7	9.8	7.4	7.6	7.1
Your org	9.2	6.0	6.5	6.0	7.2	8.0	9.5	6.3	6.6	6.3
Average	9.1	6.1	6.8	6.2	7.5	8.1	9.5	6.8	7.0	6.5
Worst	8.1	5.5	6.2	5.6	7.0	7.2	9.1	6.1	6.4	6.0
Responses	2,752	2,770	2,777	2,745	2,381	2,701	2,766	2,757	2,799	2,760

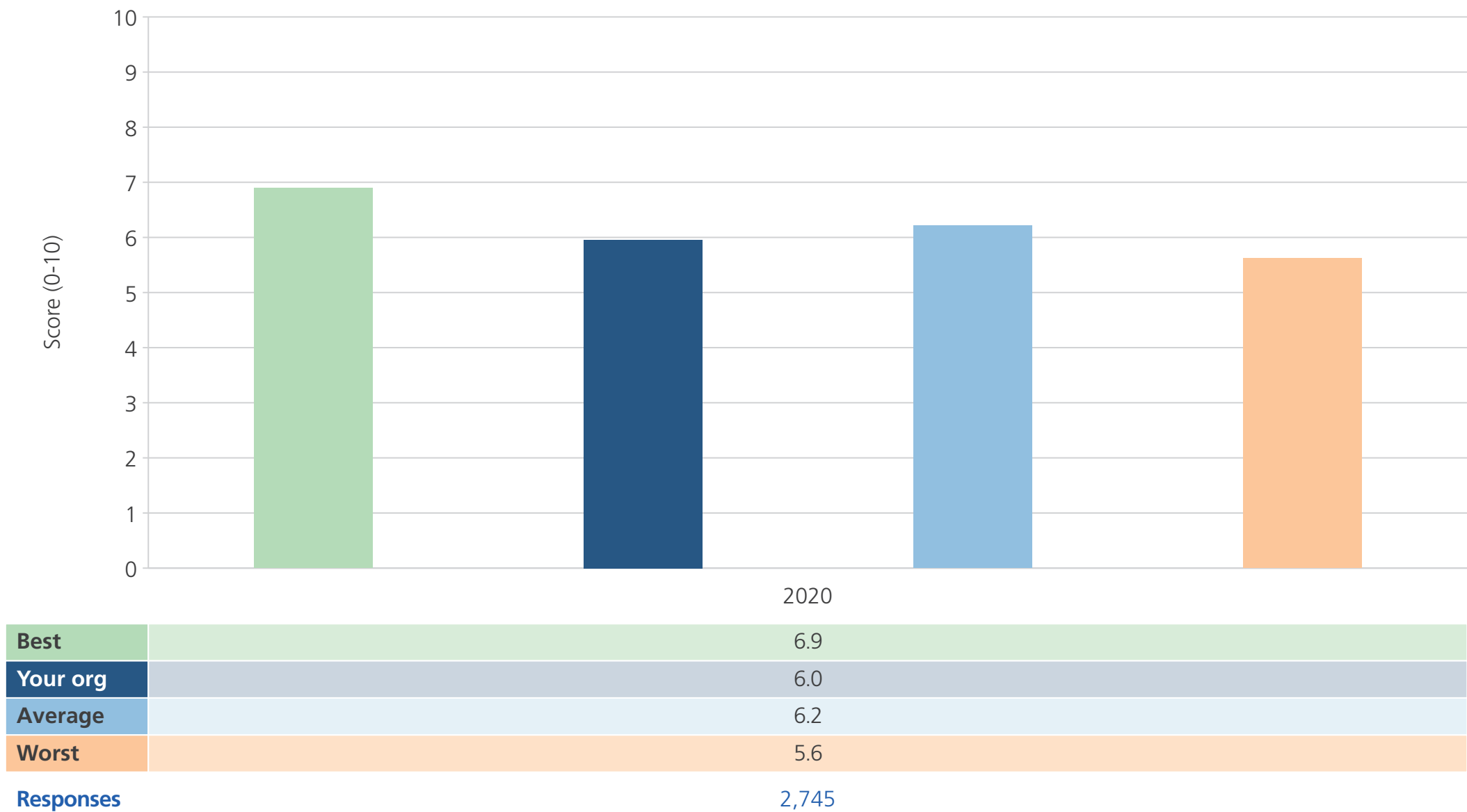
Theme results – Trends

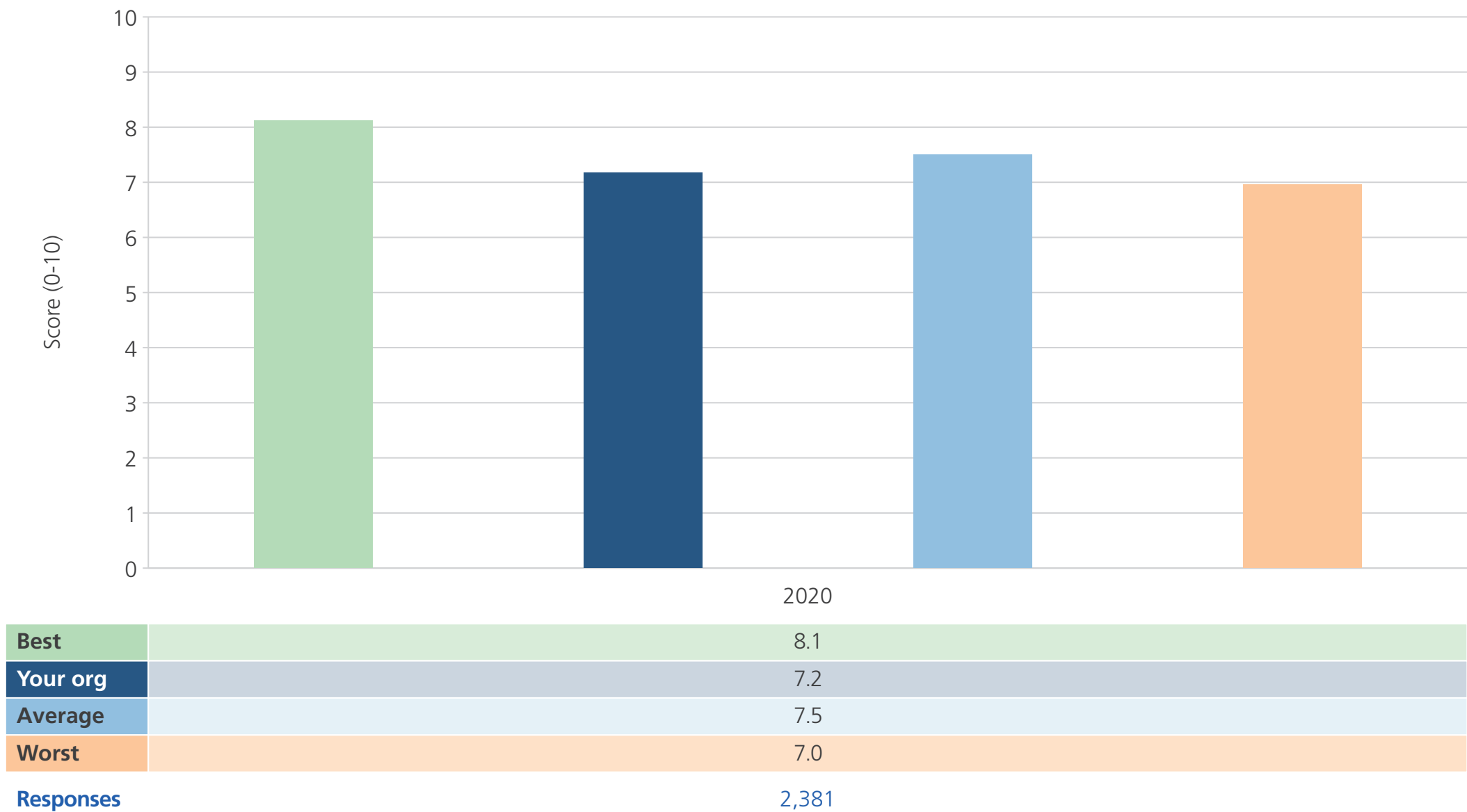
North Cumbria Integrated Care NHS Foundation Trust
2020 NHS Staff Survey Results

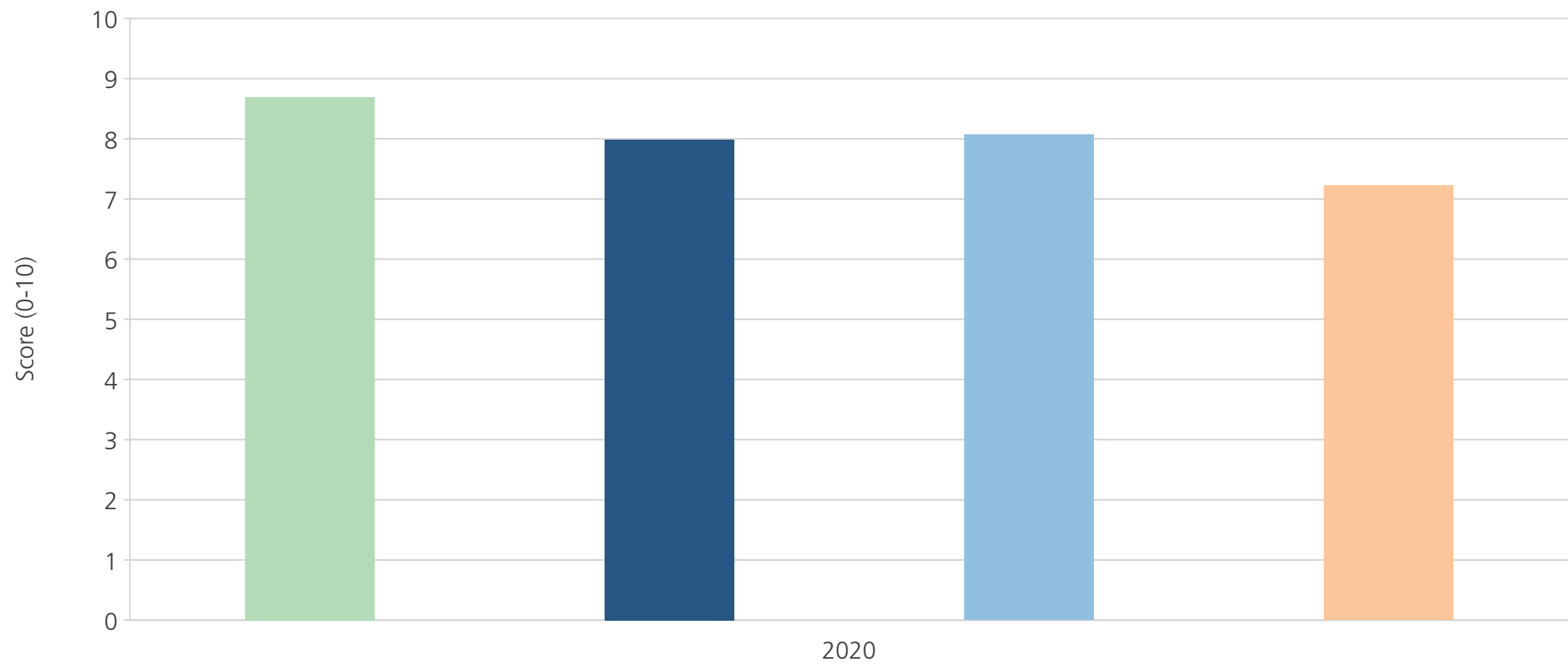








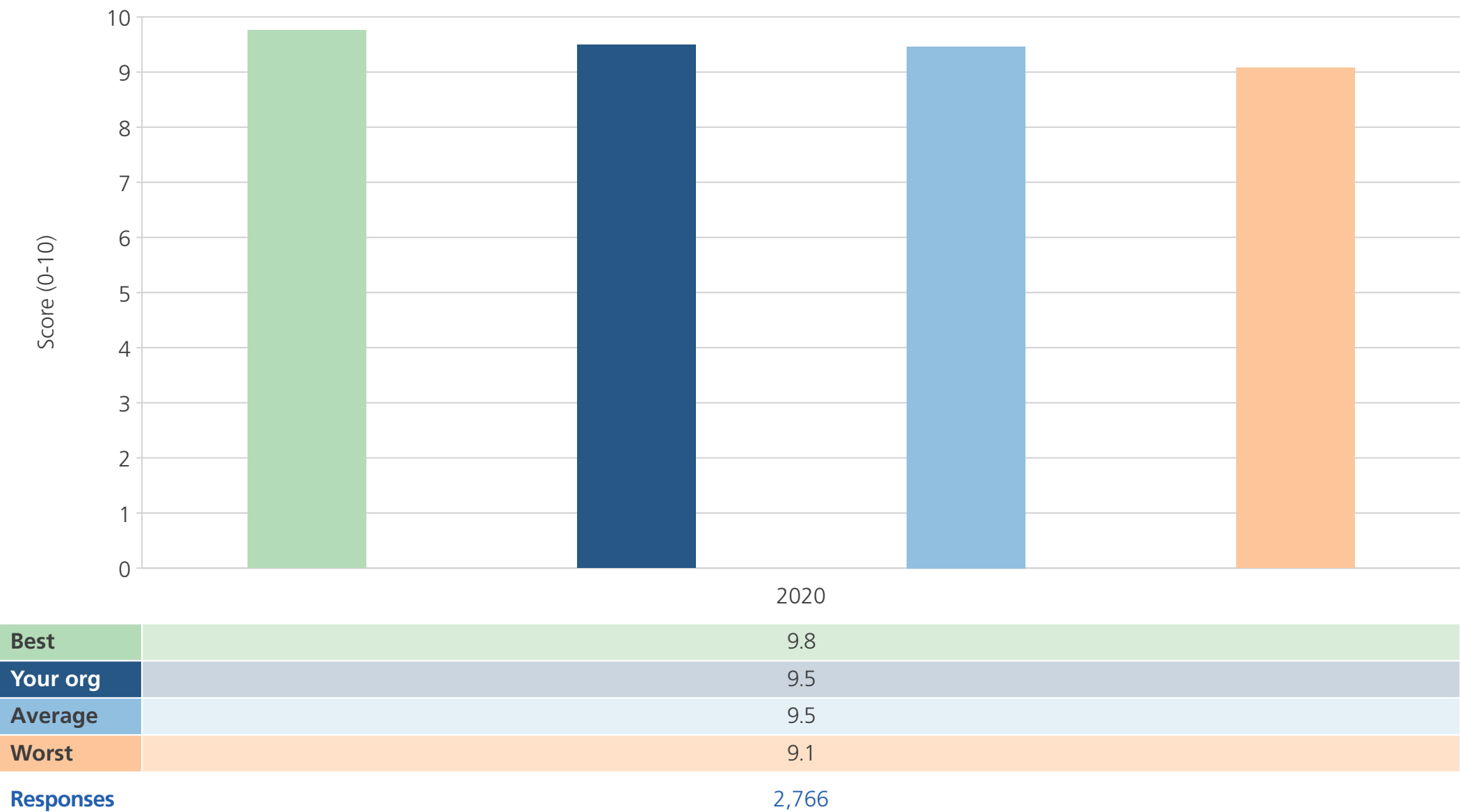


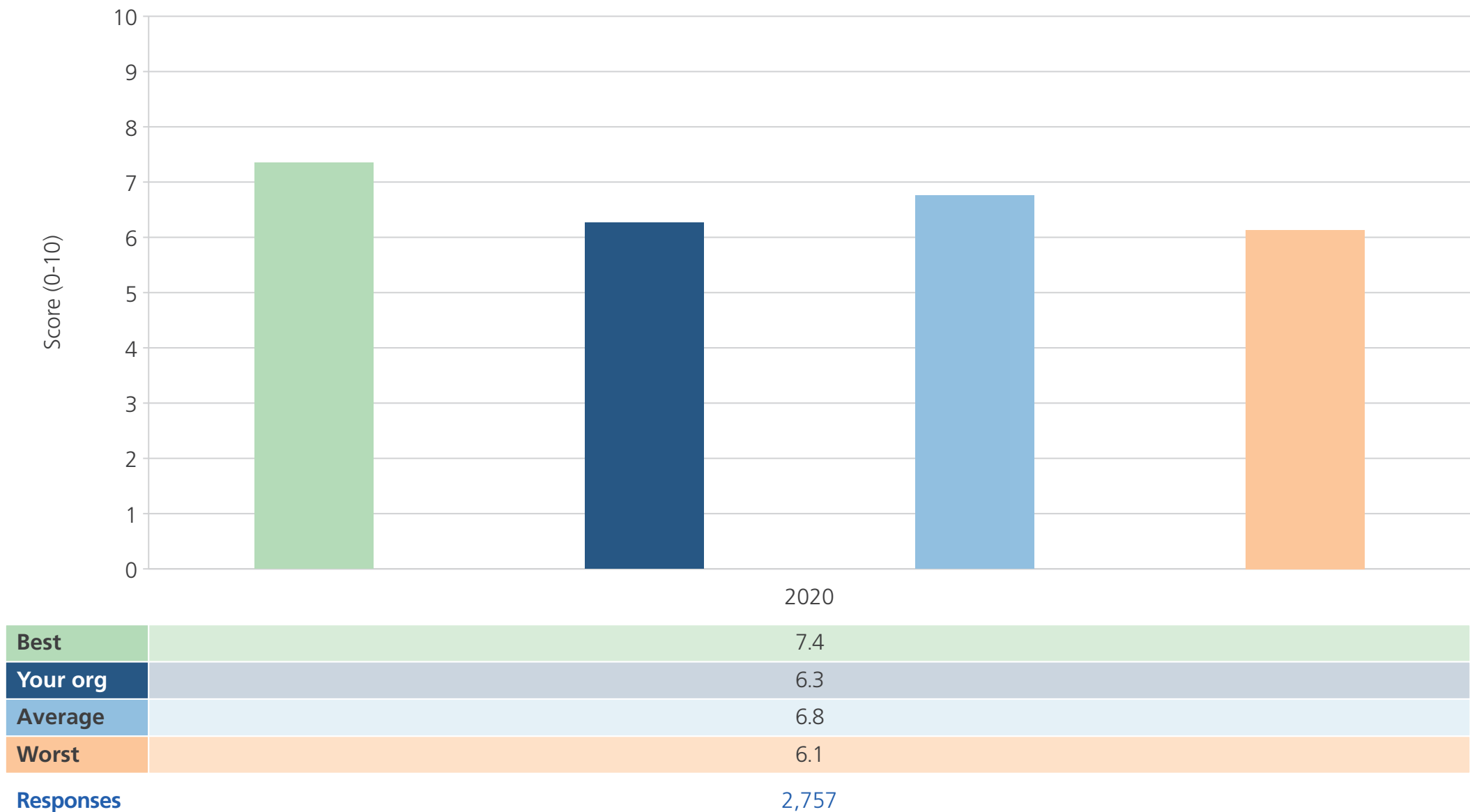


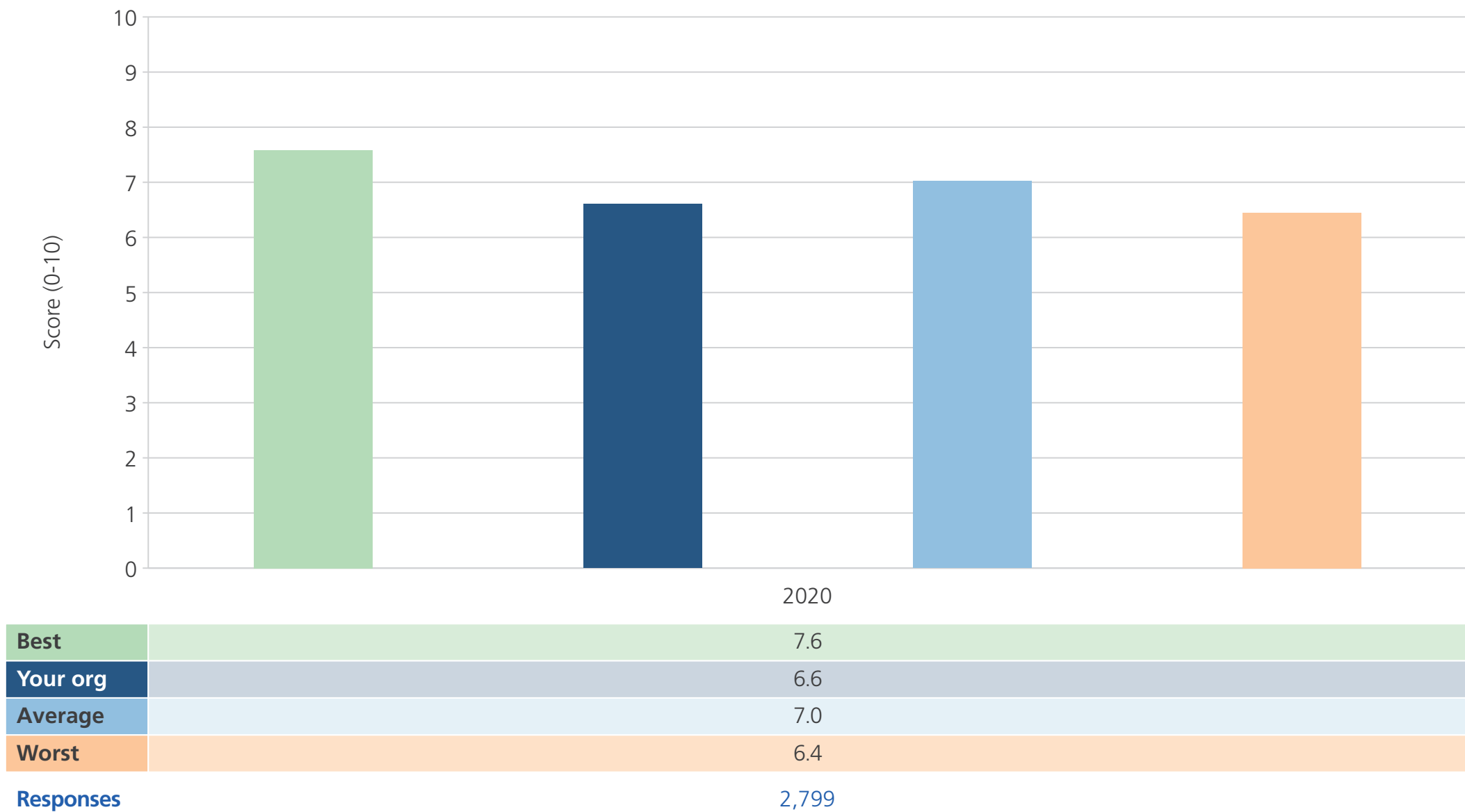
Best	8.7
Your org	8.0
Average	8.1
Worst	7.2

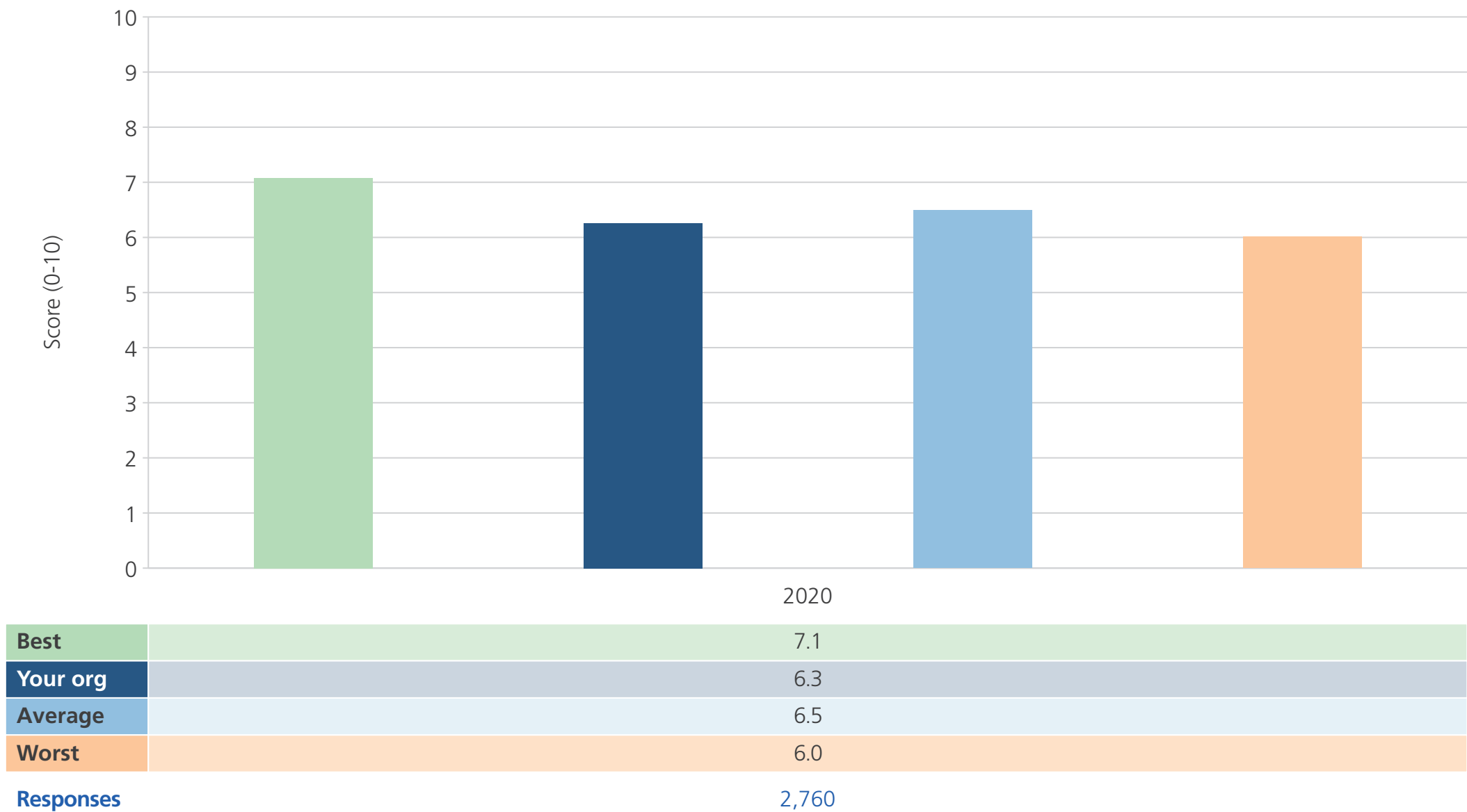
Responses

2,701









Theme results – Covid-19 classification breakdowns

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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 |

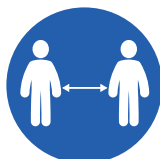
The charts on the following pages show the breakdown of theme scores for staff answering 'yes' to each of these questions, compared with the results for all staff at your organisation. Results are presented in the context of the highest, average and lowest scores for similar organisations.

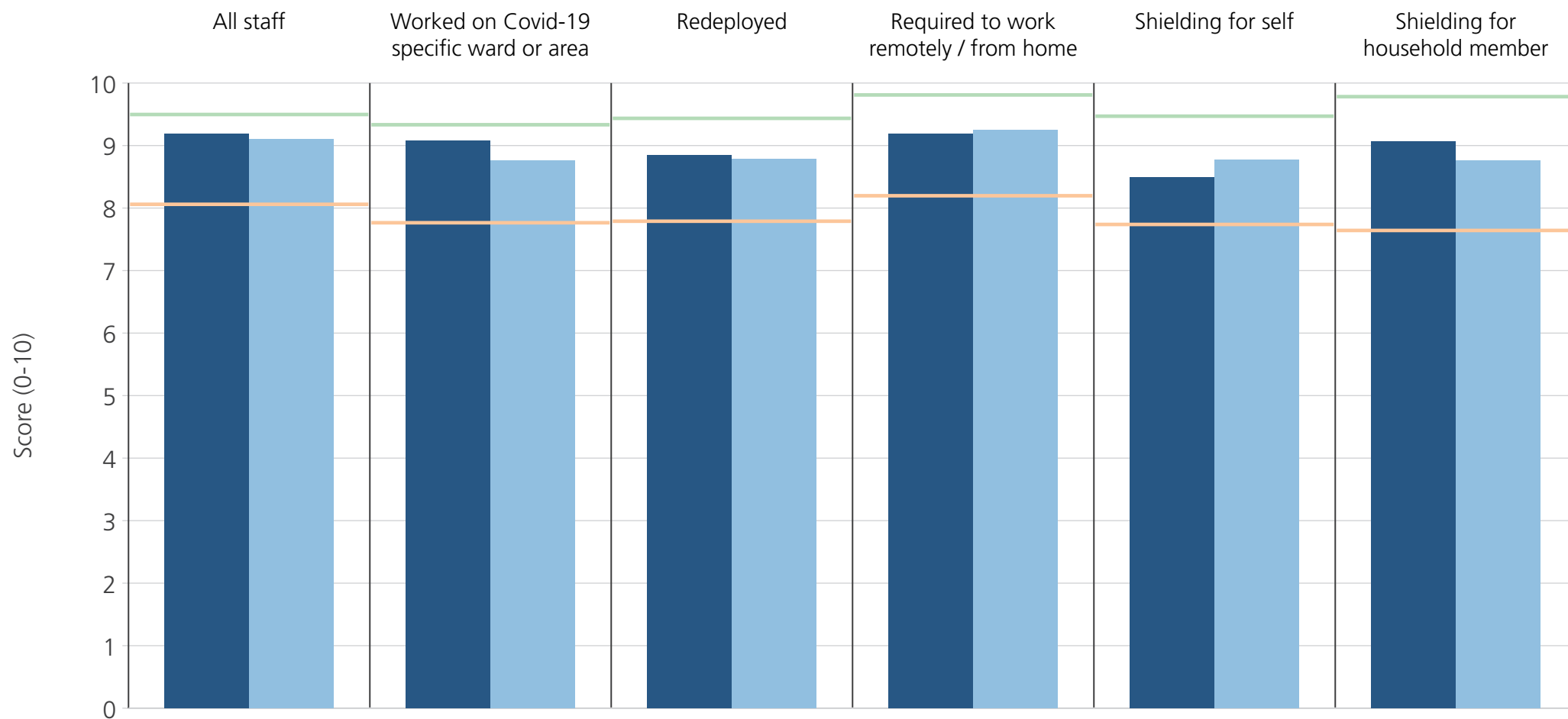
Comparing your data

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

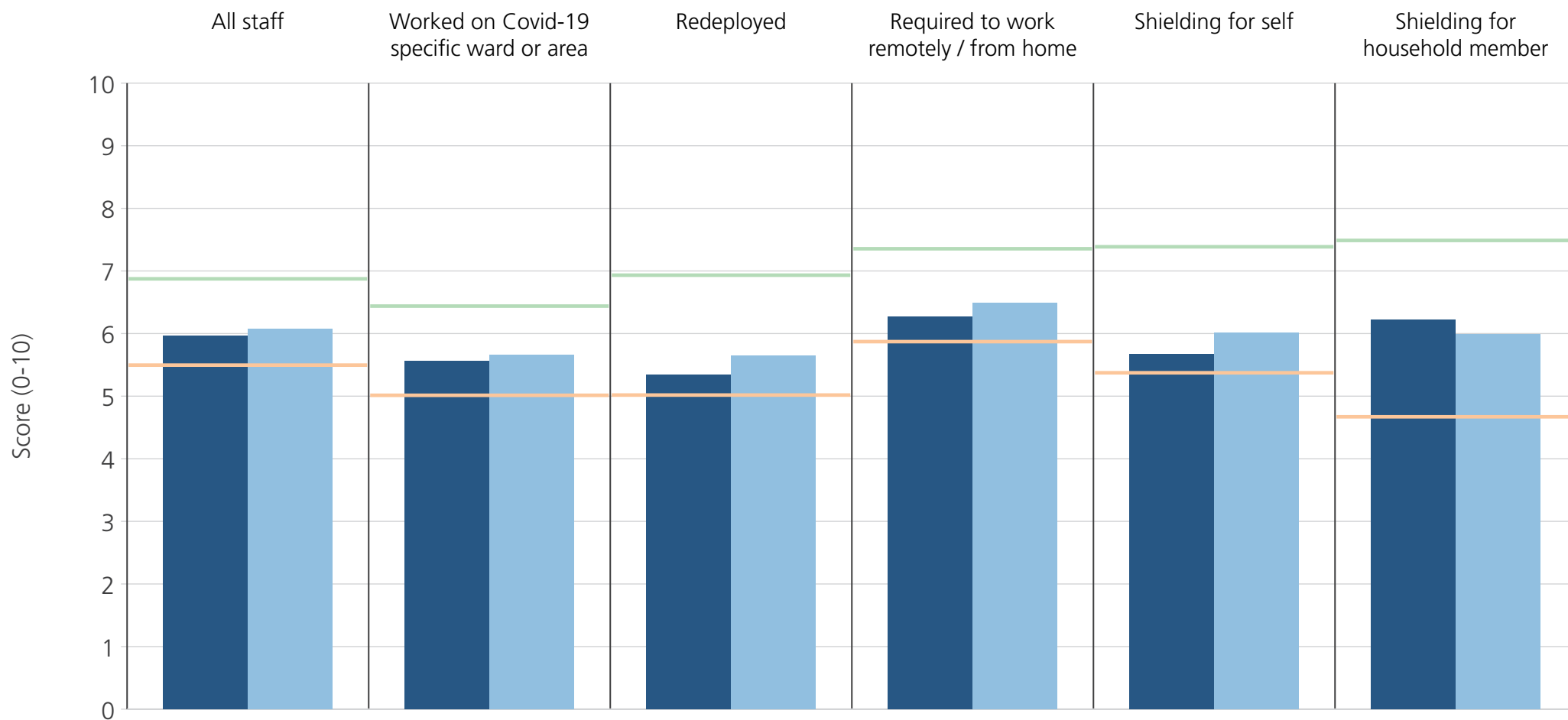
Results for these groups of staff, including data for individual questions, are also available via the [online dashboards](#). Please note that results presented in these dashboards have not been weighted where no benchmarking takes place and so may vary slightly from those shown in this report.

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



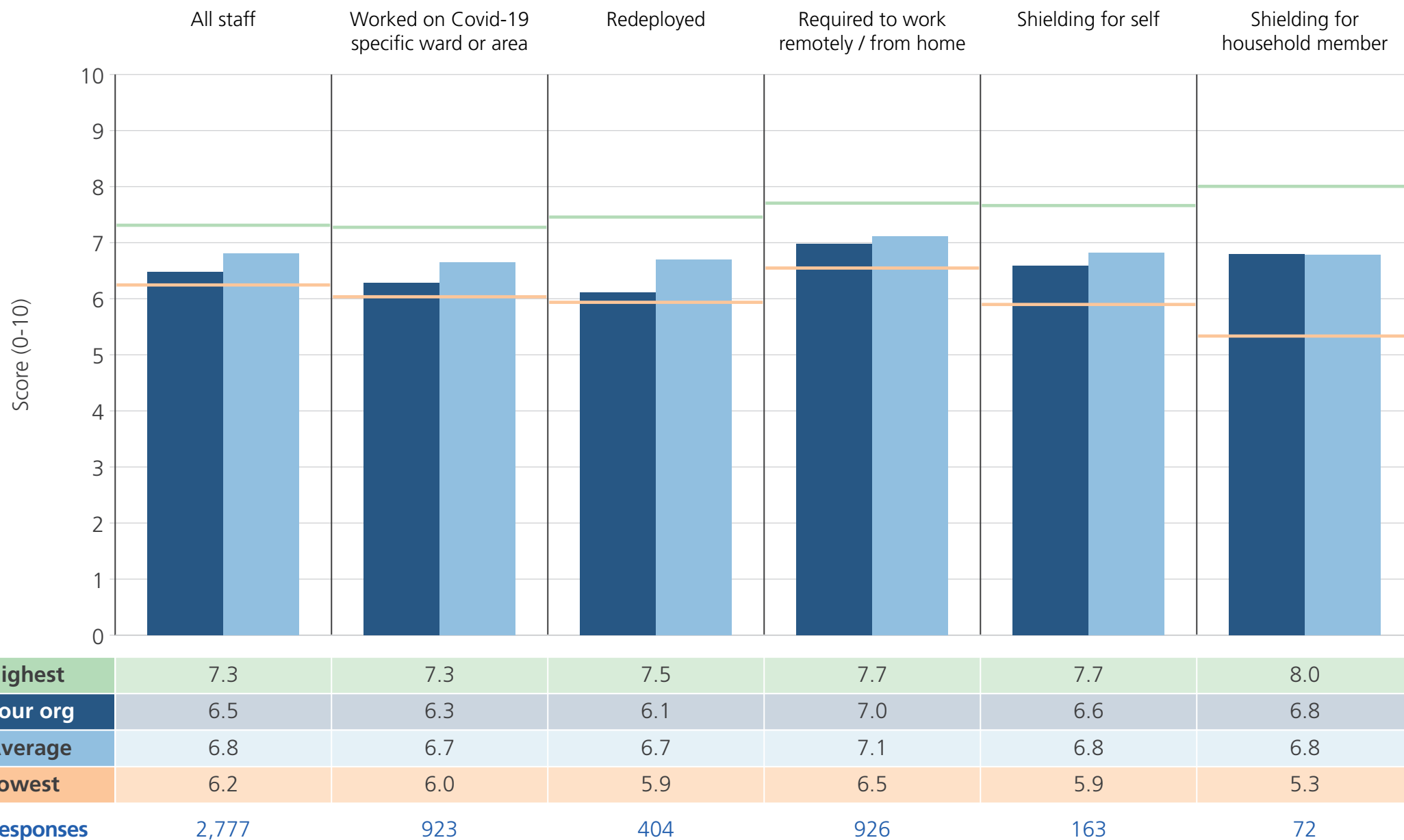
Highest	9.5	9.3	9.4	9.8	9.5	9.8
Your org	9.2	9.1	8.9	9.2	8.5	9.1
Average	9.1	8.8	8.8	9.2	8.8	8.8
Lowest	8.1	7.8	7.8	8.2	7.7	7.6

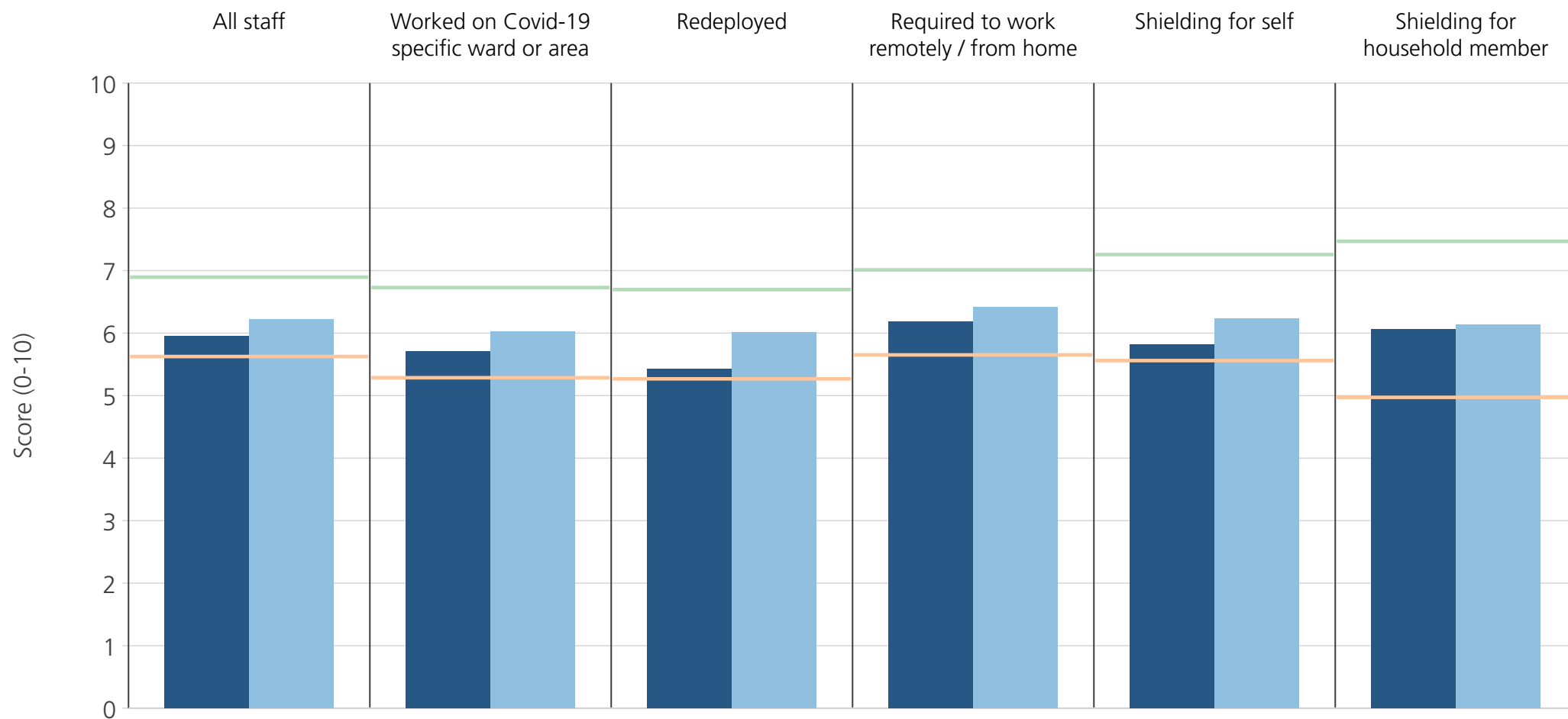
Responses 2,752 921 403 923 163 72



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

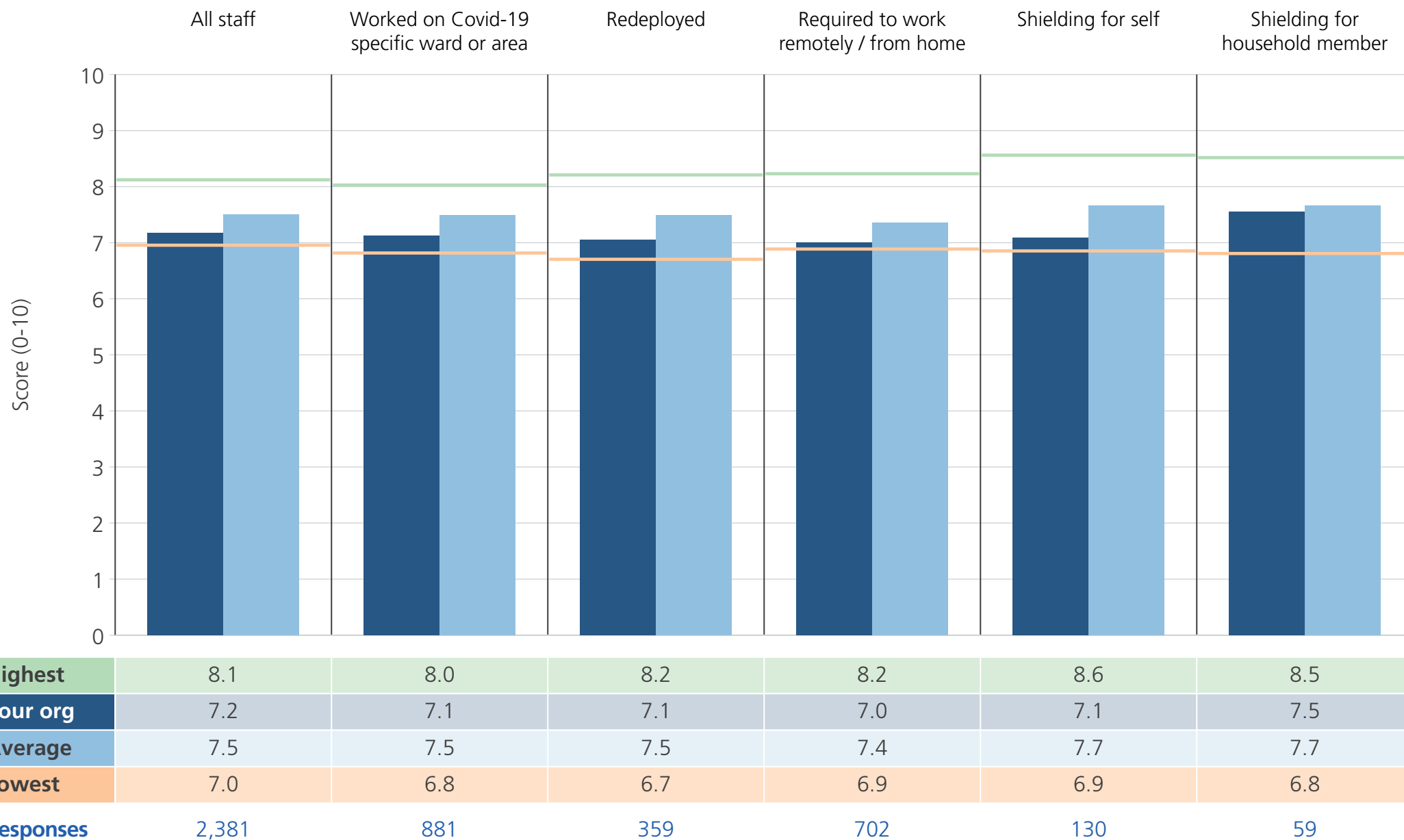
Responses	2,770	924	404	926	163	72
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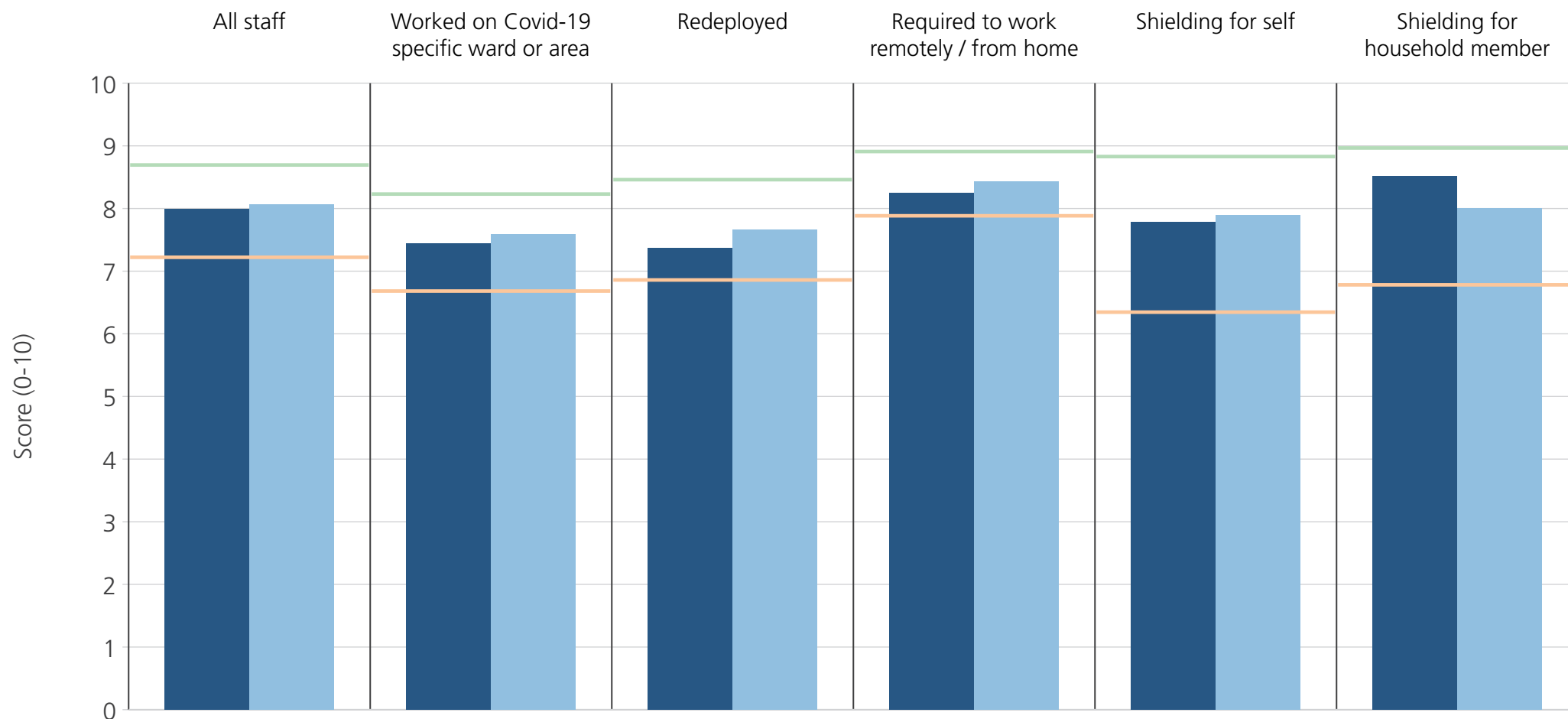




Highest	6.9	6.7	6.7	7.0	7.3	7.5
Your org	6.0	5.7	5.4	6.2	5.8	6.1
Average	6.2	6.0	6.0	6.4	6.2	6.1
Lowest	5.6	5.3	5.3	5.7	5.6	5.0

Responses	2,745	923	402	924	163	72
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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

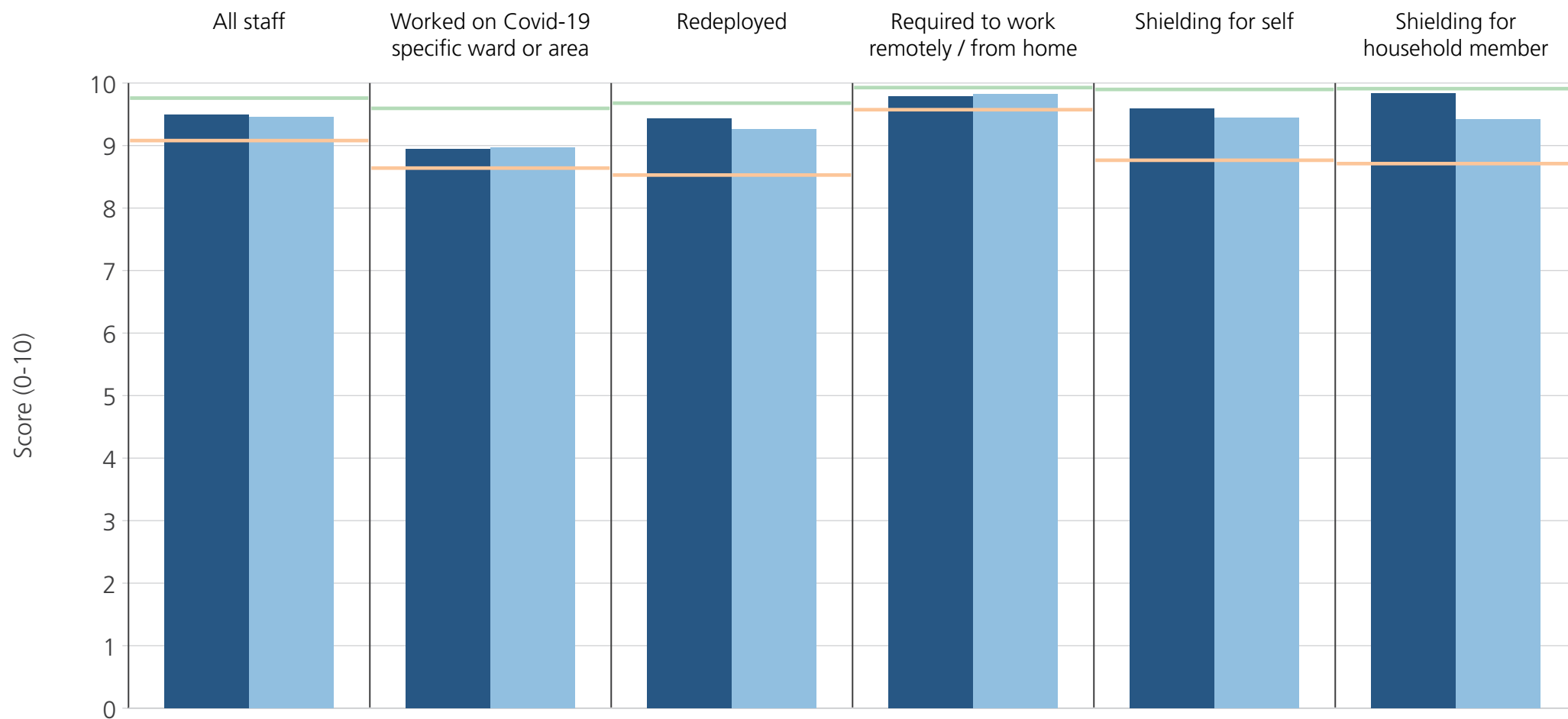
901

391

899

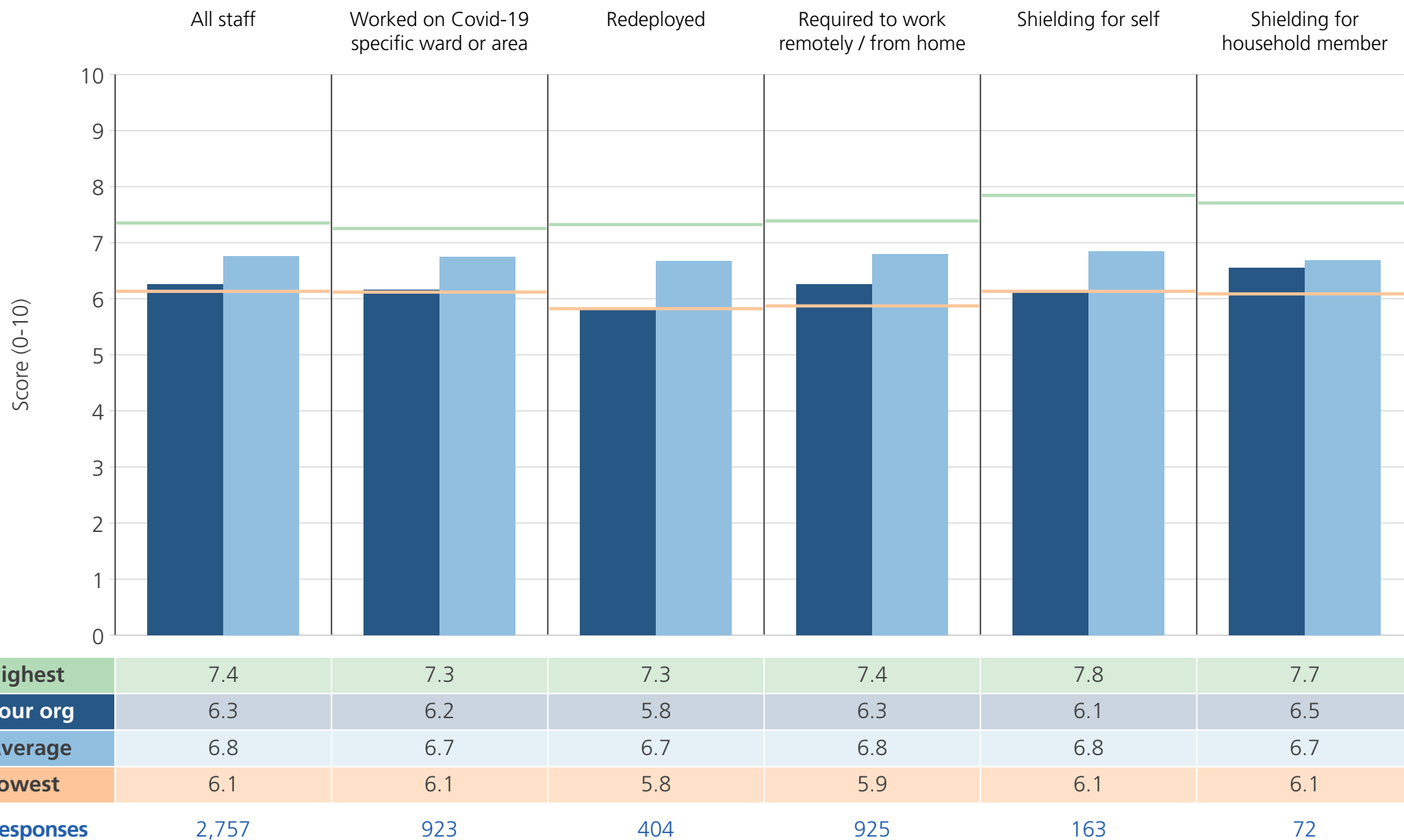
159

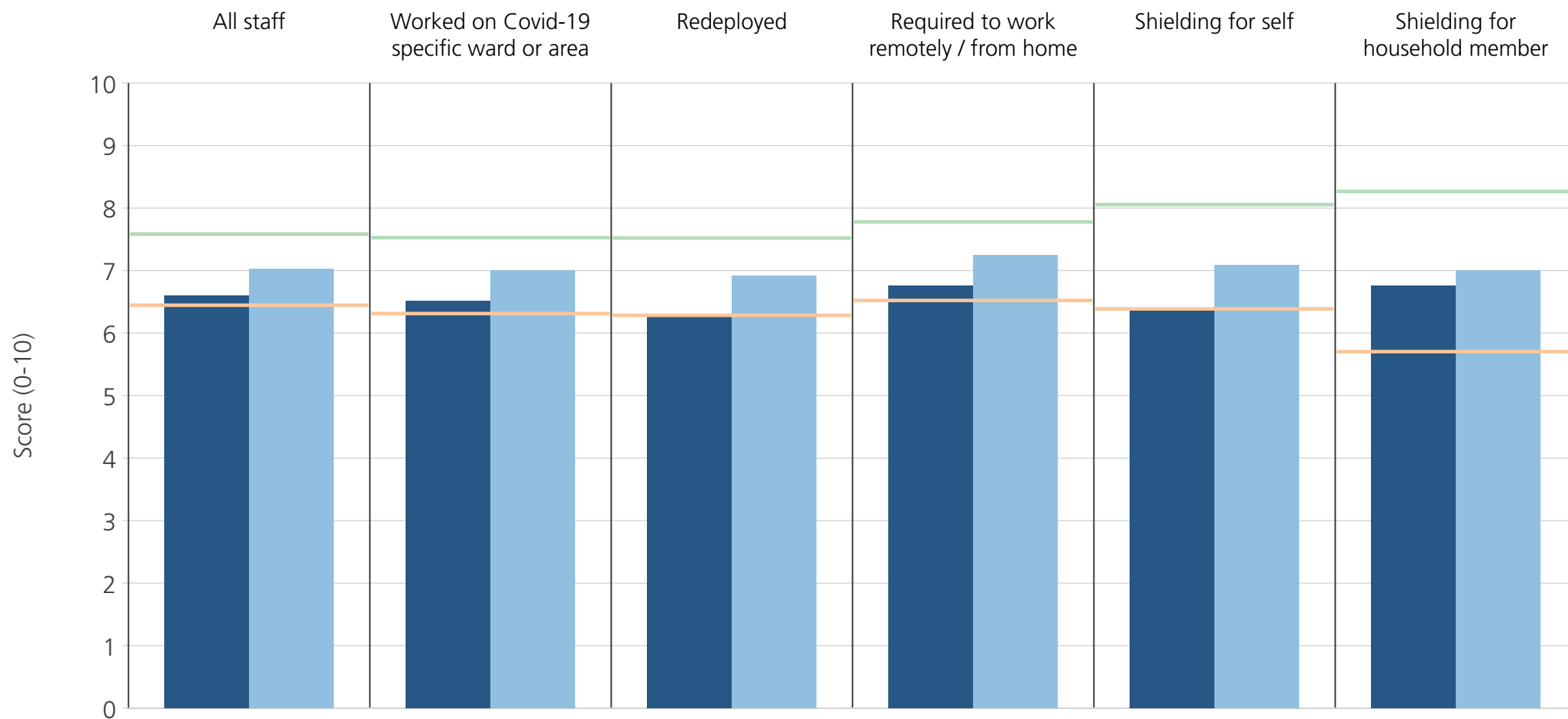
66



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

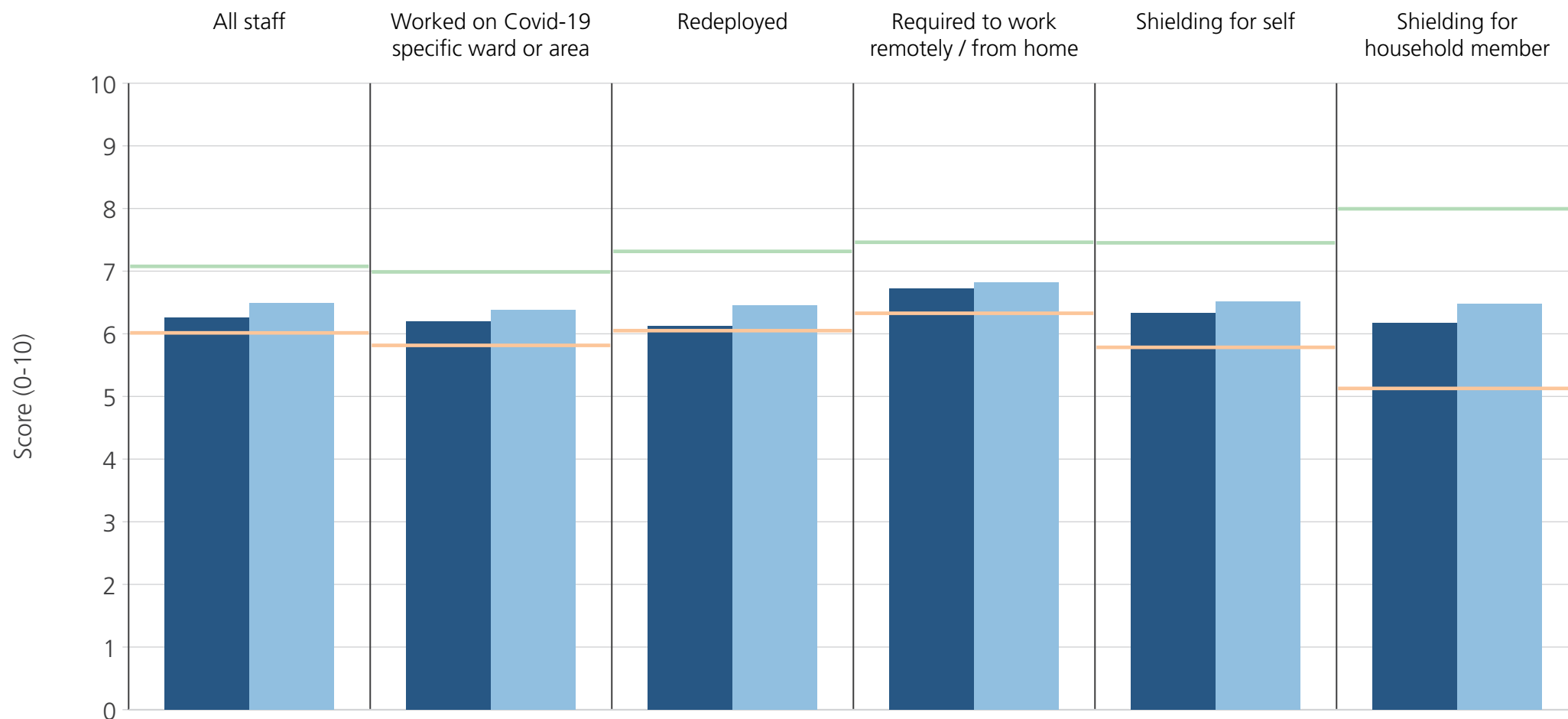
Responses	2,766	921	404	925	162	72
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Highest	7.6	7.5	7.5	7.8	8.1	8.3
Your org	6.6	6.5	6.3	6.8	6.4	6.8
Average	7.0	7.0	6.9	7.2	7.1	7.0
Lowest	6.4	6.3	6.3	6.5	6.4	5.7

Responses	2,799	923	403	924	163	71
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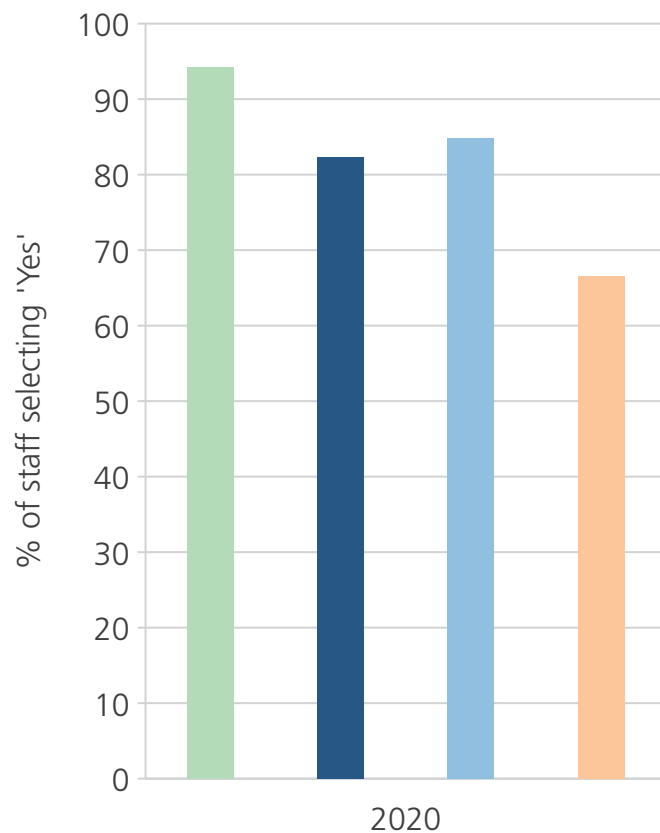
Highest	7.1	7.0	7.3	7.5	7.5	8.0
Your org	6.3	6.2	6.1	6.7	6.3	6.2
Average	6.5	6.4	6.5	6.8	6.5	6.5
Lowest	6.0	5.8	6.1	6.3	5.8	5.1
Responses	2,760	912	397	916	162	70

Theme results – Detailed information

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Q14

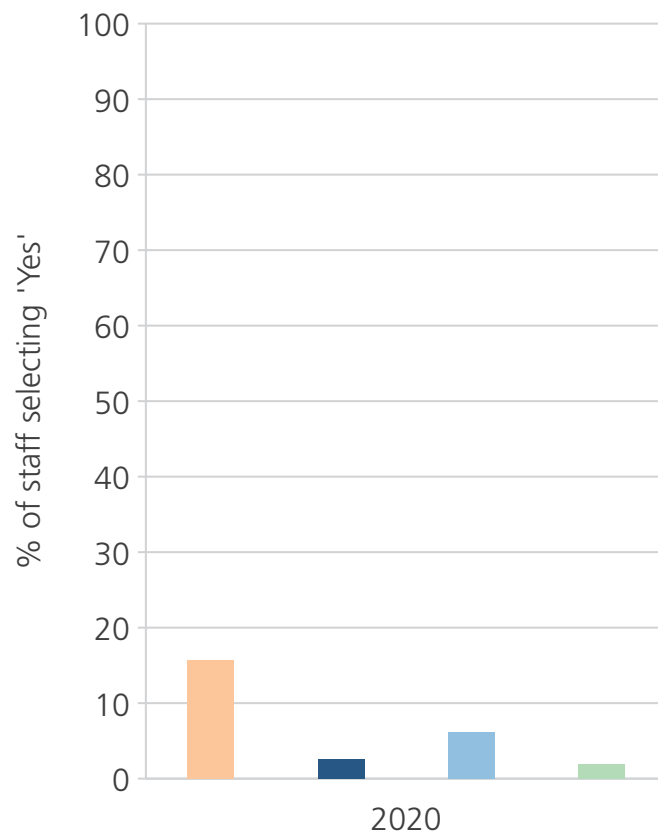
Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



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

Q15a

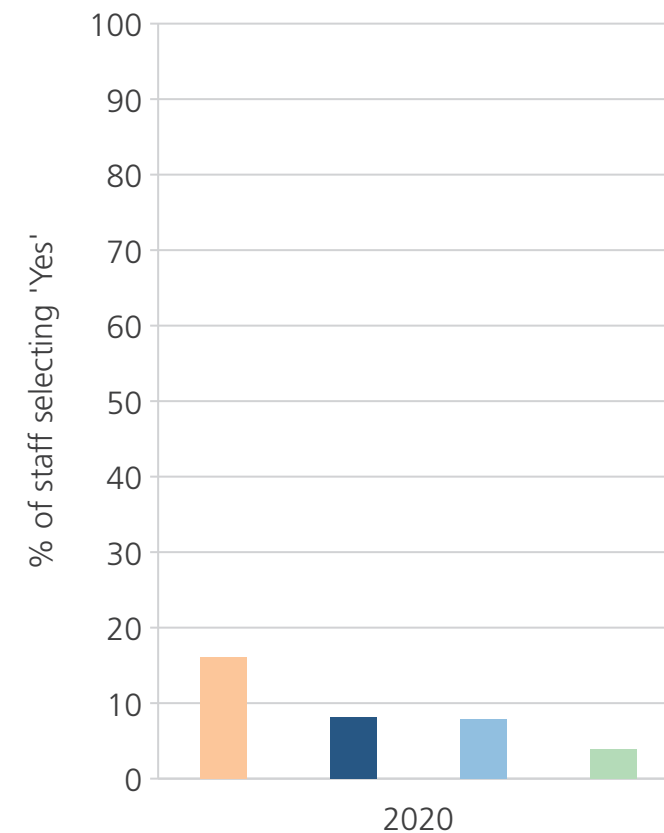
In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



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

Q15b

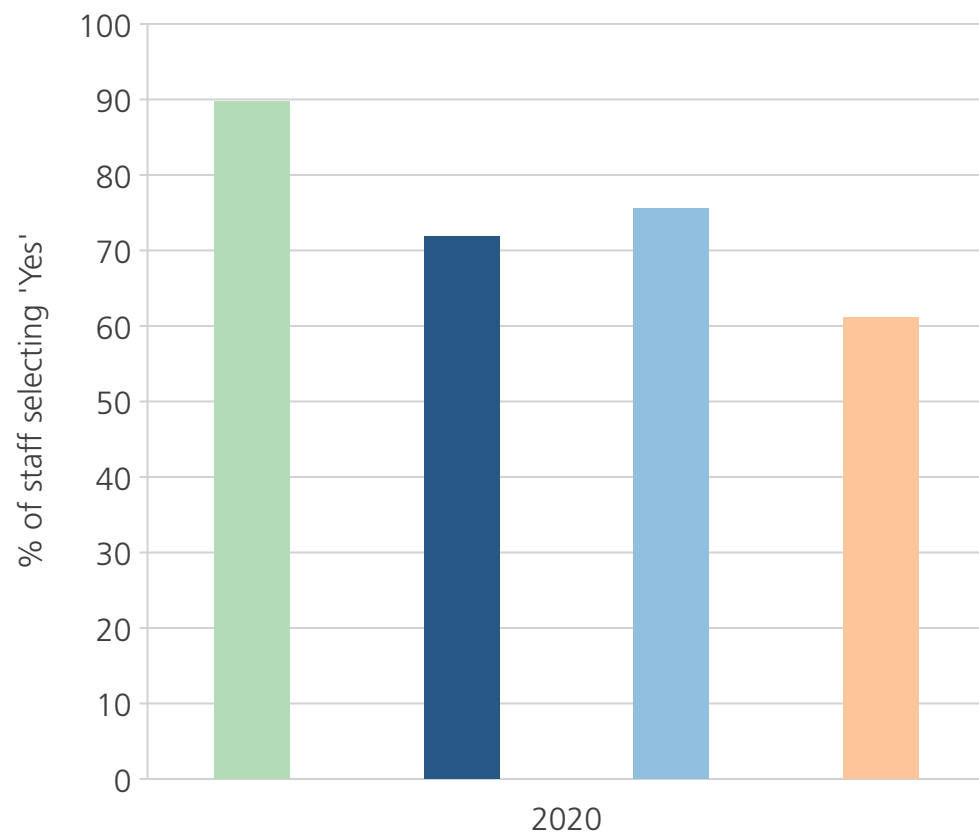
In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



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

Q26b

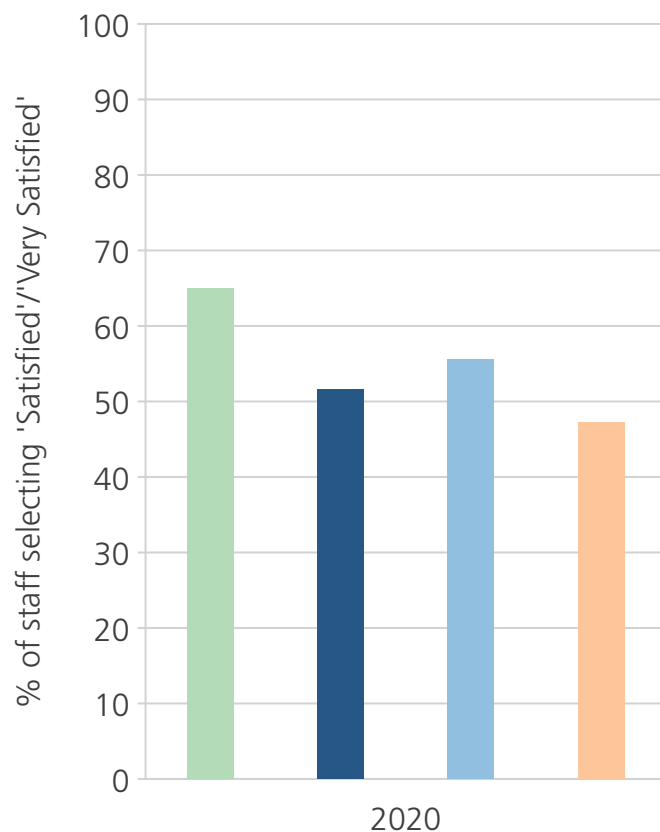
Has your employer made adequate adjustment(s)
to enable you to carry out your work?



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

Q5h

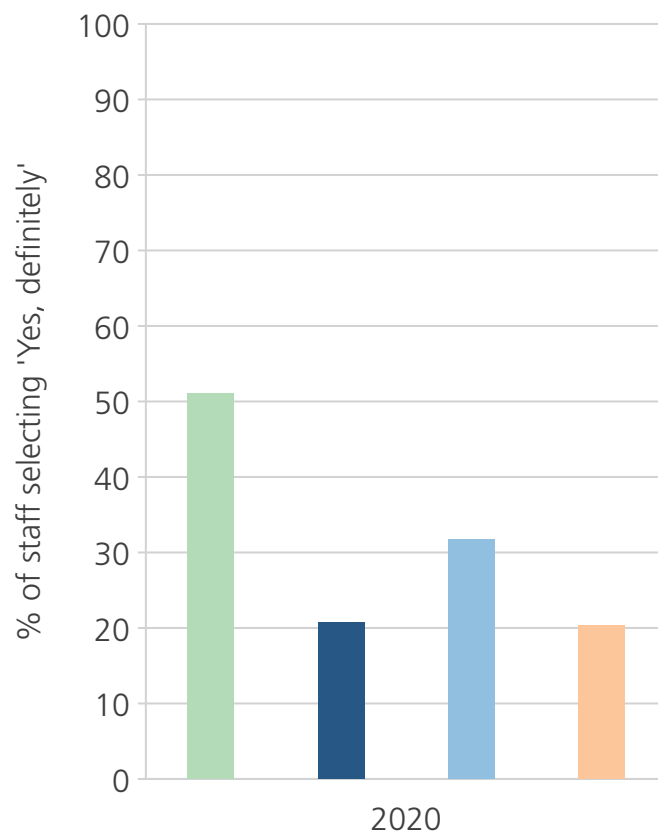
The opportunities for flexible working patterns



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

Q11a

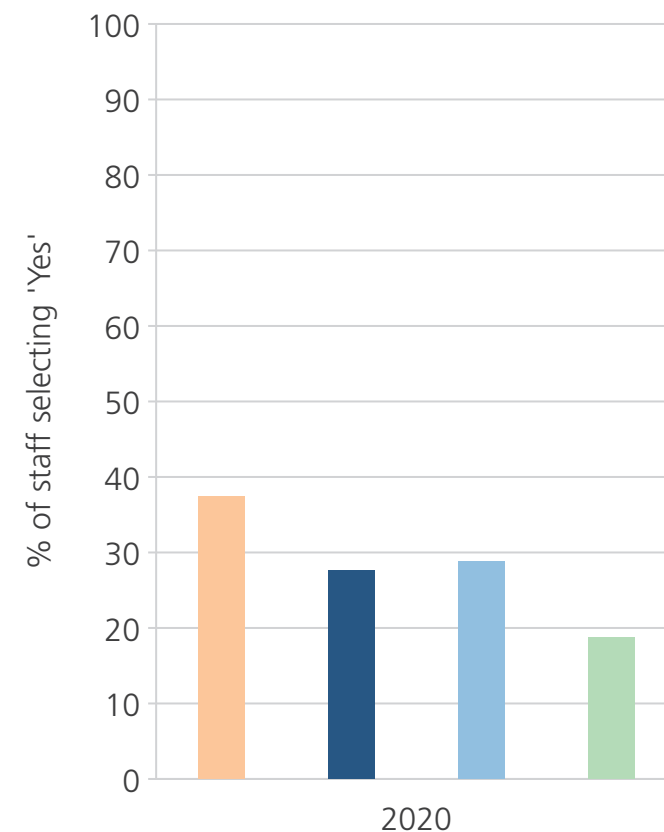
Does your organisation take positive action on health and well-being?



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

Q11b

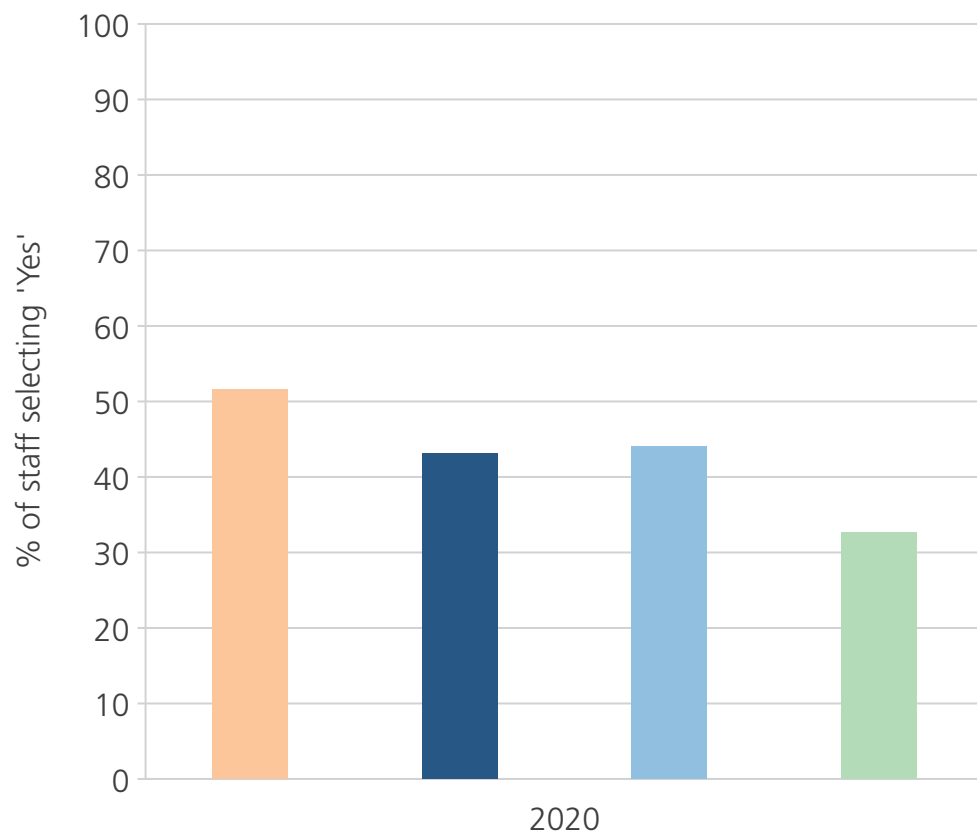
In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



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

Q11c

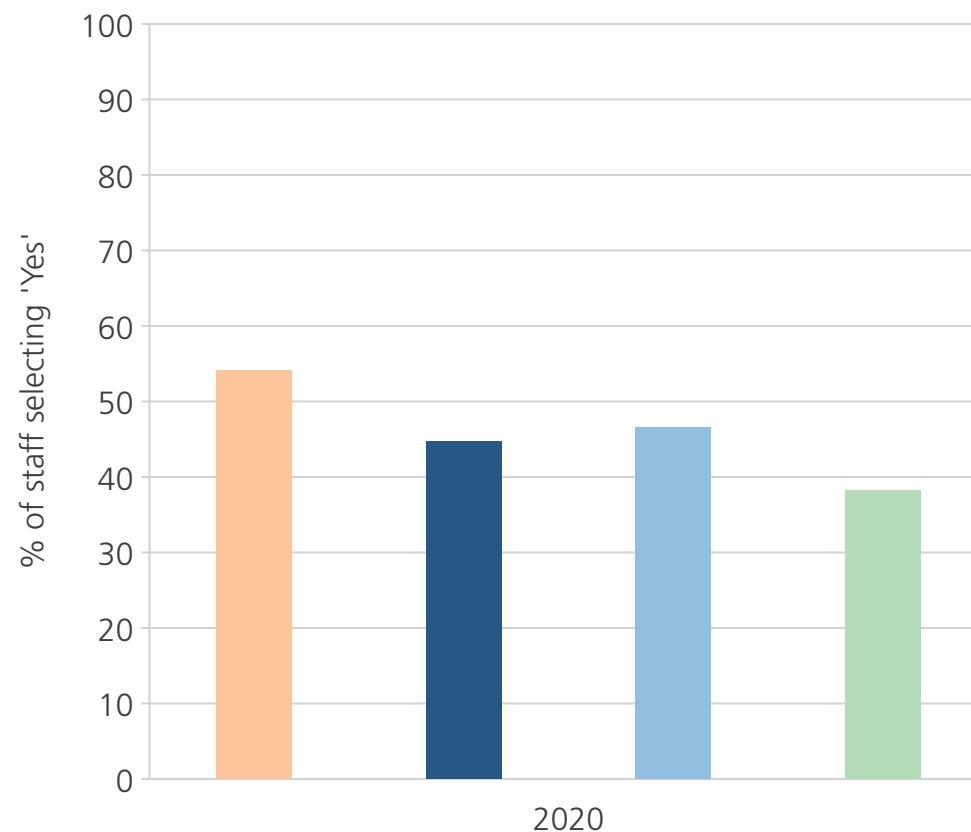
During the last 12 months have you felt unwell as a result of work related stress?



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

Q11d

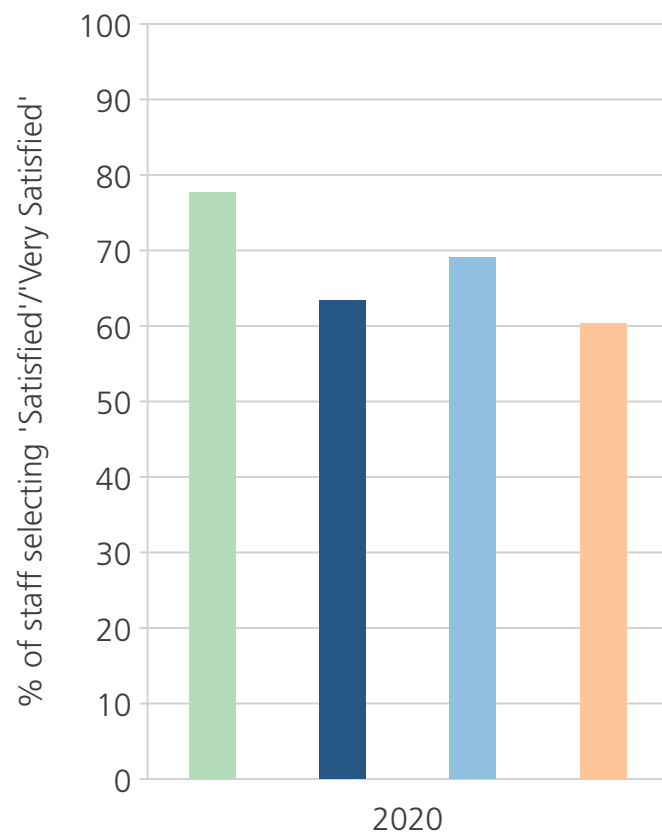
In the last three months have you ever come to work despite not feeling well enough to perform your duties?



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

Q5b

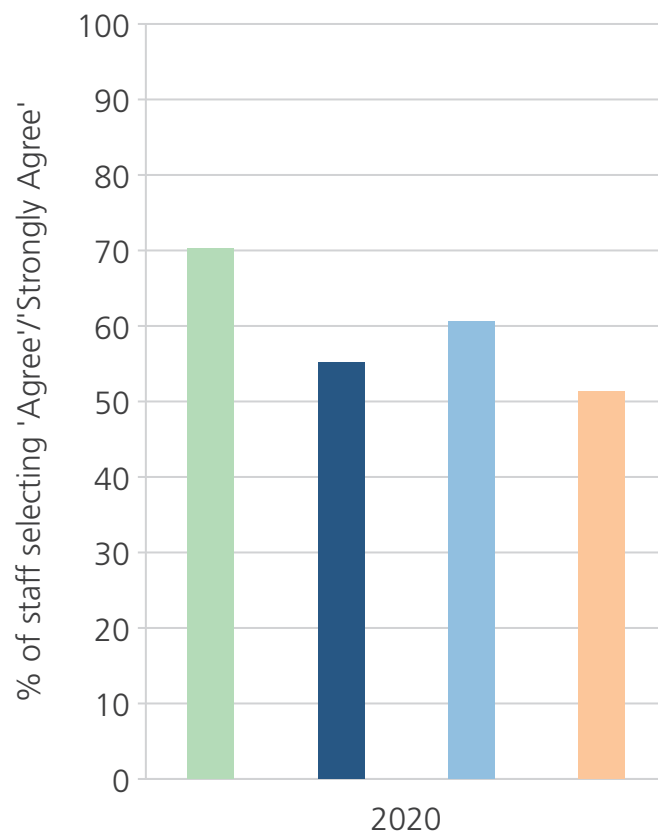
The support I get from my immediate manager



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

Q8c

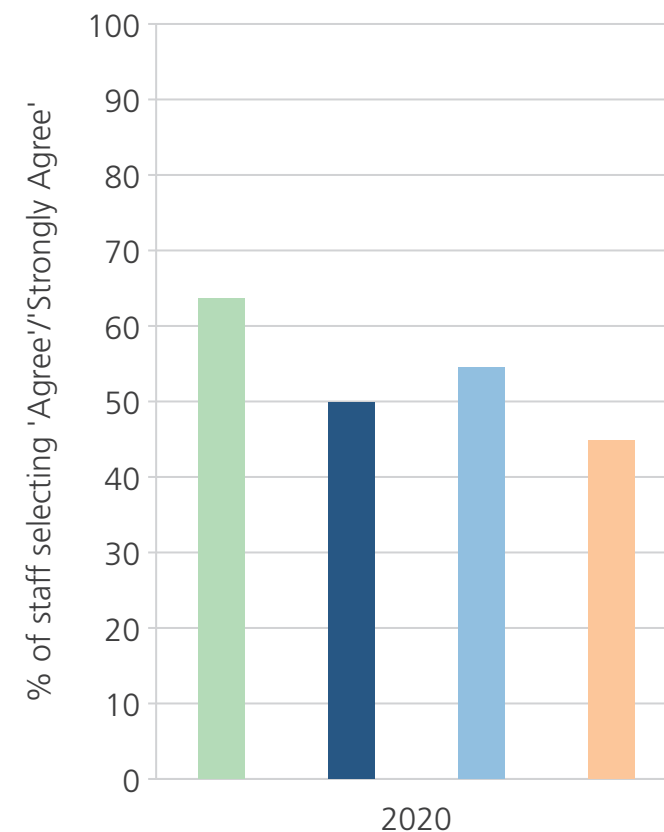
My immediate manager gives me clear feedback on my work



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

Q8d

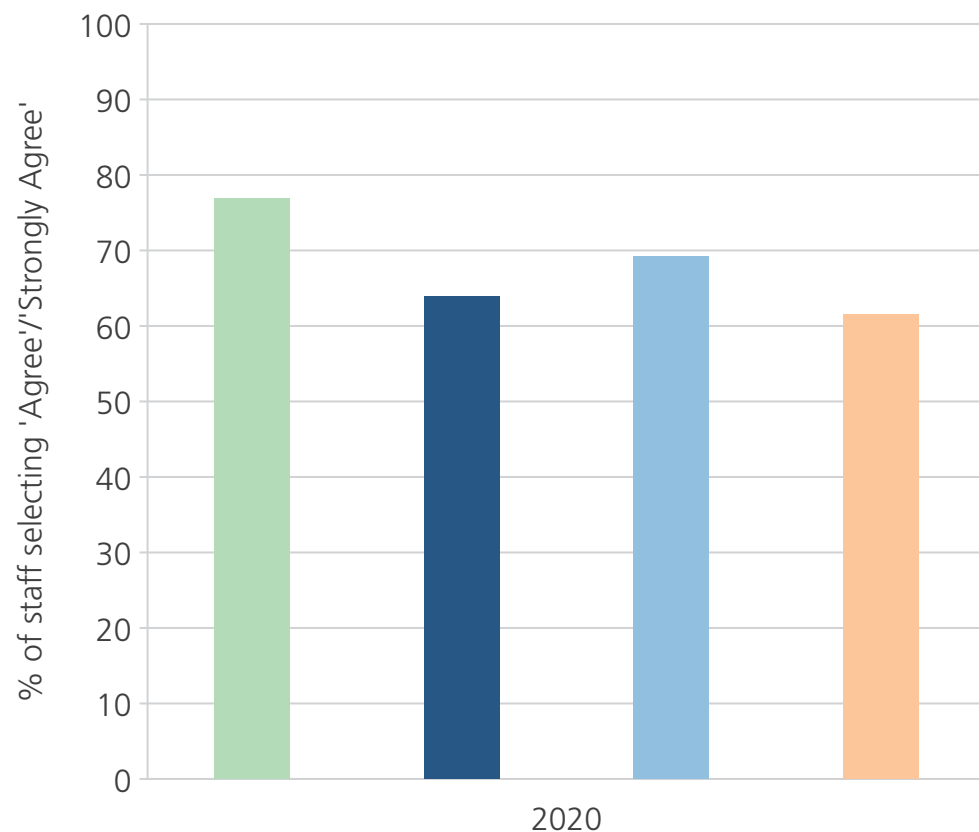
My immediate manager asks for my opinion before making decisions that affect my work



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

Q8f

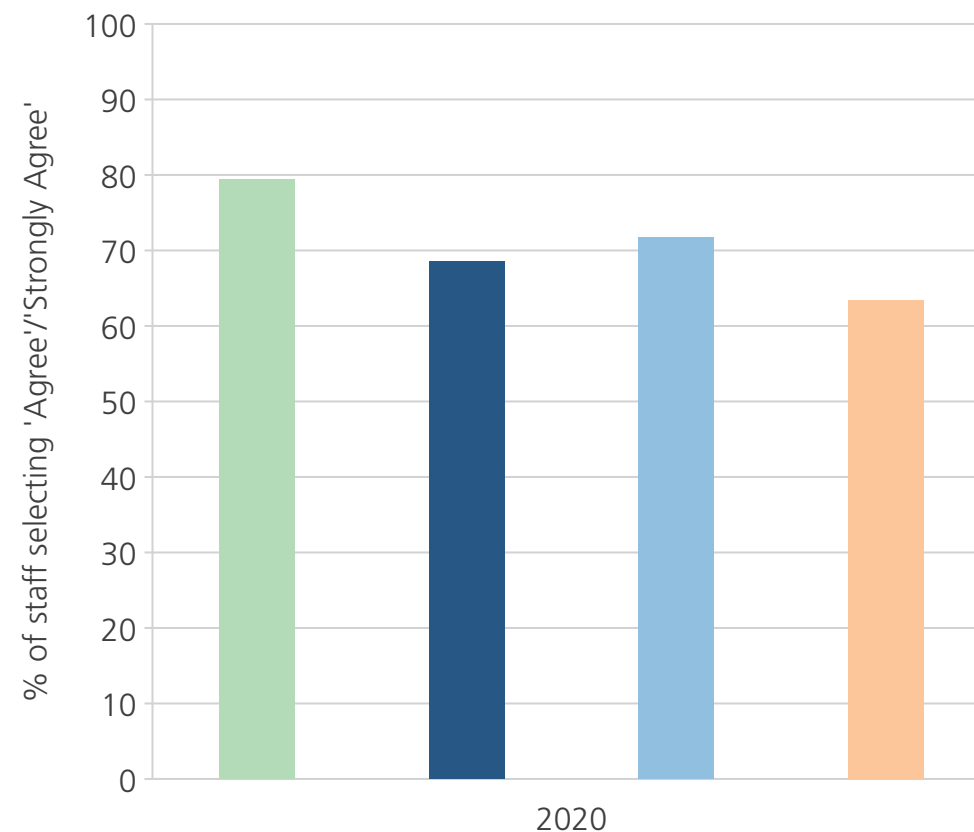
My immediate manager takes a positive interest in my health and well-being



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

Q8g

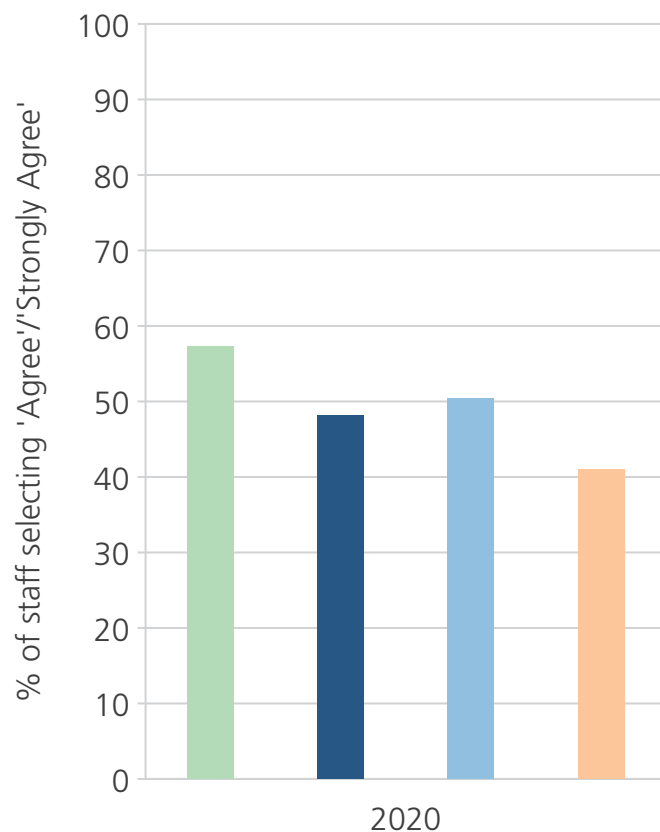
My immediate manager values my work



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

Q4c

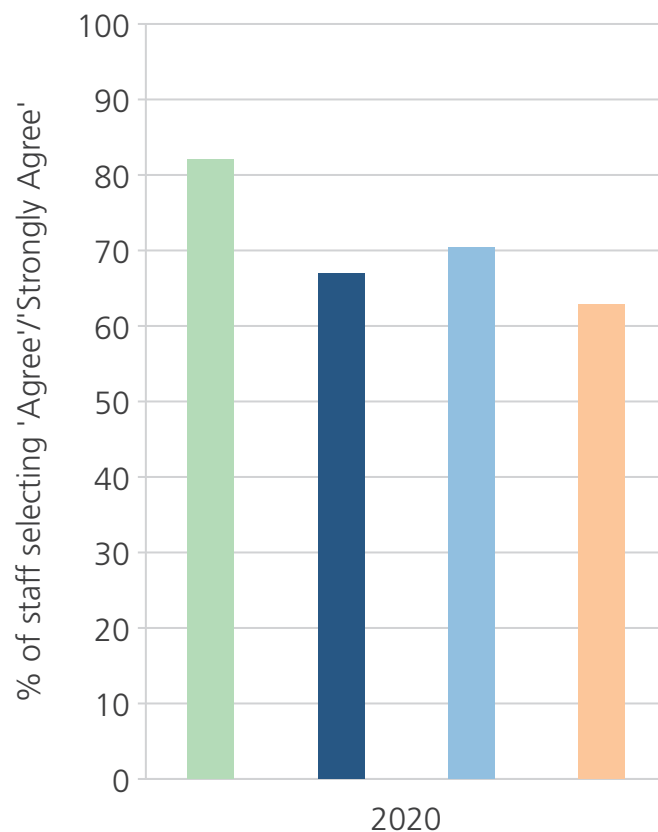
I am involved in deciding on changes introduced that affect my work area / team / department



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

Q4j

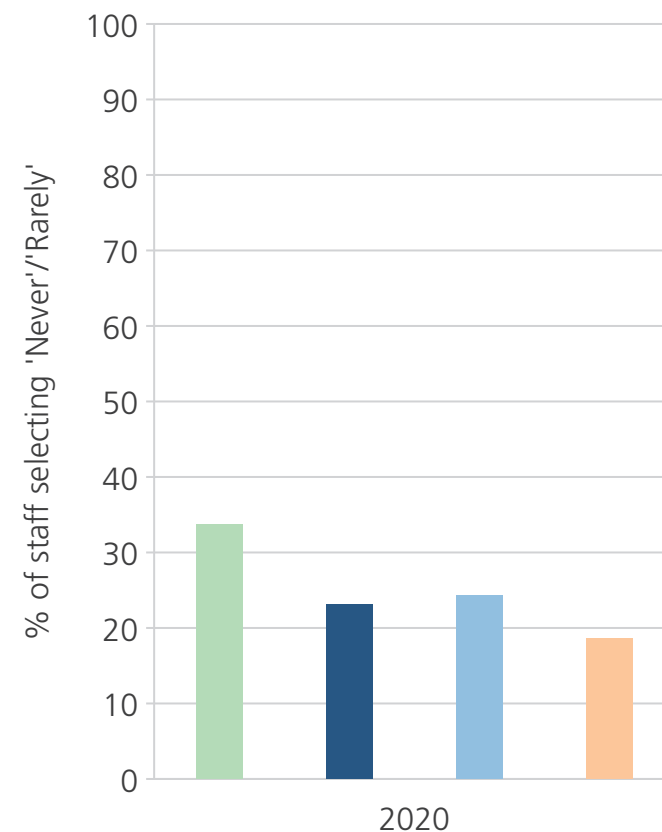
I receive the respect I deserve from my colleagues at work



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

Q6a

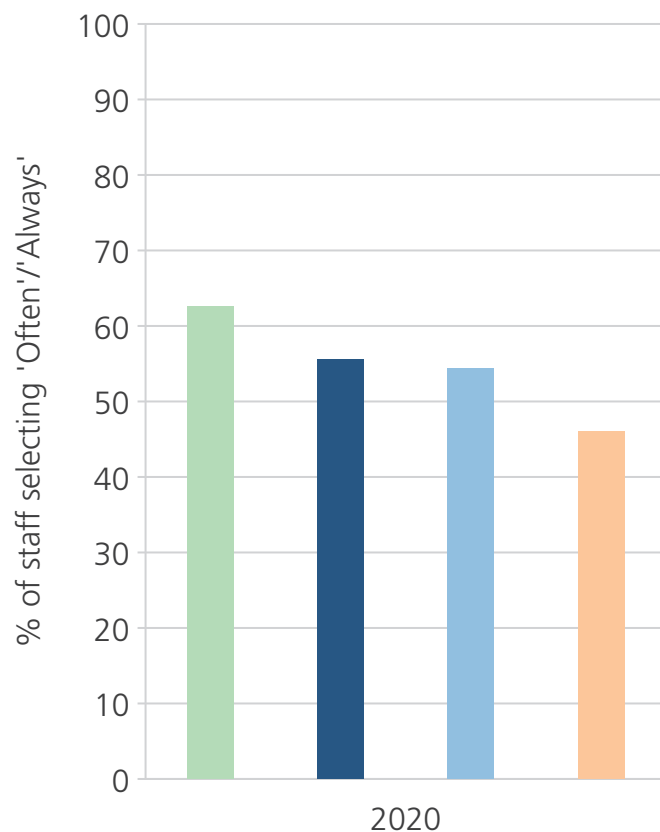
I have unrealistic time pressures



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

Q6b

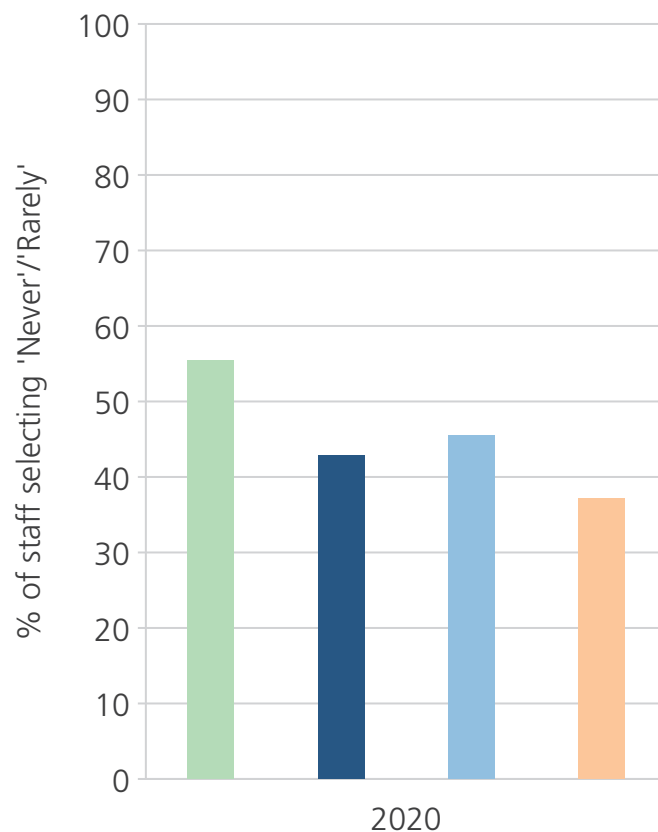
I have a choice in deciding
how to do my work



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

Q6c

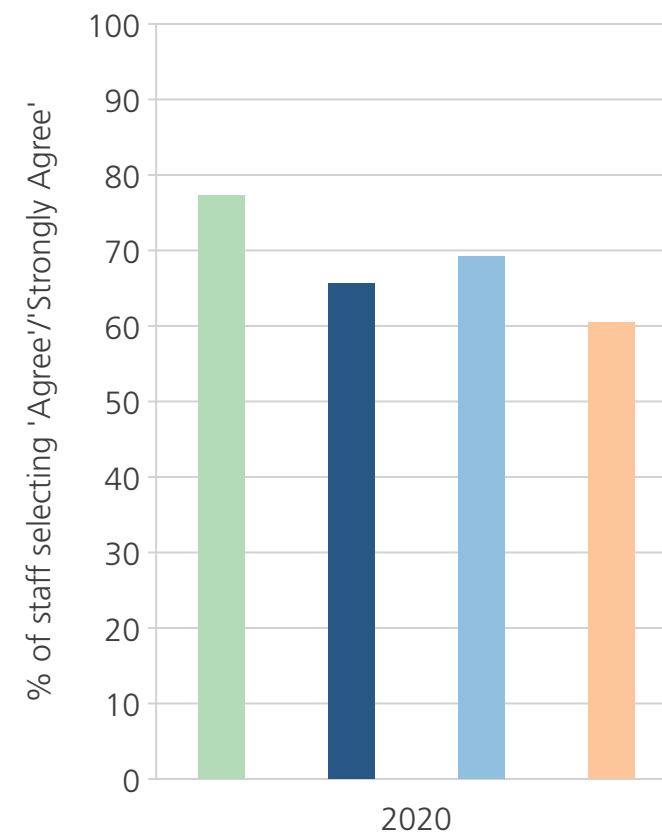
Relationships at work are strained



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

Q8a

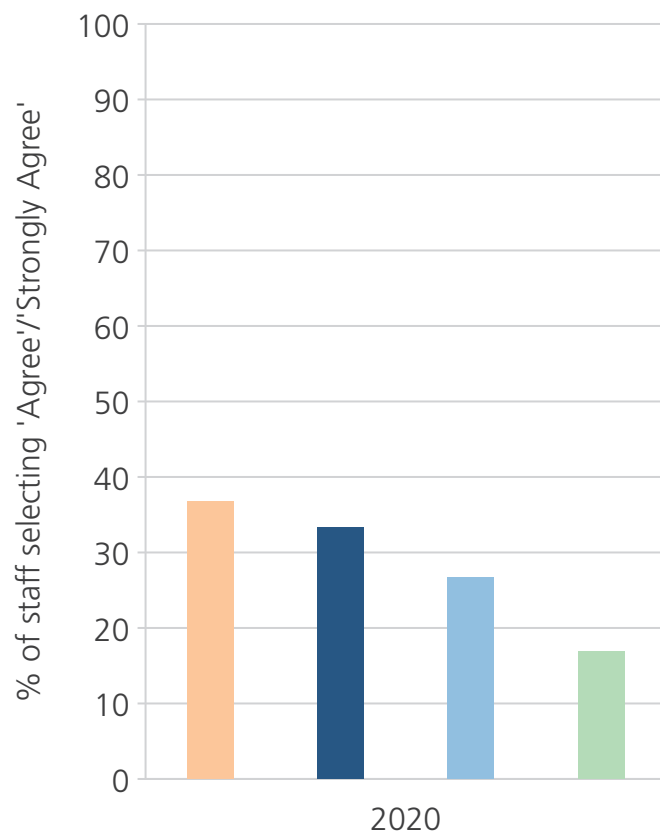
My immediate manager
encourages me at work



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

Q19a

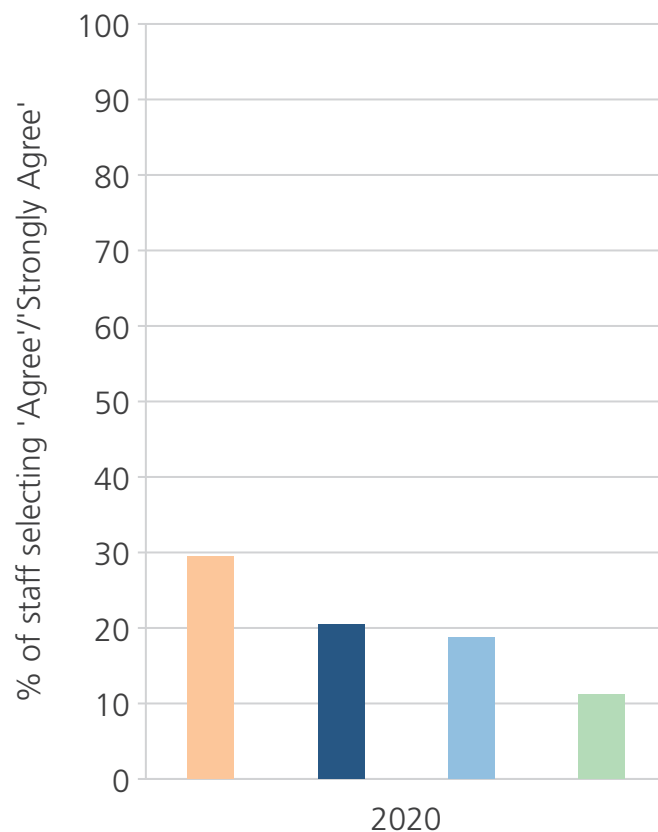
I often think about leaving this organisation



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

Q19b

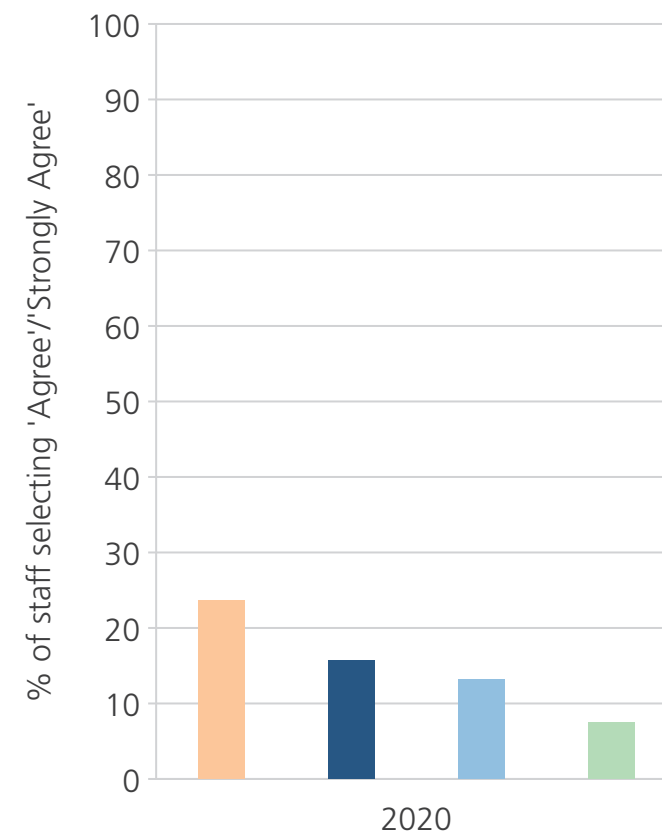
I will probably look for a job at a new organisation in the next 12 months



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

Q19c

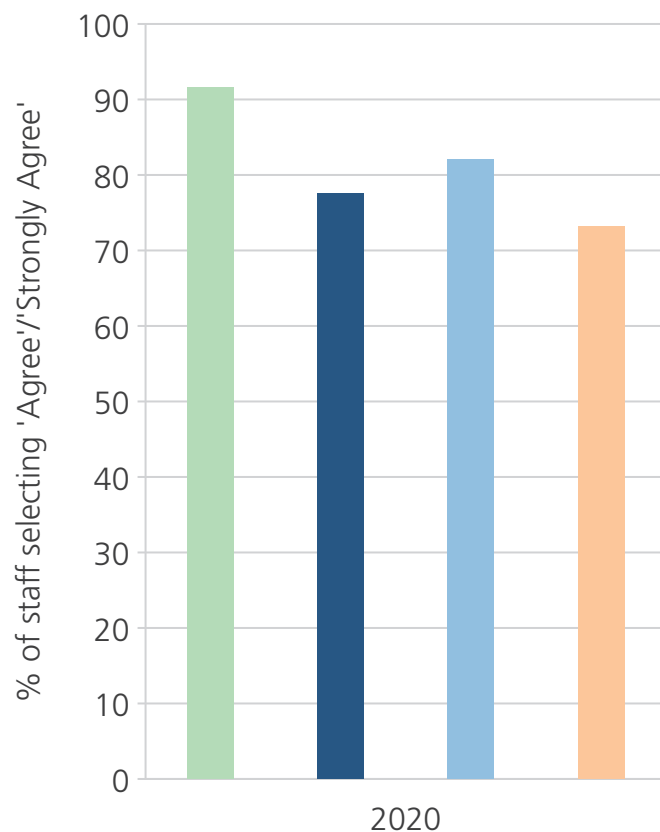
As soon as I can find another job, I will leave this organisation



Worst	23.7%
Your org	15.7%
Average	13.2%
Best	7.5%

Q7a

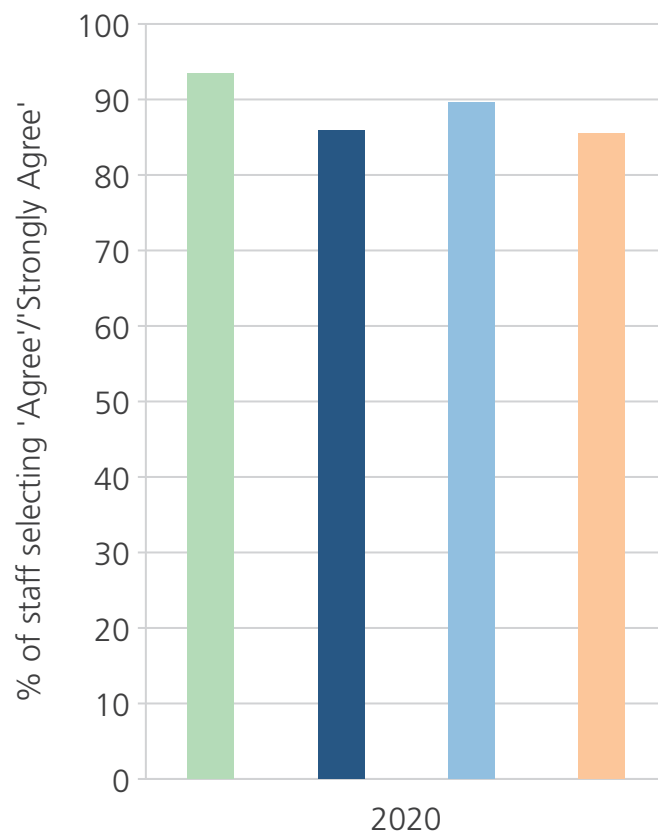
I am satisfied with the quality of care I give to patients / service users



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

Q7b

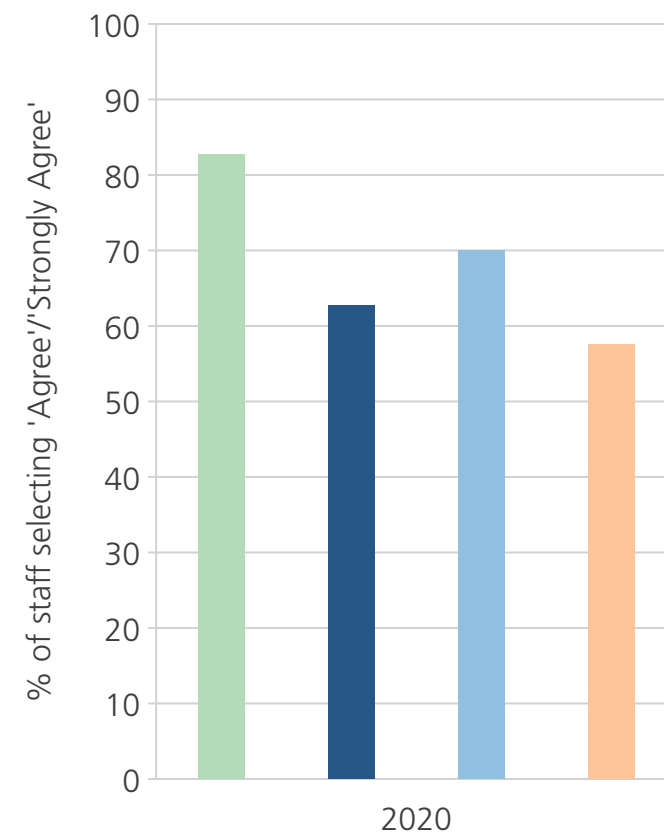
I feel that my role makes a difference to patients / service users



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

Q7c

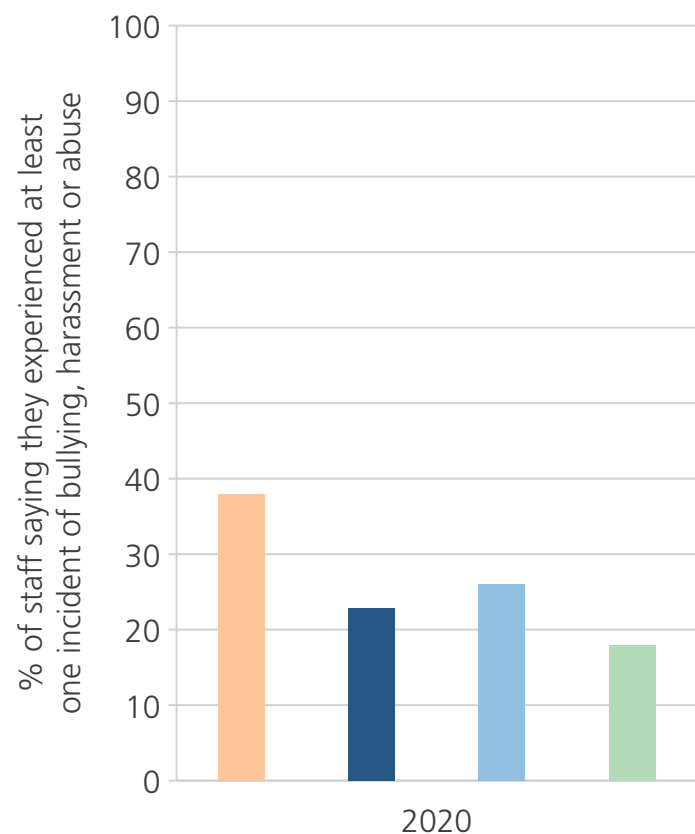
I am able to deliver the care I aspire to



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

Q13a

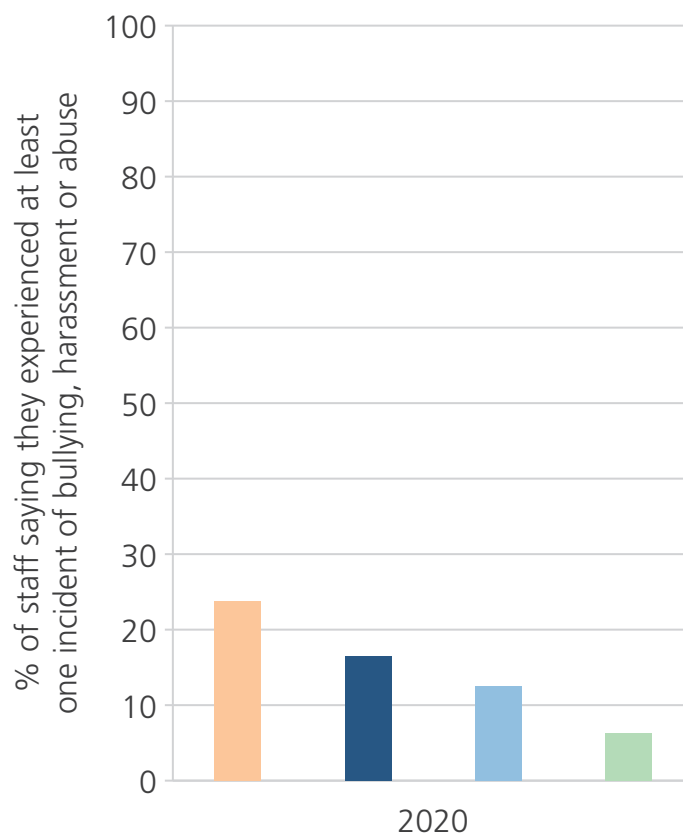
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?



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

Q13b

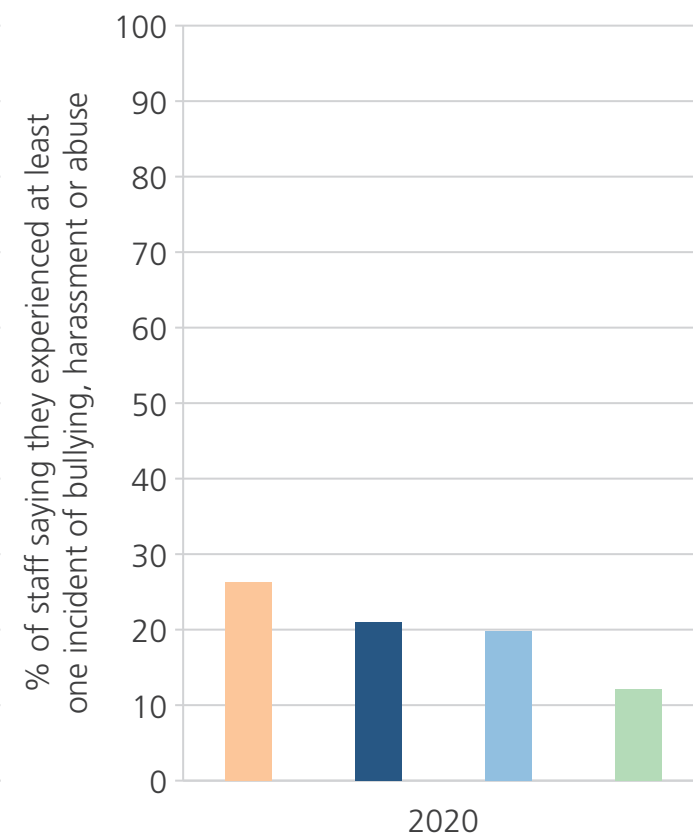
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?



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

Q13c

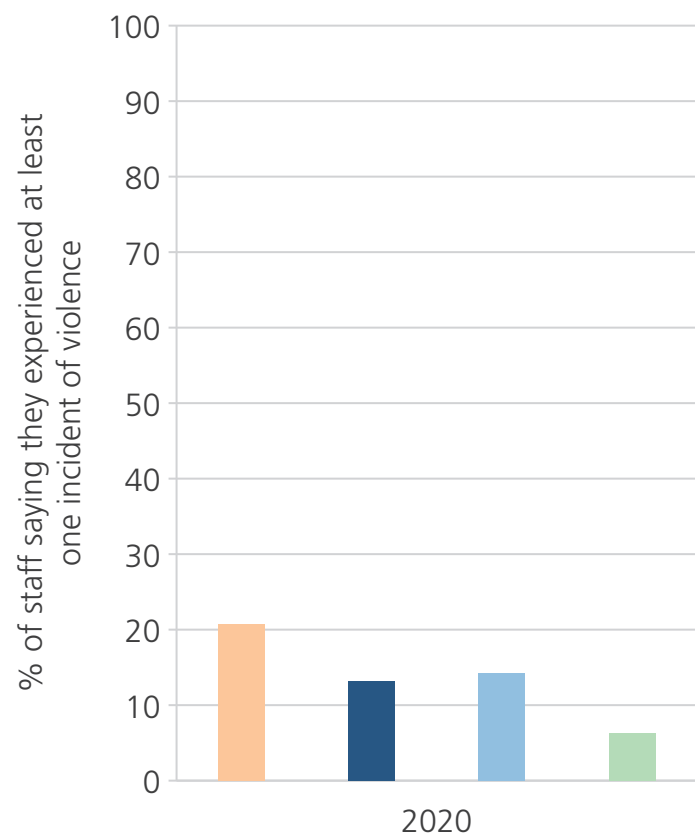
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?



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

Q12a

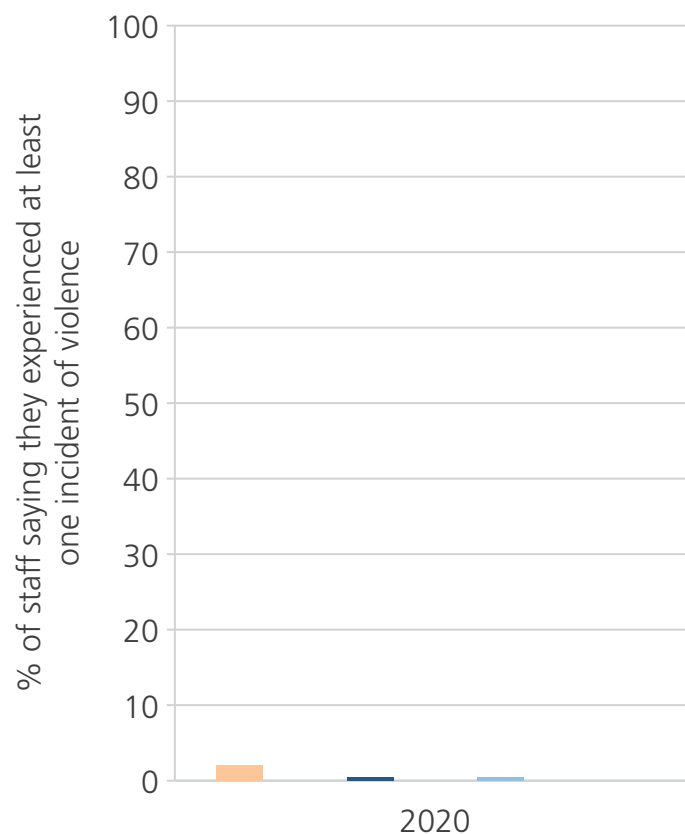
In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?



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

Q12b

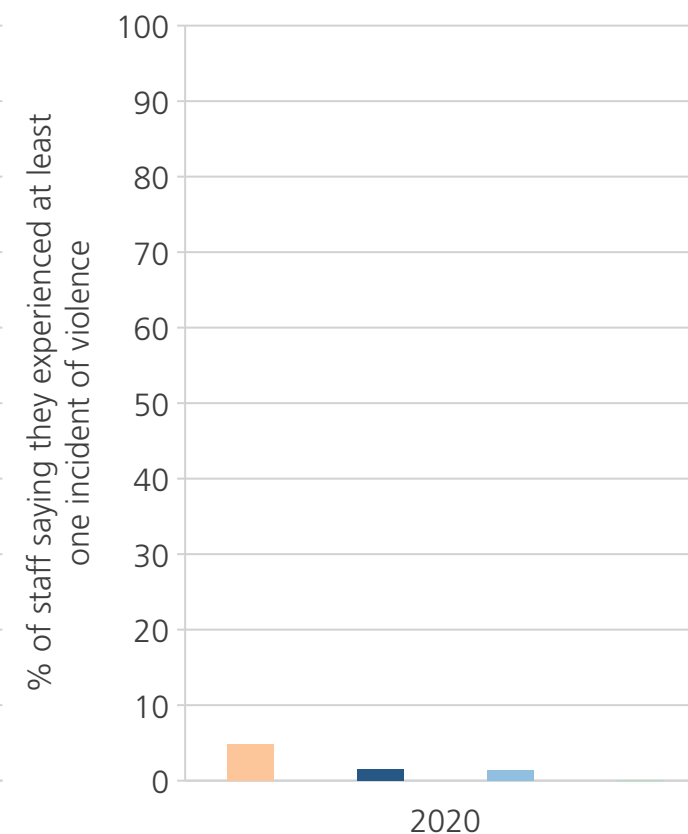
In the last 12 months how many times have you personally experienced physical violence at work from managers?



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

Q12c

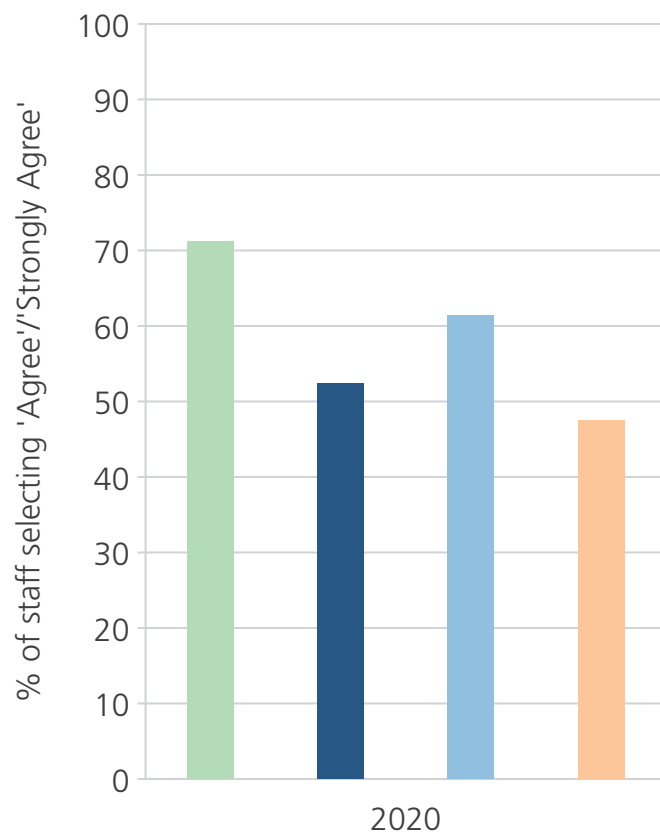
In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?



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

Q16a

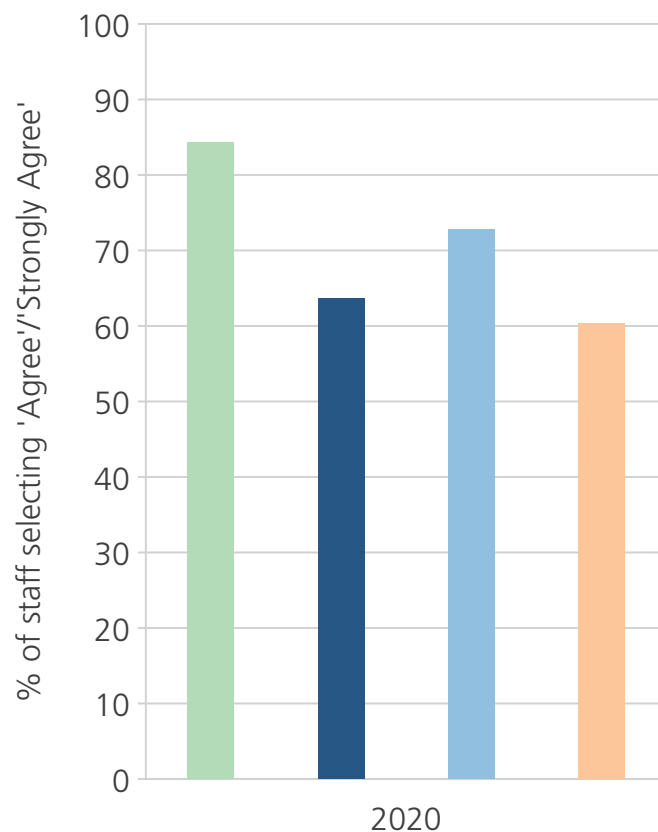
My organisation treats staff who are involved in an error, near miss or incident fairly



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

Q16c

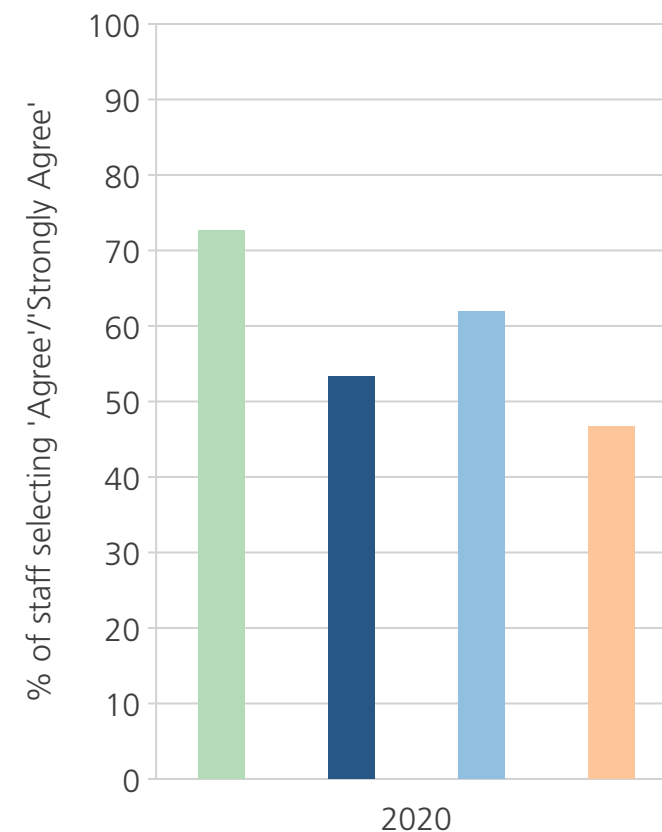
When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again



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

Q16d

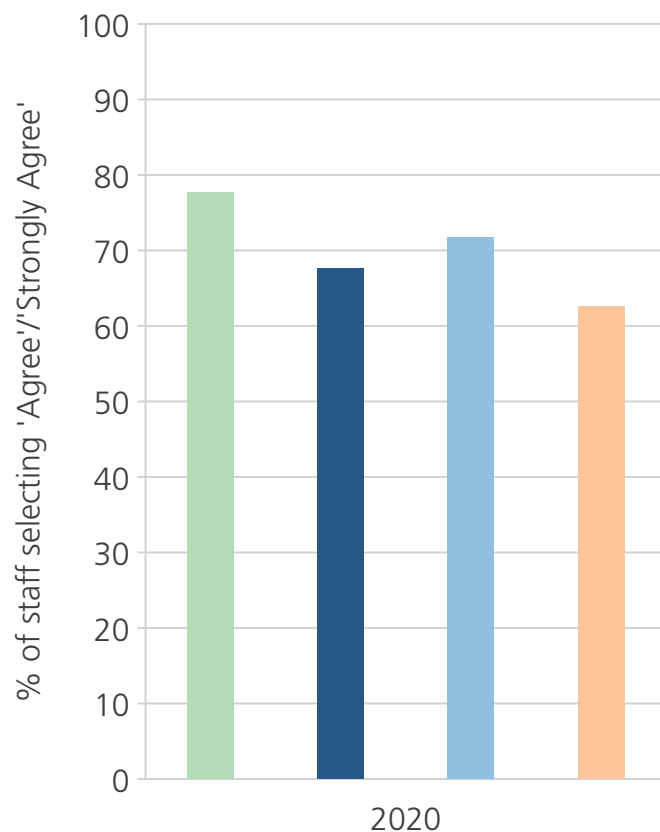
We are given feedback about changes made in response to reported errors, near misses and incidents



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

Q17b

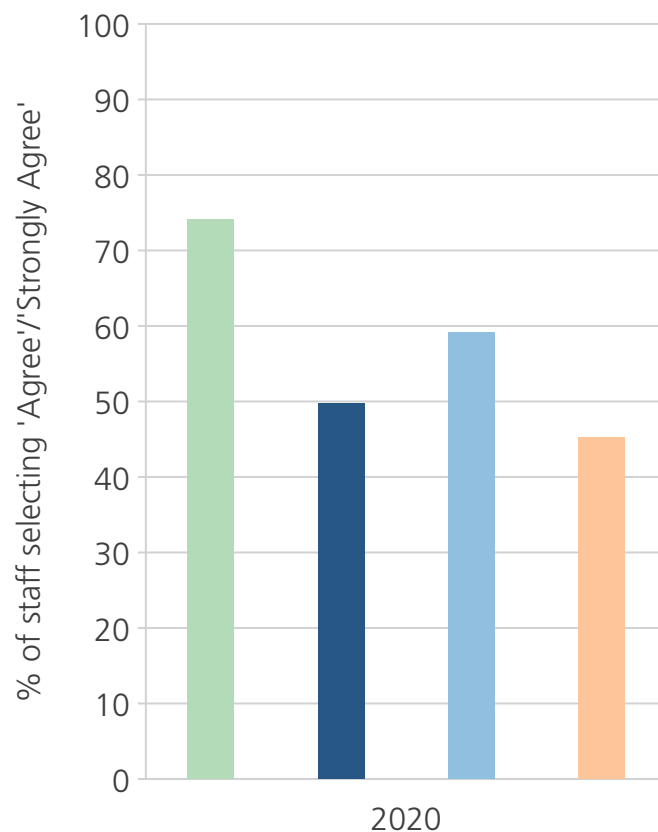
I would feel secure raising concerns about unsafe clinical practice



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

Q17c

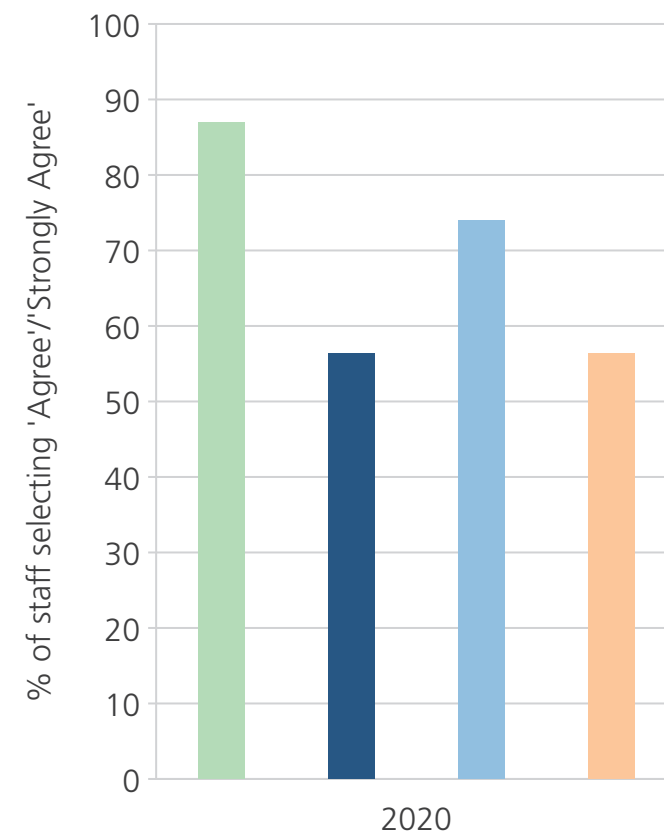
I am confident that my organisation would address my concern



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

Q18b

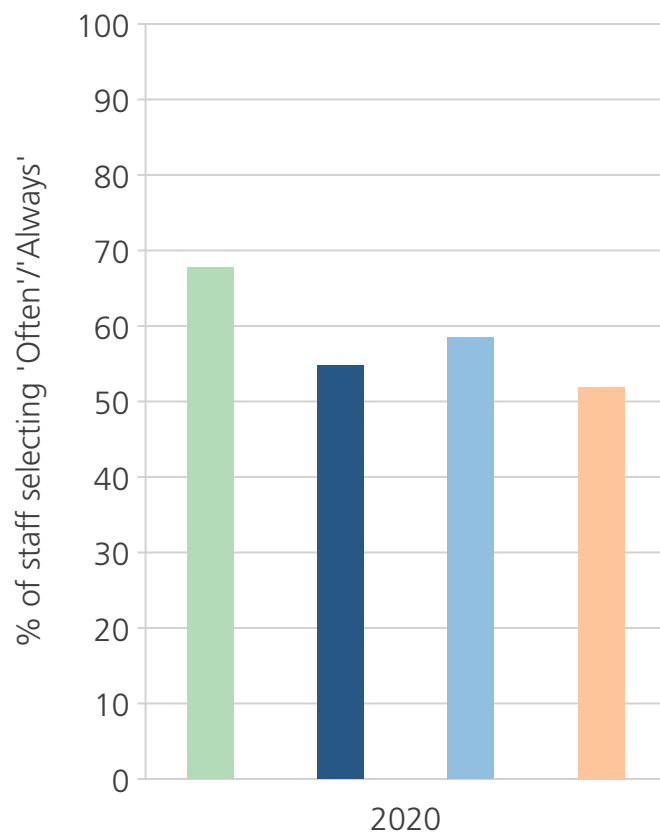
My organisation acts on concerns raised by patients / service users



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

Q2a

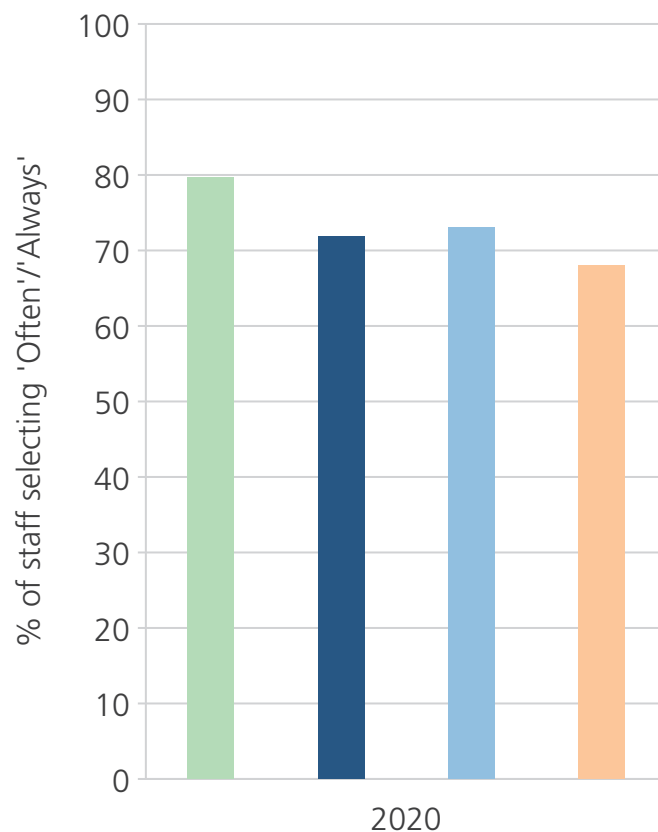
I look forward to going to work



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

Q2b

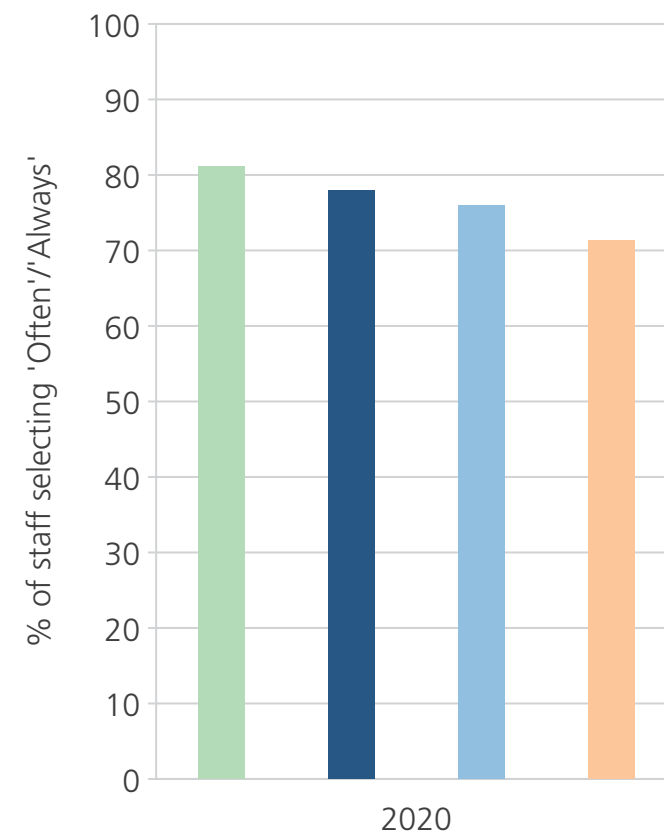
I am enthusiastic about my job



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

Q2c

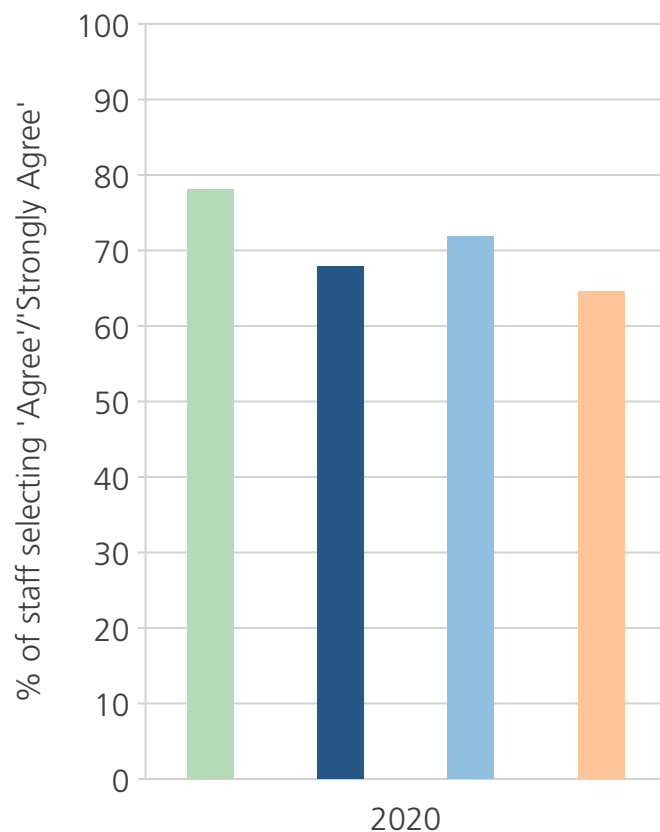
Time passes quickly when I am working



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

Q4a

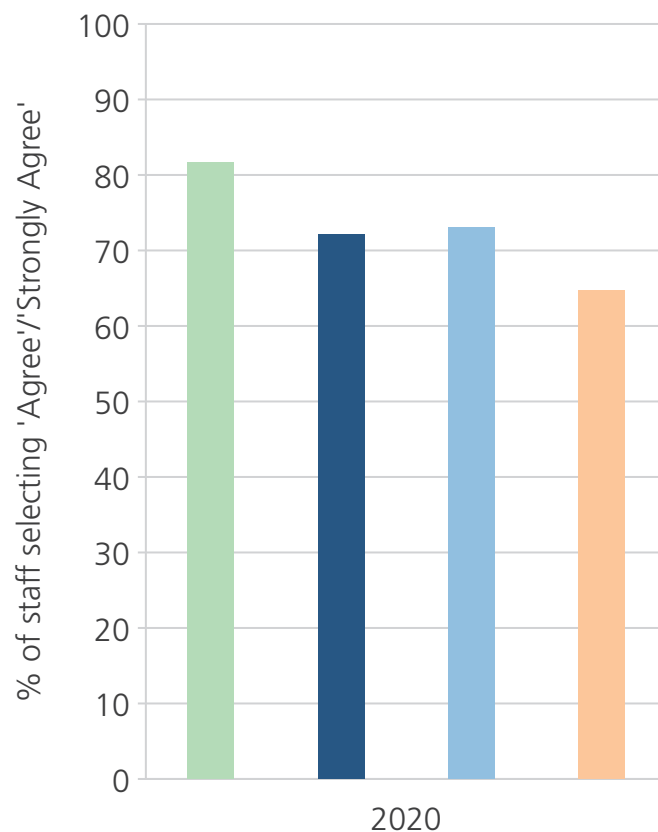
There are frequent opportunities
for me to show initiative in my role



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

Q4b

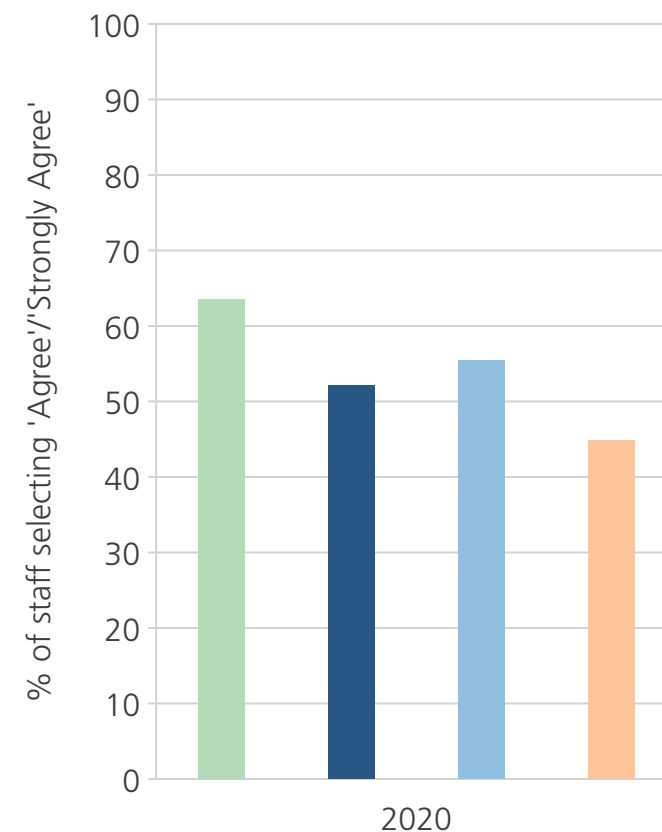
I am able to make suggestions
to improve the work of
my team / department



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

Q4d

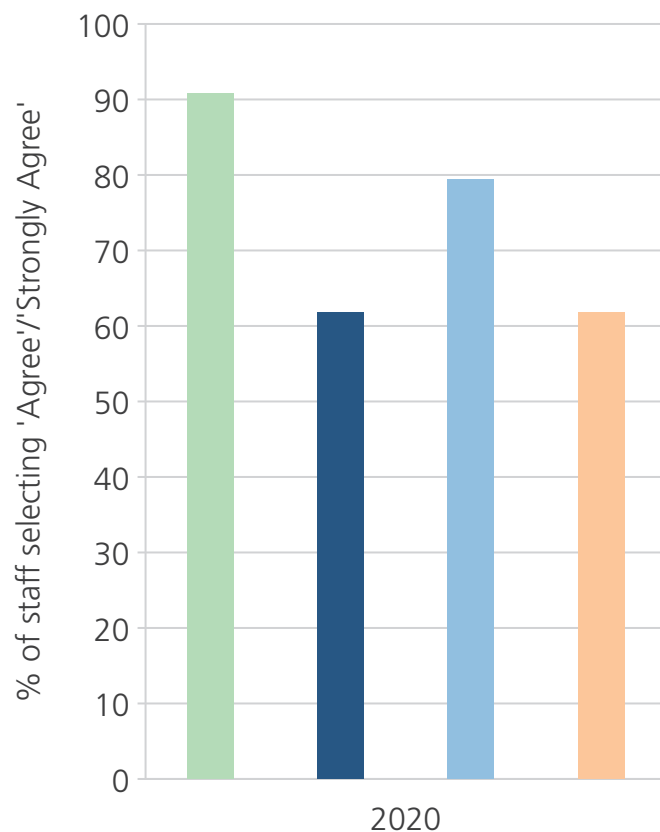
I am able to make improvements
happen in my area of work



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

Q18a

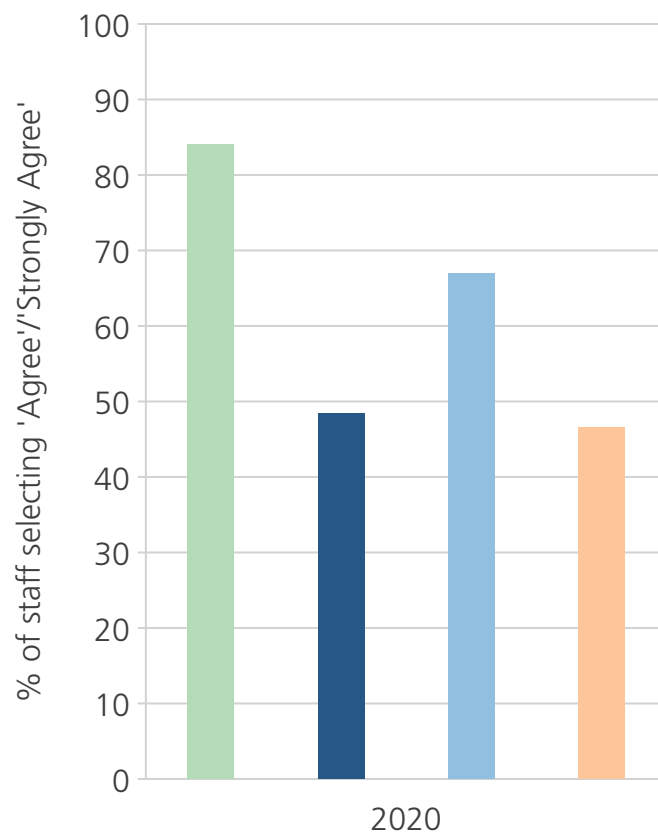
Care of patients / service users
is my organisation's top priority



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

Q18c

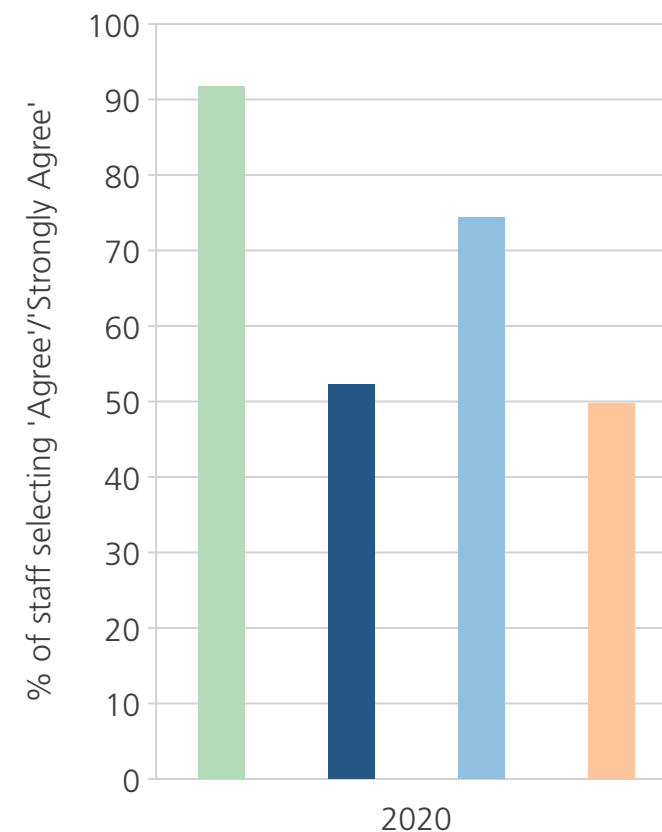
I would recommend my
organisation as a place to work



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

Q18d

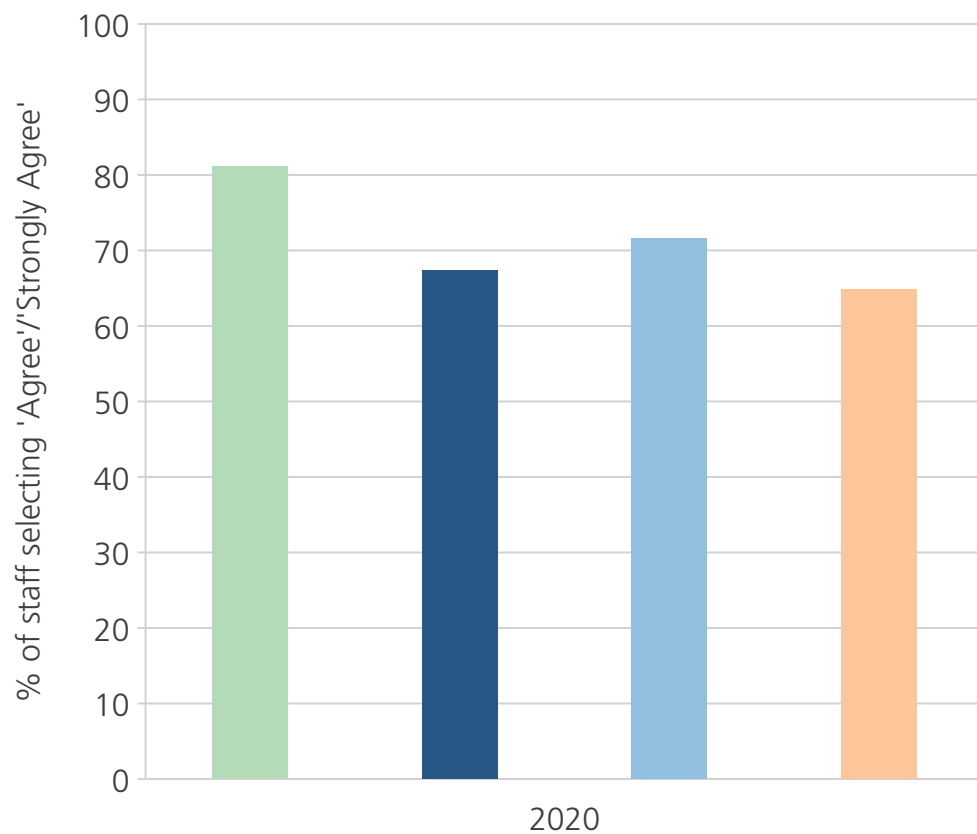
If a friend or relative needed treatment
I would be happy with the standard
of care provided by this organisation



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

Q4h

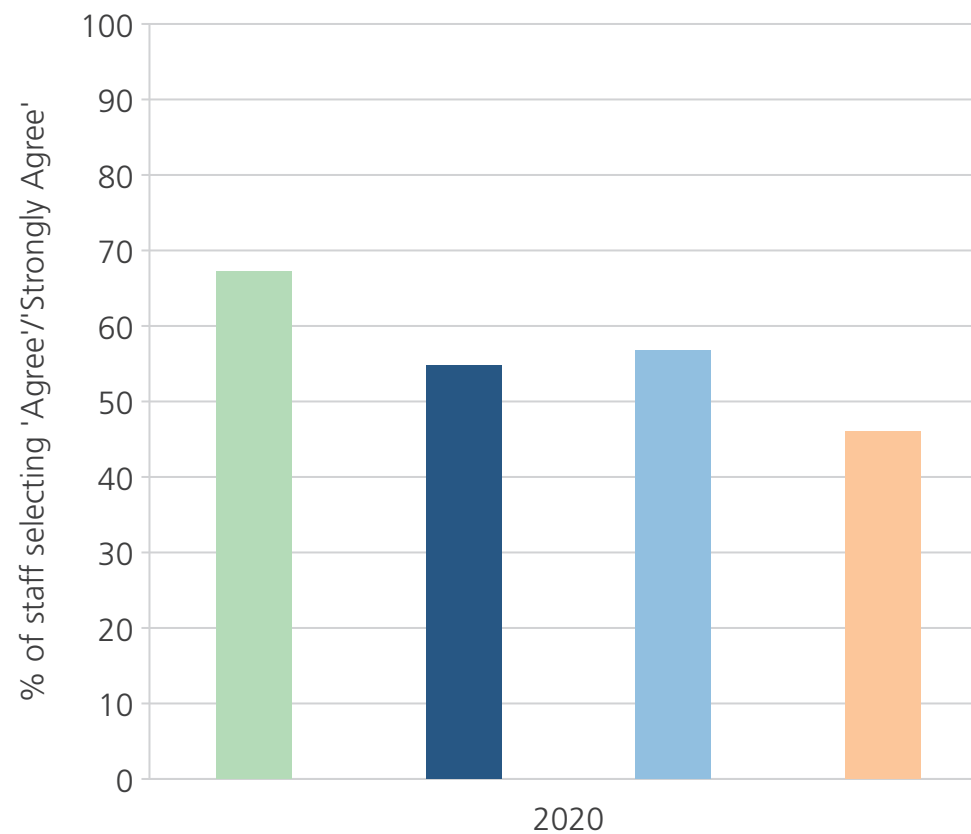
The team I work in has a set of shared objectives



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

Q4i

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



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)

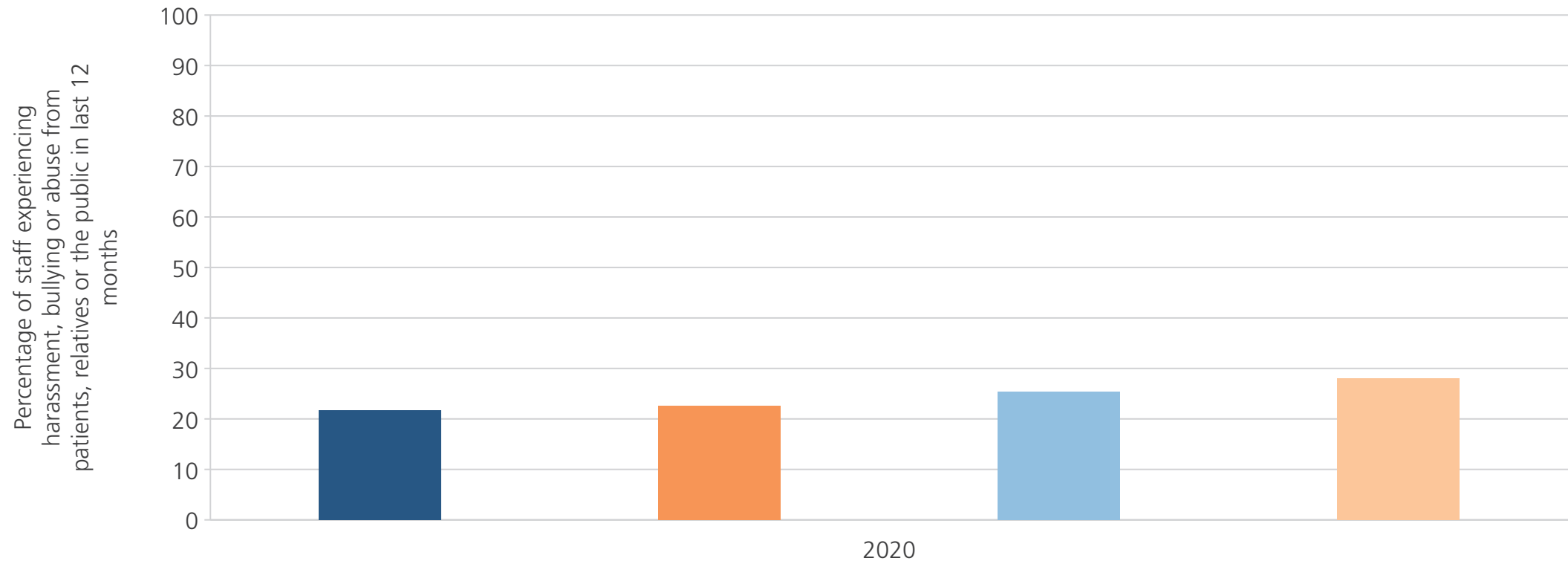
- This contains data for each organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2017, 2018 and 2019 trust/CCG and benchmarking group median results for q13a, q13b&c combined, q14, and q15b split by ethnicity (by white / BME 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

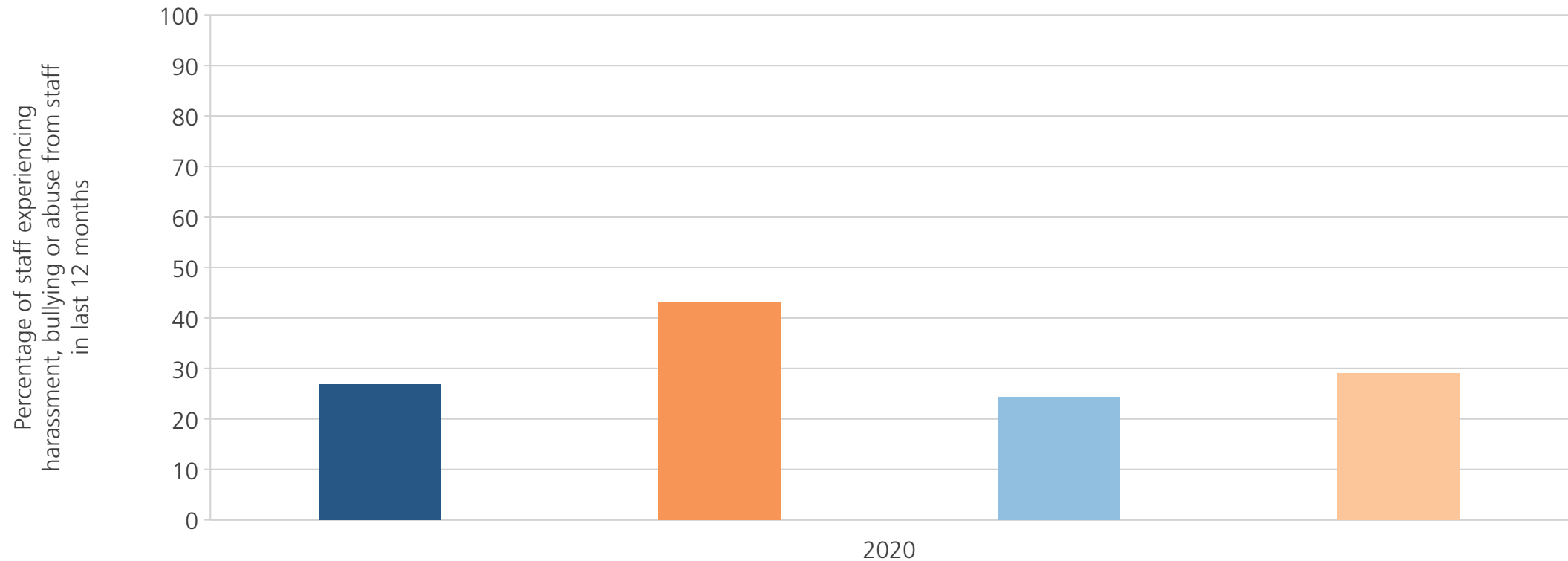


White: Your org	21.7%
BME: Your org	22.5%
White: Average	25.4%
BME: Average	28.0%

White: Responses2,495

BME: Responses111

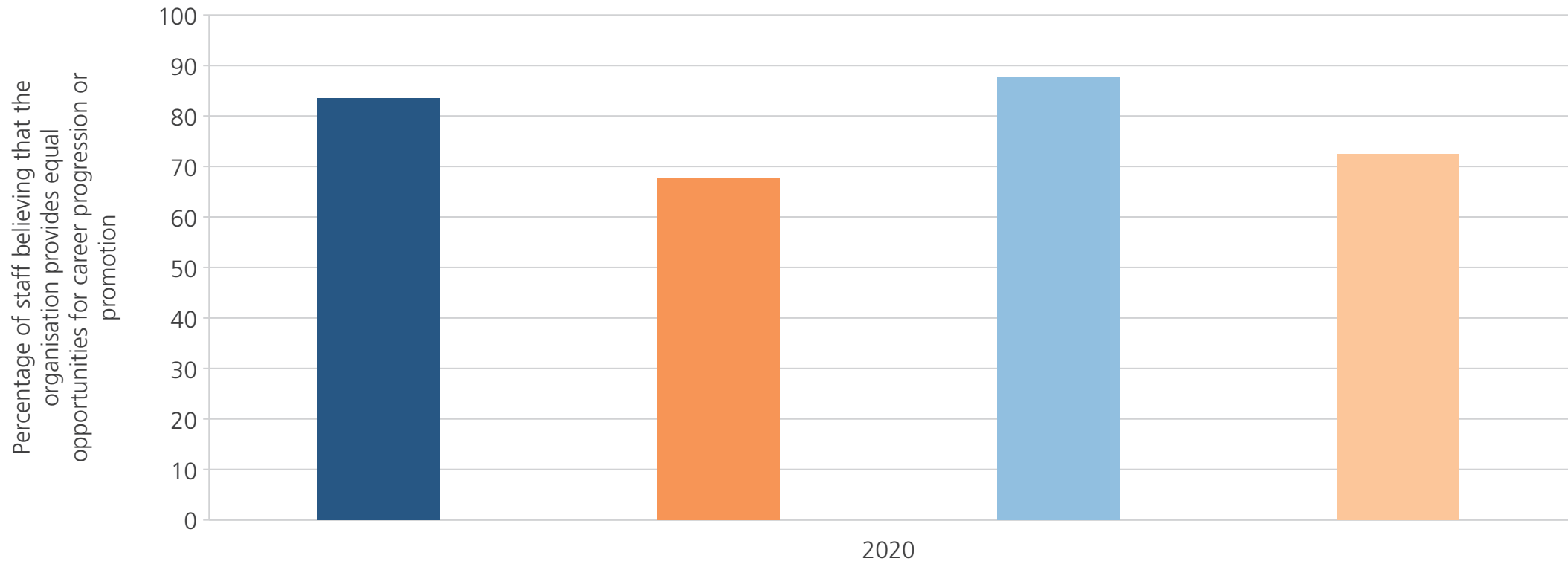
Average calculated as the median for the benchmark group



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

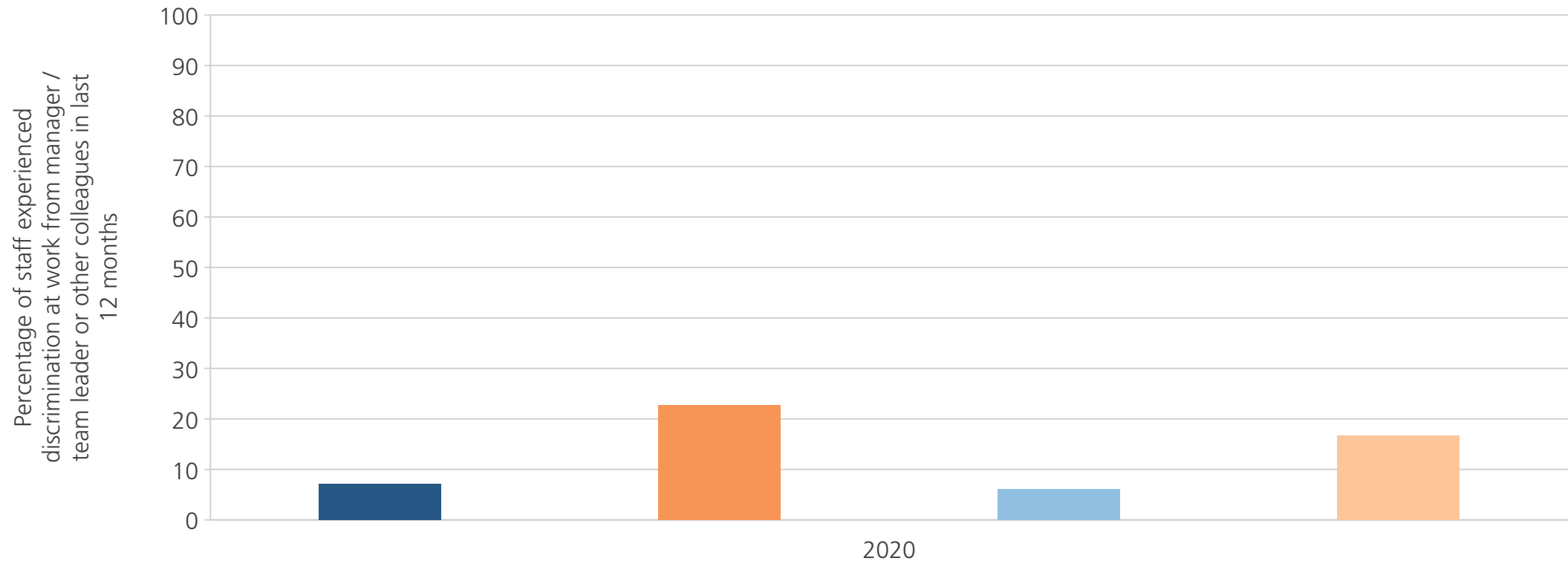
Average calculated as the median for the benchmark group



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



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

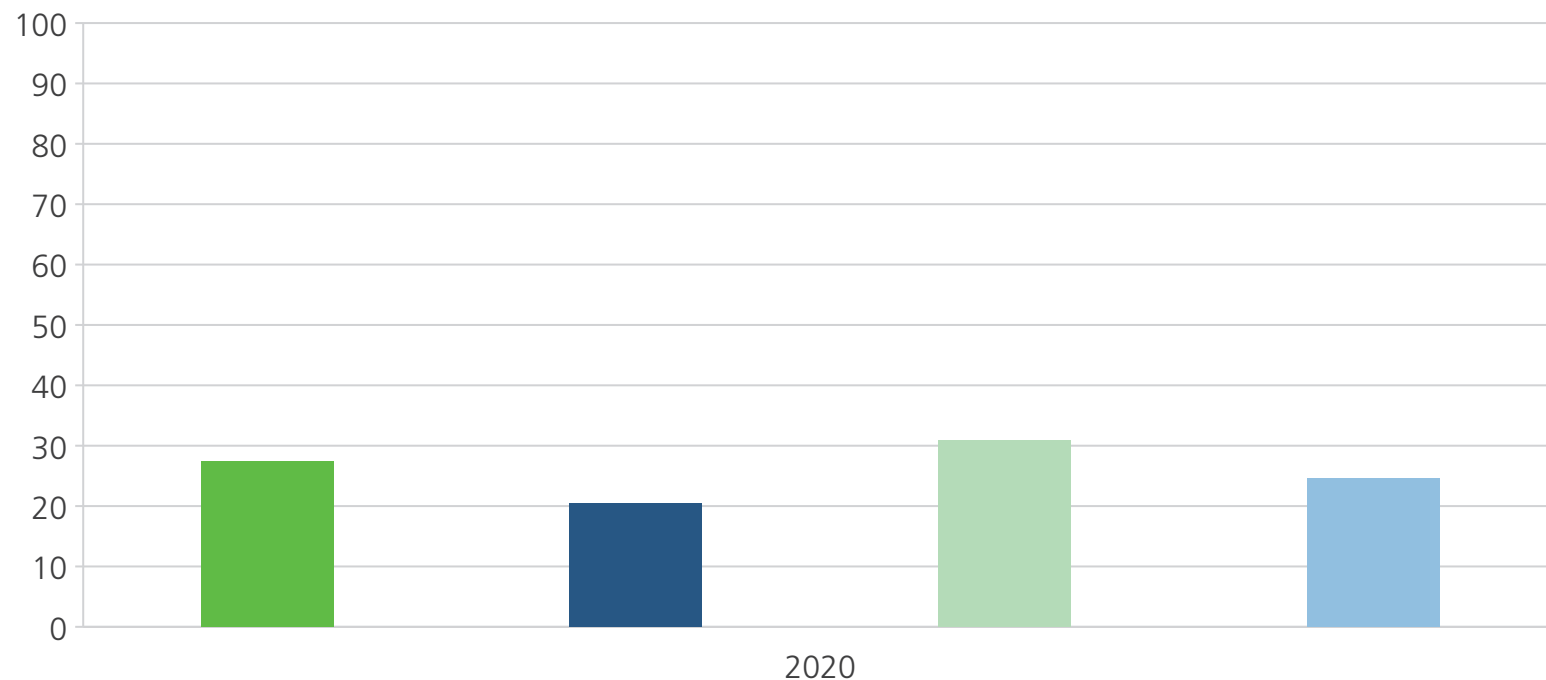
Average calculated as the median for the benchmark group

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 patients, relatives or the public in last 12 months



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

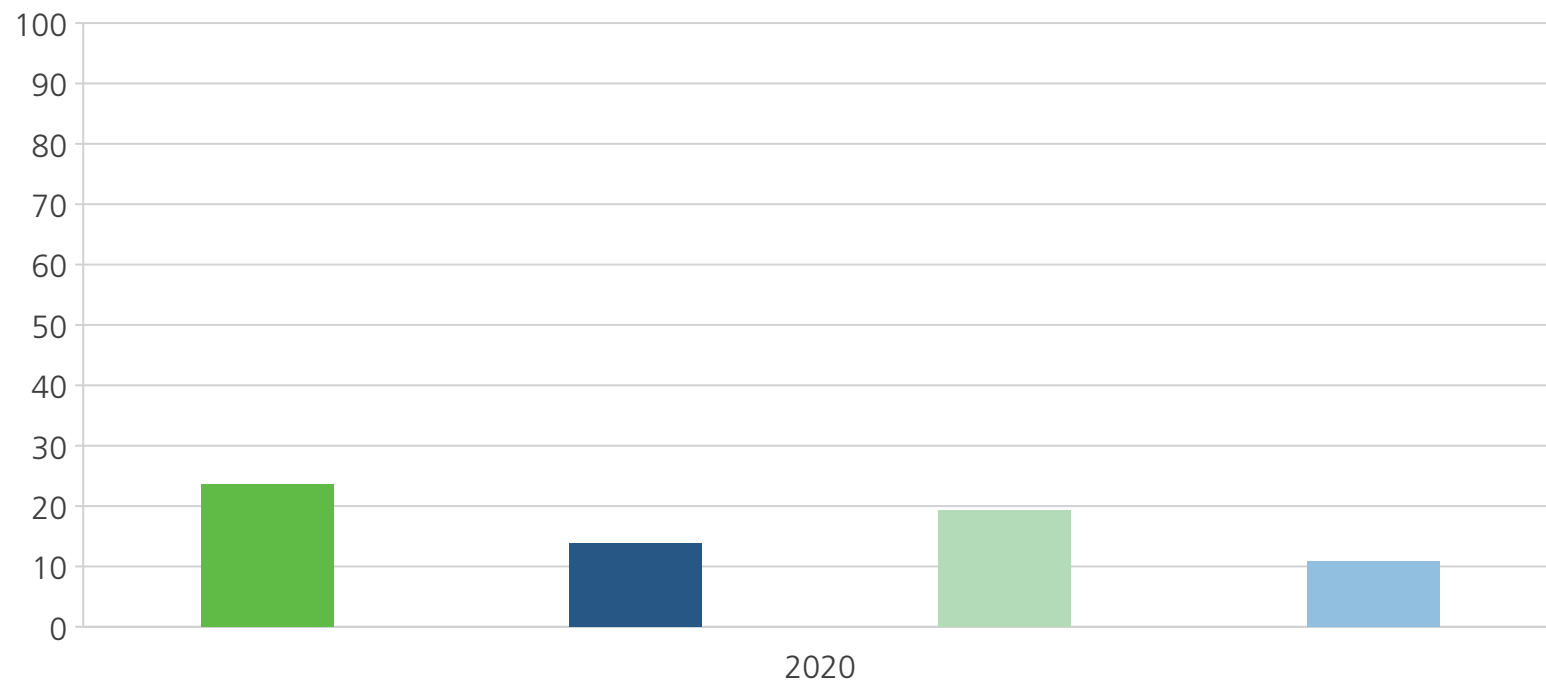
493

Staff without a LTC or illness: Responses

2,140

Average calculated as the median for the benchmark group

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%

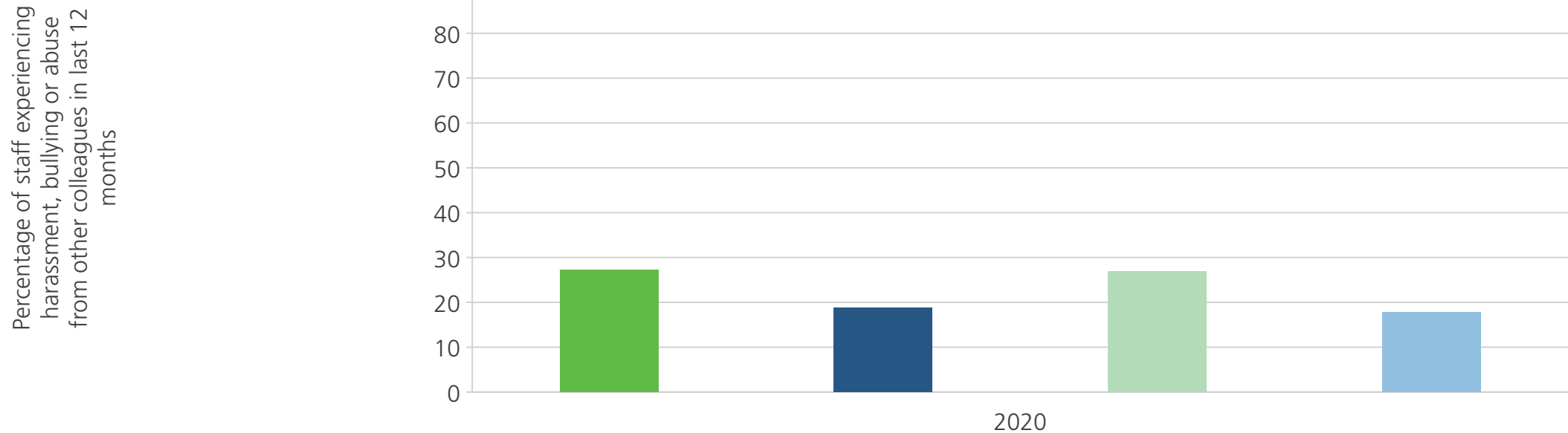
Staff with a LTC or illness: Responses

493

Staff without a LTC or illness: Responses

2,138

Average calculated as the median for the benchmark group

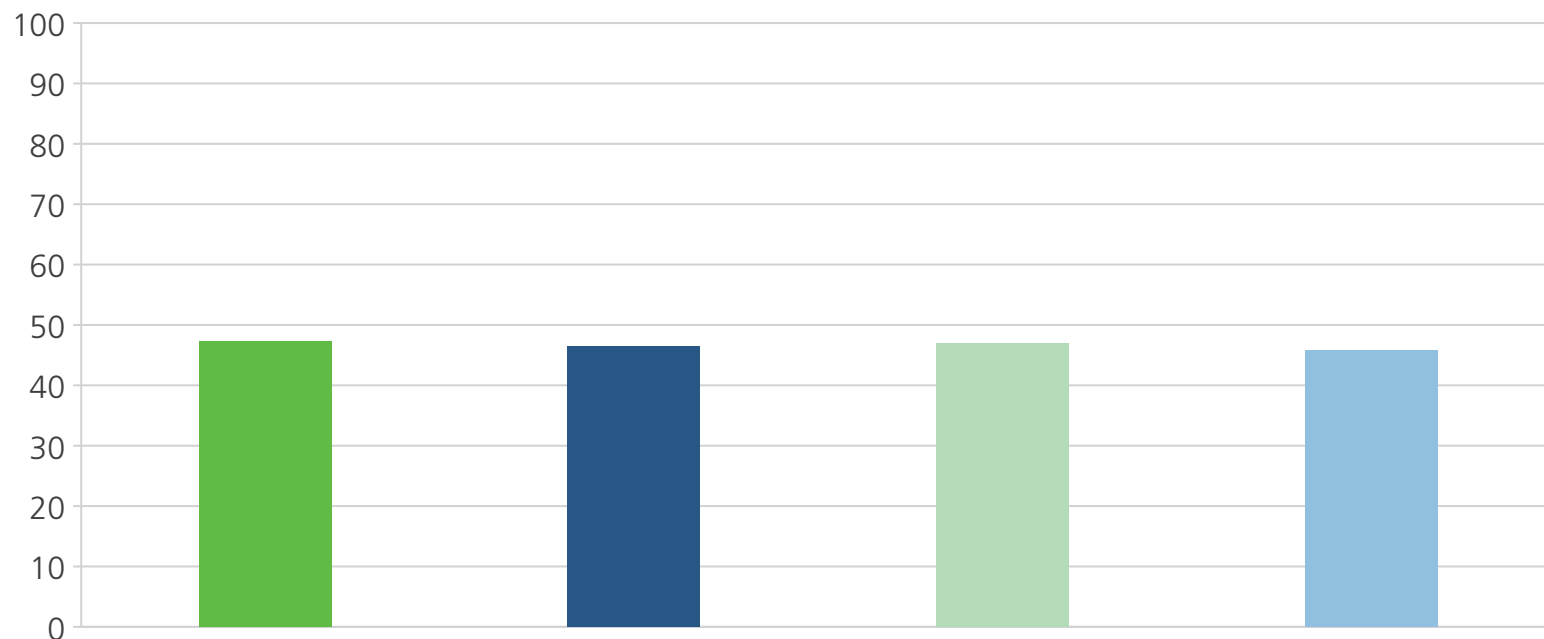


Staff with a LTC or illness: Your org	27.2%
Staff without a LTC or illness: Your org	18.9%
Staff with a LTC or illness: Average	26.9%
Staff without a LTC or illness: Average	17.8%

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

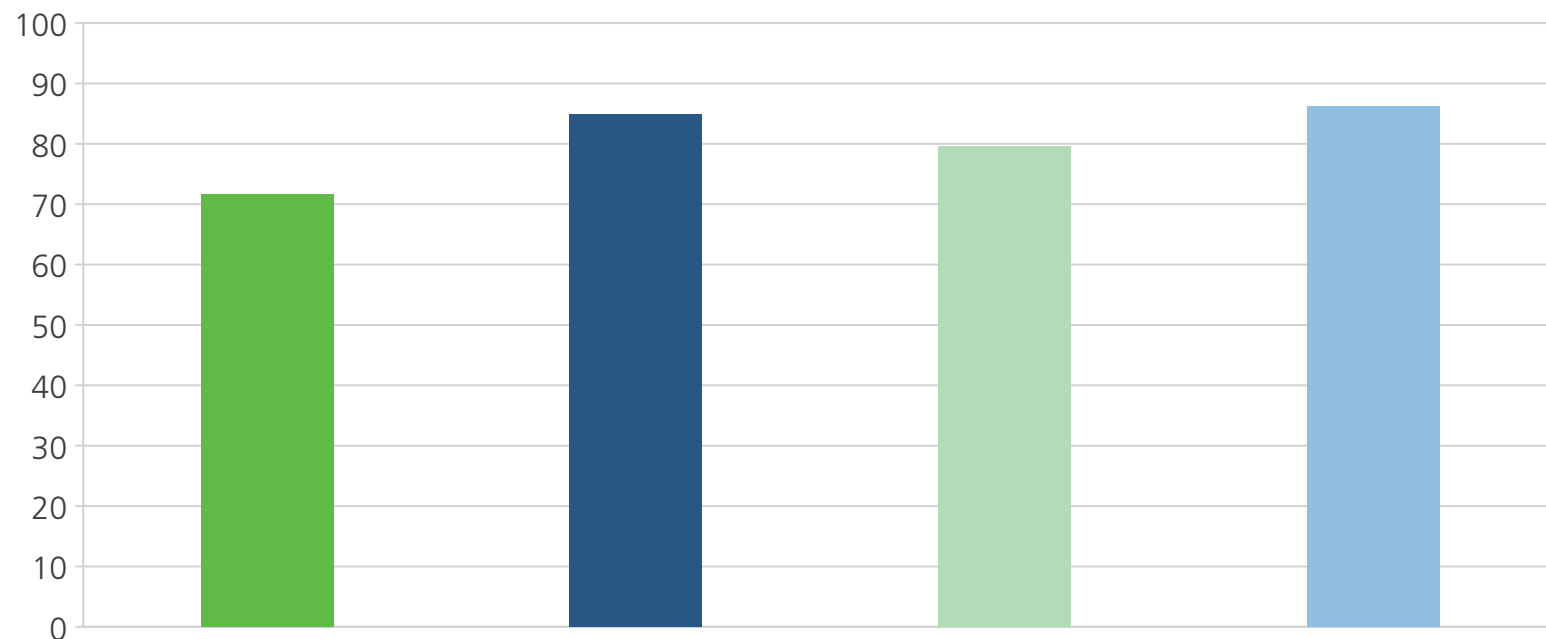
220

Staff without a LTC or illness: Responses

690

Average calculated as the median for the benchmark group

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



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

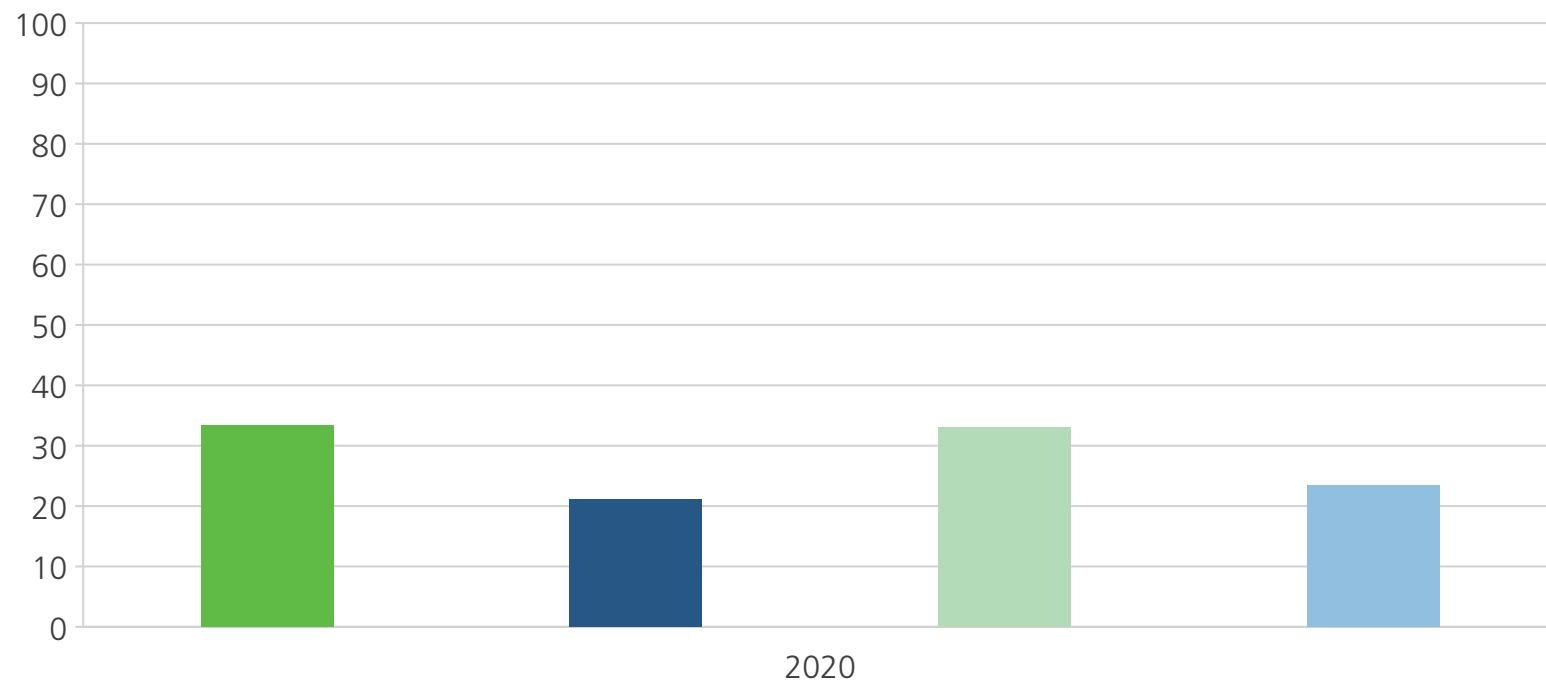
286

Staff without a LTC or illness: Responses

1,321

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



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%

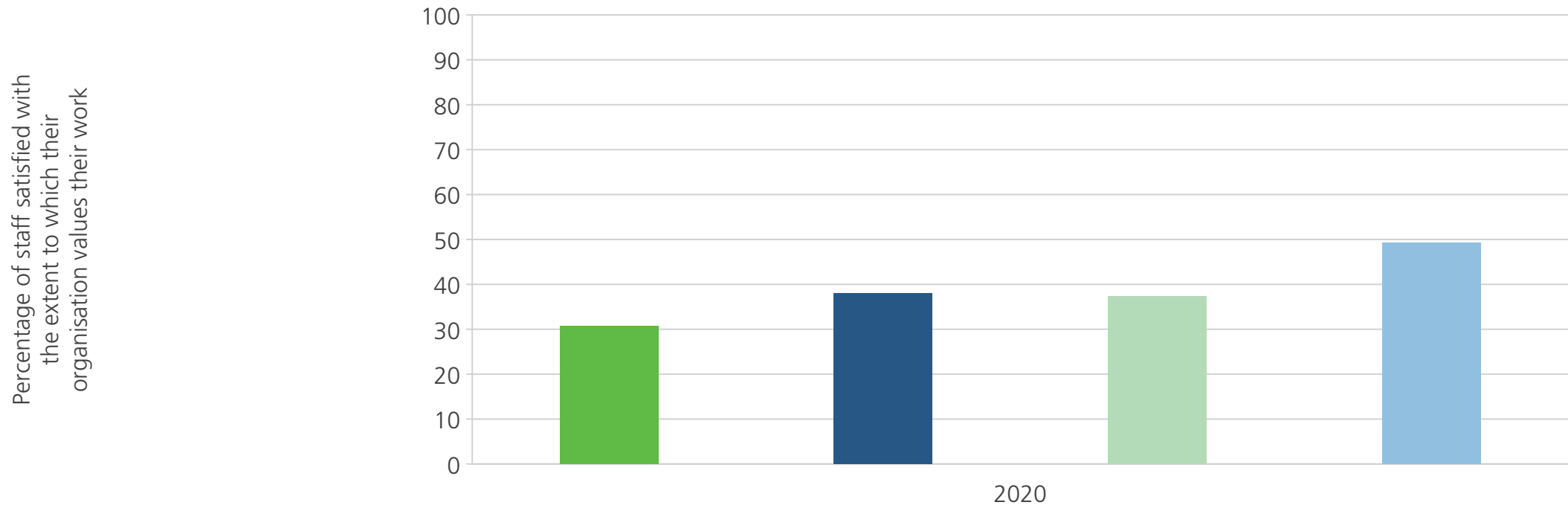
Staff with a LTC or illness: Responses

305

Staff without a LTC or illness: Responses

892

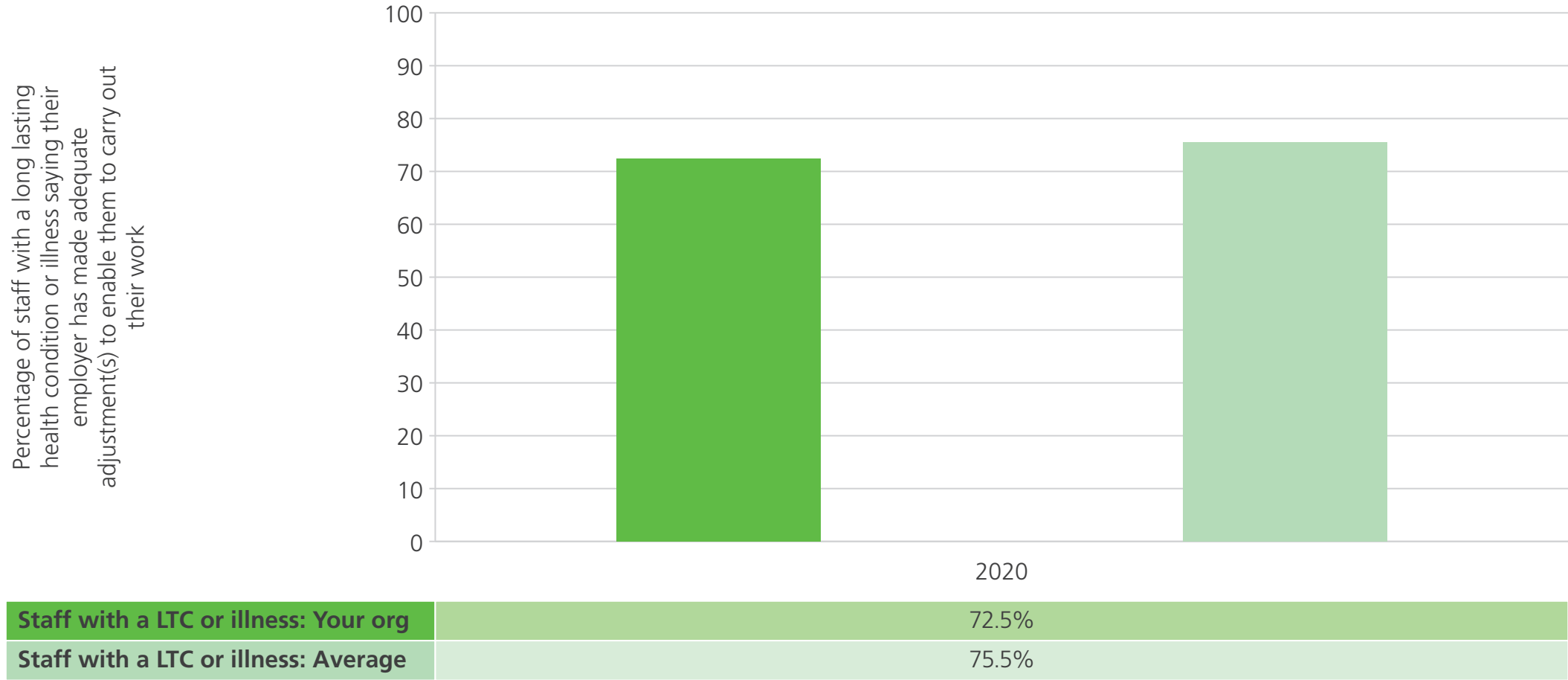
Average calculated as the median for the benchmark group



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%

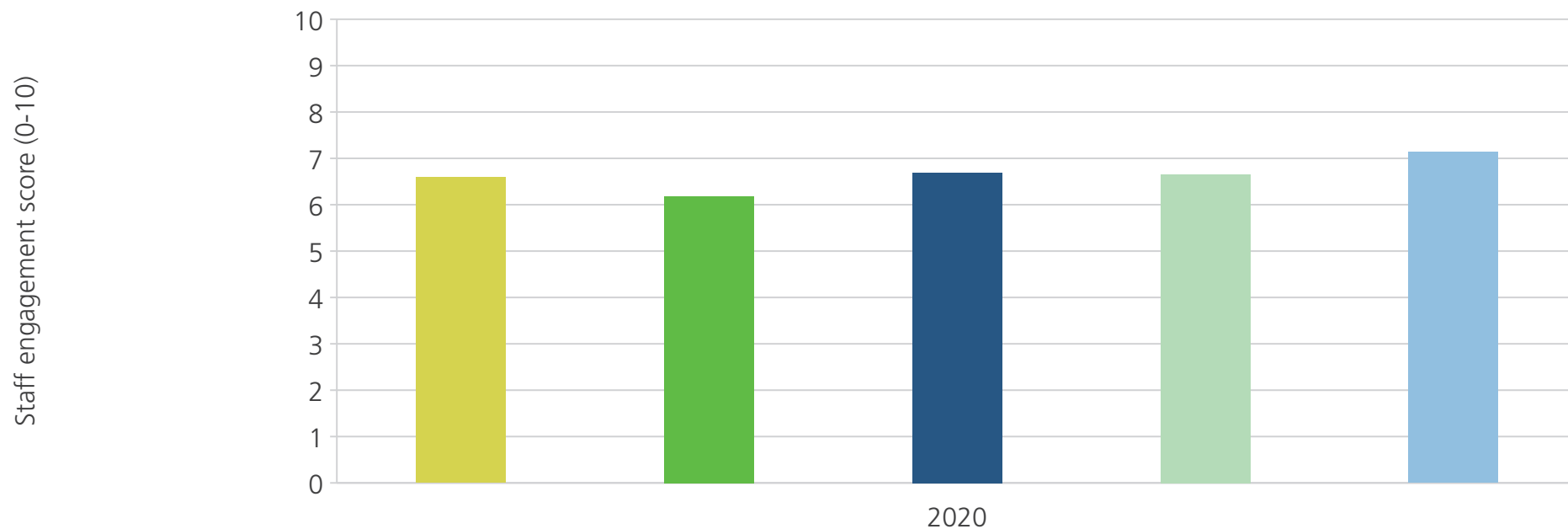
Staff with a LTC or illness: Responses 509
Staff without a LTC or illness: Responses 2,189

Average calculated as the median for the benchmark group



Staff with a LTC or illness: Responses 305

Average calculated as the median for the benchmark group



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

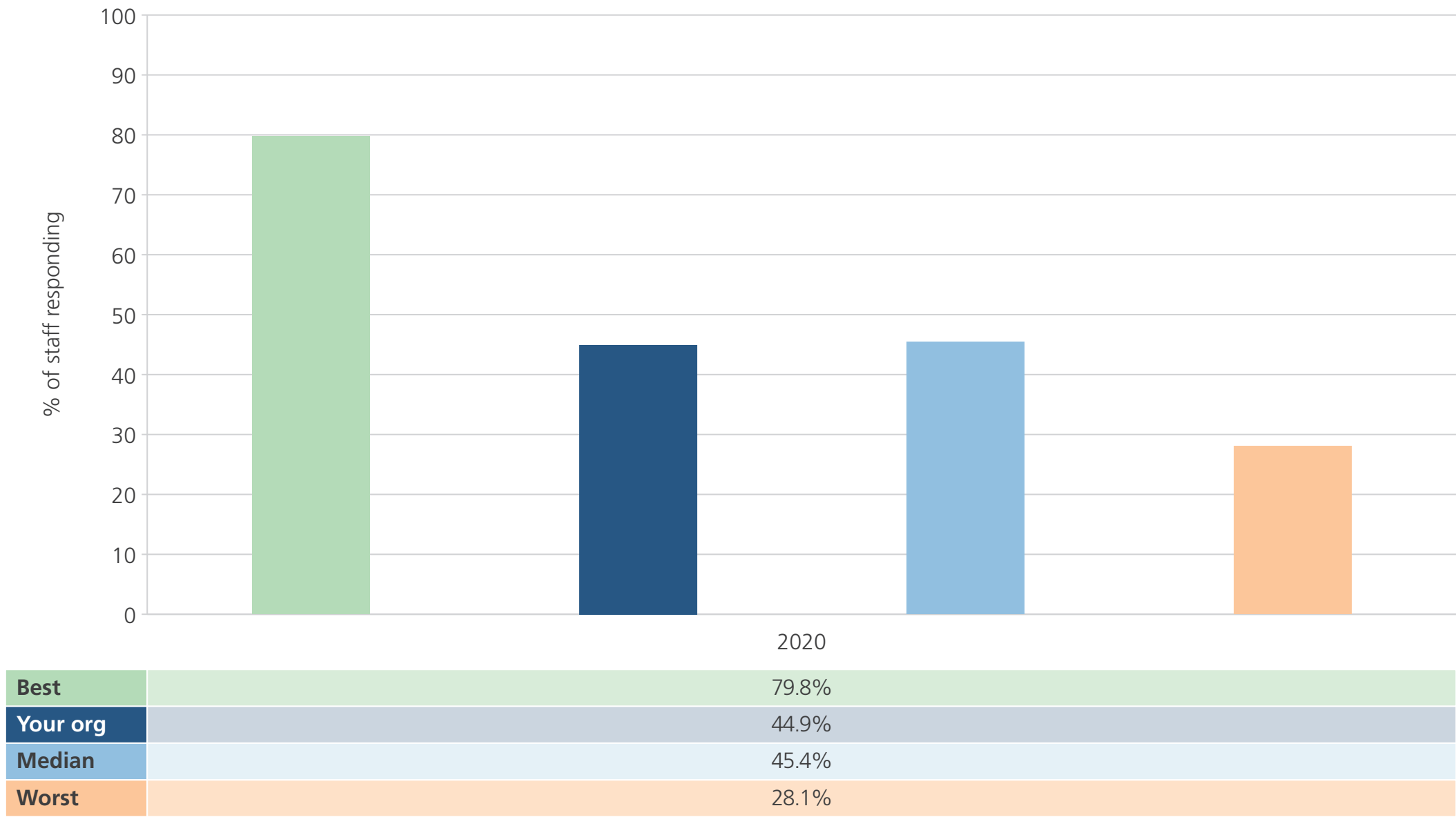
Average calculated as the median for the benchmark group

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](#).