Survey
Coordination
Centre

NHS
England

Croydon Health Services NHS Trust

2020 NHS Staff Survey

Directorate Report

Contents

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This directorate report for Croydon Health Services NHS Trust contains results by directorate for themes from the 2020 NHS Staff Survey. These results are compared to the unweighted average for your organisation.

Please note: It is possible that there are differences between the 'Your org' scores reported in this directorate report and those in the benchmark report. This is because the results in the benchmark report are weighted to allow for fair comparisons between organisations of a similar type. However, in this report comparisons are made within your organisation so the unweighted organisation result is a more appropriate point of comparison.
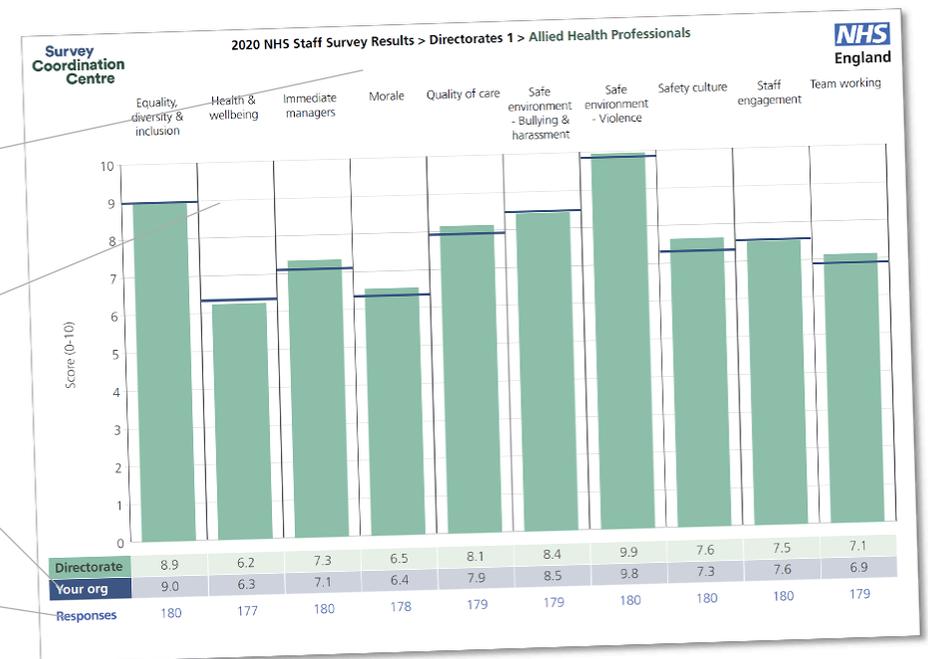
The directorate breakdowns used in this report were provided and defined by Croydon Health Services NHS Trust. Details of how the theme scores were calculated are included in the Technical Document, available to download from our results website.

Key features

Breakdown type and **directorate name** are specified in the header. Black text in the header is hyperlinked: clicking on '2020 NHS Staff Survey Results' navigates back to the contents page.

Directorate results are presented in the context of the (unweighted) **organisation average ('Your org')**, so it is easy to tell if a directorate is performing better or worse than the organisation average. For all themes, a higher score is a better result than a lower score.

The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.

2020 NHS Staff Survey Results > Directorates 1 > Allied Health Professionals

	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	8.9	6.2	7.3	6.5	8.1	8.4	9.9	7.6	7.5	7.1
Your org	9.0	6.3	7.1	6.4	7.9	8.5	9.8	7.3	7.6	6.9
Responses	180	177	180	178	179	179	180	180	180	179

! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

Croydon Health Services NHS Trust

2020 NHS Staff Survey Results

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Score (0-10)
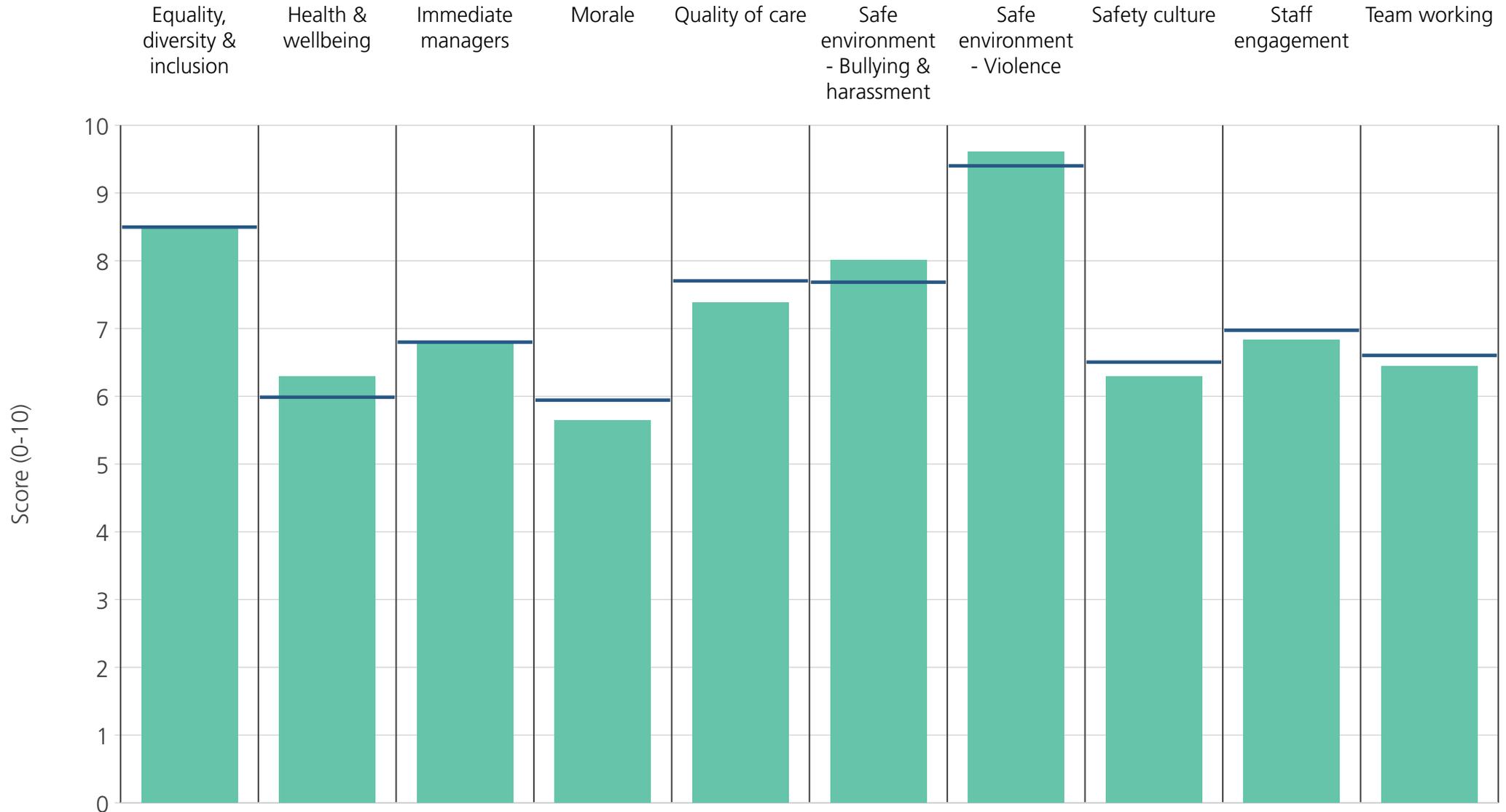
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	8.5	6.3	6.8	5.6	7.4	8.0	9.6	6.3	6.8	6.4
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	376	382	377	373	280	364	376	375	381	372

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Score (0-10)
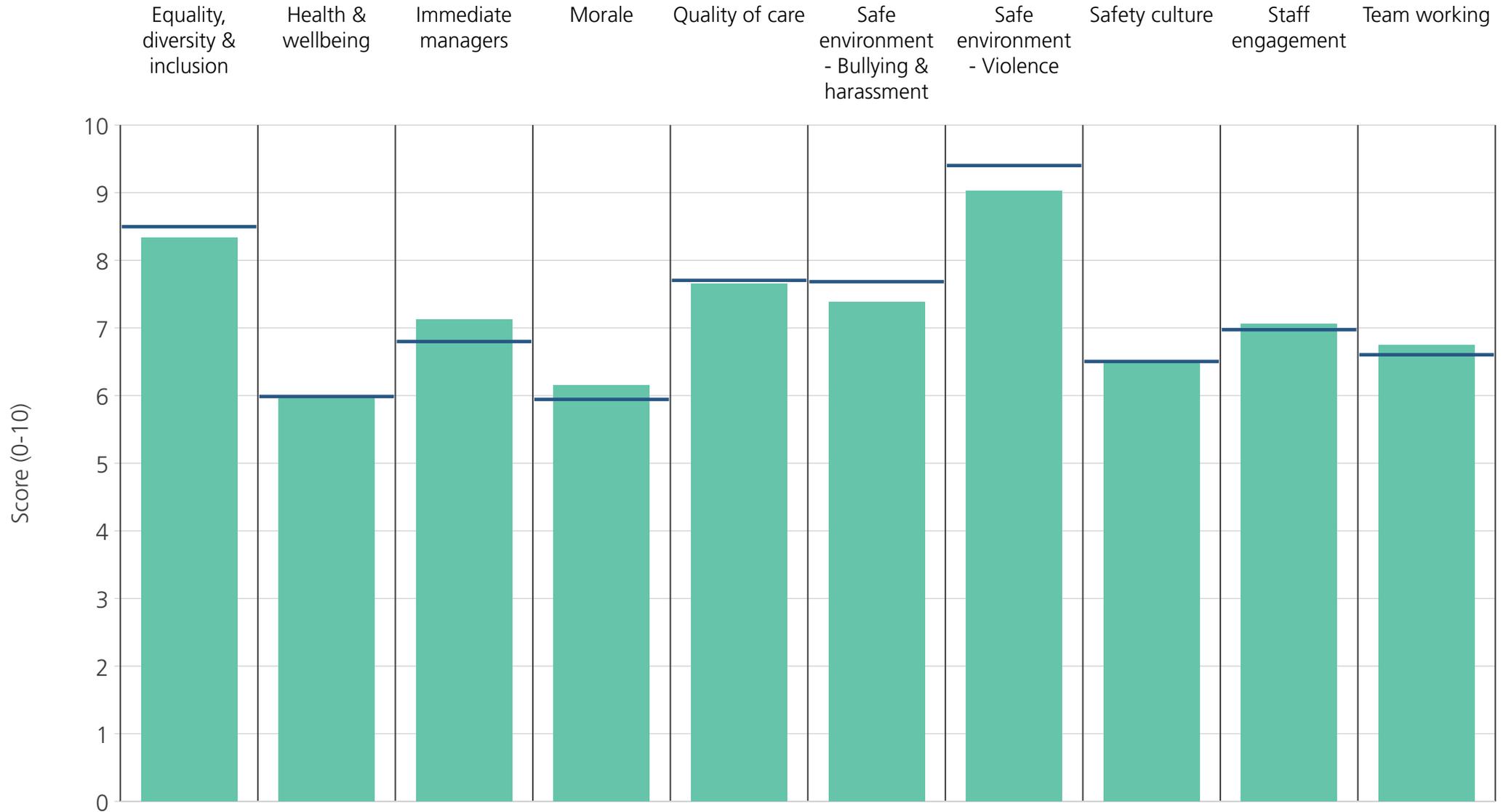
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	8.3	6.0	7.1	6.1	7.7	7.4	9.0	6.5	7.1	6.7
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	501	510	509	497	496	492	501	505	511	508

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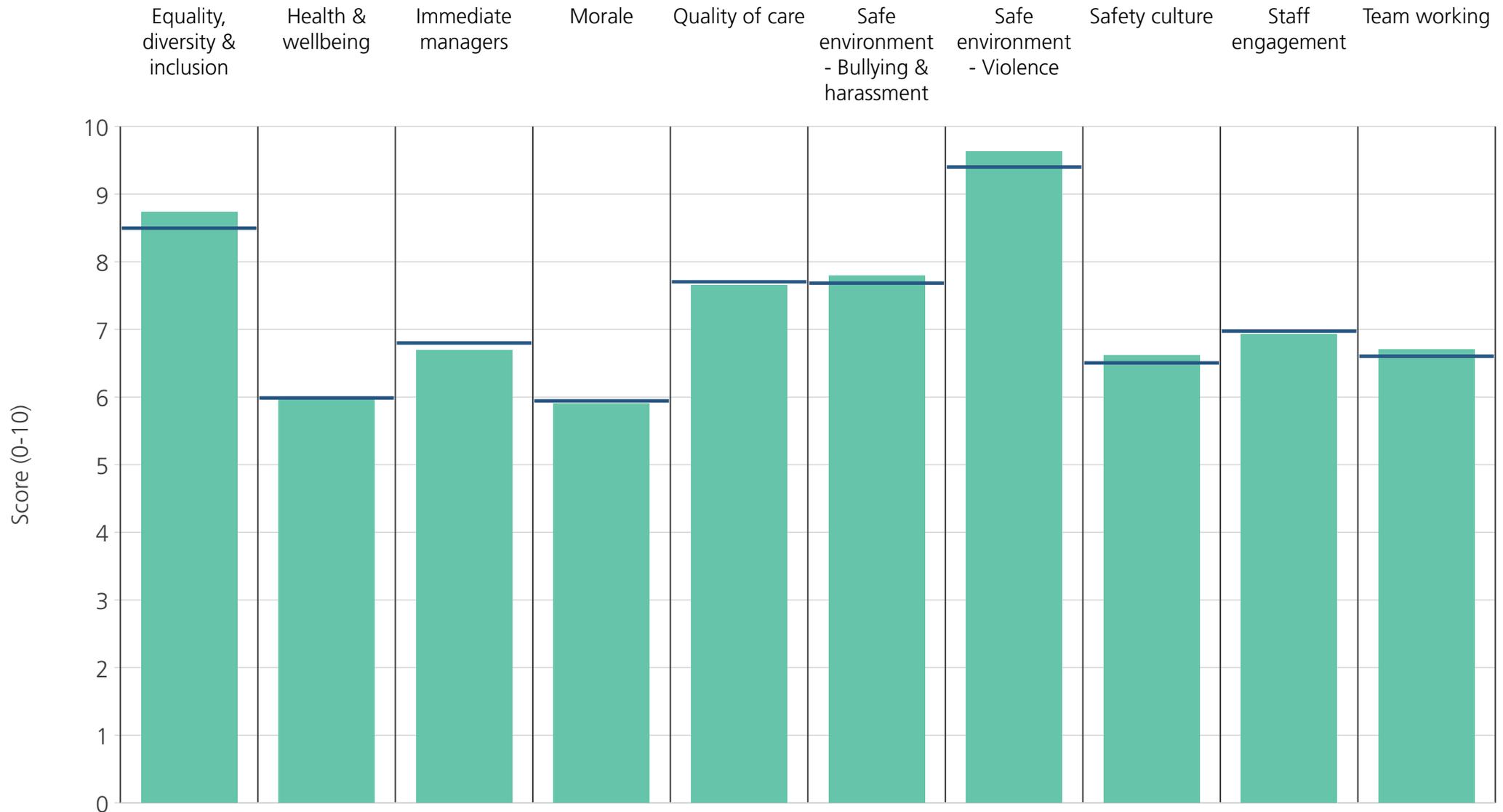
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	8.7	6.0	6.7	5.9	7.7	7.8	9.6	6.6	6.9	6.7
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	425	427	431	427	410	407	427	428	434	425

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Score (0-10)
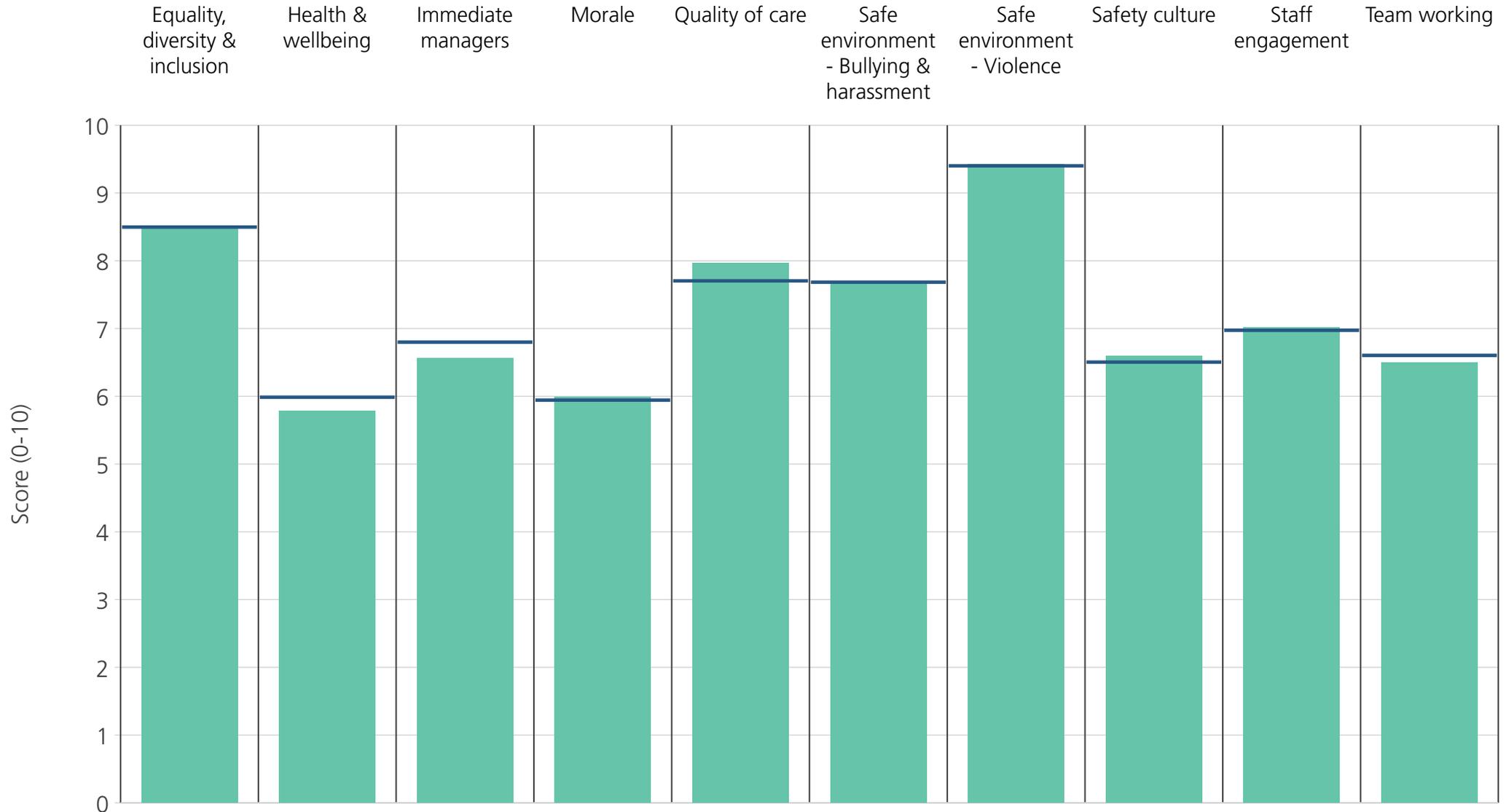
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	8.5	5.8	6.6	6.0	8.0	7.7	9.4	6.6	7.0	6.5
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	530	534	533	533	519	517	531	533	535	528

Directorates 2

Croydon Health Services NHS Trust

2020 NHS Staff Survey Results
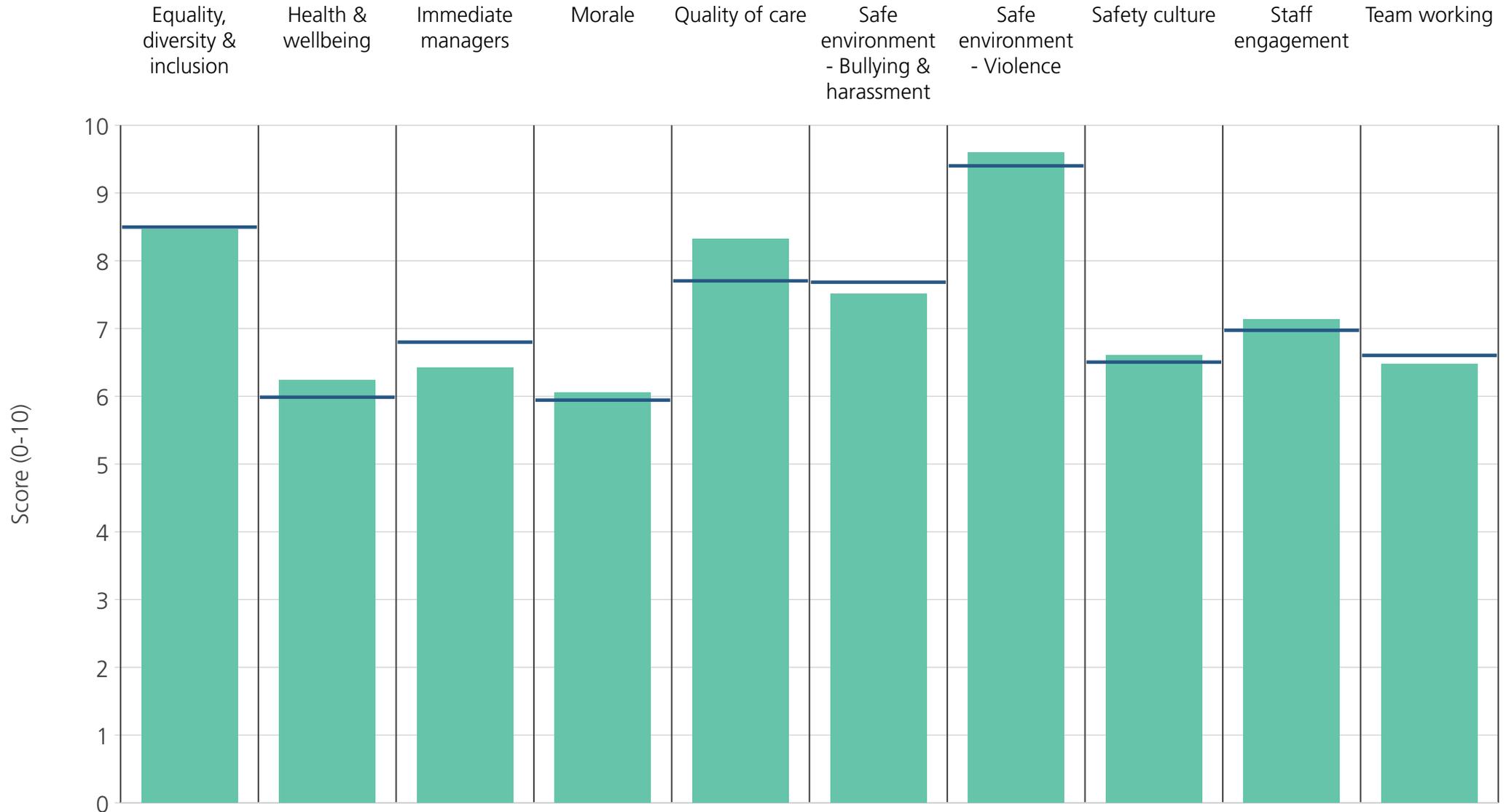
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	8.5	6.2	6.4	6.1	8.3	7.5	9.6	6.6	7.1	6.5
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	65	67	67	67	64	63	67	67	67	67
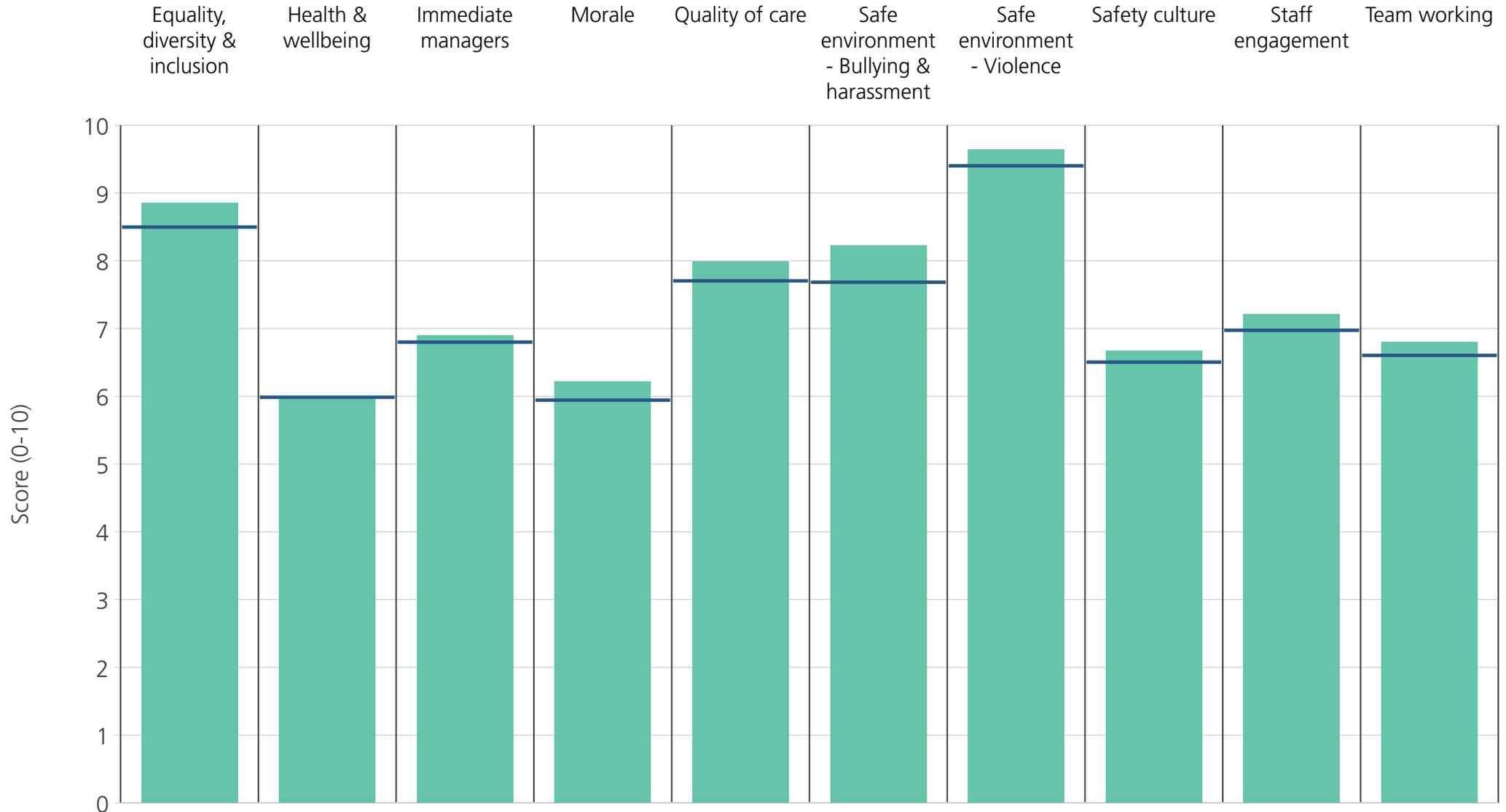
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	8.9	6.0	6.9	6.2	8.0	8.2	9.6	6.7	7.2	6.8
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	261	261	261	261	252	254	261	260	261	256
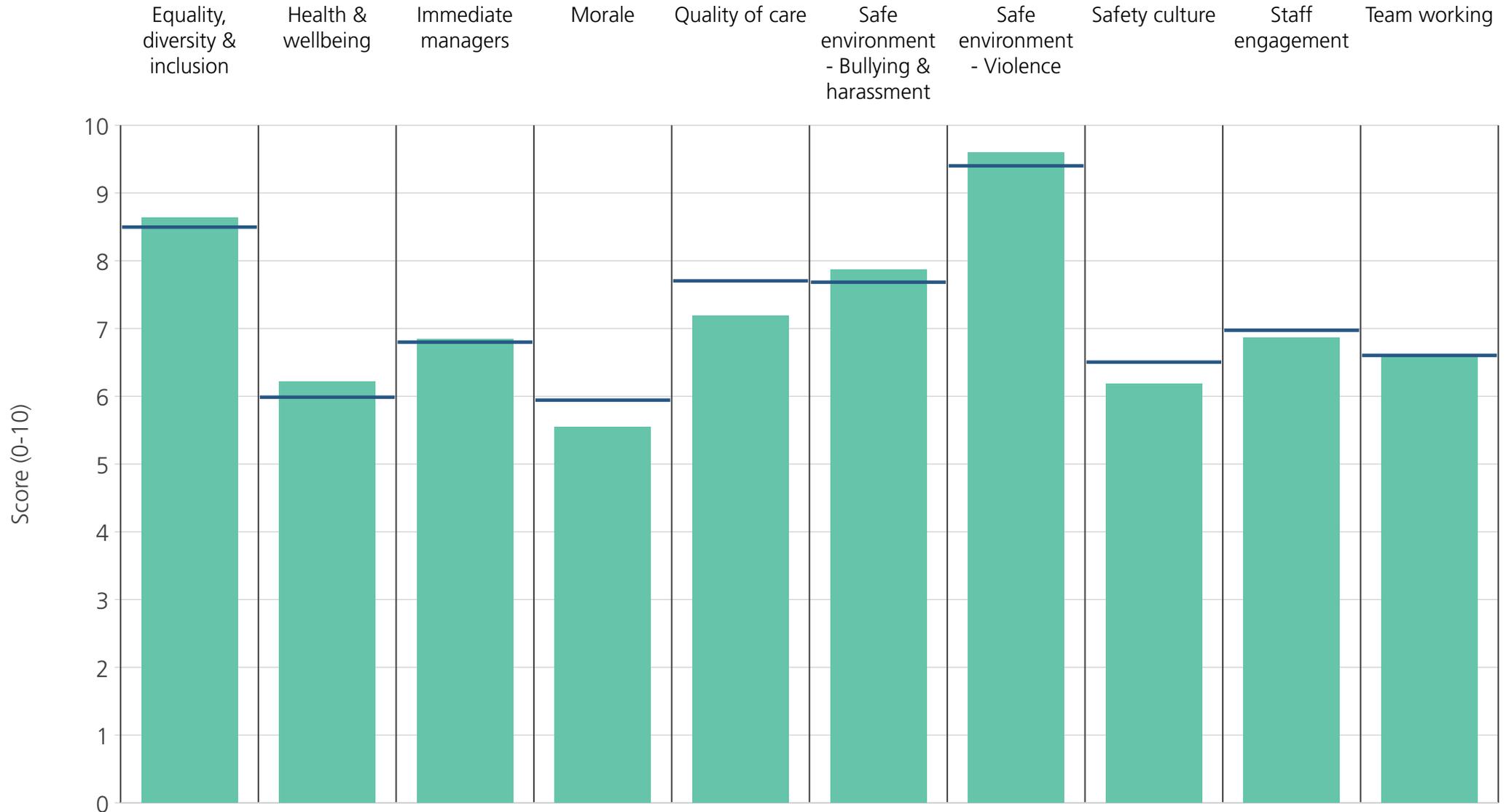
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	8.6	6.2	6.8	5.5	7.2	7.9	9.6	6.2	6.9	6.6
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	226	226	226	224	164	217	225	223	227	222
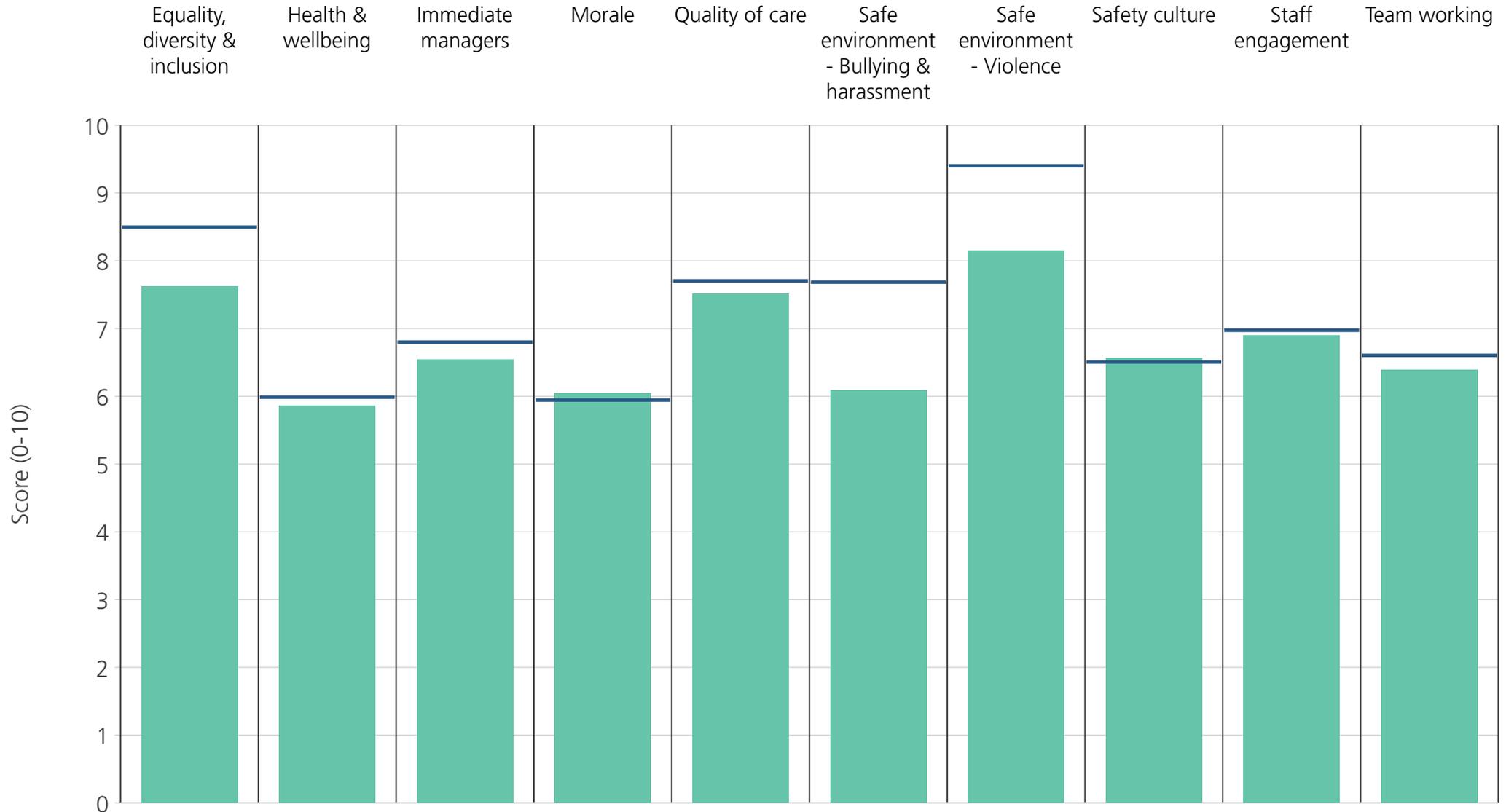
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	7.6	5.9	6.5	6.0	7.5	6.1	8.1	6.6	6.9	6.4
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	90	90	90	90	89	87	90	91	91	89
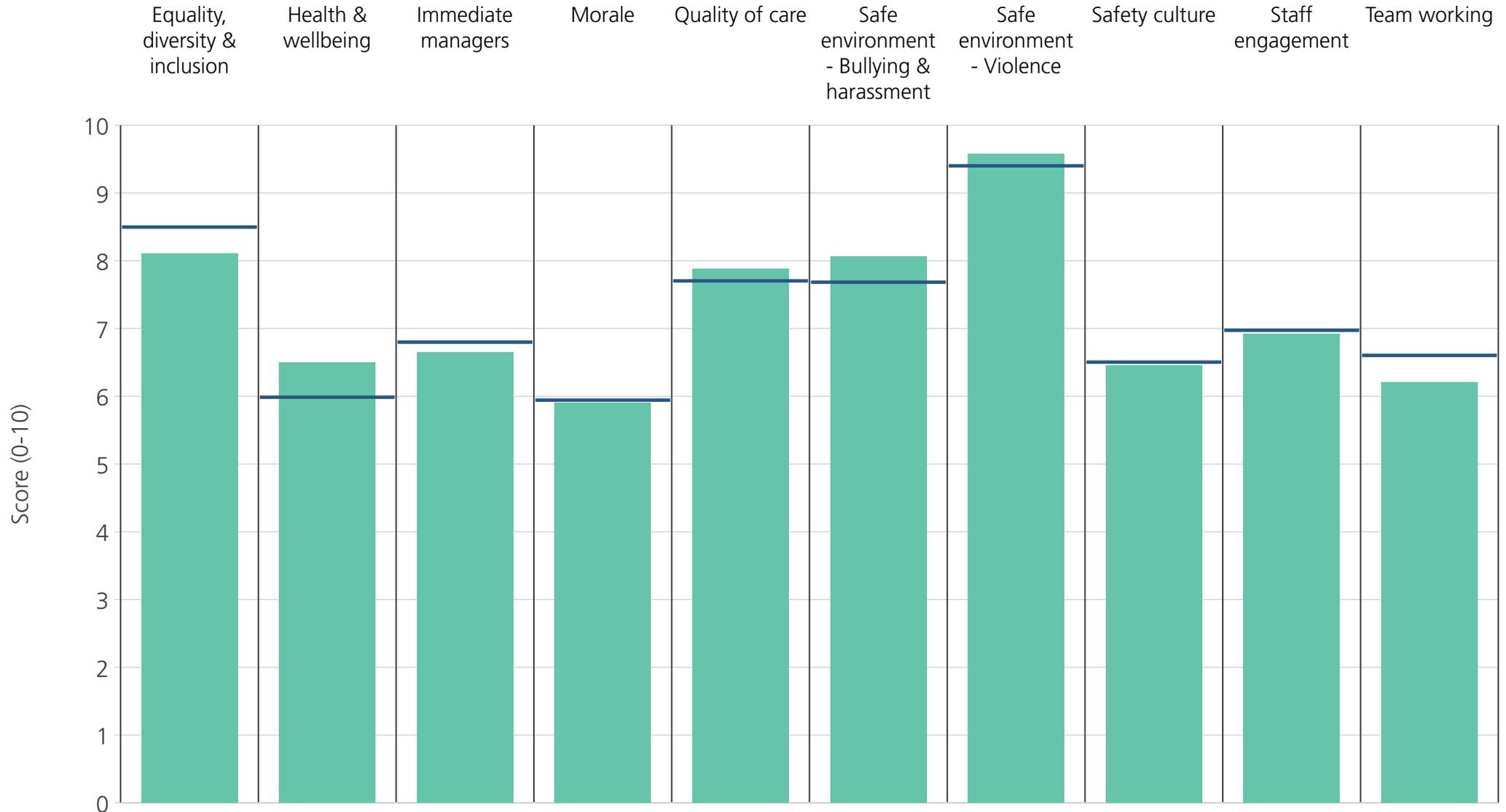
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	8.1	6.5	6.6	5.9	7.9	8.1	9.6	6.5	6.9	6.2
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	119	124	118	118	97	116	119	121	121	117

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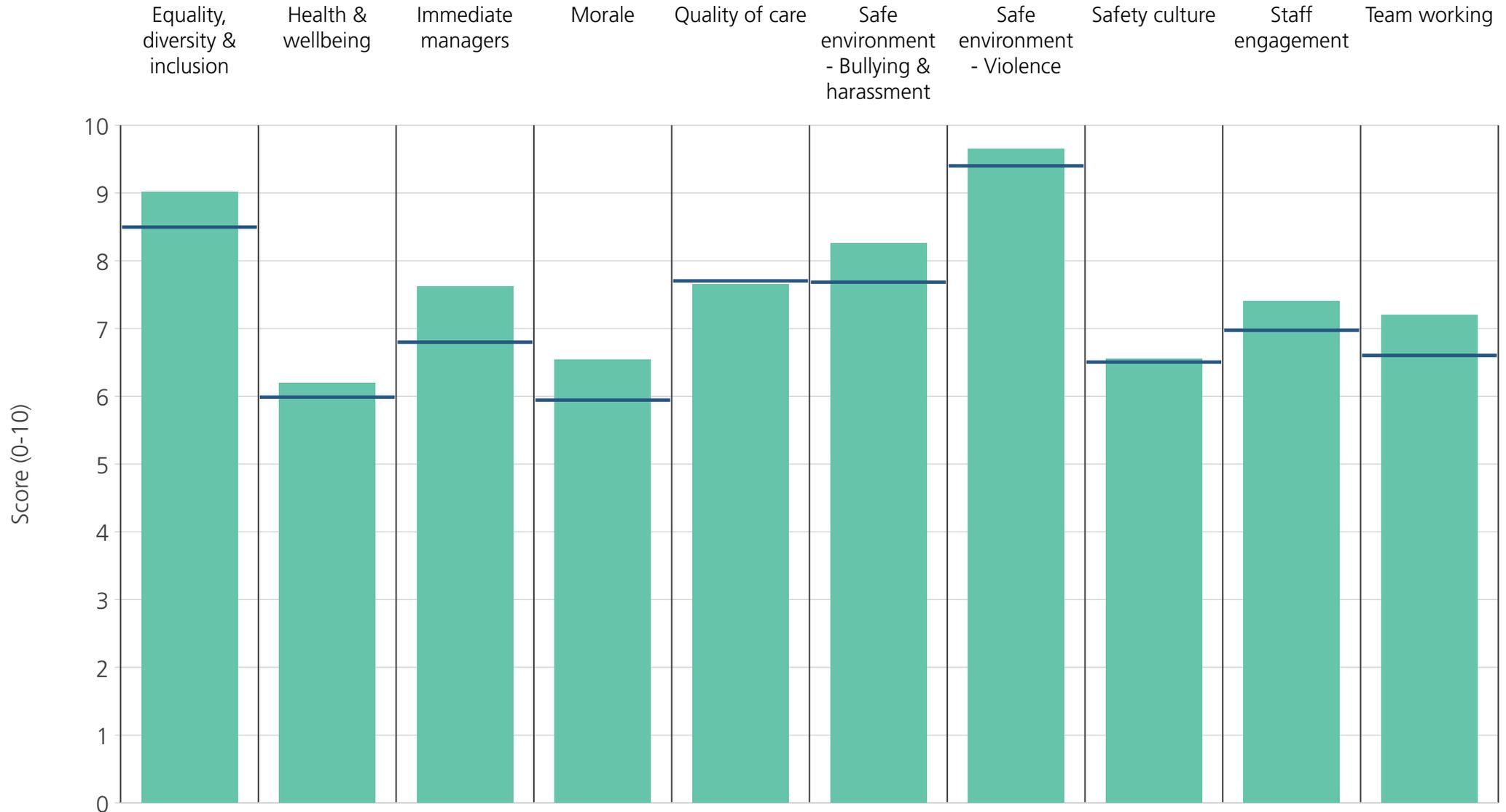
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	9.0	6.2	7.6	6.5	7.7	8.3	9.7	6.6	7.4	7.2
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	145	147	147	145	140	143	145	147	147	147

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Score (0-10)
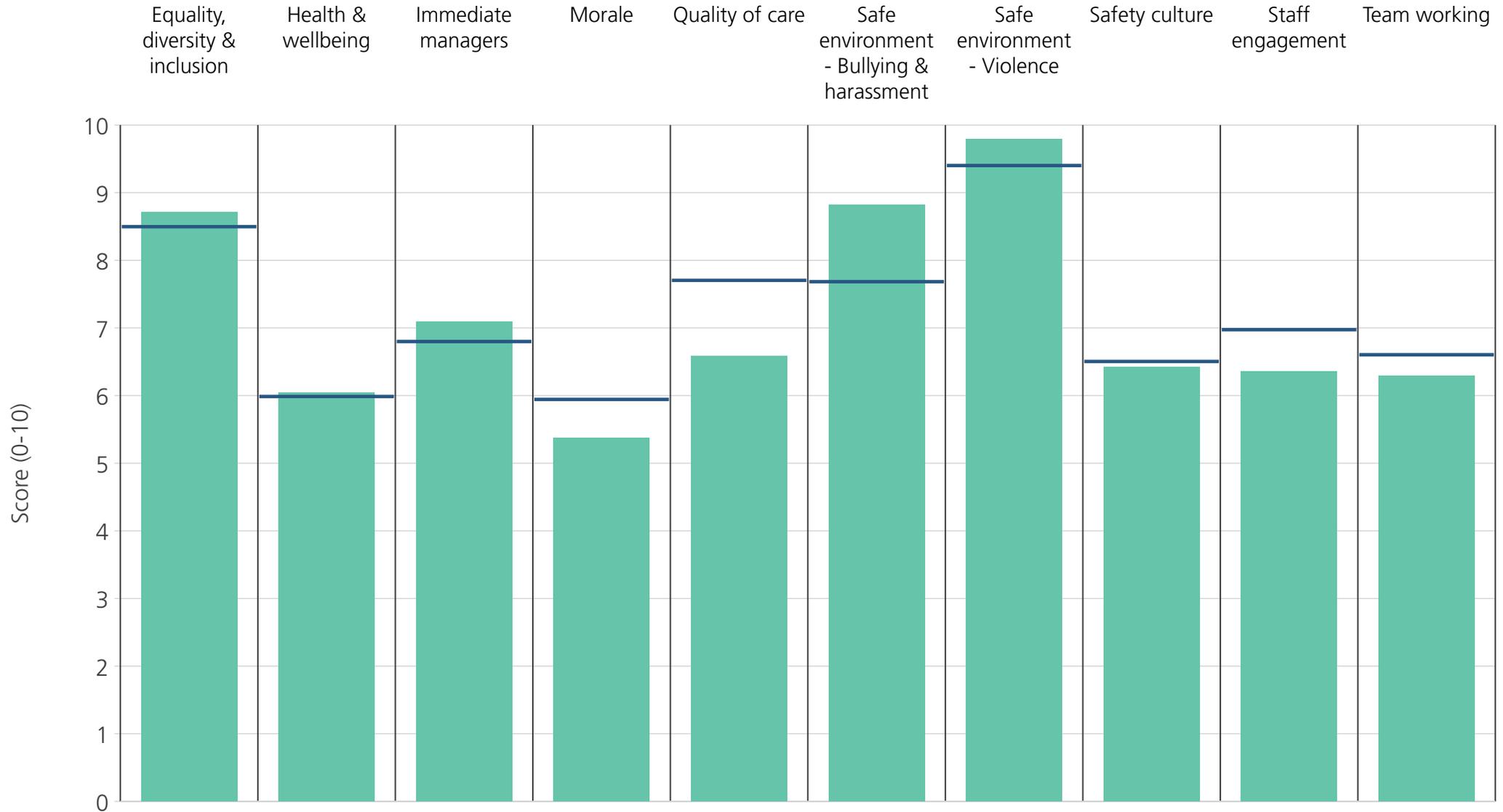
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	8.7	6.0	7.1	5.4	6.6	8.8	9.8	6.4	6.4	6.3
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	31	32	33	31	19	31	32	31	33	33

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Score (0-10)
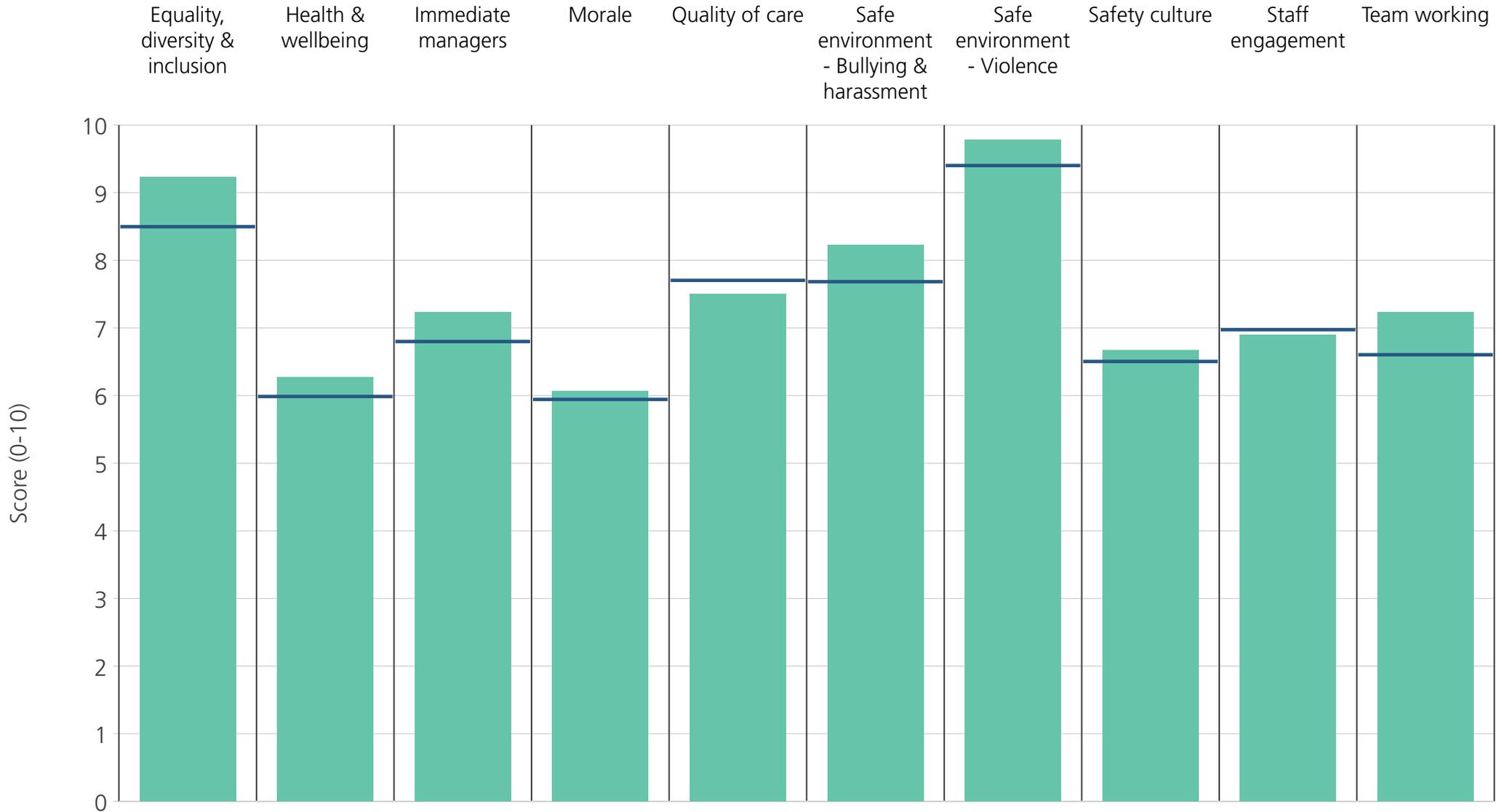
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	9.2	6.3	7.2	6.1	7.5	8.2	9.8	6.7	6.9	7.2
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	198	198	201	199	188	190	200	199	202	196

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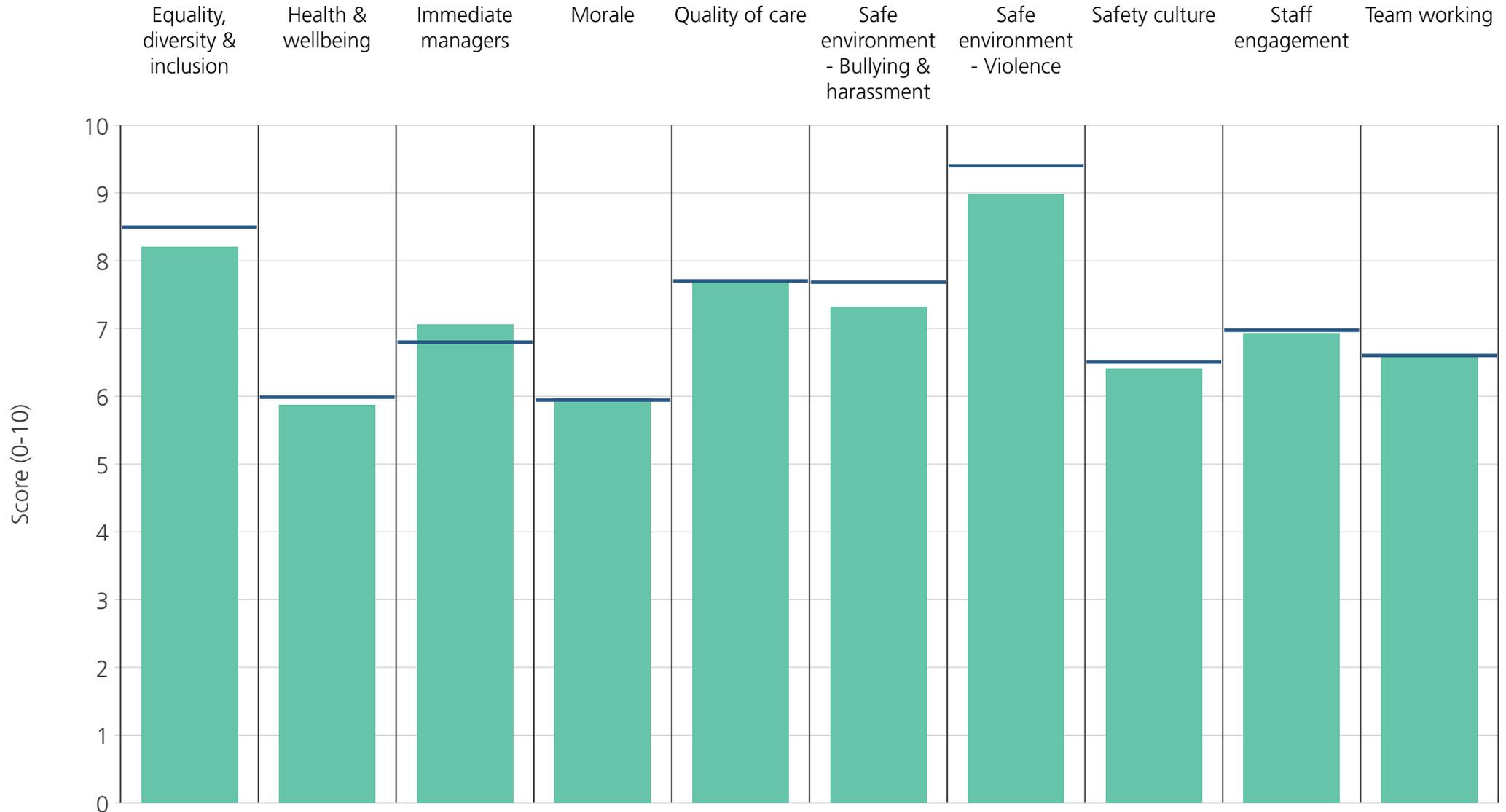
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	8.2	5.9	7.1	6.0	7.7	7.3	9.0	6.4	6.9	6.6
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	266	273	272	262	267	262	266	267	273	272
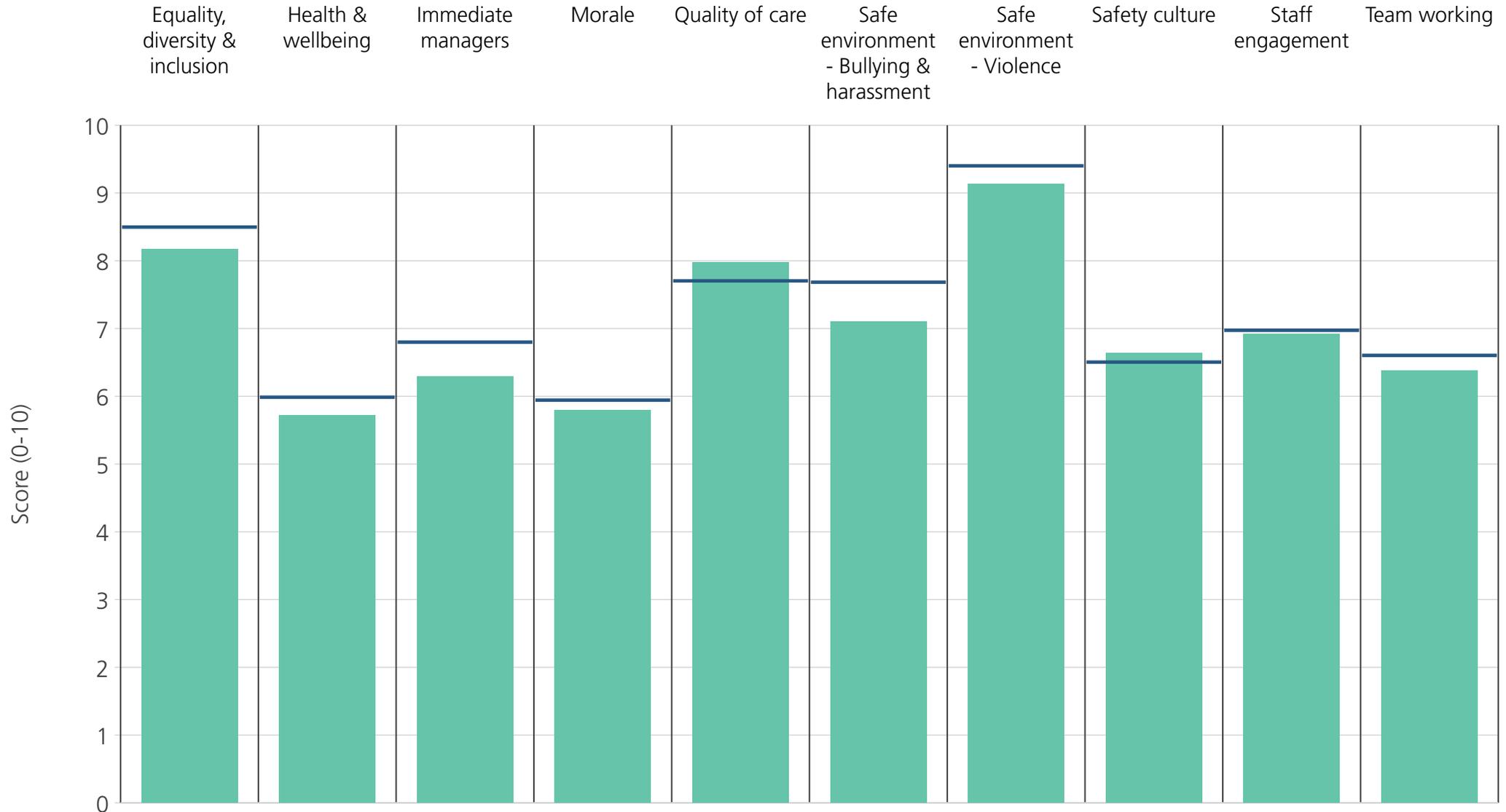
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	8.2	5.7	6.3	5.8	8.0	7.1	9.1	6.6	6.9	6.4
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	205	209	208	208	204	203	207	209	210	208

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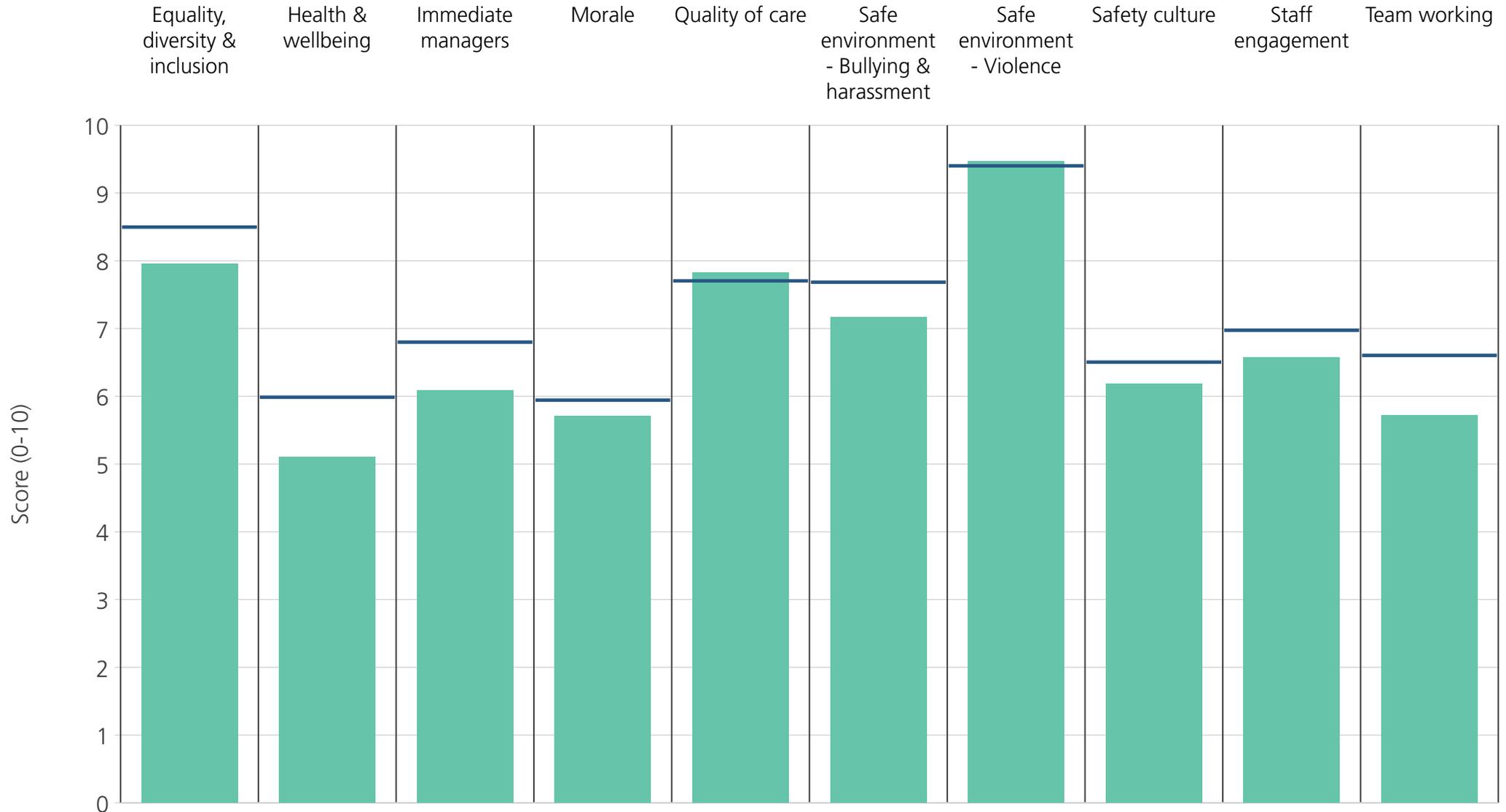
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	8.0	5.1	6.1	5.7	7.8	7.2	9.5	6.2	6.6	5.7
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	64	64	64	64	63	60	63	64	64	64

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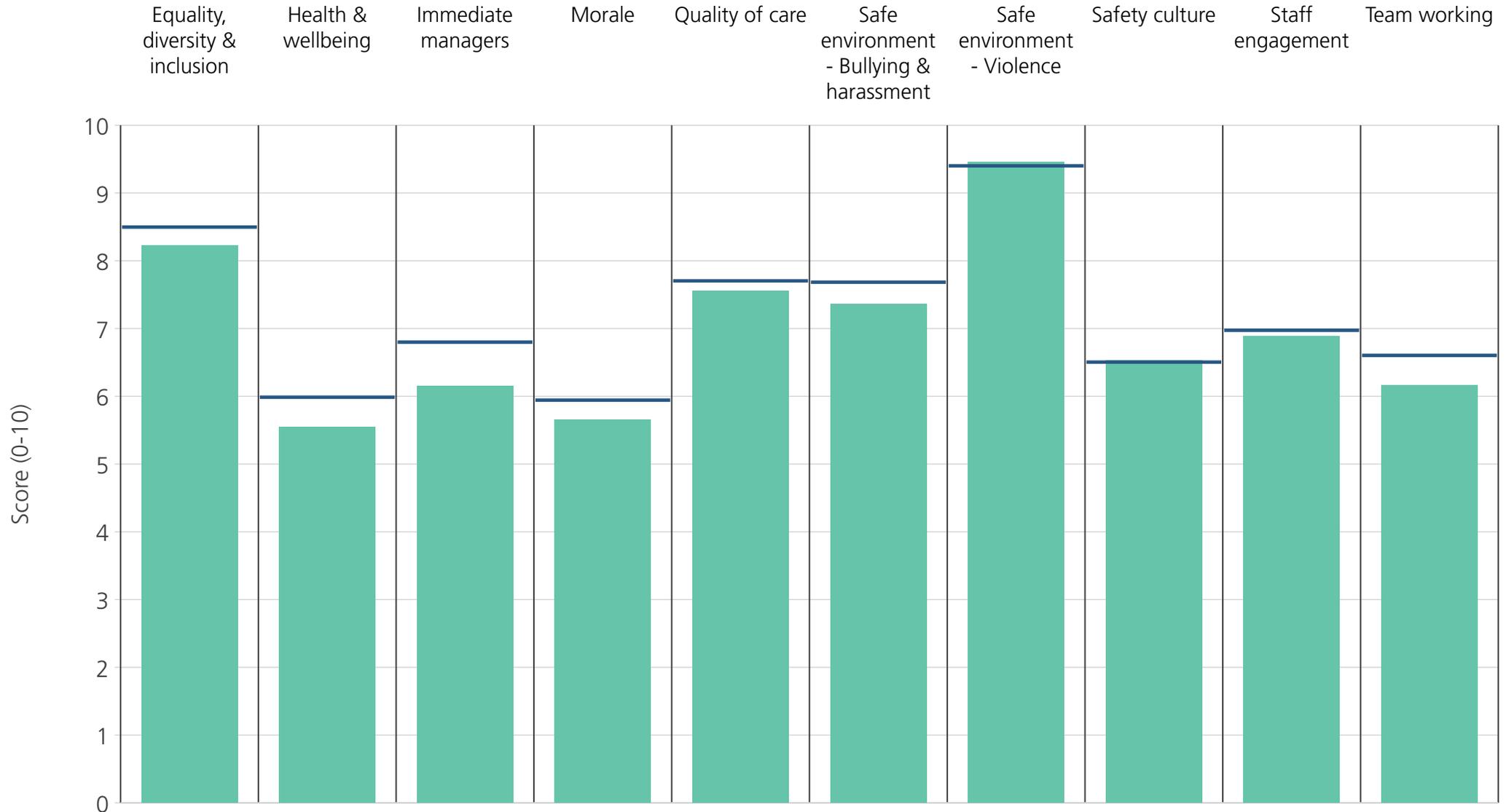
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
Directorate	8.2	5.6	6.2	5.7	7.6	7.4	9.5	6.5	6.9	6.2
Your org	8.5	6.0	6.8	5.9	7.7	7.7	9.4	6.5	7.0	6.6
Responses	162	162	163	161	158	154	160	162	165	162