

North East Ambulance Service NHS Foundation Trust

2020 NHS Staff Survey

Directorate Report

Contents

Introduction	3	Operations Management and Support	25
Themes – Directorates 1	4	Operations North	26
Directorate of Chief Executive	5	Operations Resilience and HART	27
Directorate of Finance and Contracting	6	Operations South	28
Directorate of Medical Services	7	Quality and Safety Departments	29
Directorate of Operations	8	Transformation Programme Office	30
Directorate of People and Development	9	Workforce Development and Education	31
Directorate of Quality and Safety	10		
Themes – Directorates 2	11		
Chief Executive Departments	12		
Clinical Auditor and Effectiveness Departments	13		
Community Services Strategic Business Unit	14		
Emergency Operations Centres	15		
Estates Facilities and Environment	16		
Finance Contracting Commercial Development Strategic Planning	17		
Financial Services and Contracts and Procurement	18		
Human Resources and Occupational Health	19		
Information Departments	20		
Information Management and Technology Service Desk and Core Systems	21		
Information Technology Network Telephony and Mobile Comms	22		
Medical, Medicines and Risk and Regulatory Services	23		
Operational Trainees	24		

This directorate report for North East Ambulance Service NHS Foundation 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.

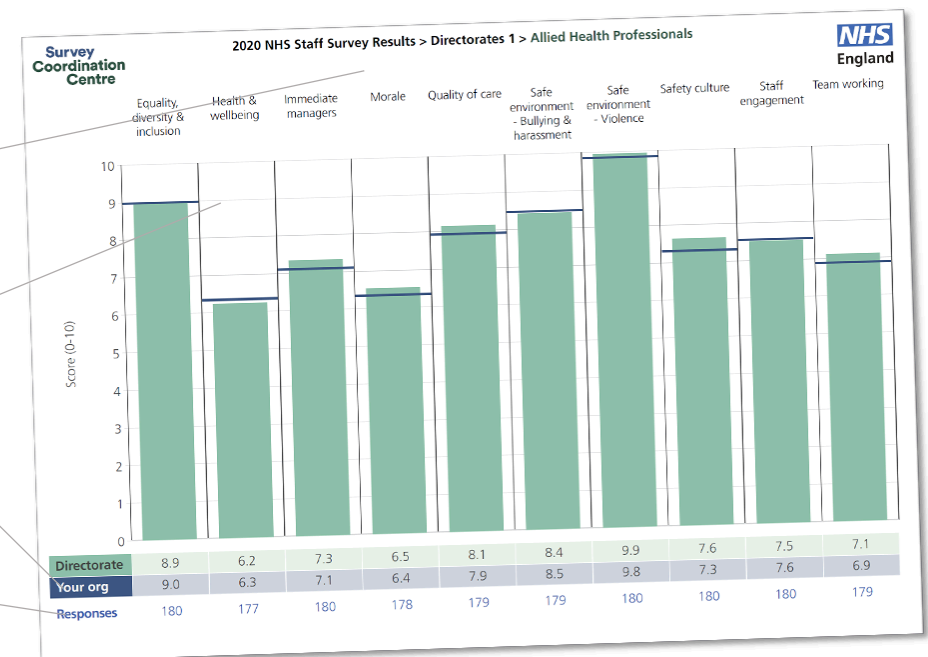
The directorate breakdowns used in this report were provided and defined by North East Ambulance Service NHS Foundation Trust. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

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.

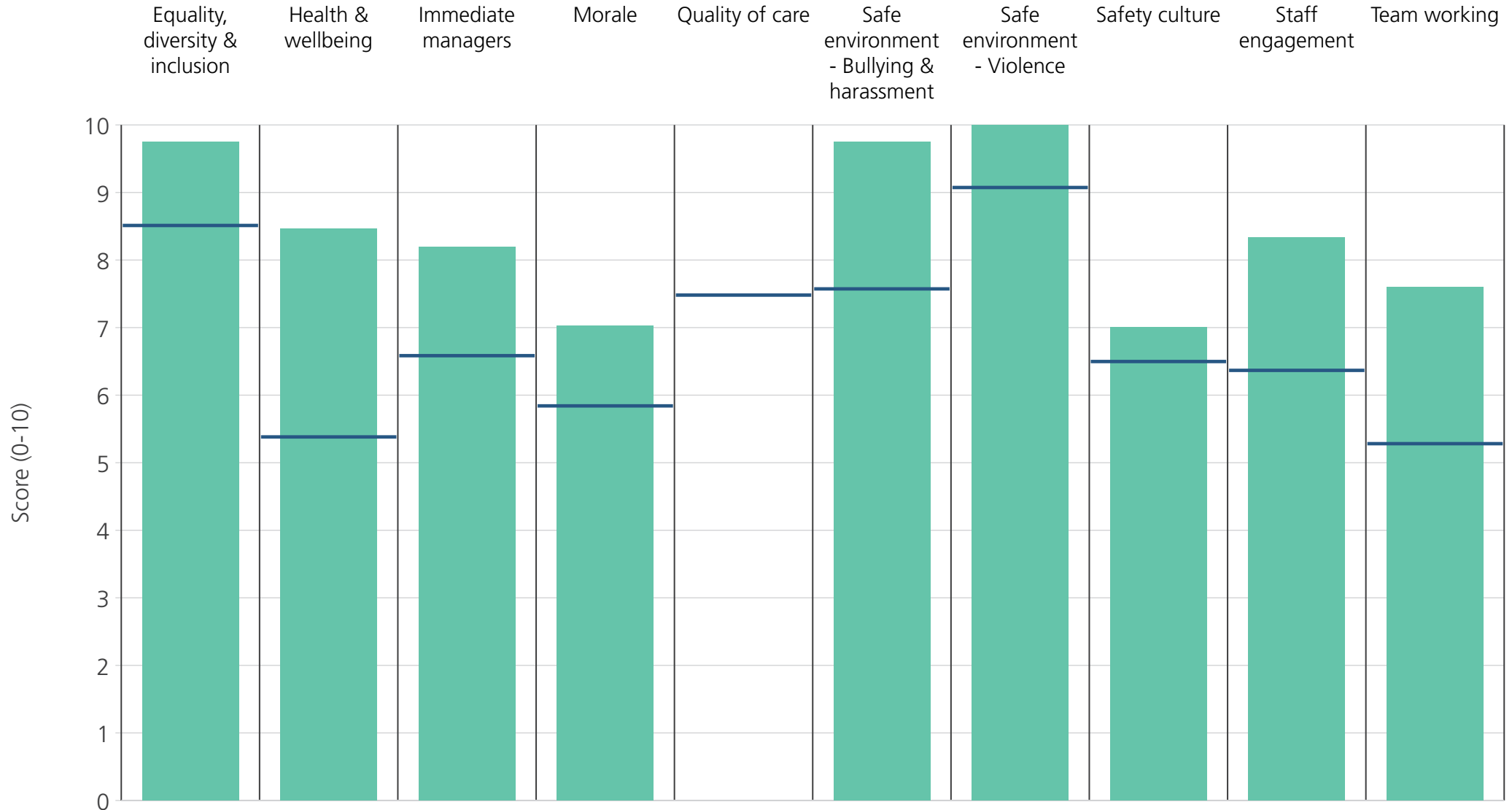
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



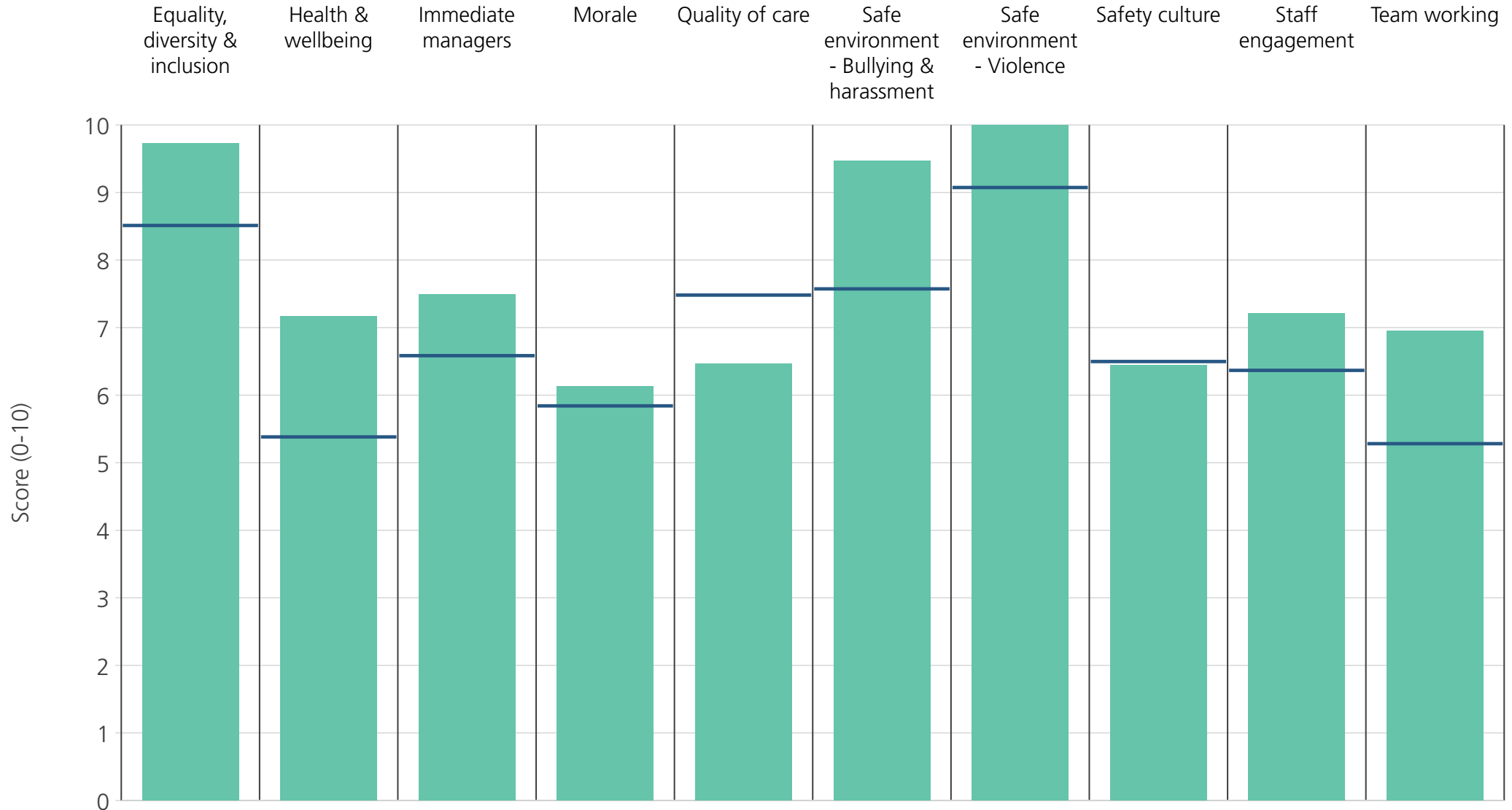
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

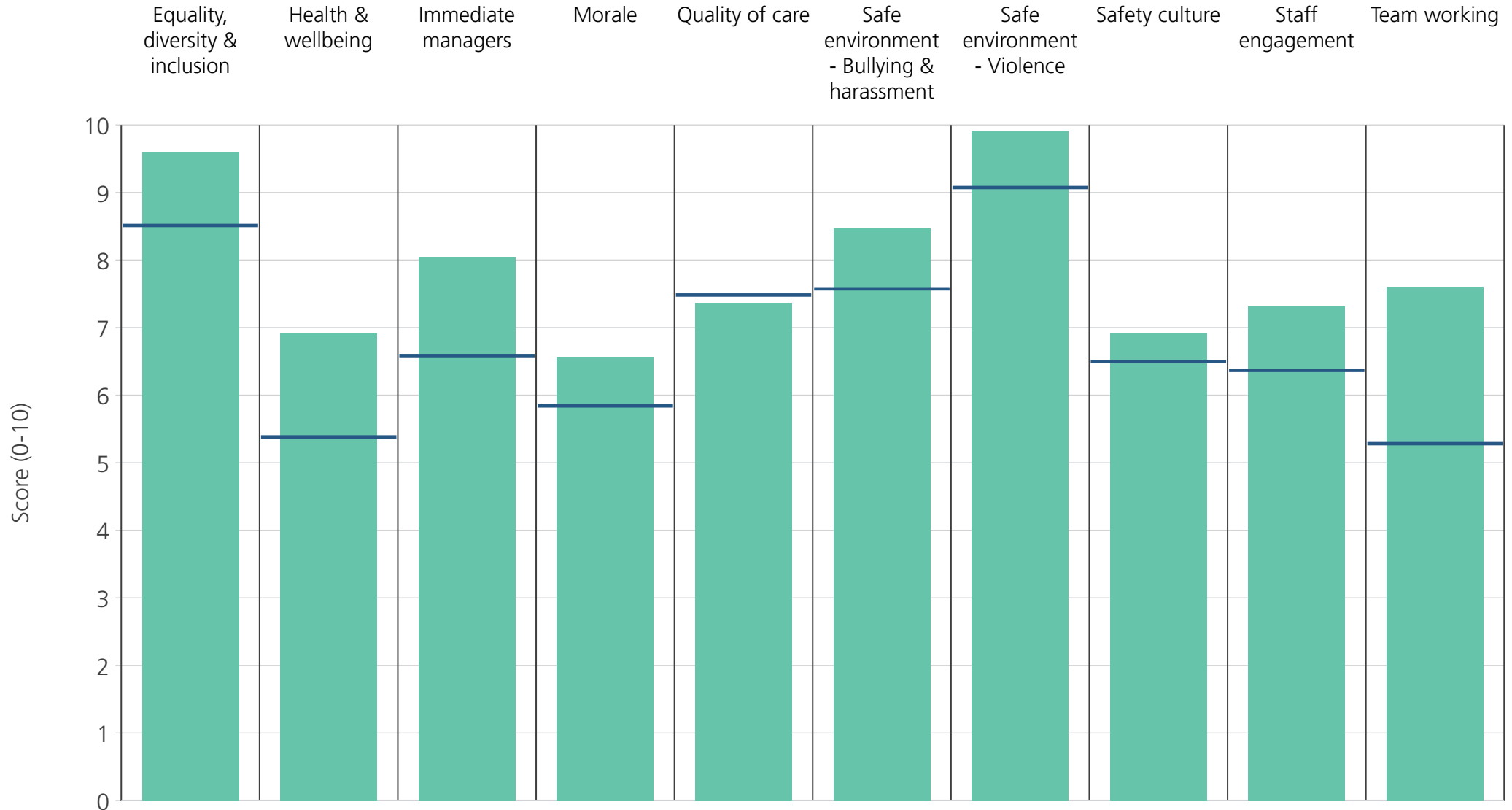
North East Ambulance Service NHS Foundation Trust
2020 NHS Staff Survey Results



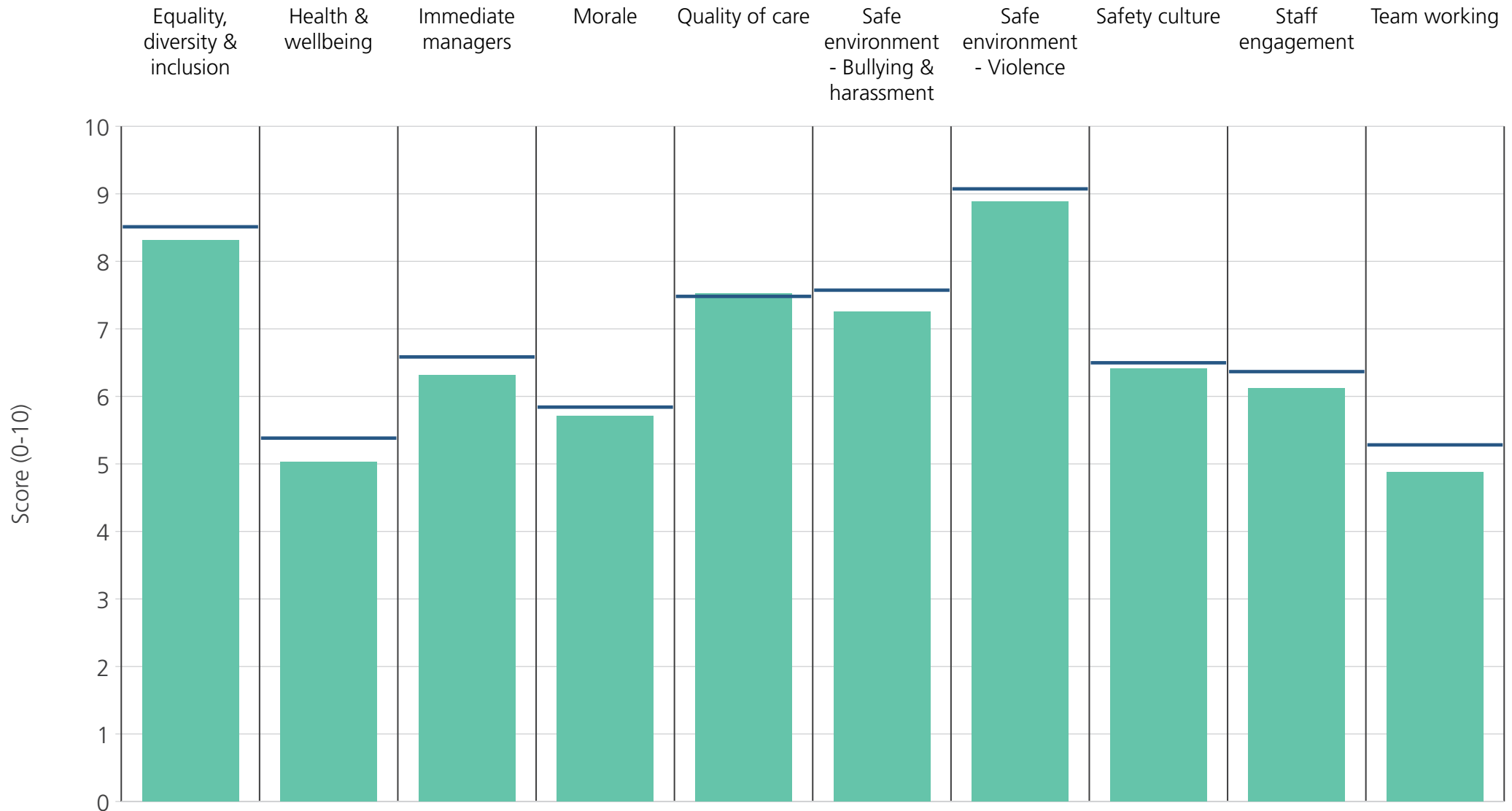
Directorate	9.7	8.5	8.2	7.0		9.7	10.0	7.0	8.3	7.6
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	13	13	13	12	2	13	13	13	13	13



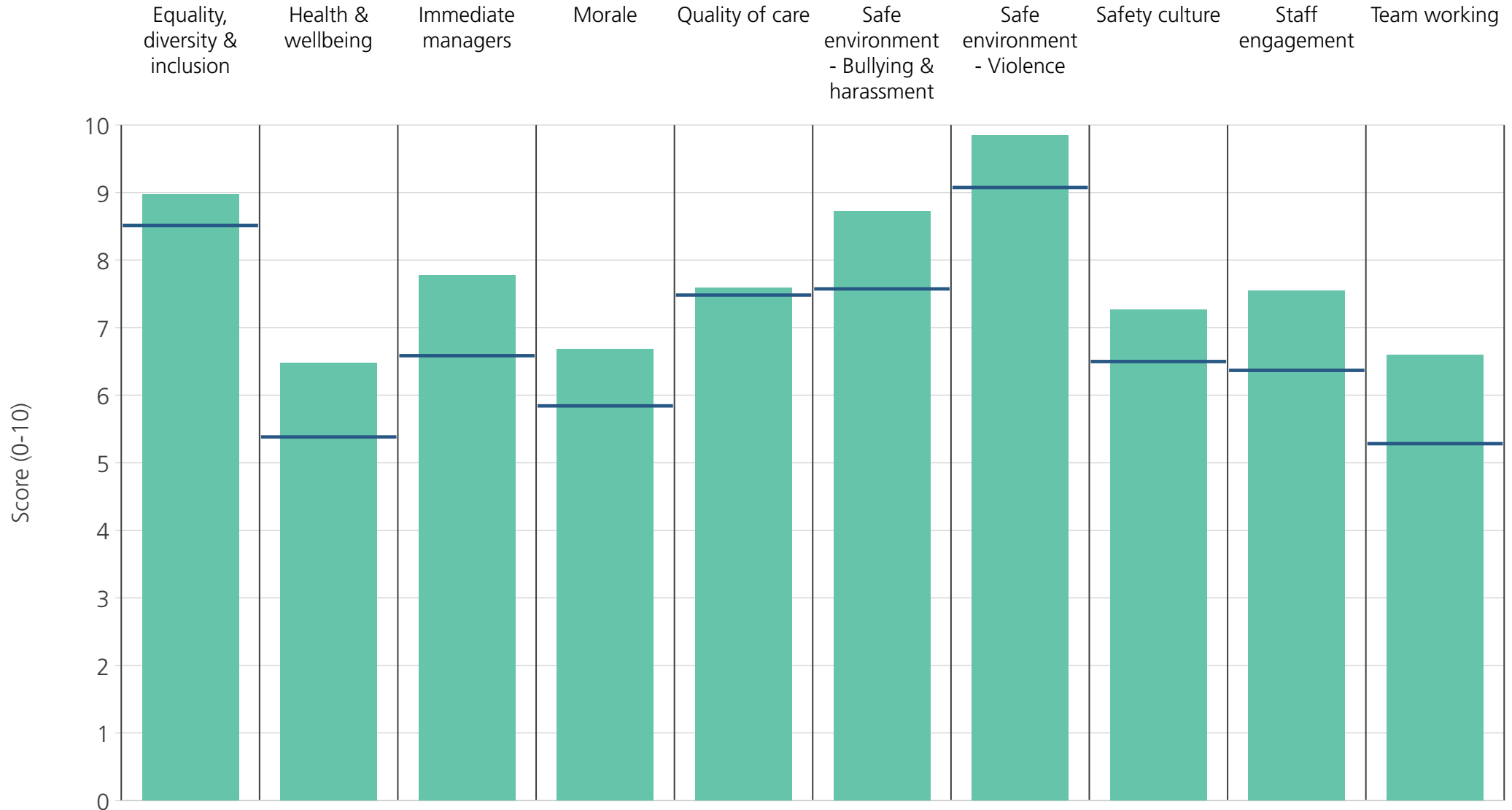
Directorate	9.7	7.2	7.5	6.1	6.5	9.5	10.0	6.4	7.2	7.0
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	81	82	82	82	31	82	82	82	82	82



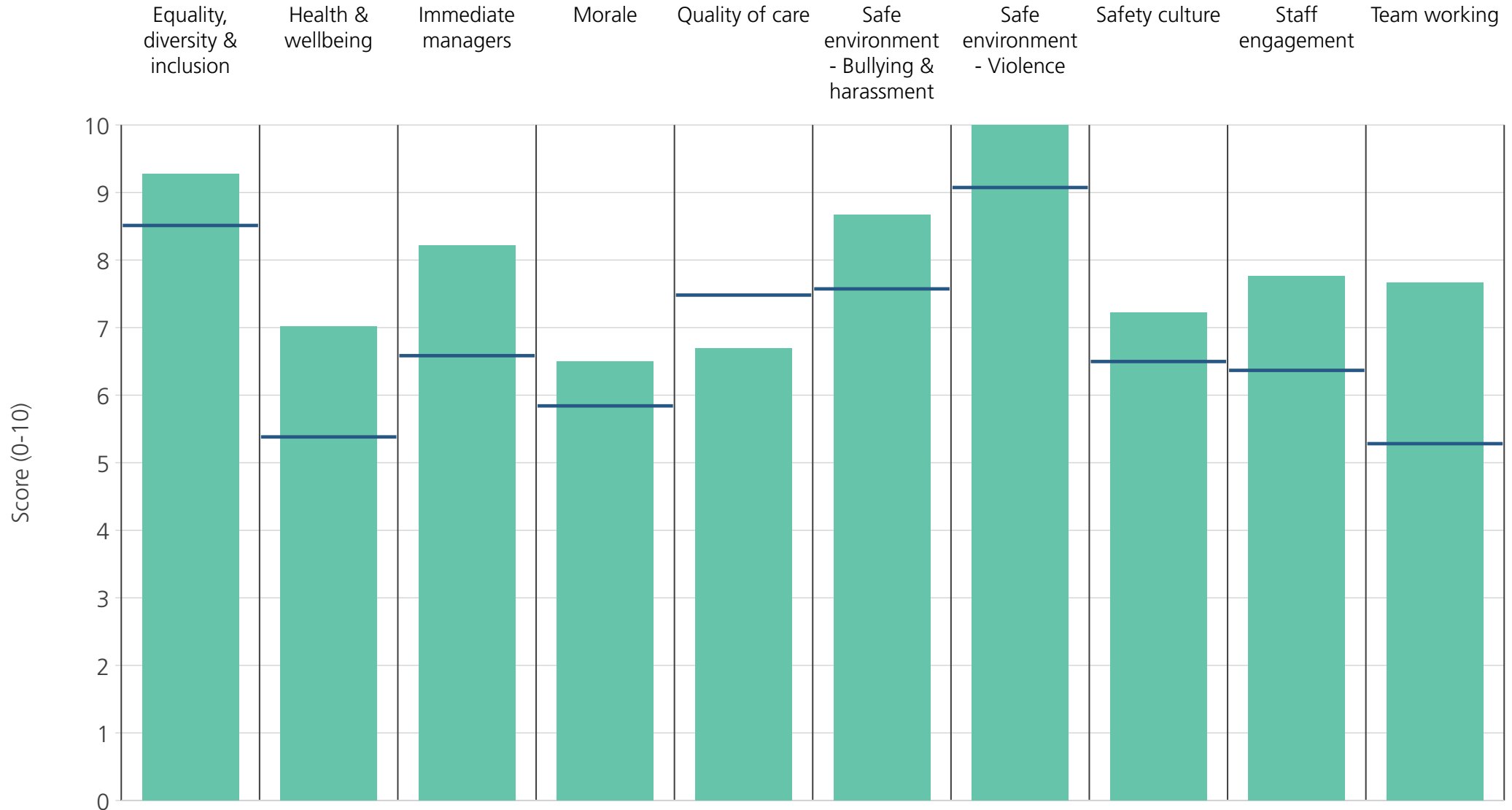
Directorate	9.6	6.9	8.0	6.6	7.4	8.5	9.9	6.9	7.3	7.6
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	39	38	38	39	25	39	39	39	39	38



Directorate	8.3	5.0	6.3	5.7	7.5	7.3	8.9	6.4	6.1	4.9
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	1024	1027	1026	1026	996	1026	1026	1027	1027	1012



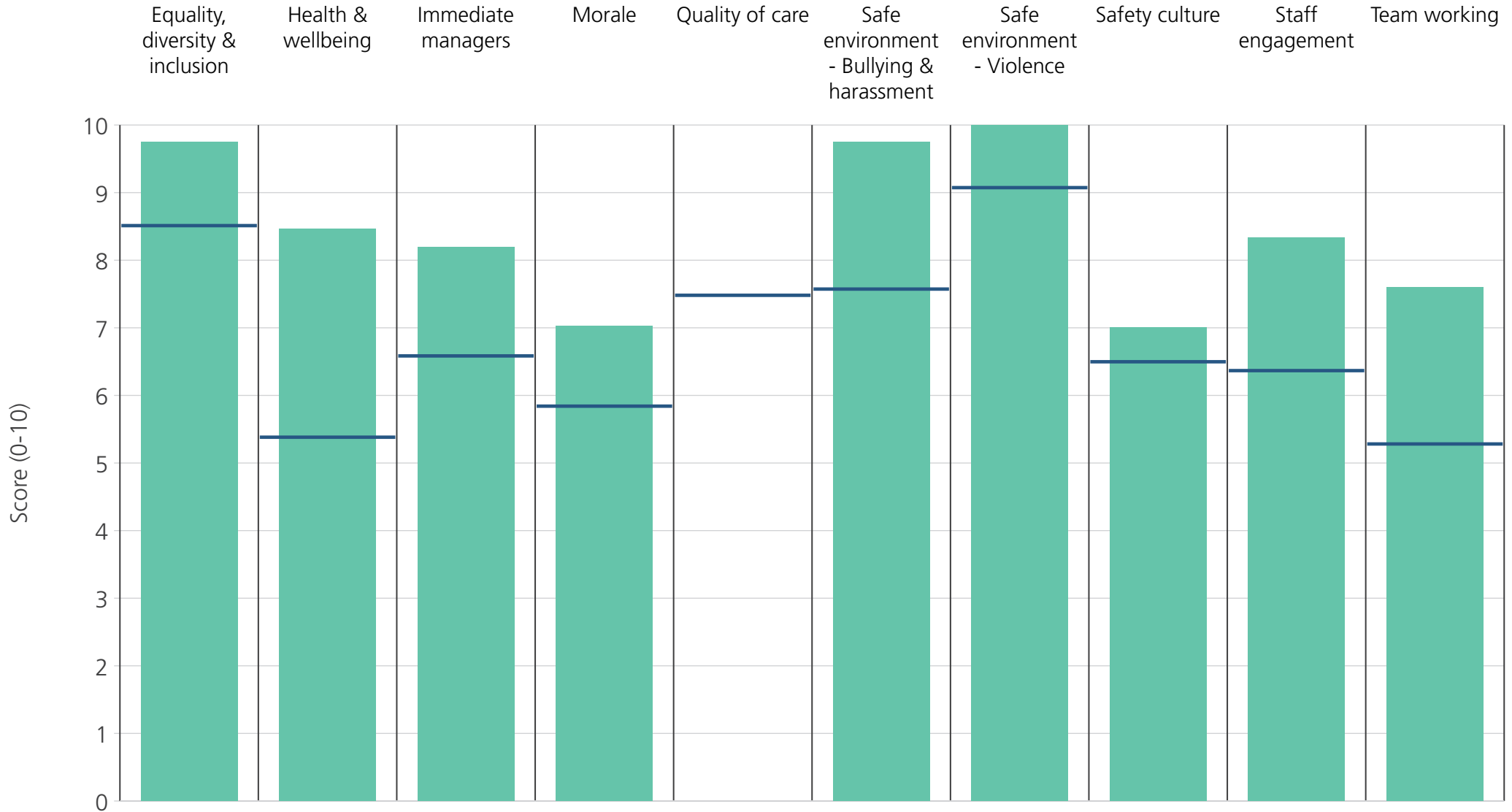
Directorate	9.0	6.5	7.8	6.7	7.6	8.7	9.8	7.3	7.5	6.6
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	64	64	64	64	32	64	64	64	64	62



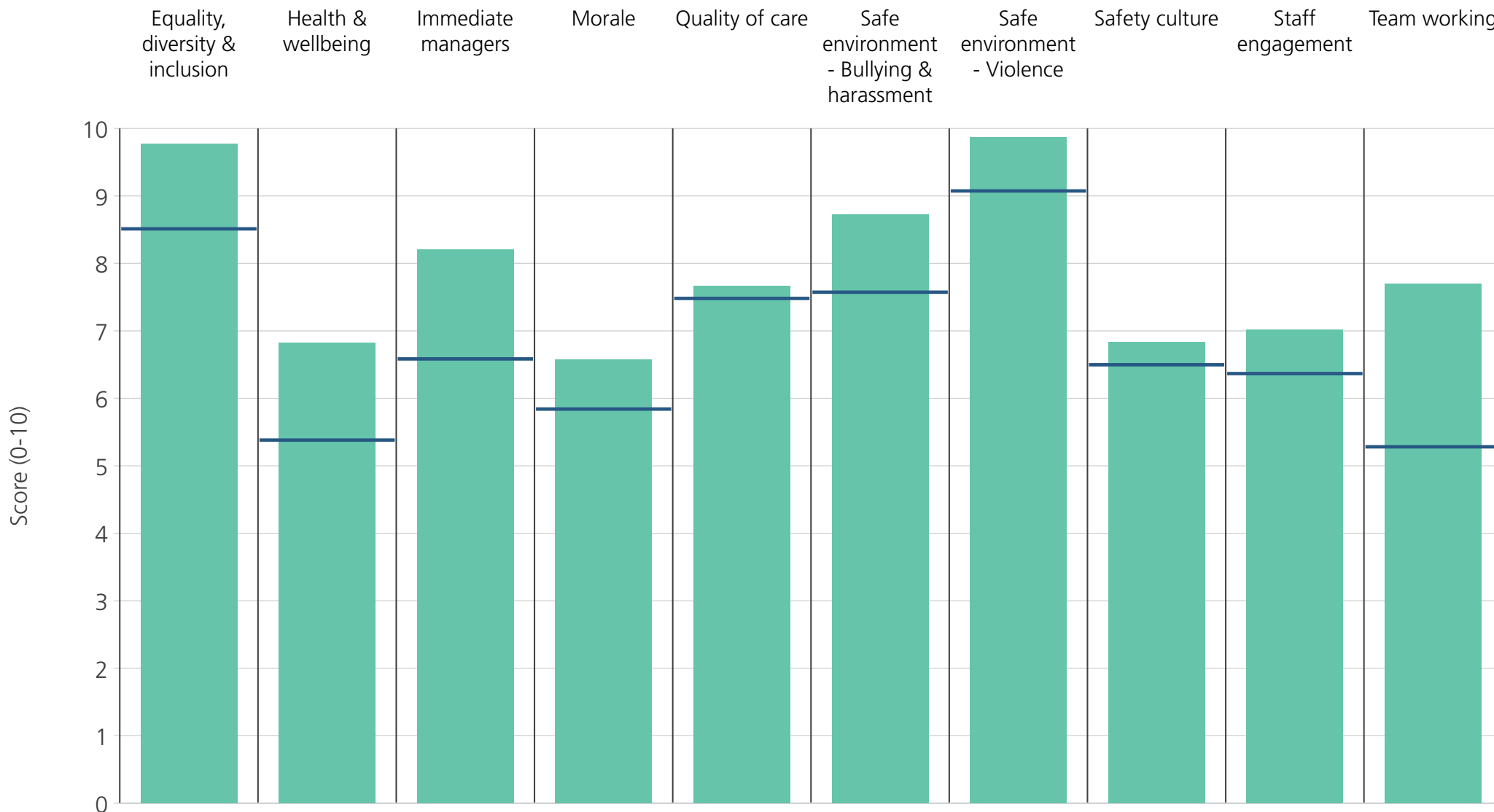
Directorate	9.3	7.0	8.2	6.5	6.7	8.7	10.0	7.2	7.8	7.7
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	31	30	31	31	16	30	30	31	31	31

Directorates 2

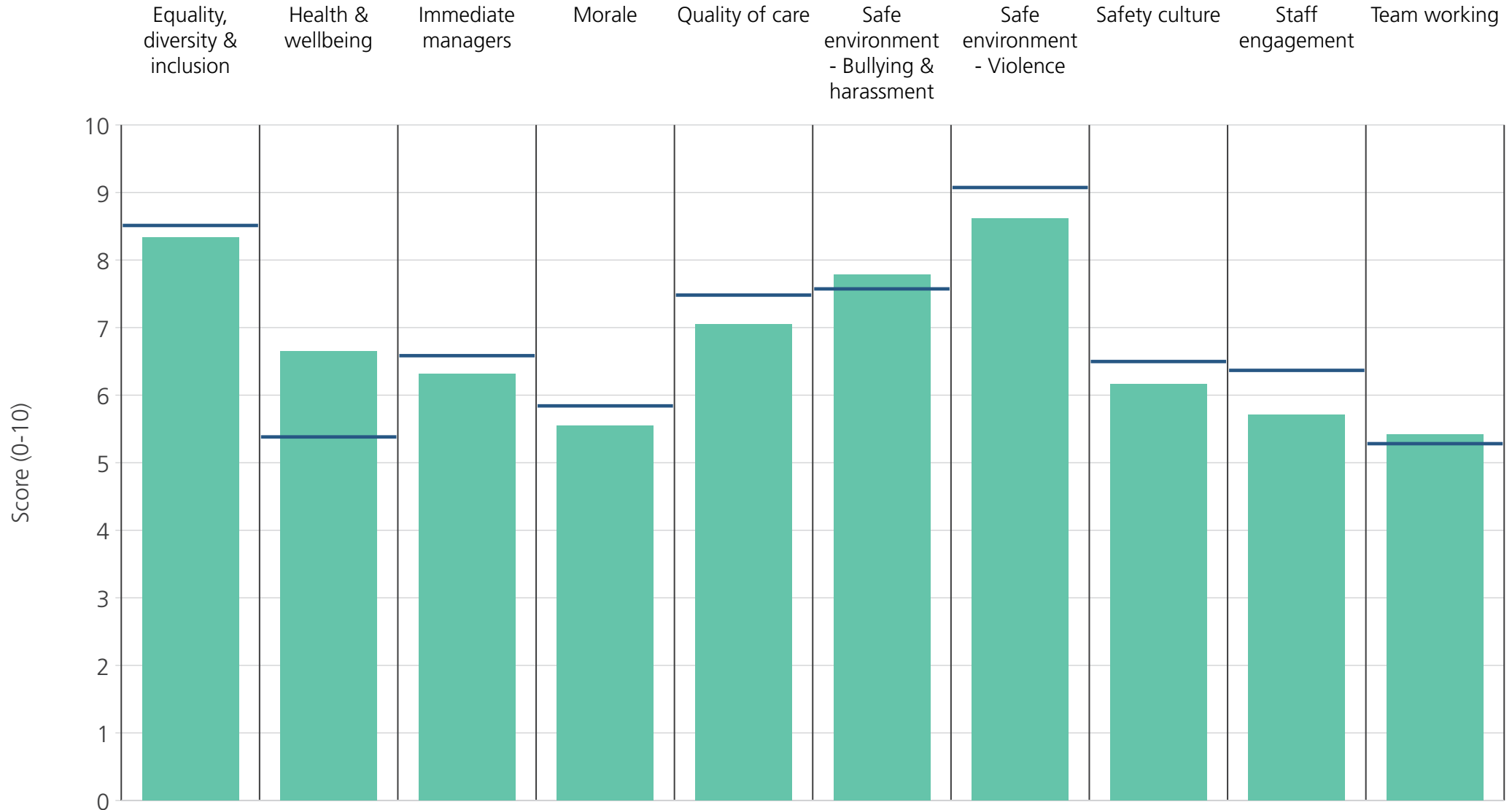
North East Ambulance Service NHS Foundation Trust
2020 NHS Staff Survey Results



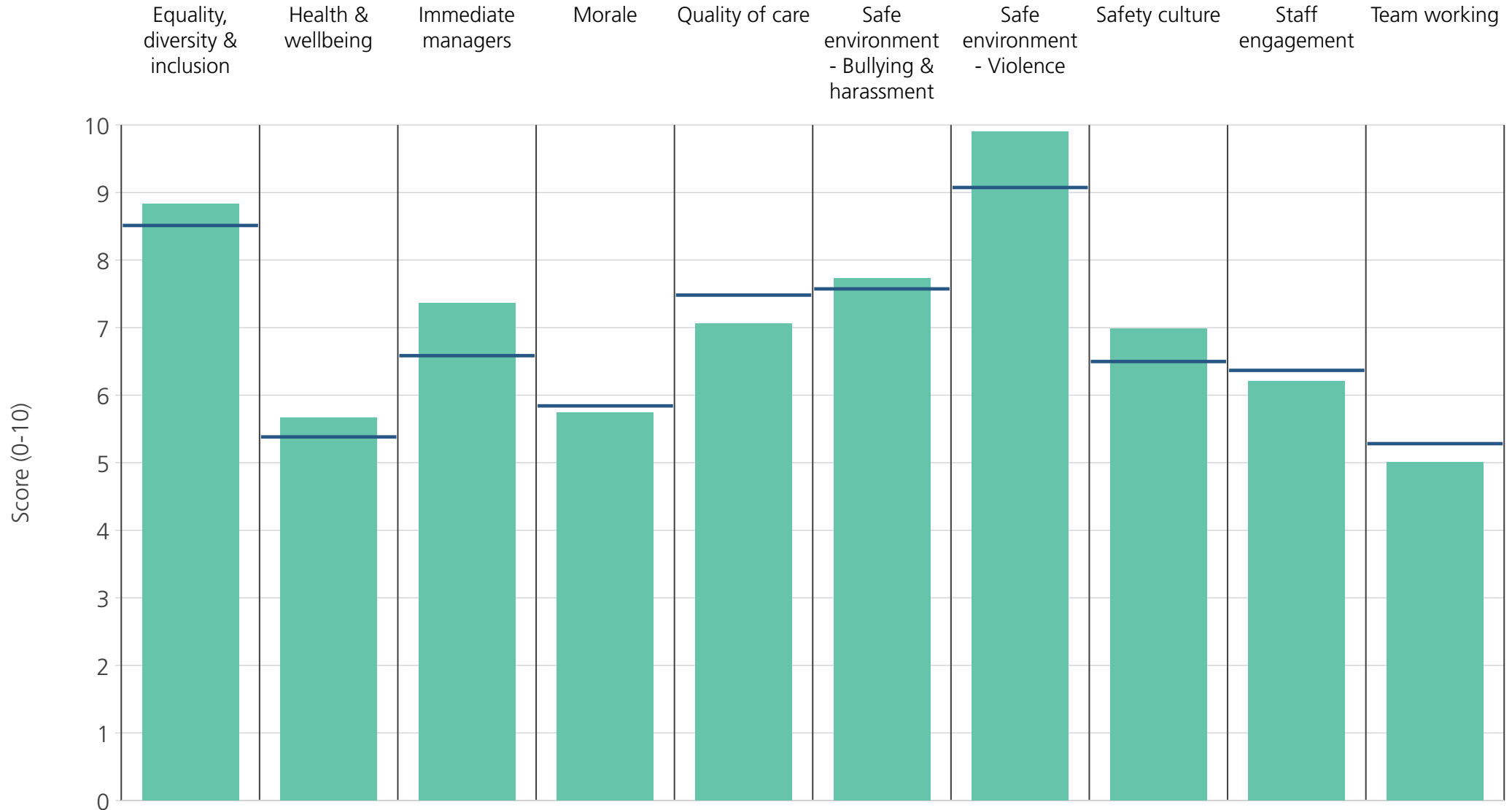
Directorate	9.7	8.5	8.2	7.0		9.7	10.0	7.0	8.3	7.6
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	13	13	13	12	2	13	13	13	13	13



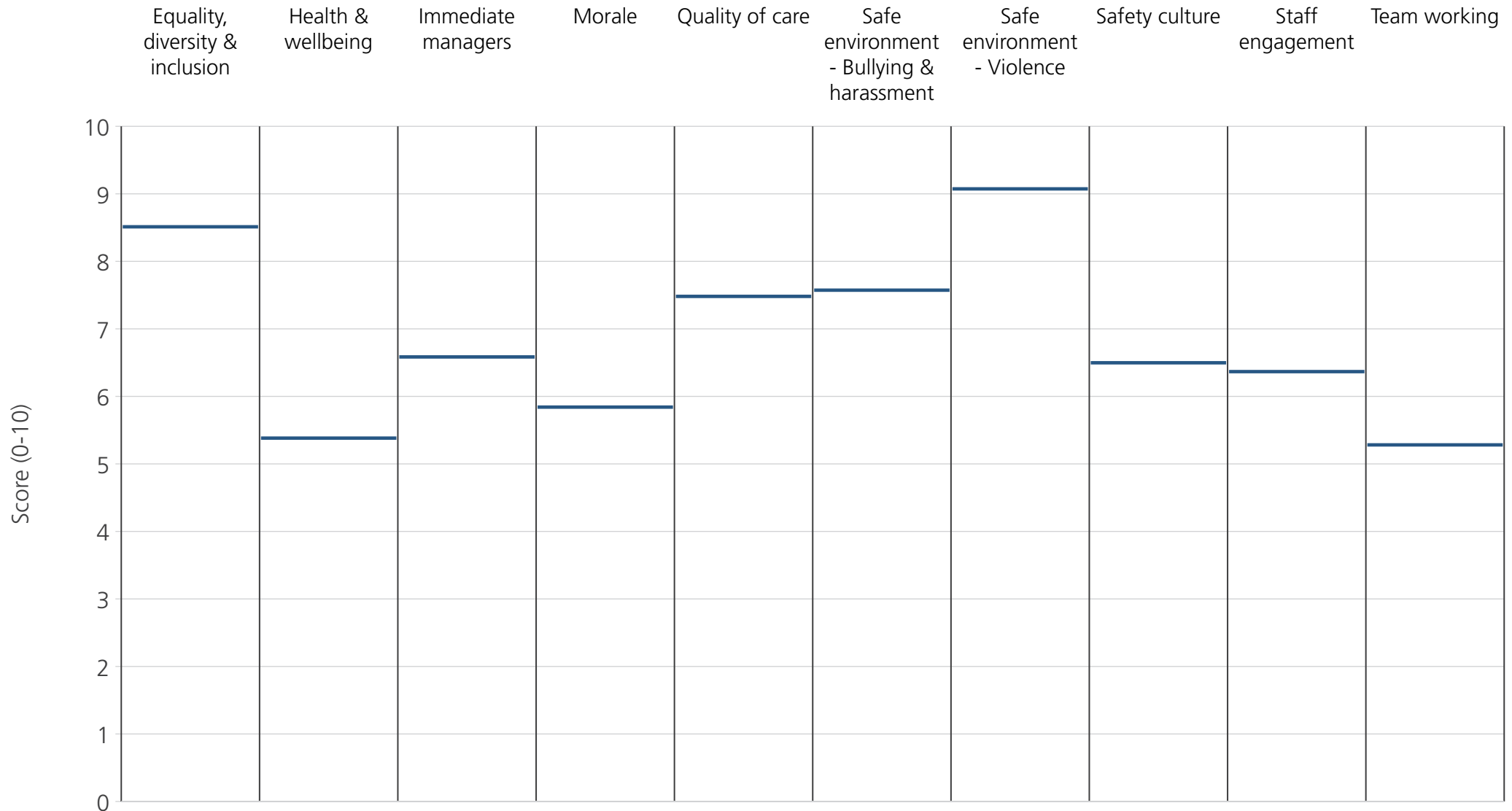
Category	Directorate	Your org	Responses
Equality, diversity & inclusion	9.8	8.5	26
Health & wellbeing	6.8	5.4	26
Immediate managers	8.2	6.6	25
Morale	6.6	5.8	26
Quality of care	7.7	7.5	18
Safe environment - Bullying & harassment	8.7	7.6	26
Safe environment - Violence	9.9	9.1	26
Safety culture	6.8	6.5	26
Staff engagement	7.0	6.4	26
Team working	7.7	5.3	25



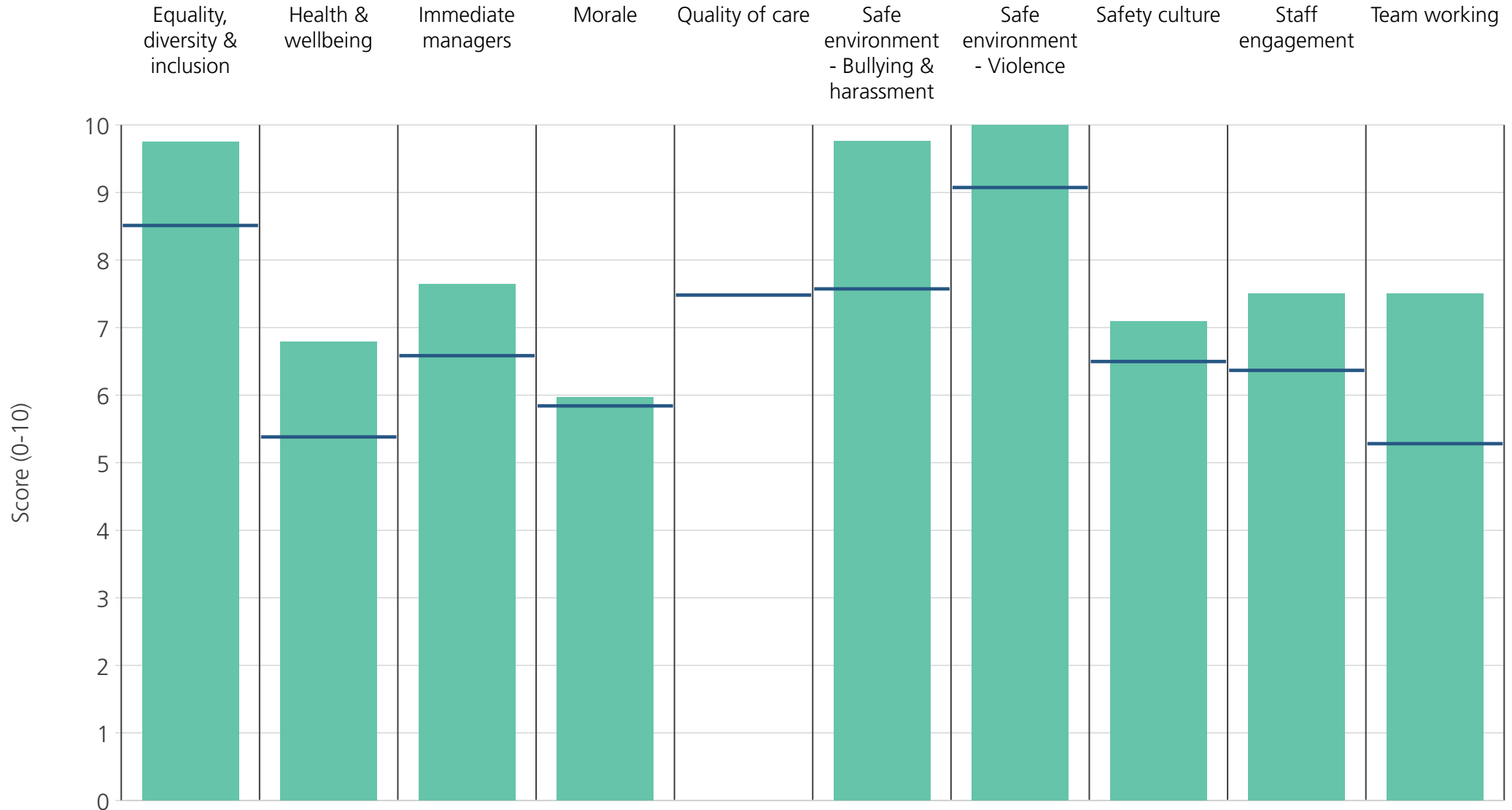
Directorate	8.3	6.6	6.3	5.5	7.0	7.8	8.6	6.2	5.7	5.4
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	24	24	24	24	24	24	24	24	24	24



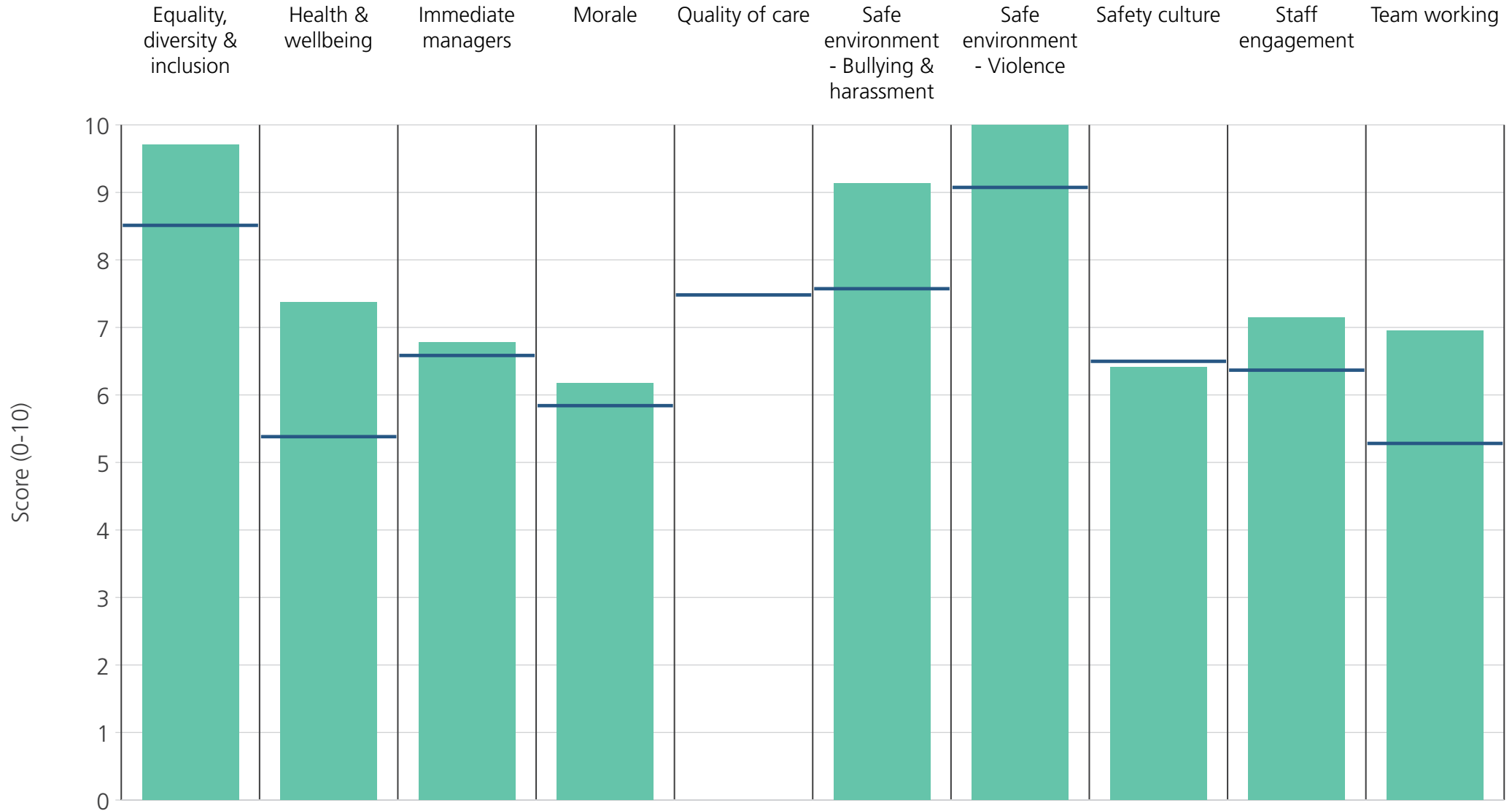
Directorate	8.8	5.7	7.4	5.7	7.1	7.7	9.9	7.0	6.2	5.0
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	317	319	320	319	312	320	318	320	320	313



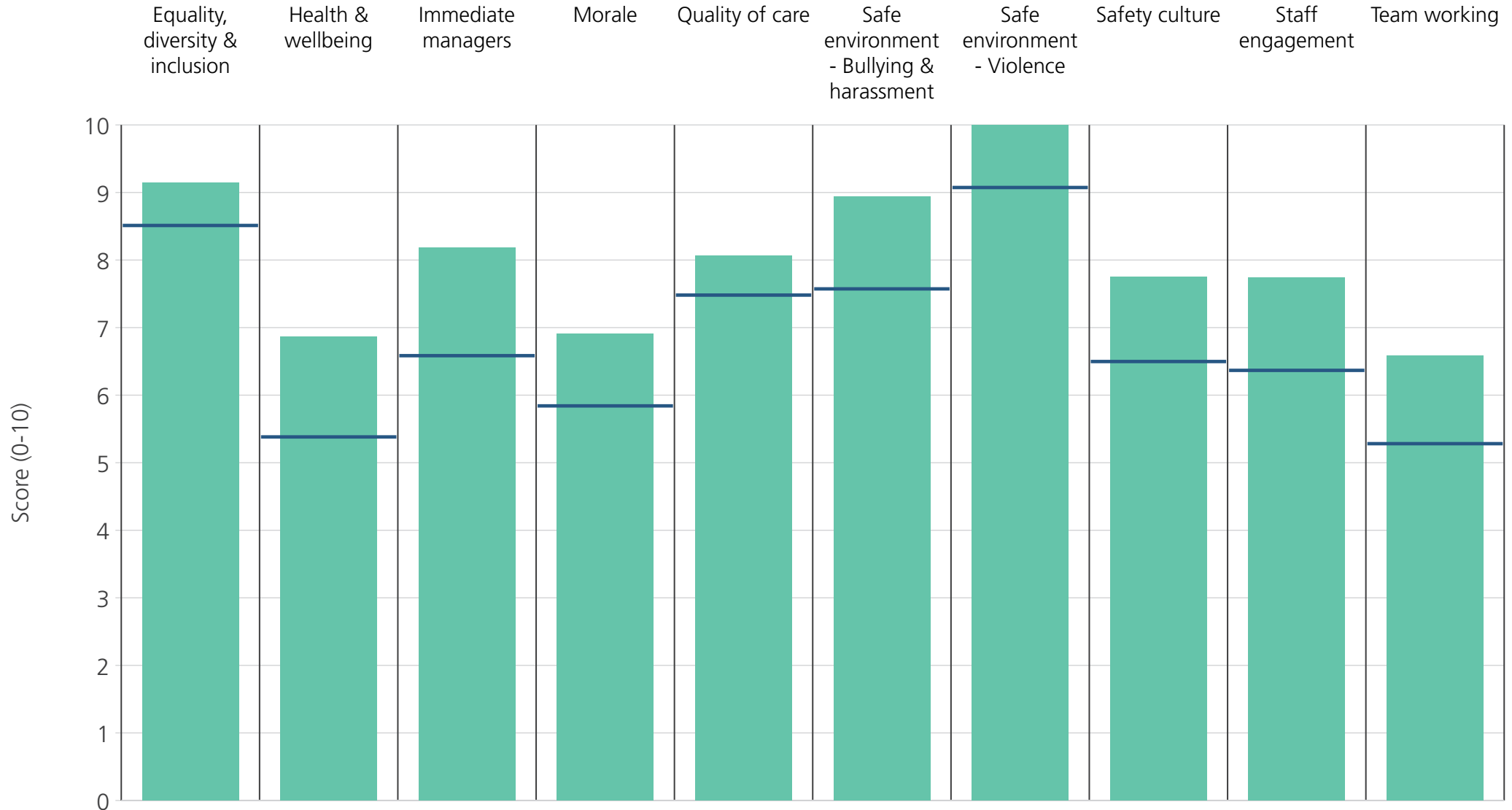
Directorate										
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	8	8	8	8	4	8	8	8	8	8



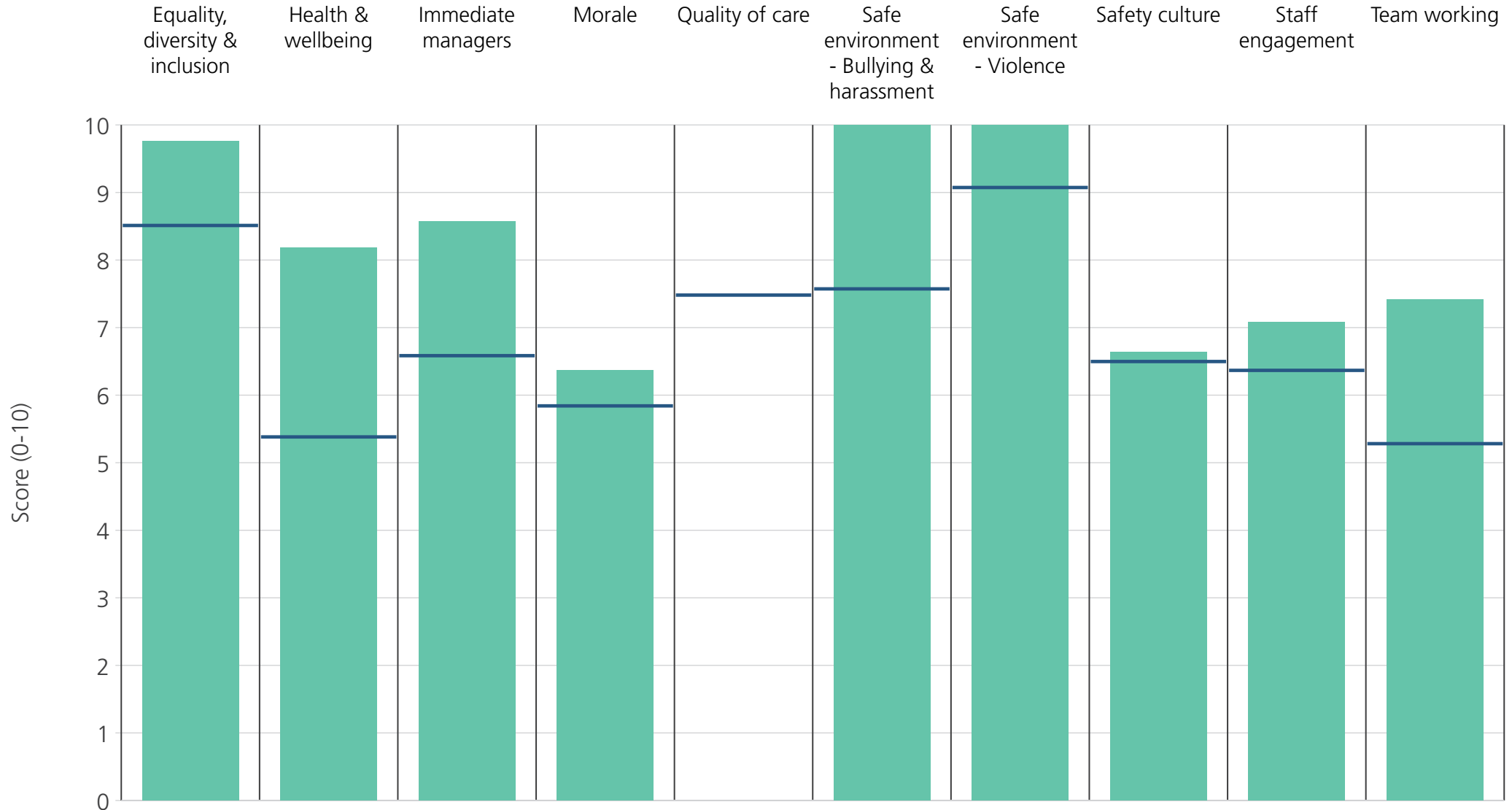
Directorate	9.7	6.8	7.6	6.0		9.8	10.0	7.1	7.5	7.5
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	13	14	14	14	3	14	14	14	14	14



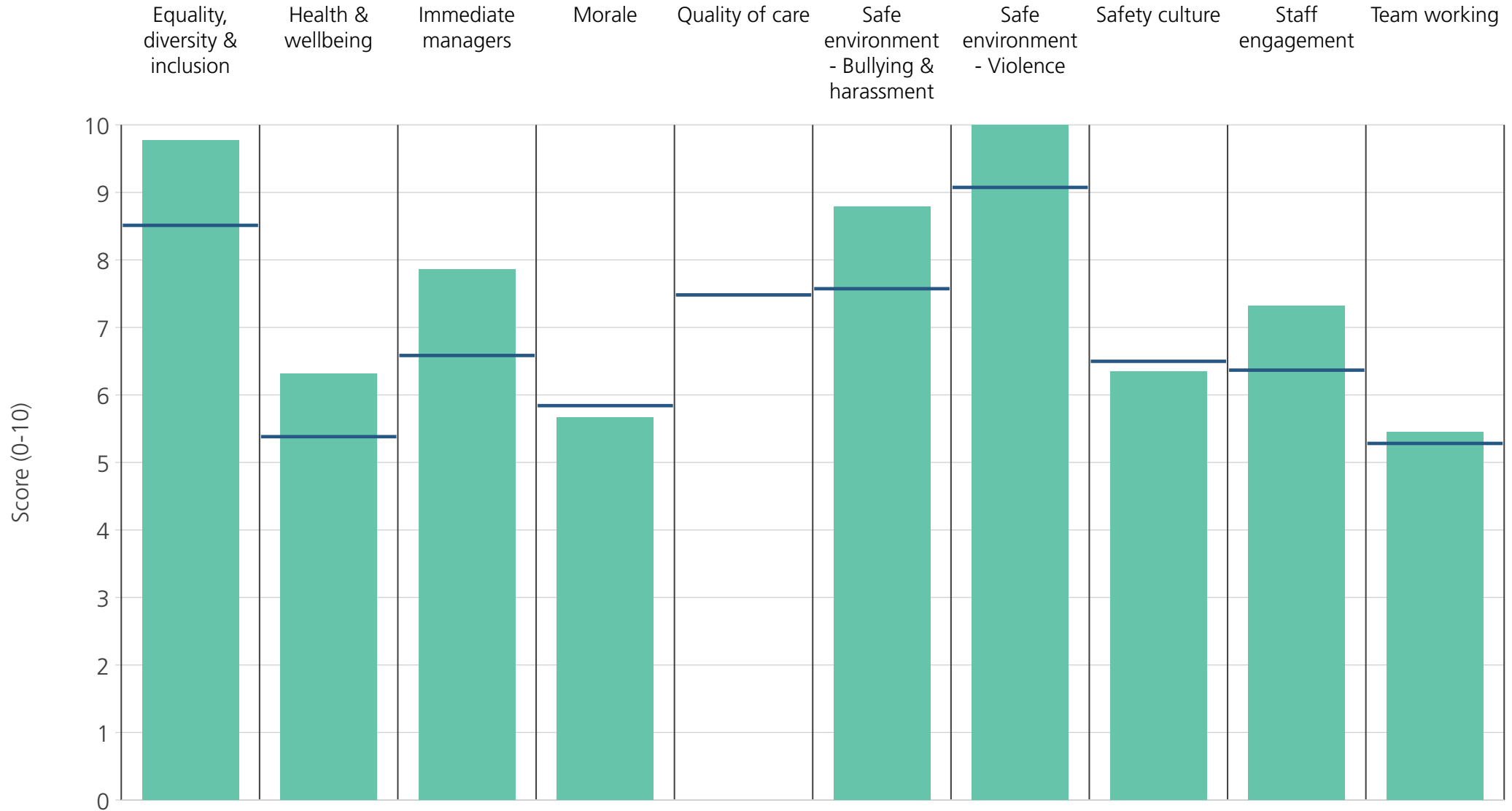
Directorate	9.7	7.4	6.8	6.2	7.5	9.1	10.0	6.4	7.1	7.0
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	23	23	23	23	9	23	23	23	23	23



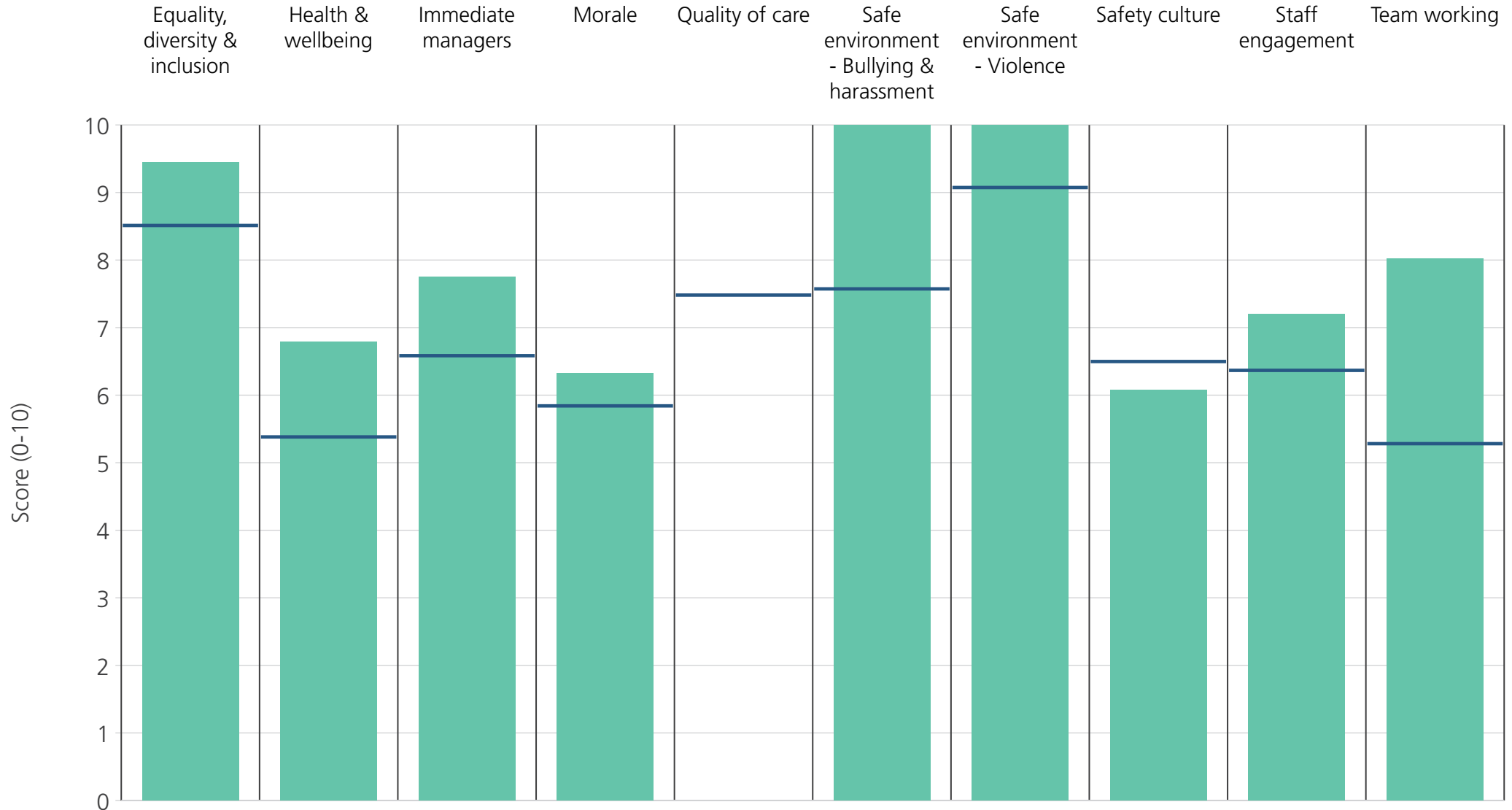
Directorate	9.1	6.9	8.2	6.9	8.1	8.9	10.0	7.7	7.7	6.6
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	36	36	36	36	14	36	36	36	36	34



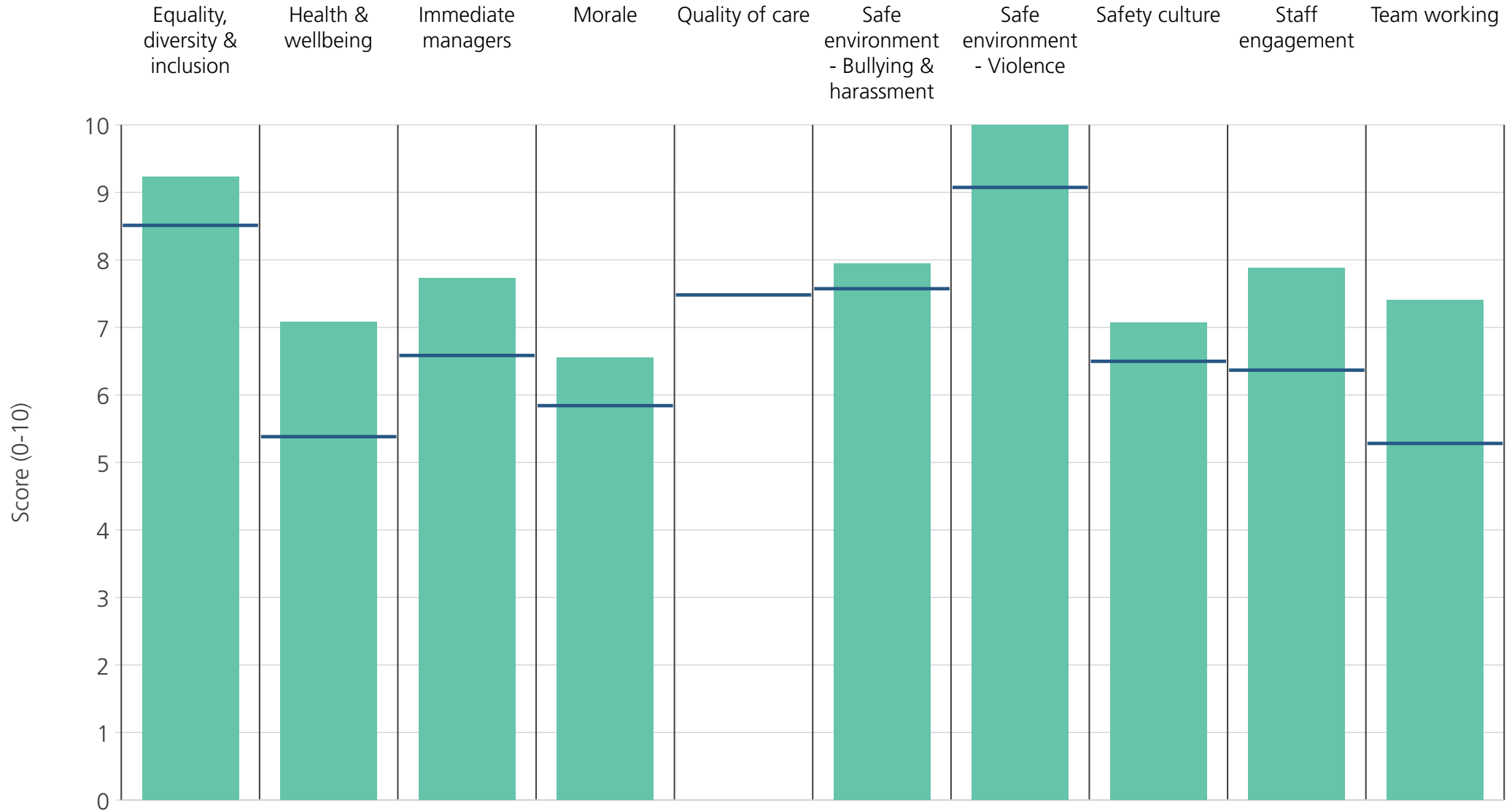
Directorate	9.8	8.2	8.6	6.4		10.0	10.0	6.6	7.1	7.4
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	14	14	14	14	4	14	14	14	14	14



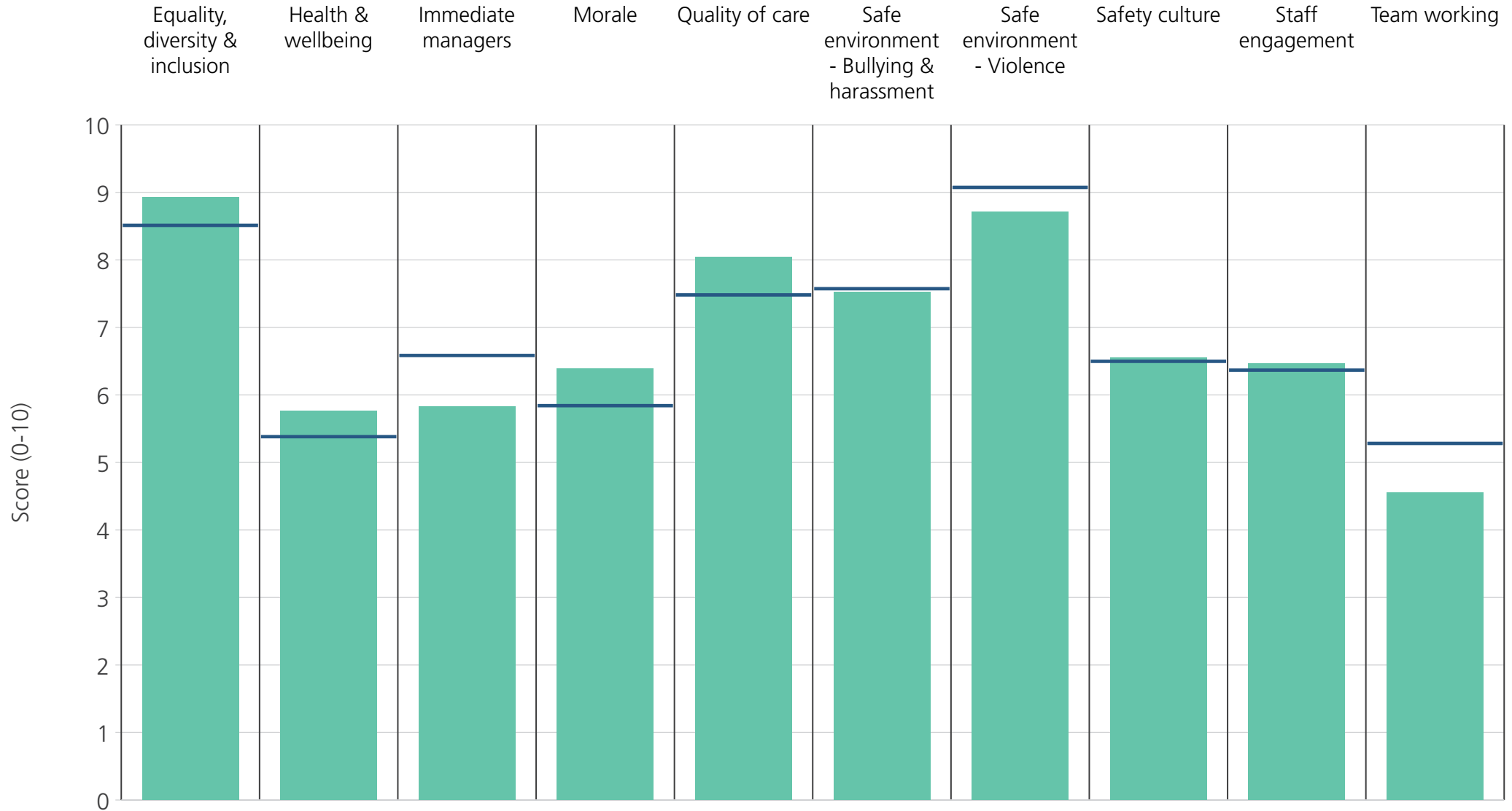
Directorate	9.8	6.3	7.9	5.7		8.8	10.0	6.3	7.3	5.5
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	11	11	11	11	5	11	11	11	11	11



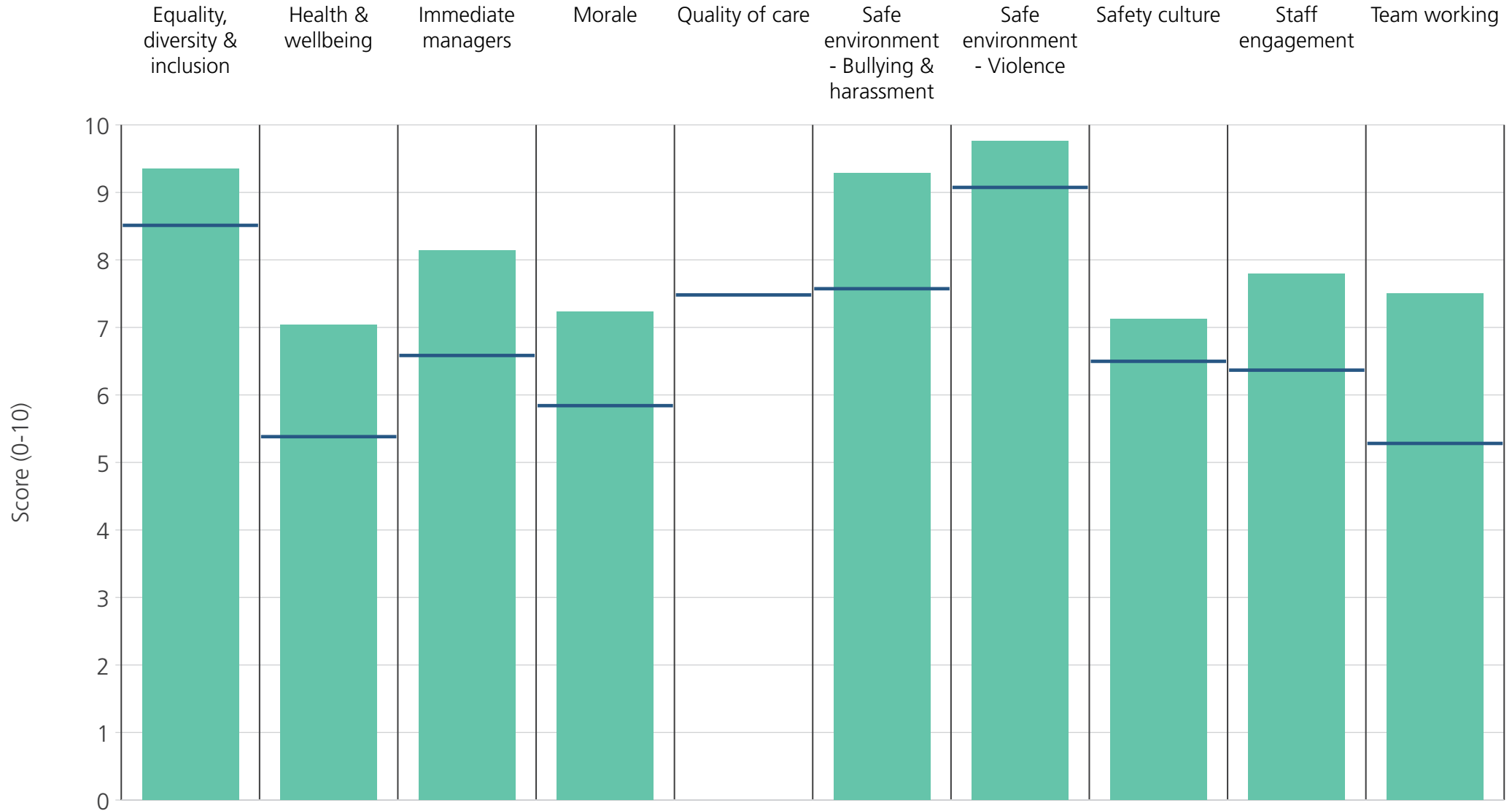
Directorate	9.4	6.8	7.8	6.3	7.5	10.0	10.0	6.1	7.2	8.0
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	12	12	12	12	6	12	12	12	12	12



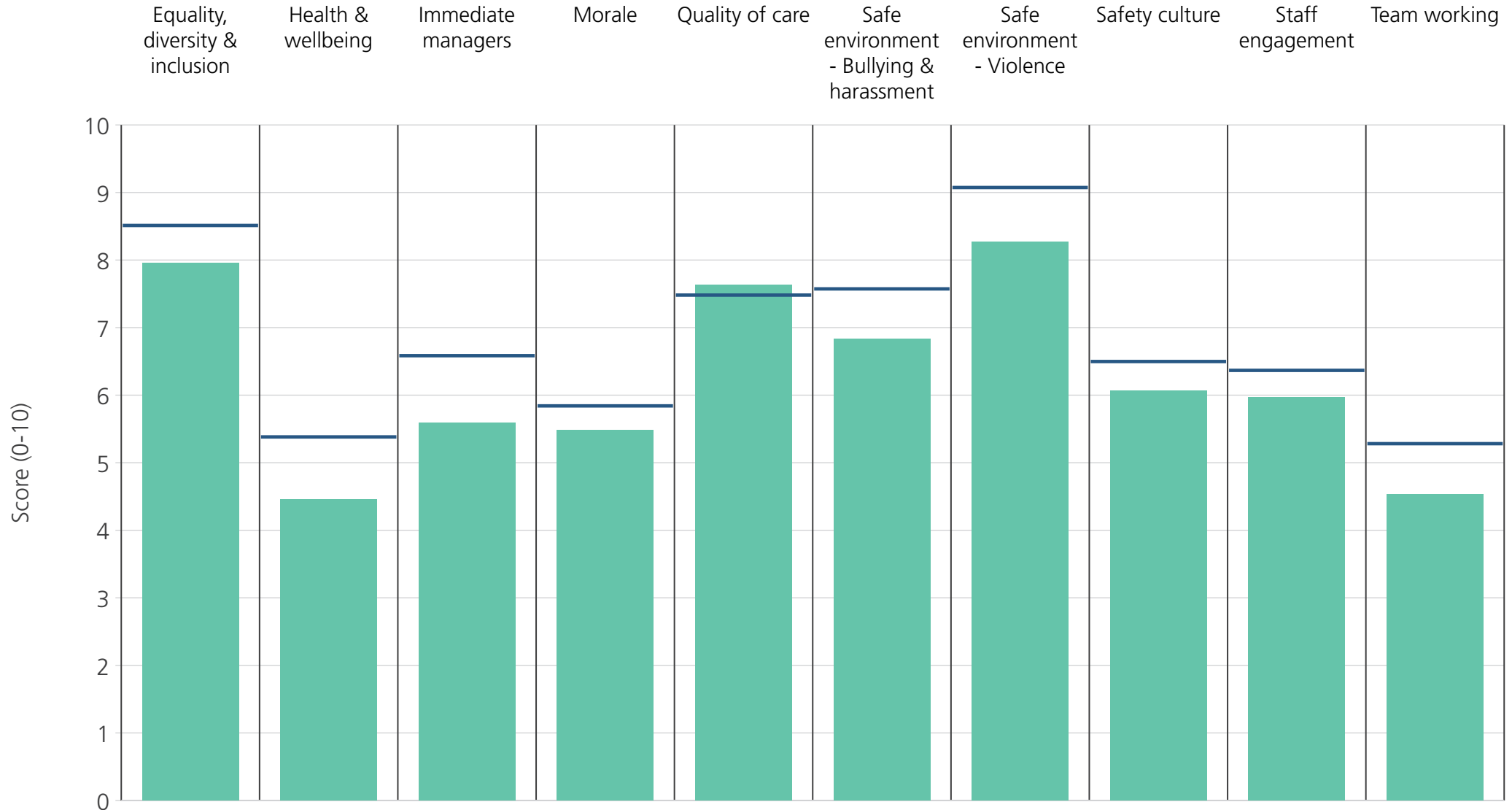
Directorate	9.2	7.1	7.7	6.6	7.5	7.9	10.0	7.1	7.9	7.4
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	13	12	13	13	7	13	13	13	13	13



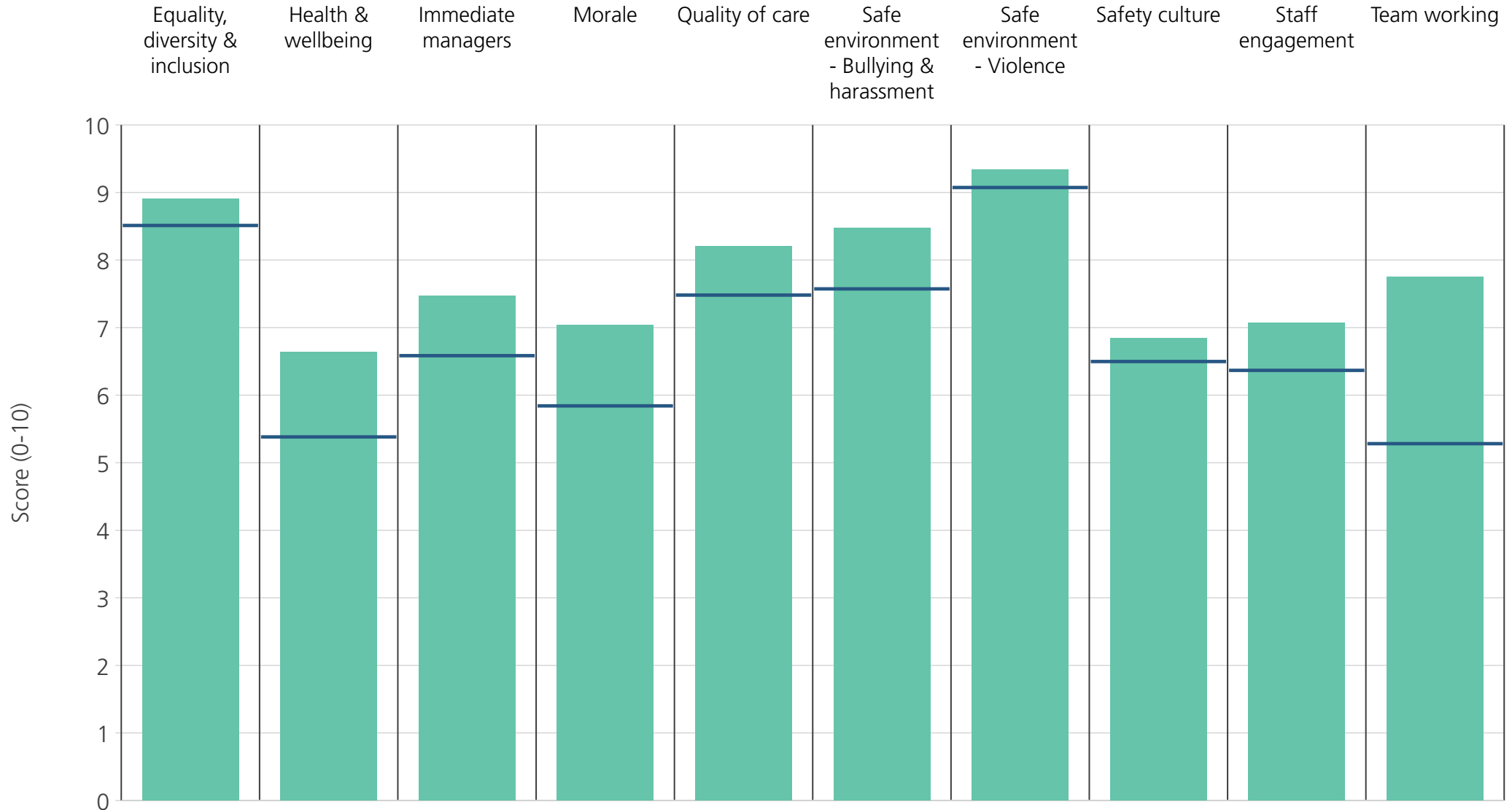
Directorate	8.9	5.8	5.8	6.4	8.0	7.5	8.7	6.5	6.5	4.6
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	31	31	31	31	31	31	31	31	31	31



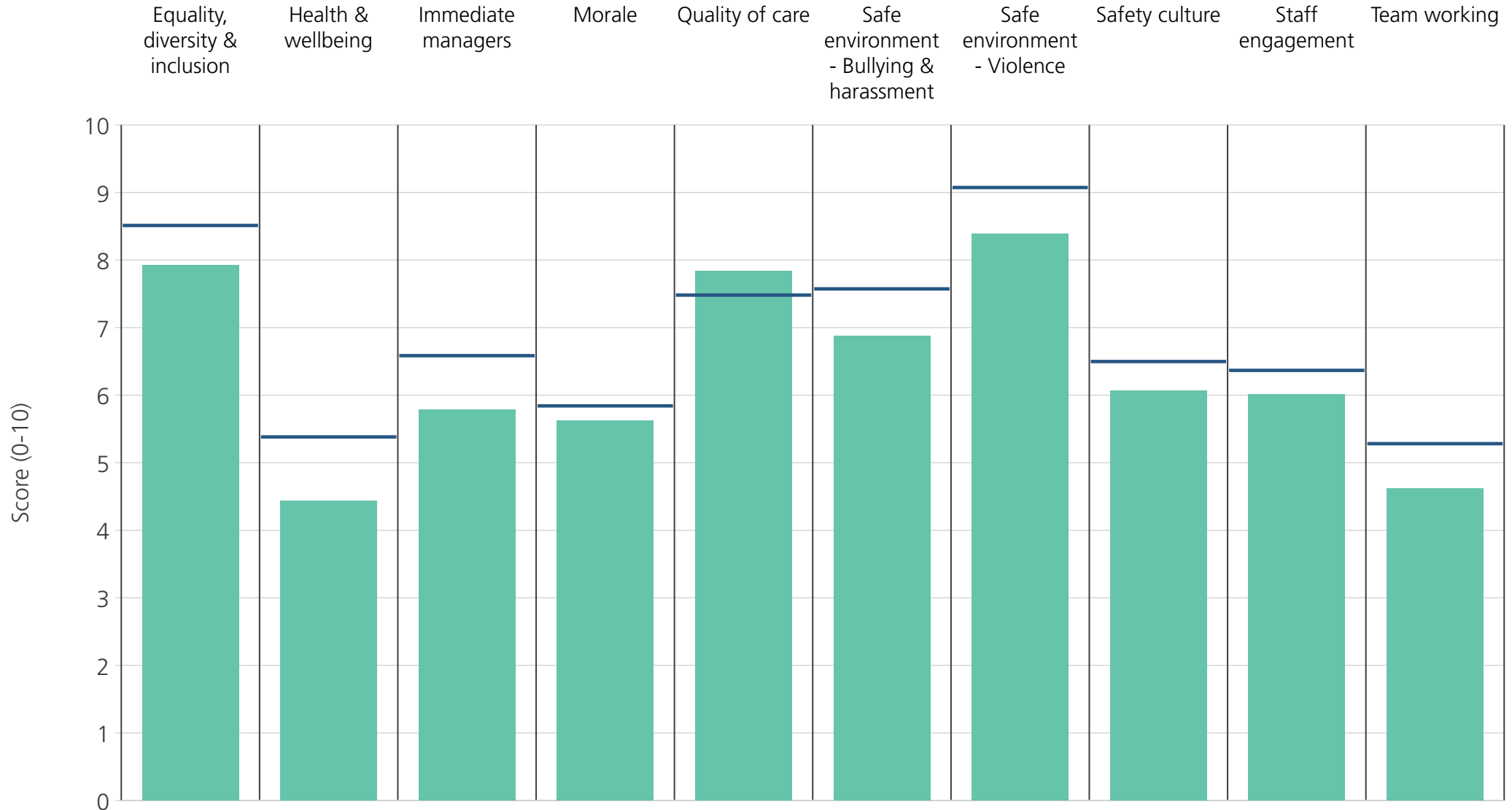
Directorate	9.3	7.0	8.1	7.2	7.5	9.3	9.8	7.1	7.8	7.5
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	14	14	13	14	8	14	14	14	14	14



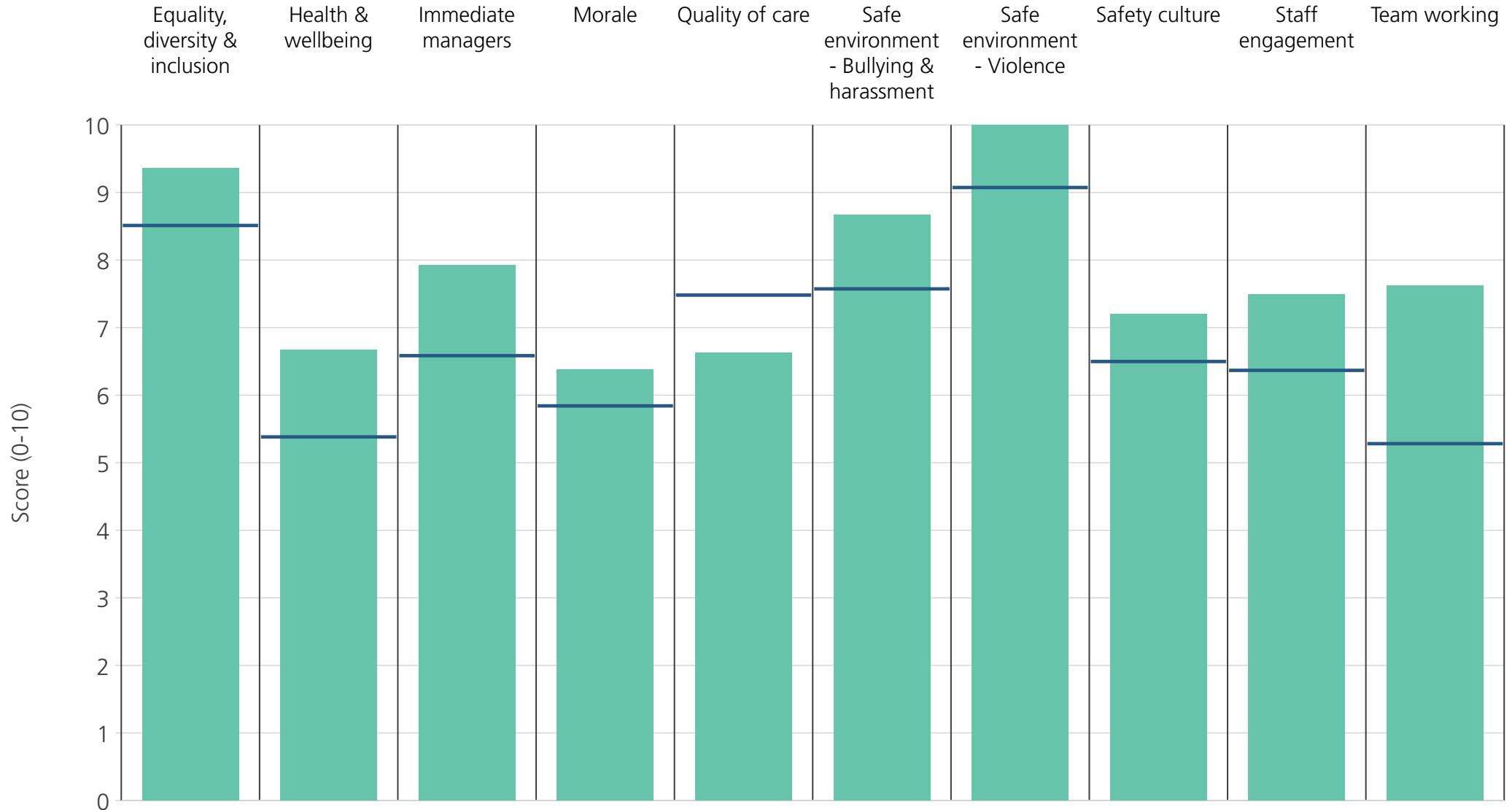
Directorate	8.0	4.5	5.6	5.5	7.6	6.8	8.3	6.1	6.0	4.5
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	337	337	337	337	329	335	337	336	337	333



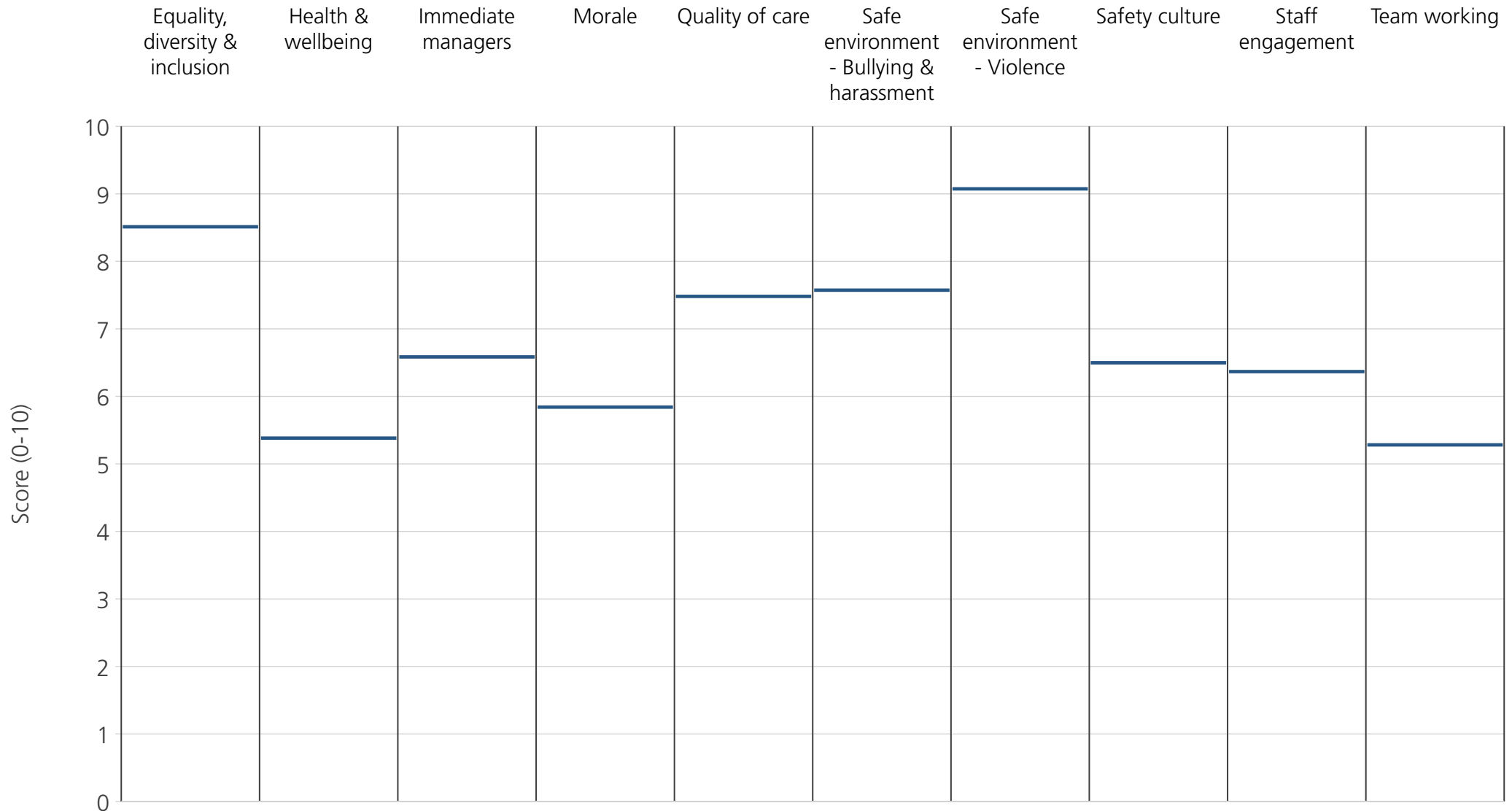
Directorate	8.9	6.6	7.5	7.0	8.2	8.5	9.3	6.8	7.1	7.8
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	35	35	35	34	31	35	35	35	35	35



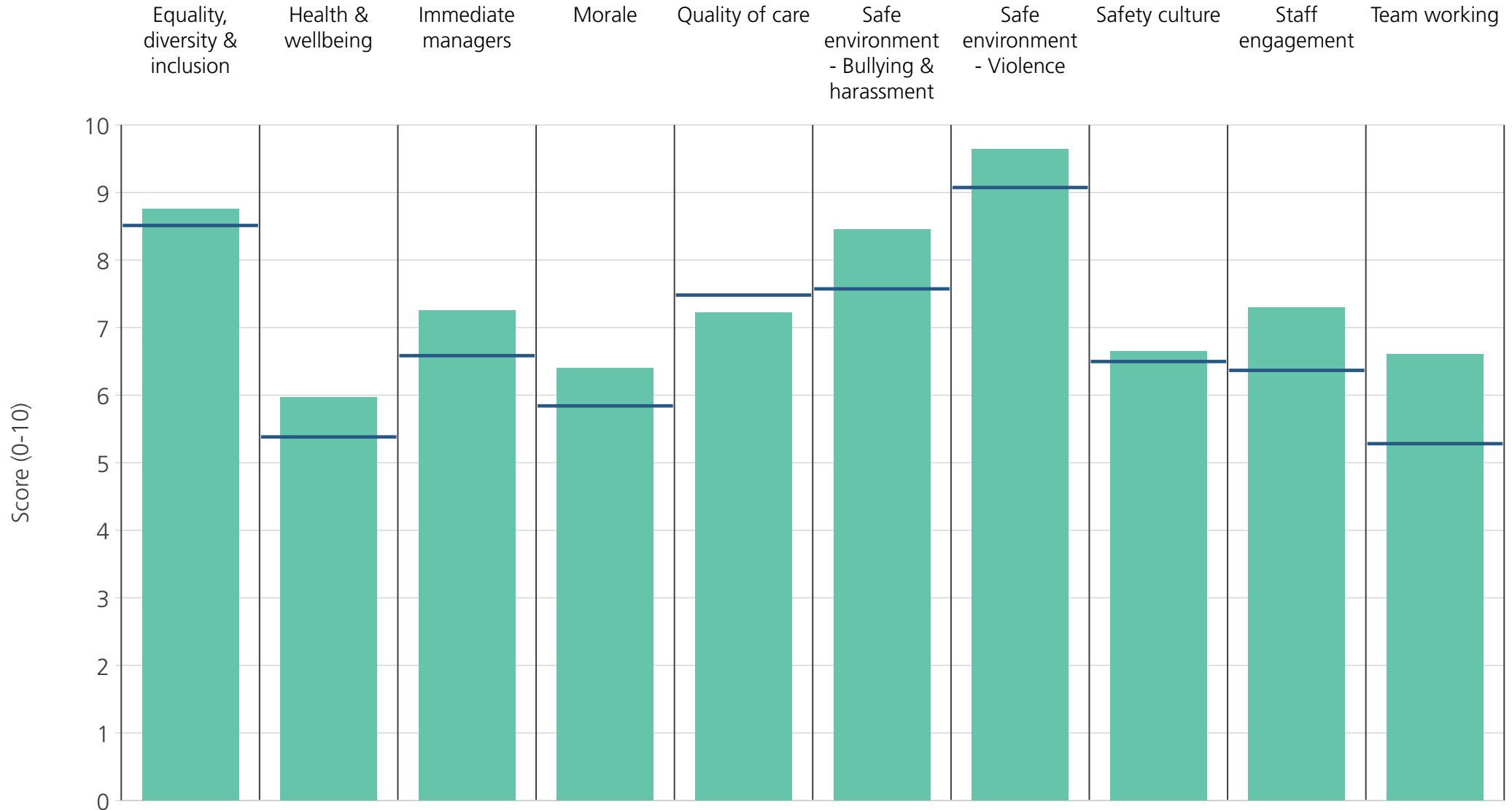
Directorate	7.9	4.4	5.8	5.6	7.8	6.9	8.4	6.1	6.0	4.6
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	266	267	266	267	261	267	267	267	266	262



Directorate	9.4	6.7	7.9	6.4	6.6	8.7	10.0	7.2	7.5	7.6
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	21	20	21	21	11	20	20	21	21	21



Directorate										
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	10	10	10	10	5	10	10	10	10	10



Directorate	8.8	6.0	7.3	6.4	7.2	8.5	9.6	6.7	7.3	6.6
Your org	8.5	5.4	6.6	5.8	7.5	7.6	9.1	6.5	6.4	5.3
Responses	28	28	28	28	18	28	28	28	28	28