

Norfolk Community Health and Care NHS Trust

2020 NHS Staff Survey

Directorate Report

Contents

Introduction	3
Themes – Directorates 1	4
Add Prof Scientific And Technic	5
Additional Clinical Services	6
Administrative And Clerical	7
Allied Health Professionals	8
Estates And Ancillary	9
Medical And Dental	10
Nursing And Midwifery Registered	11
Themes – Directorates 2	12
Corporate Services	13
North - Learning Disabilities	14
North Locality	15
Norwich Locality	16
South Locality	17
Ssocs - Childrens And Young People Services	18
Ssocs - Community Beds & Systems Operations	19
Ssocs - Palliative Care	20
Ssocs - Specialist Beds & Neurology	21
West Locality	22

This directorate report for Norfolk Community Health and Care 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.

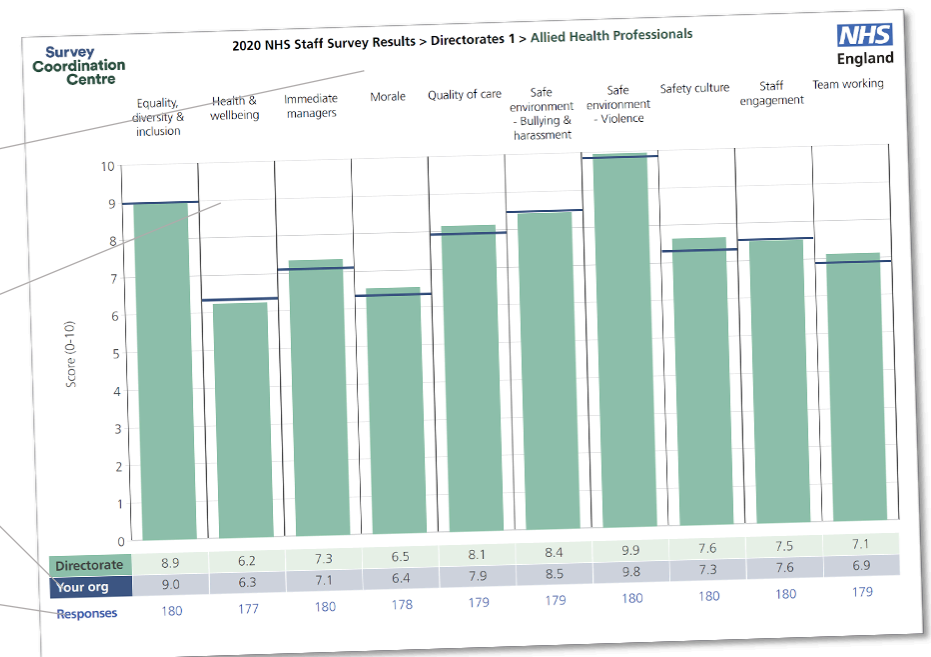
The directorate breakdowns used in this report were provided and defined by Norfolk Community Health and Care NHS Trust. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

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.

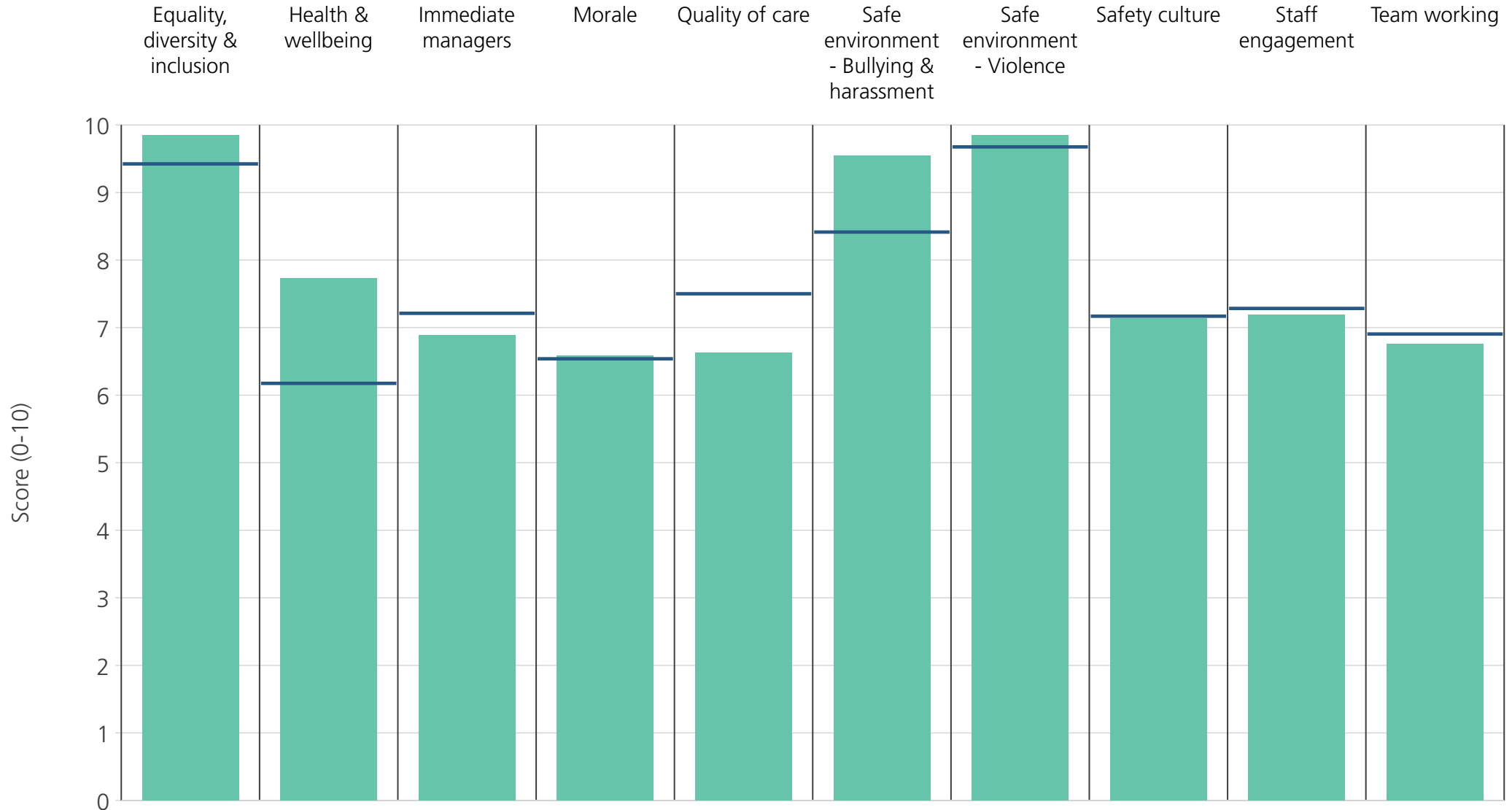
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



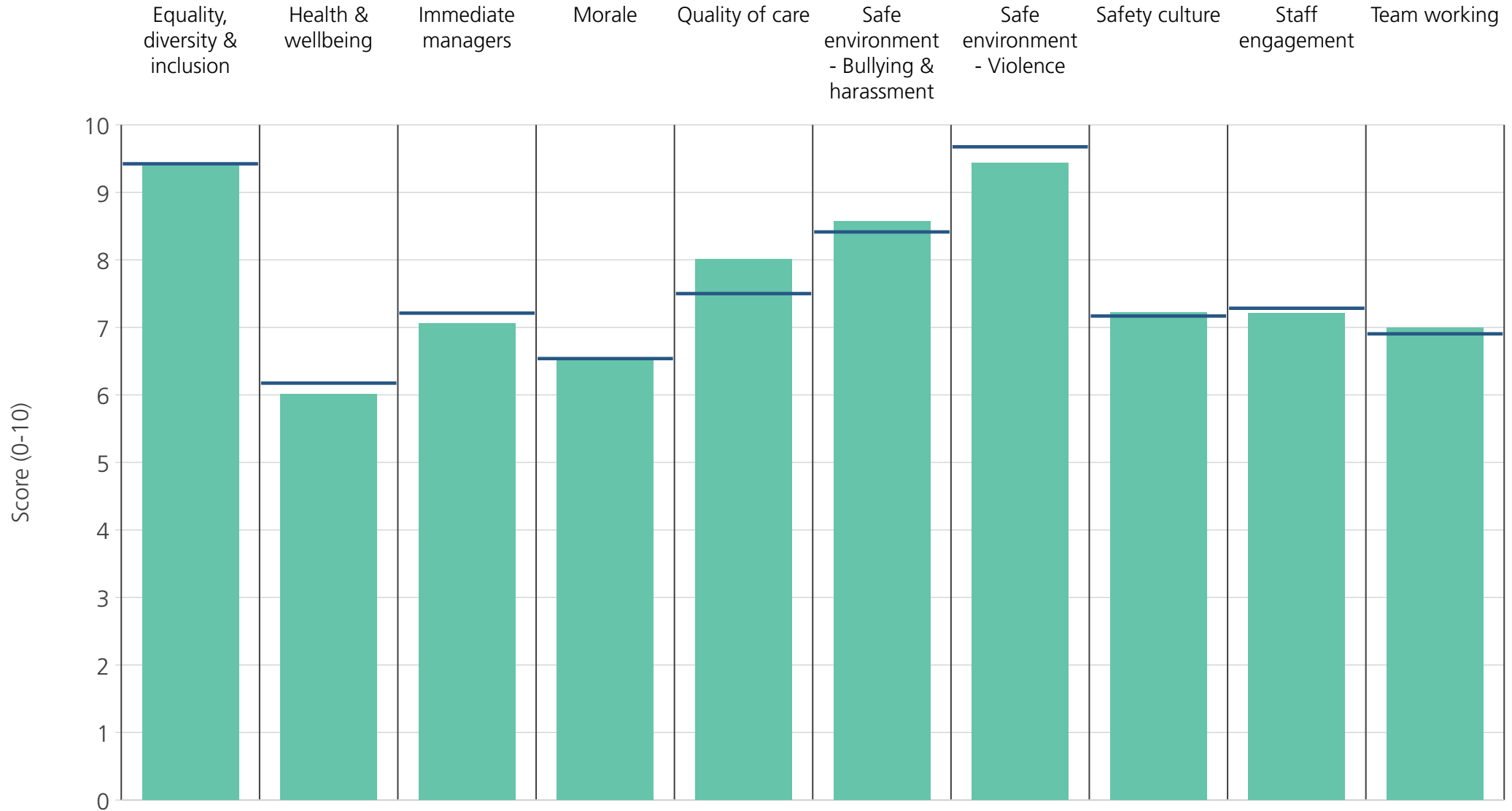
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

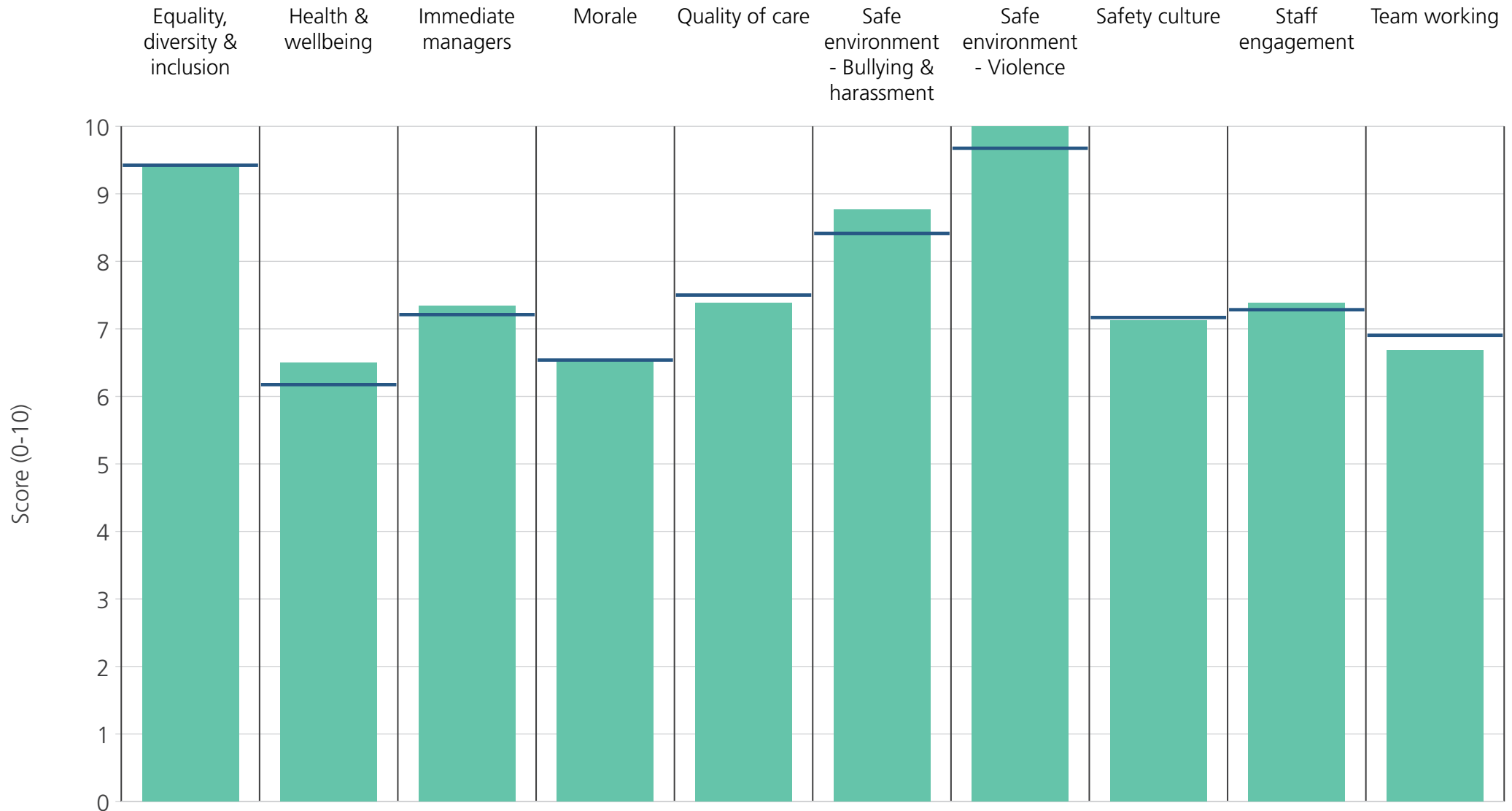
Norfolk Community Health and Care NHS Trust
2020 NHS Staff Survey Results



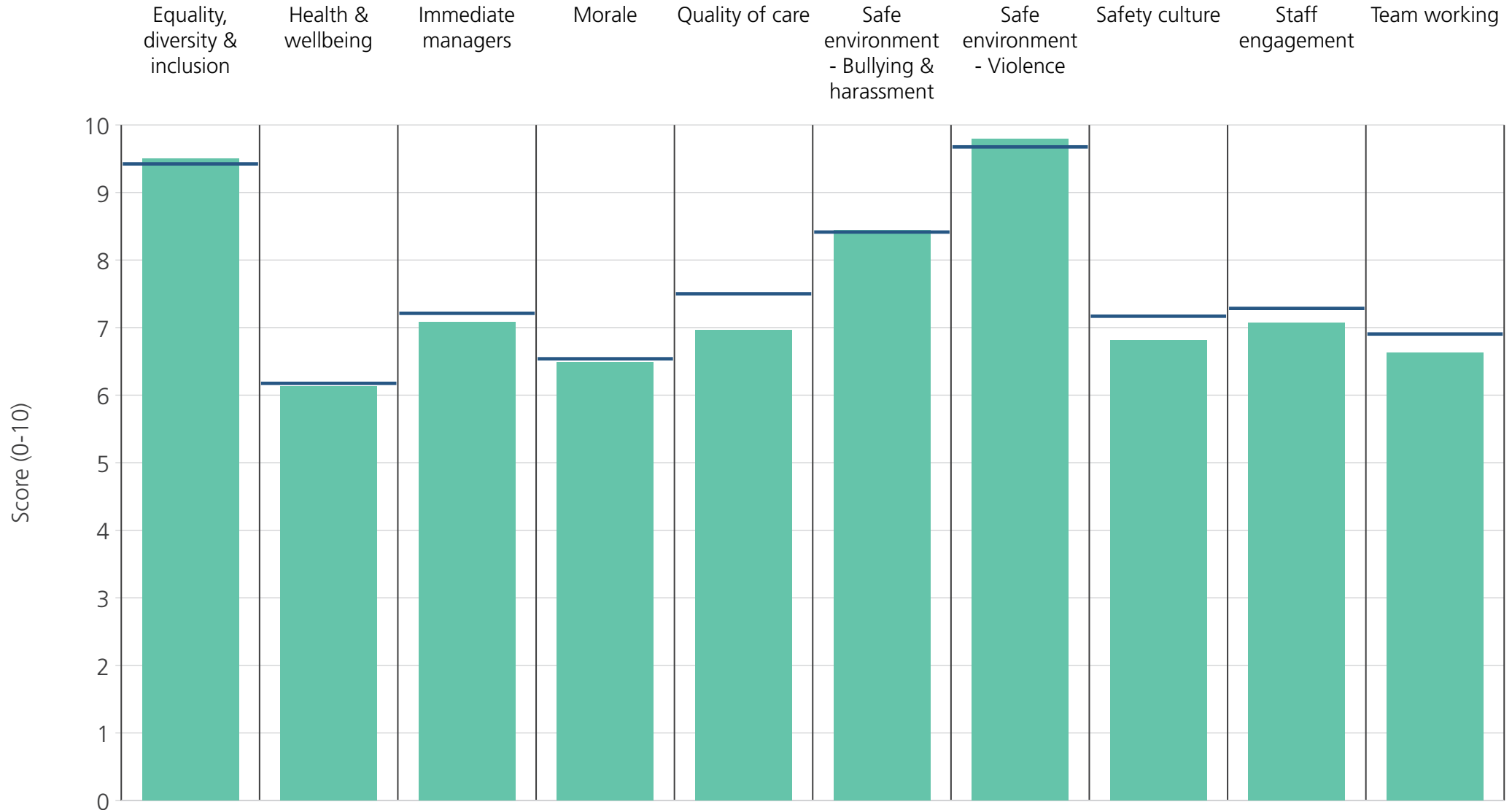
Directorate	9.8	7.7	6.9	6.6	6.6	9.5	9.8	7.1	7.2	6.8
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	22	22	22	22	20	22	22	22	22	22



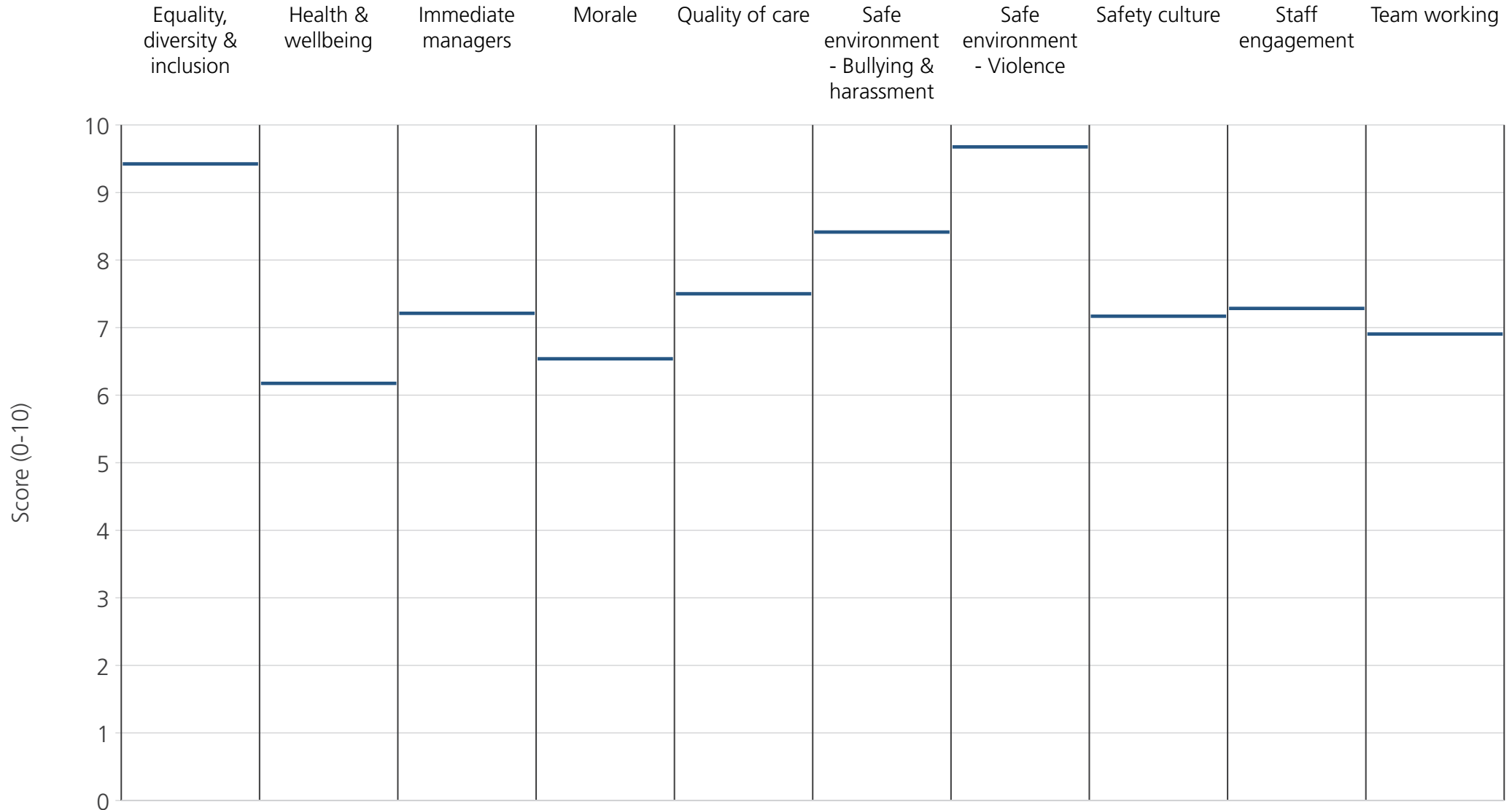
Directorate	9.4	6.0	7.1	6.5	8.0	8.6	9.4	7.2	7.2	7.0
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	330	331	328	332	329	329	329	332	332	327



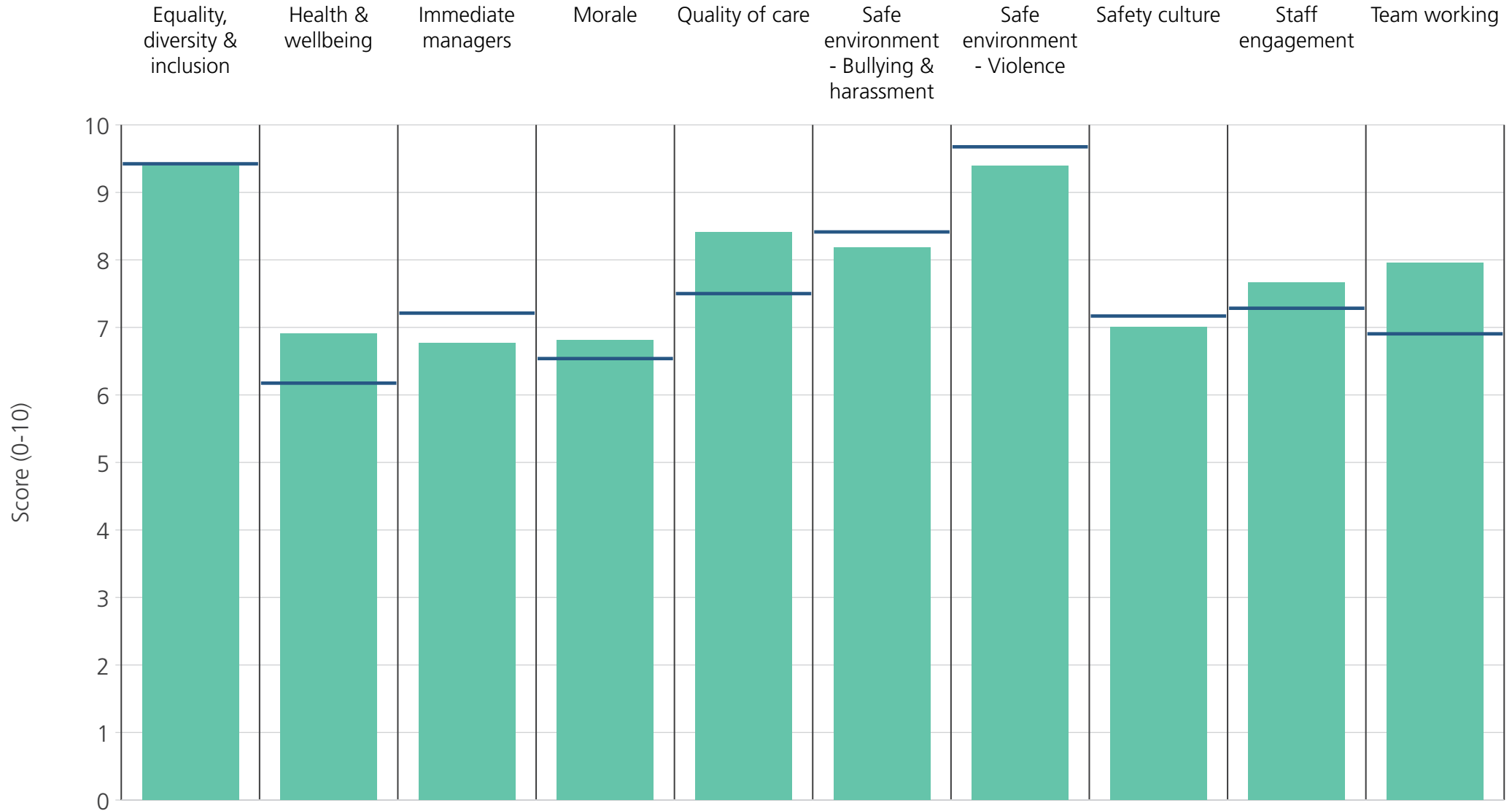
Directorate	9.4	6.5	7.3	6.6	7.4	8.8	10.0	7.1	7.4	6.7
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	302	303	303	302	164	301	301	303	303	299



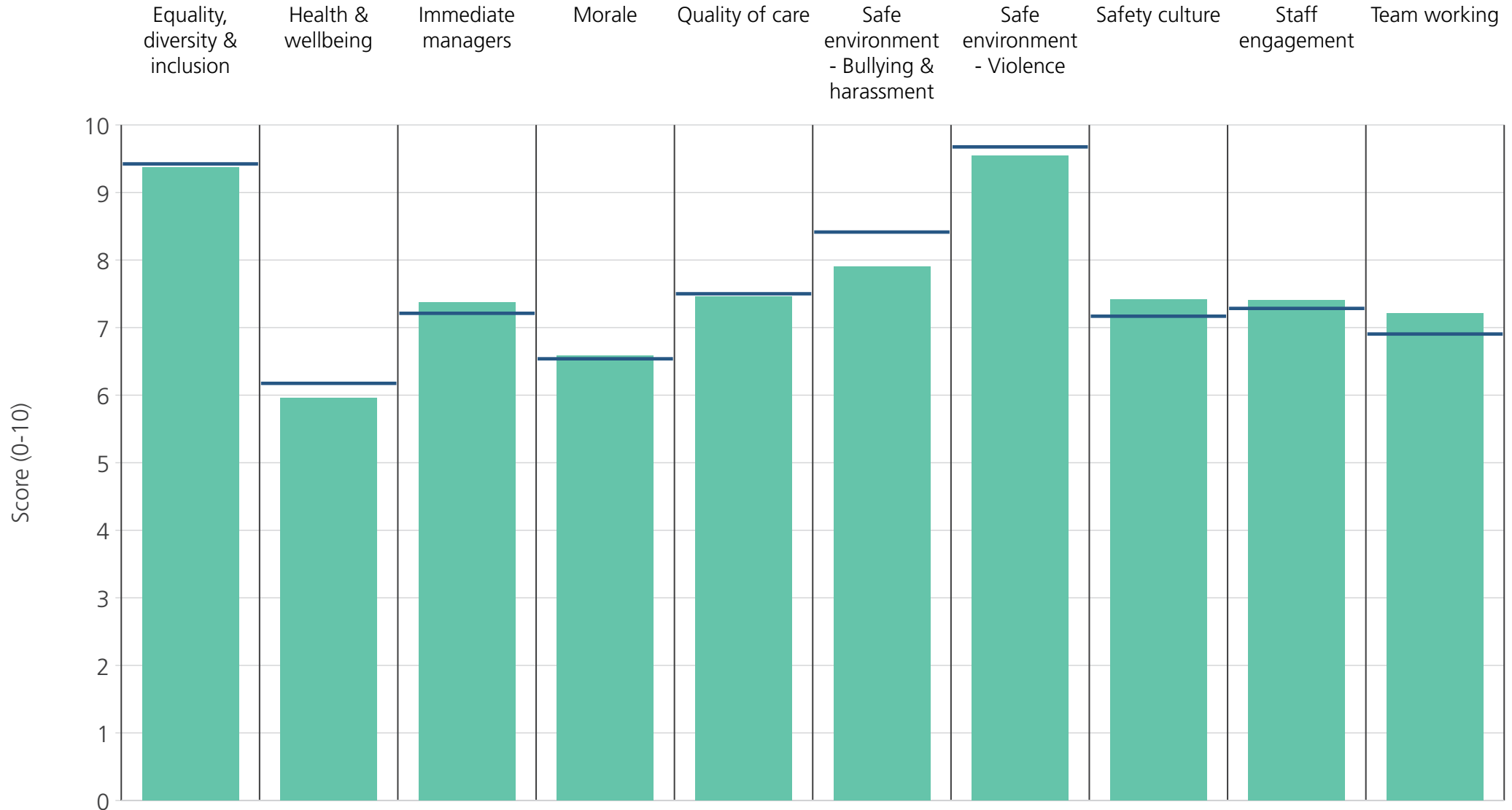
Directorate	9.5	6.1	7.1	6.5	7.0	8.4	9.8	6.8	7.1	6.6
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	237	238	238	238	234	238	237	238	238	237



Directorate	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Your org	6	6	6	6	5	6	6	6	6	6
Responses										



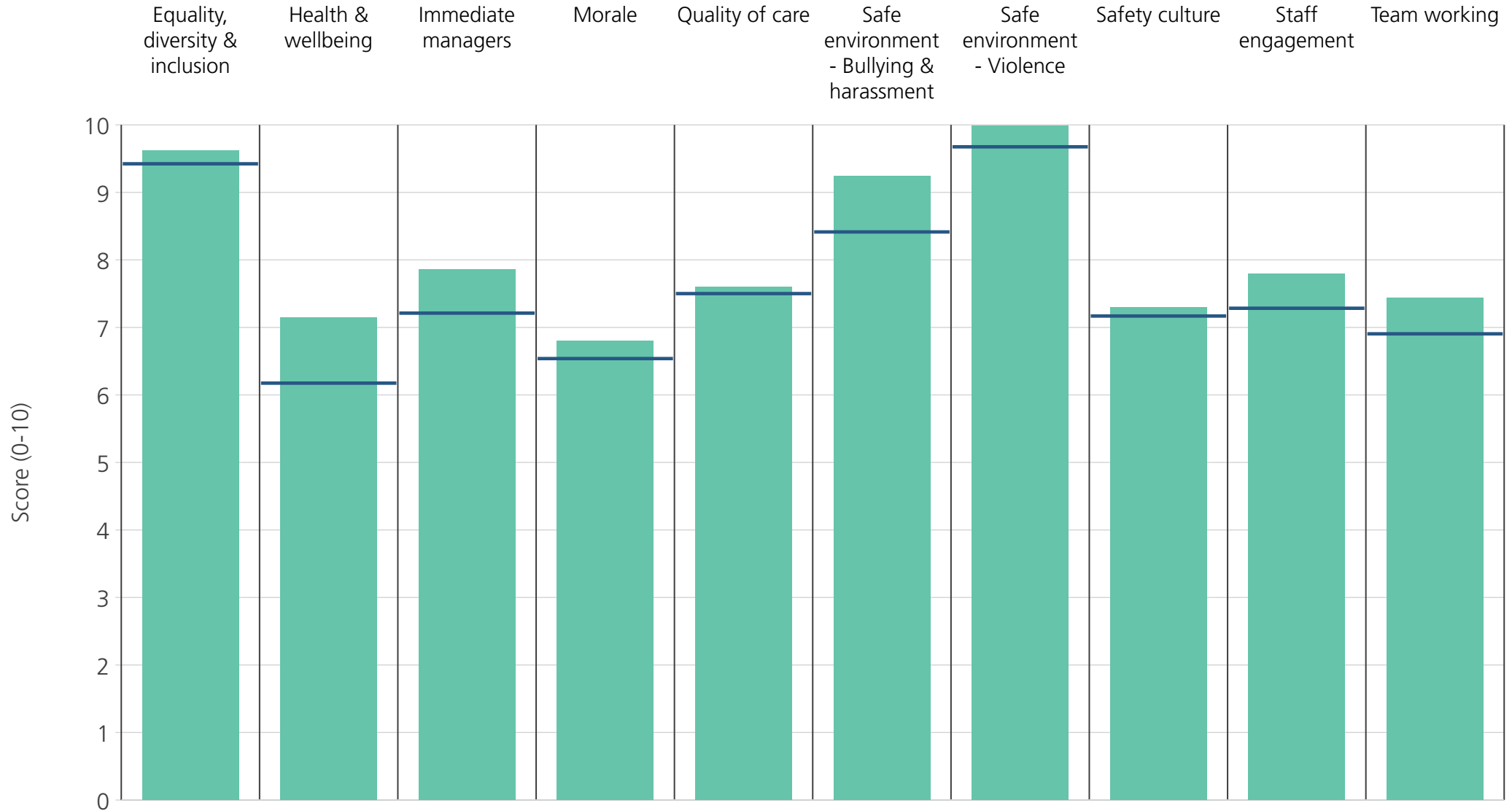
Directorate	9.4	6.9	6.8	6.8	8.4	8.2	9.4	7.0	7.7	8.0
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	11	11	11	11	11	11	11	11	11	11



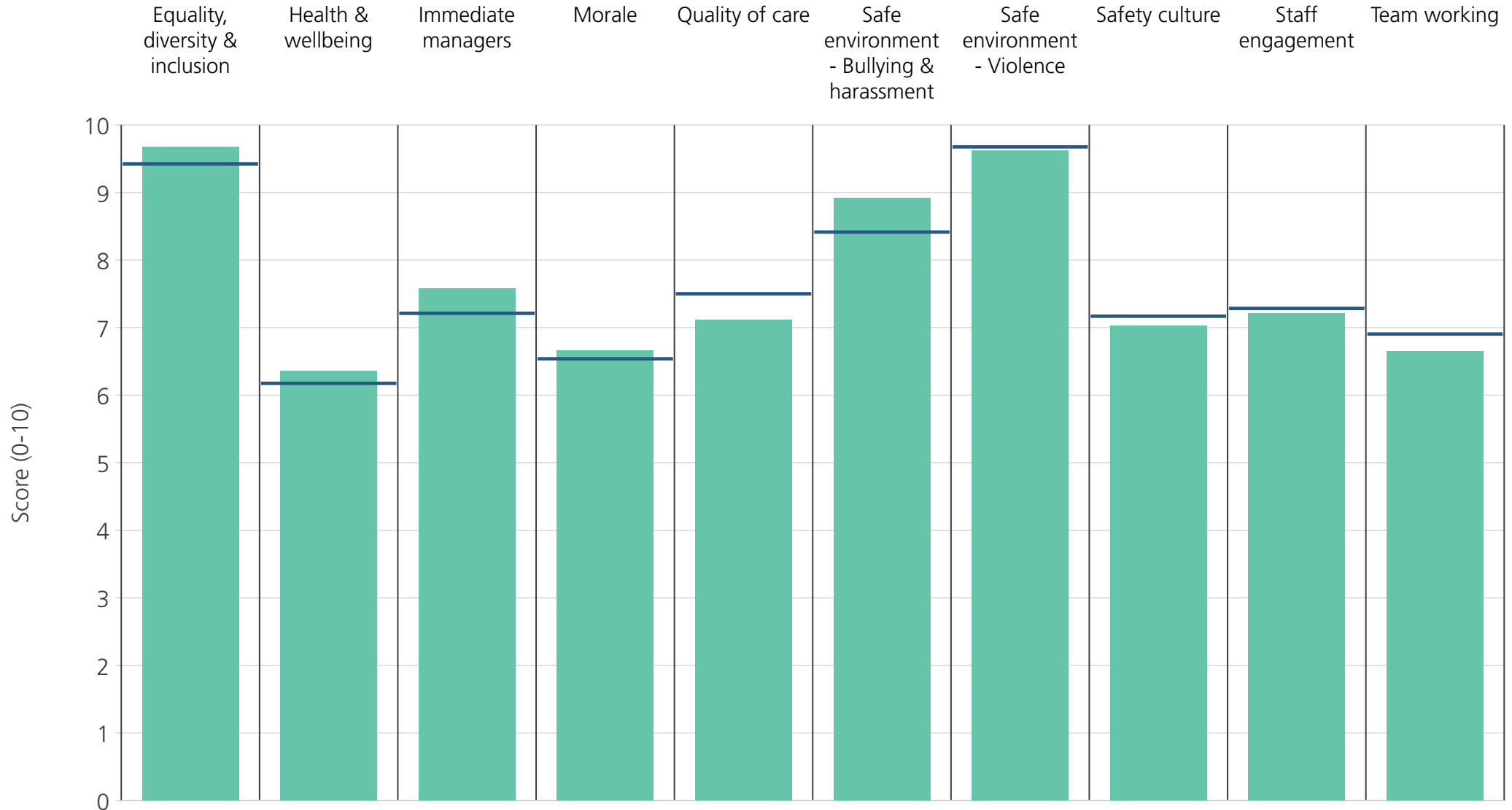
Directorate	9.4	6.0	7.4	6.6	7.5	7.9	9.5	7.4	7.4	7.2
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	352	352	352	350	347	351	350	353	353	352

Directorates 2

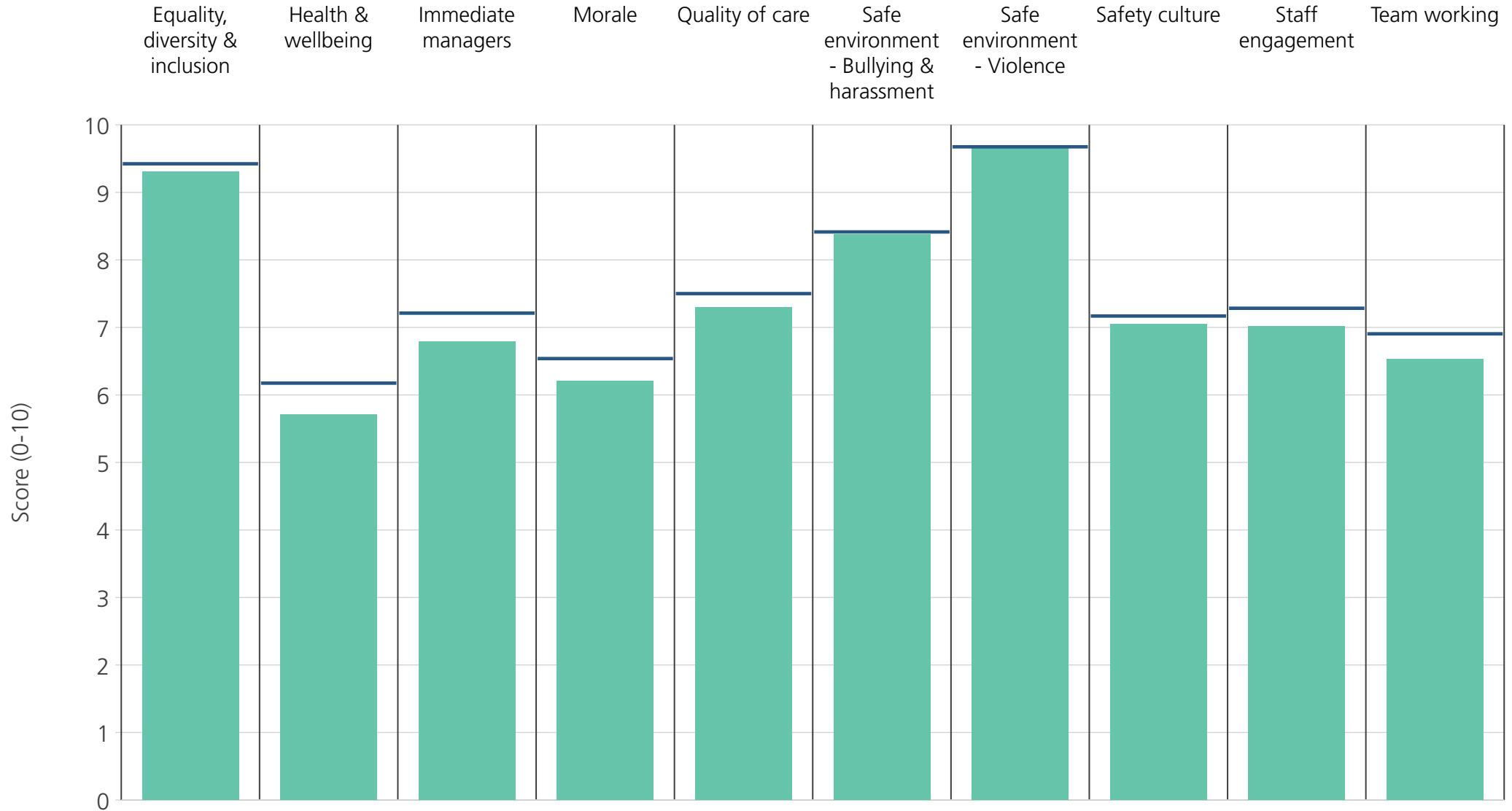
Norfolk Community Health and Care NHS Trust
2020 NHS Staff Survey Results



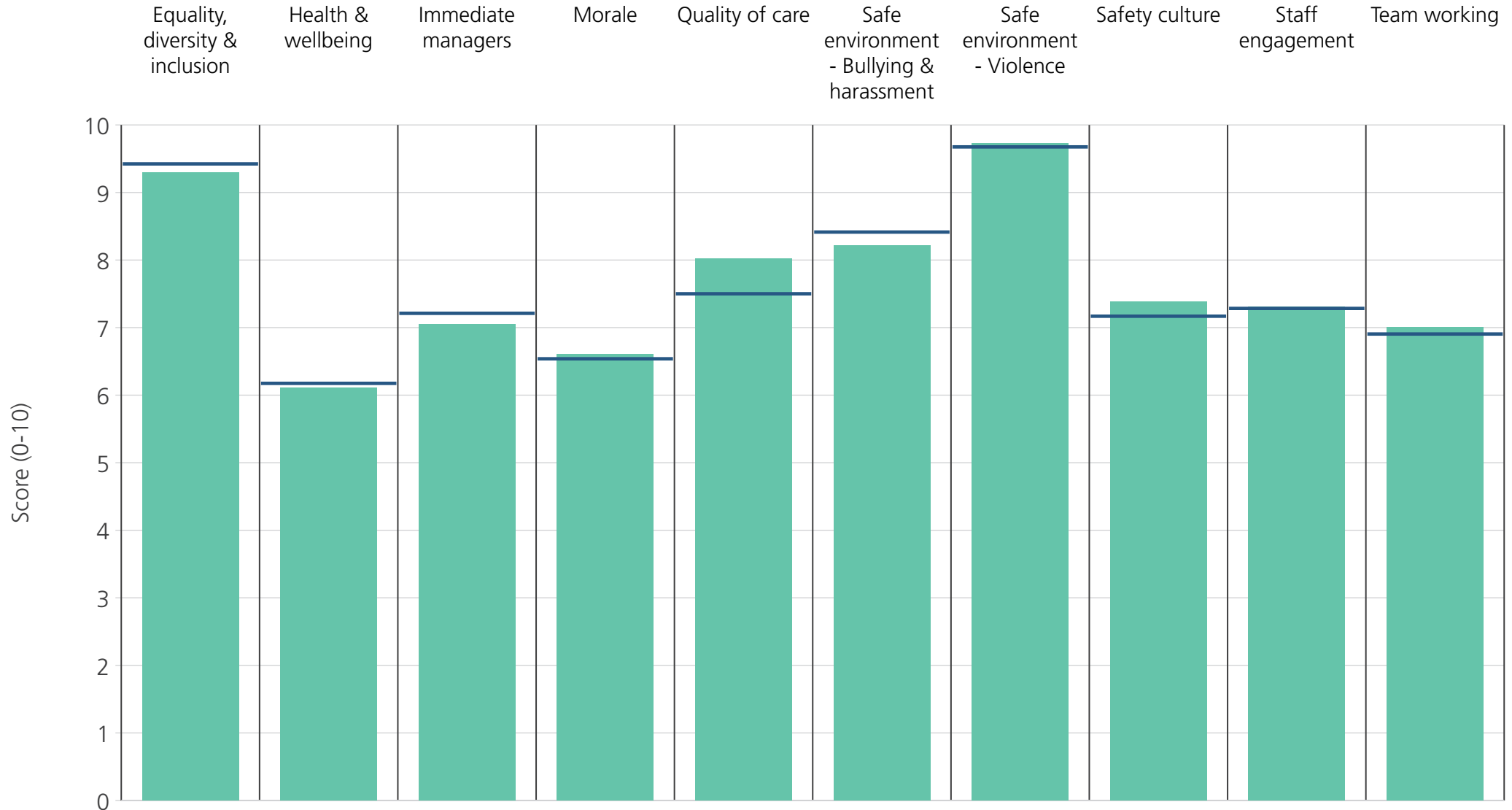
Directorate	9.6	7.1	7.9	6.8	7.6	9.2	10.0	7.3	7.8	7.4
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	177	177	177	177	65	176	177	177	177	174



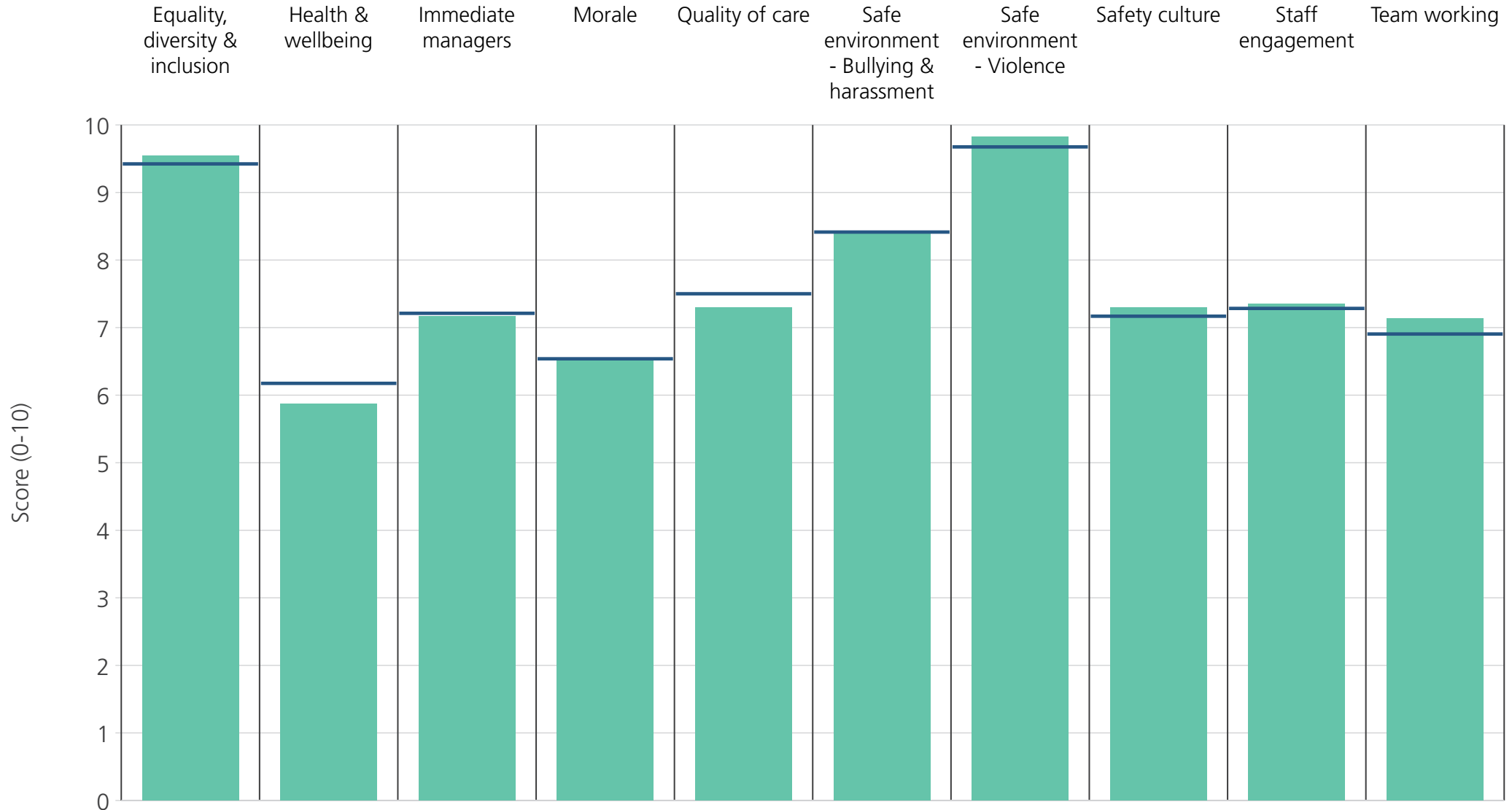
Directorate	9.7	6.4	7.6	6.7	7.1	8.9	9.6	7.0	7.2	6.6
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	54	54	54	54	48	54	52	54	54	54



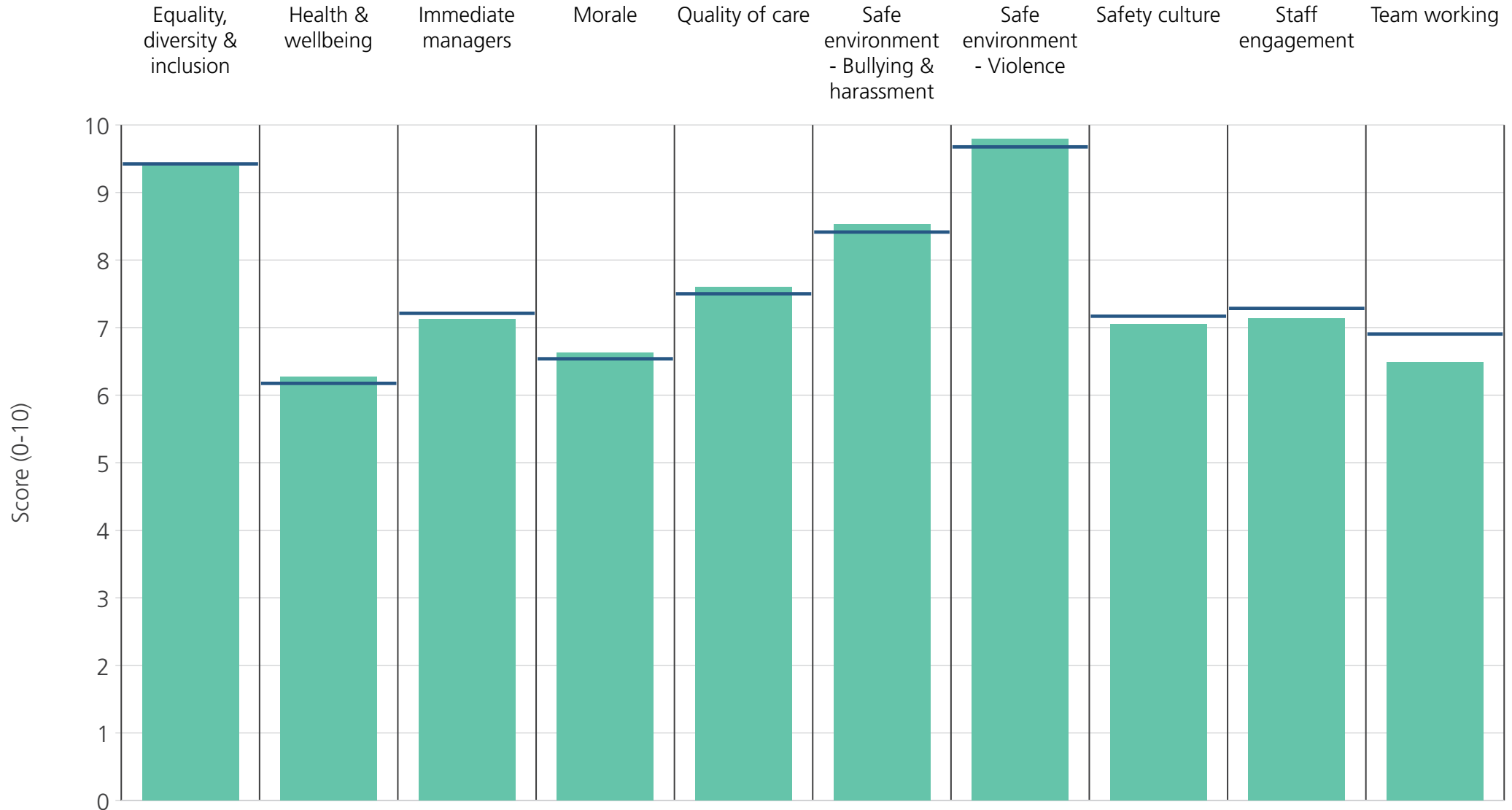
Directorate	9.3	5.7	6.8	6.2	7.3	8.4	9.7	7.0	7.0	6.5
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	121	121	121	120	119	120	120	121	121	119



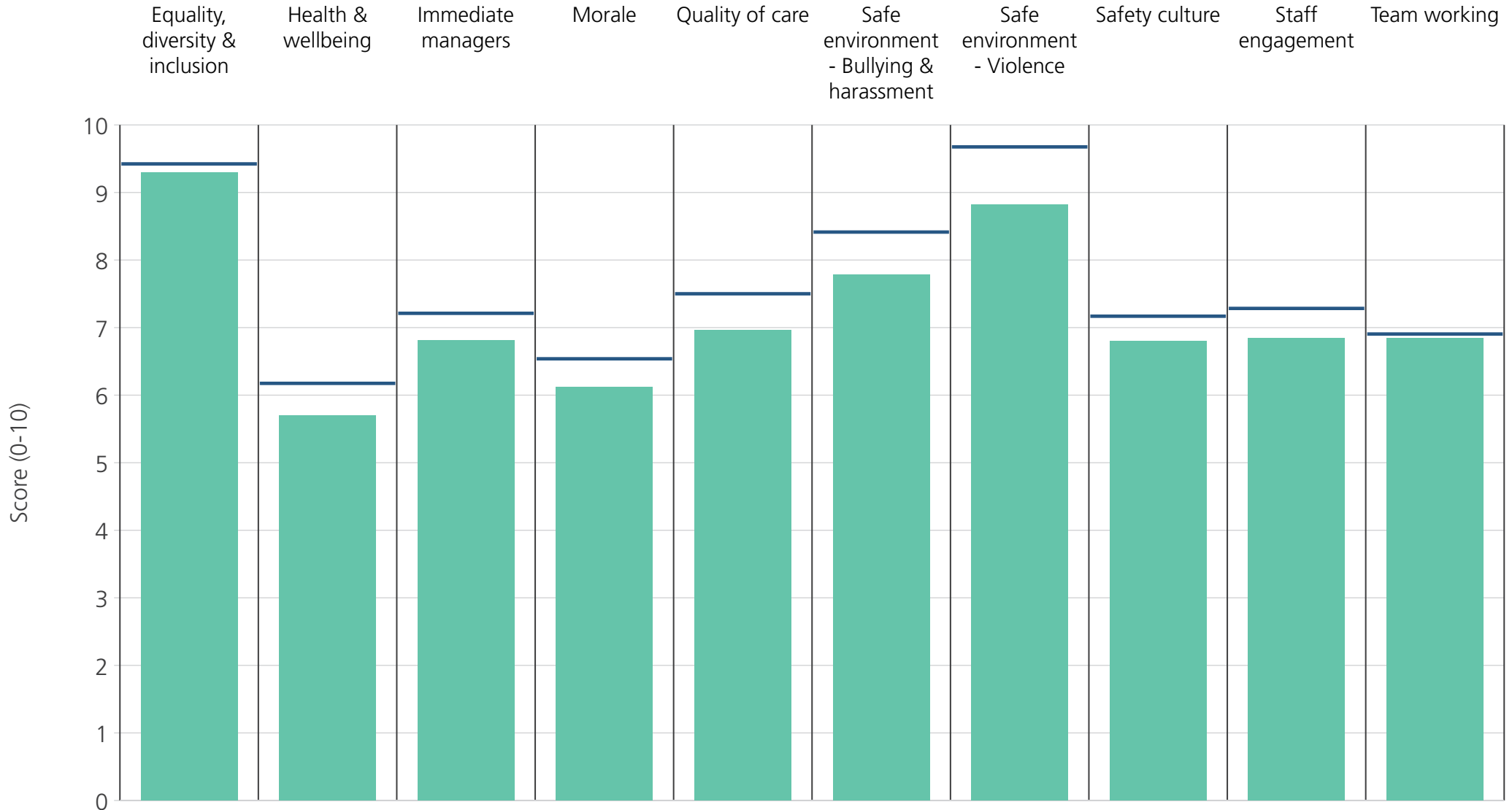
Directorate	9.3	6.1	7.1	6.6	8.0	8.2	9.7	7.4	7.3	7.0
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	145	144	142	144	142	145	144	145	145	144



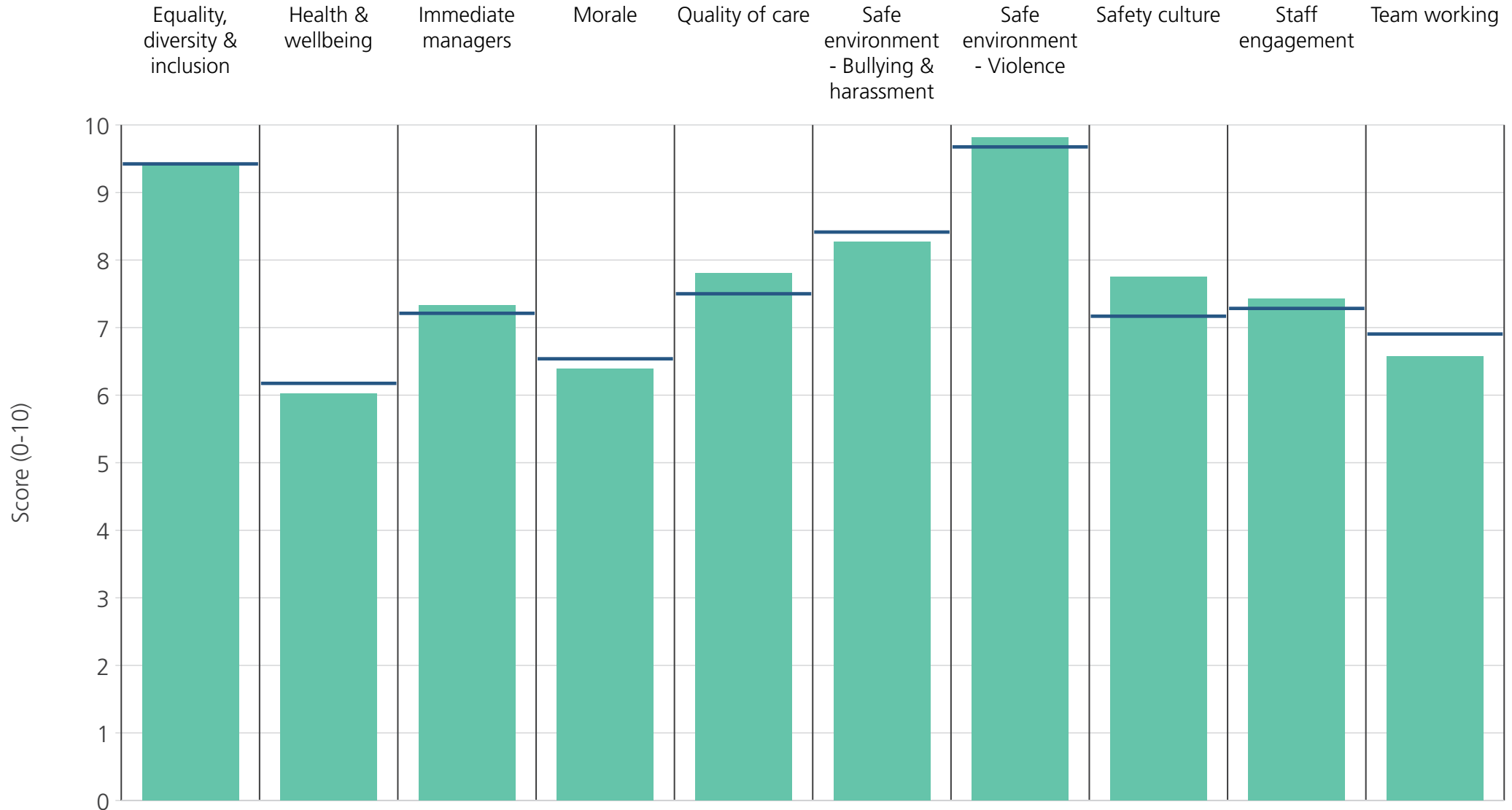
Directorate	9.5	5.9	7.2	6.6	7.3	8.4	9.8	7.3	7.4	7.1
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	147	148	149	149	148	149	149	149	149	147



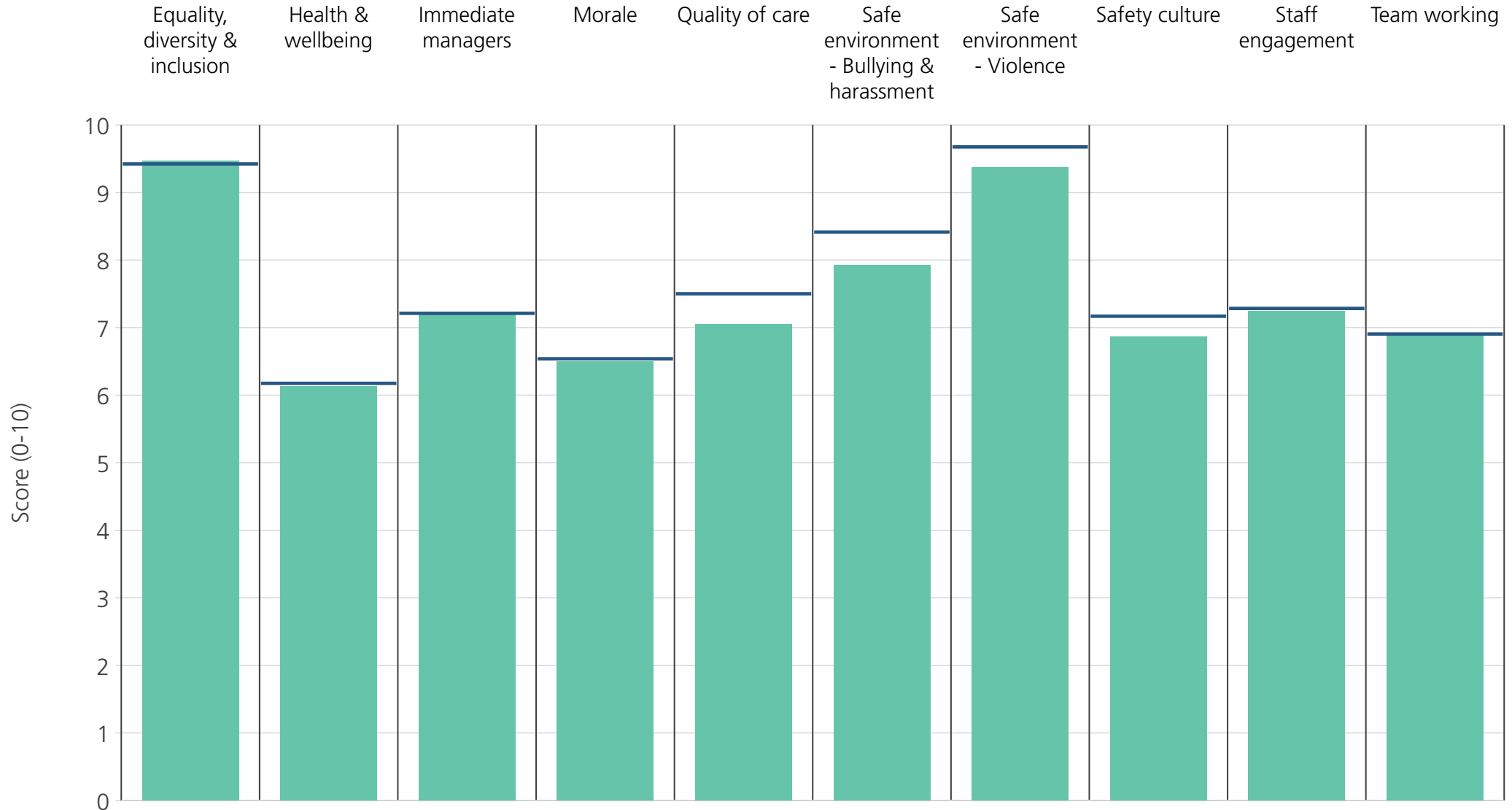
Directorate	9.4	6.3	7.1	6.6	7.6	8.5	9.8	7.1	7.1	6.5
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	181	182	182	181	164	180	179	182	182	181



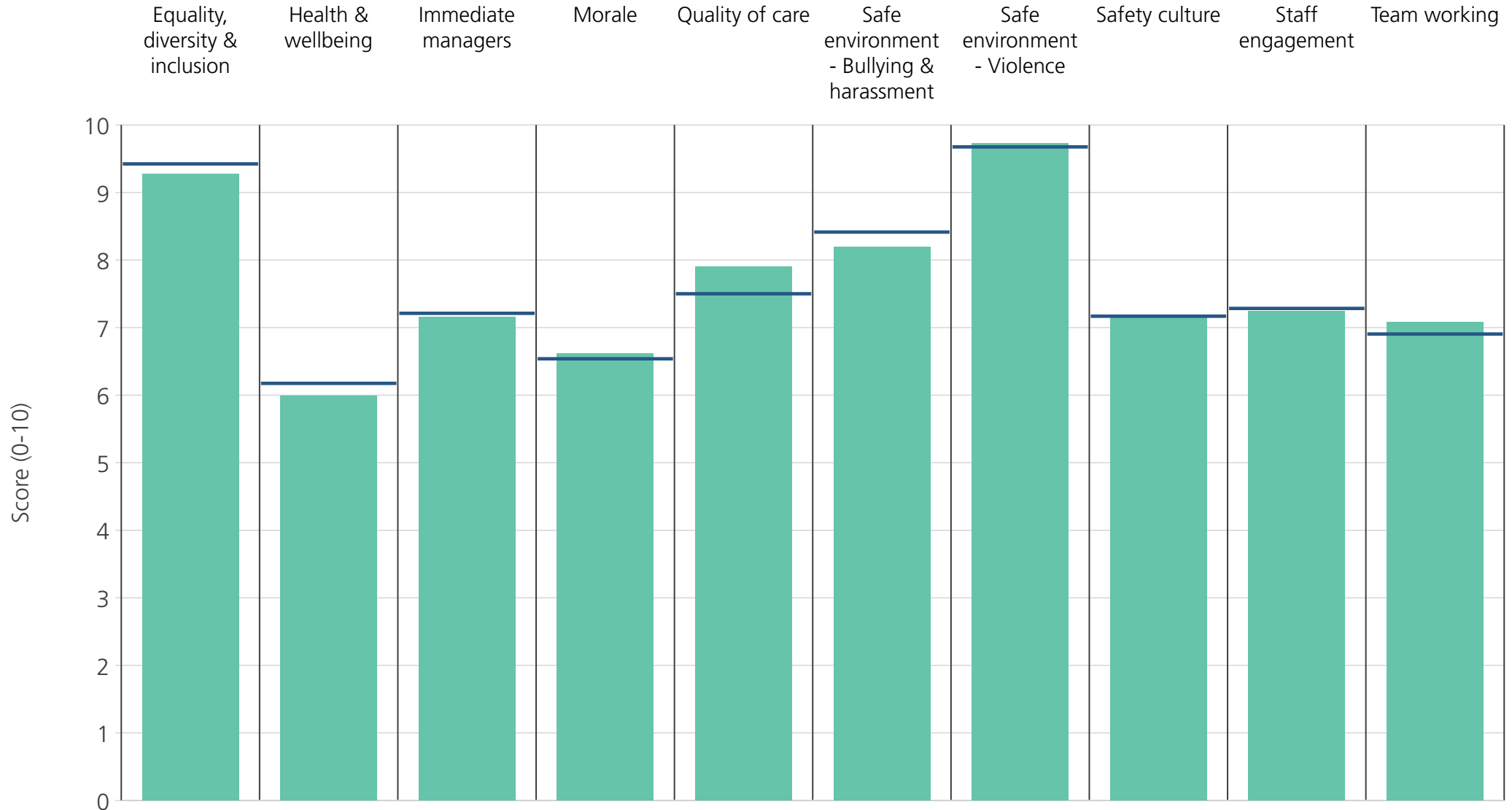
Directorate	9.3	5.7	6.8	6.1	7.0	7.8	8.8	6.8	6.8	6.8
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	92	93	93	93	91	93	93	93	93	93



Directorate	9.4	6.0	7.3	6.4	7.8	8.3	9.8	7.7	7.4	6.6
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	73	73	72	72	70	73	73	73	73	73



Directorate	9.5	6.1	7.2	6.5	7.0	7.9	9.4	6.9	7.2	6.9
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	124	124	123	124	119	123	124	124	124	123



Directorate	9.3	6.0	7.2	6.6	7.9	8.2	9.7	7.2	7.2	7.1
Your org	9.4	6.2	7.2	6.5	7.5	8.4	9.7	7.2	7.3	6.9
Responses	146	147	147	147	144	145	145	147	147	146