NHS Hertfordshire and West Essex ICB

2023 NHS Staff Survey

Breakdown report

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This breakdown report for NHS Hertfordshire and West Essex ICB contains results by breakdown area for People Promise element and theme results from the 2023 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 breakdown 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.
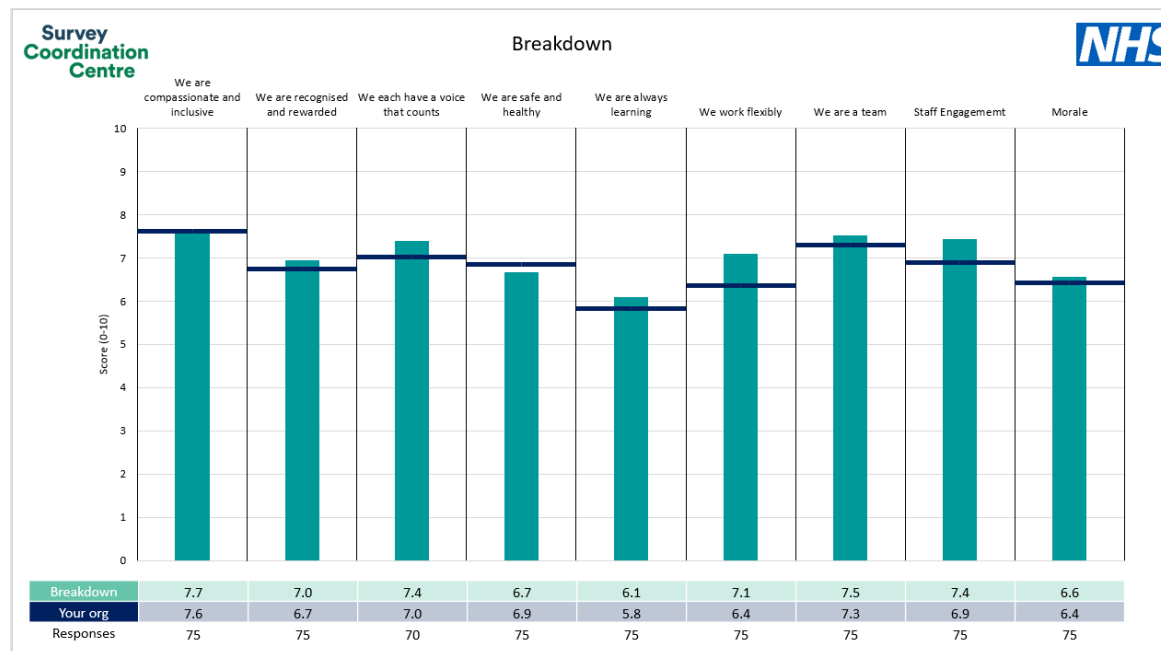
The breakdowns used in this report were provided and defined by NHS Hertfordshire and West Essex ICB. Details of how the People Promise element and theme scores were calculated are included in the Technical Document, available to download from our results website.

Key features

Breakdown type and **breakdown name** are specified in the header.

Breakdown results are presented in the context of the (unweighted) **organisation average ('Your org')**, so it is easy to tell if a breakdown area is performing better or worse than the organisation average. For all People Promise element and theme results, a higher score is a better result than a lower score

The **number of responses** feeding into each measures and sub-scores for the **given breakdown** is specified below the table containing the breakdown and trust scores.

	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagememt	Morale
Breakdown	7.7	7.0	7.4	6.7	6.1	7.1	7.5	7.4	6.6
Your org	7.6	6.7	7.0	6.9	5.8	6.4	7.3	6.9	6.4
Responses	75	75	70	75	75	75	75	75	75

! Note: when there are less than 10 responses in a group, results are suppressed to protect staff confidentiality, for some organisations this could mean that all breakdown results are suppressed.

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Breakdowns 1

NHS Hertfordshire and West Essex ICB

2023 NHS Staff Survey

468 CHIEF OF STAFF

	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.37	6.18	6.85	-	4.63	7.26	7.08	6.72	5.71
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	34	34	34	-	34	33	34	34	34

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 EXECUTIVE

Score (0-10)

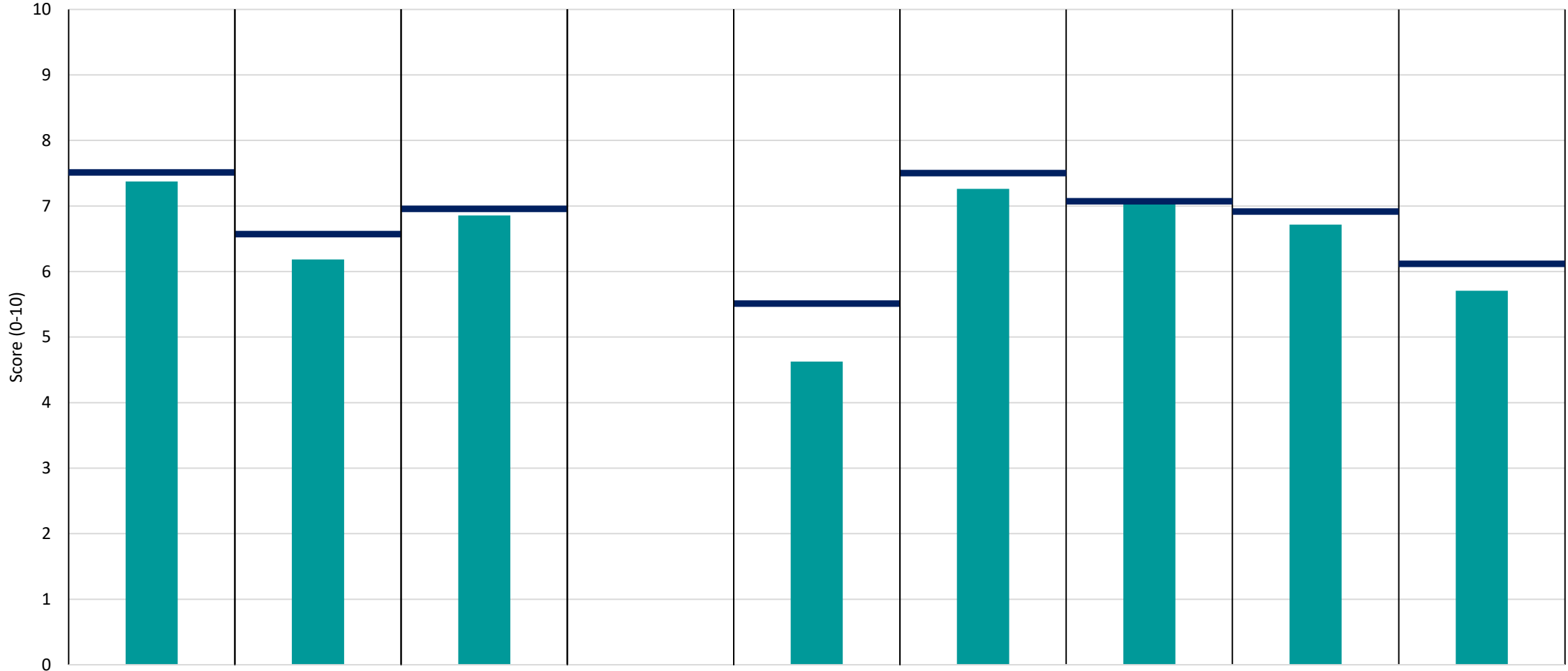|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	8.49	7.95	9.03	-	7.97	8.07	7.93	8.81	7.57
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	11	11	11	-	11	11	11	11	11

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 FINANCE

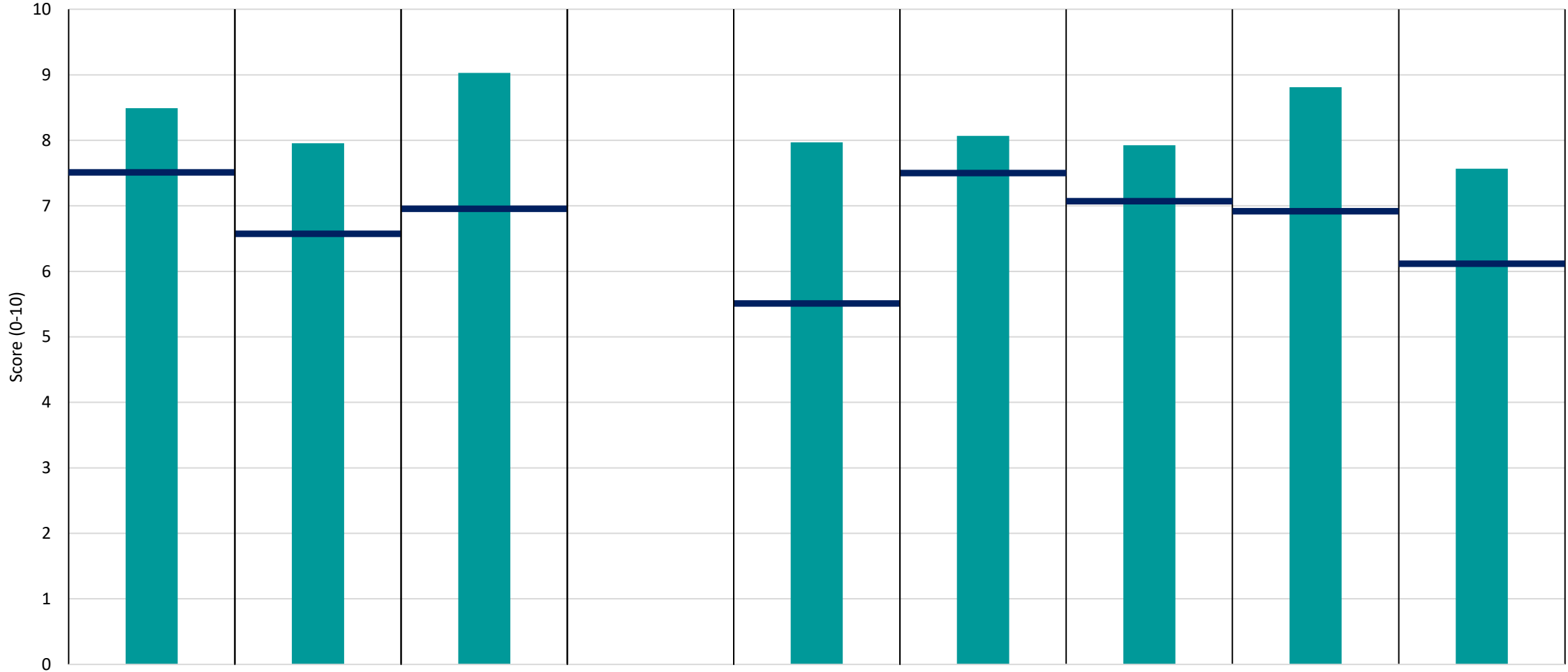|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.18	6.61	6.70	-	5.13	7.29	6.75	6.79	6.18
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	63	63	61	-	58	63	63	63	63

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

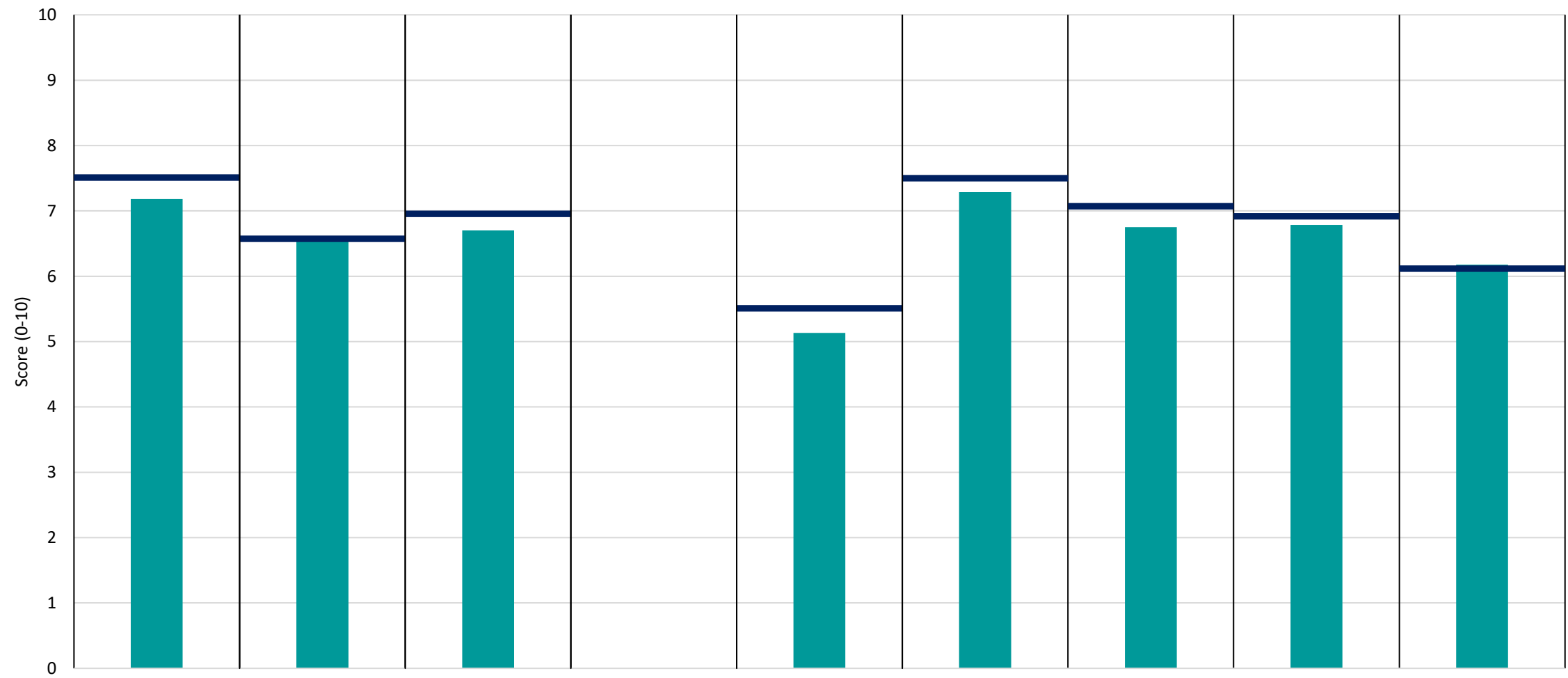|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.55	6.77	7.00	-	5.87	7.75	7.50	7.21	6.86
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	73	72	73	-	70	72	73	73	73

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

9

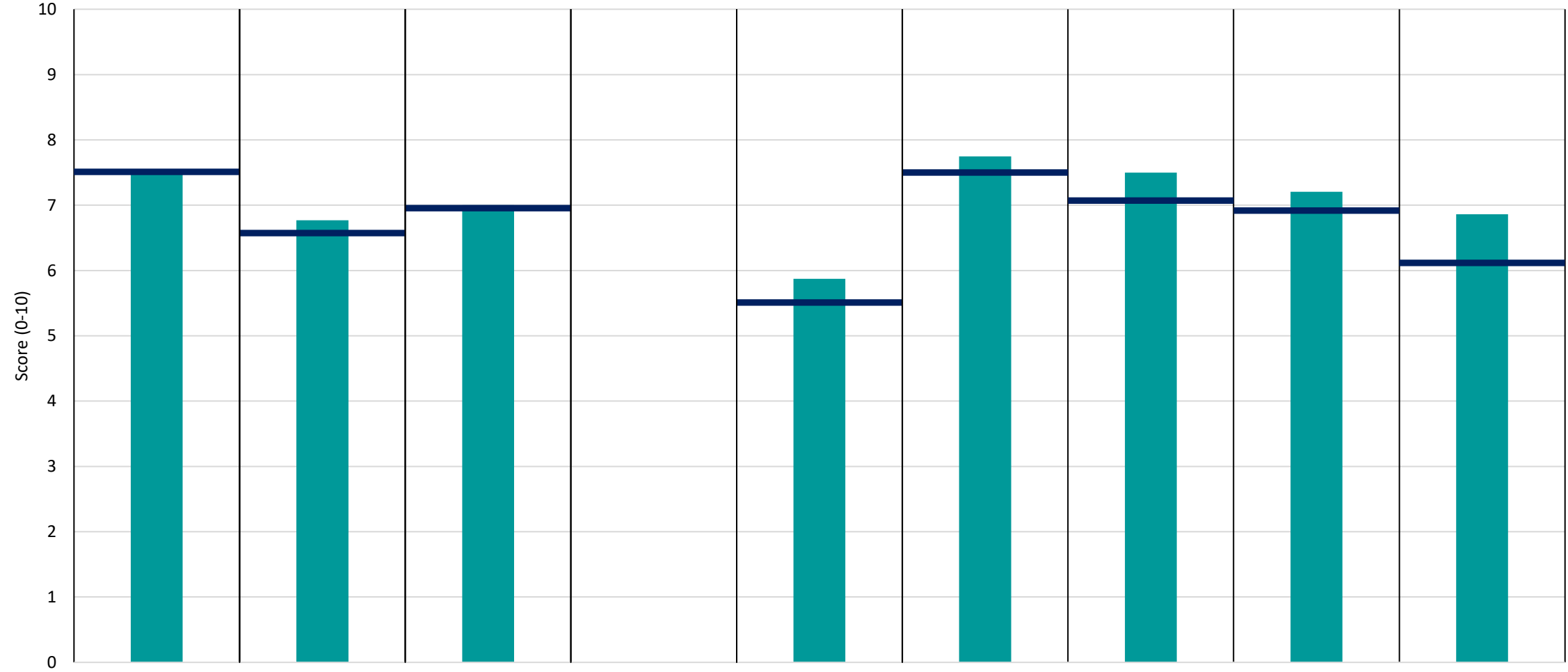|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.63	6.85	7.47	-	5.37	8.51	7.25	7.59	6.45
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	13	13	13	-	12	12	13	13	13

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 MEDICAL

Score (0-10)

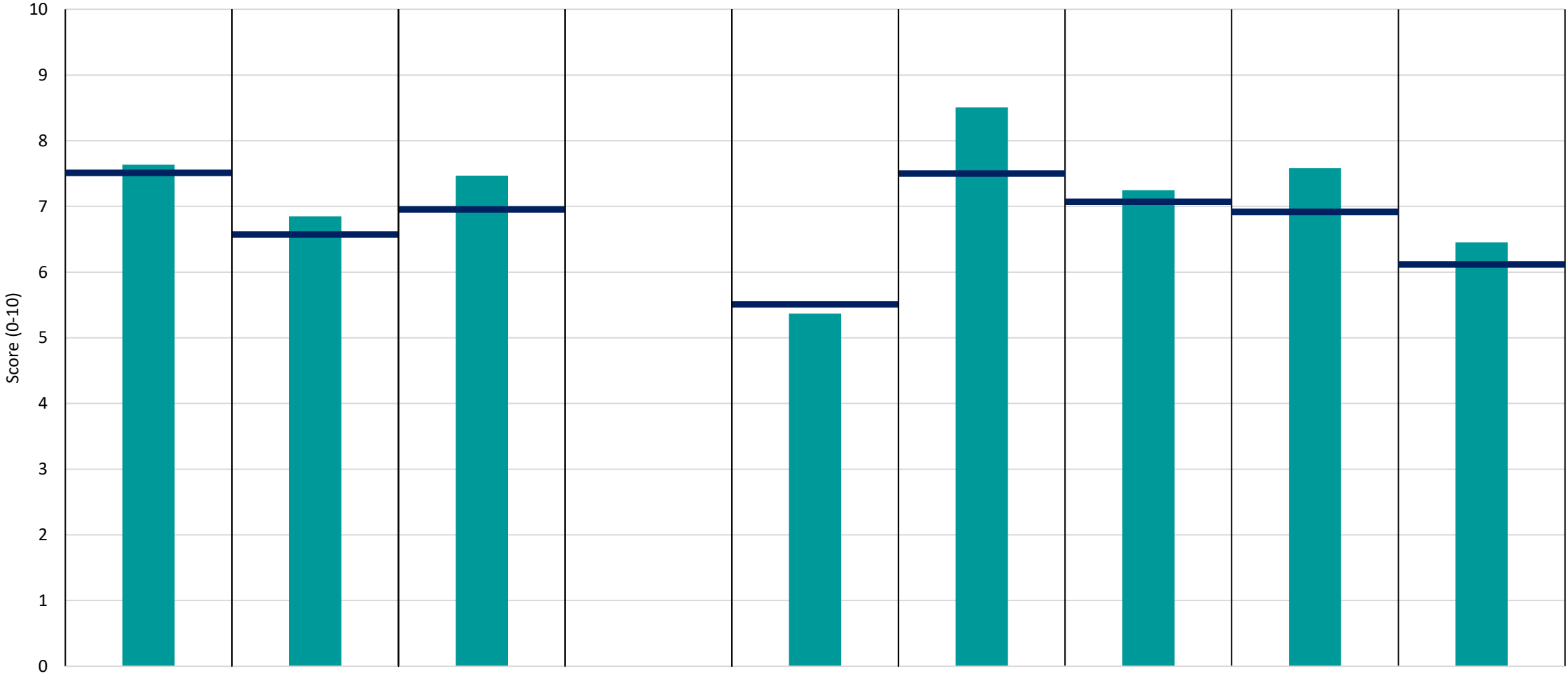|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.81	6.74	7.21	-	5.96	7.60	7.32	7.11	6.28
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	80	80	78	-	79	80	80	80	80

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 NURSING

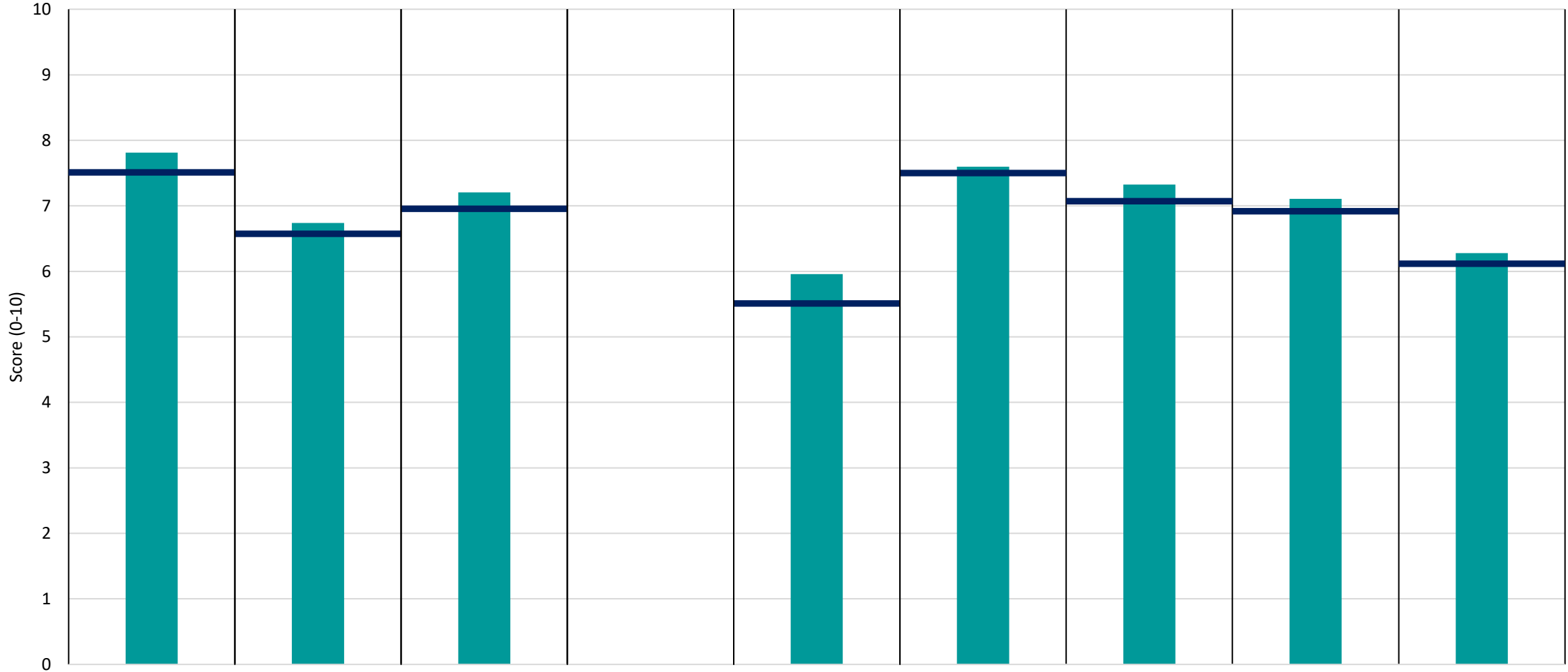|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.41	6.27	6.76	-	5.32	7.16	6.93	6.61	5.62
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	106	106	106	-	102	106	105	106	106

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 OPERATIONS

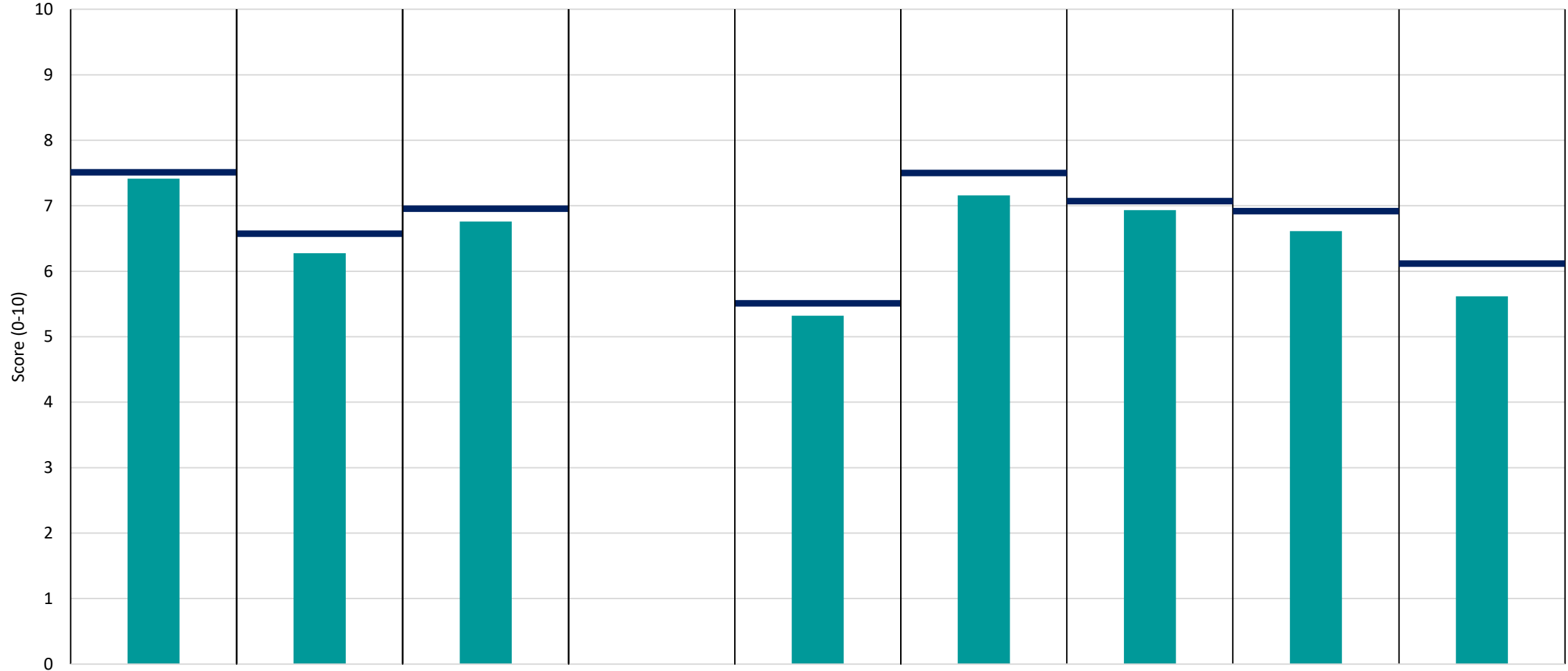|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.49	6.71	6.94	-	5.80	7.63	7.00	6.87	6.14
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	48	48	47	-	47	48	48	48	48

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 PERFORMANCE

Score (0-10)

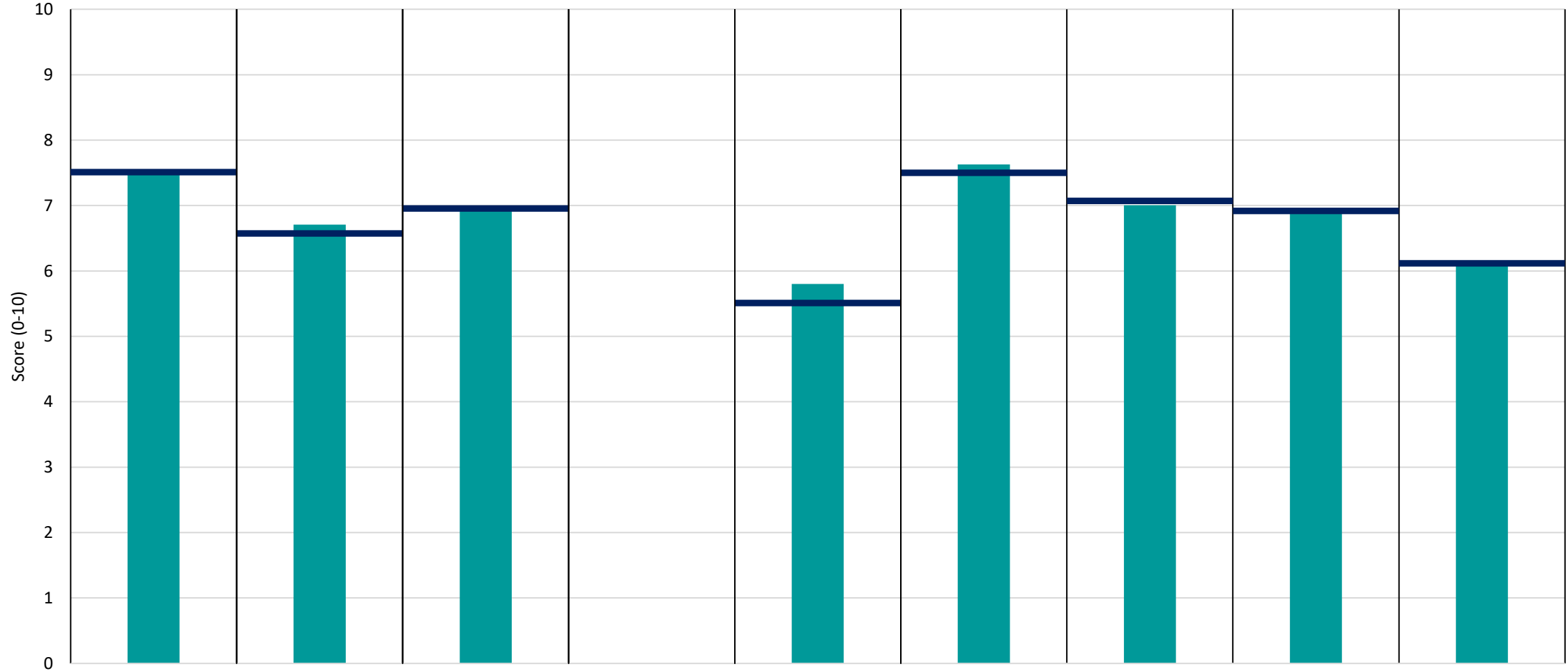|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.43	6.55	6.81	-	5.04	8.35	7.00	6.62	6.51
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	22	22	22	-	19	22	22	22	22

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 PRIMARY CARE

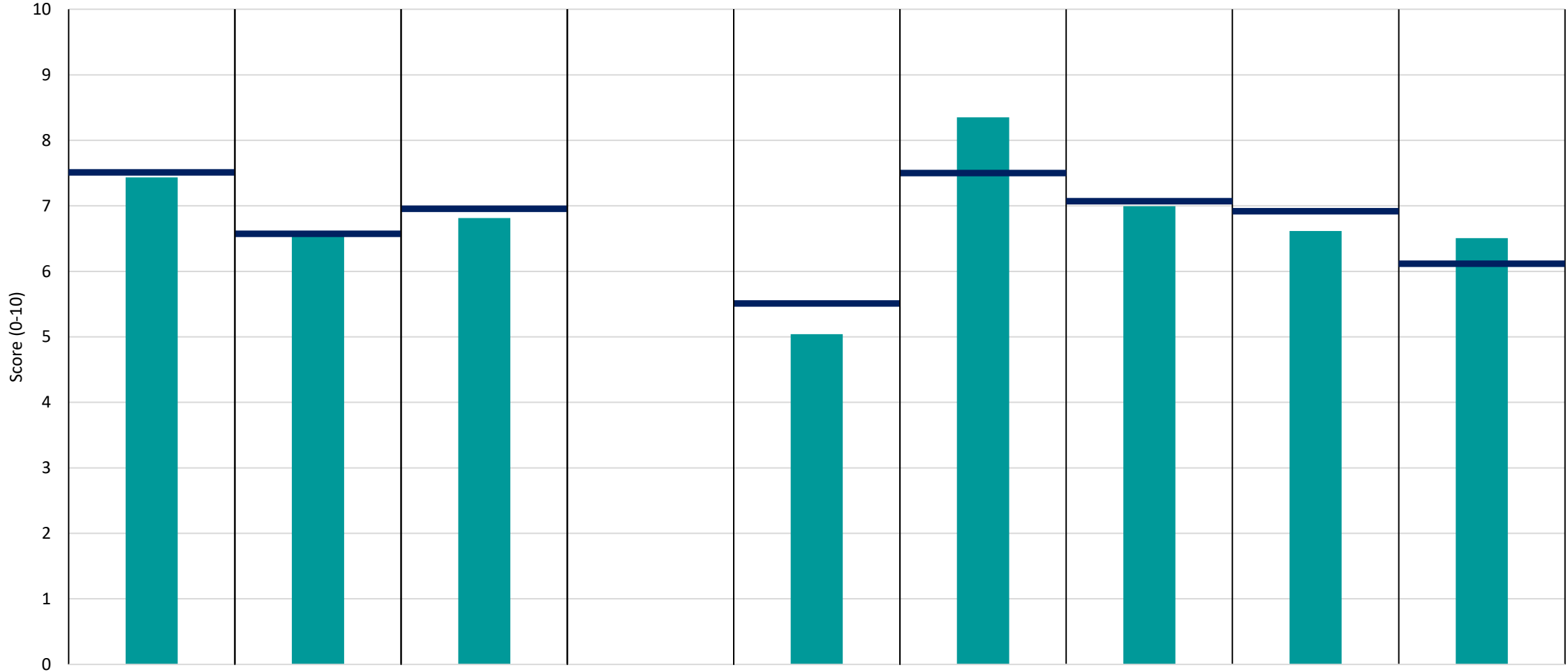|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.38	6.31	6.59	-	5.25	7.06	6.67	6.54	5.53
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	66	66	66	-	63	64	66	66	66

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 STRATEGY

Survey Coordination Centre

NHS

Score (0-10)

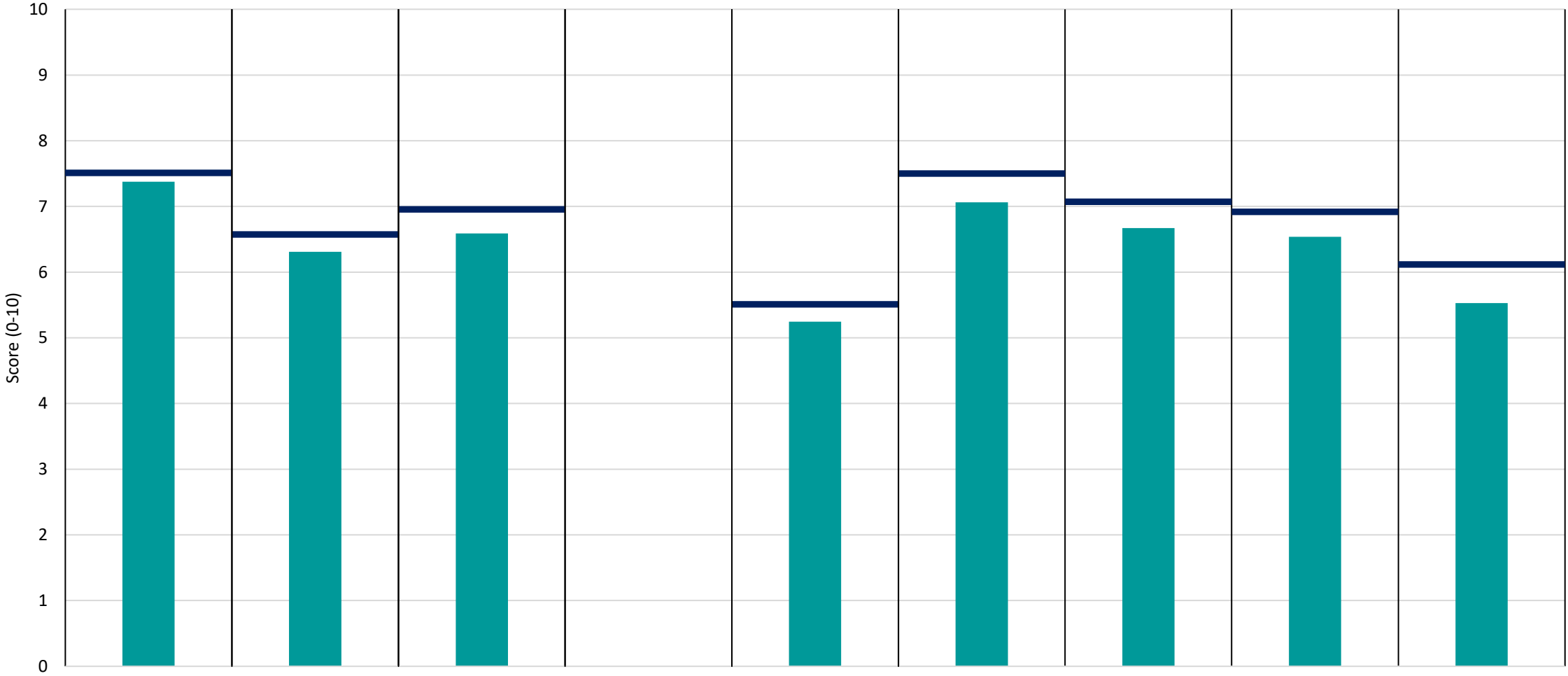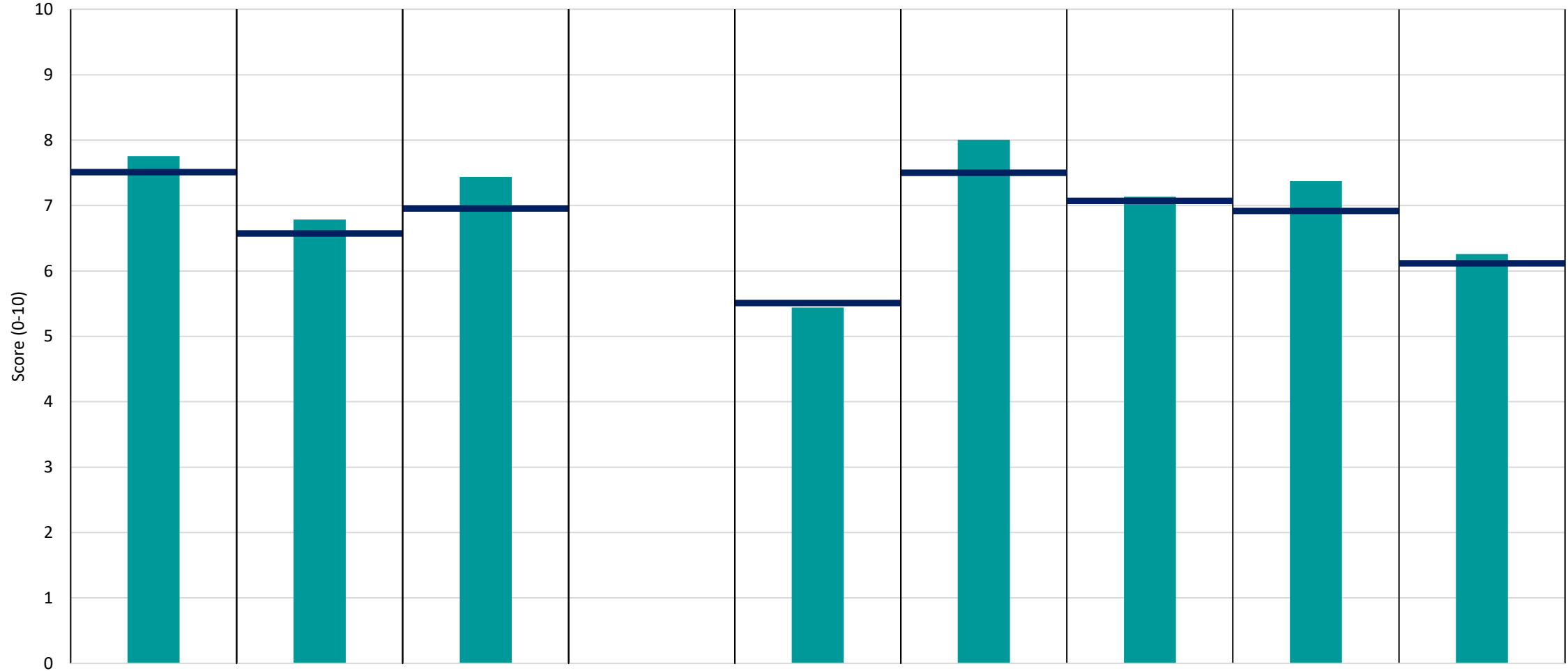|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.76	6.79	7.44	-	5.44	8.01	7.14	7.37	6.26
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	33	33	33	-	32	33	33	33	33

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

Breakdowns 2

NHS Hertfordshire and West Essex ICB

2023 NHS Staff Survey

468 ICB BUSINESS INFORMATICS 922564

Score (0-10)

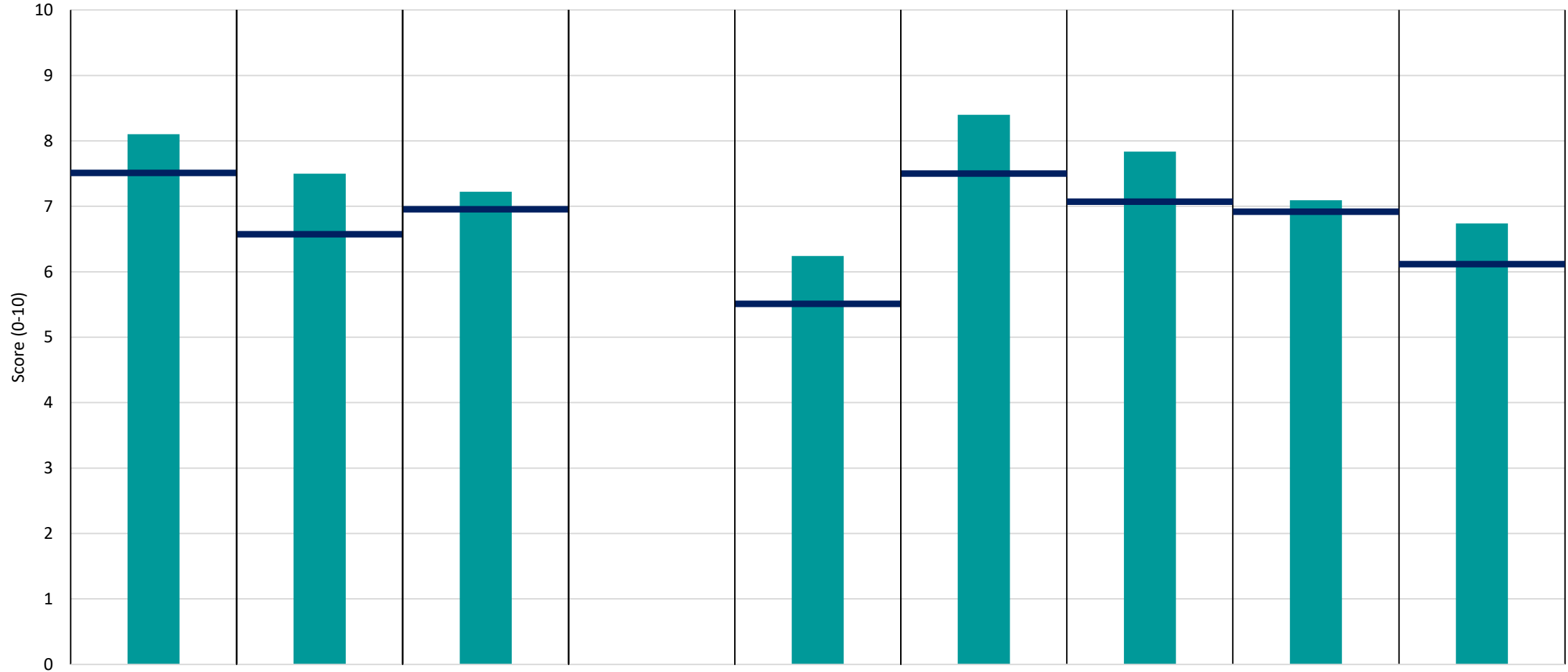|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	8.10	7.50	7.22	-	6.24	8.40	7.84	7.09	6.74
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	13	13	13	-	11	13	13	13	13

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 ICB Business Development 922563

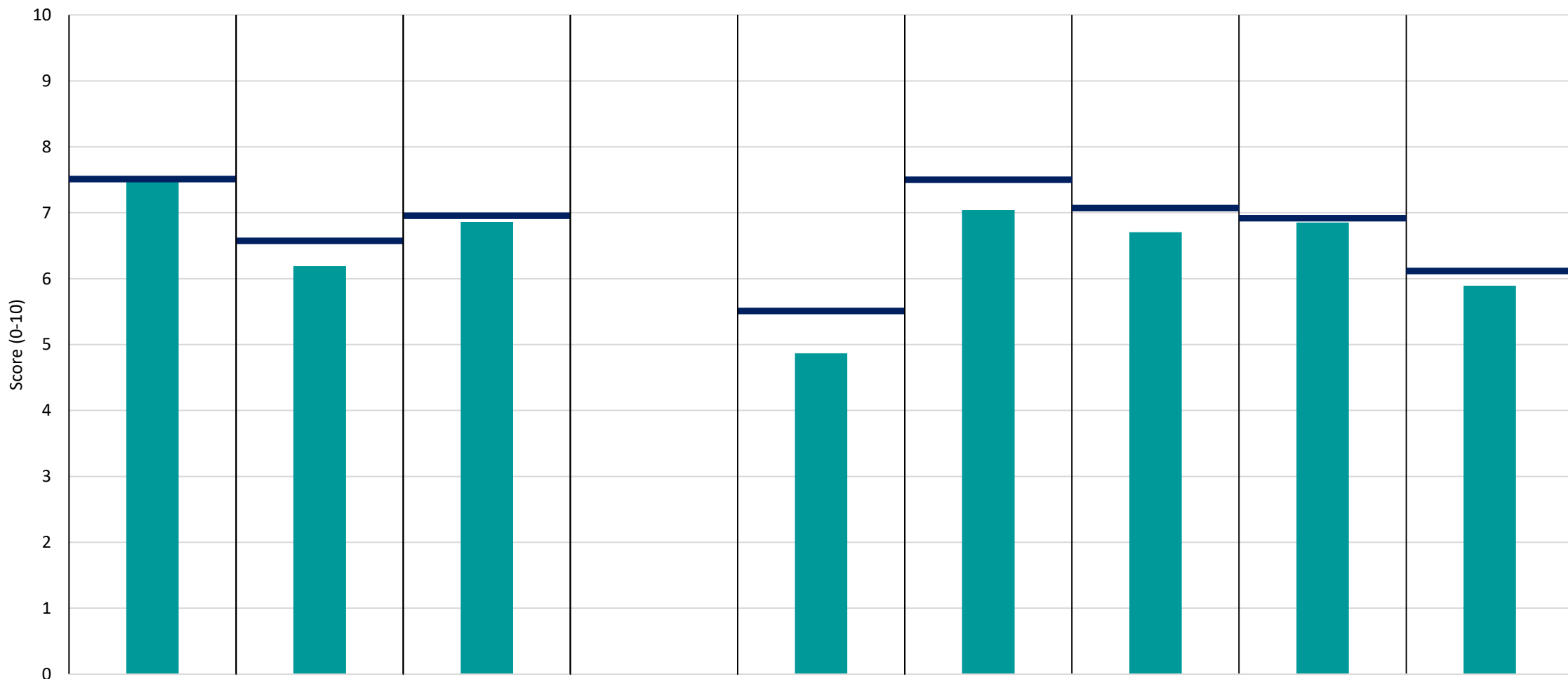|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.50	6.19	6.86	-	4.87	7.04	6.70	6.85	5.89
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	21	21	21	-	19	21	21	21	21

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

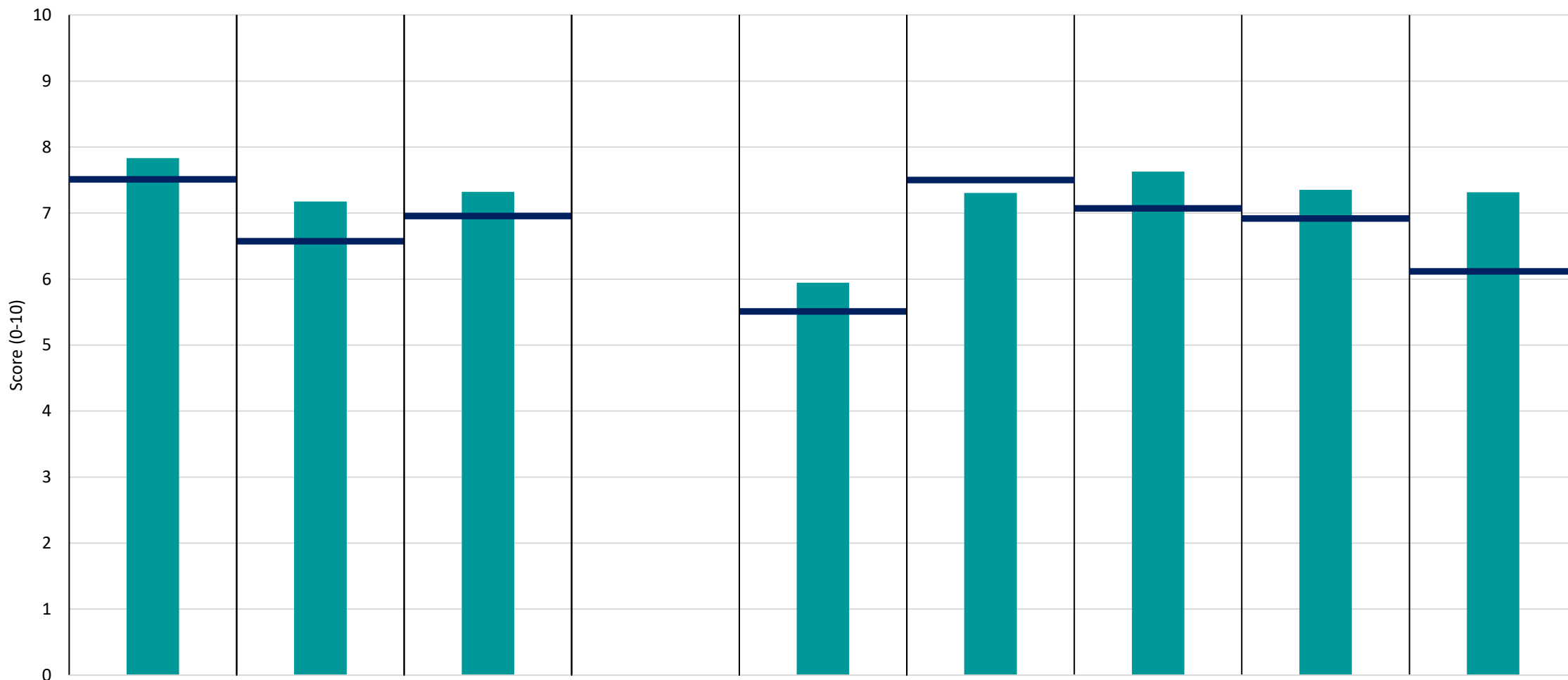|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.83	7.18	7.32	-	5.95	7.30	7.63	7.35	7.31
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	17	17	17	-	17	17	17	17	17

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 ICB CEO/ BOARD OFFICE 922565
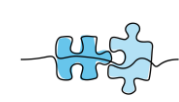
	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.55	6.58	7.36	-	5.56	7.16	6.86	7.38	6.80
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	12	12	12	-	12	11	12	12	12

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 ICB CHS Assess & Supp 922157

Score (0-10)

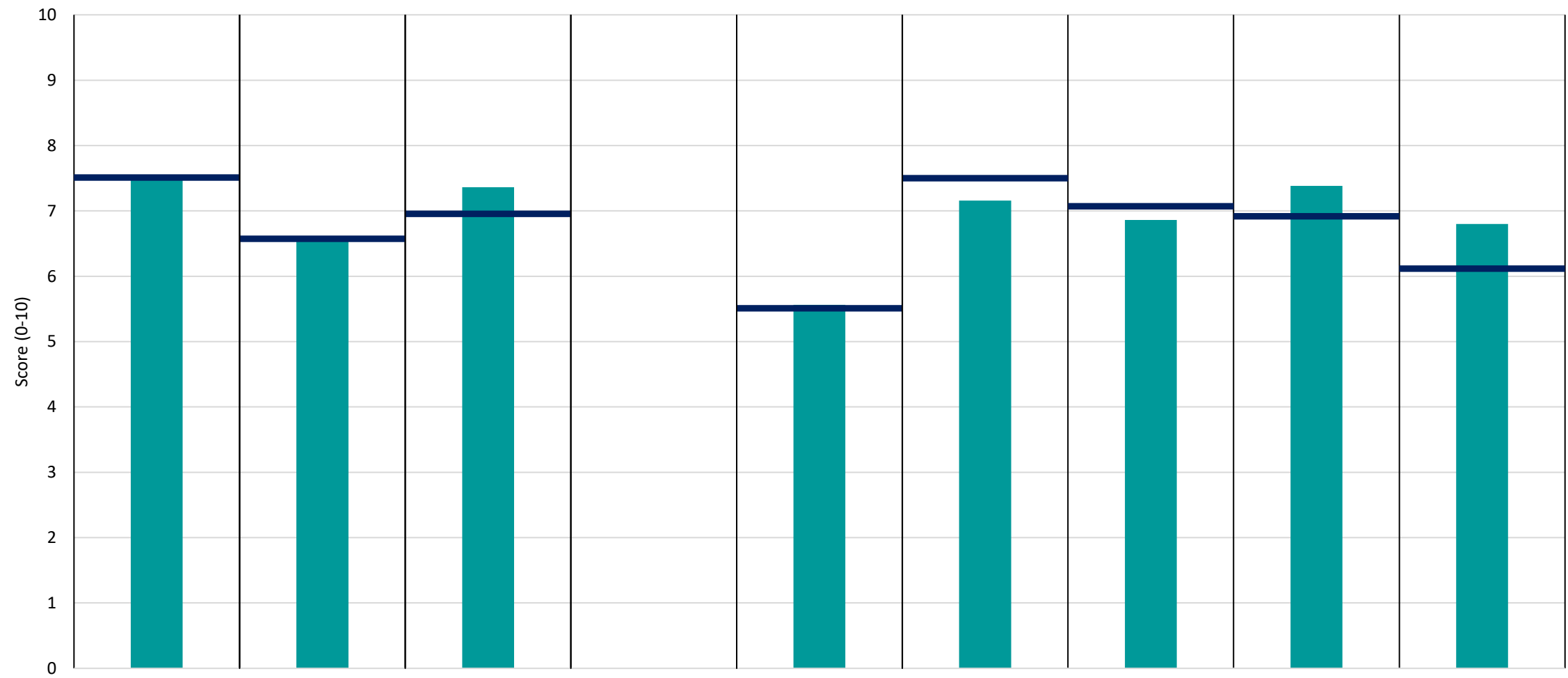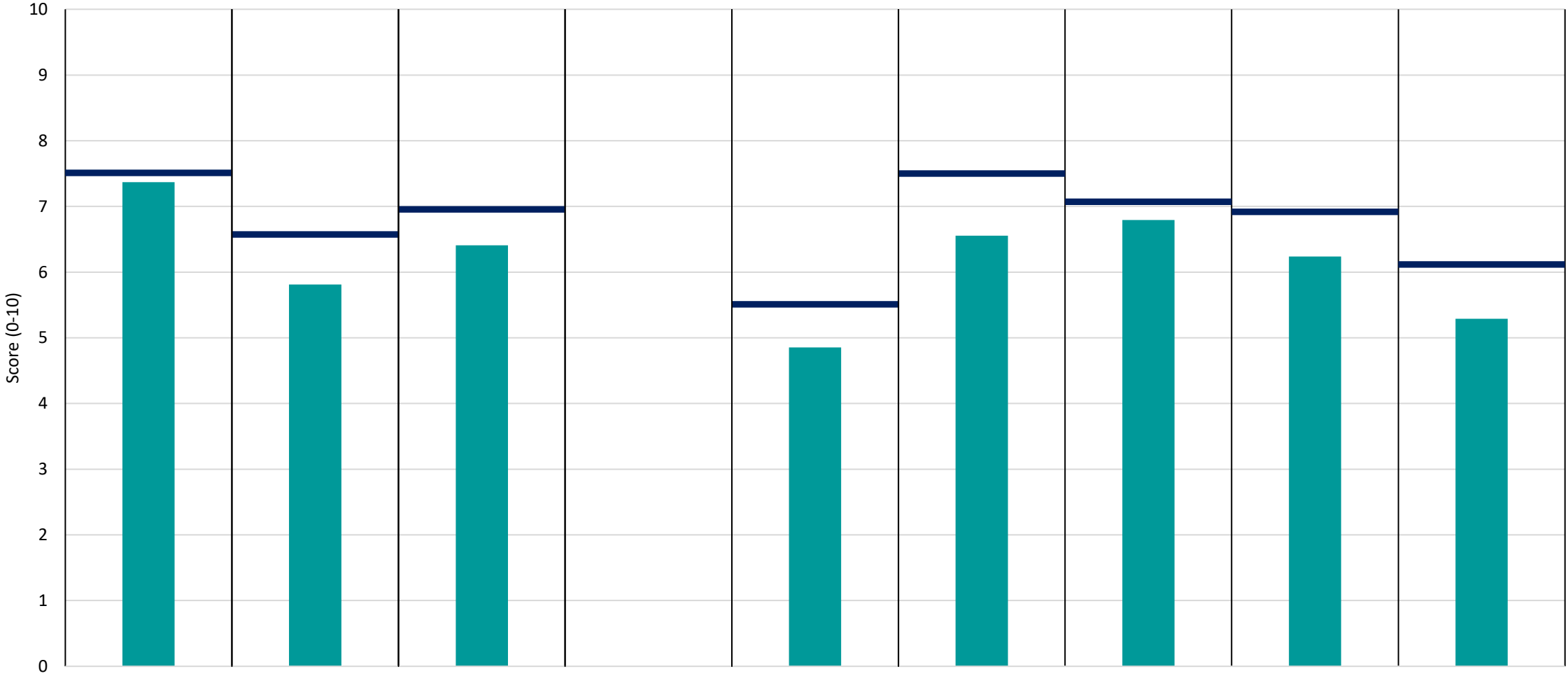|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.37	5.81	6.41	-	4.85	6.55	6.79	6.24	5.29
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	44	44	44	-	42	44	44	44	44

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 ICB COMMUNICATIONS & PR 922572

Score (0-10)

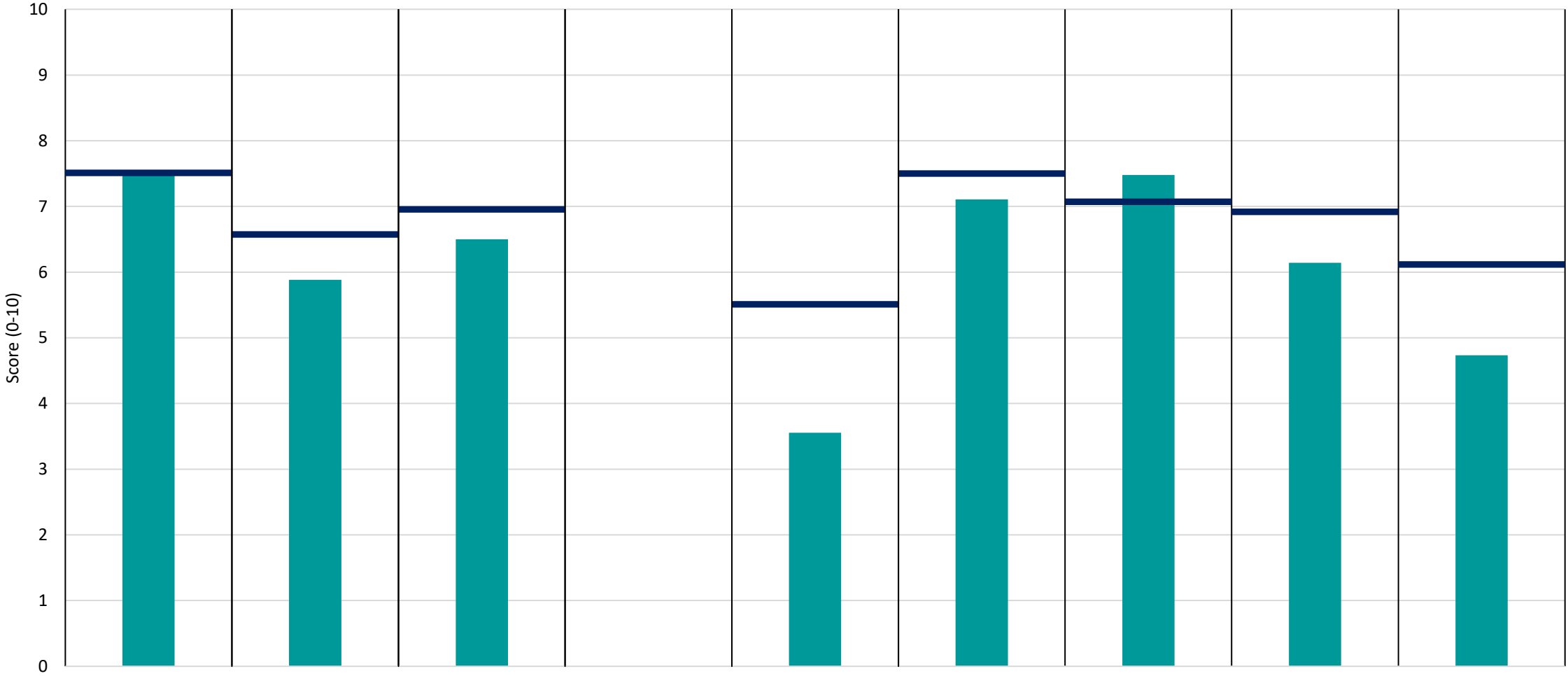|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.50	5.88	6.50	-	3.55	7.11	7.48	6.14	4.74
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	17	17	17	-	17	17	17	17	17

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 ICB CONTRACT MANAGEMENT 922574

Score (0-10)

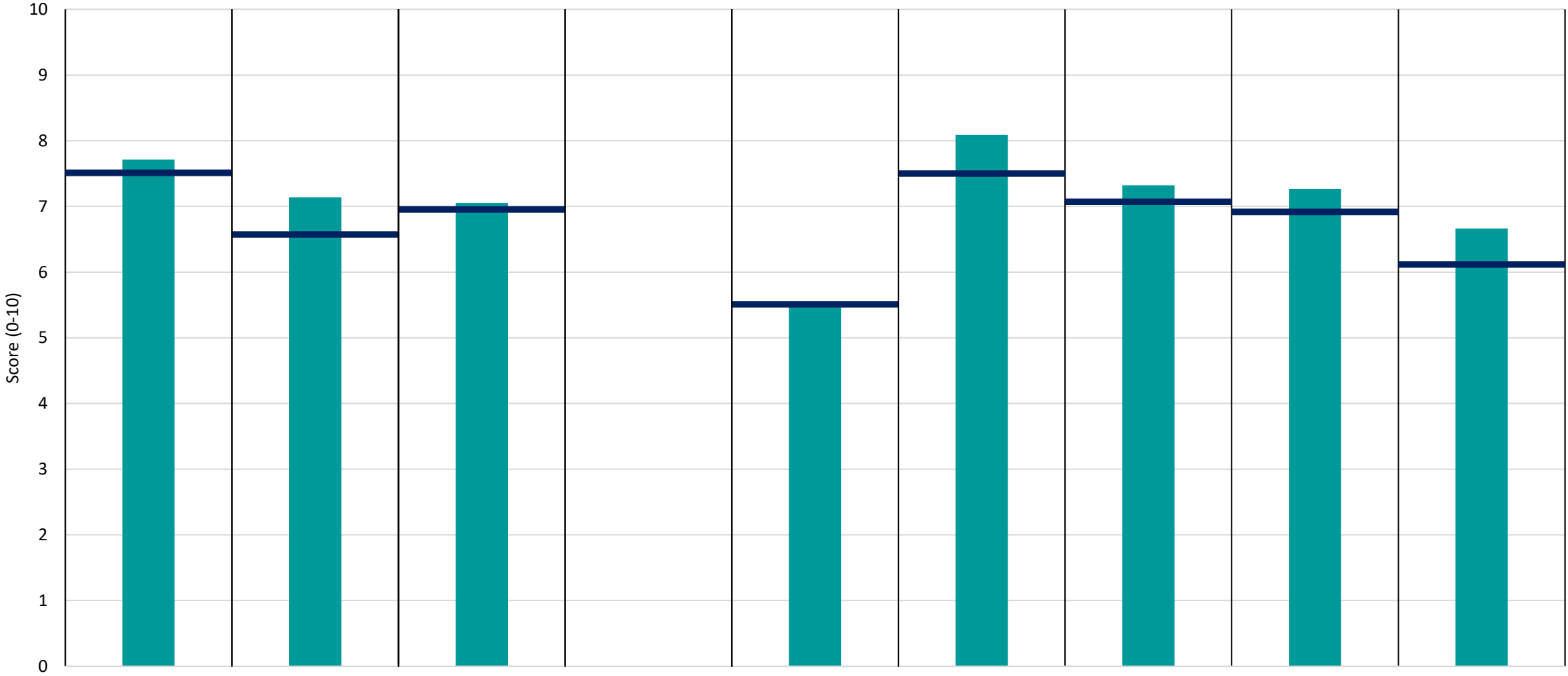|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.71	7.14	7.05	-	5.50	8.09	7.32	7.27	6.66
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	22	22	22	-	21	22	22	22	22

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 ICB EXCEPTIONS & PRIOR APPROVALS

Score (0-10)

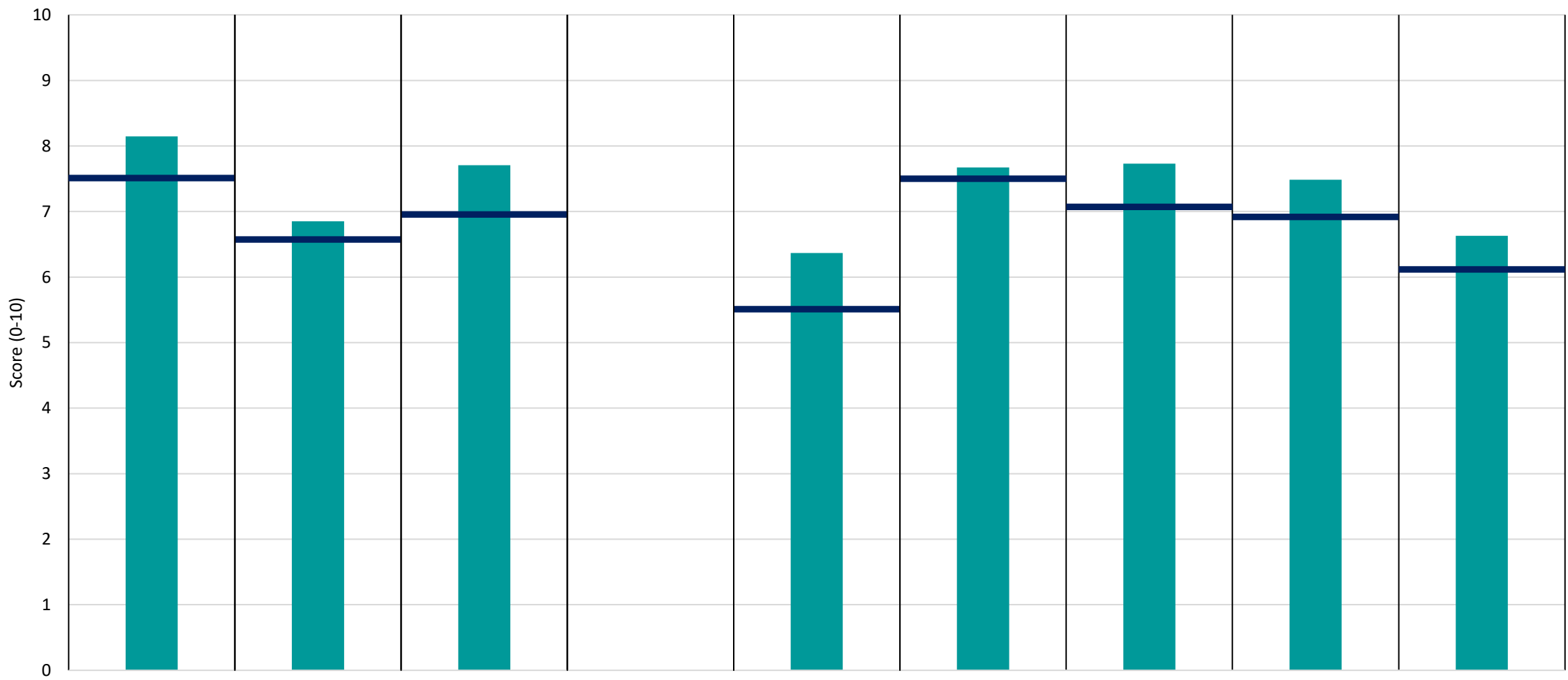|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	8.15	6.85	7.71	-	6.37	7.67	7.73	7.48	6.63
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	17	17	17	-	17	17	17	17	17

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 ICB FINANCE 922581

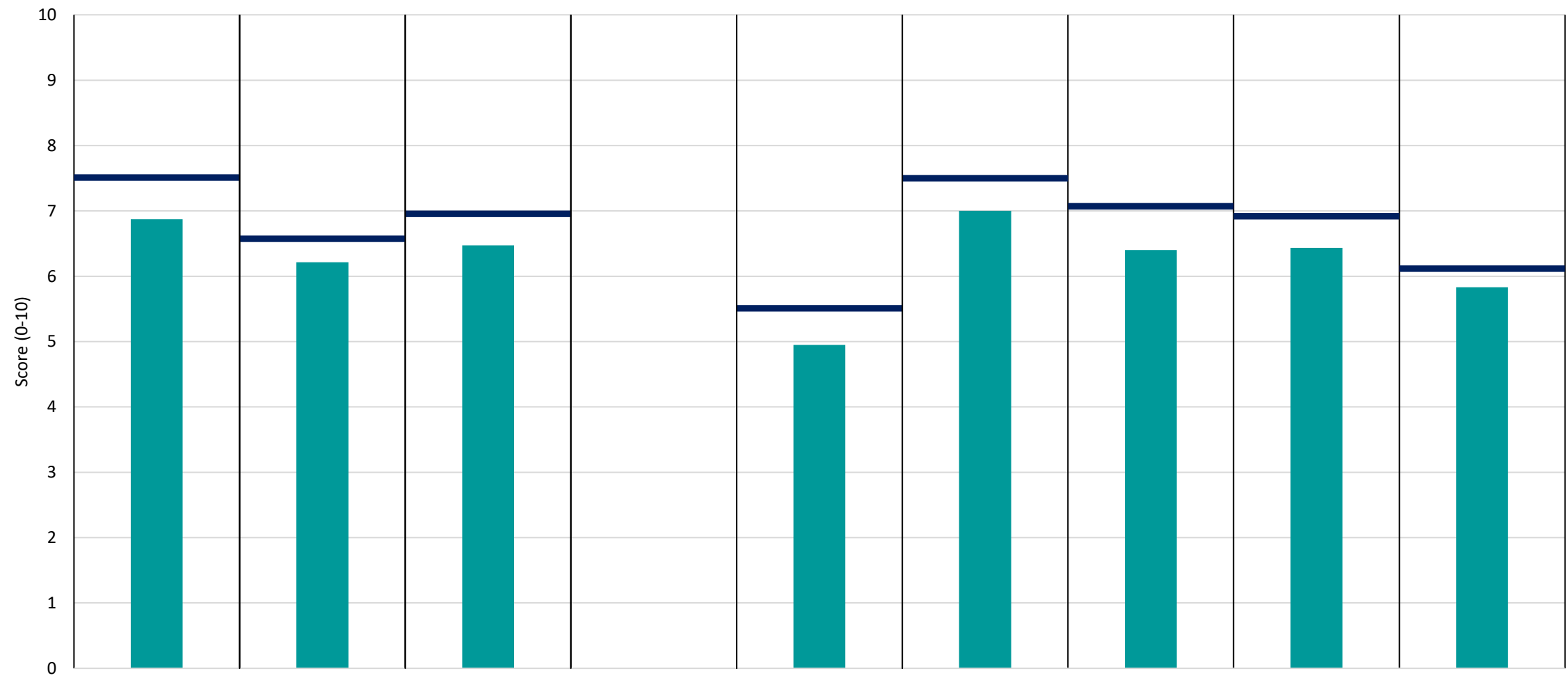|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	6.87	6.21	6.47	-	4.95	7.00	6.40	6.44	5.83
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	35	35	34	-	32	35	35	35	35

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 ICB HUMAN RESOURCES 922584

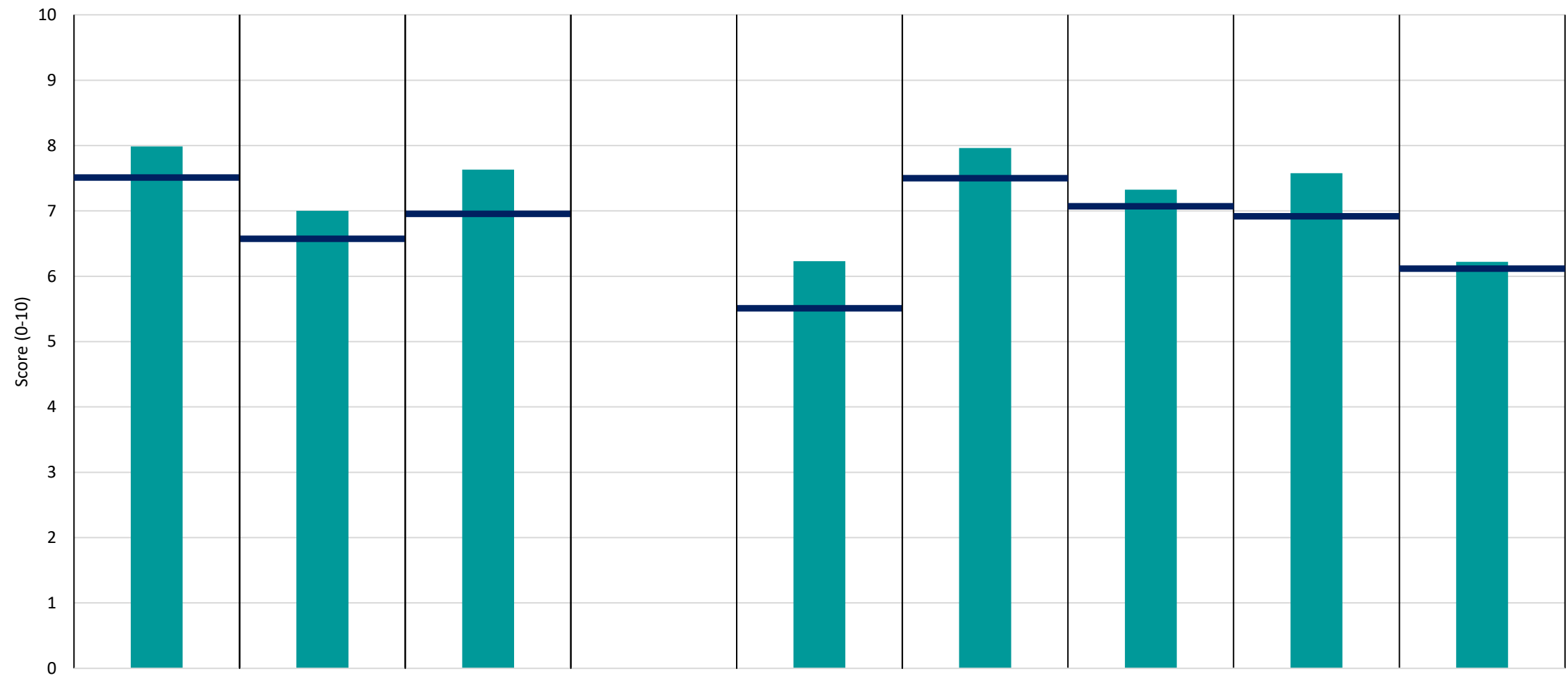|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.99	7.00	7.63	-	6.23	7.96	7.33	7.58	6.22
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	18	18	18	-	18	18	18	18	18

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

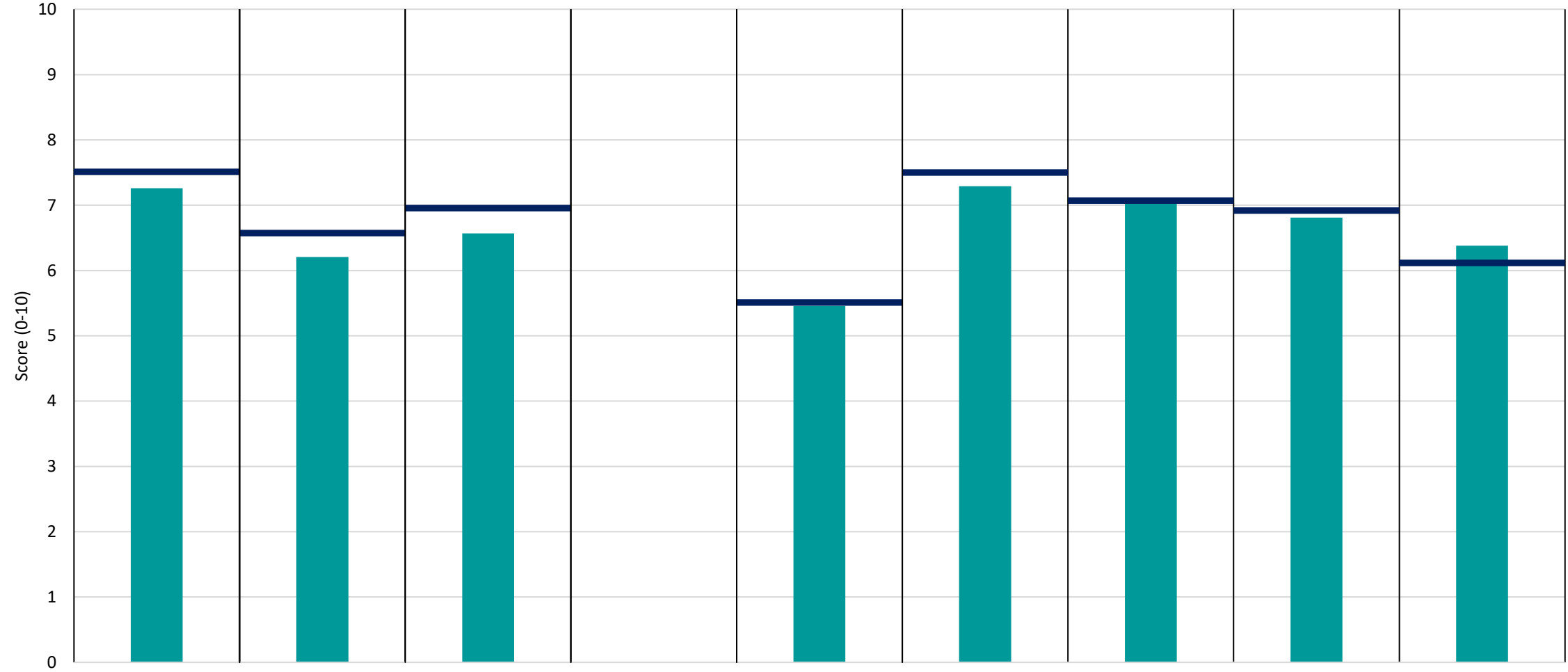|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.26	6.21	6.57	-	5.46	7.29	7.03	6.81	6.38
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	25	24	25	-	23	24	25	25	25

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 ICB IT NETWORK & TELECOMS 922647

Score (0-10)

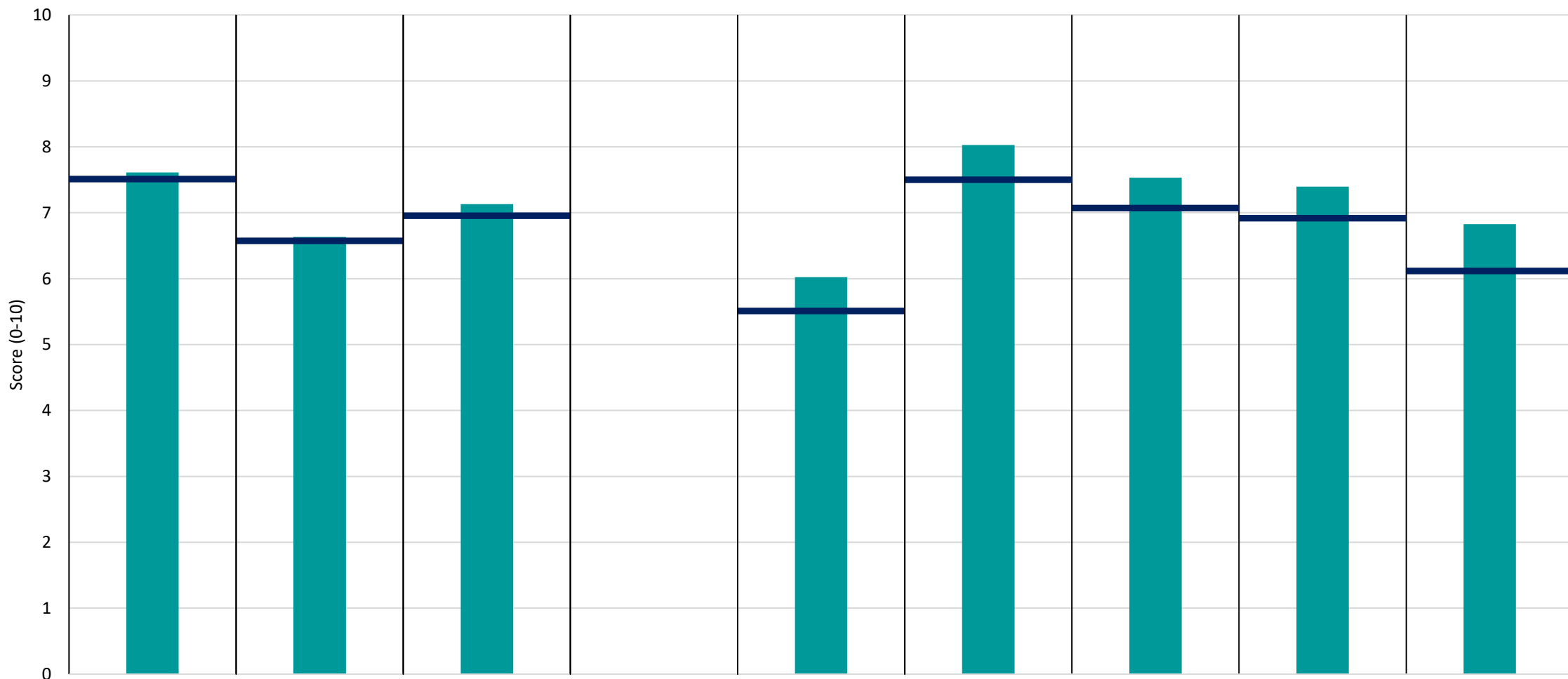|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.61	6.63	7.13	-	6.02	8.03	7.53	7.40	6.83
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	19	19	19	-	18	19	19	19	19

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 ICB MED Mgmt - CLIN 922173

Score (0-10)

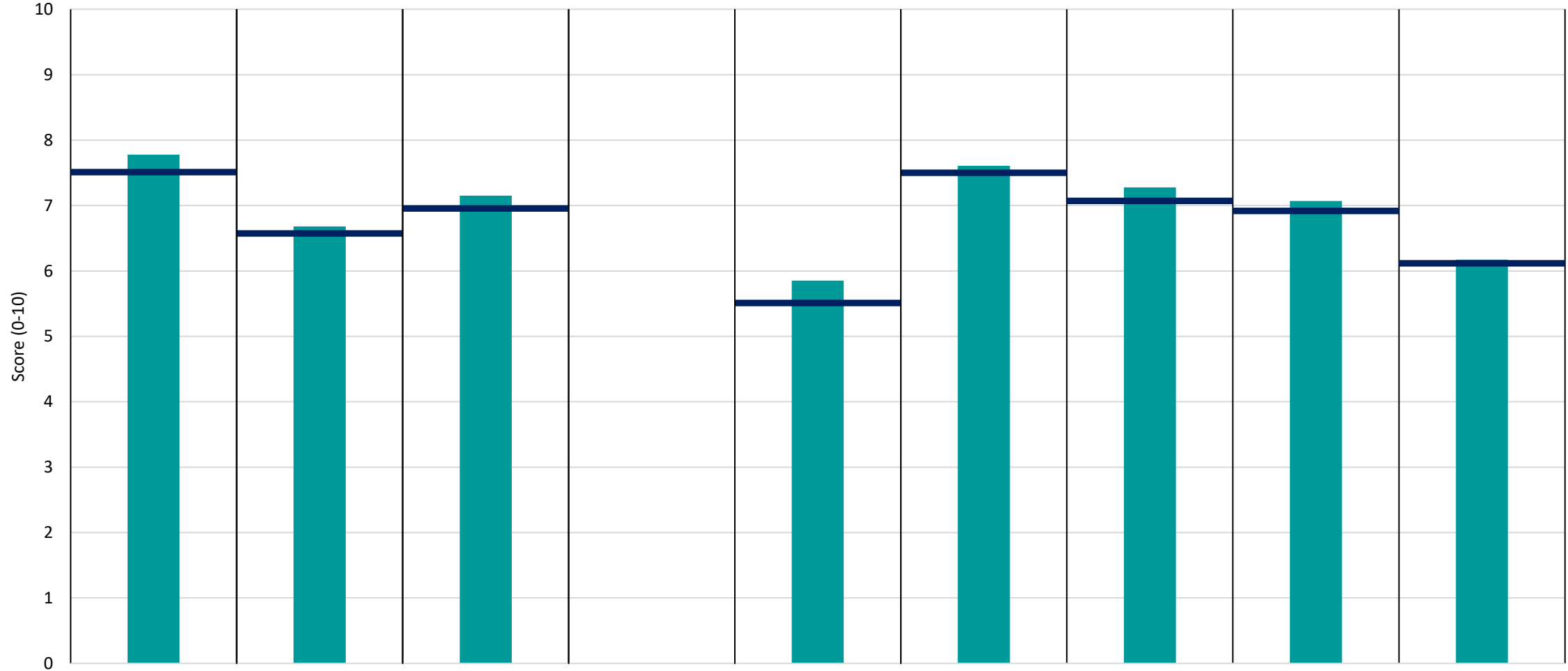|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.78	6.68	7.15	-	5.85	7.61	7.28	7.07	6.17
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	58	58	56	-	57	58	58	58	58

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

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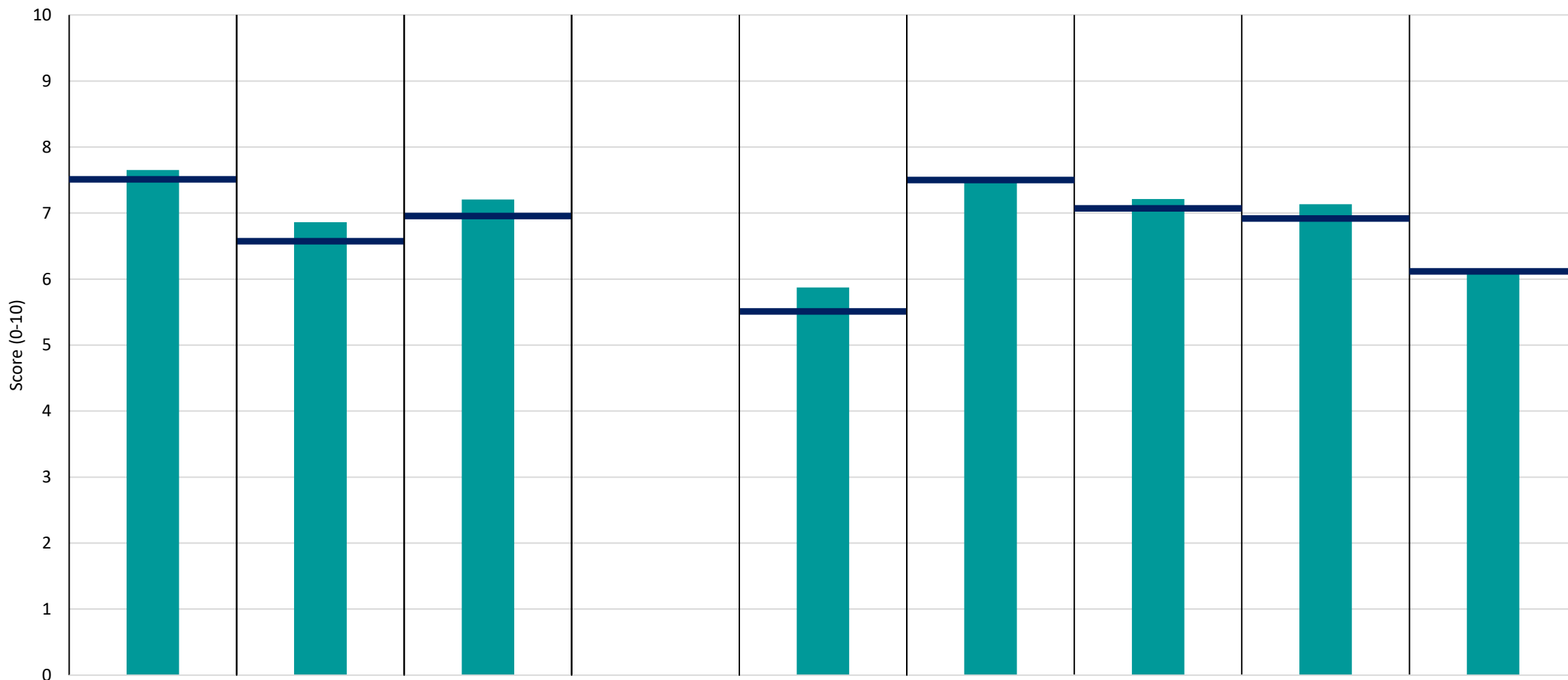|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.65	6.86	7.21	-	5.87	7.54	7.21	7.13	6.11
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	44	44	44	-	43	44	43	44	44

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

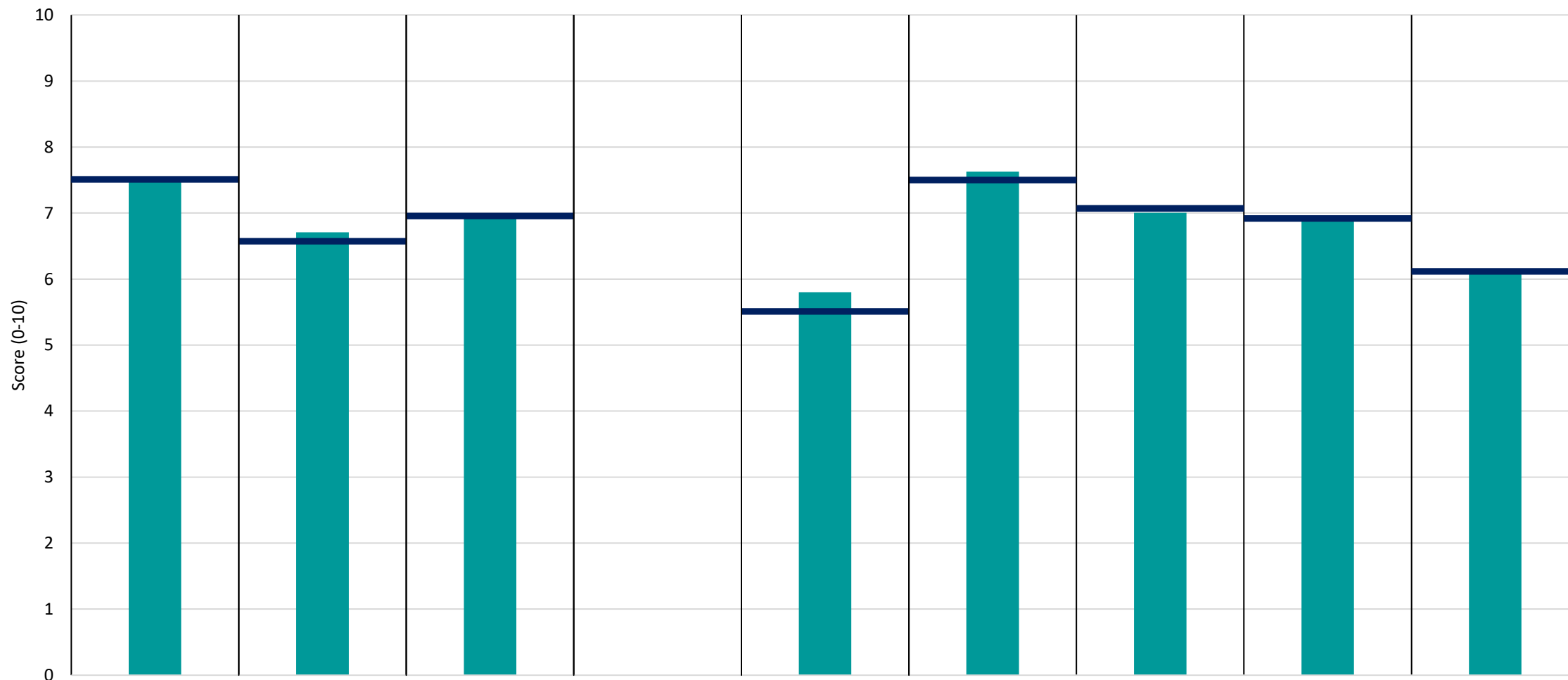|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.49	6.71	6.94	-	5.80	7.63	7.00	6.87	6.14
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	48	48	47	-	47	48	48	48	48

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 ICB PRIMARY CARE SUPPORT 922570

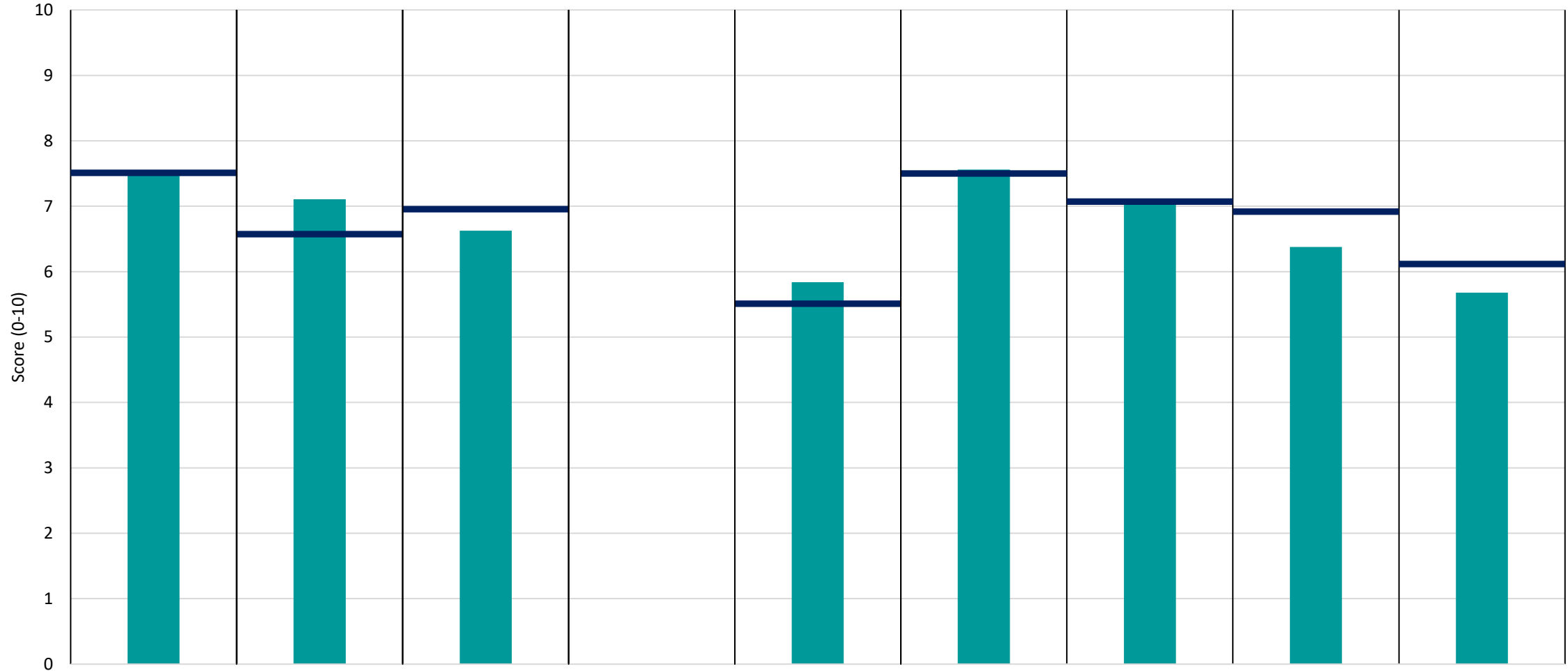|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.52	7.11	6.63	-	5.84	7.56	7.06	6.38	5.68
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	28	28	28	-	27	27	28	28	28

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

468 THIRD PARTY HOSTED SERVICE 4

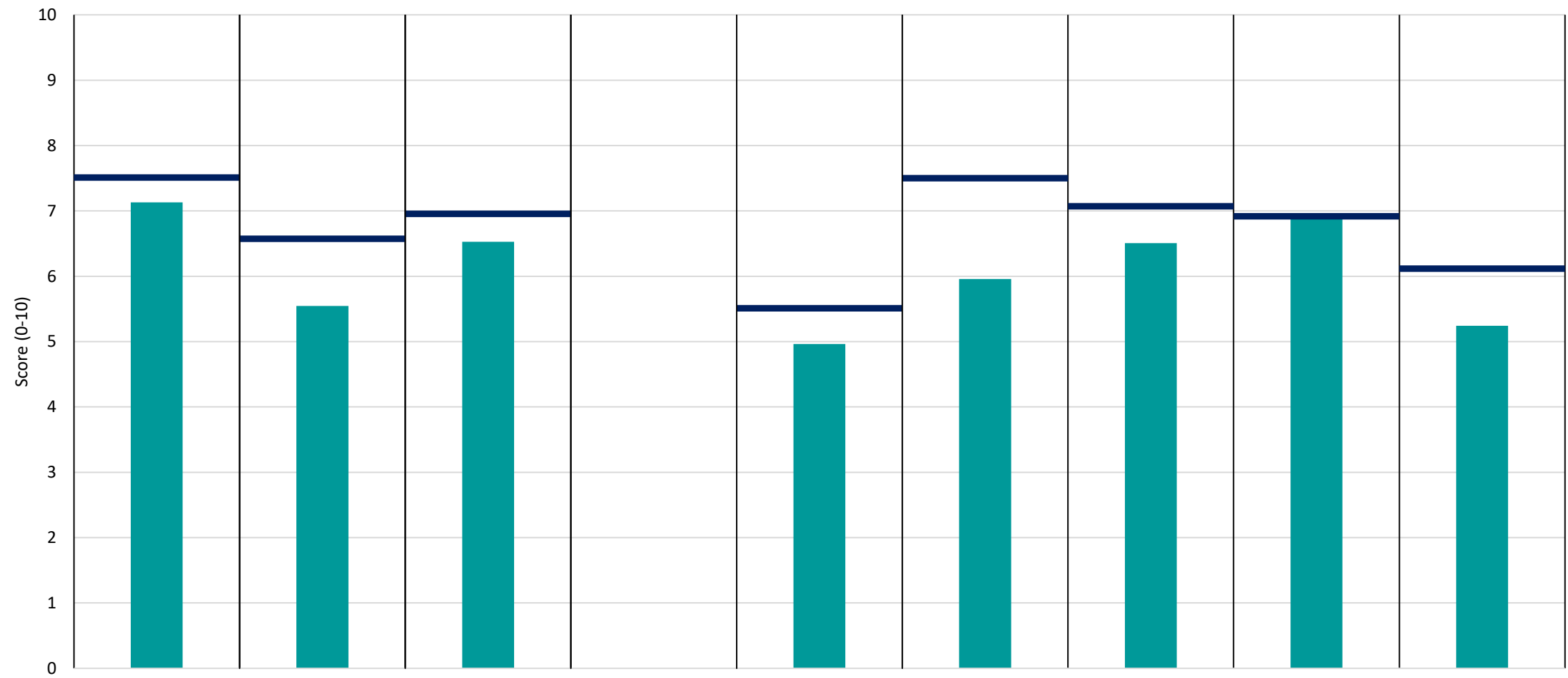|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.13	5.55	6.53	-	4.96	5.96	6.51	6.92	5.24
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	11	11	11	-	11	10	11	11	11

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

Other

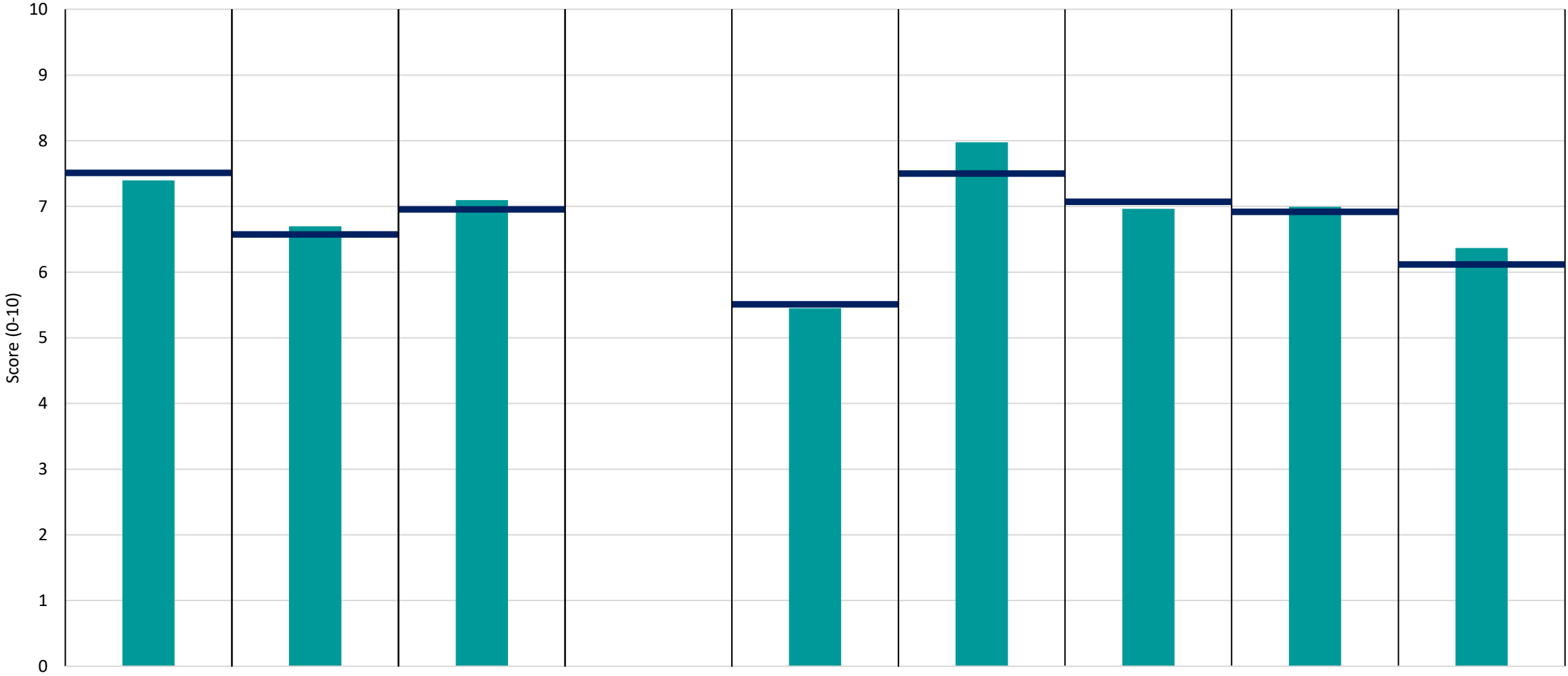|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Breakdown	7.40	6.70	7.10	-	5.45	7.98	6.97	6.99	6.37
Your org	7.51	6.57	6.96	-	5.51	7.50	7.07	6.92	6.12
Responses	71	71	70	-	67	70	71	71	71

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.