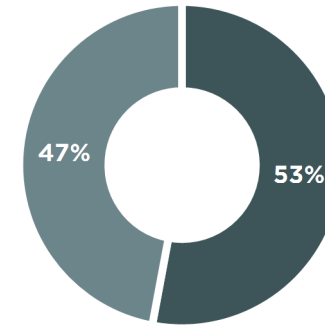
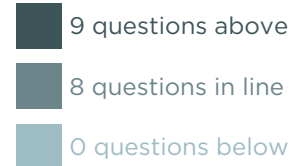


**Your NHS
Engagement
Score**

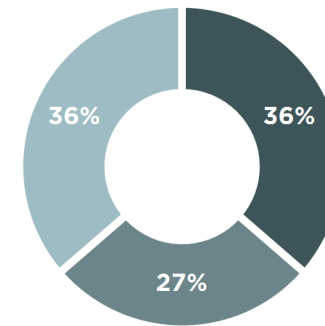
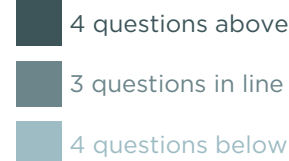


3.80

VARIANCE FROM PREVIOUS SURVEY



VARIANCE FROM BENCHMARK



WHAT NOW?

1. TAKE THE TIME TO EXPLORE

AND UNDERSTAND THE RESULTS IN THIS REPORT.

2. DISCUSS THE RESULTS WITH YOUR TEAM

IDENTIFY THE THINGS TO CELEBRATE (STRENGTHS) OR IMPROVE (ACTION AREAS).

3. WORK TOGETHER

TO BUILD A PLAN OF ACTION.



TOP 3 HIGHEST SCORING QUESTIONS:

% POSITIVE

Q18. If a friend or relative needed NHSBT for service, I would be happy with the service provided	82%
Q13. I am able to make suggestions to improve my area of work	80%
Q16. Care of patients/donors/service users is NHSBT's top priority	76%



BOTTOM 3 LOWEST SCORING QUESTIONS:

% POSITIVE

Q12. I believe that action has been taken in the last 18 months since the last Your Voice Survey	35%
Q10. Overall I believe the senior leaders at NHSBT will make the right decisions for the future	37%
Q11. Senior Leaders at NHSBT are approachable and listen to my feedback	38%

EMPLOYEE ENGAGEMENT



HOW ENGAGED IS YOUR TEAM?

THESE RESULTS PROVIDE A MEASURE OF ENGAGEMENT FOR YOUR TEAM.

YOUR ENGAGEMENT SCORE ISN'T JUST ABOUT HOW MUCH PEOPLE LIKE WORKING FOR YOU. IT ALSO MEASURES THE EMOTIONAL CONNECTION AND COMMITMENT COLLEAGUES HAVE TO WORKING FOR THE ORGANISATION.

THERE'S A LOT OF EVIDENCE TO SHOW A STRONG LINK BETWEEN ENGAGED COLLEAGUES AND IMPROVED BUSINESS PERFORMANCE.



KF22	Employee ability to contribute towards improvement at work	3.79
KF24	Employee recommendation of the organisation as a place to work or receive treatment	3.92
KF25	Employee motivation at work	3.68

ALL QUESTIONS



EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION	52%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
Q1. NHSBT does a good job of keeping me informed about matters affecting me	11	51	21	14		61%	+2	+3
Q2. Communication between my department and other relevant areas of NHSBT is effective		37	29	23		43%	+4	+15 ↑
MY WELFARE	50%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
Q3. I am satisfied with the opportunities I have to progress my role/career at NHSBT	12	38	22	18	10	50%	+4	+9 ↑
Q4. There is equal opportunities for career progression or promotion at NHSBT	13	37	26	16	9	50%	-	-10 ↓

KEY	T	BENCHMARK GROUP: PUBLIC SECTOR	↑	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
		TEXT CHANGE SINCE PREVIOUS SURVEY	↓	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR					

ALL QUESTIONS



EXPLORE THE FULL RESULTS

- THESE PAGES SHOW THE NON STANDARD QUESTIONS ASKED IN THE SURVEY AND HOW THE PROPORTION OF COLLEAGUES RESPONDED.

- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

HEALTH, SAFETY AND WELLBEING

RESPONSE SCALE

RESPONSE COUNT

%

VARIANCE FROM PREVIOUS SURVEY

Q5. Have you, in the past twelve months, been personally subjected to any form of Harassment, Bullying or Abuse in the workplace

3574

Yes		493	14%	-
No		2809	79%	-
Prefer not to say		272	8%	-

Q5a. Was this from: Donors, Patients, Relatives or the Public

493

Yes		84	17%	-
No		375	76%	-
Prefer not to say		34	7%	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

ALL QUESTIONS



EXPLORE THE FULL RESULTS

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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

HEALTH, SAFETY AND WELLBEING

RESPONSE SCALE

RESPONSE COUNT

%

VARIANCE FROM PREVIOUS SURVEY

		RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY
Q5b. Was this from managers or other colleagues?		492		
Yes		435	88%	-
No		29	6%	-
Prefer not to say		28	6%	-
Q6. In the last 12 months, have you personally experienced discrimination at work from any of the following: Manager / team leader or other colleagues?		3575		
Yes		278	8%	-
No		3079	86%	-
Prefer not to say		218	6%	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

ALL QUESTIONS



EXPLORE THE FULL RESULTS

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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

MANAGEMENT		70%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
	Q7. I feel my manager keeps me informed on a regular basis	27	46	14	10		73%	+5 ↑	-
T	Q8. My manager motivates me and inspires me to do a good job	26	38	22	10		63%	+8 ↑	-6 ↓
	Q9. My manager cares about my well-being	34	39	17			73%	+7 ↑	-
SENIOR LEADERSHIP		37%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
	Q10. Overall I believe the senior leaders at NHSBT will make the right decisions for the future	31	37	17	9		37%	+1	-13 ↓
	Q11. Senior Leaders at NHSBT are approachable and listen to my feedback	8	31	35	18	9	38%	+6 ↑	-
SURVEY ACTIONS		35%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
	Q12. I believe that action has been taken in the last 18 months since the last Your Voice Survey	30	46	13			35%	-	-

KEY	T	BENCHMARK GROUP: PUBLIC SECTOR	↑	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
		TEXT CHANGE SINCE PREVIOUS SURVEY	↓	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR					

ALL QUESTIONS



EXPLORE THE FULL RESULTS

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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

ENGAGEMENT SCORE		70%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
	Q13. I am able to make suggestions to improve my area of work	24	57	12	8		80%	+8 ↑	+4
T	Q14. There are frequent opportunities to show initiative in my role	23	46	18	11		69%	+10 ↑	-
	Q15. I am able to make improvements happen in my area of work	19	46	21	11		65%	+10 ↑	-
T	Q16. Care of patients/donors/service users is NHSBT's top priority	35	41	12	8		76%	-3	+1
	Q17. I would recommend NHSBT as a place to work	23	42	22	8		65%	+5 ↑	+5 ↑
T	Q18. If a friend or relative needed NHSBT for service, I would be happy with the service provided	32	51	13	8		82%	-3	+11 ↑
	Q19. I look forward to going to work	15	40	29	11		55%	+7 ↑	-
	Q20. I am enthusiastic about my job	24	46	19	7		70%	+4	-9 ↓
	Q21. Time Passes Quickly When I am working	24	43	23	8		67%	-1	-

KEY

T TEXT CHANGE SINCE PREVIOUS SURVEY

BENCHMARK GROUP: PUBLIC SECTOR

↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

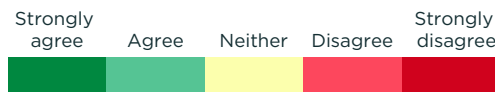
↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree

GUIDE TO THIS REPORT

% POSITIVE

WHERE RESULTS ARE SHOWN AS POSITIVE PERCENTAGES (% POSITIVE), THESE ARE CALCULATED BY ADDING TOGETHER POSITIVE RESPONSES ("STRONGLY AGREE" + "AGREE") AND DIVIDING BY THE NUMBER OF RESPONDENTS WHO ANSWERED THE QUESTION.



$$\frac{\text{number of respondents who answered the question}}{\text{number of respondents who answered the question}} = \text{\% POSITIVE}$$

ROUNDING

RESULTS ARE PRESENTED AS WHOLE NUMBERS FOR EASE OF READING, WITH ROUNDING PERFORMED AT THE LAST STAGE OF CALCULATION FOR MAXIMUM ACCURACY. VALUES FROM X.00 TO X.49 ARE ROUNDED DOWN AND VALUES FROM X.50 TO X.99 ARE ROUNDED UP. THEREFORE IN SOME INSTANCES, RESULTS MAY NOT TOTAL 100%.

	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%
NUMBER OF POSITIVE	151 + 166 = 317					
% POSITIVE	317 ÷ 613 = 52%					

ANONYMITY

IT IS ORC INTERNATIONAL'S PRACTICE NOT TO DISPLAY THE RESULTS OF GROUPS TO THE EXTENT WHERE THE ANONYMITY OF INDIVIDUALS MAY BE COMPROMISED. RESULTS FOR TEAMS WITH LESS THAN 6 WILL NOT RECEIVE AN INDIVIDUAL REPORT. HOWEVER, THEIR DATA WILL STILL CONTRIBUTE TO THE SCORES FOR THEIR GROUP AND THE ORGANISATION OVERALL.