

Hertfordshire Community NHS Trust

2019 NHS Staff Survey

Directorate Report

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This directorate report for Hertfordshire Community NHS Trust contains results by directorate for themes from the 2019 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 Hertfordshire Community 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 '2019 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.

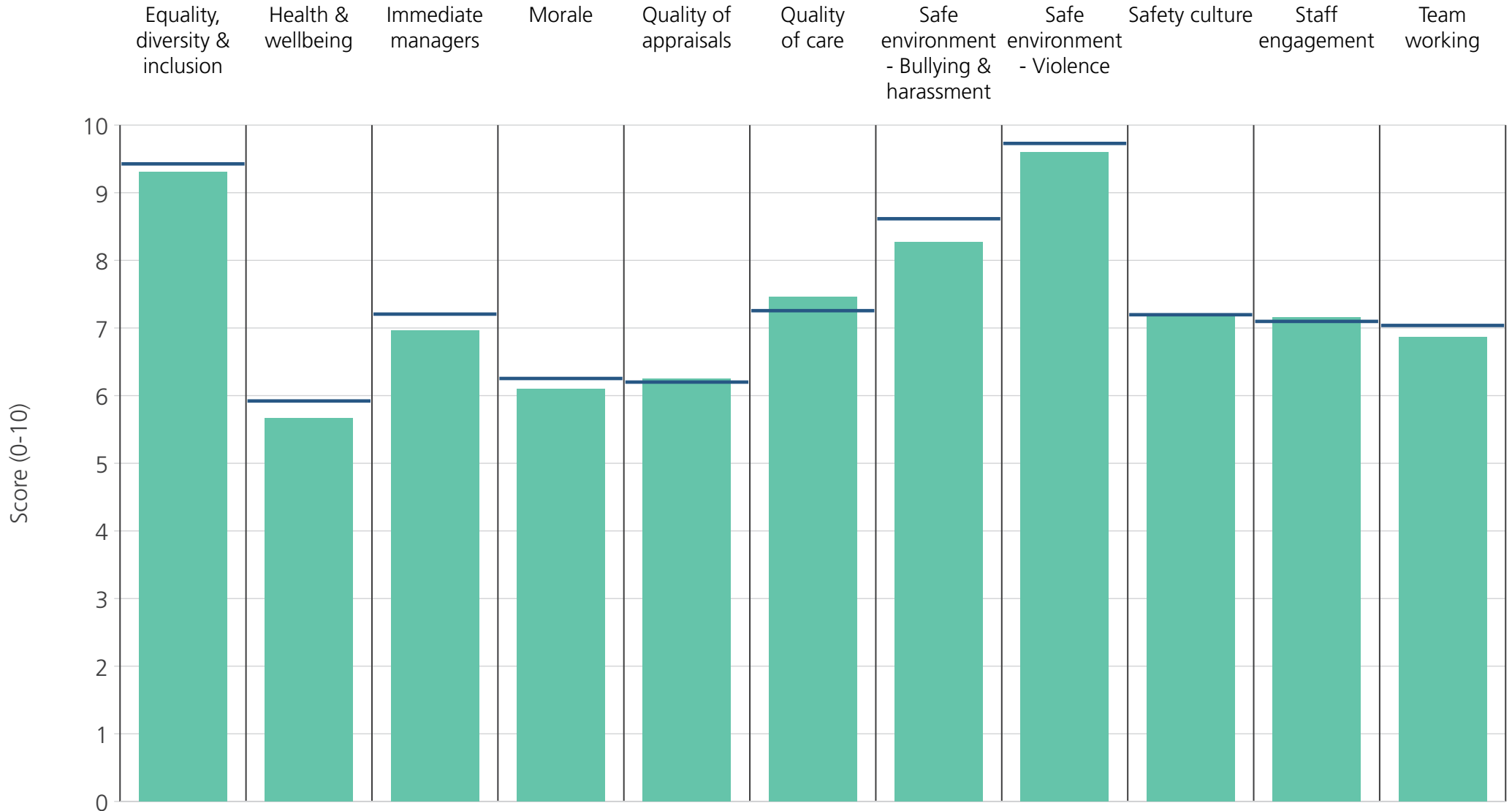
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



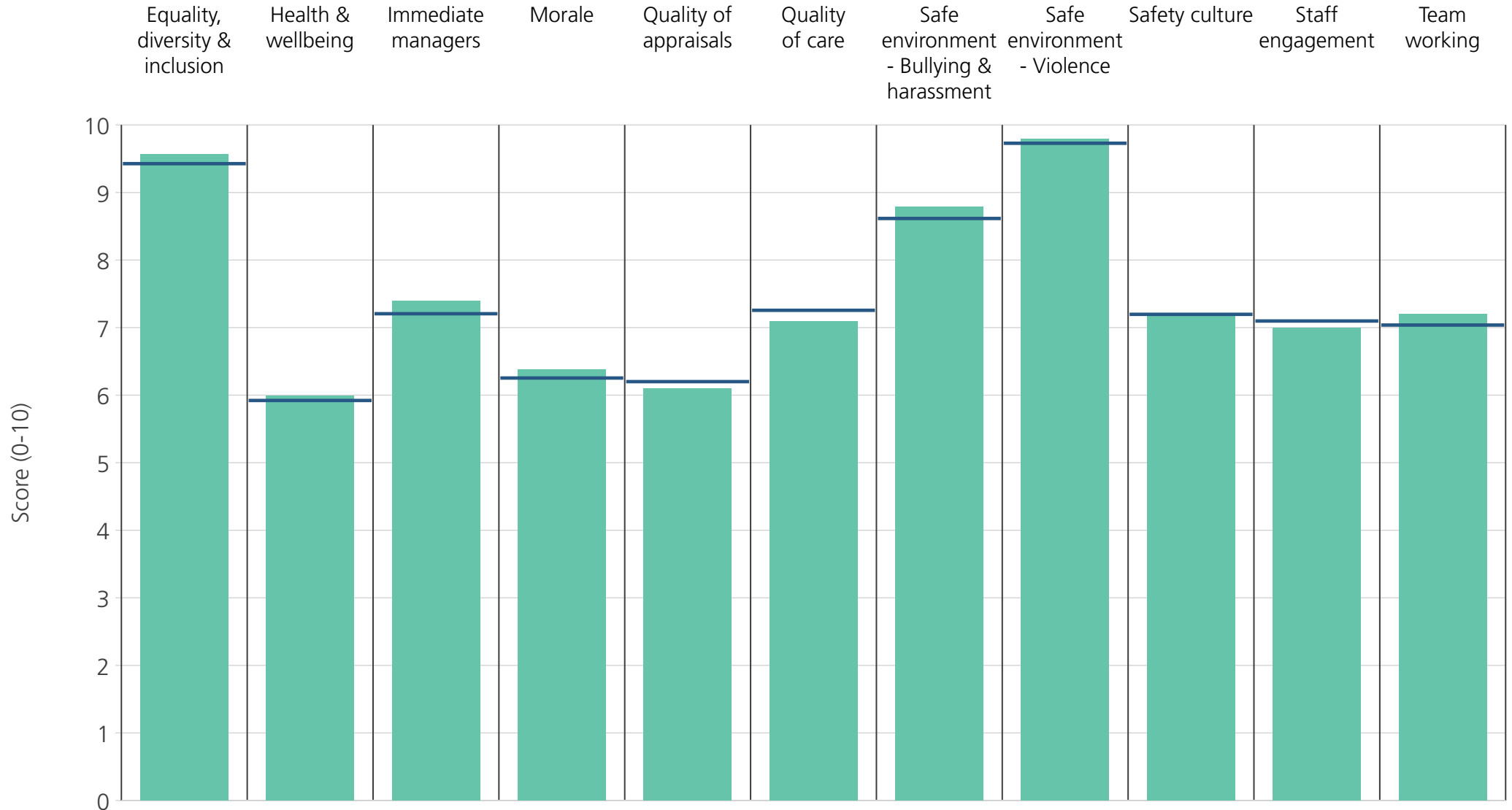
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

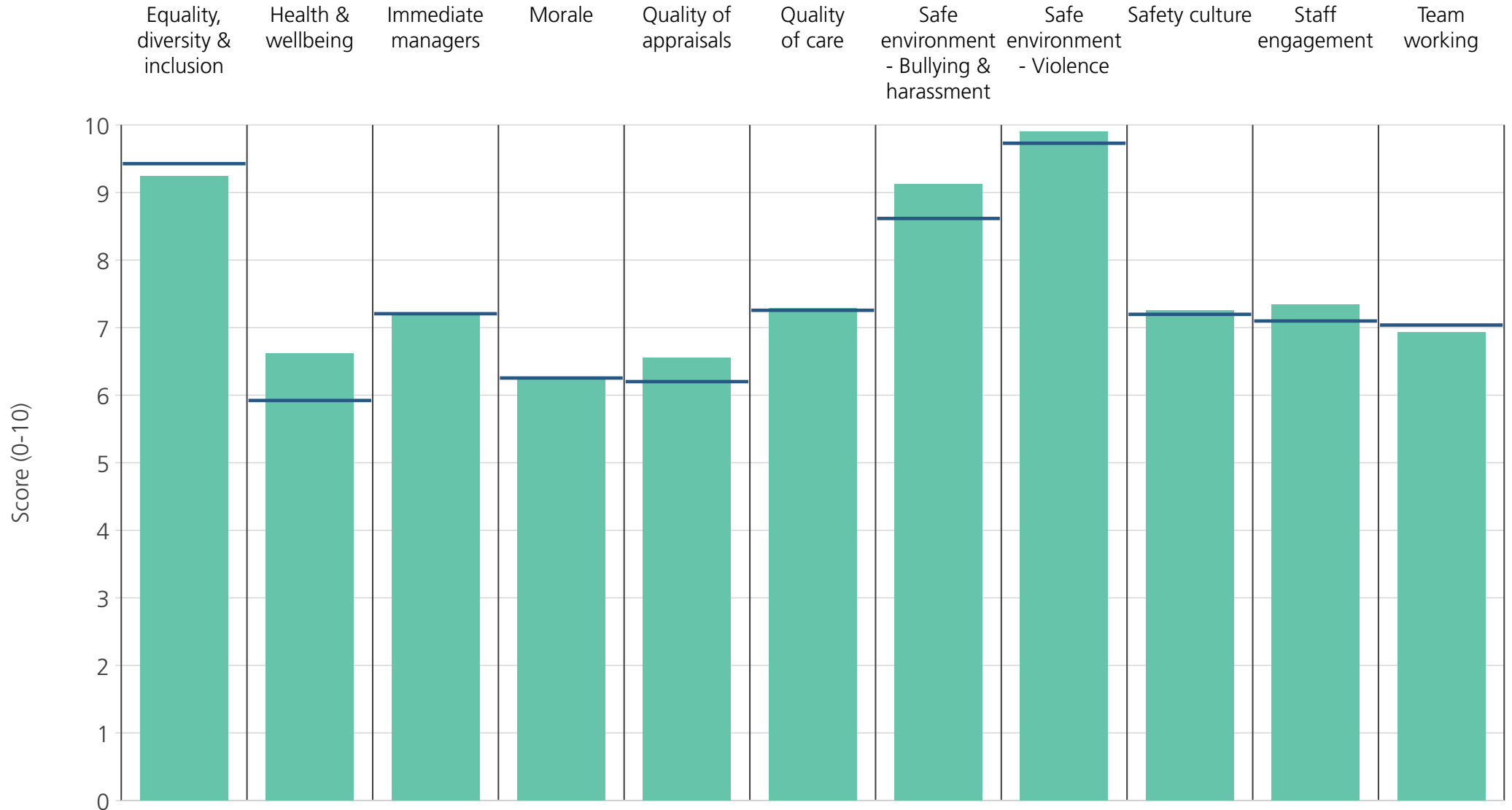
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Directorate	9.3	5.7	7.0	6.1	6.2	7.5	8.3	9.6	7.2	7.2	6.9
Your org	9.4	5.9	7.2	6.3	6.2	7.3	8.6	9.7	7.2	7.1	7.0
Responses	536	538	538	531	437	511	528	535	535	545	537



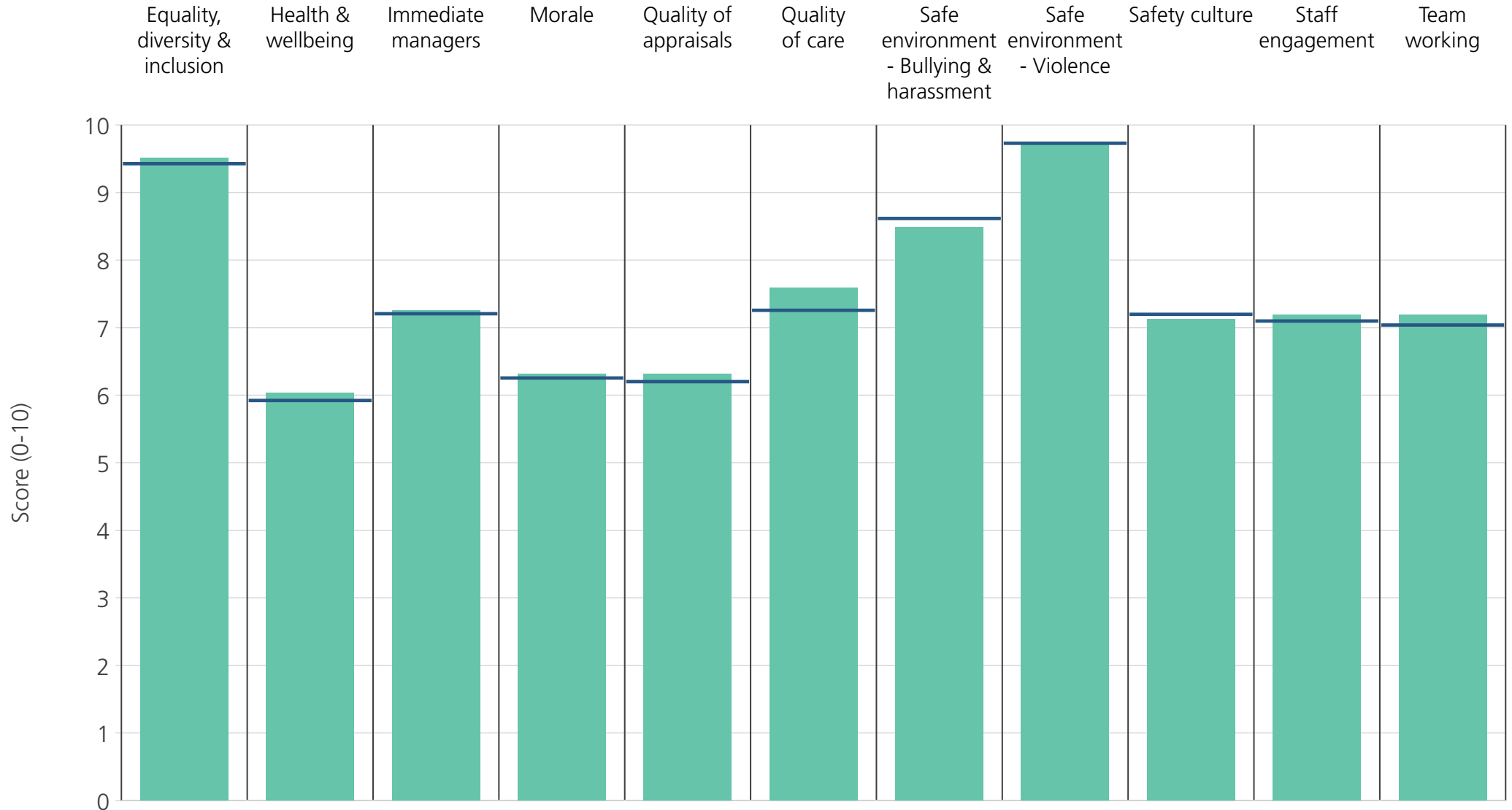
Directorate	9.6	6.0	7.4	6.4	6.1	7.1	8.8	9.8	7.2	7.0	7.2
Your org	9.4	5.9	7.2	6.3	6.2	7.3	8.6	9.7	7.2	7.1	7.0
Responses	665	669	668	662	572	641	665	666	665	671	664



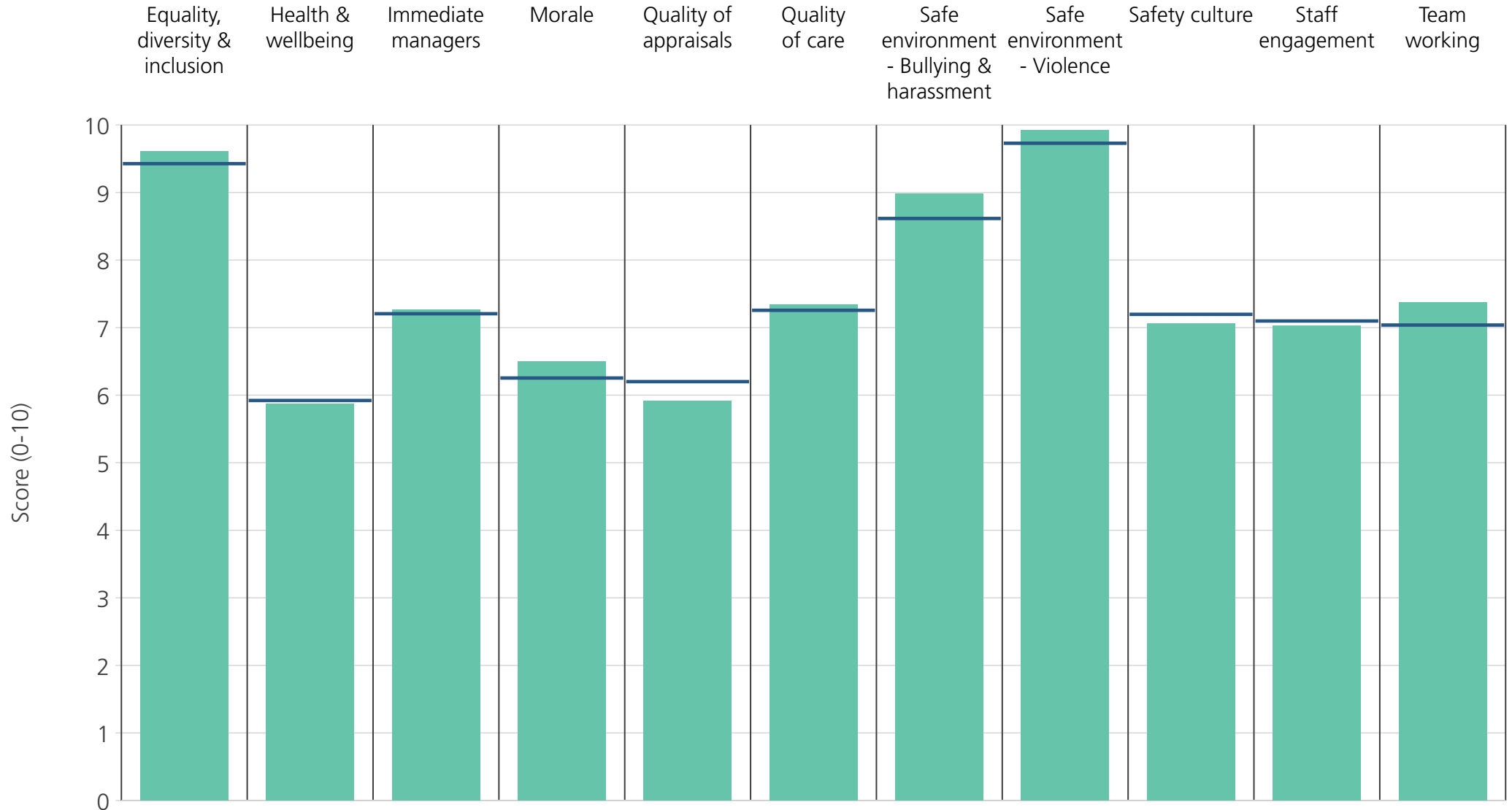
Directorate	9.2	6.6	7.2	6.3	6.6	7.3	9.1	9.9	7.3	7.3	6.9
Your org	9.4	5.9	7.2	6.3	6.2	7.3	8.6	9.7	7.2	7.1	7.0
Responses	139	139	139	137	105	76	137	139	139	140	140

Directorates 2

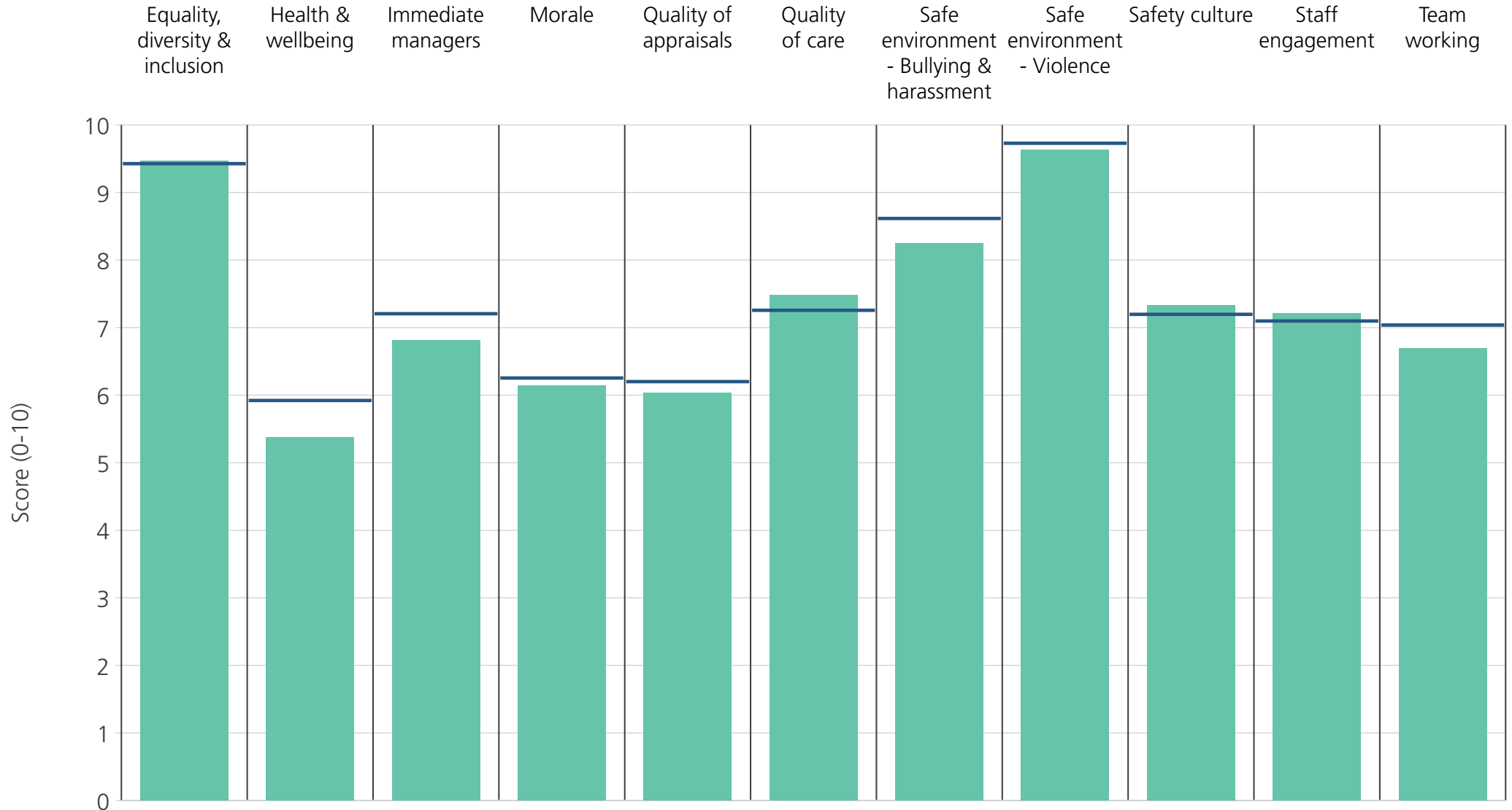
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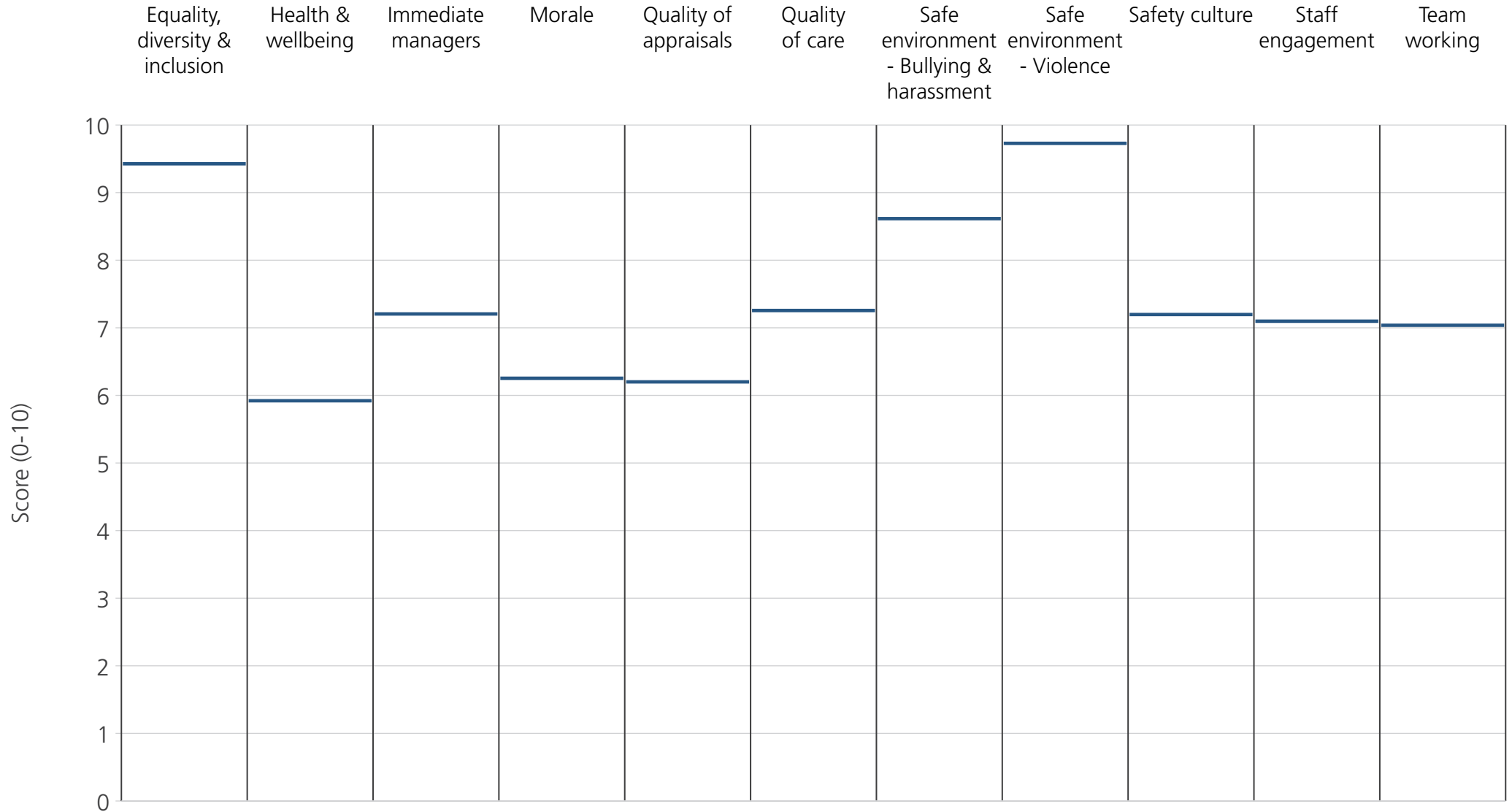
Directorate	9.5	6.0	7.3	6.3	6.3	7.6	8.5	9.7	7.1	7.2	7.2
Your org	9.4	5.9	7.2	6.3	6.2	7.3	8.6	9.7	7.2	7.1	7.0
Responses	242	242	243	241	202	237	238	241	241	247	241



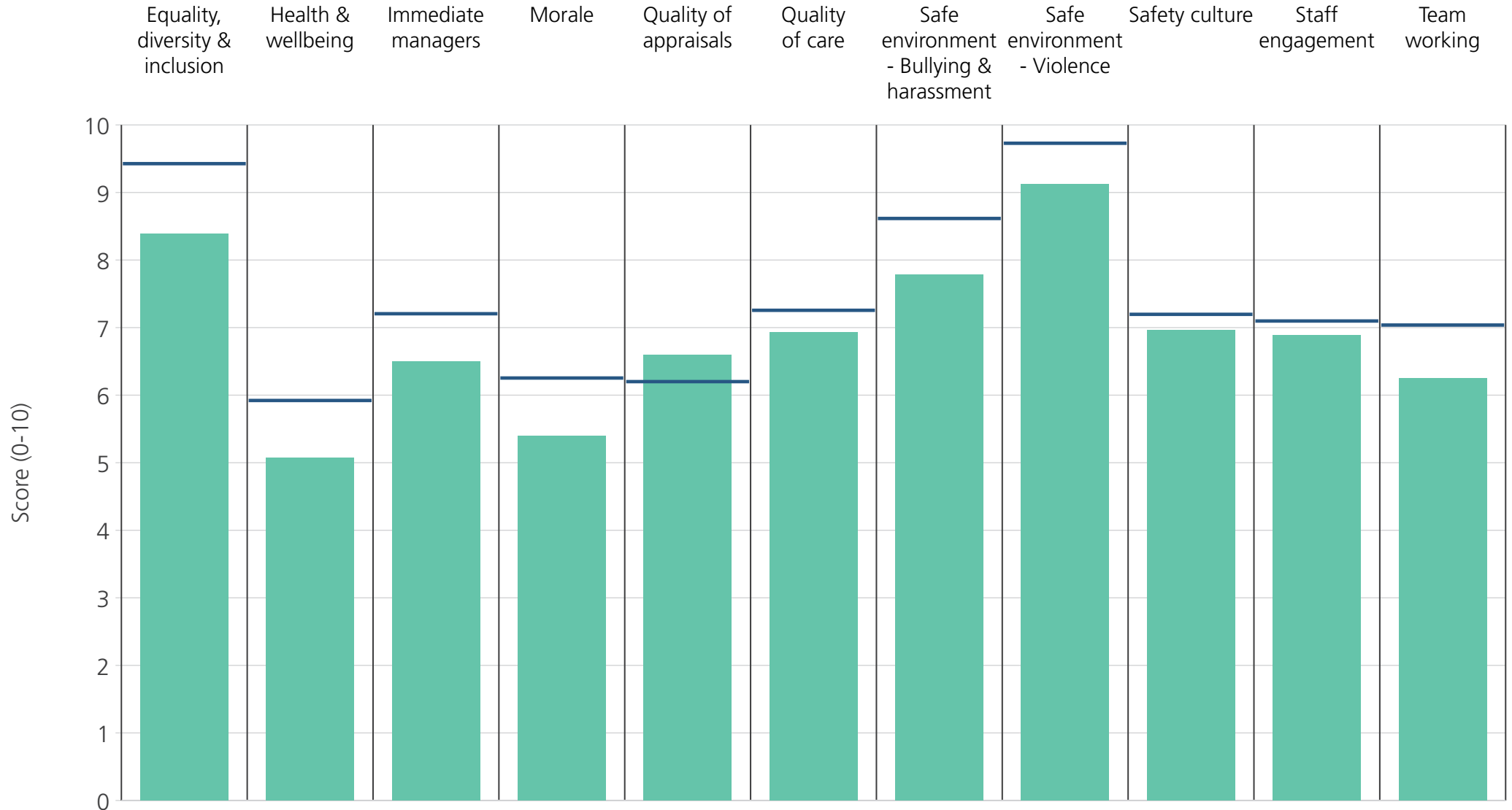
Directorate	9.6	5.9	7.3	6.5	5.9	7.3	9.0	9.9	7.1	7.0	7.4
Your org	9.4	5.9	7.2	6.3	6.2	7.3	8.6	9.7	7.2	7.1	7.0
Responses	339	341	340	337	286	322	339	340	338	342	339



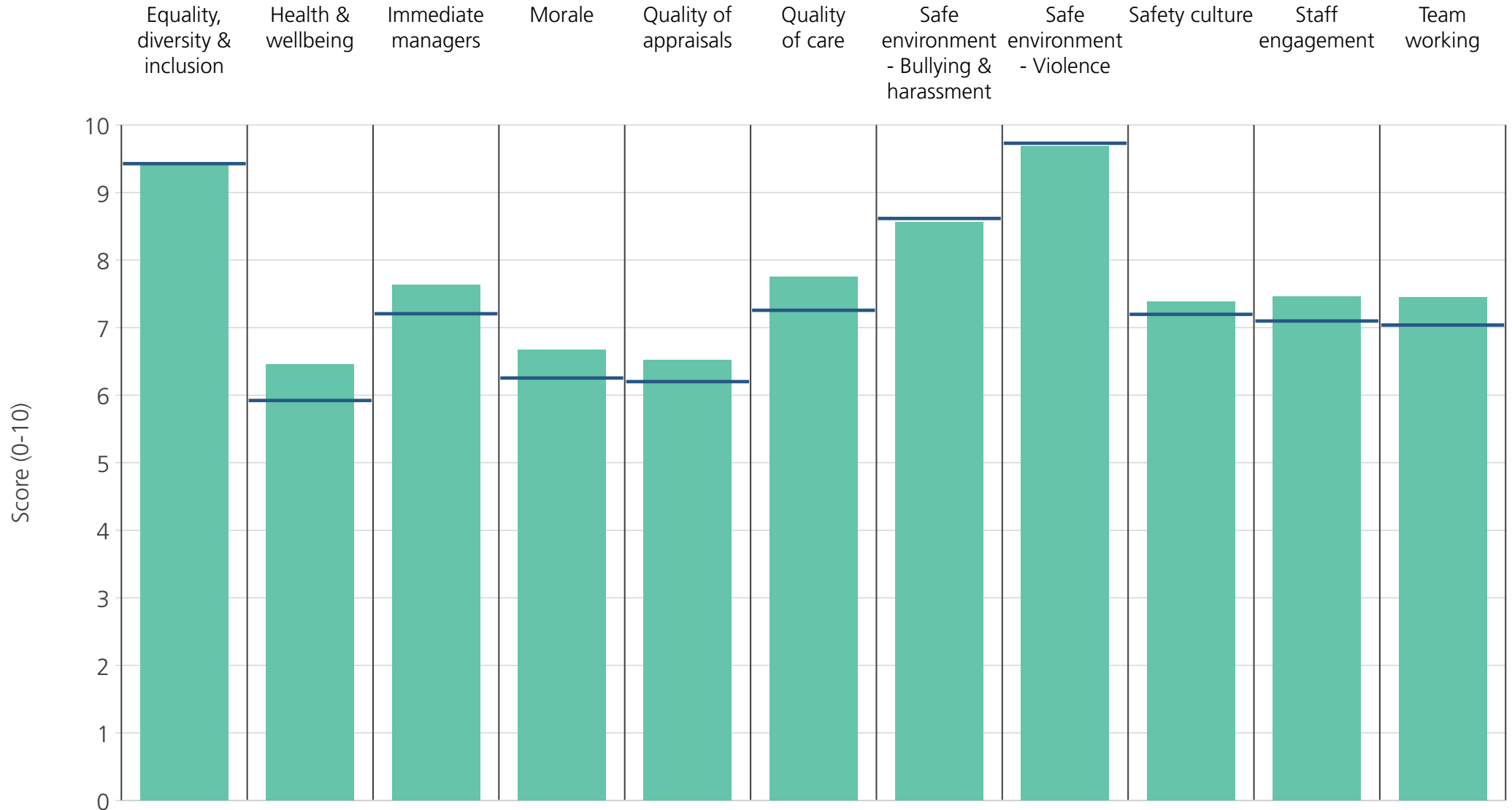
Directorate	9.5	5.4	6.8	6.1	6.0	7.5	8.2	9.6	7.3	7.2	6.7
Your org	9.4	5.9	7.2	6.3	6.2	7.3	8.6	9.7	7.2	7.1	7.0
Responses	204	205	204	203	169	191	202	205	204	207	205



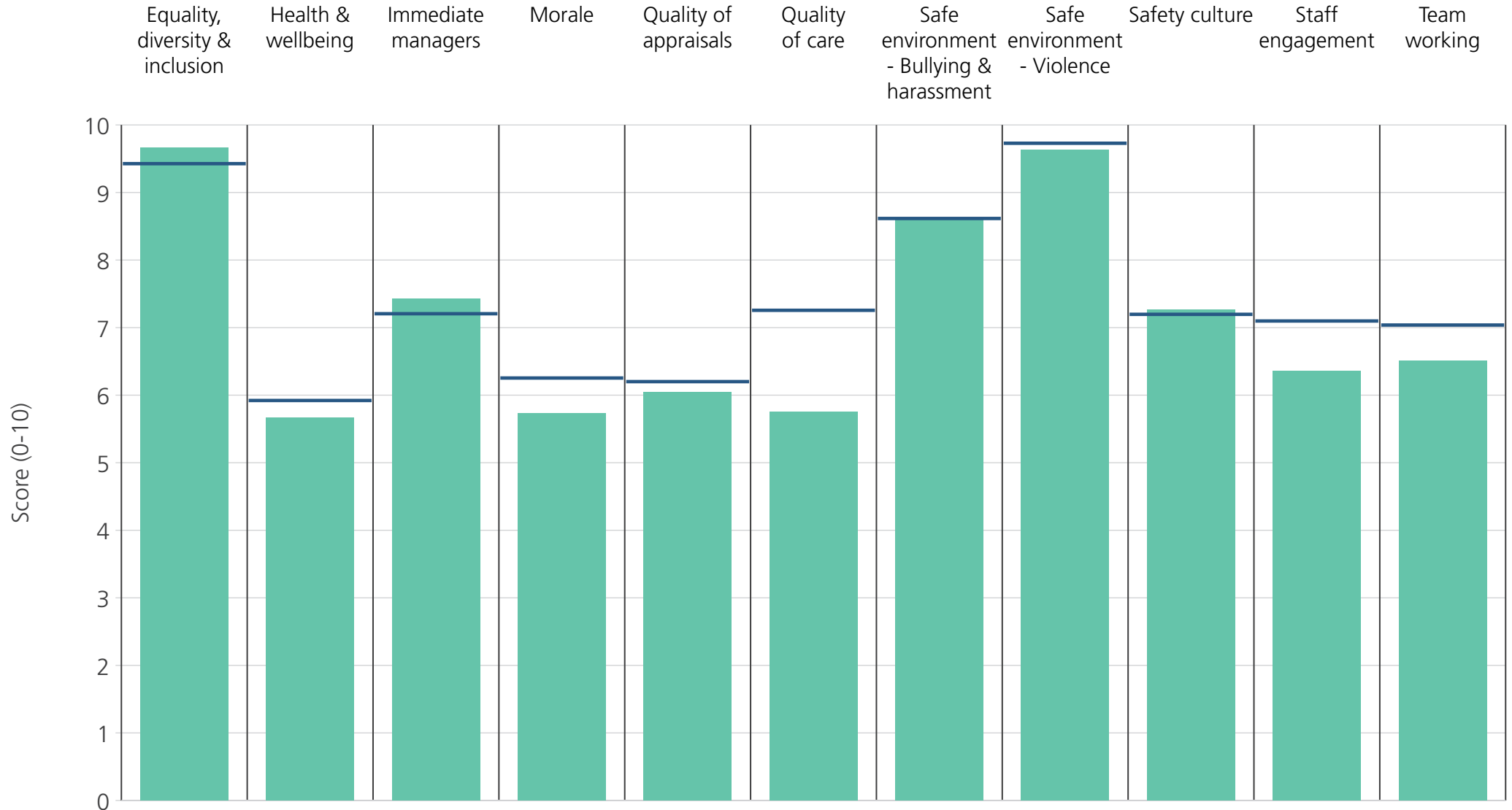
Directorate											
Your org	9.4	5.9	7.2	6.3	6.2	7.3	8.6	9.7	7.2	7.1	7.0
Responses	8	8	8	8	3	8	8	8	8	8	8



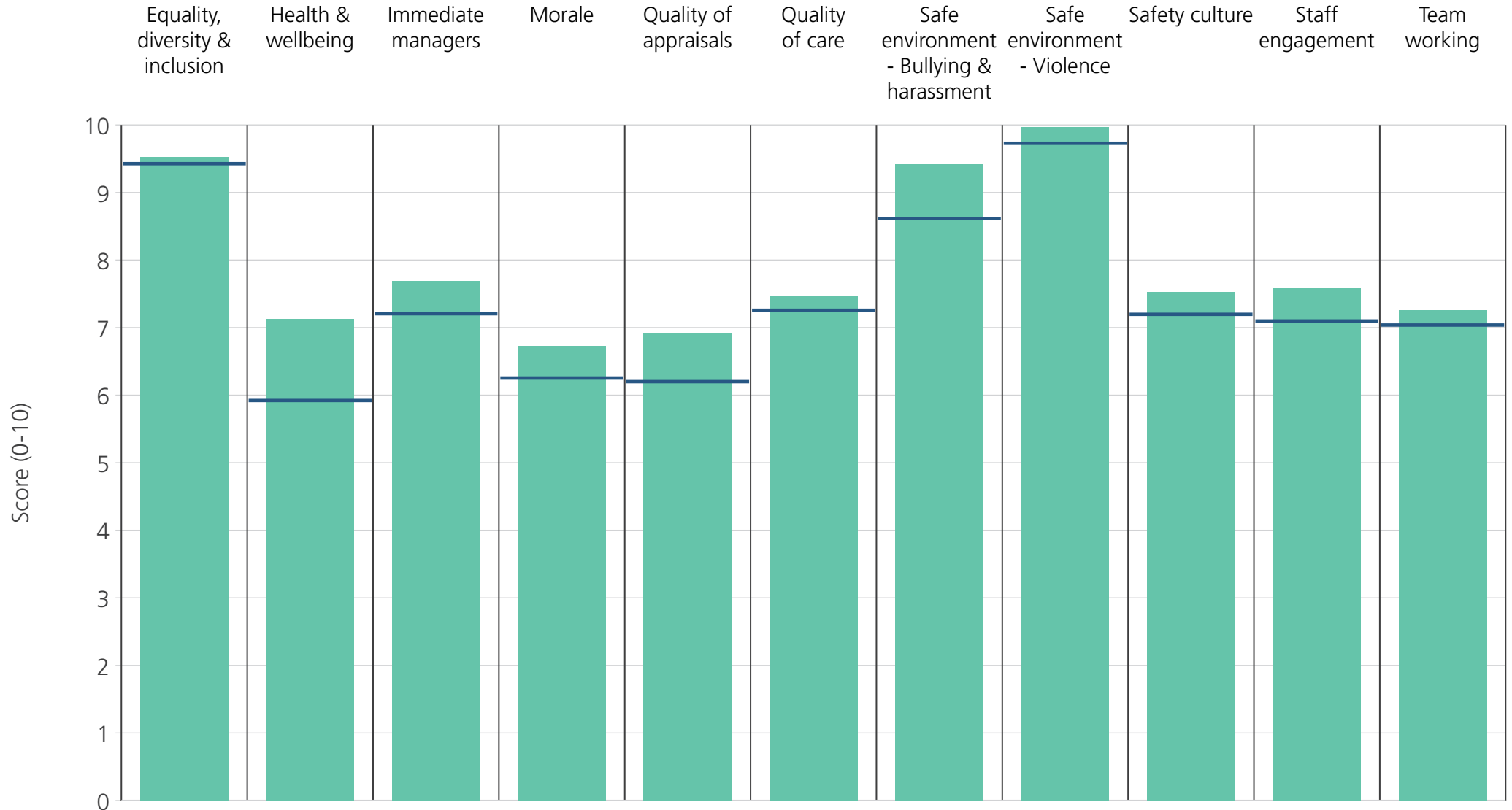
Directorate	8.4	5.1	6.5	5.4	6.6	6.9	7.8	9.1	7.0	6.9	6.3
Your org	9.4	5.9	7.2	6.3	6.2	7.3	8.6	9.7	7.2	7.1	7.0
Responses	62	62	62	60	50	61	60	61	62	62	62



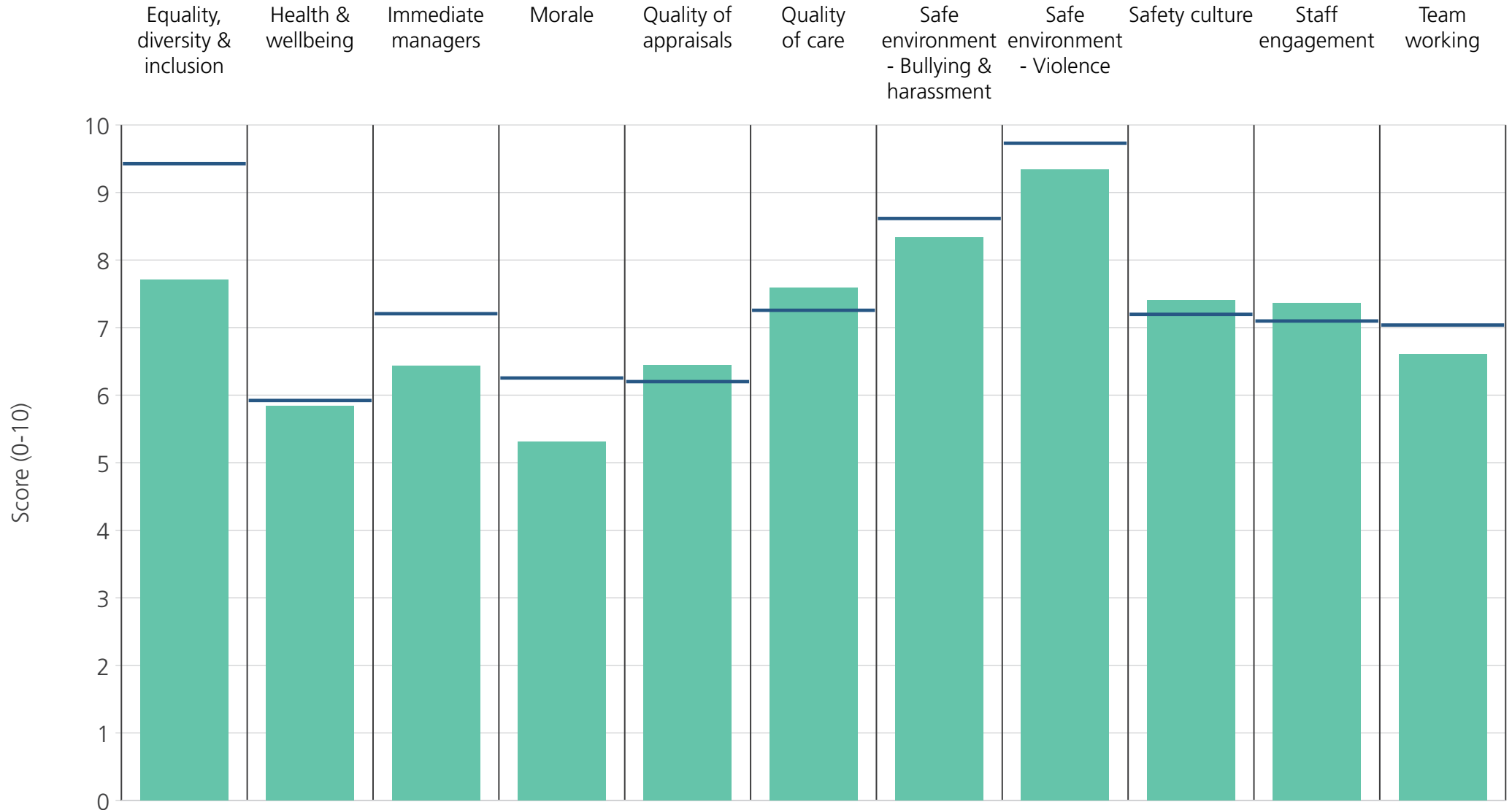
Directorate	9.4	6.5	7.6	6.7	6.5	7.8	8.6	9.7	7.4	7.5	7.5
Your org	9.4	5.9	7.2	6.3	6.2	7.3	8.6	9.7	7.2	7.1	7.0
Responses	180	181	181	180	149	174	181	180	180	181	178



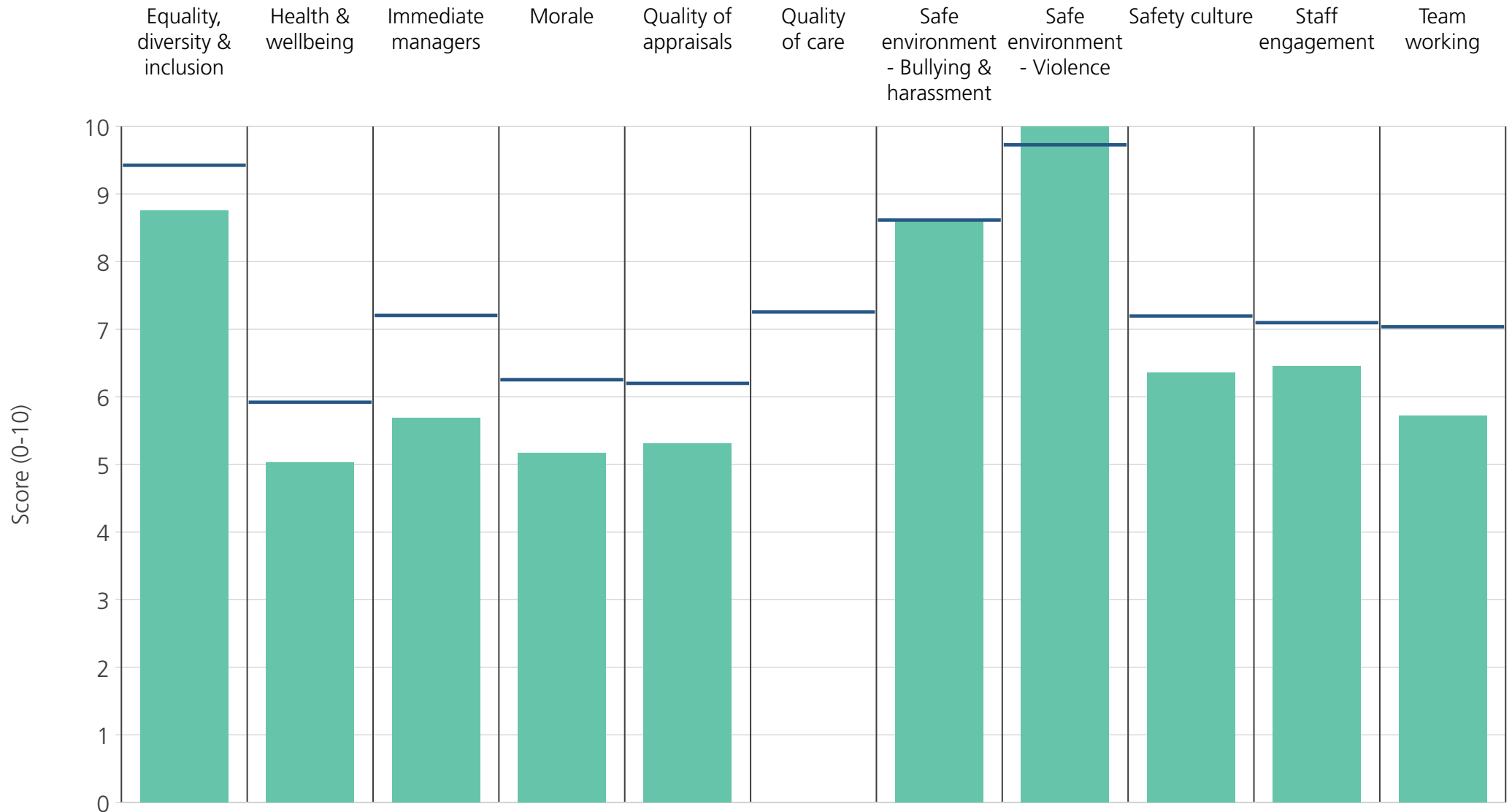
Directorate	9.7	5.7	7.4	5.7	6.0	5.8	8.6	9.6	7.3	6.4	6.5
Your org	9.4	5.9	7.2	6.3	6.2	7.3	8.6	9.7	7.2	7.1	7.0
Responses	146	147	147	145	137	145	145	146	147	148	147



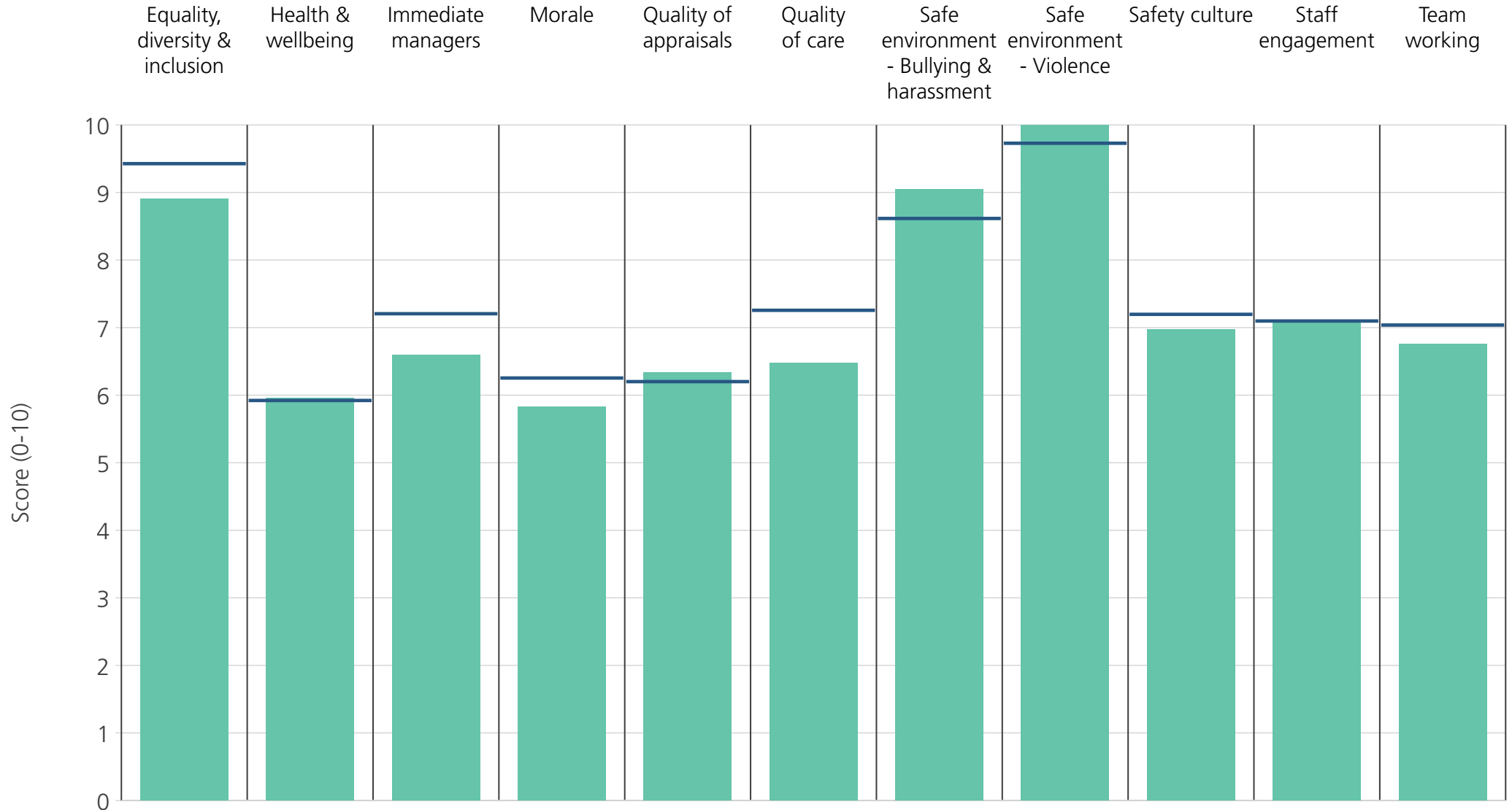
Directorate	9.5	7.1	7.7	6.7	6.9	7.5	9.4	10.0	7.5	7.6	7.3
Your org	9.4	5.9	7.2	6.3	6.2	7.3	8.6	9.7	7.2	7.1	7.0
Responses	85	85	85	84	66	49	85	85	85	85	85



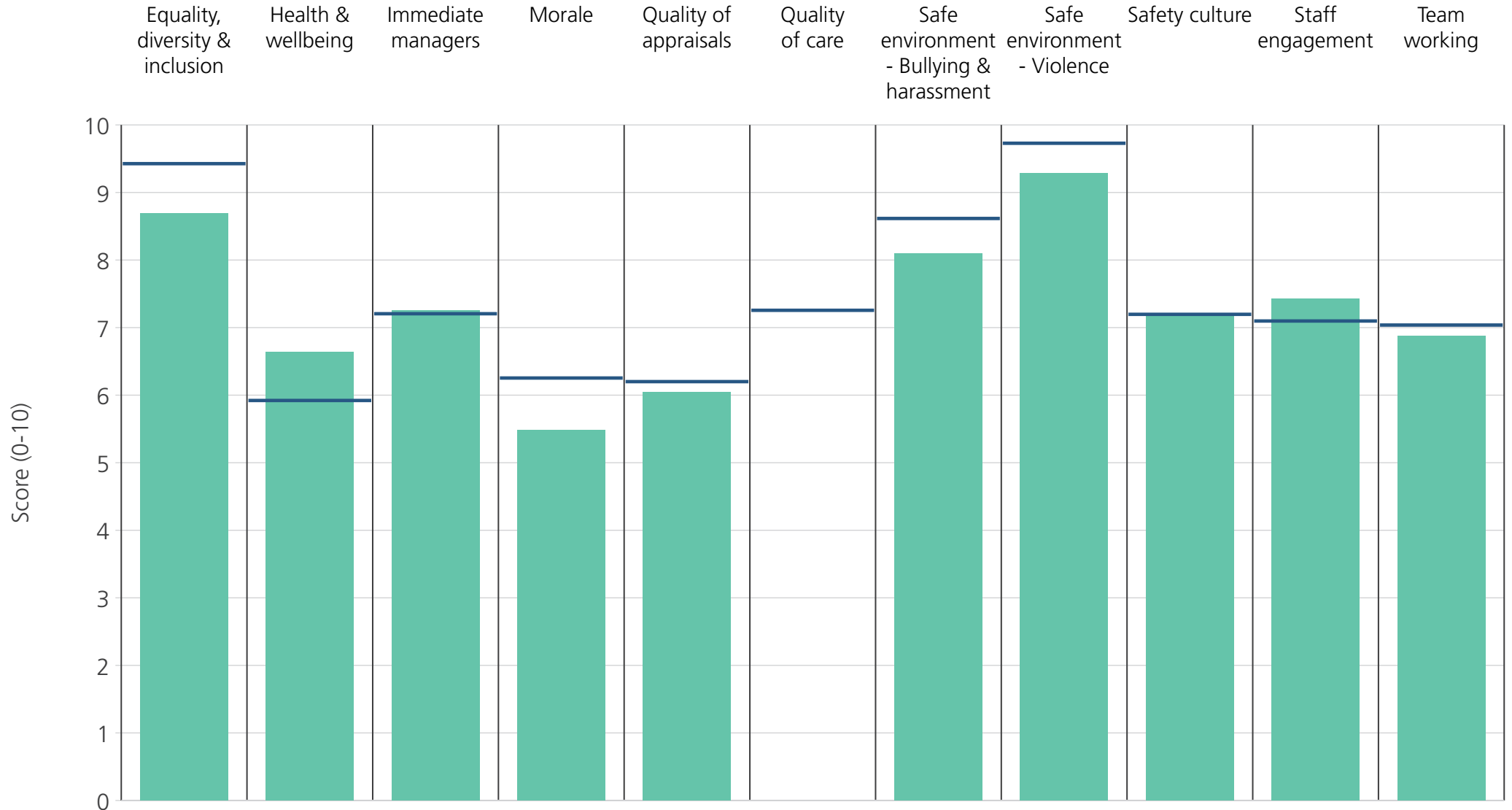
Directorate	7.7	5.8	6.4	5.3	6.4	7.6	8.3	9.3	7.4	7.4	6.6
Your org	9.4	5.9	7.2	6.3	6.2	7.3	8.6	9.7	7.2	7.1	7.0
Responses	20	21	21	19	13	14	20	20	20	21	21



Directorate	8.8	5.0	5.7	5.2	5.3	7.3	8.6	10.0	6.4	6.5	5.7
Your org	9.4	5.9	7.2	6.3	6.2	7.3	8.6	9.7	7.2	7.1	7.0
Responses	18	18	18	18	12	10	17	18	18	19	19



Directorate	8.9	6.0	6.6	5.8	6.3	6.5	9.0	10.0	7.0	7.1	6.8
Your org	9.4	5.9	7.2	6.3	6.2	7.3	8.6	9.7	7.2	7.1	7.0
Responses	22	22	22	22	15	11	21	22	22	22	22



Directorate	8.7	6.6	7.3	5.5	6.0	7.3	8.1	9.3	7.2	7.4	6.9
Your org	9.4	5.9	7.2	6.3	6.2	7.3	8.6	9.7	7.2	7.1	7.0
Responses	14	14	14	13	12	6	14	14	14	14	14