

Central London Community Healthcare NHS Trust

2019 NHS Staff Survey

Directorate Report

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This directorate report for Central London Community Healthcare 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 Central London Community Healthcare 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.

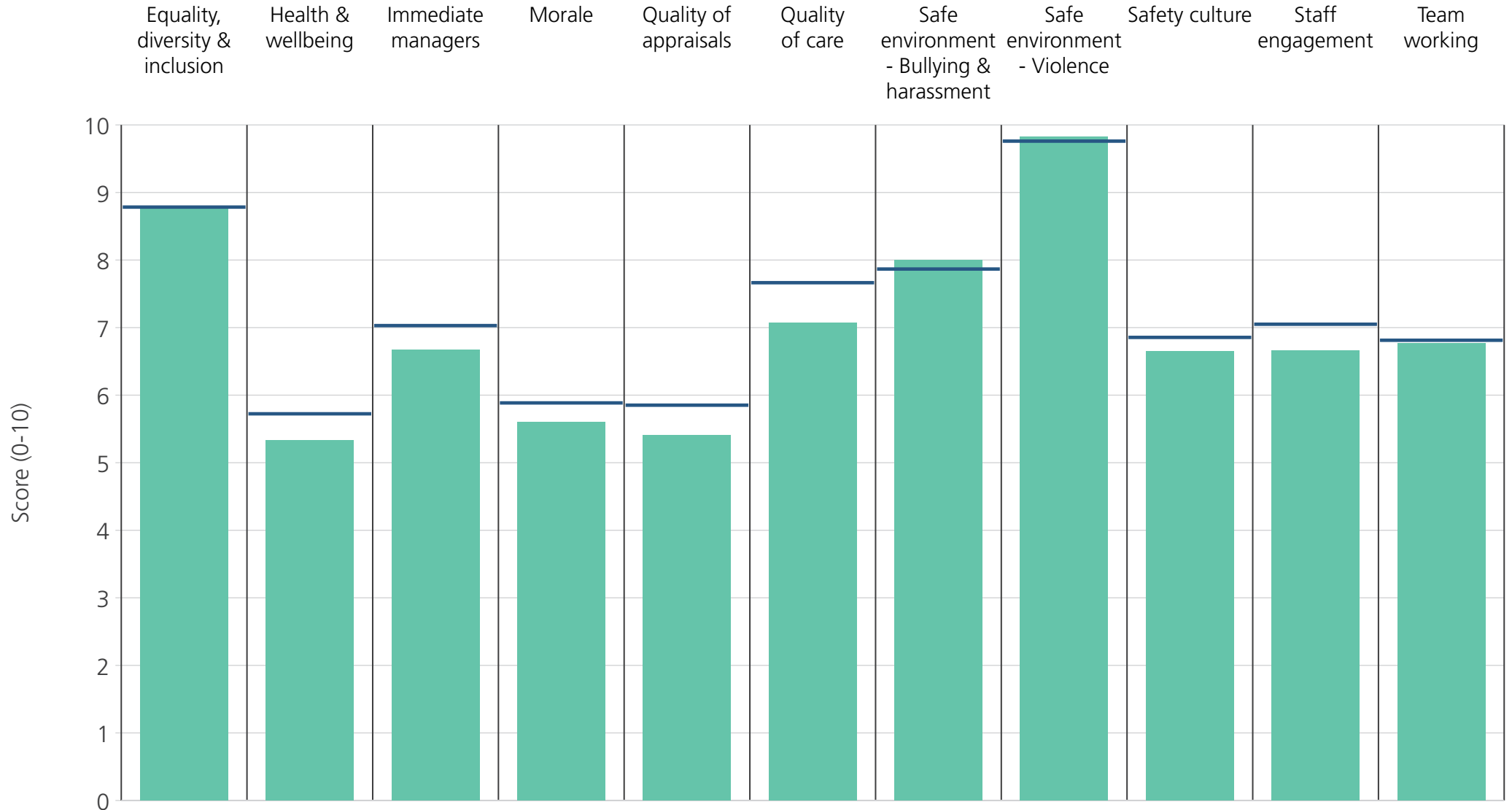
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



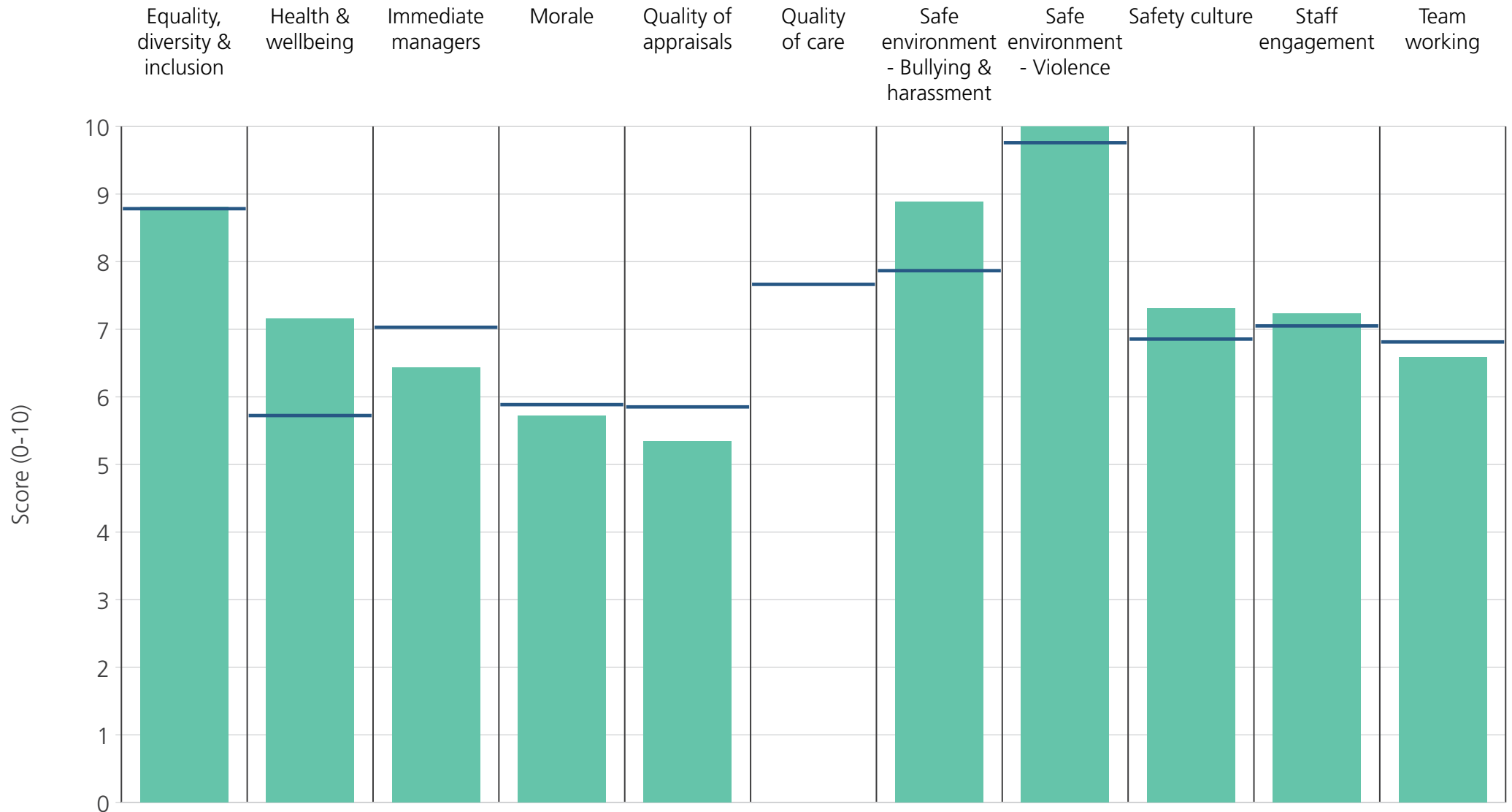
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

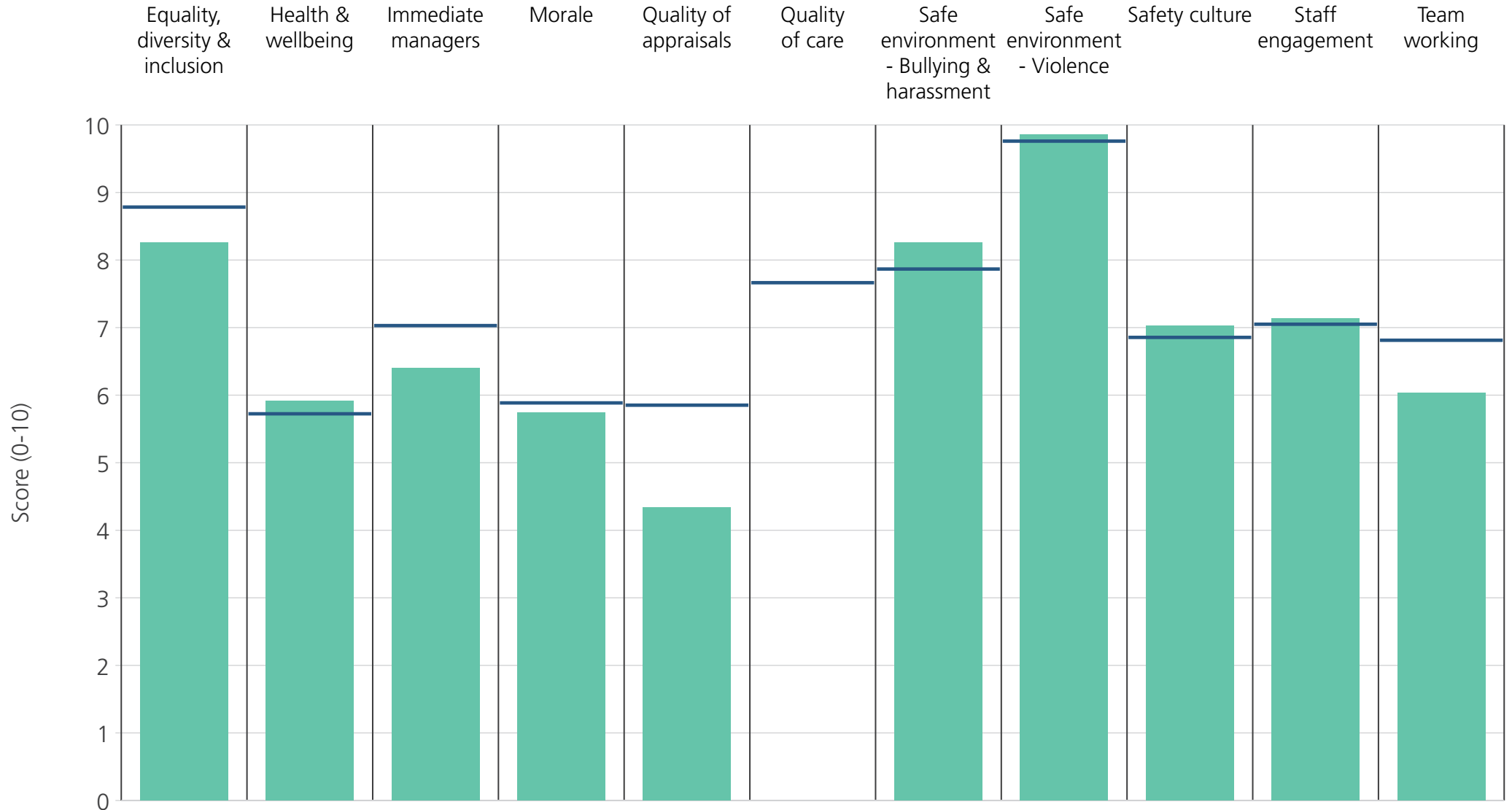
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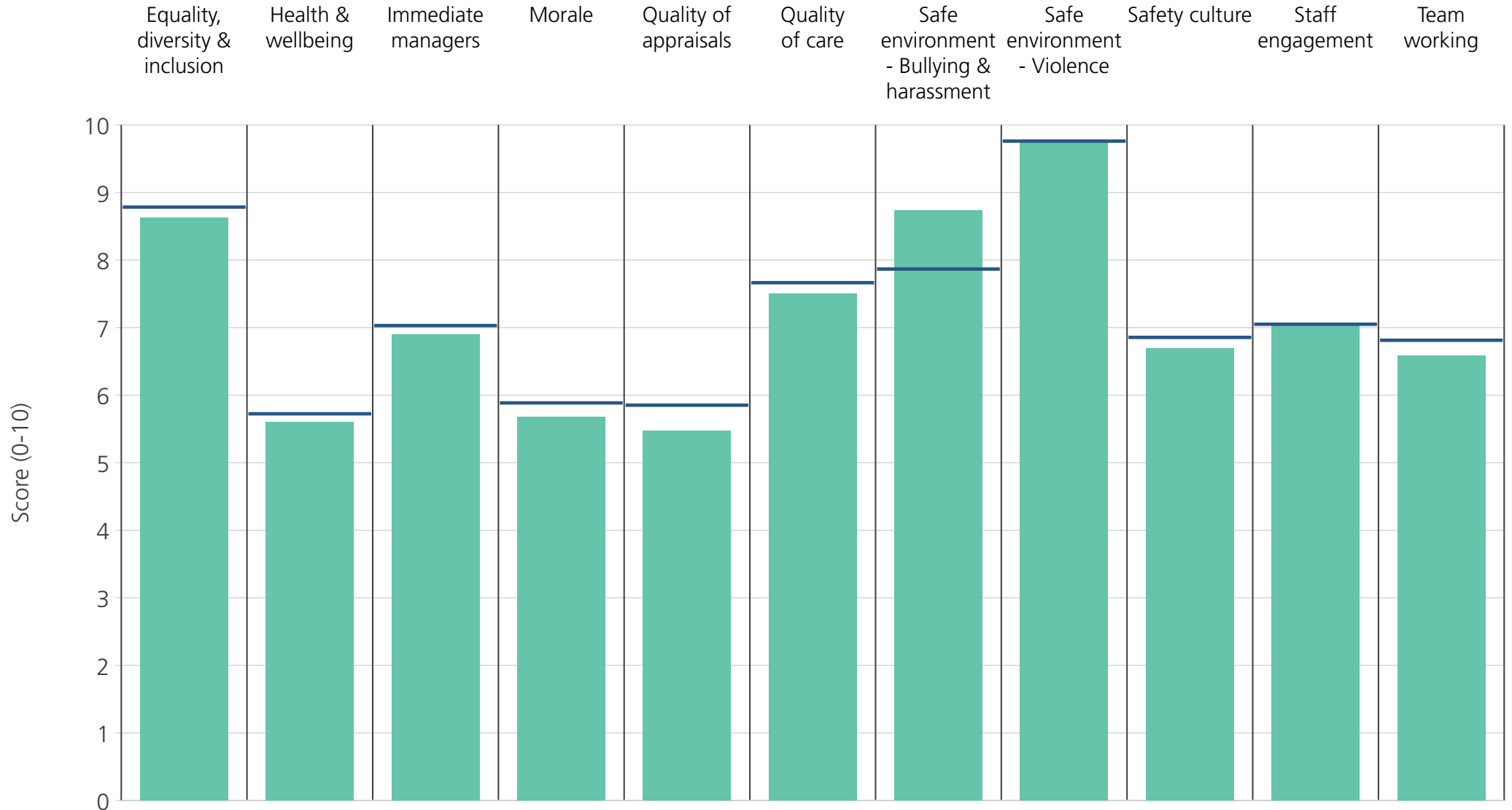
Directorate	8.8	5.3	6.7	5.6	5.4	7.1	8.0	9.8	6.7	6.7	6.8
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	407	408	409	409	368	388	404	407	410	413	410



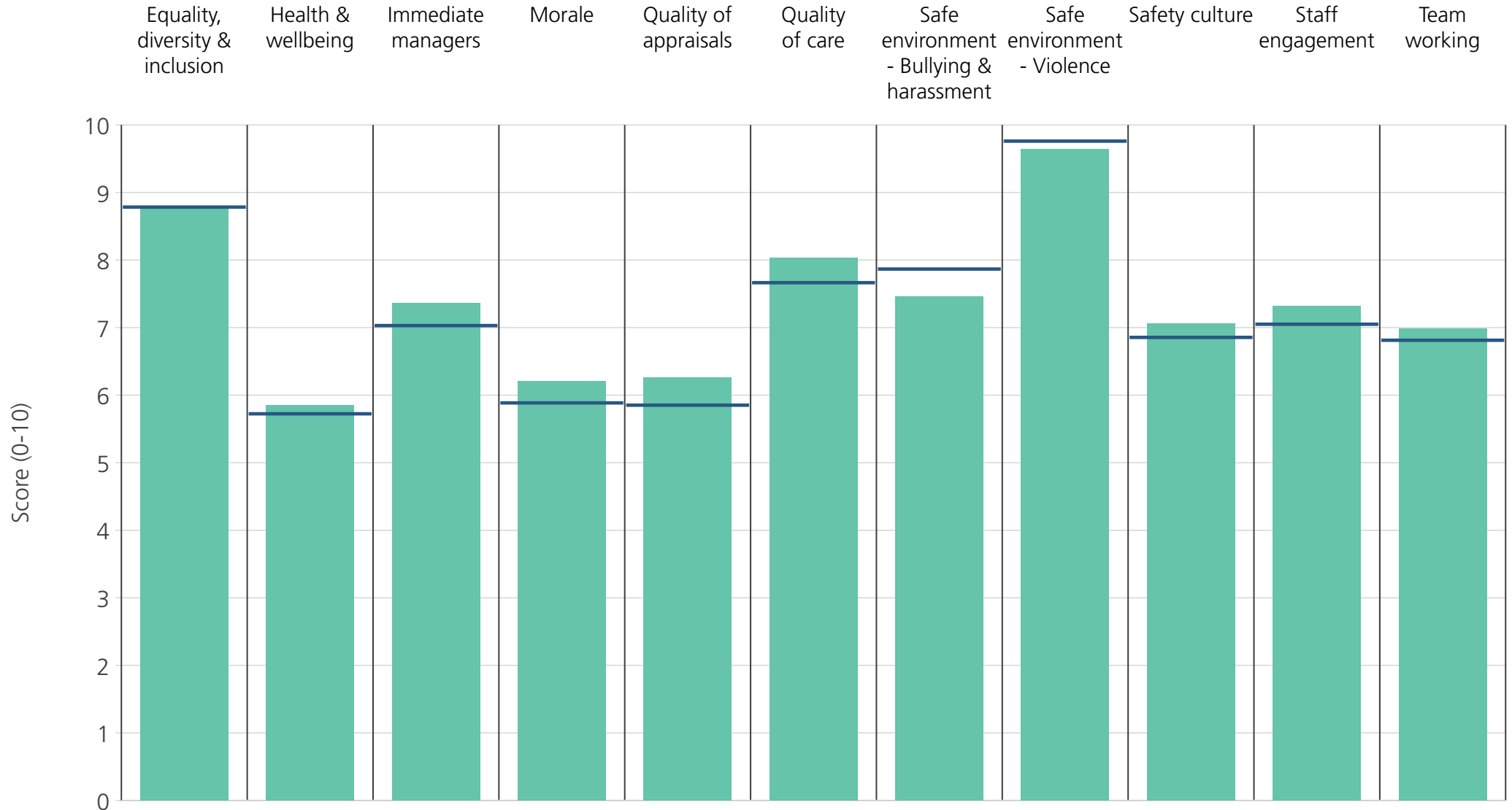
Directorate	8.8	7.2	6.4	5.7	5.3		8.9	10.0	7.3	7.2	6.6
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	30	30	30	30	29	9	30	30	30	30	30



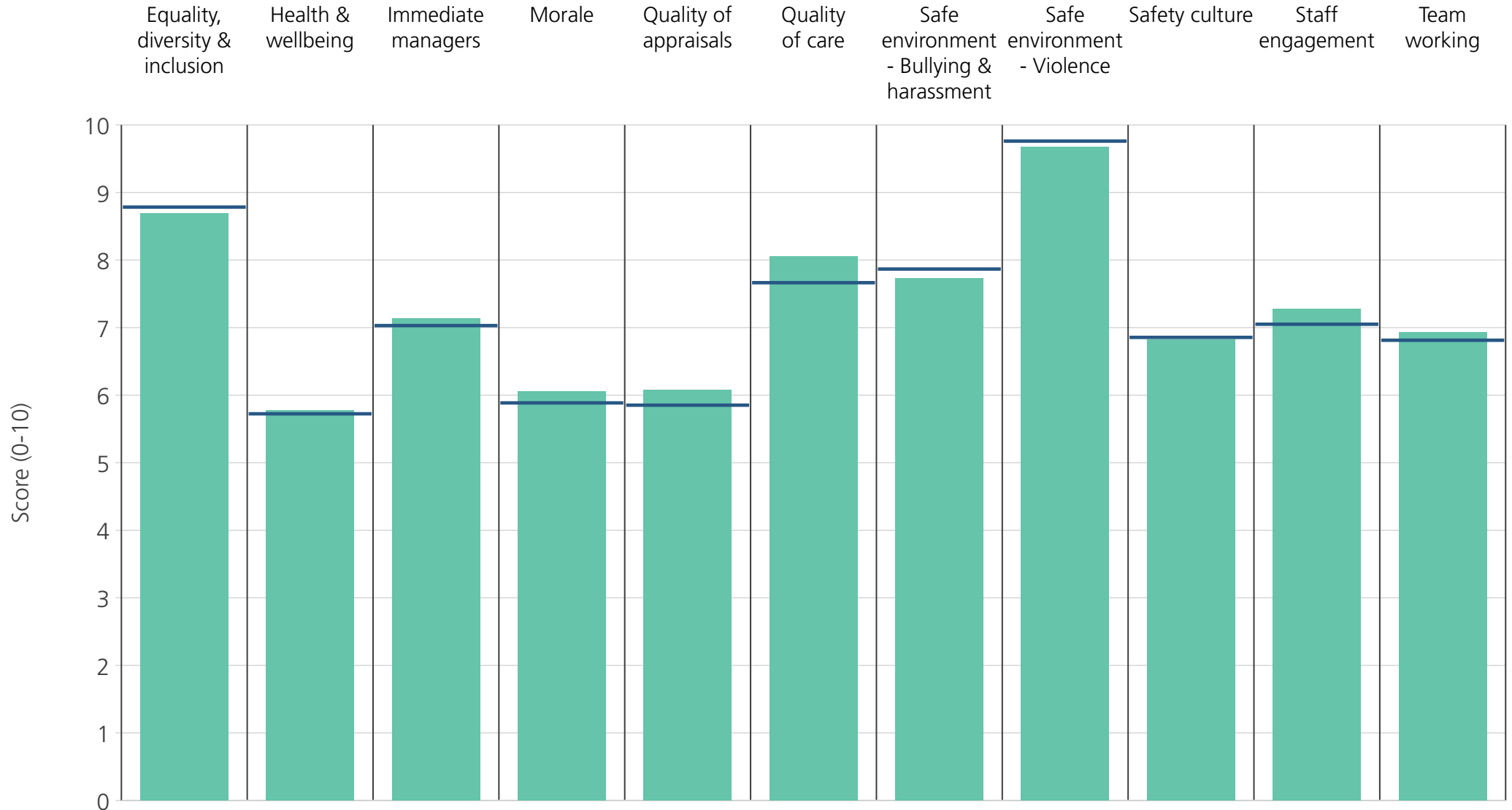
Directorate	8.3	5.9	6.4	5.7	4.3		8.3	9.9	7.0	7.1	6.0
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	22	23	23	23	17	10	23	23	23	23	23



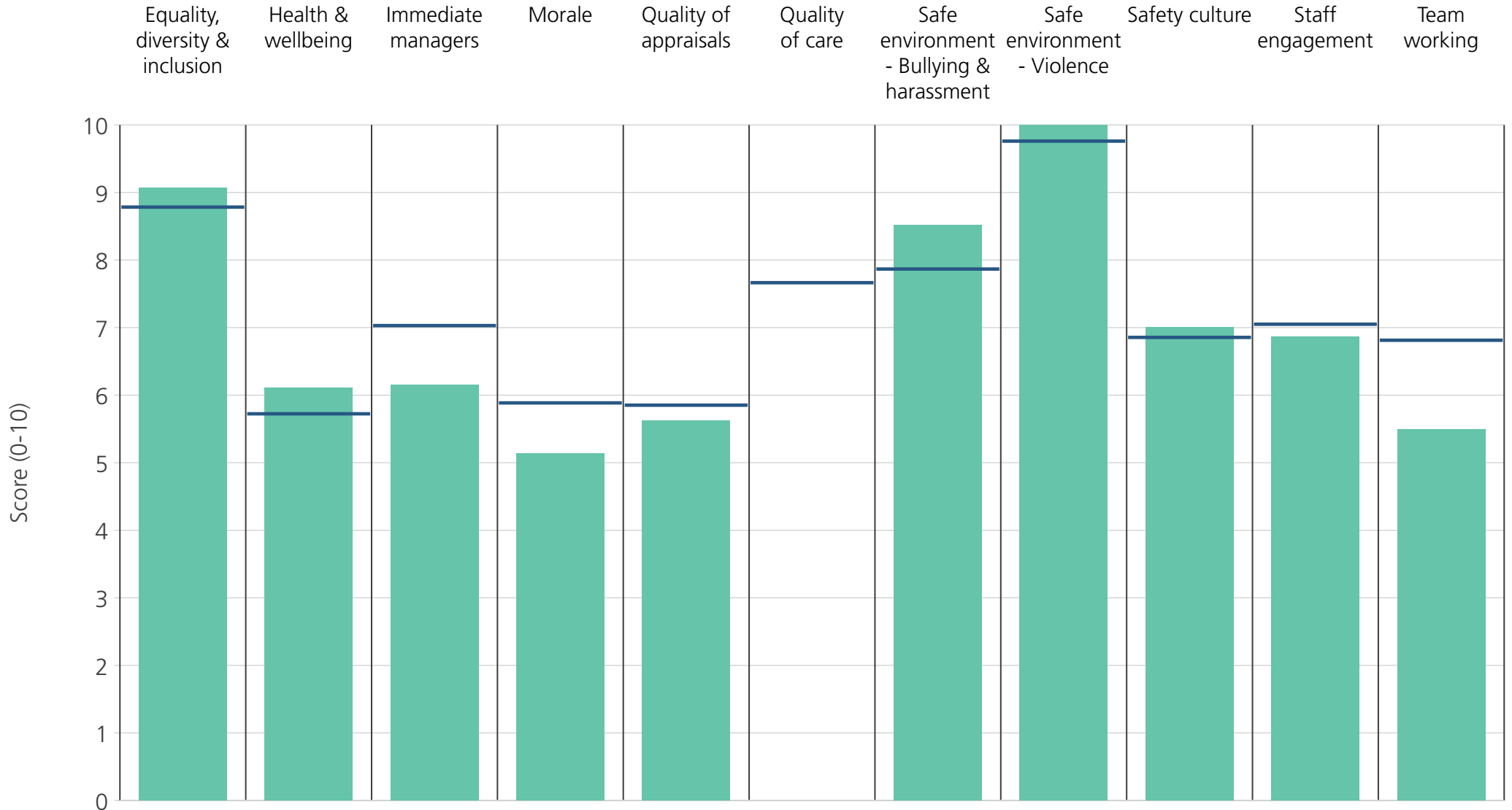
Directorate	8.6	5.6	6.9	5.7	5.5	7.5	8.7	9.8	6.7	7.1	6.6
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	29	30	30	30	24	21	29	30	30	30	30



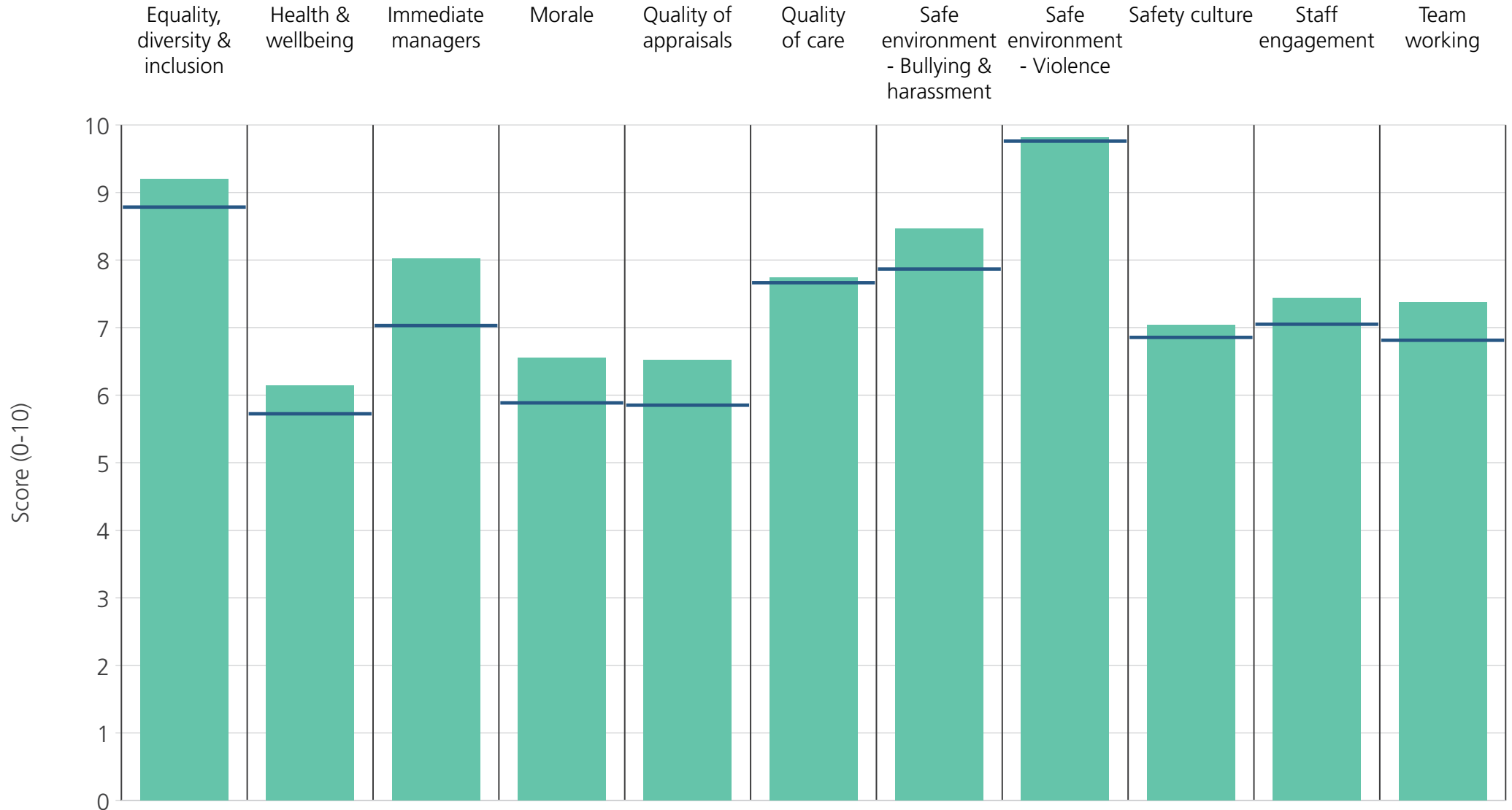
Directorate	8.8	5.8	7.4	6.2	6.3	8.0	7.5	9.6	7.1	7.3	7.0
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	237	240	241	233	209	231	240	239	239	244	239



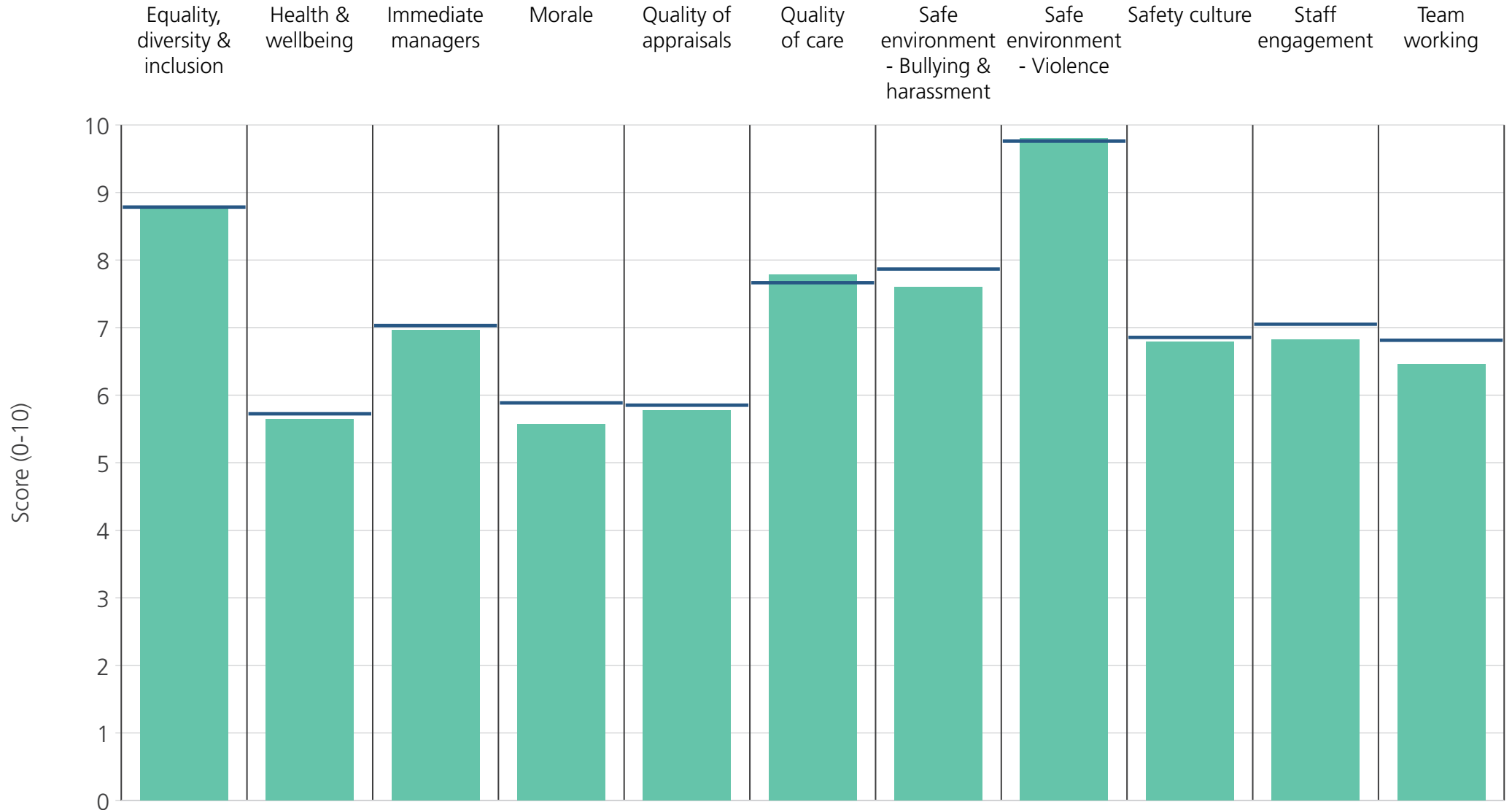
Directorate	8.7	5.8	7.1	6.1	6.1	8.1	7.7	9.7	6.8	7.3	6.9
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	353	355	358	352	318	345	353	354	357	356	352



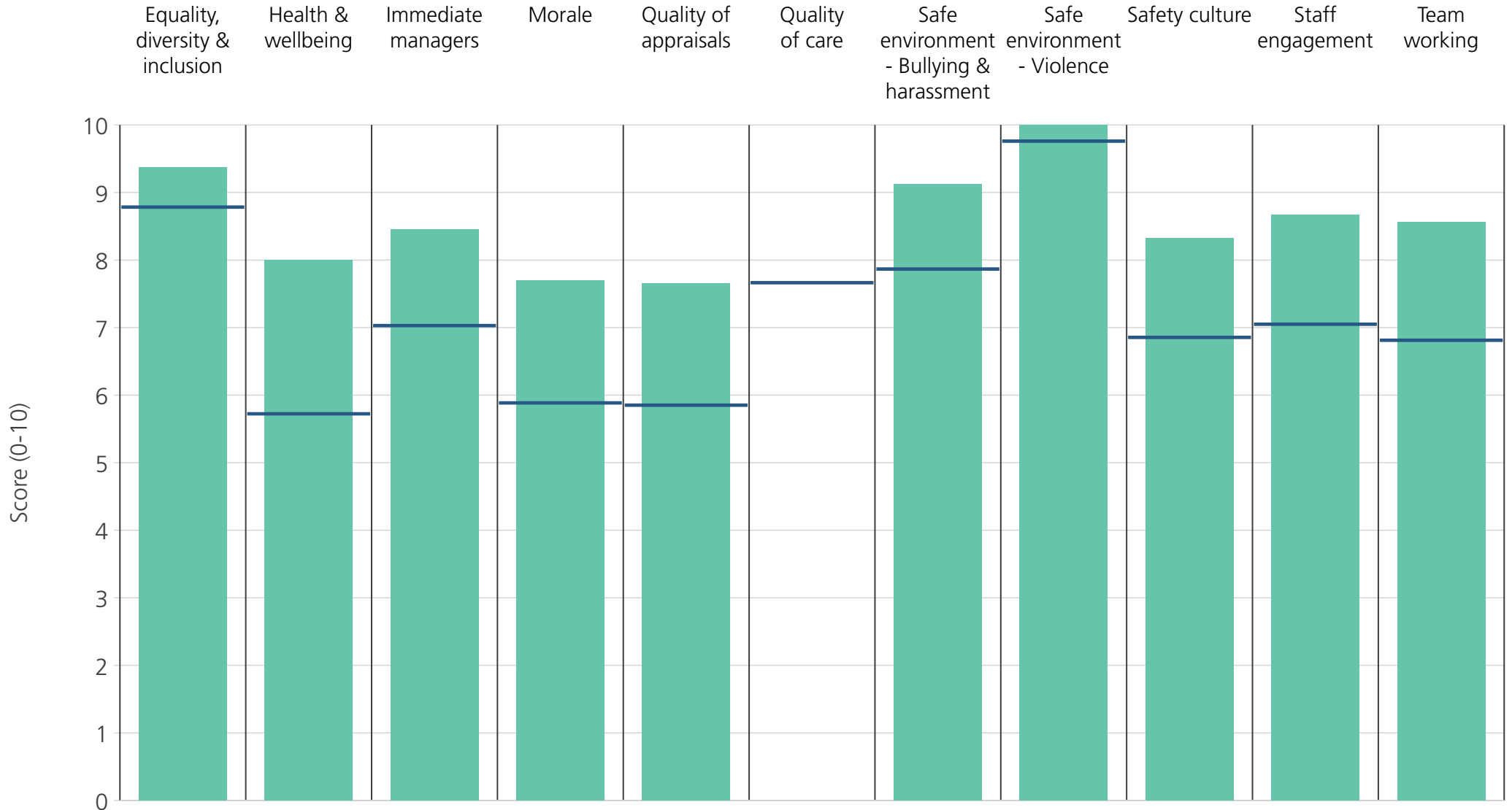
Directorate	9.1	6.1	6.1	5.1	5.6		8.5	10.0	7.0	6.9	5.5
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	25	27	27	27	20	10	27	27	26	27	23



Directorate	9.2	6.1	8.0	6.6	6.5	7.7	8.5	9.8	7.0	7.4	7.4
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	76	76	76	76	75	55	75	73	75	77	76



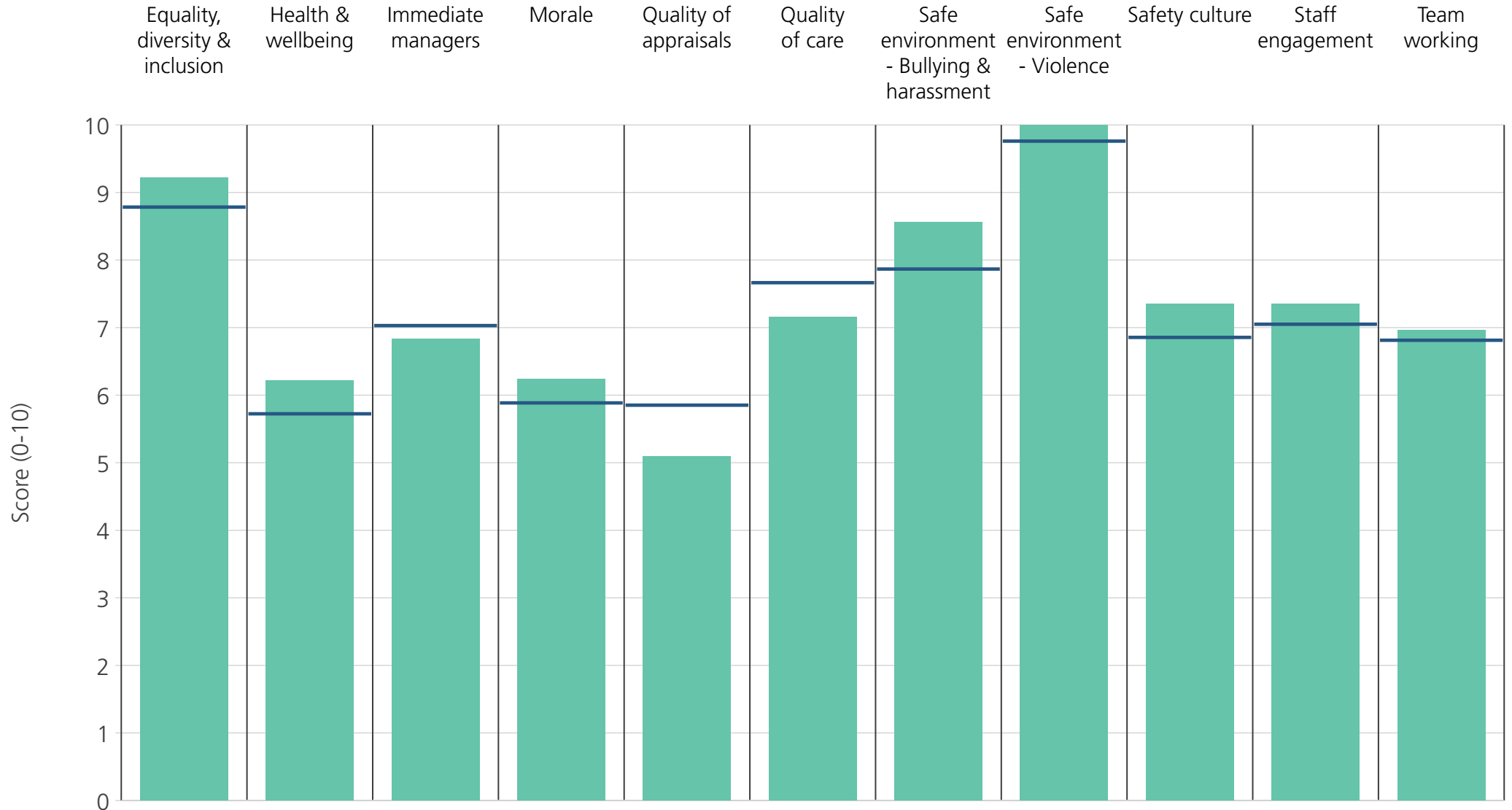
Directorate	8.8	5.6	7.0	5.6	5.8	7.8	7.6	9.8	6.8	6.8	6.5
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	222	222	224	222	204	210	222	222	222	225	221



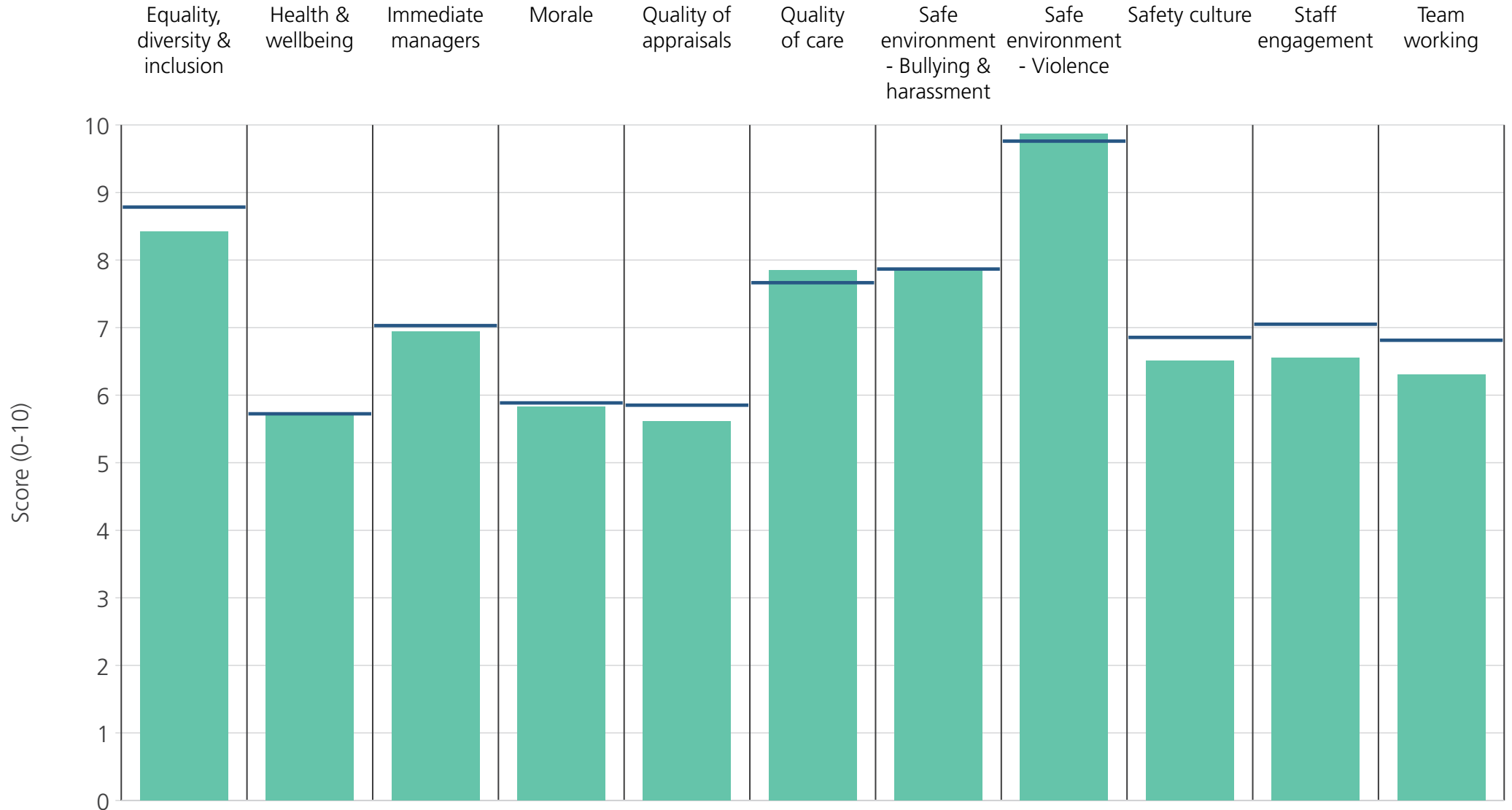
Directorate	9.4	8.0	8.5	7.7	7.7		9.1	10.0	8.3	8.7	8.6
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	20	20	20	19	16	7	19	20	20	20	20

Directorates 2

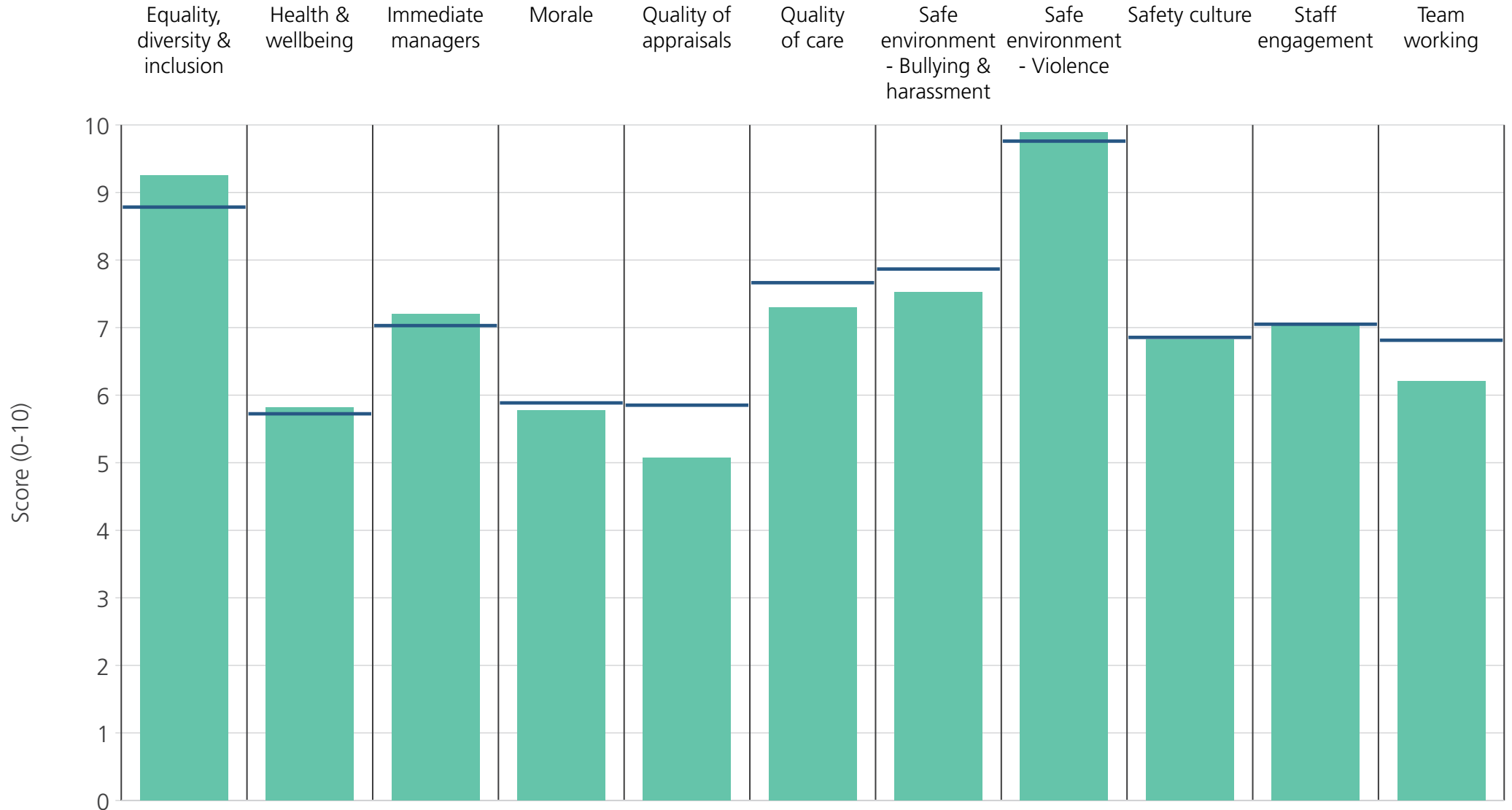
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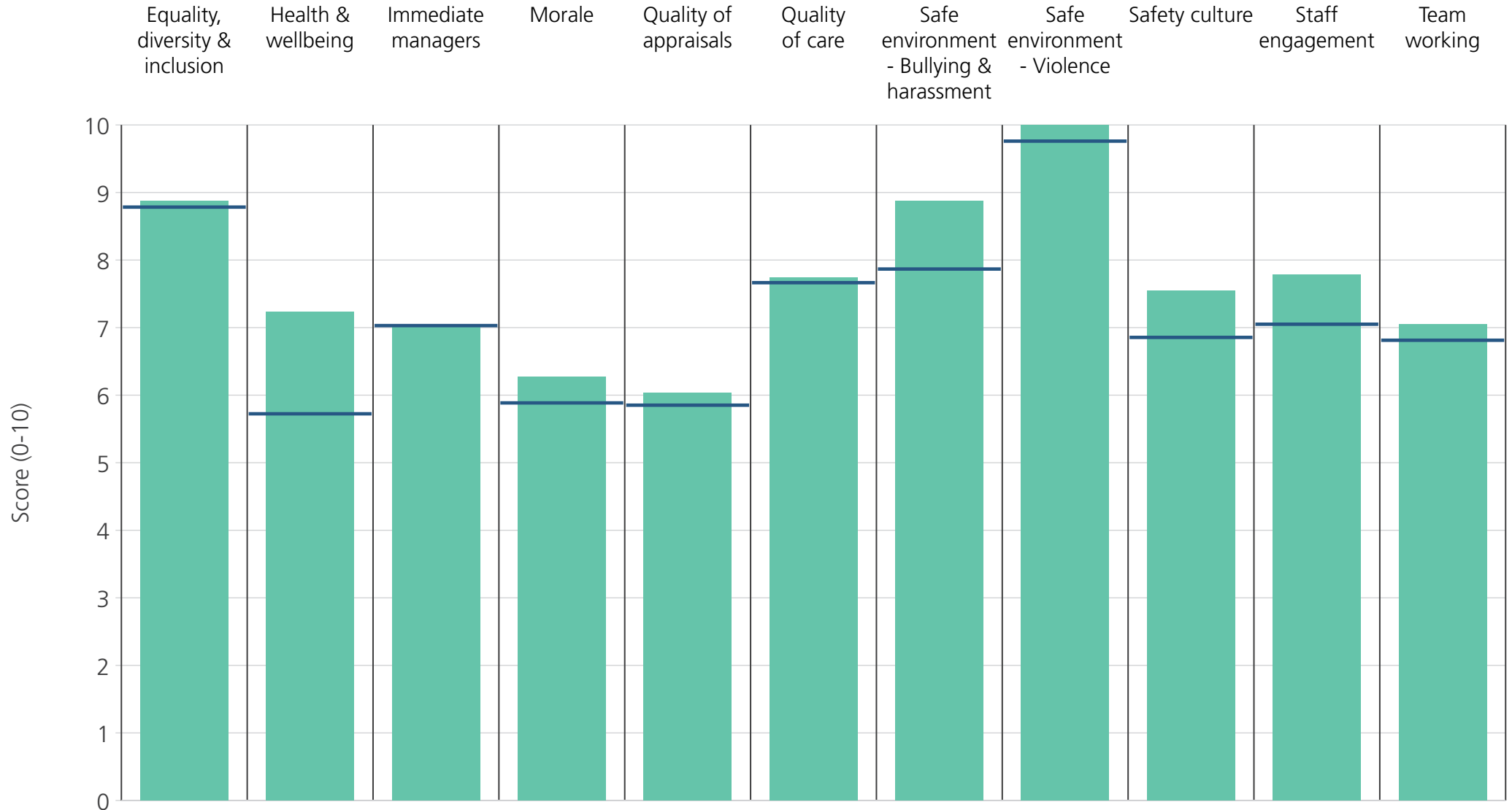
Directorate	9.2	6.2	6.8	6.2	5.1	7.2	8.6	10.0	7.3	7.4	7.0
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	30	30	30	30	27	23	30	30	30	30	30



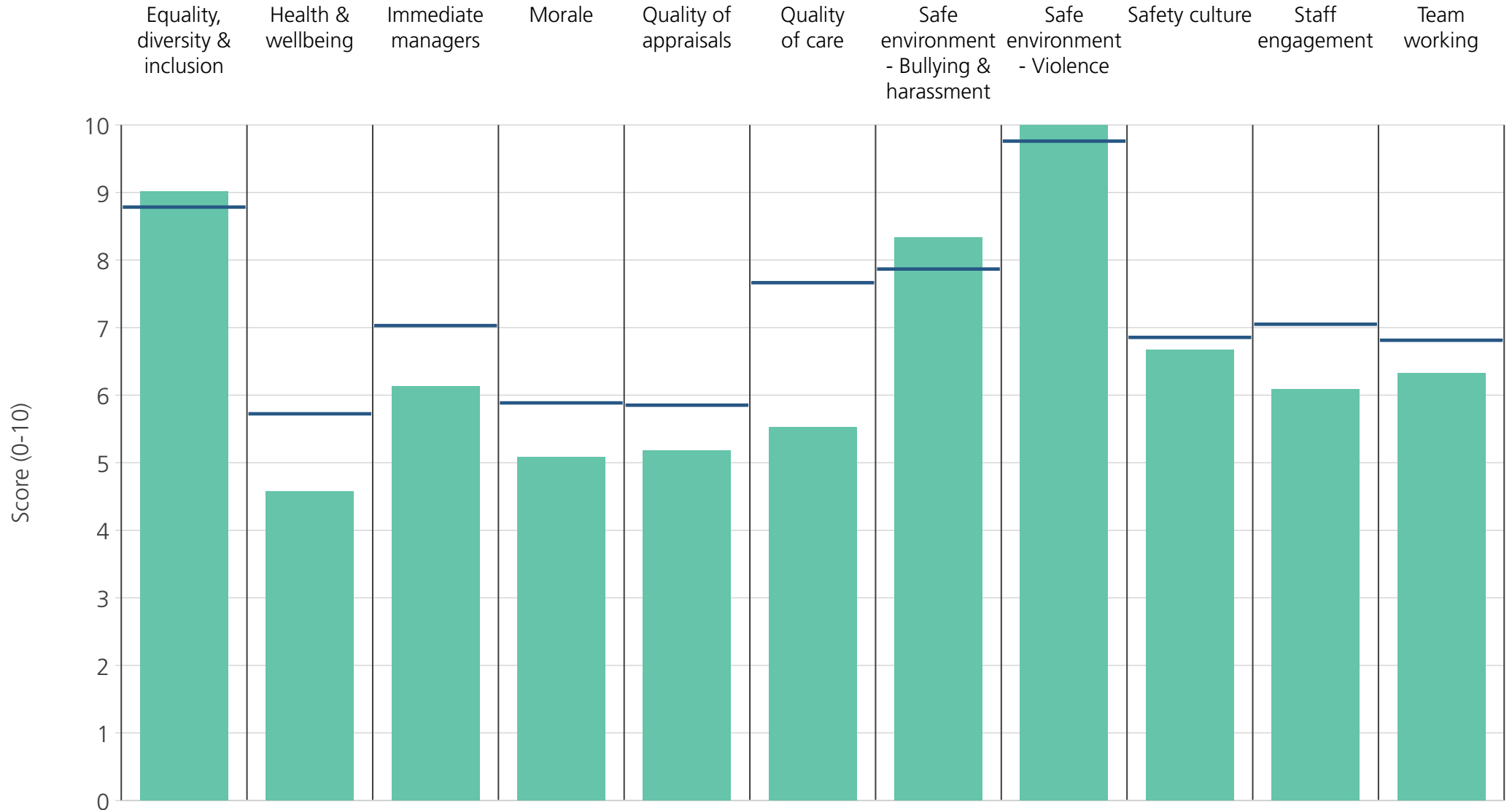
Directorate	8.4	5.7	6.9	5.8	5.6	7.8	7.8	9.9	6.5	6.5	6.3
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	155	153	157	155	130	125	153	156	157	159	157



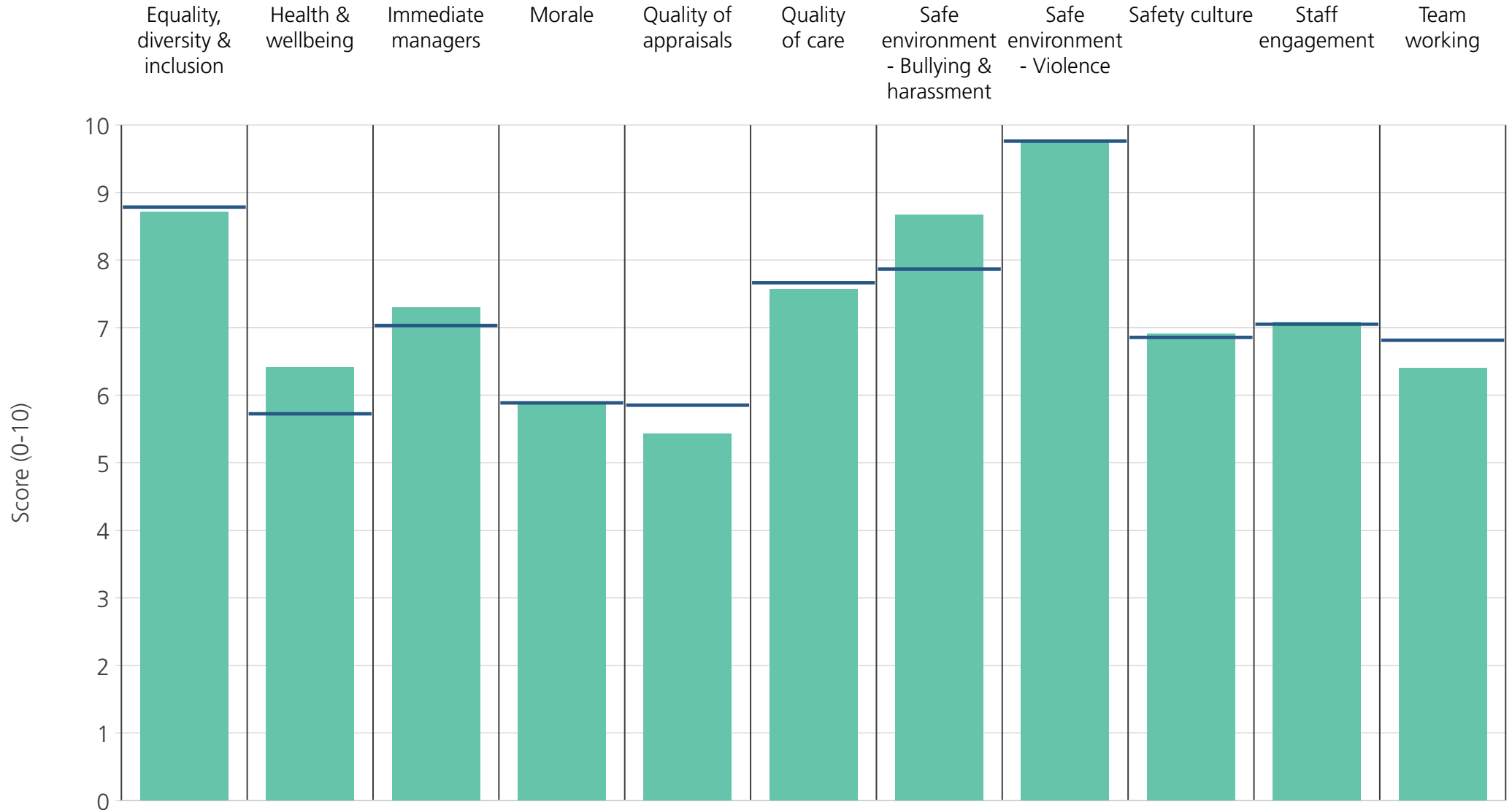
Directorate	9.2	5.8	7.2	5.8	5.1	7.3	7.5	9.9	6.8	7.1	6.2
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	31	31	31	31	28	21	31	31	30	31	31



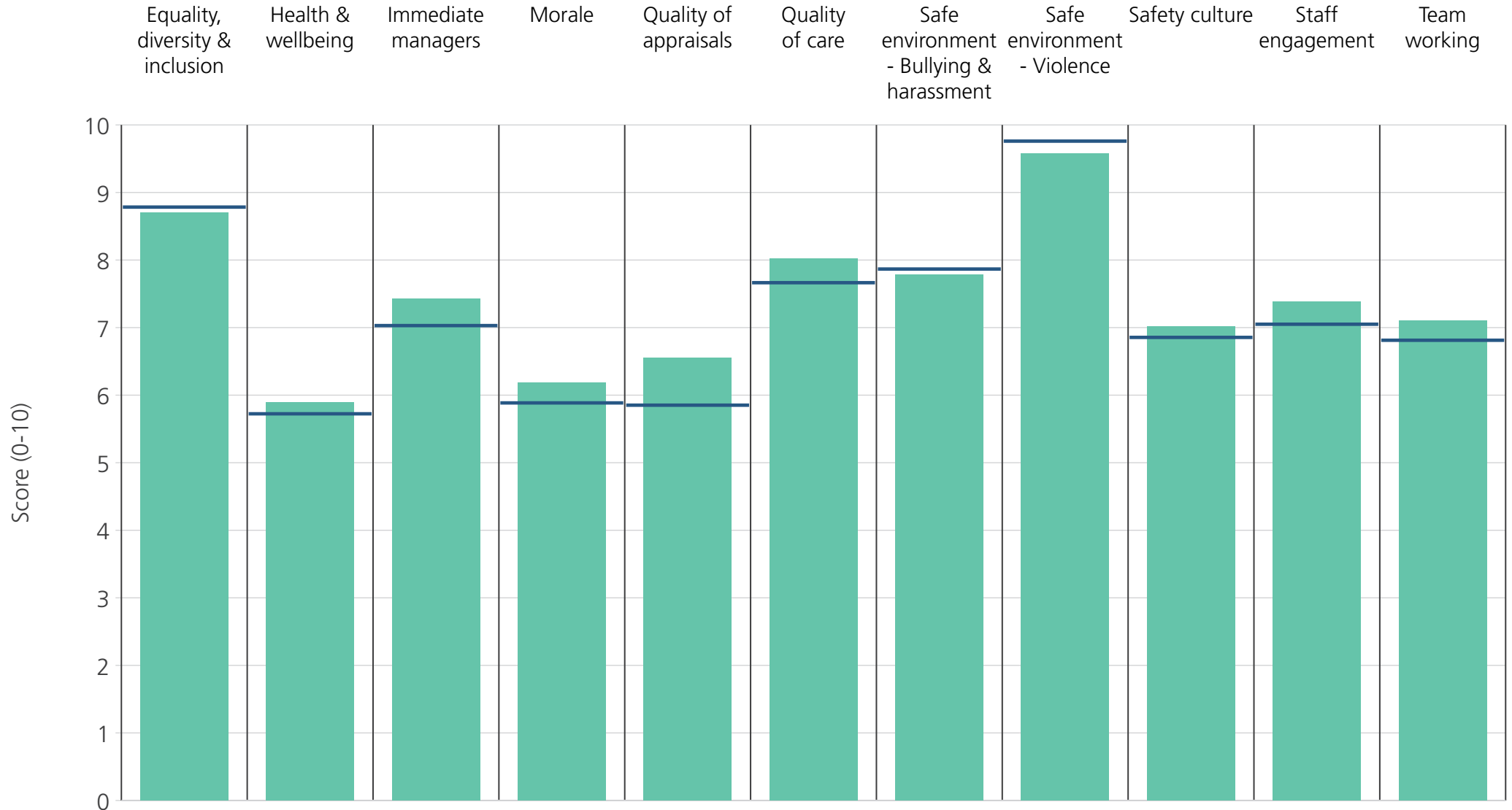
Directorate	8.9	7.2	7.0	6.3	6.0	7.7	8.9	10.0	7.5	7.8	7.0
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	56	56	56	56	51	16	56	56	56	56	55



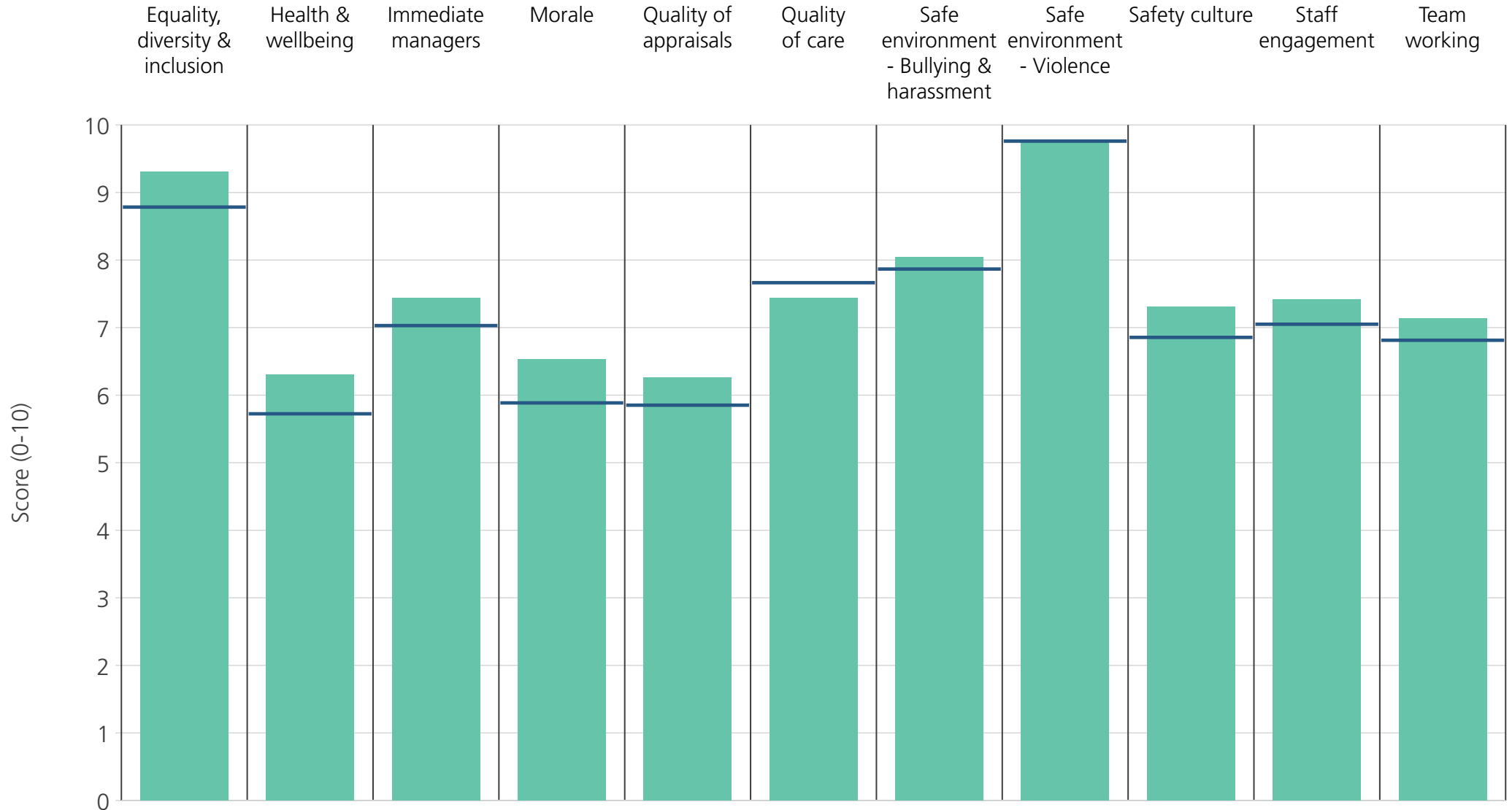
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Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	17	18	18	18	14	12	18	18	18	18	18



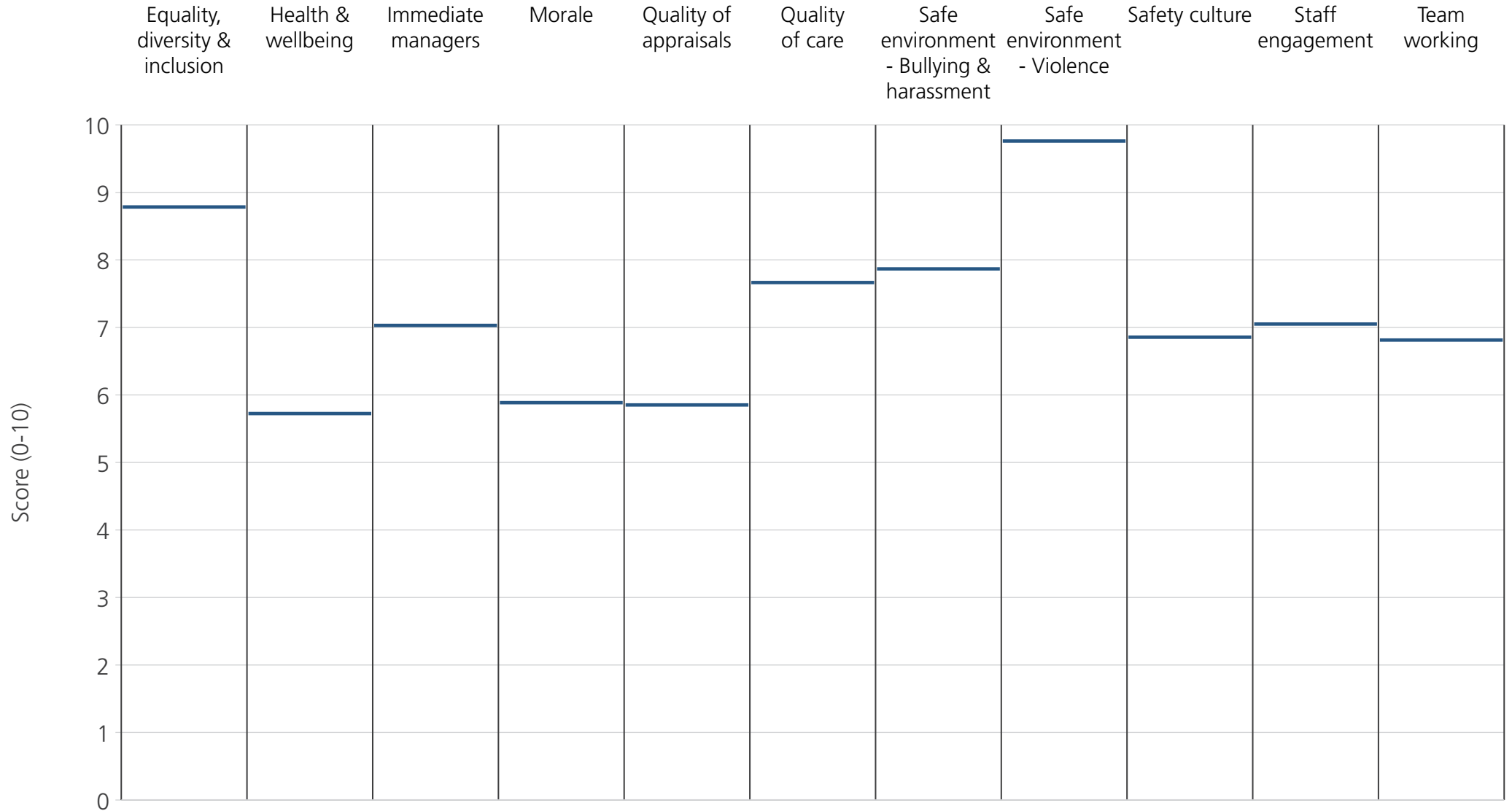
Directorate	8.7	6.4	7.3	5.9	5.4	7.6	8.7	9.8	6.9	7.1	6.4
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	58	60	60	59	50	20	59	60	59	60	57



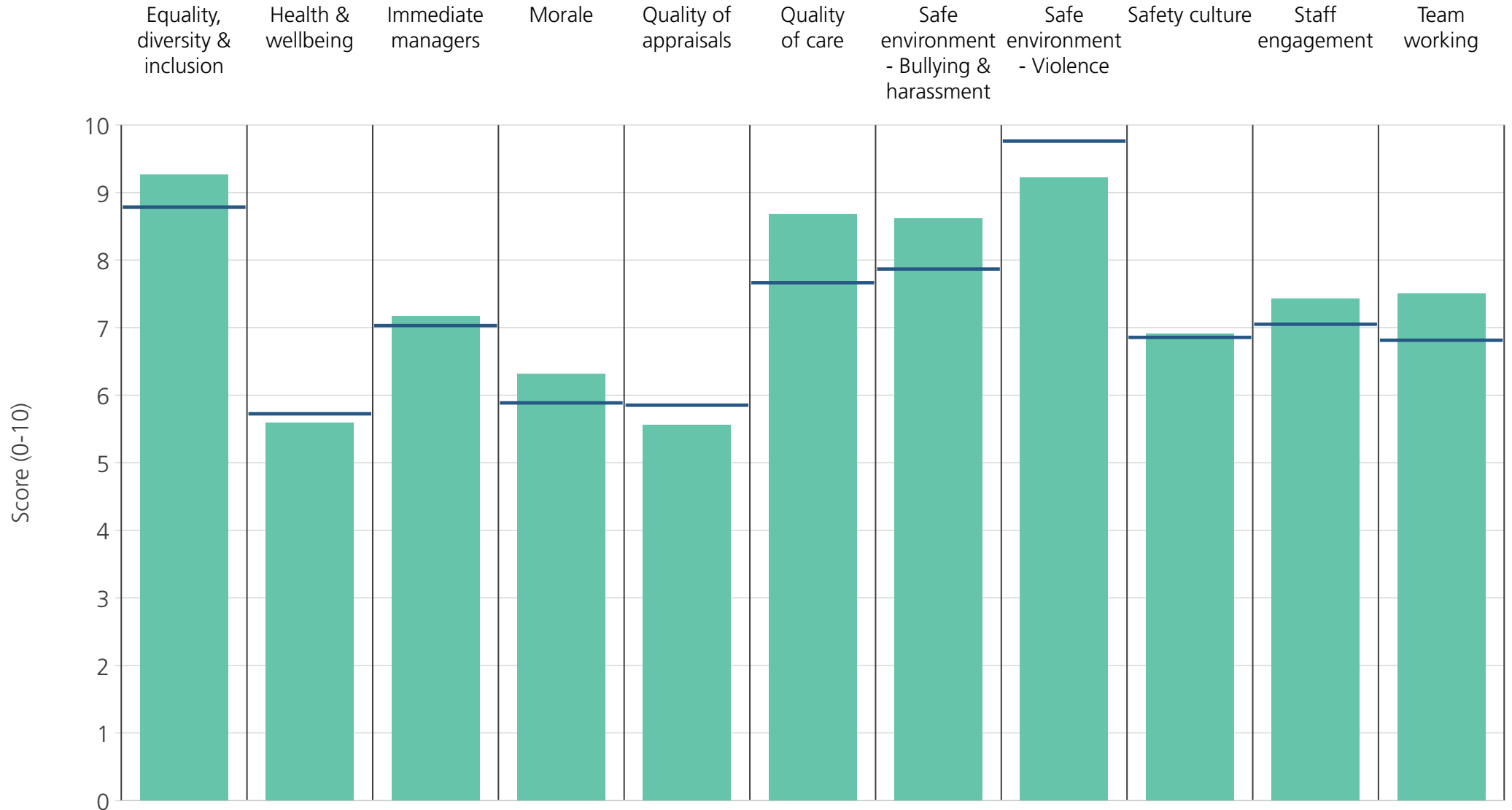
Directorate	8.7	5.9	7.4	6.2	6.6	8.0	7.8	9.6	7.0	7.4	7.1
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	252	253	252	249	225	246	252	249	251	254	252



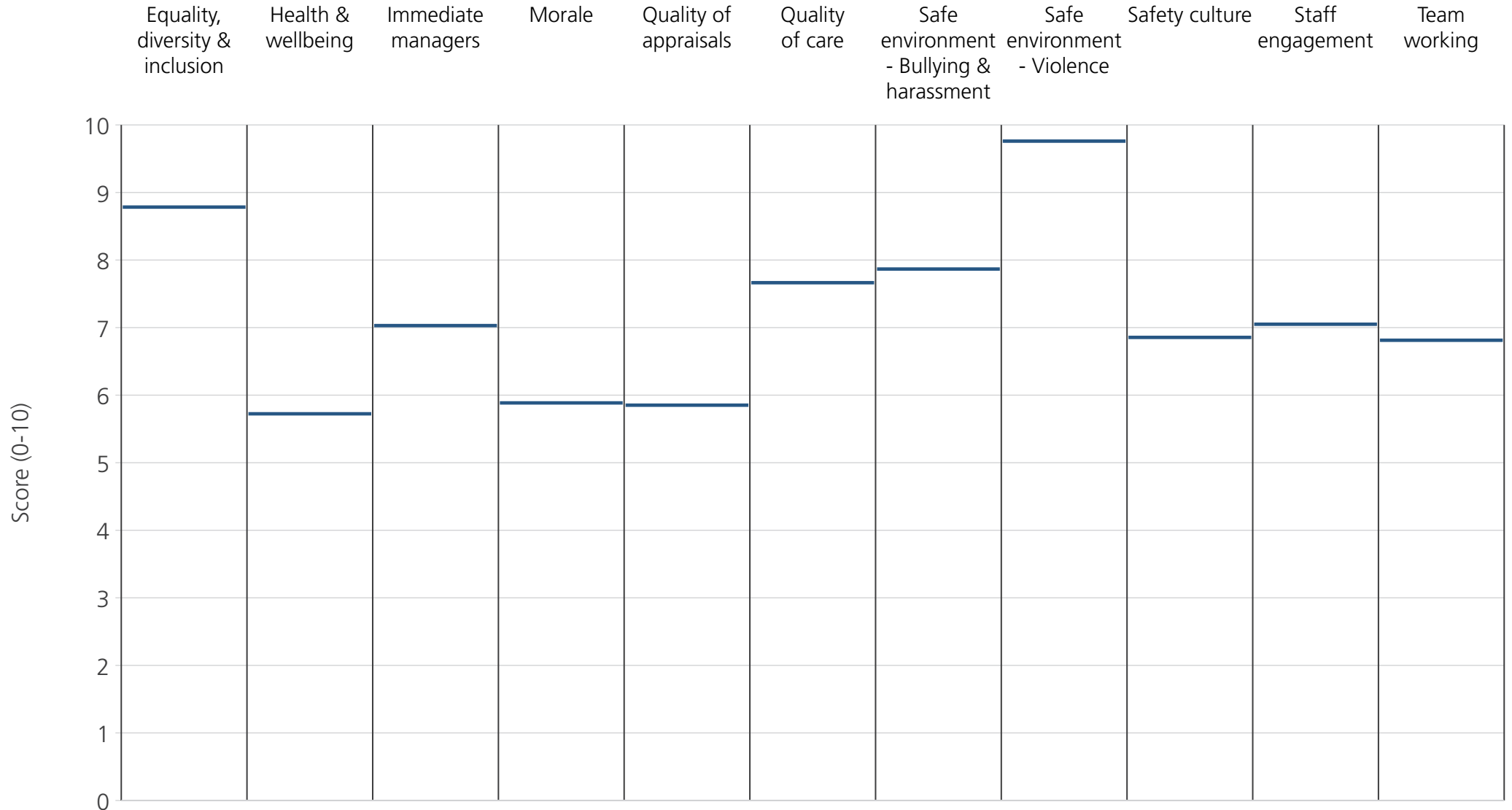
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Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	58	58	58	58	55	56	57	57	58	59	58



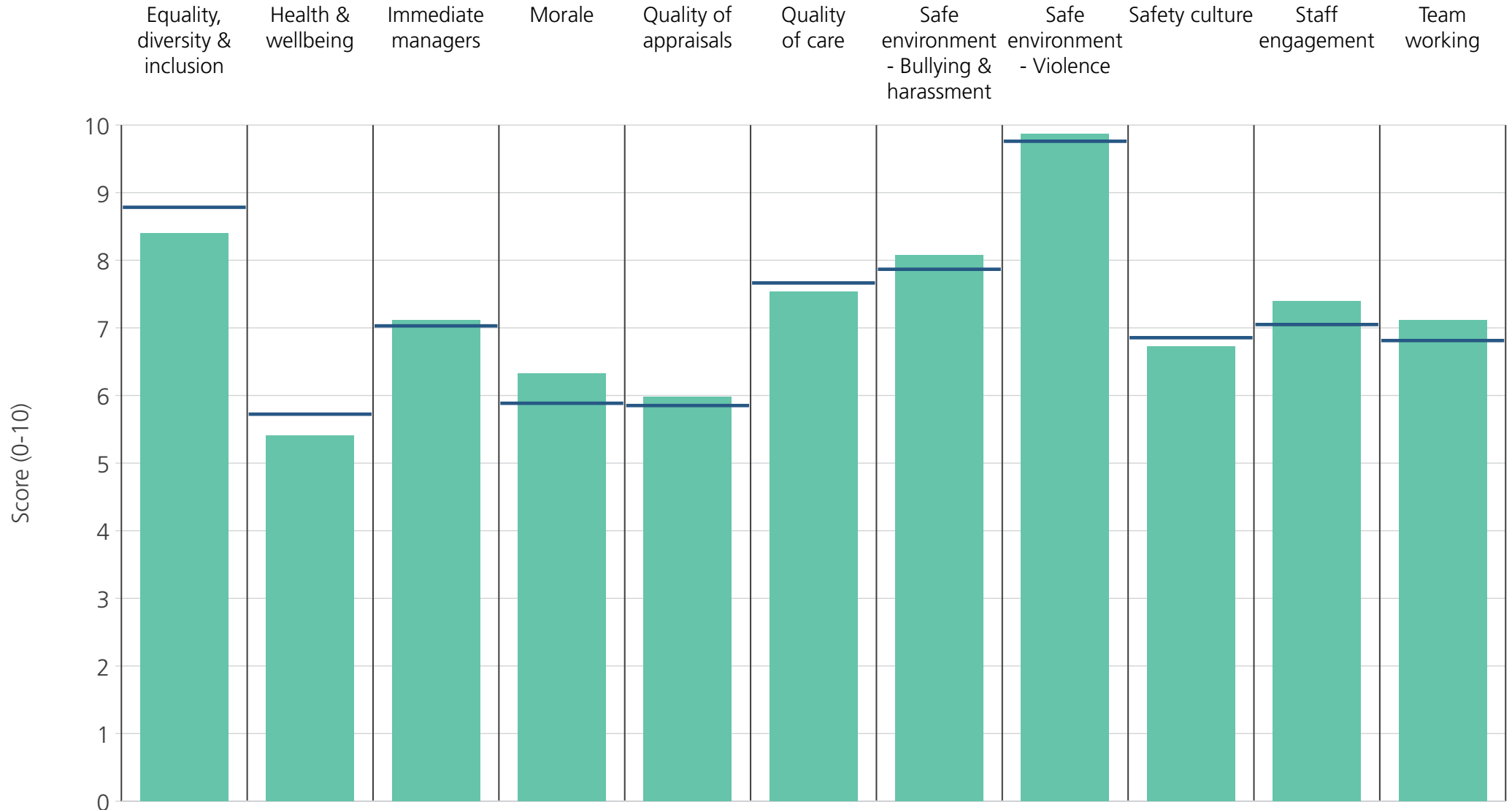
Directorate											
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	9	9	9	9	9	9	9	9	9	10	10



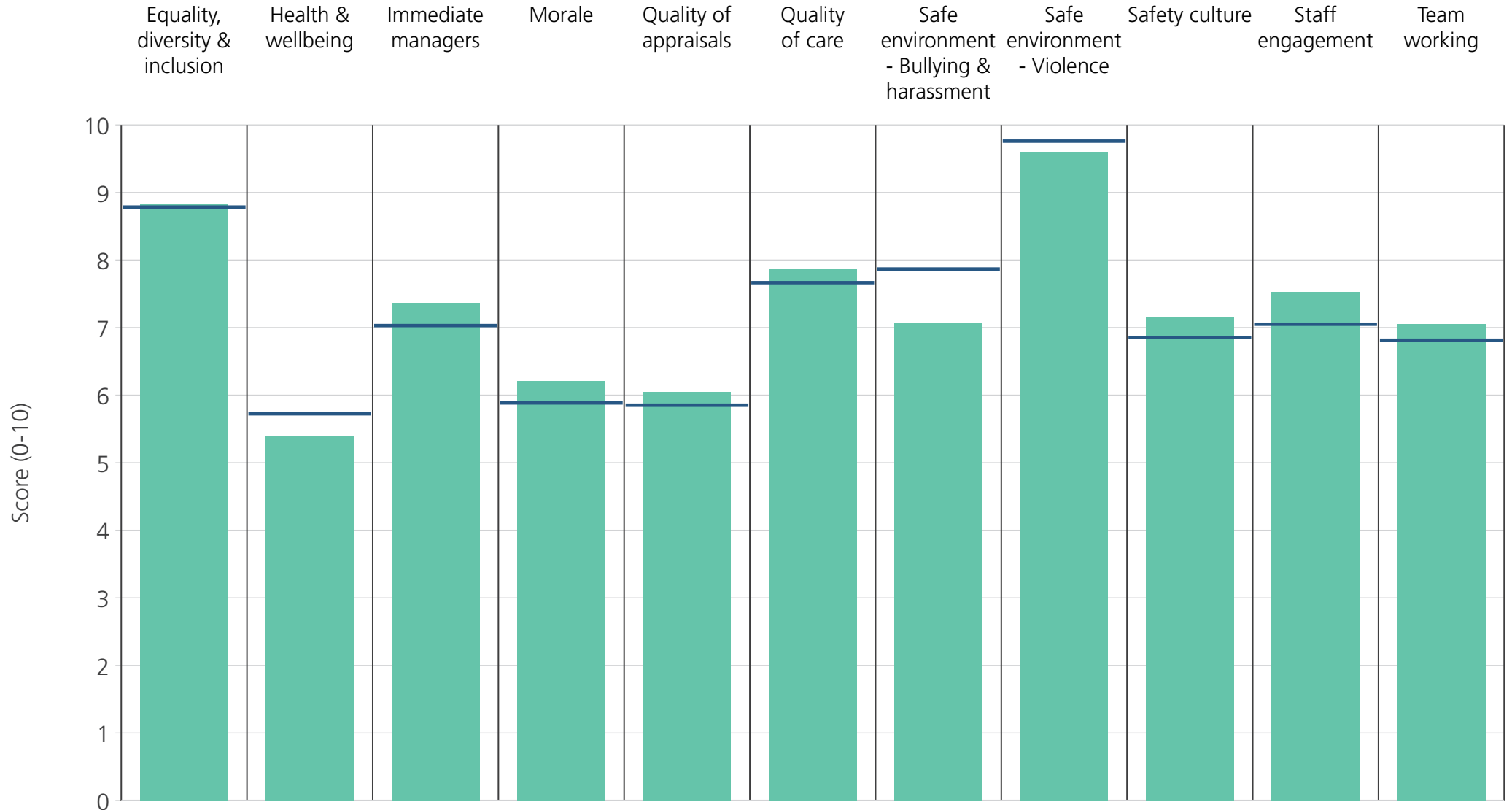
Directorate	9.3	5.6	7.2	6.3	5.6	8.7	8.6	9.2	6.9	7.4	7.5
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	18	18	18	18	18	18	18	17	18	18	17



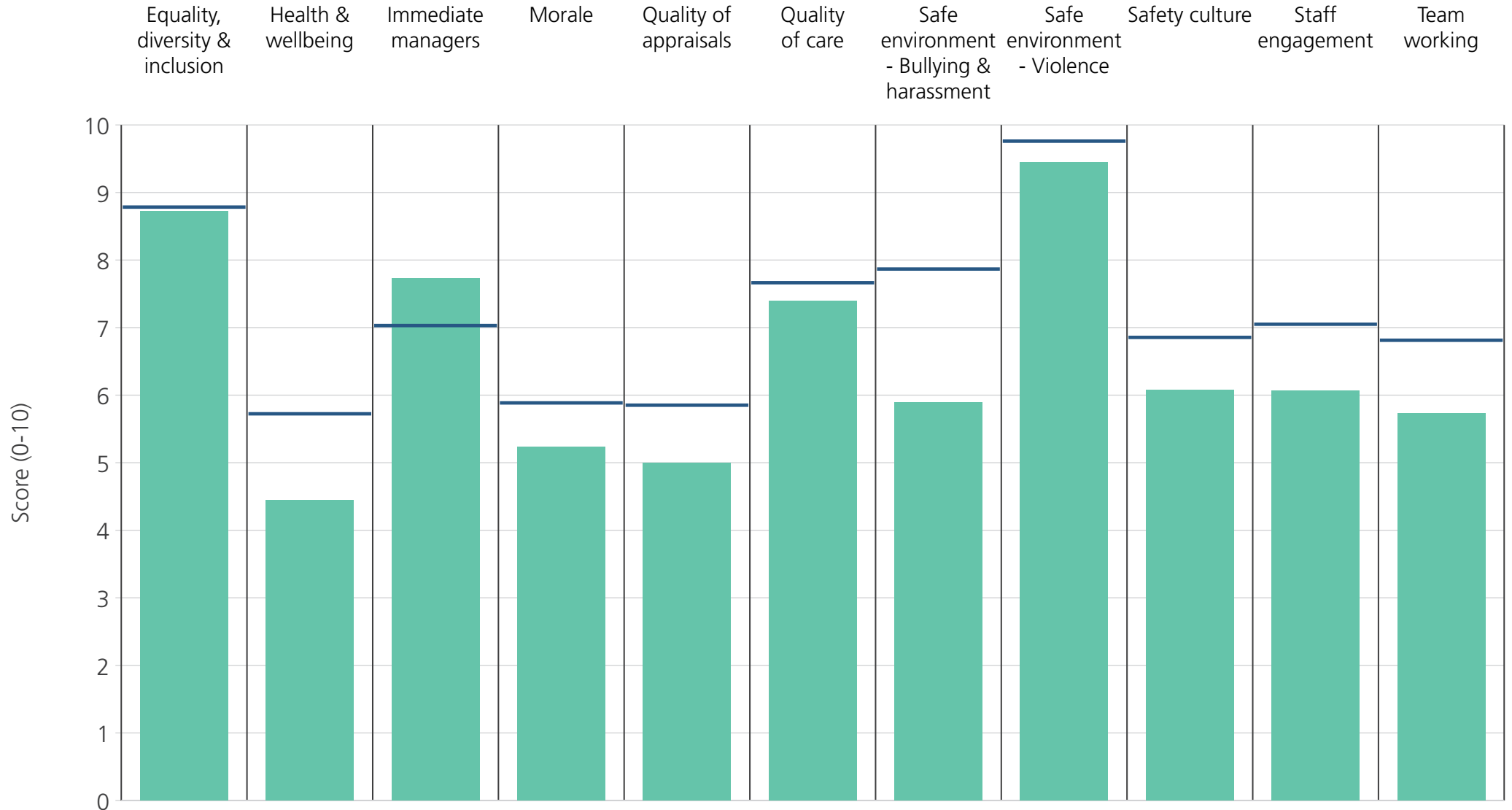
Directorate	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	9	9	9	9	8	8	9	9	9	9	8



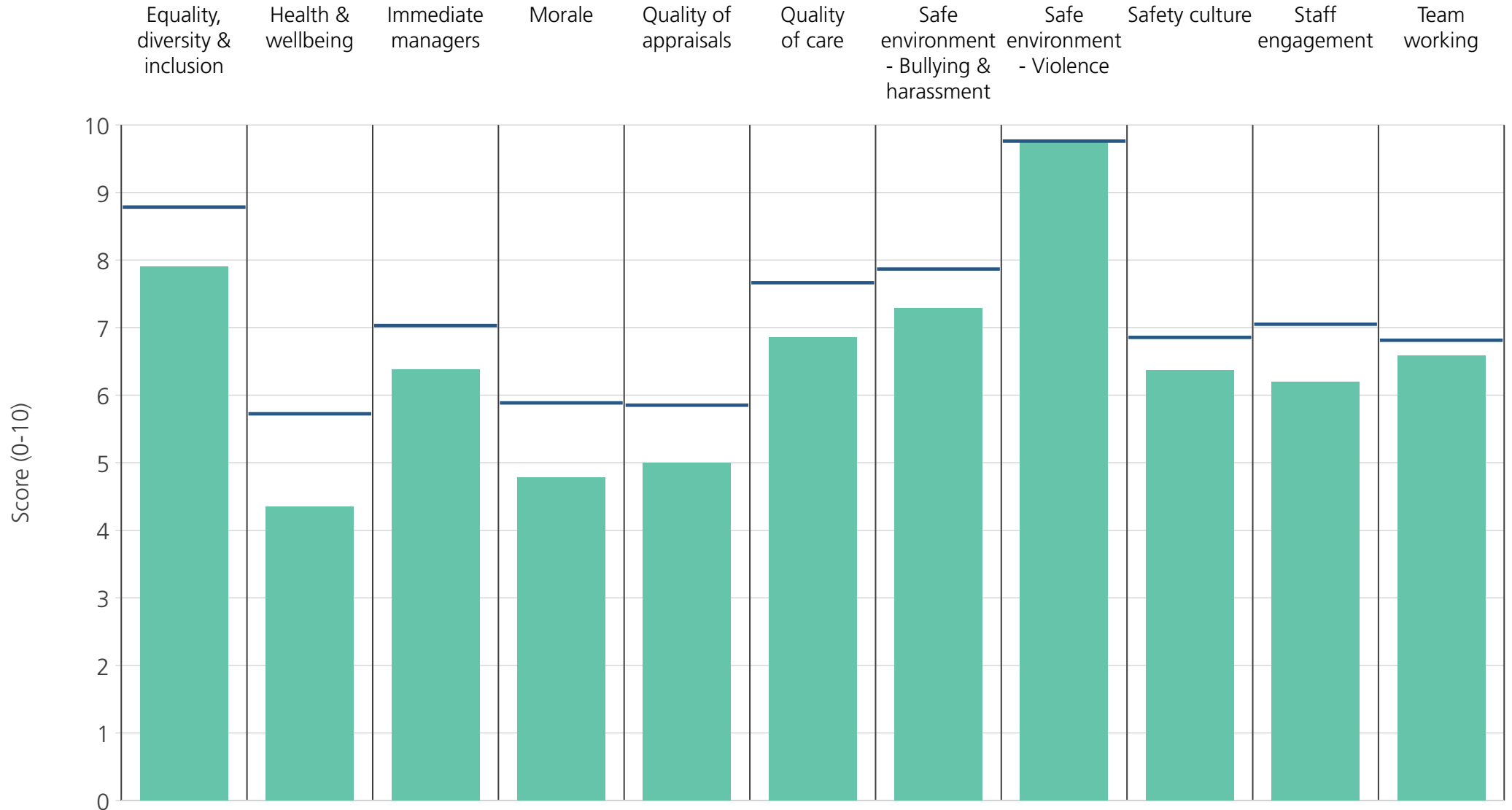
Directorate	8.4	5.4	7.1	6.3	6.0	7.5	8.1	9.9	6.7	7.4	7.1
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	26	26	26	26	23	26	26	26	26	26	26



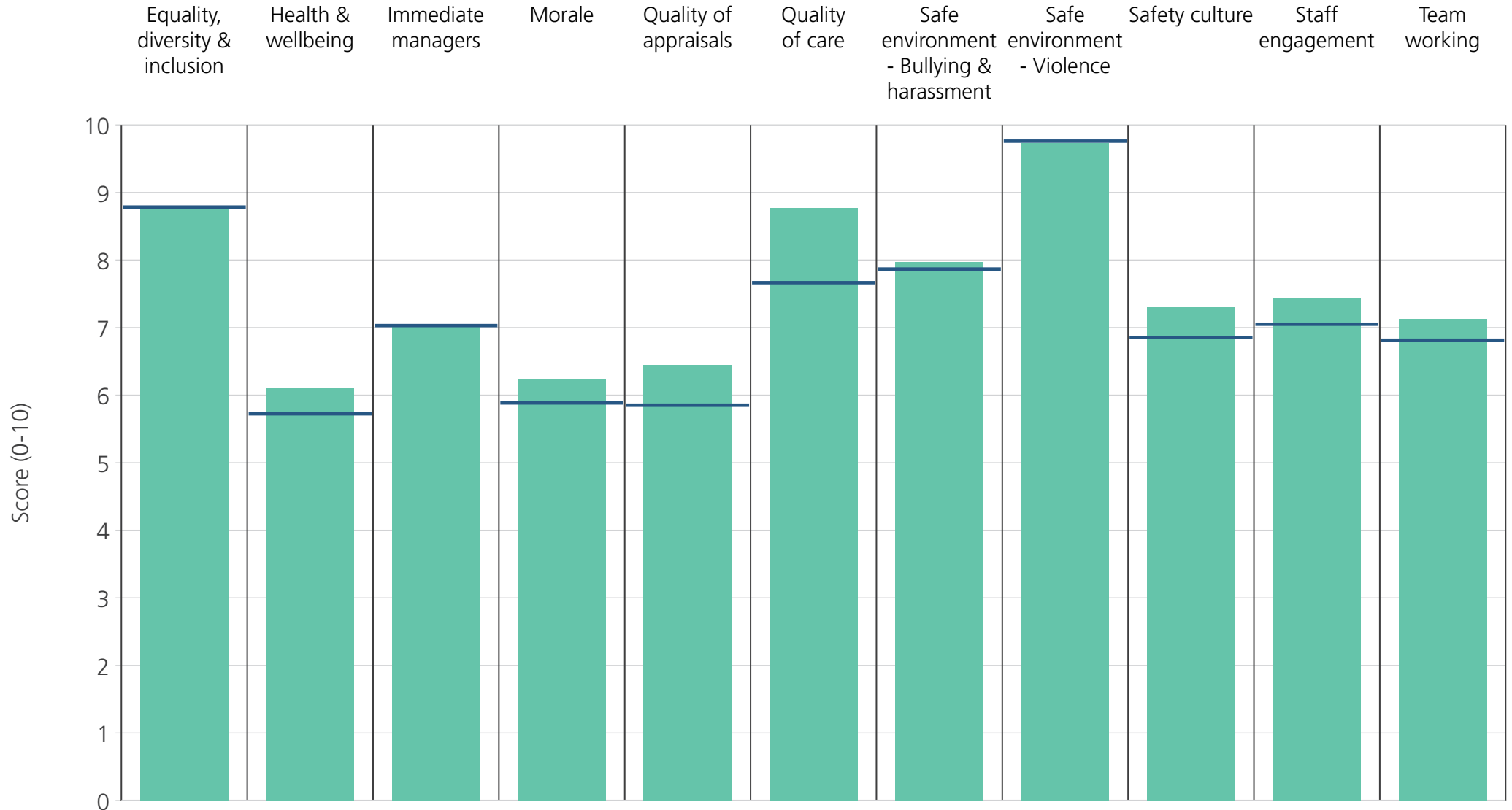
Directorate	8.8	5.4	7.4	6.2	6.0	7.9	7.1	9.6	7.1	7.5	7.0
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	100	99	100	98	92	97	100	100	100	101	97



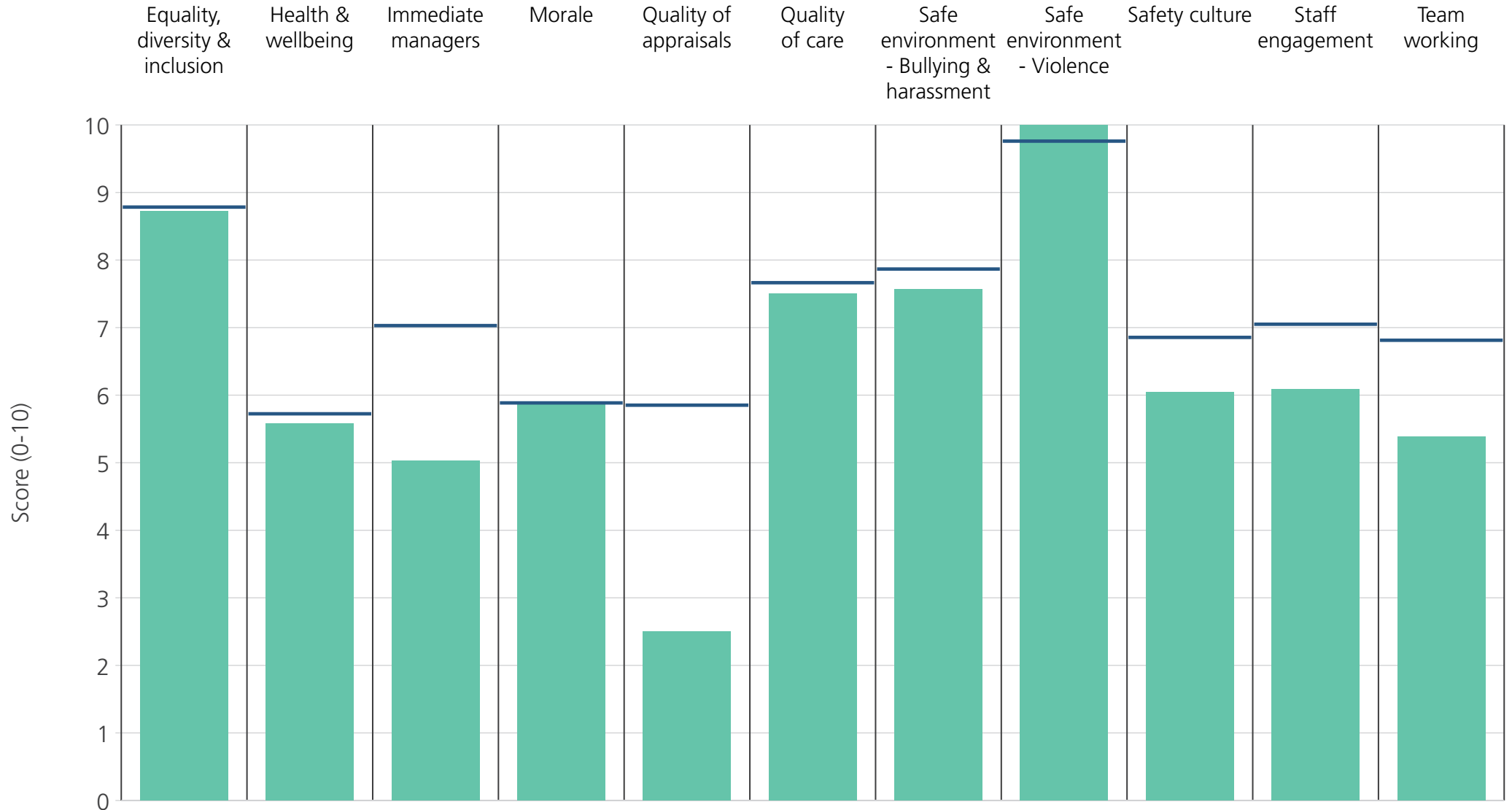
Directorate	8.7	4.4	7.7	5.2	5.0	7.4	5.9	9.4	6.1	6.1	5.7
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	30	31	31	29	27	31	30	30	31	31	31



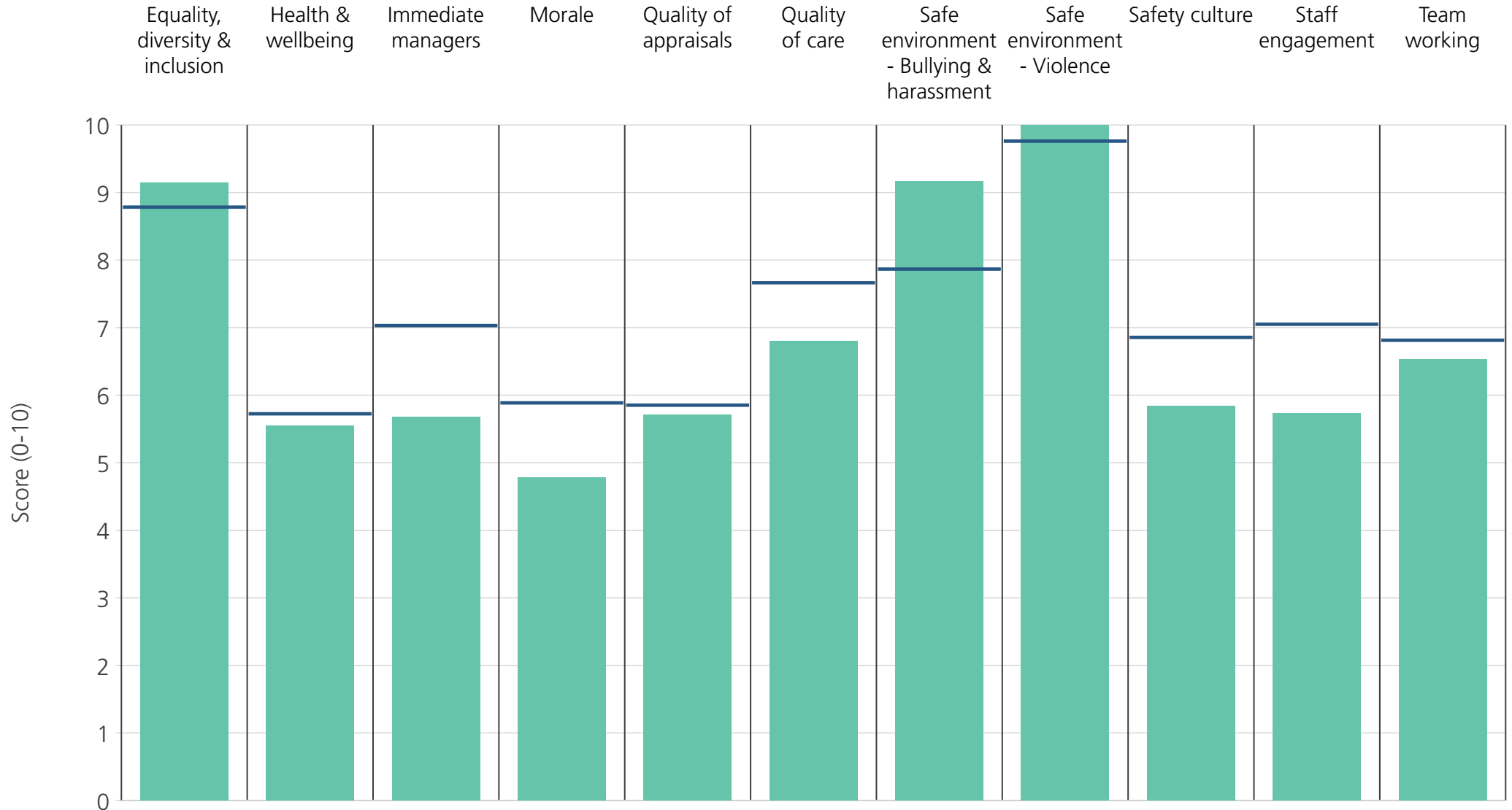
Directorate	7.9	4.4	6.4	4.8	5.0	6.8	7.3	9.7	6.4	6.2	6.6
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	105	105	104	105	99	105	105	104	105	105	104



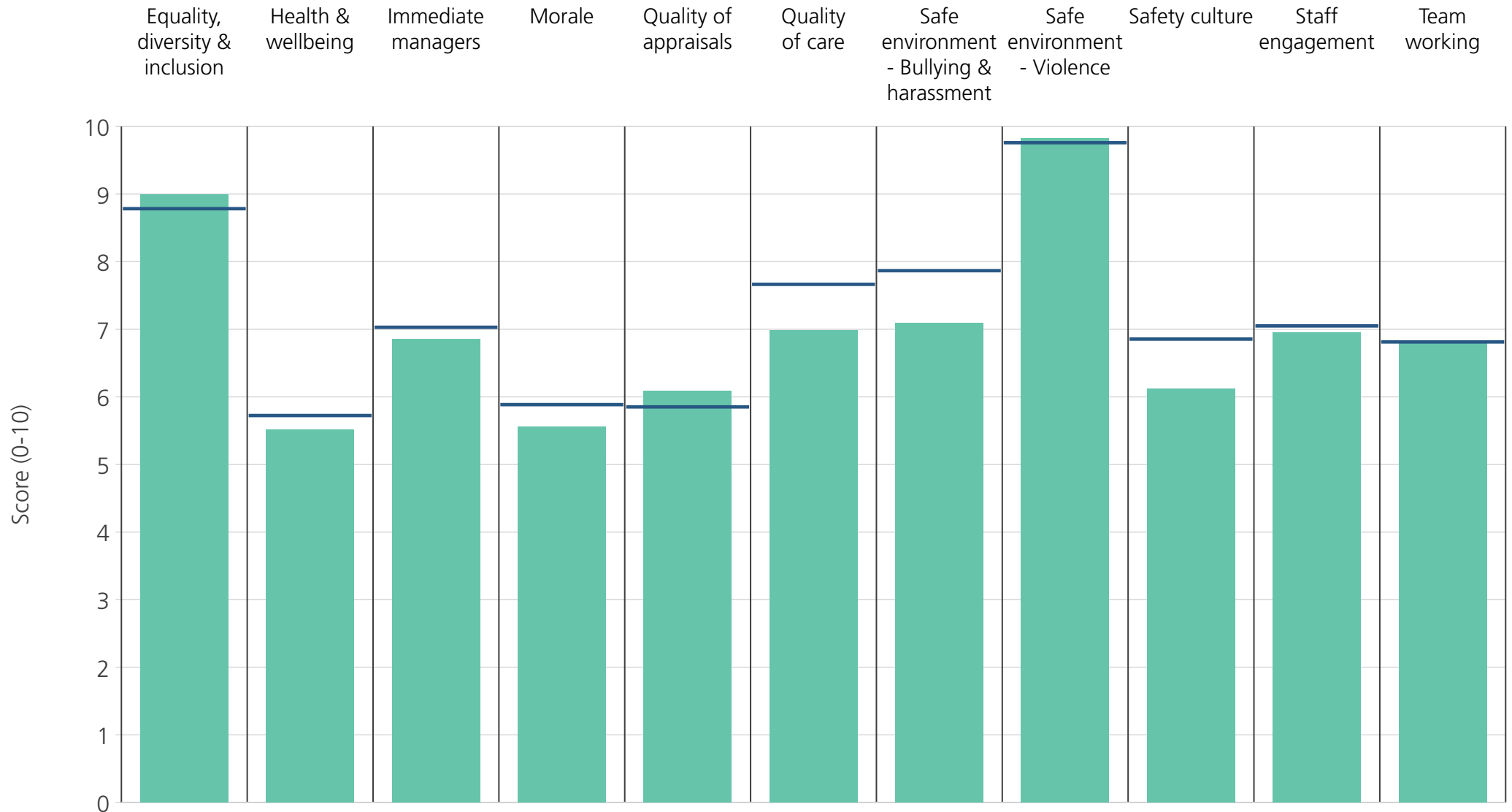
Directorate	8.8	6.1	7.0	6.2	6.4	8.8	8.0	9.7	7.3	7.4	7.1
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	173	178	179	174	154	175	175	177	176	177	174



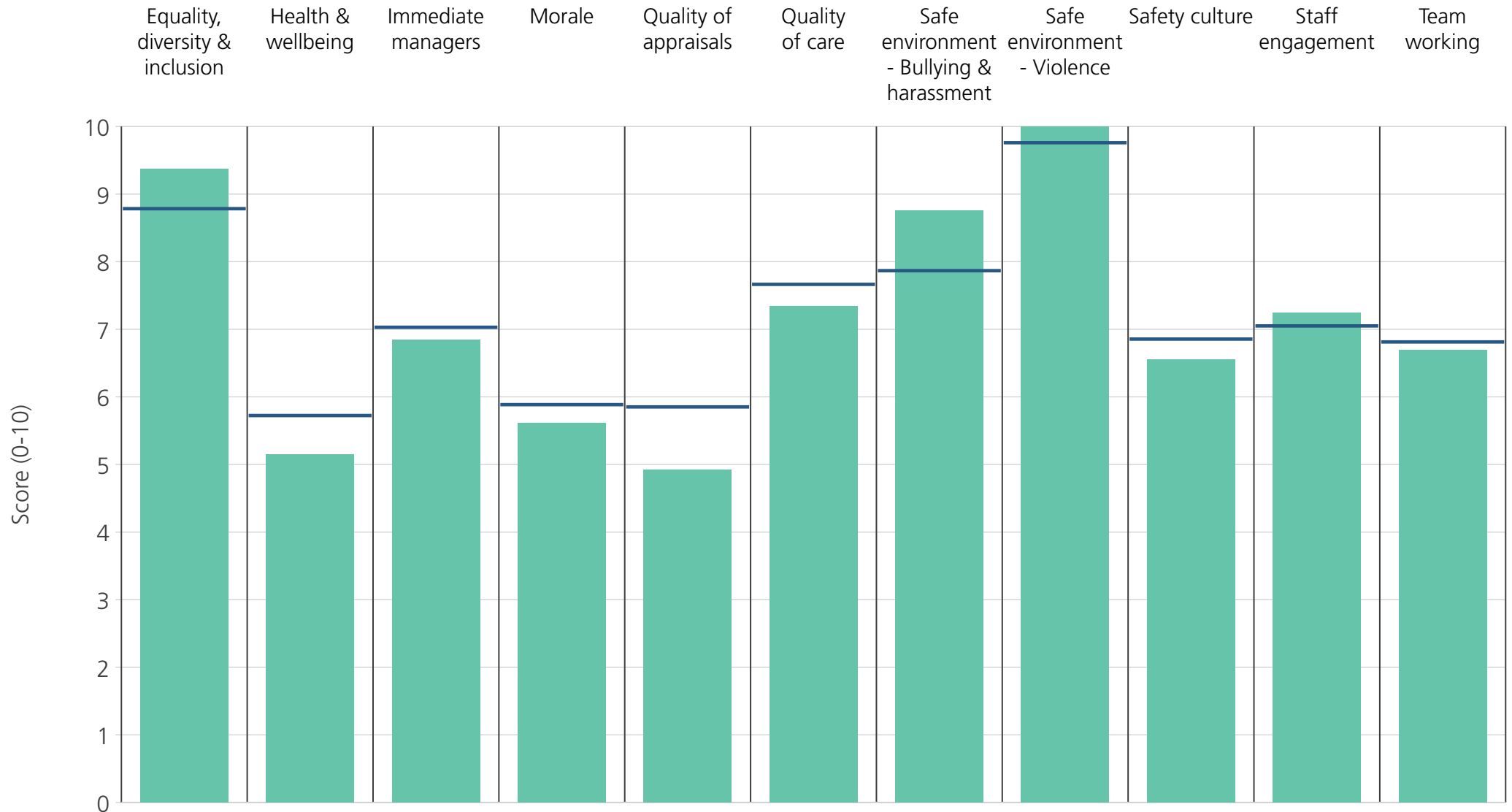
Directorate	8.7	5.6	5.0	5.9	2.5	7.5	7.6	10.0	6.0	6.1	5.4
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	13	13	13	12	13	12	13	12	13	13	13



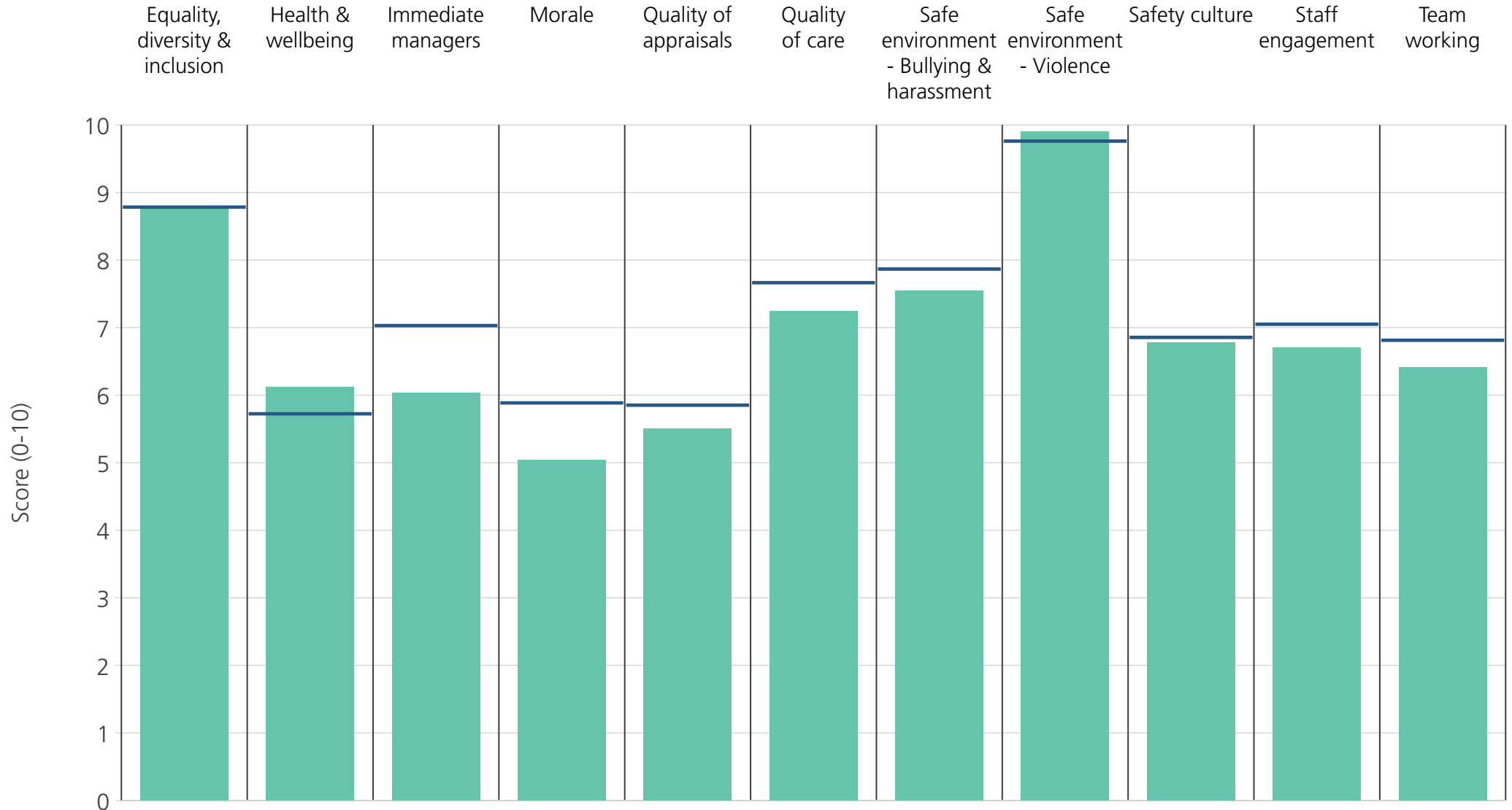
Directorate	9.1	5.5	5.7	4.8	5.7	6.8	9.2	10.0	5.8	5.7	6.5
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	30	31	31	30	23	31	28	31	31	31	31



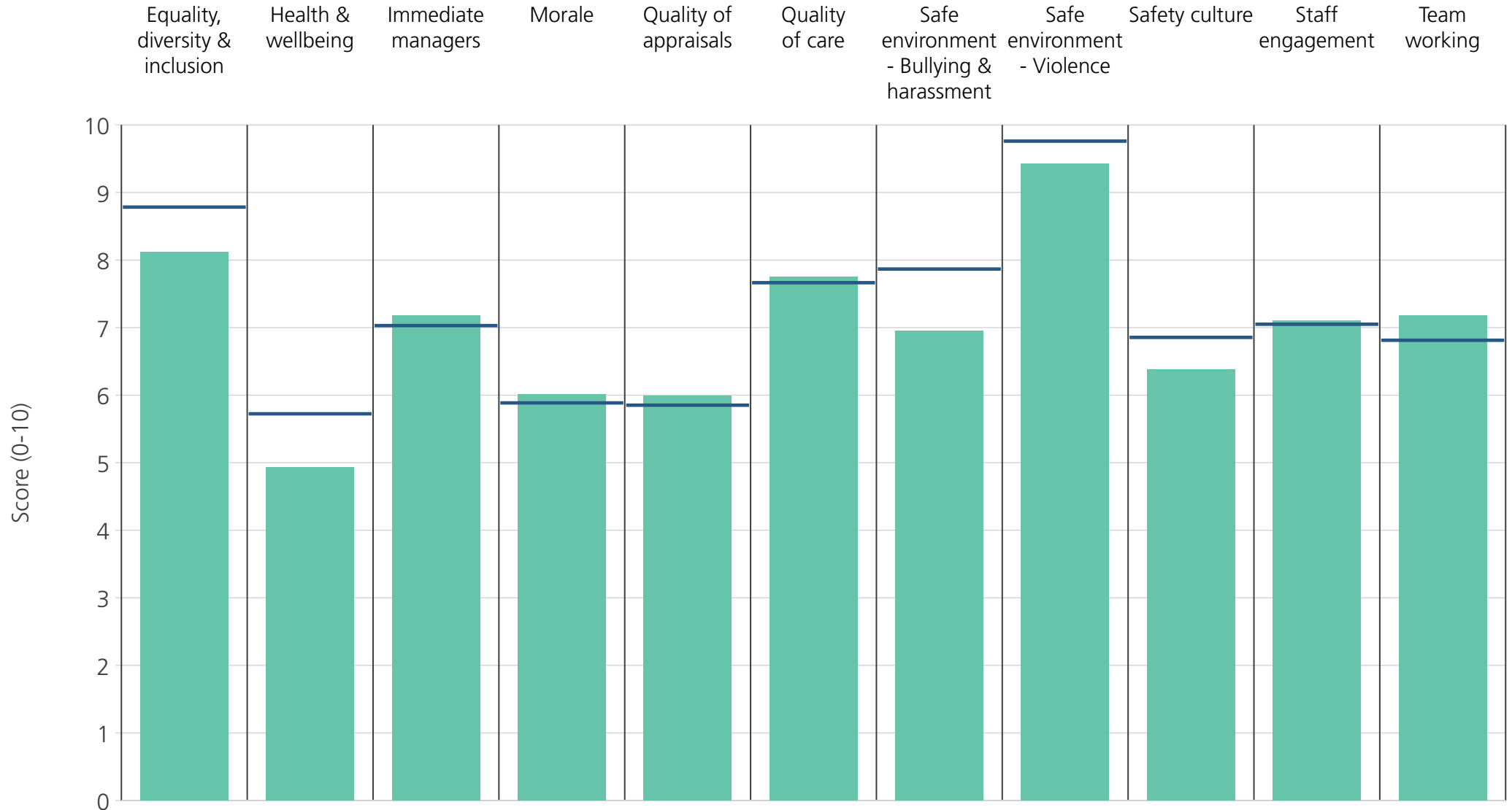
Directorate	9.0	5.5	6.9	5.6	6.1	7.0	7.1	9.8	6.1	7.0	6.8
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	39	38	39	39	35	39	39	39	39	39	39



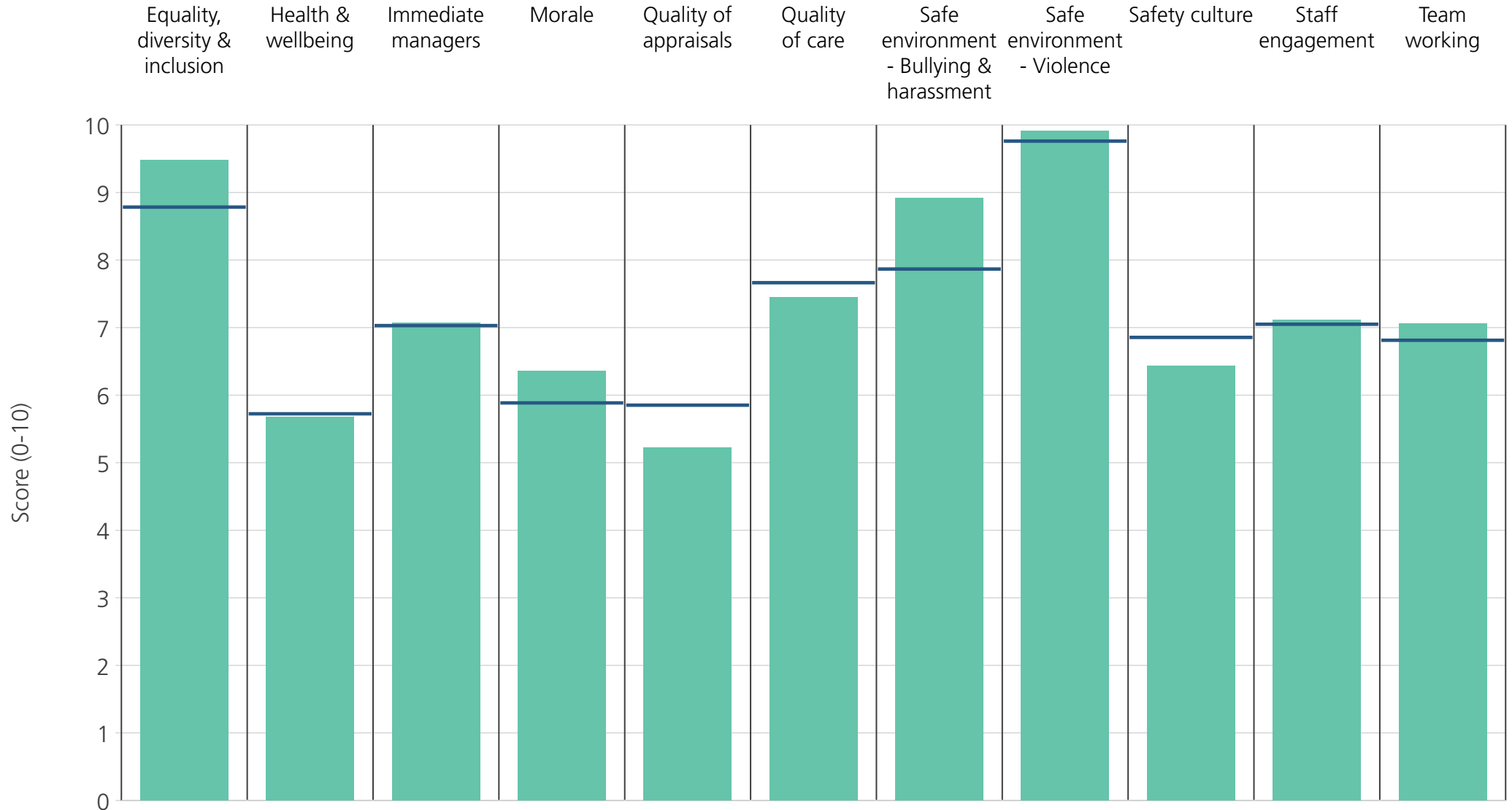
Directorate	9.4	5.1	6.8	5.6	4.9	7.3	8.8	10.0	6.5	7.2	6.7
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	16	17	17	17	15	16	16	17	17	17	17



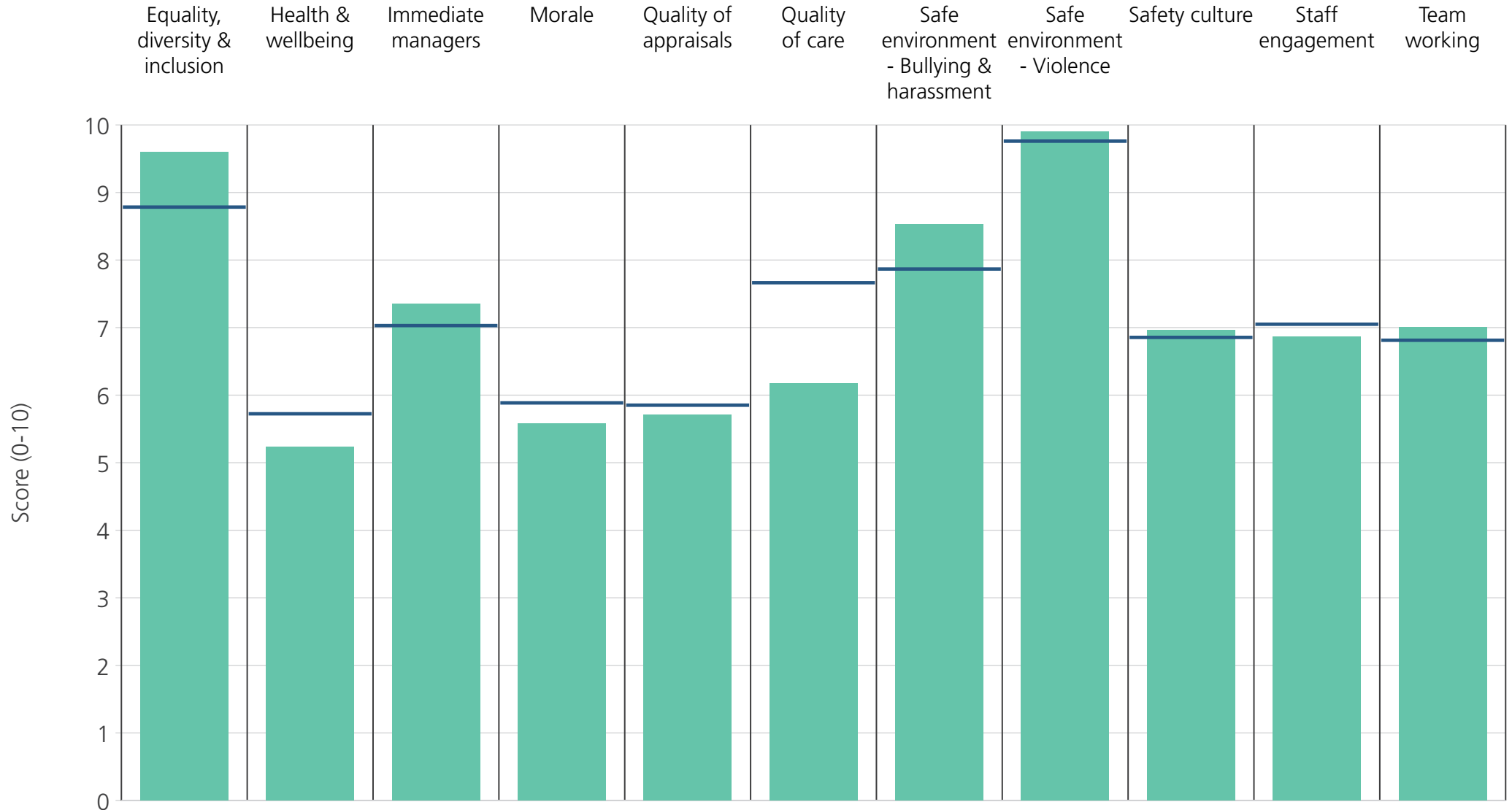
Directorate	8.8	6.1	6.0	5.0	5.5	7.2	7.5	9.9	6.8	6.7	6.4
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	68	69	70	69	60	70	68	68	69	70	69



Directorate	8.1	4.9	7.2	6.0	6.0	7.8	7.0	9.4	6.4	7.1	7.2
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	23	22	23	23	22	23	23	23	23	23	23



Directorate	9.5	5.7	7.1	6.4	5.2	7.4	8.9	9.9	6.4	7.1	7.1
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	37	37	37	37	33	38	37	36	37	38	37



Directorate	9.6	5.2	7.3	5.6	5.7	6.2	8.5	9.9	7.0	6.9	7.0
Your org	8.8	5.7	7.0	5.9	5.9	7.7	7.9	9.8	6.9	7.0	6.8
Responses	68	70	70	70	69	69	70	70	70	70	70