

## Corporate actions

Priority	Previous	Ongoing	
<p><b>70% continue</b></p>	 <p>Communication</p>	<p>Communication scores have increased by 3% since the last survey to 52%, and nearly 30% since our last pulse survey, indicating we've made progress in this area. This has been supported by steps including Team Talk and our new intranet.</p>	<p>We will continue to improve communication throughout the organisation including using new Office 365 technology – such as Yammer and our new intranet, Link.</p>
 <p>Sr Leadership</p>	<p>Our Senior Leadership Scores have improved this year by an average of 3.5%, supported by Connect to a Region, Director Roadshows and other activities.</p>	<p>We will continue with these and will find new ways to engage with colleagues making use of new digital opportunities such as Yammer chats.</p>	
 <p>Health, Safety and Well Being</p>	<p>The survey showed a 7% increase in colleagues feeling their manager cares about their wellbeing.</p>	<p>Wellbeing initiatives including acting on our Britain's healthiest workplace survey, and our Mental Health Wellbeing Champions network will continue.</p>	



Career Development

Career development scores have improved by 4% this year, possibly due to new initiatives to support our colleagues, including the Management Passport and our apprenticeship offering.

Plans for 2019 include:

- A research initiative to address BAME colleague development.
- Continued support for our managers through the Leadership Ladder.
- Improved management and leadership offerings.

We are continuing to expand our apprenticeship offering, to ensure it continually supports the needs of NHSBT colleagues.

## 20% Modify



Harassment, Bullying and Abuse

14% of colleagues experienced harassment, bullying and abuse. This is an improvement from previous years however we still need to work within our directorates and teams to continue to address this issue.

We're producing a strategy and updating our policies to further decrease harassment, bullying and abuse of colleagues to continue to make NHSBT a great place to work.



Management

There are now 659 frontline managers and leaders who have accessed our leadership development in the last 12 months alone. We have also provided a range of online tools to support leaders including:

- **People Aspects of change tool** (*Which has had over 500 'hits' since its launch in July*)
- **Developing your team toolkit** (866 hits this year)
- **Career development tool** (2,693 hits)

We are about to launch our new Leadership Ladder which will consist of several levels making manager development and competence more visible.

It is likely that development will become more crucial with the implementation of the pay deal and the pay progression elements based on performance.

		<p>We've already started hosting action planning webinar workshops to ensure colleagues have the resources to action plan within their teams. If you would like to find out more, visit PeopleFirst.</p>	<p>We'll be developing a 'best practices action planning' initiative where teams from across the organisation will be asked to share what they've done well and to learn from each other's' successes.</p>
	<p>Action Planning</p>	<p>Action Plans are being developed for each directorate. If you have not seen yours, please contact your Line Manager.</p>	<p>Remember the pledge: time, resources are always available for action plans if you consult your local management.</p>

<p><b>10% Change</b></p>		<p>Colleague perception of 'Care of Patients as being NHSBT's Top Priority' has reduced by 3%.</p>	<p>The Our Voice project board which consists of colleagues from all directorates will be responsible for conducting research in this area. If you have queries about this, please contact your local HR Consult/Business Partner.</p> <p>We will be sharing more patient stories throughout the organisation to highlight the role colleagues play in providing care to patients. If you have a great story, please email <a href="mailto:internal.comms@nhsbt.nhs.uk">internal.comms@nhsbt.nhs.uk</a></p>
	<p>Patient Experience</p>		
		<p>Discrimination scores have remained stable since last year, at 8%. This means that more needs to be done to understand what is causing discrimination, so we can tackle it head-on.</p>	<p>We'll be introducing more support for our networks to reduce discrimination, including an Ally network to support LGBT+ colleagues, a new partnership with Stonewall, and an updated inclusion strategy with our Equality and Diversity Working Group (EDWG).</p>
	<p>Discrimination</p>		