




North Central London
Clinical Commissioning Group

2020 Staff Survey: Breakdown of results

- The annual NHS Staff Survey was conducted between October and December 2020.
- NCL CCG had a good response rate of 69%.
- There has been an overall decline across the NHS in positive responses compared to previous years. This has largely been attributed to the impact of the COVID-19 pandemic and the challenges it has brought.
- EMT is committed to driving improvement across a range of areas and will undertake action planning to ensure this is achieved. More information will be shared about how staff can be involved in this process in due course.
- This pack provides breakdown of results showing how our CCG performed compared nationally to other CCGs (section 1) and also how each directorate then performed (section 2).
- *Please note: personal development questions have not been included in the Directorate breakdown.*

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Section 1: Comparing NCL CCG results to national CCG results

Introduction

- This section of the report provides the positive score % for each question in the staff survey.
- The score for each question is compared to the 2019 score and the 2020 national CCG average score. (Note: national average scores include those CCGs that Picker conducted only.)
- For the local questions, a comparison is provided against the 2019 score only.
- The questions are grouped in the following staff survey themes:
 - Your Job
 - Your Manager
 - Health, Wellbeing and Safety at Work
 - Your Organisation
 - Personal Development.

Your Job: Summary

- 69% of Staff across NCL are clear with what their work responsibilities are, below the national average of 74%
- Only 62% of staff are often/always enthusiastic about their job, which is below the national average of 68%
- Compared to 2019 fewer staff said they are able to meet conflicting demands on work time (44%), which is also below the national average (49%).
- There was no change in staff satisfaction on the recognition for good work compared with the 2019 result of 66% but still below the national average of 69%.
- There is an increase in staff feeling satisfied with flexible working patterns, which is also below the national average.
- There is a slight increase in staff feeling involved in changes that affect their work (53%) compared with the 2019 results but it's still below the national average (60%).
- There is a 4% decrease in staff satisfied with the extent the organisation values their work and it also remains below the national average.
- Compared with the 2019 results, there is a decrease of 2% in staff reporting that they receive support from their immediate line manager plus it's 5% below the national average.
- There is a 8% decrease- from (71% to 63%) in staff satisfied with the responsibility given and also remains below the national average of 75%.
- There has been a significant increase in the number of staff that feel that their role makes a difference to patients and service users

Your Job: Results



North Central London
Clinical Commissioning Group

Question	2019 NCL score	2020 NCL score	2020 national score
Often/always look forward to going to work	58%	48%	56%
Often/always enthusiastic about my job	66%	62%	68%
Time often/always passes quickly when I am working	75%	76%	79%
Always know what work responsibilities are	78%	69%	74%
Feel trusted to do my job	83%	82%	87%
Able to do my job to a standard I am pleased with	80%	77%	78%
Opportunities to show initiative frequently in my role	69%	66%	75%
Able to make suggestions to improve the work of my team/dept	75%	75%	82%
Involved in deciding changes that affect work	52%	53%	60%
Able to make improvements happen in my area of work	68%	63%	69%
Able to meet conflicting demands on my time at work	55%	44%	49%
Have adequate materials, supplies and equipment to do my work	66%	60%	71%
Enough staff at organisation to do my job properly	39%	30%	45%
Team members have a set of shared objectives	N/A	59%	70%
Team members often meet to discuss the team's effectiveness	67%	67%	70%
I receive the respect I deserve from my colleagues at work	70%	73%	76%

Your Job: Results



North Central London
Clinical Commissioning Group

Question	2019 NCL score	2020 NCL score	2020 national score
Satisfied with recognition for good work	66%	66%	69%
Satisfied with support from immediate manager	75%	73%	78%
Satisfied with support from colleagues	79%	78%	83%
Satisfied with amount of responsibility given	71%	63%	75%
Satisfied with opportunities to use skills	65%	60%	70%
Satisfied with extent organisation values my work	54%	50%	58%
Satisfied with level of pay	53%	51%	59%
Satisfied with opportunities for flexible working patterns	68%	74%	81%
I have realistic time pressures	26%	17%	24%
I have a choice in deciding how to do my work	67%	61%	74%
Relationships at work are unstrained	55%	54%	59%
Satisfied with quality of care I give to patients/service users	81%	73%	75%
Feel my role makes a difference to patients/service users	7%	75%	78%
Able to provide the care I aspire to	13%	56%	59%

Your Manager: Summary

- There is a slight reduction in staff being able count on their manager to help in a difficult task compared to 2019.
- There is slight reduction from 2019 in managers giving staff clear feedback on work, and is slightly below the national average
- In both 2019 and 2020 (81% & 82%) of staff reported that their manager was supportive in a personal crisis.
- There is a slight decrease from 2019 in managers taking an interest in health and wellbeing and it remains below the national average.
- From 2019 there is a significant decline in staff reporting that communication between senior managers and staff is effective; senior managers involve staff in important decision making and senior managers acting on staff feedback
- There is a slight decrease from 2019 in staff reporting that their Manager values their work, however it remains 6% below the national average

Your Manager: Results



North Central London
Clinical Commissioning Group

Question	2019 NCL score	2020 NCL score	2020 national score
My immediate manager encourages me at work	77%	76%	80%
Immediate manager can be counted on to help with difficult tasks	75%	74%	79%
Immediate manager gives clear feedback on my work	70%	67%	71%
Immediate manager asks for my opinion before making decisions that affect my work	67%	67%	70%
Immediate manager supportive in personal crisis	81%	82%	85%
Immediate manager takes a positive interest in my health & well-being	77%	75%	81%
Immediate manager values my work	78%	76%	82%
I know who senior managers are	89%	77%	90%
Communication between senior management and staff is effective	57%	42%	57%
Senior managers try to involve staff in important decisions	53%	37%	51%
Senior managers act on staff feedback	44%	32%	50%

Your Health, Wellbeing and Safety at work: Summary

- There is an increase of 3% in the number of staff who think the organisation takes positive action on Health & Wellbeing. The CCG is below the national average of 47%.
- A slight increase from 2019 in staff not feeling unwell due to work related stress in the last 12 months. The CCG is above the national average in this area.
- There has been no change in the number of staff not feeling pressure from their manager to come into work when not feeling well enough since 2019, but it's still below the national average.
- There is a decrease from 2019 in staff reporting that the organisation acts fairly to career progression (65%), and it remains below the national average of 85%.
- A slight drop improvement in staff reporting not experiencing harassment, bullying and abuse (84%) from their manager compared with 2019 results (80%); however a slight increase staff reporting not harassment, bullying and abuse from colleagues.
- There is an decrease from 2018 in staff not experiencing discrimination from manager, team leader or colleagues.
- In last 12 months, 63% staff said they have not experienced musculoskeletal (MSK) problems as a result of work activities, compared with the national average of 72%.

Your Health, Wellbeing and Safety at work: Results



North Central London
Clinical Commissioning Group

Question	2019 NCL score	2020 NCL score	2020 national score
Don't work any additional paid hours per week for this organisation, over and above contracted hours	27%	93%	94%
Don't work any additional unpaid hours per week for this organisation, over and above contracted hours	11%	21%	26%
Organisation definitely takes positive action on health and well-being	23%	26%	47%
In last 12 months, have not experienced musculoskeletal (MSK) problems as a result of work activities	85%	63%	72%
In last 12 months, have not felt unwell due to work related stress	65%	56%	62%
In last 3 months, have not come to work when not feeling well enough to perform duties	46%	50%	59%
Not felt pressure from manager to come to work when not feeling well enough	78%	78%	86%
Not felt pressure from colleagues to come to work when not feeling well enough	81%	84%	83%
Not put myself under pressure to come to work when not feeling well enough	10%	7%	4%
Not experienced physical violence from patients/service users, their relatives or other members of the public	N/A	100%	99%
Not experienced physical violence from managers	100%	100%	100%
Not experienced physical violence from other colleagues	100%	100%	100%
Last experience of physical violence reported	100%	*	*

Your Health, Wellbeing and Safety at work: Results



North Central London
Clinical Commissioning Group

Question	2019 NCL score	2020 NCL score	2020 national score
Not experienced harassment, bullying or abuse from patients/service users, their relatives or members of the public	87%	93%	91%
Not experienced harassment, bullying or abuse from managers	80%	84%	89%
Not experienced harassment, bullying or abuse from other colleagues	88%	84%	88%
Last experience of harassment/bullying/abuse reported	78%	42%	45%
Organisation acts fairly: career progression	78%	65%	85%
Not experienced discrimination from patients/service users, their relatives or other members of the public	N/A	97%	99%
Not experienced discrimination from manager/team leader or other colleagues	89%	85%	94%
Organisation treats staff involved in errors/near misses/incidents fairly	60%	53%	68%
Organisation encourages reporting of errors/near misses/incidents	77%	71%	84%
Organisation takes action to ensure errors/near misses/incidents are not repeated	69%	61%	76%
Staff given feedback about changes made in response to reported errors/near misses/incidents	37%	46%	54%
Know how to report unsafe clinical practice	N/A	90%	94%
Would feel secure raising concerns about unsafe clinical practice	N/A	65%	76%
Would feel confident that organisation would address concerns about unsafe clinical practice	N/A	58%	71%

Your Organisation: Summary

- 58% of staff would recommend the CCG as a place to work compared with 62% in 2019- compared with the national average of 70%.
- There is a slight decrease in staff who don't often think about leaving the organisation (34%) compared with the 2019 results of 39%. This figure is less positive compared with the national average of 49%.
- There is also a decrease in the staff unlikely to look for a job in the next 12 months, from 30% in 2019 to 28% in 2020.
- Only 41% of staff have reported that they are not planning on leaving their current job, which would suggest that 59% are planning to leave their current job. This has improved from 26% in 2019.
- 71% of staff report that the experience of stakeholders is the CCGs top priority, an improvement of 1% since 2019, but below the national average of 80%.
- 66% of staff thought the organisation acts on concerns raised by patients/service users, compared with the national average of 78%.
- There has been a significant improvement in staff reporting a comfortable working environment with regard to the setup of their display screen equipment (PC, laptop, tablet, mobile phones) and work space and communication technology.

Your Organisation: Results



North Central London
Clinical Commissioning Group

Question	2019 NCL score	2020 NCL score	2020 national score
Care of patients/service users is organisation's top priority	70%	71%	80%
Organisation acts on concerns raised by patients/service users	N/A	66%	78%
Would recommend organisation as place to work	62%	58%	70%
If friend/relative needed treatment would be happy with standard of care provided by organisation	62%	56%	64%
Feel safe in my work (New for 2020).	N/A	81%	89%
Feel safe to speak up about anything that concerns me in this organisation (New for 2020).	N/A	57%	72%
I don't often think about leaving this organisation	39%	34%	49%
I am unlikely to look for a job at a new organisation in the next 12 months	30%	28%	49%
I am not planning on leaving this organisation.	26%	41%	62%

Your Organisation (local questions): Results



North Central London
Clinical Commissioning Group

Question	2019 NCL score	2020 NCL score	2020 national score
The leadership team in my organisation creates an inclusive culture that values the diversity of staff	59%	50%	N/A
The organisation actively engages staff in decision making	43%	35%	N/A
The setup of my display screen equipment (PC, laptop, tablet, mobile phones) and work space provides a comfortable working environment	22%	48%	N/A
There is adequate communications technology i.e. teleconference and video conference facilities	33%	72%	N/A
There is a clear and effective system of reporting health and safety issues across this organisation	15%	50%	N/A
The NCL CCGs have a clear vision for the future	46%	37%	N/A
I feel I am part of the NCL CCGs vision for the future	30%	26%	N/A
I feel I am kept up to date with developments and changes across the NCL CCG	70%	53%	N/A
I feel the communication from the organisation is delivered in a timely way	60%	44%	N/A
I feel it is important for there to be shared values	88%	84%	N/A

Personal Development: Summary

- Whilst the number of staff reporting that they had an appraisal has declined, the quality of appraisal discussions and outcomes have improved since 2019, particularly in the following areas:
 - Helping staff to improve how they do their job
 - Helped staff have clear objectives about their work
 - Staff felt more engaged
 - Staff felt valued following the discussion
 - Personal development plans were discussed and agreed
 - Review against objectives.

Personal Development (local questions): Results


Question	2019 NCL score	2020 NCL score	2020 national score
In the last 12 months, have you had an appraisal?	86%	67%	N/A
if yes: It helped me to improve how I do my job	27%	88%	N/A
if yes: It helped me agree clear objectives for my work	42%	78%	N/A
if yes: It left me feeling more engaged	31%	79%	N/A
if yes: it left me feeling that my work is valued by my organisation	37%	77%	N/A
if yes: My manager and I discussed and agreed a personal development plan, including training, learning and development needs to support me undertake my role	47%	73%	N/A
if yes My manager and I regularly reviewed progress against agreed objectives	37%	61%	N/A
Have you had any training, learning or development in the last 12 months? (Please do not include mandatory training)	54%	39%	N/A

The following section provides a Directorate breakdown of the staff survey results for each staff survey question.

Where a Directorate score is not provided, this is because less than 11 individuals responded to the question.

For each question, results are ordered from the highest positive Directorate score to the lowest.

Breakdown of Results by Directorate

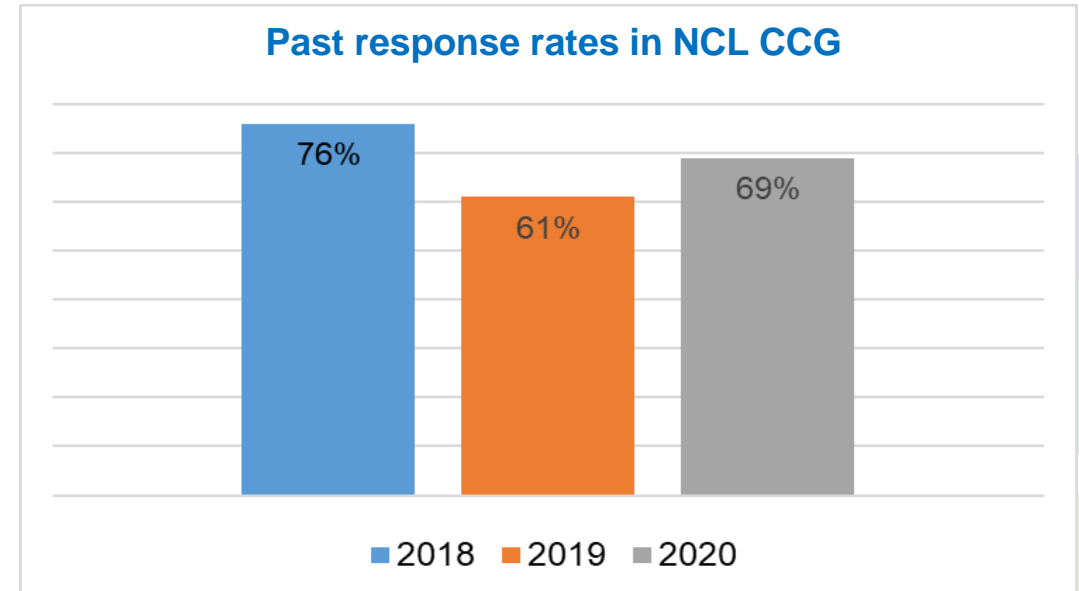
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Survey response rate

Response rate by Directorate

Locality	Respondents	Response Rate
Your Organisation	309	69.0%
Barnet Borough Directorate	45	70.3%
Camden Borough Directorate	51	68.9%
Clinical Quality Directorate	31	88.6%
Enfield Borough Directorate	44	62.0%
Executive Management Team and Corporate Services	25	61.0%
Finance Directorate	23	74.2%
Haringey Borough Directorate	27	77.1%
Islington Borough Directorate	35	66.0%
Performance and Assurance & Strategic Commissioning	11	61.1%
Strategy Directorate	17	65.4%

- The response rate for the 2020 staff survey was more than the 2019 average of 61%.
- Clinical Quality Directorate had the highest response rate of 88.6% and Executive Management Team and the Corporate Services Directorate had the lowest response rate of 61%.
- 64.6% respondents were White and 35.4% were from BAME backgrounds.



Often/always look forward to going to work

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	47.6%
Executive Management Team and Corporate Services	72.0%
Islington Borough Directorate	65.7%
Finance Directorate	56.5%
Enfield Borough Directorate	54.8%
Haringey Borough Directorate	48.1%
Strategy Directorate	47.1%
Barnet Borough Directorate	44.4%
Performance and Assurance & Strategic Commissioning	36.4%
Clinical Quality Directorate	32.3%
Camden Borough Directorate	27.5%

Often/always enthusiastic about my job

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	61.7%
Finance Directorate	82.6%
Islington Borough Directorate	74.3%
Executive Management Team and Corporate Services	72.0%
Barnet Borough Directorate	71.1%
Strategy Directorate	70.6%
Enfield Borough Directorate	60.5%
Haringey Borough Directorate	55.6%
Clinical Quality Directorate	54.8%
Camden Borough Directorate	41.2%
Performance and Assurance & Strategic Commissioning	36.4%

Always know what work responsibilities are

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	69.5%
Barnet Borough Directorate	77.8%
Clinical Quality Directorate	76.7%
Executive Management Team and Corporate Services	76.0%
Haringey Borough Directorate	74.1%
Enfield Borough Directorate	70.5%
Finance Directorate	69.6%
Islington Borough Directorate	65.7%
Camden Borough Directorate	62.7%
Strategy Directorate	58.8%
Performance and Assurance & Strategic Commissioning	45.5%

Feel trusted to do my job

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	81.8%
Enfield Borough Directorate	93.2%
Executive Management Team and Corporate Services	92.0%
Finance Directorate	87.0%
Barnet Borough Directorate	86.7%
Islington Borough Directorate	85.7%
Haringey Borough Directorate	81.5%
Strategy Directorate	76.5%
Clinical Quality Directorate	73.3%
Camden Borough Directorate	70.6%
Performance and Assurance & Strategic Commissioning	54.5%

Able to do my job to a standard I am pleased with

Opportunities to show initiative frequently in my role

Able to make suggestions to improve the work of my team

Involved in deciding changes that affect work

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	77.3%
Executive Management Team and Corporate Services	88.0%
Islington Borough Directorate	82.9%
Barnet Borough Directorate	82.2%
Haringey Borough Directorate	81.5%
Clinical Quality Directorate	76.7%
Enfield Borough Directorate	75.0%
Finance Directorate	73.9%
Camden Borough Directorate	72.5%
Strategy Directorate	64.7%
Performance and Assurance & Strategic Commissioning	63.6%

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	65.7%
Executive Management Team and Corporate Services	80.0%
Strategy Directorate	76.5%
Enfield Borough Directorate	74.4%
Islington Borough Directorate	74.3%
Barnet Borough Directorate	73.3%
Finance Directorate	69.6%
Clinical Quality Directorate	62.1%
Haringey Borough Directorate	59.3%
Camden Borough Directorate	47.1%
Performance and Assurance & Strategic Commissioning	27.3%

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	74.5%
Islington Borough Directorate	88.6%
Enfield Borough Directorate	83.7%
Clinical Quality Directorate	82.8%
Executive Management Team and Corporate Services	80.0%
Haringey Borough Directorate	77.8%
Strategy Directorate	76.5%
Finance Directorate	73.9%
Camden Borough Directorate	64.7%
Barnet Borough Directorate	62.2%
Performance and Assurance & Strategic Commissioning	45.5%

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	52.6%
Enfield Borough Directorate	67.4%
Executive Management Team and Corporate Services	64.0%
Islington Borough Directorate	60.0%
Finance Directorate	52.2%
Haringey Borough Directorate	51.9%
Barnet Borough Directorate	48.9%
Clinical Quality Directorate	48.3%
Performance and Assurance & Strategic Commissioning	45.5%
Camden Borough Directorate	41.2%
Strategy Directorate	41.2%

Able to make improvements happen in my area of work

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	63.4%
Islington Borough Directorate	80.0%
Executive Management Team and Corporate Services	76.0%
Strategy Directorate	70.6%
Enfield Borough Directorate	69.8%
Finance Directorate	69.6%
Barnet Borough Directorate	66.7%
Haringey Borough Directorate	66.7%
Clinical Quality Directorate	58.6%
Camden Borough Directorate	39.2%
Performance and Assurance & Strategic Commissioning	36.4%

Able to meet conflicting demands on my time at work

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	43.8%
Executive Management Team and Corporate Services	64.0%
Clinical Quality Directorate	55.2%
Enfield Borough Directorate	53.5%
Islington Borough Directorate	45.7%
Haringey Borough Directorate	44.4%
Finance Directorate	43.5%
Strategy Directorate	41.2%
Barnet Borough Directorate	40.0%
Camden Borough Directorate	27.5%
Performance and Assurance & Strategic Commissioning	18.2%

Have adequate materials, supplies and equipment to do my work

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	59.7%
Enfield Borough Directorate	67.4%
Islington Borough Directorate	65.7%
Camden Borough Directorate	62.7%
Barnet Borough Directorate	61.4%
Finance Directorate	60.9%
Strategy Directorate	58.8%
Executive Management Team and Corporate Services	52.0%
Haringey Borough Directorate	51.9%
Clinical Quality Directorate	51.7%
Performance and Assurance & Strategic Commissioning	45.5%

There are enough staff at organisation for me to do my job properly

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	29.6%
Clinical Quality Directorate	44.8%
Finance Directorate	43.5%
Executive Management Team and Corporate Services	41.7%
Islington Borough Directorate	40.0%
Barnet Borough Directorate	27.3%
Camden Borough Directorate	25.5%
Strategy Directorate	23.5%
Enfield Borough Directorate	23.3%
Haringey Borough Directorate	11.1%
Performance and Assurance & Strategic Commissioning	9.1%

Team members have a set of shared objectives

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	59.5%
Enfield Borough Directorate	69.8%
Islington Borough Directorate	68.6%
Executive Management Team and Corporate Services	68.0%
Clinical Quality Directorate	62.1%
Barnet Borough Directorate	60.0%
Haringey Borough Directorate	55.6%
Performance and Assurance & Strategic Commissioning	54.5%
Camden Borough Directorate	52.9%
Finance Directorate	52.2%
Strategy Directorate	35.3%

Team members often meet to discuss the team's effectiveness

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	66.7%
Islington Borough Directorate	80.0%
Enfield Borough Directorate	79.1%
Executive Management Team and Corporate Services	76.0%
Clinical Quality Directorate	72.4%
Barnet Borough Directorate	68.9%
Haringey Borough Directorate	66.7%
Camden Borough Directorate	58.8%
Strategy Directorate	52.9%
Finance Directorate	43.5%
Performance and Assurance & Strategic Commissioning	36.4%

I receive the respect I deserve from my colleagues at work

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	73.1%
Enfield Borough Directorate	86.0%
Islington Borough Directorate	82.9%
Executive Management Team and Corporate Services	80.0%
Finance Directorate	78.3%
Barnet Borough Directorate	77.8%
Haringey Borough Directorate	70.4%
Clinical Quality Directorate	69.0%
Camden Borough Directorate	62.7%
Strategy Directorate	56.3%
Performance and Assurance & Strategic Commissioning	36.4%

Satisfied with recognition for good work

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	66.4%
Executive Management Team and Corporate Services	84.0%
Islington Borough Directorate	76.5%
Finance Directorate	73.9%
Enfield Borough Directorate	71.4%
Haringey Borough Directorate	70.4%
Barnet Borough Directorate	68.9%
Clinical Quality Directorate	65.5%
Camden Borough Directorate	52.9%
Strategy Directorate	52.9%
Performance and Assurance & Strategic Commissioning	27.3%

Satisfied with support from immediate manager

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	72.8%
Executive Management Team and Corporate Services	84.0%
Finance Directorate	82.6%
Haringey Borough Directorate	77.8%
Islington Borough Directorate	77.1%
Enfield Borough Directorate	76.2%
Clinical Quality Directorate	75.9%
Barnet Borough Directorate	71.1%
Camden Borough Directorate	64.7%
Performance and Assurance & Strategic Commissioning	54.5%
Strategy Directorate	52.9%

Satisfied with support from colleagues

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	78.0%
Islington Borough Directorate	88.6%
Enfield Borough Directorate	88.1%
Executive Management Team and Corporate Services	84.0%
Clinical Quality Directorate	82.8%
Finance Directorate	82.6%
Barnet Borough Directorate	82.2%
Camden Borough Directorate	70.6%
Strategy Directorate	70.6%
Haringey Borough Directorate	59.3%
Performance and Assurance & Strategic Commissioning	45.5%

Satisfied with amount of responsibility given

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	63.3%
Enfield Borough Directorate	76.2%
Executive Management Team and Corporate Services	76.0%
Finance Directorate	73.9%
Barnet Borough Directorate	71.1%
Haringey Borough Directorate	66.7%
Islington Borough Directorate	65.7%
Clinical Quality Directorate	62.1%
Strategy Directorate	52.9%
Camden Borough Directorate	45.1%
Performance and Assurance & Strategic Commissioning	18.2%

Satisfied with opportunities to use skills

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	60.2%
Enfield Borough Directorate	73.8%
Finance Directorate	69.6%
Executive Management Team and Corporate Services	68.0%
Islington Borough Directorate	67.6%
Barnet Borough Directorate	64.4%
Haringey Borough Directorate	63.0%
Strategy Directorate	58.8%
Clinical Quality Directorate	51.7%
Camden Borough Directorate	43.1%
Performance and Assurance & Strategic Commissioning	27.3%

Satisfied with extent organisation values my work

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	50.2%
Executive Management Team and Corporate Services	72.0%
Finance Directorate	65.2%
Islington Borough Directorate	57.1%
Strategy Directorate	52.9%
Enfield Borough Directorate	52.4%
Haringey Borough Directorate	48.1%
Barnet Borough Directorate	46.7%
Clinical Quality Directorate	44.8%
Camden Borough Directorate	37.3%
Performance and Assurance & Strategic Commissioning	27.3%

Satisfied with level of pay

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	51.3%
Clinical Quality Directorate	72.4%
Performance and Assurance & Strategic Commissioning	63.6%
Islington Borough Directorate	60.0%
Executive Management Team and Corporate Services	58.3%
Haringey Borough Directorate	53.8%
Strategy Directorate	52.9%
Camden Borough Directorate	47.1%
Finance Directorate	43.5%
Enfield Borough Directorate	41.5%
Barnet Borough Directorate	40.0%

Satisfied with opportunities for flexible working patterns

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	73.8%
Executive Management Team and Corporate Services	88.0%
Finance Directorate	82.6%
Barnet Borough Directorate	80.0%
Enfield Borough Directorate	78.6%
Strategy Directorate	76.5%
Clinical Quality Directorate	75.9%
Islington Borough Directorate	68.6%
Camden Borough Directorate	66.7%
Haringey Borough Directorate	63.0%
Performance and Assurance & Strategic Commissioning	45.5%

I have realistic time pressures

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	17.5%
Clinical Quality Directorate	34.5%
Islington Borough Directorate	23.5%
Enfield Borough Directorate	19.0%
Strategy Directorate	18.8%
Haringey Borough Directorate	18.5%
Finance Directorate	17.4%
Camden Borough Directorate	15.7%
Executive Management Team and Corporate Services	12.0%
Barnet Borough Directorate	8.9%
Performance and Assurance & Strategic Commissioning	0.0%

I have a choice in deciding how to do my work

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	61.3%
Executive Management Team and Corporate Services	87.5%
Islington Borough Directorate	76.5%
Barnet Borough Directorate	71.1%
Enfield Borough Directorate	69.0%
Finance Directorate	65.2%
Clinical Quality Directorate	58.6%
Strategy Directorate	56.3%
Haringey Borough Directorate	51.9%
Performance and Assurance & Strategic Commissioning	36.4%
Camden Borough Directorate	35.3%

Relationships at work are strained

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	53.8%
Islington Borough Directorate	73.5%
Executive Management Team and Corporate Services	68.0%
Strategy Directorate	62.5%
Finance Directorate	60.9%
Barnet Borough Directorate	53.3%
Enfield Borough Directorate	52.4%
Haringey Borough Directorate	48.1%
Camden Borough Directorate	45.1%
Clinical Quality Directorate	44.8%
Performance and Assurance & Strategic Commissioning	18.2%

Satisfied with quality of care I give to patients/service users

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	73.3%
Haringey Borough Directorate	91.7%
Clinical Quality Directorate	88.9%
Barnet Borough Directorate	78.8%
Islington Borough Directorate	77.8%
Enfield Borough Directorate	75.0%
Camden Borough Directorate	59.3%

Able to provide the care I aspire to

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	55.6%
Clinical Quality Directorate	68.4%
Barnet Borough Directorate	63.6%
Enfield Borough Directorate	62.1%
Islington Borough Directorate	61.1%
Haringey Borough Directorate	53.8%
Camden Borough Directorate	40.7%

Feel my role makes a difference to patients/service users

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	75.2%
Haringey Borough Directorate	85.7%
Clinical Quality Directorate	85.2%
Enfield Borough Directorate	82.9%
Islington Borough Directorate	76.5%
Barnet Borough Directorate	75.0%
Strategy Directorate	73.3%
Camden Borough Directorate	66.7%
Finance Directorate	66.7%
Executive Management Team and Corporate Services	63.2%

Your Manager



North Central London
Clinical Commissioning Group

My immediate manager encourages me at work

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	76.2%
Islington Borough Directorate	85.7%
Executive Management Team and Corporate Services	84.0%
Enfield Borough Directorate	81.0%
Clinical Quality Directorate	79.3%
Finance Directorate	78.3%
Barnet Borough Directorate	75.6%
Strategy Directorate	75.0%
Haringey Borough Directorate	74.1%
Camden Borough Directorate	66.0%
Performance and Assurance & Strategic Commissioning	54.5%

Immediate manager can be counted on to help with difficult tasks

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	73.6%
Executive Management Team and Corporate Services	80.0%
Islington Borough Directorate	80.0%
Clinical Quality Directorate	79.3%
Barnet Borough Directorate	77.8%
Strategy Directorate	75.0%
Enfield Borough Directorate	73.8%
Finance Directorate	69.6%
Camden Borough Directorate	68.0%
Haringey Borough Directorate	66.7%
Performance and Assurance & Strategic Commissioning	54.5%

Immediate manager gives clear feedback on my work

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	67.0%
Executive Management Team and Corporate Services	88.0%
Clinical Quality Directorate	82.8%
Enfield Borough Directorate	73.8%
Barnet Borough Directorate	66.7%
Strategy Directorate	62.5%
Finance Directorate	60.9%
Camden Borough Directorate	60.0%
Islington Borough Directorate	60.0%
Haringey Borough Directorate	59.3%
Performance and Assurance & Strategic Commissioning	45.5%

Immediate manager asks for my opinion before making decisions that affect my work

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	66.7%
Executive Management Team and Corporate Services	80.0%
Enfield Borough Directorate	78.6%
Clinical Quality Directorate	75.9%
Islington Borough Directorate	71.4%
Barnet Borough Directorate	68.9%
Strategy Directorate	68.8%
Haringey Borough Directorate	63.0%
Camden Borough Directorate	54.0%
Finance Directorate	52.2%
Performance and Assurance & Strategic Commissioning	36.4%

Your Manager



North Central London
Clinical Commissioning Group

Immediate manager supportive in personal crisis

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	81.8%
Executive Management Team and Corporate Services	96.0%
Enfield Borough Directorate	90.5%
Barnet Borough Directorate	86.7%
Finance Directorate	82.6%
Camden Borough Directorate	80.0%
Islington Borough Directorate	80.0%
Clinical Quality Directorate	79.3%
Haringey Borough Directorate	70.4%
Strategy Directorate	68.8%
Performance and Assurance & Strategic Commissioning	63.6%

Immediate manager takes a positive interest in my health & well-being

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	75.2%
Enfield Borough Directorate	88.1%
Executive Management Team and Corporate Services	80.0%
Finance Directorate	78.3%
Clinical Quality Directorate	75.9%
Barnet Borough Directorate	73.3%
Camden Borough Directorate	72.0%
Islington Borough Directorate	71.4%
Haringey Borough Directorate	70.4%
Strategy Directorate	68.8%
Performance and Assurance & Strategic Commissioning	63.6%

Immediate manager values my work

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	75.9%
Executive Management Team and Corporate Services	84.0%
Enfield Borough Directorate	83.3%
Strategy Directorate	81.3%
Barnet Borough Directorate	80.0%
Islington Borough Directorate	80.0%
Clinical Quality Directorate	79.3%
Finance Directorate	78.3%
Haringey Borough Directorate	74.1%
Camden Borough Directorate	60.0%
Performance and Assurance & Strategic Commissioning	54.5%

I know who senior managers are

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	77.2%
Strategy Directorate	93.8%
Islington Borough Directorate	91.4%
Executive Management Team and Corporate Services	84.0%
Performance and Assurance & Strategic Commissioning	81.8%
Clinical Quality Directorate	79.3%
Camden Borough Directorate	76.0%
Enfield Borough Directorate	71.4%
Barnet Borough Directorate	71.1%
Finance Directorate	69.6%
Haringey Borough Directorate	66.7%

Communication between senior management and staff is effective

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	41.6%
Executive Management Team and Corporate Services	60.0%
Finance Directorate	47.8%
Barnet Borough Directorate	46.7%
Islington Borough Directorate	45.7%
Strategy Directorate	43.8%
Enfield Borough Directorate	40.5%
Performance and Assurance & Strategic Commissioning	36.4%
Camden Borough Directorate	36.0%
Clinical Quality Directorate	31.0%
Haringey Borough Directorate	29.6%

Senior managers try to involve staff in important decisions

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	37.0%
Strategy Directorate	56.3%
Executive Management Team and Corporate Services	52.0%
Islington Borough Directorate	45.7%
Enfield Borough Directorate	40.5%
Finance Directorate	39.1%
Performance and Assurance & Strategic Commissioning	36.4%
Barnet Borough Directorate	31.1%
Clinical Quality Directorate	31.0%
Haringey Borough Directorate	29.6%
Camden Borough Directorate	26.0%

Senior managers act on staff feedback

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	32.0%
Strategy Directorate	56.3%
Executive Management Team and Corporate Services	48.0%
Haringey Borough Directorate	40.7%
Islington Borough Directorate	37.1%
Enfield Borough Directorate	33.3%
Barnet Borough Directorate	26.7%
Clinical Quality Directorate	24.1%
Camden Borough Directorate	24.0%
Finance Directorate	21.7%
Performance and Assurance & Strategic Commissioning	18.2%

Your Health, Wellbeing and Safety at Work



North Central London
Clinical Commissioning Group

Don't work any additional paid hours per week for this organisation, over and above contracted hours

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	21.1%
Enfield Borough Directorate	38.1%
Clinical Quality Directorate	34.5%
Camden Borough Directorate	30.0%
Barnet Borough Directorate	17.8%
Finance Directorate	17.4%
Islington Borough Directorate	14.3%
Executive Management Team and Corporate Services	12.0%
Performance and Assurance & Strategic Commissioning	9.1%
Haringey Borough Directorate	7.4%
Strategy Directorate	0.0%

Don't work any additional unpaid hours per week for this organisation, over and above contracted hours

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	92.7%
Islington Borough Directorate	100.0%
Performance and Assurance & Strategic Commissioning	100.0%
Camden Borough Directorate	94.0%
Strategy Directorate	93.8%
Enfield Borough Directorate	92.9%
Haringey Borough Directorate	92.6%
Finance Directorate	91.3%
Barnet Borough Directorate	91.1%
Clinical Quality Directorate	89.7%
Executive Management Team and Corporate Services	84.0%

Organisation definitely takes positive action on health and well-being

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	26.0%
Executive Management Team and Corporate Services	45.8%
Islington Borough Directorate	36.4%
Clinical Quality Directorate	32.1%
Finance Directorate	31.8%
Camden Borough Directorate	22.9%
Haringey Borough Directorate	22.2%
Barnet Borough Directorate	20.0%
Strategy Directorate	20.0%
Enfield Borough Directorate	17.5%

In last 12 months, have not experienced musculoskeletal (MSK) problems as a result of work activities

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	62.7%
Performance and Assurance & Strategic Commissioning	90.9%
Finance Directorate	87.0%
Executive Management Team and Corporate Services	72.0%
Enfield Borough Directorate	66.7%
Islington Borough Directorate	60.0%
Clinical Quality Directorate	58.6%
Camden Borough Directorate	58.0%
Barnet Borough Directorate	55.6%
Haringey Borough Directorate	51.9%
Strategy Directorate	50.0%

Your Health, Wellbeing and Safety at Work



North Central London
Clinical Commissioning Group

In last 12 months, have not felt unwell due to work-related stress

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	56.1%
Finance Directorate	69.6%
Executive Management Team and Corporate Services	68.0%
Islington Borough Directorate	62.9%
Enfield Borough Directorate	59.5%
Clinical Quality Directorate	58.6%
Barnet Borough Directorate	55.6%
Camden Borough Directorate	50.0%
Haringey Borough Directorate	44.4%
Strategy Directorate	43.8%
Performance and Assurance & Strategic Commissioning	36.4%

In last 3 months, have not come to work when not feeling well enough to perform duties

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	49.5%
Executive Management Team and Corporate Services	72.0%
Islington Borough Directorate	60.0%
Clinical Quality Directorate	55.2%
Finance Directorate	52.2%
Strategy Directorate	50.0%
Camden Borough Directorate	46.0%
Enfield Borough Directorate	45.2%
Barnet Borough Directorate	42.2%
Haringey Borough Directorate	37.0%
Performance and Assurance & Strategic Commissioning	36.4%

Not felt pressure from manager to come to work when not feeling well enough

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	78.4%
Finance Directorate	100.0%
Enfield Borough Directorate	87.0%
Clinical Quality Directorate	84.6%
Barnet Borough Directorate	80.8%
Islington Borough Directorate	78.6%
Camden Borough Directorate	74.1%
Haringey Borough Directorate	70.6%

Not felt pressure from colleagues to come to work when not feeling well enough

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	83.7%
Haringey Borough Directorate	94.1%
Barnet Borough Directorate	92.3%
Enfield Borough Directorate	91.3%
Finance Directorate	90.9%
Clinical Quality Directorate	84.6%
Islington Borough Directorate	78.6%
Camden Borough Directorate	74.1%

Your Health, Wellbeing and Safety at Work



North Central London
Clinical Commissioning Group

You put yourself under pressure to come to work

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	7.2%
Barnet Borough Directorate	11.5%
Camden Borough Directorate	11.1%
Enfield Borough Directorate	8.7%
Clinical Quality Directorate	7.7%
Islington Borough Directorate	7.1%
Finance Directorate	0.0%
Haringey Borough Directorate	0.0%

Not experienced physical violence from patients/service users, their relatives or other members of the public

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	100.0%
Barnet Borough Directorate	100.0%
Camden Borough Directorate	100.0%
Clinical Quality Directorate	100.0%
Enfield Borough Directorate	100.0%
Executive Management Team and Corporate Services	100.0%
Finance Directorate	100.0%
Haringey Borough Directorate	100.0%
Islington Borough Directorate	100.0%
Performance and Assurance & Strategic Commissioning	100.0%
Strategy Directorate	100.0%

Not experienced physical violence from managers

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	100.0%
Barnet Borough Directorate	100.0%
Camden Borough Directorate	100.0%
Clinical Quality Directorate	100.0%
Enfield Borough Directorate	100.0%
Executive Management Team and Corporate Services	100.0%
Finance Directorate	100.0%
Haringey Borough Directorate	100.0%
Islington Borough Directorate	100.0%
Performance and Assurance & Strategic Commissioning	100.0%
Strategy Directorate	100.0%

Not experienced physical violence from other colleagues

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	99.7%
Barnet Borough Directorate	100.0%
Camden Borough Directorate	100.0%
Clinical Quality Directorate	100.0%
Enfield Borough Directorate	100.0%
Executive Management Team and Corporate Services	100.0%
Finance Directorate	100.0%
Haringey Borough Directorate	100.0%
Islington Borough Directorate	100.0%
Strategy Directorate	100.0%
Performance and Assurance & Strategic Commissioning	90.9%

Your Health, Wellbeing and Safety at Work



North Central London
Clinical Commissioning Group

Not experienced harassment, bullying or abuse from patients/service users, their relatives or members of the public

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	93.2%
Finance Directorate	100.0%
Strategy Directorate	100.0%
Islington Borough Directorate	97.1%
Executive Management Team and Corporate Services	96.0%
Clinical Quality Directorate	92.9%
Haringey Borough Directorate	92.3%
Camden Borough Directorate	91.8%
Performance and Assurance & Strategic Commissioning	90.9%
Enfield Borough Directorate	89.5%
Barnet Borough Directorate	88.1%

Not experienced harassment, bullying or abuse from managers

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	84.5%
Executive Management Team and Corporate Services	96.0%
Barnet Borough Directorate	95.2%
Islington Borough Directorate	91.4%
Haringey Borough Directorate	84.6%
Camden Borough Directorate	83.3%
Strategy Directorate	81.3%
Finance Directorate	81.0%
Clinical Quality Directorate	75.0%
Enfield Borough Directorate	73.7%
Performance and Assurance & Strategic Commissioning	72.7%

Not experienced harassment, bullying or abuse from other colleagues

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	84.1%
Executive Management Team and Corporate Services	96.0%
Barnet Borough Directorate	92.9%
Islington Borough Directorate	88.6%
Enfield Borough Directorate	84.2%
Clinical Quality Directorate	82.1%
Camden Borough Directorate	81.6%
Haringey Borough Directorate	80.0%
Finance Directorate	76.2%
Performance and Assurance & Strategic Commissioning	72.7%
Strategy Directorate	68.8%

Organisation acts fairly: career progression

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	65.3%
Barnet Borough Directorate	78.3%
Islington Borough Directorate	78.3%
Executive Management Team and Corporate Services	75.0%
Finance Directorate	64.3%
Haringey Borough Directorate	64.3%
Enfield Borough Directorate	57.7%
Clinical Quality Directorate	57.1%
Camden Borough Directorate	44.0%

Your Health, Wellbeing and Safety at Work



North Central London
Clinical Commissioning Group

Not experienced discrimination from patients/service users, their relatives or other members of the public

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	97.4%
Clinical Quality Directorate	100.0%
Finance Directorate	100.0%
Performance and Assurance & Strategic Commissioning	100.0%
Strategy Directorate	100.0%
Camden Borough Directorate	98.0%
Barnet Borough Directorate	97.8%
Islington Borough Directorate	97.1%
Haringey Borough Directorate	96.3%
Executive Management Team and Corporate Services	96.0%
Enfield Borough Directorate	92.9%

Not experienced discrimination from manager/team leader or other colleagues

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	85.0%
Haringey Borough Directorate	92.6%
Executive Management Team and Corporate Services	92.0%
Islington Borough Directorate	91.4%
Performance and Assurance & Strategic Commissioning	90.9%
Barnet Borough Directorate	88.9%
Strategy Directorate	87.5%
Finance Directorate	81.0%
Clinical Quality Directorate	79.3%
Enfield Borough Directorate	78.6%
Camden Borough Directorate	78.0%

Organisation treats staff involved in errors/near misses/incidents fairly

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	53.1%
Executive Management Team and Corporate Services	66.7%
Islington Borough Directorate	66.7%
Clinical Quality Directorate	61.9%
Barnet Borough Directorate	59.4%
Haringey Borough Directorate	56.3%
Enfield Borough Directorate	50.0%
Camden Borough Directorate	36.7%
Finance Directorate	30.8%

Organisation encourages reporting of errors/near misses/incidents

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	71.2%
Islington Borough Directorate	77.4%
Enfield Borough Directorate	74.3%
Haringey Borough Directorate	73.9%
Camden Borough Directorate	72.7%
Executive Management Team and Corporate Services	72.7%
Barnet Borough Directorate	70.7%
Clinical Quality Directorate	66.7%
Strategy Directorate	63.6%
Finance Directorate	56.3%

Your Health, Wellbeing and Safety at Work



North Central London
Clinical Commissioning Group

Organisation takes action to ensure errors/near misses/incidents are not repeated

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	61.1%
Islington Borough Directorate	69.6%
Clinical Quality Directorate	66.7%
Camden Borough Directorate	65.0%
Enfield Borough Directorate	63.6%
Barnet Borough Directorate	61.5%
Executive Management Team and Corporate Services	52.9%
Haringey Borough Directorate	52.6%
Finance Directorate	42.9%

Staff given feedback about changes made in response to reported errors/near misses/incidents

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	46.2%
Islington Borough Directorate	56.5%
Enfield Borough Directorate	50.0%
Haringey Borough Directorate	50.0%
Barnet Borough Directorate	45.9%
Camden Borough Directorate	45.9%
Clinical Quality Directorate	45.8%
Executive Management Team and Corporate Services	42.9%
Finance Directorate	21.4%

Know how to report unsafe clinical practice

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	90.0%
Barnet Borough Directorate	97.4%
Clinical Quality Directorate	96.4%
Executive Management Team and Corporate Services	95.0%
Islington Borough Directorate	93.8%
Strategy Directorate	90.9%
Enfield Borough Directorate	88.6%
Camden Borough Directorate	83.3%
Haringey Borough Directorate	81.8%
Finance Directorate	75.0%

Would feel secure raising concerns about unsafe clinical practice

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	65.0%
Islington Borough Directorate	82.9%
Clinical Quality Directorate	69.0%
Barnet Borough Directorate	68.9%
Executive Management Team and Corporate Services	68.0%
Enfield Borough Directorate	64.3%
Performance and Assurance & Strategic Commissioning	63.6%
Haringey Borough Directorate	61.5%
Strategy Directorate	60.0%
Camden Borough Directorate	58.0%
Finance Directorate	45.5%

Your Health, Wellbeing and Safety at Work

Would feel confident that organisation would address concerns about unsafe clinical practice

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	58.0%
Islington Borough Directorate	77.1%
Barnet Borough Directorate	62.2%
Executive Management Team and Corporate Services	60.0%
Strategy Directorate	60.0%
Clinical Quality Directorate	58.6%
Haringey Borough Directorate	57.7%
Camden Borough Directorate	52.0%
Enfield Borough Directorate	50.0%
Finance Directorate	50.0%
Performance and Assurance & Strategic Commissioning	45.5%

Your Organisation



North Central London
Clinical Commissioning Group

Care of patients/service users is organisation's top priority

Organisation acts on concerns raised by patients/service users

Would recommend organisation as place to work

If friend/relative needed treatment would be happy with standard of care provided by organisation

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	70.5%
Barnet Borough Directorate	84.4%
Islington Borough Directorate	80.0%
Camden Borough Directorate	72.0%
Haringey Borough Directorate	70.4%
Executive Management Team and Corporate Services	68.0%
Enfield Borough Directorate	66.7%
Performance and Assurance & Strategic Commissioning	63.6%
Finance Directorate	60.9%
Strategy Directorate	60.0%
Clinical Quality Directorate	58.6%

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	66.4%
Barnet Borough Directorate	77.3%
Islington Borough Directorate	77.1%
Enfield Borough Directorate	76.2%
Performance and Assurance & Strategic Commissioning	72.7%
Haringey Borough Directorate	63.0%
Camden Borough Directorate	62.0%
Executive Management Team and Corporate Services	60.0%
Strategy Directorate	60.0%
Clinical Quality Directorate	58.6%
Finance Directorate	43.5%

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	57.6%
Executive Management Team and Corporate Services	84.0%
Strategy Directorate	66.7%
Islington Borough Directorate	65.7%
Barnet Borough Directorate	64.4%
Haringey Borough Directorate	63.0%
Finance Directorate	56.5%
Camden Borough Directorate	50.0%
Clinical Quality Directorate	48.3%
Enfield Borough Directorate	45.2%
Performance and Assurance & Strategic Commissioning	27.3%

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	56.1%
Performance and Assurance & Strategic Commissioning	72.7%
Barnet Borough Directorate	68.9%
Executive Management Team and Corporate Services	68.0%
Islington Borough Directorate	67.6%
Strategy Directorate	53.3%
Haringey Borough Directorate	51.9%
Enfield Borough Directorate	50.0%
Clinical Quality Directorate	48.3%
Camden Borough Directorate	46.0%
Finance Directorate	43.5%

Your Organisation



North Central London
Clinical Commissioning Group

Feel safe in my work

Feel safe to speak up about anything that concerns me in this organisation

I don't often think about leaving this organisation

I am unlikely to look for a job at a new organisation in the next 12 months

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	81.1%
Executive Management Team and Corporate Services	96.0%
Barnet Borough Directorate	86.7%
Haringey Borough Directorate	85.2%
Finance Directorate	82.6%
Islington Borough Directorate	80.0%
Strategy Directorate	80.0%
Clinical Quality Directorate	79.3%
Enfield Borough Directorate	76.2%
Camden Borough Directorate	74.0%
Performance and Assurance & Strategic Commissioning	72.7%

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	57.0%
Executive Management Team and Corporate Services	80.0%
Islington Borough Directorate	65.7%
Barnet Borough Directorate	62.2%
Finance Directorate	60.9%
Strategy Directorate	60.0%
Enfield Borough Directorate	59.5%
Clinical Quality Directorate	51.7%
Haringey Borough Directorate	48.1%
Performance and Assurance & Strategic Commissioning	45.5%
Camden Borough Directorate	40.0%

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	33.8%
Finance Directorate	47.8%
Barnet Borough Directorate	46.7%
Clinical Quality Directorate	41.4%
Executive Management Team and Corporate Services	40.0%
Islington Borough Directorate	40.0%
Strategy Directorate	40.0%
Haringey Borough Directorate	37.0%
Enfield Borough Directorate	21.4%
Performance and Assurance & Strategic Commissioning	18.2%
Camden Borough Directorate	14.0%

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	28.5%
Finance Directorate	56.5%
Barnet Borough Directorate	40.0%
Strategy Directorate	40.0%
Executive Management Team and Corporate Services	36.0%
Haringey Borough Directorate	33.3%
Clinical Quality Directorate	27.6%
Islington Borough Directorate	22.9%
Enfield Borough Directorate	19.0%
Camden Borough Directorate	12.0%
Performance and Assurance & Strategic Commissioning	9.1%

Your Organisation

I am not planning on leaving this organisation

CCG Directorate	Positive Score (%)
Overall NCL CCG Score	41.4%
Executive Management Team and Corporate Services	64.0%
Strategy Directorate	53.3%
Barnet Borough Directorate	51.1%
Islington Borough Directorate	48.6%
Clinical Quality Directorate	48.3%
Finance Directorate	47.8%
Haringey Borough Directorate	44.4%
Enfield Borough Directorate	26.2%
Camden Borough Directorate	22.0%
Performance and Assurance & Strategic Commissioning	18.2%