5 June 2017

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███
By email

████████████████████████████

Dear ███████████

Request under the Freedom of Information Act 2000 (the "FOI Act")

I refer to your email of **26 April 2017** in which you requested information under the FOI Act from NHS Improvement. As you know, NHS Improvement comprises both Monitor and the National Health Service Trust Development Authority (TDA).

 Your request

You made the following request:

"Under the Freedom of Information Act, please send me full Staff Survey results for NHS Improvement staff. I would like results for the 2016 survey.

If the survey was conducted separately for Monitor and the NHS TDA in 2016, please send me those results, plus the survey results from 2013, 2014, and 2015. If that is too much work, please come back to me to let me know what is feasible.

For information: the Staff Survey is a standard survey carried out across the NHS every year. The results for NHS trusts are published here http://www.nhsstaffsurveys.com/Page/1056/Home/NHS-Staff-Survey-2016/ but I don't believe the results for NHS Improvement are in the public domain."

Decision

NHS Improvement holds some of the information you have requested. Please note that neither Monitor nor the TDA carried our surveys in 2013 because of the transitional phase that occurred after the entry of the Health and Social Care Act 2012 and the TDA Directions 2013, which respectively gave these organisations new powers.

We have decided to release the results of both Monitor and TDA's surveys from 2014, 2015 and 2016 (please note the latter was carried out as one combined survey under NHS Improvement rather than two separate ones by each organisation). These will be provided to you electronically.

NHS Improvement is the operational name for the organisation that brings together Monitor, NHS Trust Development Authority, Patient Safety, the National Reporting and Learning System, the Advancing Change team and the Intensive Support Teams.

As part of our ongoing focus on supporting and developing our staff, we have taken clear and consistent action since the outcome of the 2016 NHS Improvement staff survey. Each area within NHS Improvement has representation on our steering group, where there is support for one another with development and expertise and good practice is shared; we have further strengthened this with implementing our culture toolkit which we use to support NHS organisations – we call this "Walking the Talk". Our organisational values and behaviours are developing through listening workshops with staff across all disciplines and geographies, and our networks for subjects like inclusion and health and well-being are gaining momentum and positive outcomes. We continue to take action on our areas of development and develop further positive feedback.

Review rights

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to nhsi.foi@nhs.net.

Publication

Please note that this letter and the attached information will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

Caroline Beardall
Director of Organisational Effectiveness