

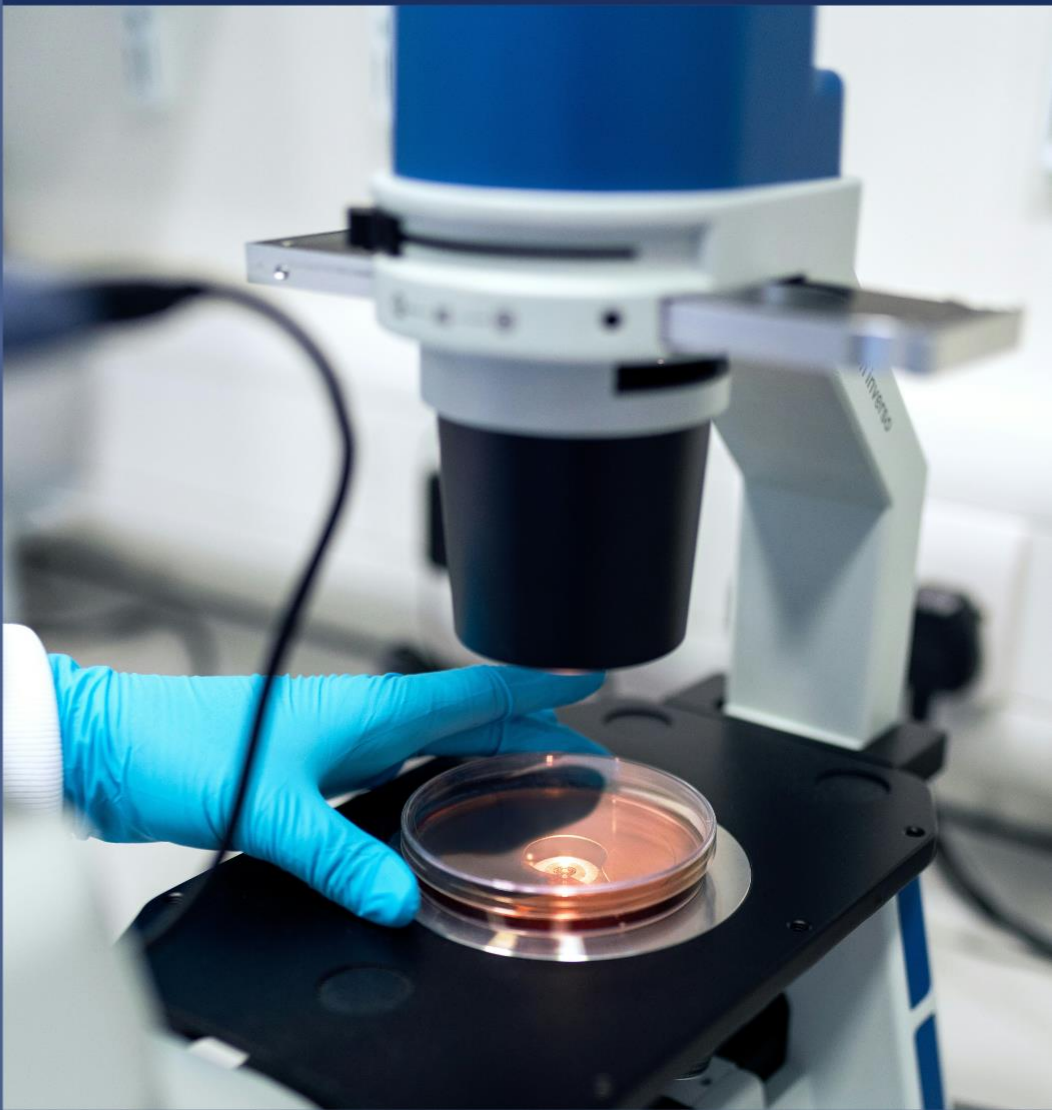


NUFFIELD DEPARTMENT OF  
**CLINICAL NEUROSCIENCES**  
Medical Sciences Division



# The Nuffield Department of Clinical Neurosciences

## Staff Experience Survey (SES) 2023 Results



May, 2024

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## Introduction

The biennial Staff Experience Survey is a crucial mechanism for gathering feedback and monitoring the experience of staff working in our department, and we're incredibly grateful to all the staff who took the time to complete the survey in 2023. It is one of the key mechanisms by which we identify what is going well, and what needs attention. Below are some examples of things we've already done to address issues.

First, it was encouraging to see that the majority of NDCN staff have good relationships with their colleagues and feel integrated into their team. However, we noted that the proportion of staff who feel integrated into our department and our social/networking activities is much lower. To give an example of things we've done to address this, we introduced the termly Lunchtime Newsround events, which have been hugely popular and well-attended. And we re-started the CNS ([Clinical Neurosciences Society](#)) after the COVID hiatus, and this has been active this year with a mix of social events as well as its recent Careers and Networking Day. And we held our first networking event for NDCN Professional Services Staff in June 2024. In addition to the annual NDCN Summer Party and End of Year Celebration, we hope that all members of the department feel able to come along to these events to integrate with others outside of their immediate work team and NDCN division.

Second, as a department, we remain committed to supporting the development of all of our staff. While it is good to see that the majority of staff feel comfortable discussing their training and development needs with their line manager/supervisor and feel that they are supported to think about their professional development, only 47% of respondents feel that they are actively encouraged to take up career development opportunities, and only 23% were aware of the Concordat. NDCN's commitment to supporting professional development has now been communicated by email to all staff in January 2024, and NDCN Senior Staff discussed supporting the development of Early Career Researchers at its Away Day in May 2024. We are actively considering different routes to enable staff to take up the 10 day allocation for professional development. In order to increase the financial support available for such development opportunities, the department will start to routinely include budget for staff professional development in all grant applications.

While our initial analysis of the data has allowed us to identify some immediate actions, our People and Culture Working Groups (Athena Swan, EDI and Research Culture) will be further interrogating the data to inform their action plans.

Please read on for a summary of the key findings and the responses to the full set of survey questions, showing both our 2023 and 2021 results compared to the average responses in the Medical Sciences Division and whole University. If the results of the staff experience survey inspire you to get involved and make a real difference in the department, do get in touch with our people and culture working group leads: Athena Swan (gender equality): [ben.seymour@ndcn.ox.ac.uk](mailto:ben.seymour@ndcn.ox.ac.uk) / [aarti.jagannath@ndcn.ox.ac.uk](mailto:aarti.jagannath@ndcn.ox.ac.uk), Equality Diversity & Inclusion: [karla.miller@ndcn.ox.ac.uk](mailto:karla.miller@ndcn.ox.ac.uk), Research Culture: [stuart.peirson@ndcn.ox.ac.uk](mailto:stuart.peirson@ndcn.ox.ac.uk), Clinical Neurosciences Society: [maddalena.comini@ndcn.ox.ac.uk](mailto:maddalena.comini@ndcn.ox.ac.uk) / [danielle.hewitt@ndcn.ox.ac.uk](mailto:danielle.hewitt@ndcn.ox.ac.uk).

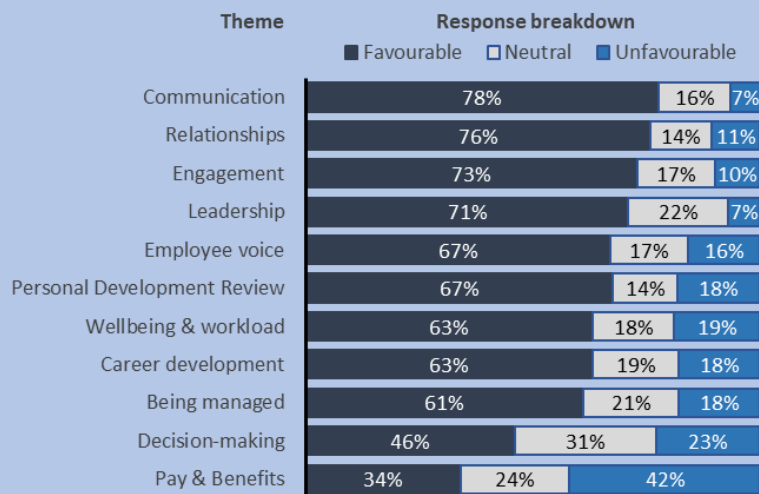
Another important way that staff can contribute is by participating in future surveys. Our 58% completion rate is a sufficiently high percentage to give us a broadly representative view, but there is room for improvement and we will strive to increase the completion rate in the next Staff Experience Survey. Thank you to Theresa Anyanwu for her hard work in analysing the survey data and preparing the summary below.

Ben Seymour and Aarti Jagannath  
Athena SWAN Academic Leads

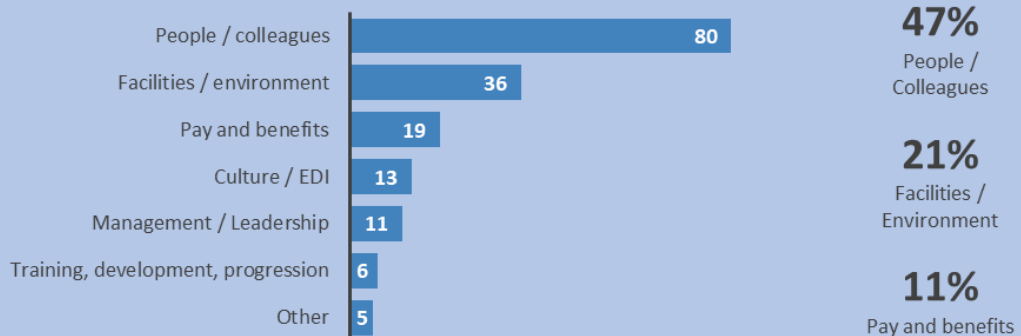
## Summary of survey findings

- The University of Oxford initiated the biennial 2023 Staff Experience Survey (SES) from the 1st of May to the 19th of May, 2023, hosted by People Insight, following the previous 2021 survey.
- Throughout the University of Oxford, a total of 8980 members of staff (58%) took part in the 2023 experience survey. Within NDCN, 58% of NDCN staff (n = 237 of 410) took part in the 2023 Staff Experience Survey, which also reflected the response rate of the 2021 survey (58%).
- NDCN's 2023 SES comprised of 5 open-ended questions, allowing for free text responses, and 86 closed-ended questions in total, comprising of 7 multiple-choice questions and 79 Likert scales and dichotomous questions.
- Alongside the data from staff members' responses to these questions, People Insight produced several measures of staff engagement/satisfaction, and key questions of impact that were associated with these.
- Within the 2023 SES, People Insight has found that members of staff within NDCN value being in a department where they have the opportunity to develop and grow, feeding into their overall engagement and satisfaction. Members of staff place importance on feeling integrated within a workplace, where their health and wellbeing are being adequately supported. Importance is placed upon being valued and recognised for the work that members of staff already do, whilst also being provided with the opportunity to grow and develop through the provision of career-related opportunities.
- Quantitative data within the survey results suggests that members of staff within NDCN find the department to be an environment that supports their growth and development, as well as allowing them to challenge and speak up about the way things are done.
- However, members of staff have reported that they would like more guidance around speaking about harassment, mental ill-health, and work-related stress, with staff members reporting that they often have to work excessive hours to meet the requirements of their roles. Respondents also felt that they would like to feel further included within the department's social/networking activities.
- Within the qualitative data presented, there was a similar narrative to the quantitative data of members of staff wanting to feel more included within both the department and university. In addition to this, members of staff desire more transparency around pay and increase of this to support with living in the Oxford area, alongside further job security for short-term roles, and increased support in areas such as administration.
- However, staff members within the department valued the rich intellectual environment that they worked in, stating that they appreciated the access to high-quality facilities, interesting science, high flexibility, and many fantastic colleagues

## Core Themes



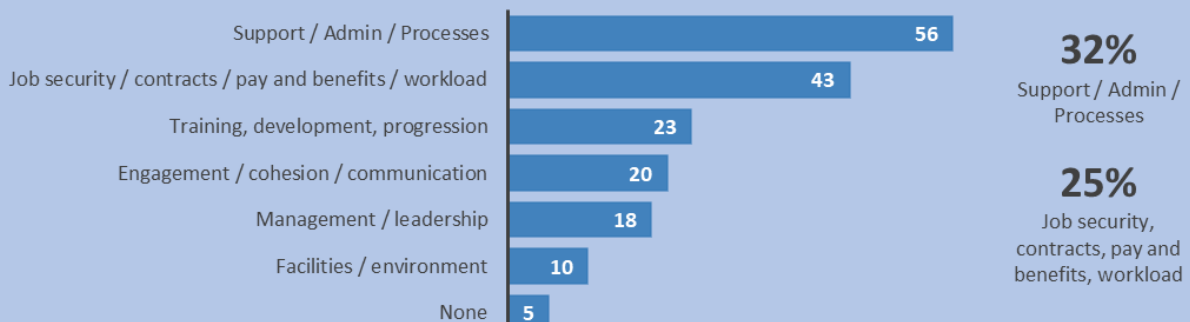
## What is the best thing about working in the Department?



"Fantastic and supportive colleagues, both senior and junior"

"The culture, positivism, communication and learning opportunities"

## What single thing do we most need to improve?



"Advice and opportunities for career progress and stability"

"Integration between teams working in different locations"

## Results of all Likert and dichotomous questions within the 2023 NDCN Staff Experience Survey

<b>SES Questions Broken Down by Theme</b>	<b>NDCN 2023 SES (%)</b>	<b>NDCN 2021 SES (%)</b>	<b>MSD 2023 SES (%)</b>	<b>University of Oxford 2023 SES (%)</b>
<b>Induction</b>				
I was offered an induction when I started in my current post	86%	89%	86%	80%
My departmental induction was useful	78%	71%	82%	82%
My university induction was useful	48%	57%	58%	54%
<b>Being managed</b>				
I am actively encouraged to take up career development opportunities	47%	49%	50%	43%
I am supported to think about my professional development	64%	63%	60%	52%
I feel valued and recognised for the work that I do	74%	72%	76%	72%
I receive regular and constructive feedback on my work	60%	60%	62%	54%
<b>Career development</b>				
I am clear about the training and development opportunities available to me	54%	47%	57%	52%
I am supported to apply for grant funding as a principal investigator or co-investigator (AC/RES staff)	56%	N/A	55%	57%
I feel comfortable discussing my training and development needs with my line manager/supervisor	73%	74%	72%	67%
I have the opportunity to develop and grow here	65%	59%	60%	56%
I take time to reflect on, and plan for, my career development	65%	66%	61%	57%
<b>Career Development - Research staff</b>				
I am aware of the Concordat (Researcher staff)	25%	78%	28%	36%
I am aware of the Newcomers Club (Research staff)	38%	N/A	44%	45%
I am aware of the OxRSS (Research staff)	65%	50%	53%	48%
I am aware of the Researcher Hub (Research staff)	31%	N/A	39%	46%
<b>Personal Development Review</b>				
I have had a review within the last two years	73%	78%	70%	61%
My personal development review (PDR/CDR etc) was useful	58%	56%	62%	56%
My review included opportunities for open and wide-ranging discussion about my career	71%	N/A	67%	62%
PDR: I would have liked the opportunity to have had one	64%	57%	53%	56%

<b>SES Questions Broken Down by Theme</b>	<b>NDCN 2023 SES (%)</b>	<b>NDCN 2021 SES (%)</b>	<b>MSD 2023 SES (%)</b>	<b>University of Oxford 2023 SES (%)</b>
<b>Mentoring</b>				
I found mentoring useful	86%	84%	90%	86%
I have been mentored by someone other than my line manager since taking up my current role	32%	33%	27%	27%
I have been offered a mentor	16%	6%	13%	11%
<b>Being a manager</b>				
I am confident Applying HR policies in managing or advising my staff (e.g. sick leave, family leave)	60%	60%	68%	66%
I am confident Conducting probationary and personal development reviews	76%	69%	80%	79%
I am confident Managing projects and finances	67%	69%	75%	73%
I am confident Managing staff performance and giving feedback	82%	76%	82%	80%
I am confident Recruiting staff	82%	75%	83%	85%
I am confident Supporting my staff to think about their careers	86%	86%	85%	83%
<b>Bullying and Harassment</b>				
Have you reported (formally or informally) being harassed or bullied at work?	29%	23%	32%	36%
I am aware of the harassment policy and procedure for university staff	91%	89%	92%	90%
I feel confident that complaints about harassment would be dealt with seriously in this organisation	75%	N/A	75%	73%
I know how to contact a Harassment Advisor	65%	63%	76%	74%
I was satisfied with the way my report was handled	31%	N/A	31%	23%
In the last year, whilst working for the University, I have experienced bullying/harassment	9%	6%	11%	13%
In the last year, whilst working for the University, I have witnessed bullying/harassment	15%	10%	11%	13%
<b>Relationships</b>				
I feel able to be myself at work	87%	78%	86%	83%
I feel included in my department's social/networking activities	53%	50%	64%	63%
I feel integrated into my department	56%	58%	62%	63%
I feel integrated into my team	87%	84%	85%	86%
I have good relationships with my colleagues	95%	94%	93%	92%
<b>Wellbeing &amp; Workload</b>				
I am able to strike the right balance between my work and home life	52%	55%	59%	54%
I can meet the requirements of my job without regularly working excessive hours	46%	50%	57%	53%

<b>SES Questions Broken Down by Theme</b>	<b>NDCN 2023 SES (%)</b>	<b>NDCN 2021 SES (%)</b>	<b>MSD 2023 SES (%)</b>	<b>University of Oxford 2023 SES (%)</b>
My department enables flexible working	86%	N/A	83%	78%
My department takes people's caring responsibilities into account when scheduling meetings	66%	64%	66%	61%
My health and wellbeing are adequately supported at work	66%	67%	71%	65%
<b>Employee Voice</b>				
I can have a voice on issues within my department	49%	55%	51%	58%
I can have a voice on issues within my team	89%	N/A	85%	85%
I think it is safe to speak up and challenge the way that things are done	62%	N/A	56%	58%
<b>Communication</b>				
Communication in my department is open and effective	69%	65%	66%	62%
I feel well informed about university-level news and activities from central communications	86%	N/A	87%	85%
<b>Leadership</b>				
My department is committed to promoting equality, diversity and inclusion	81%	N/A	78%	77%
My department respects individual differences (e.g. culture, working styles, backgrounds, ideas)	78%	N/A	78%	76%
My department sets clear expectations of behaviour	63%	66%	68%	66%
Senior leaders make the effort to listen to and communicate with staff	63%	71%	61%	60%
<b>Decision-making</b>				
I have the opportunity to contribute my views before changes are made which affect me	51%	54%	51%	51%
Management and decision-making processes are clear and transparent in my department	42%	44%	43%	42%
There is a fair and transparent way of allocating work in my department	45%	39%	45%	43%
<b>Pay &amp; Benefits</b>				
Considering my duties and responsibilities, I feel my pay is fair	34%	37%	48%	35%
I am satisfied with the total benefits package	33%	40%	39%	40%
<b>Engagement</b>				
I am proud to say I work for the University	81%	89%	84%	81%
I would recommend my department as a great place to work	65%	74%	68%	64%



<b>SES Questions Broken Down by Theme</b>	<b>NDCN 2023 SES (%)</b>	<b>NDCN 2021 SES (%)</b>	<b>MSD 2023 SES (%)</b>	<b>University of Oxford 2023 SES (%)</b>
I would recommend the University as a great place to work	69%	75%	73%	70%
I would still like to be working at Oxford Uni in two years' time	73%	N/A	70%	69%
Overall, I am satisfied in my job	73%	72%	71%	68%
Working here makes me want to do the best work I can	76%	79%	75%	73%
<b>Belief in action</b>				
I believe action will be taken as a result of this survey	51%		47%	38%
<b>MSD</b>				
I feel able to discuss workload concerns with my line manager/supervisor	75%	N/A	75%	
I find the departmental newsletter a useful source of information	78%	77%	75%	
I find the departmental website a useful source of information	57%	63%	62%	
I have time to undertake career development activities at work	47%	N/A	44%	
I know who to speak to in relation to work-related stress or mental ill-health	51%	N/A	63%	
<b>NDCN</b>				
I feel my personal values and attitudes towards research culture align with those of most other members of NDCN	63%			
I feel well supported by the administrative teams in NDCN	46%			
NDCN embraces a positive leadership culture	55%			
NDCN is actively working to remove barriers to those from underprivileged and underrepresented groups	42%			
NDCN puts individualistic science ahead of team-based science	21%			
NDCN supports inclusivity amongst all members of the department	65%			
NDCN would benefit from a charter, reflecting the culture and values we aspire to	41%			

## Results of all multiple choice questions within the 2023 NDCN Staff Experience Survey

Questions below were only asked of certain populations, based on responses to other questions, thus population is below total respondent rates (237) and indicated by each question text. Answer options that fall below the anonymity threshold have been redacted.

<b>Multiple Choice Question Asked within the NDCN 2023 Staff Experience Survey</b>	<b>Response Options</b>	<b>Number of Responses for Each Option</b>	<b>Percentage of Responses for Each Option (%)</b>
<b>MSD - PER main kind of activity you have been involved in (103 responded)</b>	School visits	46	45%
	Science festivals	43	42%
	Other	30	29%
	Public lectures	28	27%
	Work with the local community	26	25%
	Work experience	24	23%
	Media – radio, television, newspapers	21	20%
<b>What caring responsibilities do you have? (76 responded)</b>	Child or children 5 to 18	39	51%
	Child or children under 5	29	38%
	Children in both age groups	9	12%
	Elderly or dependent adults(s)	7	9%
<b>What sort of mentoring did you have? (Select all that apply) (76 responded)</b>	Informal relationship	48	63%
	Formal mentoring scheme outside the university	18	24%
	Formal mentoring scheme within the university	14	18%
<b>Was your mental ill-health related to any of the following? (48 responded)</b>	Issues at work	37	77%
	Issues at home	31	65%
	An existing disability	12	25%
<b>What form of unwanted behaviour did you experience or witness? (44 responded)</b>	Microaggressions	27	61%
	Patronising language	26	59%
	Excessive criticism	24	55%

<b>Multiple Choice Question Asked within the NDCN 2023 Staff Experience Survey</b>	<b>Response Options</b>	<b>Number of Responses for Each Option</b>	<b>Percentage of Responses for Each Option (%)</b>
	Hostility	22	50%
	Selective application of rules	16	36%
	Offensive behaviour/language	16	36%
	Setting unrealistic deadlines	13	30%
	Unwelcome looks or remarks	11	25%
	Other behaviour	8	18%
	Threats about job security	8	18%
	Singled out for unfair treatment	8	18%
<b>In your view, was the behaviour you experienced related to: (39 responded)</b>	Something else	20	51%
	Your job role, contract type or mode of working	14	36%
	A protected characteristic or caring responsibility	11	28%
<b>B&amp;H – What prevented you from reporting it? (26 responded)</b>	Nothing would happen	18	69%
	Concerns about confidentiality	12	46%
	Concerns about being labelled as a troublemaker	11	42%
	Possible victimisation	7	27%
	Other reason	7	27%
	Not able to prove it took place	6	23%
	Resolved issue without reporting	5	19%
	Didn't feel it was serious enough	5	19%