

Staff Experience and Wellbeing Survey

Results for
Capital Academy Trust
September 2023

Table of Contents



[Survey Summary](#)

[Goal](#)

[Eduio Key Performance Indicator: Staff Retention](#)

[Executive Summary: Focus Areas](#)

[Areas of Strength](#)

[Areas of Investigation](#)

[Areas of Improvement](#)

[Results for Other Modules](#)

[School Comparison Matrix](#)

[Resources](#)

[Appendix](#)

Survey Summary



September 2023

SURVEY PERIOD



5

SCHOOLS



317

RESPONDENTS



77%

RESPONSE RATE

During **September 2023**, **Capital Academy Trust** ran a staff experience and wellbeing survey across **5 schools and Central Trust team**.

With a response rate of **77%** the results are a good staff body representation.

Throughout this report your results are benchmarked against **National Demo 2022/2023 benchmark** with responses collected from Sep 2022 to Aug 2023, comprising answers from up to 45,000 staff members.

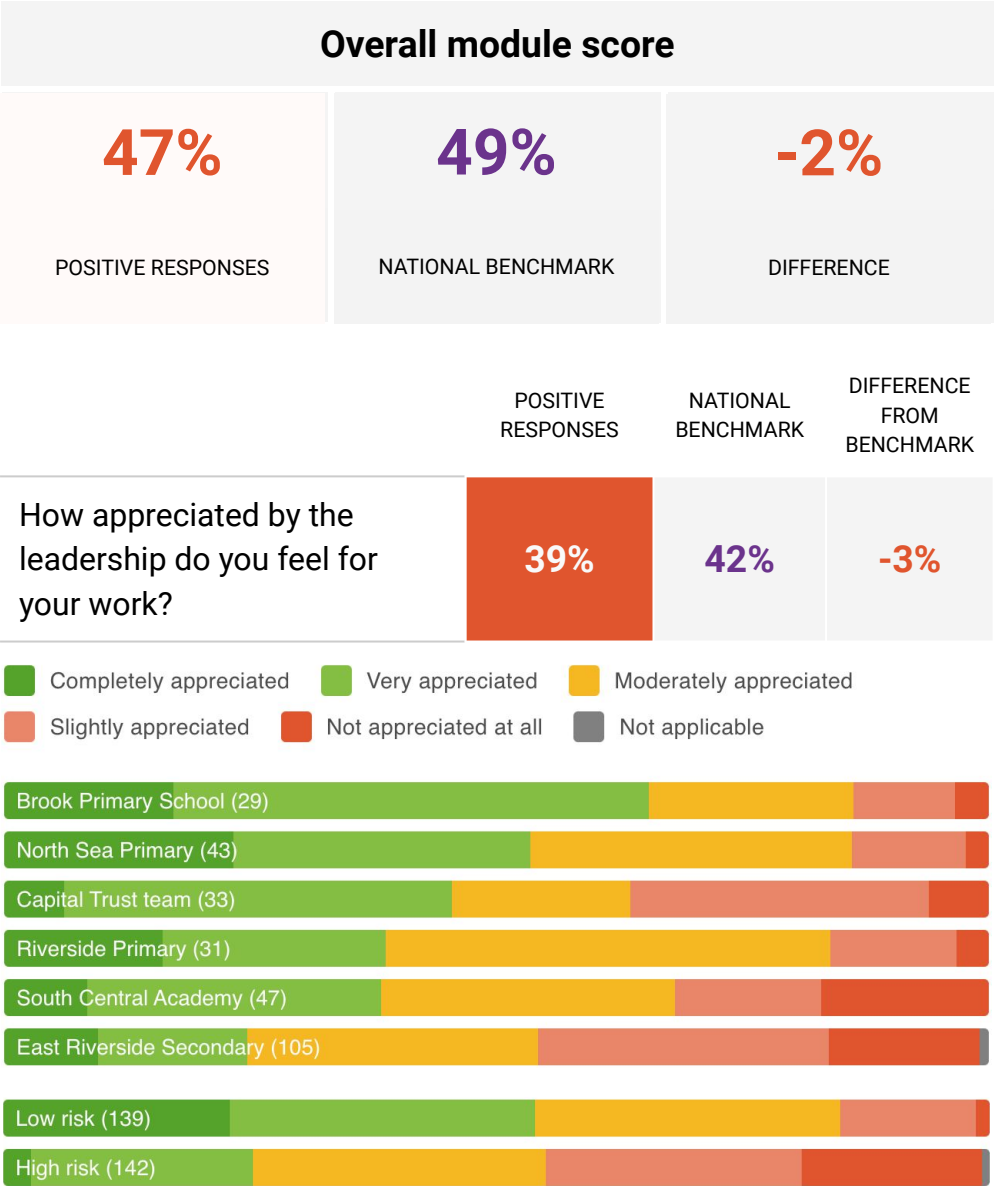
Capital Academy Trust’s Goal: How appreciated by the leadership do you feel for your work?

As your goal Capital Academy Trust has chosen to explore how appreciated by the leadership staff feel for their work.

The overall Leadership Dynamics module (from which the question is taken) scored slightly below the national average. Only two out of five staff at your Trust said that they feel appreciated by the leadership which is slightly less than at the national level.

Based on our research, this question has the strongest relationship with resignation. At the national level, of those who feel completely appreciated, just 14% had considered resigning, compared to 88% of those who do not feel appreciated at all. At your Trust, 54% of those with a low risk of resignation felt appreciated by the leadership compared to 26% of those with a high risk of resignation.

For individual schools results range from 80% (Brook Primary School) to 25% (East Riverside Secondary). Consider sharing best practice across Trust schools to help schools that are performing less well regarding this question.

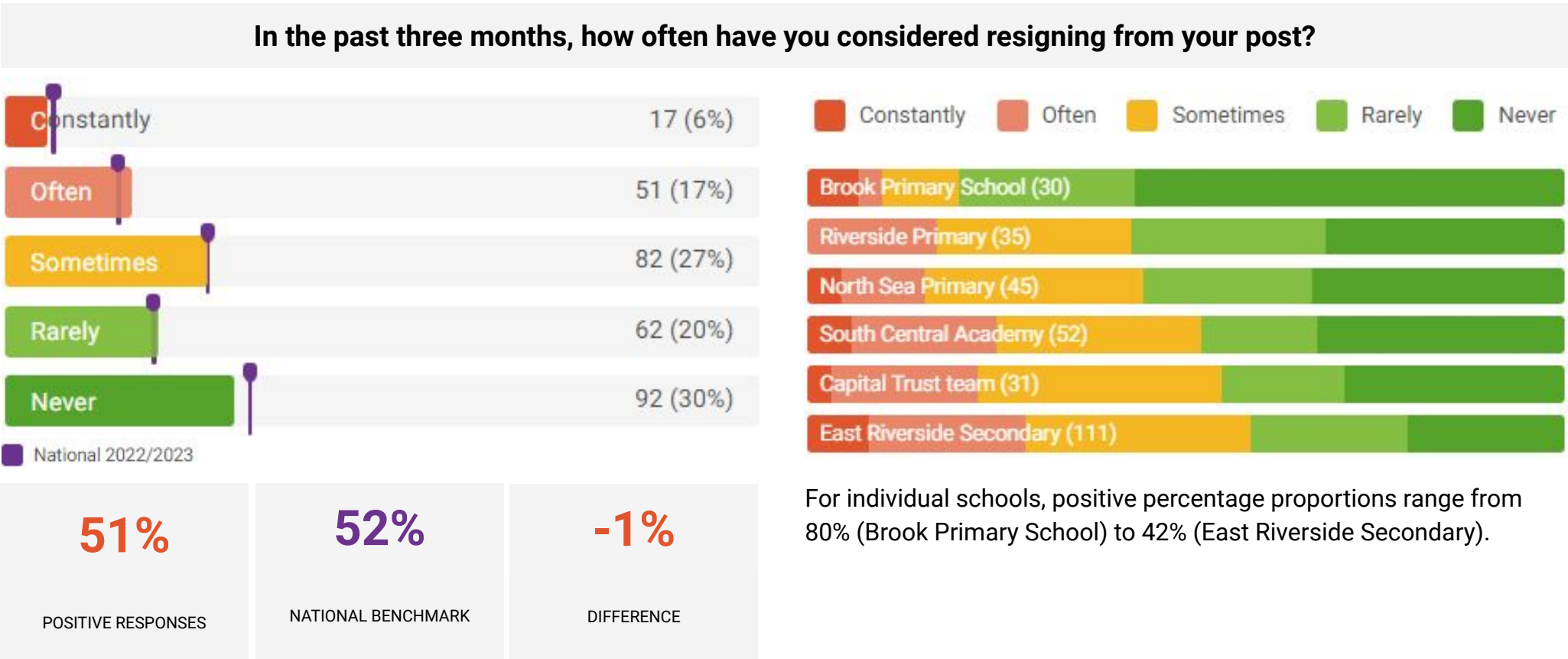


Edurio Key Performance Indicator: Staff Retention

We have developed the KPI question as the core question of the survey for understanding trends in retention. Since the 2018/19 academic year, the proportion of staff at risk of resignation nationwide was at an all time high in 2022/23.

Staff at Capital Academy Trust are broadly at the same risk of resigning as the national average. To reduce the risk of losing staff, investigate reasons for staff responses and take action.

In the following slides, we will investigate some of the strengths and highlight some areas where more attention may be needed.



Executive Summary: Focus Areas

The scores for most modules at the Capital Academy Trust are generally below the benchmark.

Areas of Strength

Safety module has the highest proportion of positive responses across the survey. Career opportunities module is most above the benchmark.

Area of Investigation

Health and emotional wellbeing is the module with mixed results.

Areas of Improvement

Workload is the topic with the lowest proportion of positive responses. Professional support and Trust perception are furthest from the benchmark.

MODULE	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
Safety	90%	92%	-2%
Staff support and relationships	79%	81%	-2%
Professional support: Line manager	67%	68%	-1%
Career opportunities	58%	48%	+10%
General job satisfaction	55%	55%	0%
Workload: Time on tasks	55%	50%	+5%
Student behaviour	54%	48%	+6%
Communication	50%	52%	-2%
Pay and Benefits	48%	54%	-6%
Leadership dynamics	47%	49%	-2%
Health and emotional wellbeing	41%	39%	+2%
Trust perception	38%	46%	-8%
Professional support	34%	43%	-9%
Workload	30%	26%	+4%

Areas of Strength



An area of strength falls into one or both of the following categories:

- A high proportion of positive responses;
- A module is higher than the National Average Benchmark.

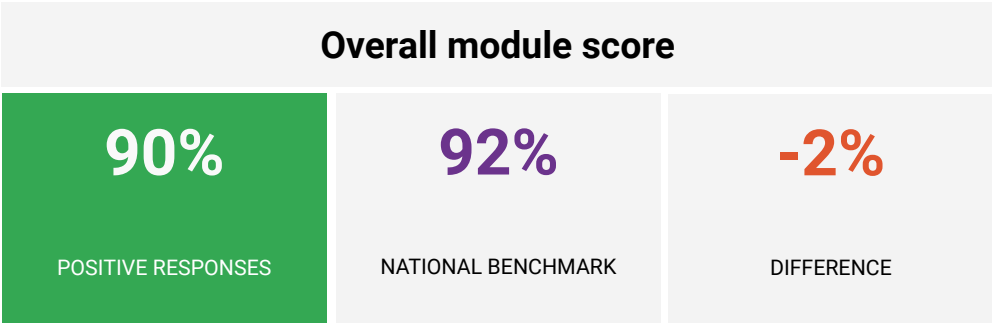
Celebrate your strengths and as you look through these results, consider:

- What might you know or want to find out about the context (people, processes, events, etc.) that would lead respondents to answer positively about these questions?

Strength: Safety

The overall results for the Safety module are broadly in line with the national average. This is the topic with the highest proportion of positive responses across all topics for Capital Academy Trust. Staff were more likely to report experiencing violence from a student rather than another member of staff or a student’s family member.

	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
In the past three months, have you experienced any emotional or physical violence (e.g. bullying, threats) from a member of staff?	95%	96%	-1%
In the past three months, have you experienced any emotional or physical violence (e.g. bullying, threats) from a student's family member?	96%	96%	0%



	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
In the past three months, have you experienced any emotional or physical violence (e.g. bullying, threats) from a student?	78%	82%	-4%

Yes, I have No, I have not



Compared by profession, Leadership (74% responded positively), Teaching assistants (73%), and Other staff (72%) were the most likely to experience violence from a student.

Strength: Career opportunities

The overall results for the Career opportunities module are above the national average. It is the top module that is most above the benchmark.

	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
Have you ever felt discouraged from applying for promotion in your time here?	86%	83%	+3%
How satisfied are you with opportunities for career progression in your workplace?	45%	42%	+3%

Overall module score		
58%	48%	+10%
POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE

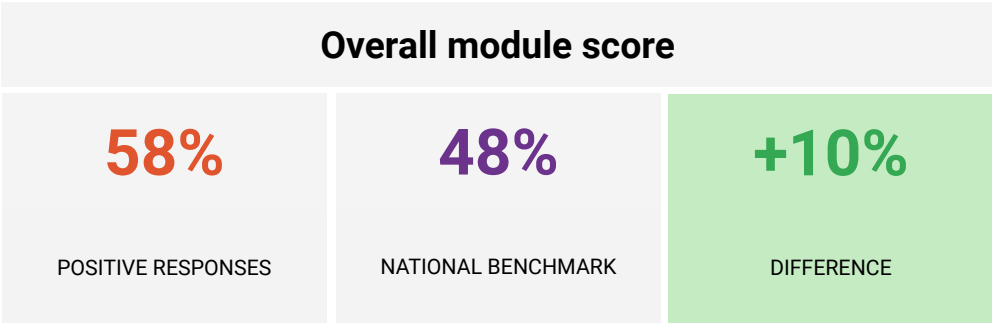
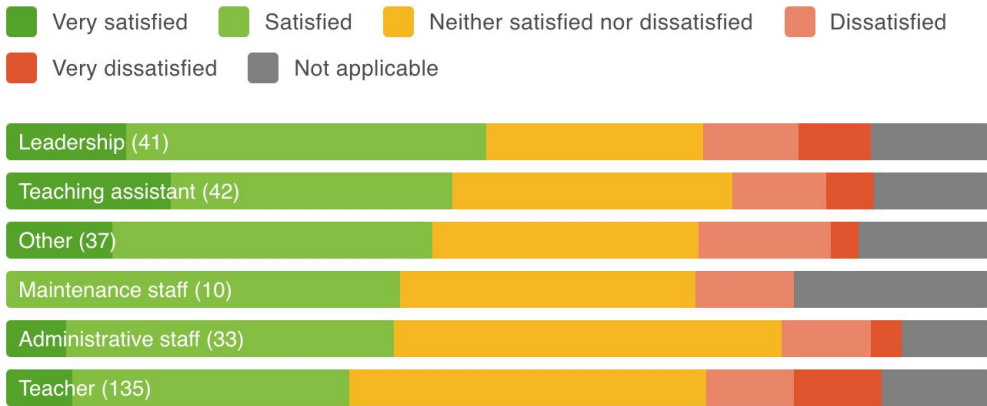
	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
How satisfied are you with the performance management (appraisal) procedures in your workplace?	59%	50%	+9%
How well do the professional development activities available to you suit your needs?	37%	37%	0%

Strength: Career opportunities

Leadership staff are the most satisfied with opportunities for career progression (49%), while 35% of Teachers reported being satisfied. Compared to the national average, more staff at your Trust are satisfied with the performance management procedures. For schools, responses range from 75% positive (North Sea Primary) to 42% (South Central Academy).

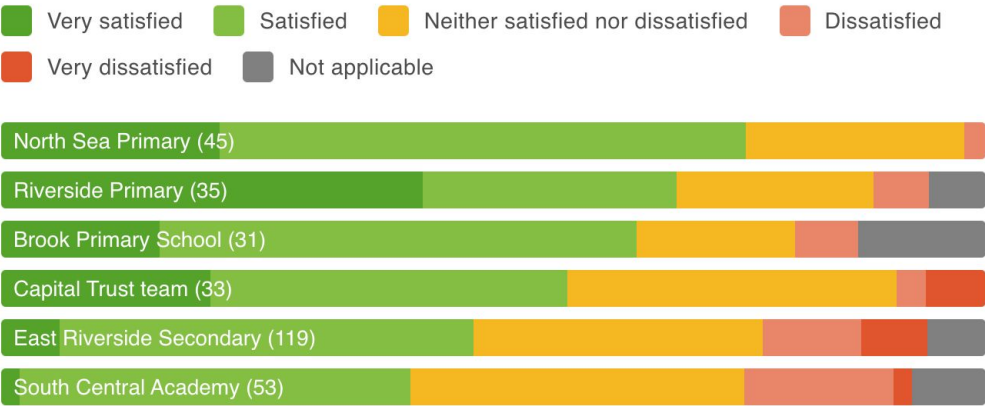
53) How satisfied are you with opportunities for career progression in your workplace?

316 responses



52) How satisfied are you with the performance management (appraisal) procedures in your workplace?

316 responses



Areas of Investigation

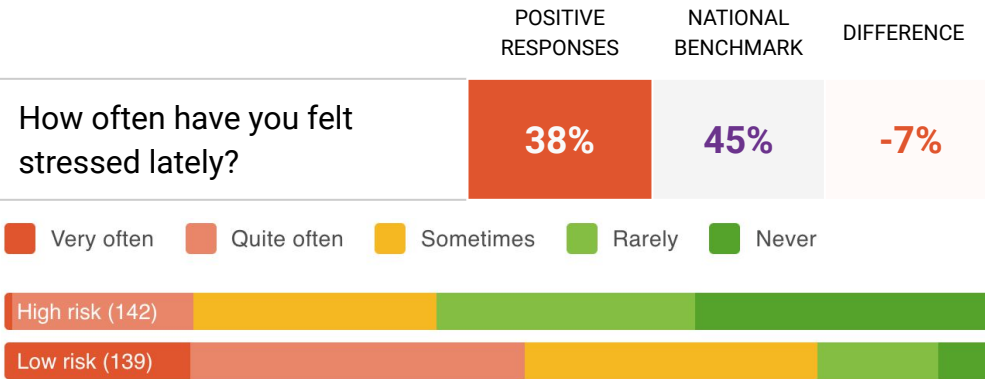


An area of investigation falls into one or more of the following categories:

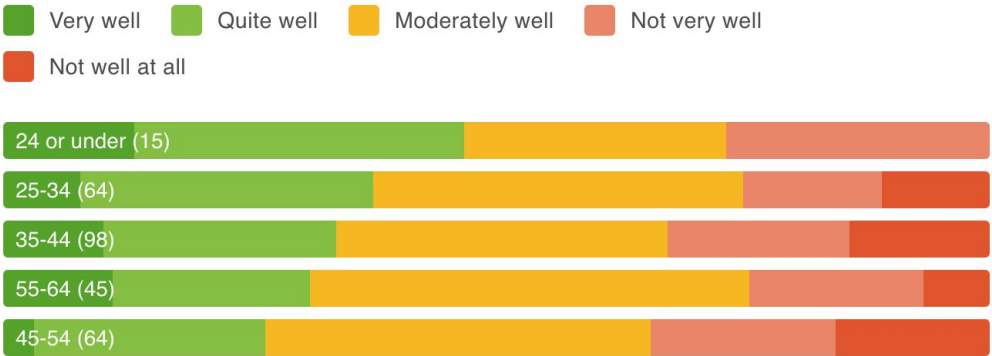
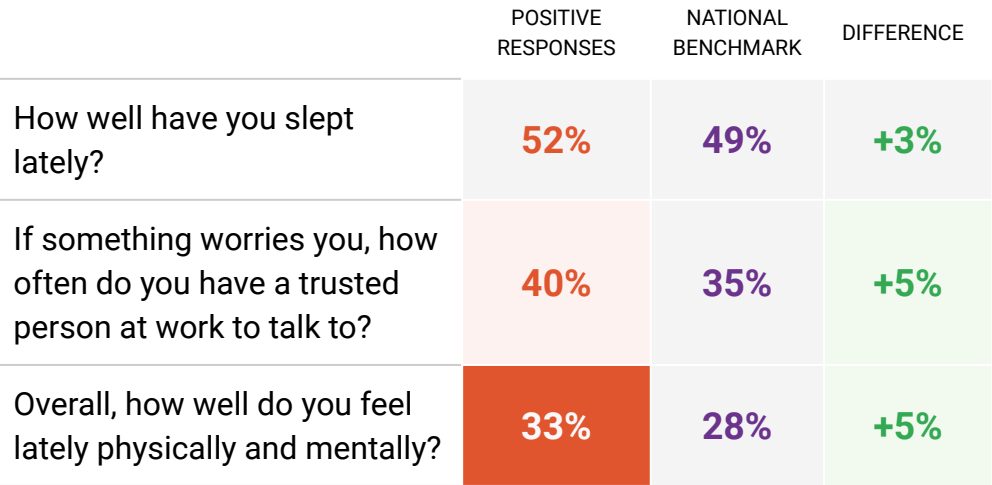
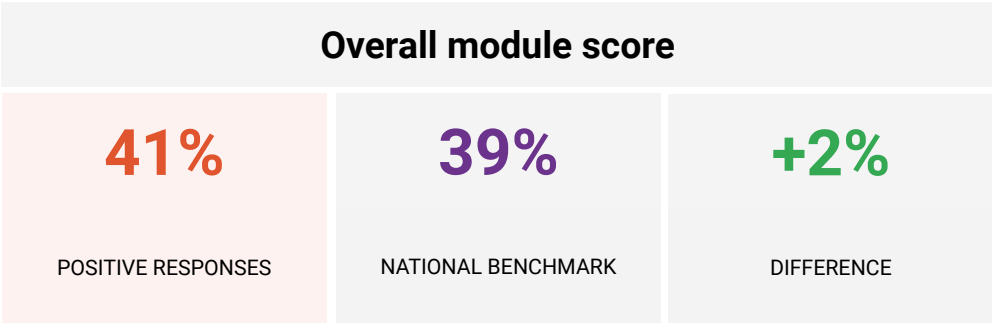
- A module with mixed results. Some questions with high and some with low proportion of positive responses. It indicates that there may be some aspects that are working well and others that need improvement.
- A module with a sensitive question. This category applies to modules that have a question that is just slightly above the benchmark, but the topic addressed is of a sensitive nature. In such cases, it is worth investigating in depth to gain a deeper understanding and address any potential concerns.
- Spotlight on a particular question or module with outlier results. This relates to cases where a specific question or module shows results that are highly different from the norm, compared to other schools or respondent groups. These outliers warrant closer scrutiny to identify any unique factors contributing to the results.

Investigation: Health and emotional wellbeing

The overall results for the Health and emotional wellbeing module are broadly in line with the national average. More staff report feeling well at your Trust, especially younger staff. However, more staff say that they have often felt stressed, especially those with a low risk of resigning.



Interestingly, staff that have a high risk of resignation reported feeling stressed less often (56% responded positively) compared to staff with a low risk (18% responded positively). Hence, if staff feel more stressed, they are not therefore more likely to consider resigning.



Areas of Improvement



An area of improvement falls into one or more of the following categories:

- A low proportion of positive responses;
- A module is lower than the National Average Benchmark;
- A module that has gotten a lower proportion of positive responses since the last results.

As you look through these results keep an open mind and consider:

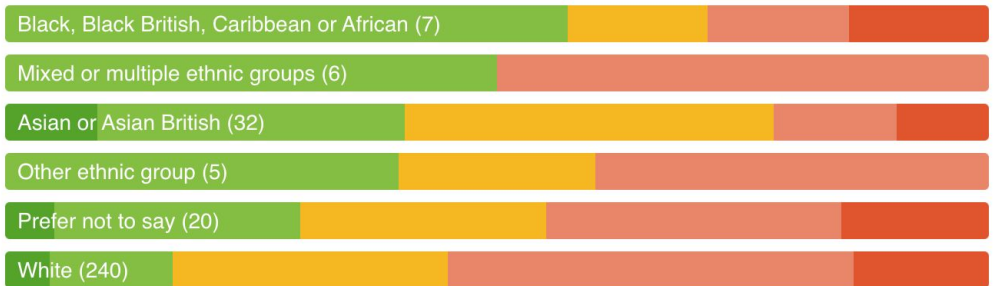
- What might you know or want to find out about the context (people, processes, events, etc.) that would lead respondents to answer negatively about these questions?
- These questions to be areas of future exploration and growth, things to focus on in your improvement journey.

Improvement: Workload

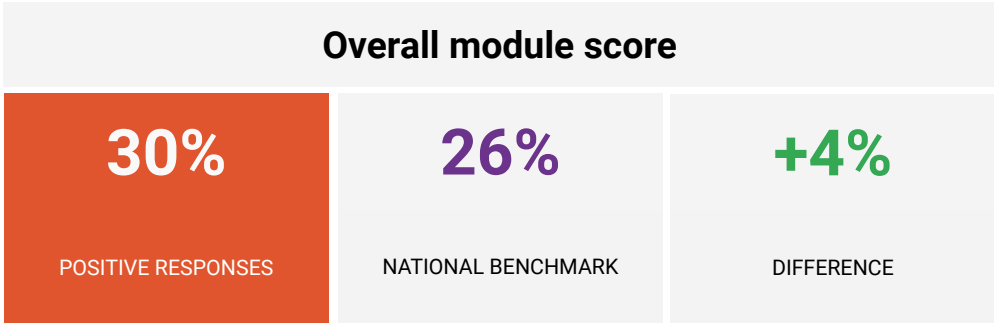
The overall results for the Workload module are slightly above the national average. This is the topic with the smallest proportion of positive responses across all topics for Capital Academy Trust.

	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
How often do you feel excited by the work that you do?	55%	52%	+3%
How easy or difficult is it to stay on top of your work responsibilities?	22%	25%	-3%

Very easy Quite easy Neither difficult nor easy Quite difficult Very difficult



Compared by ethnicity, White staff were the most likely to find it difficult to stay on top of work responsibilities (18% answered positively).



	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
To what extent can you plan your day in a way that works for you?	30%	31%	-1%
How often do you feel overworked?	13%	11%	+2%

Very often Quite often Sometimes

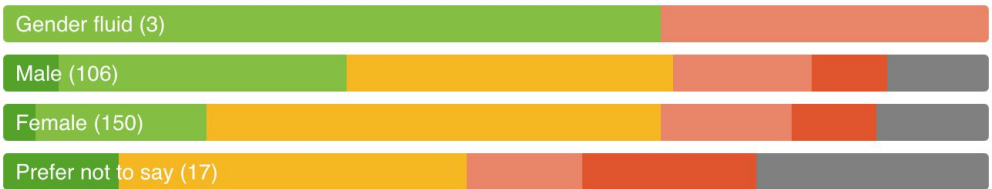
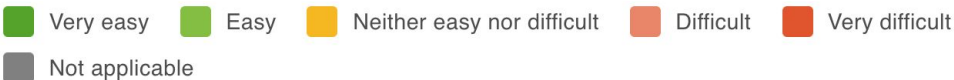


Compared by seniority, staff in Middle leadership positions were more likely to feel overworked; 7 out of 8 said they feel overworked often. While 53% of staff in Senior leadership said they feel overworked often.

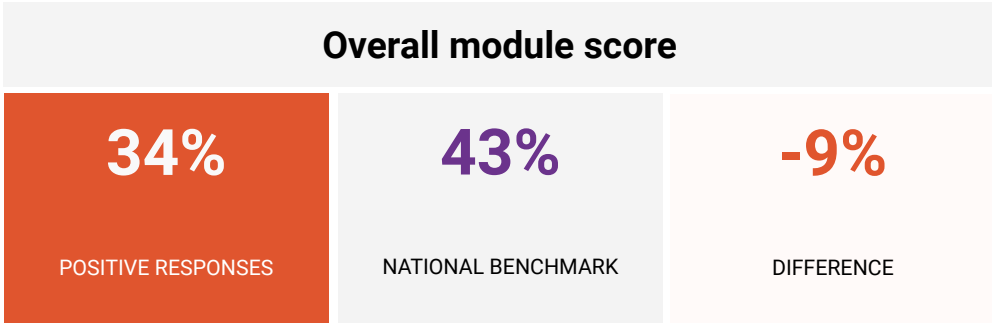
Improvement: Professional support

The overall results for the Professional support module are below the national average. It is the module that is furthest from the benchmark. Compared to the national average, more staff at your Trust find it difficult to get support with administrative tasks and data management and lesson preparation.

	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
How easy or difficult is it to get support with marking and assessment?	36%	44%	-8%
How easy or difficult is it to get support with administrative tasks and data management?	30%	42%	-12%



Compared by gender, female staff were the least likely to say that getting support with administrative tasks and data management is easy (23% responded positively).



	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
How easy or difficult is it to get support with your mental and emotional wellbeing?	34%	41%	-7%
How easy or difficult is it to get support with lesson preparation?	39%	50%	-11%

Improvement: Trust perception

The overall results for the Trust perception module are below the national average. Only 1 in 5 staff members responded that they feel like part of the Trust community.

	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
How clear to you is the division of responsibilities between your school and the trust?	40%	44%	-4%
How confident are you that being part of the Trust is beneficial?	27%	28%	-1%
How clear are the Trust vision and values to you?	58%	69%	-11%

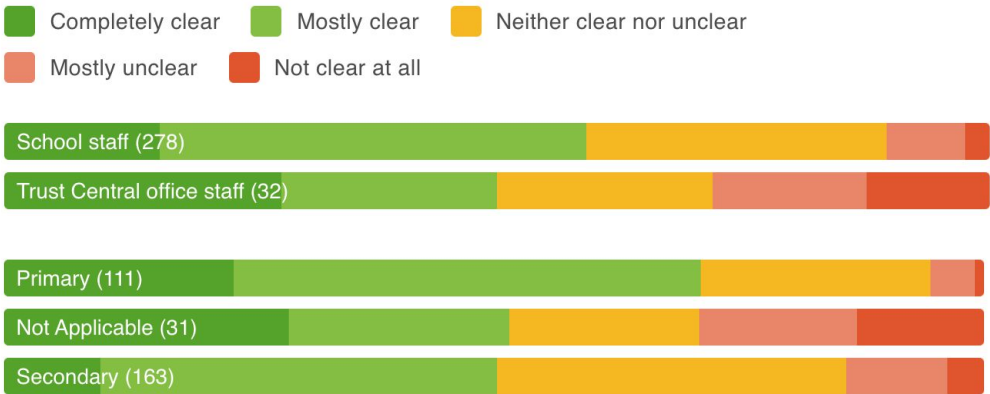
Overall module score			
38%	46%	-8%	
POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE	
	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
How well or poorly are knowledge and good practice shared across the Trust?	42%	50%	-8%
To what extent do you feel like part of the Trust community?	22%	27%	-5%
To what extent do you think the Trust values are embedded into the culture of your school?	42%	47%	-5%

Improvement: Trust perception

Compared to the national average less staff responded that the Trust vision and values are clear to them. Interestingly, school staff responded more positively (59%) compared to Trust Central office staff (50%). Staff at primary schools (71%) also responded more positive compared to staff at secondary schools (50%).

63) How clear are the Trust vision and values to you?

305 responses



Overall module score		
38%	46%	-8%
POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE

"I've been with the Trust for years, and I still can't figure out what we stand for. Their vision and values are a maze of jargon that leaves me confused."

"The Trust's vision and values seem more like vague slogans than clear guidance. It would be helpful if they were explained in simple terms that everyone could understand."

"I'm still not sure what the Trust's vision and values are. It's frustrating and demotivating to not have a clear roadmap for our work."

Results for Other Modules



The scores for the modules where the Trust is performing roughly in line with the national benchmark, or where differences are less significant compared to the modules previously highlighted.

General job satisfaction

The overall results for the General job satisfaction module are in line with the national average.

	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
In the past three months, how often have you considered resigning from your post?	51%	52%	-1%
On a scale from 1-10, how likely are you to recommend your workplace as a good place to work?	59%	51%	+8%

Overall module score			
55%	55%	0%	
POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE	
On a scale from 1-5, how likely are you to recommend this school to parents as a good place for their children to study?	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
	57%	60%	-3%

Communication

The overall results for the Communication topic are broadly in line with the national average.

	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
How informed do you feel about issues regarding specific students that may affect your work?	41%	41%	0%
How often do you see that your feedback to the leadership has impact?	32%	31%	+1%

Overall module score		
50%	52%	-2%
POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE

	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
How satisfied or dissatisfied are you with the communication among staff in general?	59%	60%	-1%
How would you rate the frequency of communications received from the school?	69%	71%	-2%

Leadership dynamics

The overall results for the Leadership dynamics module are broadly in line with the national average.

	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
How comfortable do you feel about openly voicing work-related concerns to the leadership?	52%	57%	-5%
How confident are you that the leadership actively work to address your professional needs?	34%	34%	0%

Overall module score			
47%	49%	-2%	
POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE	
	POSITIVE RESPONSES	NATIONAL BENCHMARK	DIFFERENCE
How fairly treated by the leadership do you feel?	62%	67%	-5%
How respected by the leadership do you feel?	60%	62%	-2%

School Comparison Matrix



The school comparison matrix displays each school's proportion of positive responses for every module. The modules and schools are sorted from the highest to the lowest based on their scoring and the module average.

As you look through these results, consider:

- If there are specific schools with higher or lower results all around, ask yourself why that could be. Check response rates of individual schools.
- What might you know or want to find out about the context (people, processes, events, etc.) of these modules to better understand the situation in the schools?

School comparison matrix:

MODULE	Brook Primary School	Riverside Primary	North Sea Primary	South Central Academy	Capital Academy Trust	East Riverside Secondary	Capital Trust Team
Safety	88%	96%	86%	88%	90%	90%	92%
Staff support and relationships	77%	88%	79%	82%	79%	71%	91%
Professional support: Line manager	78%	71%	57%	67%	67%	66%	71%
Career opportunities	70%	70%	69%	53%	58%	49%	58%
General job satisfaction	89%	70%	67%	60%	55%	34%	54%
Workload: Time on tasks	49%	61%	52%	62%	55%	53%	58%
Student behaviour	55%	64%	50%	60%	54%	48%	85%
Communication	82%	60%	63%	52%	50%	34%	47%
Pay and Benefits	50%	50%	51%	50%	48%	45%	52%
Leadership dynamics	78%	51%	61%	50%	47%	31%	46%
Health and emotional wellbeing	57%	37%	44%	41%	41%	34%	47%
Trust perception	65%	45%	47%	30%	38%	26%	60%
Professional support	61%	41%	40%	26%	34%	28%	25%
Workload	45%	40%	34%	26%	30%	25%	22%

Resources

Are you ready to compare your results to nationwide trends of staff experience?

Take a look at the resources we have compiled for you:

[Staff Retention by Role](#)

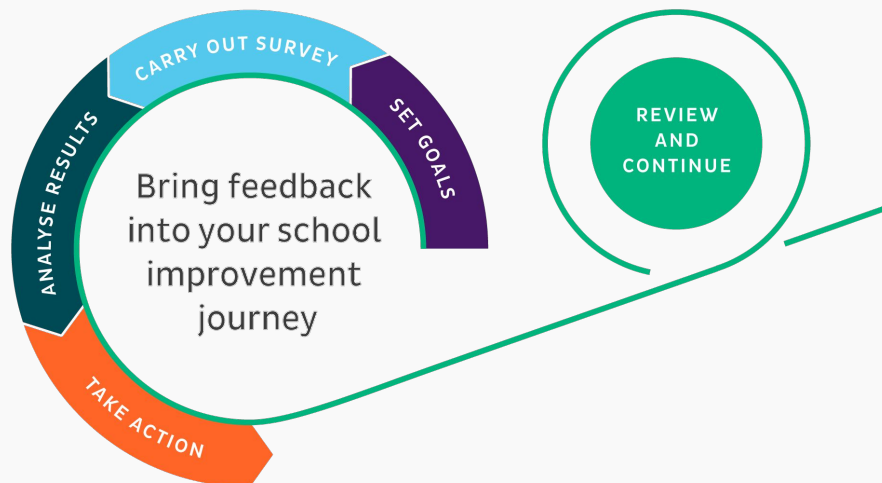
Look at how workload differs by role (23 min read)

[Culture Driven Recruitment](#)

Explore how workplace culture impacts wellbeing (16 min read)

[Staff Retention by Role: What Have We Learnt from Our New Report?](#)

Understand resignation patterns by role (8 min read)



After Analysing Results you are ready to Take Action!

Check out our Stakeholder Feedback resource hub for tips and tricks on how to take meaningful next steps with your survey results.

go.edurio.com/feedback

go.edurio.com/template

Stakeholder feedback to drive school improvement

Thanks for taking part in our Staff Experience and Wellbeing survey!

As of October 2018 the survey has been completed by **80,000+ respondents** from **1,000+ schools** and it has become England's largest independent study of the driving forces behind school staff staying in or leaving their posts.

As England's leading stakeholder feedback platform for schools and multi-academy trusts, Edurio surveys have been designed to give leaders clarity on the things that matter most.

Our surveys are developed in partnership with researchers and practitioners which help you to measure and improve:

- [Pupil Learning Experience and Wellbeing](#)
- [Pupil Safeguarding](#)
- [Parent Experience](#)
- [Staff Equality, Diversity and Inclusion](#)

Our large datasets allow us to use national benchmarks which enables you to put your data into context.



If you'd like to know more about how Edurio can help your trust to further understand the needs and lived experiences of your staff, pupils and community, please don't hesitate to get in touch today with amy.jones@edurio.com



"Edurio helped us capture the culture of our trust in a way no other tool was able to. Their nationally benchmarked questions are really valuable to us."

David Harris, CEO
Engage, Enrich, Excel Academies Trust (EEEEA)



"In terms of the financial value of Edurio, I think it's a no-brainer. If one surveys data gives you enough information to change something, which enables even just one staff member to stay, Edurio's service pays for itself."

Michael Cowland, CEO
The Diocese of Coventry Multi Academy Trust

Partners



Customers



How to use this report?

62%

POSITIVE RESPONSES

Positive response percentage is calculated by determining the proportion of the responses that belong to the top half of the possible responses, excluding the middle response when the number of possible responses is odd. The value is expressed as 0 -100% where 0% indicates no positive responses and 100% indicates all responses positive. Higher positive percentage is always better, no matter how the question is formulated.

64%

DIFFERENCE
FROM PREVIOUS

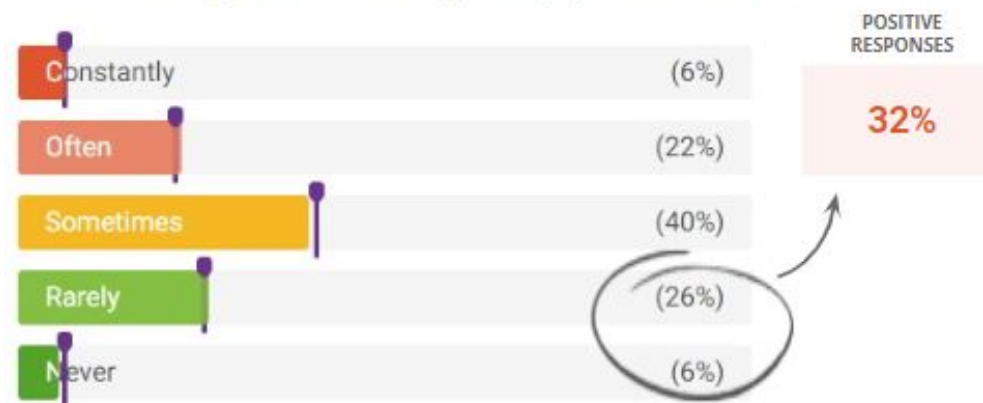
Difference from previous results shows the difference in percentage points between your result and the previous survey results. The value is expressed as -100% to +100%.

-2%

DIFFERENCE FROM
BENCHMARK

Difference from benchmark shows the difference in percentage points between your result and the benchmark. The value is expressed as -100% to +100%.

How often is your work disrupted by poor student behaviour?



June 2023 59 respondents 69% response rate 1 organisations

Benchmarked against National Midterm Secondaries 2022/2023

Change

Sample size is the number of respondents for your survey. The larger the sample size the more reliable the results.

June 2023 59 respondents 69% response rate 1 organisations

Benchmarked against National Midterm Secondaries 2022/2023

Change

Response rate is the percentage of people who finished the survey out of the total number that were eligible to participate. It does not include people that dropped off without completing the survey in full. That said, their answers were saved by the platform. As a result, you might notice a higher respondent number to some of the survey questions. Higher response rates provide more reliability.