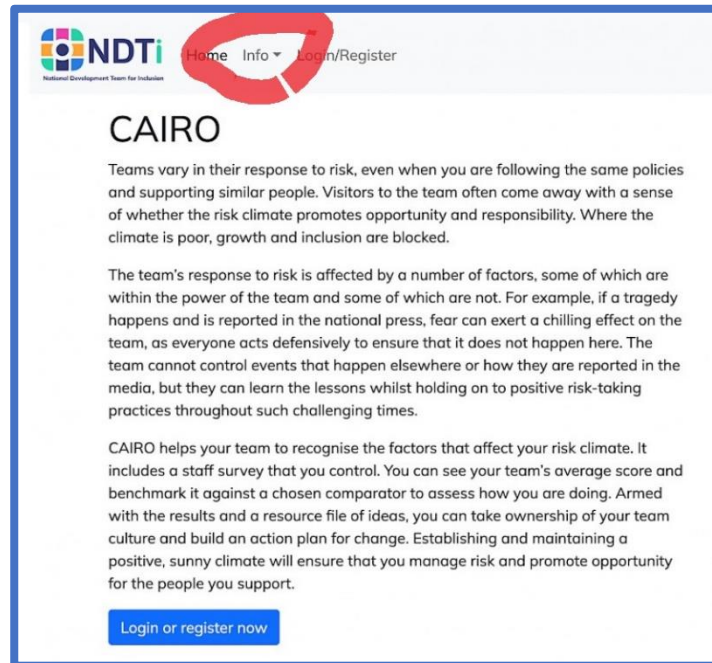


Help pages for CAIRO

Before you register

Why not browse the 'Info' tab to learn about CAIRO. It is at the top of your screen on the Home Page, which looks like the picture on the right – spot the red circle.

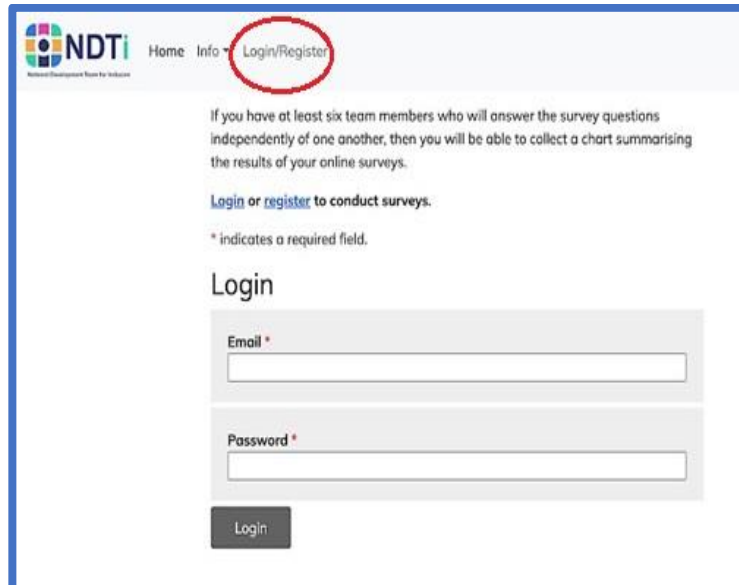
Screen 1



How to register

When you are ready to register to conduct surveys, click on the 'Login/Register' tab at the top of the screen or use the blue 'Login or register now' button at the foot of the page. This will take you to the screen you can see on the right.

Screen 2



Screen 3

Click 'register' and you will be taken to Screen 3.

Don't forget to agree to the privacy policy by checking the box at the foot of the screen (see the red circle on the picture). You should then receive an email containing information to enable you to complete the registration process.

If nothing comes through, check your spam folder and clear your browsing history. If neither of these options work, ask your IT Department to grant you permission to receive emails from the CAIRO system.

NDTi
Home Info Login/Register

If you have at least six team members who will answer the survey questions independently of one another, then you will be able to collect a chart summarising the results of your online surveys.

[Login](#) or [register](#) to conduct surveys.

* indicates a required field.

Register for an account

Full Name *

E-Mail Address *

Set Password *

Minimum requirements: at least 8 characters long, letter, digit.

New password

Confirm

Agree to privacy policy *

Check this box to show that you have read and understood the arrangements for keeping your data confidential, and that you are happy with this.

Agree to privacy policy *

Register

Screen 4

Follow the link in the email to return to the CAIRO registration process and paste your confirmation code into the box shown.

After clicking the grey 'Submit' button, you should be successfully registered for an account.

NDTi
Home Info Login/Register

If you have at least six team members who will answer the survey questions independently of one another, then you will be able to collect a chart summarising the results of your online surveys.

[Login](#) or [register](#) to conduct surveys.

* indicates a required field.

A confirmation code has been emailed to you. When you receive the email, click the link it contains, or paste the confirmation code below.

Confirmation code *

Email address *

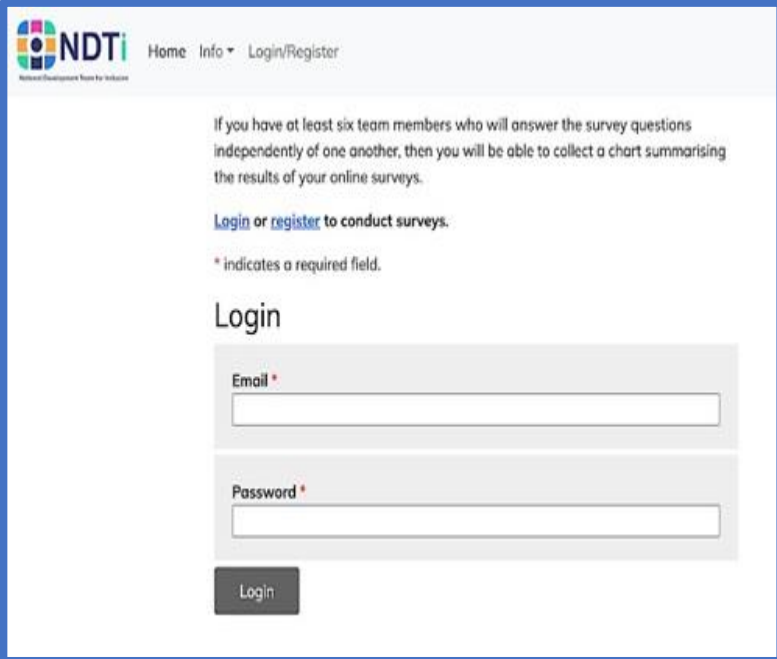
Password *

Submit

How to log in

Click on the 'Login/Register' tab at the top of the screen and enter your email address and password into the fields. Then use the blue Login Button at the foot of the page. This will take you to the screen you can see on the right.

(We saw this above as Screen 2)

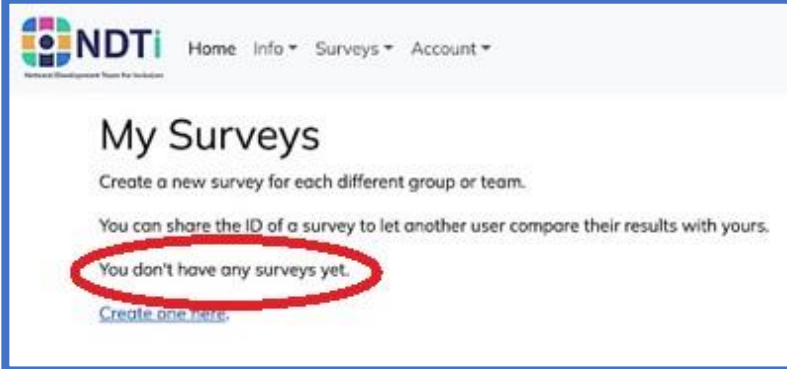


The screenshot shows the NDTi website's login page. At the top, there is a navigation bar with the NDTi logo and links for Home, Info, and Login/Register. Below the navigation bar, there is a paragraph explaining that users with at least six team members can collect survey results. A link for 'Login or register to conduct surveys.' is provided. A note indicates that an asterisk (*) denotes a required field. The main section is titled 'Login' and contains two input fields: 'Email *' and 'Password *'. A 'Login' button is positioned below the password field.

Create your Survey

Choose the 'Surveys' tab at the top of the screen. If applicable the Screen will say 'You don't have any surveys yet'. Click 'Create one here'.

Screen 5

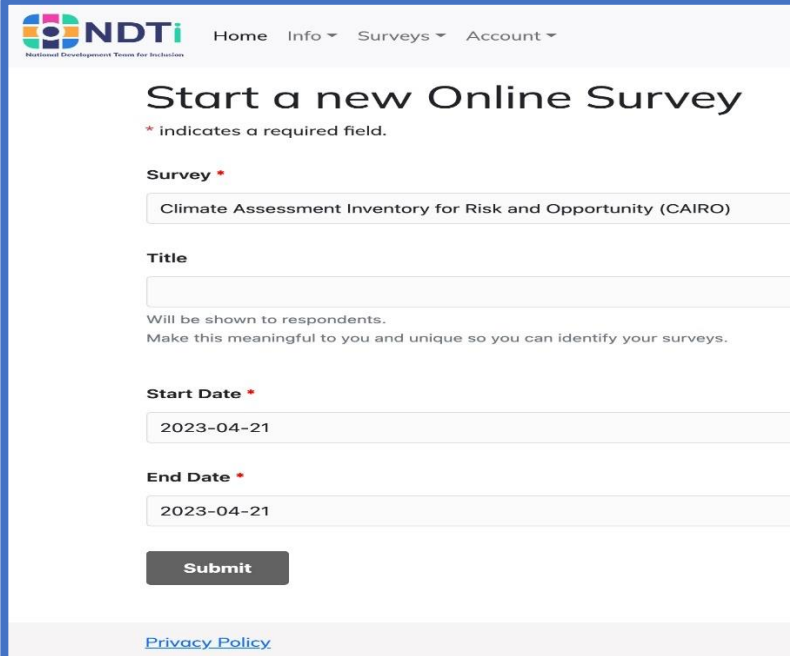


The screenshot shows the 'My Surveys' page on the NDTi website. The navigation bar includes Home, Info, Surveys, and Account. The main heading is 'My Surveys', followed by the instruction 'Create a new survey for each different group or team.' Below this, there is a note: 'You can share the ID of a survey to let another user compare their results with yours.' A red circle highlights the text 'You don't have any surveys yet.' with a link 'Create one here.' below it.

This reveals the New Survey screen. Ensure the 'Survey' box is set to 'Climate Assessment Inventory for Risk and Opportunity (CAIRO)'.

Assign a 'Title' to help your team know what the survey is about. There is no need to name your team or make your title unique – the system will give it a unique identifier so that it remains anonymous but you can easily get your own reports.

Screen 6



The screenshot shows the 'Start a new Online Survey' page on the NDTi website. The navigation bar includes Home, Info, Surveys, and Account. The main heading is 'Start a new Online Survey', with a note that an asterisk (*) indicates a required field. The form contains several fields: 'Survey *' (pre-filled with 'Climate Assessment Inventory for Risk and Opportunity (CAIRO)'), 'Title' (empty), 'Start Date *' (pre-filled with '2023-04-21'), and 'End Date *' (pre-filled with '2023-04-21'). A 'Submit' button is located at the bottom of the form. A link for 'Privacy Policy' is visible at the very bottom of the page.

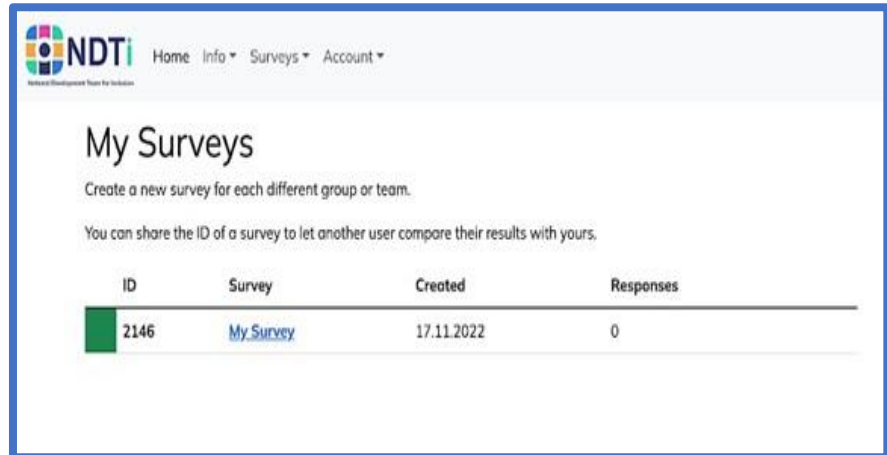
After you have selected the End Date, you will not be able to change it, so make sure you give people long enough to complete the survey. If you do need to extend the time period, then the way to do that is to launch a new survey just to cover the extension period, and then to merge the findings from the two surveys by checking both when you collect your report.

Once you have completed all the fields, click the grey 'Submit' button.

Get your unique survey ID

The system then returns you to the 'My Surveys' screen which you saw above as Screen 5, but it is now updated (see Screen 7) and includes the survey you have just created along with its unique ID.

Screen 7



The screenshot shows the 'My Surveys' interface. At the top, there is a navigation bar with the NDTi logo and links for Home, Info, Surveys, and Account. Below the navigation bar, the title 'My Surveys' is displayed, followed by instructions: 'Create a new survey for each different group or team.' and 'You can share the ID of a survey to let another user compare their results with yours.' A table below lists the surveys:

ID	Survey	Created	Responses
2146	My Survey	17.11.2022	0

Invite respondents to participate

Prepare an email to send to your respondents inviting them to complete the survey.

Click on the blue 'My Survey' text in Screen 7 above and that will take you to Screen 8 as shown here.

Notice that the details shown in this image (the url for the link, the name of the survey creator and the dates) will all be personalised to your team, so this screenshot is just an example.

Screen 8


NDTi Home Info Surveys Account

My Survey

(Based on Climate Assessment Inventory for Risk and Opportunity (CAIRO))

Open from 21.04.2023 until 21.04.2023

Invite Link

Send this link to anyone you'd like to complete the survey.
Click  to copy the link.

<https://cairo.ndti.org.uk/participate/B76596F6-5327-B451-09A0-971ED83B4C4A>

Email Text

You can copy and paste the standard text below to anyone you'd like to participate.

[Copy](#)

My Survey

CAIRO helps staff teams to consider how their team climate (sometimes called team culture) affects the way that they manage risk and promote opportunity for the people they support. CAIRO stands for Climate Assessment Inventory for Risk and Opportunity.

This email has been generated because Crawford Tait registered your team on the CAIRO system and indicated that your team will be completing the questionnaire. The CAIRO system assigns each participating team a code so that all the responses from the team can be combined to generate a report. The survey is conducted online and you can participate using this link - <https://cairo.ndti.org.uk/participate/B76596F6-5327-B451-09A0-971ED83B4C4A>

At least six responses from your team must be received for each of the questions to trigger the production of a report summarising your responses. If even a single question has fewer than six responses, then the whole report will be unavailable. This is to ensure that individuals can remain anonymous. Having said that, the more returns that are received, the more useful will be the findings.

The survey will open on Friday 21st of April. We hope that you will take the time to complete the survey before it closes on Friday 21st of April. Most people spend 15-20 minutes answering the questions. Each person needs to complete the survey privately, as there is little value in receiving multiple copies of the same responses! For each question, please consider how you think your team as a whole works, so everyone is giving a sense of how things usually operate.

In the CAIRO questionnaire, we use the terms 'person' or 'people' where others might write client, patient, customer, service user or expert by experience - and then we label staff, managers, relatives and communities.

Each question describes the extreme ends of a spectrum, giving a description for the lowest score of 1 and then a description of the highest score of 5. Some teams will lie between the two extremes and so get a rating of 2, 3 or 4 on individual questions. When answering each question, try to think about your team as a whole, and not just you. Try to think about your team rather than the wider organisation.

At the end of the survey, there is an invitation to save a copy of your responses before submitting your return to the database. Please do this, so that you can (if you want to) share your thoughts with colleagues in a team discussion about what is working well and which areas may need attention. Once the online questionnaire has been submitted, there will be no way to identify you as the author of these results, since we do not collect any identifying information for individuals.

After the response window closes on Friday 21st of April, anyone will be able to request that the average scores be sent to the person who registered your team - Crawford Tait. Remember, summary charts will be generated as long as at least six answers have been submitted for each question by your team or group.

Sometimes an audit is designed to check out if different groups within the team have different opinions about how things are working. If this option has been taken up, then your group will have one code, and the other group within the team will have another. XXXX will have discussed this with you before you received this email.

We hope that you will consider each CAIRO question and give your honest opinion. A candid approach will help the team to celebrate what is brilliant and address what needs to be improved, so that the people you support will get the best possible care.

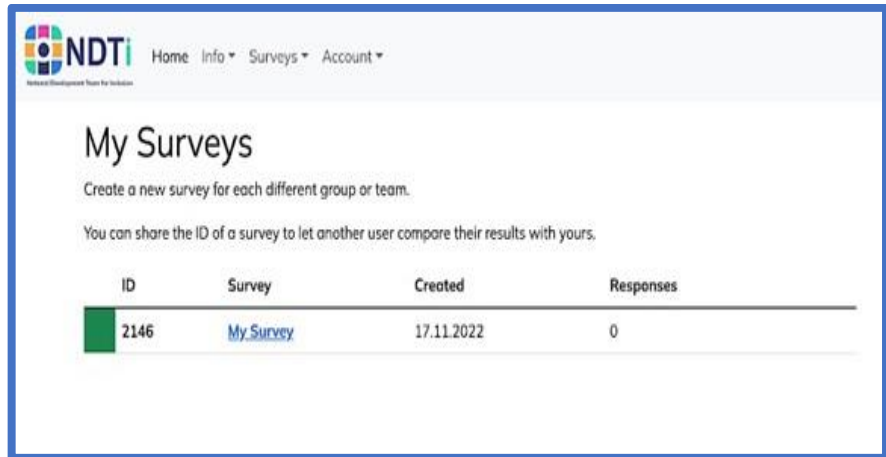
[Copy](#)

[Privacy Policy](#)

Monitor responses to your survey

The green box on the left means the survey is open for responses. The last column shows how many responses have been received from your team.

Screen 9



The screenshot shows the NDTi 'My Surveys' page. At the top, there is a navigation bar with 'Home', 'Info', 'Surveys', and 'Account'. Below the header, the title 'My Surveys' is displayed, followed by instructions: 'Create a new survey for each different group or team.' and 'You can share the ID of a survey to let another user compare their results with yours.' A table lists the surveys:

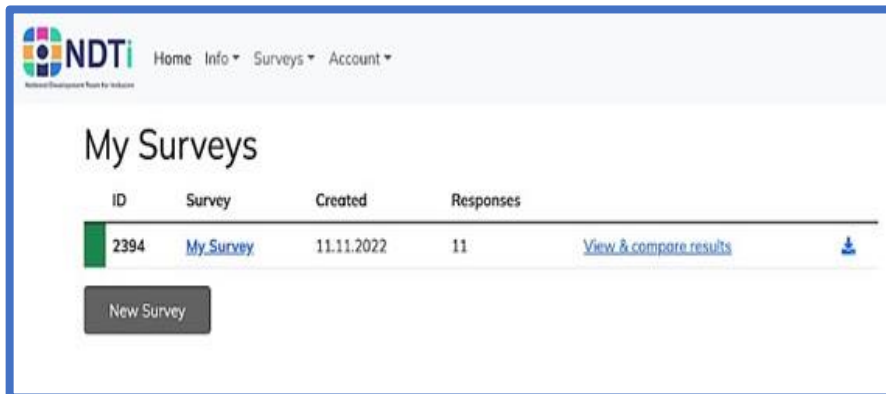
ID	Survey	Created	Responses
2146	My Survey	17.11.2022	0

See your Report


When a survey has enough responses, a new column appears on the right. you can click on 'View & compare results' to see your report.

See an example of the report [here](#).

Screen 10




The screenshot shows the NDTi 'My Surveys' page. At the top, there is a navigation bar with 'Home', 'Info', 'Surveys', and 'Account'. Below the header, the title 'My Surveys' is displayed, followed by instructions: 'Create a new survey for each different group or team.' and 'You can share the ID of a survey to let another user compare their results with yours.' A table lists the surveys:

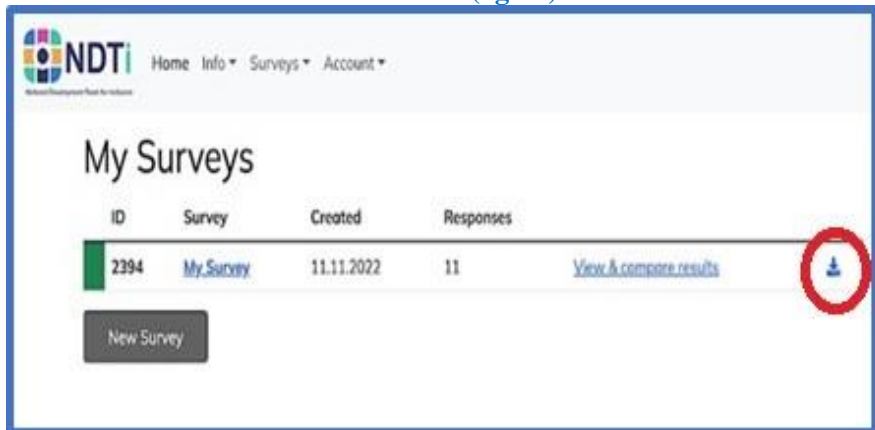
ID	Survey	Created	Responses	
2394	My Survey	11.11.2022	11	View & compare results 

Below the table, there is a 'New Survey' button.


Download your data

Click the download icon  on the righthand side of your survey on the My Surveys page. This provides a .CSV file that shows every response from every individual respondent. It also calculates and presents the average score for each question.

Screen 10 (again)



The screenshot shows the NDTi 'My Surveys' page. At the top, there is a navigation bar with 'Home', 'Info', 'Surveys', and 'Account'. Below the header, the title 'My Surveys' is displayed, followed by instructions: 'Create a new survey for each different group or team.' and 'You can share the ID of a survey to let another user compare their results with yours.' A table lists the surveys:


ID	Survey	Created	Responses	
2394	My Survey	11.11.2022	11	View & compare results 

Below the table, there is a 'New Survey' button. The download icon in the table row is circled in red.

Note that if there are fewer than six responses from your team to any question, neither the data nor the report will be provided. This helps to keep respondents anonymous.

Compare your results

Use the dropdown menus to select your results and the data you want to compare them with.


Home Info Surveys Account

Compare Results

Read this first

CAIRO supports teams to reflect on how their team climate affects how they manage risk and support opportunity for the people they support. This report is generated from the results that your team have submitted online via the online CAIRO questionnaire. To interpret it, you will need to see the questions from the survey, which can be viewed here.

CAIRO was subjected to a factor analysis but has not been further validated by proven research methods¹. A formal research study has not been conducted to confirm a direct relationship between better scores and better life outcomes for people using health and social care services, although the questions were derived from trawling relevant academic literature. Nor have all confounding variables been eliminated, so please check the conclusions with other evidence before deciding on what action to take.

Keep in mind that CAIRO asks for opinions, and this is not the same as collecting direct observations. It means that a highly aspirational team may do good work but score it down as they are eager to do much better, while a complacent team who are not doing very well may submit deceptively high scores, as may a fearful team who are attempting to dodge any possibility of blame. Despite these concerns, we believe that almost all staff give candid and honest answers and then find the results of the survey helpful in selecting tasks and committing to an action plan.

Comparison

Your results

My Survey ▼

Compare with

Everyone ▲

As an admin user you can compare any surveys.
Note only surveys with enough responses can be compared.

Compare

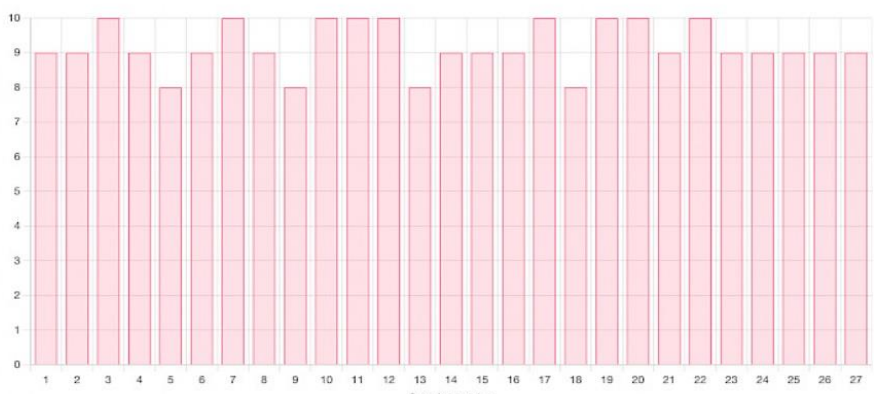
Print

Download CSV

Number of Responses

Respondents were invited to complete all questions but permitted to pass on any item where they felt unable to give a response. Chart 1 below shows the number of responses received to each question from your team. Consider the following:

- How does the number of responses compare with the number of people who were asked to complete CAIRO?
- Are there any questions that often remained unanswered? Why? Does something need to be done to engage people in this issue?
- In general, the average of a small dataset will show more extreme scores than a large one. So if your team submitted only 10 returns and you benchmark it against 500, the benchmark line in Chart 2 will be flatter.
- In Chart 2, a small difference between your average and the benchmark may be statistically insignificant and the result of random variations (sometimes called statistical 'noise') rather than revealing anything meaningful. Think about it as a team and look for supportive evidence and then decide whether it highlights an issue you wish to address in your action plan.



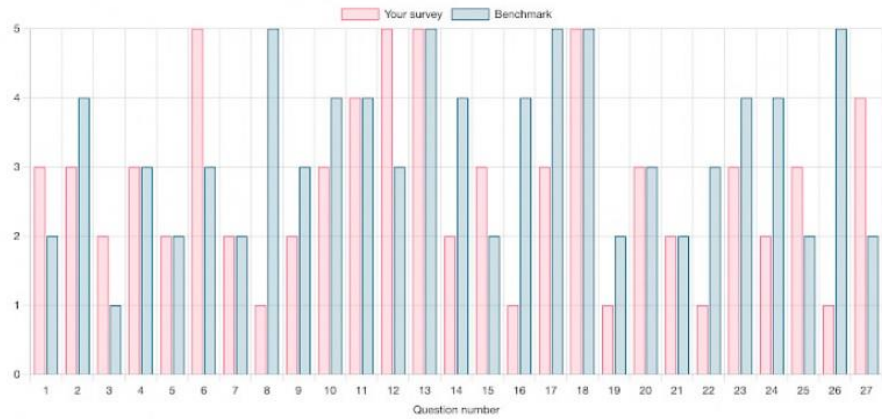
Question number	Number of Responses
1	9
2	9
3	10
4	9
5	8
6	9
7	10
8	9
9	8
10	10
11	10
12	10
13	8
14	9
15	9
16	9
17	10
18	8
19	10
20	10
21	9
22	10
23	9
24	9
25	9
26	9
27	9

Mode

Chart 2 shows the mode² for each question – the option that was selected by the largest number of respondents, compared to the mode for the benchmark. The four optional responses set out in the Online Survey 2022 are presented as text made up of a sentence or two describing each option. The four options are ranked from worst to best, so the first option (shown as a 1 on the y axis in the chart below) describes the weakest response from the team, while the fourth option (shown as a 4) describes the best. Consider the following:

- Which questions yielded a good score? As the four options to each question rank from worst to best, tall bars indicate better responses than short ones. Do these findings ring true with the other things that people know about the mental health service?
- Is there anything that needs to be done to keep the areas of good practice doing well? These good practices may fade over time if they are not nurtured.
- Are there areas where the team is doing better or worse than the benchmark? Can you think of any possible reasons for this?
- Are you satisfied with matching the achievements of the benchmark?

Notes



Average

Chart 4 gives the arithmetic mean² of all returns for each of the 27 questions, with one line showing your team's average scores for each question and a comparison line showing the benchmark. Consider the following:

- Are there areas where the team is doing better or worse than the benchmark? Can you think of any possible reasons for this?
- Are you satisfied with matching the achievements of the benchmark or do you want to go higher?
- High scores indicate better responses than low ones. Which questions yielded a good score? Do these findings ring true with the other things that people know about the team?
- Good practices can fade over time if they are not nurtured, so is there anything that needs to be done to keep the areas of good practice doing well?
- Does the general pattern of performance of your team follow a similar shape to that of the benchmark? What does it mean when the two lines are moving in step or out of it?
- As it would be too challenging to try and build an action plan for all 27 areas, can you pick three to five of the 27 questions where you want to make some definite plans to maintain excellent practice or improve areas of weakness?

Notes



.CSV file

Download your summary data

Click on the 'Download .CSV' button on the Compare Results screen (shown above as Screen 10). This will download a table like the one on the right, but showing all the summary figures used in the full report – a column for each of the 27 questions.

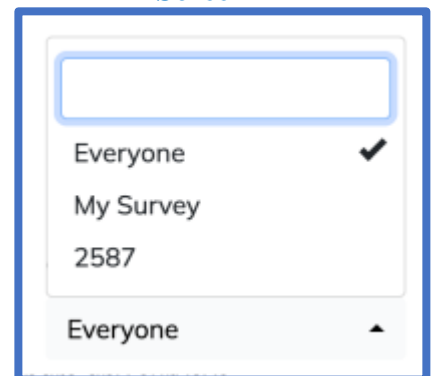
Question number	1	2	Etc
Number of responses from you	10	10	...
Mode of your responses	4	1	...
Average of your responses	3.4	1.7	...
Number of responses in comparison data	284	272	...
Mode of responses in comparison data	4	1	...
Average of responses in comparison data	2.86	2.44	...

Compare results

You can choose to compare with all other surveys, or specific ones by selecting from your own by name, or any others by a numeric ID shared with you.

You can share your numeric ID shown on the My Surveys screen with other users to let them compare their results with yours.

Screen 12



The screenshot shows a dropdown menu with a search bar at the top. Below the search bar, there are three options: 'Everyone' with a checkmark, 'My Survey', and '2587'. At the bottom of the menu, there is an 'Everyone' option with an upward-pointing arrow.