

West Midlands Ambulance Service University NHS Foundation Trust

2021 NHS Staff Survey

Directorate Report

Contents	
Introduction	3
People Promise element and theme results – Directorates 1	4
111 Integrated Urgent Care	5
Corporate Services	6
Delivery/Logistics	7
Emergency Operations Centre	8
Emergency Services	9
Finance	10
Non Emergency Services	11
Specialist Operations	12
Strategic Operations & Digital Integration	13
Workforce & Organisational Development	14
People Promise element and theme results – Directorates 2	15
111 Integrated Urgent Care	16
Corporate Services	17
Delivery/Logistics	18
Emergency Operations Centre	19
Finance	20
Hub Bromsgrove	21
Hub Coventry	22
Hub Donnington	23
Hub Dudley	24
Hub Erdington	25
Hub Hereford	26
Hub Hollymoor	27
Hub Lichfield	28
Hub Sandwell	29
Hub Shrewsbury	30
Hub Stafford	31
Hub Stoke	32
Hub Warwick	33
Hub Willenhall	34
Hub Worcester	35
PTS North & South	36
Specialist Operations	37
Strategic Operations & Digital Integration	38
Workforce & Organisational Development	39

This directorate report for West Midlands Ambulance Service University NHS Foundation Trust contains results by directorate for People Promise element and theme results from the 2021 NHS Staff Survey. These results are compared to the unweighted average for your organisation.

Please note: It is possible that there are differences between the 'Your org' scores reported in this directorate report and those in the benchmark report. This is because the results in the benchmark report are weighted to allow for fair comparisons between organisations of a similar type. However, in this report comparisons are made within your organisation so the unweighted organisation result is a more appropriate point of comparison.

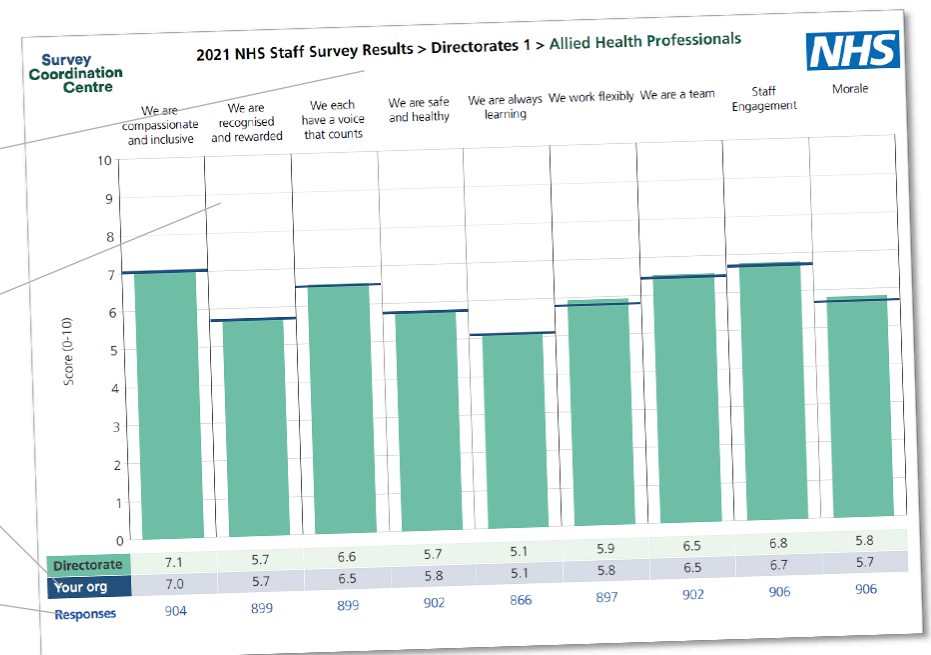
The directorate breakdowns used in this report were provided and defined by West Midlands Ambulance Service University NHS Foundation Trust. Details of how the People Promise element and theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

Key features

Breakdown type and **directorate name** are specified in the header. Black text in the header is hyperlinked: clicking on '2021 NHS Staff Survey Results' navigates back to the contents page.

Directorate results are presented in the context of the (unweighted) **organisation average ('Your org')**, so it is easy to tell if a directorate is performing better or worse than the organisation average. For all People Promise element and theme results, a higher score is a better result than a lower score.

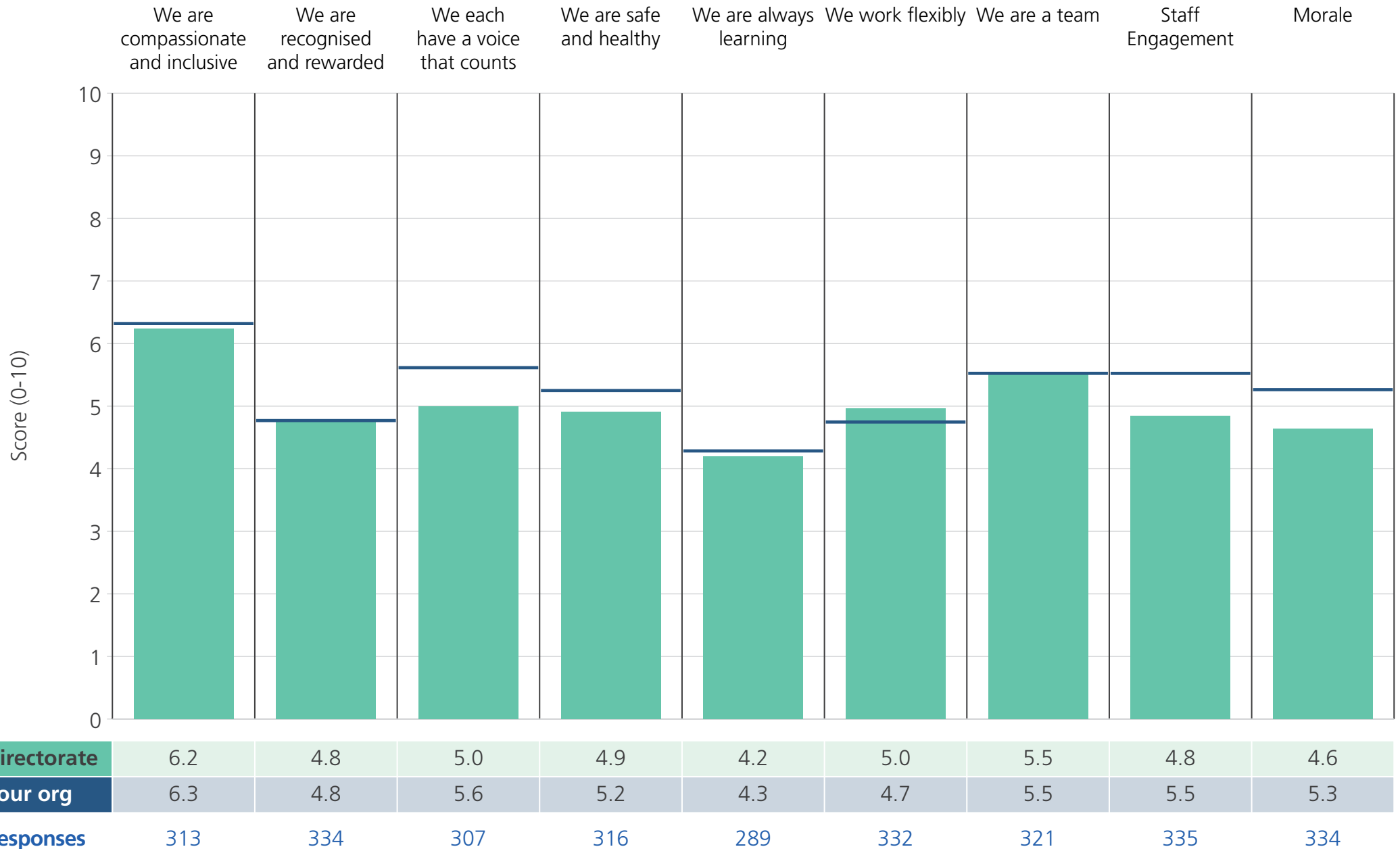
The **number of responses** feeding into each measures and sub-scores **for the given directorate** is specified below the table containing the directorate and trust scores.

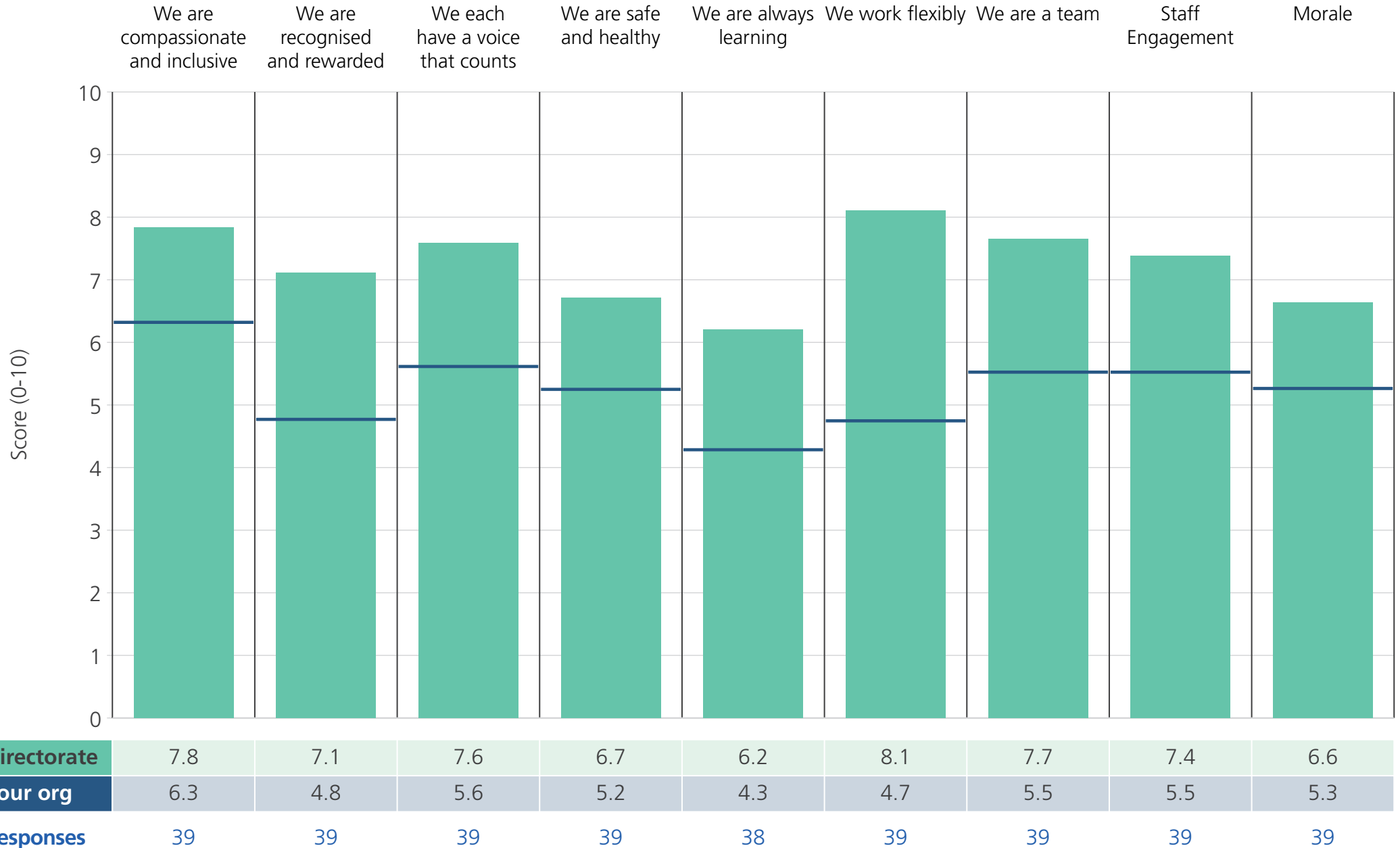


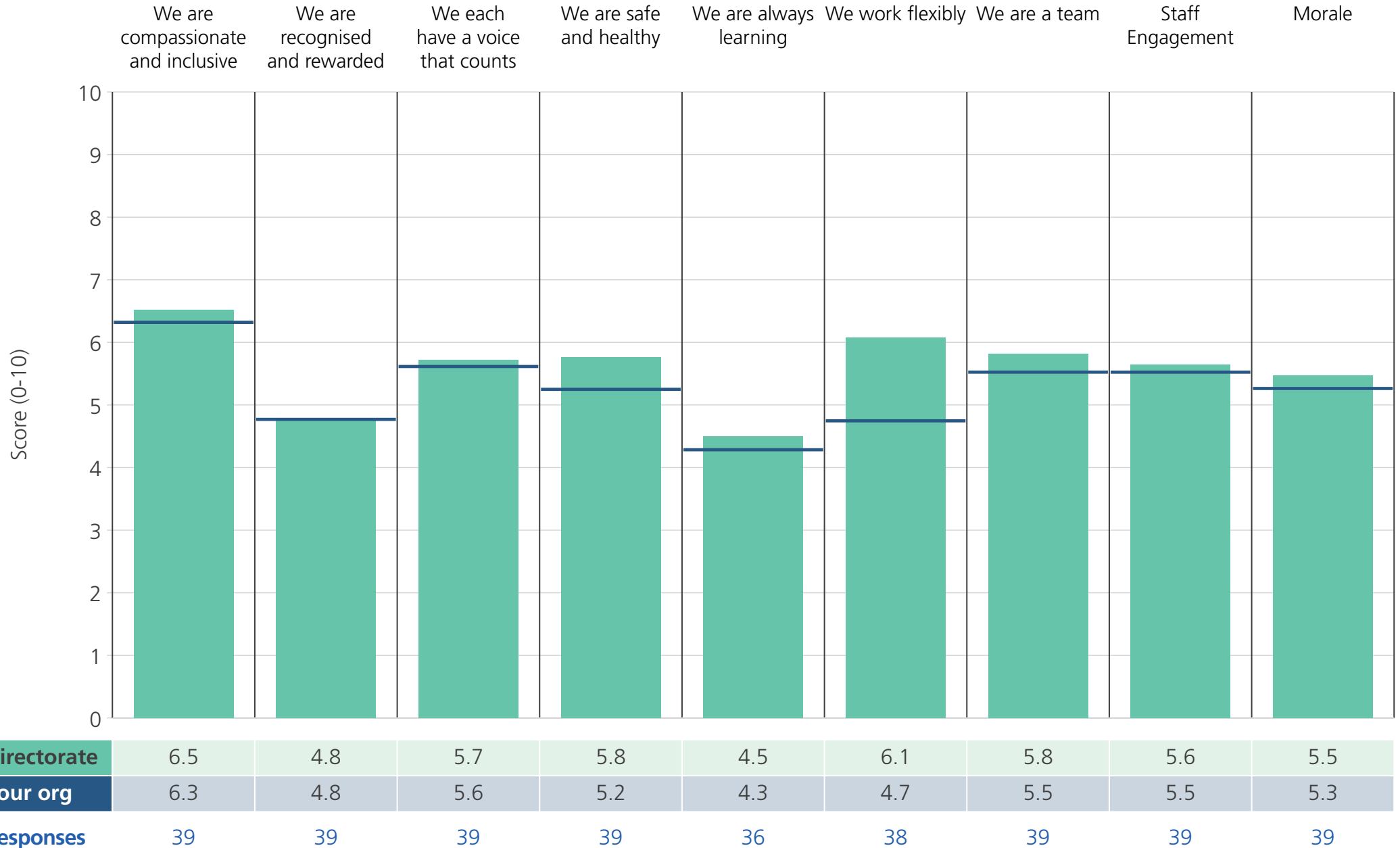
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

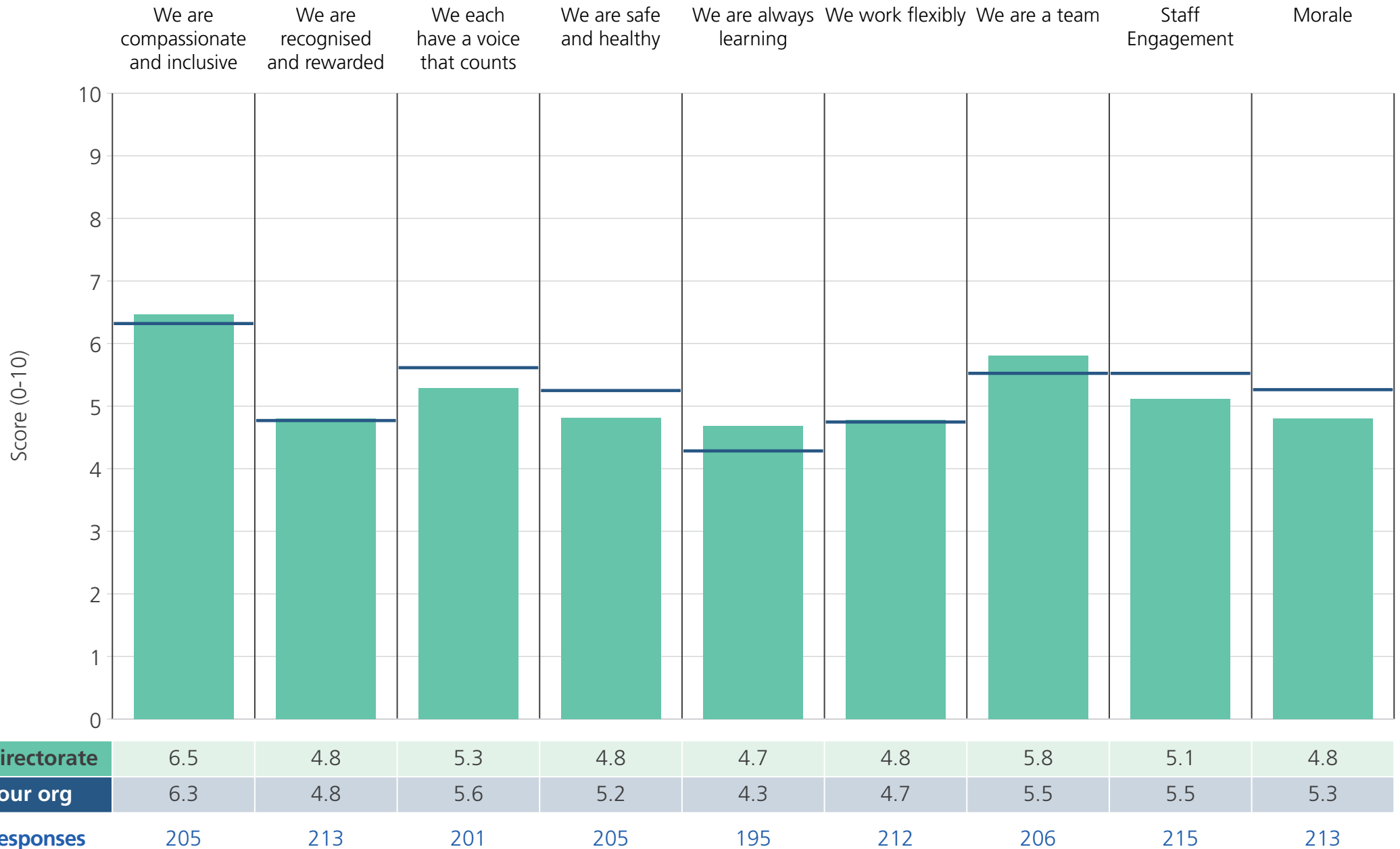
Directorates 1

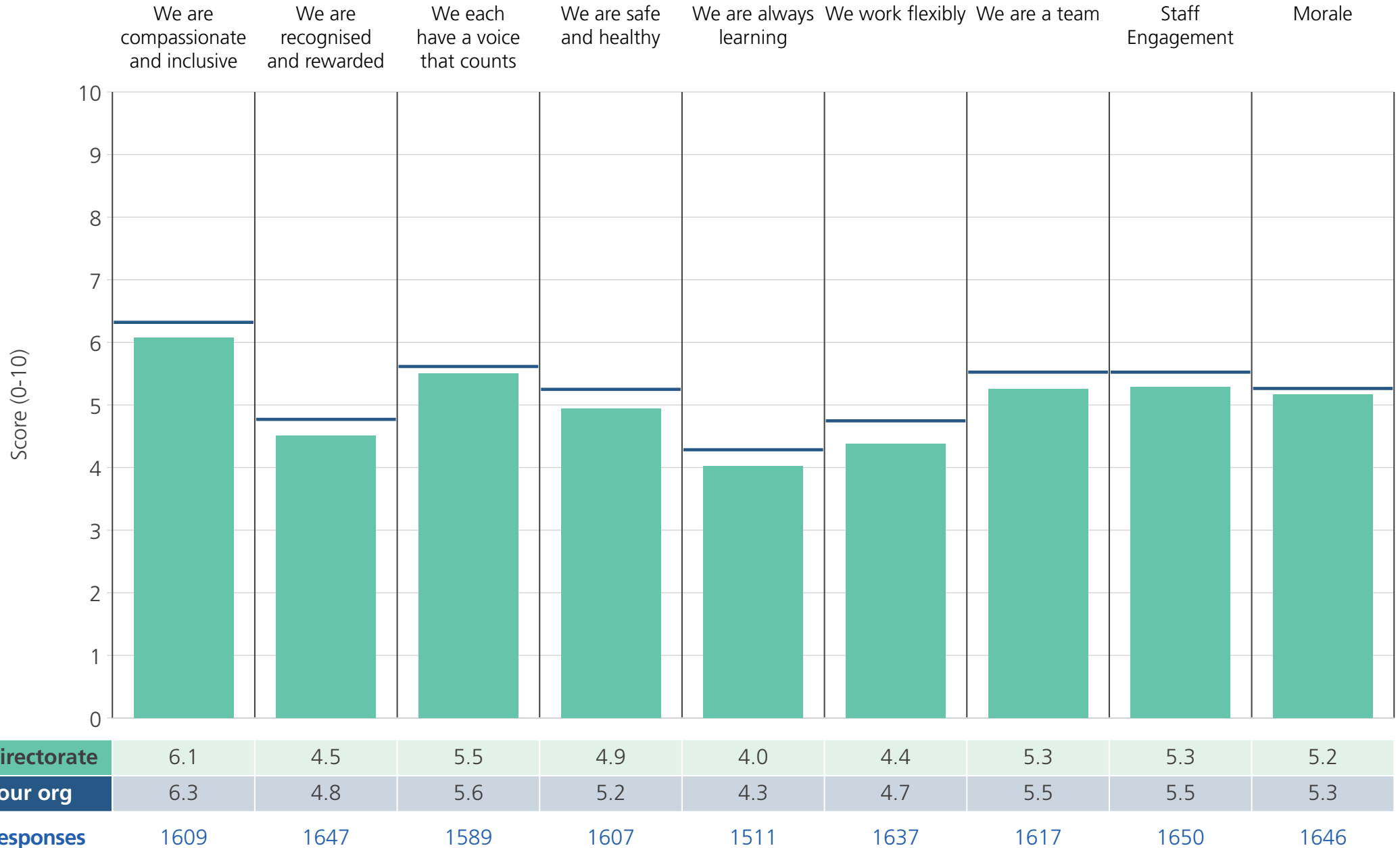
West Midlands Ambulance Service University NHS Foundation Trust
2021 NHS Staff Survey Results

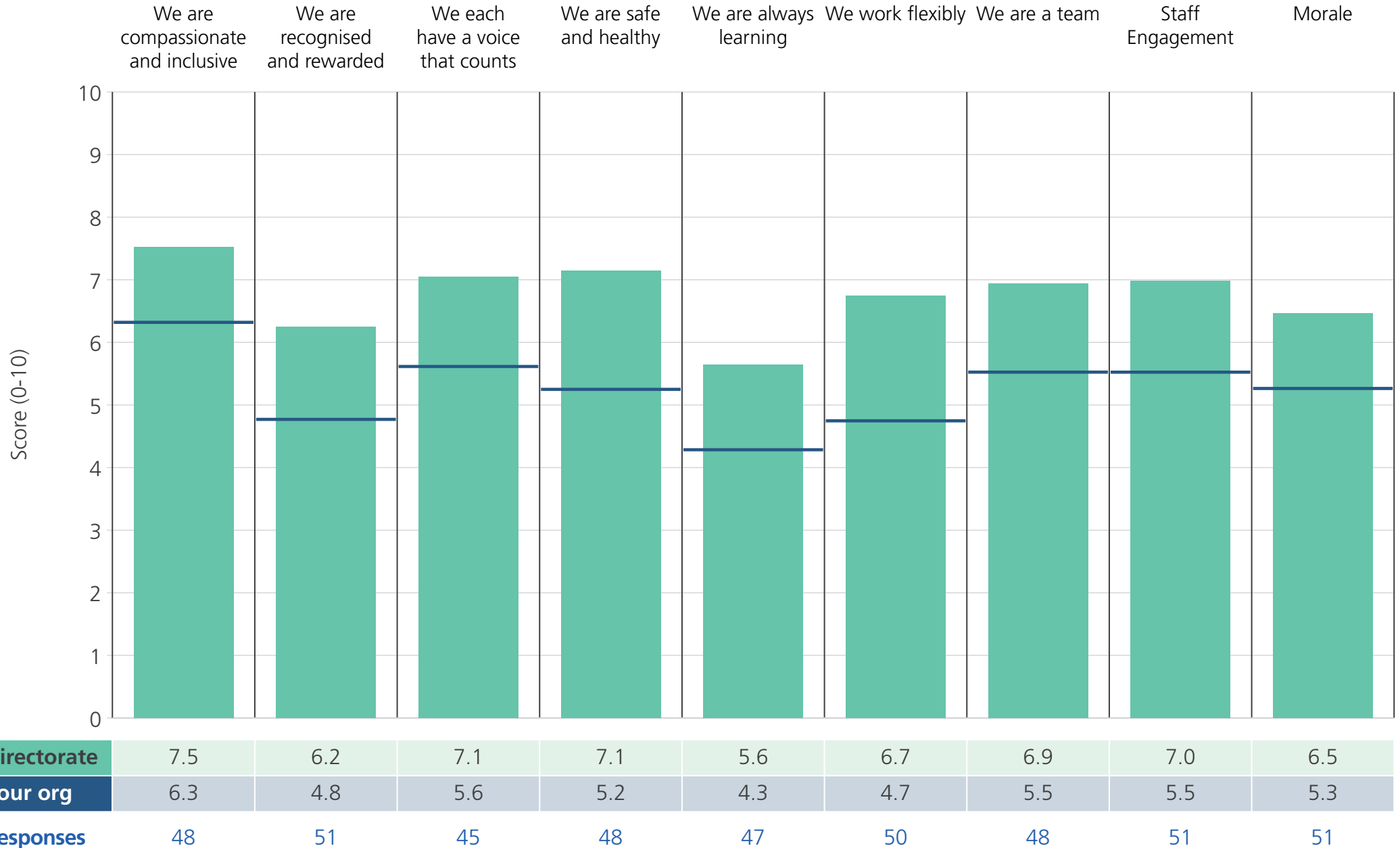


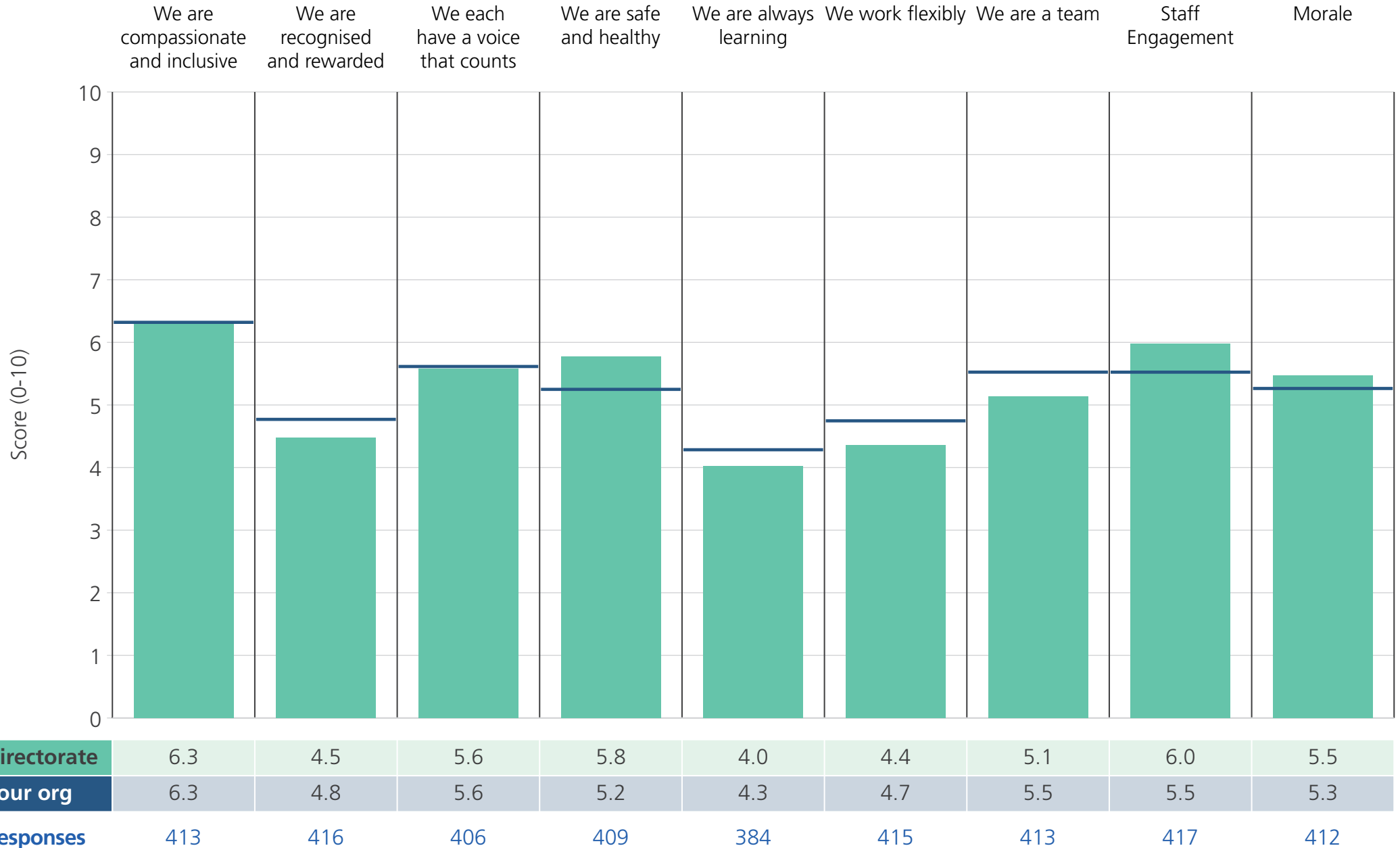


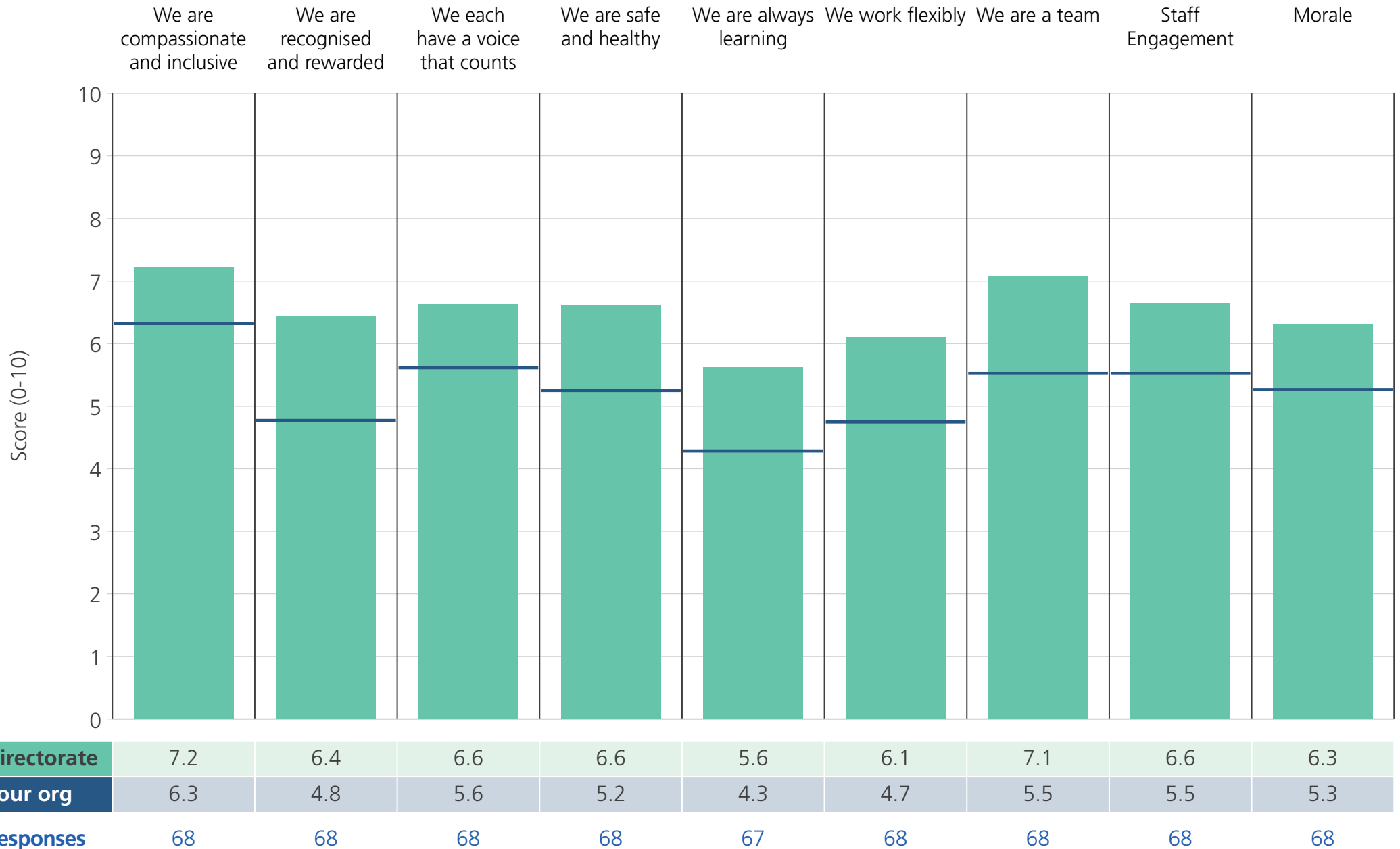


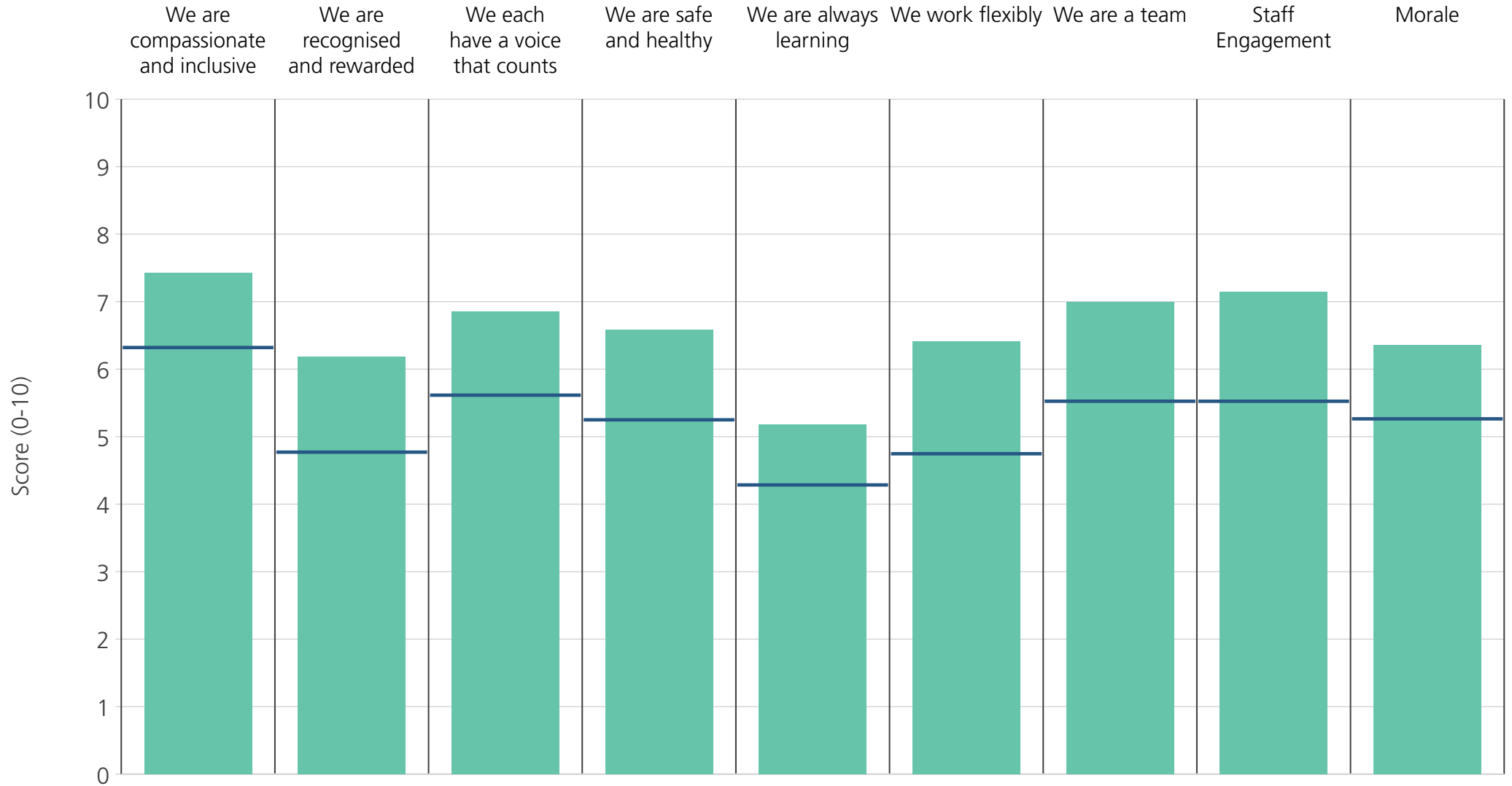




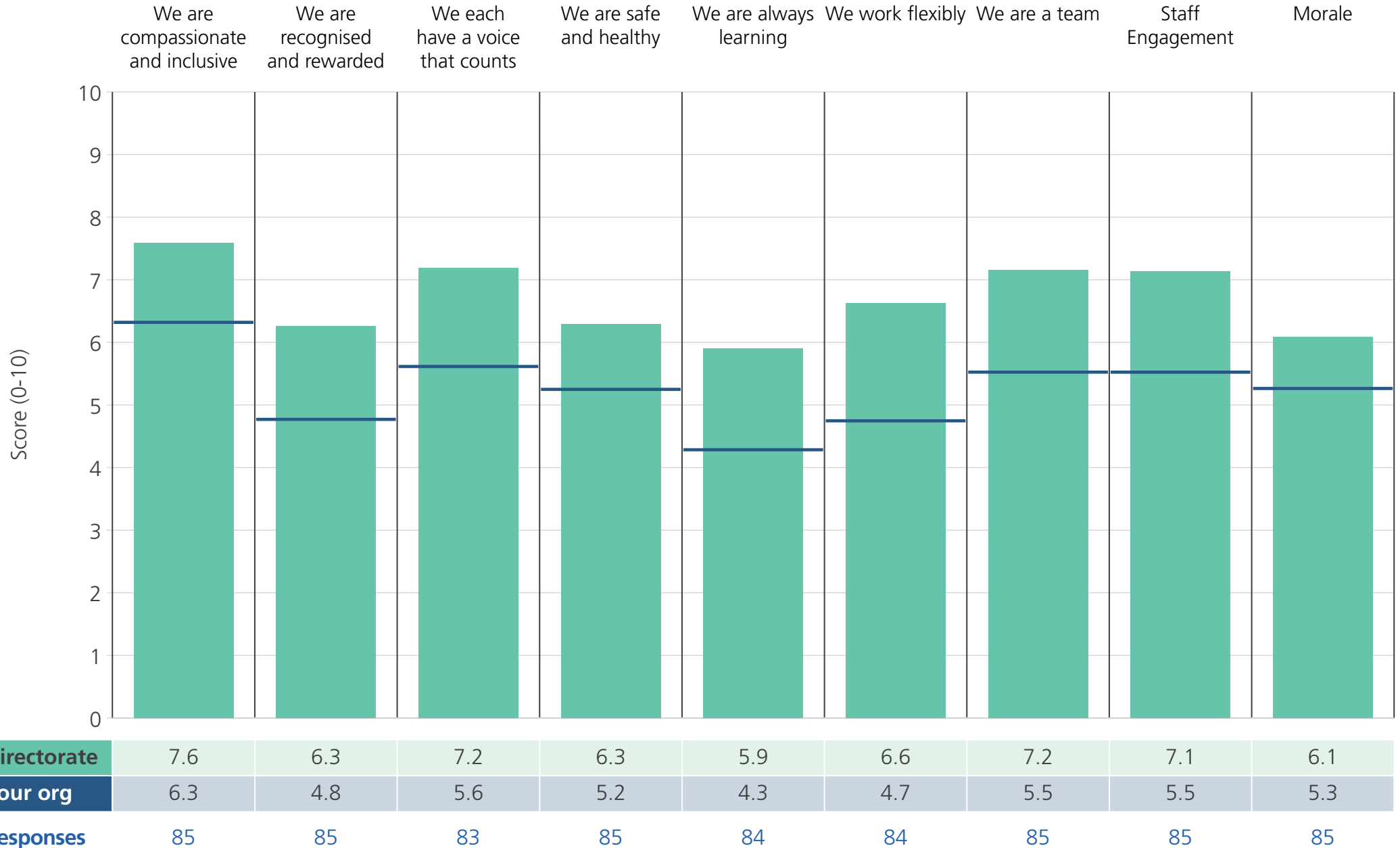






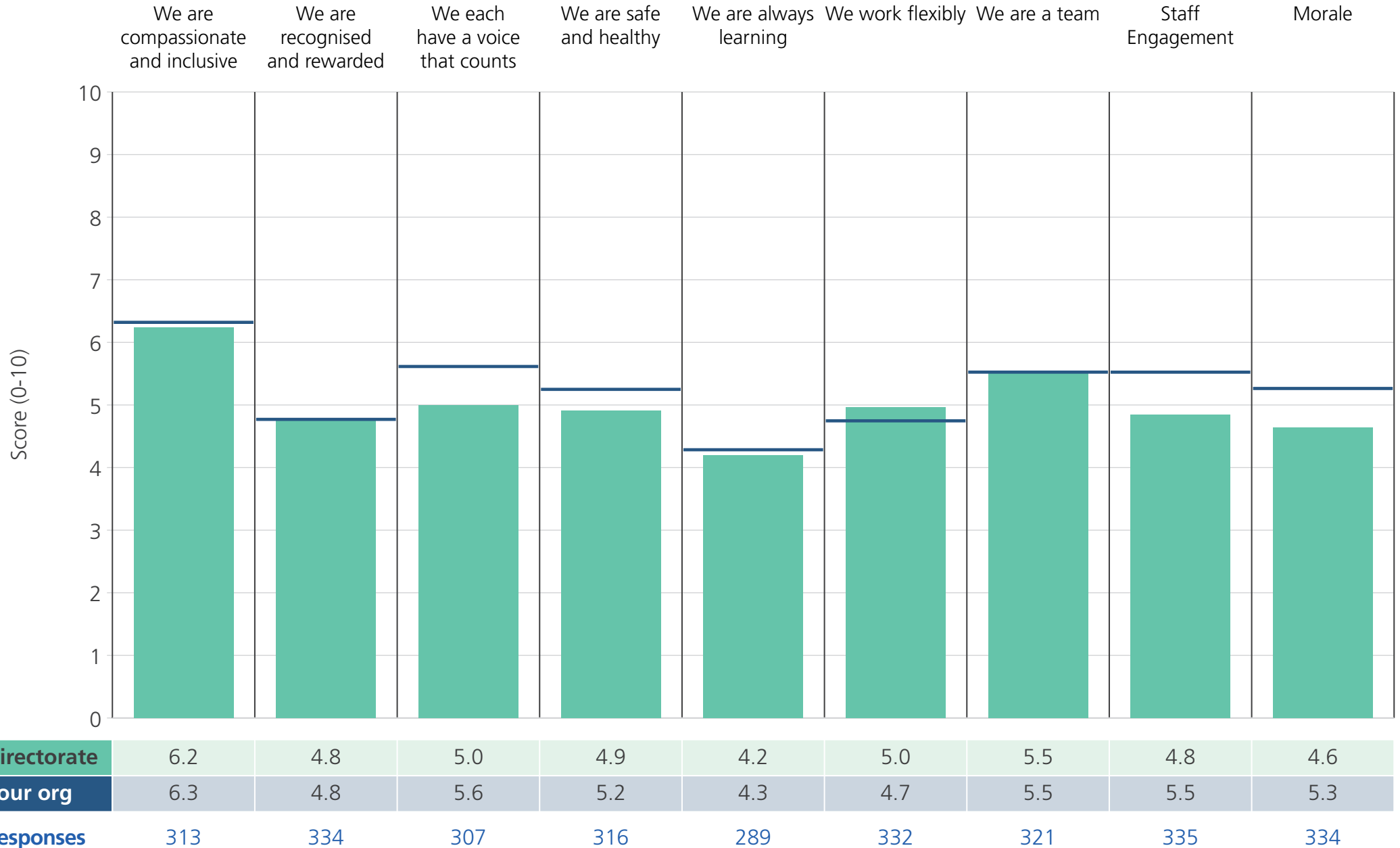


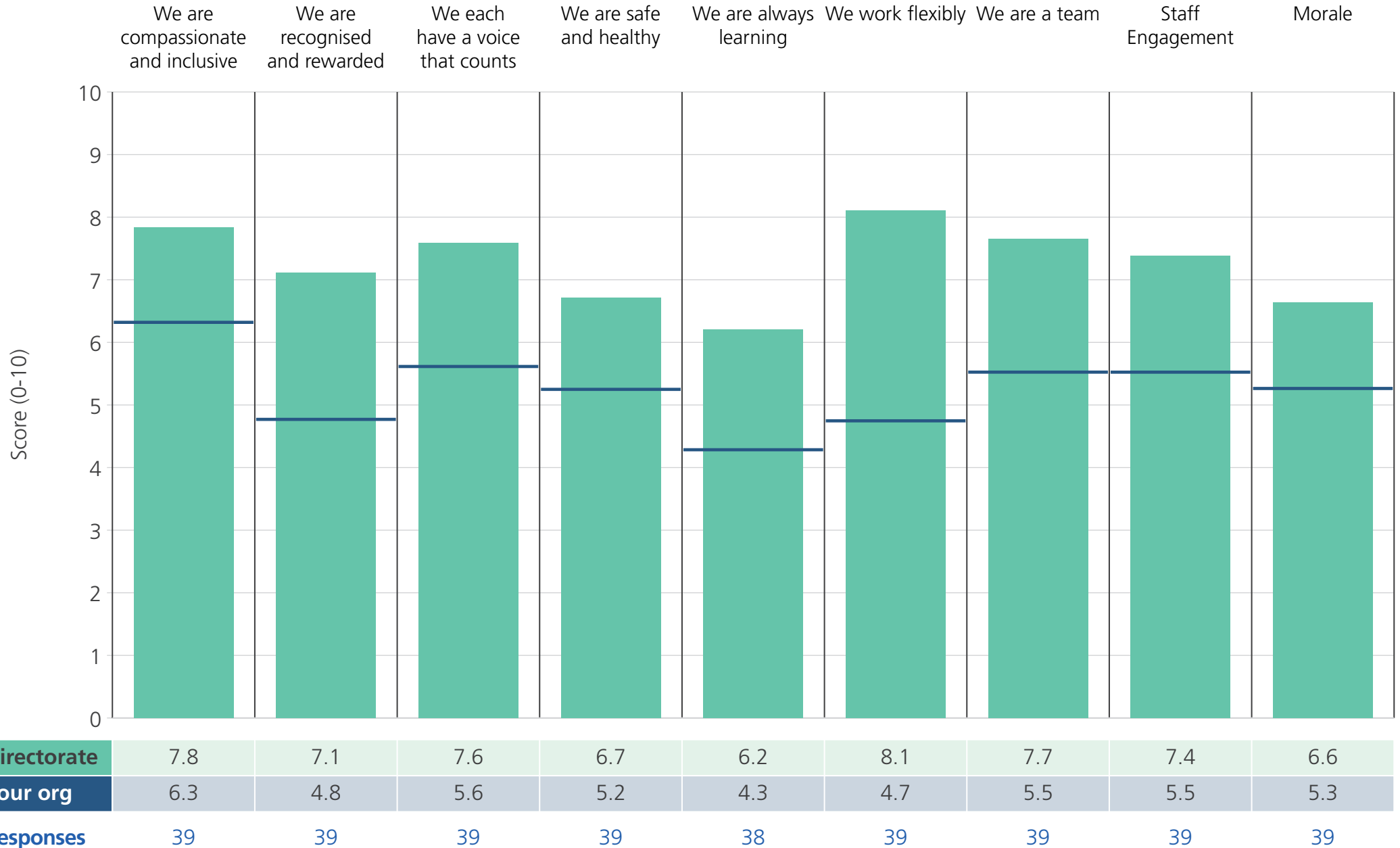
Directorate	7.4	6.2	6.9	6.6	5.2	6.4	7.0	7.1	6.4
Your org	6.3	4.8	5.6	5.2	4.3	4.7	5.5	5.5	5.3
Responses	91	93	89	90	89	93	92	93	93

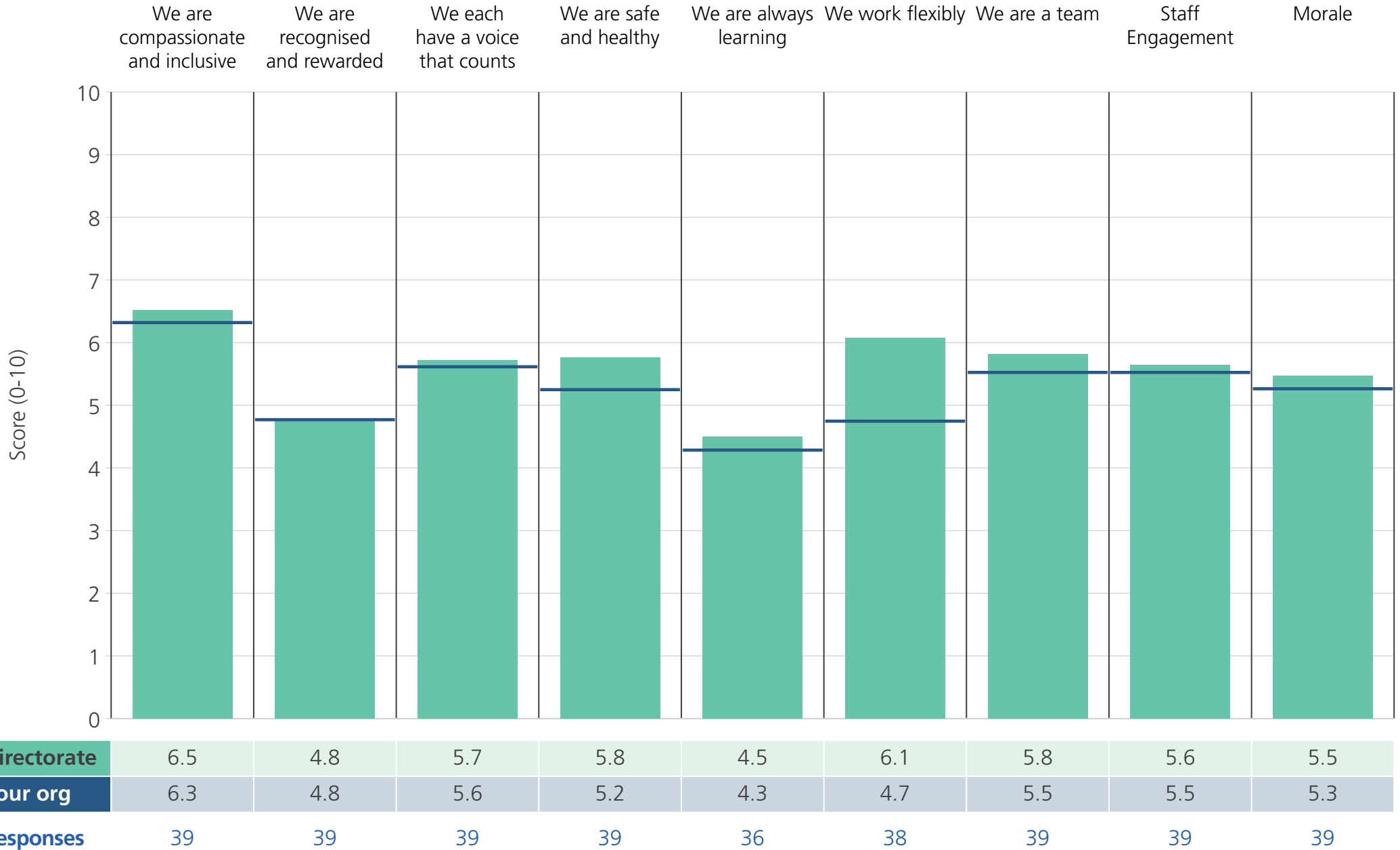


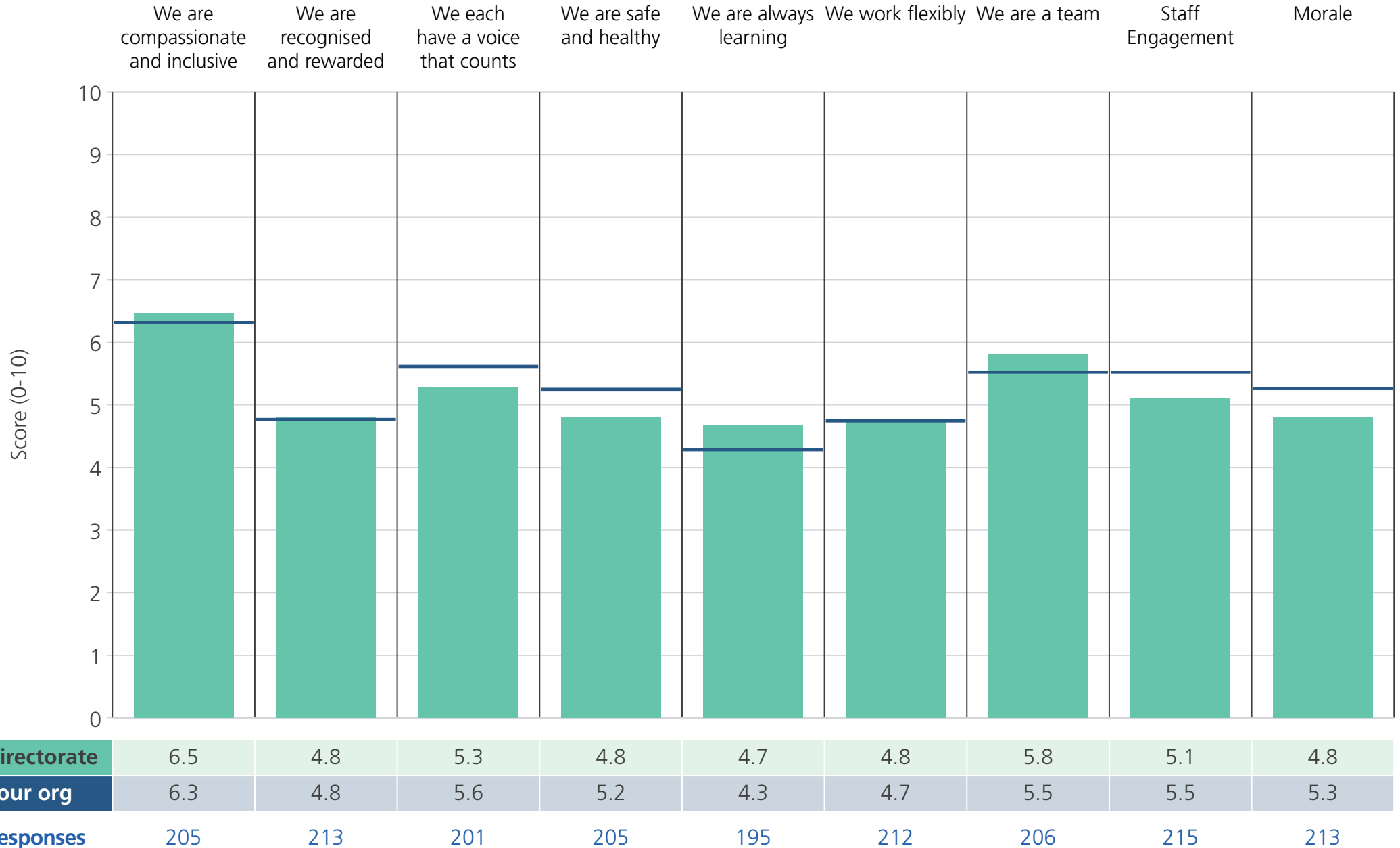
Directorates 2

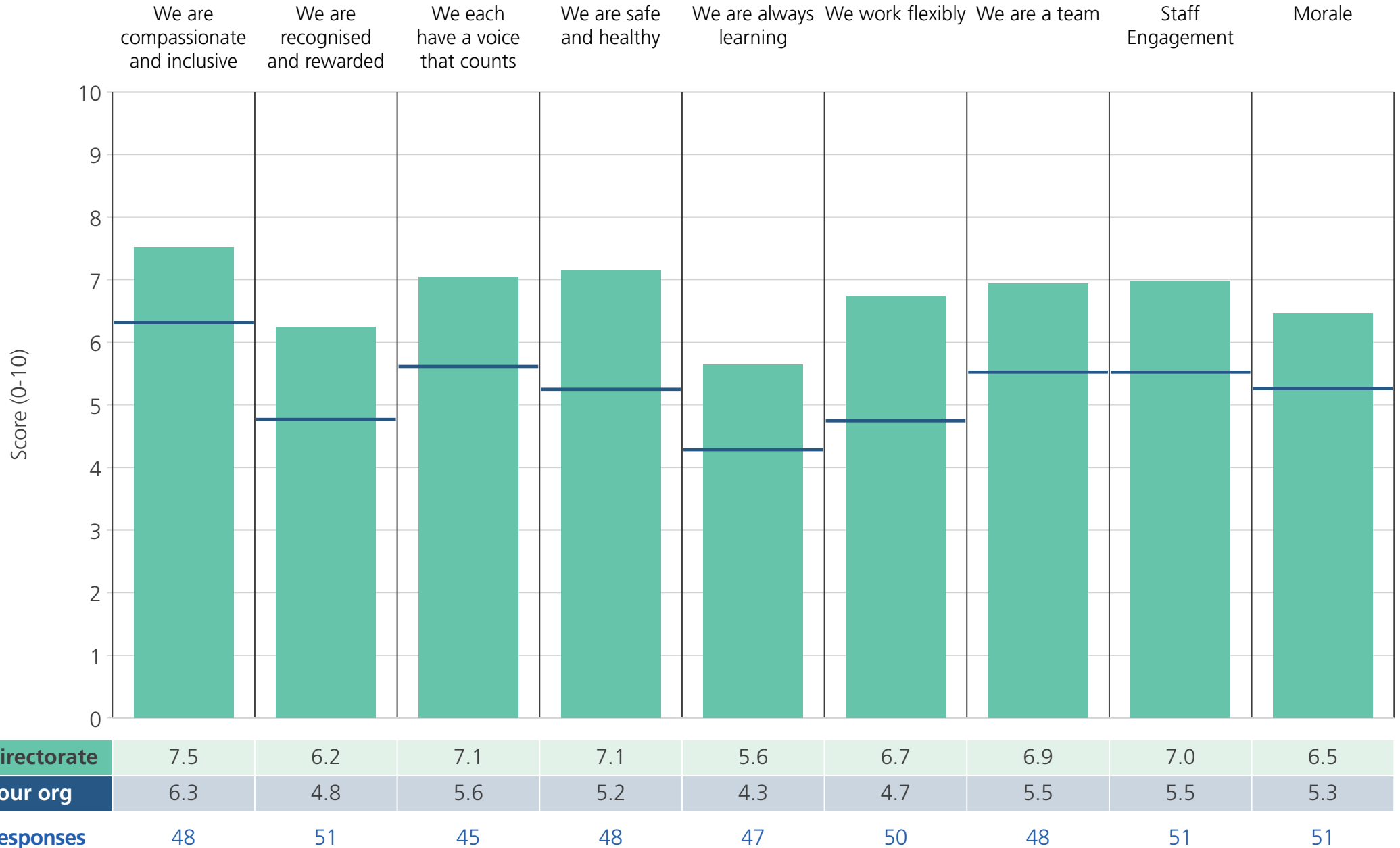
West Midlands Ambulance Service University NHS Foundation Trust
2021 NHS Staff Survey Results

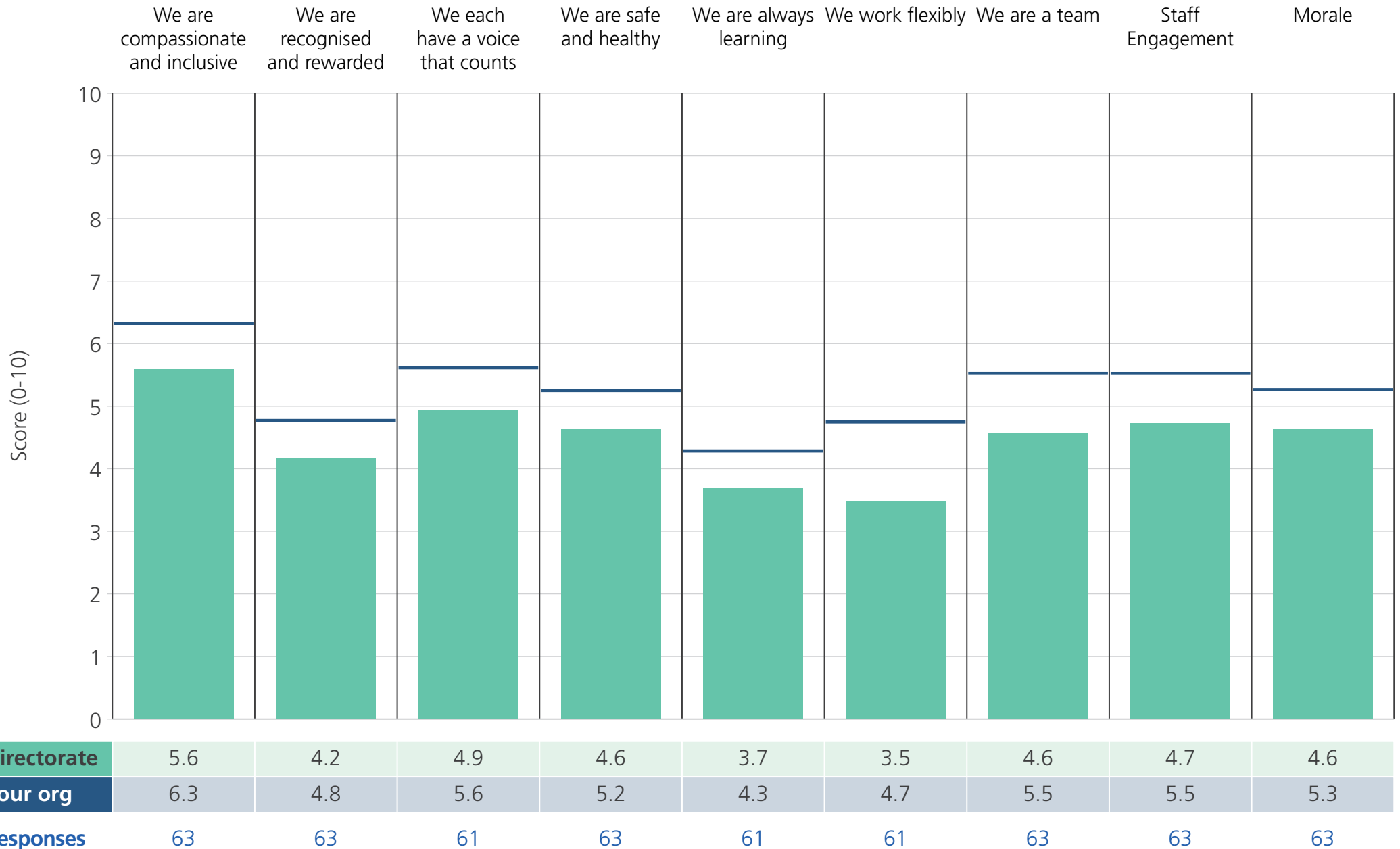


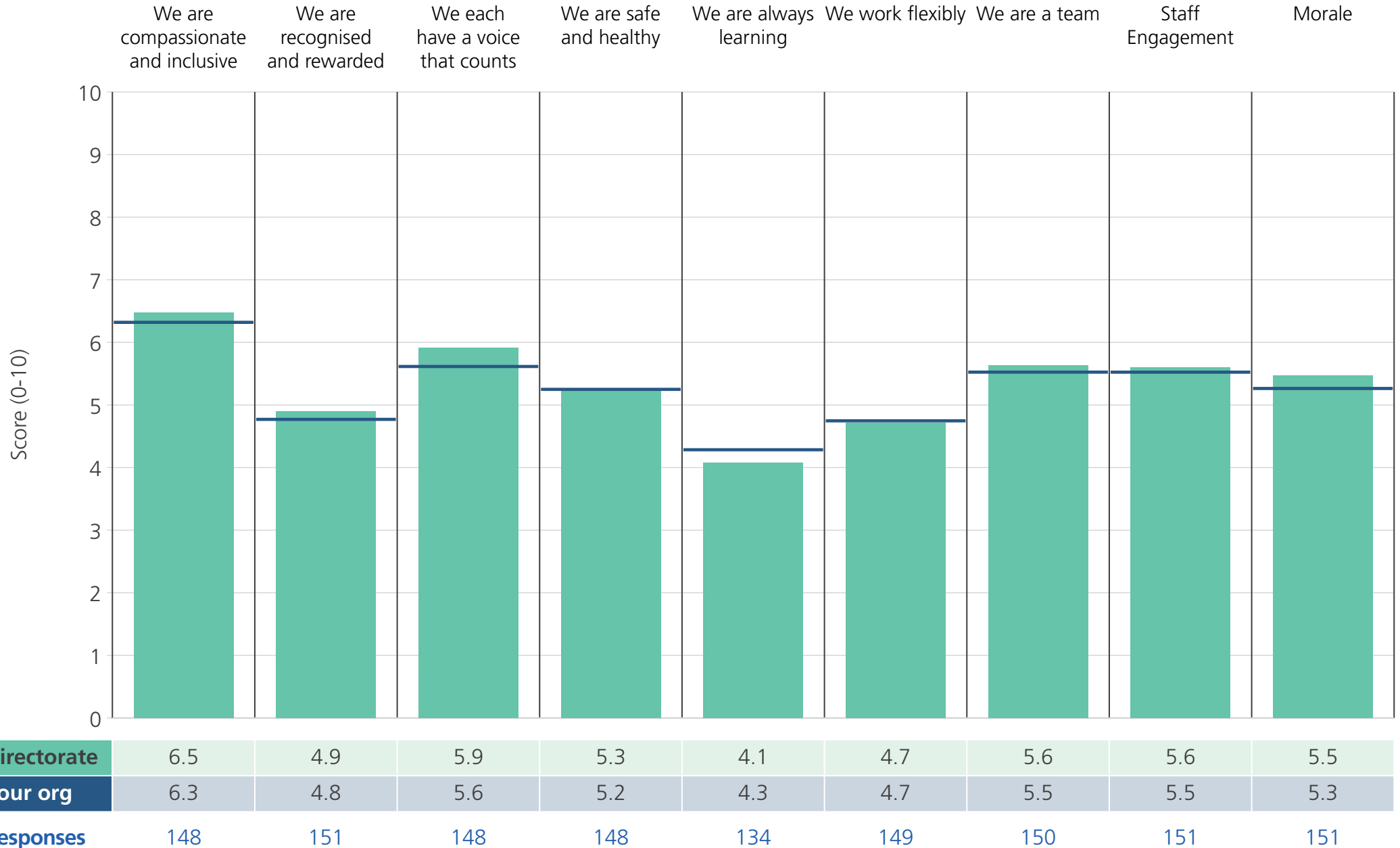


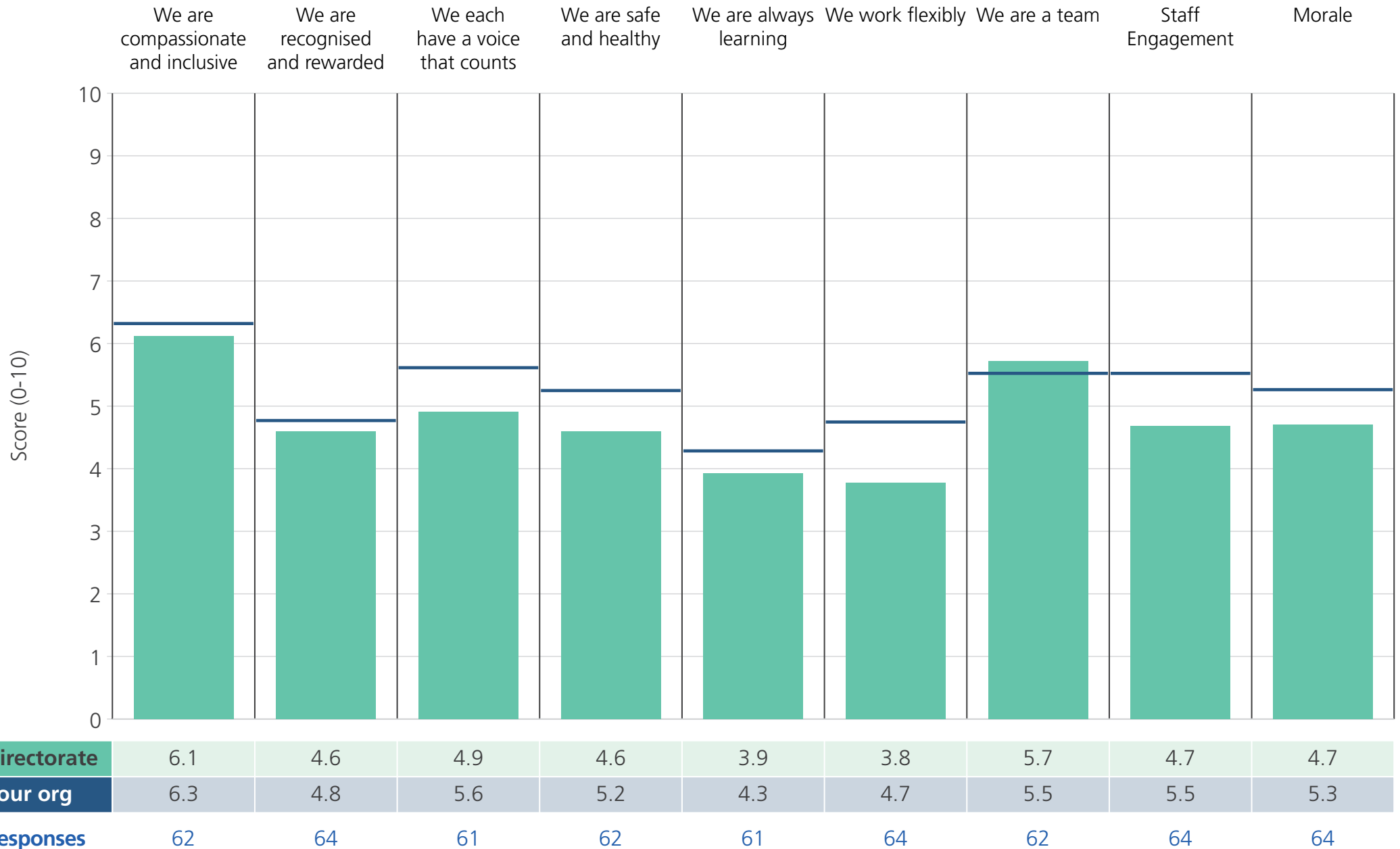


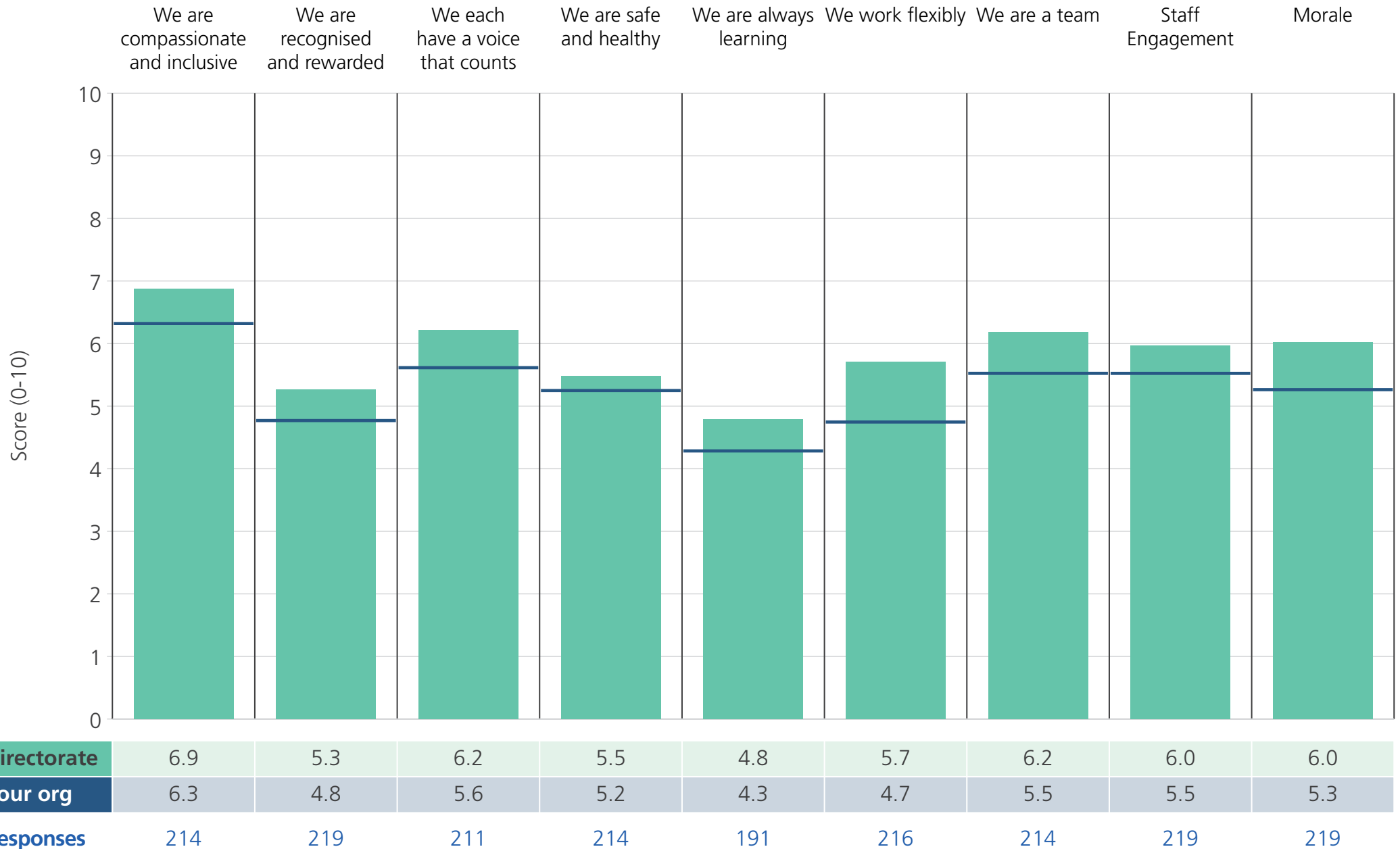


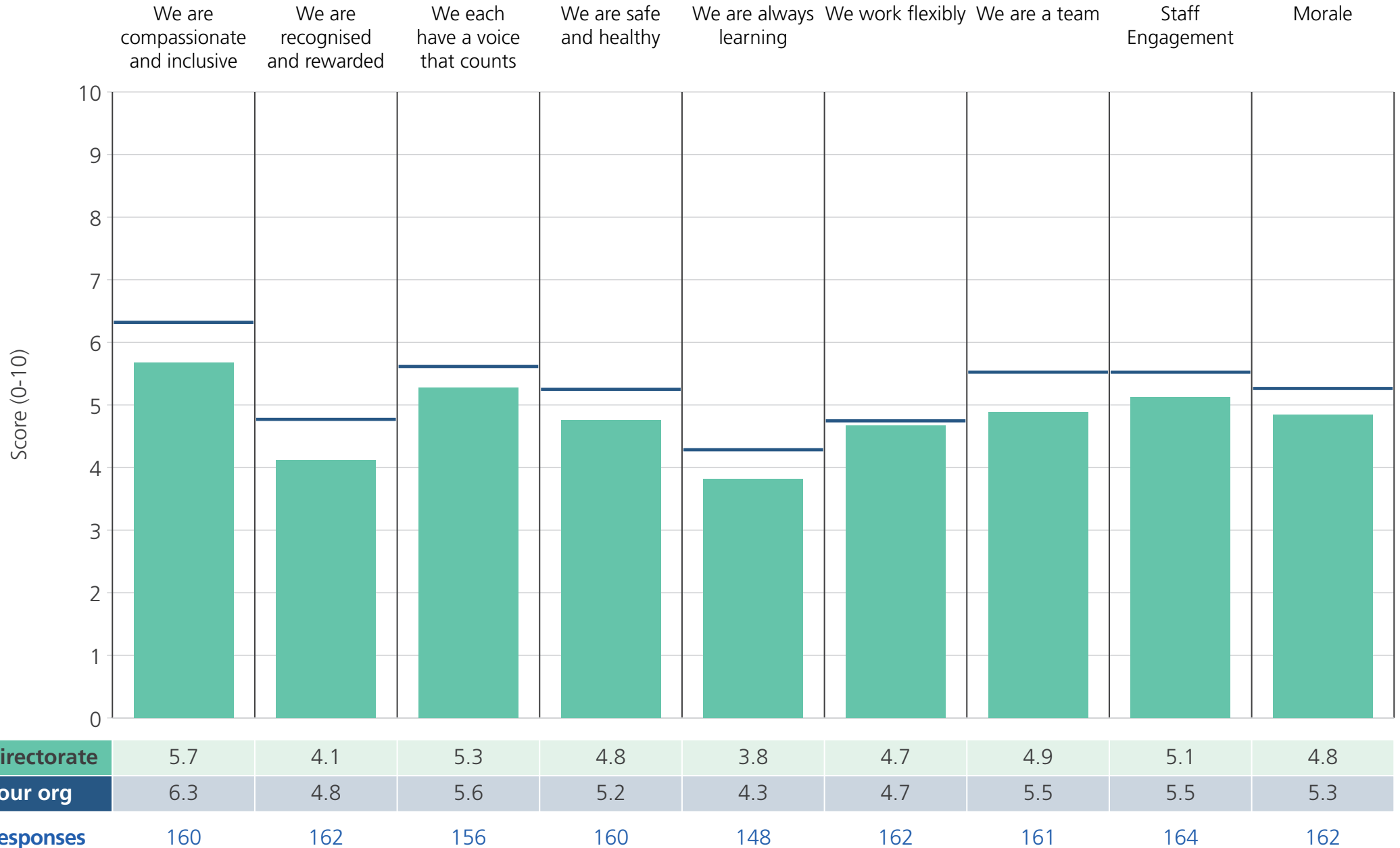


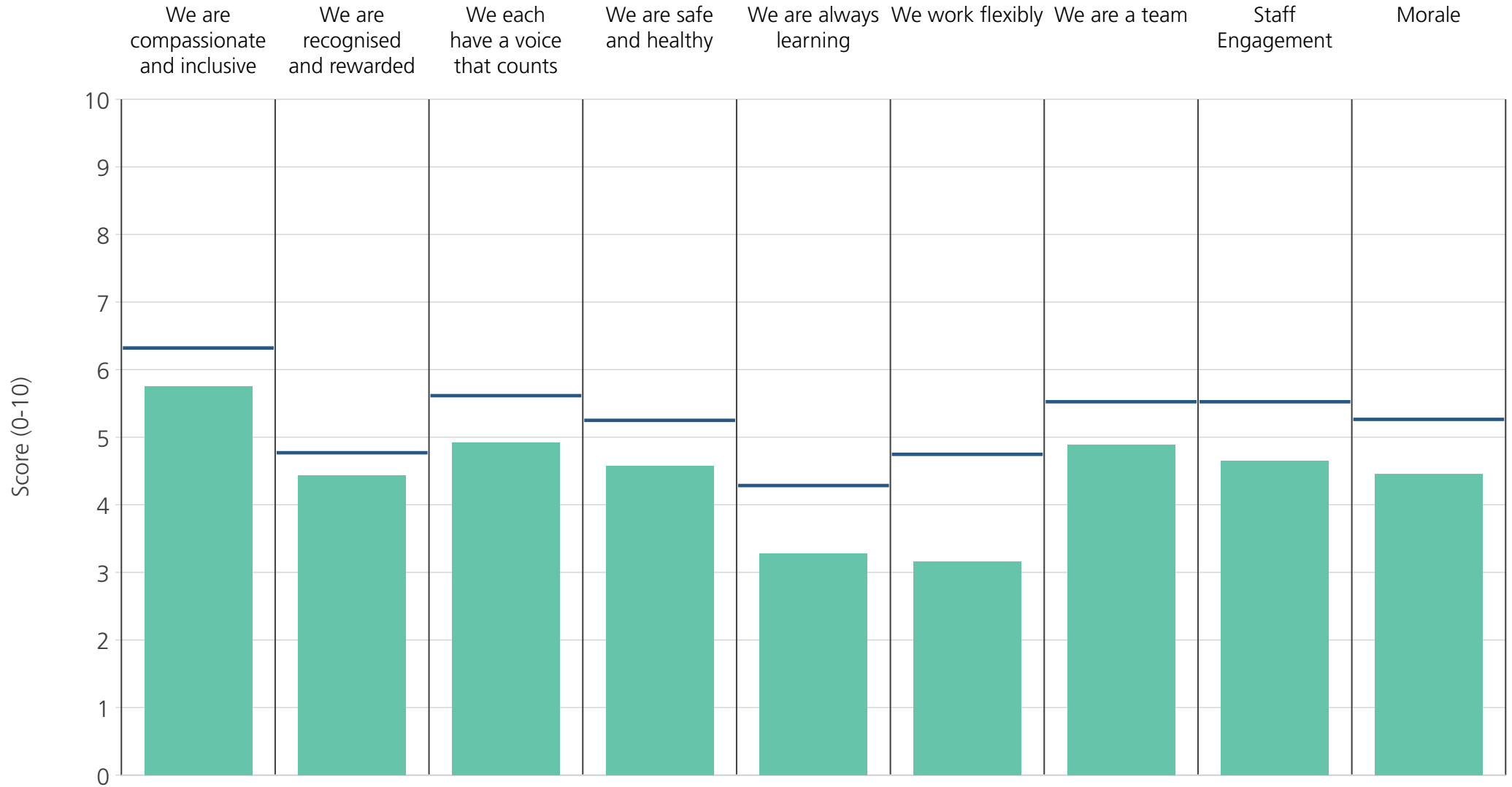




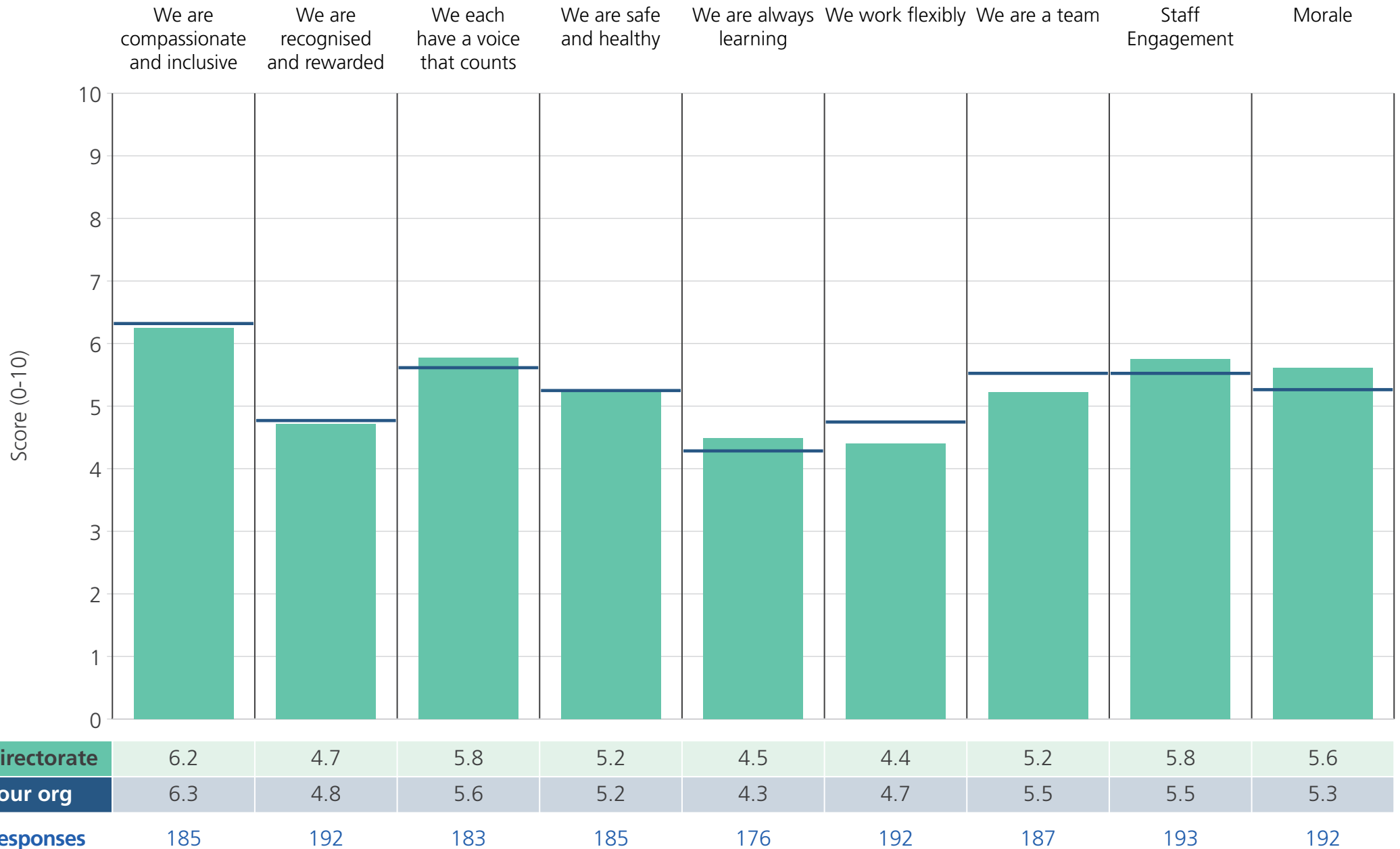


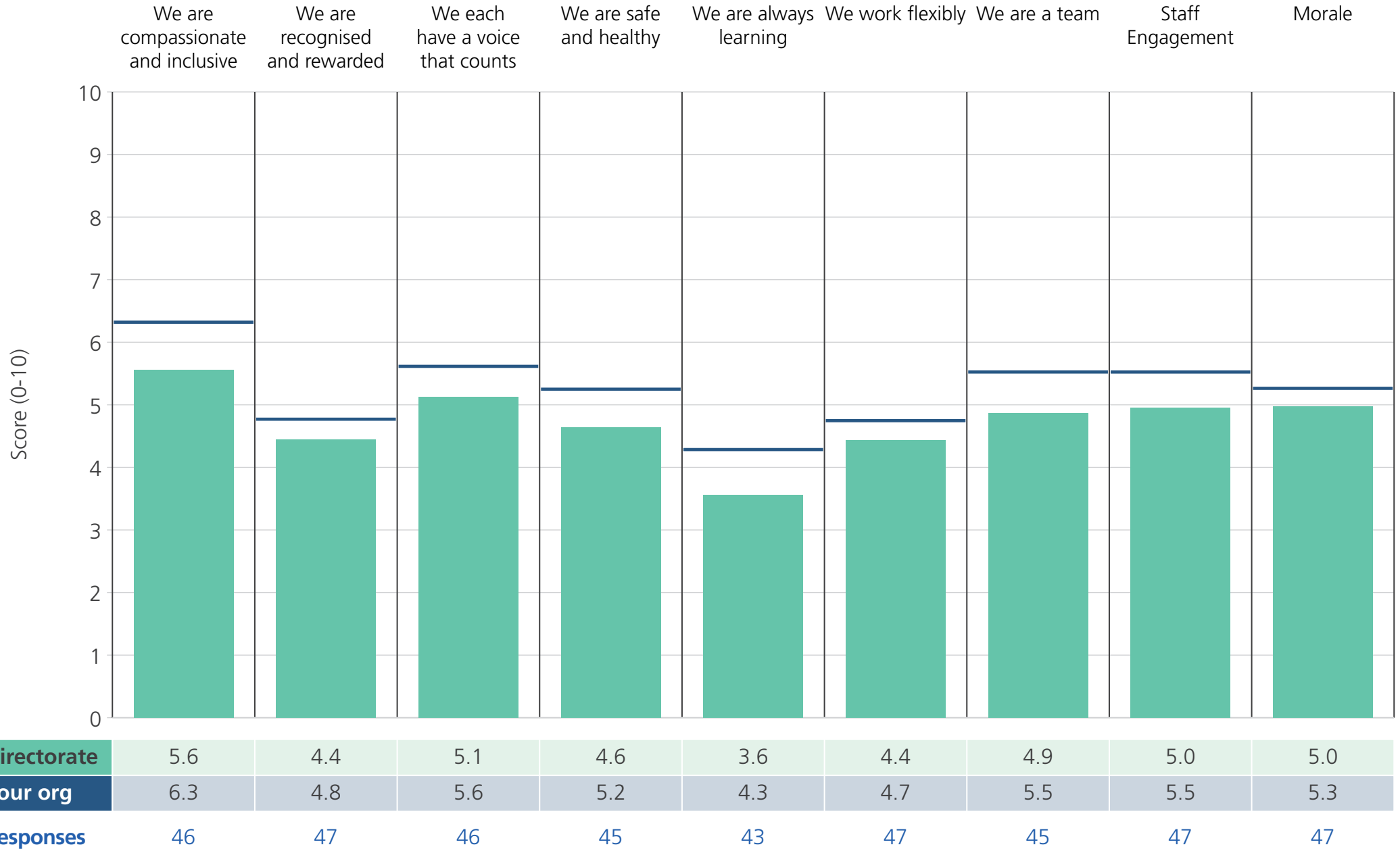


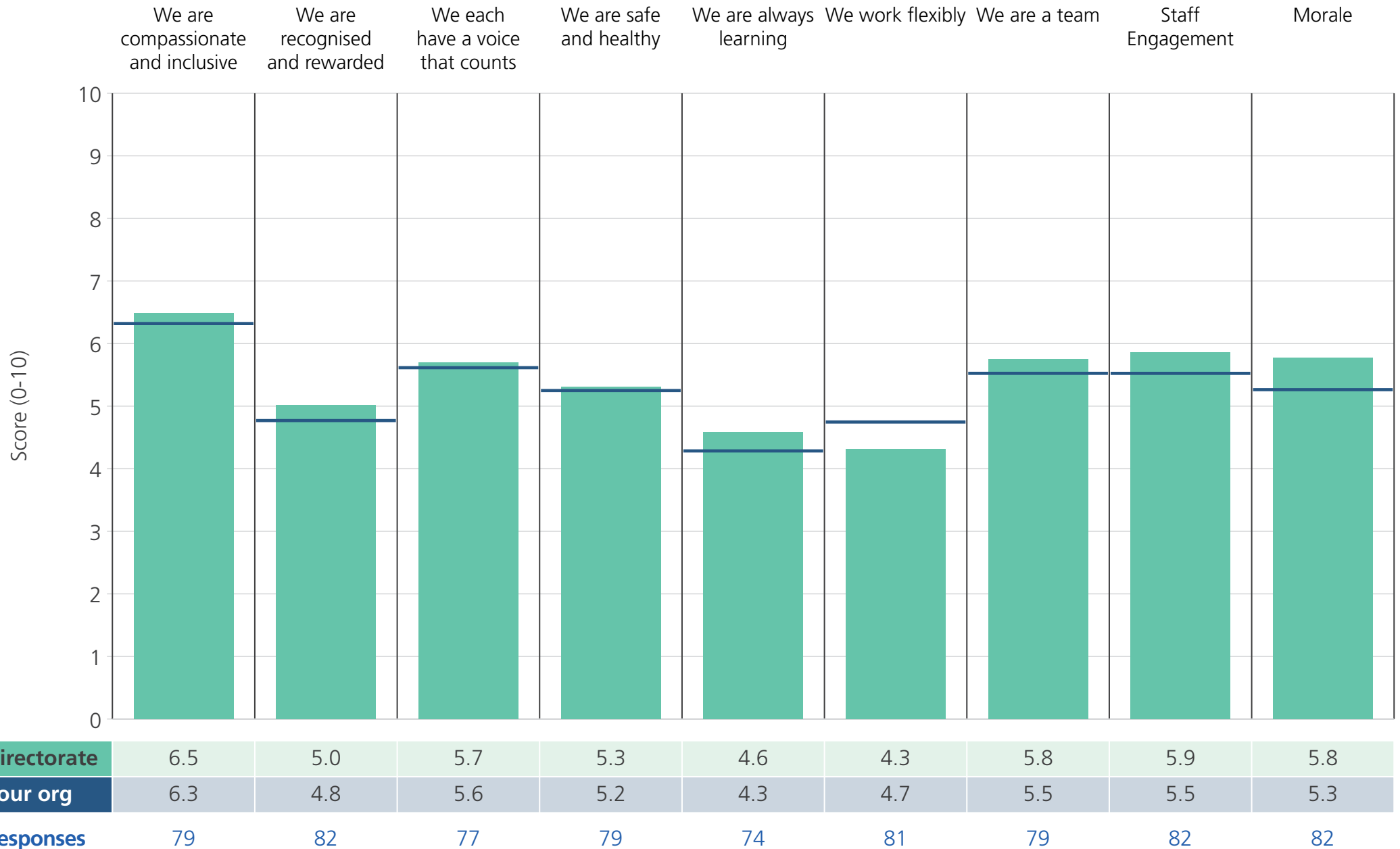


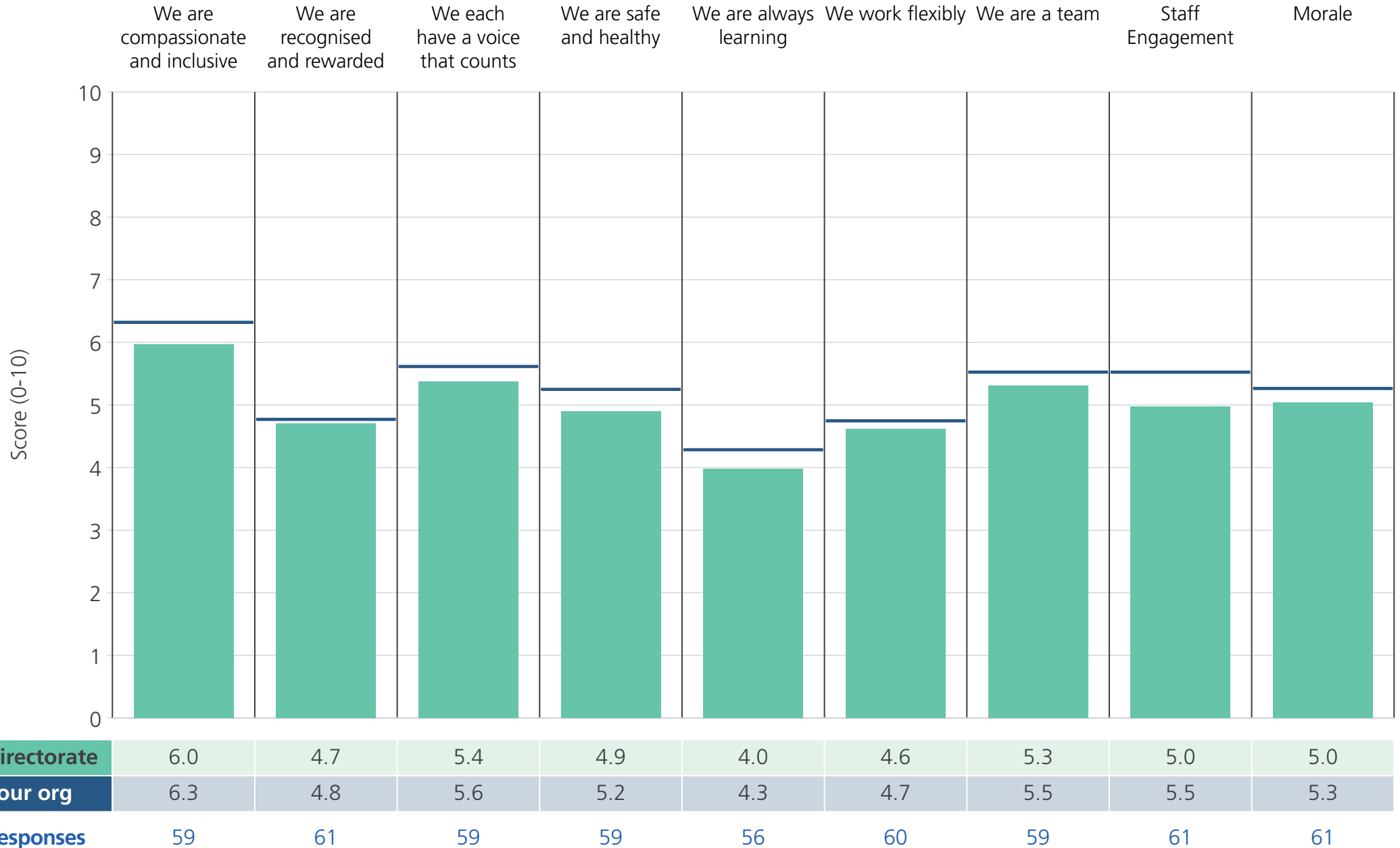


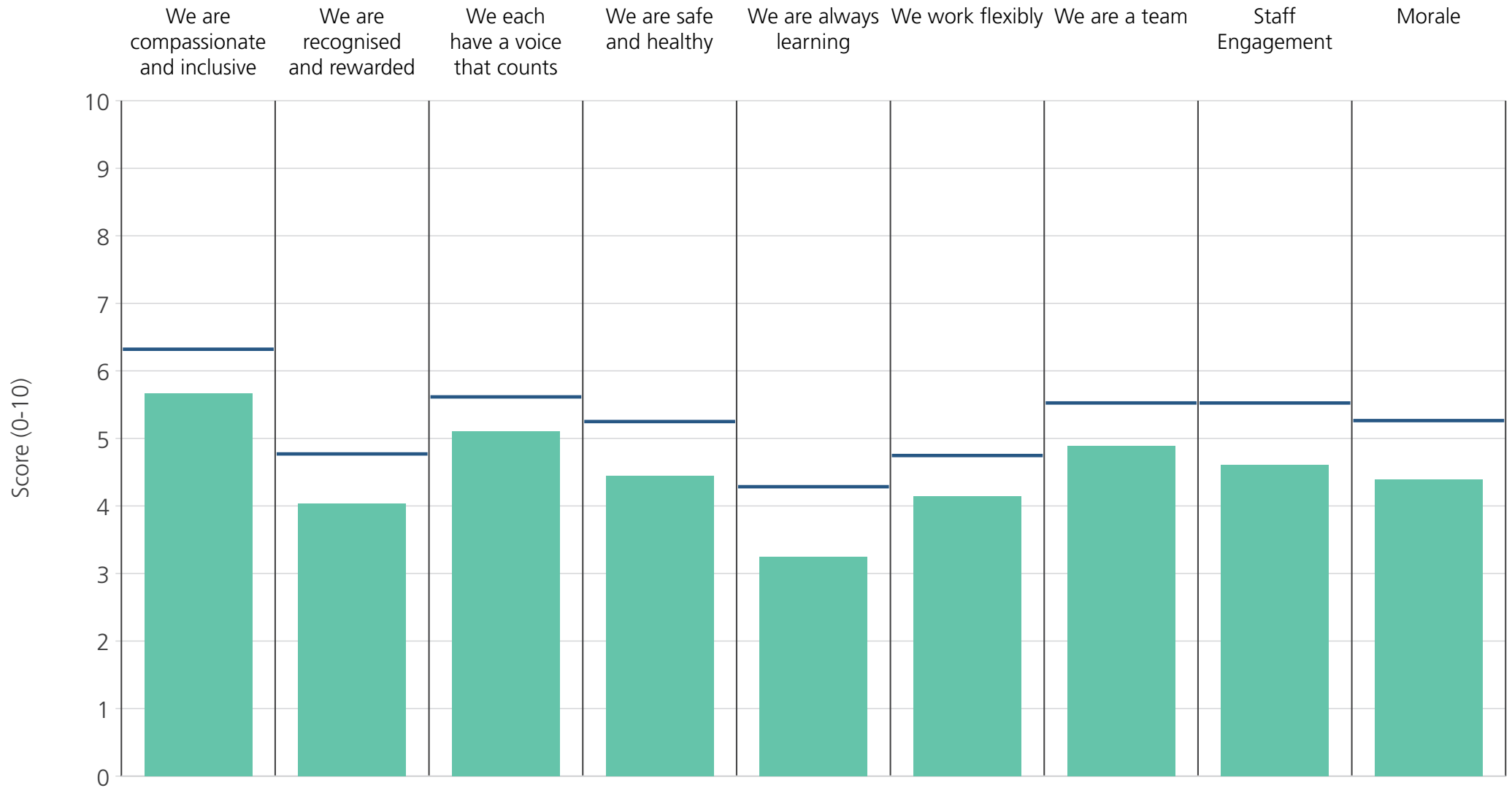
Directorate	5.7	4.4	4.9	4.6	3.3	3.2	4.9	4.7	4.5
Your org	6.3	4.8	5.6	5.2	4.3	4.7	5.5	5.5	5.3
Responses	43	46	43	43	42	46	43	46	46











Directorate	5.7	4.0	5.1	4.4	3.2	4.1	4.9	4.6	4.4
Your org	6.3	4.8	5.6	5.2	4.3	4.7	5.5	5.5	5.3
Responses	90	91	89	90	88	91	91	91	91

