Hertfordshire Partnership University NHS Foundation Trust

NHS Staff Survey Benchmark report 2023

Contents

Introduction

About this report

This benchmark report for Hertfordshire Partnership University NHS Foundation Trust contains results for the 2023 NHS Staff Survey, and historical results back to 2019 where possible. These results are presented in the context of best, average and worst results for similar organisations where appropriate. Data in this report are weighted to allow for fair comparisons between organisations*.

Please note: Results for Q1, Q10a, Q26d, Q27a-c, Q28, Q29, Q30, Q31a, Q32a-b, Q33, Q34a-b and Q35 are not weighted or benchmarked because these questions ask for demographic or factual information.

Please note: 2023 results for People Promise element 4 ('We are safe and healthy'), two of its sub-scores ('Health and safety climate' and 'Negative experiences') and Q13a-d have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

Full details of how the data are calculated and weighted are included in the Technical Document, available to download from the Staff Survey website.

How results are reported

For the 2021 survey onwards the questions in the NHS Staff Survey are aligned to the People Promise. This sets out, in the words of NHS staff, the things that would most improve their working experience, and is made up of seven elements:

In support of this, the results of the NHS Staff Survey are measured against the seven People Promise elements and against two of the themes reported in previous years (Staff Engagement and Morale). The reporting also includes sub-scores, which feed into the People Promise elements and themes. The next slide shows how the People Promise elements, themes and subscores are related and mapped to individual survey questions.

* The data included in this report are weighted to the national benchmarking groups. The figures in this report may be different to the figures produced by your contractor. Please see Appendix C for a note on the revision to 2019 historical benchmarking for Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts, and Community Trust benchmarking groups.

People Promise elements, themes and sub-scores

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People Promise elements	Sub-scores	Questions
We are compassionate and inclusive	Compassionate culture	Q6a, Q25a, Q25b, Q25c, Q25d
	Compassionate leadership	Q9f, Q9g, Q9h, Q9i
	Diversity and equality	Q15, Q16a, Q16b, Q21
	Inclusion	Q7h, Q7i, Q8b, Q8c
We are recognised and rewarded	No sub-score	Q4a, Q4b, Q4c, Q8d, Q9e
We each have a voice that counts	Autonomy and control	Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b
	Raising concerns	Q20a, Q20b, Q25e, Q25f
We are safe and healthy	Health and safety climate	Q3g, Q3h, Q3i, Q5a, Q11a, Q13d, Q14d
	Burnout	Q12a, Q12b, Q12c, Q12d, Q12e, Q12f, Q12g
	Negative experiences	Q11b, Q11c, Q11d, Q13a, Q13b, Q13c, Q14a, Q14b, Q14c
	Other questions [Not scored]	Q17a*, Q17b*, Q22* *Q17a, Q17b and Q22 do not contribute to the calculation of any scores or sub-scores.
We are always learning	Development	Q24a, Q24b, Q24c, Q24d, Q24e
	Appraisals	Q23a*, Q23b, Q23c, Q23d *Q23a is a filter question and therefore influences the sub-score without being a directly scored question.
We work flexibly	Support for work-life balance	Q6b, Q6c, Q6d
	Flexible working	Q4d
We are a team	Team working	Q7a, Q7b, Q7c, Q7d, Q7e, Q7f, Q7g, Q8a
	Line management	Q9a, Q9b, Q9c, Q9d

Themes	Sub-scores	Questions
Staff Engagement	Motivation	Q2a, Q2b, Q2c
	Involvement	Q3c, Q3d, Q3f
	Advocacy	Q25a, Q25c, Q25d
Morale	Thinking about leaving	Q26a, Q26b, Q26c
	Work pressure	Q3g, Q3h, Q3i
	Stressors	Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a

Questions not linked to the People Promise elements or themes
Q1, Q10a, Q10b, Q10c, Q11e, Q15, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q26d, Q31b

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Introduction

This section provides a brief introduction to the report, including how questions map to the People Promise elements, themes and sub-scores, as well as features of the charts used throughout.

Organisation details

This slide contains **key information** about the NHS organisations participating in this survey and details for your own organisation, such as response rate.

People Promise elements, themes and sub-scores: Overview

This section provides a high-level **overview** of the results for the seven elements of the People Promise and the two themes, followed by the results for each of the **sub-scores** that feed into these measures.

People Promise elements, themes and sub-scores: Trends

This section provides trend results for the seven elements of the People Promise and the two themes, followed by the trend results for each of the sub-scores that feed into these measures.
All of the People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score. For example, the Burnout sub-score, a higher score (closer to 10) means a lower proportion of staff are experiencing burnout from their work. These scores are created by scoring questions linked to these areas of experience and grouping these results together. Your organisation results are benchmarked against the benchmarking group average, the best scoring organisation and the worst scoring organisation. These charts are reported as percentages. The meaning of the value is outlined along the y axis. The questions that feed into each sub-score are detailed on slide 5.

> ! Note, where there are fewer than 10 responses for a question this data is not shown to protect the confidentiality of staff and reliability of results.
>
> Note, 2023 results for People Promise element 4 ('We are safe and healthy'), two of its sub-scores ('Health and safety climate' and 'Negative experiences') and Q13a-d have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

People Promise elements, themes and sub-scores: Questions

This section provides trend results for **questions**. The questions are presented in sections for each of the People Promise elements and themes.
Not all questions reported within the section for a People Promise element or theme feed into the score and sub-scores for that element or theme. The first slide in the section for each People Promise element or theme lists which of the questions that are included in the section feed into the score and sub-scores, and which do not.

Questions not linked to People Promise

Results for the questions that are not related to any People Promise element or theme and do not contribute to the scores and sub-scores are included in this section.

Workforce Equality Standards

This section shows that data required for the indicators used in the **Workforce Race Equality Standard (WRES)** and the **Workforce Disability Equality Standard (WDES).**

About your respondents

This section provides details of the staff responding to the survey, including their **demographic and other classification questions**.

Appendices

Here you will find:
- ➢ Response rate.
- ➢ Significance testing of the People Promise element and theme results for 2022 vs 2023.
- ➢ Guidance on data in the benchmark reports.
- ➢ Additional reporting outputs.
- ➢ Tips on action planning and interpreting the results.
- ➢ Contact information.

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Note this is example data

Key features

Question number and text (or summary measure) specified at the top of each slide.

Question-level results are always reported as percentages; the **meaning of the value** is outlined along the axis. Summary measures and sub-scores are always on a 0-10pt scale where 10 is the best score attainable.

Q4b How satisfied are you with each of the following aspects of your job?

% of staff selecting 'Satisfied'/'Very Satisfied' out of those who answered the question

	2019	2020	2021	2022	2023
Your org	42.3%	45.0%	44.9%	42.8%	40.4%
Best result	60.6%	60.3%	55.3%	53.5%	57.4%
Average result	47.5%	46.9%	41.0%	41.5%	44.0%
Worst result	29.2%	36.5%	30.6%	29.9%	31.2%
Responses	835	1255	1491	1325	517

% of staff selecting answer

	2021	2022	2023
Your org	32.6%	30.6%	30.0%
Best result	21.8%	21.7%	18.0%
Average result	30.2%	29.8%	28.1%
Worst result	37.6%	36.9%	38.5%
Responses	480	500	515

Colour coding highlights best / worst results, making it easy to spot questions where a lower percentage is a better or worse result.

'Best result', 'Average result', and 'Worst result' refer to the **benchmarking group's** best, average and worst **results.**

Number of responses for the organisation for the given question.

Tips on how to read, interpret and use the data are included in the Appendices

Note charts will only display data for the years where an organisation has data. For example, an organisation with three years of trend data will see charts such as q4b with data only in the 2021, 2022 and 2023 portions of the chart and table.

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Organisation details

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Hertfordshire Partnership University NHS Foundation Trust

2023 NHS Staff Survey

Organisation details

Completed questionnaires **2323**

2023 response rate **58%**

This organisation is benchmarked against:

Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts

2023 benchmarking group details

Organisations in group: 51

Median response rate: 52%

No. of completed questionnaires: 127293

Survey details

Survey mode **Mixed**

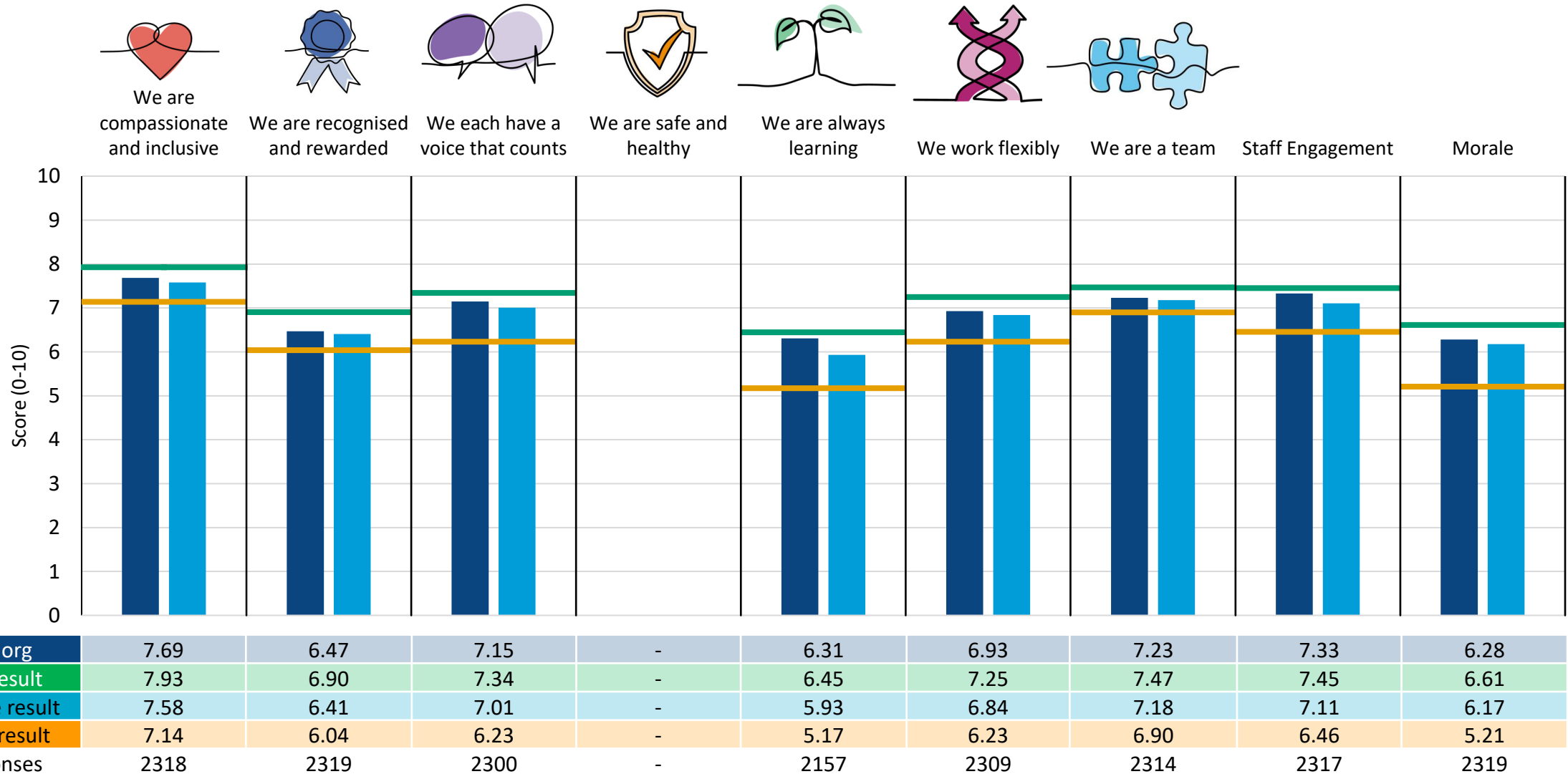For more information on benchmarking group definitions please see the Technical document.

People Promise elements, themes and sub-score results

People Promise elements, themes and sub-scores: Overview

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Your org	7.69	6.47	7.15	-	6.31	6.93	7.23	7.33	6.28
Best result	7.93	6.90	7.34	-	6.45	7.25	7.47	7.45	6.61
Average result	7.58	6.41	7.01	-	5.93	6.84	7.18	7.11	6.17
Worst result	7.14	6.04	6.23	-	5.17	6.23	6.90	6.46	5.21
Responses	2318	2319	2300	-	2157	2309	2314	2317	2319

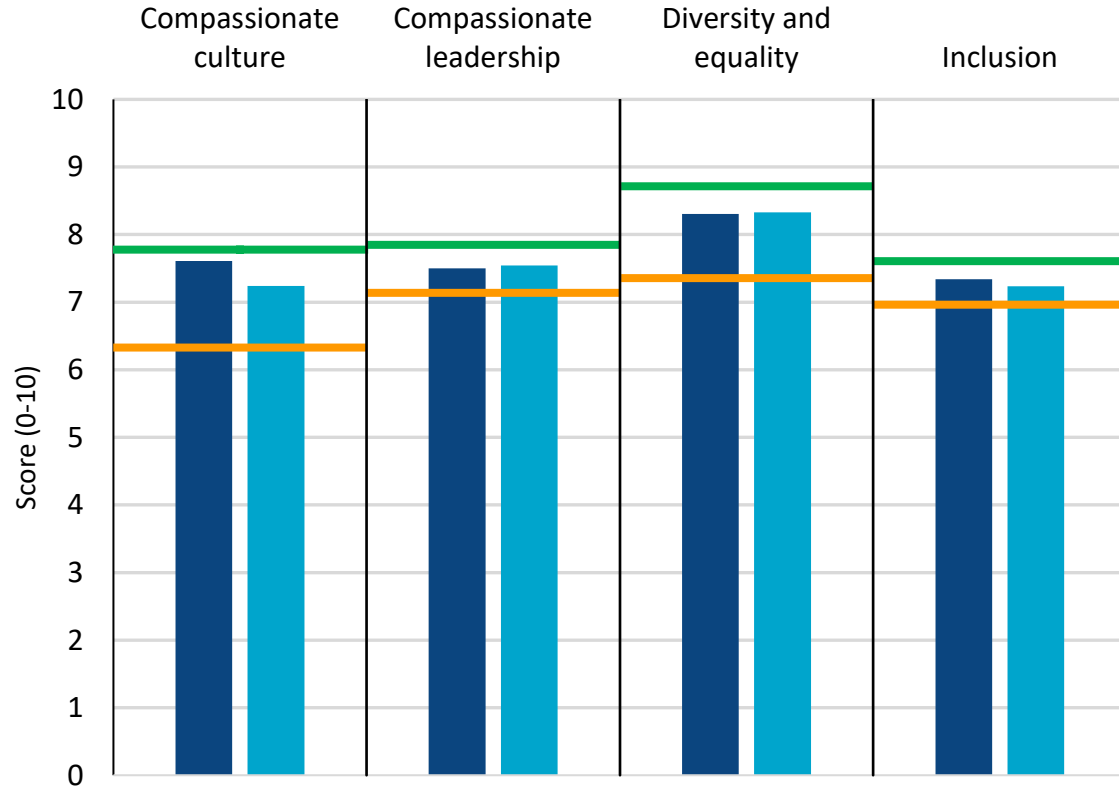Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

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People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.
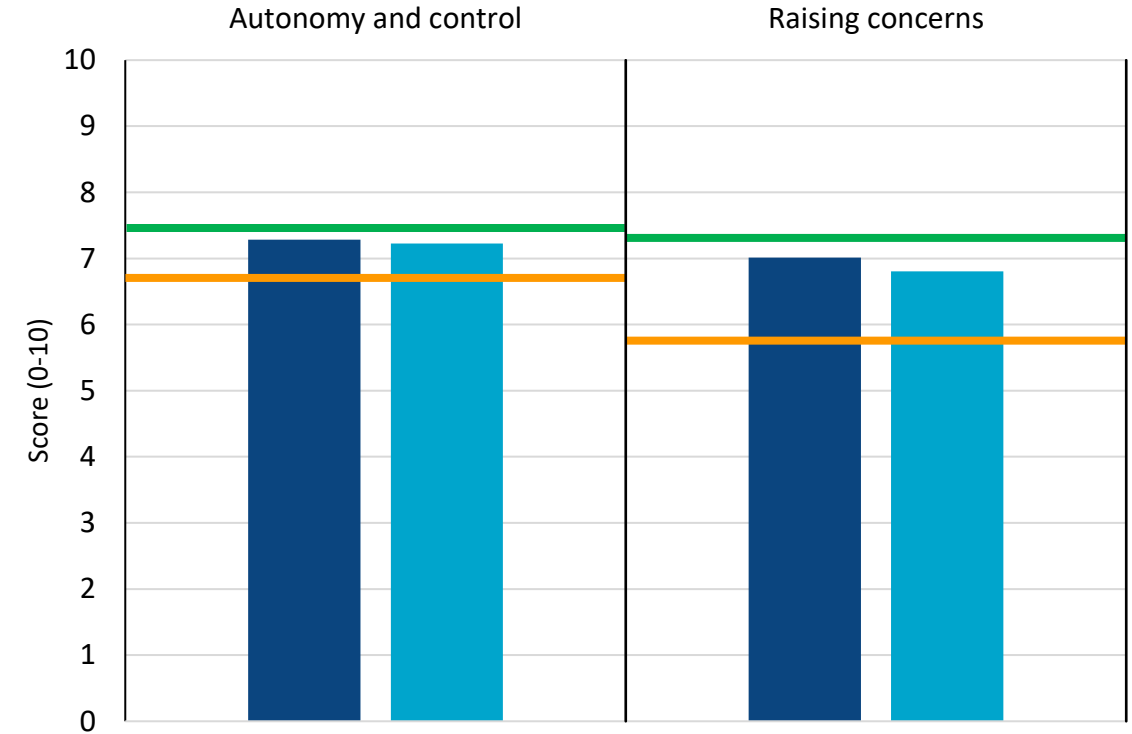
Promise element 1: We are compassionate and inclusive

	Compassionate culture	Compassionate leadership	Diversity and equality	Inclusion
Your org	7.61	7.50	8.31	7.34
Best result	7.78	7.85	8.72	7.61
Average result	7.24	7.54	8.33	7.23
Worst result	6.33	7.14	7.36	6.96
Responses	2315	2312	2316	2312

Promise element 3: We each have a voice that counts

	Autonomy and control	Raising concerns
Your org	7.28	7.01
Best result	7.46	7.31
Average result	7.22	6.80
Worst result	6.70	5.76
Responses	2316	2306

Note. People Promise element 2 'We are recognised and rewarded' does not have any sub-scores. Overall trend score data for this element is reported on slide 21.
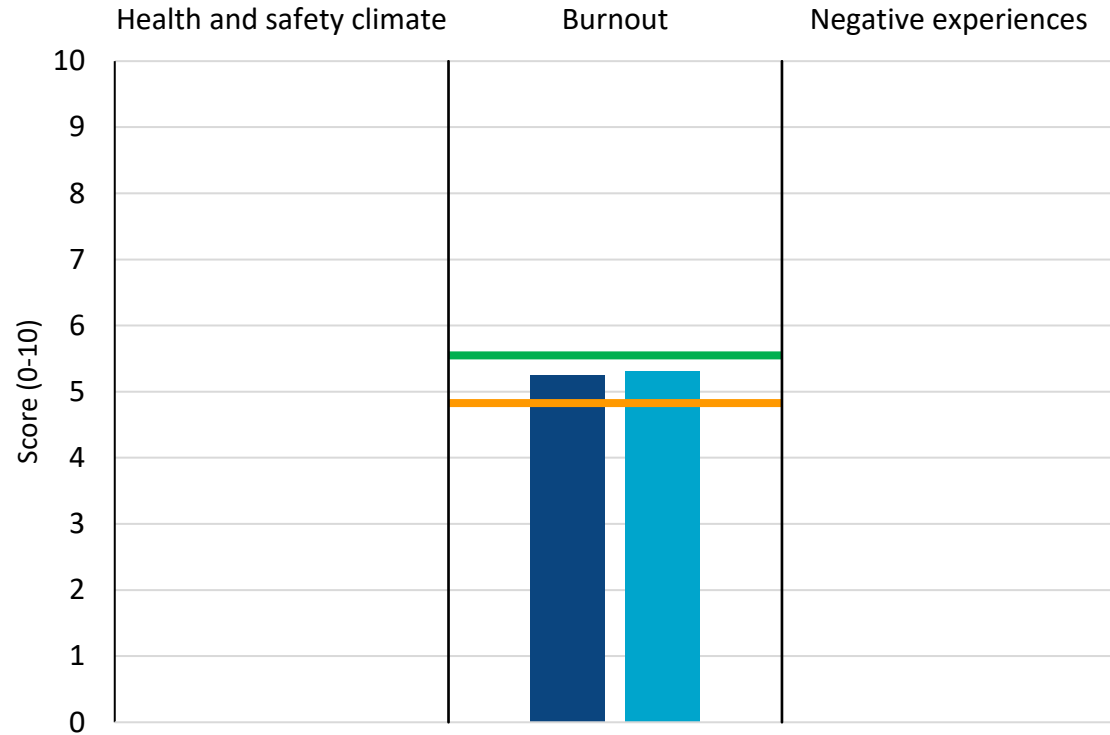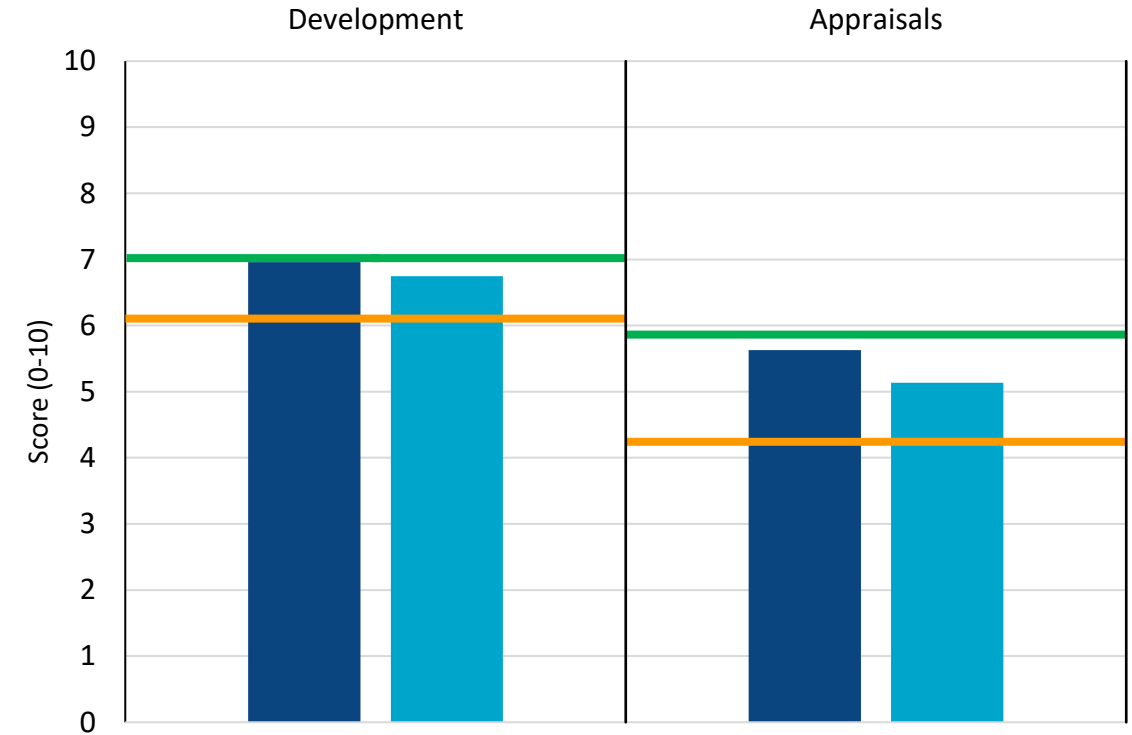
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 4: We are safe and healthy

	Health and safety climate	Burnout	Negative experiences
Your org	-	5.26	-
Best result	-	5.55	-
Average result	-	5.31	-
Worst result	-	4.83	-
Responses	-	2318	-

Promise element 5: We are always learning

	Development	Appraisals
Your org	6.96	5.63
Best result	7.02	5.86
Average result	6.74	5.13
Worst result	6.11	4.24
Responses	2315	2158

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

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People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 6: We work flexibly

Promise element 7: We are a team
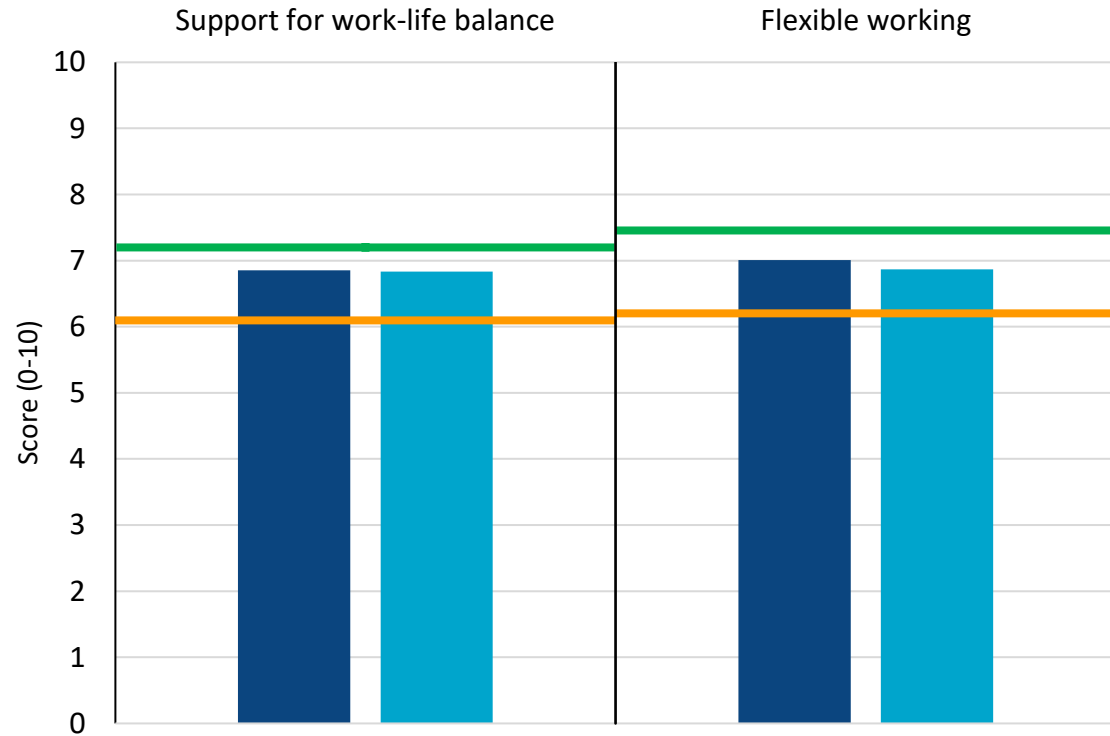
Support for work-life balance		Flexible working	
Your org	6.85	7.01	
Best result	7.20	7.46	
Average result	6.83	6.87	
Worst result	6.09	6.20	
Responses	2318	2312	

Team working		Line management	
Your org	7.08	7.38	
Best result	7.22	7.76	
Average result	6.97	7.40	
Worst result	6.64	7.06	
Responses	2316	2317	

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Theme: Staff engagement
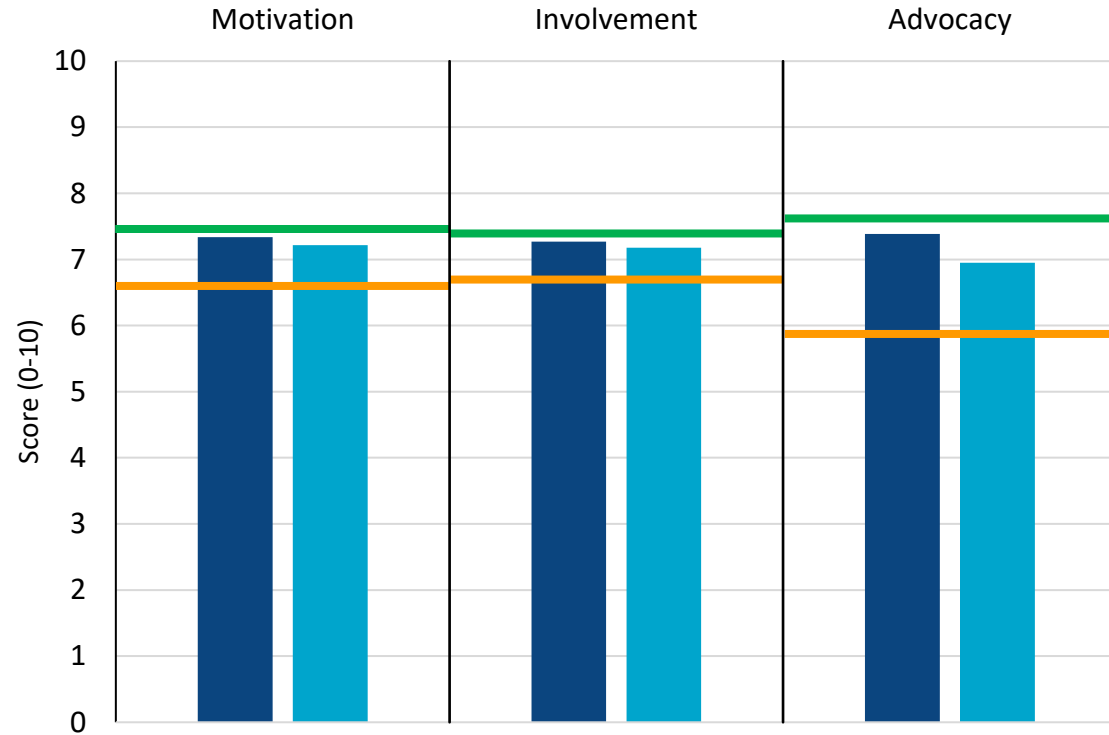
	Motivation	Involvement	Advocacy
Your org	7.34	7.27	7.38
Best result	7.46	7.39	7.62
Average result	7.22	7.18	6.95
Worst result	6.60	6.69	5.87
Responses	2295	2317	2315

Theme: Morale

	Thinking about leaving	Work pressure	Stressors
Your org	6.33	5.77	6.75
Best result	6.84	6.00	7.00
Average result	6.27	5.55	6.75
Worst result	4.67	4.66	6.29
Responses	2308	2317	2315

People Promise elements,
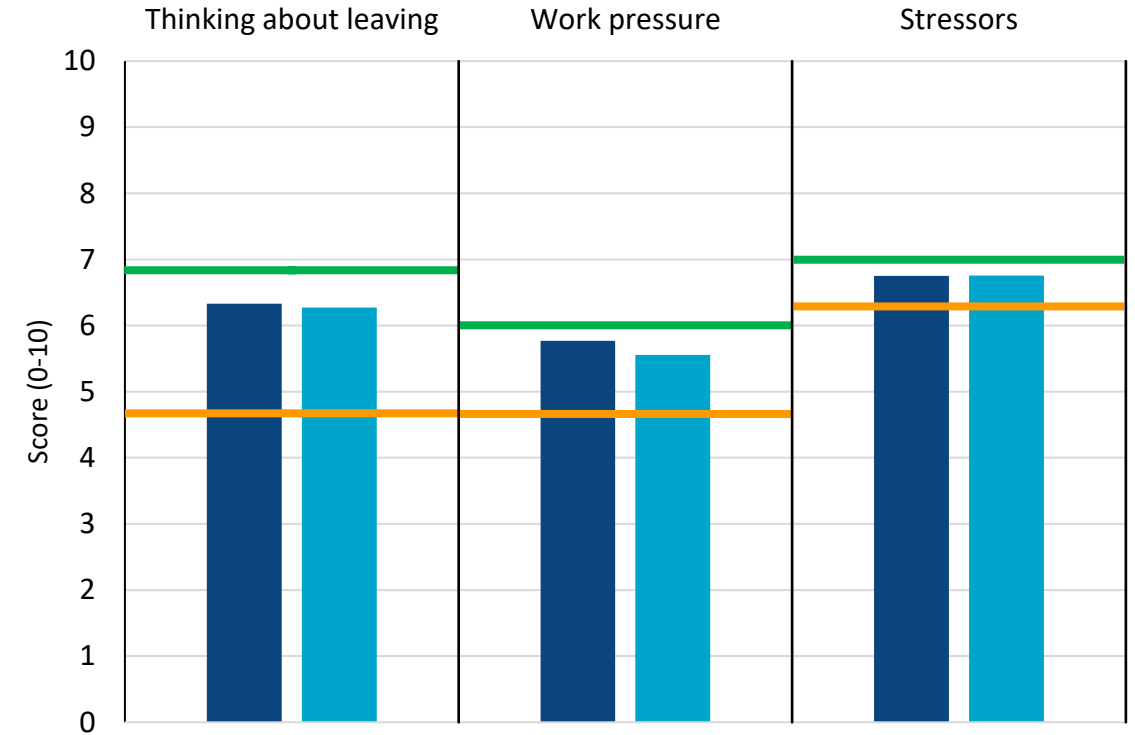# themes and sub-scores: Trends

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People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 1: We are compassionate and inclusive

We are compassionate and inclusive
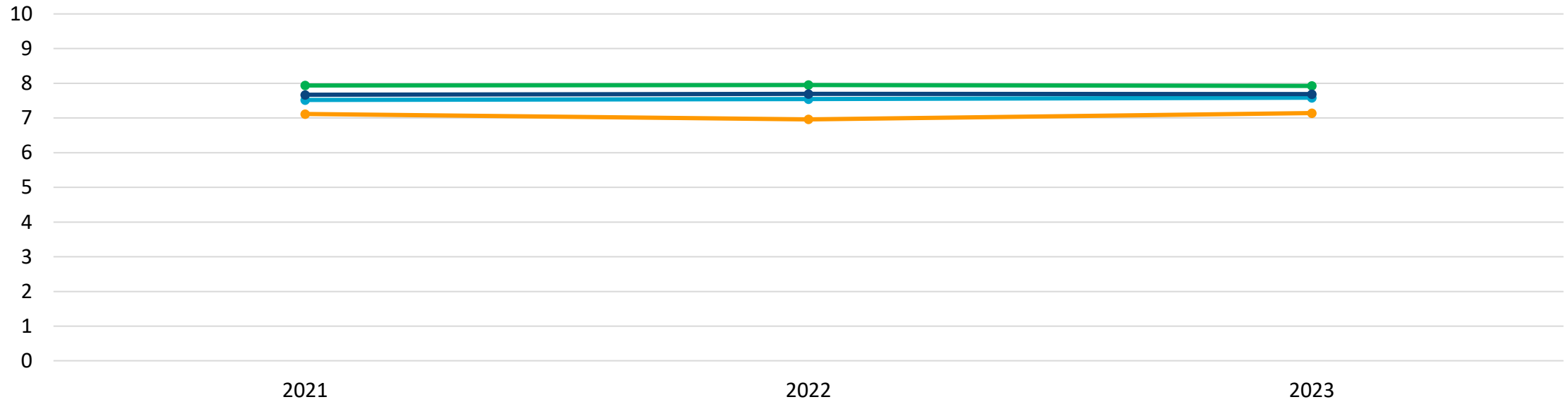
	2021	2022	2023
Your org	7.67	7.69	7.69
Best result	7.94	7.95	7.93
Average result	7.52	7.54	7.58
Worst result	7.11	6.96	7.14
Responses	1752	1825	2318

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People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 1: We are compassionate and inclusive (1)

Compassionate culture
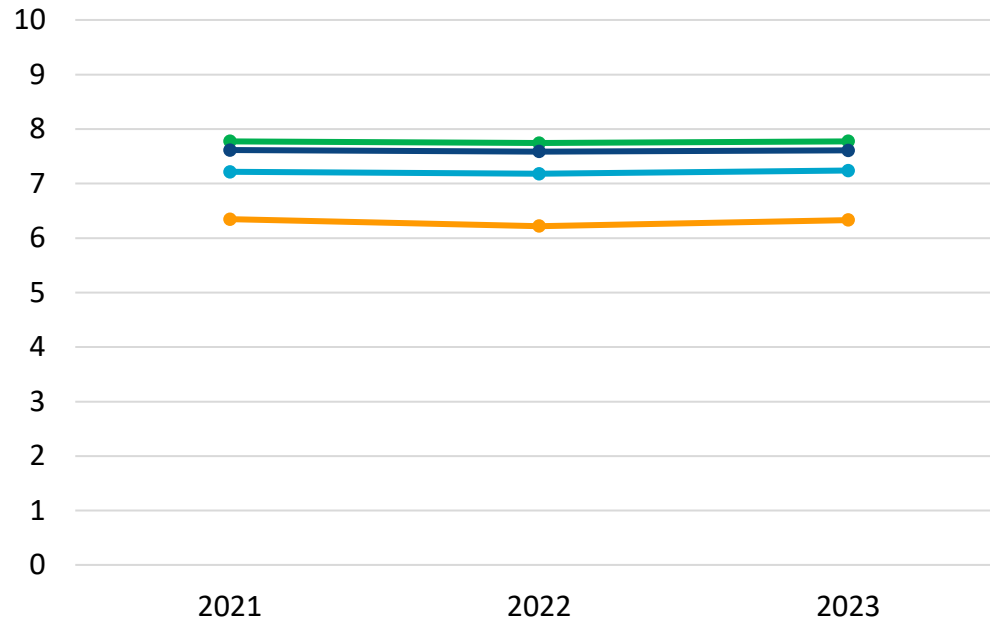
	2021	2022	2023
Your org	7.61	7.59	7.61
Best result	7.77	7.74	7.78
Average result	7.21	7.18	7.24
Worst result	6.34	6.22	6.33
Responses	1739	1822	2315

Compassionate leadership

	2021	2022	2023
Your org	7.48	7.55	7.50
Best result	7.70	7.78	7.85
Average result	7.41	7.42	7.54
Worst result	6.93	7.15	7.14
Responses	1758	1827	2312

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People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.
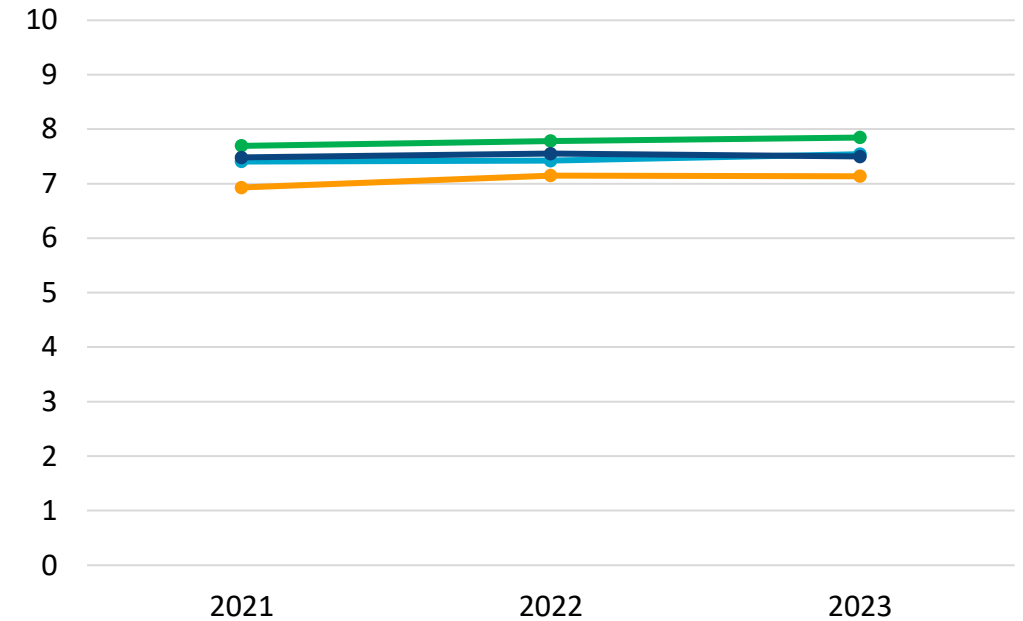
Promise element 1: We are compassionate and inclusive (2)

Diversity and equality
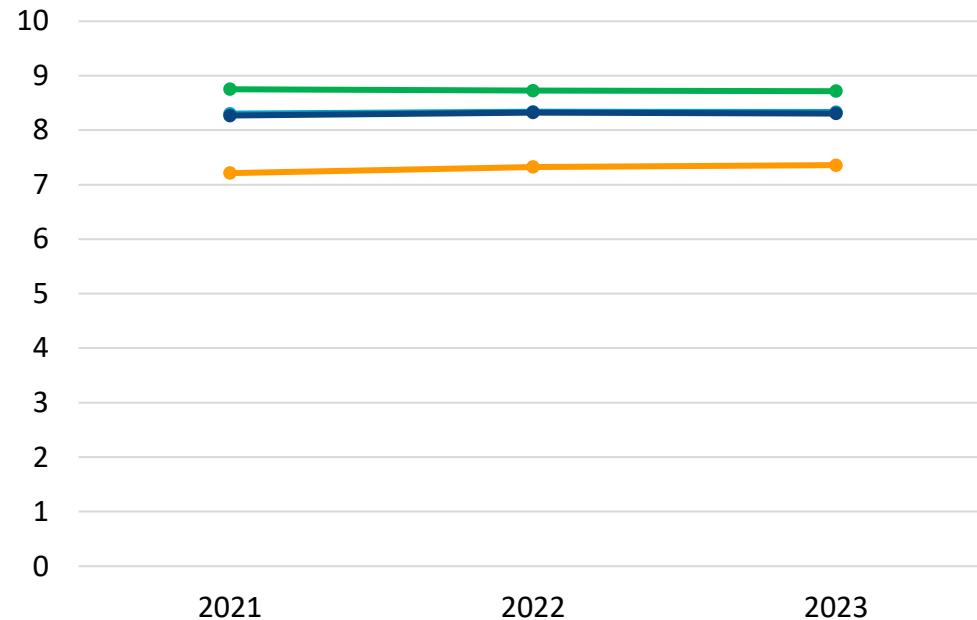
	2021	2022	2023
Your org	8.27	8.32	8.31
Best result	8.75	8.73	8.72
Average result	8.30	8.34	8.33
Worst result	7.21	7.32	7.36
Responses	1751	1814	2316

Inclusion

	2021	2022	2023
Your org	7.32	7.31	7.34
Best result	7.54	7.61	7.61
Average result	7.18	7.27	7.23
Worst result	6.87	6.83	6.96
Responses	1762	1827	2312

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.
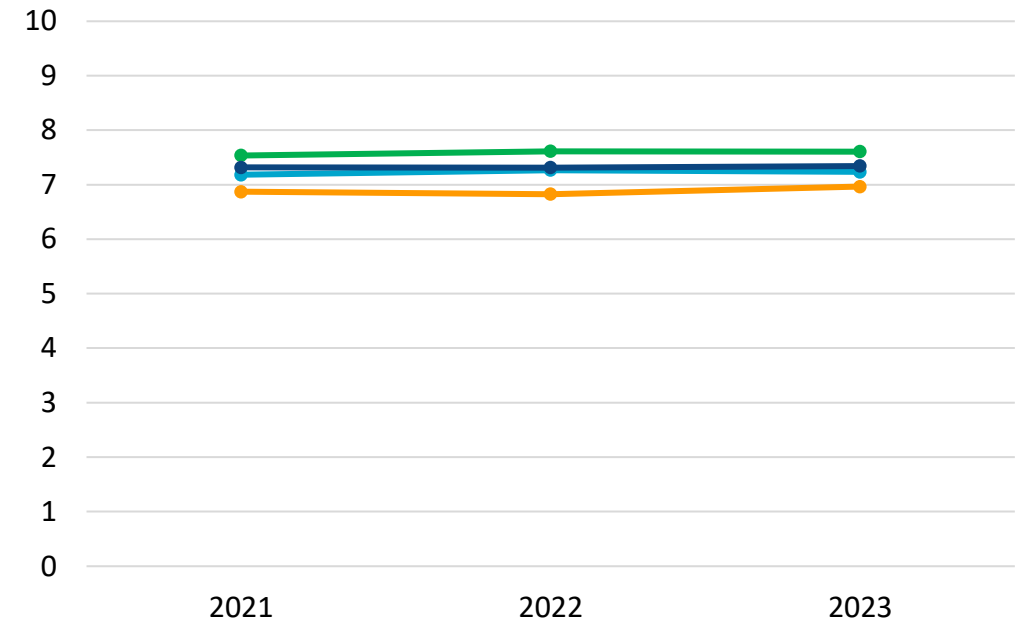
Promise element 2: We are recognised and rewarded

We are recognised and rewarded
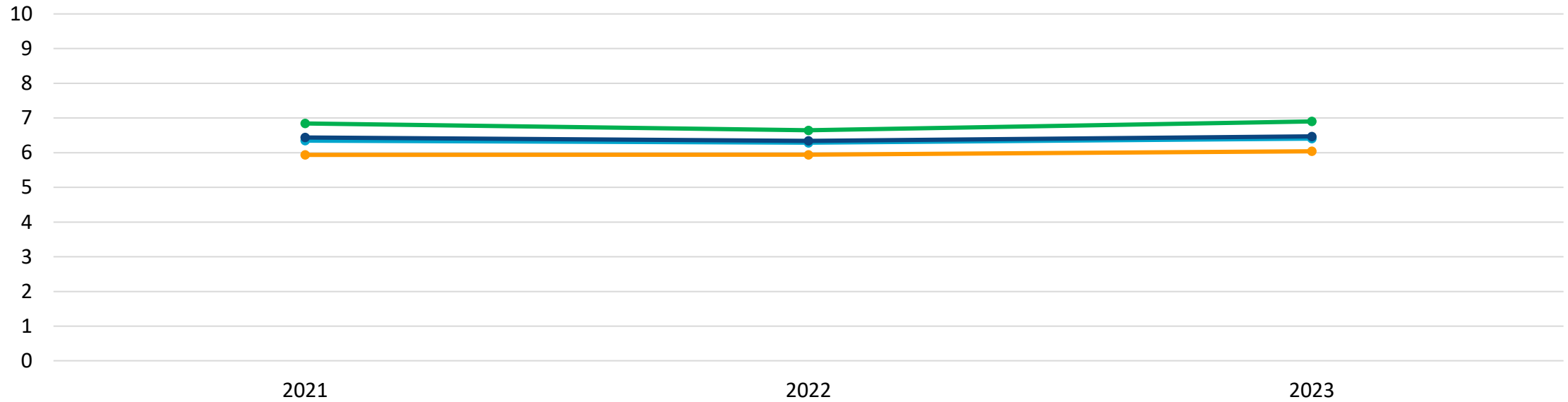
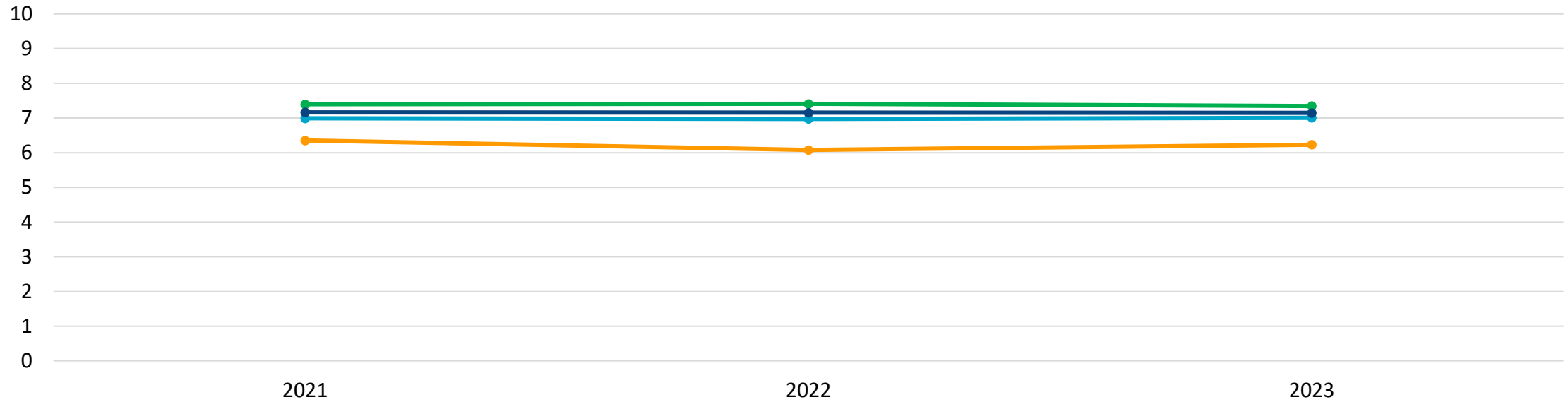

	2021	2022	2023
Your org	6.44	6.34	6.47
Best result	6.84	6.64	6.90
Average result	6.35	6.29	6.41
Worst result	5.94	5.94	6.04
Responses	1774	1827	2319

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People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 3: We each have a voice that counts

We each have a voice that counts

	2021	2022	2023
Your org	7.16	7.15	7.15
Best result	7.40	7.41	7.34
Average result	6.99	6.97	7.01
Worst result	6.35	6.08	6.23
Responses	1733	1818	2300

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People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 3: We each have a voice that counts

Autonomy and control
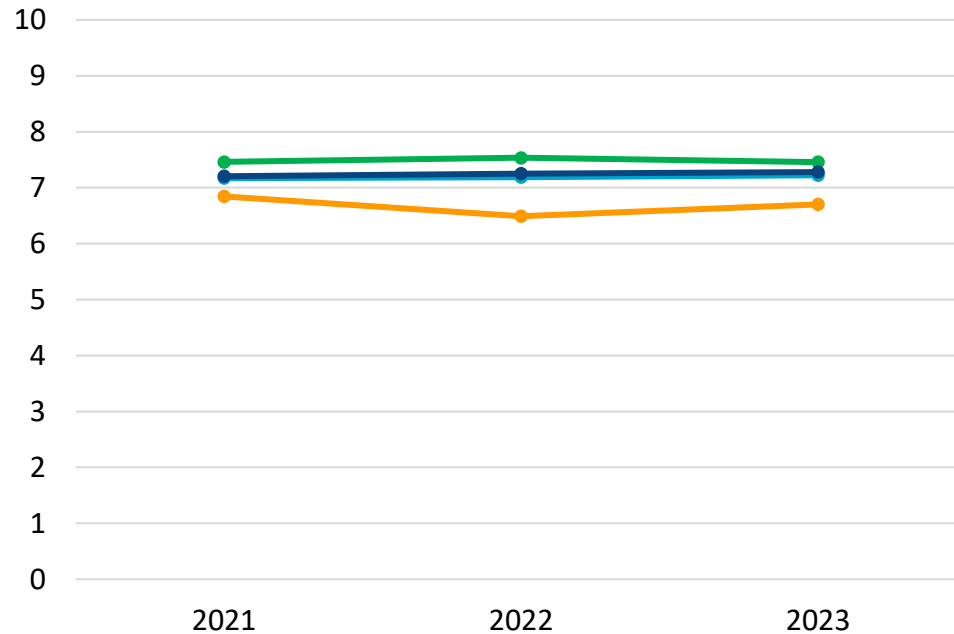
	2021	2022	2023
Your org	7.21	7.25	7.28
Best result	7.46	7.54	7.46
Average result	7.17	7.19	7.22
Worst result	6.85	6.49	6.70
Responses	1779	1828	2316

Raising concerns
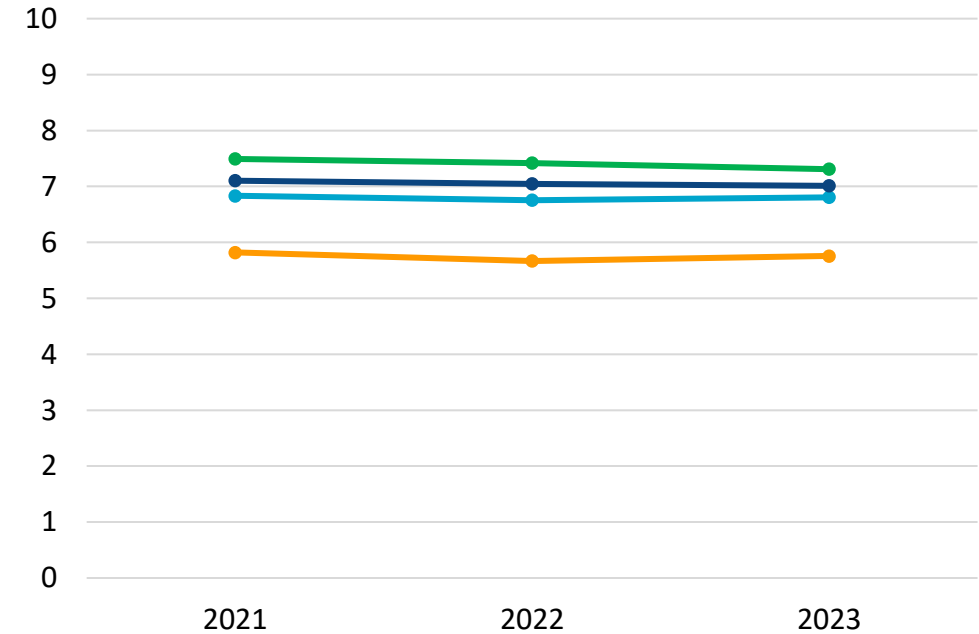
	2021	2022	2023
Your org	7.10	7.05	7.01
Best result	7.49	7.42	7.31
Average result	6.83	6.75	6.80
Worst result	5.82	5.67	5.76
Responses	1734	1819	2306

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 4: We are safe and healthy

We are safe and healthy

	2021	2022	2023
Your org	6.32	6.35	
Best result	6.56	6.57	
Average result	6.22	6.24	
Worst result	5.83	5.73	
Responses	1747	1818	

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.
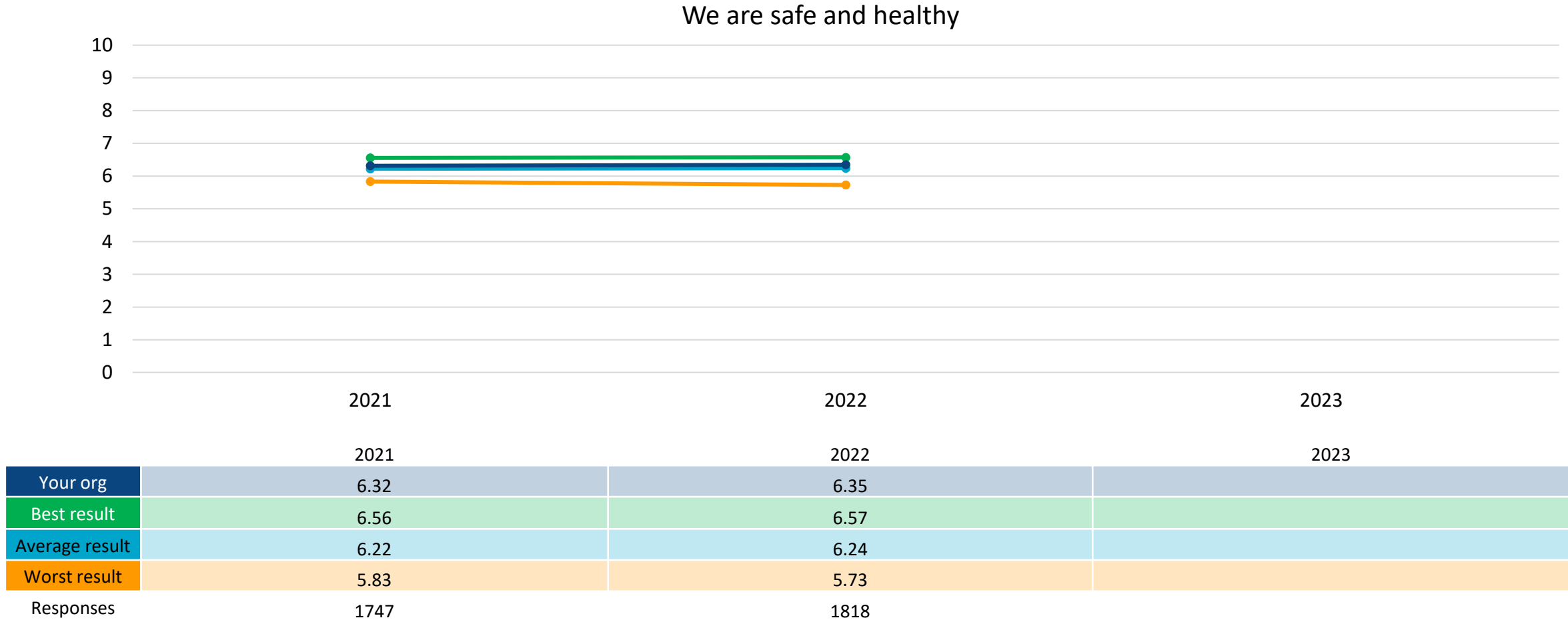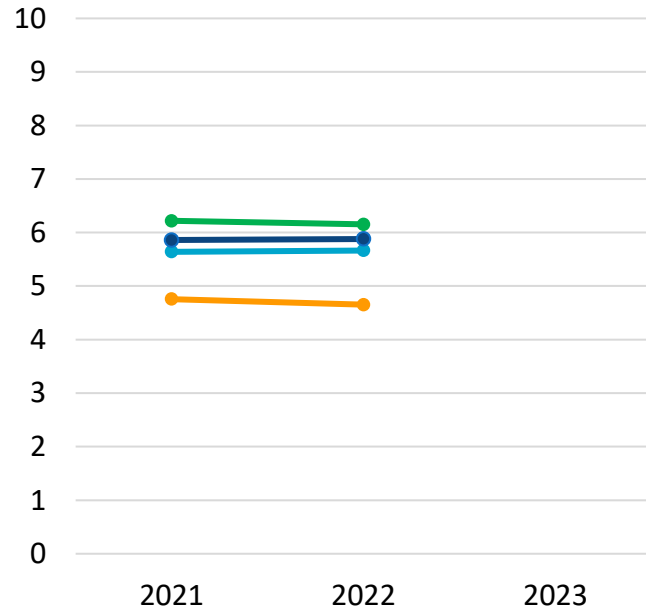
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People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 4: We are safe and healthy

Health and safety climate

	2021	2022	2023
Your org	5.86	5.88	
Best result	6.22	6.15	
Average result	5.64	5.67	
Worst result	4.76	4.65	
Responses	1779	1828	

Burnout
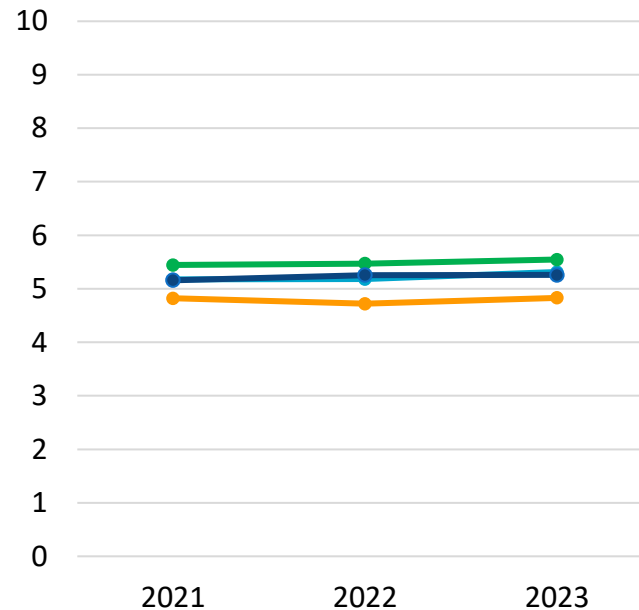
	2021	2022	2023
Your org	5.16	5.25	5.26
Best result	5.44	5.47	5.55
Average result	5.17	5.18	5.31
Worst result	4.82	4.72	4.83
Responses	1755	1824	2318

Negative experiences
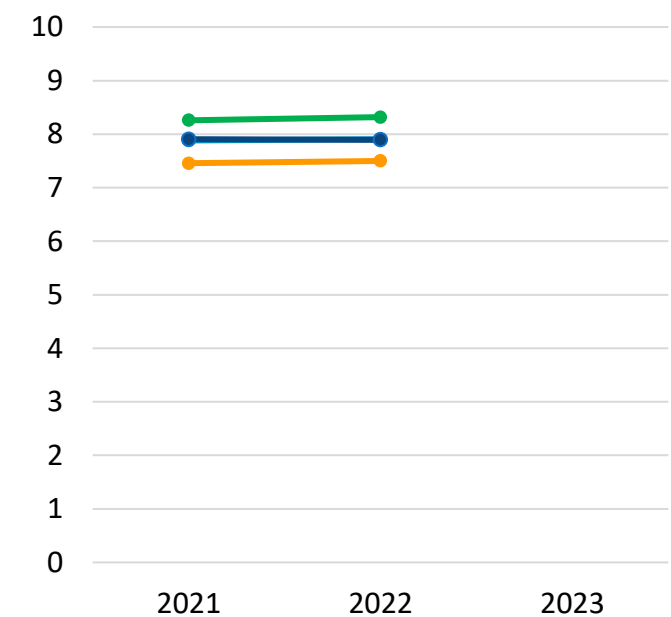
	2021	2022	2023
Your org	7.90	7.90	
Best result	8.26	8.32	
Average result	7.88	7.91	
Worst result	7.46	7.50	
Responses	1750	1822	

Note. 2023 results for 'Health and safety climate' and 'Negative experiences' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 5: We are always learning

We are always learning
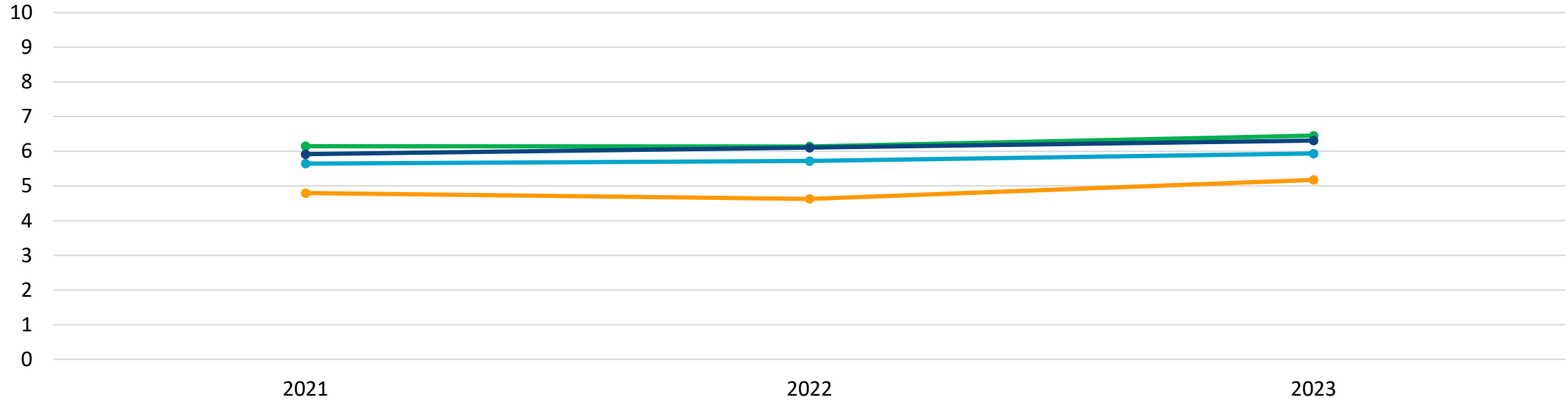
	2021	2022	2023
Your org	5.91	6.10	6.31
Best result	6.15	6.14	6.45
Average result	5.64	5.72	5.93
Worst result	4.79	4.63	5.17
Responses	1633	1711	2157

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 5: We are always learning

Development
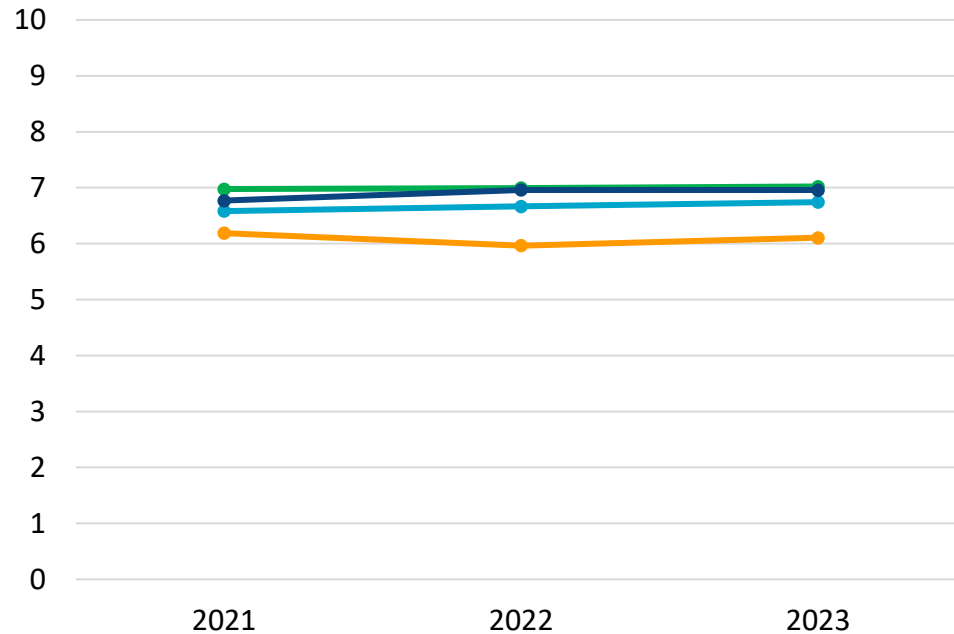
	2021	2022	2023
Your org	6.77	6.96	6.96
Best result	6.98	6.99	7.02
Average result	6.58	6.67	6.74
Worst result	6.19	5.96	6.11
Responses	1749	1822	2315

Appraisals
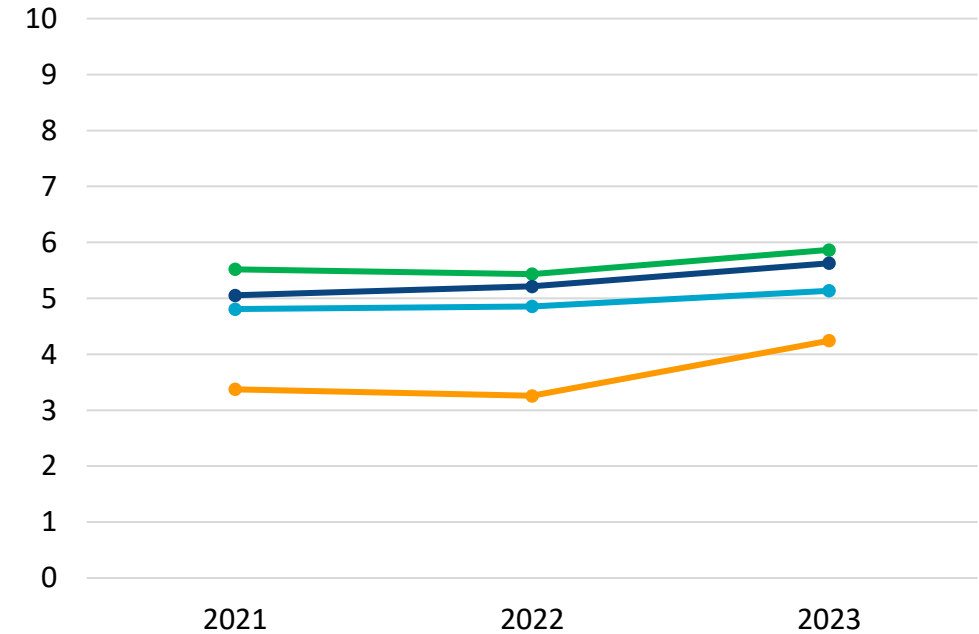
	2021	2022	2023
Your org	5.05	5.21	5.63
Best result	5.52	5.43	5.86
Average result	4.81	4.86	5.13
Worst result	3.37	3.26	4.24
Responses	1636	1718	2158

Hertfordshire Partnership University NHS Foundation Trust Benchmark report

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 6: We work flexibly

We work flexibly
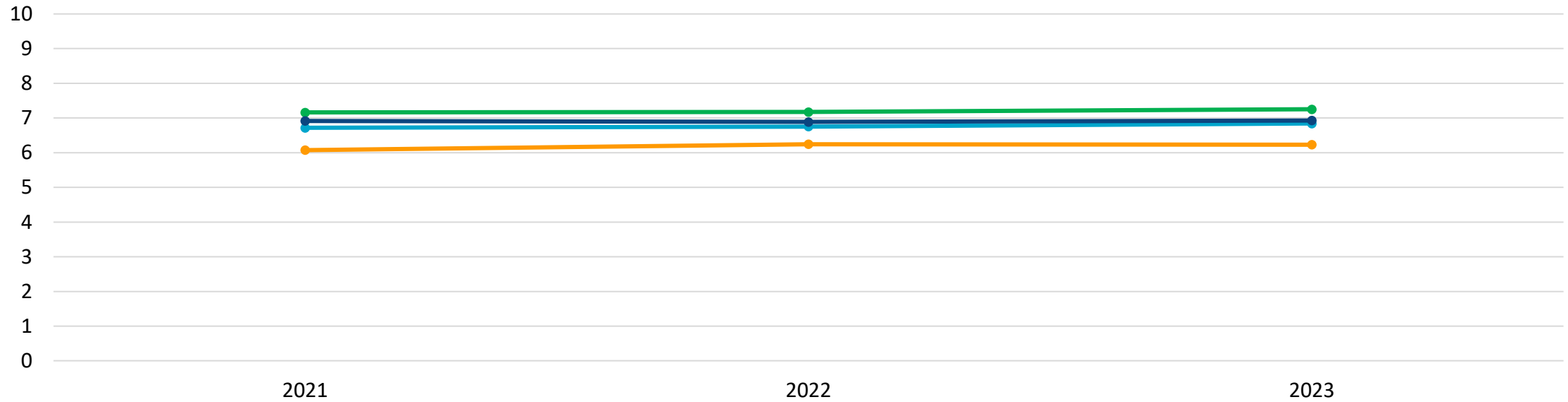
	2021	2022	2023
Your org	6.92	6.89	6.93
Best result	7.16	7.17	7.25
Average result	6.71	6.75	6.84
Worst result	6.07	6.24	6.23
Responses	1768	1825	2309

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 6: We work flexibly

Support for work-life balance
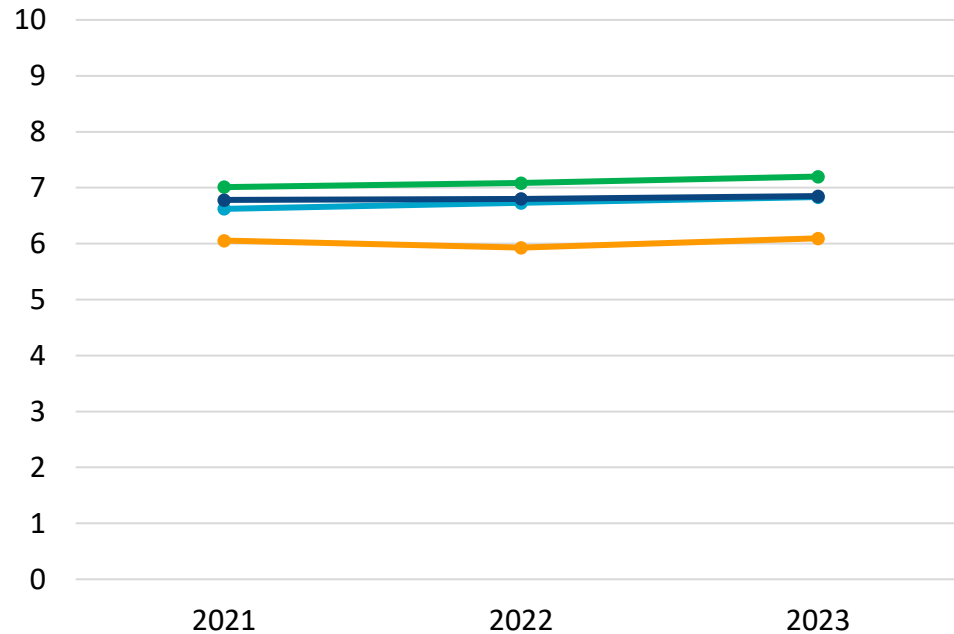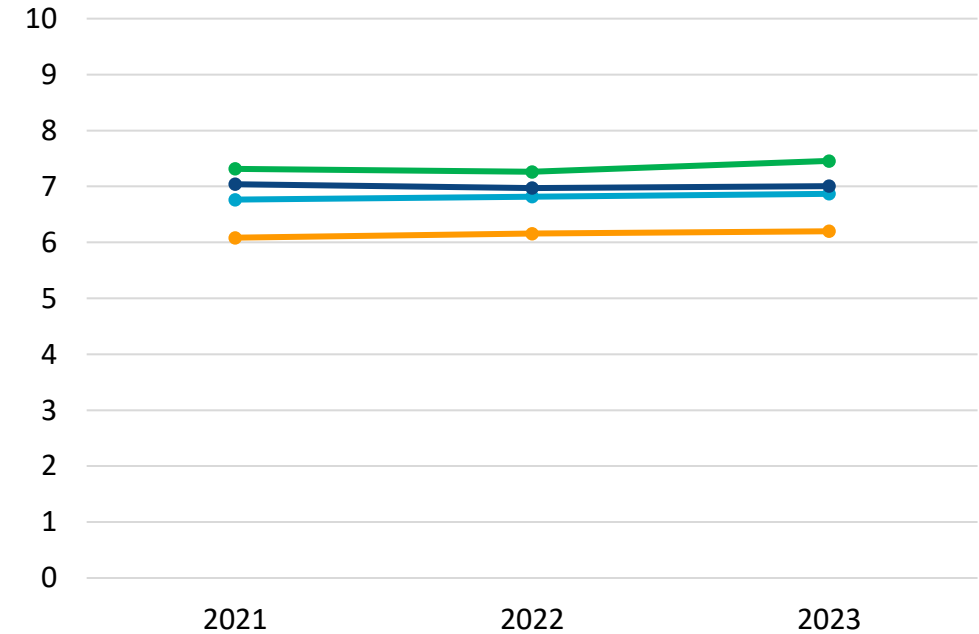
	2021	2022	2023
Your org	6.78	6.80	6.85
Best result	7.01	7.08	7.20
Average result	6.62	6.73	6.83
Worst result	6.05	5.93	6.09
Responses	1770	1826	2318

Flexible working

	2021	2022	2023
Your org	7.04	6.97	7.01
Best result	7.32	7.26	7.46
Average result	6.76	6.82	6.87
Worst result	6.08	6.16	6.20
Responses	1773	1827	2312

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 7: We are a team

We are a team
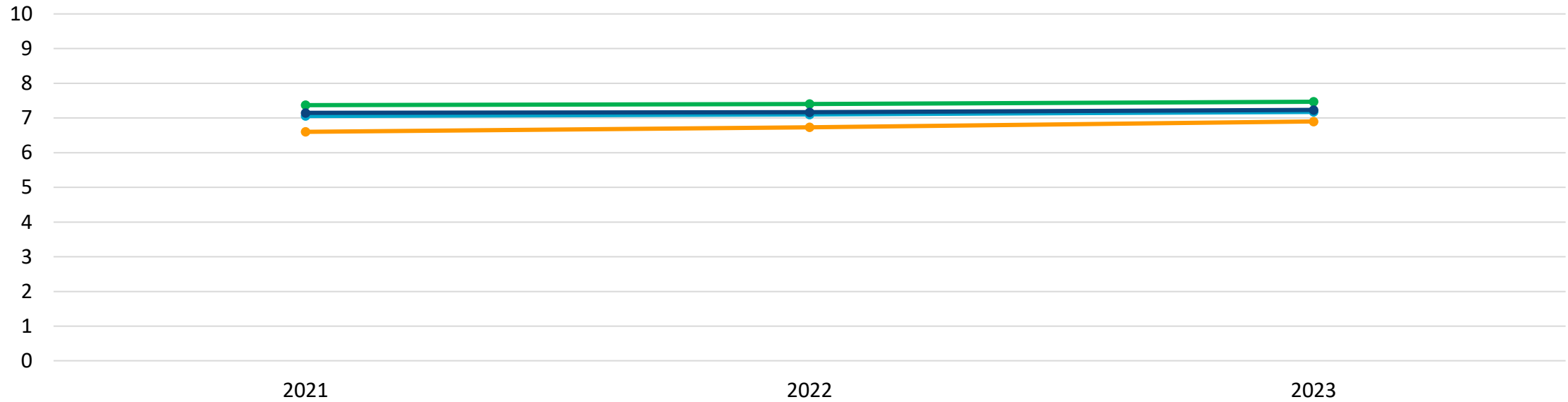
	2021	2022	2023
Your org	7.15	7.17	7.23
Best result	7.37	7.40	7.47
Average result	7.06	7.10	7.18
Worst result	6.60	6.73	6.90
Responses	1759	1826	2314

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 7: We are a team

Team working
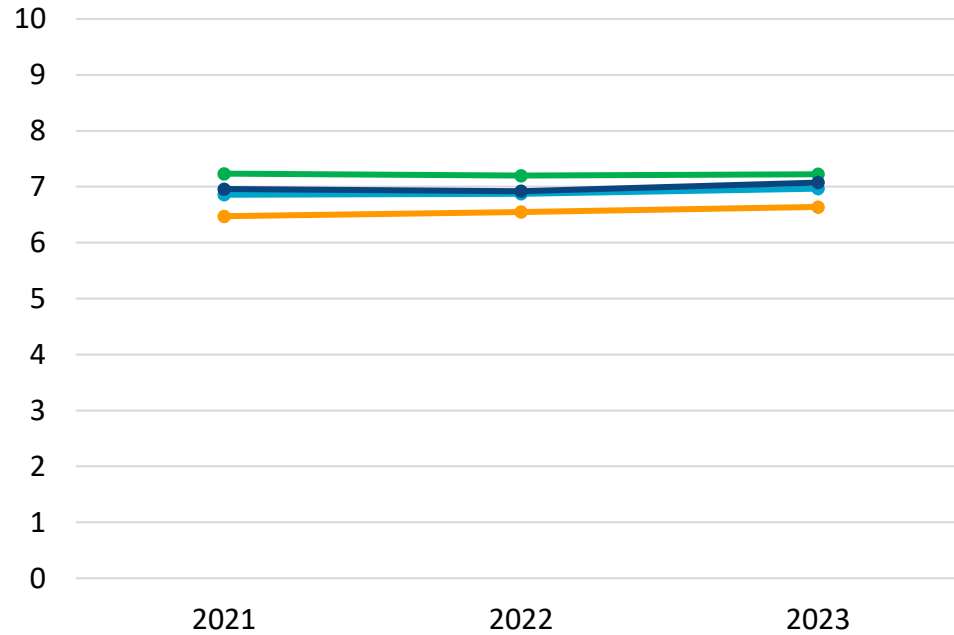
	2021	2022	2023
Your org	6.96	6.92	7.08
Best result	7.23	7.20	7.22
Average result	6.86	6.87	6.97
Worst result	6.47	6.55	6.64
Responses	1770	1827	2316

Line management
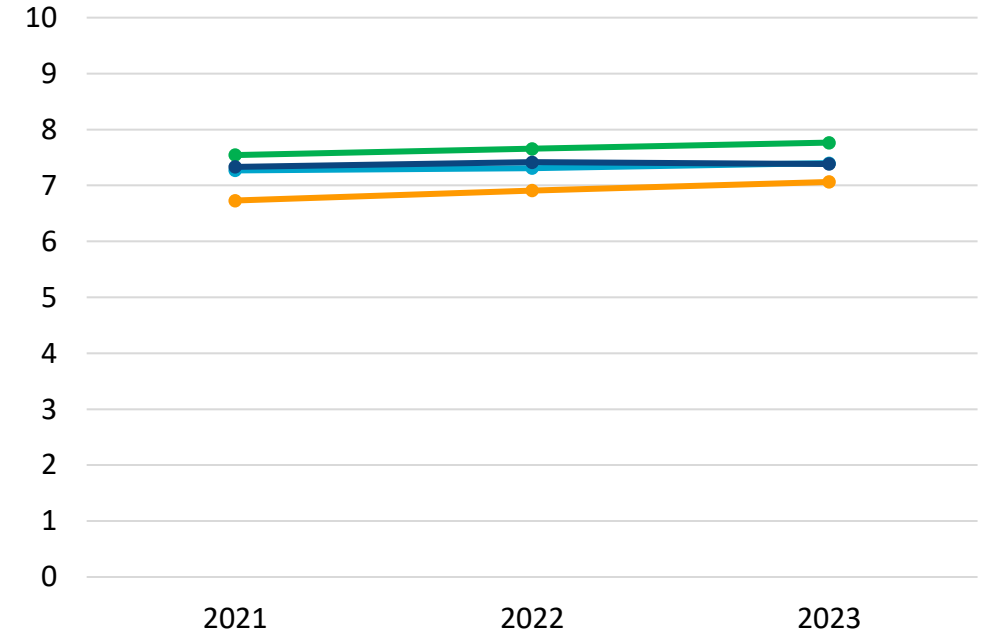
	2021	2022	2023
Your org	7.33	7.41	7.38
Best result	7.54	7.66	7.76
Average result	7.27	7.31	7.40
Worst result	6.73	6.91	7.06
Responses	1759	1826	2317

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

**Theme: Staff Engagement**

Staff Engagement
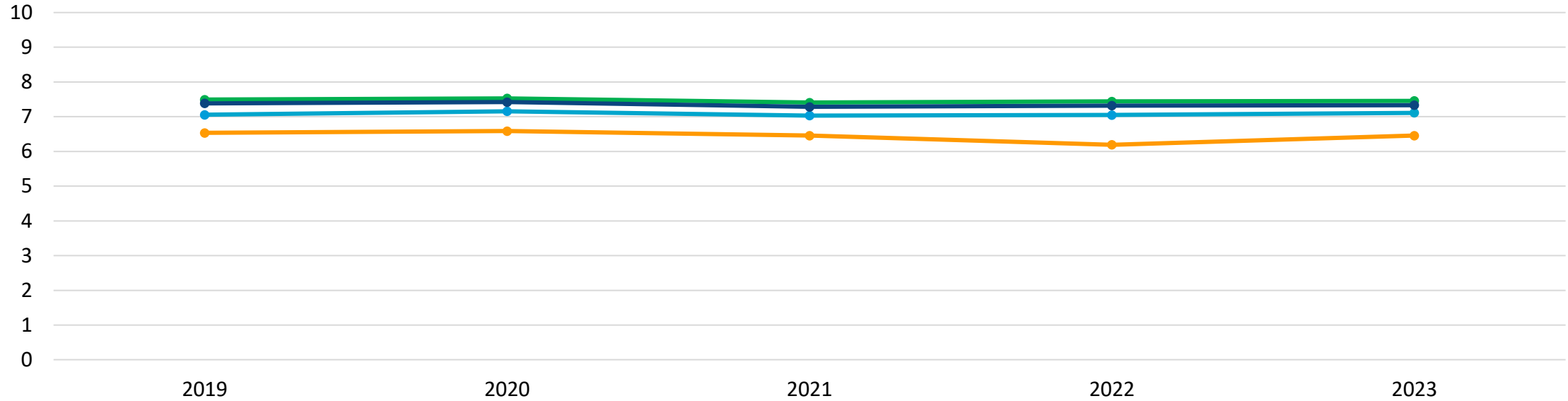
	2019	2020	2021	2022	2023
Your org	7.38	7.42	7.28	7.32	7.33
Best result	7.49	7.53	7.41	7.44	7.45
Average result	7.06	7.15	7.03	7.05	7.11
Worst result	6.53	6.58	6.46	6.19	6.46
Responses	1776	1786	1777	1827	2317

Hertfordshire Partnership University NHS Foundation Trust Benchmark report

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People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Theme: Staff Engagement

Motivation

	2019	2020	2021	2022	2023
Your org	7.61	7.54	7.39	7.40	7.34
Best result	7.64	7.61	7.41	7.48	7.46
Average result	7.35	7.35	7.16	7.18	7.22
Worst result	6.89	6.84	6.65	6.31	6.60
Responses	1762	1764	1760	1805	2295

Involvement

	2019	2020	2021	2022	2023
Your org	7.07	7.07	7.08	7.18	7.27
Best result	7.39	7.35	7.46	7.50	7.39
Average result	7.00	7.04	7.09	7.12	7.18
Worst result	6.57	6.84	6.71	6.47	6.69
Responses	1777	1783	1779	1828	2317
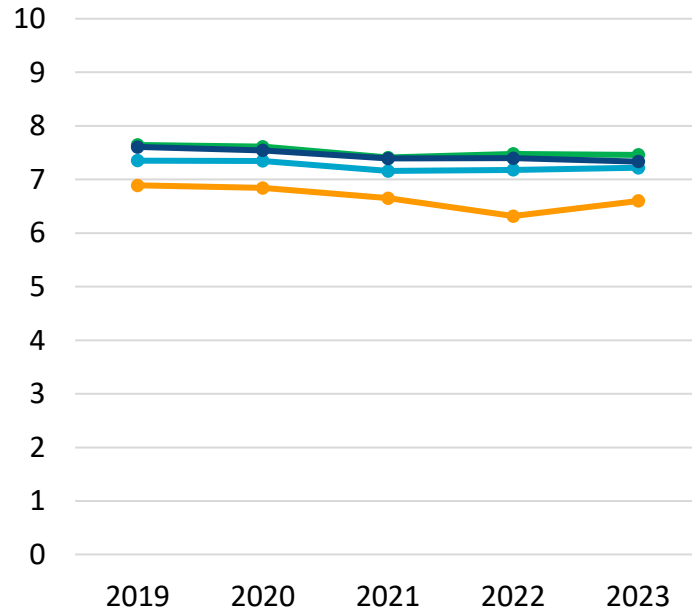
Advocacy

	2019	2020	2021	2022	2023
Your org	7.51	7.65	7.41	7.38	7.38
Best result	7.59	7.73	7.64	7.60	7.62
Average result	6.89	7.14	6.91	6.88	6.95
Worst result	5.74	6.05	5.85	5.71	5.87
Responses	1743	1762	1739	1822	2315

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Theme: Morale

Morale

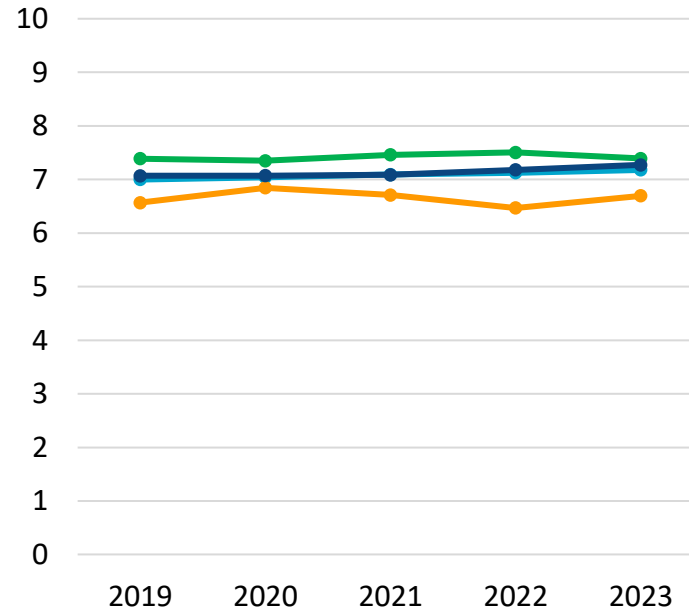|	2019	2020	2021	2022	2023
Your org	6.30	6.46	6.22	6.18	6.28
Best result	6.49	6.73	6.52	6.50	6.61
Average result	6.01	6.23	6.02	6.04	6.17
Worst result	5.59	5.76	5.48	5.15	5.21
Responses	1767	1780	1774	1827	2319

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.
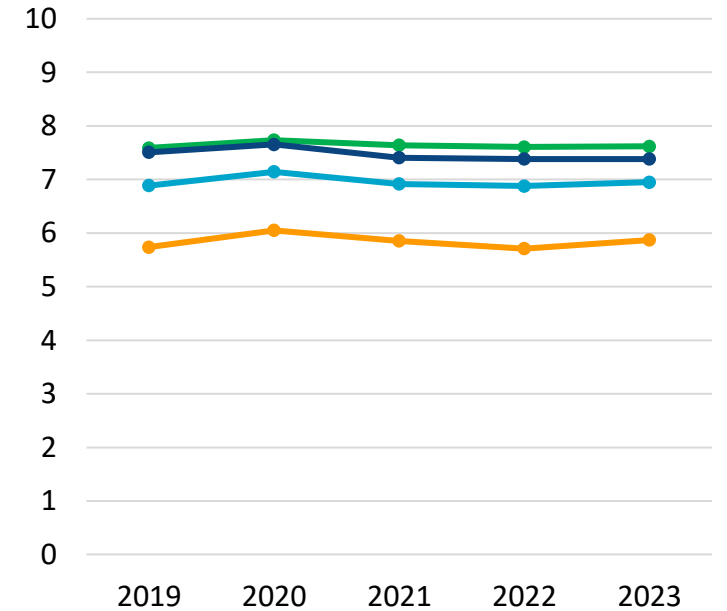
Theme: Morale

Thinking about leaving

	2019	2020	2021	2022	2023
Your org	6.48	6.67	6.40	6.36	6.33
Best result	6.80	6.94	6.69	6.64	6.84
Average result	6.11	6.37	6.15	6.13	6.27
Worst result	5.57	5.77	5.39	4.82	4.67
Responses	1737	1760	1733	1818	2308

Work pressure

	2019	2020	2021	2022	2023
Your org	5.68	5.94	5.59	5.47	5.77
Best result	5.91	6.23	5.97	5.88	6.00
Average result	5.33	5.66	5.34	5.32	5.55
Worst result	4.86	4.95	4.66	4.51	4.66
Responses	1774	1783	1779	1828	2317
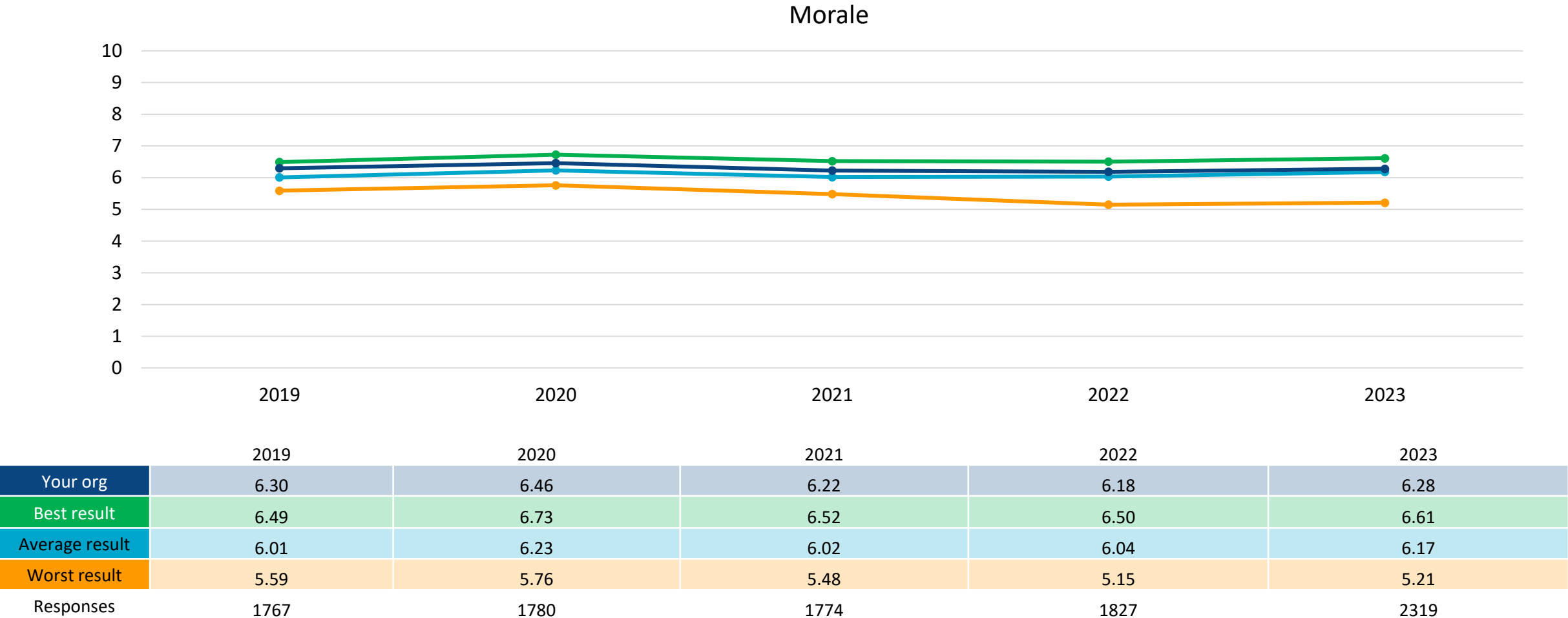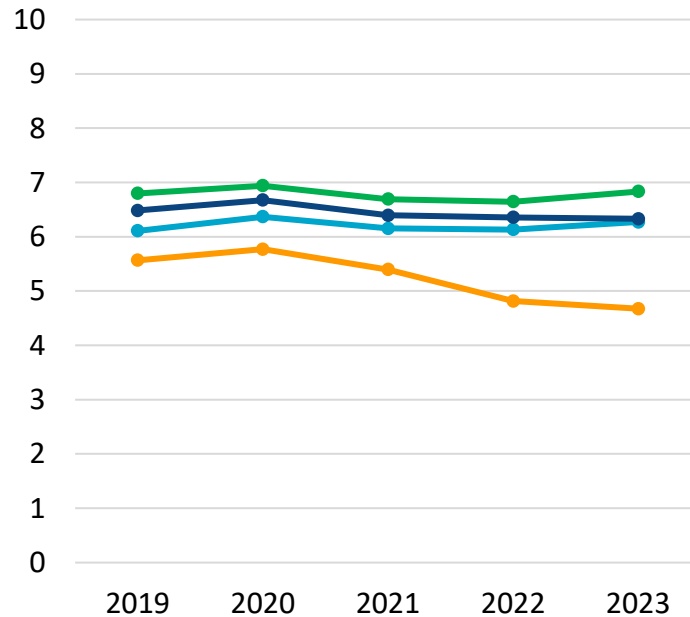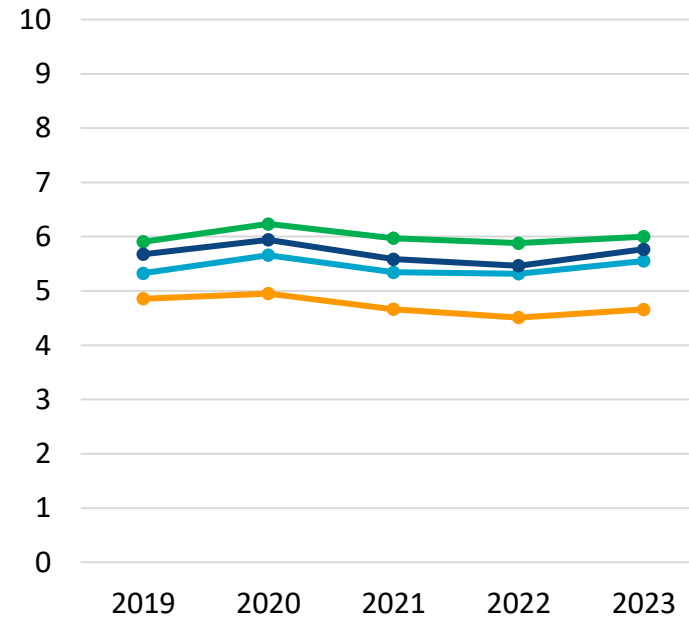
Stressors

	2019	2020	2021	2022	2023
Your org	6.74	6.76	6.70	6.73	6.75
Best result	6.94	7.01	6.95	7.00	7.00
Average result	6.60	6.65	6.64	6.69	6.75
Worst result	6.26	6.39	6.28	6.11	6.29
Responses	1756	1780	1768	1825	2315

People Promise element – We are compassionate and inclusive

Questions included:

Compassionate culture – Q6a, Q25a, Q25b, Q25c, Q25d

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

Diversity and equality – Q15, Q16a, Q16b, Q21

Inclusion – Q7h, Q7i, Q8b, Q8c

Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Q6a I feel that my role makes a difference to patients / service users.
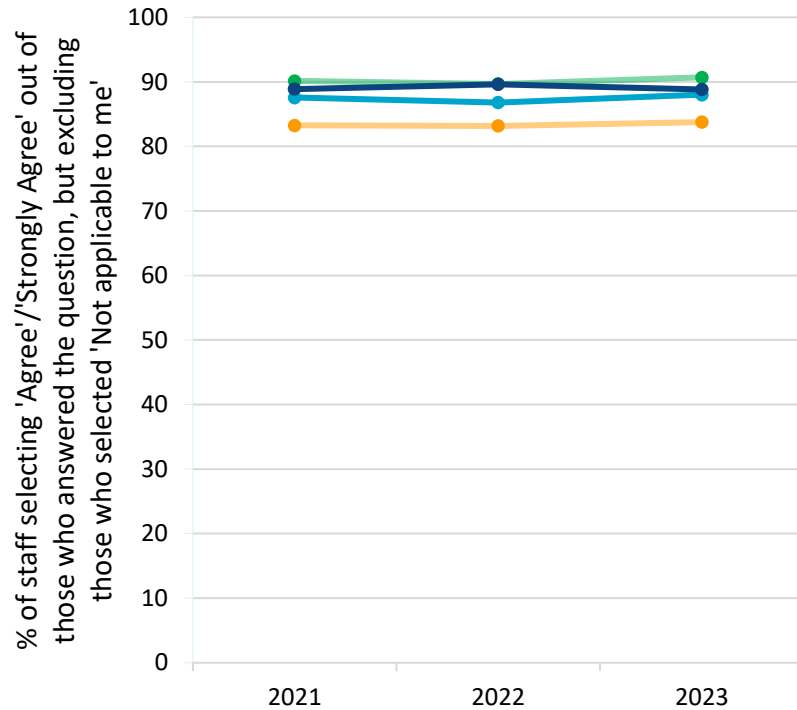
	2021	2022	2023
Your org	88.86%	89.62%	88.84%
Best result	90.14%	89.67%	90.69%
Average result	87.57%	86.81%	88.02%
Worst result	83.26%	83.18%	83.79%
Responses	1726	1785	2269

Q25a Care of patients / service users is my organisation's top priority.
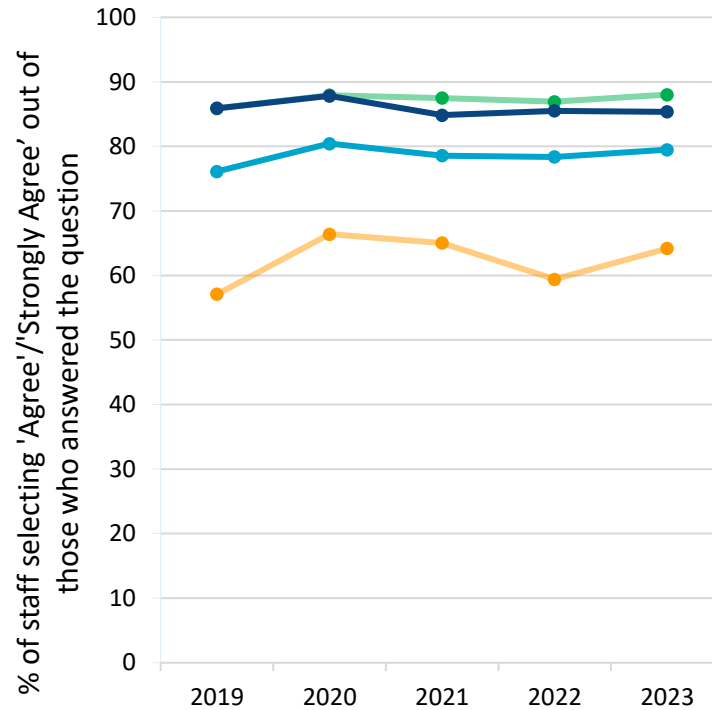
	2019	2020	2021	2022	2023
Your org	85.89%	87.81%	84.84%	85.51%	85.35%
Best result	85.89%	87.93%	87.50%	86.92%	88.01%
Average result	76.11%	80.42%	78.56%	78.37%	79.49%
Worst result	57.09%	66.39%	65.04%	59.39%	64.18%
Responses	1744	1764	1740	1822	2313

Q25b My organisation acts on concerns raised by patients / service users.
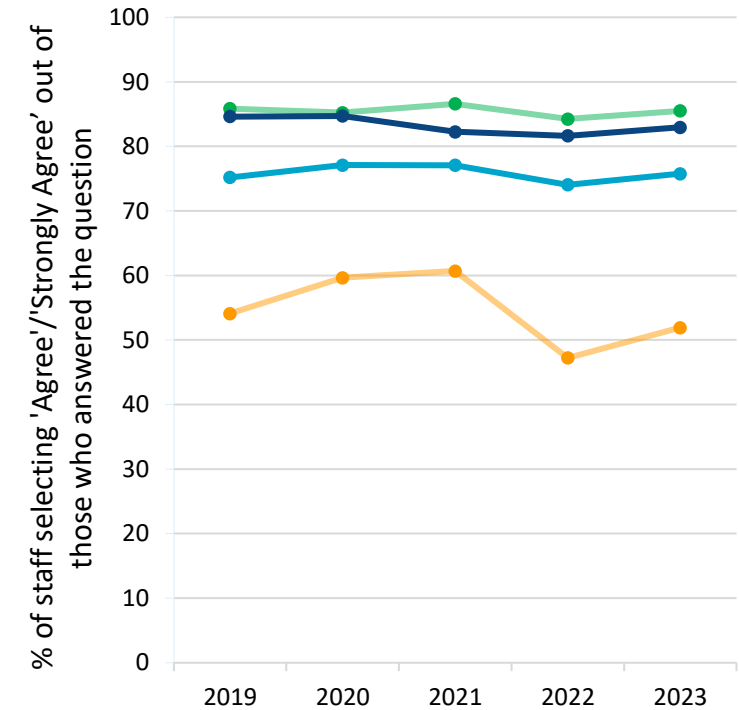
	2019	2020	2021	2022	2023
Your org	84.63%	84.73%	82.25%	81.63%	82.95%
Best result	85.85%	85.24%	86.61%	84.24%	85.52%
Average result	75.20%	77.10%	77.08%	74.06%	75.76%
Worst result	54.09%	59.66%	60.69%	47.24%	51.93%
Responses	1741	1760	1738	1818	2313

Survey Coordination Centre

NHS

Q25c I would recommend my organisation as a place to work.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question

	2019	2020	2021	2022	2023
Your org	73.83%	76.31%	70.77%	72.00%	72.61%
Best result	75.13%	77.76%	73.58%	73.01%	75.43%
Average result	61.79%	67.83%	63.17%	62.74%	65.59%
Worst result	42.82%	49.09%	43.43%	39.56%	39.46%
Responses	1741	1760	1738	1822	2312

Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question

	2019	2020	2021	2022	2023
Your org	75.81%	76.02%	71.47%	69.00%	69.28%
Best result	80.67%	84.23%	82.42%	79.63%	80.42%
Average result	65.50%	70.45%	64.89%	63.78%	65.18%
Worst result	37.29%	47.19%	45.13%	40.19%	43.64%
Responses	1743	1759	1737	1819	2310

Q9f My immediate manager works together with me to come to an understanding of problems.
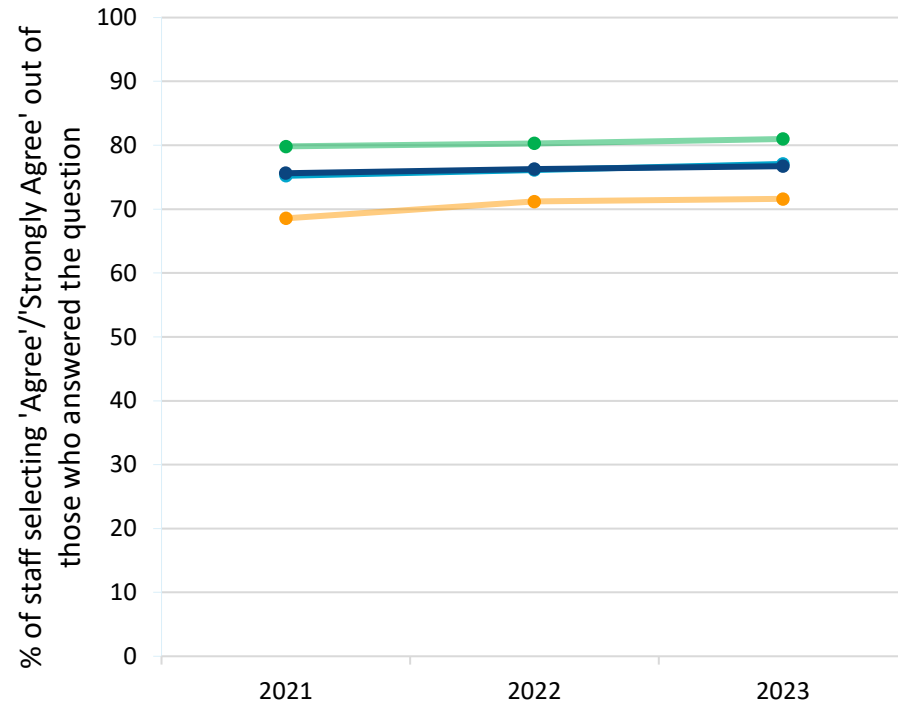
	2021	2022	2023
Your org	75.63%	76.29%	76.74%
Best result	79.81%	80.30%	80.98%
Average result	75.23%	76.13%	77.09%
Worst result	68.57%	71.19%	71.60%
Responses	1754	1825	2311

Q9g My immediate manager is interested in listening to me when I describe challenges I face.
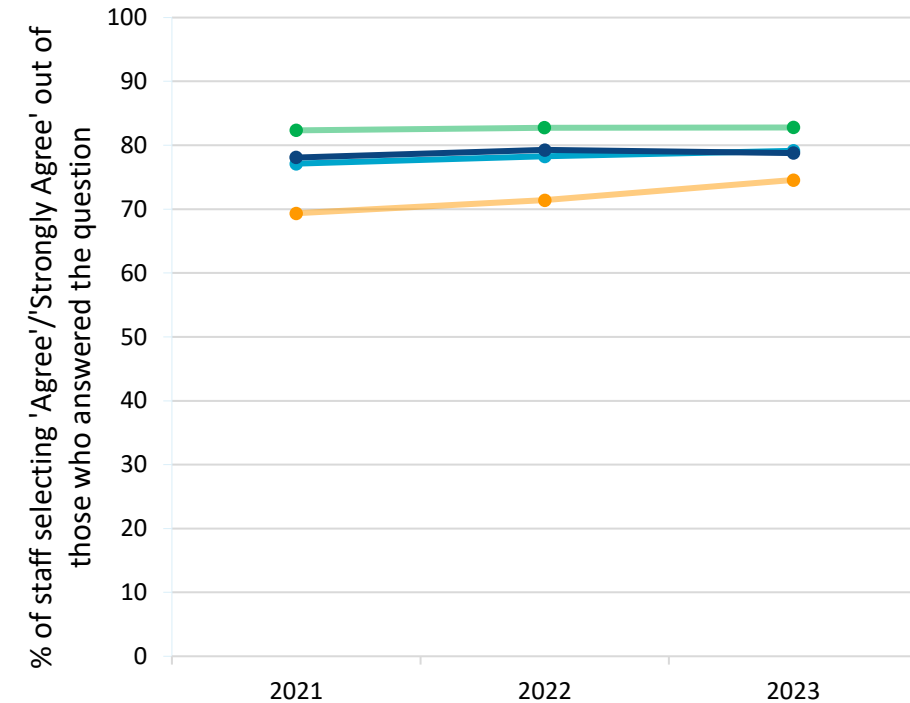
	2021	2022	2023
Your org	78.07%	79.26%	78.78%
Best result	82.35%	82.75%	82.80%
Average result	77.10%	78.25%	79.15%
Worst result	69.35%	71.40%	74.55%
Responses	1755	1825	2309

Q9h My immediate manager cares about my concerns.
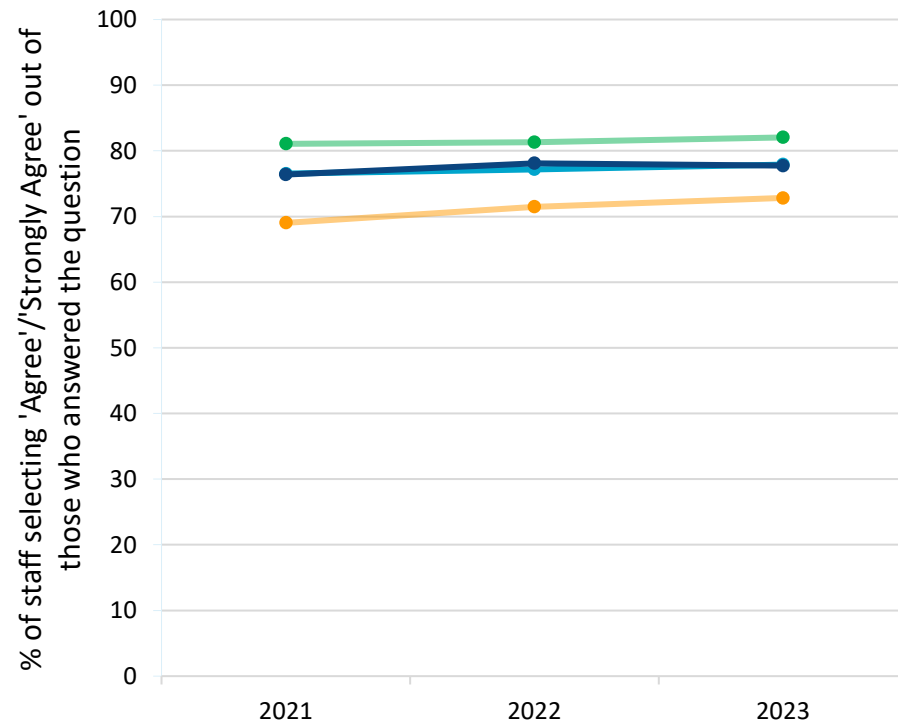
	2021	2022	2023
Your org	76.39%	78.11%	77.75%
Best result	81.08%	81.34%	82.06%
Average result	76.52%	77.18%	77.92%
Worst result	69.03%	71.48%	72.82%
Responses	1757	1821	2313

Q9i My immediate manager takes effective action to help me with any problems I face.
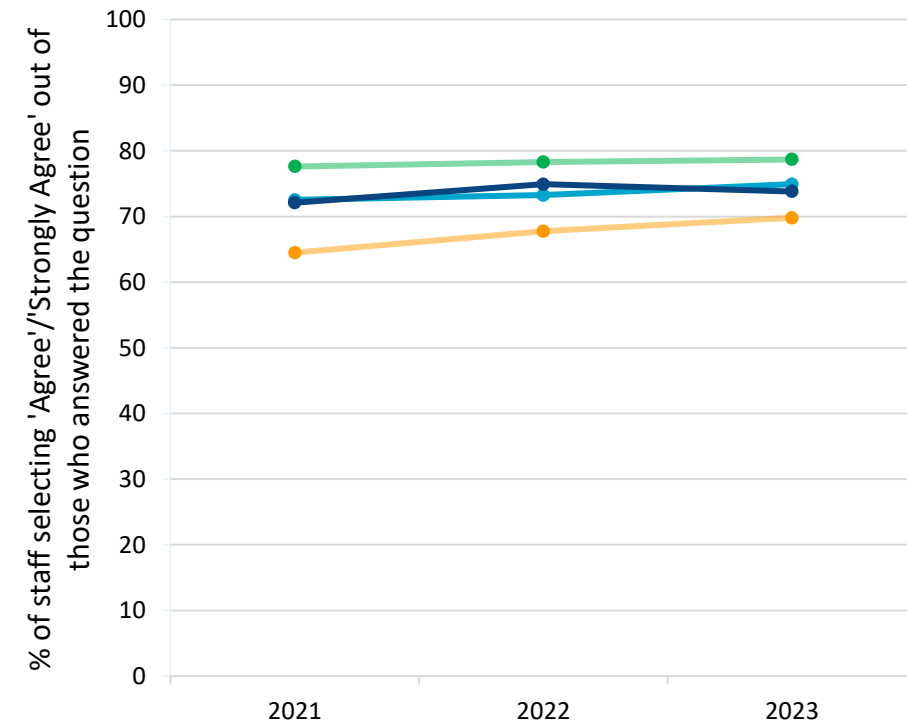
	2021	2022	2023
Your org	72.10%	74.92%	73.82%
Best result	77.63%	78.30%	78.70%
Average result	72.54%	73.25%	74.90%
Worst result	64.49%	67.76%	69.80%
Responses	1758	1826	2312

Survey Coordination Centre

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Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?
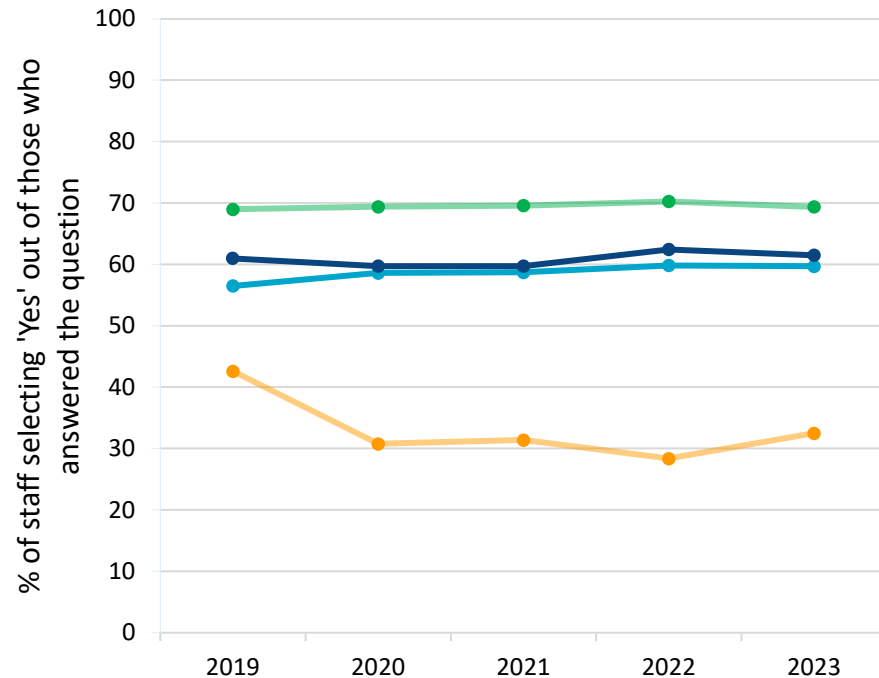
	2019	2020	2021	2022	2023
Your org	60.96%	59.71%	59.72%	62.42%	61.49%
Best result	68.97%	69.39%	69.57%	70.24%	69.35%
Average result	56.50%	58.60%	58.69%	59.83%	59.69%
Worst result	42.59%	30.76%	31.37%	28.35%	32.49%
Responses	1749	1764	1727	1795	2290

Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?
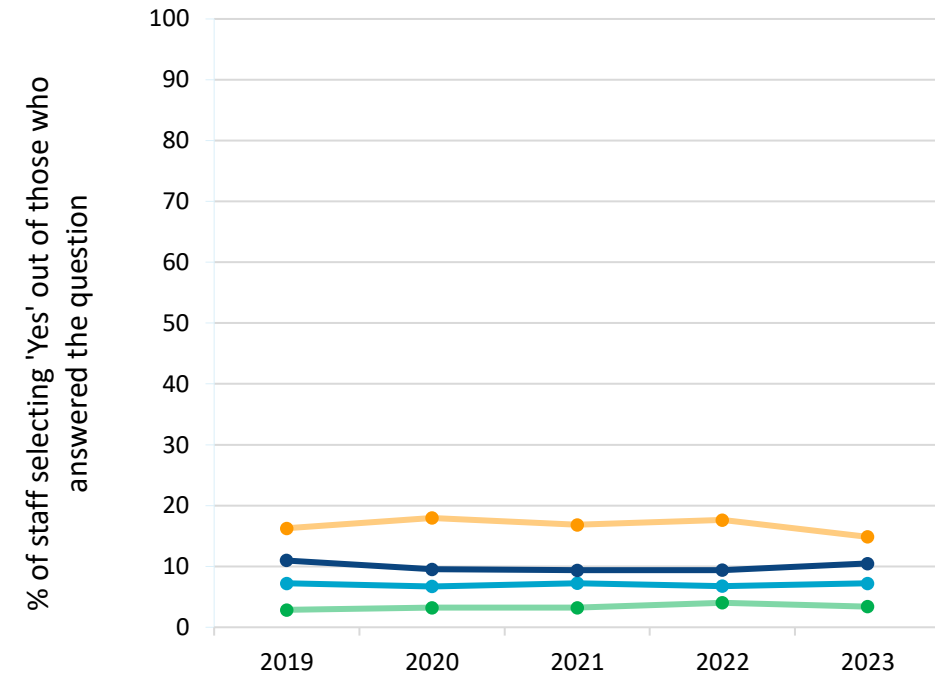
	2019	2020	2021	2022	2023
Your org	10.96%	9.54%	9.37%	9.41%	10.48%
Best result	2.85%	3.22%	3.23%	4.04%	3.41%
Average result	7.22%	6.71%	7.24%	6.76%	7.22%
Worst result	16.25%	17.98%	16.85%	17.64%	14.88%
Responses	1756	1767	1746	1808	2309

Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?

Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).
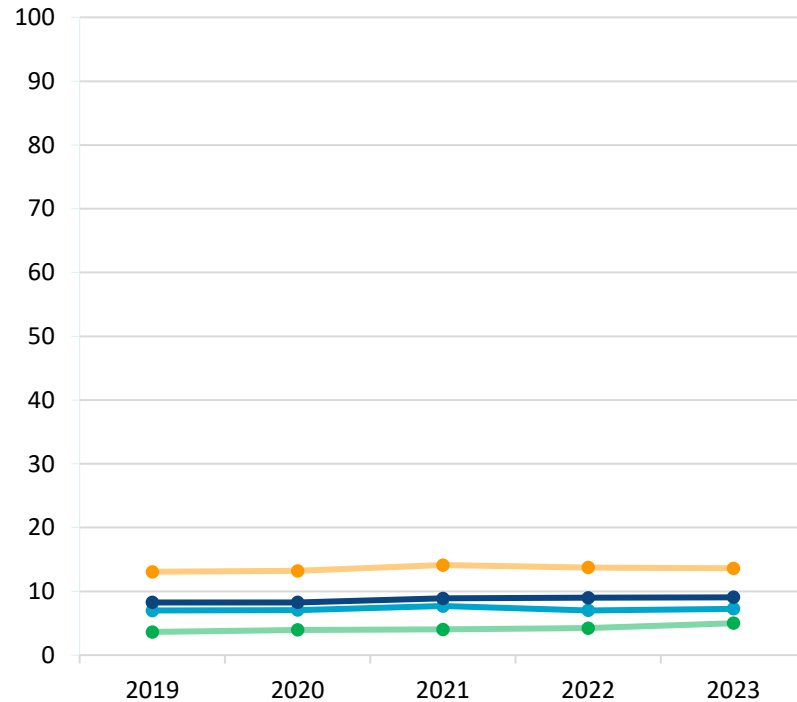
	2019	2020	2021	2022	2023
Your org	8.23%	8.27%	8.89%	8.99%	9.05%
Best result	3.62%	3.93%	4.03%	4.22%	5.00%
Average result	6.98%	7.06%	7.68%	7.01%	7.25%
Worst result	13.04%	13.21%	14.12%	13.74%	13.61%
Responses	1753	1765	1746	1806	2292
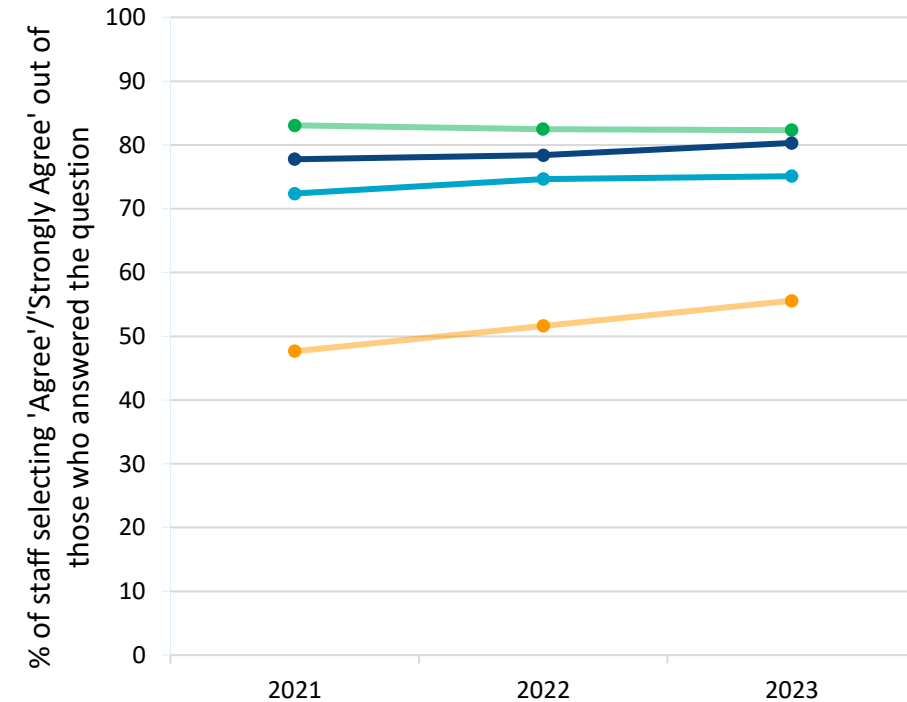
	2021	2022	2023
Your org	77.75%	78.39%	80.31%
Best result	83.08%	82.49%	82.34%
Average result	72.39%	74.65%	75.12%
Worst result	47.66%	51.61%	55.57%
Responses	1746	1819	2314

Q7h I feel valued by my team.
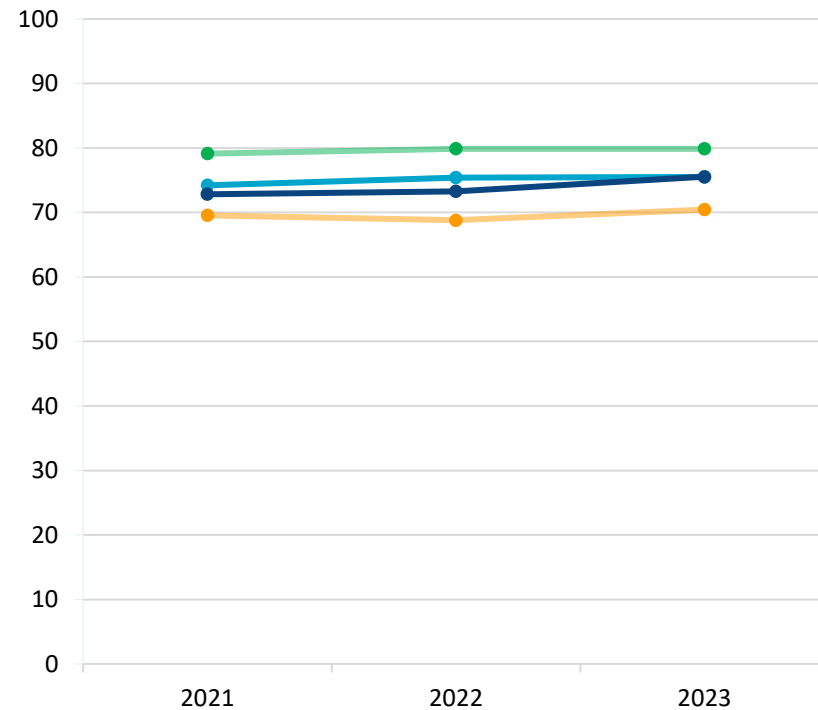
	2021	2022	2023
Your org	72.81%	73.28%	75.54%
Best result	79.13%	79.88%	79.87%
Average result	74.22%	75.41%	75.51%
Worst result	69.56%	68.78%	70.45%
Responses	1765	1825	2313

Q7i I feel a strong personal attachment to my team.
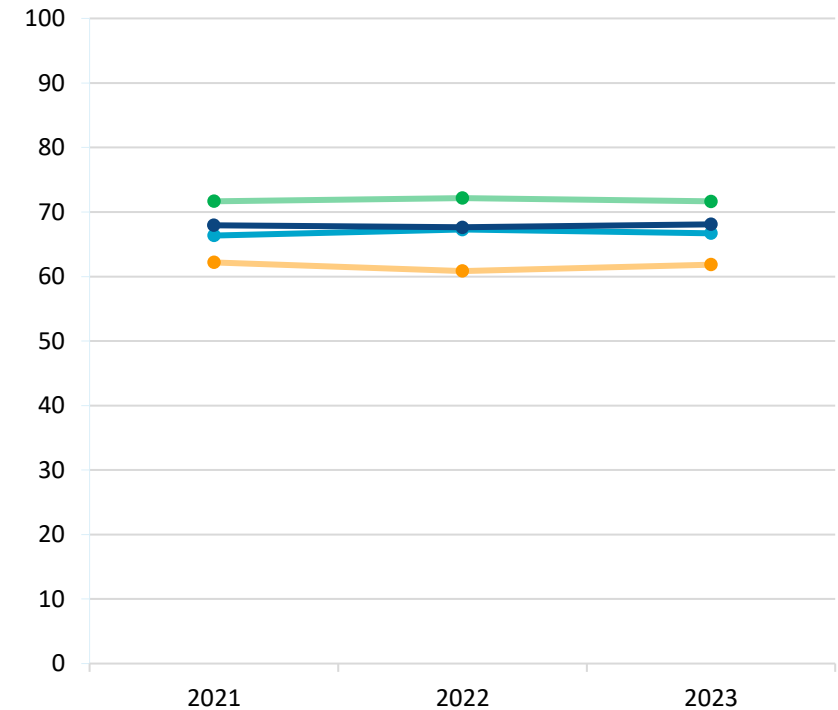
	2021	2022	2023
Your org	67.94%	67.62%	68.10%
Best result	71.67%	72.18%	71.66%
Average result	66.37%	67.28%	66.73%
Worst result	62.19%	60.86%	61.85%
Responses	1765	1823	2313

Q8b The people I work with are understanding and kind to one another.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
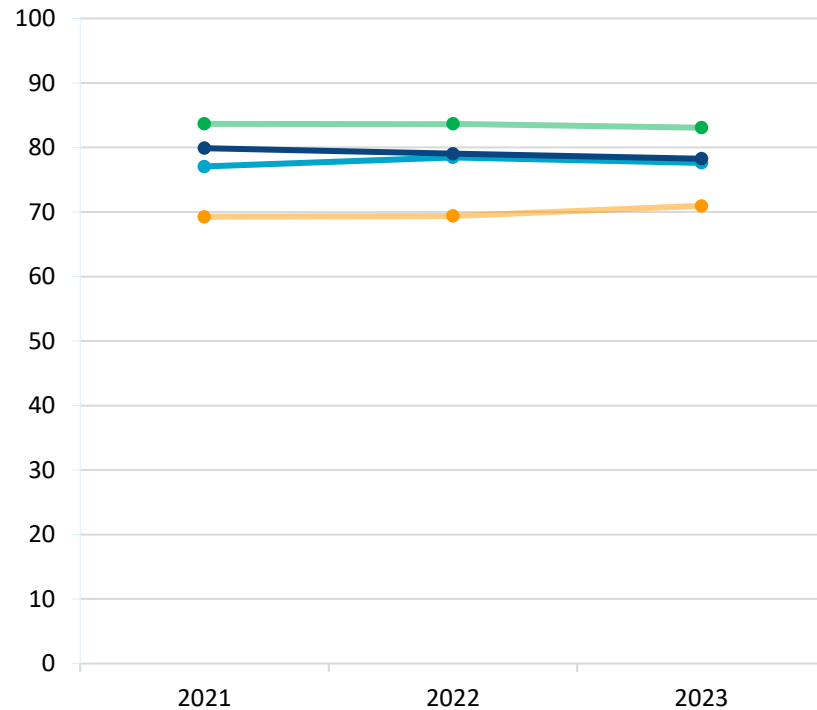
	2021	2022	2023
Your org	79.88%	79.04%	78.27%
Best result	83.68%	83.67%	83.09%
Average result	77.06%	78.47%	77.62%
Worst result	69.27%	69.40%	70.97%
Responses	1761	1827	2313

Q8c The people I work with are polite and treat each other with respect.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
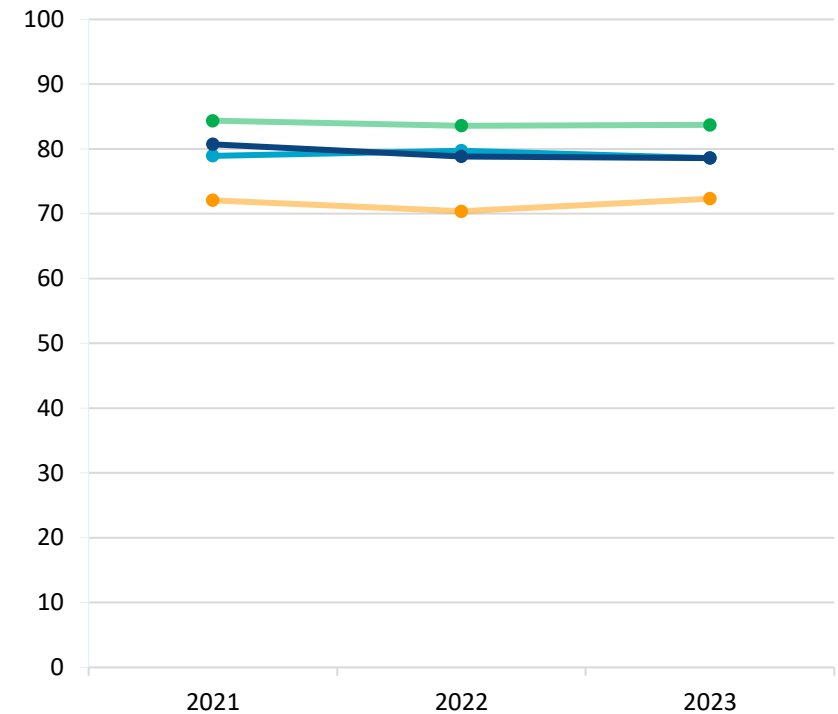
	2021	2022	2023
Your org	80.72%	78.84%	78.60%
Best result	84.34%	83.56%	83.69%
Average result	78.95%	79.73%	78.60%
Worst result	72.08%	70.37%	72.33%
Responses	1761	1827	2314

People Promise element – We are recognised and rewarded

Questions included:

Q4a, Q4b, Q4c, Q8d, Q9e

Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.

% of staff selecting 'Satisfied'/'Very Satisfied' out of those who answered the question
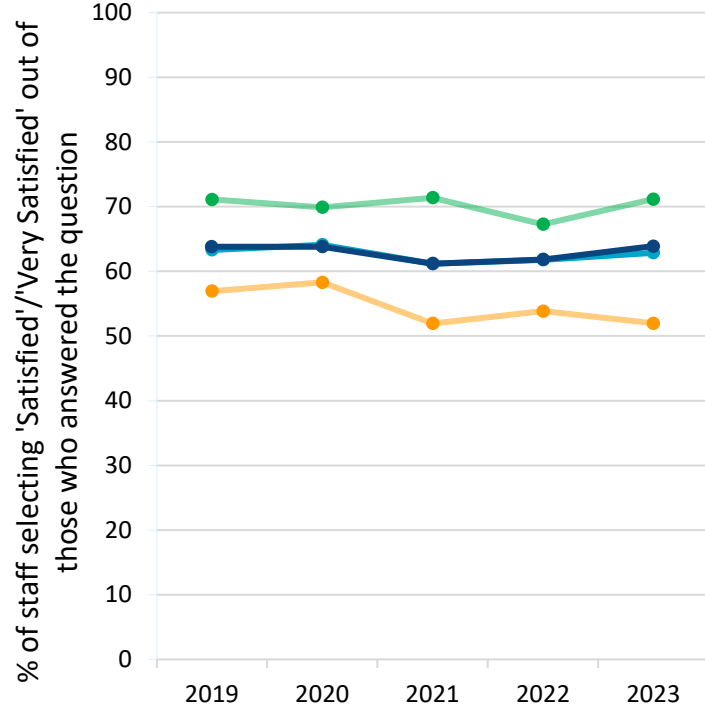
	2019	2020	2021	2022	2023
Your org	63.79%	63.82%	61.18%	61.83%	63.89%
Best result	71.11%	69.88%	71.38%	67.28%	71.15%
Average result	63.30%	64.11%	61.18%	61.78%	62.87%
Worst result	56.94%	58.29%	51.93%	53.84%	51.97%
Responses	1766	1779	1774	1828	2317

Q4b How satisfied are you with each of the following aspects of your job? The extent to which my organisation values my work.

% of staff selecting 'Satisfied'/'Very Satisfied' out of those who answered the question
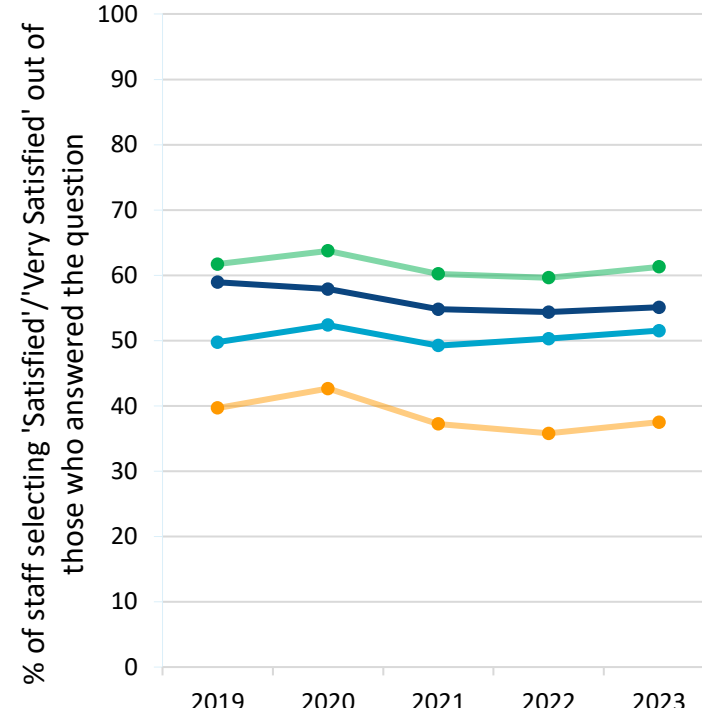
	2019	2020	2021	2022	2023
Your org	58.93%	57.88%	54.80%	54.37%	55.09%
Best result	61.72%	63.74%	60.21%	59.62%	61.30%
Average result	49.76%	52.38%	49.24%	50.30%	51.52%
Worst result	39.67%	42.64%	37.23%	35.78%	37.49%
Responses	1764	1774	1771	1823	2315

Q4c How satisfied are you with each of the following aspects of your job? My level of pay.

% of staff selecting 'Satisfied'/'Very Satisfied' out of those who answered the question
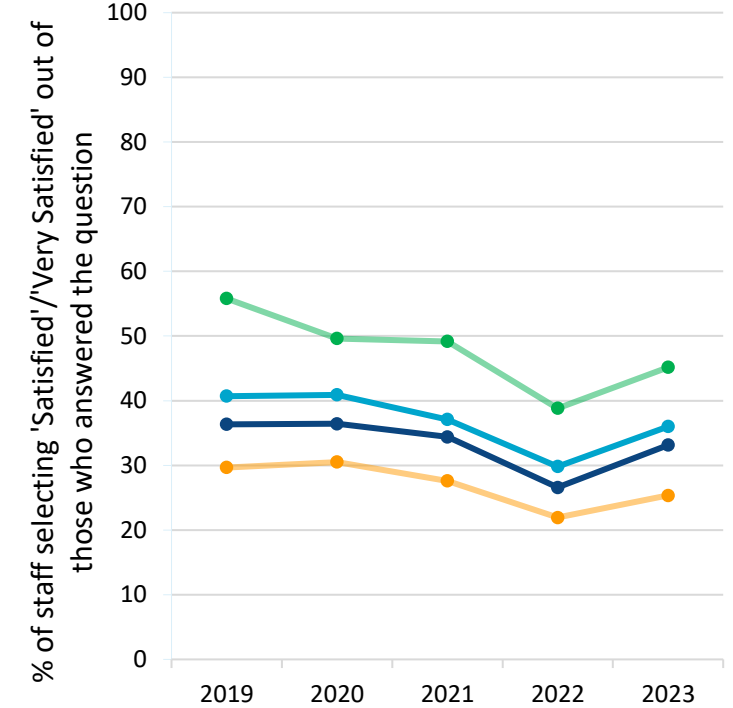
	2019	2020	2021	2022	2023
Your org	36.34%	36.42%	34.39%	26.60%	33.15%
Best result	55.79%	49.62%	49.16%	38.82%	45.16%
Average result	40.71%	40.92%	37.09%	29.82%	36.00%
Worst result	29.67%	30.53%	27.59%	21.93%	25.35%
Responses	1761	1777	1771	1826	2313

Survey Coordination Centre

NHS

Q8d The people I work with show appreciation to one another.
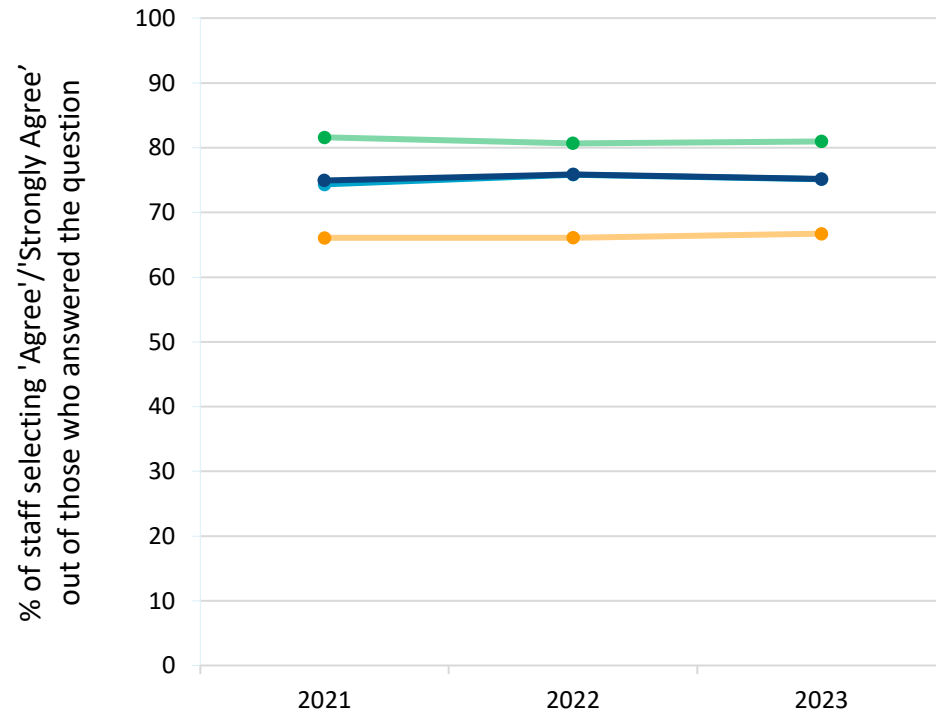
	2021	2022	2023
Your org	74.94%	75.87%	75.16%
Best result	81.59%	80.65%	80.97%
Average result	74.33%	75.83%	75.15%
Worst result	66.07%	66.10%	66.70%
Responses	1763	1826	2312

Q9e My immediate manager values my work.
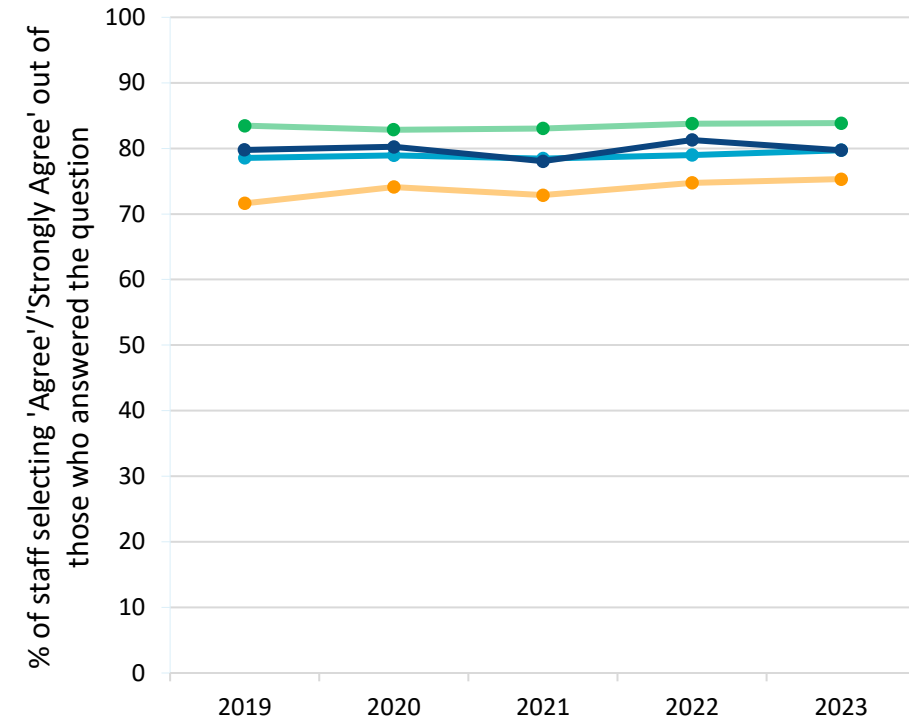
	2019	2020	2021	2022	2023
Your org	79.76%	80.24%	78.04%	81.28%	79.73%
Best result	83.46%	82.82%	83.03%	83.77%	83.85%
Average result	78.55%	78.95%	78.46%	79.01%	79.73%
Worst result	71.62%	74.11%	72.87%	74.74%	75.31%
Responses	1759	1771	1760	1824	2311

People Promise element – We each have a voice that counts

Questions included:

Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f

Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Q3a I always know what my work responsibilities are.

Q3b I am trusted to do my job.

Q3c There are frequent opportunities for me to show initiative in my role.

Q3a I always know what my work responsibilities are.
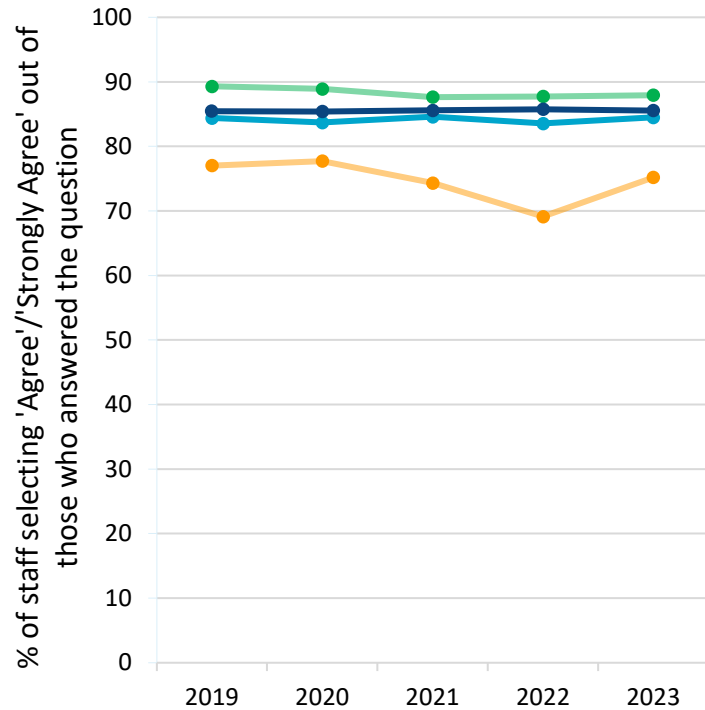
	2019	2020	2021	2022	2023
Your org	85.44%	85.42%	85.59%	85.76%	85.55%
Best result	89.31%	88.91%	87.64%	87.74%	87.94%
Average result	84.39%	83.69%	84.60%	83.54%	84.49%
Worst result	77.03%	77.72%	74.34%	69.12%	75.20%
Responses	1777	1786	1777	1825	2317

Q3b I am trusted to do my job.
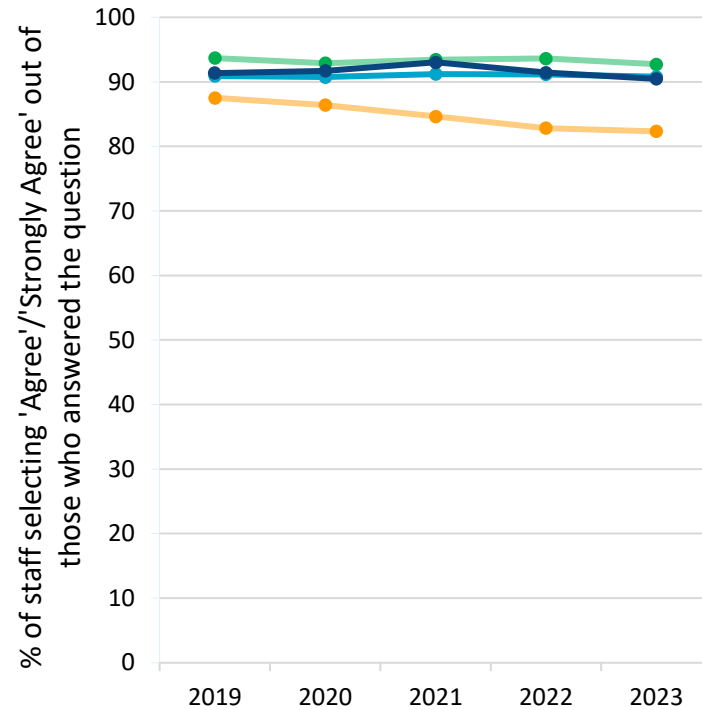
	2019	2020	2021	2022	2023
Your org	91.34%	91.70%	93.02%	91.44%	90.47%
Best result	93.69%	92.90%	93.44%	93.62%	92.73%
Average result	90.91%	90.74%	91.22%	91.17%	90.79%
Worst result	87.51%	86.39%	84.65%	82.82%	82.33%
Responses	1773	1787	1777	1826	2312

Q3c There are frequent opportunities for me to show initiative in my role.

	2019	2020	2021	2022	2023
Your org	75.37%	75.96%	75.81%	77.00%	78.78%
Best result	81.89%	80.42%	80.39%	81.69%	82.58%
Average result	74.78%	75.75%	76.55%	77.17%	78.14%
Worst result	69.39%	70.70%	71.75%	67.29%	72.32%
Responses	1777	1783	1776	1822	2315

Q3d I am able to make suggestions to improve the work of my team / department.

Q3e I am involved in deciding on changes introduced that affect my work area / team / department.

Q3f I am able to make improvements happen in my area of work.

	2019	2020	2021	2022	2023
Your org	77.91%	77.99%	75.86%	76.33%	78.78%
Best result	84.08%	82.18%	82.14%	81.71%	83.13%
Average result	78.11%	78.18%	76.84%	77.25%	77.80%
Worst result	71.82%	74.85%	70.93%	66.36%	71.24%
Responses	1774	1784	1778	1827	2315

	2019	2020	2021	2022	2023
Your org	55.01%	54.86%	53.12%	56.15%	57.41%
Best result	61.62%	63.73%	61.35%	63.07%	61.26%
Average result	55.01%	55.43%	54.61%	55.66%	55.80%
Worst result	47.67%	48.13%	47.08%	44.86%	48.41%
Responses	1775	1782	1770	1828	2315

	2019	2020	2021	2022	2023
Your org	60.23%	62.17%	58.17%	62.32%	65.32%
Best result	69.03%	68.91%	68.40%	69.20%	67.81%
Average result	60.38%	61.24%	59.01%	60.52%	61.37%
Worst result	51.53%	50.78%	51.33%	48.81%	52.44%
Responses	1767	1781	1774	1826	2312

Q5b I have a choice in deciding how to do my work.
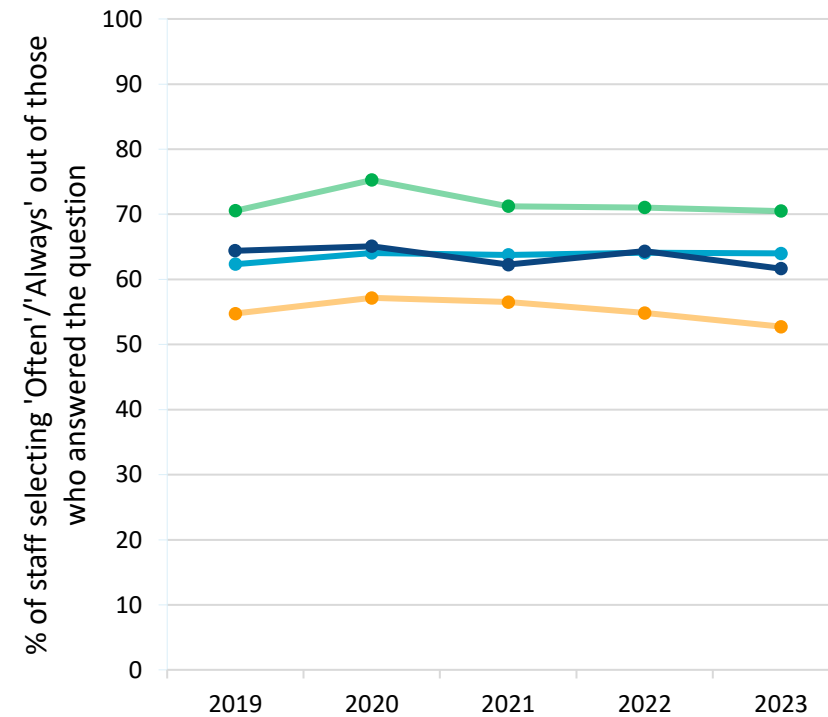
	2019	2020	2021	2022	2023
Your org	64.39%	65.10%	62.28%	64.34%	61.65%
Best result	70.54%	75.27%	71.25%	71.04%	70.51%
Average result	62.33%	64.05%	63.77%	64.10%	64.00%
Worst result	54.76%	57.16%	56.52%	54.84%	52.72%
Responses	1756	1782	1768	1826	2315

Q20a I would feel secure raising concerns about unsafe clinical practice.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
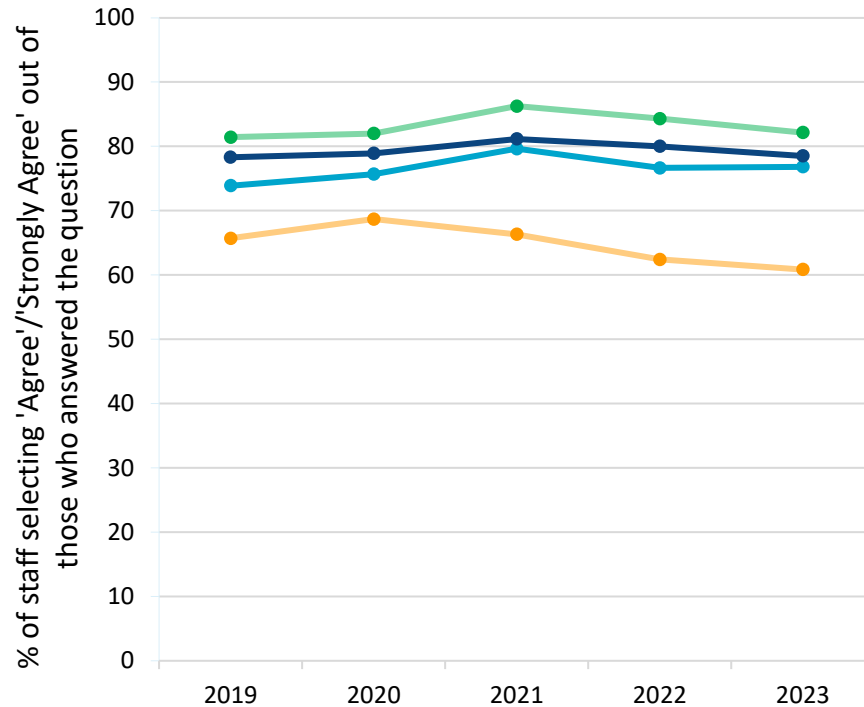
	2019	2020	2021	2022	2023
Your org	78.29%	78.92%	81.16%	80.01%	78.50%
Best result	81.42%	82.01%	86.26%	84.31%	82.15%
Average result	73.88%	75.68%	79.63%	76.65%	76.82%
Worst result	65.70%	68.68%	66.32%	62.41%	60.85%
Responses	1752	1764	1745	1824	2313

Q20b I am confident that my organisation would address my concern.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
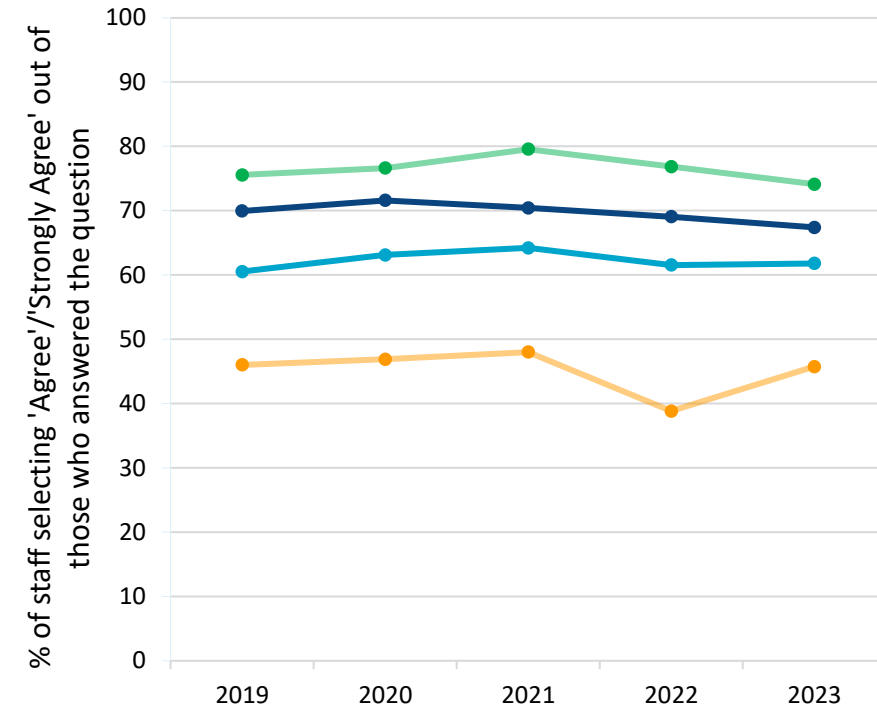
	2019	2020	2021	2022	2023
Your org	69.94%	71.59%	70.43%	69.05%	67.40%
Best result	75.56%	76.63%	79.57%	76.84%	74.10%
Average result	60.51%	63.12%	64.22%	61.53%	61.79%
Worst result	46.01%	46.89%	48.01%	38.82%	45.73%
Responses	1753	1765	1748	1822	2308

Survey Coordination Centre

NHS

Q25e I feel safe to speak up about anything that concerns me in this organisation.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
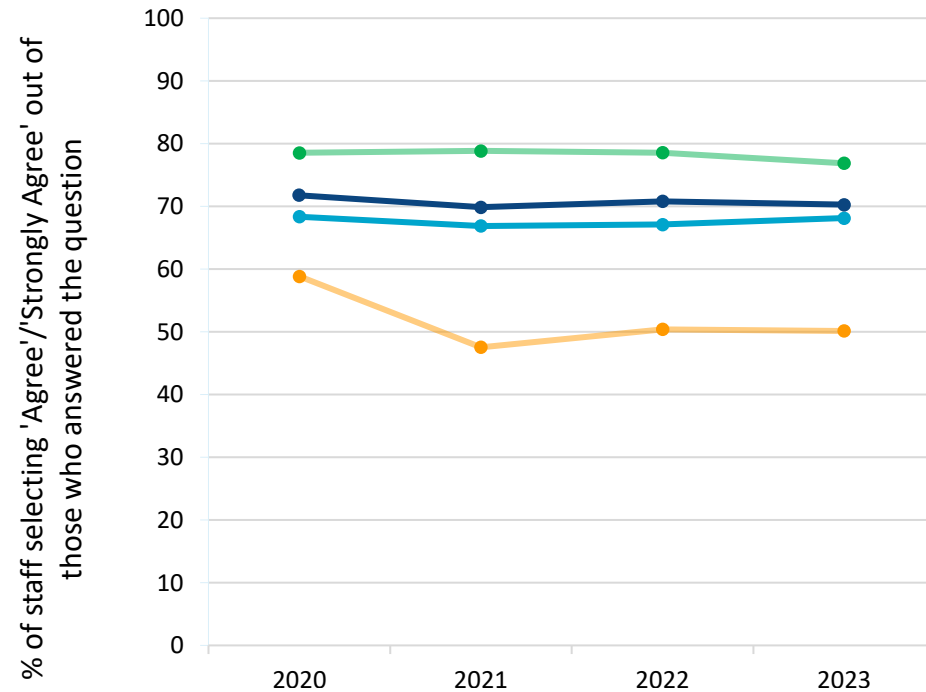
	2020	2021	2022	2023
Your org	71.76%	69.88%	70.82%	70.30%
Best result	78.54%	78.86%	78.57%	76.89%
Average result	68.37%	66.89%	67.11%	68.14%
Worst result	58.87%	47.55%	50.40%	50.17%
Responses	1762	1737	1822	2313

Q25f If I spoke up about something that concerned me I am confident my organisation would address my concern.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
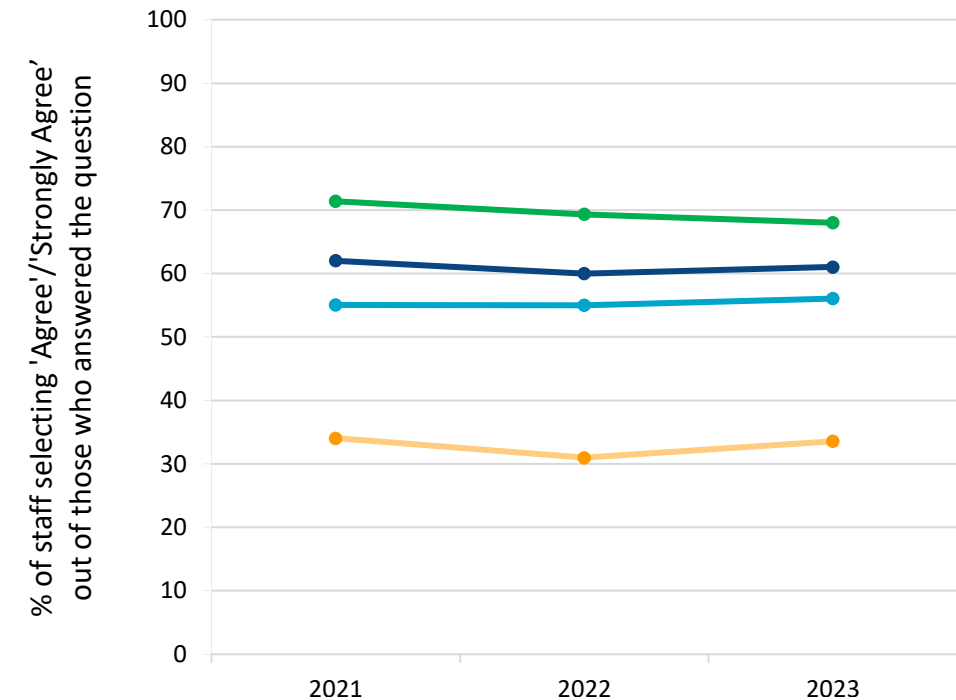
	2021	2022	2023
Your org	62.01%	60.00%	61.03%
Best result	71.41%	69.30%	68.01%
Average result	55.05%	55.00%	56.06%
Worst result	34.05%	30.98%	33.58%
Responses	1737	1822	2312

People Promise element – We are safe and healthy

Questions included:

Health and safety climate: Q3g, Q3h, Q3i, Q5a, Q11a, Q13d, Q14d

Burnout: Q12a, Q12b, Q12c, Q12d, Q12e, Q12f, Q12g

Negative experiences: Q11b, Q11c, Q11d, Q13a, Q13b, Q13c, Q14a, Q14b, Q14c

Other questions:* Q17a, Q17b, Q22

*Q17a, Q17b and Q22 do not contribute to the calculation of any scores or sub-scores.

Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Q3g I am able to meet all the conflicting demands on my time at work.

	2019	2020	2021	2022	2023
Your org	48.56%	50.74%	45.47%	45.94%	48.51%
Best result	52.86%	54.59%	52.32%	52.33%	54.03%
Average result	46.01%	48.59%	44.86%	45.18%	48.48%
Worst result	35.63%	36.18%	35.35%	36.74%	34.64%
Responses	1768	1776	1771	1820	2308

Q3h I have adequate materials, supplies and equipment to do my work.

	2019	2020	2021	2022	2023
Your org	62.76%	68.54%	66.79%	65.77%	68.73%
Best result	68.32%	74.51%	74.92%	70.75%	74.04%
Average result	58.35%	63.84%	63.87%	63.29%	64.33%
Worst result	48.44%	51.95%	49.91%	45.87%	45.56%
Responses	1769	1781	1777	1823	2312

Q3i There are enough staff at this organisation for me to do my job properly.

	2019	2020	2021	2022	2023
Your org	37.72%	44.62%	33.14%	30.16%	39.17%
Best result	42.23%	50.62%	38.58%	36.65%	42.31%
Average result	32.45%	40.96%	30.52%	30.55%	35.28%
Worst result	25.23%	28.37%	20.38%	22.18%	27.52%
Responses	1768	1783	1775	1827	2316

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Q5a I have unrealistic time pressures.

% of staff selecting 'Never'/'Rarely' out of those who answered the question

	2019	2020	2021	2022	2023
Your org	22.98%	26.89%	24.08%	26.13%	27.21%
Best result	31.73%	34.90%	33.64%	33.44%	37.98%
Average result	24.05%	26.84%	26.02%	27.20%	29.73%
Worst result	19.06%	17.28%	20.49%	18.39%	20.96%
Responses	1759	1777	1766	1824	2313

Q11a My organisation takes positive action on health and well-being.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
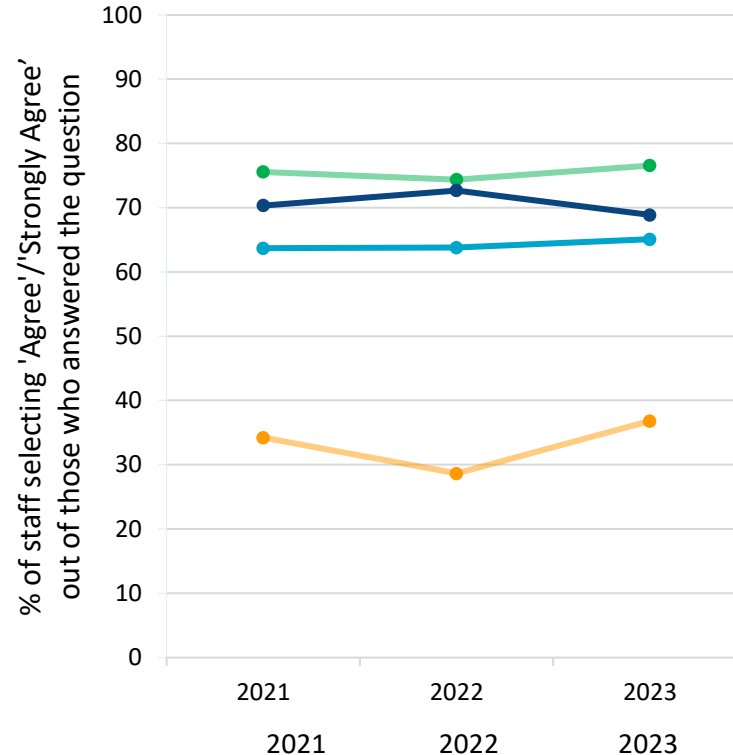
	2021	2022	2023
Your org	70.31%	72.67%	68.86%
Best result	75.55%	74.35%	76.57%
Average result	63.69%	63.79%	65.07%
Worst result	34.21%	28.63%	36.79%
Responses	1746	1813	2316

Q13d The last time you experienced physical violence at work, did you or a colleague report it?

% of staff saying they, or a colleague, reported it, out of those who answered the question excluding those who selected 'DK' or 'NA'
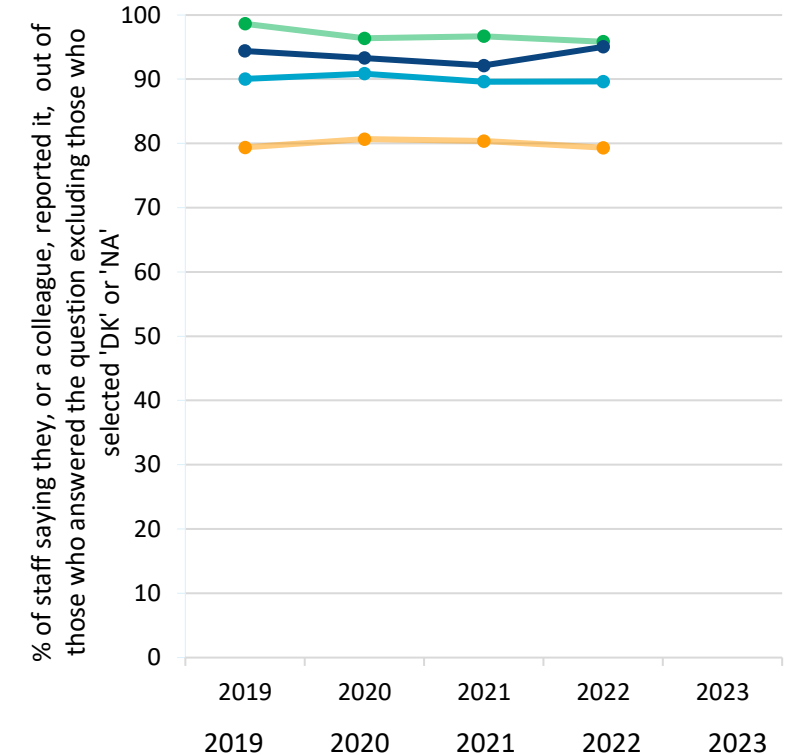
	2019	2020	2021	2022	2023
Your org	94.38%	93.28%	92.12%	95.04%	
Best result	98.62%	96.35%	96.68%	95.83%	
Average result	90.02%	90.85%	89.61%	89.63%	
Worst result	79.38%	80.66%	80.38%	79.33%	
Responses	297	247	247	263	

Note. 2023 results for Q13d have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

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Q14d The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?

% of staff saying they, or a colleague, reported it, out of those who answered the question excluding those who selected 'DK' or 'NA'
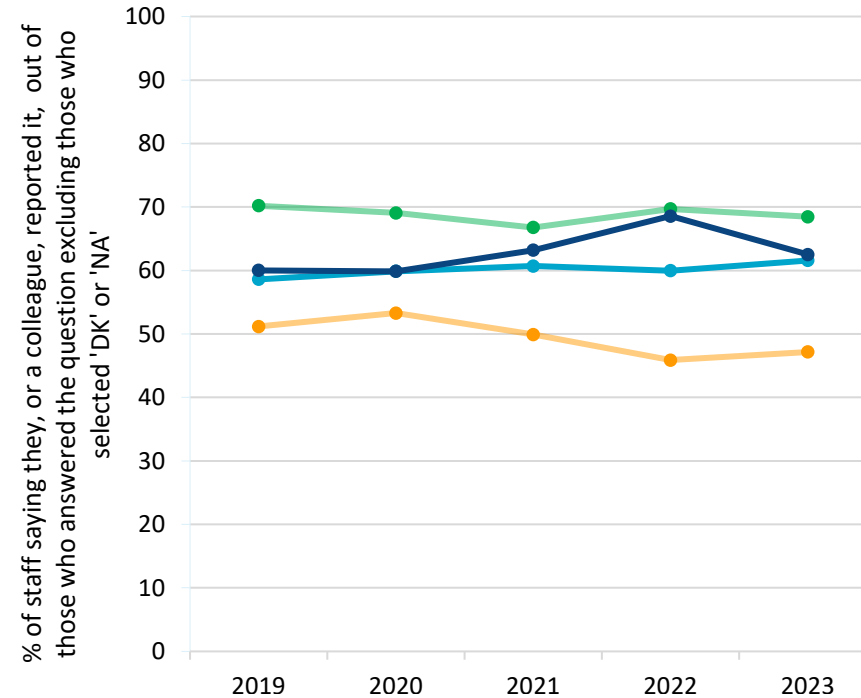
	2019	2020	2021	2022	2023
Your org	60.01%	59.88%	63.21%	68.56%	62.52%
Best result	70.20%	69.07%	66.77%	69.70%	68.45%
Average result	58.61%	59.88%	60.70%	59.97%	61.59%
Worst result	51.18%	53.28%	49.90%	45.88%	47.16%
Responses	641	548	523	536	707

Hertfordshire Partnership University NHS Foundation Trust Benchmark report

Q12a How often, if at all, do you find your work emotionally exhausting?
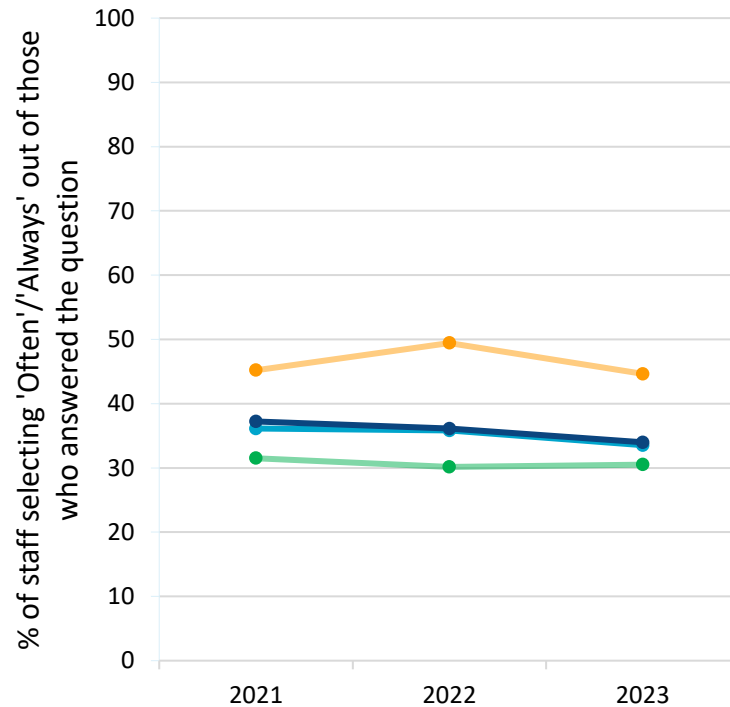
	2021	2022	2023
Your org	37.21%	36.13%	33.99%
Best result	31.52%	30.18%	30.51%
Average result	36.13%	35.81%	33.53%
Worst result	45.20%	49.43%	44.64%
Responses	1756	1825	2318

Q12b How often, if at all, do you feel burnt out because of your work?
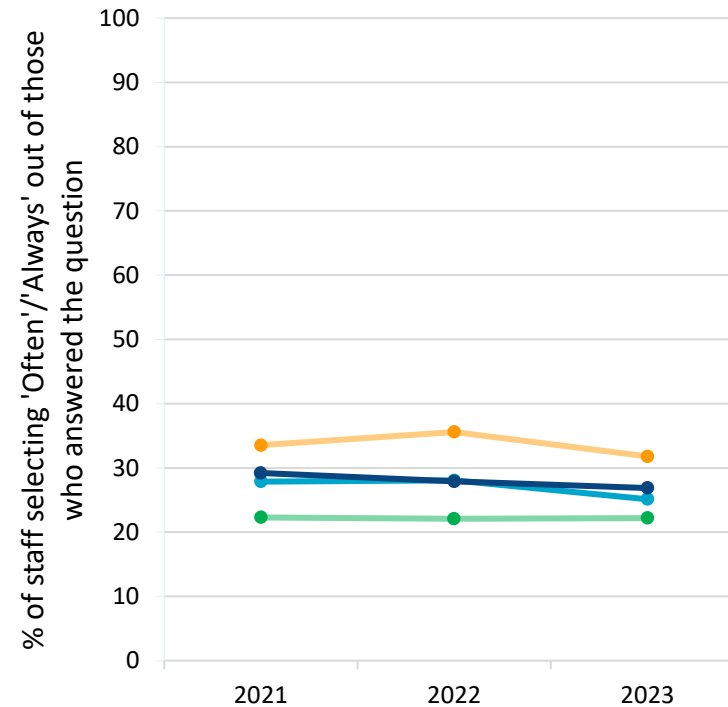
	2021	2022	2023
Your org	29.21%	27.91%	26.89%
Best result	22.30%	22.09%	22.20%
Average result	27.87%	28.05%	25.13%
Worst result	33.53%	35.60%	31.79%
Responses	1753	1820	2316

Q12c How often, if at all, does your work frustrate you?
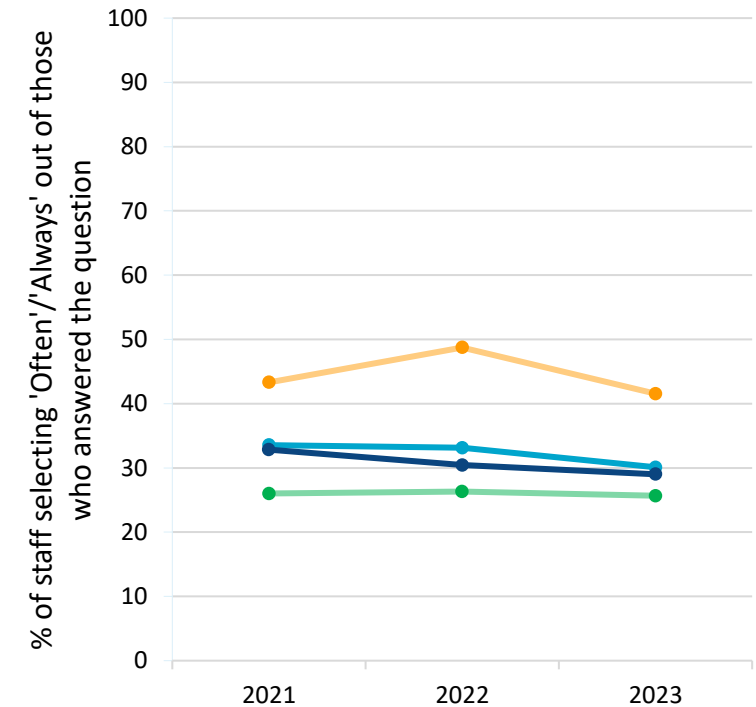
	2021	2022	2023
Your org	32.83%	30.45%	29.02%
Best result	26.02%	26.31%	25.66%
Average result	33.56%	33.12%	30.10%
Worst result	43.32%	48.73%	41.55%
Responses	1752	1821	2311

Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?
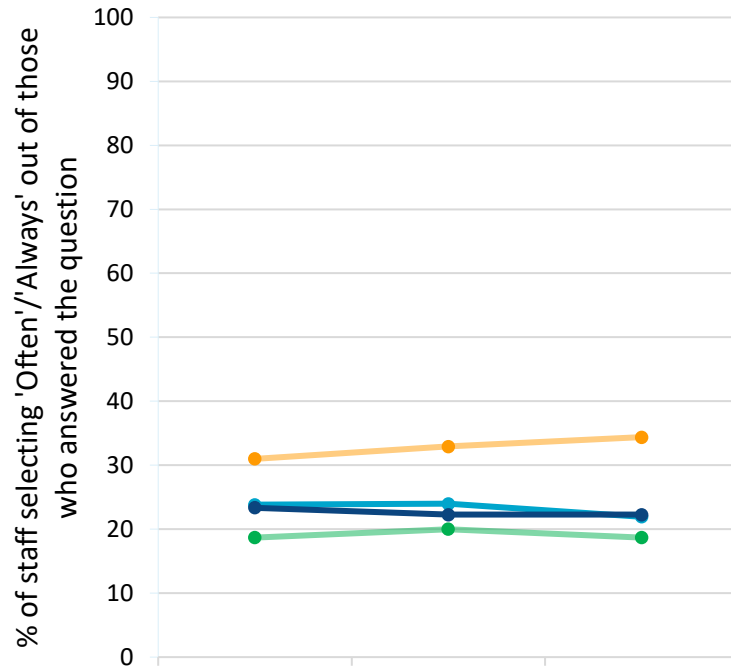
	2021	2022	2023
Your org	23.34%	22.27%	22.29%
Best result	18.72%	20.00%	18.71%
Average result	23.82%	23.98%	21.97%
Worst result	31.01%	32.94%	34.39%
Responses	1752	1822	2310

Q12e How often, if at all, do you feel worn out at the end of your working day/shift?
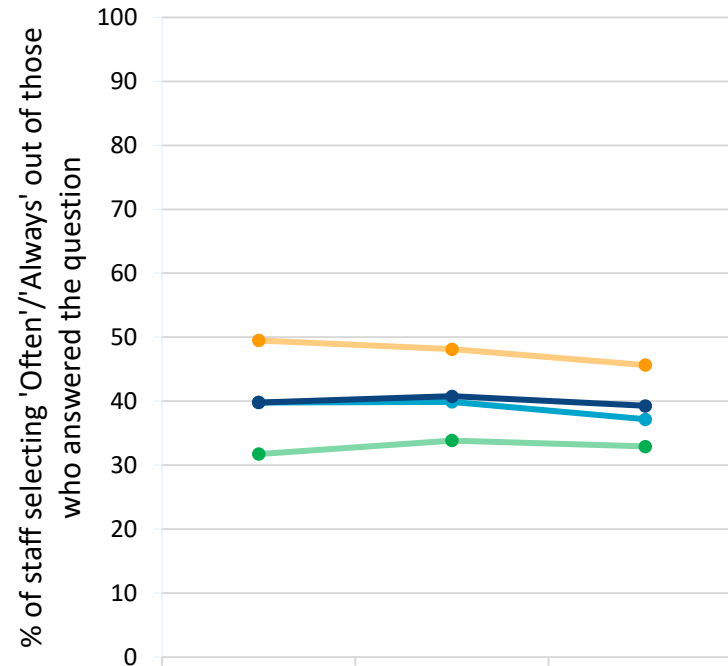
	2021	2022	2023
Your org	39.80%	40.78%	39.29%
Best result	31.75%	33.83%	32.92%
Average result	39.80%	39.91%	37.17%
Worst result	49.50%	48.13%	45.65%
Responses	1749	1822	2314

Q12f How often, if at all, do you feel that every working hour is tiring for you?
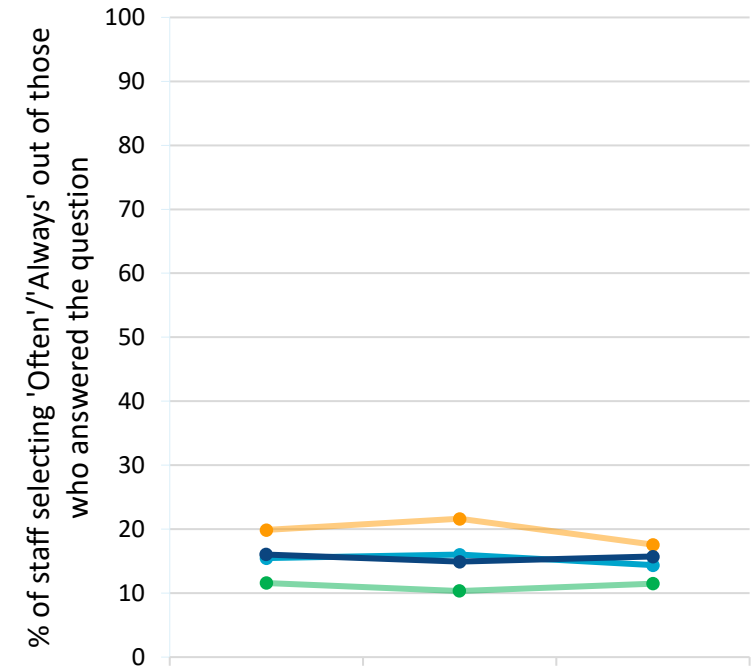
	2021	2022	2023
Your org	16.05%	14.93%	15.72%
Best result	11.59%	10.33%	11.50%
Average result	15.48%	16.02%	14.38%
Worst result	19.89%	21.63%	17.58%
Responses	1753	1820	2311

Hertfordshire Partnership University NHS Foundation Trust Benchmark report

Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?

% of staff selecting 'Often'/'Always' out of those who answered the question
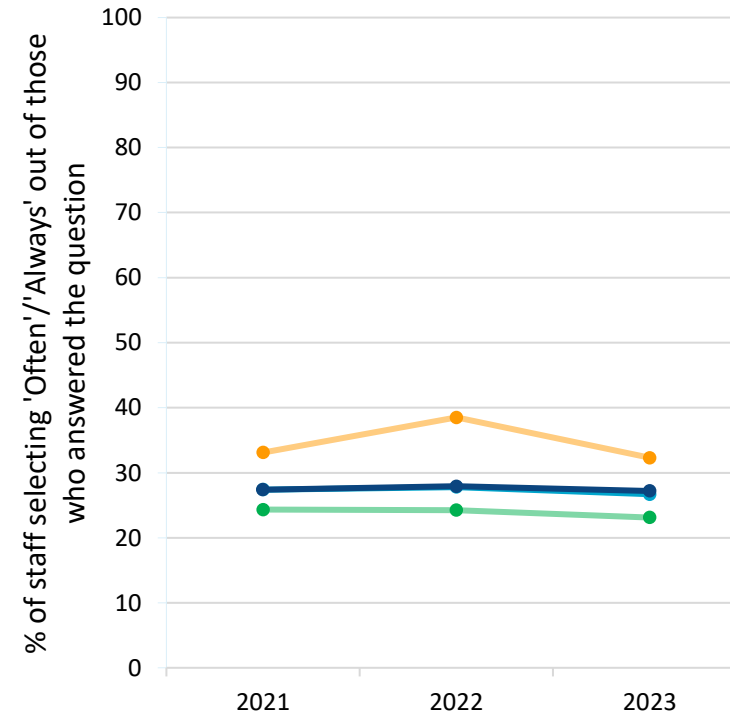
	2021	2022	2023
Your org	27.42%	27.93%	27.21%
Best result	24.34%	24.27%	23.14%
Average result	27.42%	27.79%	26.69%
Worst result	33.11%	38.51%	32.30%
Responses	1755	1818	2316

Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?
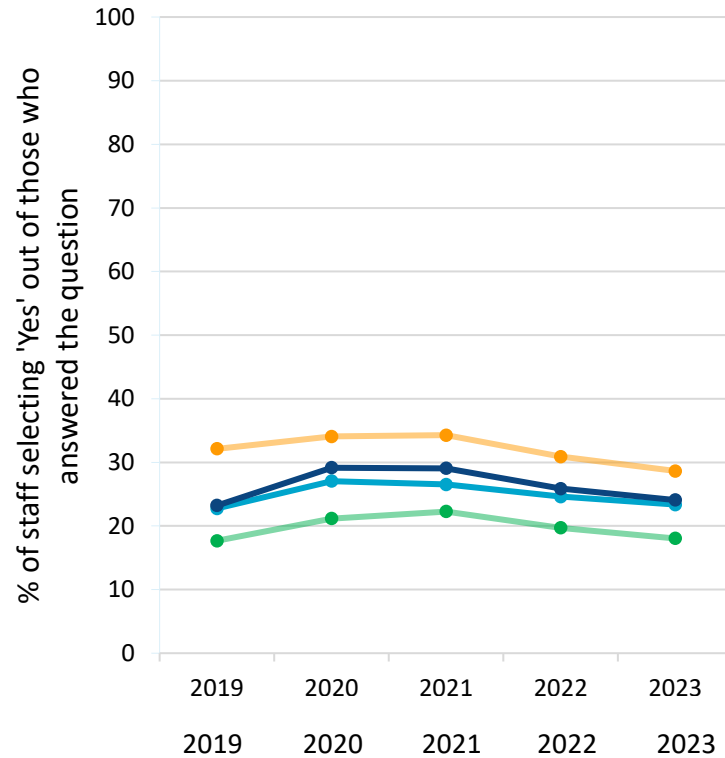
	2019	2020	2021	2022	2023
Your org	23.23%	29.17%	29.05%	25.86%	24.08%
Best result	17.66%	21.16%	22.26%	19.70%	18.04%
Average result	22.74%	27.05%	26.53%	24.60%	23.35%
Worst result	32.13%	34.08%	34.26%	30.89%	28.62%
Responses	1763	1773	1753	1829	2316

Q11c During the last 12 months have you felt unwell as a result of work related stress?
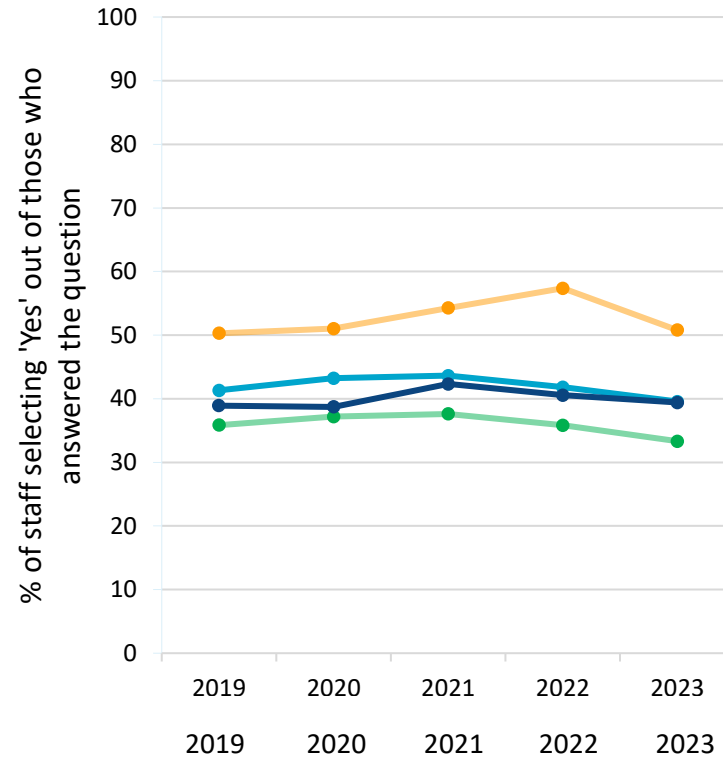
	2019	2020	2021	2022	2023
Your org	38.89%	38.71%	42.32%	40.56%	39.41%
Best result	35.85%	37.19%	37.62%	35.82%	33.31%
Average result	41.30%	43.23%	43.63%	41.82%	39.54%
Worst result	50.30%	51.01%	54.27%	57.36%	50.79%
Responses	1762	1772	1756	1825	2317

Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?
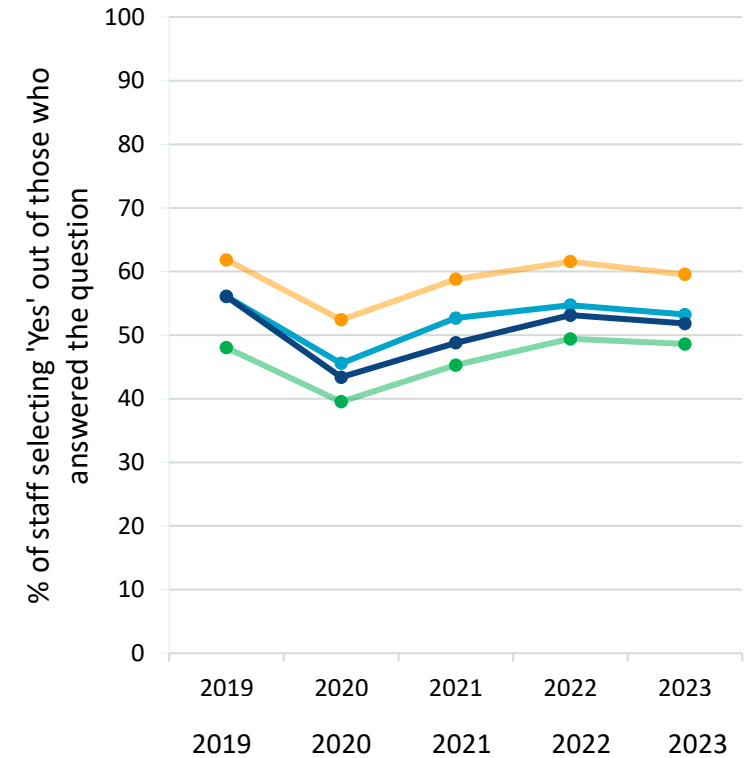
	2019	2020	2021	2022	2023
Your org	56.07%	43.37%	48.78%	53.12%	51.82%
Best result	48.03%	39.52%	45.28%	49.41%	48.61%
Average result	56.07%	45.57%	52.67%	54.73%	53.24%
Worst result	61.84%	52.40%	58.81%	61.56%	59.54%
Responses	1765	1771	1756	1823	2318

Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.

Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.

Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.
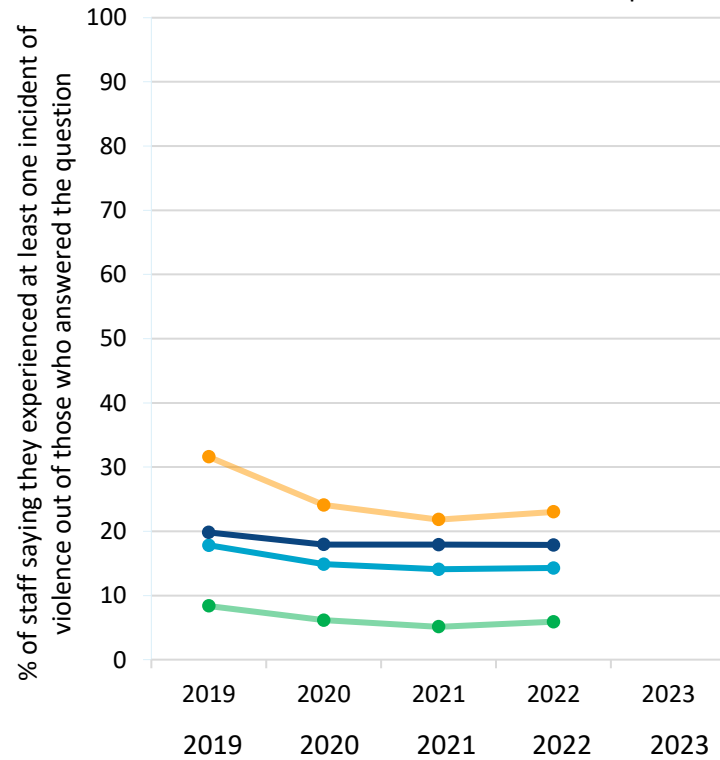
	2019	2020	2021	2022	2023
Your org	19.82%	17.95%	17.93%	17.86%	
Best result	8.39%	6.15%	5.14%	5.91%	
Average result	17.82%	14.88%	14.08%	14.30%	
Worst result	31.59%	24.09%	21.83%	23.04%	
Responses	1763	1771	1751	1824	
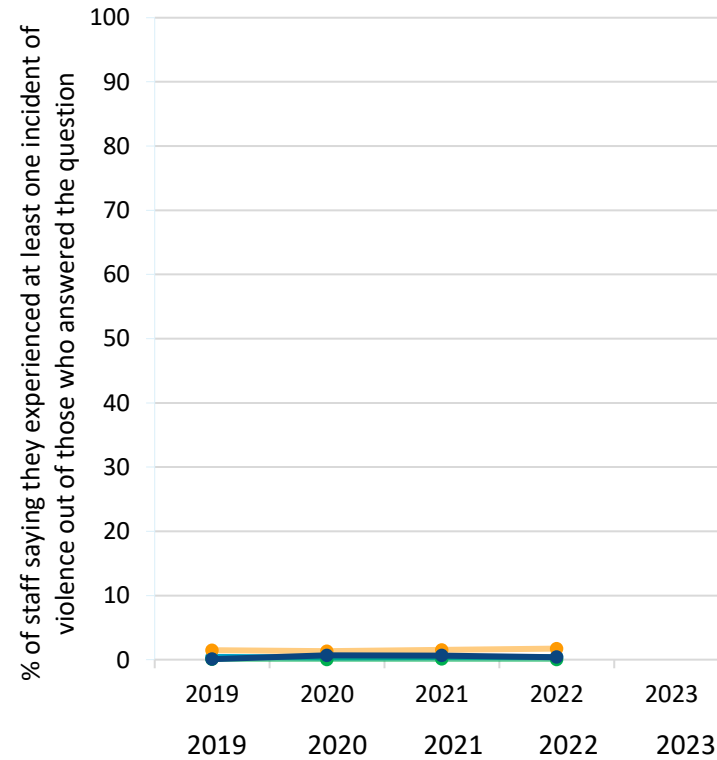
	2019	2020	2021	2022	2023
Your org	0.10%	0.69%	0.65%	0.41%	
Best result	0.05%	0.00%	0.12%	0.00%	
Average result	0.44%	0.37%	0.37%	0.40%	
Worst result	1.47%	1.32%	1.52%	1.72%	
Responses	1751	1765	1738	1780	
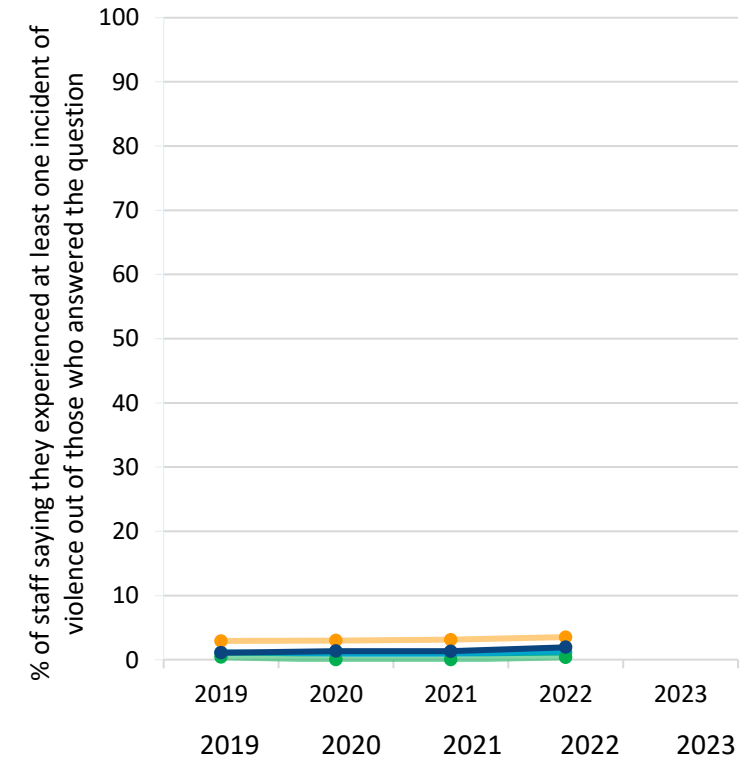
	2019	2020	2021	2022	2023
Your org	1.07%	1.36%	1.32%	1.94%	
Best result	0.40%	0.00%	0.00%	0.39%	
Average result	1.14%	0.96%	0.96%	1.15%	
Worst result	2.91%	3.00%	3.11%	3.51%	
Responses	1748	1763	1730	1768	

Note. 2023 results for Q13a-c have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

Q14a In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Patients / service users, their relatives or other members of the public.

Q14b In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Managers.

Q14c In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Other colleagues.
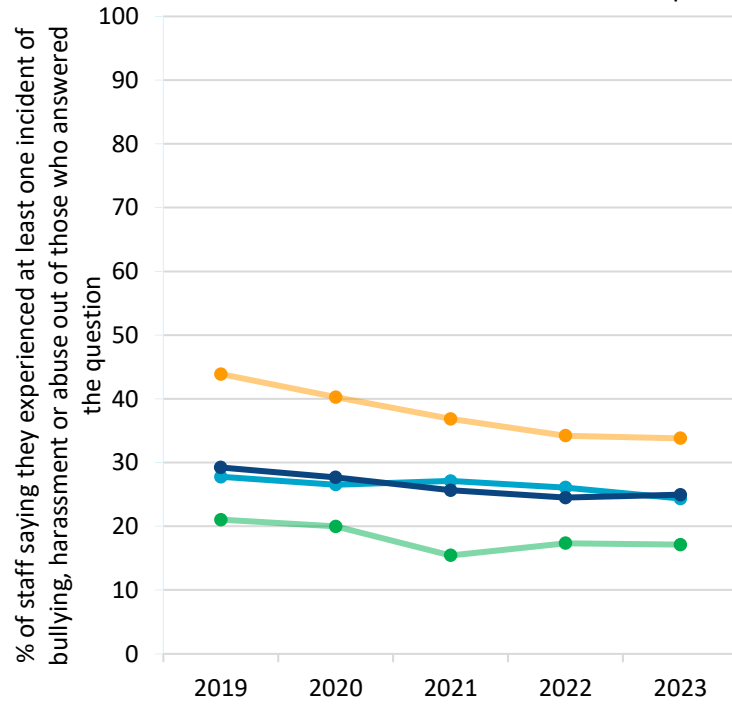
Q14a	2019	2020	2021	2022	2023
Your org	29.24%	27.66%	25.64%	24.49%	24.95%
Best result	21.02%	19.98%	15.42%	17.33%	17.12%
Average result	27.76%	26.53%	27.11%	26.07%	24.35%
Worst result	43.88%	40.26%	36.84%	34.21%	33.82%
Responses	1754	1709	1702	1821	2304

Q14b	2019	2020	2021	2022	2023
Your org	11.25%	10.08%	8.65%	8.82%	8.65%
Best result	7.19%	5.77%	5.77%	5.21%	5.67%
Average result	11.00%	10.39%	8.81%	8.49%	8.13%
Worst result	16.01%	17.31%	14.64%	15.49%	13.97%
Responses	1742	1705	1687	1804	2281

Q14c	2019	2020	2021	2022	2023
Your org	15.69%	14.30%	13.55%	14.81%	15.54%
Best result	11.00%	9.63%	10.20%	9.97%	10.74%
Average result	15.92%	15.43%	14.48%	14.14%	13.79%
Worst result	25.14%	22.44%	20.07%	20.73%	18.72%
Responses	1739	1705	1680	1799	2263

Q17a In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? From patients / service users, their relatives or other members of the public

% of staff saying they experienced at least one incident of unwanted behaviour of a sexual nature out of those who answered the question
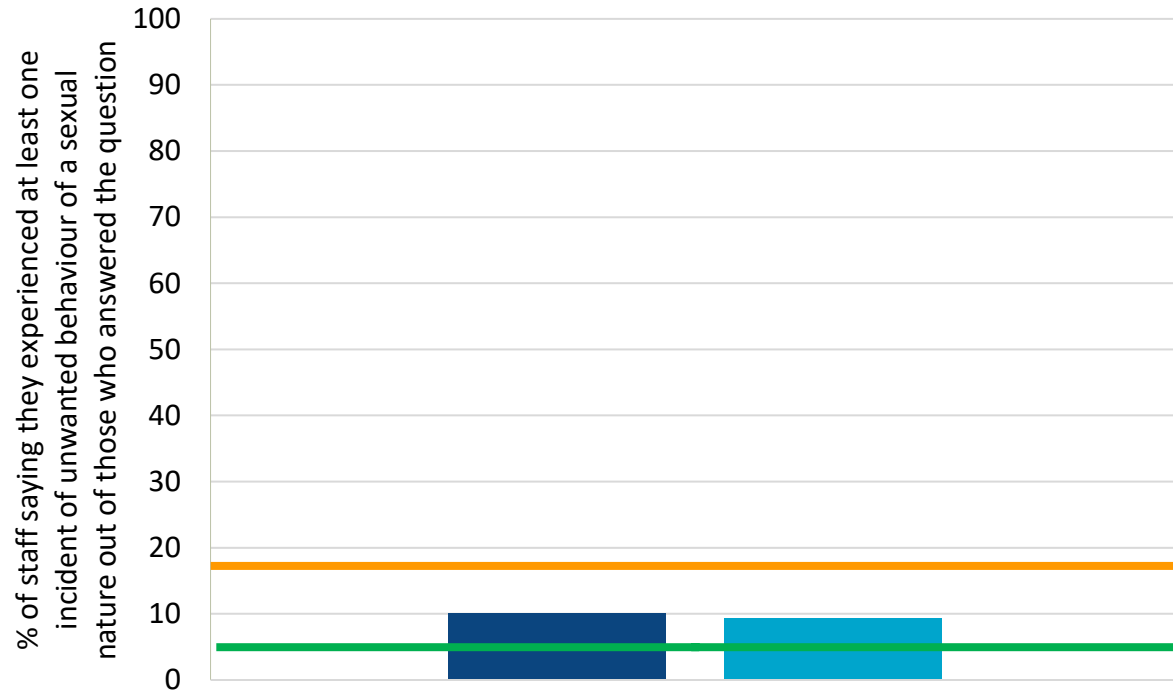
2023

Your org	10.00%
Best result	4.94%
Average result	9.33%
Worst result	17.24%
Responses	2317

Q17b In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? From staff / colleagues

% of staff saying they experienced at least one incident of unwanted behaviour of a sexual nature out of those who answered the question
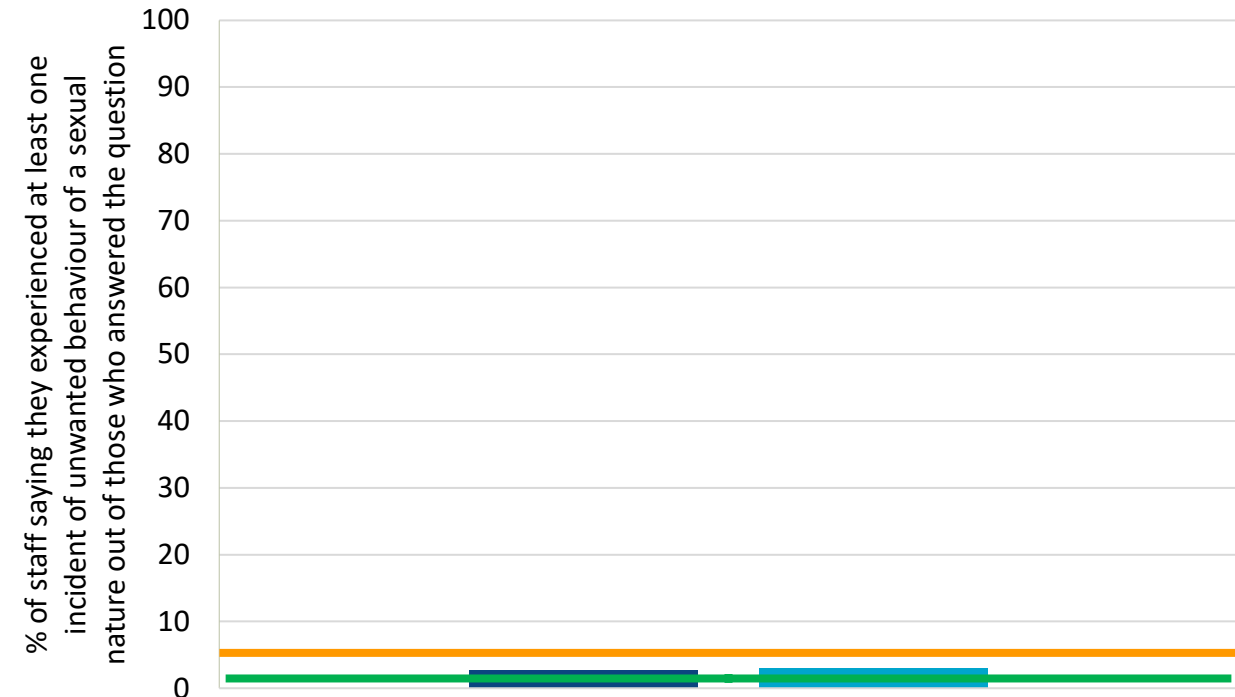
2023

Your org	2.74%
Best result	1.47%
Average result	3.01%
Worst result	5.29%
Responses	2308

*These questions do not contribute towards any People Promise element score, theme score or sub-score

Survey
Coordination
Centre

NHS

Q22 I can eat nutritious and affordable food while I am working

2023

Your org	56.84%
Best result	65.87%
Average result	57.33%
Worst result	49.21%
Responses	2315
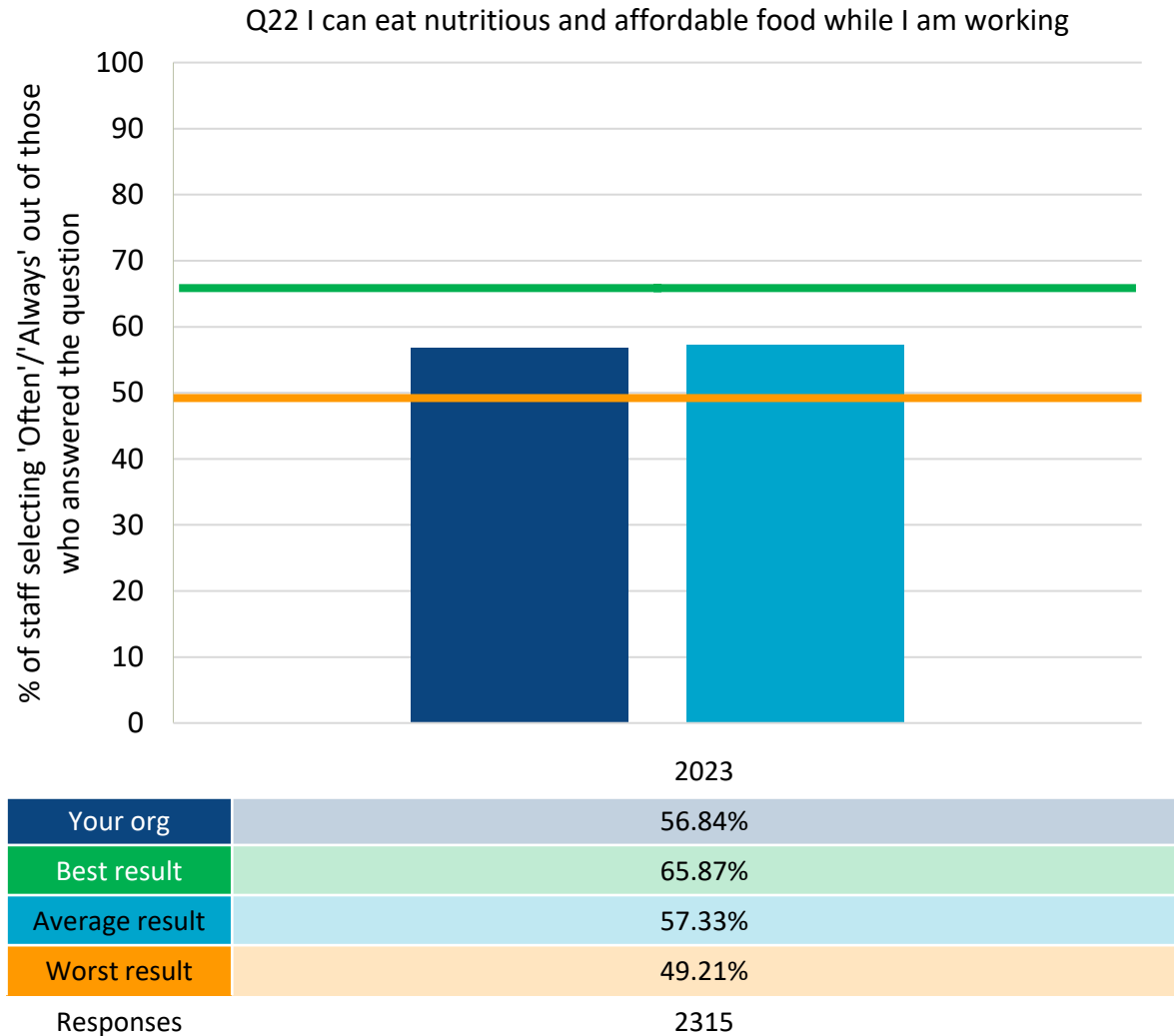
*These questions do not contribute towards any People Promise element score, theme score or sub-score

People Promise element – We are always learning

Questions included:

Development – Q24a, Q24b, Q24c, Q24d, Q24e

Appraisals – Q23a*, Q23b, Q23c, Q23d

*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Survey Coordination Centre

NHS

Q24a This organisation offers me challenging work.

Q24b There are opportunities for me to develop my career in this organisation.

Q24c I have opportunities to improve my knowledge and skills.
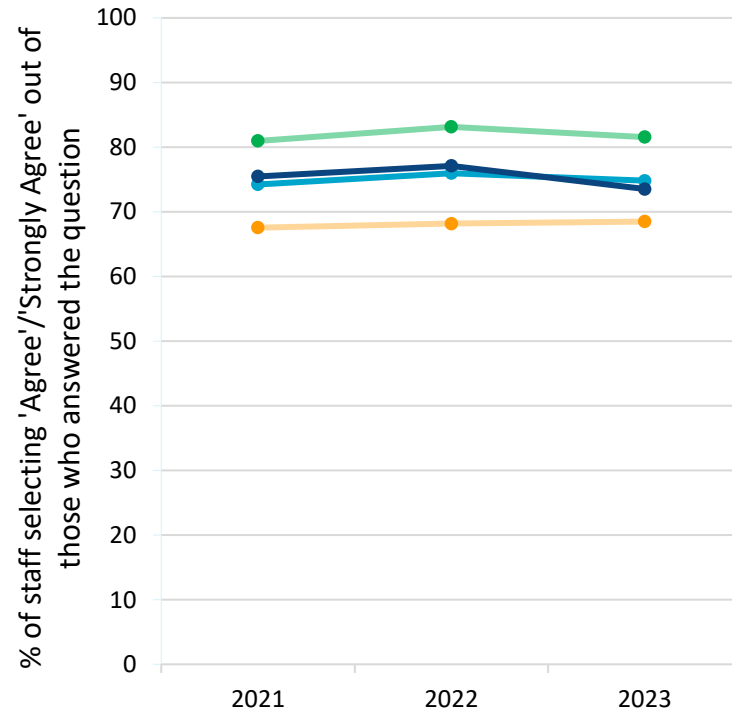
	2021	2022	2023
Your org	75.46%	77.11%	73.52%
Best result	80.96%	83.13%	81.57%
Average result	74.24%	75.97%	74.81%
Worst result	67.54%	68.17%	68.49%
Responses	1744	1818	2315
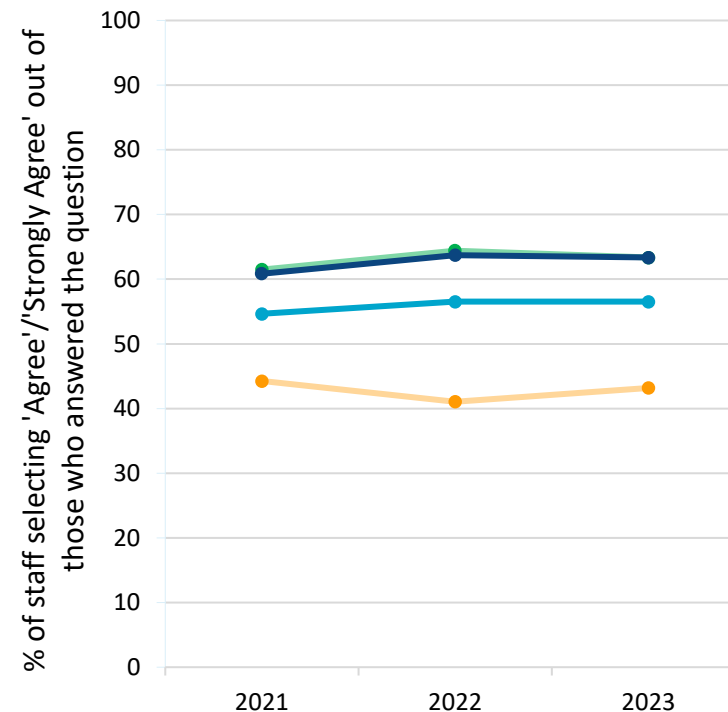
	2021	2022	2023
Your org	60.86%	63.72%	63.35%
Best result	61.51%	64.41%	63.35%
Average result	54.65%	56.53%	56.52%
Worst result	44.24%	41.07%	43.19%
Responses	1748	1822	2313
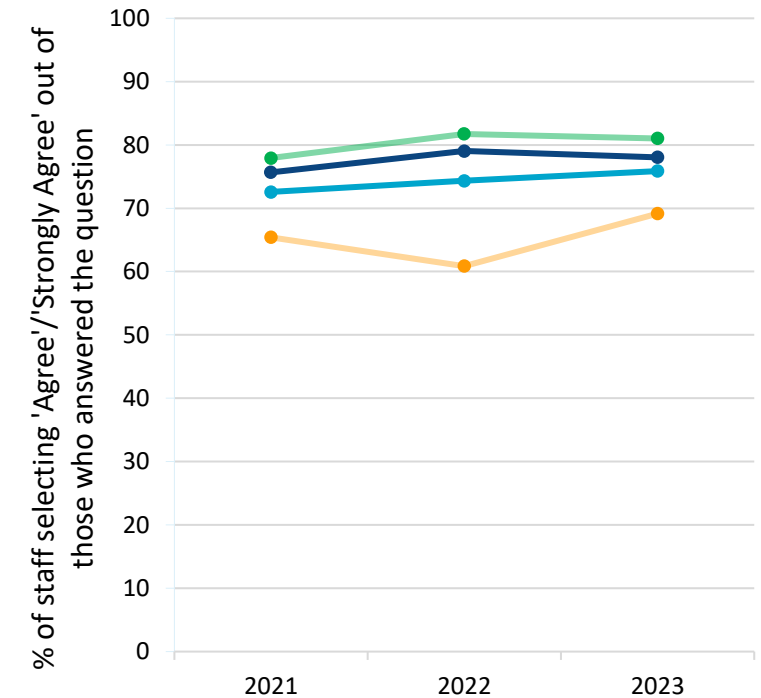
	2021	2022	2023
Your org	75.64%	79.03%	78.06%
Best result	77.93%	81.72%	81.04%
Average result	72.56%	74.34%	75.88%
Worst result	65.43%	60.86%	69.15%
Responses	1749	1822	2312

Q24d I feel supported to develop my potential.

Q24e I am able to access the right learning and development opportunities when I need to.
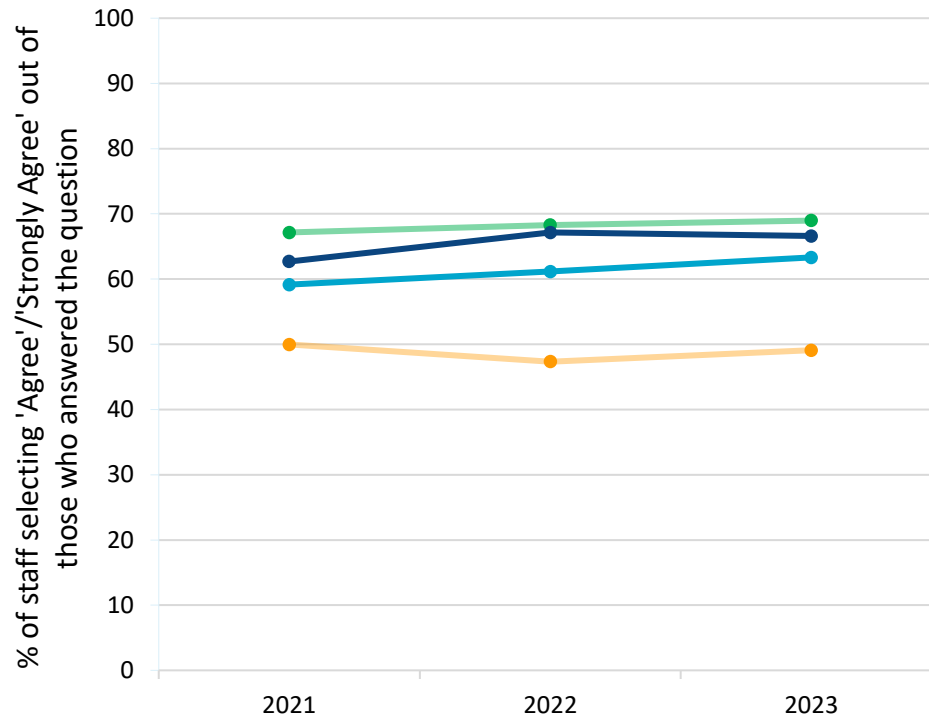
	2021	2022	2023
Your org	62.68%	67.15%	66.59%
Best result	67.15%	68.28%	68.98%
Average result	59.13%	61.16%	63.30%
Worst result	49.98%	47.34%	49.09%
Responses	1748	1819	2310
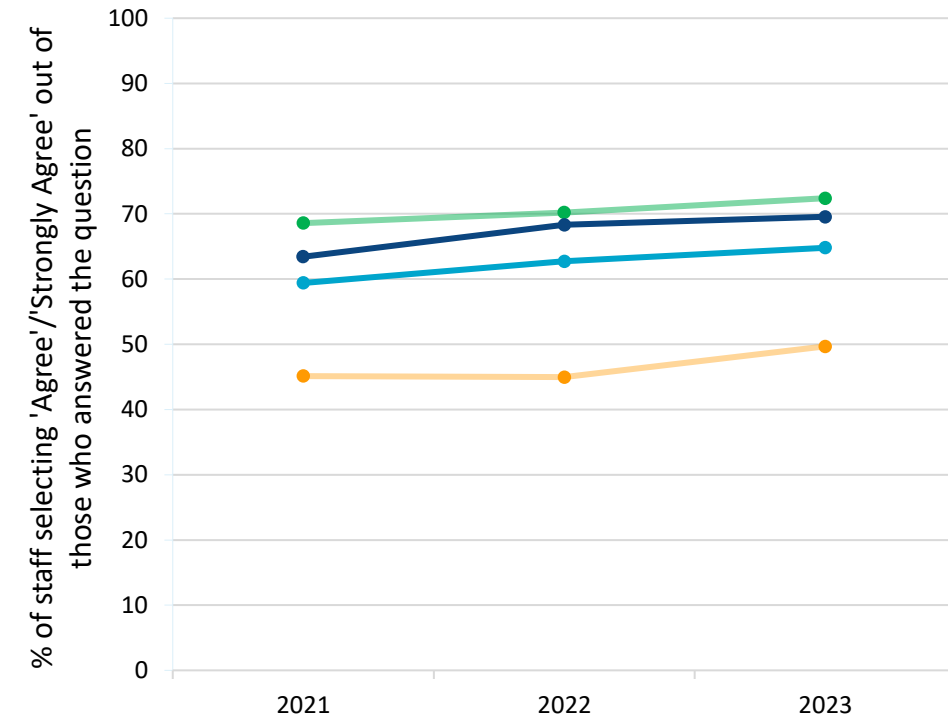
	2021	2022	2023
Your org	63.43%	68.32%	69.54%
Best result	68.59%	70.18%	72.39%
Average result	59.41%	62.74%	64.81%
Worst result	45.13%	44.95%	49.67%
Responses	1747	1818	2314

Survey Coordination Centre

NHS

Q23a* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?

% of staff selecting 'Yes' out of those who answered the question
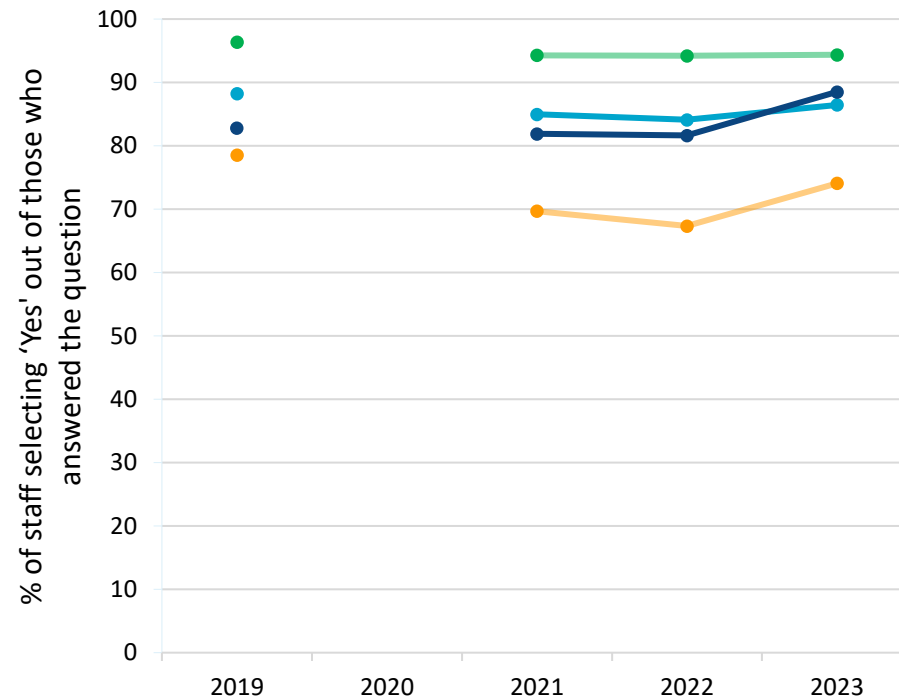
	2019	2020	2021	2022	2023
Your org	82.73%	-	81.88%	81.63%	88.50%
Best result	96.35%	-	94.26%	94.19%	94.34%
Average result	88.21%	-	84.96%	84.08%	86.45%
Worst result	78.52%	-	69.67%	67.32%	74.07%
Responses	1746	-	1749	1820	2270

Q23b It helped me to improve how I do my job.

% of staff selecting 'Yes, definitely' out of those who answered the question
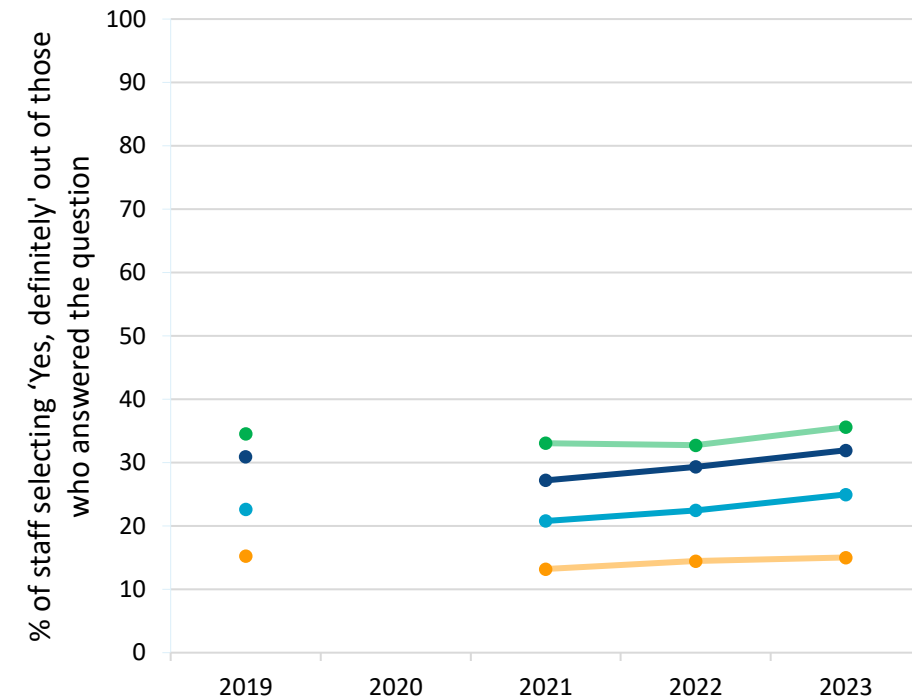
	2019	2020	2021	2022	2023
Your org	30.89%	-	27.22%	29.32%	31.92%
Best result	34.55%	-	33.07%	32.74%	35.60%
Average result	22.64%	-	20.80%	22.45%	24.95%
Worst result	15.27%	-	13.20%	14.47%	15.02%
Responses	1445	-	1430	1499	1994

*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

Q23c It helped me agree clear objectives for my work.

% of staff selecting 'Yes, definitely' out of those who answered the question
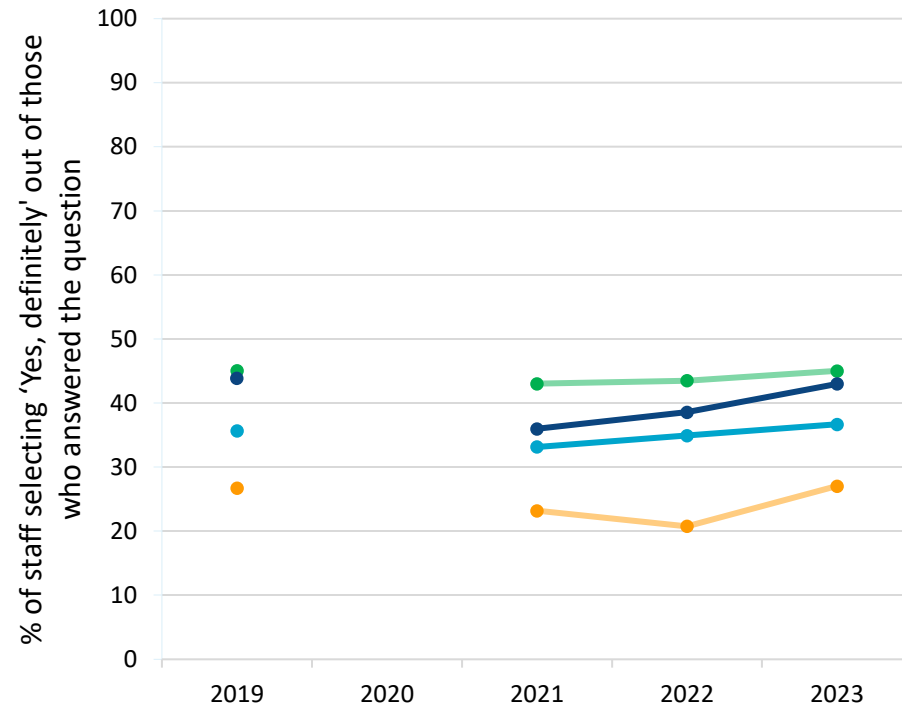
	2019	2020	2021	2022	2023
Your org	43.80%	-	35.97%	38.57%	42.99%
Best result	45.03%	-	43.01%	43.50%	45.00%
Average result	35.65%	-	33.15%	34.93%	36.67%
Worst result	26.72%	-	23.18%	20.76%	27.01%
Responses	1446	-	1427	1497	1992

Q23d It left me feeling that my work is valued by my organisation.

% of staff selecting 'Yes, definitely' out of those who answered the question
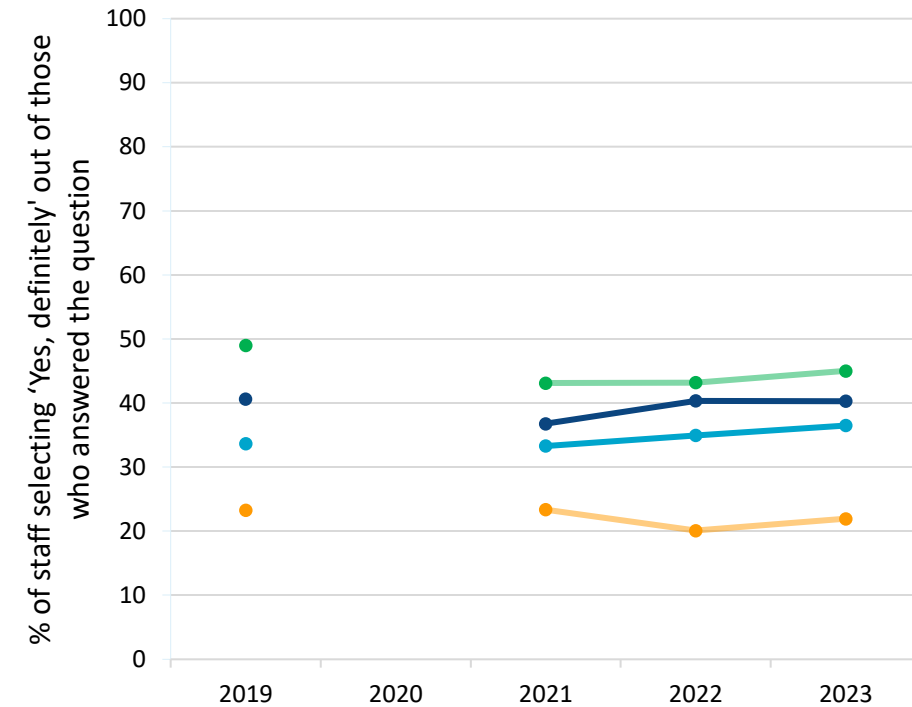
	2019	2020	2021	2022	2023
Your org	40.57%	-	36.76%	40.34%	40.28%
Best result	49.00%	-	43.10%	43.17%	45.01%
Average result	33.66%	-	33.29%	34.94%	36.48%
Worst result	23.24%	-	23.36%	20.07%	21.93%
Responses	1446	-	1428	1498	1992

People Promise element – We work flexibly

Questions included:

Support for work-life balance – Q6b, Q6c, Q6d

Flexible working – Q4d

Q6b My organisation is committed to helping me balance my work and home life.
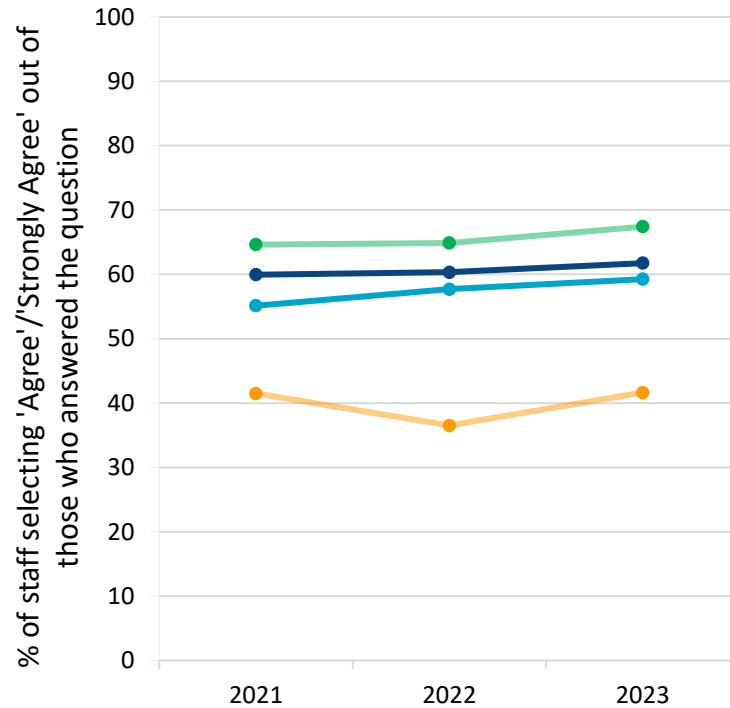
	2021	2022	2023
Your org	59.93%	60.32%	61.76%
Best result	64.63%	64.88%	67.41%
Average result	55.13%	57.70%	59.25%
Worst result	41.49%	36.52%	41.64%
Responses	1770	1827	2313

Q6c I achieve a good balance between my work life and my home life.
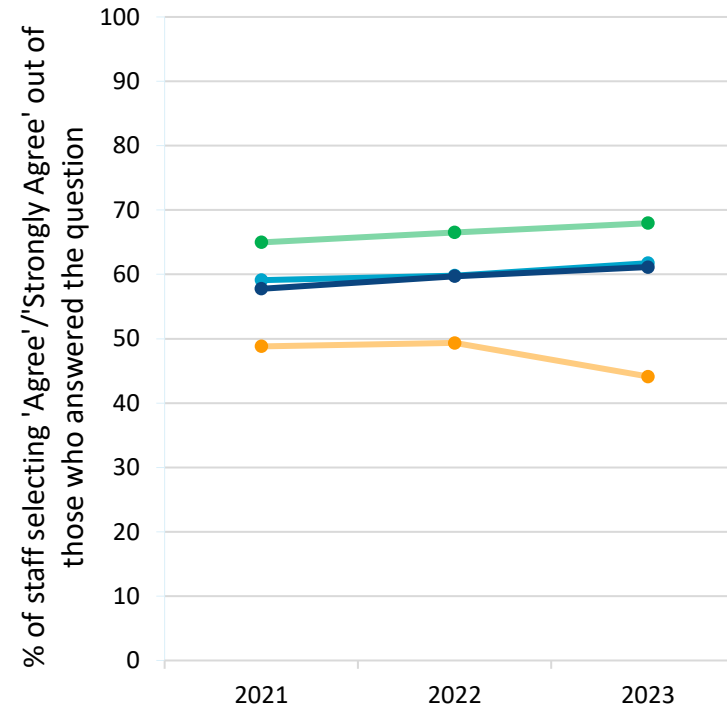
	2021	2022	2023
Your org	57.77%	59.71%	61.13%
Best result	64.99%	66.50%	67.98%
Average result	59.11%	59.81%	61.76%
Worst result	48.81%	49.33%	44.12%
Responses	1770	1824	2312

Q6d I can approach my immediate manager to talk openly about flexible working.
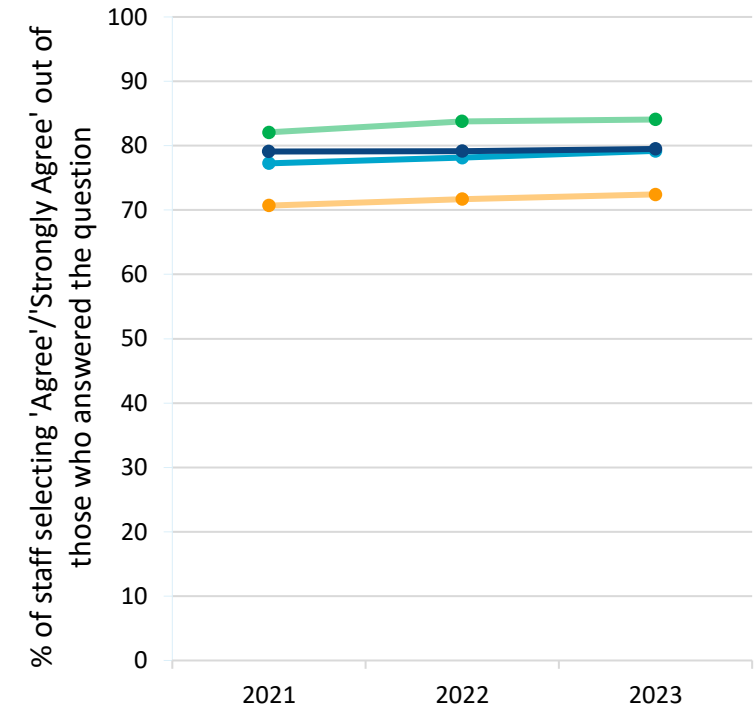
	2021	2022	2023
Your org	79.07%	79.16%	79.51%
Best result	82.07%	83.76%	84.07%
Average result	77.25%	78.13%	79.18%
Worst result	70.71%	71.70%	72.43%
Responses	1769	1826	2320

Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.
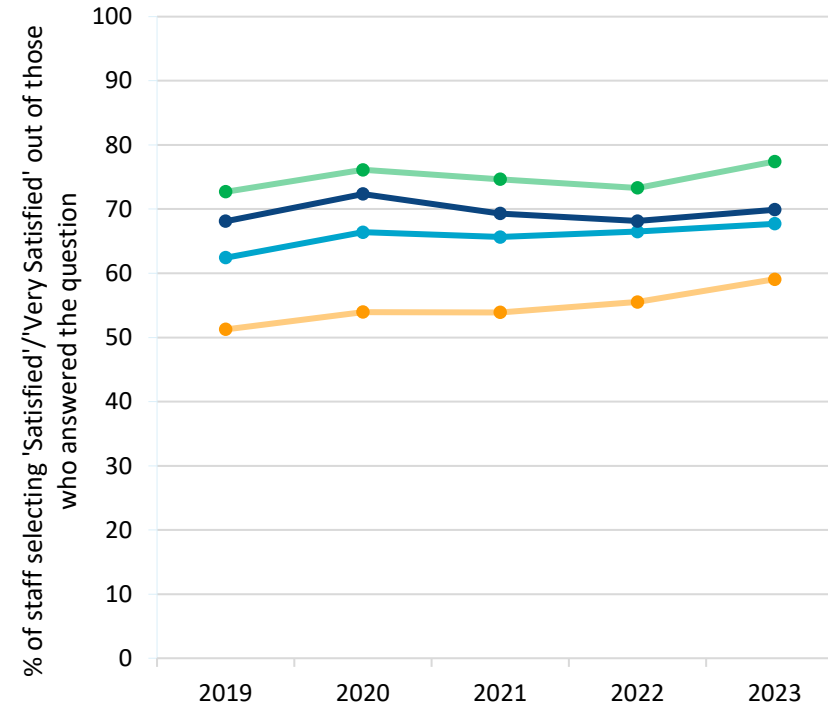
	2019	2020	2021	2022	2023
Your org	68.11%	72.35%	69.30%	68.13%	69.91%
Best result	72.70%	76.13%	74.65%	73.30%	77.42%
Average result	62.43%	66.39%	65.65%	66.49%	67.73%
Worst result	51.26%	53.97%	53.91%	55.54%	59.06%
Responses	1756	1779	1773	1827	2312

People Promise element – We are a team

Questions included:

Team working – Q7a, Q7b, Q7c, Q7d, Q7e, Q7f, Q7g, Q8a

Line management – Q9a, Q9b, Q9c, Q9d

Q7a The team I work in has a set of shared objectives.

Q7b The team I work in often meets to discuss the team's effectiveness.

Q7c I receive the respect I deserve from my colleagues at work.
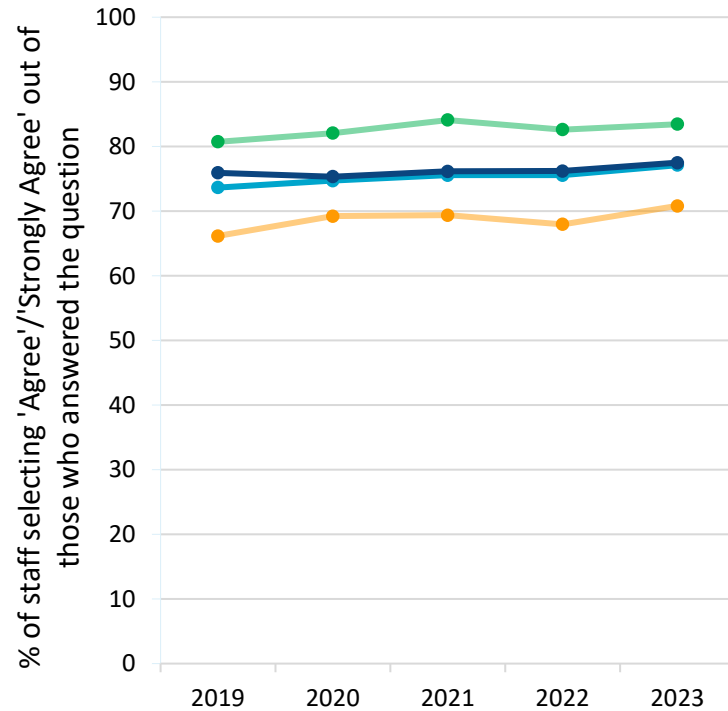
	2019	2020	2021	2022	2023
Your org	75.94%	75.35%	76.16%	76.22%	77.51%
Best result	80.74%	82.09%	84.10%	82.64%	83.46%
Average result	73.67%	74.74%	75.58%	75.57%	77.13%
Worst result	66.18%	69.23%	69.38%	67.98%	70.83%
Responses	1761	1771	1768	1825	2317
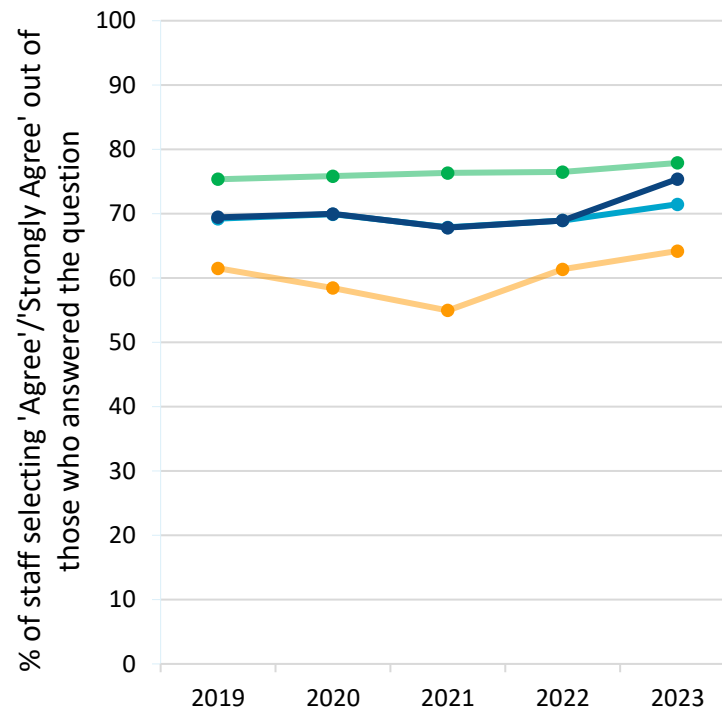
	2019	2020	2021	2022	2023
Your org	69.42%	69.97%	67.84%	68.94%	75.38%
Best result	75.36%	75.84%	76.33%	76.49%	77.90%
Average result	69.23%	69.91%	67.88%	68.94%	71.47%
Worst result	61.52%	58.46%	54.96%	61.36%	64.20%
Responses	1770	1779	1765	1824	2315
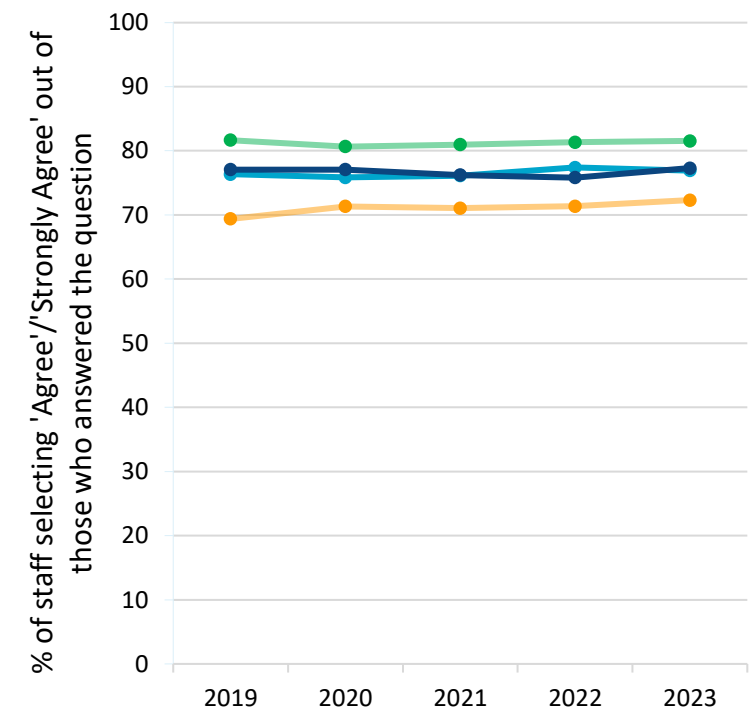
	2019	2020	2021	2022	2023
Your org	77.08%	77.07%	76.21%	75.82%	77.30%
Best result	81.65%	80.66%	80.95%	81.34%	81.54%
Average result	76.33%	75.84%	76.13%	77.38%	76.93%
Worst result	69.39%	71.32%	71.06%	71.35%	72.31%
Responses	1773	1784	1770	1826	2315

Q7d Team members understand each other's roles.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
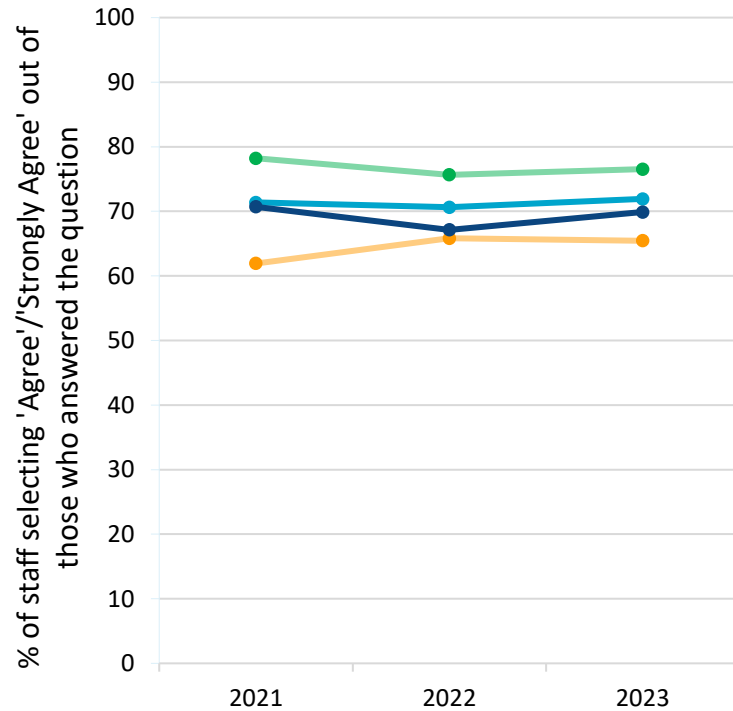
	2021	2022	2023
Your org	70.69%	67.14%	69.88%
Best result	78.20%	75.63%	76.53%
Average result	71.36%	70.61%	71.92%
Worst result	61.93%	65.82%	65.44%
Responses	1768	1826	2315

Q7e I enjoy working with the colleagues in my team.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
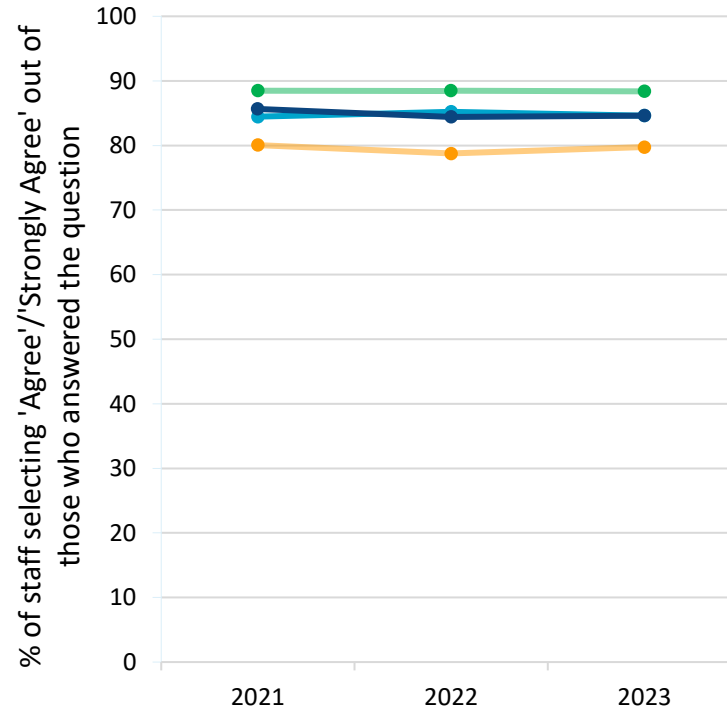
	2021	2022	2023
Your org	85.65%	84.43%	84.63%
Best result	88.50%	88.48%	88.38%
Average result	84.46%	85.21%	84.63%
Worst result	80.07%	78.76%	79.75%
Responses	1769	1827	2311

Q7f My team has enough freedom in how to do its work.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
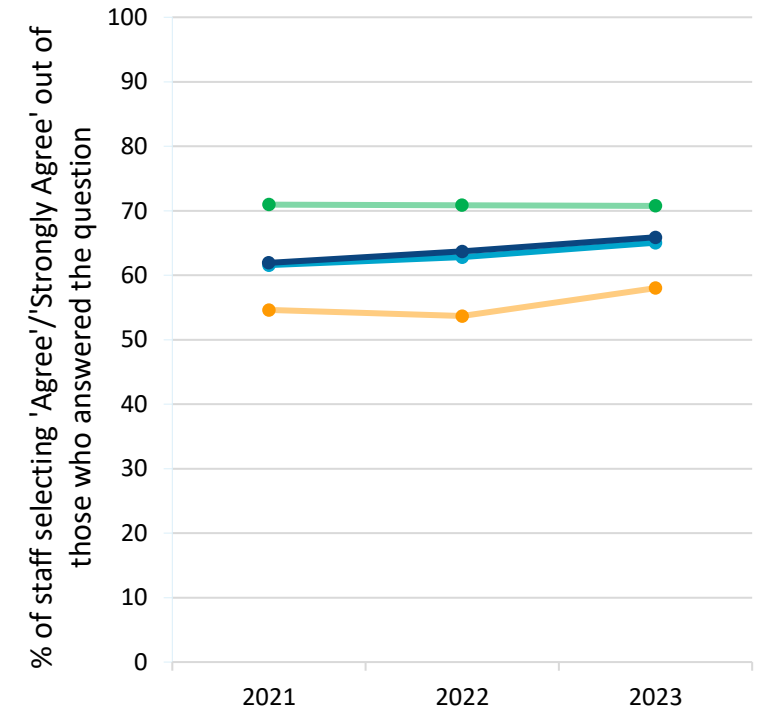
	2021	2022	2023
Your org	61.95%	63.70%	65.89%
Best result	70.97%	70.85%	70.76%
Average result	61.57%	62.81%	65.04%
Worst result	54.62%	53.66%	58.03%
Responses	1769	1823	2311

Q7g In my team disagreements are dealt with constructively.
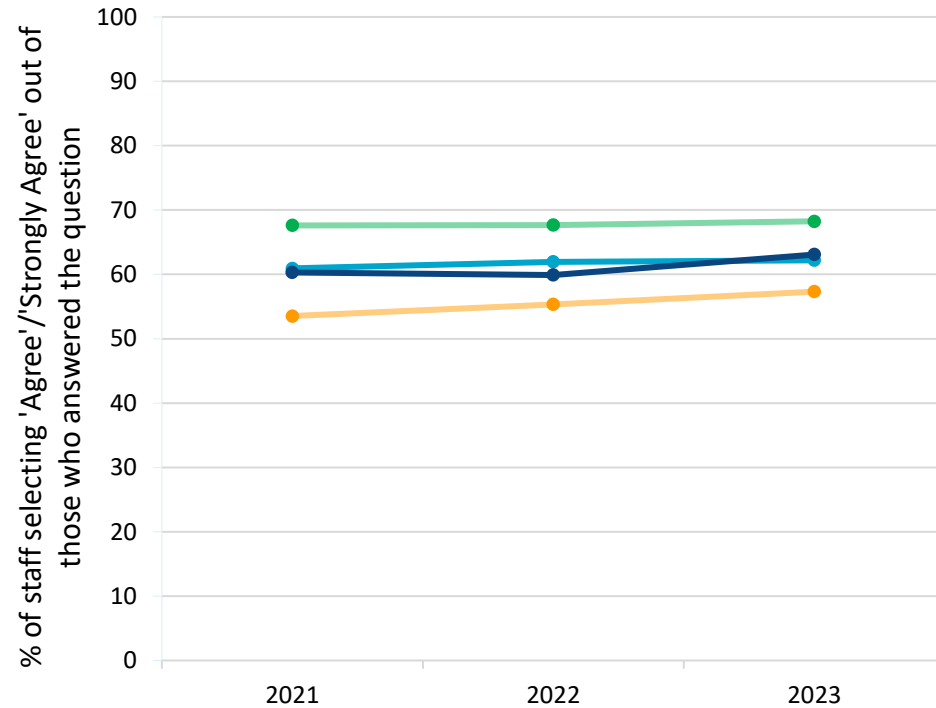
	2021	2022	2023
Your org	60.28%	59.91%	63.10%
Best result	67.64%	67.66%	68.24%
Average result	60.93%	61.94%	62.20%
Worst result	53.52%	55.34%	57.33%
Responses	1766	1825	2309

Q8a Teams within this organisation work well together to achieve their objectives.
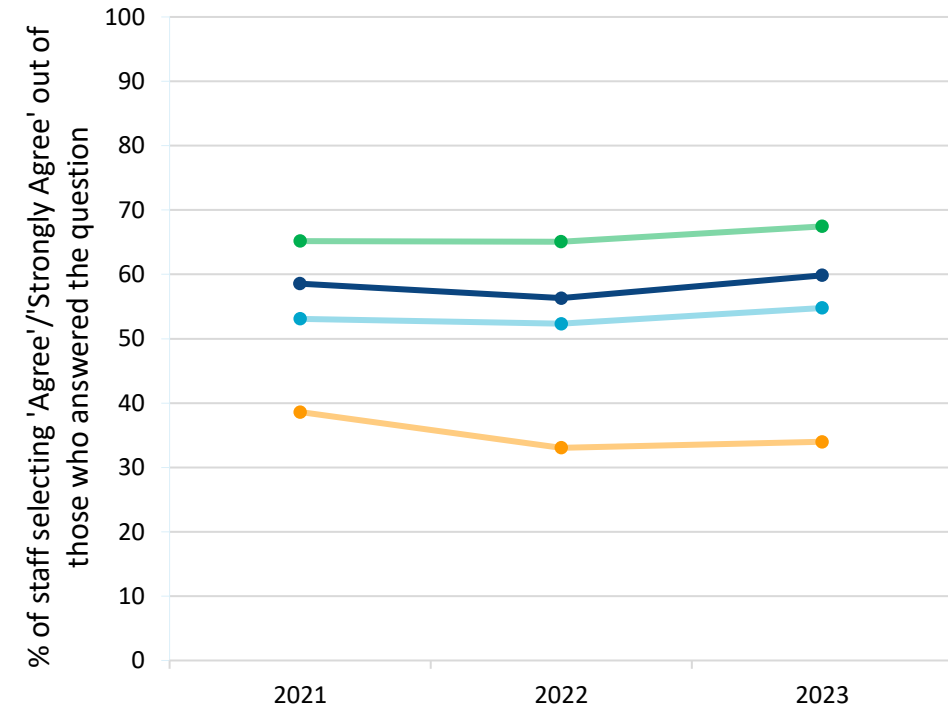
	2021	2022	2023
Your org	58.54%	56.29%	59.86%
Best result	65.19%	65.09%	67.46%
Average result	53.09%	52.33%	54.78%
Worst result	38.61%	33.05%	33.97%
Responses	1763	1827	2314

Q9a My immediate manager encourages me at work.
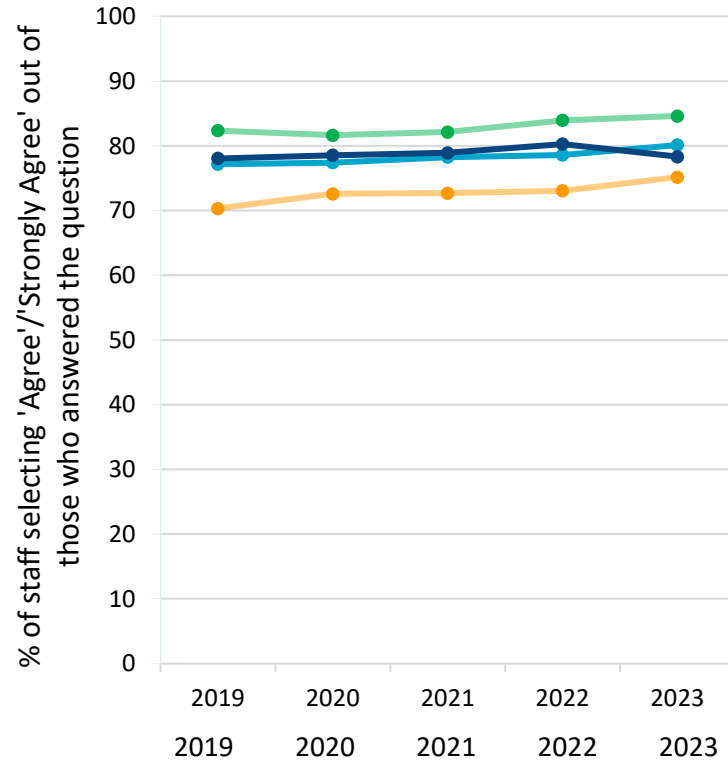
	2019	2020	2021	2022	2023
Your org	78.02%	78.55%	78.92%	80.28%	78.31%
Best result	82.35%	81.63%	82.14%	83.92%	84.61%
Average result	77.16%	77.40%	78.25%	78.60%	80.12%
Worst result	70.32%	72.59%	72.69%	73.05%	75.16%
Responses	1762	1772	1759	1825	2316

Q9b My immediate manager gives me clear feedback on my work.
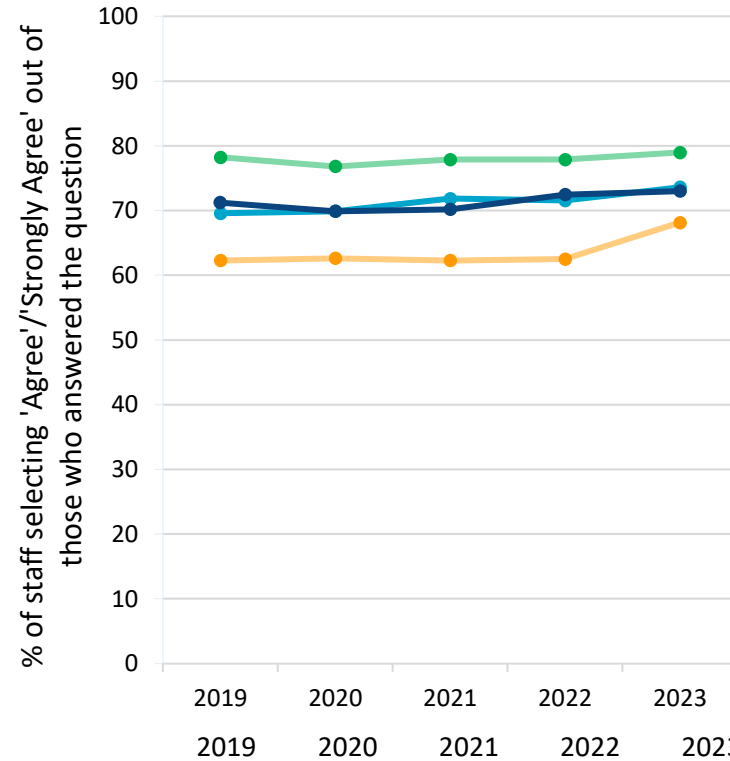
	2019	2020	2021	2022	2023
Your org	71.23%	69.89%	70.18%	72.45%	73.00%
Best result	78.22%	76.82%	77.87%	77.87%	78.97%
Average result	69.56%	69.88%	71.83%	71.54%	73.61%
Worst result	62.28%	62.61%	62.27%	62.50%	68.14%
Responses	1764	1772	1756	1820	2313

Q9c My immediate manager asks for my opinion before making decisions that affect my work.
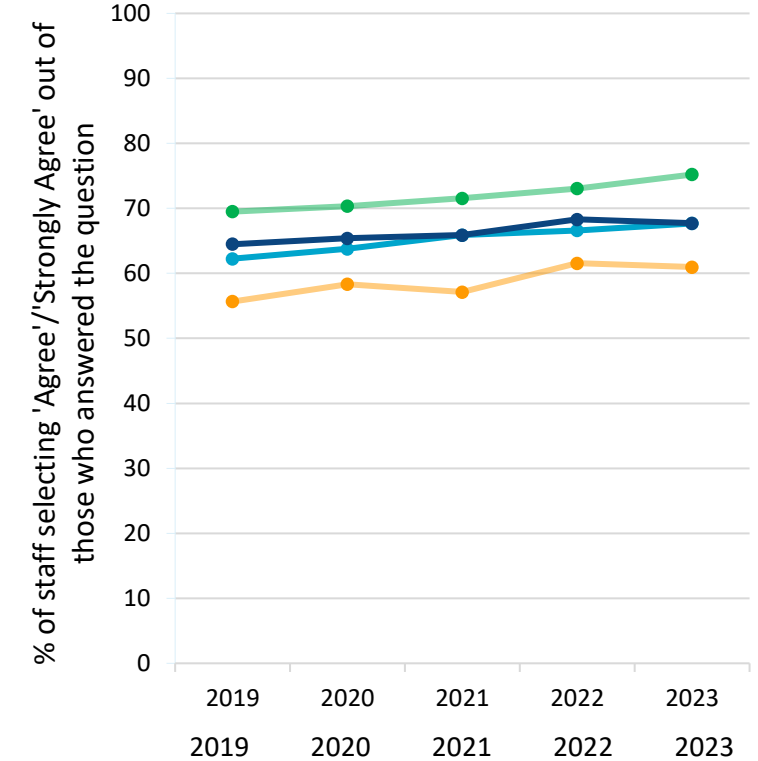
	2019	2020	2021	2022	2023
Your org	64.45%	65.40%	65.89%	68.29%	67.70%
Best result	69.51%	70.33%	71.55%	73.06%	75.21%
Average result	62.24%	63.76%	65.89%	66.59%	67.68%
Worst result	55.66%	58.32%	57.11%	61.55%	60.95%
Responses	1763	1771	1756	1823	2315

Q9d My immediate manager takes a positive interest in my health and well-being.
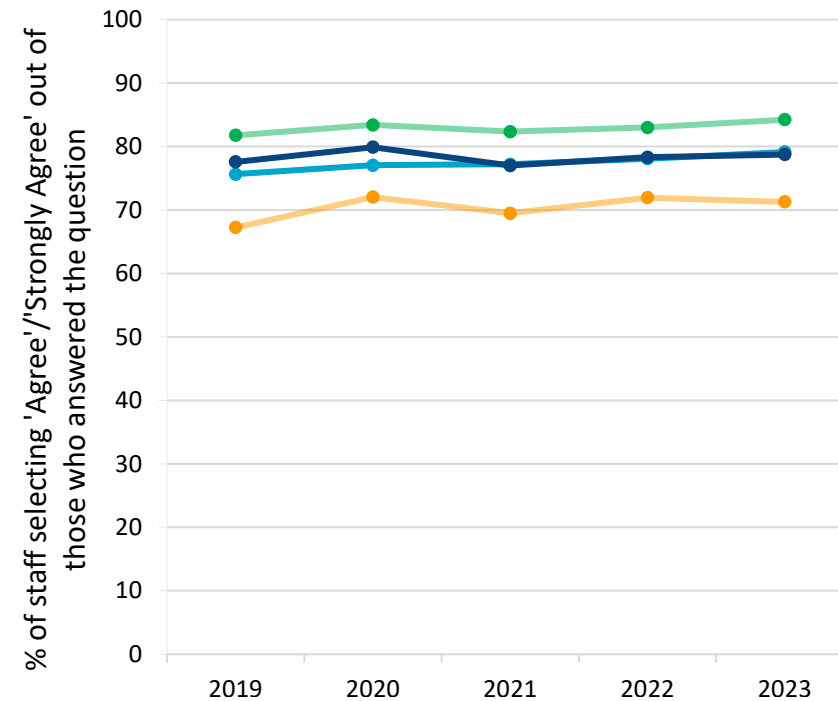
	2019	2020	2021	2022	2023
Your org	77.60%	79.92%	77.01%	78.32%	78.76%
Best result	81.77%	83.41%	82.36%	83.00%	84.26%
Average result	75.65%	77.07%	77.22%	78.09%	79.16%
Worst result	67.24%	72.04%	69.49%	71.93%	71.29%
Responses	1761	1771	1757	1829	2313

Theme – Staff engagement

Questions included:

Motivation – Q2a, Q2b, Q2c

Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d

Q2a I look forward to going to work.

	2019	2020	2021	2022	2023
Your org	64.88%	63.82%	60.73%	60.95%	62.26%
Best result	69.42%	66.66%	65.29%	64.11%	66.27%
Average result	60.16%	61.18%	56.72%	57.68%	59.31%
Worst result	50.82%	48.92%	44.43%	36.95%	42.59%
Responses	1773	1780	1776	1819	2307
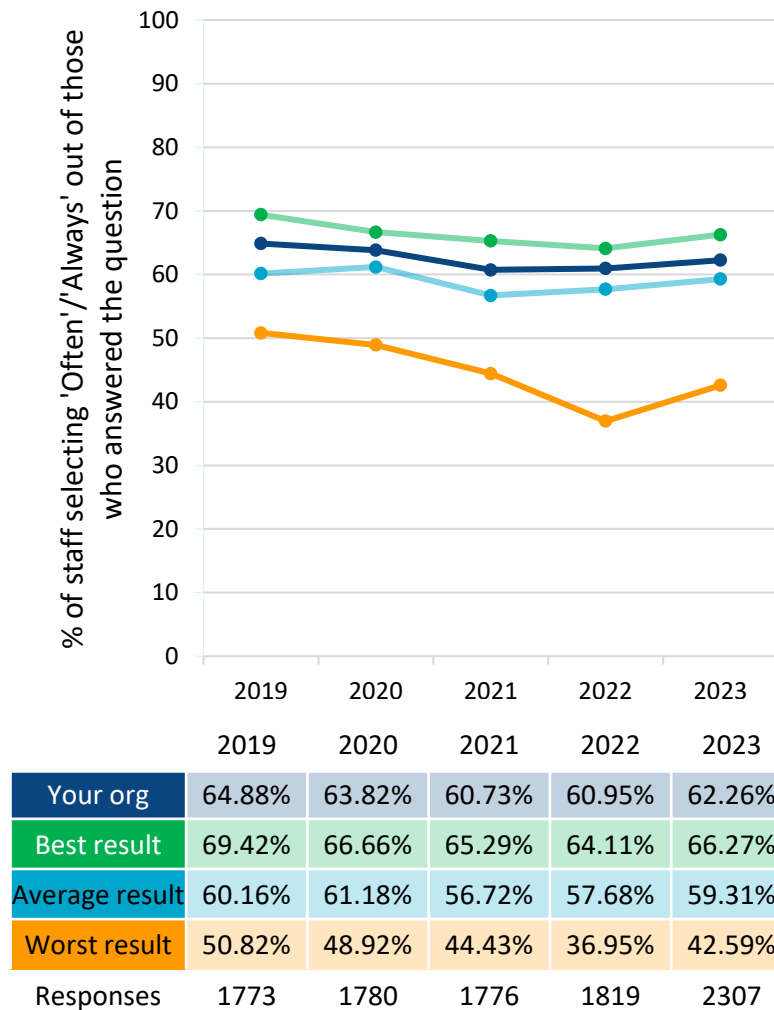
Q2b I am enthusiastic about my job.

	2019	2020	2021	2022	2023
Your org	76.88%	76.34%	74.22%	73.58%	73.60%
Best result	81.36%	80.51%	77.97%	77.12%	79.14%
Average result	75.00%	74.70%	70.69%	71.02%	72.78%
Worst result	67.04%	65.45%	61.22%	55.22%	60.57%
Responses	1765	1771	1762	1806	2300
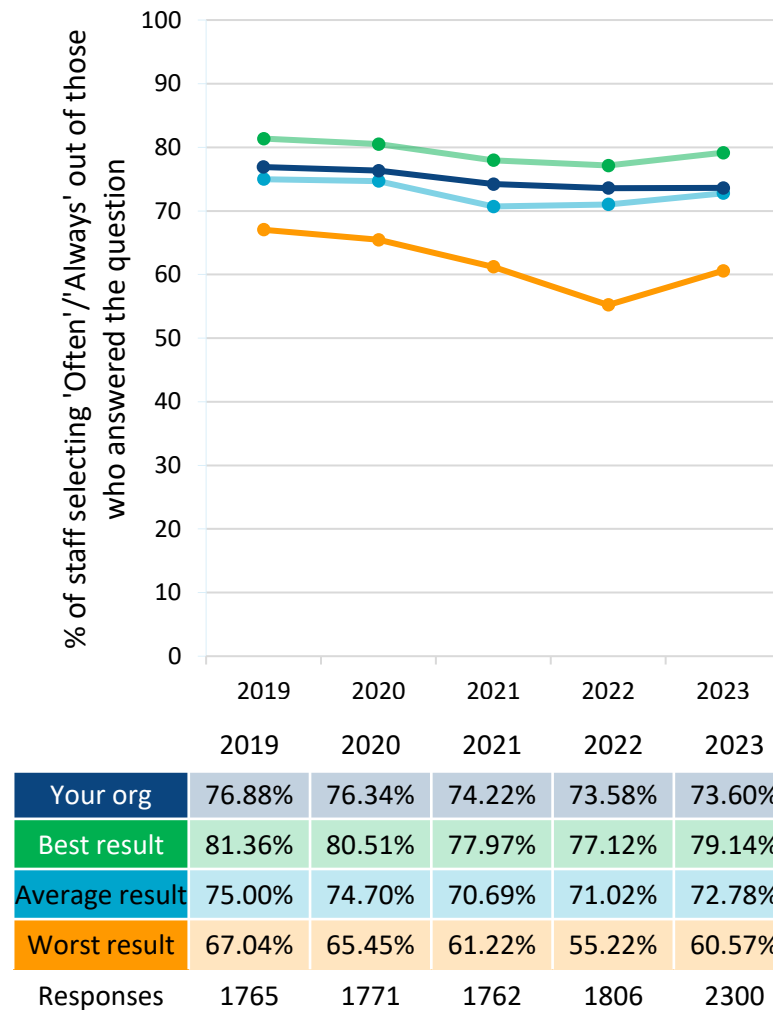
Q2c Time passes quickly when I am working.

	2019	2020	2021	2022	2023
Your org	80.20%	80.76%	79.45%	77.53%	76.11%
Best result	83.12%	84.57%	80.31%	80.52%	80.13%
Average result	78.43%	78.58%	76.61%	75.81%	75.23%
Worst result	70.98%	70.50%	69.41%	68.56%	69.24%
Responses	1760	1772	1765	1811	2294

Q3c There are frequent opportunities for me to show initiative in my role.

	2019	2020	2021	2022	2023
Your org	75.37%	75.96%	75.81%	77.00%	78.78%
Best result	81.89%	80.42%	80.39%	81.69%	82.58%
Average result	74.78%	75.75%	76.55%	77.17%	78.14%
Worst result	69.39%	70.70%	71.75%	67.29%	72.32%
Responses	1777	1783	1776	1822	2315

Q3d I am able to make suggestions to improve the work of my team / department.

	2019	2020	2021	2022	2023
Your org	77.91%	77.99%	75.86%	76.33%	78.78%
Best result	84.08%	82.18%	82.14%	81.71%	83.13%
Average result	78.11%	78.18%	76.84%	77.25%	77.80%
Worst result	71.82%	74.85%	70.93%	66.36%	71.24%
Responses	1774	1784	1778	1827	2315

Q3f I am able to make improvements happen in my area of work.

	2019	2020	2021	2022	2023
Your org	60.23%	62.17%	58.17%	62.32%	65.32%
Best result	69.03%	68.91%	68.40%	69.20%	67.81%
Average result	60.38%	61.24%	59.01%	60.52%	61.37%
Worst result	51.53%	50.78%	51.33%	48.81%	52.44%
Responses	1767	1781	1774	1826	2312

Q25a Care of patients / service users is my organisation's top priority.

	2019	2020	2021	2022	2023
Your org	85.89%	87.81%	84.84%	85.51%	85.35%
Best result	85.89%	87.93%	87.50%	86.92%	88.01%
Average result	76.11%	80.42%	78.56%	78.37%	79.49%
Worst result	57.09%	66.39%	65.04%	59.39%	64.18%
Responses	1744	1764	1740	1822	2313

Q25c I would recommend my organisation as a place to work.

	2019	2020	2021	2022	2023
Your org	73.83%	76.31%	70.77%	72.00%	72.61%
Best result	75.13%	77.76%	73.58%	73.01%	75.43%
Average result	61.79%	67.83%	63.17%	62.74%	65.59%
Worst result	42.82%	49.09%	43.43%	39.56%	39.46%
Responses	1741	1760	1738	1822	2312

Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.
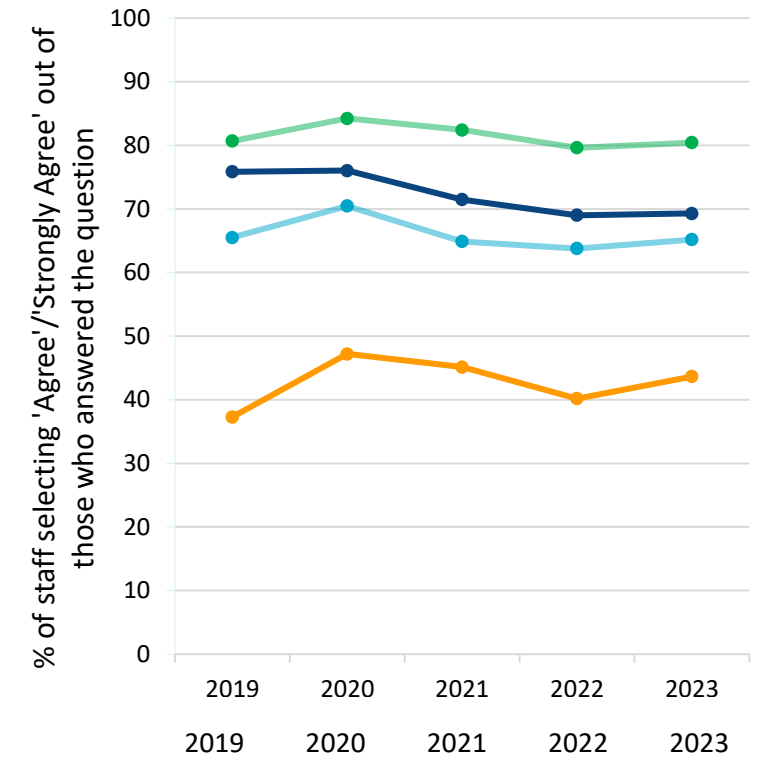
	2019	2020	2021	2022	2023
Your org	75.81%	76.02%	71.47%	69.00%	69.28%
Best result	80.67%	84.23%	82.42%	79.63%	80.42%
Average result	65.50%	70.45%	64.89%	63.78%	65.18%
Worst result	37.29%	47.19%	45.13%	40.19%	43.64%
Responses	1743	1759	1737	1819	2310

Theme - Morale

Questions included:

Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

Stressors – Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a

Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Q26a I often think about leaving this organisation.
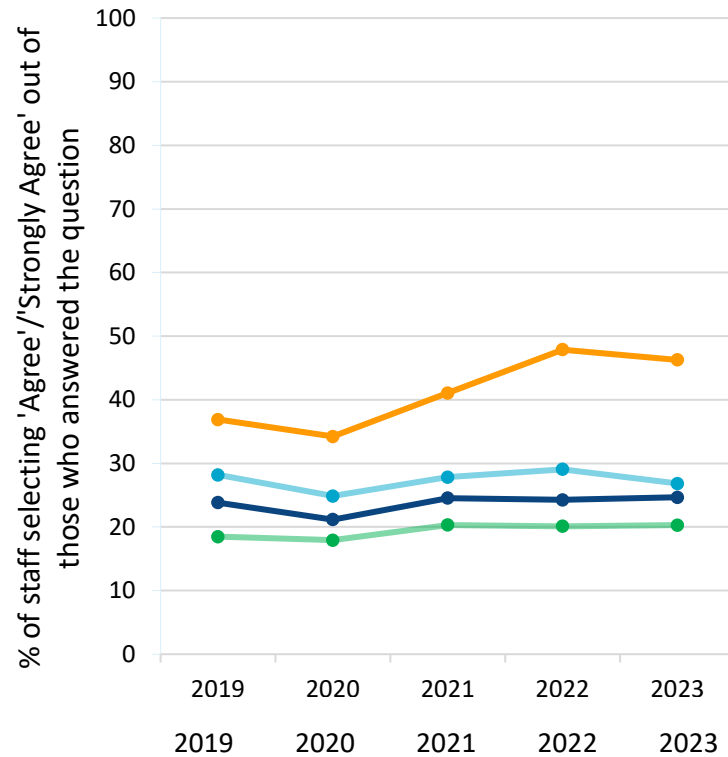
	2019	2020	2021	2022	2023
Your org	23.79%	21.17%	24.53%	24.27%	24.66%
Best result	18.46%	17.91%	20.31%	20.10%	20.28%
Average result	28.19%	24.86%	27.82%	29.06%	26.83%
Worst result	36.90%	34.22%	41.07%	47.87%	46.27%
Responses	1739	1761	1735	1817	2311

Q26b I will probably look for a job at a new organisation in the next 12 months.
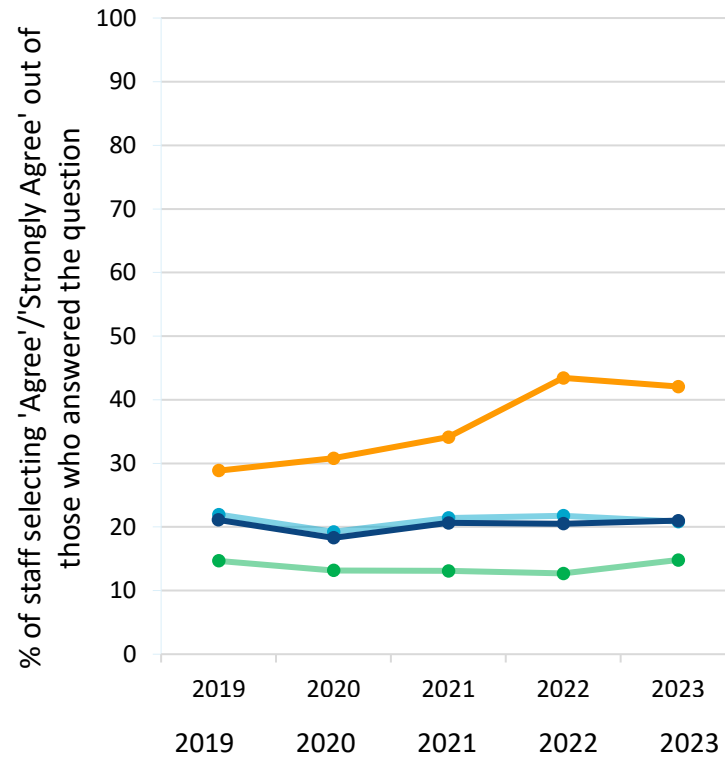
	2019	2020	2021	2022	2023
Your org	21.10%	18.29%	20.62%	20.52%	20.98%
Best result	14.68%	13.15%	13.08%	12.68%	14.80%
Average result	21.93%	19.22%	21.42%	21.76%	20.83%
Worst result	28.86%	30.79%	34.12%	43.43%	42.07%
Responses	1737	1758	1733	1815	2309

Q26c As soon as I can find another job, I will leave this organisation.
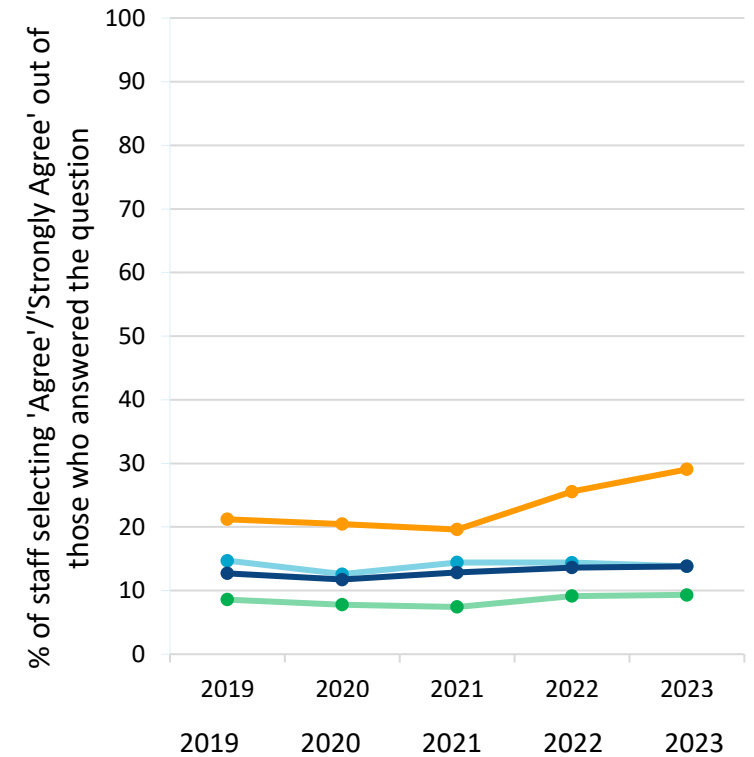
	2019	2020	2021	2022	2023
Your org	12.72%	11.74%	12.84%	13.62%	13.81%
Best result	8.58%	7.77%	7.42%	9.15%	9.30%
Average result	14.70%	12.58%	14.43%	14.40%	13.81%
Worst result	21.22%	20.45%	19.59%	25.57%	29.06%
Responses	1733	1759	1729	1818	2302

Q3g I am able to meet all the conflicting demands on my time at work.

	2019	2020	2021	2022	2023
Your org	48.56%	50.74%	45.47%	45.94%	48.51%
Best result	52.86%	54.59%	52.32%	52.33%	54.03%
Average result	46.01%	48.59%	44.86%	45.18%	48.48%
Worst result	35.63%	36.18%	35.35%	36.74%	34.64%
Responses	1768	1776	1771	1820	2308

Q3h I have adequate materials, supplies and equipment to do my work.

	2019	2020	2021	2022	2023
Your org	62.76%	68.54%	66.79%	65.77%	68.73%
Best result	68.32%	74.51%	74.92%	70.75%	74.04%
Average result	58.35%	63.84%	63.87%	63.29%	64.33%
Worst result	48.44%	51.95%	49.91%	45.87%	45.56%
Responses	1769	1781	1777	1823	2312

Q3i There are enough staff at this organisation for me to do my job properly.

	2019	2020	2021	2022	2023
Your org	37.72%	44.62%	33.14%	30.16%	39.17%
Best result	42.23%	50.62%	38.58%	36.65%	42.31%
Average result	32.45%	40.96%	30.52%	30.55%	35.28%
Worst result	25.23%	28.37%	20.38%	22.18%	27.52%
Responses	1768	1783	1775	1827	2316

Survey Coordination Centre

NHS

Q3a I always know what my work responsibilities are.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question

	2019	2020	2021	2022	2023
Your org	85.44%	85.42%	85.59%	85.76%	85.55%
Best result	89.31%	88.91%	87.64%	87.74%	87.94%
Average result	84.39%	83.69%	84.60%	83.54%	84.49%
Worst result	77.03%	77.72%	74.34%	69.12%	75.20%
Responses	1777	1786	1777	1825	2317

Q3e I am involved in deciding on changes introduced that affect my work area / team / department.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
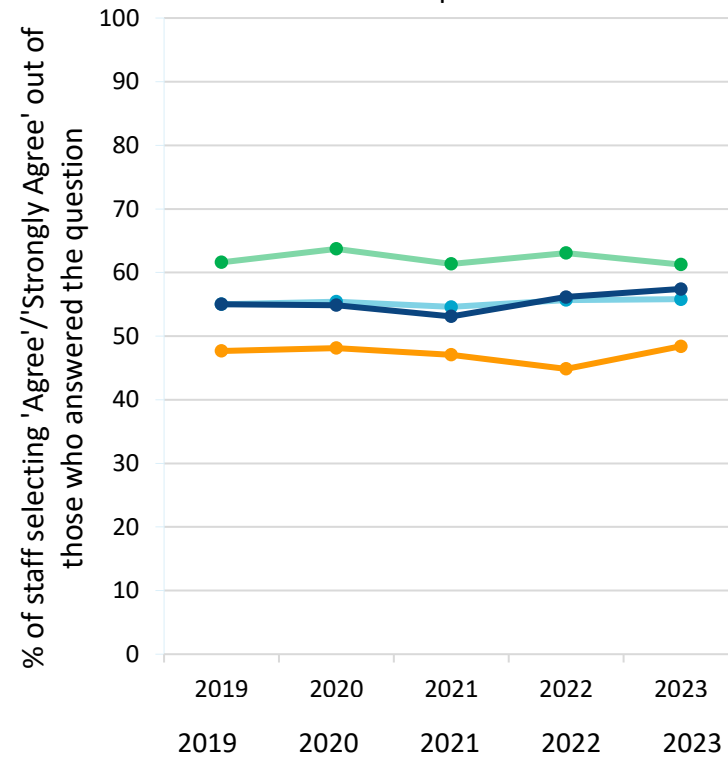
	2019	2020	2021	2022	2023
Your org	55.01%	54.86%	53.12%	56.15%	57.41%
Best result	61.62%	63.73%	61.35%	63.07%	61.26%
Average result	55.01%	55.43%	54.61%	55.66%	55.80%
Worst result	47.67%	48.13%	47.08%	44.86%	48.41%
Responses	1775	1782	1770	1828	2315

Q5a I have unrealistic time pressures.
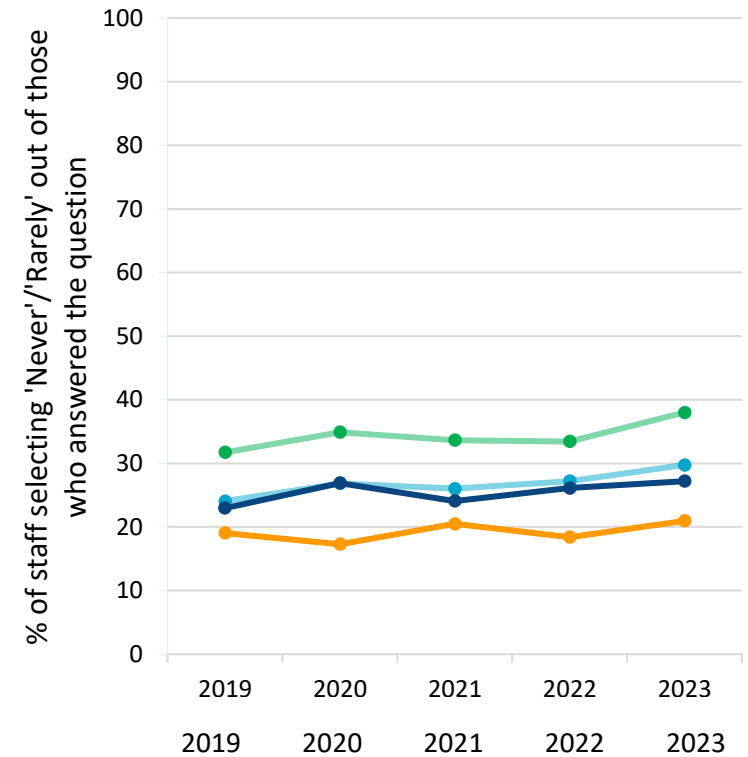
% of staff selecting 'Never'/'Rarely' out of those who answered the question

	2019	2020	2021	2022	2023
Your org	22.98%	26.89%	24.08%	26.13%	27.21%
Best result	31.73%	34.90%	33.64%	33.44%	37.98%
Average result	24.05%	26.84%	26.02%	27.20%	29.73%
Worst result	19.06%	17.28%	20.49%	18.39%	20.96%
Responses	1759	1777	1766	1824	2313

Q5b I have a choice in deciding how to do my work.

	2019	2020	2021	2022	2023
Your org	64.39%	65.10%	62.28%	64.34%	61.65%
Best result	70.54%	75.27%	71.25%	71.04%	70.51%
Average result	62.33%	64.05%	63.77%	64.10%	64.00%
Worst result	54.76%	57.16%	56.52%	54.84%	52.72%
Responses	1756	1782	1768	1826	2315
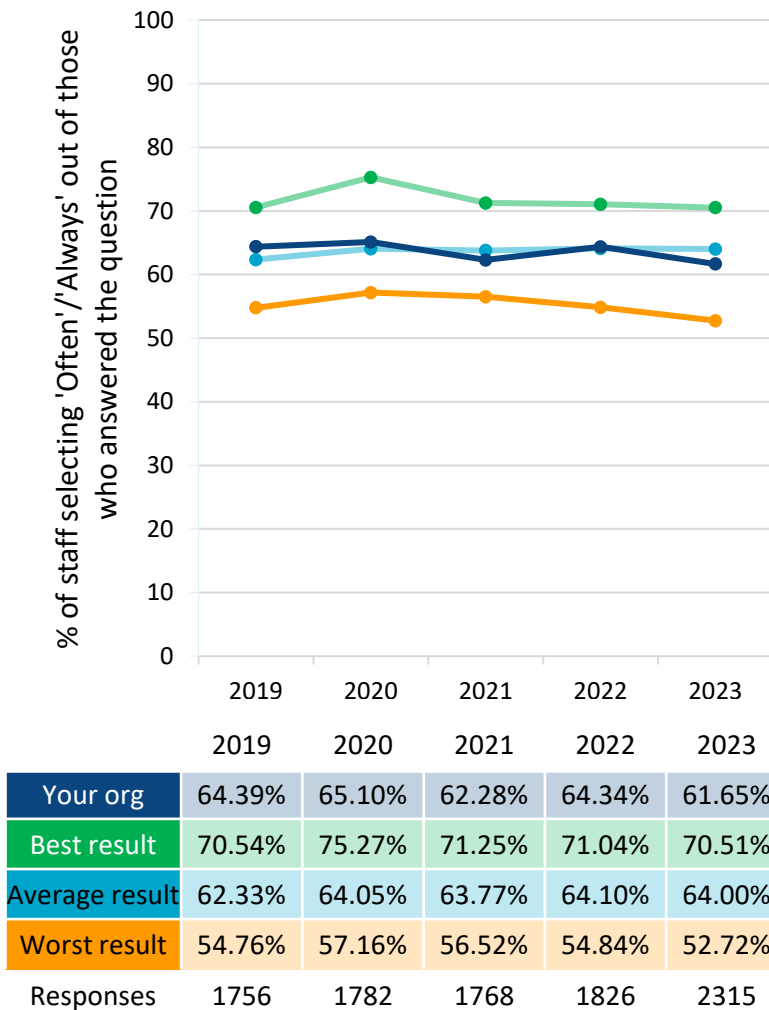
Q5c Relationships at work are strained.
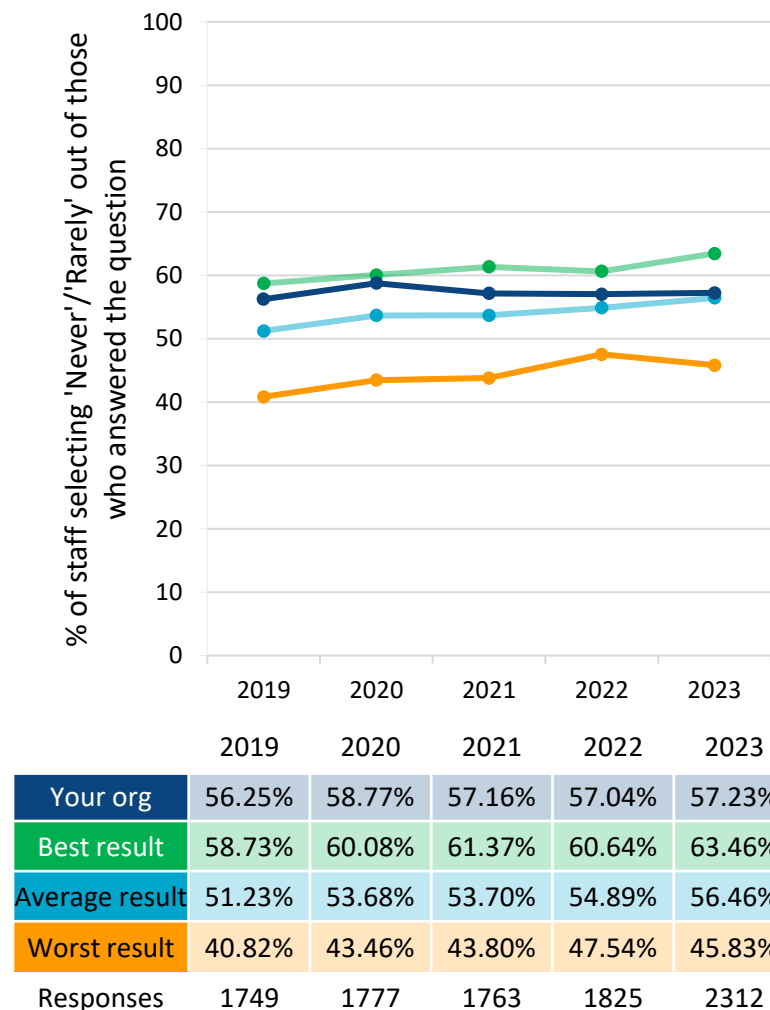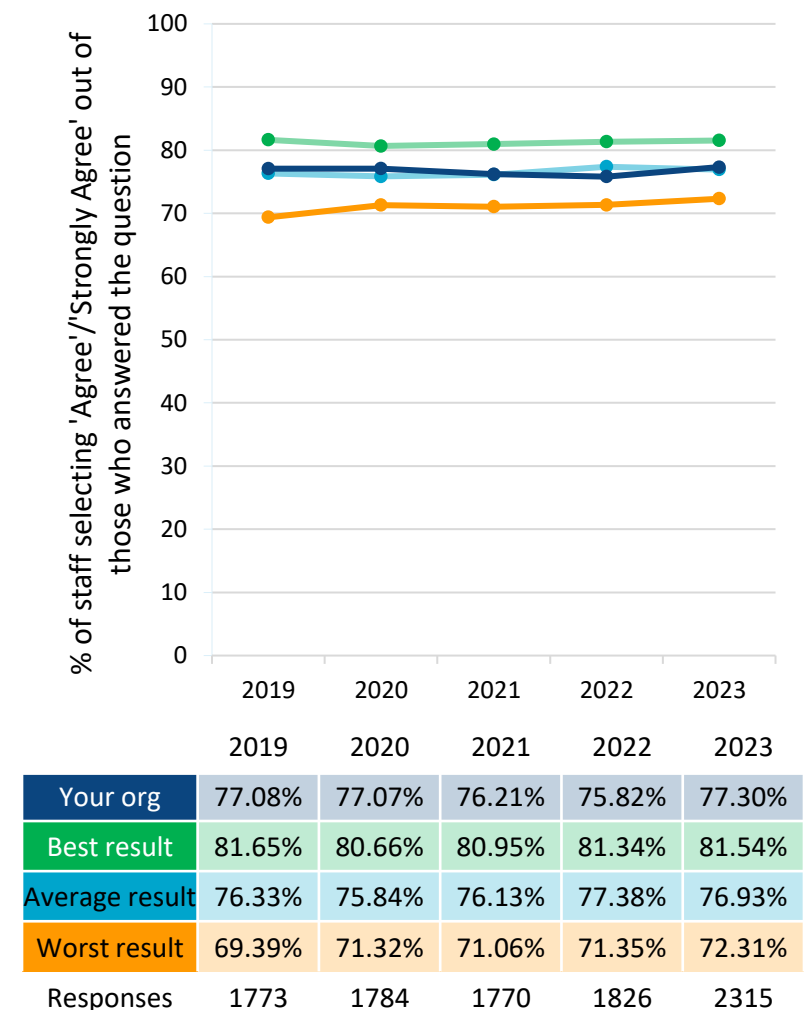
	2019	2020	2021	2022	2023
Your org	56.25%	58.77%	57.16%	57.04%	57.23%
Best result	58.73%	60.08%	61.37%	60.64%	63.46%
Average result	51.23%	53.68%	53.70%	54.89%	56.46%
Worst result	40.82%	43.46%	43.80%	47.54%	45.83%
Responses	1749	1777	1763	1825	2312

Q7c I receive the respect I deserve from my colleagues at work.

	2019	2020	2021	2022	2023
Your org	77.08%	77.07%	76.21%	75.82%	77.30%
Best result	81.65%	80.66%	80.95%	81.34%	81.54%
Average result	76.33%	75.84%	76.13%	77.38%	76.93%
Worst result	69.39%	71.32%	71.06%	71.35%	72.31%
Responses	1773	1784	1770	1826	2315

Q9a My immediate manager encourages me at work.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
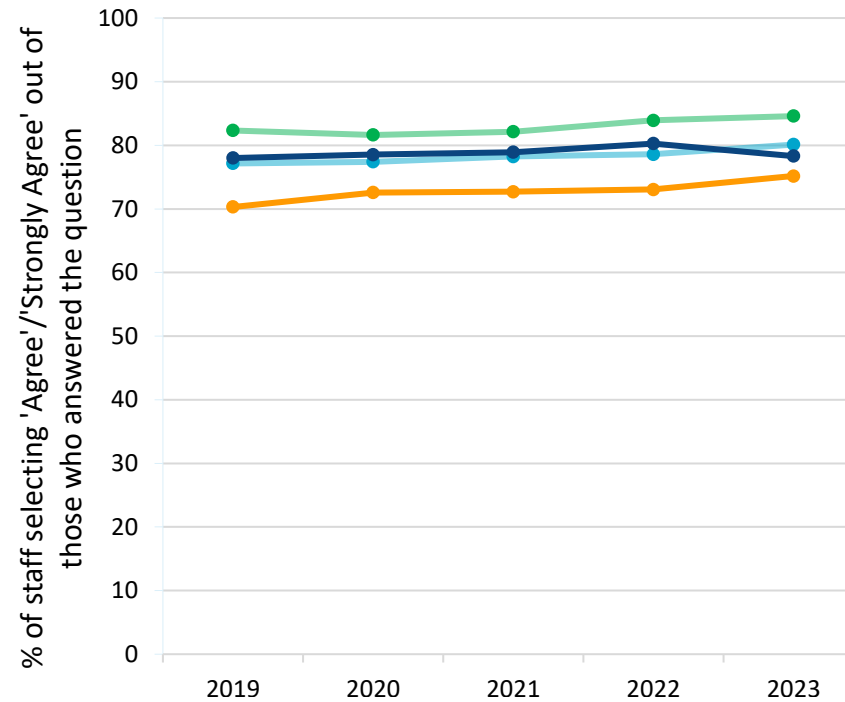
	2019	2020	2021	2022	2023
Your org	78.02%	78.55%	78.92%	80.28%	78.31%
Best result	82.35%	81.63%	82.14%	83.92%	84.61%
Average result	77.16%	77.40%	78.25%	78.60%	80.12%
Worst result	70.32%	72.59%	72.69%	73.05%	75.16%
Responses	1762	1772	1759	1825	2316

Question not linked to People Promise elements or themes

Questions included:*
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

*The results for Q17a, Q17b and Q22 are reported in the section for People Promise element 4: We are safe and healthy. These questions do not contribute to any score or sub-score calculations.

Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Q1 Do you have face-to-face, video or telephone contact with patients / service users as part of your job?

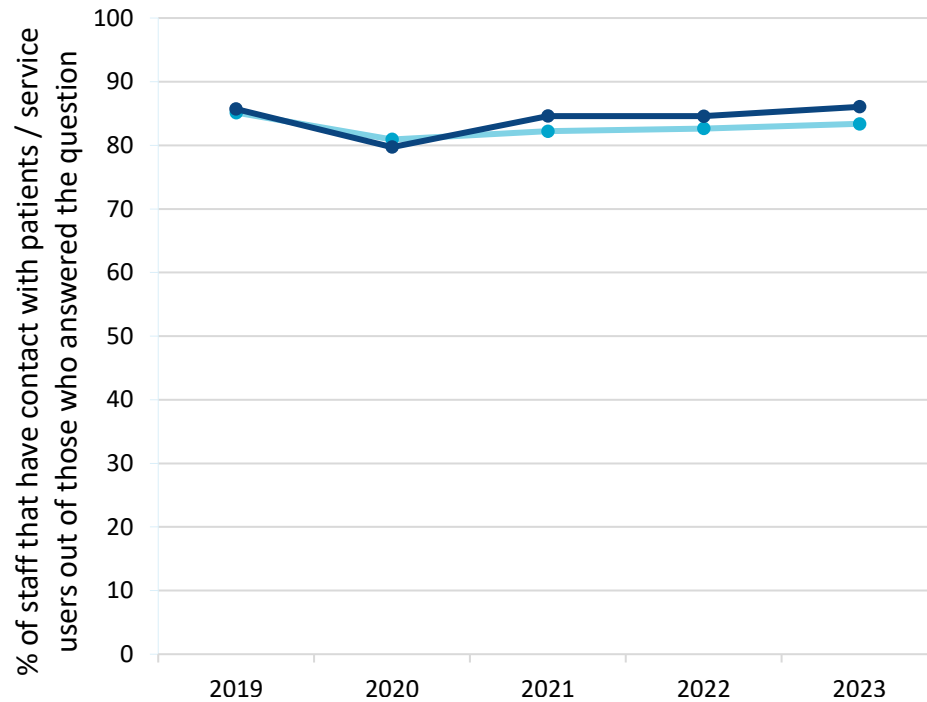% of staff that have contact with patients / service users out of those who answered the question

	2019	2020	2021	2022	2023
Your org	85.71%	79.73%	84.61%	84.57%	86.07%
Average	85.12%	80.93%	82.21%	82.64%	83.36%
Responses	1785	1796	1780	1802	2304

Q10a How many hours a week are you contracted to work?

% of staff working part-time out of those who answered the question
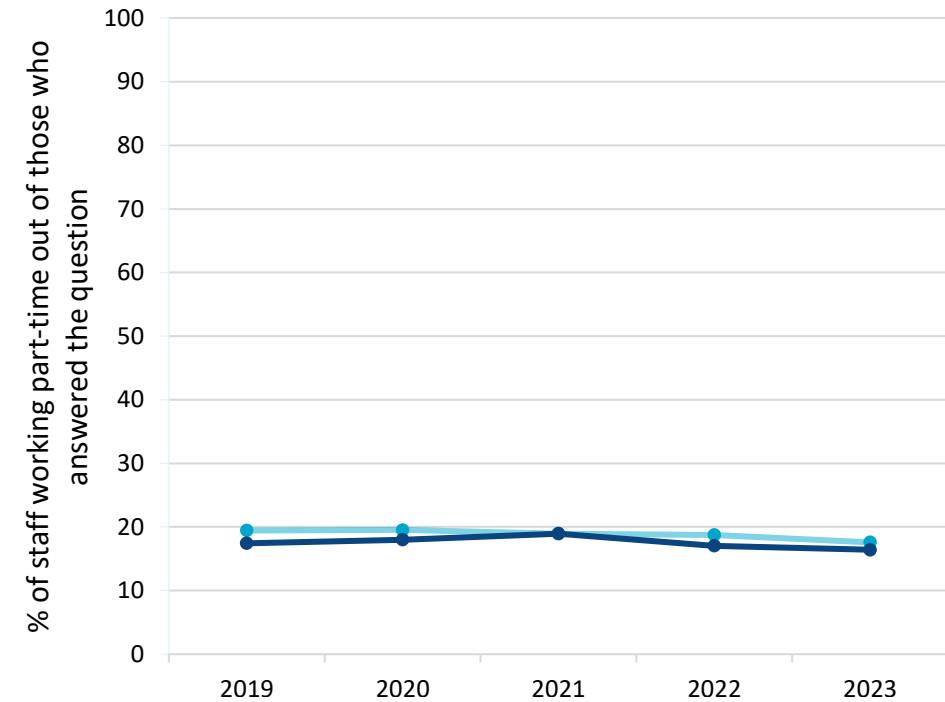
	2019	2020	2021	2022	2023
Your org	17.45%	17.99%	18.96%	17.04%	16.42%
Average	19.46%	19.54%	18.96%	18.74%	17.59%
Responses	1748	1740	1704	1766	2266

Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?
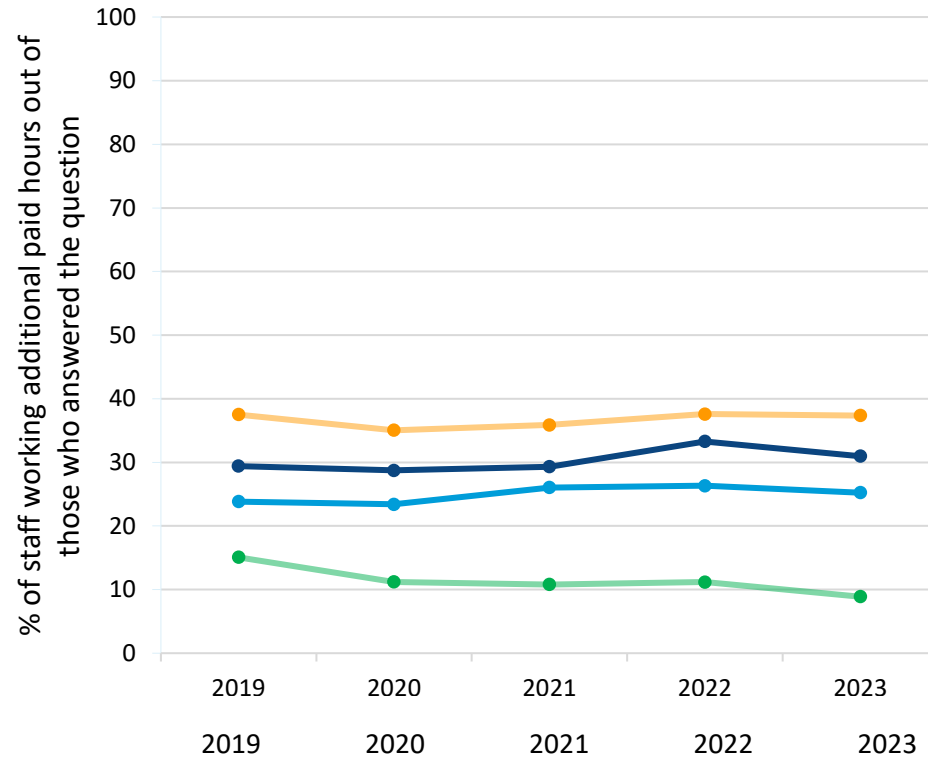
	2019	2020	2021	2022	2023
Your org	29.40%	28.73%	29.32%	33.28%	30.97%
Lowest	15.08%	11.21%	10.81%	11.17%	8.88%
Average	23.83%	23.40%	26.03%	26.31%	25.25%
Highest	37.52%	35.06%	35.88%	37.60%	37.36%
Responses	1760	1753	1731	1813	2307

Q10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?
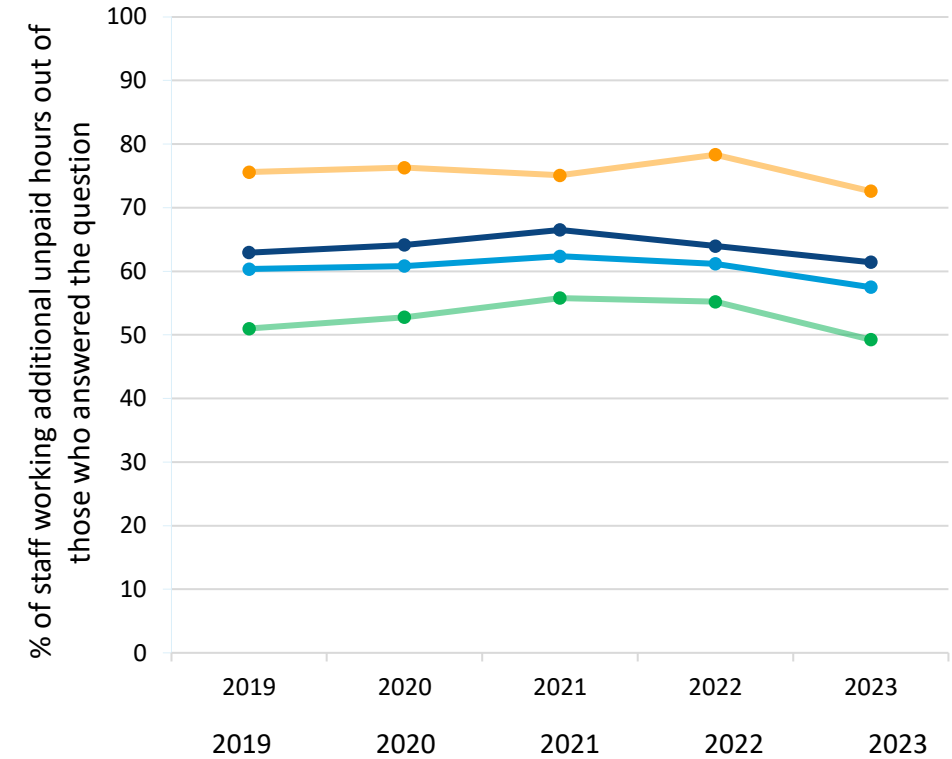
	2019	2020	2021	2022	2023
Your org	62.91%	64.13%	66.50%	63.97%	61.42%
Lowest	50.98%	52.76%	55.80%	55.22%	49.26%
Average	60.35%	60.82%	62.37%	61.17%	57.50%
Highest	75.60%	76.29%	75.08%	78.33%	72.60%
Responses	1747	1755	1737	1817	2305

Q11e* Have you felt pressure from your manager to come to work?
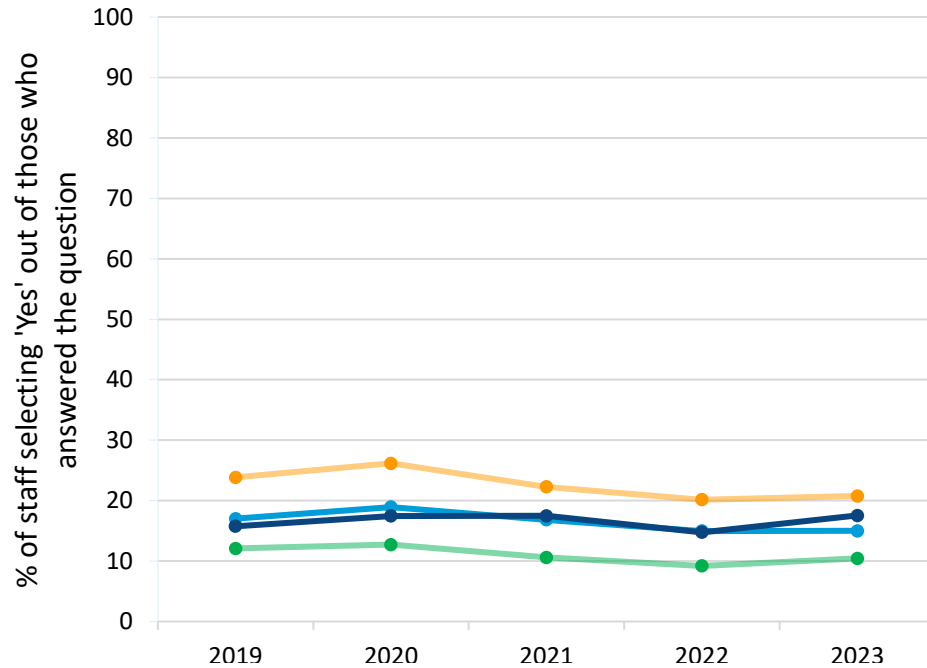
	2019	2020	2021	2022	2023
Your org	15.76%	17.46%	17.48%	14.76%	17.54%
Best result	12.08%	12.72%	10.60%	9.20%	10.44%
Average result	17.02%	18.95%	16.83%	14.98%	15.00%
Worst result	23.84%	26.16%	22.27%	20.17%	20.76%
Responses	986	763	840	964	1172

*Q11e is only answered by staff who responded 'Yes' to Q11d.

Q16c.1 On what grounds have you experienced discrimination? - Ethnic background.
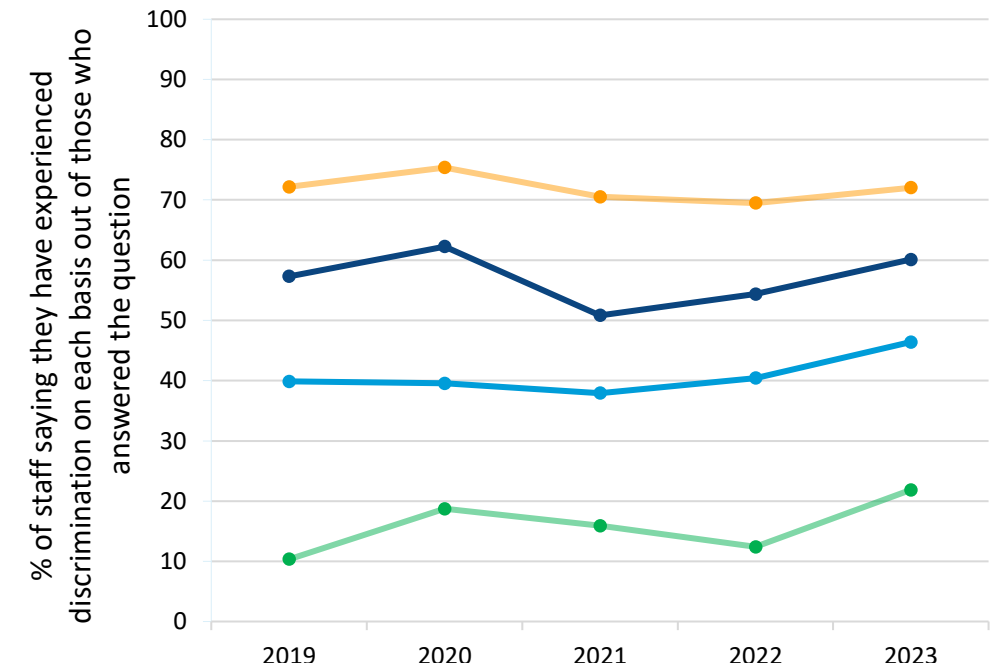
	2019	2020	2021	2022	2023
Your org	57.29%	62.26%	50.83%	54.37%	60.09%
Best result	10.37%	18.72%	15.93%	12.40%	21.86%
Average result	39.88%	39.54%	37.92%	40.42%	46.40%
Worst result	72.17%	75.37%	70.51%	69.48%	72.03%
Responses	270	243	255	264	368

Q16c.2 On what grounds have you experienced discrimination? – Gender.
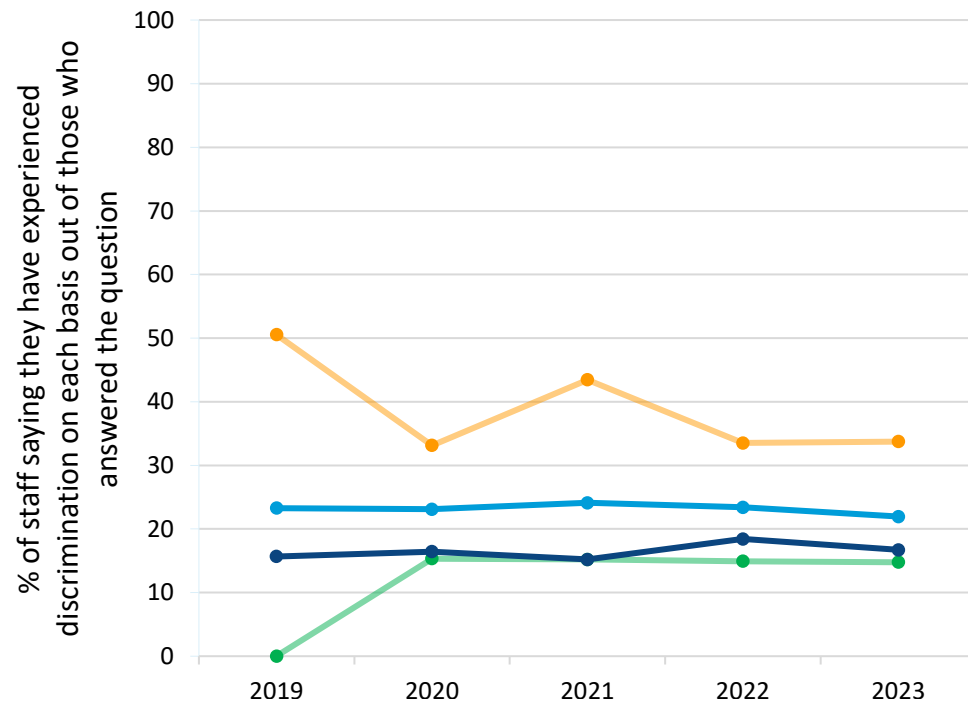
	2019	2020	2021	2022	2023
Your org	15.65%	16.44%	15.19%	18.43%	16.71%
Best result	0.00%	15.33%	15.19%	14.92%	14.77%
Average result	23.28%	23.11%	24.11%	23.41%	21.95%
Worst result	50.55%	33.14%	43.44%	33.50%	33.73%
Responses	270	243	255	264	368

Q16c.3 On what grounds have you experienced discrimination? – Religion.
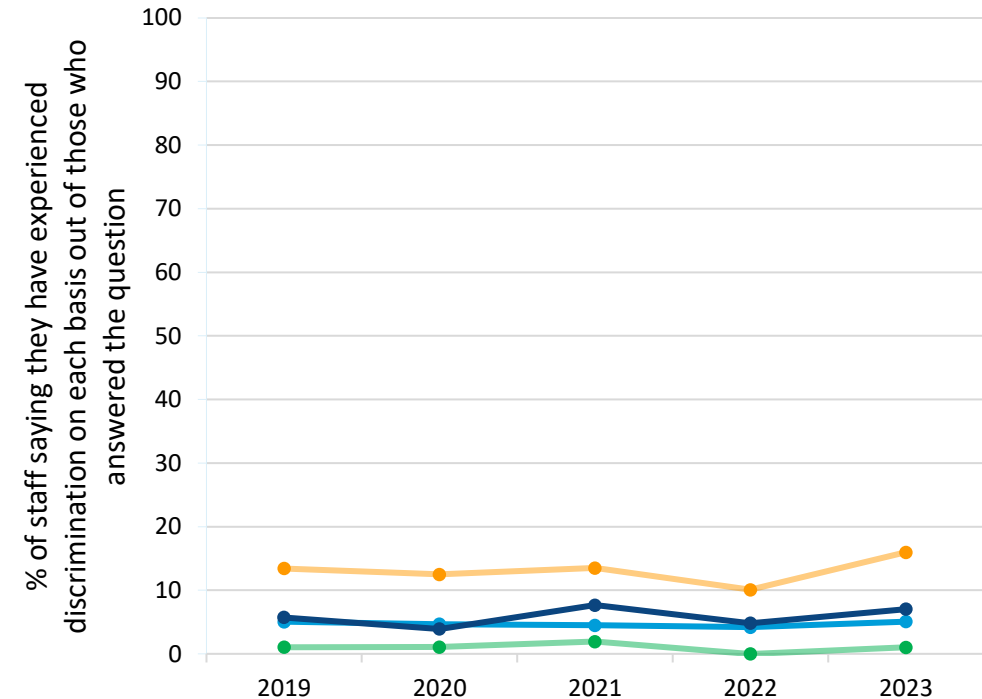
	2019	2020	2021	2022	2023
Your org	5.75%	3.92%	7.68%	4.82%	7.04%
Best result	1.05%	1.09%	1.95%	0.00%	1.04%
Average result	5.06%	4.68%	4.49%	4.20%	5.08%
Worst result	13.44%	12.50%	13.50%	10.09%	15.97%
Responses	270	243	255	264	368

Q16c.4 On what grounds have you experienced discrimination? – Sexual orientation.
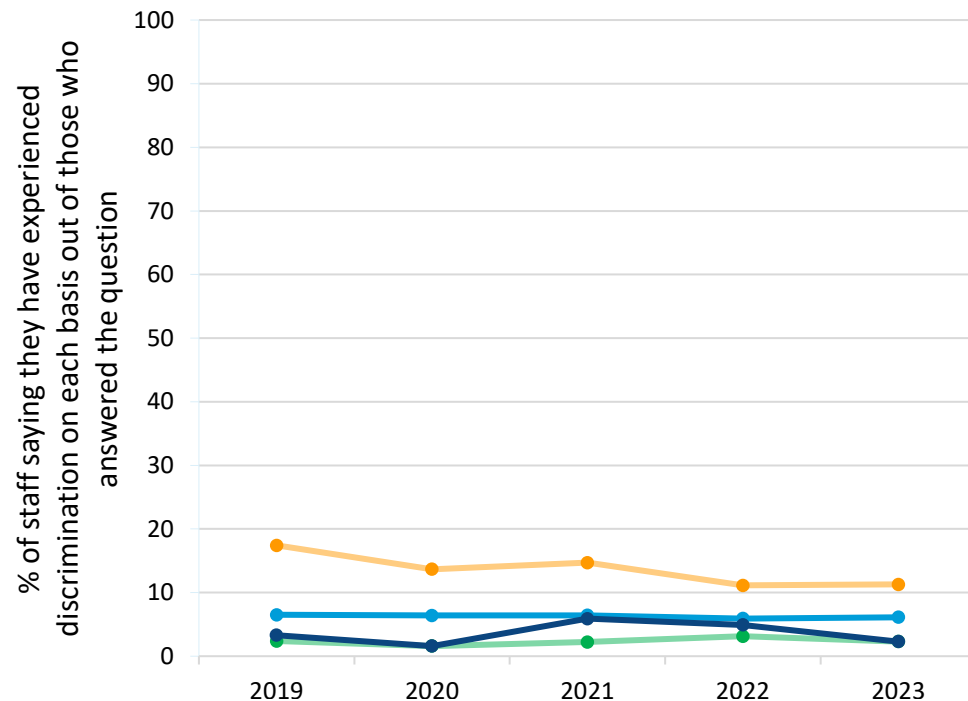
	2019	2020	2021	2022	2023
Your org	3.27%	1.59%	5.89%	4.91%	2.31%
Best result	2.38%	1.59%	2.22%	3.13%	2.31%
Average result	6.49%	6.40%	6.42%	5.92%	6.12%
Worst result	17.42%	13.66%	14.71%	11.13%	11.28%
Responses	270	243	255	264	368

Q16c.5 On what grounds have you experienced discrimination? – Disability.
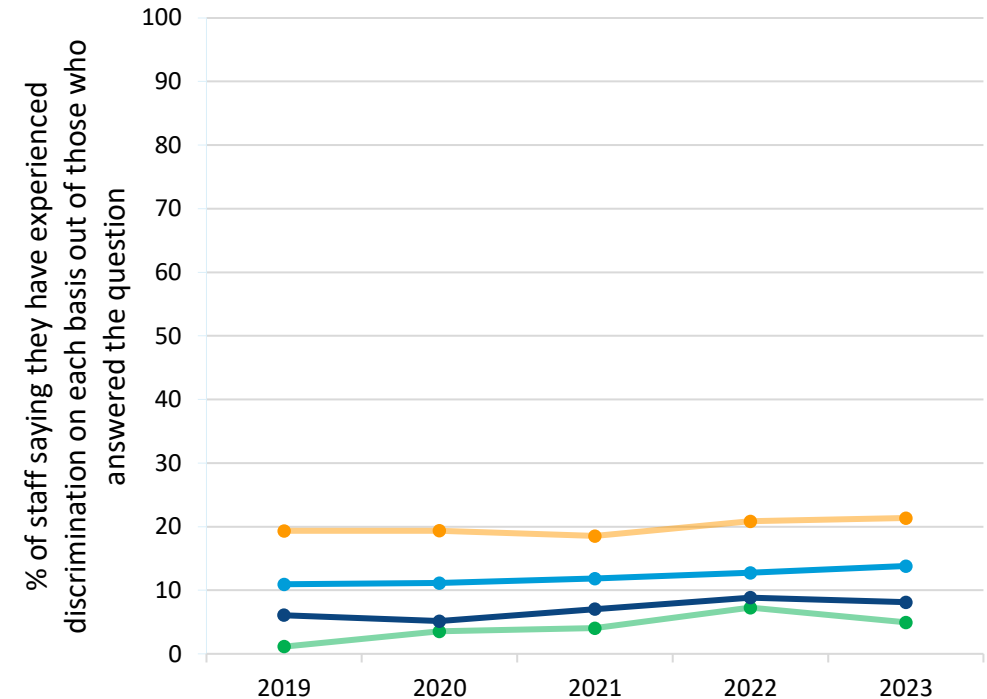
	2019	2020	2021	2022	2023
Your org	6.06%	5.15%	7.04%	8.86%	8.12%
Best result	1.15%	3.56%	4.06%	7.28%	4.96%
Average result	10.94%	11.15%	11.85%	12.76%	13.82%
Worst result	19.33%	19.37%	18.54%	20.84%	21.36%
Responses	270	243	255	264	368

Q16c.6 On what grounds have you experienced discrimination? – Age.
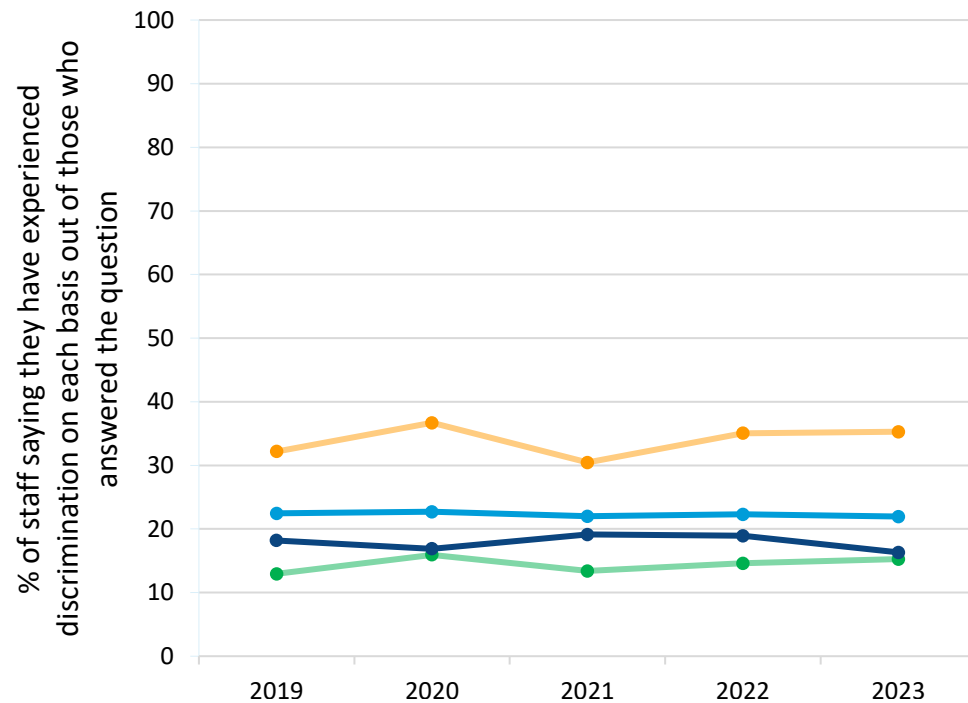
	2019	2020	2021	2022	2023
Your org	18.20%	16.89%	19.13%	18.92%	16.31%
Best result	12.93%	15.93%	13.39%	14.60%	15.24%
Average result	22.43%	22.70%	21.98%	22.31%	21.94%
Worst result	32.19%	36.68%	30.46%	35.04%	35.29%
Responses	270	243	255	264	368

Q16c.7 On what grounds have you experienced discrimination? – Other.
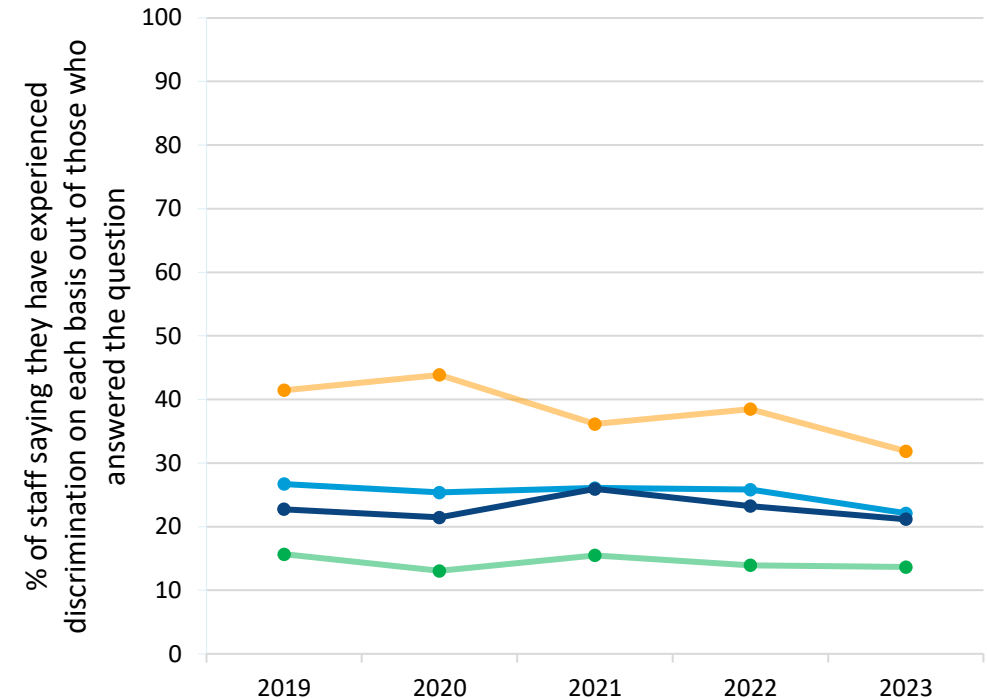
	2019	2020	2021	2022	2023
Your org	22.72%	21.44%	25.92%	23.23%	21.18%
Best result	15.68%	13.07%	15.50%	13.95%	13.65%
Average result	26.72%	25.39%	26.09%	25.83%	22.12%
Worst result	41.46%	43.86%	36.14%	38.50%	31.88%
Responses	270	243	255	264	368

Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?
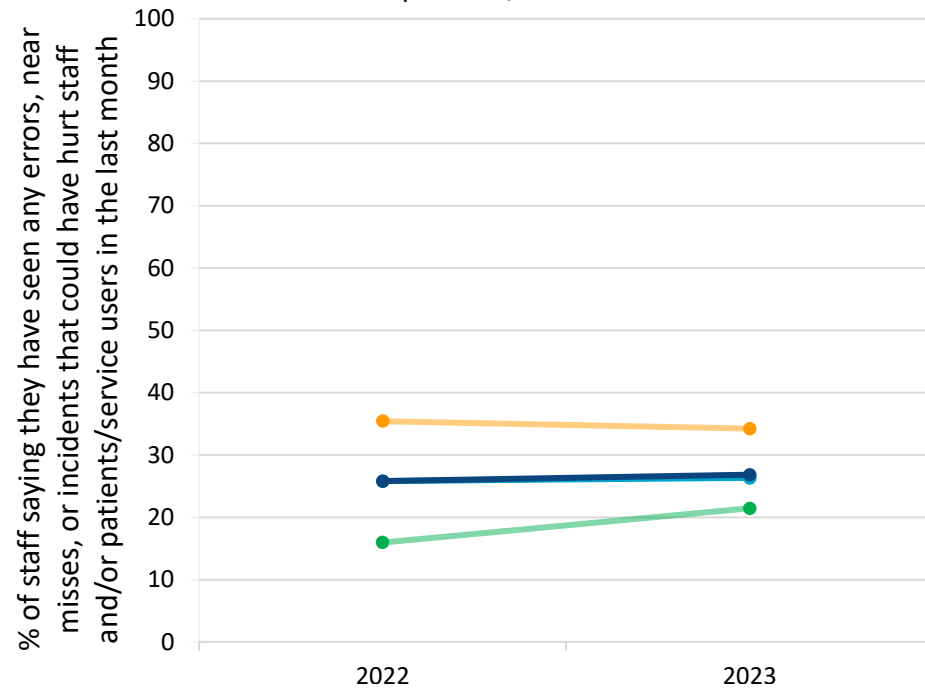
	2022	2023
Your org	25.81%	26.84%
Best result	15.97%	21.45%
Average result	25.81%	26.33%
Worst result	35.43%	34.22%
Responses	1787	2272

Q19a My organisation treats staff who are involved in an error, near miss or incident fairly.
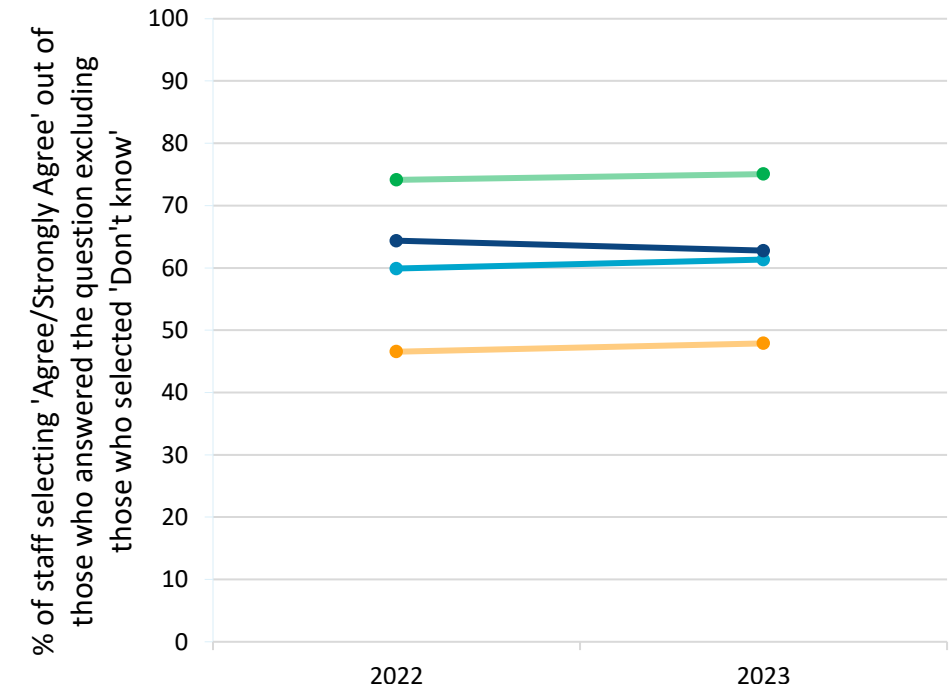
	2022	2023
Your org	64.36%	62.77%
Best result	74.13%	75.07%
Average result	59.88%	61.32%
Worst result	46.57%	47.90%
Responses	1359	1782

Q19b My organisation encourages us to report errors, near misses or incidents.
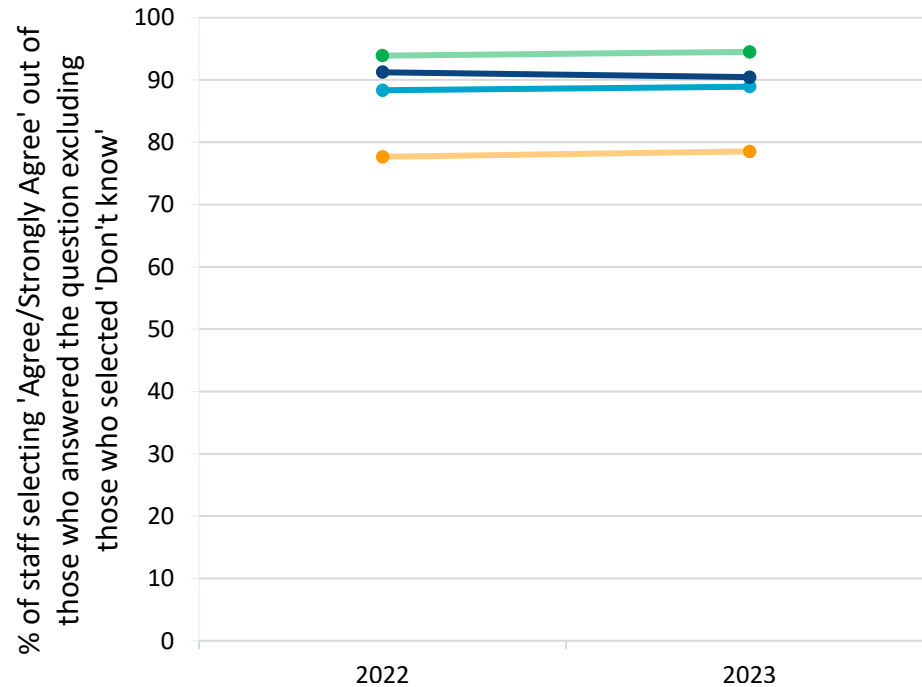
	2022	2023
Your org	91.24%	90.43%
Best result	93.88%	94.49%
Average result	88.33%	88.93%
Worst result	77.65%	78.53%
Responses	1749	2247

Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.
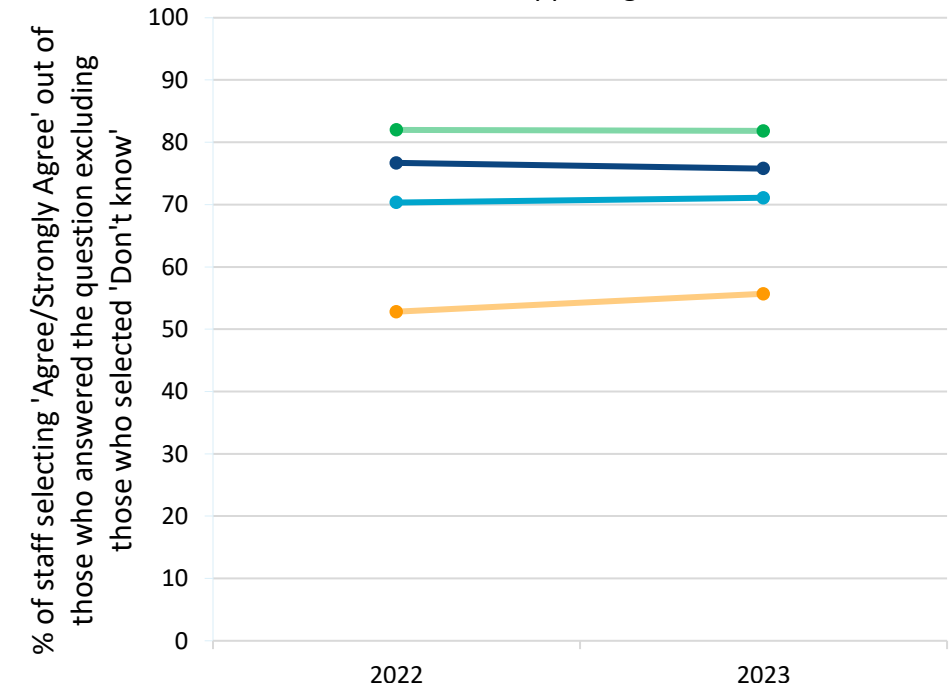
	2022	2023
Your org	76.68%	75.77%
Best result	81.97%	81.82%
Average result	70.33%	71.08%
Worst result	52.79%	55.67%
Responses	1610	2066

Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.

% of staff selecting 'Agree/Strongly Agree' out of those who answered the question excluding those who selected 'Don't know'
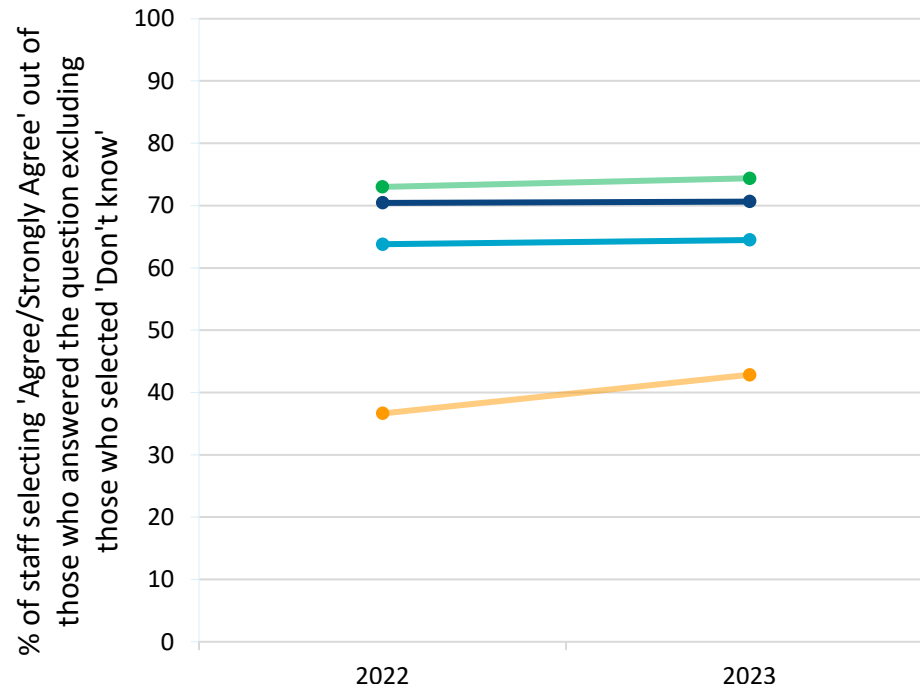
	2022	2023
Your org	70.44%	70.65%
Best result	72.97%	74.36%
Average result	63.80%	64.49%
Worst result	36.65%	42.84%
Responses	1619	2090

Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?

% of staff selecting 'Yes' out of those who answered the question excluding those who select 'No adjustment required'
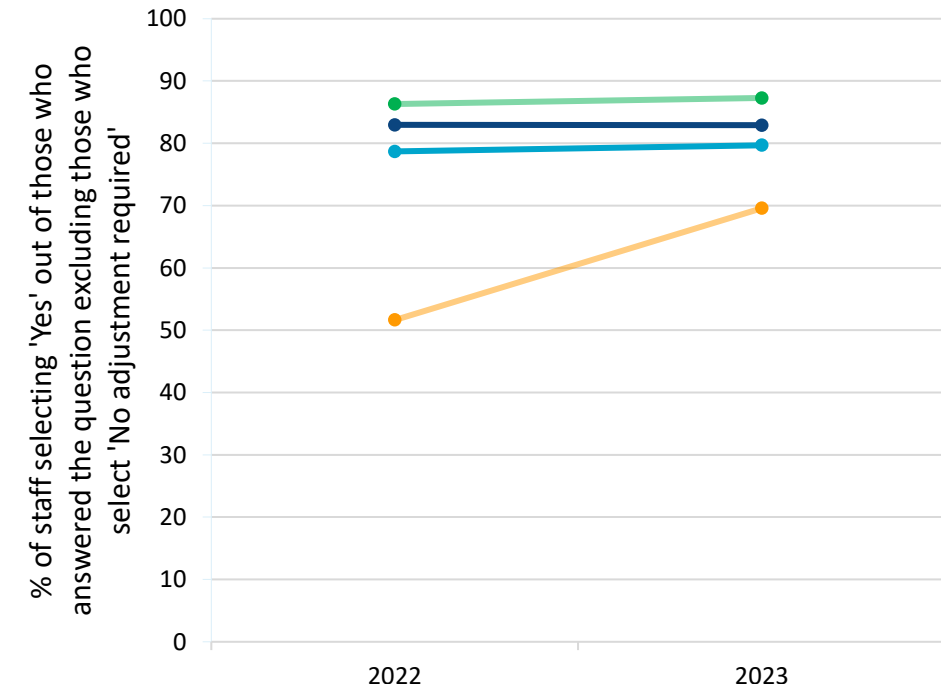
	2022	2023
Your org	82.95%	82.89%
Best result	86.30%	87.25%
Average result	78.68%	79.67%
Worst result	51.65%	69.57%
Responses	338	402

Q26d.1 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job within this organisation.
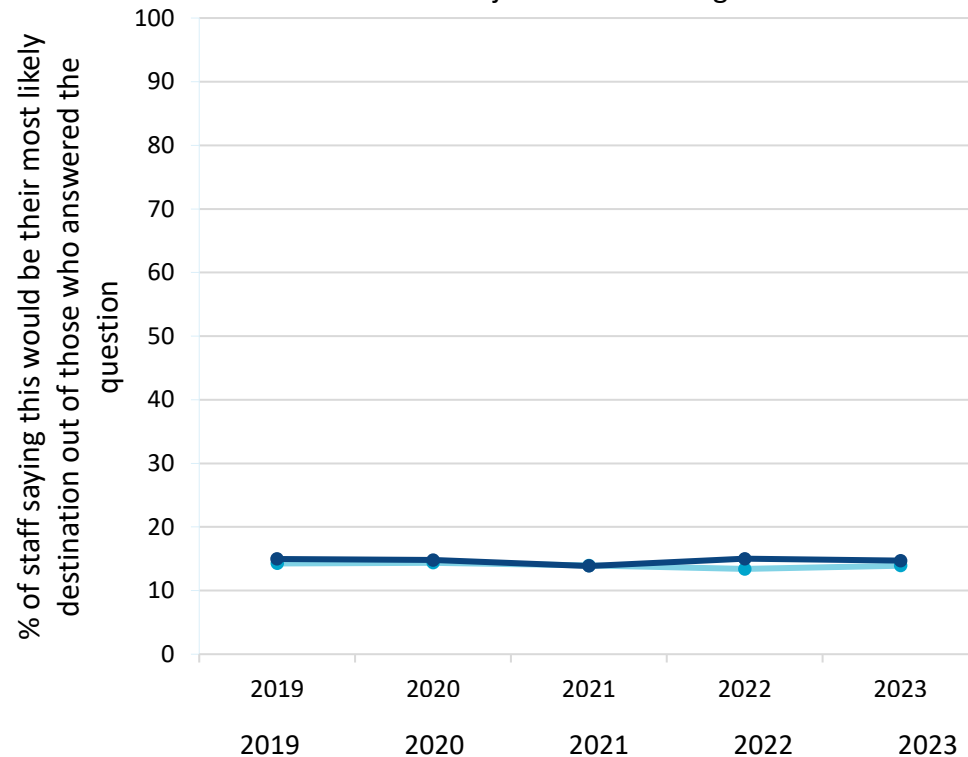
	2019	2020	2021	2022	2023
Your org	14.96%	14.80%	13.86%	15.01%	14.70%
Average	14.26%	14.36%	13.95%	13.38%	13.92%
Responses	1691	1716	1638	1726	2204

Q26d.2 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job in a different NHS Trust/organisation.

	2019	2020	2021	2022	2023
Your org	14.61%	15.27%	15.69%	15.64%	15.56%
Average	16.47%	15.08%	15.20%	14.94%	14.63%
Responses	1691	1716	1638	1726	2204

Survey Coordination Centre

NHS

Q26d.3 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job in healthcare, but outside the NHS.

% of staff saying this would be their most likely destination out of those who answered the question

	2019	2020	2021	2022	2023
Your org	4.08%	3.15%	4.33%	5.27%	4.17%
Average	3.68%	2.93%	4.17%	5.26%	4.39%
Responses	1691	1716	1638	1726	2204

Q26d.4 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job outside healthcare.

% of staff saying this would be their most likely destination out of those who answered the question
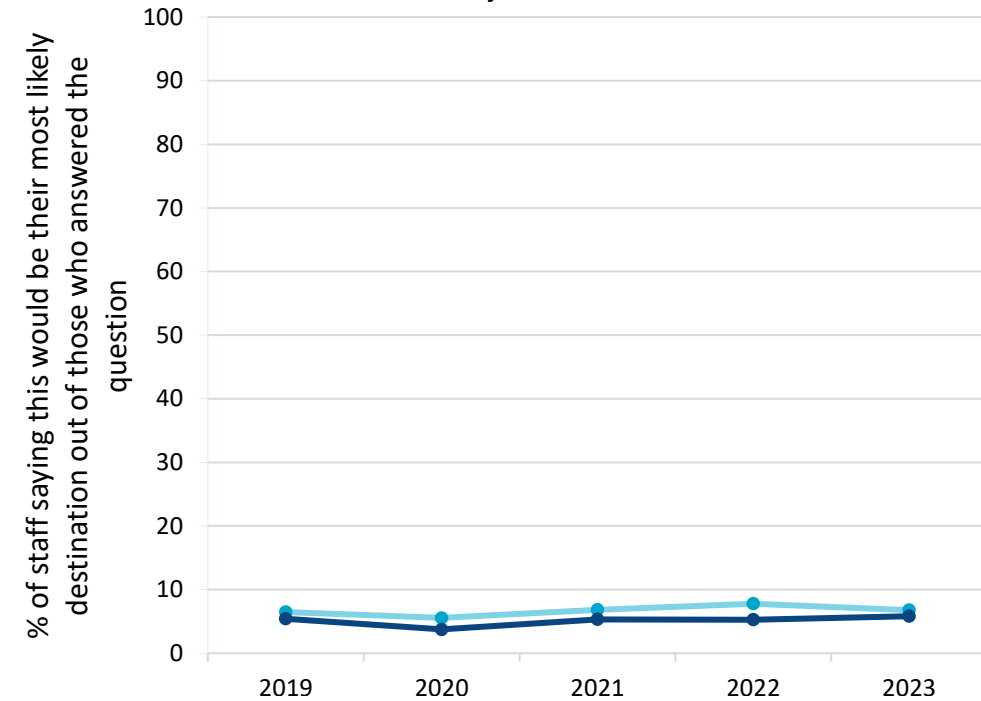
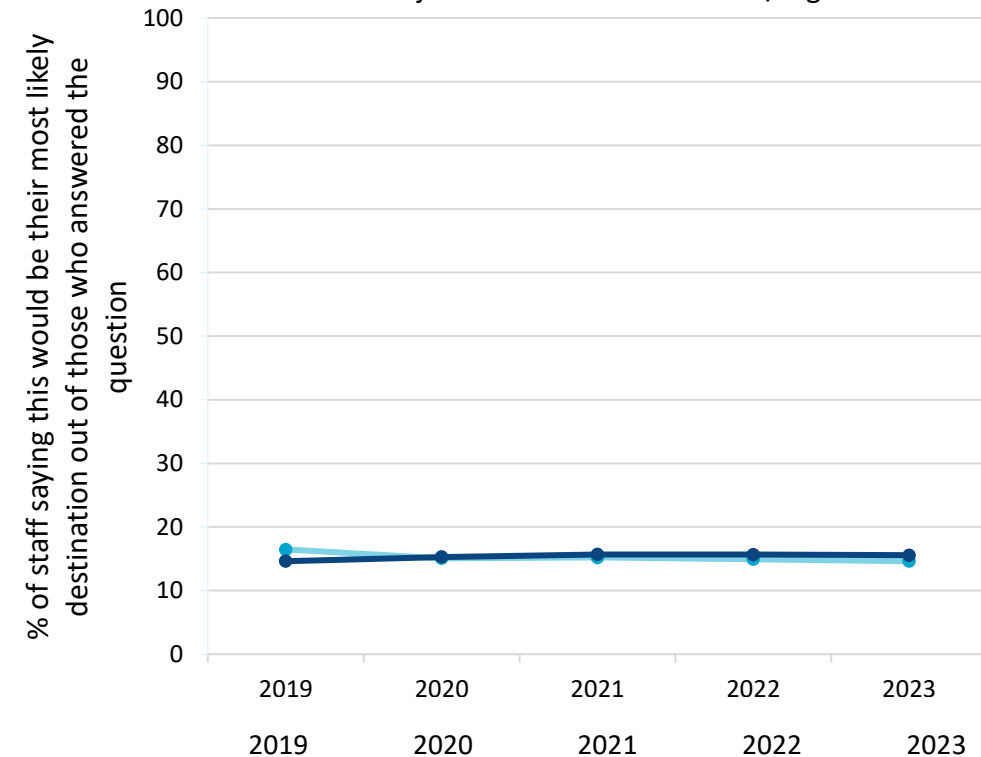|	2019	2020	2021	2022	2023
Your org	5.38%	3.73%	5.31%	5.27%	5.81%
Average	6.47%	5.53%	6.83%	7.77%	6.78%
Responses	1691	1716	1638	1726	2204

Q26d.5 If you are considering leaving your current job, what would be your most likely destination? - I would retire or take a career break.

% of staff saying this would be their most likely destination out of those who answered the question

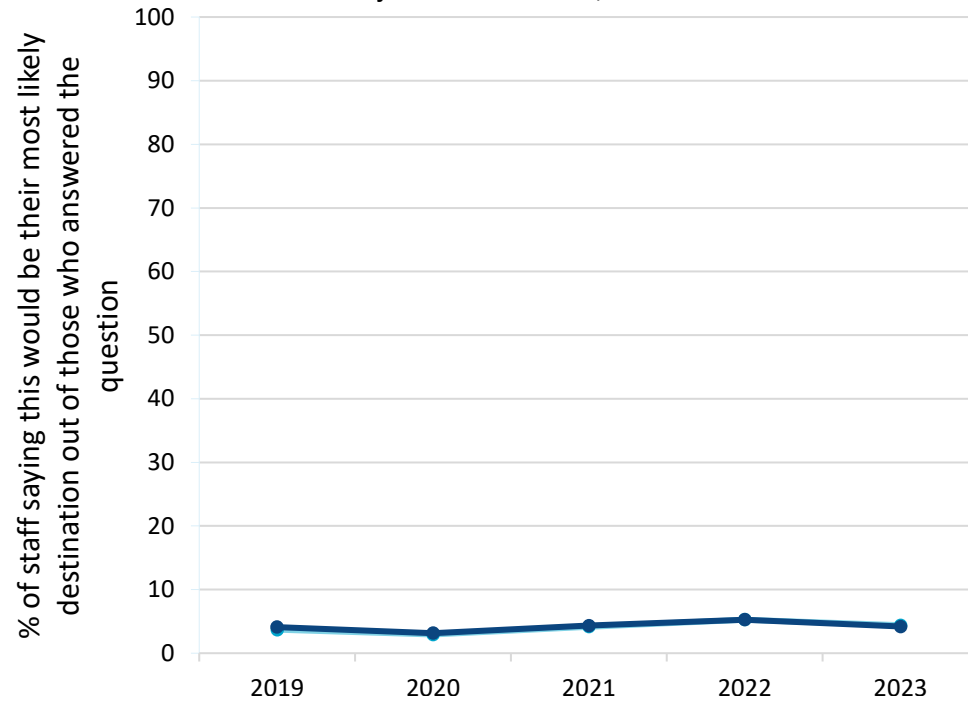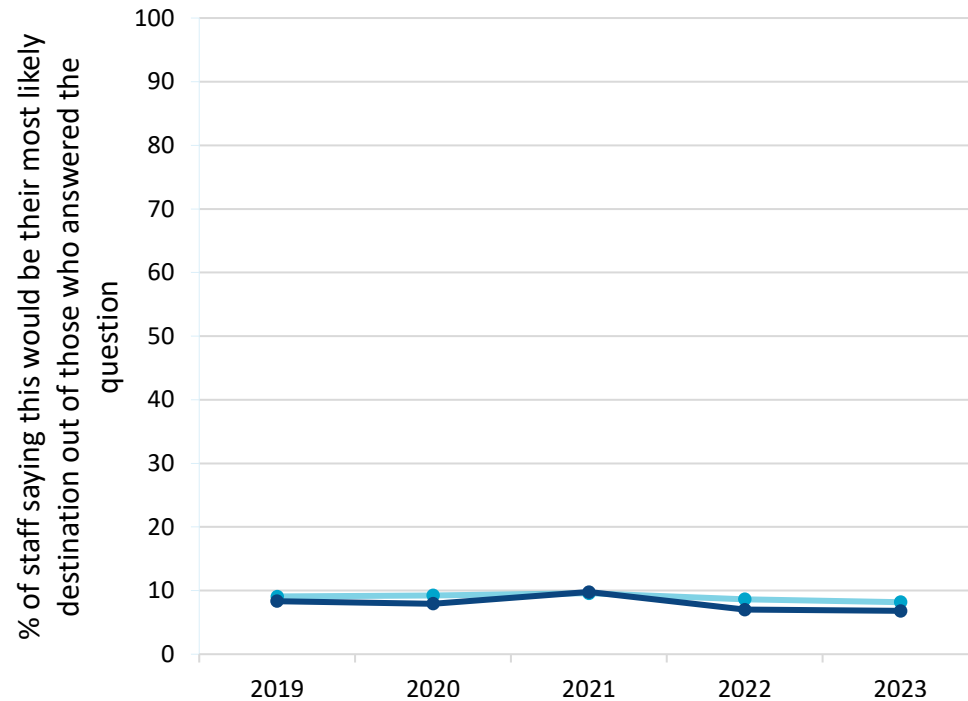|	2019	2020	2021	2022	2023
Your org	8.34%	7.93%	9.77%	7.01%	6.81%
Average	9.06%	9.24%	9.57%	8.64%	8.18%
Responses	1691	1716	1638	1726	2204

Q26d.9 If you are considering leaving your current job, what would be your most likely destination? - I am not considering leaving my current job.

% of staff saying this would be their most likely destination out of those who answered the question
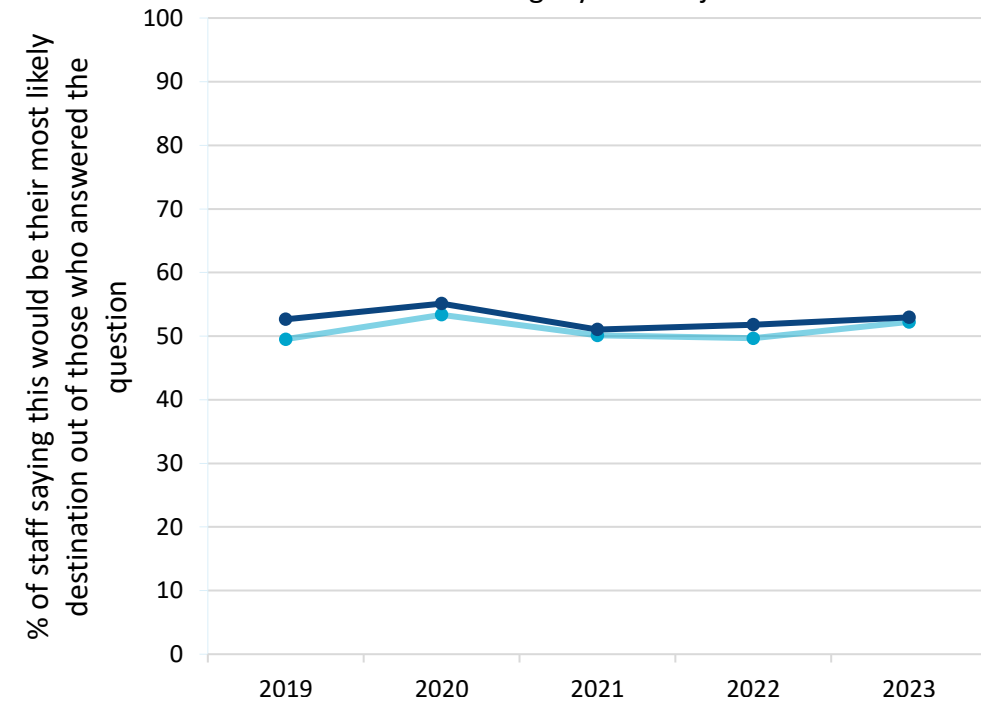
	2019	2020	2021	2022	2023
Your org	52.63%	55.13%	51.04%	51.80%	52.95%
Average	49.50%	53.36%	50.12%	49.65%	52.22%
Responses	1691	1716	1638	1726	2204

Workforce Equality Standards

Note where there are fewer than 10 responses for a question, results are suppressed to protect staff confidentiality and reliability of data.

Workforce Equality Standards

Workforce Race Equality Standards (WRES)

This section contains data for the organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2019-2023 organisation and benchmarking group median results for q13a, q13b&c combined, q15, and q16b split by ethnicity (by white staff / staff from all other ethnic groups combined).

Workforce Disability Equality Standards (WDES)

This section contains data for the organisation required for the NHS Staff Survey indicators used in the Workforce Disability Equality Standard (WDES). It includes the 2019-2023 organisation and benchmarking group median results for q4b, q11e, q14a-d, and q15 split by staff with a long lasting health condition or illness compared to staff without a long lasting health condition or illness. It also shows results for q31b (for staff with a long lasting health condition or illness only), and the staff engagement score for staff with a long lasting health condition or illness, compared to staff without a long lasting health condition or illness and the overall engagement score for the organisation.

In 2022, the text for q31b was updated and the word 'adequate' was updated to 'reasonable'.

The WDES breakdowns are based on the responses to q31a Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

Workforce Equality Standards

This section contains data required for the staff survey indicators used in the Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES). Data presented in this section are unweighted.

Workforce Race Equality Standards (WRES)

Indicator	Qu No	Workforce Race Equality Standard
		For each of the following indicators, compare the outcomes of the responses for white staff and staff from all other ethnic groups combined
5	Q14a	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months
6	Q14b & Q14c	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months
7	Q15	Percentage believing that their organisation provides equal opportunities for career progression or promotion
8	Q16b	In the last 12 months have you personally experienced discrimination at work from any of the following? b) Manager/team leader or other colleagues

Workforce Disability Equality Standards (WDES)

Indicator	Qu No	Workforce Disability Equality Standard
		For each of the following indicators, compare the responses for staff with a LTC* or illness vs staff without a LTC or illness
4a	Q14a	Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or other members of the public
4b	Q14b	Percentage of staff experiencing harassment, bullying or abuse from managers
4c	Q14c	Percentage of staff experiencing harassment, bullying or abuse from other colleagues
4d	Q14d	Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it
5	Q15	Percentage believing that their organisation provides equal opportunities for career progression or promotion
6	Q11e	Percentage of staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties
7	Q4b	Percentage staff saying that they are satisfied with the extent to which their organisation values their work
8	Q31b	Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work
9a	theme_engagement	The staff engagement score for staff with LTC or illness vs staff without a LTC or illness

*Staff with a long term condition

Workforce Race Equality Standards (WRES)

Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.
Data shown in the WRES charts are unweighted.
Averages are calculated as the median for the benchmark group.

Workforce Race Equality Standard (WRES)

Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months
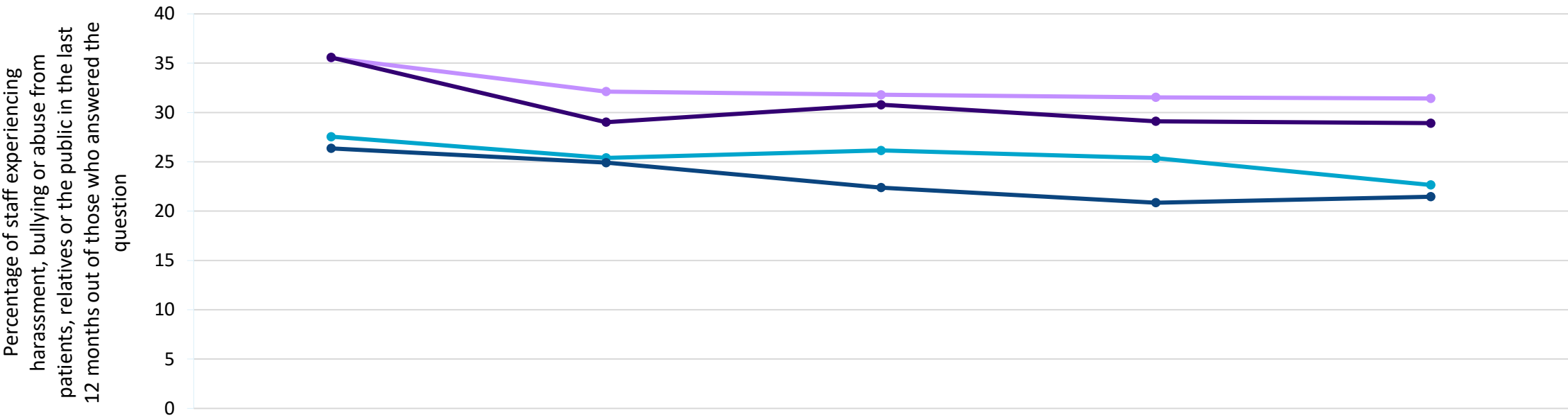
	2019	2020	2021	2022	2023
White staff: Your org	26.37%	24.91%	22.38%	20.85%	21.47%
All other ethnic groups*: Your org	35.59%	29.02%	30.79%	29.11%	28.92%
White staff: Average	27.55%	25.40%	26.16%	25.37%	22.66%
All other ethnic groups*: Average	35.54%	32.12%	31.79%	31.54%	31.43%
White staff: Responses	1221	1156	1175	1290	1486
All other ethnic groups*: Responses	458	448	458	505	785

*Staff from all other ethnic groups combined

Workforce Race Equality Standard (WRES)

Percentage of staff experiencing harassment, bullying or abuse from staff in the last 12 months

Percentage of staff experiencing harassment, bullying or abuse from staff in the last 12 months out of those who answered the question

	2019	2020	2021	2022	2023
White staff: Your org	20.11%	18.32%	15.96%	16.36%	18.40%
All other ethnic groups*: Your org	24.84%	20.05%	19.34%	21.04%	20.23%
White staff: Average	20.95%	19.59%	18.10%	17.31%	16.78%
All other ethnic groups*: Average	24.92%	25.00%	22.88%	22.75%	20.98%
White staff: Responses	1218	1157	1172	1290	1489
All other ethnic groups*: Responses	459	444	455	499	776

*Staff from all other ethnic groups combined

Survey Coordination Centre

NHS

Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.
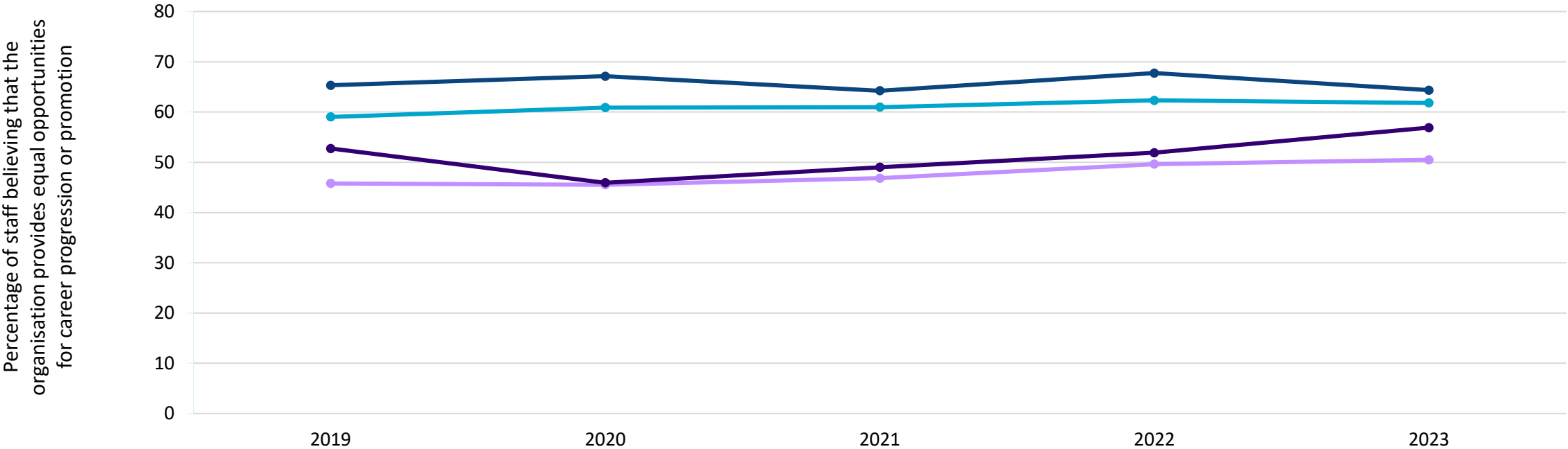
	2019	2020	2021	2022	2023
White staff: Your org	65.33%	67.14%	64.24%	67.76%	64.36%
All other ethnic groups*: Your org	52.75%	45.93%	49.03%	51.92%	56.91%
White staff: Average	59.04%	60.90%	60.98%	62.33%	61.82%
All other ethnic groups*: Average	45.80%	45.54%	46.84%	49.65%	50.50%
White staff: Responses	1220	1199	1194	1275	1476
All other ethnic groups*: Responses	455	455	463	495	782

*Staff from all other ethnic groups combined

Percentage of staff experiencing discrimination at work from manager / team leader or other colleagues in the last 12 months.
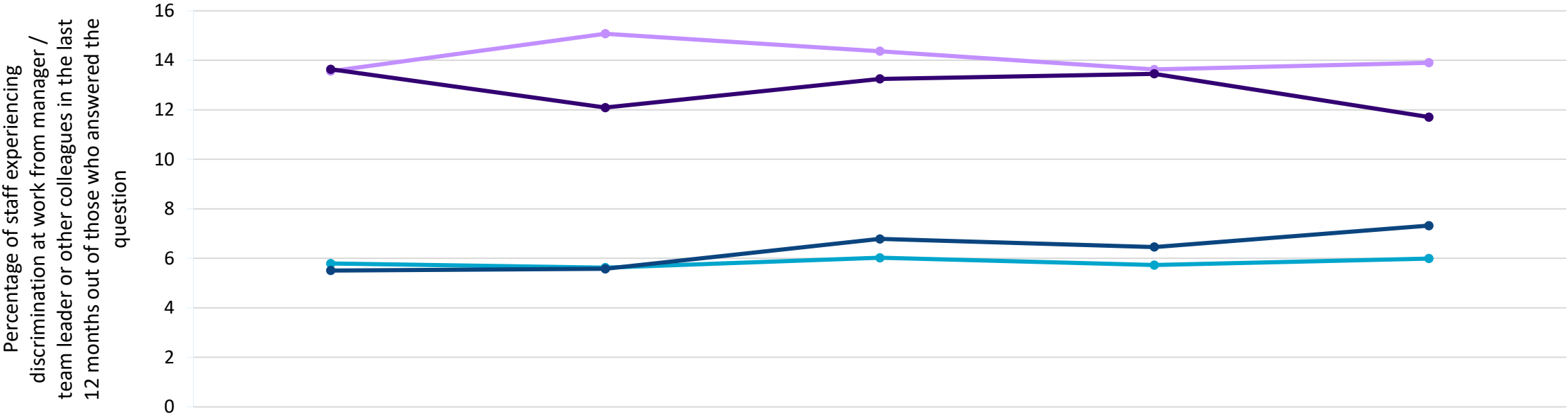
	2019	2020	2021	2022	2023
White staff: Your org	5.51%	5.57%	6.78%	6.46%	7.32%
All other ethnic groups*: Your org	13.64%	12.09%	13.25%	13.45%	11.70%
White staff: Average	5.79%	5.63%	6.02%	5.73%	5.99%
All other ethnic groups*: Average	13.56%	15.07%	14.37%	13.63%	13.90%
White staff: Responses	1216	1202	1209	1285	1475
All other ethnic groups*: Responses	462	455	468	498	786

*Staff from all other ethnic groups combined

Workforce Disability Equality Standards (WDES)

Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.
Data shown in the WDES charts are unweighted.

Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months.
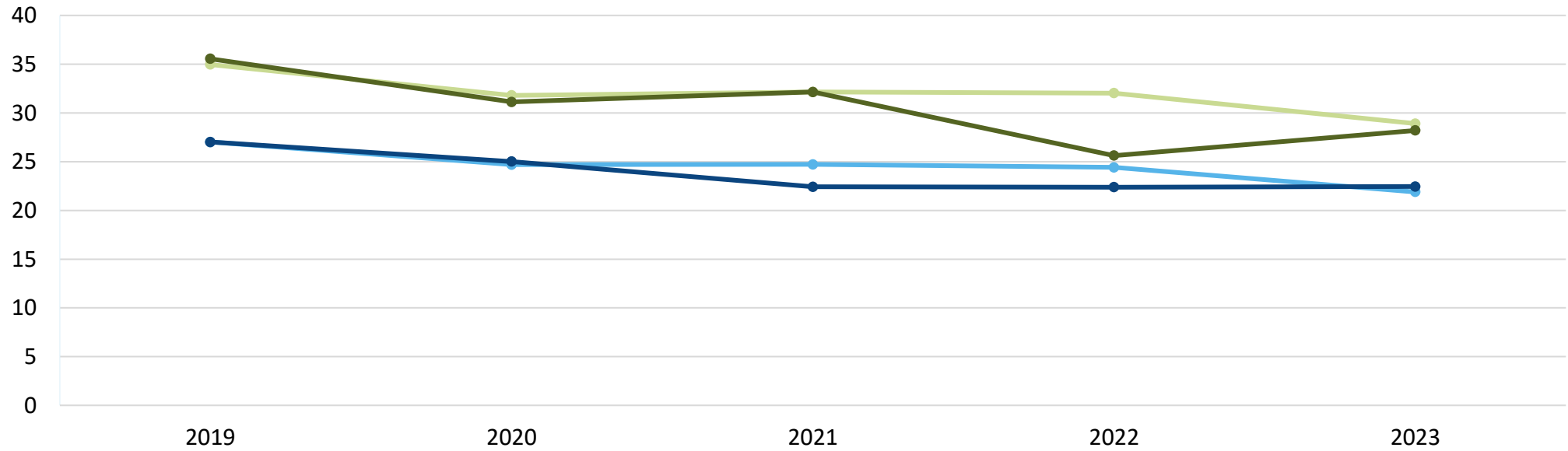
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	35.56%	31.13%	32.16%	25.64%	28.21%
Staff without a LTC or illness: Your org	27.03%	25.02%	22.42%	22.39%	22.45%
Staff with a LTC or illness: Average	34.98%	31.81%	32.16%	32.04%	28.92%
Staff without a LTC or illness: Average	27.03%	24.69%	24.73%	24.42%	21.91%
Staff with a LTC or illness: Responses	374	408	454	511	638
Staff without a LTC or illness: Responses	1343	1263	1213	1295	1617

Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months.
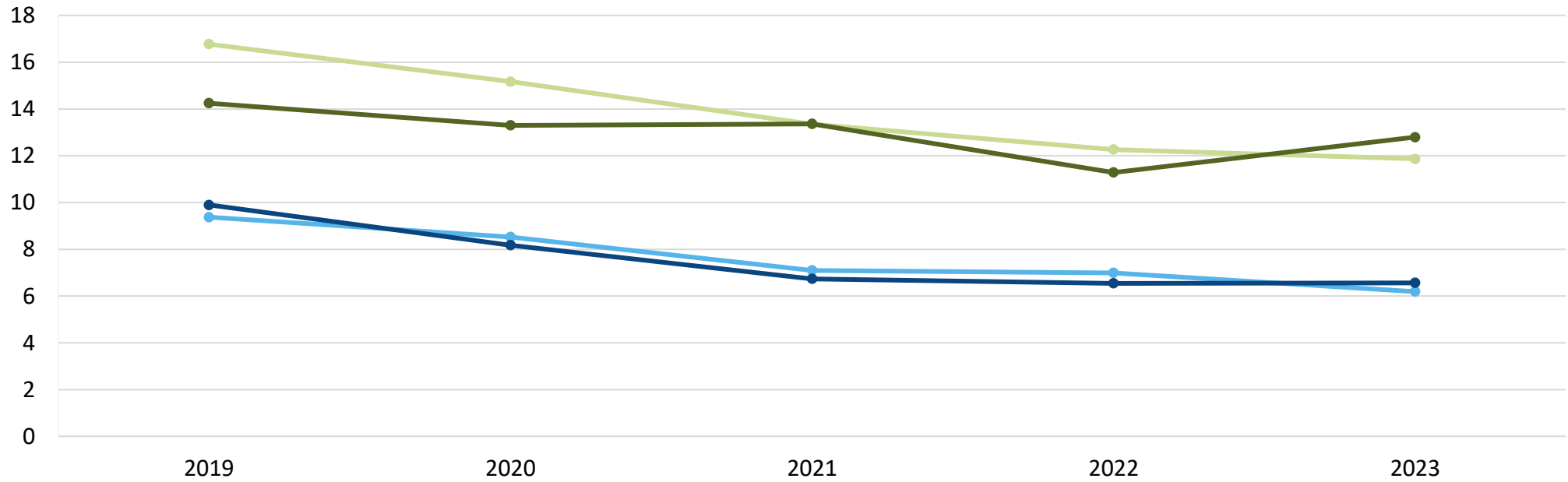
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	14.25%	13.30%	13.36%	11.29%	12.80%
Staff without a LTC or illness: Your org	9.90%	8.17%	6.73%	6.54%	6.56%
Staff with a LTC or illness: Average	16.78%	15.17%	13.36%	12.27%	11.87%
Staff without a LTC or illness: Average	9.38%	8.52%	7.10%	6.99%	6.19%
Staff with a LTC or illness: Responses	372	406	449	505	633
Staff without a LTC or illness: Responses	1334	1260	1203	1284	1600

Workforce Disability Equality Standards

Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months.
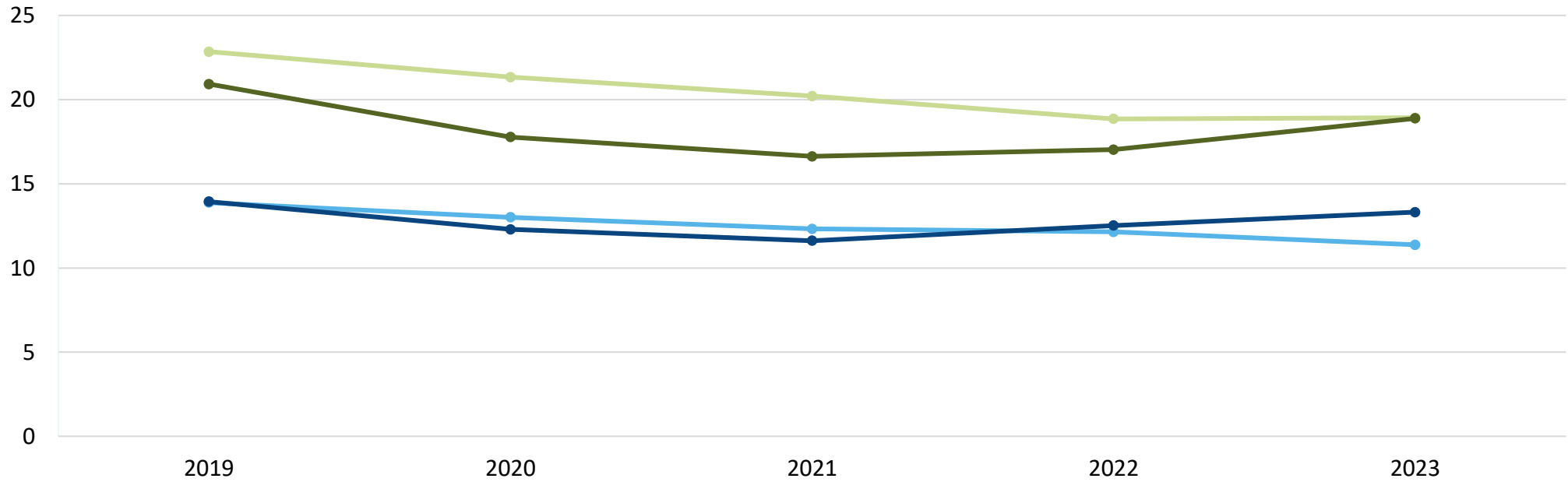
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	20.92%	17.78%	16.63%	17.03%	18.89%
Staff without a LTC or illness: Your org	13.94%	12.29%	11.62%	12.52%	13.31%
Staff with a LTC or illness: Average	22.85%	21.34%	20.21%	18.86%	18.93%
Staff without a LTC or illness: Average	13.89%	13.01%	12.33%	12.15%	11.38%
Staff with a LTC or illness: Responses	368	405	451	505	630
Staff without a LTC or illness: Responses	1334	1261	1196	1278	1585

Workforce Disability Equality Standards

Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.
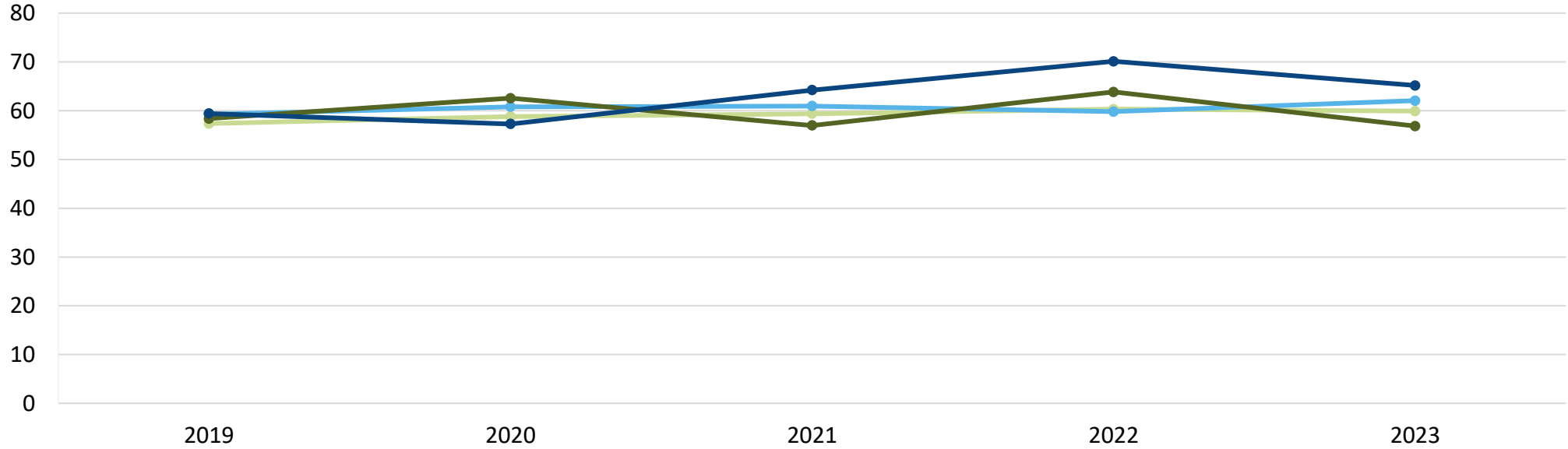
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	58.38%	62.58%	56.98%	63.84%	56.85%
Staff without a LTC or illness: Your org	59.42%	57.30%	64.24%	70.14%	65.18%
Staff with a LTC or illness: Average	57.37%	58.81%	59.38%	60.32%	59.93%
Staff without a LTC or illness: Average	59.27%	60.81%	60.96%	59.81%	62.07%
Staff with a LTC or illness: Responses	173	163	179	177	241
Staff without a LTC or illness: Responses	451	370	330	355	448

Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.
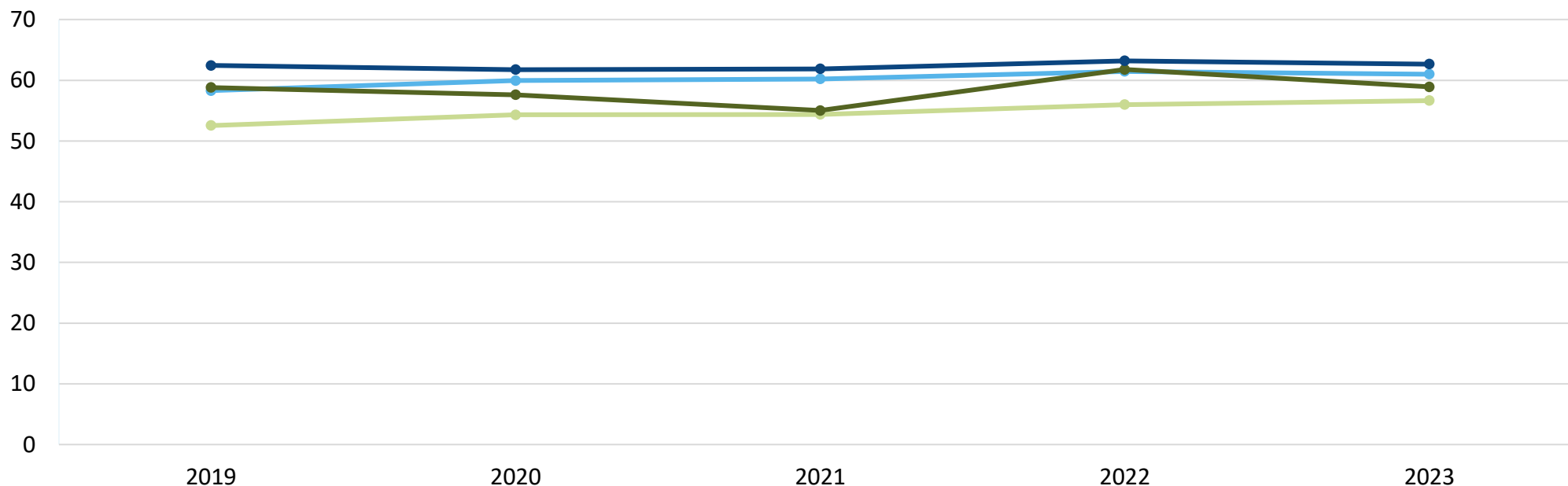
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	58.82%	57.61%	55.02%	61.78%	58.93%
Staff without a LTC or illness: Your org	62.43%	61.76%	61.88%	63.22%	62.68%
Staff with a LTC or illness: Average	52.55%	54.31%	54.38%	55.99%	56.66%
Staff without a LTC or illness: Average	58.30%	59.96%	60.23%	61.48%	61.00%
Staff with a LTC or illness: Responses	374	427	458	505	633
Staff without a LTC or illness: Responses	1339	1297	1233	1275	1613

Workforce Disability Equality Standards

Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.
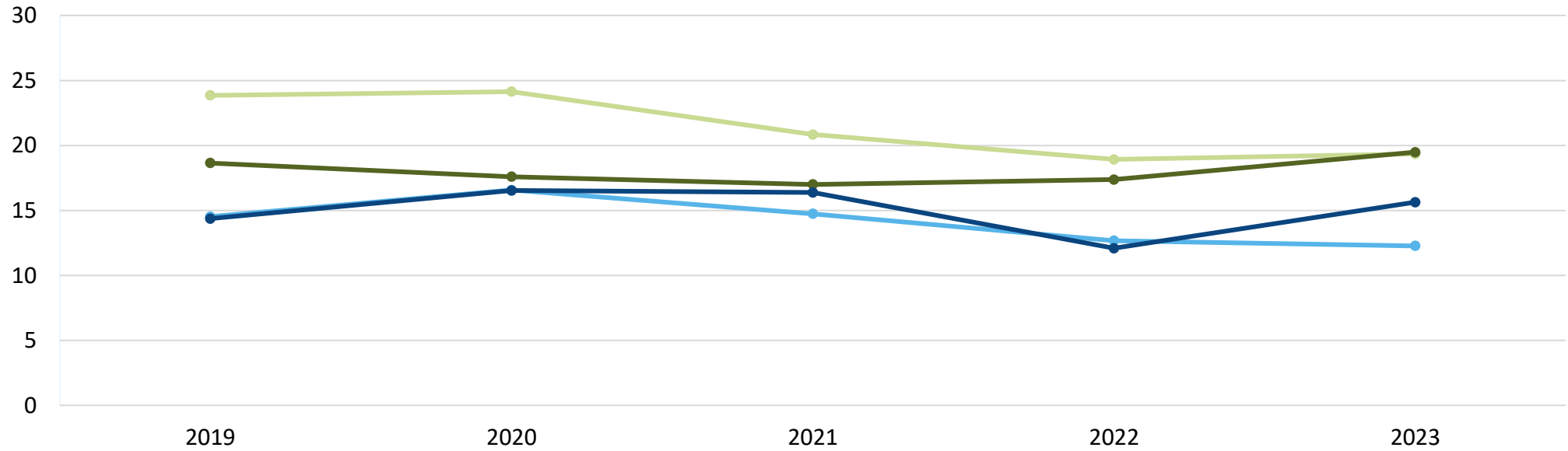
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	18.65%	17.60%	17.01%	17.38%	19.48%
Staff without a LTC or illness: Your org	14.37%	16.54%	16.38%	12.09%	15.63%
Staff with a LTC or illness: Average	23.86%	24.14%	20.85%	18.93%	19.35%
Staff without a LTC or illness: Average	14.52%	16.57%	14.74%	12.67%	12.27%
Staff with a LTC or illness: Responses	252	233	294	351	426
Staff without a LTC or illness: Responses	710	508	525	604	723

Workforce Disability Equality Standards

Percentage of staff satisfied with the extent to which their organisation values their work.

Percentage of staff satisfied with the extent to which their organisation values their work out of those who answered the question
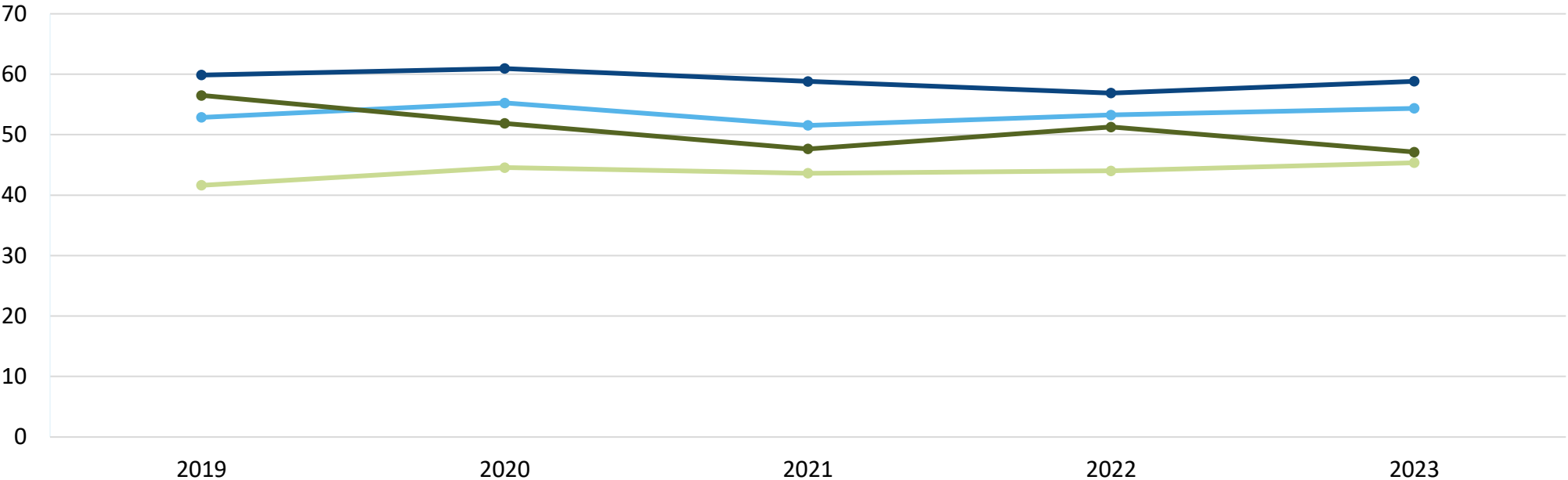
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	56.50%	51.88%	47.64%	51.27%	47.11%
Staff without a LTC or illness: Your org	59.87%	60.94%	58.81%	56.89%	58.83%
Staff with a LTC or illness: Average	41.62%	44.56%	43.63%	44.02%	45.36%
Staff without a LTC or illness: Average	52.87%	55.25%	51.54%	53.25%	54.35%
Staff with a LTC or illness: Responses	377	426	466	513	641
Staff without a LTC or illness: Responses	1343	1298	1248	1292	1625

Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work out of those who answered the question
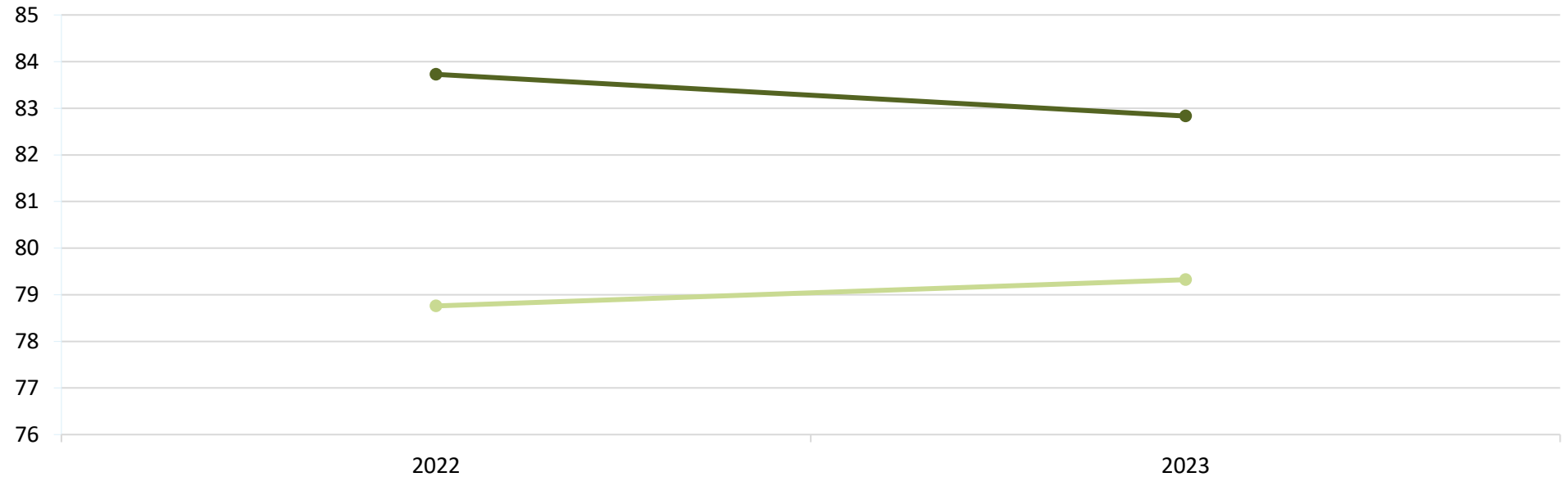
	2022	2023
Staff with a LTC or illness: Your org	83.73%	82.84%
Staff with a LTC or illness: Average	78.76%	79.32%
Staff with a LTC or illness: Responses	338	402

Workforce Disability Equality Standards

Staff engagement score (0-10)
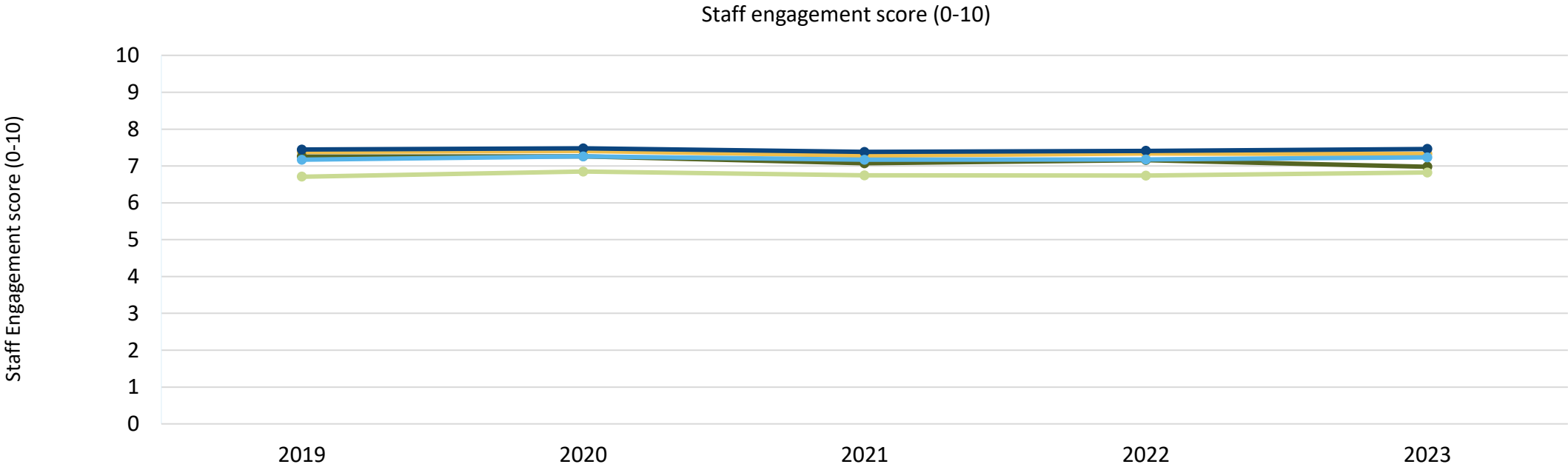
	2019	2020	2021	2022	2023
Organisation average	7.39	7.41	7.28	7.33	7.33
Staff with a LTC or illness: Your org	7.26	7.26	7.07	7.16	6.98
Staff without a LTC or illness: Your org	7.45	7.48	7.38	7.41	7.46
Staff with a LTC or illness: Average	6.71	6.85	6.74	6.74	6.82
Staff without a LTC or illness: Average	7.17	7.26	7.17	7.18	7.23
Staff with a LTC or illness: Responses	377	427	469	514	640
Staff without a LTC or illness: Responses	1345	1303	1249	1296	1629

Note. Data shown in this chart are unweighted therefore will not match weighted staff engagement scores in other outputs.

About your respondents

This section shows demographic and other background information for 2023.

Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.
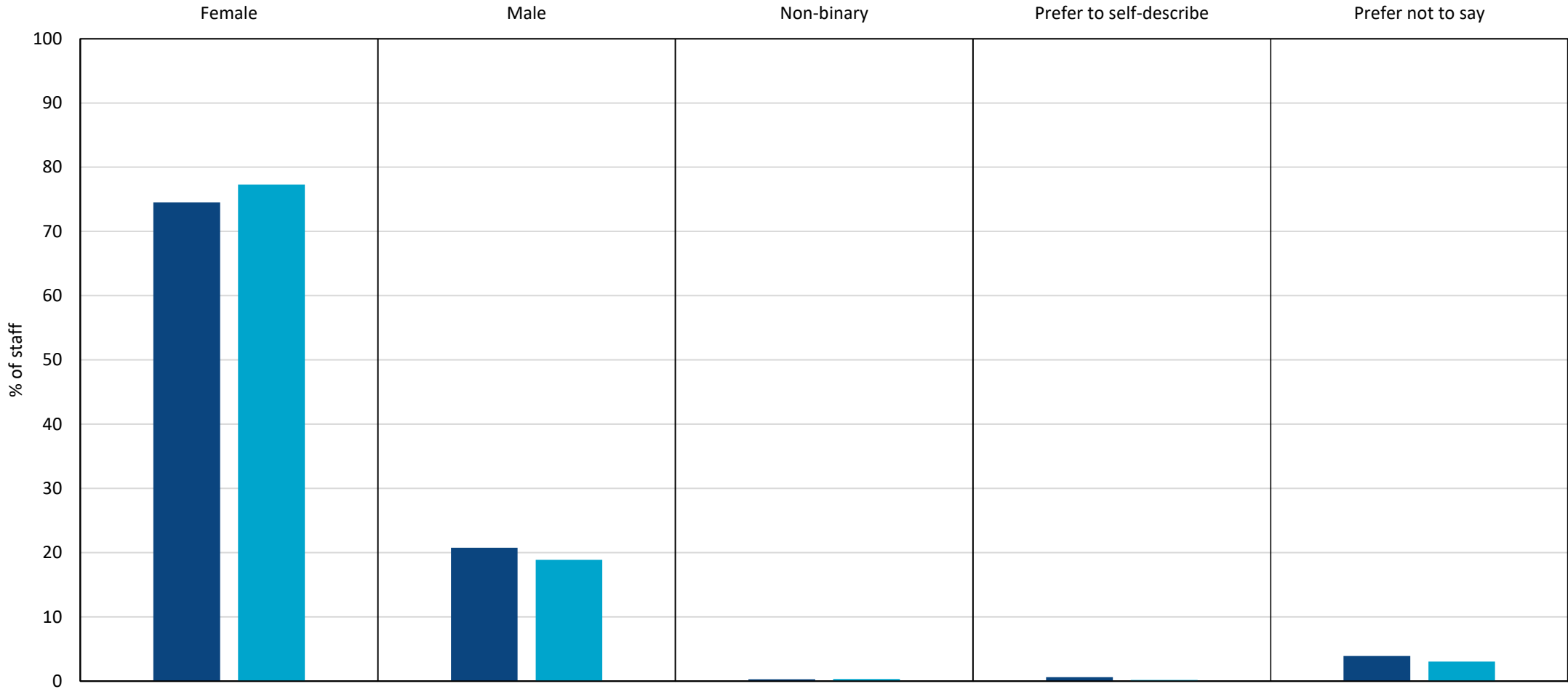
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
Your org	74.49%	20.74%	0.26%	0.61%	3.90%
Average	77.30%	18.86%	0.31%	0.18%	3.02%
Responses	2305	2305	2305	2305	2305
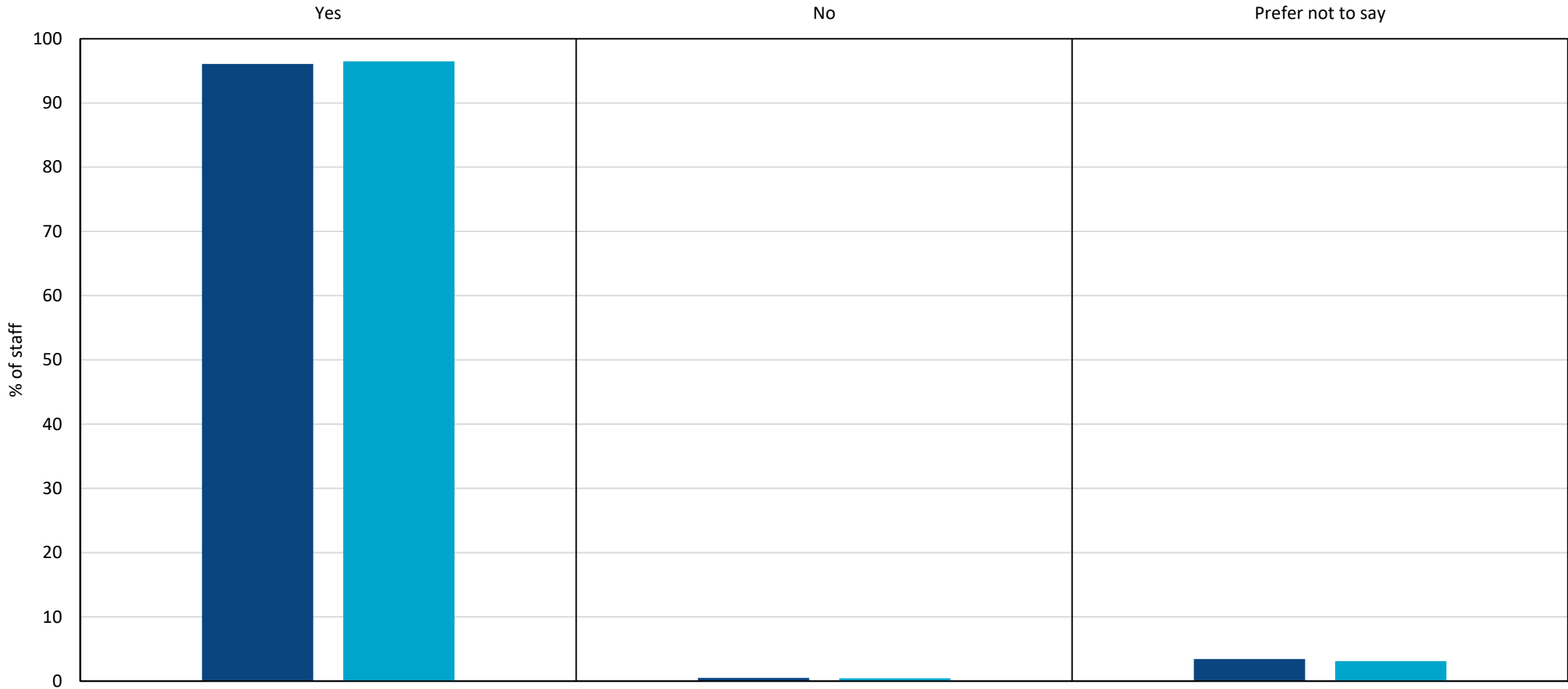
	Yes	No	Prefer not to say
Your org	96.09%	0.48%	3.43%
Average	96.46%	0.40%	3.09%
Responses	2277	2277	2277
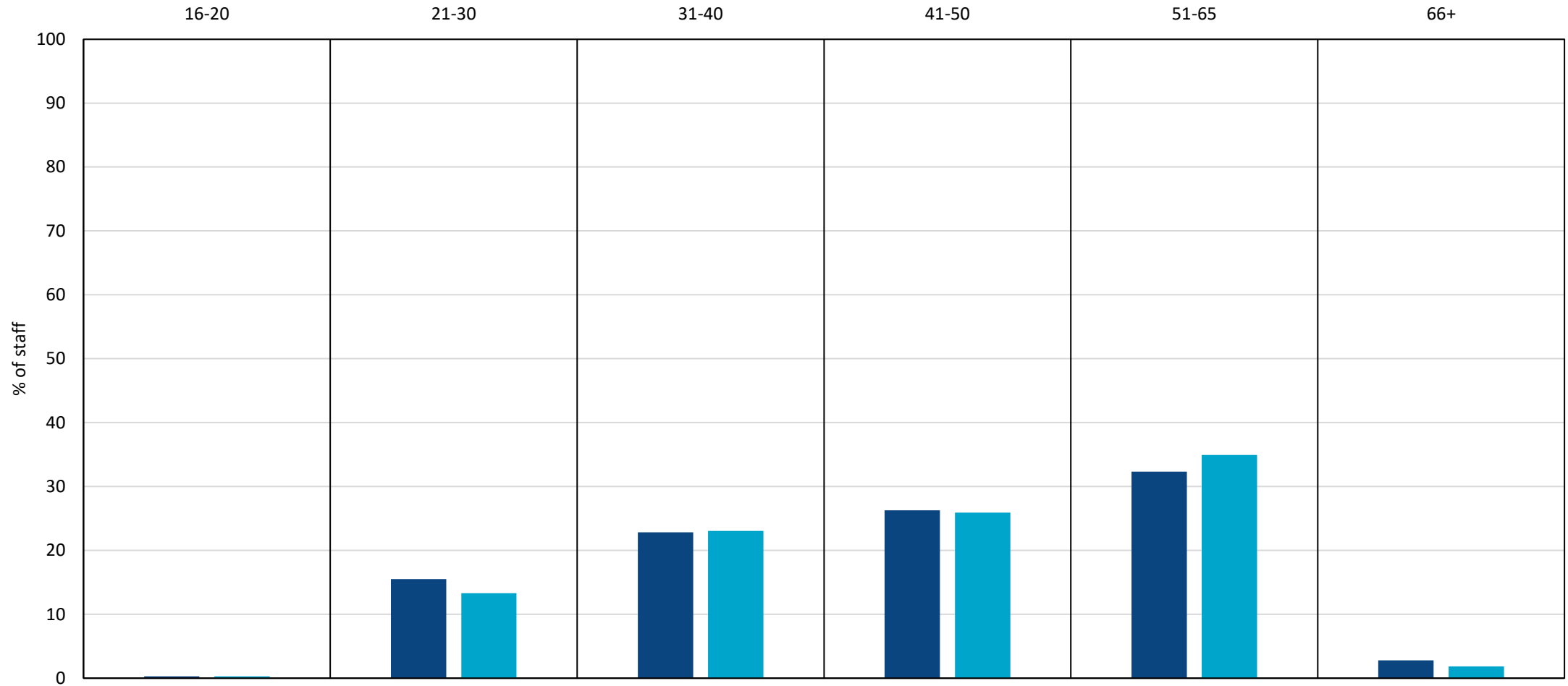
	16-20	21-30	31-40	41-50	51-65	66+
Your org	0.26%	15.51%	22.83%	26.27%	32.33%	2.79%
Average	0.26%	13.30%	23.05%	25.90%	34.91%	1.85%
Responses	2295	2295	2295	2295	2295	2295
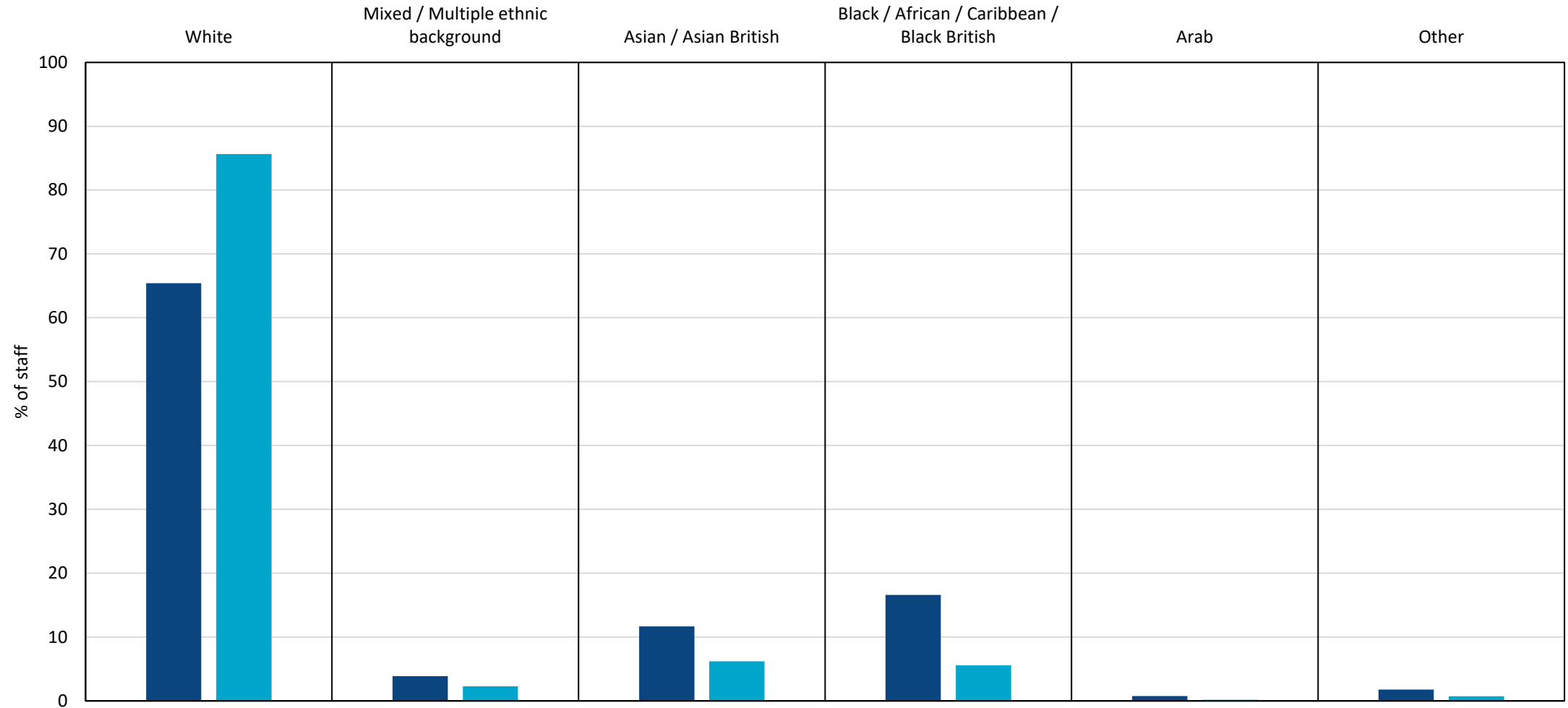
	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
Your org	65.40%	3.84%	11.66%	16.60%	0.74%	1.75%
Average	85.65%	2.28%	6.19%	5.57%	0.16%	0.71%
Responses	2289	2289	2289	2289	2289	2289
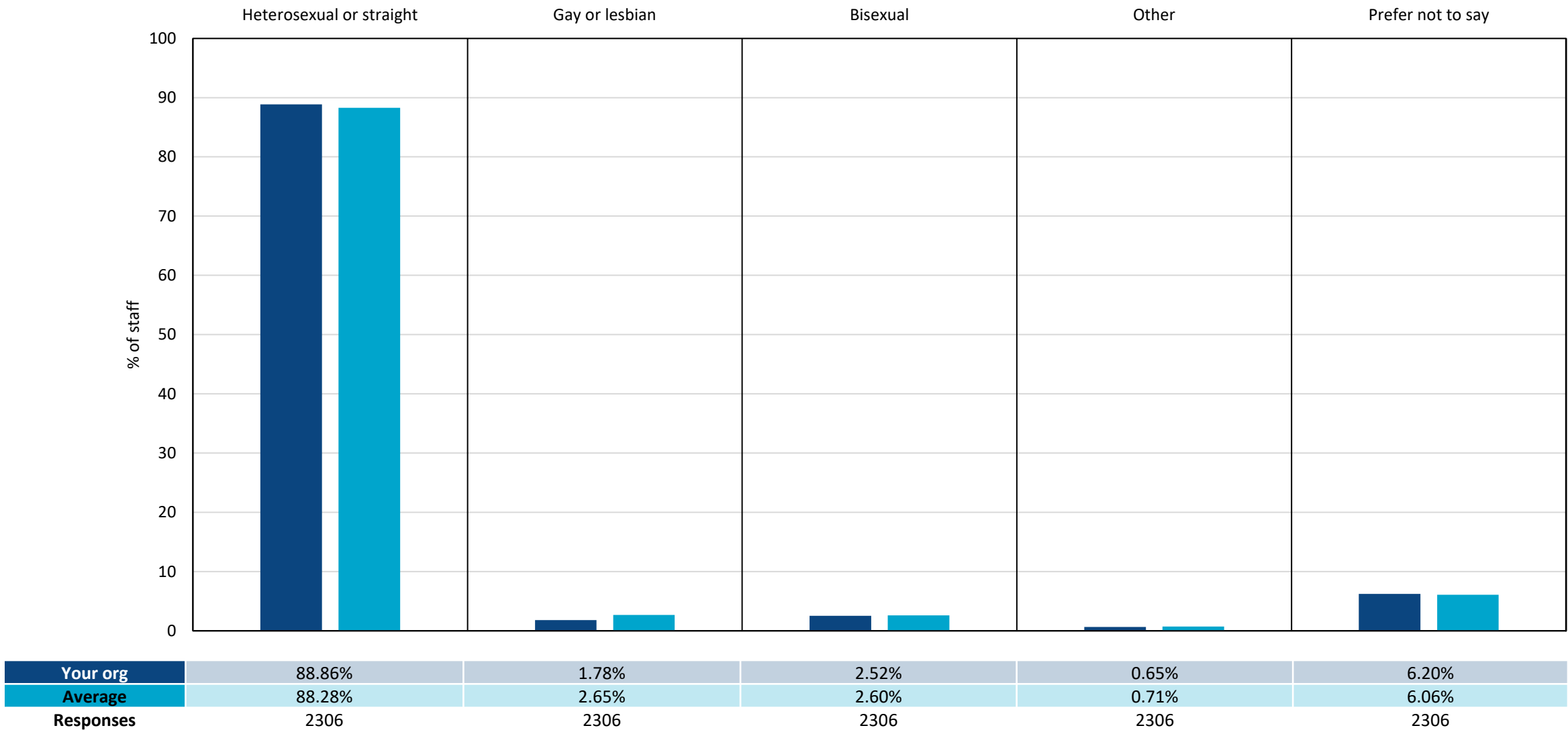
Hertfordshire Partnership University NHS Foundation Trust Benchmark report

	Heterosexual or straight	Gay or lesbian	Bisexual	Other	Prefer not to say
Your org	88.86%	1.78%	2.52%	0.65%	6.20%
Average	88.28%	2.65%	2.60%	0.71%	6.06%
Responses	2306	2306	2306	2306	2306

Hertfordshire Partnership University NHS Foundation Trust Benchmark report

Survey Coordination Centre

NHS

	No religion	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Any other religion	I would prefer not to say
Your org	34.87%	44.93%	0.87%	3.69%	1.17%	4.90%	0.48%	2.12%	6.98%
Average	44.37%	42.38%	0.72%	1.27%	0.20%	2.17%	0.33%	1.61%	6.60%
Responses	2306	2306	2306	2306	2306	2306	2306	2306	2306
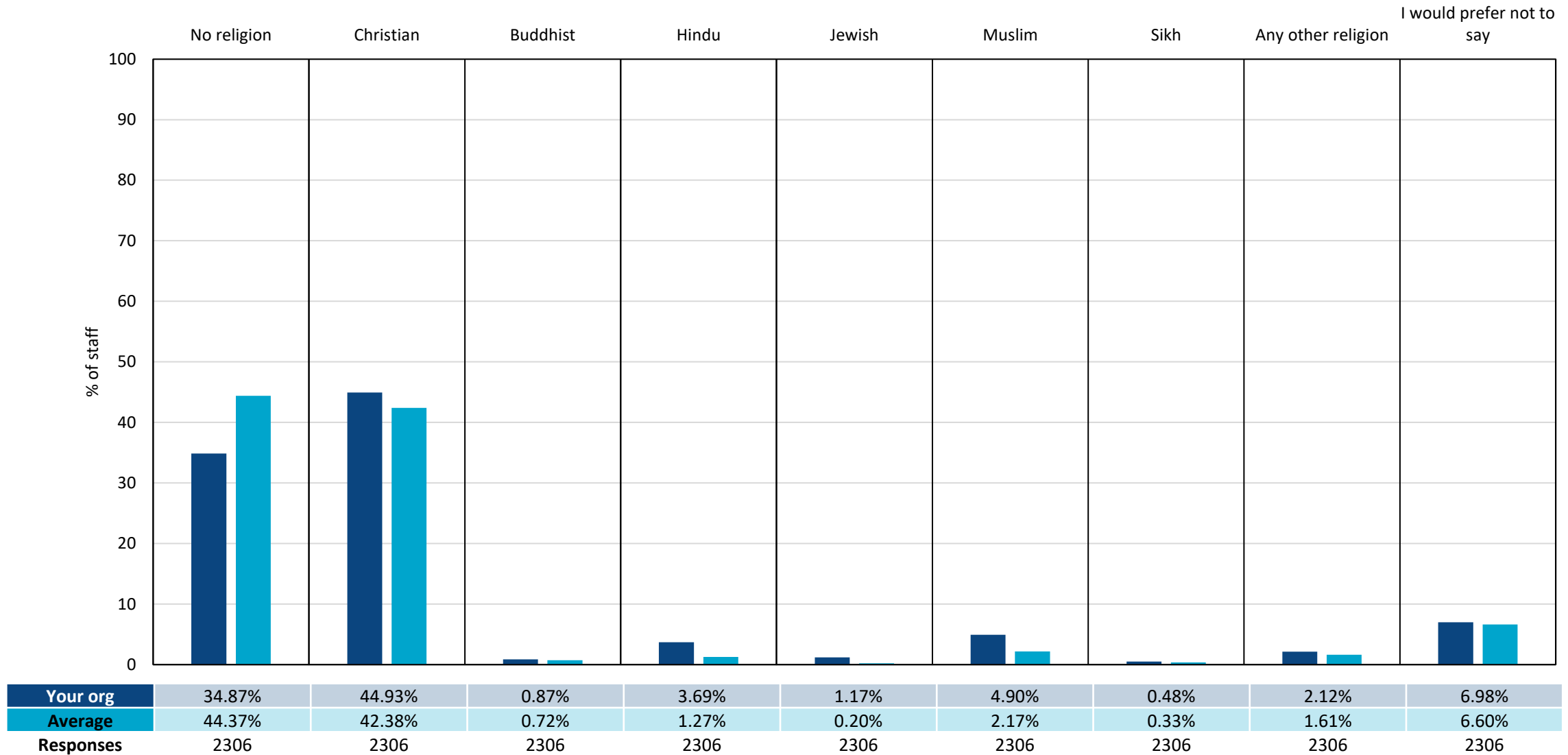
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?
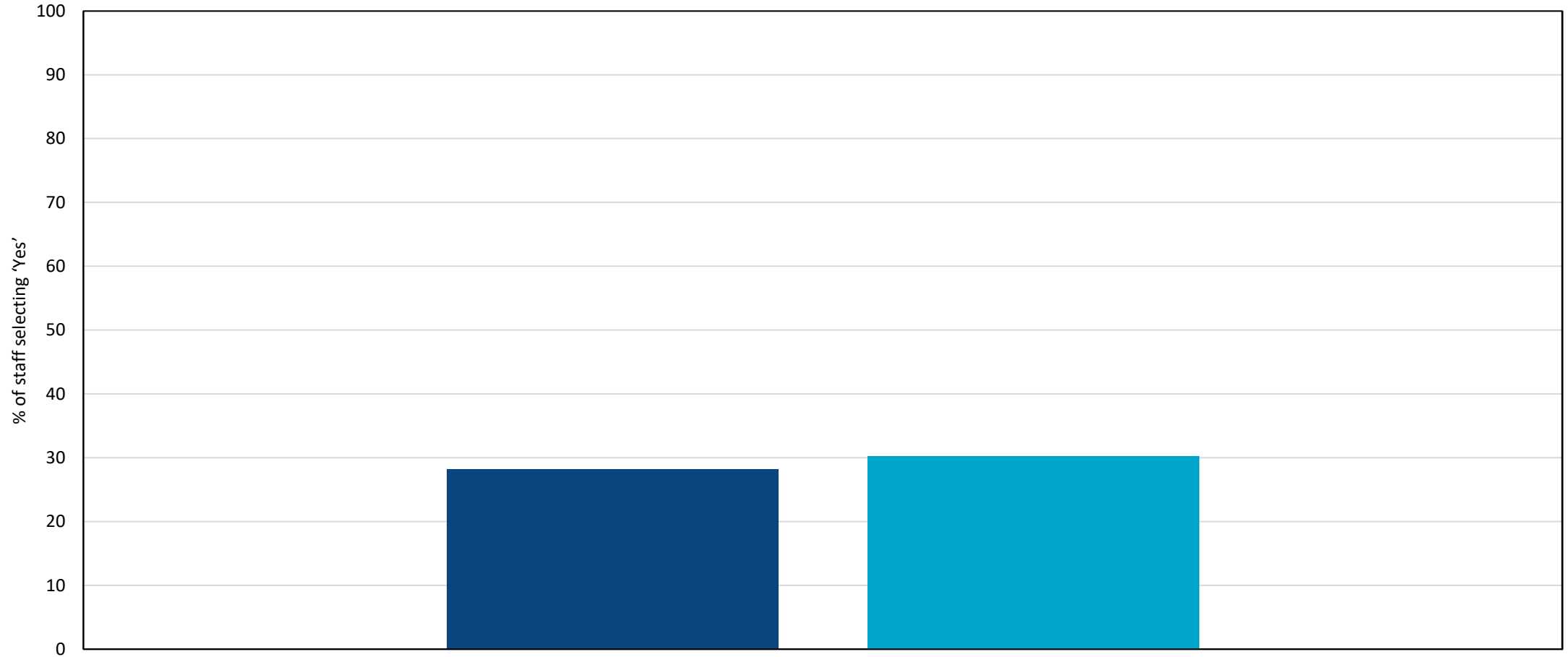
Your org	28.20%
Average	30.18%
Responses	2273

Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

Do you look after or give any help or support to family members, friends, neighbours or others because of either: long term physical or mental ill health / disability, or problems related to old age.
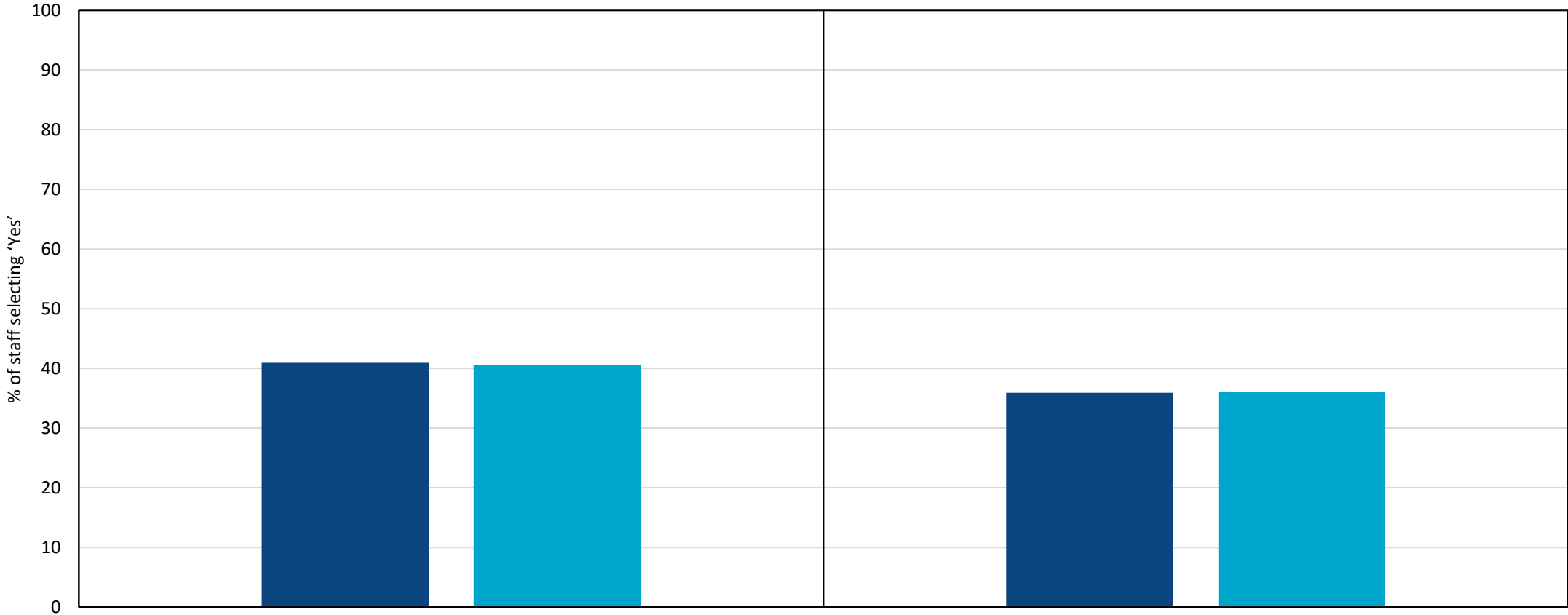
Your org	40.94%	35.89%
Average	40.58%	36.02%
Responses	2301	2299
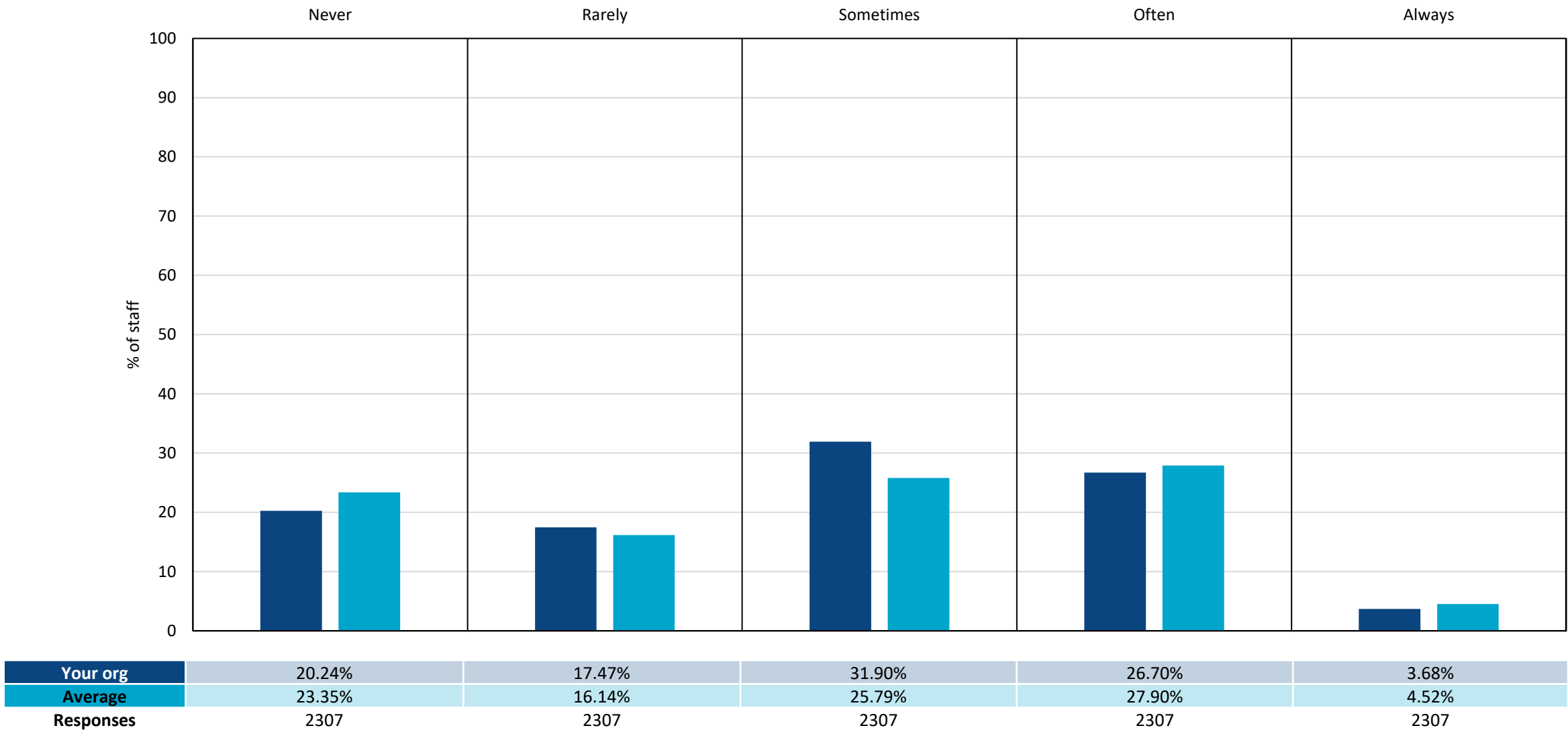
	Never	Rarely	Sometimes	Often	Always
Your org	20.24%	17.47%	31.90%	26.70%	3.68%
Average	23.35%	16.14%	25.79%	27.90%	4.52%
Responses	2307	2307	2307	2307	2307

	Less than 1 year	1-2 years	3-5 years	6-10 years	11-15 years	More than 15 years
Your org	13.88%	21.03%	18.82%	17.74%	9.63%	18.91%
Average	11.39%	18.32%	19.57%	17.52%	10.13%	22.92%
Responses	2306	2306	2306	2306	2306	2306
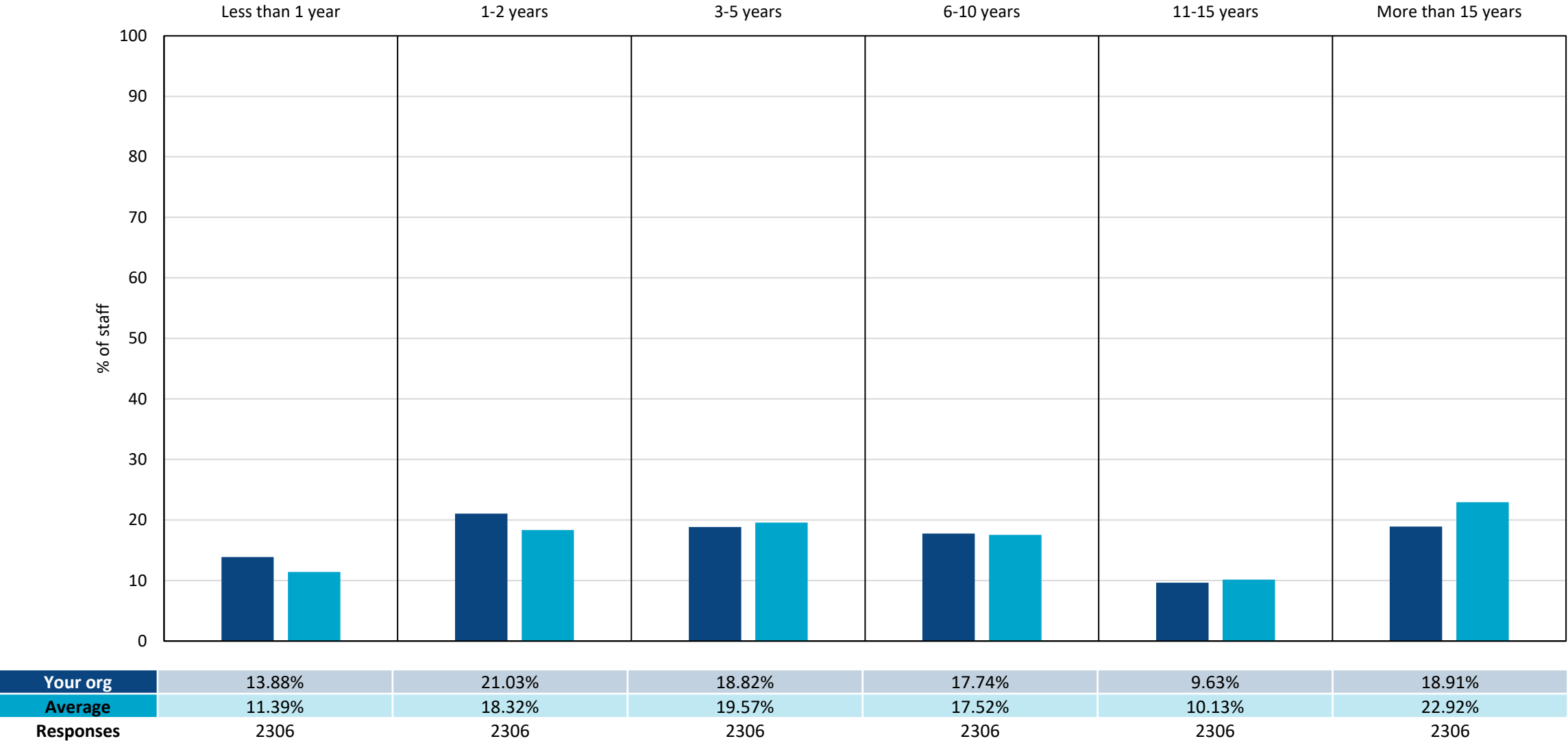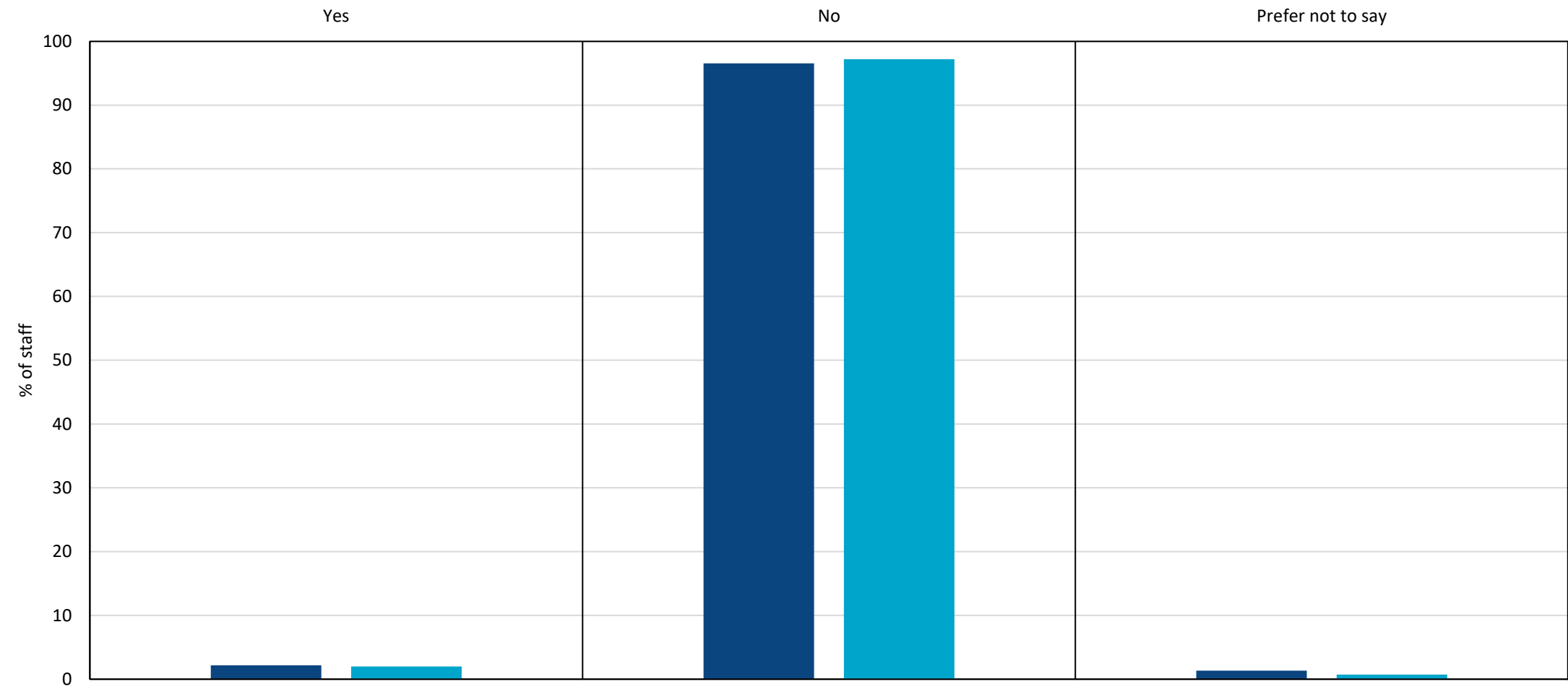
	Yes	No	Prefer not to say
Your org	2.14%	96.54%	1.31%
Average	1.96%	97.21%	0.72%
Responses	2286	2286	2286

Background details – Occupational group

	Registered Nurses and Midwives	Nursing or Healthcare assistants	Medical and Dental	Allied Health Professionals	Scientific and Technical	Social Care	Public Health	Commissioning	Admin and Clerical	Central Functions
Your org	22.10%	8.30%	4.89%	32.23%	1.53%	5.24%	0.35%	0.22%	13.84%	4.50%
Average	29.06%	6.92%	3.64%	24.65%	1.60%	2.04%	0.40%	0.13%	14.89%	6.62%
Responses	2290	2290	2290	2290	2290	2290	2290	2290	2290	2290

Hertfordshire Partnership University NHS Foundation Trust Benchmark report

	Maintenance	General Management	Emergency Care Practitioners	Paramedics	Emergency Care Assistants	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service	Other
Your org	0.22%	2.84%	0.00%	0.00%	0.00%	0.00%	0.00%	0.17%	3.58%
Average	2.12%	2.60%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.66%
Responses	2290	2290	2290	2290	2290	2290	2290	2290	2290

Appendices

Appendix A: Response rate

Response rate
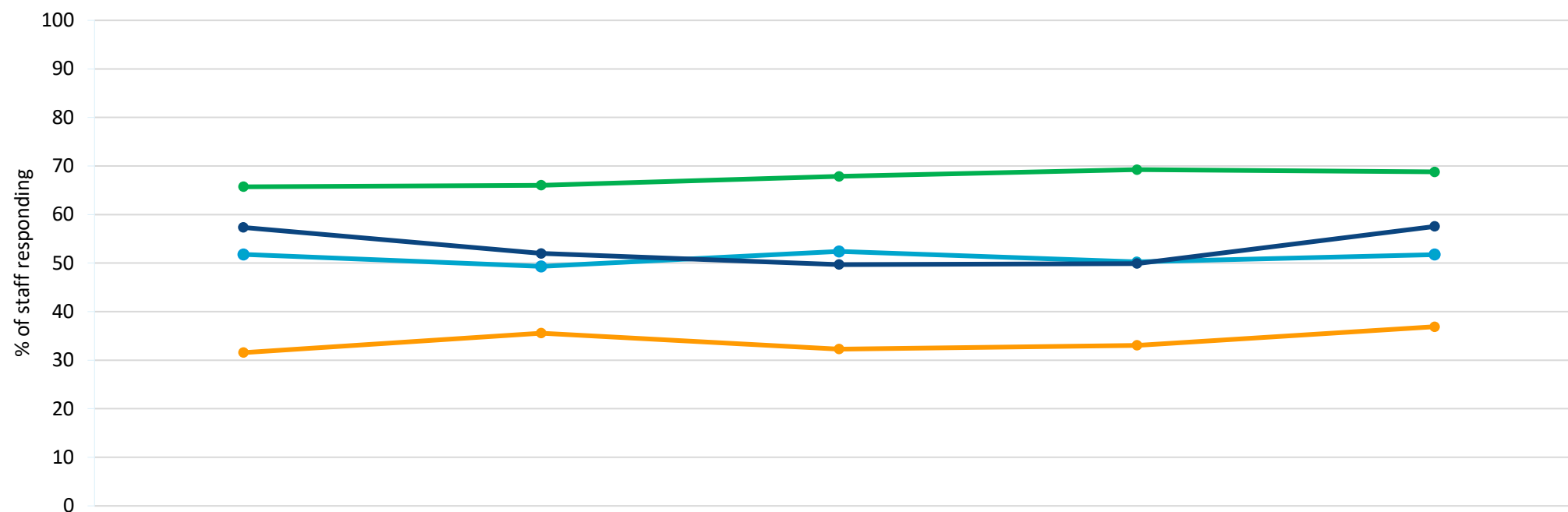
	2019	2020	2021	2022	2023
Your org	57.35%	51.99%	49.70%	49.89%	57.54%
Highest	65.71%	66.02%	67.86%	69.24%	68.76%
Average	51.77%	49.31%	52.40%	50.26%	51.76%
Lowest	31.57%	35.56%	32.27%	33.04%	36.86%
Responses	1786	1803	1793	1834	2323

Appendix B: Significance testing 2022 vs 2023

Statistical significance helps quantify whether a result is likely due to chance or to some factor of interest. The table below presents the results of significance testing conducted on the theme scores calculated in both 2022 and 2023*. For more details please see the technical document.

People Promise elements	2022 score	2022 respondents	2023 score	2023 respondents	Statistically significant change?
We are compassionate and inclusive	7.69	1825	7.69	2318	Not significant
We are recognised and rewarded	6.34	1827	6.47	2319	Significantly higher
We each have a voice that counts	7.15	1818	7.15	2300	Not significant
We are safe and healthy	6.35	1818	-	-	-
We are always learning	6.10	1711	6.31	2157	Significantly higher
We work flexibly	6.89	1825	6.93	2309	Not significant
We are a team	7.17	1826	7.23	2314	Not significant
Themes					
Staff Engagement	7.32	1827	7.33	2317	Not significant
Morale	6.18	1827	6.28	2319	Not significant

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

* Statistical significance is tested using a two-tailed t-test with a 95% level of confidence.

Appendix C: Tips on using your benchmark report

Survey Coordination Centre
NHS

The following pages include tips on how to read, interpret and use the data in this report. The **suggestions are aimed at users who would like some guidance on how to understand the data** in this report. These suggestions are by no means the only way to analyse or use the data, but have been included to aid users.

Key points to note

The seven People Promise elements, the two themes and the sub-scores that feed into them cover key areas of staff experience and present results in these areas in a clear and consistent way. All of the People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher result is more positive than a lower result. These results are created by scoring questions linked to these areas of experience and grouping these results together. Details of how the results are calculated can be found in the technical document available on the Staff Survey website.

A key feature of the reports is that they **provide organisations with up to five years of trend data**. Trend data provides a much more reliable indication of whether the most recent results represent a change from the norm for an organisation than comparing the most recent results only to those from the previous year. Taking a longer term view will help organisations to identify trends over several years that may have been missed when comparisons are drawn solely between the current and previous year.

People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are benchmarked so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single chart.

Note. Historical benchmarking data for 2019 has been revised for the Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts, and Community Trusts benchmarking groups. This is due to a revision in the occupation group weighting to correctly reflect historical benchmarking group changes. Historical data is reweighted each year according to the latest results and so historical figures change with each new year of data; however it is advised to keep the above in mind when viewing historical results released in 2023.

Note. 2023 results for People Promise element 4 ('We are safe and healthy'), two of its sub-scores ('Health and safety climate' and 'Negative experiences') and Q13a-d have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

When analysing People Promise element and theme results, it is easiest to start with the **overview** page to quickly identify areas of interest which can then be compared to the best, average, and worst result in the benchmarking group.

It is important to **consider each result within the range of its benchmarking group 'Best result' and 'Worst result'**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another important point of reference.

Areas to improve

➢ By checking where the 'Your org' column/value is lower than the benchmarking group 'Average result' you can quickly identify areas for improvement.

➢ It is worth looking at the difference between the 'Your org' result and the benchmarking group 'Worst result'. The closer your organisation's result is to the worst result, the more concerning the result.

➢ Results where your organisation's result is only marginally better than the 'Average result', but still lags behind the 'Best result' by a notable margin, could also be considered as areas for further improvement.
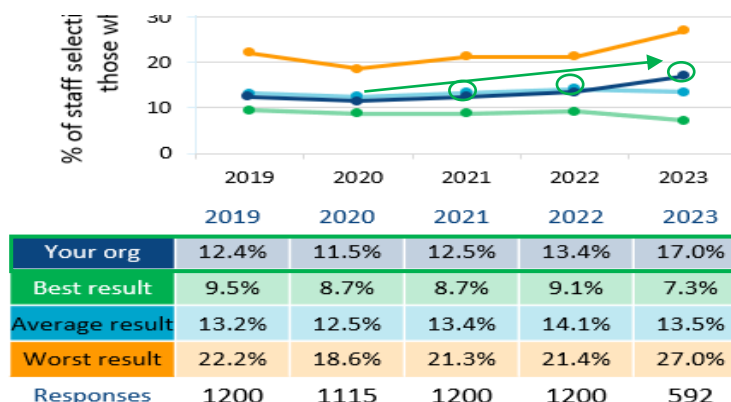
Positive outcomes

➢ Similarly, using the overview page it is easy to identify People Promise elements and themes which show a positive outcome for your organisation, where 'Your org' results are distinctly higher than the benchmarking group 'Average result'.

➢ Positive stories to report could be ones where your organisation approaches or matches the benchmarking group's 'Best result'.

	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagememt	Morale
Your org	7.0	5.5	6.4	5.8	5.1	5.6	6.4	6.5	5.4
Best	7.7	6.4	7.1	6.4	5.9	6.6	7.1	7.3	6.3
Average	7.2	5.7	6.6	5.9	5.4	6.0	6.6	6.8	5.7
Worst	6.8	5.2	6.2	5.4	4.4	5.6	6.3	6.1	5.2
Responses	8284	8225	8175	8244	7877	8187	8264	8288	8294

Only one example is highlighted for each point

Review trend data

Trend data can be used to identify measures which have been consistently improving for your organisation (i.e. showing an upward trend) over the past years and ones which have been declining over time. These charts can **help establish if there is genuine change in the results** (if the results are consistently improving or declining over time), or whether a change between years is just a minor **year-on-year** fluctuation.

|	2019	2020	2021	2022	2023
Your org	12.4%	11.5%	12.5%	13.4%	17.0%
Best result	9.5%	8.7%	8.7%	9.1%	7.3%
Average result	13.2%	12.5%	13.4%	14.1%	13.5%
Worst result	22.2%	18.6%	21.3%	21.4%	27.0%
Responses	1200	1115	1200	1200	592

Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

Review the sub-scores and questions feeding into the People Promise elements and themes

In order to understand exactly which factors are driving your organisation's People Promise element and theme results, you should review the sub-scores and questions feeding into these results. The **sub-score results** and the '**Question results**' section contain the sub-scores and questions contributing to each People Promise element and theme, grouped together. By comparing 'Your org' results to the benchmarking group 'Average', 'Best' and 'Worst' results for each question, the **questions which are driving your organisation's People Promise element and theme results can be identified**.

For areas of experience where results need improvement, action plans can be formulated to **focus on the questions where the organisation's results fall between the benchmarking group average and worst results.** Remember to keep an eye out for questions where a lower percentage is a better outcome – such as questions on violence or harassment, bullying and abuse.

✗ = Negative driver, org result falls between average and worst benchmarking group result for question
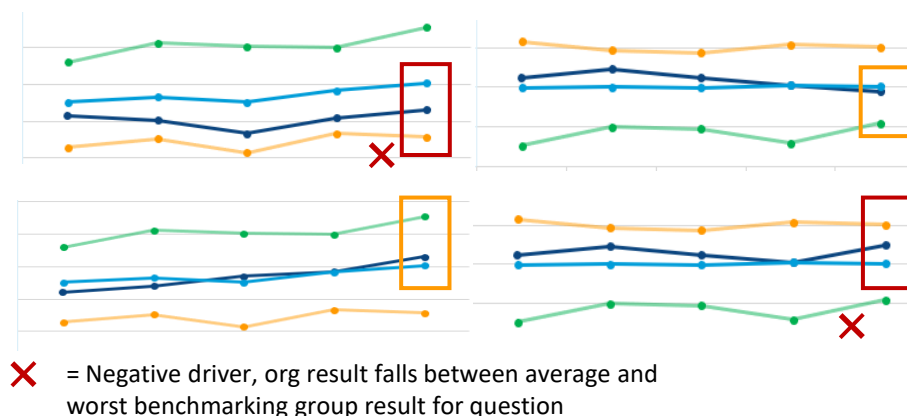
This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 140 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data.

Identifying questions of interest

➢ **Pre-defined questions of interest – key questions for your organisation**
Most organisations will have questions which have traditionally been a focus for them - questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can be assessed on the backdrop of benchmark and historical trend data.

➢ **Identifying questions of interest based on the results in this report**
The methods recommended to review your People Promise and theme results can also be applied to pick out question level results of interest. However, **unlike People Promise elements, themes and sub-scores where a higher result always indicates a better result, it is important to keep an eye out for questions where a lower percentage relates to a better outcome** (see details on the 'Using the report' page in the 'Introduction' section).

➢ **To identify areas of concern:** look for questions where the organisation value falls between the benchmarking group average and the worst result, particularly questions where your organisation result is very close to the worst result. Review changes in the trend data to establish if there has been a decline or stagnation in results across multiple years, but consider the context of how the organisation has performed in comparison to its benchmarking group over this period. A positive trend for a question that is still below the average result can be seen as good progress to build on further in the future.

➢ **When looking for positive outcomes:** search for results where your organisation is closest to the benchmarking group best result (but remember to consider results for previous years), or ones where there is a clear trend of continued improvement over multiple years.

Appendix D: Additional reporting outputs

Below are links to other key reporting outputs that complement this report. A full list and more detailed explanation of the reporting outputs is included in the Technical Document.

Supporting documents

Basic Guide: Provides a brief overview of the NHS Staff Survey data and details on what is contained in each of the reporting outputs.

Technical Document: Contains technical details about the NHS Staff Survey data, including: data cleaning, weighting, benchmarking, People Promise, historical comparability of organisations and questions in the survey.

Other reporting outputs

Online Dashboards: Interactive dashboards containing results for all trusts nationally, each participating organisation (local), and for each region and ICS. Results are shown with trend data for up to five years where possible and show the full breakdown of response options for each question.

Breakdown reports: Reports containing People Promise and theme results split by breakdown (locality) for Hertfordshire Partnership University NHS Foundation Trust.

National Briefing Document: Report containing the national results for the People Promise elements, themes and sub-scores. Results are shown with trend data for up to five years where possible.

Detailed spreadsheets Contain detailed weighted results for all participating organisations, all trusts nationally, and for each region and ICS.