

Yorkshire Ambulance Service NHS Trust

NHS Staff Survey Benchmark report 2023



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# Introduction

## About this report

This benchmark report for Yorkshire Ambulance Service NHS 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

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



# Report structure

## 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.

## Key features

Note this is example data

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.

**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.



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



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.

## Organisation details



Yorkshire Ambulance Service NHS Trust

## 2023 NHS Staff Survey



### Organisation details

Completed questionnaires **3128**

2023 response rate **51%**

### Survey details

Survey mode **Mixed**

This organisation is benchmarked against:

Ambulance Trusts



### 2023 benchmarking group details

Organisations in group: 11

Median response rate: 52%

No. of completed questionnaires: 29119

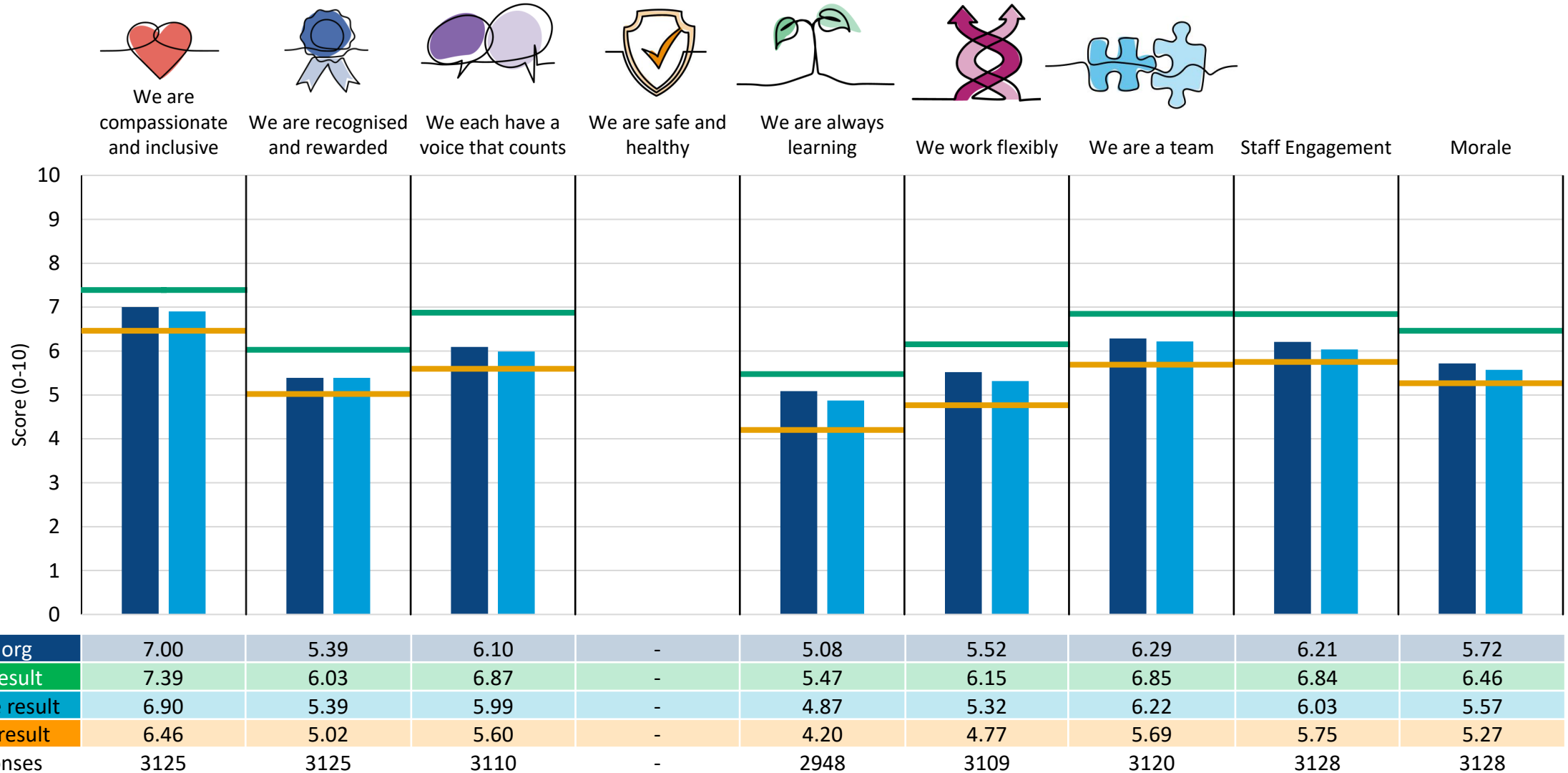


## People Promise elements, themes and sub-score results

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

# People Promise elements and themes: 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.



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.

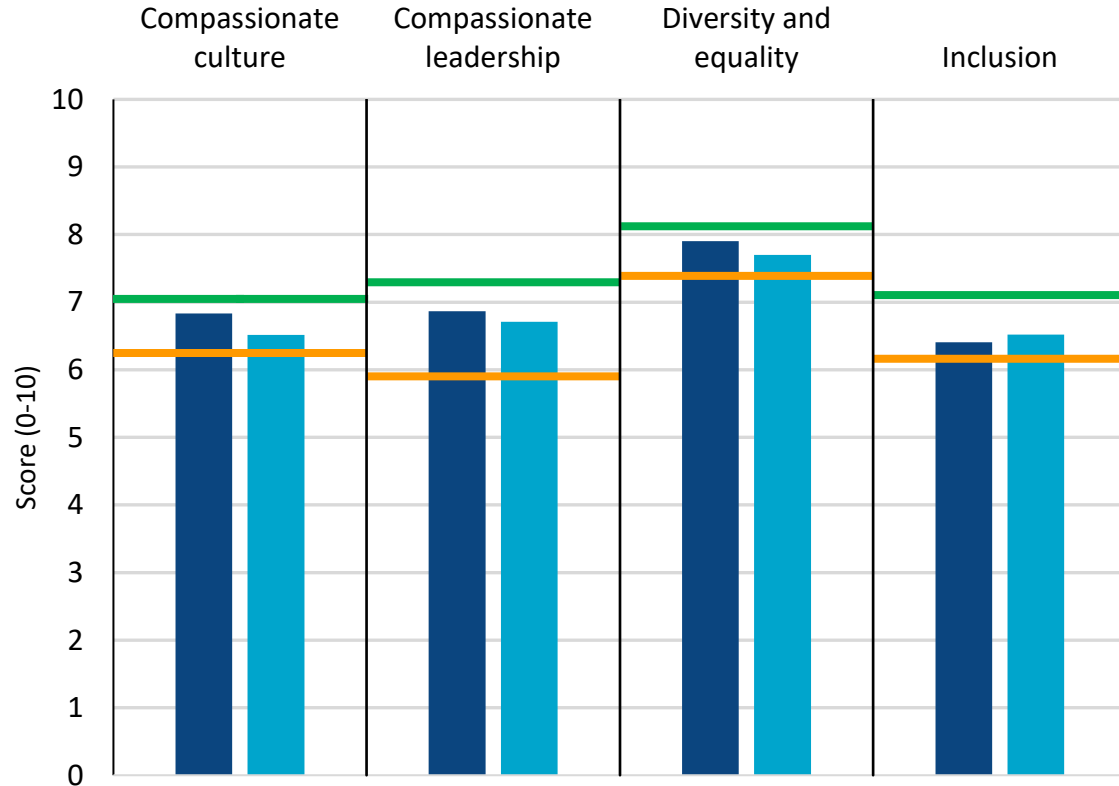


# People Promise elements, themes and sub-scores: Sub-score overview

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.



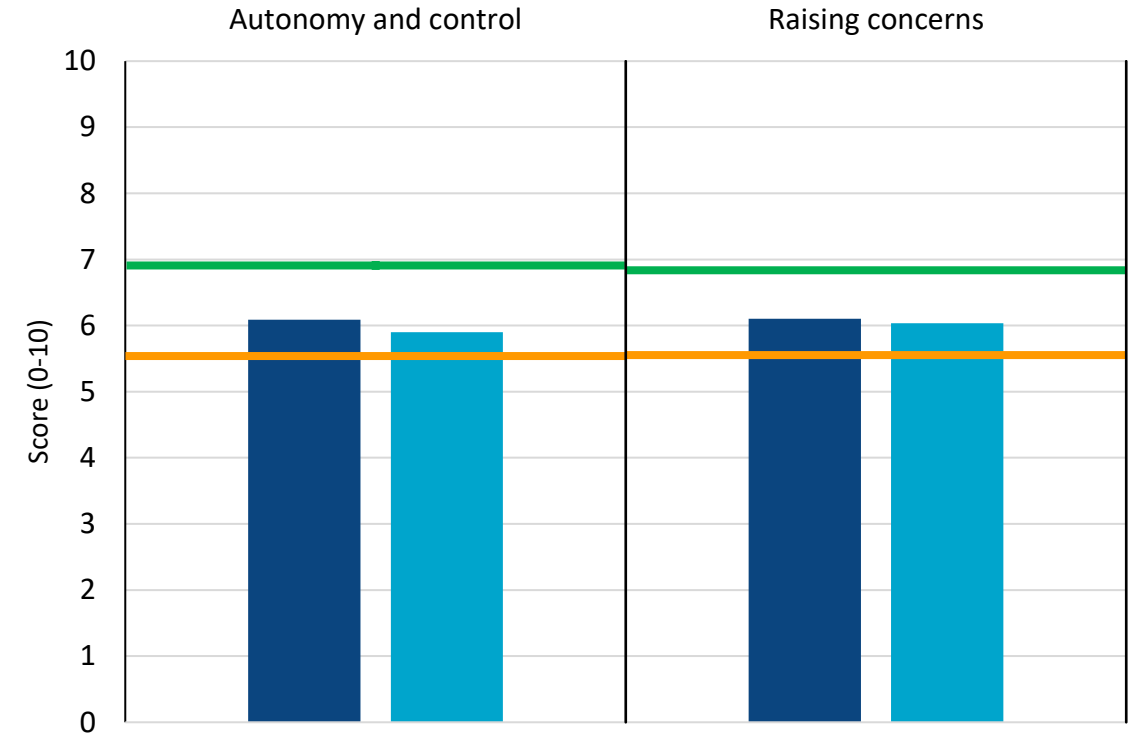
## Promise element 1: We are compassionate and inclusive



Your org	6.83	6.87	7.90	6.41
Best result	7.05	7.29	8.12	7.10
Average result	6.51	6.71	7.70	6.52
Worst result	6.25	5.90	7.39	6.16
Responses	3122	3126	3121	3111



## Promise element 3: We each have a voice that counts



Your org	6.09	6.10
Best result	6.91	6.84
Average result	5.90	6.03
Worst result	5.54	5.55
Responses	3128	3110

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.

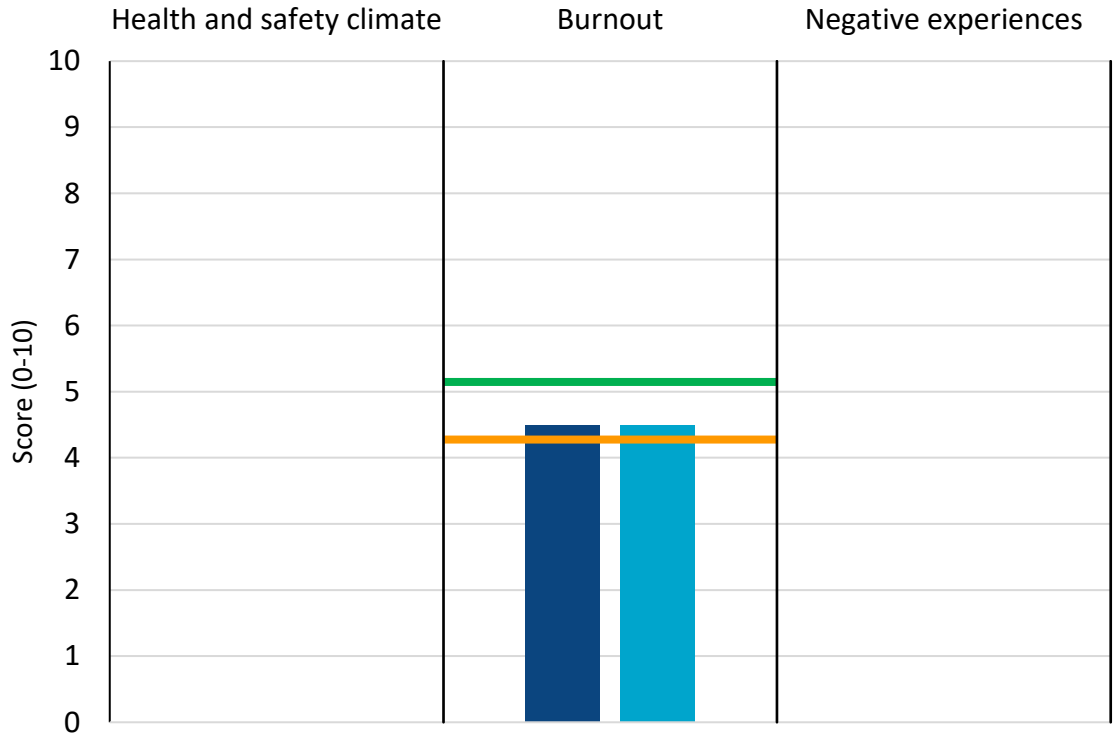


# People Promise elements, themes and sub-scores: Sub-score overview

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.



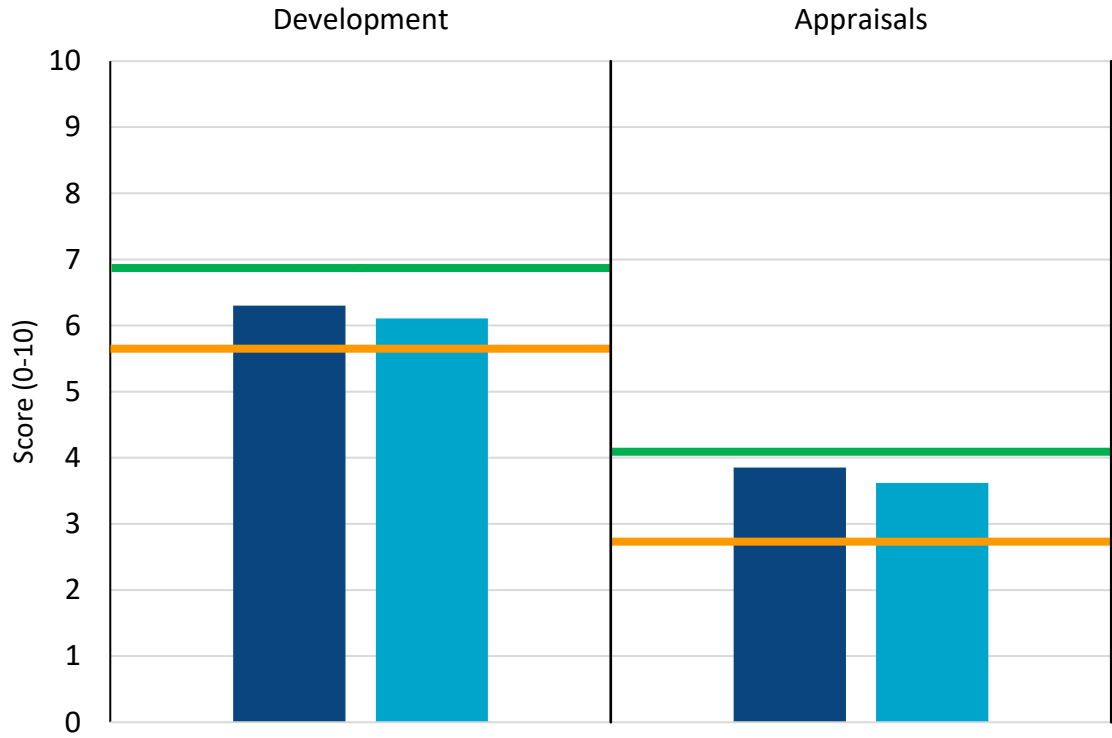
## Promise element 4: We are safe and healthy



Your org	-	4.49	-
Best result	-	5.15	-
Average result	-	4.49	-
Worst result	-	4.28	-
Responses	-	3125	-



## Promise element 5: We are always learning



Your org	6.30	3.85
Best result	6.87	4.09
Average result	6.11	3.62
Worst result	5.65	2.73
Responses	3124	2948

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.

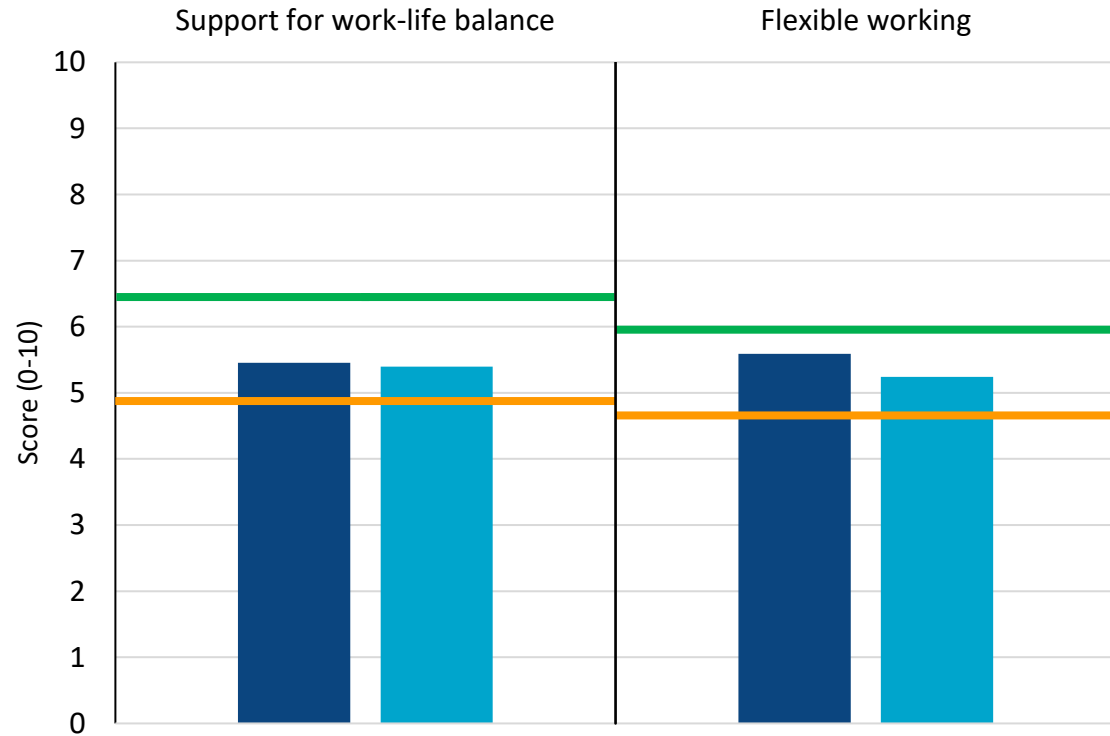


# People Promise elements, themes and sub-scores: Sub-score overview

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.



## Promise element 6: We work flexibly



Your org	5.45	5.59
Best result	6.45	5.95
Average result	5.40	5.24
Worst result	4.88	4.66
Responses	3125	3112



## Promise element 7: We are a team



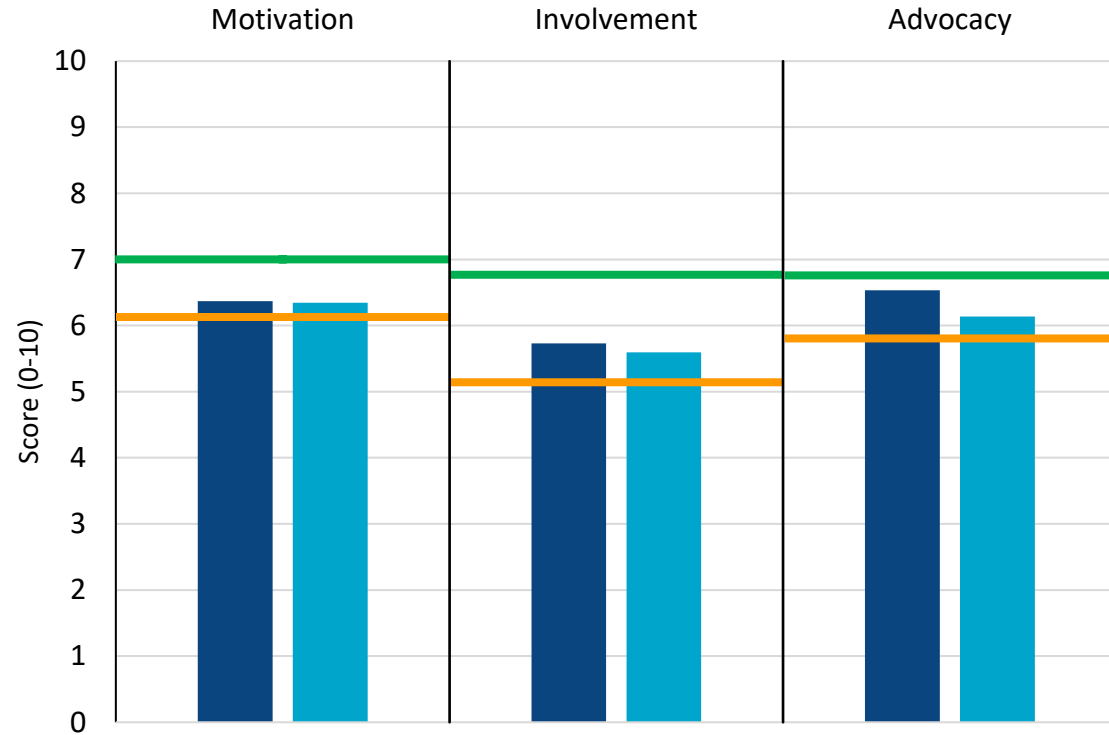
Your org	6.06	6.52
Best result	6.79	6.92
Average result	6.06	6.30
Worst result	5.76	5.62
Responses	3122	3125



# People Promise elements, themes and sub-scores: Sub-score overview

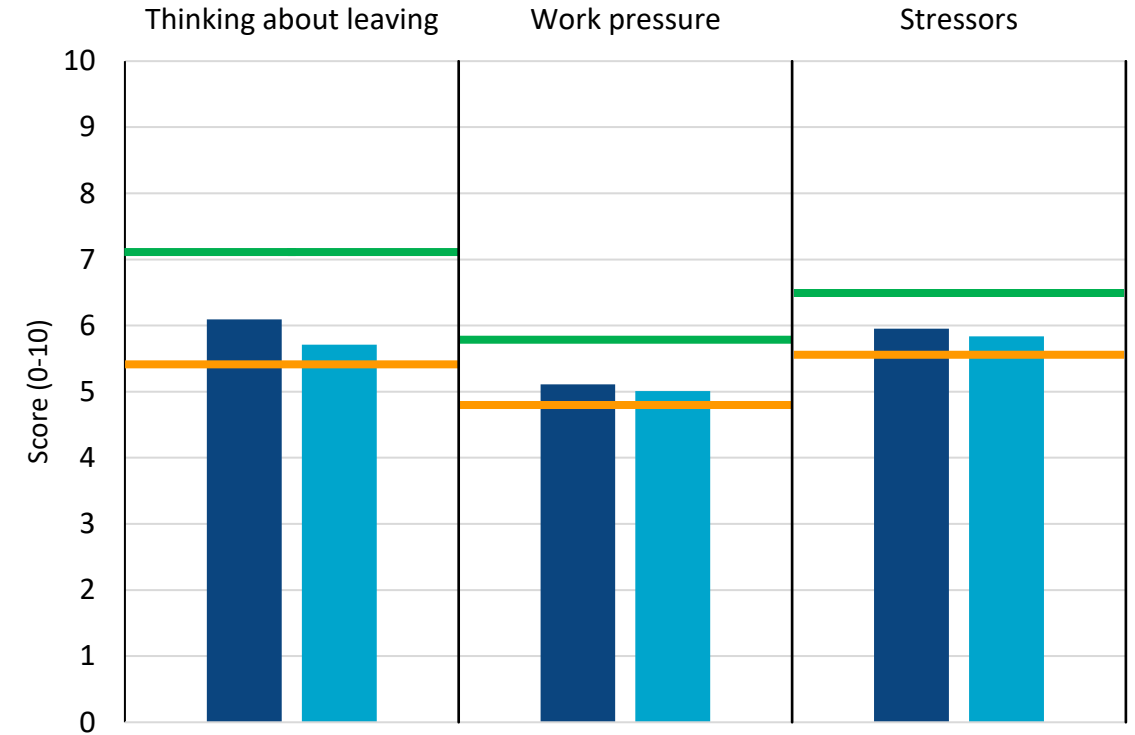
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

## Theme: Staff engagement



Your org	6.37	5.73	6.53
Best result	7.00	6.77	6.76
Average result	6.34	5.59	6.13
Worst result	6.13	5.14	5.80
Responses	3105	3128	3122

## Theme: Morale



Your org	6.09	5.11	5.95
Best result	7.11	5.78	6.49
Average result	5.71	5.01	5.84
Worst result	5.41	4.80	5.56
Responses	3125	3128	3119



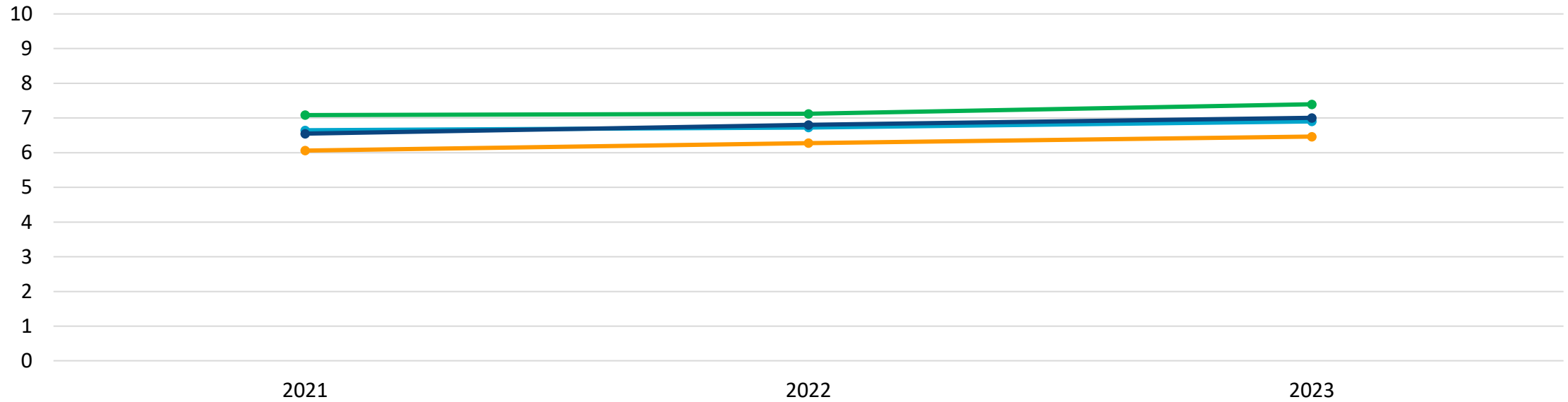
## People Promise elements, themes and sub-scores: Trends

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	6.55	6.80	7.00
Best result	7.09	7.12	7.39
Average result	6.64	6.73	6.90
Worst result	6.06	6.28	6.46
Responses	1916	1991	3125

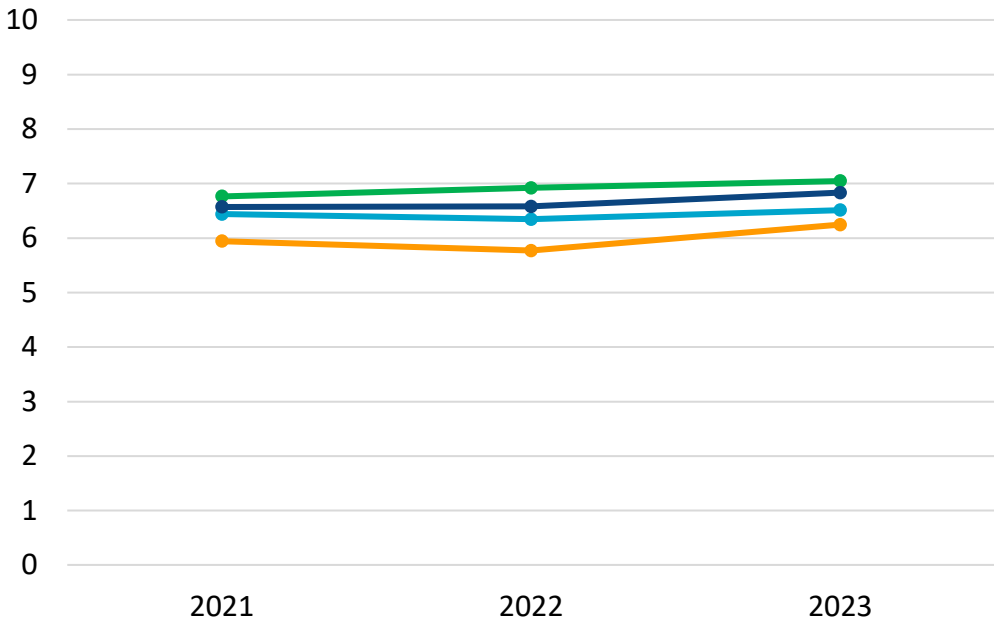


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



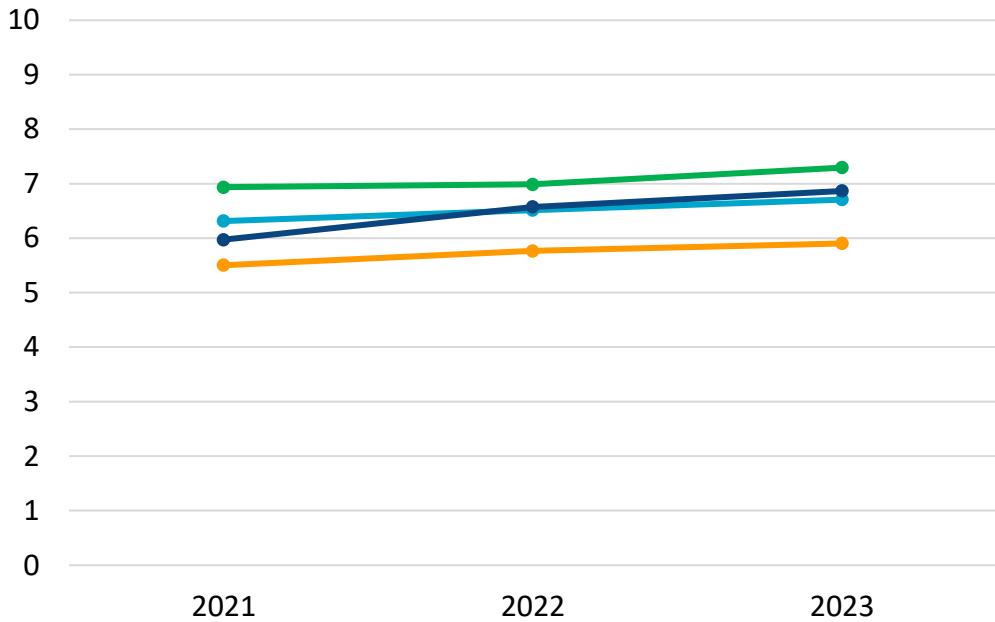
## Promise element 1: We are compassionate and inclusive (1)

Compassionate culture



	2021	2022	2023
Your org	6.57	6.58	6.83
Best result	6.77	6.92	7.05
Average result	6.44	6.35	6.51
Worst result	5.94	5.77	6.25
Responses	1916	1989	3122

Compassionate leadership



	2021	2022	2023
Your org	5.97	6.57	6.87
Best result	6.93	6.99	7.29
Average result	6.32	6.52	6.71
Worst result	5.50	5.77	5.90
Responses	1913	1990	3126



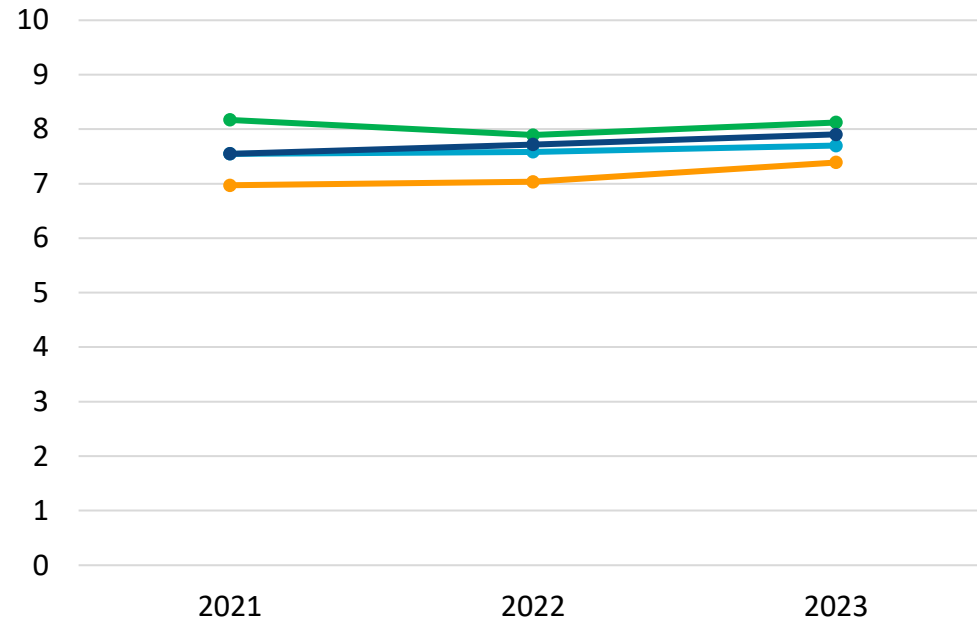
# People Promise elements, themes and sub-scores: Sub-score trends

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.



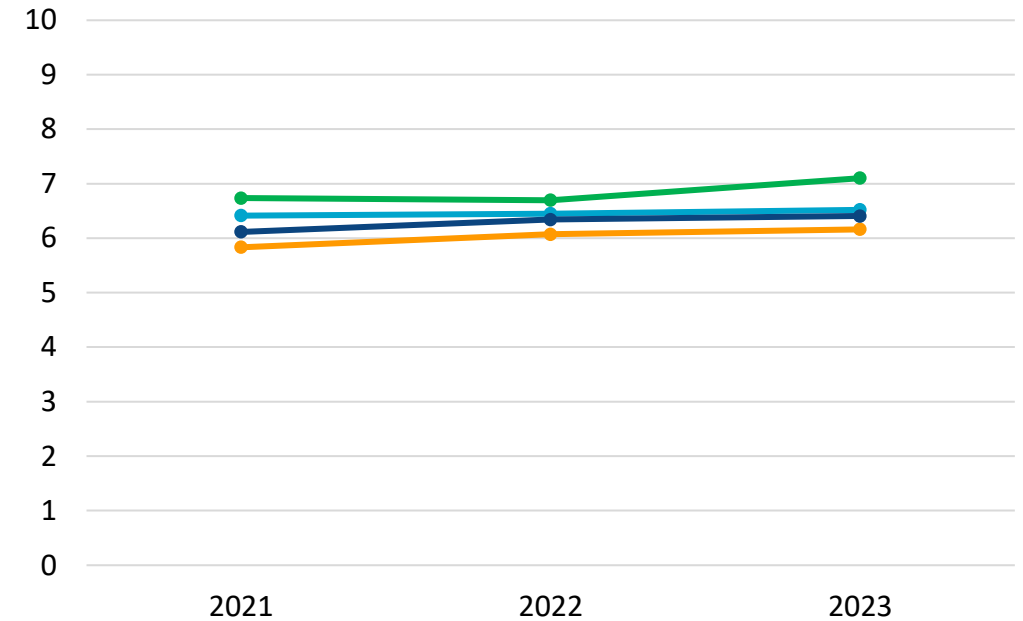
## Promise element 1: We are compassionate and inclusive (2)

Diversity and equality



	2021	2022	2023
Your org	7.55	7.72	7.90
Best result	8.17	7.89	8.12
Average result	7.55	7.58	7.70
Worst result	6.97	7.03	7.39
Responses	1909	1987	3121

Inclusion



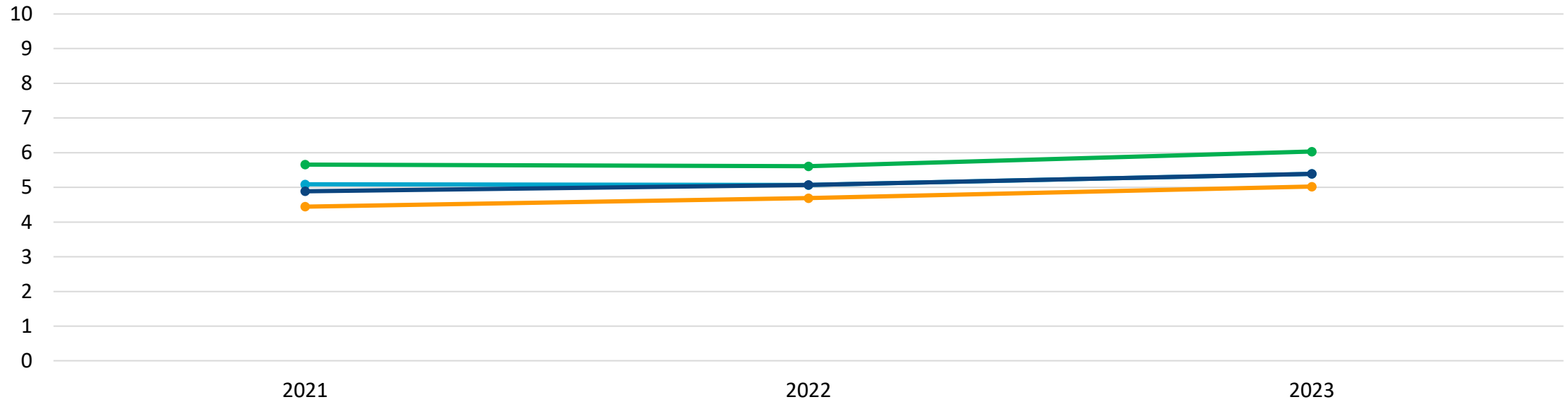
	2021	2022	2023
Your org	6.11	6.34	6.41
Best result	6.74	6.69	7.10
Average result	6.42	6.45	6.52
Worst result	5.83	6.07	6.16
Responses	1909	1983	3111

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



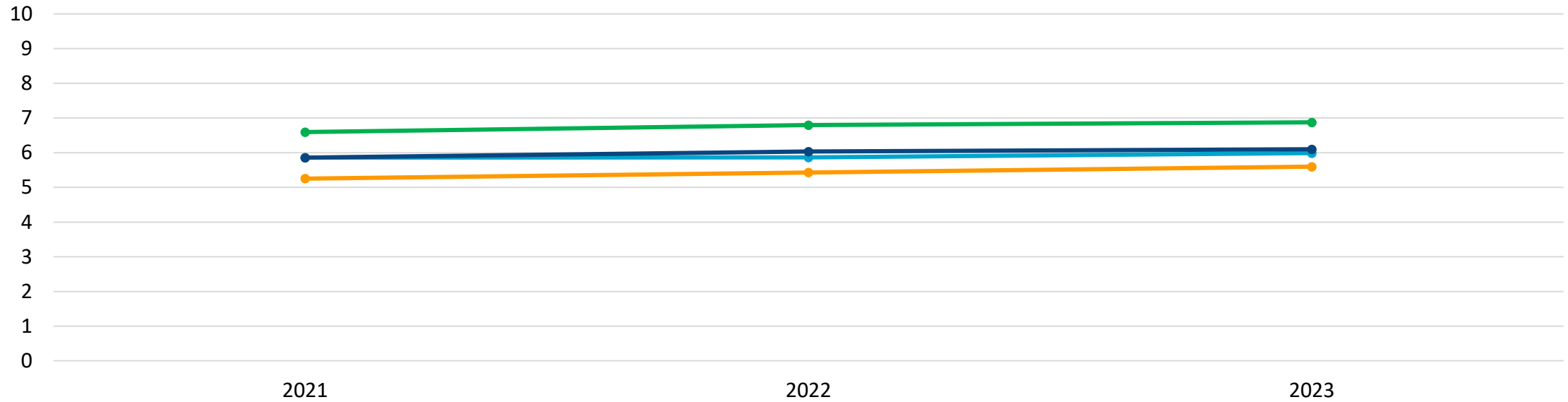
	2021	2022	2023
Your org	4.89	5.07	5.39
Best result	5.66	5.61	6.03
Average result	5.09	5.07	5.39
Worst result	4.45	4.69	5.02
Responses	1910	1980	3125

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	5.86	6.03	6.10
Best result	6.59	6.79	6.87
Average result	5.86	5.86	5.99
Worst result	5.25	5.43	5.60
Responses	1909	1984	3110

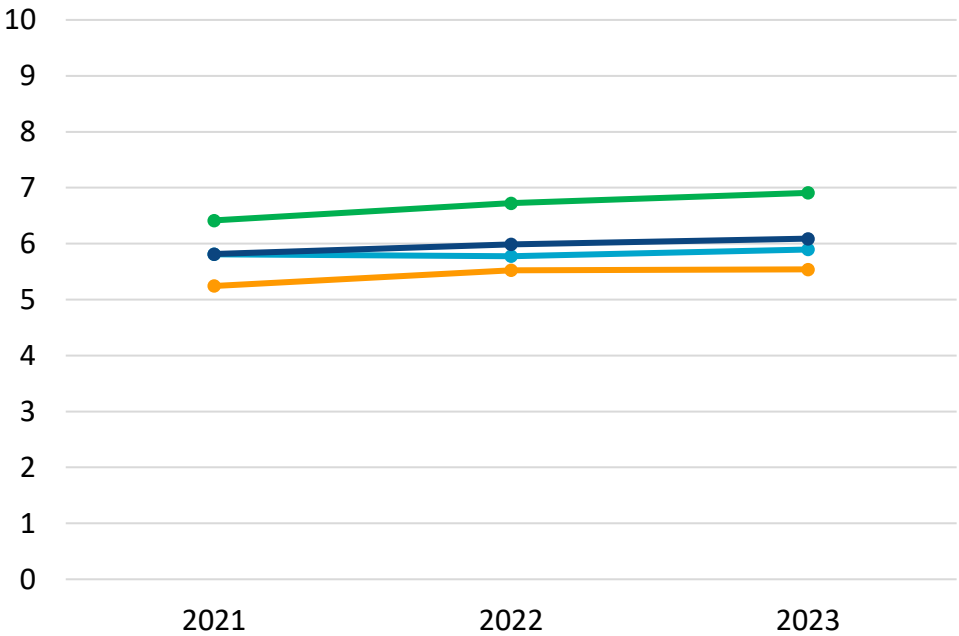


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

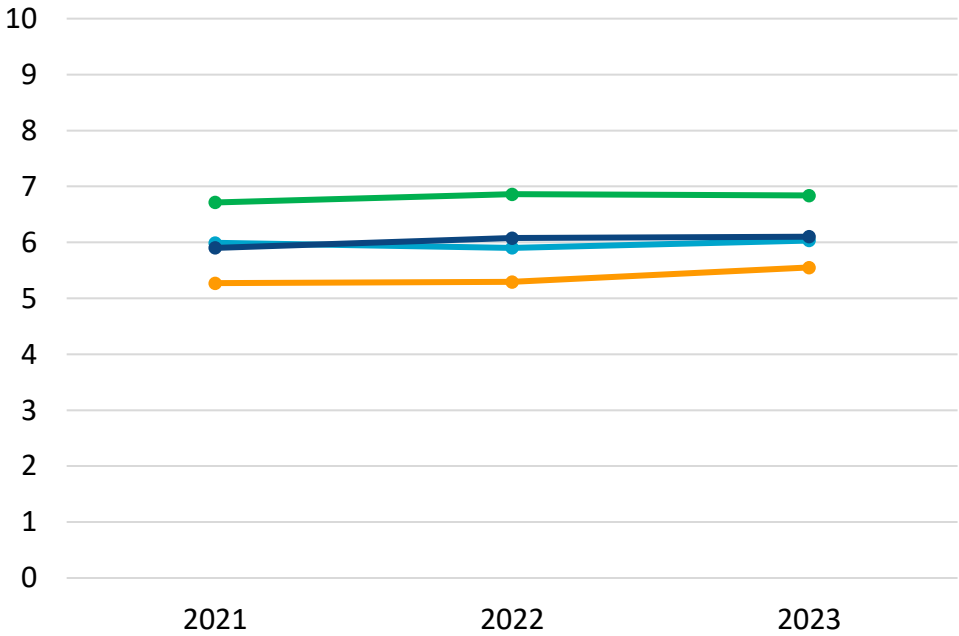


## Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023
Your org	5.81	5.99	6.09
Best result	6.41	6.72	6.91
Average result	5.81	5.78	5.90
Worst result	5.25	5.52	5.54
Responses	1917	1991	3128

	2021	2022	2023
Your org	5.90	6.08	6.10
Best result	6.72	6.86	6.84
Average result	5.99	5.90	6.03
Worst result	5.27	5.29	5.55
Responses	1909	1985	3110

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



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.





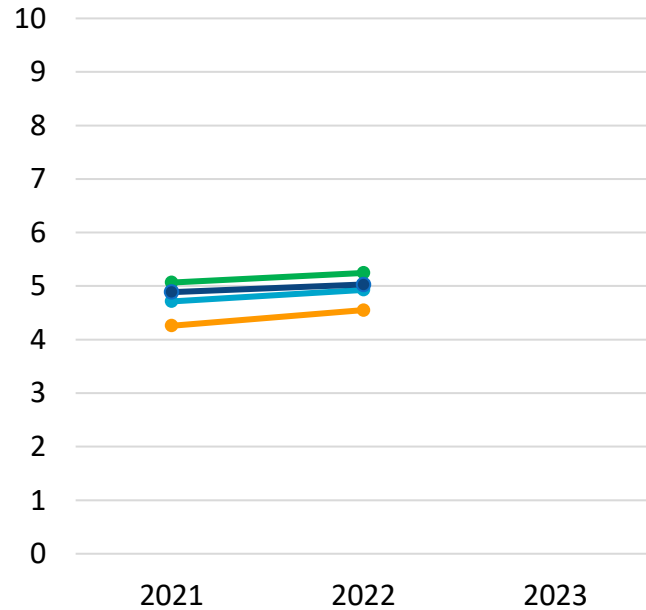
# People Promise elements, themes and sub-scores: Sub-score trends

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.



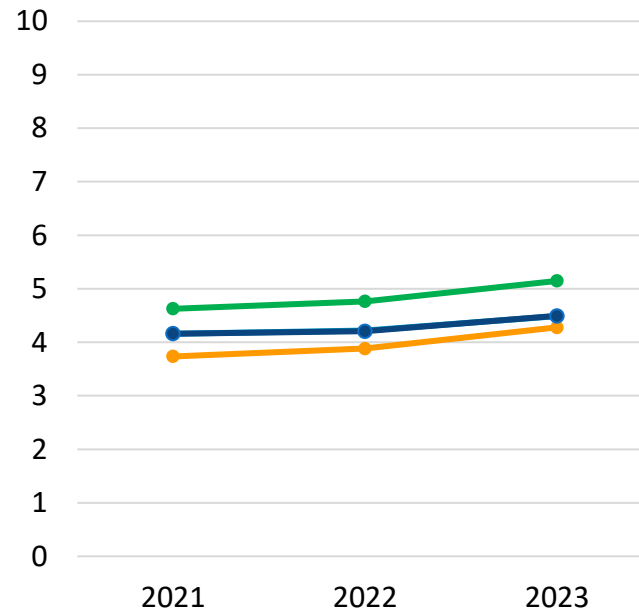
## Promise element 4: We are safe and healthy

Health and safety climate



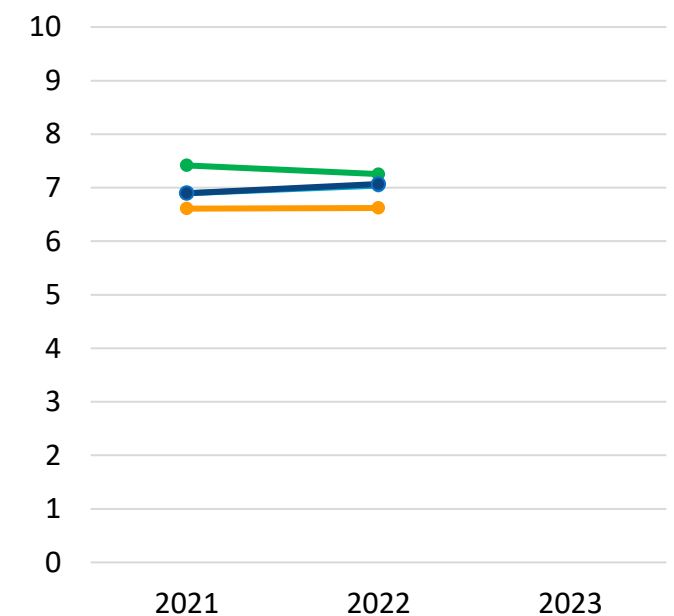
	2021	2022	2023
Your org	4.89	5.03	
Best result	5.07	5.25	
Average result	4.71	4.93	
Worst result	4.26	4.55	
Responses	1916	1990	

Burnout



	2021	2022	2023
Your org	4.16	4.20	4.49
Best result	4.63	4.77	5.15
Average result	4.16	4.22	4.49
Worst result	3.73	3.88	4.28
Responses	1916	1990	3125

Negative experiences



	2021	2022	2023
Your org	6.90	7.07	
Best result	7.42	7.25	
Average result	6.90	7.04	
Worst result	6.61	6.62	
Responses	1915	1990	

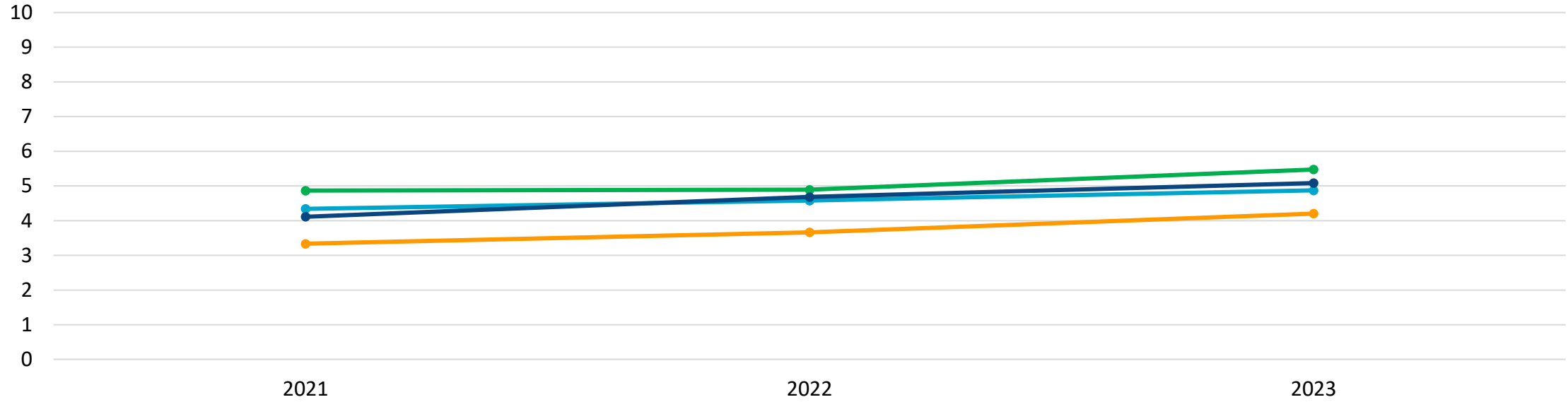
Note. 2023 results for 'Health and safety climate' and 'Negative experiences' have not been reported due to an issue with the data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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	4.11	4.68	5.08
Best result	4.87	4.89	5.47
Average result	4.34	4.58	4.87
Worst result	3.33	3.66	4.20
Responses	1776	1898	2948



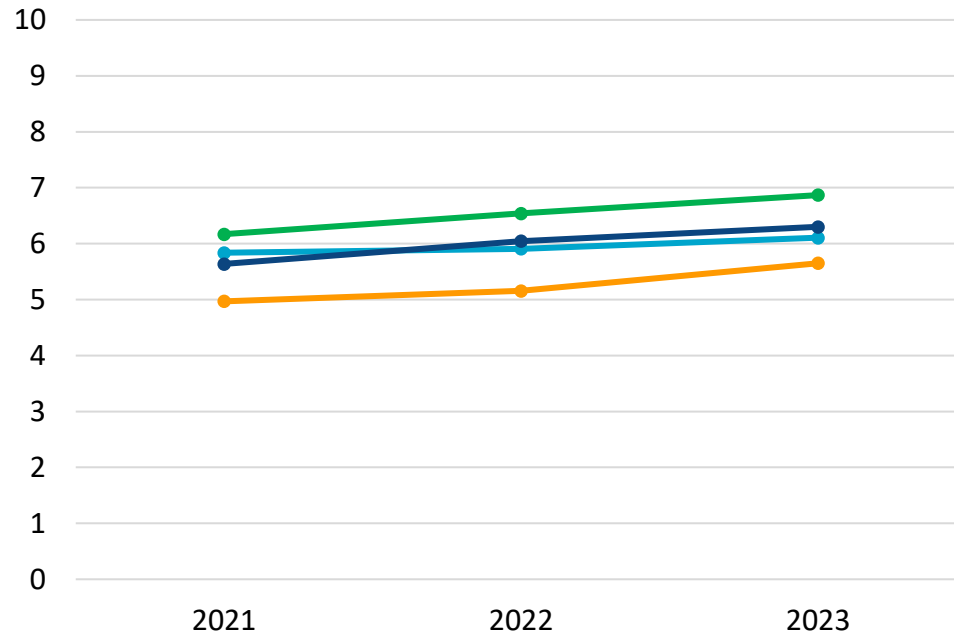
# People Promise elements, themes and sub-scores: Sub-score trends

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.



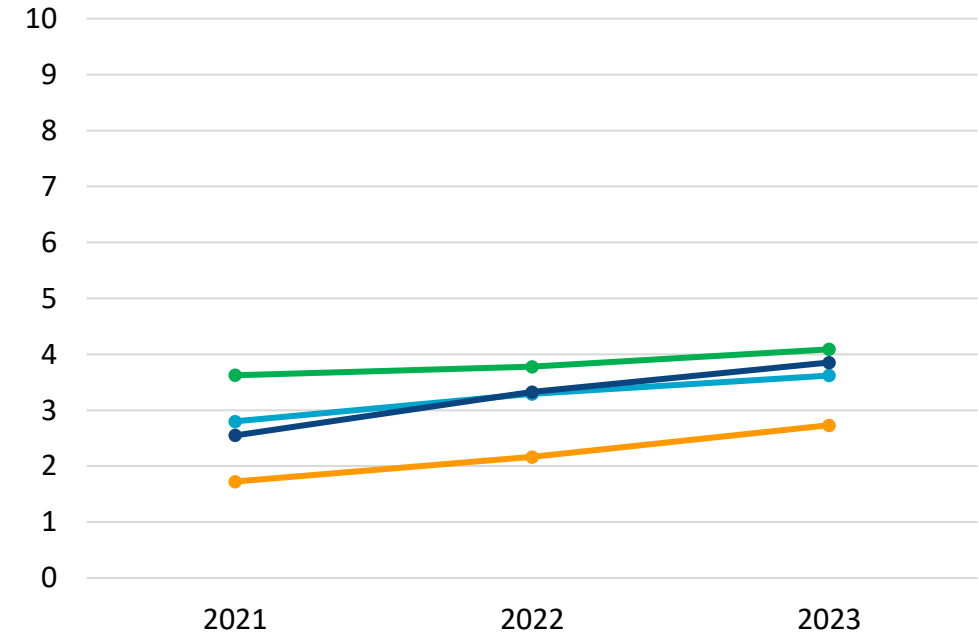
## Promise element 5: We are always learning

Development



	2021	2022	2023
Your org	5.64	6.05	6.30
Best result	6.17	6.54	6.87
Average result	5.84	5.91	6.11
Worst result	4.97	5.16	5.65
Responses	1913	1989	3124

Appraisals



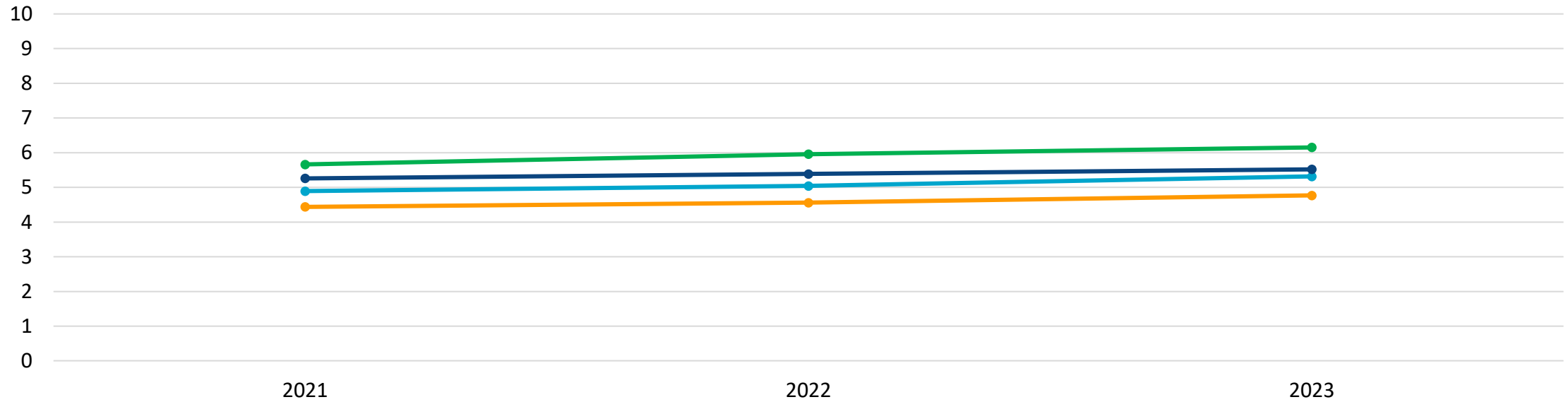
	2021	2022	2023
Your org	2.55	3.32	3.85
Best result	3.62	3.78	4.09
Average result	2.80	3.29	3.62
Worst result	1.72	2.16	2.73
Responses	1777	1900	2948

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



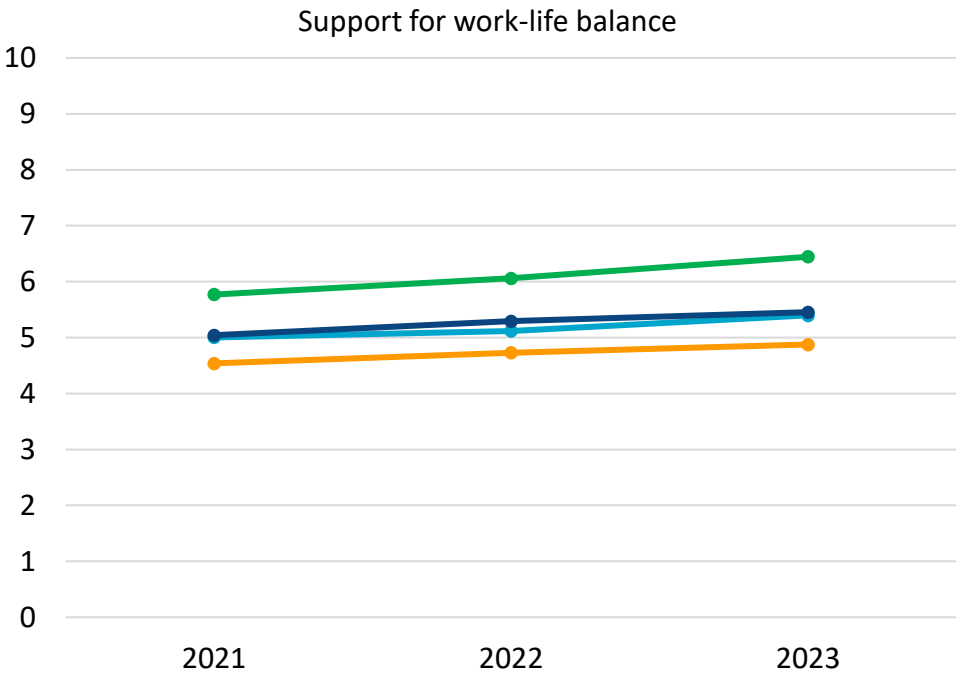
	2021	2022	2023
Your org	5.26	5.39	5.52
Best result	5.66	5.96	6.15
Average result	4.89	5.04	5.32
Worst result	4.44	4.56	4.77
Responses	1905	1974	3109



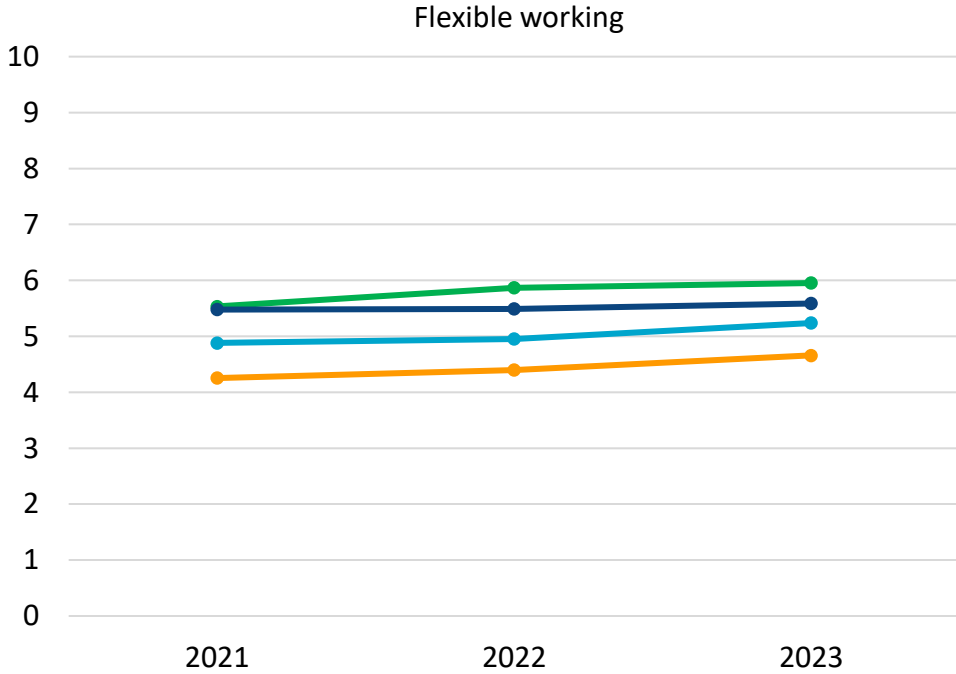
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 6: We work flexibly

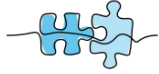


	2021	2022	2023
Your org	5.04	5.29	5.45
Best result	5.77	6.06	6.45
Average result	5.01	5.12	5.40
Worst result	4.54	4.73	4.88
Responses	1915	1990	3125



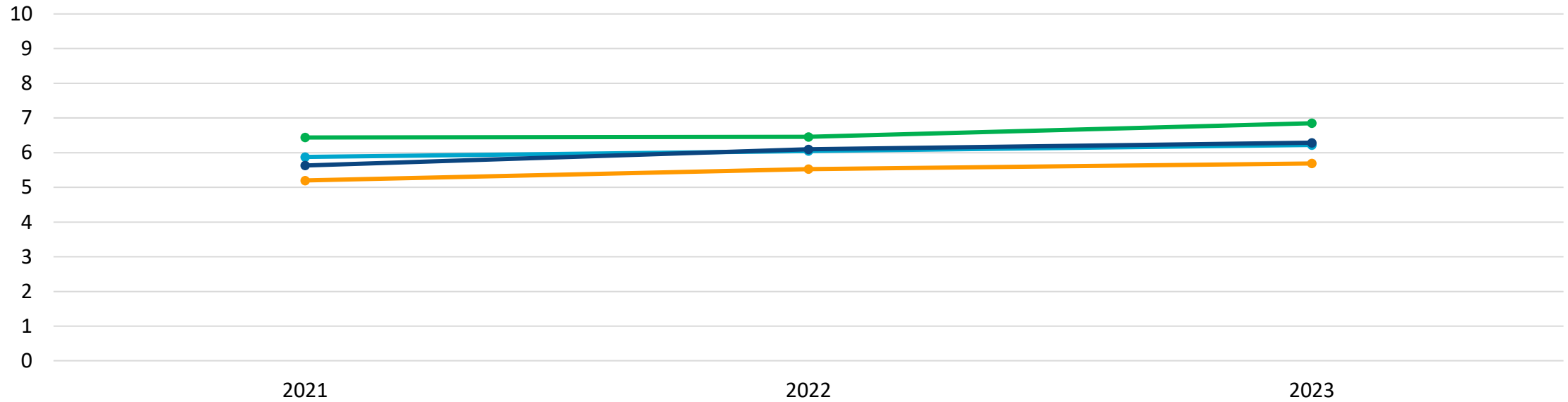
	2021	2022	2023
Your org	5.48	5.49	5.59
Best result	5.53	5.87	5.95
Average result	4.88	4.95	5.24
Worst result	4.25	4.40	4.66
Responses	1907	1976	3112

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	5.63	6.10	6.29
Best result	6.44	6.45	6.85
Average result	5.88	6.05	6.22
Worst result	5.20	5.53	5.69
Responses	1914	1987	3120



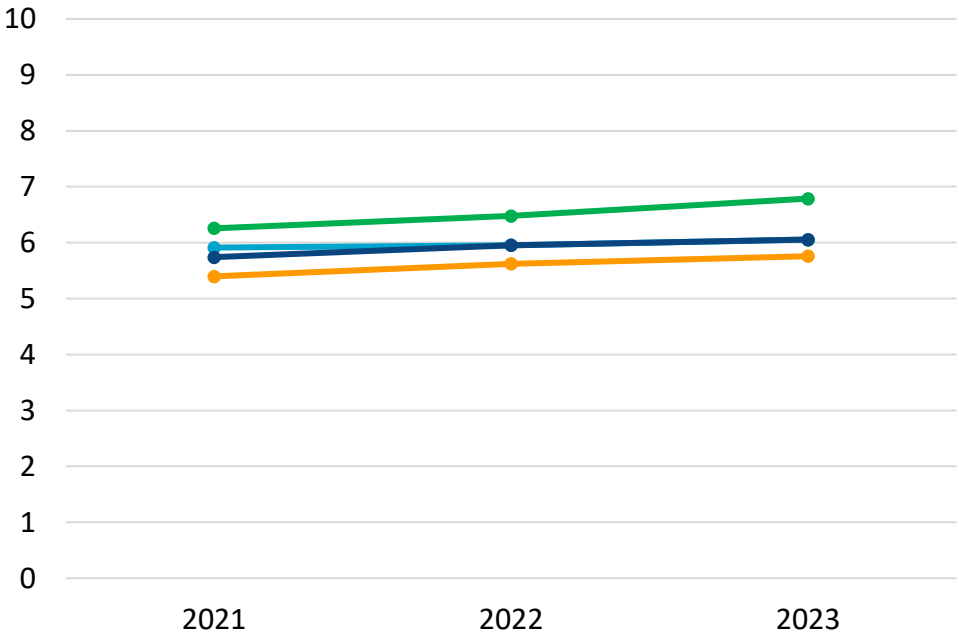
# People Promise elements, themes and sub-scores: Sub-score trends

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.



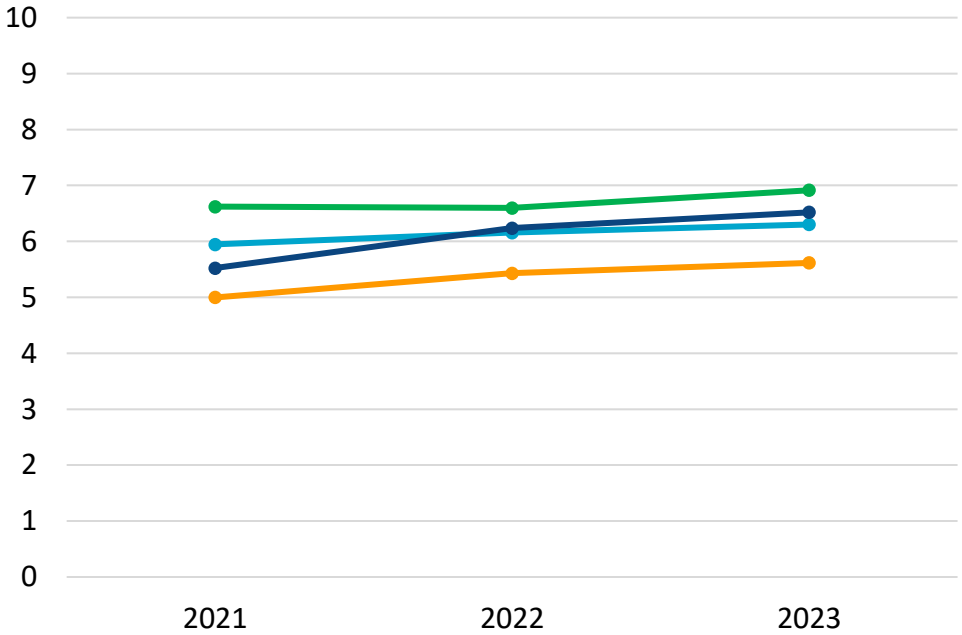
## Promise element 7: We are a team

Team working



	2021	2022	2023
Your org	5.74	5.95	6.06
Best result	6.26	6.48	6.79
Average result	5.91	5.95	6.06
Worst result	5.40	5.62	5.76
Responses	1915	1989	3122

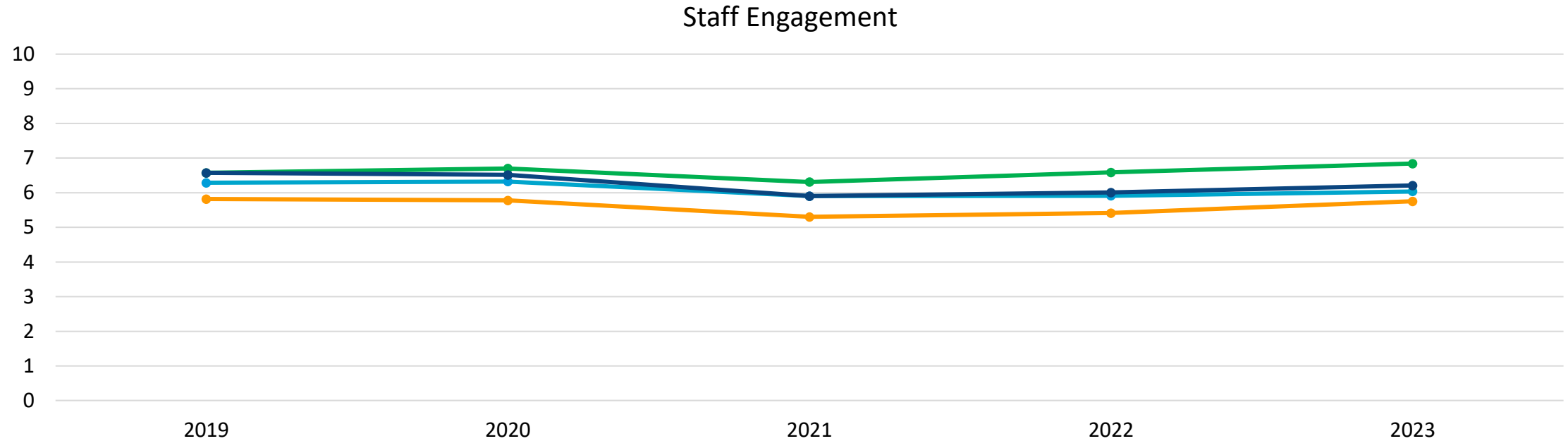
Line management



	2021	2022	2023
Your org	5.52	6.24	6.52
Best result	6.62	6.60	6.92
Average result	5.95	6.16	6.30
Worst result	5.00	5.43	5.62
Responses	1915	1990	3125

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



	2019	2020	2021	2022	2023
Your org	6.57	6.51	5.90	6.01	6.21
Best result	6.57	6.70	6.31	6.58	6.84
Average result	6.29	6.32	5.90	5.91	6.03
Worst result	5.82	5.78	5.30	5.41	5.75
Responses	2382	1989	1917	1992	3128



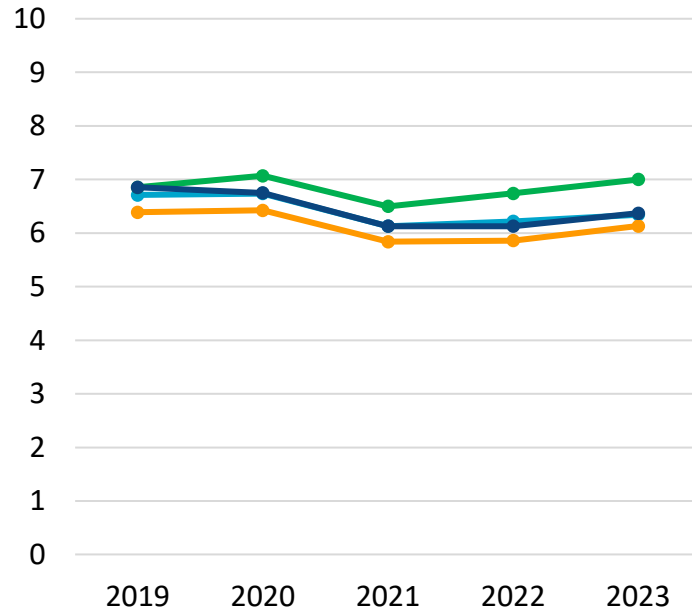


# People Promise elements, themes and sub-scores: Sub-score trends

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.

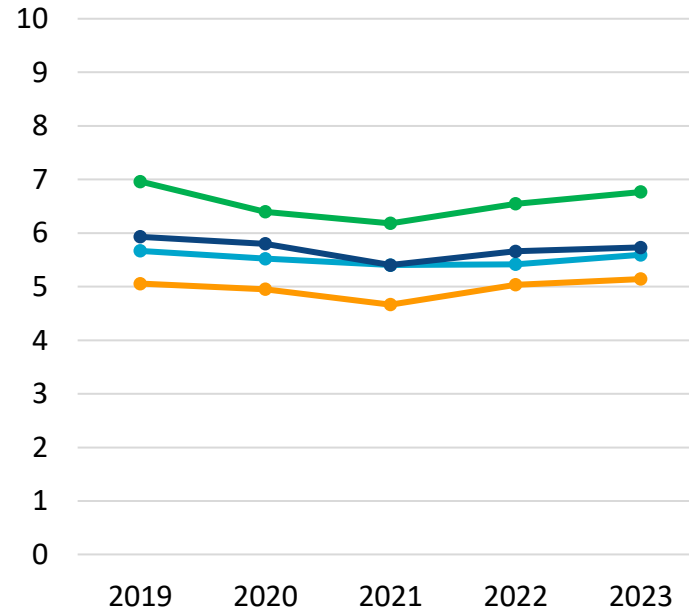
## Theme: Staff Engagement

Motivation



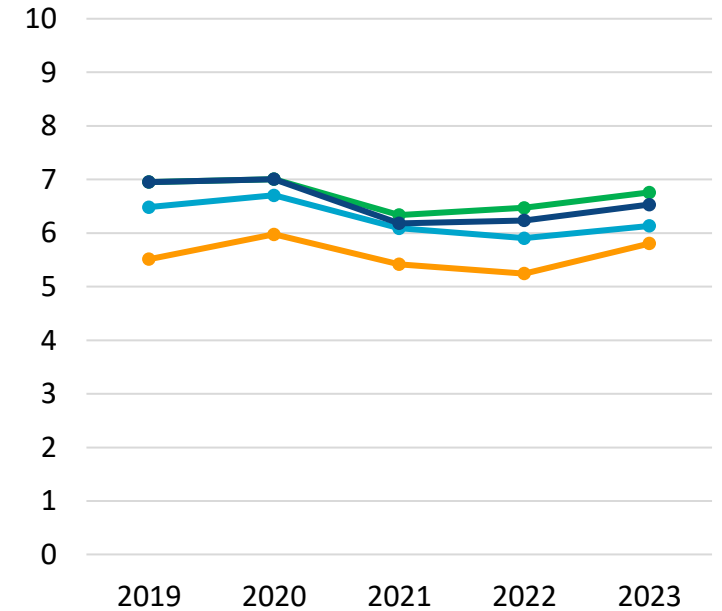
	2019	2020	2021	2022	2023
Your org	6.85	6.75	6.13	6.13	6.37
Best result	6.85	7.07	6.50	6.74	7.00
Average result	6.71	6.74	6.13	6.22	6.34
Worst result	6.39	6.42	5.84	5.86	6.13
Responses	2372	1971	1898	1986	3105

Involvement



	2019	2020	2021	2022	2023
Your org	5.93	5.80	5.40	5.66	5.73
Best result	6.96	6.40	6.18	6.54	6.77
Average result	5.67	5.52	5.40	5.42	5.59
Worst result	5.06	4.95	4.66	5.03	5.14
Responses	2378	1989	1917	1991	3128

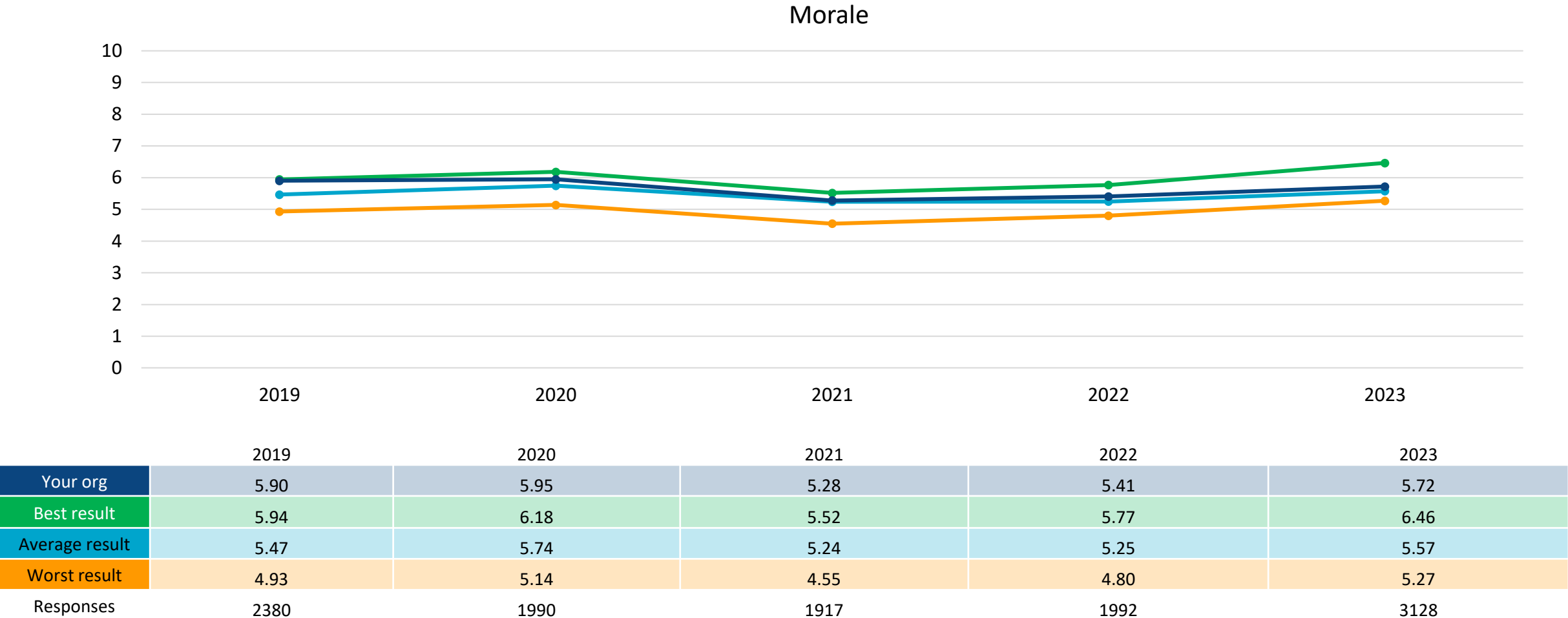
Advocacy



	2019	2020	2021	2022	2023
Your org	6.95	7.01	6.18	6.23	6.53
Best result	6.95	7.01	6.34	6.47	6.76
Average result	6.48	6.70	6.09	5.90	6.13
Worst result	5.51	5.97	5.42	5.24	5.80
Responses	2346	1983	1916	1988	3122

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



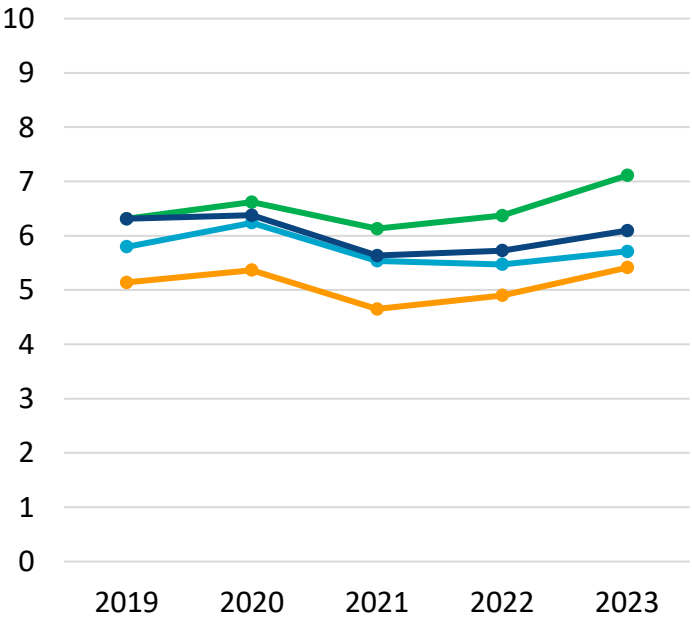


# People Promise elements, themes and sub-scores: Sub-score trends

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.

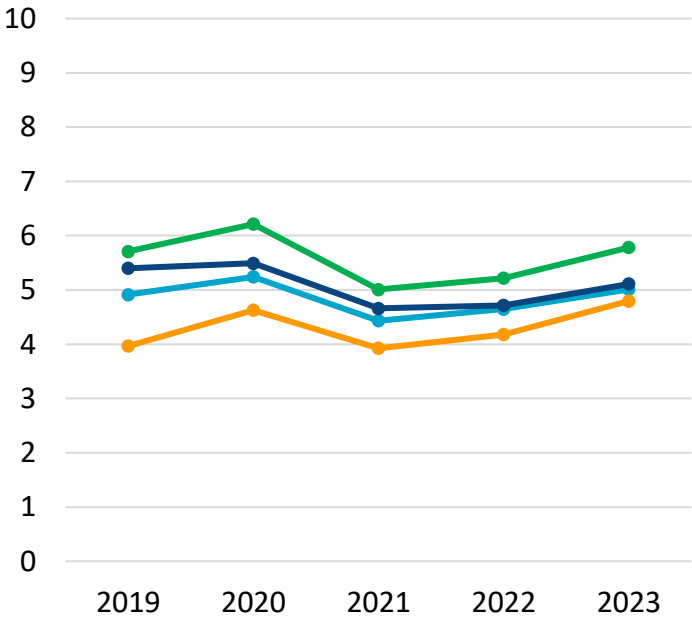
## Theme: Morale

Thinking about leaving



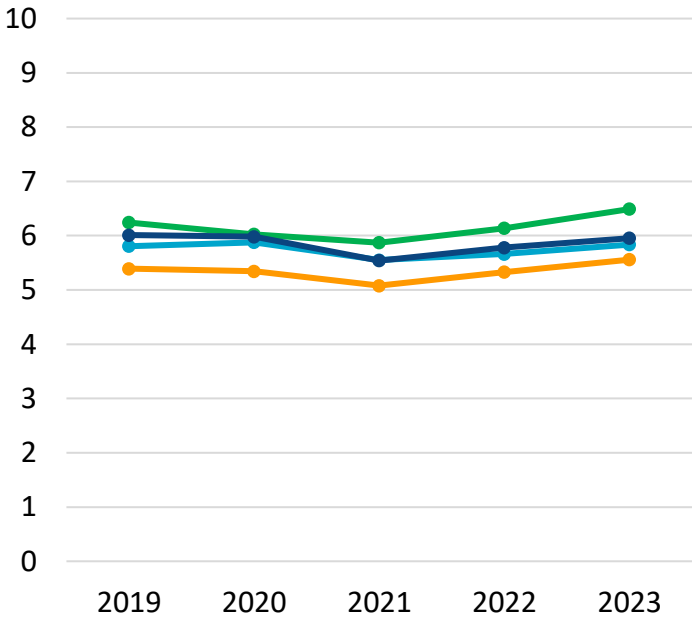
	2019	2020	2021	2022	2023
Your org	6.31	6.38	5.64	5.73	6.09
Best result	6.31	6.62	6.13	6.37	7.11
Average result	5.80	6.24	5.54	5.47	5.71
Worst result	5.14	5.36	4.65	4.90	5.41
Responses	2350	1988	1915	1990	3125

Work pressure



	2019	2020	2021	2022	2023
Your org	5.40	5.49	4.66	4.72	5.11
Best result	5.71	6.21	5.01	5.22	5.78
Average result	4.91	5.24	4.43	4.65	5.01
Worst result	3.97	4.63	3.93	4.18	4.80
Responses	2378	1988	1914	1990	3128

Stressors



	2019	2020	2021	2022	2023
Your org	6.01	5.98	5.54	5.78	5.95
Best result	6.24	6.03	5.87	6.14	6.49
Average result	5.81	5.88	5.55	5.66	5.84
Worst result	5.39	5.34	5.08	5.33	5.56
Responses	2362	1978	1915	1987	3119

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

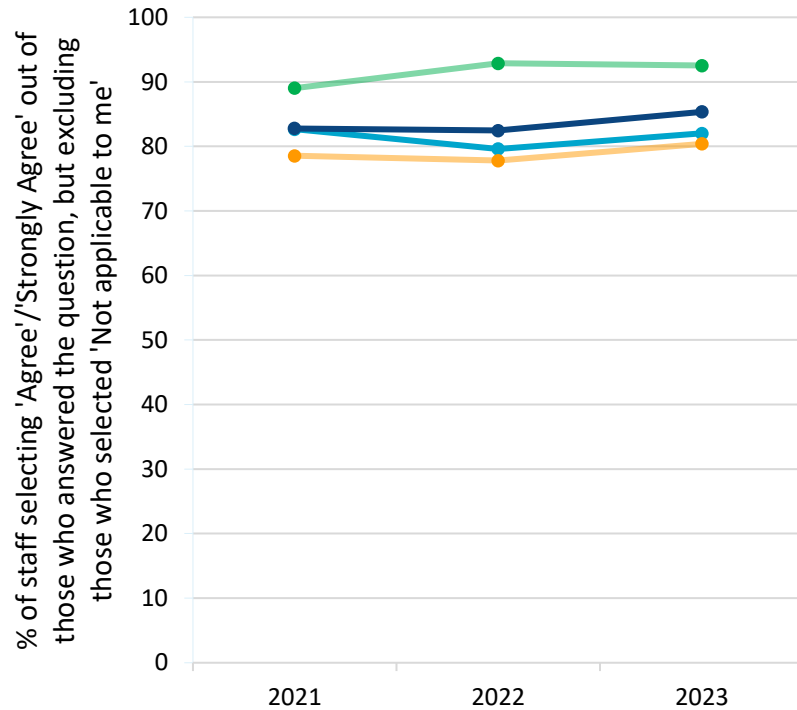
Diversity and equality – Q15, Q16a, Q16b, Q21

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.

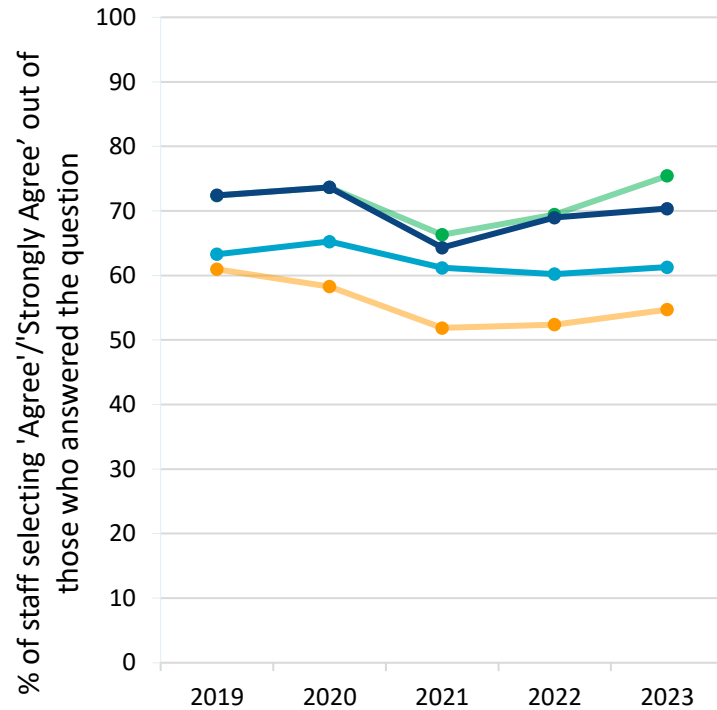


Q6a I feel that my role makes a difference to patients / service users.



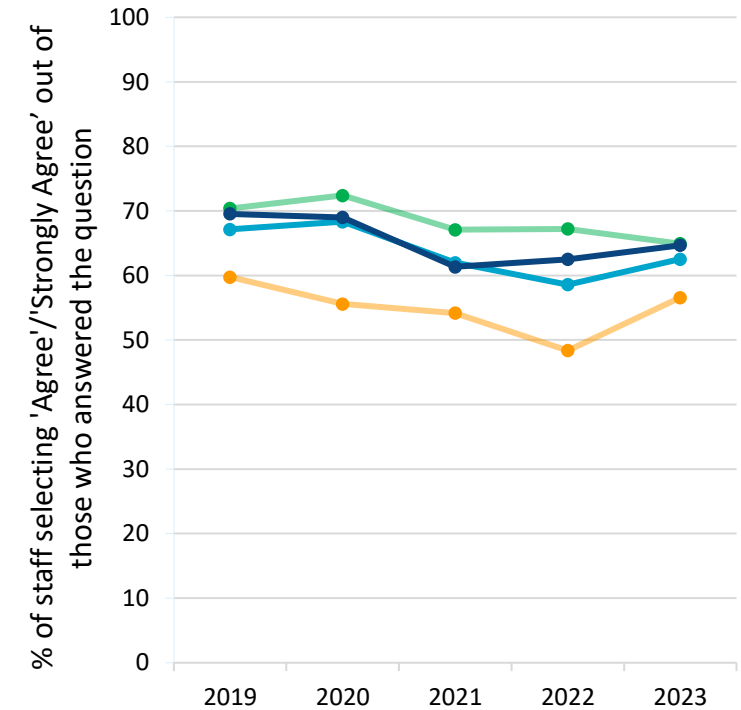
	2021	2022	2023
Your org	82.77%	82.47%	85.36%
Best result	89.04%	92.88%	92.53%
Average result	82.66%	79.60%	82.01%
Worst result	78.53%	77.79%	80.41%
Responses	1841	1916	3009

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



	2019	2020	2021	2022	2023
Your org	72.41%	73.66%	64.32%	68.97%	70.36%
Best result	72.41%	73.66%	66.32%	69.45%	75.45%
Average result	63.30%	65.25%	61.20%	60.22%	61.29%
Worst result	60.96%	58.29%	51.86%	52.38%	54.72%
Responses	2346	1980	1915	1988	3122

Q25b My organisation acts on concerns raised by patients / service users.

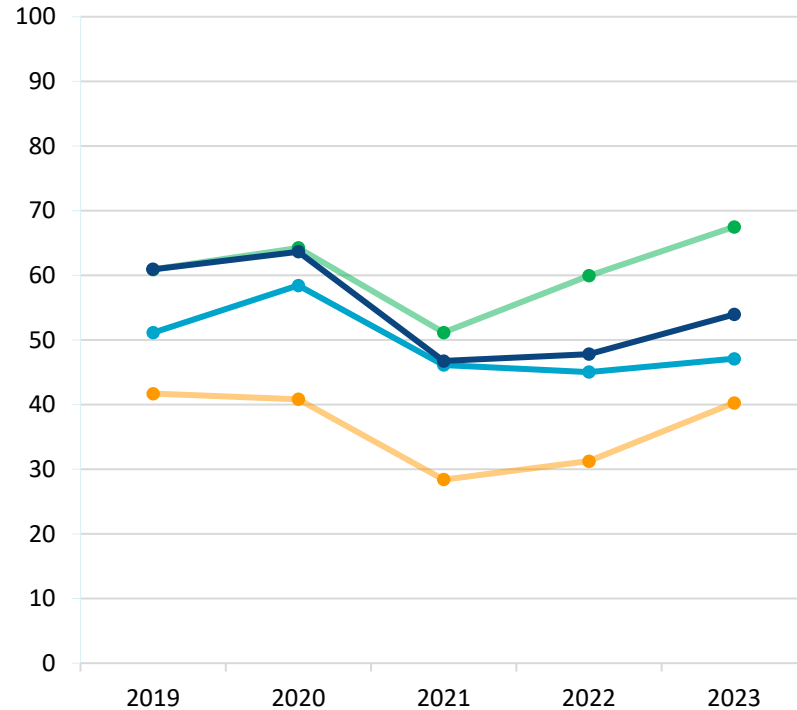


	2019	2020	2021	2022	2023
Your org	69.51%	69.00%	61.33%	62.50%	64.70%
Best result	70.39%	72.40%	67.08%	67.21%	64.93%
Average result	67.14%	68.32%	61.98%	58.59%	62.53%
Worst result	59.75%	55.58%	54.17%	48.37%	56.58%
Responses	2339	1977	1912	1987	3112



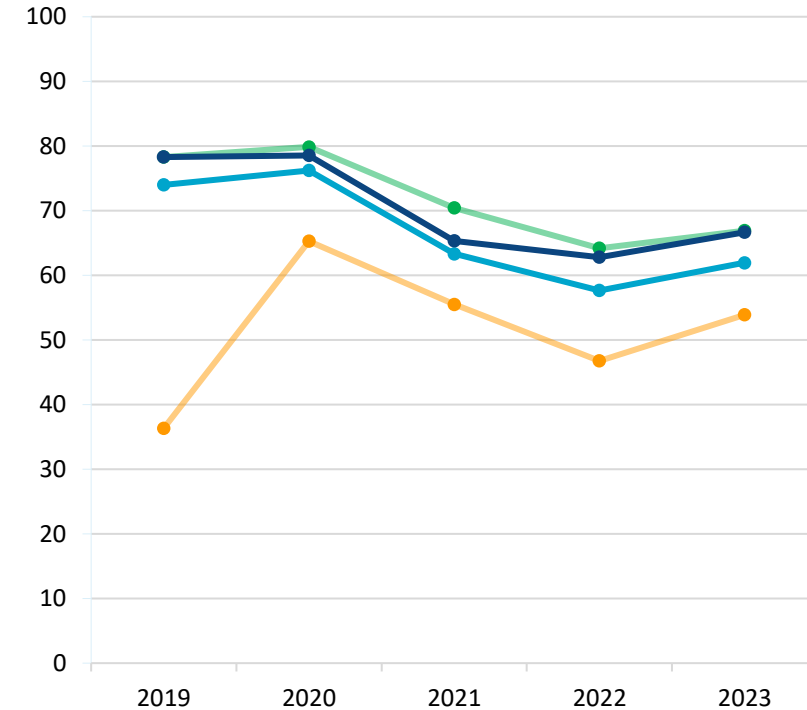
Q25c I would recommend my organisation as a place to work.

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



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

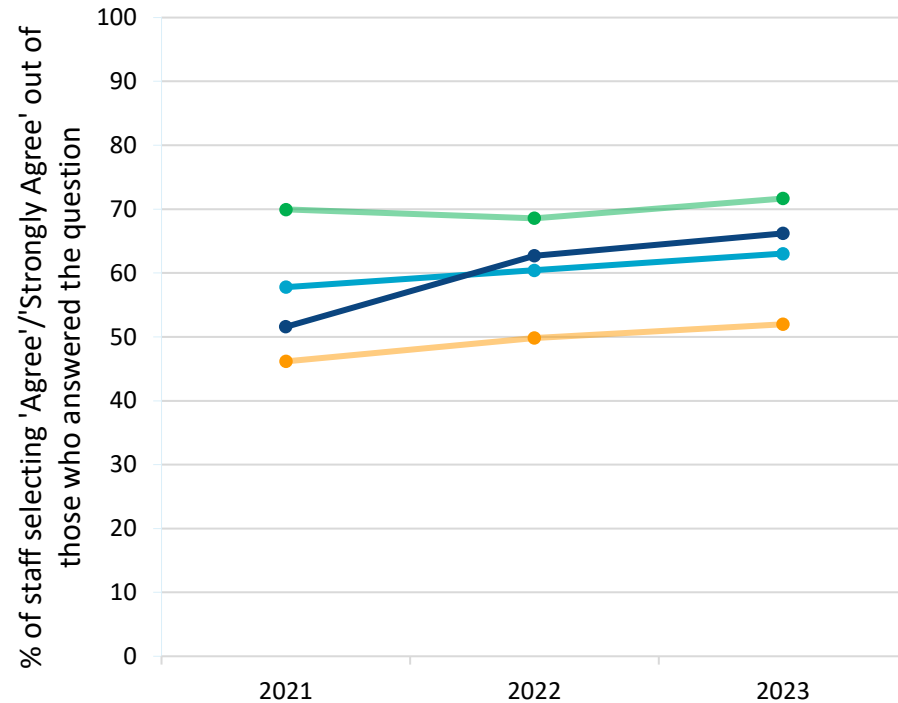


	2019	2020	2021	2022	2023
Your org	60.92%	63.67%	46.74%	47.82%	53.96%
Best result	60.92%	64.25%	51.16%	59.95%	67.50%
Average result	51.14%	58.43%	46.12%	45.03%	47.08%
Worst result	41.69%	40.84%	28.40%	31.24%	40.25%
Responses	2342	1981	1915	1984	3118

	2019	2020	2021	2022	2023
Your org	78.32%	78.57%	65.35%	62.82%	66.69%
Best result	78.32%	79.87%	70.44%	64.20%	66.94%
Average result	74.02%	76.23%	63.35%	57.66%	61.96%
Worst result	36.32%	65.30%	55.53%	46.77%	53.90%
Responses	2330	1976	1911	1985	3114

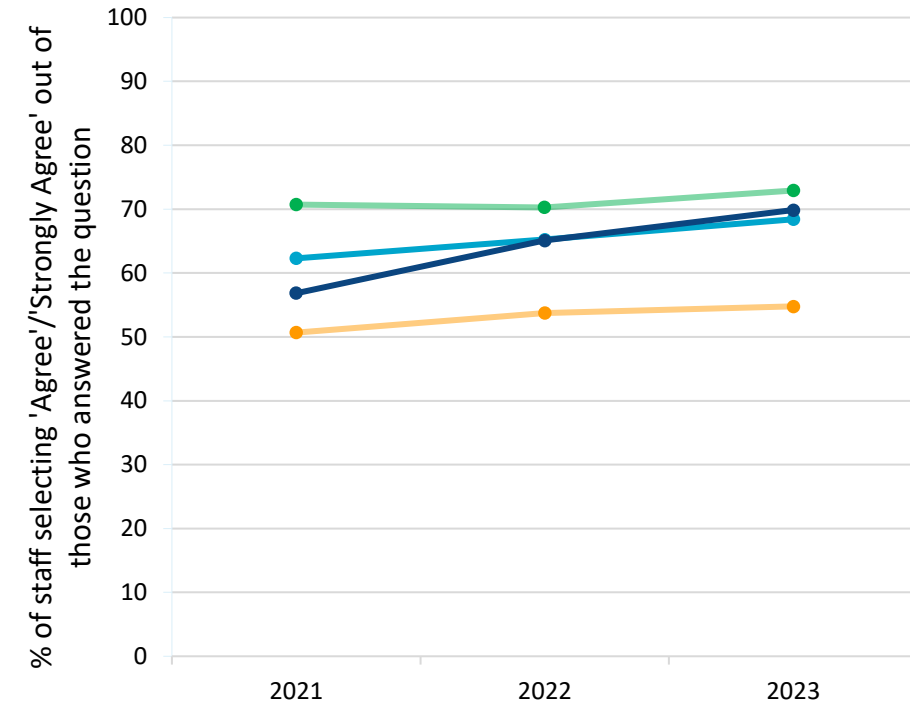


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023
Your org	51.59%	62.70%	66.22%
Best result	69.95%	68.57%	71.68%
Average result	57.79%	60.44%	63.03%
Worst result	46.17%	49.82%	51.98%
Responses	1910	1985	3118

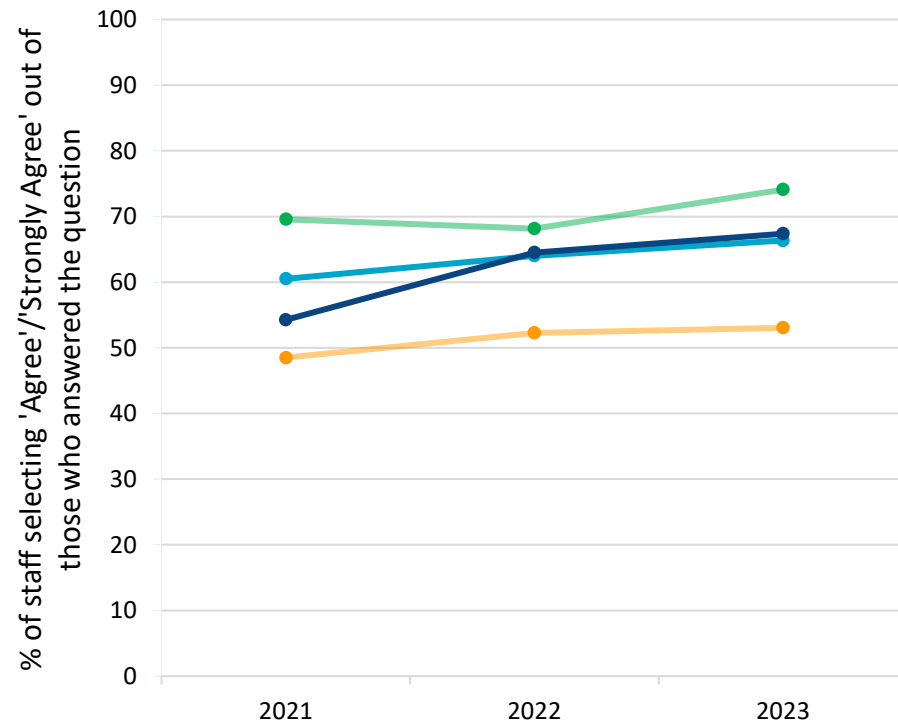
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023
Your org	56.82%	65.09%	69.85%
Best result	70.72%	70.23%	72.92%
Average result	62.30%	65.23%	68.41%
Worst result	50.68%	53.75%	54.77%
Responses	1913	1988	3115

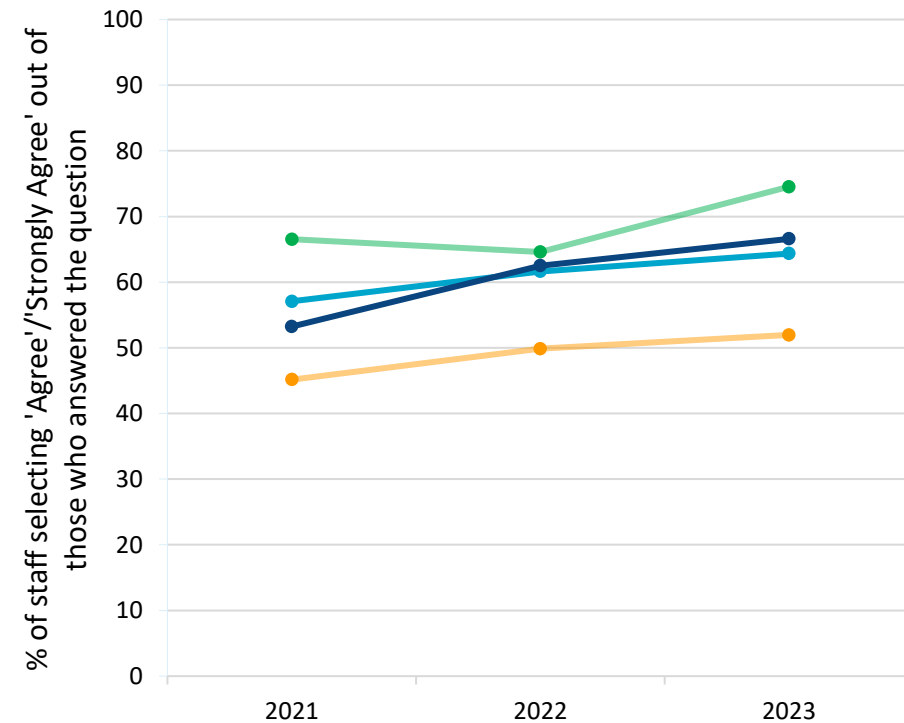


Q9h My immediate manager cares about my concerns.



	2021	2022	2023
Your org	54.25%	64.52%	67.39%
Best result	69.58%	68.14%	74.10%
Average result	60.52%	64.03%	66.34%
Worst result	48.51%	52.28%	53.06%
Responses	1907	1985	3119

Q9i My immediate manager takes effective action to help me with any problems I face.

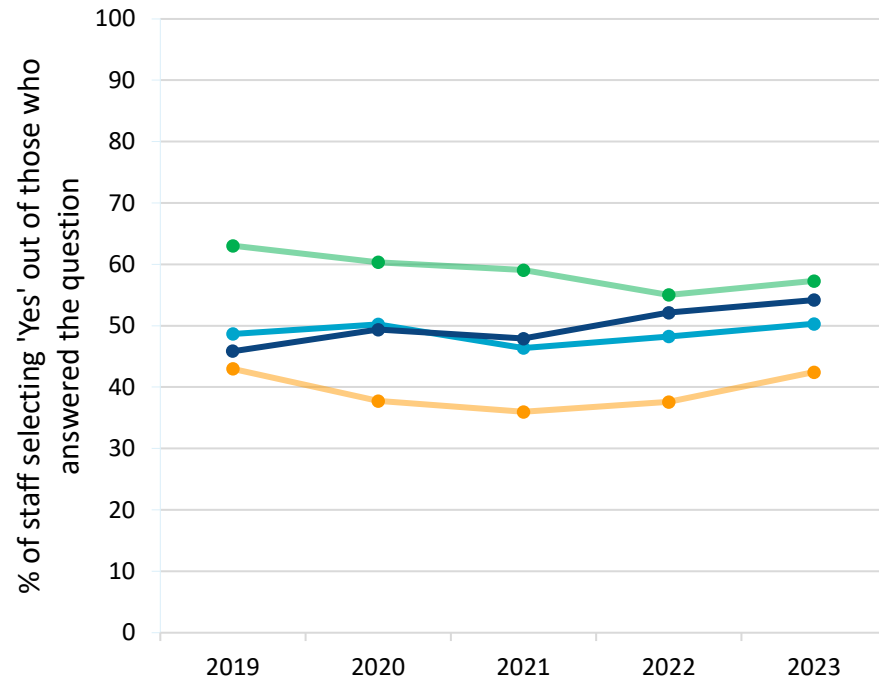


	2021	2022	2023
Your org	53.26%	62.51%	66.61%
Best result	66.54%	64.62%	74.52%
Average result	57.08%	61.65%	64.36%
Worst result	45.17%	49.88%	51.95%
Responses	1906	1986	3115



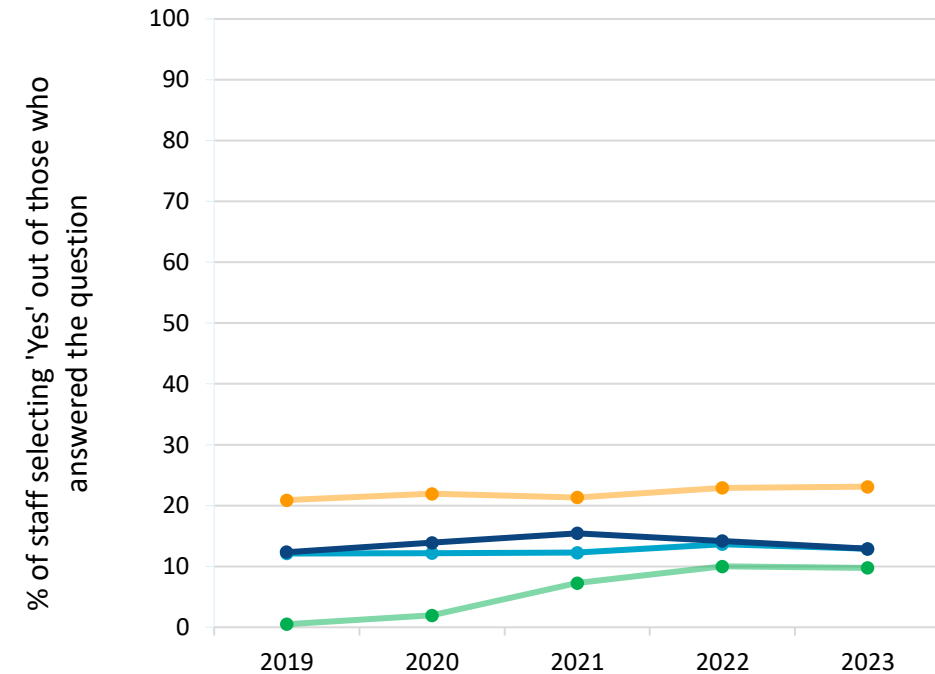


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2019	2020	2021	2022	2023
Your org	45.84%	49.36%	47.90%	52.14%	54.20%
Best result	63.02%	60.33%	59.06%	55.04%	57.28%
Average result	48.66%	50.23%	46.38%	48.24%	50.30%
Worst result	42.99%	37.74%	35.97%	37.60%	42.44%
Responses	2356	1983	1909	1985	3101

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?

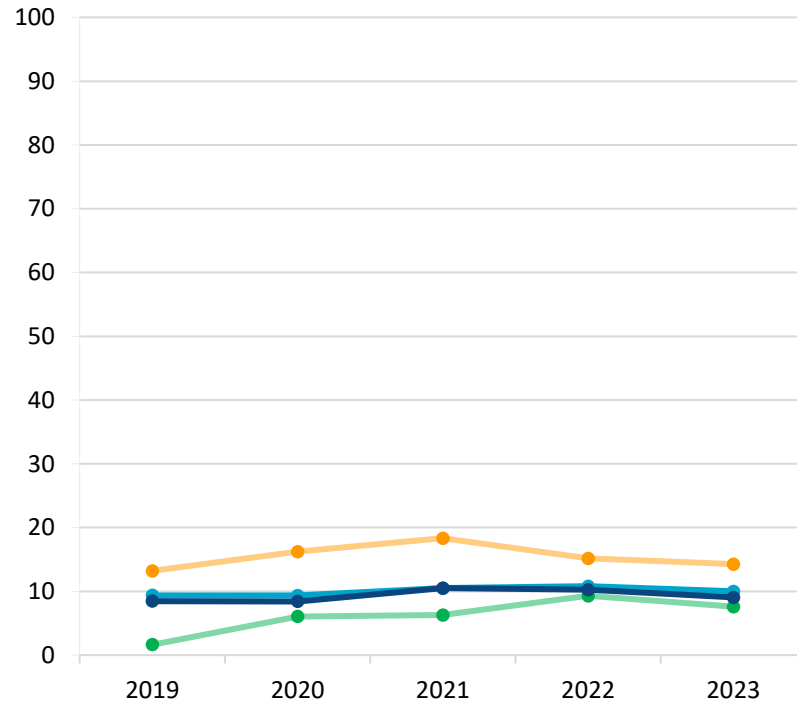


	2019	2020	2021	2022	2023
Your org	12.32%	13.89%	15.45%	14.19%	12.90%
Best result	0.51%	1.97%	7.27%	10.01%	9.76%
Average result	12.13%	12.20%	12.28%	13.66%	12.90%
Worst result	20.88%	21.95%	21.33%	22.93%	23.10%
Responses	2349	1981	1898	1977	3116



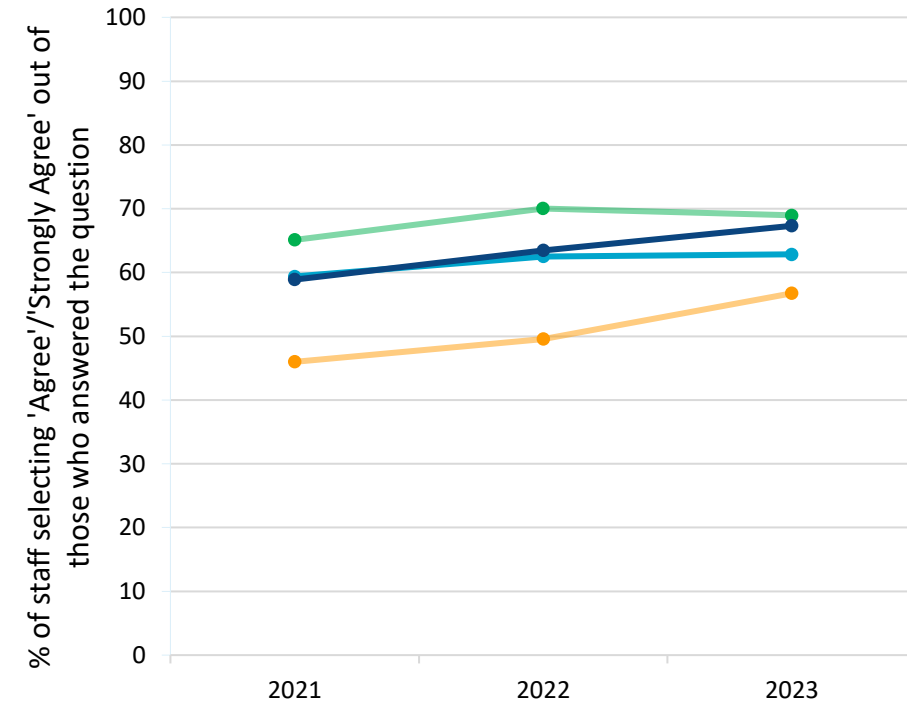
Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?

% of staff selecting 'Yes' out of those who answered the question



	2019	2020	2021	2022	2023
Your org	8.47%	8.41%	10.49%	10.23%	9.05%
Best result	1.64%	6.06%	6.28%	9.30%	7.57%
Average result	9.36%	9.34%	10.49%	10.80%	9.98%
Worst result	13.20%	16.21%	18.31%	15.17%	14.25%
Responses	2329	1961	1899	1974	3109

Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).

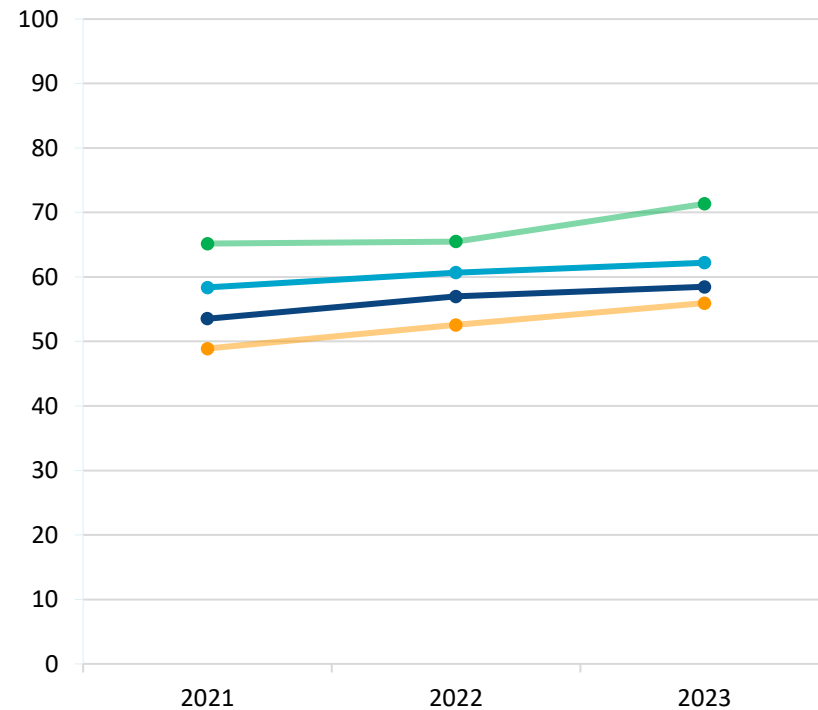


	2021	2022	2023
Your org	58.91%	63.46%	67.34%
Best result	65.13%	70.05%	68.96%
Average result	59.39%	62.53%	62.83%
Worst result	46.00%	49.57%	56.74%
Responses	1909	1989	3115



Q7h I feel valued by my team.

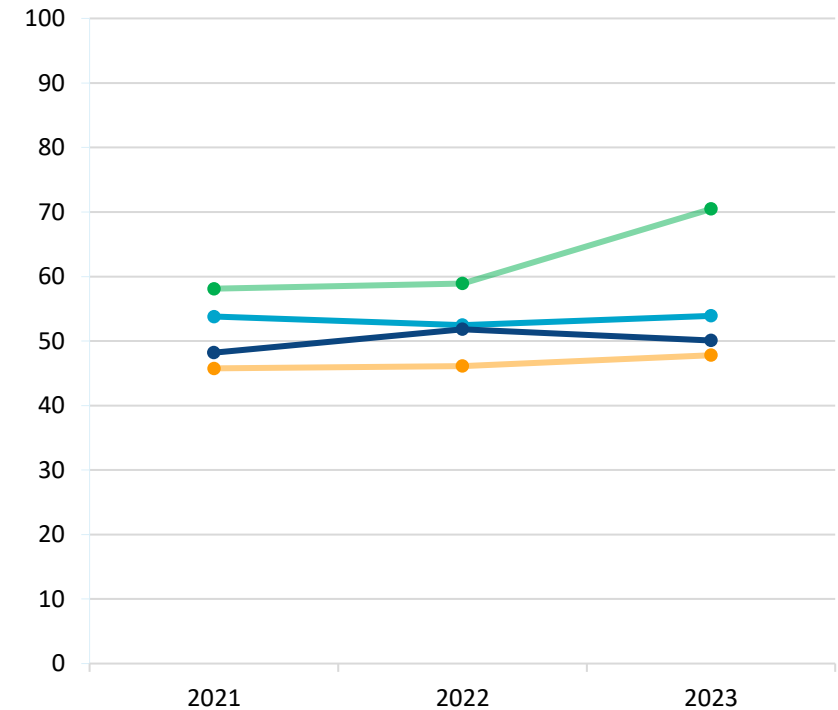
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023
Your org	53.50%	56.99%	58.47%
Best result	65.18%	65.45%	71.34%
Average result	58.36%	60.68%	62.21%
Worst result	48.88%	52.55%	55.95%
Responses	1908	1979	3110

Q7i I feel a strong personal attachment to my team.

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

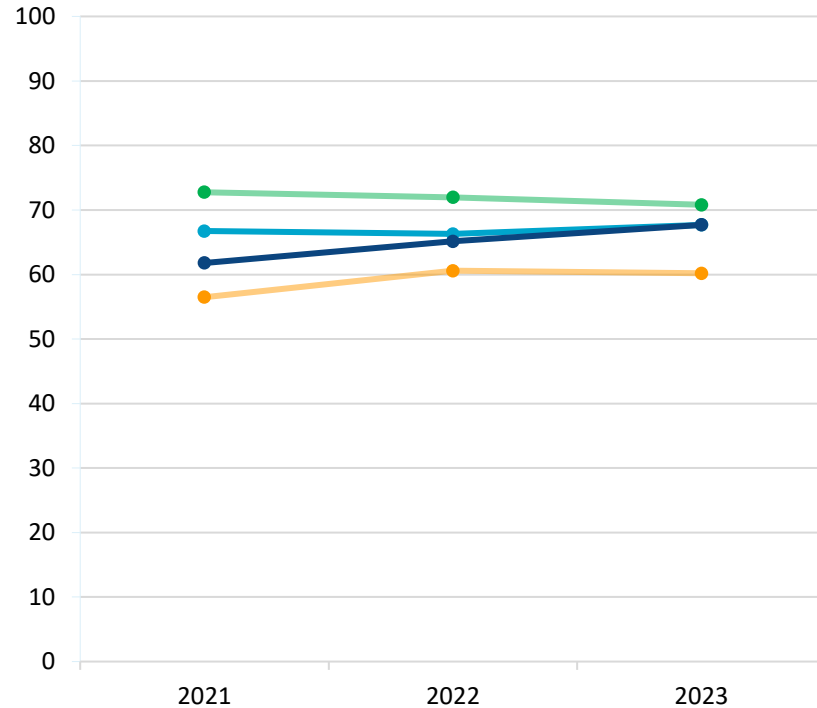


	2021	2022	2023
Your org	48.20%	51.82%	50.10%
Best result	58.12%	58.92%	70.50%
Average result	53.80%	52.48%	53.92%
Worst result	45.75%	46.12%	47.82%
Responses	1907	1981	3116



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

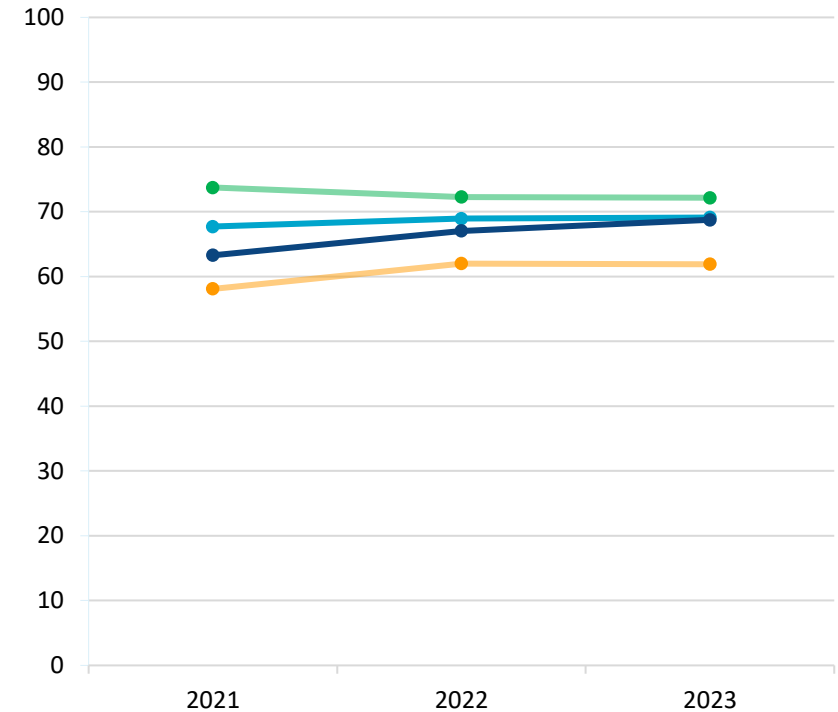
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023
Your org	61.82%	65.16%	67.71%
Best result	72.76%	71.98%	70.81%
Average result	66.73%	66.29%	67.71%
Worst result	56.50%	60.60%	60.18%
Responses	1907	1986	3113

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	63.29%	67.05%	68.73%
Best result	73.74%	72.26%	72.15%
Average result	67.69%	68.95%	69.11%
Worst result	58.11%	62.00%	61.90%
Responses	1907	1982	3110

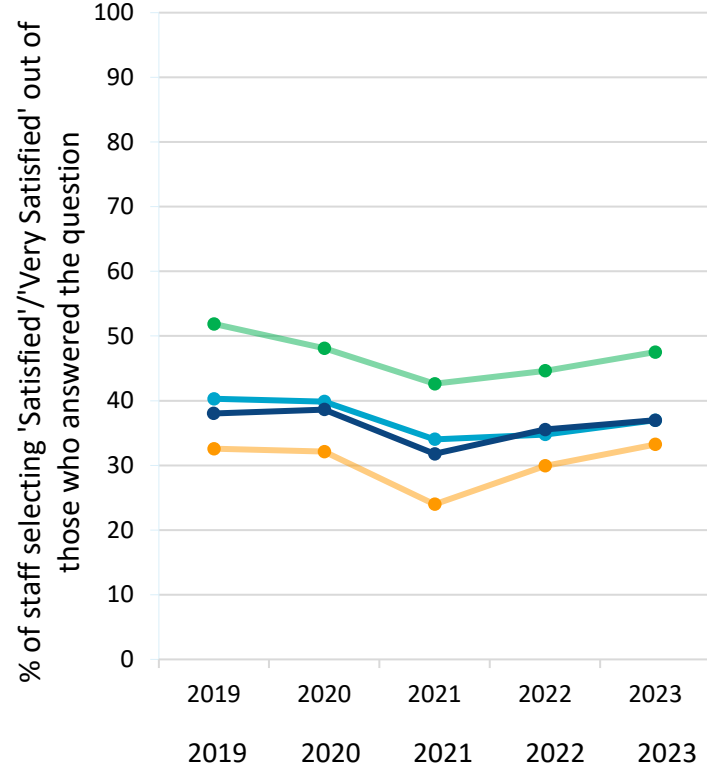
## People Promise element – We are recognised and rewarded



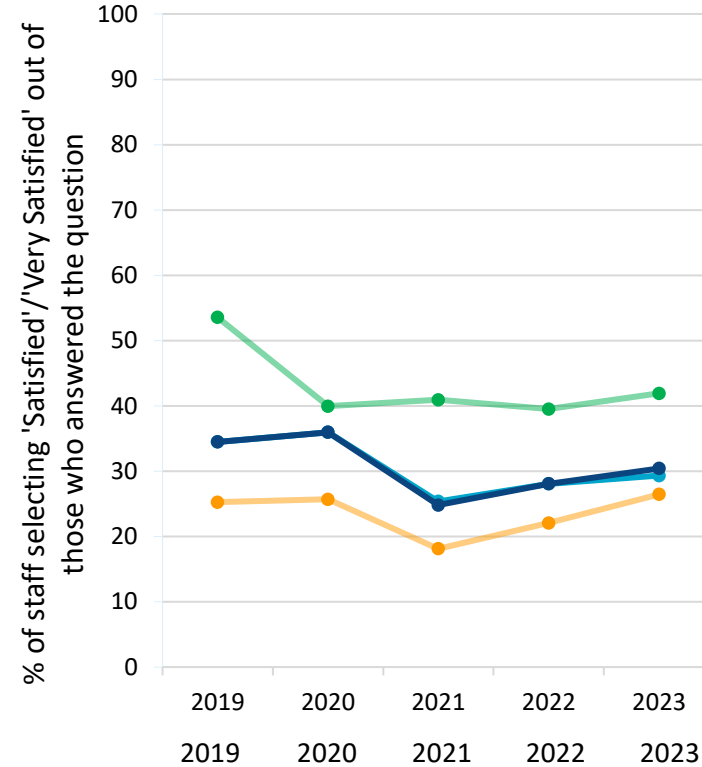
Questions included:  
Q4a, Q4b, Q4c, Q8d, Q9e



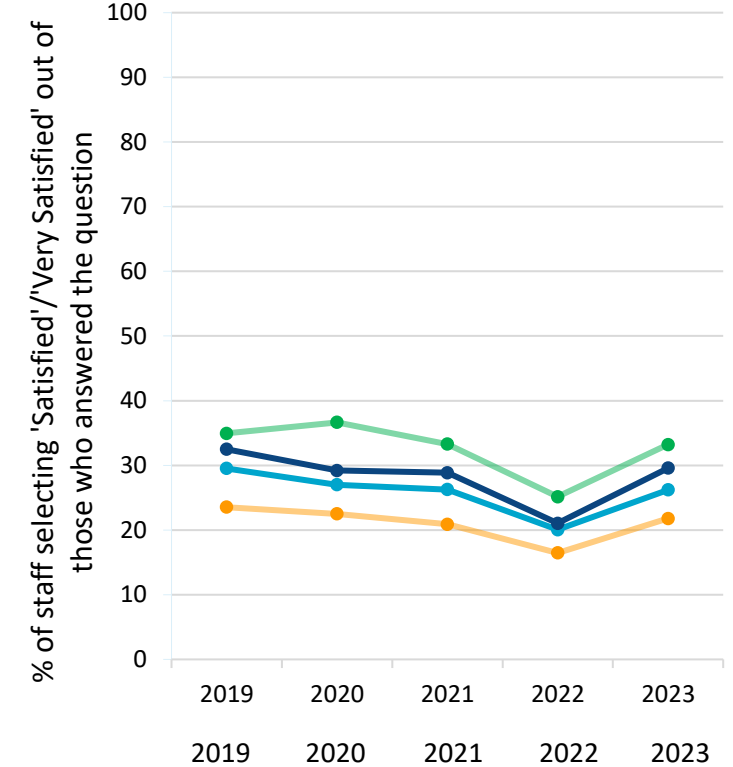
Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



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

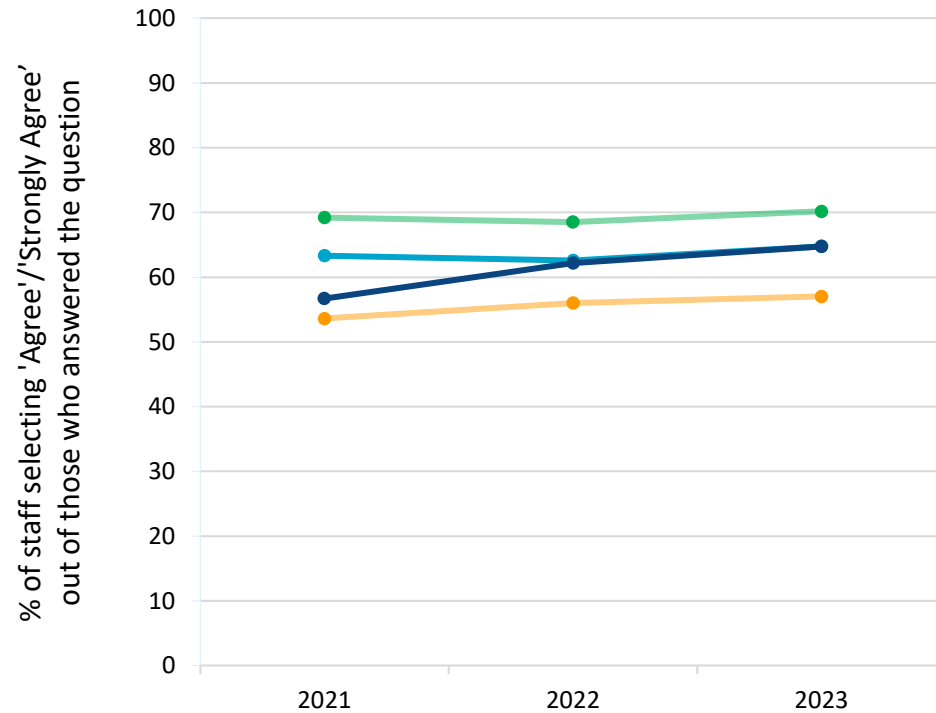


Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



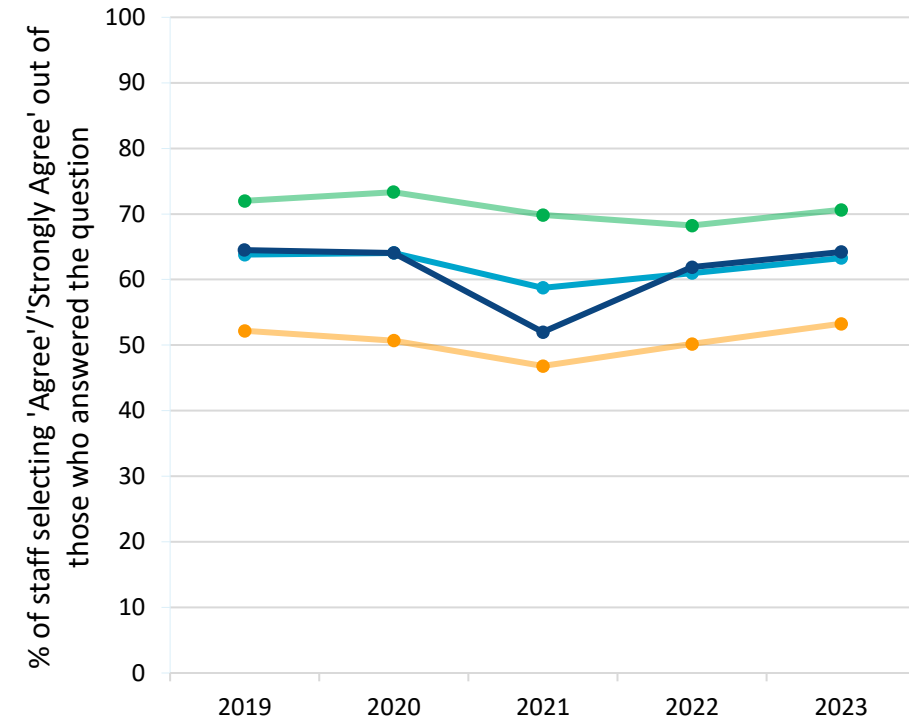


Q8d The people I work with show appreciation to one another.



	2021	2022	2023
Your org	56.71%	62.18%	64.76%
Best result	69.20%	68.51%	70.18%
Average result	63.32%	62.58%	64.76%
Worst result	53.62%	56.02%	57.01%
Responses	1903	1981	3107

Q9e My immediate manager values my work.



	2019	2020	2021	2022	2023
Your org	64.47%	64.05%	51.98%	61.89%	64.21%
Best result	71.98%	73.32%	69.84%	68.24%	70.63%
Average result	63.78%	64.05%	58.73%	60.98%	63.29%
Worst result	52.16%	50.69%	46.80%	50.16%	53.25%
Responses	2362	1982	1912	1989	3122

## 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

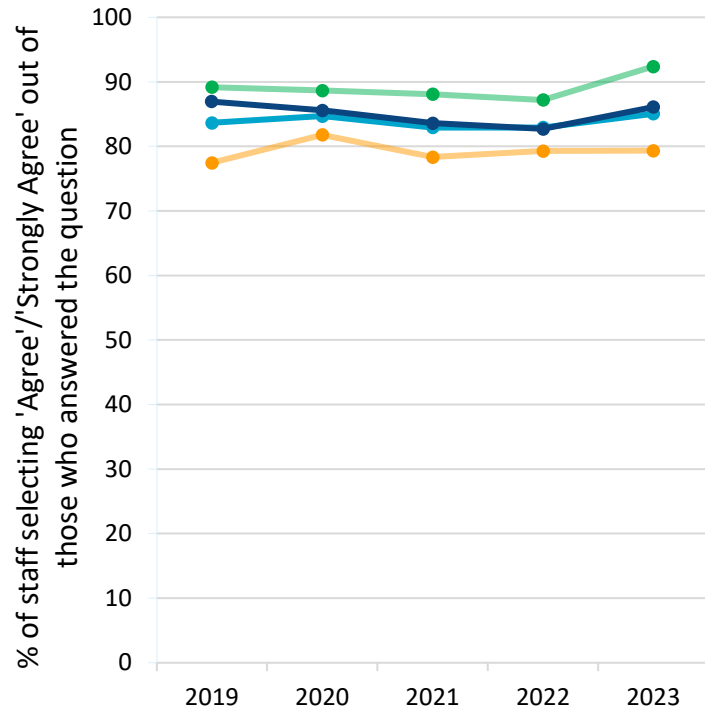




## People Promise elements and theme results – We each have a voice that counts: Autonomy and control

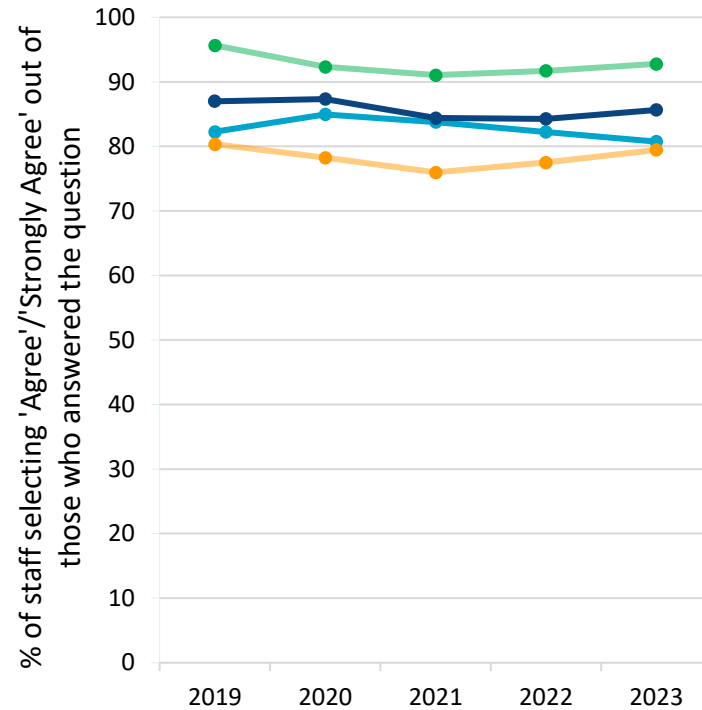


Q3a I always know what my work responsibilities are.



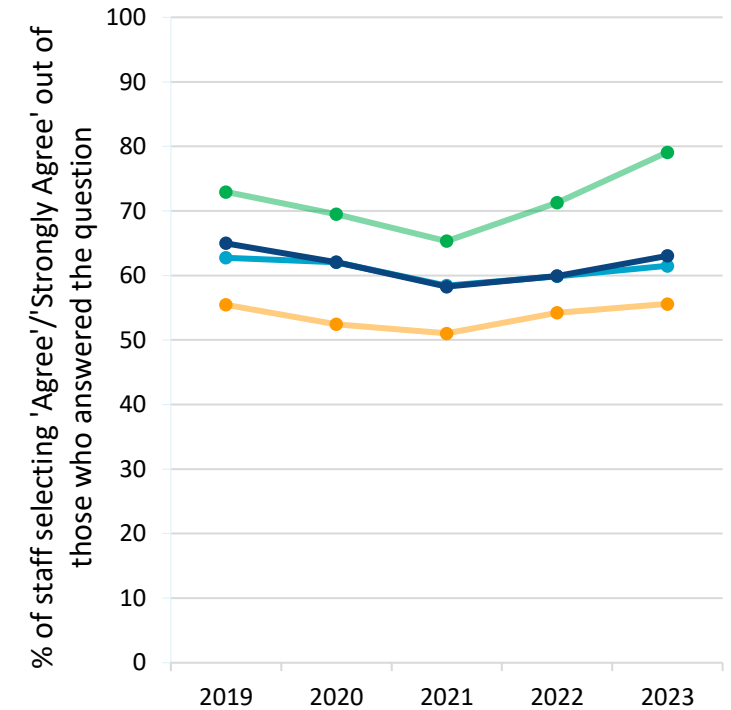
	2019	2020	2021	2022	2023
Your org	86.93%	85.59%	83.60%	82.71%	86.11%
Best result	89.17%	88.67%	88.08%	87.19%	92.38%
Average result	83.64%	84.70%	82.92%	82.94%	85.06%
Worst result	77.46%	81.79%	78.35%	79.28%	79.34%
Responses	2369	1982	1914	1987	3128

Q3b I am trusted to do my job.



	2019	2020	2021	2022	2023
Your org	86.96%	87.35%	84.39%	84.26%	85.66%
Best result	95.65%	92.33%	91.04%	91.71%	92.78%
Average result	82.26%	84.95%	83.77%	82.24%	80.75%
Worst result	80.32%	78.25%	75.96%	77.49%	79.46%
Responses	2364	1976	1911	1987	3124

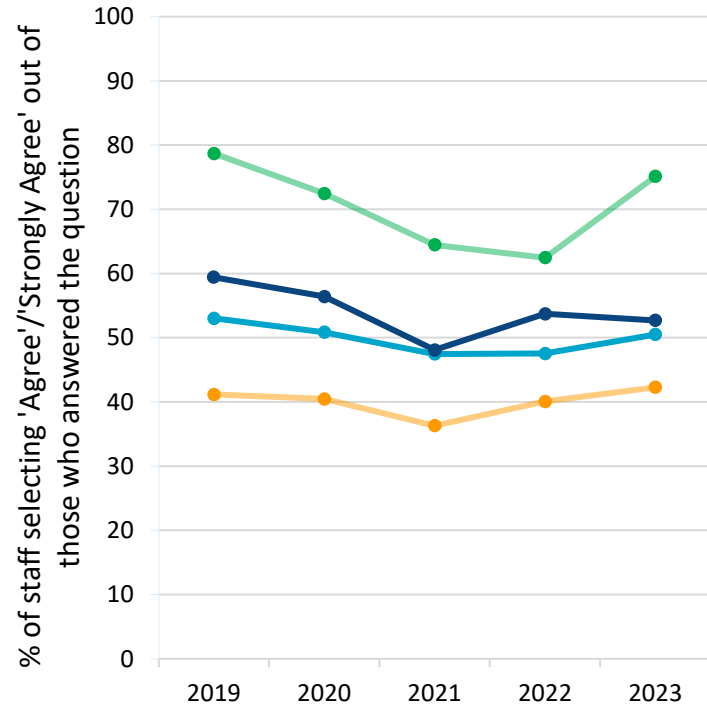
Q3c There are frequent opportunities for me to show initiative in my role.



	2019	2020	2021	2022	2023
Your org	64.96%	62.06%	58.27%	59.92%	63.06%
Best result	72.93%	69.50%	65.33%	71.27%	79.10%
Average result	62.76%	62.06%	58.44%	59.87%	61.48%
Worst result	55.47%	52.45%	51.01%	54.21%	55.58%
Responses	2377	1988	1909	1986	3122



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

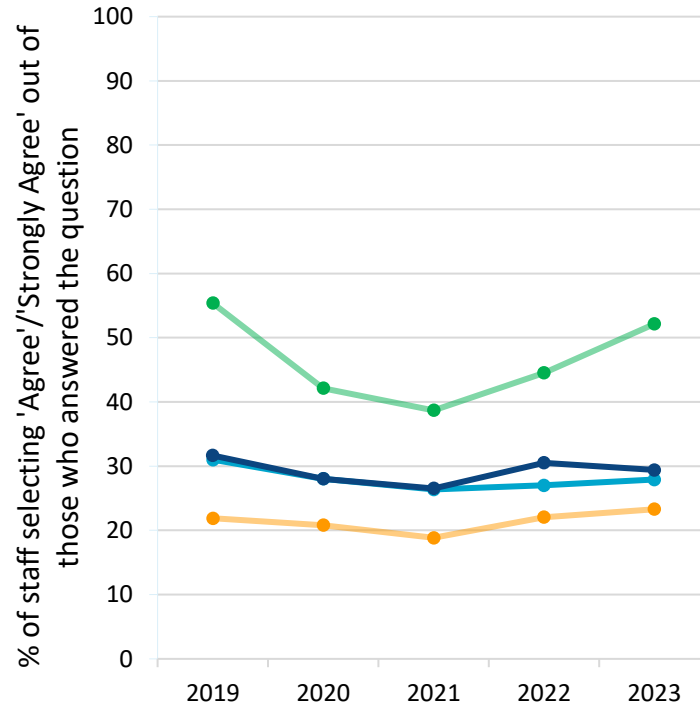


2019 2020 2021 2022 2023

Your org	59.42%	56.41%	48.10%	53.72%	52.68%
Best result	78.69%	72.45%	64.45%	62.45%	75.11%
Average result	53.01%	50.86%	47.47%	47.54%	50.50%
Worst result	41.15%	40.47%	36.30%	40.07%	42.28%

Responses 2371 1982 1907 1985 3121

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

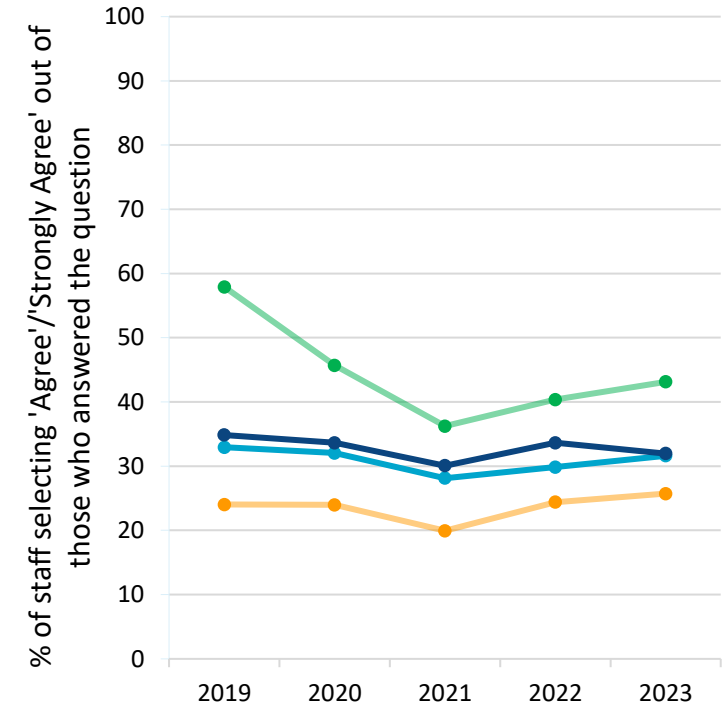


2019 2020 2021 2022 2023

Your org	31.63%	28.02%	26.52%	30.53%	29.41%
Best result	55.39%	42.13%	38.69%	44.53%	52.15%
Average result	31.00%	28.02%	26.35%	27.00%	27.90%
Worst result	21.87%	20.80%	18.82%	22.04%	23.30%

Responses 2371 1982 1911 1980 3118

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



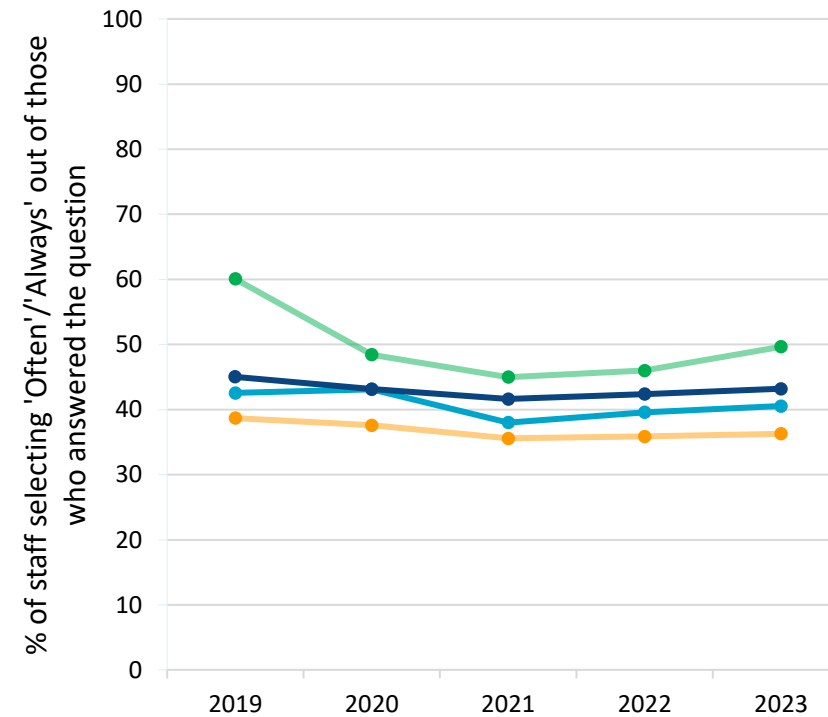
2019 2020 2021 2022 2023

Your org	34.83%	33.63%	30.07%	33.64%	31.97%
Best result	57.89%	45.69%	36.23%	40.37%	43.12%
Average result	32.94%	32.03%	28.12%	29.84%	31.61%
Worst result	24.02%	23.96%	19.94%	24.39%	25.72%

Responses 2366 1982 1905 1981 3116



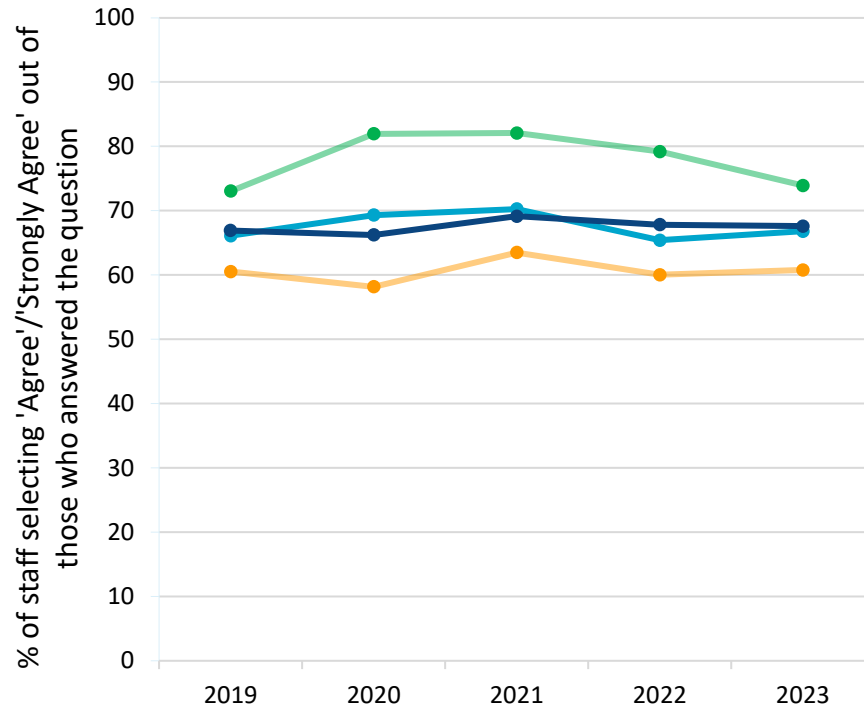
Q5b I have a choice in deciding how to do my work.



	2019	2020	2021	2022	2023
Your org	45.05%	43.14%	41.63%	42.39%	43.20%
Best result	60.07%	48.43%	44.99%	45.99%	49.65%
Average result	42.56%	43.12%	38.01%	39.59%	40.53%
Worst result	38.69%	37.60%	35.58%	35.87%	36.30%
Responses	2354	1970	1908	1983	3110



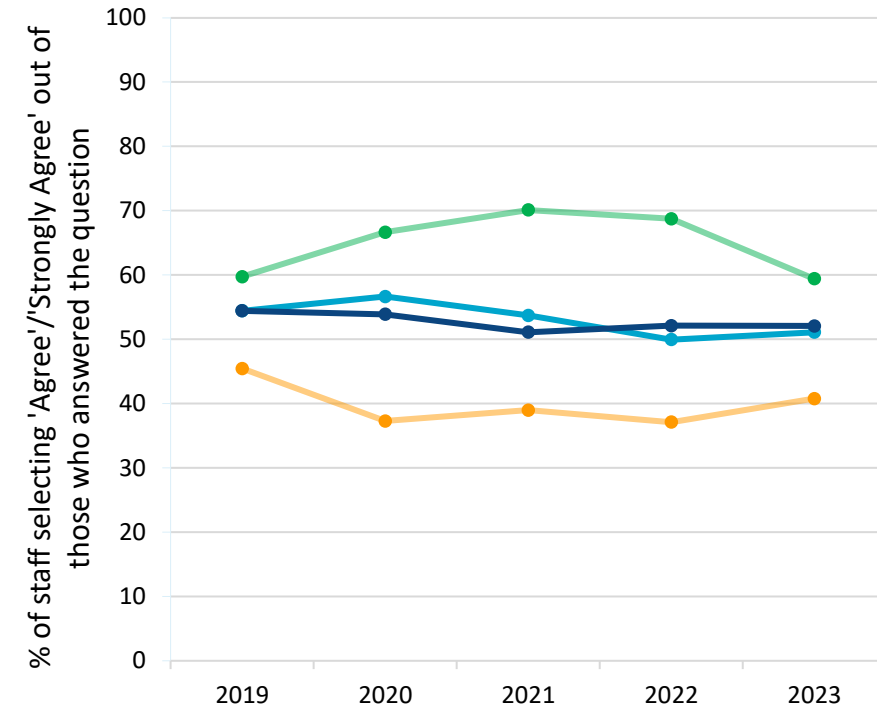
Q20a I would feel secure raising concerns about unsafe clinical practice.



	2019	2020	2021	2022	2023
Your org	66.89%	66.23%	69.14%	67.81%	67.58%
Best result	73.03%	81.94%	82.07%	79.19%	73.91%
Average result	66.10%	69.31%	70.26%	65.40%	66.80%
Worst result	60.53%	58.15%	63.48%	60.03%	60.78%

Responses 2346 1969 1910 1987 3114

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

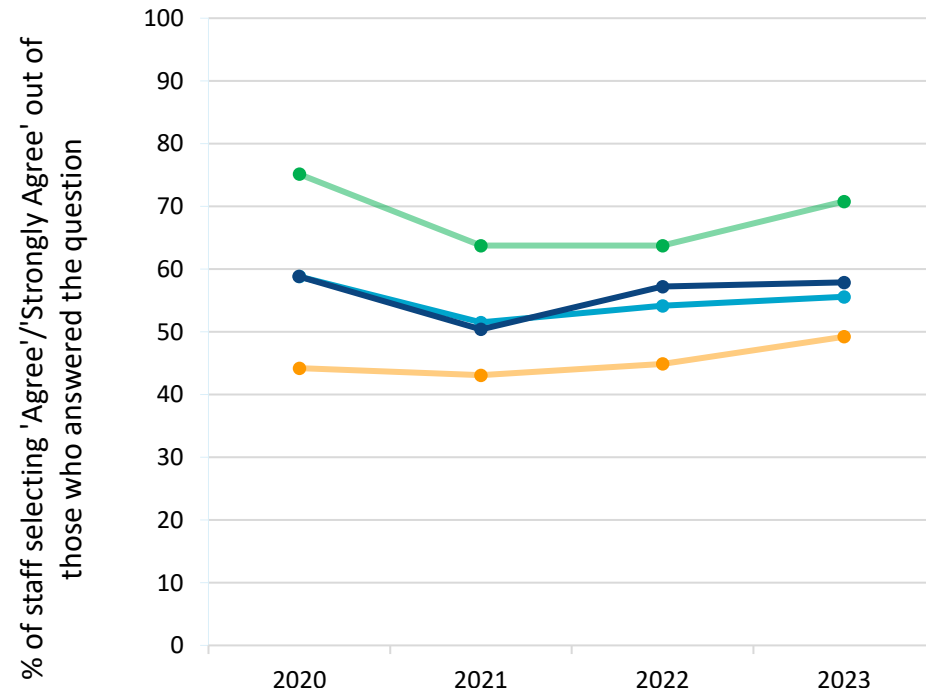


	2019	2020	2021	2022	2023
Your org	54.41%	53.87%	51.09%	52.12%	52.05%
Best result	59.73%	66.63%	70.10%	68.73%	59.40%
Average result	54.41%	56.64%	53.71%	49.94%	51.09%
Worst result	45.45%	37.27%	38.97%	37.10%	40.75%

Responses 2345 1968 1908 1984 3105

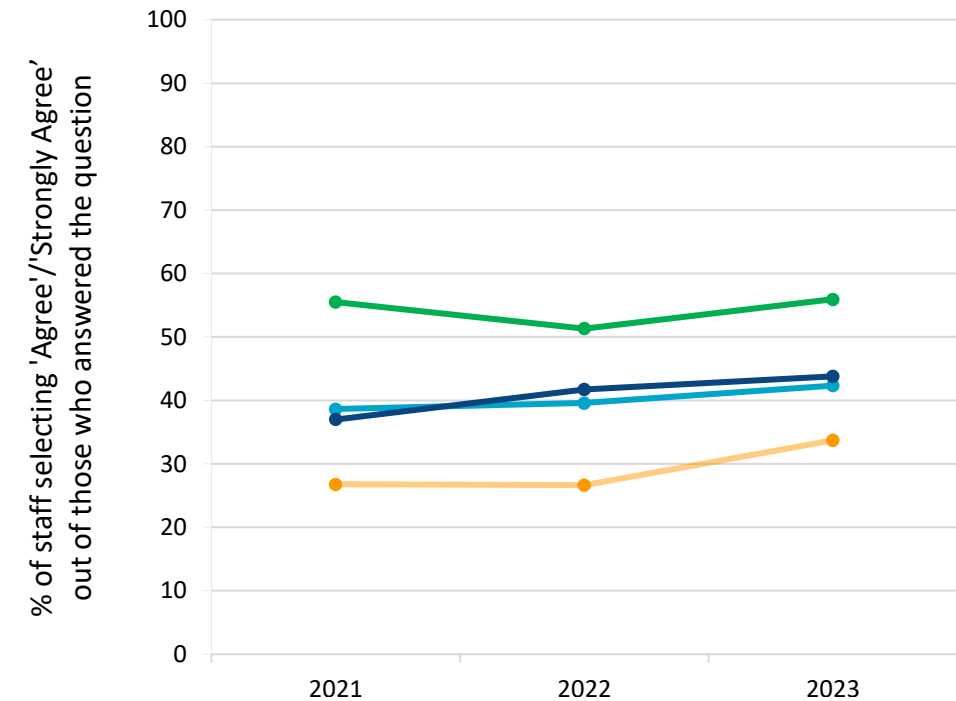


Q25e I feel safe to speak up about anything that concerns me in this organisation.



	2020	2021	2022	2023
Your org	58.83%	50.41%	57.23%	57.88%
Best result	75.17%	63.76%	63.75%	70.79%
Average result	58.83%	51.51%	54.17%	55.59%
Worst result	44.22%	43.10%	44.90%	49.25%
Responses	1980	1913	1985	3109

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



	2021	2022	2023
Your org	36.99%	41.74%	43.80%
Best result	55.52%	51.30%	55.95%
Average result	38.64%	39.59%	42.34%
Worst result	26.79%	26.67%	33.71%
Responses	1908	1984	3107

## 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

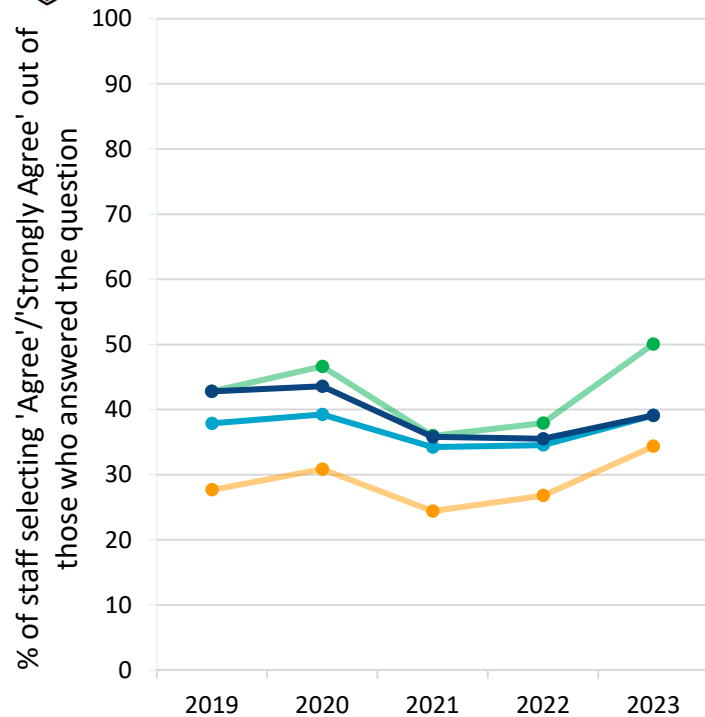
Other questions:\* Q17a, Q17b, Q22

\*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.

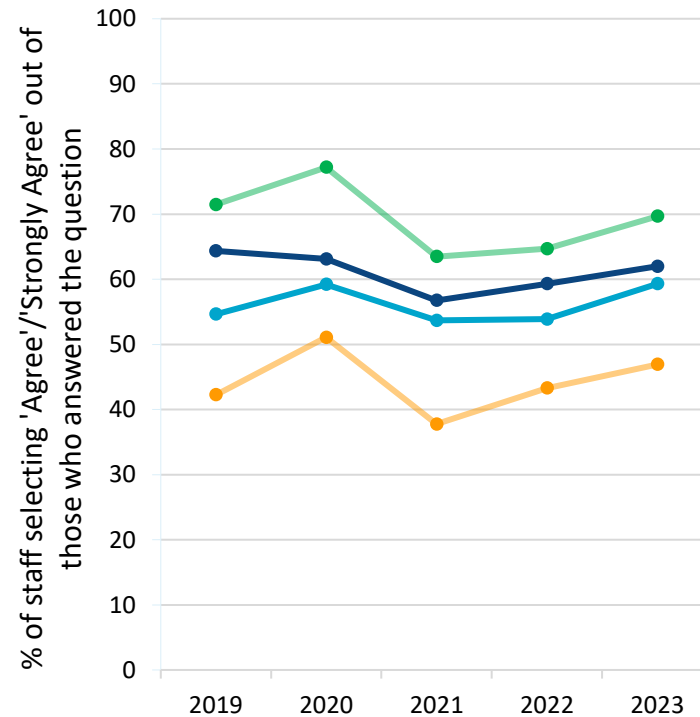


Q3g I am able to meet all the conflicting demands on my time at work.



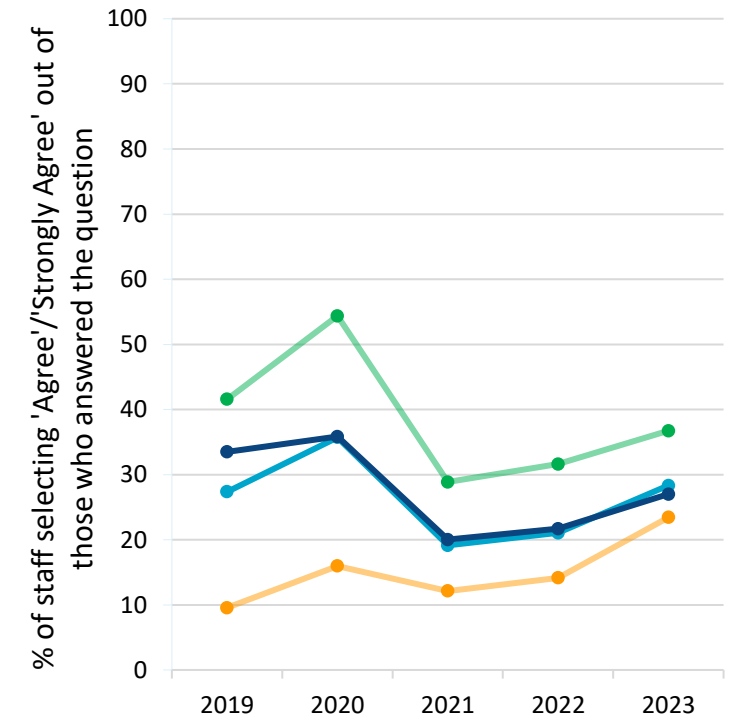
	2019	2020	2021	2022	2023
Your org	42.78%	43.56%	35.79%	35.49%	39.08%
Best result	42.78%	46.60%	35.98%	37.91%	50.04%
Average result	37.85%	39.23%	34.23%	34.54%	39.08%
Worst result	27.66%	30.84%	24.39%	26.77%	34.34%
Responses	2368	1981	1910	1985	3111

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



	2019	2020	2021	2022	2023
Your org	64.38%	63.11%	56.74%	59.30%	61.97%
Best result	71.47%	77.20%	63.48%	64.69%	69.66%
Average result	54.63%	59.20%	53.69%	53.87%	59.30%
Worst result	42.26%	51.07%	37.76%	43.27%	46.91%
Responses	2364	1978	1907	1979	3113

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



	2019	2020	2021	2022	2023
Your org	33.50%	35.85%	20.03%	21.69%	27.01%
Best result	41.56%	54.35%	28.87%	31.62%	36.73%
Average result	27.38%	35.73%	19.15%	21.05%	28.32%
Worst result	9.56%	15.98%	12.14%	14.15%	23.44%
Responses	2368	1974	1910	1988	3122

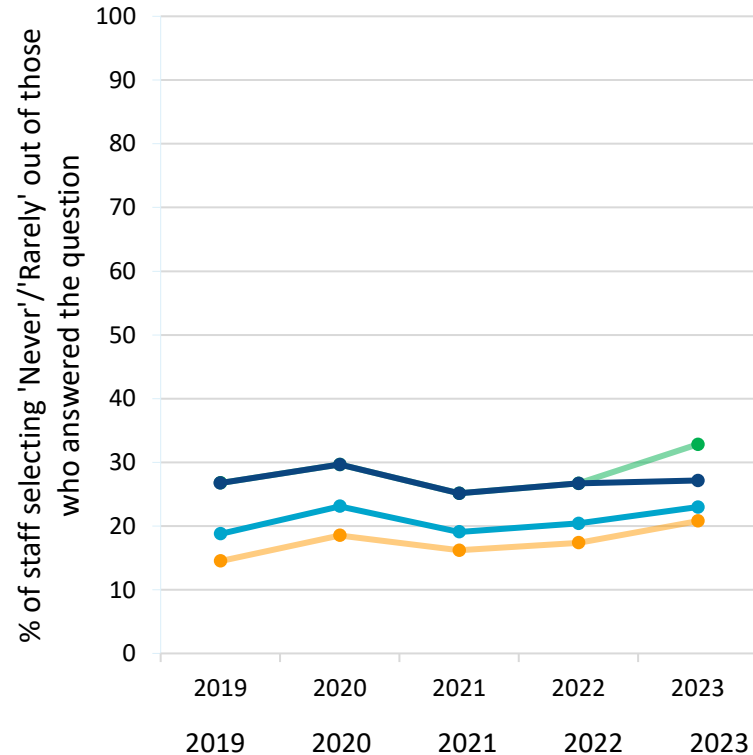


## People Promise elements and theme results – We are safe and healthy: Health and safety climate

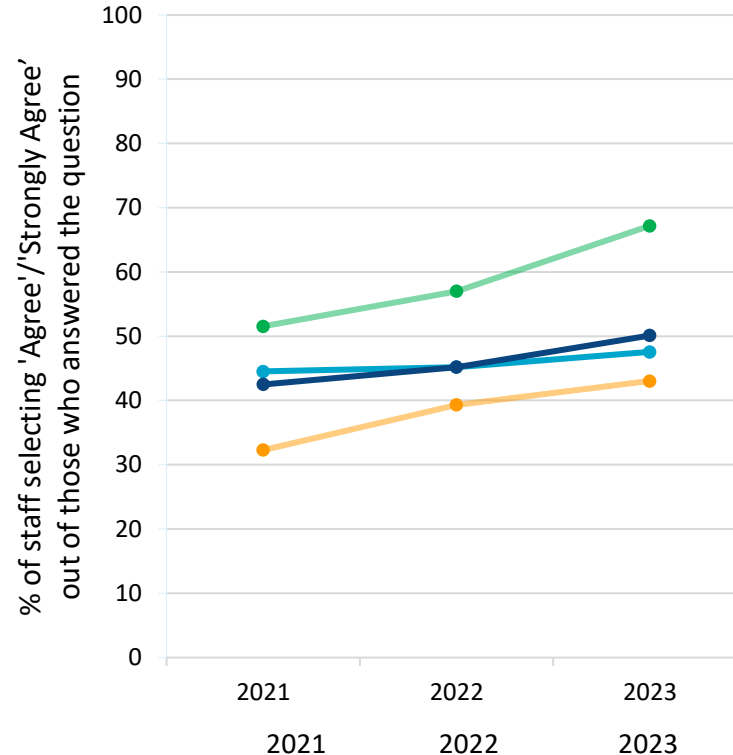
Survey  
Coordination  
Centre



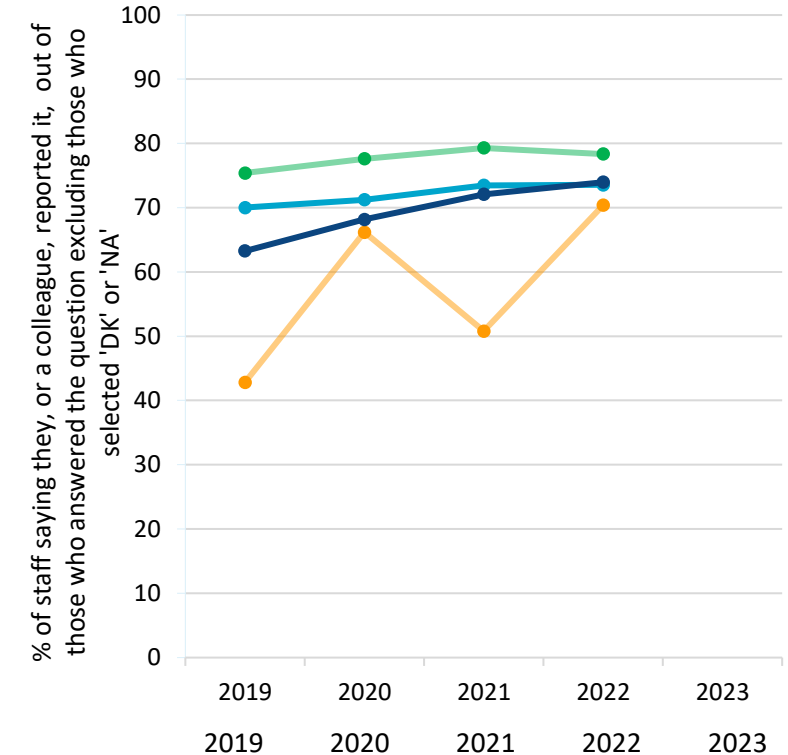
Q5a I have unrealistic time pressures.



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



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

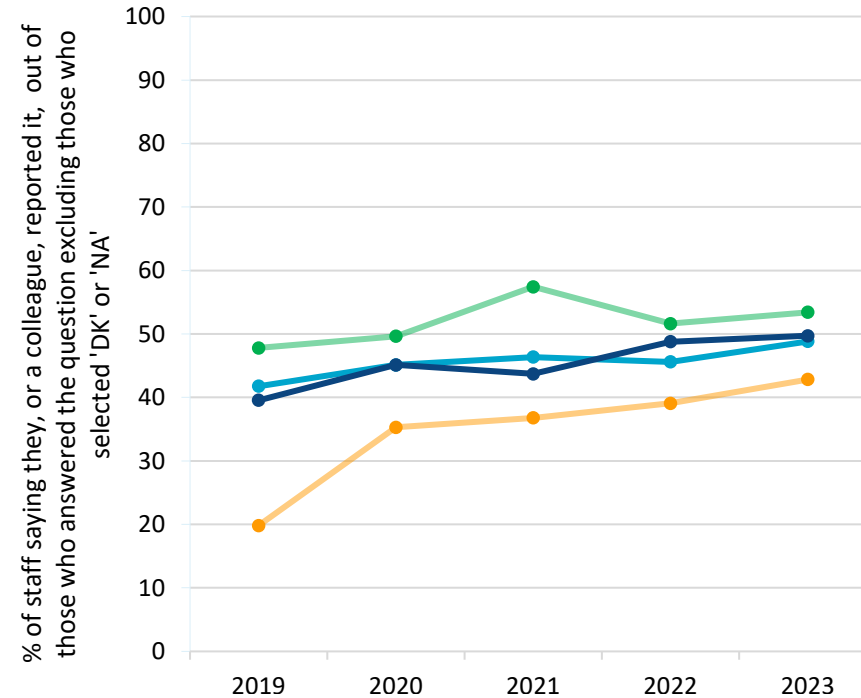


Note. 2023 results for Q13d have not been reported due to an issue with the data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.





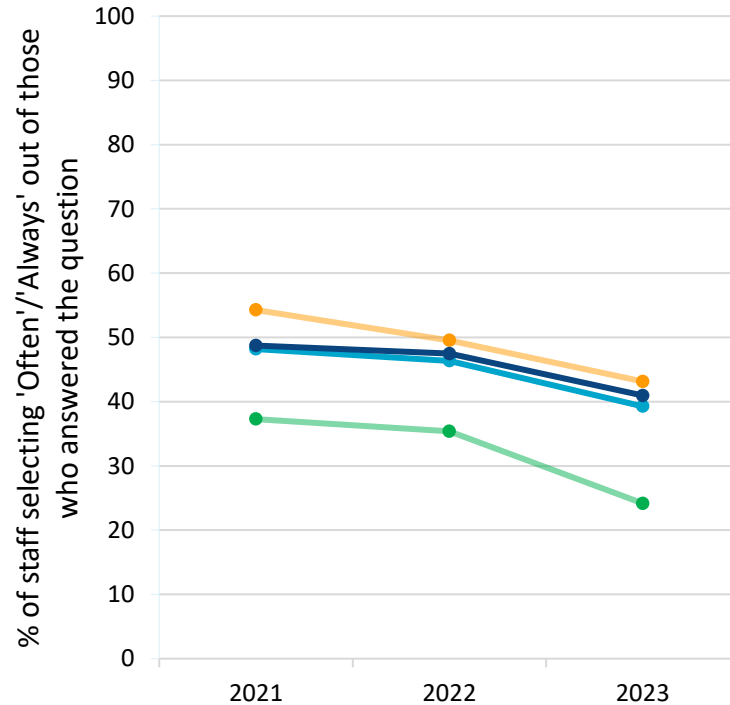
Q14d The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?



	2019	2020	2021	2022	2023
Your org	39.55%	45.13%	43.71%	48.78%	49.71%
Best result	47.79%	49.65%	57.42%	51.63%	53.40%
Average result	41.77%	45.13%	46.35%	45.60%	48.83%
Worst result	19.80%	35.28%	36.77%	39.07%	42.83%
Responses	1065	875	907	897	1397

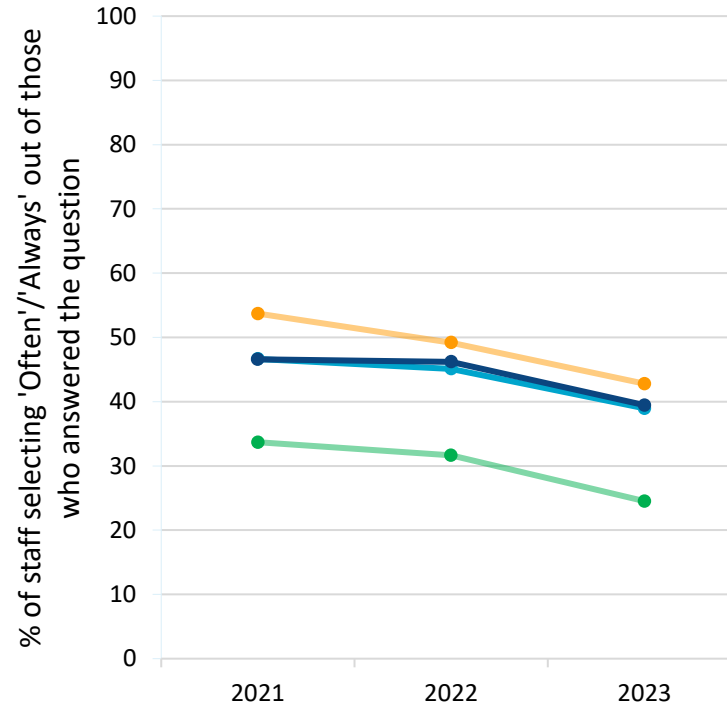


Q12a How often, if at all, do you find your work emotionally exhausting?



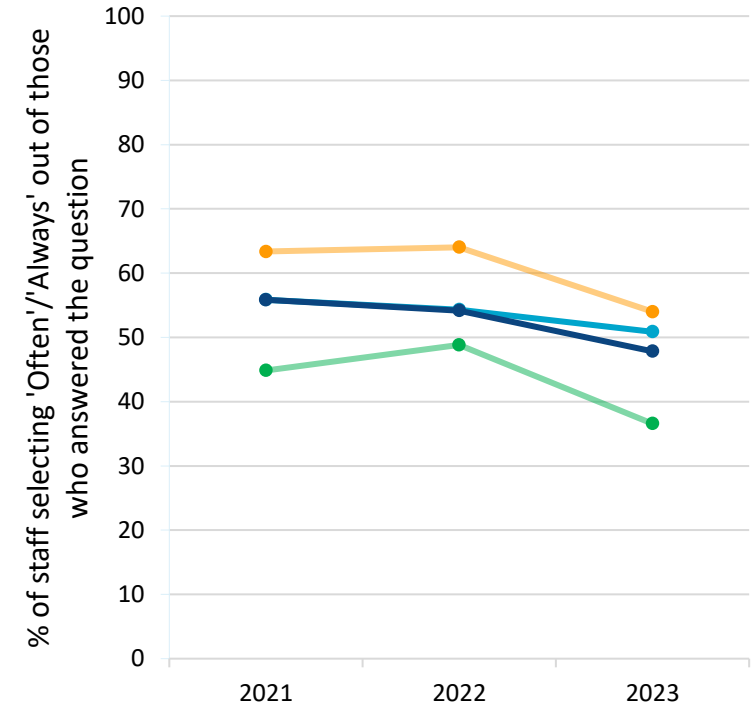
	2021	2022	2023
Your org	48.71%	47.47%	40.94%
Best result	37.30%	35.38%	24.16%
Average result	48.20%	46.35%	39.28%
Worst result	54.28%	49.55%	43.14%
Responses	1916	1990	3125

Q12b How often, if at all, do you feel burnt out because of your work?



	2021	2022	2023
Your org	46.58%	46.20%	39.45%
Best result	33.68%	31.64%	24.51%
Average result	46.65%	45.12%	38.95%
Worst result	53.69%	49.19%	42.79%
Responses	1914	1988	3117

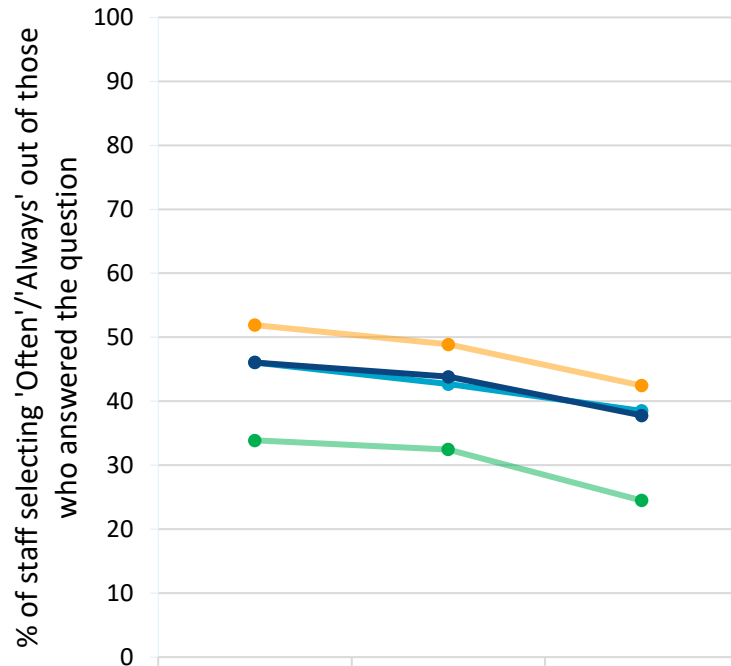
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023
Your org	55.87%	54.16%	47.84%
Best result	44.87%	48.84%	36.59%
Average result	55.87%	54.33%	50.89%
Worst result	63.35%	64.02%	54.00%
Responses	1913	1987	3119

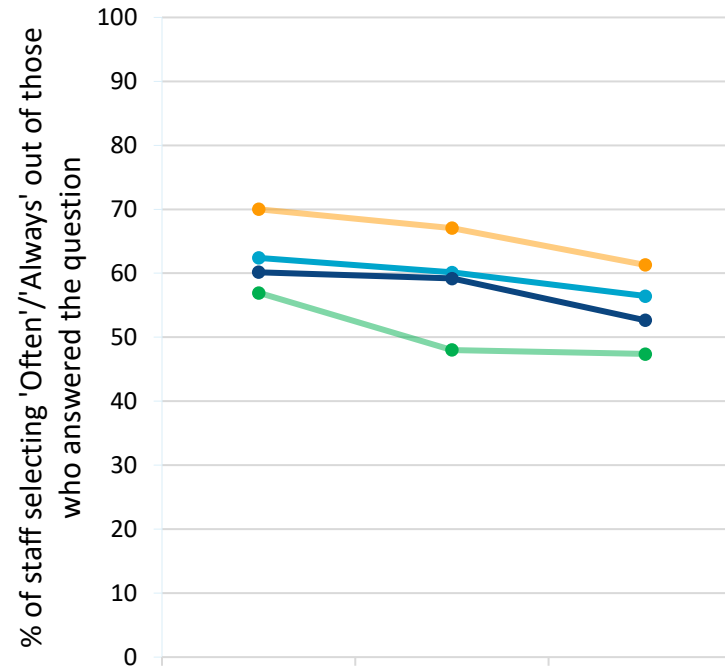


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



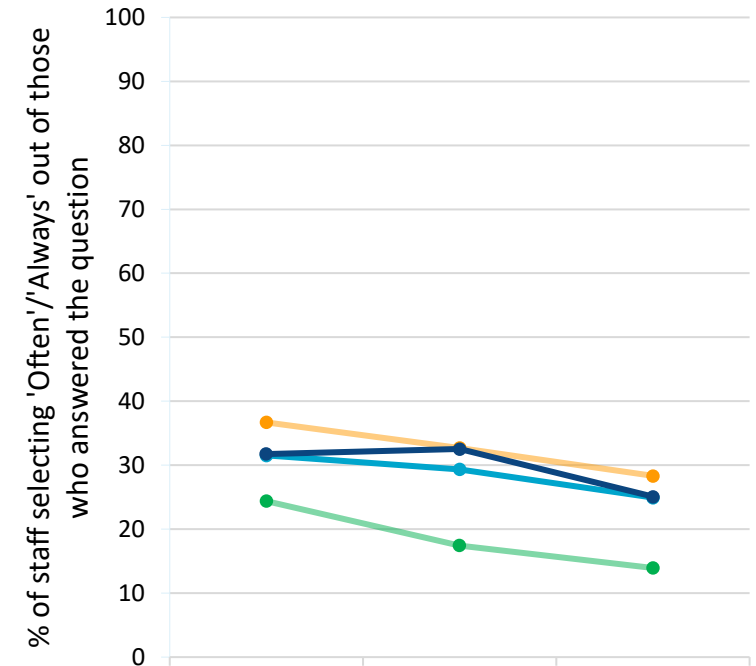
	2021	2022	2023
2021			
2022			
2023			
Your org	46.06%	43.83%	37.77%
Best result	33.89%	32.44%	24.52%
Average result	46.06%	42.69%	38.51%
Worst result	51.90%	48.89%	42.46%
Responses	1911	1987	3119

Q12e How often, if at all, do you feel worn out at the end of your working day/shift?



	2021	2022	2023
2021			
2022			
2023			
Your org	60.14%	59.20%	52.66%
Best result	56.94%	48.00%	47.37%
Average result	62.40%	60.13%	56.44%
Worst result	70.02%	67.06%	61.31%
Responses	1912	1988	3114

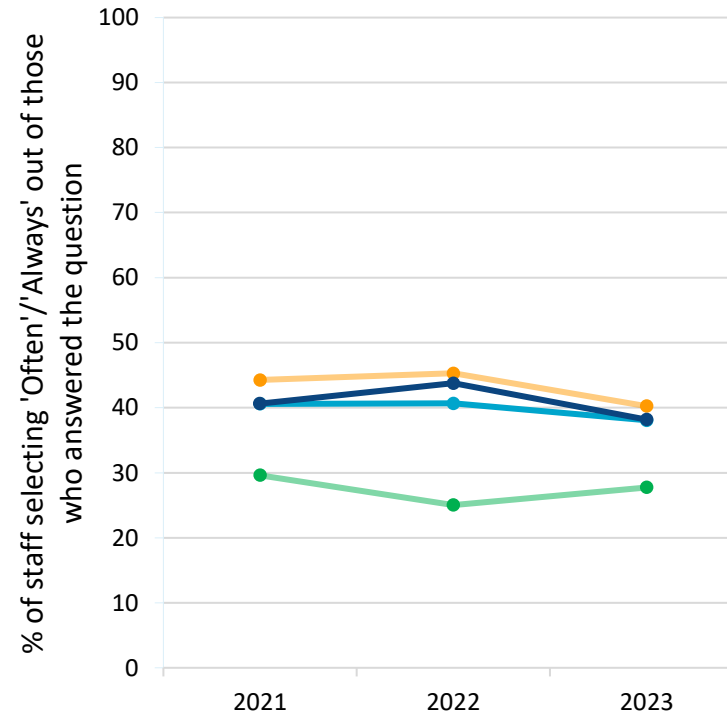
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023
2021			
2022			
2023			
Your org	31.74%	32.54%	25.08%
Best result	24.40%	17.43%	13.95%
Average result	31.52%	29.35%	24.94%
Worst result	36.71%	32.70%	28.34%
Responses	1906	1982	3110



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



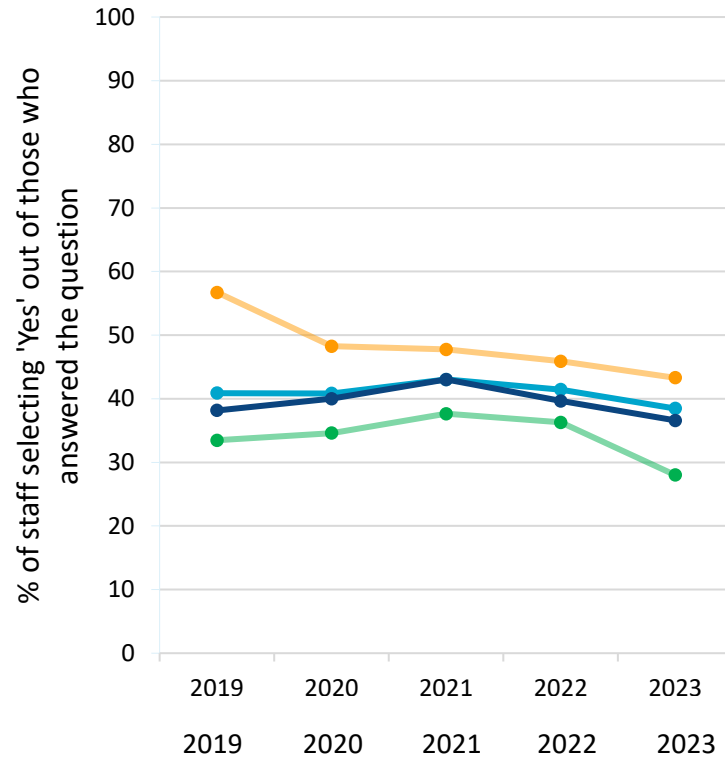
	2021	2022	2023
Your org	40.63%	43.76%	38.19%
Best result	29.62%	25.06%	27.75%
Average result	40.60%	40.68%	38.06%
Worst result	44.27%	45.28%	40.24%
Responses	1915	1987	3121



## People Promise elements and theme results – We are safe and healthy: Negative experiences

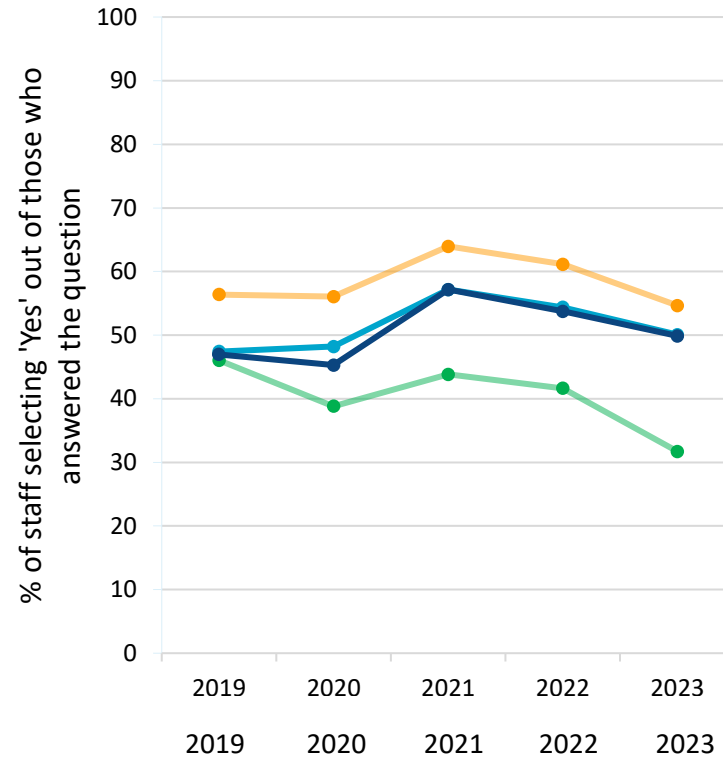


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



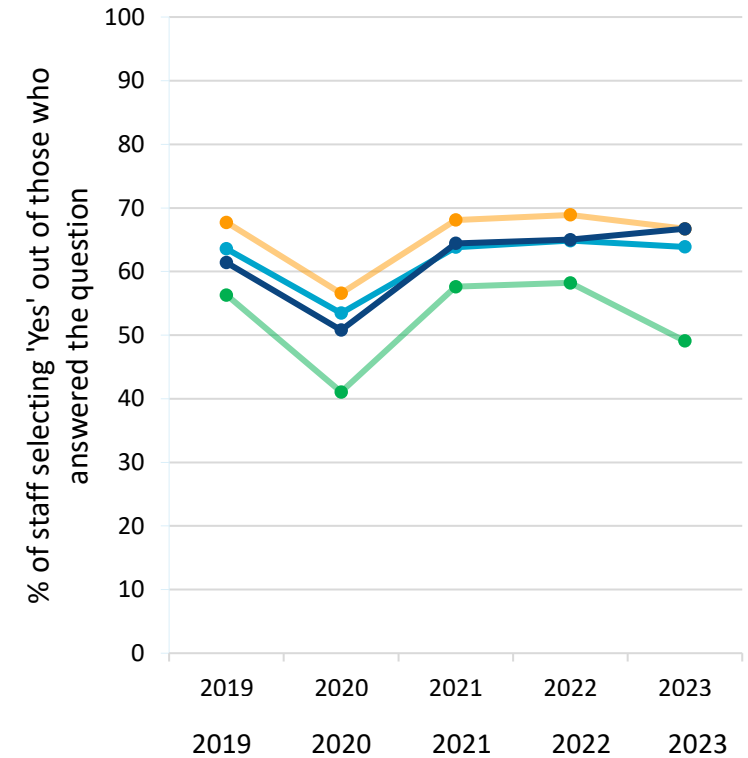
Your org	2019	2020	2021	2022	2023
Best result	33.46%	34.60%	37.63%	36.27%	28.01%
Average result	40.88%	40.83%	43.03%	41.44%	38.47%
Worst result	56.70%	48.26%	47.75%	45.90%	43.30%
Responses	2356	1980	1908	1987	3110

Q11c During the last 12 months have you felt unwell as a result of work related stress?



Your org	2019	2020	2021	2022	2023
Best result	46.04%	38.83%	43.83%	41.63%	31.70%
Average result	47.42%	48.20%	57.16%	54.37%	50.06%
Worst result	56.38%	56.06%	63.96%	61.13%	54.65%
Responses	2357	1980	1906	1984	3112

Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



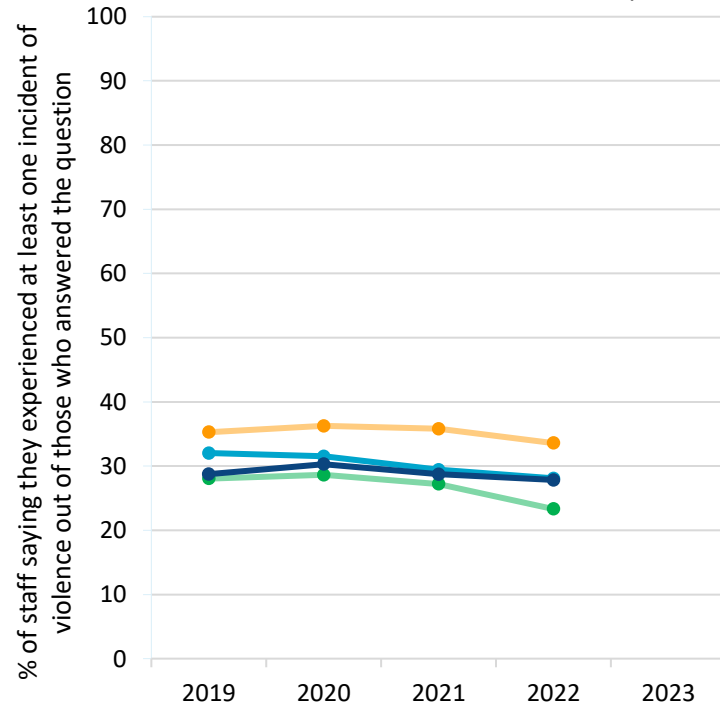
Your org	2019	2020	2021	2022	2023
Best result	56.29%	41.05%	57.60%	58.22%	49.10%
Average result	63.57%	53.45%	63.81%	64.85%	63.88%
Worst result	67.72%	56.58%	68.11%	68.90%	66.71%
Responses	2358	1979	1907	1985	3115



## People Promise elements and theme results – We are safe and healthy: Negative experiences



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.

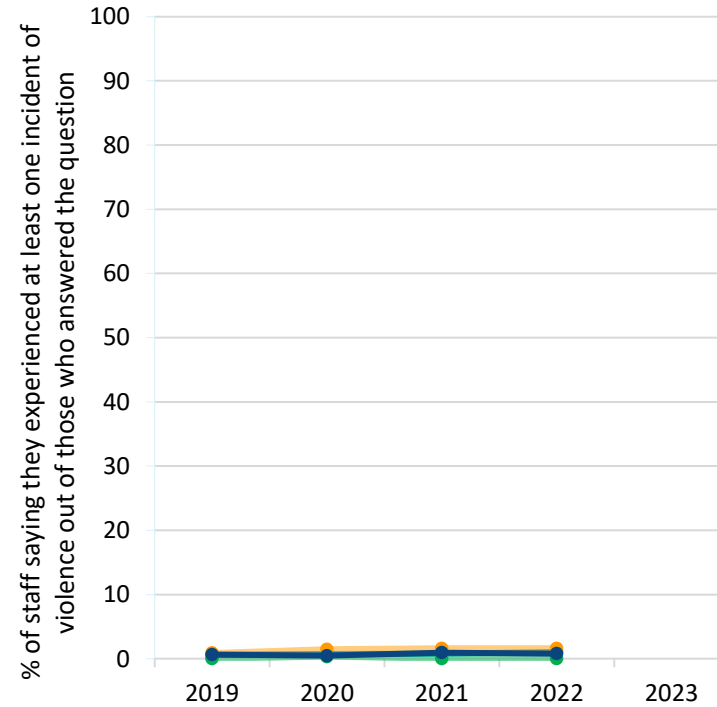


2019 2020 2021 2022 2023

Your org	28.76%	30.32%	28.74%	27.85%	
Best result	28.08%	28.63%	27.21%	23.32%	
Average result	32.04%	31.52%	29.42%	28.10%	
Worst result	35.29%	36.27%	35.81%	33.60%	

Responses 2359 1984 1910 1988

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

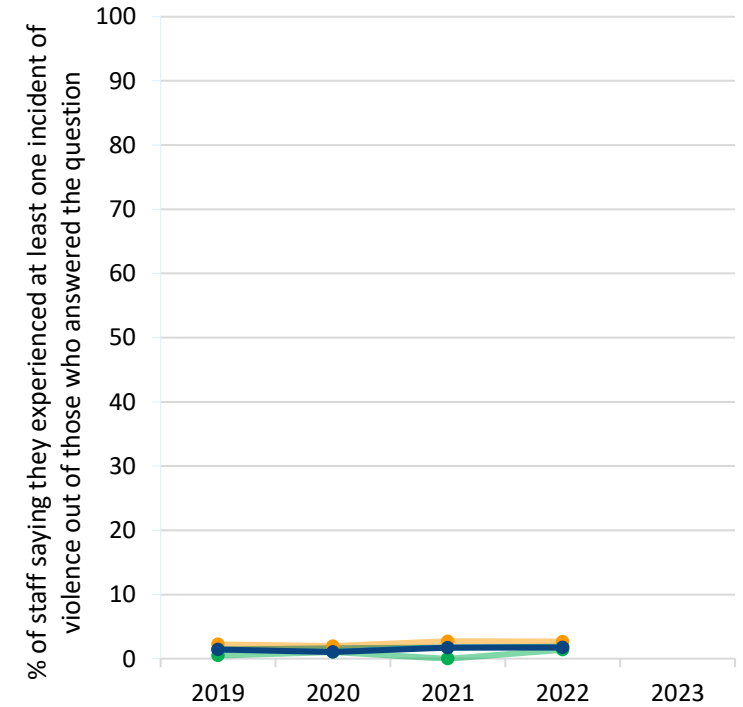


2019 2020 2021 2022 2023

Your org	0.63%	0.47%	0.96%	0.81%	
Best result	0.00%	0.33%	0.00%	0.00%	
Average result	0.62%	0.76%	0.81%	1.06%	
Worst result	0.91%	1.47%	1.62%	1.62%	

Responses 2346 1976 1905 1986

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	1.44%	1.05%	1.72%	1.74%	
Best result	0.52%	1.05%	0.00%	1.41%	
Average result	1.43%	1.64%	1.76%	1.91%	
Worst result	2.26%	1.98%	2.72%	2.66%	

Responses 2297 1956 1881 1975

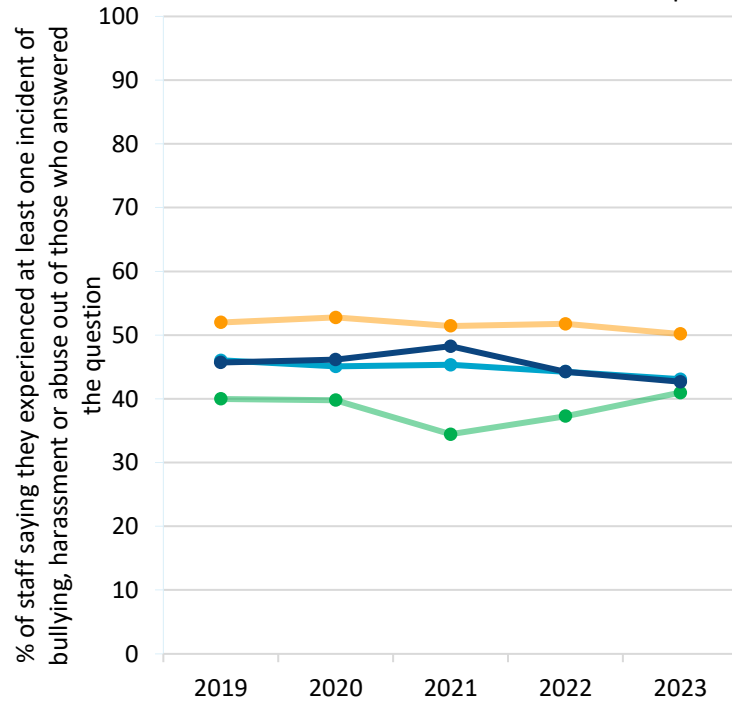
Note. 2023 results for Q13a-c have not been reported due to an issue with the data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



## People Promise elements and theme results – We are safe and healthy: Negative experiences



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.

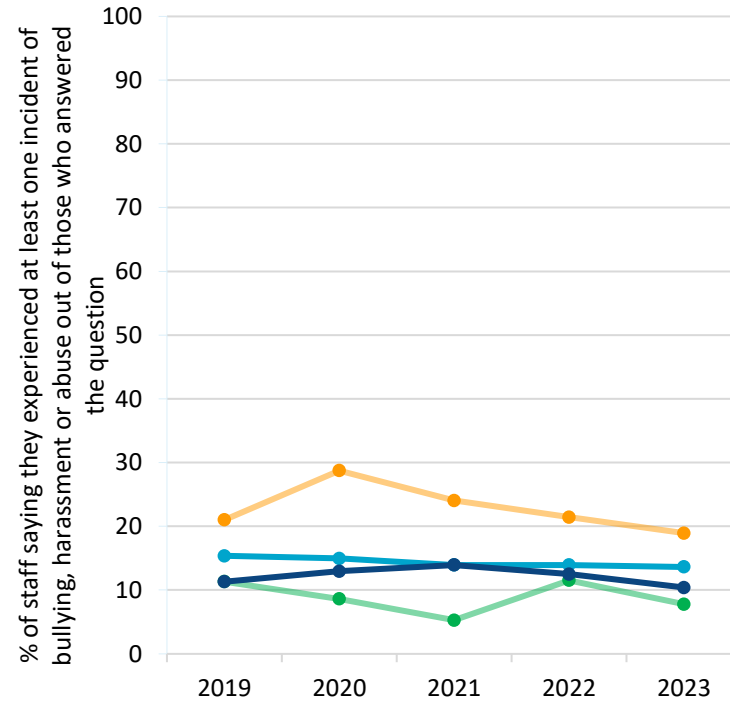


2019 2020 2021 2022 2023

Your org	45.70%	46.14%	48.24%	44.26%	42.68%
Best result	39.98%	39.78%	34.43%	37.27%	40.97%
Average result	46.03%	45.09%	45.33%	44.26%	43.08%
Worst result	51.98%	52.77%	51.42%	51.76%	50.17%

Responses 2350 1978 1905 1984 3120

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

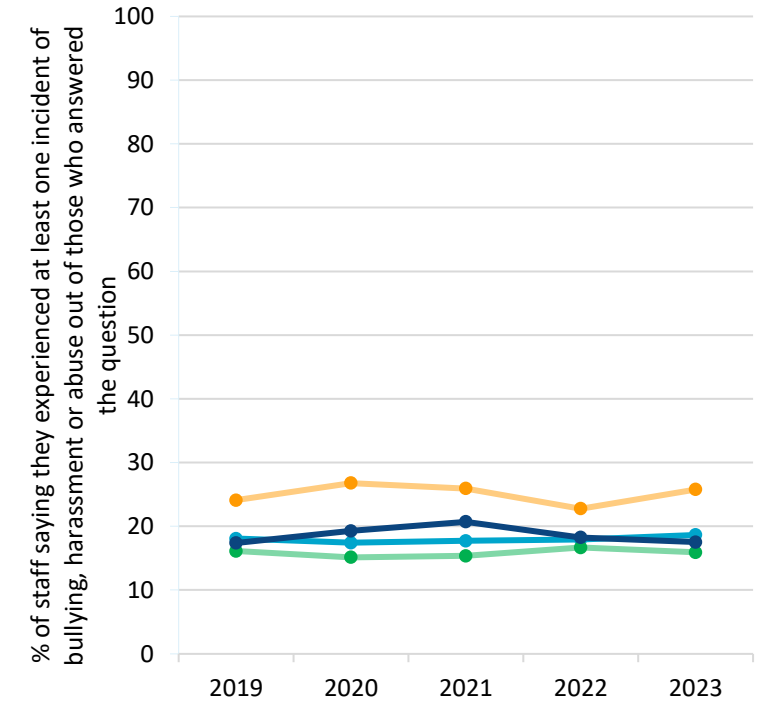


2019 2020 2021 2022 2023

Your org	11.31%	12.94%	13.93%	12.49%	10.38%
Best result	11.31%	8.60%	5.26%	11.51%	7.77%
Average result	15.36%	14.95%	13.93%	13.92%	13.63%
Worst result	21.01%	28.74%	24.05%	21.42%	18.92%

Responses 2339 1966 1901 1979 3109

Q14c In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Other colleagues.



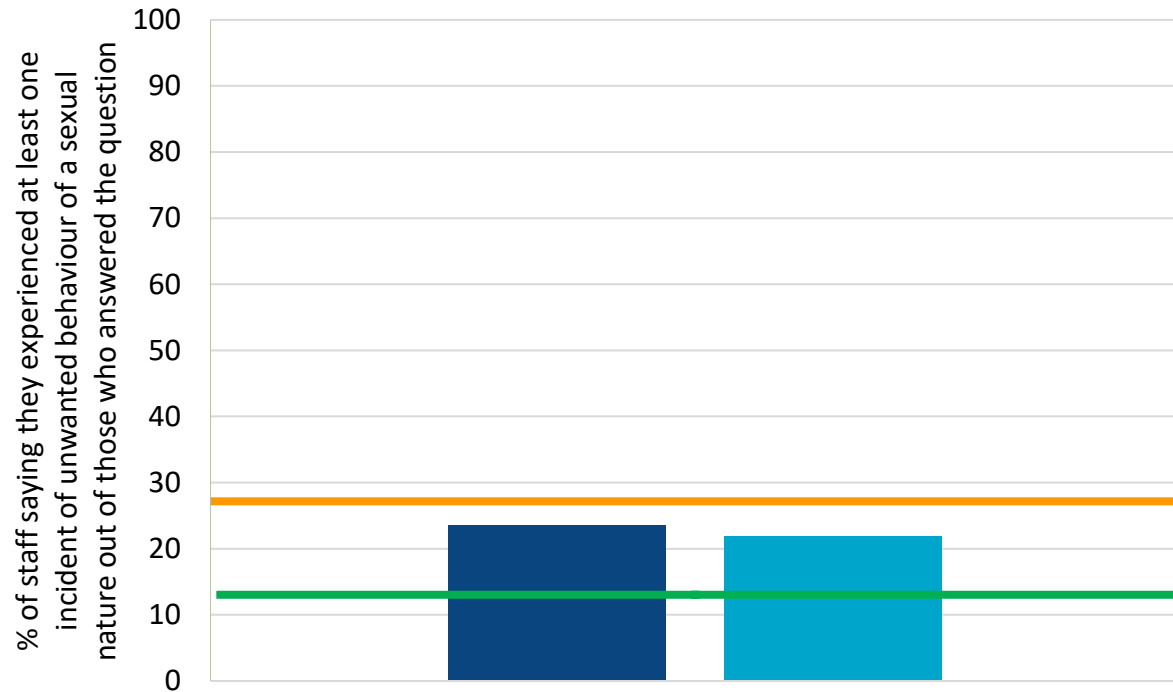
2019 2020 2021 2022 2023

Your org	17.36%	19.28%	20.70%	18.24%	17.52%
Best result	16.10%	15.12%	15.36%	16.67%	15.90%
Average result	18.07%	17.41%	17.73%	17.93%	18.65%
Worst result	24.09%	26.78%	25.94%	22.76%	25.78%

Responses 2290 1955 1888 1966 3104



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



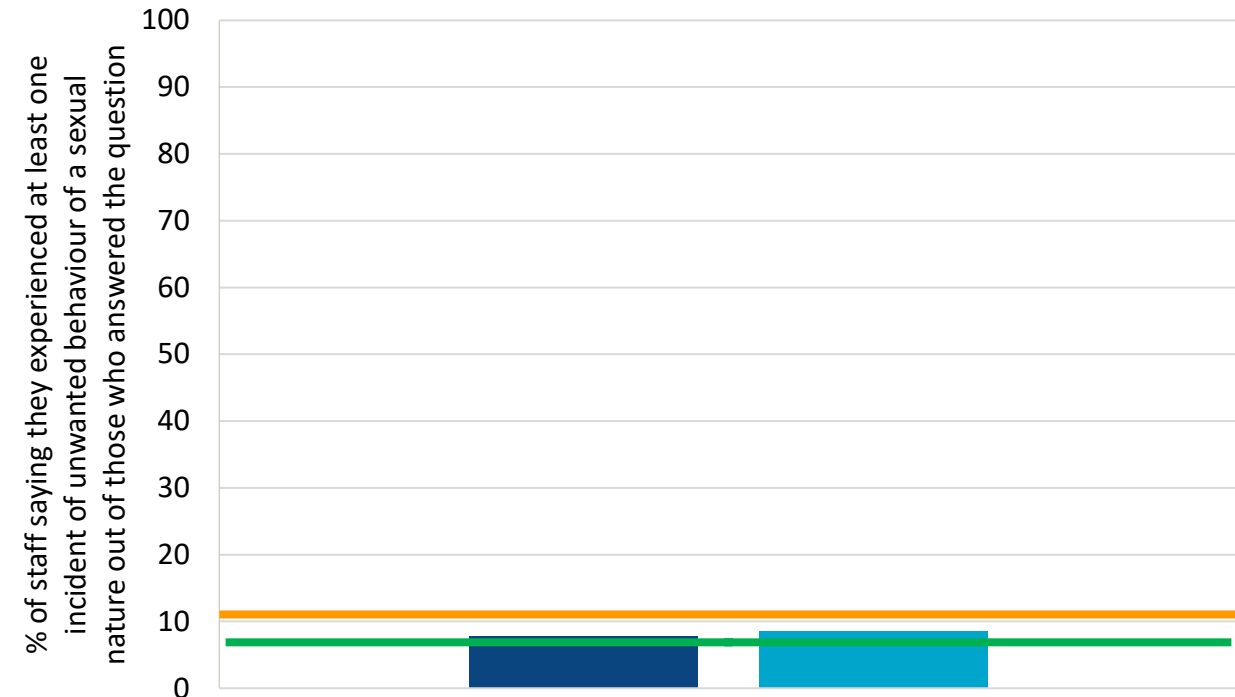
2023

Your org	23.49%
Best result	13.06%
Average result	21.80%
Worst result	27.19%

Responses

3119

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



2023

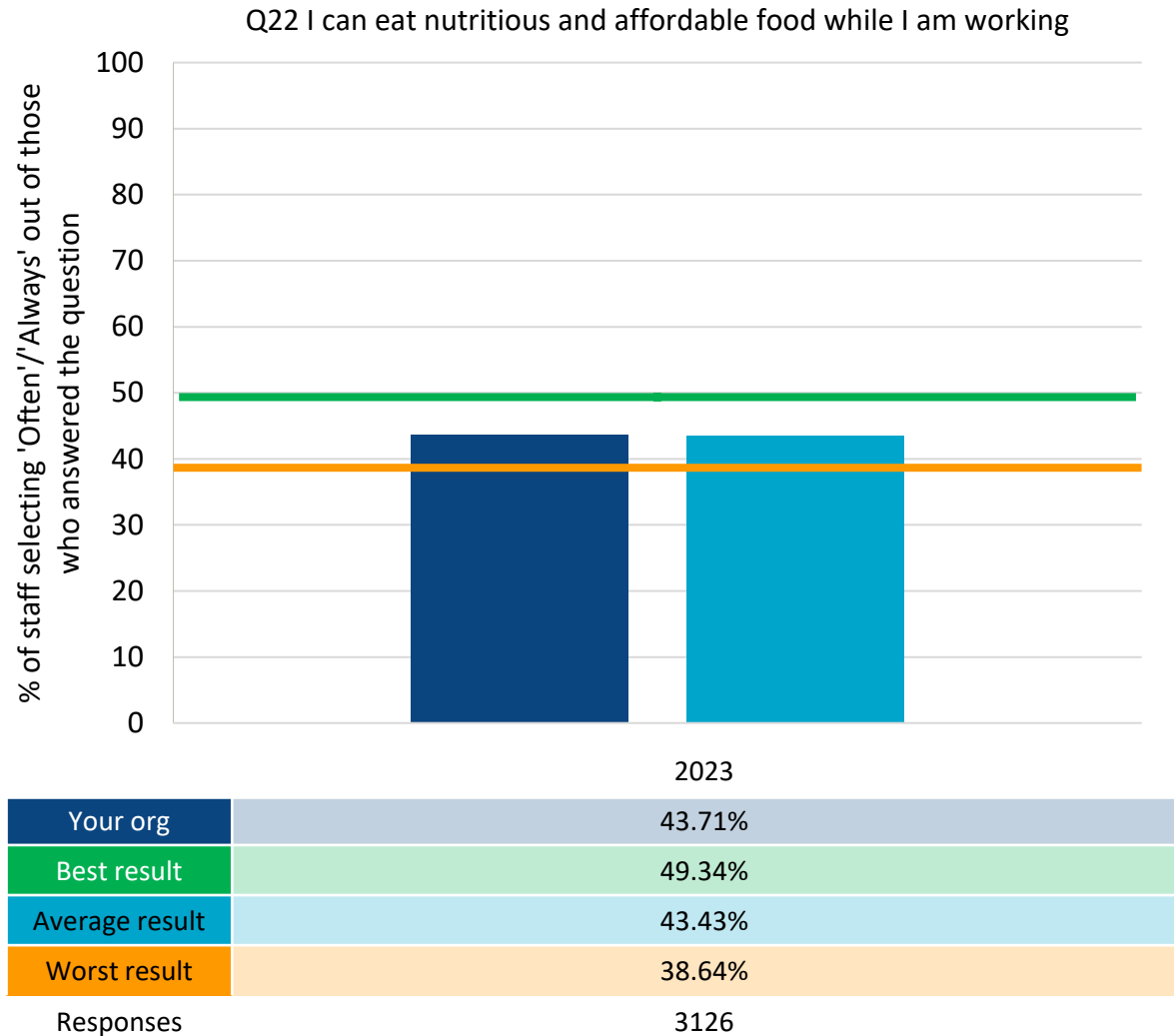
Your org	7.80%
Best result	6.89%
Average result	8.51%
Worst result	11.03%

Responses

3110

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





\*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

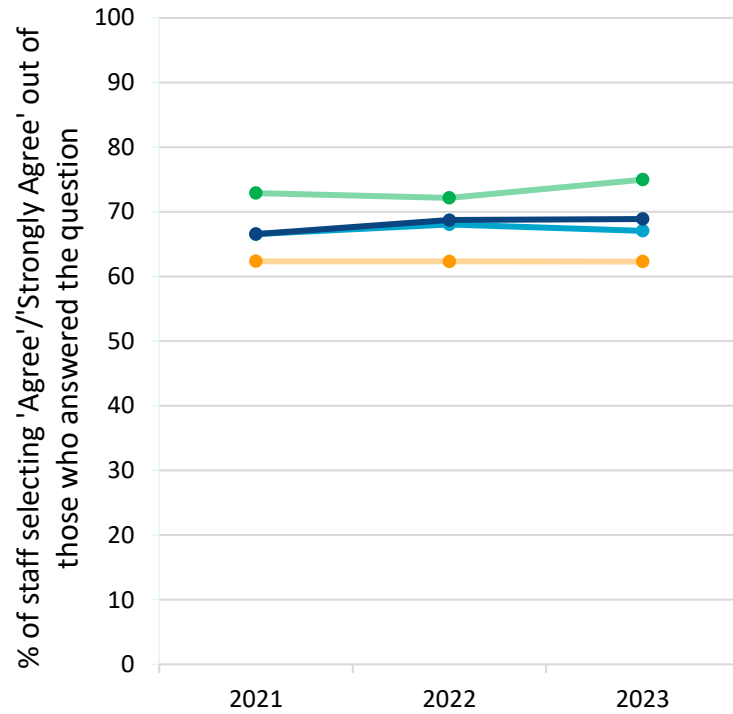
Appraisals – Q23a\*, Q23b, Q23c, Q23d

\*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.

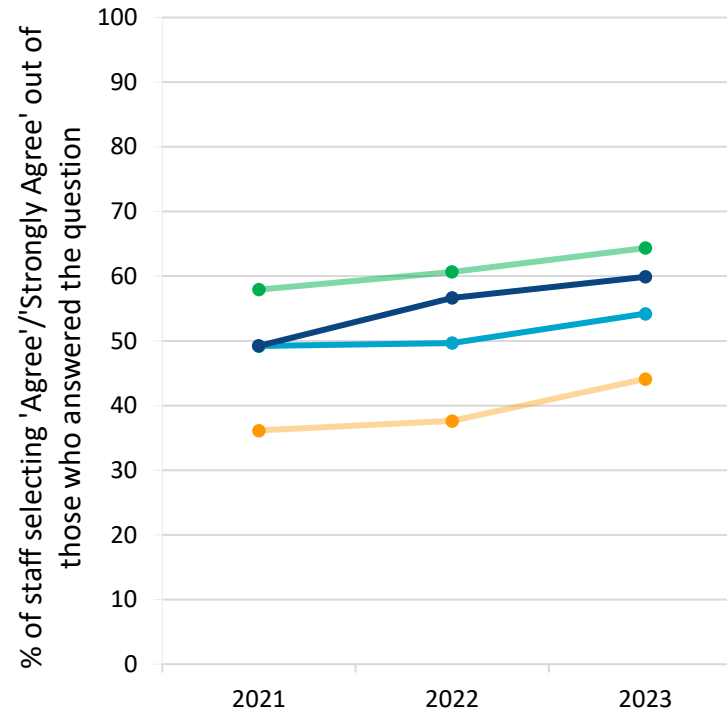


Q24a This organisation offers me challenging work.



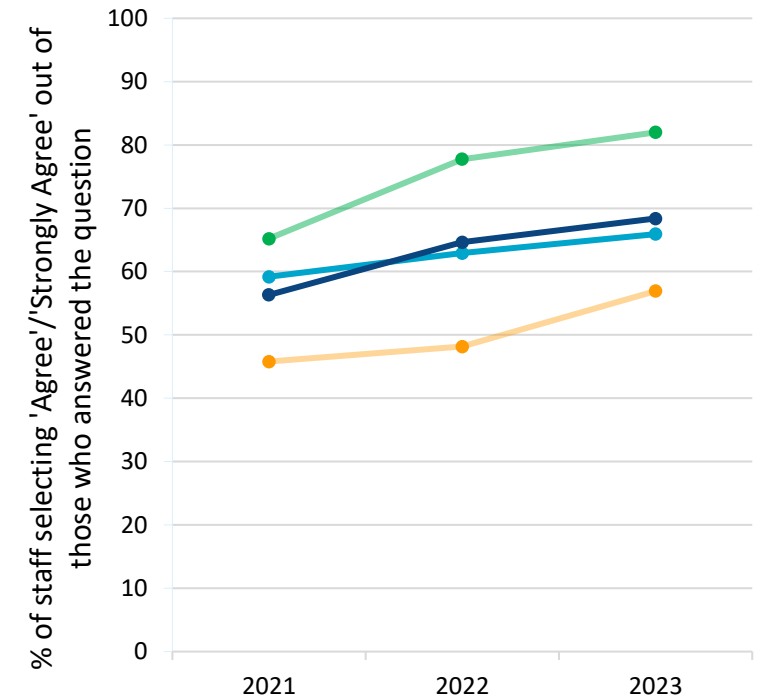
	2021	2022	2023
Your org	66.54%	68.72%	68.90%
Best result	72.89%	72.15%	74.97%
Average result	66.54%	68.06%	67.07%
Worst result	62.36%	62.34%	62.31%
Responses	1911	1987	3117

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



	2021	2022	2023
Your org	49.19%	56.65%	59.92%
Best result	57.94%	60.64%	64.38%
Average result	49.19%	49.67%	54.20%
Worst result	36.13%	37.62%	44.09%
Responses	1912	1985	3121

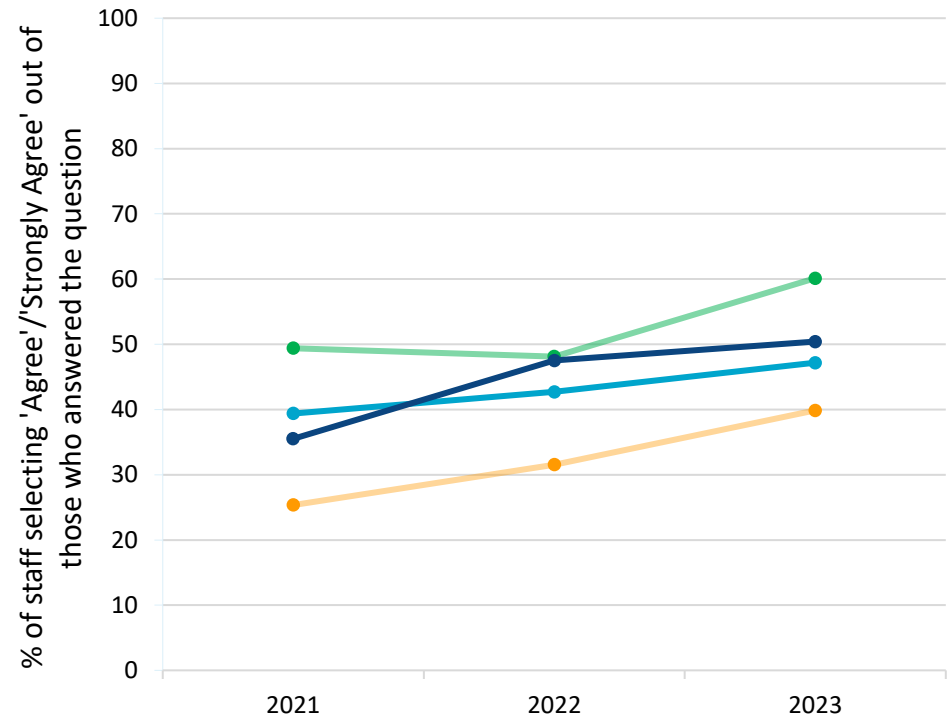
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023
Your org	56.32%	64.63%	68.37%
Best result	65.18%	77.74%	81.98%
Average result	59.18%	62.90%	65.92%
Worst result	45.79%	48.17%	56.94%
Responses	1908	1984	3119

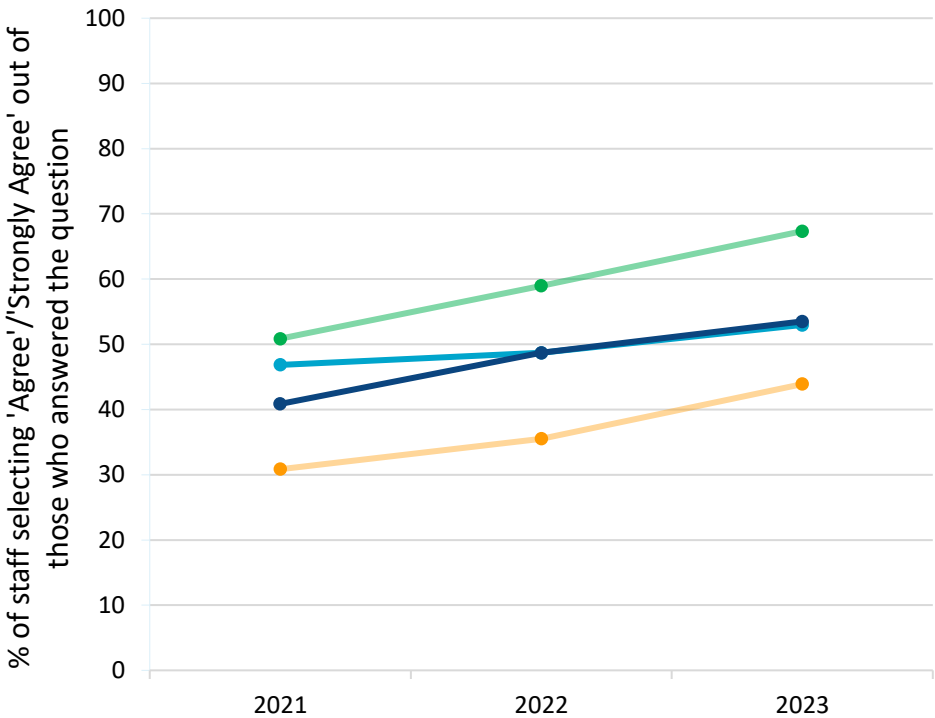


Q24d I feel supported to develop my potential.



	2021	2022	2023
Your org	35.53%	47.51%	50.41%
Best result	49.41%	48.09%	60.13%
Average result	39.39%	42.70%	47.16%
Worst result	25.36%	31.54%	39.87%
Responses	1906	1985	3115

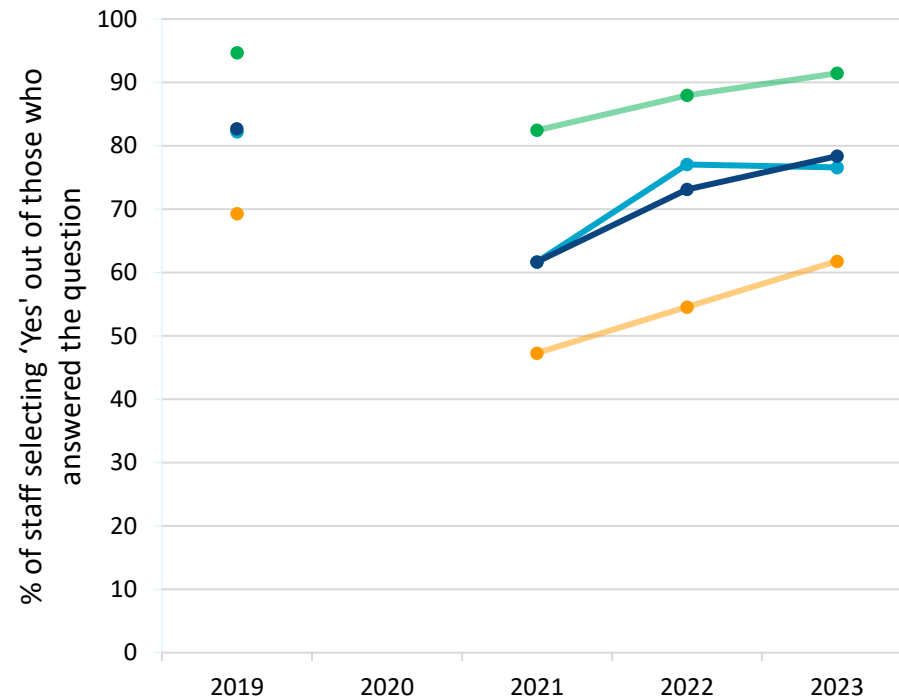
Q24e I am able to access the right learning and development opportunities when I need to.



	2021	2022	2023
Your org	40.85%	48.70%	53.50%
Best result	50.84%	58.97%	67.34%
Average result	46.86%	48.70%	52.96%
Worst result	30.86%	35.51%	43.91%
Responses	1908	1981	3117

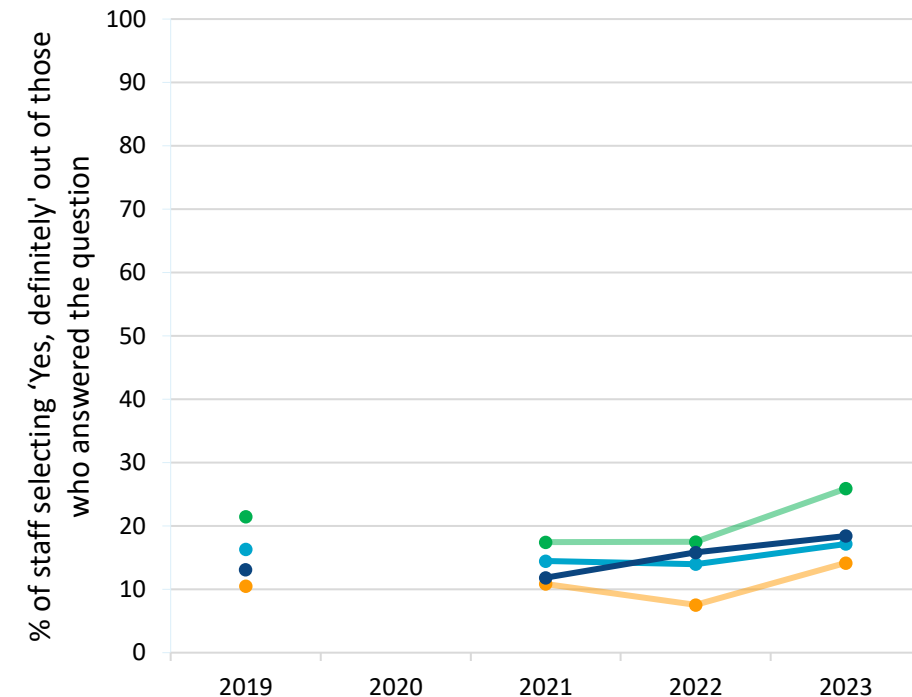


Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2019	2020	2021	2022	2023
Your org	82.66%	-	61.67%	73.11%	78.37%
Best result	94.68%	-	82.46%	87.95%	91.45%
Average result	82.24%	-	61.67%	77.04%	76.57%
Worst result	69.30%	-	47.27%	54.55%	61.78%
Responses	2330	-	1909	1986	3108

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

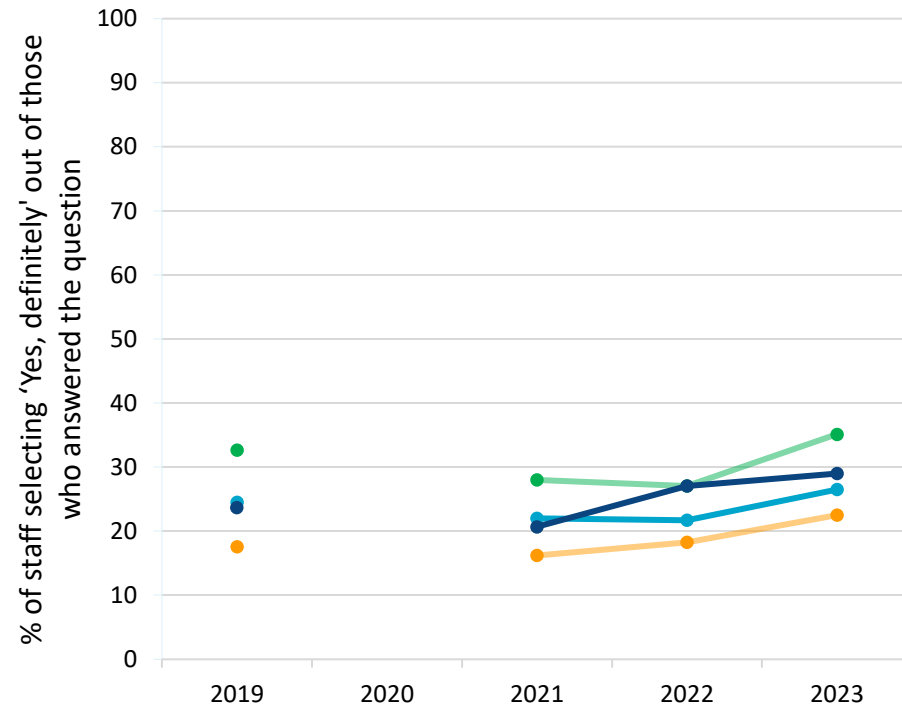


	2019	2020	2021	2022	2023
Your org	13.04%	-	11.83%	15.82%	18.43%
Best result	21.45%	-	17.44%	17.48%	25.88%
Average result	16.30%	-	14.45%	13.98%	17.15%
Worst result	10.51%	-	10.84%	7.52%	14.15%
Responses	1906	-	1203	1470	2421

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

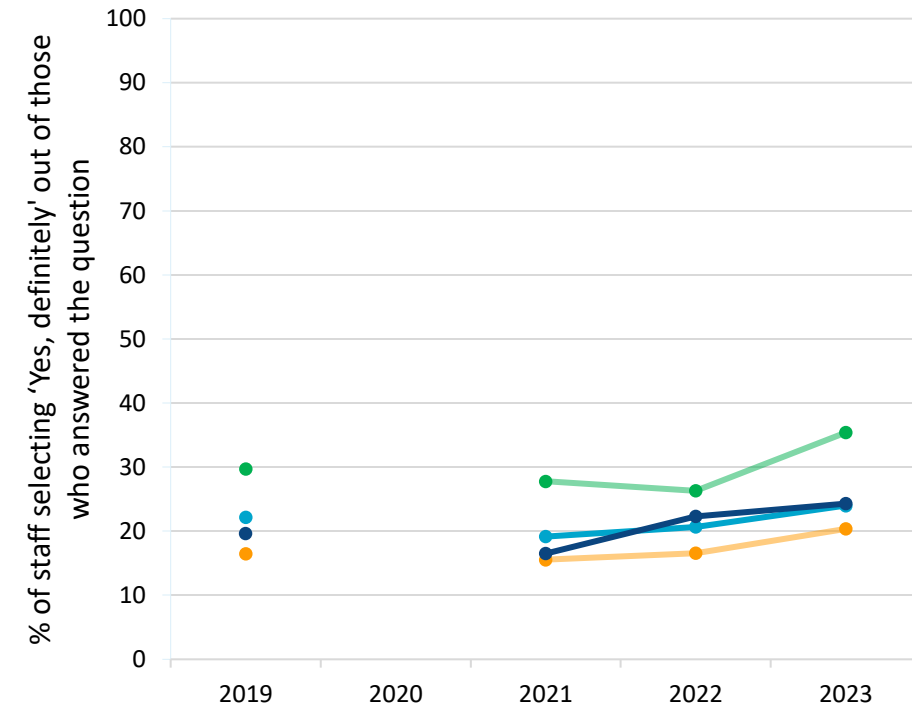


Q23c It helped me agree clear objectives for my work.



	2019	2020	2021	2022	2023
Your org	23.65%	-	20.68%	27.05%	28.99%
Best result	32.63%	-	27.99%	27.05%	35.11%
Average result	24.53%	-	22.00%	21.70%	26.49%
Worst result	17.55%	-	16.21%	18.25%	22.49%
Responses	1904	-	1202	1468	2412

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



	2019	2020	2021	2022	2023
Your org	19.60%	-	16.51%	22.30%	24.30%
Best result	29.72%	-	27.78%	26.31%	35.38%
Average result	22.16%	-	19.16%	20.65%	23.96%
Worst result	16.47%	-	15.53%	16.55%	20.34%
Responses	1895	-	1203	1470	2420

## People Promise element – We work flexibly



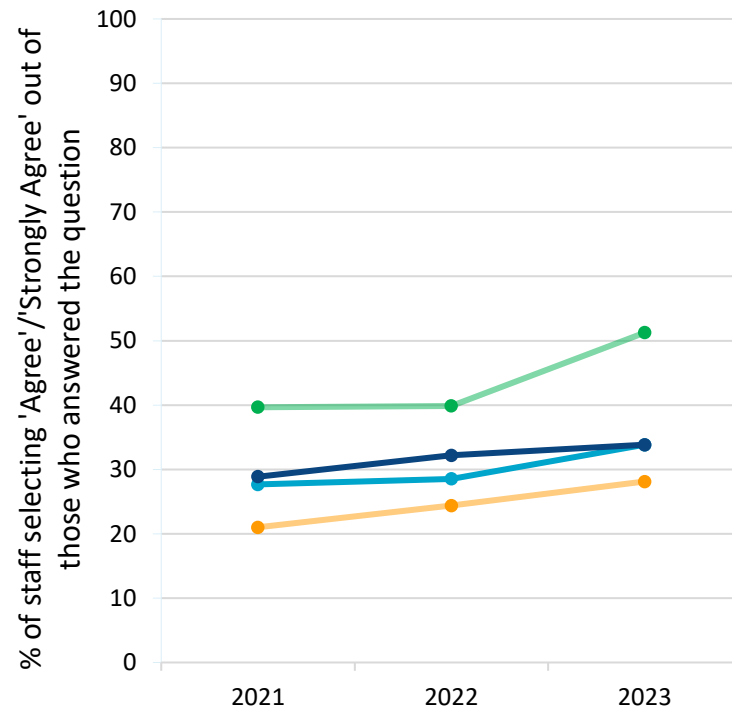
Questions included:

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

Flexible working – Q4d

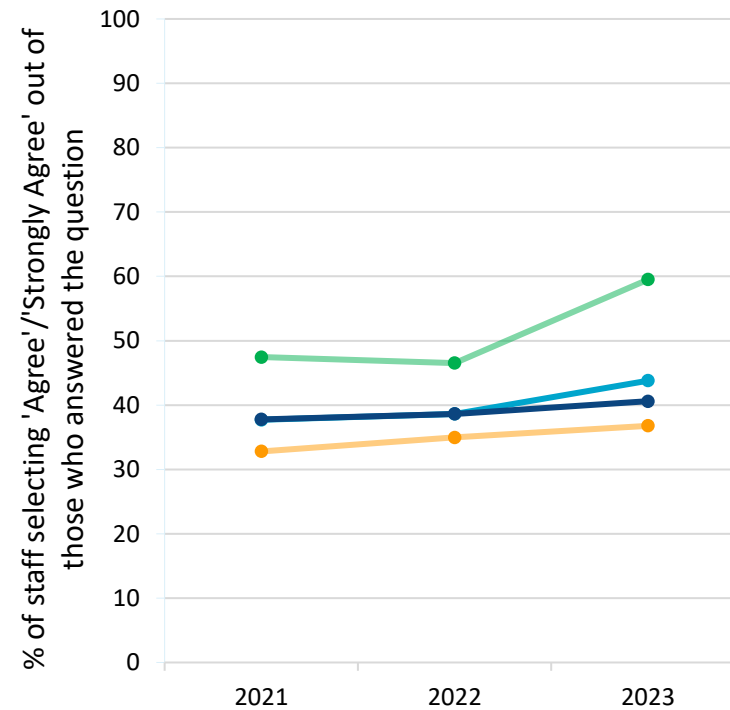


Q6b My organisation is committed to helping me balance my work and home life.



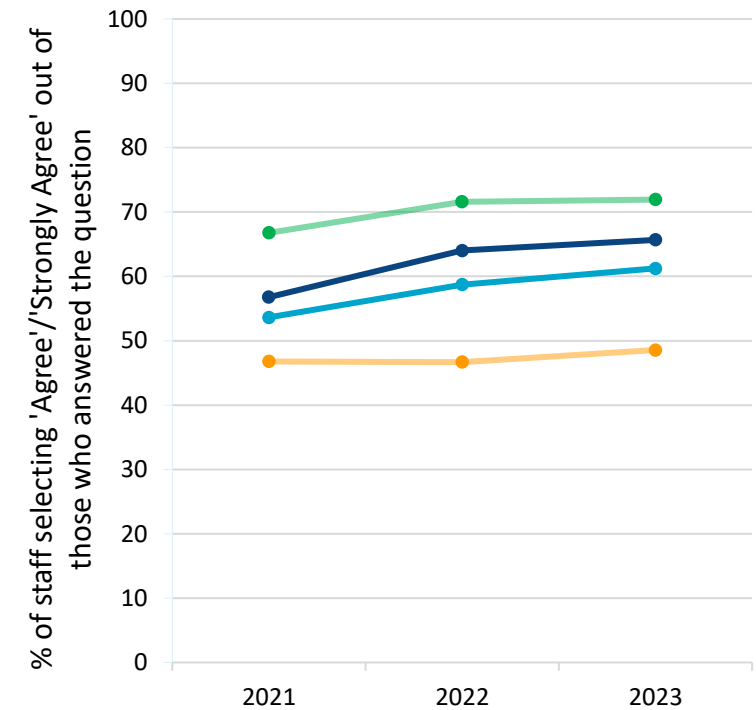
	2021	2022	2023
Your org	28.86%	32.18%	33.82%
Best result	39.66%	39.86%	51.26%
Average result	27.65%	28.52%	33.82%
Worst result	21.00%	24.38%	28.09%
Responses	1913	1989	3119

Q6c I achieve a good balance between my work life and my home life.



	2021	2022	2023
Your org	37.76%	38.62%	40.60%
Best result	47.46%	46.54%	59.52%
Average result	37.71%	38.62%	43.79%
Worst result	32.80%	34.97%	36.79%
Responses	1908	1988	3117

Q6d I can approach my immediate manager to talk openly about flexible working.

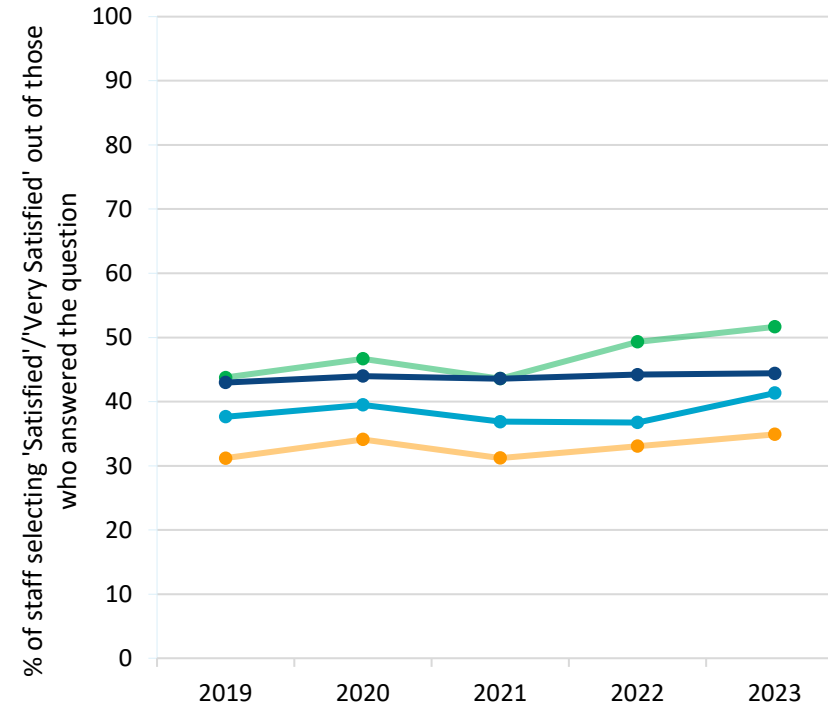


	2021	2022	2023
Your org	56.75%	64.00%	65.67%
Best result	66.78%	71.58%	71.95%
Average result	53.61%	58.71%	61.24%
Worst result	46.78%	46.69%	48.55%
Responses	1909	1989	3122





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	42.99%	44.00%	43.58%	44.20%	44.42%
Best result	43.75%	46.69%	43.58%	49.33%	51.66%
Average result	37.65%	39.50%	36.88%	36.75%	41.35%
Worst result	31.19%	34.11%	31.21%	33.06%	34.92%
Responses	2371	1984	1907	1976	3112

## People Promise element – We are a team



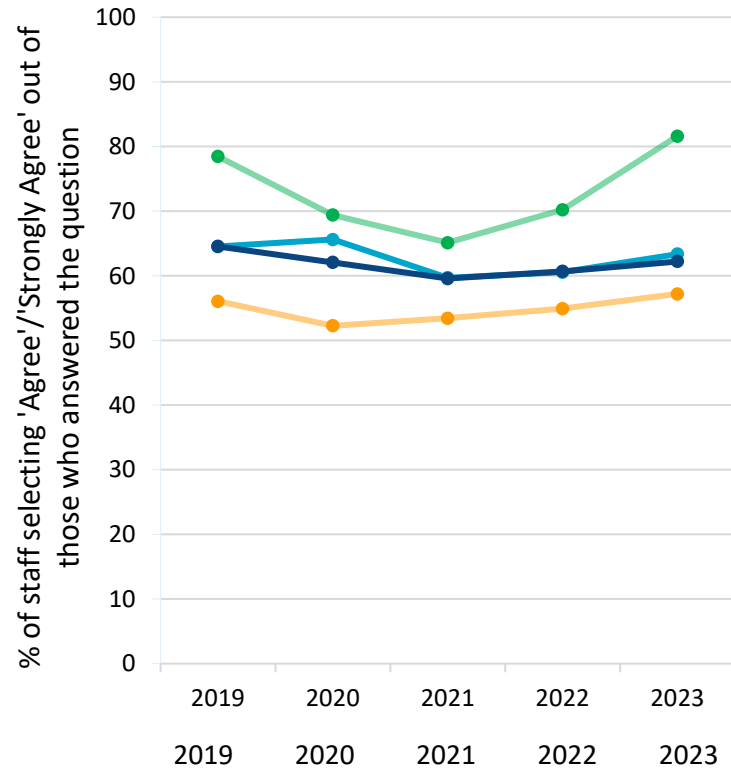
### Questions included:

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

Line management – Q9a, Q9b, Q9c, Q9d

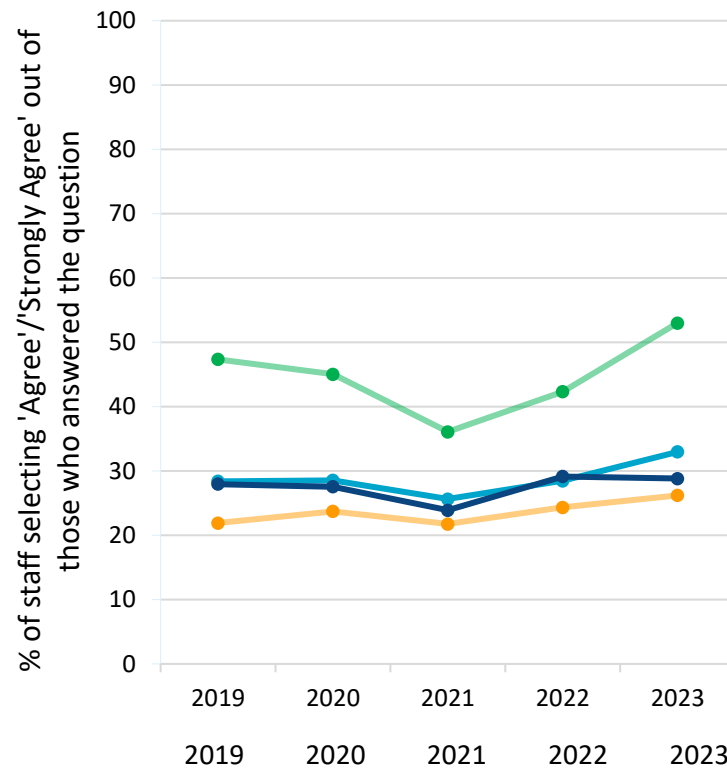


Q7a The team I work in has a set of shared objectives.



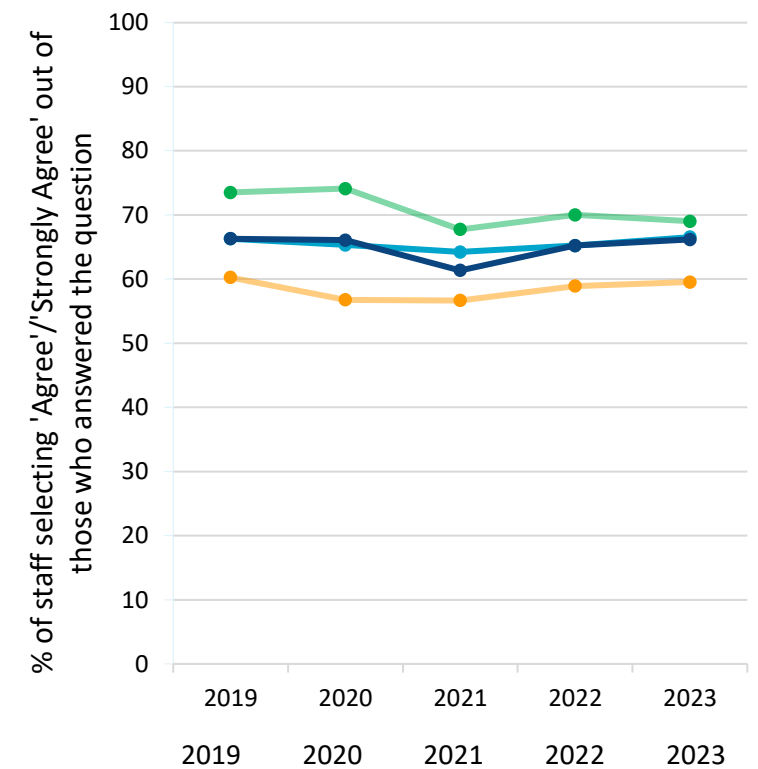
Your org	64.54%	62.09%	59.58%	60.69%	62.23%
Best result	78.46%	69.40%	65.13%	70.23%	81.61%
Average result	64.54%	65.62%	59.72%	60.56%	63.36%
Worst result	56.07%	52.29%	53.44%	54.93%	57.20%
Responses	2361	1968	1907	1987	3115

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

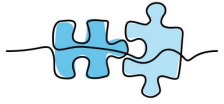


Your org	27.93%	27.55%	23.89%	29.14%	28.81%
Best result	47.36%	45.05%	36.09%	42.32%	52.99%
Average result	28.40%	28.55%	25.62%	28.46%	32.97%
Worst result	21.90%	23.71%	21.76%	24.35%	26.21%
Responses	2369	1979	1912	1987	3114

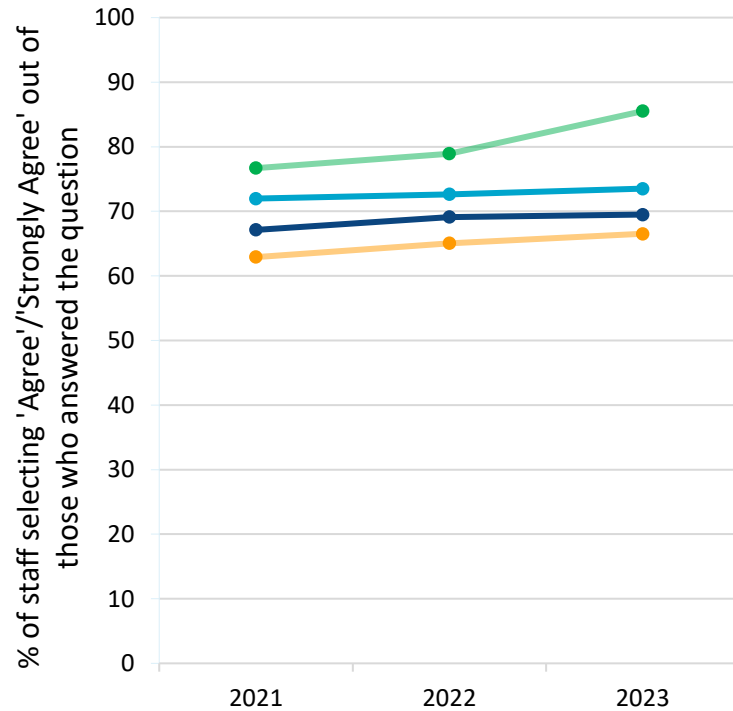
Q7c I receive the respect I deserve from my colleagues at work.



Your org	66.28%	66.07%	61.35%	65.23%	66.18%
Best result	73.49%	74.09%	67.73%	70.01%	69.01%
Average result	66.28%	65.32%	64.21%	65.23%	66.54%
Worst result	60.26%	56.76%	56.68%	58.92%	59.54%
Responses	2370	1982	1912	1985	3120

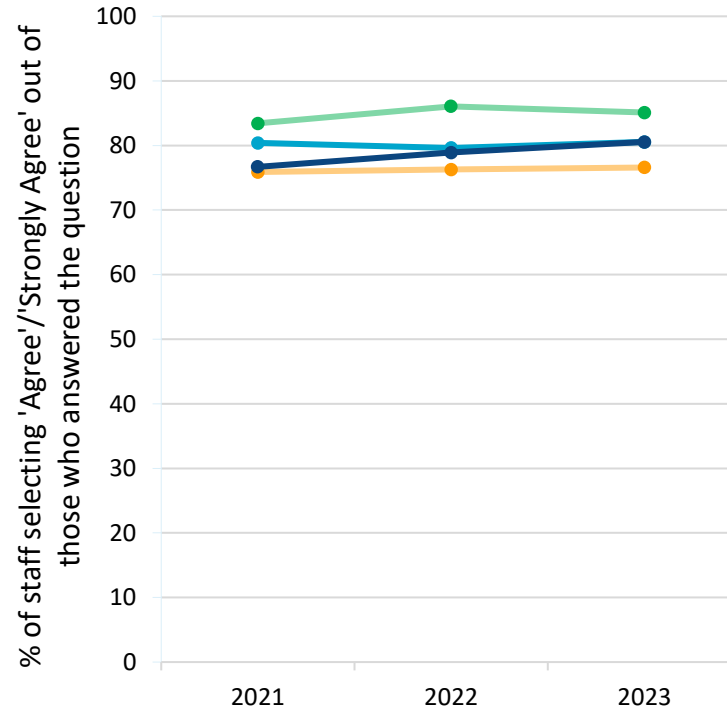


Q7d Team members understand each other's roles.



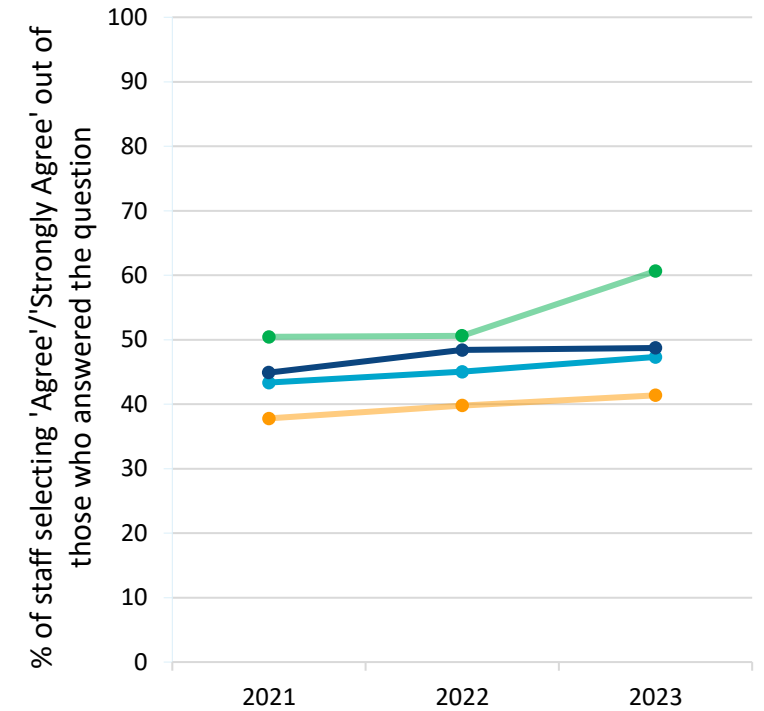
	2021	2022	2023
Your org	67.13%	69.10%	69.47%
Best result	76.70%	78.89%	85.50%
Average result	71.95%	72.63%	73.51%
Worst result	62.93%	65.04%	66.50%
Responses	1911	1986	3119

Q7e I enjoy working with the colleagues in my team.



	2021	2022	2023
Your org	76.68%	78.91%	80.54%
Best result	83.41%	86.06%	85.10%
Average result	80.40%	79.62%	80.54%
Worst result	75.88%	76.27%	76.59%
Responses	1912	1983	3108

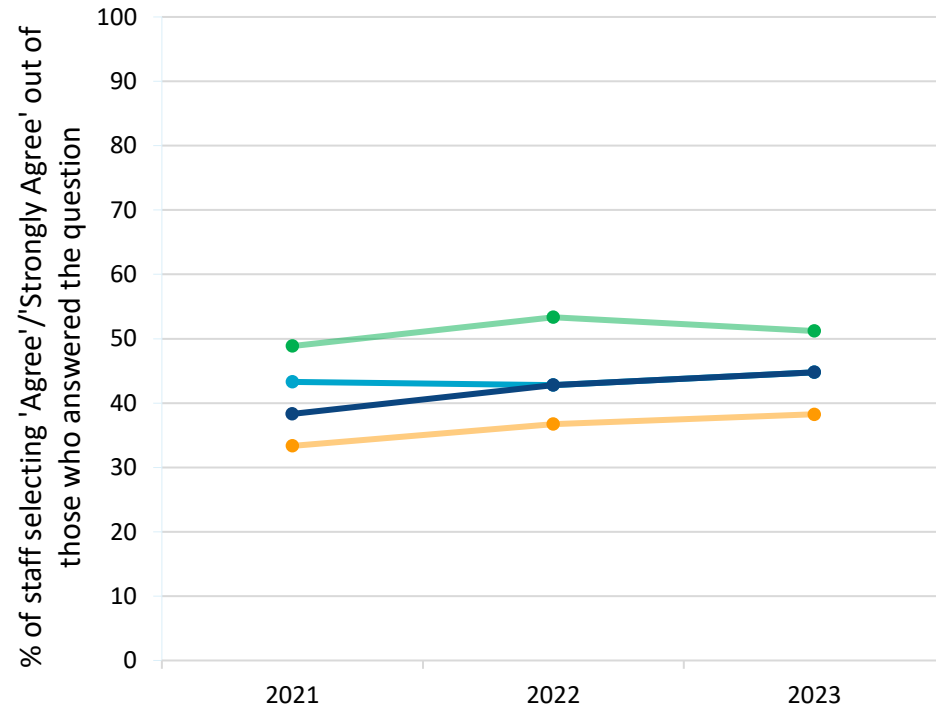
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023
Your org	44.88%	48.40%	48.74%
Best result	50.45%	50.61%	60.65%
Average result	43.36%	45.03%	47.32%
Worst result	37.78%	39.80%	41.38%
Responses	1905	1985	3107

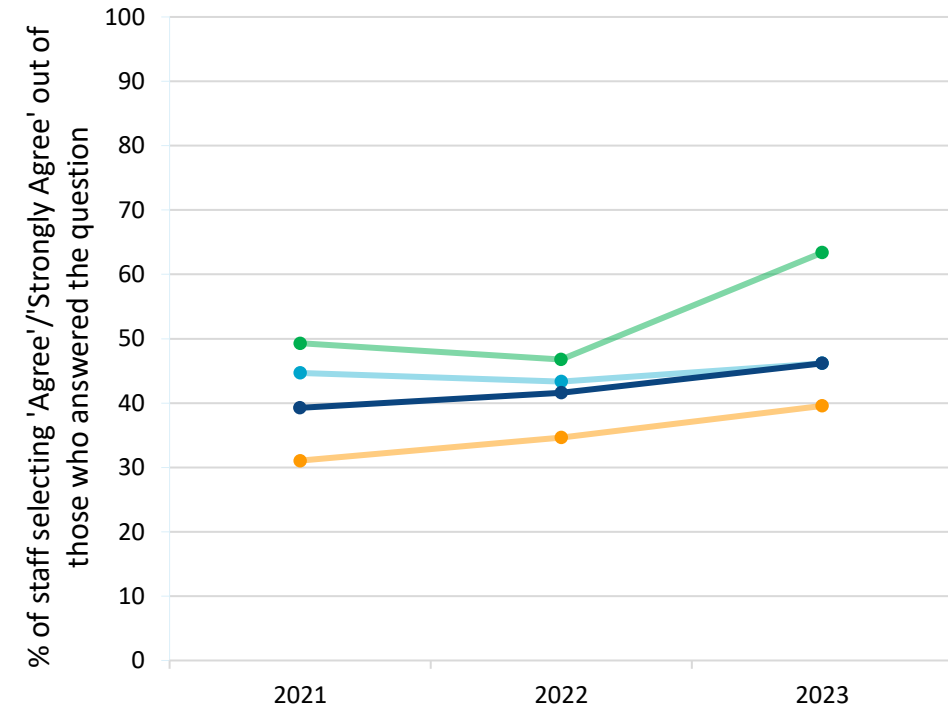


Q7g In my team disagreements are dealt with constructively.



	2021	2022	2023
Your org	38.33%	42.81%	44.79%
Best result	48.88%	53.34%	51.21%
Average result	43.30%	42.81%	44.79%
Worst result	33.35%	36.73%	38.25%
Responses	1907	1986	3105

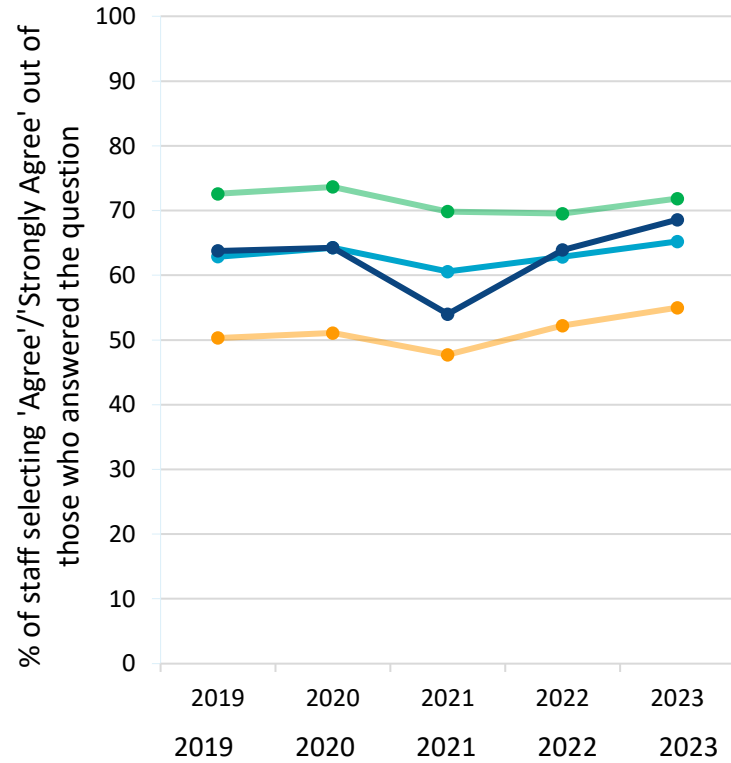
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023
Your org	39.27%	41.60%	46.20%
Best result	49.28%	46.78%	63.40%
Average result	44.68%	43.36%	46.20%
Worst result	31.03%	34.66%	39.58%
Responses	1906	1983	3113

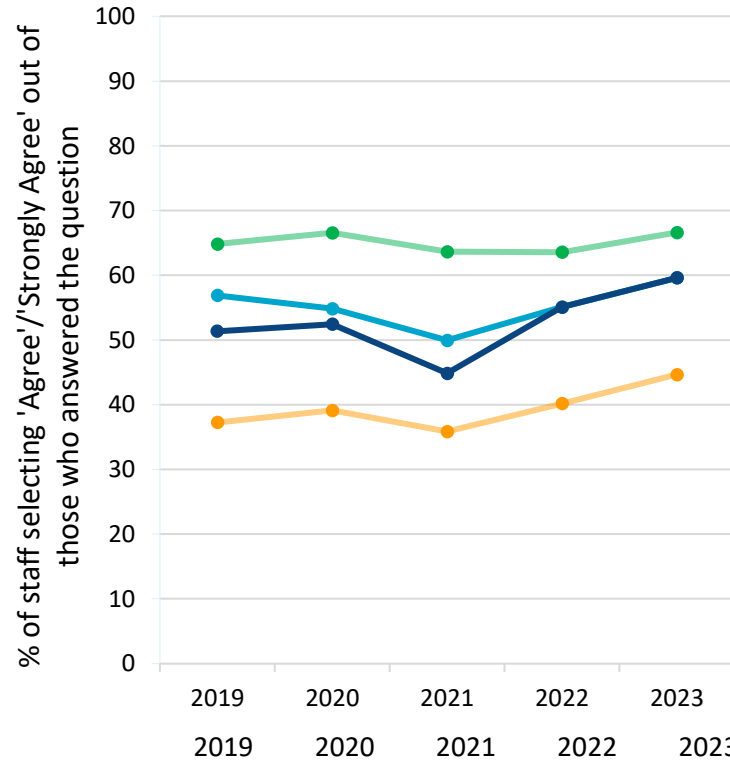


Q9a My immediate manager encourages me at work.



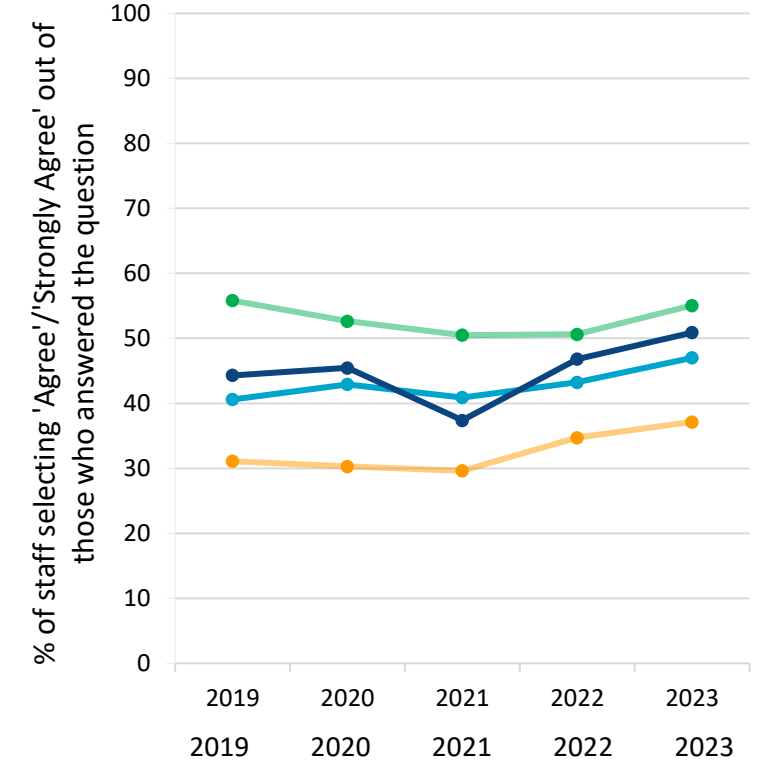
Your org	63.76%	64.25%	53.99%	63.90%	68.58%
Best result	72.59%	73.64%	69.83%	69.51%	71.84%
Average result	62.88%	64.25%	60.57%	62.85%	65.21%
Worst result	50.31%	51.08%	47.73%	52.22%	54.97%
Responses	2369	1989	1913	1990	3124

Q9b My immediate manager gives me clear feedback on my work.



Your org	51.35%	52.43%	44.84%	55.08%	59.60%
Best result	64.82%	66.56%	63.63%	63.57%	66.61%
Average result	56.90%	54.84%	49.93%	55.08%	59.60%
Worst result	37.25%	39.12%	35.86%	40.18%	44.66%
Responses	2361	1986	1911	1986	3120

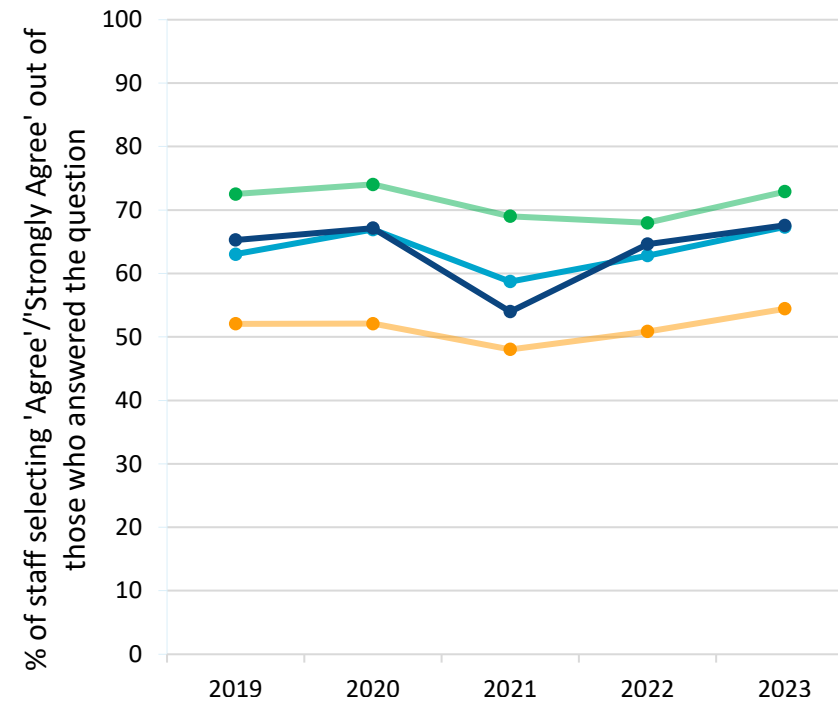
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



Your org	44.26%	45.44%	37.37%	46.81%	50.91%
Best result	55.82%	52.64%	50.49%	50.62%	55.07%
Average result	40.62%	42.92%	40.91%	43.23%	47.02%
Worst result	31.10%	30.29%	29.62%	34.73%	37.13%
Responses	2365	1984	1910	1989	3120



Q9d My immediate manager takes a positive interest in my health and well-being.



	2019	2020	2021	2022	2023
Your org	65.28%	67.15%	53.99%	64.62%	67.57%
Best result	72.51%	74.03%	69.02%	67.98%	72.90%
Average result	63.03%	66.92%	58.71%	62.81%	67.34%
Worst result	52.08%	52.10%	48.02%	50.85%	54.43%
Responses	2365	1985	1914	1989	3121

## Theme – Staff engagement

### Questions included:

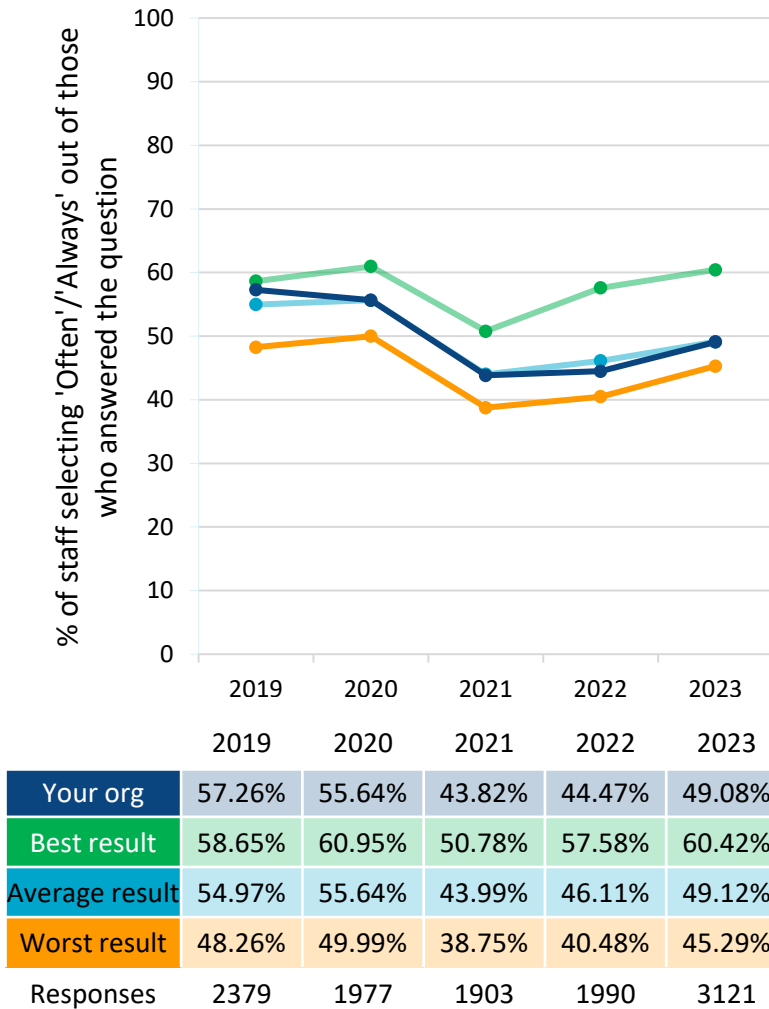
Motivation – Q2a, Q2b, Q2c

Involvement – Q3c, Q3d, Q3f

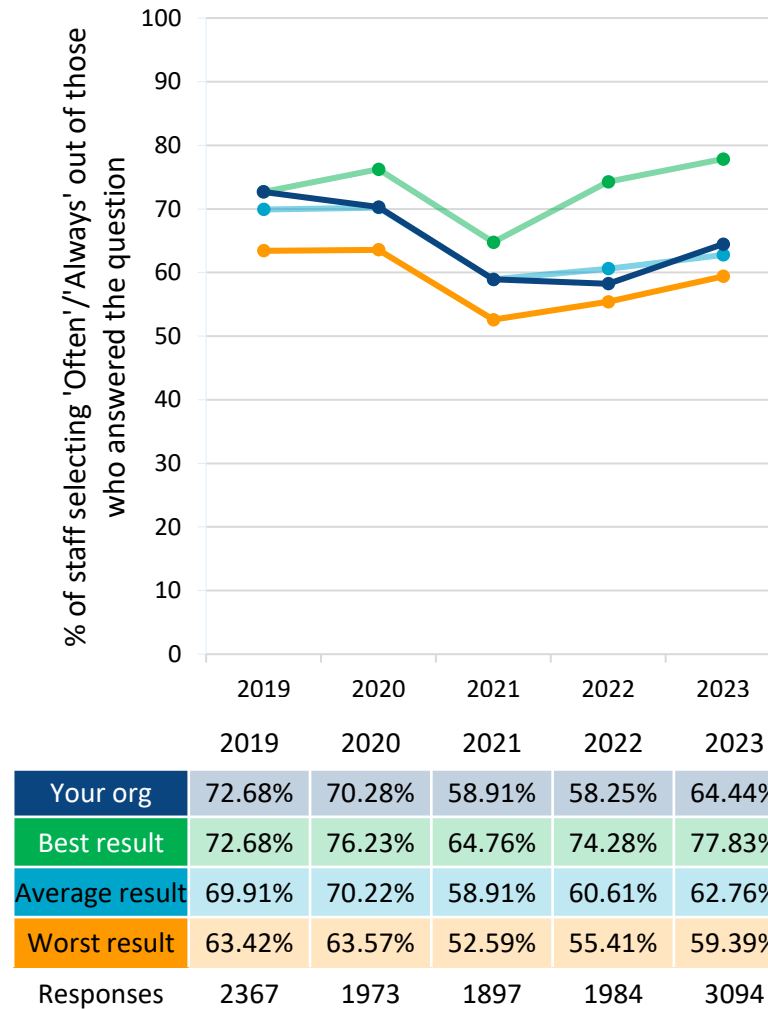
Advocacy – Q25a, Q25c, Q25d



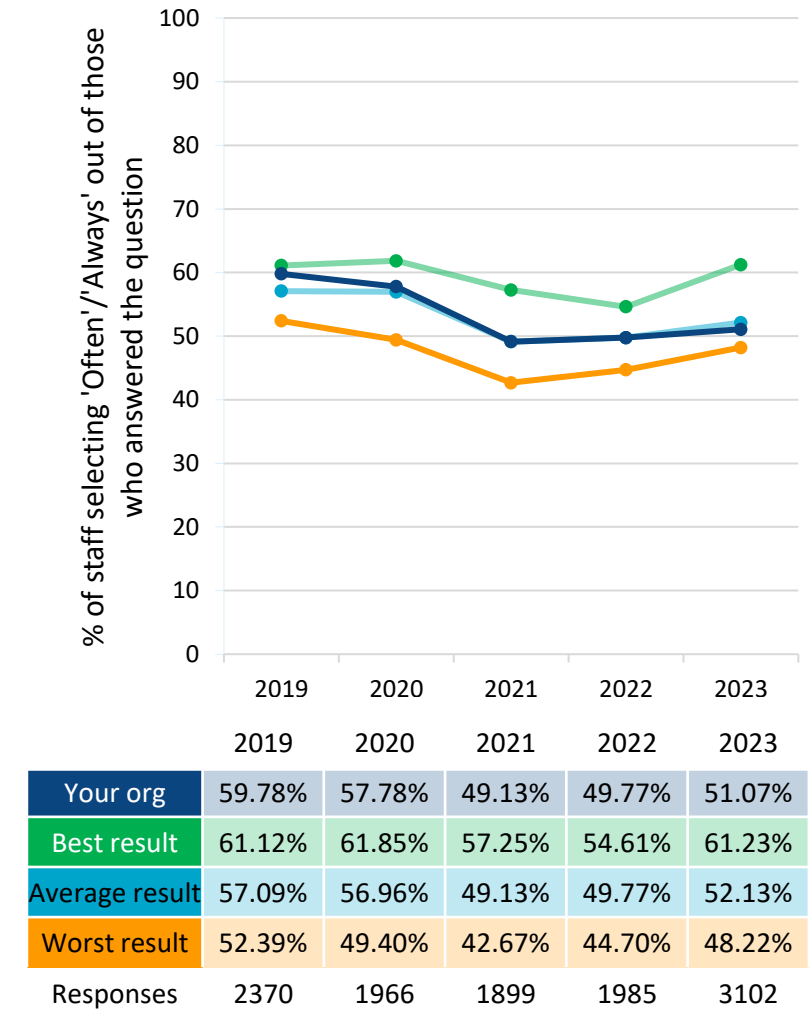
Q2a I look forward to going to work.



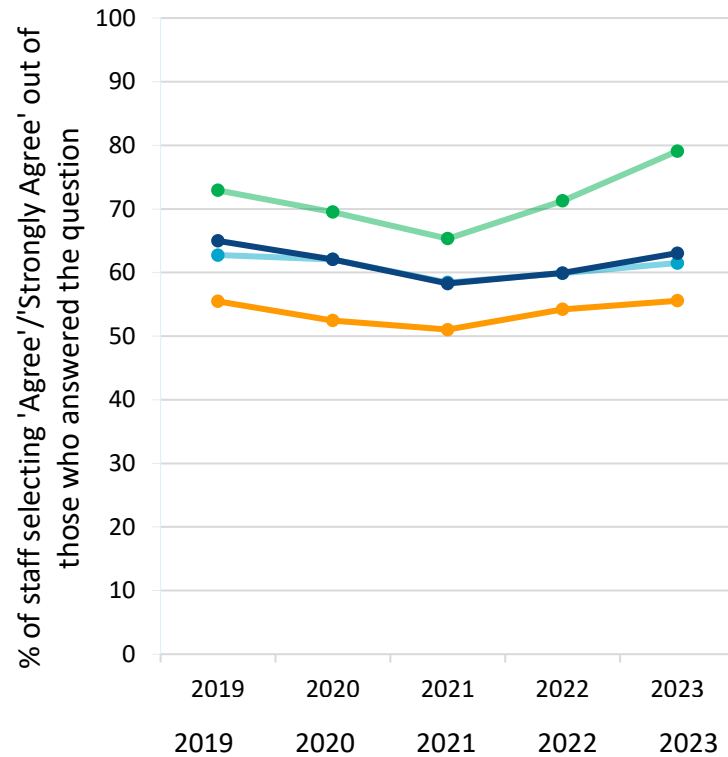
Q2b I am enthusiastic about my job.



Q2c Time passes quickly when I am working.

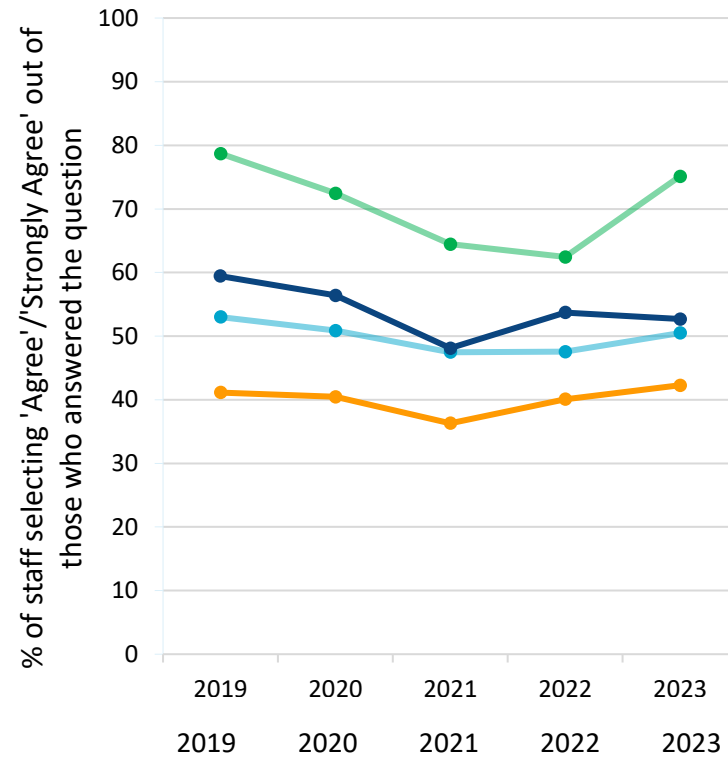


Q3c There are frequent opportunities for me to show initiative in my role.



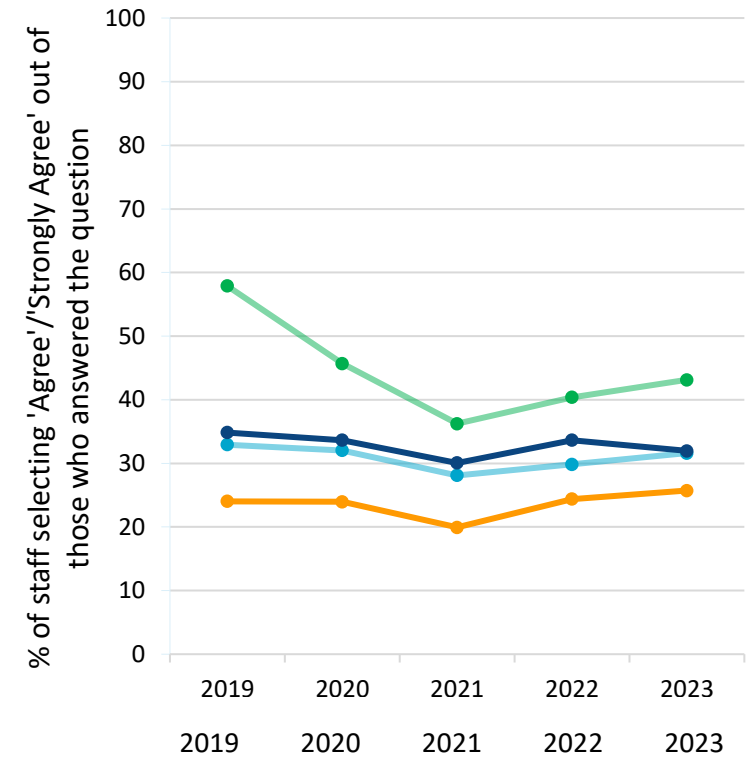
Your org	2019	2020	2021	2022	2023
Best result	72.93%	69.50%	65.33%	71.27%	79.10%
Average result	62.76%	62.06%	58.44%	59.87%	61.48%
Worst result	55.47%	52.45%	51.01%	54.21%	55.58%
Responses	2377	1988	1909	1986	3122

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



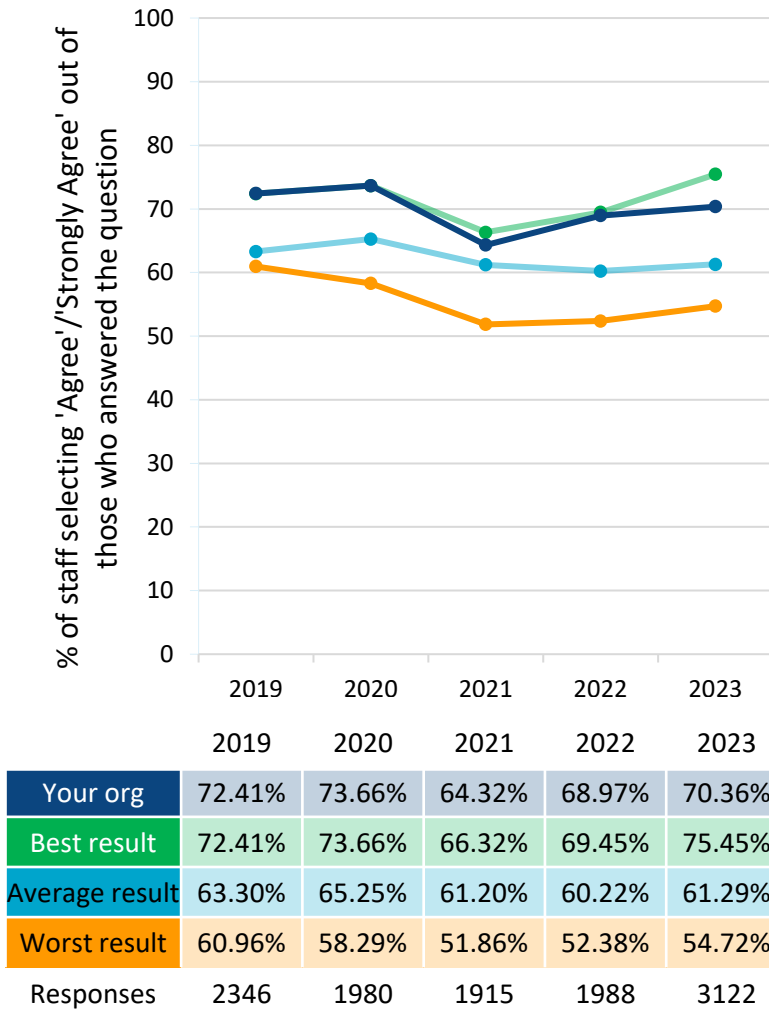
Your org	2019	2020	2021	2022	2023
Best result	78.69%	72.45%	64.45%	62.45%	75.11%
Average result	53.01%	50.86%	47.47%	47.54%	50.50%
Worst result	41.15%	40.47%	36.30%	40.07%	42.28%
Responses	2371	1982	1907	1985	3121

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

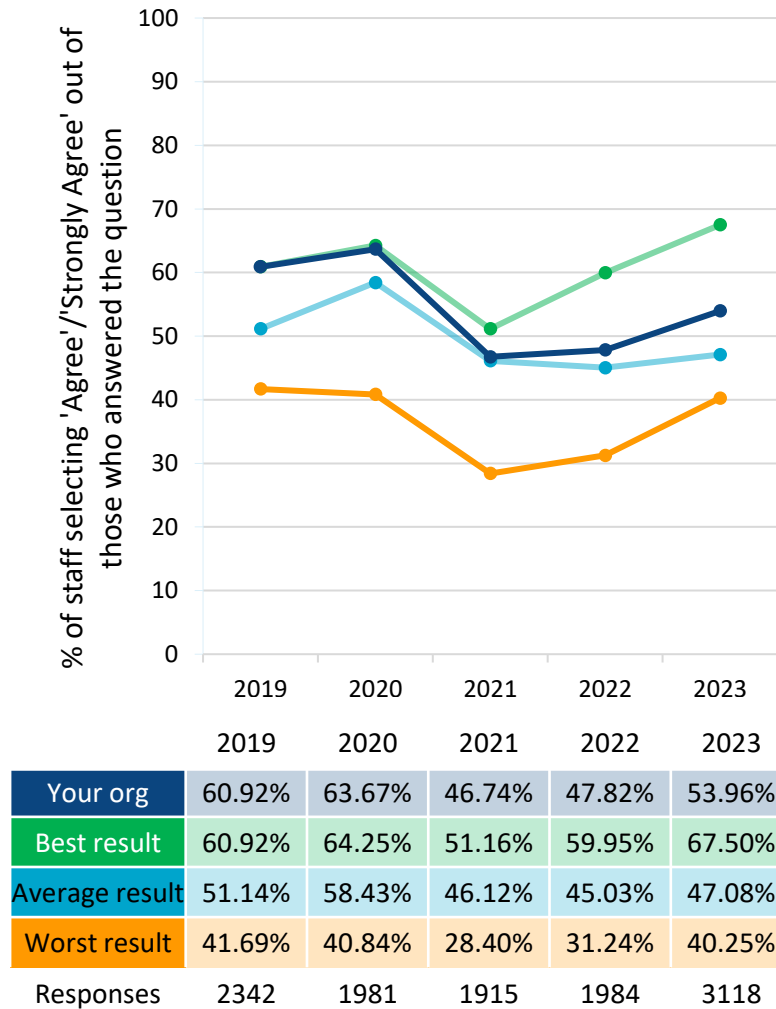


Your org	2019	2020	2021	2022	2023
Best result	57.89%	45.69%	36.23%	40.37%	43.12%
Average result	32.94%	32.03%	28.12%	29.84%	31.61%
Worst result	24.02%	23.96%	19.94%	24.39%	25.72%
Responses	2366	1982	1905	1981	3116

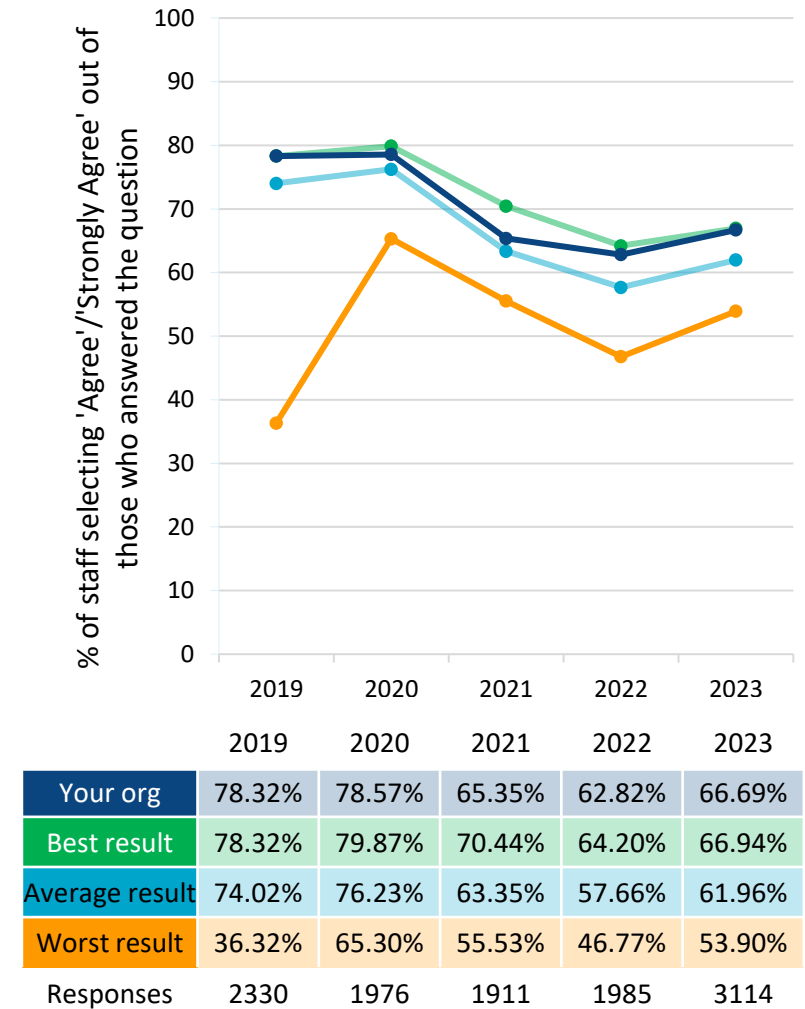
Q25a Care of patients / service users is my organisation's top priority.



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



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



## Theme - Morale

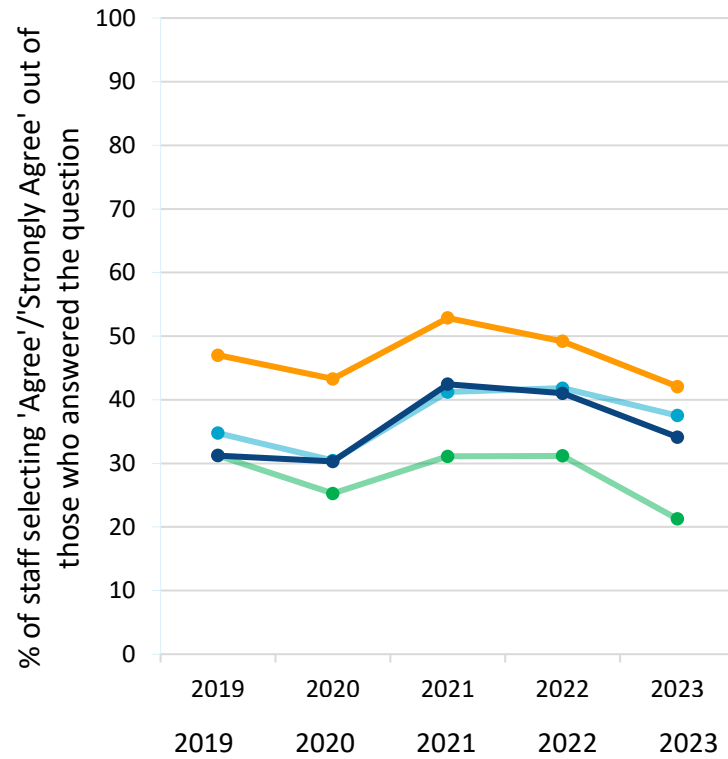
### Questions included:

Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

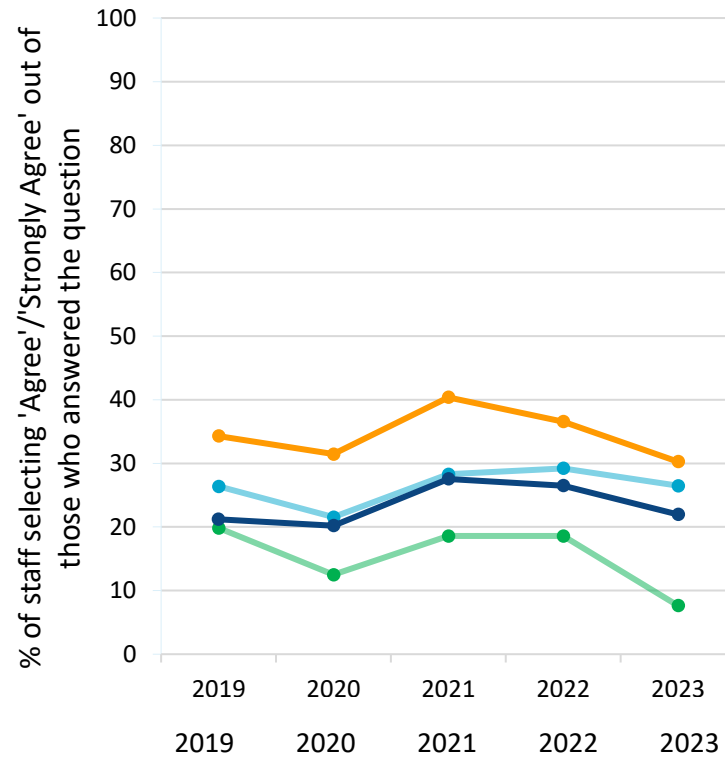
Stressors – Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a

Q26a I often think about leaving this organisation.



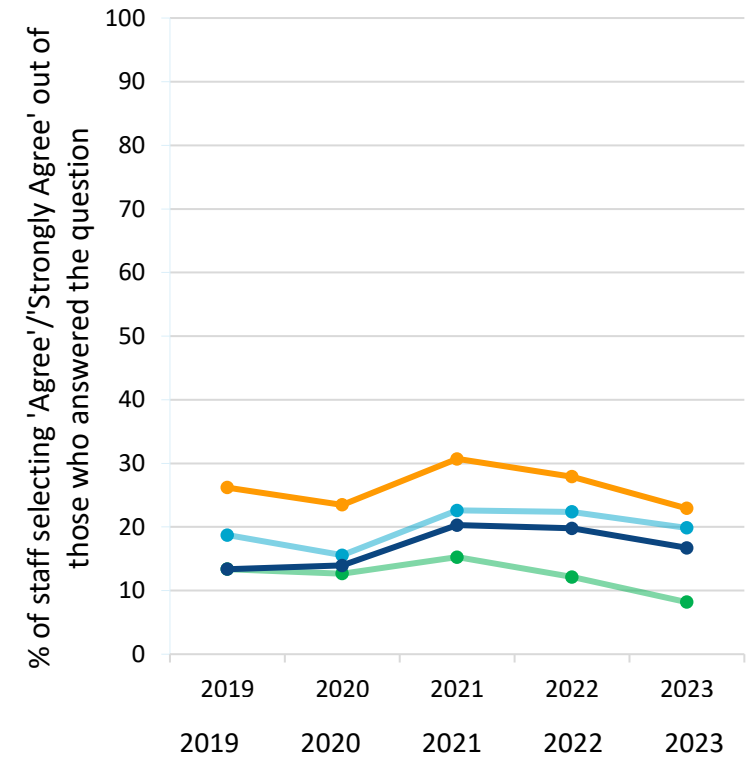
Your org	31.22%	30.28%	42.45%	41.02%	34.11%
Best result	31.22%	25.26%	31.10%	31.16%	21.27%
Average result	34.75%	30.45%	41.21%	41.83%	37.50%
Worst result	46.99%	43.27%	52.85%	49.18%	42.06%
Responses	2349	1988	1916	1989	3123

Q26b I will probably look for a job at a new organisation in the next 12 months.



Your org	21.21%	20.20%	27.55%	26.50%	21.97%
Best result	19.84%	12.48%	18.58%	18.58%	7.64%
Average result	26.37%	21.55%	28.27%	29.22%	26.48%
Worst result	34.30%	31.44%	40.39%	36.56%	30.26%
Responses	2348	1984	1909	1988	3117

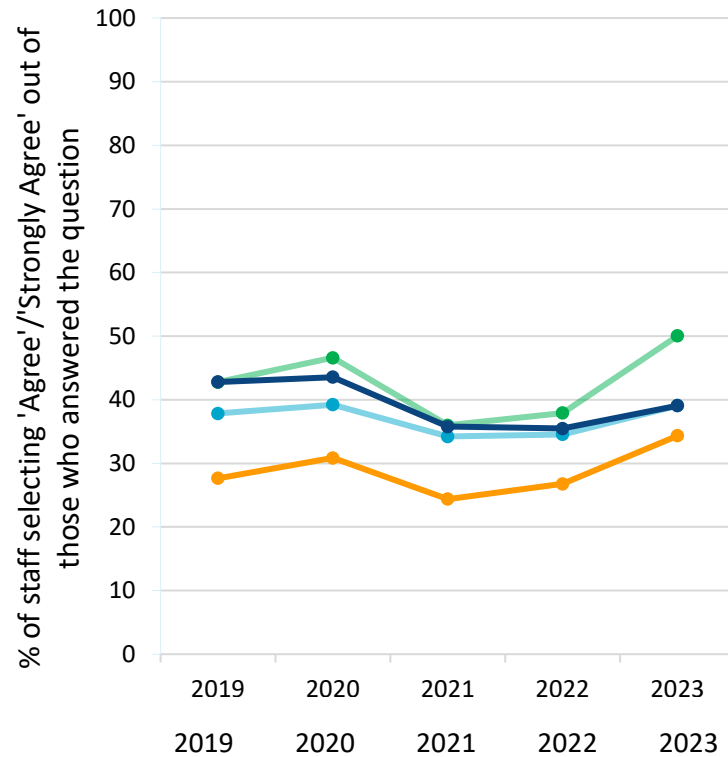
Q26c As soon as I can find another job, I will leave this organisation.



Your org	13.37%	13.94%	20.27%	19.77%	16.71%
Best result	13.37%	12.67%	15.26%	12.13%	8.18%
Average result	18.71%	15.55%	22.61%	22.38%	19.86%
Worst result	26.20%	23.48%	30.70%	27.90%	22.93%
Responses	2315	1978	1899	1983	3105

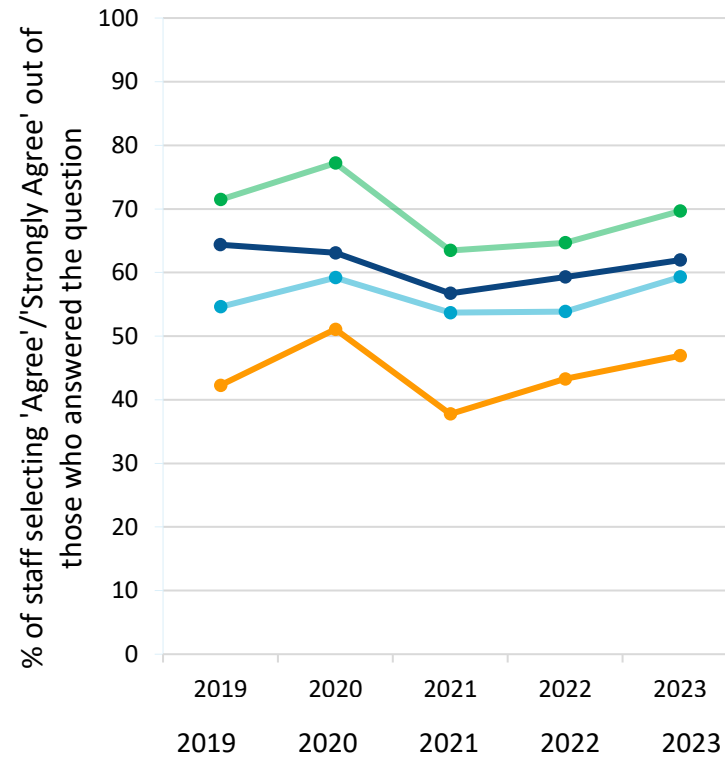


Q3g I am able to meet all the conflicting demands on my time at work.



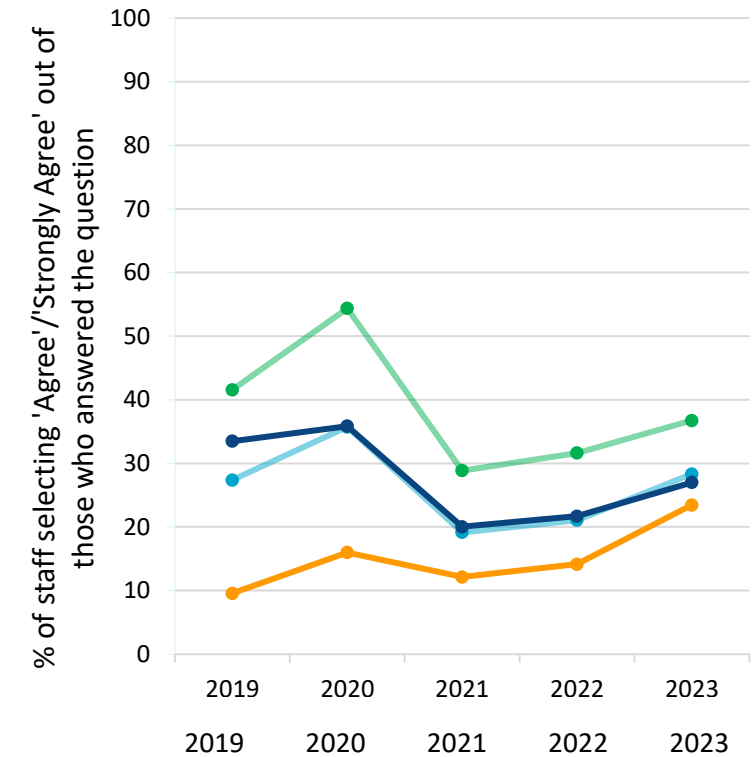
Your org	42.78%	43.56%	35.79%	35.49%	39.08%
Best result	42.78%	46.60%	35.98%	37.91%	50.04%
Average result	37.85%	39.23%	34.23%	34.54%	39.08%
Worst result	27.66%	30.84%	24.39%	26.77%	34.34%
Responses	2368	1981	1910	1985	3111

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



Your org	64.38%	63.11%	56.74%	59.30%	61.97%
Best result	71.47%	77.20%	63.48%	64.69%	69.66%
Average result	54.63%	59.20%	53.69%	53.87%	59.30%
Worst result	42.26%	51.07%	37.76%	43.27%	46.91%
Responses	2364	1978	1907	1979	3113

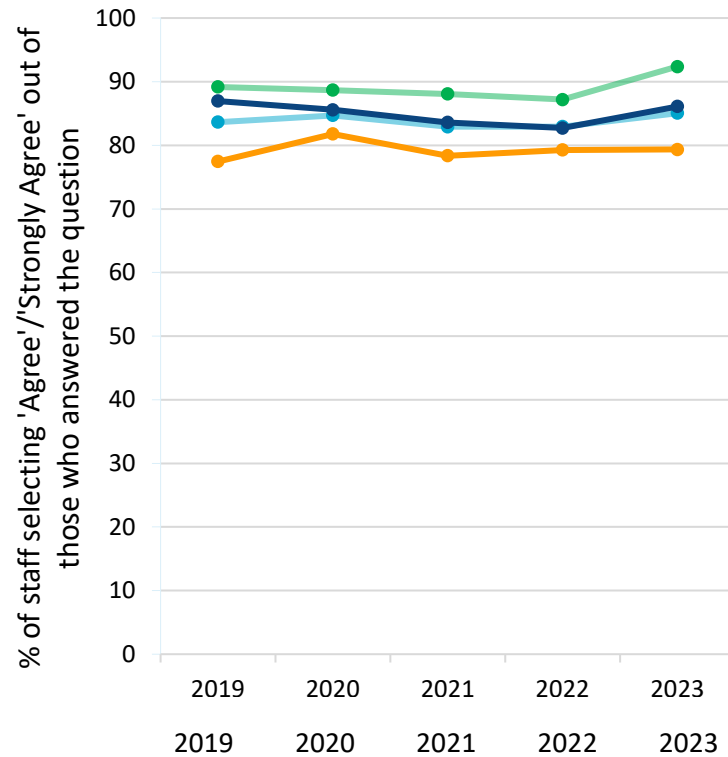
Q3i There are enough staff at this organisation for me to do my job properly.



Your org	33.50%	35.85%	20.03%	21.69%	27.01%
Best result	41.56%	54.35%	28.87%	31.62%	36.73%
Average result	27.38%	35.73%	19.15%	21.05%	28.32%
Worst result	9.56%	15.98%	12.14%	14.15%	23.44%
Responses	2368	1974	1910	1988	3122

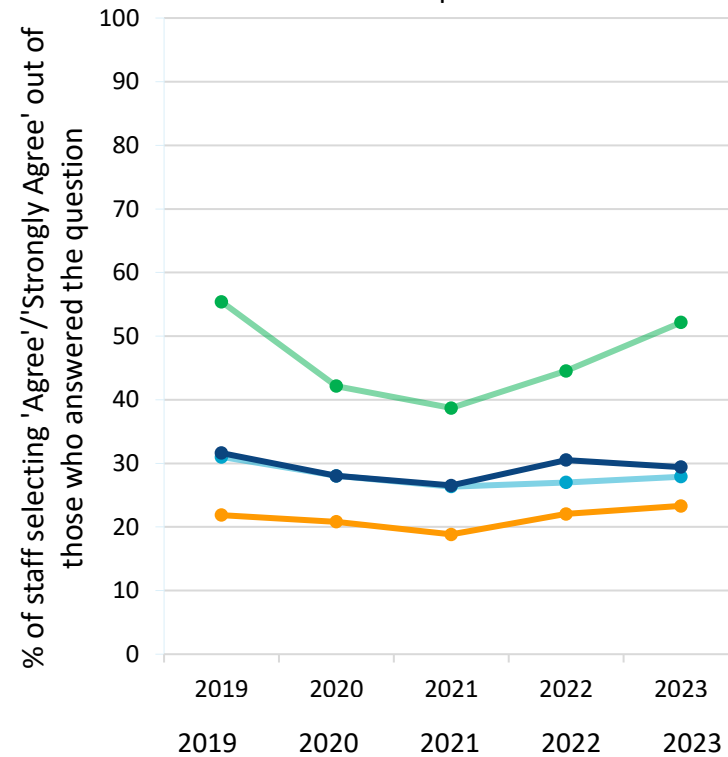


Q3a I always know what my work responsibilities are.



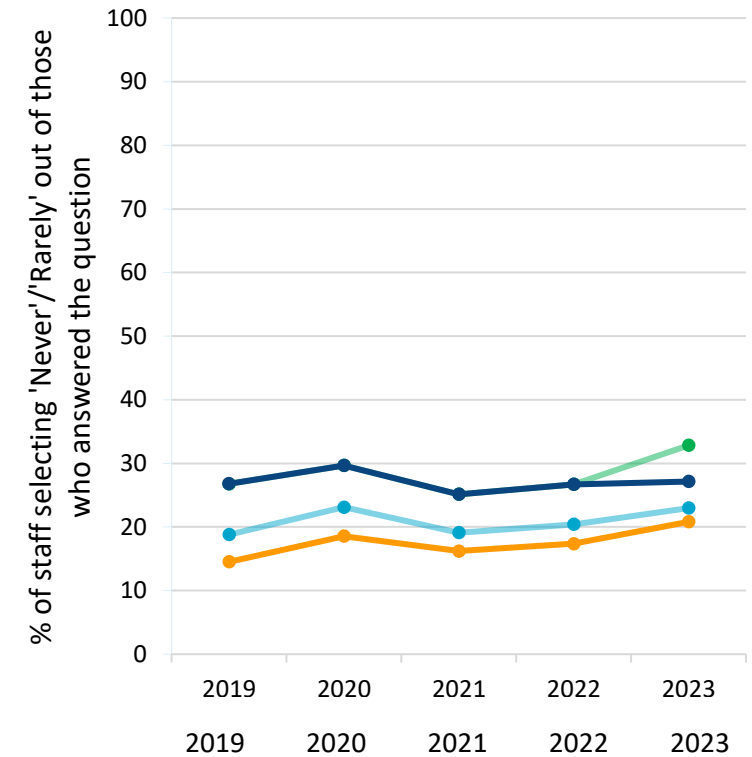
Your org	86.93%	85.59%	83.60%	82.71%	86.11%
Best result	89.17%	88.67%	88.08%	87.19%	92.38%
Average result	83.64%	84.70%	82.92%	82.94%	85.06%
Worst result	77.46%	81.79%	78.35%	79.28%	79.34%
Responses	2369	1982	1914	1987	3128

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



Your org	31.63%	28.02%	26.52%	30.53%	29.41%
Best result	55.39%	42.13%	38.69%	44.53%	52.15%
Average result	31.00%	28.02%	26.35%	27.00%	27.90%
Worst result	21.87%	20.80%	18.82%	22.04%	23.30%
Responses	2371	1982	1911	1980	3118

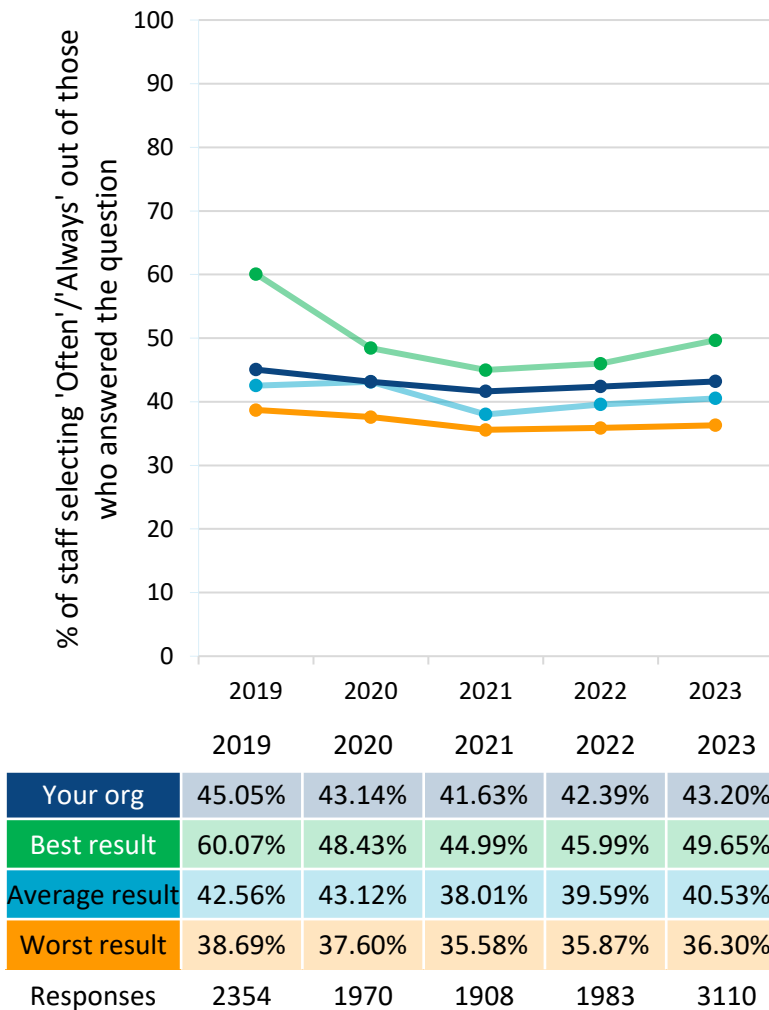
Q5a I have unrealistic time pressures.



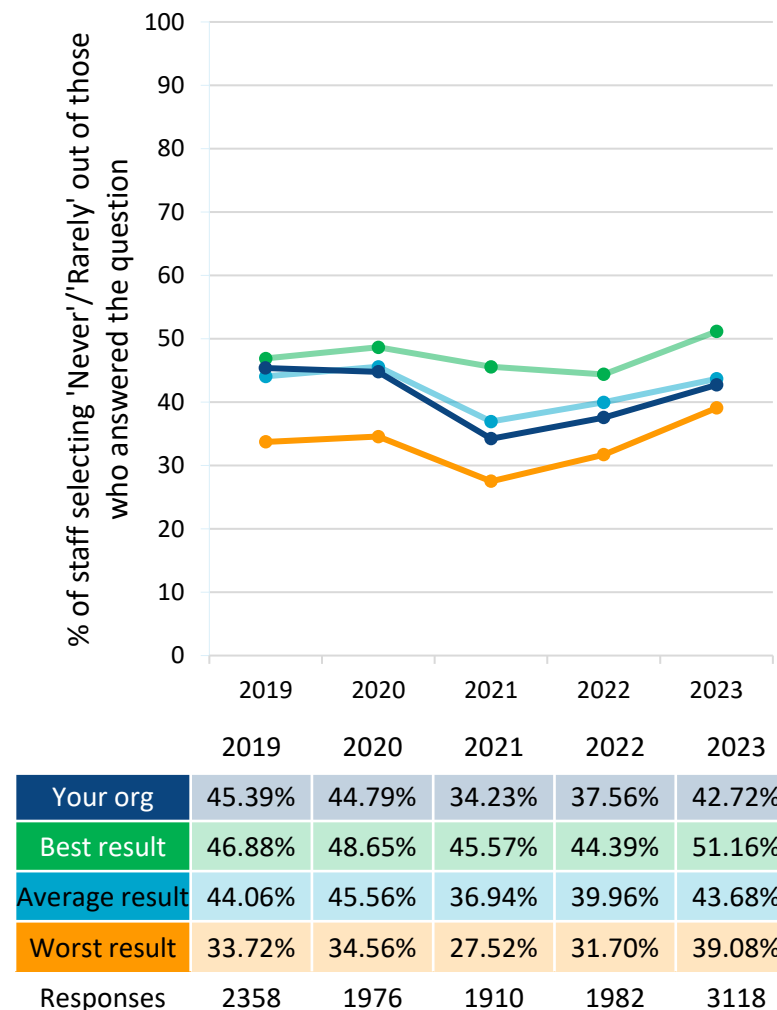
Your org	26.77%	29.66%	25.13%	26.69%	27.16%
Best result	26.77%	29.66%	25.13%	26.69%	32.83%
Average result	18.79%	23.10%	19.09%	20.42%	22.98%
Worst result	14.52%	18.55%	16.20%	17.37%	20.80%
Responses	2360	1976	1910	1987	3114



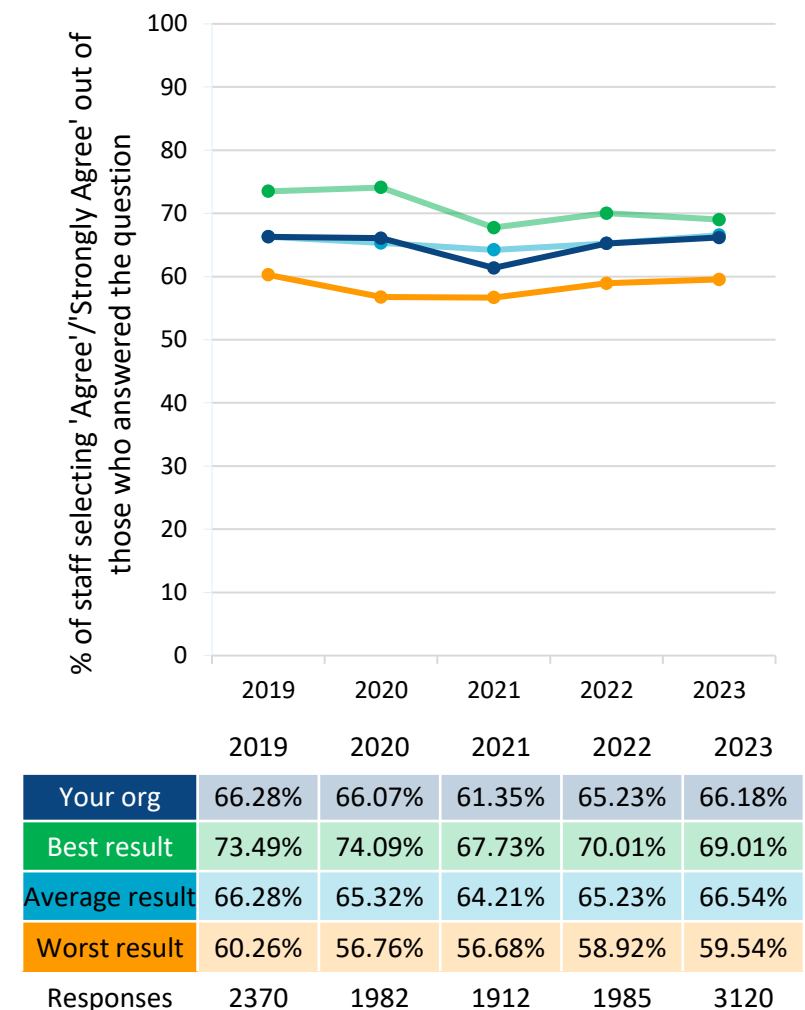
Q5b I have a choice in deciding how to do my work.



Q5c Relationships at work are strained.



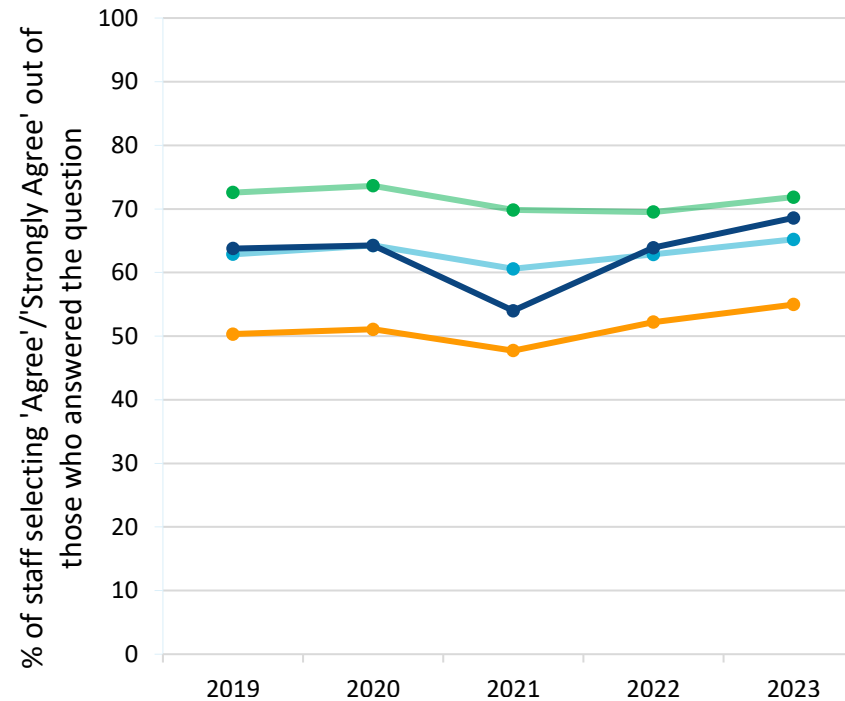
Q7c I receive the respect I deserve from my colleagues at work.







Q9a My immediate manager encourages me at work.



	2019	2020	2021	2022	2023
Your org	63.76%	64.25%	53.99%	63.90%	68.58%
Best result	72.59%	73.64%	69.83%	69.51%	71.84%
Average result	62.88%	64.25%	60.57%	62.85%	65.21%
Worst result	50.31%	51.08%	47.73%	52.22%	54.97%
Responses	2369	1989	1913	1990	3124

## Question not linked to People Promise elements or themes

Questions included:\*

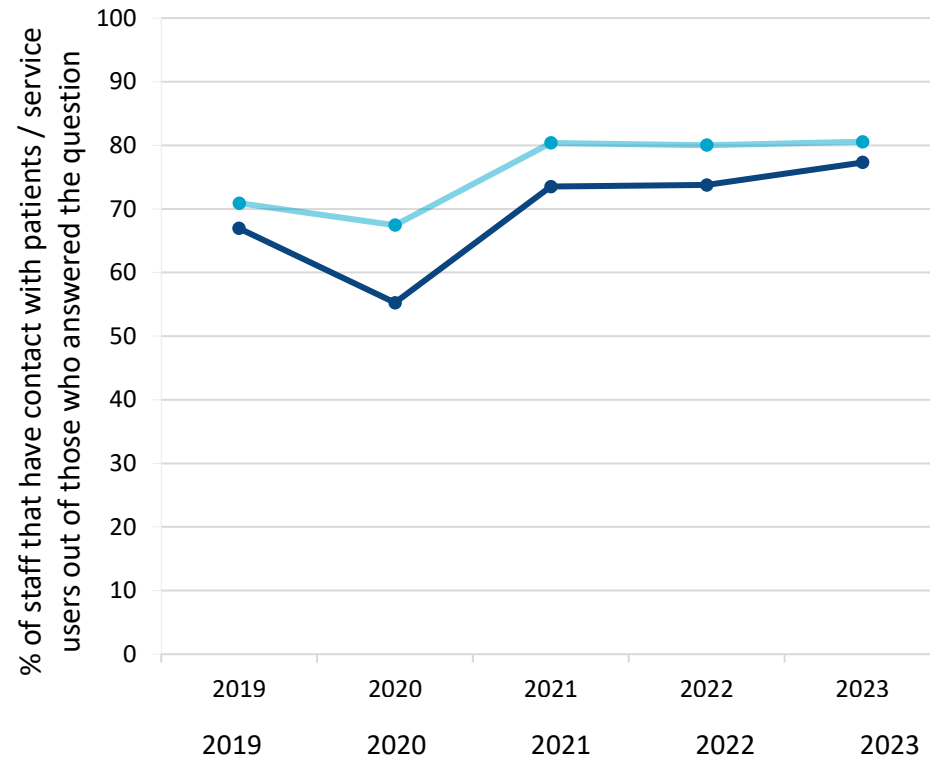
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

\*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.

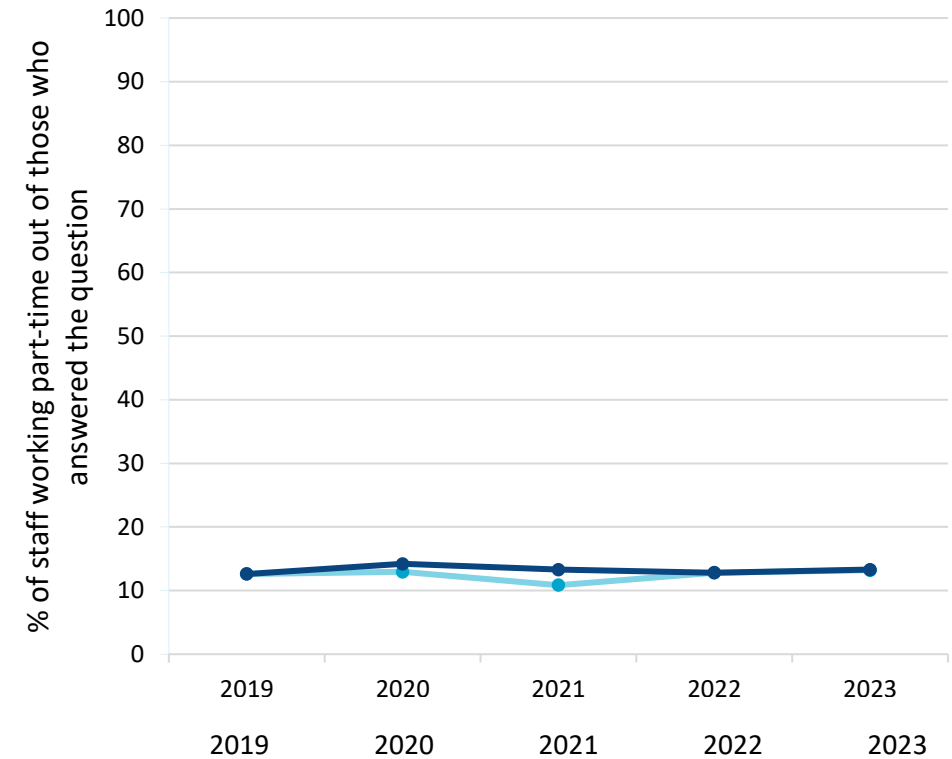


Q1 Do you have face-to-face, video or telephone contact with patients / service users as part of your job?



	2019	2020	2021	2022	2023
2019	2019	2020	2021	2022	2023
Your org	66.93%	55.25%	73.51%	73.75%	77.30%
Average	70.88%	67.44%	80.39%	80.02%	80.56%
Responses	2365	1973	1910	1985	3114

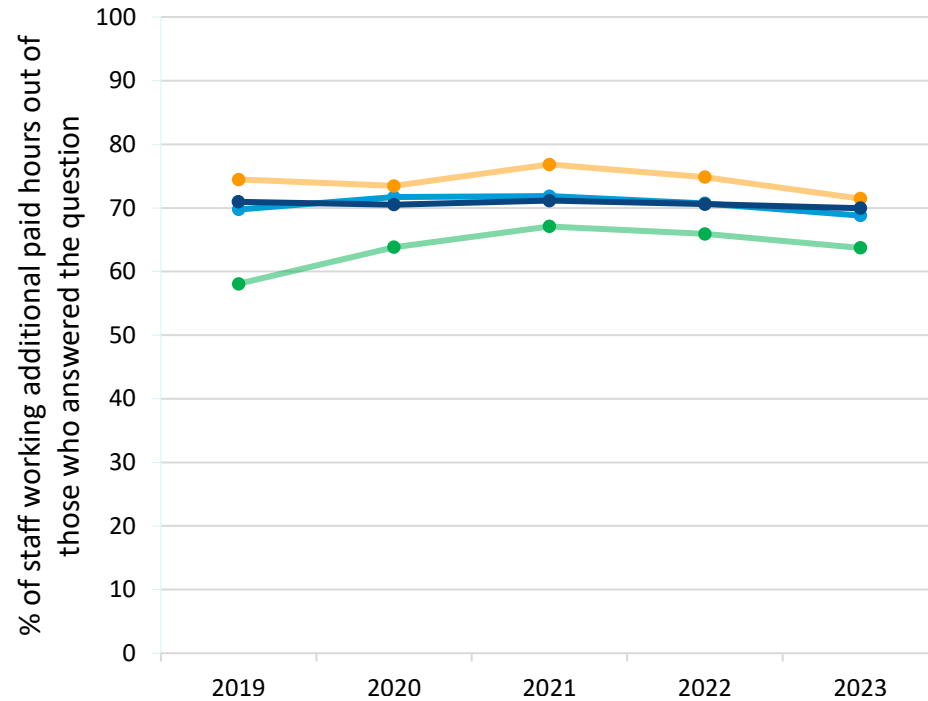
Q10a How many hours a week are you contracted to work?



	2019	2020	2021	2022	2023
2019	2019	2020	2021	2022	2023
Your org	12.60%	14.20%	13.28%	12.81%	13.28%
Average	12.60%	12.93%	10.86%	12.78%	13.19%
Responses	2150	1831	1784	1834	2892



Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?

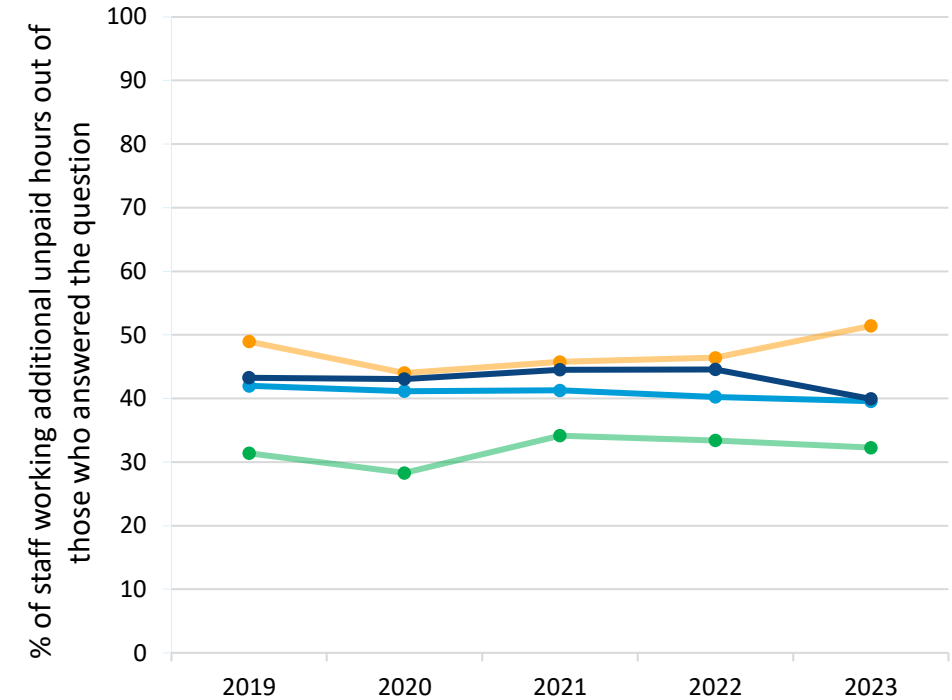


2019 2020 2021 2022 2023

Your org	70.94%	70.53%	71.15%	70.58%	69.96%
Lowest	58.06%	63.84%	67.10%	65.90%	63.73%
Average	69.75%	71.71%	71.85%	70.71%	68.80%
Highest	74.48%	73.45%	76.84%	74.84%	71.46%

Responses 2300 1949 1882 1960 3078

Q10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?



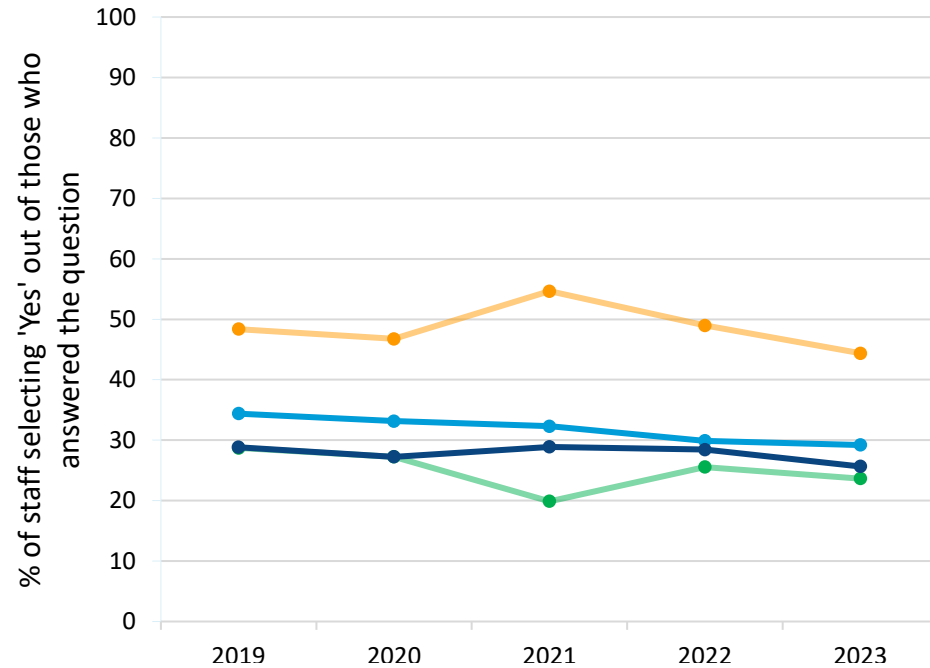
2019 2020 2021 2022 2023

Your org	43.25%	43.07%	44.53%	44.58%	39.94%
Lowest	31.38%	28.29%	34.17%	33.41%	32.26%
Average	41.98%	41.16%	41.28%	40.25%	39.57%
Highest	48.95%	44.02%	45.75%	46.41%	51.41%

Responses 2263 1935 1878 1951 3064

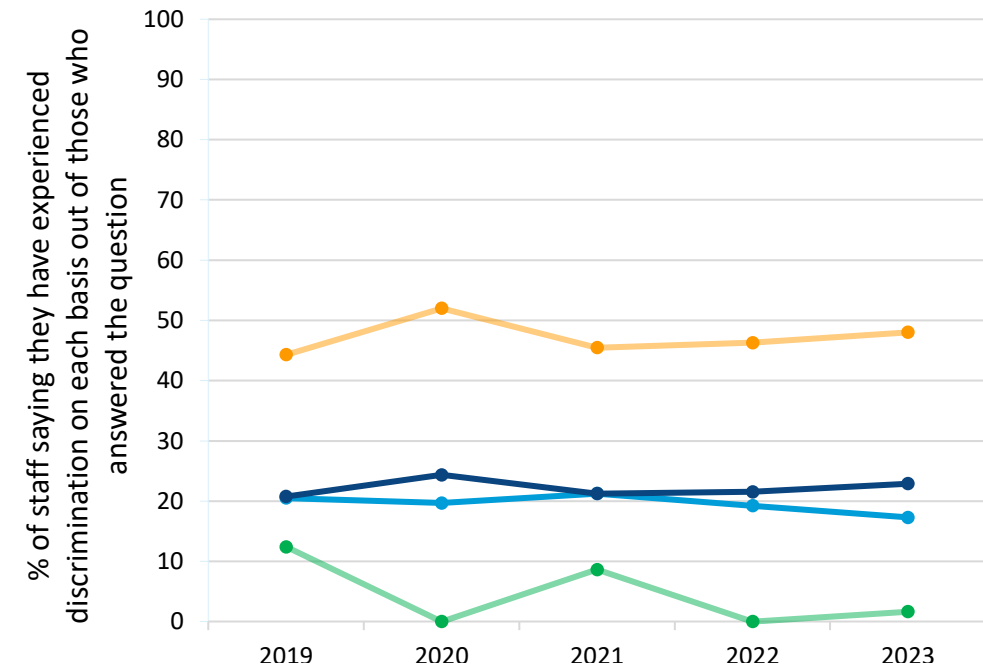


Q11e\* Have you felt pressure from your manager to come to work?



	2019	2020	2021	2022	2023
Your org	28.81%	27.26%	28.89%	28.44%	25.66%
Best result	28.70%	27.26%	19.88%	25.56%	23.65%
Average result	34.41%	33.15%	32.32%	29.89%	29.20%
Worst result	48.39%	46.75%	54.65%	48.99%	44.38%
Responses	1397	960	1189	1248	2040

Q16c.1 On what grounds have you experienced discrimination?  
- Ethnic background.

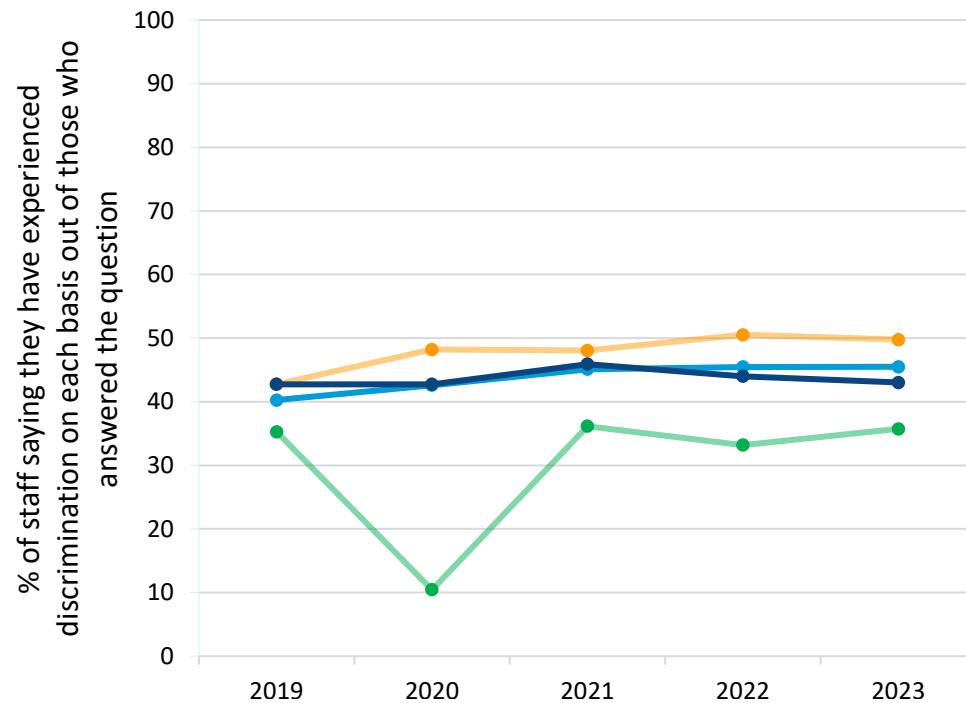


	2019	2020	2021	2022	2023
Your org	20.78%	24.36%	21.26%	21.55%	22.90%
Best result	12.40%	0.00%	8.64%	0.00%	1.65%
Average result	20.52%	19.69%	21.26%	19.24%	17.30%
Worst result	44.30%	52.00%	45.47%	46.30%	48.02%
Responses	382	339	376	367	560

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



Q16c.2 On what grounds have you experienced discrimination?  
– Gender.

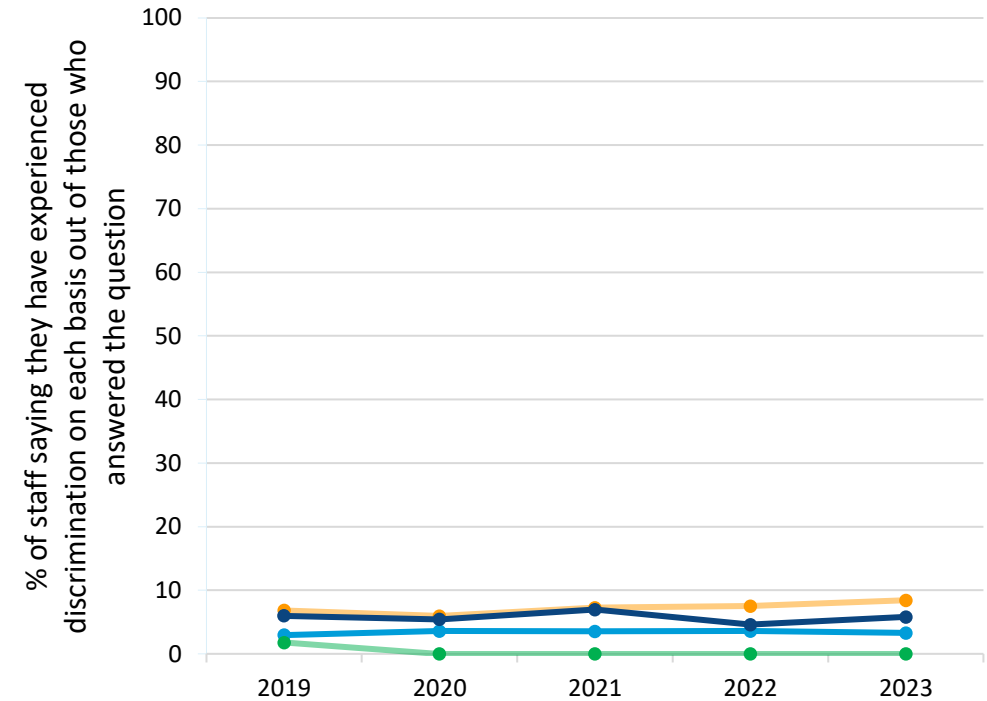


2019 2020 2021 2022 2023

Your org	42.74%	42.75%	45.92%	44.01%	43.01%
Best result	35.27%	10.46%	36.16%	33.18%	35.72%
Average result	40.24%	42.60%	45.12%	45.46%	45.50%
Worst result	42.74%	48.21%	48.05%	50.51%	49.78%

Responses 382 339 376 367 560

Q16c.3 On what grounds have you experienced discrimination?  
– Religion.



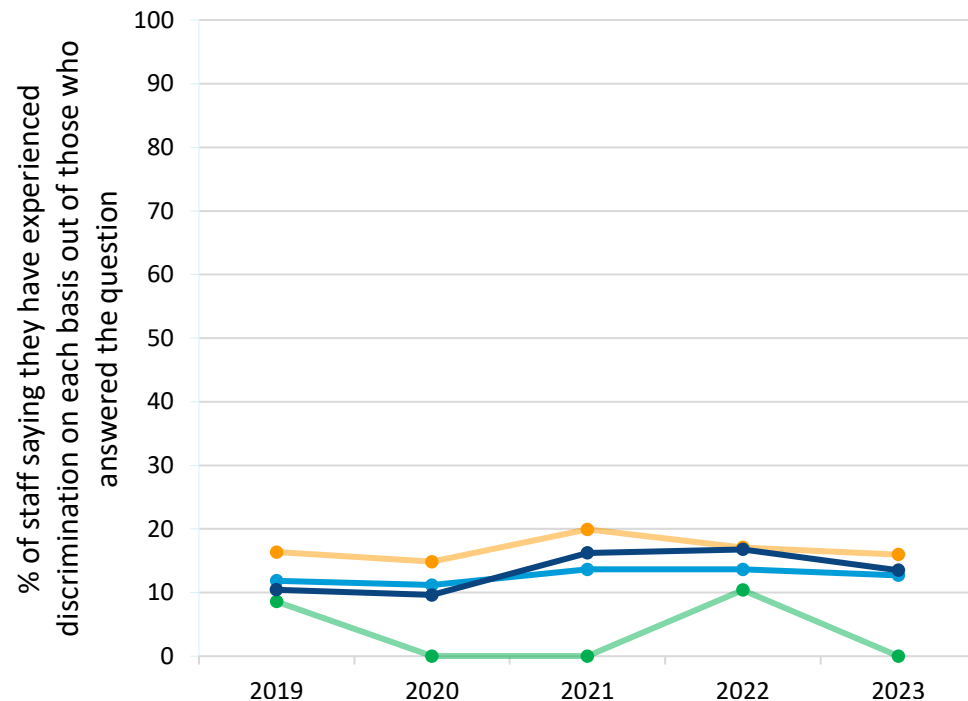
2019 2020 2021 2022 2023

Your org	5.96%	5.43%	6.97%	4.61%	5.80%
Best result	1.79%	0.00%	0.00%	0.00%	0.00%
Average result	2.98%	3.58%	3.55%	3.59%	3.31%
Worst result	6.83%	5.95%	7.28%	7.52%	8.43%

Responses 382 339 376 367 560



Q16c.4 On what grounds have you experienced discrimination?  
– Sexual orientation.

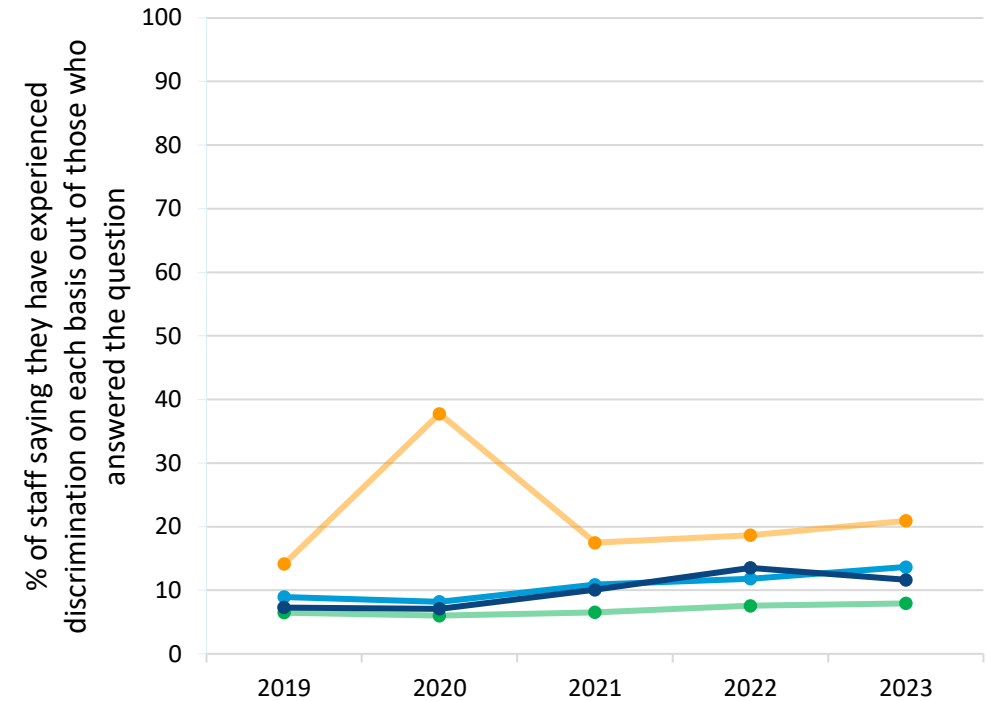


2019 2020 2021 2022 2023

Your org	10.45%	9.61%	16.24%	16.78%	13.52%
Best result	8.58%	0.00%	0.00%	10.41%	0.00%
Average result	11.86%	11.17%	13.64%	13.64%	12.70%
Worst result	16.37%	14.86%	19.94%	17.08%	15.97%

Responses 382 339 376 367 560

Q16c.5 On what grounds have you experienced discrimination?  
– Disability.



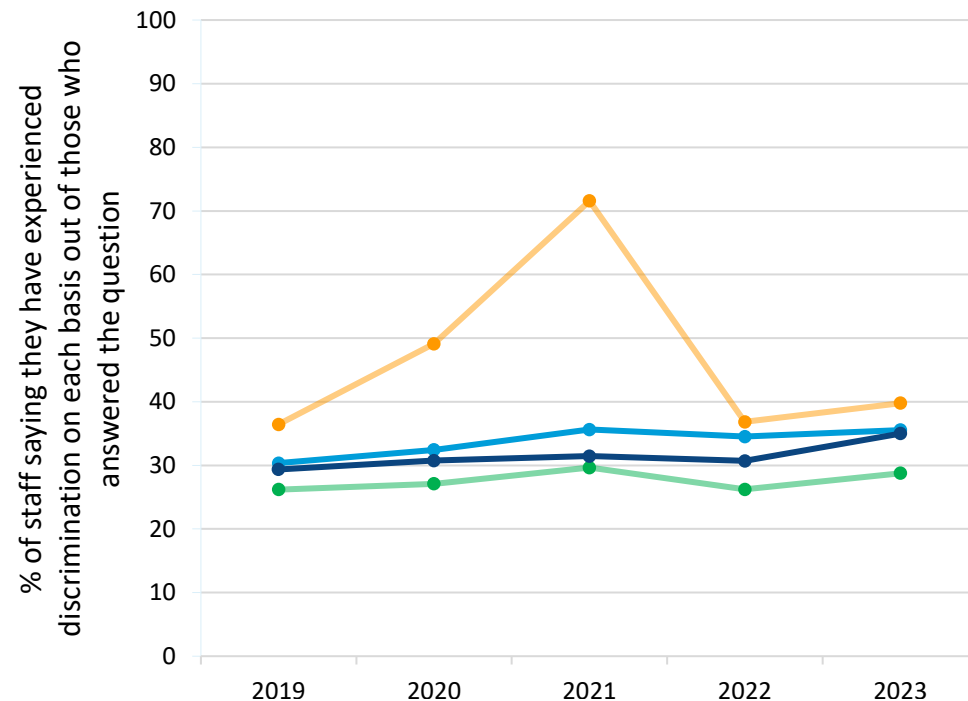
2019 2020 2021 2022 2023

Your org	7.29%	7.10%	10.09%	13.53%	11.64%
Best result	6.49%	6.01%	6.54%	7.56%	7.95%
Average result	8.95%	8.20%	10.89%	11.83%	13.66%
Worst result	14.13%	37.77%	17.48%	18.66%	20.92%

Responses 382 339 376 367 560



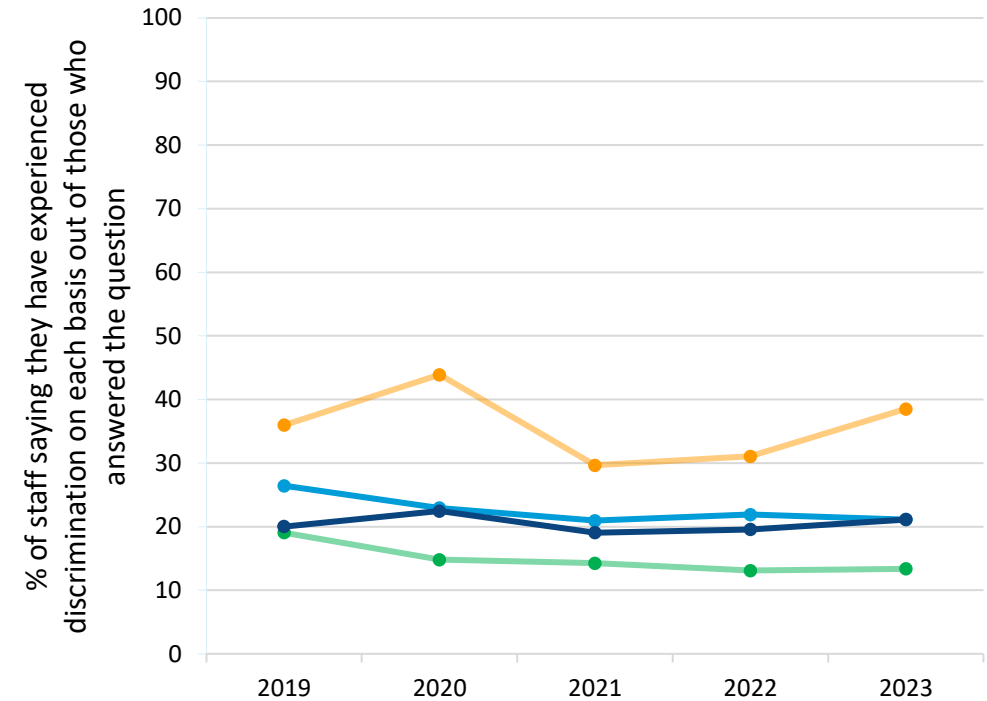
Q16c.6 On what grounds have you experienced discrimination?  
– Age.



2019 2020 2021 2022 2023

Your org	29.35%	30.75%	31.45%	30.70%	35.00%
Best result	26.19%	27.09%	29.64%	26.22%	28.75%
Average result	30.34%	32.42%	35.63%	34.52%	35.56%
Worst result	36.43%	49.12%	71.58%	36.83%	39.77%
Responses	382	339	376	367	560

Q16c.7 On what grounds have you experienced discrimination?  
– Other.



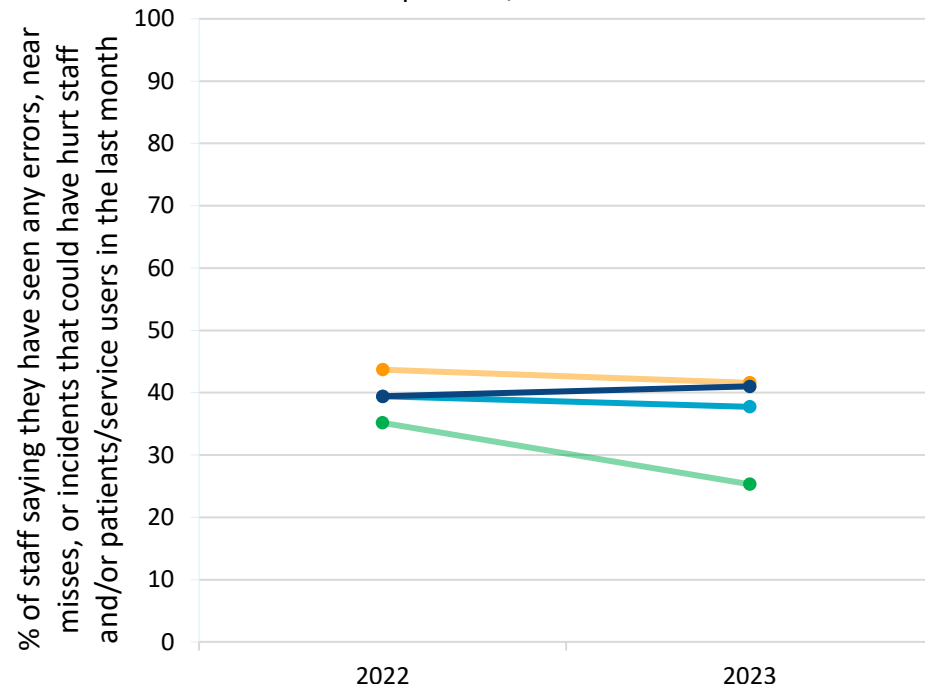
2019 2020 2021 2022 2023

Your org	20.03%	22.47%	19.06%	19.56%	21.14%
Best result	19.07%	14.82%	14.27%	13.11%	13.38%
Average result	26.43%	22.94%	20.94%	21.90%	21.14%
Worst result	35.97%	43.89%	29.65%	31.07%	38.50%
Responses	382	339	376	367	560



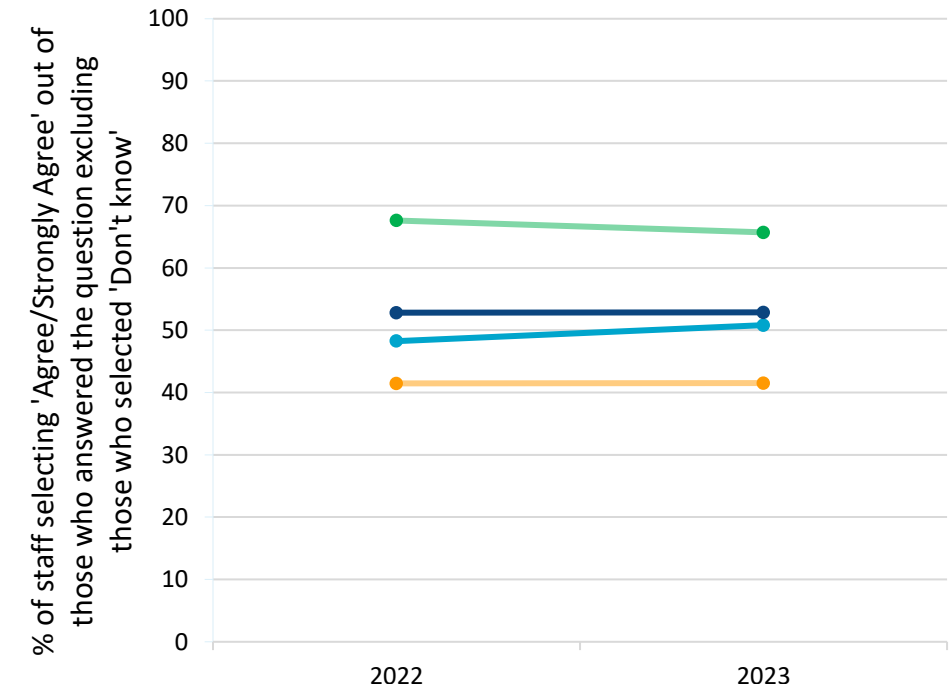


Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



	2022	2023
Your org	39.42%	41.02%
Best result	35.16%	25.32%
Average result	39.42%	37.75%
Worst result	43.70%	41.61%
Responses	1986	3068

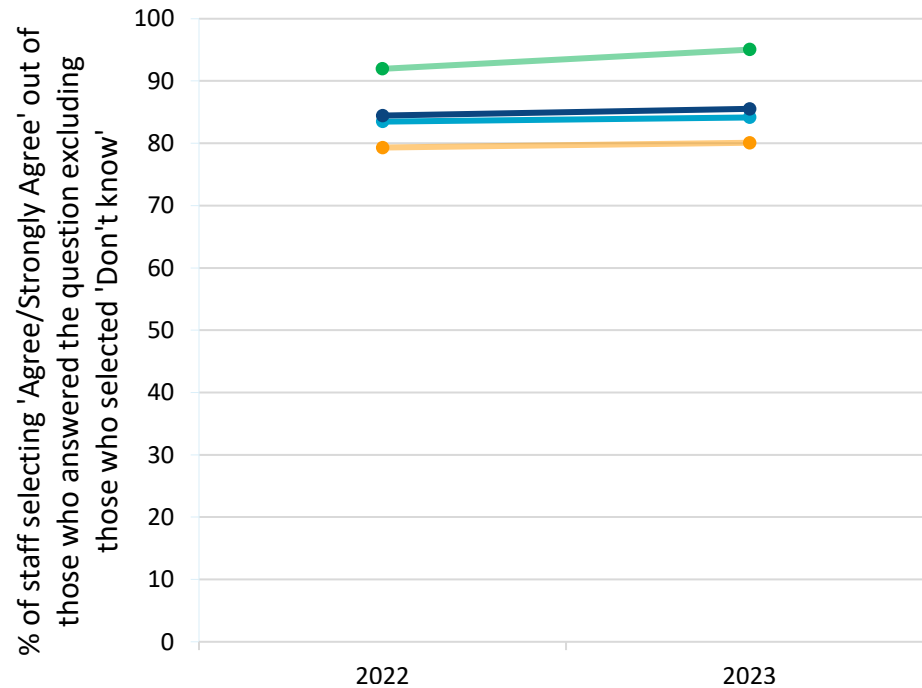
Q19a My organisation treats staff who are involved in an error, near miss or incident fairly.



	2022	2023
Your org	52.80%	52.85%
Best result	67.62%	65.69%
Average result	48.24%	50.79%
Worst result	41.45%	41.51%
Responses	1547	2430

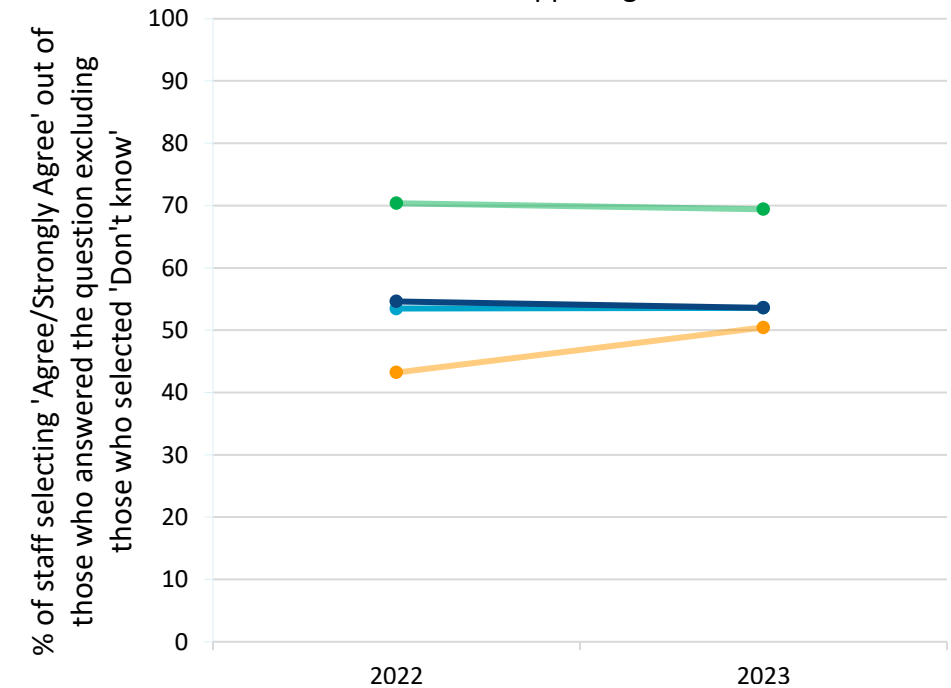


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023
Your org	84.44%	85.52%
Best result	91.93%	95.03%
Average result	83.49%	84.14%
Worst result	79.30%	80.06%
Responses	1902	2996

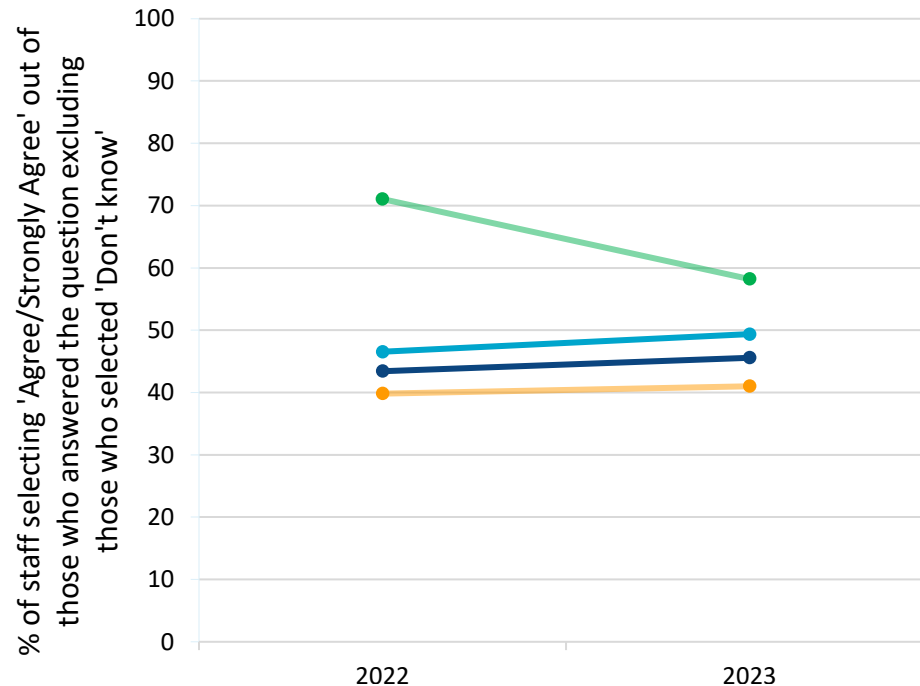
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



	2022	2023
Your org	54.63%	53.58%
Best result	70.36%	69.40%
Average result	53.46%	53.58%
Worst result	43.24%	50.45%
Responses	1712	2676

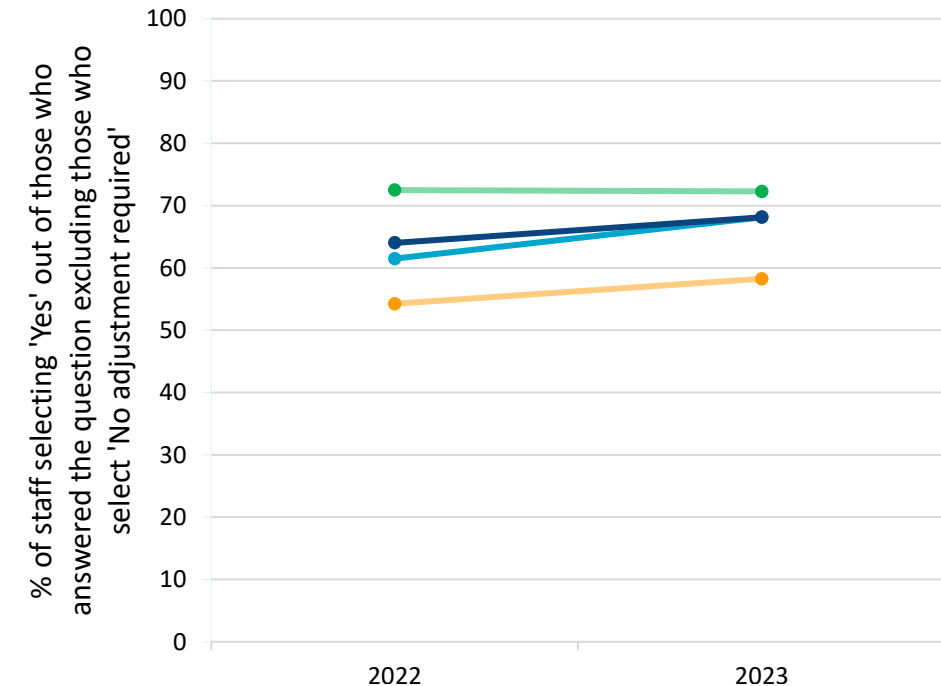


Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.



	2022	2023
Your org	43.42%	45.58%
Best result	71.03%	58.22%
Average result	46.55%	49.35%
Worst result	39.83%	41.00%
Responses	1728	2724

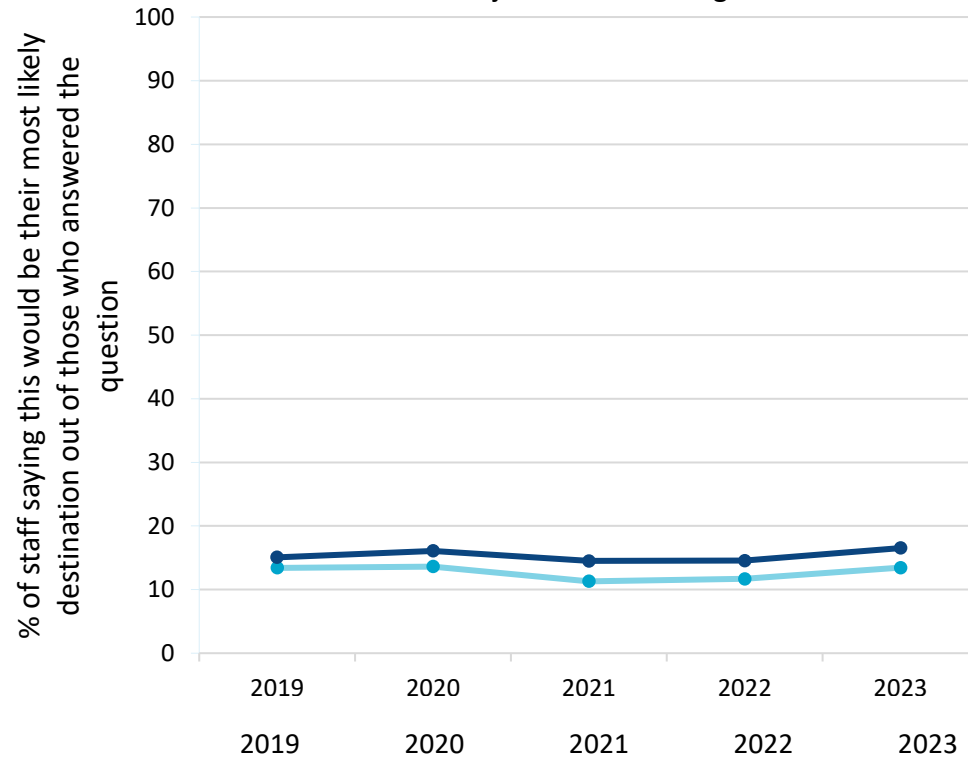
Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?



	2022	2023
Your org	64.02%	68.14%
Best result	72.50%	72.27%
Average result	61.49%	68.14%
Worst result	54.24%	58.26%
Responses	382	616

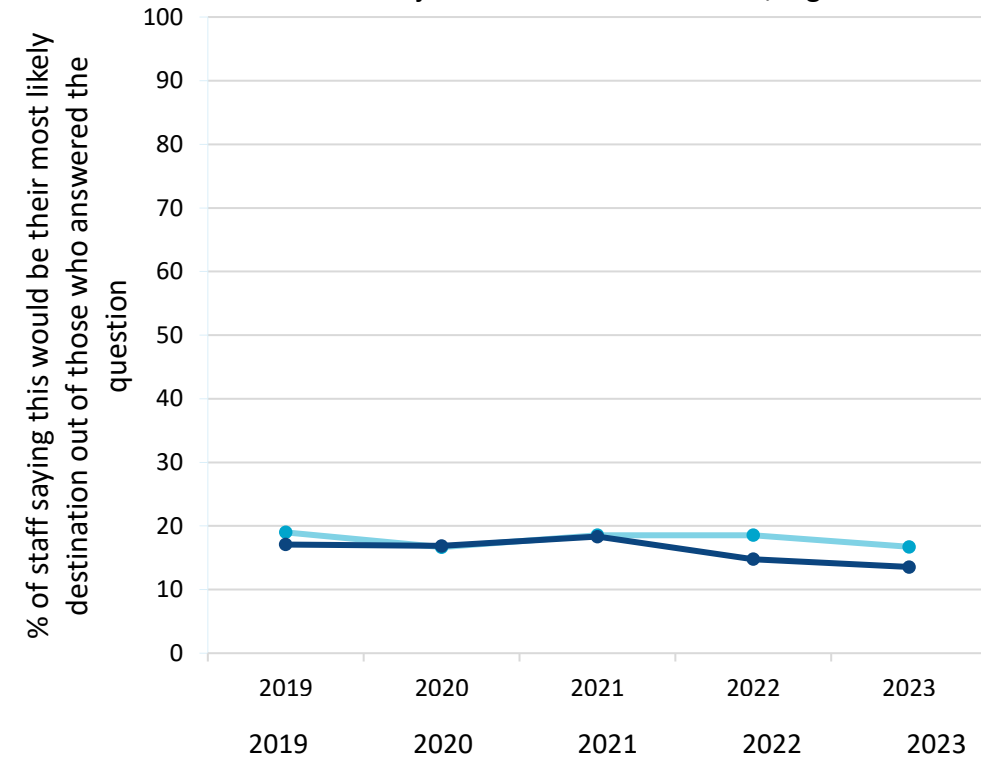


Q26d.1 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job within this organisation.



	2019	2020	2021	2022	2023
<b>Your org</b>	15.06%	16.08%	14.50%	14.54%	16.54%
<b>Average</b>	13.42%	13.62%	11.31%	11.68%	13.43%
Responses	2111	1828	1773	1829	2866

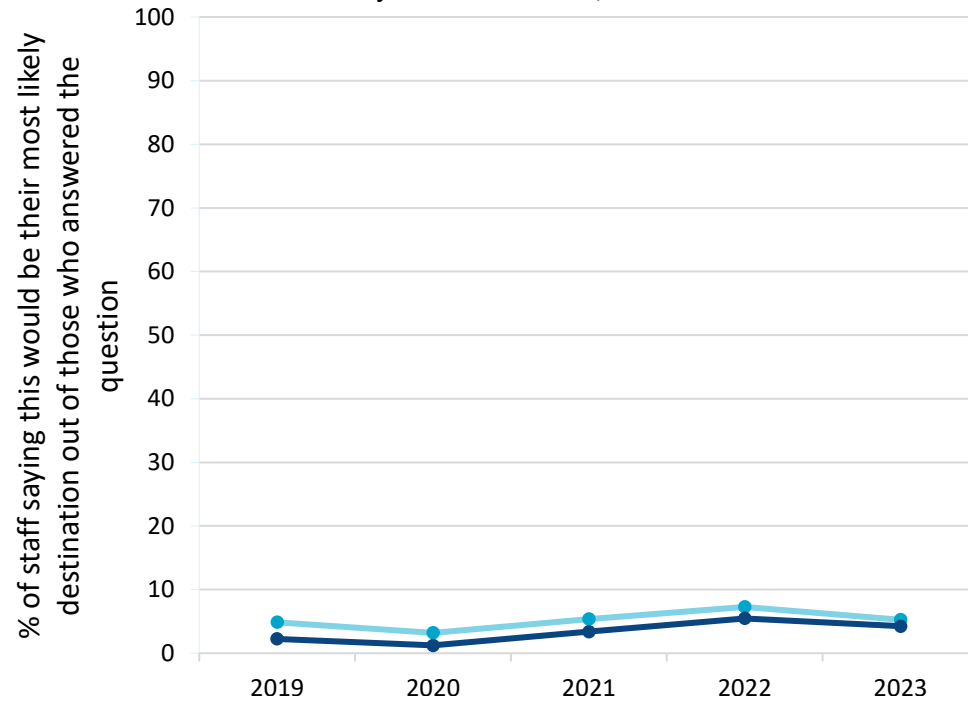
Q26d.2 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job in a different NHS Trust/organisation.



	2019	2020	2021	2022	2023
<b>Your org</b>	17.05%	16.85%	18.33%	14.76%	13.54%
<b>Average</b>	18.99%	16.65%	18.53%	18.55%	16.72%
Responses	2111	1828	1773	1829	2866



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.

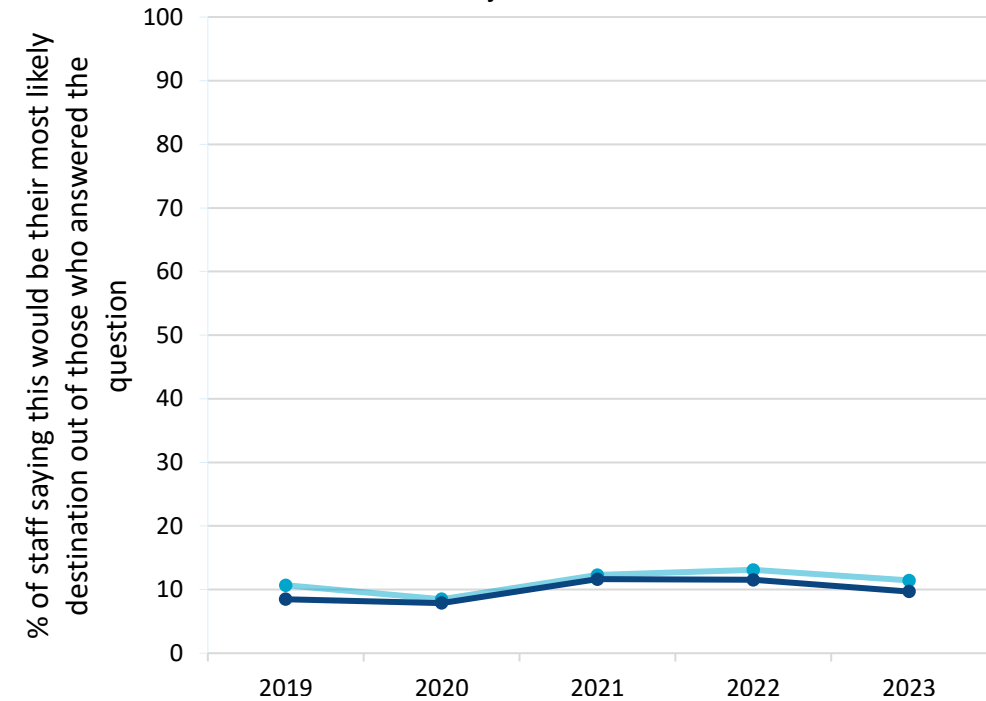


2019 2020 2021 2022 2023

Your org	2.23%	1.20%	3.38%	5.47%	4.22%
Average	4.86%	3.21%	5.37%	7.27%	5.27%

Responses 2111 1828 1773 1829 2866

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.



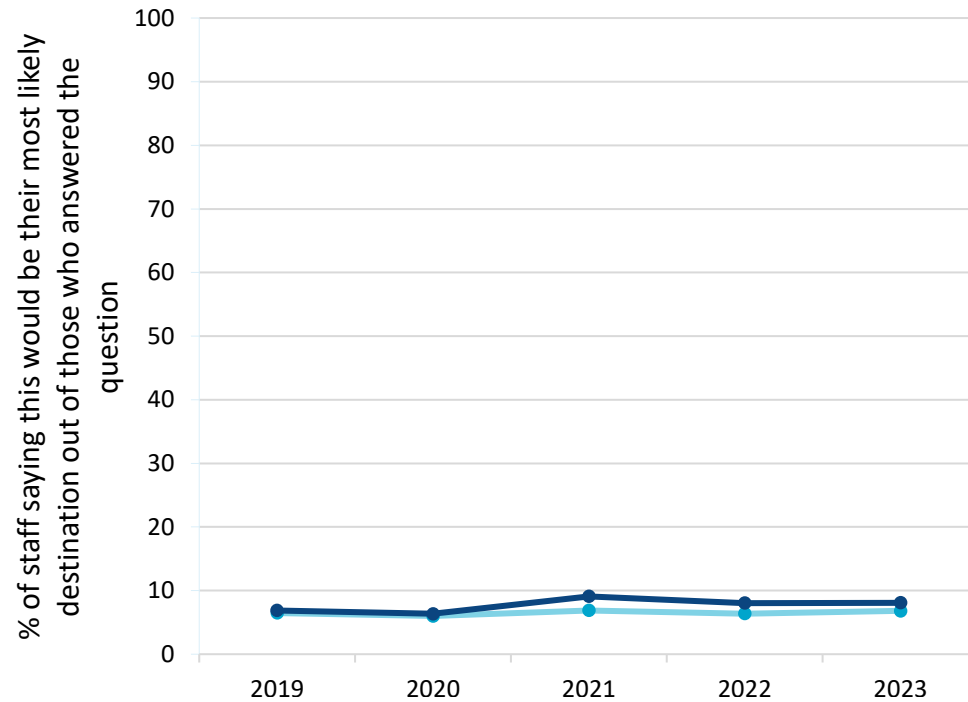
2019 2020 2021 2022 2023

Your org	8.48%	7.88%	11.62%	11.54%	9.70%
Average	10.67%	8.48%	12.28%	13.08%	11.43%

Responses 2111 1828 1773 1829 2866



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.

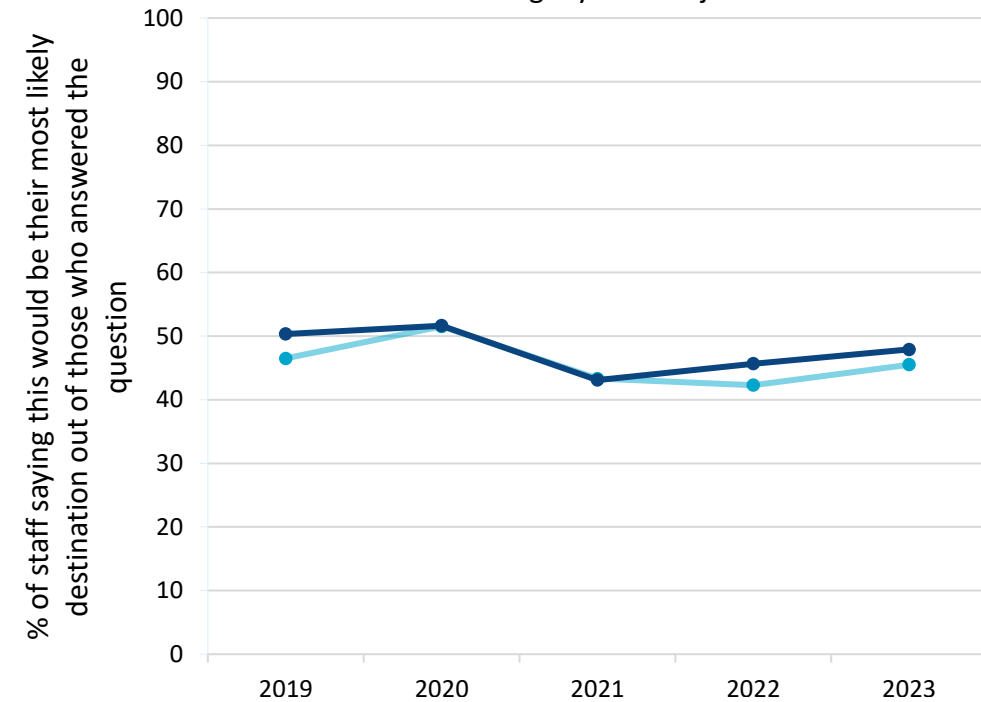


2019 2020 2021 2022 2023

Your org	6.87%	6.35%	9.08%	8.04%	8.09%
Average	6.48%	5.99%	6.87%	6.37%	6.80%

Responses 2111 1828 1773 1829 2866

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.



2019 2020 2021 2022 2023

Your org	50.31%	51.64%	43.09%	45.65%	47.91%
Average	46.49%	51.53%	43.32%	42.28%	45.51%

Responses 2111 1828 1773 1829 2866

## 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 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?



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.

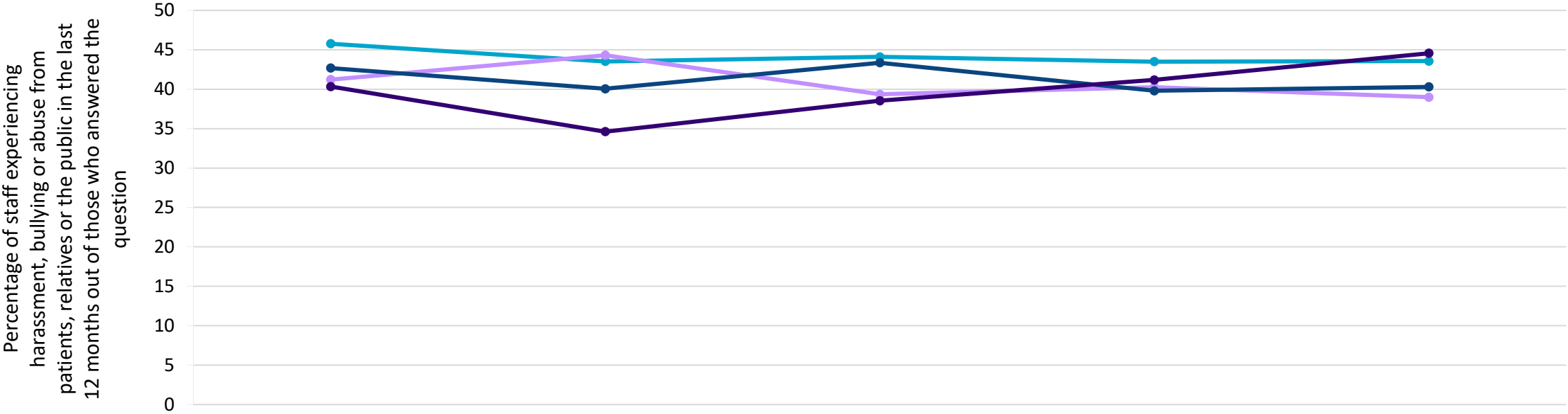
Data shown in the WRES charts are unweighted.

Averages are calculated as the median for the benchmark group.

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, relatives or the public in the last 12 months

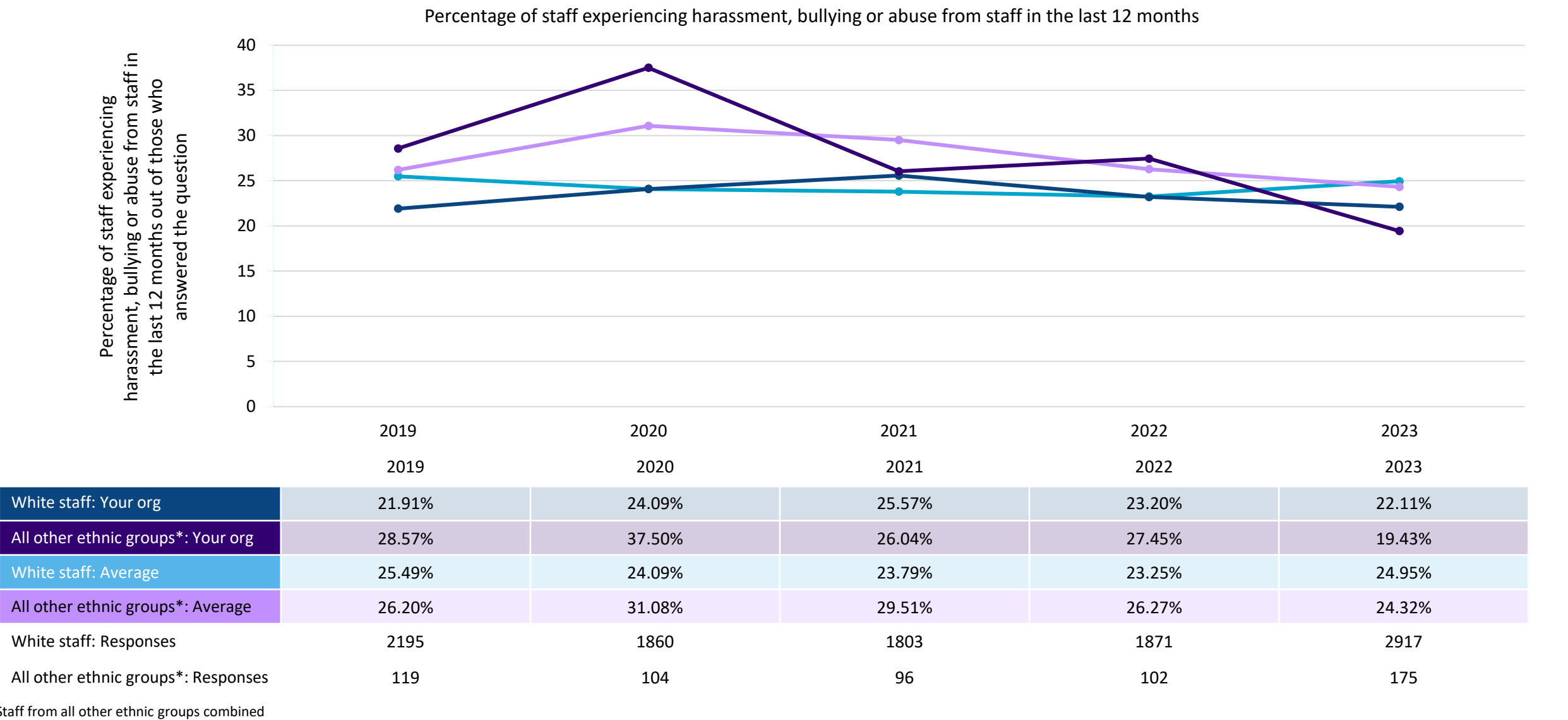


	2019	2020	2021	2022	2023
White staff: Your org	42.69%	40.06%	43.36%	39.81%	40.29%
All other ethnic groups*: Your org	40.34%	34.62%	38.54%	41.18%	44.57%
White staff: Average	45.78%	43.52%	44.11%	43.50%	43.57%
All other ethnic groups*: Average	41.22%	44.32%	39.36%	40.25%	38.99%
White staff: Responses	2188	1857	1801	1869	2916
All other ethnic groups*: Responses	119	104	96	102	175

\*Staff from all other ethnic groups combined



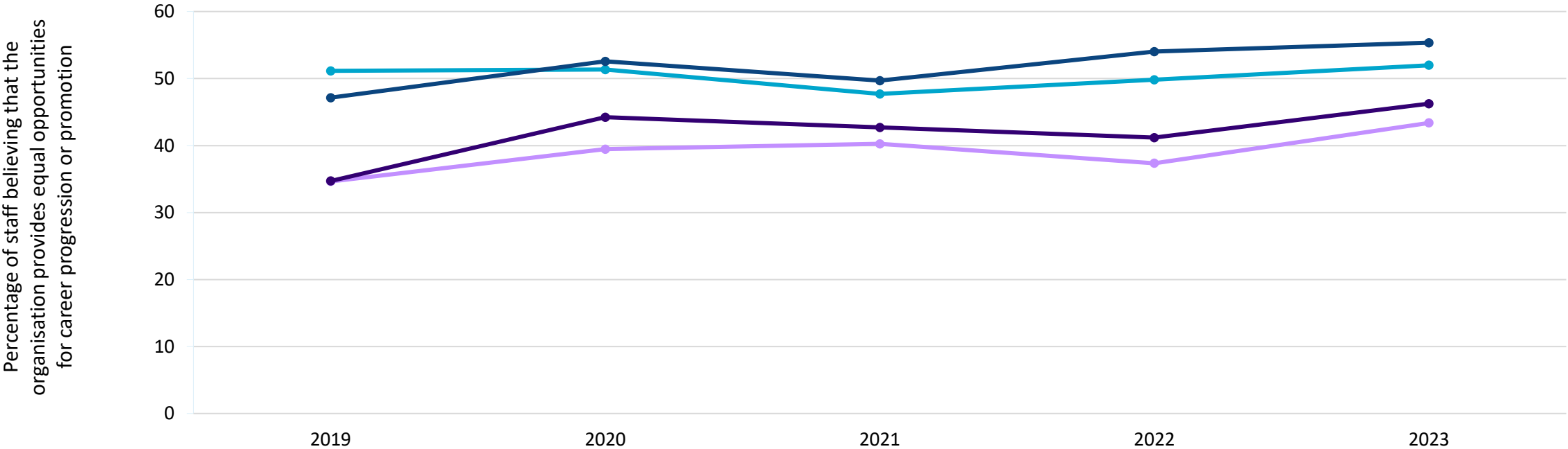
# Workforce Race Equality Standard (WRES)





# Workforce Race Equality Standard (WRES)

Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.

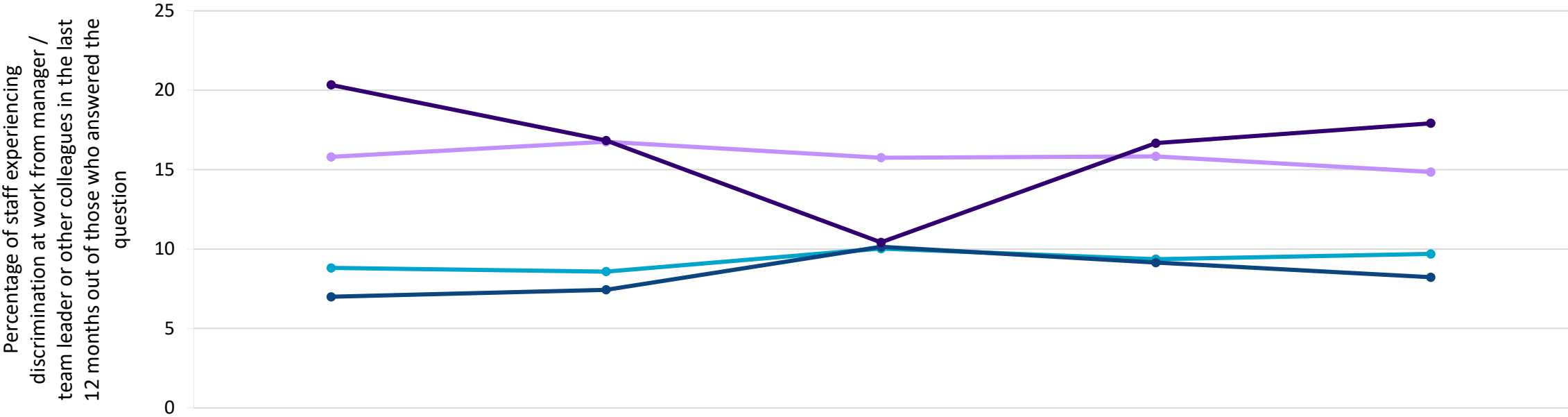


White staff: Your org	2019	2020	2021	2022	2023
All other ethnic groups*: Your org	2019	2020	2021	2022	2023
White staff: Average	2019	2020	2021	2022	2023
All other ethnic groups*: Average	2019	2020	2021	2022	2023
White staff: Responses	2193	1862	1805	1871	2900
All other ethnic groups*: Responses	121	104	96	102	173

\*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	6.99%	7.43%	10.14%	9.14%	8.22%
All other ethnic groups*: Your org	20.34%	16.83%	10.42%	16.67%	17.92%
White staff: Average	8.81%	8.58%	10.03%	9.36%	9.69%
All other ethnic groups*: Average	15.80%	16.75%	15.75%	15.83%	14.85%
White staff: Responses	2174	1843	1795	1859	2907
All other ethnic groups*: Responses	118	101	96	102	173

\*Staff from all other ethnic groups combined

## Workforce Disability Equality Standards (WDES)

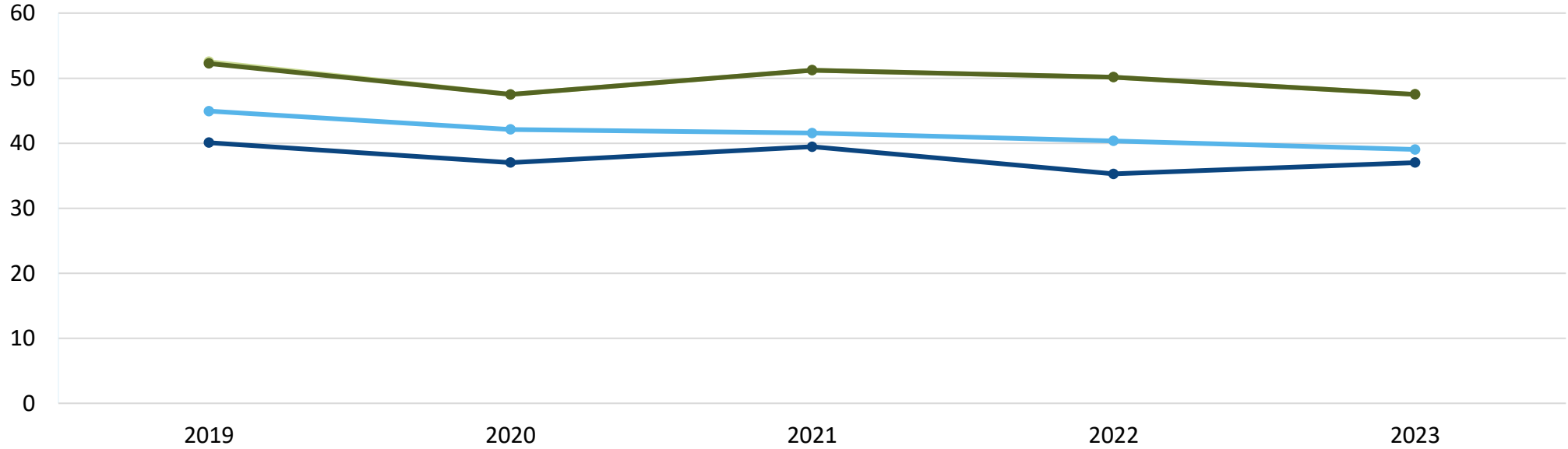
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.  
Data shown in the WDES charts are unweighted.

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 out of those who answered the question

Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months.



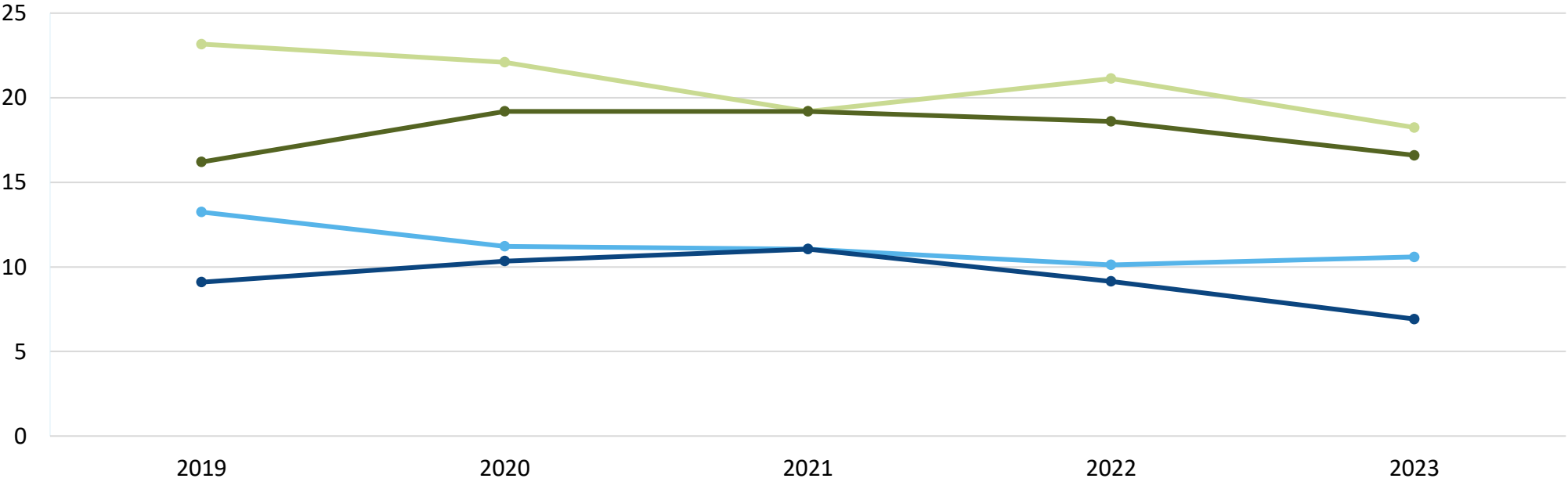
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	52.28%	47.50%	51.25%	50.17%	47.52%
Staff without a LTC or illness: Your org	40.09%	37.04%	39.47%	35.28%	37.02%
Staff with a LTC or illness: Average	52.55%	47.50%	51.25%	50.17%	47.52%
Staff without a LTC or illness: Average	44.93%	42.12%	41.58%	40.36%	39.03%
Staff with a LTC or illness: Responses	505	480	601	604	968
Staff without a LTC or illness: Responses	1811	1485	1277	1369	2088





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

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

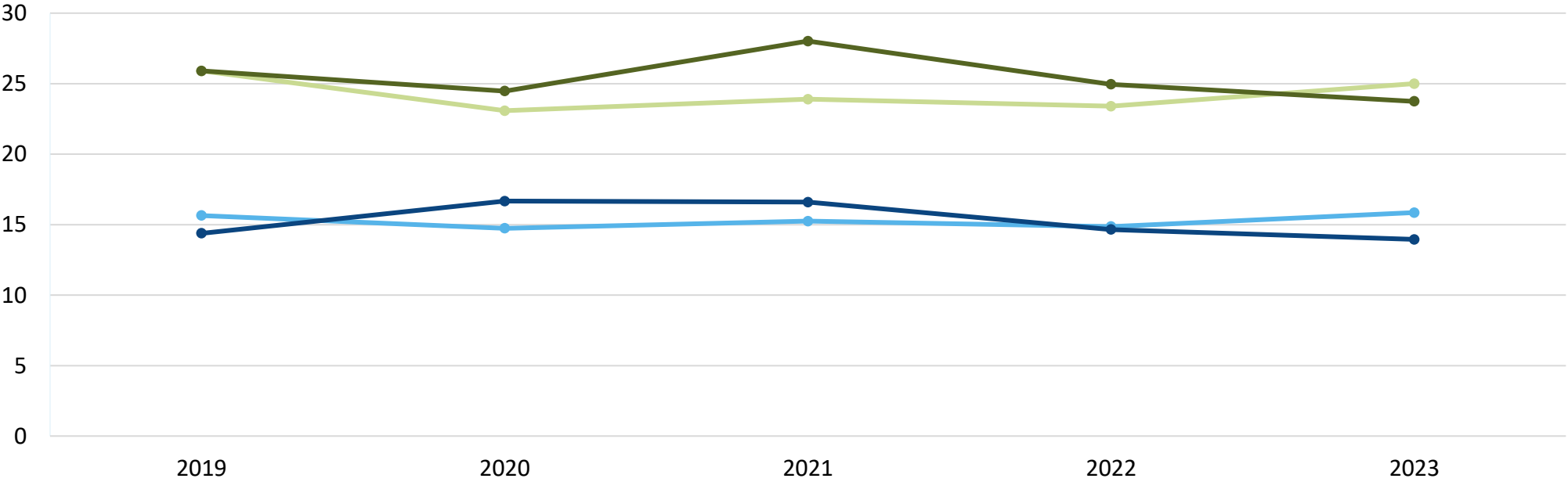


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	16.21%	19.20%	19.20%	18.60%	16.60%
Staff without a LTC or illness: Your org	9.11%	10.34%	11.06%	9.15%	6.92%
Staff with a LTC or illness: Average	23.17%	22.10%	19.20%	21.14%	18.24%
Staff without a LTC or illness: Average	13.25%	11.22%	11.06%	10.12%	10.59%
Staff with a LTC or illness: Responses	506	474	599	602	964
Staff without a LTC or illness: Responses	1801	1479	1275	1366	2081



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

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

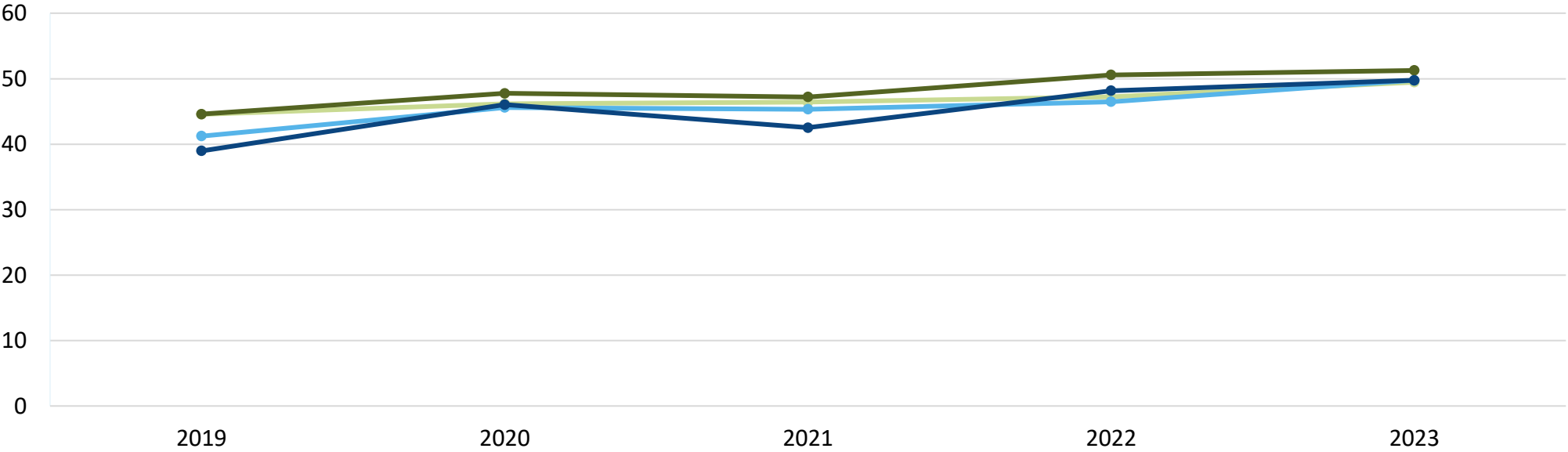


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	25.91%	24.48%	28.02%	24.96%	23.75%
Staff without a LTC or illness: Your org	14.39%	16.67%	16.60%	14.65%	13.95%
Staff with a LTC or illness: Average	25.91%	23.09%	23.90%	23.40%	25.00%
Staff without a LTC or illness: Average	15.65%	14.74%	15.25%	14.87%	15.85%
Staff with a LTC or illness: Responses	494	478	596	597	960
Staff without a LTC or illness: Responses	1765	1464	1265	1358	2079



Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it out of those who answered the question

Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.

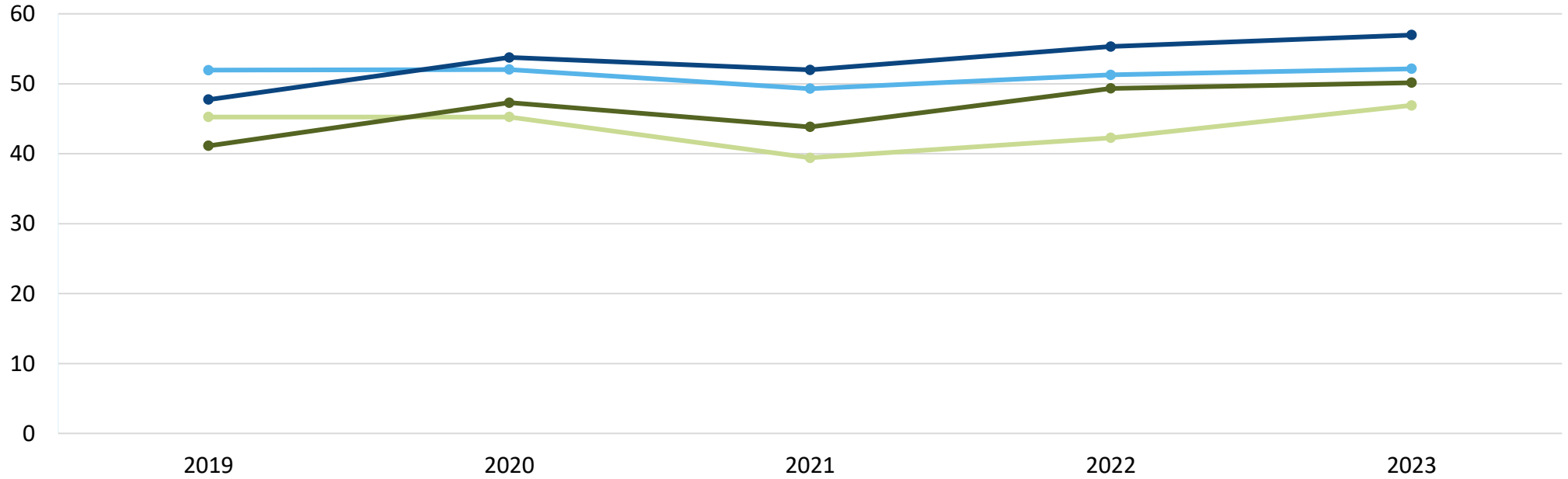


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	44.60%	47.77%	47.21%	50.58%	51.27%
Staff without a LTC or illness: Your org	38.98%	46.05%	42.52%	48.18%	49.77%
Staff with a LTC or illness: Average	44.57%	46.17%	46.43%	47.26%	49.48%
Staff without a LTC or illness: Average	41.24%	45.60%	45.34%	46.49%	49.77%
Staff with a LTC or illness: Responses	287	247	341	344	511
Staff without a LTC or illness: Responses	762	621	555	550	852



Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion out of those who answered the question

Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.

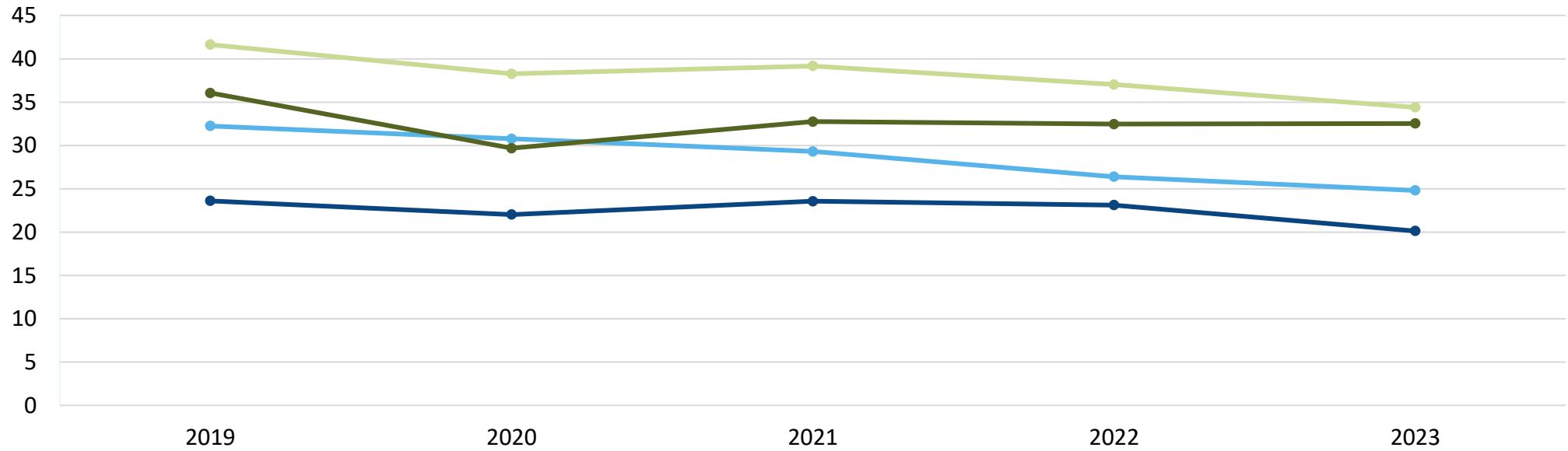


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	41.14%	47.30%	43.83%	49.34%	50.16%
Staff without a LTC or illness: Your org	47.74%	53.76%	51.99%	55.34%	56.98%
Staff with a LTC or illness: Average	45.27%	45.26%	39.42%	42.27%	46.91%
Staff without a LTC or illness: Average	51.95%	52.04%	49.30%	51.28%	52.16%
Staff with a LTC or illness: Responses	508	482	600	606	963
Staff without a LTC or illness: Responses	1814	1488	1283	1368	2078



Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties out of those who answered the question

Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.

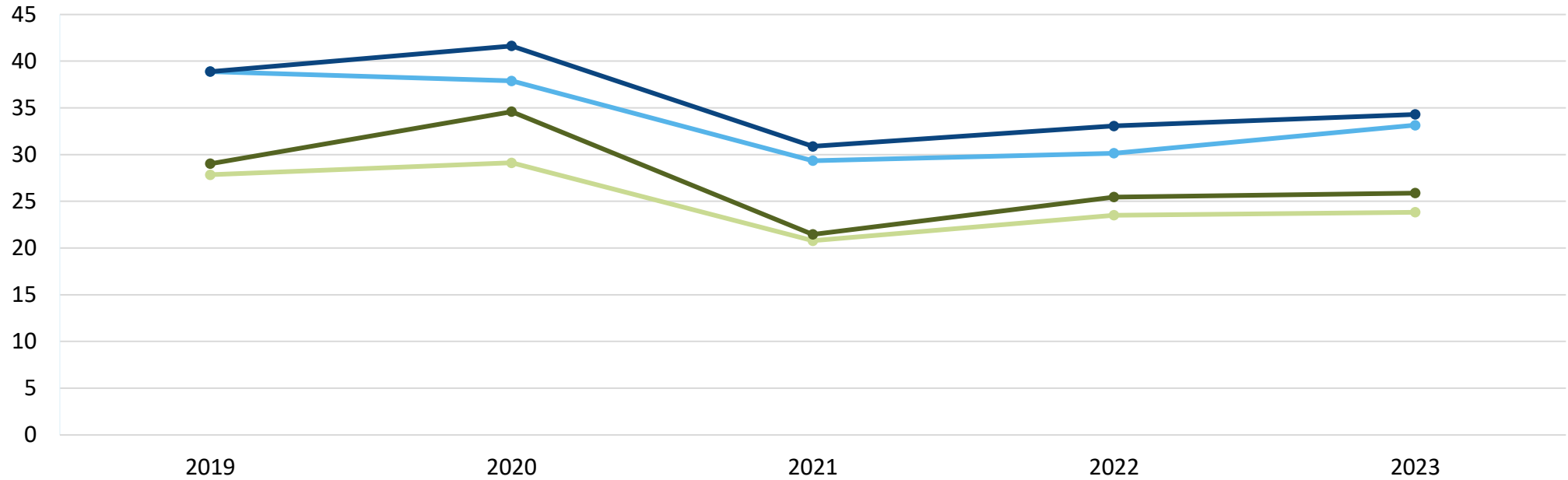


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	36.06%	29.69%	32.75%	32.47%	32.54%
Staff without a LTC or illness: Your org	23.61%	22.03%	23.56%	23.13%	20.13%
Staff with a LTC or illness: Average	41.64%	38.28%	39.17%	37.04%	34.41%
Staff without a LTC or illness: Average	32.26%	30.77%	29.30%	26.39%	24.82%
Staff with a LTC or illness: Responses	391	320	461	465	759
Staff without a LTC or illness: Responses	991	631	713	774	1232



Percentage of staff satisfied with the extent to which  
their organisation values their work out of those who  
answered the question

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

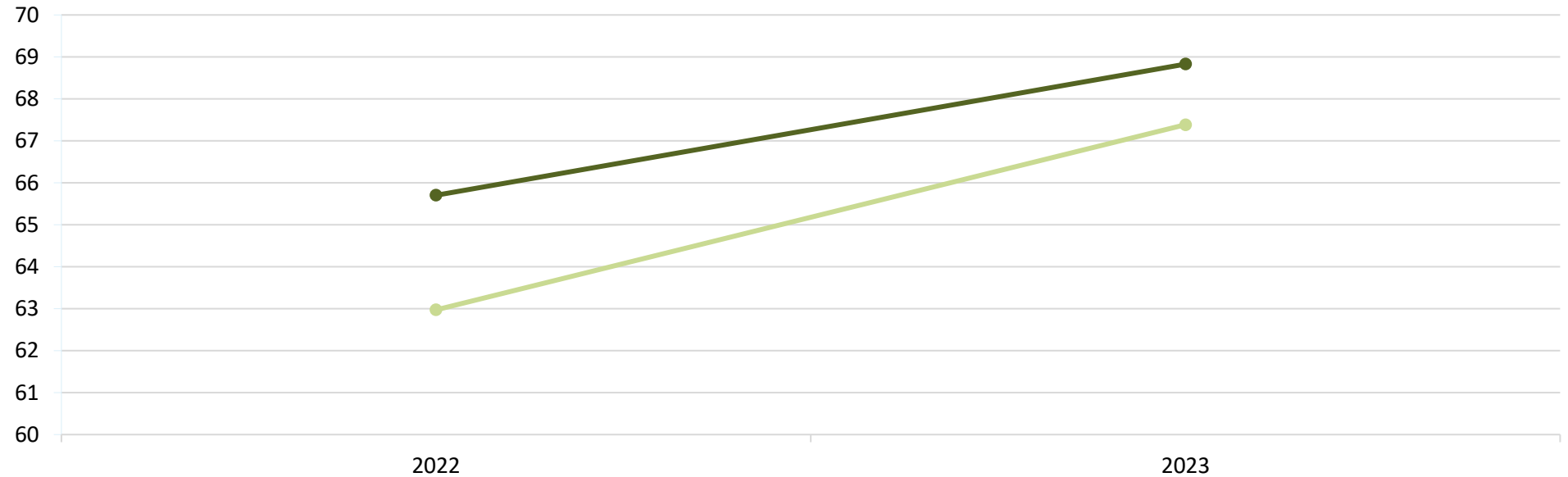


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	29.03%	34.59%	21.46%	25.45%	25.88%
Staff without a LTC or illness: Your org	38.89%	41.63%	30.88%	33.06%	34.31%
Staff with a LTC or illness: Average	27.84%	29.12%	20.78%	23.51%	23.83%
Staff without a LTC or illness: Average	38.89%	37.89%	29.35%	30.15%	33.14%
Staff with a LTC or illness: Responses	503	477	601	605	966
Staff without a LTC or illness: Responses	1813	1487	1279	1361	2087



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



Staff with a LTC or illness: Your org

2022

65.71%

2023

68.83%

Staff with a LTC or illness: Average

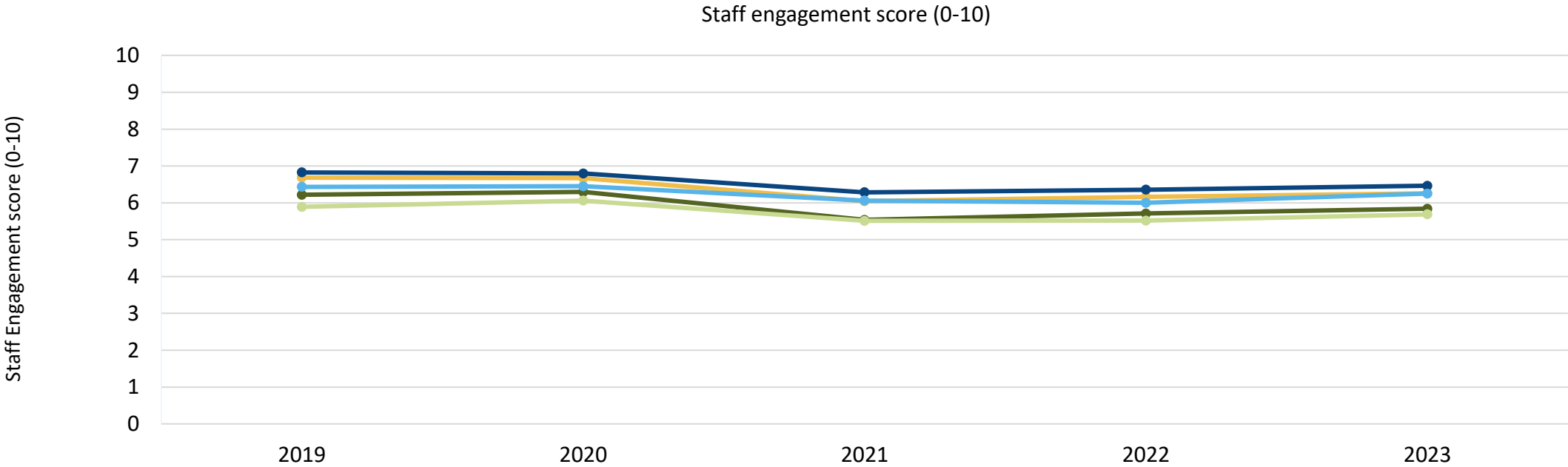
62.97%

67.39%

Staff with a LTC or illness: Responses

382

616



	2019	2020	2021	2022	2023
Organisation average	6.68	6.67	6.04	6.16	6.26
Staff with a LTC or illness: Your org	6.22	6.30	5.54	5.71	5.84
Staff without a LTC or illness: Your org	6.83	6.80	6.29	6.36	6.46
Staff with a LTC or illness: Average	5.89	6.06	5.51	5.52	5.69
Staff without a LTC or illness: Average	6.43	6.45	6.06	6.00	6.25
Staff with a LTC or illness: Responses	508	482	605	608	970
Staff without a LTC or illness: Responses	1823	1494	1285	1373	2093

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

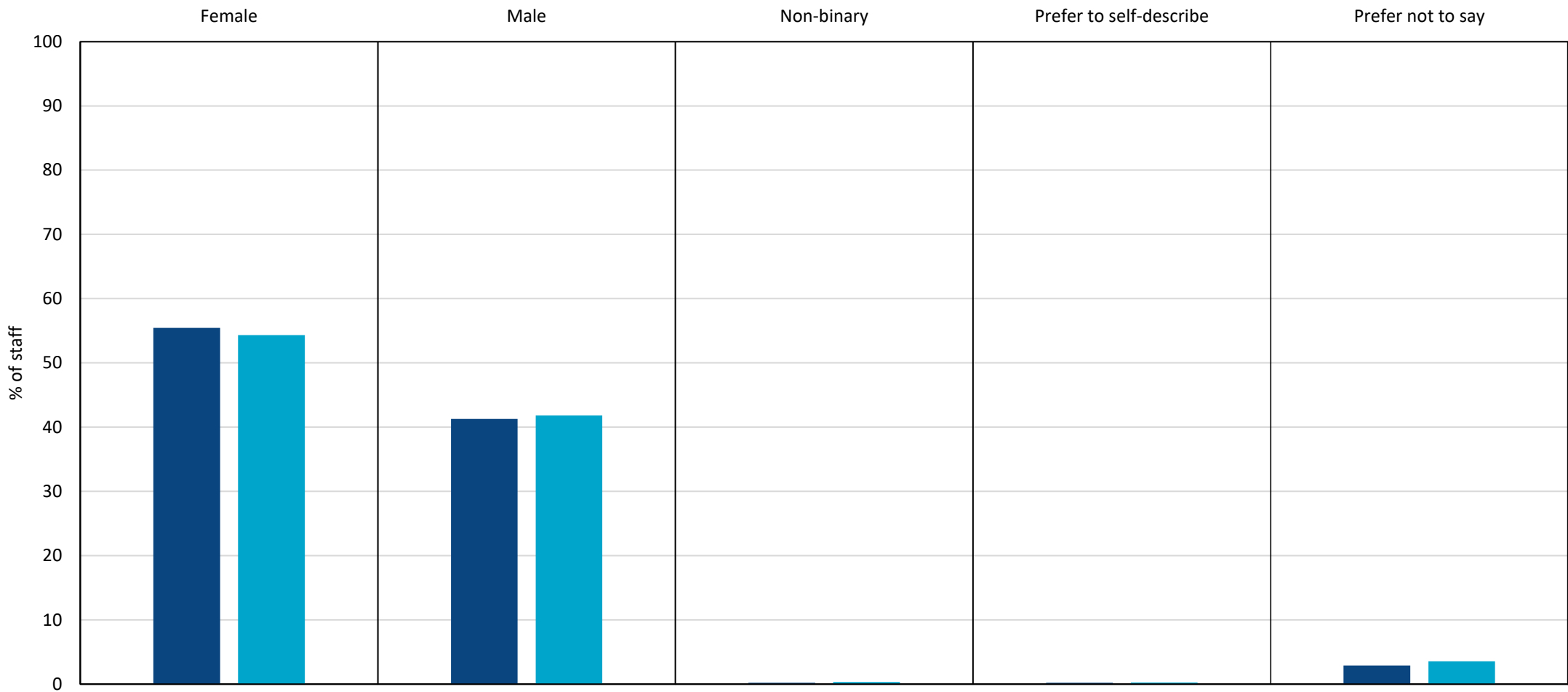


## About your respondents

This section shows demographic and other background information for 2023.



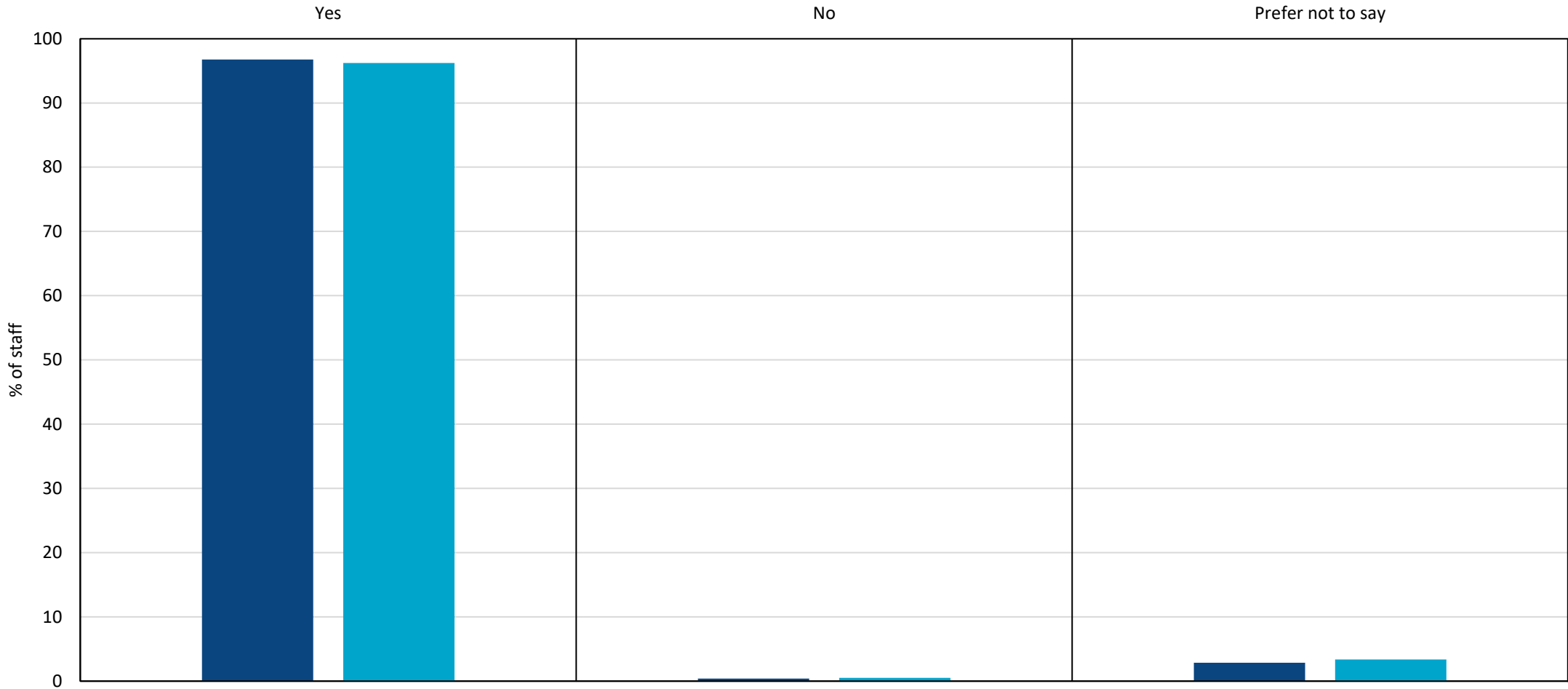
# Background details - Gender



Your org	55.44%	41.27%	0.19%	0.19%	2.90%
Average	54.33%	41.81%	0.30%	0.25%	3.54%
Responses	3104	3104	3104	3104	3104



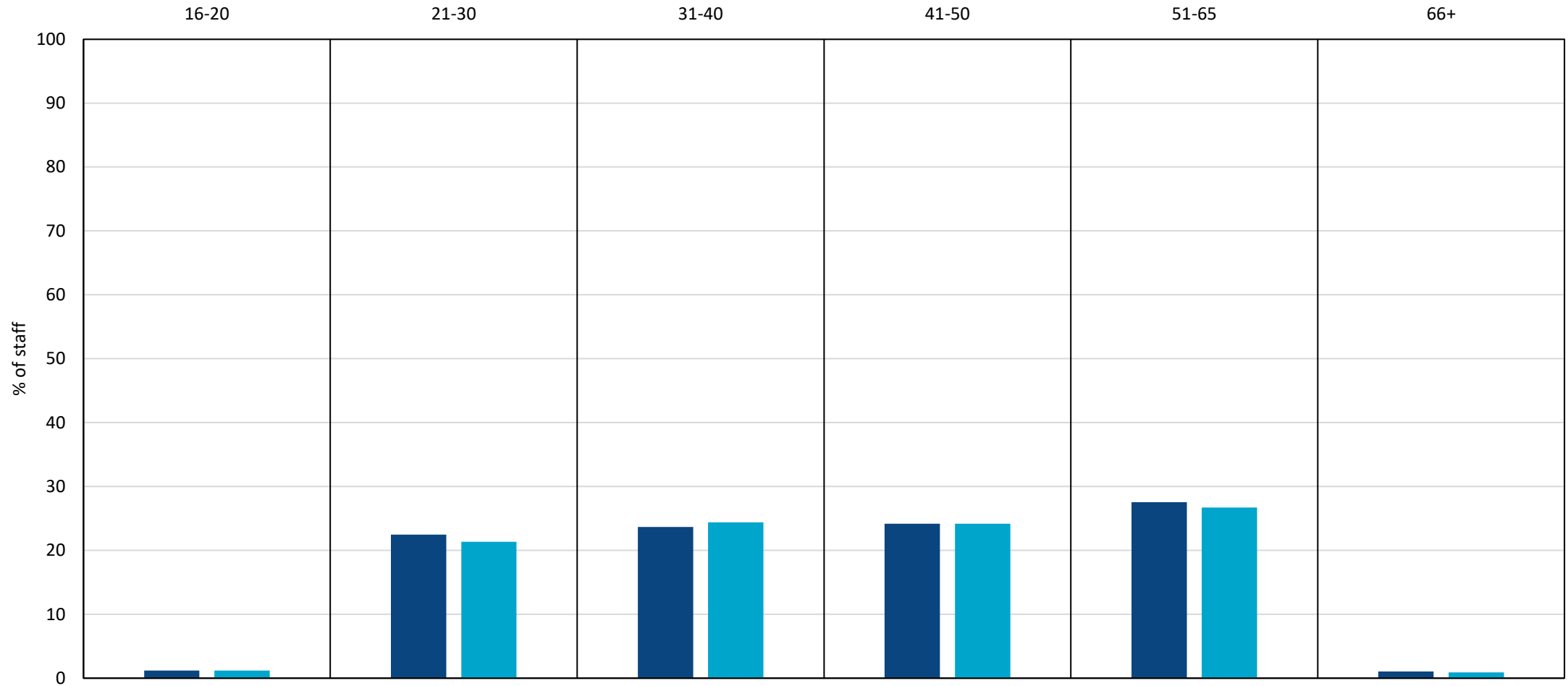
# Background details – Is your gender identity the same as the sex you were registered at birth?



Your org	96.78%	0.37%	2.86%
Average	96.22%	0.50%	3.36%
Responses	3008	3008	3008



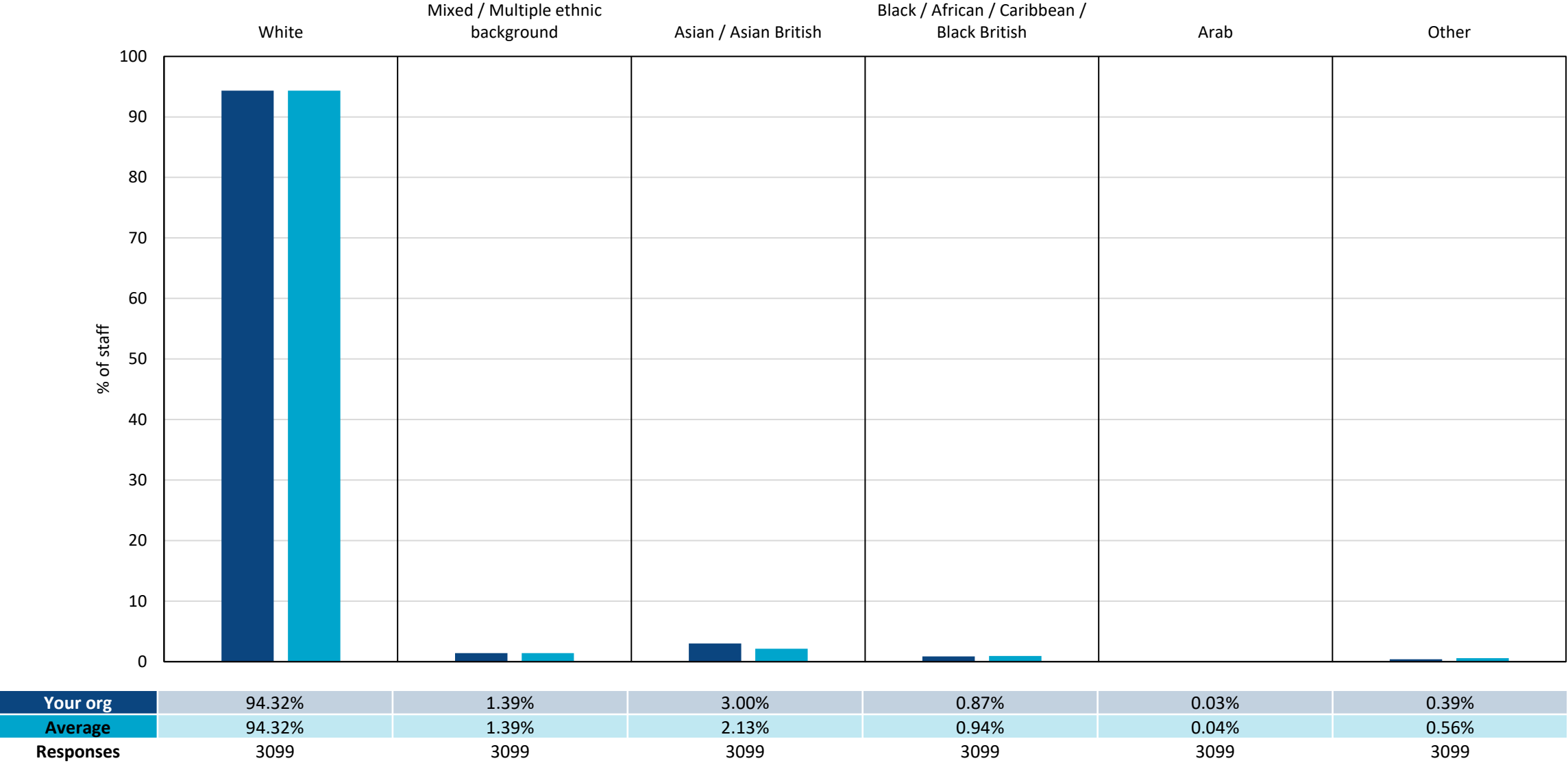
## Background details - Age



Your org	1.16%	22.44%	23.67%	24.15%	27.54%	1.03%
Average	1.16%	21.34%	24.39%	24.15%	26.72%	0.87%
Responses	3097	3097	3097	3097	3097	3097

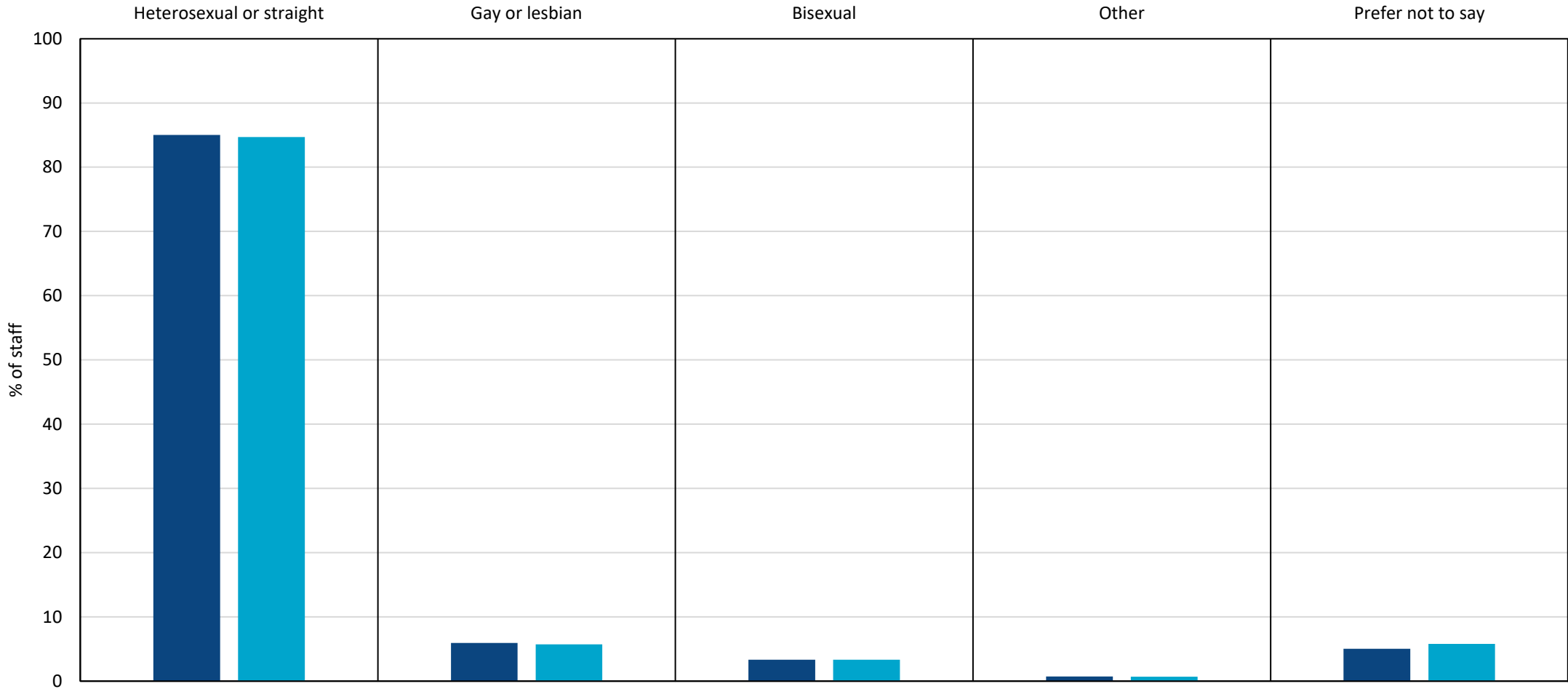


# Background details - Ethnicity





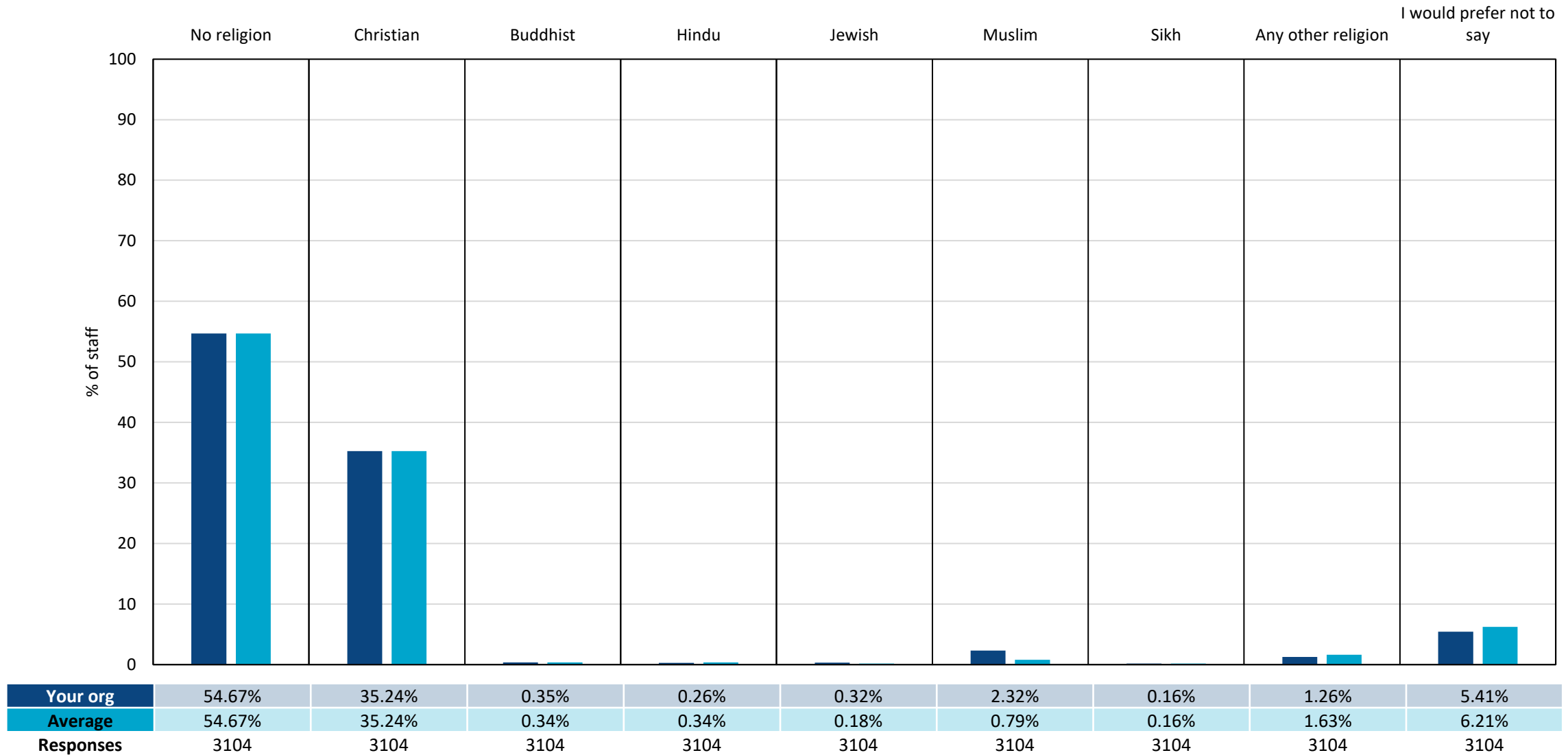
# Background details – Sexual orientation



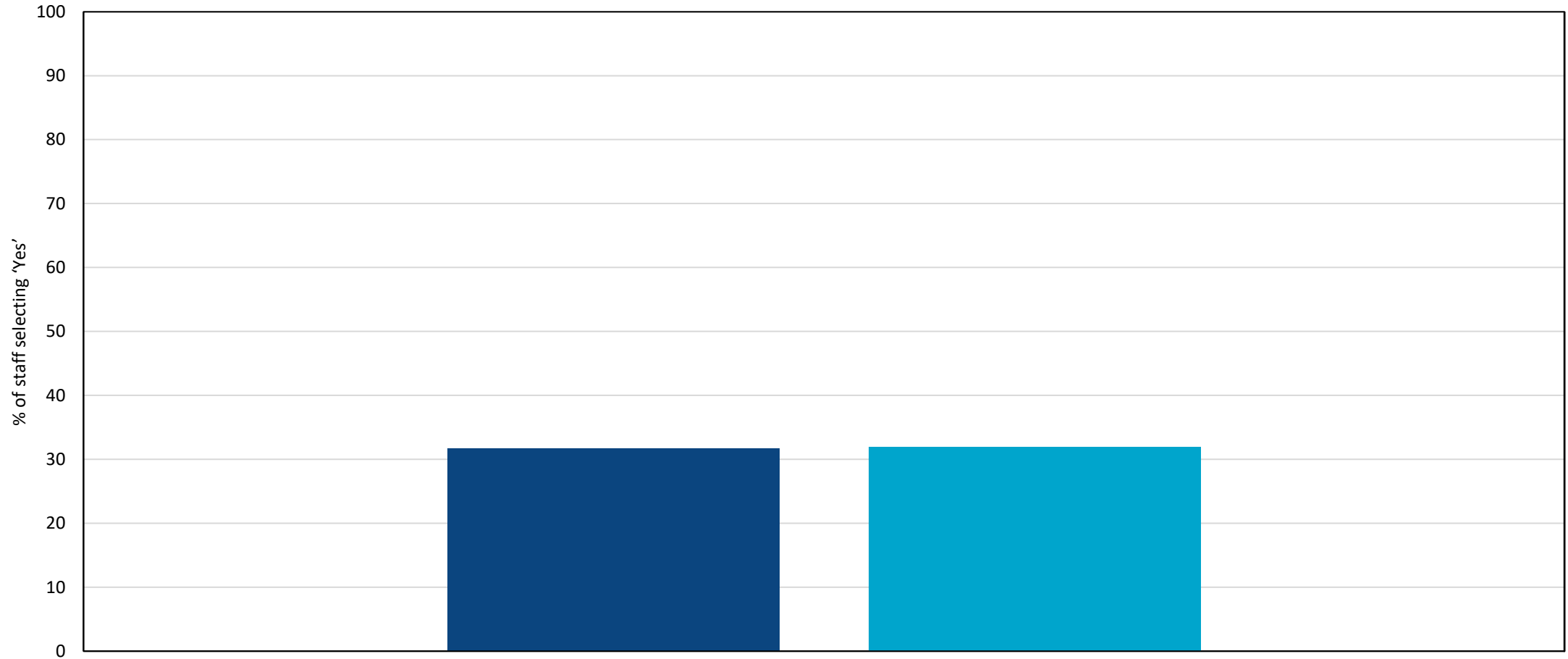
Your org	85.02%	5.94%	3.30%	0.71%	5.04%
Average	84.69%	5.70%	3.30%	0.67%	5.78%
Responses	3117	3117	3117	3117	3117



## Background details - Religion



Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?



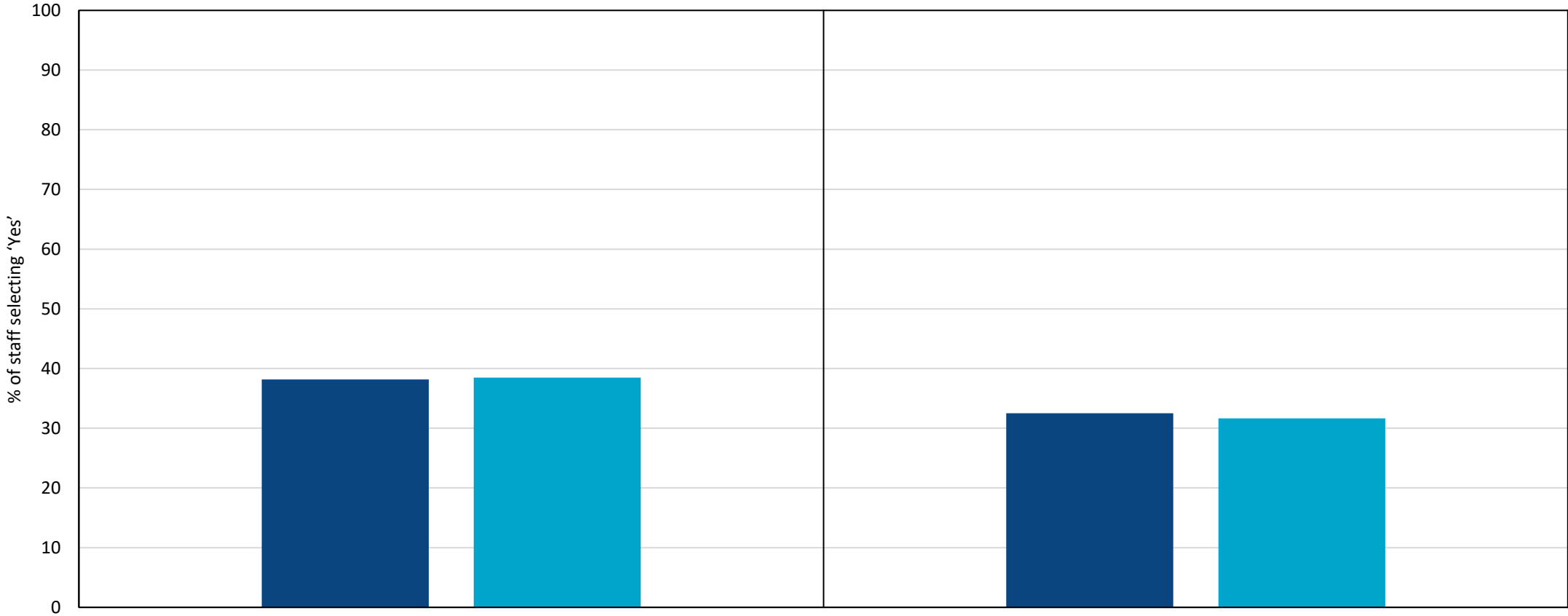
Your org	31.67%
Average	31.88%
Responses	3063





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

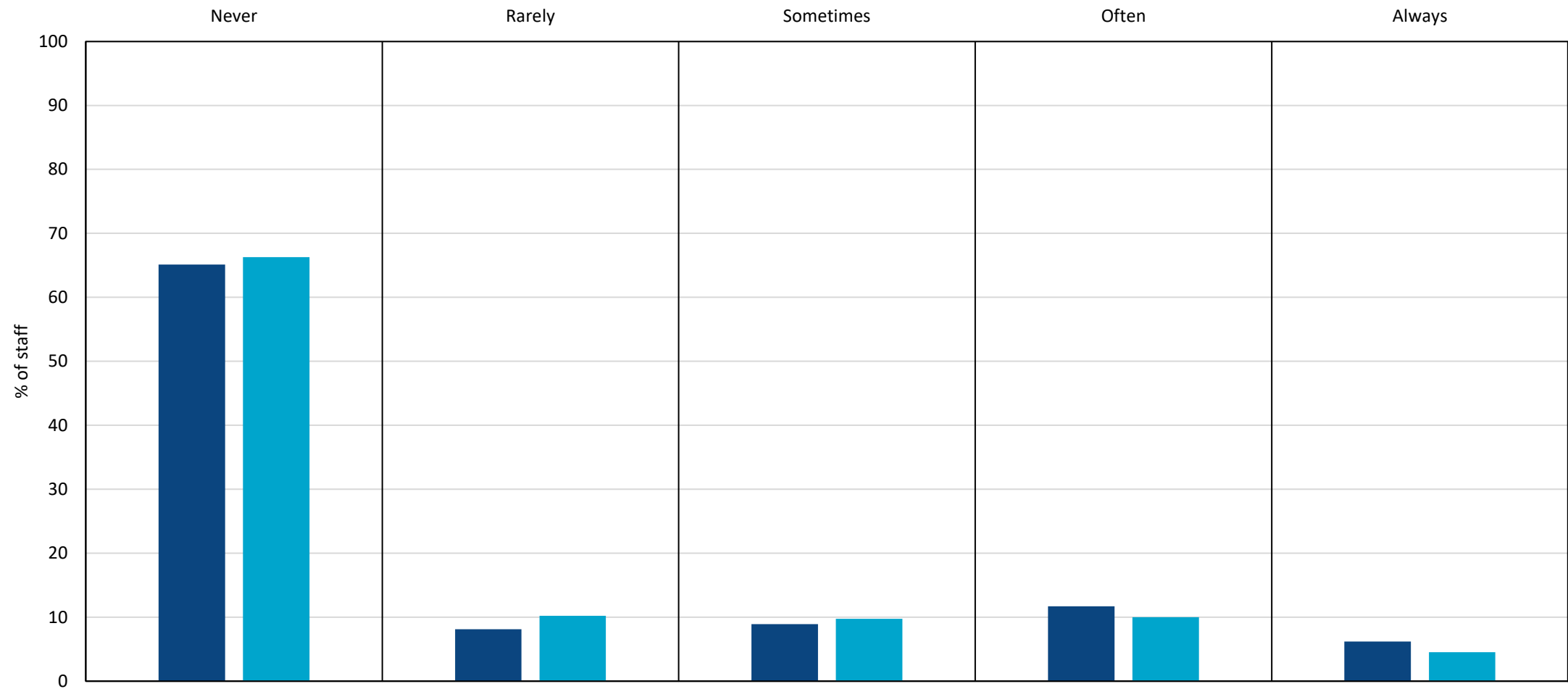
Do you look after or give any help or support to family members, friends, neighbours or others because of either: long term physical or mental ill health / disability, or problems related to old age.



Your org	38.18%	32.51%
Average	38.48%	31.64%
Responses	3104	3085



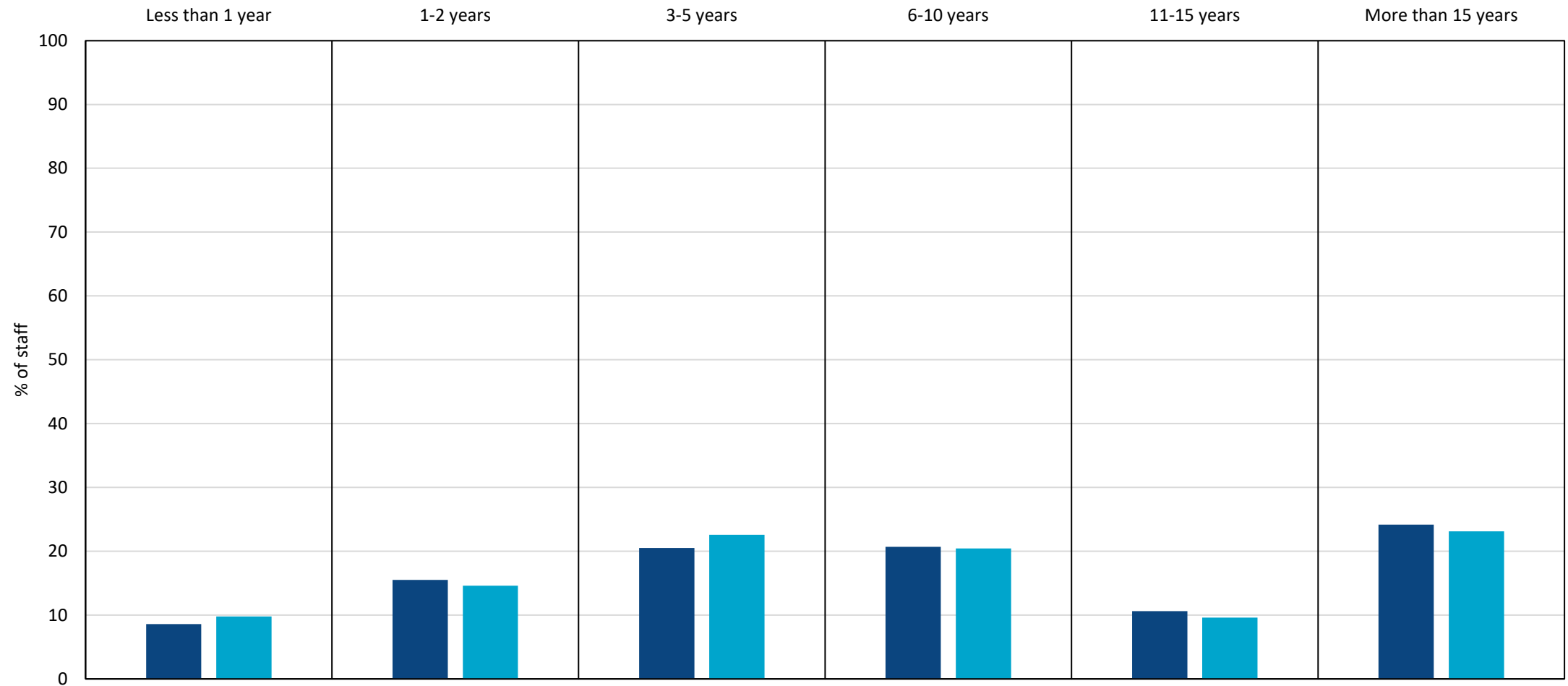
# Background details – How often do you work at/from home?



Your org	65.12%	8.10%	8.90%	11.70%	6.17%
Average	66.28%	10.21%	9.72%	9.98%	4.50%
Responses	3111	3111	3111	3111	3111



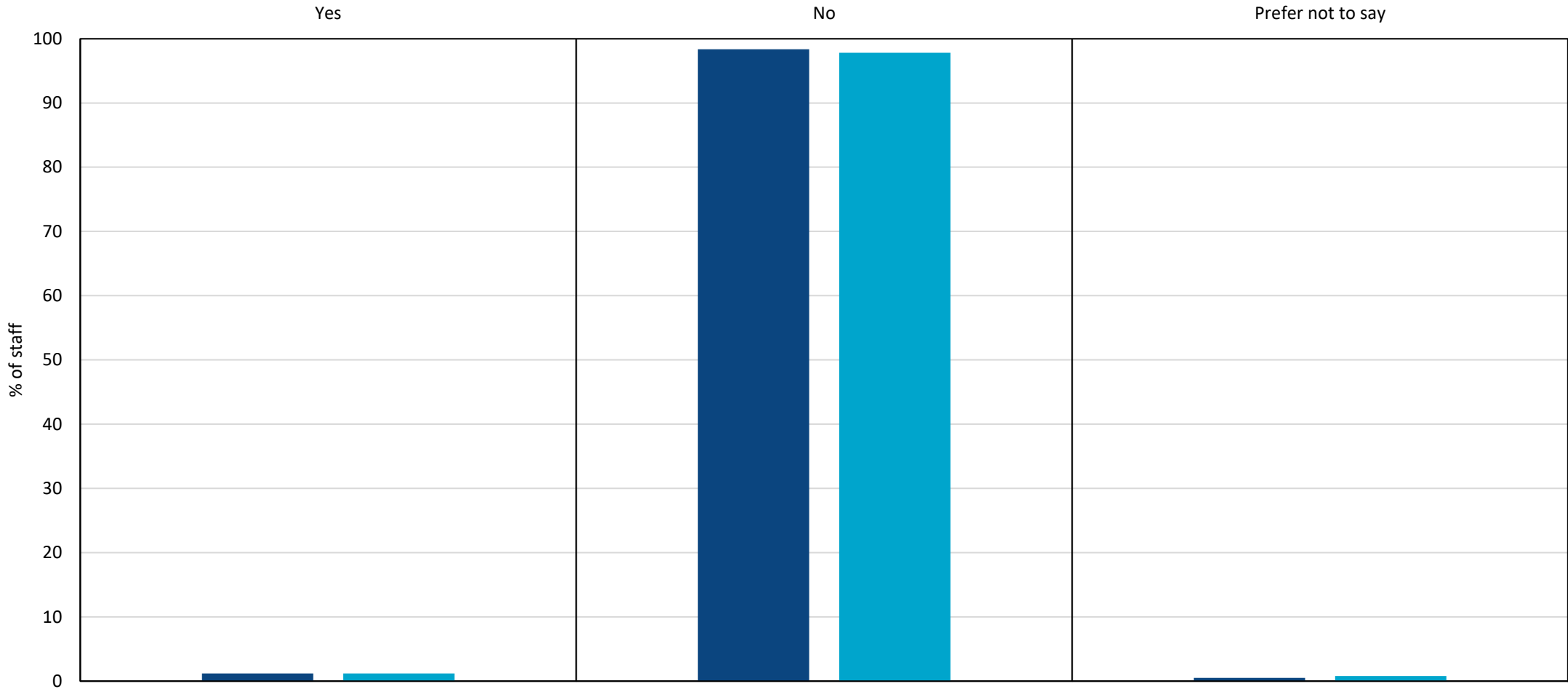
## Background details – Length of service



Your org	8.56%	15.49%	20.49%	20.69%	10.62%	24.15%
Average	9.75%	14.59%	22.55%	20.42%	9.59%	23.10%
Responses	3118	3118	3118	3118	3118	3118



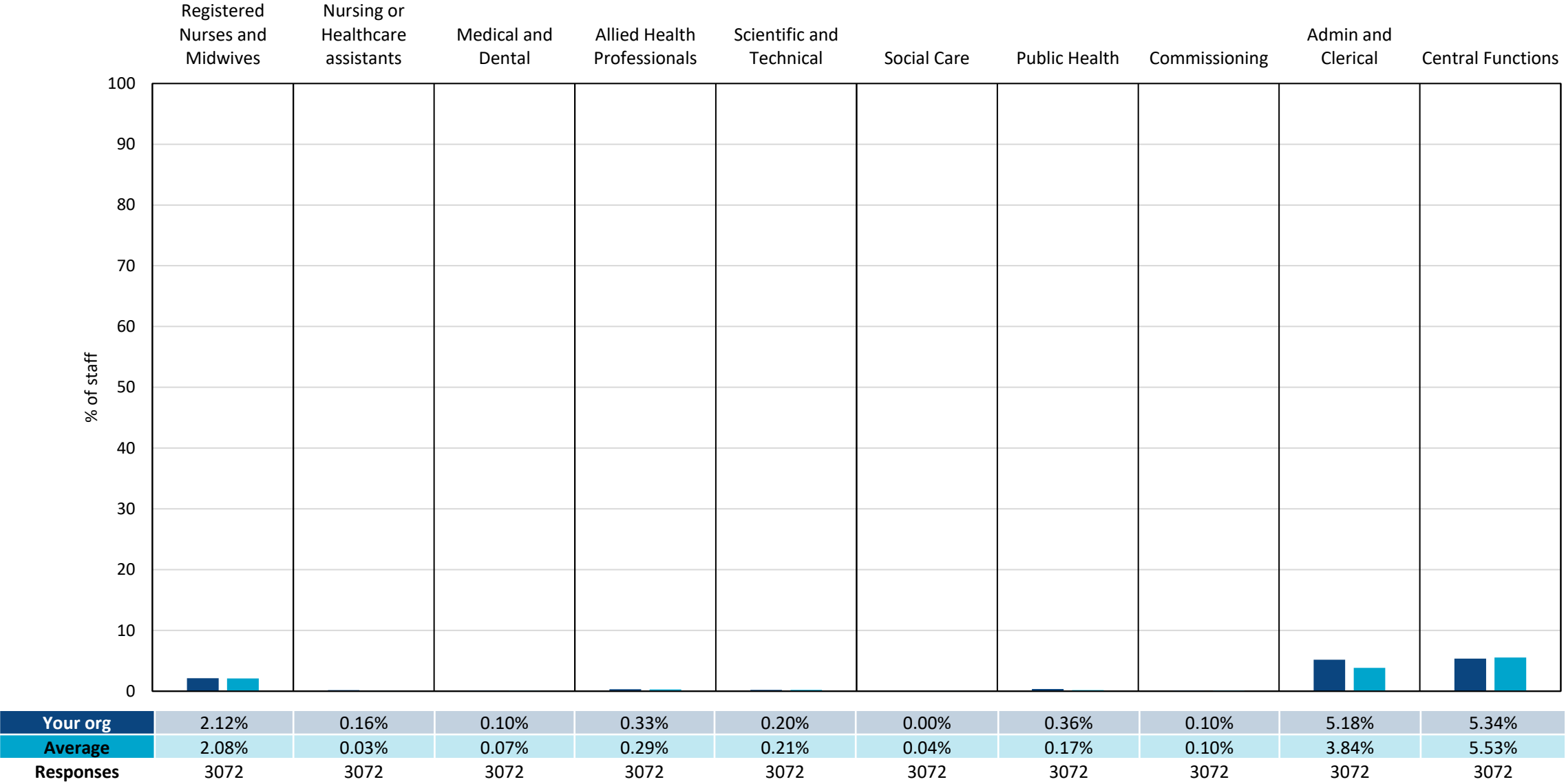
# Background details — When you joined this organisation were you recruited from outside of the UK?



Your org	1.16%	98.35%	0.48%
Average	1.16%	97.83%	0.78%
Responses	3099	3099	3099

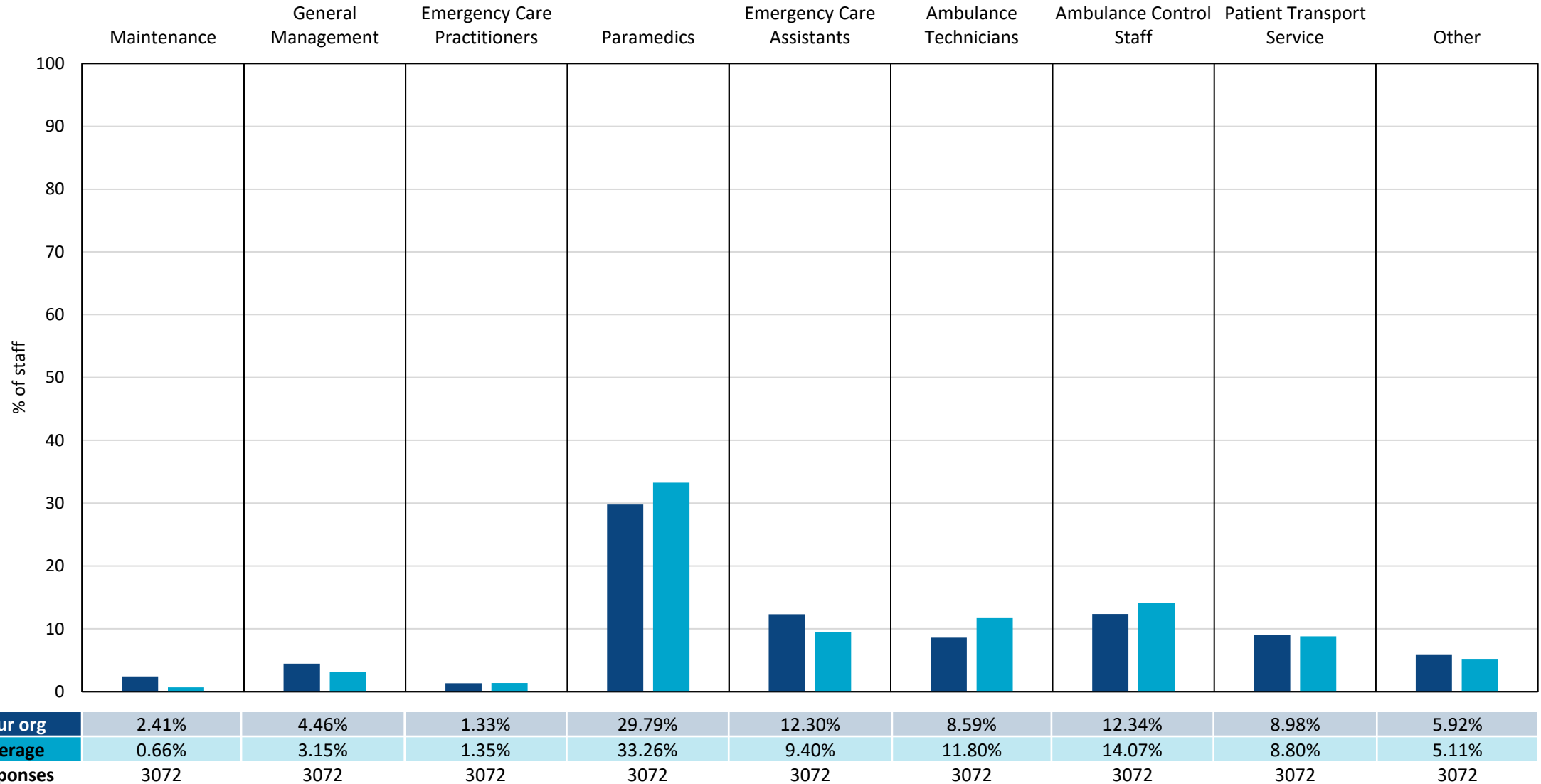


# Background details – Occupational group





## Background details – Occupational group



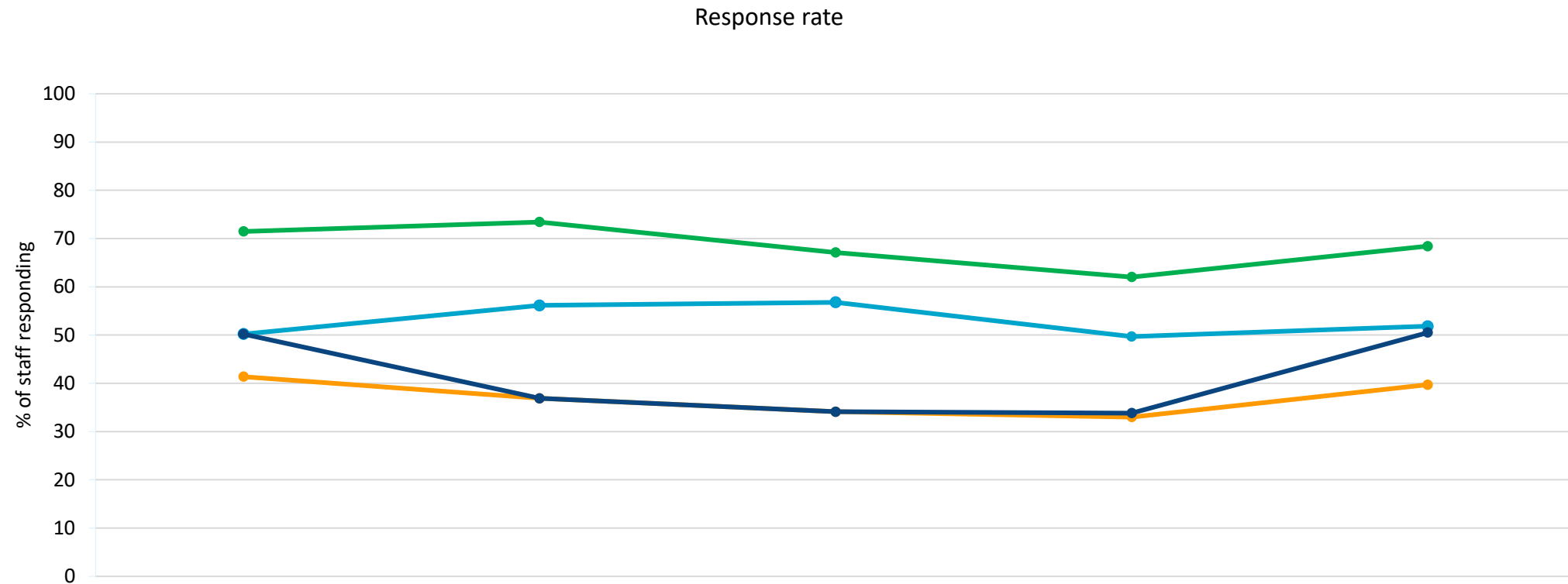
## Appendices

## Appendix A: Response rate





## Appendix A: Response rate



	2019	2020	2021	2022	2023
Your org	50.20%	36.89%	34.11%	33.81%	50.52%
Highest	71.48%	73.43%	67.10%	62.02%	68.40%
Average	50.20%	56.13%	56.78%	49.66%	51.81%
Lowest	41.38%	36.89%	34.11%	33.00%	39.69%
Responses	2386	1990	1917	1992	3128

## Appendix B: Significance testing 2022 vs 2023

## 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	6.80	1991	7.00	3125	Significantly higher
We are recognised and rewarded	5.07	1980	5.39	3125	Significantly higher
We each have a voice that counts	6.03	1984	6.10	3110	Not significant
We are safe and healthy	5.43	1986	-	-	-
We are always learning	4.68	1898	5.08	2948	Significantly higher
We work flexibly	5.39	1974	5.52	3109	Not significant
We are a team	6.10	1987	6.29	3120	Significantly higher
<b>Themes</b>					
Staff Engagement	6.01	1992	6.21	3128	Significantly higher
Morale	5.41	1992	5.72	3128	Significantly higher

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

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.

## Appendix C: 1. Reviewing People Promise and theme results

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'.



Only one example is highlighted for each point

## Appendix C: 2. Reviewing results in more detail

### 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.



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.



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 Yorkshire Ambulance Service NHS 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.