

# Cornwall Partnership NHS Foundation Trust

## NHS Staff Survey Benchmark report 2024



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# Introduction

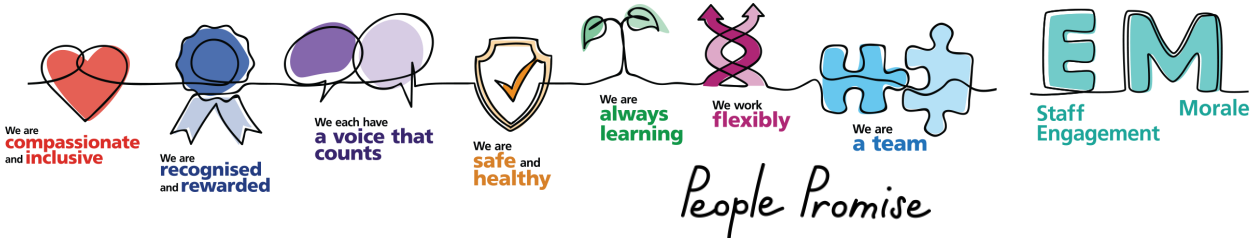
## About this report

This benchmark report for Cornwall Partnership NHS Foundation Trust contains results for the 2024 NHS Staff Survey, and historical results back to 2020 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.

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.

## 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 themes (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 sub scores are related and mapped to individual survey questions.

# 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

## Introduction

This section provides a brief introduction to the report, including how questions map to the People Promise elements, the 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 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, with 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.

## 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 2023 vs 2024.
- Guidance on data in the benchmark reports.
- Additional reporting outputs.
- Tips on action planning and interpreting the results.
- Contact information.

## Key features

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.

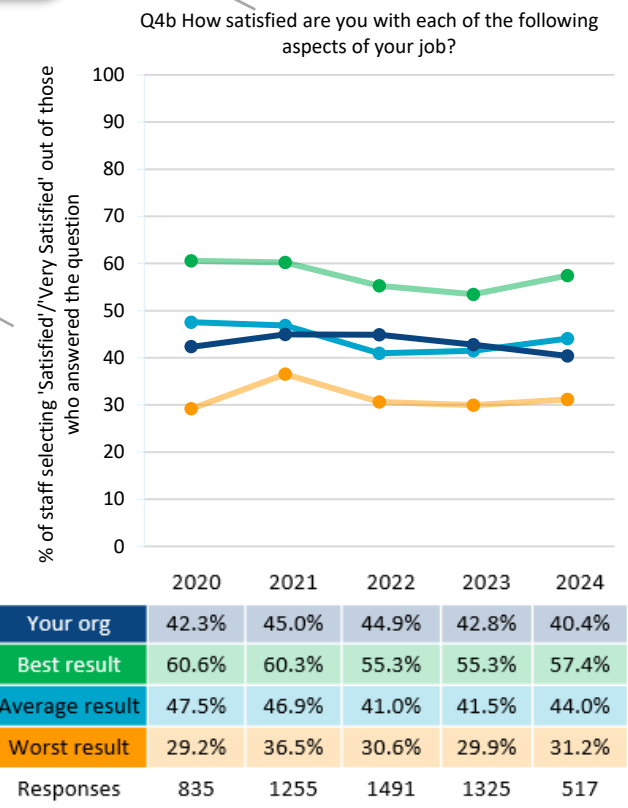
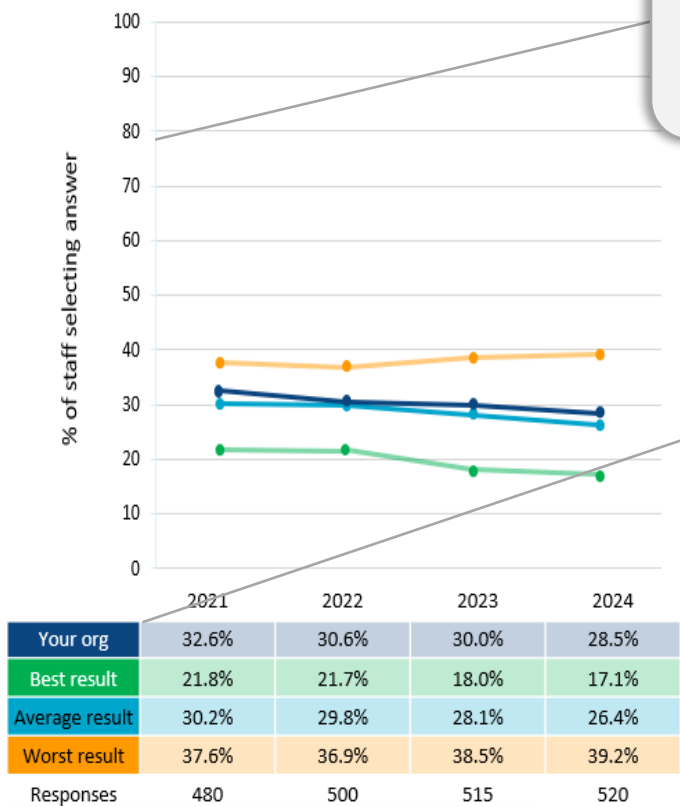
Question number and text (or summary measure) specified at the top of each slide.

**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.

Note this is example data



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

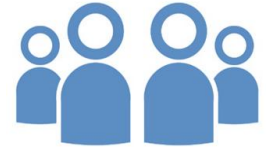
Note: Charts will only display data for the years where an organisation has data. For example, an organisation with three years of trend data will see charts such as q4b with data only in the 2022, 2023 and 2024 portions of the chart and table.

## Organisation details



Cornwall Partnership NHS Foundation Trust

## 2024 NHS Staff Survey



### Organisation details

Completed questionnaires **2816**

2024 response rate **57%**

### Survey details

Survey mode **Mixed**

### This organisation is benchmarked against:

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



### 2024 benchmarking group details

Organisations in group: 50

Median response rate: 54%

No. of completed questionnaires: 135986

For more information on benchmarking group definitions please see the [Technical document](#).

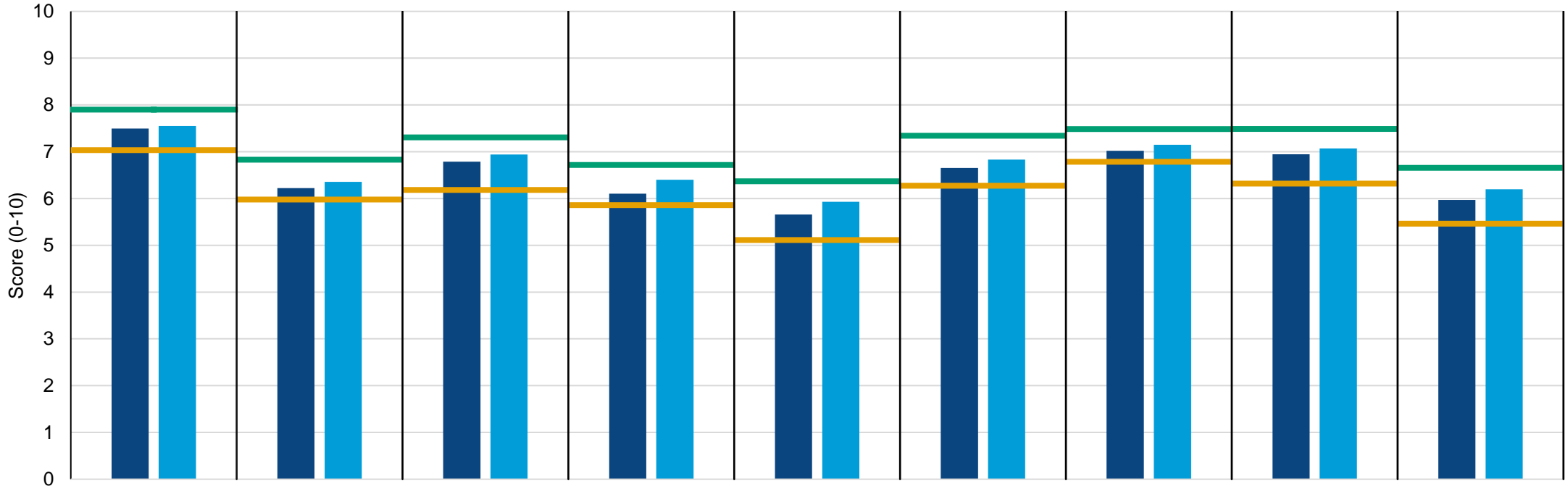


## People Promise elements, themes and sub-score results

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

# People Promise elements 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.

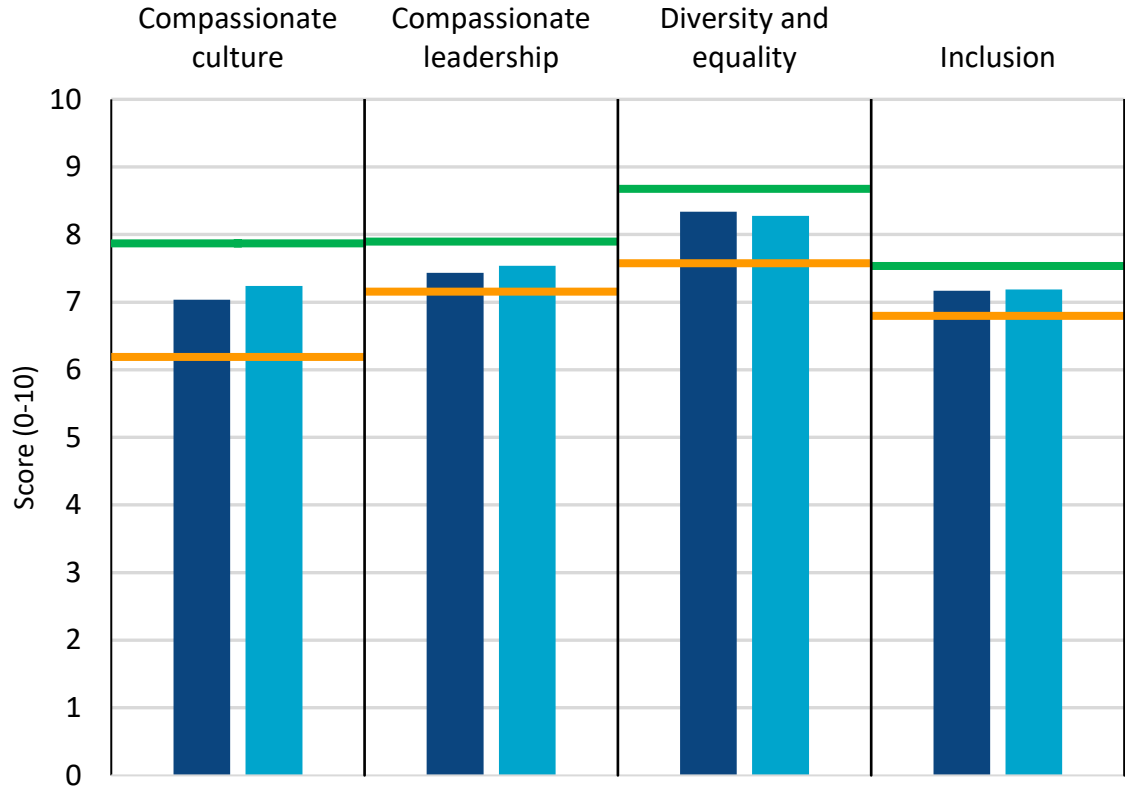


Your org	7.49	6.22	6.79	6.10	5.66	6.65	7.02	6.95	5.97
Best result	7.90	6.83	7.31	6.72	6.37	7.34	7.48	7.49	6.66
Average result	7.55	6.35	6.94	6.40	5.93	6.83	7.15	7.07	6.20
Worst result	7.03	5.98	6.18	5.86	5.11	6.27	6.78	6.32	5.46
Responses	2810	2809	2787	2801	2703	2798	2810	2814	2814

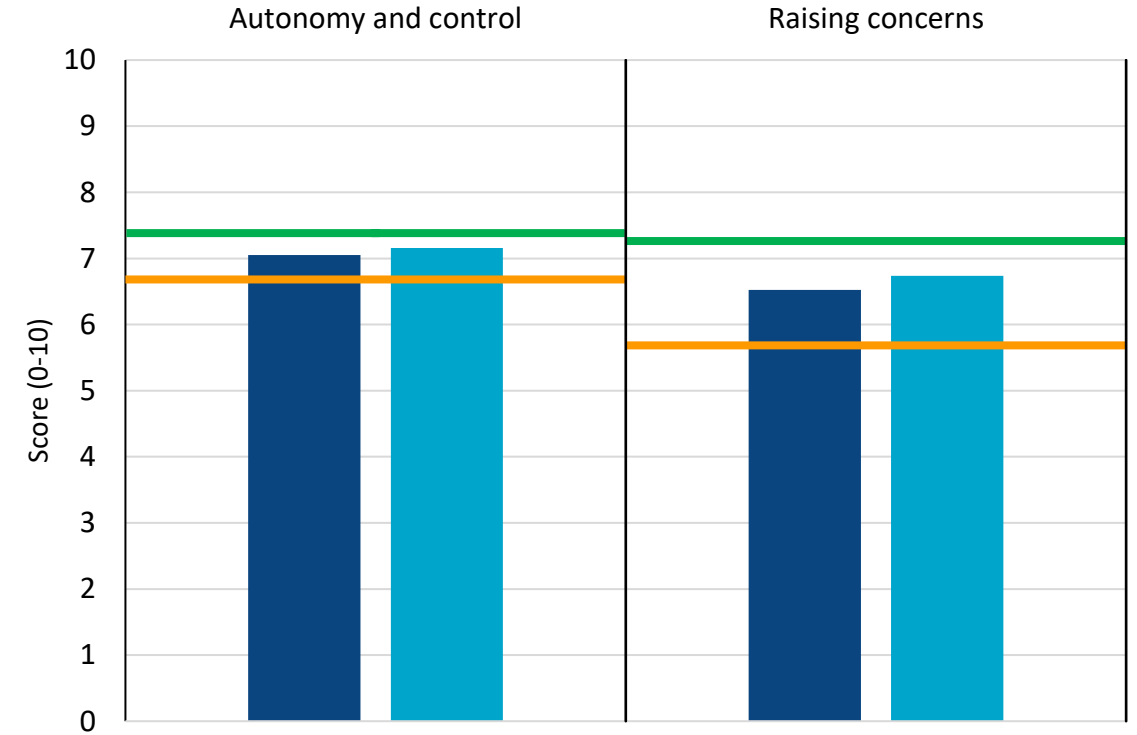
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



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



Your org	7.04	7.43	8.34	7.17
Best result	7.87	7.90	8.68	7.53
Average result	7.24	7.54	8.28	7.19
Worst result	6.19	7.16	7.58	6.80
Responses	2804	2809	2808	2801

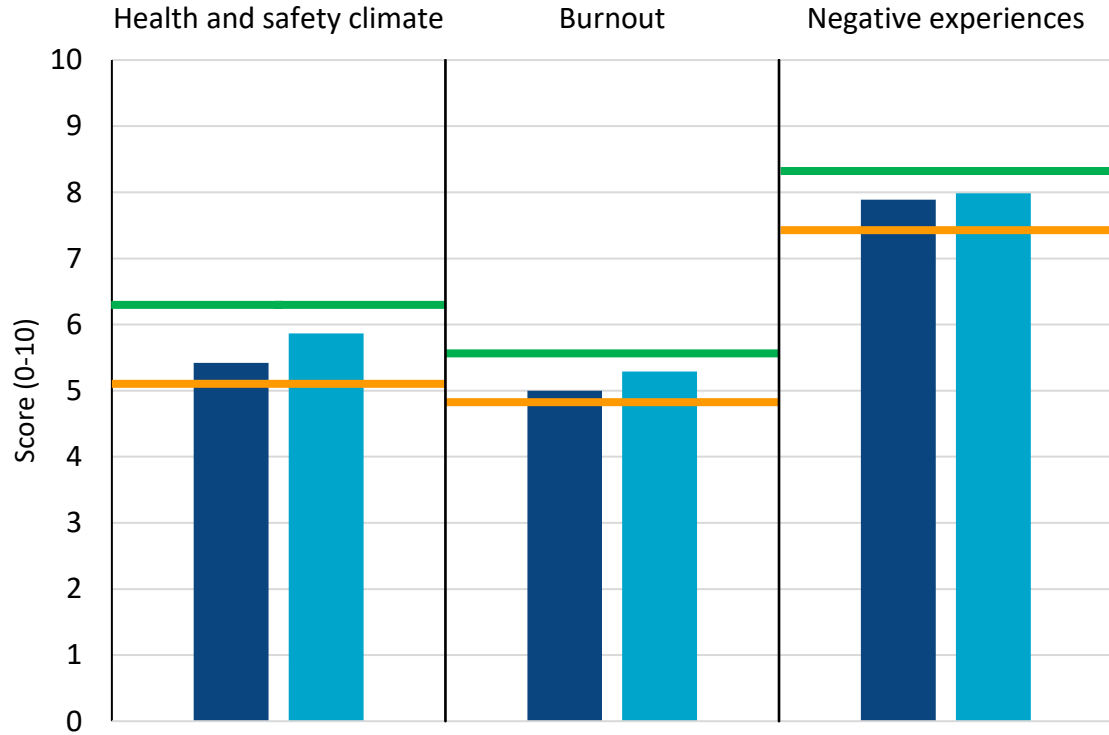
Your org	7.05	6.52
Best result	7.38	7.26
Average result	7.16	6.74
Worst result	6.68	5.68
Responses	2813	2788

Note: People Promise element 2 'We are recognised and rewarded' does not have any sub-scores. Overall trend score data for this element is reported on slide 21.

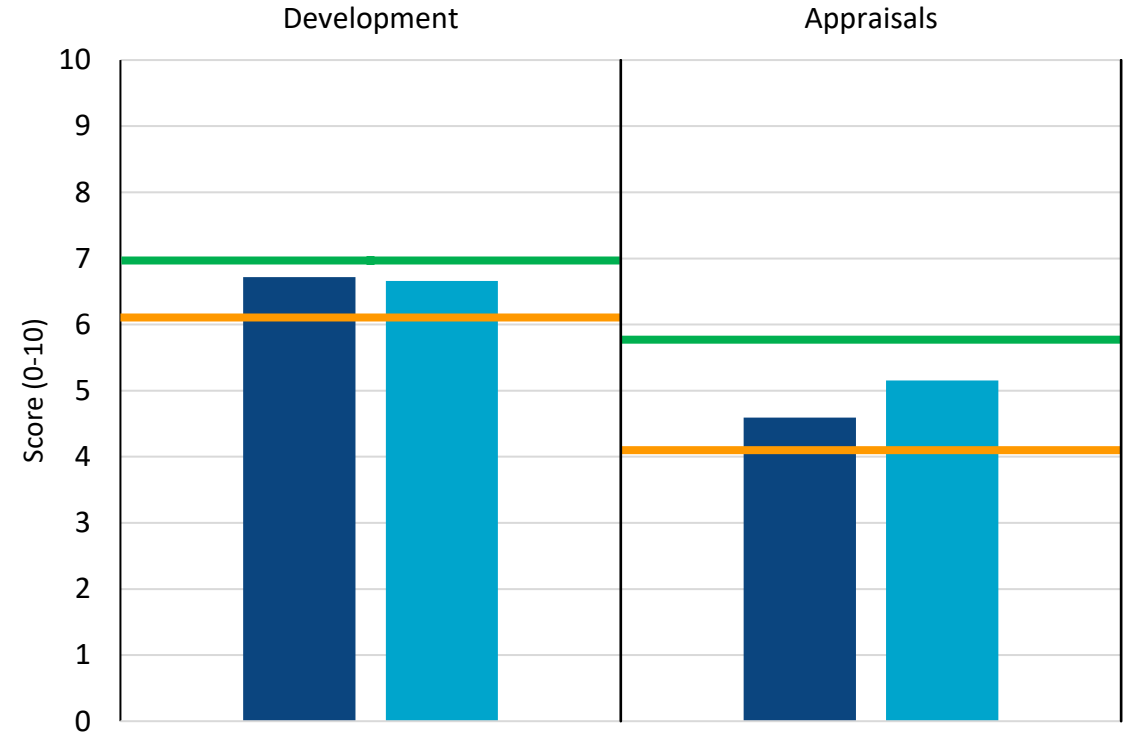
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



Theme	Your org	Best result	Average result	Worst result
Development	6.72	6.97	6.66	6.11
Appraisals	4.59	5.77	5.15	4.10

Theme	Your org	Best result	Average result	Worst result
Health and safety climate	5.42	6.30	5.87	5.10
Burnout	5.00	5.56	5.29	4.83
Negative experiences	7.89	8.32	7.98	7.43

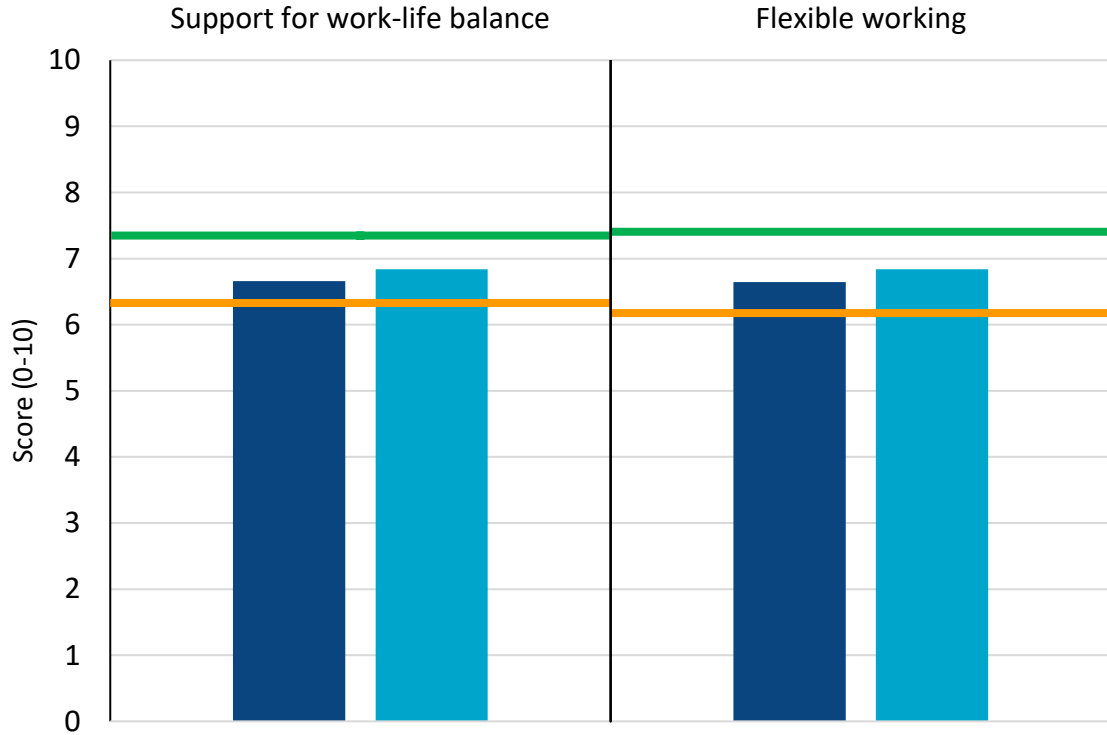
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



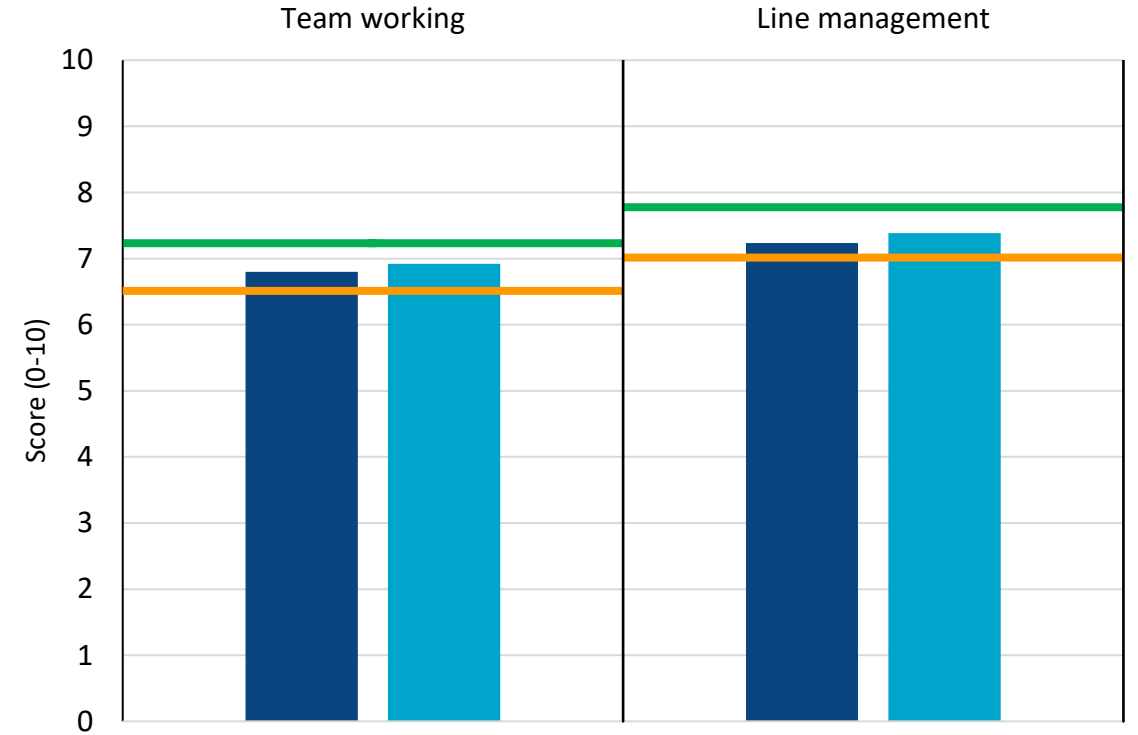
## Promise element 6: We work flexibly



## Promise element 7: We are a team



Category	Score	Responses
Your org	6.66	2809
Best result	7.35	
Average result	6.84	
Worst result	6.33	
<b>Support for work-life balance</b>	<b>6.66</b>	<b>2809</b>
<b>Flexible working</b>	<b>6.64</b>	<b>2801</b>

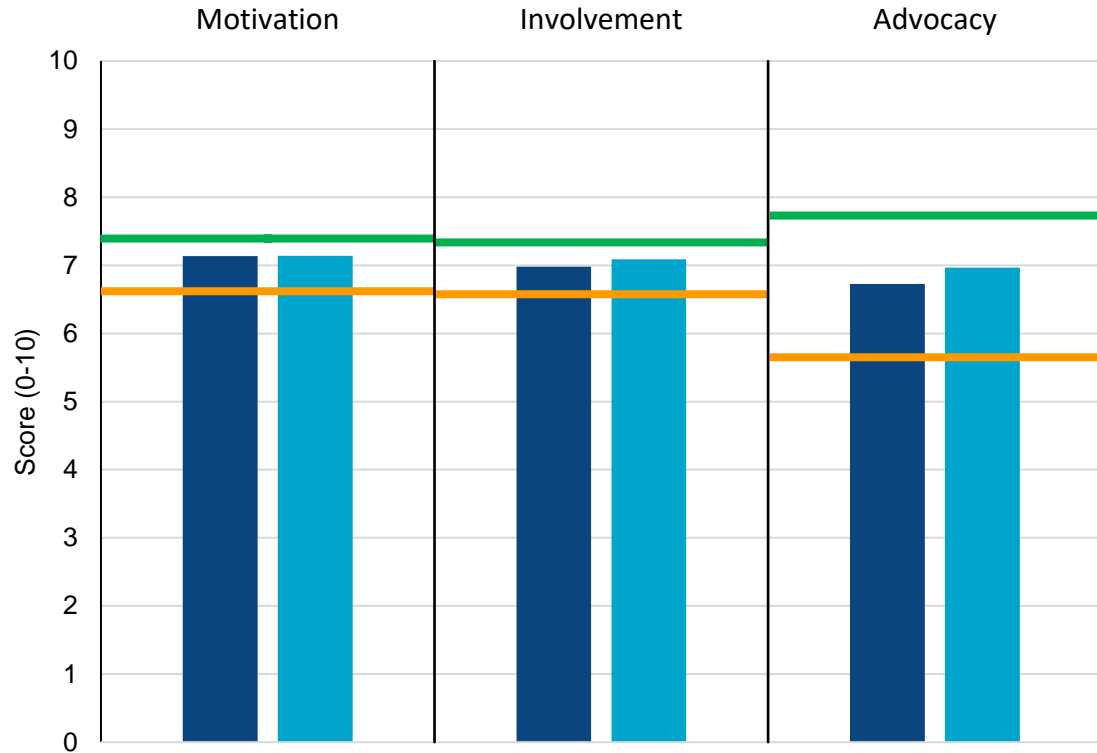


Category	Score	Responses
Your org	6.80	2812
Best result	7.23	
Average result	6.92	
Worst result	6.51	
<b>Team working</b>	<b>6.80</b>	<b>2812</b>
<b>Line management</b>	<b>7.24</b>	<b>2812</b>

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.



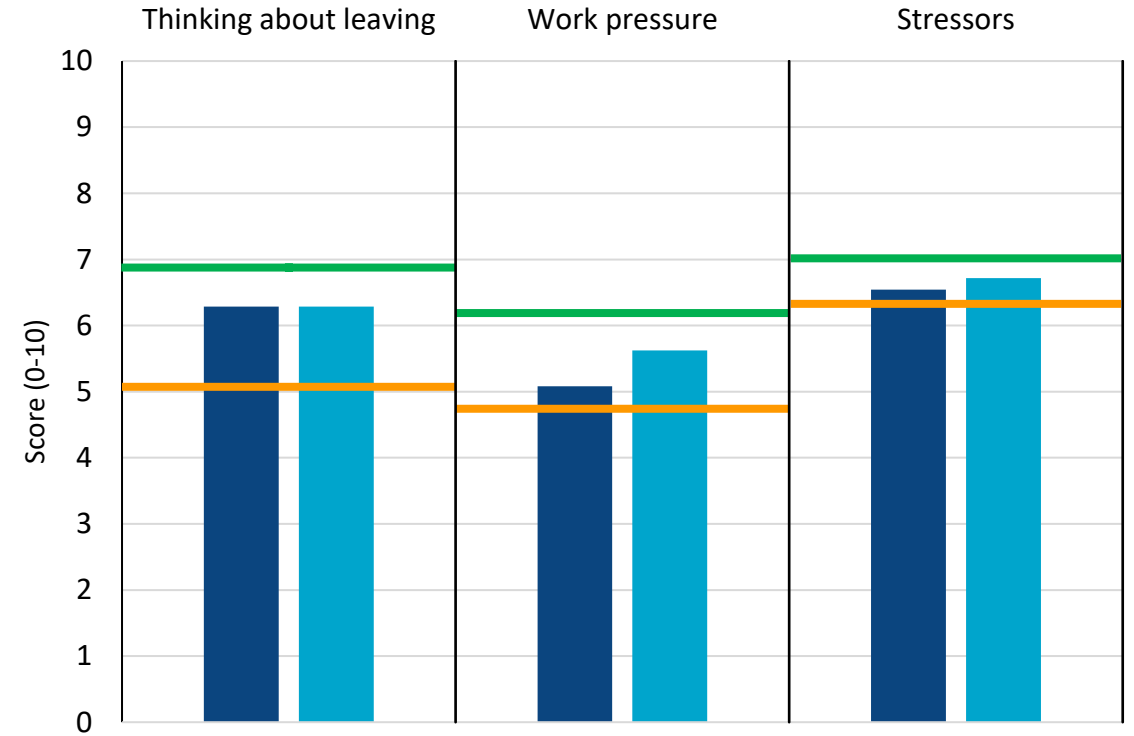
## Theme: Staff engagement



Your org	7.13	6.98	6.73
Best result	7.39	7.34	7.73
Average result	7.14	7.09	6.96
Worst result	6.62	6.58	5.65
Responses	2794	2813	2804



## Theme: Morale



Your org	6.29	5.08	6.54
Best result	6.88	6.19	7.02
Average result	6.29	5.62	6.72
Worst result	5.07	4.74	6.33
Responses	2805	2812	2808

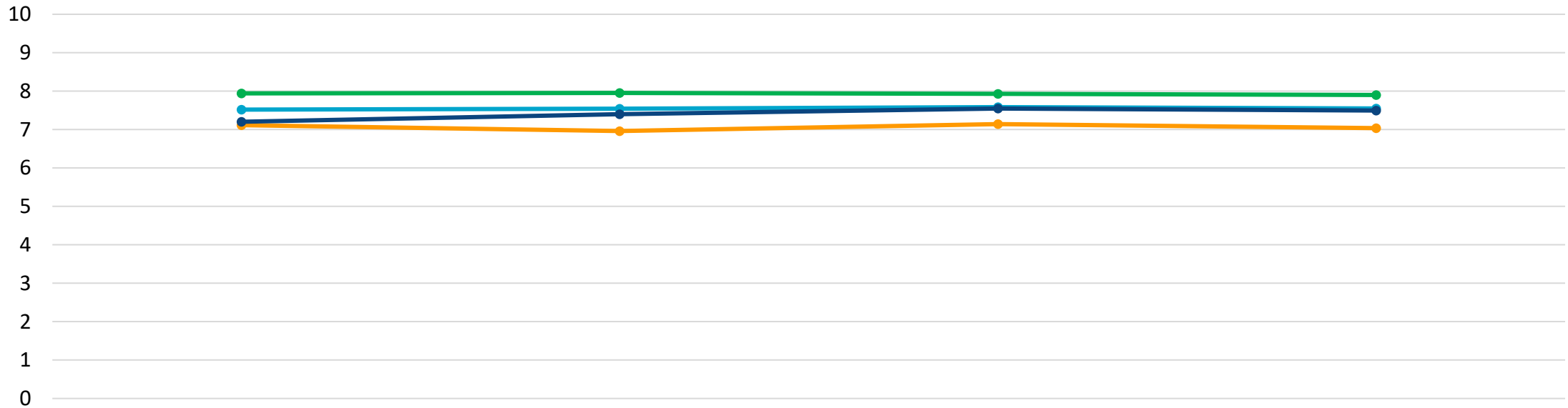


## People Promise elements, themes and sub-scores: Trends

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	2024
Your org	7.20	7.40	7.55	7.49
Best result	7.94	7.95	7.93	7.90
Average result	7.52	7.54	7.58	7.55
Worst result	7.12	6.96	7.14	7.03
Responses	1599	2311	2012	2810



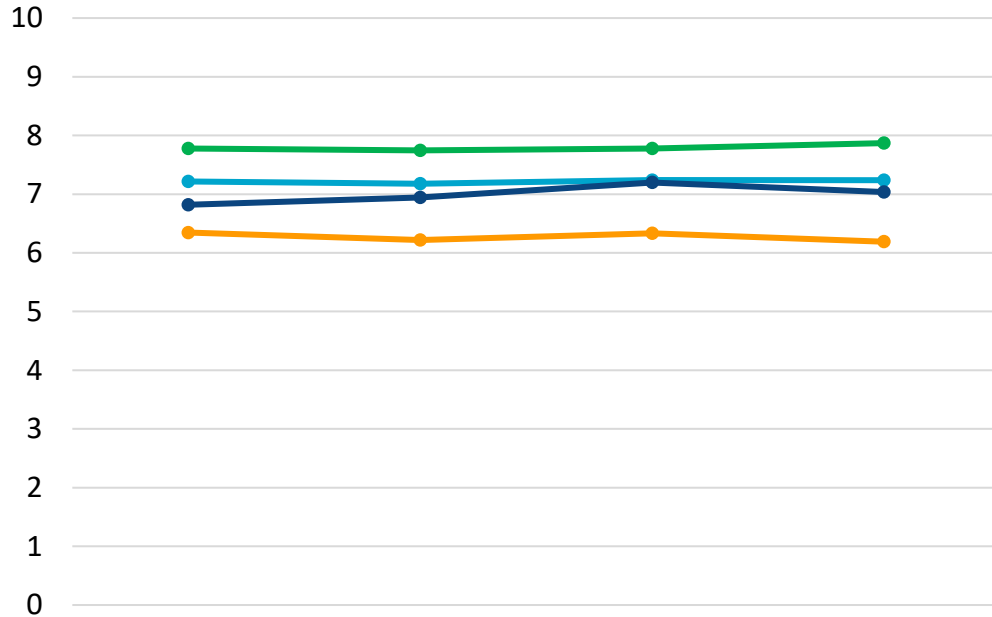
# People Promise elements, themes and sub-scores: Sub-score trends

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.

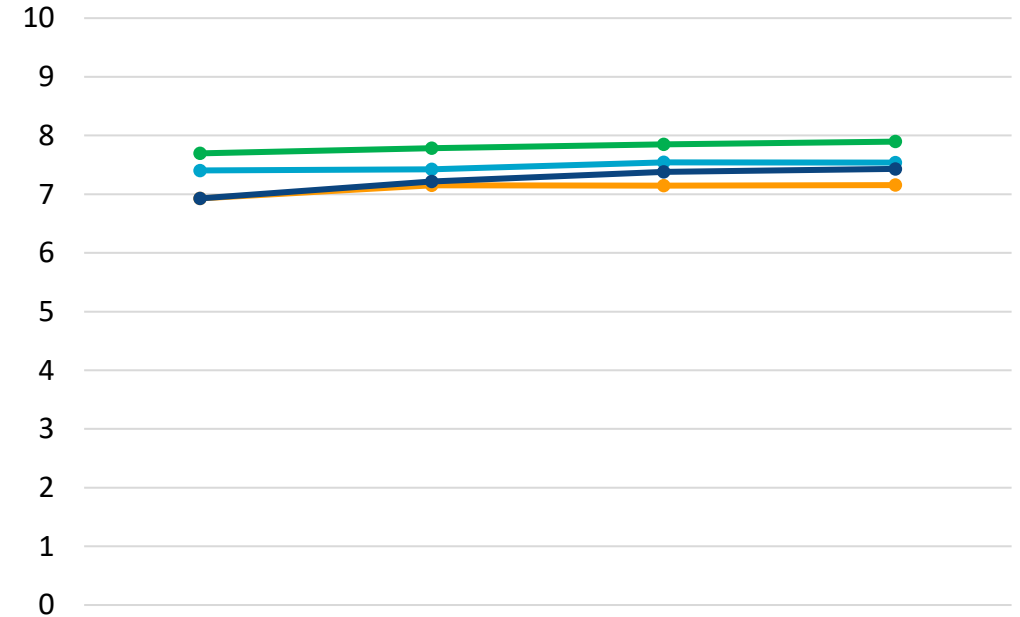


## Promise element 1: We are compassionate and inclusive (1)

### Compassionate culture



### Compassionate leadership



2021      2022      2023      2024

Your org	6.82	6.95	7.20	7.04
Best result	7.78	7.75	7.78	7.87
Average result	7.22	7.18	7.24	7.24
Worst result	6.35	6.22	6.33	6.19

Responses      1595      2299      2001      2804

2021      2022      2023      2024

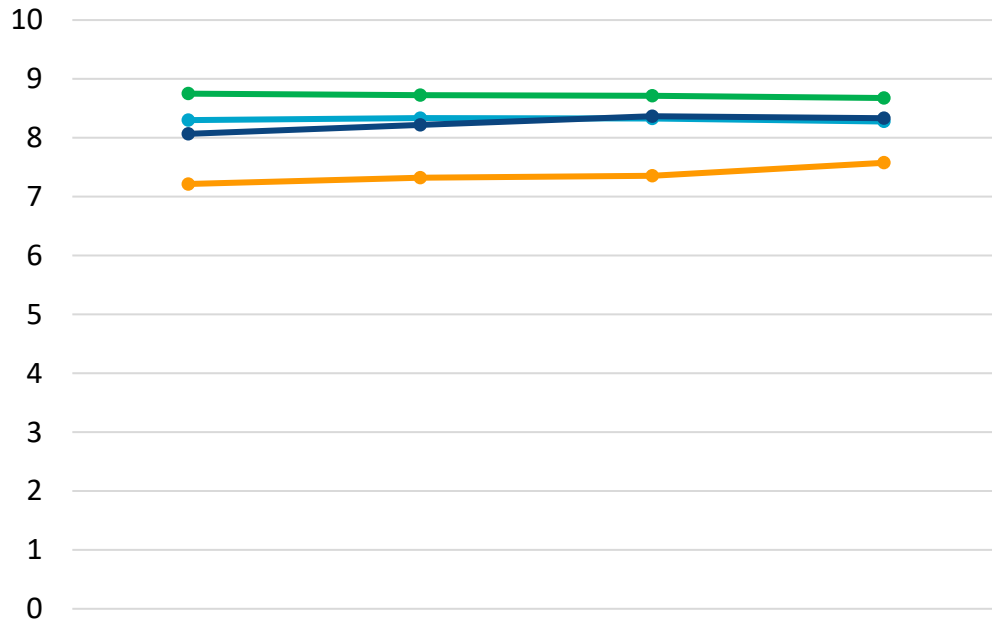
Your org	6.93	7.22	7.38	7.43
Best result	7.70	7.78	7.85	7.90
Average result	7.40	7.42	7.54	7.54
Worst result	6.93	7.15	7.14	7.16

Responses      1597      2308      2008      2809

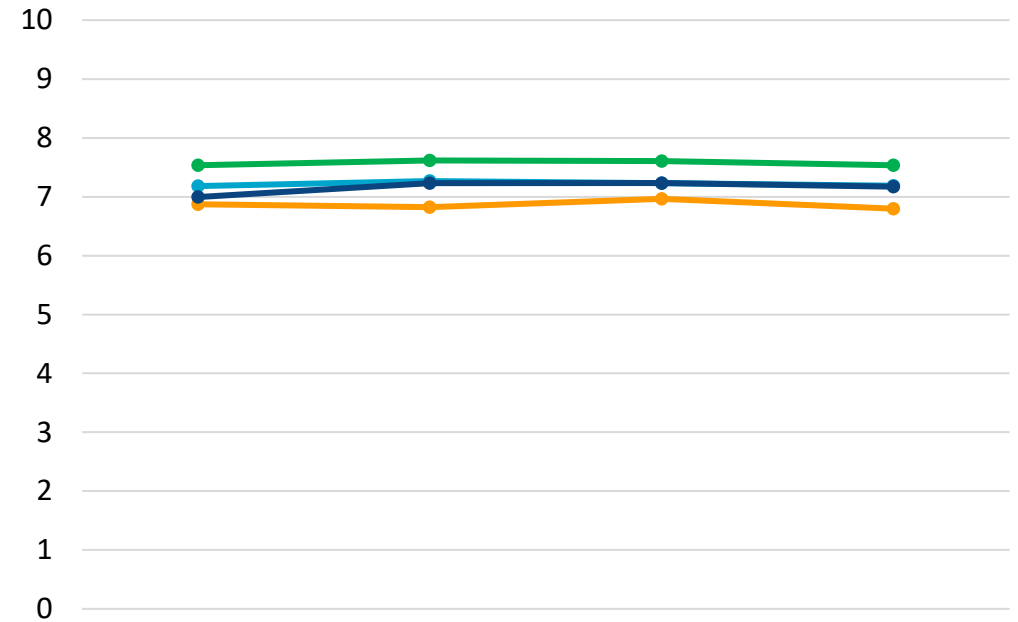
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



	2021	2022	2023	2024
Your org	8.07	8.22	8.37	8.34
Best result	8.75	8.73	8.72	8.68
Average result	8.30	8.34	8.33	8.28
Worst result	7.22	7.32	7.35	7.58
Responses	1596	2307	2010	2808

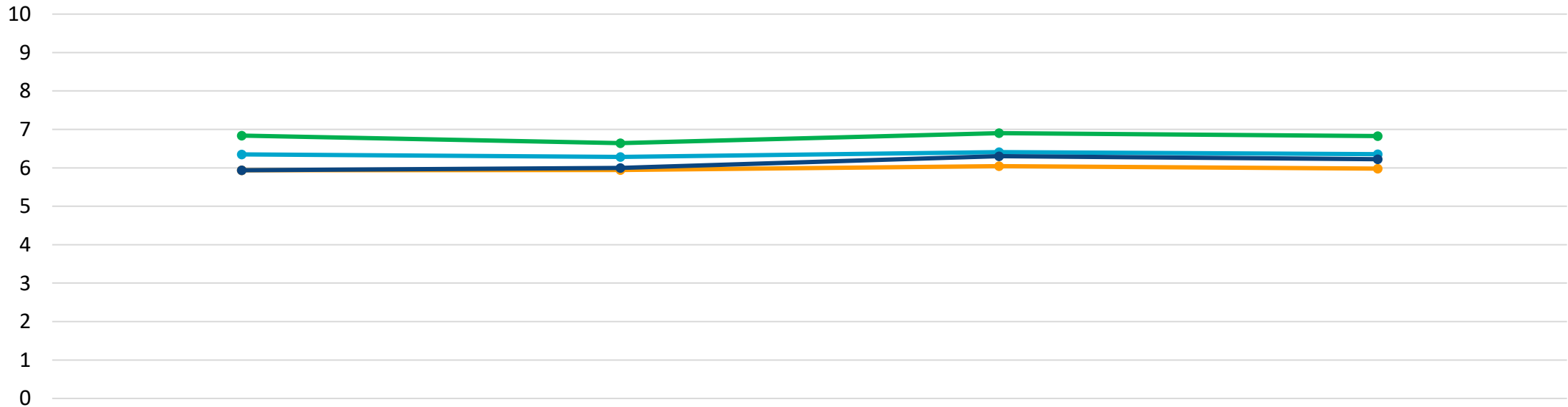
	2021	2022	2023	2024
Your org	7.00	7.23	7.23	7.17
Best result	7.54	7.62	7.61	7.53
Average result	7.18	7.27	7.23	7.19
Worst result	6.87	6.83	6.97	6.80
Responses	1591	2300	2008	2801

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



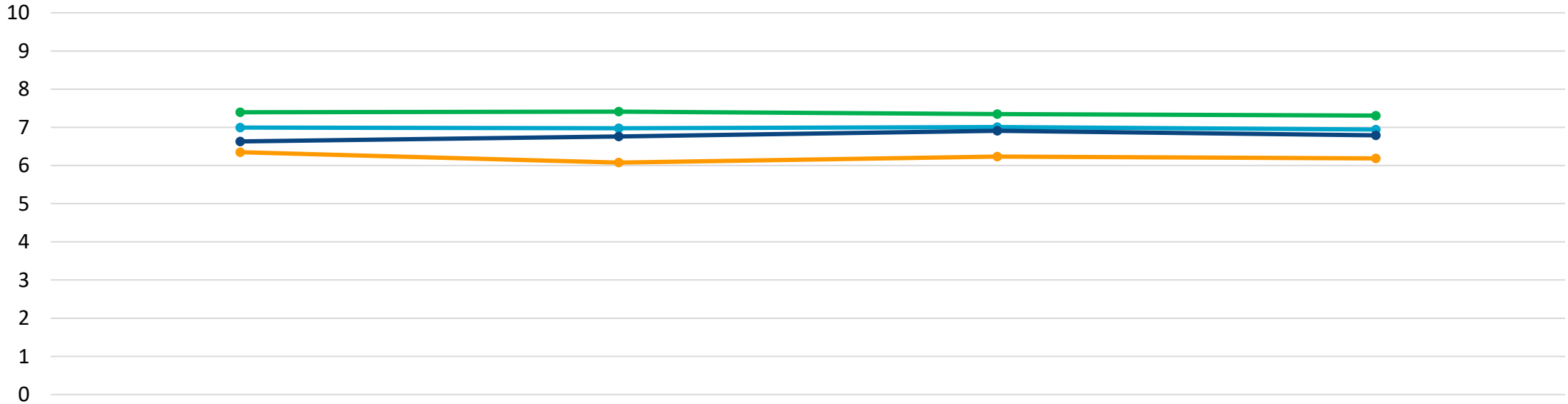
	2021	2022	2023	2024
Your org	5.94	6.00	6.30	6.22
Best result	6.84	6.64	6.90	6.83
Average result	6.35	6.28	6.41	6.35
Worst result	5.94	5.94	6.04	5.98
Responses	1596	2311	2015	2809

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



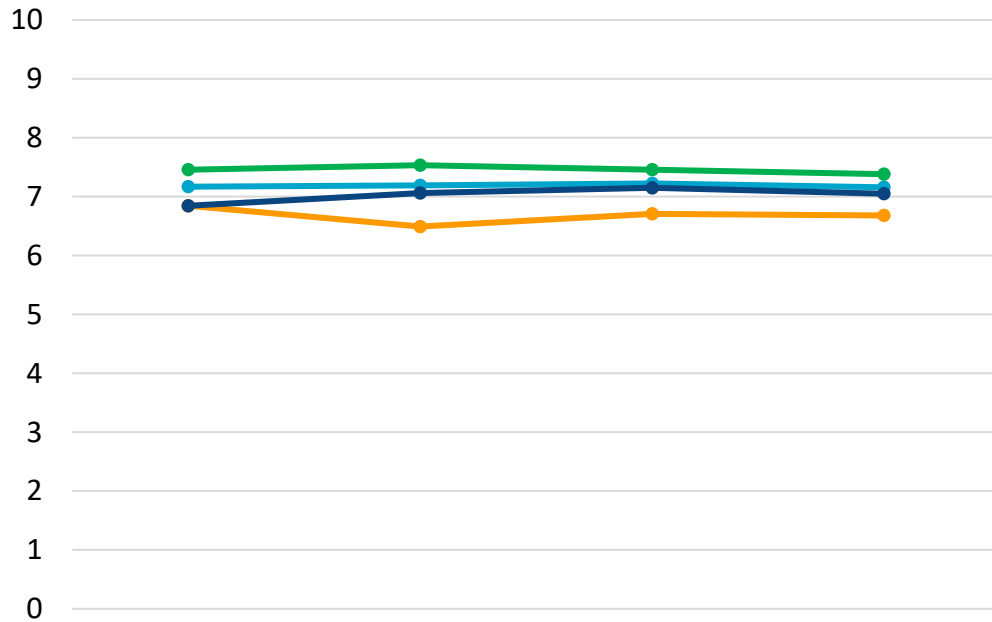
	2021	2022	2023	2024
Your org	6.63	6.76	6.91	6.79
Best result	7.40	7.41	7.35	7.31
Average result	6.99	6.97	7.01	6.94
Worst result	6.35	6.07	6.23	6.18
Responses	1592	2278	1985	2787

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.

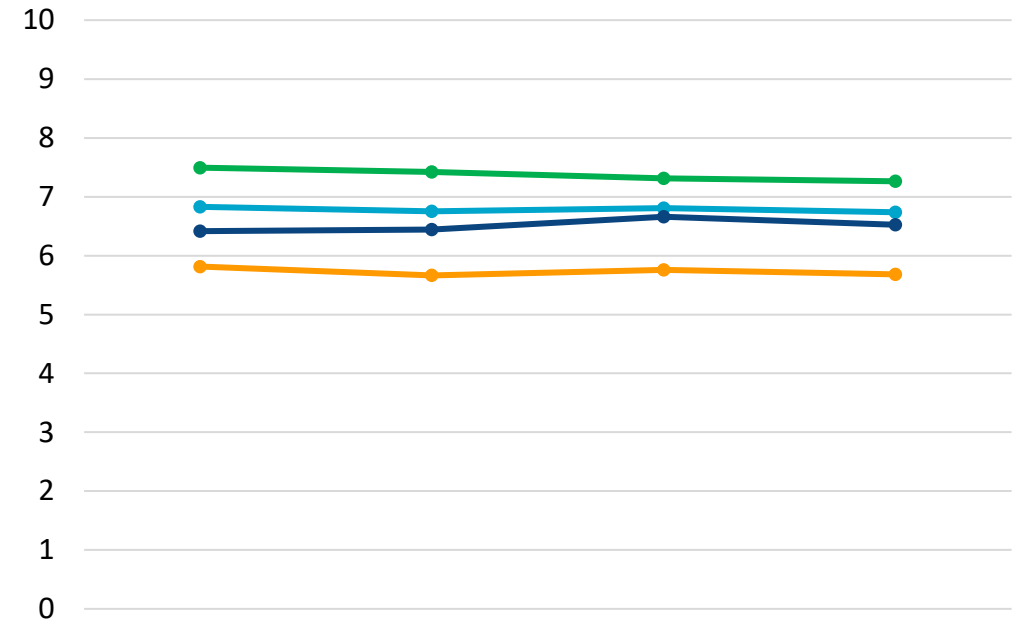


## Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023	2024
Your org	6.85	7.06	7.15	7.05
Best result	7.46	7.53	7.46	7.38
Average result	7.17	7.19	7.22	7.16
Worst result	6.85	6.49	6.71	6.68
Responses	1601	2312	2015	2813

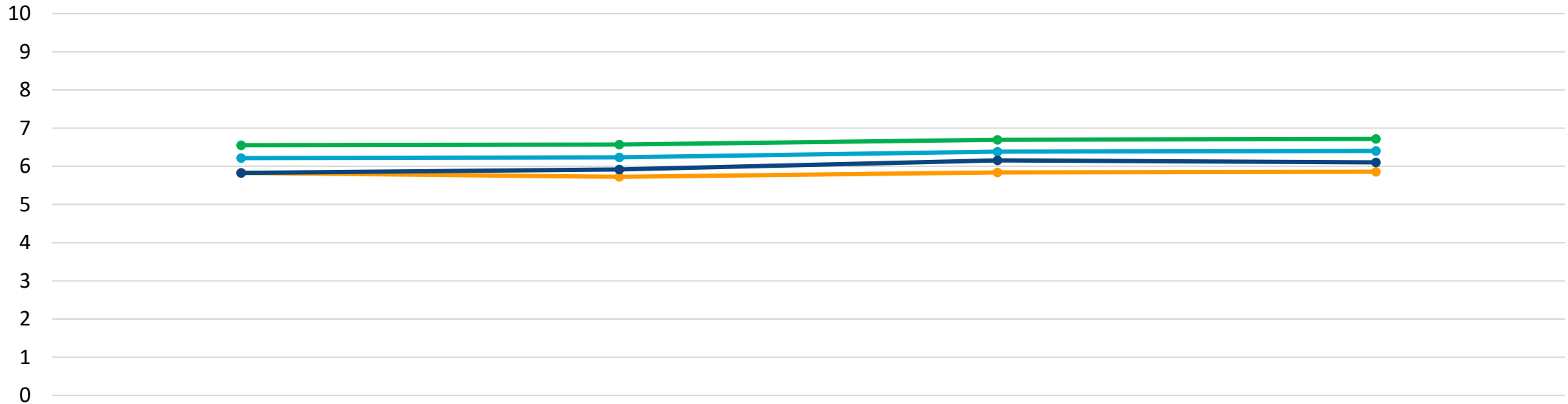
	2021	2022	2023	2024
Your org	6.42	6.44	6.66	6.52
Best result	7.49	7.42	7.31	7.26
Average result	6.83	6.76	6.81	6.74
Worst result	5.81	5.66	5.76	5.68
Responses	1592	2284	1990	2788

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



## Promise element 4: We are safe and healthy

We are safe and healthy



	2021	2022	2023	2024
Your org	5.83	5.92	6.16	6.10
Best result	6.55	6.57	6.70	6.72
Average result	6.22	6.24	6.38	6.40
Worst result	5.83	5.72	5.84	5.86
Responses	1596	2287	1994	2801

Note: 2023 results for 'We are safe and healthy' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

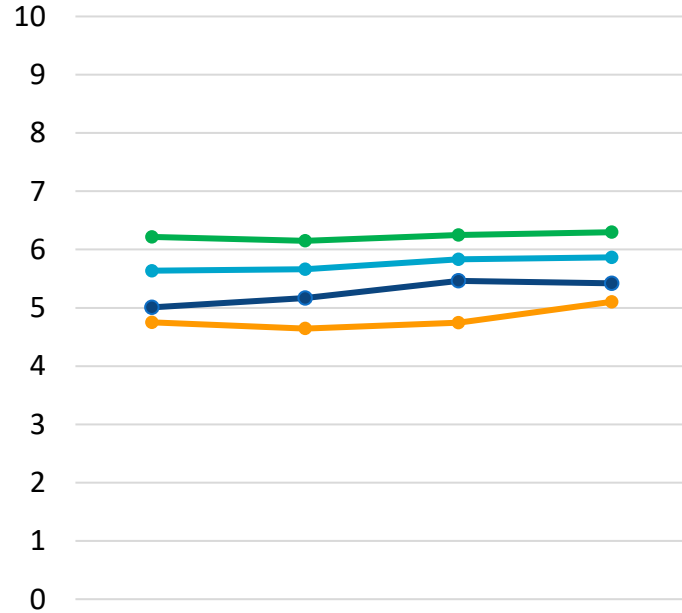


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



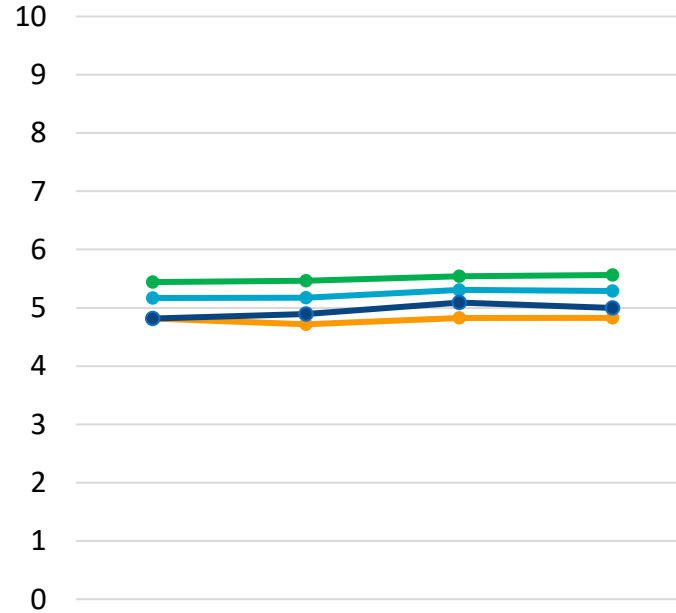
## Promise element 4: We are safe and healthy

Health and safety climate



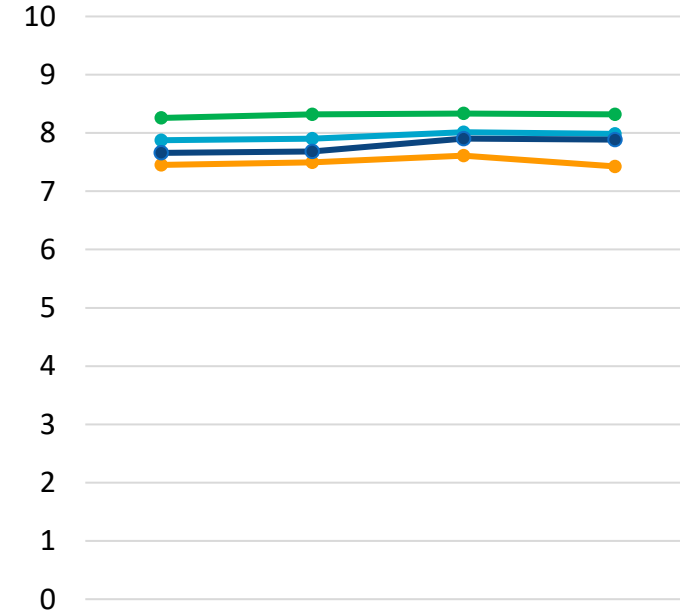
	2021	2022	2023	2024
Your org	5.01	5.17	5.46	5.42
Best result	6.22	6.15	6.25	6.30
Average result	5.64	5.66	5.83	5.87
Worst result	4.75	4.64	4.75	5.10
Responses	1601	2311	2013	2812

Burnout



	2021	2022	2023	2024
Your org	4.82	4.89	5.09	5.00
Best result	5.44	5.47	5.54	5.56
Average result	5.17	5.18	5.31	5.29
Worst result	4.82	4.72	4.83	4.83
Responses	1599	2306	2005	2811

Negative experiences



	2021	2022	2023	2024
Your org	7.66	7.68	7.90	7.89
Best result	8.26	8.32	8.33	8.32
Average result	7.88	7.90	8.01	7.98
Worst result	7.45	7.50	7.61	7.43
Responses	1597	2303	2012	2805

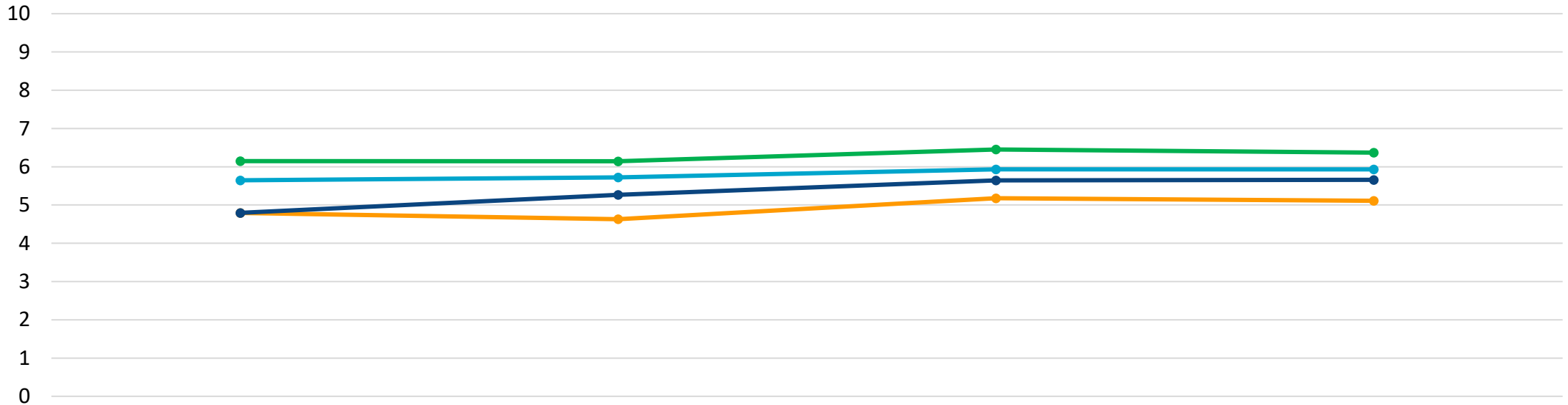
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



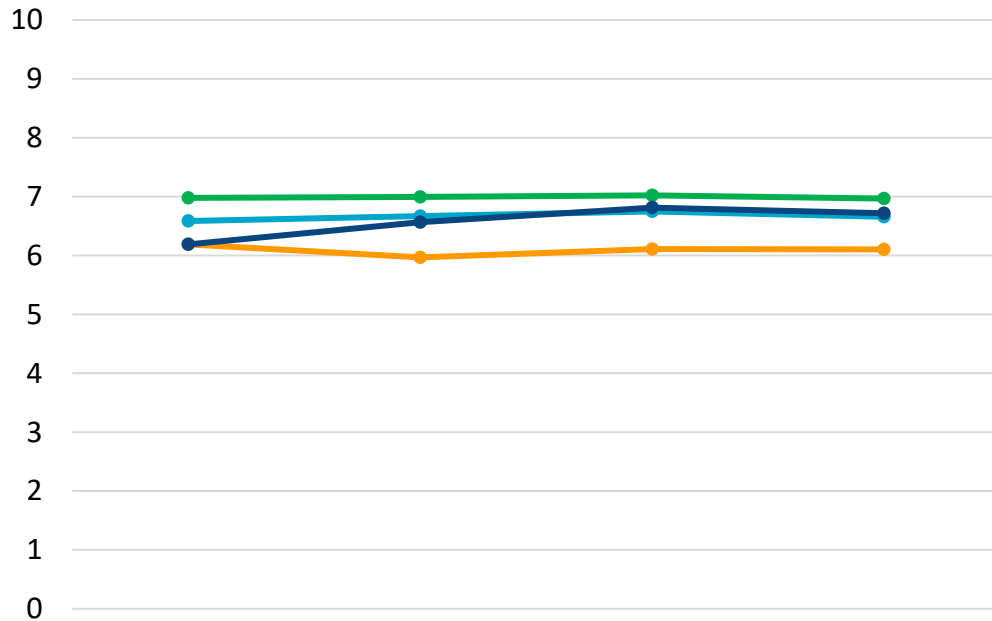
	2021	2022	2023	2024
Your org	4.79	5.26	5.64	5.66
Best result	6.15	6.14	6.45	6.37
Average result	5.65	5.72	5.93	5.93
Worst result	4.79	4.63	5.18	5.11
Responses	1517	2222	1918	2703

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.

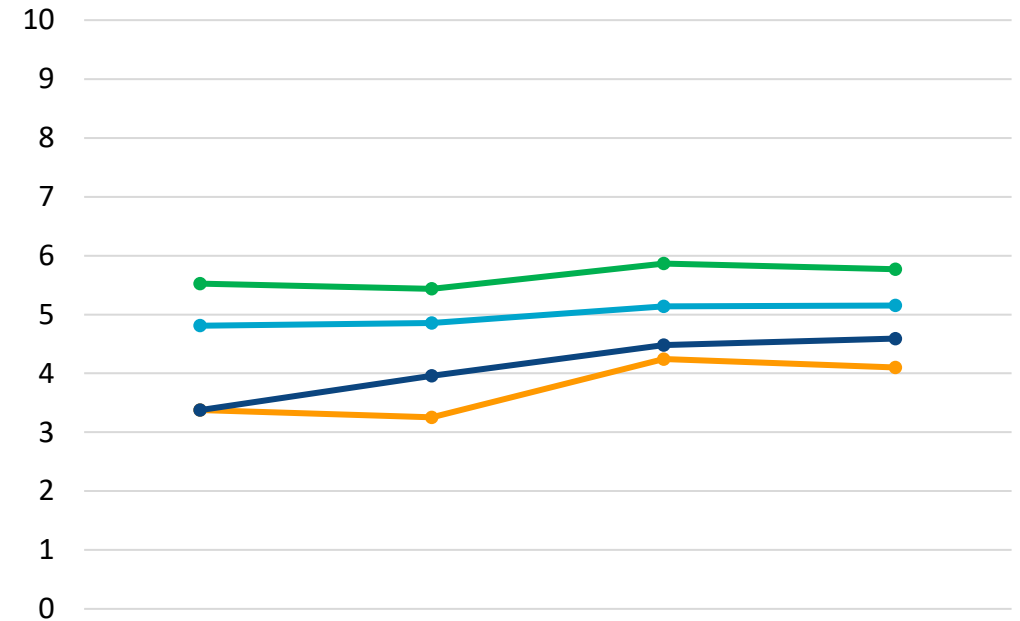


## Promise element 5: We are always learning

Development



Appraisals



2021 2022 2023 2024

	2021	2022	2023	2024
Your org	6.19	6.57	6.81	6.72
Best result	6.98	7.00	7.02	6.97
Average result	6.59	6.67	6.75	6.66
Worst result	6.19	5.97	6.11	6.11

Responses 1598 2295 2003 2810

2021 2022 2023 2024

	2021	2022	2023	2024
Your org	3.38	3.96	4.48	4.59
Best result	5.52	5.44	5.87	5.77
Average result	4.81	4.86	5.14	5.15
Worst result	3.38	3.25	4.24	4.10

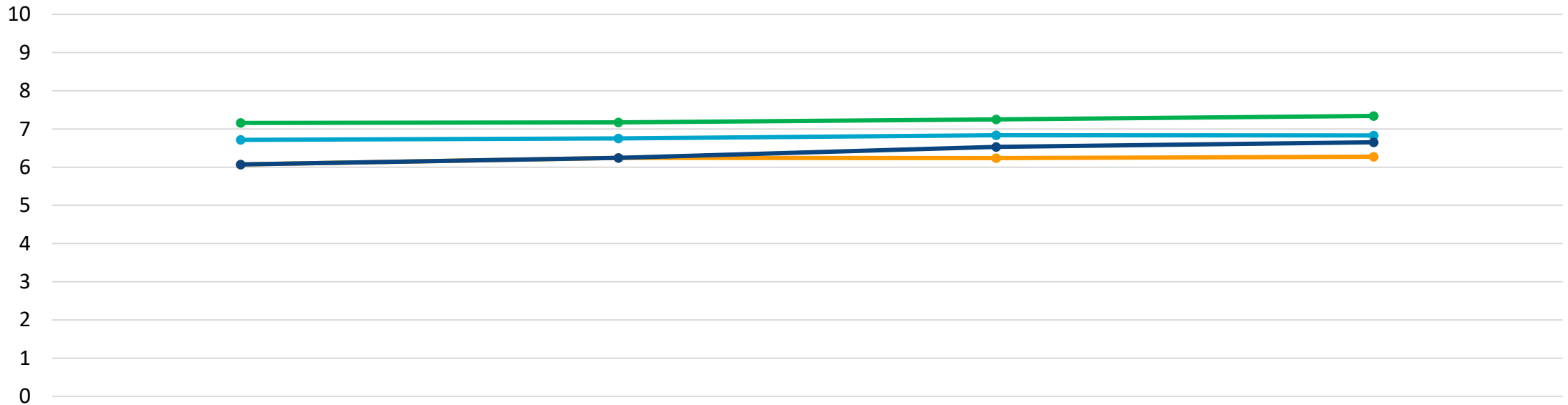
Responses 1519 2246 1923 2704

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



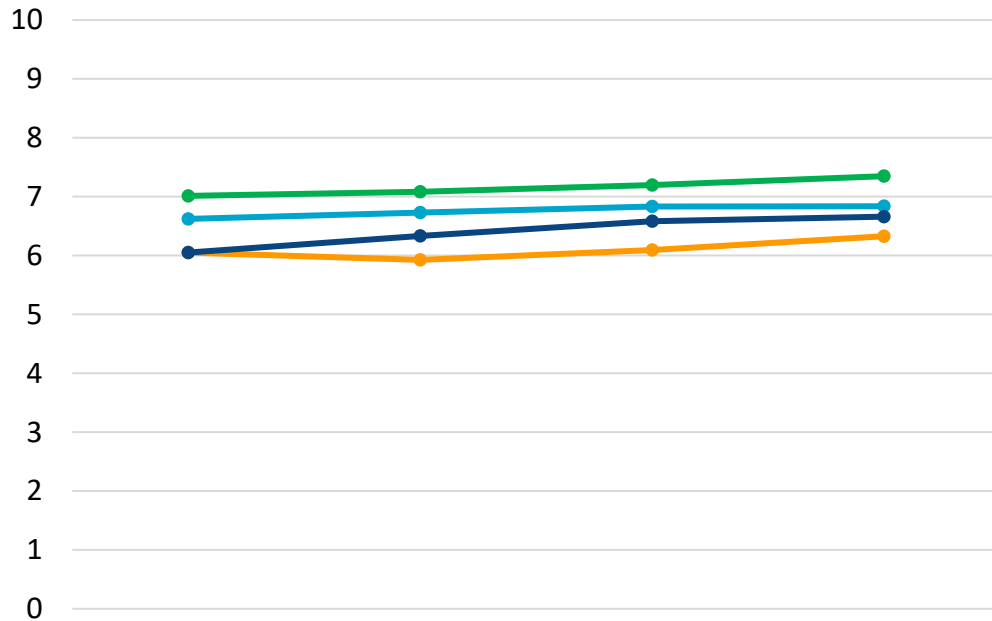
	2021	2022	2023	2024
Your org	6.07	6.24	6.53	6.65
Best result	7.16	7.17	7.25	7.34
Average result	6.71	6.75	6.84	6.83
Worst result	6.07	6.24	6.24	6.27
Responses	1590	2305	2005	2798

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

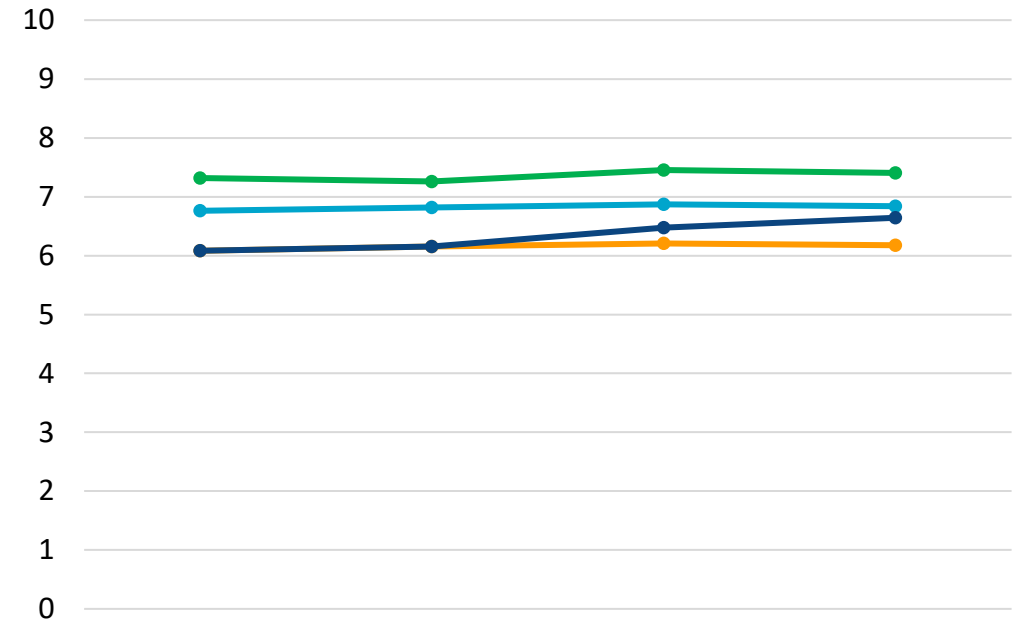


## Promise element 6: We work flexibly

Support for work-life balance



Flexible working



2021 2022 2023 2024

	2021	2022	2023	2024
Your org	6.05	6.33	6.58	6.66
Best result	7.01	7.08	7.20	7.35
Average result	6.62	6.73	6.83	6.84
Worst result	6.05	5.93	6.09	6.33

Responses 1600 2311 2010 2809

2021 2022 2023 2024

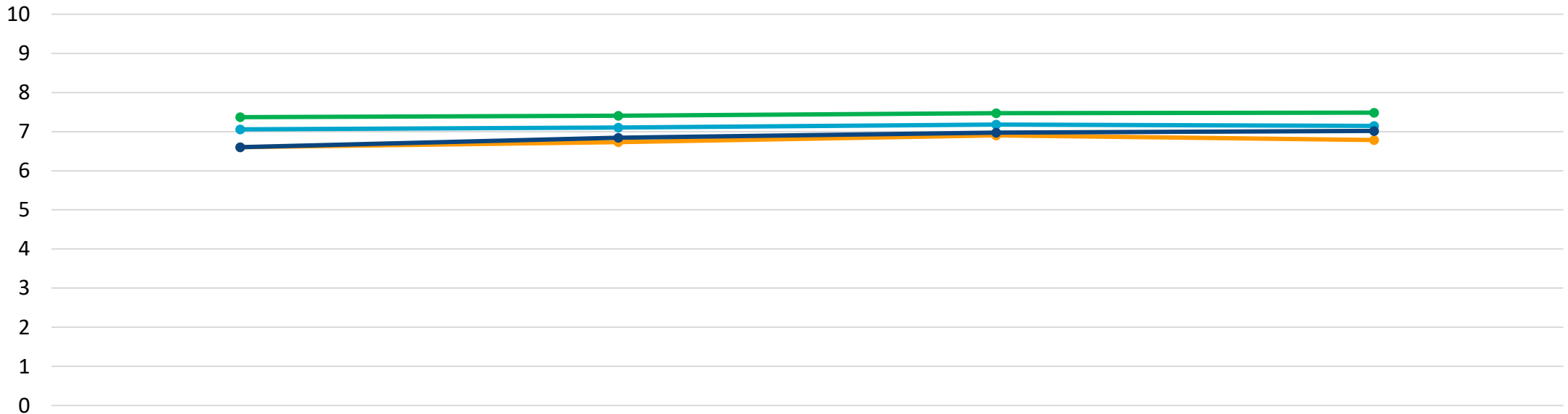
	2021	2022	2023	2024
Your org	6.08	6.15	6.47	6.64
Best result	7.32	7.26	7.45	7.41
Average result	6.76	6.82	6.87	6.84
Worst result	6.08	6.15	6.21	6.18

Responses 1591 2308 2010 2801

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



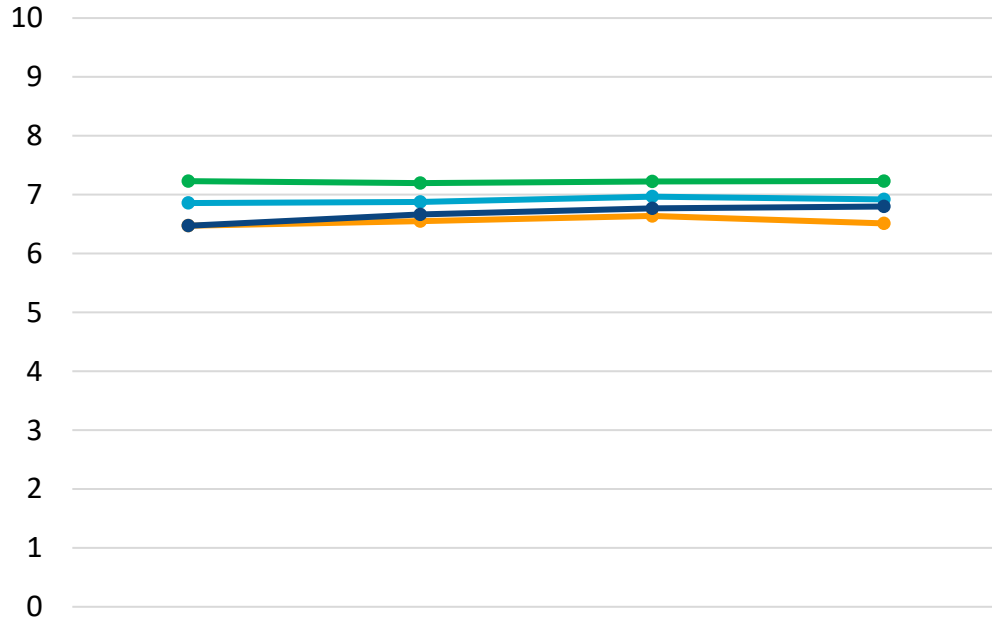
	2021	2022	2023	2024
Your org	6.60	6.84	6.97	7.02
Best result	7.37	7.41	7.47	7.48
Average result	7.06	7.10	7.18	7.15
Worst result	6.60	6.73	6.90	6.78
Responses	1594	2301	2007	2810

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.

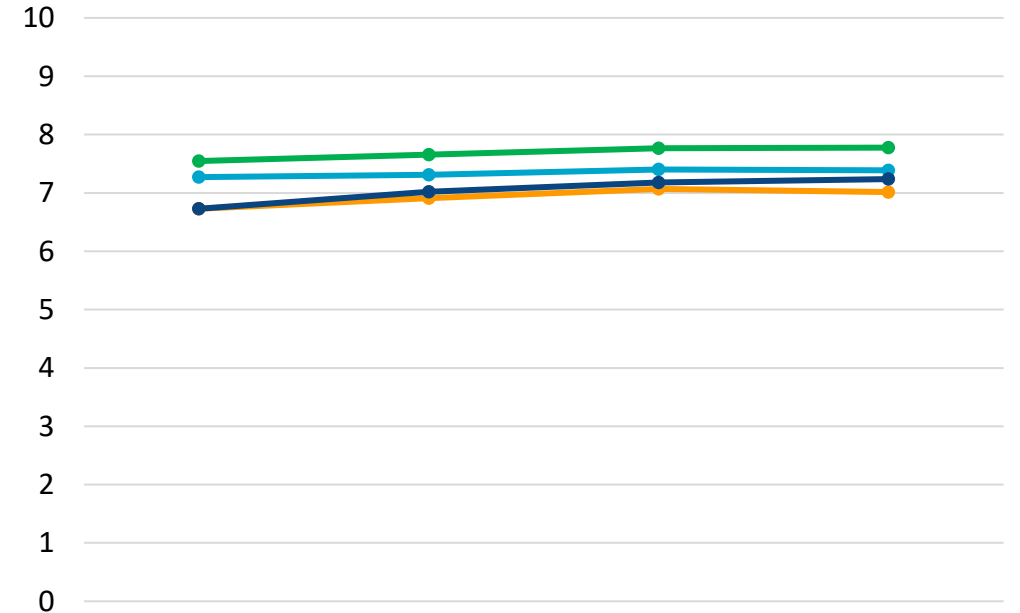


## Promise element 7: We are a team

### Team working



### Line management



	2021	2022	2023	2024
Your org	6.47	6.66	6.77	6.80
Best result	7.23	7.20	7.22	7.23
Average result	6.86	6.87	6.97	6.92
Worst result	6.47	6.55	6.64	6.51
Responses	1597	2308	2012	2812

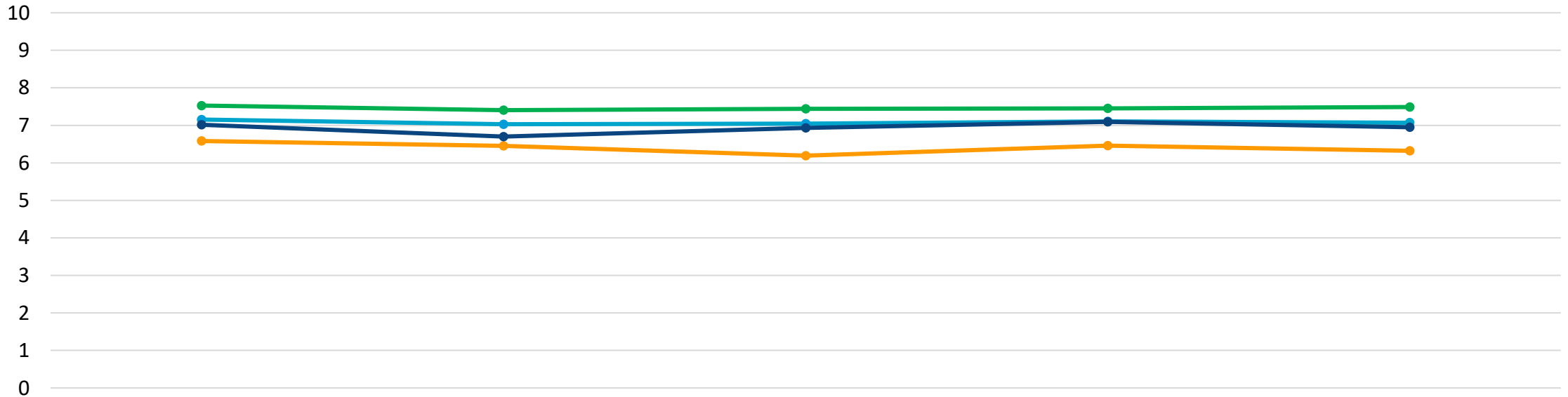
	2021	2022	2023	2024
Your org	6.73	7.02	7.18	7.24
Best result	7.55	7.66	7.76	7.78
Average result	7.27	7.31	7.40	7.39
Worst result	6.73	6.91	7.07	7.02
Responses	1597	2306	2010	2812

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



## Theme: Staff Engagement

Staff Engagement



	2020	2021	2022	2023	2024
Your org	7.02	6.70	6.93	7.09	6.95
Best result	7.53	7.41	7.44	7.46	7.49
Average result	7.15	7.03	7.05	7.11	7.07
Worst result	6.58	6.46	6.19	6.46	6.32
Responses	1478	1601	2313	2013	2814





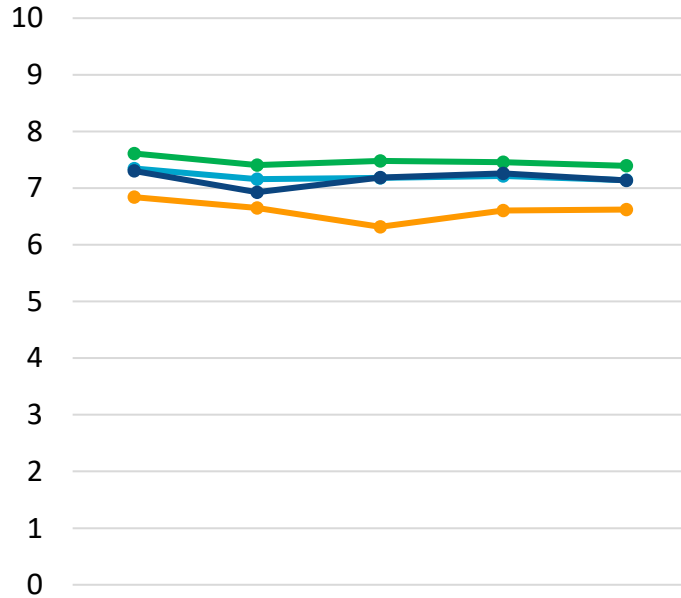
# People Promise elements, themes and sub-scores: Sub-score trends

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

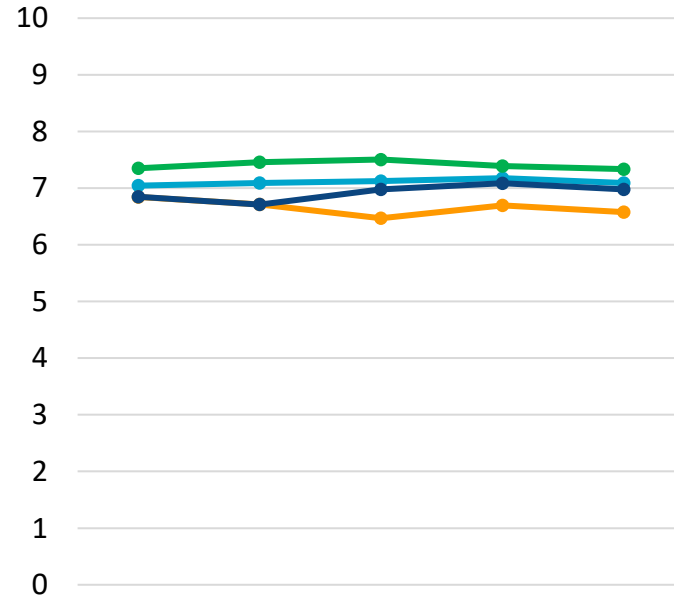
### Motivation



2020 2021 2022 2023 2024

Your org	7.30	6.93	7.18	7.26	7.13
Best result	7.61	7.41	7.48	7.46	7.39
Average result	7.35	7.16	7.18	7.22	7.14
Worst result	6.84	6.65	6.32	6.60	6.62
Responses	1469	1594	2285	1991	2794

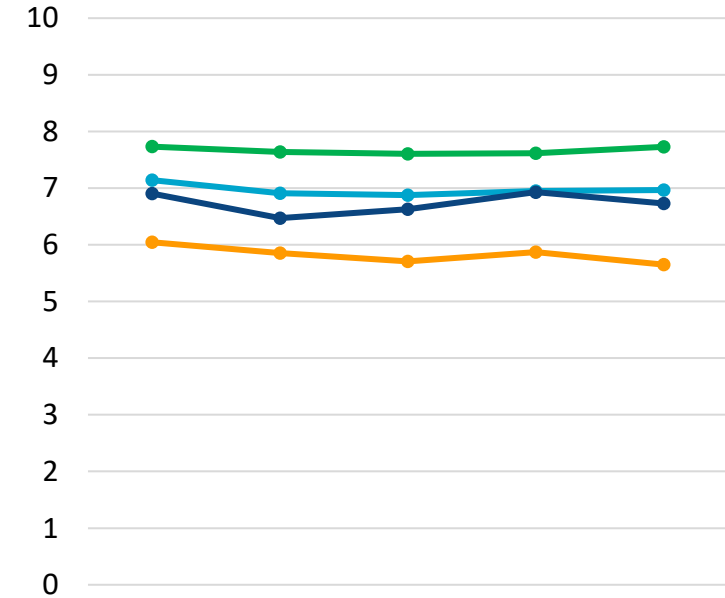
### Involvement



2020 2021 2022 2023 2024

Your org	6.85	6.71	6.98	7.09	6.98
Best result	7.35	7.46	7.51	7.39	7.34
Average result	7.04	7.09	7.12	7.18	7.09
Worst result	6.84	6.71	6.47	6.70	6.58
Responses	1477	1601	2310	2015	2813

### Advocacy



2020 2021 2022 2023 2024

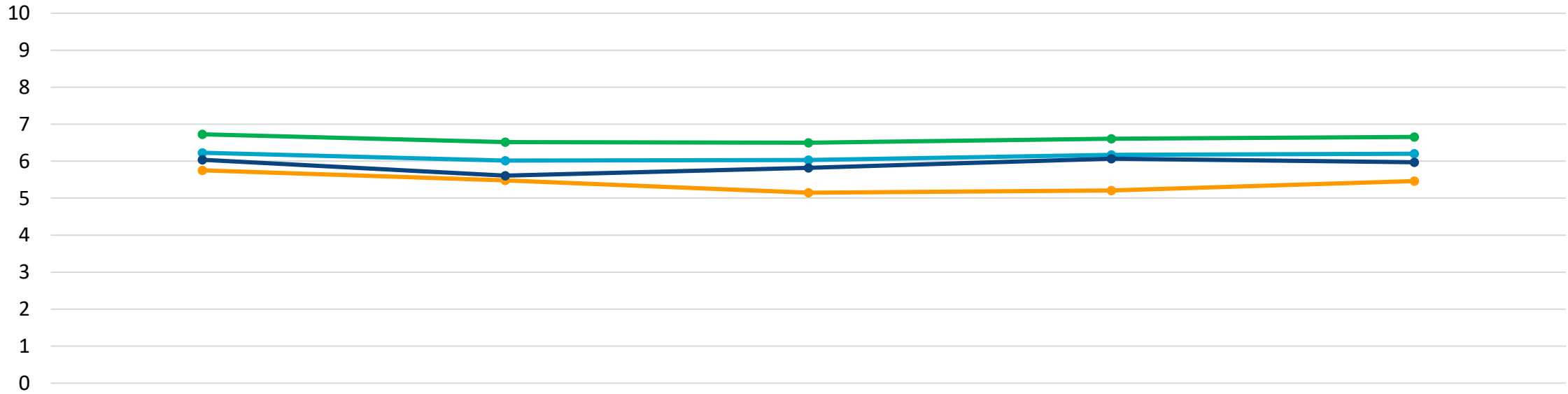
Your org	6.91	6.47	6.63	6.93	6.73
Best result	7.73	7.64	7.61	7.62	7.73
Average result	7.14	6.91	6.88	6.95	6.96
Worst result	6.05	5.85	5.71	5.87	5.65
Responses	1474	1595	2298	2002	2804

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



## Theme: Morale

Morale



	2020	2021	2022	2023	2024
Your org	6.04	5.61	5.82	6.07	5.97
Best result	6.73	6.52	6.50	6.61	6.66
Average result	6.23	6.02	6.03	6.17	6.20
Worst result	5.75	5.48	5.15	5.21	5.46
Responses	1477	1601	2313	2014	2814

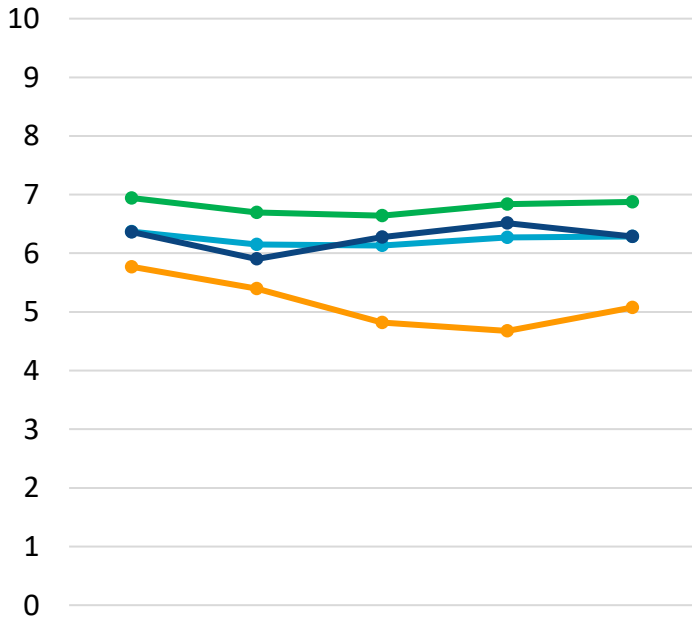
# People Promise elements, themes and sub-scores: Sub-score trends

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.



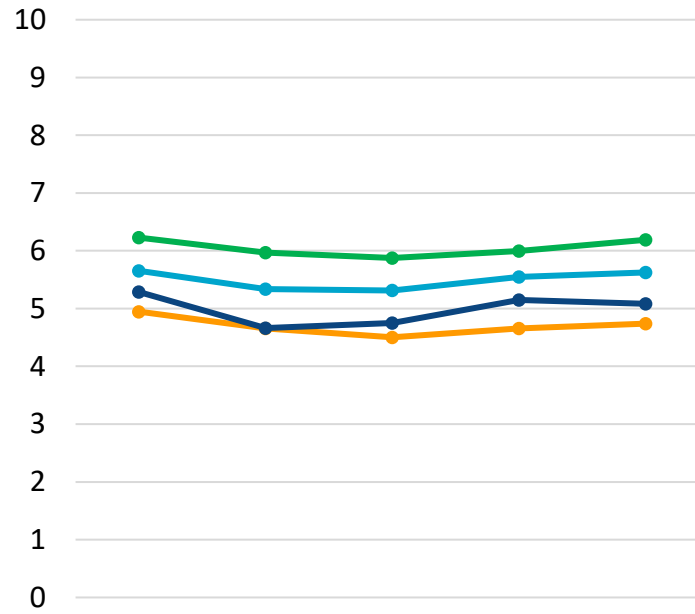
## Theme: Morale

Thinking about leaving



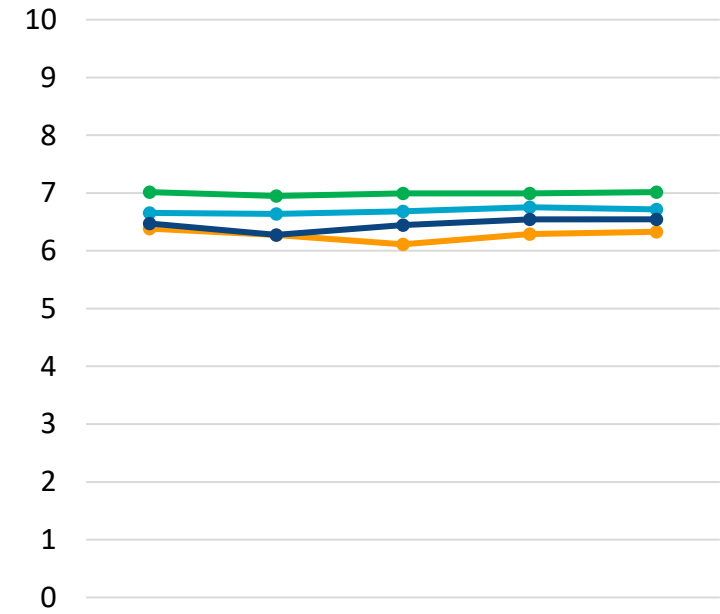
	2020	2021	2022	2023	2024
Your org	6.36	5.90	6.28	6.51	6.29
Best result	6.94	6.69	6.64	6.83	6.88
Average result	6.37	6.15	6.13	6.27	6.29
Worst result	5.77	5.40	4.82	4.68	5.07
Responses	1475	1596	2302	2005	2805

Work pressure



	2020	2021	2022	2023	2024
Your org	5.29	4.66	4.75	5.15	5.08
Best result	6.23	5.97	5.88	6.00	6.19
Average result	5.65	5.34	5.31	5.55	5.62
Worst result	4.95	4.66	4.50	4.66	4.74
Responses	1477	1600	2311	2014	2812

Stressors



	2020	2021	2022	2023	2024
Your org	6.47	6.28	6.44	6.54	6.54
Best result	7.02	6.95	6.99	7.00	7.02
Average result	6.65	6.64	6.69	6.75	6.72
Worst result	6.38	6.28	6.11	6.29	6.33
Responses	1467	1591	2309	2013	2808

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

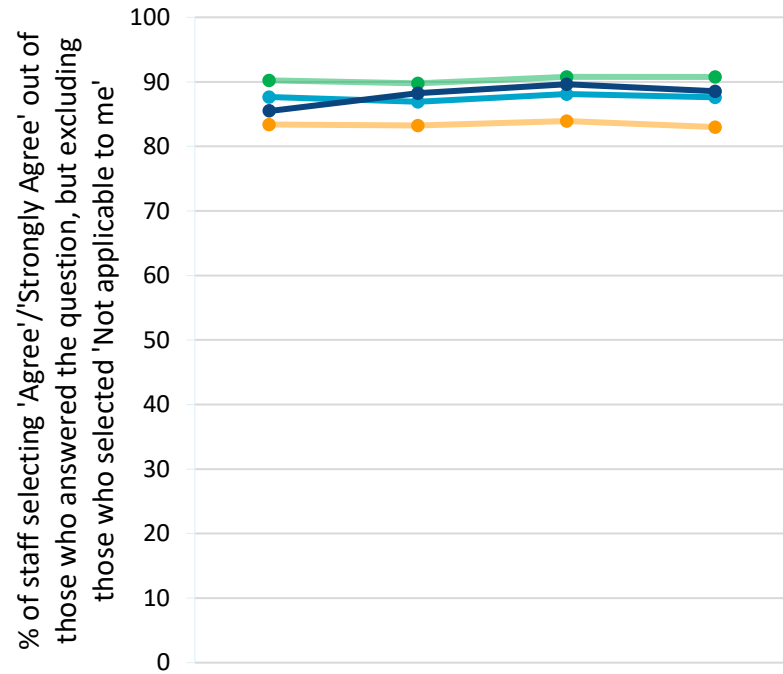
Diversity and equality – Q15, Q16a, Q16b, Q21

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.

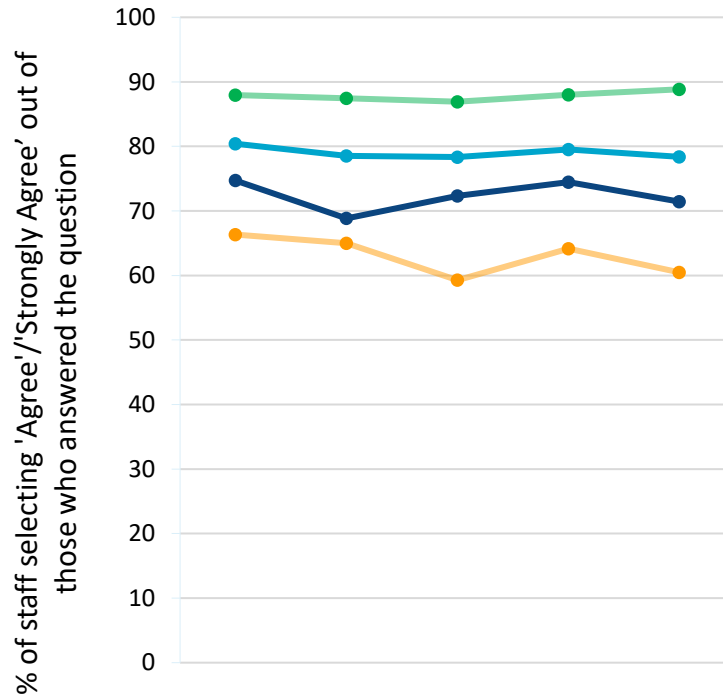


Q6a I feel that my role makes a difference to patients / service users.



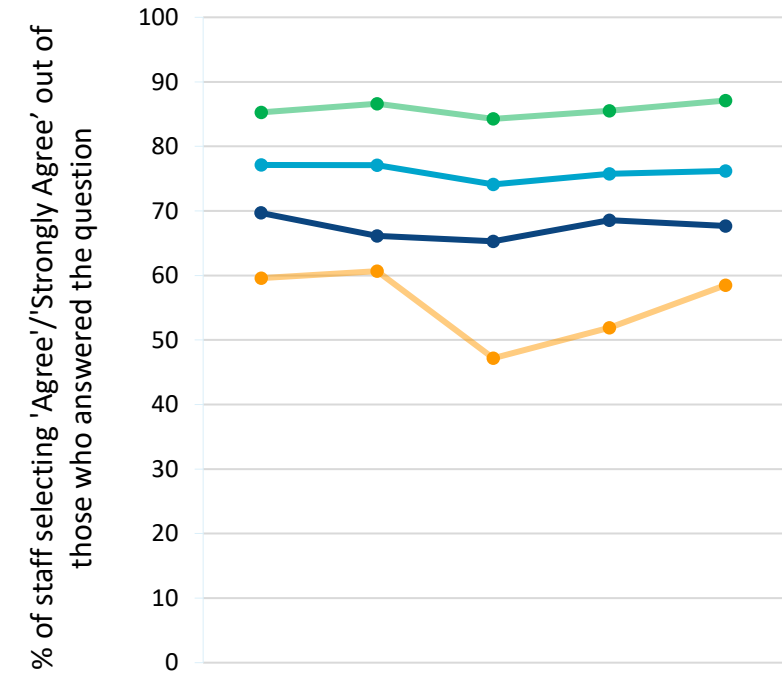
	2021	2022	2023	2024
<b>Your org</b>	85.48%	88.26%	89.63%	88.56%
<b>Best result</b>	90.21%	89.77%	90.76%	90.76%
<b>Average result</b>	87.68%	86.91%	88.12%	87.59%
<b>Worst result</b>	83.40%	83.25%	83.93%	82.99%
Responses	1550	2248	1936	2716

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



	2020	2021	2022	2023	2024
<b>Your org</b>	74.70%	68.84%	72.33%	74.44%	71.42%
<b>Best result</b>	87.93%	87.48%	86.93%	88.01%	88.84%
<b>Average result</b>	80.41%	78.52%	78.35%	79.50%	78.36%
<b>Worst result</b>	66.34%	64.99%	59.27%	64.13%	60.51%
Responses	1472	1595	2297	1999	2803

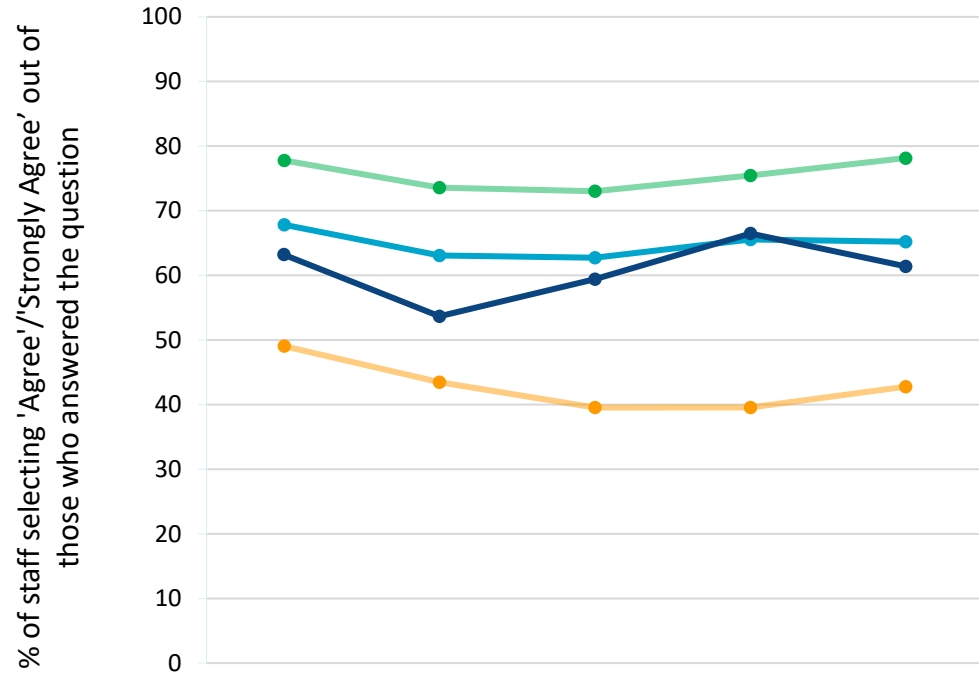
Q25b My organisation acts on concerns raised by patients / service users.



	2020	2021	2022	2023	2024
<b>Your org</b>	69.68%	66.11%	65.29%	68.55%	67.69%
<b>Best result</b>	85.27%	86.61%	84.26%	85.54%	87.11%
<b>Average result</b>	77.12%	77.09%	74.11%	75.77%	76.20%
<b>Worst result</b>	59.61%	60.67%	47.18%	51.91%	58.51%
Responses	1471	1591	2294	2000	2798

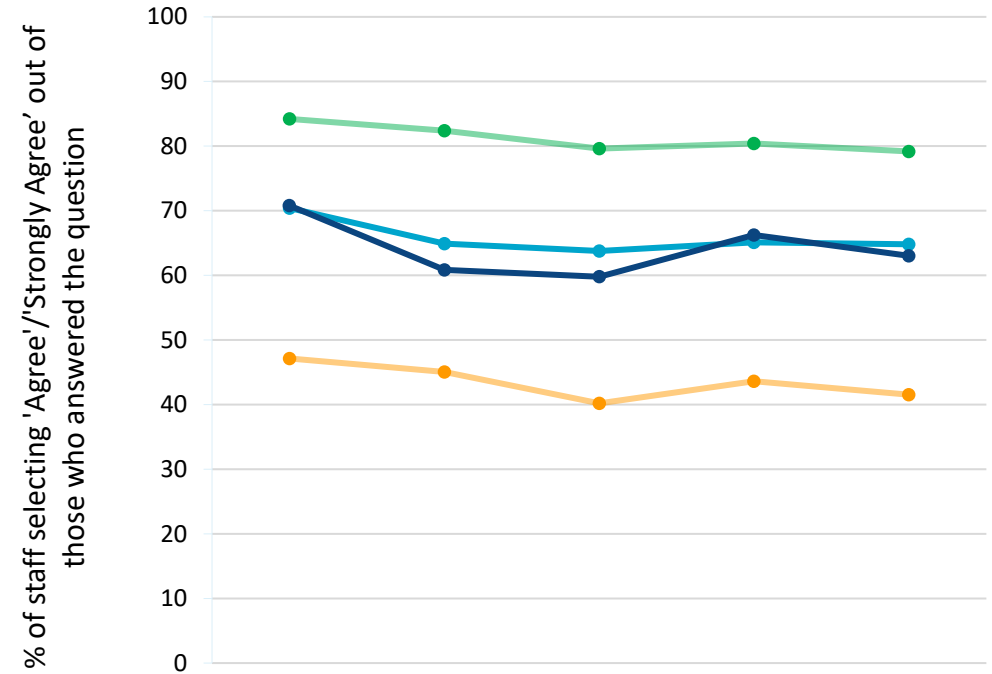


Q25c I would recommend my organisation as a place to work.



	2020	2021	2022	2023	2024
Your org	63.19%	53.67%	59.42%	66.47%	61.40%
Best result	77.76%	73.57%	73.02%	75.47%	78.15%
Average result	67.83%	63.10%	62.73%	65.57%	65.21%
Worst result	49.05%	43.47%	39.54%	39.56%	42.78%
Responses	1471	1592	2295	2000	2801

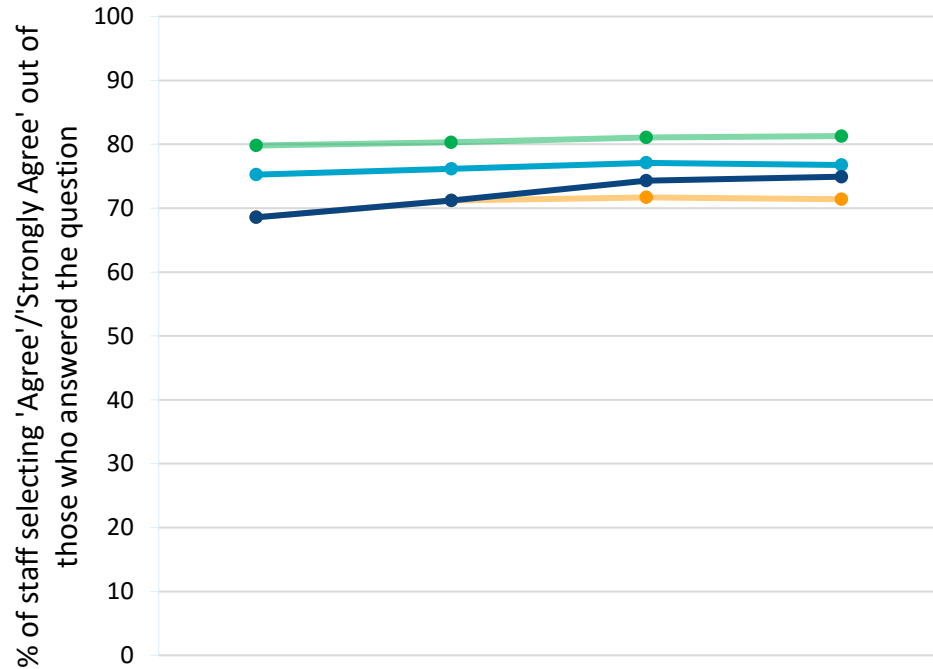
Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2020	2021	2022	2023	2024
Your org	70.80%	60.87%	59.79%	66.26%	63.04%
Best result	84.21%	82.37%	79.63%	80.42%	79.18%
Average result	70.41%	64.93%	63.77%	65.13%	64.84%
Worst result	47.14%	45.06%	40.20%	43.61%	41.55%
Responses	1474	1591	2293	2000	2795

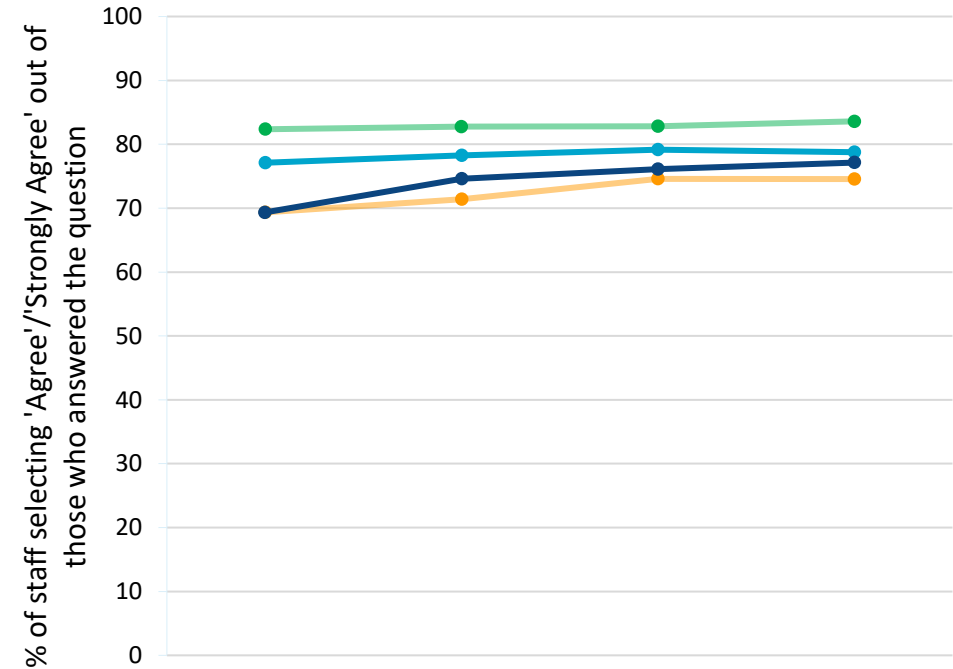


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	68.57%	71.22%	74.31%	74.93%
Best result	79.81%	80.31%	81.04%	81.29%
Average result	75.25%	76.13%	77.09%	76.76%
Worst result	68.57%	71.22%	71.68%	71.38%
Responses	1595	2305	2007	2804

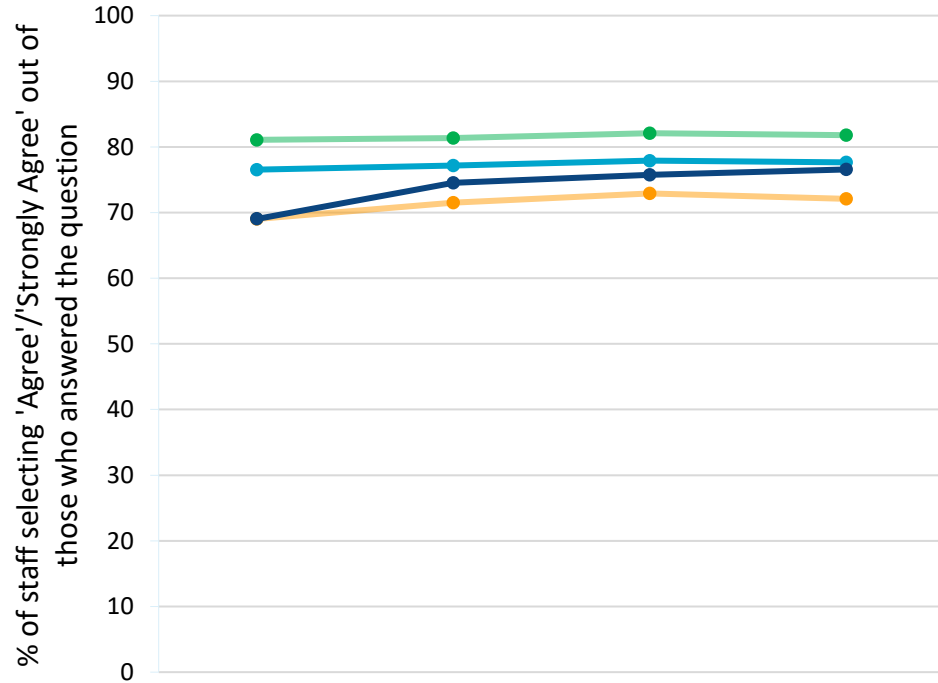
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	69.34%	74.60%	76.11%	77.13%
Best result	82.35%	82.77%	82.84%	83.59%
Average result	77.11%	78.28%	79.16%	78.78%
Worst result	69.34%	71.40%	74.59%	74.56%
Responses	1595	2306	2007	2803

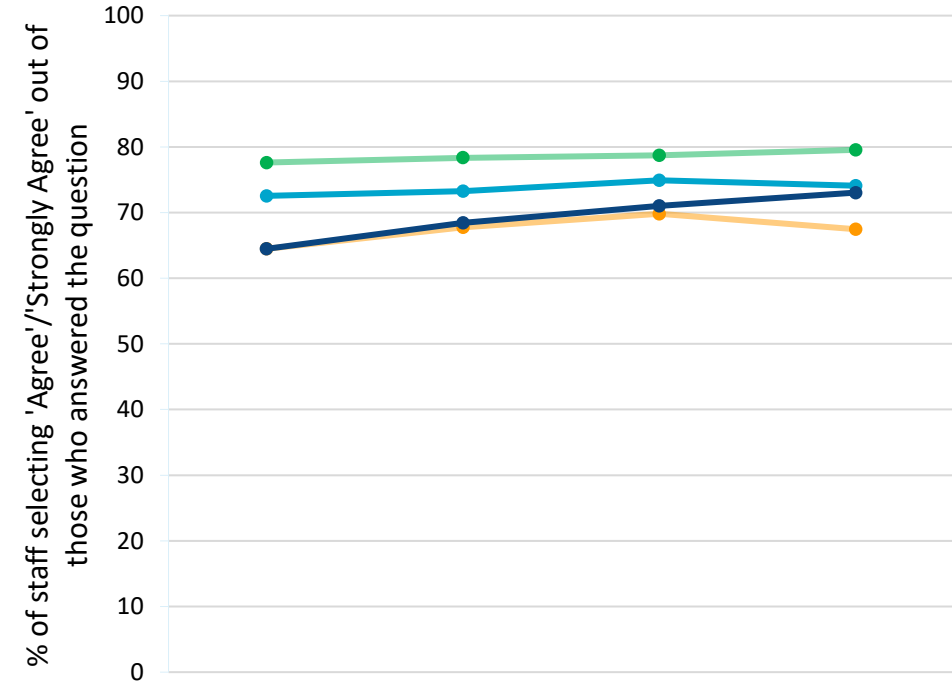


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	69.03%	74.54%	75.76%	76.57%
Best result	81.08%	81.35%	82.09%	81.78%
Average result	76.54%	77.18%	77.91%	77.64%
Worst result	69.03%	71.49%	72.91%	72.10%
Responses	1592	2305	2007	2803

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

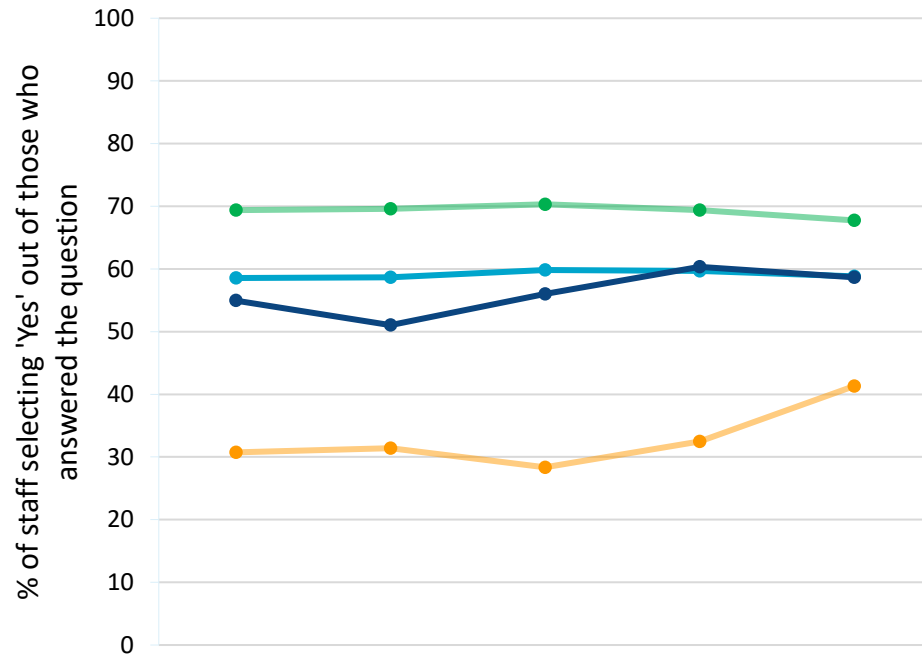


	2021	2022	2023	2024
Your org	64.48%	68.44%	71.03%	73.04%
Best result	77.62%	78.33%	78.72%	79.55%
Average result	72.55%	73.26%	74.92%	74.09%
Worst result	64.48%	67.74%	69.82%	67.44%
Responses	1595	2304	2007	2800



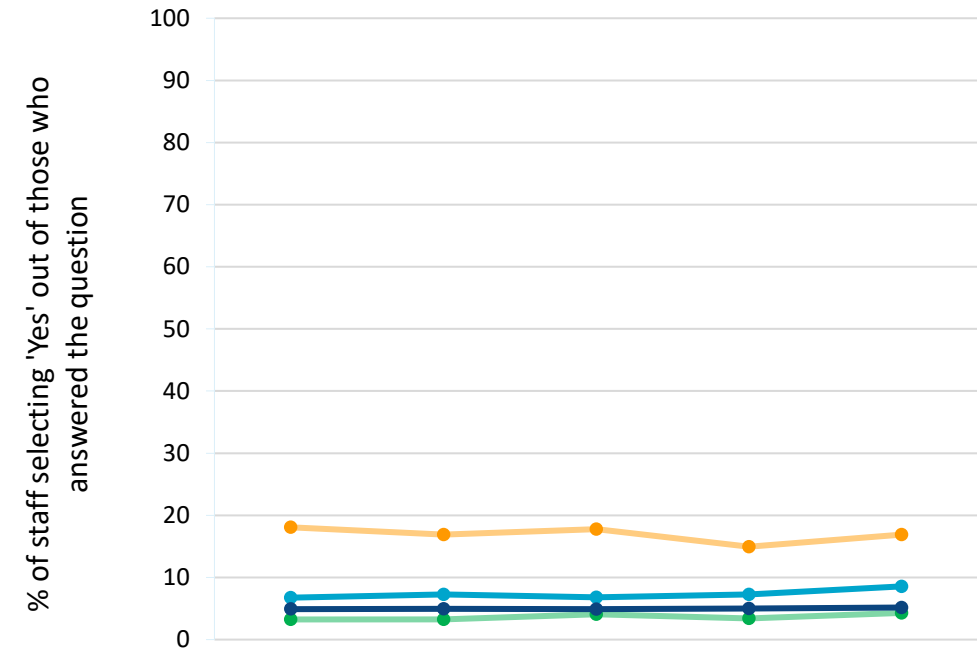


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
<b>Your org</b>	54.96%	51.04%	56.03%	60.33%	58.68%
<b>Best result</b>	69.38%	69.60%	70.32%	69.39%	67.75%
<b>Average result</b>	58.55%	58.68%	59.83%	59.71%	58.80%
<b>Worst result</b>	30.71%	31.41%	28.36%	32.47%	41.31%
Responses	1476	1589	2282	1991	2798

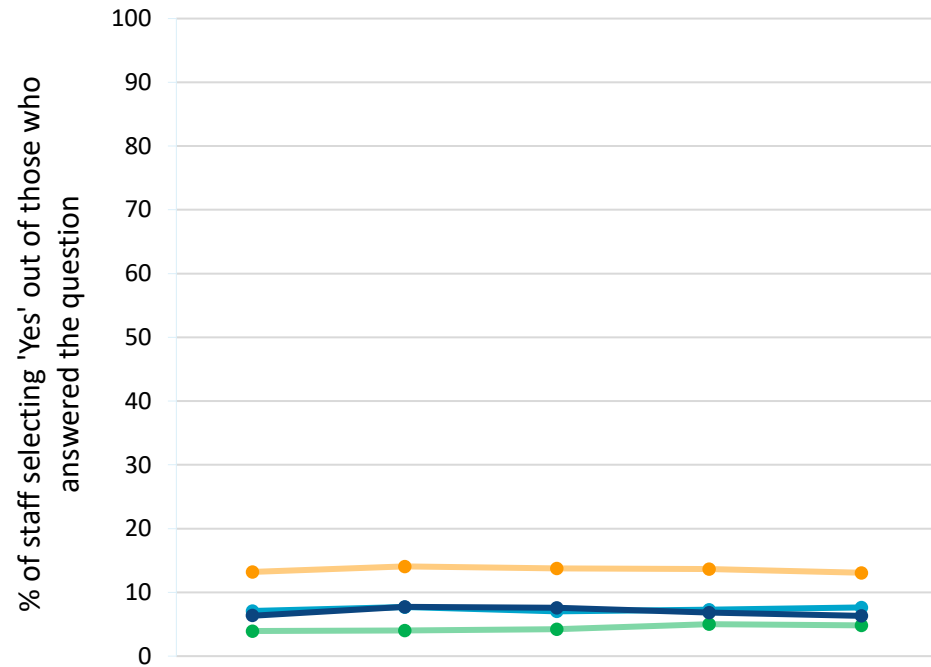
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
<b>Your org</b>	4.90%	4.93%	4.90%	5.01%	5.16%
<b>Best result</b>	3.24%	3.25%	4.06%	3.43%	4.29%
<b>Average result</b>	6.74%	7.26%	6.79%	7.25%	8.56%
<b>Worst result</b>	18.07%	16.91%	17.75%	14.95%	16.88%
Responses	1473	1588	2303	2009	2800

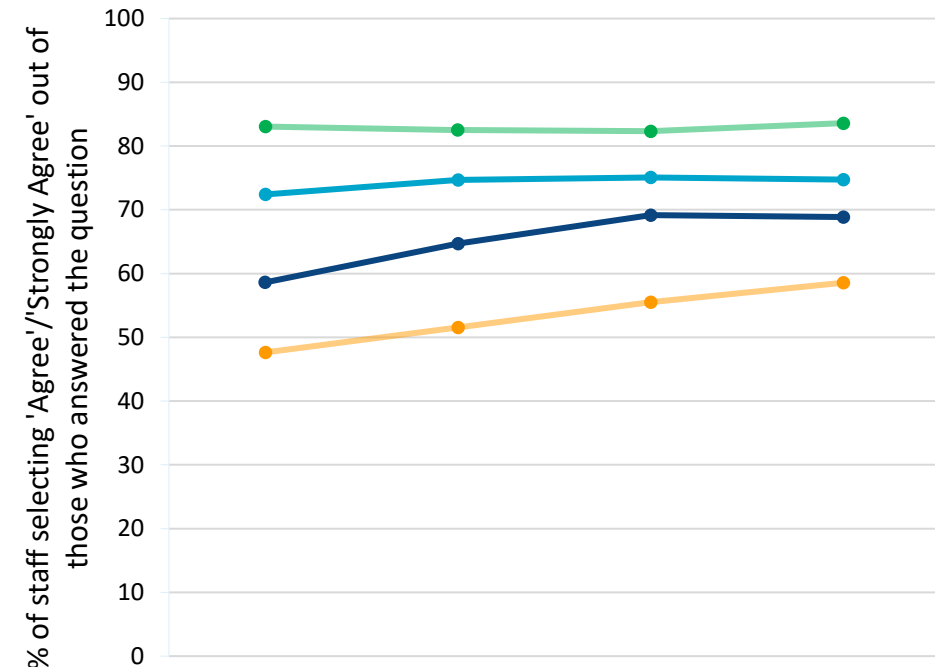


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	6.35%	7.73%	7.61%	6.83%	6.31%
Best result	3.94%	4.02%	4.22%	5.01%	4.84%
Average result	7.06%	7.70%	7.02%	7.27%	7.63%
Worst result	13.22%	14.07%	13.74%	13.64%	13.08%
Responses	1467	1577	2294	1998	2793

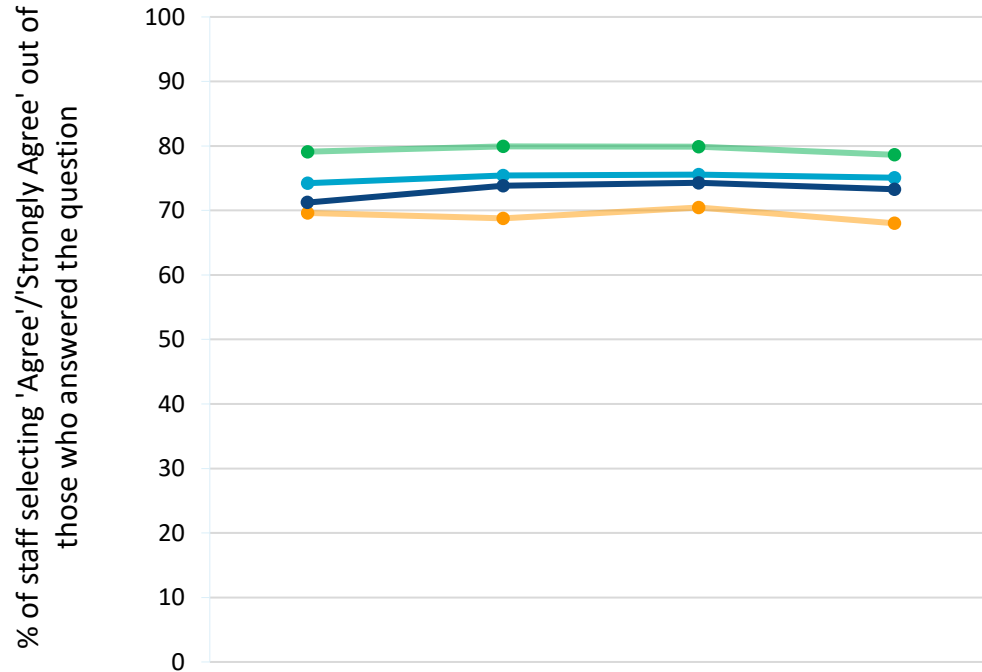
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	58.62%	64.70%	69.17%	68.86%
Best result	83.06%	82.50%	82.34%	83.60%
Average result	72.41%	74.68%	75.08%	74.75%
Worst result	47.63%	51.53%	55.54%	58.56%
Responses	1598	2306	2012	2799

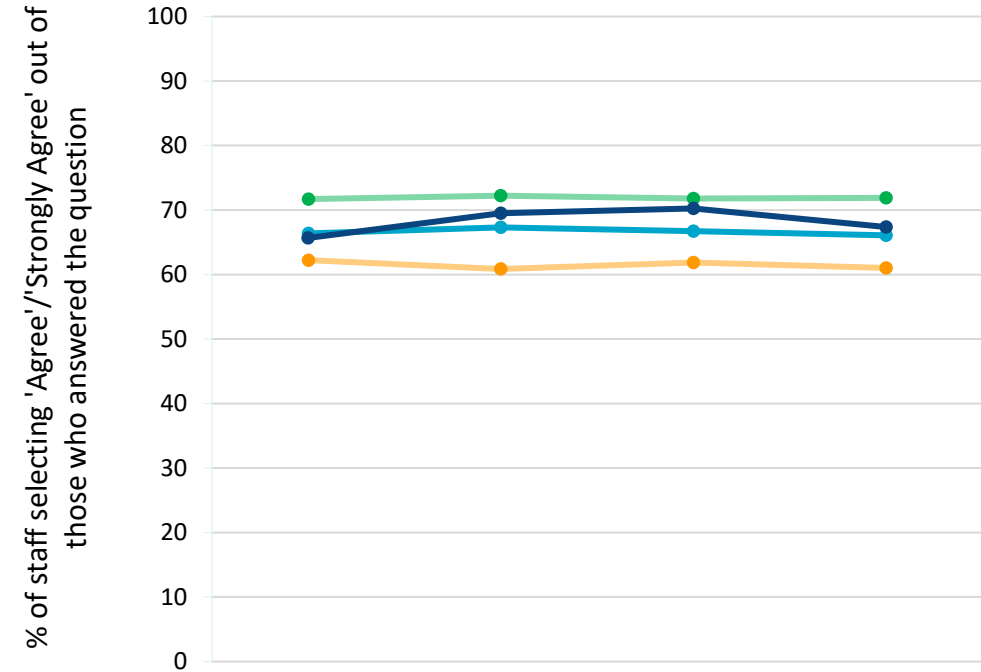


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	71.22%	73.82%	74.29%	73.31%
Best result	79.11%	79.93%	79.87%	78.63%
Average result	74.23%	75.43%	75.55%	75.06%
Worst result	69.61%	68.78%	70.46%	68.01%
Responses	1588	2307	2009	2804

Q7i I feel a strong personal attachment to my team.

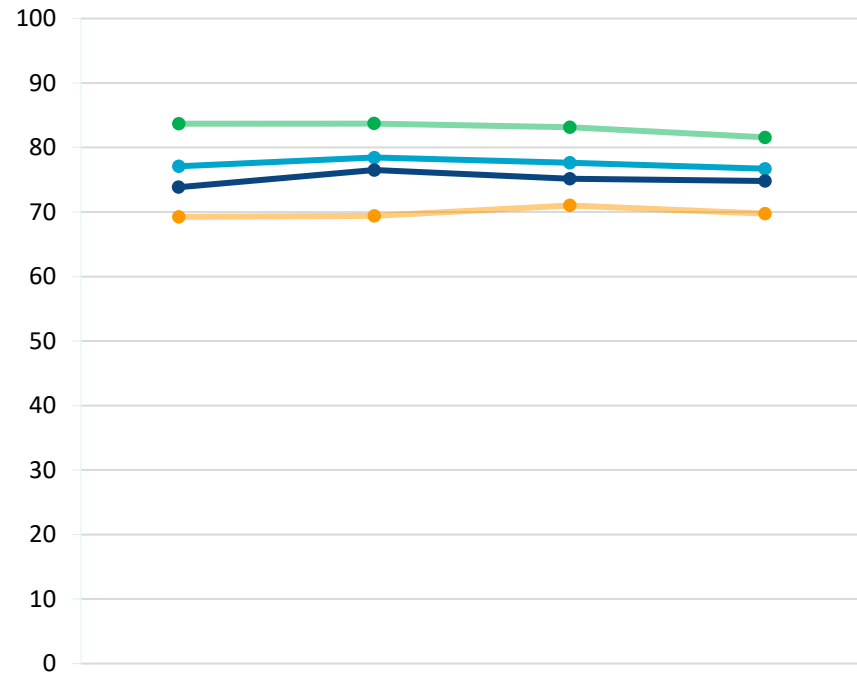


	2021	2022	2023	2024
Your org	65.68%	69.49%	70.24%	67.36%
Best result	71.70%	72.23%	71.79%	71.87%
Average result	66.37%	67.31%	66.73%	66.08%
Worst result	62.24%	60.86%	61.85%	61.03%
Responses	1592	2306	2007	2807



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

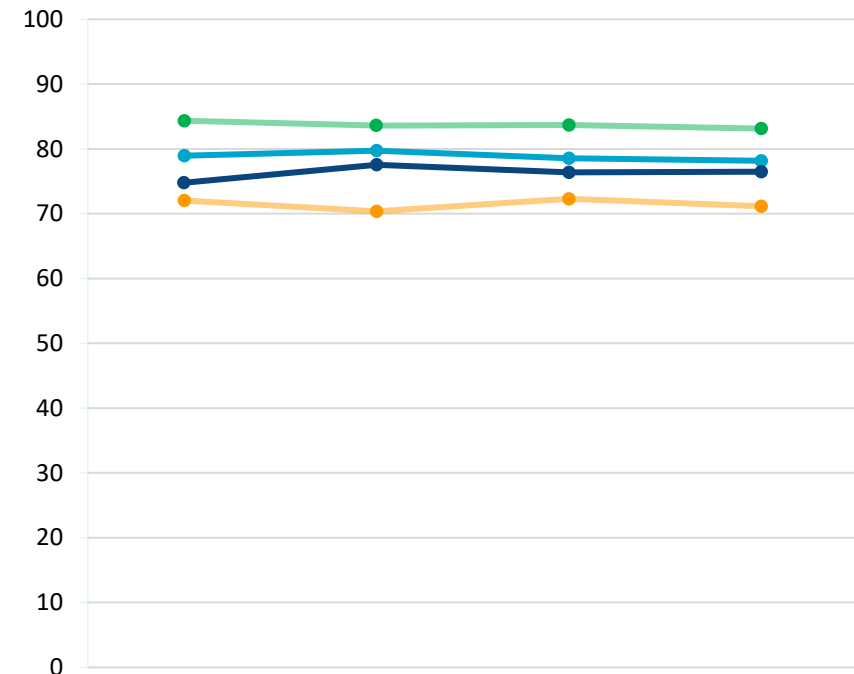
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023	2024
Your org	73.85%	76.52%	75.15%	74.82%
Best result	83.69%	83.71%	83.14%	81.58%
Average result	77.09%	78.46%	77.65%	76.72%
Worst result	69.26%	69.41%	71.02%	69.74%
Responses	1592	2301	2009	2801

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	2024
Your org	74.78%	77.55%	76.37%	76.49%
Best result	84.35%	83.60%	83.70%	83.14%
Average result	78.95%	79.73%	78.56%	78.17%
Worst result	72.06%	70.37%	72.31%	71.17%
Responses	1589	2301	2010	2798

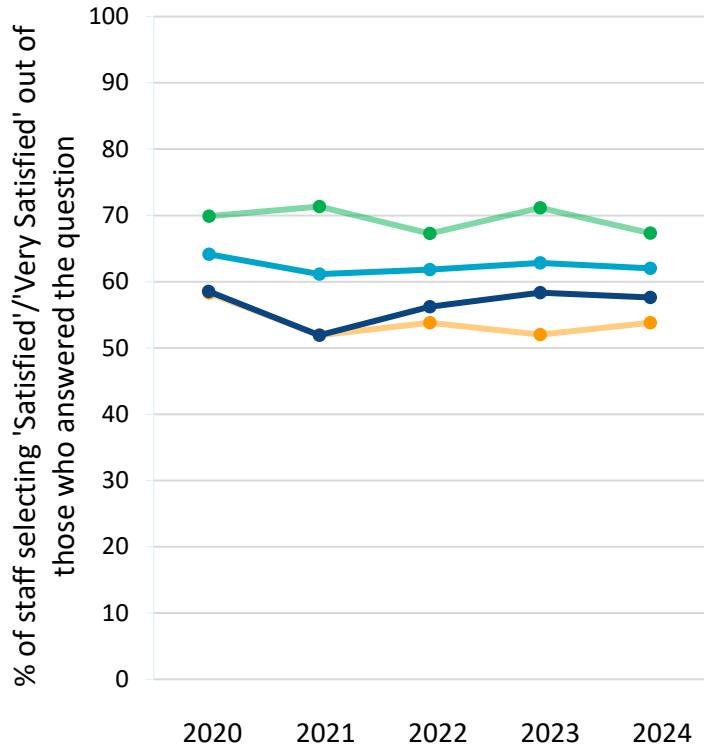
## People Promise element – We are recognised and rewarded



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

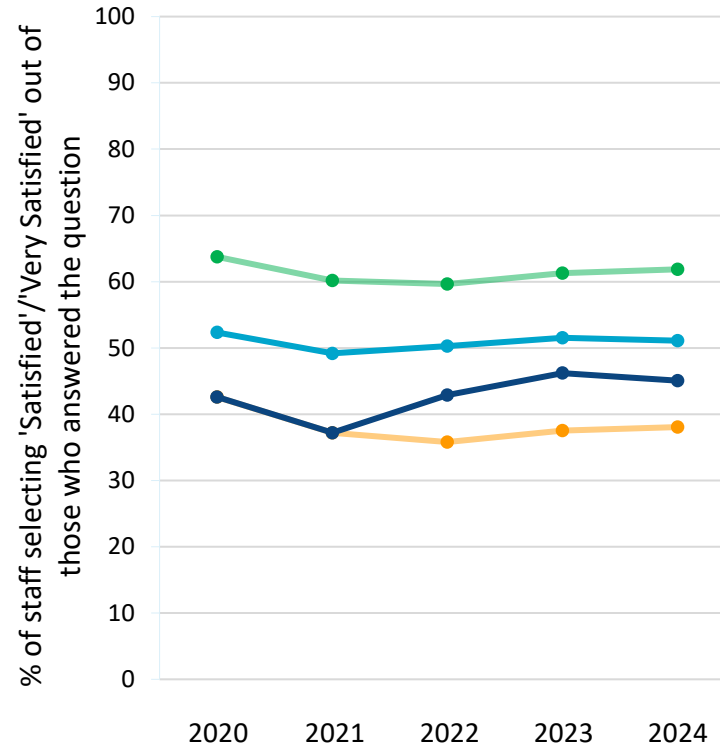


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



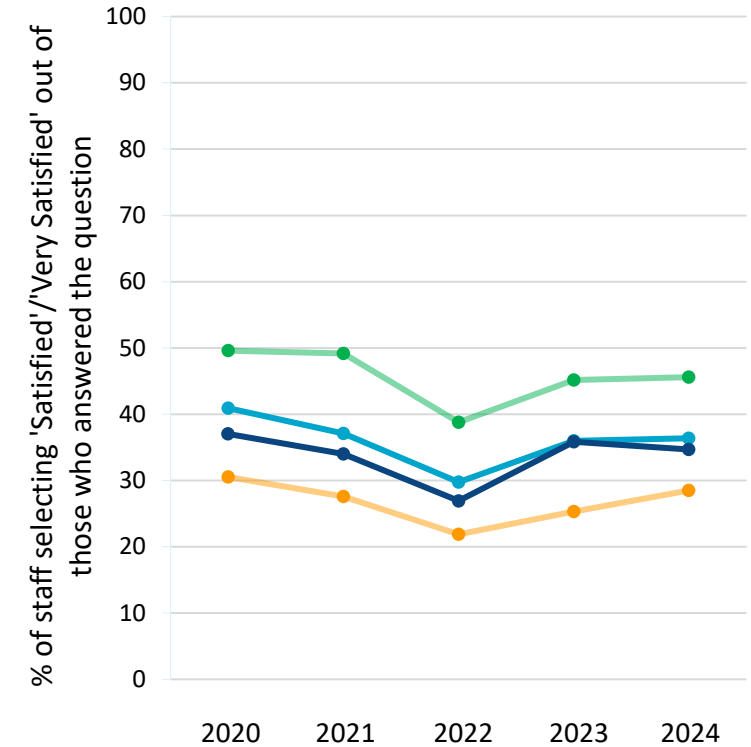
	2020	2021	2022	2023	2024
<b>Your org</b>	58.52%	51.92%	56.22%	58.33%	57.64%
<b>Best result</b>	69.89%	71.34%	67.26%	71.15%	67.31%
<b>Average result</b>	64.14%	61.14%	61.80%	62.85%	62.01%
<b>Worst result</b>	58.28%	51.92%	53.81%	52.03%	53.82%
Responses	1478	1595	2309	2014	2808

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



	2020	2021	2022	2023	2024
<b>Your org</b>	42.58%	37.21%	42.87%	46.20%	45.07%
<b>Best result</b>	63.75%	60.19%	59.65%	61.29%	61.87%
<b>Average result</b>	52.33%	49.19%	50.30%	51.53%	51.11%
<b>Worst result</b>	42.58%	37.21%	35.80%	37.52%	38.04%
Responses	1471	1590	2305	2014	2802

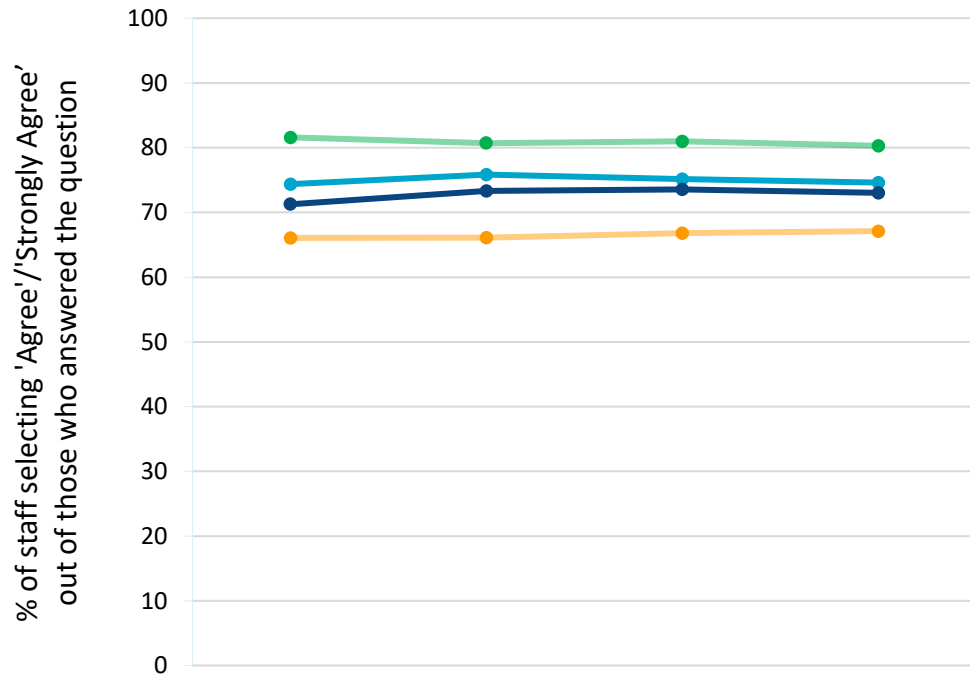
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



	2020	2021	2022	2023	2024
<b>Your org</b>	37.02%	34.01%	26.93%	35.85%	34.67%
<b>Best result</b>	49.59%	49.16%	38.79%	45.18%	45.58%
<b>Average result</b>	40.91%	37.08%	29.76%	35.99%	36.38%
<b>Worst result</b>	30.53%	27.59%	21.88%	25.33%	28.52%
Responses	1469	1595	2307	2012	2799

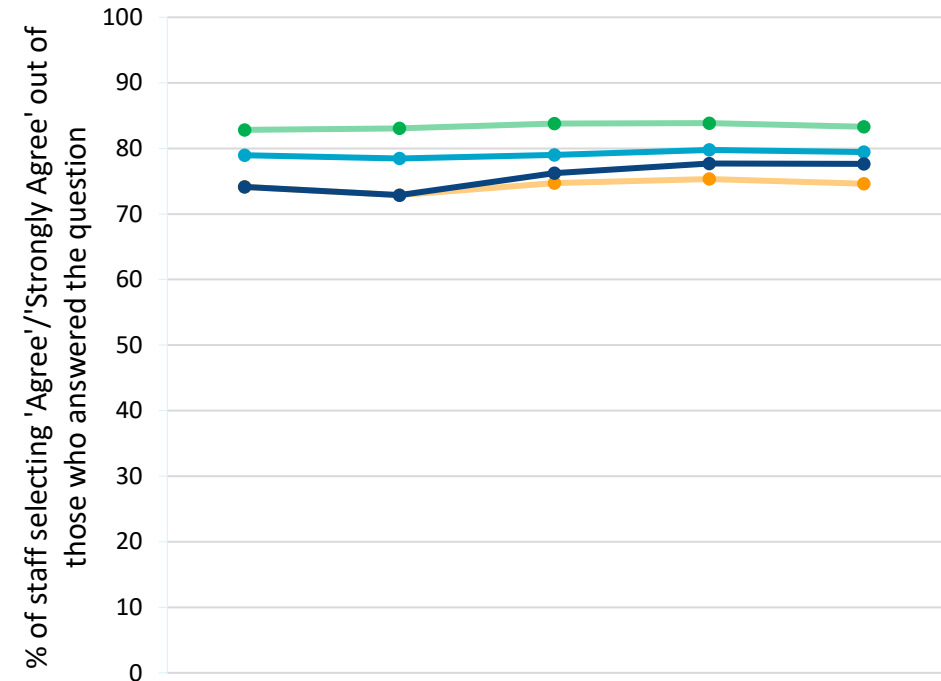


Q8d The people I work with show appreciation to one another.



	2021	2022	2023	2024
<b>Your org</b>	71.25%	73.32%	73.55%	73.02%
<b>Best result</b>	81.60%	80.70%	80.97%	80.30%
<b>Average result</b>	74.37%	75.85%	75.16%	74.59%
<b>Worst result</b>	66.07%	66.10%	66.80%	67.12%
Responses	1586	2300	2008	2798

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	74.11%	72.87%	76.22%	77.70%	77.65%
<b>Best result</b>	82.83%	83.05%	83.78%	83.86%	83.28%
<b>Average result</b>	78.96%	78.46%	79.00%	79.76%	79.43%
<b>Worst result</b>	74.11%	72.87%	74.72%	75.33%	74.61%
Responses	1469	1596	2305	2008	2807

## People Promise element – We each have a voice that counts



### Questions included:

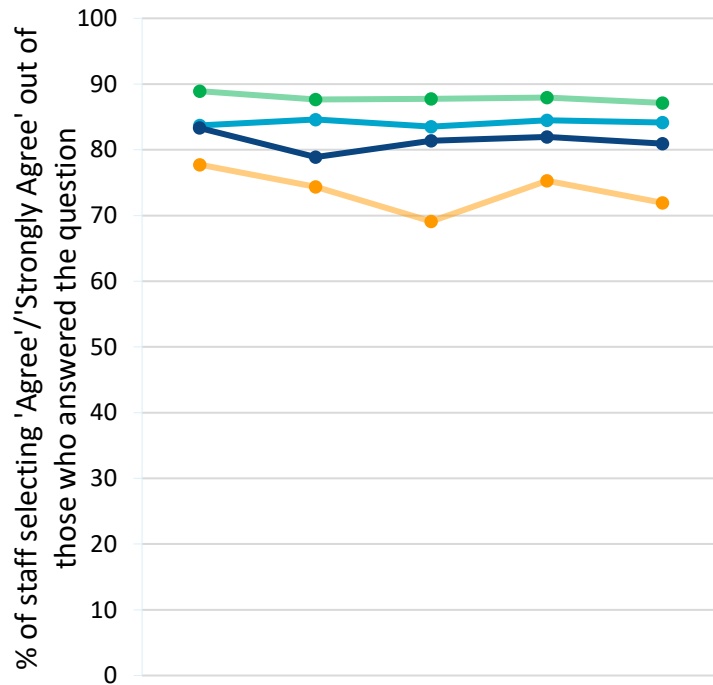
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f



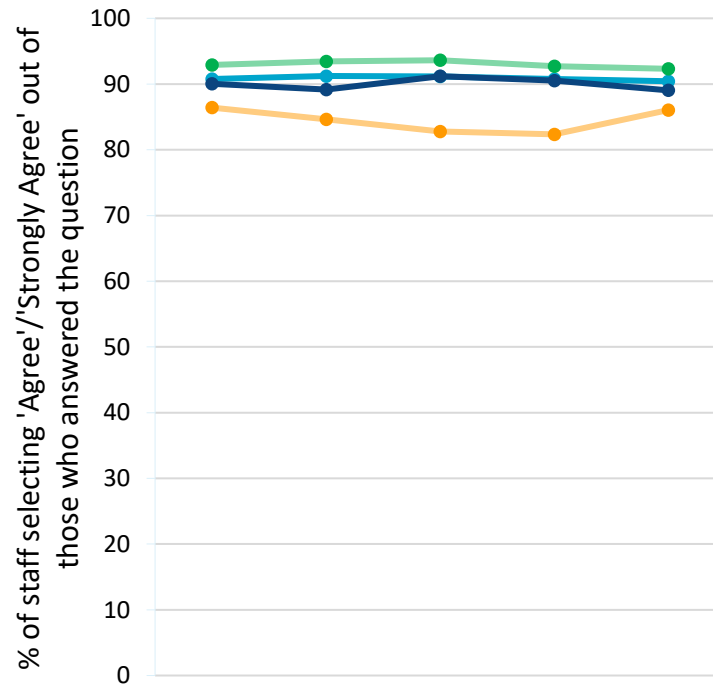


Q3a I always know what my work responsibilities are.



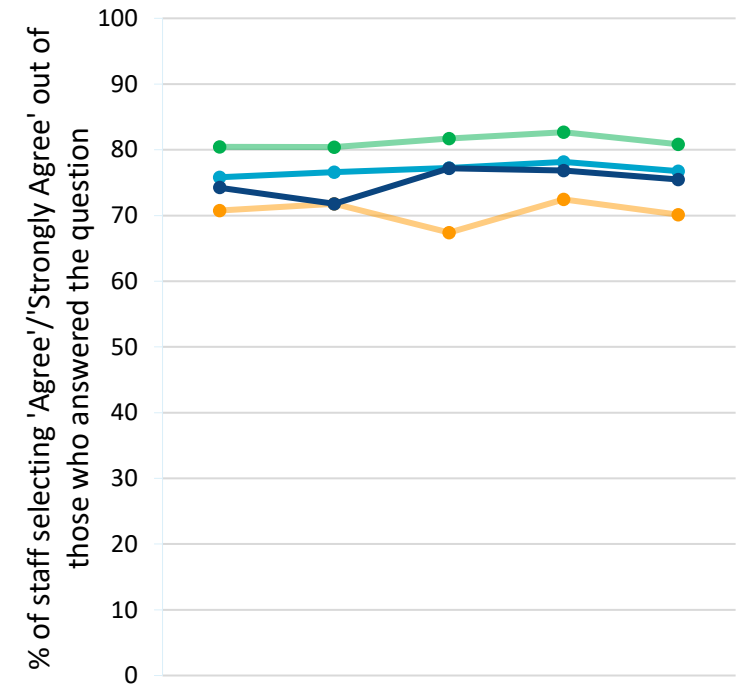
	2020	2021	2022	2023	2024
<b>Your org</b>	83.30%	78.89%	81.39%	81.98%	80.93%
<b>Best result</b>	88.92%	87.63%	87.74%	87.94%	87.13%
<b>Average result</b>	83.70%	84.61%	83.52%	84.49%	84.14%
<b>Worst result</b>	77.73%	74.36%	69.10%	75.26%	71.93%
Responses	1469	1599	2309	2014	2807

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	90.02%	89.18%	91.19%	90.52%	89.04%
<b>Best result</b>	92.91%	93.44%	93.62%	92.73%	92.32%
<b>Average result</b>	90.75%	91.23%	91.17%	90.77%	90.43%
<b>Worst result</b>	86.41%	84.63%	82.77%	82.35%	86.02%
Responses	1464	1597	2310	2013	2809

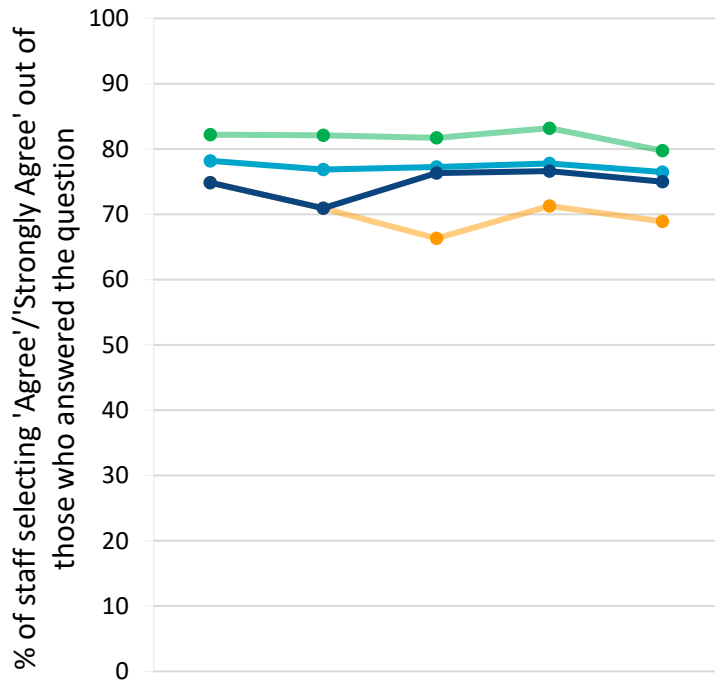
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
<b>Your org</b>	74.22%	71.78%	77.18%	76.83%	75.49%
<b>Best result</b>	80.43%	80.41%	81.72%	82.67%	80.84%
<b>Average result</b>	75.82%	76.58%	77.23%	78.15%	76.77%
<b>Worst result</b>	70.77%	71.78%	67.40%	72.44%	70.11%
Responses	1478	1596	2310	2011	2808

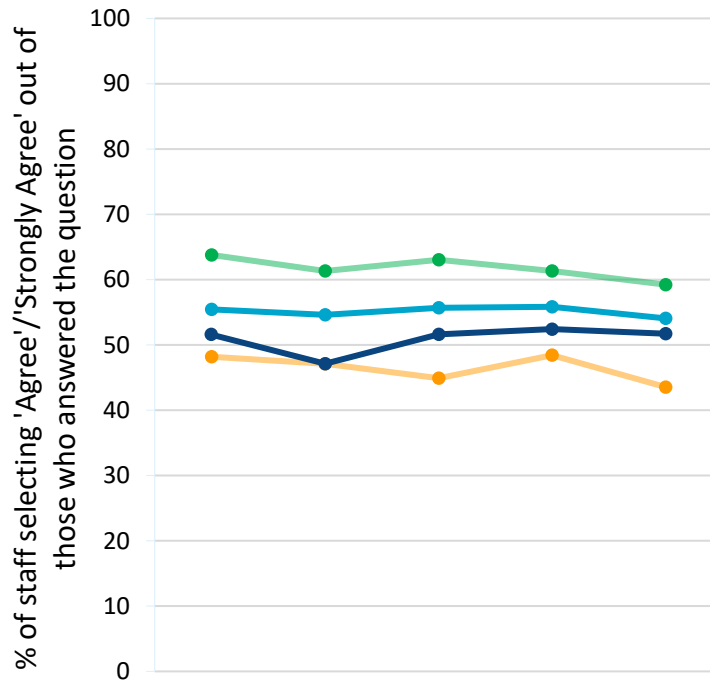


Q3d I am able to make suggestions to improve the work of my team / department.



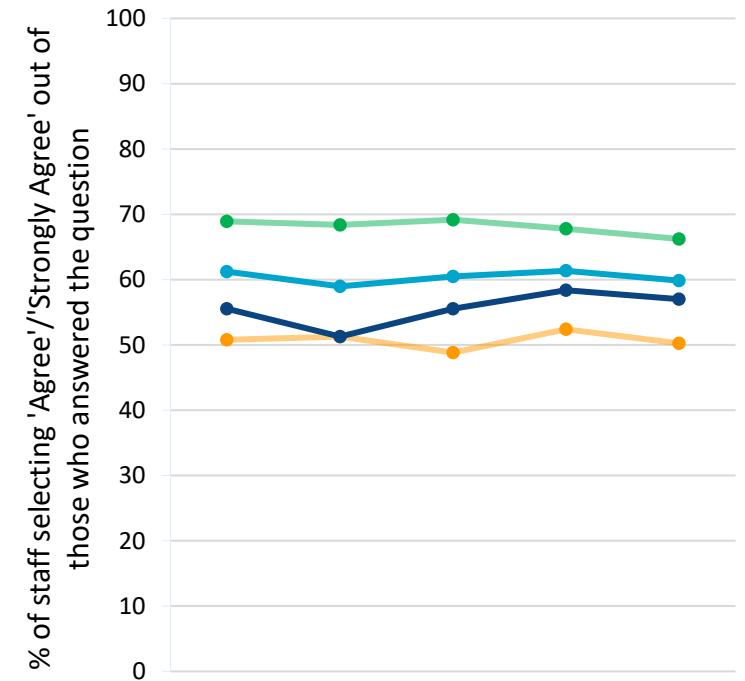
	2020	2021	2022	2023	2024
<b>Your org</b>	74.84%	70.93%	76.34%	76.62%	74.97%
<b>Best result</b>	82.20%	82.10%	81.71%	83.20%	79.74%
<b>Average result</b>	78.19%	76.85%	77.25%	77.80%	76.48%
<b>Worst result</b>	74.84%	70.93%	66.32%	71.27%	68.90%
Responses	1475	1593	2294	2007	2797

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



	2020	2021	2022	2023	2024
<b>Your org</b>	51.59%	47.12%	51.64%	52.42%	51.73%
<b>Best result</b>	63.78%	61.31%	63.06%	61.30%	59.23%
<b>Average result</b>	55.45%	54.62%	55.67%	55.83%	54.06%
<b>Worst result</b>	48.18%	47.12%	44.88%	48.42%	43.54%
Responses	1473	1598	2304	2012	2799

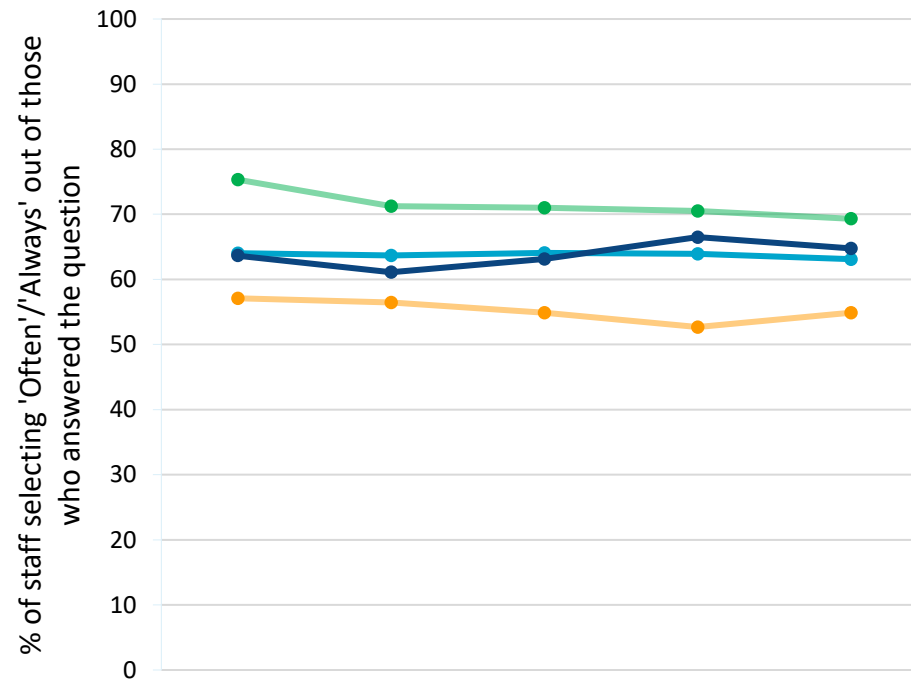
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	55.52%	51.27%	55.54%	58.38%	57.02%
<b>Best result</b>	68.92%	68.39%	69.17%	67.79%	66.22%
<b>Average result</b>	61.22%	58.96%	60.50%	61.35%	59.86%
<b>Worst result</b>	50.79%	51.26%	48.82%	52.39%	50.22%
Responses	1470	1595	2302	2008	2802



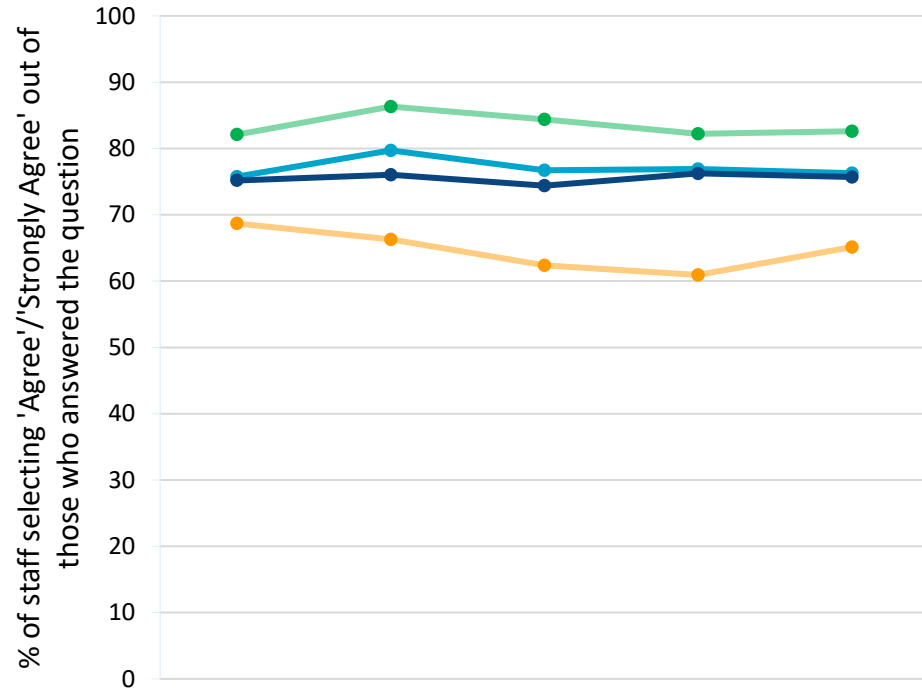
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	63.63%	61.10%	63.17%	66.50%	64.77%
<b>Best result</b>	75.32%	71.25%	71.00%	70.53%	69.31%
<b>Average result</b>	64.00%	63.70%	64.07%	63.94%	63.11%
<b>Worst result</b>	57.10%	56.45%	54.86%	52.68%	54.86%
Responses	1464	1584	2304	2006	2796

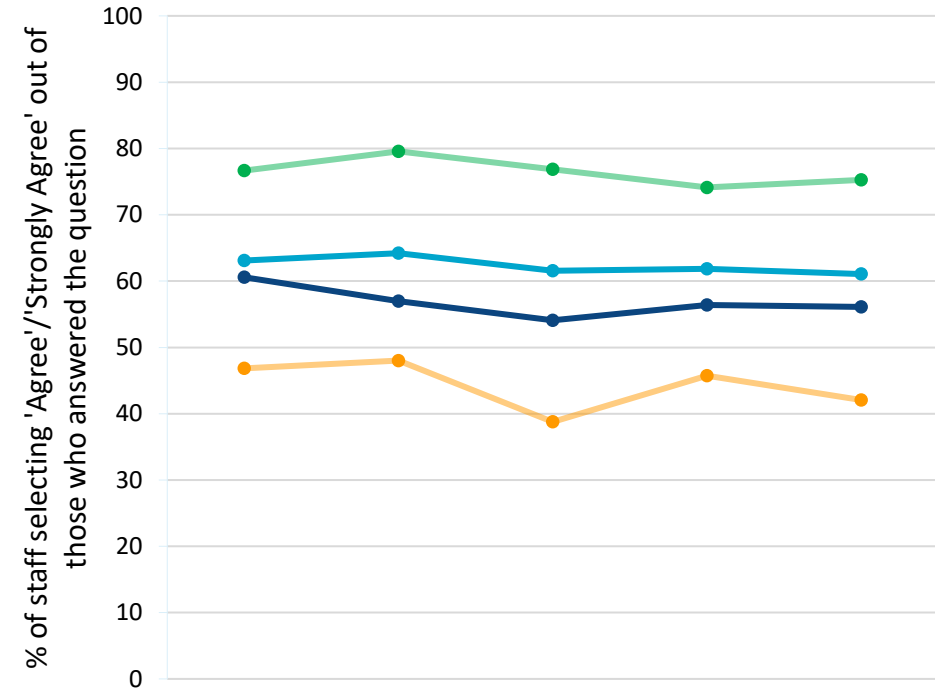


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
<b>Your org</b>	75.18%	76.06%	74.39%	76.25%	75.70%
<b>Best result</b>	82.10%	86.32%	84.40%	82.22%	82.61%
<b>Average result</b>	75.76%	79.72%	76.72%	76.90%	76.27%
<b>Worst result</b>	68.68%	66.30%	62.38%	60.93%	65.14%
Responses	1473	1596	2305	2009	2797

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

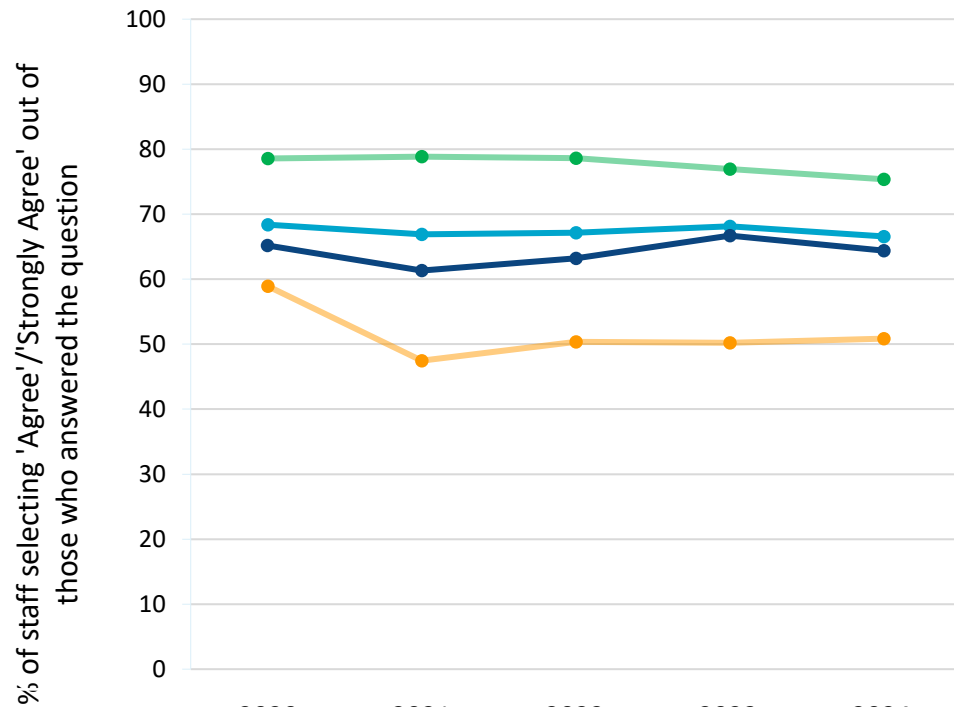


	2020	2021	2022	2023	2024
<b>Your org</b>	60.58%	56.96%	54.09%	56.37%	56.10%
<b>Best result</b>	76.65%	79.56%	76.86%	74.13%	75.27%
<b>Average result</b>	63.13%	64.21%	61.55%	61.84%	61.06%
<b>Worst result</b>	46.86%	48.01%	38.77%	45.73%	42.06%
Responses	1467	1595	2302	2006	2792

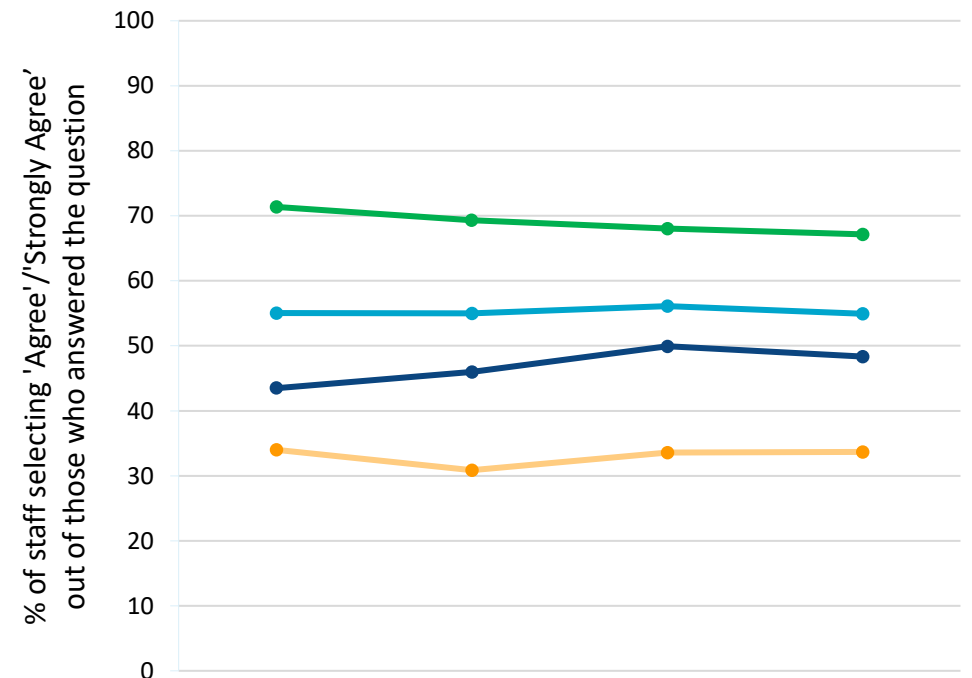


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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



	2020	2021	2022	2023	2024
Your org	65.17%	61.33%	63.21%	66.70%	64.41%
Best result	78.55%	78.85%	78.61%	76.93%	75.37%
Average result	68.38%	66.88%	67.13%	68.13%	66.58%
Worst result	58.92%	47.46%	50.35%	50.21%	50.87%
Responses	1470	1592	2295	2001	2797



	2021	2022	2023	2024
Your org	43.48%	45.97%	49.94%	48.32%
Best result	71.37%	69.31%	68.05%	67.15%
Average result	55.04%	55.00%	56.11%	54.93%
Worst result	34.00%	30.87%	33.60%	33.65%
Responses	1590	2291	2000	2795

## 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

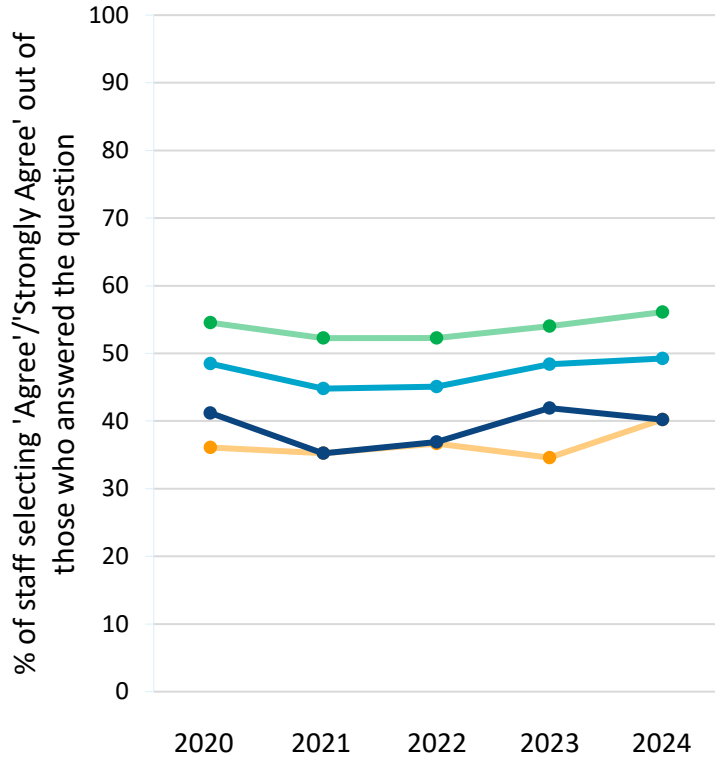
Other questions:\* Q17a, Q17b, Q22

\*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.

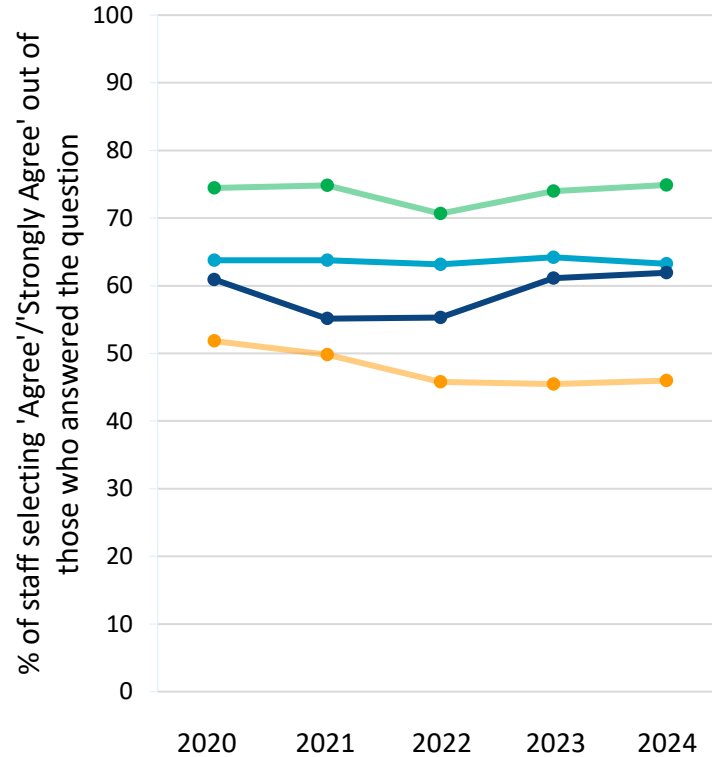


Q3g I am able to meet all the conflicting demands on my time at work.



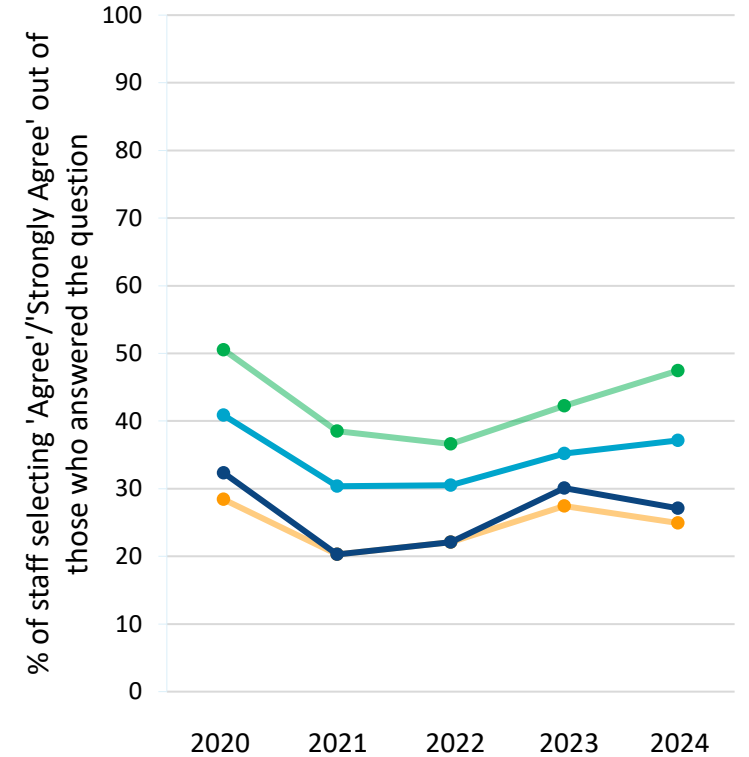
	2020	2021	2022	2023	2024
<b>Your org</b>	41.19%	35.22%	36.91%	41.91%	40.22%
<b>Best result</b>	54.53%	52.25%	52.26%	54.00%	56.10%
<b>Average result</b>	48.49%	44.79%	45.08%	48.39%	49.24%
<b>Worst result</b>	36.08%	35.22%	36.65%	34.60%	40.22%
Responses	1471	1593	2307	2004	2803

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



	2020	2021	2022	2023	2024
<b>Your org</b>	60.91%	55.13%	55.28%	61.13%	61.92%
<b>Best result</b>	74.46%	74.84%	70.66%	73.98%	74.89%
<b>Average result</b>	63.75%	63.75%	63.16%	64.21%	63.23%
<b>Worst result</b>	51.82%	49.83%	45.77%	45.47%	45.98%
Responses	1459	1586	2306	2009	2794

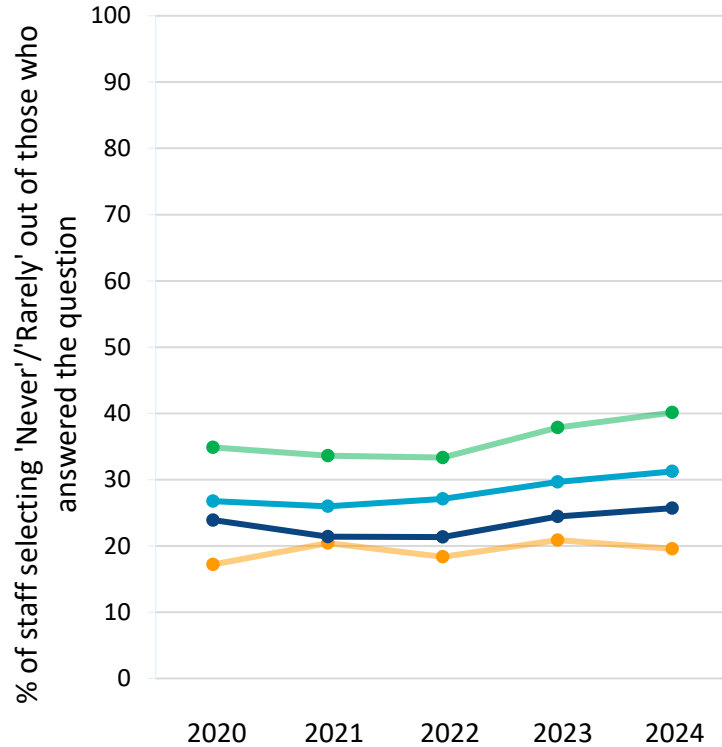
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	32.34%	20.28%	22.10%	30.10%	27.08%
<b>Best result</b>	50.54%	38.52%	36.61%	42.25%	47.43%
<b>Average result</b>	40.86%	30.37%	30.50%	35.21%	37.16%
<b>Worst result</b>	28.41%	20.28%	22.10%	27.43%	24.91%
Responses	1463	1595	2310	2012	2809



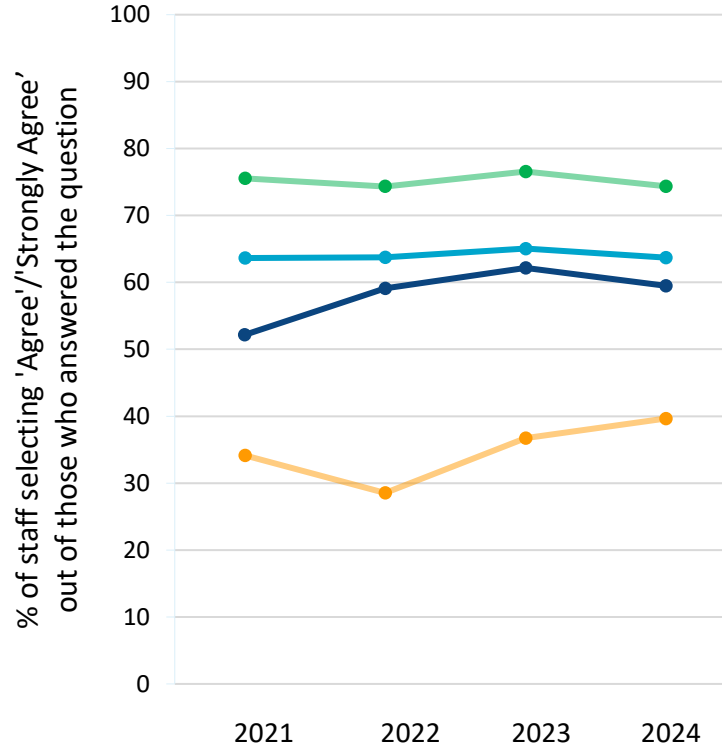
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	23.90%	21.38%	21.34%	24.45%	25.70%
<b>Best result</b>	34.87%	33.62%	33.34%	37.88%	40.12%
<b>Average result</b>	26.78%	25.98%	27.11%	29.67%	31.24%
<b>Worst result</b>	17.20%	20.41%	18.34%	20.88%	19.58%

Responses 1467 1590 2306 2012 2806

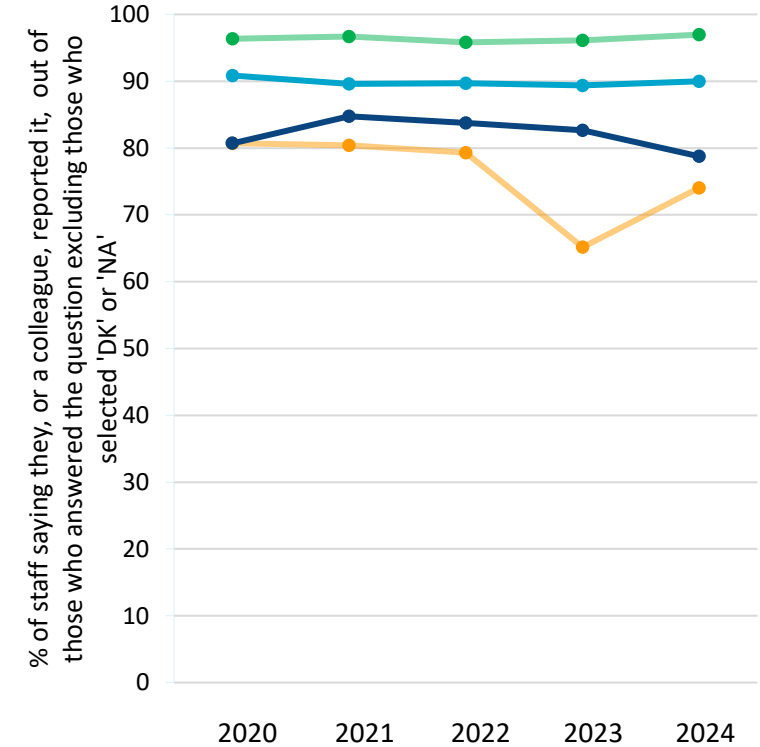
Q11a My organisation takes positive action on health and well-being.



	2021	2022	2023	2024
<b>Your org</b>	52.17%	59.10%	62.16%	59.48%
<b>Best result</b>	75.54%	74.32%	76.56%	74.34%
<b>Average result</b>	63.64%	63.75%	65.06%	63.72%
<b>Worst result</b>	34.13%	28.53%	36.72%	39.66%

Responses 1578 2302 2002 2780

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



	2020	2021	2022	2023	2024
<b>Your org</b>	80.71%	84.75%	83.76%	82.65%	78.76%
<b>Best result</b>	96.37%	96.67%	95.82%	96.13%	96.97%
<b>Average result</b>	90.85%	89.60%	89.68%	89.38%	89.99%
<b>Worst result</b>	80.71%	80.42%	79.32%	65.16%	74.04%

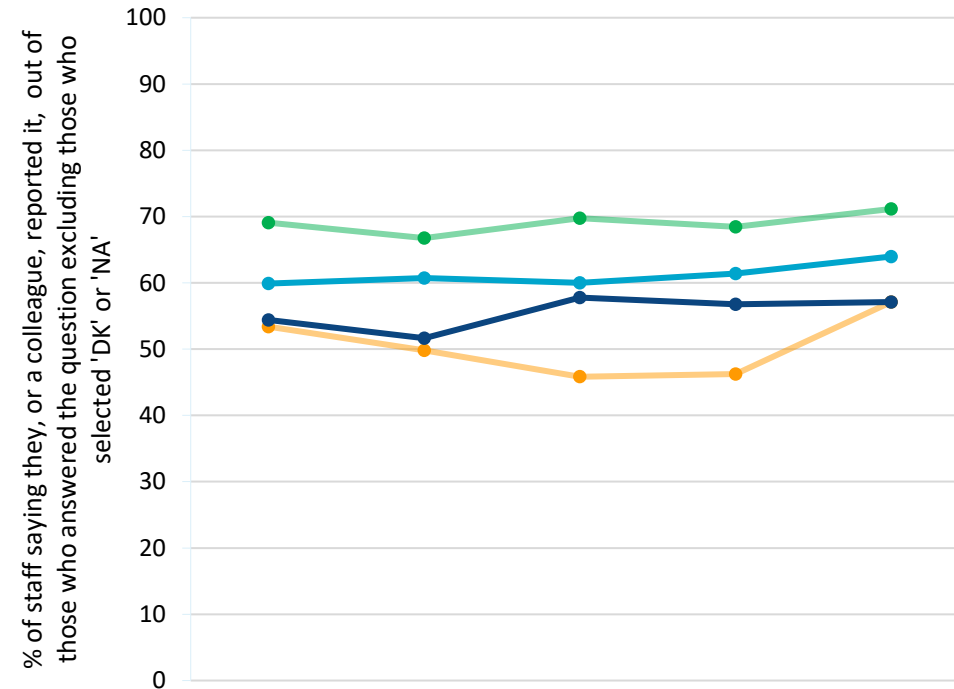
Responses 191 208 294 220 331

Note: 2023 results for Q13d are now reported using corrected 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?

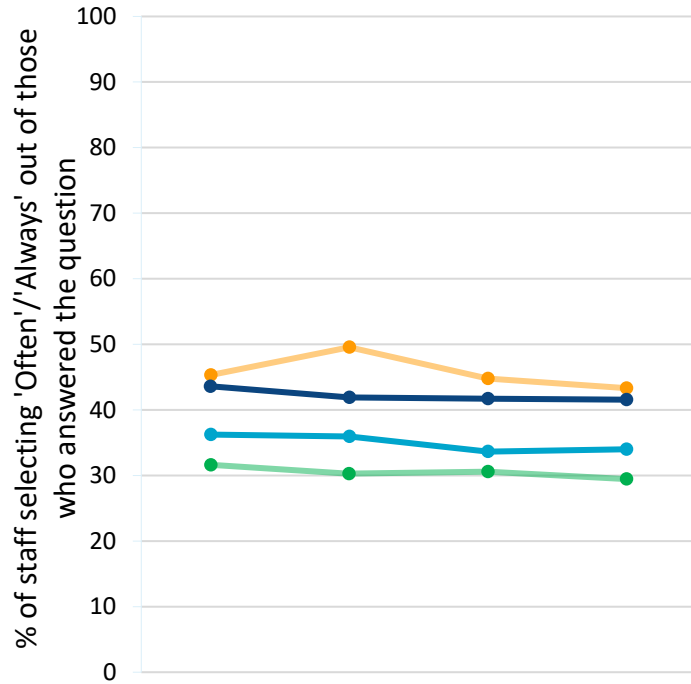


	2020	2021	2022	2023	2024
<b>Your org</b>	54.40%	51.65%	57.78%	56.75%	57.12%
<b>Best result</b>	69.09%	66.75%	69.73%	68.46%	71.15%
<b>Average result</b>	59.90%	60.73%	60.02%	61.42%	63.98%
<b>Worst result</b>	53.38%	49.80%	45.83%	46.26%	57.12%
<b>Responses</b>	553	584	857	678	922

Note: 2023 results for Q14d are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

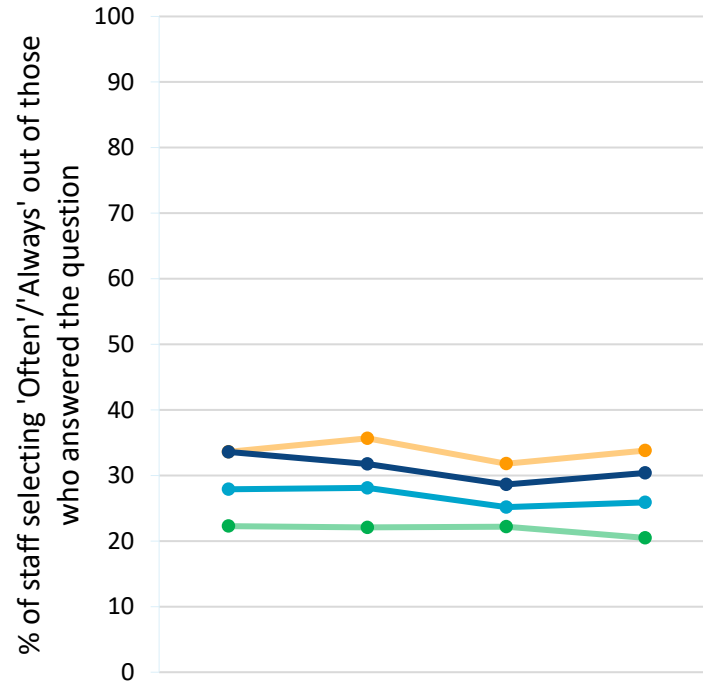


Q12a How often, if at all, do you find your work emotionally exhausting?



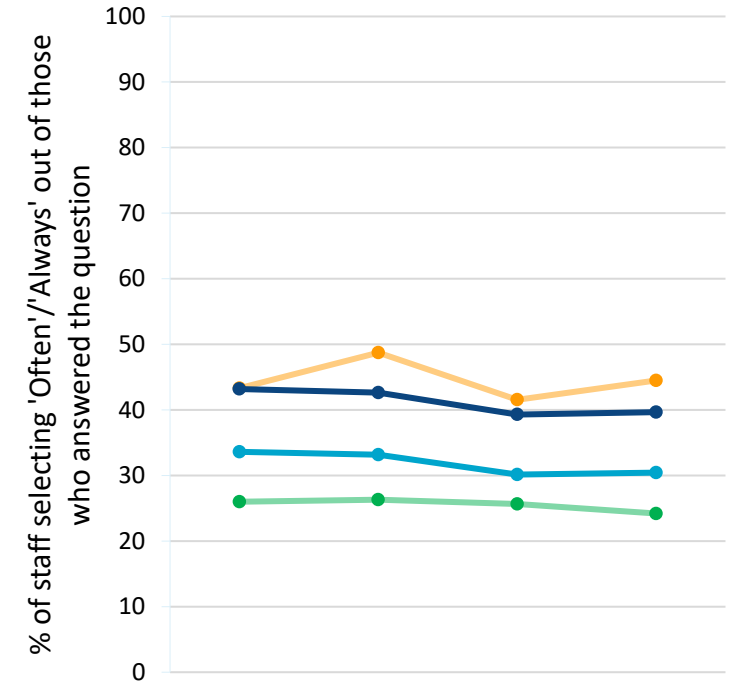
	2021	2022	2023	2024
<b>Your org</b>	43.60%	41.89%	41.71%	41.56%
<b>Best result</b>	31.63%	30.27%	30.57%	29.45%
<b>Average result</b>	36.24%	35.96%	33.64%	34.02%
<b>Worst result</b>	45.33%	49.55%	44.78%	43.32%
Responses	1598	2306	2005	2810

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



	2021	2022	2023	2024
<b>Your org</b>	33.59%	31.76%	28.63%	30.38%
<b>Best result</b>	22.27%	22.08%	22.21%	20.48%
<b>Average result</b>	27.91%	28.12%	25.18%	25.89%
<b>Worst result</b>	33.59%	35.67%	31.80%	33.80%
Responses	1595	2305	2003	2803

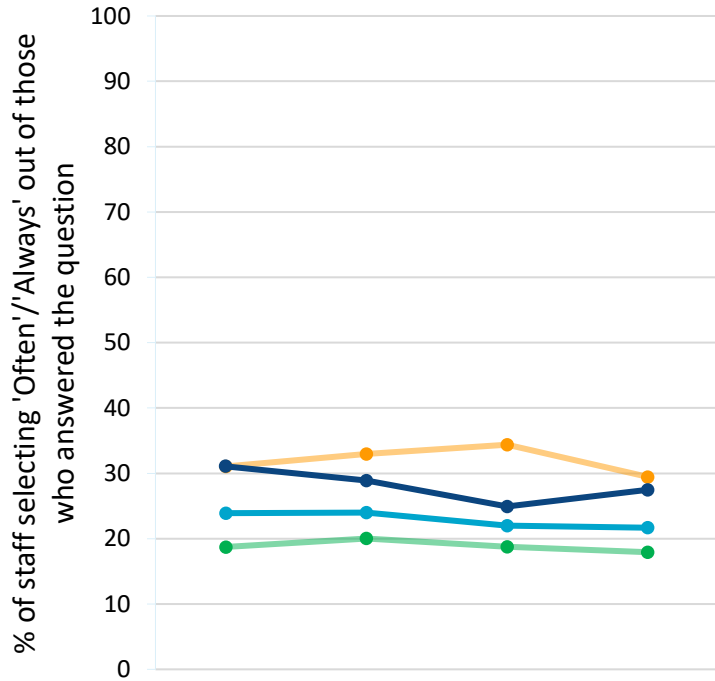
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
<b>Your org</b>	43.18%	42.64%	39.29%	39.67%
<b>Best result</b>	26.00%	26.31%	25.64%	24.20%
<b>Average result</b>	33.61%	33.15%	30.14%	30.44%
<b>Worst result</b>	43.32%	48.73%	41.54%	44.49%
Responses	1594	2303	2005	2802

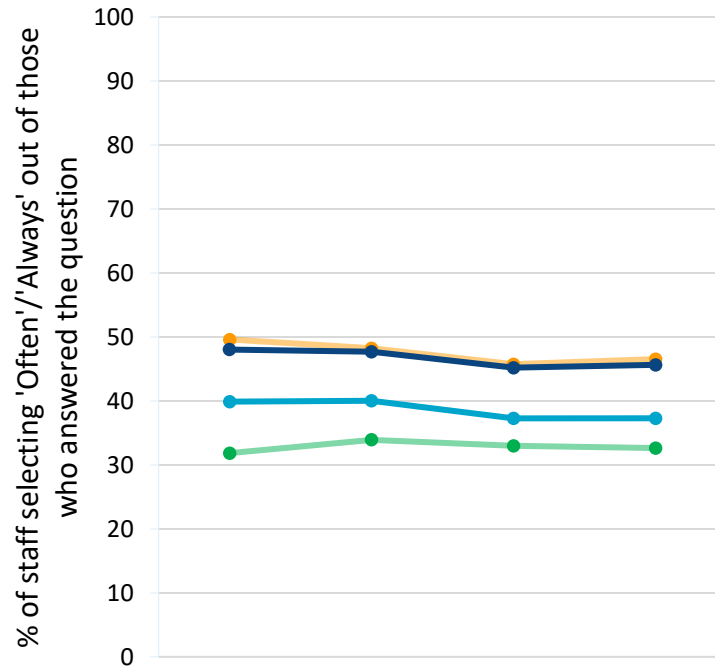


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



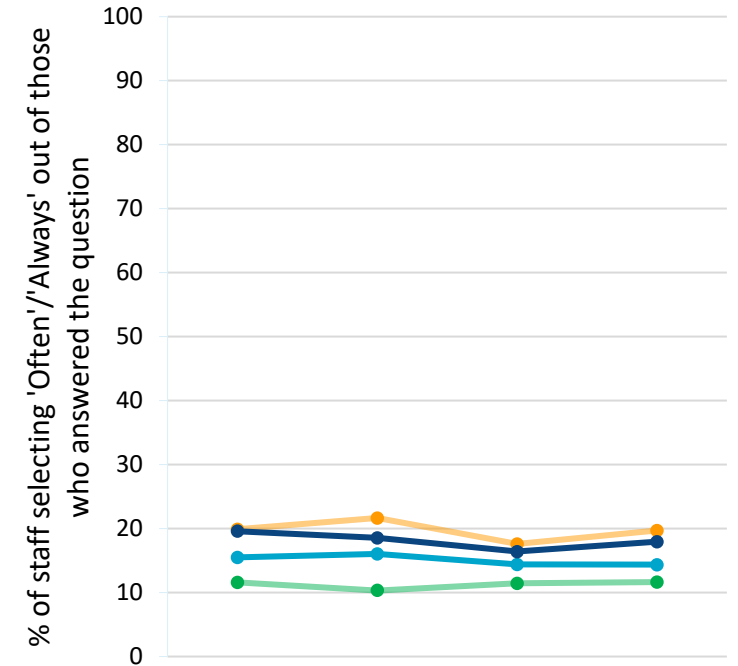
	2021	2022	2023	2024
<b>Your org</b>	31.06%	28.90%	24.93%	27.50%
<b>Best result</b>	18.73%	20.02%	18.77%	17.93%
<b>Average result</b>	23.89%	23.99%	22.02%	21.68%
<b>Worst result</b>	31.06%	32.95%	34.38%	29.46%
Responses	1596	2302	1997	2804

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



	2021	2022	2023	2024
<b>Your org</b>	48.02%	47.69%	45.20%	45.63%
<b>Best result</b>	31.84%	33.91%	32.98%	32.65%
<b>Average result</b>	39.88%	40.02%	37.28%	37.29%
<b>Worst result</b>	49.60%	48.24%	45.74%	46.53%
Responses	1593	2303	2005	2799

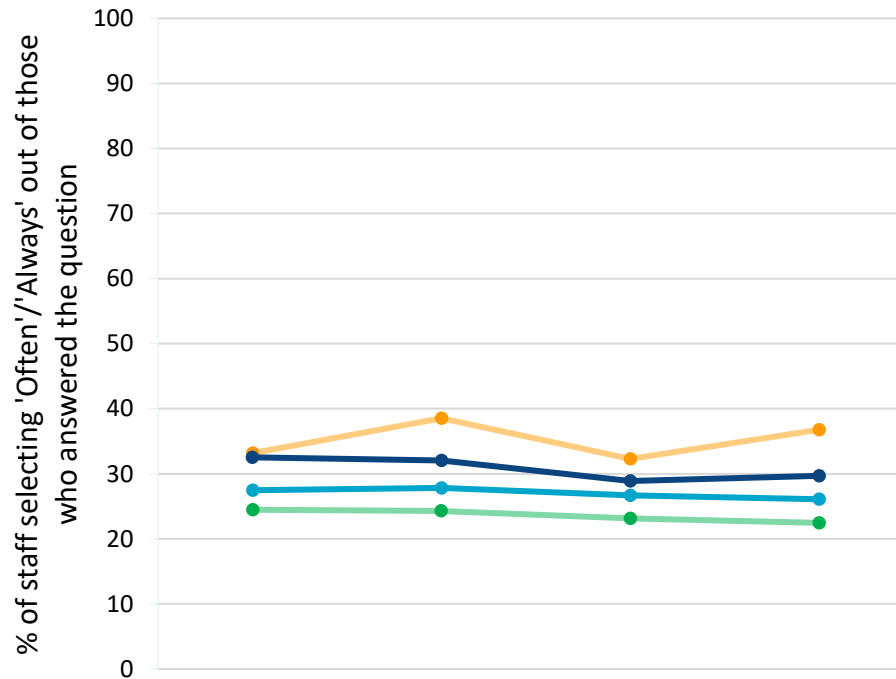
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
<b>Your org</b>	19.57%	18.55%	16.42%	17.95%
<b>Best result</b>	11.59%	10.30%	11.46%	11.64%
<b>Average result</b>	15.51%	16.03%	14.42%	14.37%
<b>Worst result</b>	19.90%	21.65%	17.60%	19.69%
Responses	1593	2301	2001	2801



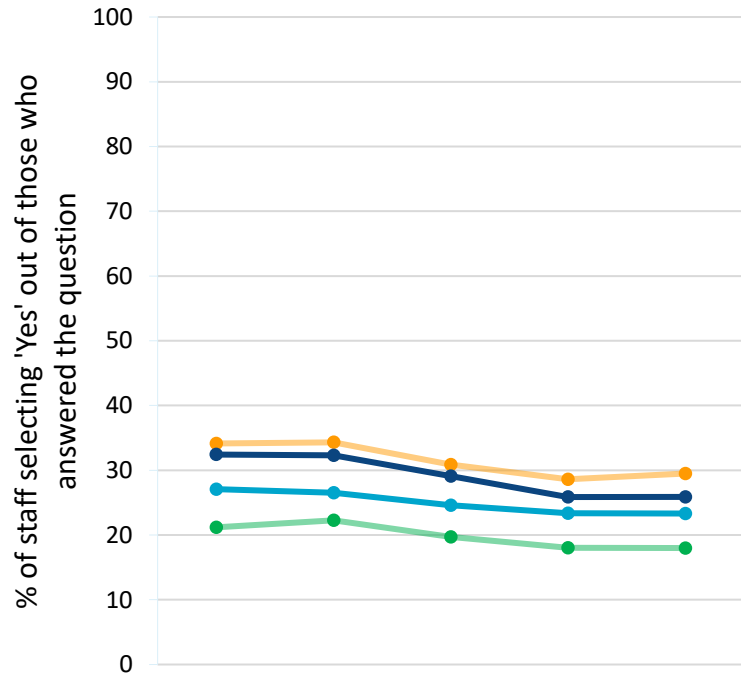
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
<b>Your org</b>	32.53%	32.05%	28.89%	29.67%
<b>Best result</b>	24.47%	24.28%	23.16%	22.45%
<b>Average result</b>	27.48%	27.83%	26.70%	26.08%
<b>Worst result</b>	33.16%	38.53%	32.29%	36.79%
Responses	1598	2302	2004	2808

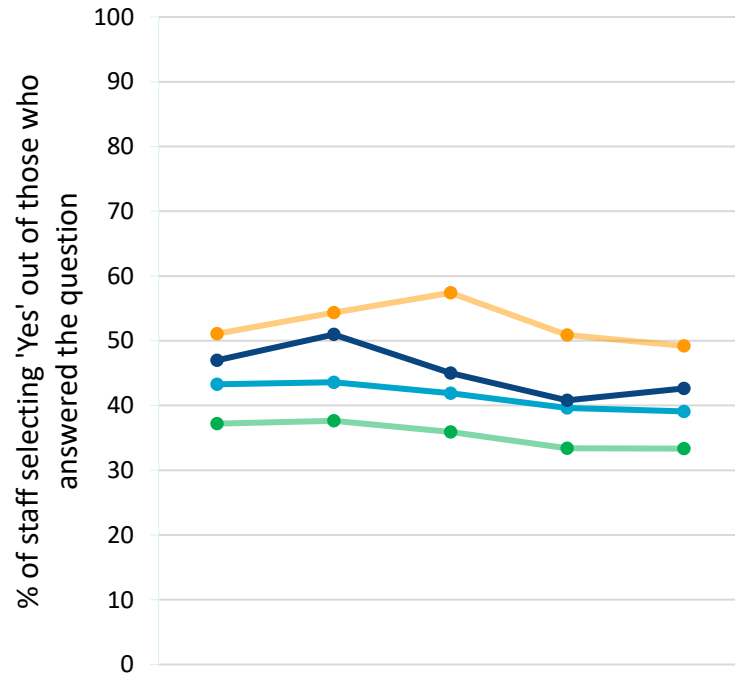


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



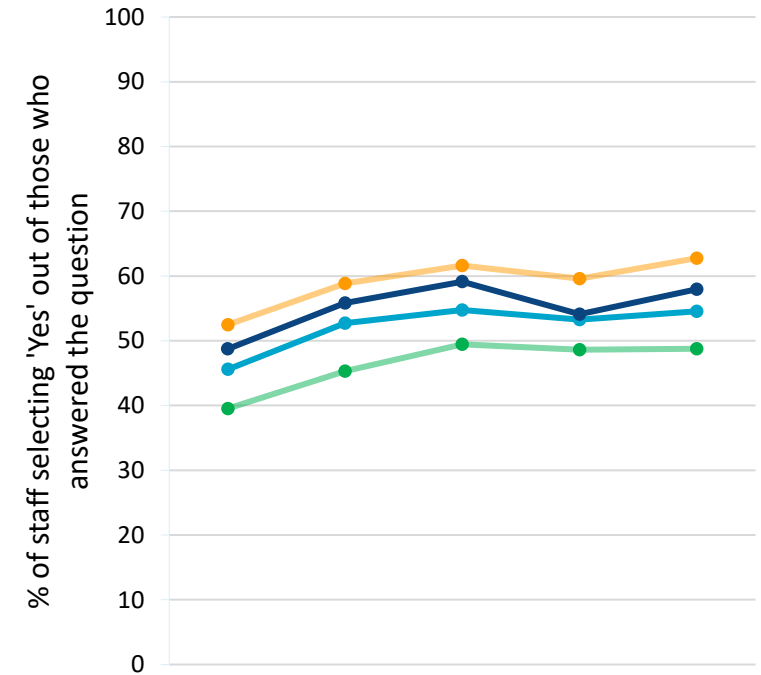
	2020	2021	2022	2023	2024
<b>Your org</b>	32.42%	32.31%	29.12%	25.87%	25.87%
<b>Best result</b>	21.20%	22.27%	19.70%	18.05%	17.99%
<b>Average result</b>	27.08%	26.53%	24.62%	23.38%	23.32%
<b>Worst result</b>	34.14%	34.31%	30.89%	28.61%	29.48%
Responses	1473	1591	2300	2009	2794

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



	2020	2021	2022	2023	2024
<b>Your org</b>	46.99%	50.97%	45.03%	40.80%	42.64%
<b>Best result</b>	37.19%	37.64%	35.90%	33.38%	33.34%
<b>Average result</b>	43.30%	43.59%	41.90%	39.61%	39.09%
<b>Worst result</b>	51.11%	54.34%	57.40%	50.87%	49.20%
Responses	1473	1589	2302	2005	2790

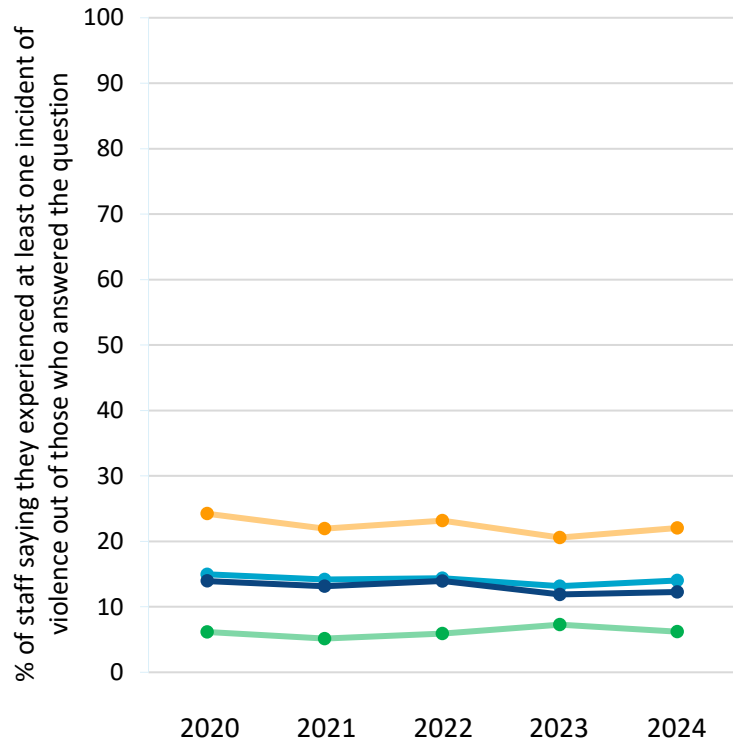
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
<b>Your org</b>	48.74%	55.86%	59.12%	54.11%	57.97%
<b>Best result</b>	39.53%	45.30%	49.45%	48.64%	48.76%
<b>Average result</b>	45.58%	52.71%	54.75%	53.28%	54.53%
<b>Worst result</b>	52.48%	58.83%	61.63%	59.58%	62.76%
Responses	1472	1594	2302	2003	2803

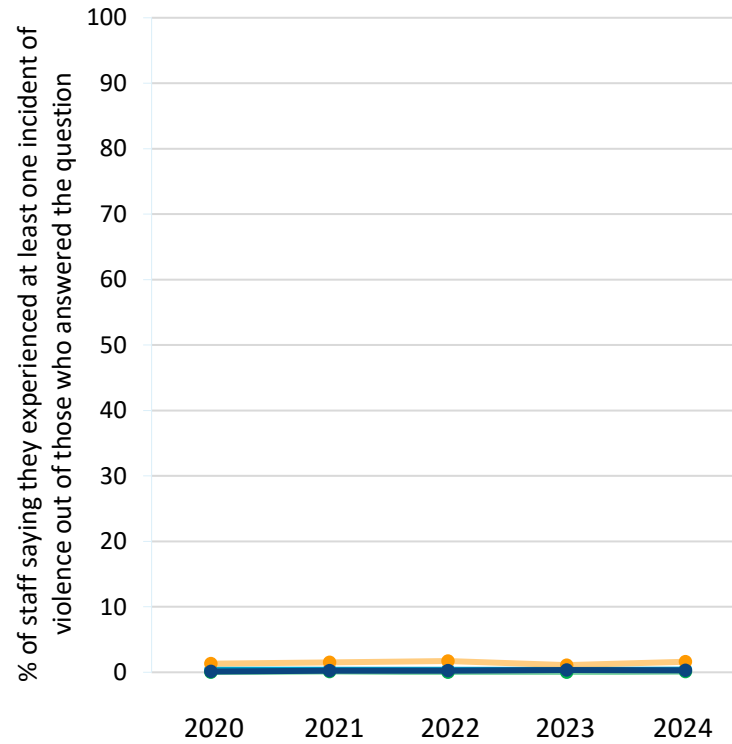


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



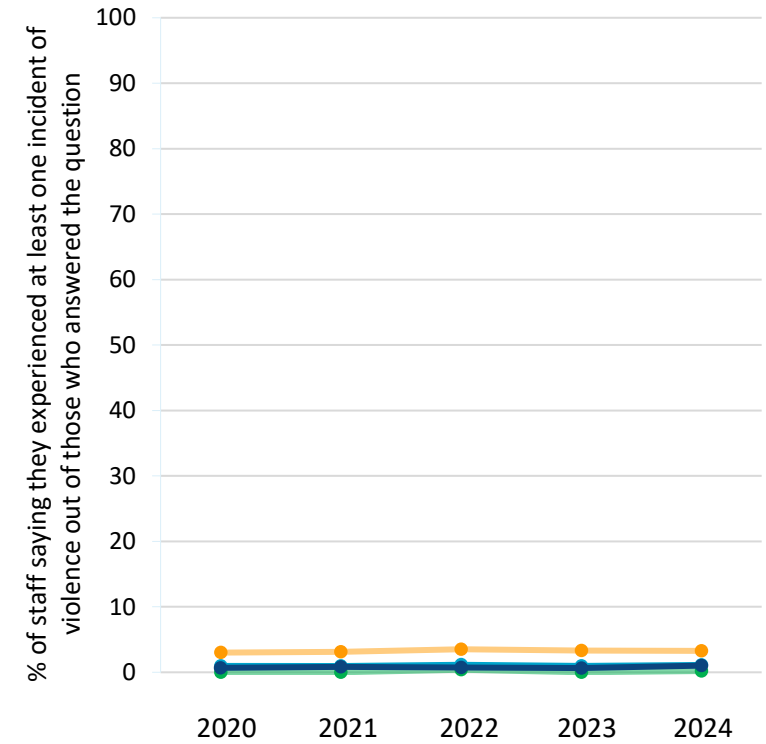
	2020	2021	2022	2023	2024
<b>Your org</b>	13.95%	13.15%	13.96%	11.90%	12.29%
<b>Best result</b>	6.18%	5.15%	5.93%	7.28%	6.21%
<b>Average result</b>	14.97%	14.16%	14.38%	13.16%	14.05%
<b>Worst result</b>	24.23%	21.97%	23.18%	20.59%	22.05%
Responses	1475	1594	2309	2010	2805

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



	2020	2021	2022	2023	2024
<b>Your org</b>	0.12%	0.26%	0.25%	0.34%	0.30%
<b>Best result</b>	0.00%	0.12%	0.00%	0.00%	0.08%
<b>Average result</b>	0.37%	0.37%	0.40%	0.37%	0.41%
<b>Worst result</b>	1.32%	1.53%	1.72%	1.10%	1.60%
Responses	1472	1593	2296	1999	2789

Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

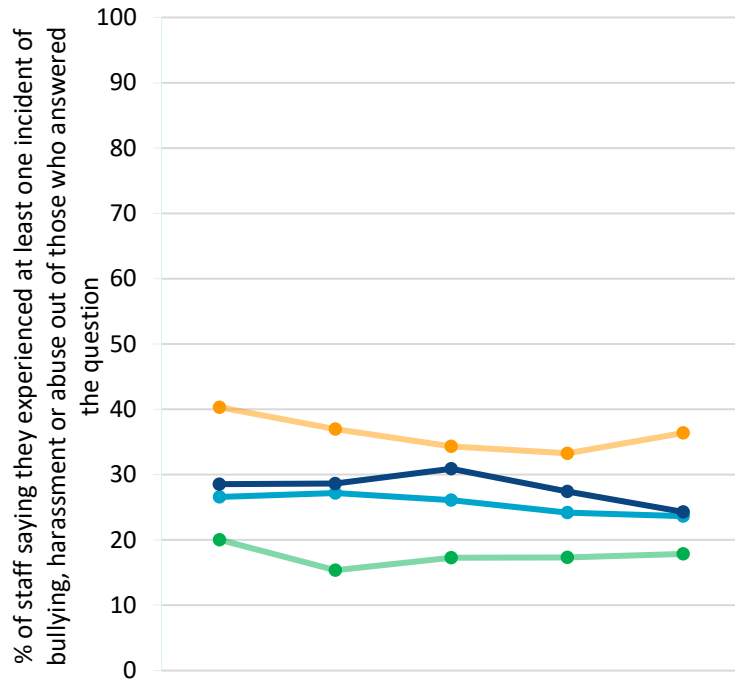


	2020	2021	2022	2023	2024
<b>Your org</b>	0.68%	0.82%	0.73%	0.65%	1.02%
<b>Best result</b>	0.00%	0.00%	0.39%	0.00%	0.19%
<b>Average result</b>	0.97%	0.96%	1.15%	1.00%	1.14%
<b>Worst result</b>	3.01%	3.12%	3.52%	3.31%	3.29%
Responses	1458	1572	2291	2000	2771

Note: 2023 results for Q13a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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

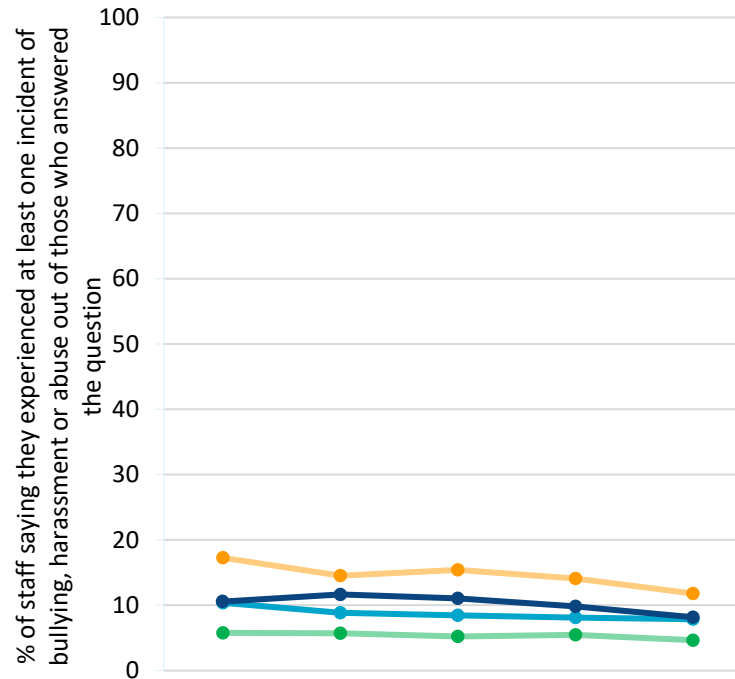


2020 2021 2022 2023 2024

<b>Your org</b>	28.53%	28.63%	30.89%	27.41%	24.29%
<b>Best result</b>	20.03%	15.37%	17.25%	17.31%	17.84%
<b>Average result</b>	26.60%	27.18%	26.11%	24.17%	23.64%
<b>Worst result</b>	40.32%	36.98%	34.31%	33.27%	36.39%

Responses 1469 1596 2300 2010 2804

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

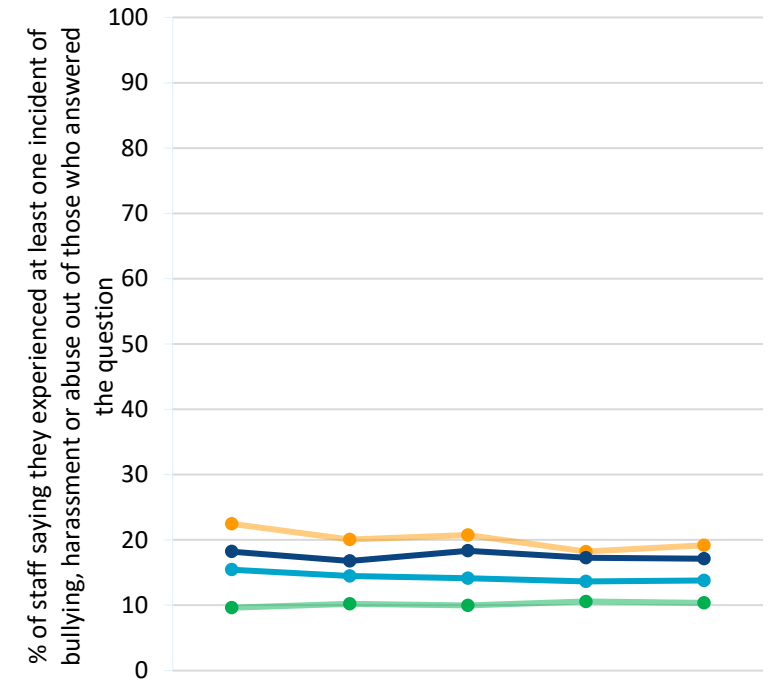


2020 2021 2022 2023 2024

<b>Your org</b>	10.57%	11.66%	11.07%	9.81%	8.17%
<b>Best result</b>	5.78%	5.73%	5.20%	5.48%	4.65%
<b>Average result</b>	10.39%	8.83%	8.47%	8.11%	7.86%
<b>Worst result</b>	17.26%	14.55%	15.44%	14.10%	11.80%

Responses 1460 1584 2286 2003 2793

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



2020 2021 2022 2023 2024

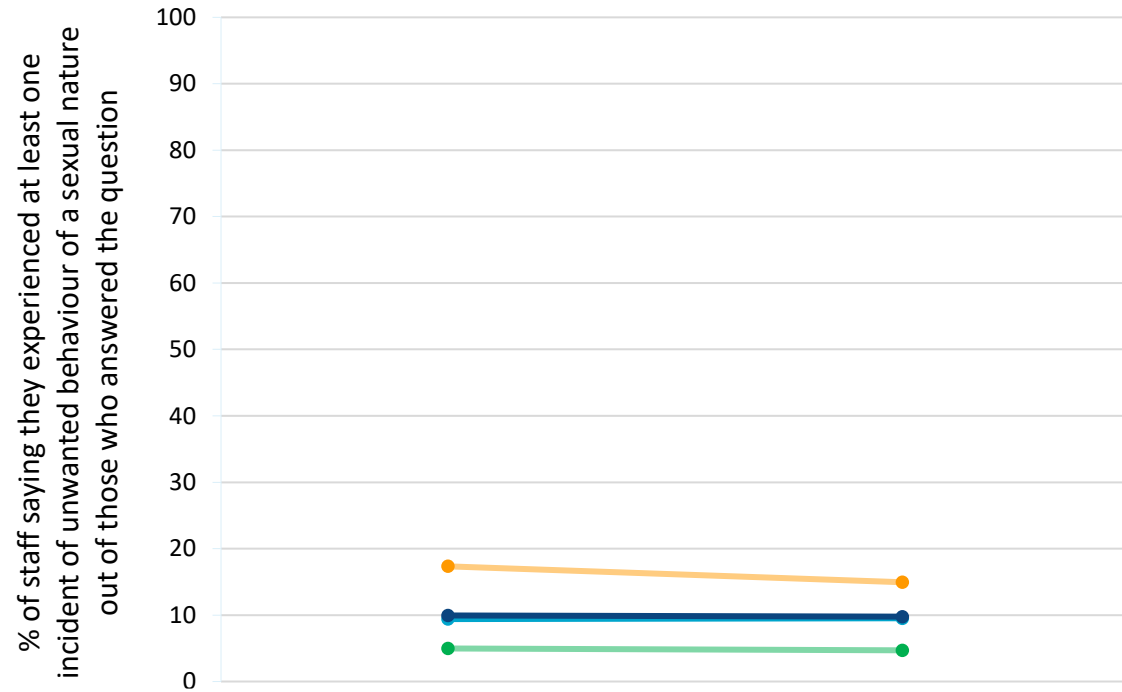
<b>Your org</b>	18.23%	16.78%	18.33%	17.26%	17.12%
<b>Best result</b>	9.63%	10.20%	9.95%	10.59%	10.36%
<b>Average result</b>	15.44%	14.48%	14.16%	13.65%	13.81%
<b>Worst result</b>	22.47%	20.09%	20.75%	18.23%	19.20%

Responses 1458 1576 2289 2008 2789

Note: 2023 results for Q14a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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 2024

	2023	2024
Your org	9.94%	9.77%
Best result	4.97%	4.70%
Average result	9.40%	9.52%
Worst result	17.34%	14.95%

Responses 2011 2806

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 2024

	2023	2024
Your org	3.38%	3.86%
Best result	1.47%	1.39%
Average result	3.02%	2.87%
Worst result	5.31%	5.03%

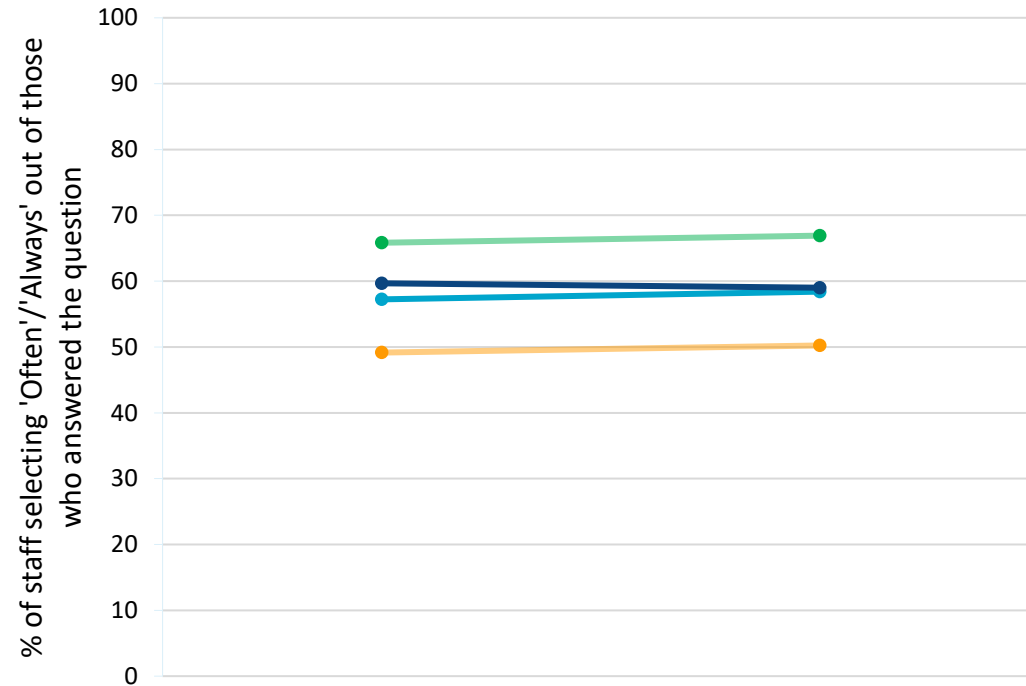
Responses 1998 2804

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





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



	2023	2024
Your org	59.67%	59.01%
Best result	65.83%	66.91%
Average result	57.23%	58.41%
Worst result	49.15%	50.23%
Responses	2012	2811

\*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

Other questions\*\* - Q24f

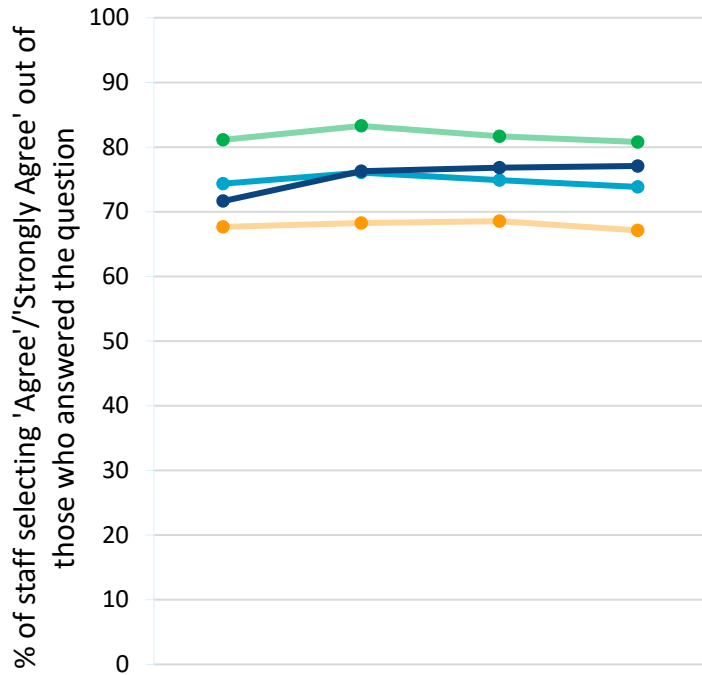
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

\*\*Q24f does 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.

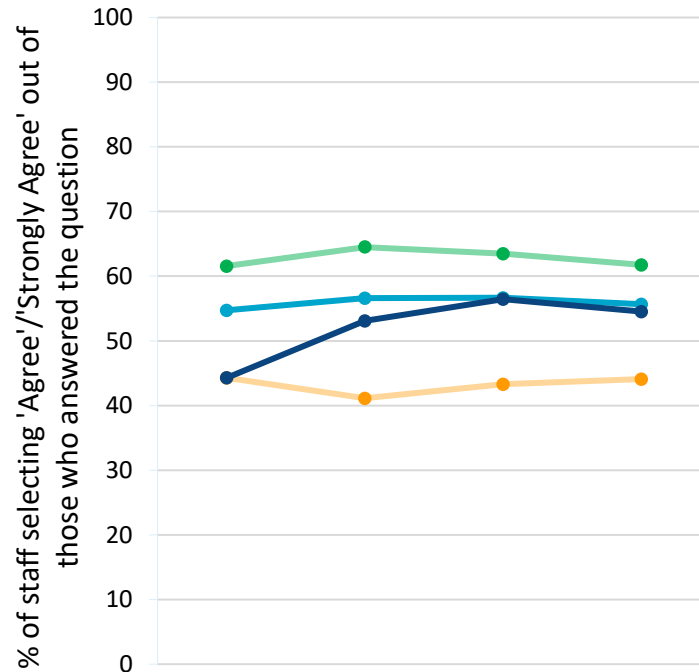


Q24a This organisation offers me challenging work.



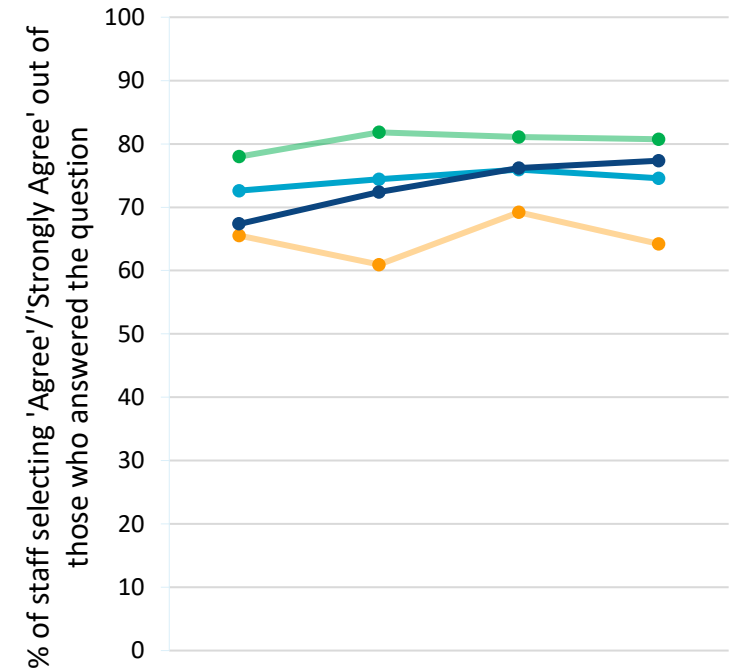
	2021	2022	2023	2024
<b>Your org</b>	71.64%	76.27%	76.79%	77.08%
<b>Best result</b>	81.12%	83.27%	81.67%	80.80%
<b>Average result</b>	74.36%	76.05%	74.90%	73.84%
<b>Worst result</b>	67.64%	68.26%	68.55%	67.12%
Responses	1597	2295	2002	2811

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



	2021	2022	2023	2024
<b>Your org</b>	44.28%	53.10%	56.44%	54.52%
<b>Best result</b>	61.57%	64.48%	63.48%	61.77%
<b>Average result</b>	54.73%	56.61%	56.67%	55.65%
<b>Worst result</b>	44.28%	41.13%	43.30%	44.09%
Responses	1598	2291	1999	2810

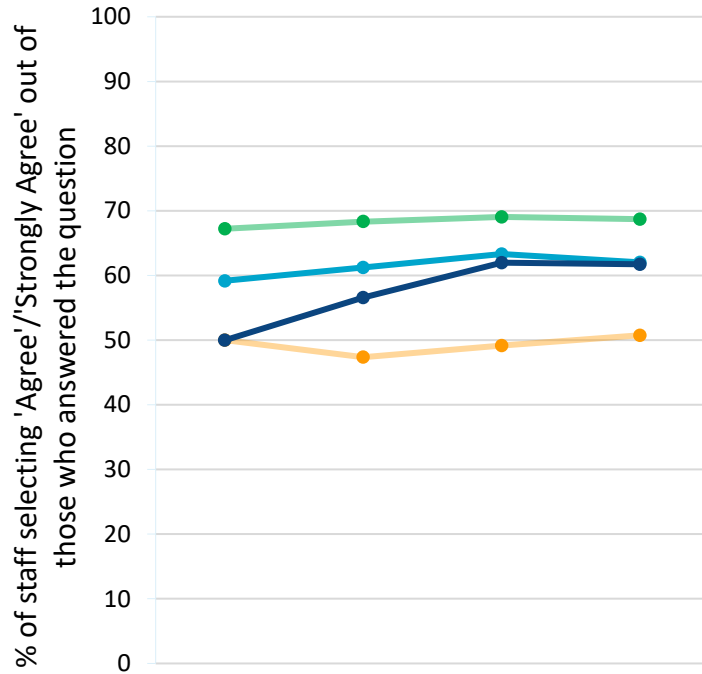
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
<b>Your org</b>	67.35%	72.42%	76.21%	77.35%
<b>Best result</b>	77.99%	81.82%	81.12%	80.76%
<b>Average result</b>	72.62%	74.43%	75.95%	74.56%
<b>Worst result</b>	65.53%	60.95%	69.20%	64.22%
Responses	1595	2293	2001	2801

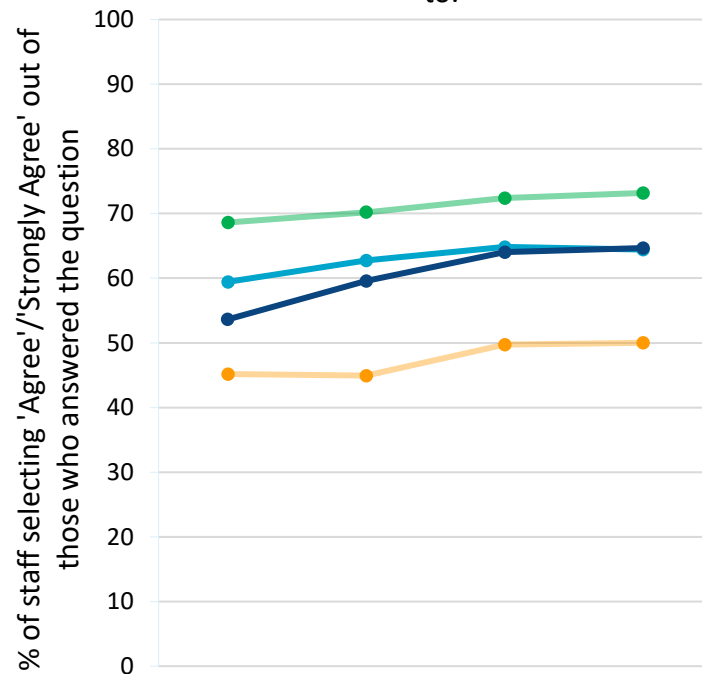


Q24d I feel supported to develop my potential.



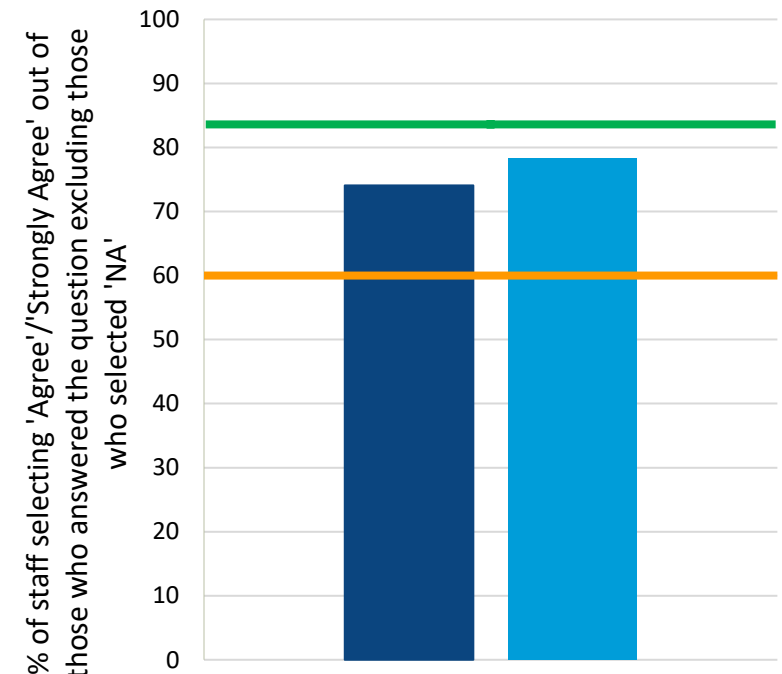
	2021	2022	2023	2024
Your org	49.98%	56.60%	61.98%	61.71%
Best result	67.22%	68.32%	69.05%	68.70%
Average result	59.18%	61.24%	63.32%	62.01%
Worst result	49.98%	47.36%	49.16%	50.75%
Responses	1597	2291	2004	2798

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



	2021	2022	2023	2024
Your org	53.62%	59.58%	64.01%	64.66%
Best result	68.61%	70.18%	72.41%	73.18%
Average result	59.43%	62.72%	64.84%	64.44%
Worst result	45.18%	44.94%	49.72%	50.01%
Responses	1592	2294	1999	2780

Q24f\* I am able to access clinical supervision opportunities when I need to.

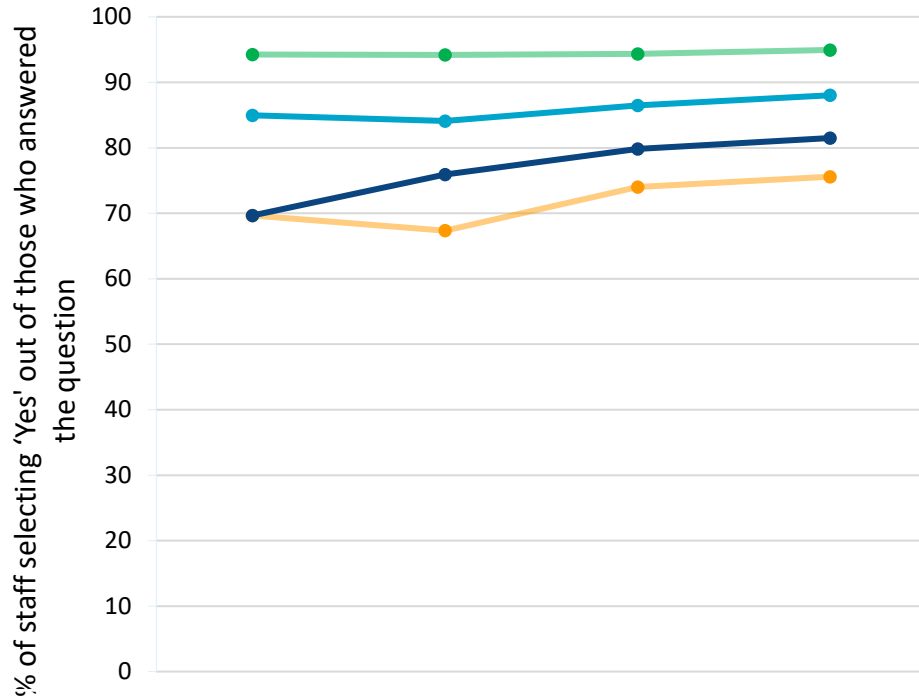


	2024
Your org	74.07%
Best result	83.60%
Average result	78.28%
Worst result	60.00%
Responses	2282

\*Q24f was introduced in 2024 and does not currently contribute towards any People Promise element score, theme score or sub-score to protect trend data over five years.



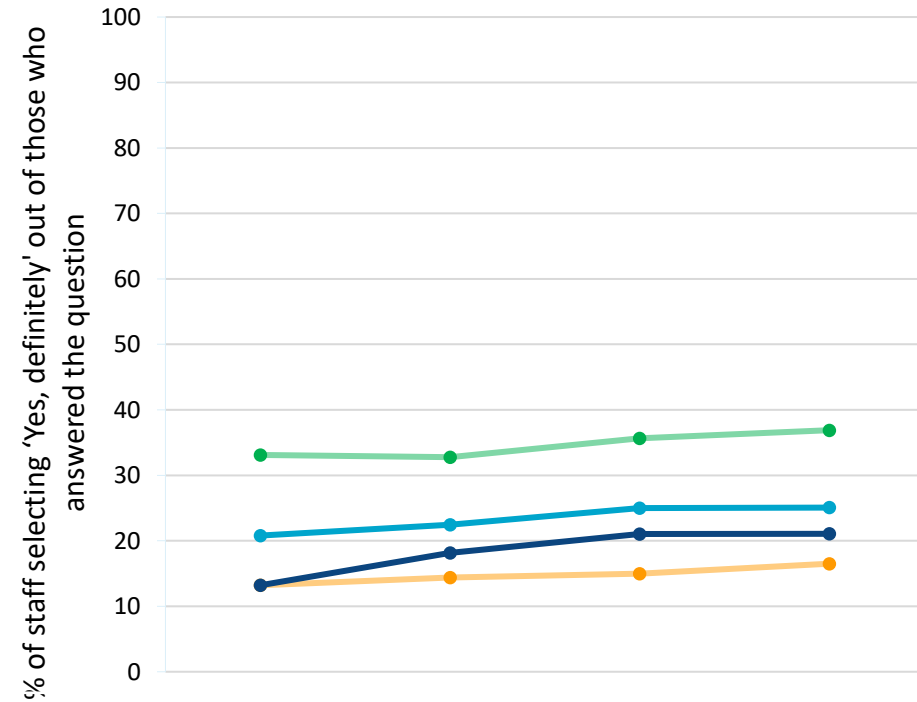
Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
<b>Your org</b>	69.66%	75.90%	79.85%	81.49%
<b>Best result</b>	94.27%	94.19%	94.36%	94.94%
<b>Average result</b>	84.97%	84.10%	86.46%	88.02%
<b>Worst result</b>	69.66%	67.34%	74.02%	75.59%

Responses 1590 2300 1993 2802

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



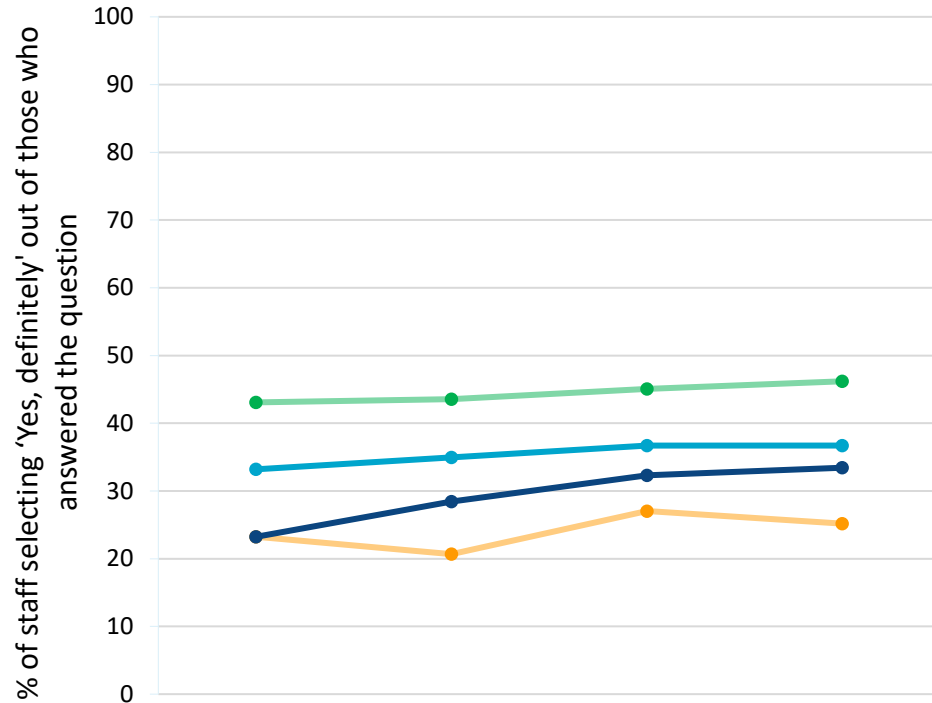
	2021	2022	2023	2024
<b>Your org</b>	13.21%	18.15%	21.02%	21.07%
<b>Best result</b>	33.11%	32.77%	35.66%	36.89%
<b>Average result</b>	20.80%	22.45%	24.98%	25.07%
<b>Worst result</b>	13.21%	14.41%	14.98%	16.50%

Responses 1101 1738 1574 2285

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

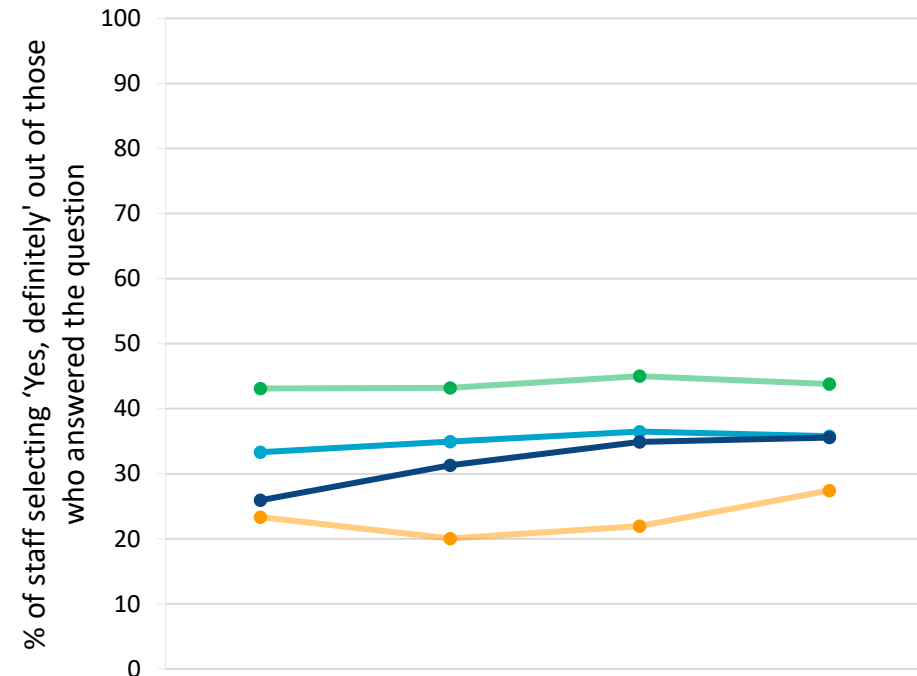


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024
<b>Your org</b>	23.23%	28.45%	32.30%	33.43%
<b>Best result</b>	43.08%	43.56%	45.06%	46.19%
<b>Average result</b>	33.20%	34.95%	36.70%	36.69%
<b>Worst result</b>	23.23%	20.67%	27.04%	25.17%
Responses	1096	1735	1573	2281

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



	2021	2022	2023	2024
<b>Your org</b>	25.92%	31.28%	34.87%	35.56%
<b>Best result</b>	43.10%	43.18%	45.00%	43.80%
<b>Average result</b>	33.31%	34.94%	36.49%	35.76%
<b>Worst result</b>	23.34%	20.05%	21.95%	27.44%
Responses	1099	1737	1574	2276

## People Promise element – We work flexibly



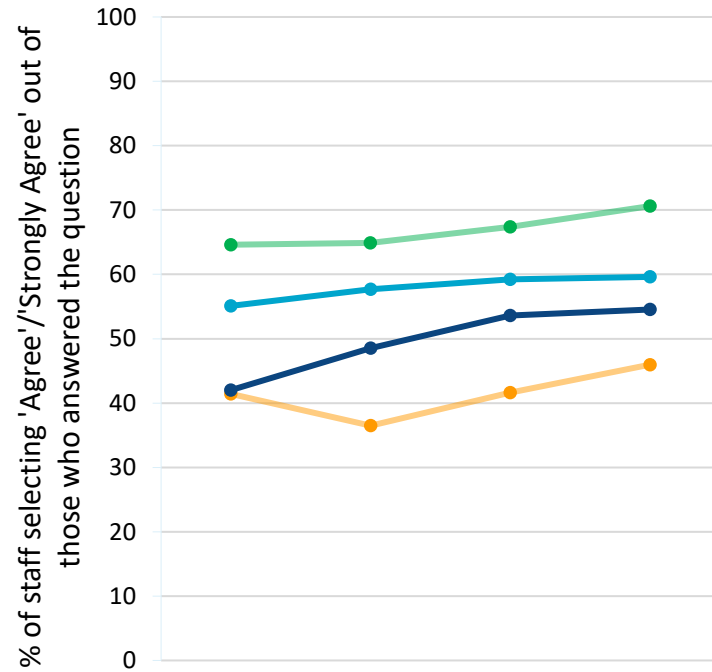
### Questions included:

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

Flexible working – Q4d

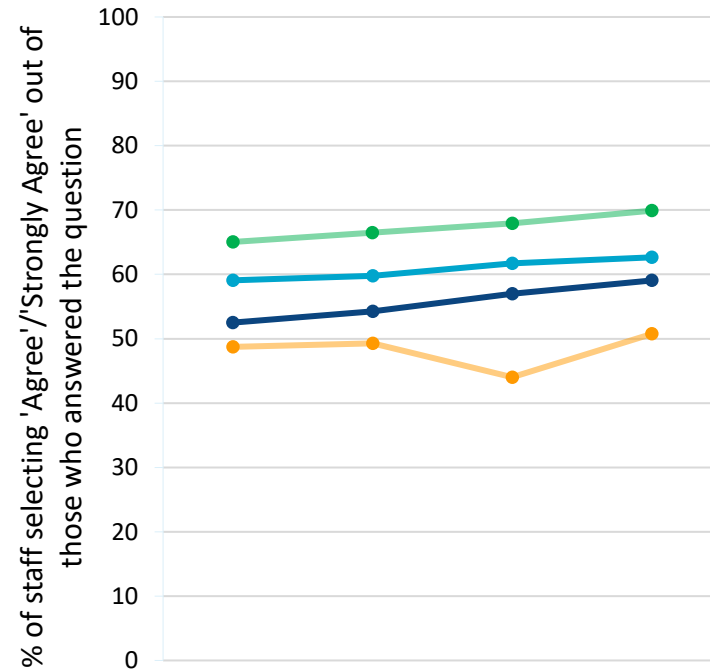


Q6b My organisation is committed to helping me balance my work and home life.



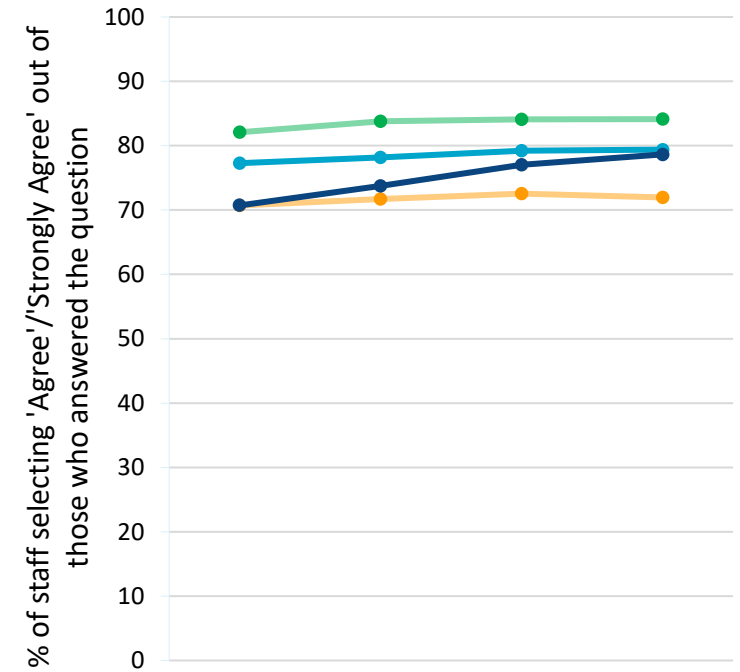
	2021	2022	2023	2024
<b>Your org</b>	42.01%	48.53%	53.61%	54.54%
<b>Best result</b>	64.61%	64.89%	67.39%	70.61%
<b>Average result</b>	55.10%	57.66%	59.23%	59.61%
<b>Worst result</b>	41.43%	36.49%	41.60%	45.97%
Responses	1598	2310	2011	2808

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



	2021	2022	2023	2024
<b>Your org</b>	52.50%	54.26%	57.01%	59.06%
<b>Best result</b>	65.03%	66.48%	67.91%	69.90%
<b>Average result</b>	59.08%	59.76%	61.72%	62.65%
<b>Worst result</b>	48.72%	49.29%	44.02%	50.75%
Responses	1596	2310	2008	2798

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

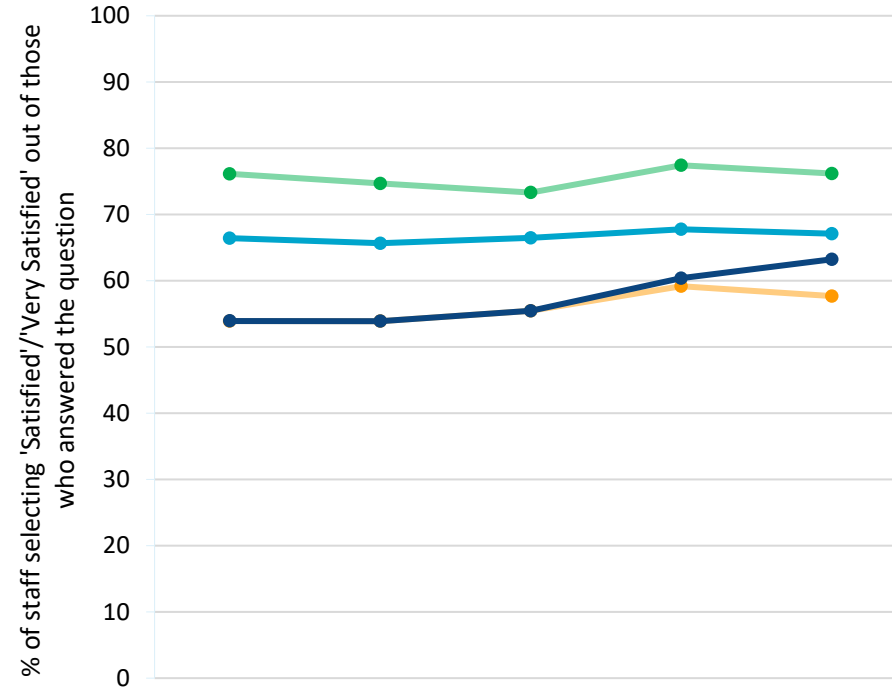


	2021	2022	2023	2024
<b>Your org</b>	70.71%	73.75%	77.03%	78.64%
<b>Best result</b>	82.09%	83.79%	84.09%	84.12%
<b>Average result</b>	77.28%	78.17%	79.23%	79.39%
<b>Worst result</b>	70.71%	71.71%	72.54%	71.97%
Responses	1596	2307	2010	2805



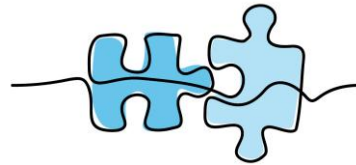


Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.



	2020	2021	2022	2023	2024
<b>Your org</b>	53.93%	53.89%	55.48%	60.37%	63.24%
<b>Best result</b>	76.13%	74.69%	73.31%	77.43%	76.20%
<b>Average result</b>	66.42%	65.67%	66.49%	67.76%	67.11%
<b>Worst result</b>	53.93%	53.89%	55.48%	59.17%	57.67%
Responses	1476	1591	2308	2010	2801

## People Promise element – We are a team



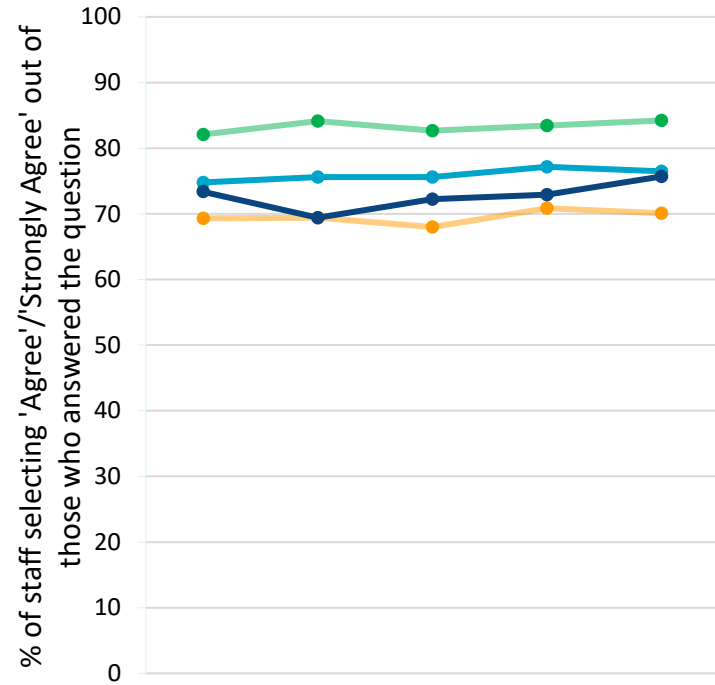
### Questions included:

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

Line management – Q9a, Q9b, Q9c, Q9d

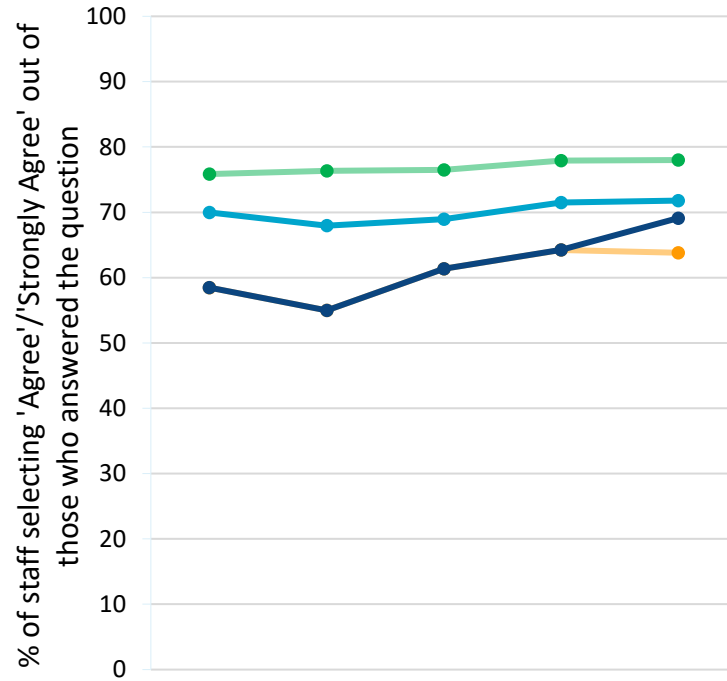


Q7a The team I work in has a set of shared objectives.



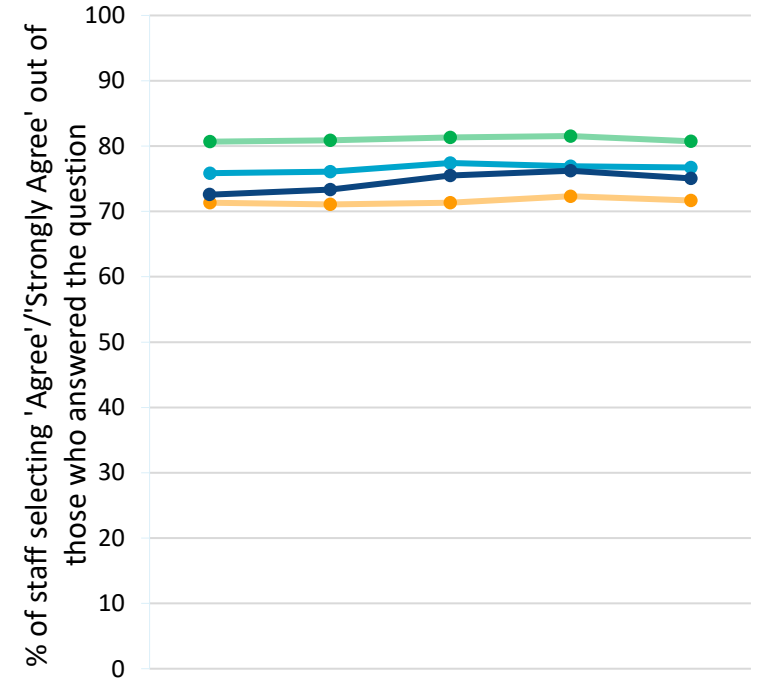
	2020	2021	2022	2023	2024
<b>Your org</b>	73.37%	69.41%	72.23%	72.93%	75.69%
<b>Best result</b>	82.09%	84.13%	82.65%	83.47%	84.23%
<b>Average result</b>	74.79%	75.62%	75.60%	77.16%	76.46%
<b>Worst result</b>	69.31%	69.41%	67.98%	70.85%	70.11%
Responses	1464	1595	2307	2011	2810

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



	2020	2021	2022	2023	2024
<b>Your org</b>	58.45%	54.98%	61.37%	64.23%	69.11%
<b>Best result</b>	75.85%	76.33%	76.50%	77.92%	78.00%
<b>Average result</b>	69.97%	67.95%	68.98%	71.52%	71.79%
<b>Worst result</b>	58.45%	54.98%	61.37%	64.23%	63.82%
Responses	1469	1597	2304	2011	2808

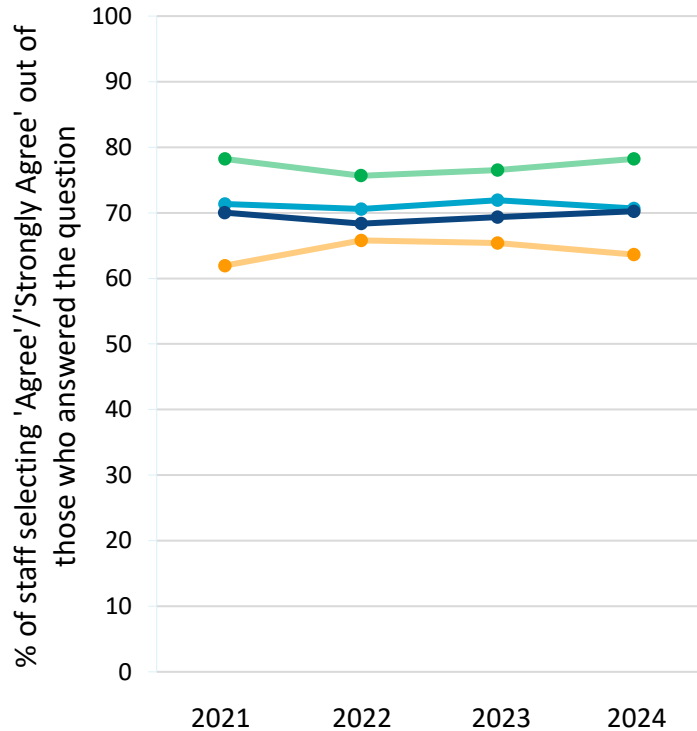
Q7c I receive the respect I deserve from my colleagues at work.



	2020	2021	2022	2023	2024
<b>Your org</b>	72.56%	73.33%	75.51%	76.23%	75.07%
<b>Best result</b>	80.68%	80.91%	81.34%	81.54%	80.72%
<b>Average result</b>	75.86%	76.07%	77.42%	76.92%	76.71%
<b>Worst result</b>	71.34%	71.07%	71.34%	72.33%	71.68%
Responses	1469	1595	2307	2008	2809

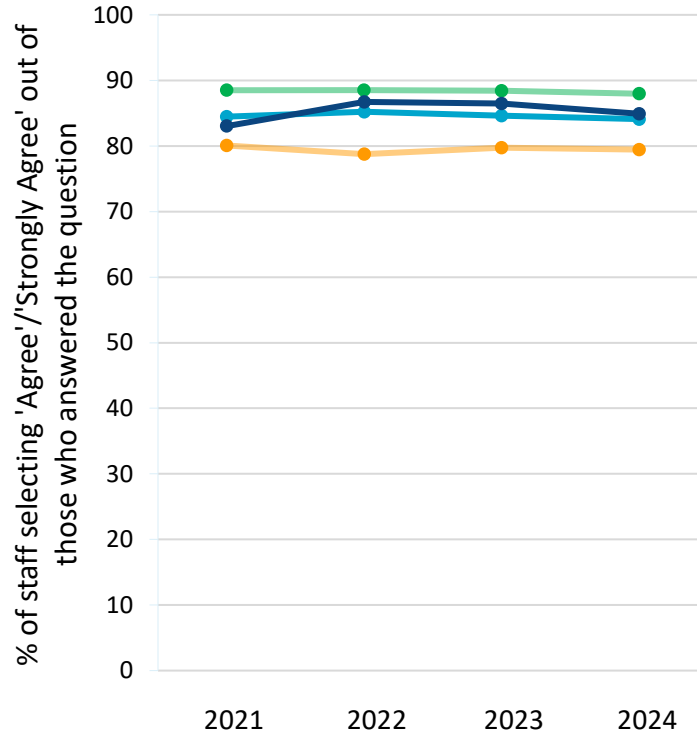


Q7d Team members understand each other's roles.



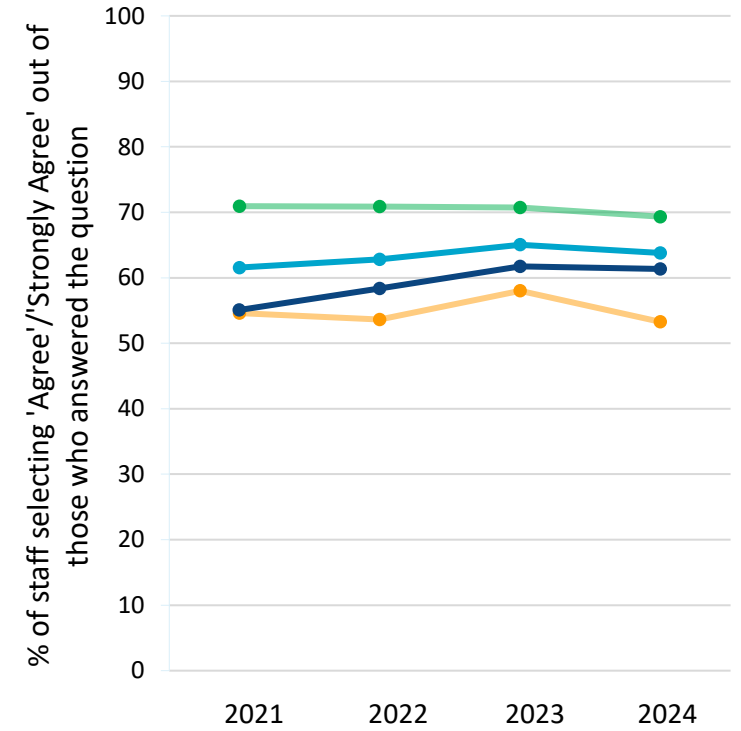
	2021	2022	2023	2024
<b>Your org</b>	70.02%	68.35%	69.37%	70.24%
<b>Best result</b>	78.22%	75.65%	76.54%	78.22%
<b>Average result</b>	71.34%	70.59%	71.92%	70.68%
<b>Worst result</b>	61.95%	65.80%	65.42%	63.66%
Responses	1592	2306	2010	2811

Q7e I enjoy working with the colleagues in my team.



	2021	2022	2023	2024
<b>Your org</b>	83.03%	86.72%	86.49%	84.93%
<b>Best result</b>	88.51%	88.52%	88.42%	87.97%
<b>Average result</b>	84.47%	85.22%	84.64%	84.10%
<b>Worst result</b>	80.08%	78.76%	79.76%	79.43%
Responses	1593	2305	2011	2801

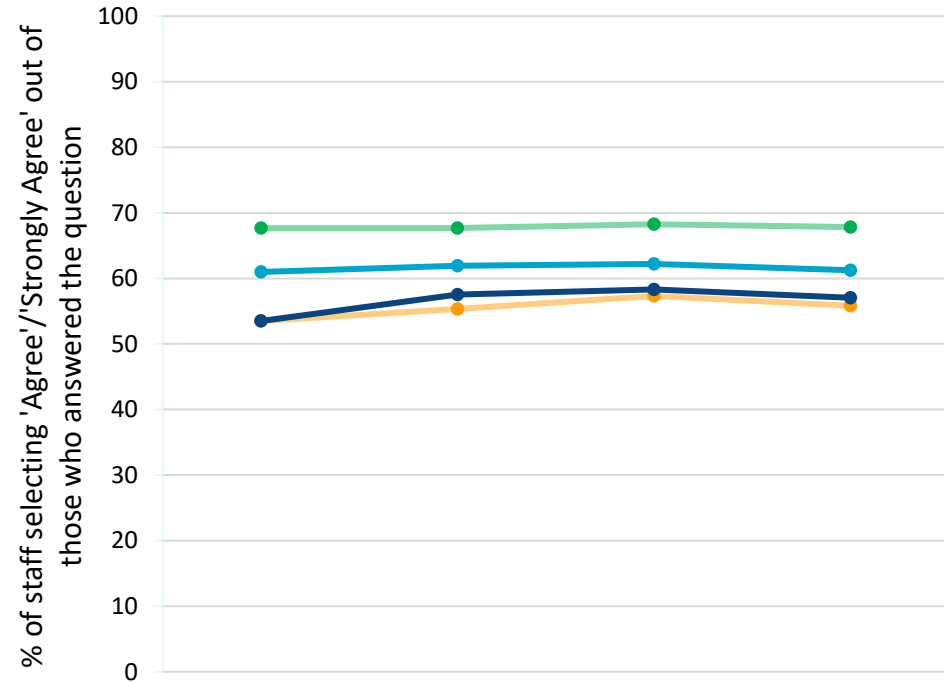
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023	2024
<b>Your org</b>	55.09%	58.36%	61.74%	61.34%
<b>Best result</b>	70.94%	70.87%	70.72%	69.33%
<b>Average result</b>	61.57%	62.84%	65.04%	63.82%
<b>Worst result</b>	54.62%	53.63%	58.01%	53.27%
Responses	1589	2305	2008	2807

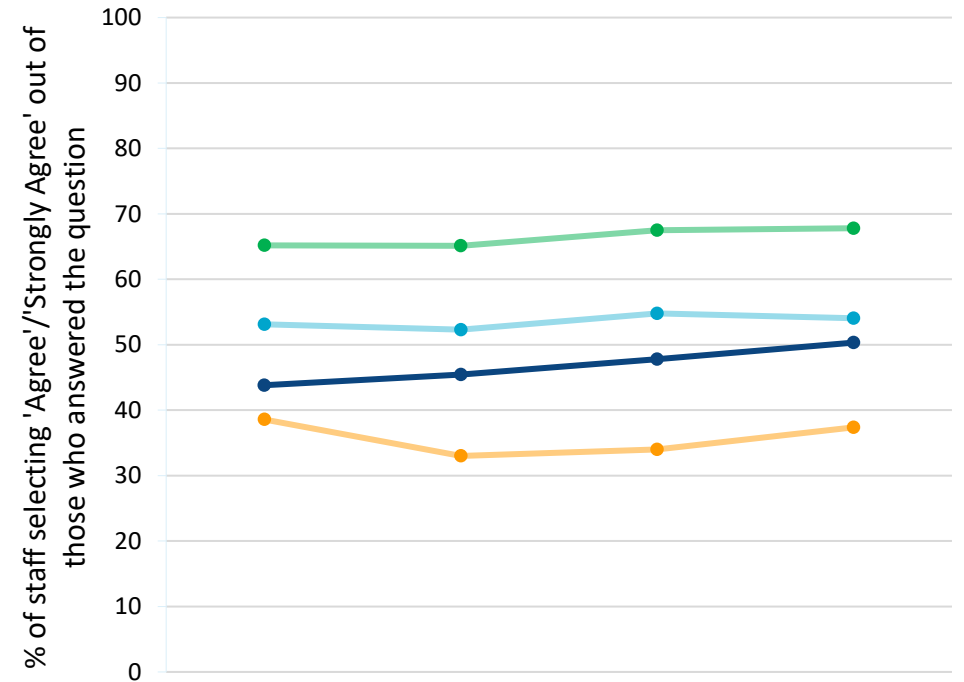


Q7g In my team disagreements are dealt with constructively.



	2021	2022	2023	2024
Your org	53.51%	57.54%	58.32%	57.04%
Best result	67.66%	67.67%	68.26%	67.82%
Average result	60.98%	61.94%	62.20%	61.26%
Worst result	53.51%	55.33%	57.32%	55.83%
Responses	1595	2300	2010	2803

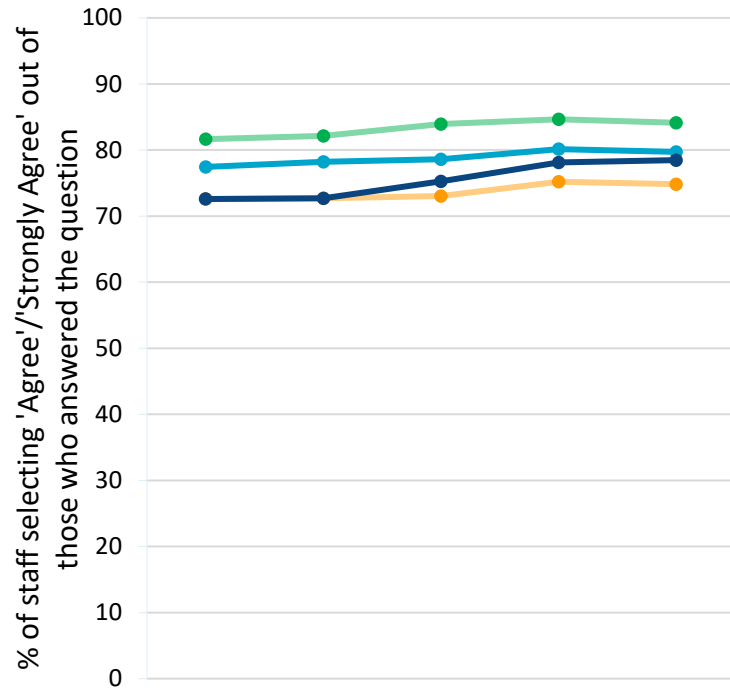
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Your org	43.81%	45.44%	47.80%	50.33%
Best result	65.19%	65.12%	67.51%	67.81%
Average result	53.10%	52.31%	54.79%	54.05%
Worst result	38.58%	33.01%	34.00%	37.38%
Responses	1590	2297	2009	2802



Q9a My immediate manager encourages me at work.

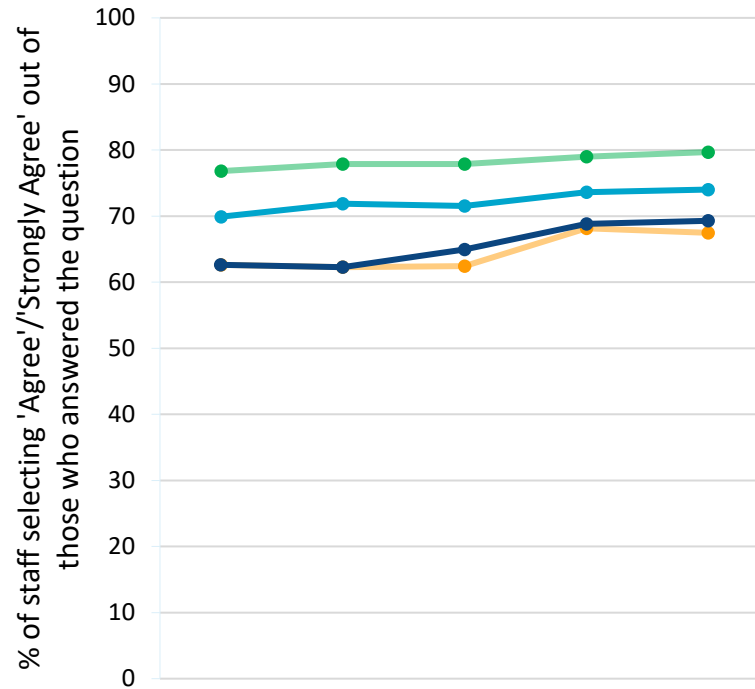


2020 2021 2022 2023 2024

Your org	72.59%	72.72%	75.24%	78.10%	78.47%
Best result	81.65%	82.16%	83.95%	84.65%	84.13%
Average result	77.44%	78.24%	78.61%	80.13%	79.73%
Worst result	72.59%	72.72%	73.03%	75.20%	74.85%

Responses 1473 1598 2305 2006 2810

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

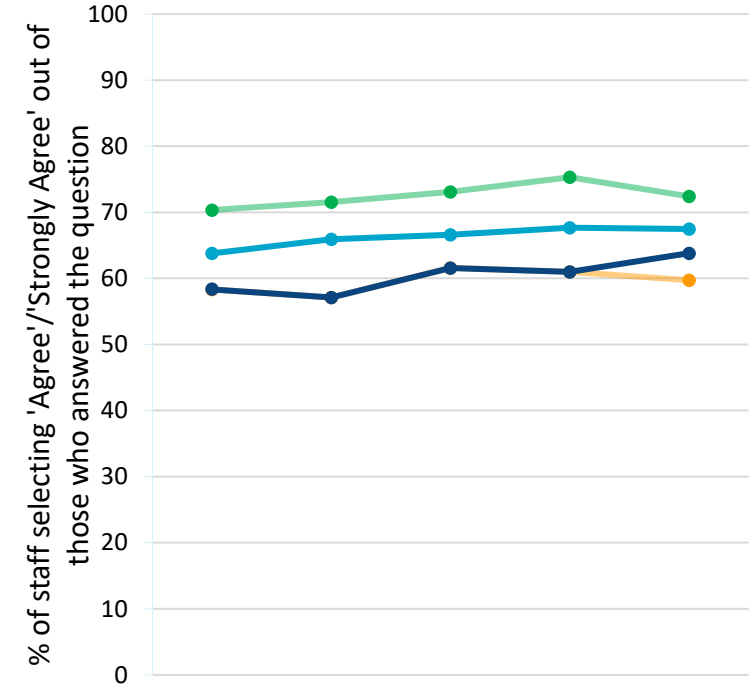


2020 2021 2022 2023 2024

Your org	62.62%	62.27%	64.94%	68.82%	69.29%
Best result	76.81%	77.87%	77.86%	79.00%	79.69%
Average result	69.91%	71.86%	71.56%	73.60%	74.02%
Worst result	62.62%	62.27%	62.44%	68.15%	67.47%

Responses 1470 1596 2307 2009 2809

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



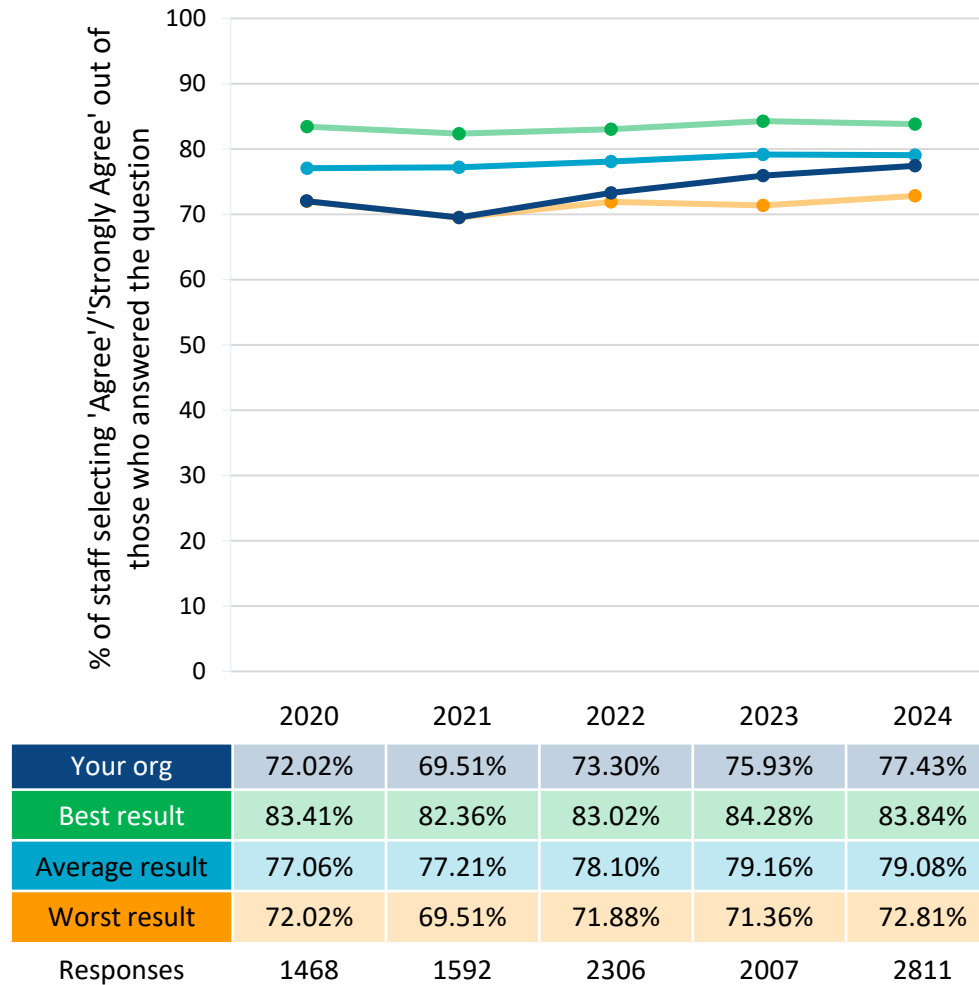
2020 2021 2022 2023 2024

Your org	58.34%	57.11%	61.59%	60.97%	63.82%
Best result	70.36%	71.54%	73.08%	75.31%	72.42%
Average result	63.78%	65.92%	66.61%	67.68%	67.49%
Worst result	58.34%	57.11%	61.59%	60.97%	59.74%

Responses 1469 1595 2302 2005 2808



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



## Theme – Staff engagement



### Questions included:

Motivation – Q2a, Q2b, Q2c

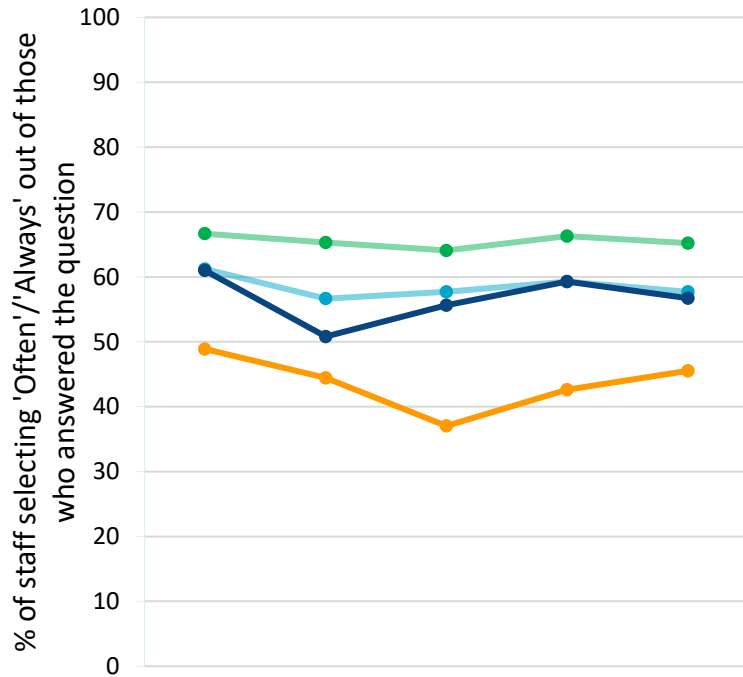
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d



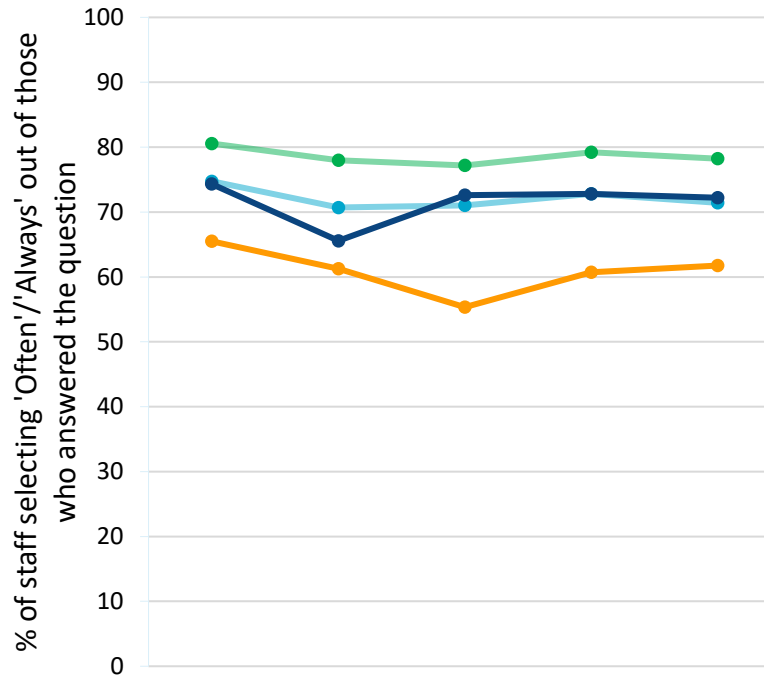


Q2a I look forward to going to work.



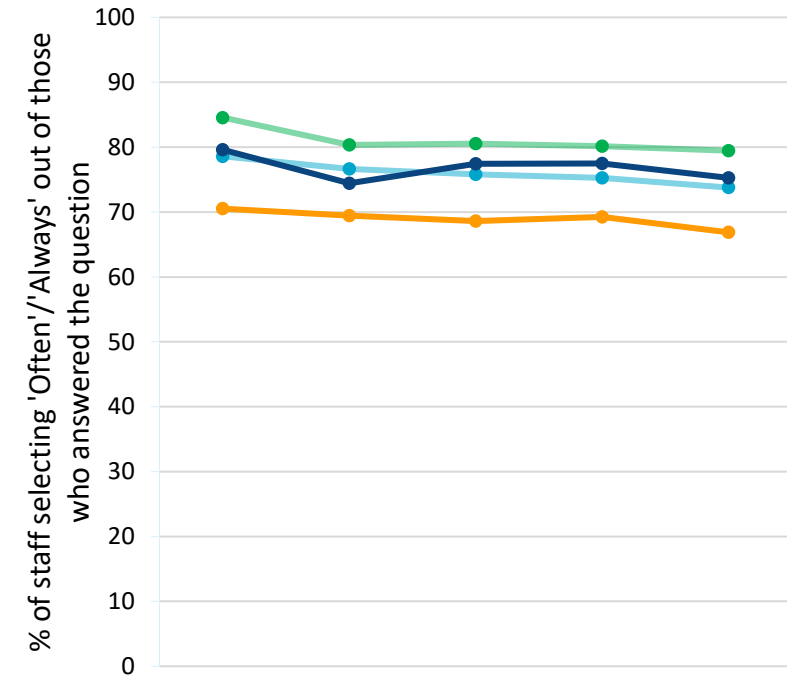
	2020	2021	2022	2023	2024
<b>Your org</b>	60.99%	50.81%	55.64%	59.28%	56.74%
<b>Best result</b>	66.66%	65.31%	64.08%	66.26%	65.19%
<b>Average result</b>	61.22%	56.65%	57.69%	59.31%	57.71%
<b>Worst result</b>	48.89%	44.45%	37.03%	42.61%	45.55%
Responses	1472	1596	2298	2003	2806

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	74.31%	65.57%	72.60%	72.81%	72.22%
<b>Best result</b>	80.55%	77.96%	77.18%	79.19%	78.22%
<b>Average result</b>	74.75%	70.70%	71.03%	72.81%	71.44%
<b>Worst result</b>	65.49%	61.28%	55.34%	60.71%	61.74%
Responses	1466	1593	2285	1991	2794

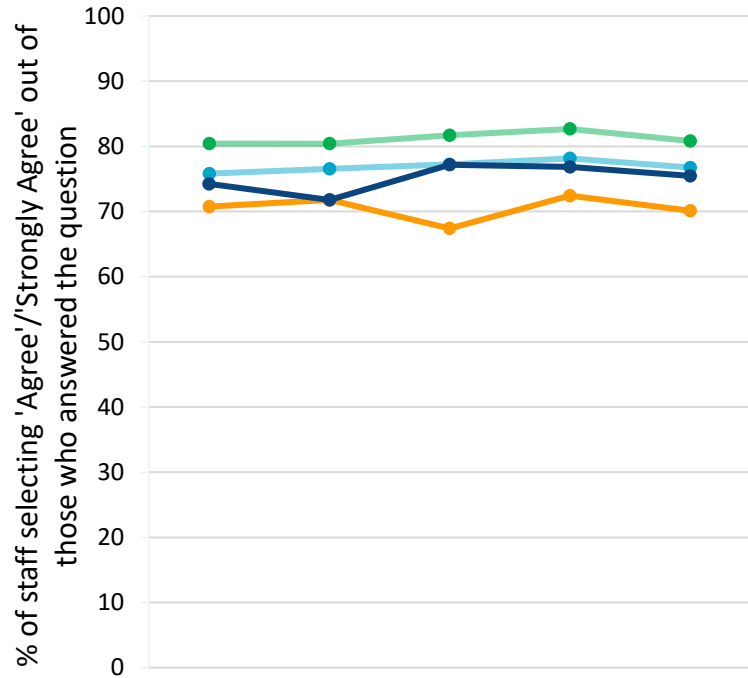
Q2c Time passes quickly when I am working.



	2020	2021	2022	2023	2024
<b>Your org</b>	79.60%	74.43%	77.41%	77.49%	75.28%
<b>Best result</b>	84.56%	80.33%	80.53%	80.16%	79.45%
<b>Average result</b>	78.59%	76.62%	75.80%	75.27%	73.76%
<b>Worst result</b>	70.52%	69.47%	68.62%	69.22%	66.87%
Responses	1466	1590	2285	1989	2788

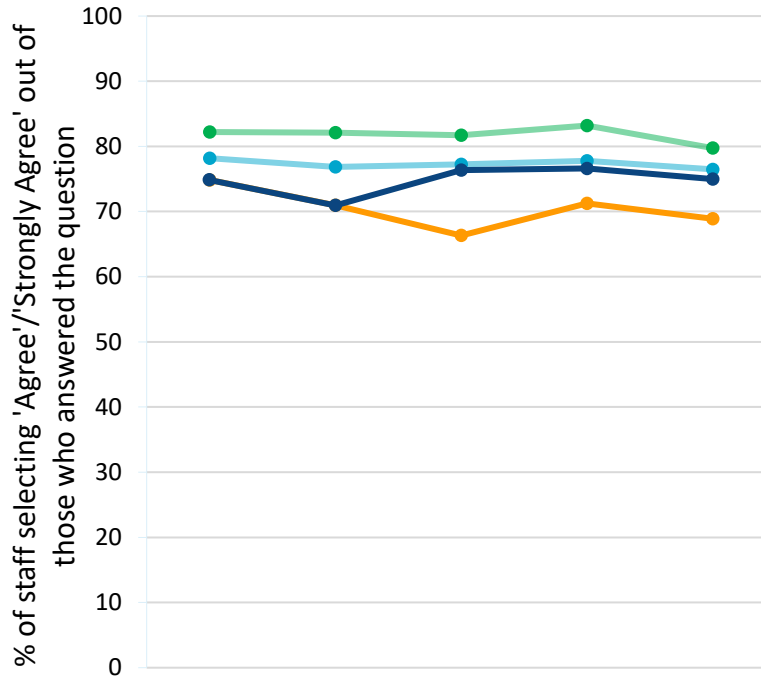


Q3c There are frequent opportunities for me to show initiative in my role.



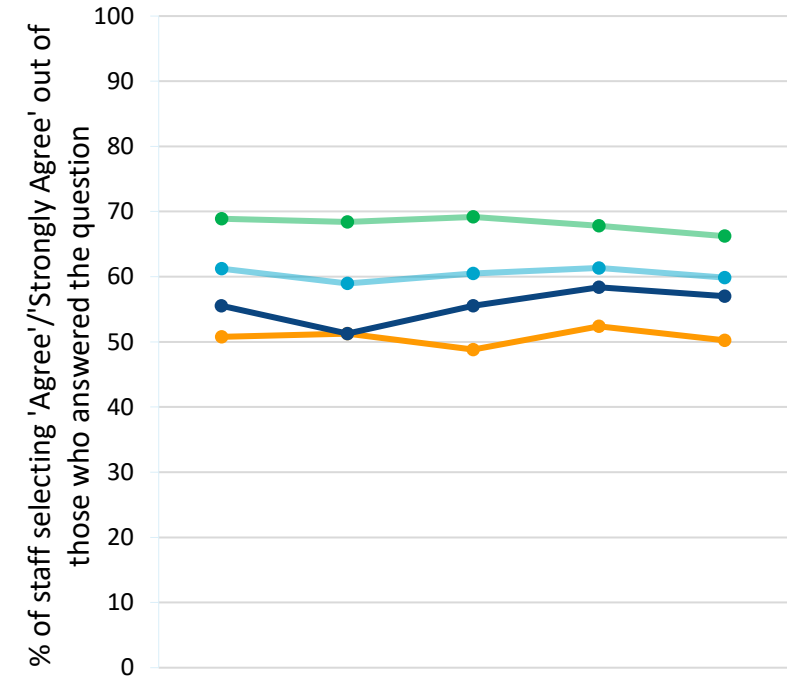
	2020	2021	2022	2023	2024
<b>Your org</b>	74.22%	71.78%	77.18%	76.83%	75.49%
<b>Best result</b>	80.43%	80.41%	81.72%	82.67%	80.84%
<b>Average result</b>	75.82%	76.58%	77.23%	78.15%	76.77%
<b>Worst result</b>	70.77%	71.78%	67.40%	72.44%	70.11%
Responses	1478	1596	2310	2011	2808

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



	2020	2021	2022	2023	2024
<b>Your org</b>	74.84%	70.93%	76.34%	76.62%	74.97%
<b>Best result</b>	82.20%	82.10%	81.71%	83.20%	79.74%
<b>Average result</b>	78.19%	76.85%	77.25%	77.80%	76.48%
<b>Worst result</b>	74.84%	70.93%	66.32%	71.27%	68.90%
Responses	1475	1593	2294	2007	2797

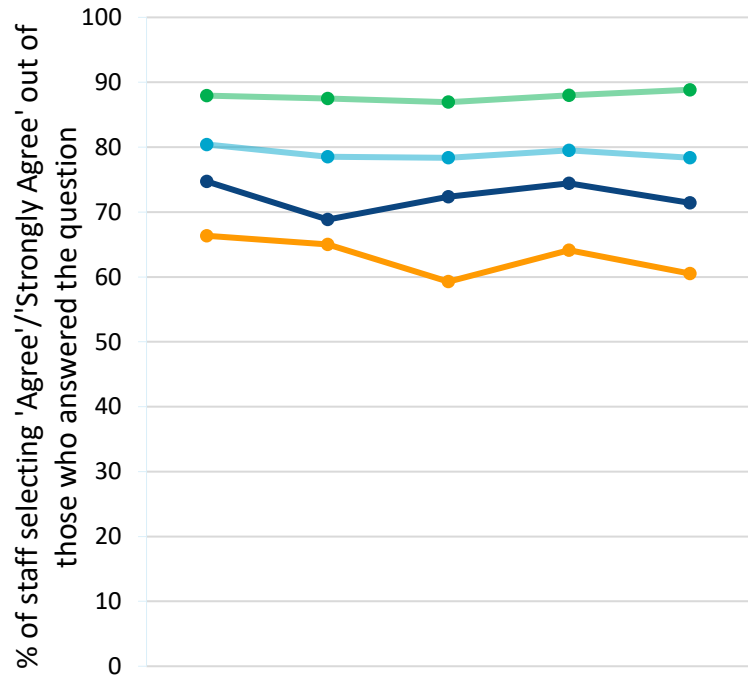
Q3f I am able to make improvements happen in my area of work.



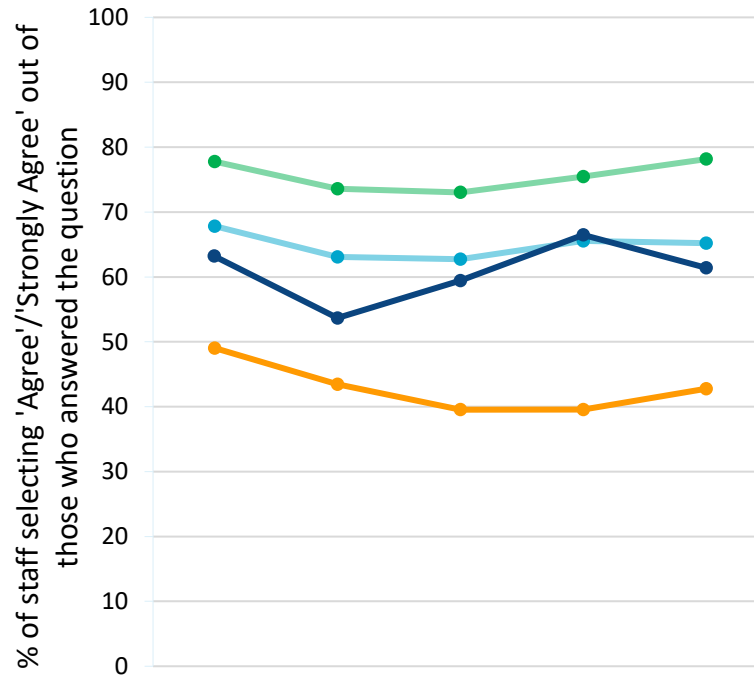
	2020	2021	2022	2023	2024
<b>Your org</b>	55.52%	51.27%	55.54%	58.38%	57.02%
<b>Best result</b>	68.92%	68.39%	69.17%	67.79%	66.22%
<b>Average result</b>	61.22%	58.96%	60.50%	61.35%	59.86%
<b>Worst result</b>	50.79%	51.26%	48.82%	52.39%	50.22%
Responses	1470	1595	2302	2008	2802



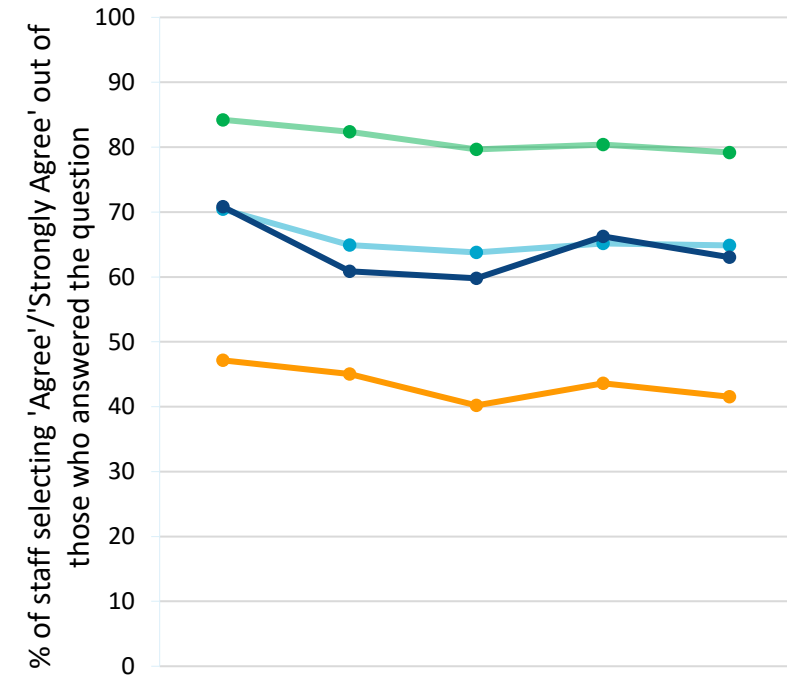
Q25a Care of patients / service users is my organisation's top priority.



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.



	2020	2021	2022	2023	2024
<b>Your org</b>	74.70%	68.84%	72.33%	74.44%	71.42%
<b>Best result</b>	87.93%	87.48%	86.93%	88.01%	88.84%
<b>Average result</b>	80.41%	78.52%	78.35%	79.50%	78.36%
<b>Worst result</b>	66.34%	64.99%	59.27%	64.13%	60.51%
Responses	1472	1595	2297	1999	2803

	2020	2021	2022	2023	2024
<b>Your org</b>	63.19%	53.67%	59.42%	66.47%	61.40%
<b>Best result</b>	77.76%	73.57%	73.02%	75.47%	78.15%
<b>Average result</b>	67.83%	63.10%	62.73%	65.57%	65.21%
<b>Worst result</b>	49.05%	43.47%	39.54%	39.56%	42.78%
Responses	1471	1592	2295	2000	2801

	2020	2021	2022	2023	2024
<b>Your org</b>	70.80%	60.87%	59.79%	66.26%	63.04%
<b>Best result</b>	84.21%	82.37%	79.63%	80.42%	79.18%
<b>Average result</b>	70.41%	64.93%	63.77%	65.13%	64.84%
<b>Worst result</b>	47.14%	45.06%	40.20%	43.61%	41.55%
Responses	1474	1591	2293	2000	2795

## Theme - Morale



### Questions included:

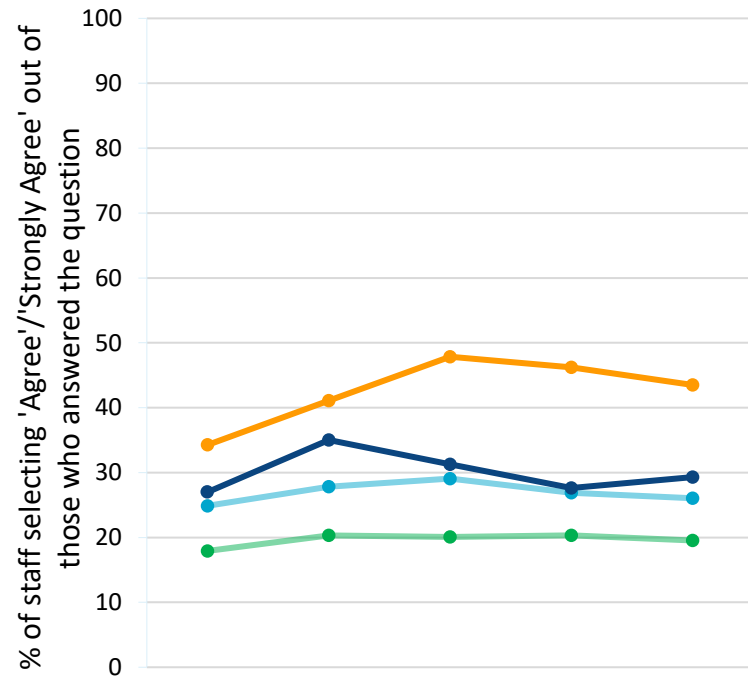
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

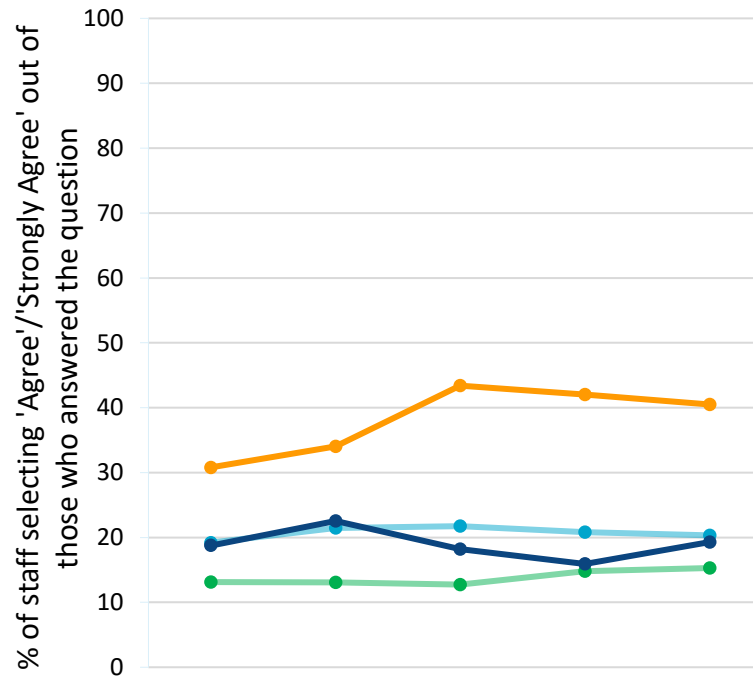


Q26a I often think about leaving this organisation.



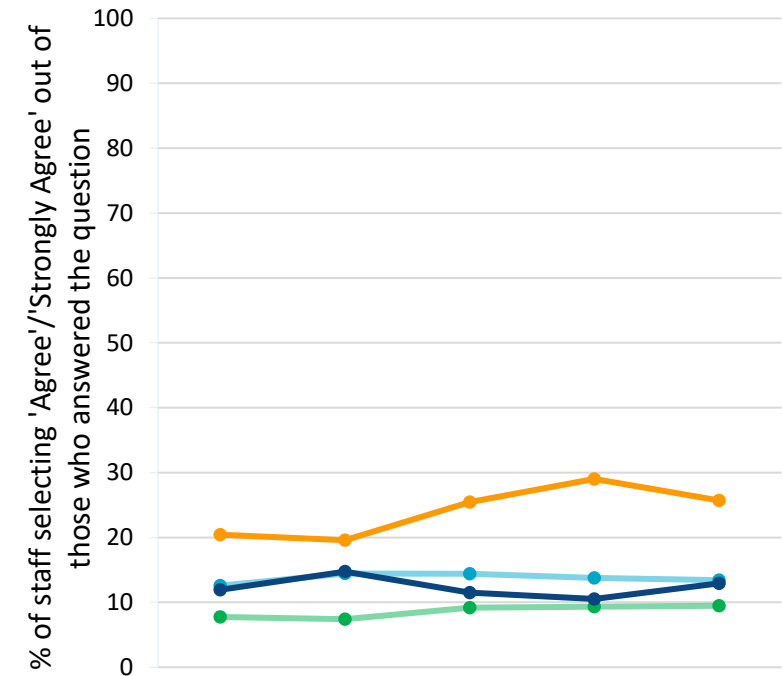
	2020	2021	2022	2023	2024
<b>Your org</b>	26.99%	35.02%	31.25%	27.61%	29.33%
<b>Best result</b>	17.92%	20.31%	20.10%	20.30%	19.52%
<b>Average result</b>	24.88%	27.84%	29.07%	26.89%	26.04%
<b>Worst result</b>	34.26%	41.07%	47.85%	46.24%	43.50%
Responses	1476	1594	2302	2007	2803

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



	2020	2021	2022	2023	2024
<b>Your org</b>	18.75%	22.54%	18.22%	15.91%	19.27%
<b>Best result</b>	13.13%	13.06%	12.74%	14.81%	15.29%
<b>Average result</b>	19.20%	21.44%	21.74%	20.81%	20.35%
<b>Worst result</b>	30.80%	34.04%	43.40%	42.04%	40.51%
Responses	1471	1592	2297	2003	2800

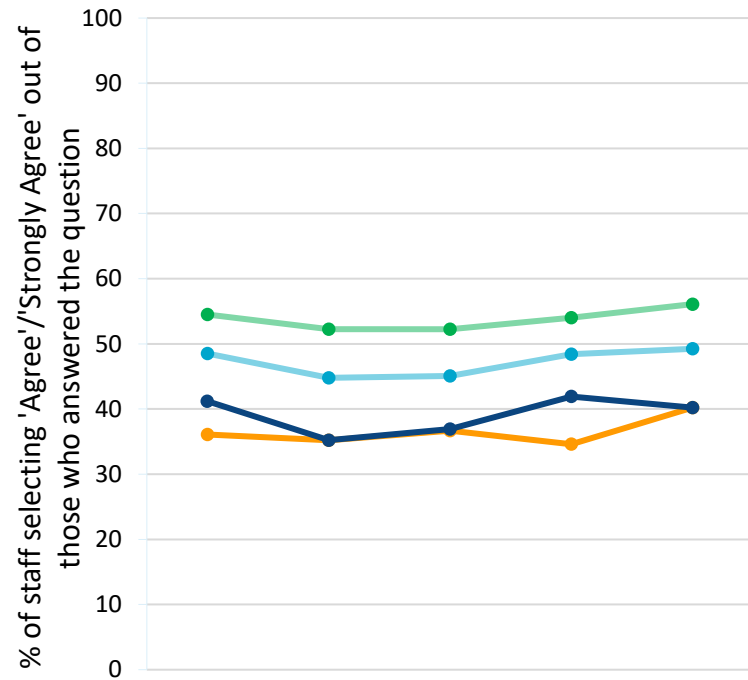
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	11.93%	14.73%	11.51%	10.52%	12.95%
<b>Best result</b>	7.77%	7.40%	9.18%	9.32%	9.47%
<b>Average result</b>	12.58%	14.44%	14.40%	13.77%	13.43%
<b>Worst result</b>	20.43%	19.58%	25.45%	29.02%	25.72%
Responses	1468	1583	2296	1997	2792

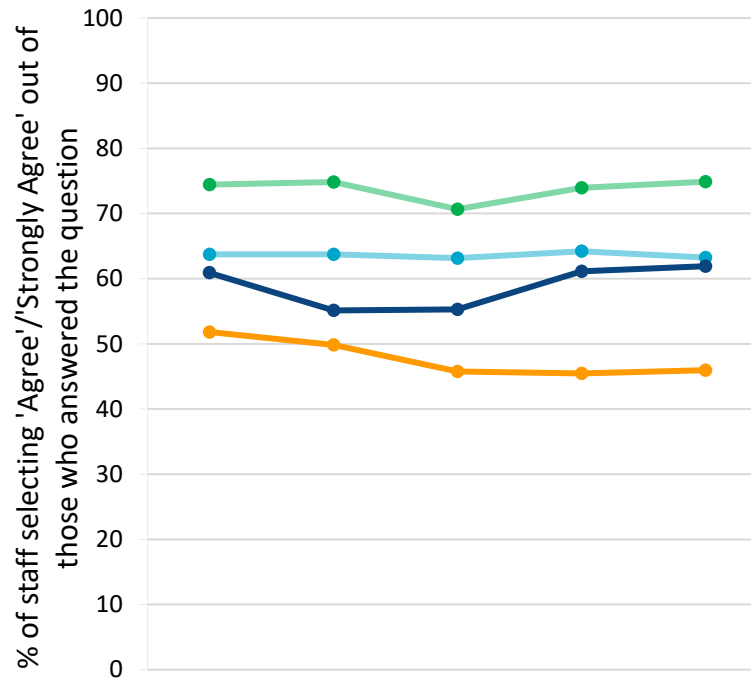


Q3g I am able to meet all the conflicting demands on my time at work.



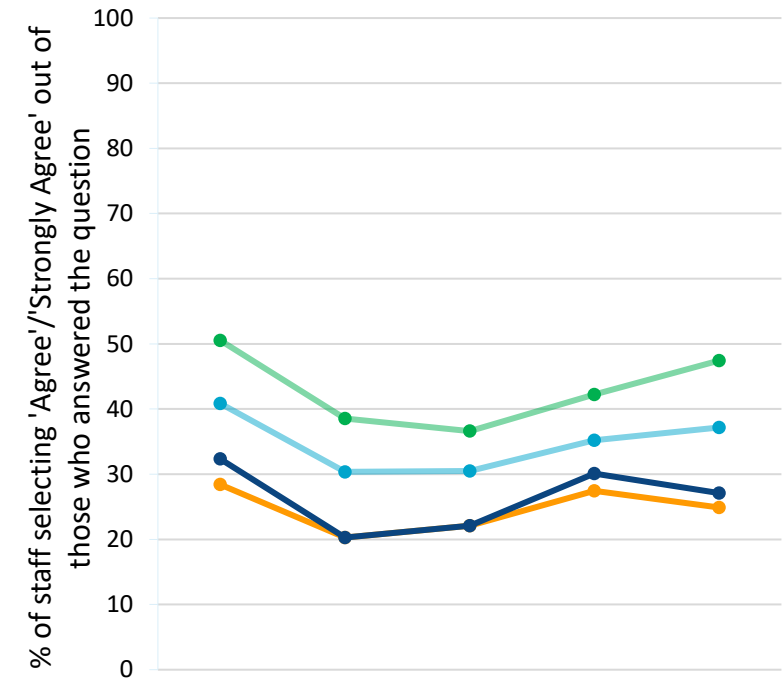
	2020	2021	2022	2023	2024
<b>Your org</b>	41.19%	35.22%	36.91%	41.91%	40.22%
<b>Best result</b>	54.53%	52.25%	52.26%	54.00%	56.10%
<b>Average result</b>	48.49%	44.79%	45.08%	48.39%	49.24%
<b>Worst result</b>	36.08%	35.22%	36.65%	34.60%	40.22%
Responses	1471	1593	2307	2004	2803

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



	2020	2021	2022	2023	2024
<b>Your org</b>	60.91%	55.13%	55.28%	61.13%	61.92%
<b>Best result</b>	74.46%	74.84%	70.66%	73.98%	74.89%
<b>Average result</b>	63.75%	63.75%	63.16%	64.21%	63.23%
<b>Worst result</b>	51.82%	49.83%	45.77%	45.47%	45.98%
Responses	1459	1586	2306	2009	2794

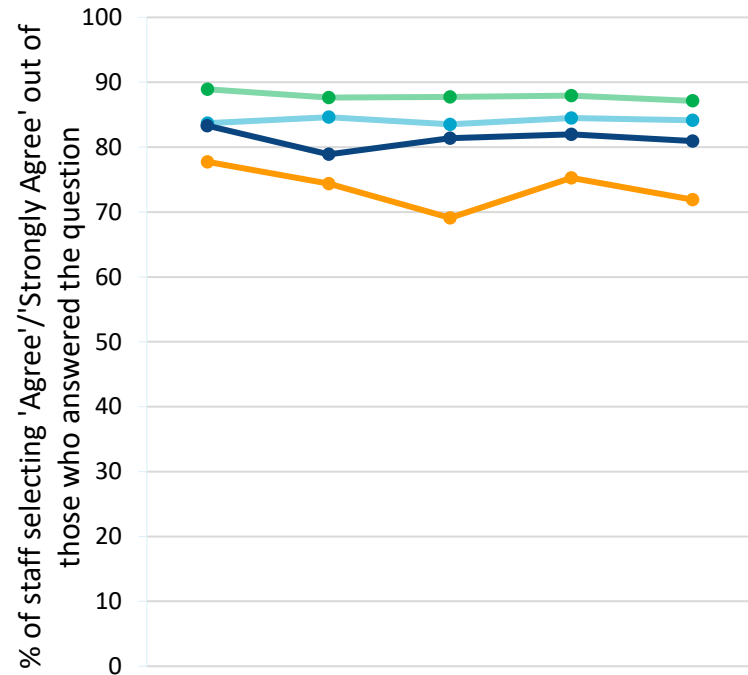
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	32.34%	20.28%	22.10%	30.10%	27.08%
<b>Best result</b>	50.54%	38.52%	36.61%	42.25%	47.43%
<b>Average result</b>	40.86%	30.37%	30.50%	35.21%	37.16%
<b>Worst result</b>	28.41%	20.28%	22.10%	27.43%	24.91%
Responses	1463	1595	2310	2012	2809

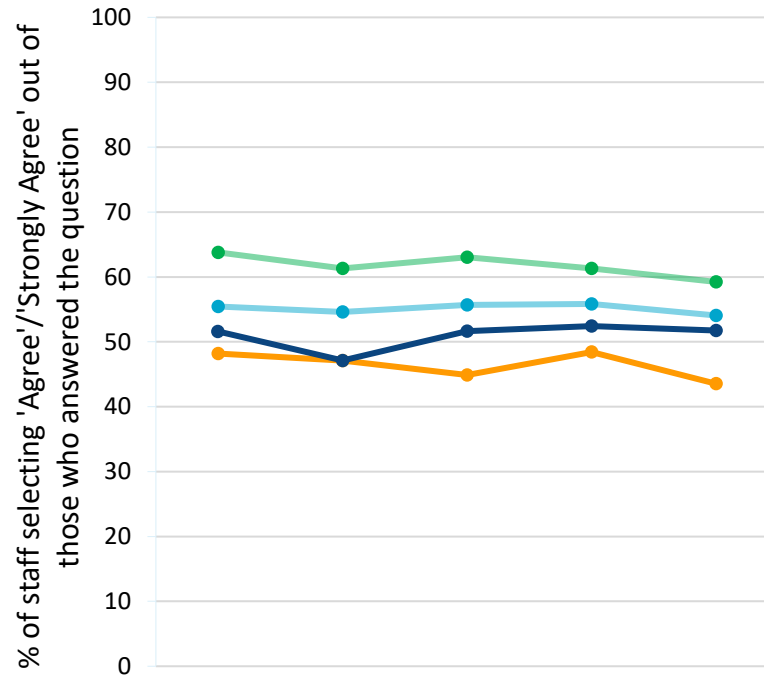


Q3a I always know what my work responsibilities are.



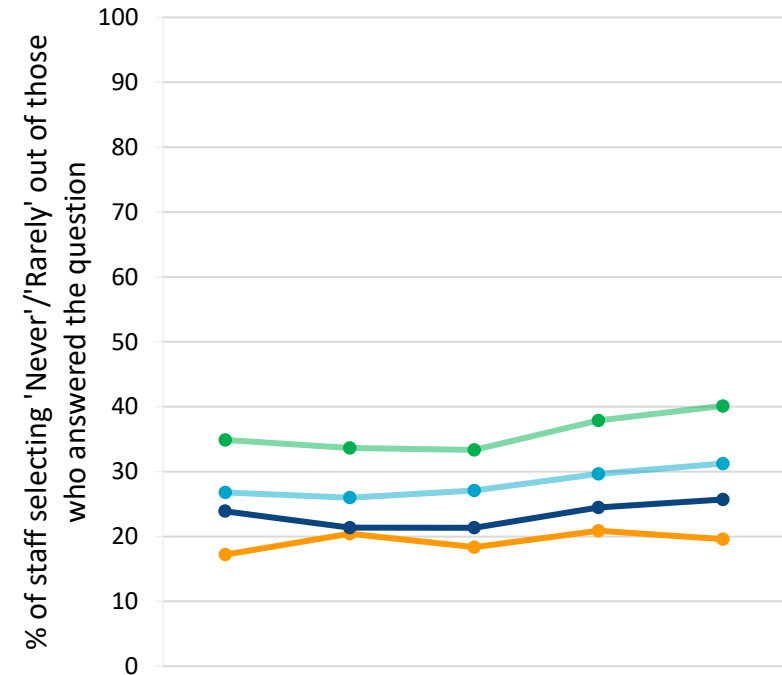
	2020	2021	2022	2023	2024
<b>Your org</b>	83.30%	78.89%	81.39%	81.98%	80.93%
<b>Best result</b>	88.92%	87.63%	87.74%	87.94%	87.13%
<b>Average result</b>	83.70%	84.61%	83.52%	84.49%	84.14%
<b>Worst result</b>	77.73%	74.36%	69.10%	75.26%	71.93%
Responses	1469	1599	2309	2014	2807

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



	2020	2021	2022	2023	2024
<b>Your org</b>	51.59%	47.12%	51.64%	52.42%	51.73%
<b>Best result</b>	63.78%	61.31%	63.06%	61.30%	59.23%
<b>Average result</b>	55.45%	54.62%	55.67%	55.83%	54.06%
<b>Worst result</b>	48.18%	47.12%	44.88%	48.42%	43.54%
Responses	1473	1598	2304	2012	2799

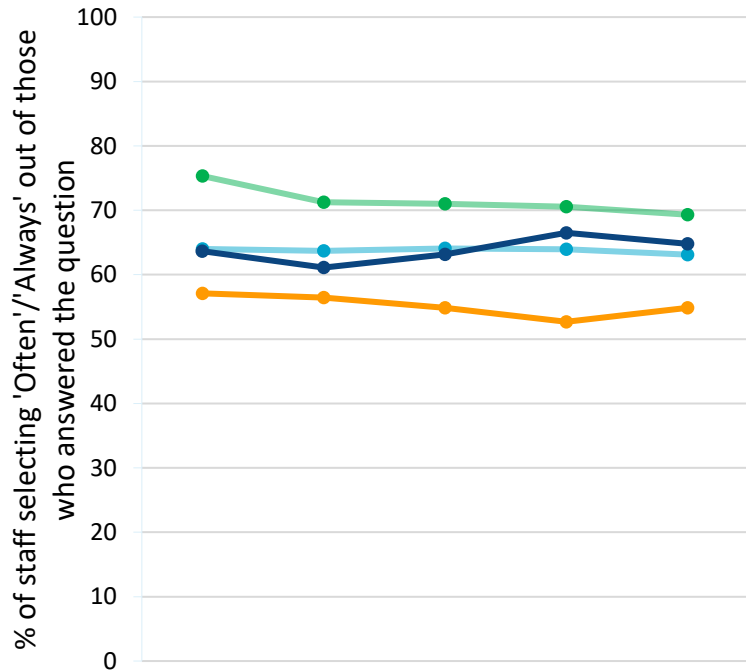
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	23.90%	21.38%	21.34%	24.45%	25.70%
<b>Best result</b>	34.87%	33.62%	33.34%	37.88%	40.12%
<b>Average result</b>	26.78%	25.98%	27.11%	29.67%	31.24%
<b>Worst result</b>	17.20%	20.41%	18.34%	20.88%	19.58%
Responses	1467	1590	2306	2012	2806

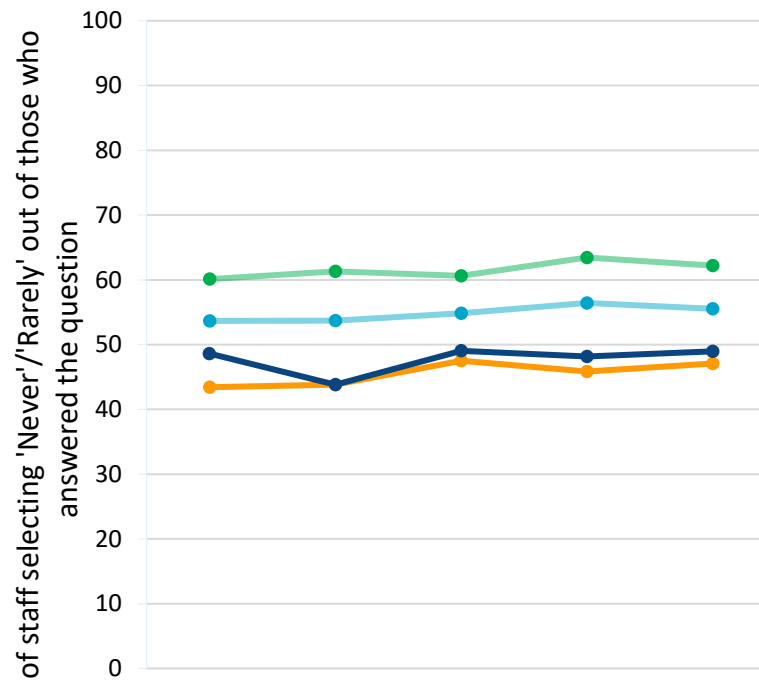


Q5b I have a choice in deciding how to do my work.



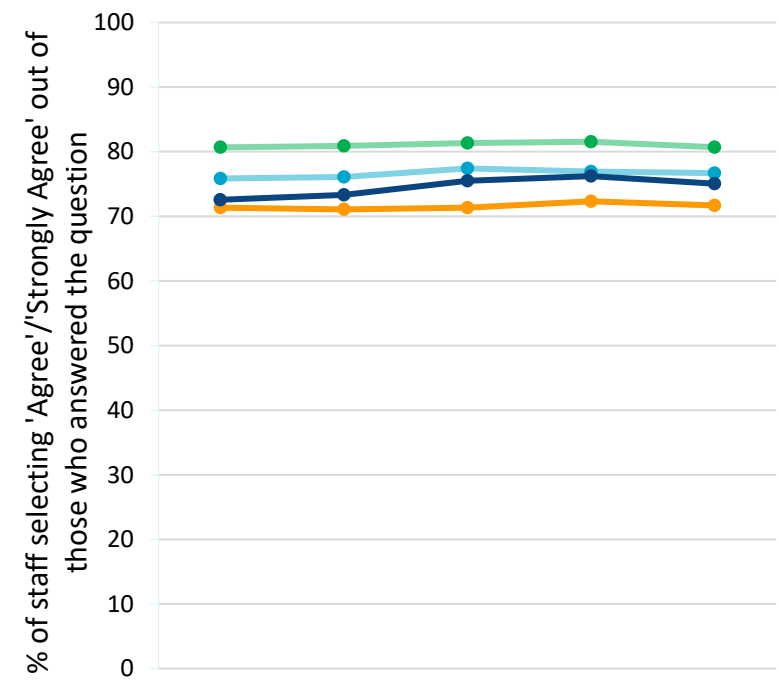
	2020	2021	2022	2023	2024
<b>Your org</b>	63.63%	61.10%	63.17%	66.50%	64.77%
<b>Best result</b>	75.32%	71.25%	71.00%	70.53%	69.31%
<b>Average result</b>	64.00%	63.70%	64.07%	63.94%	63.11%
<b>Worst result</b>	57.10%	56.45%	54.86%	52.68%	54.86%
Responses	1464	1584	2304	2006	2796

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
<b>Your org</b>	48.60%	43.81%	49.04%	48.16%	48.95%
<b>Best result</b>	60.11%	61.31%	60.61%	63.45%	62.20%
<b>Average result</b>	53.67%	53.70%	54.84%	56.44%	55.54%
<b>Worst result</b>	43.43%	43.81%	47.51%	45.84%	47.11%
Responses	1463	1587	2307	2010	2805

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

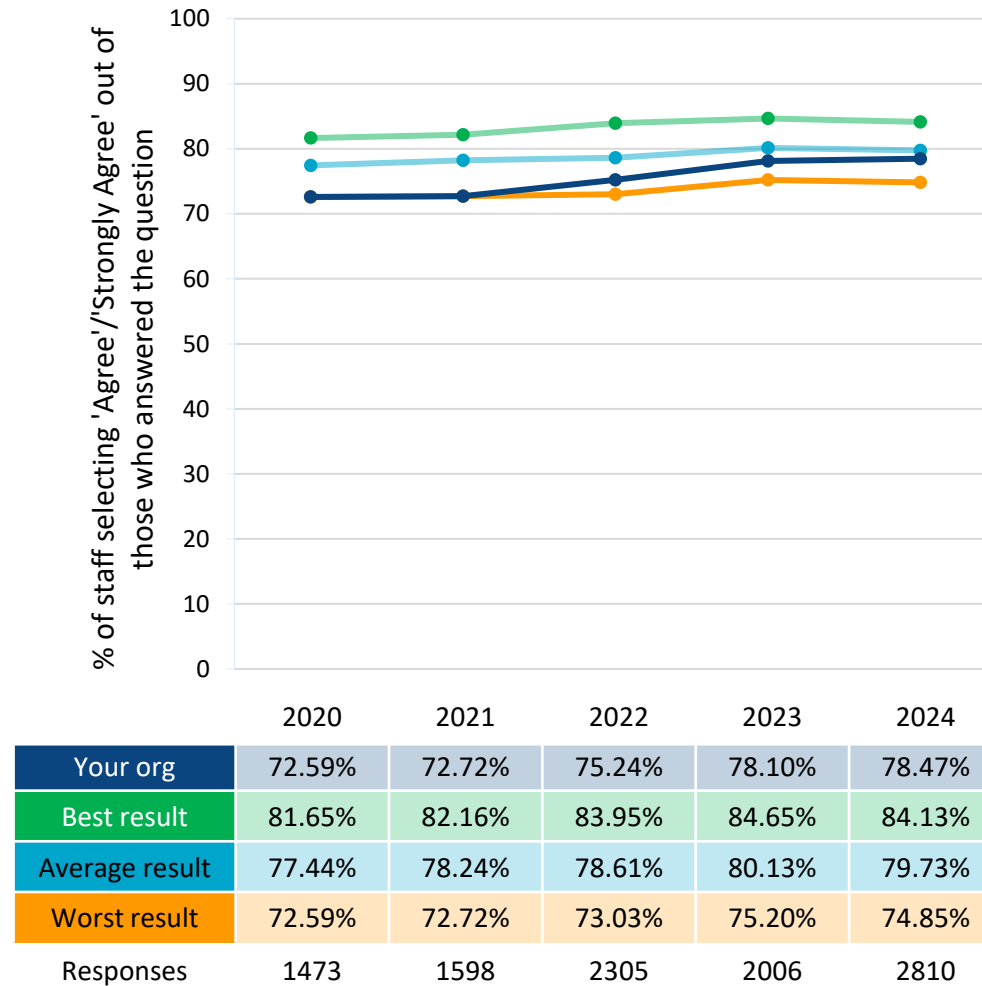


	2020	2021	2022	2023	2024
<b>Your org</b>	72.56%	73.33%	75.51%	76.23%	75.07%
<b>Best result</b>	80.68%	80.91%	81.34%	81.54%	80.72%
<b>Average result</b>	75.86%	76.07%	77.42%	76.92%	76.71%
<b>Worst result</b>	71.34%	71.07%	71.34%	72.33%	71.68%
Responses	1469	1595	2307	2008	2809





Q9a My immediate manager encourages me at work.



## Questions not linked to People Promise elements or themes

Questions included:\*

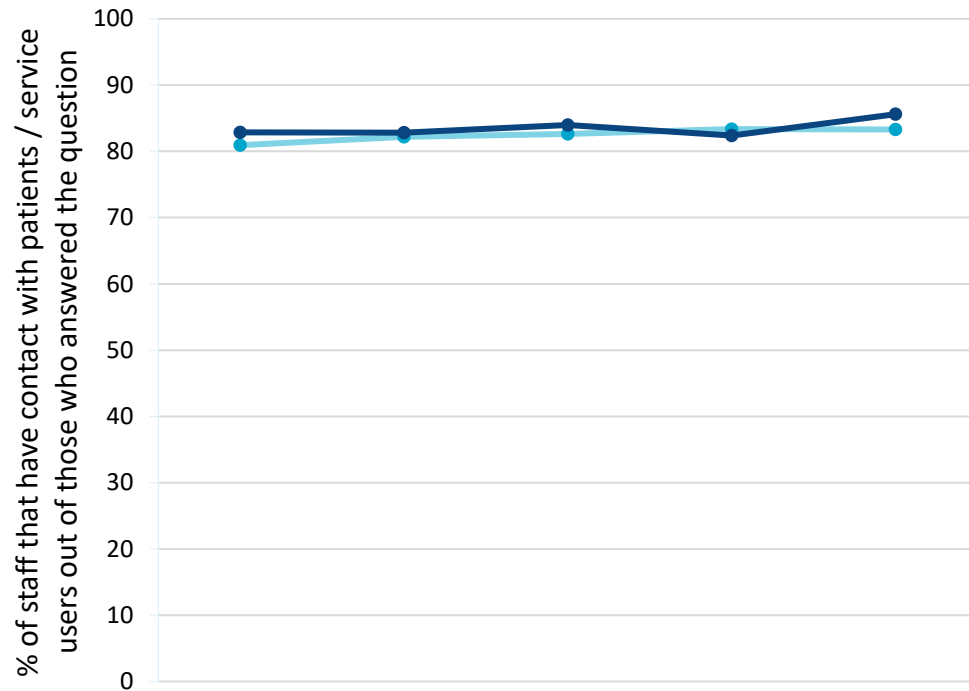
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

\*The results for Q17a, Q17b and Q22 are reported in the section for People Promise element 4: We are safe and healthy. The results for Q24f are reported in the section for People Promise element 5: We are always learning. 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?

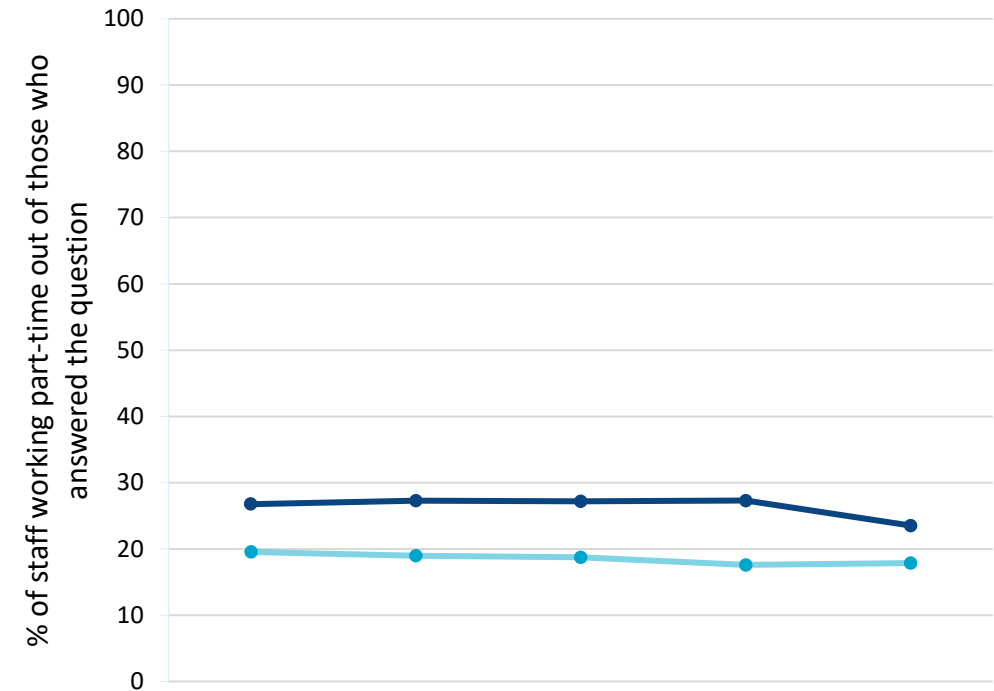


2020 2021 2022 2023 2024

Your org	82.86%	82.84%	84.00%	82.39%	85.61%
Average	80.93%	82.21%	82.64%	83.36%	83.33%

Responses 1470 1591 2306 2004 2800

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



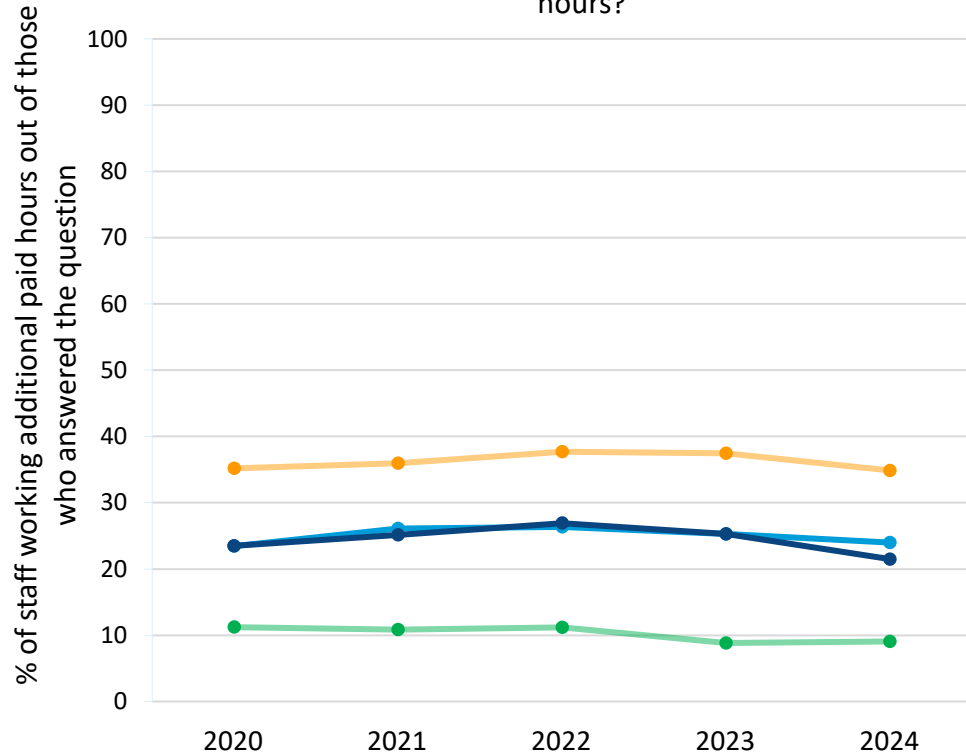
2020 2021 2022 2023 2024

Your org	26.76%	27.27%	27.18%	27.31%	23.53%
Average	19.54%	18.96%	18.74%	17.59%	17.87%

Responses 1364 1489 2226 1963 2605



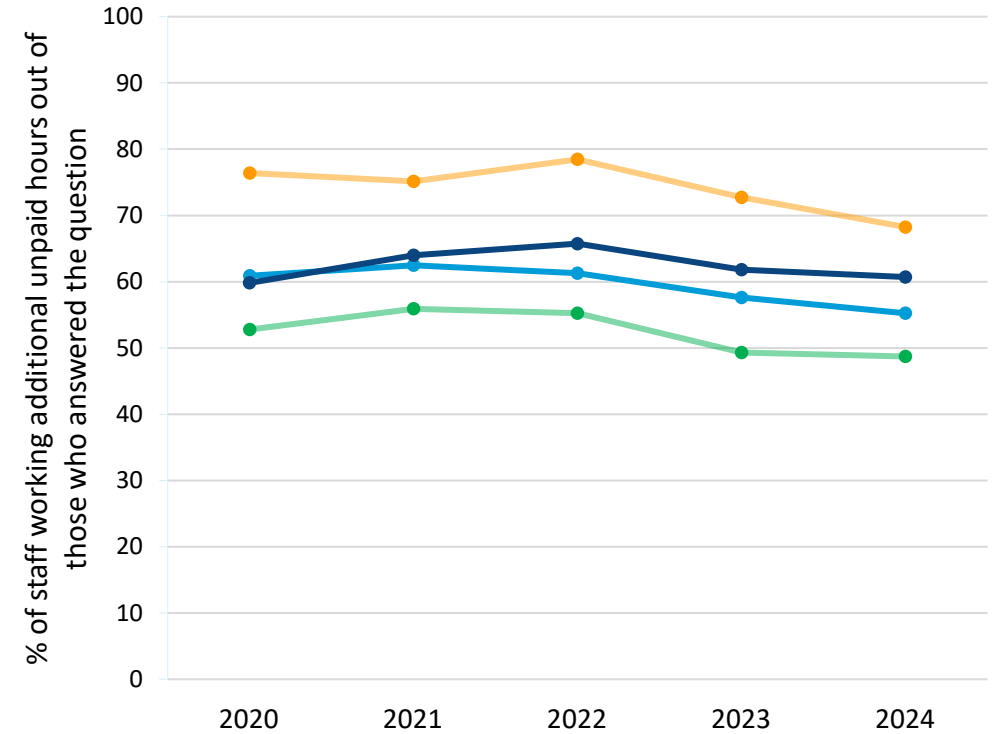
Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
Your org	23.48%	25.16%	26.91%	25.29%	21.49%
Lowest	11.22%	10.83%	11.18%	8.83%	9.08%
Average	23.45%	26.10%	26.35%	25.29%	23.97%
Highest	35.17%	35.97%	37.70%	37.47%	34.87%

Responses 1415 1549 2214 1945 2711

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

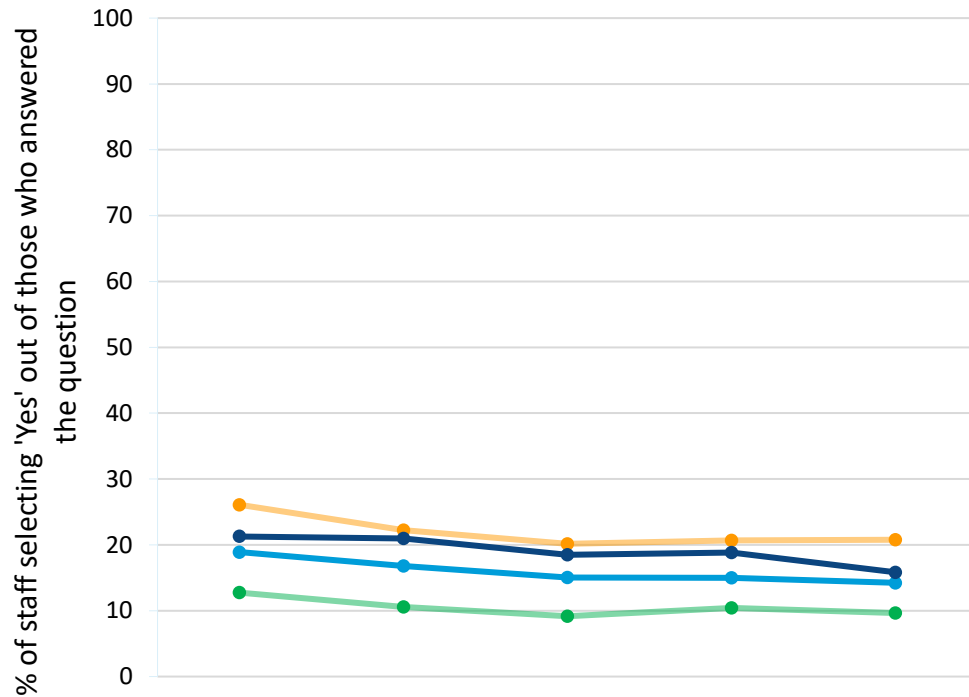


	2020	2021	2022	2023	2024
Your org	59.83%	63.98%	65.75%	61.83%	60.72%
Lowest	52.80%	55.90%	55.26%	49.32%	48.71%
Average	60.91%	62.48%	61.27%	57.61%	55.23%
Highest	76.40%	75.15%	78.46%	72.74%	68.25%

Responses 1439 1572 2243 1957 2742

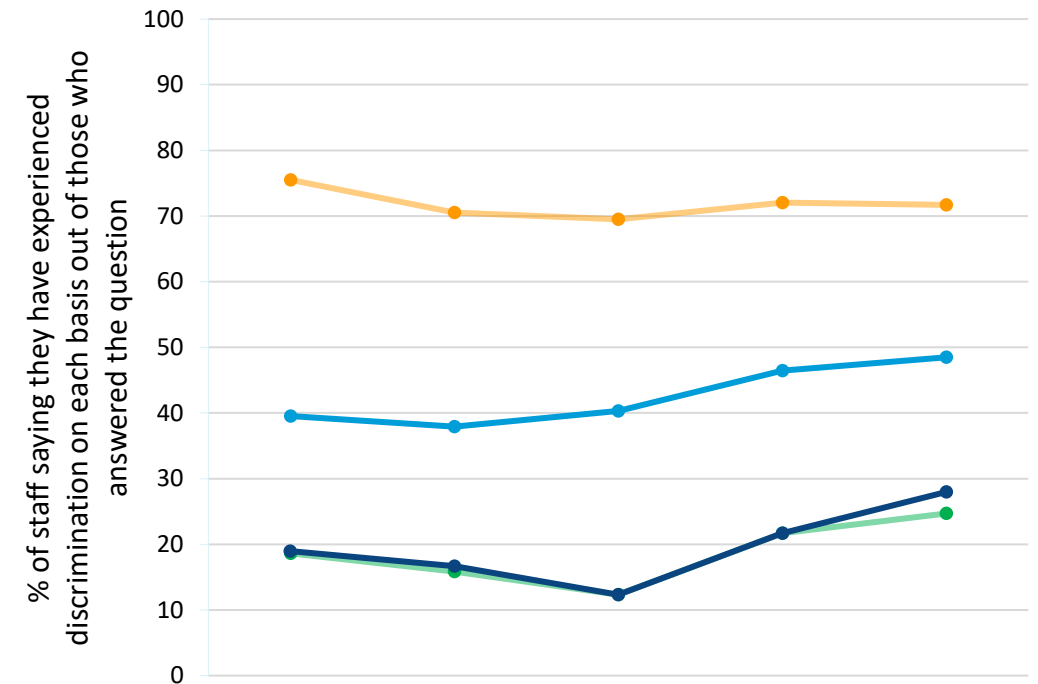


Q11e\* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
<b>Your org</b>	21.27%	20.96%	18.50%	18.81%	15.84%
<b>Best result</b>	12.75%	10.58%	9.16%	10.43%	9.66%
<b>Average result</b>	18.90%	16.80%	15.02%	14.99%	14.24%
<b>Worst result</b>	26.09%	22.24%	20.16%	20.66%	20.78%
Responses	721	890	1257	968	1613

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

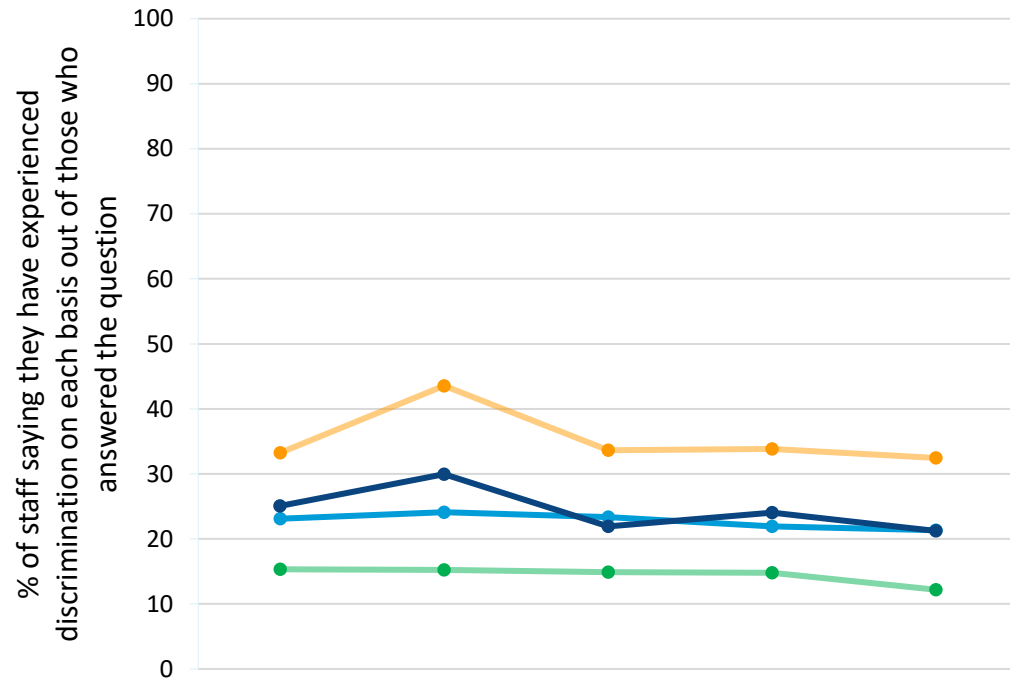


	2020	2021	2022	2023	2024
<b>Your org</b>	18.94%	16.67%	12.32%	21.69%	27.97%
<b>Best result</b>	18.60%	15.83%	12.32%	21.69%	24.69%
<b>Average result</b>	39.55%	37.92%	40.31%	46.46%	48.48%
<b>Worst result</b>	75.51%	70.53%	69.50%	72.04%	71.71%
Responses	145	168	238	204	279

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



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

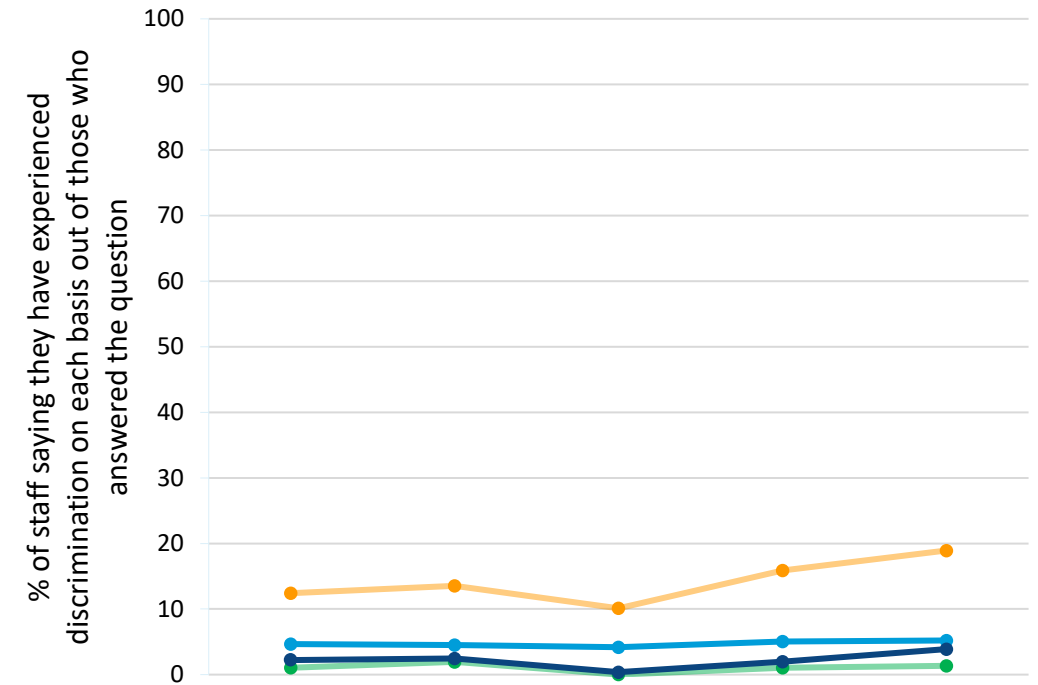


2020 2021 2022 2023 2024

Your org	25.06%	29.95%	21.92%	24.02%	21.22%
Best result	15.33%	15.24%	14.91%	14.77%	12.19%
Average result	23.09%	24.11%	23.35%	21.91%	21.34%
Worst result	33.24%	43.55%	33.63%	33.83%	32.45%

Responses 145 168 238 204 279

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



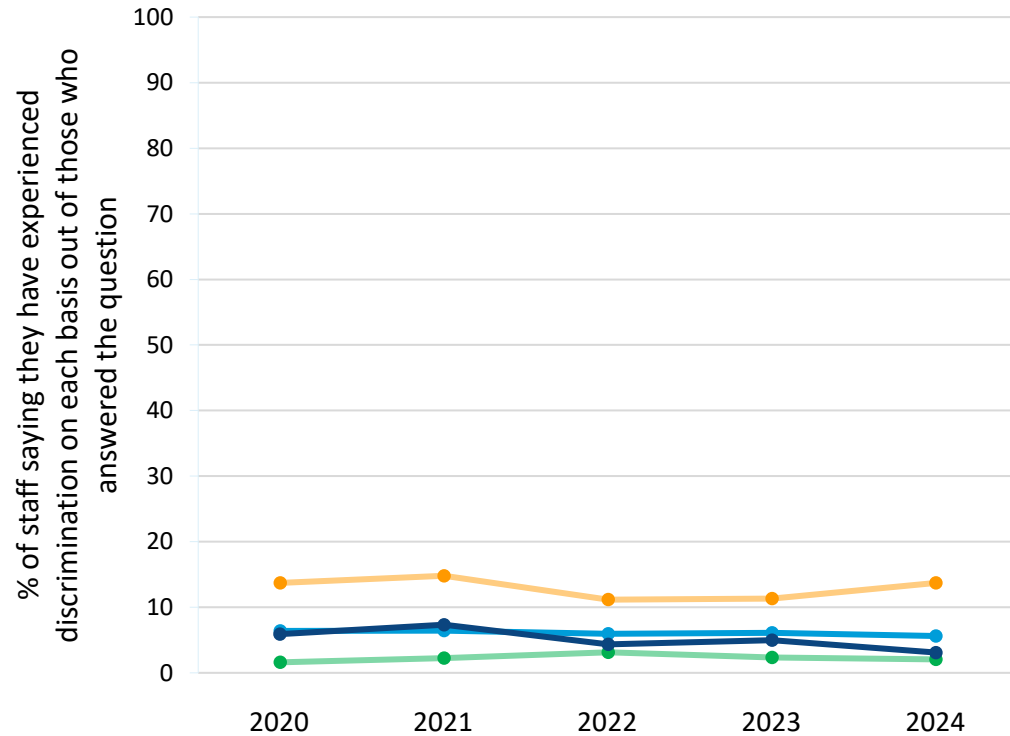
2020 2021 2022 2023 2024

Your org	2.22%	2.45%	0.38%	1.98%	3.89%
Best result	1.07%	1.94%	0.00%	1.04%	1.32%
Average result	4.66%	4.49%	4.18%	5.06%	5.20%
Worst result	12.41%	13.52%	10.11%	15.87%	18.93%

Responses 145 168 238 204 279

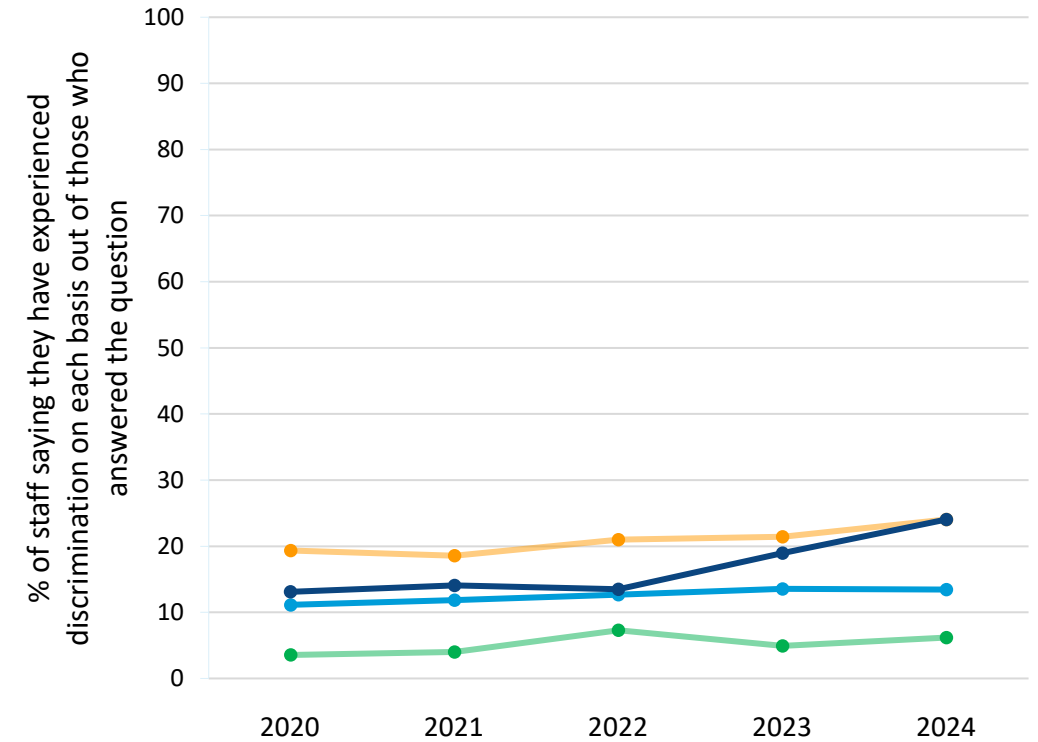


Q16c.4 On what grounds have you experienced discrimination?  
– Sexual orientation.



	2020	2021	2022	2023	2024
<b>Your org</b>	5.88%	7.34%	4.35%	4.96%	3.10%
<b>Best result</b>	1.60%	2.23%	3.13%	2.33%	2.07%
<b>Average result</b>	6.41%	6.43%	5.96%	6.10%	5.62%
<b>Worst result</b>	13.73%	14.80%	11.16%	11.31%	13.69%
Responses	145	168	238	204	279

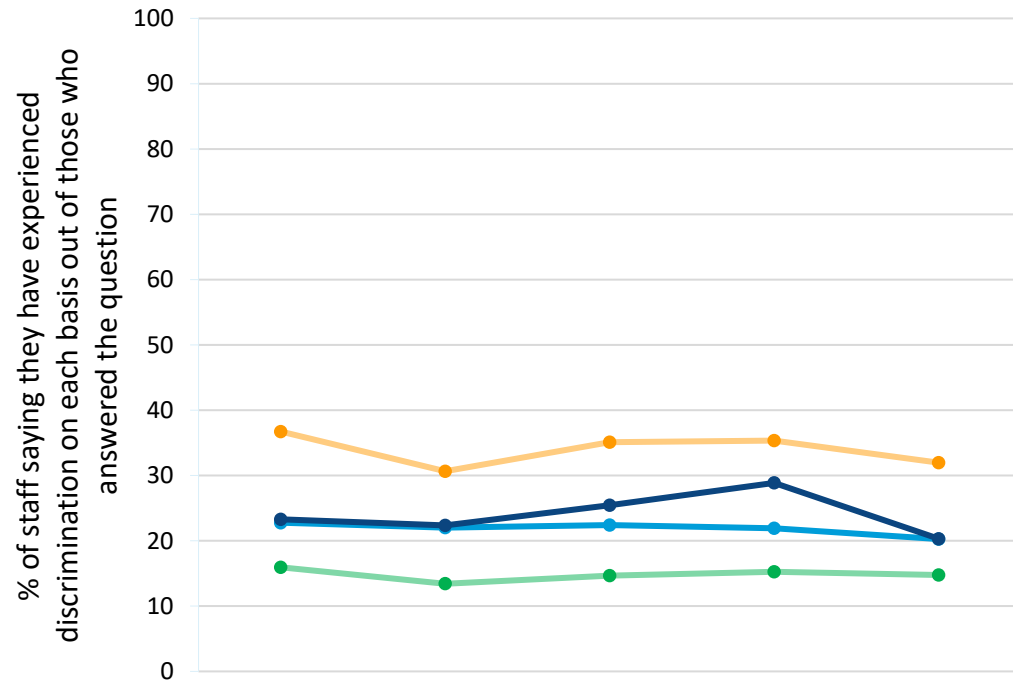
Q16c.5 On what grounds have you experienced discrimination?  
– Disability.



	2020	2021	2022	2023	2024
<b>Your org</b>	13.10%	14.06%	13.49%	18.96%	24.05%
<b>Best result</b>	3.56%	4.02%	7.29%	4.94%	6.17%
<b>Average result</b>	11.14%	11.86%	12.69%	13.56%	13.43%
<b>Worst result</b>	19.33%	18.56%	20.98%	21.45%	24.05%
Responses	145	168	238	204	279



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

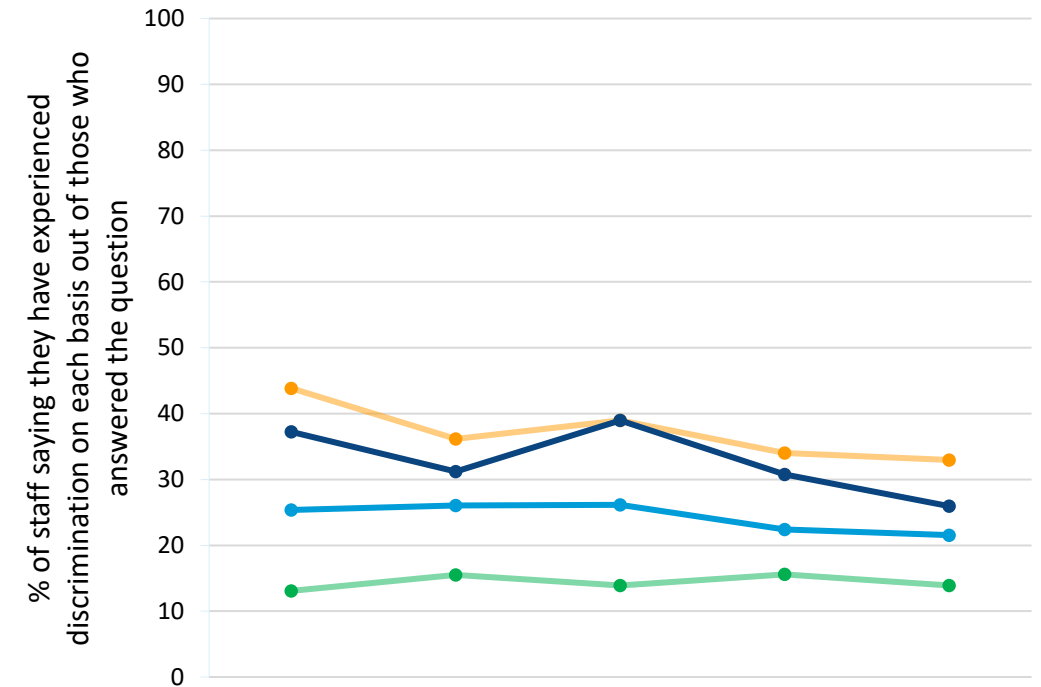


2020 2021 2022 2023 2024

Your org	23.27%	22.38%	25.46%	28.87%	20.31%
Best result	15.94%	13.42%	14.64%	15.26%	14.74%
Average result	22.77%	22.01%	22.39%	21.91%	20.27%
Worst result	36.73%	30.65%	35.11%	35.36%	31.97%

Responses 145 168 238 204 279

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



2020 2021 2022 2023 2024

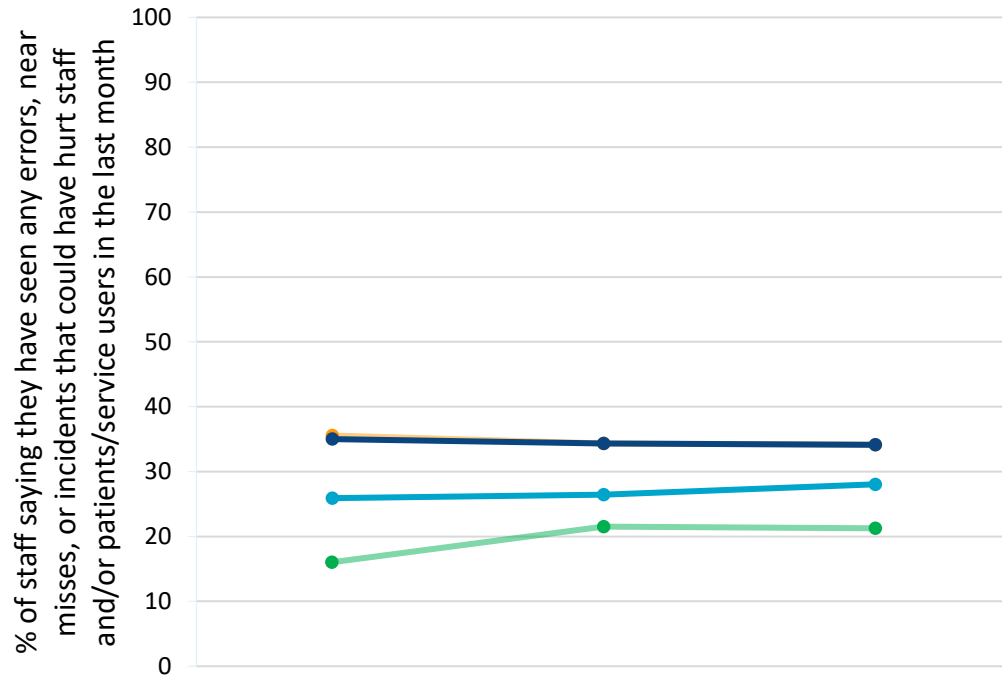
Your org	37.22%	31.22%	38.96%	30.77%	25.95%
Best result	13.09%	15.49%	13.89%	15.58%	13.91%
Average result	25.36%	26.06%	26.15%	22.43%	21.55%
Worst result	43.85%	36.14%	38.96%	34.02%	32.97%

Responses 145 168 238 204 279





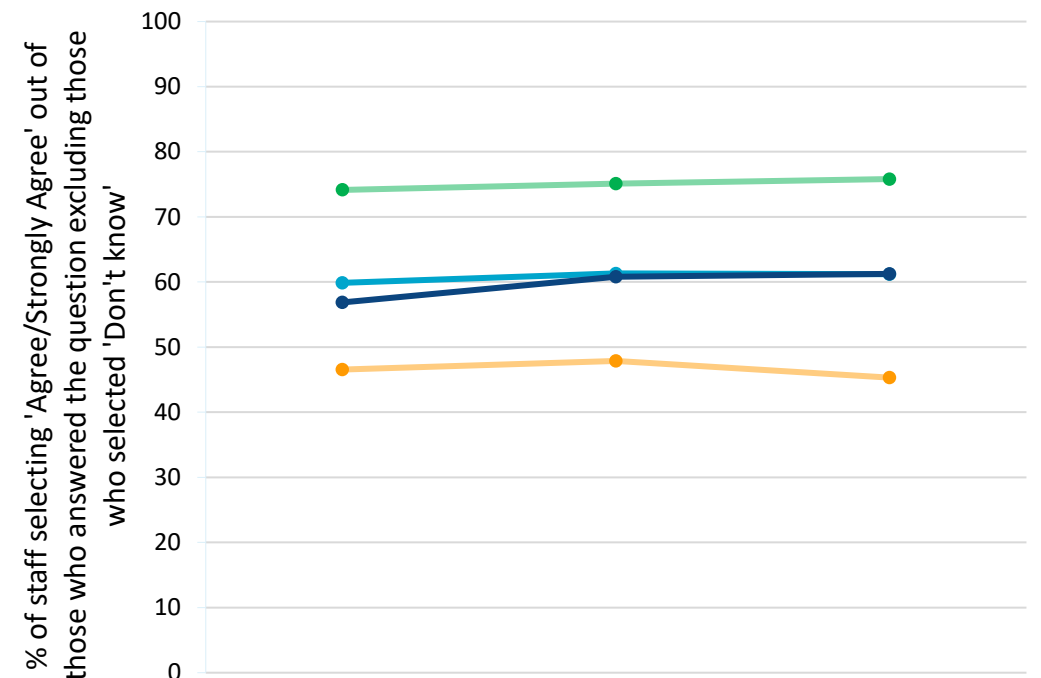
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



	2022	2023	2024
<b>Your org</b>	35.00%	34.34%	34.13%
<b>Best result</b>	16.03%	21.52%	21.25%
<b>Average result</b>	25.91%	26.45%	28.04%
<b>Worst result</b>	35.56%	34.34%	34.15%

Responses 2296 1992 2755

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

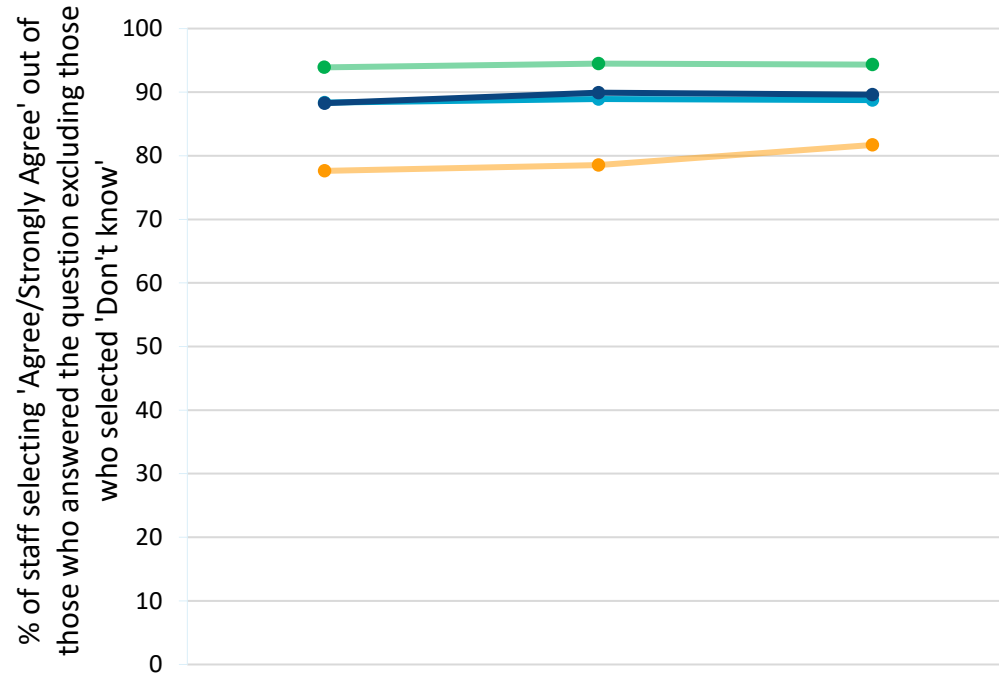


	2022	2023	2024
<b>Your org</b>	56.87%	60.78%	61.25%
<b>Best result</b>	74.14%	75.10%	75.81%
<b>Average result</b>	59.87%	61.32%	61.20%
<b>Worst result</b>	46.54%	47.88%	45.31%

Responses 1697 1527 2095

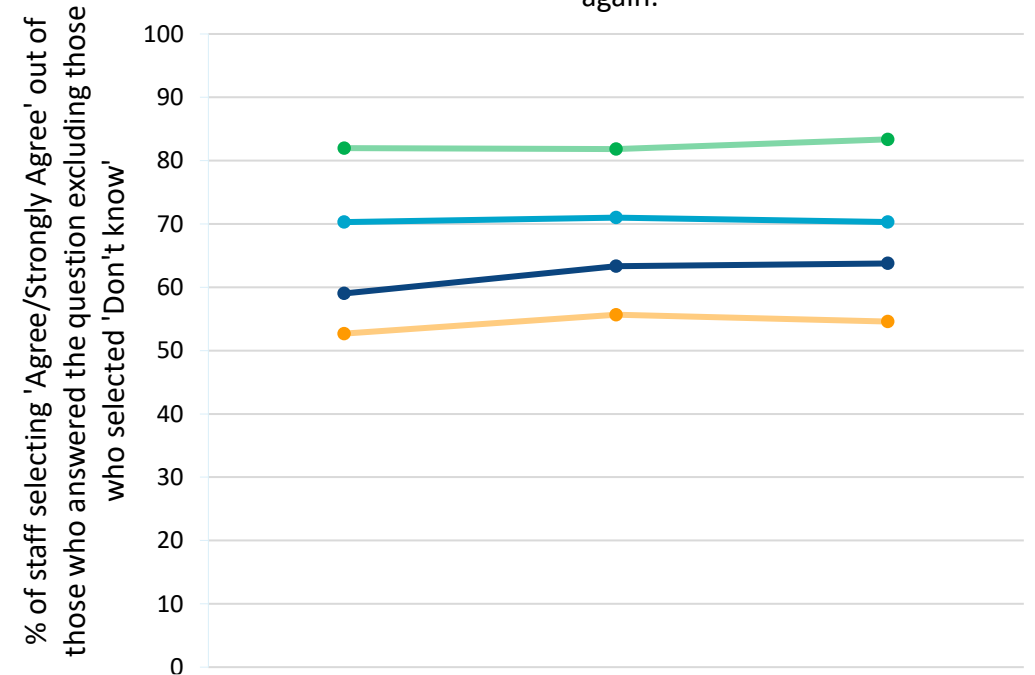


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
<b>Your org</b>	88.27%	89.92%	89.61%
<b>Best result</b>	93.89%	94.49%	94.35%
<b>Average result</b>	88.35%	88.92%	88.76%
<b>Worst result</b>	77.62%	78.55%	81.70%
Responses	2234	1948	2712

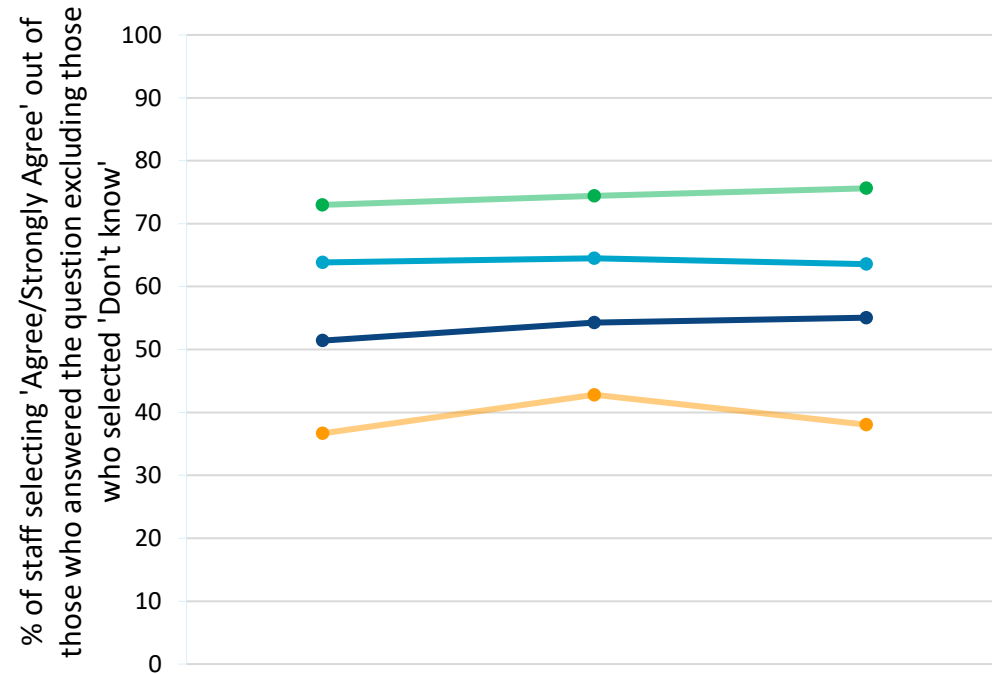
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



	2022	2023	2024
<b>Your org</b>	59.02%	63.35%	63.76%
<b>Best result</b>	81.97%	81.82%	83.36%
<b>Average result</b>	70.29%	71.00%	70.32%
<b>Worst result</b>	52.68%	55.67%	54.56%
Responses	1946	1712	2388



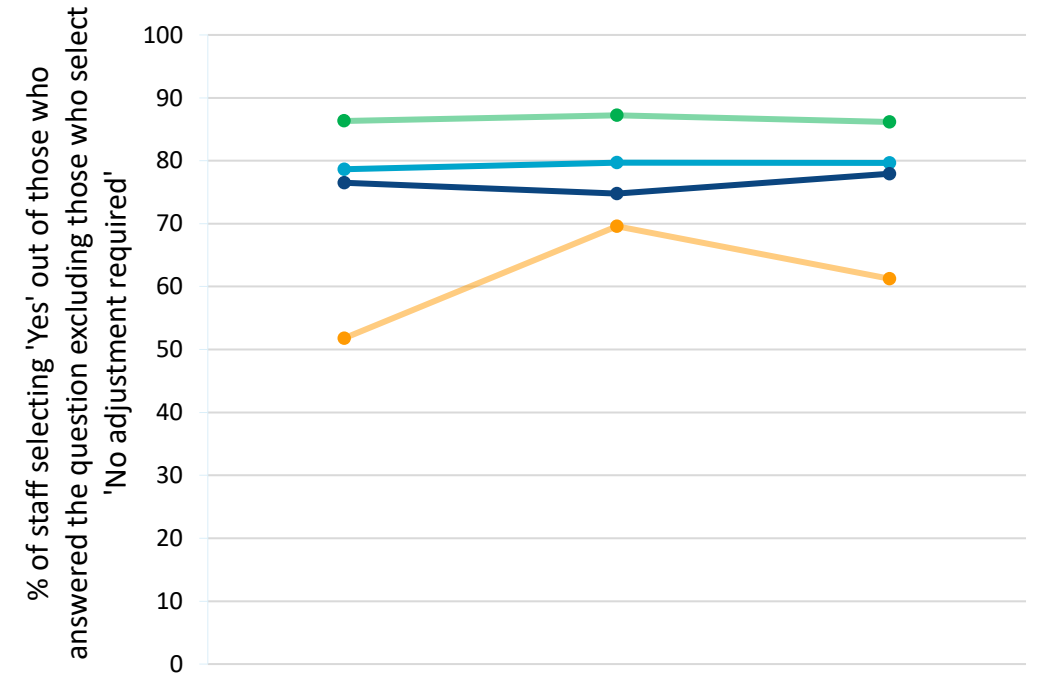
Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.



	2022	2023	2024
Your org	51.41%	54.28%	55.06%
Best result	72.99%	74.40%	75.62%
Average result	63.85%	64.50%	63.56%
Worst result	36.67%	42.81%	38.05%

Responses 2018 1754 2458

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

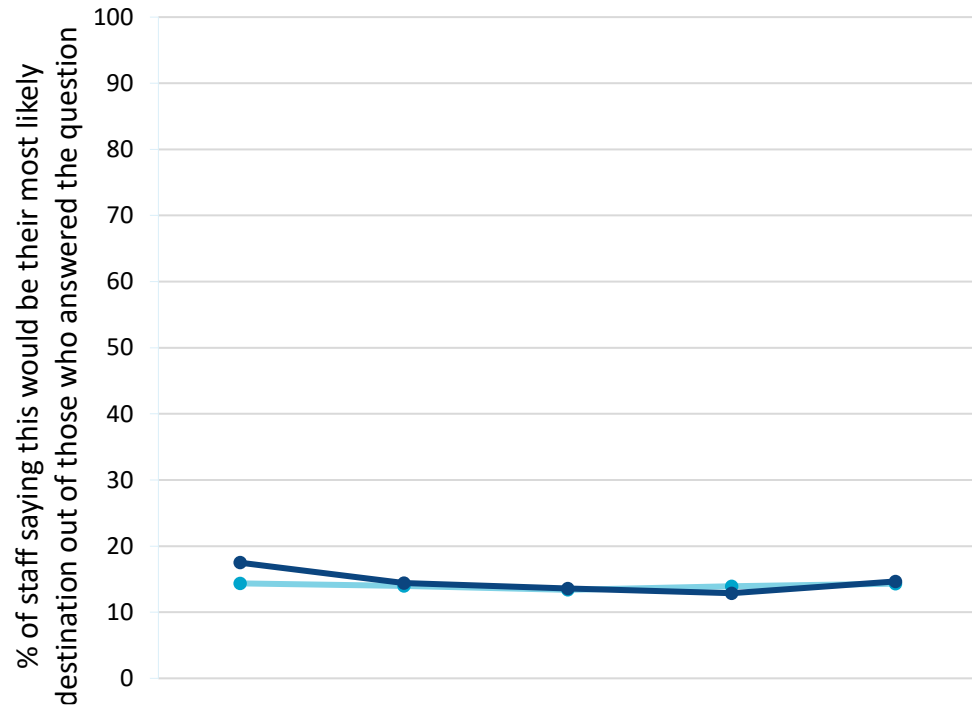


	2022	2023	2024
Your org	76.48%	74.79%	77.94%
Best result	86.33%	87.22%	86.17%
Average result	78.65%	79.70%	79.65%
Worst result	51.80%	69.59%	61.23%

Responses 375 345 506



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.

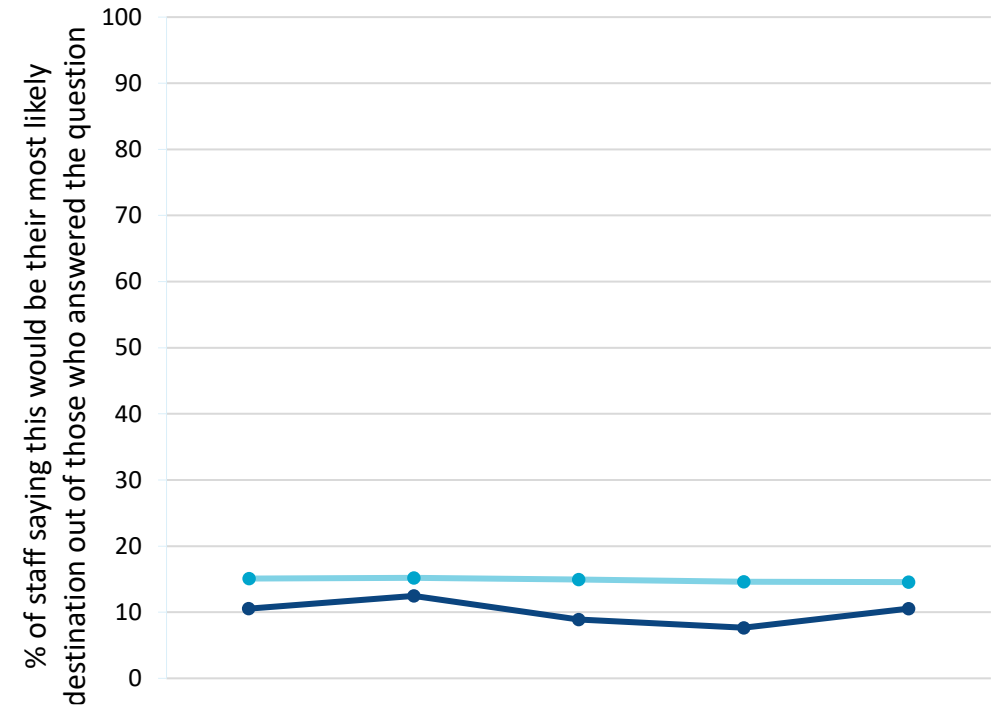


2020 2021 2022 2023 2024

Your org	17.49%	14.39%	13.60%	12.88%	14.66%
Average	14.36%	13.95%	13.38%	13.92%	14.31%

Responses 1321 1452 2014 1763 2558

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.



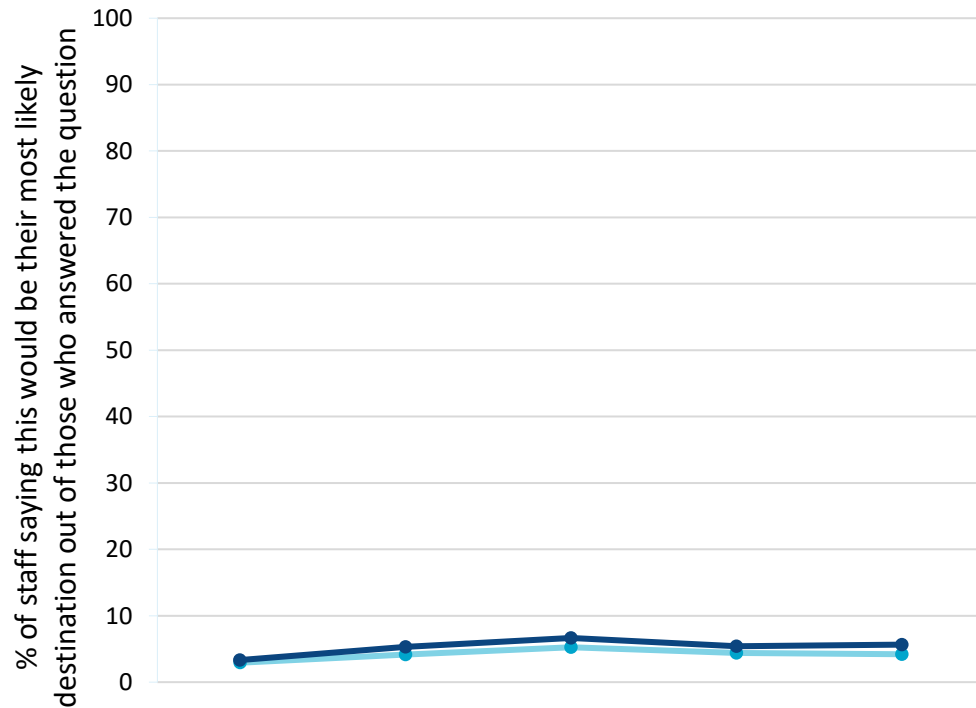
2020 2021 2022 2023 2024

Your org	10.52%	12.47%	8.89%	7.66%	10.56%
Average	15.08%	15.20%	14.94%	14.63%	14.55%

Responses 1321 1452 2014 1763 2558



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.

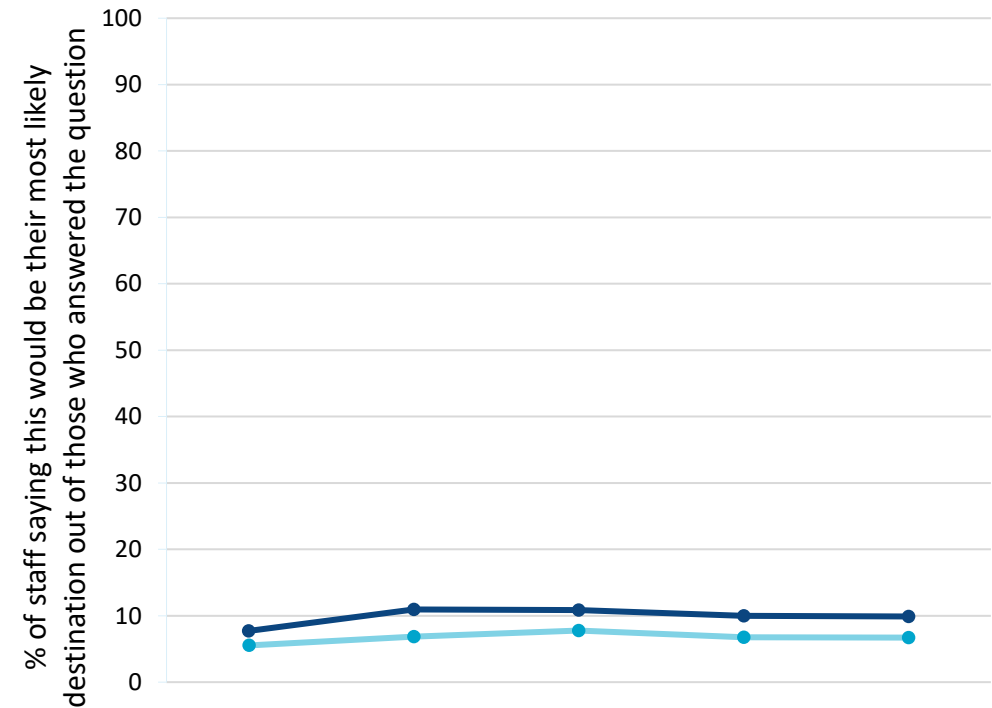


2020 2021 2022 2023 2024

Your org	3.33%	5.30%	6.65%	5.39%	5.63%
Average	2.93%	4.17%	5.26%	4.39%	4.23%

Responses 1321 1452 2014 1763 2558

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.



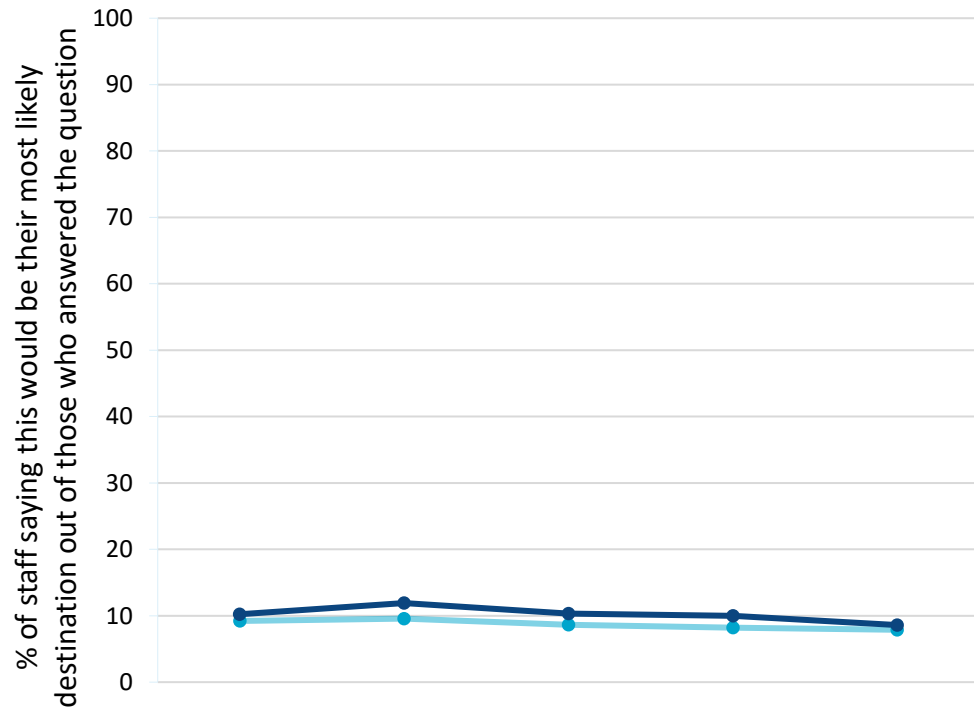
2020 2021 2022 2023 2024

Your org	7.72%	10.95%	10.87%	9.98%	9.89%
Average	5.53%	6.83%	7.77%	6.78%	6.70%

Responses 1321 1452 2014 1763 2558



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.

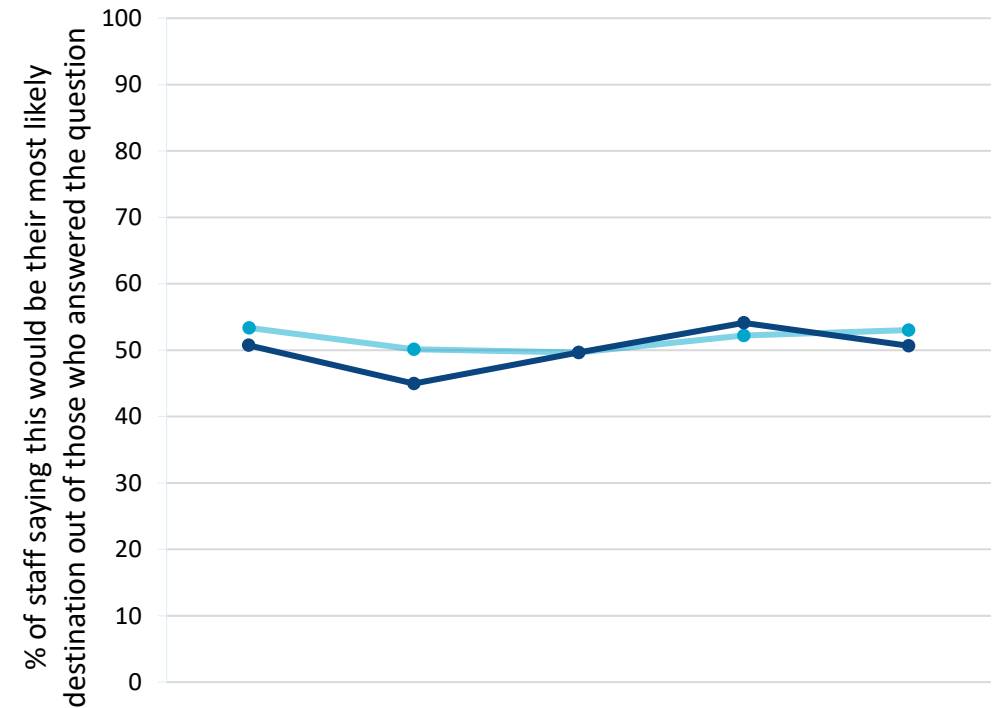


2020 2021 2022 2023 2024

Your org	10.22%	11.91%	10.33%	9.98%	8.60%
Average	9.24%	9.57%	8.64%	8.18%	7.89%

Responses 1321 1452 2014 1763 2558

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.



2020 2021 2022 2023 2024

Your org	50.72%	44.97%	49.65%	54.11%	50.66%
Average	53.36%	50.12%	49.65%	52.22%	53.01%

Responses 1321 1452 2014 1763 2558

## 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 2020-2024 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 metrics used in the Workforce Disability Equality Standard (WDES). It includes the 2020-2024 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 changed 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
<b>For each of the following indicators, compare the outcomes of the responses for white staff and staff from all other ethnic groups combined</b>		
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)

Metric	Qu No	Workforce Disability Equality Standard
<b>For each of the following metrics, compare the responses for staff with a LTC* or illness vs staff without a LTC or illness</b>		
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)

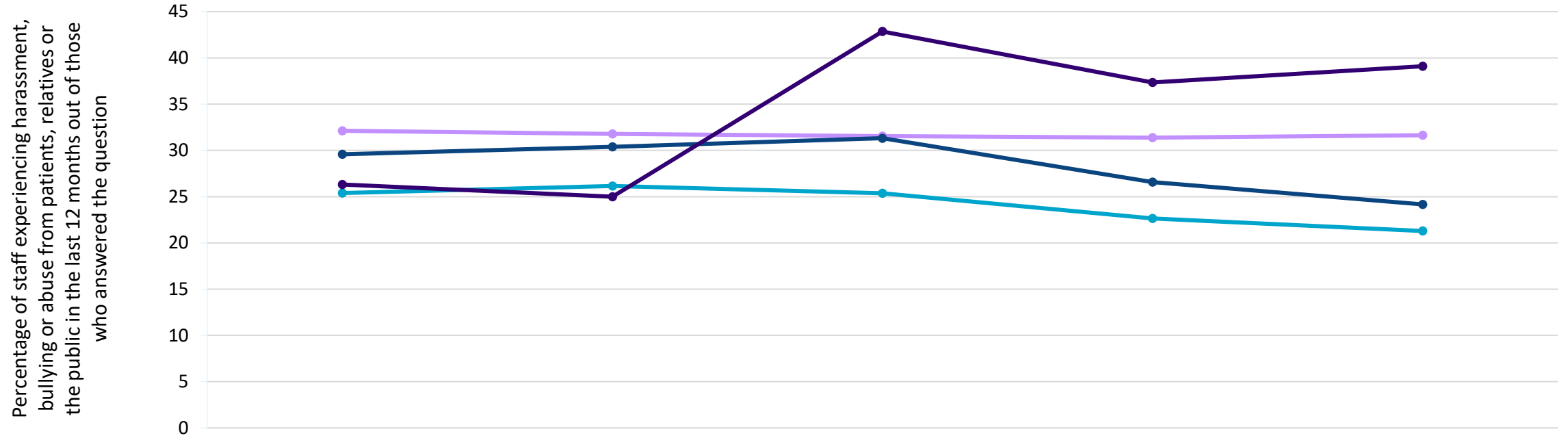
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

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

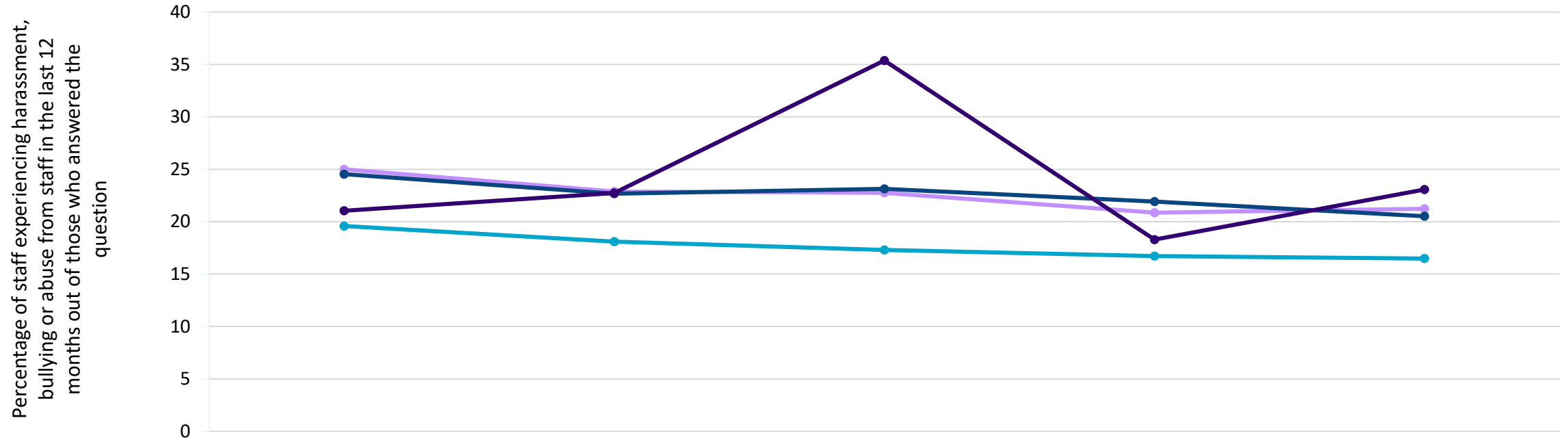


	2020	2021	2022	2023	2024
White staff: Your org	29.58%	30.38%	31.32%	26.58%	24.17%
All other ethnic groups*: Your org	26.32%	25.00%	42.86%	37.35%	39.10%
White staff: Average	25.40%	26.16%	25.37%	22.66%	21.29%
All other ethnic groups*: Average	32.12%	31.79%	31.54%	31.38%	31.64%
White staff: Responses	1413	1534	2206	1896	2607
All other ethnic groups*: Responses	38	44	63	83	156

\*Staff from all other ethnic groups combined

Note: 2023 results for WRES indicator 5 (Q14a) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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

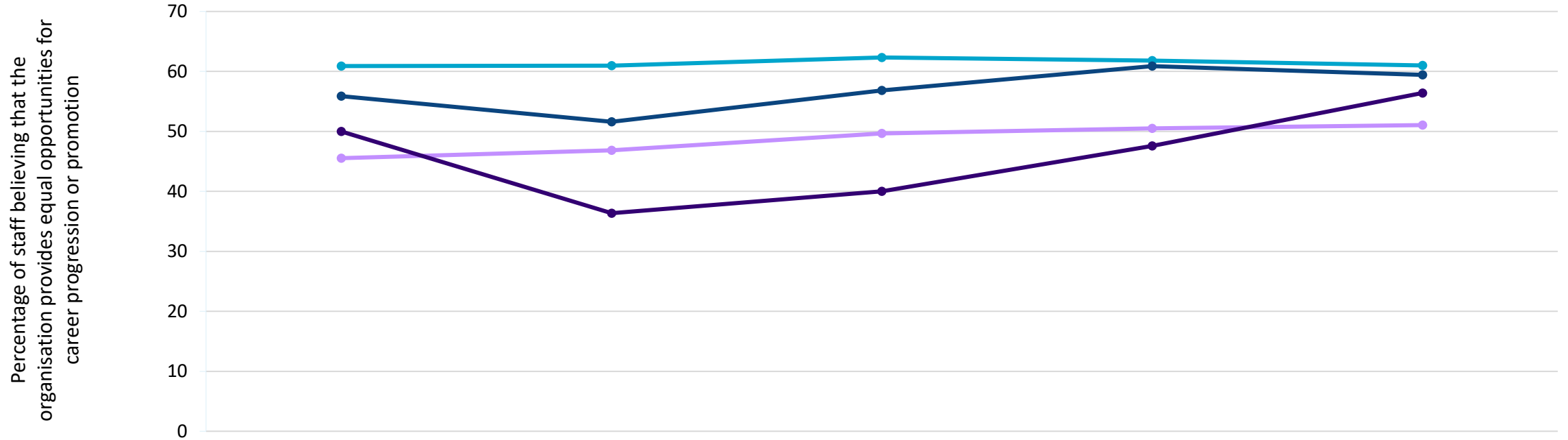


	2020	2021	2022	2023	2024
White staff: Your org	24.54%	22.66%	23.14%	21.92%	20.52%
All other ethnic groups*: Your org	21.05%	22.73%	35.38%	18.29%	23.08%
White staff: Average	19.59%	18.10%	17.31%	16.72%	16.48%
All other ethnic groups*: Average	25.00%	22.88%	22.75%	20.86%	21.23%
White staff: Responses	1414	1531	2200	1898	2607
All other ethnic groups*: Responses	38	44	65	82	156

\*Staff from all other ethnic groups combined

Note: 2023 results for WRES indicator 6 (Q14b & Q14c) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

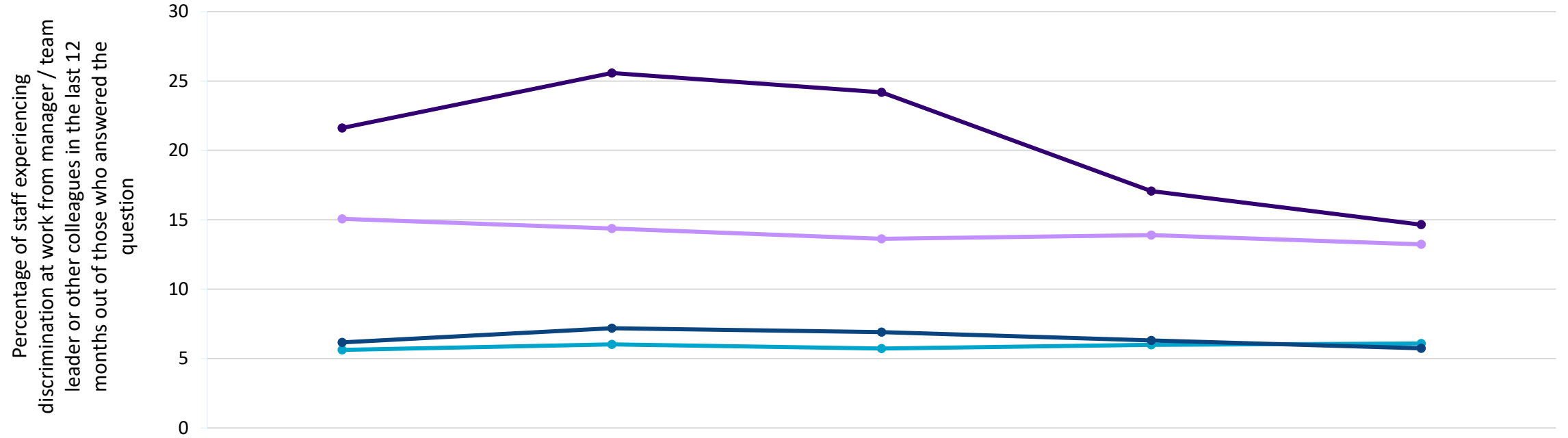
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	55.88%	51.60%	56.82%	60.88%	59.44%
All other ethnic groups*: Your org	50.00%	36.36%	40.00%	47.56%	56.41%
White staff: Average	60.90%	60.98%	62.33%	61.82%	60.99%
All other ethnic groups*: Average	45.54%	46.84%	49.65%	50.50%	51.05%
White staff: Responses	1419	1527	2186	1879	2601
All other ethnic groups*: Responses	38	44	65	82	156

\*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.



	2020	2021	2022	2023	2024
White staff: Your org	6.16%	7.19%	6.91%	6.31%	5.74%
All other ethnic groups*: Your org	21.62%	25.58%	24.19%	17.07%	14.65%
White staff: Average	5.63%	6.02%	5.73%	5.99%	6.08%
All other ethnic groups*: Average	15.07%	14.37%	13.63%	13.90%	13.23%
White staff: Responses	1413	1517	2201	1885	2596
All other ethnic groups*: Responses	37	43	62	82	157

\*Staff from all other ethnic groups combined

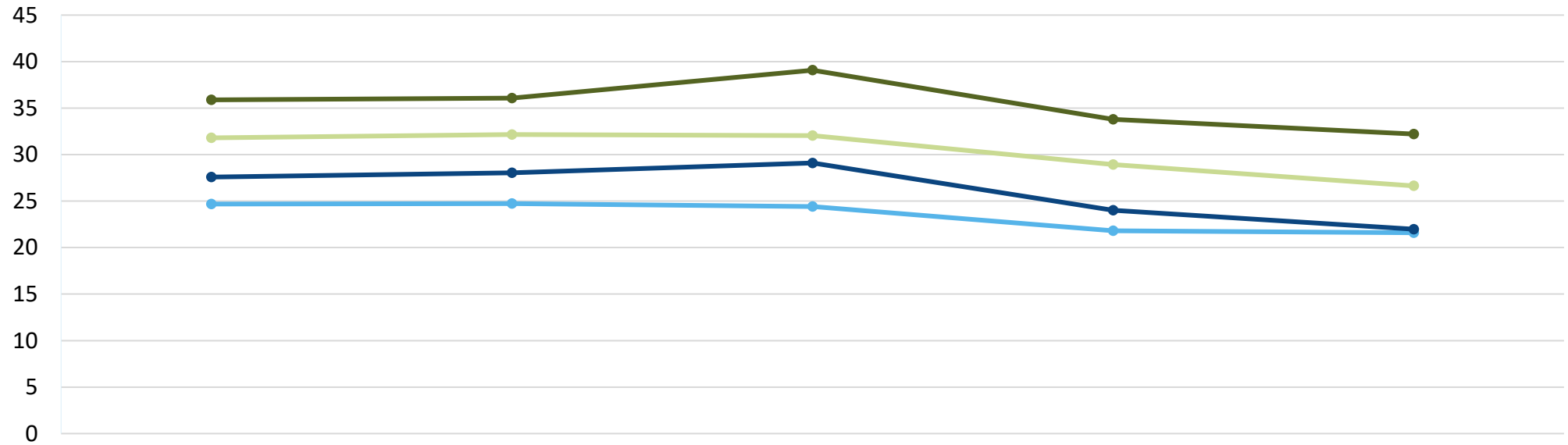
## Workforce Disability Equality Standards (WDES)

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.



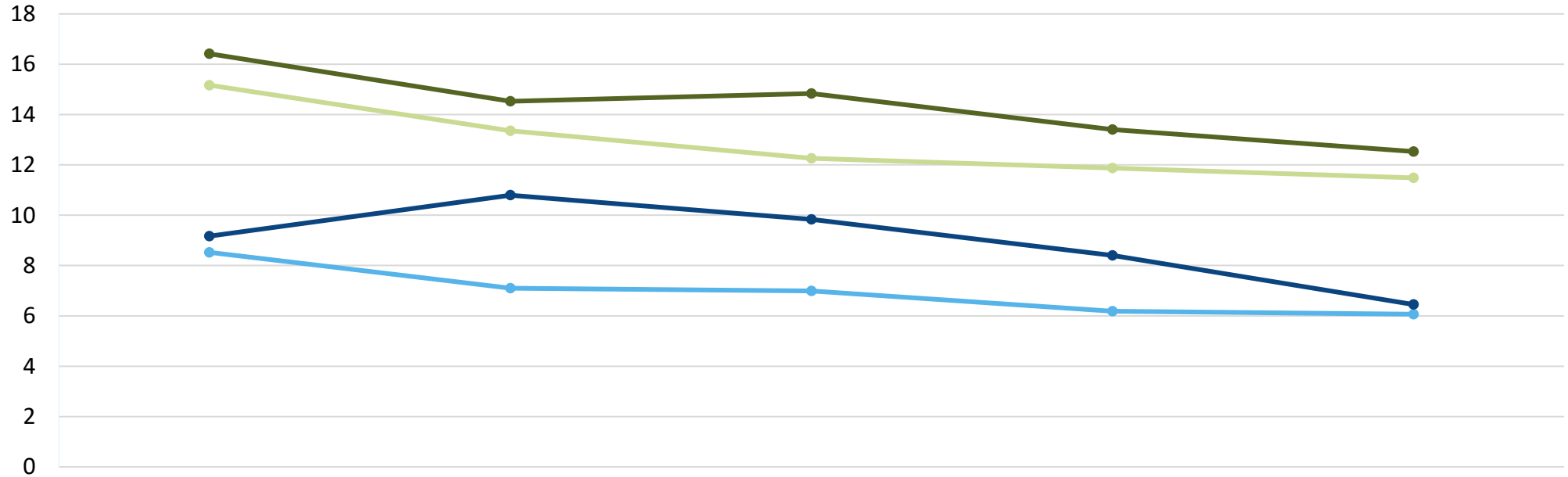
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	35.88%	36.08%	39.07%	33.80%	32.21%
Staff without a LTC or illness: Your org	27.57%	28.03%	29.10%	24.02%	21.98%
Staff with a LTC or illness: Average	31.81%	32.16%	32.04%	28.92%	26.64%
Staff without a LTC or illness: Average	24.69%	24.73%	24.42%	21.82%	21.60%
Staff with a LTC or illness: Responses	340	413	604	571	801
Staff without a LTC or illness: Responses	1117	1163	1677	1407	1961

Note: 2023 results for WDES metric 4a (Q14a) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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.

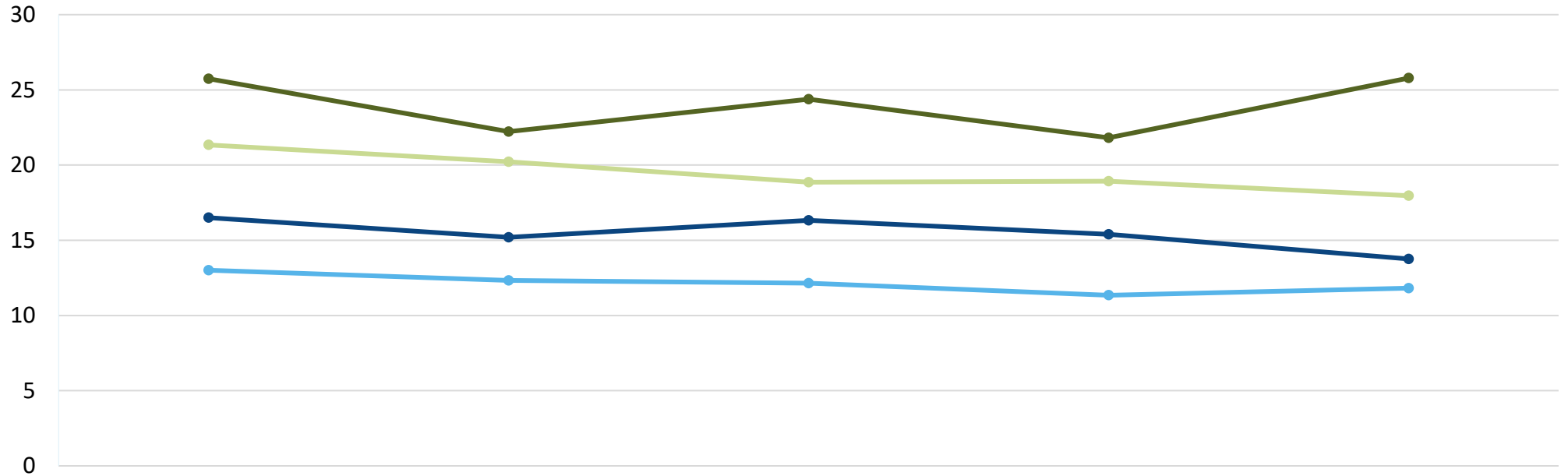


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	16.42%	14.53%	14.83%	13.40%	12.53%
Staff without a LTC or illness: Your org	9.16%	10.79%	9.84%	8.40%	6.45%
Staff with a LTC or illness: Average	15.17%	13.36%	12.27%	11.87%	11.49%
Staff without a LTC or illness: Average	8.52%	7.10%	6.99%	6.19%	6.07%
Staff with a LTC or illness: Responses	335	406	600	567	798
Staff without a LTC or illness: Responses	1113	1158	1667	1405	1953

Note: 2023 results for WDES metric 4b (Q14b) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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.

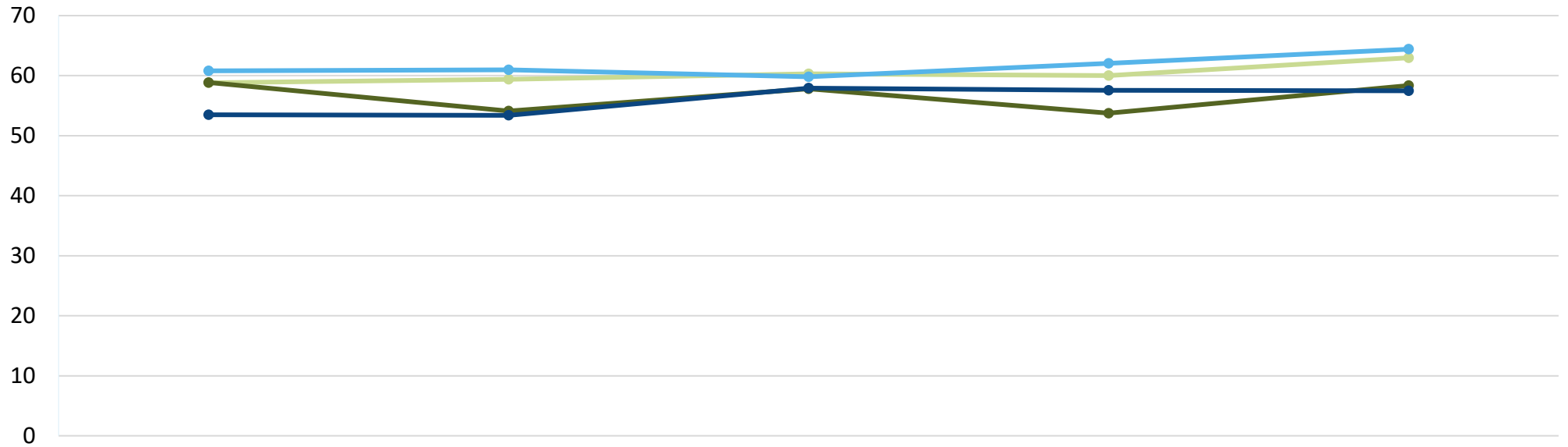


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	25.74%	22.22%	24.38%	21.82%	25.78%
Staff without a LTC or illness: Your org	16.50%	15.20%	16.32%	15.40%	13.76%
Staff with a LTC or illness: Average	21.34%	20.21%	18.86%	18.93%	17.96%
Staff without a LTC or illness: Average	13.01%	12.33%	12.15%	11.34%	11.81%
Staff with a LTC or illness: Responses	338	405	603	573	799
Staff without a LTC or illness: Responses	1109	1151	1667	1403	1948

Note: 2023 results for WDES metric 4c (Q14c) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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.

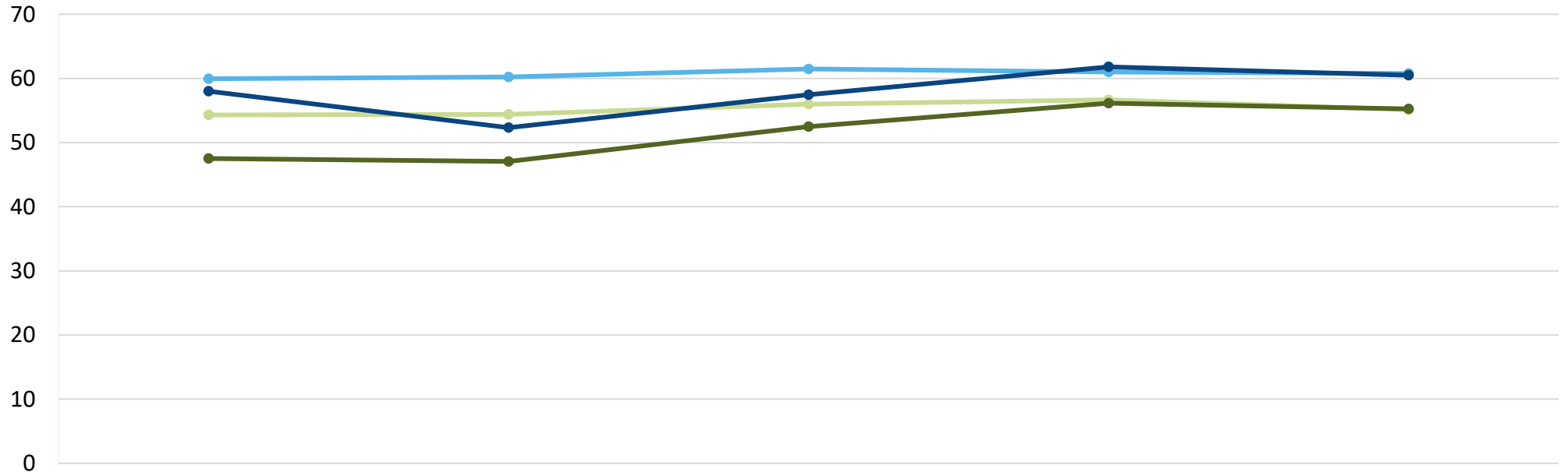


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	58.86%	54.12%	57.82%	53.75%	58.33%
Staff without a LTC or illness: Your org	53.49%	53.39%	57.91%	57.55%	57.45%
Staff with a LTC or illness: Average	58.81%	59.38%	60.32%	60.00%	62.98%
Staff without a LTC or illness: Average	60.81%	60.96%	59.81%	62.07%	64.40%
Staff with a LTC or illness: Responses	175	194	294	240	360
Staff without a LTC or illness: Responses	372	384	556	424	550

Note: 2023 results for WDES metric 4d (Q14d) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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

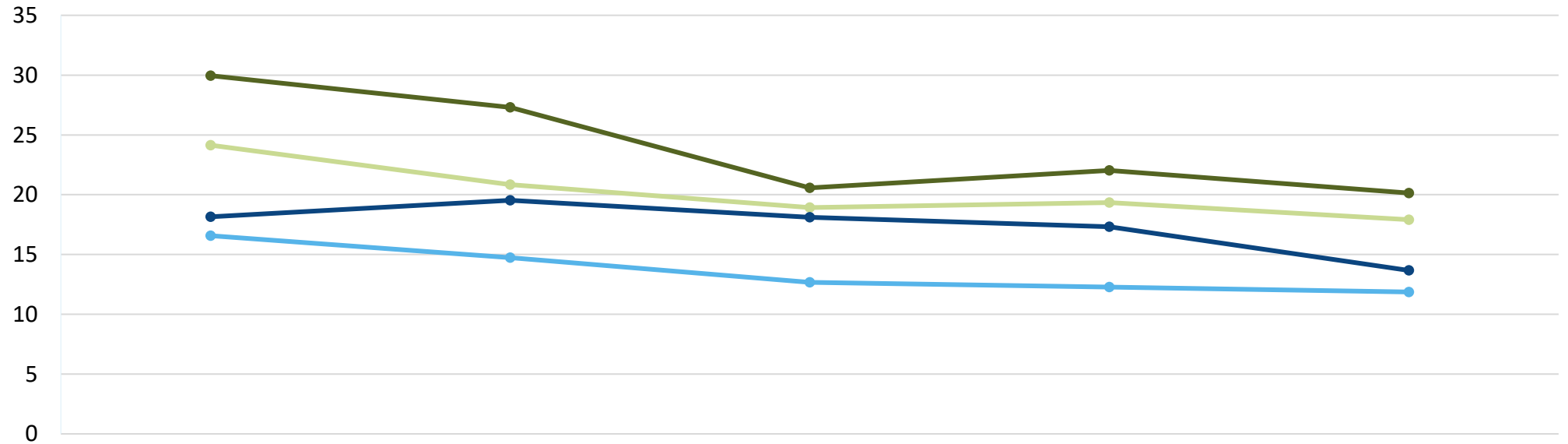
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	47.51%	47.06%	52.48%	56.14%	55.25%
Staff without a LTC or illness: Your org	58.01%	52.32%	57.48%	61.80%	60.50%
Staff with a LTC or illness: Average	54.31%	54.38%	55.99%	56.66%	55.13%
Staff without a LTC or illness: Average	59.96%	60.23%	61.48%	61.00%	60.75%
Staff with a LTC or illness: Responses	341	408	604	570	800
Staff without a LTC or illness: Responses	1124	1162	1658	1390	1957

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

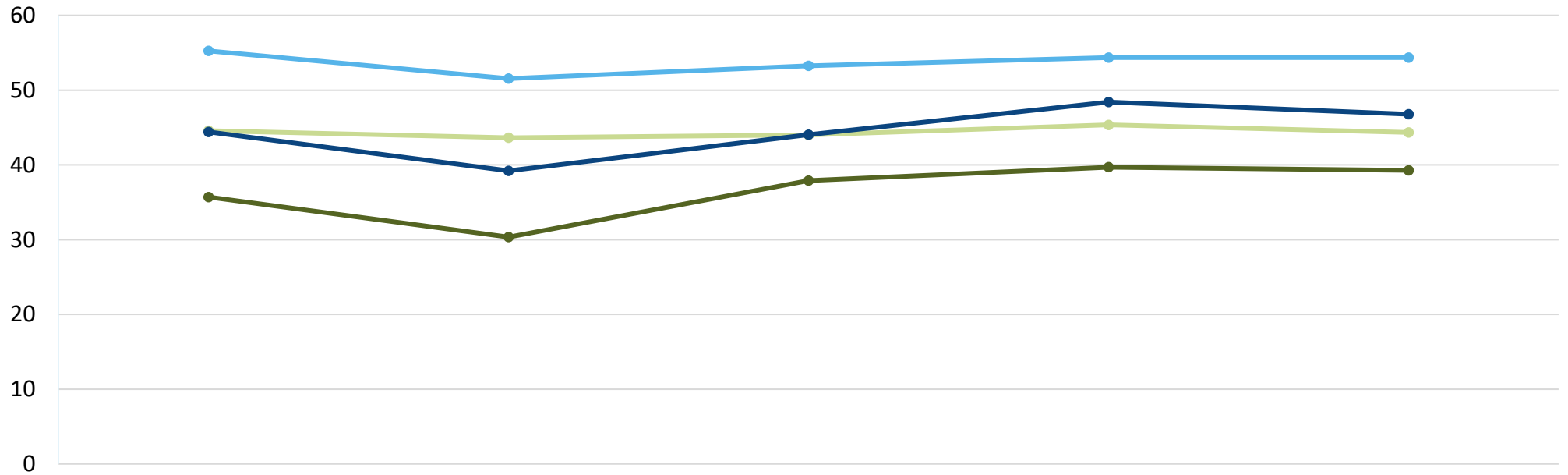
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	29.95%	27.30%	20.57%	22.03%	20.14%
Staff without a LTC or illness: Your org	18.15%	19.53%	18.11%	17.33%	13.67%
Staff with a LTC or illness: Average	24.14%	20.85%	18.93%	19.35%	17.91%
Staff without a LTC or illness: Average	16.57%	14.74%	12.67%	12.27%	11.86%
Staff with a LTC or illness: Responses	217	282	389	345	571
Staff without a LTC or illness: Responses	496	599	856	606	1017

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

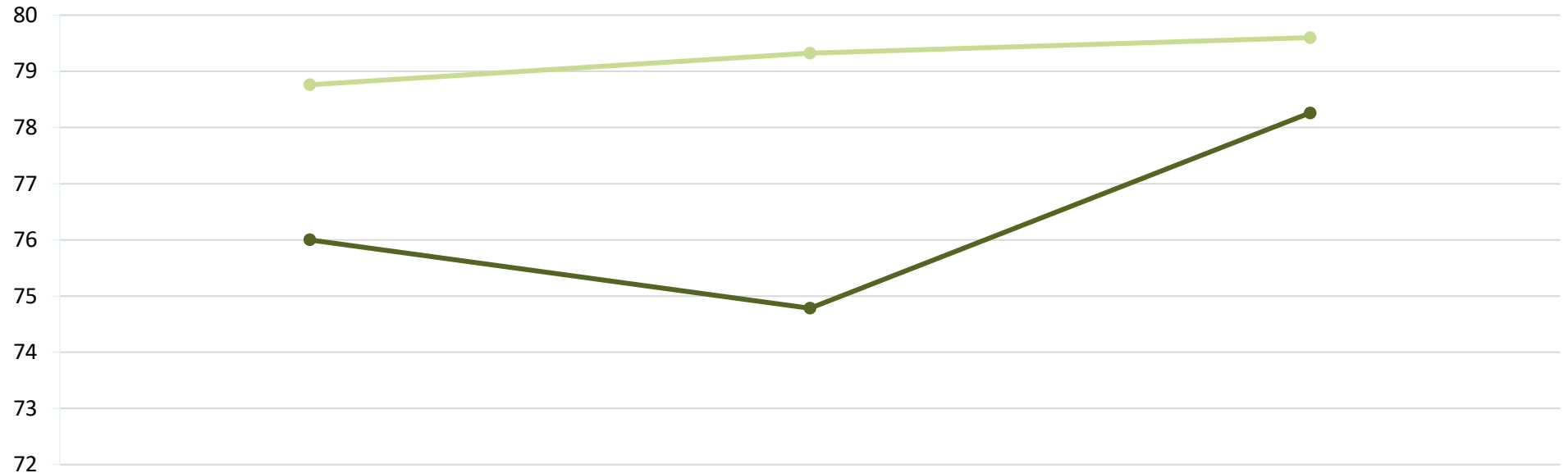
Percentage of staff satisfied with the extent to which their organisation values their work.



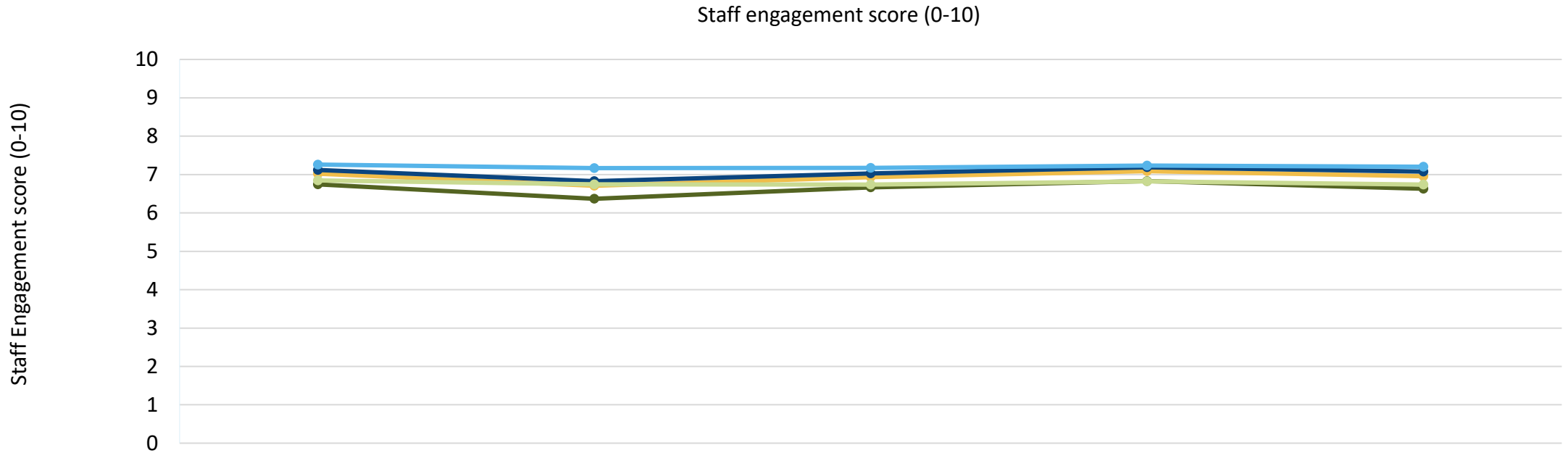
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	35.69%	30.34%	37.89%	39.69%	39.28%
Staff without a LTC or illness: Your org	44.41%	39.21%	44.05%	48.41%	46.78%
Staff with a LTC or illness: Average	44.56%	43.63%	44.02%	45.36%	44.33%
Staff without a LTC or illness: Average	55.25%	51.54%	53.25%	54.35%	54.37%
Staff with a LTC or illness: Responses	339	412	607	572	802
Staff without a LTC or illness: Responses	1119	1158	1682	1411	1958

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

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



	2022	2023	2024
Staff with a LTC or illness: Your org	76.00%	74.78%	78.26%
Staff with a LTC or illness: Average	78.76%	79.32%	79.60%
Staff with a LTC or illness: Responses	375	345	506



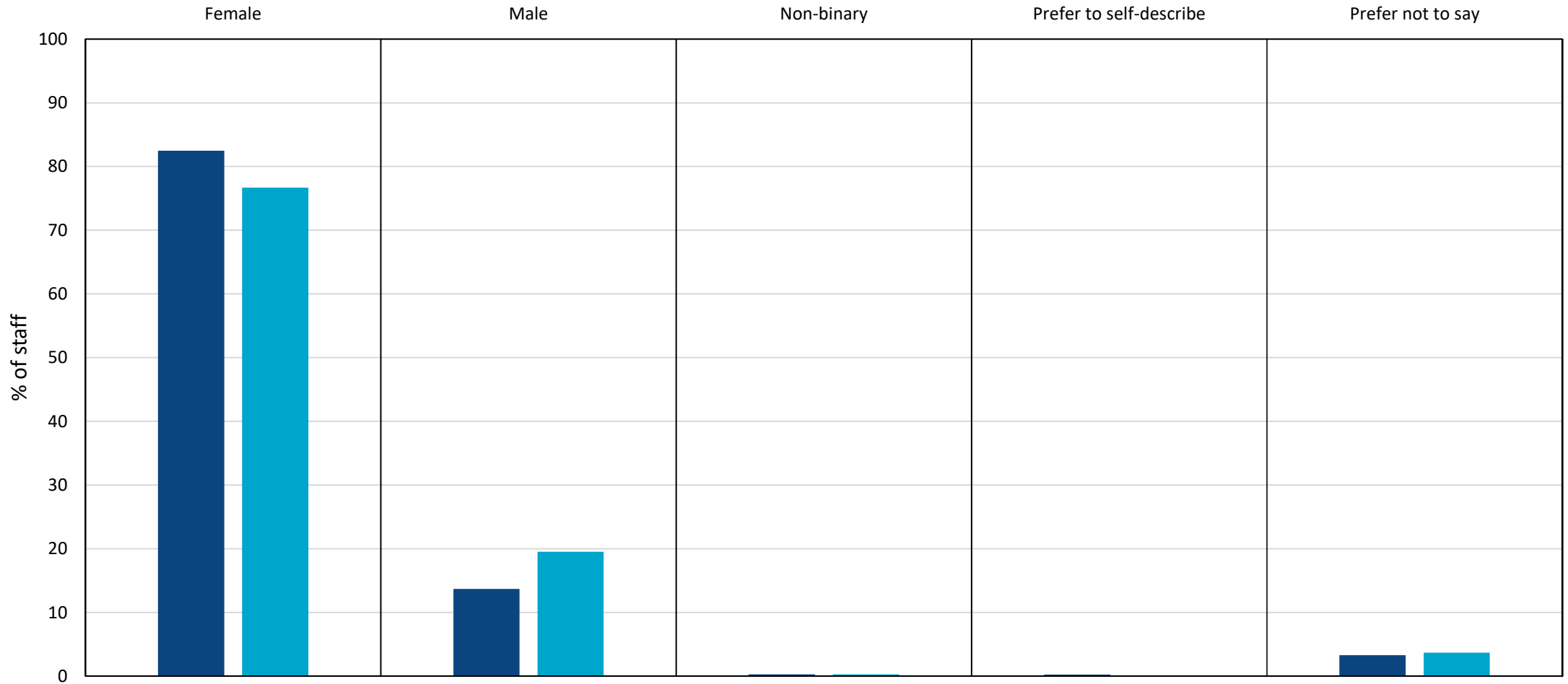
	2020	2021	2022	2023	2024
Organisation average	7.02	6.71	6.93	7.09	6.95
Staff with a LTC or illness: Your org	6.74	6.37	6.67	6.83	6.63
Staff without a LTC or illness: Your org	7.12	6.83	7.03	7.19	7.08
Staff with a LTC or illness: Average	6.85	6.74	6.74	6.82	6.74
Staff without a LTC or illness: Average	7.26	7.17	7.18	7.23	7.20
Staff with a LTC or illness: Responses	341	413	608	572	805
Staff without a LTC or illness: Responses	1124	1167	1689	1410	1967

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



## About your respondents

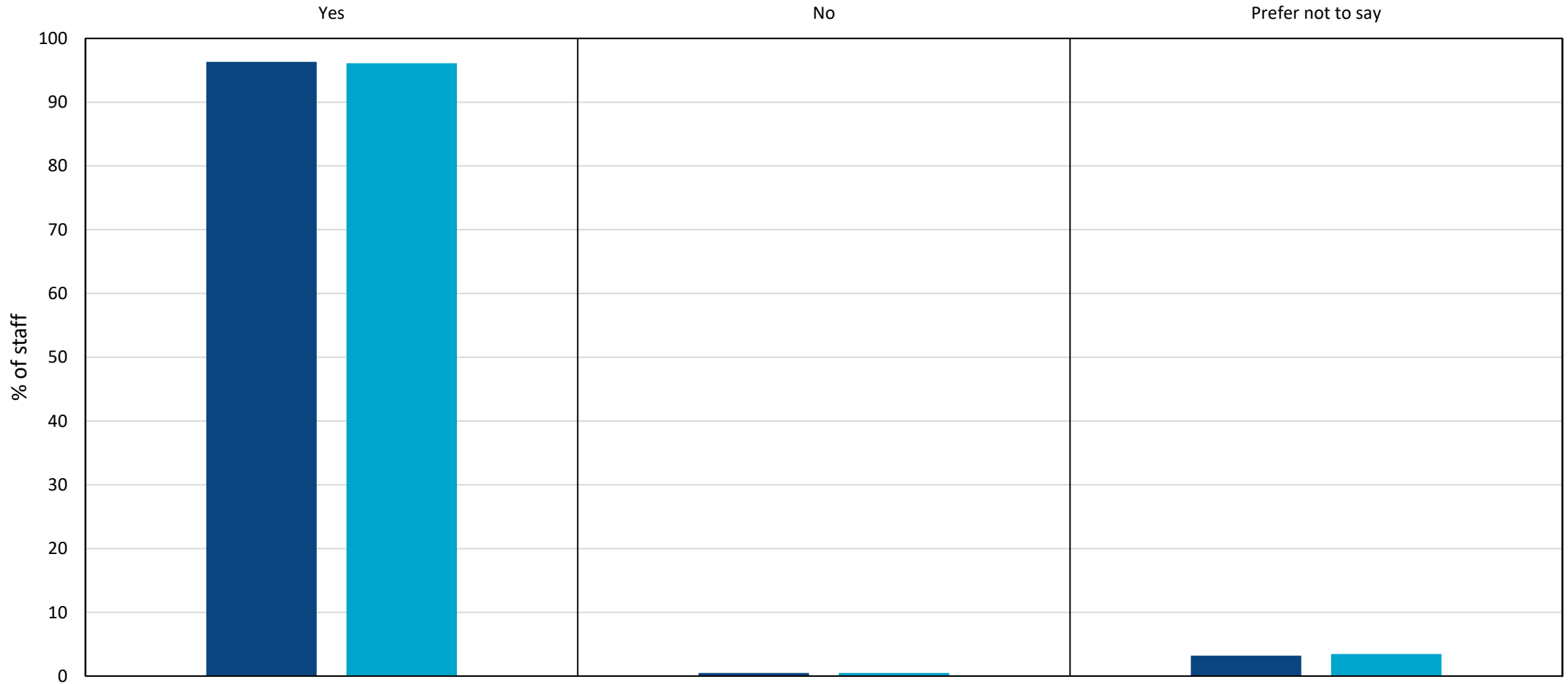
This section shows demographic and other background information for 2024.



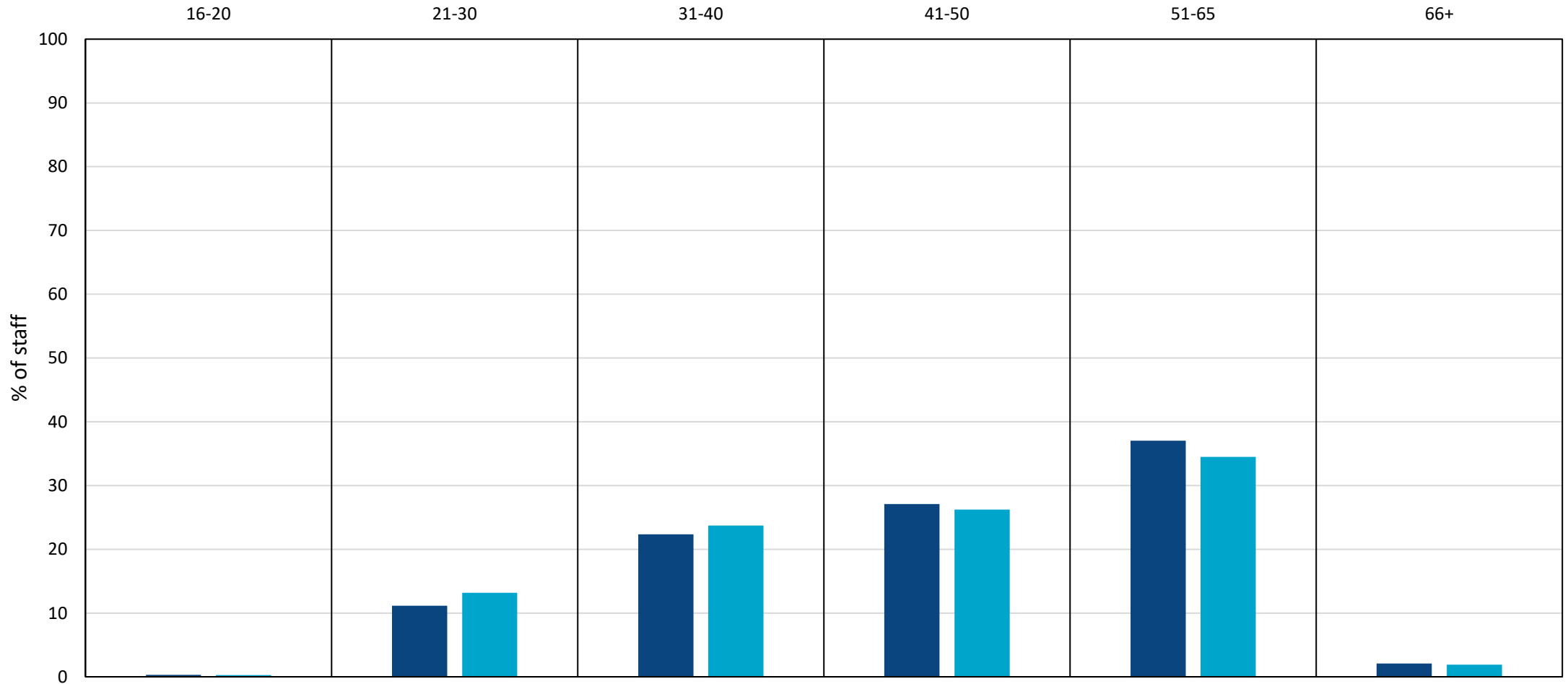
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
<b>Your org</b>	82.49%	13.68%	0.29%	0.25%	3.29%
<b>Average</b>	76.67%	19.53%	0.27%	0.14%	3.67%
<b>Responses</b>	2799	2799	2799	2799	2799



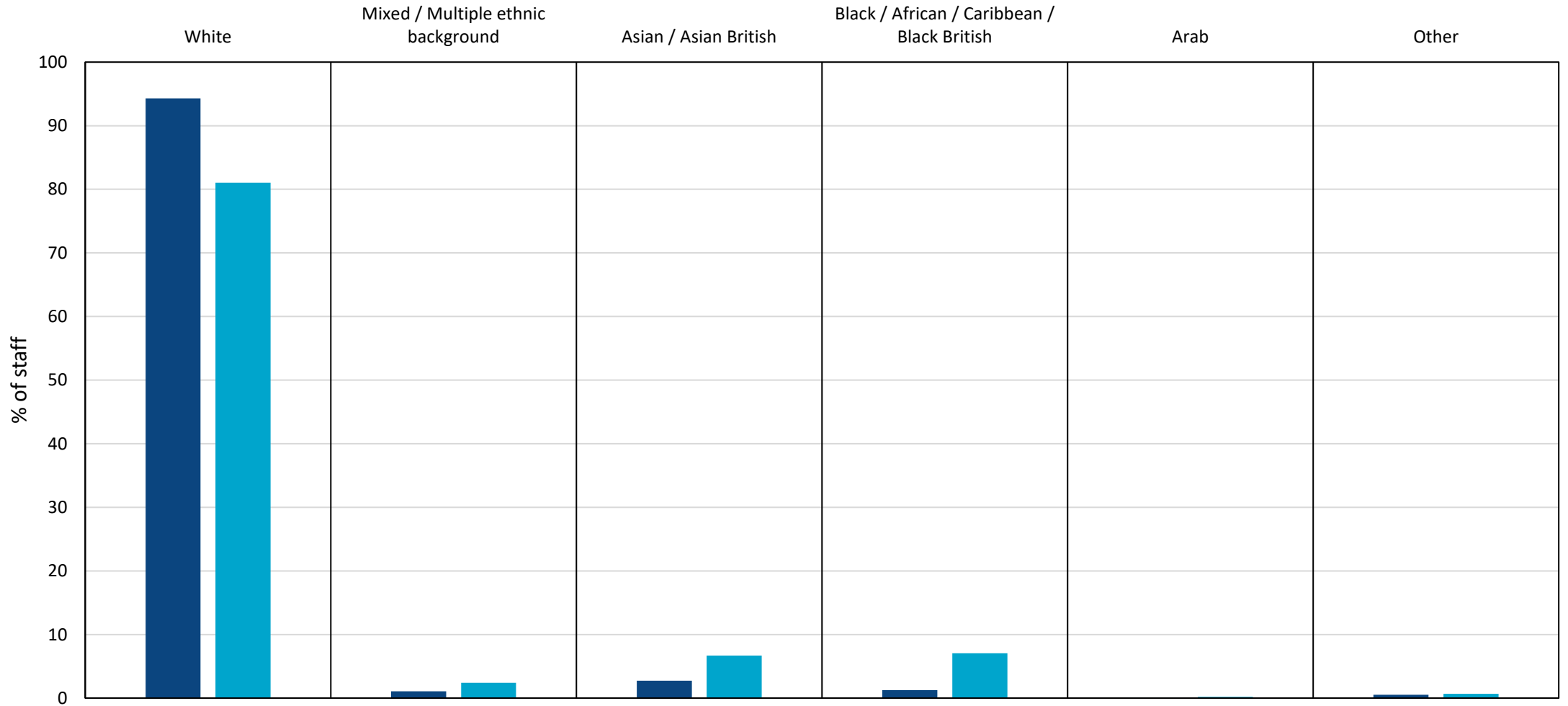
# Background details – Is your gender identity the same as the sex you were registered at birth?



	Yes	No	Prefer not to say
<b>Your org</b>	96.32%	0.48%	3.20%
<b>Average</b>	96.09%	0.48%	3.48%
<b>Responses</b>	2687	2687	2687

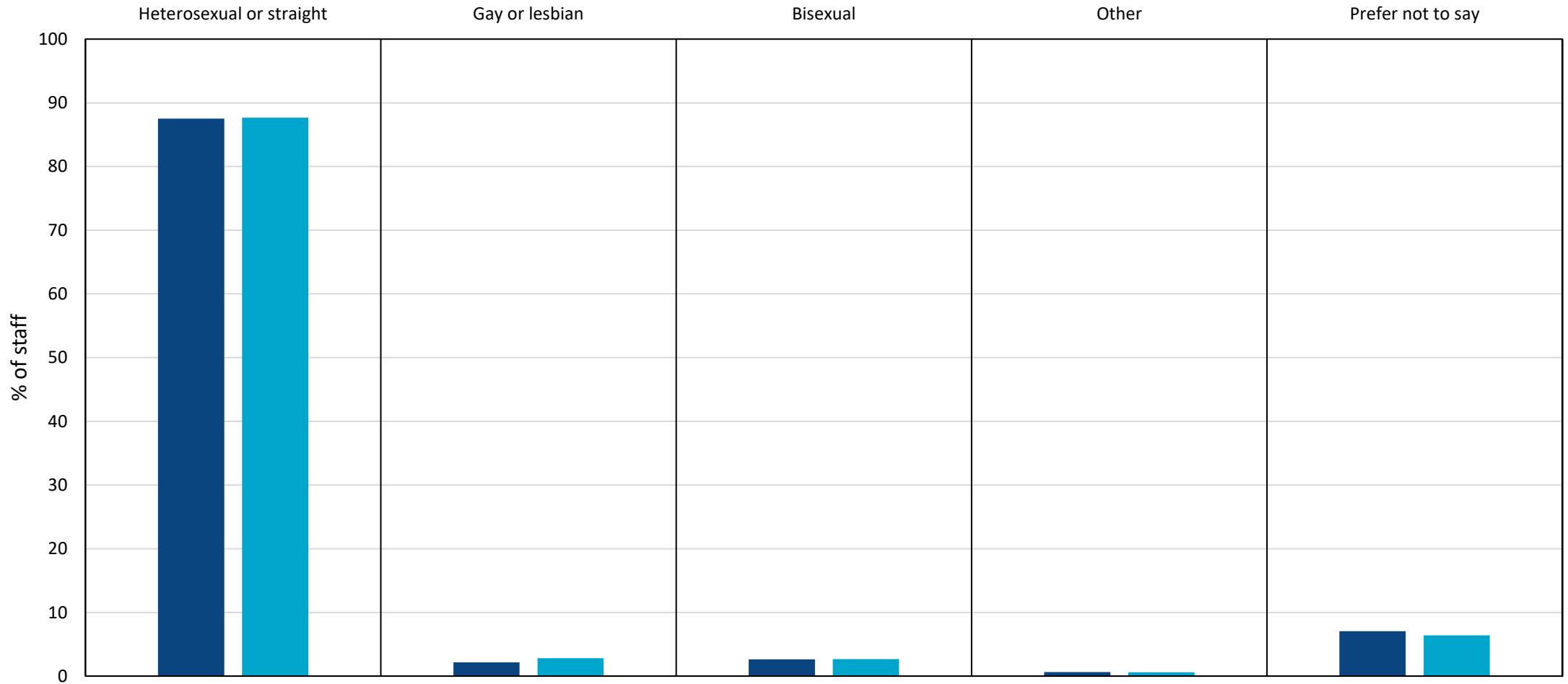


<b>Your org</b>	0.32%	11.13%	22.33%	27.09%	37.03%	2.09%
<b>Average</b>	0.26%	13.19%	23.74%	26.24%	34.48%	1.92%
<b>Responses</b>	2776	2776	2776	2776	2776	2776



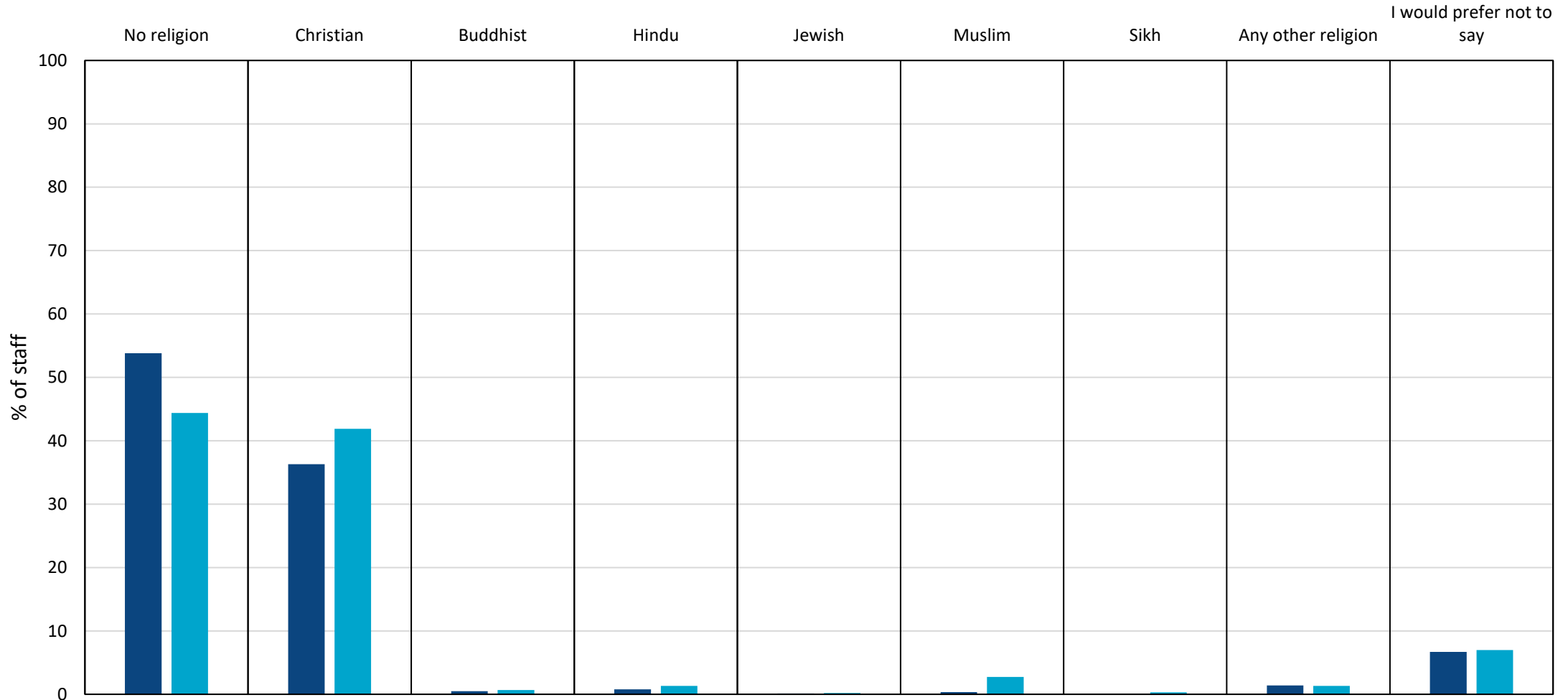
	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
<b>Your org</b>	94.30%	1.08%	2.74%	1.26%	0.07%	0.54%
<b>Average</b>	81.04%	2.40%	6.70%	7.06%	0.18%	0.68%
<b>Responses</b>	2774	2774	2774	2774	2774	2774

# Background details – Sexual orientation



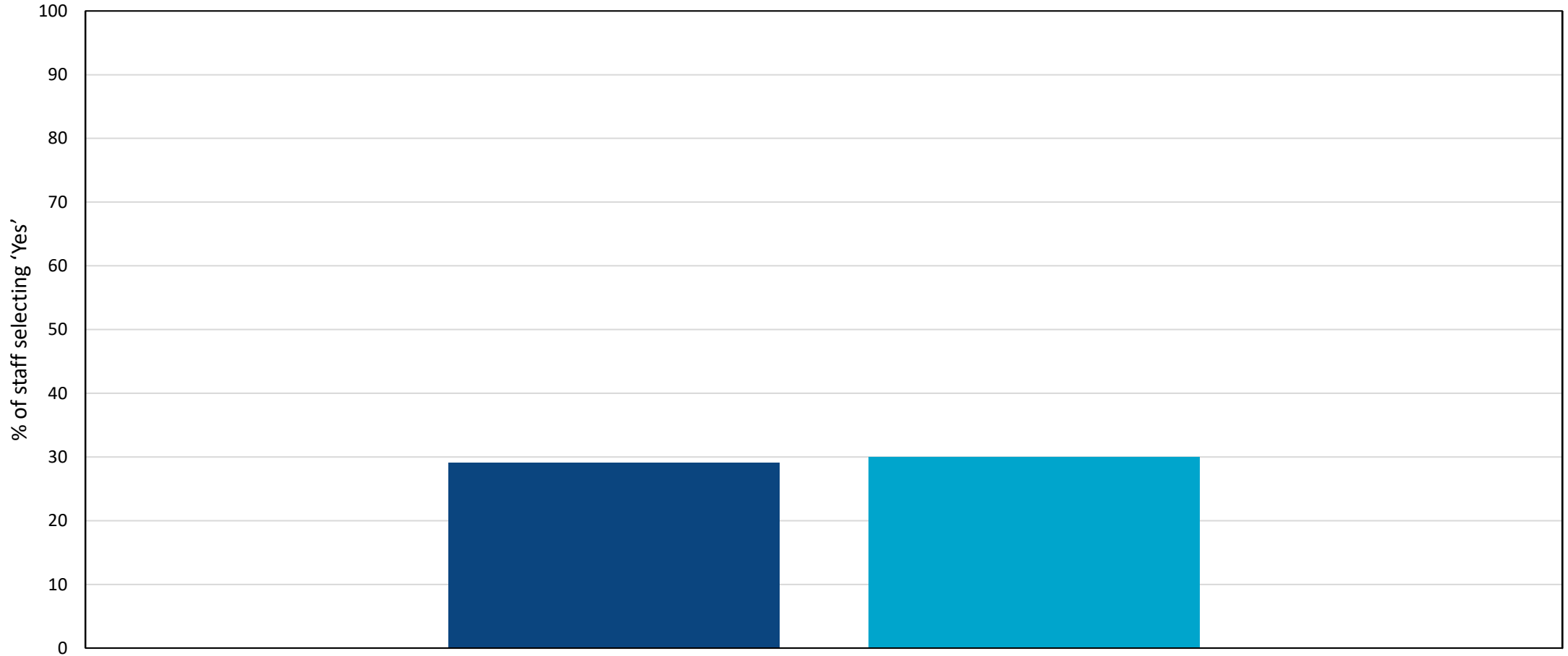
<b>Your org</b>	87.52%	2.15%	2.65%	0.64%	7.05%
<b>Average</b>	87.65%	2.79%	2.65%	0.62%	6.42%
<b>Responses</b>	2796	2796	2796	2796	2796

# Background details - Religion



<b>Your org</b>	53.80%	36.32%	0.50%	0.79%	0.14%	0.36%	0.00%	1.40%	6.70%
<b>Average Responses</b>	44.39%	41.88%	0.66%	1.31%	0.21%	2.73%	0.30%	1.31%	6.96%
	2792	2792	2792	2792	2792	2792	2792	2792	2792

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

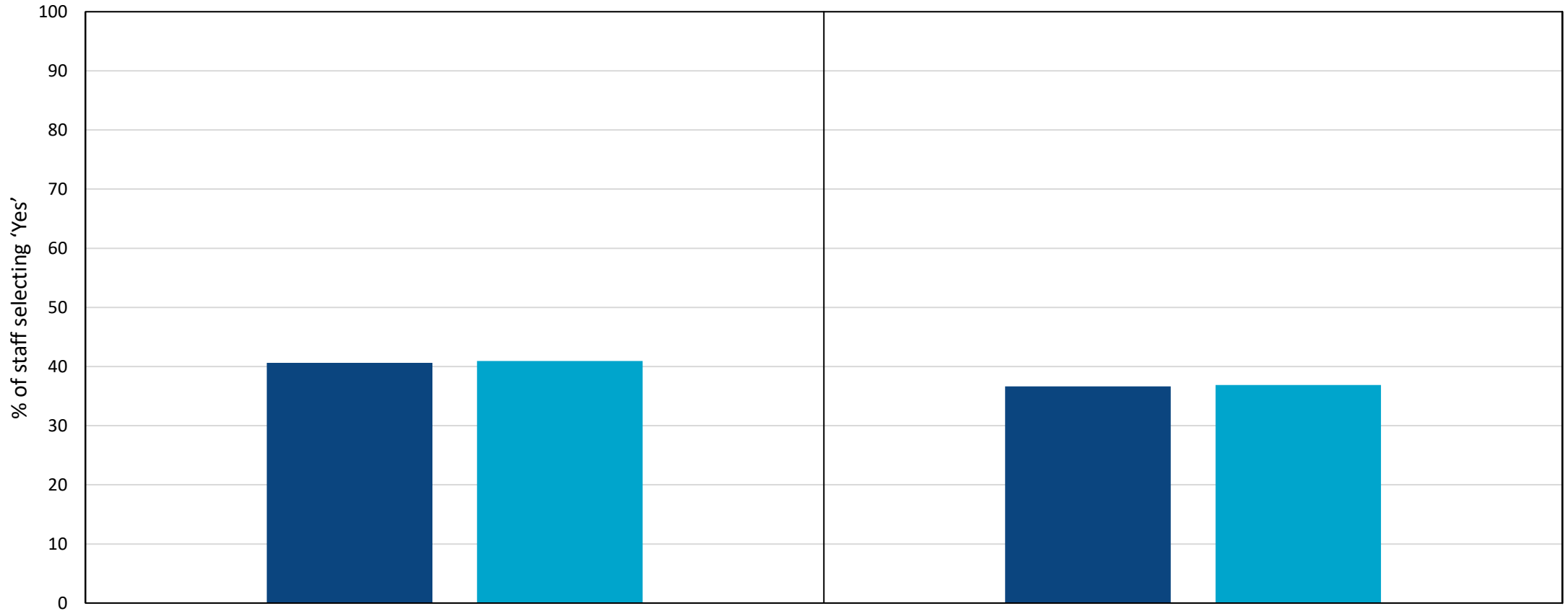


<b>Your org</b>	29.02%
<b>Average</b>	29.92%
<b>Responses</b>	2774



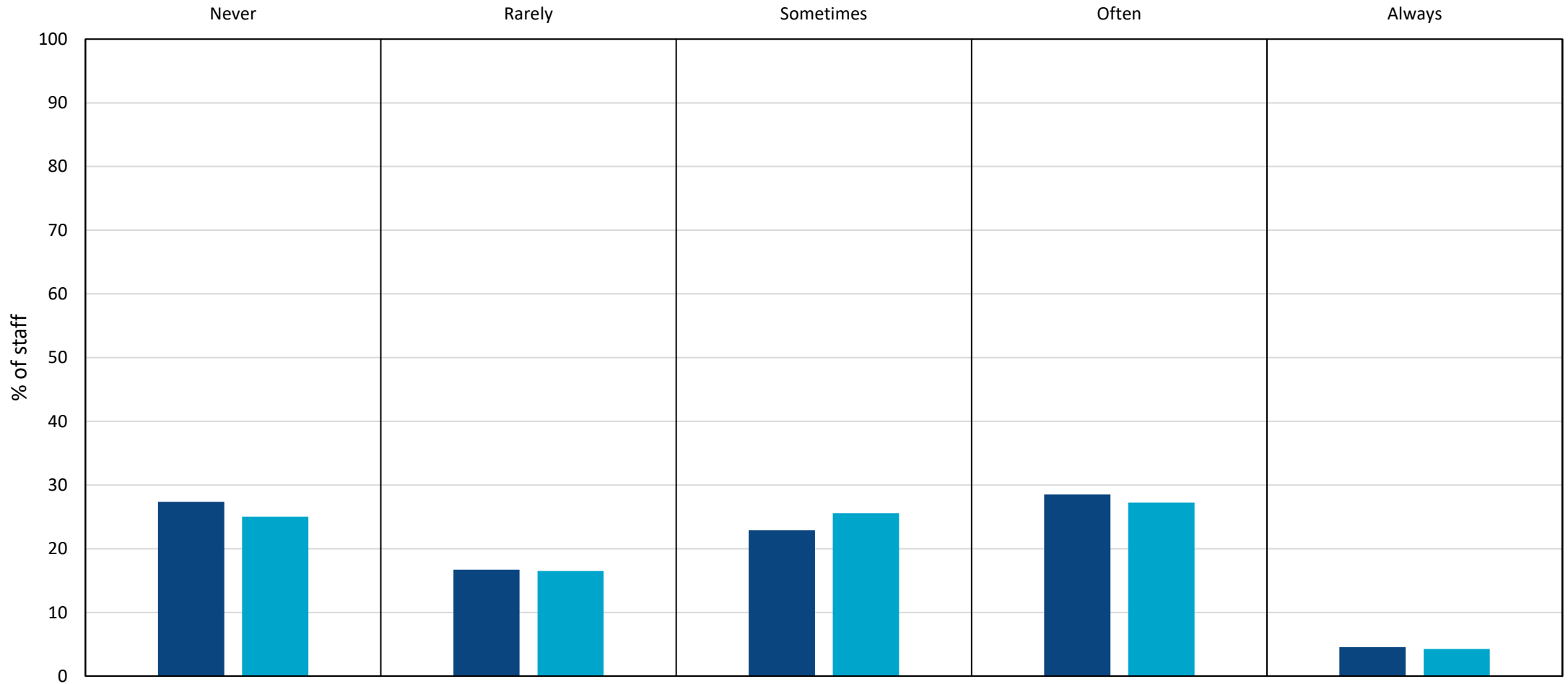
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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.

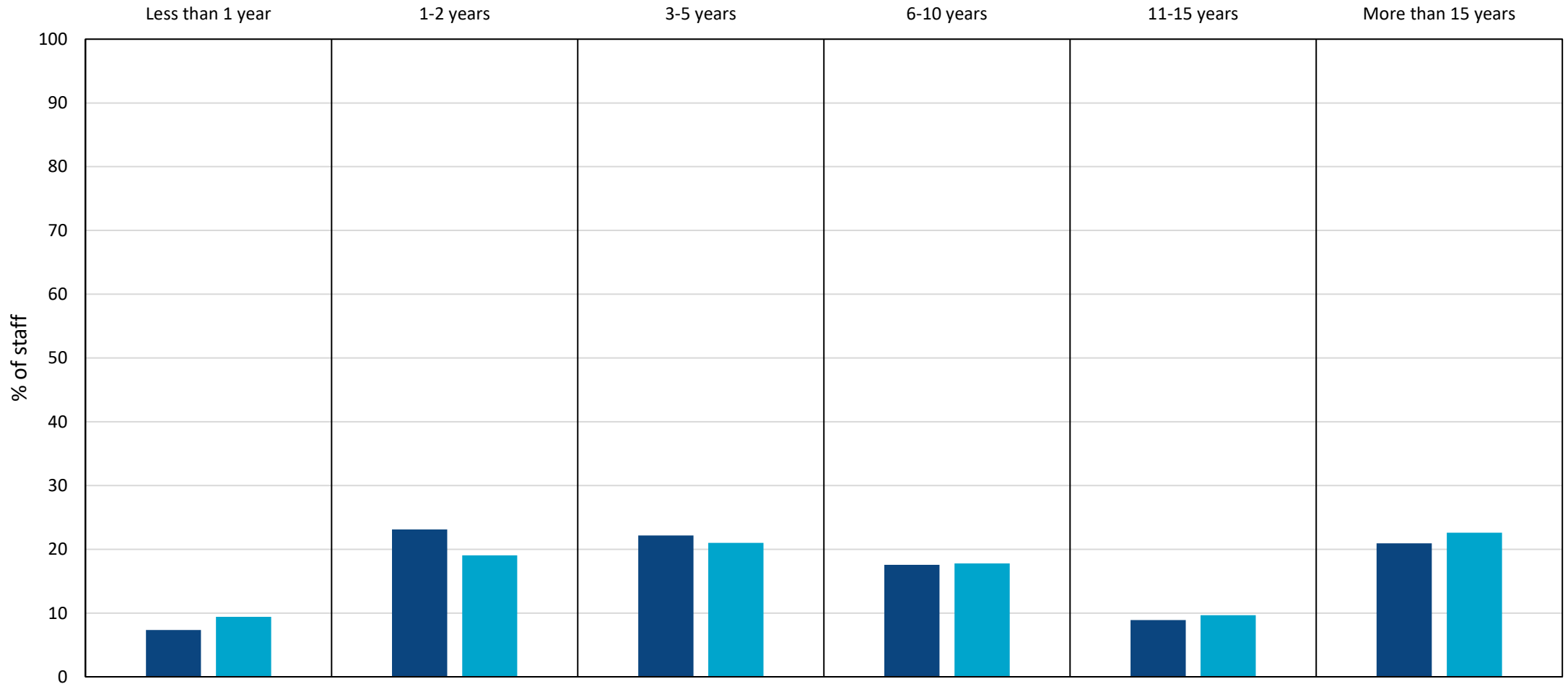


<b>Your org</b>	40.64%	36.65%
<b>Average</b>	40.93%	36.88%
<b>Responses</b>	2783	2775

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



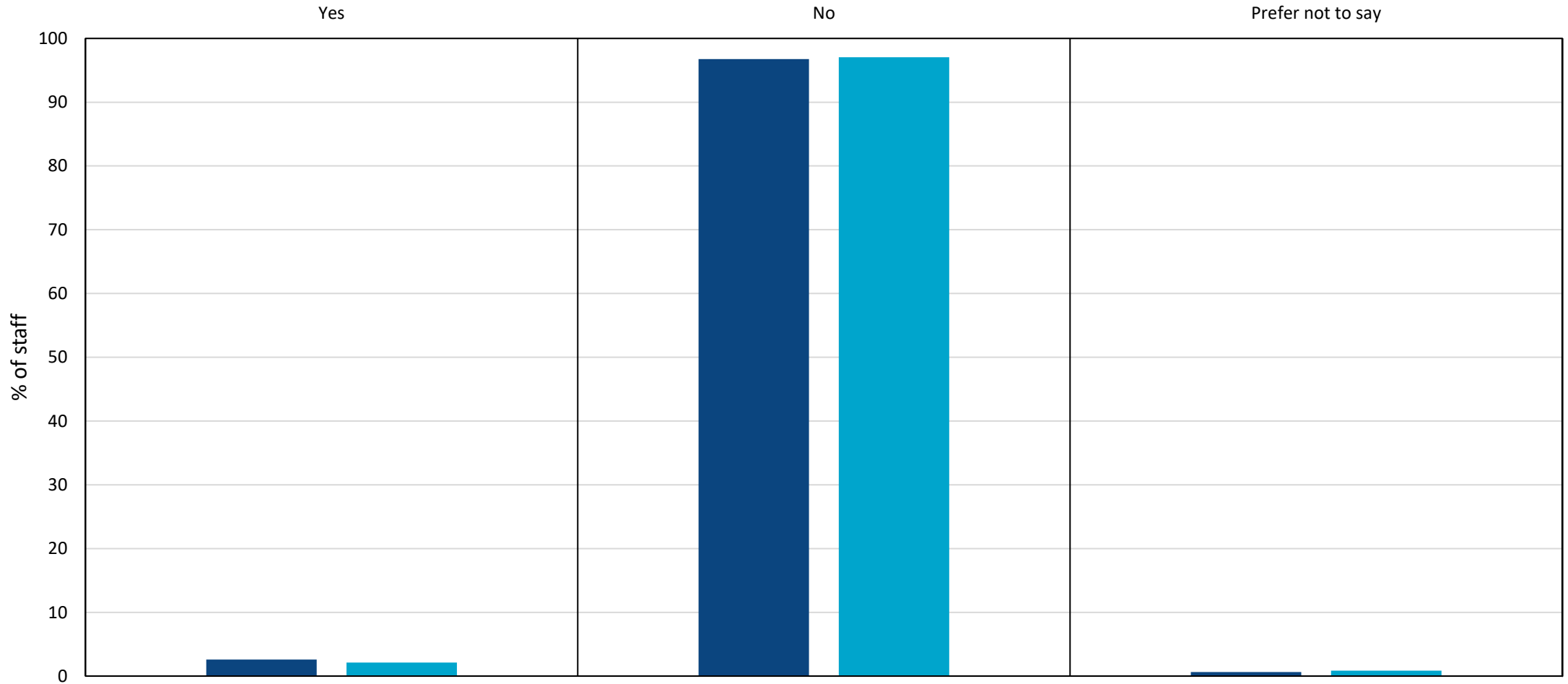
Responses	Never	Rarely	Sometimes	Often	Always
<b>Your org</b>	27.33%	16.71%	22.90%	28.52%	4.54%
<b>Average</b>	25.02%	16.52%	25.57%	27.24%	4.26%
<b>Responses</b>	2795	2795	2795	2795	2795



<b>Your org</b>	7.33%	23.10%	22.17%	17.55%	8.90%	20.95%
<b>Average</b>	9.41%	19.04%	21.02%	17.78%	9.65%	22.61%
<b>Responses</b>	2797	2797	2797	2797	2797	2797

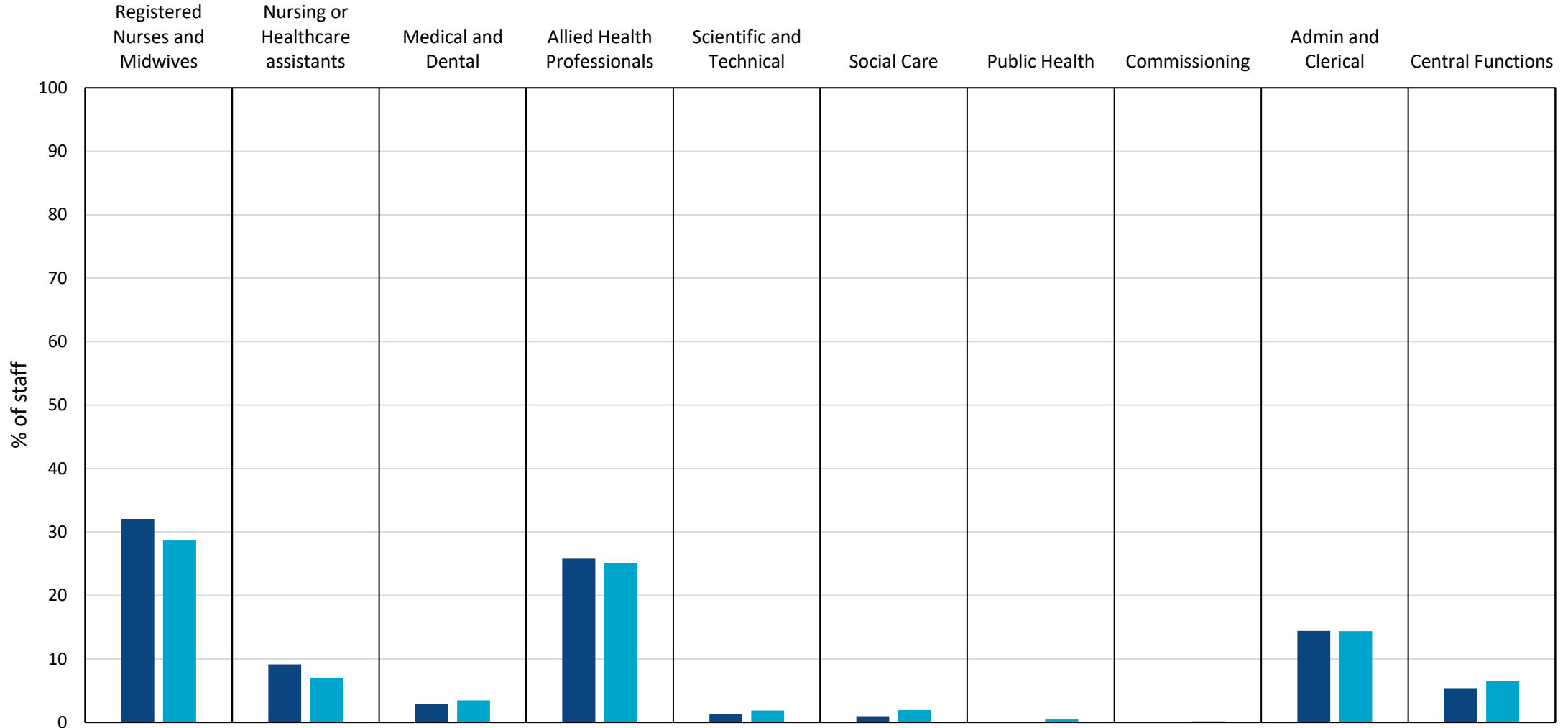


# Background details – When you joined this organisation, were you recruited from outside of the UK?



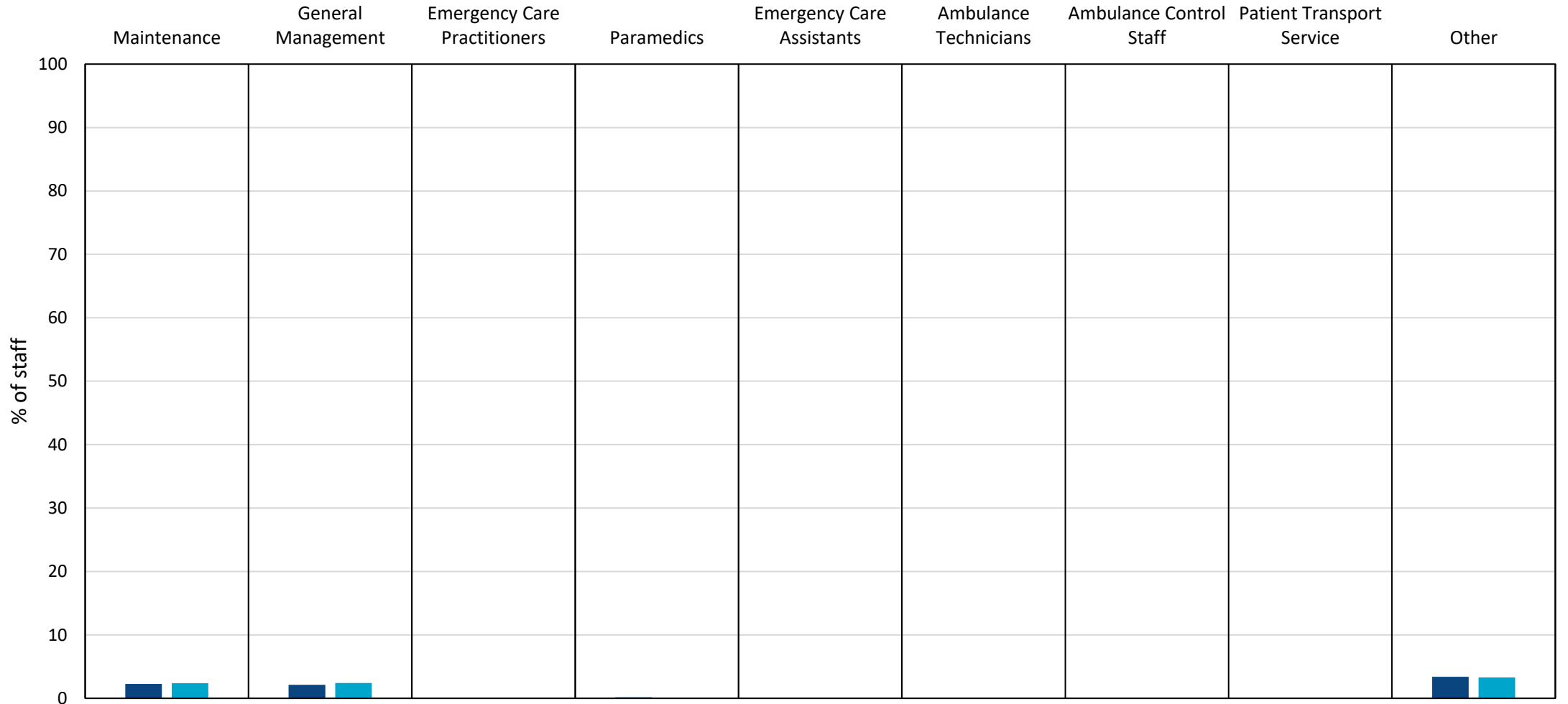
	Yes	No	Prefer not to say
<b>Your org</b>	2.59%	96.76%	0.65%
<b>Average</b>	2.11%	97.04%	0.84%
<b>Responses</b>	2778	2778	2778

# Background details – Occupational group



Responses	2755	2755	2755	2755	2755	2755	2755	2755	2755	2755
<b>Your org</b>	32.05%	9.11%	2.87%	25.81%	1.31%	0.98%	0.07%	0.11%	14.41%	5.26%
<b>Average</b>	28.65%	7.01%	3.47%	25.12%	1.88%	1.94%	0.47%	0.16%	14.39%	6.56%

# Background details – Occupational group



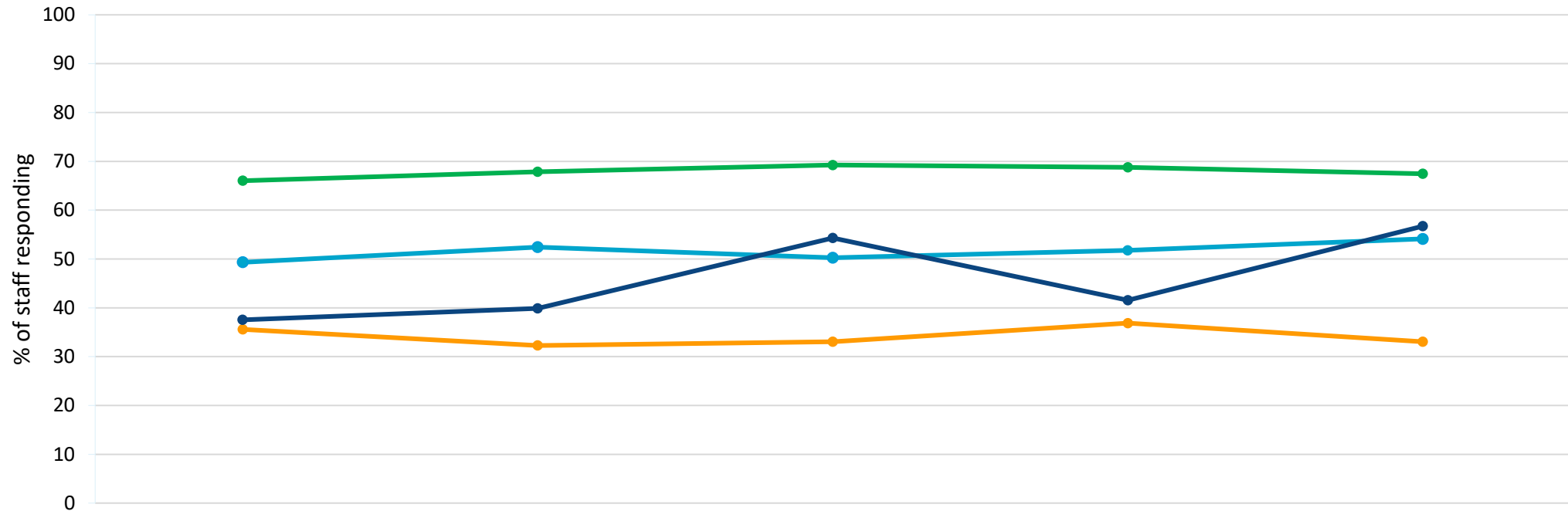
	Maintenance	General Management	Emergency Care Practitioners	Paramedics	Emergency Care Assistants	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service	Other
<b>Your org</b>	2.29%	2.14%	0.04%	0.18%	0.00%	0.00%	0.00%	0.00%	3.38%
<b>Average</b>	2.37%	2.42%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	3.27%
<b>Responses</b>	2755	2755	2755	2755	2755	2755	2755	2755	2755

## Appendices

## Appendix A: Response rate



Response rate



	2020	2021	2022	2023	2024
<b>Your org</b>	37.53%	39.87%	54.31%	41.56%	56.72%
<b>Highest</b>	66.02%	67.86%	69.24%	68.76%	67.46%
<b>Average</b>	49.31%	52.40%	50.26%	51.76%	54.12%
<b>Lowest</b>	35.56%	32.27%	33.04%	36.86%	33.03%
Responses	1479	1601	2321	2022	2816

## Appendix B: Significance testing 2023 vs 2024

## Appendix B: Significance testing – 2023 vs 2024

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 2023 and 2024\*. For more details, please see the [technical document](#).

People Promise elements	2023 score	2023 respondents	2024 score	2024 respondents	Statistically significant change?
We are compassionate and inclusive	7.55	2012	7.49	2810	Not significant
We are recognised and rewarded	6.30	2015	6.22	2809	Not significant
We each have a voice that counts	6.91	1985	6.79	2787	Significantly lower
We are safe and healthy	6.16	1994	6.10	2801	Not significant
We are always learning	5.64	1918	5.66	2703	Not significant
We work flexibly	6.53	2005	6.65	2798	Not significant
We are a team	6.97	2007	7.02	2810	Not significant
Themes					
Staff Engagement	7.09	2013	6.95	2814	Significantly lower
Morale	6.07	2014	5.97	2814	Not significant

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

Note: 2023 results for 'We are safe and healthy' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

## 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. 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.



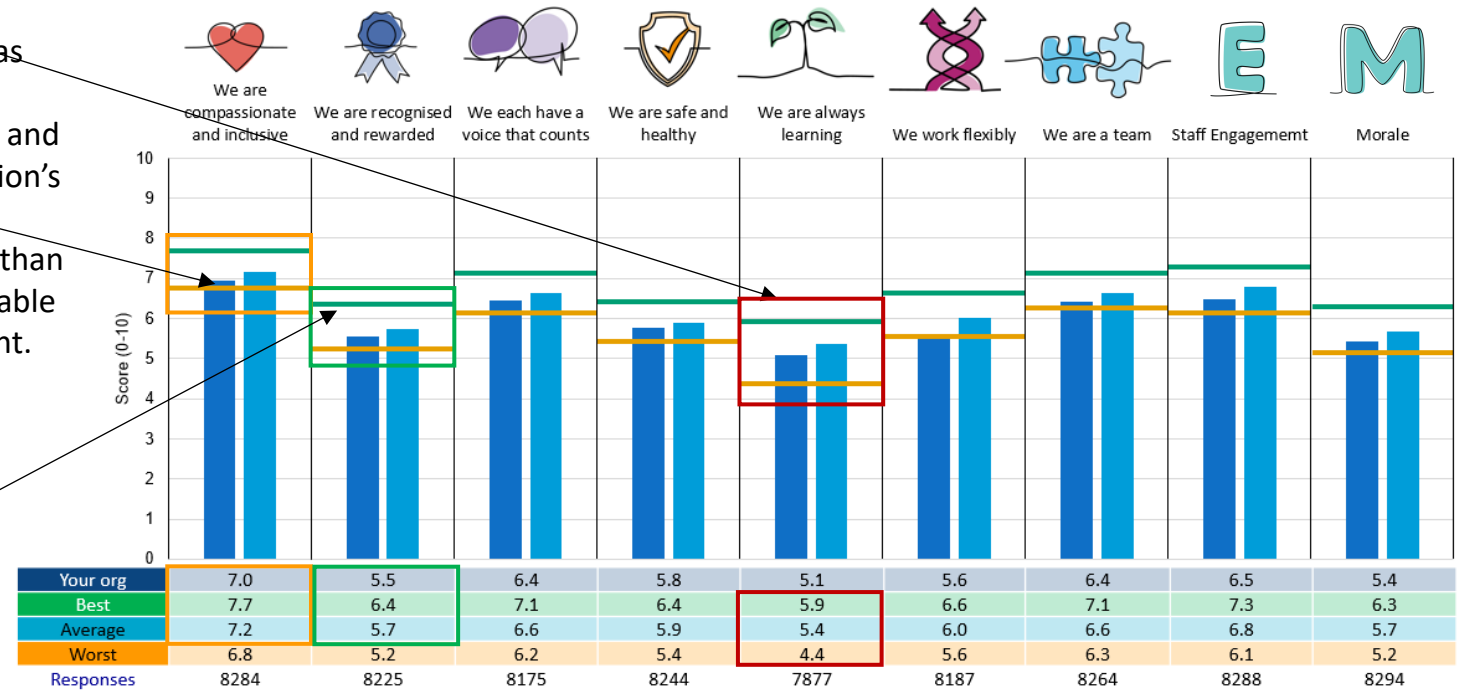
People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are 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.

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 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.



Only one example is highlighted for each point

## 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'.

## 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.

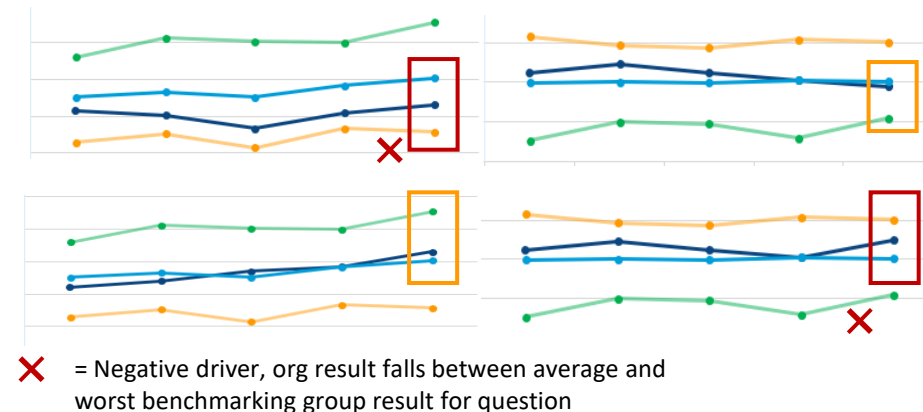


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

## 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 Guide:** 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 Cornwall Partnership NHS Foundation Trust.



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



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