

Oxleas NHS Foundation Trust

## NHS Staff Survey Benchmark report 2024



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# Introduction

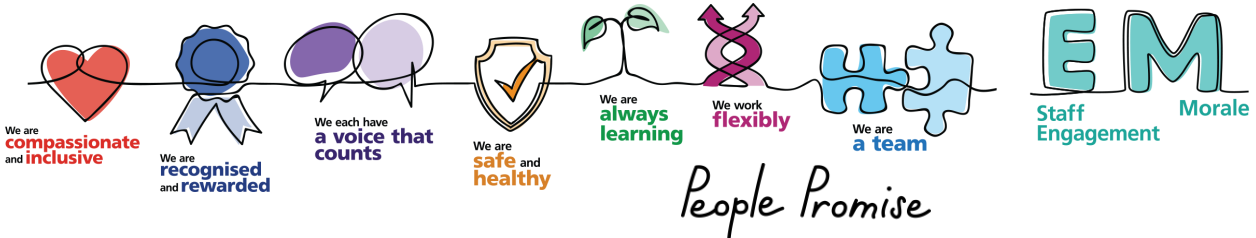
## About this report

This benchmark report for Oxleas 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:

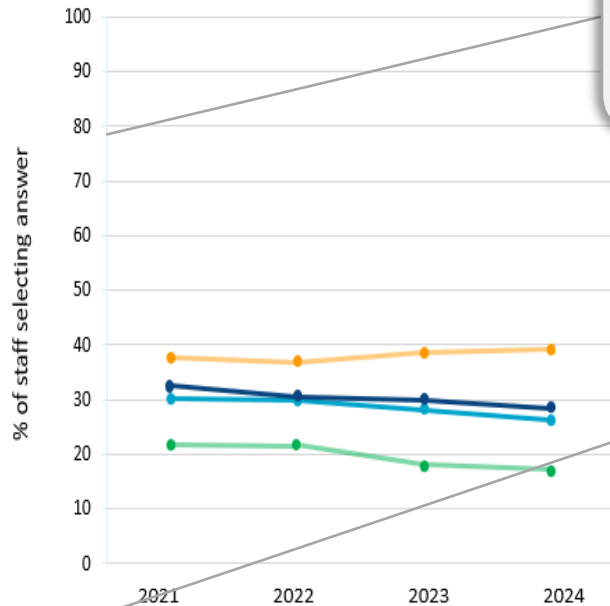
- Response rate.
- Significance testing of the People Promise element and theme results for 2023 vs 2024.
- Guidance on data in the benchmark reports.
- Additional reporting outputs.
- Tips on action planning and interpreting the results.
- Contact information.

## 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.

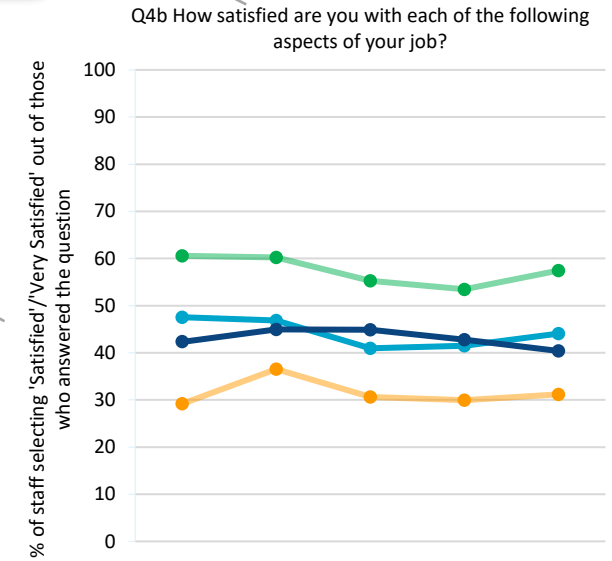
Note this is example data



	2021	2022	2023	2024
Your org	32.6%	30.6%	30.0%	28.5%
Best result	21.8%	21.7%	18.0%	17.1%
Average result	30.2%	29.8%	28.1%	26.4%
Worst result	37.6%	36.9%	38.5%	39.2%
Responses	480	500	515	520

**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.



	2020	2021	2022	2023	2024
Your org	42.3%	45.0%	44.9%	42.8%	40.4%
Best result	60.6%	60.3%	55.3%	55.3%	57.4%
Average result	47.5%	46.9%	41.0%	41.5%	44.0%
Worst result	29.2%	36.5%	30.6%	29.9%	31.2%
Responses	835	1255	1491	1325	517

**Number of responses** for the organisation for the given question.

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

## Organisation details



Oxleas NHS Foundation Trust

## 2024 NHS Staff Survey



### Organisation details

Completed questionnaires **2859**

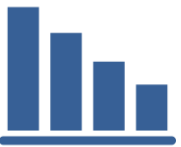
2024 response rate **60%**

### Survey details

Survey mode **Mixed**

### This organisation is benchmarked against:

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



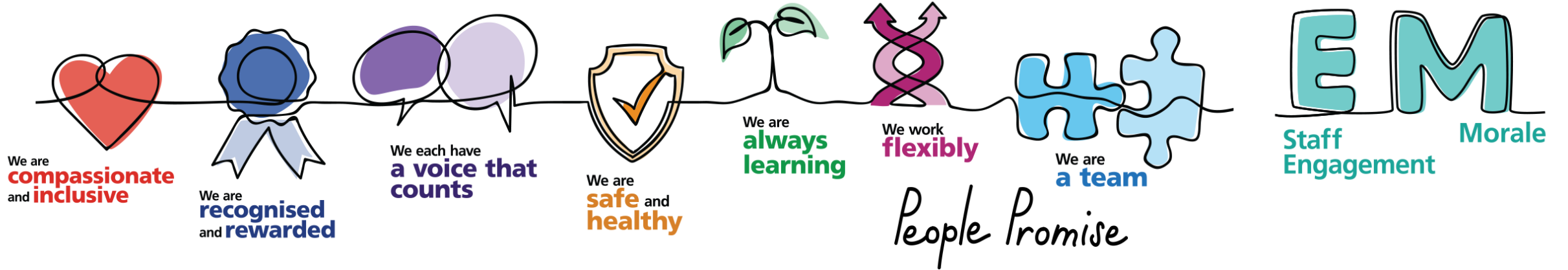
### 2024 benchmarking group details

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](#).

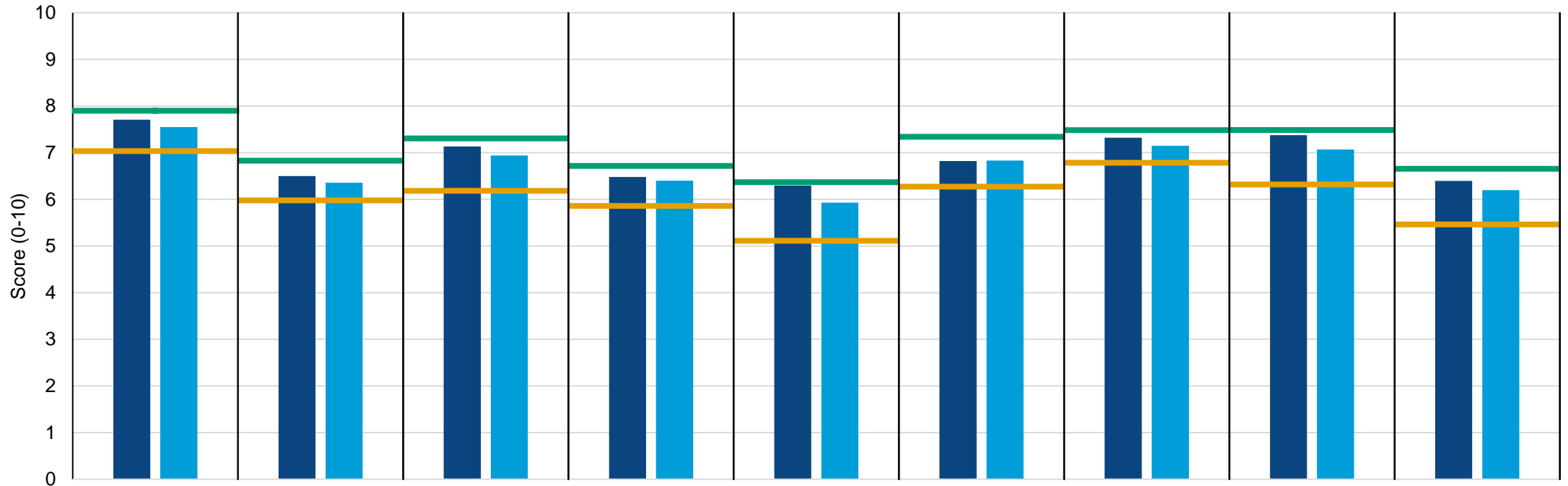


## People Promise elements, themes and sub-score results

## 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.

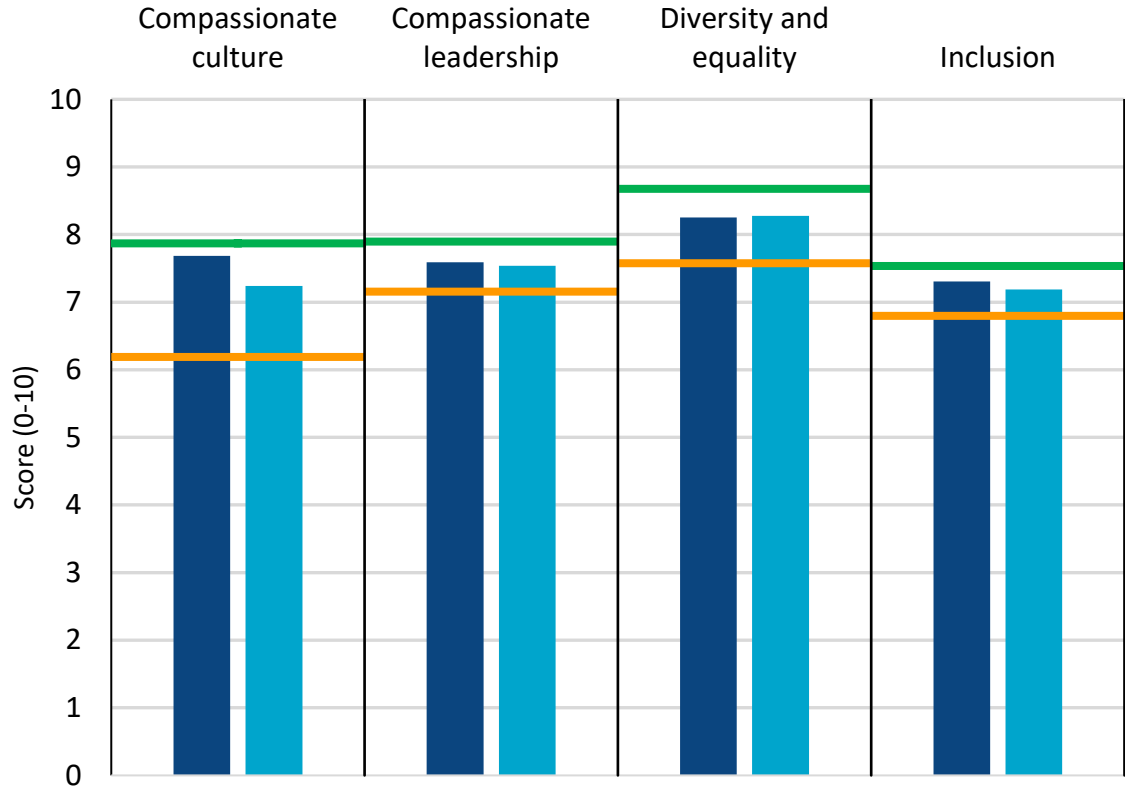


Your org	7.71	6.50	7.13	6.48	6.30	6.82	7.32	7.38	6.39
Best result	7.90	6.83	7.31	6.72	6.37	7.34	7.48	7.49	6.66
Average result	7.55	6.35	6.94	6.40	5.93	6.83	7.15	7.07	6.20
Worst result	7.03	5.98	6.18	5.86	5.11	6.27	6.78	6.32	5.46
Responses	2849	2850	2820	2825	2684	2835	2844	2850	2853

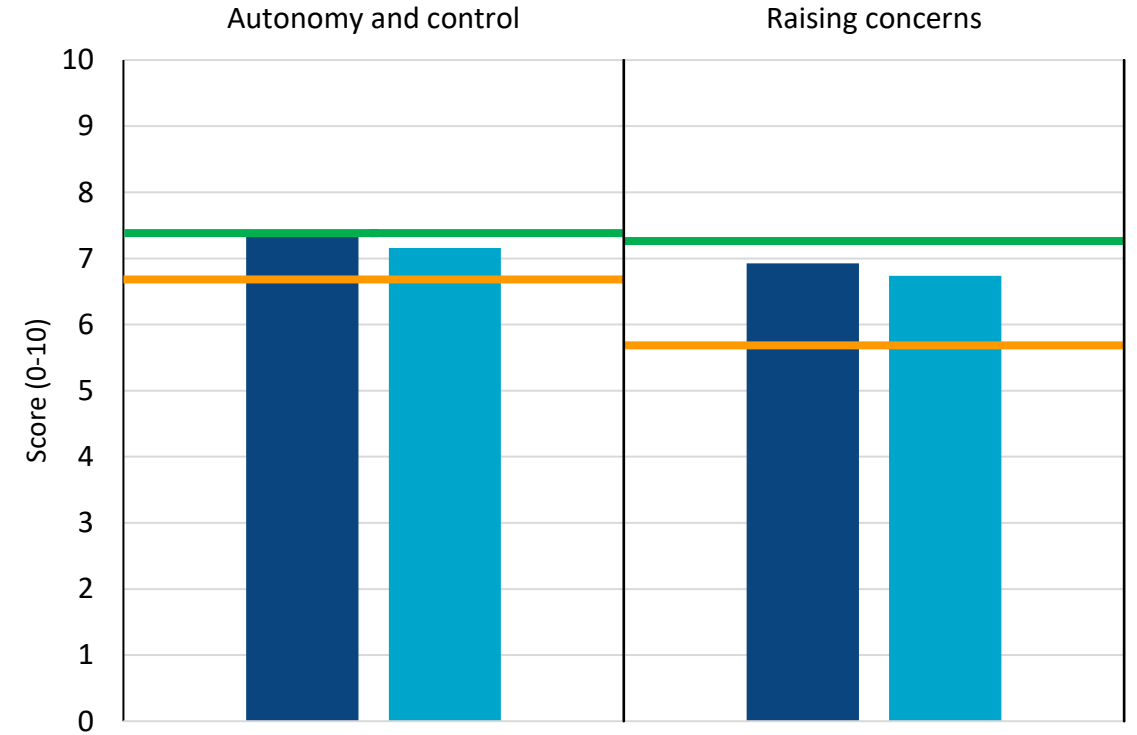
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



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



Your org	7.68	7.59	8.25	7.31
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	2842	2848	2839	2832

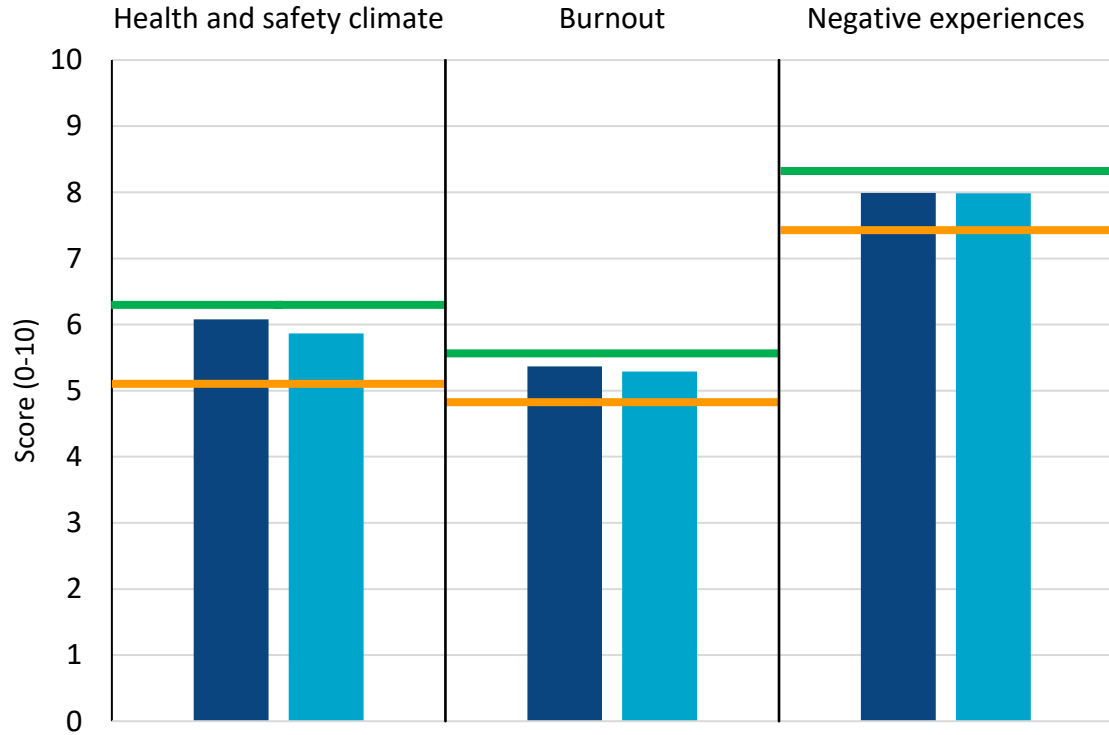
Your org	7.33	6.93
Best result	7.38	7.26
Average result	7.16	6.74
Worst result	6.68	5.68
Responses	2850	2827

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.

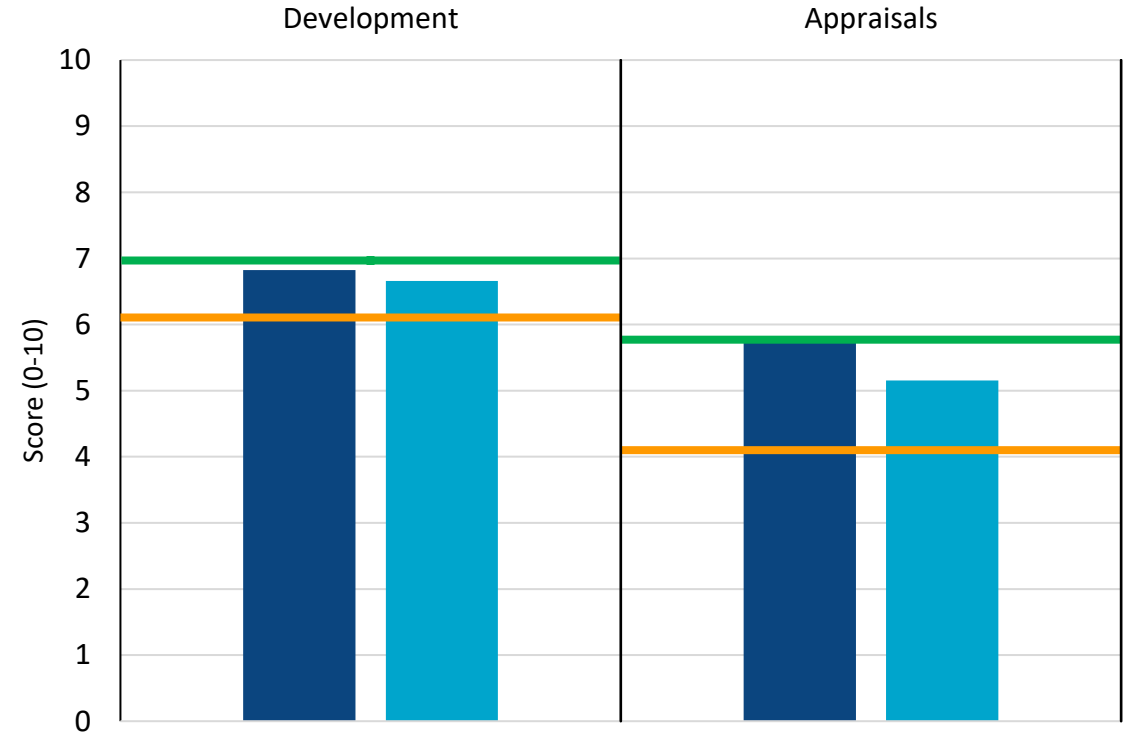
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



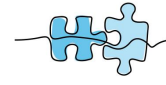
Your org	6.08	5.37	7.99
Best result	6.30	5.56	8.32
Average result	5.87	5.29	7.98
Worst result	5.10	4.83	7.43
Responses	2849	2850	2836

Your org	6.82	5.76
Best result	6.97	5.77
Average result	6.66	5.15
Worst result	6.11	4.10
Responses	2847	2686

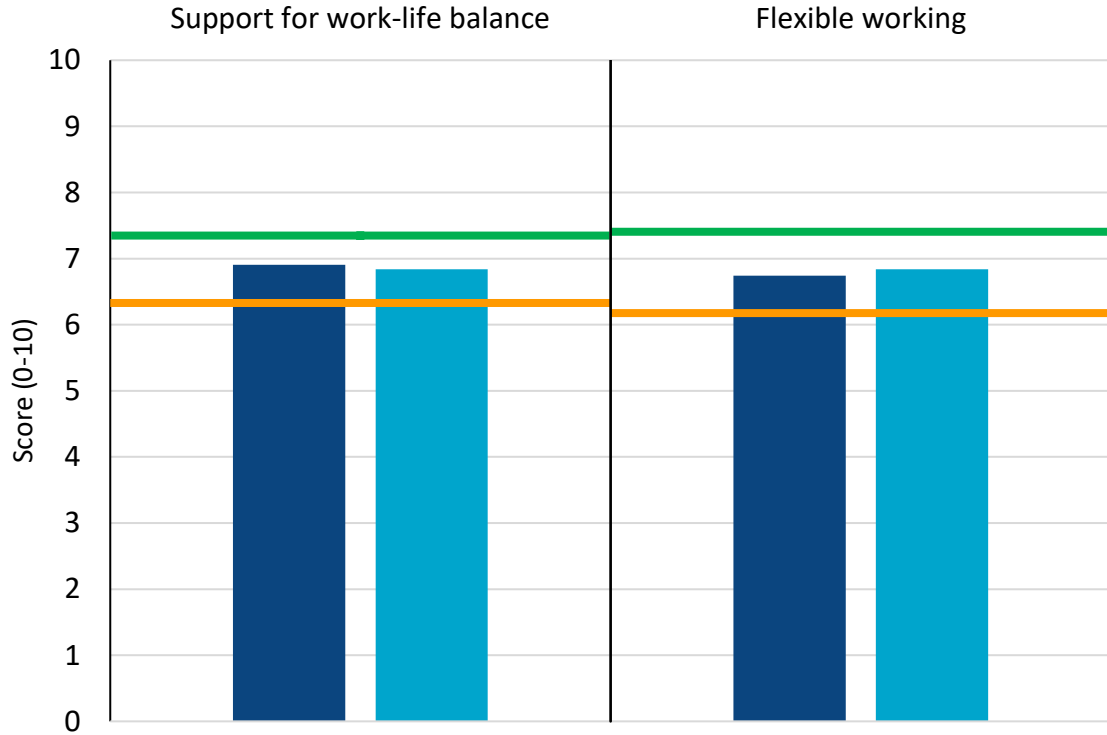
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



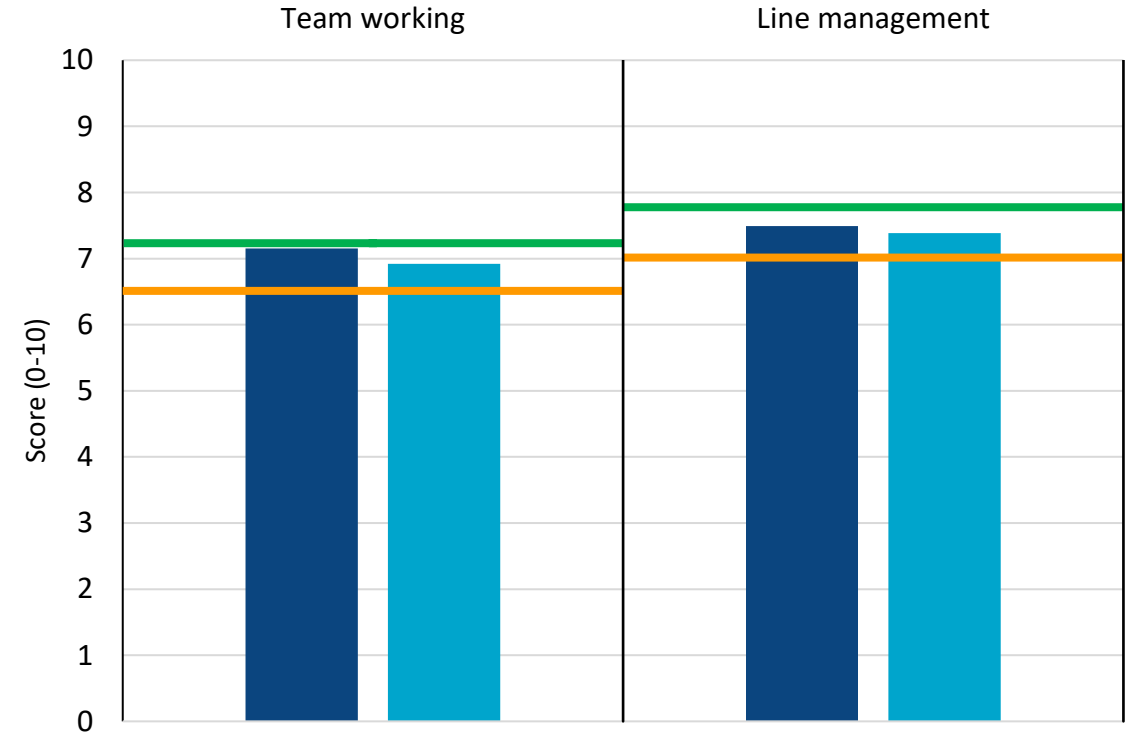
## Promise element 6: We work flexibly



## Promise element 7: We are a team



Your org	6.90	6.74
Best result	7.35	7.41
Average result	6.84	6.84
Worst result	6.33	6.18
Responses	2848	2841

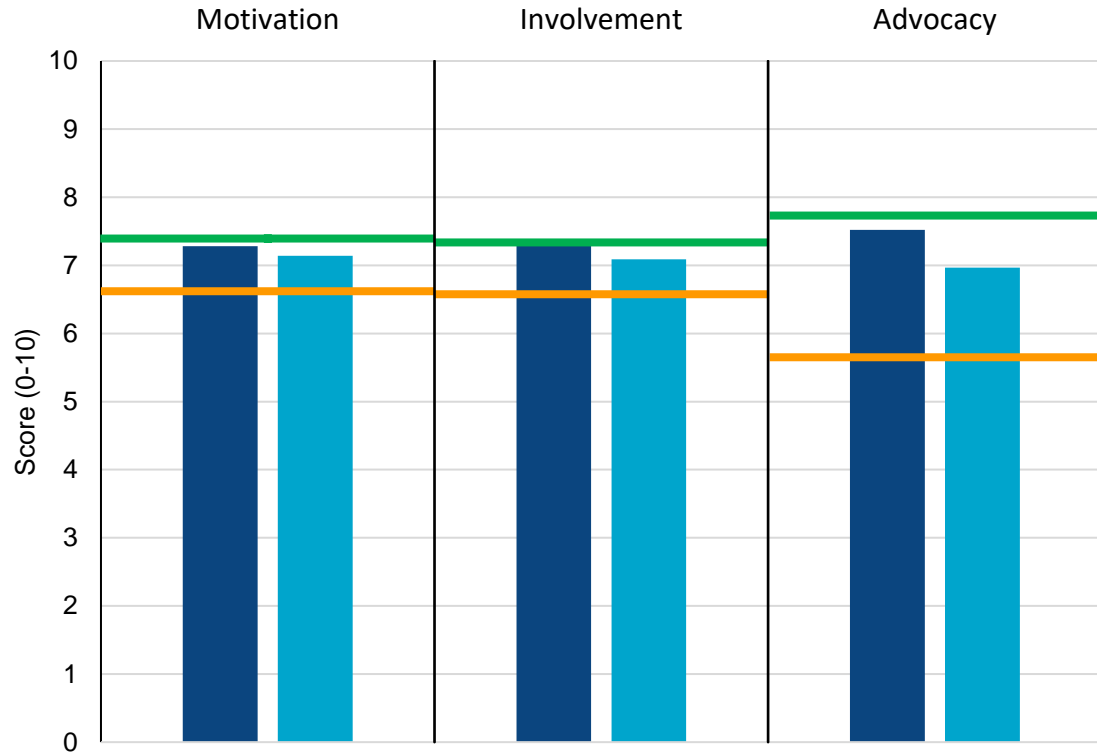


Your org	7.15	7.49
Best result	7.23	7.78
Average result	6.92	7.39
Worst result	6.51	7.02
Responses	2847	2850

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.



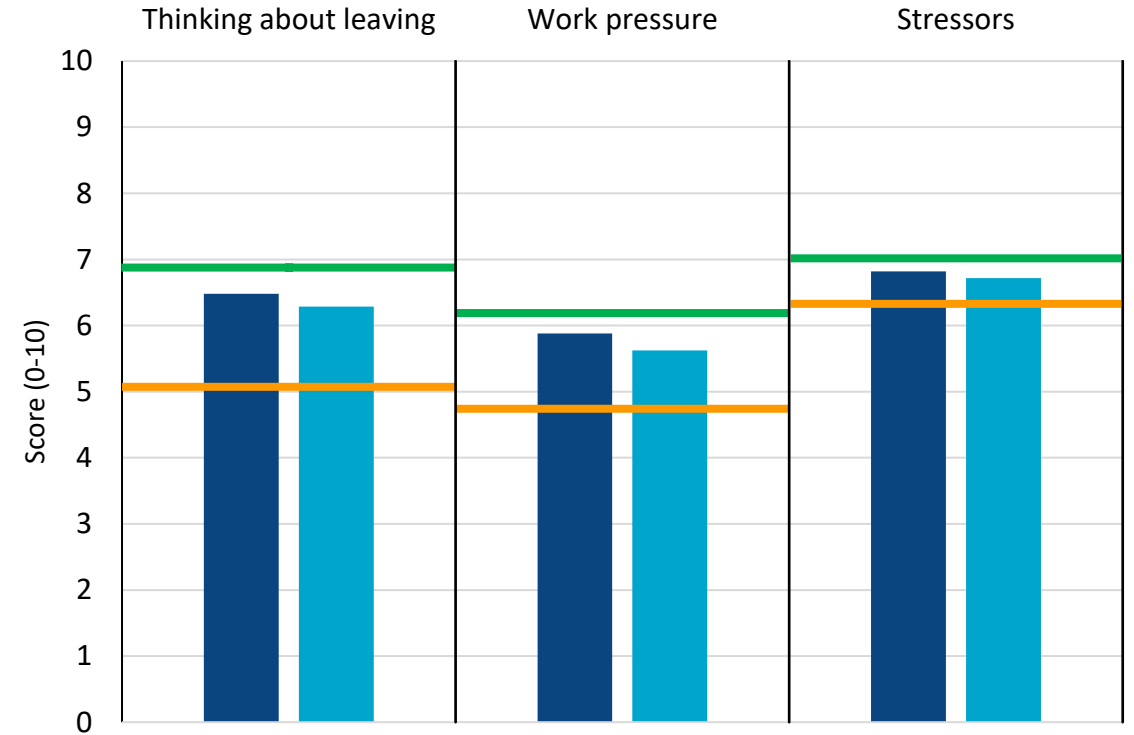
## Theme: Staff engagement



Your org	7.28	7.32	7.52
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	2798	2851	2841



## Theme: Morale



Your org	6.48	5.88	6.82
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	2845	2849	2847

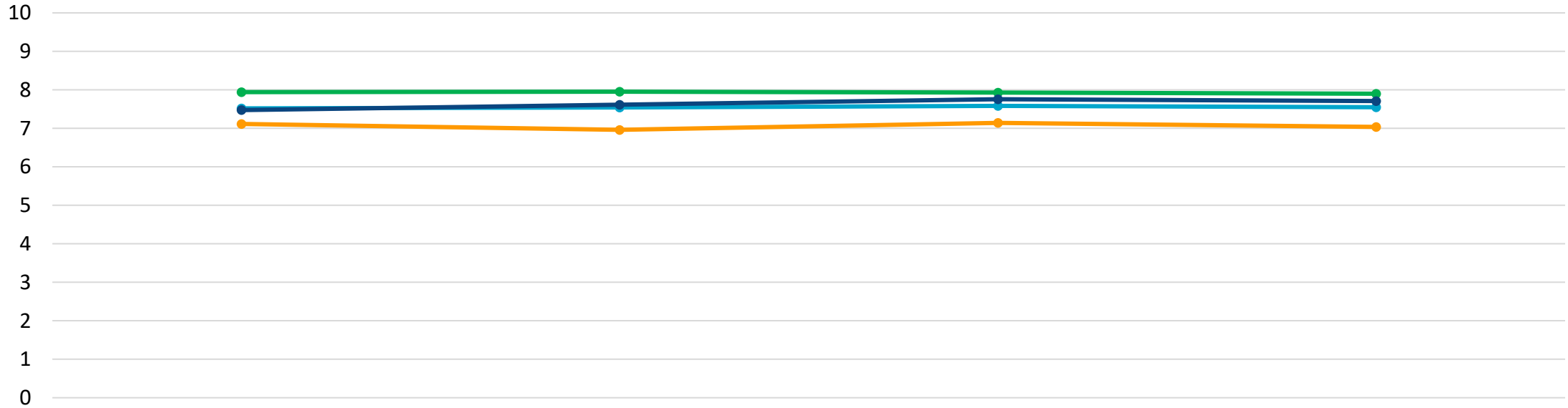


## People Promise elements, themes and sub-scores: Trends

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

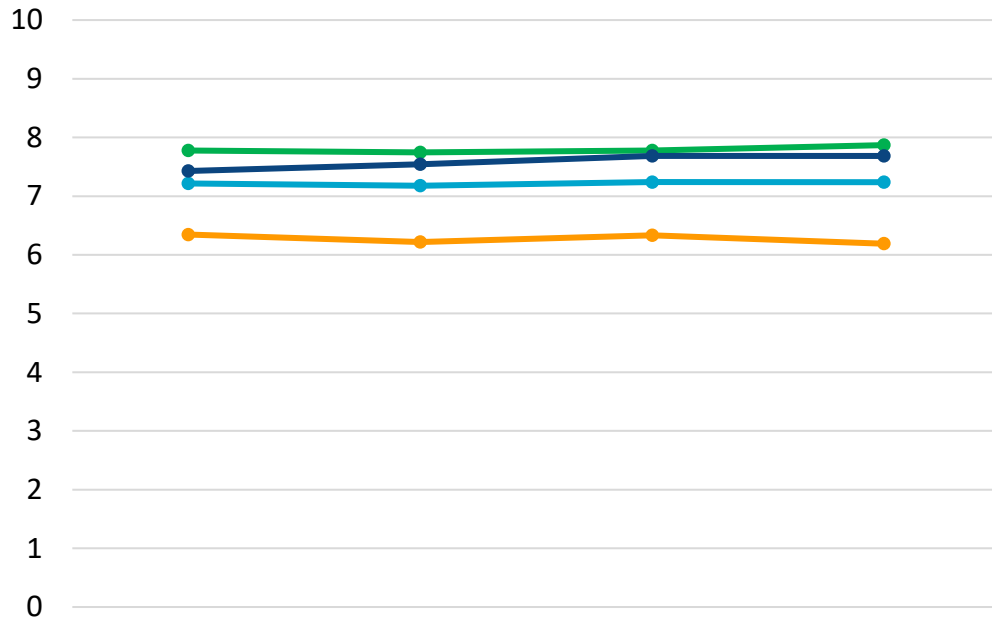


	2021	2022	2023	2024
Your org	7.47	7.61	7.76	7.71
Best result	7.94	7.95	7.93	7.90
Average result	7.52	7.54	7.58	7.55
Worst result	7.12	6.96	7.14	7.03
Responses	1977	2041	2551	2849

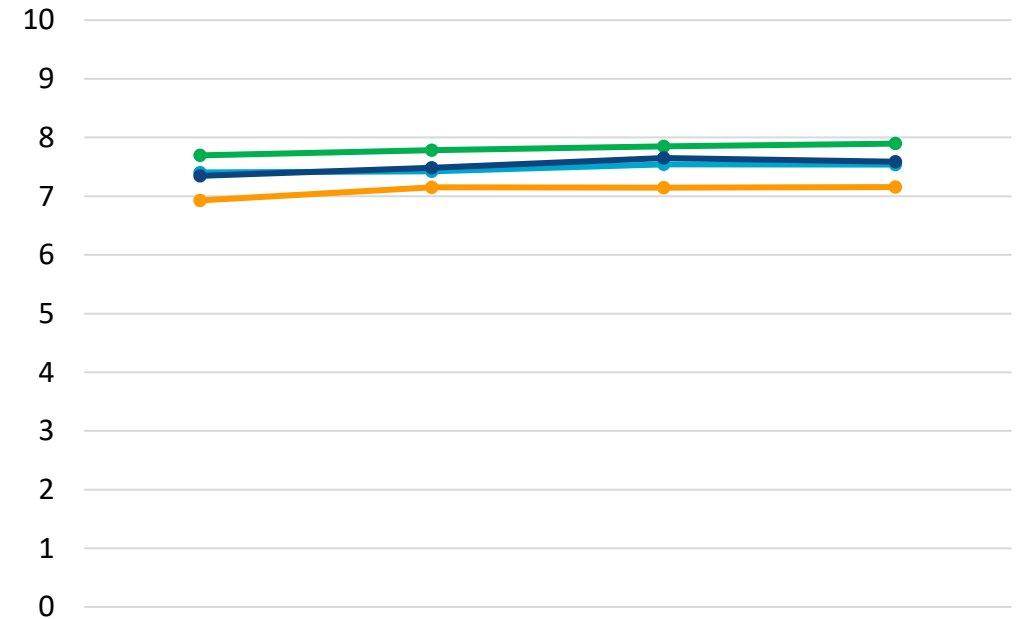
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



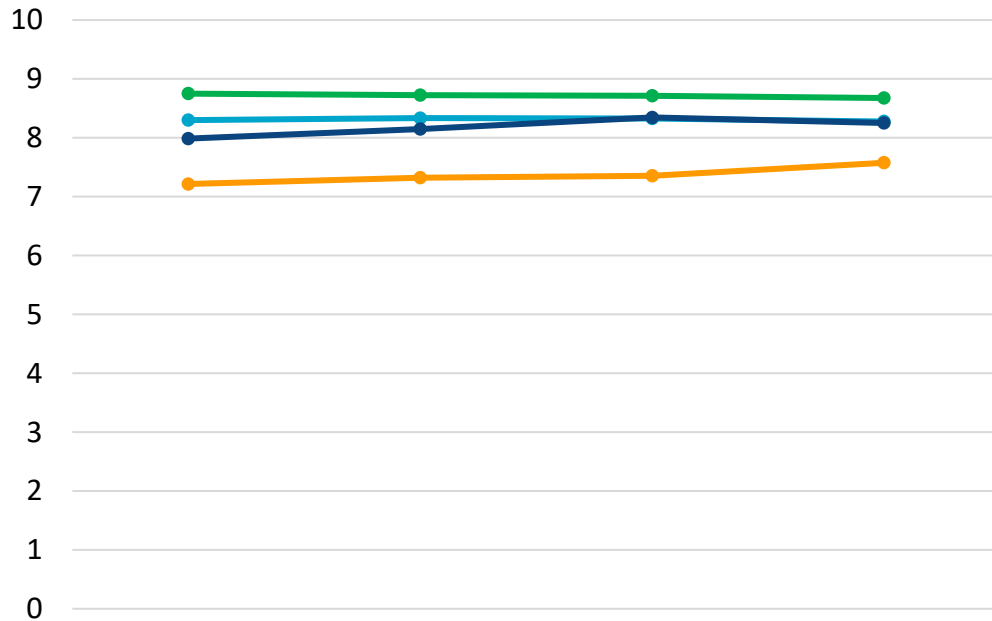
	2021	2022	2023	2024
Your org	7.43	7.55	7.69	7.68
Best result	7.78	7.75	7.78	7.87
Average result	7.22	7.18	7.24	7.24
Worst result	6.35	6.22	6.33	6.19
Responses	1975	2037	2540	2842

	2021	2022	2023	2024
Your org	7.35	7.49	7.65	7.59
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	1979	2039	2550	2848

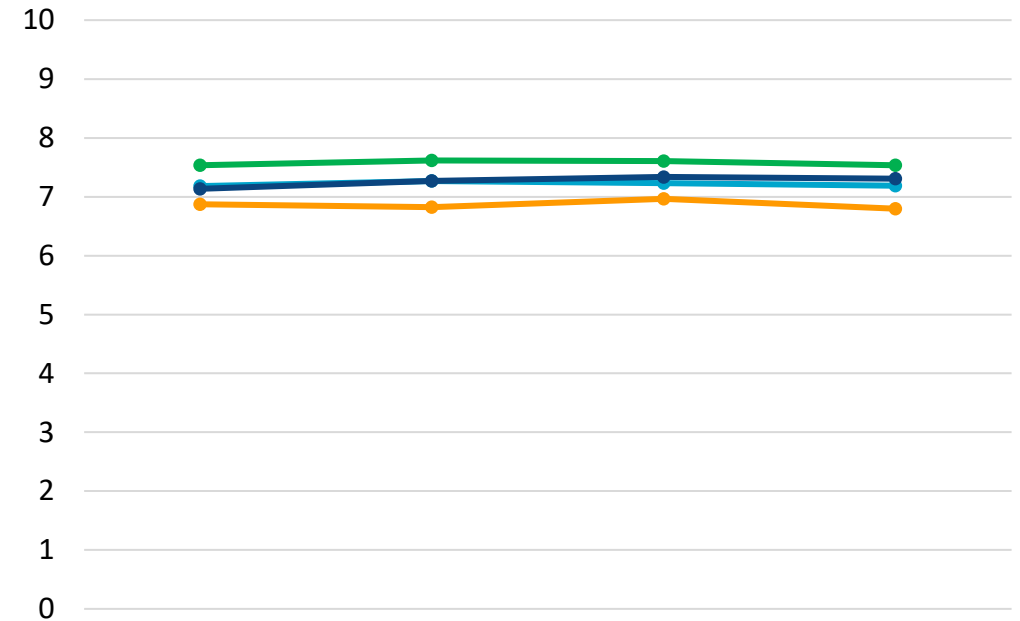
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



2021      2022      2023      2024

Your org	7.99	8.15	8.35	8.25
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      1977      2043      2545      2839

2021      2022      2023      2024

Your org	7.14	7.27	7.34	7.31
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

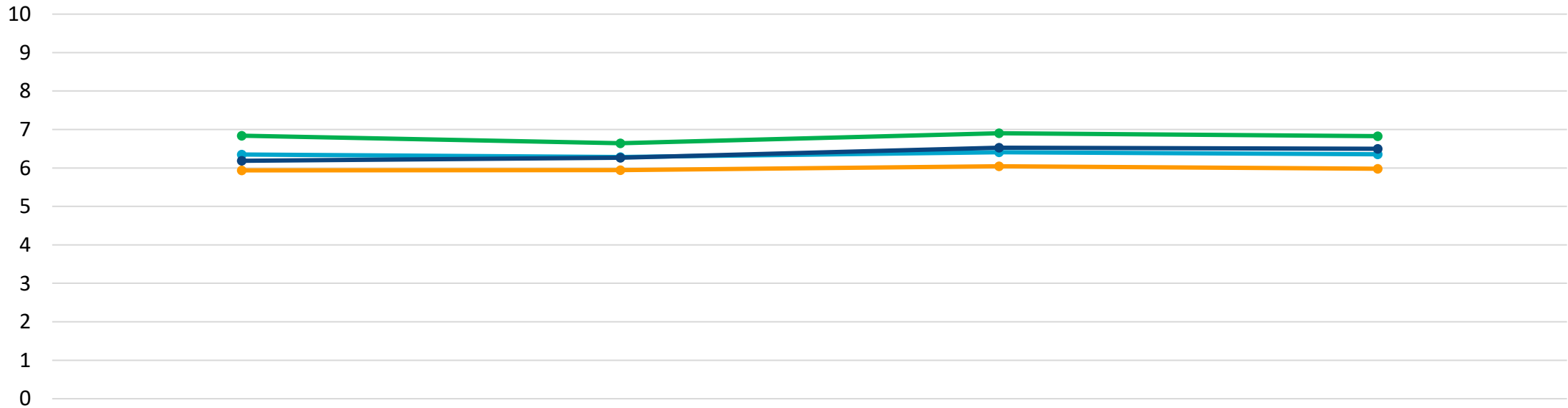
Responses      1975      2031      2534      2832

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



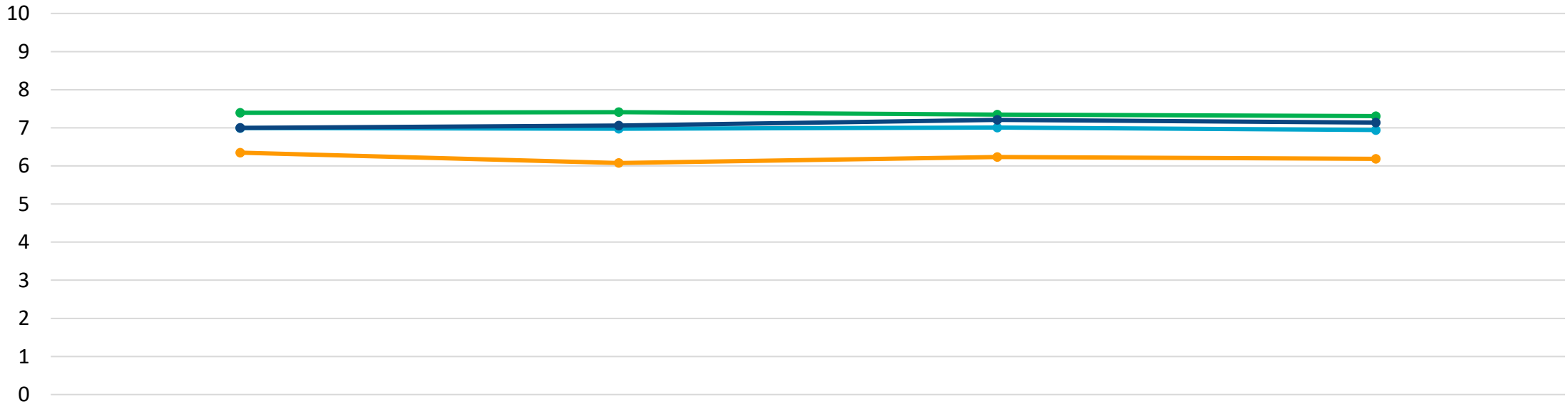
	2021	2022	2023	2024
Your org	6.19	6.27	6.53	6.50
Best result	6.84	6.64	6.90	6.83
Average result	6.35	6.28	6.41	6.35
Worst result	5.94	5.94	6.04	5.98
Responses	1979	2041	2551	2850

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



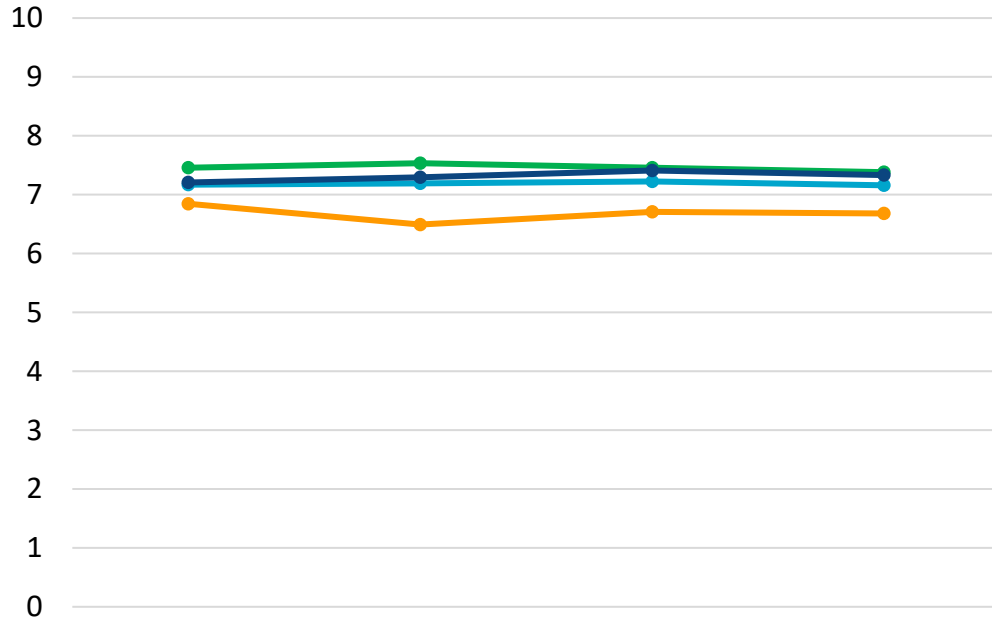
	2021	2022	2023	2024
Your org	7.00	7.06	7.21	7.13
Best result	7.40	7.41	7.35	7.31
Average result	6.99	6.97	7.01	6.94
Worst result	6.35	6.07	6.23	6.18
Responses	1963	2027	2527	2820

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.

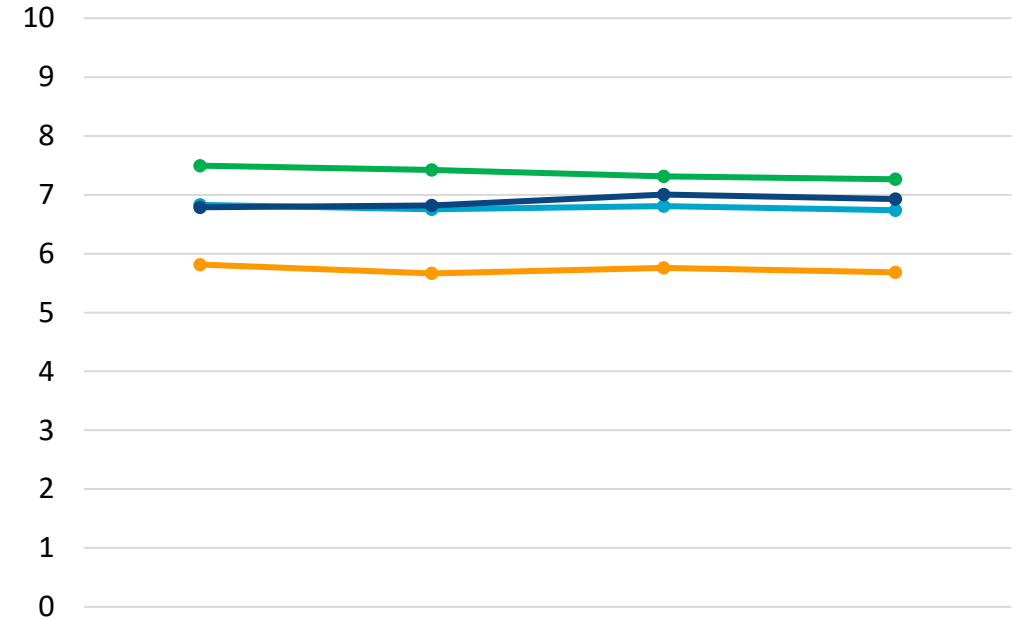


## Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023	2024
Your org	7.21	7.30	7.41	7.33
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	1981	2046	2552	2850

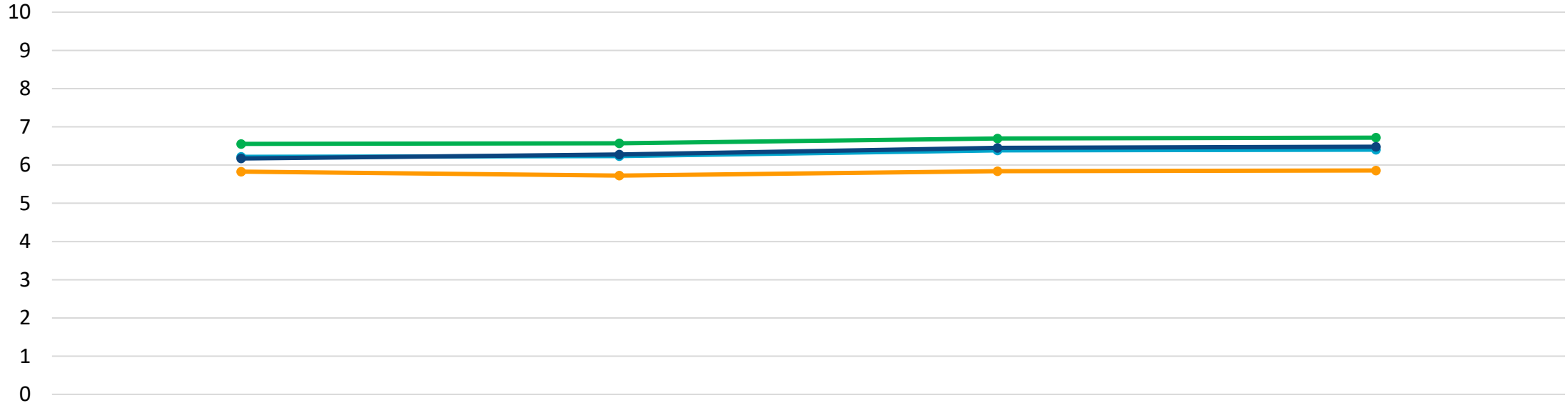
	2021	2022	2023	2024
Your org	6.79	6.82	7.00	6.93
Best result	7.49	7.42	7.31	7.26
Average result	6.83	6.76	6.81	6.74
Worst result	5.81	5.66	5.76	5.68
Responses	1964	2029	2529	2827

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	6.17	6.28	6.45	6.48
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	1972	2031	2534	2825

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.

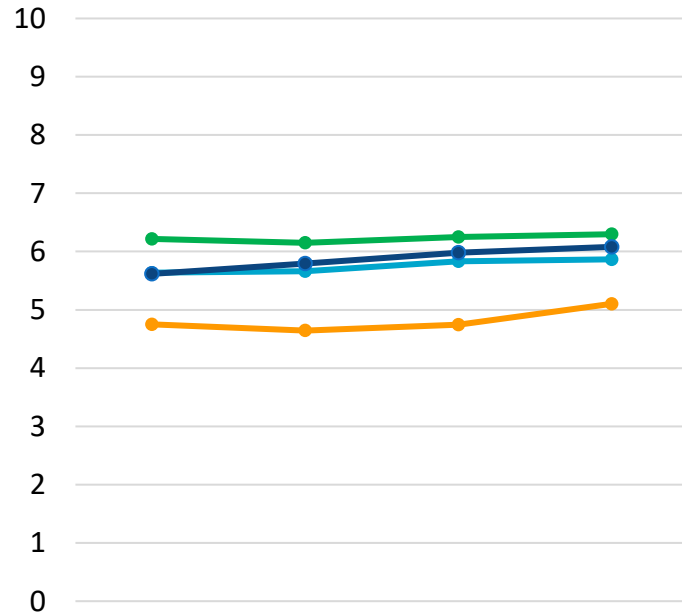


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



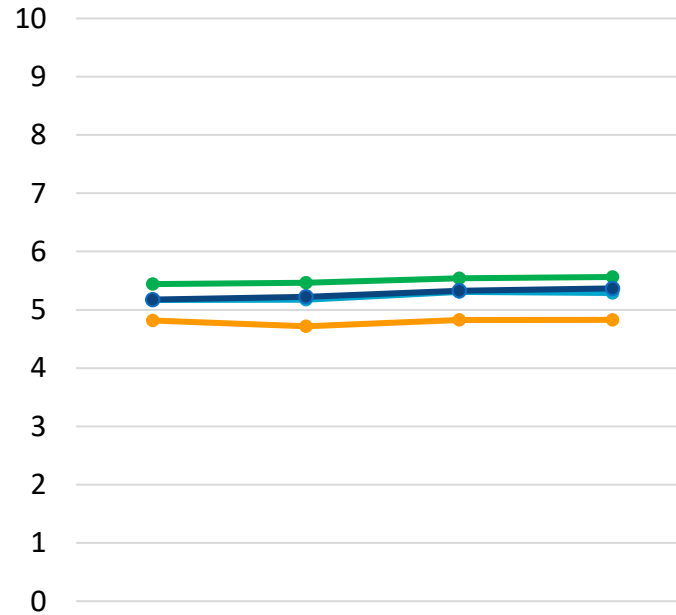
## Promise element 4: We are safe and healthy

Health and safety climate



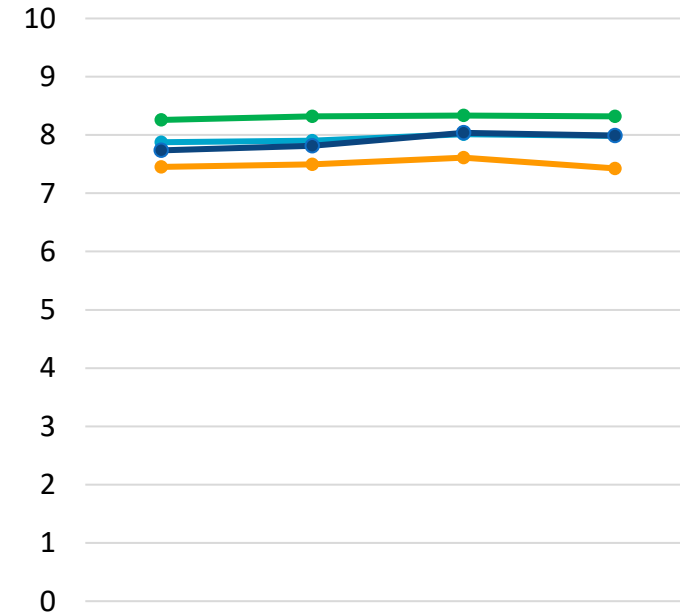
	2021	2022	2023	2024
<b>Your org</b>	5.62	5.79	5.98	6.08
<b>Best result</b>	6.22	6.15	6.25	6.30
<b>Average result</b>	5.64	5.66	5.83	5.87
<b>Worst result</b>	4.75	4.64	4.75	5.10
Responses	1981	2046	2555	2849

Burnout



	2021	2022	2023	2024
<b>Your org</b>	5.18	5.23	5.33	5.37
<b>Best result</b>	5.44	5.47	5.54	5.56
<b>Average result</b>	5.17	5.18	5.31	5.29
<b>Worst result</b>	4.82	4.72	4.83	4.83
Responses	1981	2040	2552	2850

Negative experiences



	2021	2022	2023	2024
<b>Your org</b>	7.74	7.81	8.04	7.99
<b>Best result</b>	8.26	8.32	8.33	8.32
<b>Average result</b>	7.88	7.90	8.01	7.98
<b>Worst result</b>	7.45	7.50	7.61	7.43
Responses	1974	2038	2535	2836

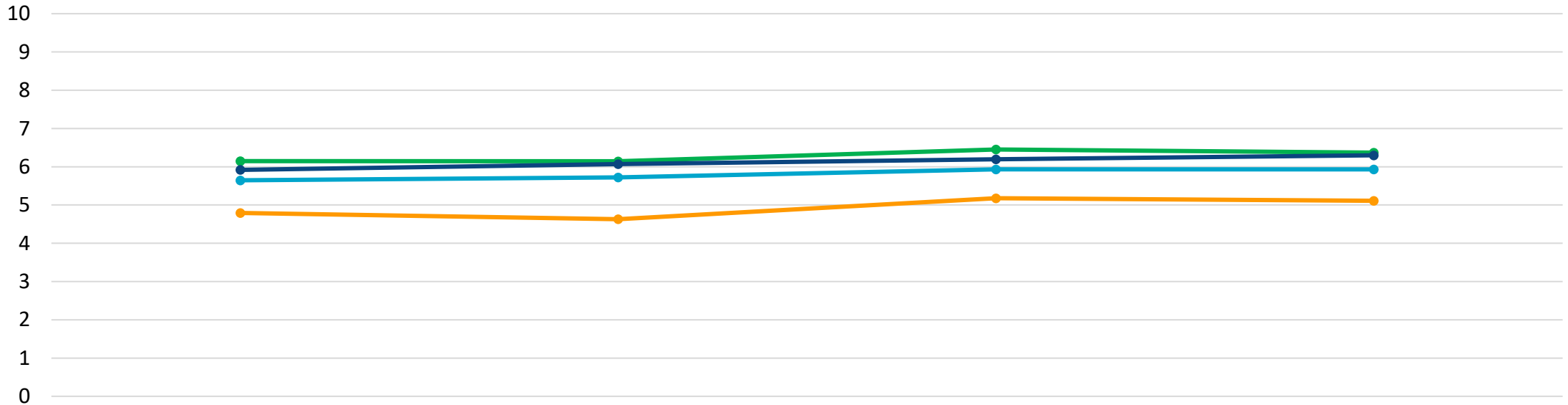
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



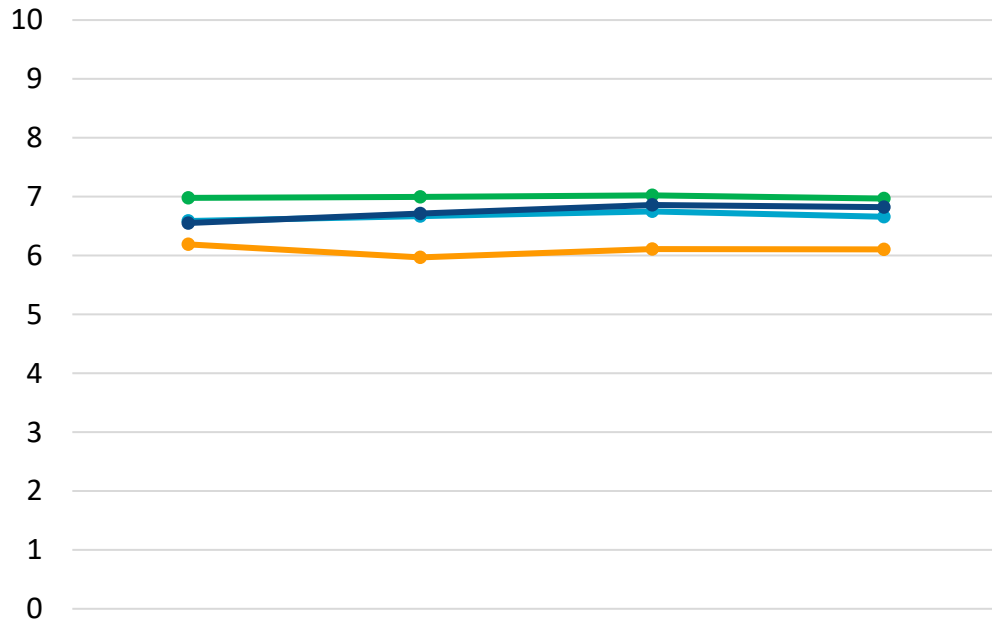
	2021	2022	2023	2024
Your org	5.92	6.07	6.19	6.30
Best result	6.15	6.14	6.45	6.37
Average result	5.65	5.72	5.93	5.93
Worst result	4.79	4.63	5.18	5.11
Responses	1858	1923	2406	2684

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.

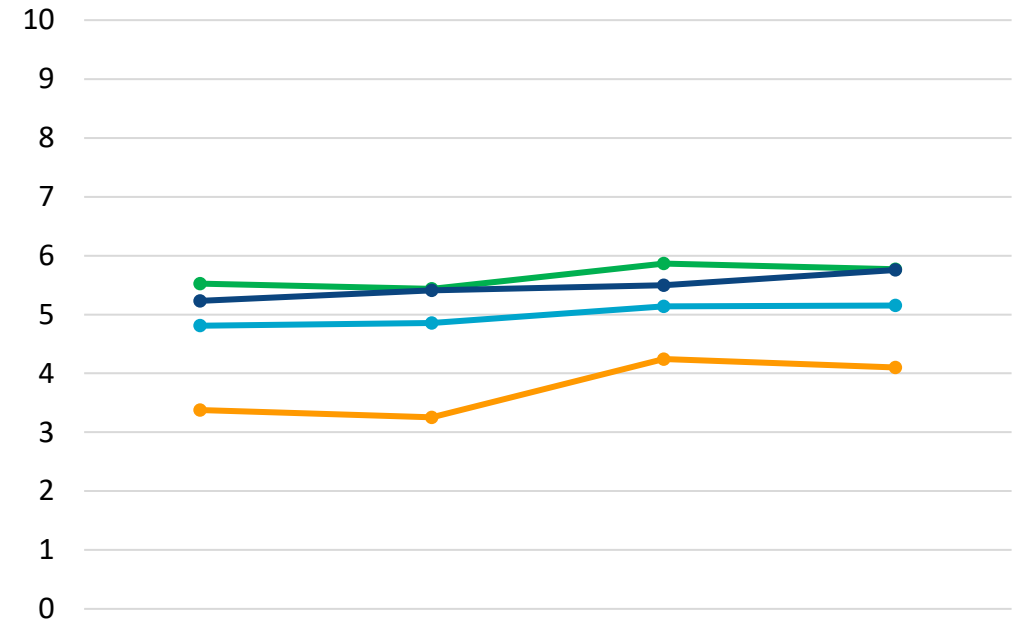


## Promise element 5: We are always learning

Development



Appraisals



	2021	2022	2023	2024
Your org	6.55	6.72	6.86	6.82
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	1974	2032	2546	2847

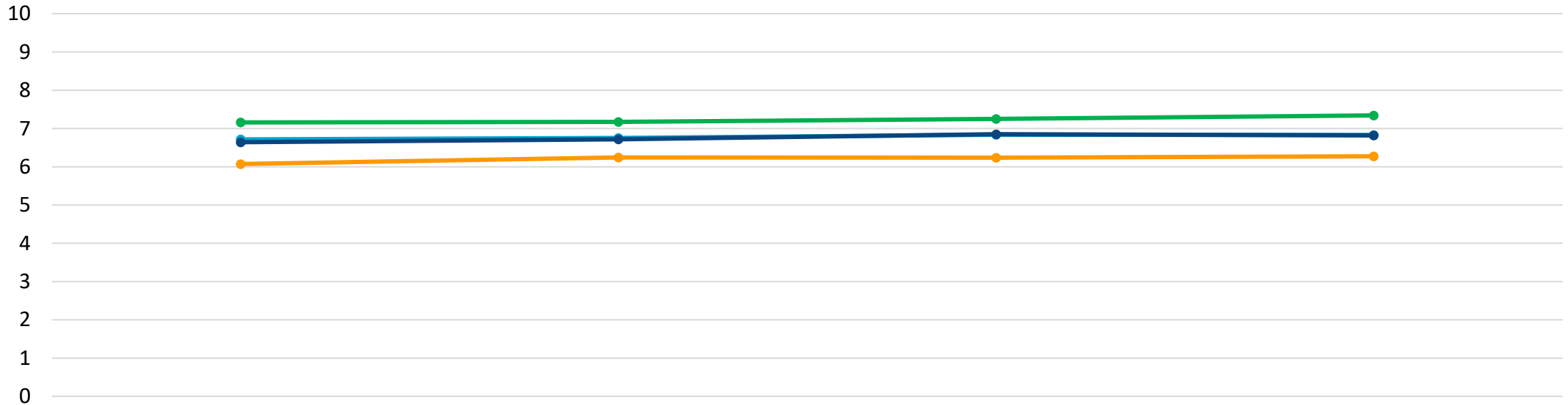
	2021	2022	2023	2024
Your org	5.23	5.41	5.50	5.76
Best result	5.52	5.44	5.87	5.77
Average result	4.81	4.86	5.14	5.15
Worst result	3.38	3.25	4.24	4.10
Responses	1862	1930	2409	2686

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



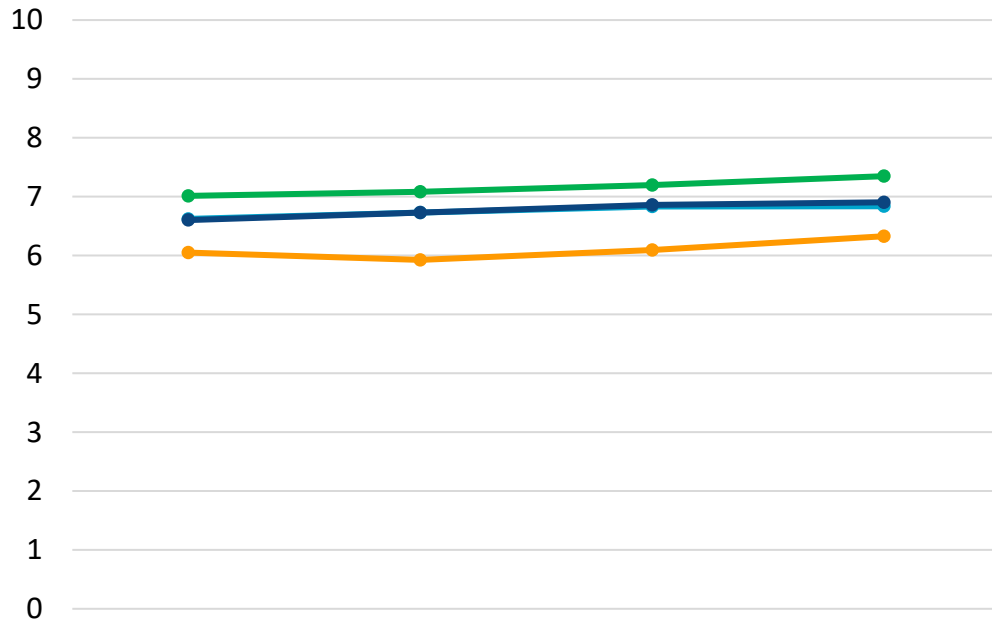
	2021	2022	2023	2024
Your org	6.64	6.72	6.85	6.82
Best result	7.16	7.17	7.25	7.34
Average result	6.71	6.75	6.84	6.83
Worst result	6.07	6.24	6.24	6.27
Responses	1965	2031	2535	2835

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.

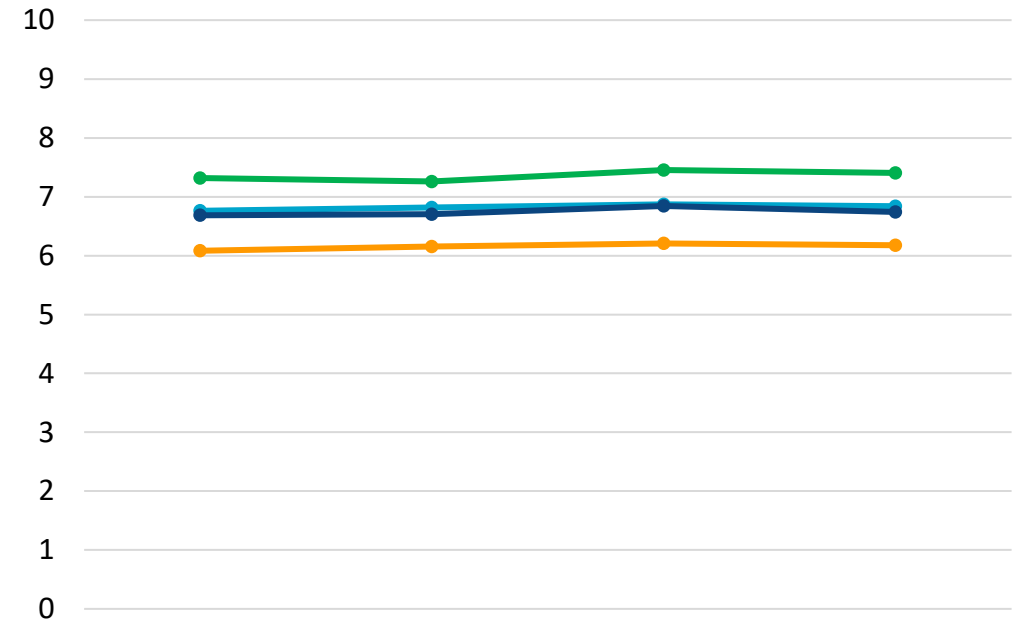


## Promise element 6: We work flexibly

Support for work-life balance



Flexible working



2021 2022 2023 2024

	2021	2022	2023	2024
Your org	6.60	6.73	6.86	6.90
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 1976 2046 2552 2848

2021 2022 2023 2024

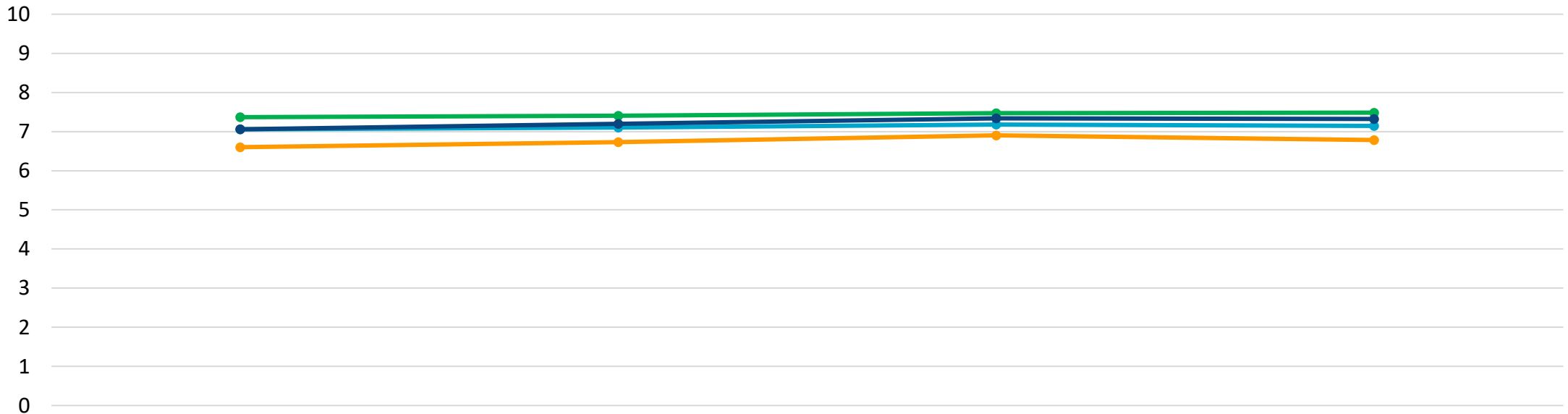
	2021	2022	2023	2024
Your org	6.69	6.71	6.84	6.74
Best result	7.32	7.26	7.45	7.41
Average result	6.76	6.82	6.87	6.84
Worst result	6.08	6.15	6.21	6.18

Responses 1971 2032 2536 2841

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.

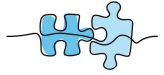
 **Promise element 7: We are a team**

## We are a team



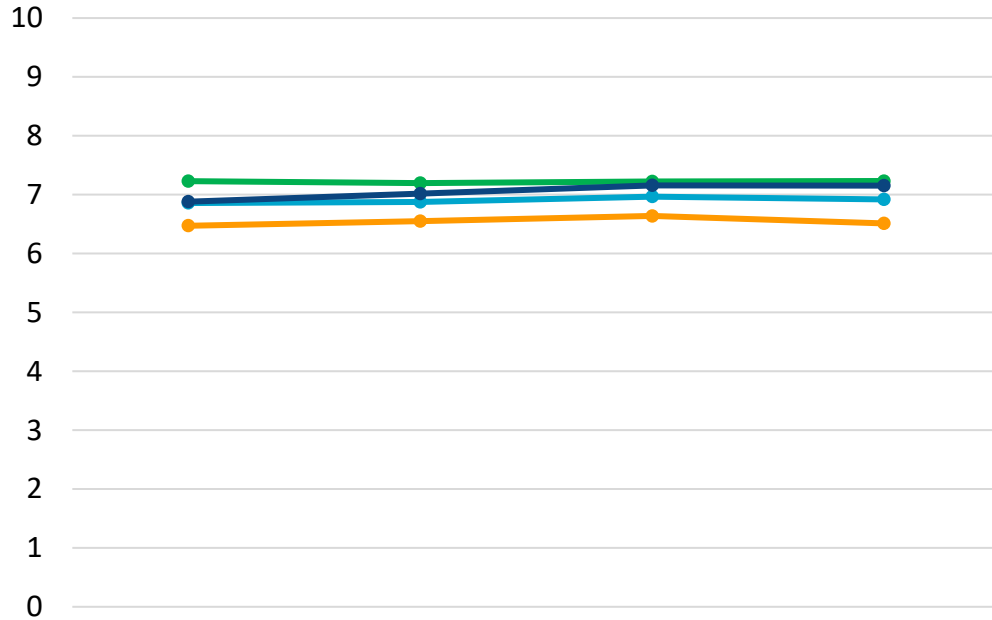
	2021	2022	2023	2024
Your org	7.06	7.20	7.34	7.32
Best result	7.37	7.41	7.47	7.48
Average result	7.06	7.10	7.18	7.15
Worst result	6.60	6.73	6.90	6.78
Responses	1977	2033	2542	2844

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.

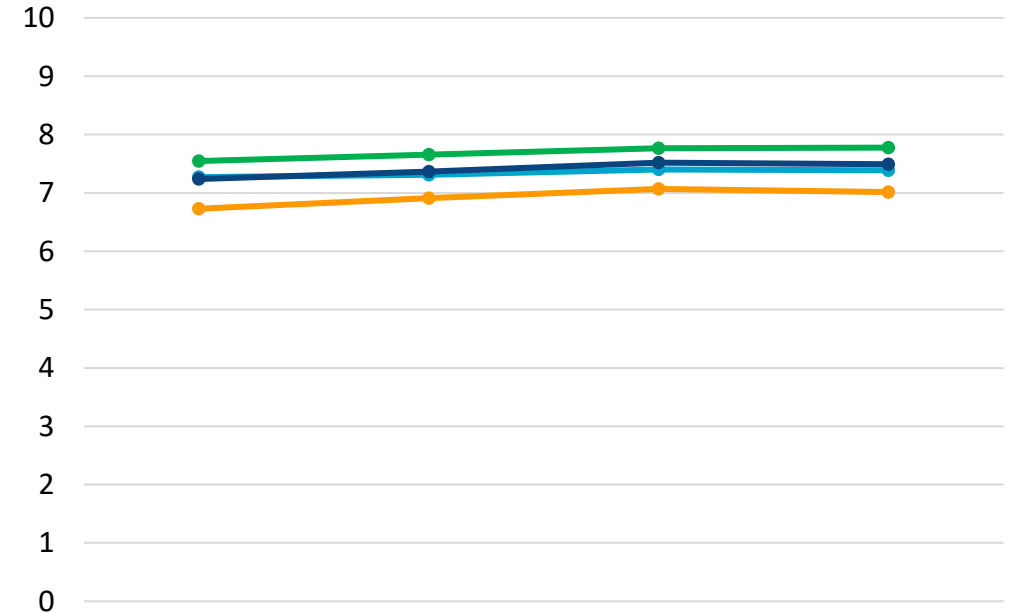


## Promise element 7: We are a team

Team working



Line management



	2021	2022	2023	2024
Your org	6.88	7.02	7.16	7.15
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	1978	2041	2547	2847

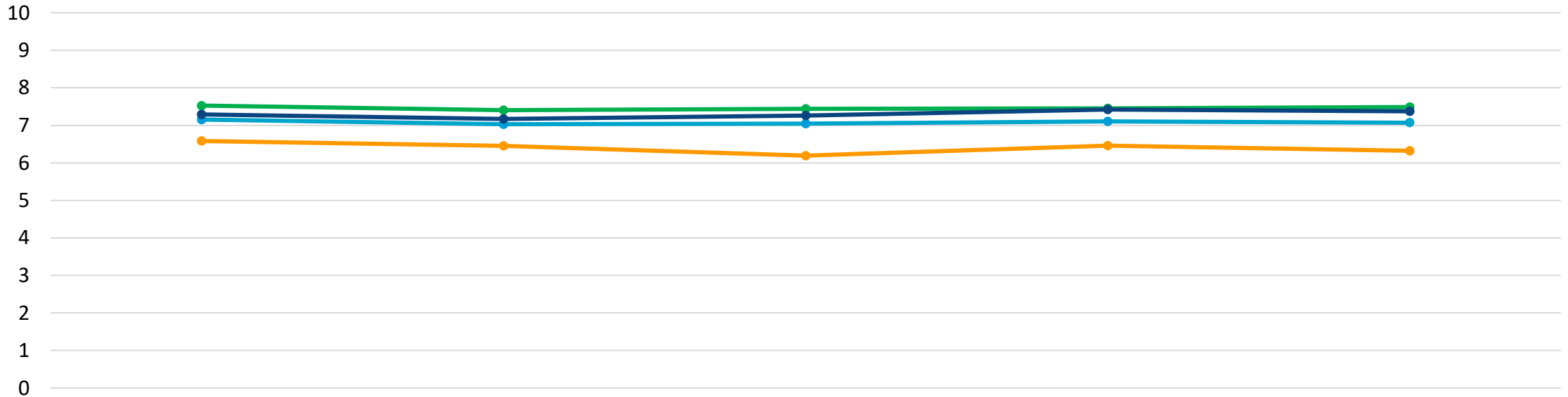
	2021	2022	2023	2024
Your org	7.24	7.37	7.52	7.49
Best result	7.55	7.66	7.76	7.78
Average result	7.27	7.31	7.40	7.39
Worst result	6.73	6.91	7.07	7.02
Responses	1980	2038	2549	2850

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	7.29	7.17	7.26	7.42	7.38
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	1613	1982	2045	2553	2850





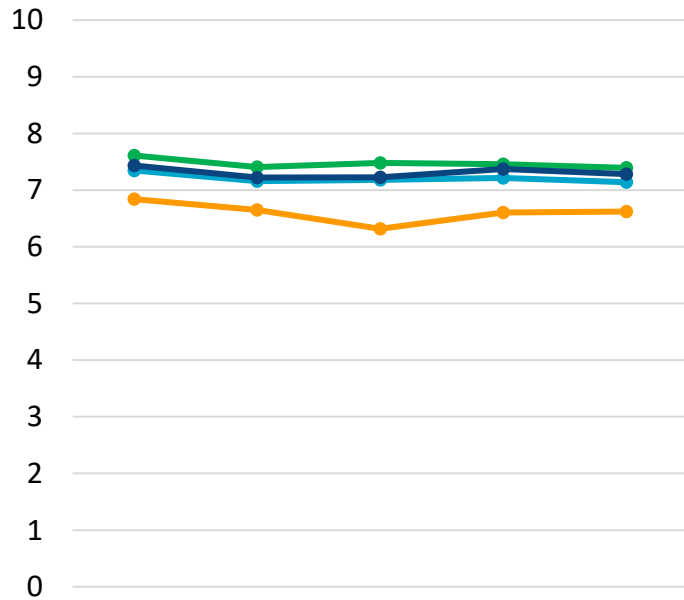
# People Promise elements, themes and sub-scores: Sub-score trends

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.



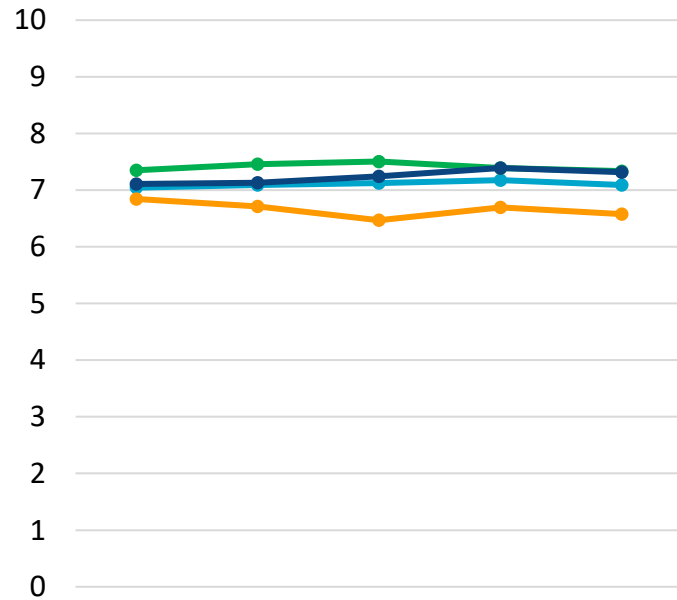
## Theme: Staff Engagement

### Motivation



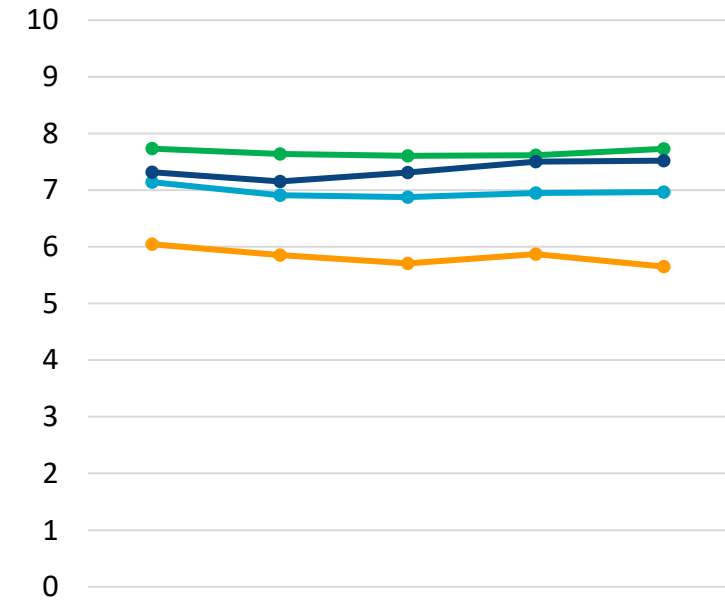
	2020	2021	2022	2023	2024
Your org	7.43	7.22	7.22	7.37	7.28
Best result	7.61	7.41	7.48	7.46	7.39
Average result	7.35	7.16	7.18	7.22	7.14
Worst result	6.84	6.65	6.32	6.60	6.62
Responses	1593	1951	2010	2507	2798

### Involvement



	2020	2021	2022	2023	2024
Your org	7.11	7.13	7.24	7.39	7.32
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	1613	1981	2045	2550	2851

### Advocacy



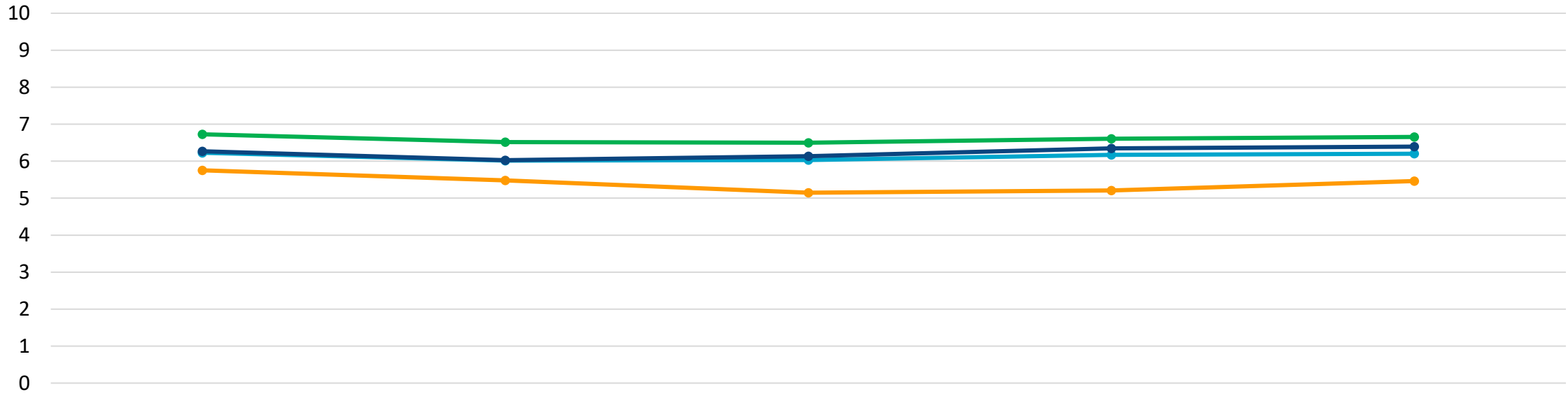
	2020	2021	2022	2023	2024
Your org	7.32	7.15	7.31	7.50	7.52
Best result	7.73	7.64	7.61	7.62	7.73
Average result	7.14	6.91	6.88	6.95	6.96
Worst result	6.05	5.85	5.71	5.87	5.65
Responses	1604	1975	2036	2539	2841

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



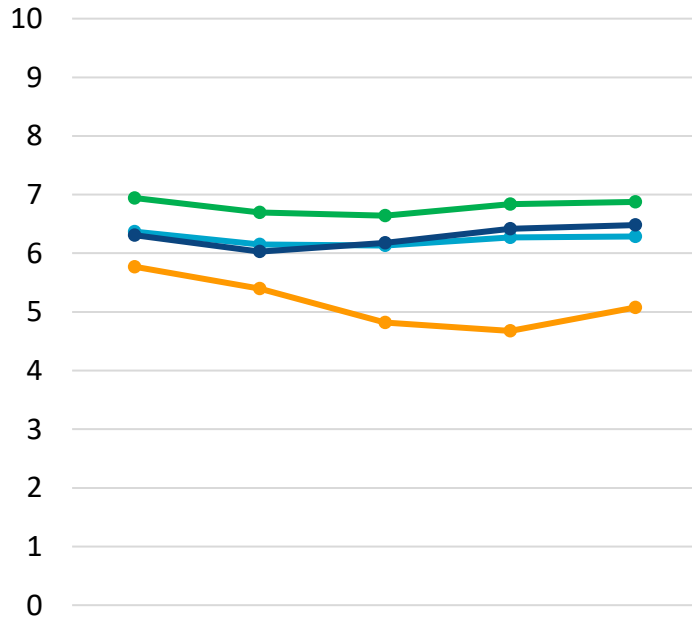
	2020	2021	2022	2023	2024
Your org	6.27	6.03	6.13	6.35	6.39
Best result	6.73	6.52	6.50	6.61	6.66
Average result	6.23	6.02	6.03	6.17	6.20
Worst result	5.75	5.48	5.15	5.21	5.46
Responses	1613	1982	2046	2554	2853

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.

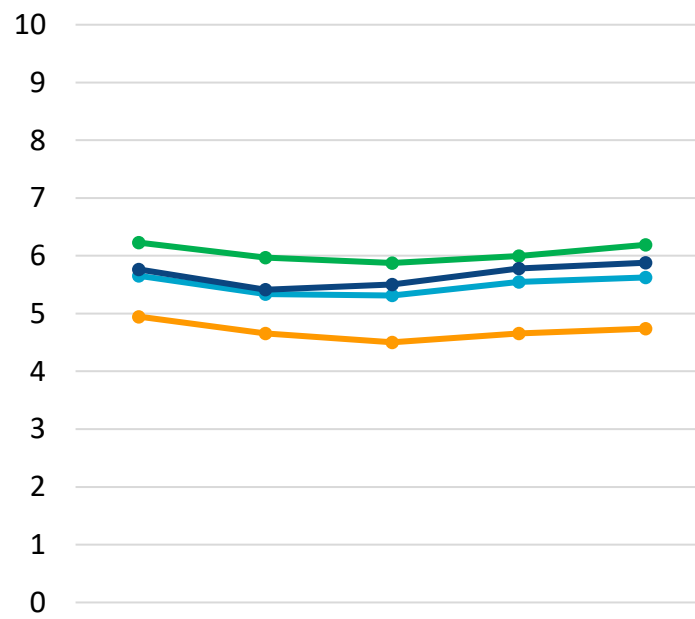


## Theme: Morale

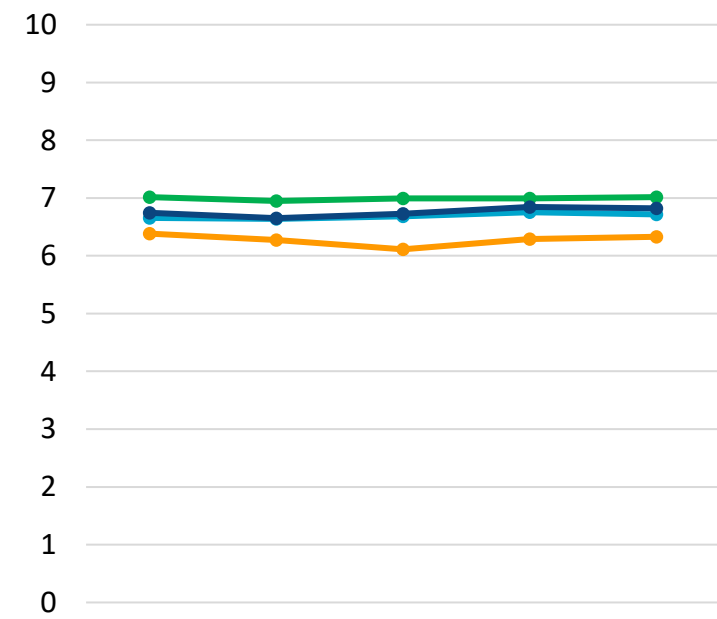
Thinking about leaving



Work pressure



Stressors



	2020	2021	2022	2023	2024
Your org	6.31	6.03	6.18	6.41	6.48
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	1610	1975	2037	2545	2845

	2020	2021	2022	2023	2024
Your org	5.77	5.41	5.50	5.78	5.88
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	1612	1977	2046	2555	2849

	2020	2021	2022	2023	2024
Your org	6.75	6.65	6.73	6.85	6.82
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	1602	1976	2040	2547	2847

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

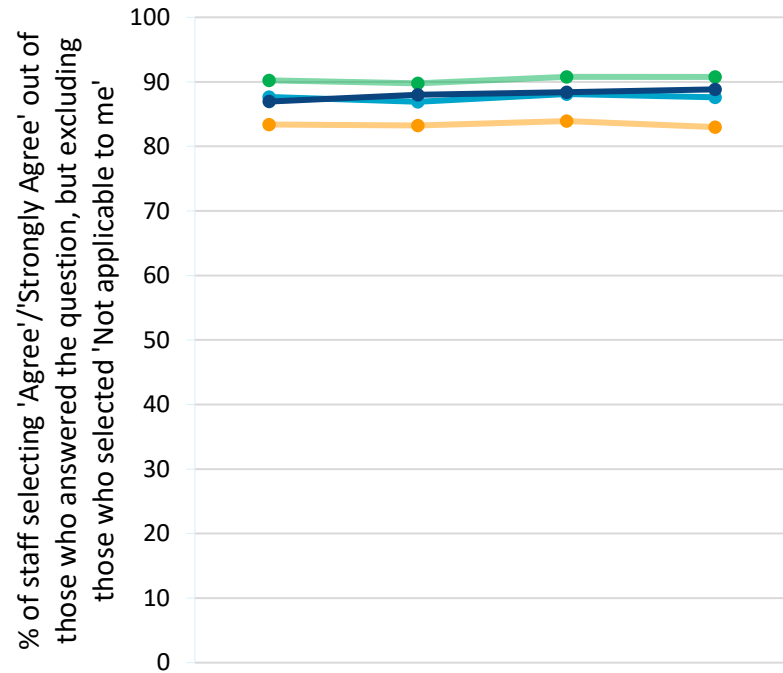
Diversity and equality – Q15, Q16a, Q16b, Q21

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.

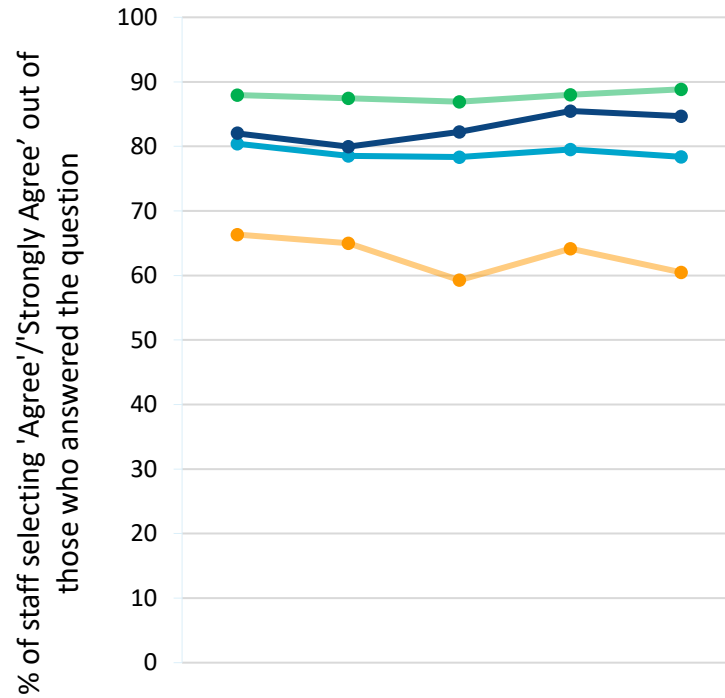


Q6a I feel that my role makes a difference to patients / service users.



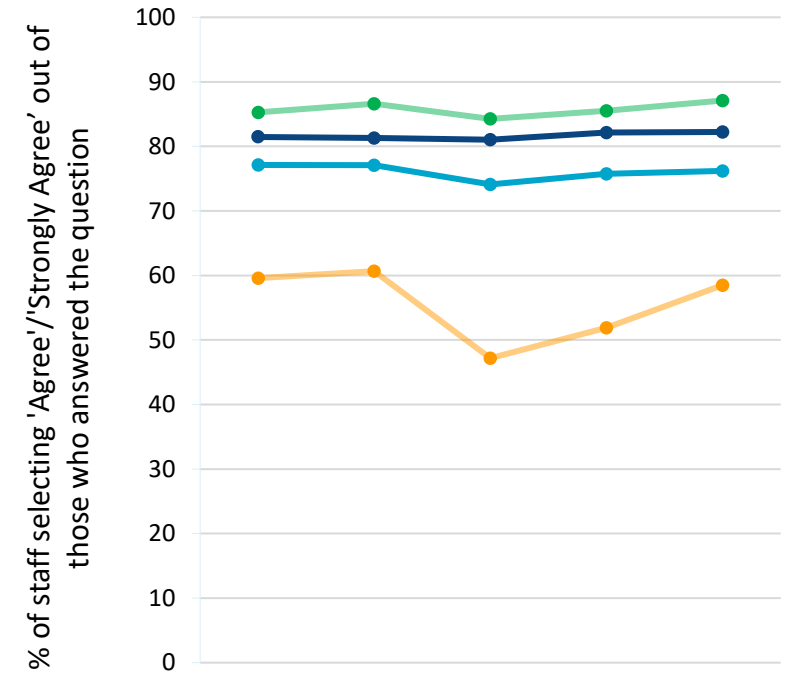
	2021	2022	2023	2024
<b>Your org</b>	86.95%	88.00%	88.39%	88.84%
<b>Best result</b>	90.21%	89.77%	90.76%	90.76%
<b>Average result</b>	87.68%	86.91%	88.12%	87.59%
<b>Worst result</b>	83.40%	83.25%	83.93%	82.99%
Responses	1875	1965	2445	2737

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



	2020	2021	2022	2023	2024
<b>Your org</b>	82.01%	79.96%	82.27%	85.49%	84.68%
<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	1603	1975	2037	2539	2842

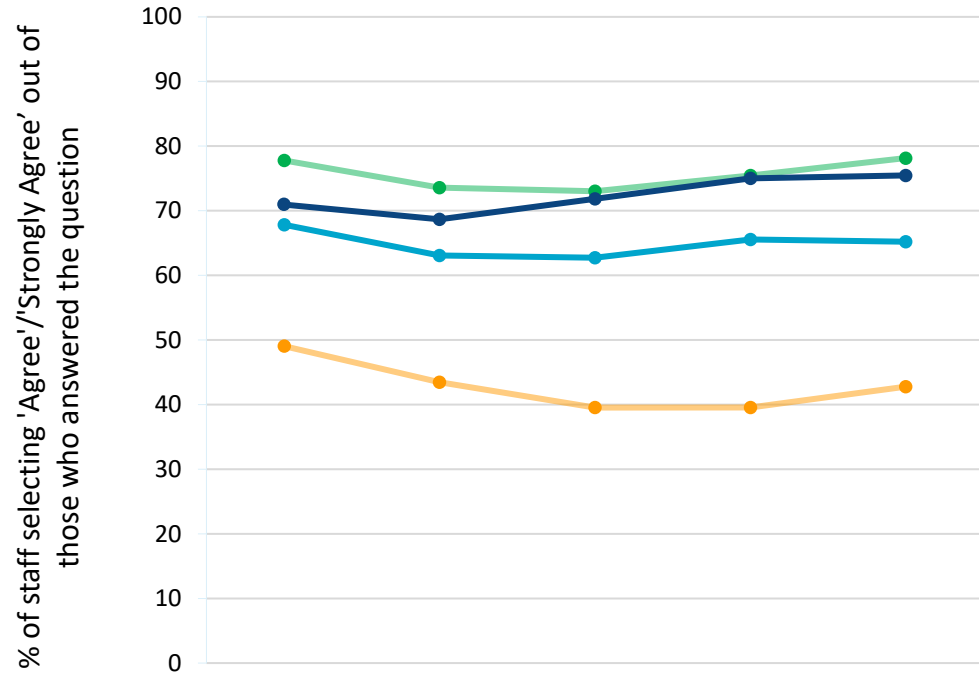
Q25b My organisation acts on concerns raised by patients / service users.



	2020	2021	2022	2023	2024
<b>Your org</b>	81.48%	81.31%	81.04%	82.13%	82.23%
<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	1599	1968	2034	2536	2836

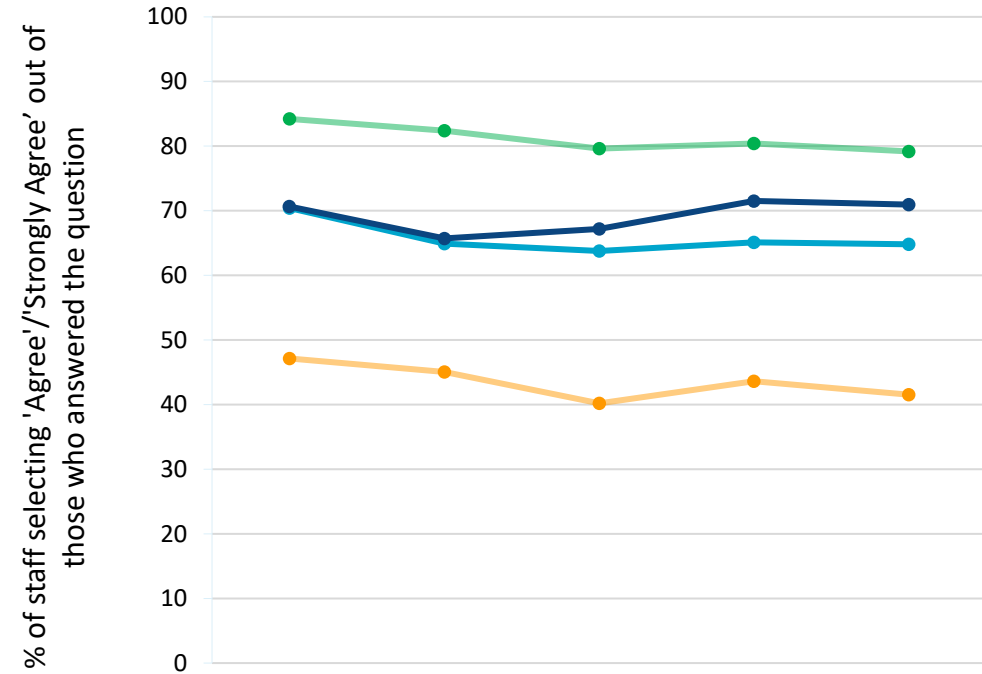


Q25c I would recommend my organisation as a place to work.



	2020	2021	2022	2023	2024
<b>Your org</b>	70.96%	68.68%	71.86%	75.02%	75.47%
<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	1604	1971	2034	2536	2840

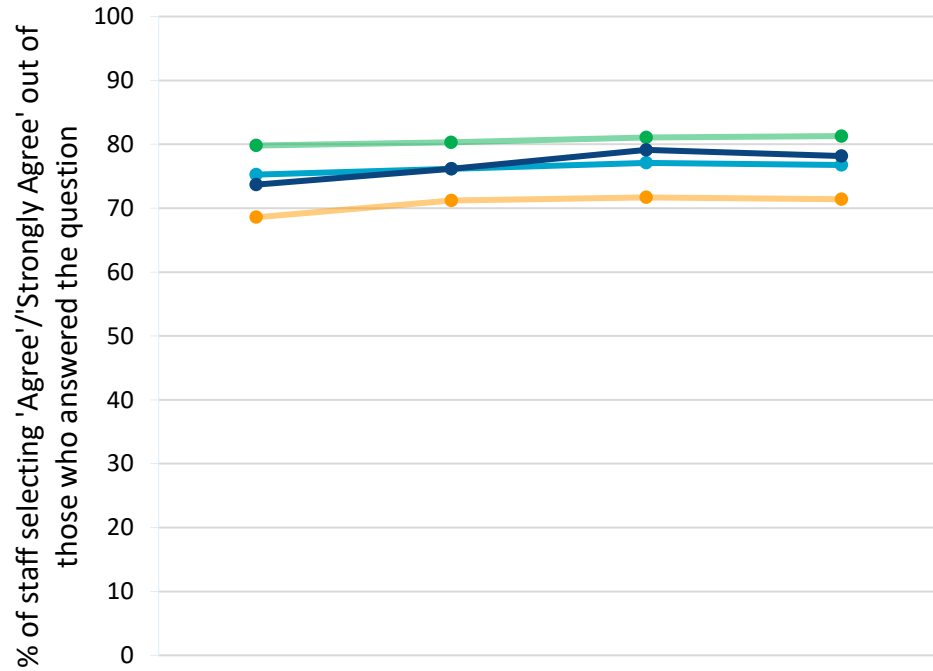
Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	70.63%	65.72%	67.21%	71.52%	70.94%
<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	1601	1966	2031	2534	2834

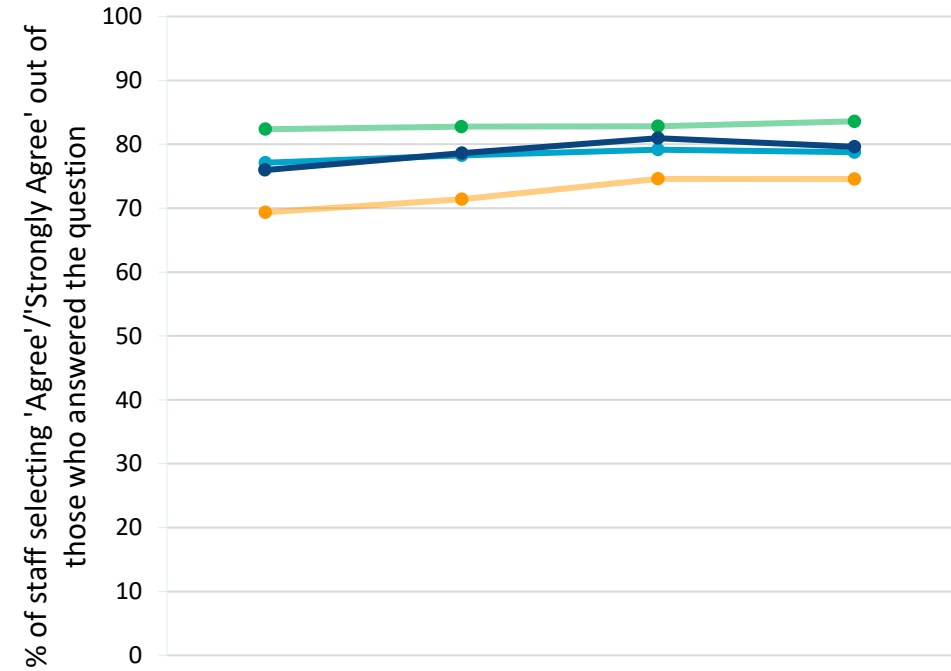


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
<b>Your org</b>	73.68%	76.13%	79.12%	78.17%
<b>Best result</b>	79.81%	80.31%	81.04%	81.29%
<b>Average result</b>	75.25%	76.13%	77.09%	76.76%
<b>Worst result</b>	68.57%	71.22%	71.68%	71.38%
Responses	1973	2038	2541	2841

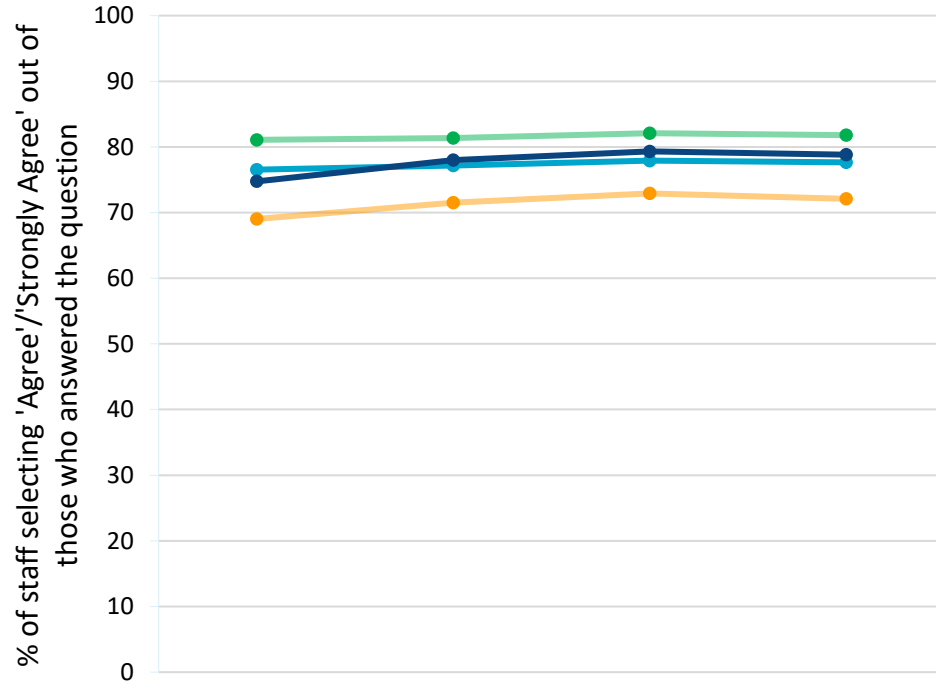
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
<b>Your org</b>	75.96%	78.62%	80.95%	79.60%
<b>Best result</b>	82.35%	82.77%	82.84%	83.59%
<b>Average result</b>	77.11%	78.28%	79.16%	78.78%
<b>Worst result</b>	69.34%	71.40%	74.59%	74.56%
Responses	1978	2038	2546	2840

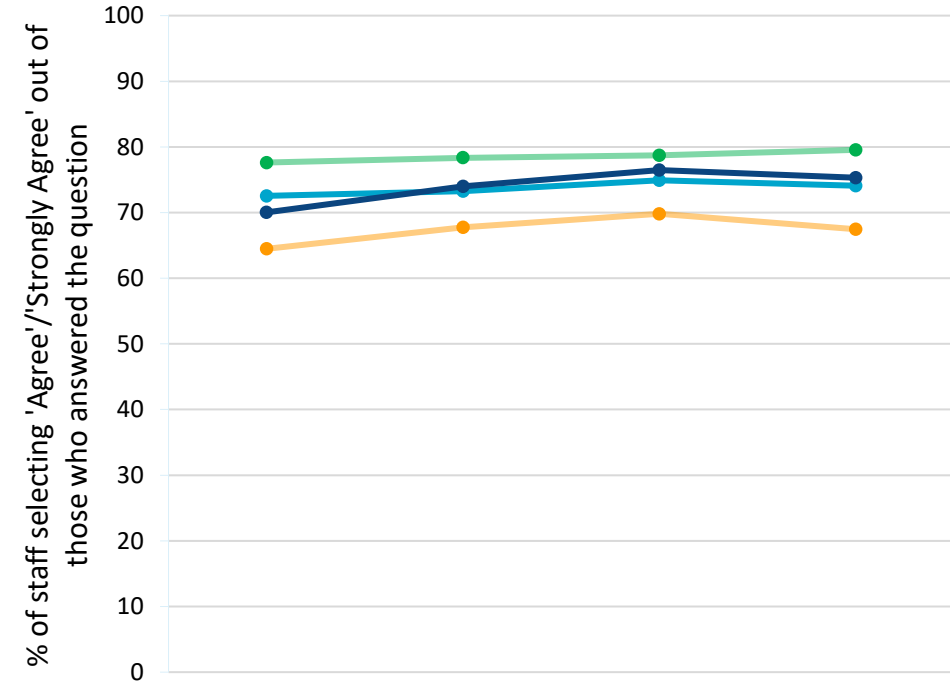


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	74.75%	78.00%	79.32%	78.82%
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	1969	2035	2541	2844

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

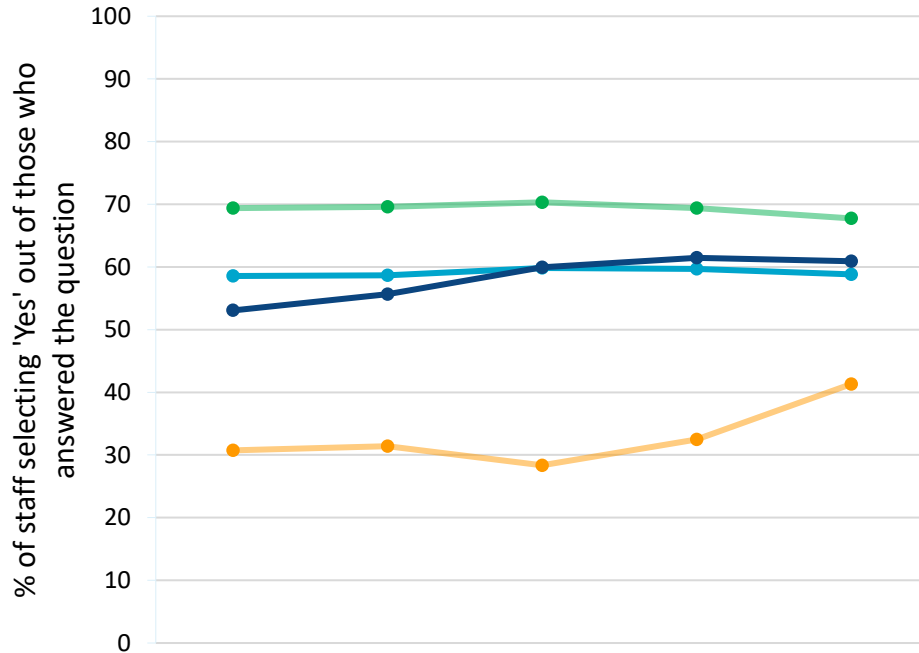


	2021	2022	2023	2024
Your org	70.03%	73.99%	76.47%	75.29%
Best result	77.62%	78.33%	78.72%	79.55%
Average result	72.55%	73.26%	74.92%	74.09%
Worst result	64.48%	67.74%	69.82%	67.44%
Responses	1973	2034	2538	2839



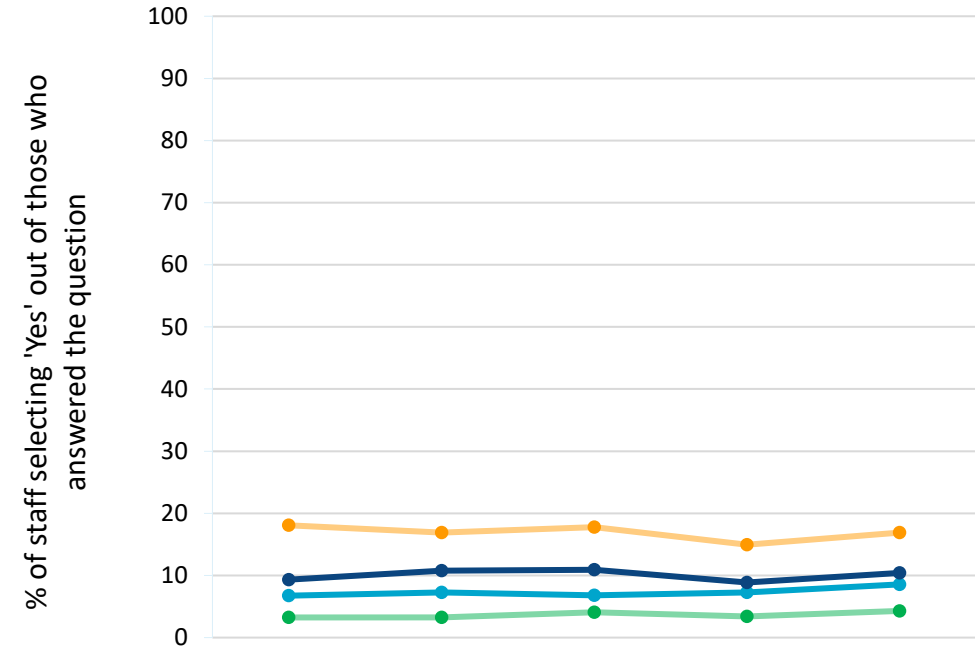


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
<b>Your org</b>	53.06%	55.64%	59.95%	61.45%	60.93%
<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	1609	1969	2029	2533	2818

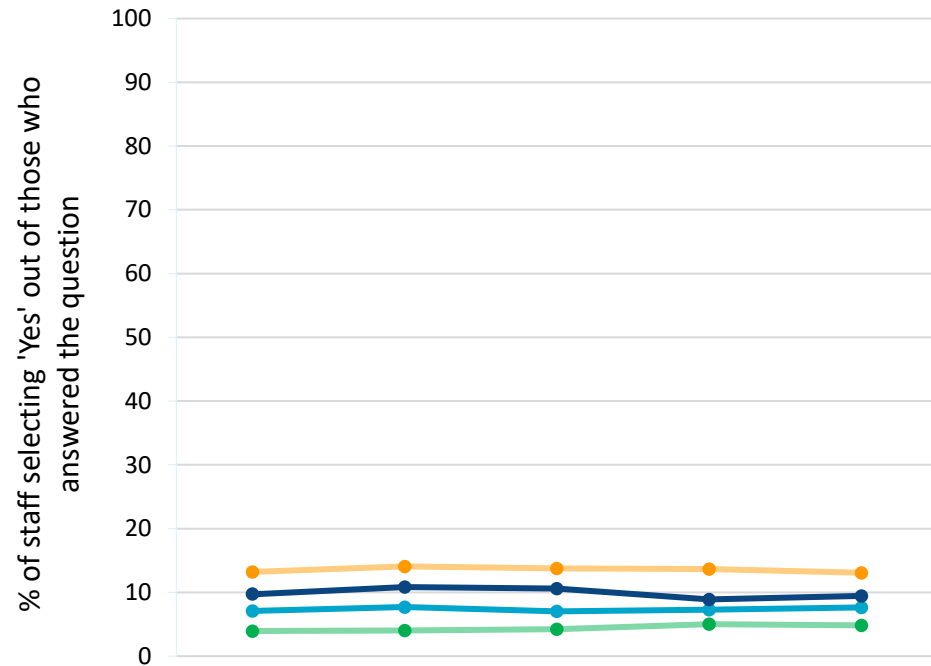
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
<b>Your org</b>	9.32%	10.76%	10.91%	8.87%	10.43%
<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	1598	1973	2035	2539	2834

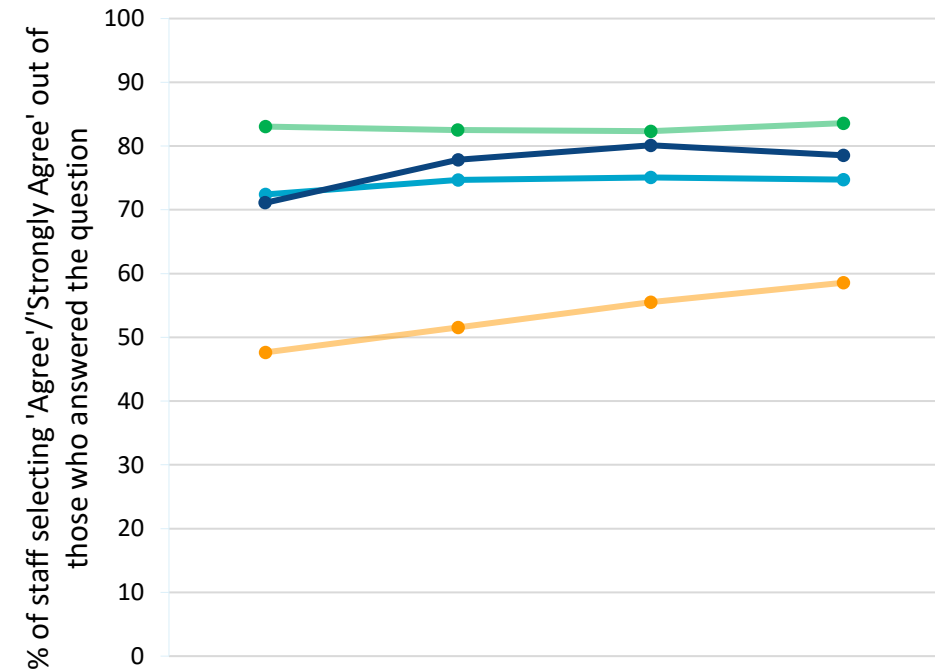


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	9.70%	10.83%	10.60%	8.89%	9.42%
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	1596	1967	2027	2516	2813

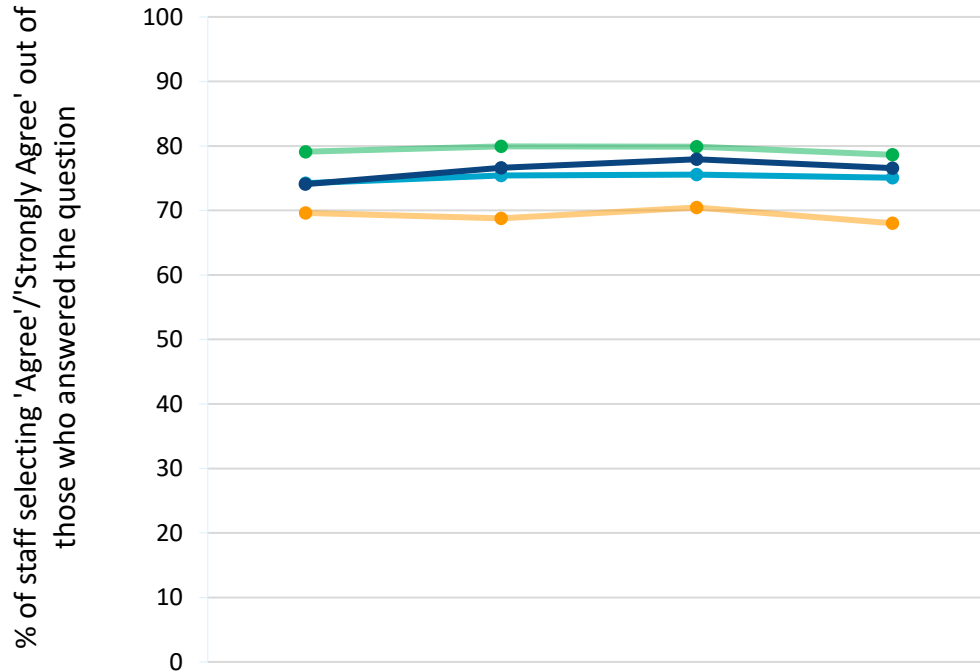
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	71.10%	77.88%	80.13%	78.53%
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	1973	2040	2533	2826

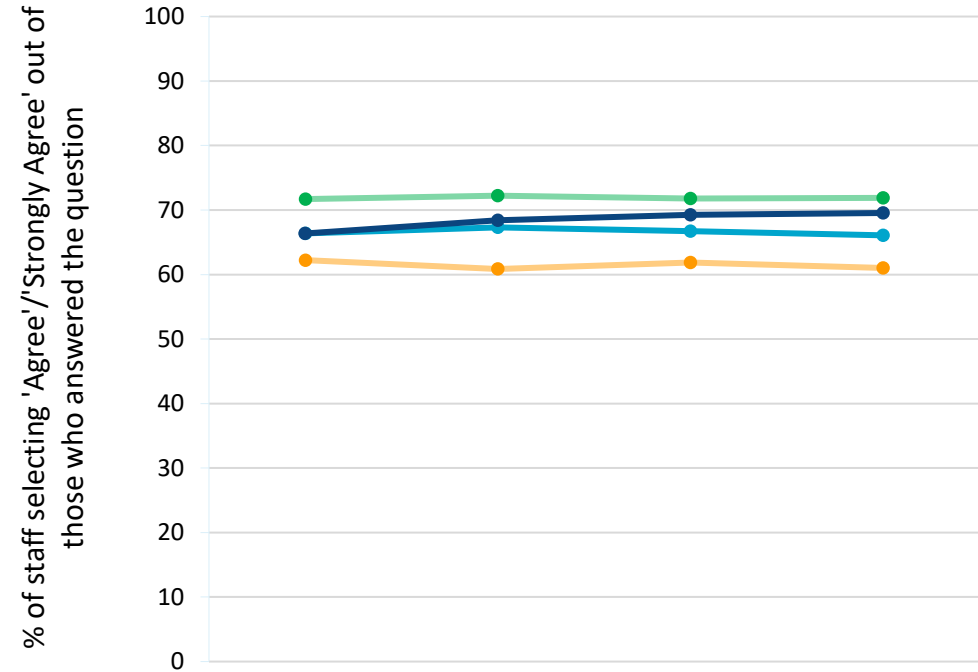


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	74.07%	76.61%	77.93%	76.58%
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	1970	2037	2538	2837

Q7i I feel a strong personal attachment to my team.

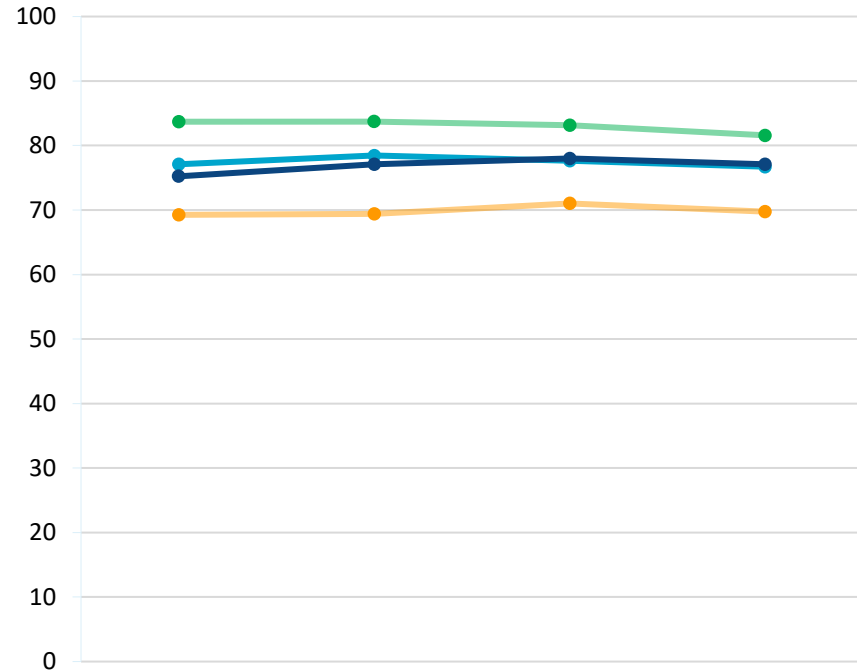


	2021	2022	2023	2024
Your org	66.37%	68.41%	69.26%	69.54%
Best result	71.70%	72.23%	71.79%	71.87%
Average result	66.37%	67.31%	66.73%	66.08%
Worst result	62.24%	60.86%	61.85%	61.03%
Responses	1970	2037	2540	2831



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

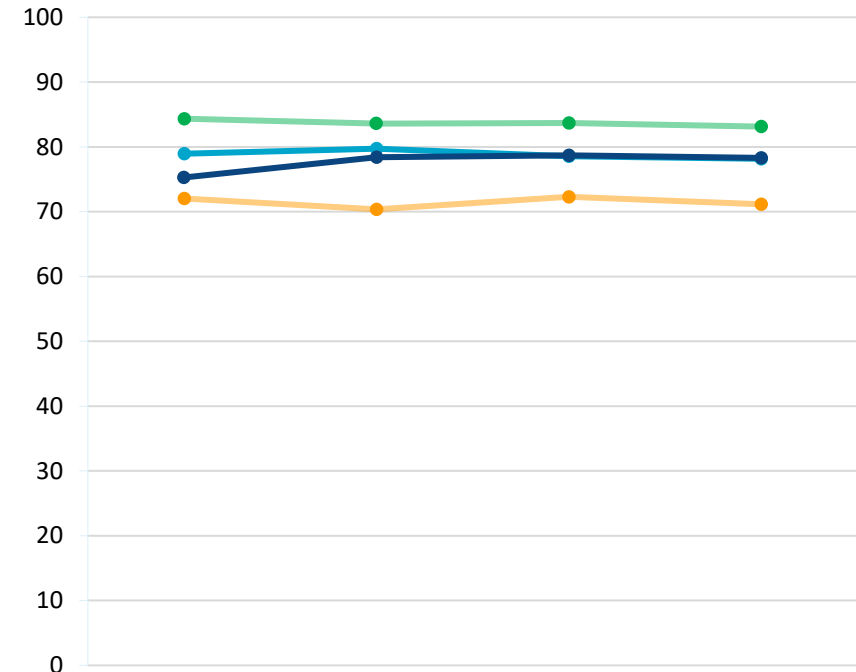


	2021	2022	2023	2024
Your org	75.23%	77.09%	78.00%	77.11%
Best result	83.69%	83.71%	83.14%	81.58%
Average result	77.09%	78.46%	77.65%	76.72%
Worst result	69.26%	69.41%	71.02%	69.74%

Responses	1972	2033	2530	2836
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Q8c The people I work with are polite and treat each other with respect.

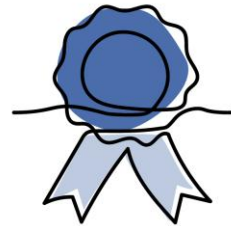
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023	2024
Your org	75.28%	78.43%	78.70%	78.32%
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	1974	2033	2535	2830
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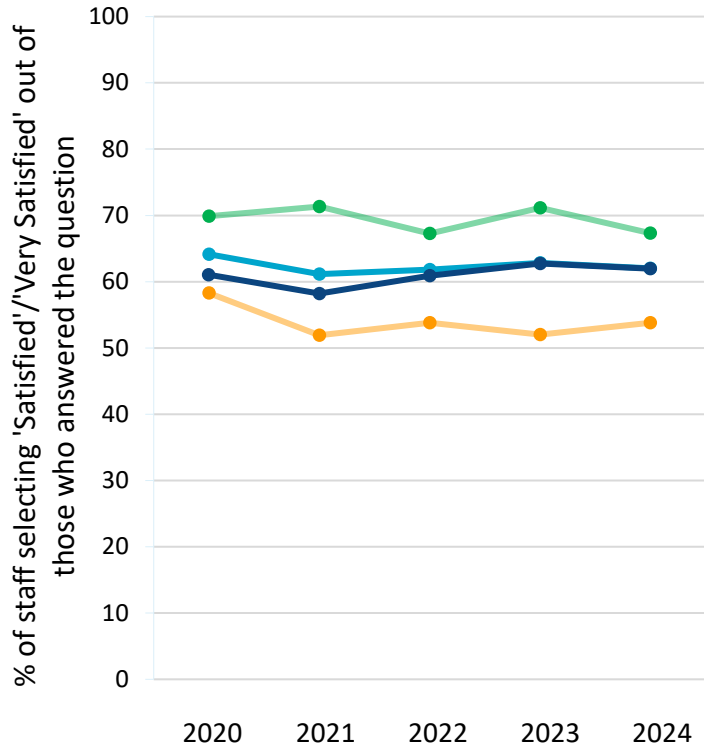
## People Promise element – We are recognised and rewarded



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

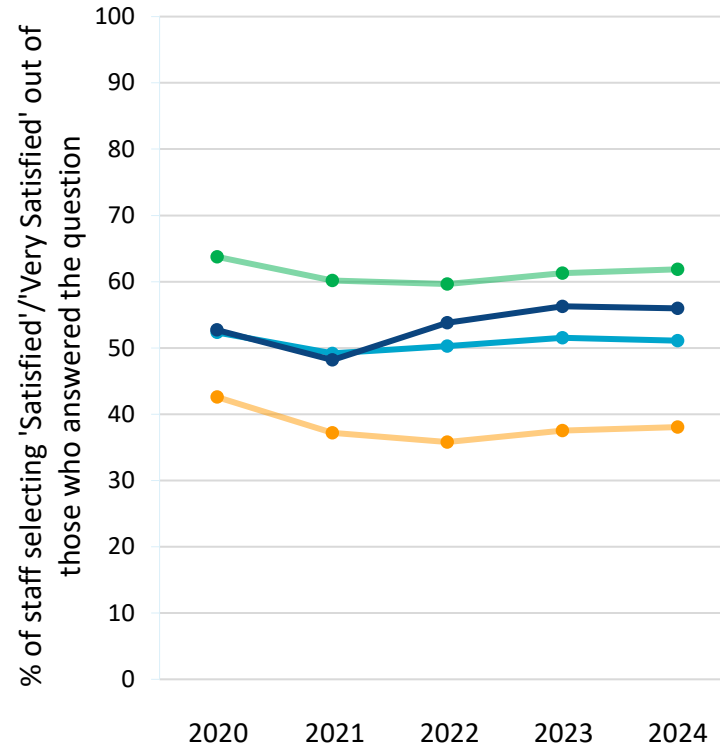


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



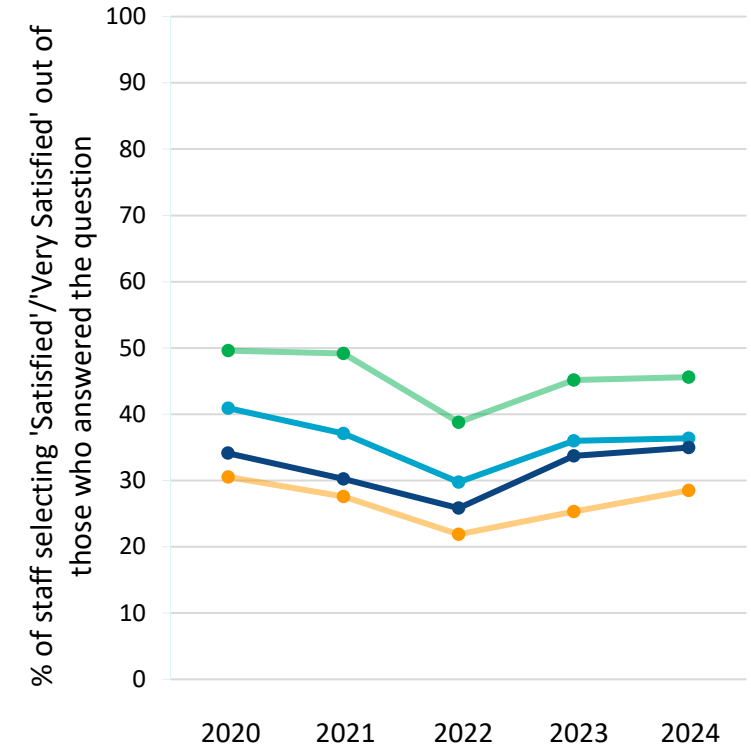
	2020	2021	2022	2023	2024
<b>Your org</b>	61.03%	58.21%	60.92%	62.74%	61.98%
<b>Best result</b>	69.89%	71.34%	67.26%	71.15%	67.31%
<b>Average result</b>	64.14%	61.14%	61.80%	62.85%	62.01%
<b>Worst result</b>	58.28%	51.92%	53.81%	52.03%	53.82%
Responses	1610	1978	2038	2549	2845

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>	52.71%	48.18%	53.79%	56.29%	55.96%
<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	1600	1971	2033	2538	2842

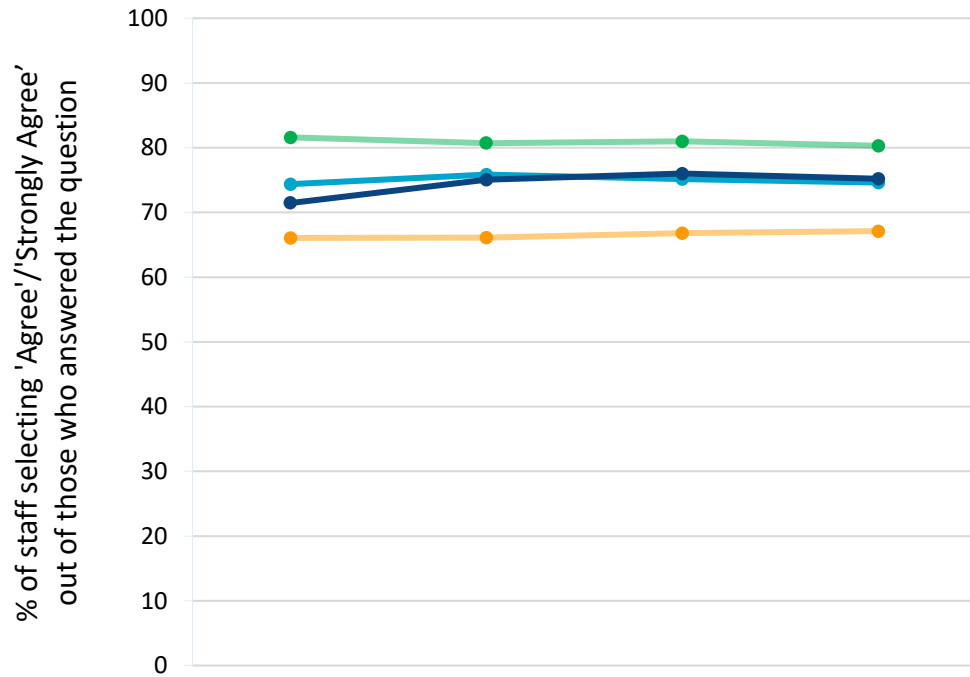
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



	2020	2021	2022	2023	2024
<b>Your org</b>	34.12%	30.24%	25.83%	33.71%	34.97%
<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	1605	1972	2037	2542	2836

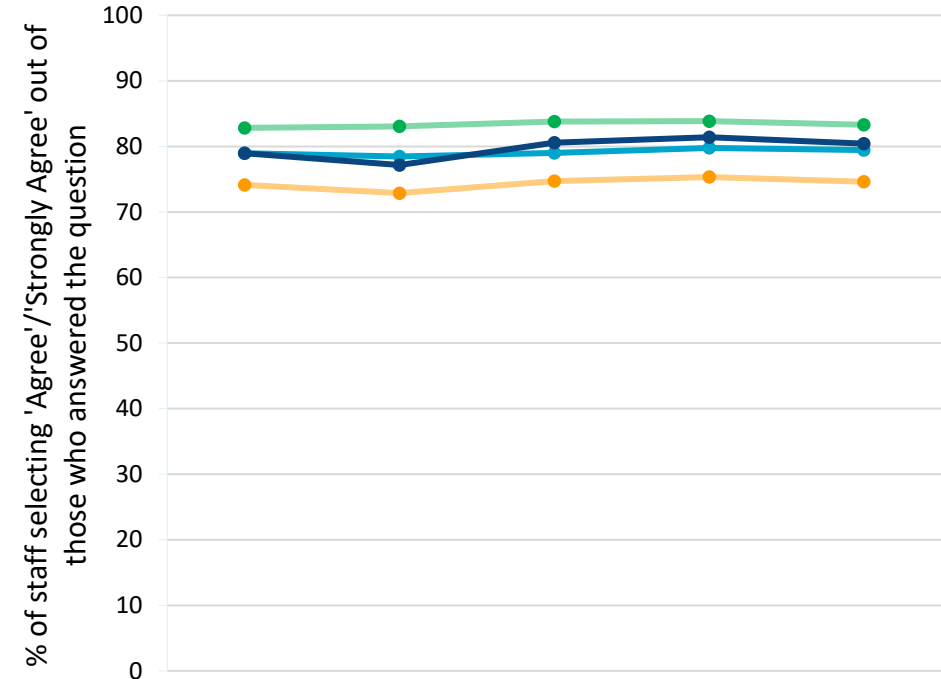


Q8d The people I work with show appreciation to one another.



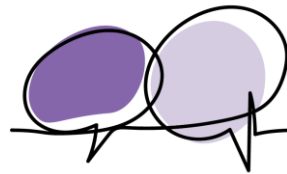
	2021	2022	2023	2024
<b>Your org</b>	71.45%	75.04%	76.01%	75.18%
<b>Best result</b>	81.60%	80.70%	80.97%	80.30%
<b>Average result</b>	74.37%	75.85%	75.16%	74.59%
<b>Worst result</b>	66.07%	66.10%	66.80%	67.12%
Responses	1973	2023	2533	2826

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	78.95%	77.16%	80.59%	81.40%	80.44%
<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	1605	1975	2037	2544	2849

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



### Questions included:

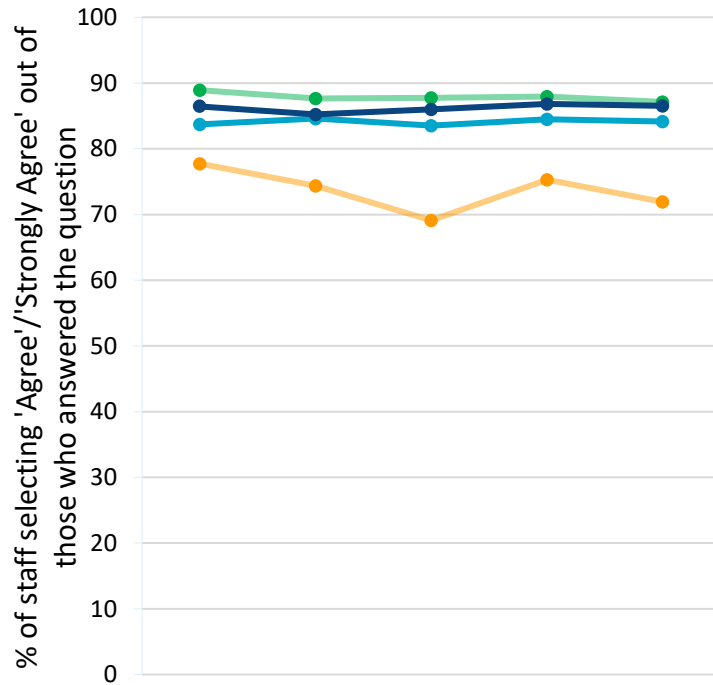
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f



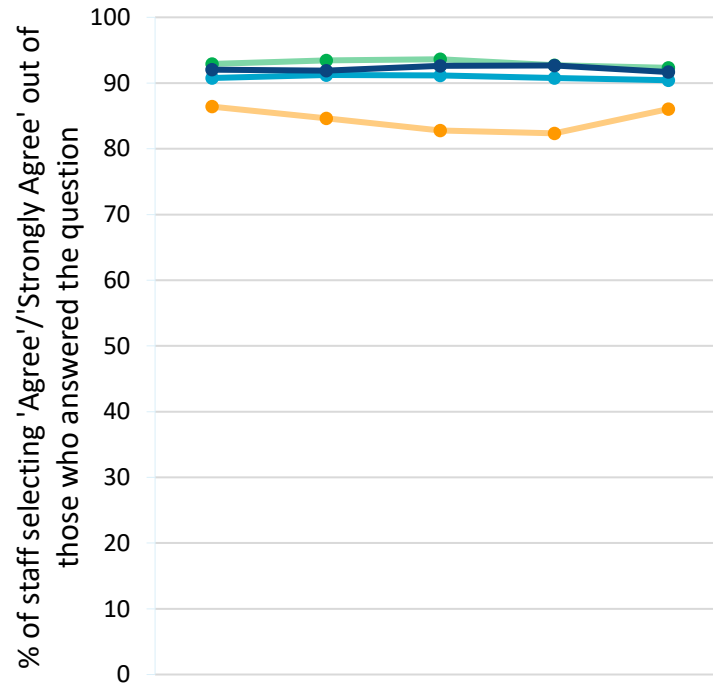


Q3a I always know what my work responsibilities are.



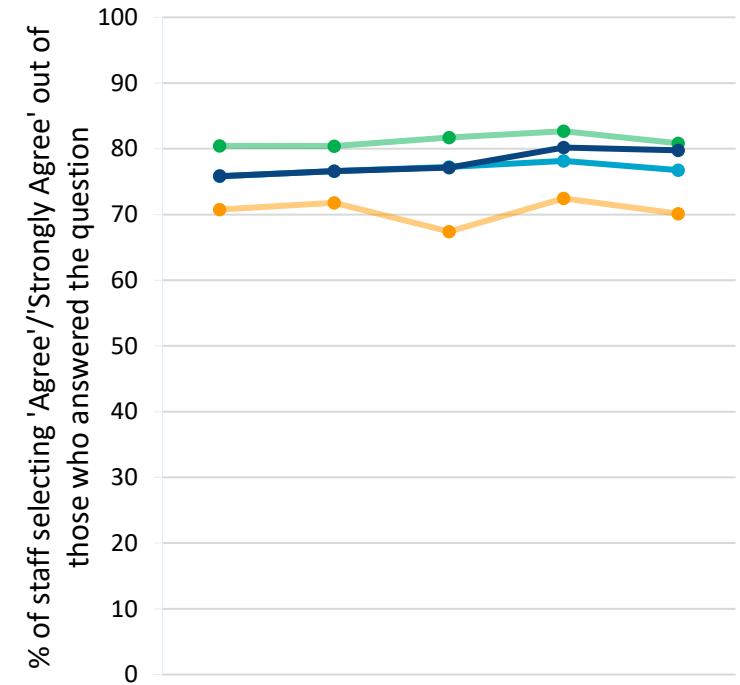
	2020	2021	2022	2023	2024
<b>Your org</b>	86.45%	85.24%	85.99%	86.82%	86.55%
<b>Best result</b>	88.92%	87.63%	87.74%	87.94%	87.13%
<b>Average result</b>	83.70%	84.61%	83.52%	84.49%	84.14%
<b>Worst result</b>	77.73%	74.36%	69.10%	75.26%	71.93%
Responses	1603	1979	2044	2553	2850

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	92.01%	91.89%	92.60%	92.68%	91.67%
<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	1590	1976	2044	2548	2840

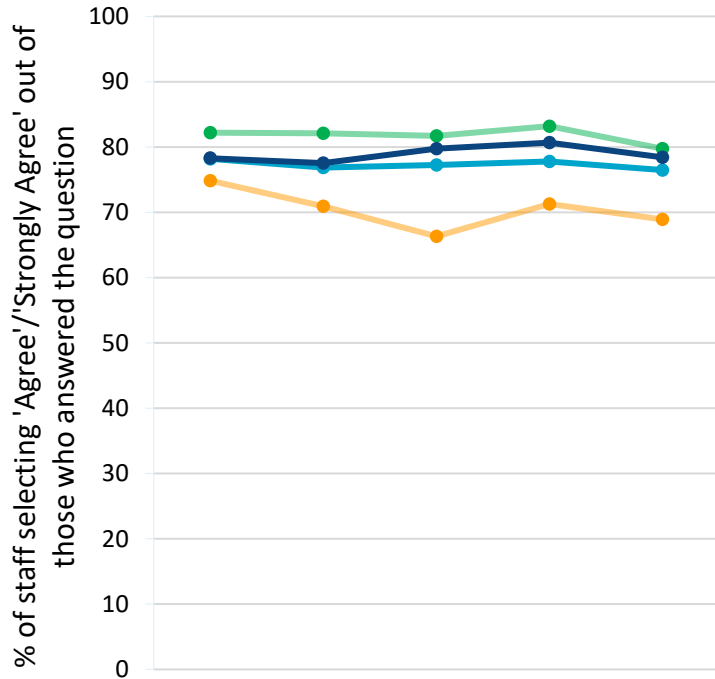
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
<b>Your org</b>	75.83%	76.58%	77.15%	80.19%	79.79%
<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	1613	1977	2039	2543	2845

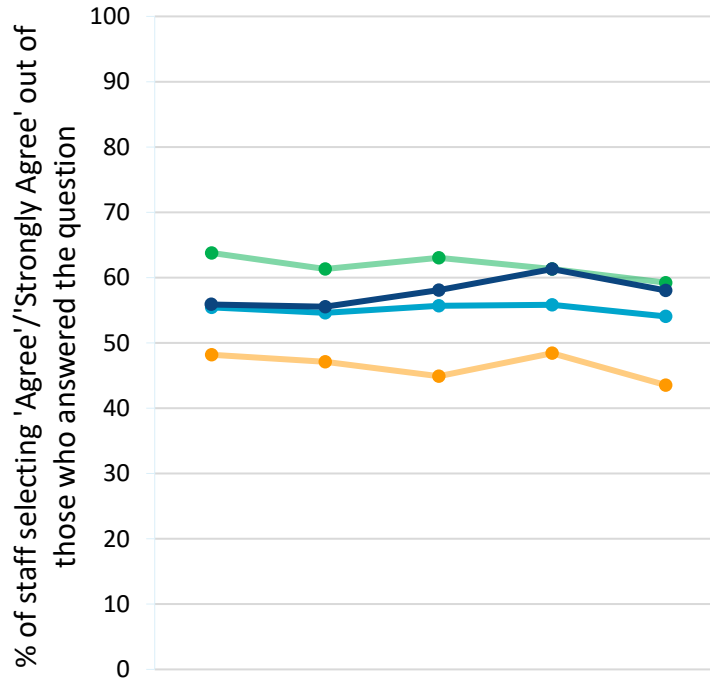


Q3d I am able to make suggestions to improve the work of my team / department.



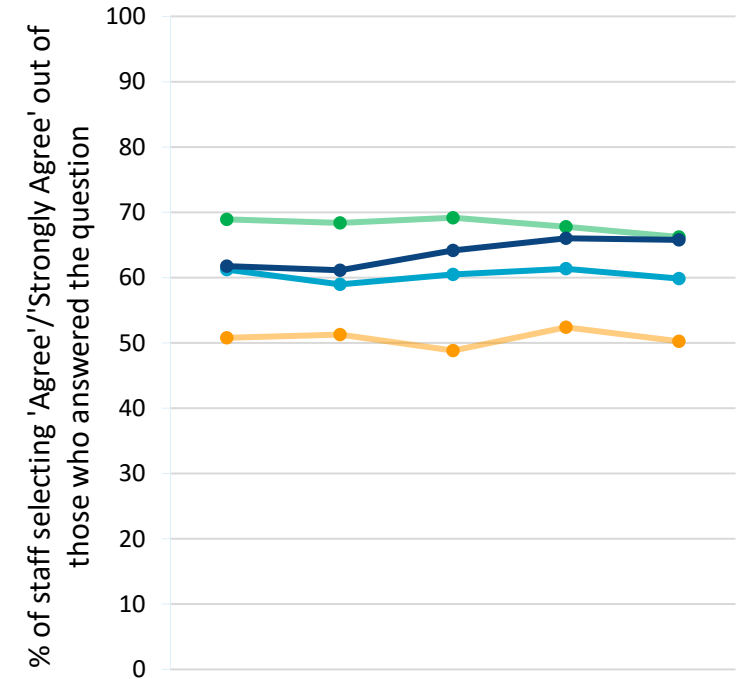
	2020	2021	2022	2023	2024
<b>Your org</b>	78.29%	77.53%	79.74%	80.66%	78.40%
<b>Best result</b>	82.20%	82.10%	81.71%	83.20%	79.74%
<b>Average result</b>	78.19%	76.85%	77.25%	77.80%	76.48%
<b>Worst result</b>	74.84%	70.93%	66.32%	71.27%	68.90%
Responses	1611	1971	2036	2532	2836

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>	55.89%	55.54%	58.08%	61.30%	58.03%
<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	1606	1972	2036	2544	2836

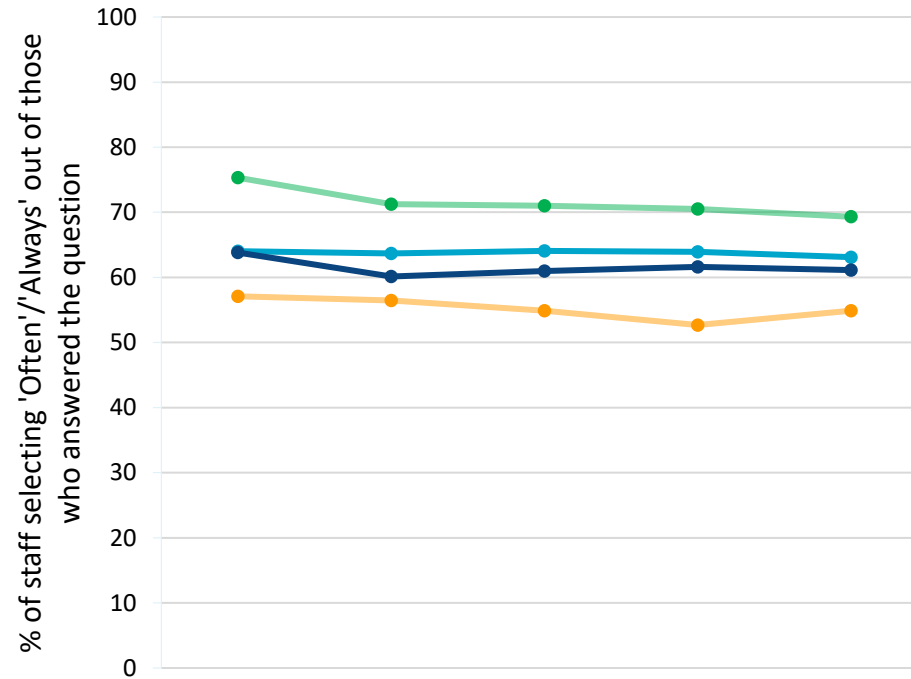
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	61.75%	61.13%	64.15%	66.02%	65.78%
<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	1595	1963	2032	2536	2838



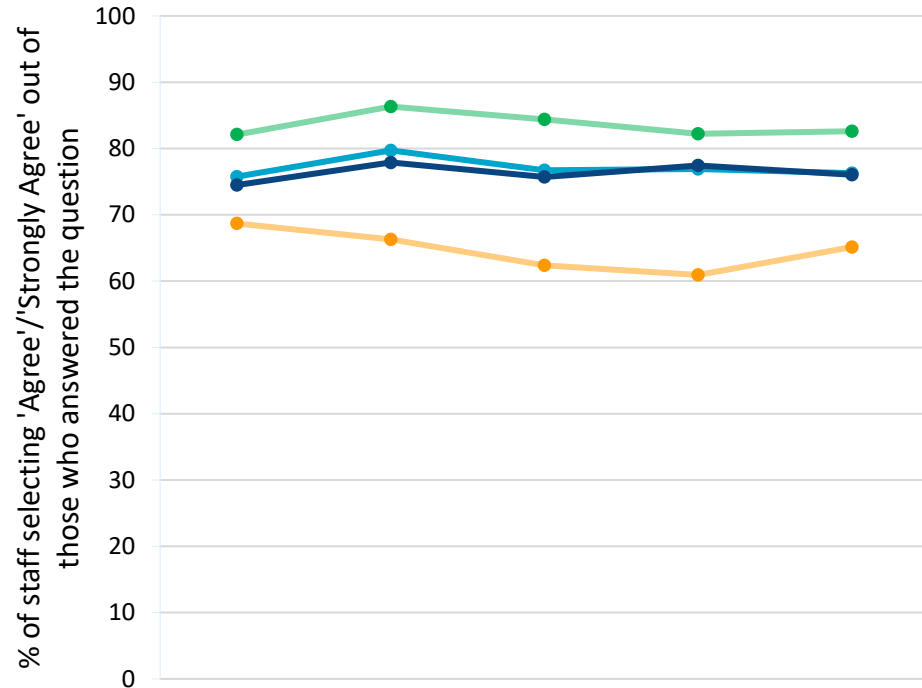
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	63.81%	60.14%	60.99%	61.62%	61.14%
<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	1599	1964	2034	2539	2824

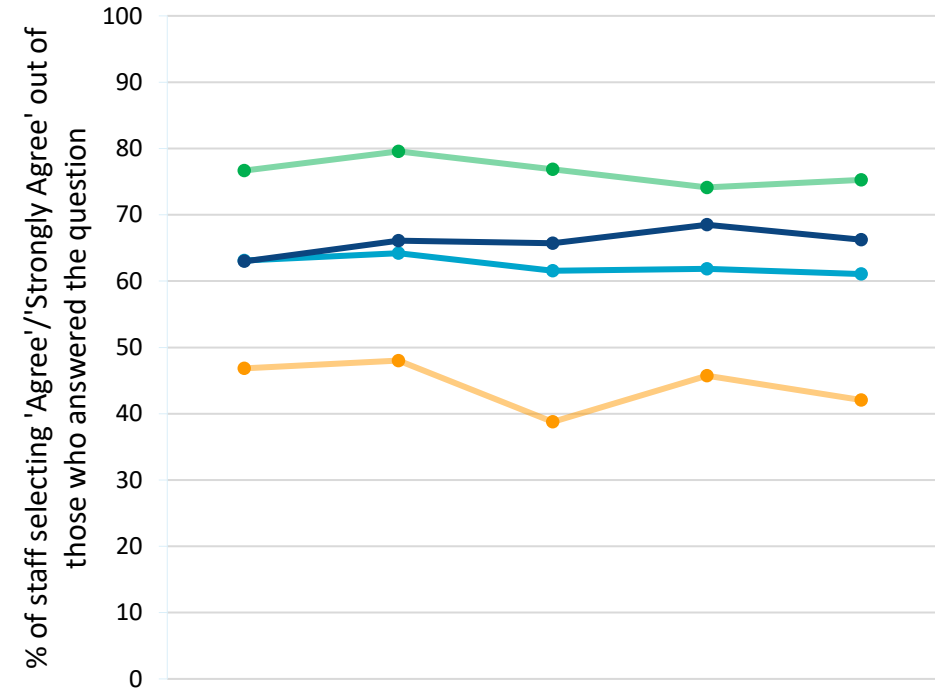


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
<b>Your org</b>	74.49%	77.90%	75.68%	77.44%	76.05%
<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	1605	1969	2036	2538	2839

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

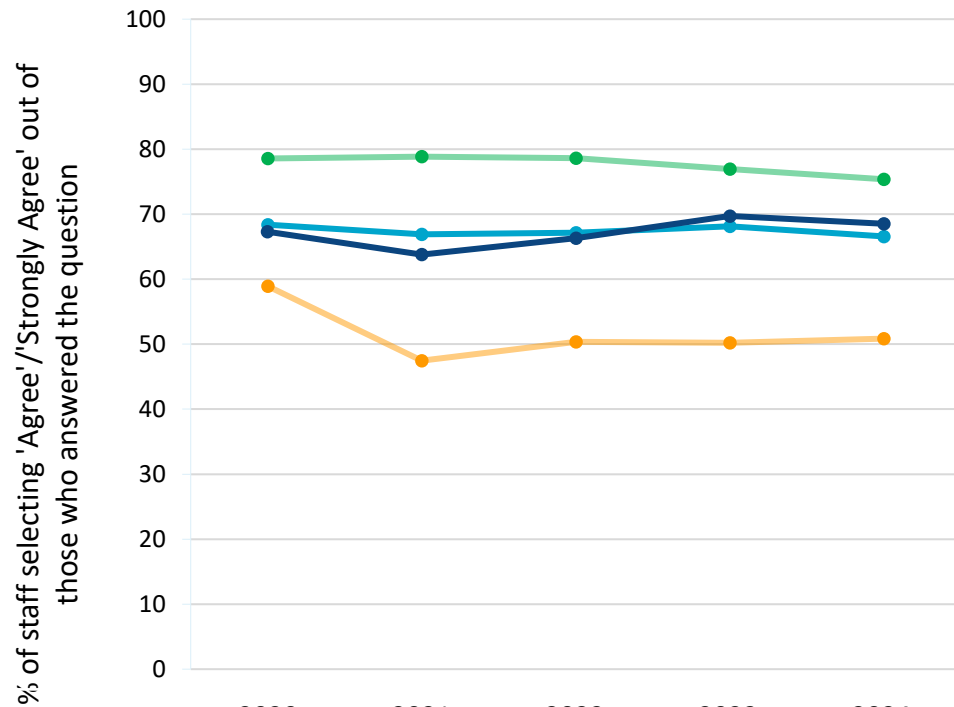


	2020	2021	2022	2023	2024
<b>Your org</b>	62.98%	66.10%	65.70%	68.49%	66.23%
<b>Best result</b>	76.65%	79.56%	76.86%	74.13%	75.27%
<b>Average result</b>	63.13%	64.21%	61.55%	61.84%	61.06%
<b>Worst result</b>	46.86%	48.01%	38.77%	45.73%	42.06%
Responses	1604	1964	2029	2535	2832

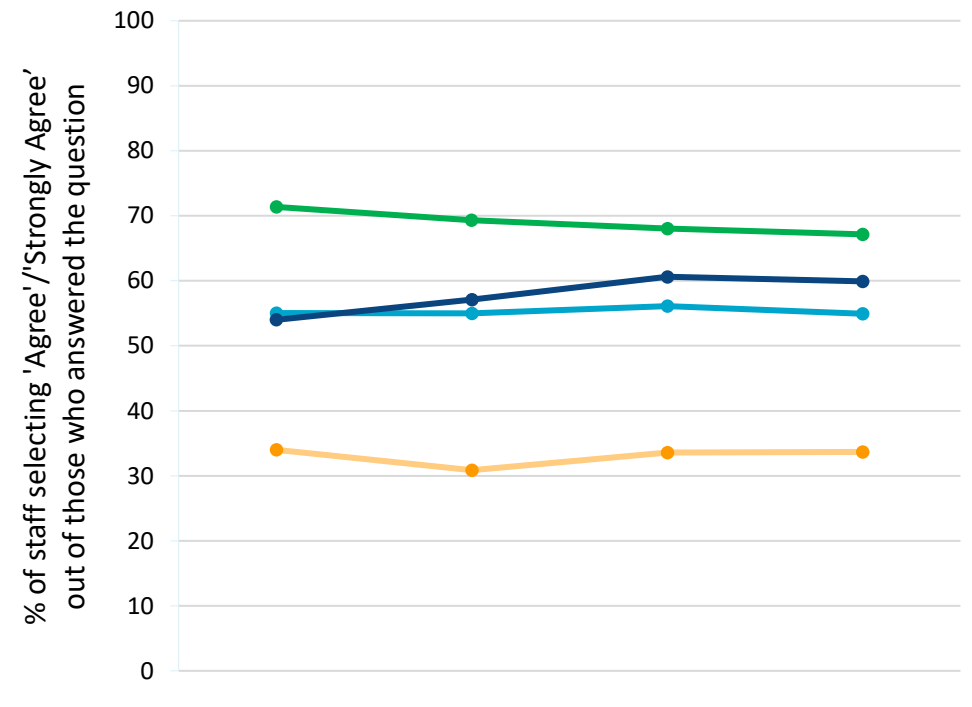


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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



	2020	2021	2022	2023	2024
<b>Your org</b>	67.27%	63.78%	66.29%	69.72%	68.52%
<b>Best result</b>	78.55%	78.85%	78.61%	76.93%	75.37%
<b>Average result</b>	68.38%	66.88%	67.13%	68.13%	66.58%
<b>Worst result</b>	58.92%	47.46%	50.35%	50.21%	50.87%
Responses	1596	1969	2031	2532	2831



	2021	2022	2023	2024
<b>Your org</b>	54.00%	57.13%	60.63%	59.92%
<b>Best result</b>	71.37%	69.31%	68.05%	67.15%
<b>Average result</b>	55.04%	55.00%	56.11%	54.93%
<b>Worst result</b>	34.00%	30.87%	33.60%	33.65%
Responses	1965	2030	2528	2821

## 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

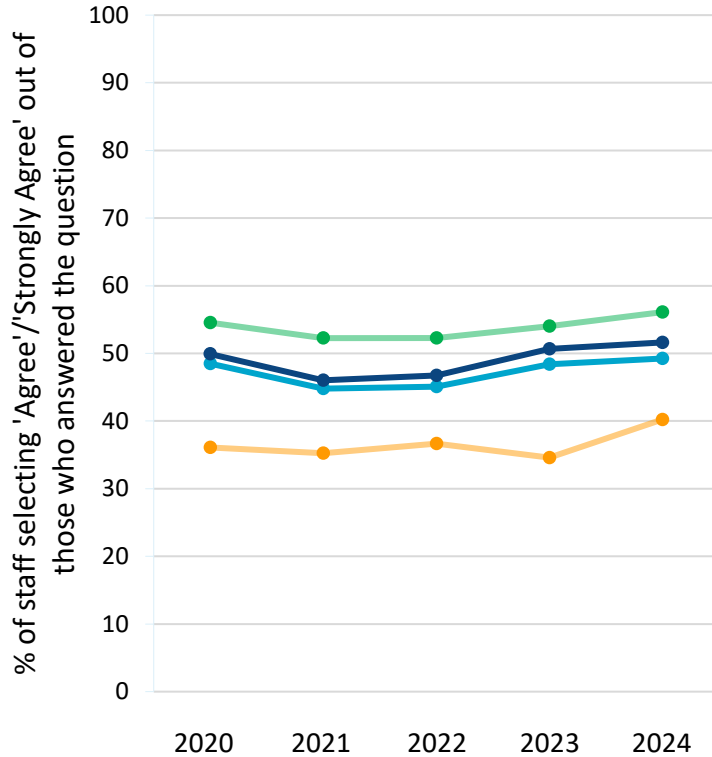
Other questions:\* Q17a, Q17b, Q22

\*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.

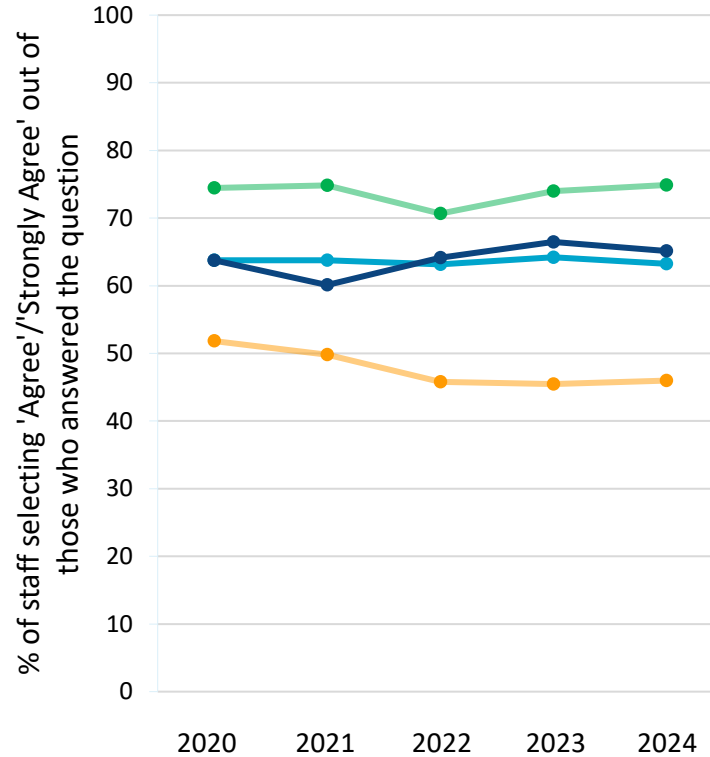


Q3g I am able to meet all the conflicting demands on my time at work.



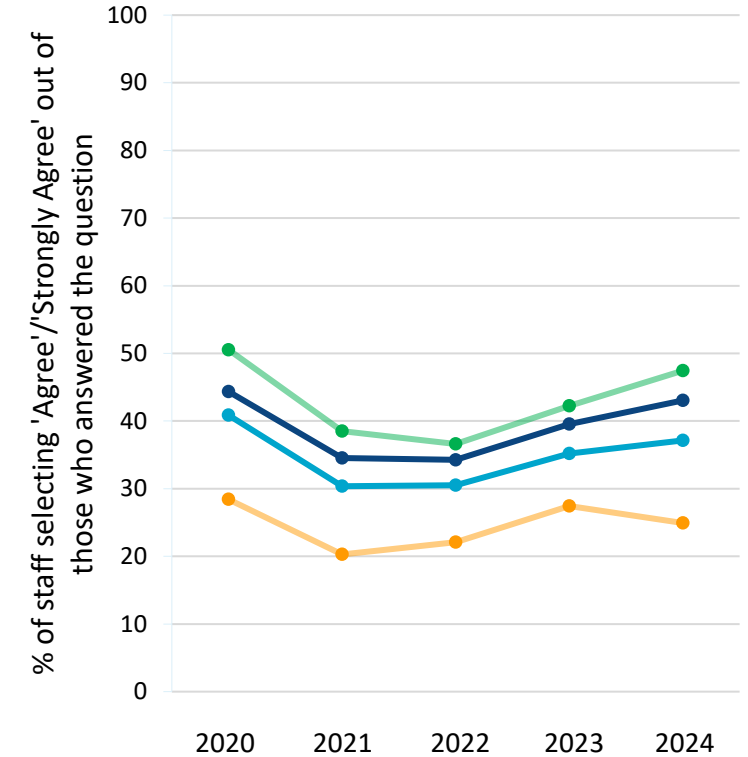
Responses	1609	1957	2030	2546	2825
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Q3h I have adequate materials, supplies and equipment to do my work.



Responses	1601	1955	2030	2539	2836
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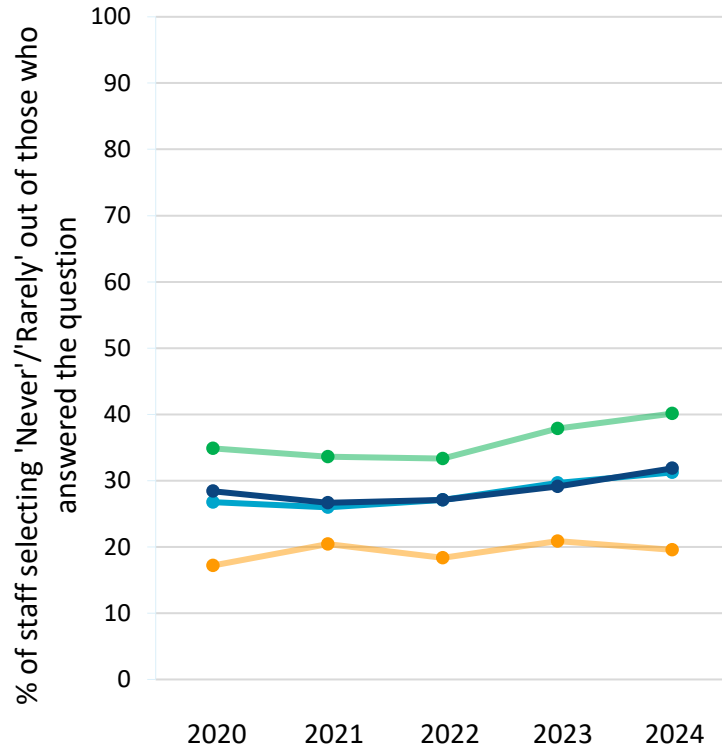
Q3i There are enough staff at this organisation for me to do my job properly.



Responses	1603	1972	2043	2548	2846
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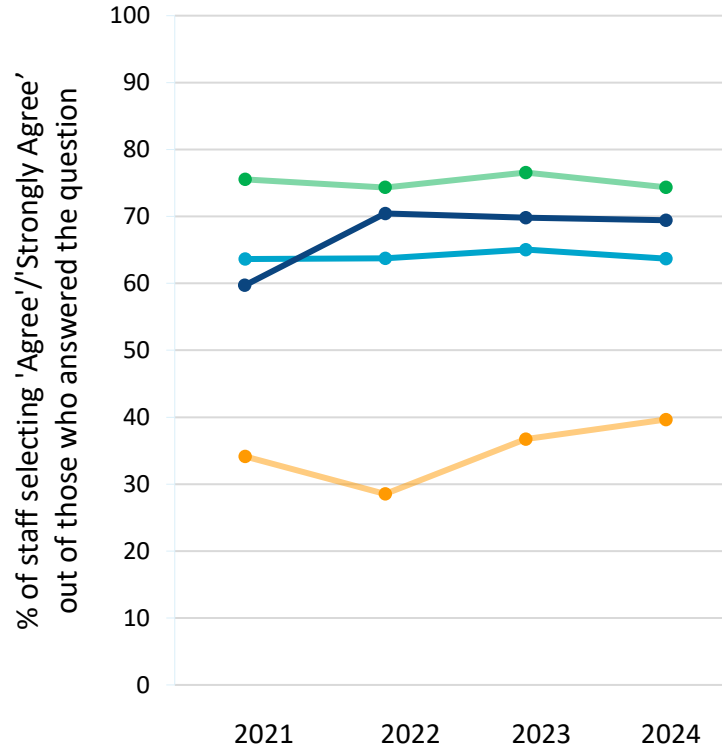
Q5a I have unrealistic time pressures.



<b>Your org</b>	28.42%	26.66%	27.11%	29.11%	31.85%
<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 1602 1975 2038 2545 2844

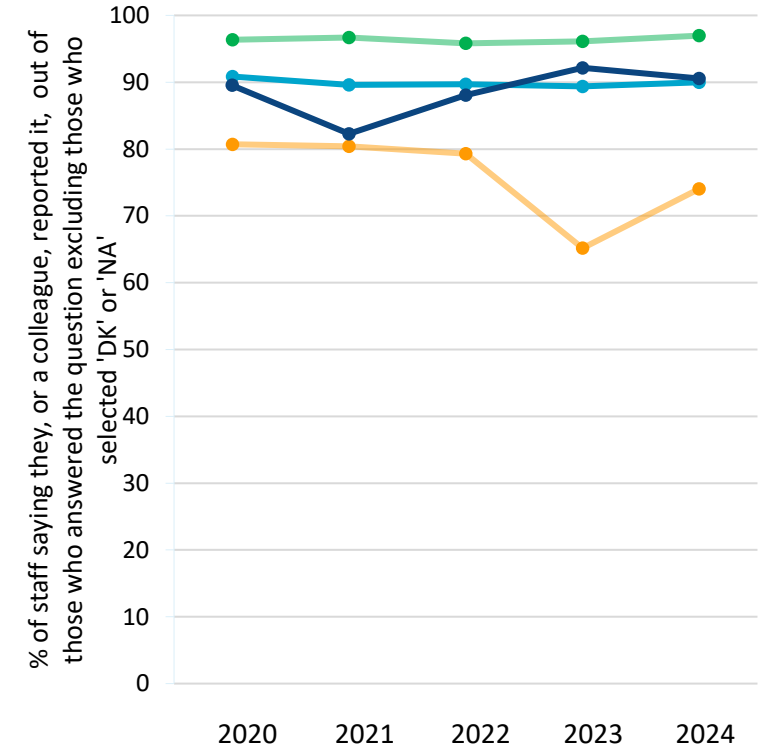
Q11a My organisation takes positive action on health and well-being.



<b>Your org</b>	59.71%	70.45%	69.80%	69.45%
<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 1953 2037 2513 2806

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



<b>Your org</b>	89.53%	82.28%	88.05%	92.16%	90.57%
<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%

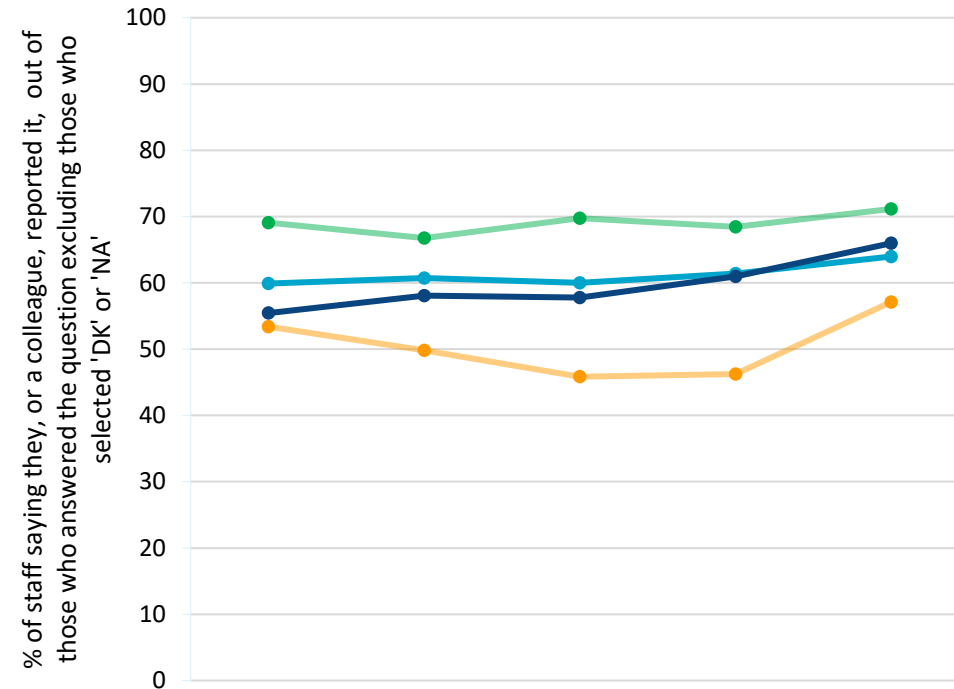
Responses 177 239 283 256 303

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?

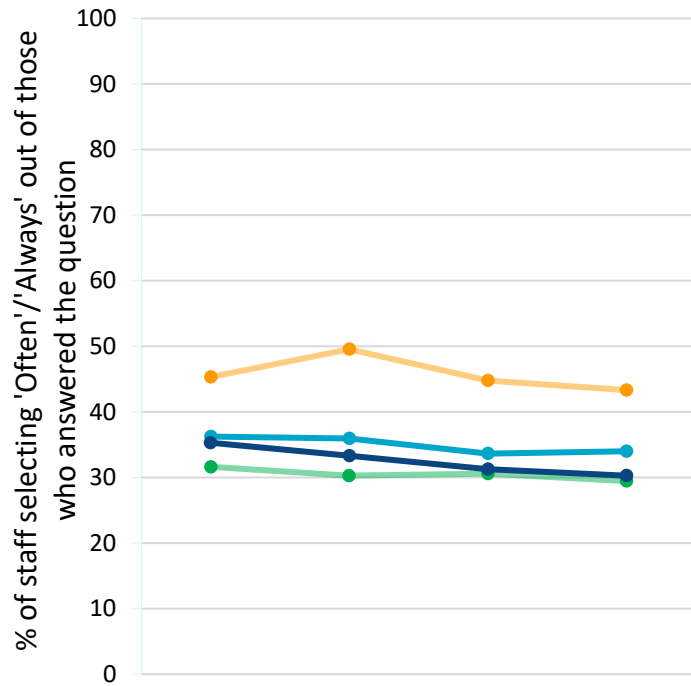


	2020	2021	2022	2023	2024
Your org	55.44%	58.05%	57.78%	60.99%	65.98%
Best result	69.09%	66.75%	69.73%	68.46%	71.15%
Average result	59.90%	60.73%	60.02%	61.42%	63.98%
Worst result	53.38%	49.80%	45.83%	46.26%	57.12%
Responses	585	709	708	798	873

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

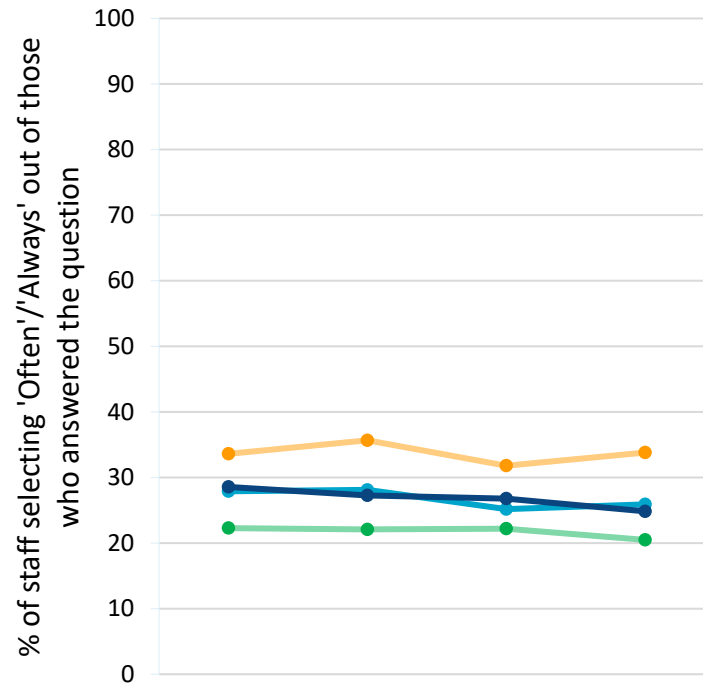


Q12a How often, if at all, do you find your work emotionally exhausting?



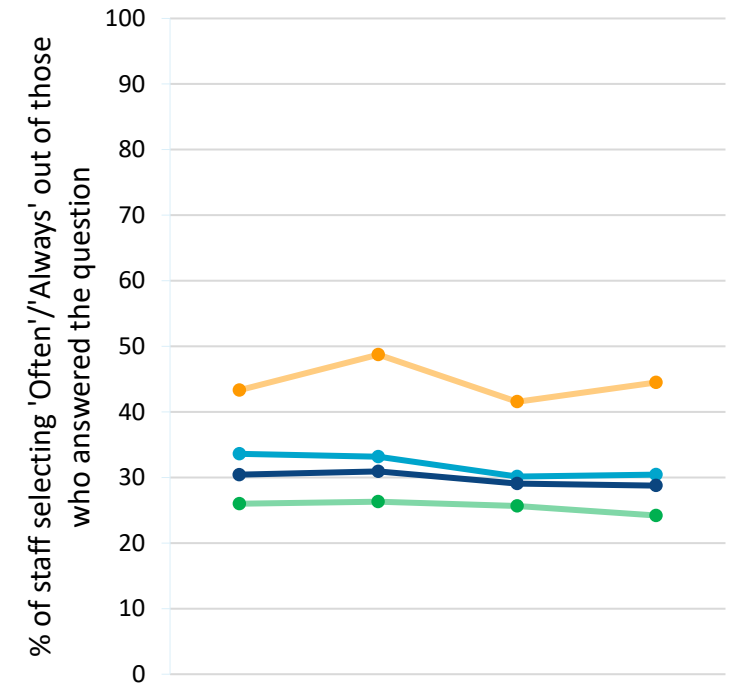
	2021	2022	2023	2024
<b>Your org</b>	35.30%	33.29%	31.28%	30.27%
<b>Best result</b>	31.63%	30.27%	30.57%	29.45%
<b>Average result</b>	36.24%	35.96%	33.64%	34.02%
<b>Worst result</b>	45.33%	49.55%	44.78%	43.32%
Responses	1981	2042	2552	2849

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



	2021	2022	2023	2024
<b>Your org</b>	28.56%	27.27%	26.78%	24.84%
<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	1979	2040	2545	2846

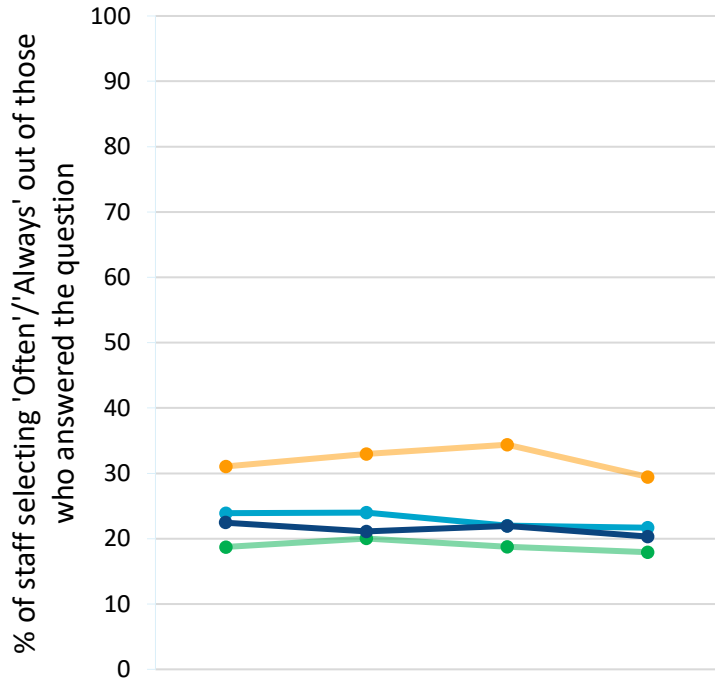
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
<b>Your org</b>	30.41%	30.93%	29.06%	28.76%
<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	1976	2038	2545	2845

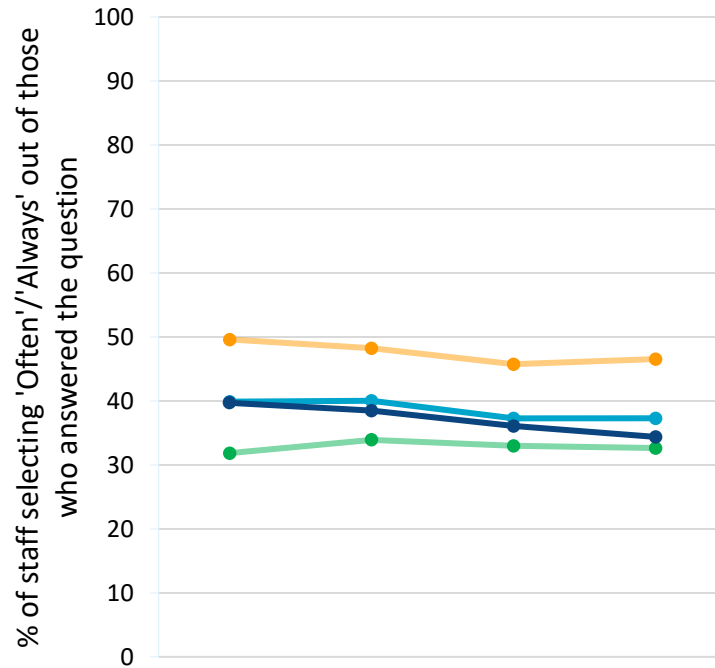


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



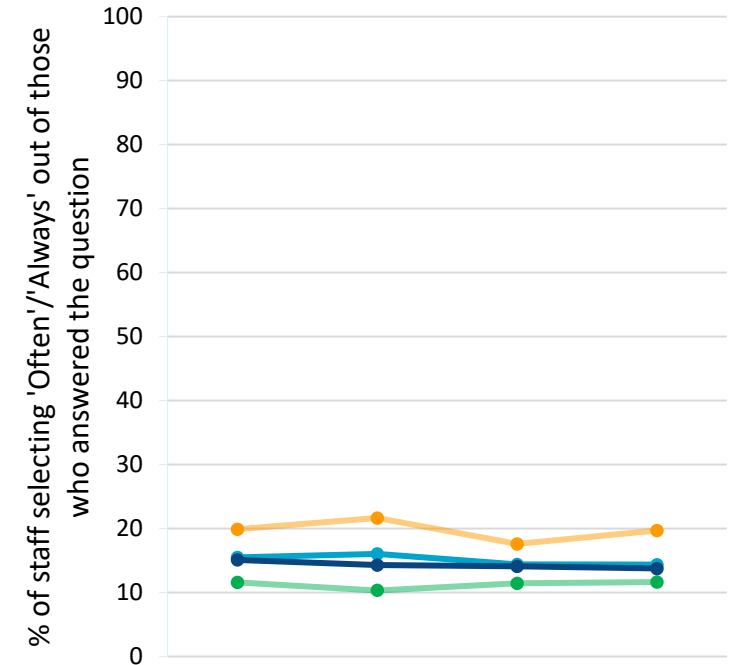
	2021	2022	2023	2024
<b>Your org</b>	22.44%	21.11%	21.96%	20.32%
<b>Best result</b>	18.73%	20.02%	18.77%	17.93%
<b>Average result</b>	23.89%	23.99%	22.02%	21.68%
<b>Worst result</b>	31.06%	32.95%	34.38%	29.46%
Responses	1973	2035	2547	2841

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>	49.60%	48.24%	45.74%	46.53%
<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>	39.70%	38.49%	36.09%	34.38%
Responses	1977	2028	2538	2838

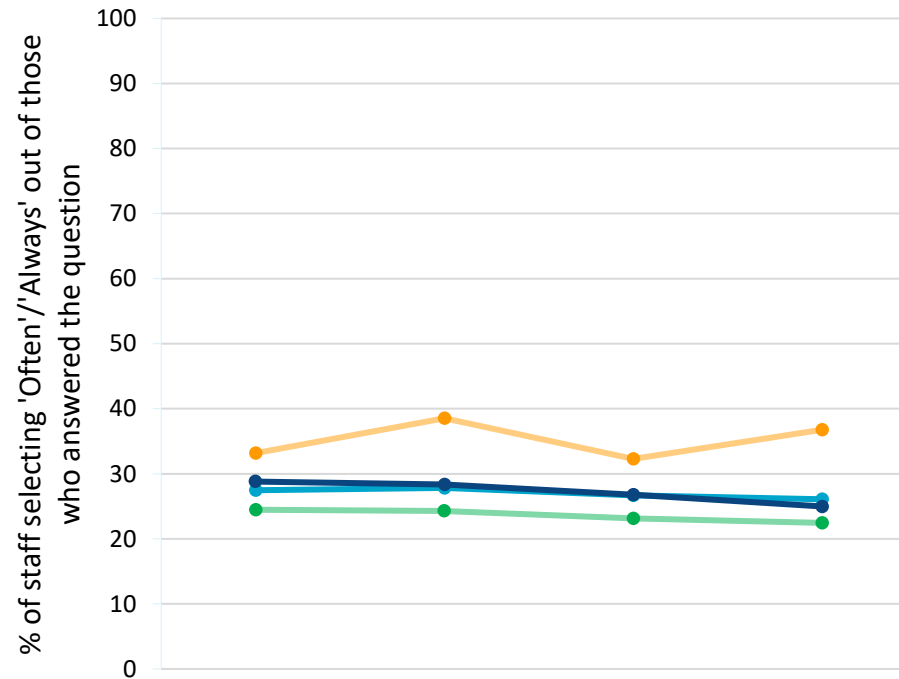
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
<b>Your org</b>	19.90%	21.65%	17.60%	19.69%
<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>	15.09%	14.29%	14.10%	13.77%
Responses	1970	2033	2537	2829



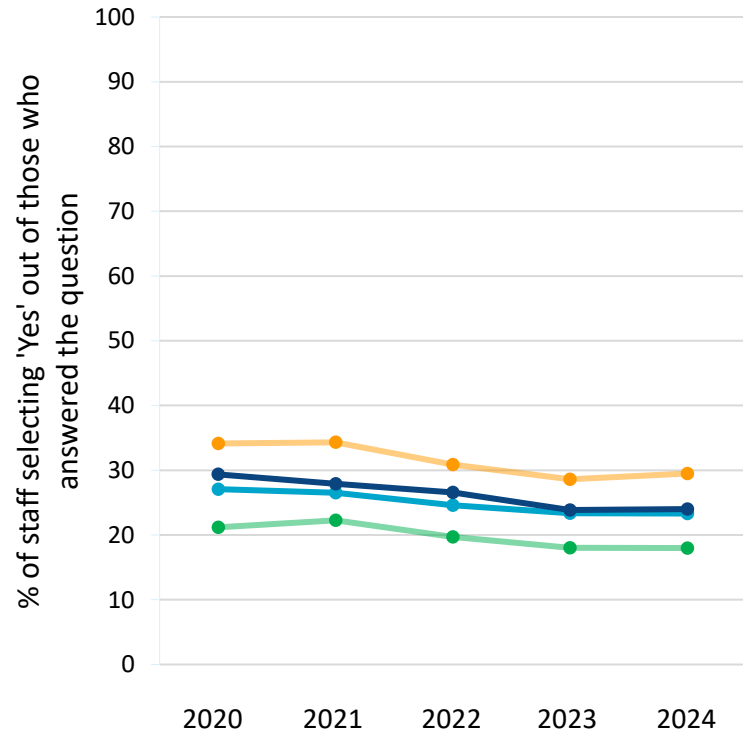
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
<b>Your org</b>	28.80%	28.37%	26.80%	24.98%
<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	1978	2037	2546	2845

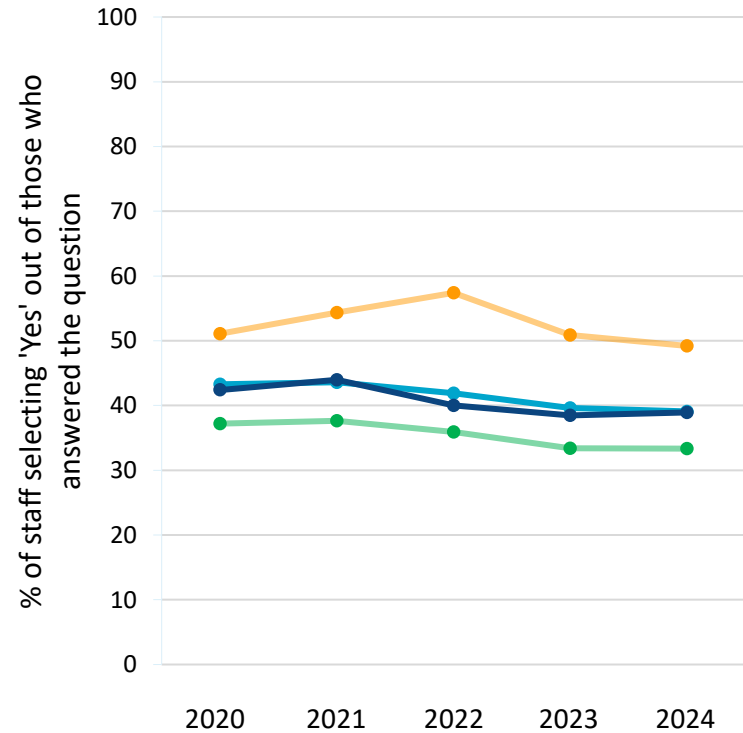


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



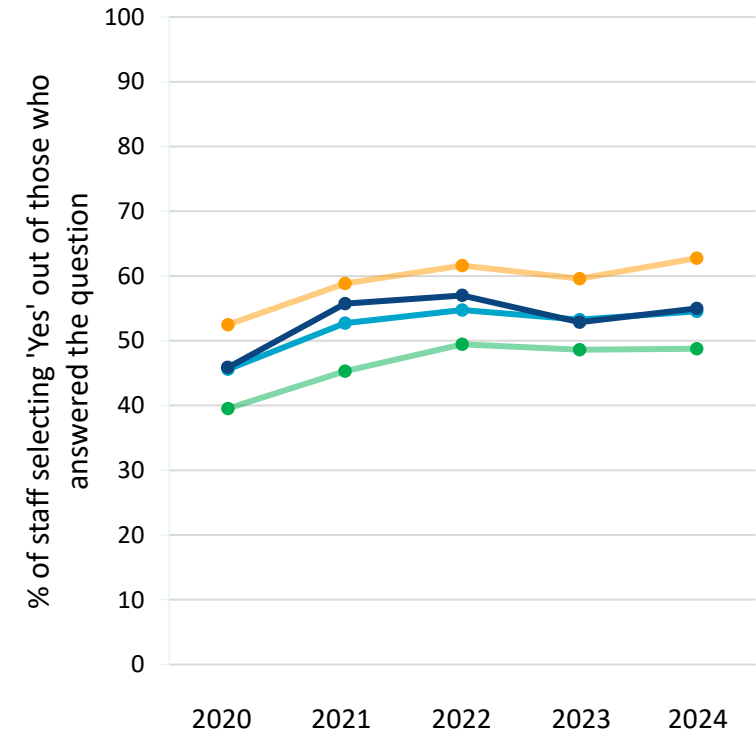
	2020	2021	2022	2023	2024
<b>Your org</b>	29.36%	27.89%	26.60%	23.86%	23.99%
<b>Best result</b>	21.20%	22.27%	19.70%	18.05%	17.99%
<b>Average result</b>	27.08%	26.53%	24.62%	23.38%	23.32%
<b>Worst result</b>	34.14%	34.31%	30.89%	28.61%	29.48%
Responses	1605	1971	2031	2544	2833

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>	42.41%	43.97%	40.03%	38.47%	38.94%
<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	1608	1970	2034	2538	2836

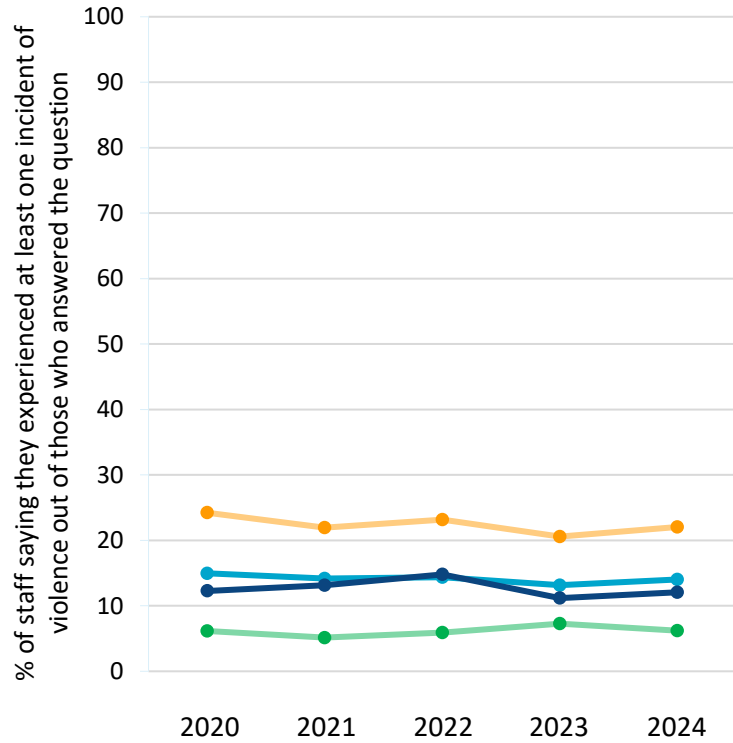
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
<b>Your org</b>	45.86%	55.75%	57.00%	52.88%	54.99%
<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	1611	1968	2035	2540	2839

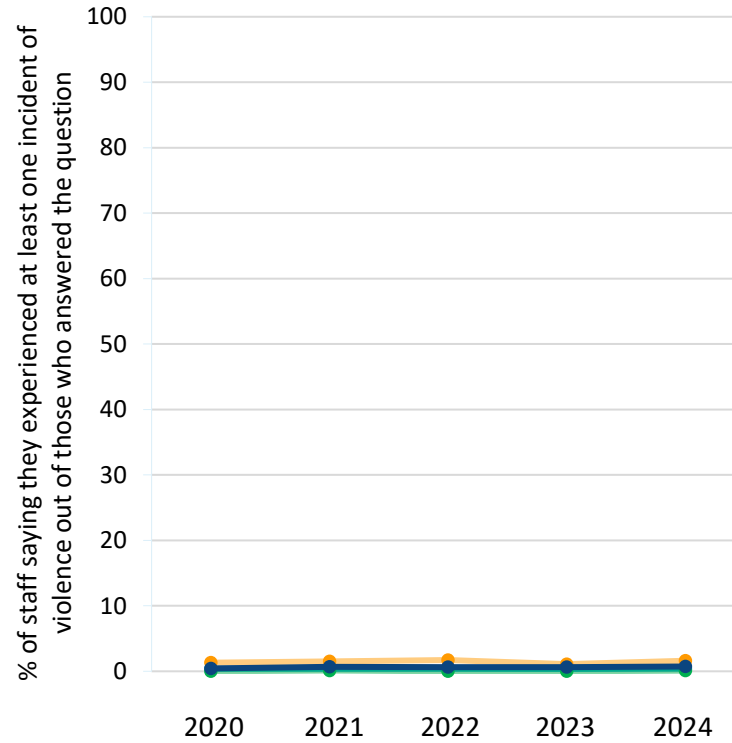


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



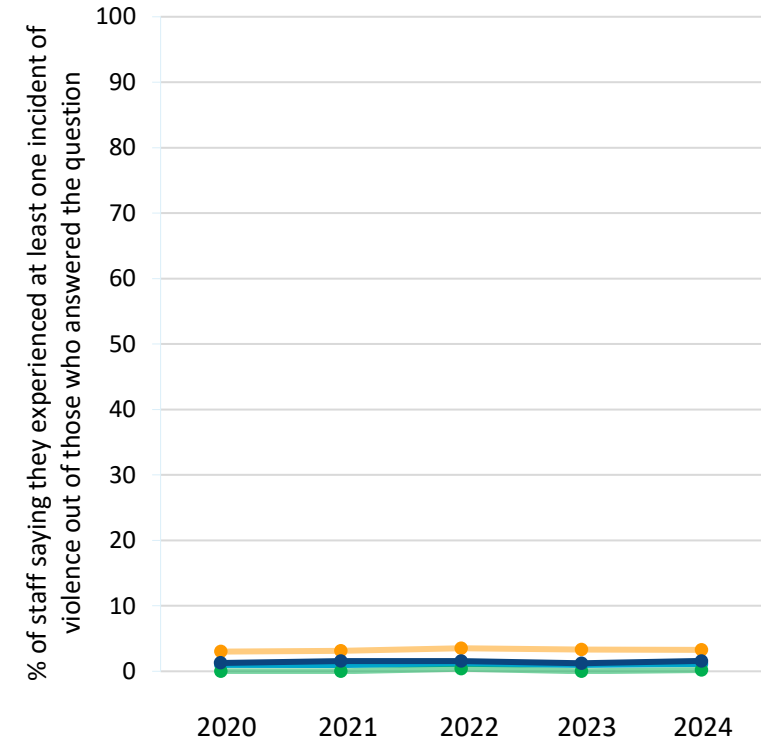
Responses	1609	1980	2042	2533	2835
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Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



Responses	1601	1971	2038	2525	2822
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Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

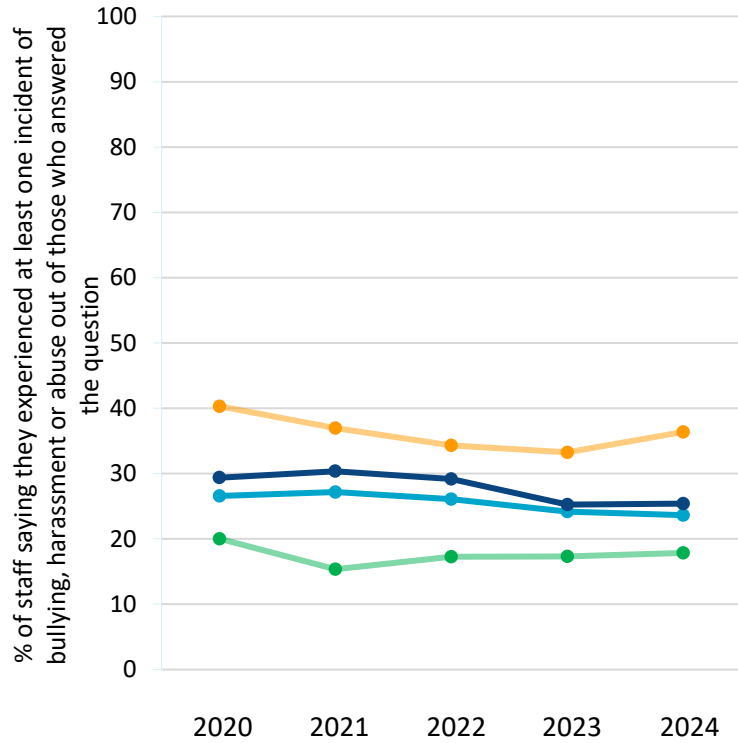


Responses	1591	1947	2023	2510	2804
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Note: 2023 results for Q13a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

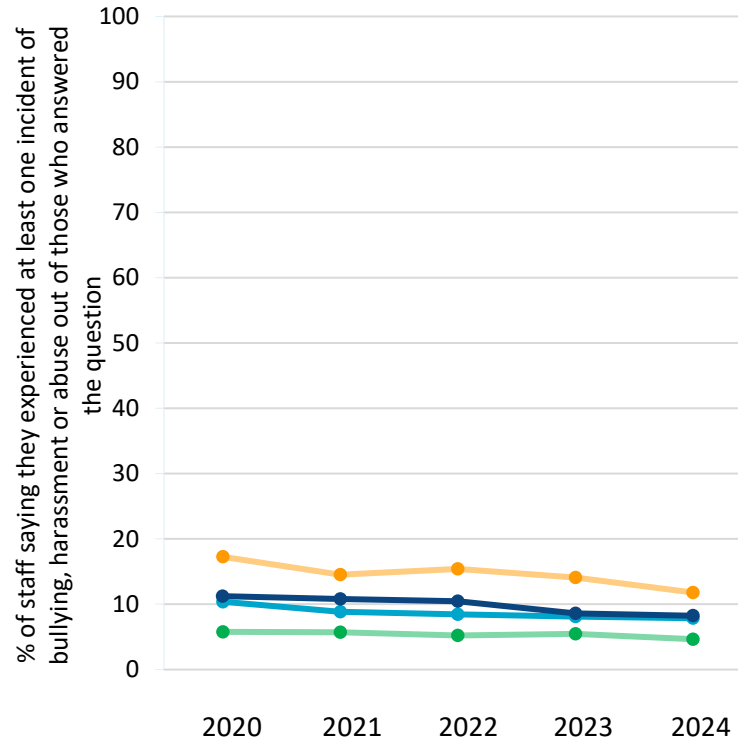


Q14a In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Patients / service users, their relatives or other members of the public.



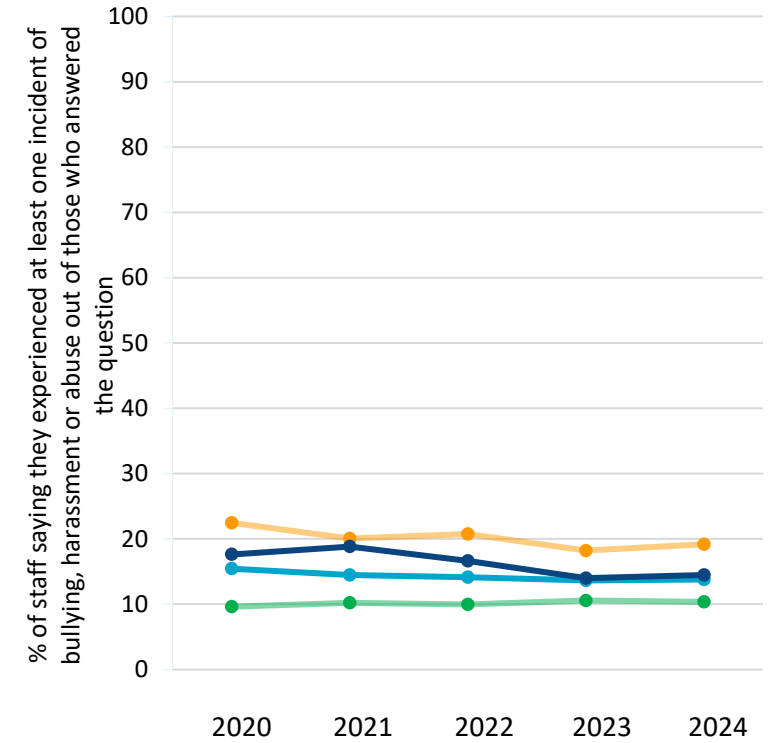
<b>Your org</b>	29.38%	30.36%	29.19%	25.26%	25.42%
<b>Best result</b>	20.03%	15.37%	17.25%	17.31%	17.84%
<b>Average result</b>	26.60%	27.18%	26.11%	24.17%	23.64%
<b>Worst result</b>	40.32%	36.98%	34.31%	33.27%	36.39%
Responses	1604	1970	2034	2535	2838

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



<b>Your org</b>	11.24%	10.79%	10.48%	8.60%	8.24%
<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	1600	1960	2025	2522	2821

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

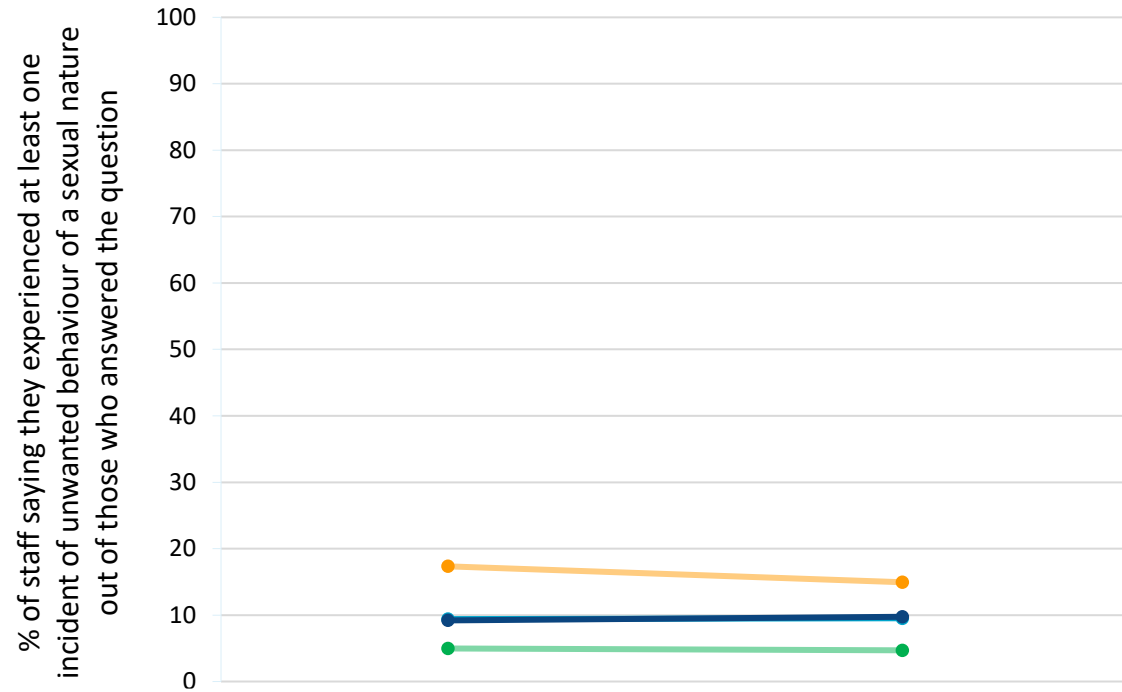


<b>Your org</b>	17.64%	18.83%	16.62%	14.00%	14.49%
<b>Best result</b>	9.63%	10.20%	9.95%	10.59%	10.36%
<b>Average result</b>	15.44%	14.48%	14.16%	13.65%	13.81%
<b>Worst result</b>	22.47%	20.09%	20.75%	18.23%	19.20%
Responses	1581	1936	2018	2523	2816

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

Your org	9.20%	9.74%
Best result	4.97%	4.70%
Average result	9.40%	9.52%
Worst result	17.34%	14.95%

Responses 2543 2845

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

Your org	2.30%	2.62%
Best result	1.47%	1.39%
Average result	3.02%	2.87%
Worst result	5.31%	5.03%

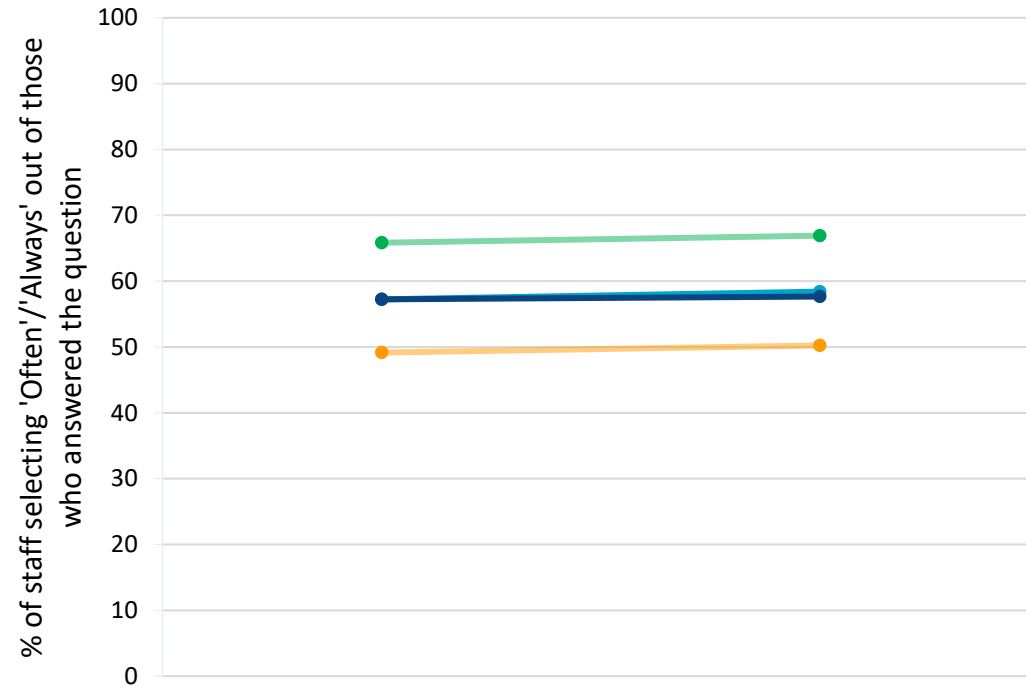
Responses 2533 2837

\*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	57.24%	57.66%
Best result	65.83%	66.91%
Average result	57.23%	58.41%
Worst result	49.15%	50.23%
Responses	2549	2843

\*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

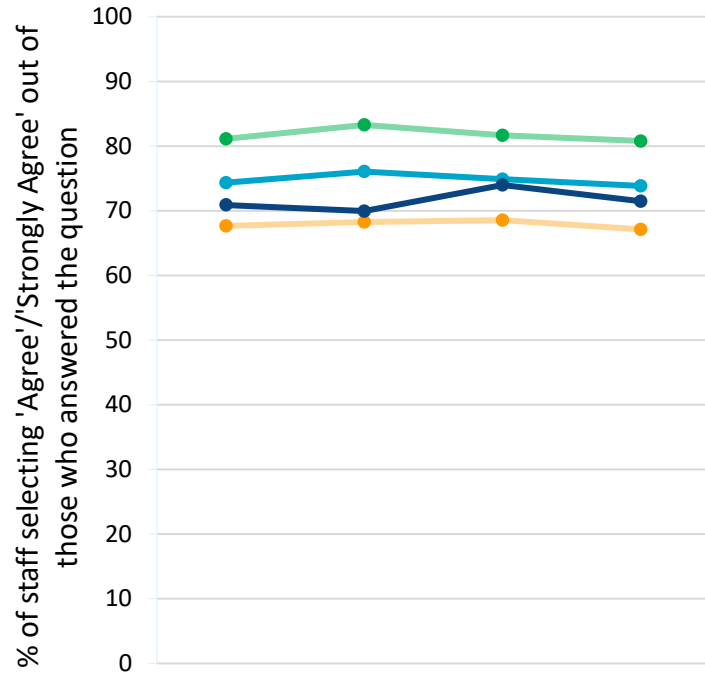
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

\*\*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.

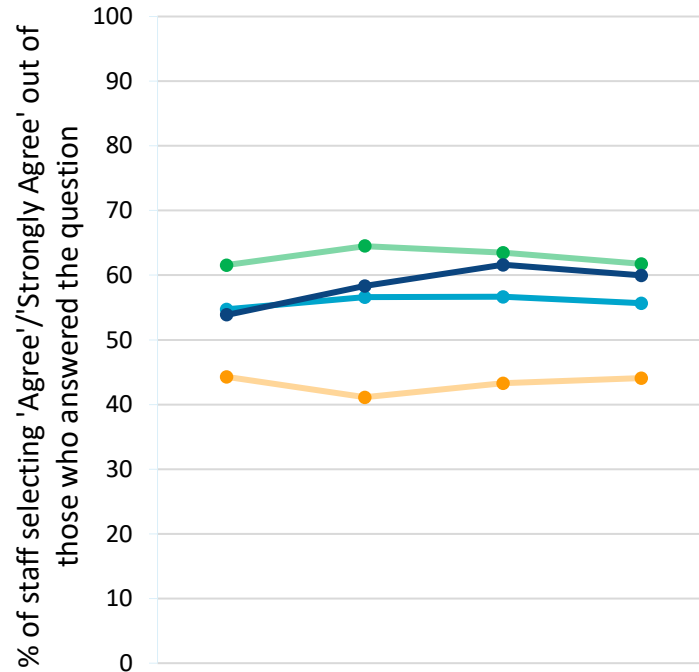


Q24a This organisation offers me challenging work.



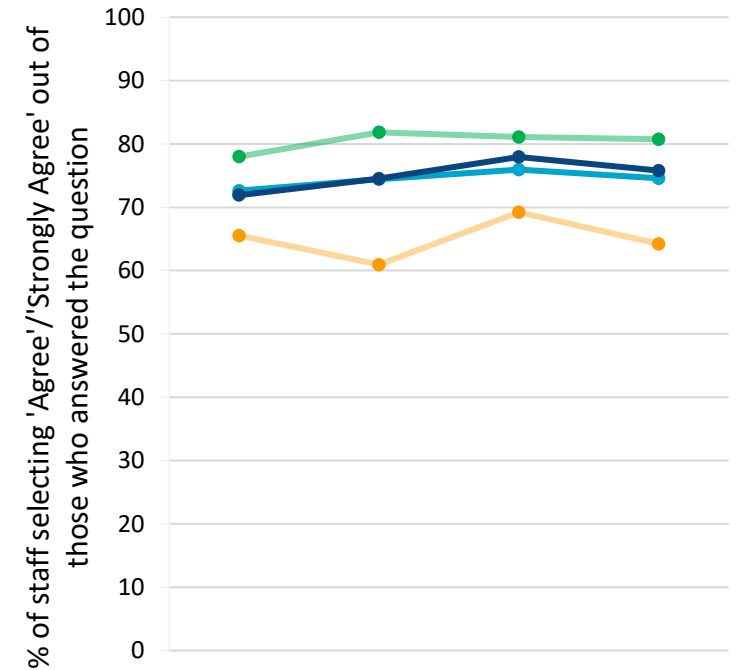
	2021	2022	2023	2024
<b>Your org</b>	70.90%	69.96%	73.98%	71.48%
<b>Best result</b>	81.12%	83.27%	81.67%	80.80%
<b>Average result</b>	74.36%	76.05%	74.90%	73.84%
<b>Worst result</b>	67.64%	68.26%	68.55%	67.12%
Responses	1964	2029	2538	2843

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



	2021	2022	2023	2024
<b>Your org</b>	53.85%	58.36%	61.62%	59.95%
<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	1971	2031	2544	2846

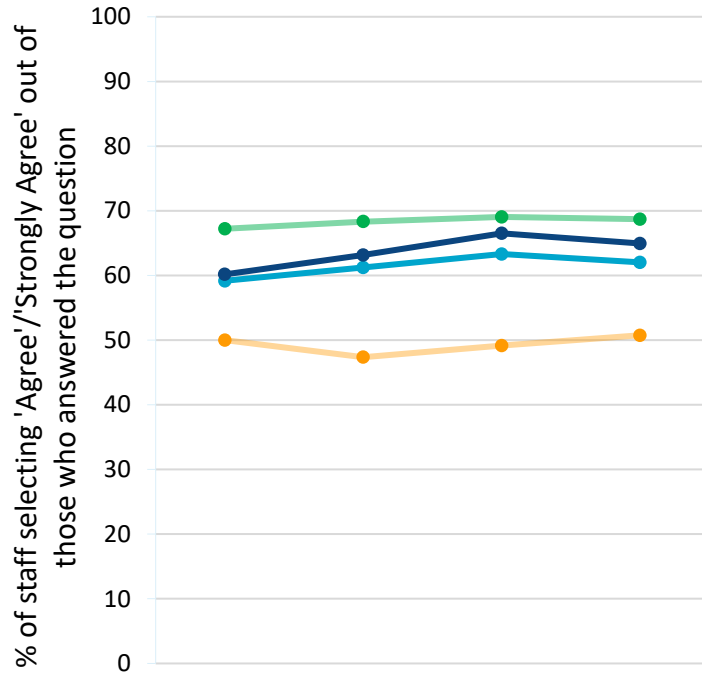
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
<b>Your org</b>	71.90%	74.52%	77.94%	75.81%
<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	1969	2030	2544	2842

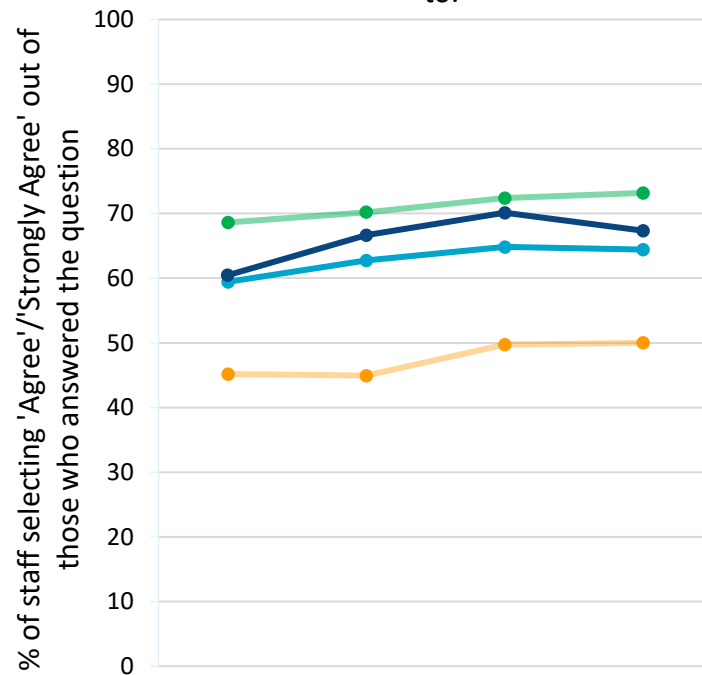


Q24d I feel supported to develop my potential.



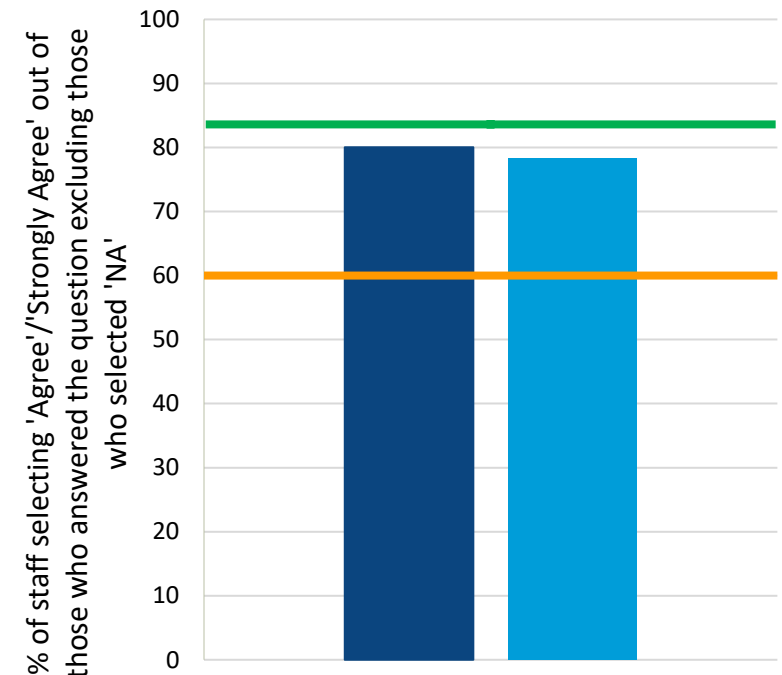
	2021	2022	2023	2024
Your org	60.17%	63.17%	66.51%	64.96%
Best result	67.22%	68.32%	69.05%	68.70%
Average result	59.18%	61.24%	63.32%	62.01%
Worst result	49.98%	47.36%	49.16%	50.75%
Responses	1965	2029	2538	2828

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



	2021	2022	2023	2024
Your org	60.45%	66.64%	70.12%	67.33%
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	1963	2028	2538	2814

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

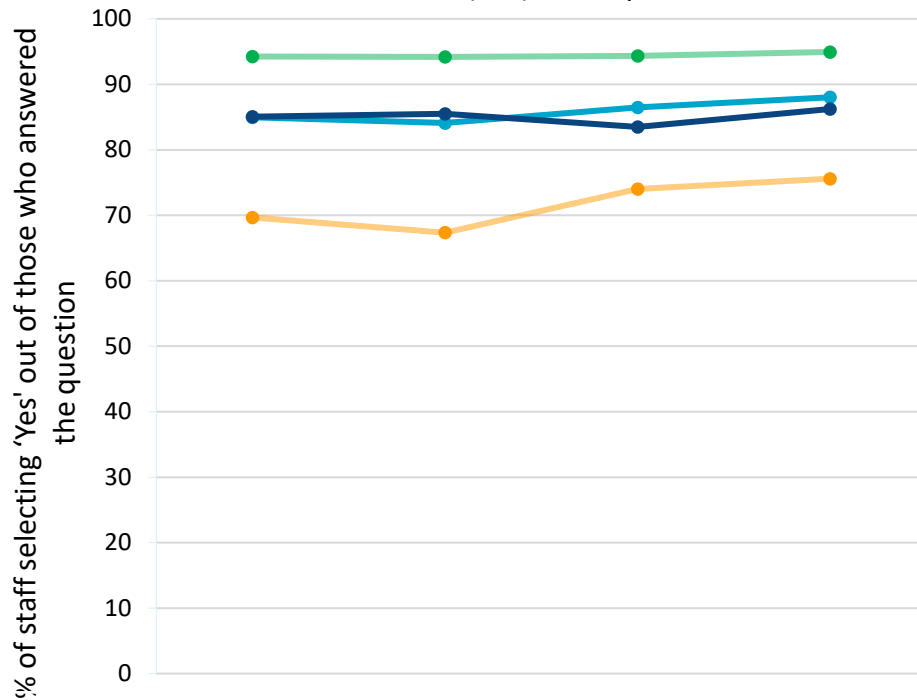


	2024
Your org	80.03%
Best result	83.60%
Average result	78.28%
Worst result	60.00%
Responses	2359

\*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.



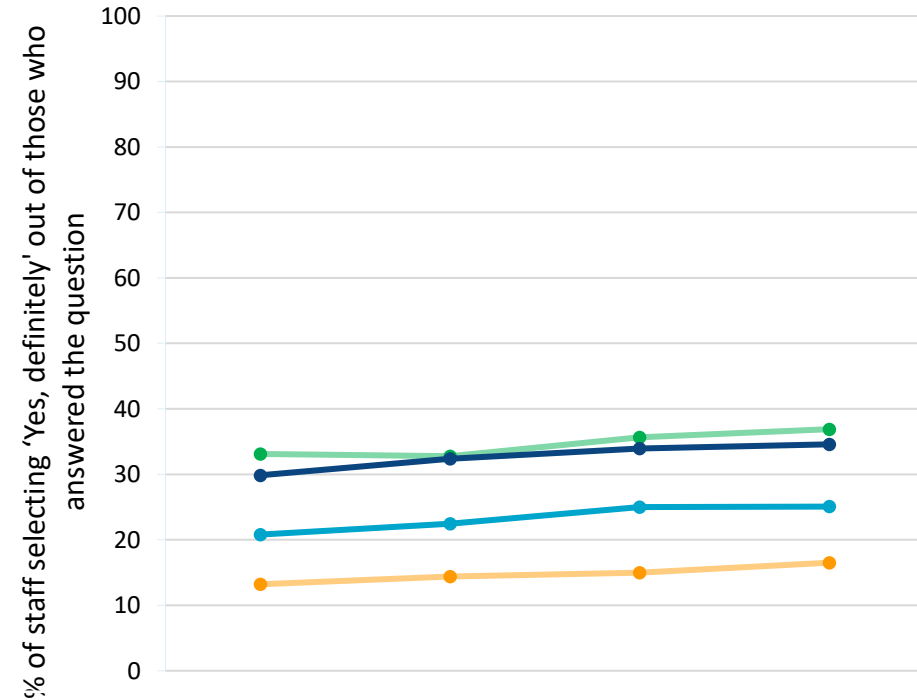
Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
<b>Your org</b>	85.04%	85.52%	83.49%	86.23%
<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 1958 2017 2517 2819

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



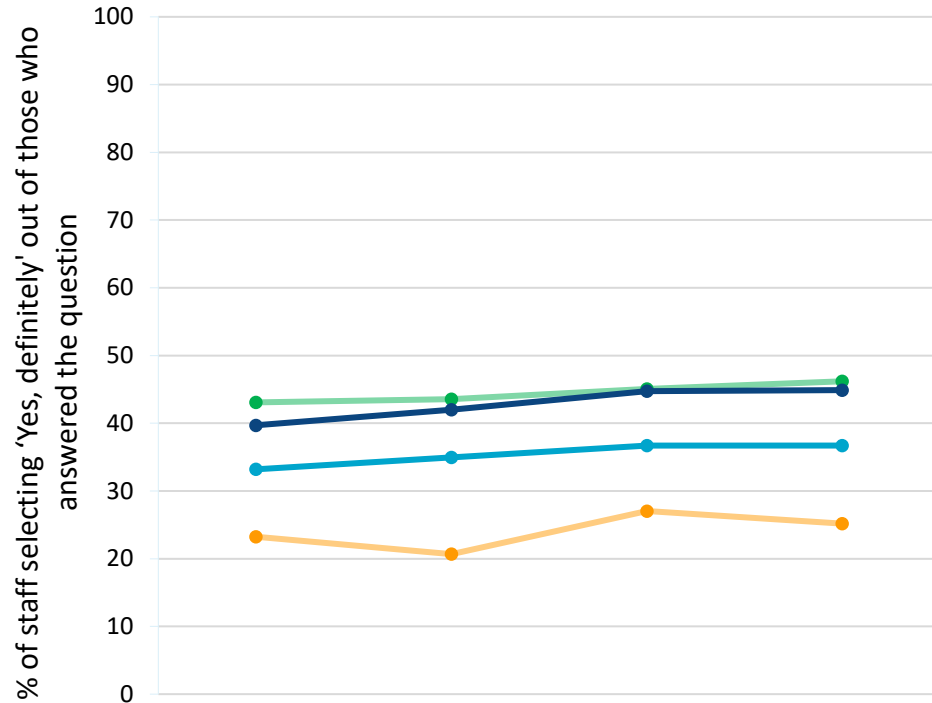
	2021	2022	2023	2024
<b>Your org</b>	29.86%	32.40%	33.95%	34.58%
<b>Best result</b>	33.11%	32.77%	35.66%	36.89%
<b>Average result</b>	20.80%	22.45%	24.98%	25.07%
<b>Worst result</b>	13.21%	14.41%	14.98%	16.50%

Responses 1657 1715 2093 2418

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

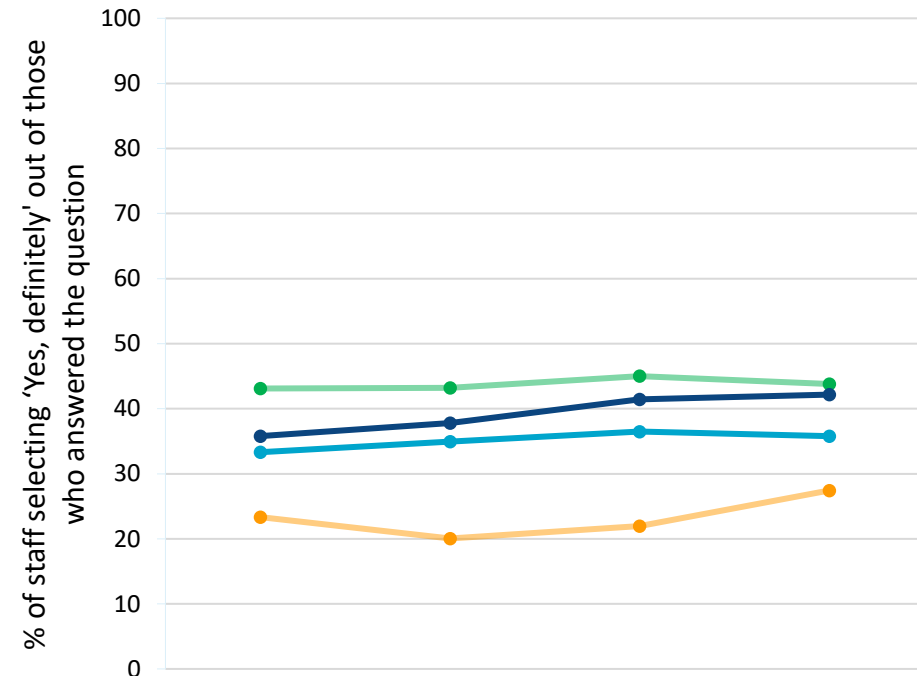


Q23c It helped me agree clear objectives for my work.



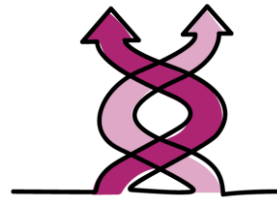
	2021	2022	2023	2024
<b>Your org</b>	39.70%	41.98%	44.74%	44.89%
<b>Best result</b>	43.08%	43.56%	45.06%	46.19%
<b>Average result</b>	33.20%	34.95%	36.70%	36.69%
<b>Worst result</b>	23.23%	20.67%	27.04%	25.17%
Responses	1655	1713	2079	2415

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



	2021	2022	2023	2024
<b>Your org</b>	35.79%	37.79%	41.42%	42.16%
<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	1656	1714	2084	2405

## People Promise element – We work flexibly



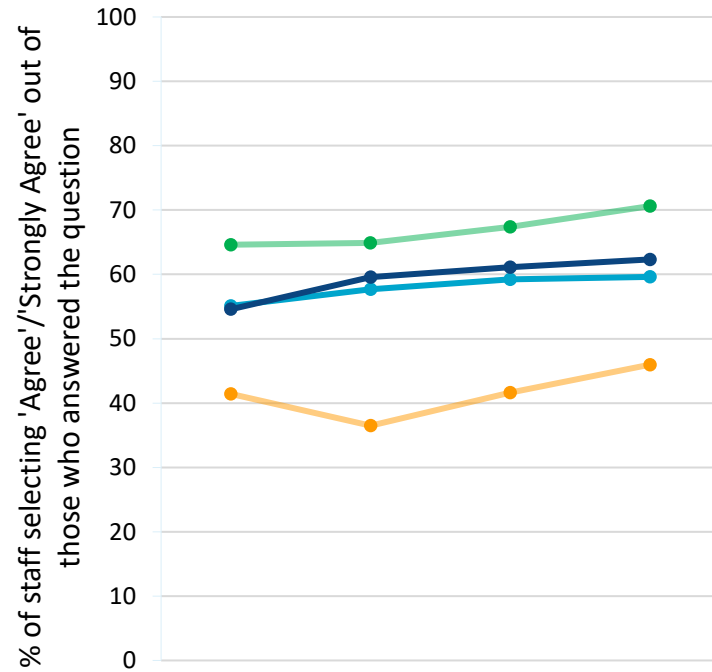
### Questions included:

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

Flexible working – Q4d

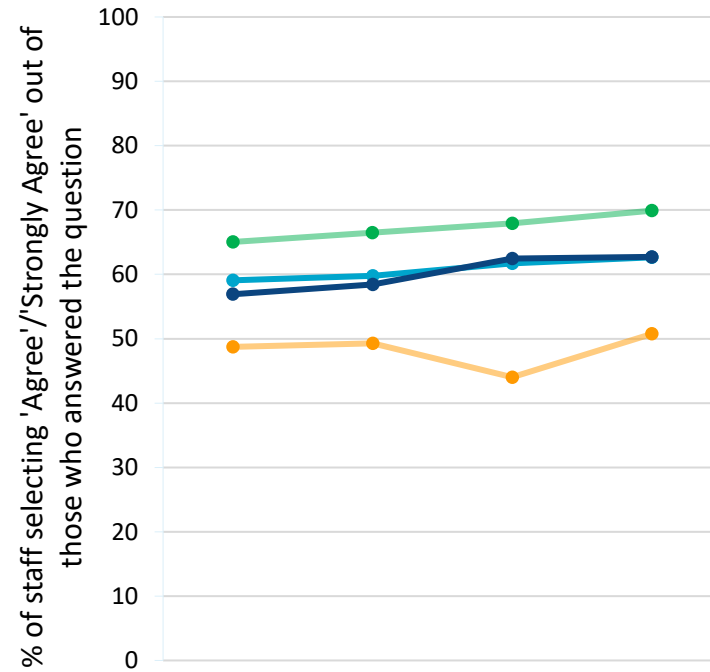


Q6b My organisation is committed to helping me balance my work and home life.



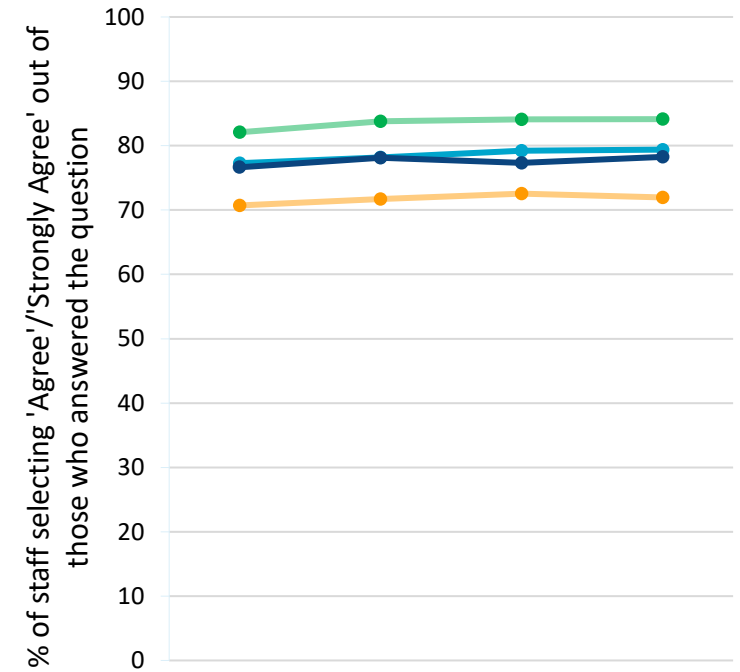
	2021	2022	2023	2024
<b>Your org</b>	54.58%	59.55%	61.10%	62.33%
<b>Best result</b>	64.61%	64.89%	67.39%	70.61%
<b>Average result</b>	55.10%	57.66%	59.23%	59.61%
<b>Worst result</b>	41.43%	36.49%	41.60%	45.97%
Responses	1971	2045	2545	2843

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



	2021	2022	2023	2024
<b>Your org</b>	56.91%	58.41%	62.44%	62.72%
<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	1969	2041	2541	2838

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

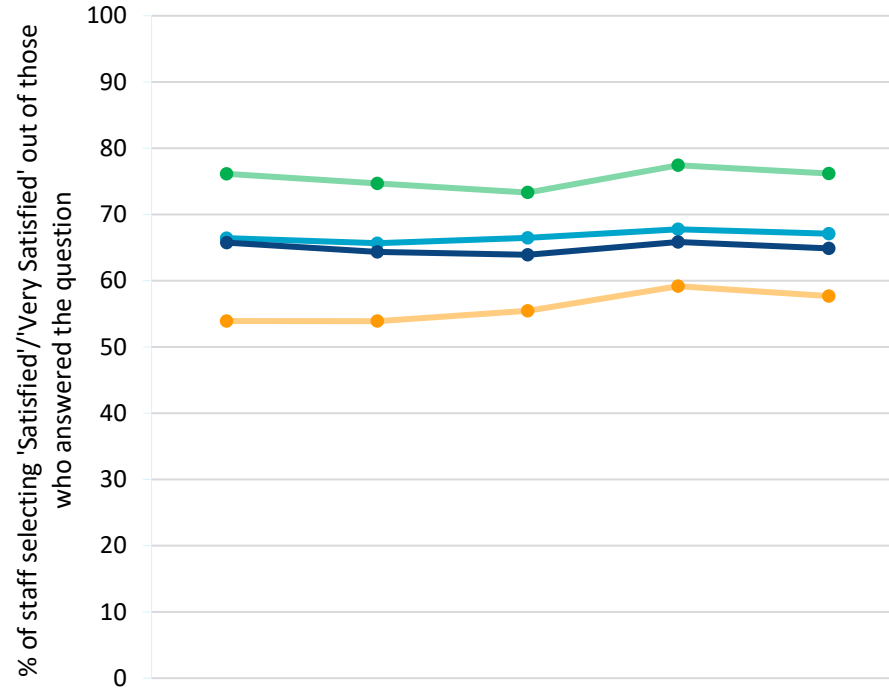


	2021	2022	2023	2024
<b>Your org</b>	76.64%	78.12%	77.30%	78.25%
<b>Best result</b>	82.09%	83.79%	84.09%	84.12%
<b>Average result</b>	77.28%	78.17%	79.23%	79.39%
<b>Worst result</b>	70.71%	71.71%	72.54%	71.97%
Responses	1970	2043	2543	2845



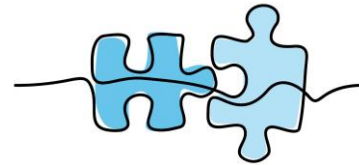


Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.



	2020	2021	2022	2023	2024
<b>Your org</b>	65.75%	64.33%	63.92%	65.85%	64.90%
<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	1601	1971	2032	2536	2841

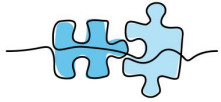
## People Promise element – We are a team



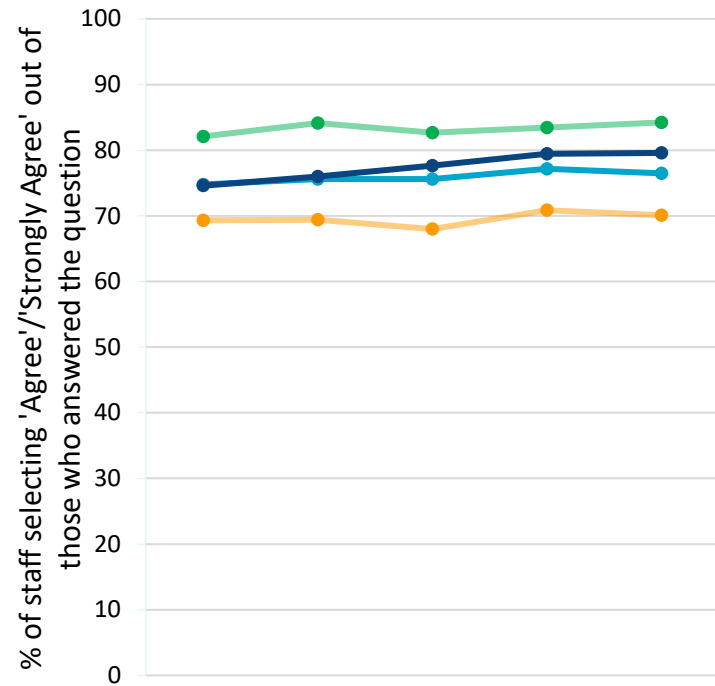
### Questions included:

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

Line management – Q9a, Q9b, Q9c, Q9d

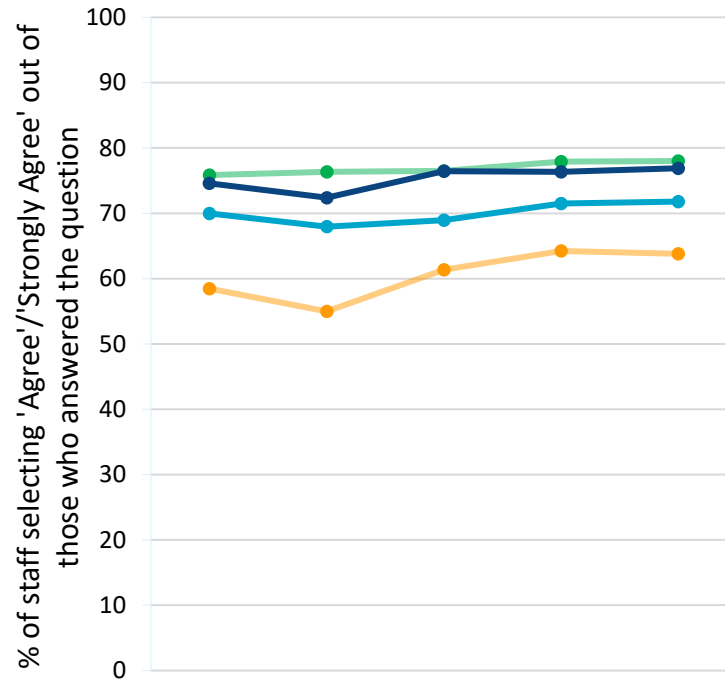


Q7a The team I work in has a set of shared objectives.



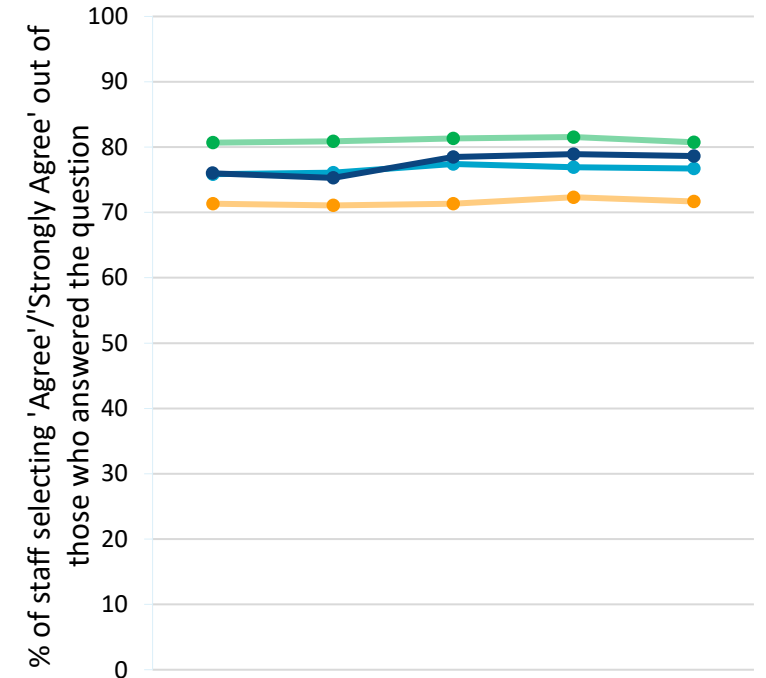
	2020	2021	2022	2023	2024
<b>Your org</b>	74.59%	76.00%	77.64%	79.43%	79.58%
<b>Best result</b>	82.09%	84.13%	82.65%	83.47%	84.23%
<b>Average result</b>	74.79%	75.62%	75.60%	77.16%	76.46%
<b>Worst result</b>	69.31%	69.41%	67.98%	70.85%	70.11%
Responses	1603	1973	2039	2540	2844

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



	2020	2021	2022	2023	2024
<b>Your org</b>	74.56%	72.40%	76.44%	76.35%	76.90%
<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	1604	1970	2039	2546	2838

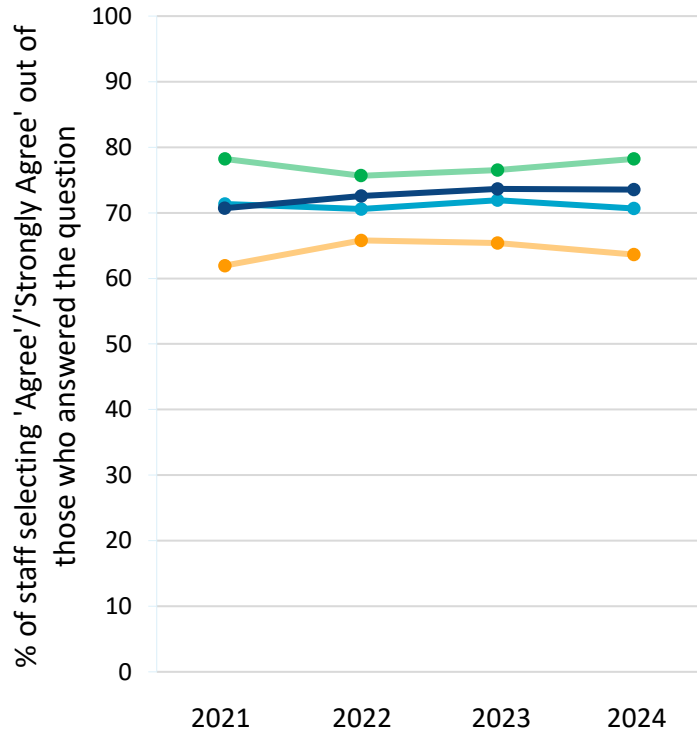
Q7c I receive the respect I deserve from my colleagues at work.



	2020	2021	2022	2023	2024
<b>Your org</b>	76.01%	75.29%	78.49%	78.93%	78.62%
<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	1607	1977	2041	2541	2844

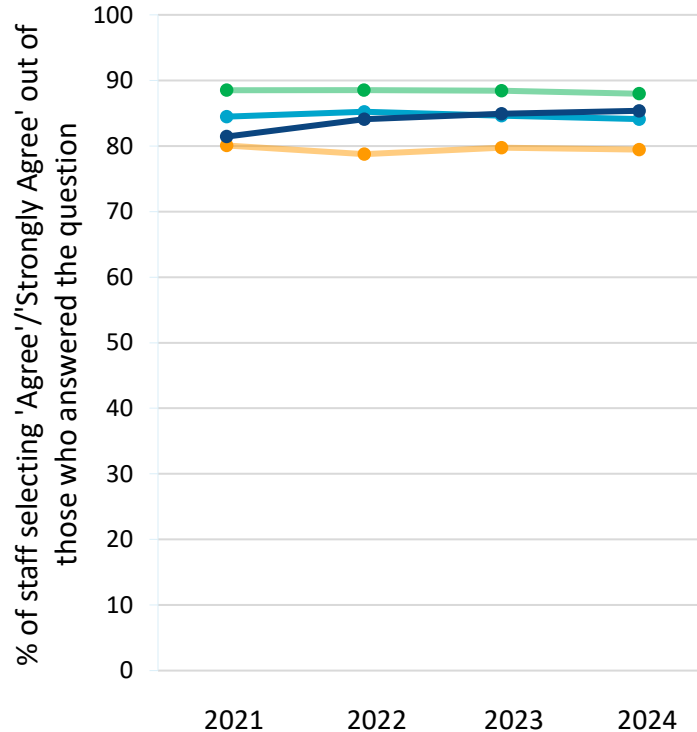


Q7d Team members understand each other's roles.



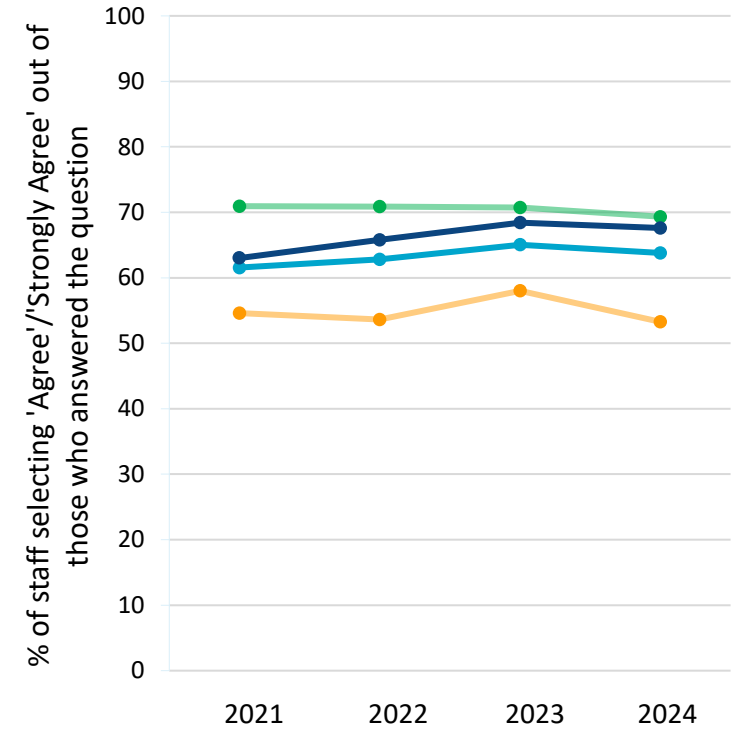
Responses	1977	2038	2542	2845
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Q7e I enjoy working with the colleagues in my team.

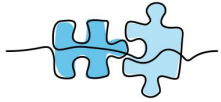


Responses	1975	2035	2541	2842
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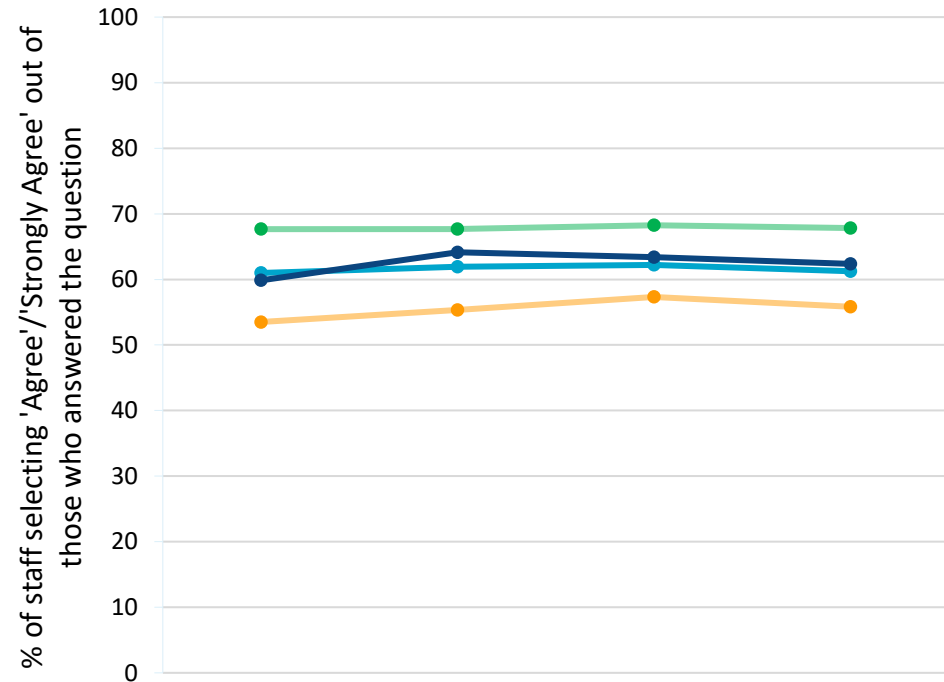
Q7f My team has enough freedom in how to do its work.



Responses	1970	2031	2540	2837
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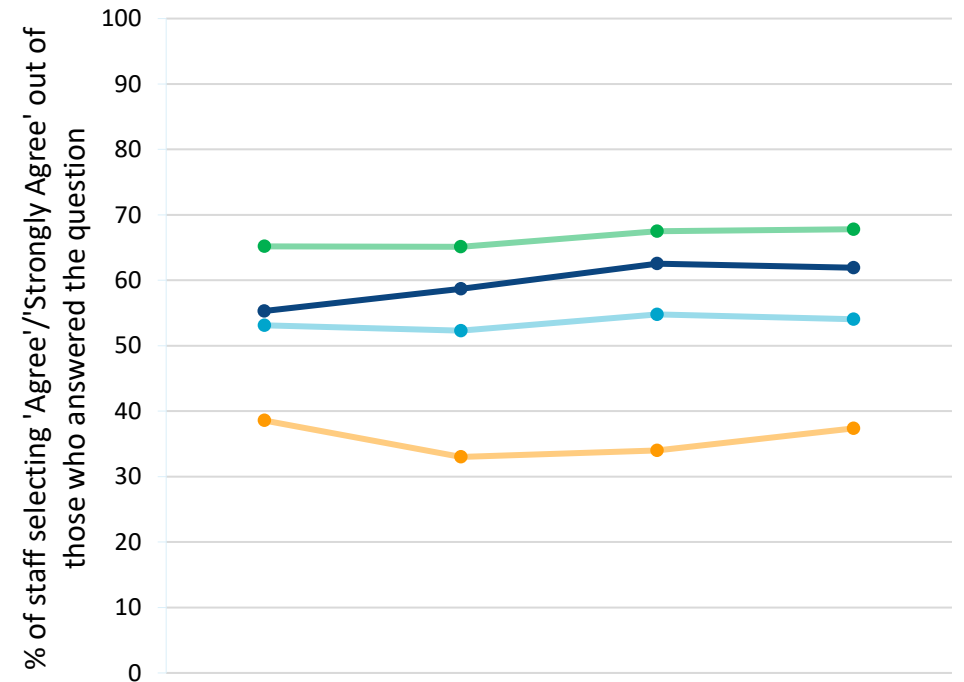


Q7g In my team disagreements are dealt with constructively.

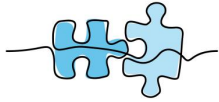


	2021	2022	2023	2024
<b>Your org</b>	59.86%	64.14%	63.39%	62.35%
<b>Best result</b>	67.66%	67.67%	68.26%	67.82%
<b>Average result</b>	60.98%	61.94%	62.20%	61.26%
<b>Worst result</b>	53.51%	55.33%	57.32%	55.83%
Responses	1970	2033	2540	2836

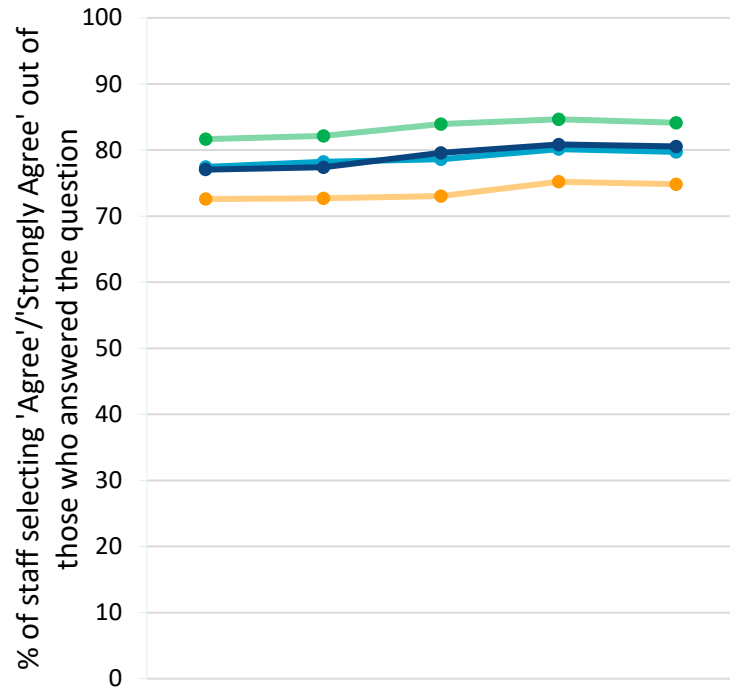
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
<b>Your org</b>	55.31%	58.67%	62.54%	61.94%
<b>Best result</b>	65.19%	65.12%	67.51%	67.81%
<b>Average result</b>	53.10%	52.31%	54.79%	54.05%
<b>Worst result</b>	38.58%	33.01%	34.00%	37.38%
Responses	1976	2034	2536	2837

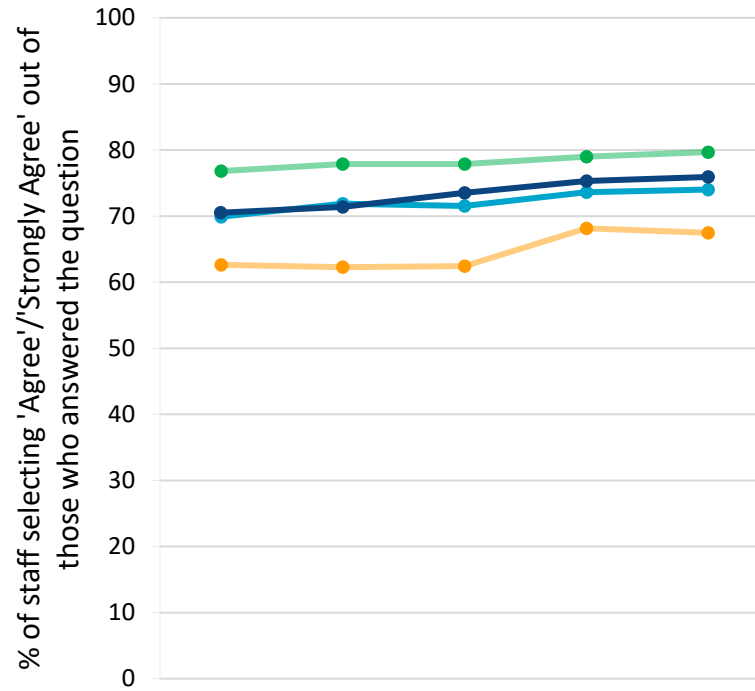


Q9a My immediate manager encourages me at work.



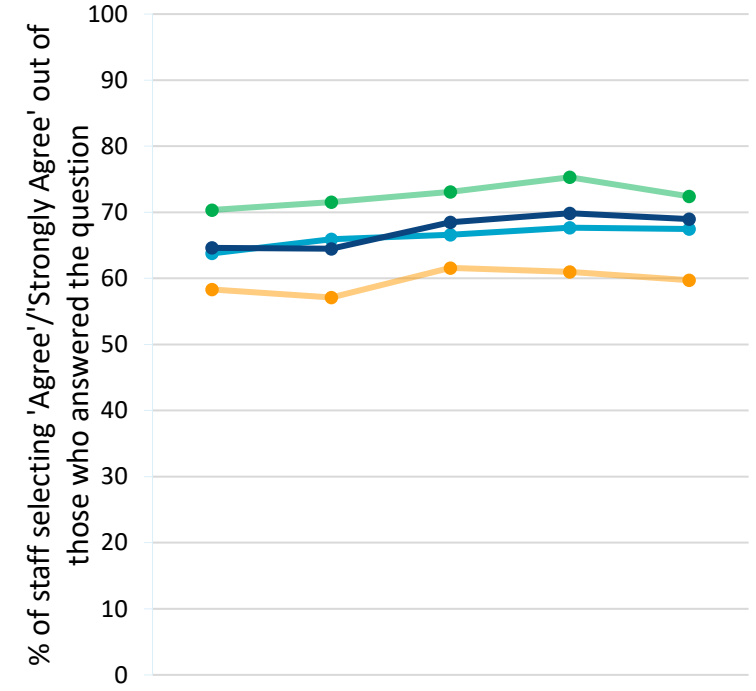
	2020	2021	2022	2023	2024
<b>Your org</b>	77.03%	77.42%	79.55%	80.84%	80.56%
<b>Best result</b>	81.65%	82.16%	83.95%	84.65%	84.13%
<b>Average result</b>	77.44%	78.24%	78.61%	80.13%	79.73%
<b>Worst result</b>	72.59%	72.72%	73.03%	75.20%	74.85%
Responses	1611	1976	2034	2546	2846

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

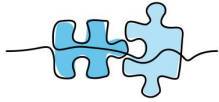


	2020	2021	2022	2023	2024
<b>Your org</b>	70.52%	71.40%	73.53%	75.31%	75.92%
<b>Best result</b>	76.81%	77.87%	77.86%	79.00%	79.69%
<b>Average result</b>	69.91%	71.86%	71.56%	73.60%	74.02%
<b>Worst result</b>	62.62%	62.27%	62.44%	68.15%	67.47%
Responses	1607	1978	2037	2542	2846

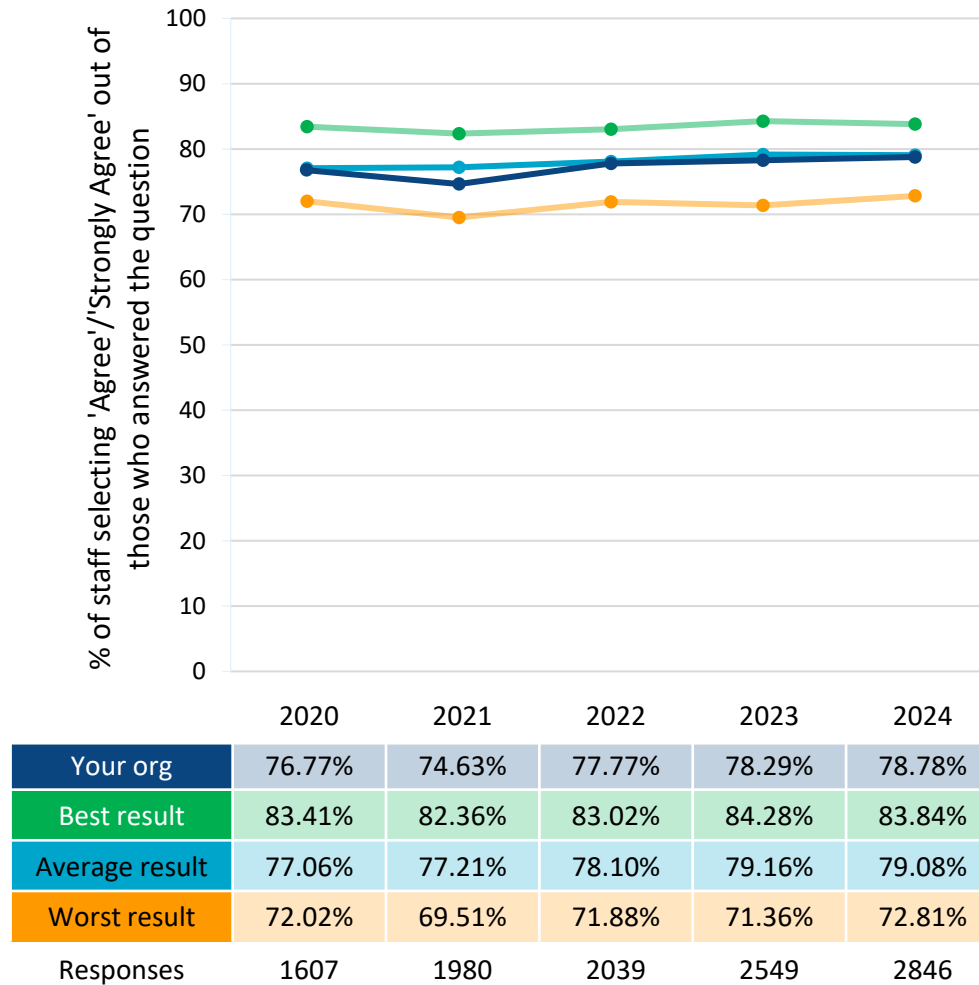
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	64.62%	64.50%	68.50%	69.86%	68.98%
<b>Best result</b>	70.36%	71.54%	73.08%	75.31%	72.42%
<b>Average result</b>	63.78%	65.92%	66.61%	67.68%	67.49%
<b>Worst result</b>	58.34%	57.11%	61.59%	60.97%	59.74%
Responses	1606	1976	2037	2539	2846



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



## Theme – Staff engagement



### Questions included:

Motivation – Q2a, Q2b, Q2c

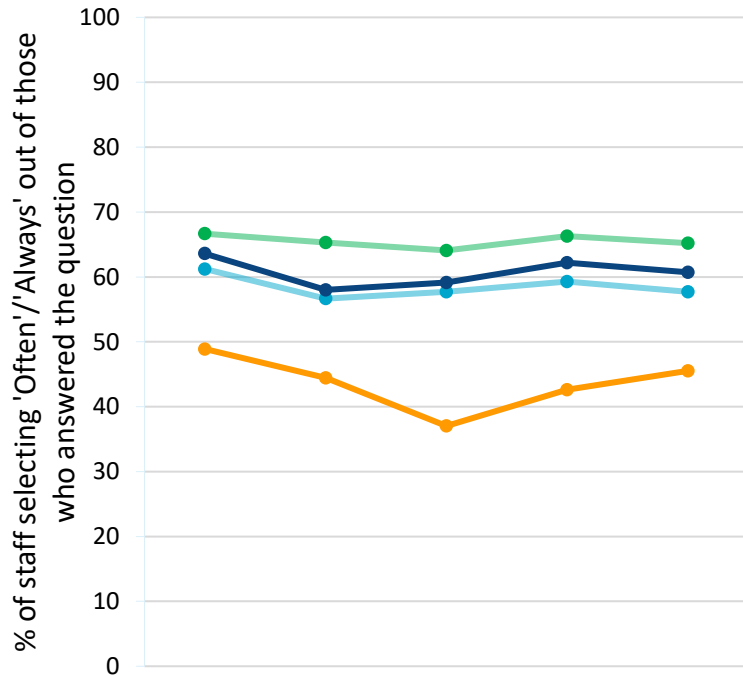
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d



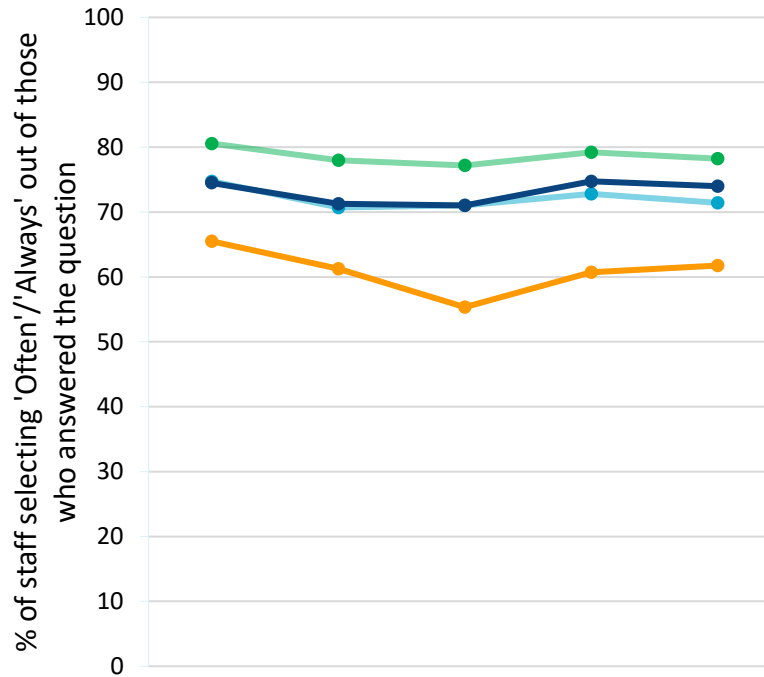


Q2a I look forward to going to work.



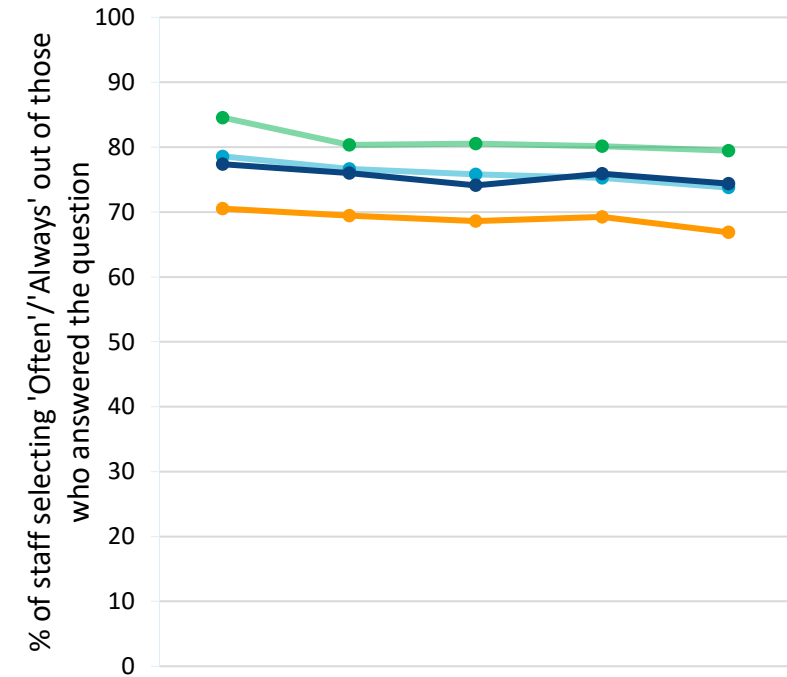
	2020	2021	2022	2023	2024
<b>Your org</b>	63.58%	58.00%	59.13%	62.18%	60.70%
<b>Best result</b>	66.66%	65.31%	64.08%	66.26%	65.19%
<b>Average result</b>	61.22%	56.65%	57.69%	59.31%	57.71%
<b>Worst result</b>	48.89%	44.45%	37.03%	42.61%	45.55%
Responses	1605	1962	2023	2530	2825

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	74.48%	71.28%	71.02%	74.73%	73.97%
<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	1590	1955	2021	2509	2810

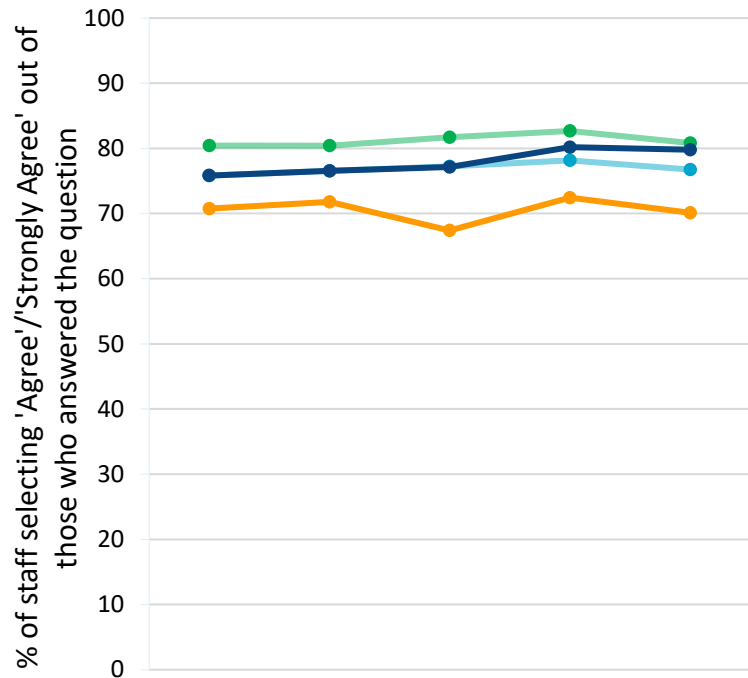
Q2c Time passes quickly when I am working.



	2020	2021	2022	2023	2024
<b>Your org</b>	77.37%	76.01%	74.11%	75.93%	74.36%
<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	1593	1953	2011	2507	2796

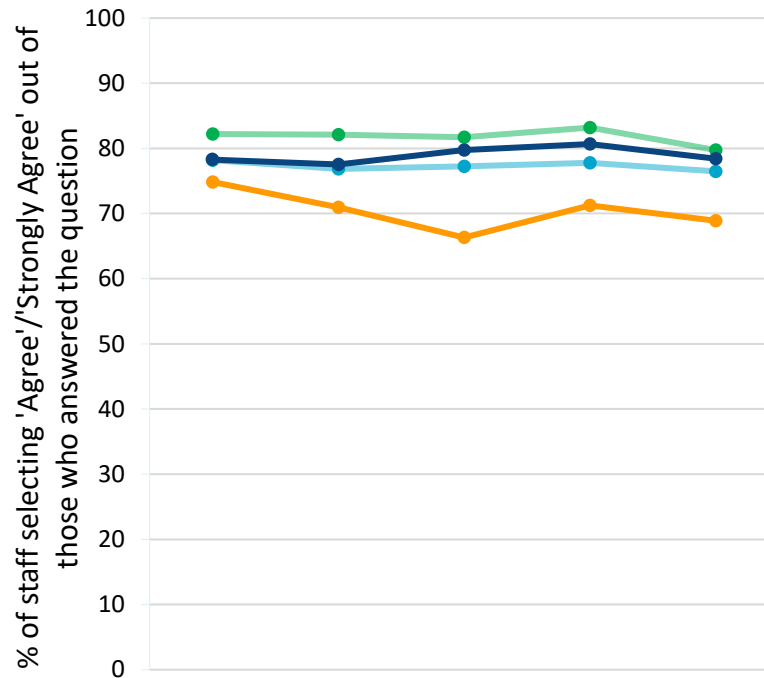


Q3c There are frequent opportunities for me to show initiative in my role.



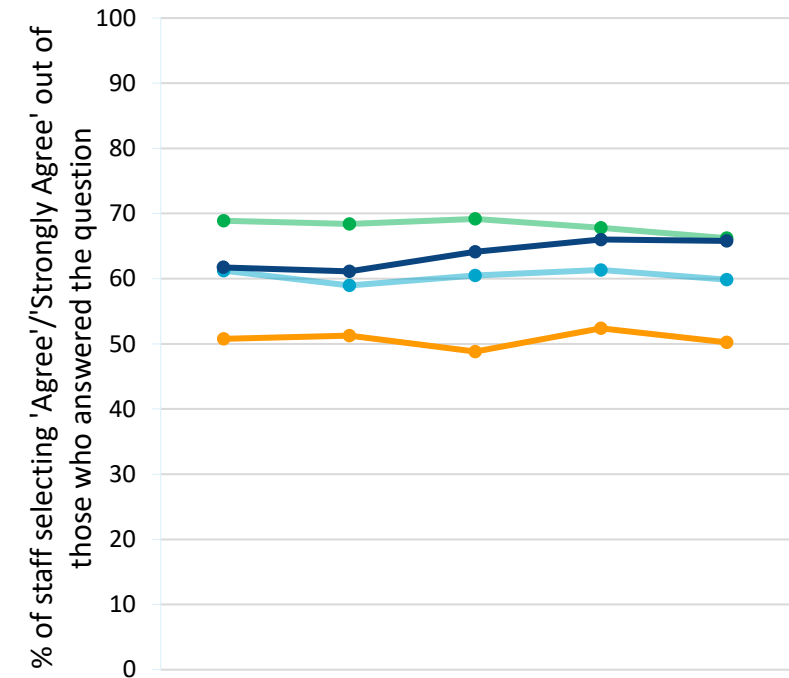
	2020	2021	2022	2023	2024
<b>Your org</b>	75.83%	76.58%	77.15%	80.19%	79.79%
<b>Best result</b>	80.43%	80.41%	81.72%	82.67%	80.84%
<b>Average result</b>	75.82%	76.58%	77.23%	78.15%	76.77%
<b>Worst result</b>	70.77%	71.78%	67.40%	72.44%	70.11%
Responses	1613	1977	2039	2543	2845

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



	2020	2021	2022	2023	2024
<b>Your org</b>	78.29%	77.53%	79.74%	80.66%	78.40%
<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	1611	1971	2036	2532	2836

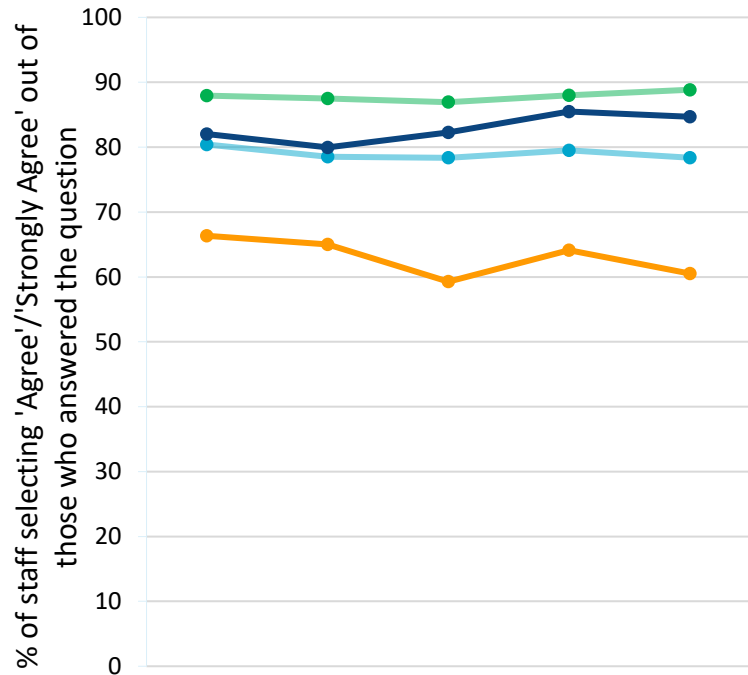
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	61.75%	61.13%	64.15%	66.02%	65.78%
<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	1595	1963	2032	2536	2838

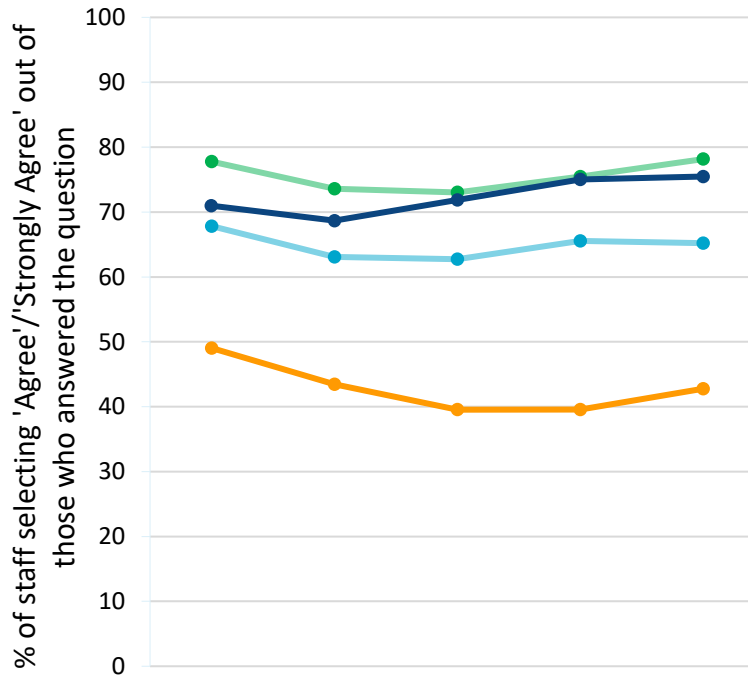


Q25a Care of patients / service users is my organisation's top priority.



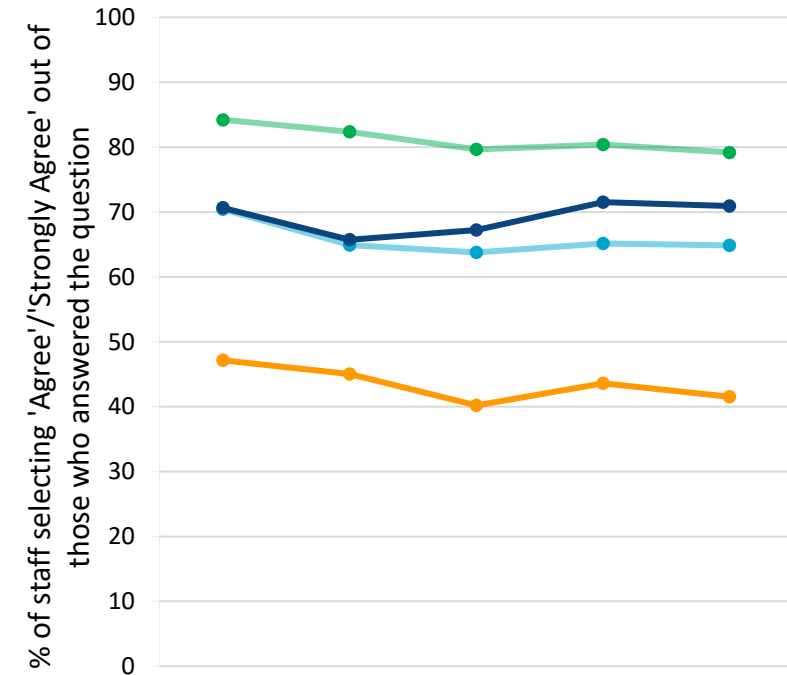
	2020	2021	2022	2023	2024
<b>Your org</b>	82.01%	79.96%	82.27%	85.49%	84.68%
<b>Best result</b>	87.93%	87.48%	86.93%	88.01%	88.84%
<b>Average result</b>	80.41%	78.52%	78.35%	79.50%	78.36%
<b>Worst result</b>	66.34%	64.99%	59.27%	64.13%	60.51%
Responses	1603	1975	2037	2539	2842

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



	2020	2021	2022	2023	2024
<b>Your org</b>	70.96%	68.68%	71.86%	75.02%	75.47%
<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	1604	1971	2034	2536	2840

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>	70.63%	65.72%	67.21%	71.52%	70.94%
<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	1601	1966	2031	2534	2834

## Theme - Morale



### Questions included:

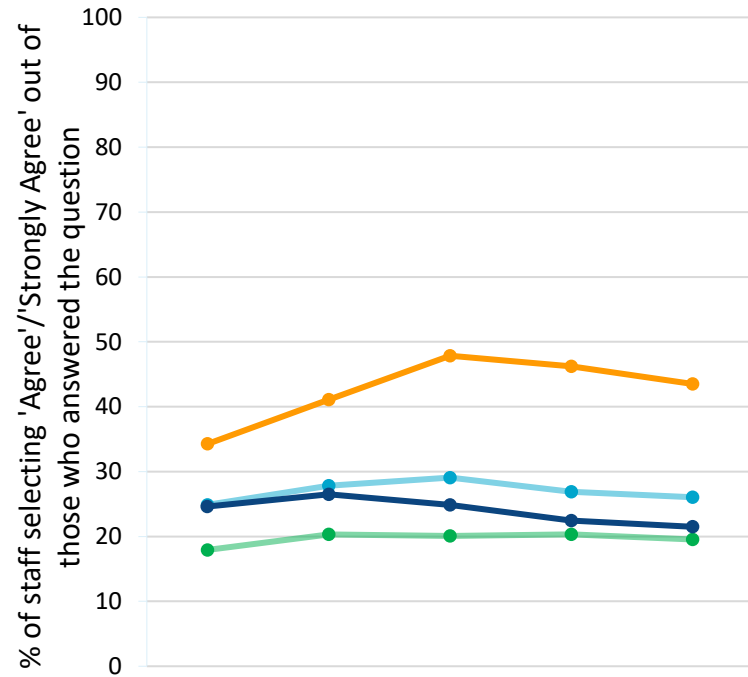
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

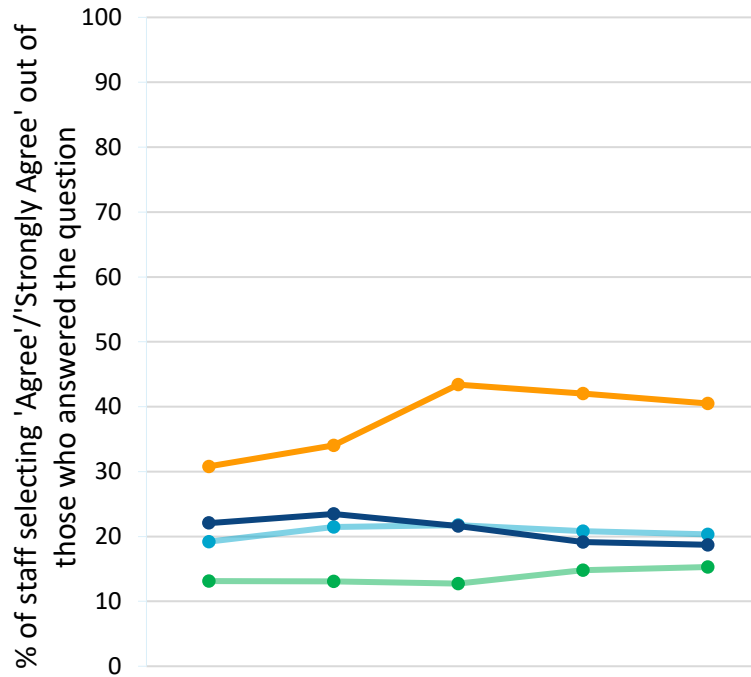


Q26a I often think about leaving this organisation.



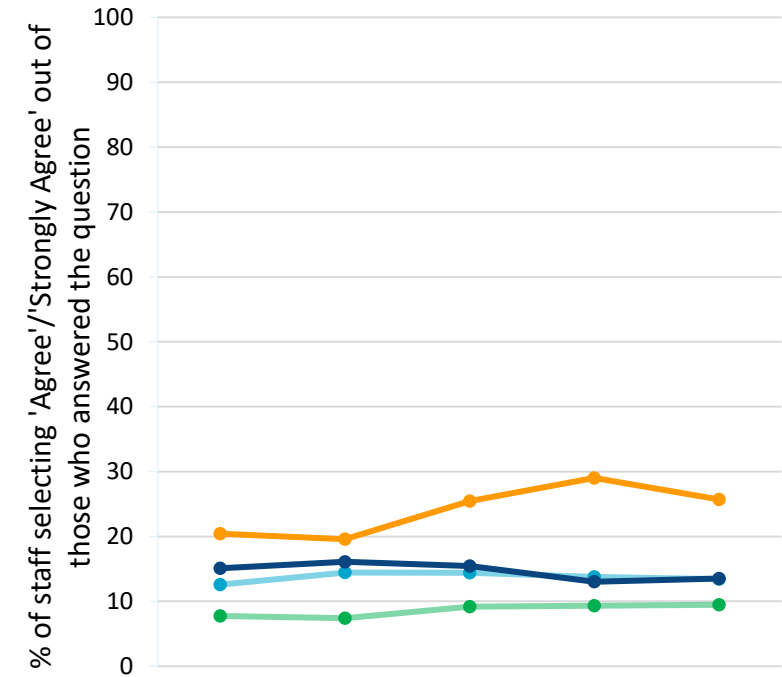
	2020	2021	2022	2023	2024
<b>Your org</b>	24.60%	26.50%	24.88%	22.43%	21.49%
<b>Best result</b>	17.92%	20.31%	20.10%	20.30%	19.52%
<b>Average result</b>	24.88%	27.84%	29.07%	26.89%	26.04%
<b>Worst result</b>	34.26%	41.07%	47.85%	46.24%	43.50%
Responses	1610	1976	2039	2546	2844

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>	30.80%	34.04%	43.40%	42.04%	40.51%
<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>	22.06%	23.47%	21.59%	19.13%	18.72%
Responses	1609	1971	2033	2541	2838

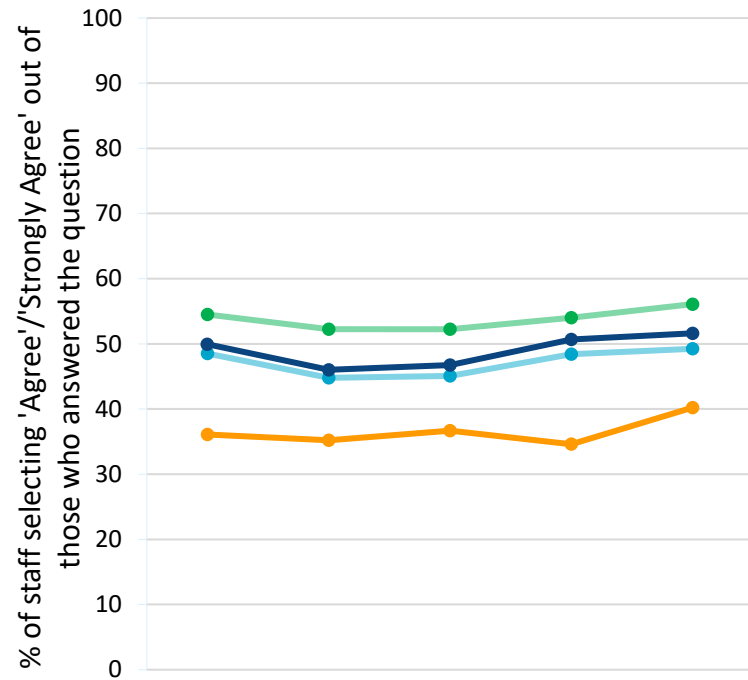
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	20.43%	19.58%	25.45%	29.02%	25.72%
<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>	15.08%	16.10%	15.45%	13.02%	13.51%
Responses	1601	1953	2031	2527	2816

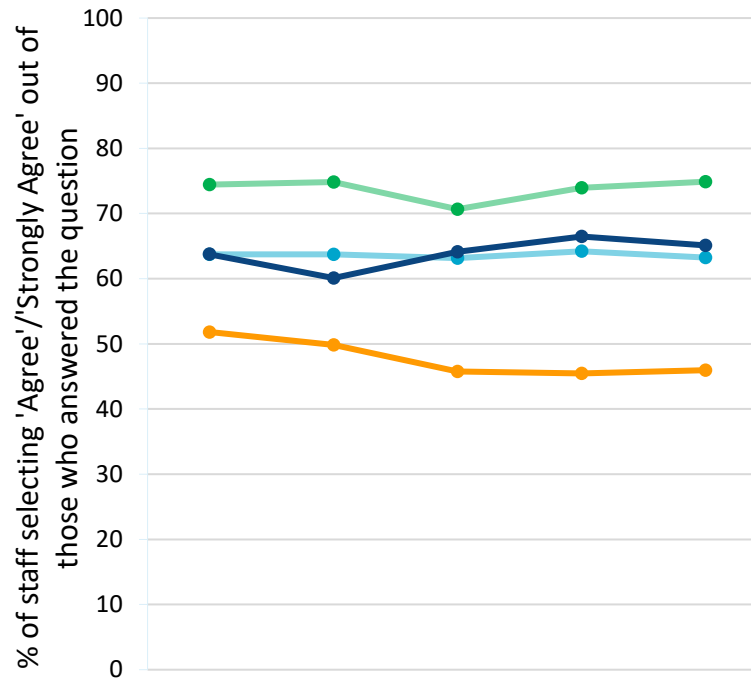


Q3g I am able to meet all the conflicting demands on my time at work.



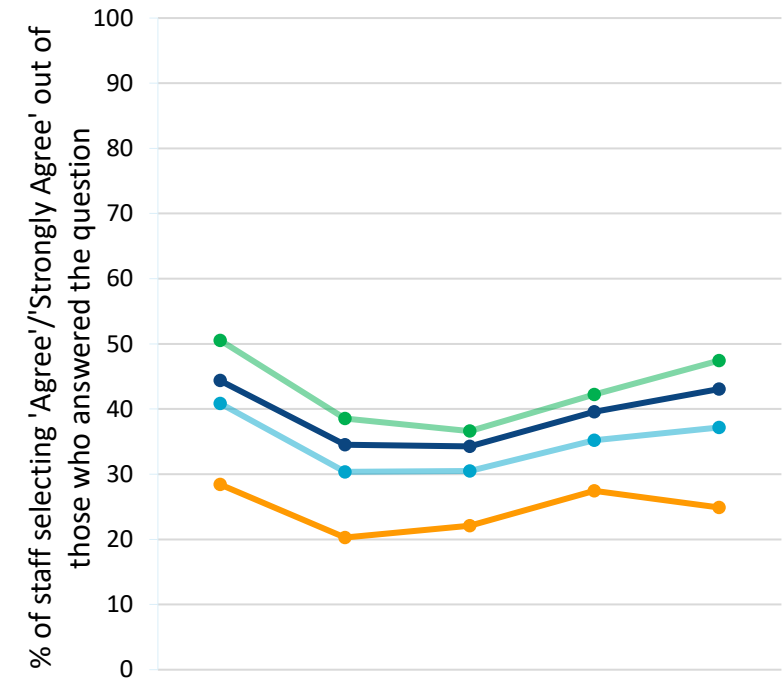
	2020	2021	2022	2023	2024
<b>Your org</b>	49.92%	46.02%	46.74%	50.67%	51.62%
<b>Best result</b>	54.53%	52.25%	52.26%	54.00%	56.10%
<b>Average result</b>	48.49%	44.79%	45.08%	48.39%	49.24%
<b>Worst result</b>	36.08%	35.22%	36.65%	34.60%	40.22%
Responses	1609	1957	2030	2546	2825

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



	2020	2021	2022	2023	2024
<b>Your org</b>	63.75%	60.10%	64.13%	66.47%	65.12%
<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	1601	1955	2030	2539	2836

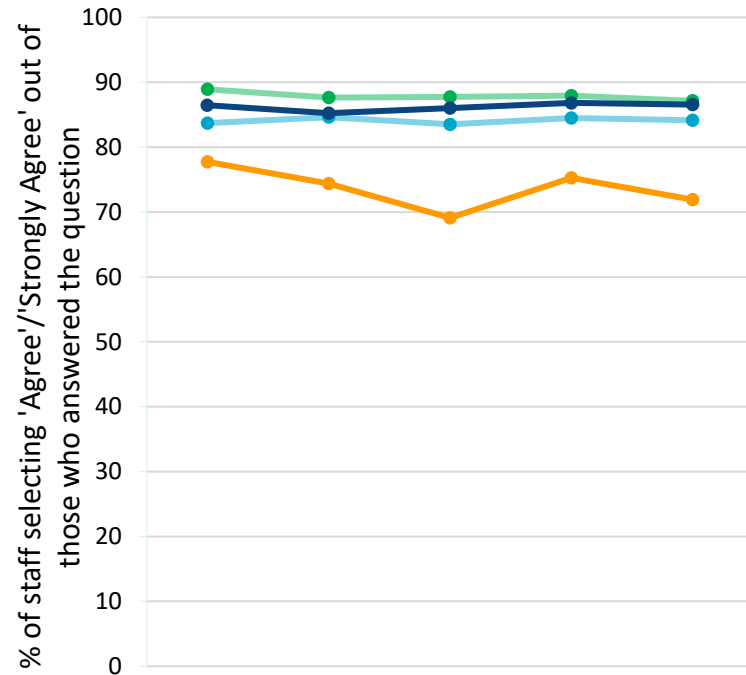
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	44.35%	34.54%	34.27%	39.57%	43.07%
<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	1603	1972	2043	2548	2846

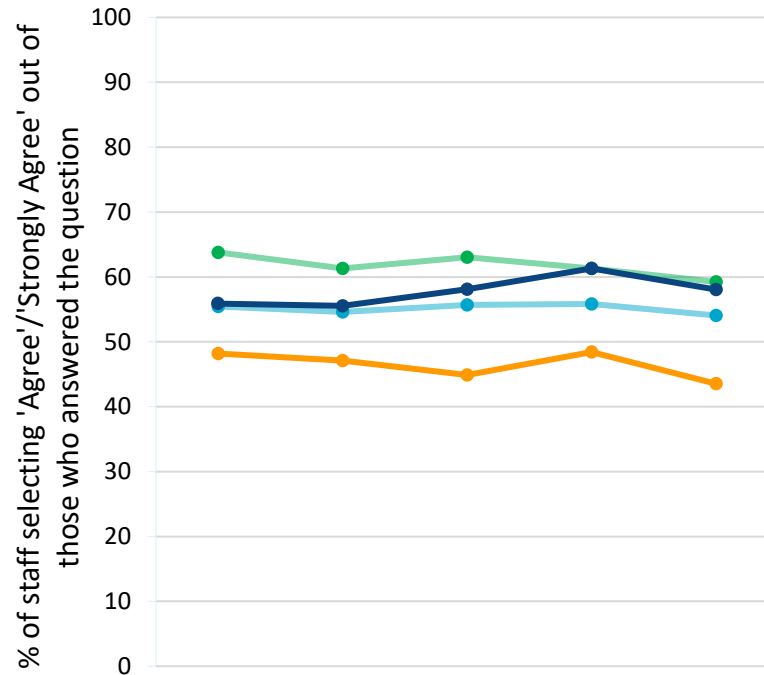


Q3a I always know what my work responsibilities are.



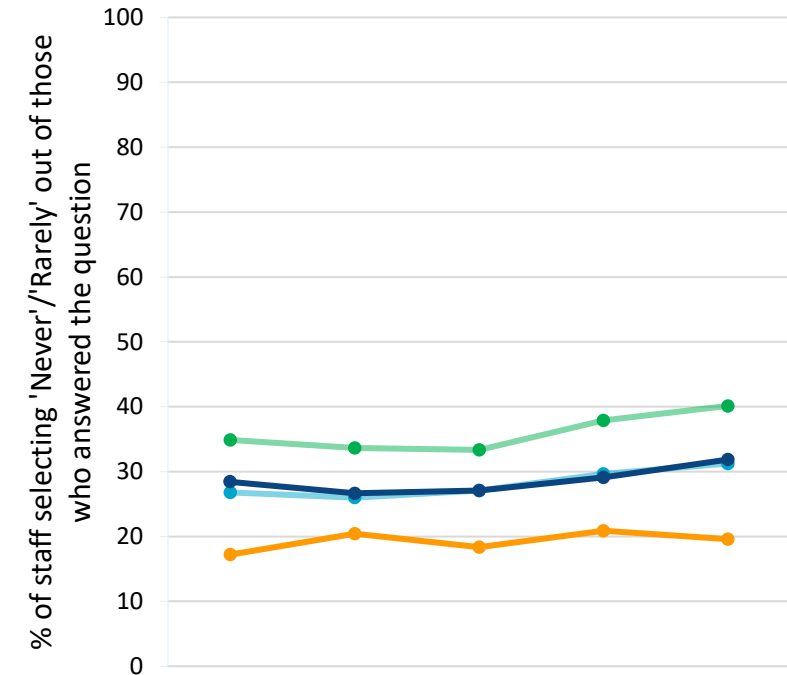
	2020	2021	2022	2023	2024
<b>Your org</b>	86.45%	85.24%	85.99%	86.82%	86.55%
<b>Best result</b>	88.92%	87.63%	87.74%	87.94%	87.13%
<b>Average result</b>	83.70%	84.61%	83.52%	84.49%	84.14%
<b>Worst result</b>	77.73%	74.36%	69.10%	75.26%	71.93%
Responses	1603	1979	2044	2553	2850

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>	55.89%	55.54%	58.08%	61.30%	58.03%
<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	1606	1972	2036	2544	2836

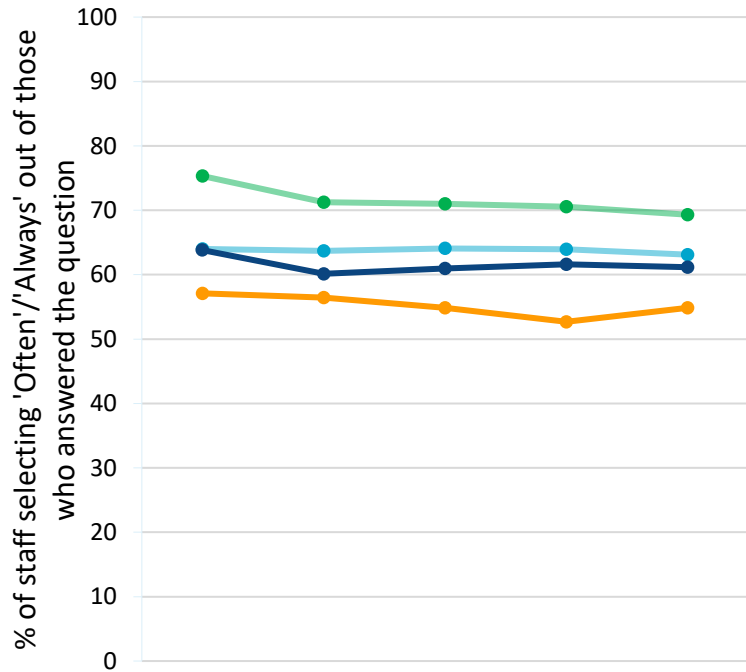
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	28.42%	26.66%	27.11%	29.11%	31.85%
<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	1602	1975	2038	2545	2844

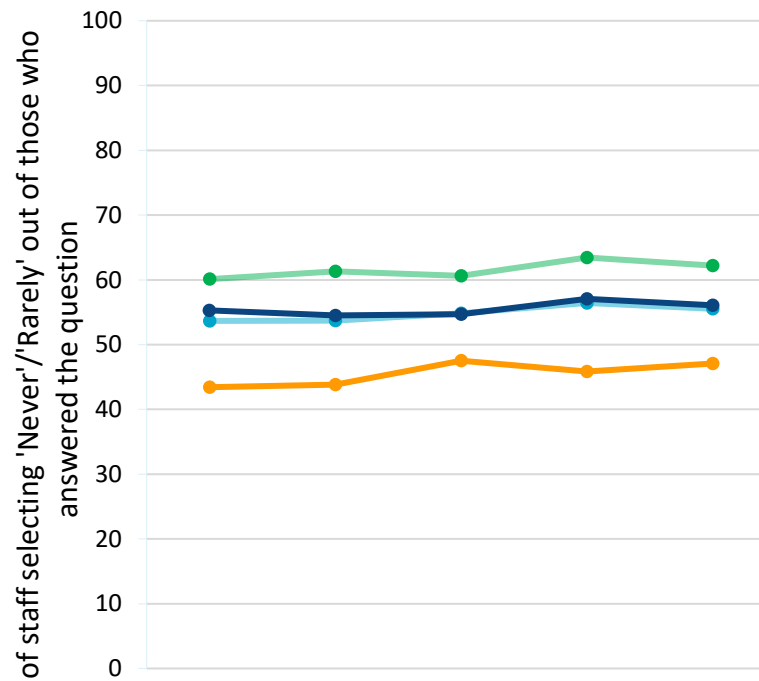


Q5b I have a choice in deciding how to do my work.



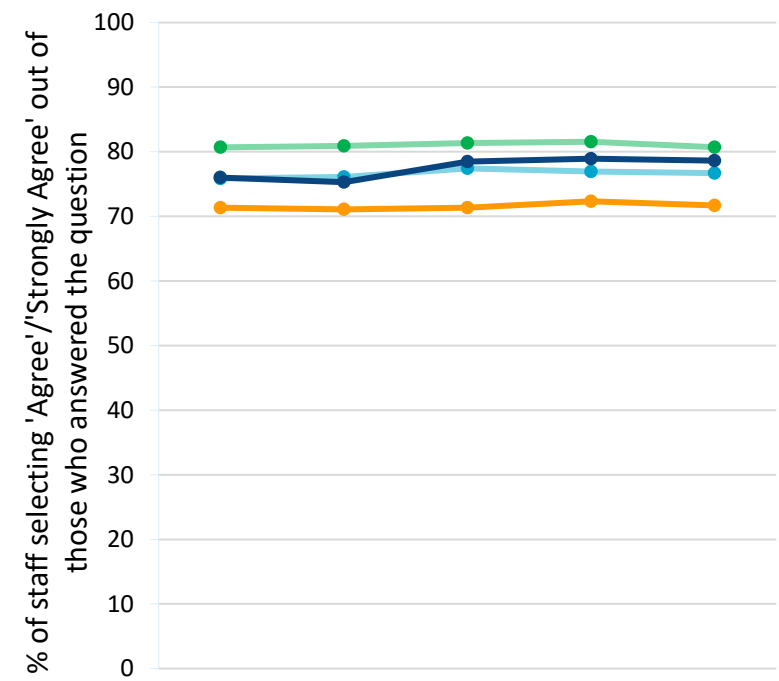
	2020	2021	2022	2023	2024
<b>Your org</b>	63.81%	60.14%	60.99%	61.62%	61.14%
<b>Best result</b>	75.32%	71.25%	71.00%	70.53%	69.31%
<b>Average result</b>	64.00%	63.70%	64.07%	63.94%	63.11%
<b>Worst result</b>	57.10%	56.45%	54.86%	52.68%	54.86%
Responses	1599	1964	2034	2539	2824

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
<b>Your org</b>	55.27%	54.51%	54.67%	57.07%	56.05%
<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	1598	1972	2036	2543	2836

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

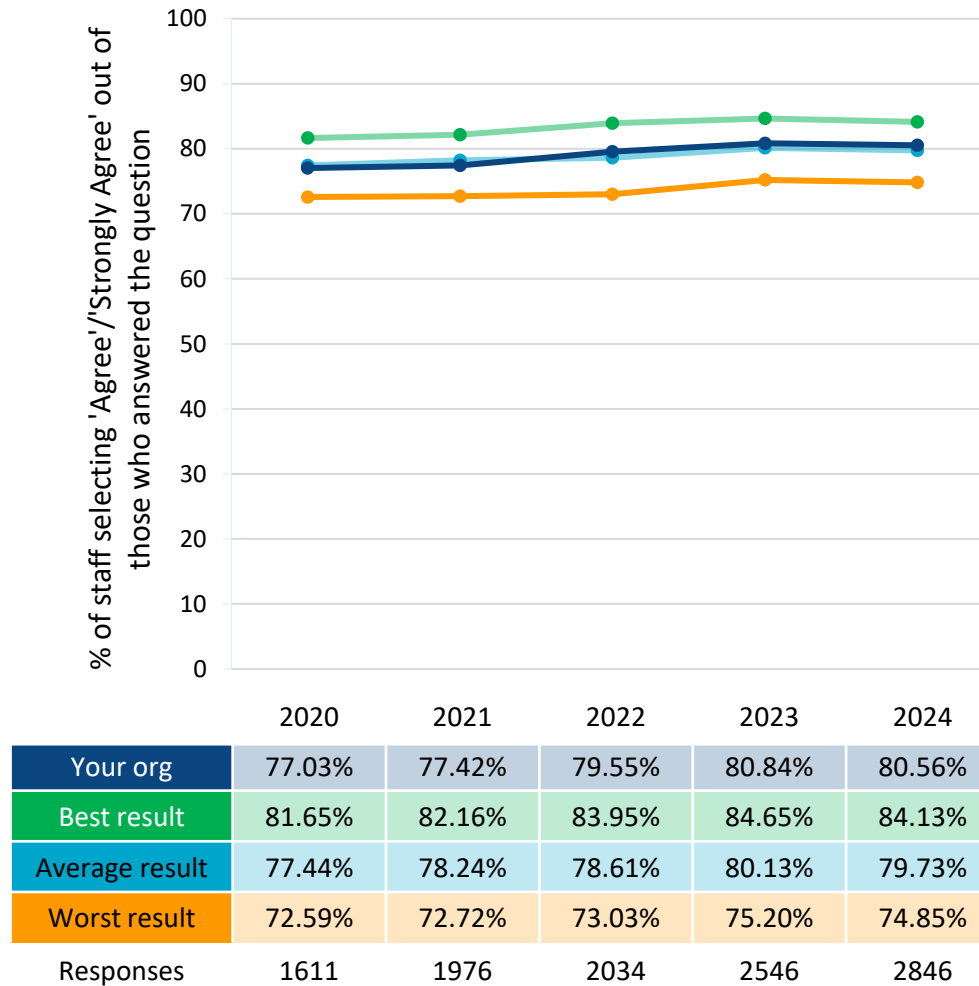


	2020	2021	2022	2023	2024
<b>Your org</b>	76.01%	75.29%	78.49%	78.93%	78.62%
<b>Best result</b>	80.68%	80.91%	81.34%	81.54%	80.72%
<b>Average result</b>	75.86%	76.07%	77.42%	76.92%	76.71%
<b>Worst result</b>	71.34%	71.07%	71.34%	72.33%	71.68%
Responses	1607	1977	2041	2541	2844





Q9a My immediate manager encourages me at work.



## Questions not linked to People Promise elements or themes

Questions included:\*

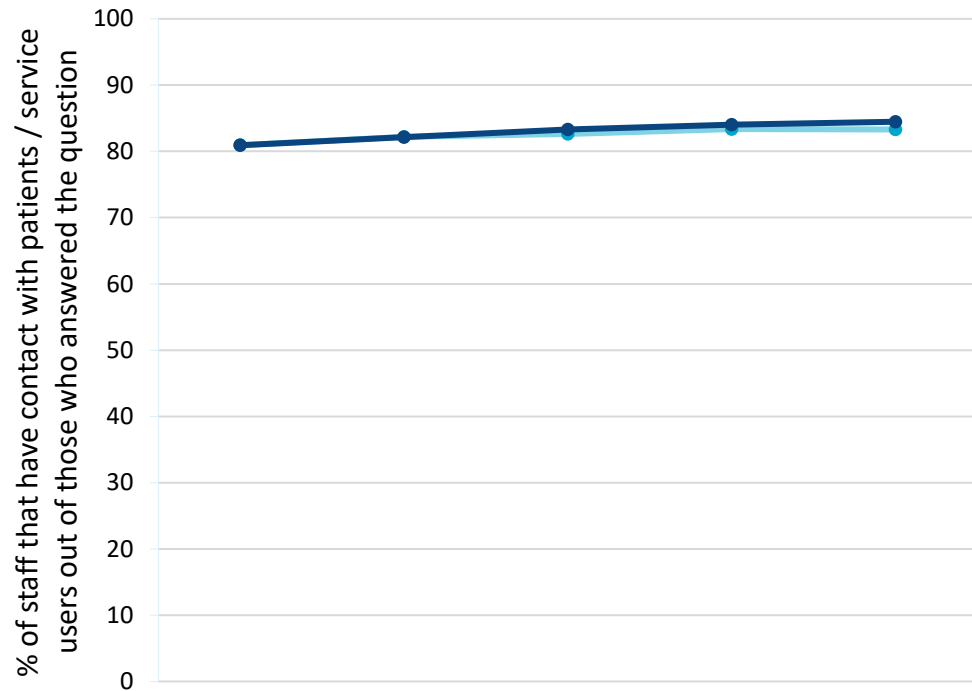
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

\*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.

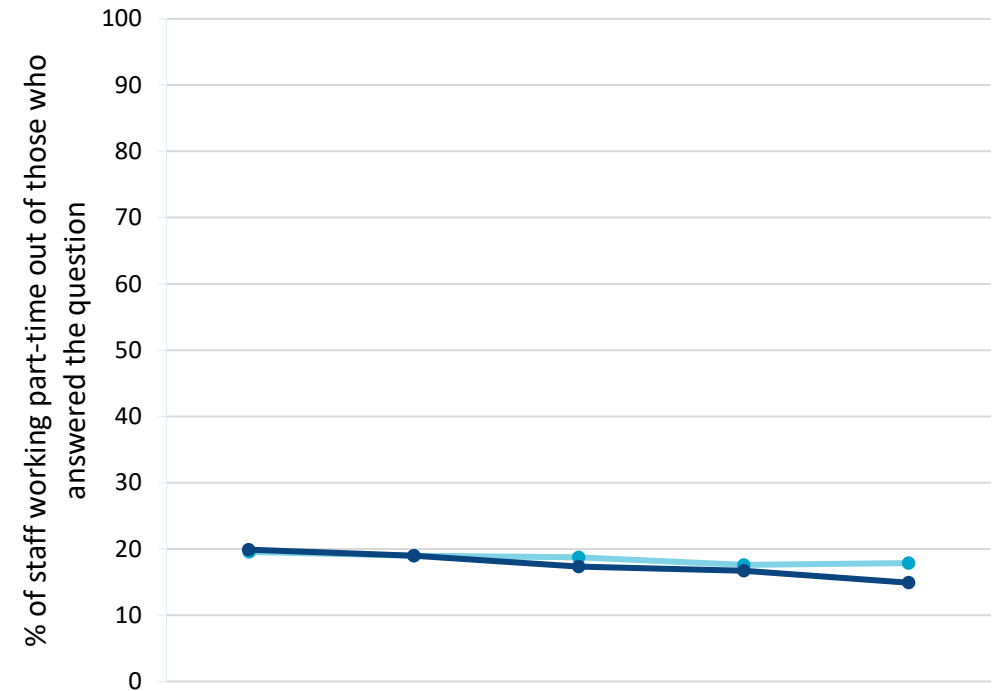


Q1 Do you have face-to-face, video or telephone contact with patients / service users as part of your job?



	2020	2021	2022	2023	2024
<b>Your org</b>	80.92%	82.15%	83.29%	84.04%	84.47%
<b>Average</b>	80.93%	82.21%	82.64%	83.36%	83.33%
Responses	1604	1972	2041	2544	2846

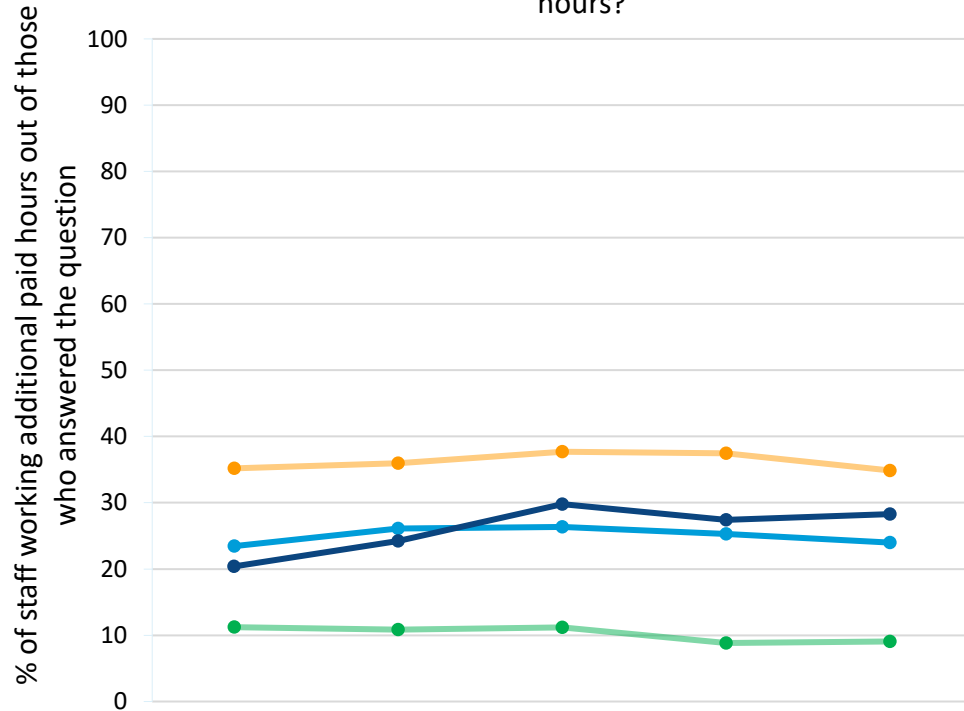
Q10a How many hours a week are you contracted to work?



	2020	2021	2022	2023	2024
<b>Your org</b>	19.89%	18.98%	17.31%	16.72%	14.90%
<b>Average</b>	19.54%	18.96%	18.74%	17.59%	17.87%
Responses	1428	1781	1854	2296	2604



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

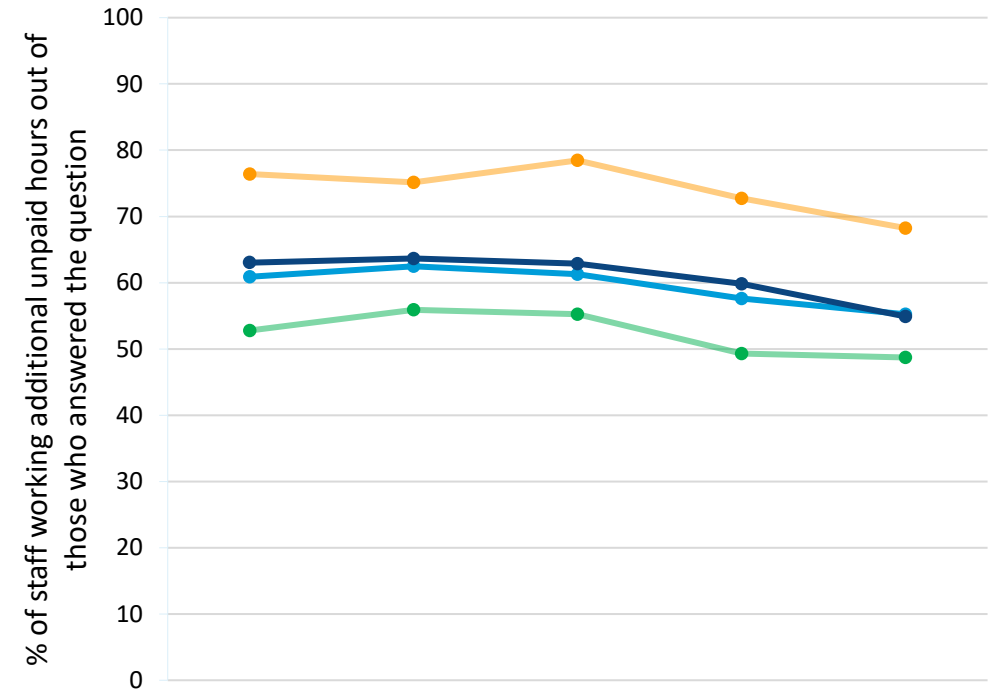


2020 2021 2022 2023 2024

Your org	20.39%	24.22%	29.79%	27.42%	28.30%
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 1557 1894 1949 2442 2737

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



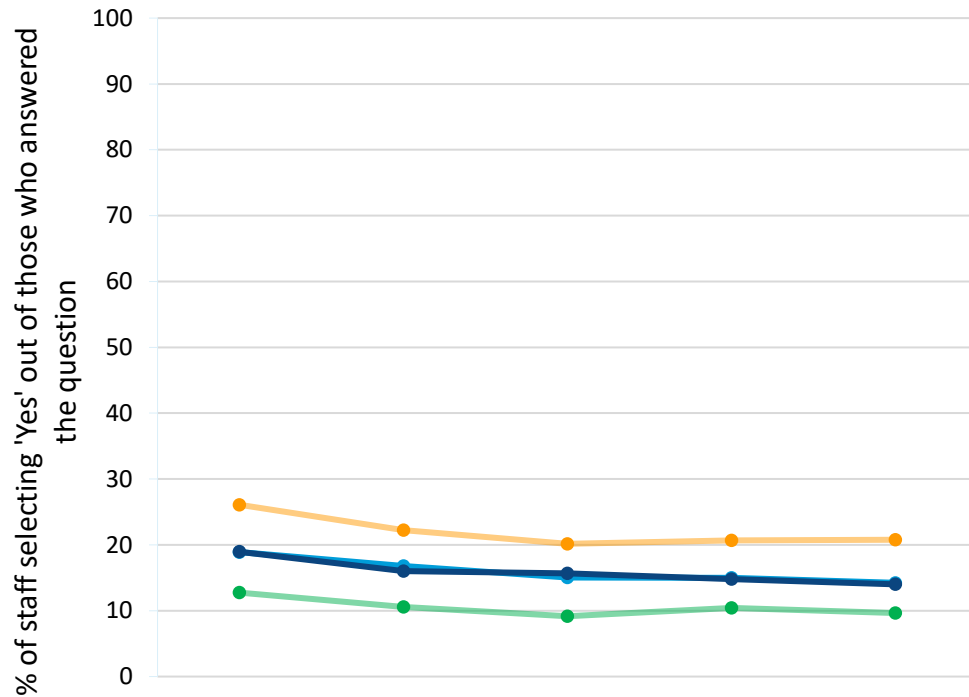
2020 2021 2022 2023 2024

Your org	63.03%	63.66%	62.87%	59.85%	54.90%
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 1582 1910 1968 2455 2740

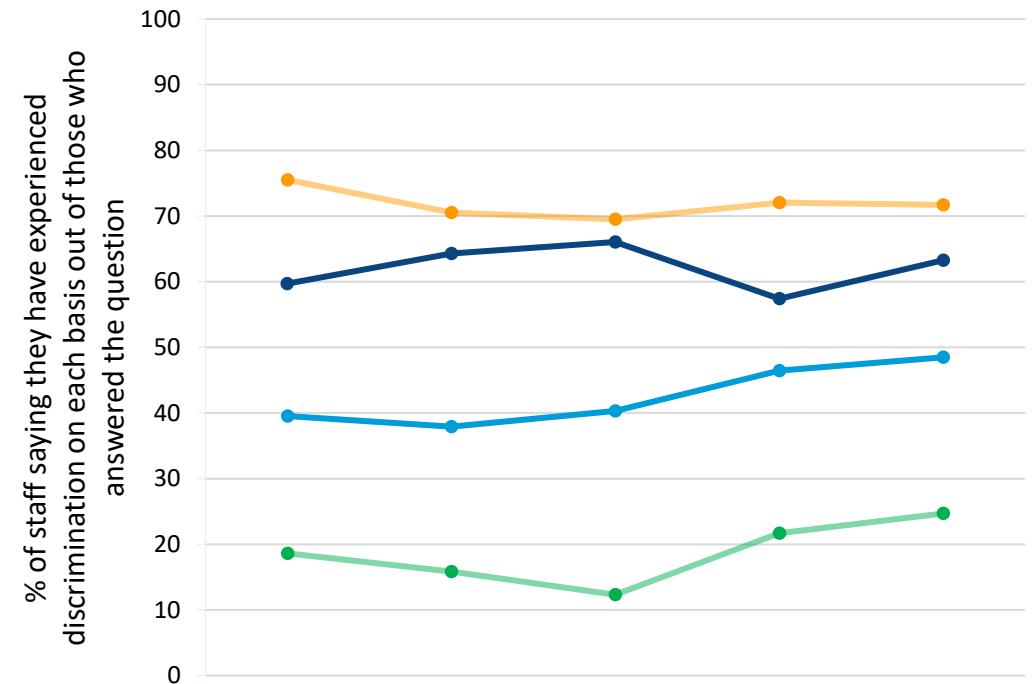


Q11e\* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
<b>Your org</b>	18.94%	16.02%	15.66%	14.78%	14.01%
<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	726	1074	1140	1327	1542

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

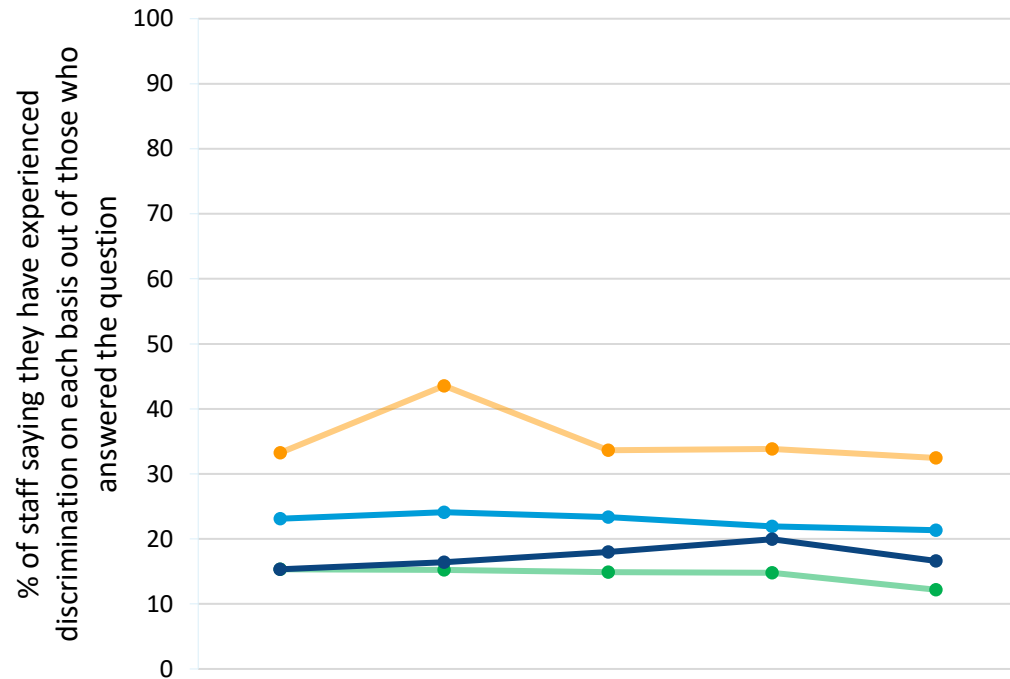


	2020	2021	2022	2023	2024
<b>Your org</b>	59.70%	64.28%	66.04%	57.40%	63.25%
<b>Best result</b>	18.60%	15.83%	12.32%	21.69%	24.69%
<b>Average result</b>	39.55%	37.92%	40.31%	46.46%	48.48%
<b>Worst result</b>	75.51%	70.53%	69.50%	72.04%	71.71%
Responses	252	343	354	372	475

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



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

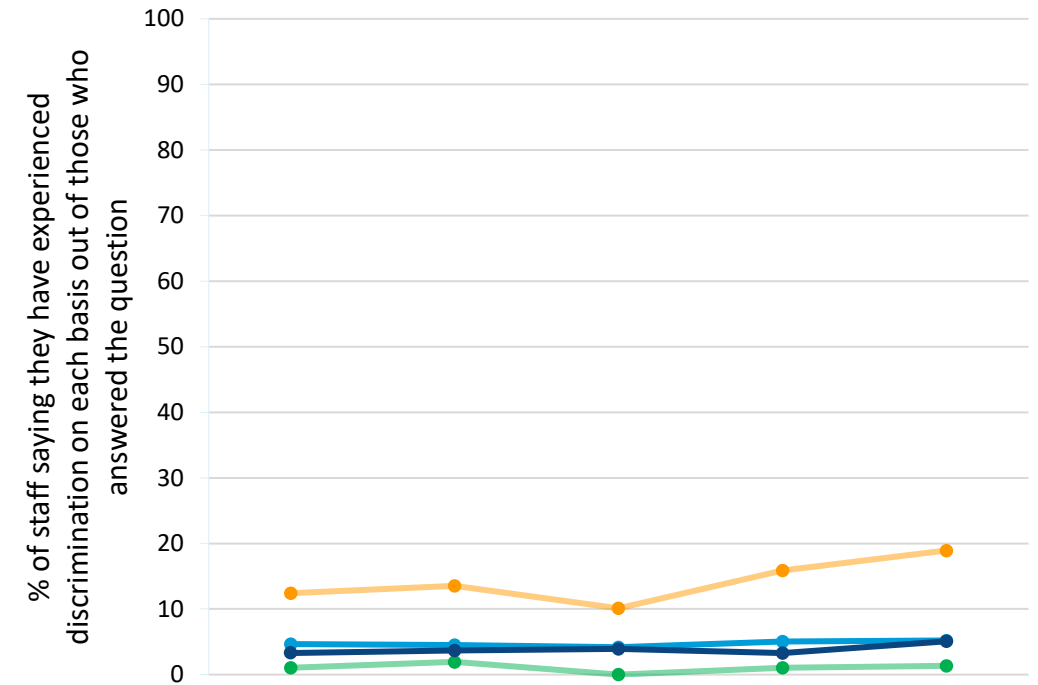


2020 2021 2022 2023 2024

Your org	15.33%	16.42%	17.99%	19.95%	16.60%
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 252 343 354 372 475

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



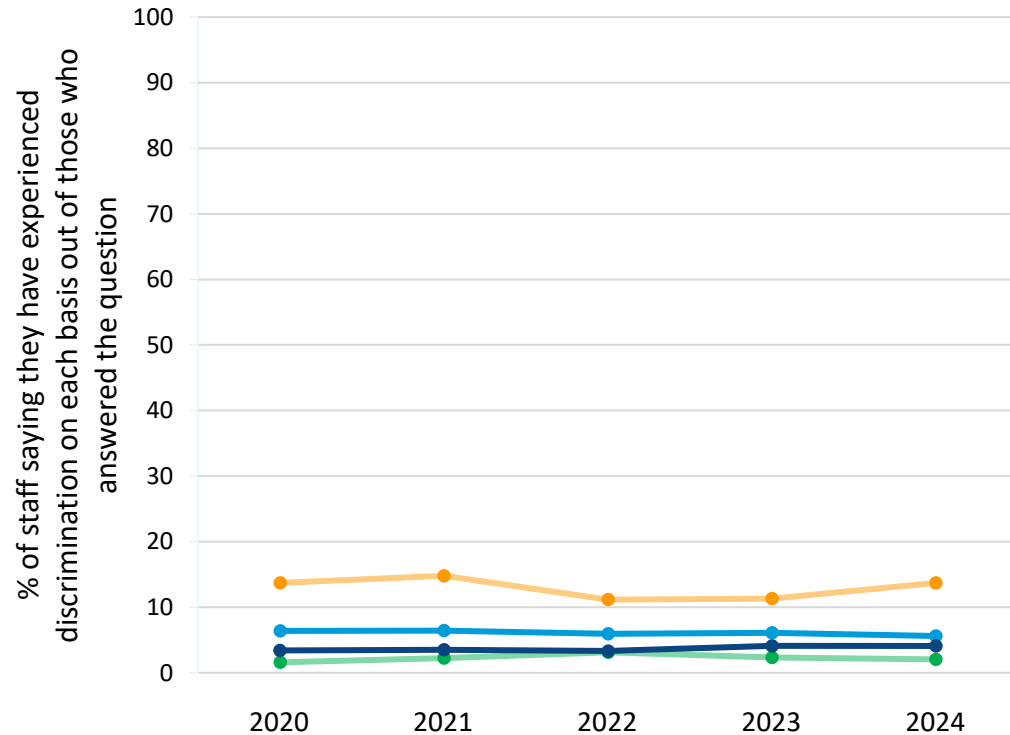
2020 2021 2022 2023 2024

Your org	3.29%	3.68%	3.90%	3.28%	5.08%
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 252 343 354 372 475

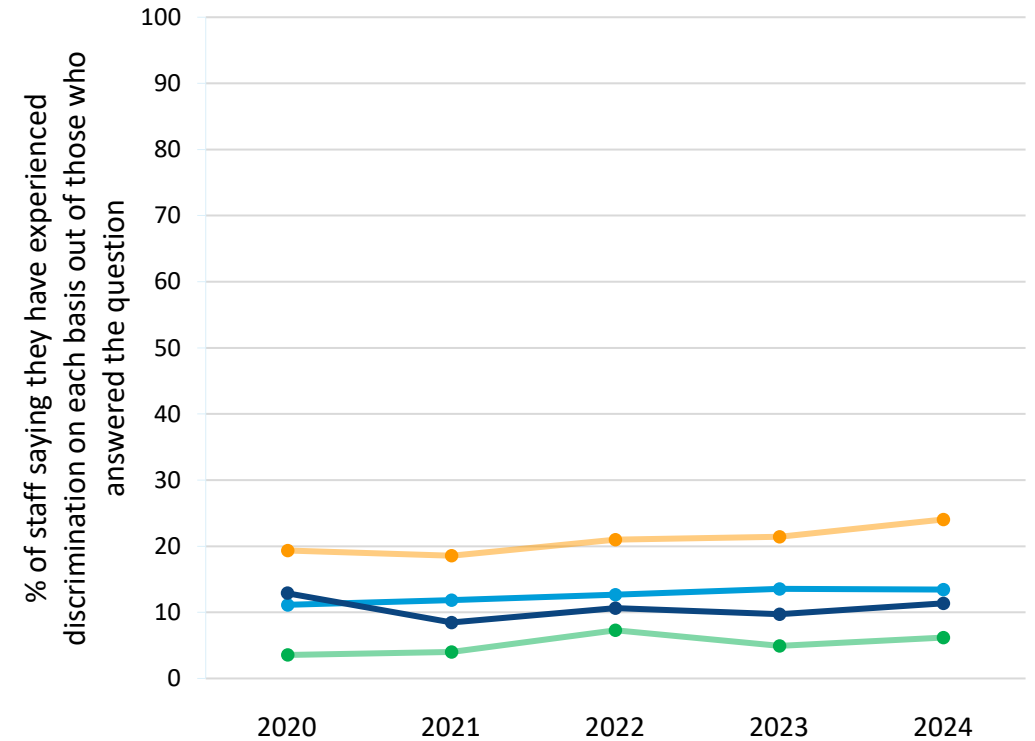


Q16c.4 On what grounds have you experienced discrimination?  
– Sexual orientation.



	2020	2021	2022	2023	2024
<b>Your org</b>	3.41%	3.50%	3.34%	4.11%	4.11%
<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	252	343	354	372	475

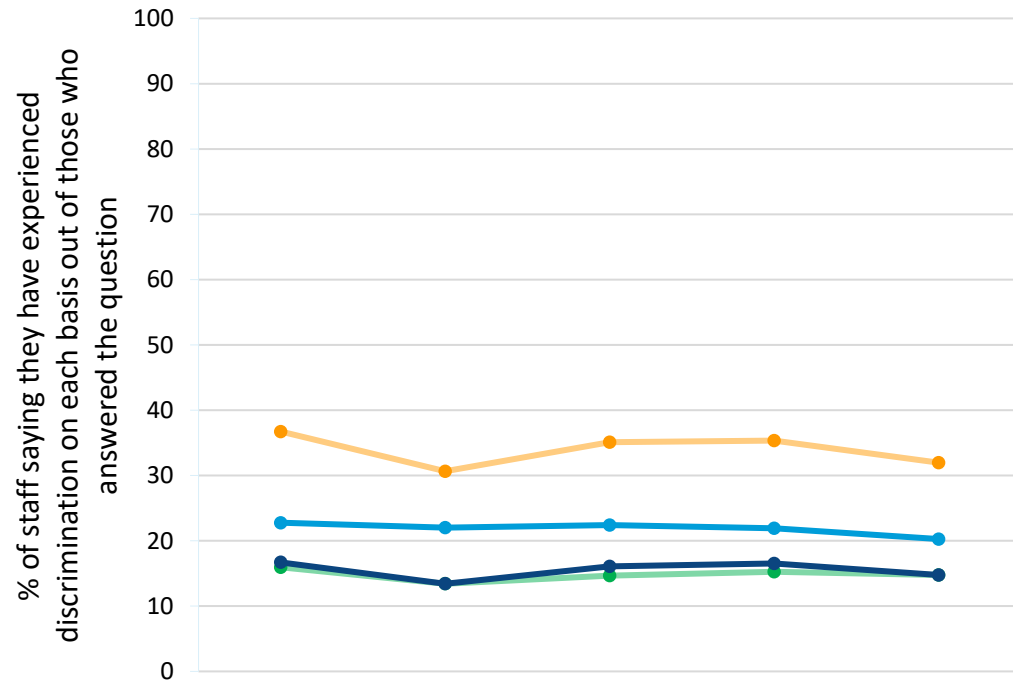
Q16c.5 On what grounds have you experienced discrimination?  
– Disability.



	2020	2021	2022	2023	2024
<b>Your org</b>	12.88%	8.47%	10.62%	9.72%	11.37%
<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	252	343	354	372	475



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

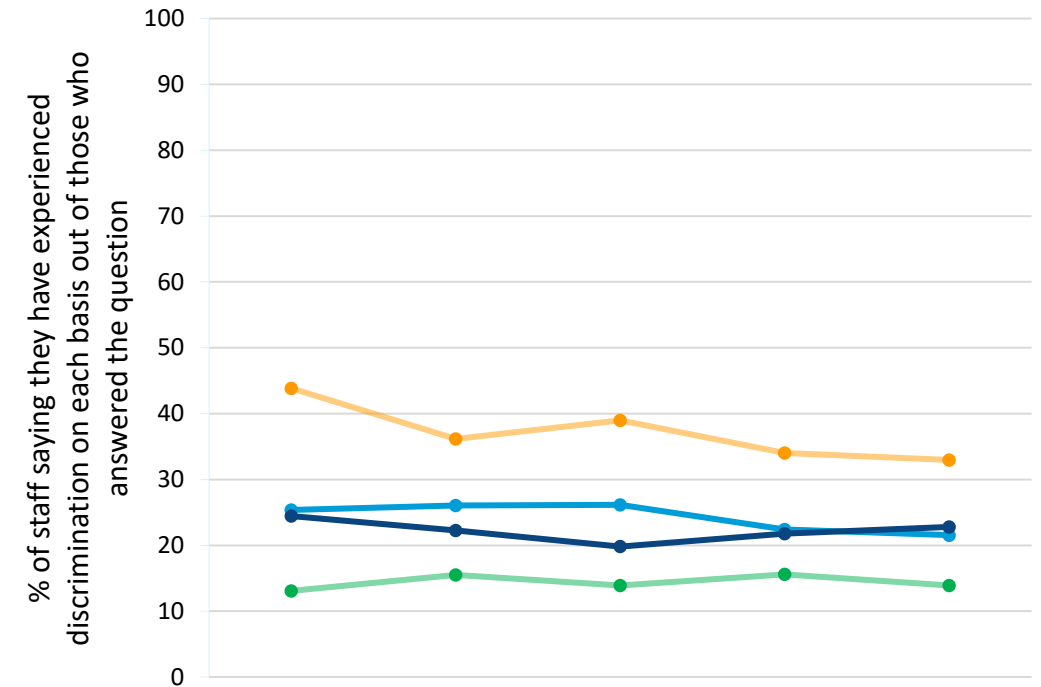


2020 2021 2022 2023 2024

Your org	16.69%	13.42%	16.09%	16.53%	14.74%
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 252 343 354 372 475

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



2020 2021 2022 2023 2024

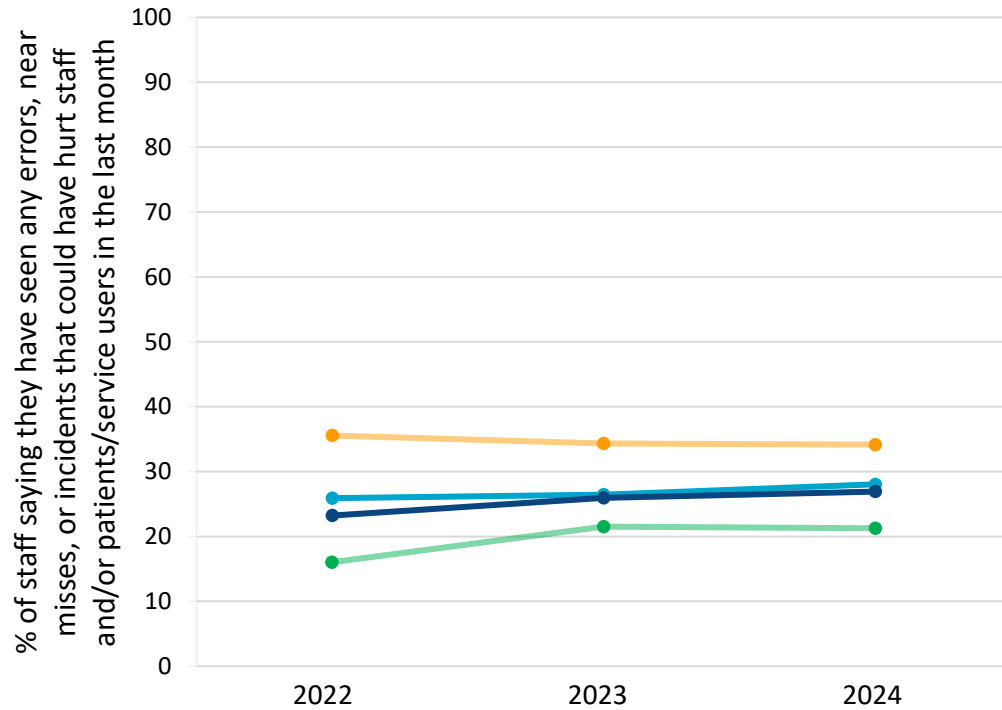
Your org	24.44%	22.27%	19.81%	21.78%	22.79%
Best result	13.09%	15.49%	13.89%	15.58%	13.91%
Average result	25.36%	26.06%	26.15%	22.43%	21.55%
Worst result	43.85%	36.14%	38.96%	34.02%	32.97%

Responses 252 343 354 372 475





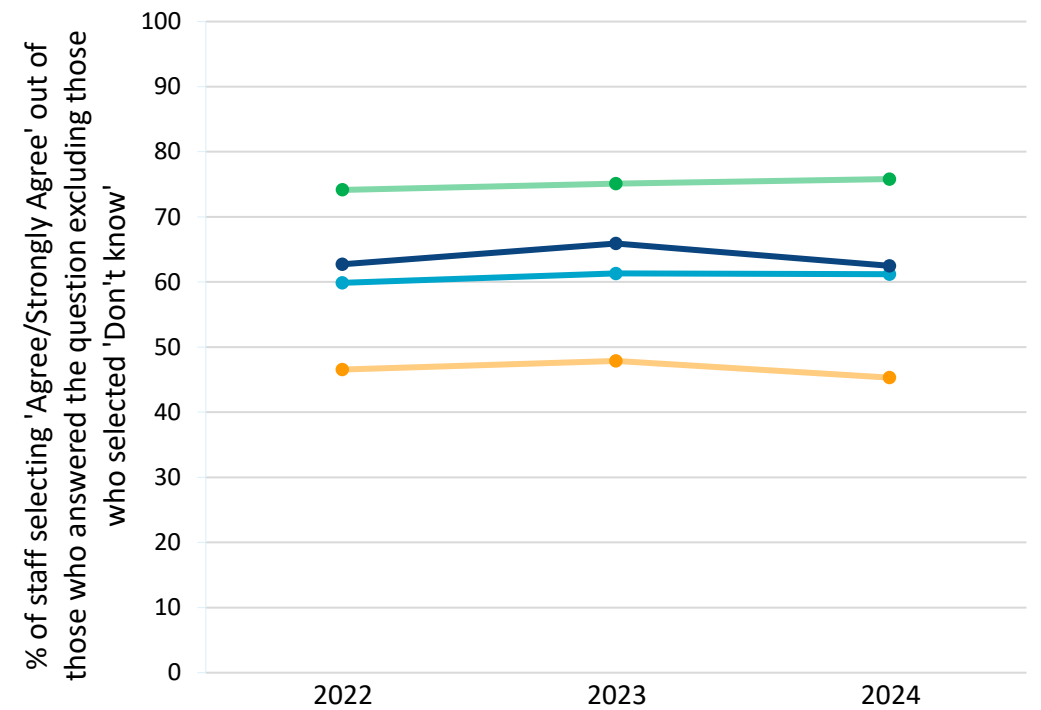
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



Your org	23.22%	25.95%	26.91%
Best result	16.03%	21.52%	21.25%
Average result	25.91%	26.45%	28.04%
Worst result	35.56%	34.34%	34.15%

Responses 2033 2479 2778

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

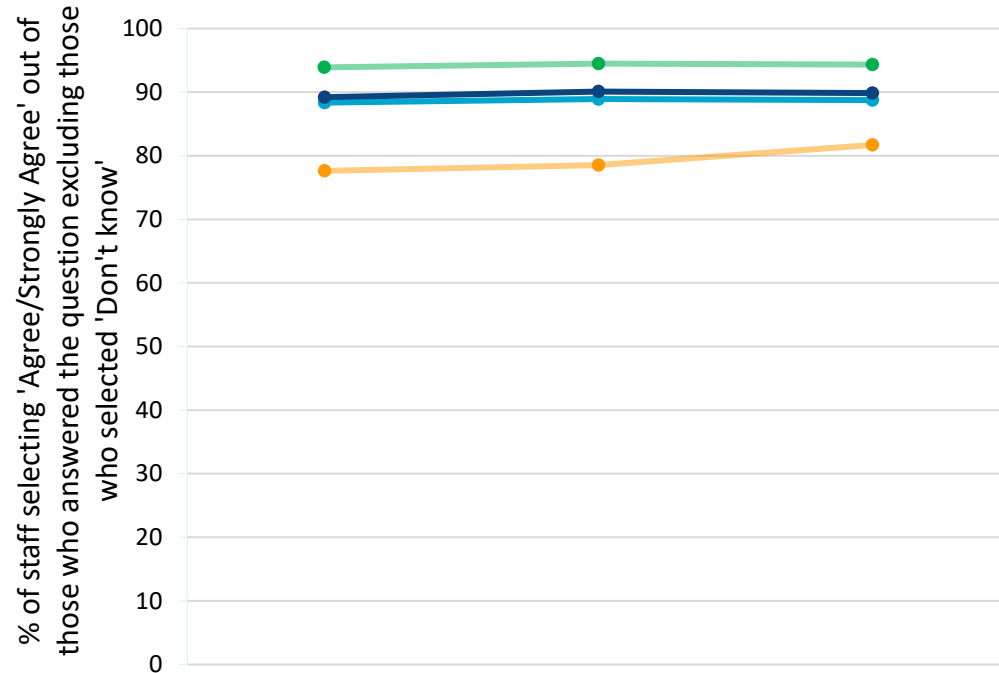


Your org	62.70%	65.91%	62.49%
Best result	74.14%	75.10%	75.81%
Average result	59.87%	61.32%	61.20%
Worst result	46.54%	47.88%	45.31%

Responses 1531 1929 2205

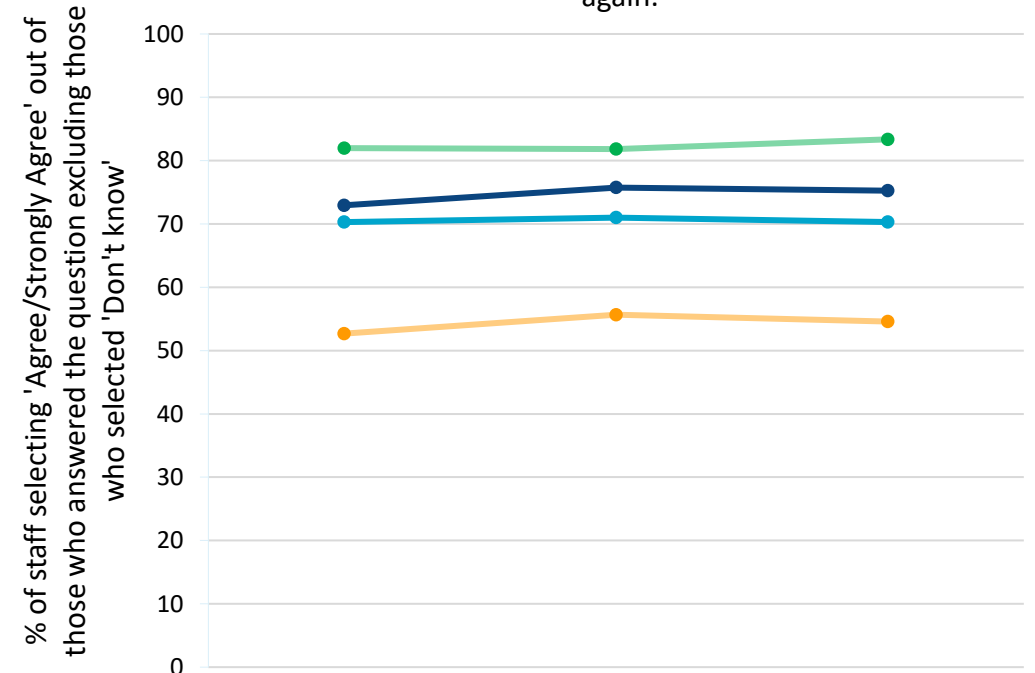


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
<b>Your org</b>	89.20%	90.09%	89.87%
<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	1968	2454	2746

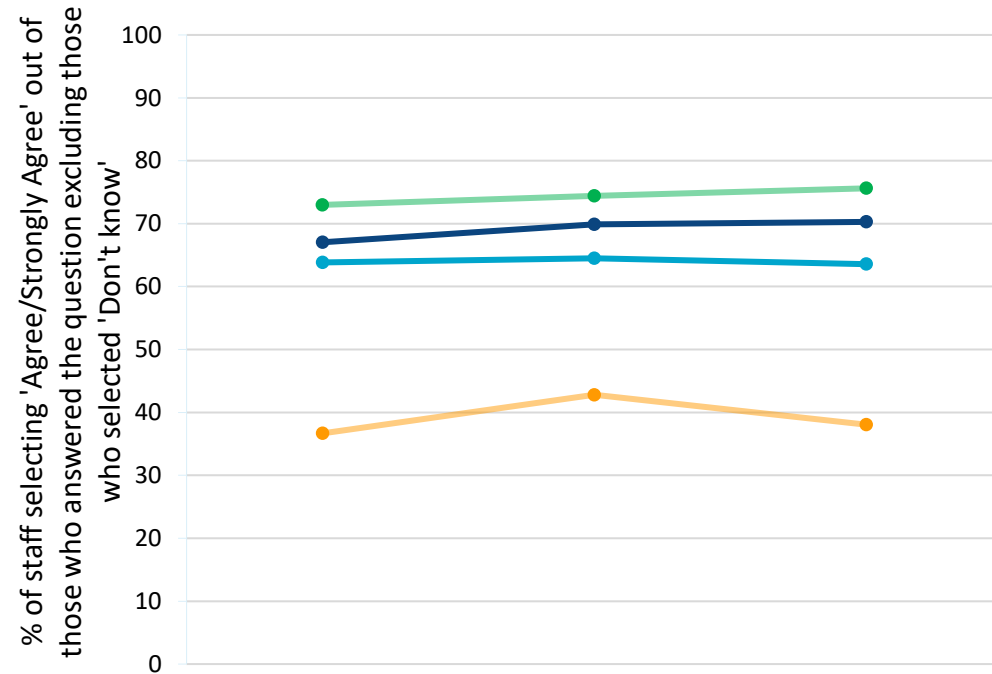
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



	2022	2023	2024
<b>Your org</b>	72.94%	75.74%	75.26%
<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	1787	2260	2527



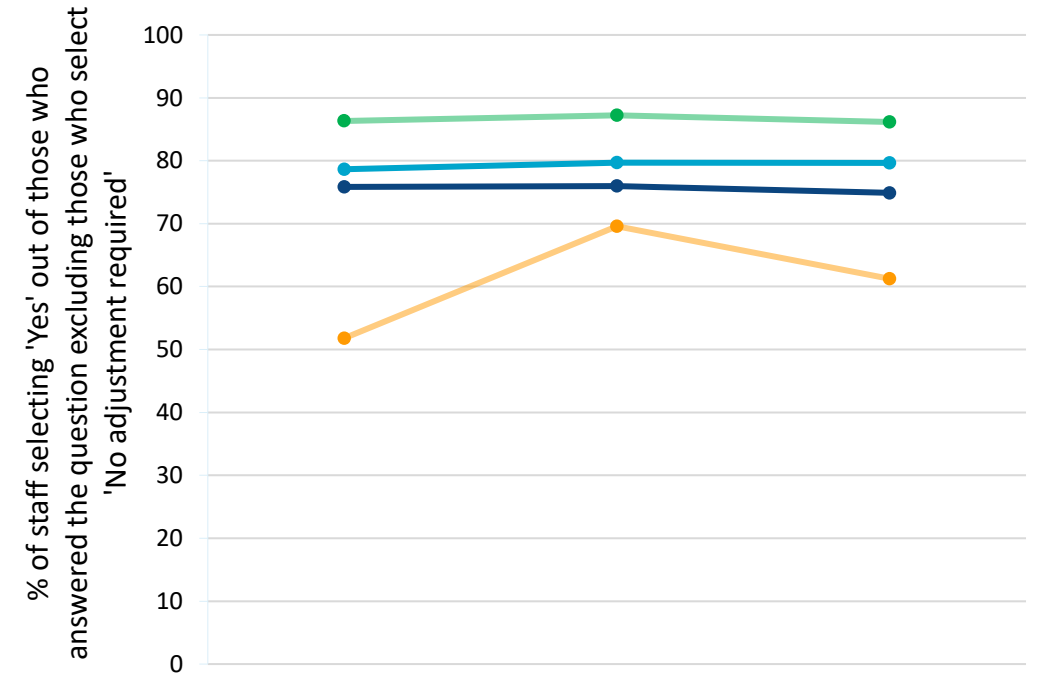
Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.



	2022	2023	2024
Your org	67.05%	69.90%	70.28%
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	1828	2287	2546
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Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?

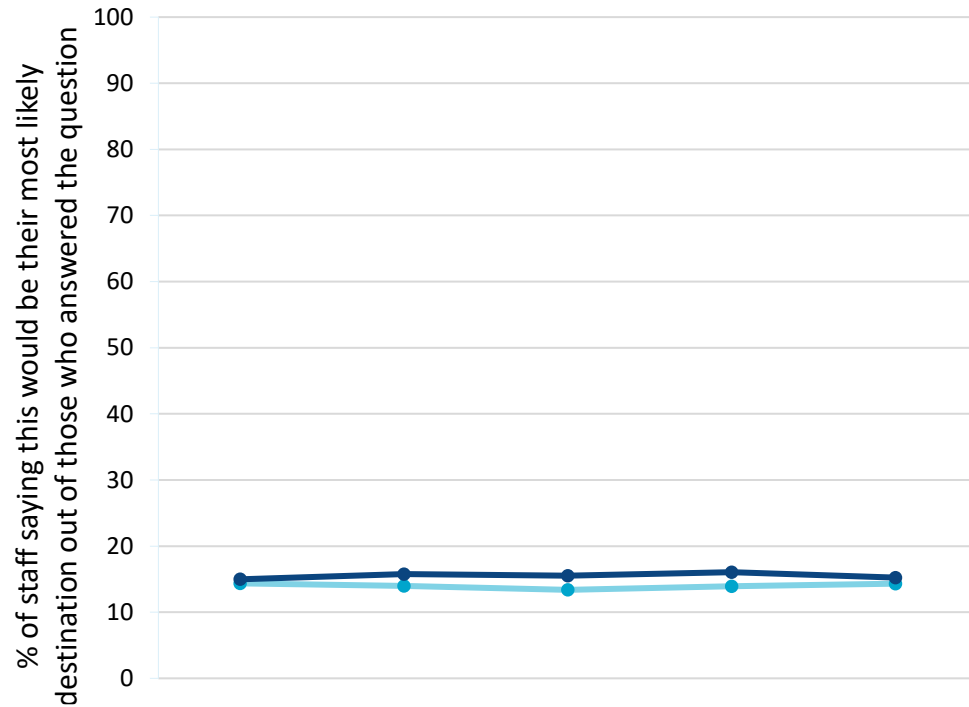


	2022	2023	2024
Your org	75.85%	75.98%	74.90%
Best result	86.33%	87.22%	86.17%
Average result	78.65%	79.70%	79.65%
Worst result	51.80%	69.59%	61.23%

Responses	272	354	427
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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.

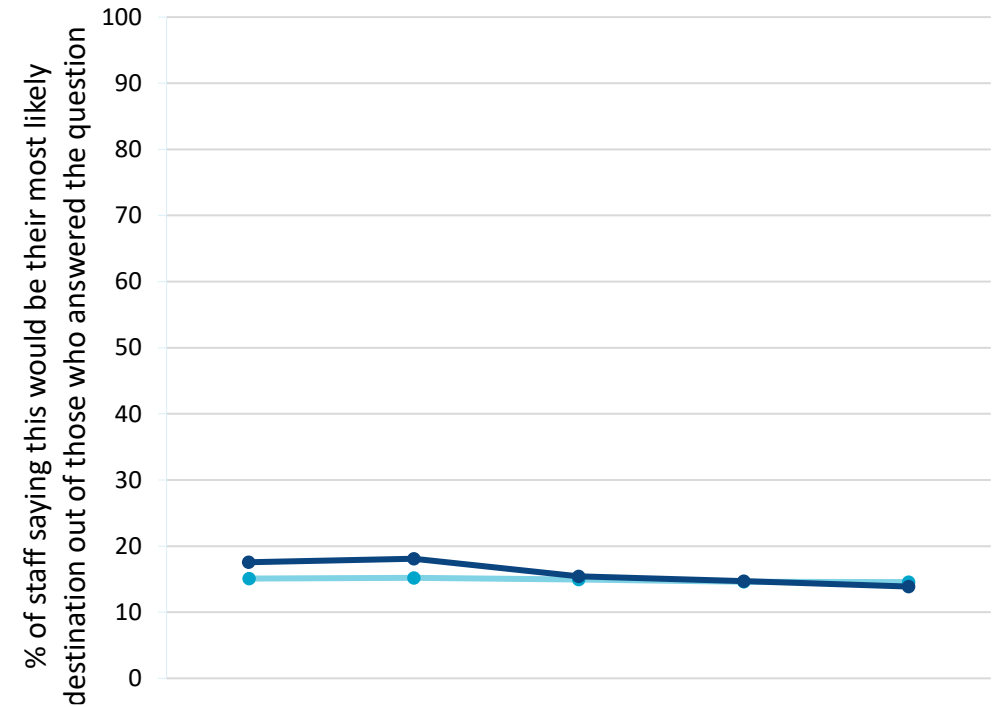


2020 2021 2022 2023 2024

Your org	14.98%	15.78%	15.54%	16.06%	15.22%
Average	14.36%	13.95%	13.38%	13.92%	14.31%

Responses 1482 1819 1853 2323 2608

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.



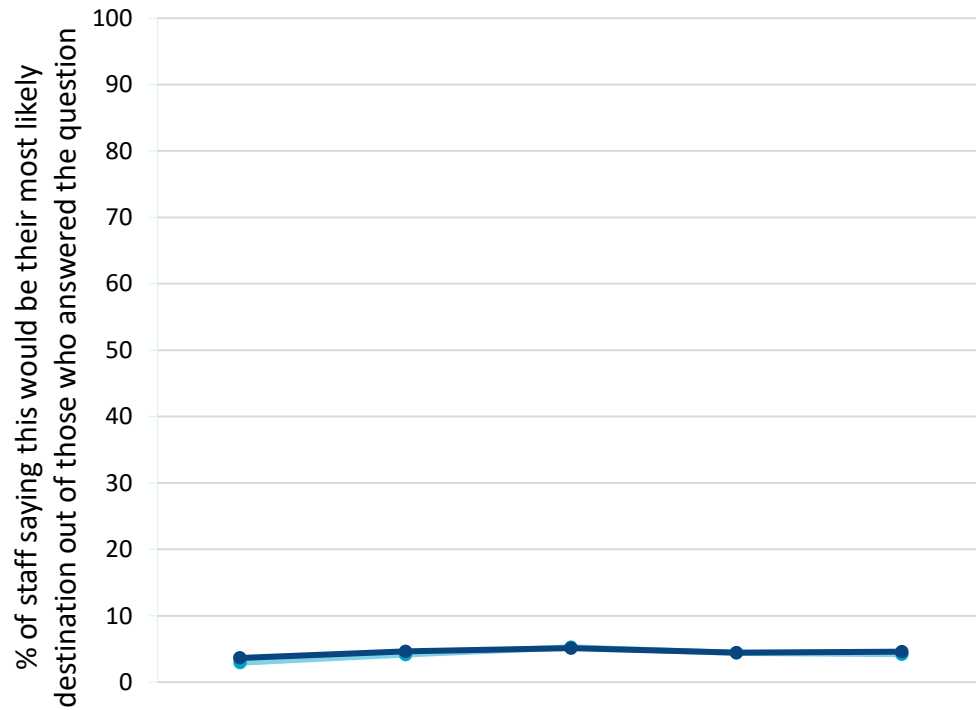
2020 2021 2022 2023 2024

Your org	17.54%	18.09%	15.43%	14.72%	13.88%
Average	15.08%	15.20%	14.94%	14.63%	14.55%

Responses 1482 1819 1853 2323 2608



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.

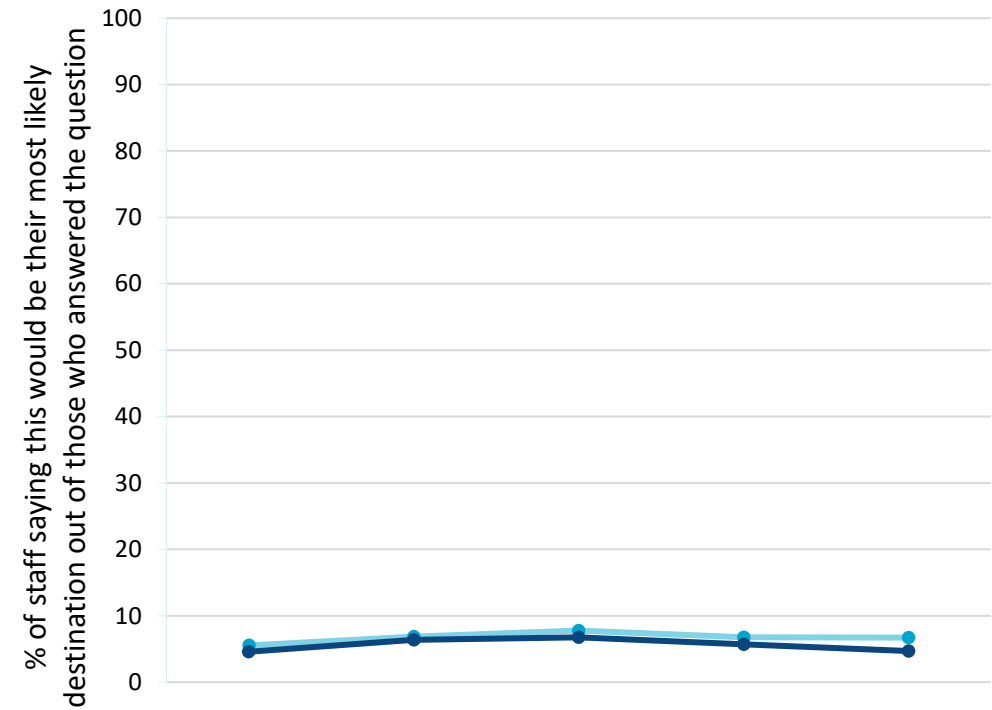


2020 2021 2022 2023 2024

Your org	3.64%	4.62%	5.13%	4.43%	4.60%
Average	2.93%	4.17%	5.26%	4.39%	4.23%

Responses 1482 1819 1853 2323 2608

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.



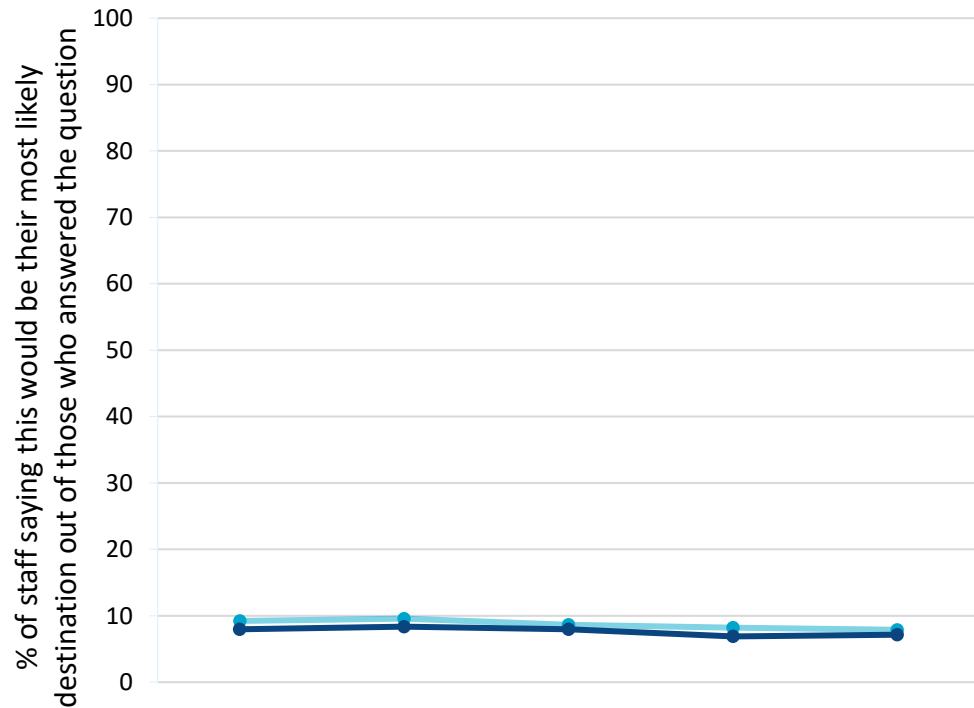
2020 2021 2022 2023 2024

Your org	4.59%	6.38%	6.75%	5.68%	4.68%
Average	5.53%	6.83%	7.77%	6.78%	6.70%

Responses 1482 1819 1853 2323 2608



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.

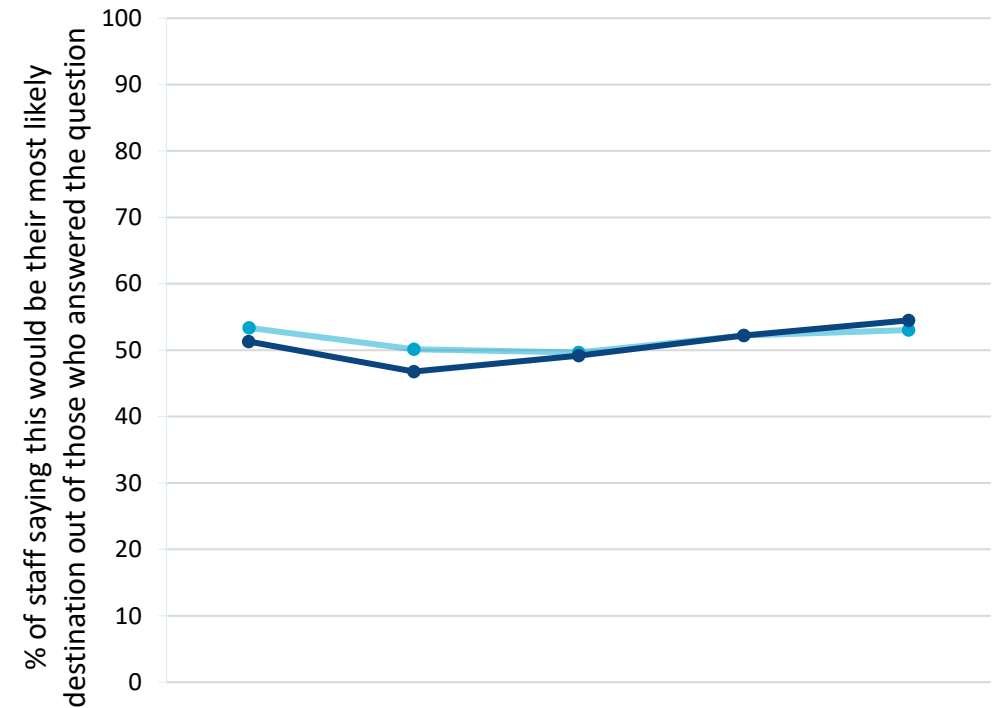


2020 2021 2022 2023 2024

Your org	7.96%	8.36%	7.99%	6.89%	7.13%
Average	9.24%	9.57%	8.64%	8.18%	7.89%

Responses 1482 1819 1853 2323 2608

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	51.28%	46.78%	49.16%	52.22%	54.49%
Average	53.36%	50.12%	49.65%	52.22%	53.01%

Responses 1482 1819 1853 2323 2608

## 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)

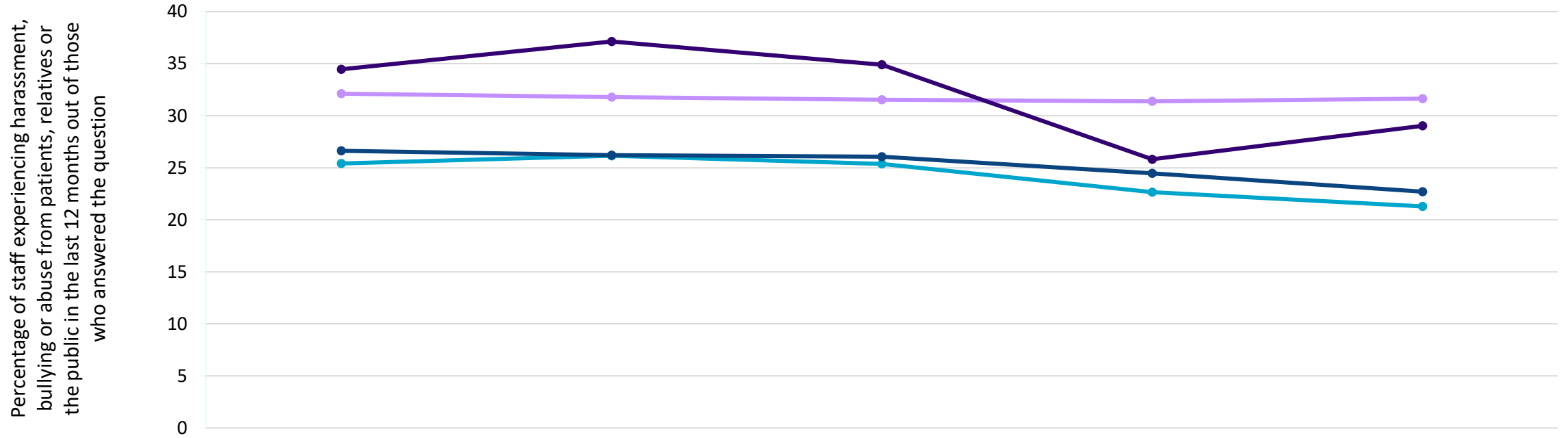
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

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

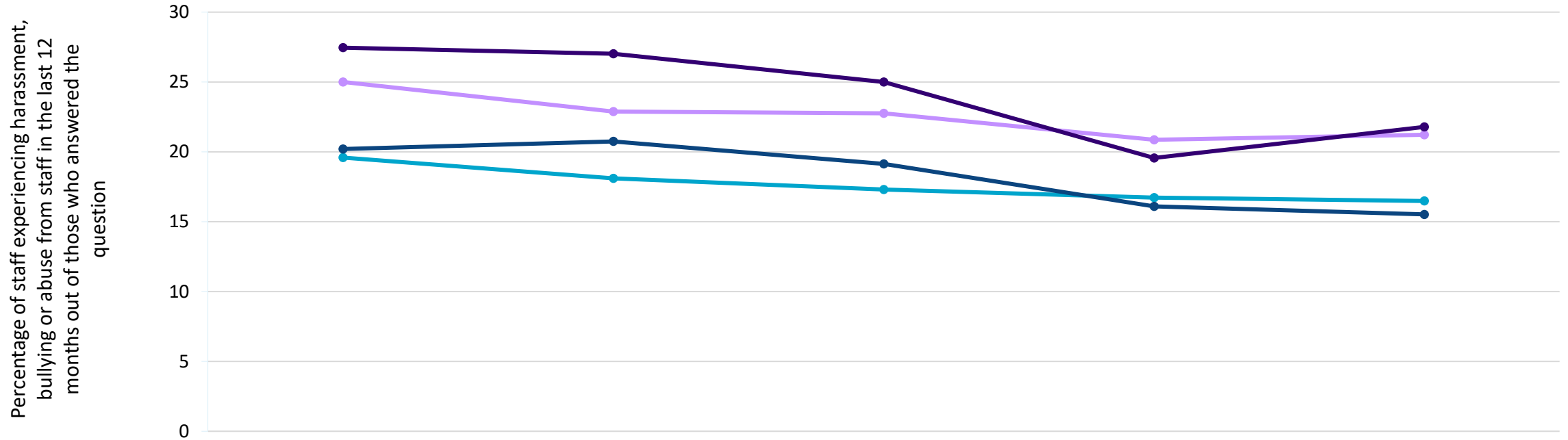


	2020	2021	2022	2023	2024
White staff: Your org	26.63%	26.21%	26.07%	24.47%	22.70%
All other ethnic groups*: Your org	34.47%	37.13%	34.90%	25.82%	29.03%
White staff: Average	25.40%	26.16%	25.37%	22.66%	21.29%
All other ethnic groups*: Average	32.12%	31.79%	31.54%	31.38%	31.64%
White staff: Responses	1074	1259	1258	1594	1709
All other ethnic groups*: Responses	499	684	745	914	1092

\*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

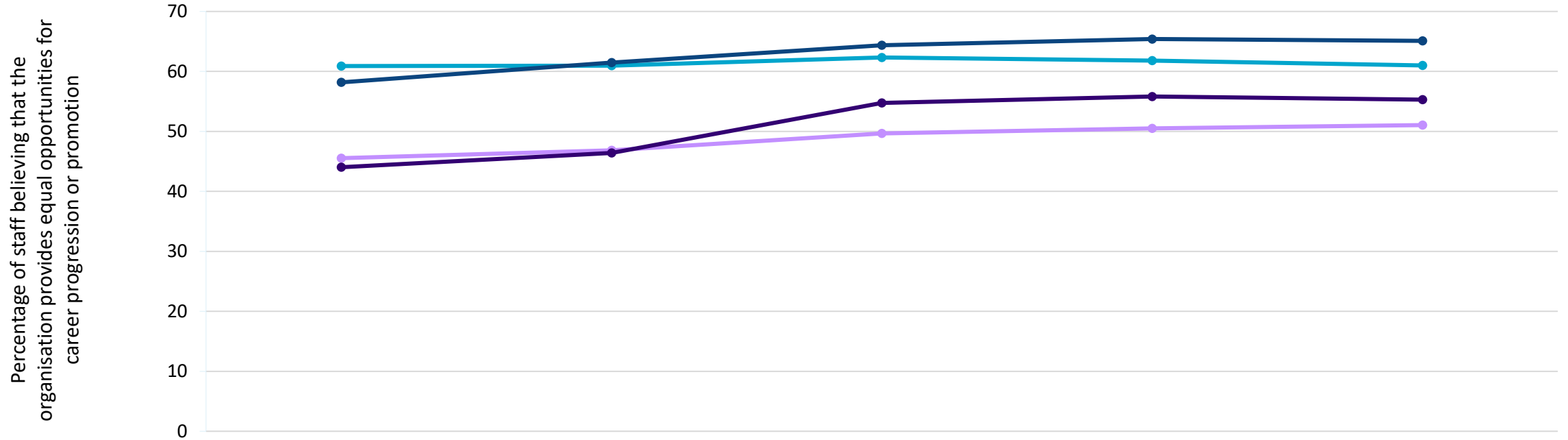


	2020	2021	2022	2023	2024
White staff: Your org	20.20%	20.74%	19.14%	16.09%	15.52%
All other ethnic groups*: Your org	27.45%	27.02%	25.00%	19.56%	21.79%
White staff: Average	19.59%	18.10%	17.31%	16.72%	16.48%
All other ethnic groups*: Average	25.00%	22.88%	22.75%	20.86%	21.23%
White staff: Responses	1079	1263	1259	1591	1707
All other ethnic groups*: Responses	499	681	748	915	1083

\*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.

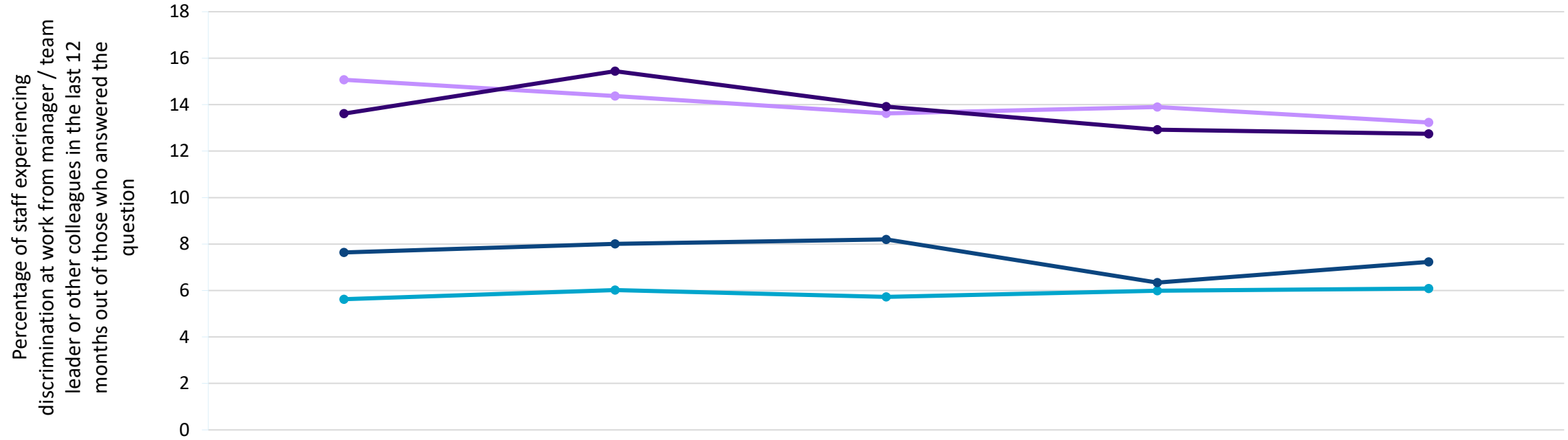
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	58.18%	61.48%	64.36%	65.41%	65.09%
All other ethnic groups*: Your org	44.02%	46.41%	54.73%	55.82%	55.30%
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	1076	1259	1257	1587	1696
All other ethnic groups*: Responses	502	683	740	919	1085

\*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	7.64%	8.01%	8.20%	6.34%	7.23%
All other ethnic groups*: Your org	13.62%	15.44%	13.92%	12.92%	12.74%
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	1074	1261	1256	1577	1702
All other ethnic groups*: Responses	492	680	740	913	1075

\*Staff from all other ethnic groups combined

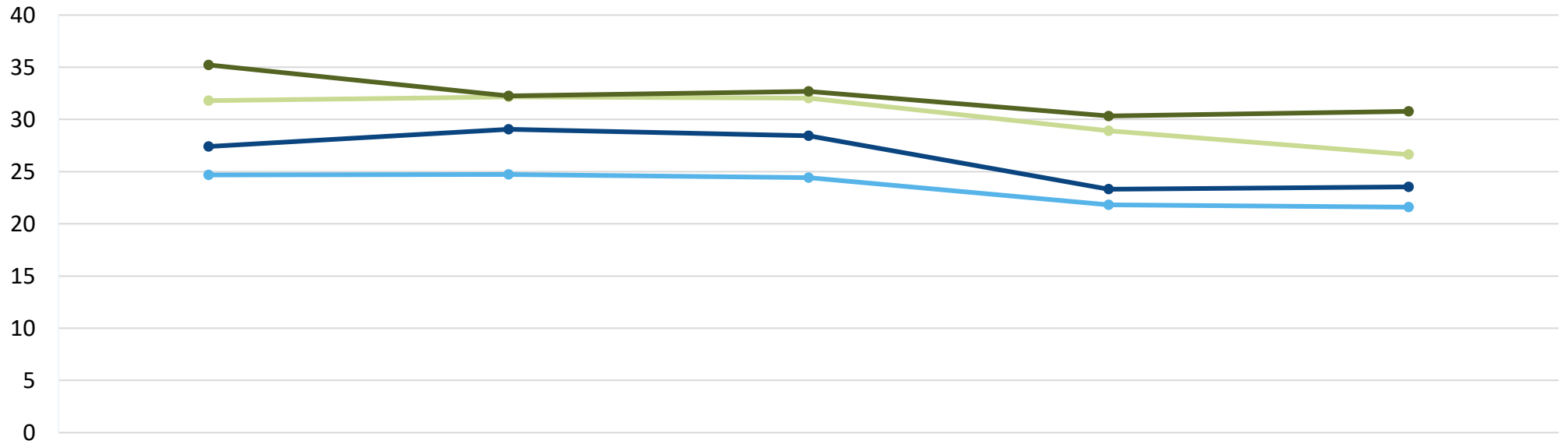
## Workforce Disability Equality Standards (WDES)

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.



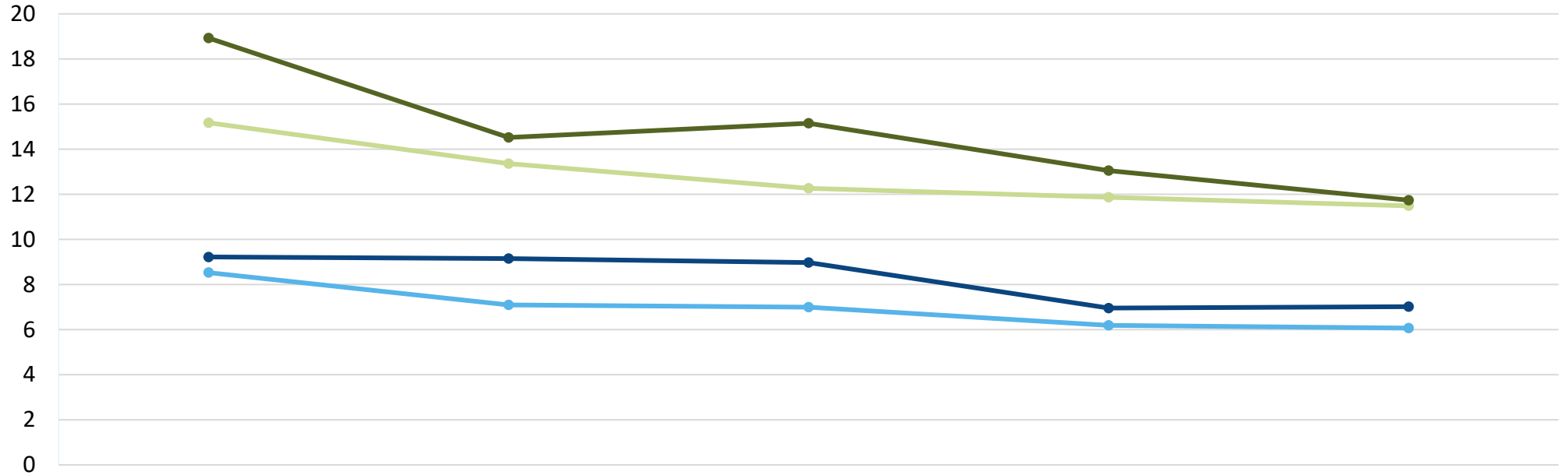
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	35.22%	32.27%	32.69%	30.33%	30.77%
Staff without a LTC or illness: Your org	27.42%	29.06%	28.44%	23.32%	23.54%
Staff with a LTC or illness: Average	31.81%	32.16%	32.04%	28.92%	26.64%
Staff without a LTC or illness: Average	24.69%	24.73%	24.42%	21.82%	21.60%
Staff with a LTC or illness: Responses	318	437	465	600	676
Staff without a LTC or illness: Responses	1273	1504	1554	1900	2124

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.

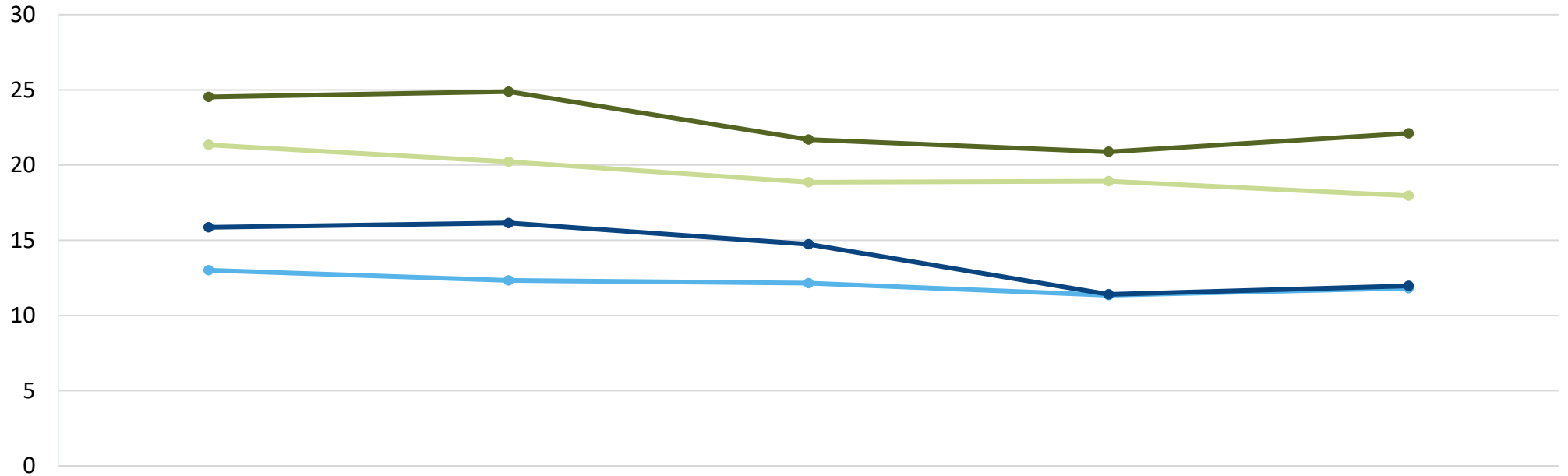


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	18.93%	14.52%	15.15%	13.05%	11.74%
Staff without a LTC or illness: Your org	9.22%	9.15%	8.97%	6.95%	7.01%
Staff with a LTC or illness: Average	15.17%	13.36%	12.27%	11.87%	11.49%
Staff without a LTC or illness: Average	8.52%	7.10%	6.99%	6.19%	6.07%
Staff with a LTC or illness: Responses	317	434	462	590	673
Staff without a LTC or illness: Responses	1269	1498	1549	1898	2110

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.

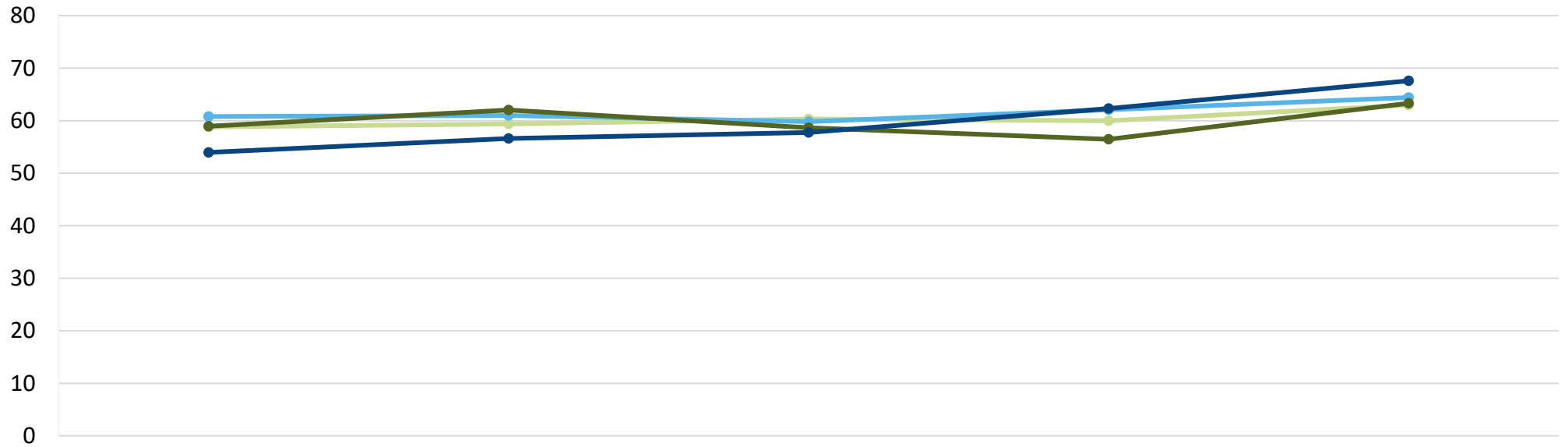


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	24.52%	24.88%	21.69%	20.88%	22.11%
Staff without a LTC or illness: Your org	15.86%	16.15%	14.73%	11.40%	11.97%
Staff with a LTC or illness: Average	21.34%	20.21%	18.86%	18.93%	17.96%
Staff without a LTC or illness: Average	13.01%	12.33%	12.15%	11.34%	11.81%
Staff with a LTC or illness: Responses	314	430	461	594	674
Staff without a LTC or illness: Responses	1255	1480	1541	1895	2105

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.

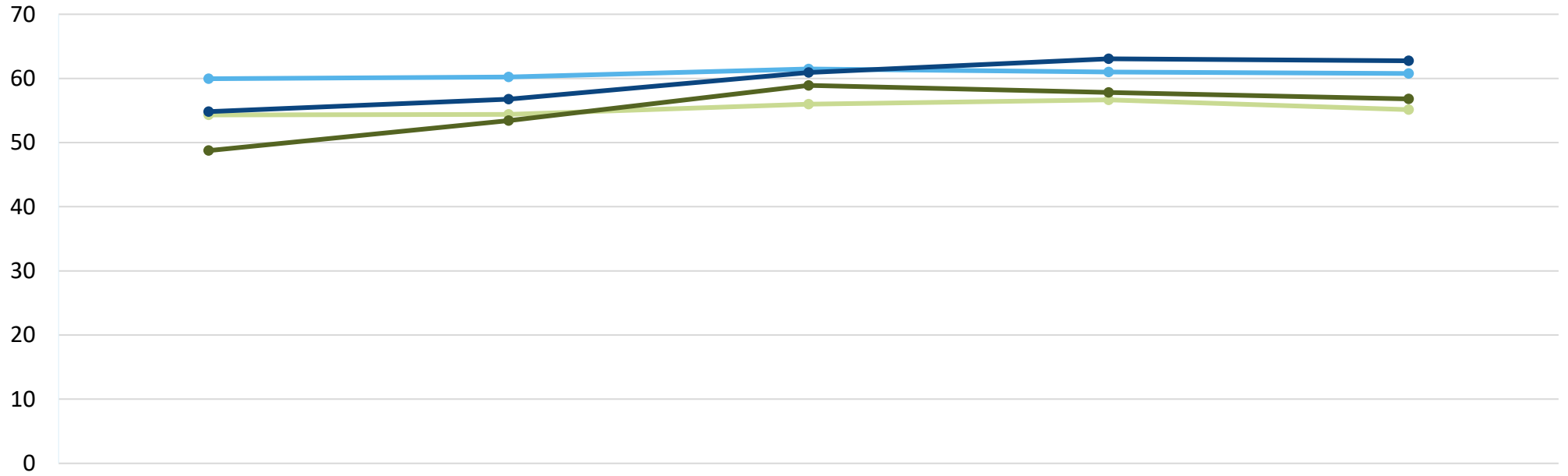


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	58.94%	62.03%	58.64%	56.45%	63.31%
Staff without a LTC or illness: Your org	53.95%	56.61%	57.73%	62.31%	67.58%
Staff with a LTC or illness: Average	58.81%	59.38%	60.32%	60.00%	62.98%
Staff without a LTC or illness: Average	60.81%	60.96%	59.81%	62.07%	64.40%
Staff with a LTC or illness: Responses	151	187	191	248	278
Staff without a LTC or illness: Responses	430	507	511	536	583

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

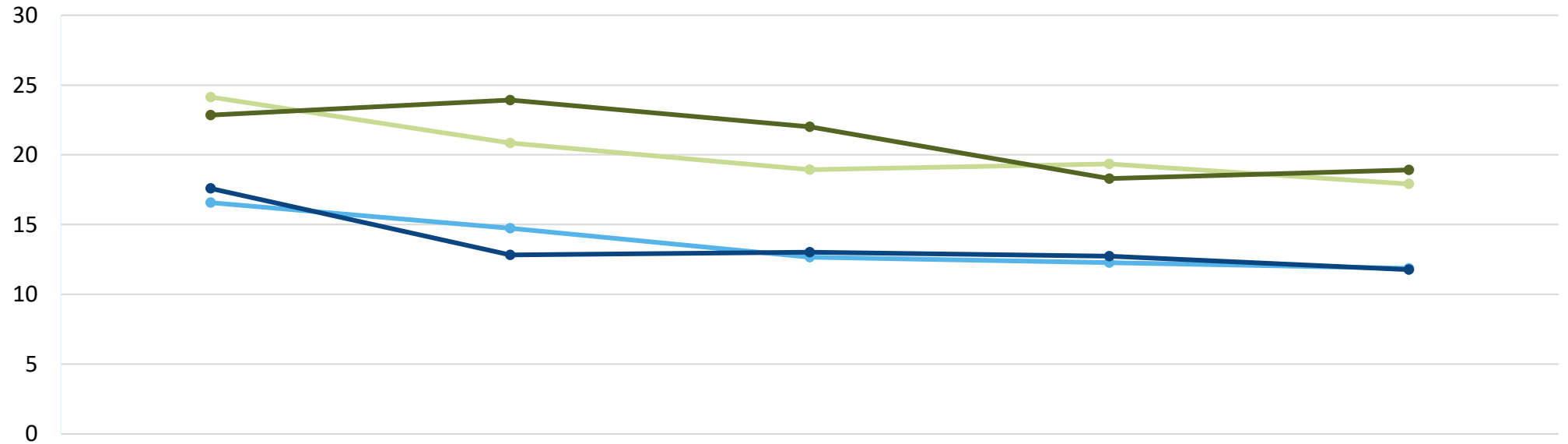
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	48.75%	53.42%	58.91%	57.82%	56.78%
Staff without a LTC or illness: Your org	54.82%	56.75%	60.91%	63.06%	62.74%
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	320	438	460	595	678
Staff without a LTC or illness: Responses	1275	1503	1553	1903	2104

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

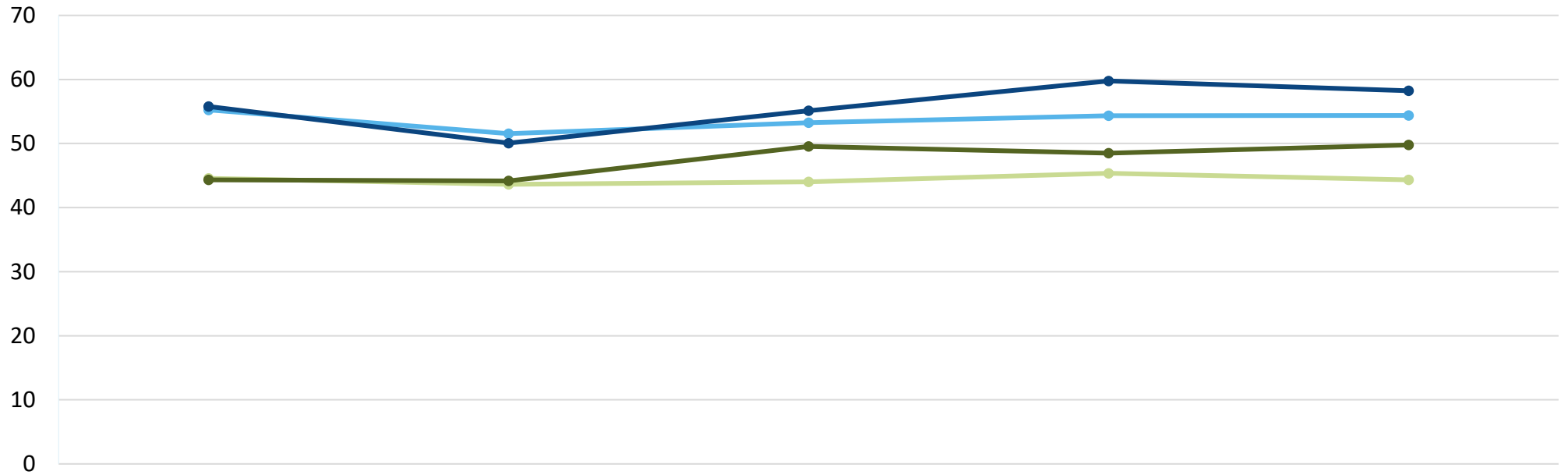
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	22.84%	23.93%	22.01%	18.30%	18.91%
Staff without a LTC or illness: Your org	17.59%	12.82%	13.02%	12.74%	11.77%
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	197	280	318	388	460
Staff without a LTC or illness: Responses	523	780	814	926	1062

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

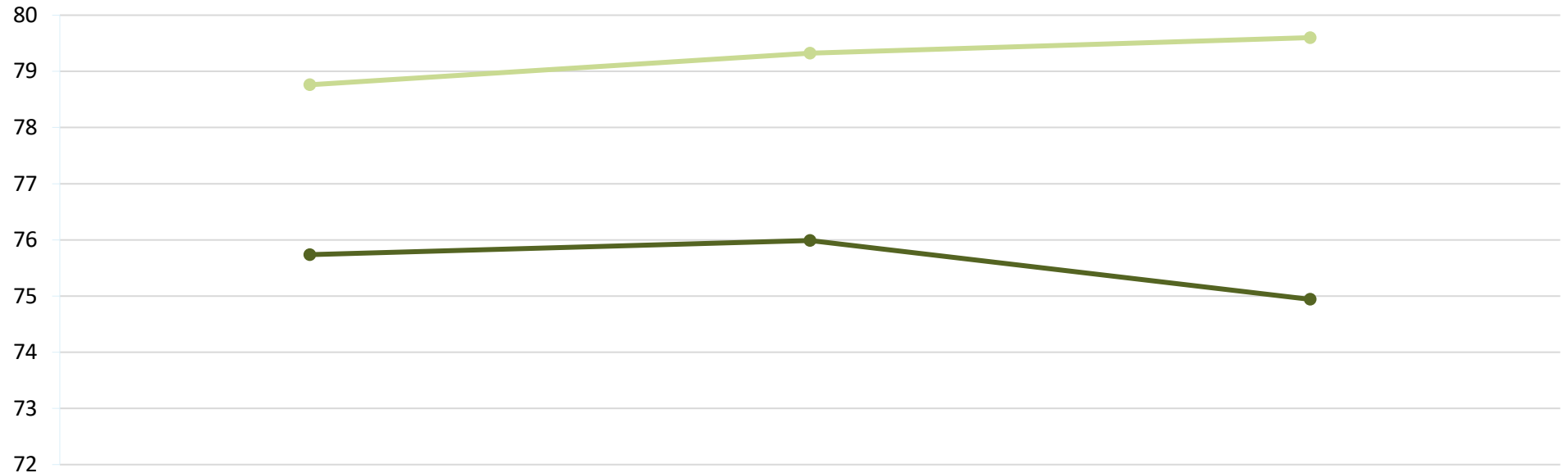
Percentage of staff satisfied with the extent to which their organisation values their work.



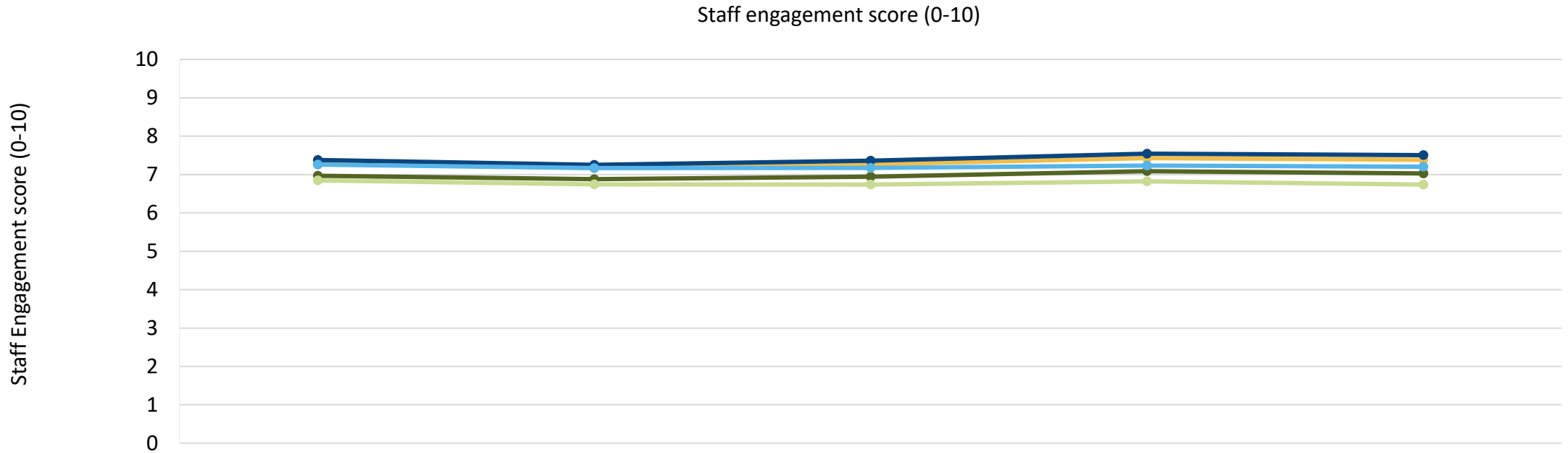
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	44.34%	44.16%	49.57%	48.50%	49.78%
Staff without a LTC or illness: Your org	55.79%	50.07%	55.13%	59.77%	58.25%
Staff with a LTC or illness: Average	44.56%	43.63%	44.02%	45.36%	44.33%
Staff without a LTC or illness: Average	55.25%	51.54%	53.25%	54.35%	54.37%
Staff with a LTC or illness: Responses	318	437	460	600	681
Staff without a LTC or illness: Responses	1269	1506	1558	1904	2120

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	75.74%	75.99%	74.94%
Staff with a LTC or illness: Average	78.76%	79.32%	79.60%
Staff with a LTC or illness: Responses	272	354	427



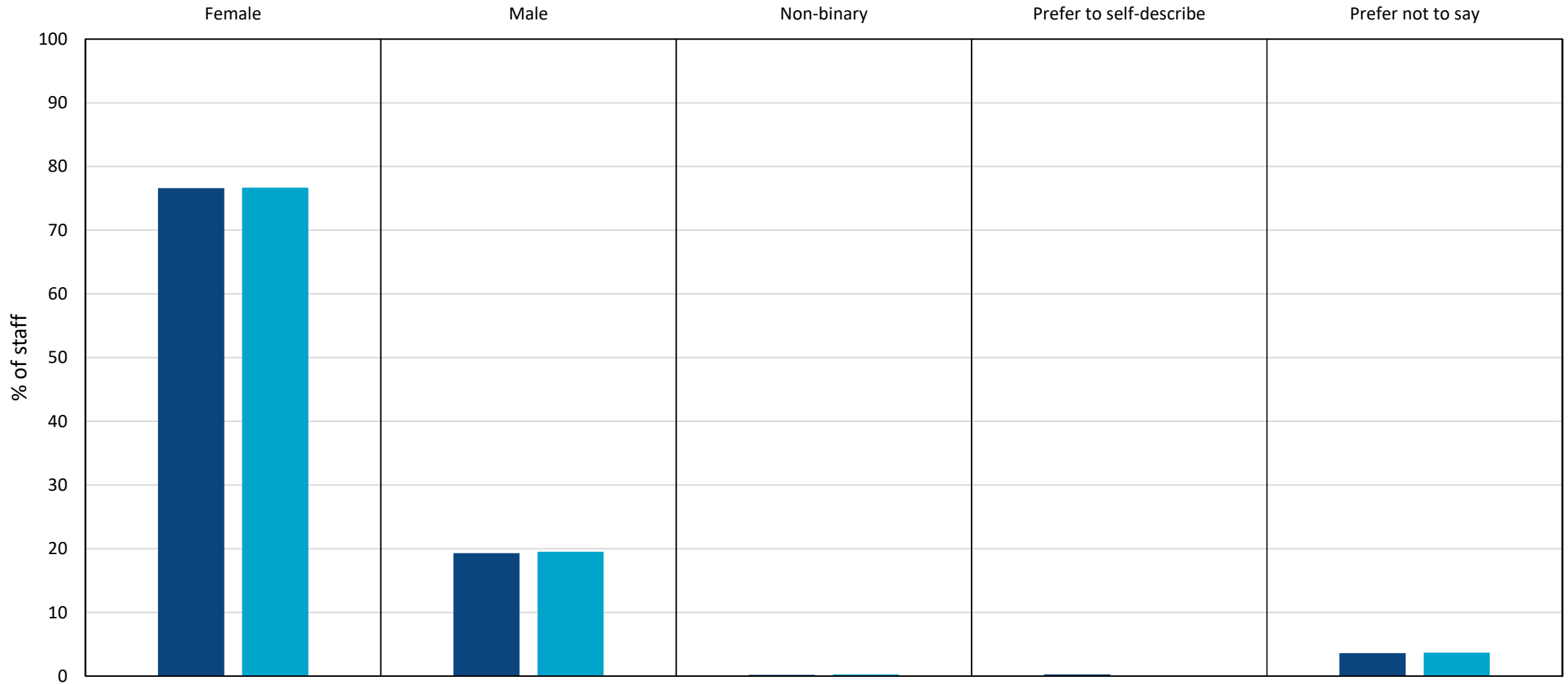
	2020	2021	2022	2023	2024
Organisation average	7.29	7.17	7.27	7.43	7.38
Staff with a LTC or illness: Your org	6.97	6.88	6.94	7.09	7.03
Staff without a LTC or illness: Your org	7.38	7.25	7.36	7.54	7.50
Staff with a LTC or illness: Average	6.85	6.74	6.74	6.82	6.74
Staff without a LTC or illness: Average	7.26	7.17	7.18	7.23	7.20
Staff with a LTC or illness: Responses	320	441	465	602	682
Staff without a LTC or illness: Responses	1279	1513	1565	1916	2126

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



## About your respondents

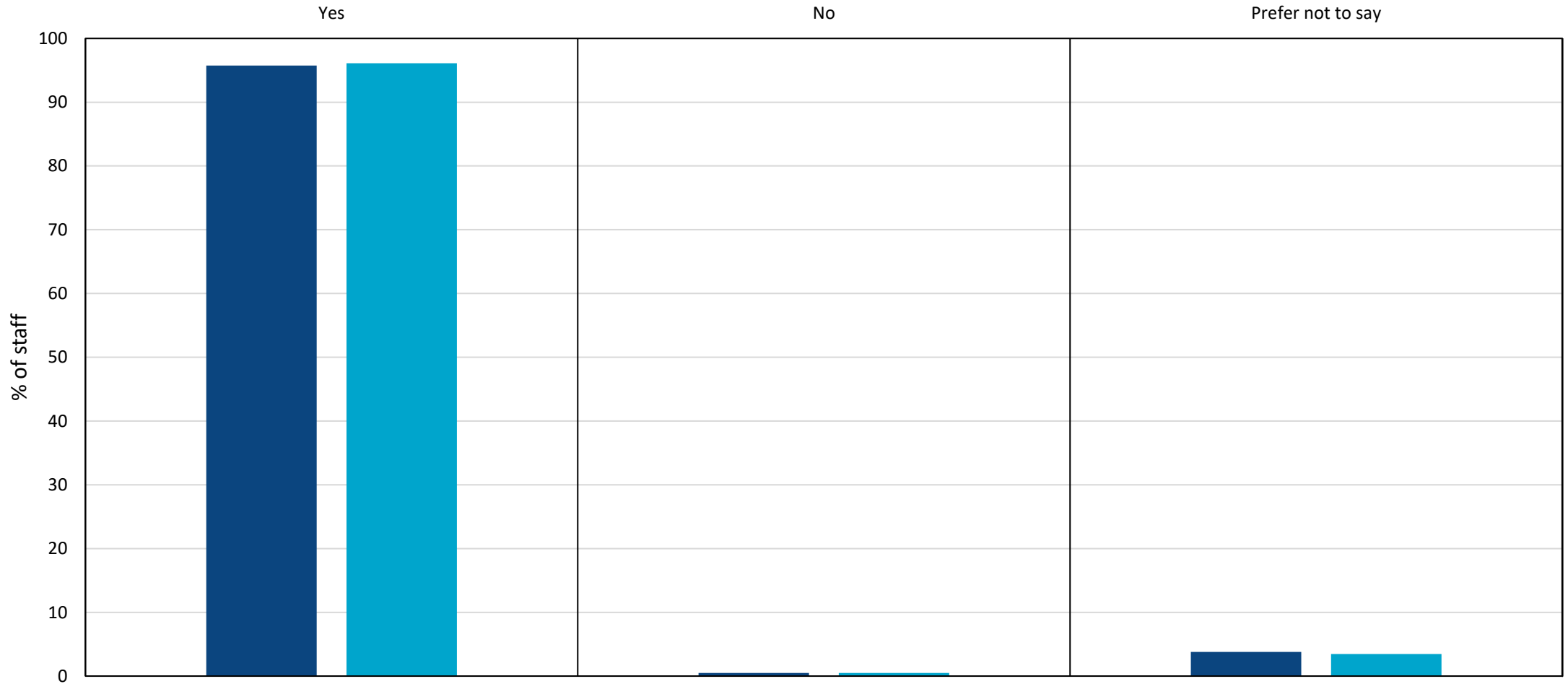
This section shows demographic and other background information for 2024.



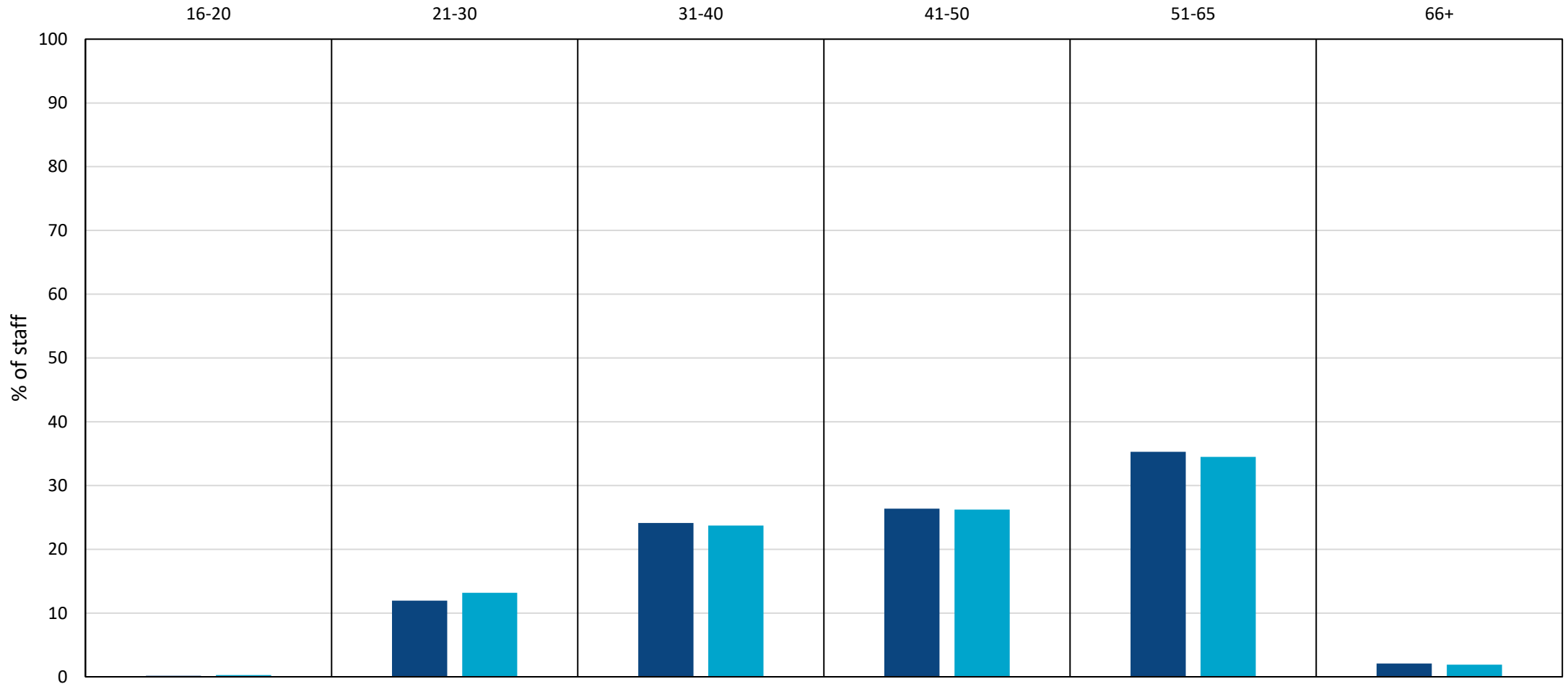
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
<b>Your org</b>	76.62%	19.29%	0.21%	0.28%	3.60%
<b>Average</b>	76.67%	19.53%	0.27%	0.14%	3.67%
<b>Responses</b>	2831	2831	2831	2831	2831



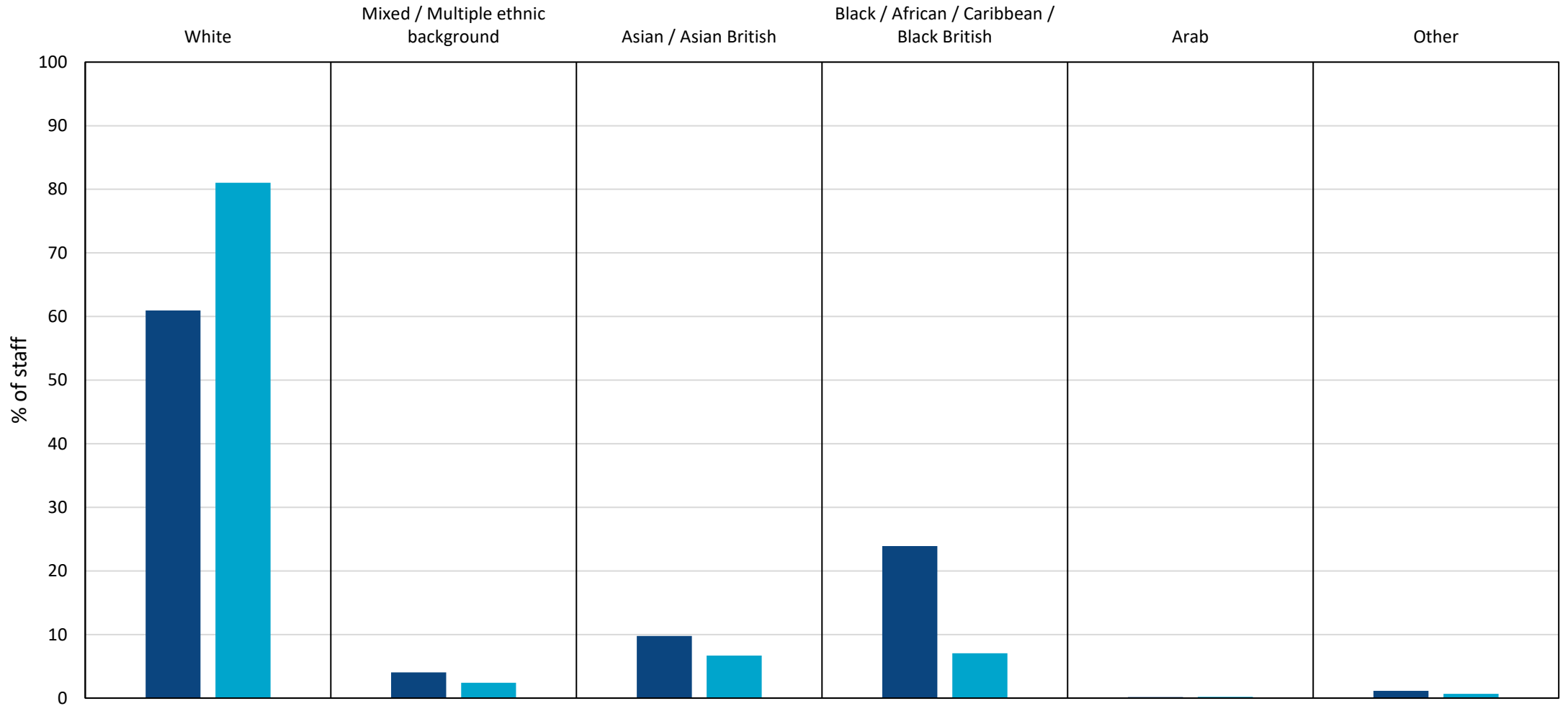
# Background details – Is your gender identity the same as the sex you were registered at birth?



Category	Yes	No	Prefer not to say
Your org	95.74%	0.49%	3.78%
Average	96.09%	0.48%	3.48%
Responses	2674	2674	2674

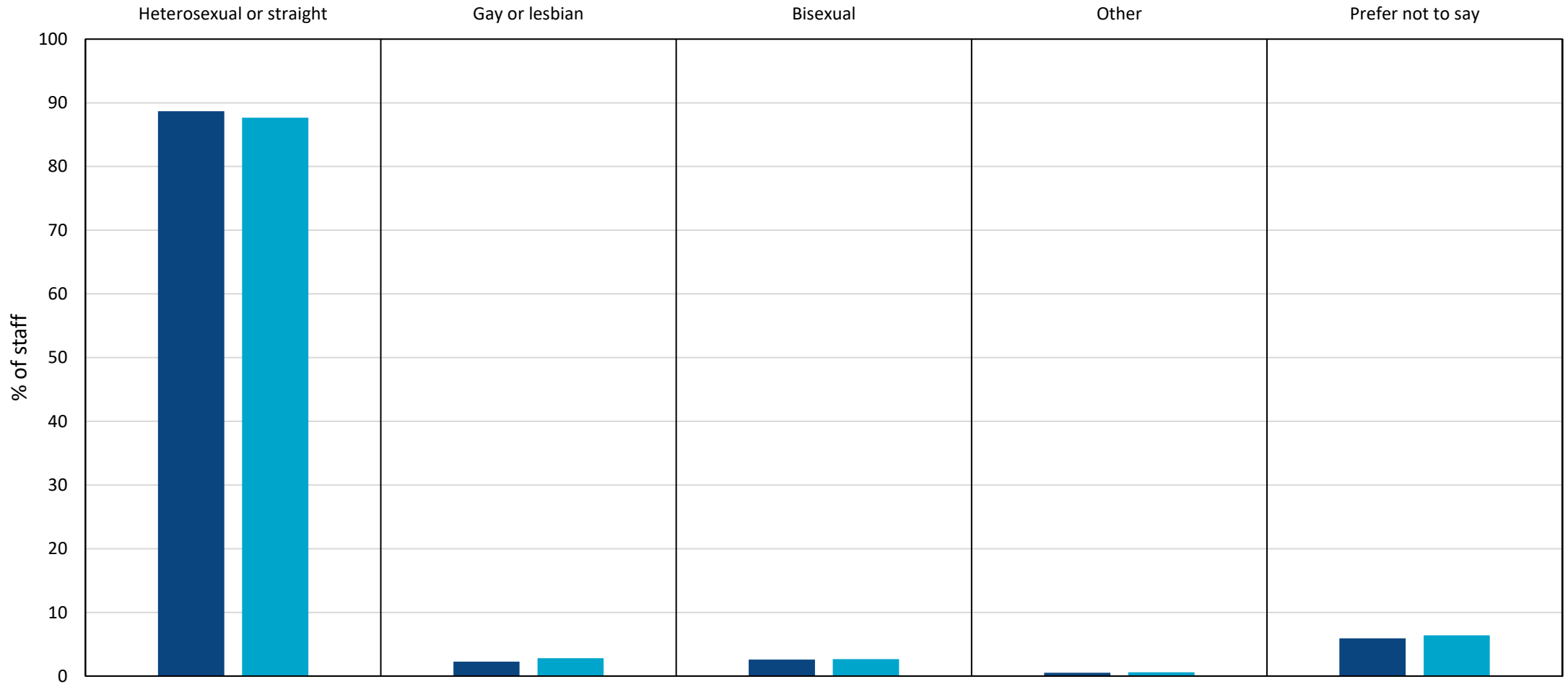


<b>Your org</b>	0.18%	11.93%	24.14%	26.38%	35.29%	2.09%
<b>Average</b>	0.26%	13.19%	23.74%	26.24%	34.48%	1.92%
<b>Responses</b>	2817	2817	2817	2817	2817	2817

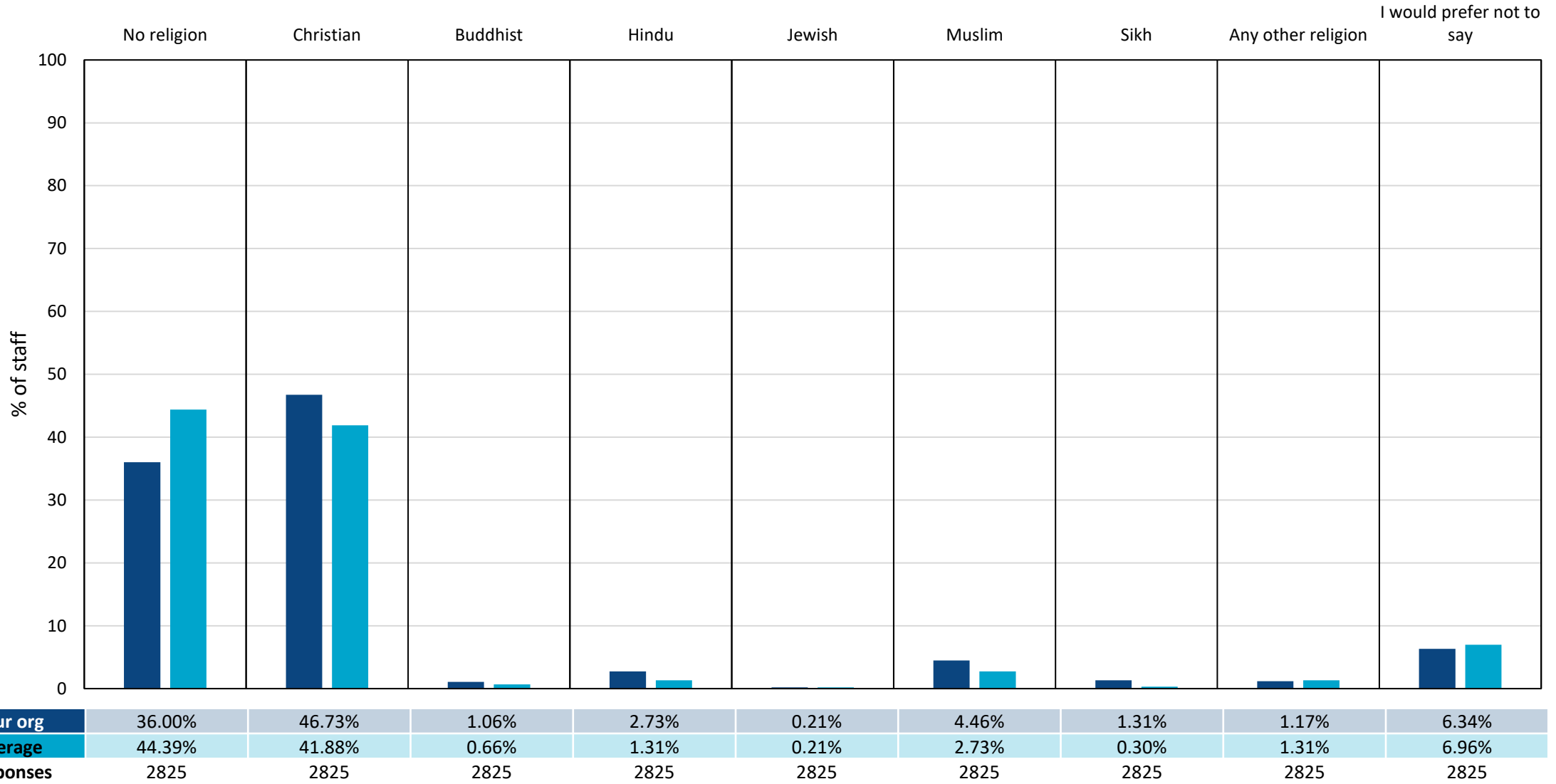


	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
<b>Your org</b>	60.97%	4.05%	9.76%	23.92%	0.18%	1.14%
<b>Average</b>	81.04%	2.40%	6.70%	7.06%	0.18%	0.68%
<b>Responses</b>	2818	2818	2818	2818	2818	2818

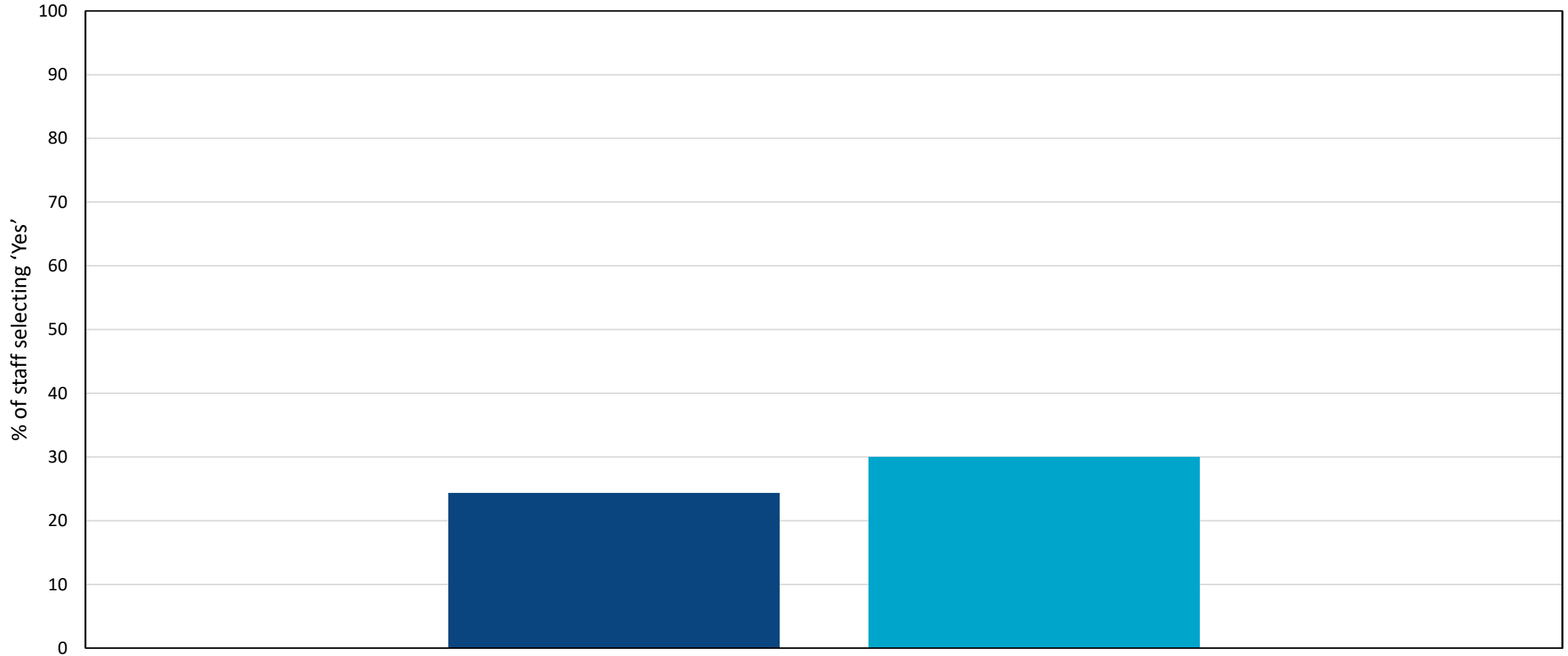
# Background details – Sexual orientation



Responses	2830	2830	2830	2830	2830
<b>Your org</b>	88.69%	2.26%	2.58%	0.53%	5.94%
<b>Average</b>	87.65%	2.79%	2.65%	0.62%	6.42%



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

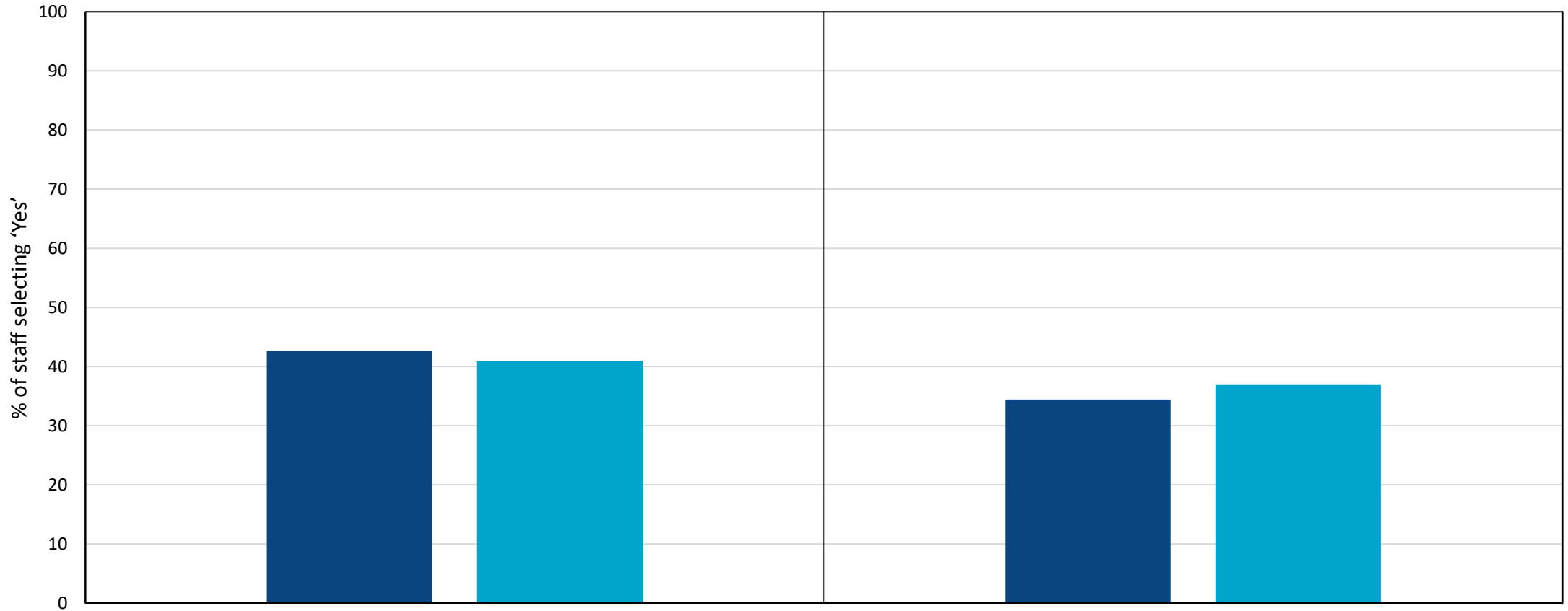


<b>Your org</b>	24.25%
<b>Average</b>	29.92%
<b>Responses</b>	2816



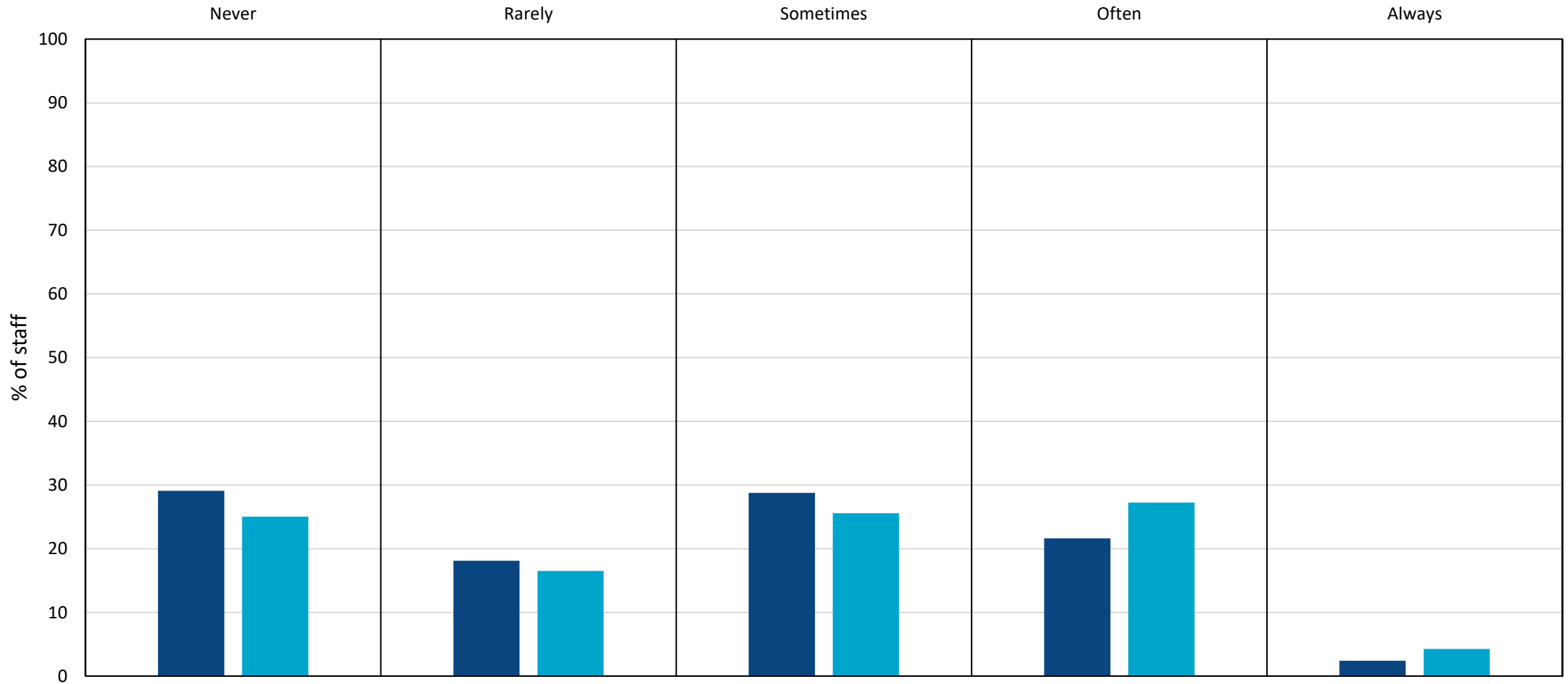
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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.



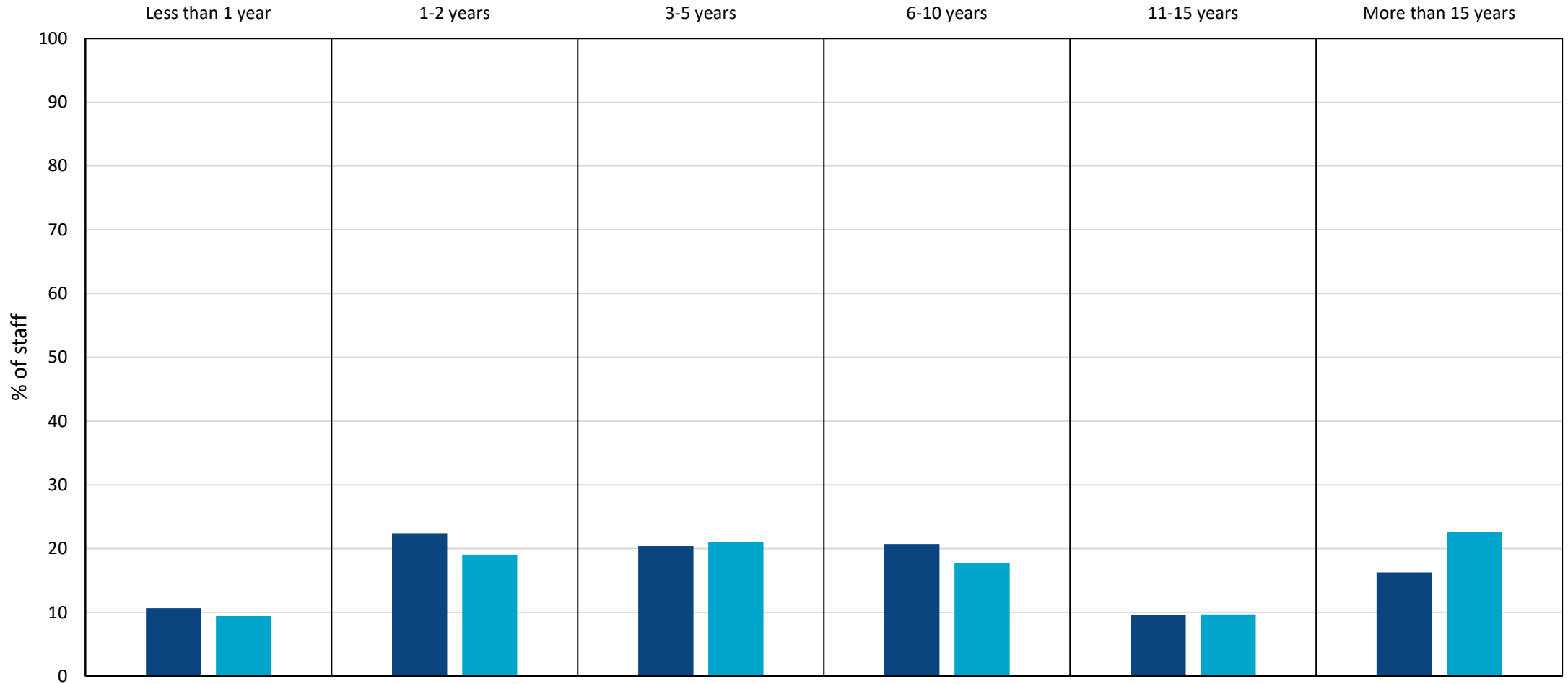
<b>Your org</b>	42.64%	34.42%
<b>Average</b>	40.93%	36.88%
<b>Responses</b>	2821	2804

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



Responses	2832	2832	2832	2832	2832
<b>Your org</b>	29.10%	18.11%	28.78%	21.61%	2.40%
<b>Average</b>	25.02%	16.52%	25.57%	27.24%	4.26%

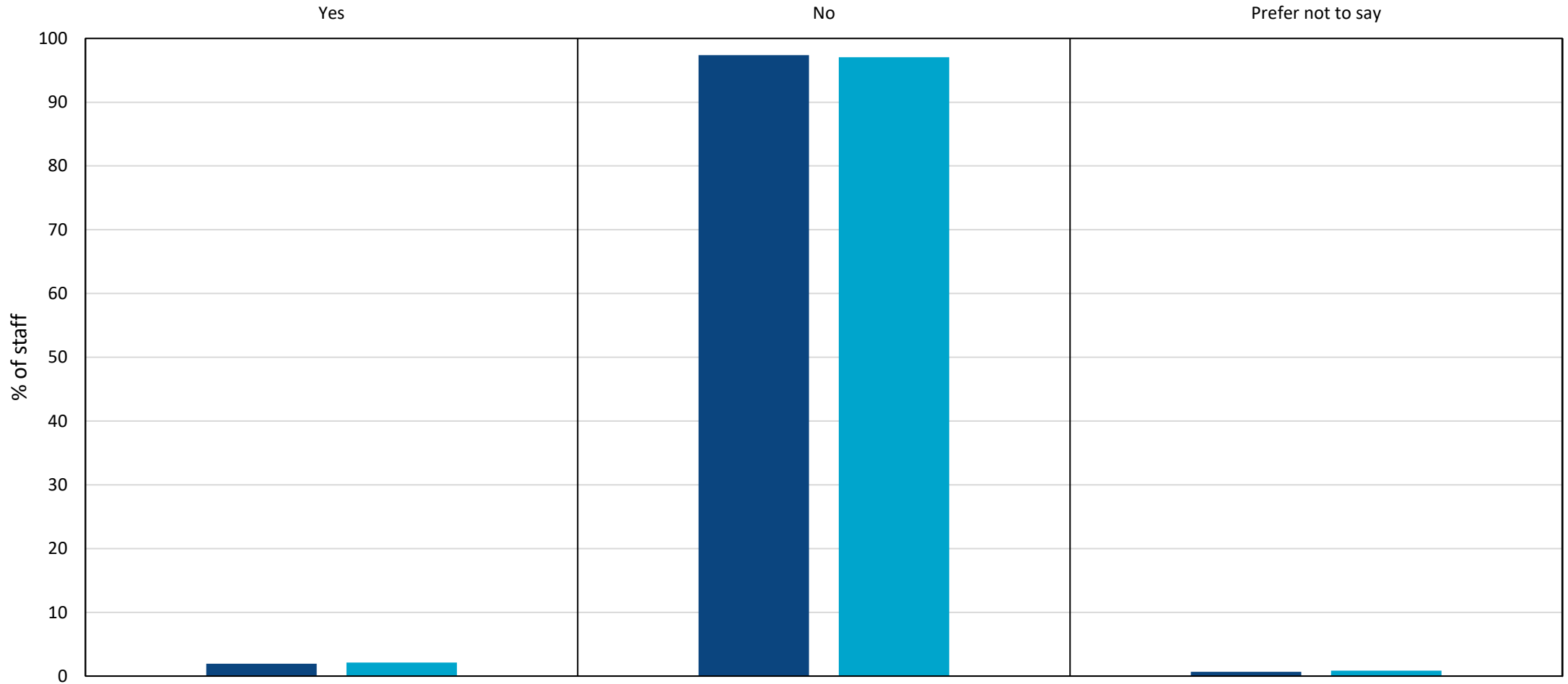
# Background details – Length of service



<b>Your org</b>	10.63%	22.39%	20.39%	20.70%	9.61%	16.27%
<b>Average</b>	9.41%	19.04%	21.02%	17.78%	9.65%	22.61%
<b>Responses</b>	2840	2840	2840	2840	2840	2840

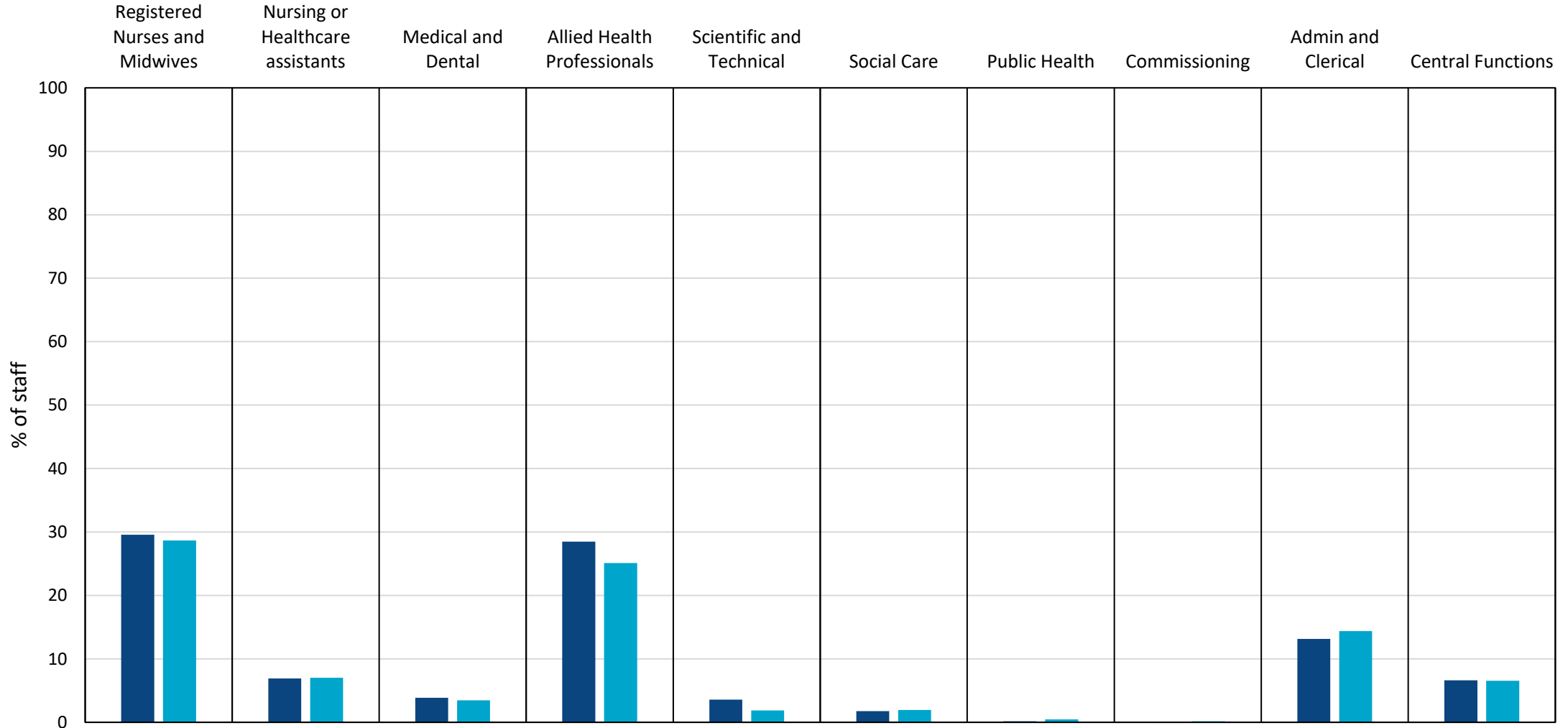


# Background details – When you joined this organisation, were you recruited from outside of the UK?



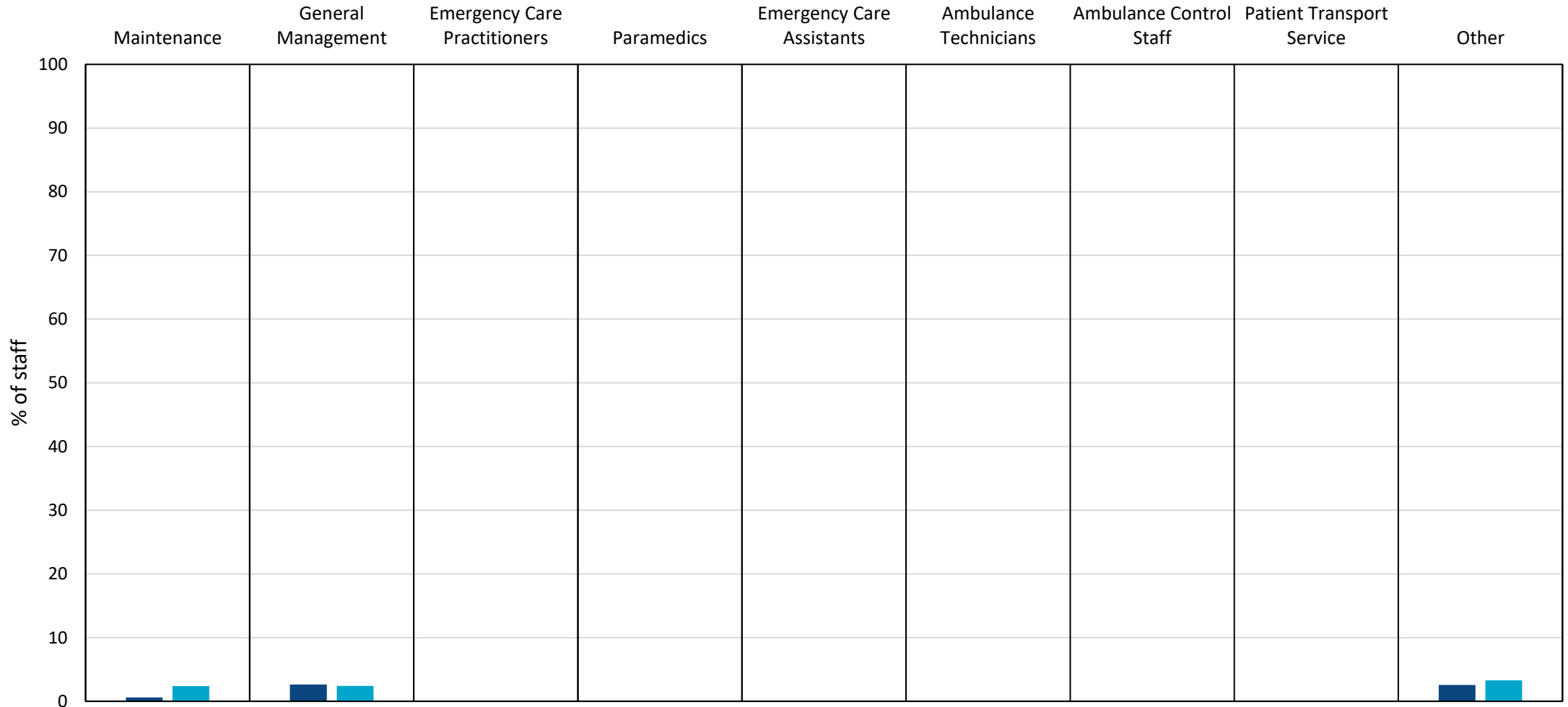
<b>Your org</b>	1.95%	97.38%	0.67%
<b>Average</b>	2.11%	97.04%	0.84%
<b>Responses</b>	2820	2820	2820

# Background details – Occupational group



Responses	2810	2810	2810	2810	2810	2810	2810	2810	2810	2810
<b>Your org</b>	29.57%	6.90%	3.88%	28.47%	3.56%	1.74%	0.18%	0.07%	13.13%	6.62%
<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



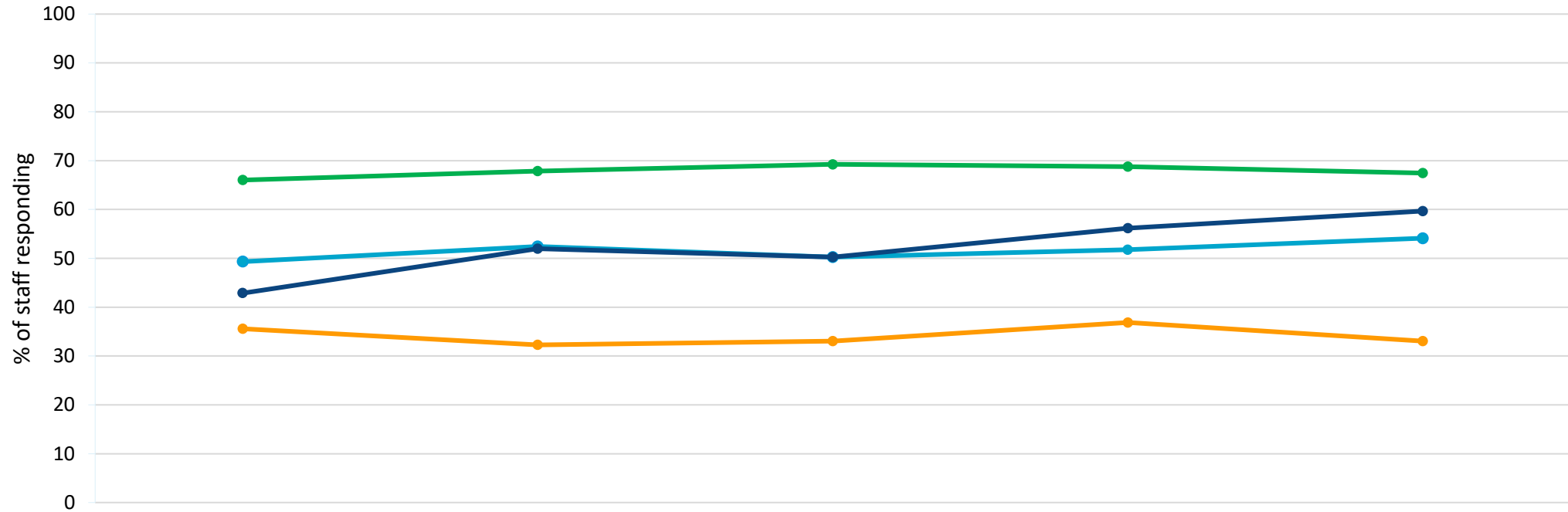
<b>Your org</b>	0.60%	2.63%	0.00%	0.07%	0.00%	0.00%	0.00%	0.00%	2.56%
<b>Average</b>	2.37%	2.42%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	3.27%
<b>Responses</b>	2810	2810	2810	2810	2810	2810	2810	2810	2810

## Appendices

## Appendix A: Response rate



Response rate



	2020	2021	2022	2023	2024
<b>Your org</b>	42.86%	51.97%	50.26%	56.18%	59.67%
<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	1615	1983	2050	2555	2859

## 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	7.76	2551	7.71	2849	Not significant
We are recognised and rewarded	6.53	2551	6.50	2850	Not significant
We each have a voice that counts	7.21	2527	7.13	2820	Not significant
We are safe and healthy	6.45	2534	6.48	2825	Not significant
We are always learning	6.19	2406	6.30	2684	Not significant
We work flexibly	6.85	2535	6.82	2835	Not significant
We are a team	7.34	2542	7.32	2844	Not significant
<b>Themes</b>					
Staff Engagement	7.42	2553	7.38	2850	Not significant
Morale	6.35	2554	6.39	2853	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.

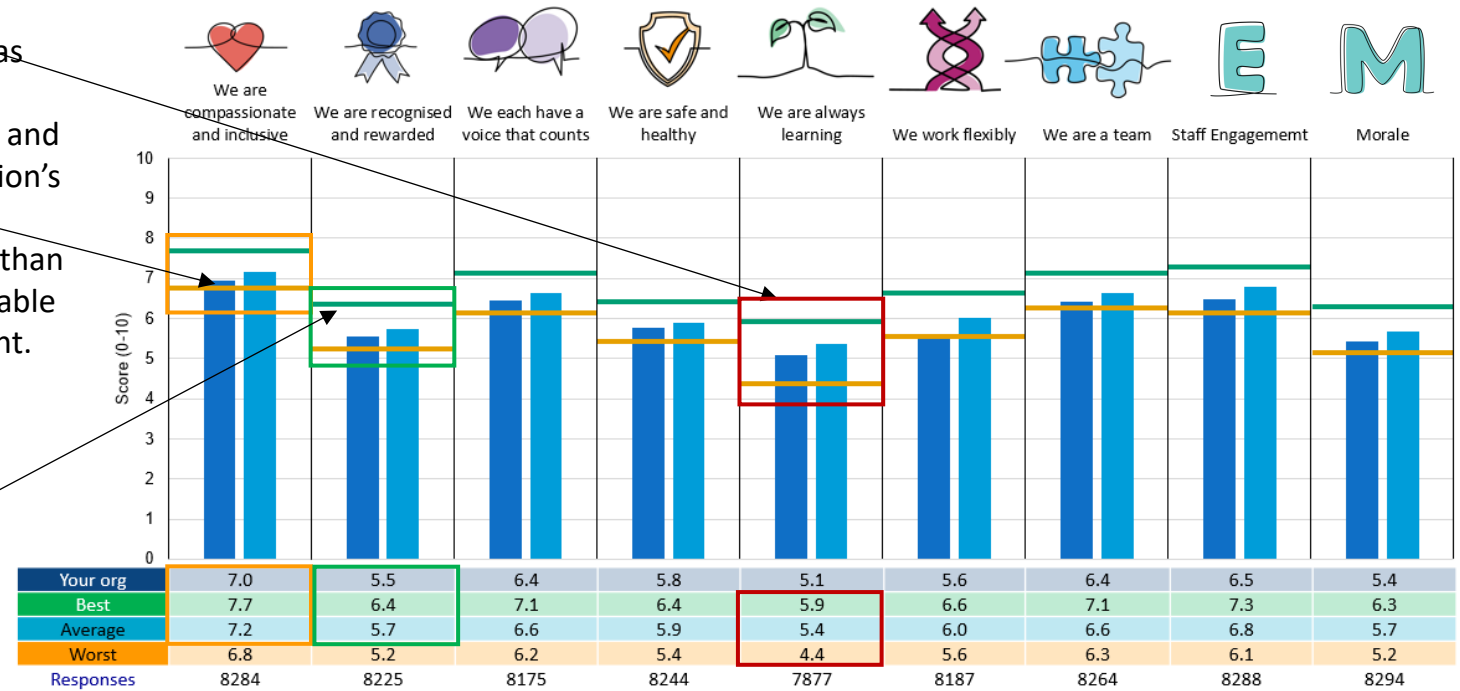
It is important to **consider each result within the range of its benchmarking group 'Best result' and 'Worst result'**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another point of reference.

## 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.

## Positive outcomes

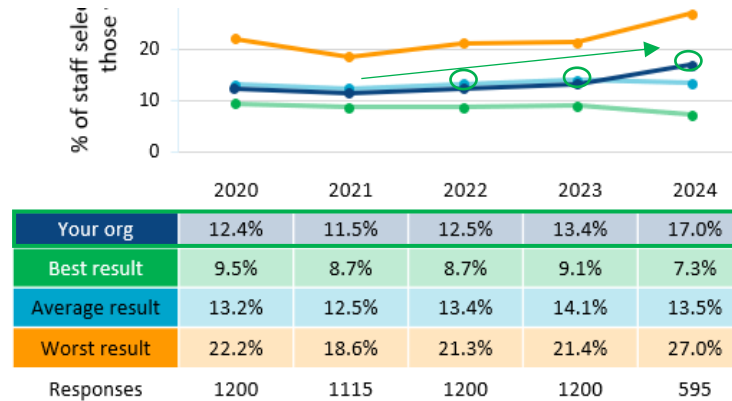
- Similarly, using the overview page it is easy to identify People Promise elements and themes which show a positive outcome for your organisation, where 'Your org' results are distinctly higher than the benchmarking group 'Average result'.
- Positive stories to report could be ones where your organisation approaches or matches the benchmarking group's 'Best result'.



Only one example is highlighted for each point

## 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.

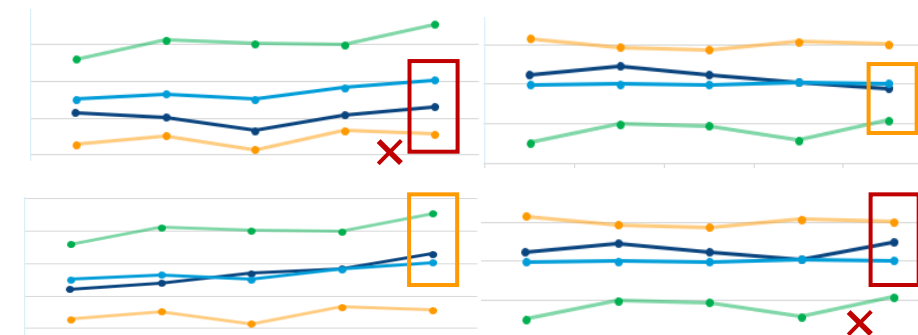


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

## 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.



✗ = Negative driver, org result falls between average and worst benchmarking group result for question

This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 140 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data.

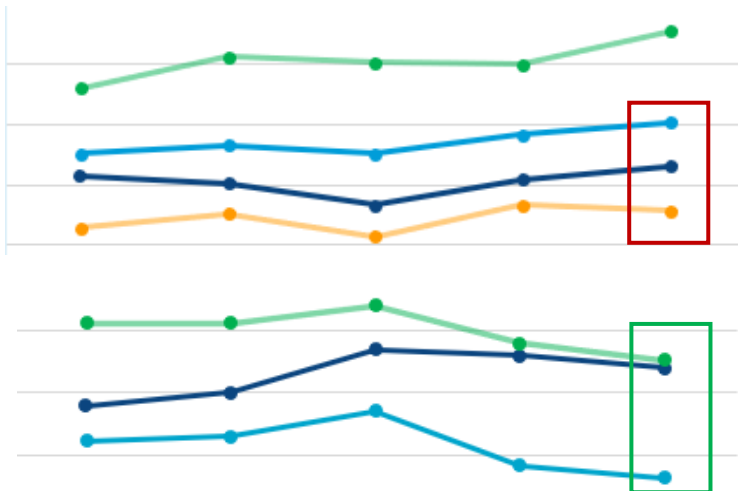
### Identifying questions of interest

#### ➤ Pre-defined questions of interest – key questions for your organisation

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

#### ➤ Identifying questions of interest based on the results in this report

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



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

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



## Appendix D: Additional reporting outputs

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

### Supporting documents



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



**Technical 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 Oxleas 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.