

London Ambulance Service NHS Trust

NHS Staff Survey Benchmark report 2024



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# Introduction

## About this report

This benchmark report for London Ambulance Service NHS 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.

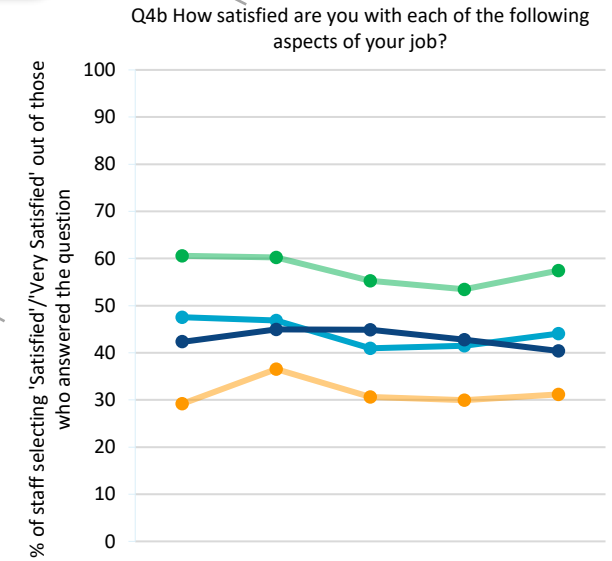
Note this is example data



	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



London Ambulance Service NHS Trust

## 2024 NHS Staff Survey



### Organisation details

Completed questionnaires **6049**

2024 response rate **72%**

### Survey details

Survey mode **Online**

### This organisation is benchmarked against:

Ambulance Trusts



### 2024 benchmarking group details

Organisations in group: 11

Median response rate: 49%

No. of completed questionnaires: 32939

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

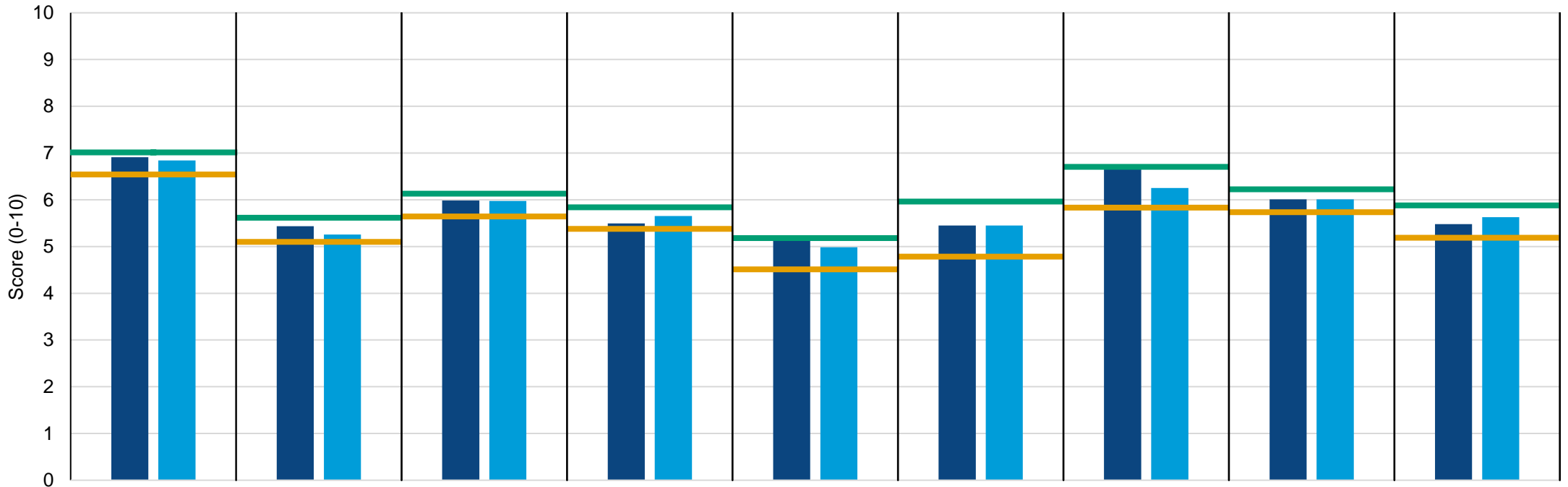


## People Promise elements, themes and sub-score results

## 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.

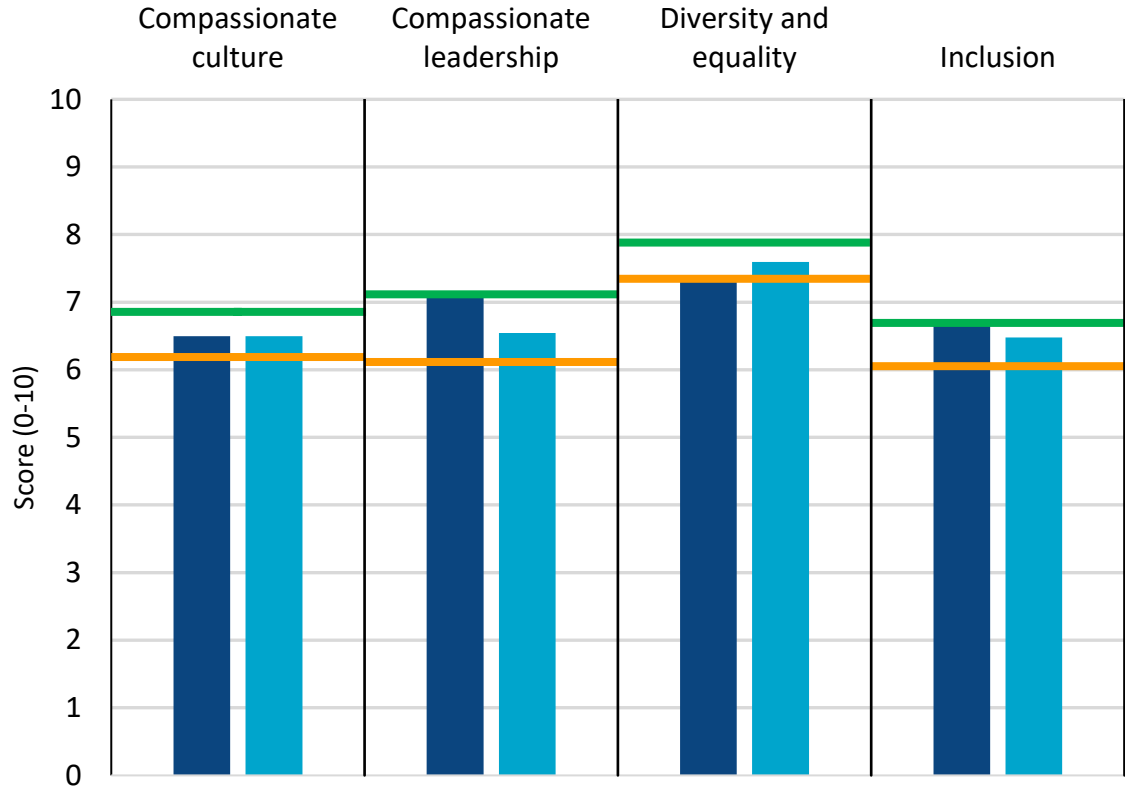


Your org	6.91	5.43	5.98	5.49	5.18	5.45	6.70	6.01	5.48
Best result	7.01	5.62	6.13	5.84	5.18	5.96	6.70	6.22	5.88
Average result	6.84	5.25	5.98	5.65	4.98	5.45	6.25	6.01	5.63
Worst result	6.54	5.10	5.64	5.38	4.51	4.78	5.83	5.73	5.19
Responses	6039	6027	6000	6016	5332	6011	6034	6036	6036

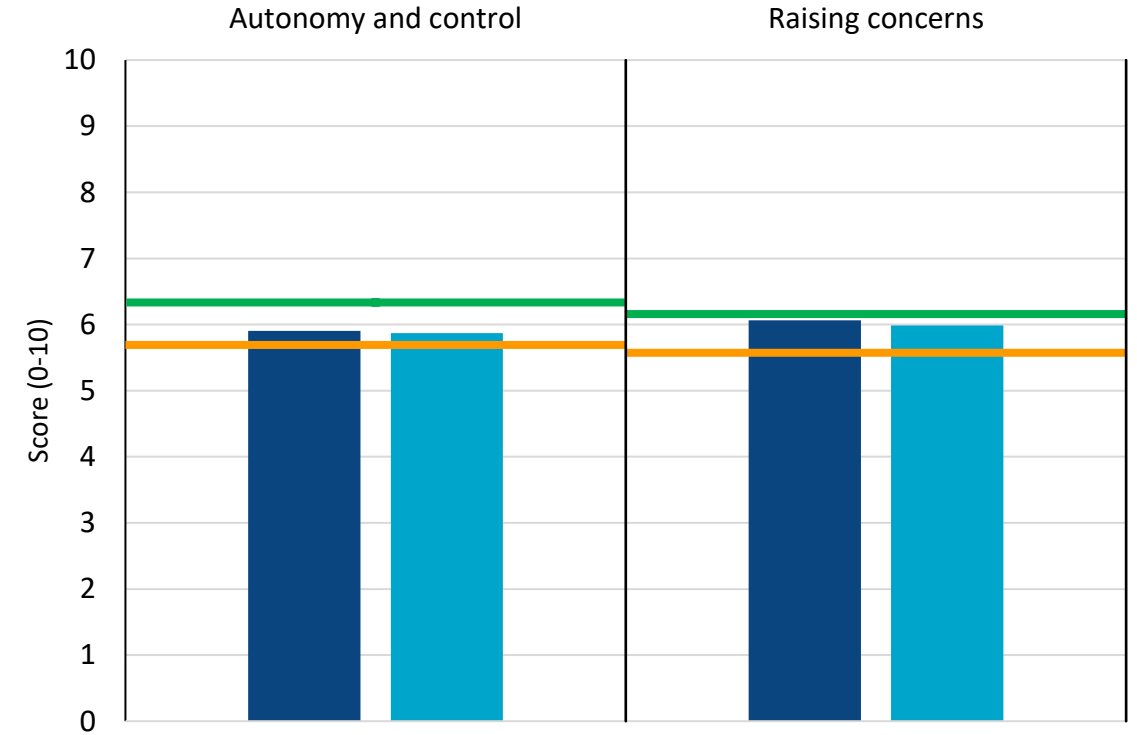
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



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



Your org	6.50	7.12	7.35	6.69
Best result	6.86	7.12	7.88	6.69
Average result	6.50	6.54	7.59	6.48
Worst result	6.19	6.12	7.35	6.05
Responses	6020	6039	5994	6026

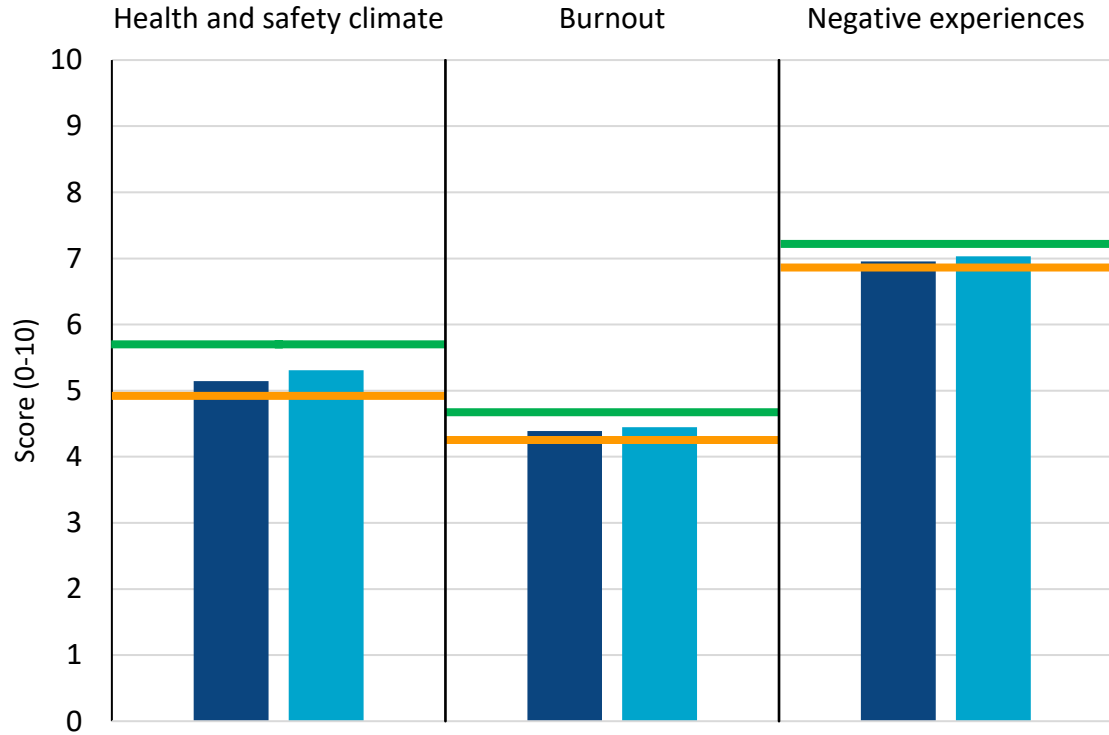
Your org	5.91	6.06
Best result	6.33	6.16
Average result	5.87	5.99
Worst result	5.69	5.57
Responses	6034	6010

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.

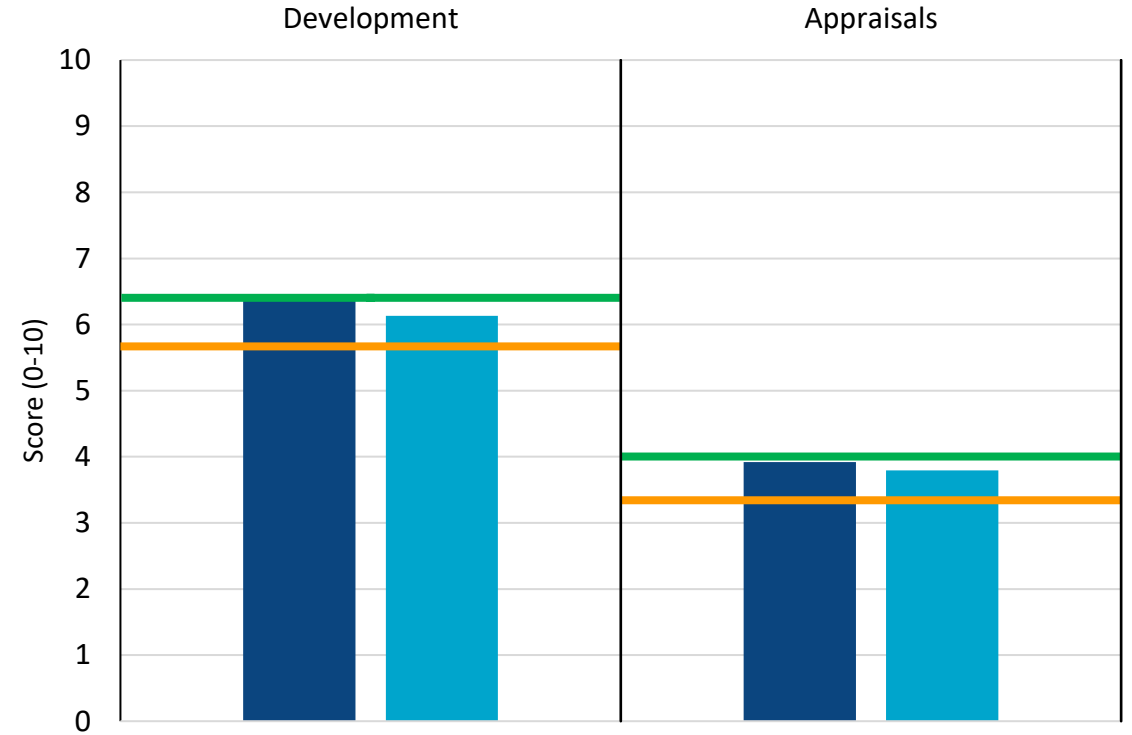
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



Your org	5.14	4.39	6.95
Best result	5.70	4.67	7.22
Average result	5.31	4.45	7.03
Worst result	4.92	4.25	6.86
Responses	6034	6041	6023

Your org	6.40	3.92
Best result	6.40	4.00
Average result	6.13	3.79
Worst result	5.67	3.34
Responses	6030	5333

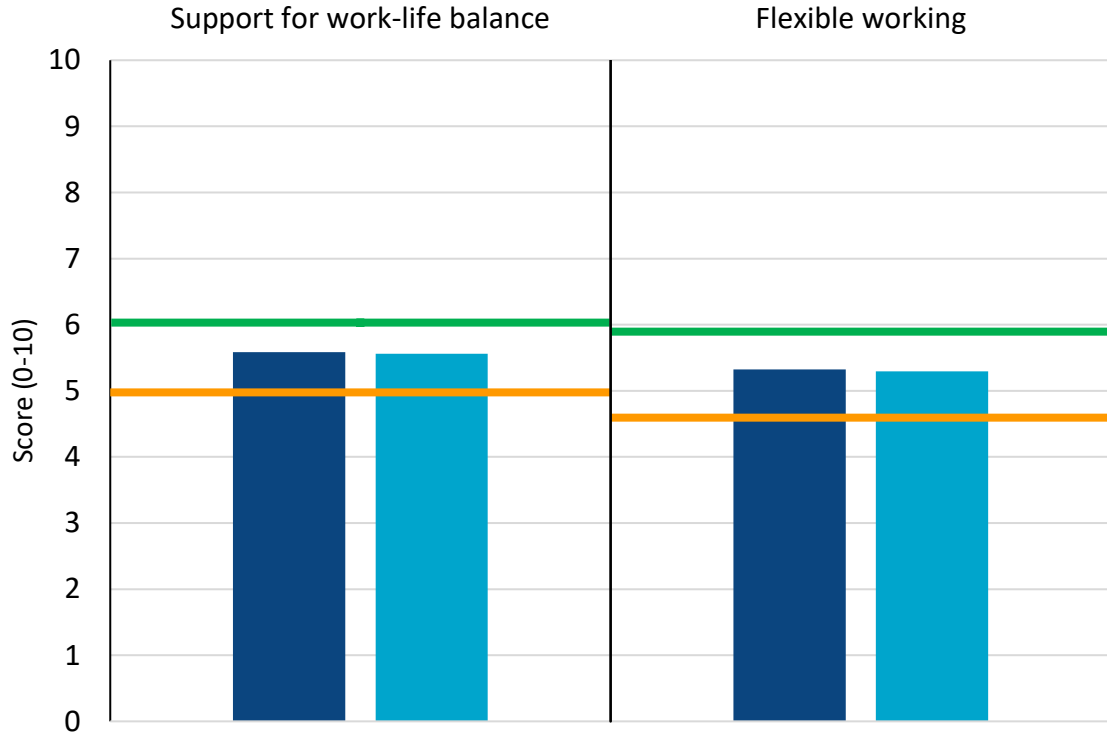
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 6: We work flexibly



## Promise element 7: We are a team



Category	Your org	Best result	Average result	Worst result	Responses
Support for work-life balance	5.58	6.03	5.56	4.98	6031
Flexible working	5.32	5.89	5.29	4.59	6017

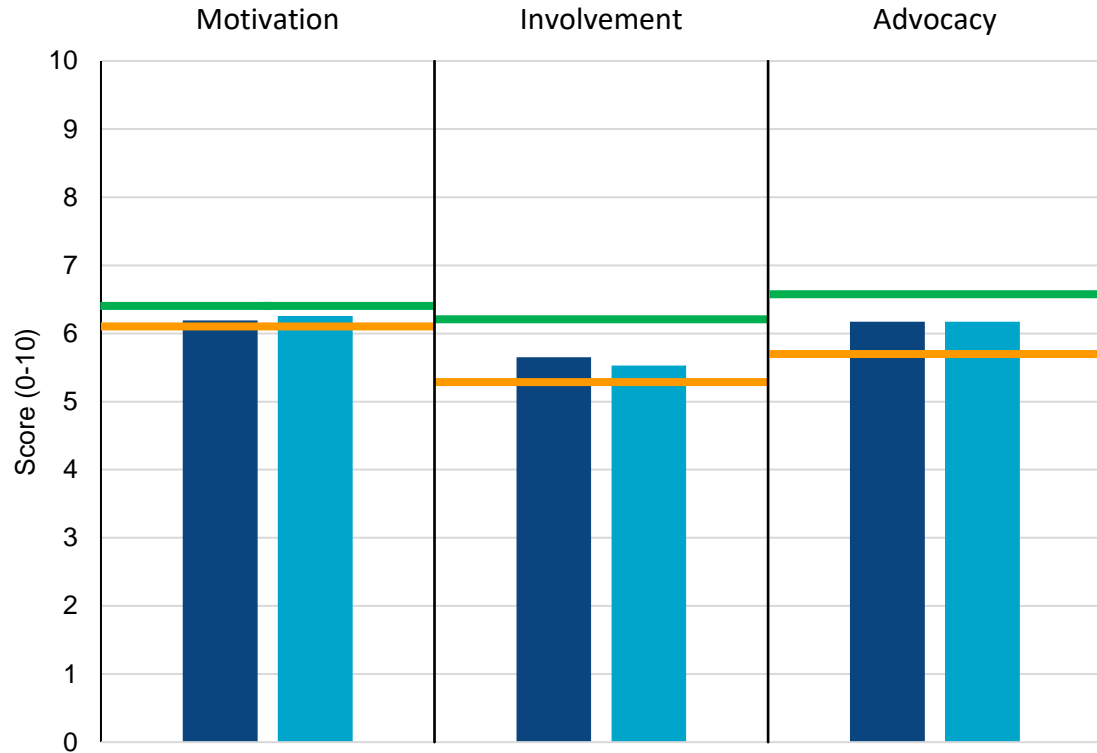


Category	Your org	Best result	Average result	Worst result	Responses
Team working	6.53	6.53	6.15	5.84	6036
Line management	6.88	6.88	6.28	5.76	6039

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



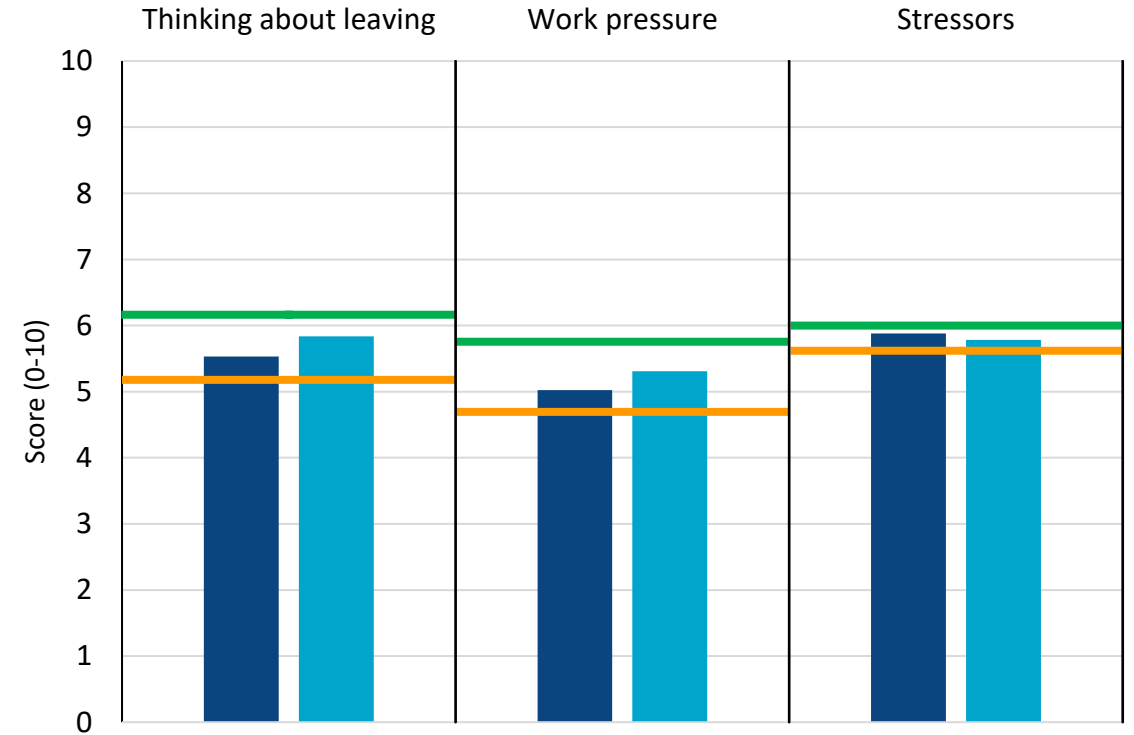
## Theme: Staff engagement



Your org	6.19	5.65	6.17
Best result	6.40	6.21	6.58
Average result	6.25	5.53	6.17
Worst result	6.10	5.29	5.70
Responses	6004	6035	6022



## Theme: Morale



Your org	5.53	5.02	5.88
Best result	6.16	5.76	6.00
Average result	5.84	5.31	5.79
Worst result	5.18	4.69	5.62
Responses	6026	6033	6030

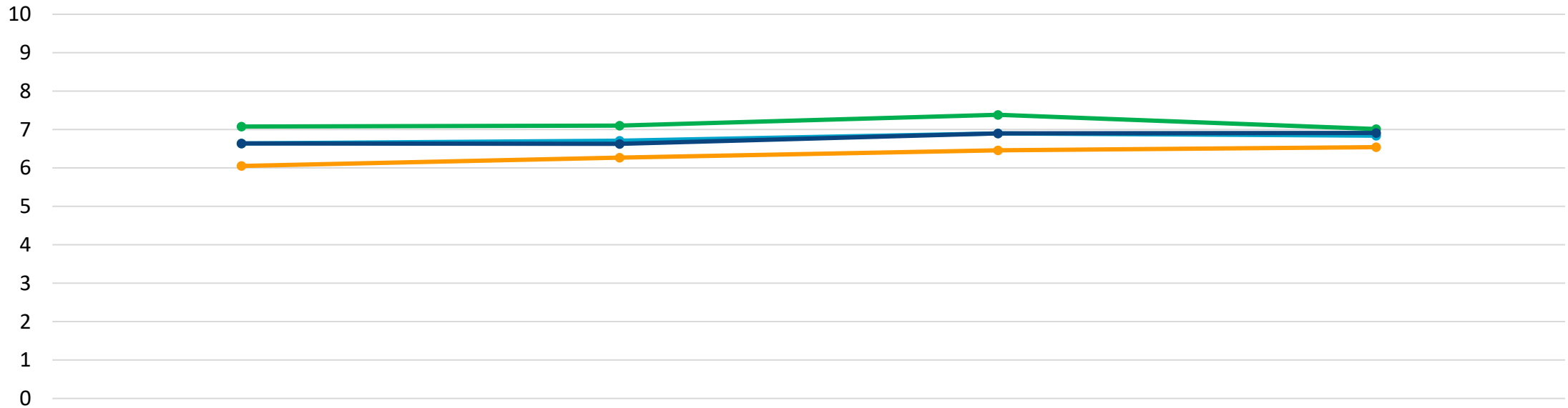


## People Promise elements, themes and sub-scores: Trends

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

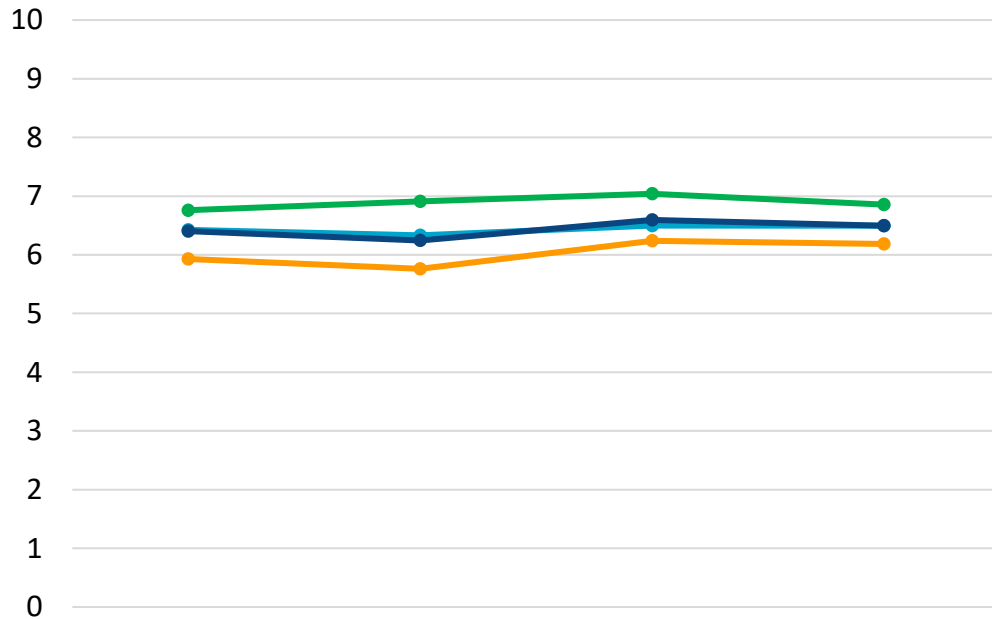


	2021	2022	2023	2024
<b>Your org</b>	6.64	6.63	6.90	6.91
<b>Best result</b>	7.08	7.10	7.38	7.01
<b>Average result</b>	6.64	6.71	6.90	6.84
<b>Worst result</b>	6.05	6.27	6.46	6.54
Responses	3996	4390	5184	6039

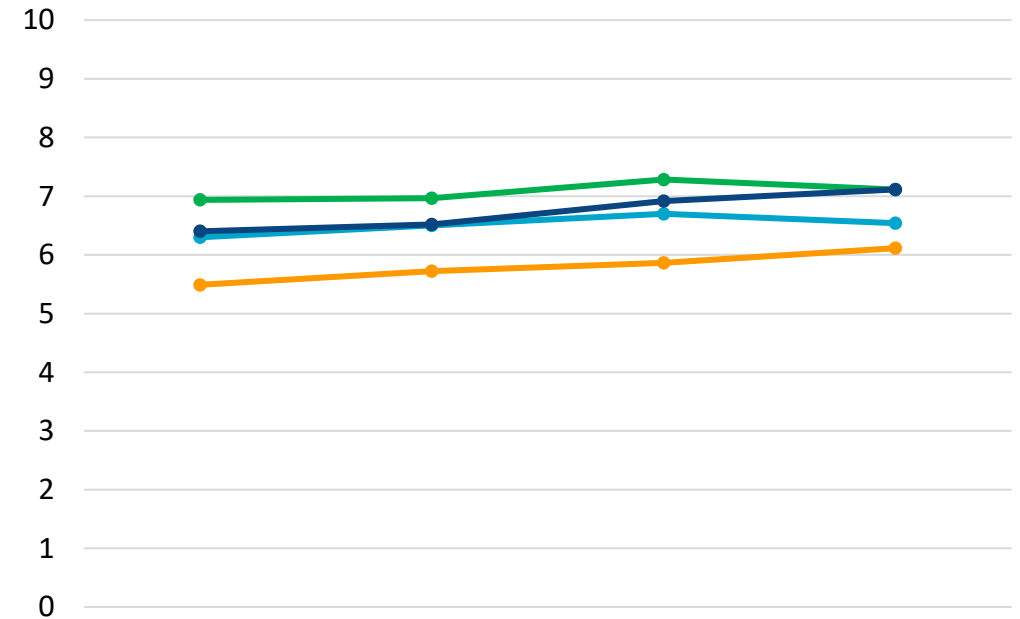
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



2021      2022      2023      2024

Your org	6.40	6.24	6.59	6.50
Best result	6.76	6.91	7.04	6.86
Average result	6.43	6.33	6.50	6.50
Worst result	5.93	5.76	6.24	6.19

Responses      3974      4384      5172      6020

2021      2022      2023      2024

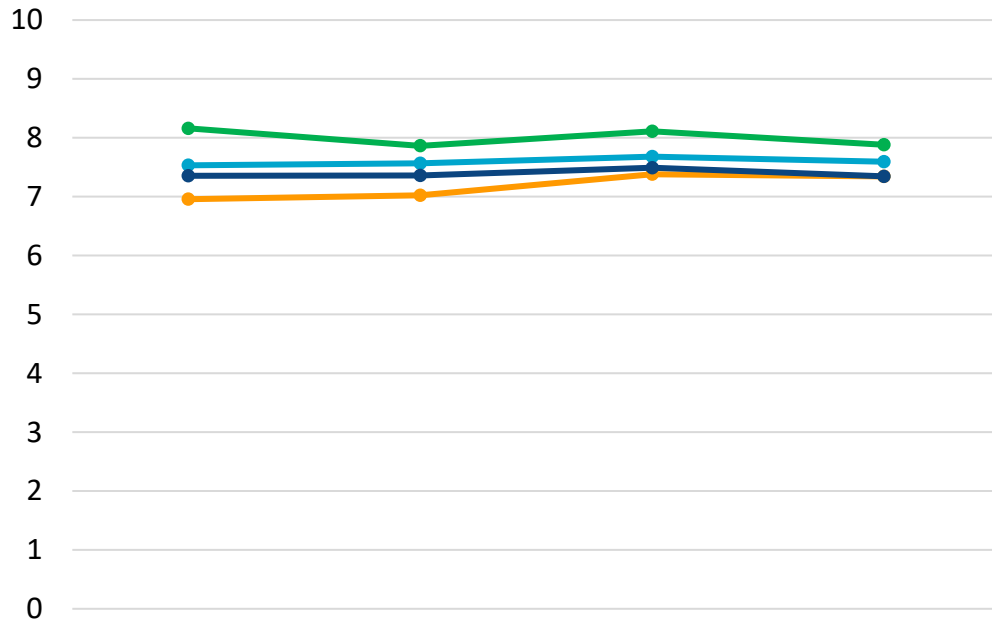
Your org	6.40	6.52	6.92	7.12
Best result	6.94	6.97	7.28	7.12
Average result	6.30	6.50	6.70	6.54
Worst result	5.49	5.72	5.86	6.12

Responses      4013      4382      5180      6039

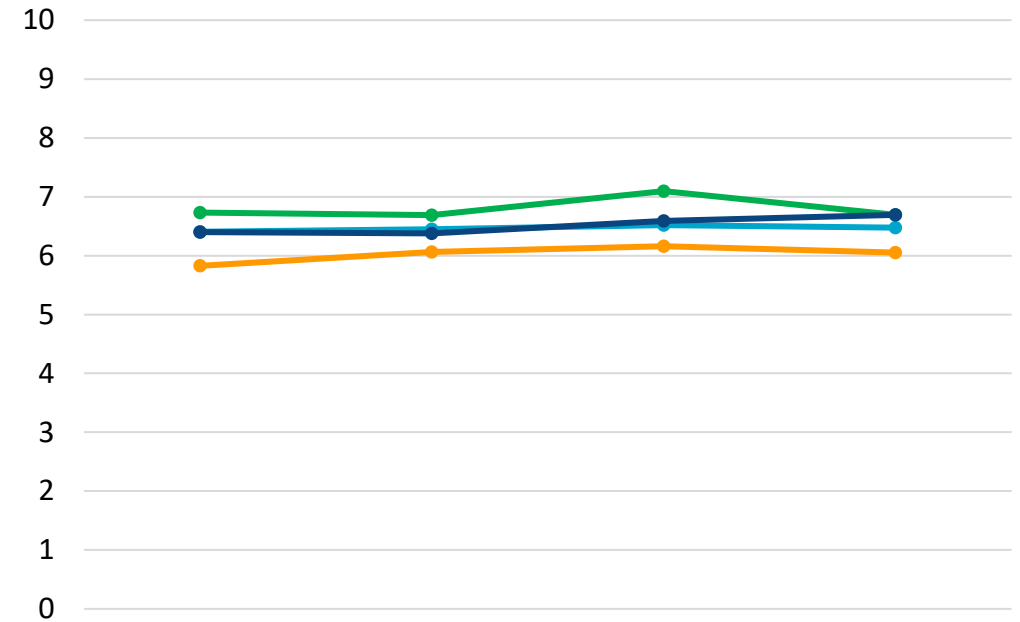
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



	2021	2022	2023	2024
Your org	7.35	7.36	7.49	7.35
Best result	8.16	7.86	8.11	7.88
Average result	7.53	7.57	7.68	7.59
Worst result	6.96	7.02	7.38	7.35
Responses	3993	4383	5182	5994

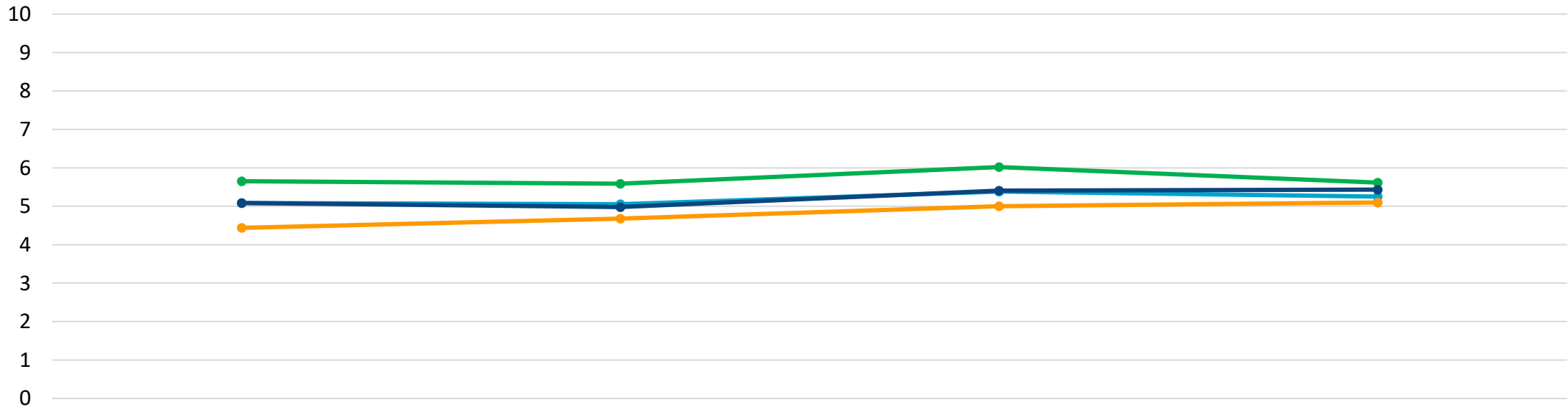
	2021	2022	2023	2024
Your org	6.40	6.38	6.59	6.69
Best result	6.73	6.69	7.10	6.69
Average result	6.41	6.45	6.52	6.48
Worst result	5.83	6.06	6.16	6.05
Responses	4014	4384	5171	6026

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



## Promise element 2: We are recognised and rewarded

We are recognised and rewarded



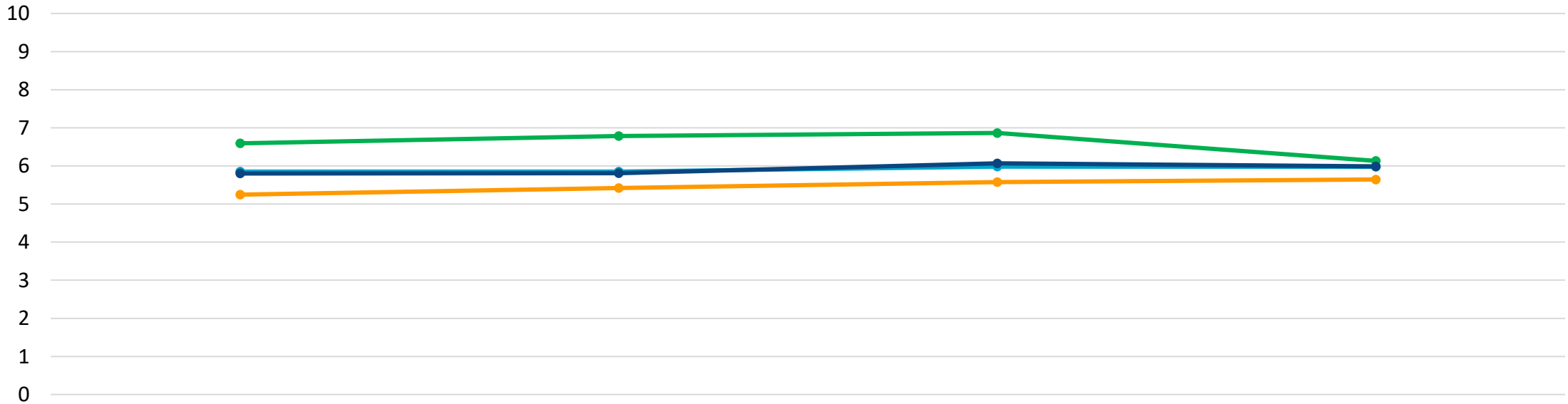
	2021	2022	2023	2024
Your org	5.08	4.98	5.41	5.43
Best result	5.65	5.59	6.02	5.62
Average result	5.08	5.05	5.38	5.25
Worst result	4.44	4.68	5.00	5.10
Responses	4056	4389	5172	6027

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



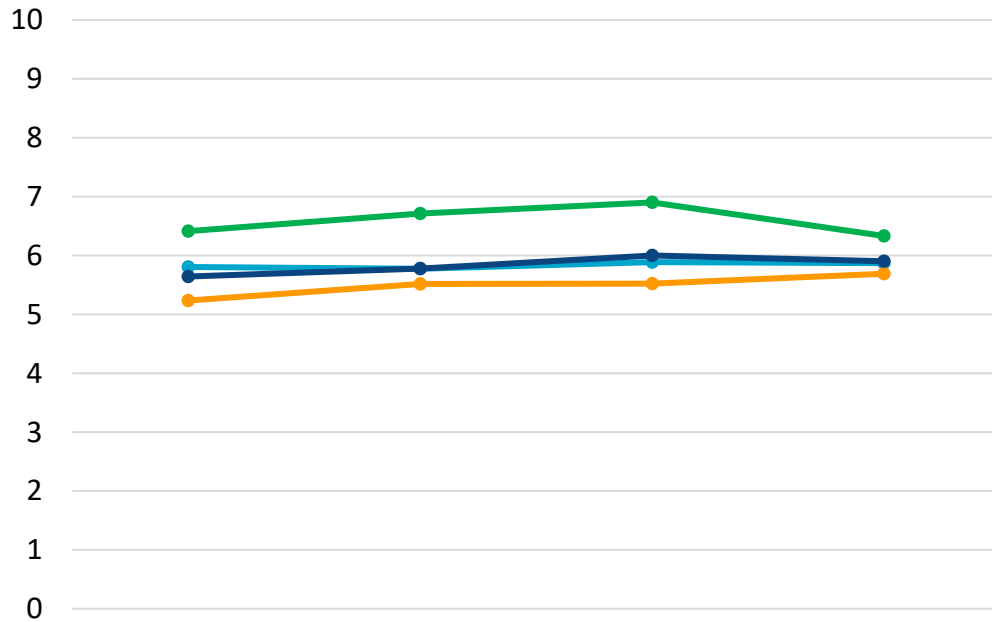
	2021	2022	2023	2024
<b>Your org</b>	5.80	5.81	6.07	5.98
<b>Best result</b>	6.59	6.78	6.86	6.13
<b>Average result</b>	5.85	5.85	5.98	5.98
<b>Worst result</b>	5.25	5.42	5.58	5.64
<b>Responses</b>	3959	4375	5144	6000

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.

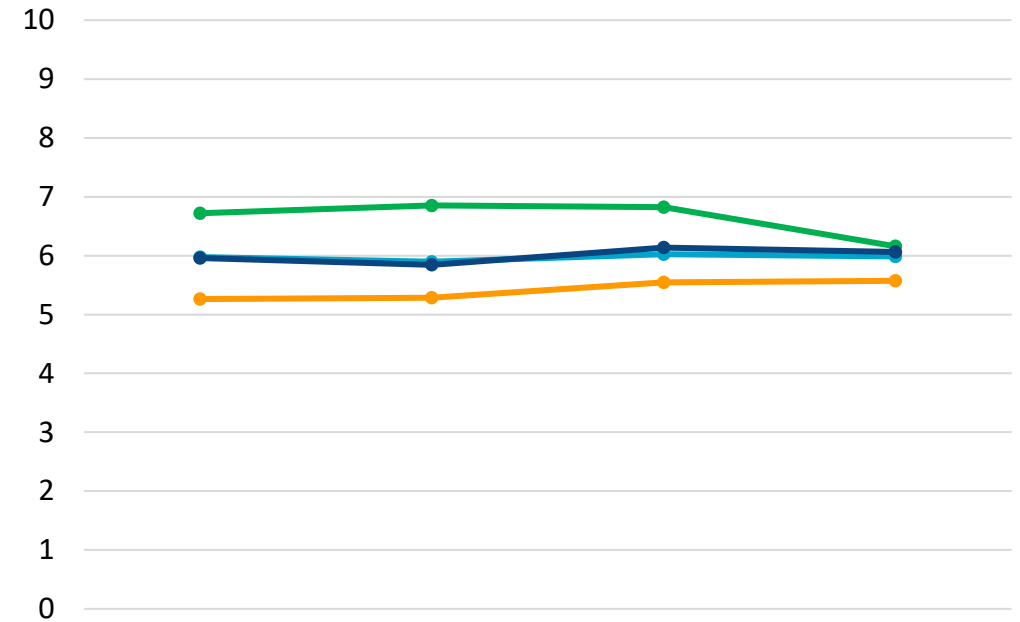


## Promise element 3: We each have a voice that counts

### Autonomy and control



### Raising concerns



	2021	2022	2023	2024
Your org	5.64	5.78	6.00	5.91
Best result	6.42	6.71	6.90	6.33
Average result	5.80	5.78	5.89	5.87
Worst result	5.24	5.51	5.52	5.69
Responses	4062	4390	5181	6034

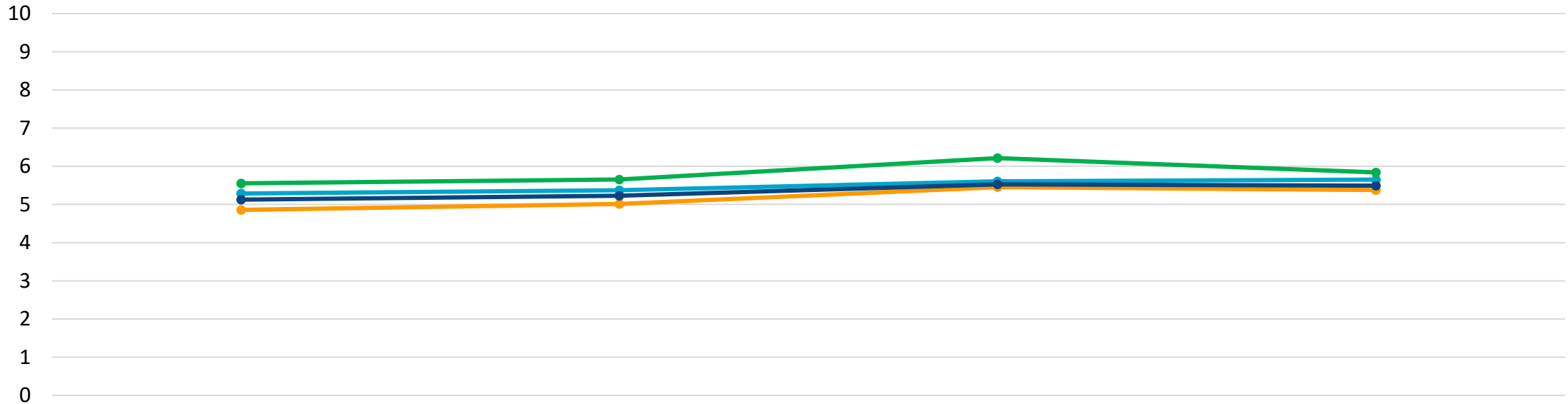
	2021	2022	2023	2024
Your org	5.96	5.84	6.14	6.06
Best result	6.72	6.85	6.83	6.16
Average result	5.97	5.90	6.02	5.99
Worst result	5.26	5.28	5.54	5.57
Responses	3960	4378	5154	6010

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



## Promise element 4: We are safe and healthy

We are safe and healthy



	2021	2022	2023	2024
Your org	5.13	5.23	5.53	5.49
Best result	5.55	5.66	6.22	5.84
Average result	5.29	5.37	5.61	5.65
Worst result	4.86	5.02	5.45	5.38
Responses	3986	4372	4453	6016

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.

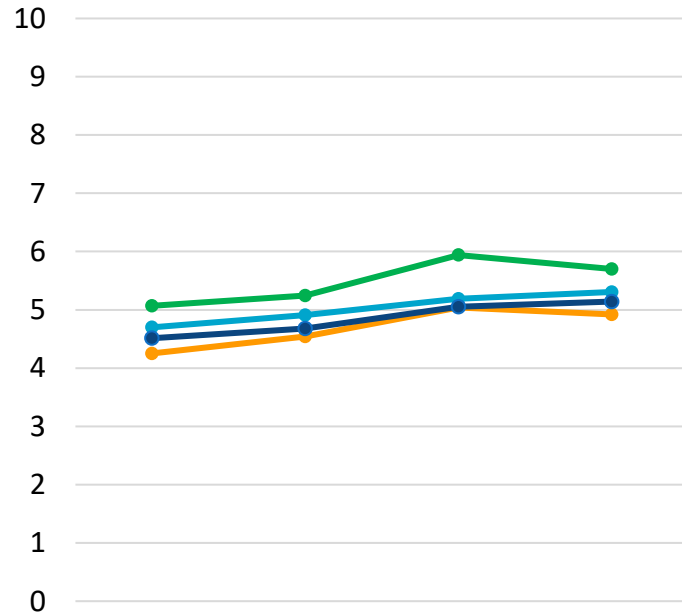


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



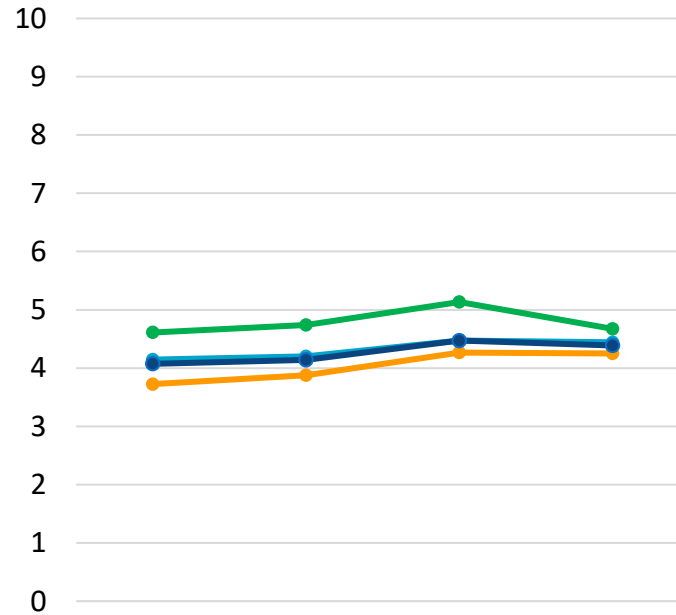
## Promise element 4: We are safe and healthy

### Health and safety climate



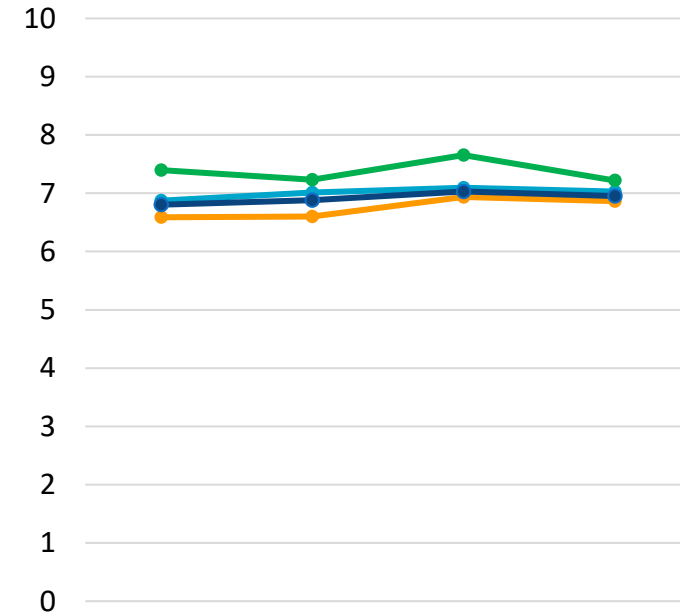
	2021	2022	2023	2024
<b>Your org</b>	4.51	4.68	5.06	5.14
<b>Best result</b>	5.07	5.25	5.94	5.70
<b>Average result</b>	4.70	4.91	5.19	5.31
<b>Worst result</b>	4.25	4.54	5.04	4.92
Responses	4061	4388	4485	6034

### Burnout



	2021	2022	2023	2024
<b>Your org</b>	4.07	4.14	4.47	4.39
<b>Best result</b>	4.61	4.74	5.13	4.67
<b>Average result</b>	4.15	4.20	4.47	4.45
<b>Worst result</b>	3.73	3.88	4.27	4.25
Responses	4002	4385	5186	6041

### Negative experiences



	2021	2022	2023	2024
<b>Your org</b>	6.80	6.88	7.03	6.95
<b>Best result</b>	7.40	7.23	7.65	7.22
<b>Average result</b>	6.87	7.01	7.09	7.03
<b>Worst result</b>	6.59	6.60	6.94	6.86
Responses	3989	4378	4465	6023

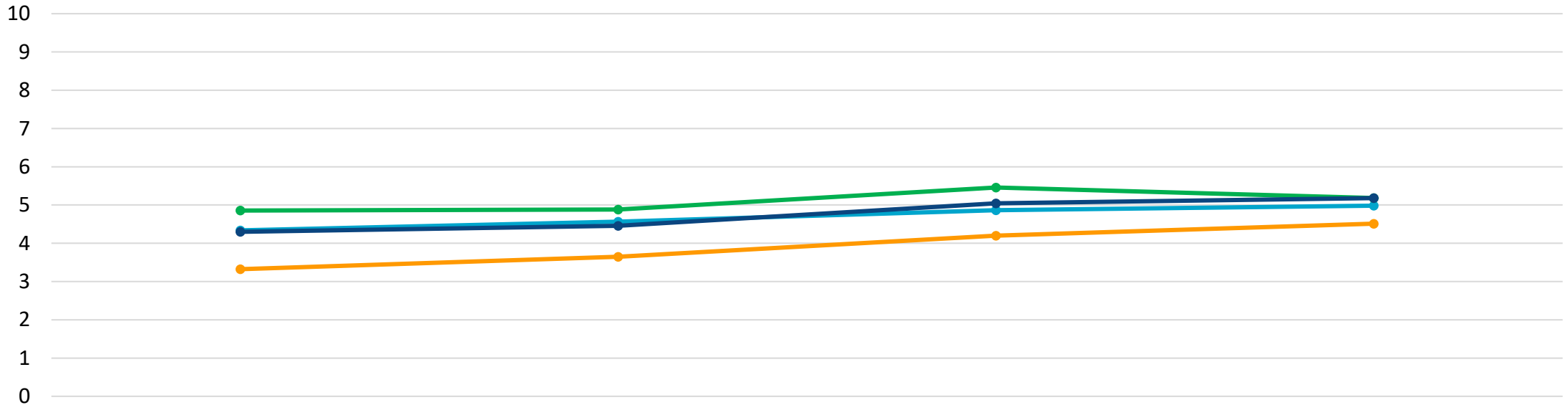
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



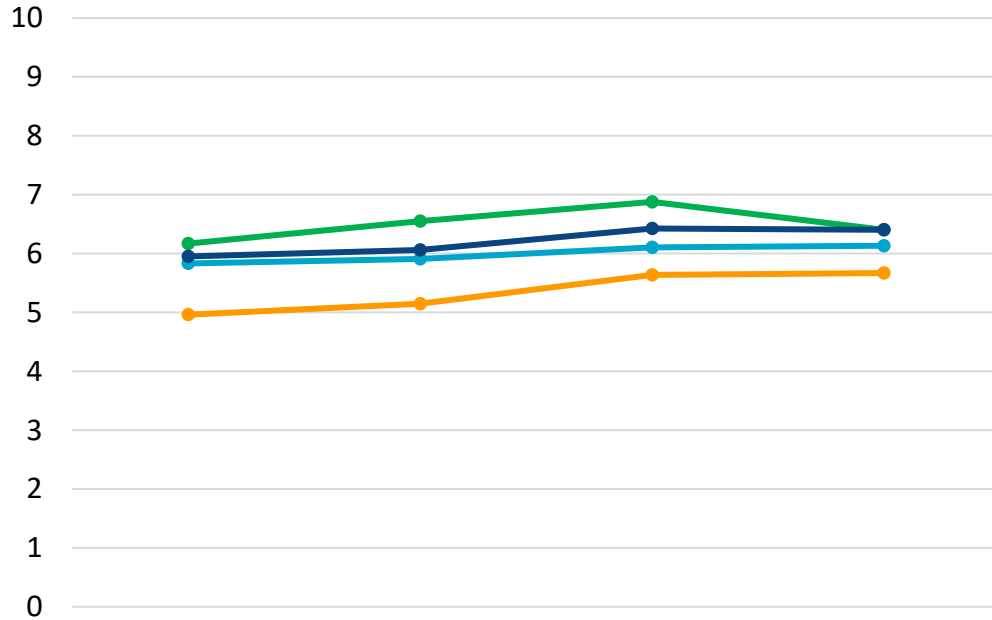
	2021	2022	2023	2024
<b>Your org</b>	4.30	4.46	5.04	5.18
<b>Best result</b>	4.86	4.88	5.46	5.18
<b>Average result</b>	4.34	4.56	4.86	4.98
<b>Worst result</b>	3.32	3.65	4.20	4.51
<b>Responses</b>	3536	4004	4517	5332

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.

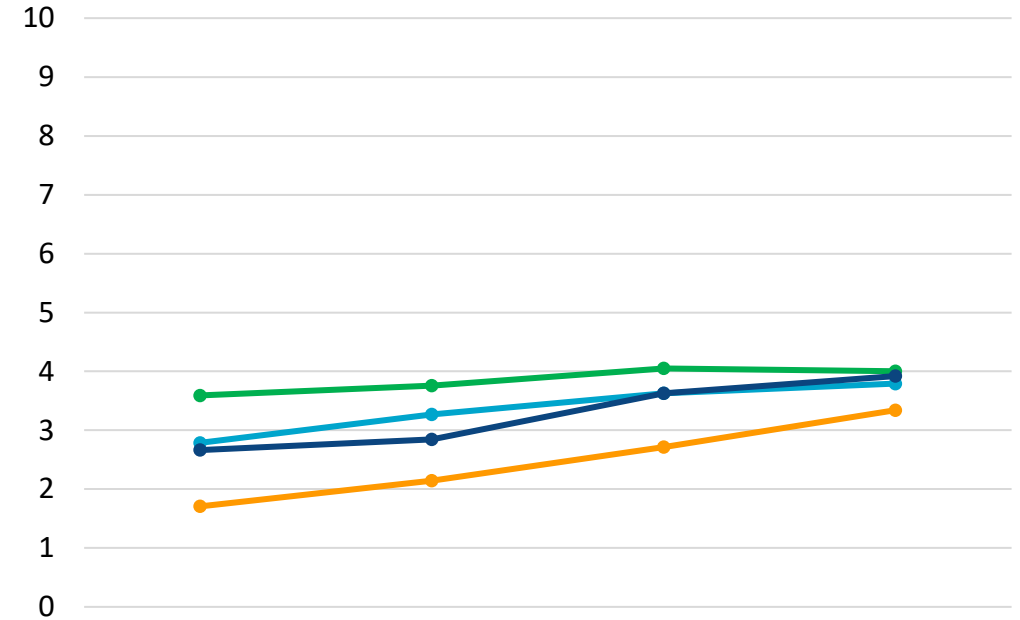


## Promise element 5: We are always learning

Development



Appraisals



	2021	2022	2023	2024
Your org	5.95	6.06	6.43	6.40
Best result	6.17	6.55	6.88	6.40
Average result	5.83	5.91	6.10	6.13
Worst result	4.96	5.15	5.64	5.67
Responses	3984	4388	5172	6030

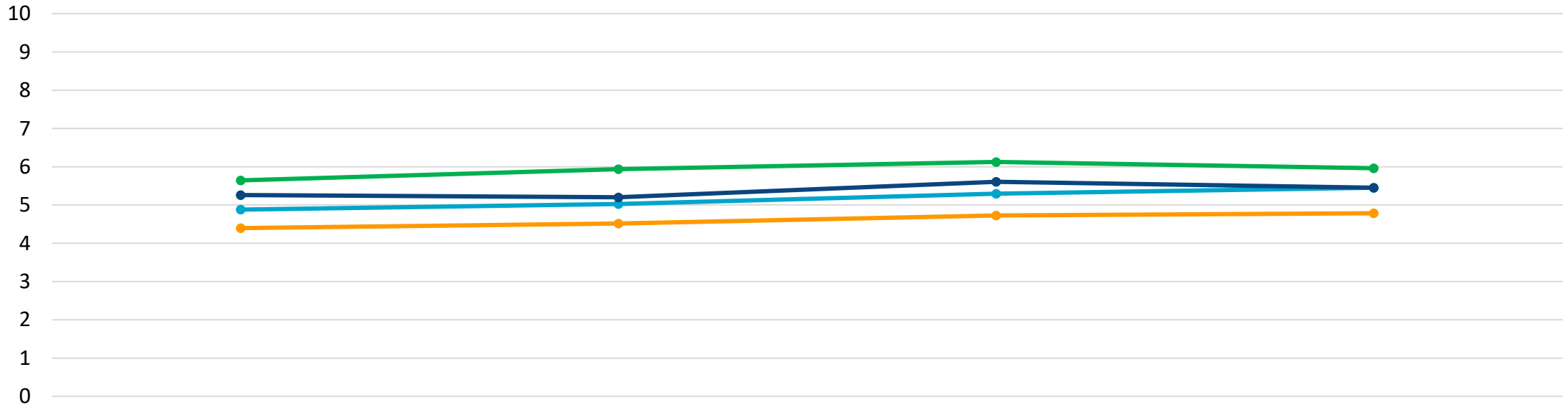
	2021	2022	2023	2024
Your org	2.66	2.84	3.63	3.92
Best result	3.59	3.76	4.05	4.00
Average result	2.79	3.27	3.63	3.79
Worst result	1.71	2.15	2.71	3.34
Responses	3551	4007	4520	5333

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



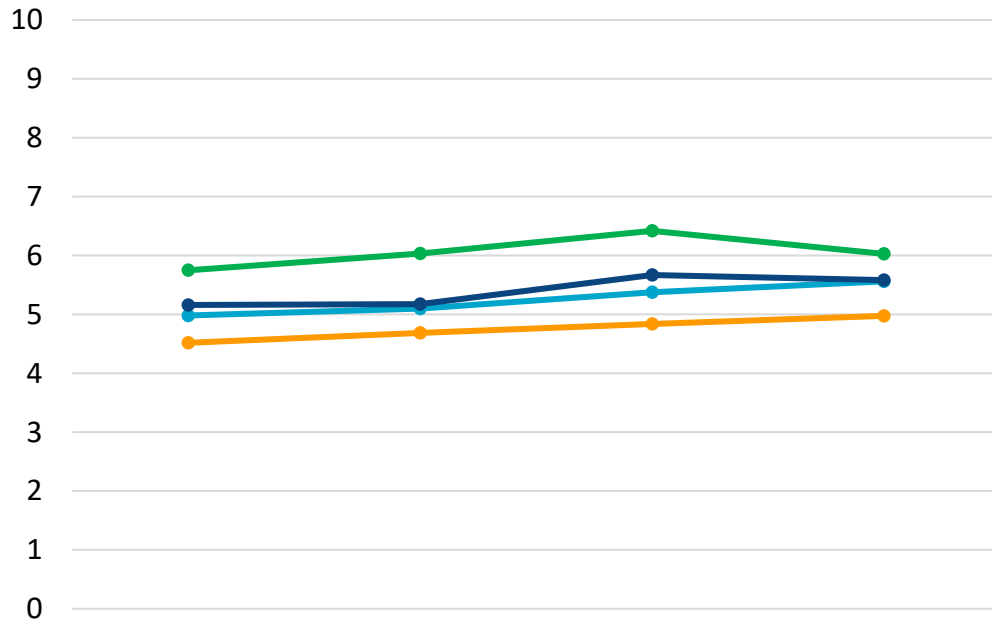
	2021	2022	2023	2024
Your org	5.26	5.20	5.61	5.45
Best result	5.64	5.94	6.13	5.96
Average result	4.88	5.03	5.30	5.45
Worst result	4.40	4.52	4.73	4.78
Responses	4045	4381	5142	6011

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.

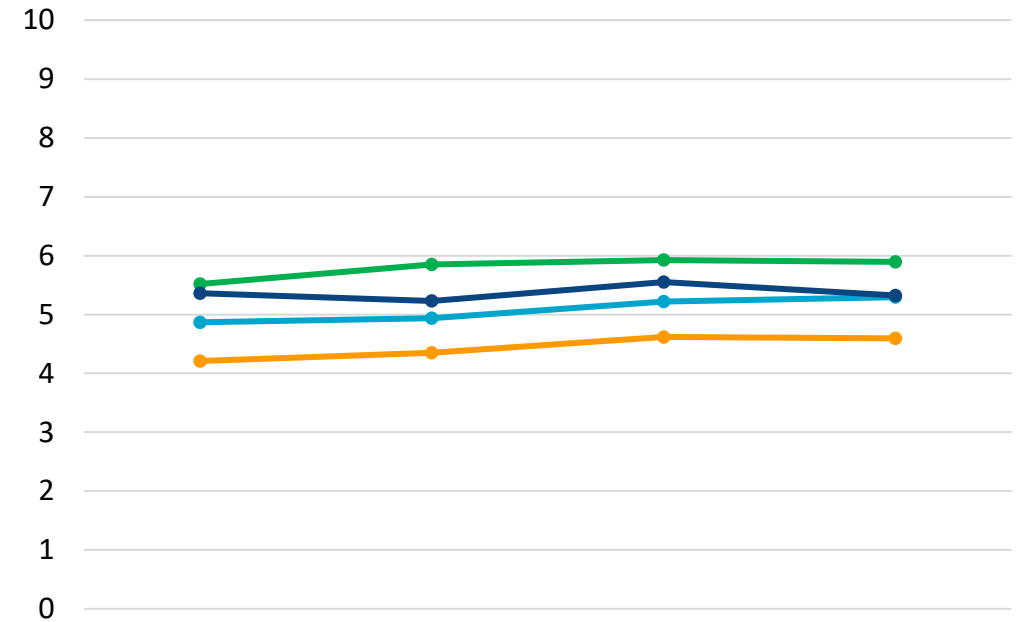


## Promise element 6: We work flexibly

Support for work-life balance



Flexible working



2021 2022 2023 2024

	2021	2022	2023	2024
Your org	5.16	5.17	5.67	5.58
Best result	5.75	6.03	6.42	6.03
Average result	4.98	5.10	5.37	5.56
Worst result	4.52	4.69	4.84	4.98

Responses 4046 4387 5178 6031

2021 2022 2023 2024

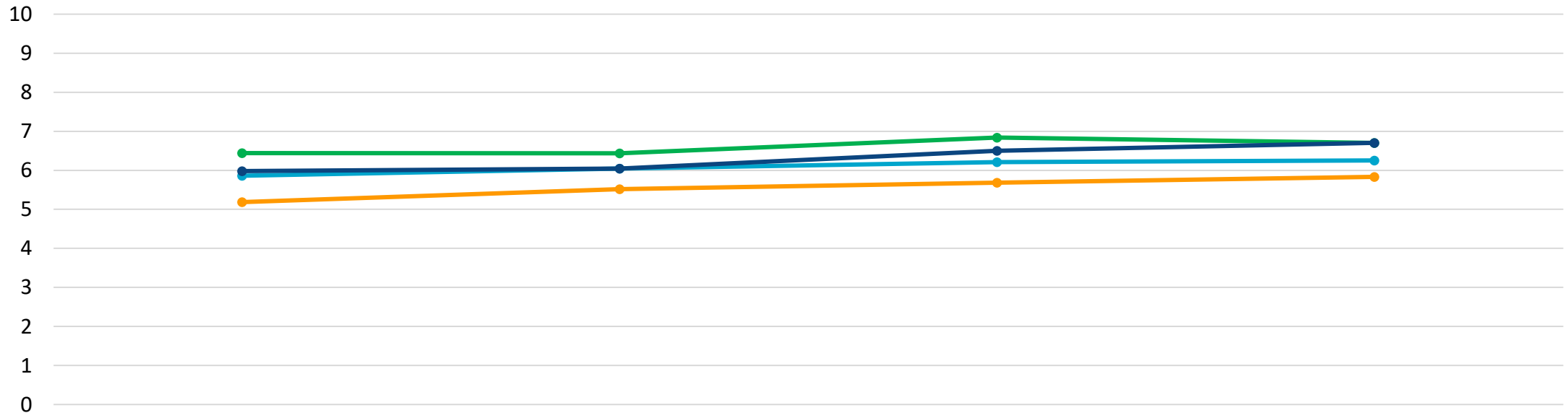
	2021	2022	2023	2024
Your org	5.36	5.23	5.55	5.32
Best result	5.52	5.85	5.92	5.89
Average result	4.87	4.94	5.22	5.29
Worst result	4.21	4.35	4.62	4.59

Responses 4058 4385 5151 6017

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



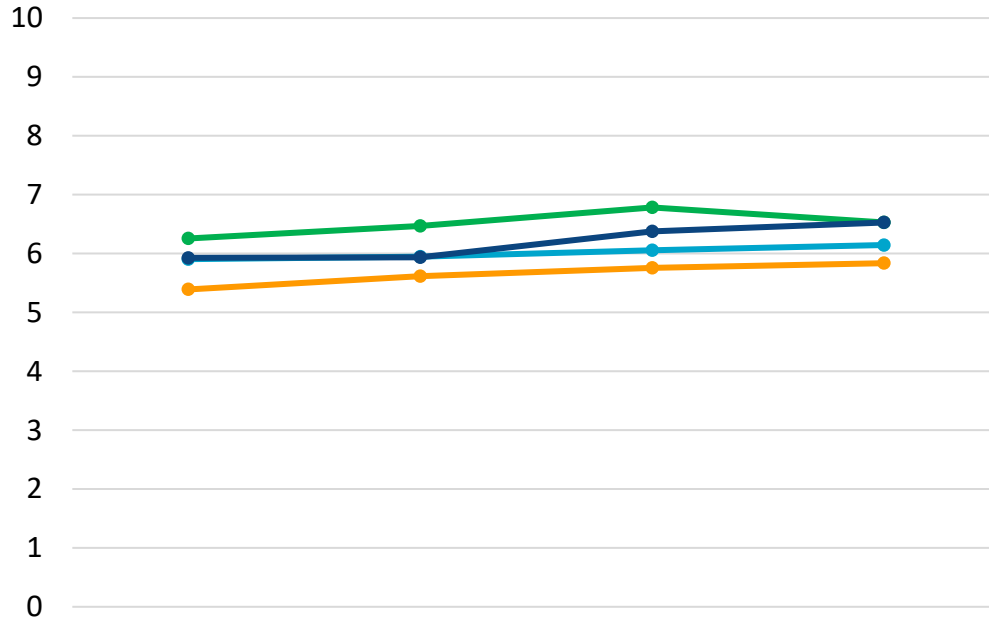
	2021	2022	2023	2024
Your org	5.98	6.05	6.50	6.70
Best result	6.44	6.44	6.84	6.70
Average result	5.86	6.05	6.21	6.25
Worst result	5.19	5.52	5.68	5.83
Responses	4015	4383	5177	6034

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.

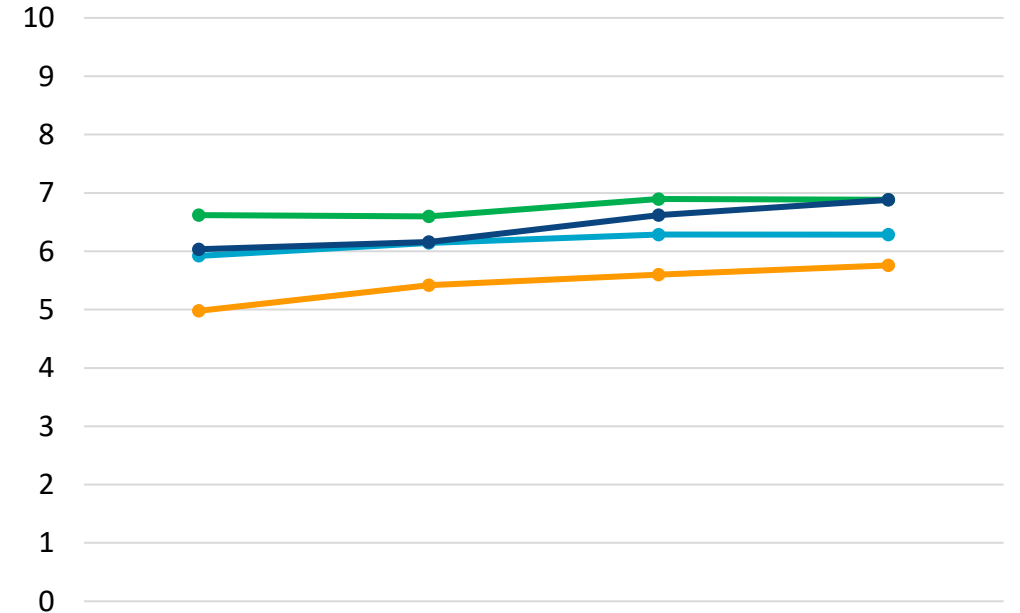


## Promise element 7: We are a team

### Team working



### Line management



	2021	2022	2023	2024
Your org	5.93	5.93	6.38	6.53
Best result	6.26	6.47	6.78	6.53
Average result	5.90	5.95	6.05	6.15
Worst result	5.39	5.62	5.76	5.84
Responses	4032	4388	5178	6036

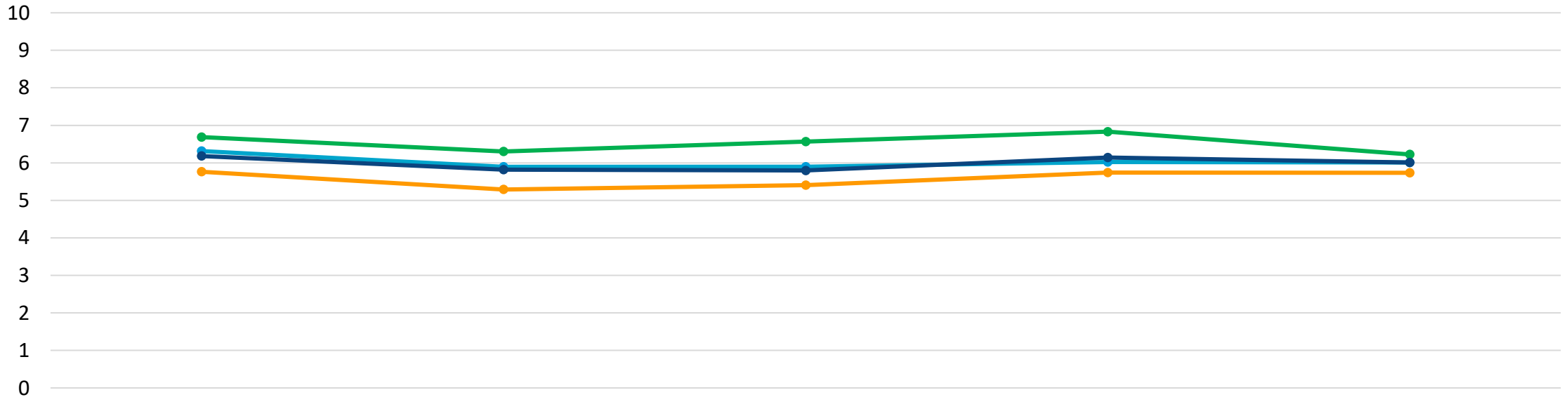
	2021	2022	2023	2024
Your org	6.03	6.16	6.62	6.88
Best result	6.62	6.60	6.90	6.88
Average result	5.92	6.14	6.29	6.28
Worst result	4.98	5.42	5.60	5.76
Responses	4016	4385	5183	6039

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	6.18	5.82	5.80	6.14	6.01
Best result	6.69	6.30	6.57	6.83	6.22
Average result	6.31	5.89	5.90	6.02	6.01
Worst result	5.76	5.29	5.41	5.74	5.73
Responses	4389	4061	4390	5180	6036





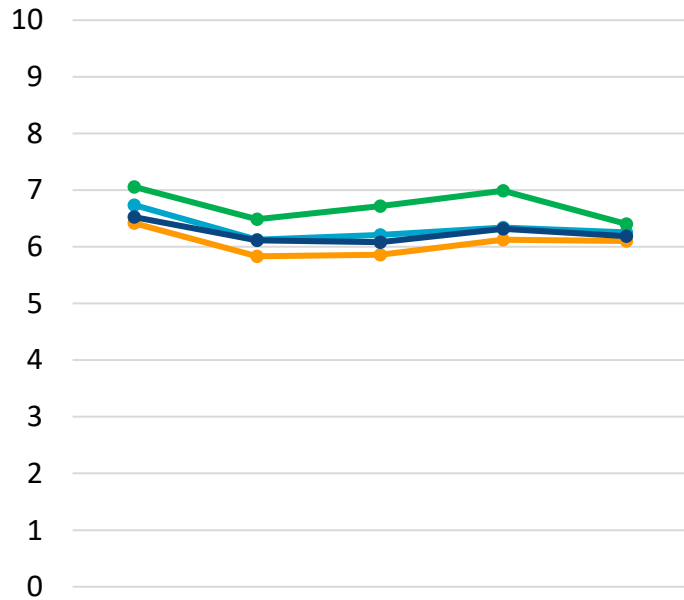
# People Promise elements, themes and sub-scores: Sub-score trends

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

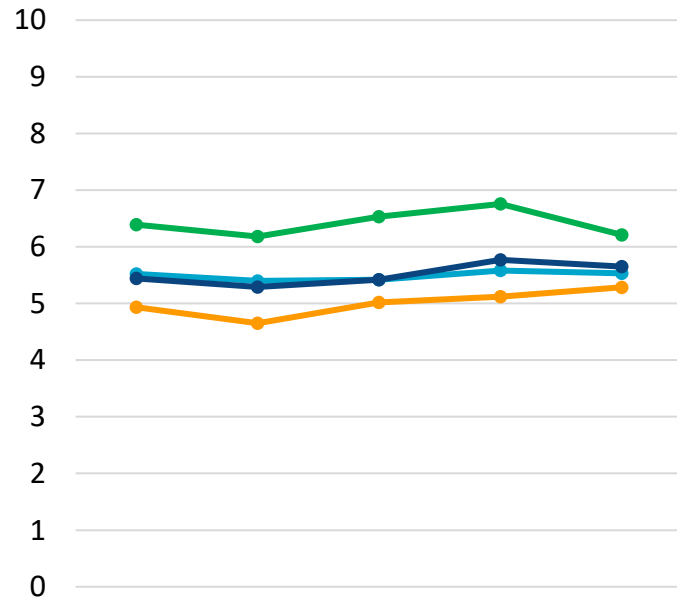
### Motivation



2020 2021 2022 2023 2024

Your org	6.52	6.12	6.08	6.32	6.19
Best result	7.06	6.48	6.72	6.99	6.40
Average result	6.74	6.12	6.21	6.34	6.25
Worst result	6.42	5.83	5.86	6.12	6.10
Responses	4405	4073	4367	5145	6004

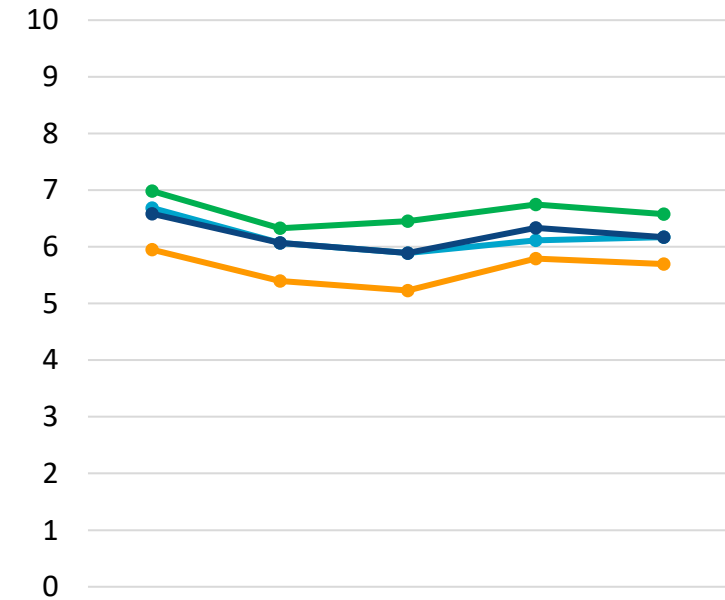
### Involvement



2020 2021 2022 2023 2024

Your org	5.44	5.29	5.42	5.77	5.65
Best result	6.39	6.18	6.53	6.76	6.21
Average result	5.52	5.40	5.42	5.58	5.53
Worst result	4.93	4.65	5.02	5.12	5.29
Responses	4390	4062	4388	5182	6035

### Advocacy



2020 2021 2022 2023 2024

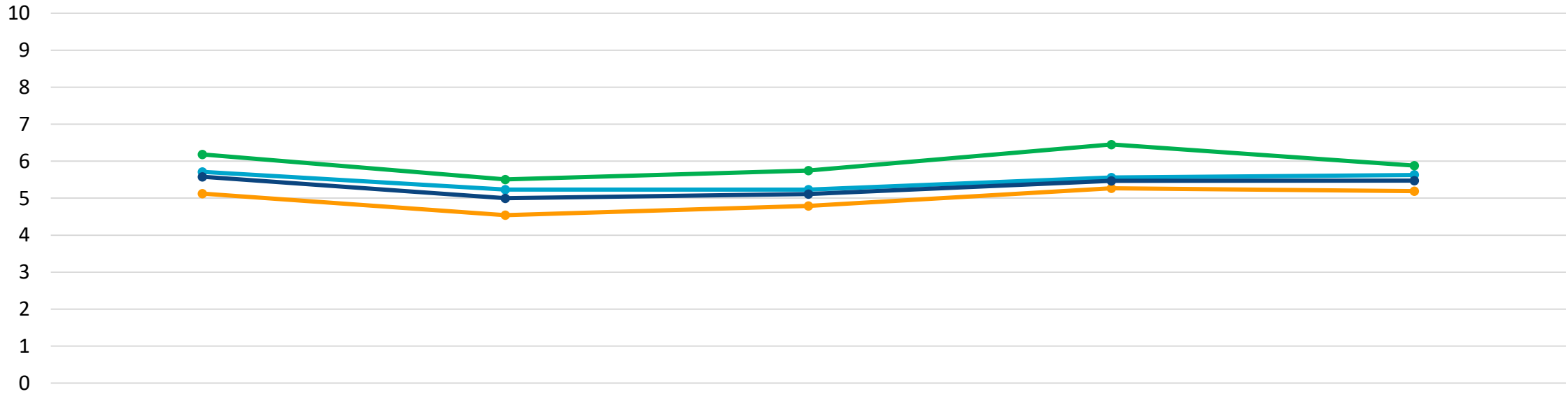
Your org	6.58	6.07	5.89	6.33	6.17
Best result	6.99	6.33	6.45	6.75	6.58
Average result	6.69	6.07	5.89	6.11	6.17
Worst result	5.95	5.40	5.23	5.79	5.70
Responses	4329	3973	4385	5172	6022

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	5.58	5.00	5.11	5.47	5.48
Best result	6.18	5.51	5.75	6.45	5.88
Average result	5.71	5.23	5.23	5.56	5.63
Worst result	5.13	4.54	4.79	5.27	5.19
Responses	4377	4054	4390	5184	6036

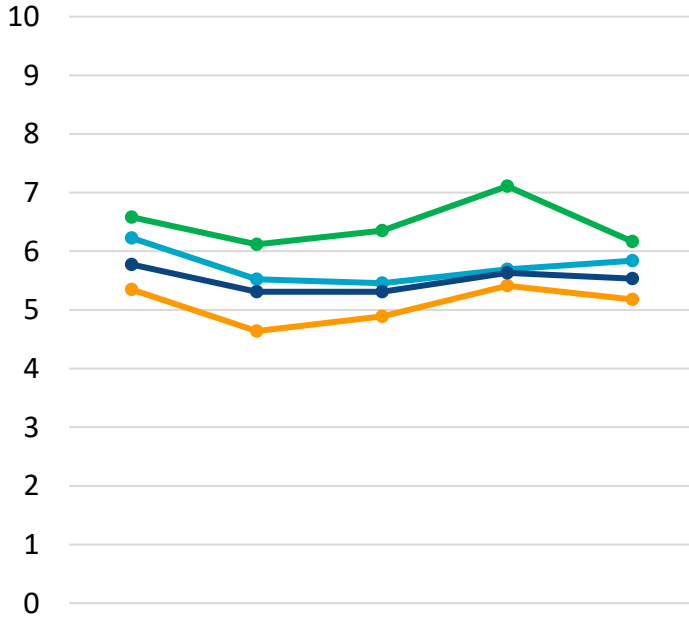
# People Promise elements, themes and sub-scores: Sub-score trends

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



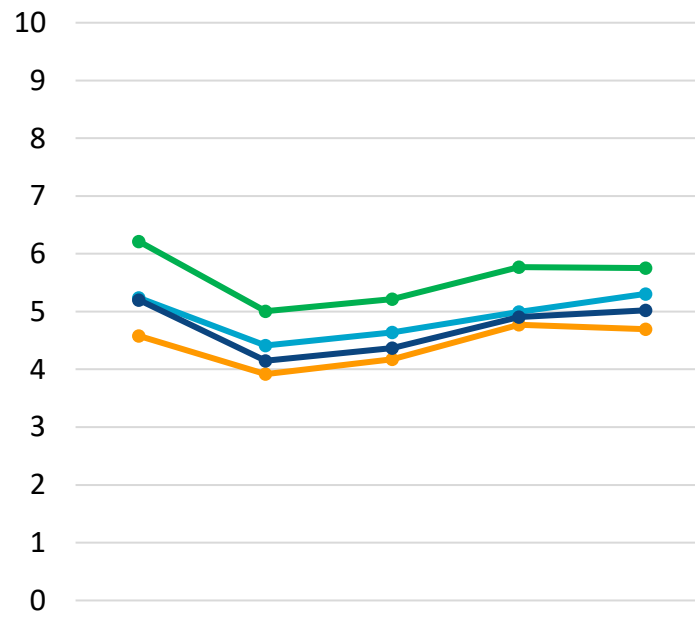
## Theme: Morale

Thinking about leaving



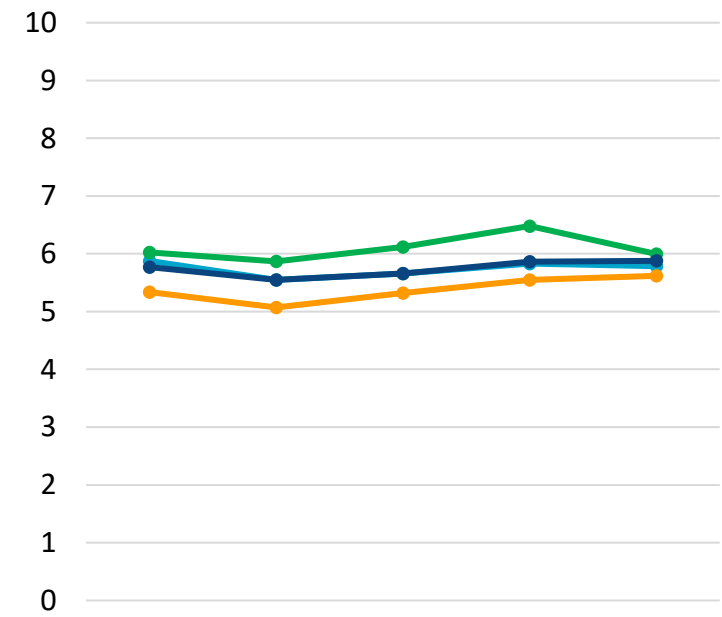
	2020	2021	2022	2023	2024
Your org	5.77	5.31	5.31	5.63	5.53
Best result	6.58	6.12	6.35	7.11	6.16
Average result	6.23	5.52	5.45	5.69	5.84
Worst result	5.35	4.64	4.89	5.41	5.18
Responses	4320	3955	4377	5183	6026

Work pressure



	2020	2021	2022	2023	2024
Your org	5.20	4.15	4.37	4.91	5.02
Best result	6.21	5.01	5.22	5.77	5.76
Average result	5.24	4.41	4.64	4.99	5.31
Worst result	4.58	3.92	4.17	4.77	4.69
Responses	4390	4060	4388	5182	6033

Stressors



	2020	2021	2022	2023	2024
Your org	5.77	5.55	5.66	5.86	5.88
Best result	6.02	5.87	6.12	6.48	6.00
Average result	5.88	5.55	5.66	5.83	5.79
Worst result	5.34	5.07	5.32	5.55	5.62
Responses	4376	4048	4381	5174	6030

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

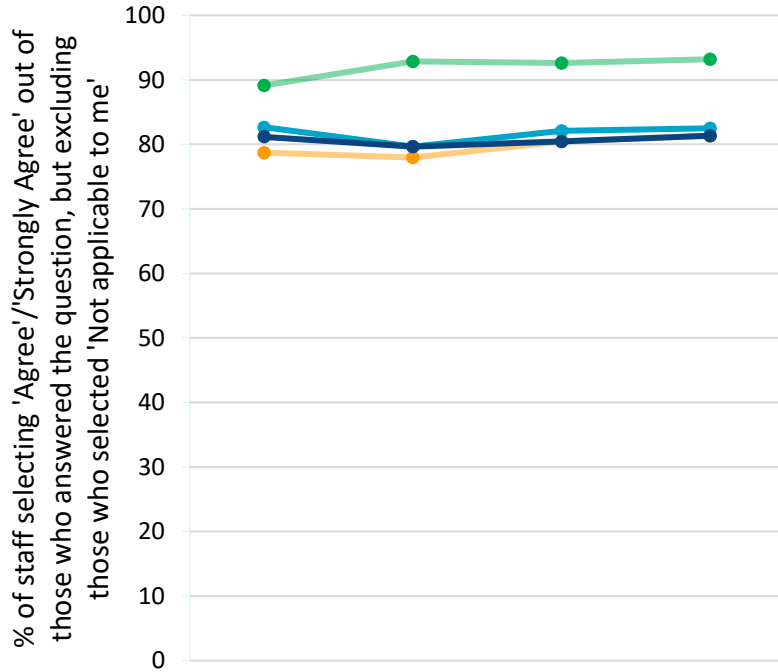
Diversity and equality – Q15, Q16a, Q16b, Q21

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.

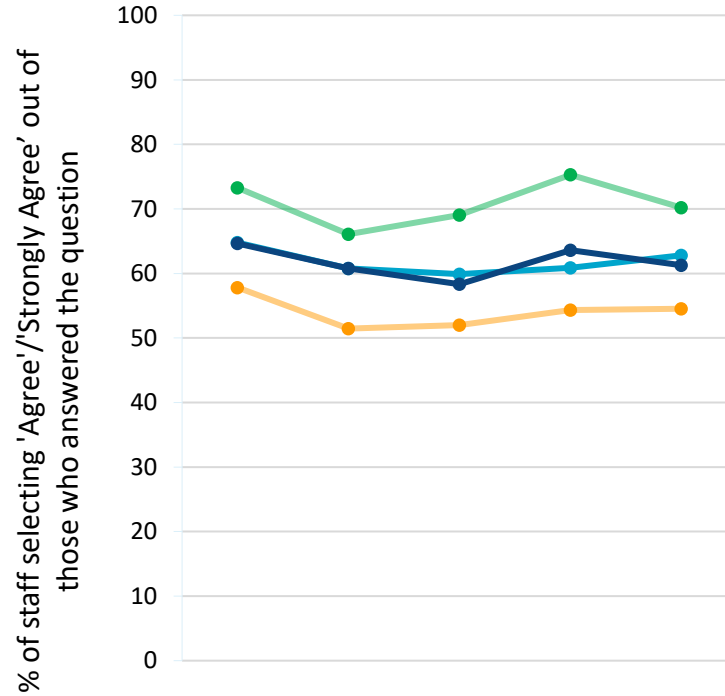


Q6a I feel that my role makes a difference to patients / service users.



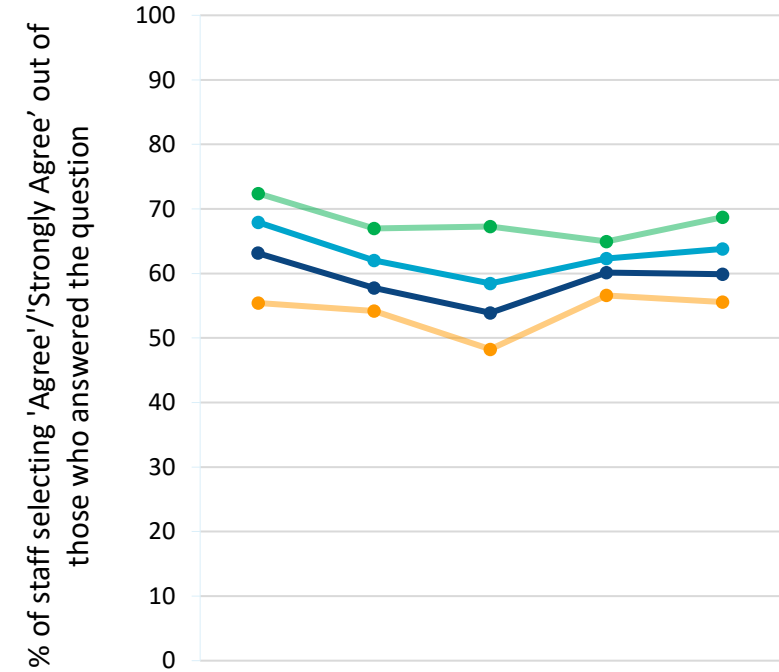
	2021	2022	2023	2024
<b>Your org</b>	81.18%	79.65%	80.46%	81.35%
<b>Best result</b>	89.12%	92.88%	92.62%	93.19%
<b>Average result</b>	82.66%	79.65%	82.12%	82.51%
<b>Worst result</b>	78.72%	77.96%	80.46%	81.35%
Responses	3945	4263	5027	5867

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



	2020	2021	2022	2023	2024
<b>Your org</b>	64.64%	60.80%	58.33%	63.61%	61.27%
<b>Best result</b>	73.30%	66.08%	69.07%	75.29%	70.18%
<b>Average result</b>	64.77%	60.80%	59.90%	60.89%	62.83%
<b>Worst result</b>	57.82%	51.46%	51.99%	54.31%	54.54%
Responses	4329	3970	4382	5165	6019

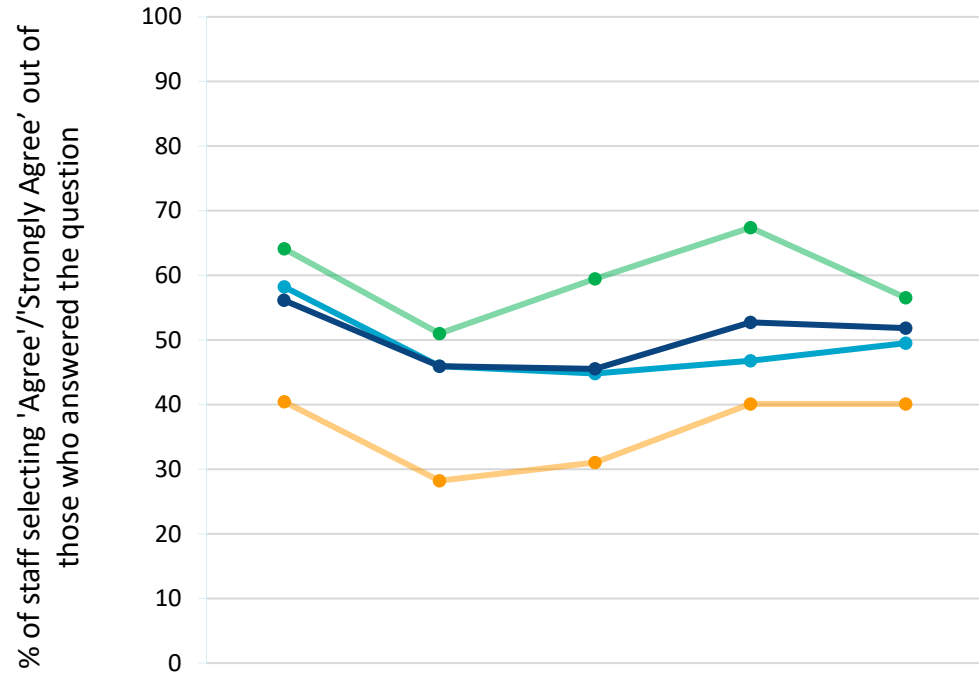
Q25b My organisation acts on concerns raised by patients / service users.



	2020	2021	2022	2023	2024
<b>Your org</b>	63.13%	57.74%	53.90%	60.13%	59.90%
<b>Best result</b>	72.40%	66.96%	67.25%	64.96%	68.73%
<b>Average result</b>	67.93%	62.03%	58.45%	62.32%	63.80%
<b>Worst result</b>	55.44%	54.17%	48.26%	56.59%	55.57%
Responses	4321	3967	4374	5165	6013

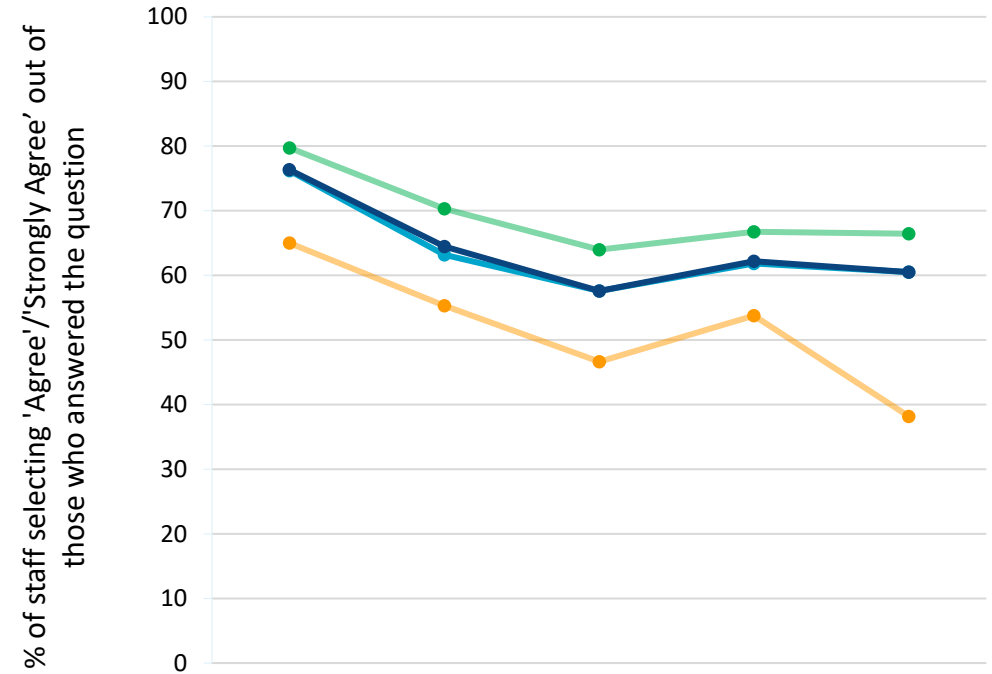


Q25c I would recommend my organisation as a place to work.



	2020	2021	2022	2023	2024
Your org	56.13%	45.94%	45.53%	52.74%	51.83%
Best result	64.13%	51.00%	59.49%	67.39%	56.52%
Average result	58.22%	45.94%	44.81%	46.78%	49.53%
Worst result	40.45%	28.22%	31.05%	40.10%	40.10%
Responses	4324	3971	4380	5169	6017

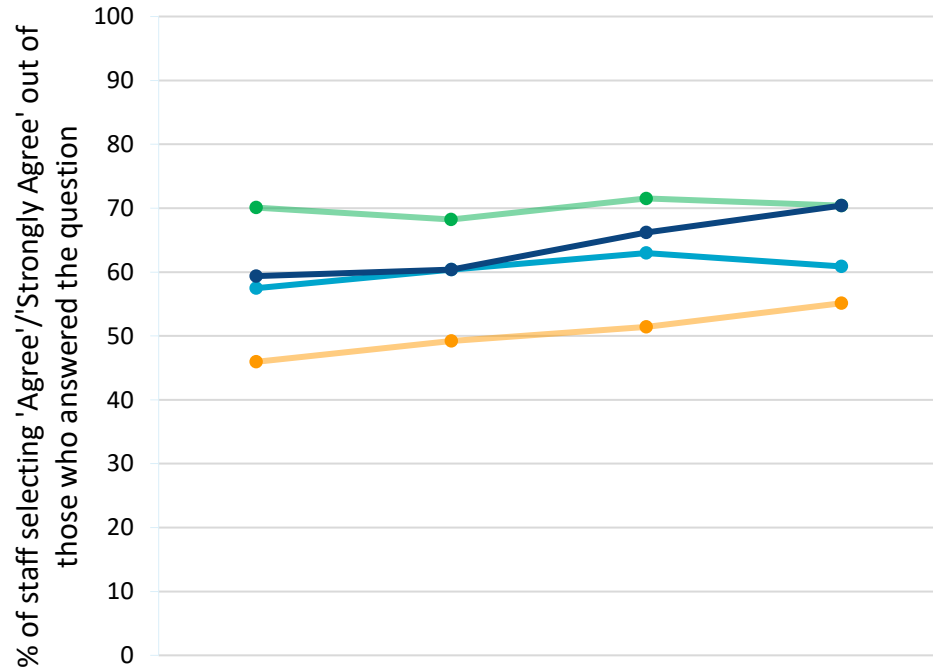
Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2020	2021	2022	2023	2024
Your org	76.34%	64.47%	57.59%	62.20%	60.50%
Best result	79.73%	70.31%	63.98%	66.74%	66.43%
Average result	76.20%	63.18%	57.59%	61.85%	60.50%
Worst result	65.00%	55.30%	46.66%	53.77%	38.17%
Responses	4326	3969	4381	5165	6018

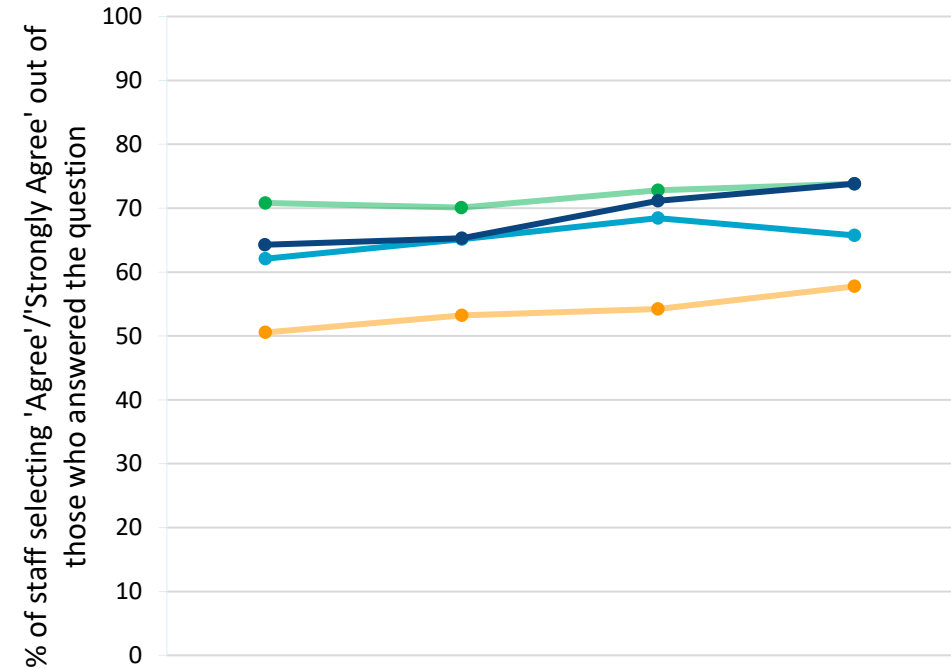


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	59.37%	60.39%	66.17%	70.40%
Best result	70.09%	68.23%	71.52%	70.40%
Average result	57.47%	60.39%	62.97%	60.89%
Worst result	45.95%	49.20%	51.39%	55.12%
Responses	4008	4379	5176	6028

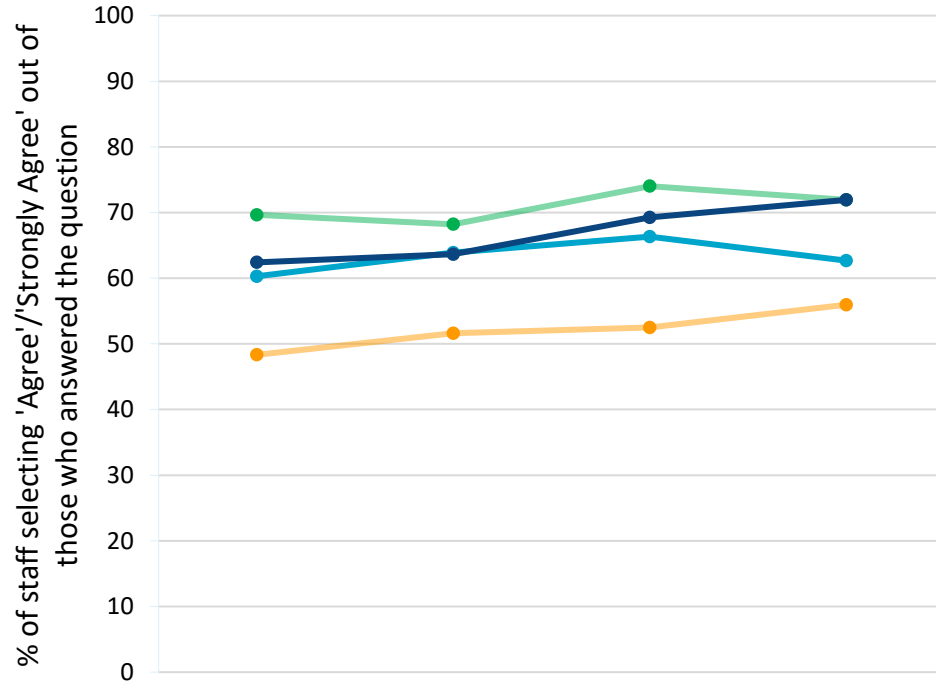
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	64.28%	65.28%	71.17%	73.82%
Best result	70.82%	70.09%	72.79%	73.82%
Average result	62.08%	65.12%	68.44%	65.75%
Worst result	50.54%	53.21%	54.20%	57.75%
Responses	4010	4381	5176	6038

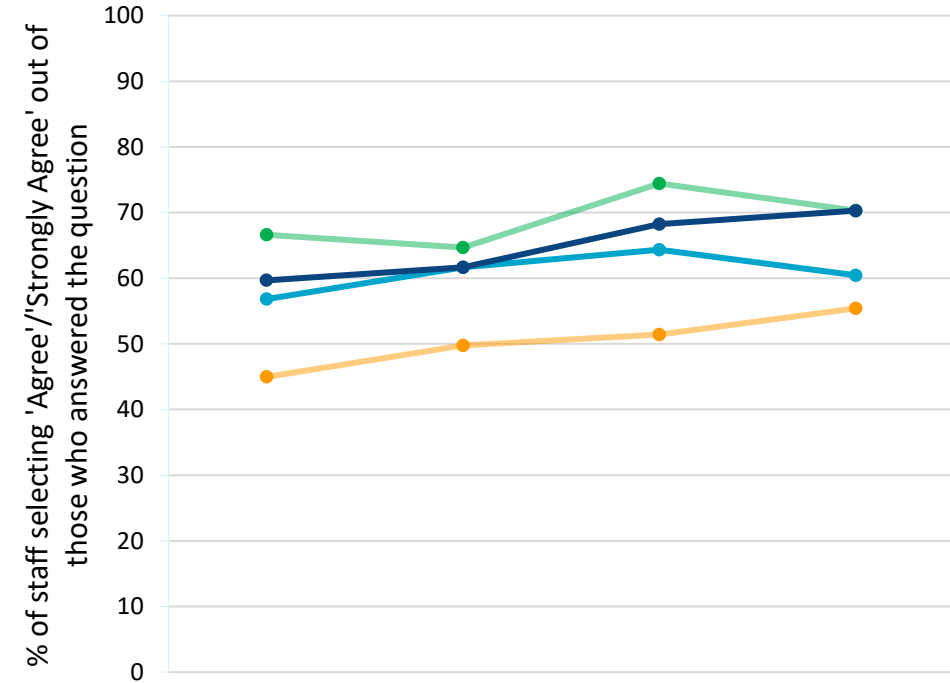


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	62.41%	63.68%	69.25%	71.93%
Best result	69.66%	68.21%	74.02%	71.93%
Average result	60.30%	63.93%	66.33%	62.68%
Worst result	48.33%	51.64%	52.52%	55.96%
Responses	4008	4376	5173	6032

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

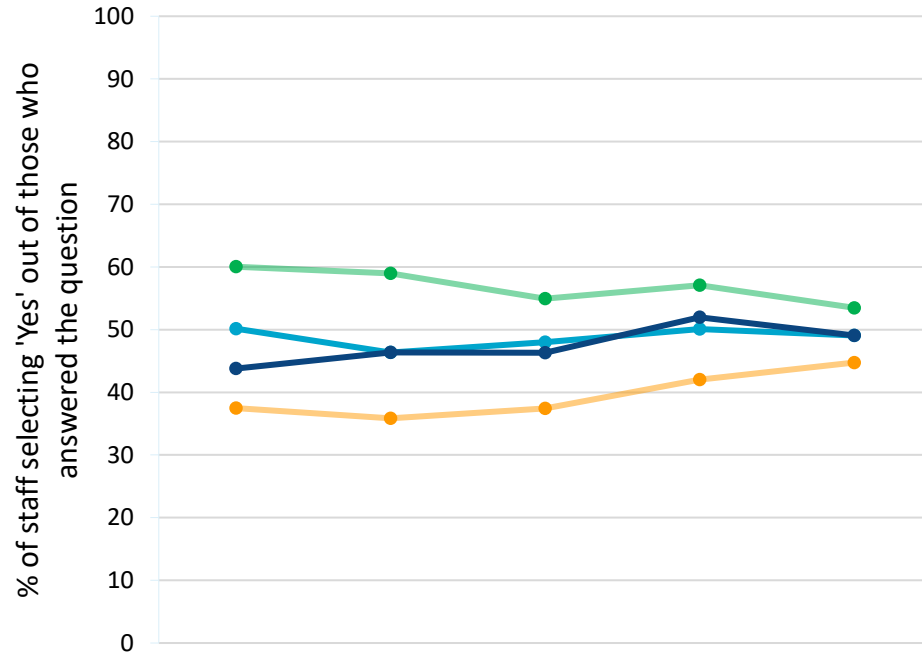


	2021	2022	2023	2024
Your org	59.67%	61.66%	68.25%	70.29%
Best result	66.62%	64.67%	74.43%	70.29%
Average result	56.82%	61.66%	64.34%	60.45%
Worst result	44.97%	49.75%	51.43%	55.41%
Responses	4010	4379	5173	6031



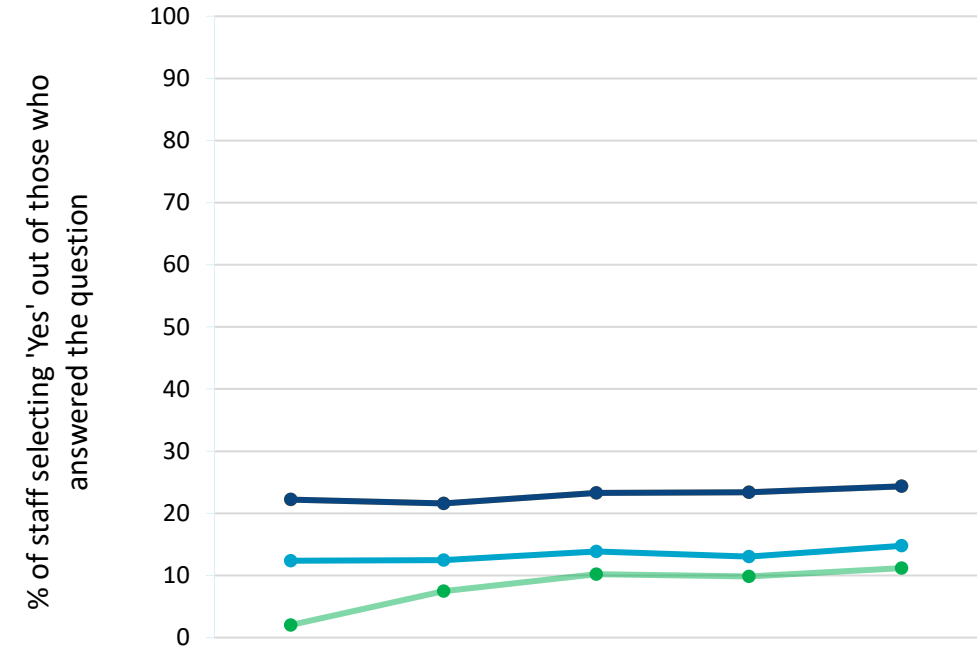


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
<b>Your org</b>	43.79%	46.35%	46.33%	51.97%	49.08%
<b>Best result</b>	60.03%	59.00%	54.92%	57.06%	53.48%
<b>Average result</b>	50.15%	46.35%	48.00%	50.09%	49.08%
<b>Worst result</b>	37.50%	35.85%	37.44%	42.03%	44.75%
Responses	4319	3969	4355	5151	5970

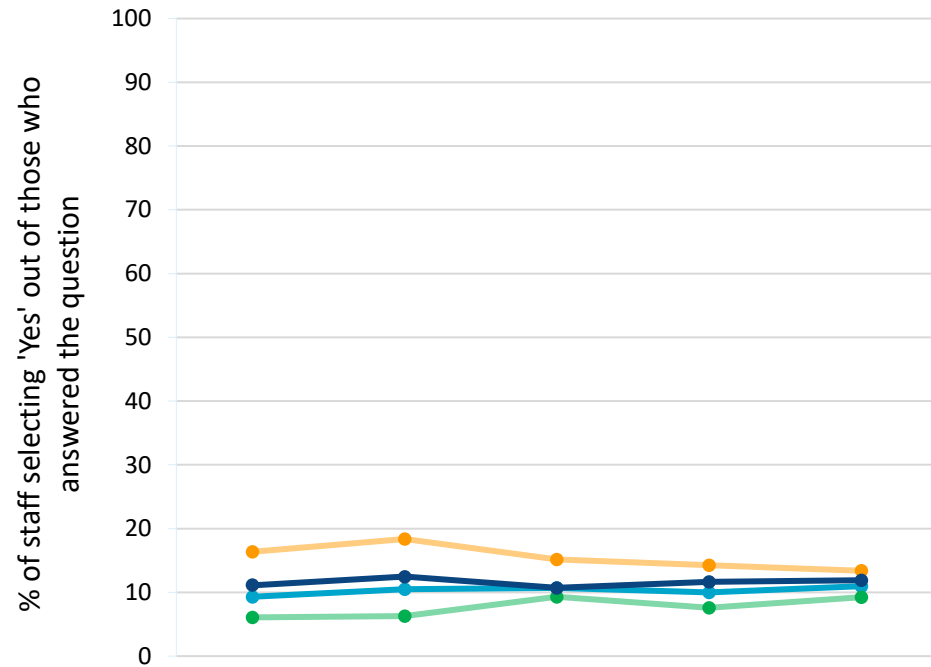
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
<b>Your org</b>	22.22%	21.59%	23.27%	23.38%	24.34%
<b>Best result</b>	2.02%	7.47%	10.18%	9.85%	11.18%
<b>Average result</b>	12.37%	12.46%	13.84%	13.04%	14.77%
<b>Worst result</b>	22.22%	21.59%	23.27%	23.38%	24.34%
Responses	4337	3978	4369	5159	5980

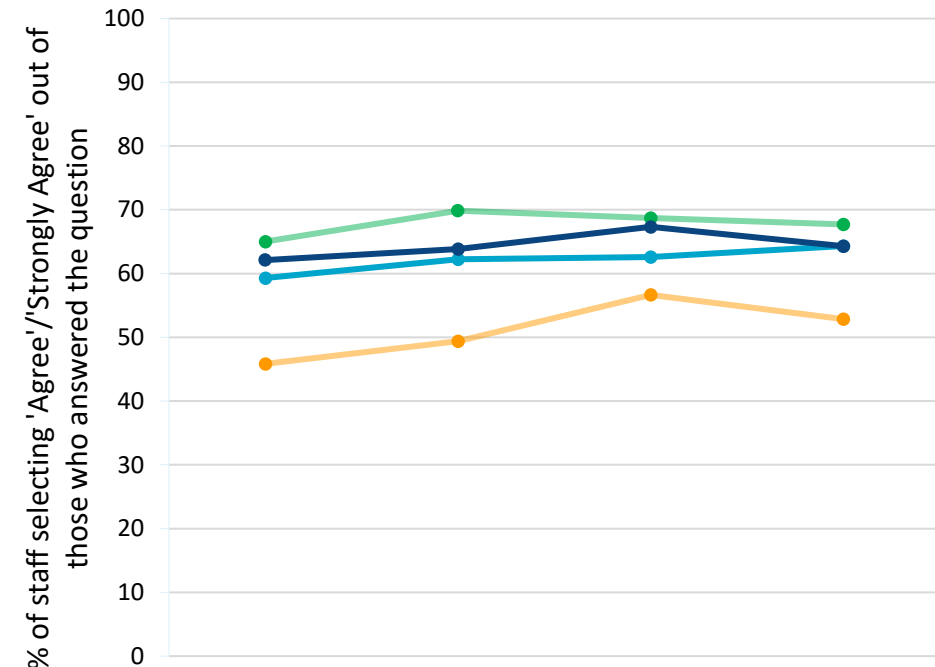


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	11.11%	12.48%	10.71%	11.64%	11.90%
Best result	6.08%	6.26%	9.31%	7.58%	9.24%
Average result	9.31%	10.52%	10.71%	9.99%	10.97%
Worst result	16.37%	18.37%	15.17%	14.25%	13.39%
Responses	4334	3977	4358	5125	5932

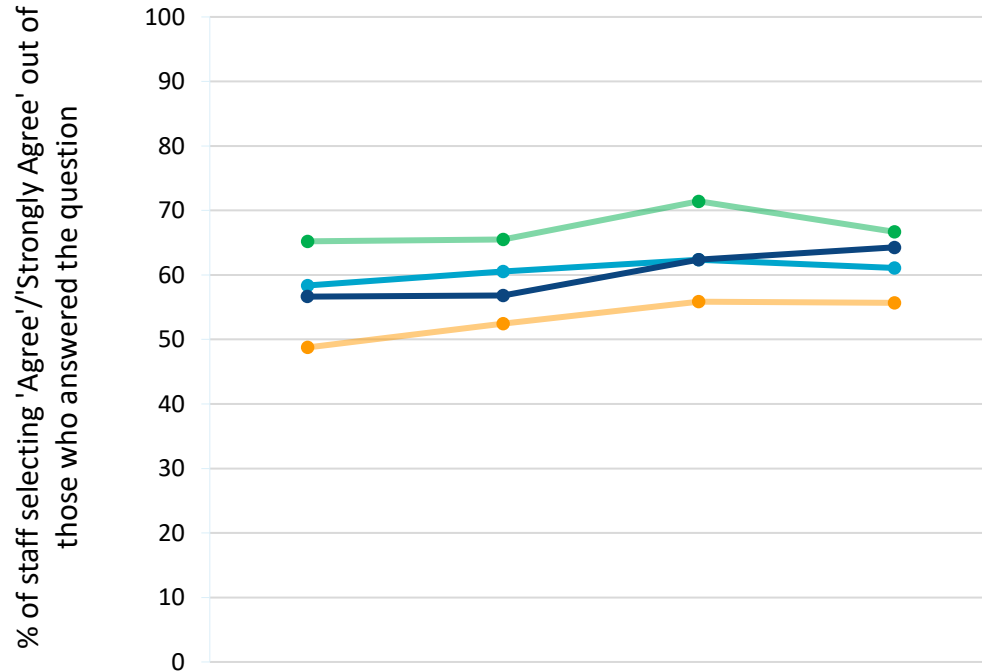
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	62.12%	63.86%	67.34%	64.32%
Best result	65.02%	69.86%	68.74%	67.72%
Average result	59.31%	62.24%	62.58%	64.32%
Worst result	45.85%	49.38%	56.65%	52.86%
Responses	3989	4375	5181	6029

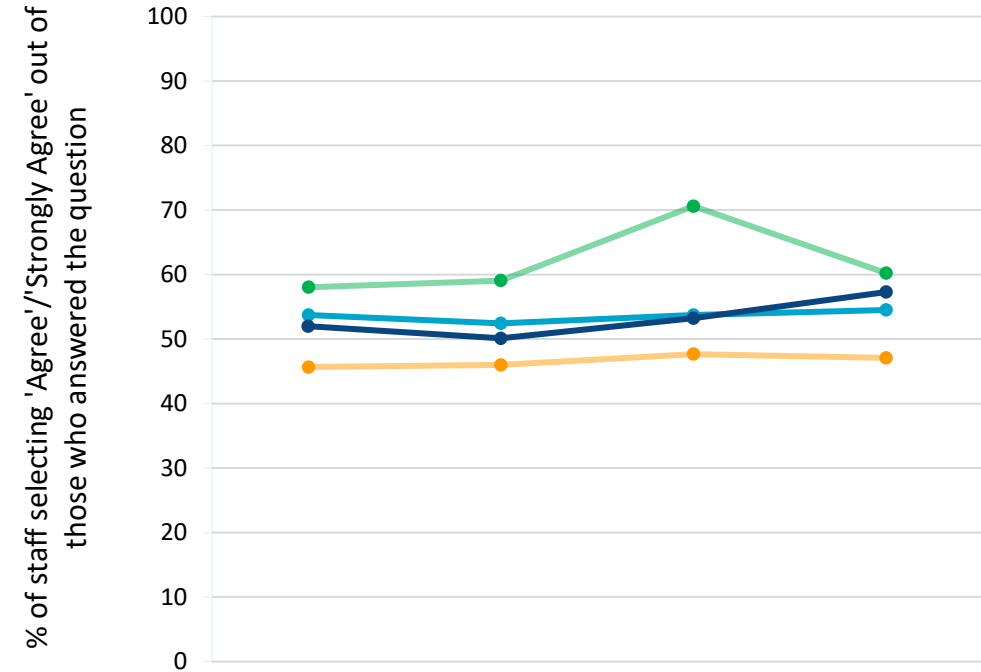


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	56.64%	56.83%	62.35%	64.28%
Best result	65.21%	65.50%	71.43%	66.67%
Average result	58.37%	60.56%	62.35%	61.11%
Worst result	48.76%	52.46%	55.85%	55.67%
Responses	4030	4386	5169	6027

Q7i I feel a strong personal attachment to my team.

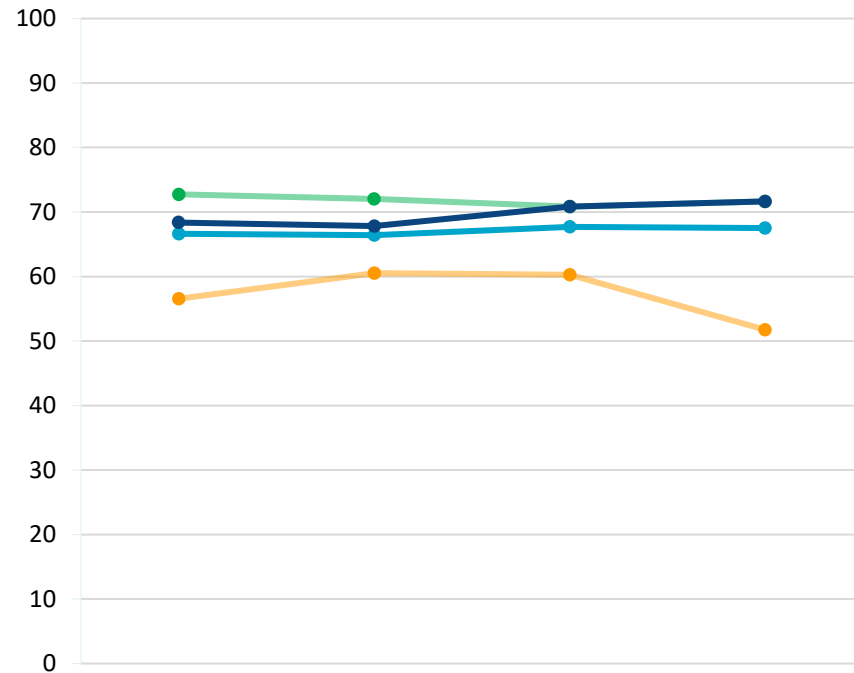


	2021	2022	2023	2024
Your org	51.98%	50.12%	53.22%	57.28%
Best result	58.03%	59.05%	70.61%	60.21%
Average result	53.74%	52.43%	53.74%	54.50%
Worst result	45.67%	45.97%	47.66%	47.07%
Responses	4028	4384	5170	6023



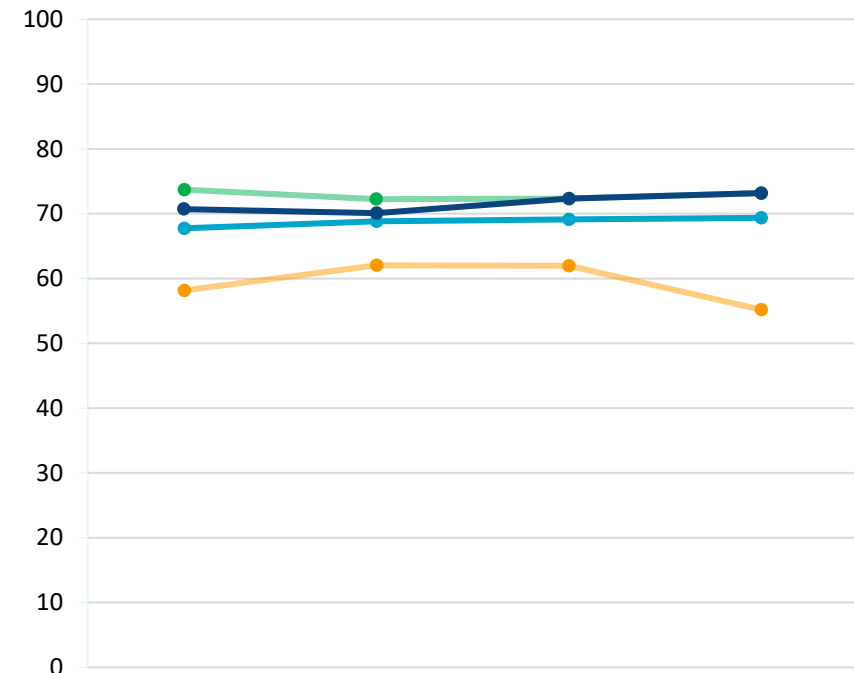
Q8b The people I work with are understanding and kind to one another.

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



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
<b>Your org</b>	68.37%	67.83%	70.85%	71.65%
<b>Best result</b>	72.74%	72.03%	70.85%	71.65%
<b>Average result</b>	66.63%	66.42%	67.70%	67.52%
<b>Worst result</b>	56.55%	60.53%	60.26%	51.75%
Responses	4016	4384	5173	6029

	2021	2022	2023	2024
<b>Your org</b>	70.71%	70.09%	72.35%	73.18%
<b>Best result</b>	73.71%	72.24%	72.35%	73.18%
<b>Average result</b>	67.75%	68.81%	69.11%	69.36%
<b>Worst result</b>	58.14%	62.04%	61.98%	55.19%
Responses	4015	4382	5173	6023

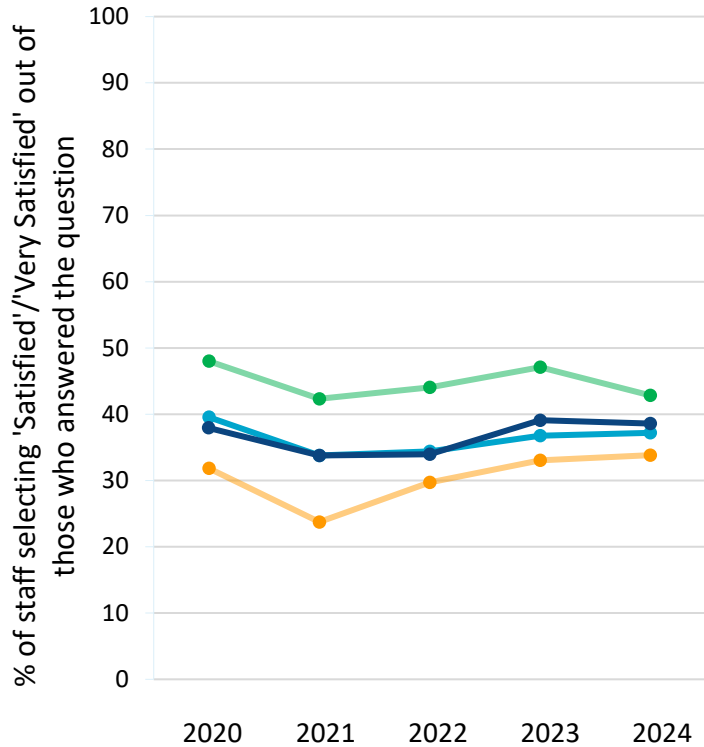
## People Promise element – We are recognised and rewarded



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

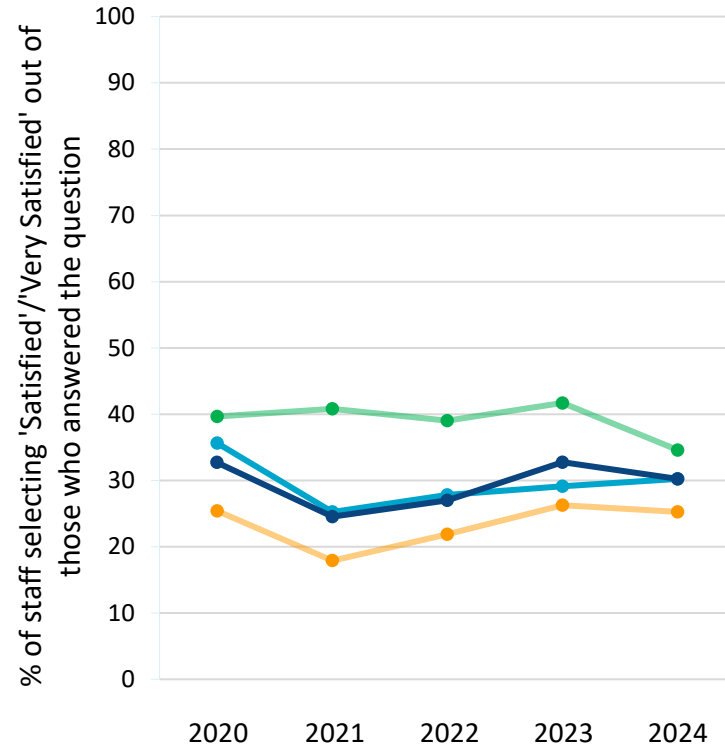


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



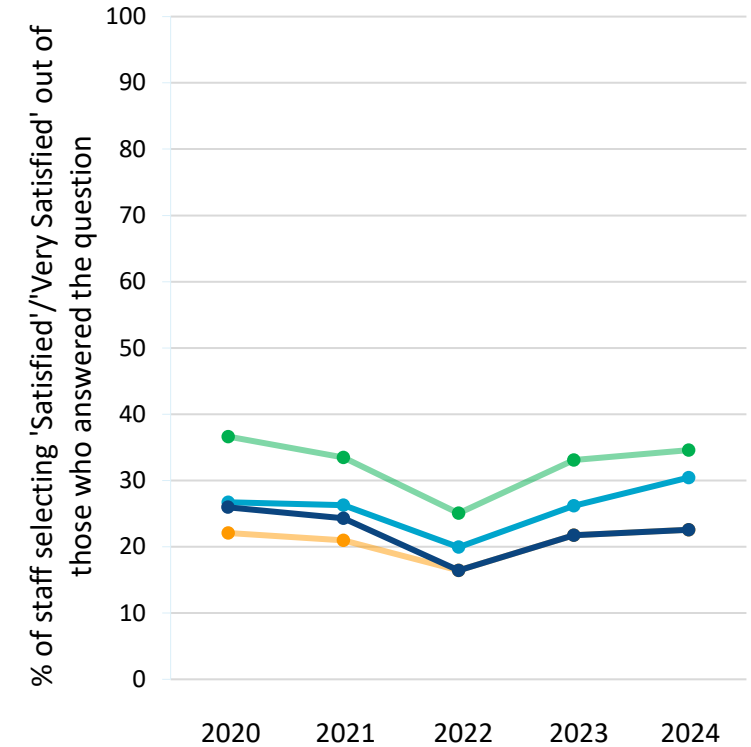
	2020	2021	2022	2023	2024
<b>Your org</b>	37.94%	33.78%	33.95%	39.10%	38.58%
<b>Best result</b>	48.00%	42.33%	44.03%	47.11%	42.85%
<b>Average result</b>	39.55%	33.78%	34.39%	36.74%	37.17%
<b>Worst result</b>	31.84%	23.74%	29.69%	33.05%	33.82%
Responses	4378	4050	4383	5165	6027

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>	32.71%	24.55%	27.01%	32.77%	30.26%
<b>Best result</b>	39.67%	40.80%	39.05%	41.71%	34.60%
<b>Average result</b>	35.64%	25.25%	27.84%	29.12%	30.26%
<b>Worst result</b>	25.43%	17.91%	21.89%	26.27%	25.29%
Responses	4373	4053	4381	5157	6018

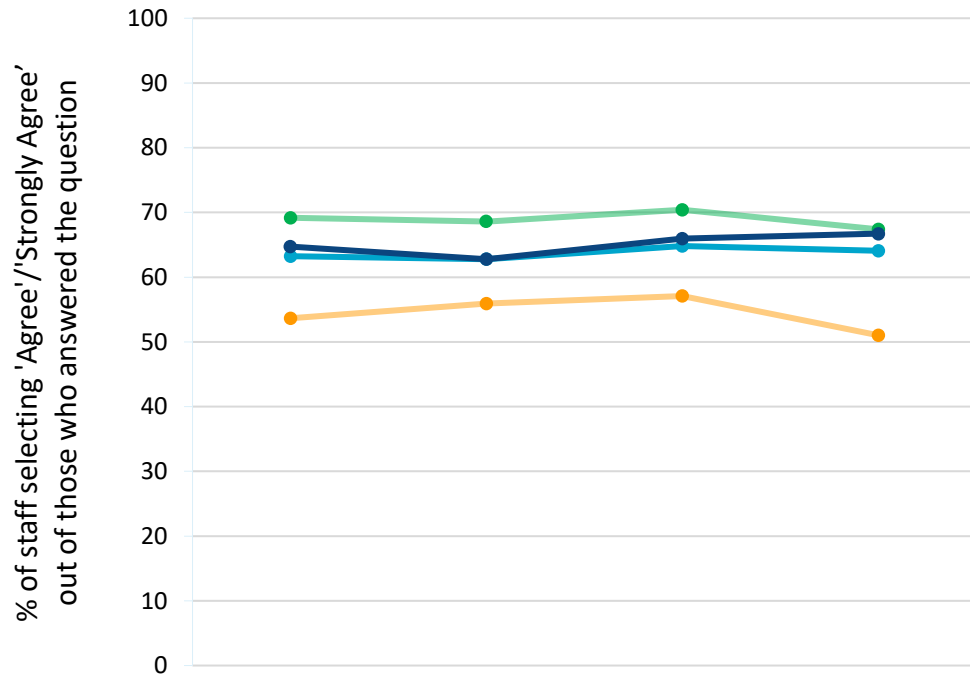
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



	2020	2021	2022	2023	2024
<b>Your org</b>	25.95%	24.30%	16.43%	21.73%	22.58%
<b>Best result</b>	36.63%	33.45%	25.06%	33.10%	34.61%
<b>Average result</b>	26.70%	26.30%	19.94%	26.20%	30.45%
<b>Worst result</b>	22.08%	20.97%	16.43%	21.73%	22.58%
Responses	4374	4051	4386	5170	6019

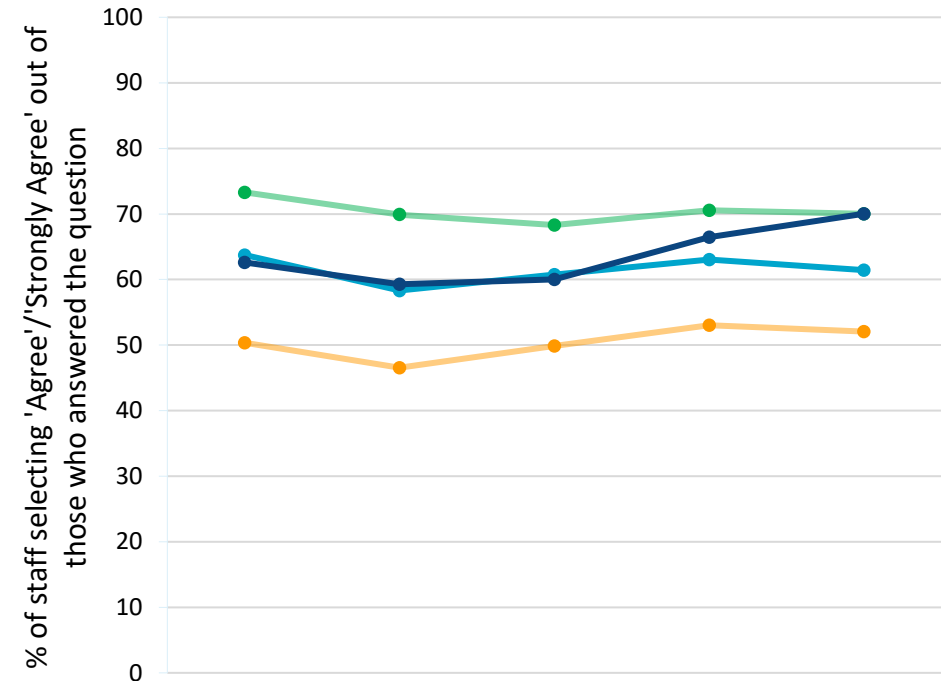


Q8d The people I work with show appreciation to one another.



	2021	2022	2023	2024
<b>Your org</b>	64.71%	62.77%	65.94%	66.72%
<b>Best result</b>	69.18%	68.60%	70.41%	67.39%
<b>Average result</b>	63.25%	62.77%	64.81%	64.09%
<b>Worst result</b>	53.64%	55.92%	57.09%	51.02%
Responses	4012	4382	5168	6019

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	62.59%	59.27%	60.01%	66.47%	70.03%
<b>Best result</b>	73.30%	69.90%	68.31%	70.55%	70.03%
<b>Average result</b>	63.74%	58.33%	60.74%	63.04%	61.45%
<b>Worst result</b>	50.34%	46.55%	49.87%	53.03%	52.08%
Responses	4358	4008	4375	5169	6031

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



### Questions included:

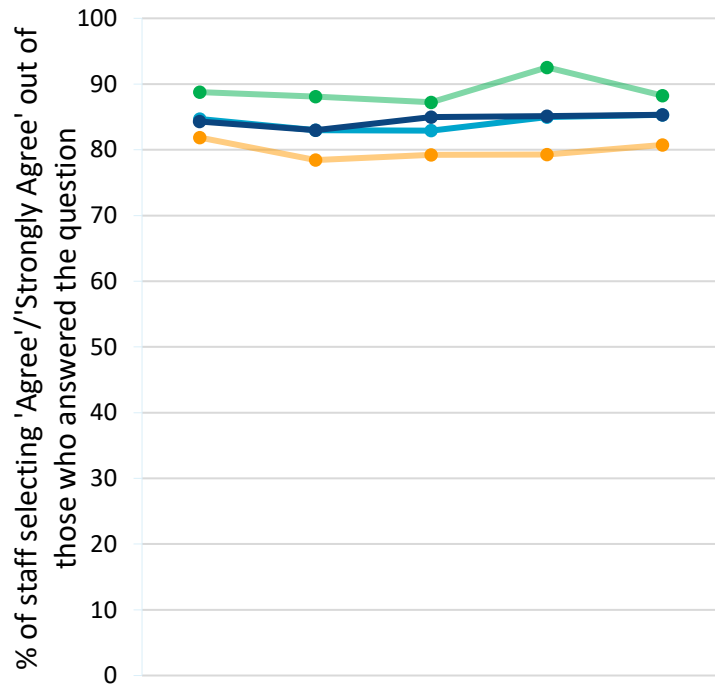
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f



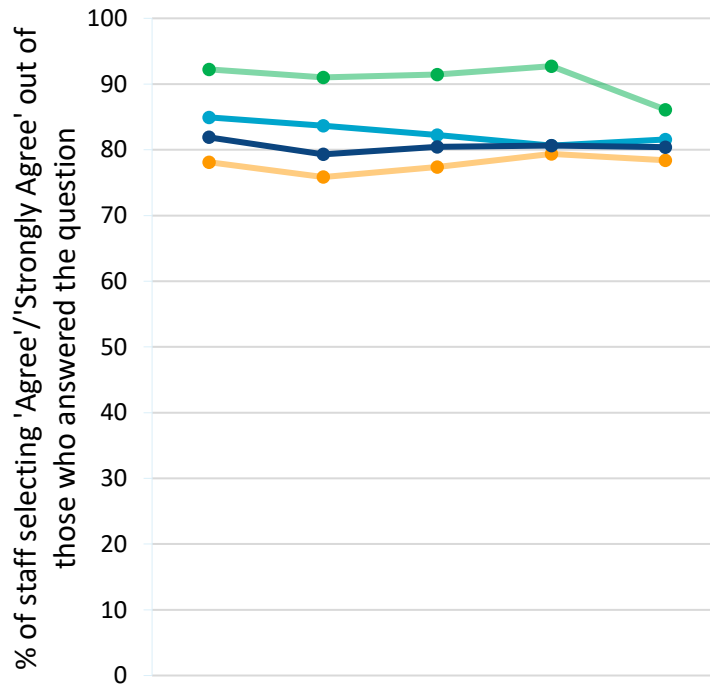


Q3a I always know what my work responsibilities are.



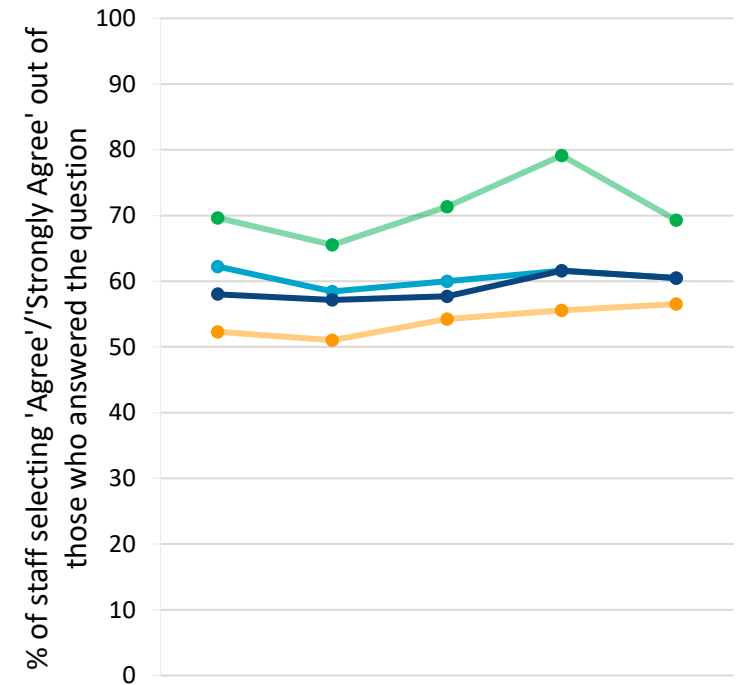
	2020	2021	2022	2023	2024
<b>Your org</b>	84.27%	82.98%	84.95%	85.13%	85.32%
<b>Best result</b>	88.77%	88.08%	87.23%	92.54%	88.23%
<b>Average result</b>	84.70%	82.98%	82.91%	85.00%	85.32%
<b>Worst result</b>	81.86%	78.43%	79.22%	79.28%	80.73%
Responses	4401	4049	4373	5183	6039

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	81.88%	79.30%	80.46%	80.63%	80.40%
<b>Best result</b>	92.24%	90.99%	91.47%	92.72%	86.11%
<b>Average result</b>	84.93%	83.65%	82.26%	80.63%	81.57%
<b>Worst result</b>	78.12%	75.85%	77.39%	79.37%	78.41%
Responses	4402	4054	4384	5174	6027

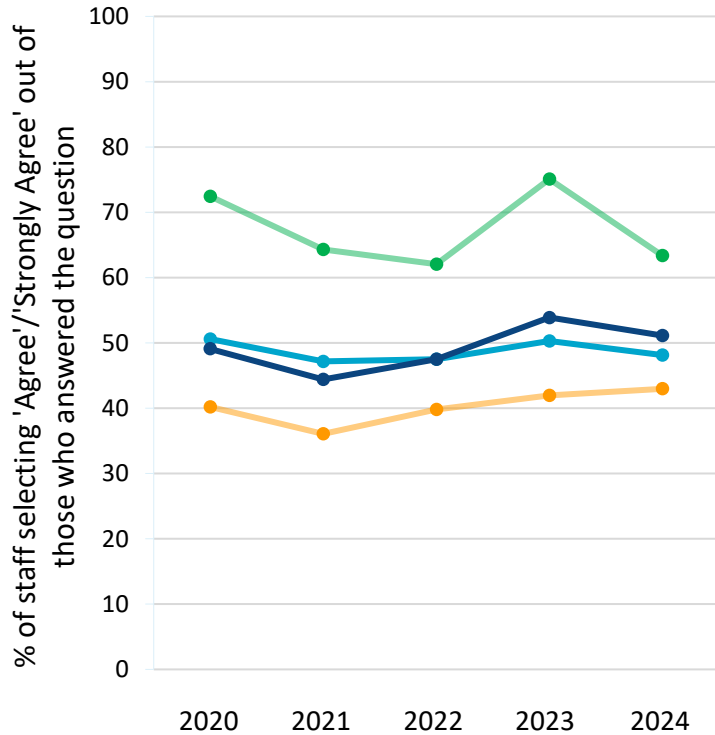
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
<b>Your org</b>	58.01%	57.15%	57.70%	61.60%	60.46%
<b>Best result</b>	69.62%	65.53%	71.36%	79.13%	69.30%
<b>Average result</b>	62.23%	58.44%	59.97%	61.60%	60.46%
<b>Worst result</b>	52.32%	51.02%	54.24%	55.55%	56.52%
Responses	4385	4059	4380	5164	6022

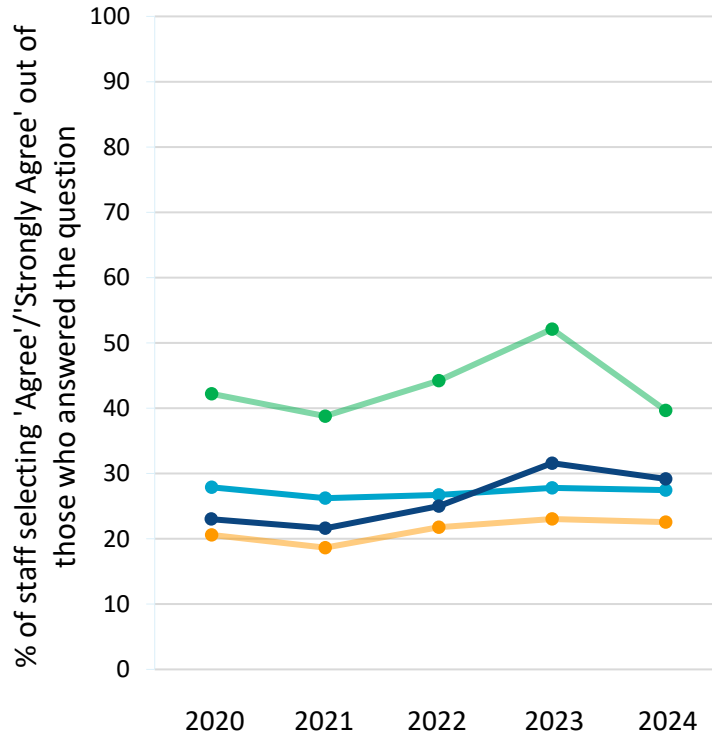


Q3d I am able to make suggestions to improve the work of my team / department.



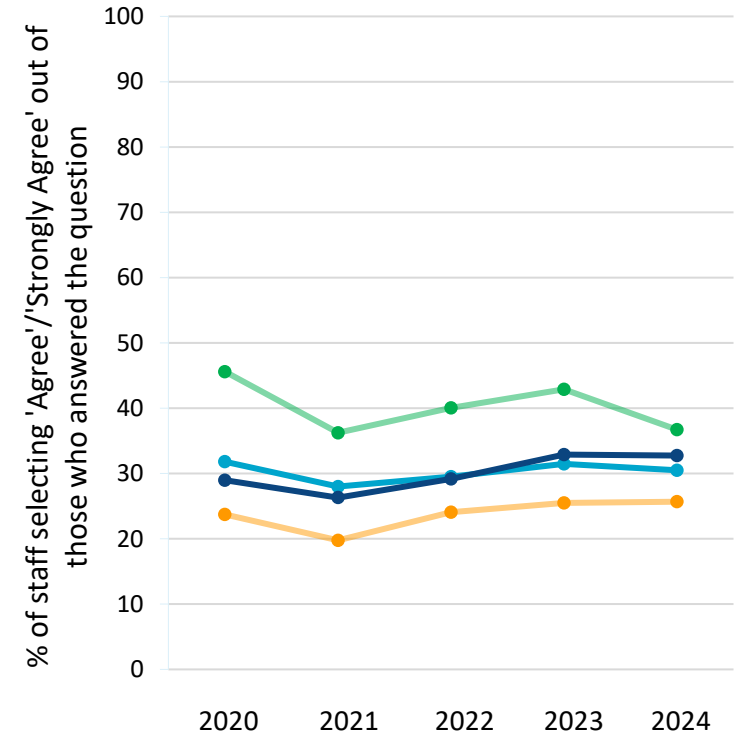
	2020	2021	2022	2023	2024
<b>Your org</b>	49.07%	44.40%	47.48%	53.89%	51.15%
<b>Best result</b>	72.46%	64.33%	62.06%	75.08%	63.37%
<b>Average result</b>	50.59%	47.17%	47.48%	50.28%	48.15%
<b>Worst result</b>	40.20%	36.07%	39.79%	41.95%	42.97%
Responses	4386	4059	4389	5178	6031

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>	23.02%	21.61%	24.99%	31.59%	29.16%
<b>Best result</b>	42.20%	38.80%	44.19%	52.13%	39.67%
<b>Average result</b>	27.89%	26.22%	26.73%	27.78%	27.46%
<b>Worst result</b>	20.60%	18.65%	21.76%	23.03%	22.58%
Responses	4387	4061	4387	5175	6029

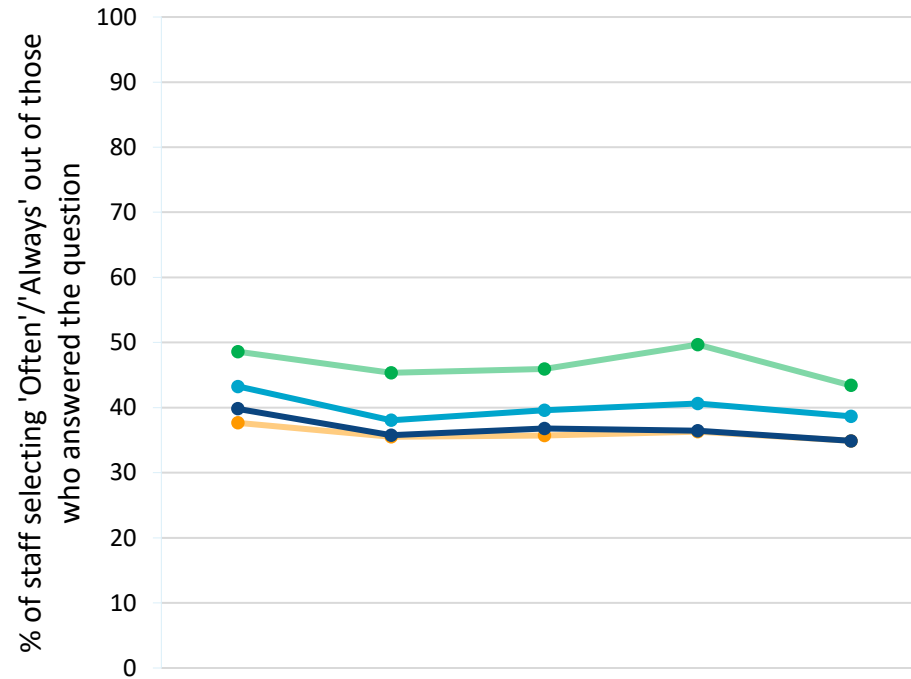
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	28.96%	26.30%	29.18%	32.89%	32.77%
<b>Best result</b>	45.61%	36.25%	40.07%	42.89%	36.73%
<b>Average result</b>	31.80%	28.00%	29.52%	31.50%	30.48%
<b>Worst result</b>	23.72%	19.77%	24.09%	25.50%	25.68%
Responses	4385	4057	4380	5182	6026



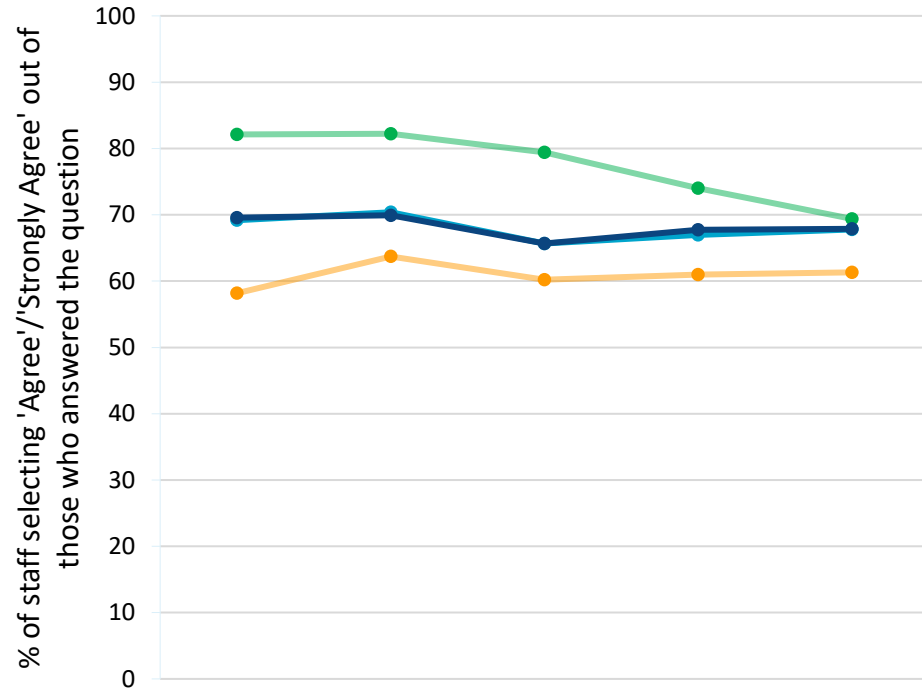
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	39.79%	35.75%	36.79%	36.46%	34.90%
<b>Best result</b>	48.61%	45.35%	45.96%	49.68%	43.41%
<b>Average result</b>	43.26%	38.05%	39.58%	40.63%	38.66%
<b>Worst result</b>	37.66%	35.51%	35.73%	36.32%	34.90%
Responses	4374	4044	4378	5174	6018

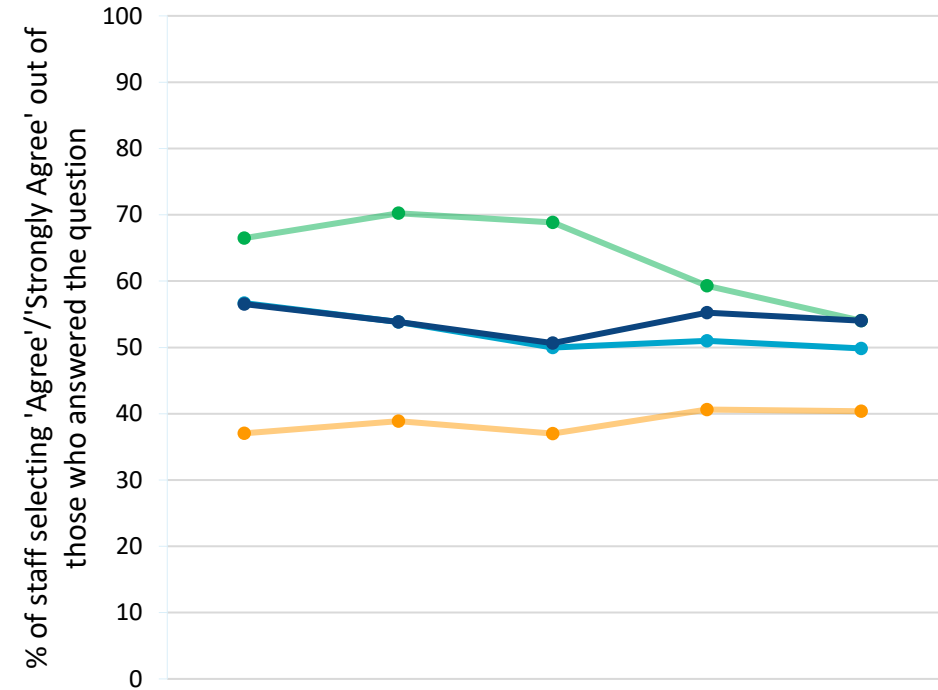


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
<b>Your org</b>	69.56%	69.93%	65.67%	67.75%	67.86%
<b>Best result</b>	82.10%	82.22%	79.44%	74.02%	69.39%
<b>Average result</b>	69.21%	70.38%	65.67%	66.94%	67.78%
<b>Worst result</b>	58.17%	63.71%	60.22%	60.97%	61.34%
Responses	4331	3980	4378	5159	6025

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

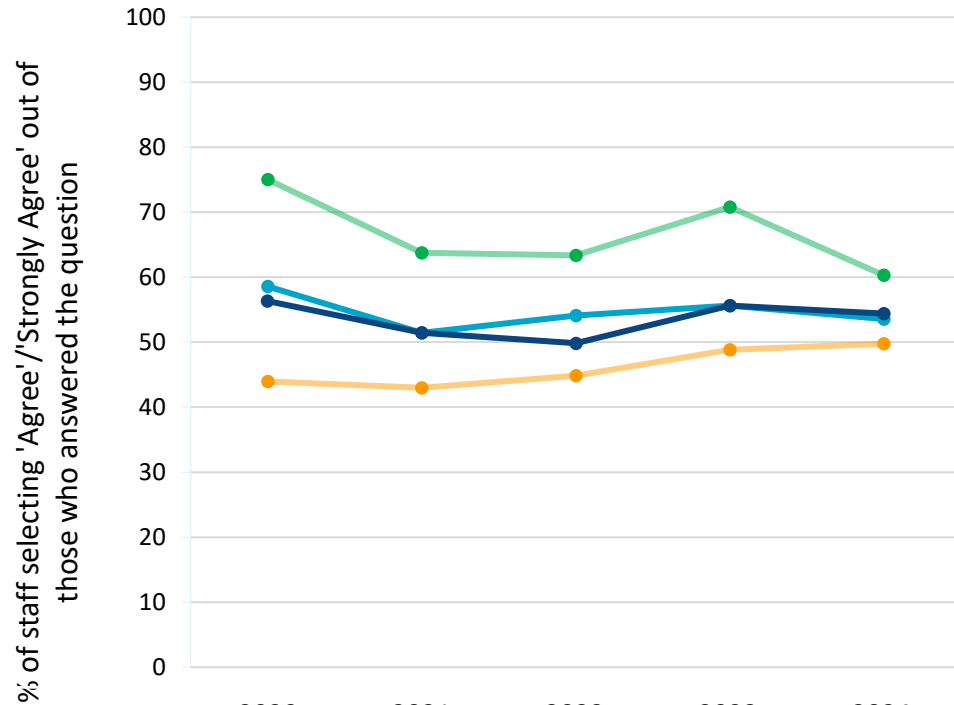


	2020	2021	2022	2023	2024
<b>Your org</b>	56.53%	53.84%	50.64%	55.26%	54.02%
<b>Best result</b>	66.48%	70.23%	68.86%	59.28%	54.02%
<b>Average result</b>	56.68%	53.83%	49.98%	51.01%	49.85%
<b>Worst result</b>	37.04%	38.88%	37.00%	40.63%	40.36%
Responses	4331	3981	4375	5155	6014

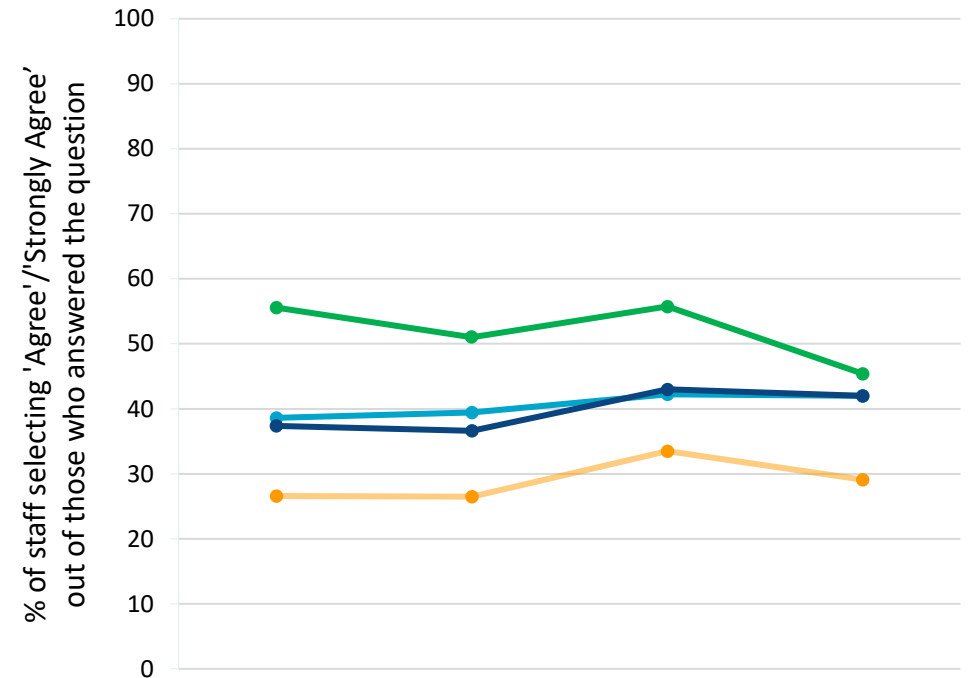


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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>	56.31%	51.43%	49.84%	55.62%	54.37%
<b>Best result</b>	75.02%	63.77%	63.33%	70.78%	60.28%
<b>Average result</b>	58.57%	51.43%	54.12%	55.62%	53.56%
<b>Worst result</b>	43.98%	42.98%	44.82%	48.84%	49.75%
Responses	4326	3972	4379	5171	6020



	2021	2022	2023	2024
<b>Your org</b>	37.37%	36.61%	43.00%	42.01%
<b>Best result</b>	55.57%	51.01%	55.75%	45.40%
<b>Average result</b>	38.61%	39.46%	42.22%	42.01%
<b>Worst result</b>	26.59%	26.48%	33.50%	29.08%
Responses	3968	4380	5167	6017

## 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

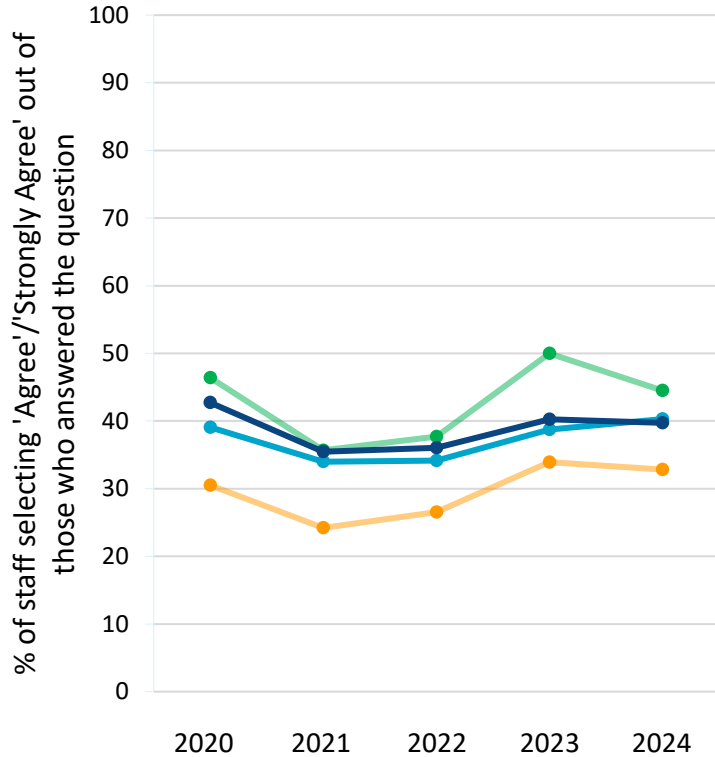
Other questions:\* Q17a, Q17b, Q22

\*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.

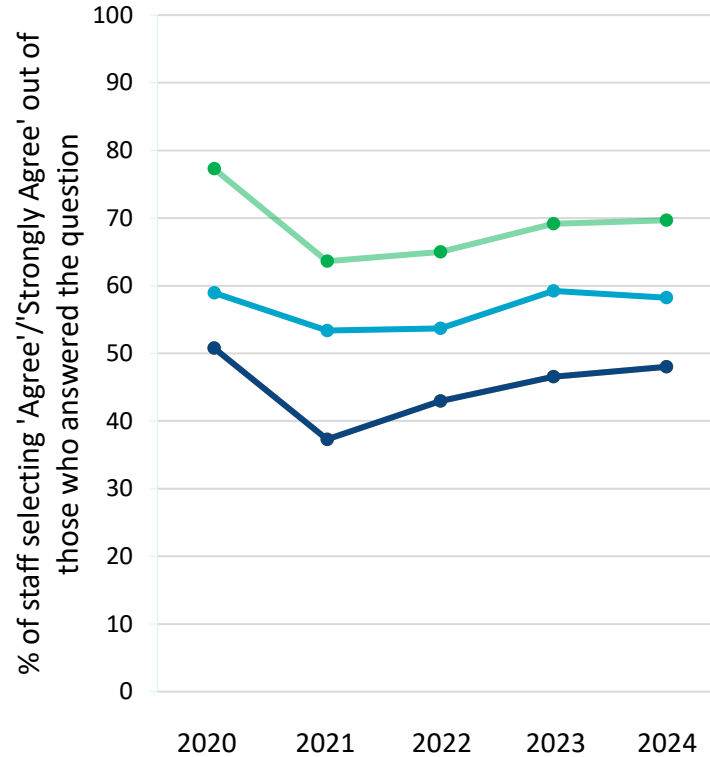


Q3g I am able to meet all the conflicting demands on my time at work.



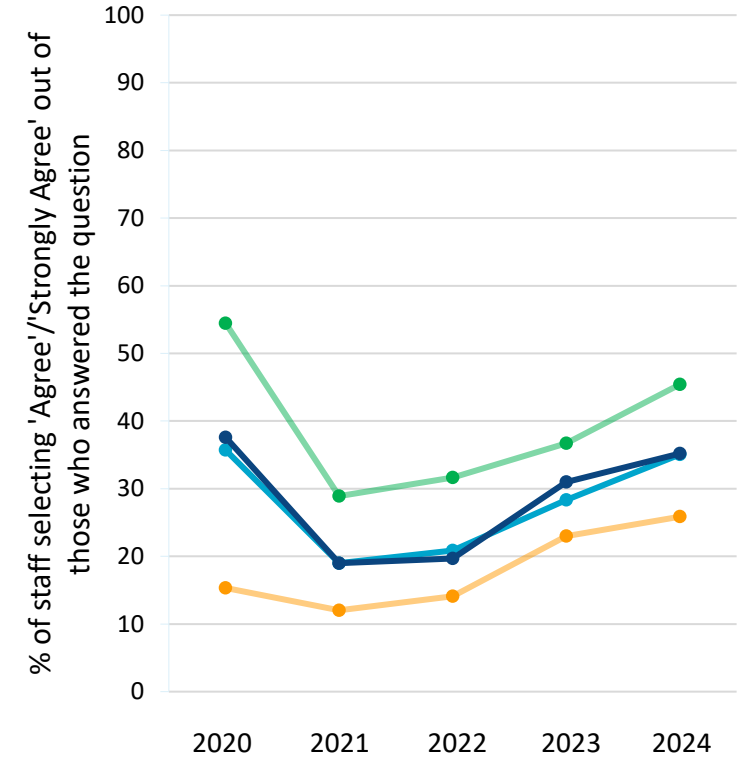
Responses	4379	4055	4378	5172	6019
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Q3h I have adequate materials, supplies and equipment to do my work.



Responses	4385	4059	4383	5176	6026
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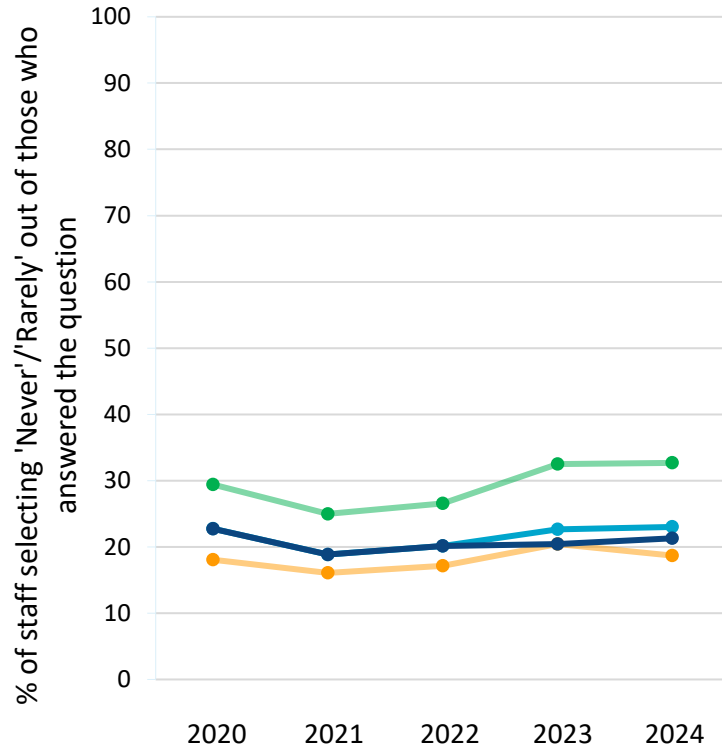
Q3i There are enough staff at this organisation for me to do my job properly.



Responses	4383	4055	4385	5179	6034
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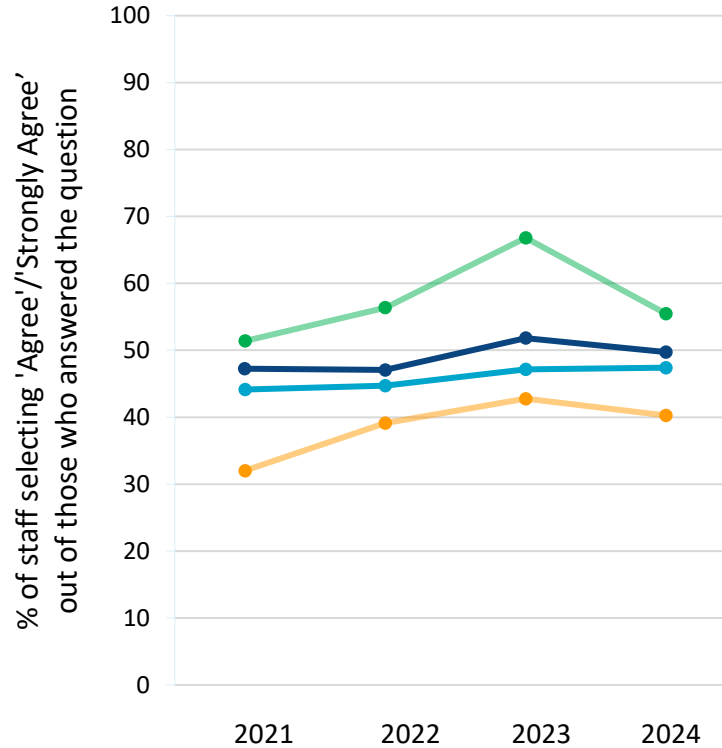


Q5a I have unrealistic time pressures.



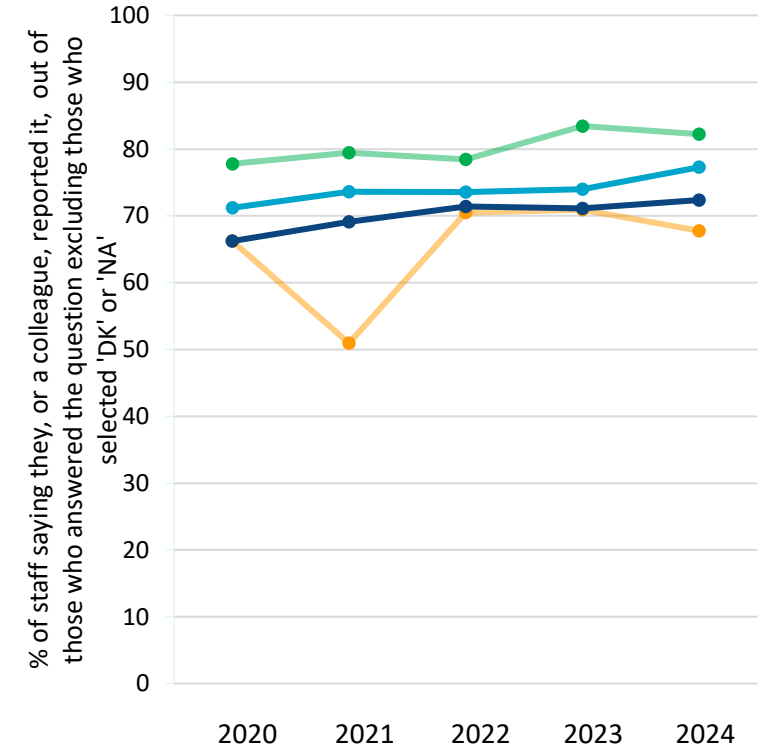
Responses	4371	4042	4375	5166	6027
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Q11a My organisation takes positive action on health and well-being.



Responses	3906	4272	5185	6029
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Q13d The last time you experienced physical violence at work, did you or a colleague report it?



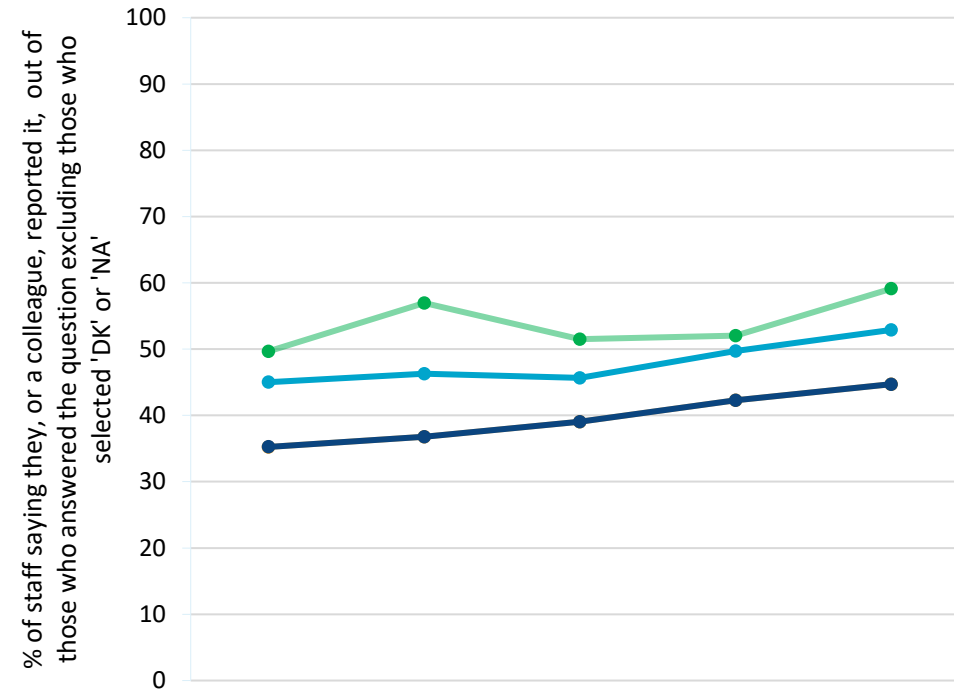
Responses	1669	1265	1330	1191	1853
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Note: 2023 results for Q13d are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.





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

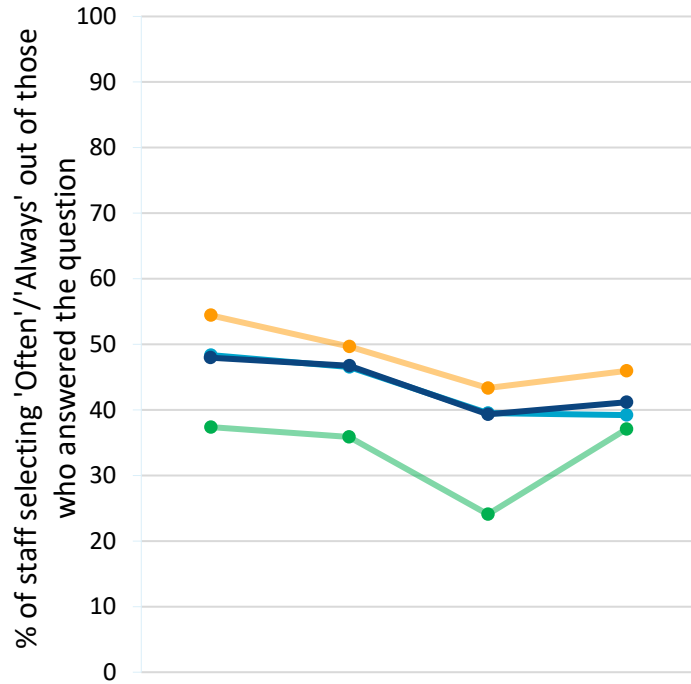


	2020	2021	2022	2023	2024
<b>Your org</b>	35.25%	36.77%	39.05%	42.29%	44.71%
<b>Best result</b>	49.67%	56.97%	51.49%	52.02%	59.12%
<b>Average result</b>	45.01%	46.28%	45.66%	49.70%	52.90%
<b>Worst result</b>	35.25%	36.77%	39.05%	42.29%	44.71%
<b>Responses</b>	2448	2126	2285	2172	2928

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

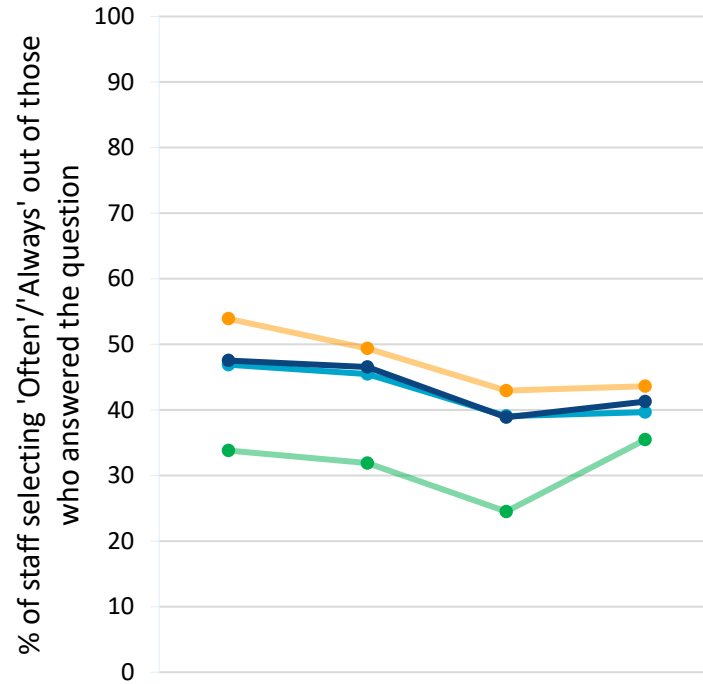


Q12a How often, if at all, do you find your work emotionally exhausting?



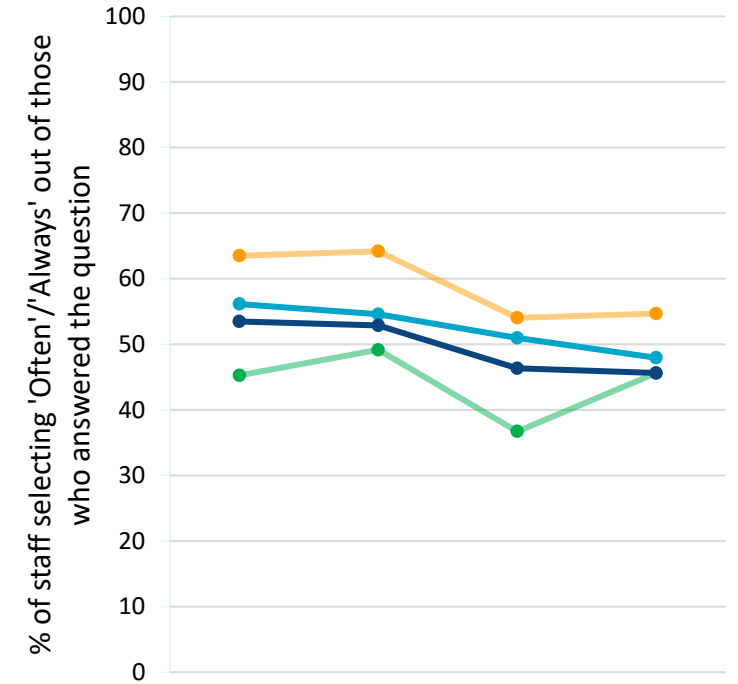
	2021	2022	2023	2024
<b>Your org</b>	47.96%	46.73%	39.33%	41.16%
<b>Best result</b>	37.38%	35.88%	24.08%	37.09%
<b>Average result</b>	48.36%	46.54%	39.51%	39.21%
<b>Worst result</b>	54.43%	49.66%	43.34%	45.93%
Responses	3998	4383	5183	6039

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



	2021	2022	2023	2024
<b>Your org</b>	47.53%	46.56%	38.87%	41.29%
<b>Best result</b>	33.80%	31.89%	24.50%	35.45%
<b>Average result</b>	46.89%	45.48%	39.05%	39.63%
<b>Worst result</b>	53.88%	49.38%	42.95%	43.59%
Responses	4000	4379	5180	6034

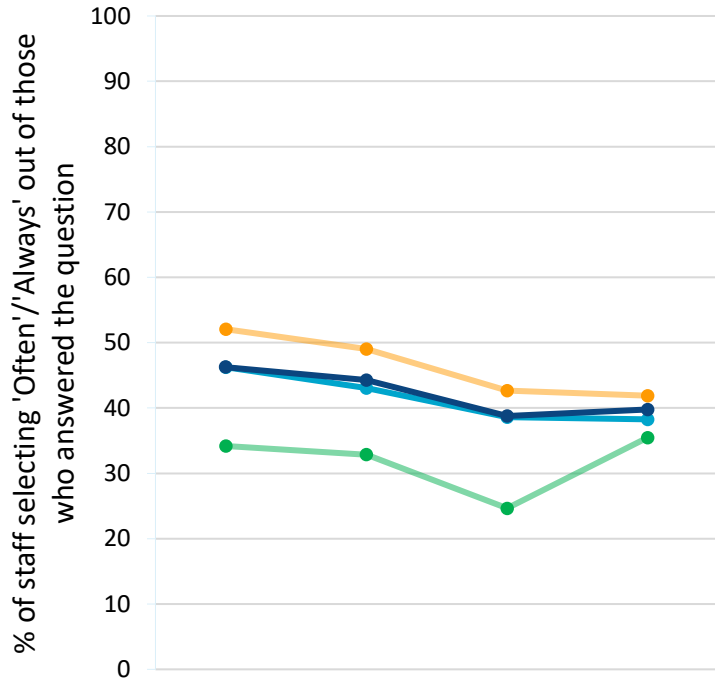
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
<b>Your org</b>	53.48%	52.86%	46.35%	45.63%
<b>Best result</b>	45.27%	49.17%	36.71%	45.62%
<b>Average result</b>	56.14%	54.60%	51.00%	47.95%
<b>Worst result</b>	63.51%	64.18%	54.05%	54.70%
Responses	3997	4383	5184	6037

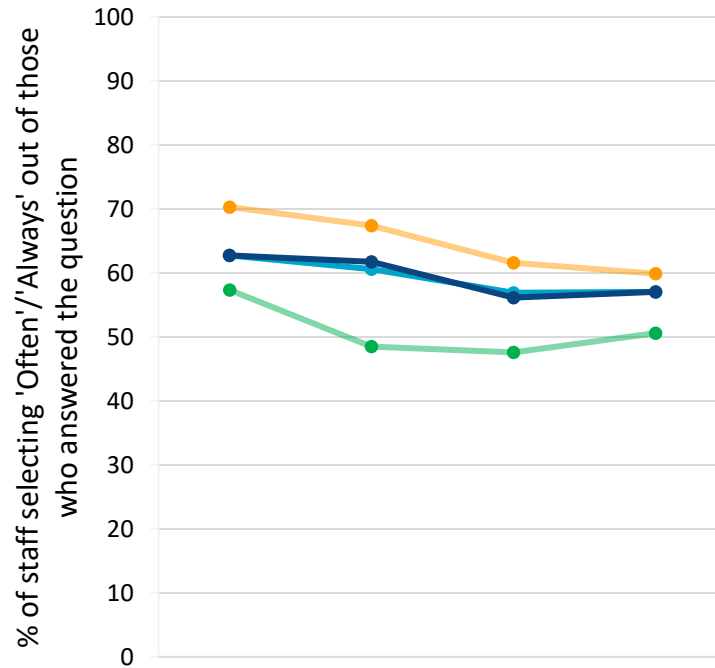


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



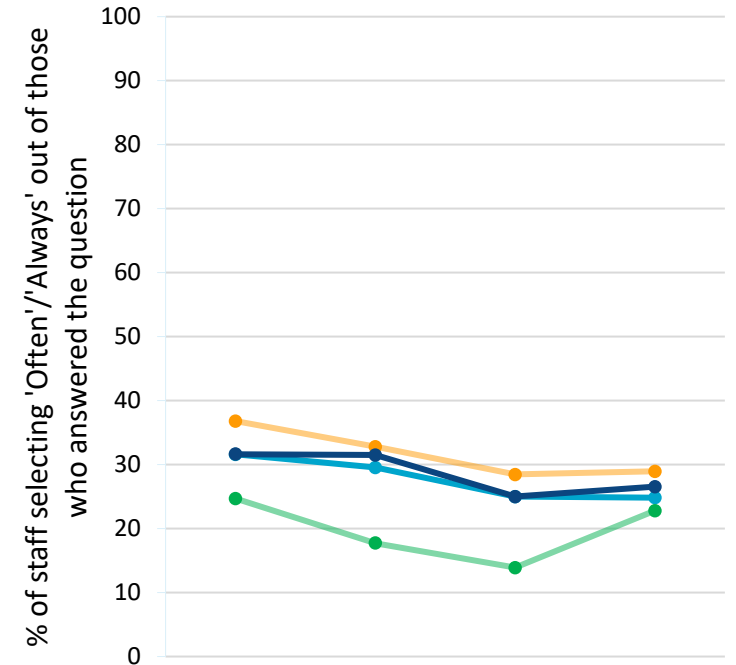
	2021	2022	2023	2024
<b>Your org</b>	46.24%	44.26%	38.77%	39.77%
<b>Best result</b>	34.18%	32.85%	24.65%	35.49%
<b>Average result</b>	46.24%	43.03%	38.62%	38.26%
<b>Worst result</b>	52.06%	49.01%	42.67%	41.88%
Responses	3998	4383	5178	6034

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>	62.74%	61.74%	56.14%	57.04%
<b>Best result</b>	57.34%	48.48%	47.58%	50.58%
<b>Average result</b>	62.74%	60.59%	56.90%	57.04%
<b>Worst result</b>	70.31%	67.38%	61.57%	59.88%
Responses	3999	4384	5175	6038

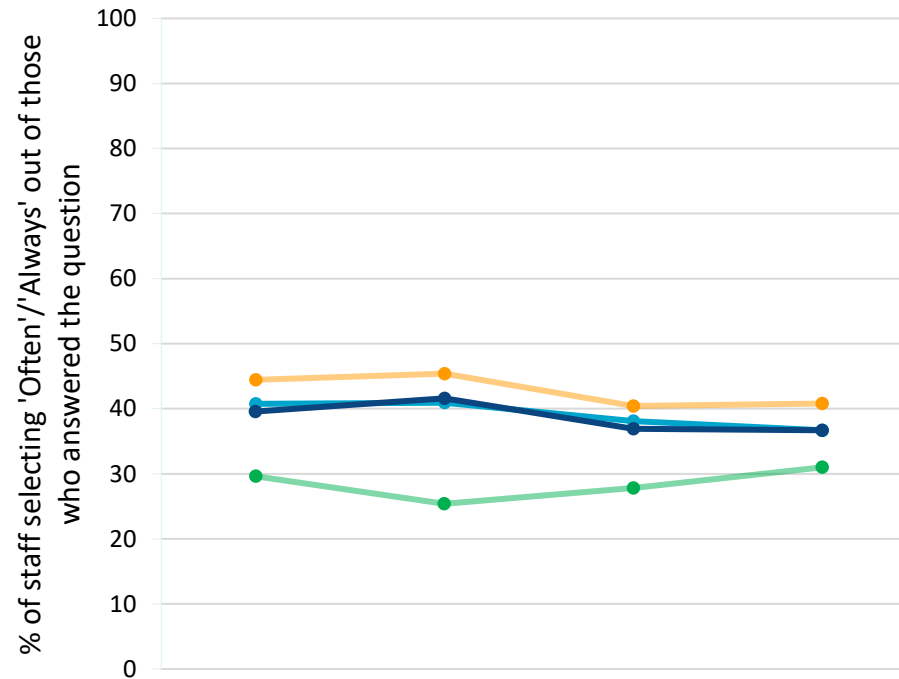
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
<b>Your org</b>	31.61%	31.52%	25.01%	26.57%
<b>Best result</b>	24.69%	17.71%	13.91%	22.81%
<b>Average result</b>	31.61%	29.54%	25.01%	24.83%
<b>Worst result</b>	36.80%	32.78%	28.47%	28.97%
Responses	3997	4381	5174	6036



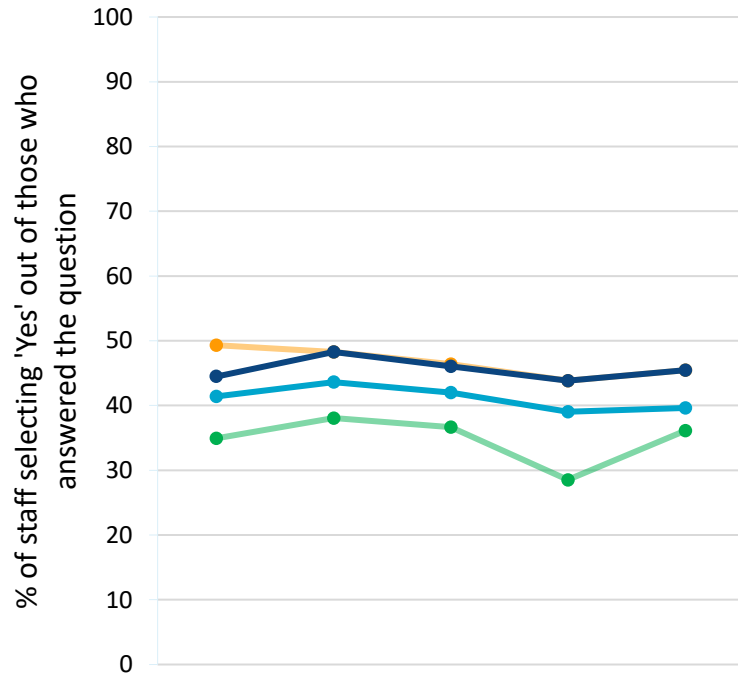
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
<b>Your org</b>	39.57%	41.60%	36.94%	36.69%
<b>Best result</b>	29.62%	25.39%	27.84%	31.00%
<b>Average result</b>	40.75%	40.93%	38.10%	36.69%
<b>Worst result</b>	44.43%	45.40%	40.42%	40.82%
Responses	4002	4384	5186	6037

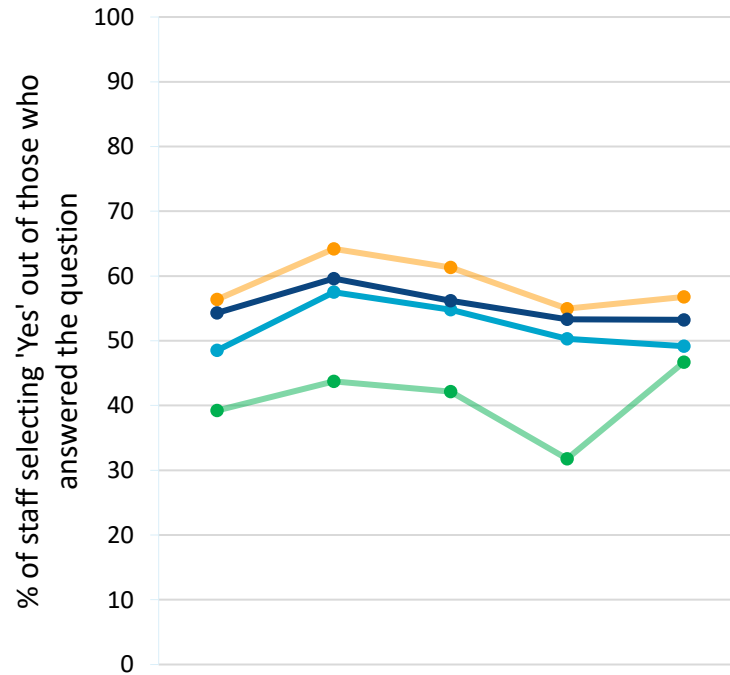


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



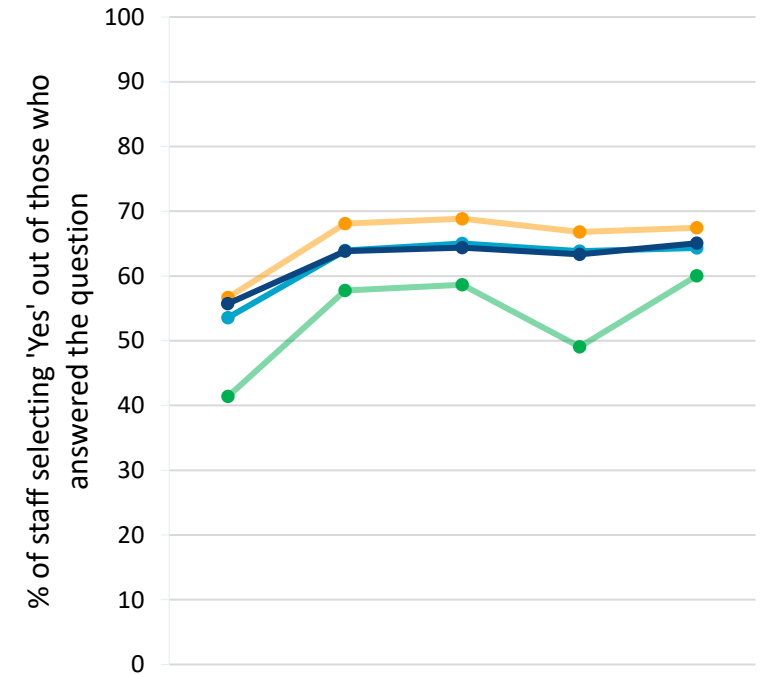
	2020	2021	2022	2023	2024
<b>Your org</b>	44.47%	48.27%	46.03%	43.84%	45.48%
<b>Best result</b>	34.93%	38.07%	36.66%	28.53%	36.12%
<b>Average result</b>	41.39%	43.61%	42.01%	39.04%	39.61%
<b>Worst result</b>	49.32%	48.27%	46.40%	43.84%	45.48%
Responses	4353	4012	4381	5177	6025

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>	54.29%	59.61%	56.18%	53.33%	53.24%
<b>Best result</b>	39.22%	43.73%	42.15%	31.77%	46.70%
<b>Average result</b>	48.51%	57.50%	54.78%	50.30%	49.18%
<b>Worst result</b>	56.38%	64.20%	61.34%	54.96%	56.80%
Responses	4352	4013	4385	5181	6031

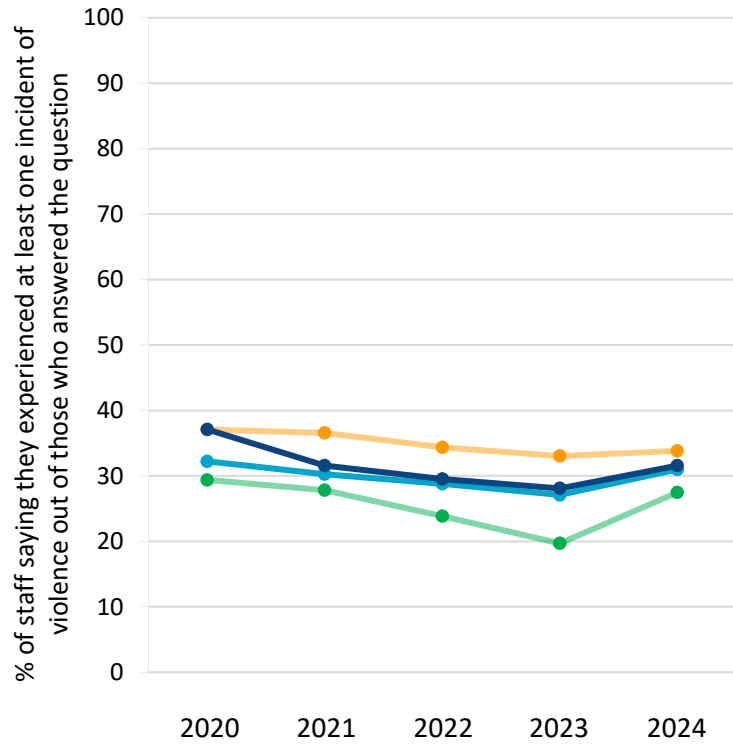
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
<b>Your org</b>	55.73%	63.82%	64.37%	63.35%	65.06%
<b>Best result</b>	41.38%	57.77%	58.66%	49.05%	60.04%
<b>Average result</b>	53.56%	63.93%	65.02%	63.84%	64.32%
<b>Worst result</b>	56.68%	68.11%	68.85%	66.81%	67.46%
Responses	4352	4013	4390	5184	6033

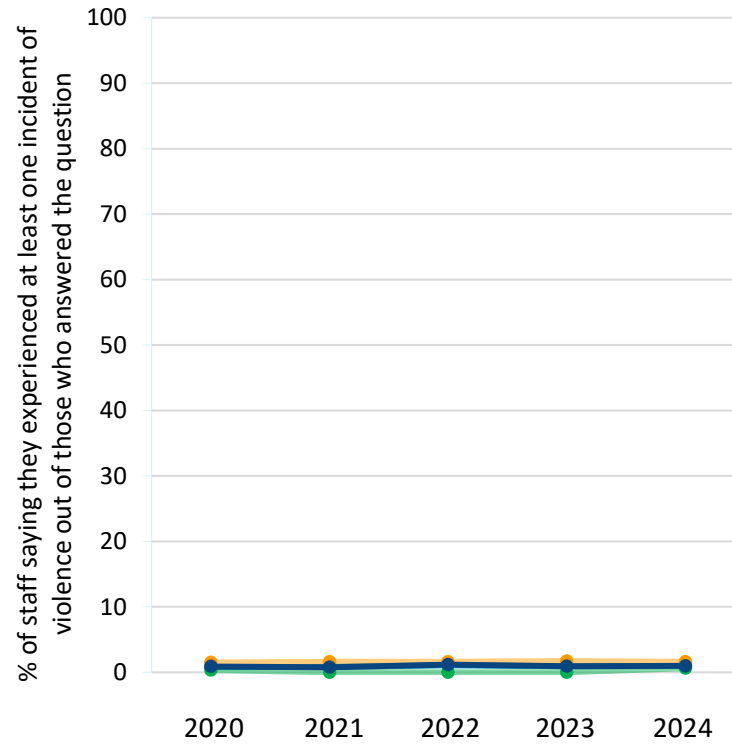


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



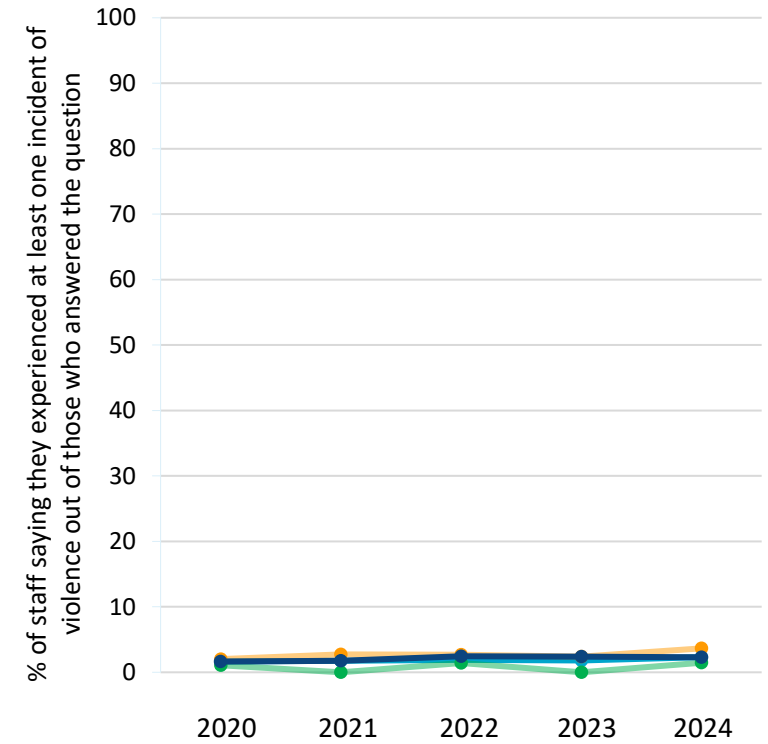
<b>Your org</b>	37.10%	31.59%	29.54%	28.09%	31.60%
<b>Best result</b>	29.40%	27.82%	23.88%	19.69%	27.46%
<b>Average result</b>	32.24%	30.24%	28.81%	27.10%	31.01%
<b>Worst result</b>	37.10%	36.59%	34.37%	33.04%	33.86%
Responses	4342	3998	4380	4449	6016

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



<b>Your org</b>	0.88%	0.76%	1.17%	0.90%	0.97%
<b>Best result</b>	0.32%	0.00%	0.00%	0.00%	0.63%
<b>Average result</b>	0.78%	0.82%	1.07%	0.90%	0.97%
<b>Worst result</b>	1.49%	1.62%	1.63%	1.71%	1.59%
Responses	4336	3960	4336	4385	5932

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

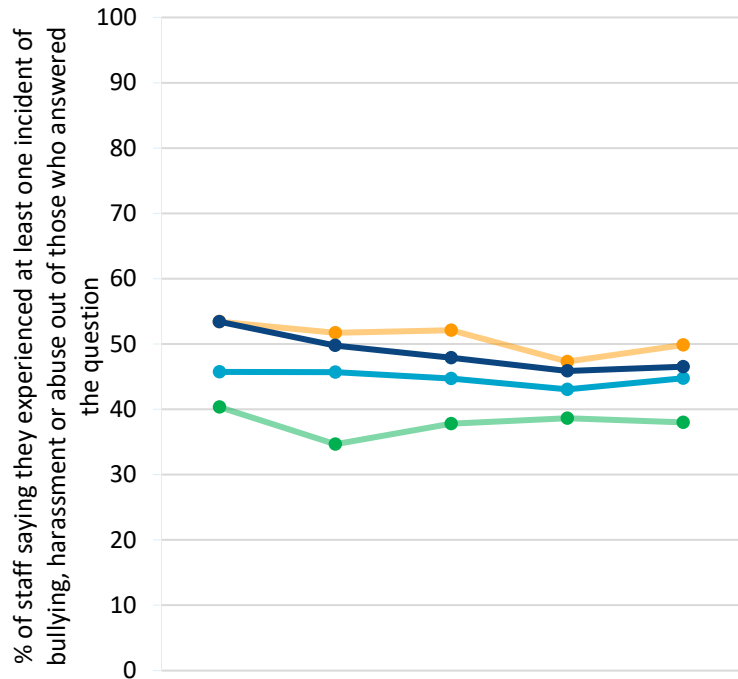


<b>Your org</b>	1.64%	1.76%	2.45%	2.41%	2.31%
<b>Best result</b>	1.06%	0.00%	1.43%	0.00%	1.46%
<b>Average result</b>	1.64%	1.76%	1.93%	1.81%	2.31%
<b>Worst result</b>	2.02%	2.76%	2.67%	2.41%	3.66%
Responses	4336	3941	4291	4322	5832

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



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

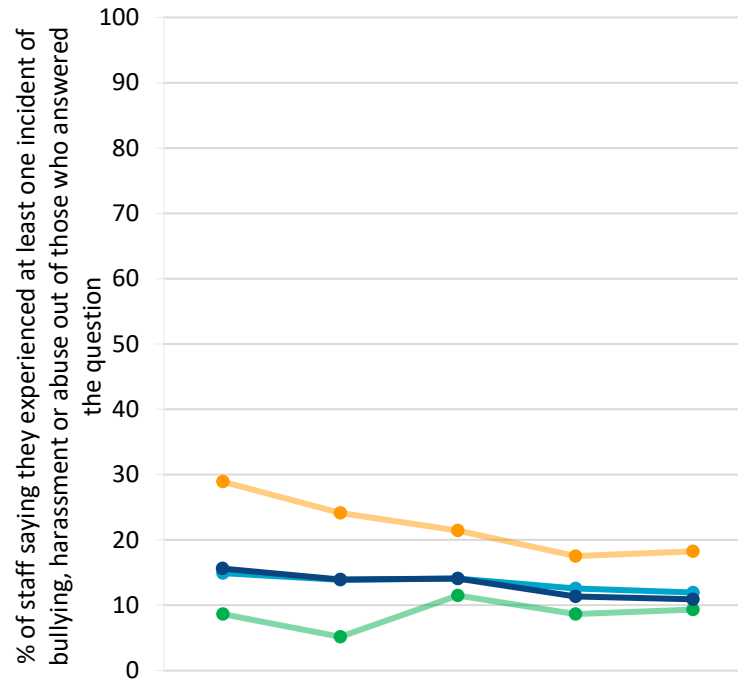


2020 2021 2022 2023 2024

<b>Your org</b>	53.41%	49.78%	47.89%	45.87%	46.52%
<b>Best result</b>	40.34%	34.66%	37.81%	38.64%	38.02%
<b>Average result</b>	45.73%	45.70%	44.72%	43.06%	44.76%
<b>Worst result</b>	53.41%	51.73%	52.11%	47.31%	49.84%

Responses 4276 3937 4372 4460 6019

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

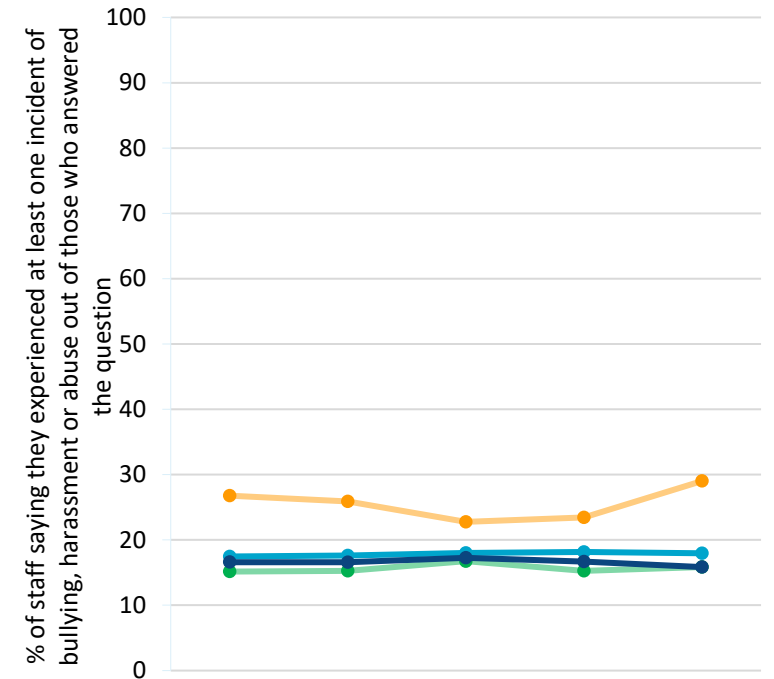


2020 2021 2022 2023 2024

<b>Your org</b>	15.61%	13.93%	14.08%	11.35%	10.92%
<b>Best result</b>	8.65%	5.17%	11.49%	8.67%	9.34%
<b>Average result</b>	14.92%	13.92%	14.08%	12.56%	11.96%
<b>Worst result</b>	28.92%	24.14%	21.46%	17.54%	18.25%

Responses 4268 3911 4329 4410 5973

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



2020 2021 2022 2023 2024

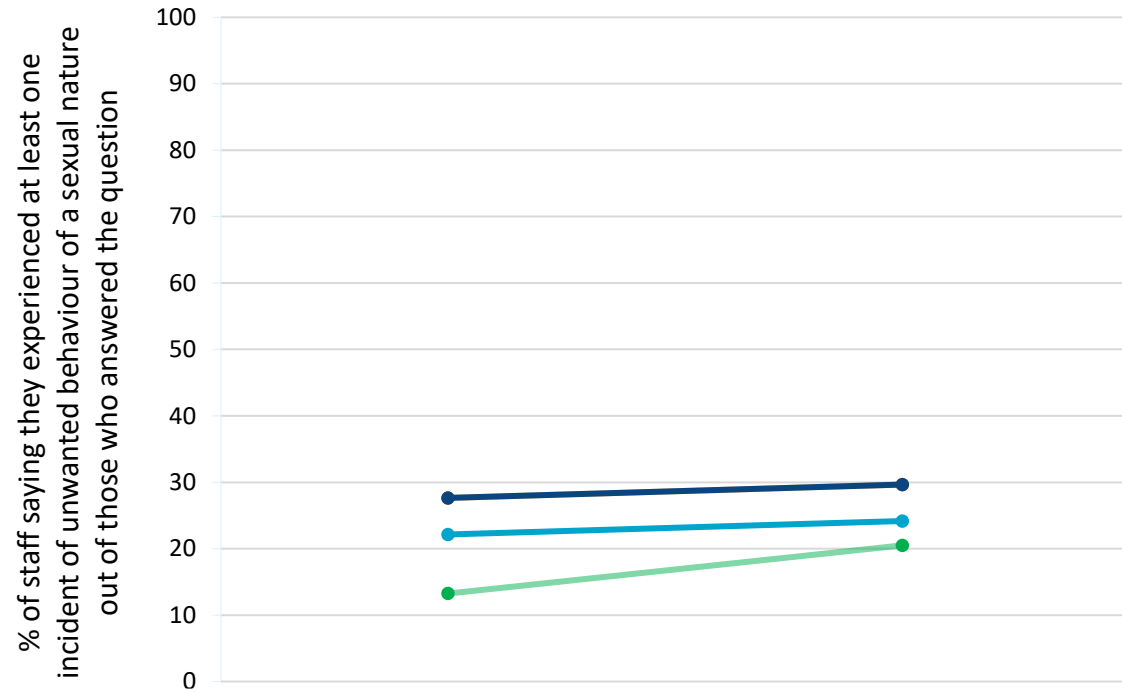
<b>Your org</b>	16.59%	16.59%	17.26%	16.67%	15.84%
<b>Best result</b>	15.16%	15.27%	16.75%	15.26%	15.84%
<b>Average result</b>	17.47%	17.61%	17.99%	18.16%	17.97%
<b>Worst result</b>	26.79%	25.89%	22.77%	23.44%	29.02%

Responses 4267 3873 4300 4382 5916

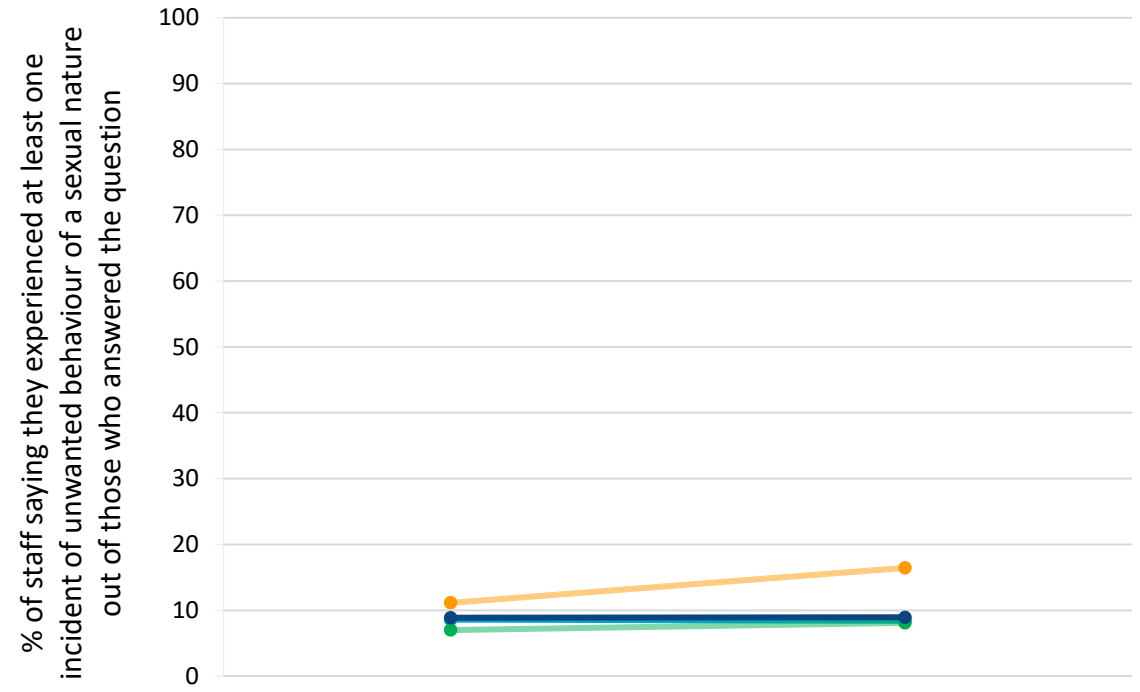
Note: 2023 results for Q14a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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



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	27.64%	29.65%
Best result	13.24%	20.50%
Average result	22.14%	24.17%
Worst result	27.64%	29.65%
Responses	5168	6026

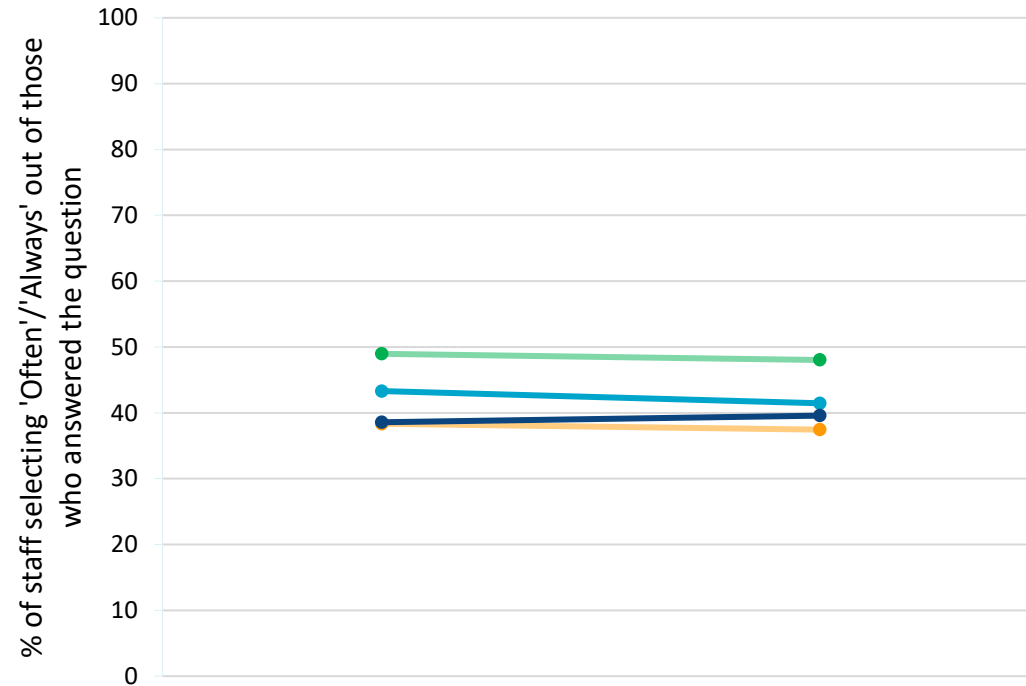
	2023	2024
Your org	8.87%	8.93%
Best result	6.99%	8.09%
Average result	8.58%	8.40%
Worst result	11.12%	16.44%
Responses	5148	6016

\*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	38.56%	39.57%
Best result	48.96%	48.02%
Average result	43.30%	41.45%
Worst result	38.33%	37.44%
Responses	5186	6035

\*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

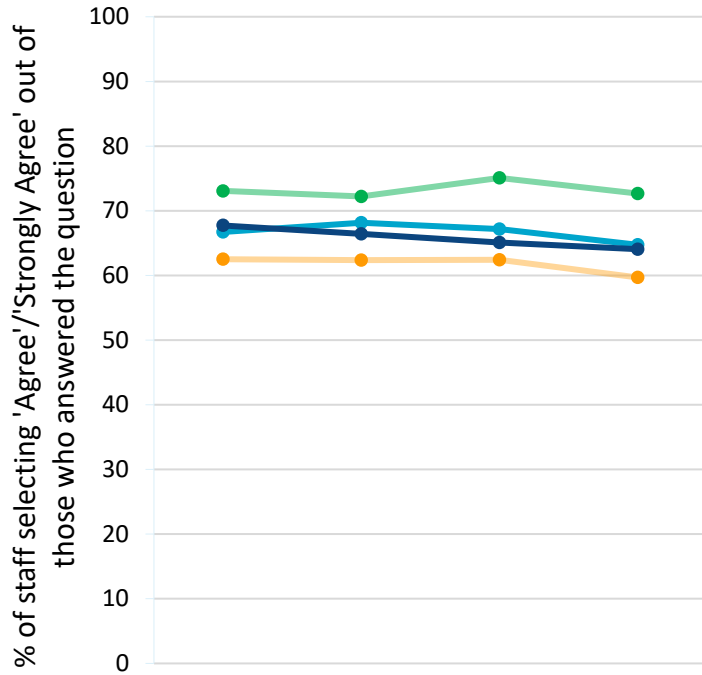
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

\*\*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.

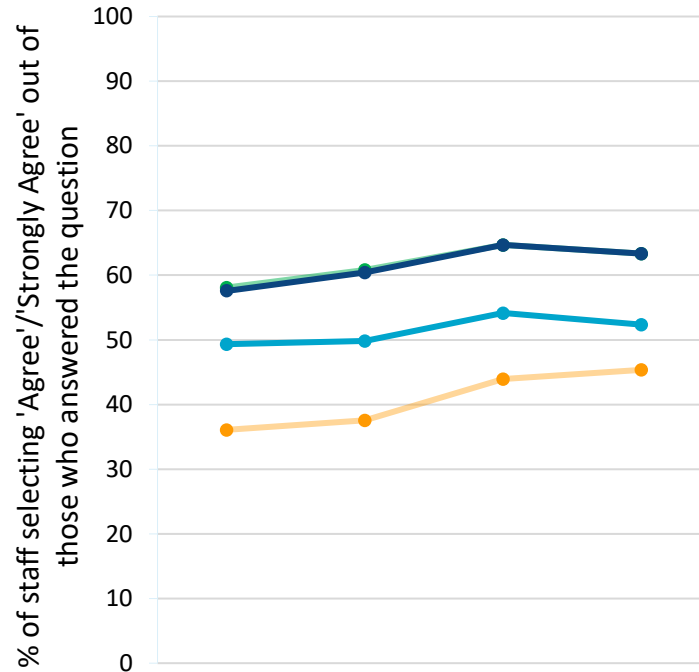


Q24a This organisation offers me challenging work.



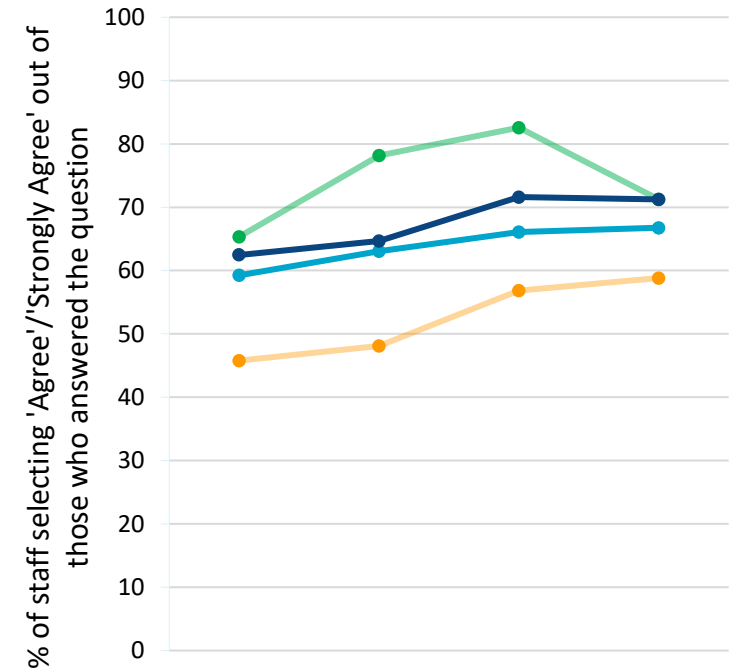
	2021	2022	2023	2024
<b>Your org</b>	67.72%	66.44%	65.09%	64.06%
<b>Best result</b>	73.07%	72.21%	75.07%	72.67%
<b>Average result</b>	66.72%	68.15%	67.18%	64.73%
<b>Worst result</b>	62.50%	62.38%	62.42%	59.69%
Responses	3983	4380	5166	6028

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



	2021	2022	2023	2024
<b>Your org</b>	57.56%	60.43%	64.69%	63.35%
<b>Best result</b>	58.09%	60.80%	64.69%	63.35%
<b>Average result</b>	49.33%	49.84%	54.16%	52.37%
<b>Worst result</b>	36.08%	37.57%	43.92%	45.36%
Responses	3980	4386	5171	6027

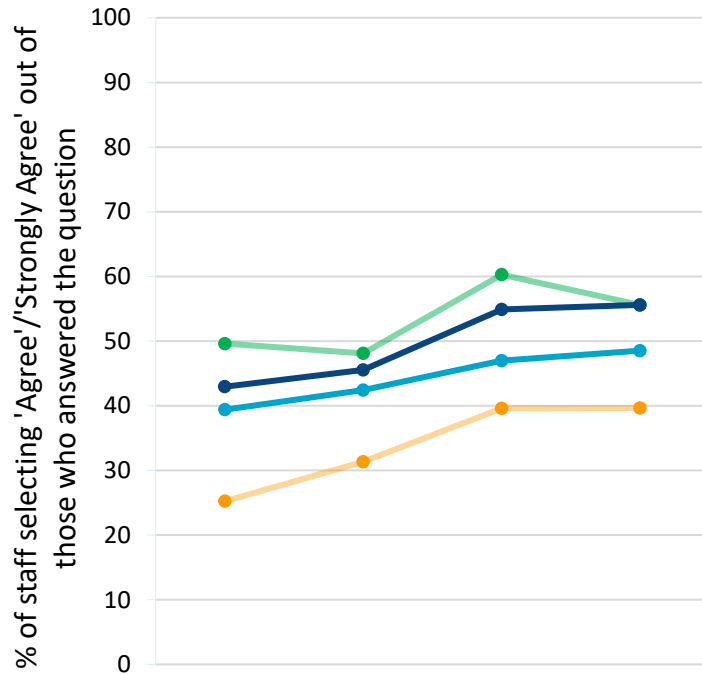
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
<b>Your org</b>	62.46%	64.65%	71.61%	71.24%
<b>Best result</b>	65.34%	78.15%	82.57%	71.24%
<b>Average result</b>	59.25%	63.04%	66.10%	66.77%
<b>Worst result</b>	45.78%	48.12%	56.86%	58.82%
Responses	3978	4385	5162	6026

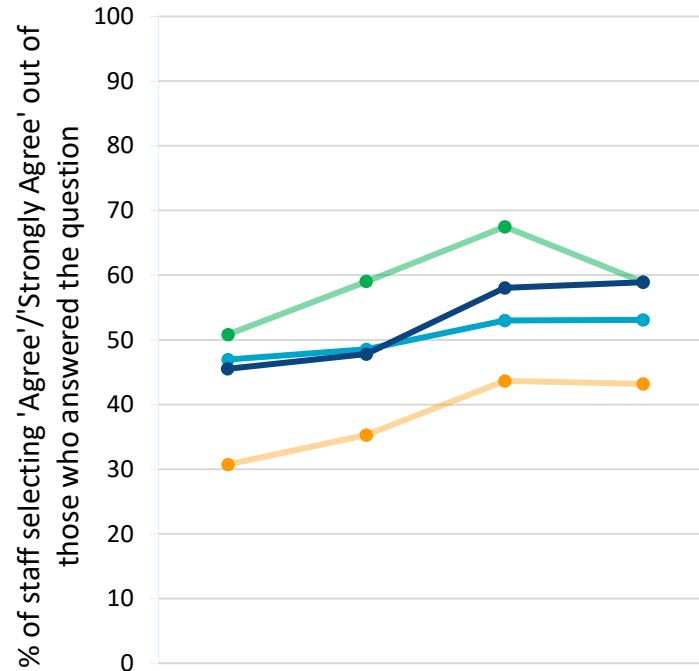


Q24d I feel supported to develop my potential.



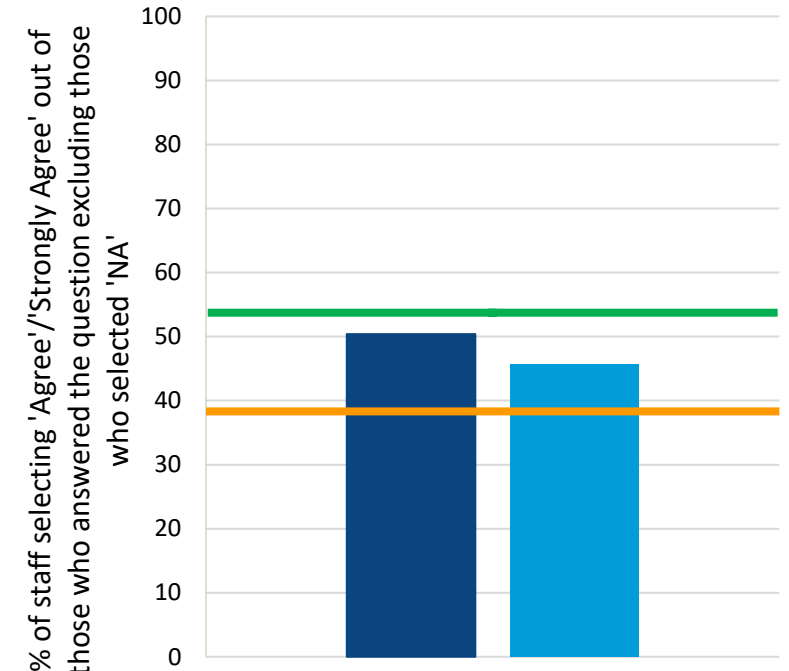
	2021	2022	2023	2024
Your org	42.95%	45.53%	54.91%	55.61%
Best result	49.62%	48.10%	60.27%	55.61%
Average result	39.39%	42.43%	46.99%	48.53%
Worst result	25.24%	31.32%	39.63%	39.65%
Responses	3979	4387	5164	6021

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



	2021	2022	2023	2024
Your org	45.52%	47.79%	58.05%	58.91%
Best result	50.82%	59.00%	67.50%	58.91%
Average result	46.96%	48.55%	52.99%	53.09%
Worst result	30.72%	35.26%	43.66%	43.20%
Responses	3979	4378	5164	6024

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

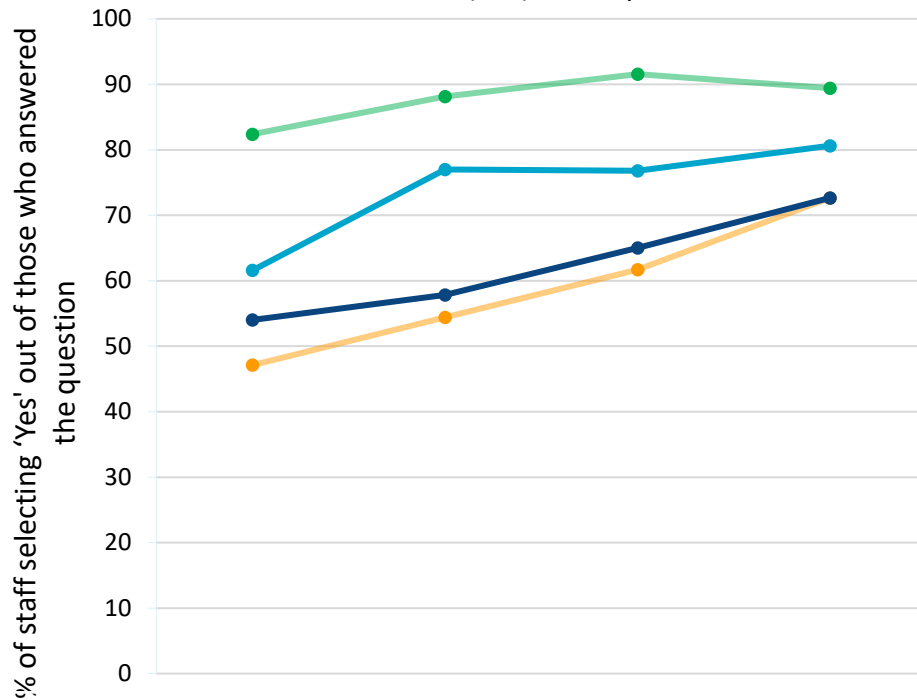


	2024
Your org	50.38%
Best result	53.73%
Average result	45.66%
Worst result	38.32%
Responses	5288

\*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.



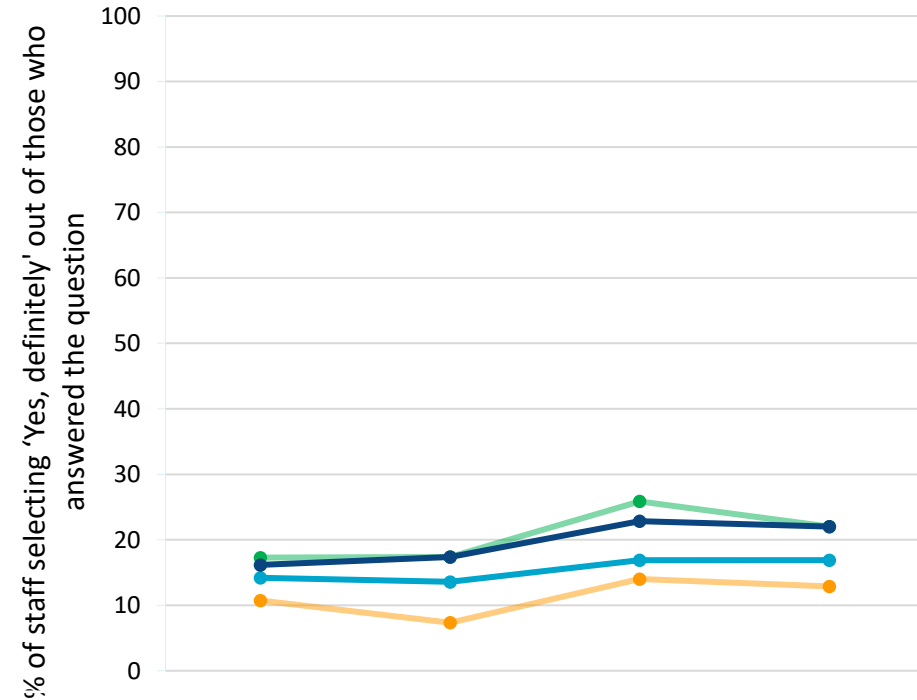
Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
Your org	54.02%	57.82%	65.03%	72.65%
Best result	82.39%	88.15%	91.56%	89.41%
Average result	61.58%	76.99%	76.78%	80.63%
Worst result	47.11%	54.39%	61.68%	72.65%

Responses 3991 4375 5041 5873

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



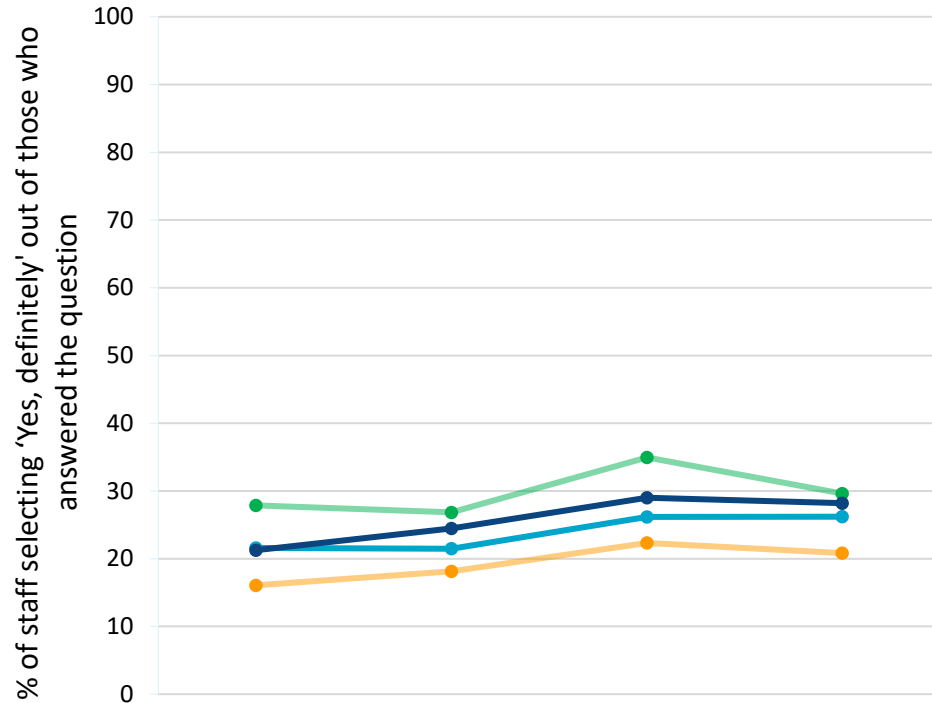
	2021	2022	2023	2024
Your org	16.17%	17.37%	22.85%	22.02%
Best result	17.28%	17.37%	25.86%	22.02%
Average result	14.19%	13.59%	16.88%	16.90%
Worst result	10.72%	7.34%	14.02%	12.90%

Responses 2182 2582 3320 4285

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

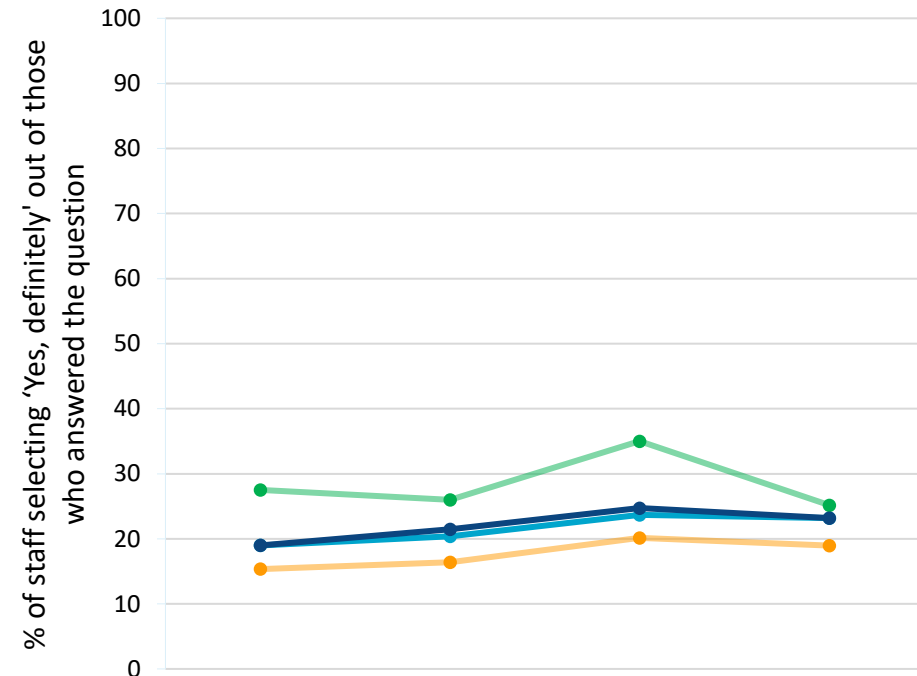


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024
<b>Your org</b>	21.26%	24.48%	29.00%	28.21%
<b>Best result</b>	27.86%	26.84%	34.95%	29.61%
<b>Average result</b>	21.59%	21.47%	26.19%	26.20%
<b>Worst result</b>	16.07%	18.11%	22.32%	20.81%
Responses	2180	2579	3321	4277

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



	2021	2022	2023	2024
<b>Your org</b>	18.98%	21.48%	24.73%	23.20%
<b>Best result</b>	27.52%	26.00%	35.01%	25.17%
<b>Average result</b>	18.98%	20.37%	23.68%	23.16%
<b>Worst result</b>	15.34%	16.40%	20.15%	18.97%
Responses	2181	2579	3316	4282

## People Promise element – We work flexibly



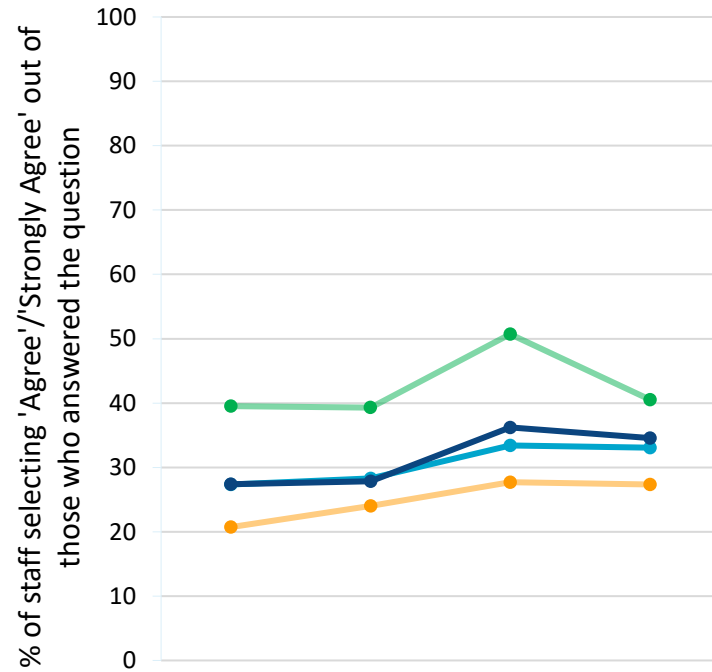
### Questions included:

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

Flexible working – Q4d

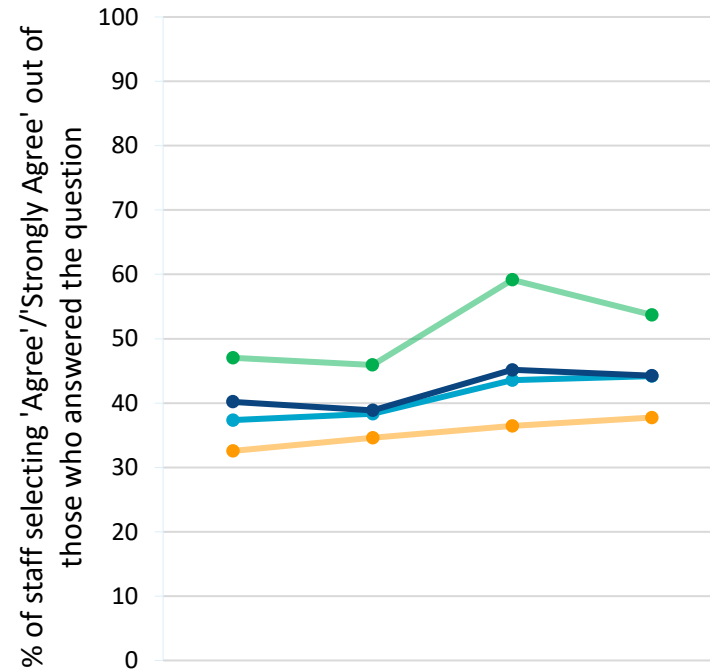


Q6b My organisation is committed to helping me balance my work and home life.



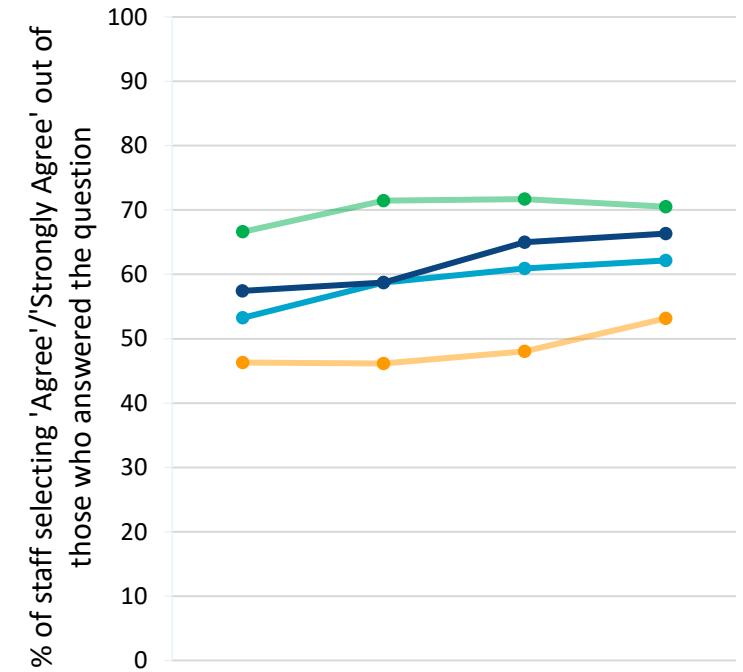
	2021	2022	2023	2024
<b>Your org</b>	27.39%	27.82%	36.22%	34.58%
<b>Best result</b>	39.53%	39.29%	50.71%	40.50%
<b>Average result</b>	27.35%	28.29%	33.41%	33.09%
<b>Worst result</b>	20.72%	24.00%	27.70%	27.36%
Responses	4045	4384	5175	6028

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



	2021	2022	2023	2024
<b>Your org</b>	40.20%	38.86%	45.17%	44.25%
<b>Best result</b>	47.03%	45.92%	59.15%	53.71%
<b>Average result</b>	37.35%	38.32%	43.57%	44.18%
<b>Worst result</b>	32.56%	34.63%	36.47%	37.75%
Responses	4044	4383	5178	6031

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

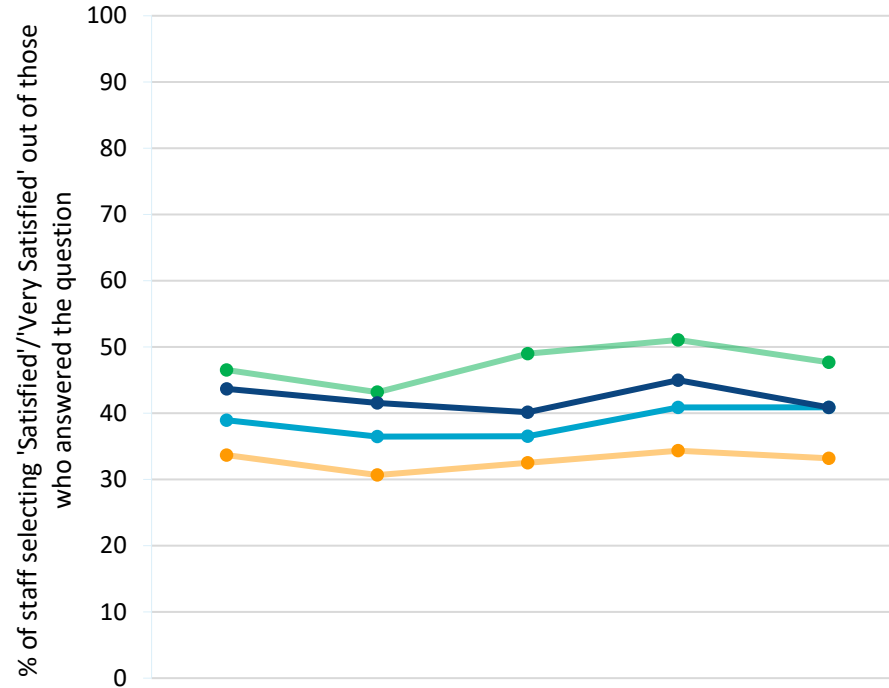


	2021	2022	2023	2024
<b>Your org</b>	57.44%	58.73%	64.97%	66.34%
<b>Best result</b>	66.61%	71.46%	71.69%	70.52%
<b>Average result</b>	53.24%	58.73%	60.91%	62.16%
<b>Worst result</b>	46.28%	46.15%	48.02%	53.16%
Responses	4044	4384	5173	6030





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>	43.66%	41.55%	40.15%	44.99%	40.89%
<b>Best result</b>	46.55%	43.17%	48.98%	51.06%	47.68%
<b>Average result</b>	38.96%	36.47%	36.54%	40.88%	40.89%
<b>Worst result</b>	33.69%	30.66%	32.53%	34.34%	33.18%
Responses	4374	4058	4385	5151	6017

## People Promise element – We are a team



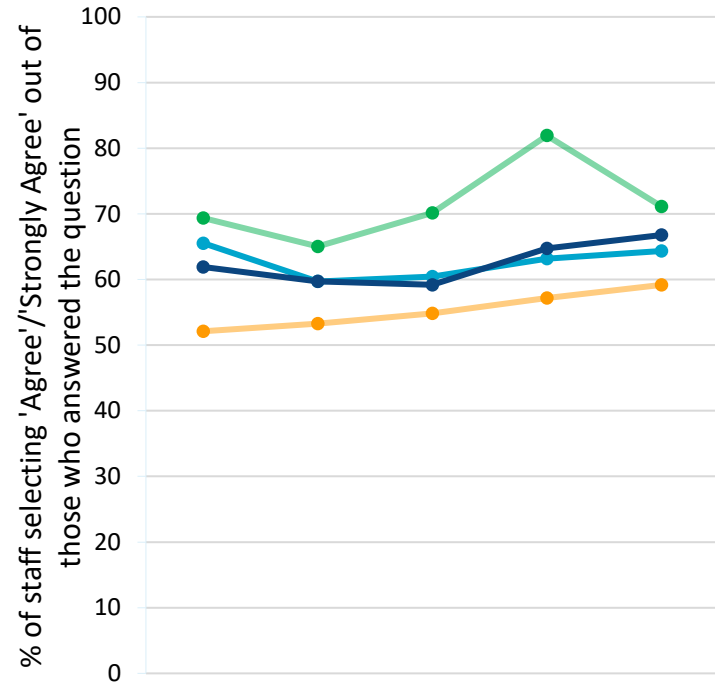
### Questions included:

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.

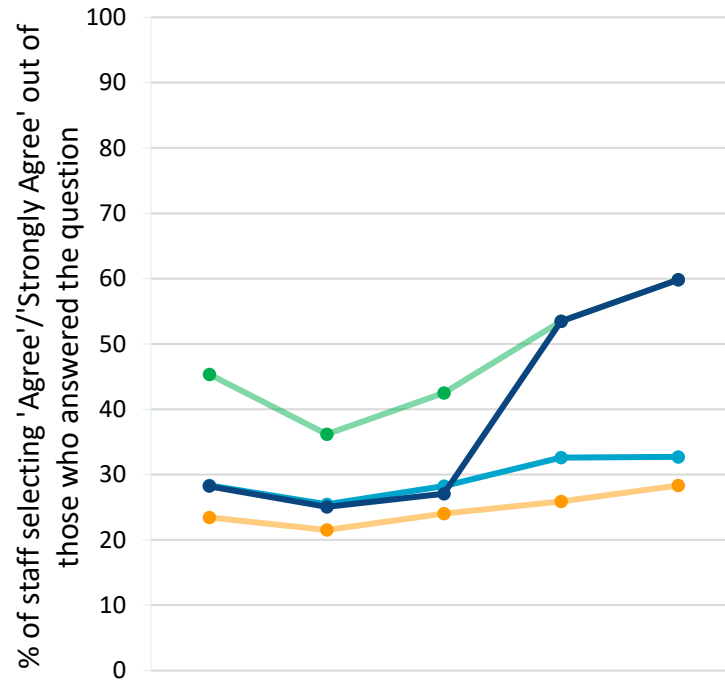


2020 2021 2022 2023 2024

<b>Your org</b>	61.89%	59.69%	59.19%	64.74%	66.77%
<b>Best result</b>	69.35%	65.03%	70.12%	81.91%	71.11%
<b>Average result</b>	65.53%	59.69%	60.45%	63.18%	64.35%
<b>Worst result</b>	52.11%	53.30%	54.81%	57.15%	59.18%

Responses 4378 4024 4380 5168 6035

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

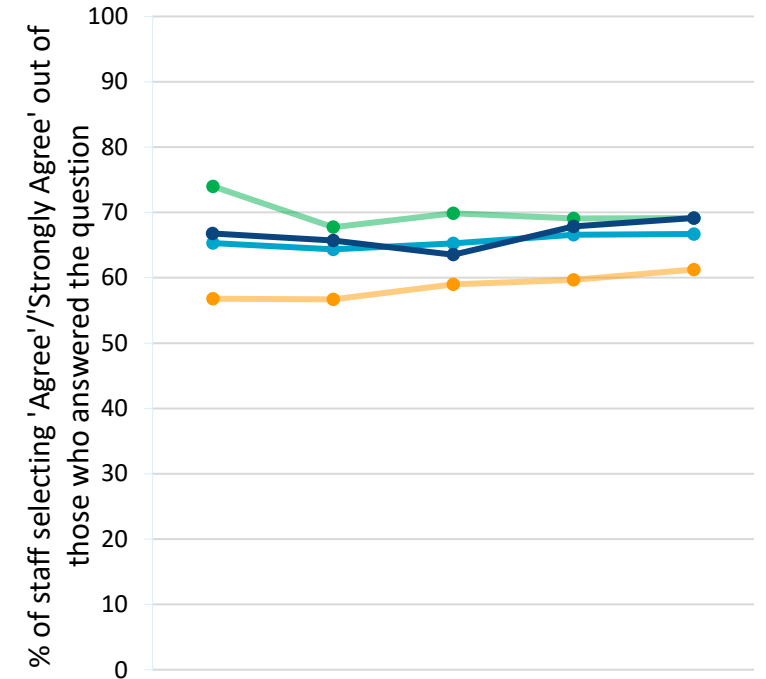


2020 2021 2022 2023 2024

<b>Your org</b>	28.20%	25.06%	27.06%	53.49%	59.83%
<b>Best result</b>	45.36%	36.19%	42.52%	53.49%	59.83%
<b>Average result</b>	28.34%	25.46%	28.24%	32.59%	32.72%
<b>Worst result</b>	23.45%	21.52%	24.04%	25.89%	28.33%

Responses 4388 4028 4380 5173 6034

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



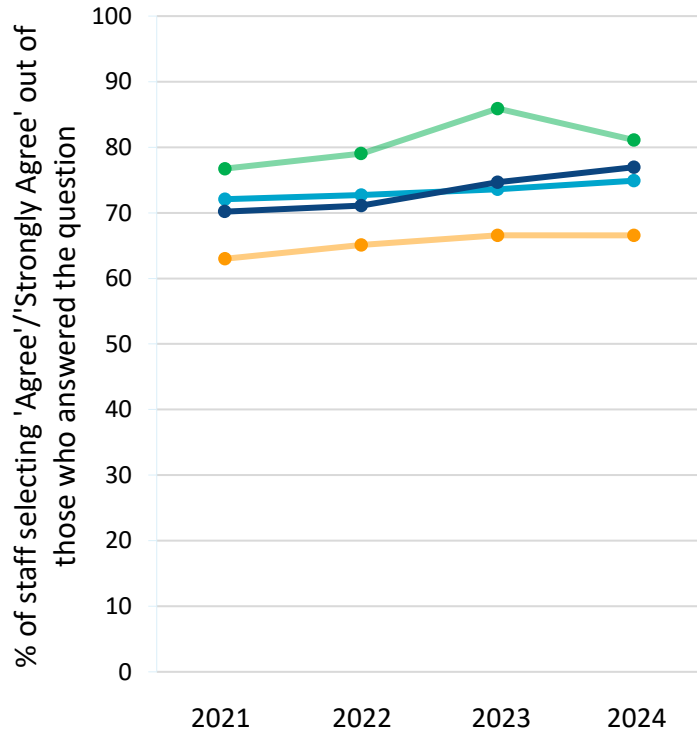
2020 2021 2022 2023 2024

<b>Your org</b>	66.78%	65.70%	63.52%	67.86%	69.15%
<b>Best result</b>	74.00%	67.74%	69.87%	69.07%	69.15%
<b>Average result</b>	65.30%	64.35%	65.27%	66.59%	66.70%
<b>Worst result</b>	56.78%	56.69%	58.97%	59.70%	61.26%

Responses 4386 4031 4386 5173 6033

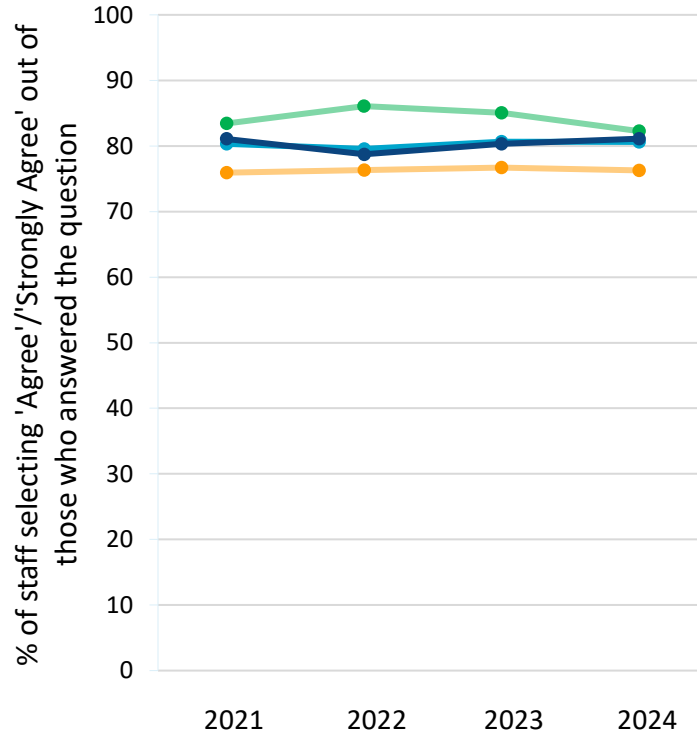


Q7d Team members understand each other's roles.



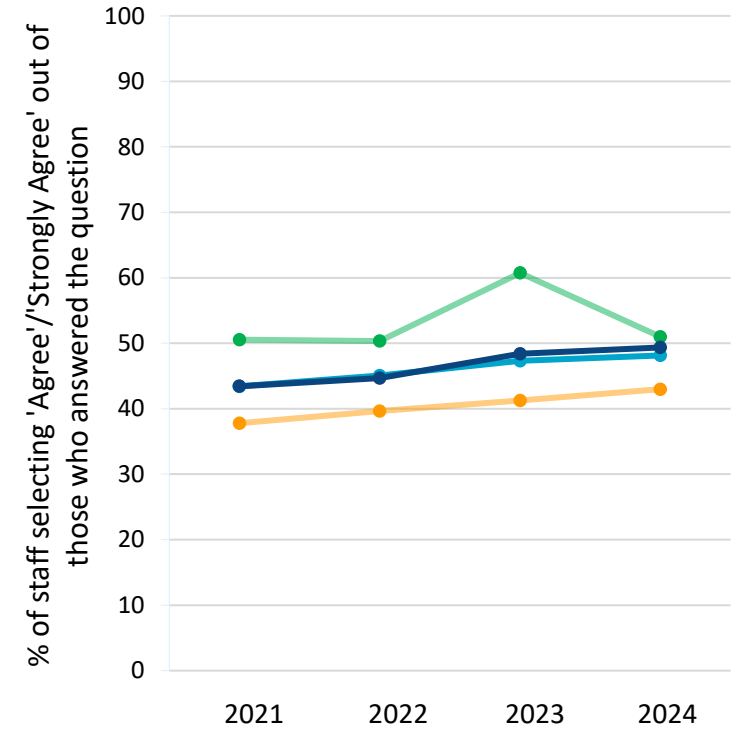
	2021	2022	2023	2024
<b>Your org</b>	70.18%	71.11%	74.64%	76.95%
<b>Best result</b>	76.74%	79.03%	85.90%	81.13%
<b>Average result</b>	72.08%	72.70%	73.57%	74.90%
<b>Worst result</b>	63.00%	65.09%	66.57%	66.56%
Responses	4030	4387	5179	6032

Q7e I enjoy working with the colleagues in my team.



	2021	2022	2023	2024
<b>Your org</b>	81.07%	78.74%	80.31%	81.12%
<b>Best result</b>	83.44%	86.08%	85.07%	82.27%
<b>Average result</b>	80.35%	79.56%	80.65%	80.60%
<b>Worst result</b>	75.93%	76.32%	76.71%	76.26%
Responses	4028	4385	5171	6035

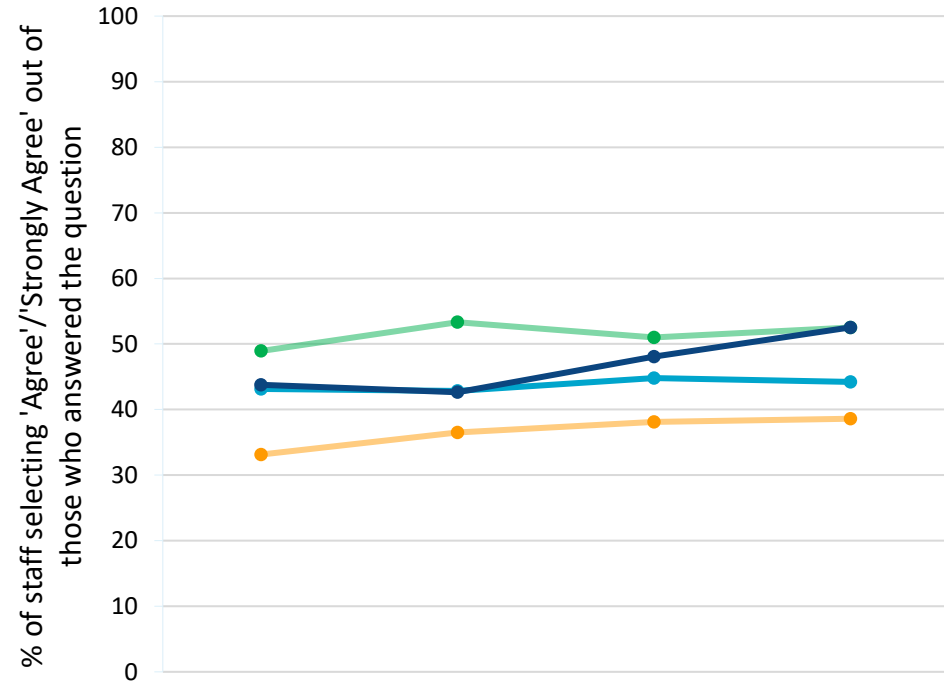
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023	2024
<b>Your org</b>	43.43%	44.67%	48.41%	49.36%
<b>Best result</b>	50.55%	50.34%	60.74%	51.00%
<b>Average result</b>	43.43%	45.06%	47.33%	48.14%
<b>Worst result</b>	37.79%	39.65%	41.26%	42.99%
Responses	4024	4379	5176	6031

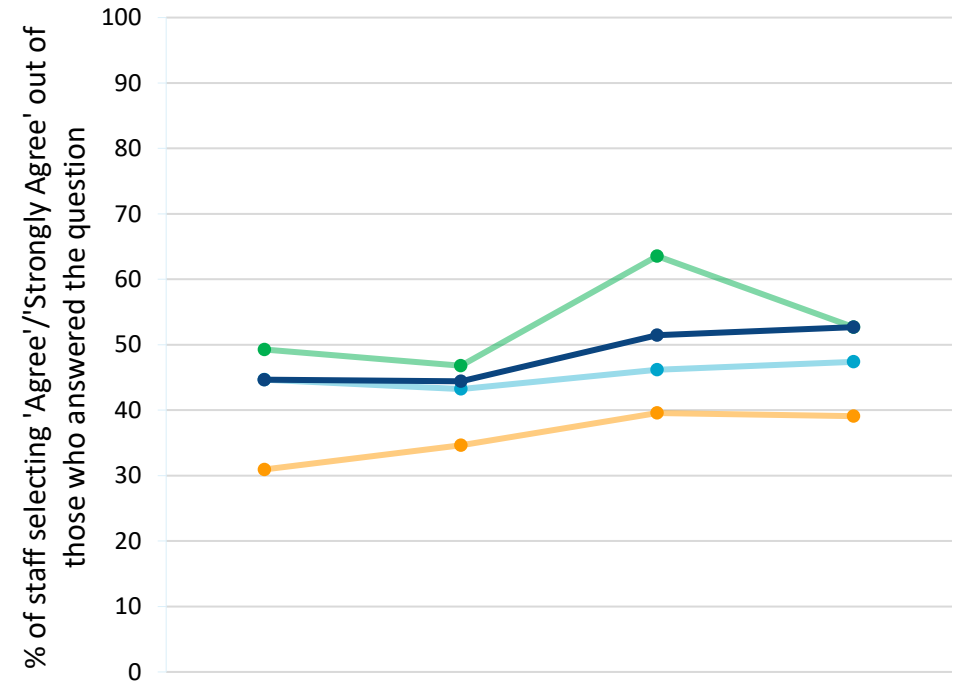


Q7g In my team disagreements are dealt with constructively.

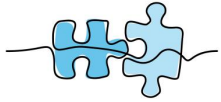


	2021	2022	2023	2024
Your org	43.76%	42.64%	48.06%	52.53%
Best result	48.93%	53.32%	50.98%	52.53%
Average result	43.15%	42.84%	44.80%	44.23%
Worst result	33.14%	36.49%	38.12%	38.60%
Responses	4024	4382	5168	6026

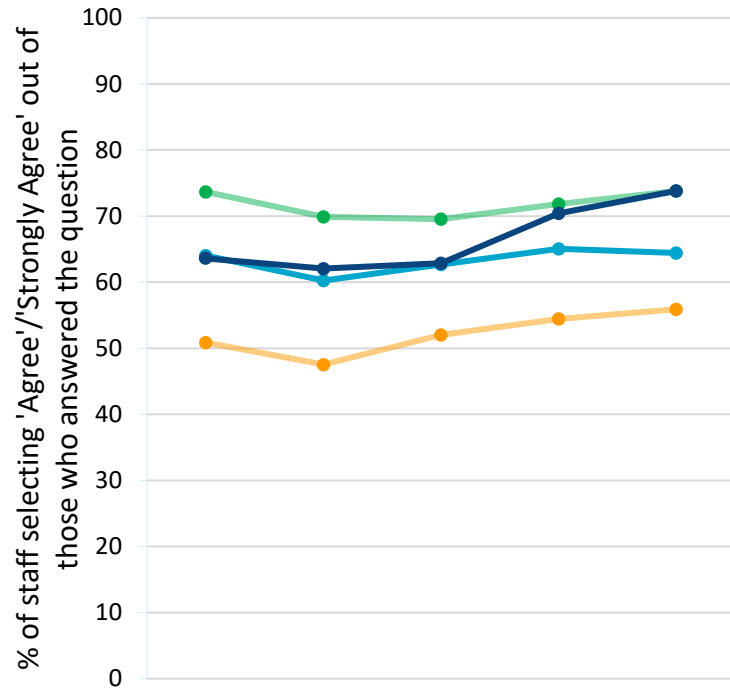
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Your org	44.66%	44.42%	51.46%	52.69%
Best result	49.27%	46.80%	63.55%	52.69%
Average result	44.66%	43.22%	46.17%	47.39%
Worst result	30.94%	34.66%	39.56%	39.10%
Responses	4012	4383	5174	6026



Q9a My immediate manager encourages me at work.

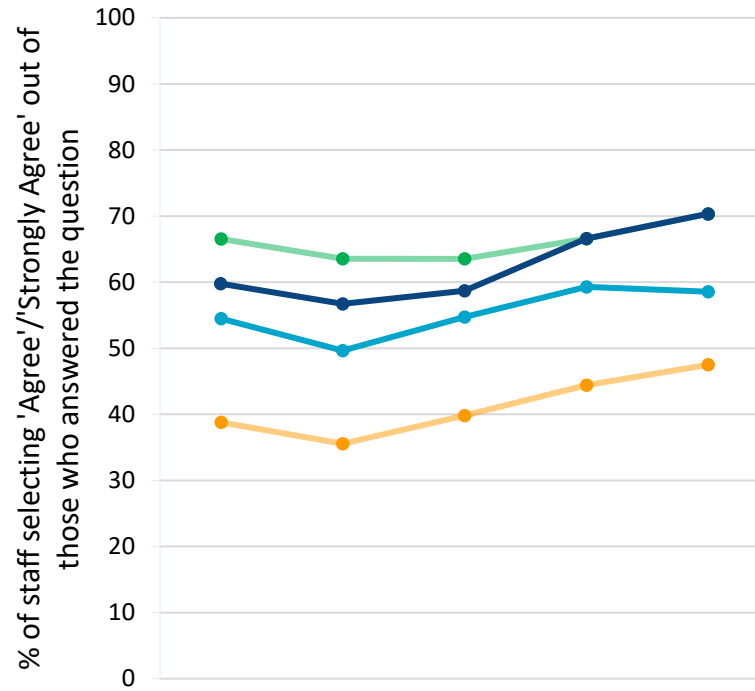


2020 2021 2022 2023 2024

<b>Your org</b>	63.61%	62.07%	62.86%	70.42%	73.82%
<b>Best result</b>	73.66%	69.89%	69.54%	71.81%	73.82%
<b>Average result</b>	64.03%	60.25%	62.66%	65.06%	64.40%
<b>Worst result</b>	50.86%	47.54%	52.03%	54.45%	55.90%

Responses 4364 4012 4381 5177 6027

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

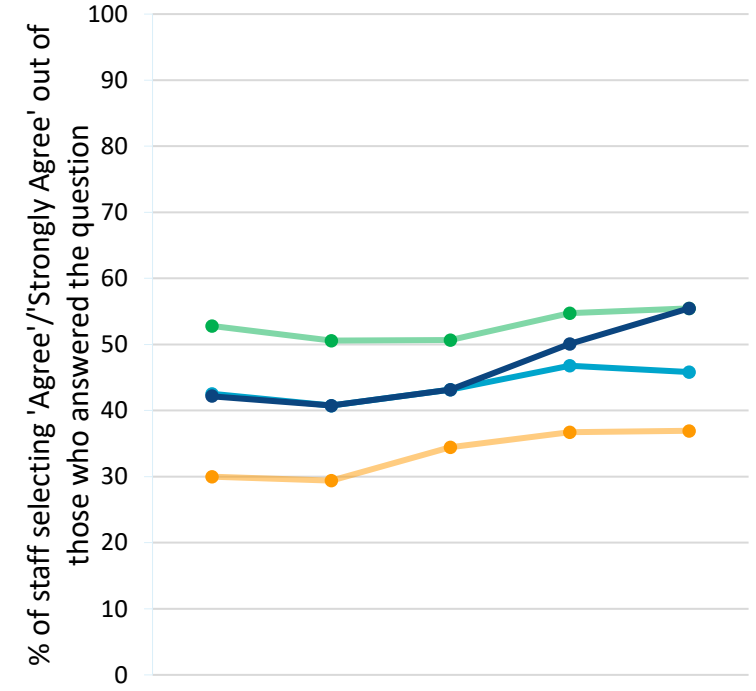


2020 2021 2022 2023 2024

<b>Your org</b>	59.77%	56.73%	58.69%	66.62%	70.35%
<b>Best result</b>	66.57%	63.57%	63.53%	66.62%	70.35%
<b>Average result</b>	54.50%	49.64%	54.74%	59.29%	58.56%
<b>Worst result</b>	38.81%	35.56%	39.84%	44.42%	47.50%

Responses 4360 4010 4382 5177 6032

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



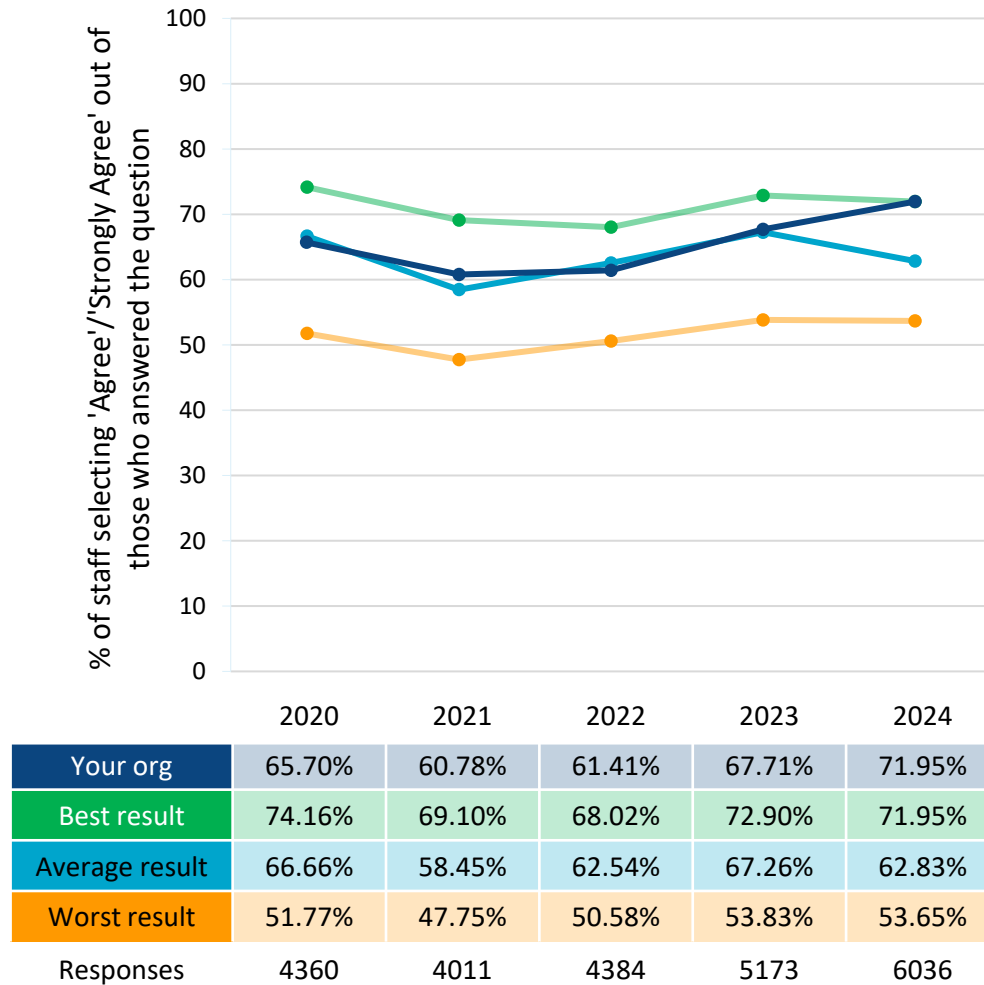
2020 2021 2022 2023 2024

<b>Your org</b>	42.16%	40.77%	43.16%	50.10%	55.46%
<b>Best result</b>	52.78%	50.59%	50.68%	54.73%	55.46%
<b>Average result</b>	42.54%	40.77%	43.16%	46.78%	45.85%
<b>Worst result</b>	30.01%	29.40%	34.46%	36.71%	36.94%

Responses 4361 4012 4382 5175 6036



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



## Theme – Staff engagement



### Questions included:

Motivation – Q2a, Q2b, Q2c

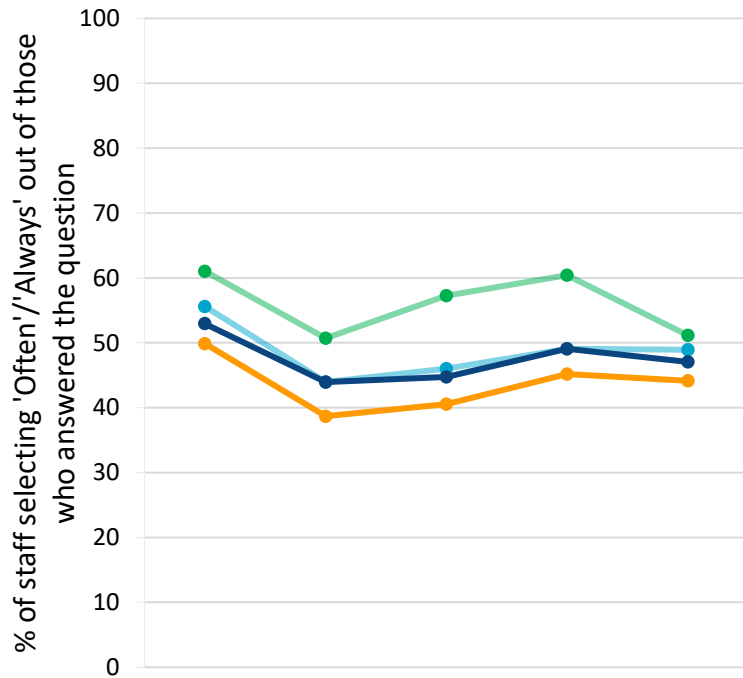
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d



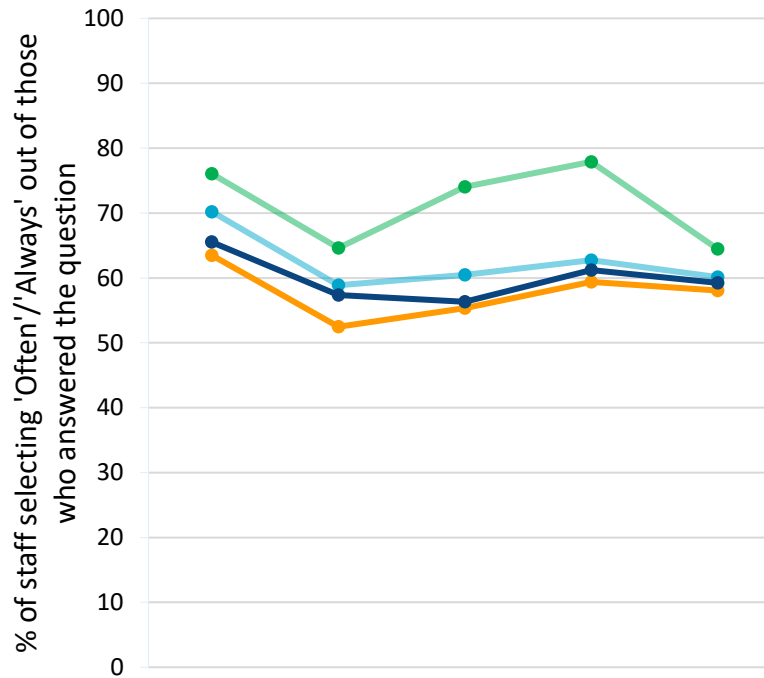


Q2a I look forward to going to work.



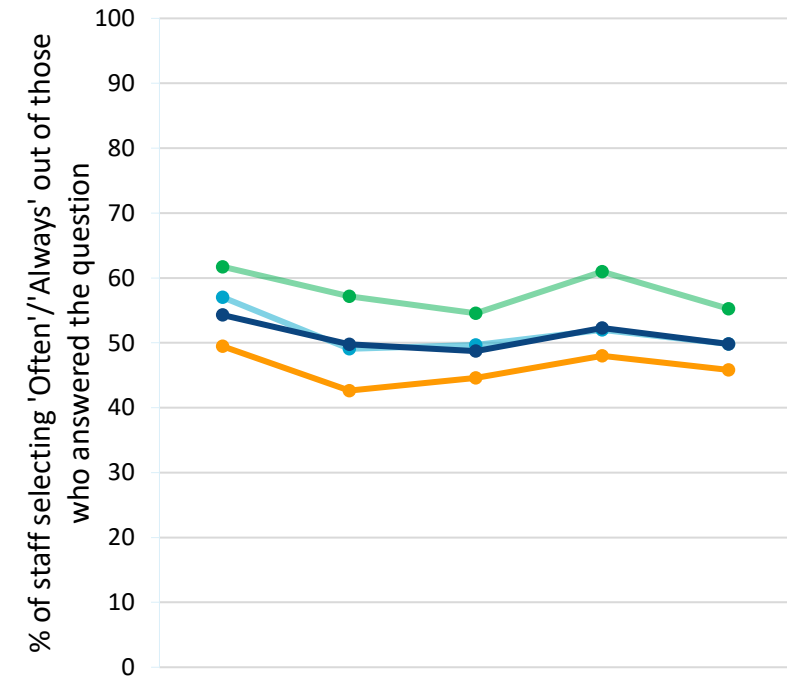
	2020	2021	2022	2023	2024
<b>Your org</b>	52.93%	43.95%	44.72%	49.10%	47.04%
<b>Best result</b>	61.03%	50.71%	57.26%	60.43%	51.12%
<b>Average result</b>	55.60%	43.95%	46.03%	49.10%	48.91%
<b>Worst result</b>	49.88%	38.69%	40.54%	45.17%	44.13%
Responses	4419	4083	4382	5168	6020

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	65.52%	57.36%	56.32%	61.19%	59.26%
<b>Best result</b>	76.03%	64.62%	74.03%	77.89%	64.45%
<b>Average result</b>	70.21%	58.87%	60.46%	62.72%	60.12%
<b>Worst result</b>	63.50%	52.47%	55.35%	59.40%	58.03%
Responses	4400	4075	4369	5145	6006

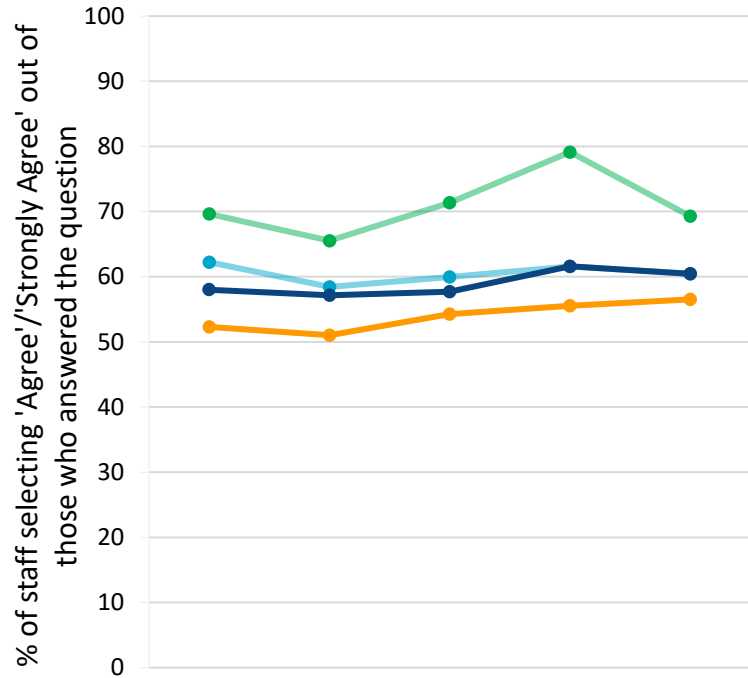
Q2c Time passes quickly when I am working.



	2020	2021	2022	2023	2024
<b>Your org</b>	54.27%	49.75%	48.72%	52.29%	49.80%
<b>Best result</b>	61.72%	57.19%	54.55%	60.97%	55.23%
<b>Average result</b>	57.01%	49.07%	49.66%	52.00%	49.80%
<b>Worst result</b>	49.45%	42.64%	44.58%	47.99%	45.80%
Responses	4405	4078	4369	5148	6004

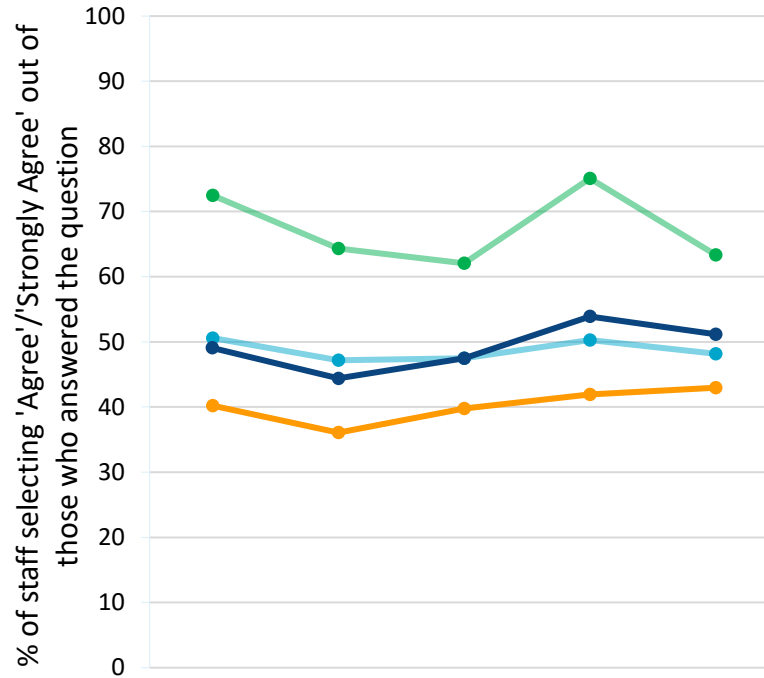


Q3c There are frequent opportunities for me to show initiative in my role.



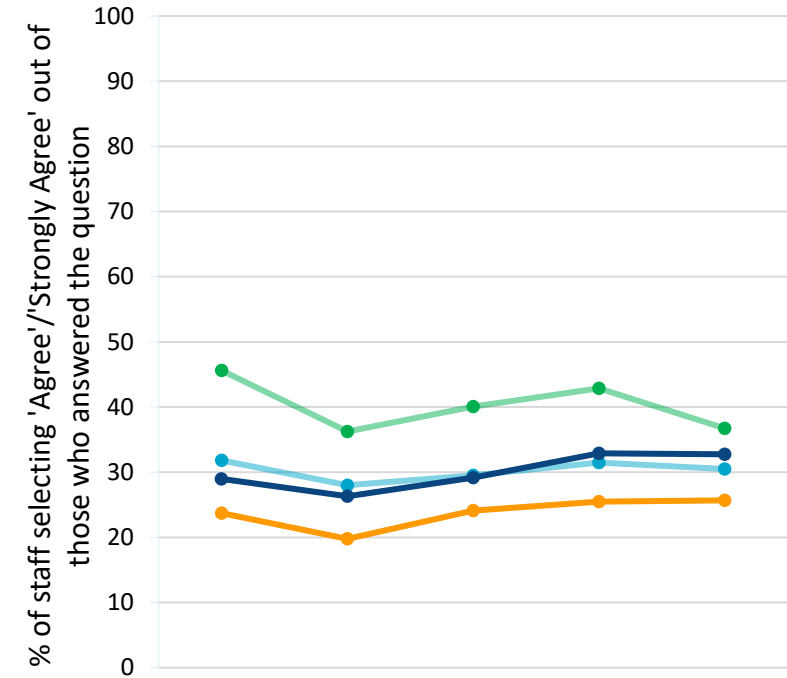
	2020	2021	2022	2023	2024
<b>Your org</b>	58.01%	57.15%	57.70%	61.60%	60.46%
<b>Best result</b>	69.62%	65.53%	71.36%	79.13%	69.30%
<b>Average result</b>	62.23%	58.44%	59.97%	61.60%	60.46%
<b>Worst result</b>	52.32%	51.02%	54.24%	55.55%	56.52%
Responses	4385	4059	4380	5164	6022

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



	2020	2021	2022	2023	2024
<b>Your org</b>	49.07%	44.40%	47.48%	53.89%	51.15%
<b>Best result</b>	72.46%	64.33%	62.06%	75.08%	63.37%
<b>Average result</b>	50.59%	47.17%	47.48%	50.28%	48.15%
<b>Worst result</b>	40.20%	36.07%	39.79%	41.95%	42.97%
Responses	4386	4059	4389	5178	6031

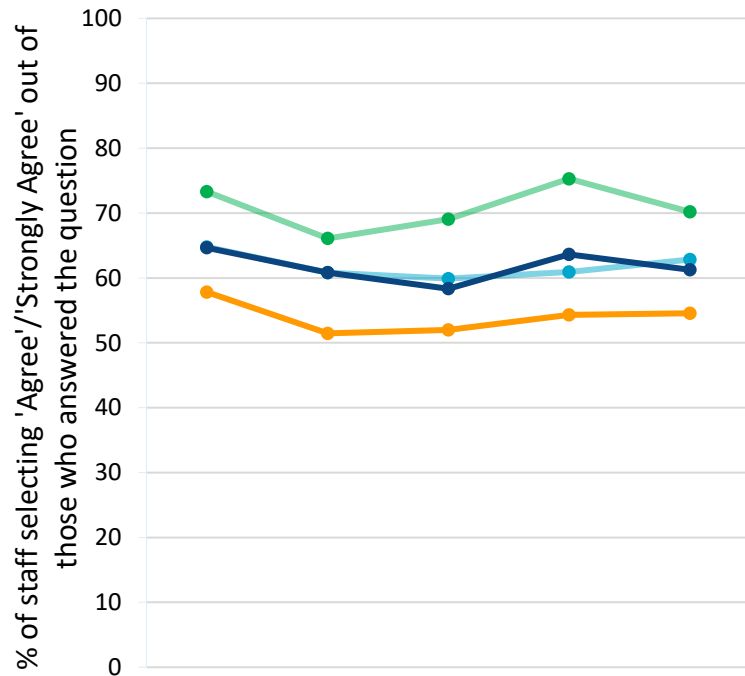
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	28.96%	26.30%	29.18%	32.89%	32.77%
<b>Best result</b>	45.61%	36.25%	40.07%	42.89%	36.73%
<b>Average result</b>	31.80%	28.00%	29.52%	31.50%	30.48%
<b>Worst result</b>	23.72%	19.77%	24.09%	25.50%	25.68%
Responses	4385	4057	4380	5182	6026

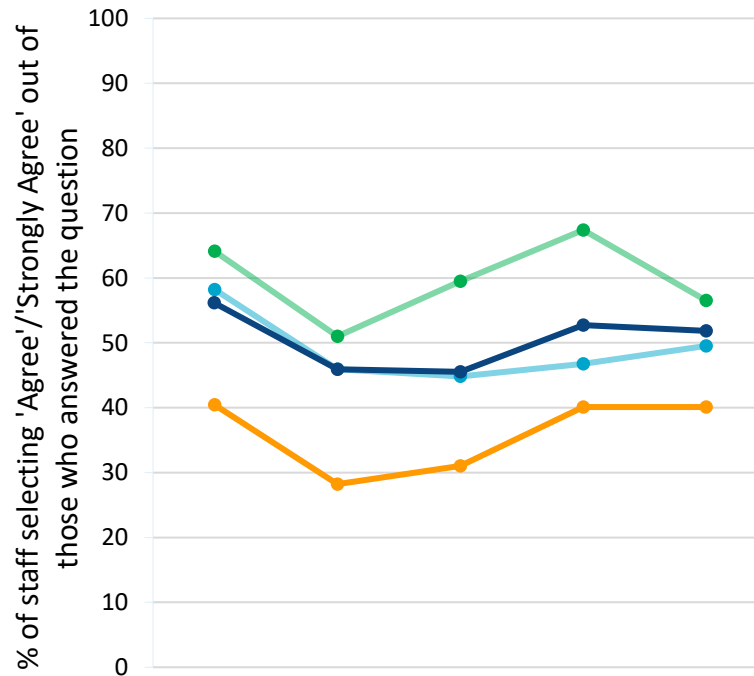


Q25a Care of patients / service users is my organisation's top priority.



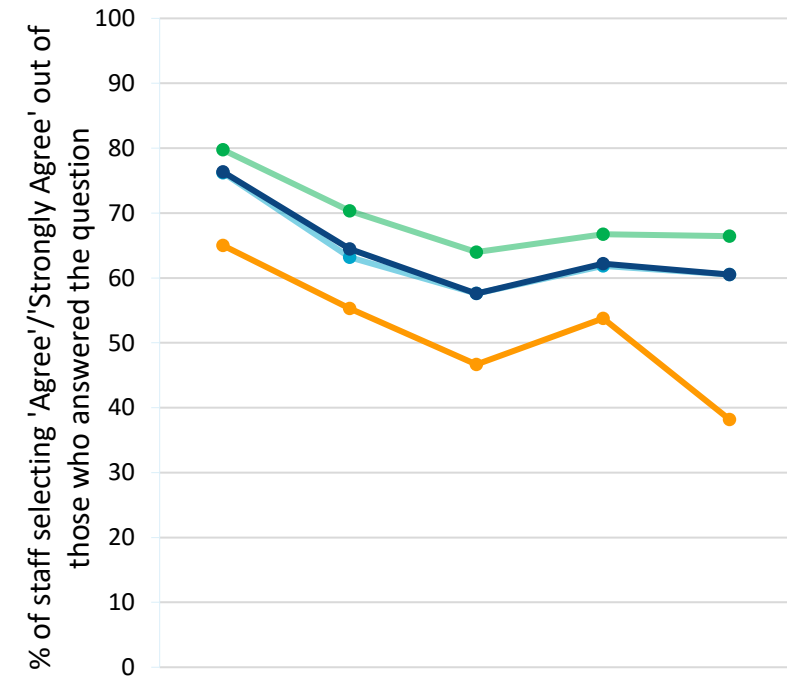
	2020	2021	2022	2023	2024
<b>Your org</b>	64.64%	60.80%	58.33%	63.61%	61.27%
<b>Best result</b>	73.30%	66.08%	69.07%	75.29%	70.18%
<b>Average result</b>	64.77%	60.80%	59.90%	60.89%	62.83%
<b>Worst result</b>	57.82%	51.46%	51.99%	54.31%	54.54%
Responses	4329	3970	4382	5165	6019

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



	2020	2021	2022	2023	2024
<b>Your org</b>	56.13%	45.94%	45.53%	52.74%	51.83%
<b>Best result</b>	64.13%	51.00%	59.49%	67.39%	56.52%
<b>Average result</b>	58.22%	45.94%	44.81%	46.78%	49.53%
<b>Worst result</b>	40.45%	28.22%	31.05%	40.10%	40.10%
Responses	4324	3971	4380	5169	6017

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>	76.34%	64.47%	57.59%	62.20%	60.50%
<b>Best result</b>	79.73%	70.31%	63.98%	66.74%	66.43%
<b>Average result</b>	76.20%	63.18%	57.59%	61.85%	60.50%
<b>Worst result</b>	65.00%	55.30%	46.66%	53.77%	38.17%
Responses	4326	3969	4381	5165	6018

## Theme - Morale



### Questions included:

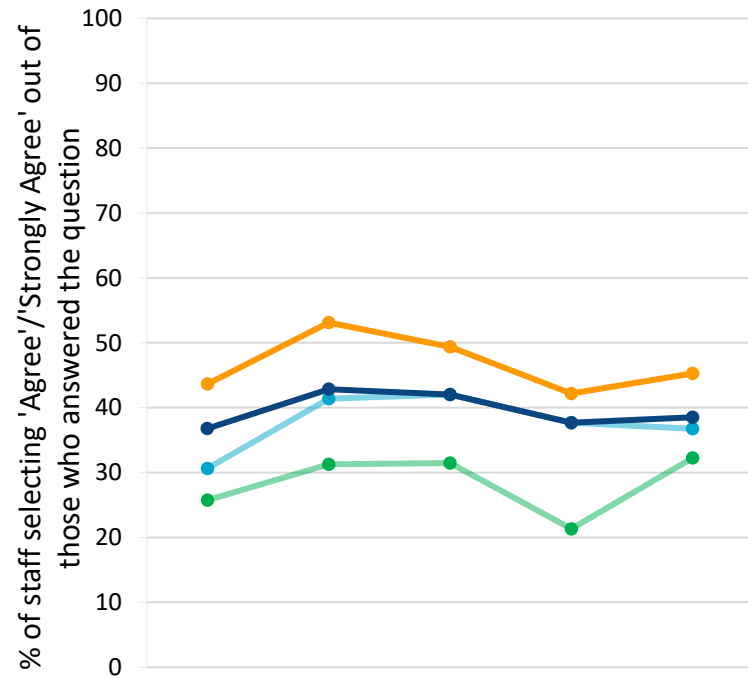
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

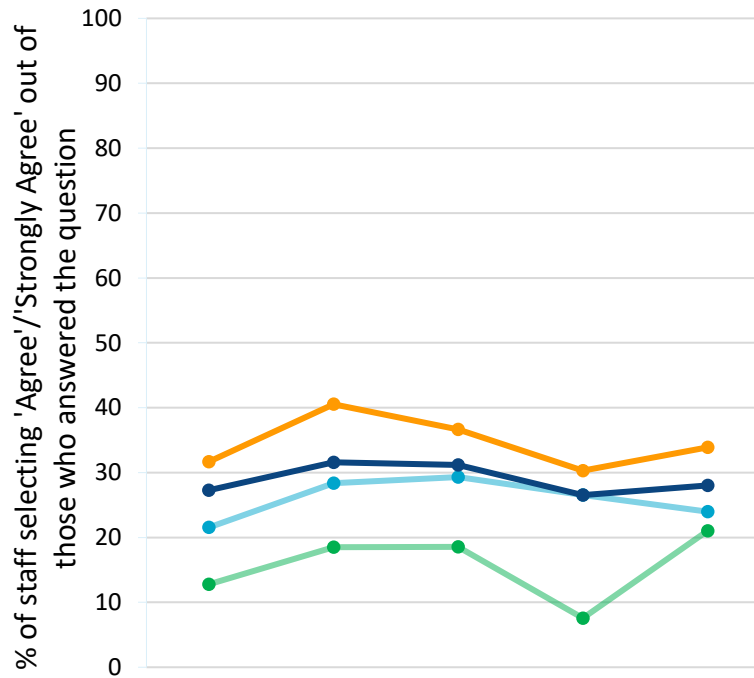


Q26a I often think about leaving this organisation.



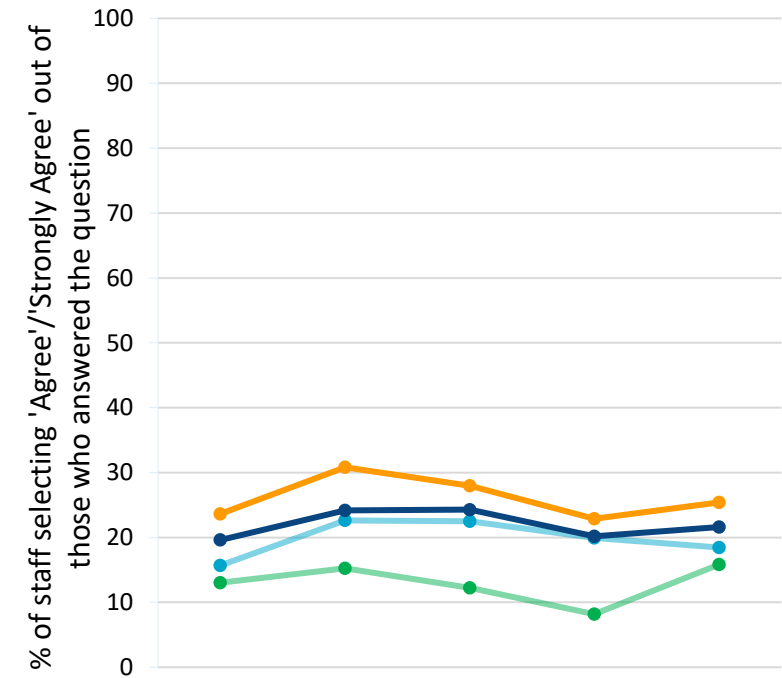
	2020	2021	2022	2023	2024
<b>Your org</b>	36.79%	42.84%	42.03%	37.69%	38.53%
<b>Best result</b>	25.74%	31.28%	31.45%	21.34%	32.25%
<b>Average result</b>	30.65%	41.36%	42.03%	37.69%	36.73%
<b>Worst result</b>	43.63%	53.12%	49.37%	42.19%	45.29%
Responses	4322	3950	4370	5181	6025

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>	27.27%	31.58%	31.19%	26.53%	28.04%
<b>Best result</b>	12.79%	18.51%	18.56%	7.57%	21.04%
<b>Average result</b>	21.54%	28.34%	29.31%	26.53%	23.96%
<b>Worst result</b>	31.69%	40.53%	36.63%	30.30%	33.88%
Responses	4319	3951	4373	5180	6024

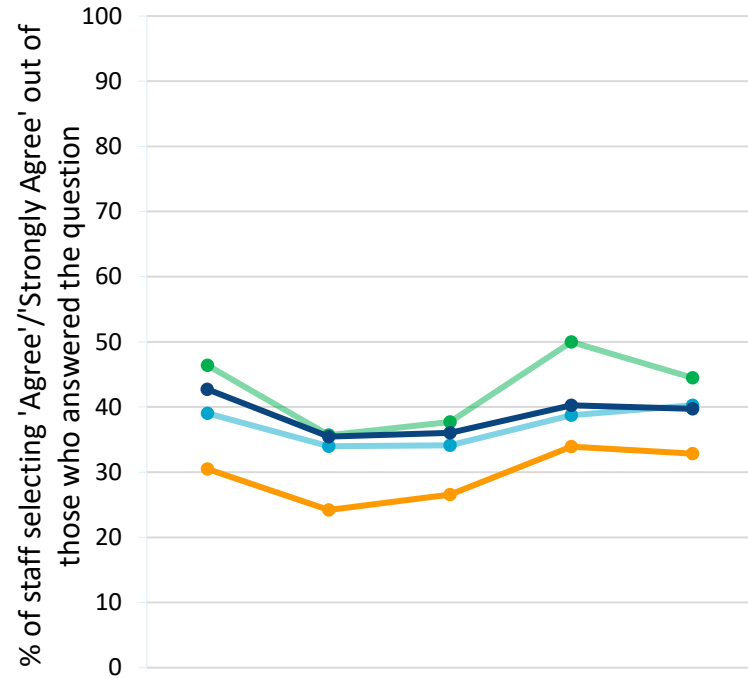
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	19.60%	24.15%	24.29%	20.19%	21.62%
<b>Best result</b>	13.03%	15.27%	12.26%	8.18%	15.83%
<b>Average result</b>	15.68%	22.62%	22.48%	19.93%	18.47%
<b>Worst result</b>	23.62%	30.81%	27.97%	22.88%	25.41%
Responses	4319	3953	4372	5170	6013

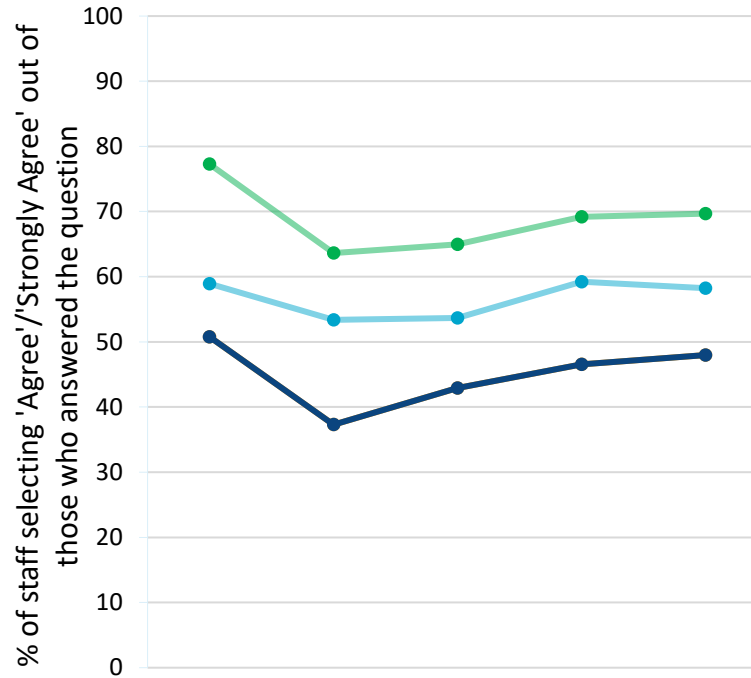


Q3g I am able to meet all the conflicting demands on my time at work.



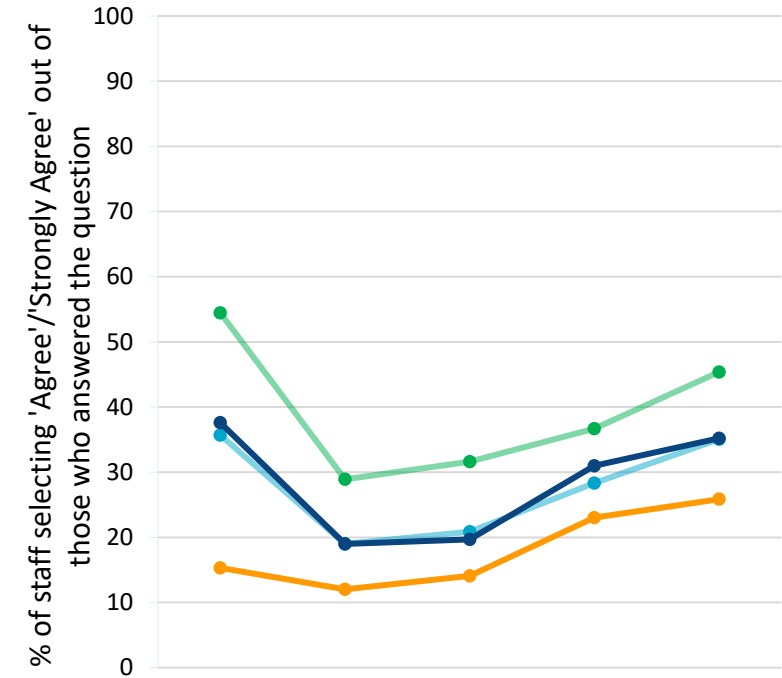
	2020	2021	2022	2023	2024
<b>Your org</b>	42.71%	35.46%	36.04%	40.27%	39.73%
<b>Best result</b>	46.40%	35.68%	37.71%	49.99%	44.49%
<b>Average result</b>	39.06%	33.99%	34.14%	38.76%	40.28%
<b>Worst result</b>	30.51%	24.20%	26.56%	33.92%	32.85%
Responses	4379	4055	4378	5172	6019

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



	2020	2021	2022	2023	2024
<b>Your org</b>	50.77%	37.29%	42.94%	46.53%	47.99%
<b>Best result</b>	77.27%	63.63%	64.98%	69.18%	69.70%
<b>Average result</b>	58.95%	53.38%	53.67%	59.23%	58.24%
<b>Worst result</b>	50.77%	37.29%	42.94%	46.53%	47.99%
Responses	4385	4059	4383	5176	6026

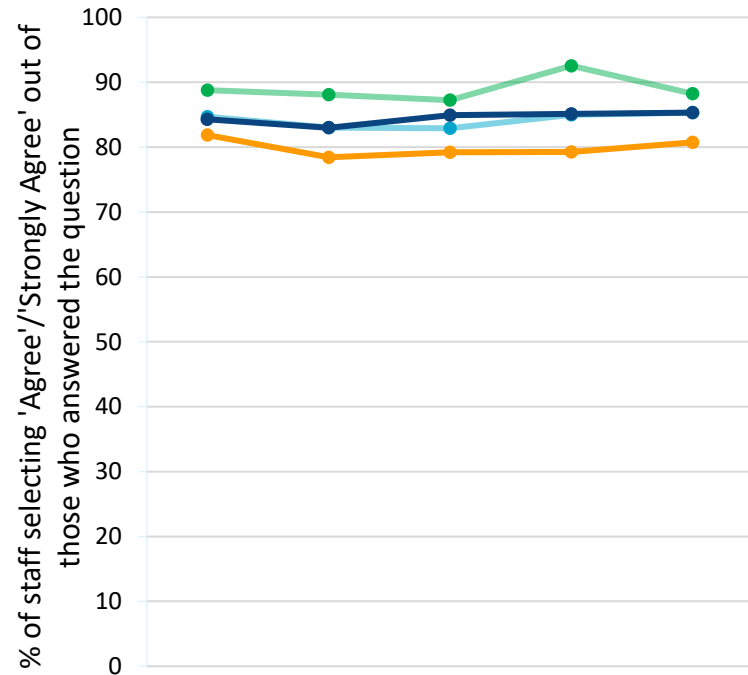
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	37.60%	18.99%	19.68%	30.99%	35.19%
<b>Best result</b>	54.47%	28.90%	31.63%	36.70%	45.39%
<b>Average result</b>	35.70%	18.99%	20.87%	28.31%	35.05%
<b>Worst result</b>	15.31%	12.02%	14.09%	23.01%	25.85%
Responses	4383	4055	4385	5179	6034

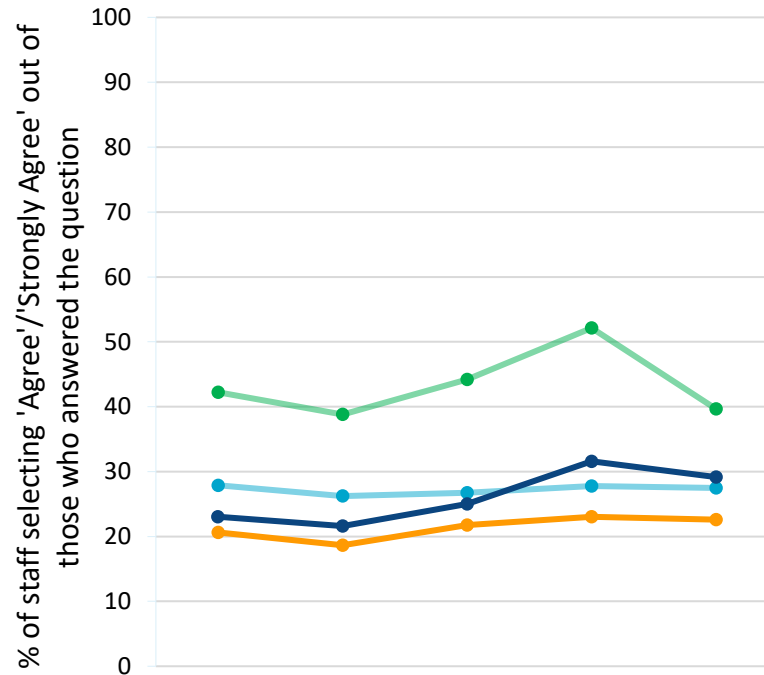


Q3a I always know what my work responsibilities are.



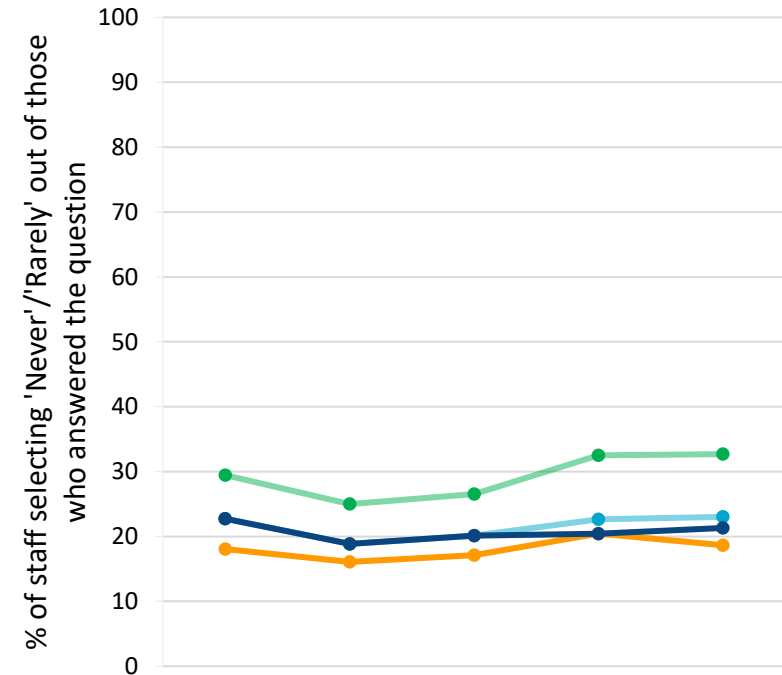
	2020	2021	2022	2023	2024
<b>Your org</b>	84.27%	82.98%	84.95%	85.13%	85.32%
<b>Best result</b>	88.77%	88.08%	87.23%	92.54%	88.23%
<b>Average result</b>	84.70%	82.98%	82.91%	85.00%	85.32%
<b>Worst result</b>	81.86%	78.43%	79.22%	79.28%	80.73%
Responses	4401	4049	4373	5183	6039

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>	23.02%	21.61%	24.99%	31.59%	29.16%
<b>Best result</b>	42.20%	38.80%	44.19%	52.13%	39.67%
<b>Average result</b>	27.89%	26.22%	26.73%	27.78%	27.46%
<b>Worst result</b>	20.60%	18.65%	21.76%	23.03%	22.58%
Responses	4387	4061	4387	5175	6029

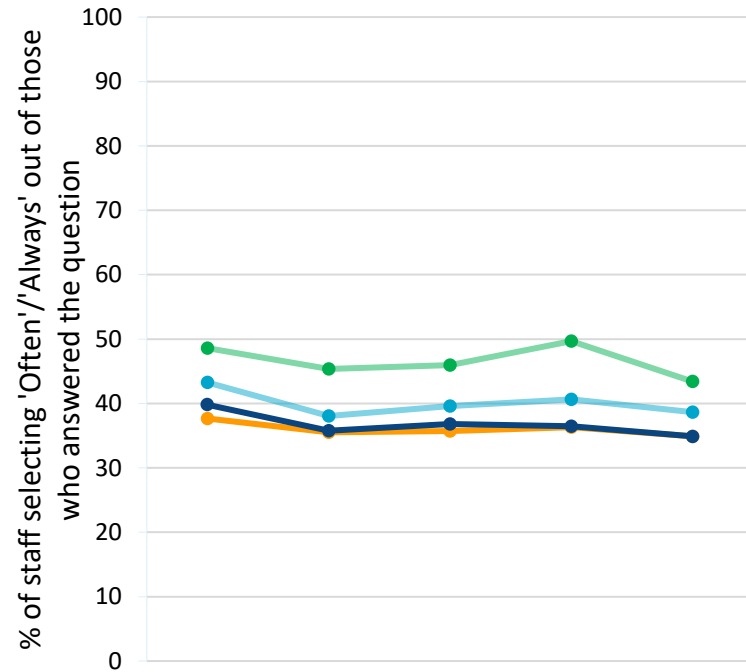
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	22.73%	18.86%	20.13%	20.44%	21.30%
<b>Best result</b>	29.43%	24.99%	26.55%	32.50%	32.68%
<b>Average result</b>	22.73%	18.86%	20.13%	22.64%	23.02%
<b>Worst result</b>	18.07%	16.08%	17.14%	20.44%	18.67%
Responses	4371	4042	4375	5166	6027

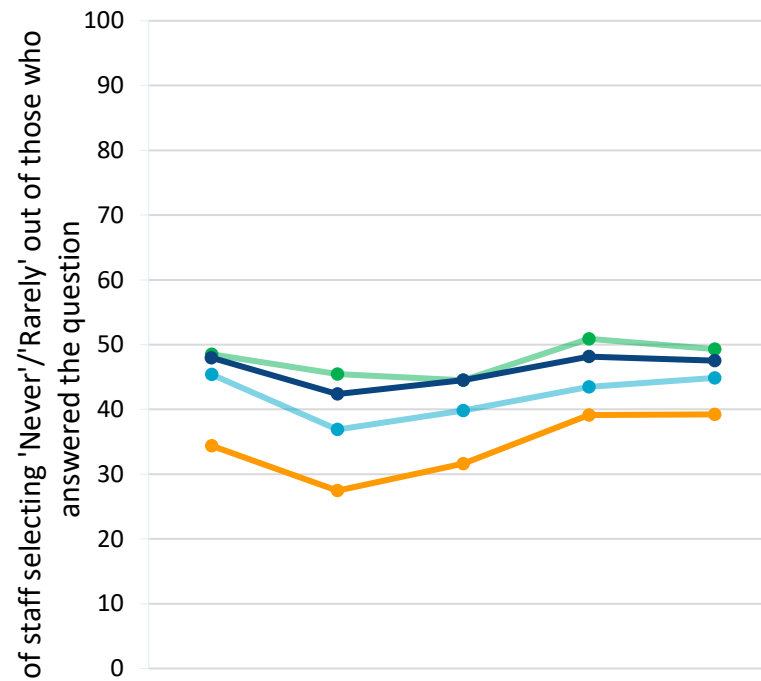


Q5b I have a choice in deciding how to do my work.



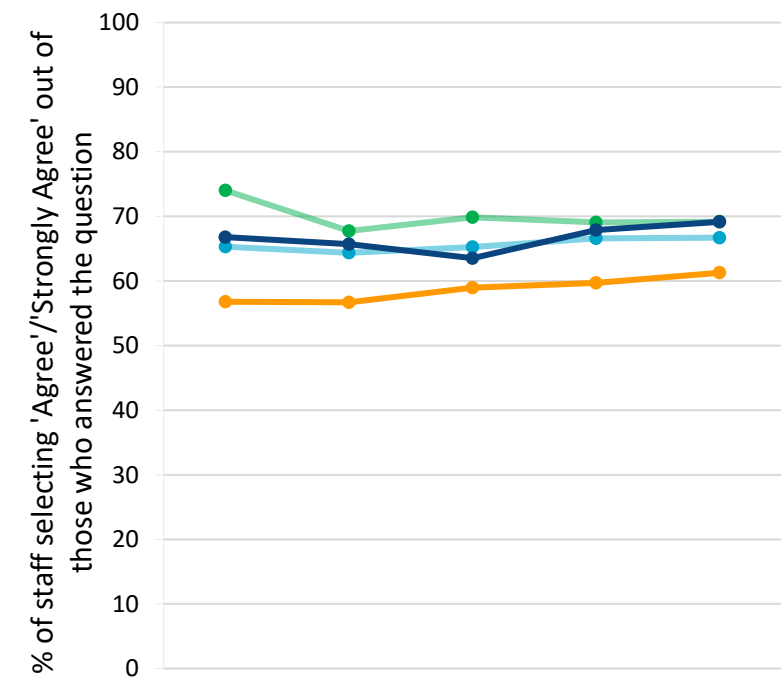
	2020	2021	2022	2023	2024
<b>Your org</b>	39.79%	35.75%	36.79%	36.46%	34.90%
<b>Best result</b>	48.61%	45.35%	45.96%	49.68%	43.41%
<b>Average result</b>	43.26%	38.05%	39.58%	40.63%	38.66%
<b>Worst result</b>	37.66%	35.51%	35.73%	36.32%	34.90%
Responses	4374	4044	4378	5174	6018

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
<b>Your org</b>	47.97%	42.37%	44.50%	48.15%	47.51%
<b>Best result</b>	48.51%	45.44%	44.50%	50.90%	49.31%
<b>Average result</b>	45.39%	36.89%	39.84%	43.49%	44.87%
<b>Worst result</b>	34.40%	27.45%	31.60%	39.11%	39.23%
Responses	4374	4046	4380	5168	6020

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

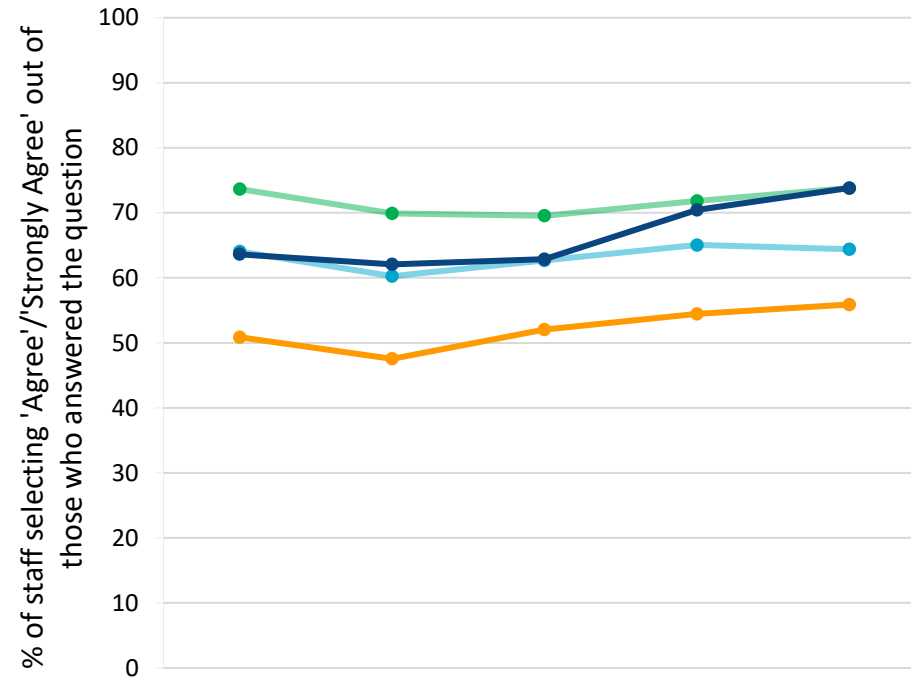


	2020	2021	2022	2023	2024
<b>Your org</b>	66.78%	65.70%	63.52%	67.86%	69.15%
<b>Best result</b>	74.00%	67.74%	69.87%	69.07%	69.15%
<b>Average result</b>	65.30%	64.35%	65.27%	66.59%	66.70%
<b>Worst result</b>	56.78%	56.69%	58.97%	59.70%	61.26%
Responses	4386	4031	4386	5173	6033





Q9a My immediate manager encourages me at work.



	2020	2021	2022	2023	2024
<b>Your org</b>	63.61%	62.07%	62.86%	70.42%	73.82%
<b>Best result</b>	73.66%	69.89%	69.54%	71.81%	73.82%
<b>Average result</b>	64.03%	60.25%	62.66%	65.06%	64.40%
<b>Worst result</b>	50.86%	47.54%	52.03%	54.45%	55.90%
Responses	4364	4012	4381	5177	6027

## Questions not linked to People Promise elements or themes

Questions included:\*

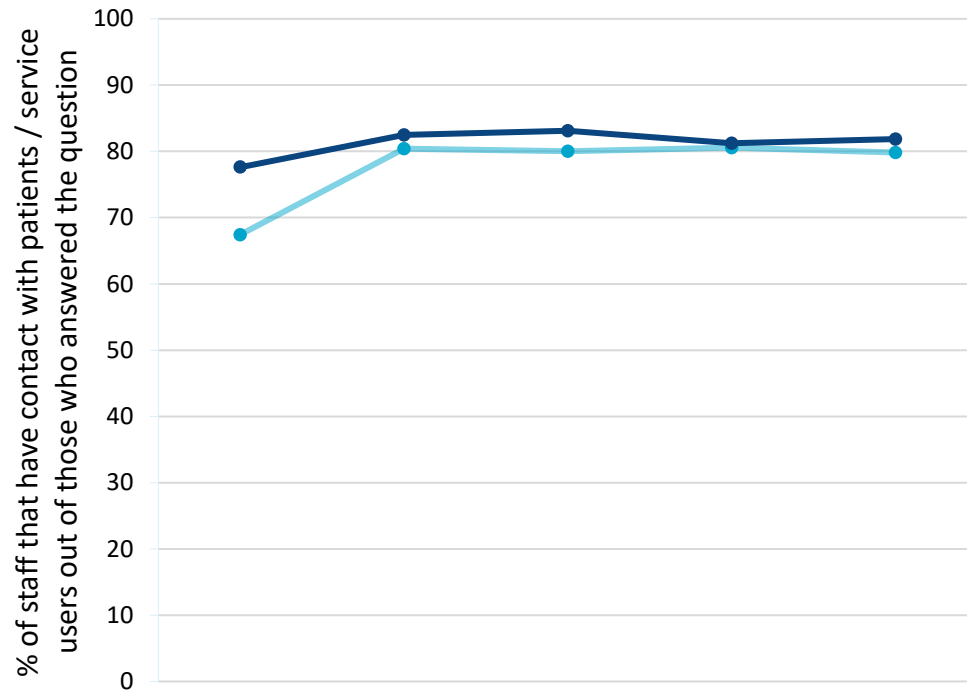
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

\*The results for Q17a, Q17b and Q22 are reported in the section for People Promise element 4: We are safe and healthy. The results for Q24f are reported in the section for People Promise element 5: We are always learning. These questions do not contribute to any score or sub-score calculations.

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



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

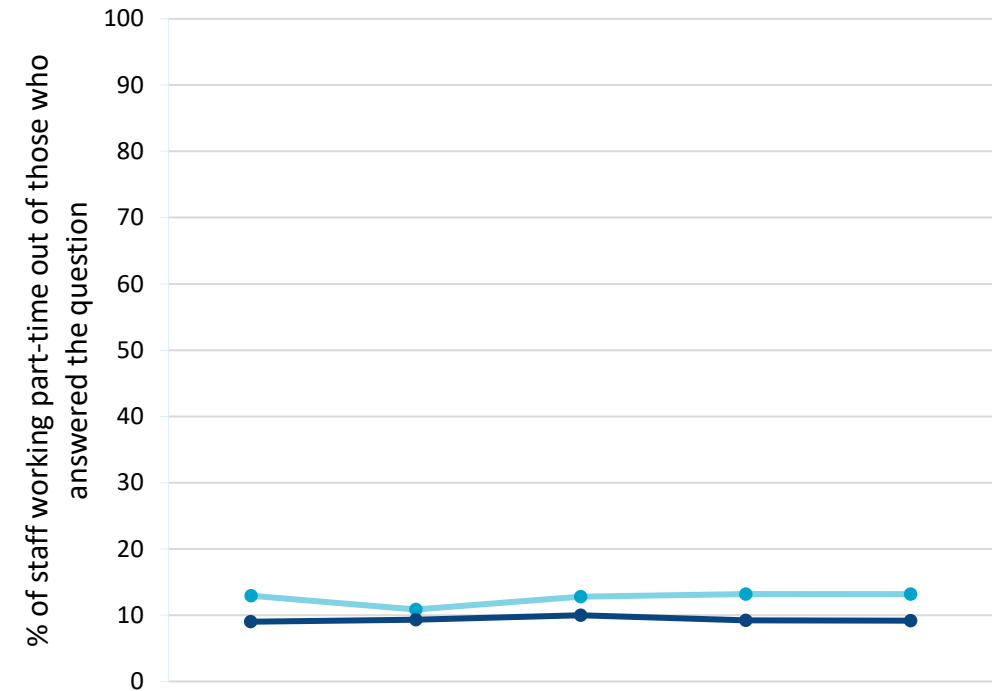


2020 2021 2022 2023 2024

Your org	77.61%	82.48%	83.11%	81.22%	81.86%
Average	67.44%	80.39%	80.02%	80.56%	79.82%

Responses 4412 4082 4376 5166 6010

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



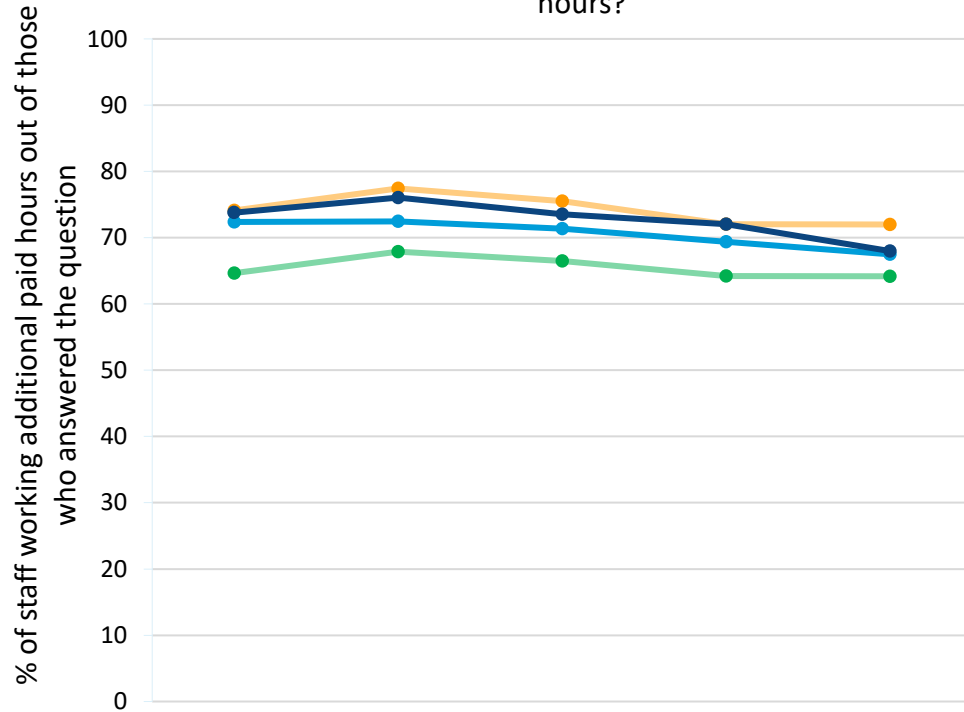
2020 2021 2022 2023 2024

Your org	9.01%	9.32%	9.99%	9.23%	9.15%
Average	12.93%	10.86%	12.78%	13.19%	13.19%

Responses 4316 3971 4315 5093 5966

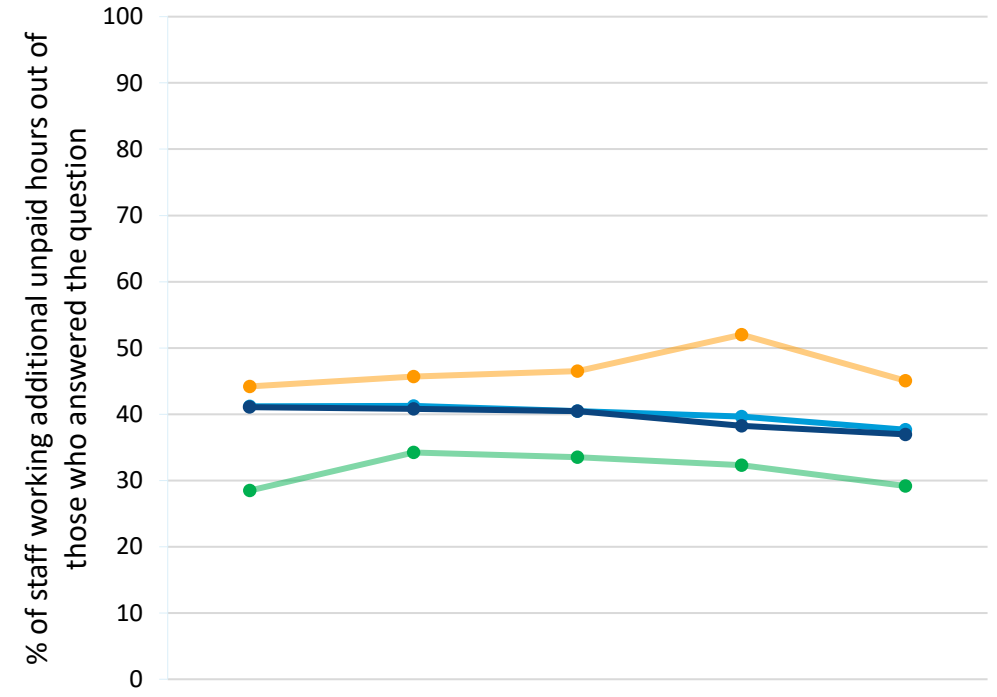


Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
<b>Your org</b>	73.79%	76.06%	73.52%	72.06%	67.98%
<b>Lowest</b>	64.65%	67.89%	66.49%	64.21%	64.18%
<b>Average</b>	72.38%	72.46%	71.37%	69.41%	67.49%
<b>Highest</b>	74.11%	77.44%	75.54%	72.06%	71.99%
Responses	4344	4012	4375	5168	6028

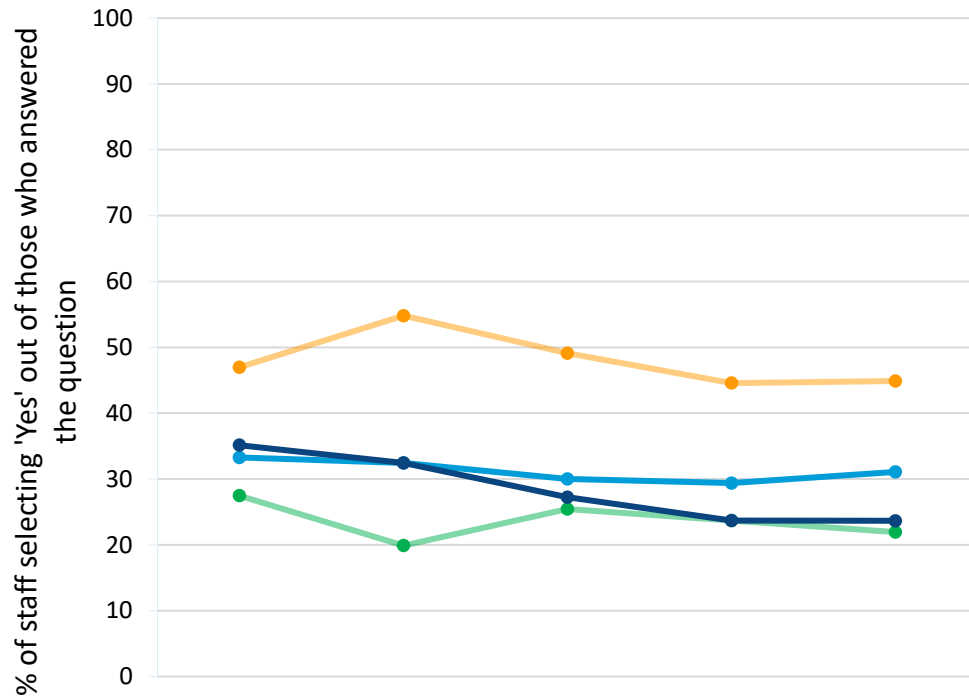
Q10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
<b>Your org</b>	41.07%	40.79%	40.45%	38.24%	36.96%
<b>Lowest</b>	28.48%	34.22%	33.50%	32.32%	29.18%
<b>Average</b>	41.21%	41.26%	40.45%	39.66%	37.66%
<b>Highest</b>	44.20%	45.70%	46.50%	52.00%	45.05%
Responses	4350	4004	4371	5145	6020

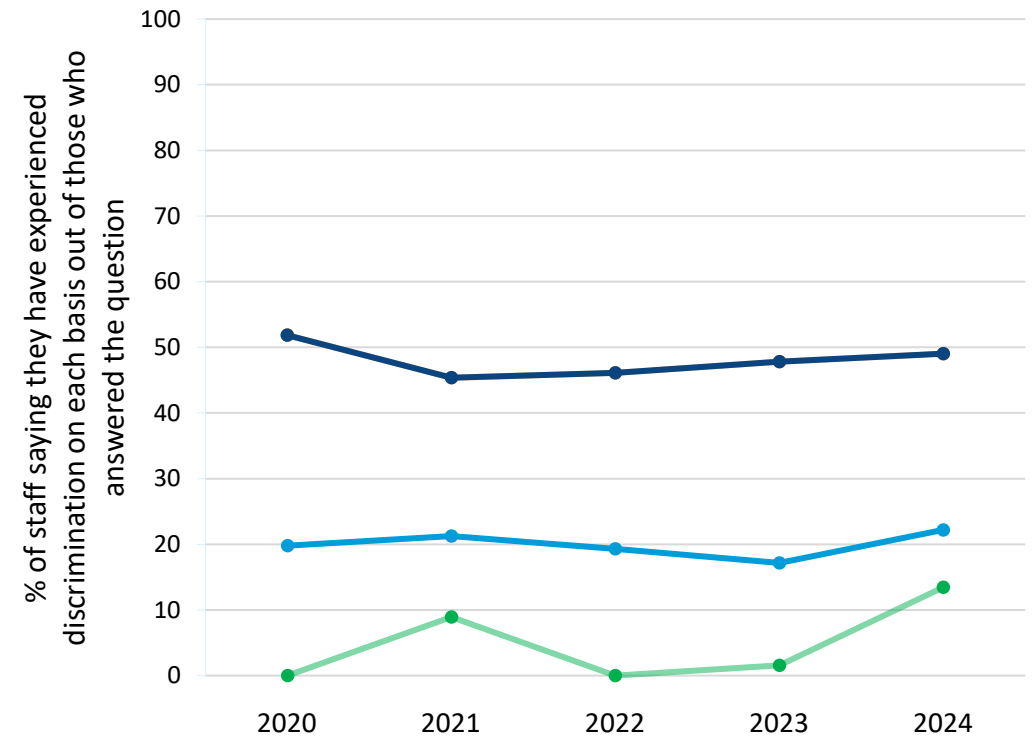


Q11e\* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
<b>Your org</b>	35.13%	32.43%	27.24%	23.69%	23.66%
<b>Best result</b>	27.46%	19.89%	25.45%	23.69%	21.94%
<b>Average result</b>	33.28%	32.43%	30.02%	29.39%	31.07%
<b>Worst result</b>	46.95%	54.82%	49.11%	44.57%	44.87%
Responses	2442	2571	2862	3261	3915

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

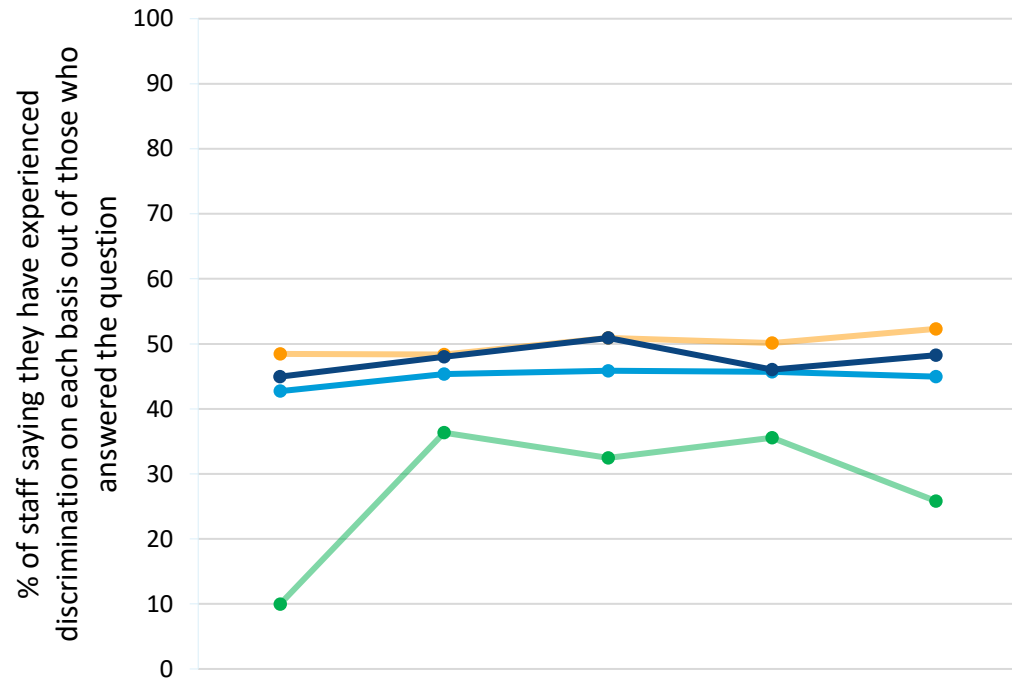


	2020	2021	2022	2023	2024
<b>Your org</b>	51.84%	45.37%	46.10%	47.84%	49.02%
<b>Best result</b>	0.00%	8.90%	0.00%	1.57%	13.44%
<b>Average result</b>	19.81%	21.27%	19.30%	17.16%	22.19%
<b>Worst result</b>	51.84%	45.37%	46.10%	47.84%	49.02%
Responses	1303	1178	1345	1560	1893

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



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

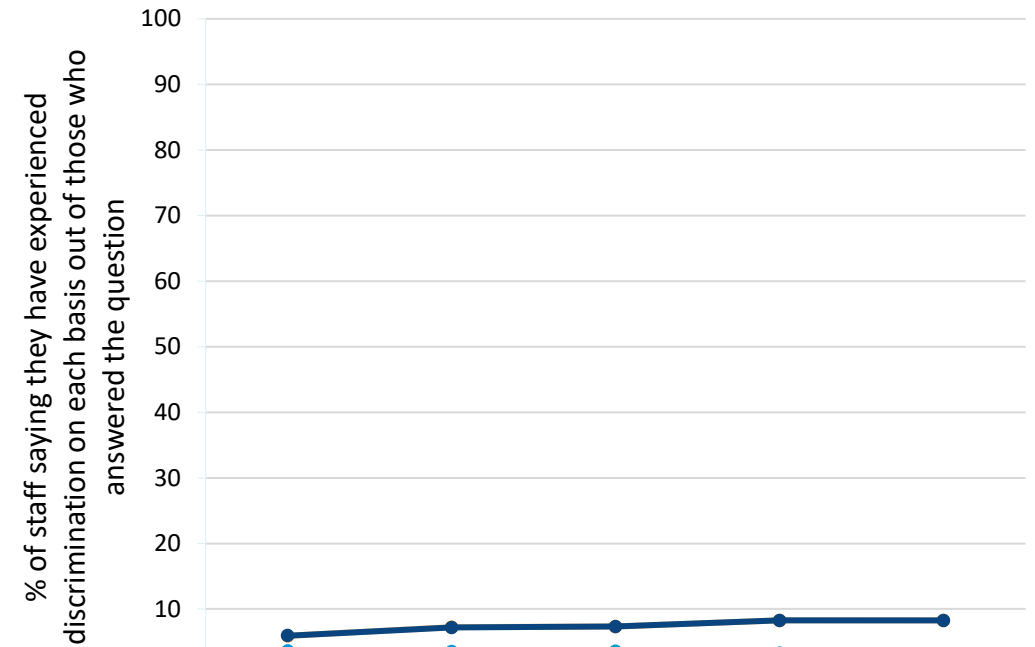


2020 2021 2022 2023 2024

Your org	44.96%	48.03%	50.90%	46.05%	48.23%
Best result	9.99%	36.33%	32.47%	35.54%	25.82%
Average result	42.72%	45.34%	45.86%	45.69%	44.96%
Worst result	48.46%	48.36%	50.90%	50.12%	52.30%

Responses 1303 1178 1345 1560 1893

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



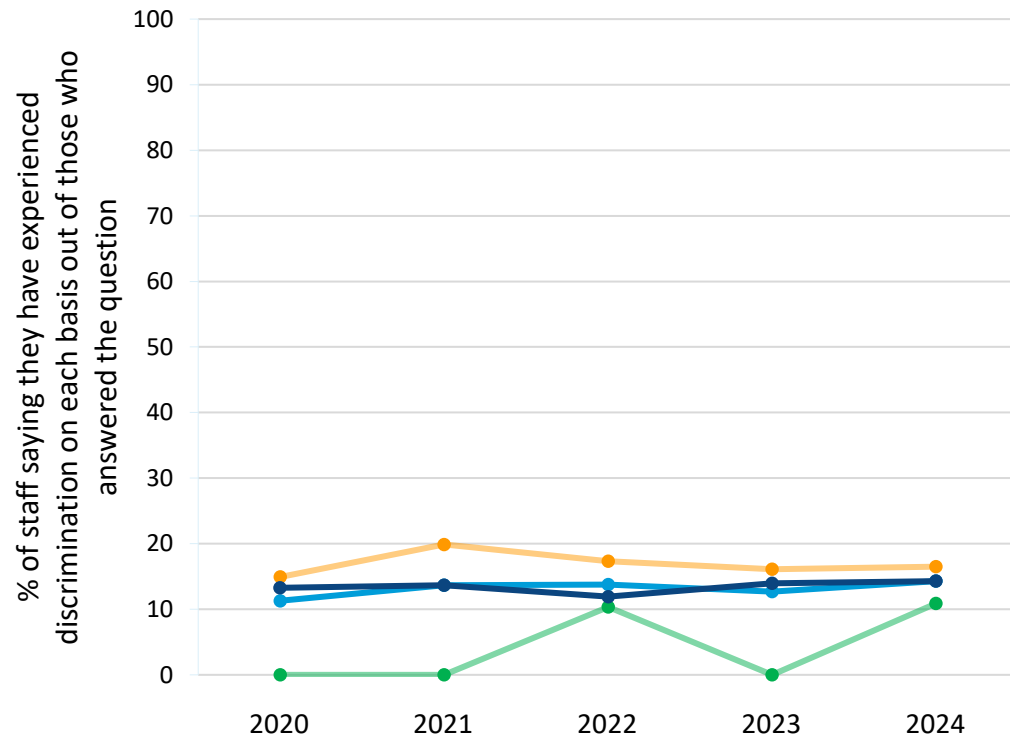
2020 2021 2022 2023 2024

Your org	5.92%	7.21%	7.36%	8.27%	8.26%
Best result	0.00%	0.00%	0.00%	0.00%	2.06%
Average result	3.64%	3.51%	3.57%	3.29%	3.09%
Worst result	5.92%	7.26%	7.36%	8.27%	8.26%

Responses 1303 1178 1345 1560 1893

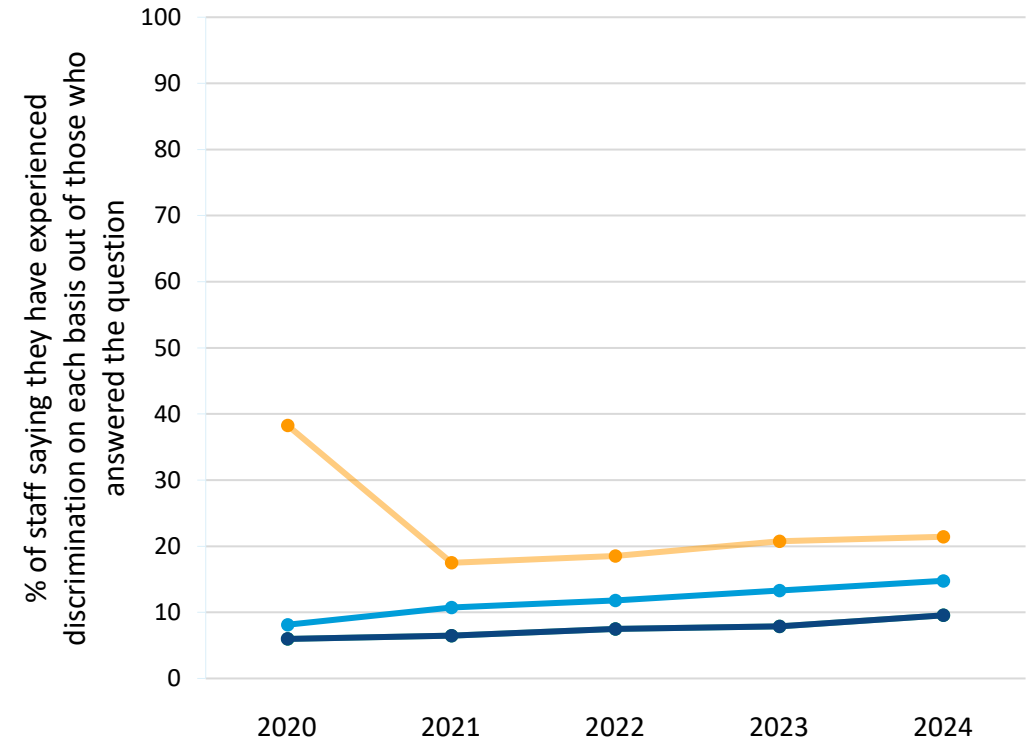


Q16c.4 On what grounds have you experienced discrimination?  
– Sexual orientation.



	2020	2021	2022	2023	2024
<b>Your org</b>	13.25%	13.68%	11.93%	13.96%	14.29%
<b>Best result</b>	0.00%	0.00%	10.32%	0.00%	10.88%
<b>Average result</b>	11.30%	13.68%	13.77%	12.71%	14.29%
<b>Worst result</b>	14.92%	19.89%	17.33%	16.09%	16.49%
Responses	1303	1178	1345	1560	1893

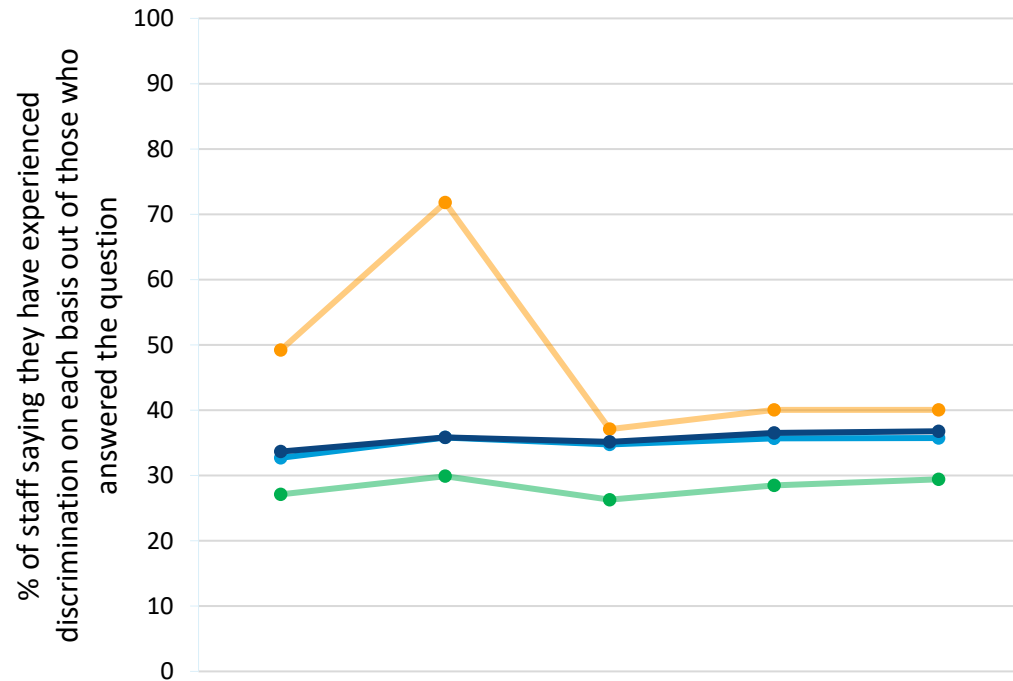
Q16c.5 On what grounds have you experienced discrimination?  
– Disability.



	2020	2021	2022	2023	2024
<b>Your org</b>	5.98%	6.49%	7.52%	7.87%	9.55%
<b>Best result</b>	5.98%	6.49%	7.52%	7.87%	9.55%
<b>Average result</b>	8.13%	10.76%	11.81%	13.32%	14.77%
<b>Worst result</b>	38.25%	17.49%	18.53%	20.75%	21.43%
Responses	1303	1178	1345	1560	1893



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

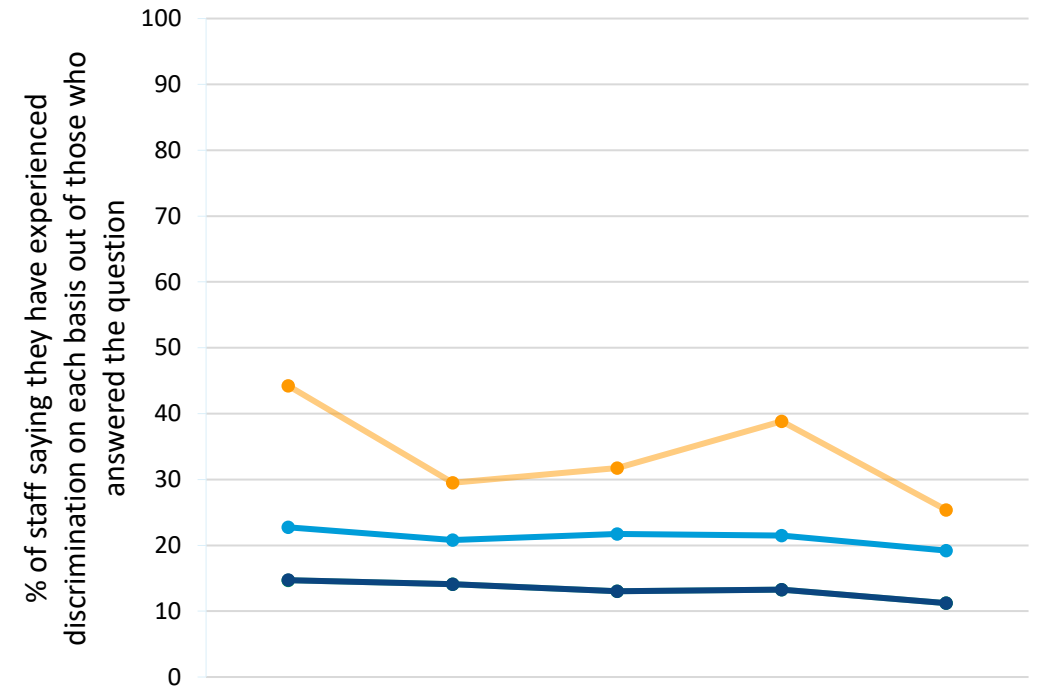


2020 2021 2022 2023 2024

Your org	33.67%	35.81%	35.15%	36.54%	36.77%
Best result	27.10%	29.89%	26.30%	28.48%	29.41%
Average result	32.71%	35.81%	34.75%	35.71%	35.73%
Worst result	49.22%	71.79%	37.10%	40.05%	40.05%

Responses 1303 1178 1345 1560 1893

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



2020 2021 2022 2023 2024

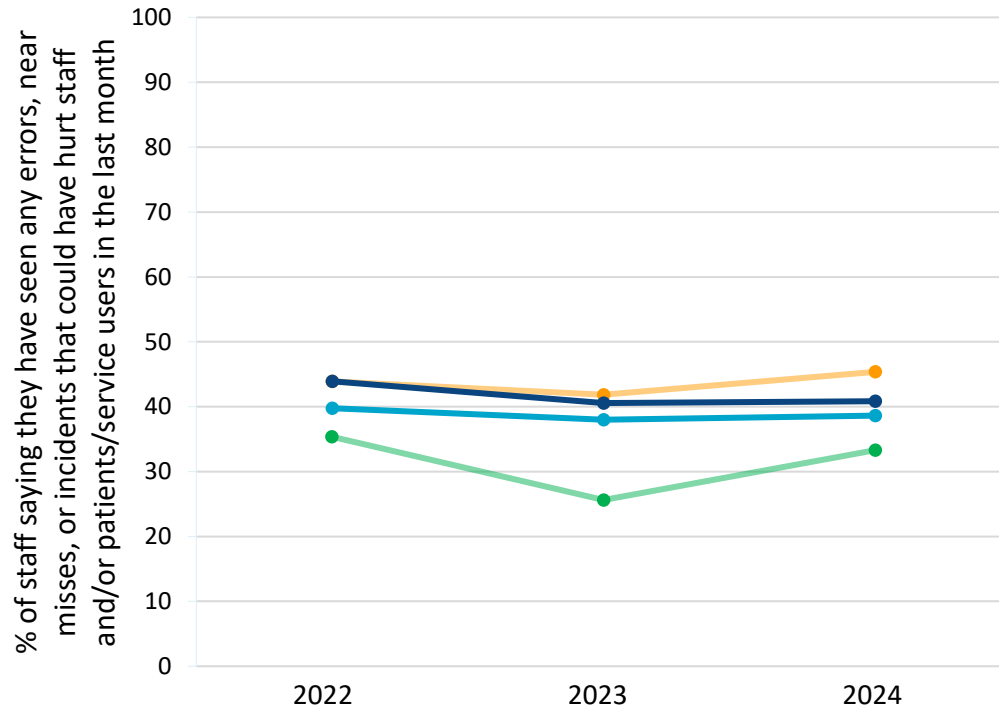
Your org	14.70%	14.11%	13.01%	13.27%	11.22%
Best result	14.70%	14.11%	13.01%	13.27%	11.22%
Average result	22.74%	20.81%	21.71%	21.49%	19.20%
Worst result	44.22%	29.51%	31.73%	38.85%	25.37%

Responses 1303 1178 1345 1560 1893





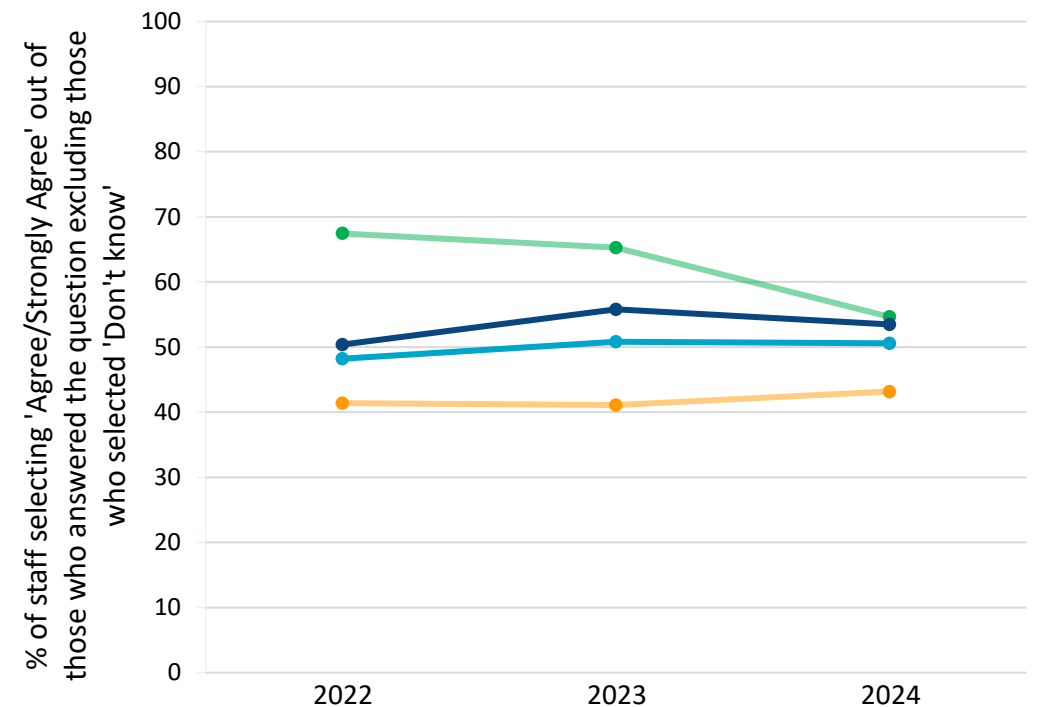
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



Your org	43.92%	40.56%	40.86%
Best result	35.36%	25.62%	33.28%
Average result	39.76%	37.99%	38.63%
Worst result	43.92%	41.85%	45.36%

Responses 4320 5099 5954

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

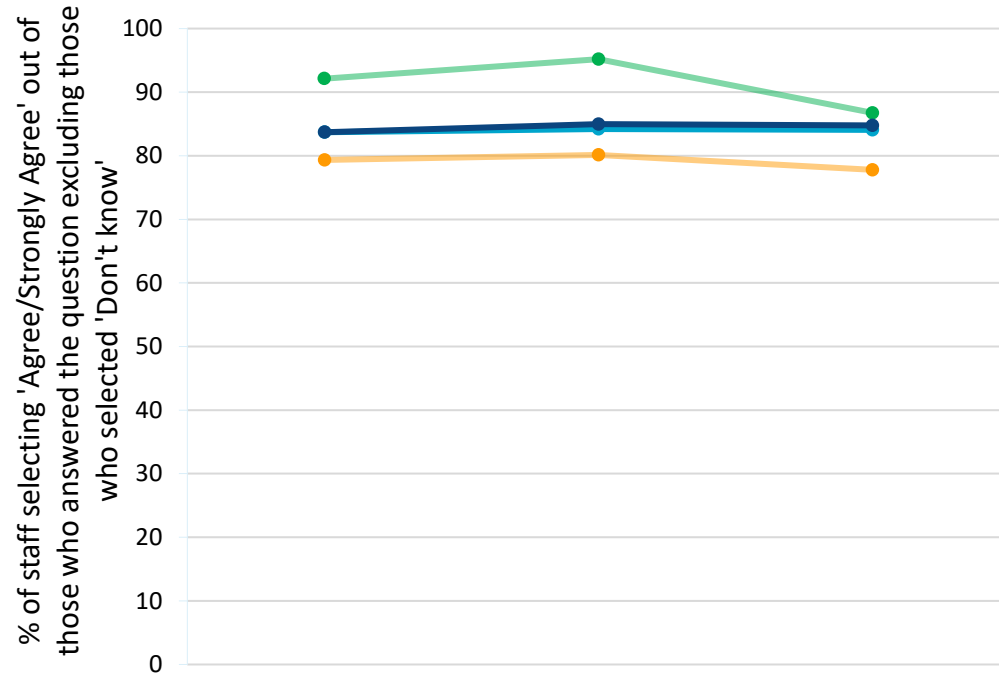


Your org	50.40%	55.81%	53.47%
Best result	67.45%	65.27%	54.65%
Average result	48.22%	50.82%	50.60%
Worst result	41.38%	41.11%	43.19%

Responses 3551 4310 5038

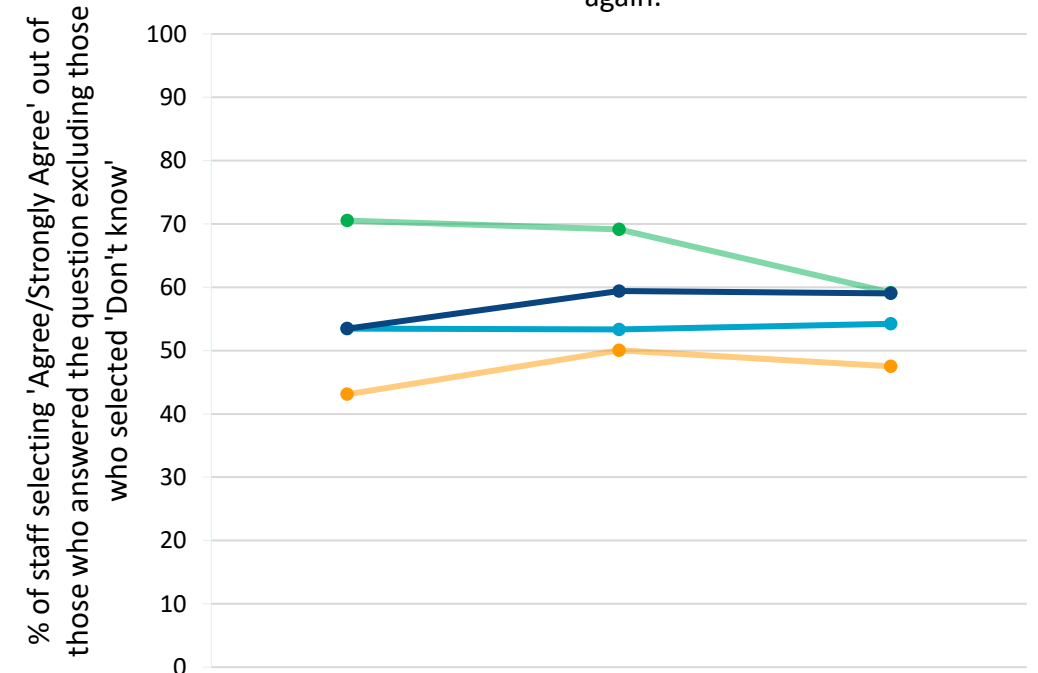


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
<b>Your org</b>	83.69%	84.97%	84.77%
<b>Best result</b>	92.14%	95.18%	86.75%
<b>Average result</b>	83.69%	84.20%	84.08%
<b>Worst result</b>	79.32%	80.13%	77.78%
Responses	4239	5011	5858

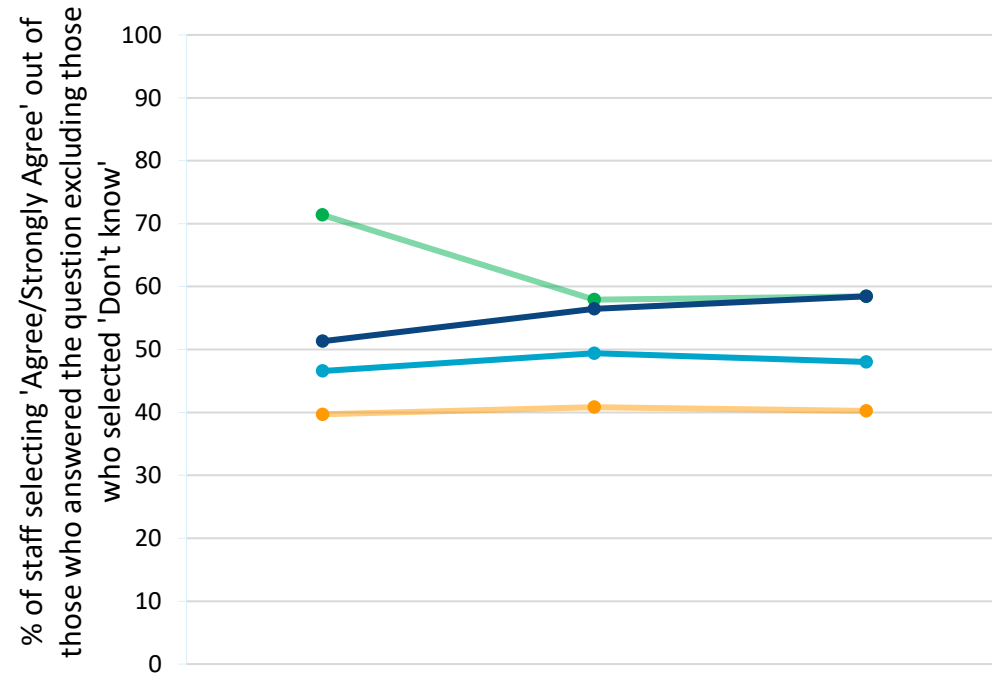
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



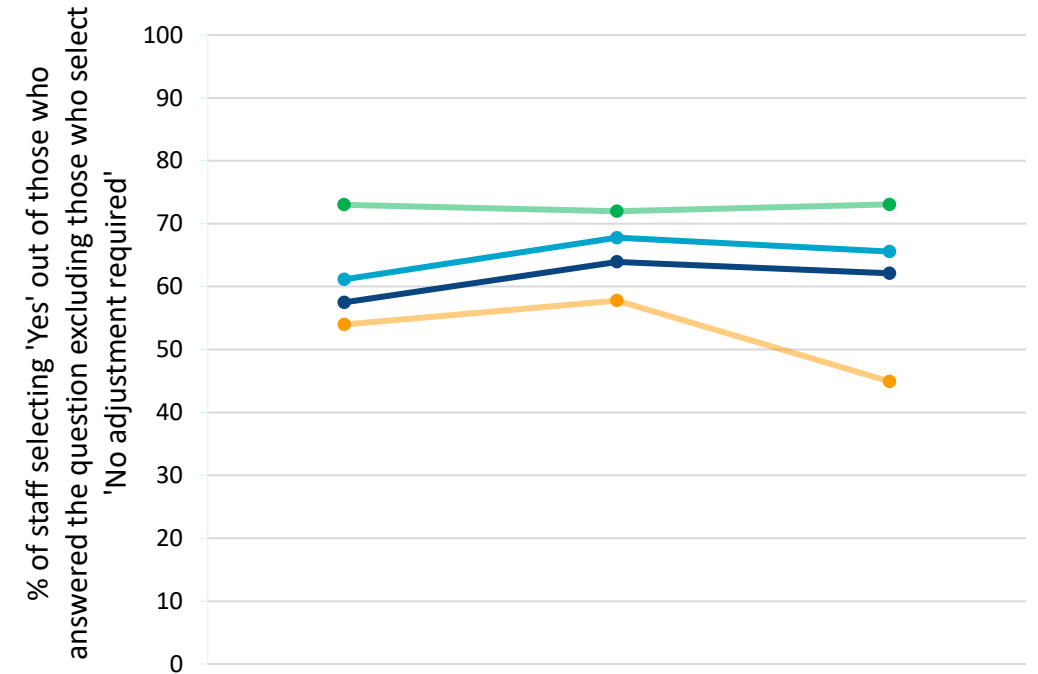
	2022	2023	2024
<b>Your org</b>	53.46%	59.41%	59.01%
<b>Best result</b>	70.53%	69.13%	59.15%
<b>Average result</b>	53.46%	53.34%	54.23%
<b>Worst result</b>	43.09%	50.04%	47.53%
Responses	3850	4659	5444



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



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

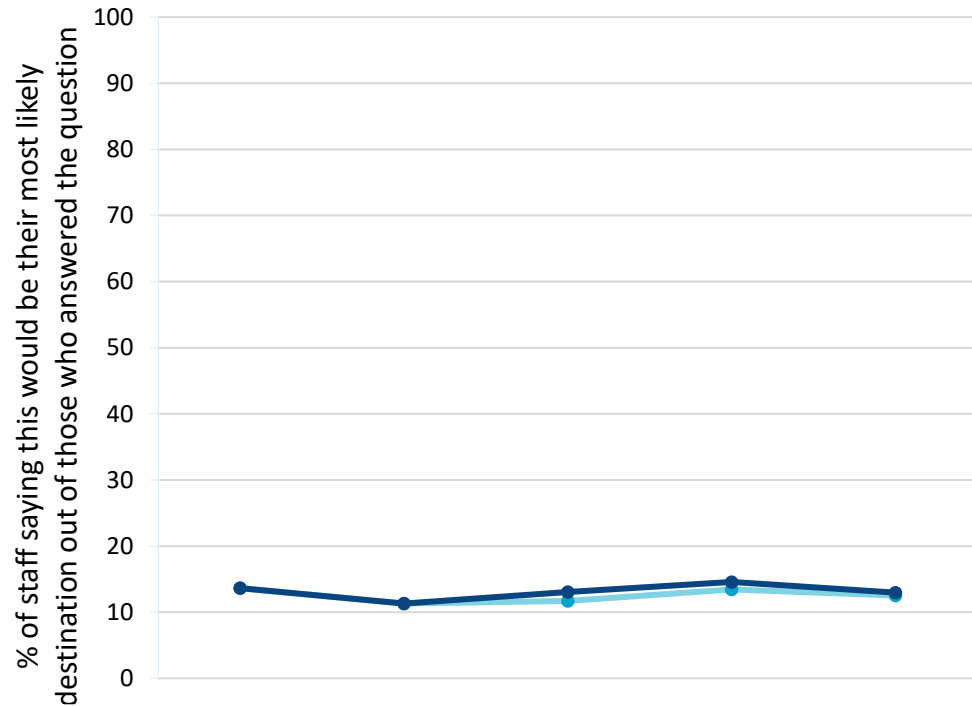


	2022	2023	2024
Your org	51.32%	56.49%	58.45%
Best result	71.39%	57.92%	58.45%
Average result	46.58%	49.41%	48.00%
Worst result	39.70%	40.83%	40.23%
Responses	3944	4733	5517

	2022	2023	2024
Your org	57.49%	63.92%	62.09%
Best result	73.00%	71.97%	73.07%
Average result	61.15%	67.78%	65.56%
Worst result	53.98%	57.78%	44.92%
Responses	610	785	1090



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.

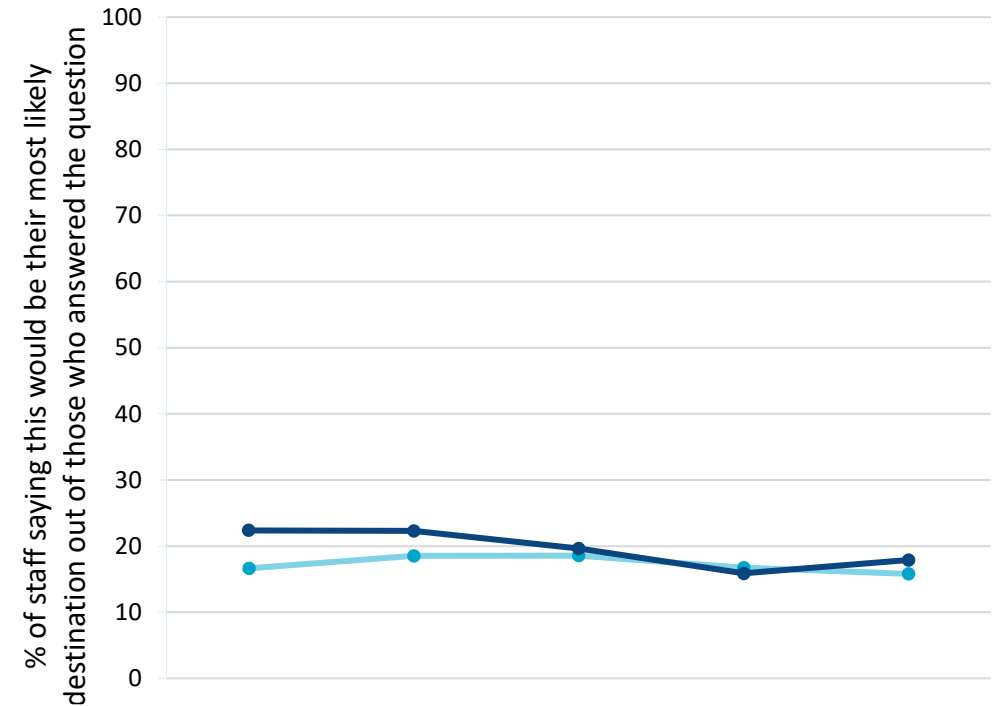


2020 2021 2022 2023 2024

Your org	13.62%	11.31%	13.07%	14.58%	12.97%
Average	13.62%	11.31%	11.68%	13.43%	12.52%

Responses 4274 3845 4245 5048 5867

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.



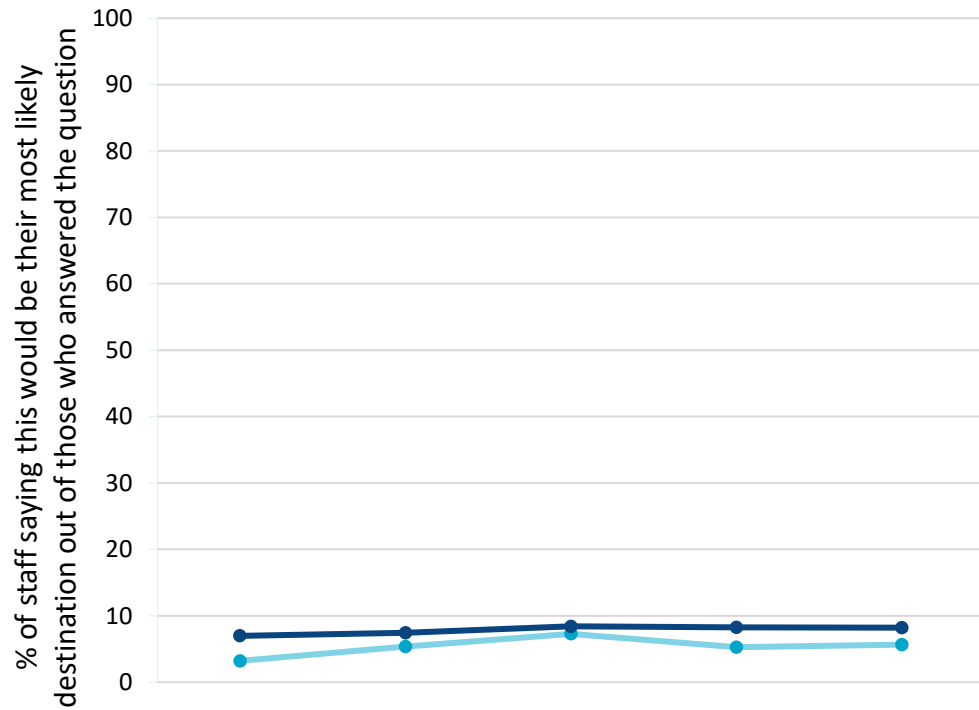
2020 2021 2022 2023 2024

Your org	22.37%	22.29%	19.62%	15.89%	17.90%
Average	16.65%	18.53%	18.55%	16.72%	15.80%

Responses 4274 3845 4245 5048 5867



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.

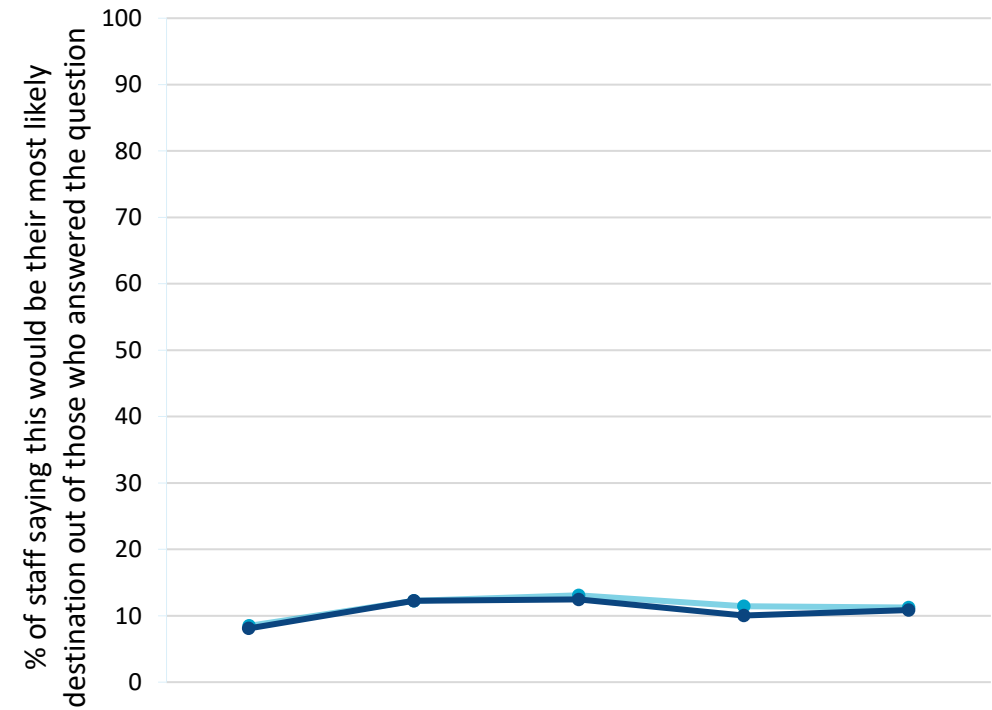


2020 2021 2022 2023 2024

Your org	6.97%	7.41%	8.41%	8.26%	8.22%
Average	3.21%	5.37%	7.27%	5.27%	5.63%

Responses 4274 3845 4245 5048 5867

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.



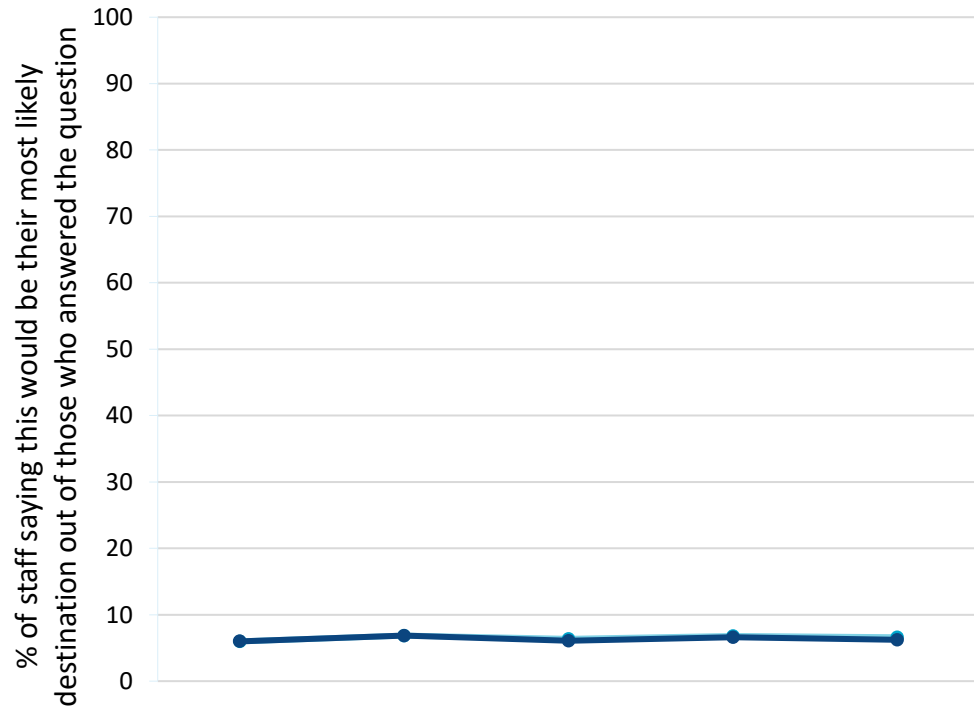
2020 2021 2022 2023 2024

Your org	8.10%	12.28%	12.46%	10.02%	10.84%
Average	8.48%	12.28%	13.08%	11.43%	11.22%

Responses 4274 3845 4245 5048 5867



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.

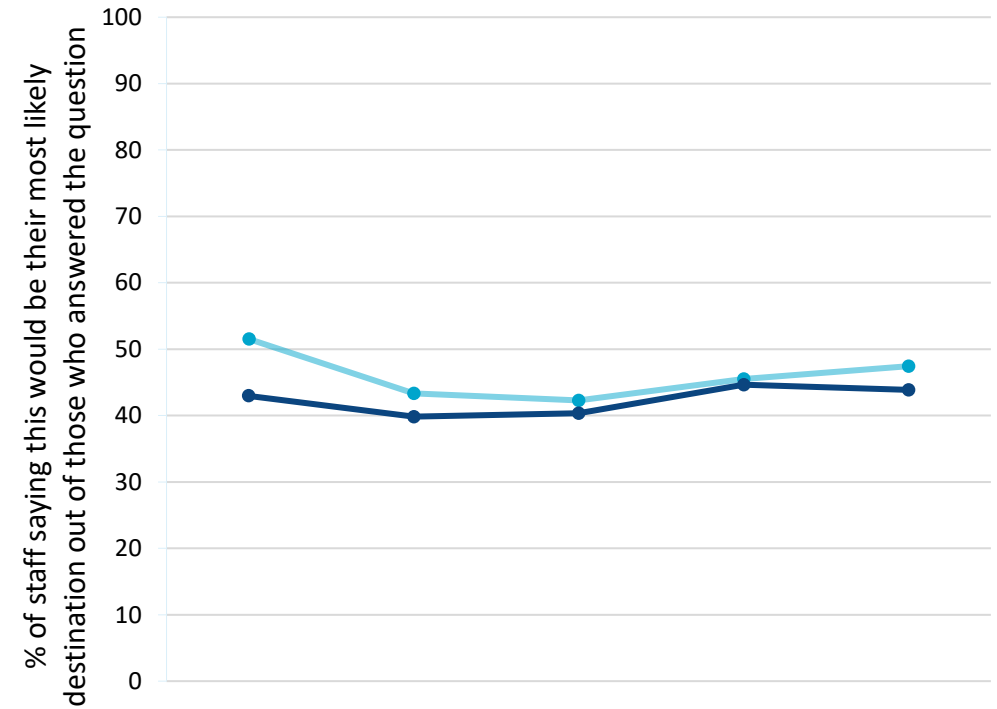


2020 2021 2022 2023 2024

Your org	5.99%	6.87%	6.10%	6.60%	6.22%
Average	5.99%	6.87%	6.37%	6.80%	6.60%

Responses 4274 3845 4245 5048 5867

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	42.96%	39.84%	40.33%	44.65%	43.86%
Average	51.53%	43.32%	42.28%	45.51%	47.41%

Responses 4274 3845 4245 5048 5867

## 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)

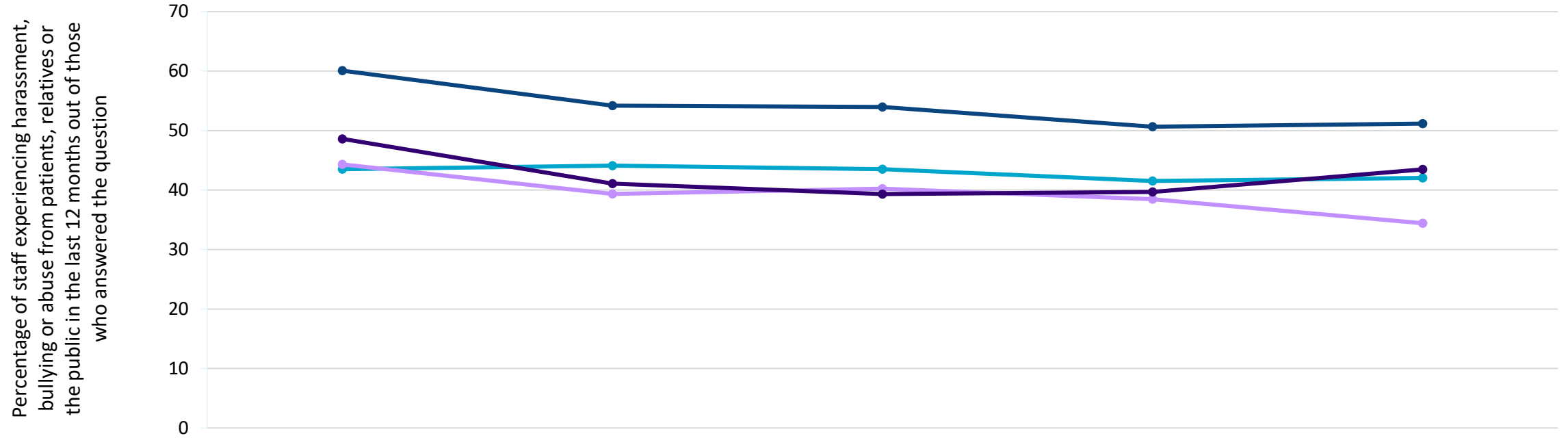
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

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

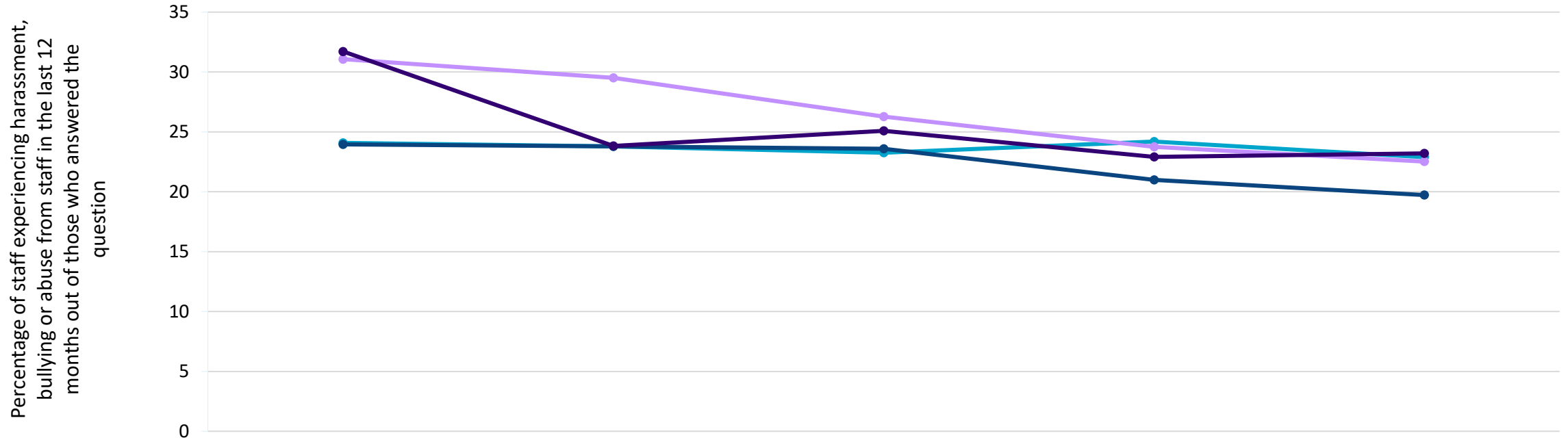


	2020	2021	2022	2023	2024
White staff: Your org	60.09%	54.21%	53.96%	50.66%	51.17%
All other ethnic groups*: Your org	48.62%	41.10%	39.33%	39.68%	43.48%
White staff: Average	43.52%	44.11%	43.50%	41.53%	42.03%
All other ethnic groups*: Average	44.32%	39.36%	40.25%	38.45%	34.42%
White staff: Responses	3495	3182	3475	3350	4491
All other ethnic groups*: Responses	578	635	839	1070	1481

\*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

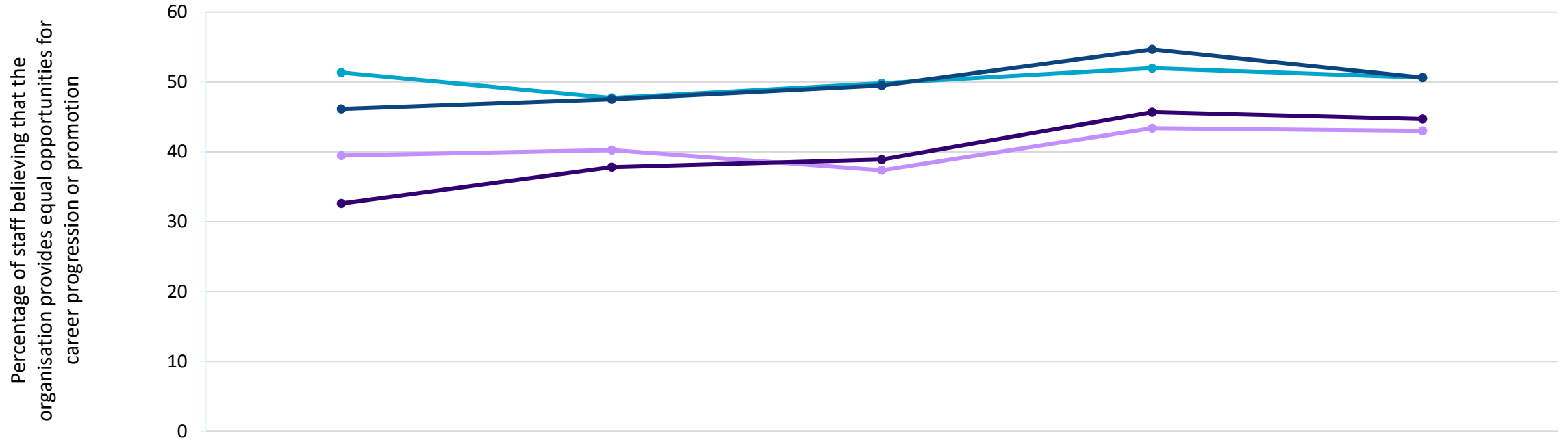


	2020	2021	2022	2023	2024
White staff: Your org	23.96%	23.79%	23.59%	20.99%	19.72%
All other ethnic groups*: Your org	31.72%	23.82%	25.09%	22.91%	23.20%
White staff: Average	24.09%	23.79%	23.25%	24.19%	22.89%
All other ethnic groups*: Average	31.08%	29.51%	26.27%	23.76%	22.52%
White staff: Responses	3494	3174	3472	3337	4482
All other ethnic groups*: Responses	577	634	833	1073	1474

\*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.

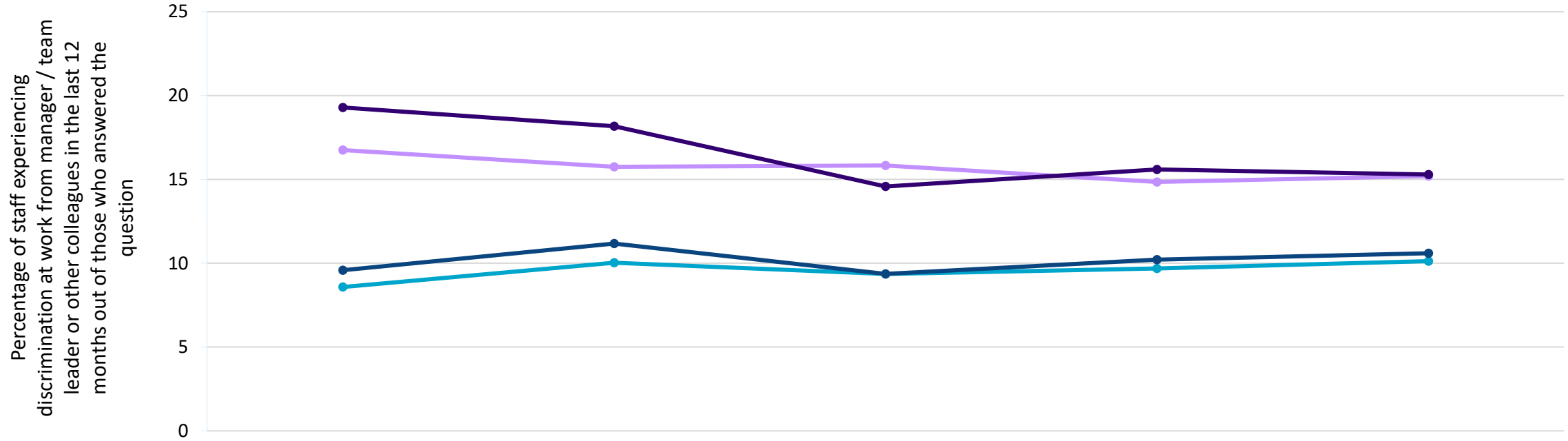
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	46.13%	47.52%	49.48%	54.67%	50.62%
All other ethnic groups*: Your org	32.60%	37.79%	38.92%	45.69%	44.70%
White staff: Average	51.35%	47.70%	49.82%	51.98%	50.62%
All other ethnic groups*: Average	39.46%	40.25%	37.36%	43.39%	43.01%
White staff: Responses	3531	3205	3468	3889	4449
All other ethnic groups*: Responses	589	643	830	1217	1472

\*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	9.58%	11.17%	9.36%	10.21%	10.60%
All other ethnic groups*: Your org	19.29%	18.17%	14.58%	15.59%	15.29%
White staff: Average	8.58%	10.03%	9.36%	9.69%	10.13%
All other ethnic groups*: Average	16.75%	15.75%	15.83%	14.85%	15.21%
White staff: Responses	3539	3213	3471	3869	4426
All other ethnic groups*: Responses	591	644	830	1212	1458

\*Staff from all other ethnic groups combined

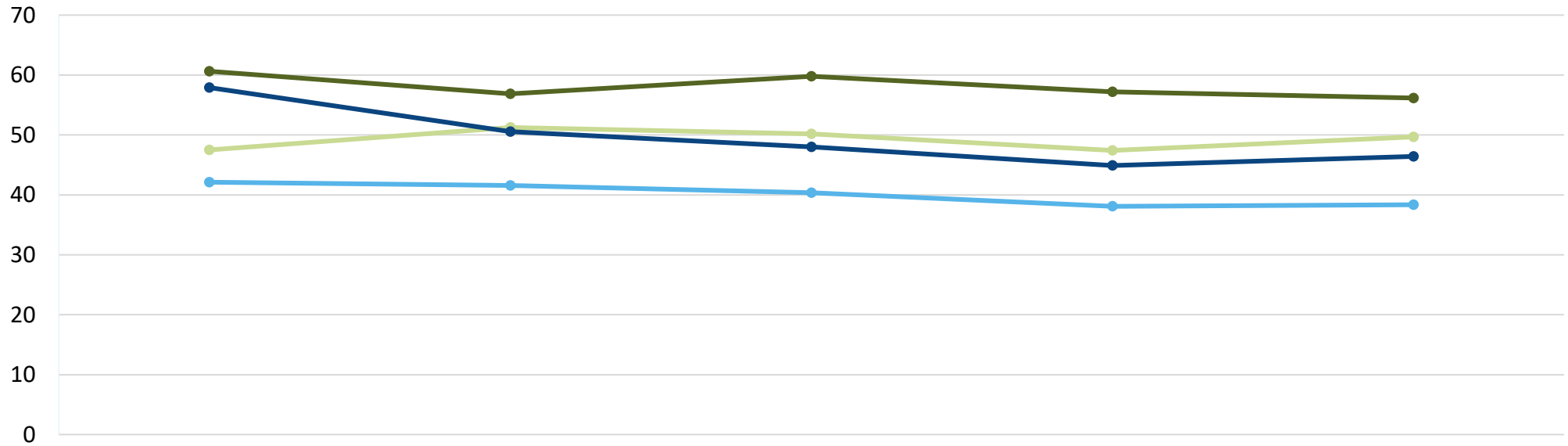
## Workforce Disability Equality Standards (WDES)

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.



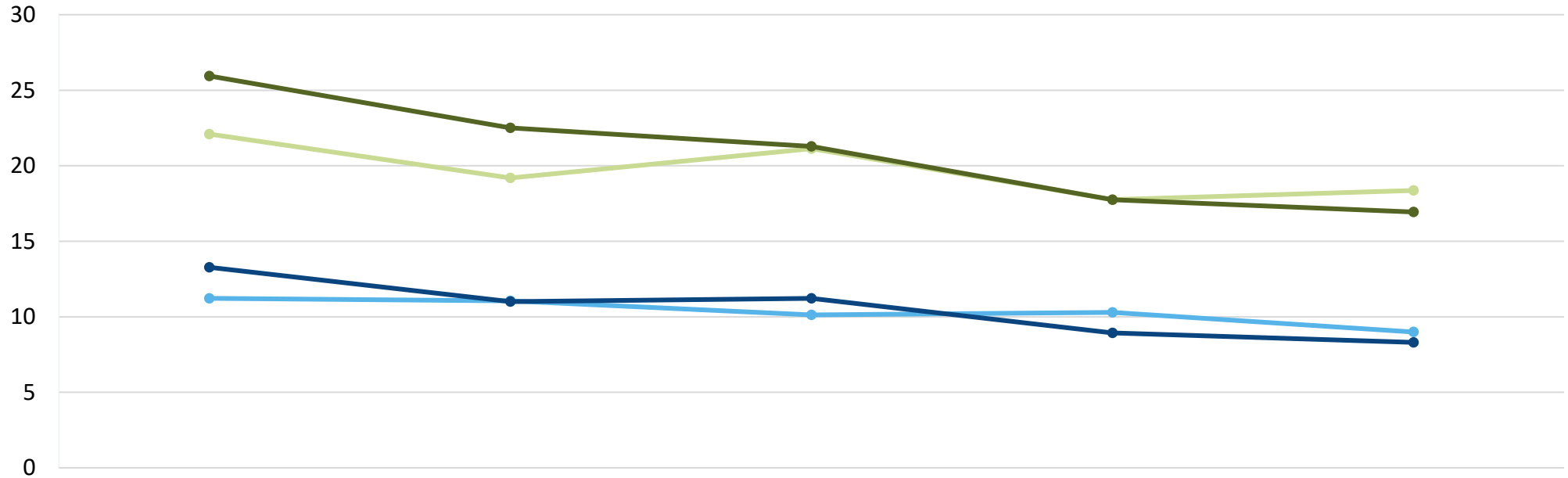
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	60.63%	56.87%	59.78%	57.22%	56.17%
Staff without a LTC or illness: Your org	57.91%	50.56%	47.99%	44.90%	46.44%
Staff with a LTC or illness: Average	47.50%	51.25%	50.17%	47.42%	49.67%
Staff without a LTC or illness: Average	42.12%	41.58%	40.36%	38.09%	38.35%
Staff with a LTC or illness: Responses	795	939	1074	1170	1734
Staff without a LTC or illness: Responses	3402	2955	3263	3185	4199

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.

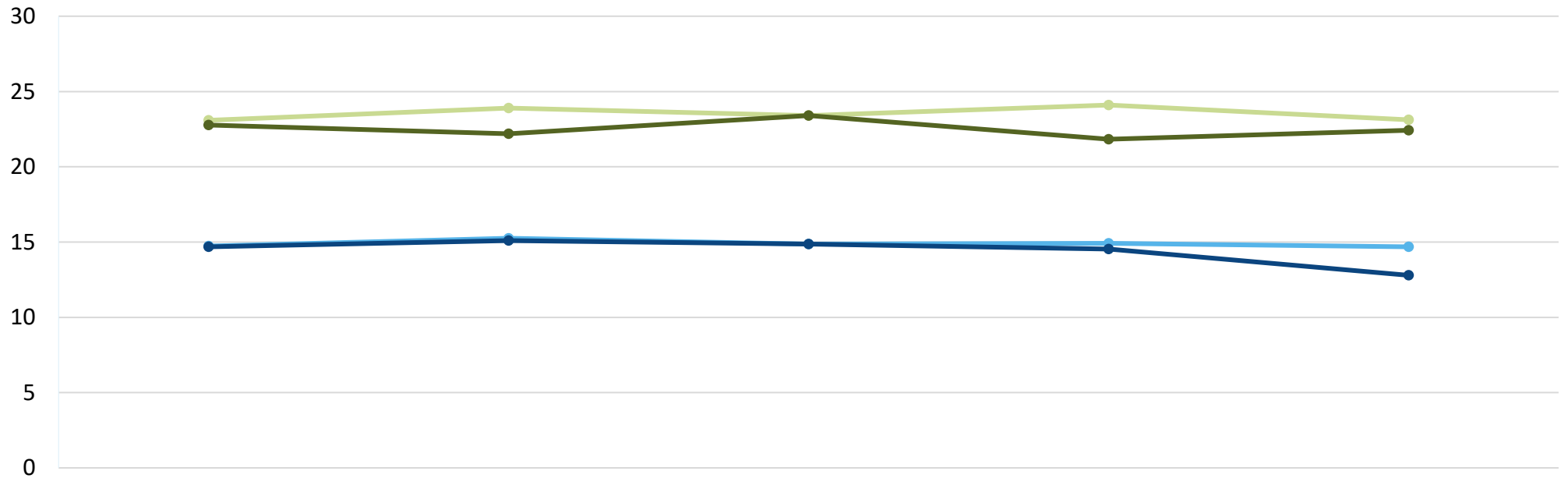


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	25.94%	22.51%	21.27%	17.76%	16.94%
Staff without a LTC or illness: Your org	13.28%	11.00%	11.21%	8.94%	8.31%
Staff with a LTC or illness: Average	22.10%	19.20%	21.14%	17.76%	18.37%
Staff without a LTC or illness: Average	11.22%	11.06%	10.12%	10.29%	8.99%
Staff with a LTC or illness: Responses	794	933	1067	1163	1724
Staff without a LTC or illness: Responses	3397	2937	3228	3142	4166

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.

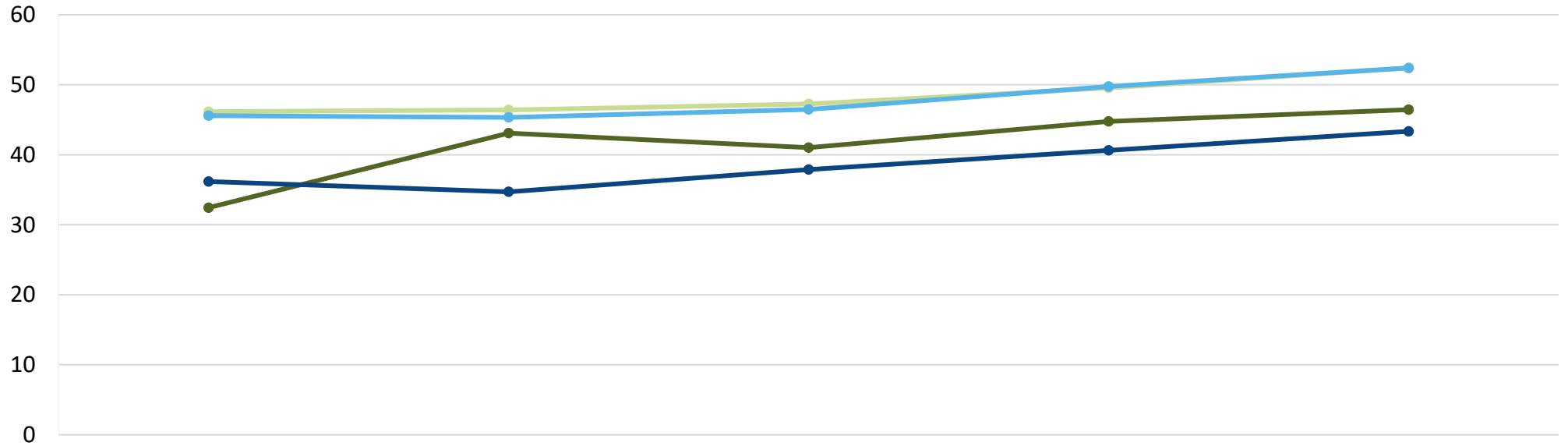


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	22.77%	22.19%	23.40%	21.83%	22.42%
Staff without a LTC or illness: Your org	14.68%	15.10%	14.87%	14.53%	12.79%
Staff with a LTC or illness: Average	23.09%	23.90%	23.40%	24.10%	23.11%
Staff without a LTC or illness: Average	14.74%	15.25%	14.87%	14.91%	14.68%
Staff with a LTC or illness: Responses	795	924	1064	1156	1713
Staff without a LTC or illness: Responses	3393	2908	3201	3125	4120

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.

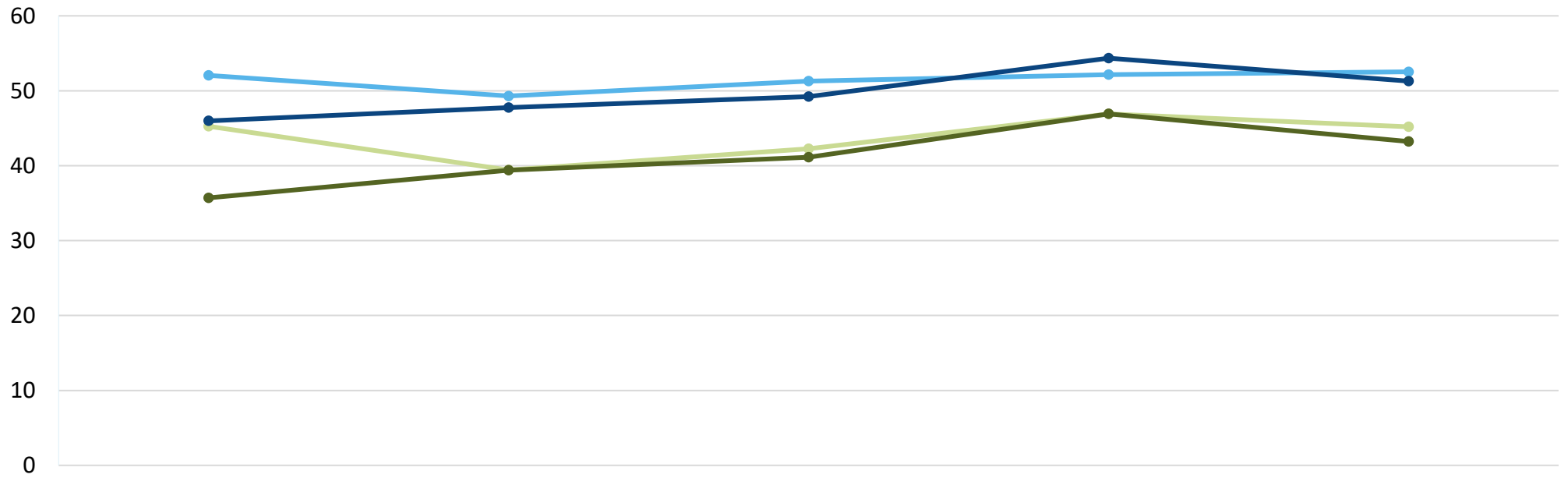


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	32.45%	43.11%	41.03%	44.76%	46.45%
Staff without a LTC or illness: Your org	36.17%	34.71%	37.91%	40.63%	43.36%
Staff with a LTC or illness: Average	46.17%	46.43%	47.26%	49.56%	52.41%
Staff without a LTC or illness: Average	45.60%	45.34%	46.49%	49.77%	52.41%
Staff with a LTC or illness: Responses	493	573	663	697	1014
Staff without a LTC or illness: Responses	1913	1527	1604	1432	1882

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

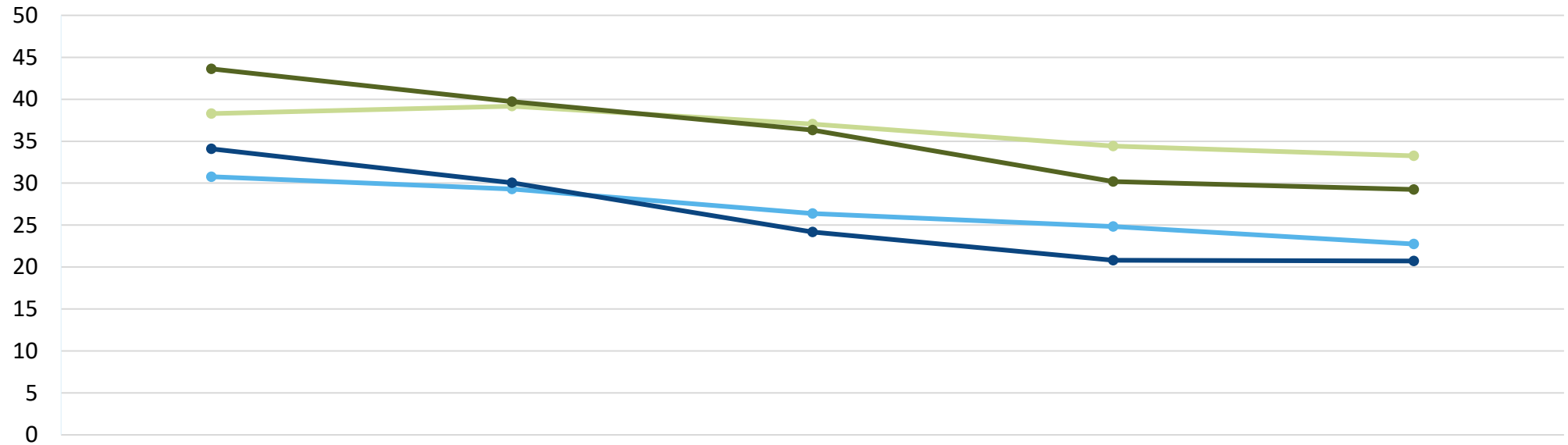
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	35.71%	39.41%	41.14%	46.91%	43.23%
Staff without a LTC or illness: Your org	45.98%	47.77%	49.22%	54.35%	51.28%
Staff with a LTC or illness: Average	45.26%	39.42%	42.27%	46.91%	45.19%
Staff without a LTC or illness: Average	52.04%	49.30%	51.28%	52.16%	52.53%
Staff with a LTC or illness: Responses	801	949	1072	1375	1714
Staff without a LTC or illness: Responses	3443	2977	3249	3667	4173

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

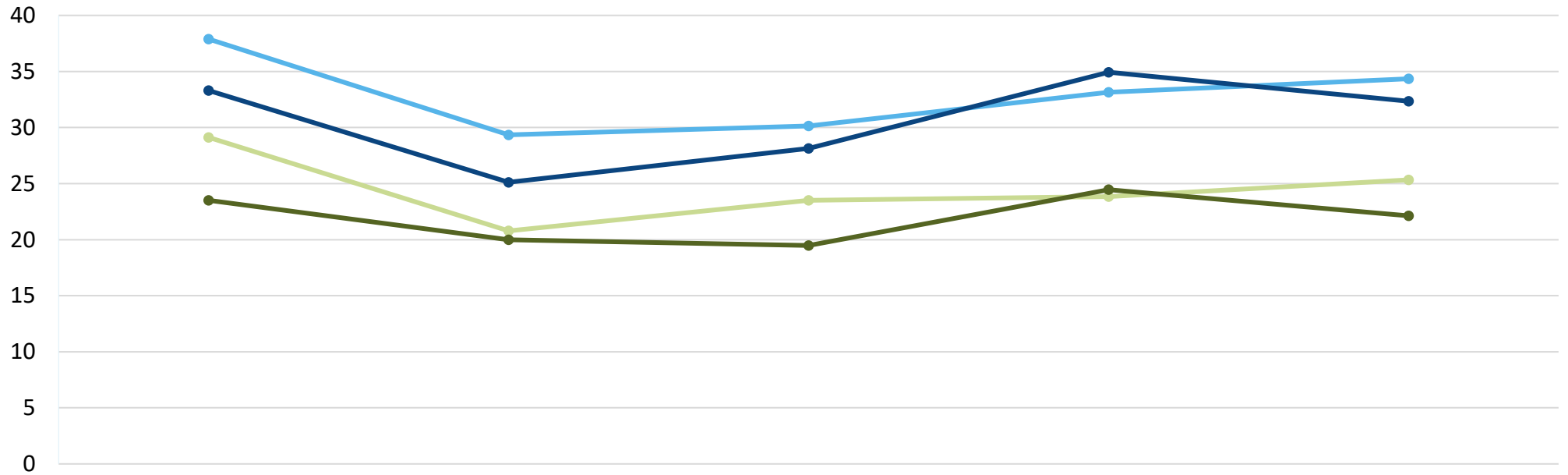
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	43.62%	39.72%	36.32%	30.18%	29.25%
Staff without a LTC or illness: Your org	34.09%	30.05%	24.18%	20.82%	20.72%
Staff with a LTC or illness: Average	38.28%	39.17%	37.04%	34.41%	33.26%
Staff without a LTC or illness: Average	30.77%	29.30%	26.39%	24.82%	22.75%
Staff with a LTC or illness: Responses	580	715	859	1067	1371
Staff without a LTC or illness: Responses	1813	1820	1981	2123	2495

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

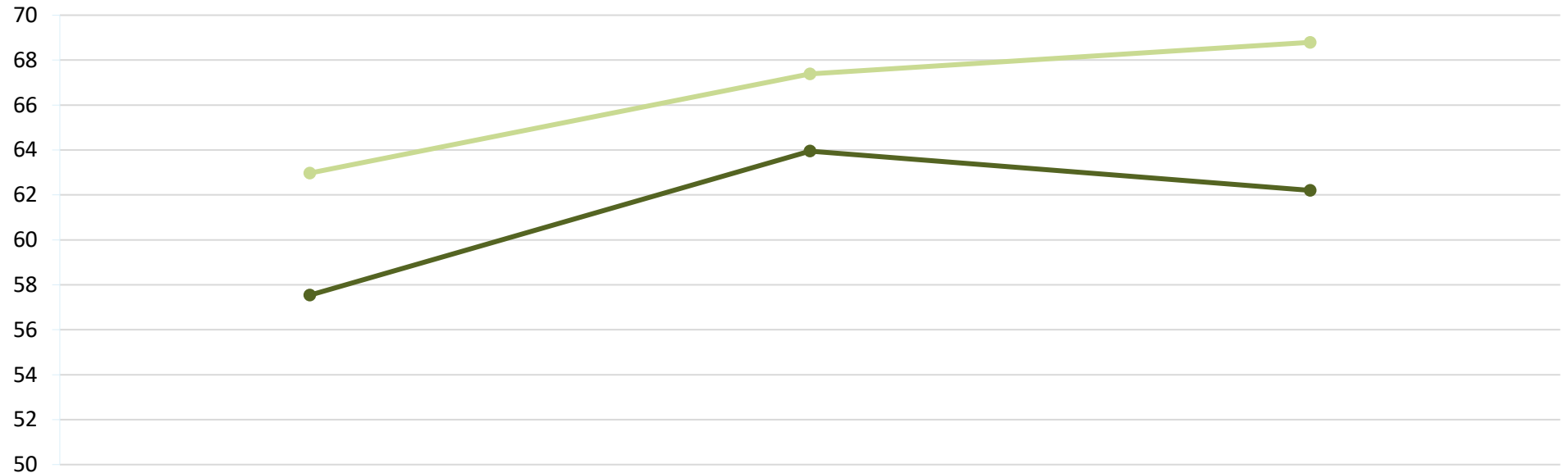
Percentage of staff satisfied with the extent to which their organisation values their work.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	23.51%	20.00%	19.48%	24.45%	22.13%
Staff without a LTC or illness: Your org	33.30%	25.12%	28.14%	34.93%	32.35%
Staff with a LTC or illness: Average	29.12%	20.78%	23.51%	23.83%	25.34%
Staff without a LTC or illness: Average	37.89%	29.35%	30.15%	33.14%	34.34%
Staff with a LTC or illness: Responses	804	955	1078	1374	1731
Staff without a LTC or illness: Responses	3456	2994	3266	3670	4204

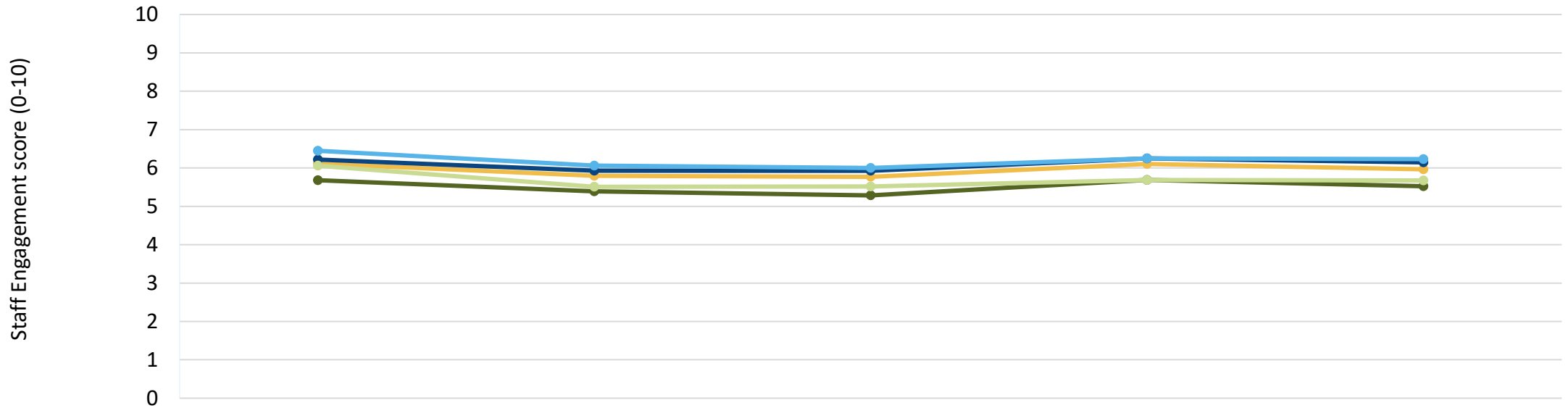
Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

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	57.54%	63.95%	62.20%
Staff with a LTC or illness: Average	62.97%	67.39%	68.79%
Staff with a LTC or illness: Responses	610	785	1090

Staff engagement score (0-10)



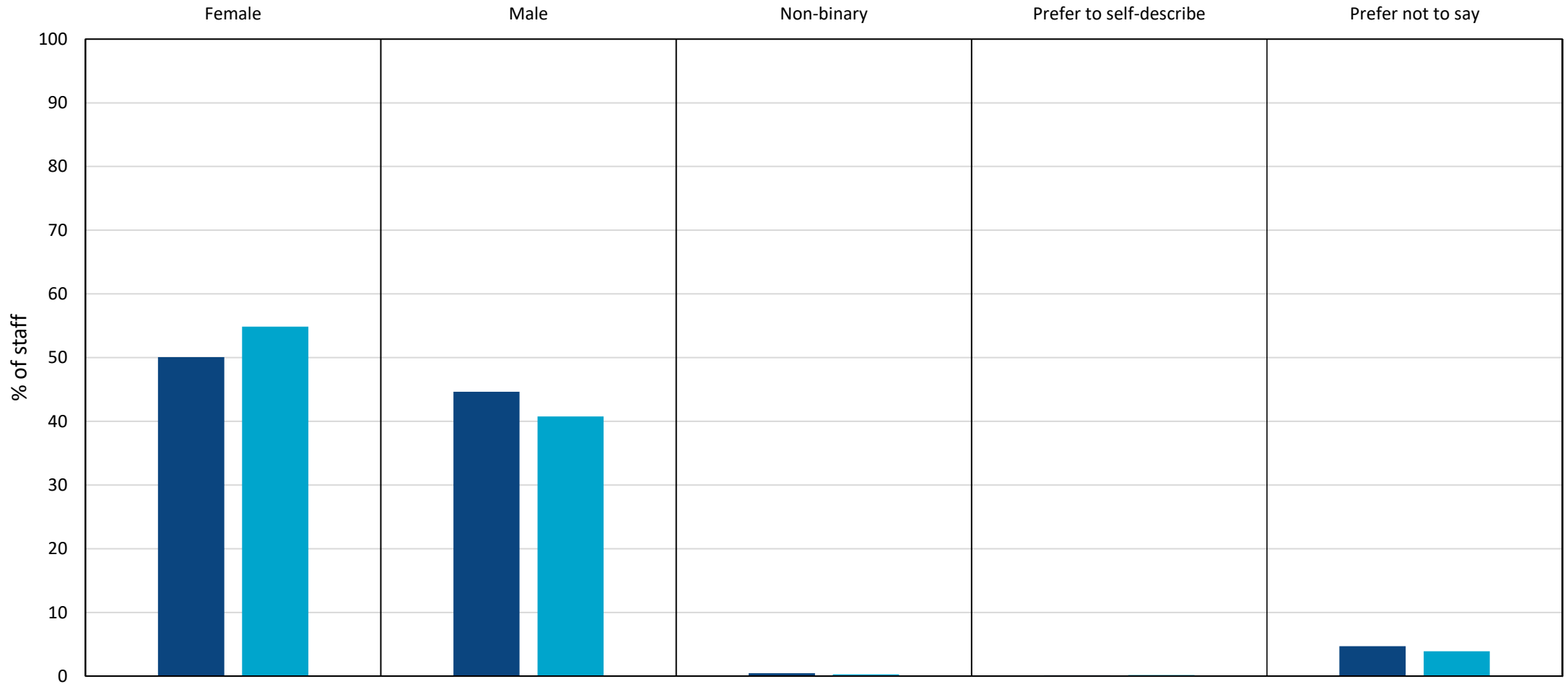
	2020	2021	2022	2023	2024
Organisation average	6.11	5.80	5.77	6.10	5.97
Staff with a LTC or illness: Your org	5.68	5.39	5.29	5.69	5.52
Staff without a LTC or illness: Your org	6.22	5.93	5.93	6.25	6.15
Staff with a LTC or illness: Average	6.06	5.51	5.52	5.69	5.68
Staff without a LTC or illness: Average	6.45	6.06	6.00	6.25	6.23
Staff with a LTC or illness: Responses	805	956	1079	1385	1738
Staff without a LTC or illness: Responses	3462	2998	3274	3682	4212

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



## About your respondents

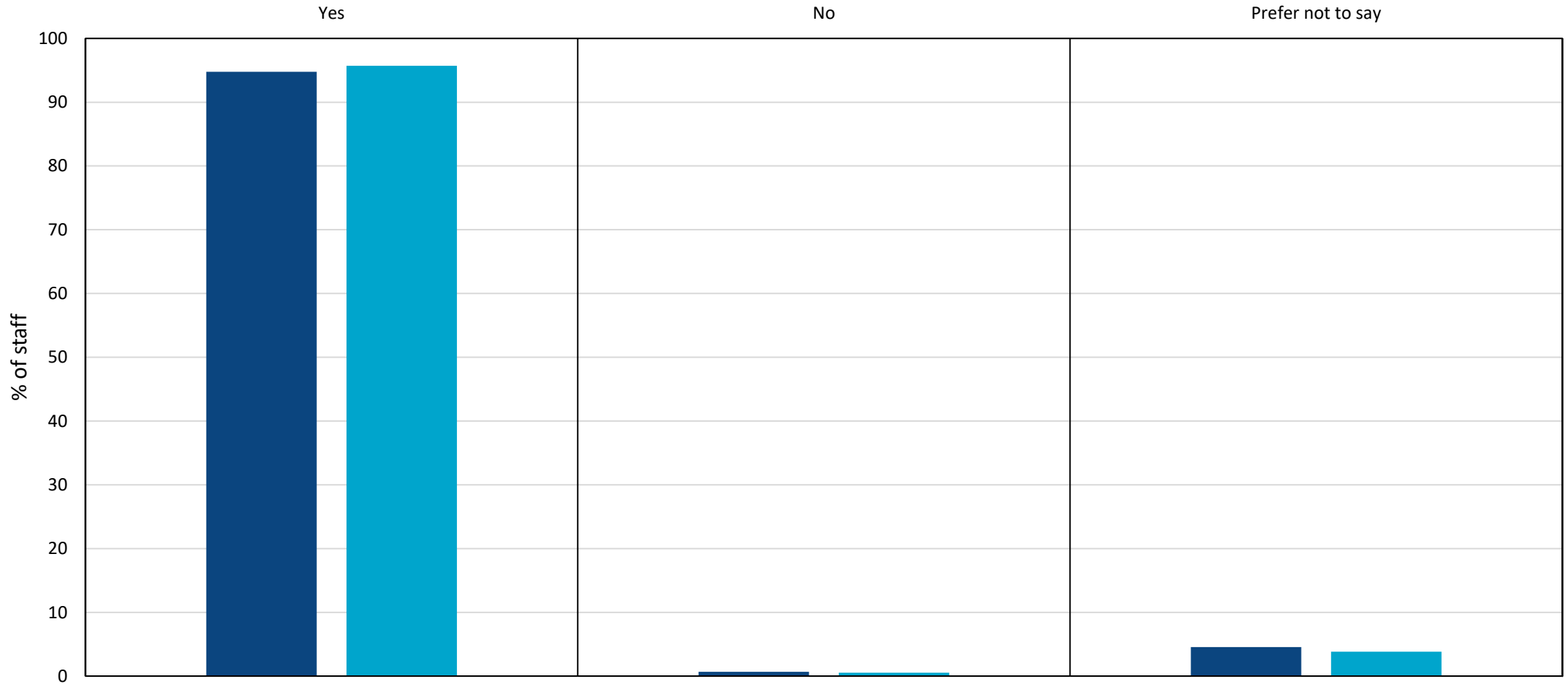
This section shows demographic and other background information for 2024.



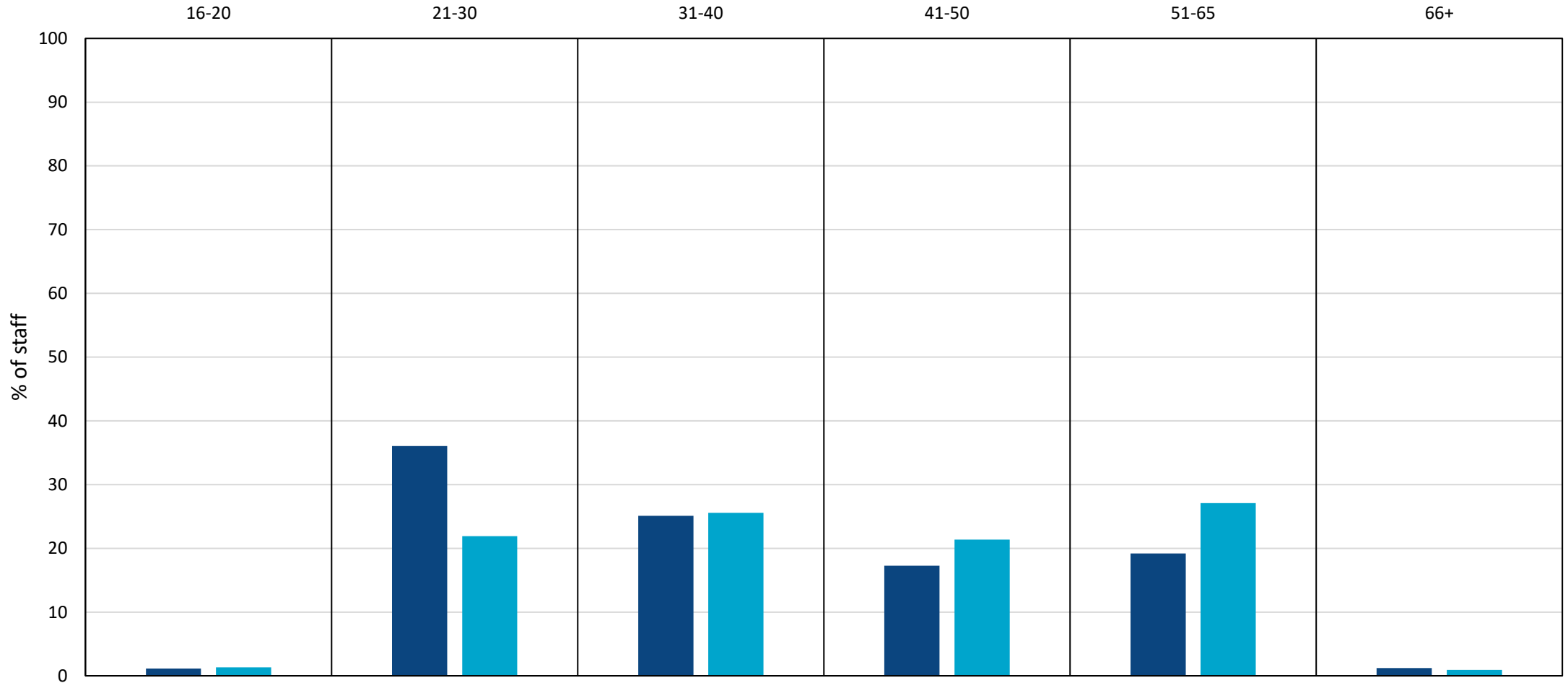
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
<b>Your org</b>	50.07%	44.64%	0.46%	0.12%	4.71%
<b>Average</b>	54.87%	40.78%	0.27%	0.16%	3.89%
<b>Responses</b>	6031	6031	6031	6031	6031



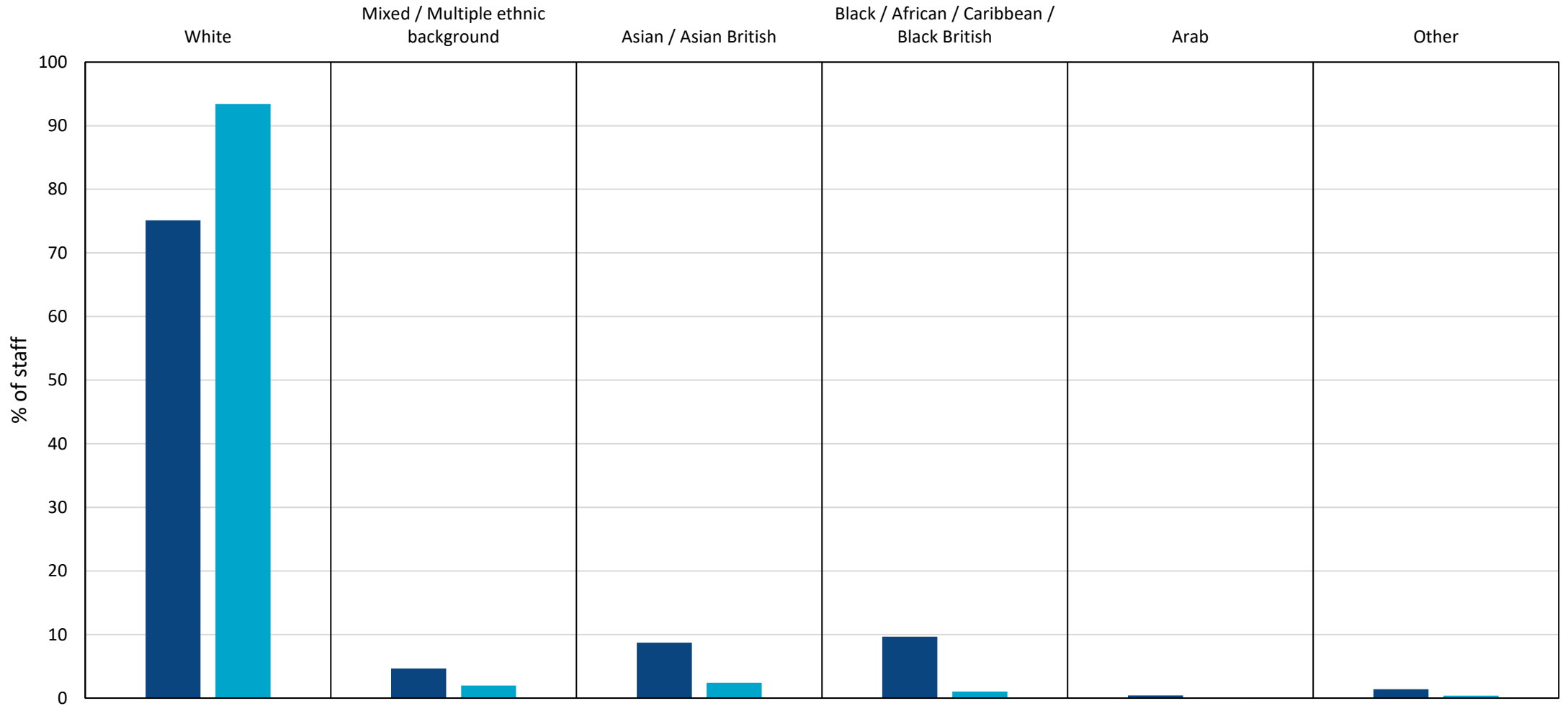
# Background details – Is your gender identity the same as the sex you were registered at birth?



	Yes	No	Prefer not to say
<b>Your org</b>	94.75%	0.68%	4.57%
<b>Average</b>	95.72%	0.51%	3.81%
<b>Responses</b>	6020	6020	6020

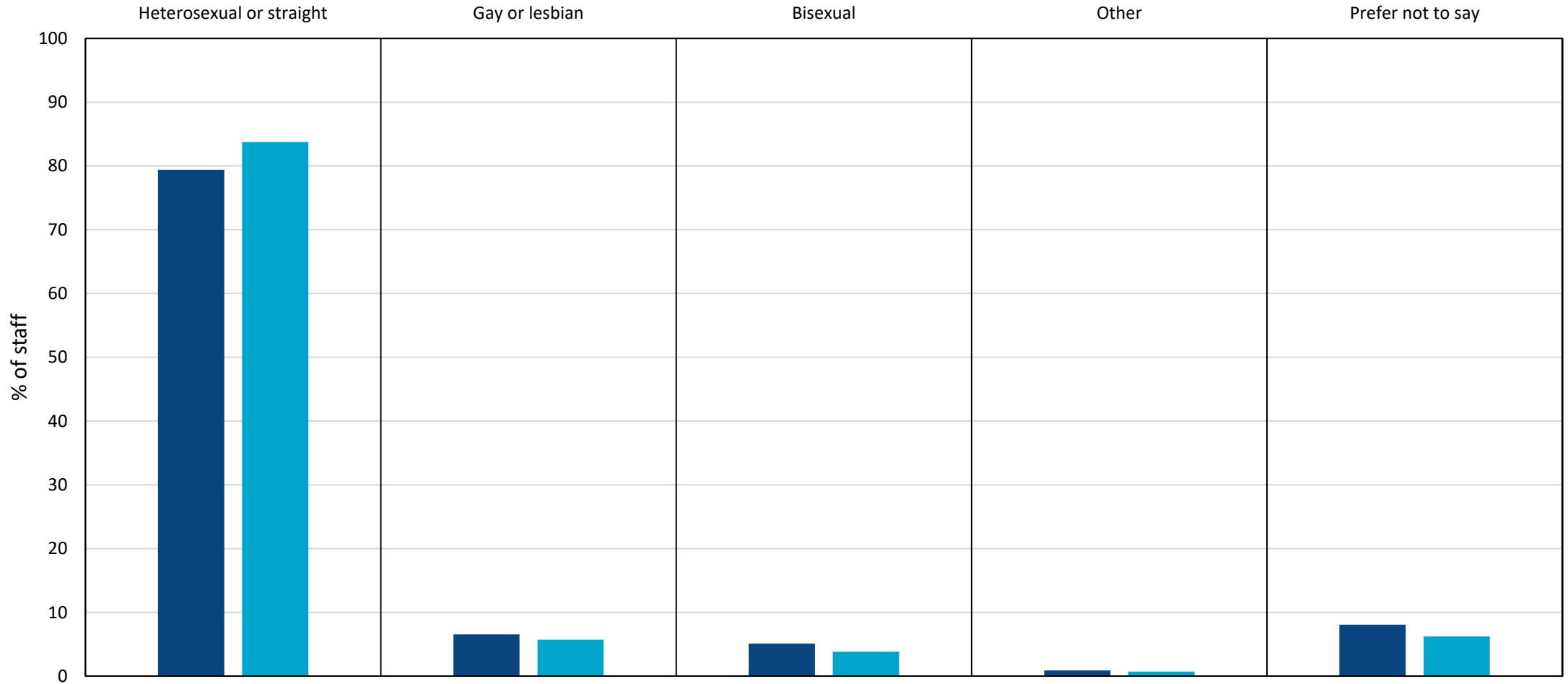


<b>Your org</b>	1.15%	36.06%	25.11%	17.27%	19.19%	1.21%
<b>Average</b>	1.32%	21.90%	25.56%	21.35%	27.11%	0.93%
<b>Responses</b>	6009	6009	6009	6009	6009	6009



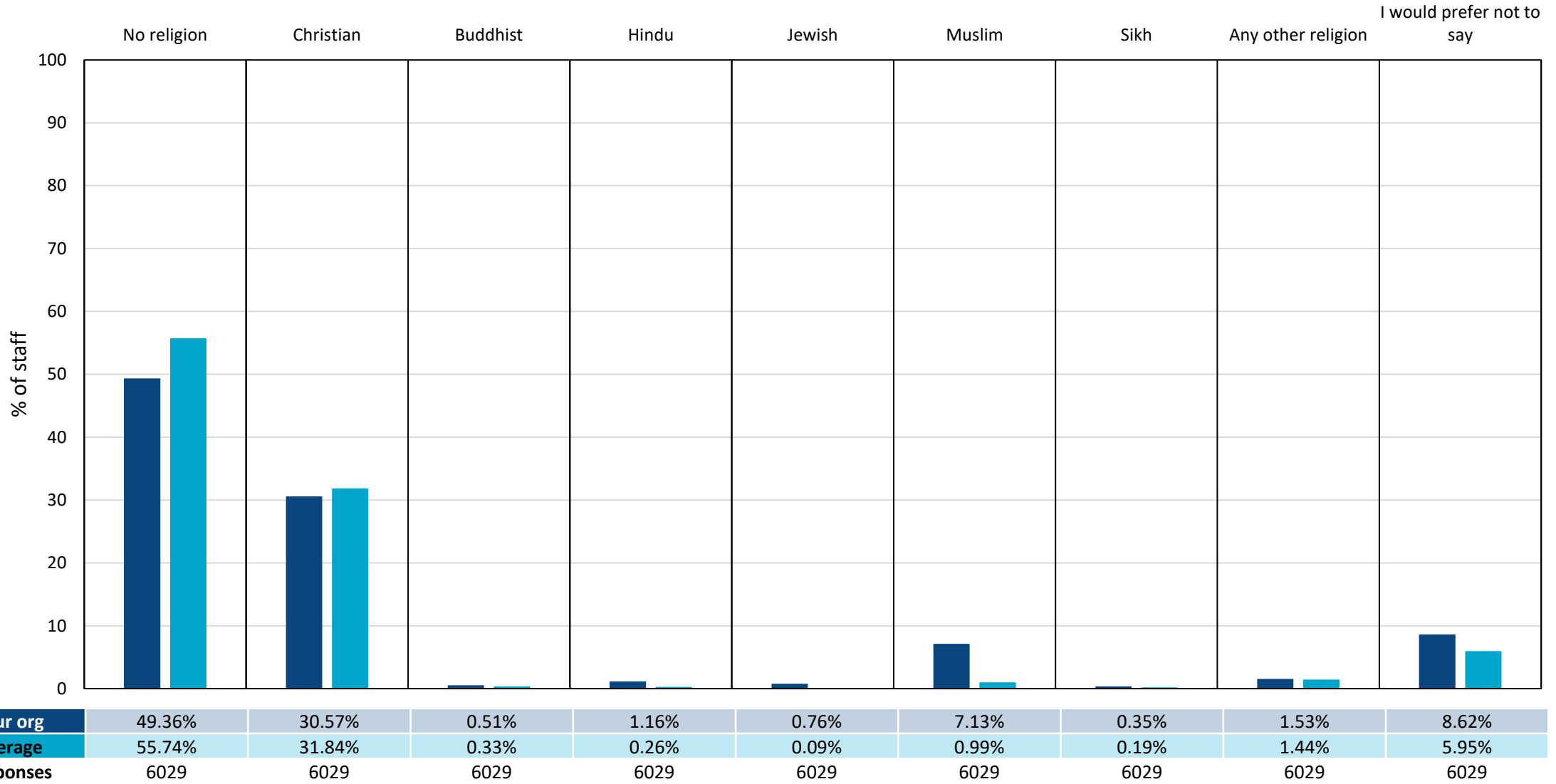
	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
<b>Your org</b>	75.13%	4.67%	8.72%	9.66%	0.42%	1.40%
<b>Average</b>	93.42%	1.96%	2.41%	1.03%	0.04%	0.37%
<b>Responses</b>	5995	5995	5995	5995	5995	5995

# Background details – Sexual orientation

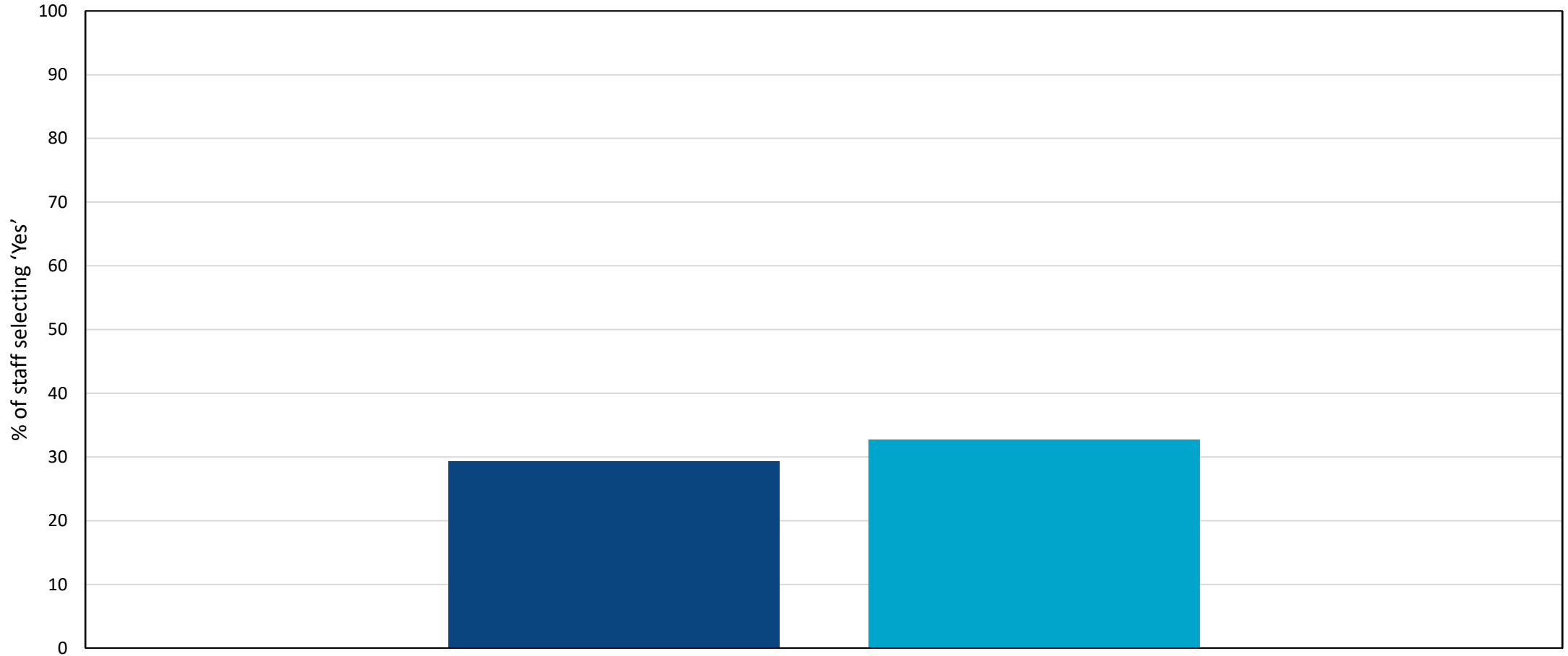


Responses	6026	6026	6026	6026	6026
<b>Your org</b>	79.39%	6.55%	5.09%	0.88%	8.08%
<b>Average</b>	83.75%	5.69%	3.83%	0.70%	6.21%

# Background details - Religion



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

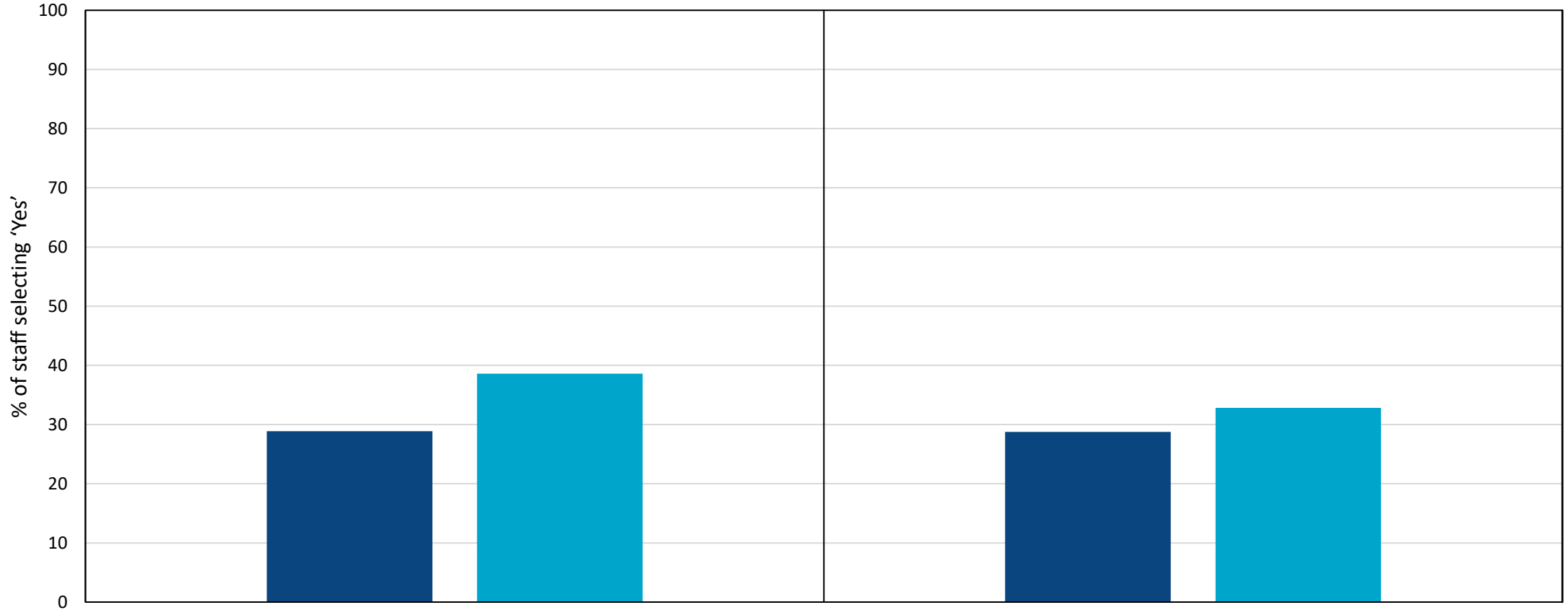


<b>Your org</b>	29.23%
<b>Average</b>	32.73%
<b>Responses</b>	5960



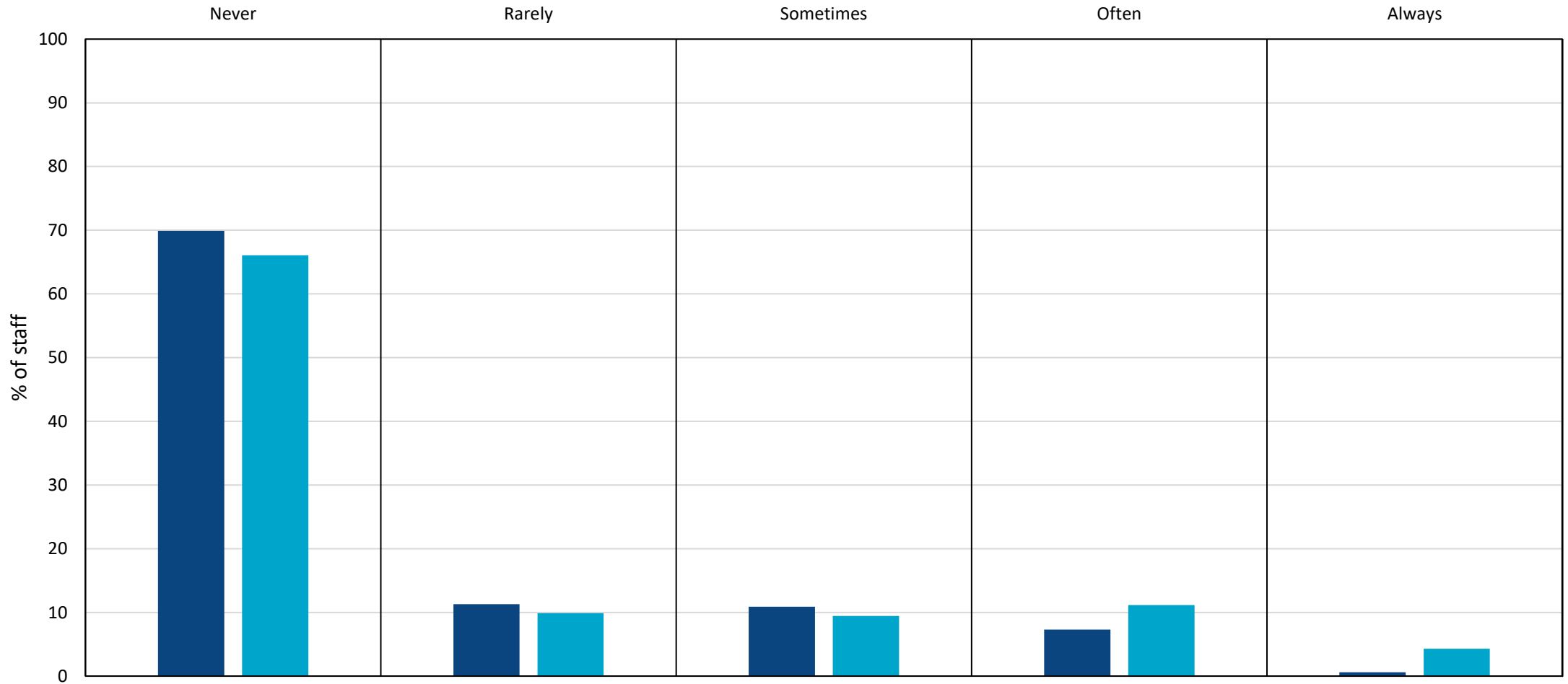
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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.

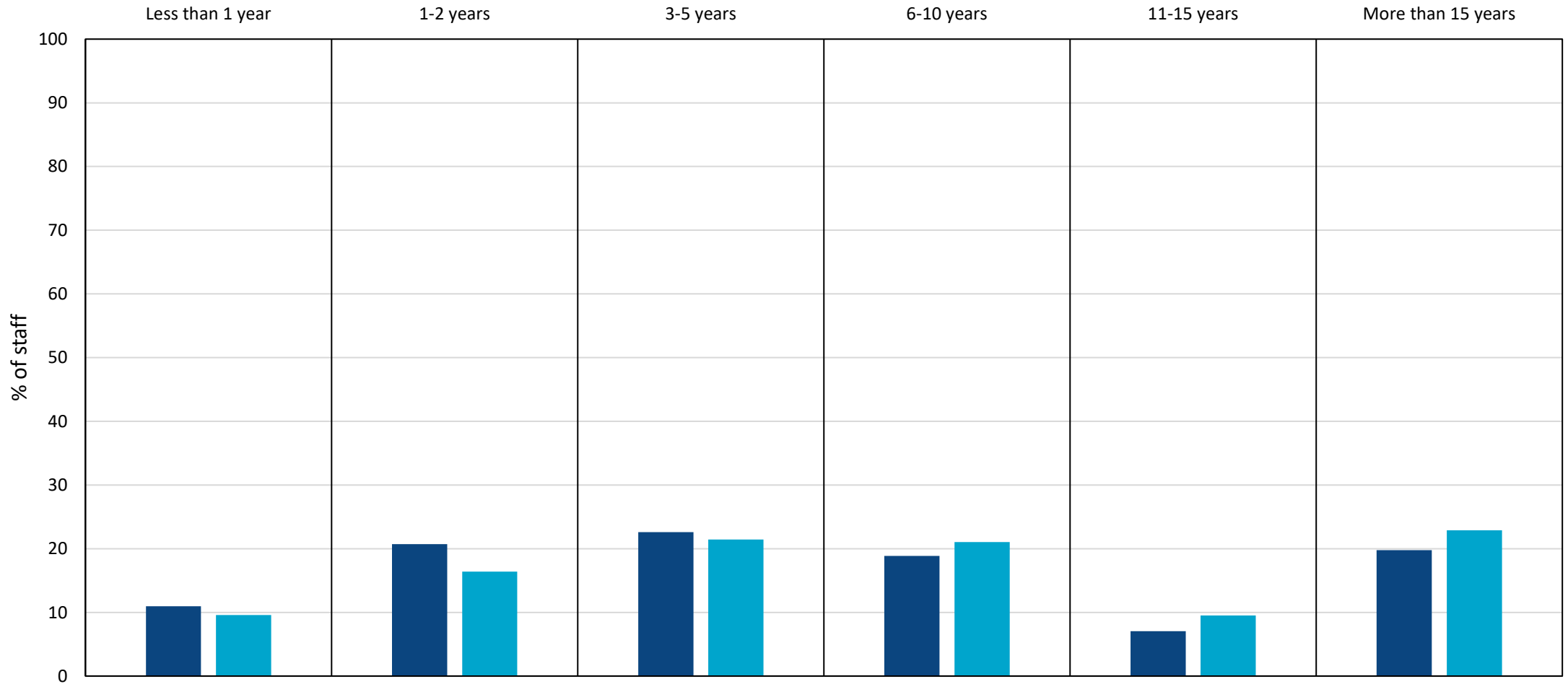


<b>Your org</b>	28.87%	28.75%
<b>Average</b>	38.59%	32.81%
<b>Responses</b>	6014	6011

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



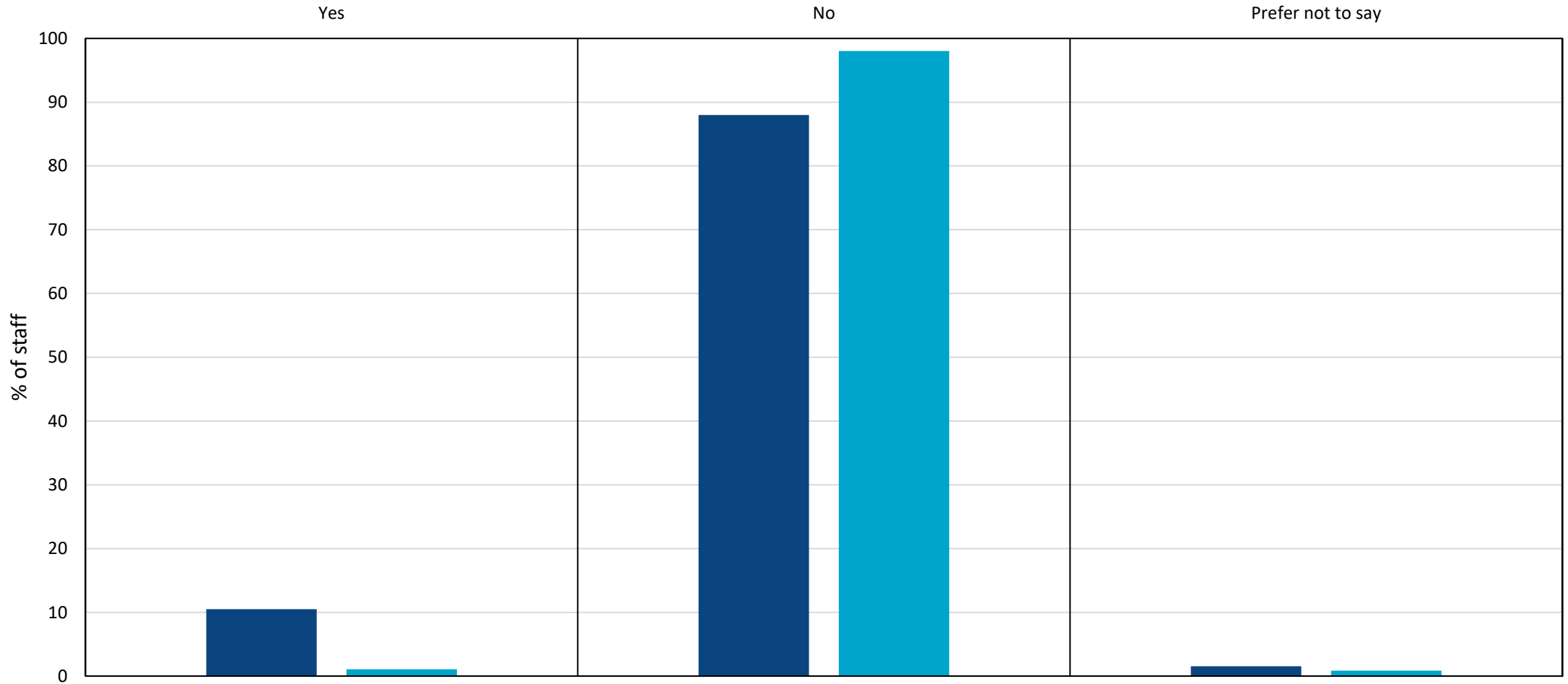
Responses	6028	6028	6028	6028	6028
<b>Your org</b>	69.89%	11.30%	10.90%	7.30%	0.61%
<b>Average</b>	66.05%	9.88%	9.44%	11.14%	4.31%



<b>Your org</b>	10.97%	20.73%	22.61%	18.87%	7.06%	19.76%
<b>Average</b>	9.59%	16.39%	21.43%	21.03%	9.53%	22.88%
<b>Responses</b>	6016	6016	6016	6016	6016	6016

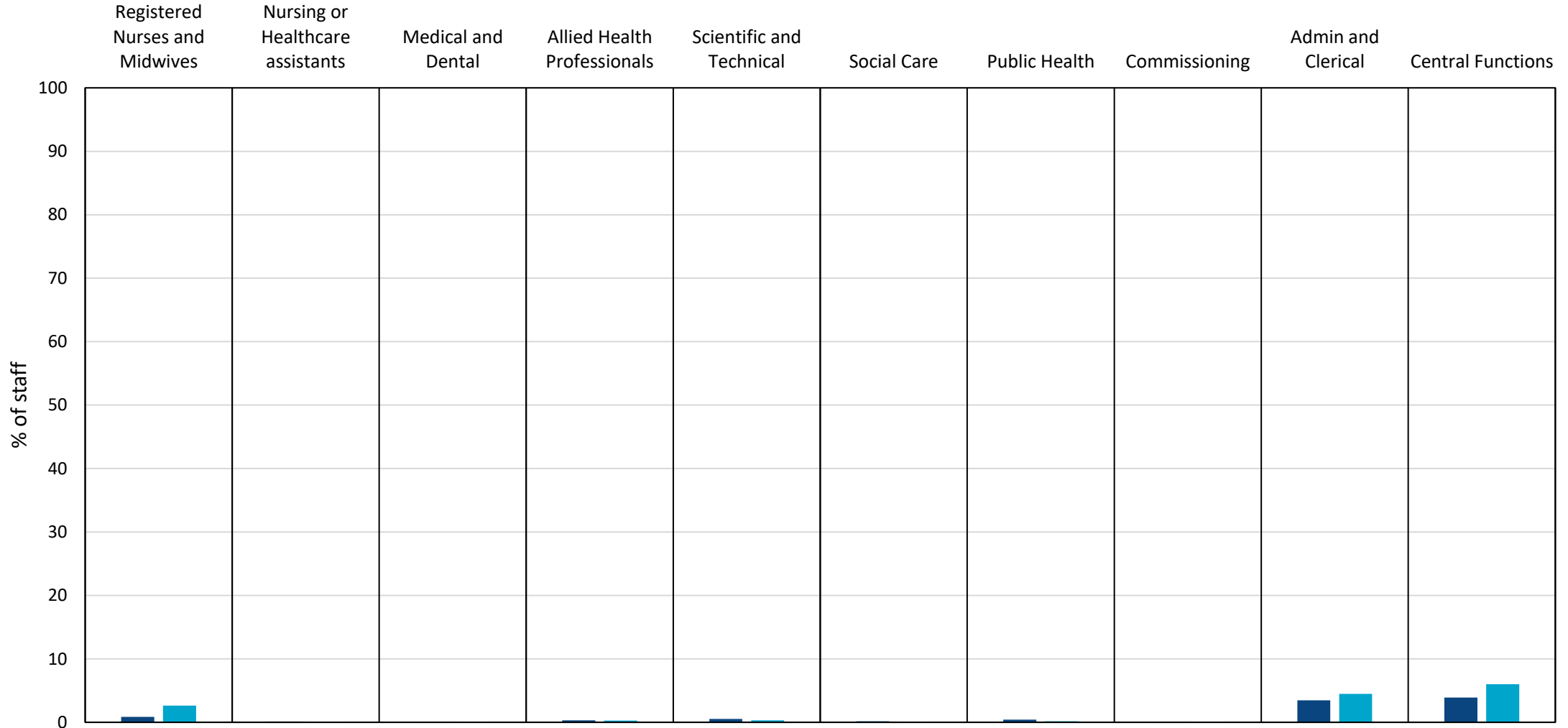


# Background details – When you joined this organisation, were you recruited from outside of the UK?



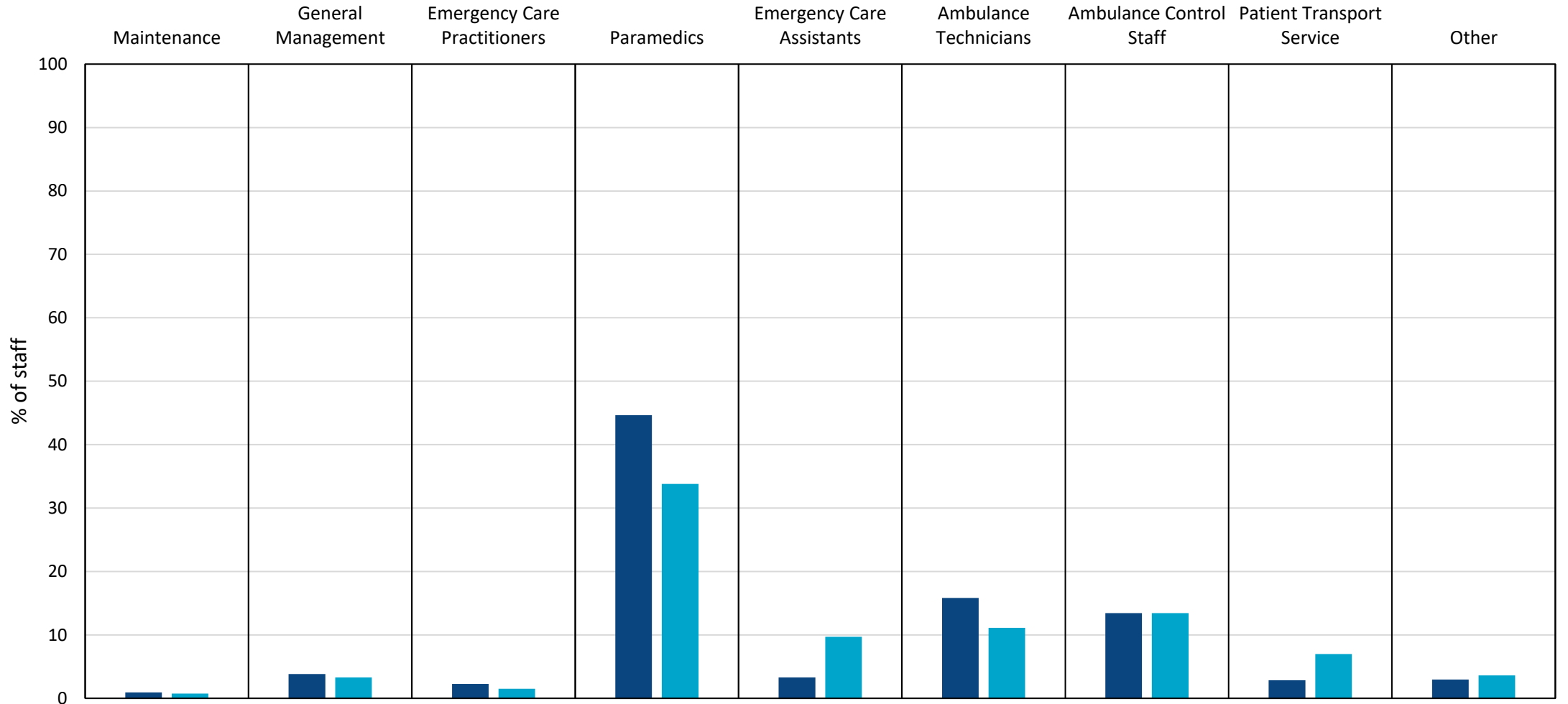
<b>Your org</b>	10.48%	87.99%	1.53%
<b>Average</b>	1.08%	98.04%	0.86%
<b>Responses</b>	6013	6013	6013

# Background details – Occupational group



<b>Your org</b>	0.85%	0.12%	0.10%	0.32%	0.52%	0.15%	0.42%	0.08%	3.48%	3.90%
<b>Average</b>	2.61%	0.06%	0.10%	0.29%	0.31%	0.04%	0.17%	0.10%	4.48%	6.01%
<b>Responses</b>	5973	5973	5973	5973	5973	5973	5973	5973	5973	5973

# Background details – Occupational group



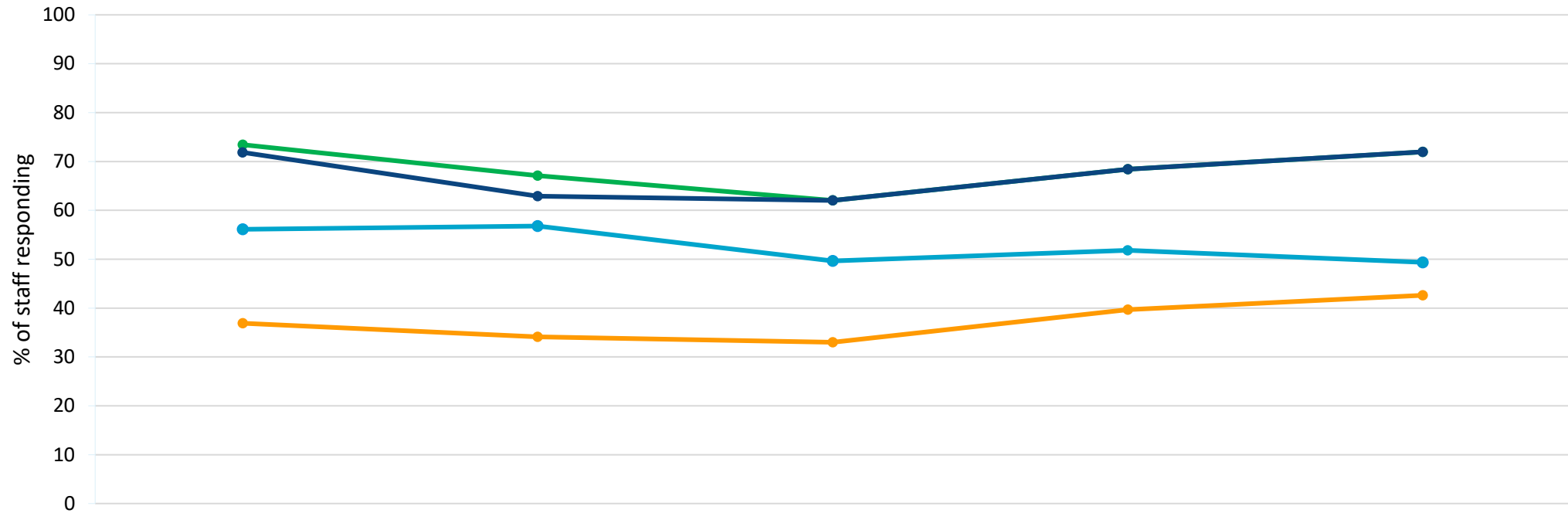
<b>Your org</b>	0.94%	3.83%	2.28%	44.63%	3.28%	15.82%	13.44%	2.86%	2.96%
<b>Average</b>	0.74%	3.27%	1.51%	33.80%	9.69%	11.11%	13.44%	6.98%	3.63%
<b>Responses</b>	5973	5973	5973	5973	5973	5973	5973	5973	5973

## Appendices

## Appendix A: Response rate



Response rate



	2020	2021	2022	2023	2024
<b>Your org</b>	71.84%	62.88%	62.02%	68.40%	71.97%
<b>Highest</b>	73.43%	67.10%	62.02%	68.40%	71.97%
<b>Average</b>	56.13%	56.78%	49.66%	51.81%	49.36%
<b>Lowest</b>	36.89%	34.11%	33.00%	39.69%	42.61%
Responses	4427	4096	4394	5196	6049

## 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	6.90	5184	6.91	6039	Not significant
We are recognised and rewarded	5.41	5172	5.43	6027	Not significant
We each have a voice that counts	6.07	5144	5.98	6000	Significantly lower
We are safe and healthy	5.53	4453	5.49	6016	Not significant
We are always learning	5.04	4517	5.18	5332	Significantly higher
We work flexibly	5.61	5142	5.45	6011	Significantly lower
We are a team	6.50	5177	6.70	6034	Significantly higher
Themes					
Staff Engagement	6.14	5180	6.01	6036	Significantly lower
Morale	5.47	5184	5.48	6036	Not significant

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

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

## Appendix C: Tips on using your benchmark report

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

### Key points to note



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



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



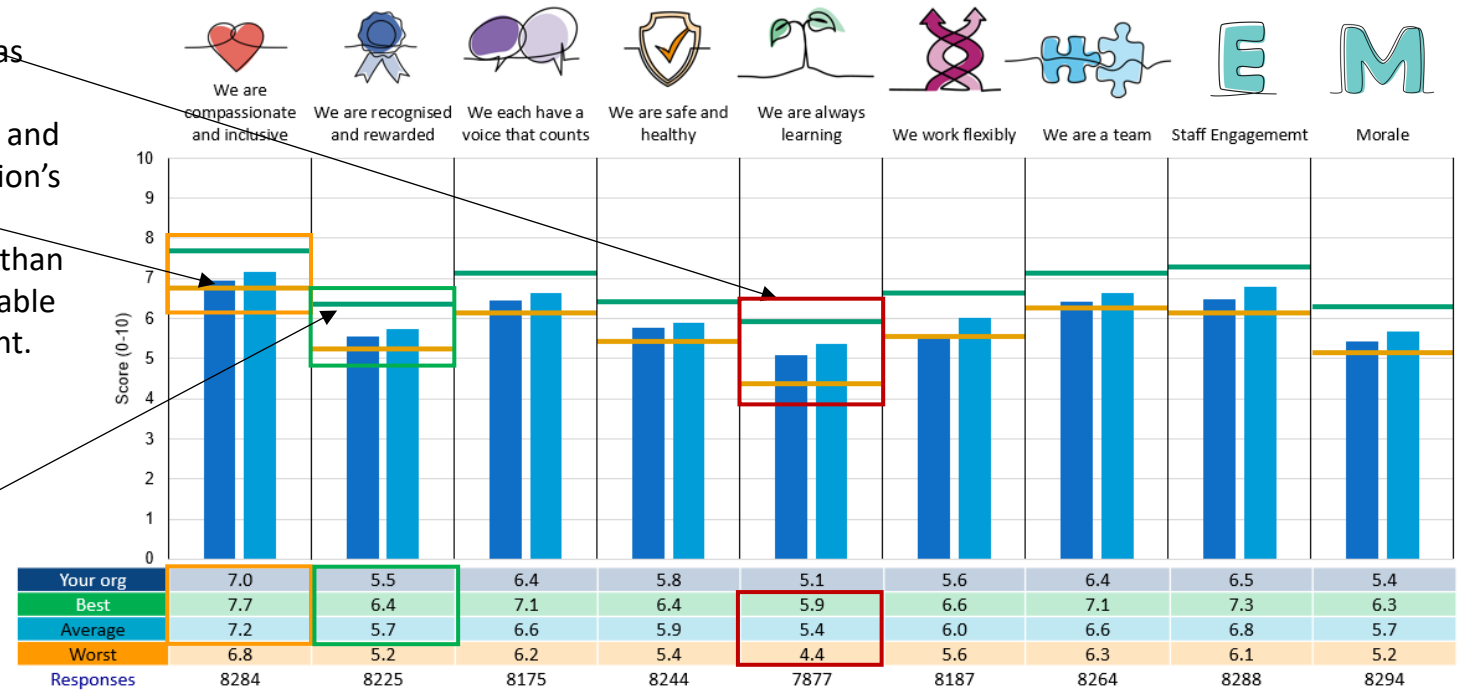
People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are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

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

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

## Areas to improve

- By checking where, the 'Your org' column/value is lower than the benchmarking group 'Average result' you can quickly identify areas for improvement.
- It is worth looking at the difference between the 'Your org' result and the benchmarking group 'Worst result'. The closer your organisation's result is to the worst result, the more concerning the result.
- Results where your organisation's result is only marginally better than the 'Average result', but still lags behind the 'Best result' by a notable margin, could also be considered as areas for further improvement.



Only one example is highlighted for each point

## Positive outcomes

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

## Review trend data

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

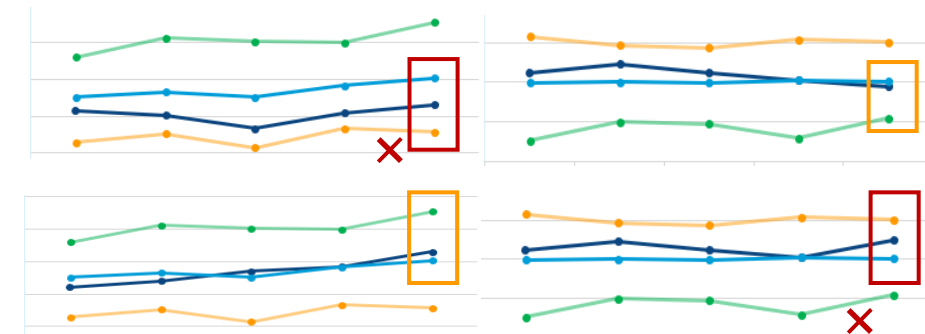


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

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

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

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



✗ = 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 London Ambulance Service NHS Trust.



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



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