

# University College London Hospitals NHS Foundation Trust

## NHS Staff Survey Benchmark report 2024



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# Introduction

## About this report

This benchmark report for University College London Hospitals NHS Foundation Trust contains results for the 2024 NHS Staff Survey, and historical results back to 2020 where possible. These results are presented in the context of best, average and worst results for similar organisations where appropriate. Data in this report are weighted to allow for fair comparisons between organisations.

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

## How results are reported

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



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

# People Promise elements, themes and sub-scores

People Promise elements	Sub-scores	Questions
We are compassionate and inclusive	Compassionate culture	Q6a, Q25a, Q25b, Q25c, Q25d
	Compassionate leadership	Q9f, Q9g, Q9h, Q9i
	Diversity and equality	Q15, Q16a, Q16b, Q21
	Inclusion	Q7h, Q7i, Q8b, Q8c
We are recognised and rewarded	No sub-score	Q4a, Q4b, Q4c, Q8d, Q9e
We each have a voice that counts	Autonomy and control	Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b
	Raising concerns	Q20a, Q20b, Q25e, Q25f
We are safe and healthy	Health and safety climate	Q3g, Q3h, Q3i, Q5a, Q11a, Q13d, Q14d
	Burnout	Q12a, Q12b, Q12c, Q12d, Q12e, Q12f, Q12g
	Negative experiences	Q11b, Q11c, Q11d, Q13a, Q13b, Q13c, Q14a, Q14b, Q14c
	Other questions [Not scored]	Q17a*, Q17b*, Q22*      *Q17a, Q17b and Q22 do not contribute to the calculation of any scores or sub-scores.
We are always learning	Development	Q24a, Q24b, Q24c, Q24d, Q24e
	Appraisals	Q23a*, Q23b, Q23c, Q23d      *Q23a is a filter question and therefore influences the sub-score without being a directly scored question.
We work flexibly	Support for work-life balance	Q6b, Q6c, Q6d
	Flexible working	Q4d
We are a team	Team working	Q7a, Q7b, Q7c, Q7d, Q7e, Q7f, Q7g, Q8a
	Line management	Q9a, Q9b, Q9c, Q9d
Themes	Sub-scores	Questions
Staff Engagement	Motivation	Q2a, Q2b, Q2c
	Involvement	Q3c, Q3d, Q3f
	Advocacy	Q25a, Q25c, Q25d
Morale	Thinking about leaving	Q26a, Q26b, Q26c
	Work pressure	Q3g, Q3h, Q3i
	Stressors	Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a

Questions not linked to the People Promise elements or themes

## Introduction

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

## Organisation details

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

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

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

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

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

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



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

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

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

## Questions not linked to People Promise

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

## Workforce Equality Standards

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

## About your respondents

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

## Appendices

Here you will find:

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

## Key features

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

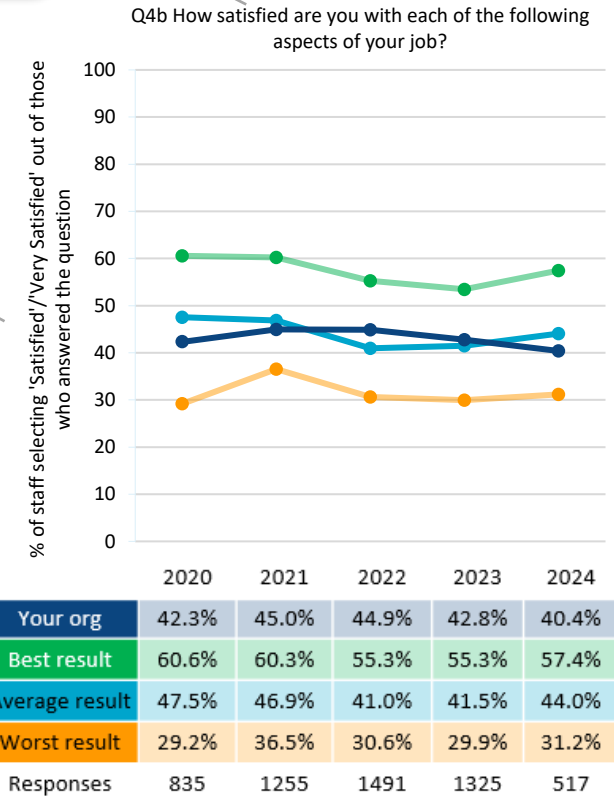
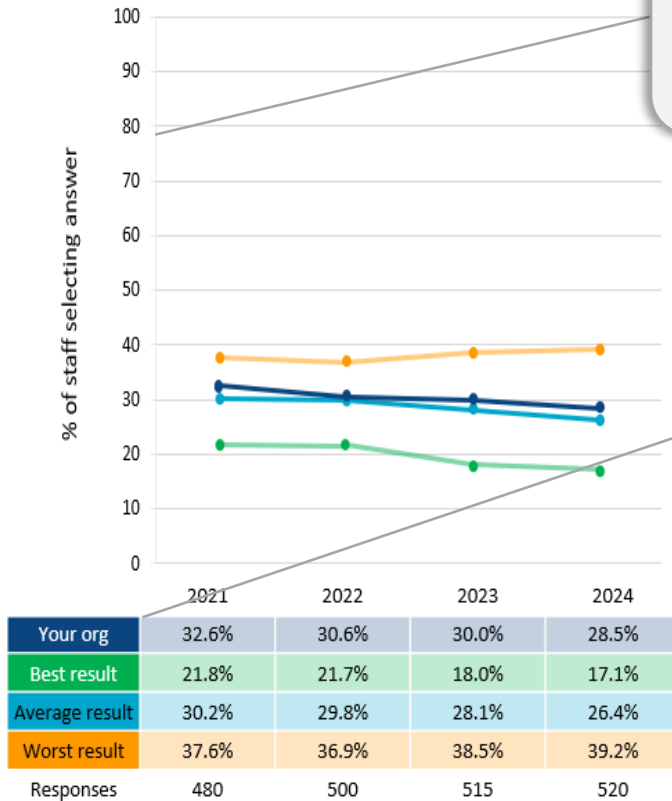
Question number and text (or summary measure) specified at the top of each slide.

Note this is example data

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

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

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



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

## Organisation details



University College London Hospitals NHS Foundation Trust

## 2024 NHS Staff Survey



### Organisation details

Completed questionnaires **4426**

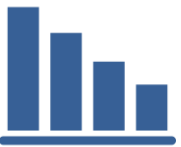
2024 response rate **39%**

### Survey details

Survey mode **Mixed**

### This organisation is benchmarked against:

Acute and Acute & Community Trusts



### 2024 benchmarking group details

Organisations in group: 122

Median response rate: 49%

No. of completed questionnaires: 532587

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

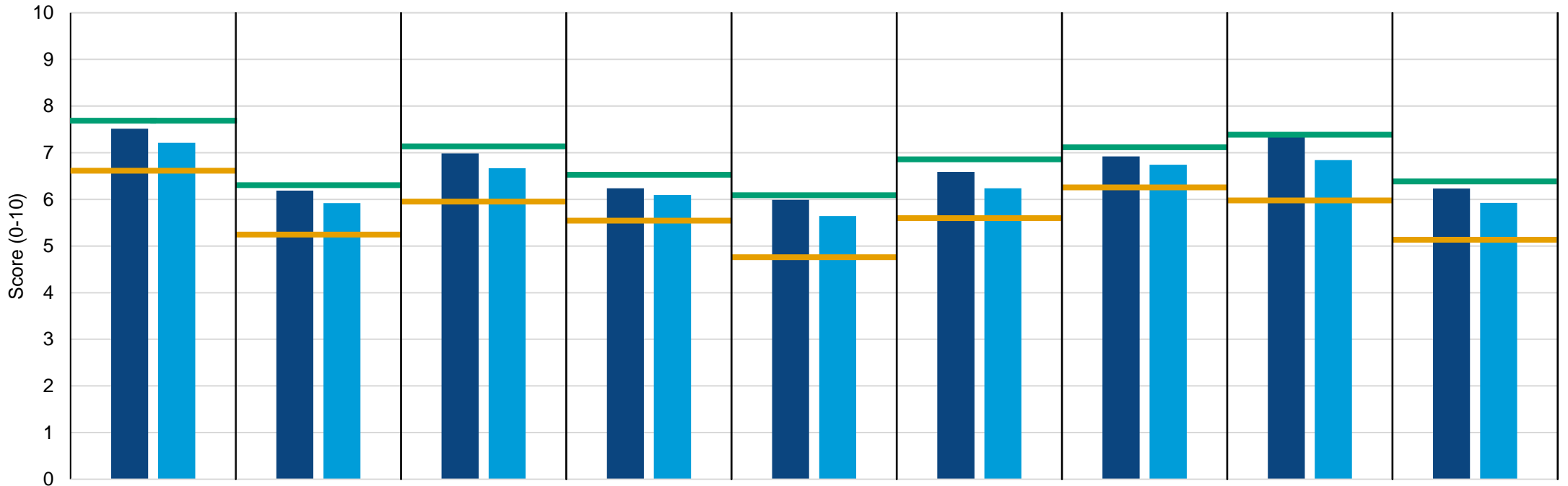


## People Promise elements, themes and sub-score results

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

# People Promise elements and themes: Overview

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

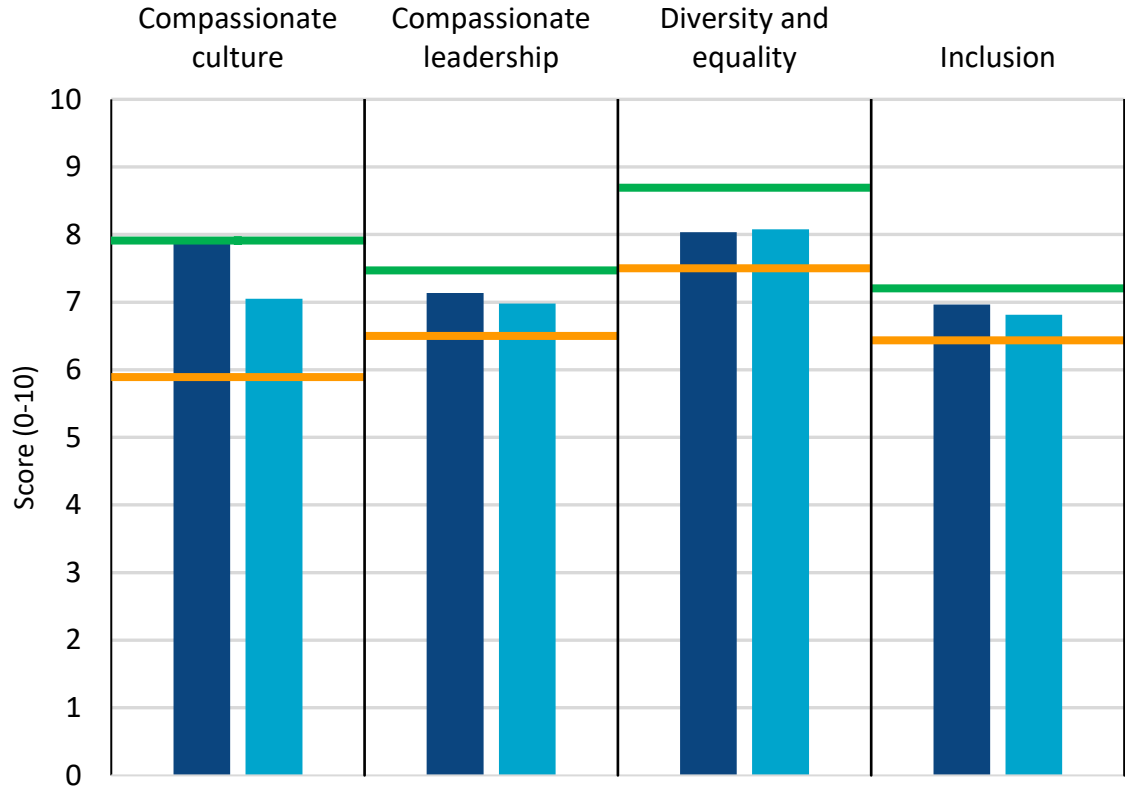


Your org	7.51	6.19	6.99	6.24	5.99	6.59	6.92	7.35	6.23
Best result	7.69	6.30	7.14	6.53	6.09	6.86	7.12	7.39	6.38
Average result	7.21	5.92	6.67	6.09	5.64	6.24	6.74	6.84	5.93
Worst result	6.61	5.24	5.95	5.54	4.76	5.60	6.26	5.98	5.13
Responses	4412	4416	4383	4401	4153	4387	4409	4417	4421

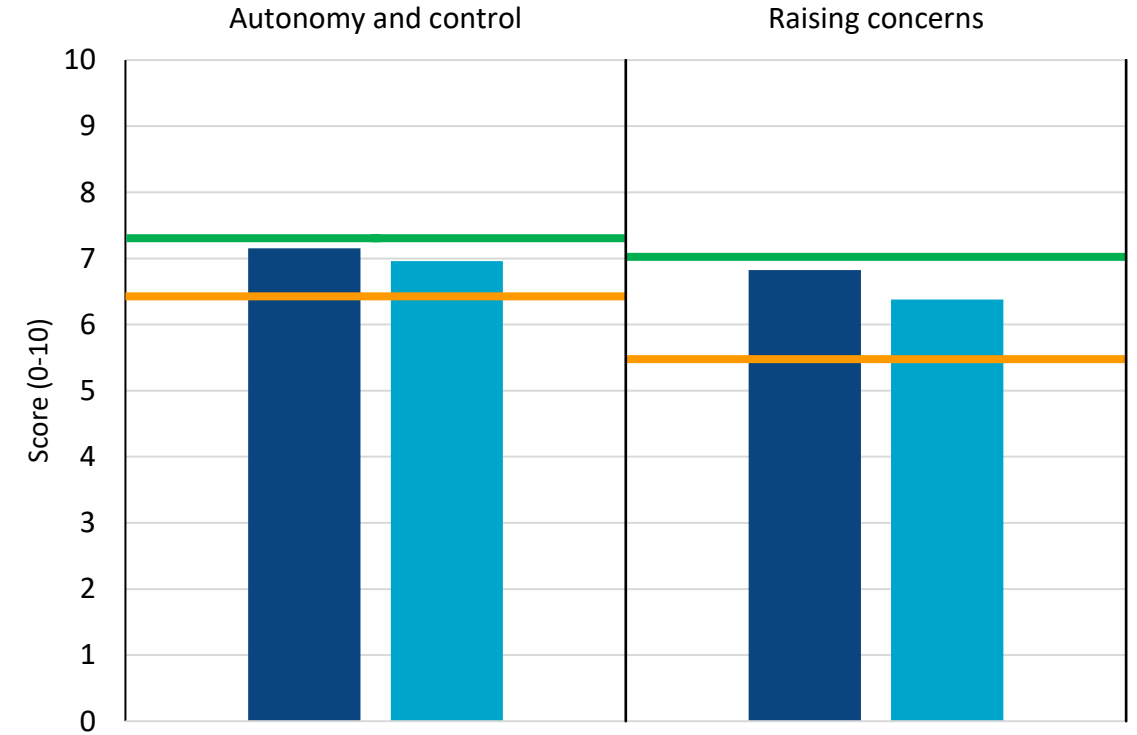
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



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



Your org	7.91	7.14	8.04	6.96
Best result	7.91	7.47	8.69	7.20
Average result	7.05	6.98	8.08	6.81
Worst result	5.89	6.50	7.50	6.44
Responses	4399	4408	4405	4407

Your org	7.15	6.82
Best result	7.31	7.02
Average result	6.96	6.38
Worst result	6.43	5.48
Responses	4420	4384

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.

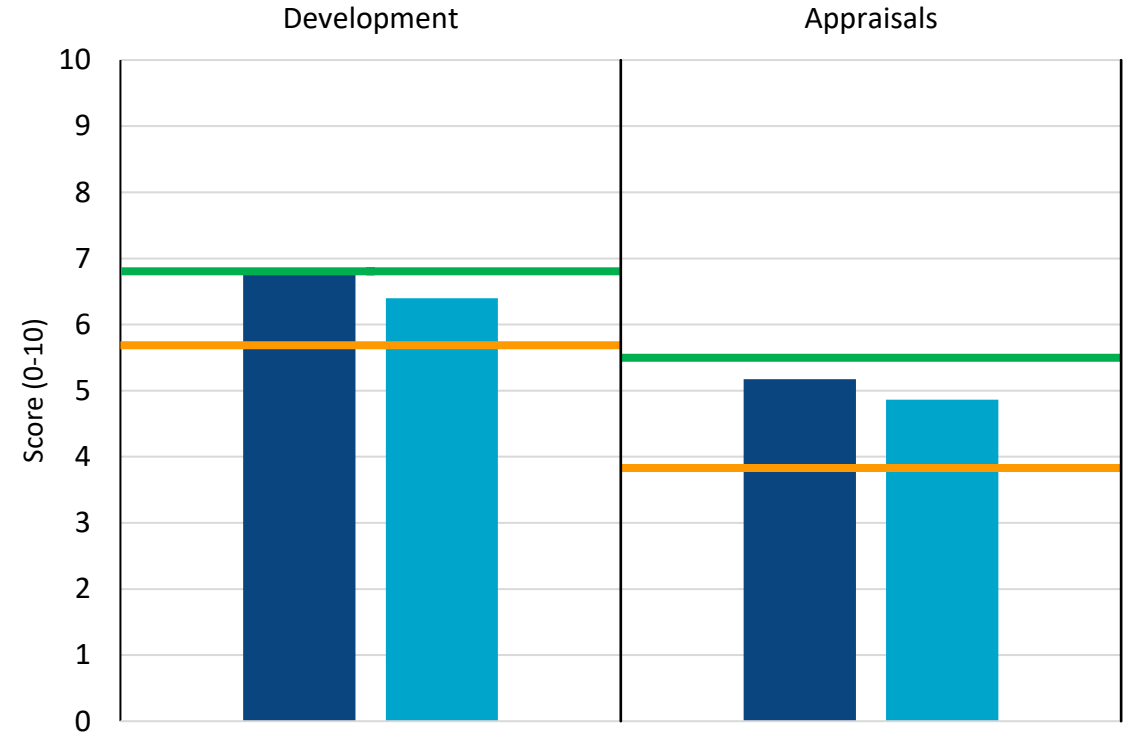
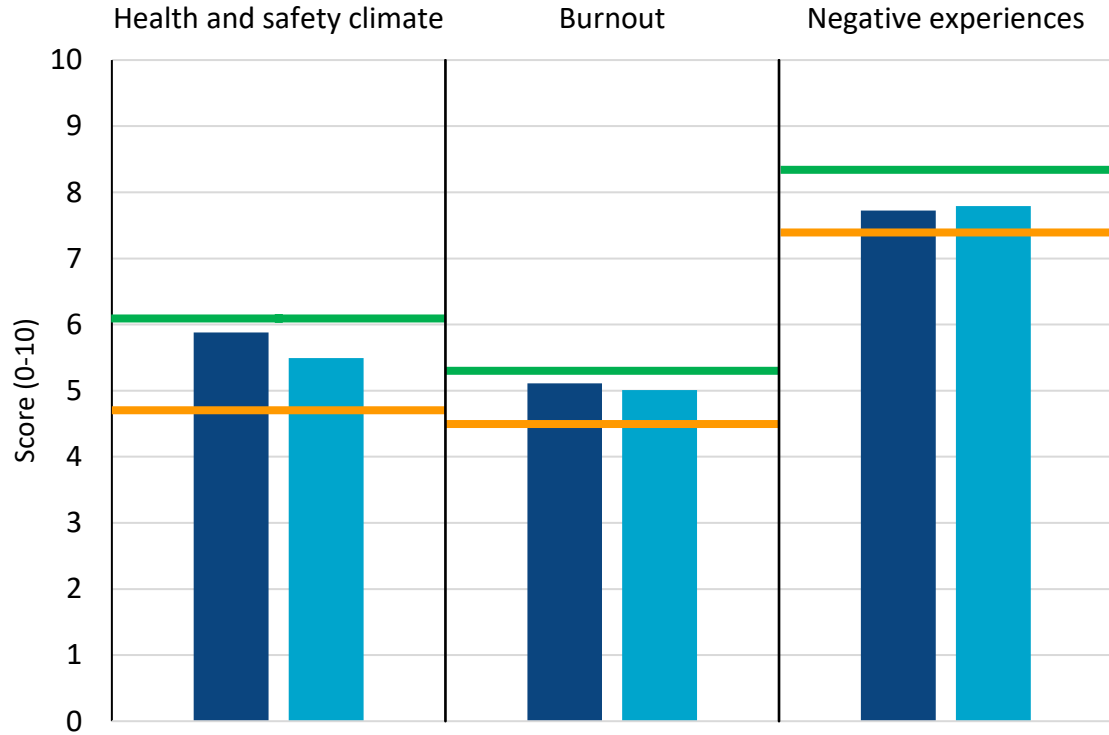
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



Your org	5.88	5.11	7.72
Best result	6.09	5.30	8.34
Average result	5.49	5.01	7.79
Worst result	4.70	4.50	7.39
Responses	4420	4415	4405

Your org	6.76	5.17
Best result	6.80	5.50
Average result	6.40	4.86
Worst result	5.69	3.83
Responses	4406	4162

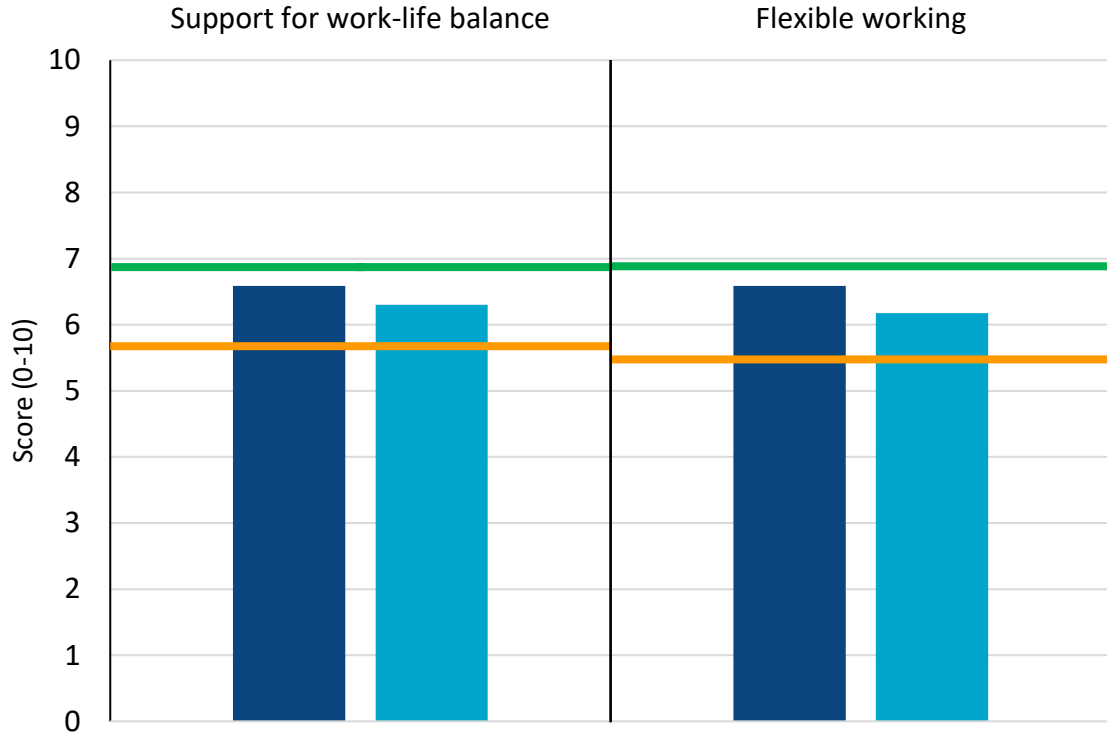
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 6: We work flexibly



## Promise element 7: We are a team



Your org	6.59	6.59
Best result	6.87	6.88
Average result	6.30	6.17
Worst result	5.67	5.47
Responses	4417	4391

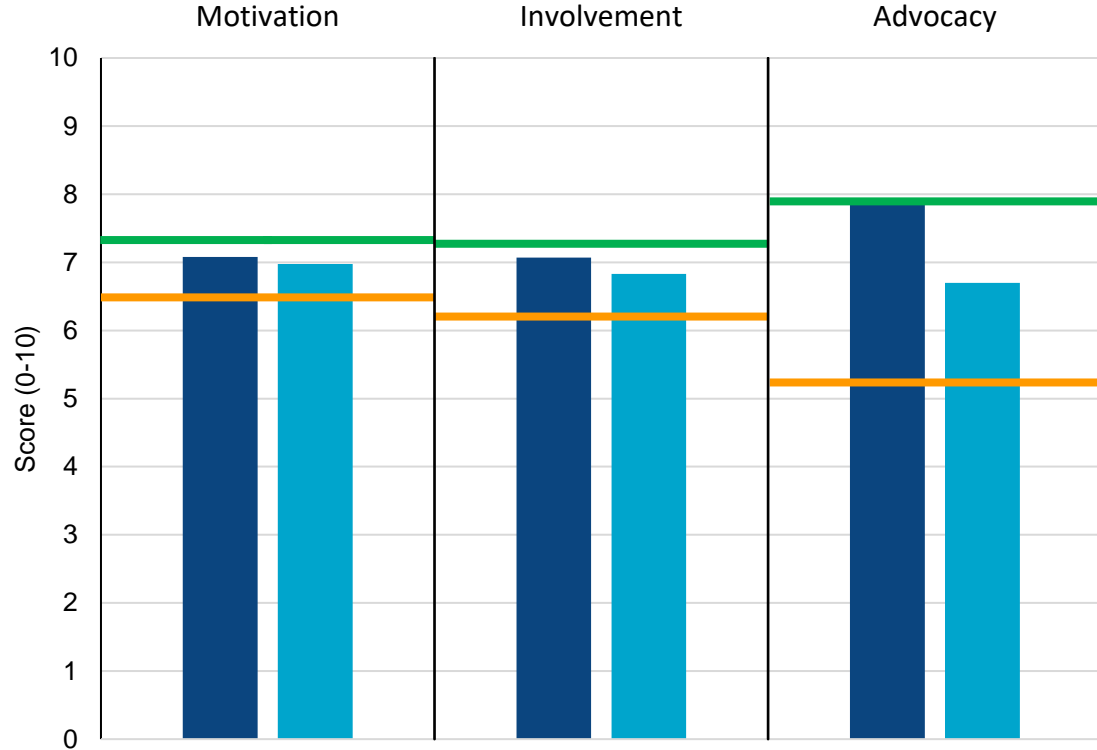


Your org	6.85	6.99
Best result	7.06	7.31
Average result	6.67	6.82
Worst result	6.18	6.33
Responses	4417	4411

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



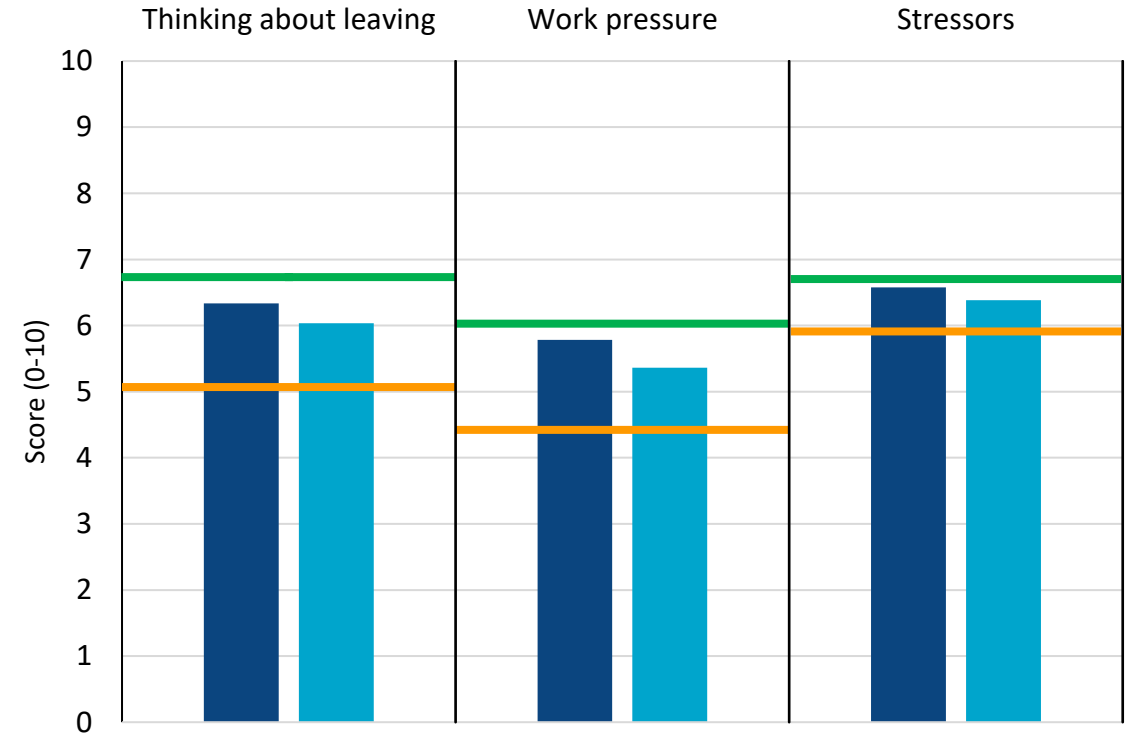
## Theme: Staff engagement



Your org	7.08	7.07	7.90
Best result	7.33	7.27	7.90
Average result	6.98	6.83	6.70
Worst result	6.49	6.20	5.24
Responses	4371	4420	4399



## Theme: Morale



Your org	6.33	5.78	6.58
Best result	6.73	6.03	6.70
Average result	6.04	5.36	6.38
Worst result	5.07	4.42	5.91
Responses	4402	4418	4417

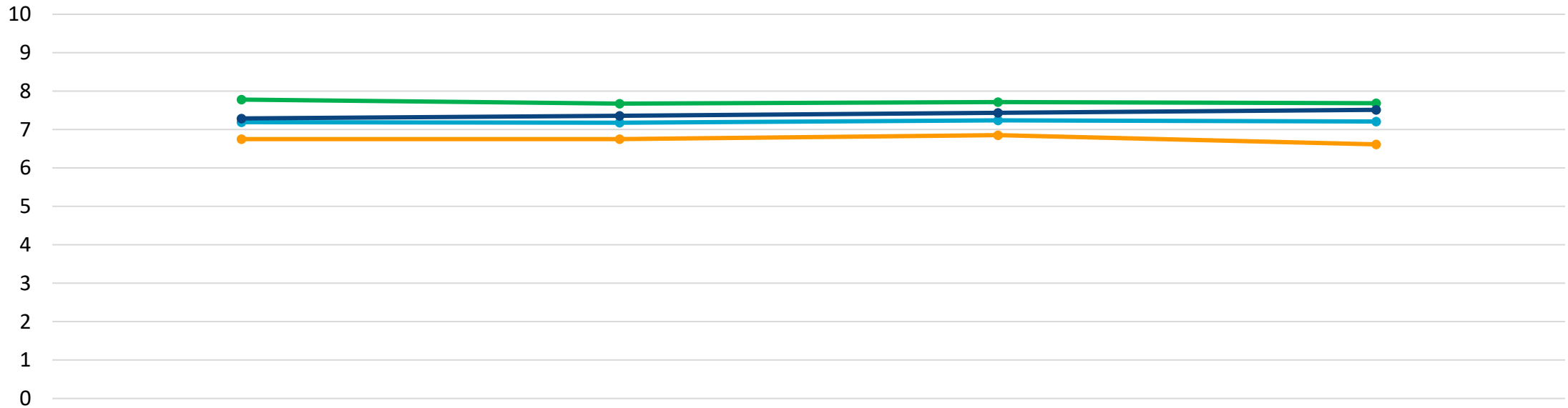


## People Promise elements, themes and sub-scores: Trends

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

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

We are compassionate and inclusive

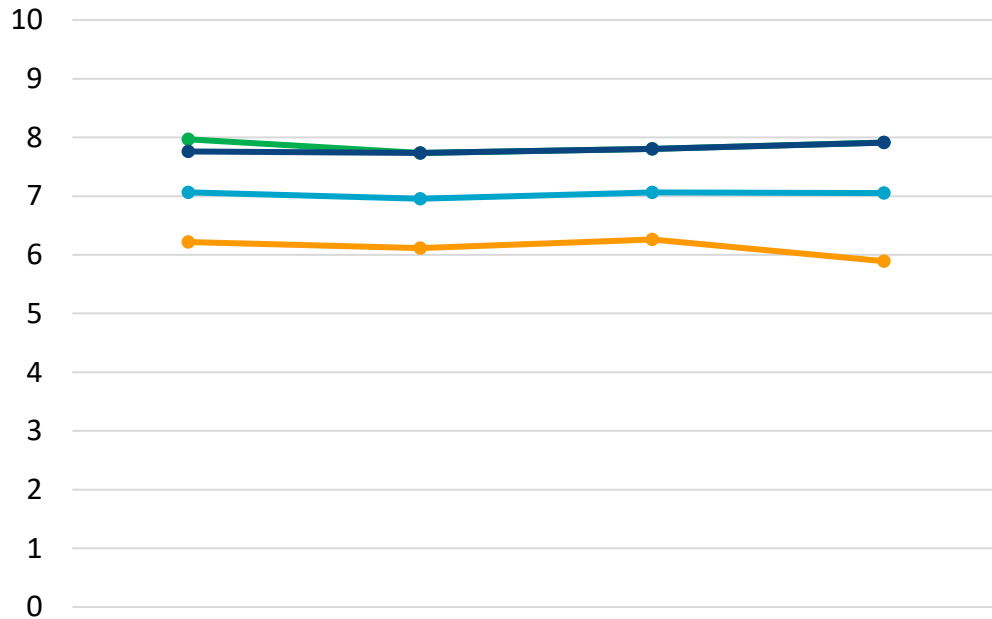


	2021	2022	2023	2024
Your org	7.29	7.36	7.44	7.51
Best result	7.78	7.67	7.72	7.69
Average result	7.19	7.18	7.24	7.21
Worst result	6.75	6.75	6.85	6.61
Responses	4550	3669	3369	4412

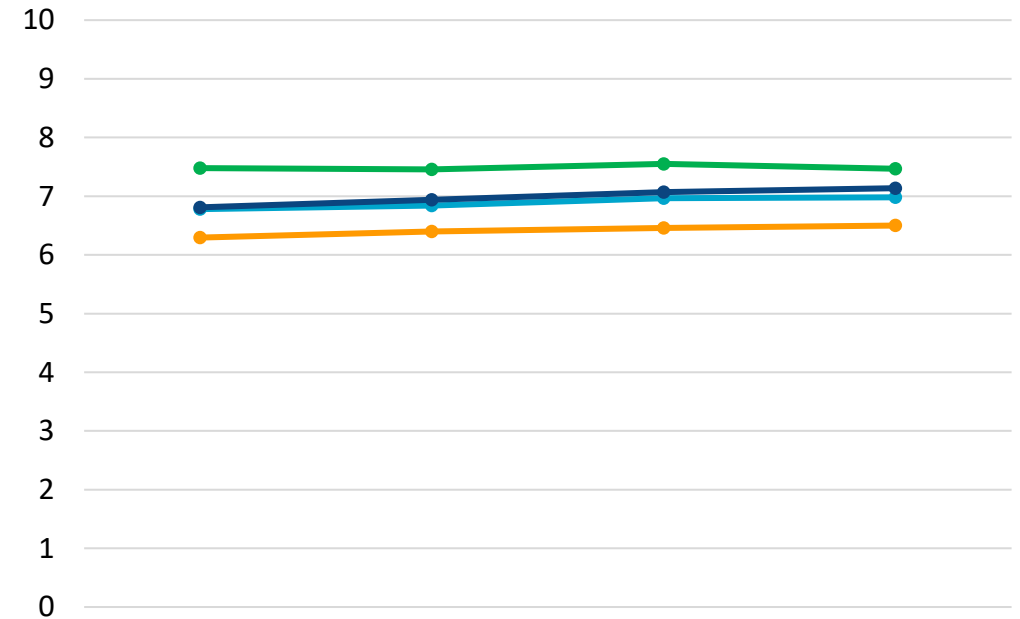
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



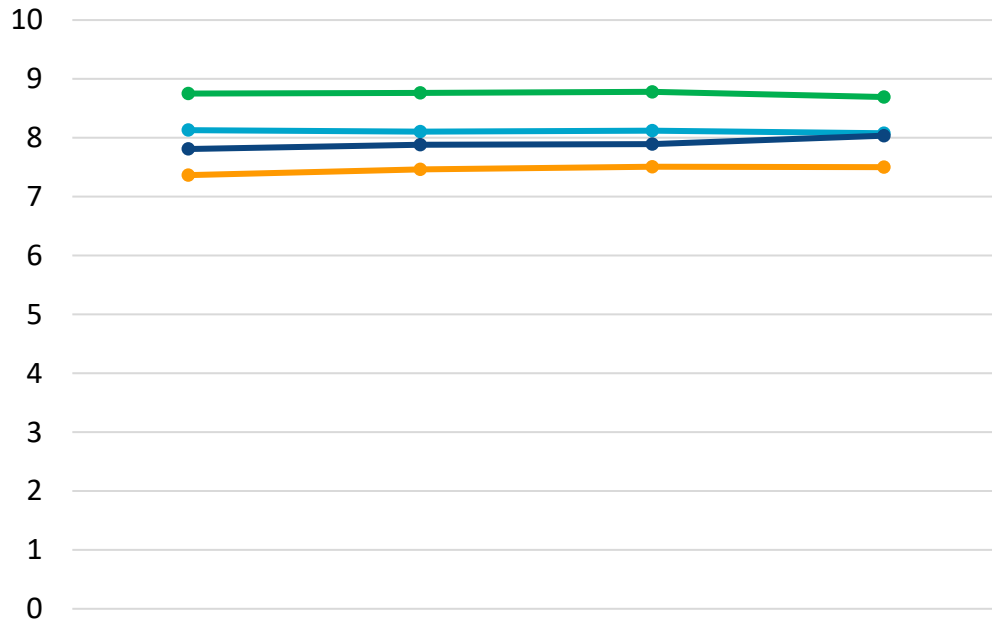
	2021	2022	2023	2024
Your org	7.76	7.74	7.81	7.91
Best result	7.97	7.74	7.81	7.91
Average result	7.07	6.96	7.06	7.05
Worst result	6.22	6.12	6.26	5.89
Responses	4501	3662	3360	4399

	2021	2022	2023	2024
Your org	6.81	6.94	7.07	7.14
Best result	7.48	7.46	7.55	7.47
Average result	6.78	6.84	6.96	6.98
Worst result	6.30	6.40	6.46	6.50
Responses	4575	3666	3368	4408

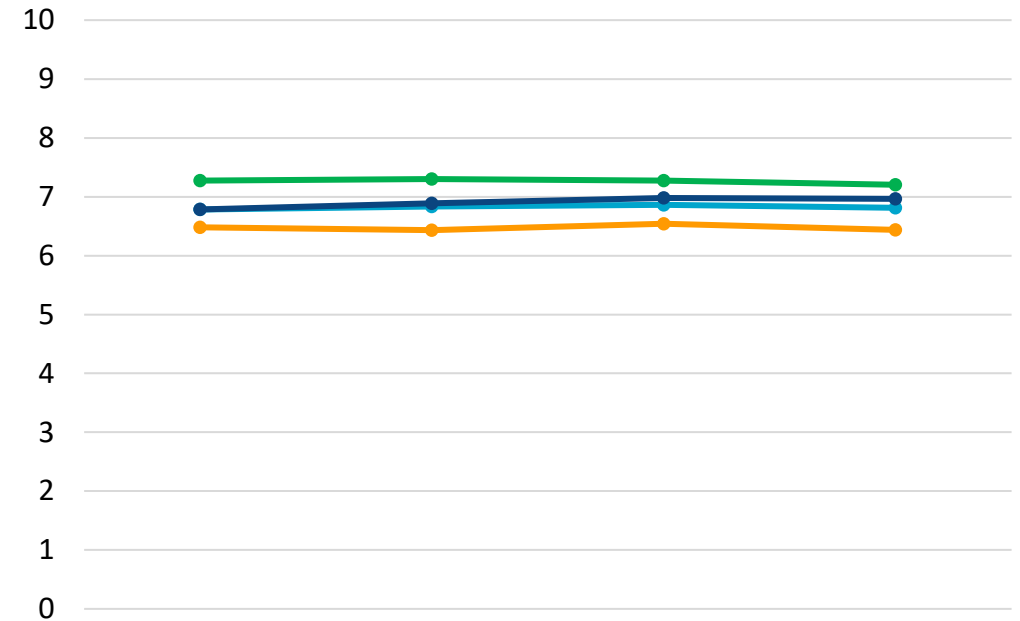
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



	2021	2022	2023	2024
Your org	7.81	7.88	7.90	8.04
Best result	8.75	8.76	8.78	8.69
Average result	8.13	8.10	8.12	8.08
Worst result	7.37	7.46	7.51	7.50
Responses	4544	3665	3364	4405

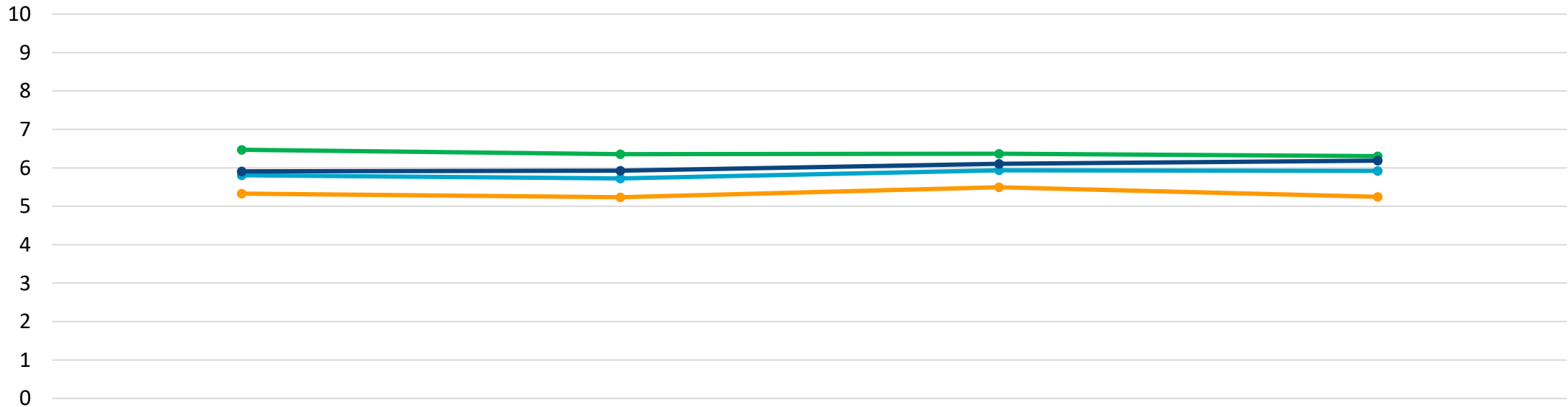
	2021	2022	2023	2024
Your org	6.78	6.89	6.98	6.96
Best result	7.28	7.30	7.27	7.20
Average result	6.78	6.84	6.86	6.81
Worst result	6.48	6.43	6.54	6.44
Responses	4591	3666	3362	4407

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



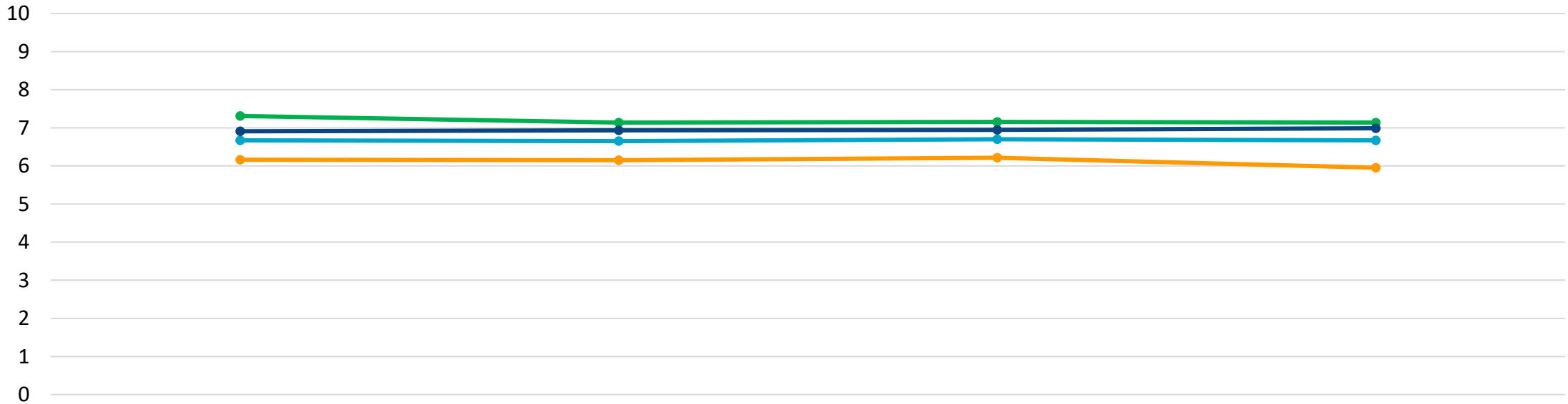
	2021	2022	2023	2024
Your org	5.91	5.92	6.10	6.19
Best result	6.47	6.36	6.37	6.30
Average result	5.81	5.72	5.94	5.92
Worst result	5.33	5.24	5.49	5.24
Responses	4665	3671	3365	4416

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



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

We each have a voice that counts



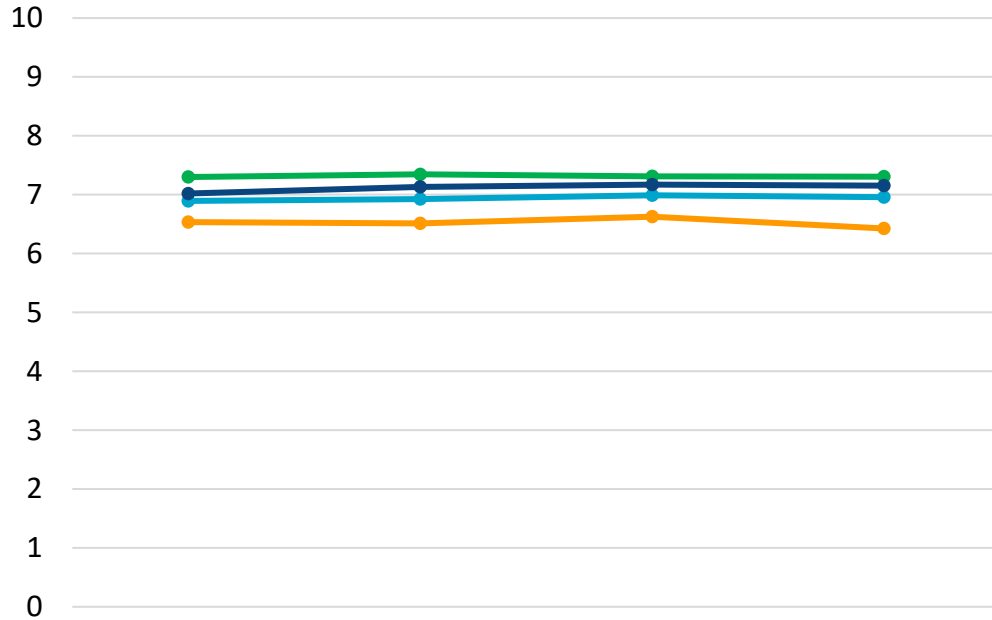
	2021	2022	2023	2024
Your org	6.91	6.94	6.95	6.99
Best result	7.31	7.14	7.16	7.14
Average result	6.67	6.65	6.70	6.67
Worst result	6.16	6.15	6.21	5.95
Responses	4481	3650	3338	4383

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

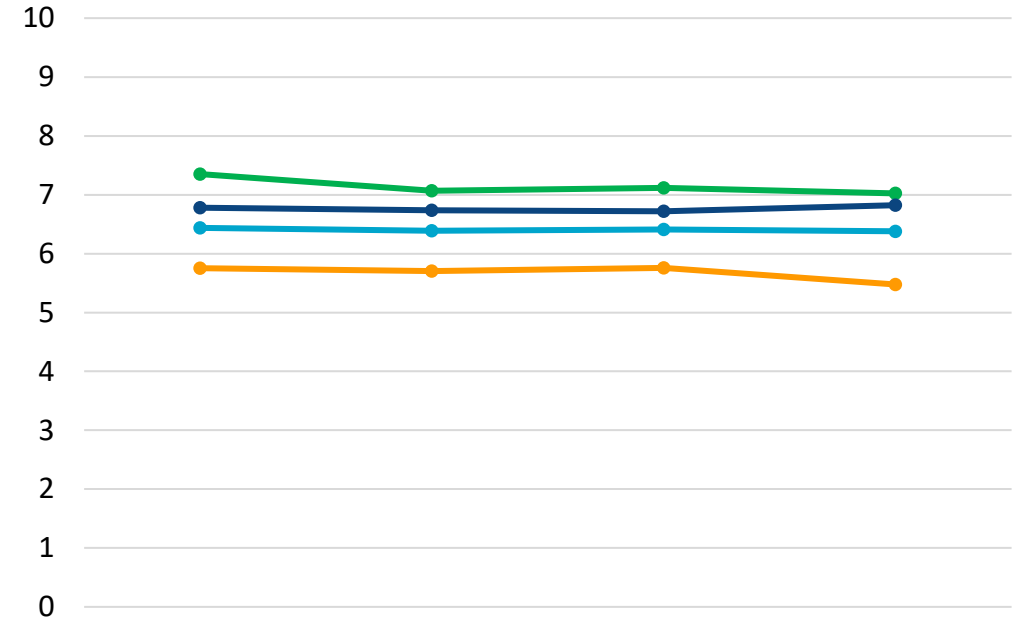


## Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023	2024
Your org	7.02	7.13	7.17	7.15
Best result	7.30	7.35	7.31	7.31
Average result	6.89	6.93	6.99	6.96
Worst result	6.53	6.51	6.63	6.43
Responses	4667	3670	3373	4420

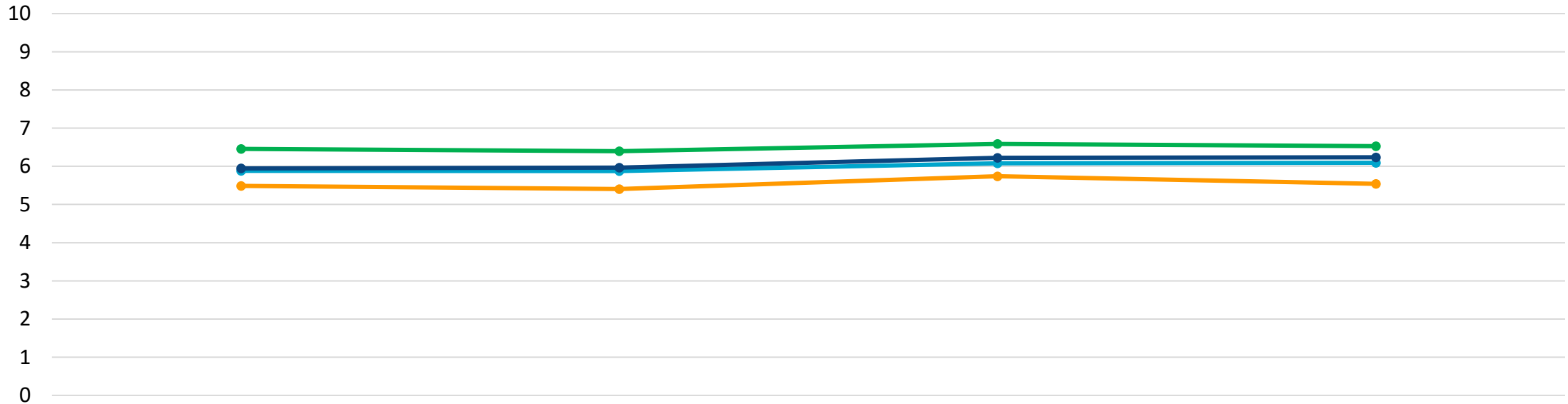
	2021	2022	2023	2024
Your org	6.78	6.74	6.72	6.82
Best result	7.35	7.07	7.12	7.02
Average result	6.44	6.39	6.41	6.38
Worst result	5.75	5.70	5.76	5.48
Responses	4486	3655	3342	4384

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	5.94	5.97	6.22	6.24
Best result	6.46	6.40	6.59	6.53
Average result	5.88	5.88	6.08	6.09
Worst result	5.49	5.41	5.74	5.54
Responses	4543	3658	3055	4401

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

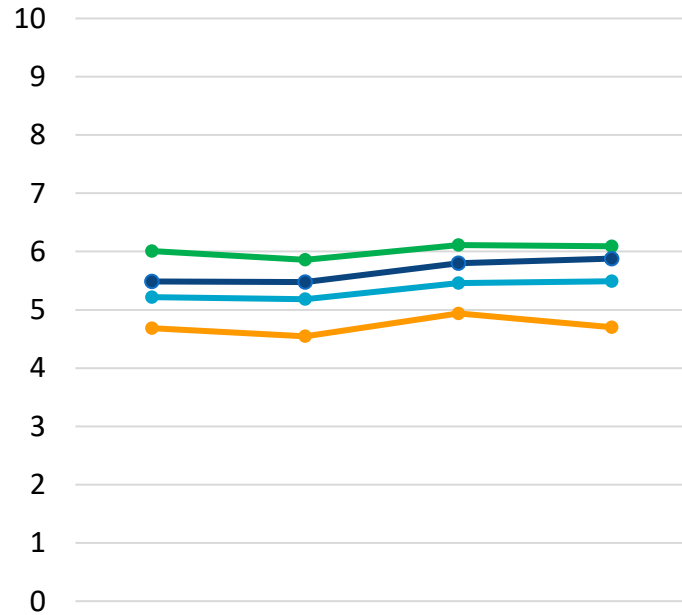


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



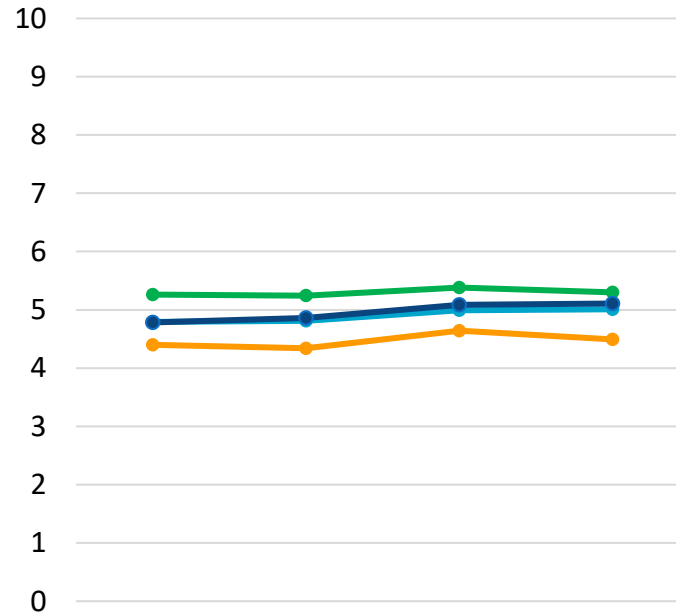
## Promise element 4: We are safe and healthy

Health and safety climate



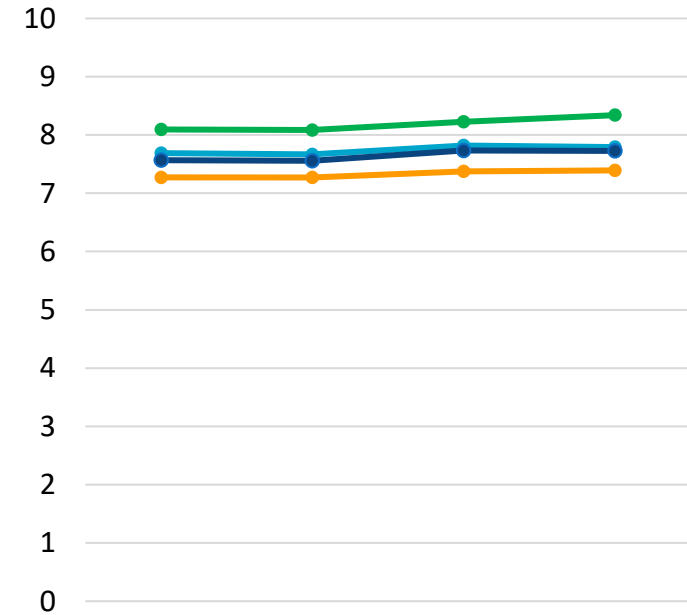
	2021	2022	2023	2024
<b>Your org</b>	5.48	5.48	5.80	5.88
<b>Best result</b>	6.01	5.86	6.11	6.09
<b>Average result</b>	5.21	5.18	5.46	5.49
<b>Worst result</b>	4.68	4.55	4.94	4.70
Responses	4671	3669	3073	4420

Burnout



	2021	2022	2023	2024
<b>Your org</b>	4.78	4.86	5.08	5.11
<b>Best result</b>	5.26	5.24	5.38	5.30
<b>Average result</b>	4.79	4.81	4.99	5.01
<b>Worst result</b>	4.40	4.34	4.64	4.50
Responses	4556	3667	3370	4415

Negative experiences



	2021	2022	2023	2024
<b>Your org</b>	7.57	7.56	7.73	7.72
<b>Best result</b>	8.10	8.09	8.23	8.34
<b>Average result</b>	7.69	7.67	7.82	7.79
<b>Worst result</b>	7.27	7.27	7.38	7.39
Responses	4554	3669	3061	4405

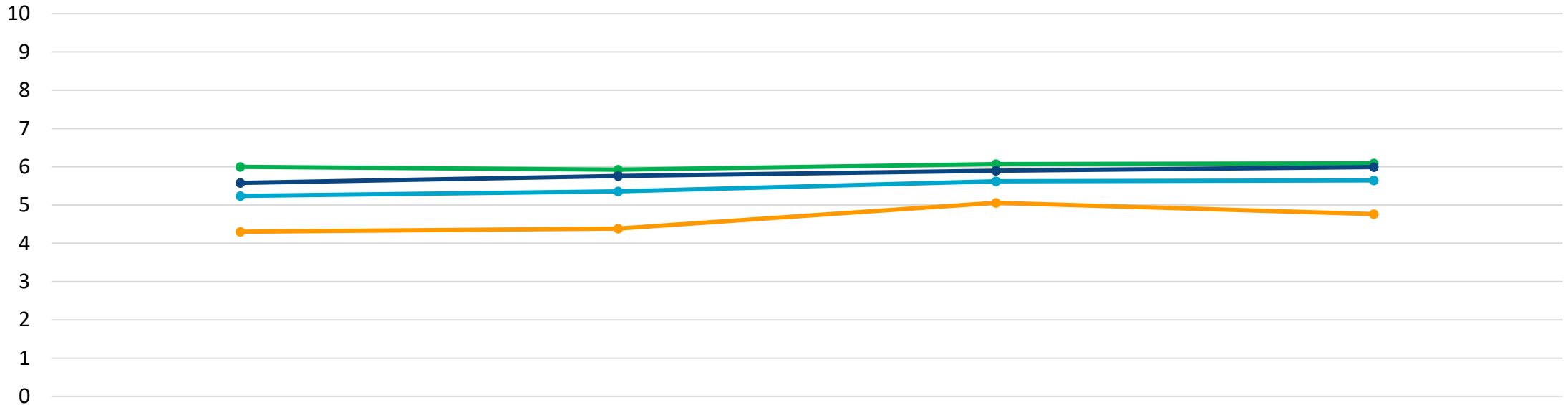
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



## Promise element 5: We are always learning

### We are always learning



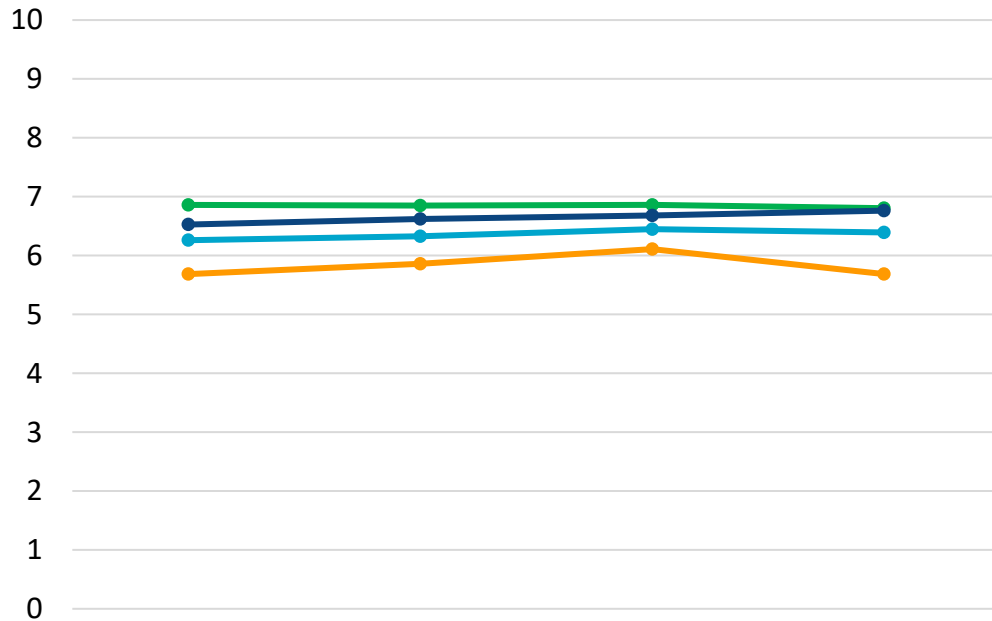
	2021	2022	2023	2024
Your org	5.58	5.76	5.90	5.99
Best result	6.00	5.92	6.07	6.09
Average result	5.24	5.35	5.62	5.64
Worst result	4.30	4.39	5.06	4.76
Responses	4309	3520	3116	4153

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

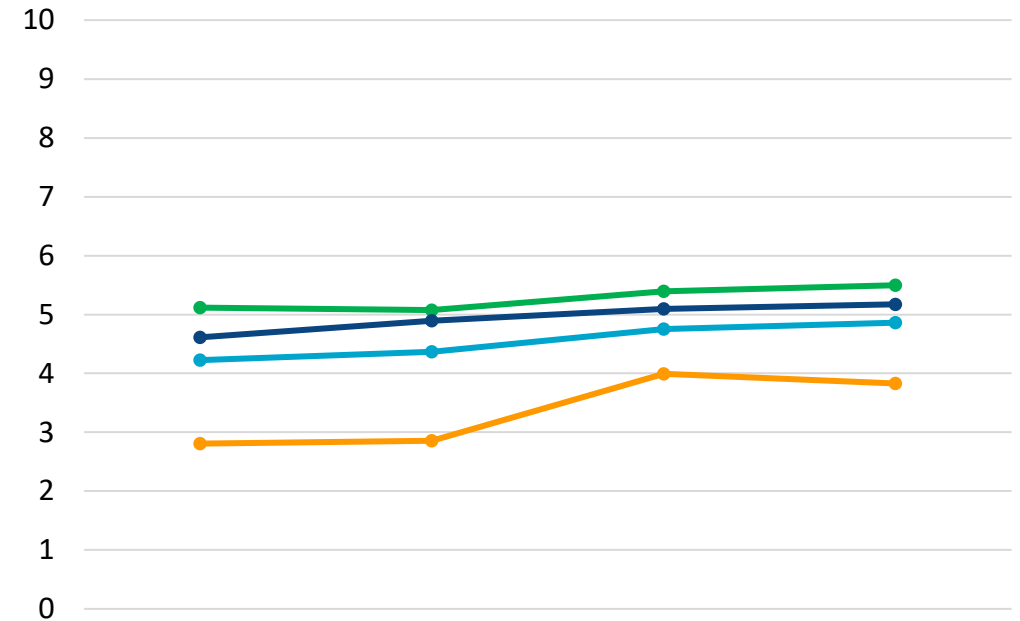


## Promise element 5: We are always learning

Development



Appraisals



	2021	2022	2023	2024
Your org	6.53	6.62	6.68	6.76
Best result	6.86	6.85	6.86	6.80
Average result	6.26	6.33	6.45	6.40
Worst result	5.68	5.86	6.11	5.69
Responses	4524	3663	3358	4406

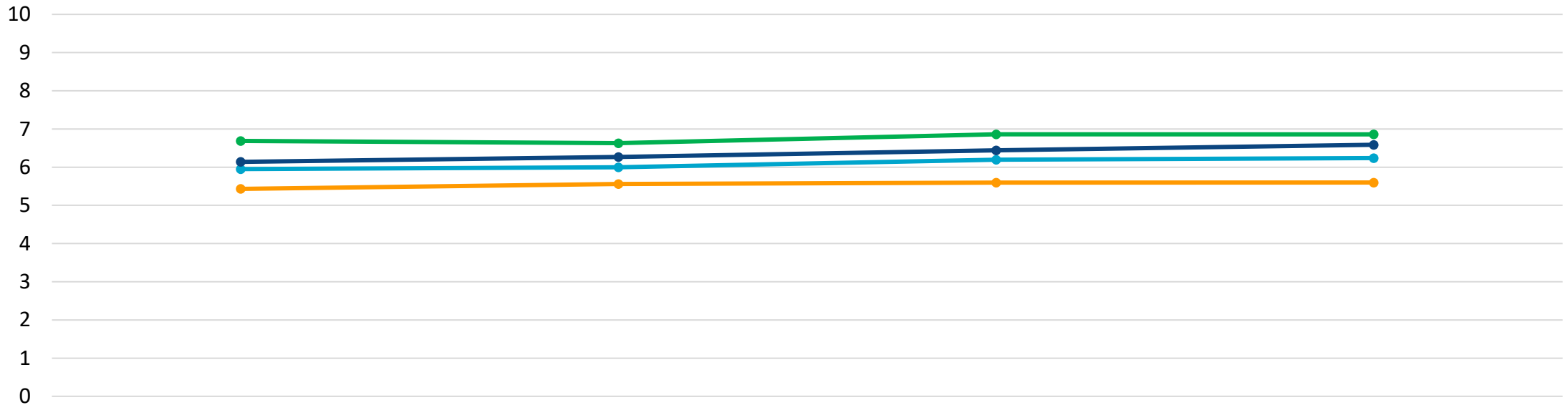
	2021	2022	2023	2024
Your org	4.61	4.90	5.09	5.17
Best result	5.12	5.08	5.40	5.50
Average result	4.23	4.37	4.75	4.86
Worst result	2.81	2.85	3.99	3.83
Responses	4333	3529	3120	4162

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



## Promise element 6: We work flexibly

We work flexibly



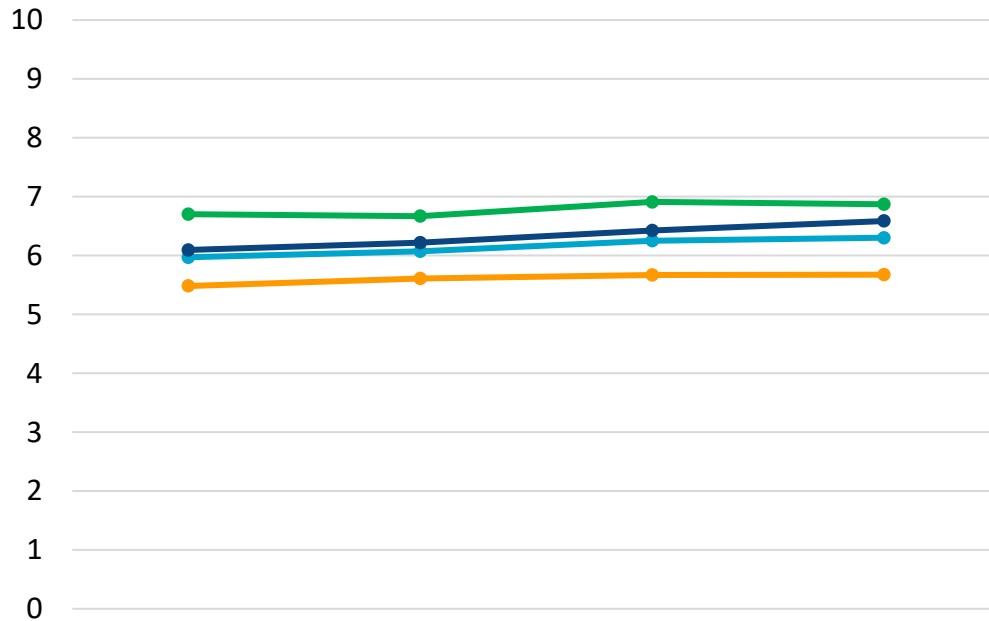
	2021	2022	2023	2024
Your org	6.14	6.27	6.44	6.59
Best result	6.69	6.63	6.86	6.86
Average result	5.95	6.00	6.20	6.24
Worst result	5.43	5.56	5.60	5.60
Responses	4642	3660	3352	4387

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.

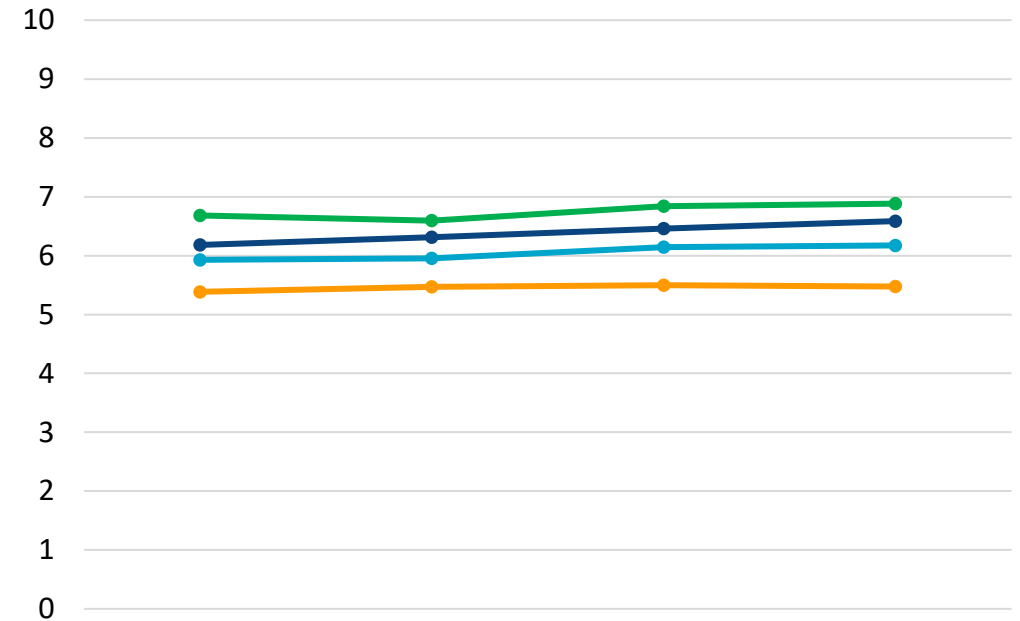


## Promise element 6: We work flexibly

Support for work-life balance



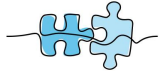
Flexible working



	2021	2022	2023	2024
Your org	6.10	6.22	6.43	6.59
Best result	6.70	6.67	6.91	6.87
Average result	5.97	6.07	6.25	6.30
Worst result	5.48	5.61	5.67	5.67
Responses	4645	3666	3370	4417

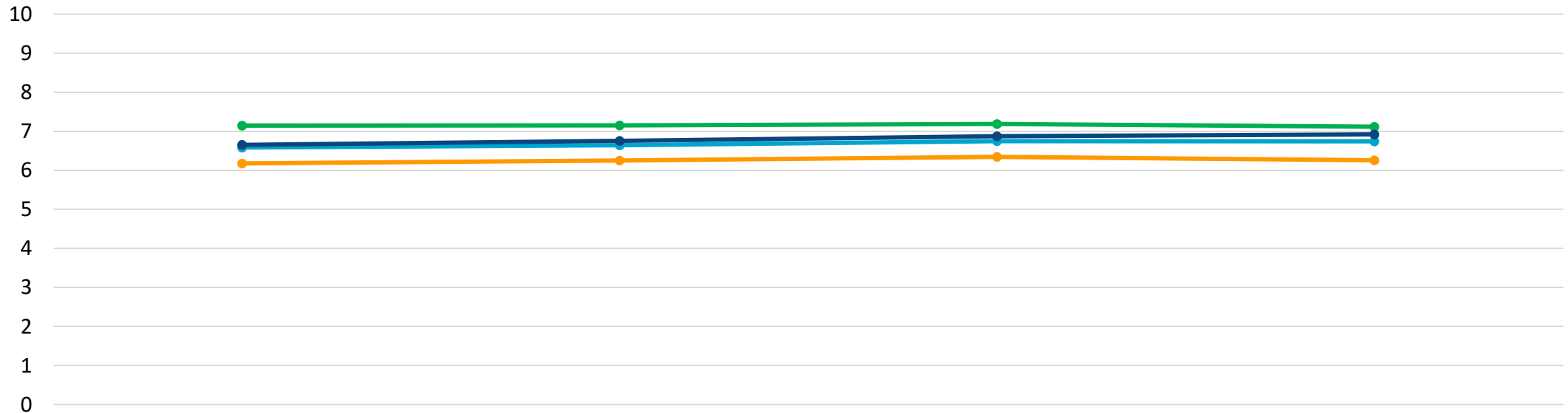
	2021	2022	2023	2024
Your org	6.18	6.32	6.46	6.59
Best result	6.68	6.59	6.84	6.88
Average result	5.93	5.95	6.15	6.17
Worst result	5.39	5.47	5.50	5.47
Responses	4663	3666	3358	4391

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



## Promise element 7: We are a team

### We are a team



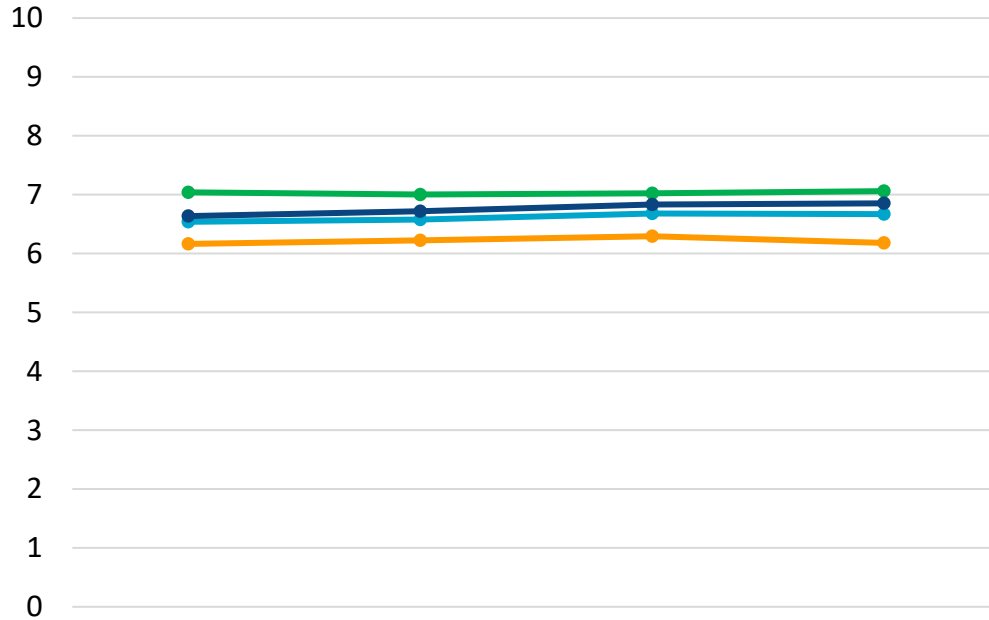
	2021	2022	2023	2024
Your org	6.65	6.76	6.88	6.92
Best result	7.15	7.15	7.19	7.12
Average result	6.58	6.64	6.75	6.74
Worst result	6.18	6.25	6.34	6.26
Responses	4574	3664	3366	4409

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

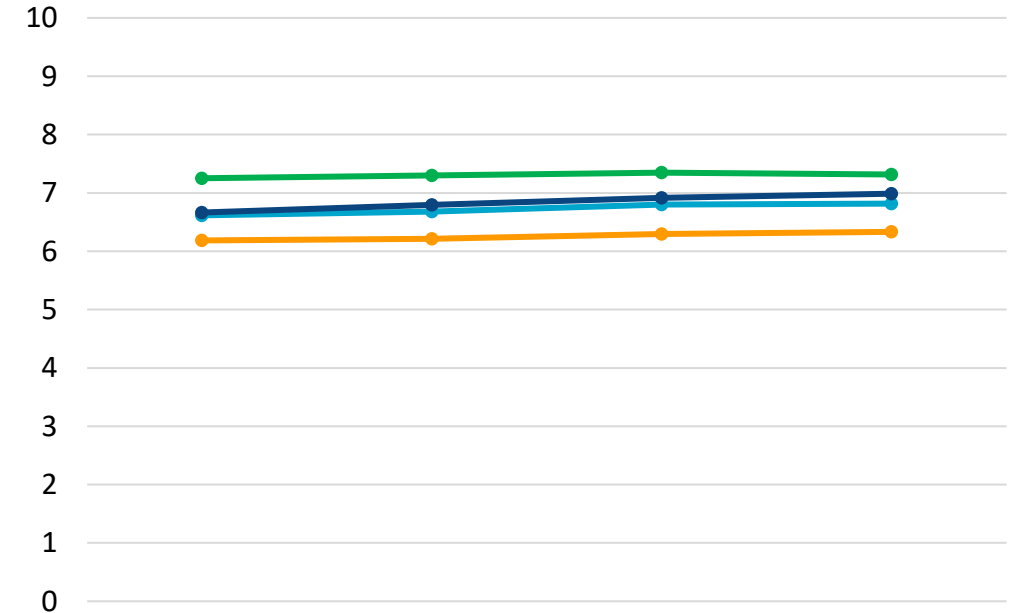


## Promise element 7: We are a team

Team working



Line management



	2021	2022	2023	2024
Your org	6.64	6.72	6.83	6.85
Best result	7.04	7.00	7.02	7.06
Average result	6.54	6.58	6.68	6.67
Worst result	6.16	6.22	6.29	6.18
Responses	4611	3668	3369	4417

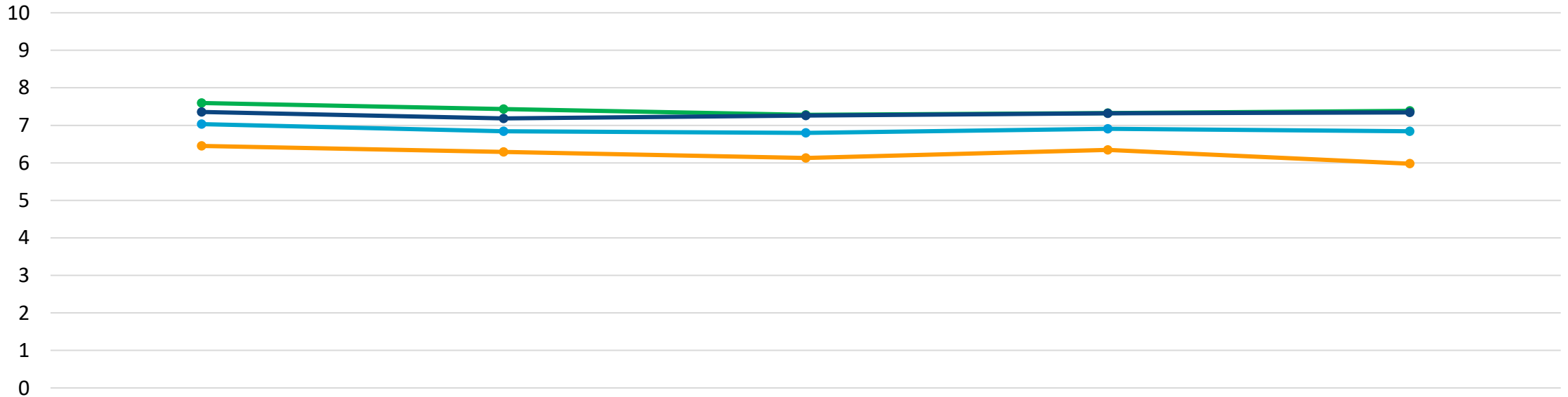
	2021	2022	2023	2024
Your org	6.66	6.79	6.92	6.99
Best result	7.25	7.30	7.35	7.31
Average result	6.62	6.68	6.80	6.82
Worst result	6.19	6.21	6.30	6.33
Responses	4579	3668	3369	4411

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



## Theme: Staff Engagement

Staff Engagement



	2020	2021	2022	2023	2024
Your org	7.36	7.19	7.26	7.32	7.35
Best result	7.60	7.44	7.28	7.32	7.39
Average result	7.03	6.84	6.80	6.91	6.84
Worst result	6.45	6.29	6.13	6.34	5.98
Responses	4012	4670	3673	3376	4417





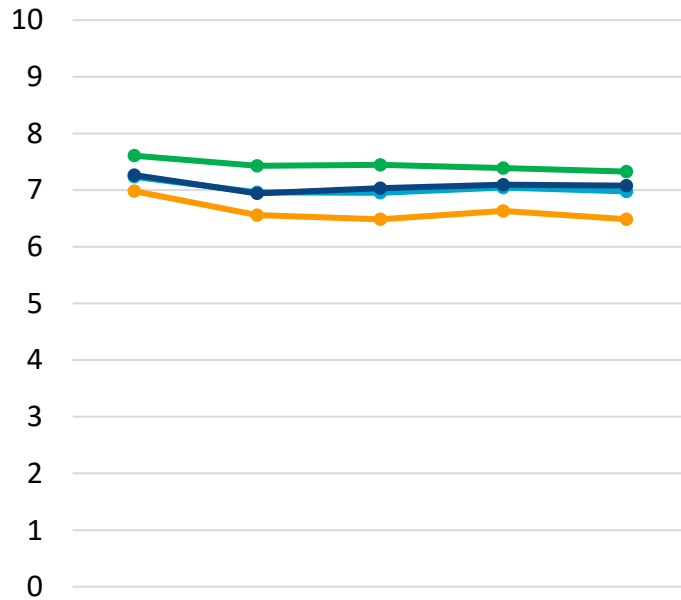
# People Promise elements, themes and sub-scores: Sub-score trends

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



## Theme: Staff Engagement

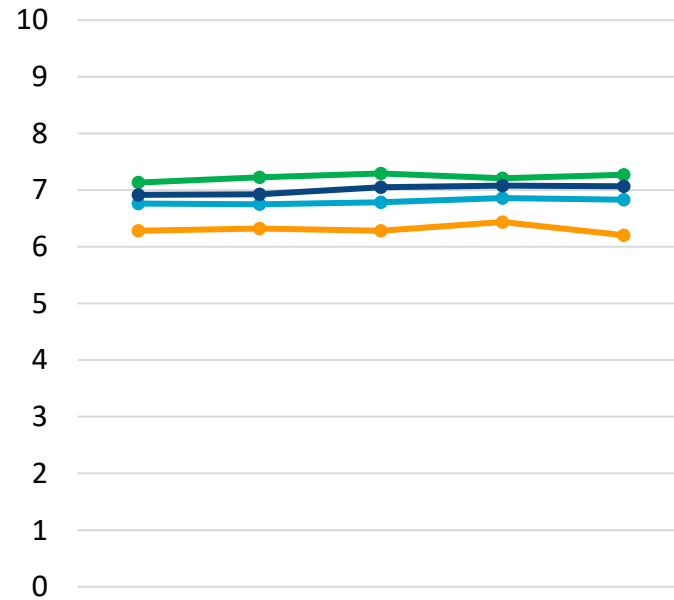
### Motivation



2020 2021 2022 2023 2024

Your org	7.27	6.94	7.03	7.09	7.08
Best result	7.61	7.43	7.45	7.39	7.33
Average result	7.24	6.96	6.95	7.05	6.98
Worst result	6.98	6.56	6.49	6.63	6.49
Responses	4055	4686	3625	3329	4371

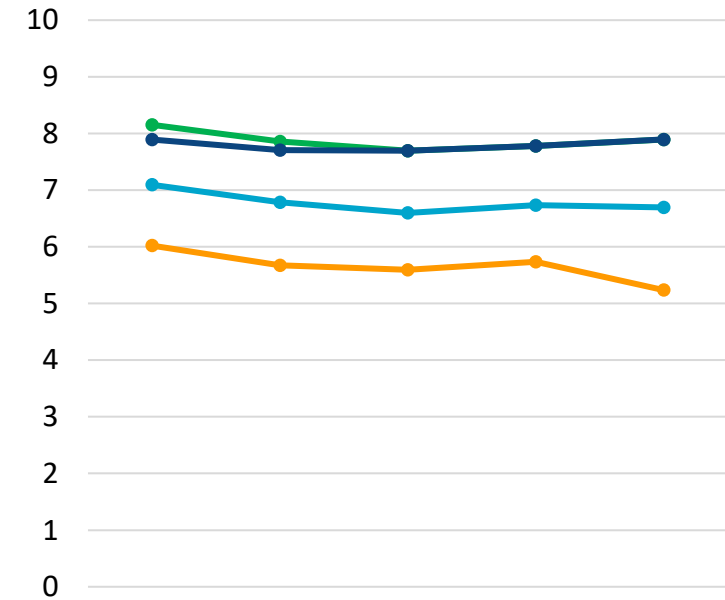
### Involvement



2020 2021 2022 2023 2024

Your org	6.92	6.93	7.05	7.08	7.07
Best result	7.13	7.23	7.29	7.21	7.27
Average result	6.76	6.75	6.78	6.86	6.83
Worst result	6.28	6.32	6.28	6.44	6.20
Responses	4013	4669	3671	3373	4420

### Advocacy



2020 2021 2022 2023 2024

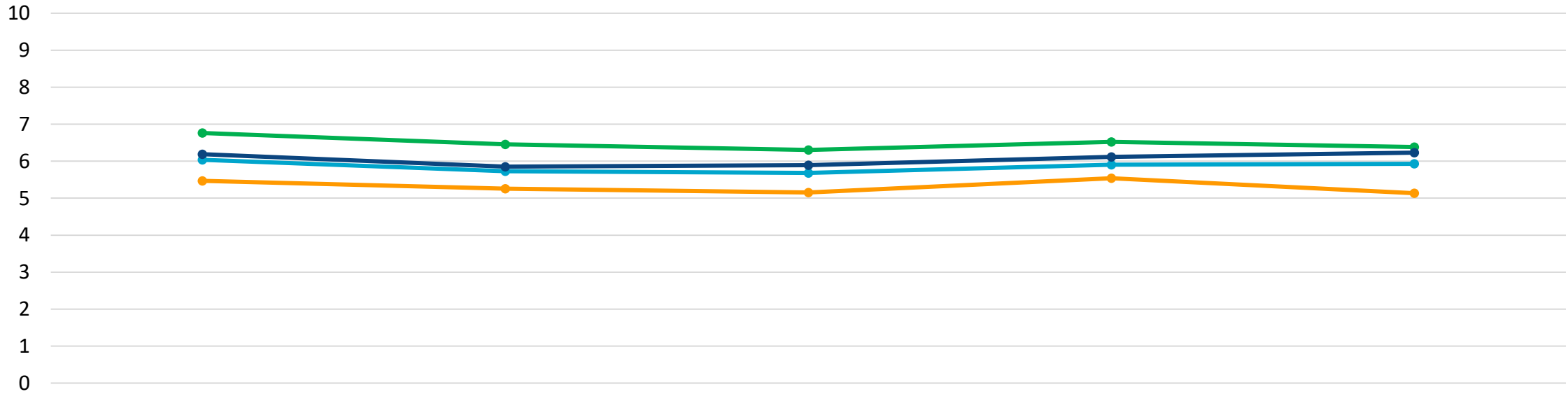
Your org	7.89	7.71	7.70	7.78	7.90
Best result	8.15	7.86	7.70	7.78	7.90
Average result	7.09	6.78	6.60	6.74	6.70
Worst result	6.02	5.68	5.60	5.73	5.24
Responses	3893	4500	3661	3359	4399

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



## Theme: Morale

Morale



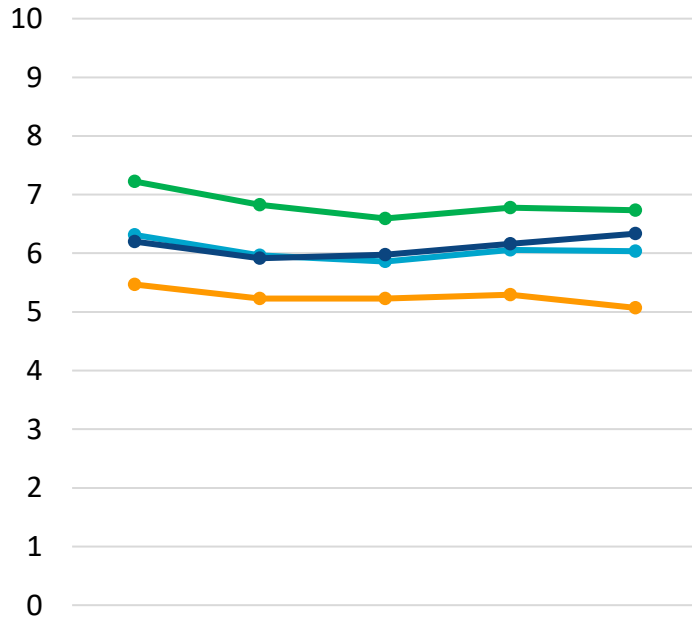
	2020	2021	2022	2023	2024
Your org	6.19	5.85	5.89	6.12	6.23
Best result	6.76	6.45	6.30	6.52	6.38
Average result	6.04	5.73	5.68	5.90	5.93
Worst result	5.47	5.26	5.16	5.54	5.13
Responses	3990	4655	3671	3375	4421

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.



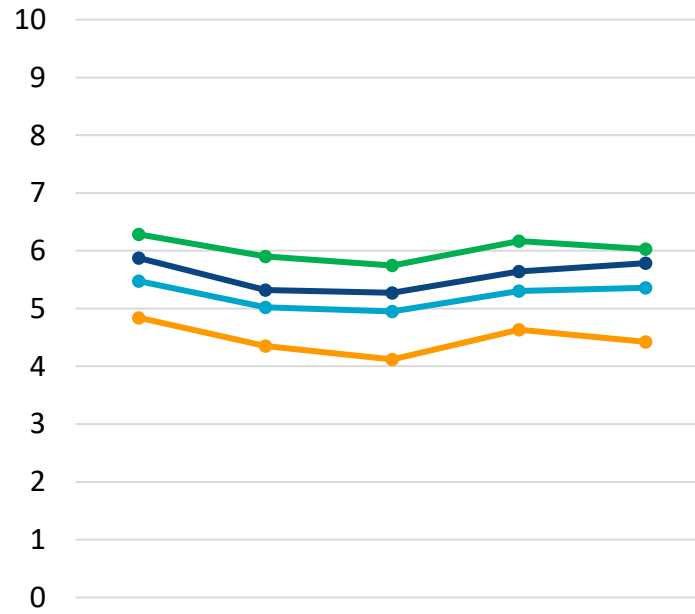
## Theme: Morale

### Thinking about leaving



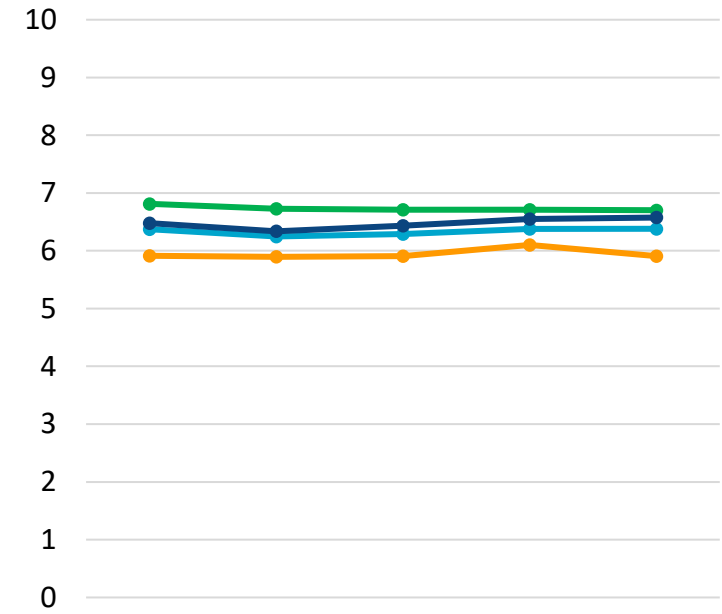
	2020	2021	2022	2023	2024
<b>Your org</b>	6.20	5.91	5.97	6.16	6.33
<b>Best result</b>	7.22	6.83	6.59	6.78	6.73
<b>Average result</b>	6.31	5.97	5.86	6.06	6.04
<b>Worst result</b>	5.47	5.23	5.23	5.29	5.07
Responses	3888	4470	3645	3359	4402

### Work pressure



	2020	2021	2022	2023	2024
<b>Your org</b>	5.87	5.32	5.27	5.64	5.78
<b>Best result</b>	6.28	5.90	5.75	6.17	6.03
<b>Average result</b>	5.48	5.02	4.95	5.30	5.36
<b>Worst result</b>	4.84	4.35	4.12	4.63	4.42
Responses	4011	4669	3669	3374	4418

### Stressors



	2020	2021	2022	2023	2024
<b>Your org</b>	6.48	6.34	6.43	6.55	6.58
<b>Best result</b>	6.81	6.73	6.71	6.71	6.70
<b>Average result</b>	6.37	6.25	6.29	6.38	6.38
<b>Worst result</b>	5.91	5.90	5.91	6.10	5.91
Responses	3989	4633	3663	3367	4417

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

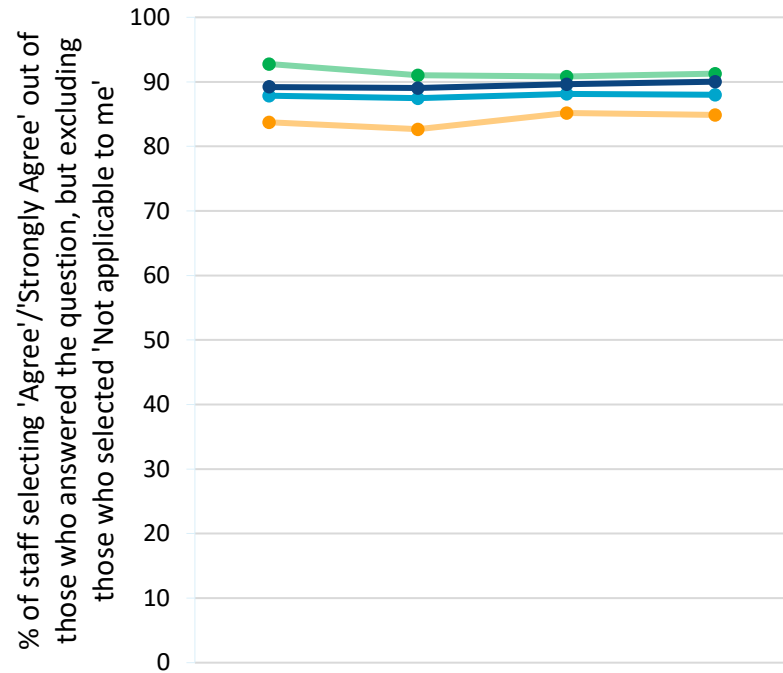
Diversity and equality – Q15, Q16a, Q16b, Q21

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.

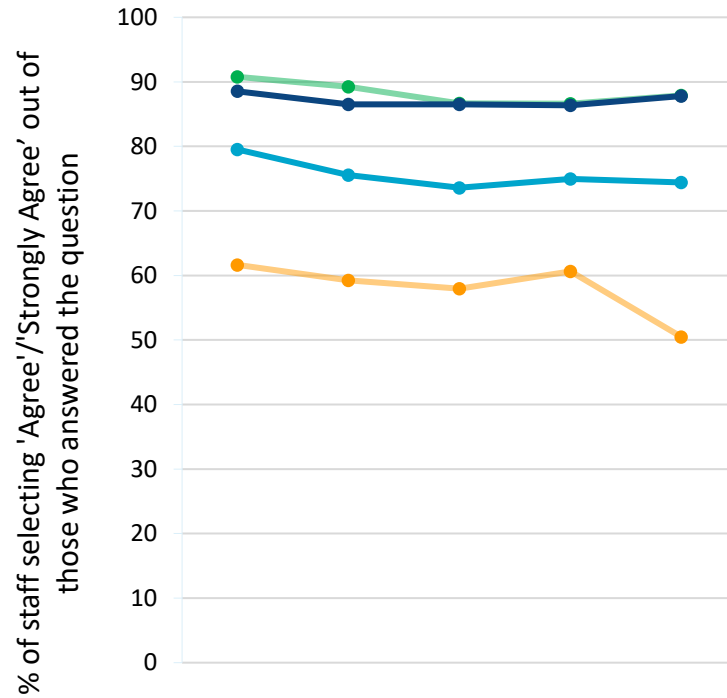


Q6a I feel that my role makes a difference to patients / service users.



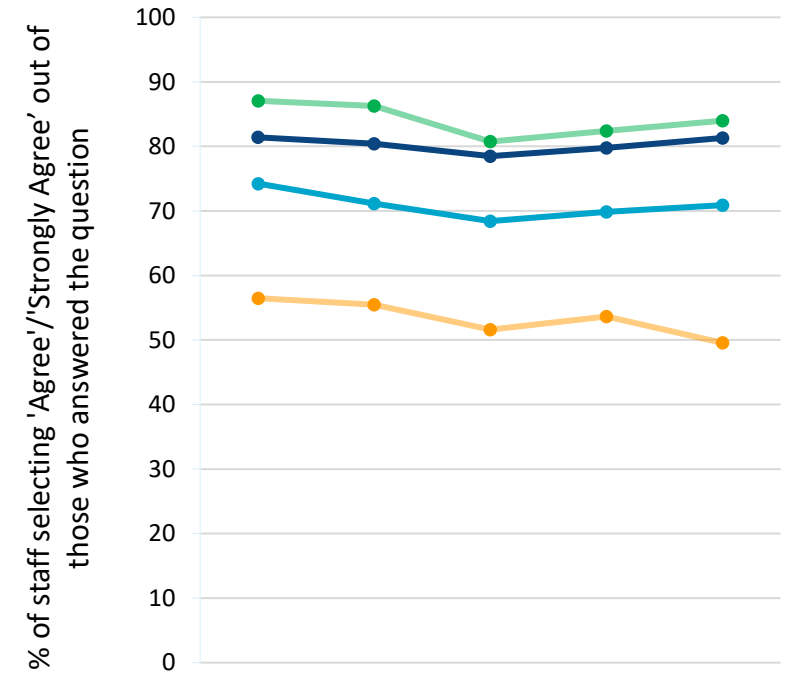
	2021	2022	2023	2024
<b>Your org</b>	89.20%	89.05%	89.61%	90.03%
<b>Best result</b>	92.76%	91.05%	90.84%	91.30%
<b>Average result</b>	87.85%	87.48%	88.13%	88.00%
<b>Worst result</b>	83.73%	82.67%	85.17%	84.88%
Responses	4547	3590	3300	4327

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



	2020	2021	2022	2023	2024
<b>Your org</b>	88.52%	86.52%	86.49%	86.37%	87.79%
<b>Best result</b>	90.78%	89.26%	86.67%	86.62%	87.89%
<b>Average result</b>	79.52%	75.57%	73.60%	74.95%	74.42%
<b>Worst result</b>	61.64%	59.23%	57.97%	60.62%	50.48%
Responses	3890	4495	3659	3357	4399

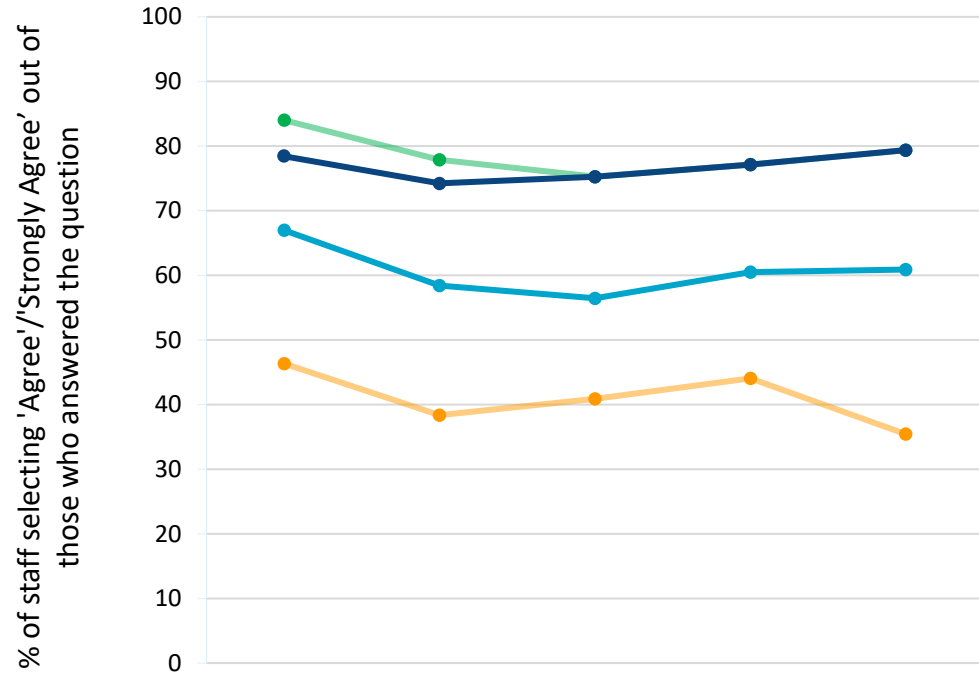
Q25b My organisation acts on concerns raised by patients / service users.



	2020	2021	2022	2023	2024
<b>Your org</b>	81.40%	80.42%	78.49%	79.76%	81.31%
<b>Best result</b>	87.06%	86.29%	80.75%	82.38%	84.00%
<b>Average result</b>	74.23%	71.15%	68.42%	69.86%	70.89%
<b>Worst result</b>	56.47%	55.47%	51.58%	53.65%	49.55%
Responses	3888	4491	3655	3354	4391

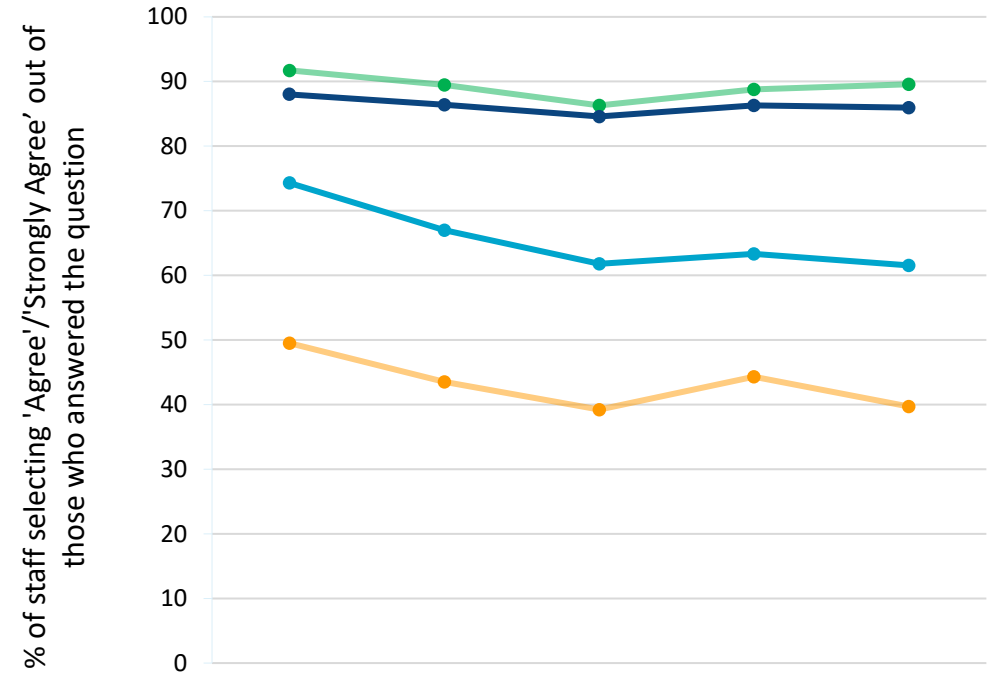


Q25c I would recommend my organisation as a place to work.



	2020	2021	2022	2023	2024
<b>Your org</b>	78.45%	74.24%	75.29%	77.14%	79.38%
<b>Best result</b>	84.01%	77.87%	75.29%	77.14%	79.38%
<b>Average result</b>	66.98%	58.40%	56.46%	60.53%	60.90%
<b>Worst result</b>	46.35%	38.38%	40.89%	44.05%	35.43%
Responses	3886	4491	3656	3352	4395

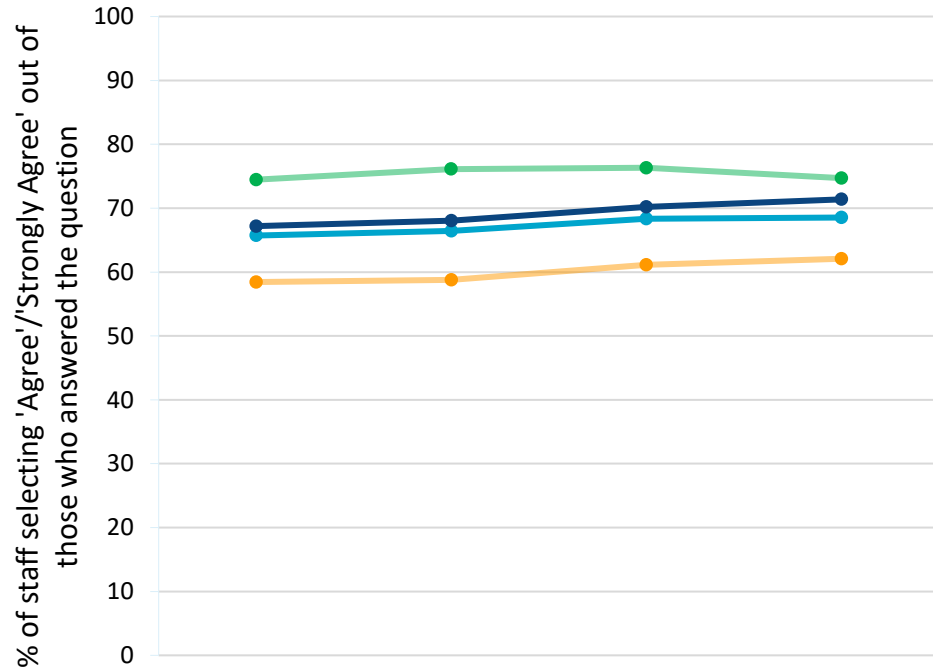
Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	88.00%	86.38%	84.59%	86.31%	85.96%
<b>Best result</b>	91.73%	89.48%	86.30%	88.79%	89.59%
<b>Average result</b>	74.30%	67.01%	61.79%	63.34%	61.54%
<b>Worst result</b>	49.51%	43.50%	39.23%	44.30%	39.72%
Responses	3888	4492	3655	3357	4397

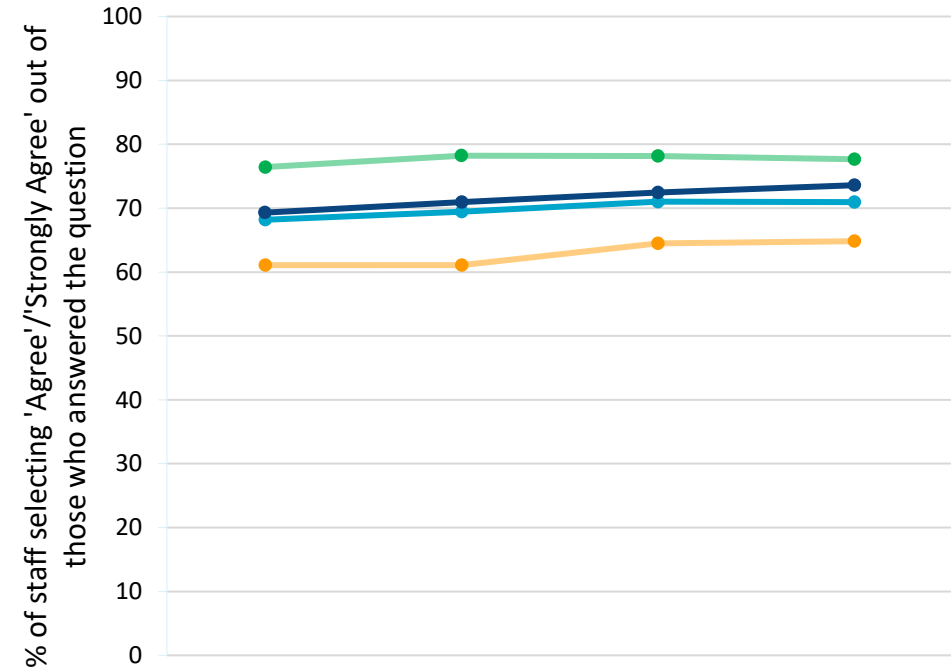


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	67.19%	68.03%	70.19%	71.38%
Best result	74.46%	76.11%	76.33%	74.72%
Average result	65.72%	66.44%	68.34%	68.53%
Worst result	58.44%	58.76%	61.14%	62.08%
Responses	4571	3662	3362	4403

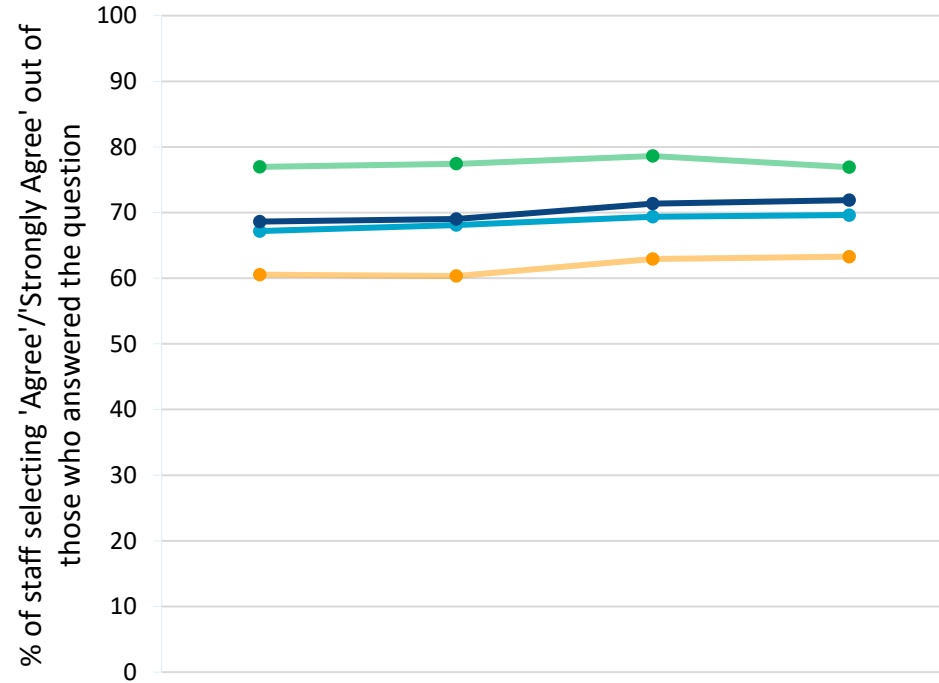
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	69.30%	70.95%	72.43%	73.59%
Best result	76.43%	78.21%	78.15%	77.66%
Average result	68.18%	69.46%	71.02%	70.95%
Worst result	61.07%	61.09%	64.47%	64.83%
Responses	4573	3665	3365	4404

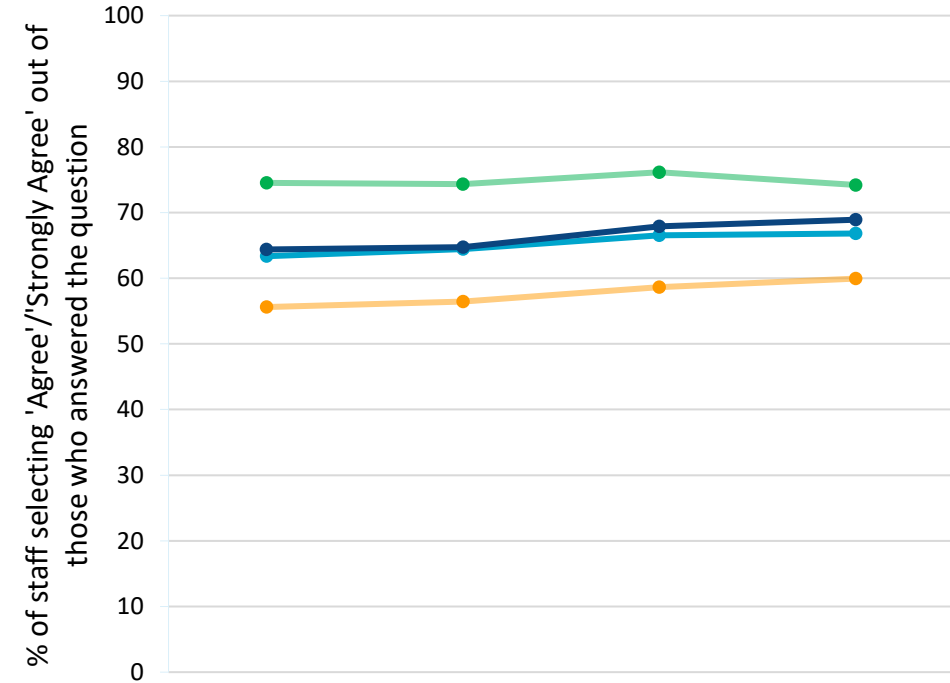


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	68.63%	69.00%	71.38%	71.89%
Best result	76.96%	77.43%	78.61%	76.91%
Average result	67.18%	68.07%	69.37%	69.63%
Worst result	60.55%	60.33%	62.93%	63.29%
Responses	4568	3663	3367	4401

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

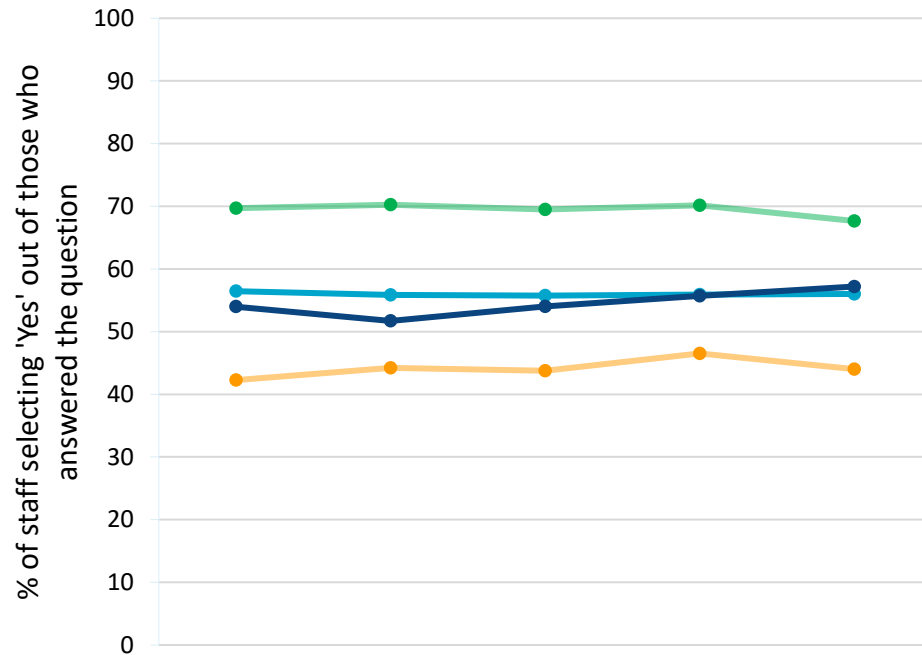


	2021	2022	2023	2024
Your org	64.38%	64.73%	67.92%	68.91%
Best result	74.52%	74.33%	76.14%	74.21%
Average result	63.36%	64.45%	66.52%	66.81%
Worst result	55.61%	56.43%	58.64%	59.94%
Responses	4571	3659	3364	4403



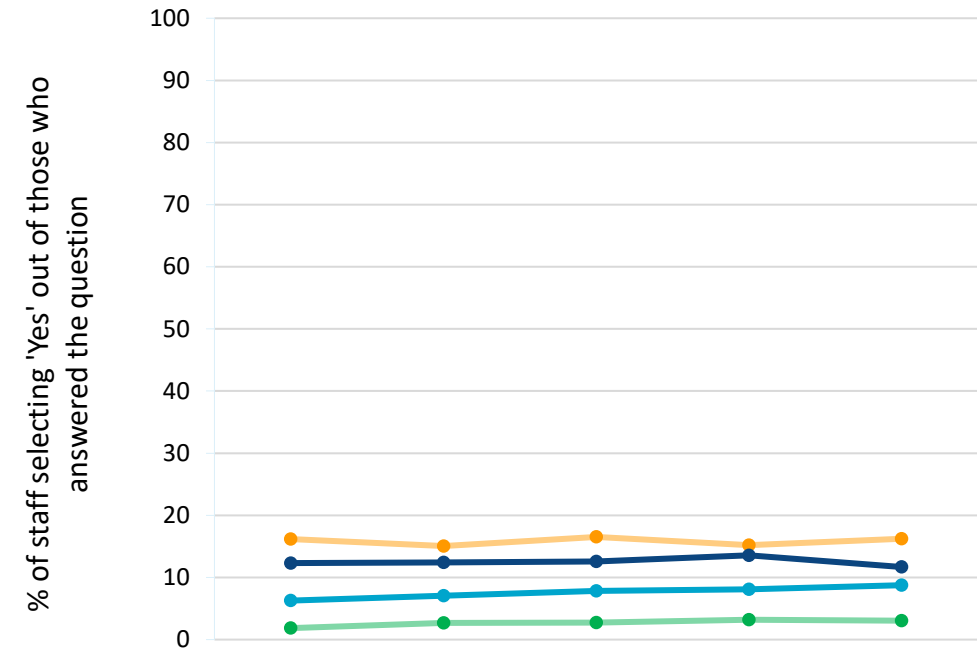


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
<b>Your org</b>	53.97%	51.70%	54.01%	55.69%	57.19%
<b>Best result</b>	69.72%	70.24%	69.47%	70.15%	67.66%
<b>Average result</b>	56.45%	55.88%	55.75%	55.91%	56.02%
<b>Worst result</b>	42.27%	44.21%	43.77%	46.52%	43.99%
Responses	3905	4507	3631	3325	4391

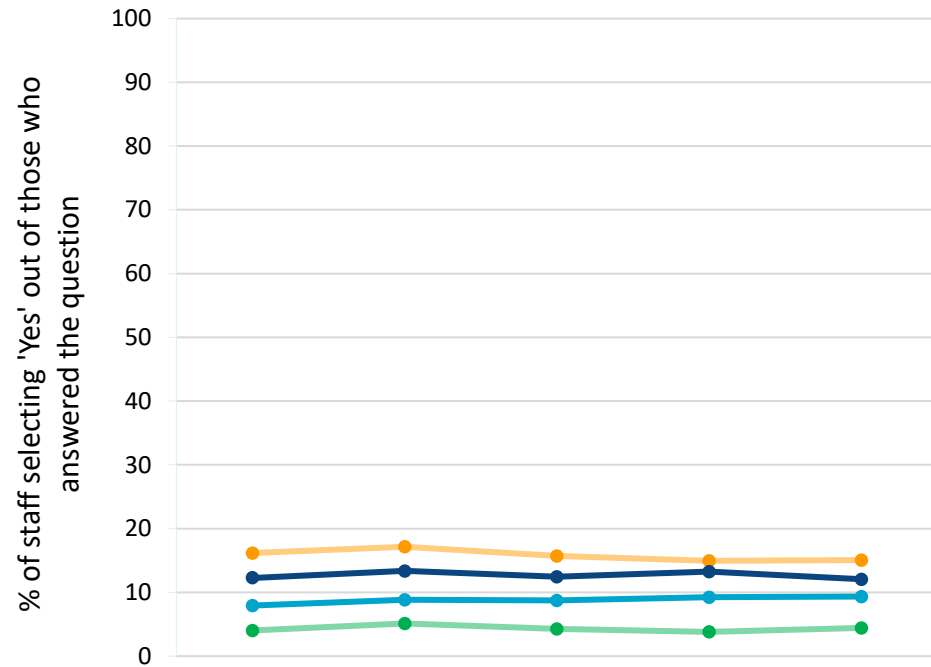
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
<b>Your org</b>	12.29%	12.42%	12.54%	13.56%	11.68%
<b>Best result</b>	1.84%	2.66%	2.71%	3.19%	3.03%
<b>Average result</b>	6.27%	7.07%	7.81%	8.09%	8.75%
<b>Worst result</b>	16.18%	15.05%	16.52%	15.20%	16.23%
Responses	3939	4532	3650	3355	4389

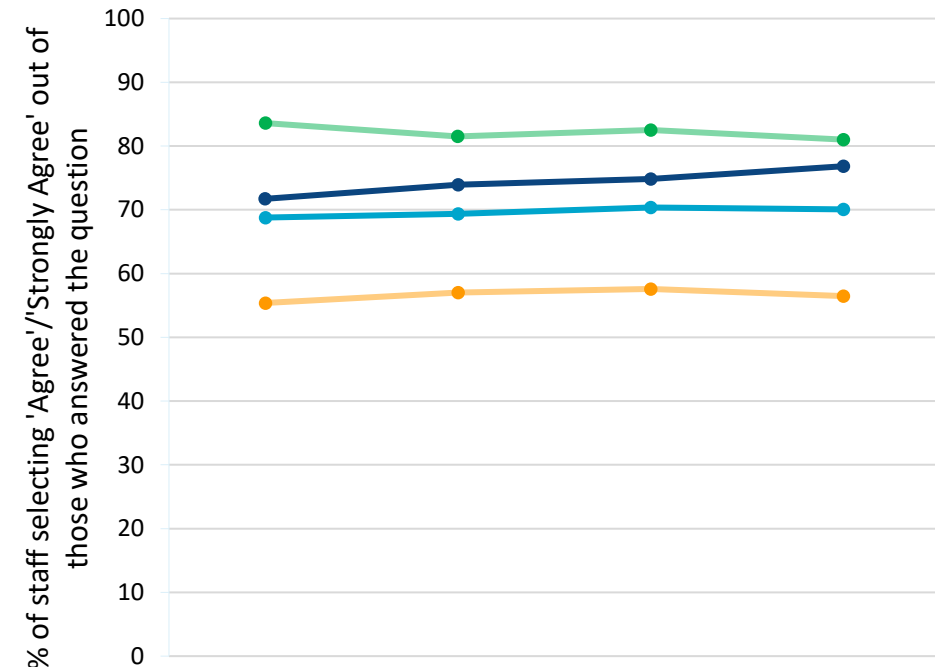


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	12.27%	13.37%	12.44%	13.26%	12.07%
Best result	4.04%	5.12%	4.25%	3.80%	4.44%
Average result	7.93%	8.82%	8.73%	9.24%	9.35%
Worst result	16.19%	17.16%	15.69%	14.95%	15.08%
Responses	3935	4526	3644	3335	4356

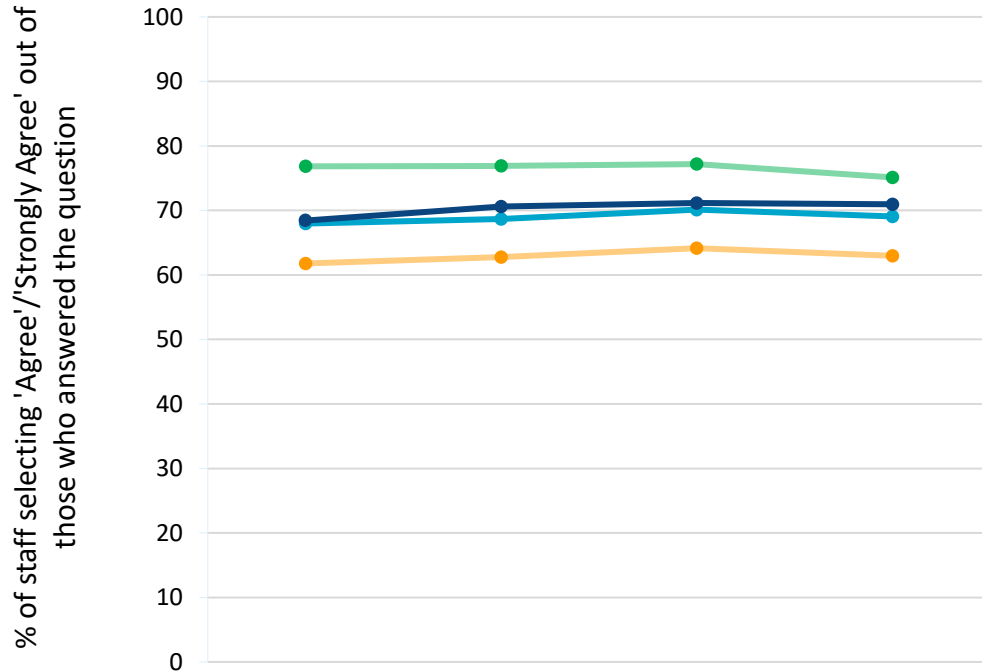
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	71.73%	73.91%	74.82%	76.84%
Best result	83.61%	81.51%	82.55%	81.02%
Average result	68.79%	69.37%	70.37%	70.07%
Worst result	55.39%	57.03%	57.59%	56.47%
Responses	4534	3662	3366	4410

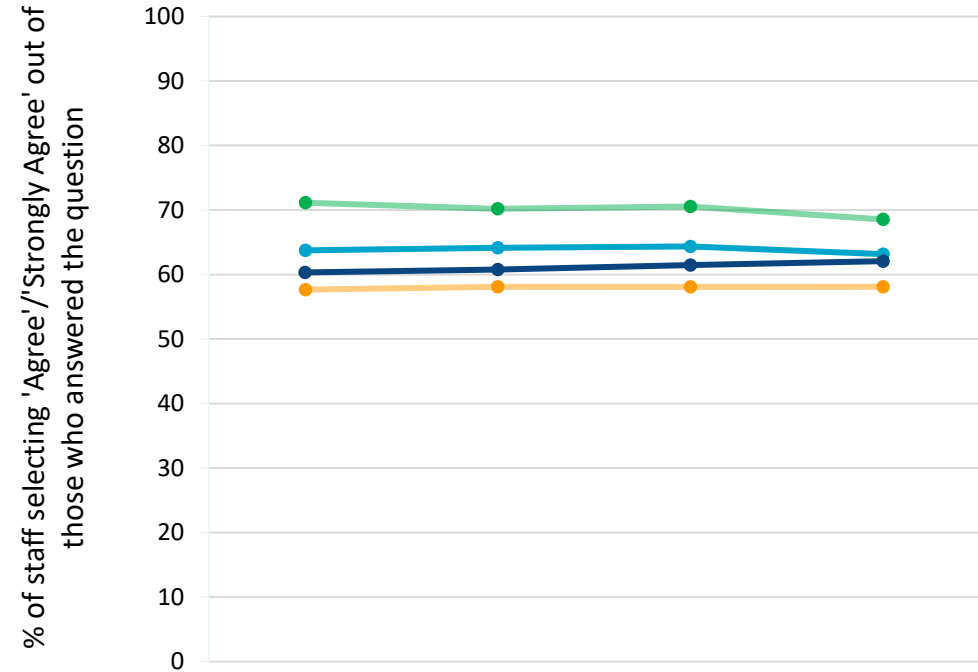


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	68.43%	70.61%	71.15%	70.97%
Best result	76.84%	76.89%	77.18%	75.12%
Average result	67.97%	68.69%	70.13%	69.09%
Worst result	61.78%	62.75%	64.15%	62.98%
Responses	4607	3662	3356	4412

Q7i I feel a strong personal attachment to my team.

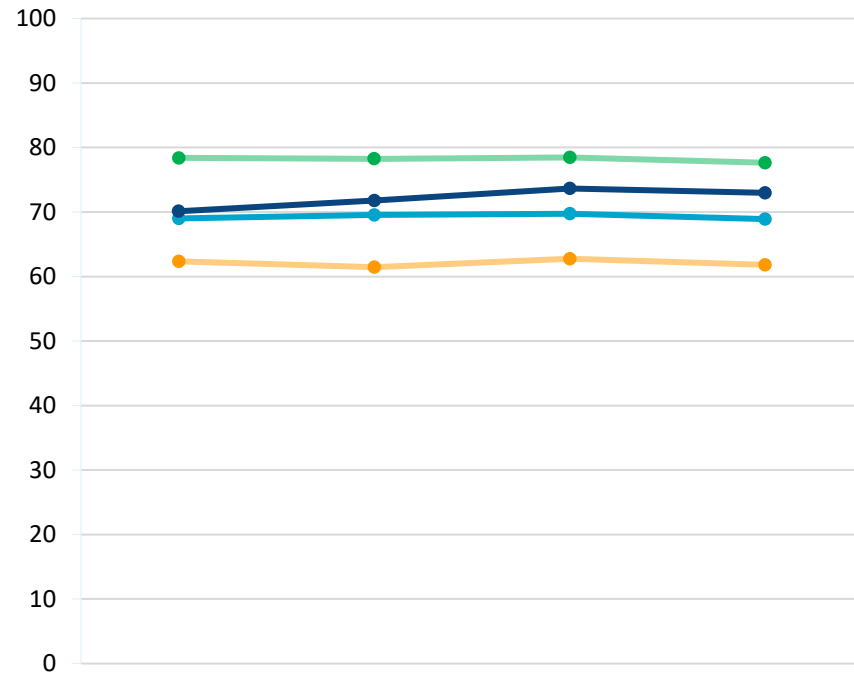


	2021	2022	2023	2024
Your org	60.33%	60.76%	61.44%	62.08%
Best result	71.13%	70.18%	70.53%	68.54%
Average result	63.74%	64.17%	64.36%	63.16%
Worst result	57.66%	58.07%	58.09%	58.08%
Responses	4606	3658	3364	4408



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

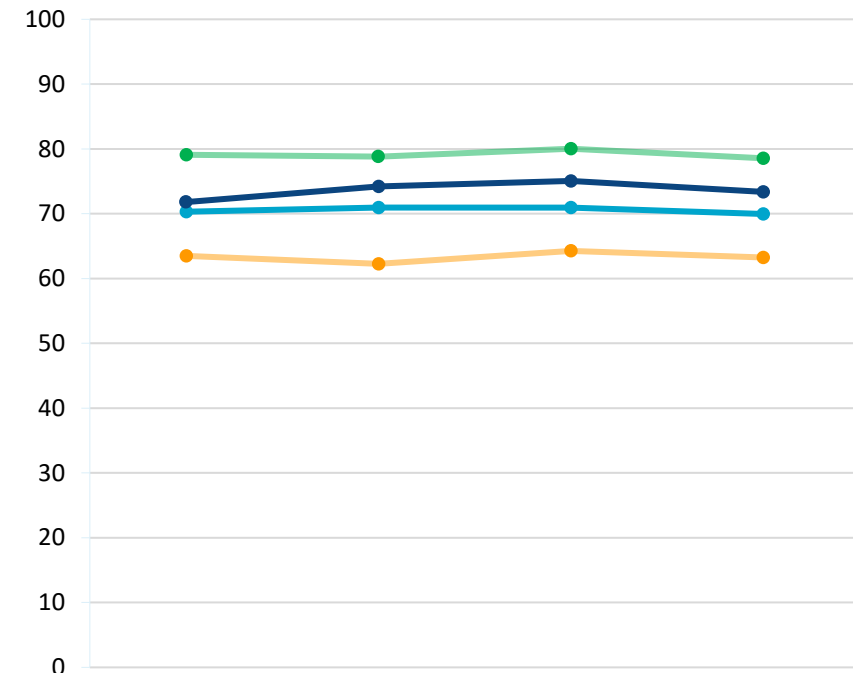
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023	2024
Your org	70.12%	71.77%	73.65%	73.00%
Best result	78.40%	78.25%	78.46%	77.64%
Average result	69.03%	69.56%	69.73%	68.91%
Worst result	62.36%	61.45%	62.76%	61.80%
Responses	4593	3662	3365	4407

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

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



	2021	2022	2023	2024
Your org	71.80%	74.21%	75.06%	73.40%
Best result	79.10%	78.82%	80.03%	78.56%
Average result	70.29%	70.94%	70.94%	69.96%
Worst result	63.49%	62.26%	64.26%	63.26%
Responses	4587	3669	3363	4410

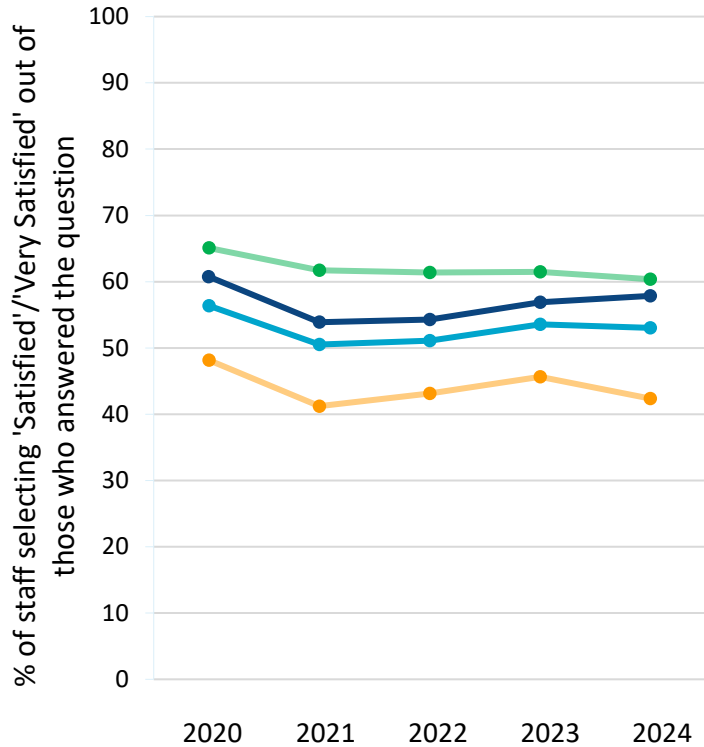
## People Promise element – We are recognised and rewarded



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

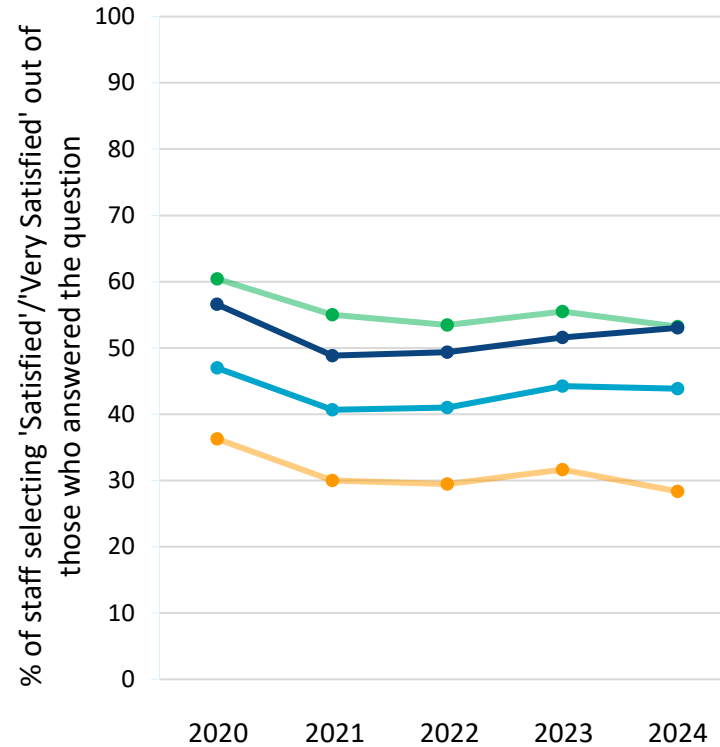


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



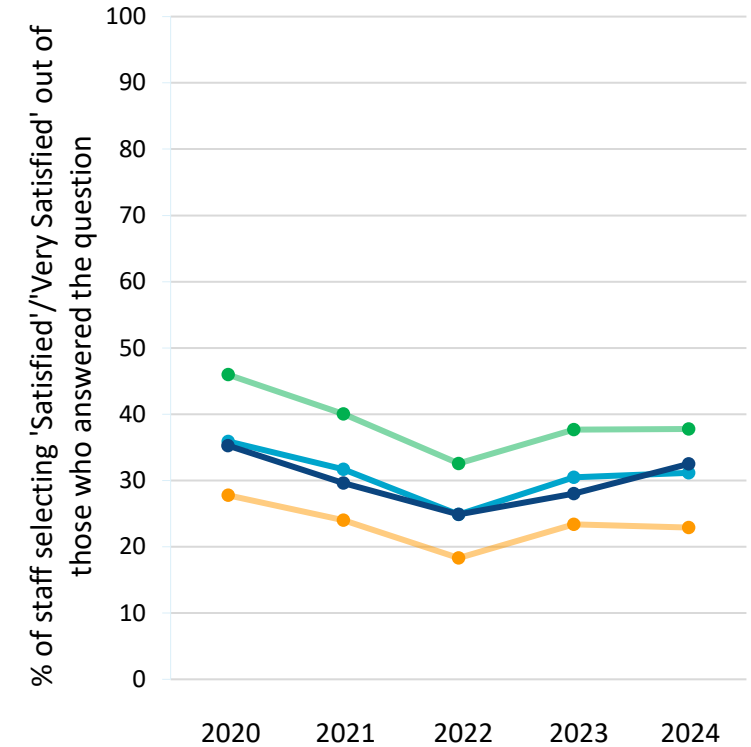
<b>Your org</b>	60.75%	53.88%	54.28%	56.91%	57.88%
<b>Best result</b>	65.08%	61.71%	61.38%	61.48%	60.37%
<b>Average result</b>	56.37%	50.52%	51.09%	53.56%	53.02%
<b>Worst result</b>	48.16%	41.22%	43.12%	45.65%	42.37%
Responses	3992	4661	3662	3355	4416

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



<b>Your org</b>	56.57%	48.85%	49.35%	51.58%	53.05%
<b>Best result</b>	60.42%	55.03%	53.46%	55.50%	53.22%
<b>Average result</b>	46.97%	40.67%	41.03%	44.23%	43.88%
<b>Worst result</b>	36.28%	29.99%	29.44%	31.65%	28.35%
Responses	3982	4661	3665	3360	4400

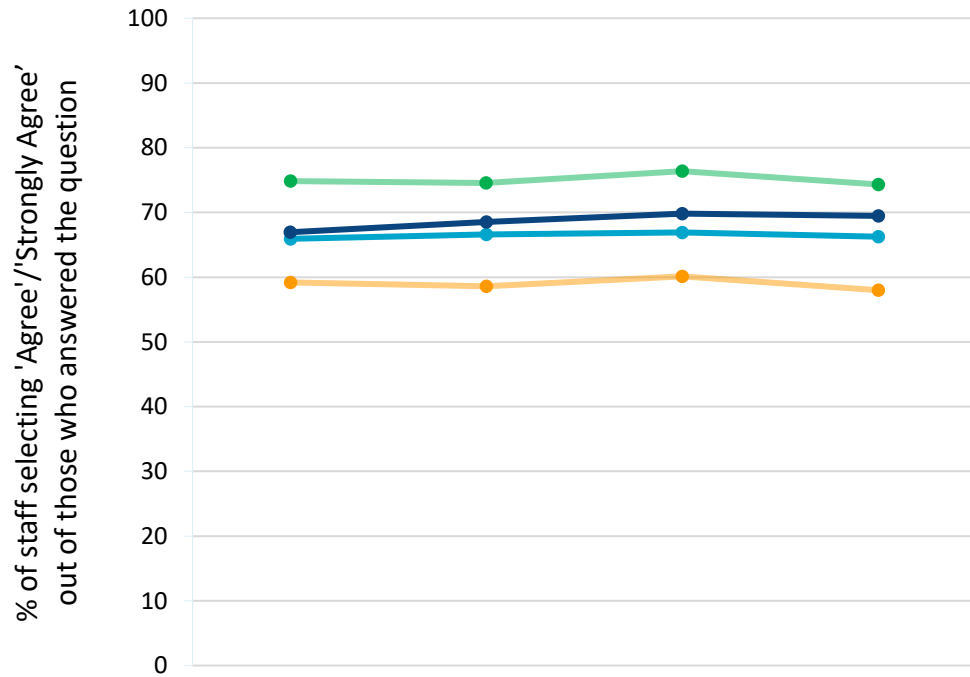
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



<b>Your org</b>	35.26%	29.59%	24.88%	28.01%	32.49%
<b>Best result</b>	45.96%	40.04%	32.58%	37.69%	37.76%
<b>Average result</b>	35.89%	31.69%	24.87%	30.49%	31.14%
<b>Worst result</b>	27.76%	23.99%	18.31%	23.36%	22.92%
Responses	3984	4661	3663	3360	4406

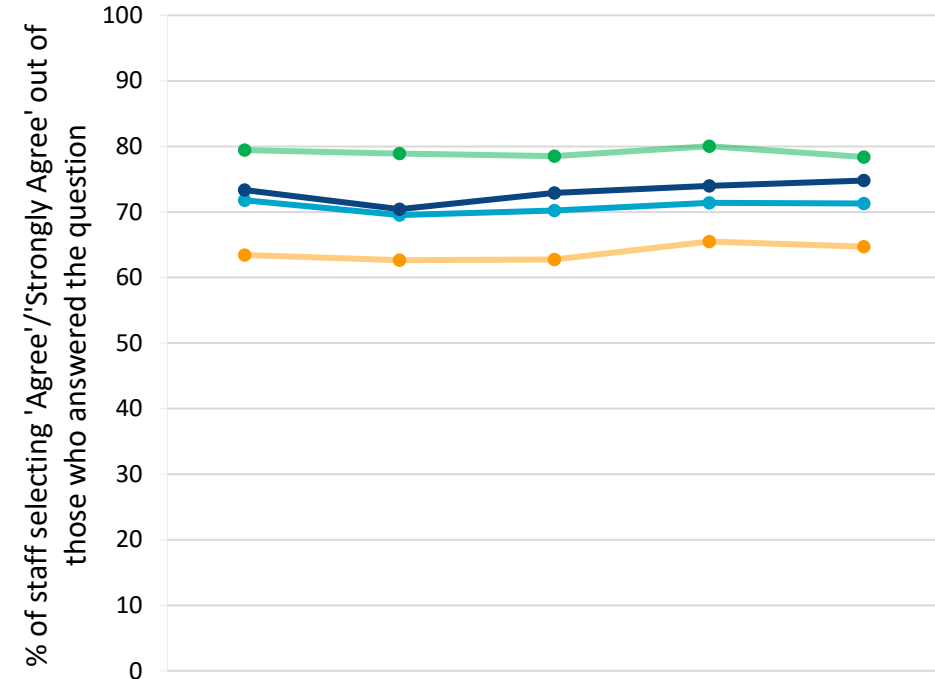


Q8d The people I work with show appreciation to one another.



	2021	2022	2023	2024
<b>Your org</b>	66.94%	68.54%	69.82%	69.48%
<b>Best result</b>	74.84%	74.55%	76.37%	74.33%
<b>Average result</b>	65.92%	66.61%	66.91%	66.25%
<b>Worst result</b>	59.18%	58.59%	60.13%	57.98%
Responses	4591	3665	3357	4403

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	73.33%	70.42%	72.92%	73.97%	74.79%
<b>Best result</b>	79.43%	78.89%	78.50%	80.03%	78.38%
<b>Average result</b>	71.78%	69.52%	70.22%	71.39%	71.30%
<b>Worst result</b>	63.46%	62.64%	62.76%	65.49%	64.68%
Responses	3957	4569	3663	3360	4403

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



### Questions included:

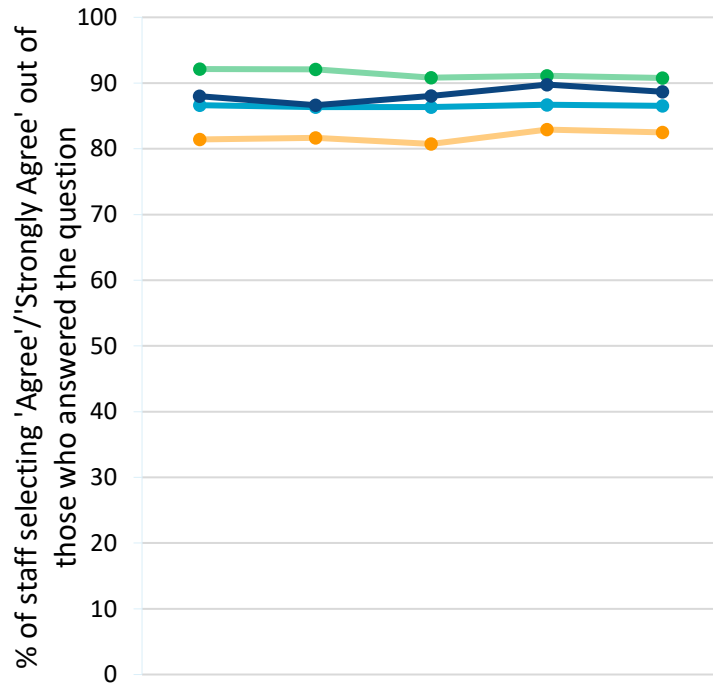
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f



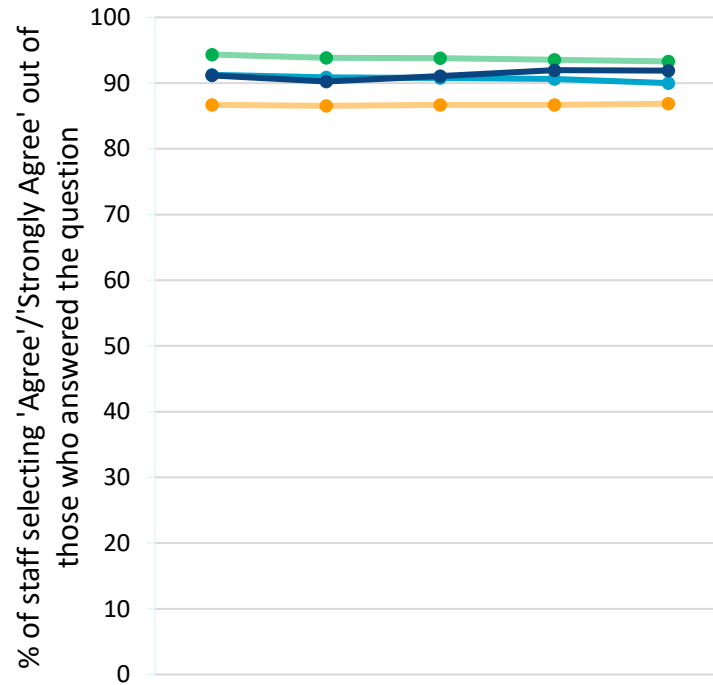


Q3a I always know what my work responsibilities are.



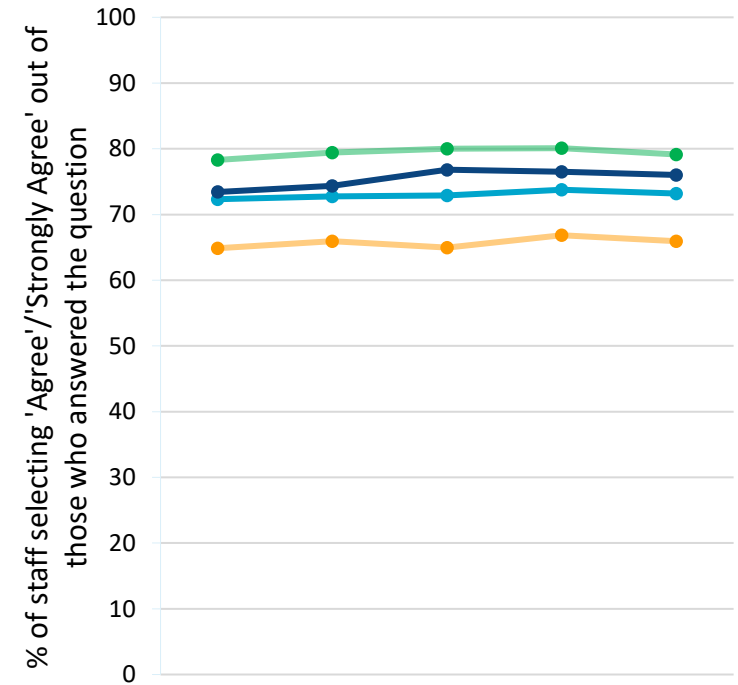
	2020	2021	2022	2023	2024
<b>Your org</b>	87.98%	86.63%	88.04%	89.77%	88.68%
<b>Best result</b>	92.13%	92.08%	90.80%	91.12%	90.77%
<b>Average result</b>	86.62%	86.35%	86.35%	86.70%	86.55%
<b>Worst result</b>	81.40%	81.65%	80.73%	82.92%	82.51%
Responses	4061	4653	3660	3367	4421

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	91.14%	90.24%	91.08%	91.96%	91.91%
<b>Best result</b>	94.34%	93.85%	93.81%	93.56%	93.28%
<b>Average result</b>	91.25%	90.85%	90.76%	90.62%	89.99%
<b>Worst result</b>	86.67%	86.54%	86.66%	86.67%	86.86%
Responses	4051	4659	3667	3368	4410

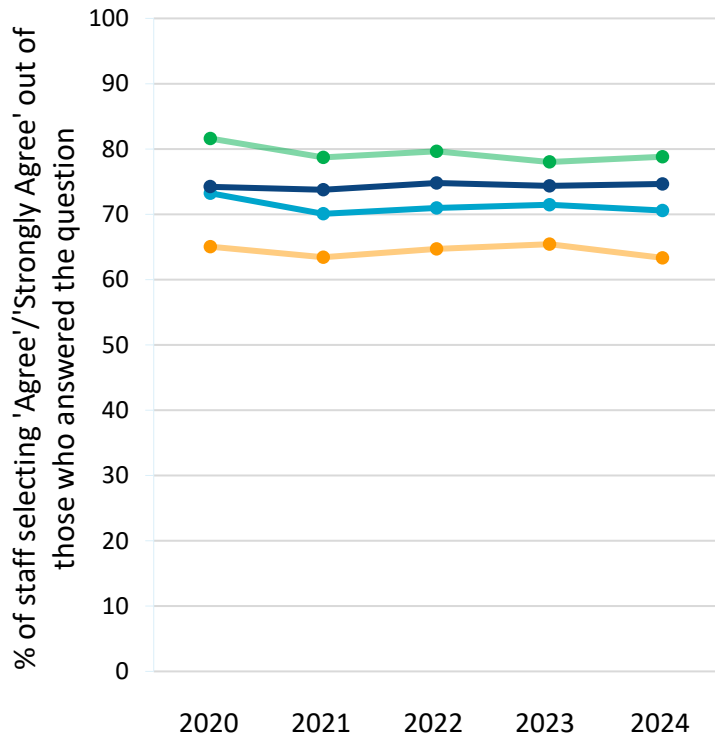
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
<b>Your org</b>	73.42%	74.35%	76.82%	76.48%	75.99%
<b>Best result</b>	78.30%	79.42%	80.00%	80.09%	79.13%
<b>Average result</b>	72.32%	72.74%	72.89%	73.76%	73.20%
<b>Worst result</b>	64.86%	65.95%	64.98%	66.84%	65.96%
Responses	4004	4664	3665	3363	4412

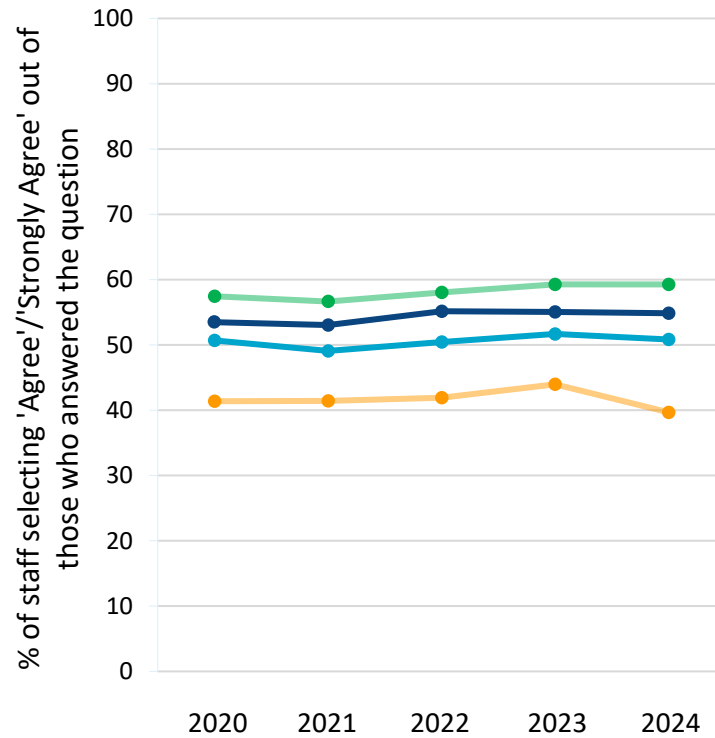


Q3d I am able to make suggestions to improve the work of my team / department.



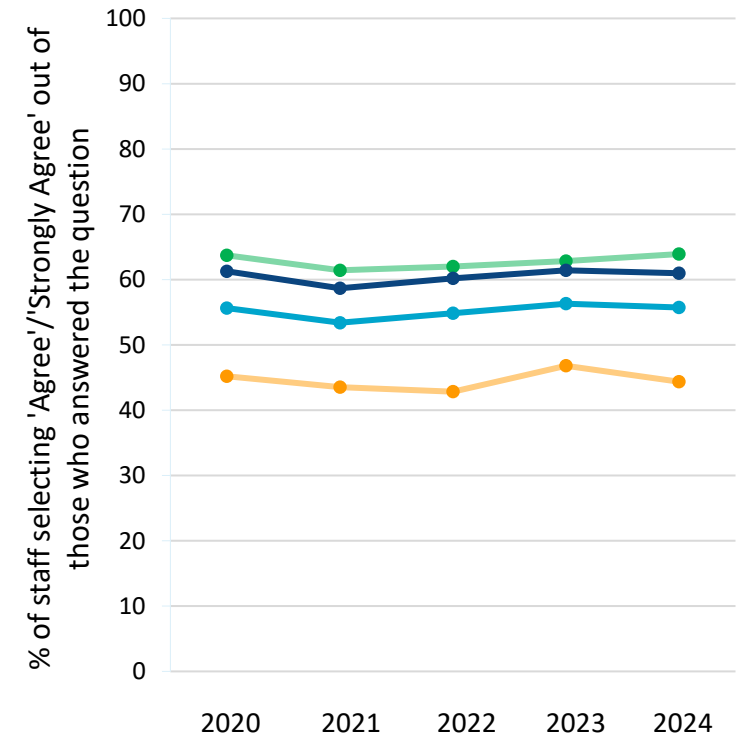
Responses	4009	4665	3666	3371	4416
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Q3e I am involved in deciding on changes introduced that affect my work area / team / department.



Responses	4013	4664	3668	3368	4418
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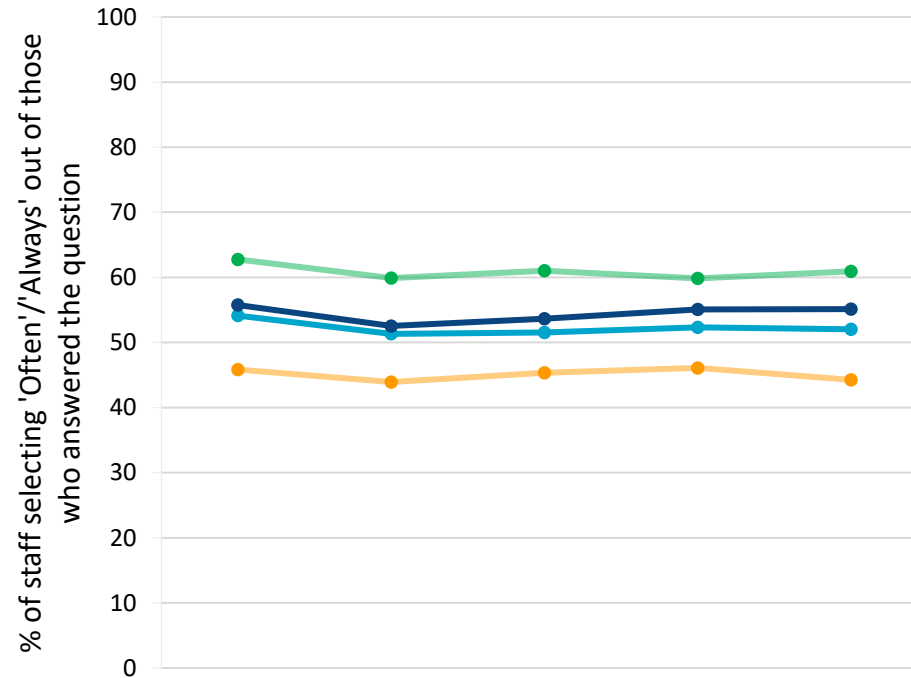
Q3f I am able to make improvements happen in my area of work.



Responses	4007	4662	3666	3369	4414
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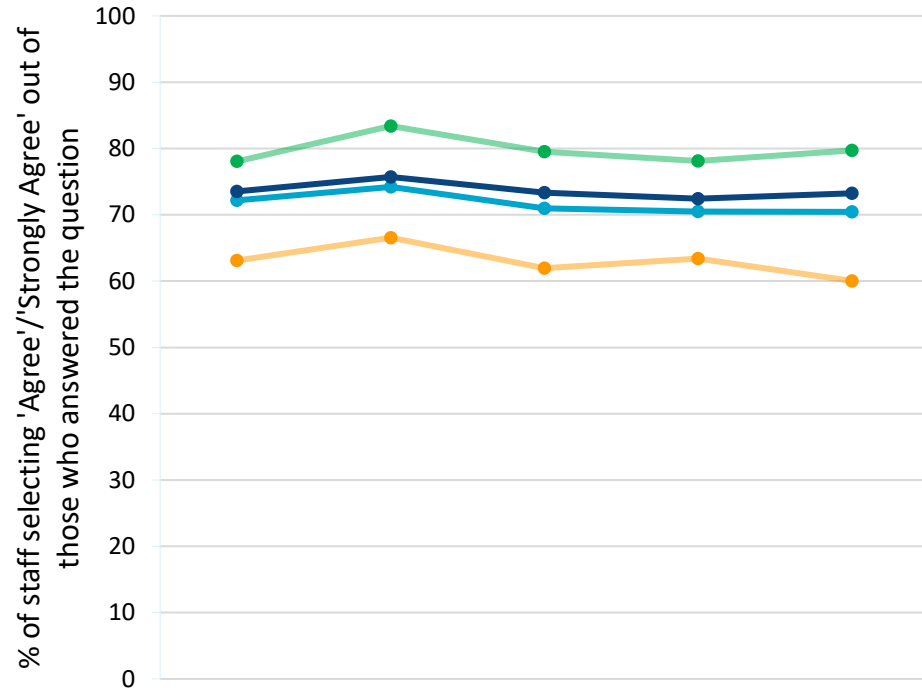
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
Your org	55.75%	52.54%	53.67%	55.10%	55.14%
Best result	62.76%	59.87%	61.04%	59.85%	60.94%
Average result	54.13%	51.32%	51.55%	52.31%	52.02%
Worst result	45.86%	43.93%	45.33%	46.10%	44.26%
Responses	3980	4633	3660	3360	4416

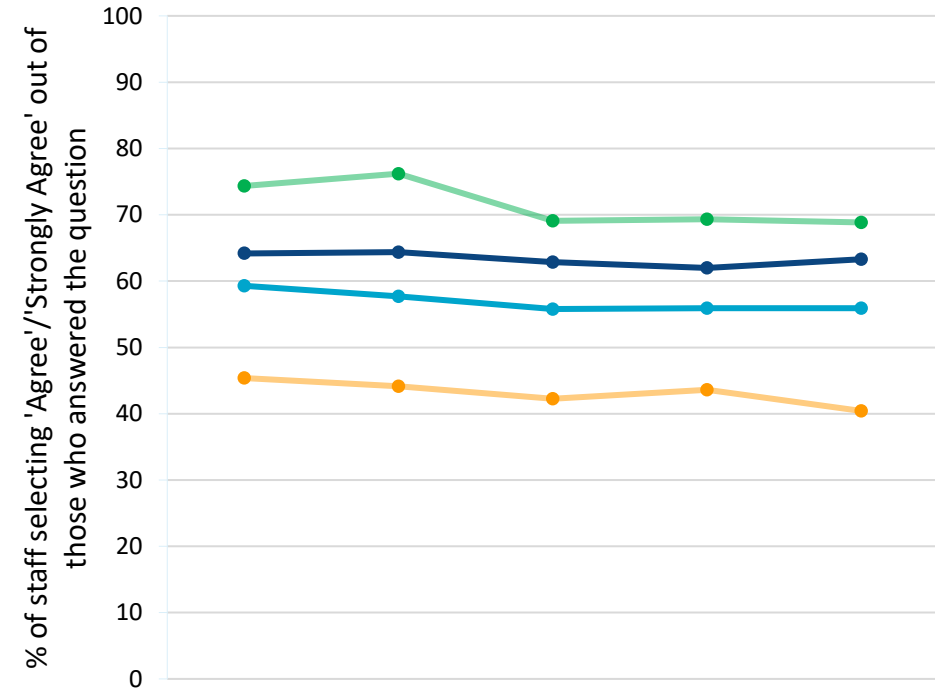


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
<b>Your org</b>	73.51%	75.71%	73.35%	72.43%	73.24%
<b>Best result</b>	78.06%	83.39%	79.51%	78.11%	79.71%
<b>Average result</b>	72.16%	74.20%	70.96%	70.47%	70.44%
<b>Worst result</b>	63.08%	66.55%	61.96%	63.38%	60.03%
Responses	3915	4534	3663	3359	4403

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

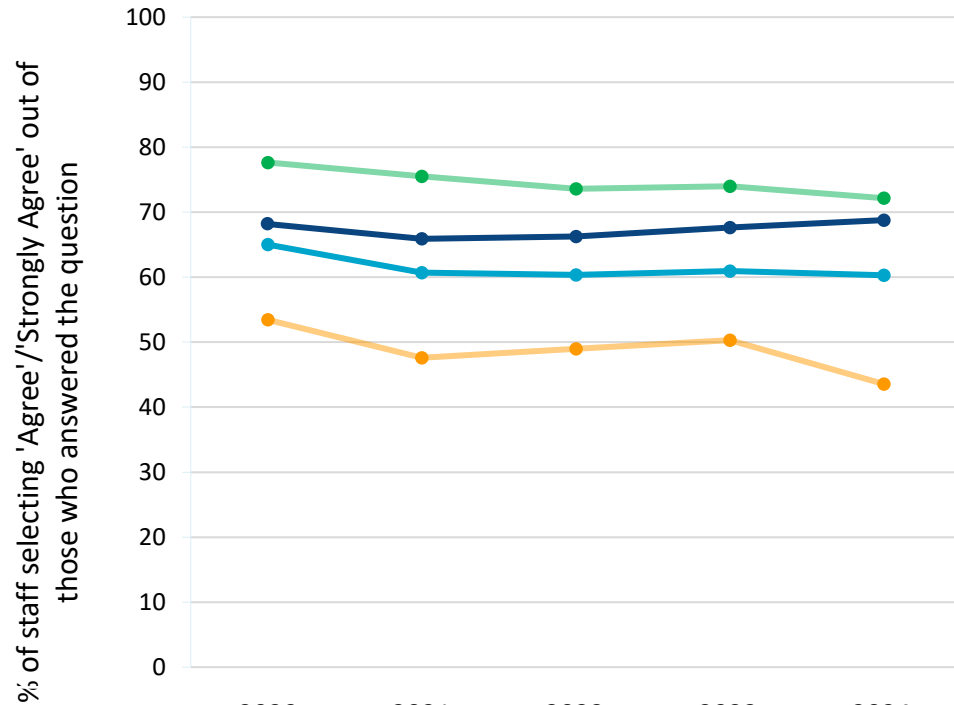


	2020	2021	2022	2023	2024
<b>Your org</b>	64.17%	64.37%	62.86%	61.98%	63.30%
<b>Best result</b>	74.37%	76.20%	69.10%	69.35%	68.85%
<b>Average result</b>	59.29%	57.68%	55.79%	55.93%	55.91%
<b>Worst result</b>	45.38%	44.13%	42.28%	43.61%	40.42%
Responses	3916	4534	3661	3350	4391

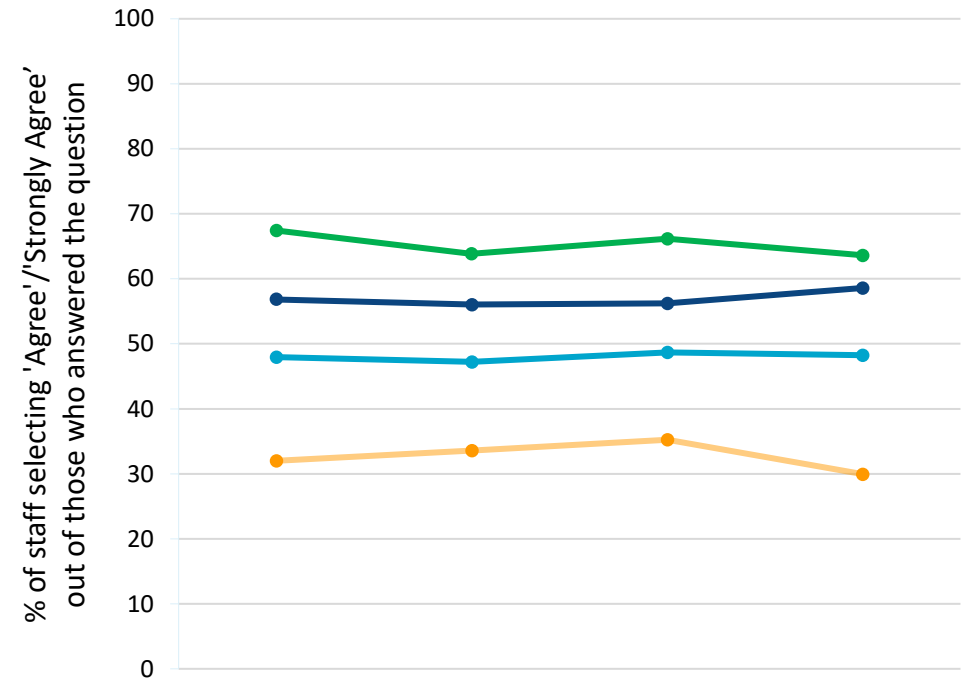


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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>	68.20%	65.90%	66.25%	67.64%	68.78%
<b>Best result</b>	77.65%	75.50%	73.58%	74.00%	72.15%
<b>Average result</b>	65.01%	60.68%	60.37%	60.93%	60.29%
<b>Worst result</b>	53.44%	47.61%	48.97%	50.33%	43.56%
Responses	3890	4494	3658	3352	4391



	2021	2022	2023	2024
<b>Your org</b>	56.83%	56.05%	56.23%	58.59%
<b>Best result</b>	67.43%	63.83%	66.16%	63.63%
<b>Average result</b>	47.94%	47.23%	48.67%	48.23%
<b>Worst result</b>	32.01%	33.59%	35.24%	29.95%
Responses	4493	3658	3348	4393

## People Promise element – We are safe and healthy



### Questions included:

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

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

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

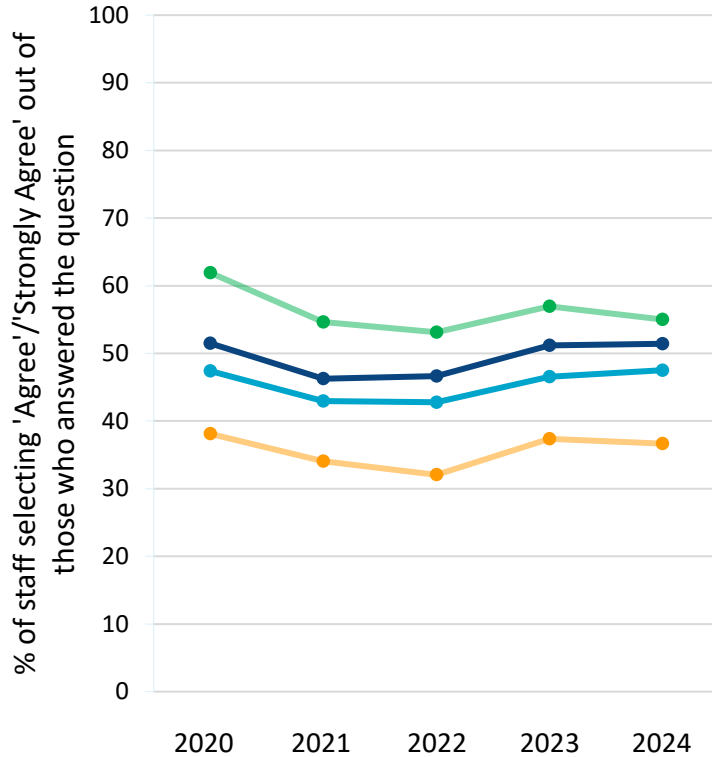
Other questions:\* Q17a, Q17b, Q22

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

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

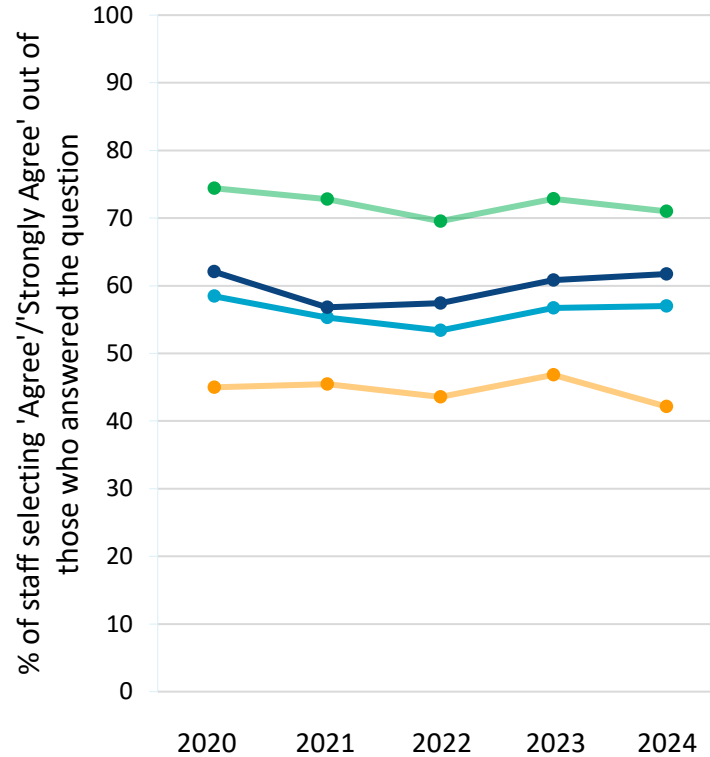


Q3g I am able to meet all the conflicting demands on my time at work.



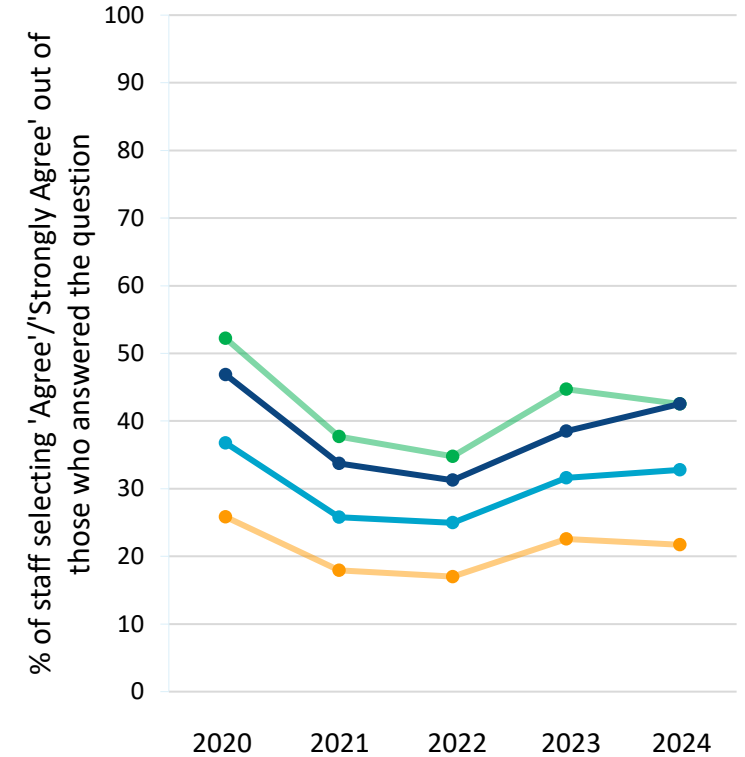
	2020	2021	2022	2023	2024
<b>Your org</b>	51.48%	46.25%	46.62%	51.17%	51.41%
<b>Best result</b>	61.92%	54.62%	53.13%	56.95%	55.01%
<b>Average result</b>	47.39%	42.96%	42.78%	46.56%	47.51%
<b>Worst result</b>	38.11%	34.06%	32.05%	37.35%	36.68%
Responses	4005	4659	3667	3368	4412

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



	2020	2021	2022	2023	2024
<b>Your org</b>	62.06%	56.81%	57.41%	60.84%	61.75%
<b>Best result</b>	74.41%	72.78%	69.54%	72.83%	70.99%
<b>Average result</b>	58.44%	55.30%	53.39%	56.69%	57.00%
<b>Worst result</b>	44.99%	45.47%	43.54%	46.82%	42.14%
Responses	4001	4663	3666	3373	4410

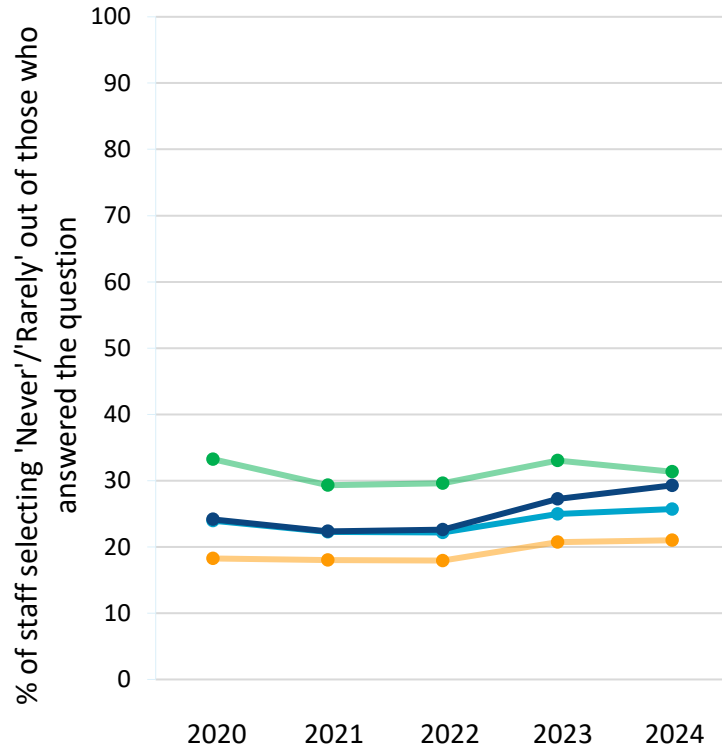
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	46.86%	33.74%	31.25%	38.49%	42.52%
<b>Best result</b>	52.21%	37.72%	34.78%	44.71%	42.52%
<b>Average result</b>	36.76%	25.80%	24.95%	31.62%	32.77%
<b>Worst result</b>	25.83%	17.92%	17.00%	22.55%	21.73%
Responses	4001	4668	3666	3371	4416

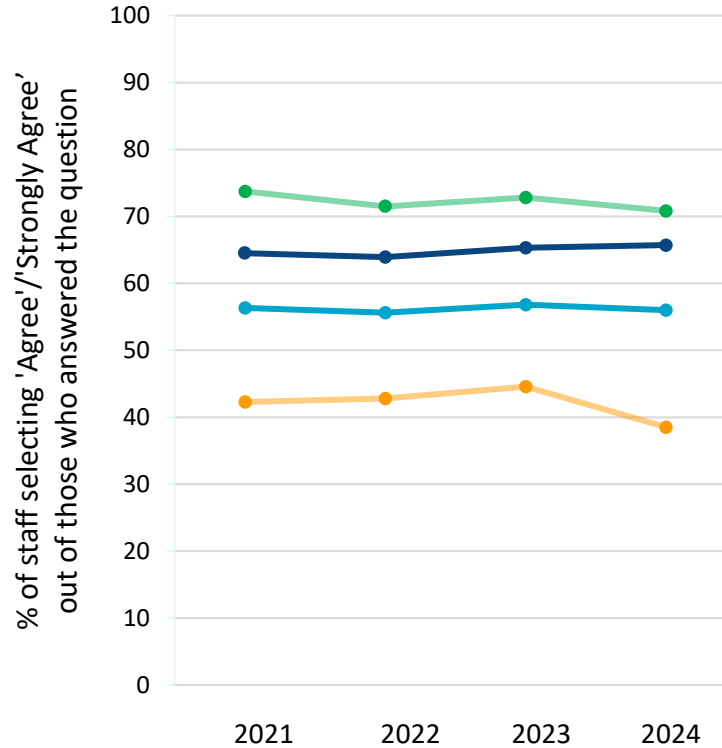


Q5a I have unrealistic time pressures.



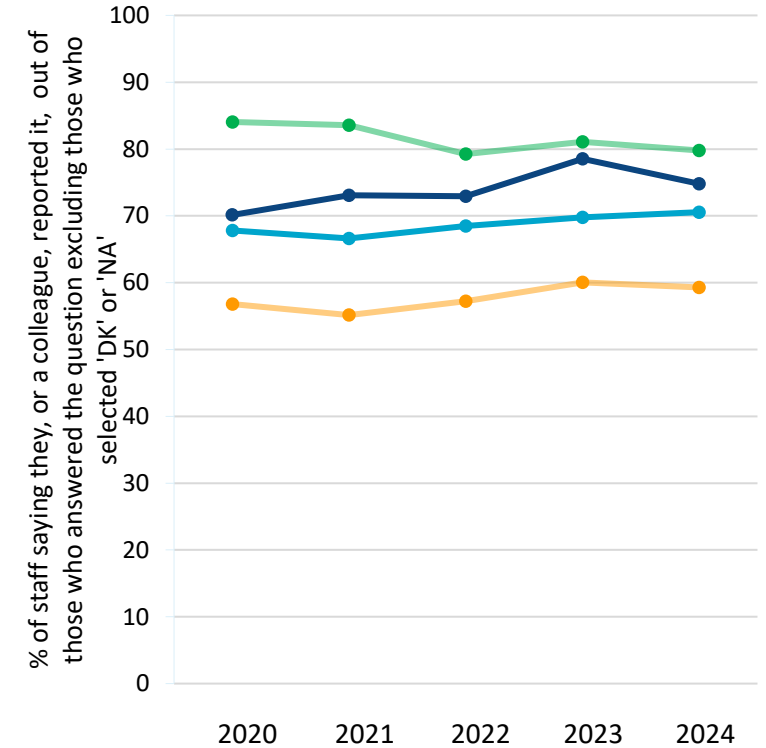
	2020	2021	2022	2023	2024
<b>Your org</b>	24.17%	22.34%	22.62%	27.25%	29.29%
<b>Best result</b>	33.24%	29.31%	29.61%	33.04%	31.37%
<b>Average result</b>	23.97%	22.27%	22.18%	24.95%	25.71%
<b>Worst result</b>	18.24%	18.00%	17.94%	20.72%	21.01%
Responses	3982	4626	3652	3360	4408

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



	2021	2022	2023	2024
<b>Your org</b>	64.51%	63.92%	65.30%	65.72%
<b>Best result</b>	73.75%	71.50%	72.81%	70.84%
<b>Average result</b>	56.34%	55.62%	56.82%	55.99%
<b>Worst result</b>	42.28%	42.82%	44.58%	38.51%
Responses	4486	3604	3367	4412

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



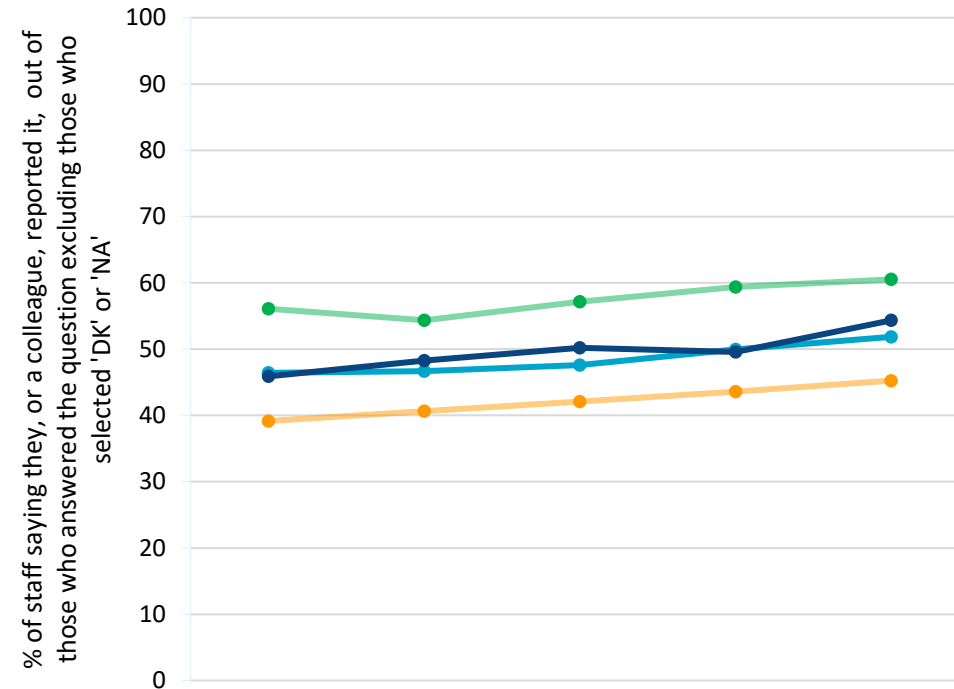
	2020	2021	2022	2023	2024
<b>Your org</b>	70.13%	73.09%	72.95%	78.53%	74.81%
<b>Best result</b>	84.05%	83.58%	79.24%	81.08%	79.79%
<b>Average result</b>	67.83%	66.62%	68.47%	69.78%	70.55%
<b>Worst result</b>	56.80%	55.15%	57.22%	60.04%	59.28%
Responses	471	519	423	311	430

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





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

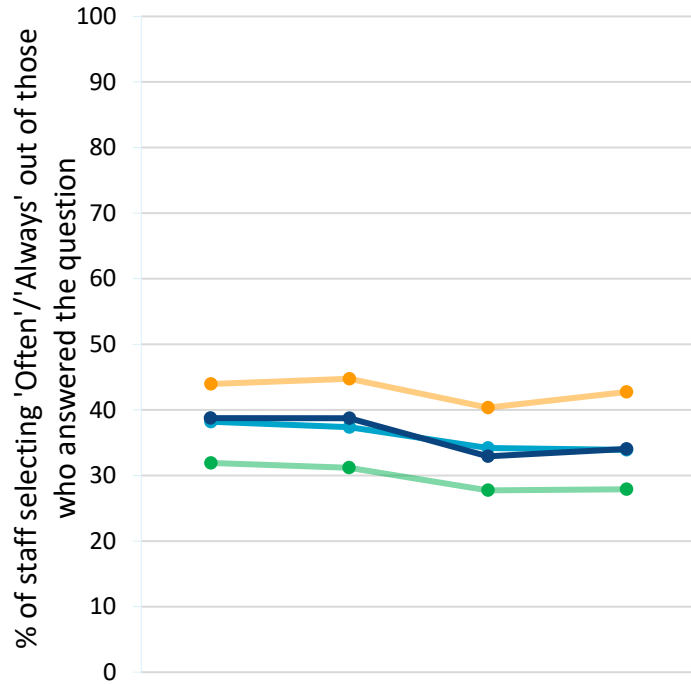


	2020	2021	2022	2023	2024
Your org	45.90%	48.26%	50.21%	49.58%	54.34%
Best result	56.07%	54.35%	57.16%	59.40%	60.52%
Average result	46.43%	46.67%	47.59%	49.96%	51.86%
Worst result	39.15%	40.63%	42.10%	43.57%	45.25%
Responses	1520	1740	1442	1086	1636

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

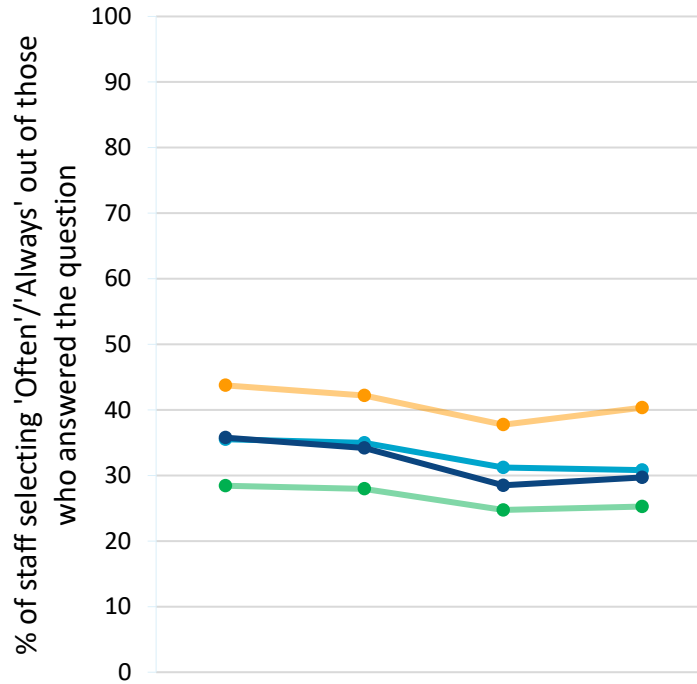


Q12a How often, if at all, do you find your work emotionally exhausting?



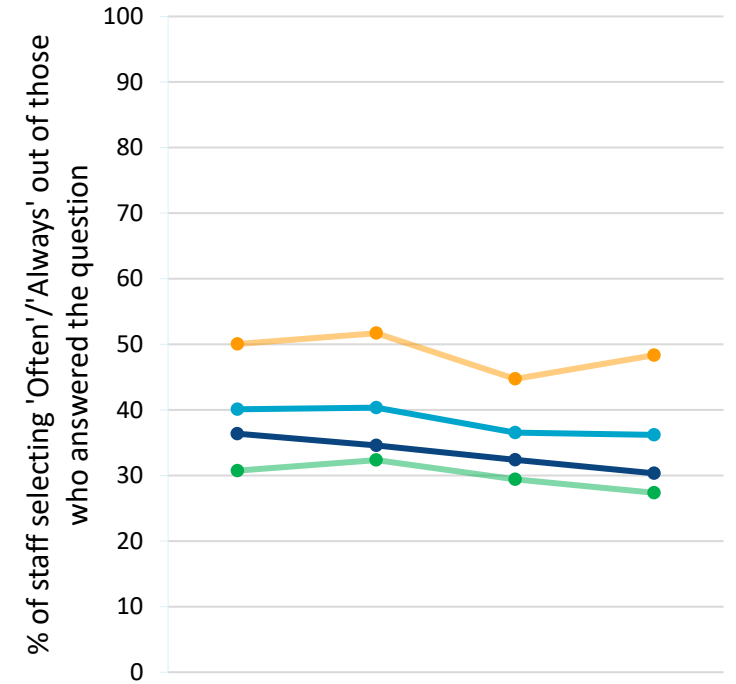
	2021	2022	2023	2024
<b>Your org</b>	38.75%	38.73%	32.92%	34.06%
<b>Best result</b>	31.92%	31.18%	27.73%	27.88%
<b>Average result</b>	38.20%	37.36%	34.20%	33.91%
<b>Worst result</b>	43.97%	44.75%	40.35%	42.73%
Responses	4552	3665	3368	4416

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



	2021	2022	2023	2024
<b>Your org</b>	35.77%	34.21%	28.51%	29.70%
<b>Best result</b>	28.44%	27.95%	24.74%	25.24%
<b>Average result</b>	35.52%	34.98%	31.20%	30.82%
<b>Worst result</b>	43.74%	42.19%	37.74%	40.36%
Responses	4552	3659	3368	4407

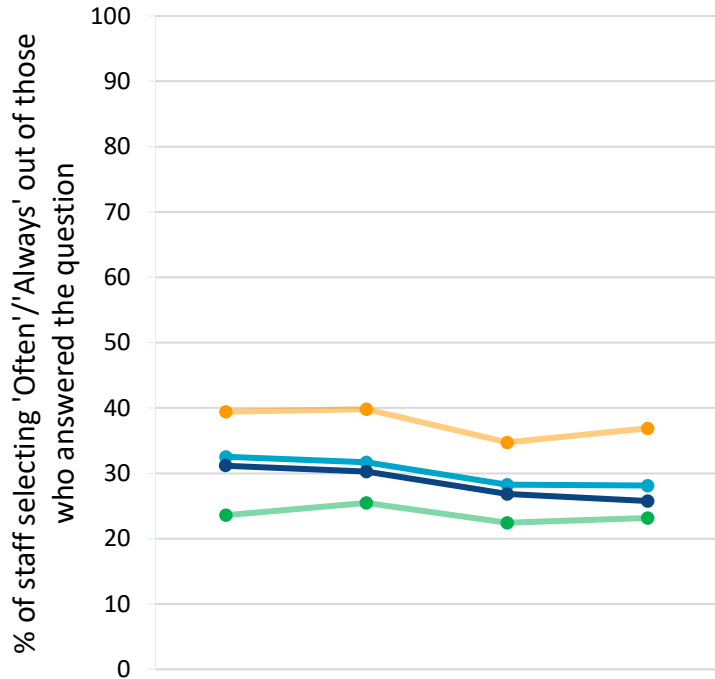
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
<b>Your org</b>	36.37%	34.60%	32.38%	30.33%
<b>Best result</b>	30.74%	32.35%	29.40%	27.37%
<b>Average result</b>	40.11%	40.35%	36.52%	36.19%
<b>Worst result</b>	50.04%	51.70%	44.72%	48.33%
Responses	4553	3659	3370	4407

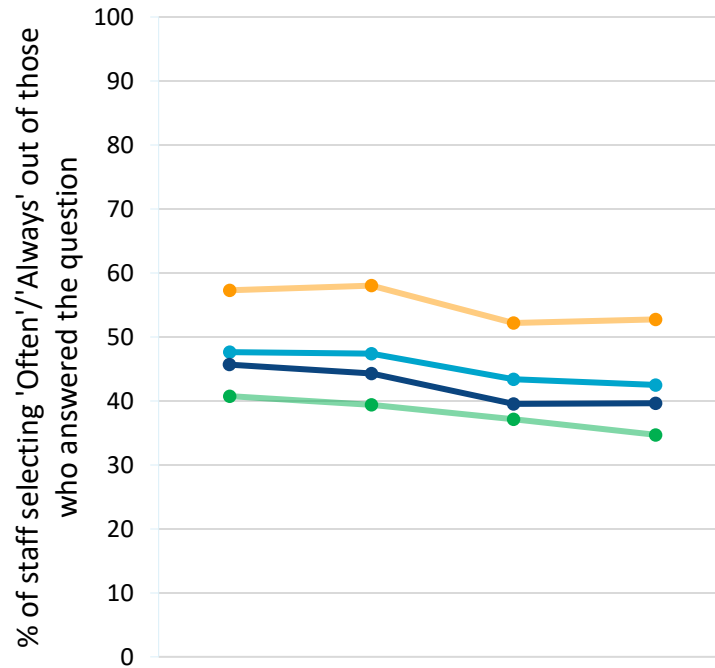


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



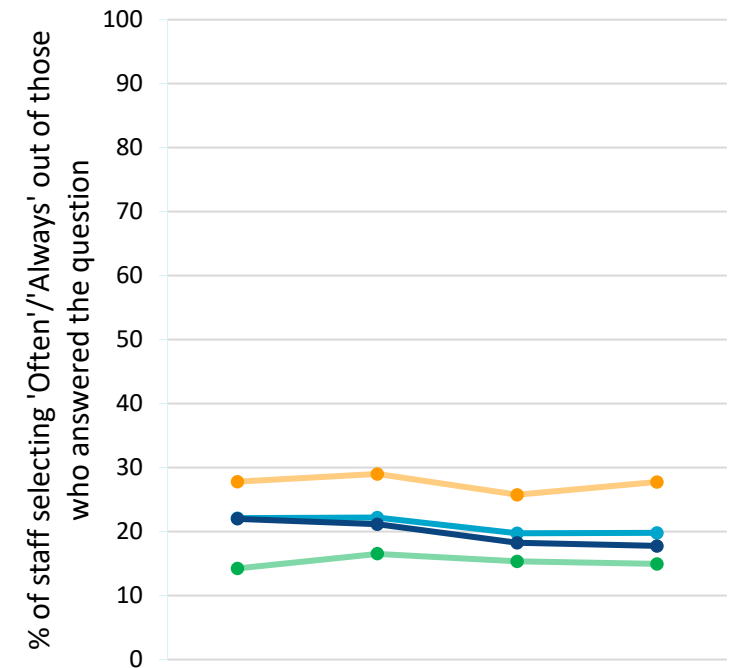
	2021	2022	2023	2024
<b>Your org</b>	31.16%	30.25%	26.85%	25.76%
<b>Best result</b>	23.59%	25.47%	22.44%	23.17%
<b>Average result</b>	32.54%	31.71%	28.26%	28.13%
<b>Worst result</b>	39.44%	39.81%	34.74%	36.90%
Responses	4552	3661	3365	4405

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>	45.67%	44.26%	39.54%	39.63%
<b>Best result</b>	40.75%	39.38%	37.14%	34.71%
<b>Average result</b>	47.62%	47.37%	43.37%	42.50%
<b>Worst result</b>	57.28%	58.02%	52.18%	52.73%
Responses	4550	3652	3364	4413

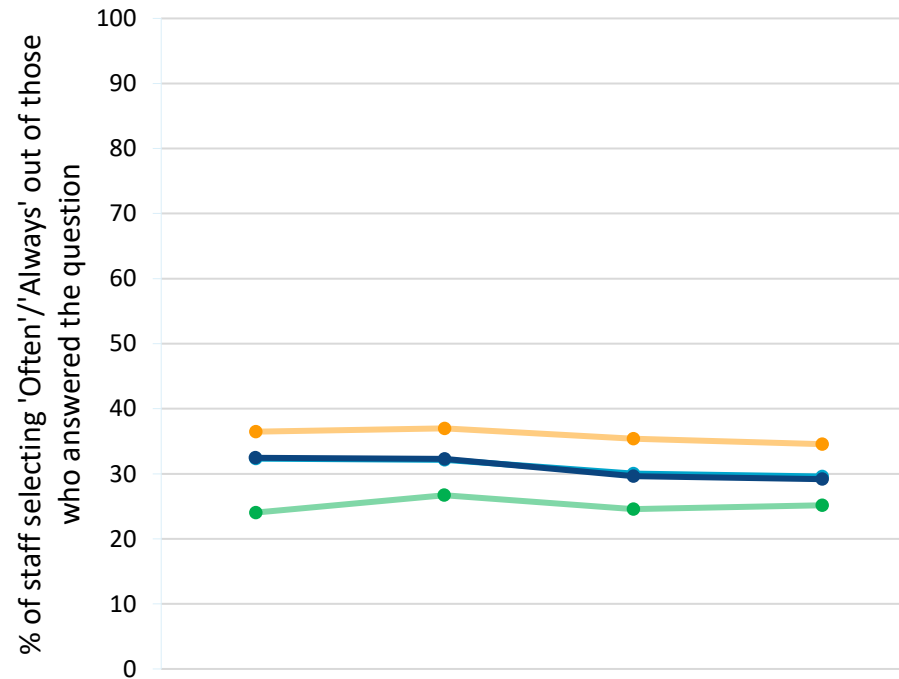
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
<b>Your org</b>	21.98%	21.17%	18.24%	17.76%
<b>Best result</b>	14.24%	16.50%	15.36%	14.94%
<b>Average result</b>	22.12%	22.19%	19.73%	19.80%
<b>Worst result</b>	27.81%	29.01%	25.76%	27.74%
Responses	4546	3660	3368	4412



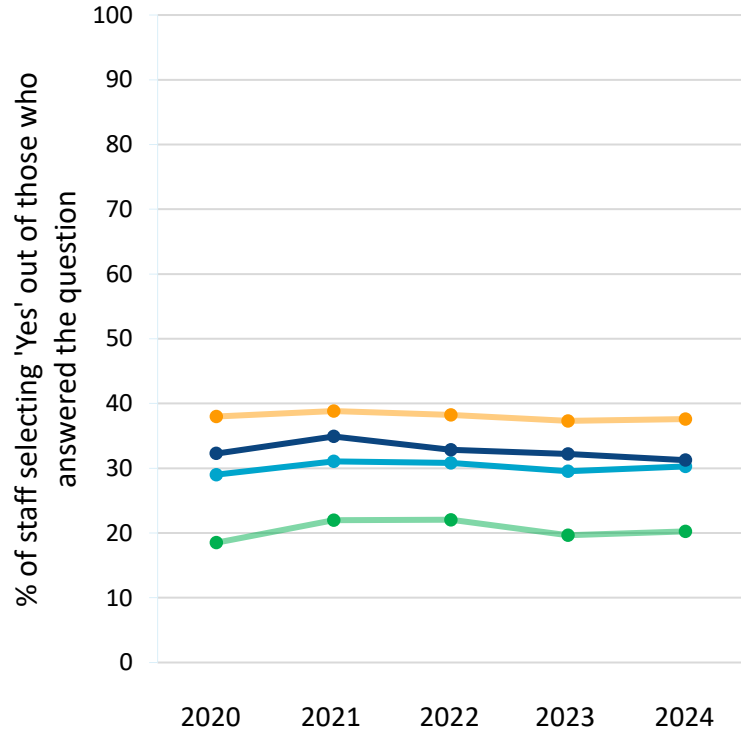
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
Your org	32.45%	32.28%	29.63%	29.17%
Best result	24.04%	26.70%	24.55%	25.16%
Average result	32.33%	32.13%	30.02%	29.59%
Worst result	36.47%	36.98%	35.41%	34.56%
Responses	4551	3660	3367	4412

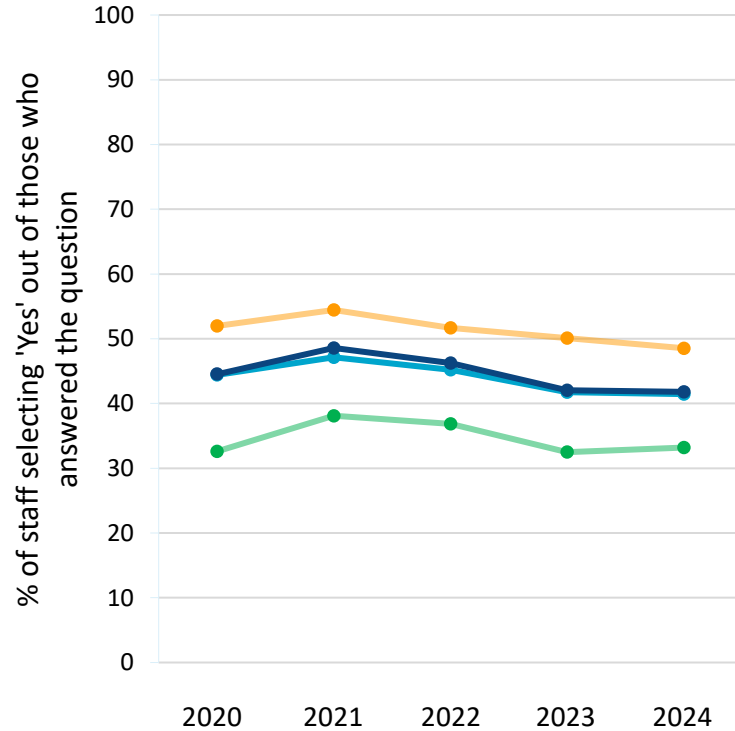


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



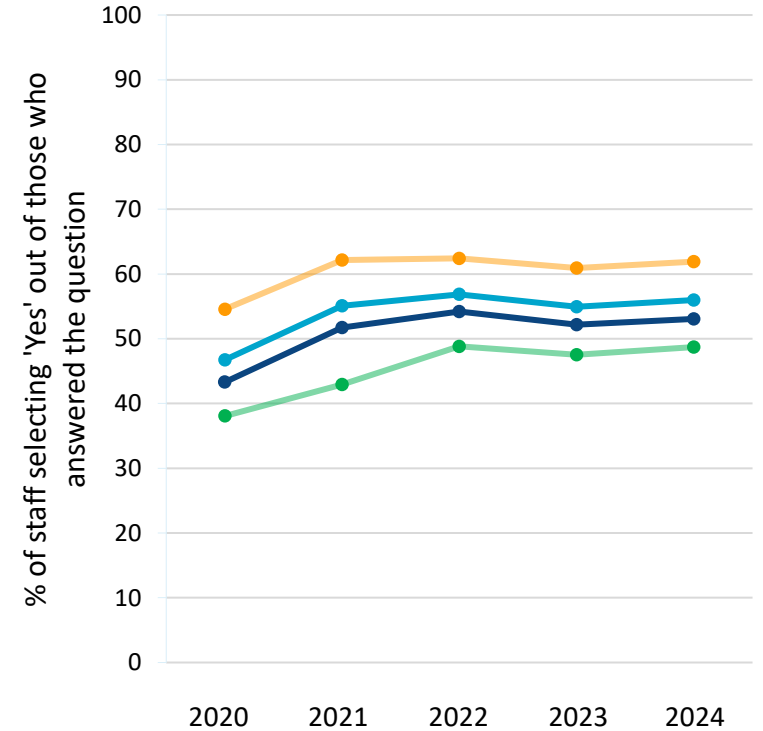
Responses	3947	4566	3665	3363	4407
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Q11c During the last 12 months have you felt unwell as a result of work related stress?



Responses	3954	4561	3659	3360	4409
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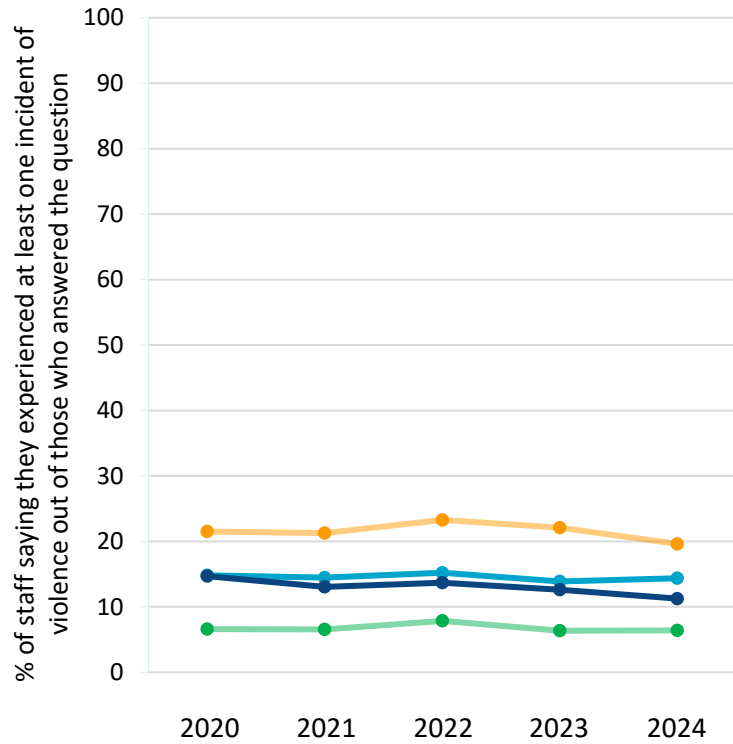
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



Responses	3951	4562	3667	3362	4411
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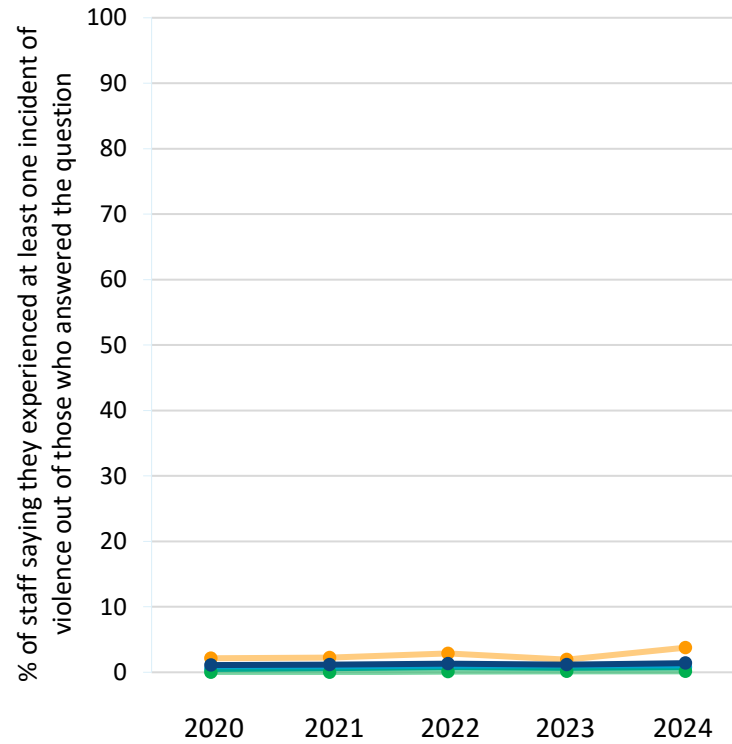


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



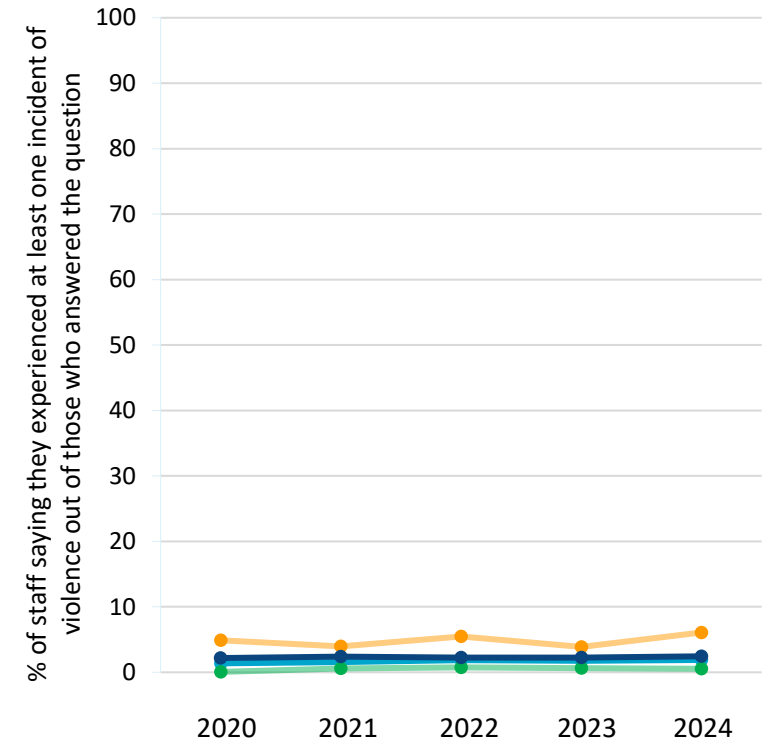
	2020	2021	2022	2023	2024
<b>Your org</b>	14.69%	13.06%	13.68%	12.61%	11.26%
<b>Best result</b>	6.62%	6.53%	7.85%	6.35%	6.38%
<b>Average result</b>	14.79%	14.47%	15.22%	13.88%	14.37%
<b>Worst result</b>	21.49%	21.27%	23.28%	22.09%	19.61%
Responses	3959	4554	3657	3055	4405

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



	2020	2021	2022	2023	2024
<b>Your org</b>	1.11%	1.15%	1.32%	1.15%	1.40%
<b>Best result</b>	0.00%	0.00%	0.10%	0.14%	0.14%
<b>Average result</b>	0.51%	0.63%	0.79%	0.68%	0.76%
<b>Worst result</b>	2.13%	2.23%	2.90%	1.94%	3.76%
Responses	3941	4535	3623	3007	4330

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

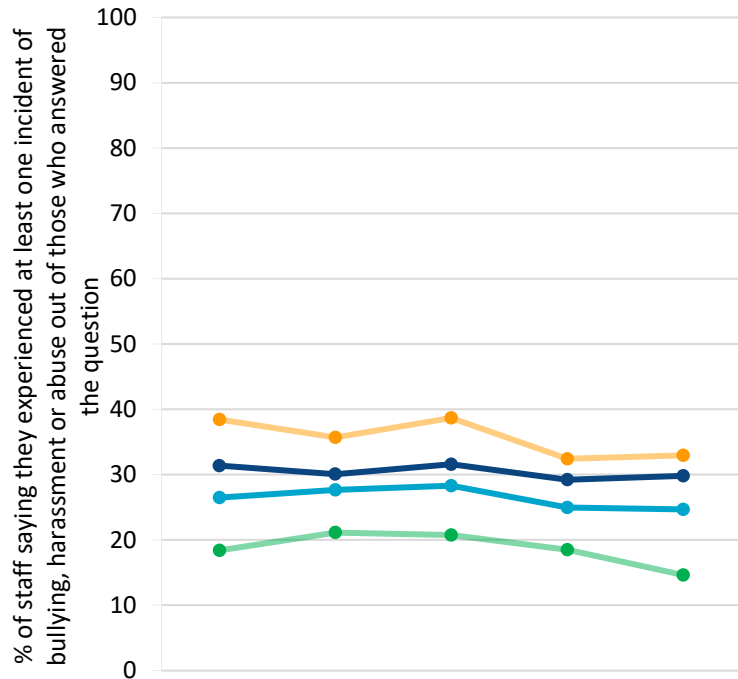


	2020	2021	2022	2023	2024
<b>Your org</b>	2.18%	2.40%	2.25%	2.26%	2.44%
<b>Best result</b>	0.06%	0.57%	0.75%	0.65%	0.53%
<b>Average result</b>	1.37%	1.59%	1.84%	1.78%	1.88%
<b>Worst result</b>	4.88%	3.98%	5.45%	3.88%	6.08%
Responses	3943	4504	3592	2980	4266

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.

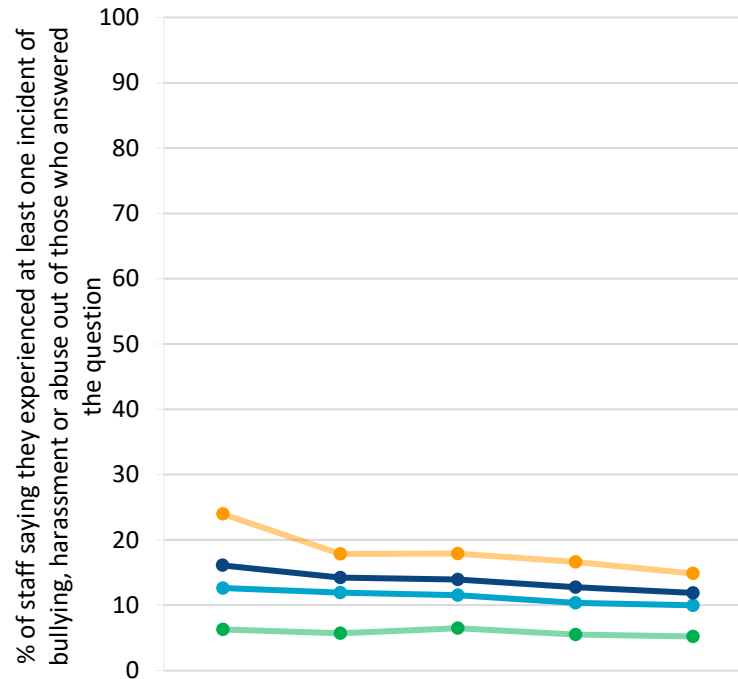


2020 2021 2022 2023 2024

<b>Your org</b>	31.36%	30.08%	31.59%	29.22%	29.80%
<b>Best result</b>	18.42%	21.13%	20.77%	18.48%	14.63%
<b>Average result</b>	26.49%	27.65%	28.31%	24.99%	24.68%
<b>Worst result</b>	38.45%	35.69%	38.68%	32.43%	32.94%

Responses 3839 4423 3657 3057 4408

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

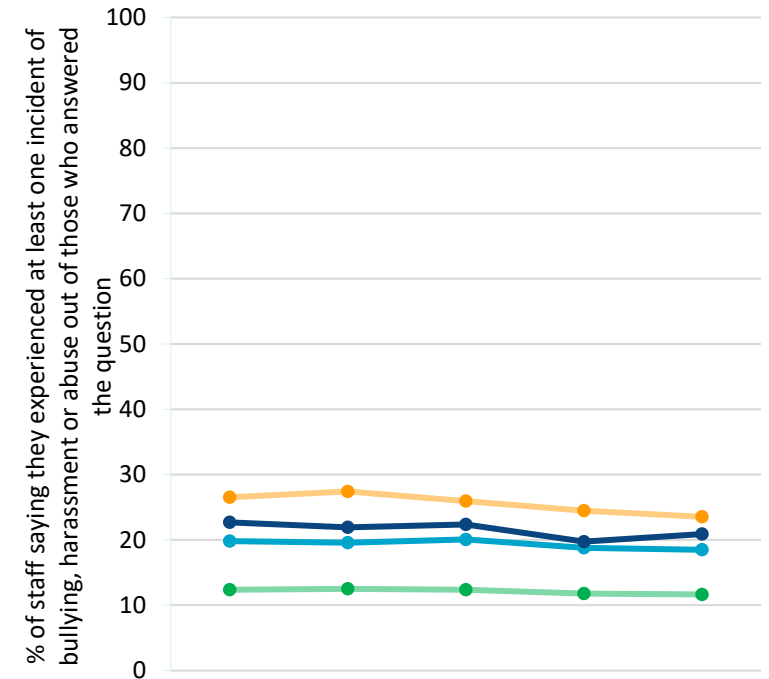


2020 2021 2022 2023 2024

<b>Your org</b>	16.10%	14.25%	13.96%	12.79%	11.89%
<b>Best result</b>	6.32%	5.72%	6.48%	5.52%	5.22%
<b>Average result</b>	12.64%	11.95%	11.55%	10.35%	10.00%
<b>Worst result</b>	23.98%	17.86%	17.89%	16.64%	14.86%

Responses 3819 4398 3636 3035 4371

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

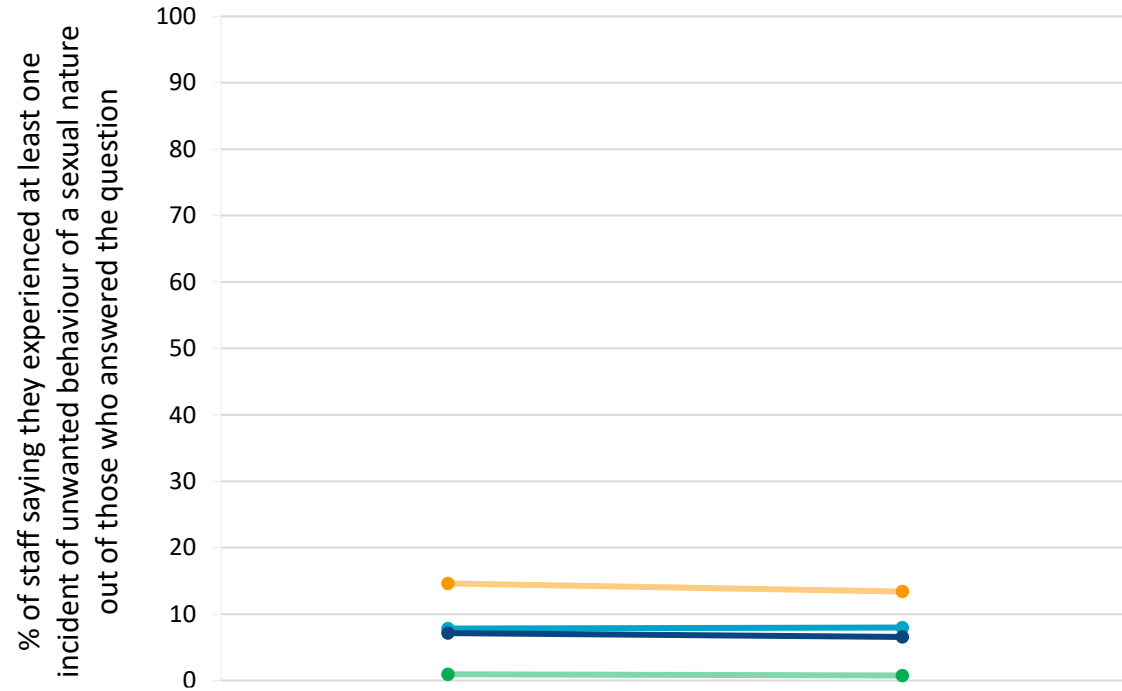
<b>Your org</b>	22.69%	21.91%	22.35%	19.74%	20.92%
<b>Best result</b>	12.40%	12.51%	12.37%	11.80%	11.66%
<b>Average result</b>	19.80%	19.56%	20.08%	18.78%	18.49%
<b>Worst result</b>	26.52%	27.43%	25.97%	24.45%	23.55%

Responses 3831 4390 3604 3020 4341

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



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

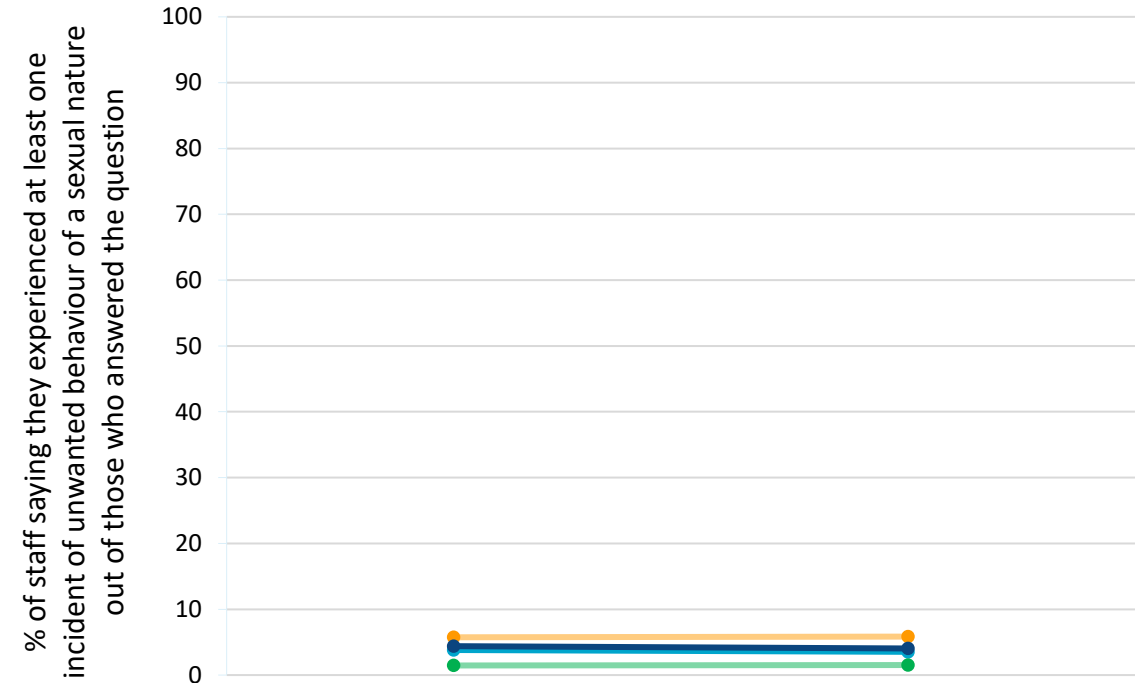


2023 2024

Your org	7.14%	6.56%
Best result	0.94%	0.76%
Average result	7.82%	7.98%
Worst result	14.61%	13.39%

Responses 3365 4409

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	4.39%	4.04%
Best result	1.46%	1.52%
Average result	3.81%	3.53%
Worst result	5.74%	5.85%

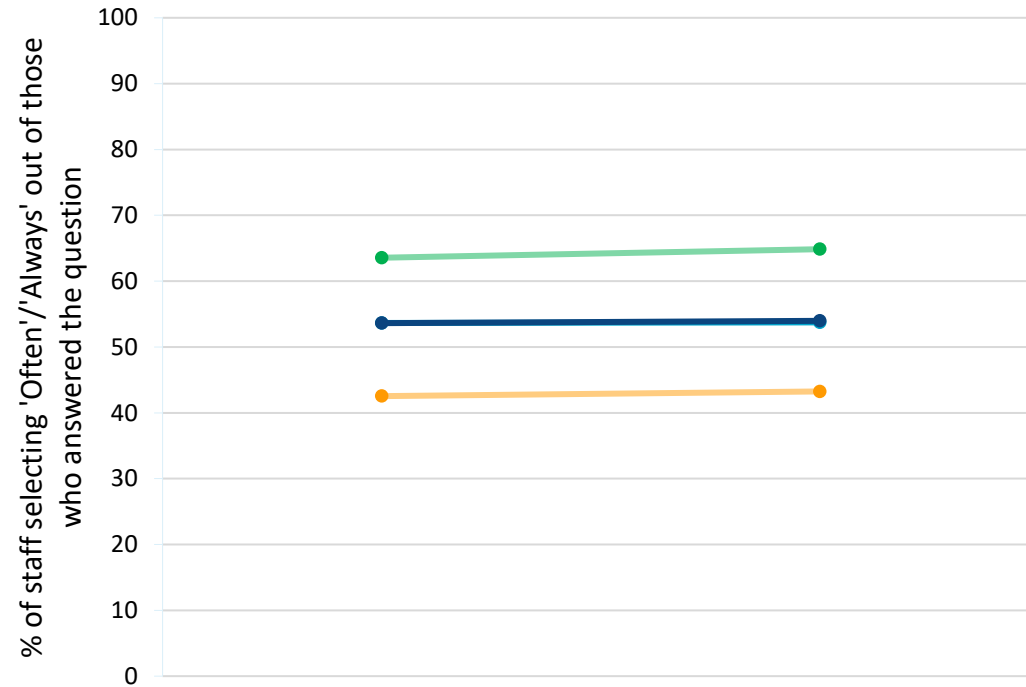
Responses 3340 4396

\*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	53.62%	53.97%
Best result	63.56%	64.85%
Average result	53.65%	53.73%
Worst result	42.53%	43.25%
Responses	3365	4414

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

## People Promise element – We are always learning



### Questions included:

Development – Q24a, Q24b, Q24c, Q24d, Q24e

Appraisals – Q23a\*, Q23b, Q23c, Q23d

Other questions\*\* - Q24f

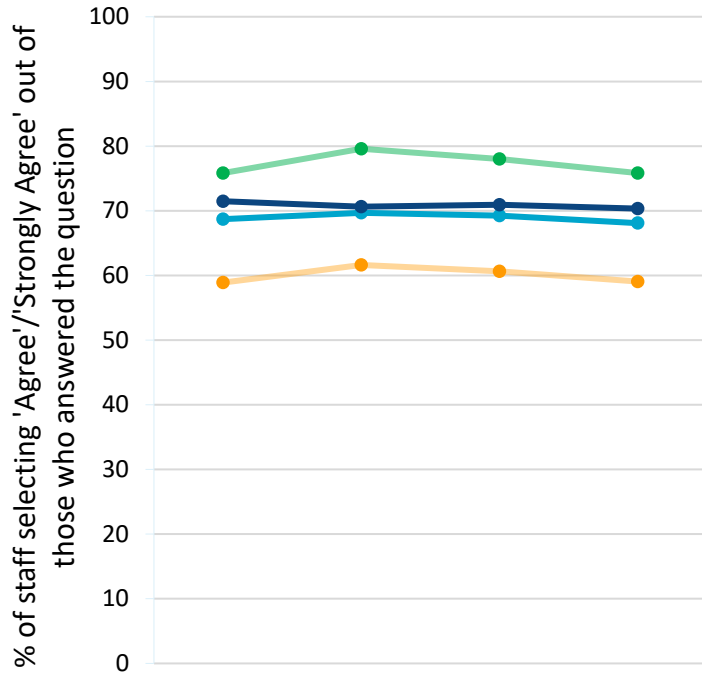
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

\*\*Q24f does not contribute to the calculation of any scores or sub-scores.

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

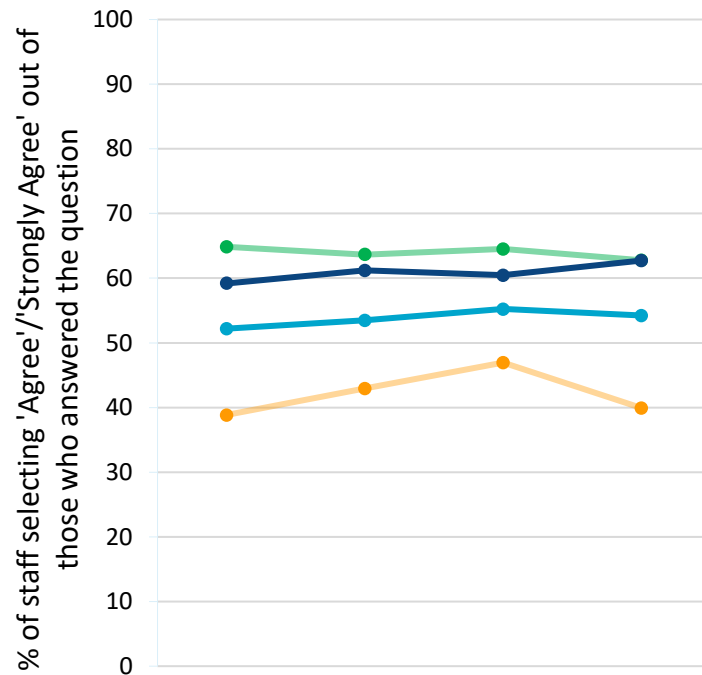


Q24a This organisation offers me challenging work.



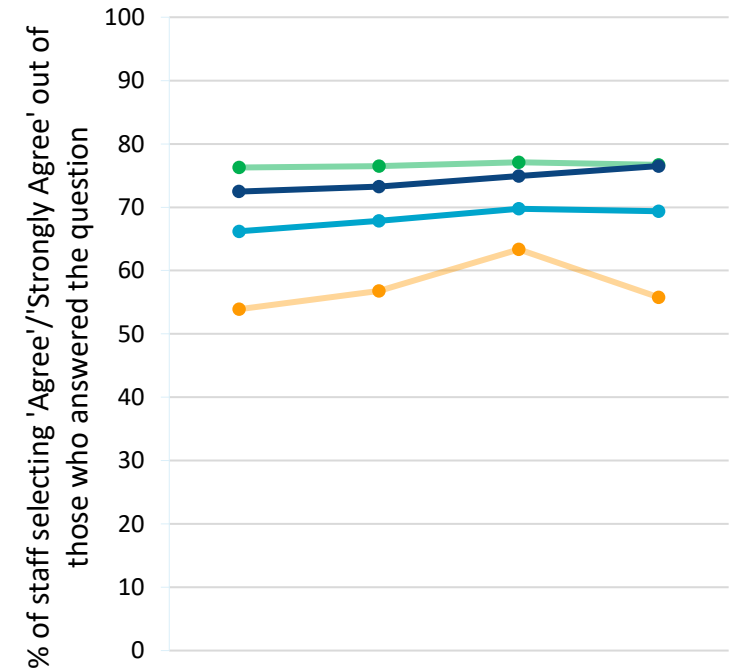
	2021	2022	2023	2024
<b>Your org</b>	71.47%	70.65%	70.91%	70.33%
<b>Best result</b>	75.83%	79.59%	78.00%	75.84%
<b>Average result</b>	68.68%	69.68%	69.23%	68.08%
<b>Worst result</b>	58.89%	61.62%	60.63%	59.05%
Responses	4517	3655	3357	4398

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



	2021	2022	2023	2024
<b>Your org</b>	59.18%	61.18%	60.45%	62.72%
<b>Best result</b>	64.85%	63.63%	64.50%	62.77%
<b>Average result</b>	52.19%	53.47%	55.24%	54.25%
<b>Worst result</b>	38.85%	42.97%	46.95%	39.91%
Responses	4522	3660	3354	4405

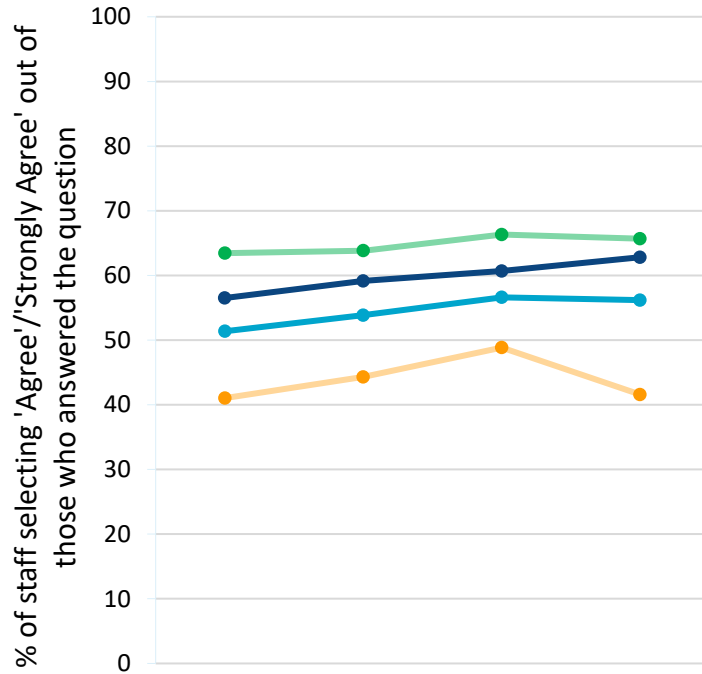
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
<b>Your org</b>	72.47%	73.28%	74.92%	76.51%
<b>Best result</b>	76.28%	76.49%	77.10%	76.67%
<b>Average result</b>	66.20%	67.87%	69.76%	69.39%
<b>Worst result</b>	53.90%	56.77%	63.34%	55.79%
Responses	4522	3658	3355	4402

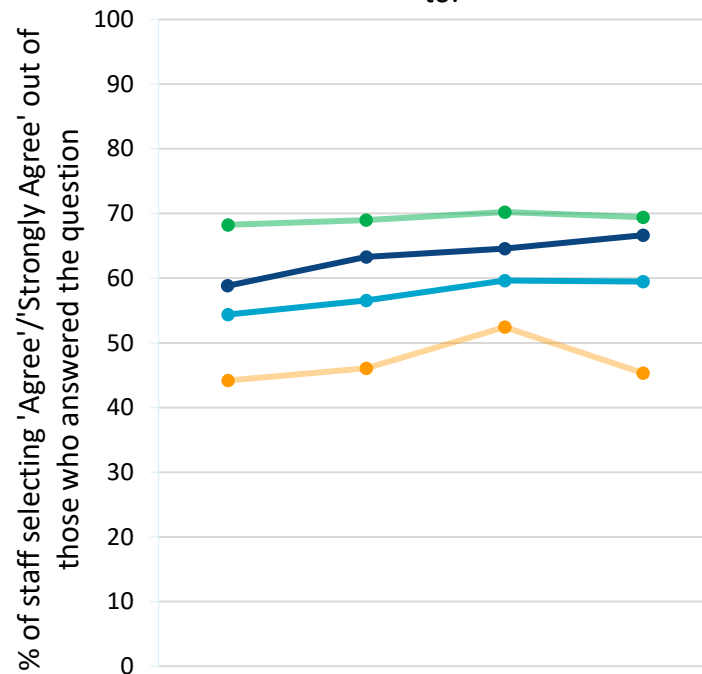


Q24d I feel supported to develop my potential.



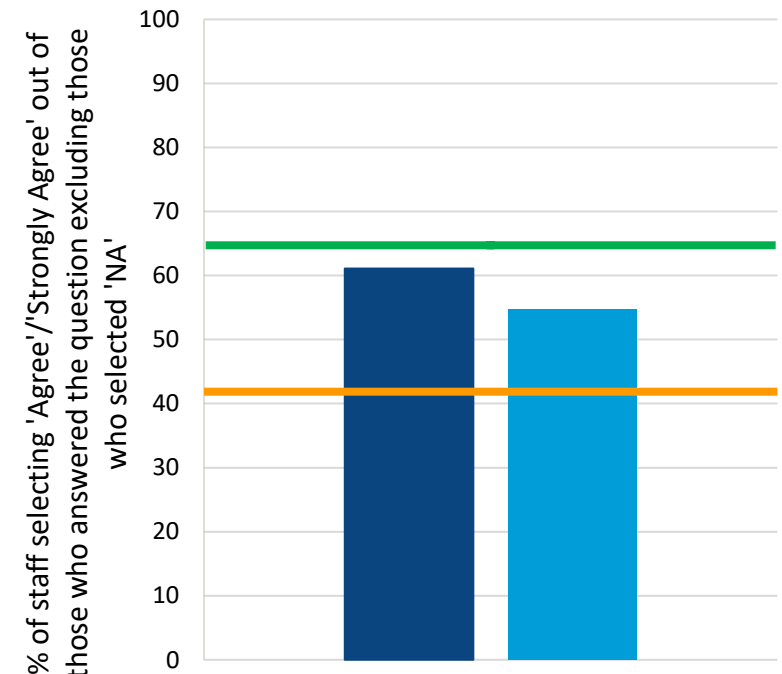
	2021	2022	2023	2024
Your org	56.51%	59.15%	60.69%	62.82%
Best result	63.45%	63.83%	66.33%	65.69%
Average result	51.37%	53.85%	56.61%	56.17%
Worst result	41.03%	44.31%	48.84%	41.60%
Responses	4516	3659	3355	4401

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



	2021	2022	2023	2024
Your org	58.83%	63.30%	64.60%	66.65%
Best result	68.26%	68.98%	70.23%	69.44%
Average result	54.38%	56.55%	59.64%	59.45%
Worst result	44.17%	46.06%	52.43%	45.31%
Responses	4515	3658	3349	4397

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

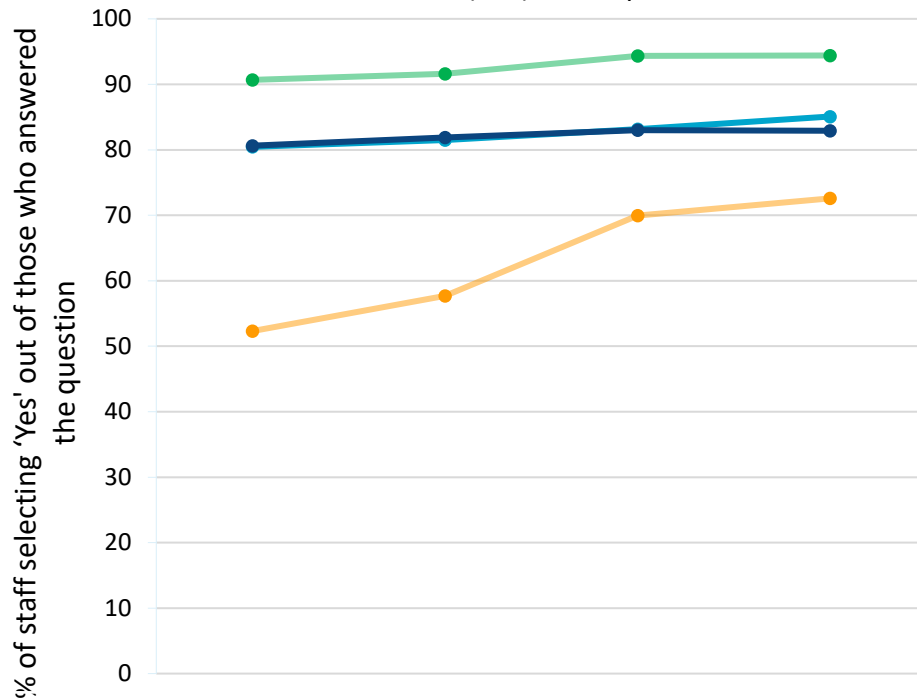


	2024
Your org	61.09%
Best result	64.73%
Average result	54.75%
Worst result	41.87%
Responses	3627

\*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.



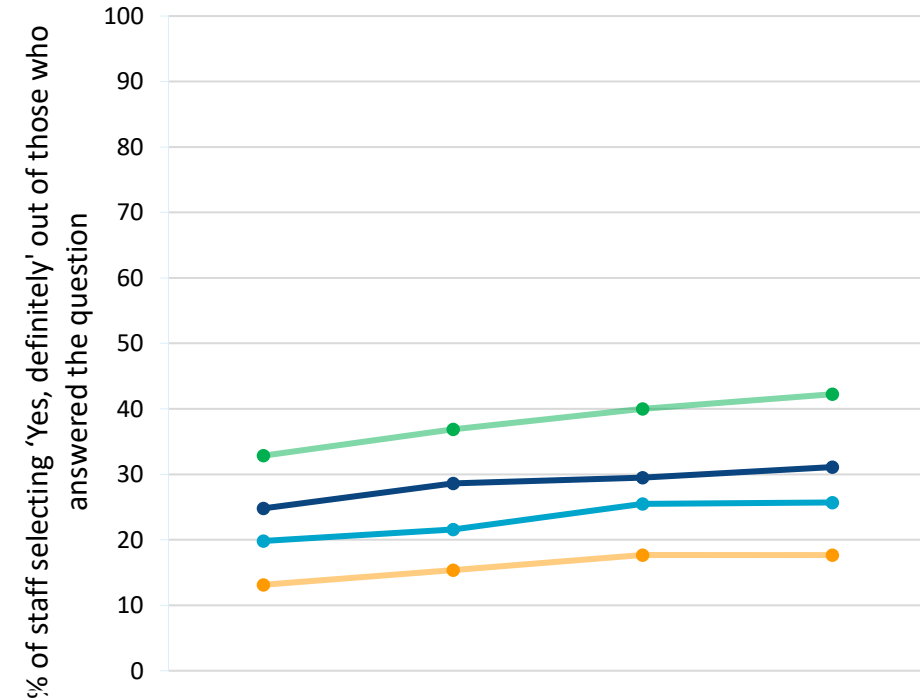
Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
Your org	80.63%	81.89%	83.00%	82.90%
Best result	90.68%	91.61%	94.36%	94.41%
Average result	80.45%	81.50%	83.17%	85.08%
Worst result	52.32%	57.70%	69.95%	72.58%

Responses 4534 3664 3248 4346

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



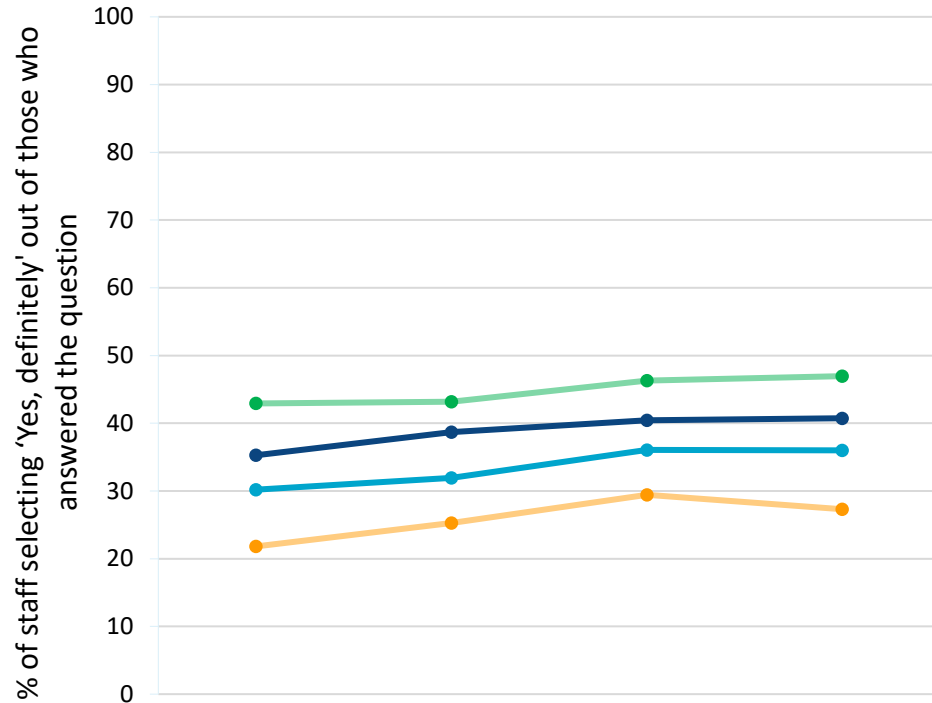
	2021	2022	2023	2024
Your org	24.80%	28.63%	29.49%	31.11%
Best result	32.85%	36.88%	39.99%	42.23%
Average result	19.82%	21.59%	25.50%	25.70%
Worst result	13.13%	15.35%	17.68%	17.65%

Responses 3636 2998 2686 3608

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

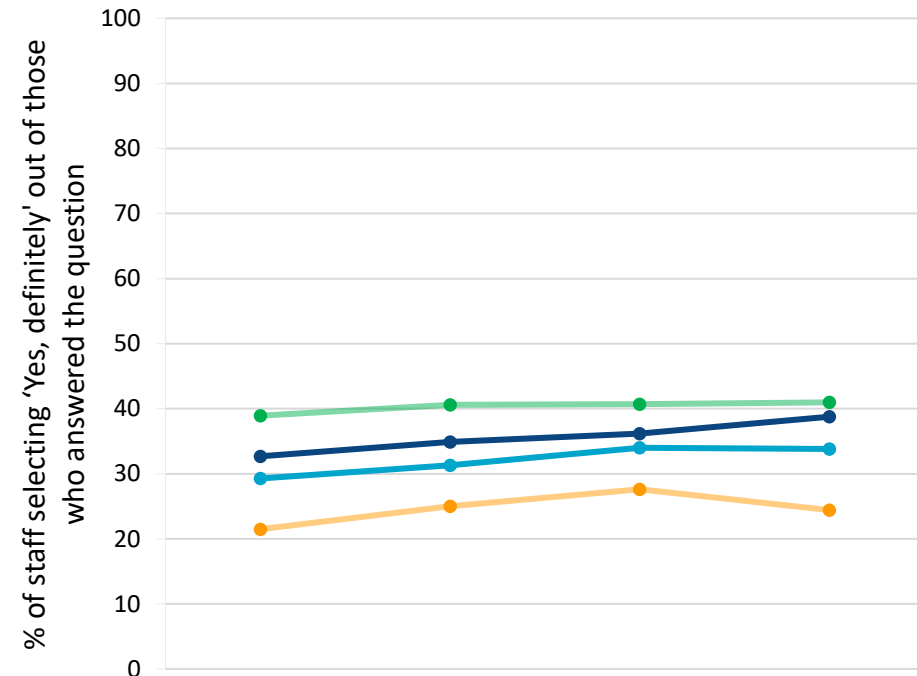


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024
<b>Your org</b>	35.27%	38.68%	40.44%	40.73%
<b>Best result</b>	42.92%	43.18%	46.31%	46.95%
<b>Average result</b>	30.19%	31.93%	36.06%	36.01%
<b>Worst result</b>	21.81%	25.28%	29.43%	27.28%
Responses	3630	2998	2686	3601

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



	2021	2022	2023	2024
<b>Your org</b>	32.68%	34.88%	36.16%	38.77%
<b>Best result</b>	38.93%	40.59%	40.69%	40.97%
<b>Average result</b>	29.27%	31.30%	33.99%	33.79%
<b>Worst result</b>	21.48%	25.03%	27.61%	24.42%
Responses	3629	3000	2685	3600

## People Promise element – We work flexibly



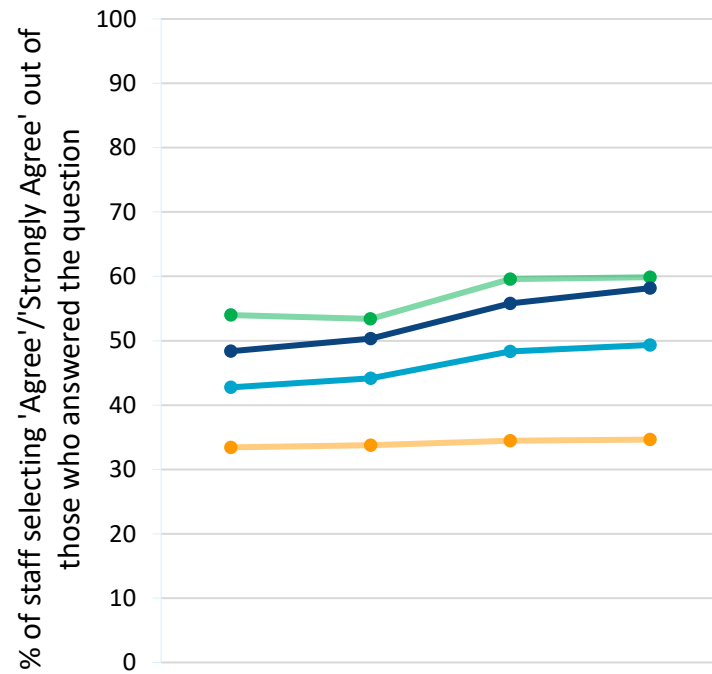
### Questions included:

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

Flexible working – Q4d

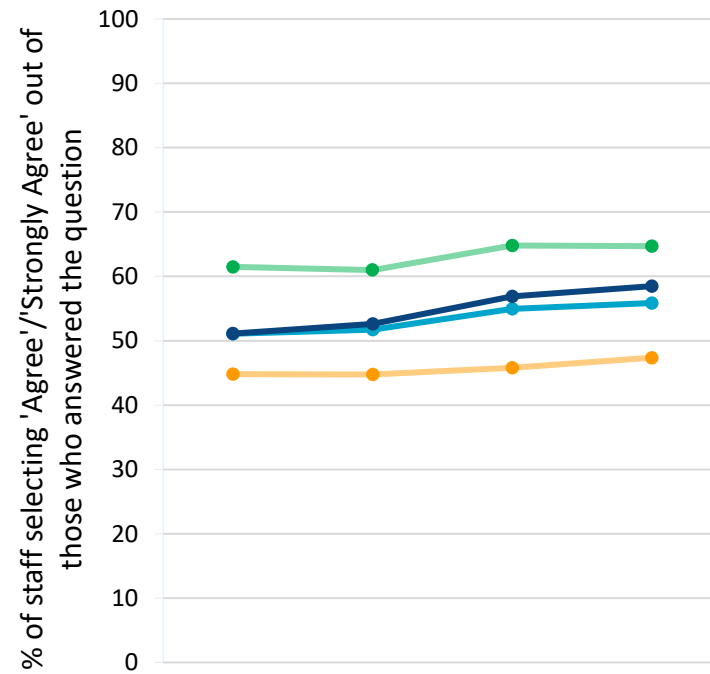


Q6b My organisation is committed to helping me balance my work and home life.



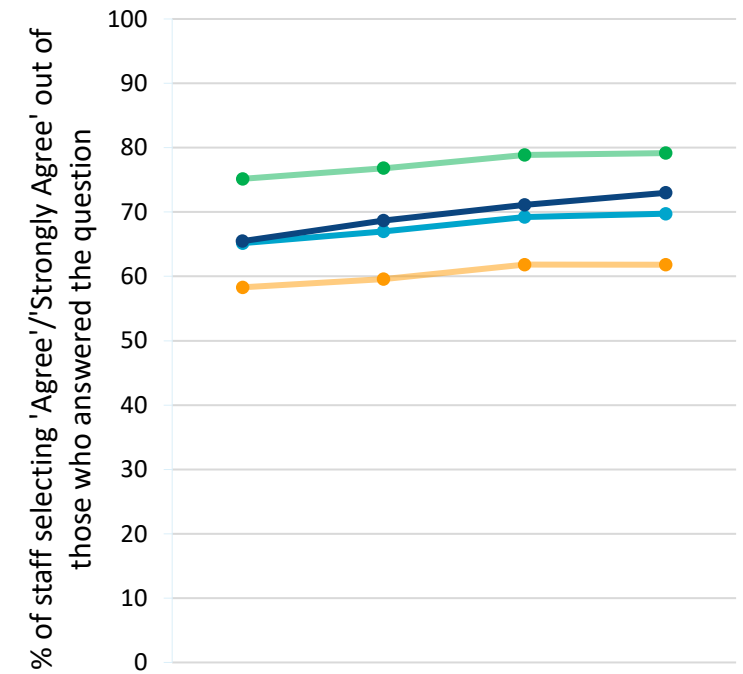
	2021	2022	2023	2024
<b>Your org</b>	48.37%	50.35%	55.81%	58.17%
<b>Best result</b>	53.99%	53.39%	59.57%	59.88%
<b>Average result</b>	42.75%	44.14%	48.33%	49.34%
<b>Worst result</b>	33.43%	33.74%	34.44%	34.64%
Responses	4643	3664	3369	4416

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



	2021	2022	2023	2024
<b>Your org</b>	51.11%	52.60%	56.87%	58.48%
<b>Best result</b>	61.48%	60.97%	64.79%	64.71%
<b>Average result</b>	51.09%	51.73%	54.93%	55.86%
<b>Worst result</b>	44.80%	44.75%	45.81%	47.36%
Responses	4638	3664	3371	4417

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

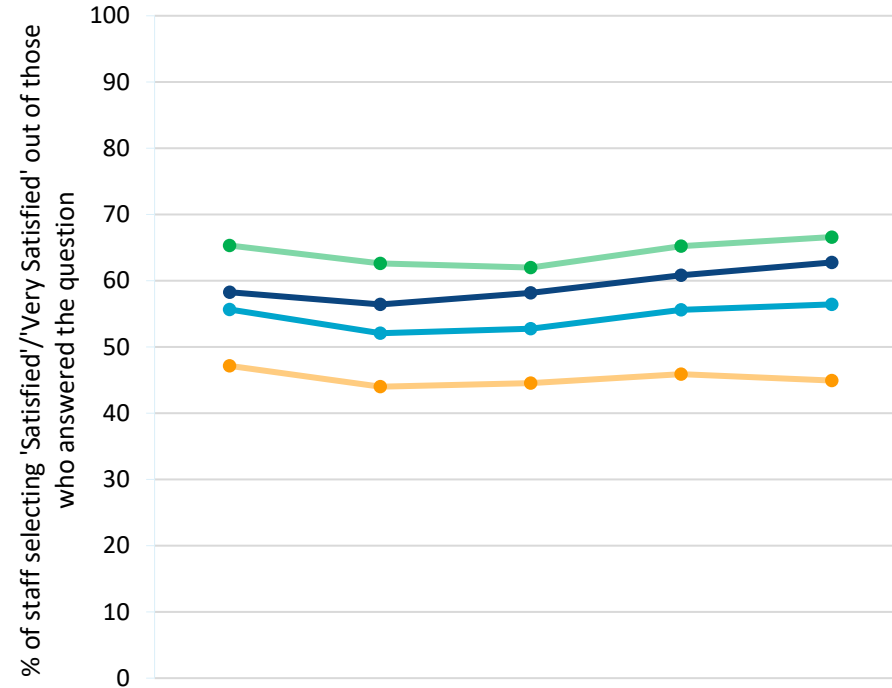


	2021	2022	2023	2024
<b>Your org</b>	65.48%	68.68%	71.11%	72.98%
<b>Best result</b>	75.16%	76.80%	78.85%	79.16%
<b>Average result</b>	65.17%	66.99%	69.24%	69.74%
<b>Worst result</b>	58.30%	59.57%	61.83%	61.80%
Responses	4646	3664	3366	4412



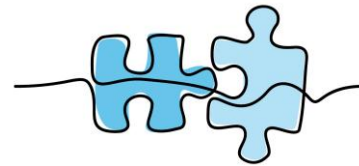


Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.



	2020	2021	2022	2023	2024
<b>Your org</b>	58.25%	56.42%	58.17%	60.84%	62.76%
<b>Best result</b>	65.32%	62.59%	61.99%	65.24%	66.60%
<b>Average result</b>	55.64%	52.08%	52.73%	55.59%	56.43%
<b>Worst result</b>	47.14%	44.00%	44.56%	45.90%	44.91%
Responses	3985	4663	3666	3358	4391

## People Promise element – We are a team



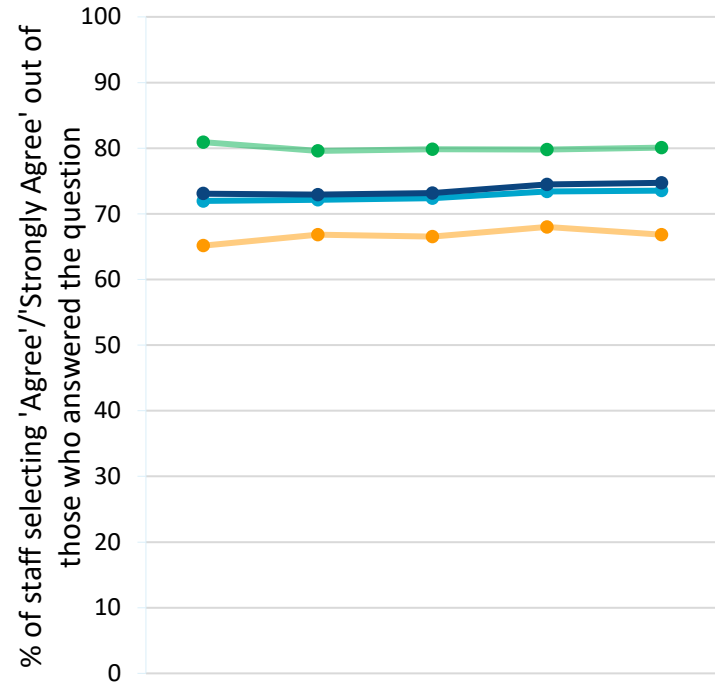
### Questions included:

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.

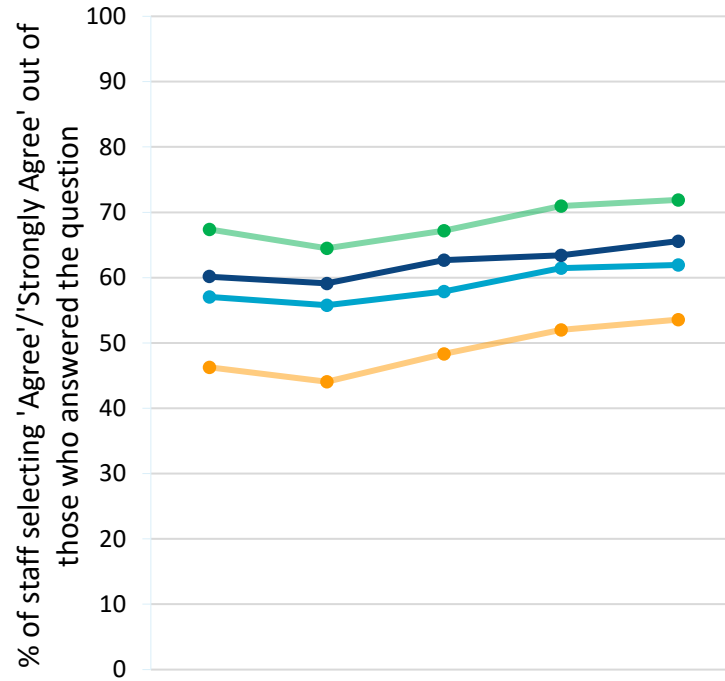


2020 2021 2022 2023 2024

Your org	73.07%	72.93%	73.15%	74.46%	74.72%
Best result	80.92%	79.58%	79.84%	79.80%	80.07%
Average result	71.97%	72.15%	72.38%	73.42%	73.53%
Worst result	65.15%	66.83%	66.52%	68.00%	66.82%

Responses 3977 4609 3664 3364 4414

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

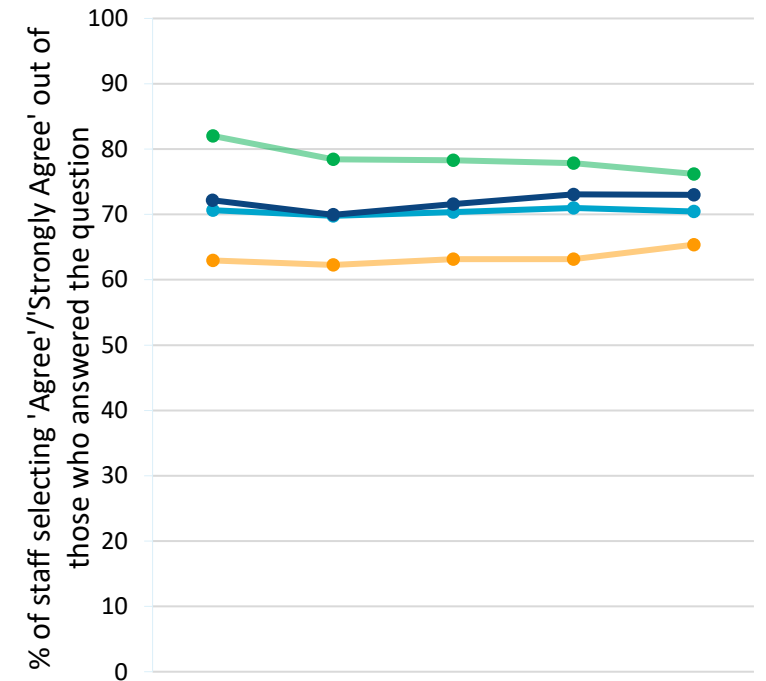


2020 2021 2022 2023 2024

Your org	60.16%	59.13%	62.70%	63.40%	65.59%
Best result	67.38%	64.49%	67.16%	70.97%	71.90%
Average result	57.06%	55.78%	57.87%	61.46%	61.94%
Worst result	46.26%	44.06%	48.33%	52.00%	53.58%

Responses 4003 4604 3667 3367 4410

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



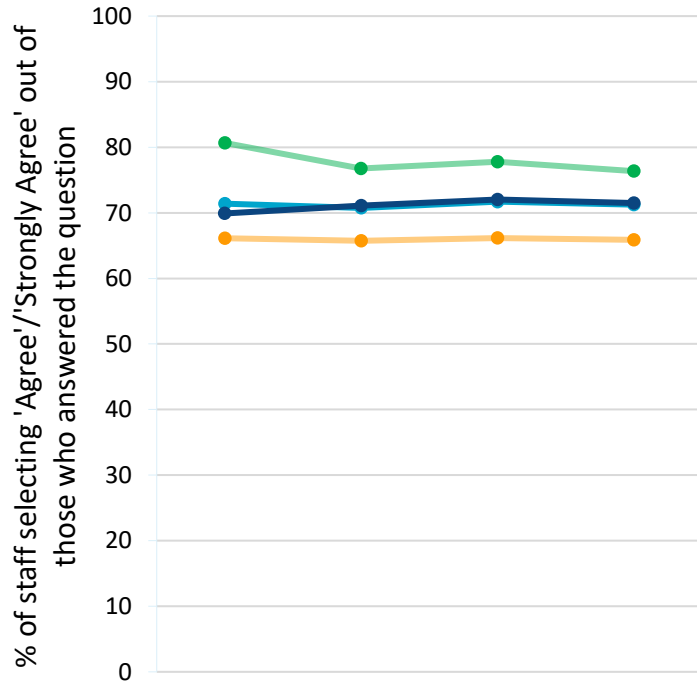
2020 2021 2022 2023 2024

Your org	72.14%	69.94%	71.60%	73.07%	72.98%
Best result	82.02%	78.45%	78.29%	77.84%	76.21%
Average result	70.63%	69.79%	70.36%	70.99%	70.44%
Worst result	62.98%	62.27%	63.14%	63.16%	65.37%

Responses 4006 4607 3662 3363 4414

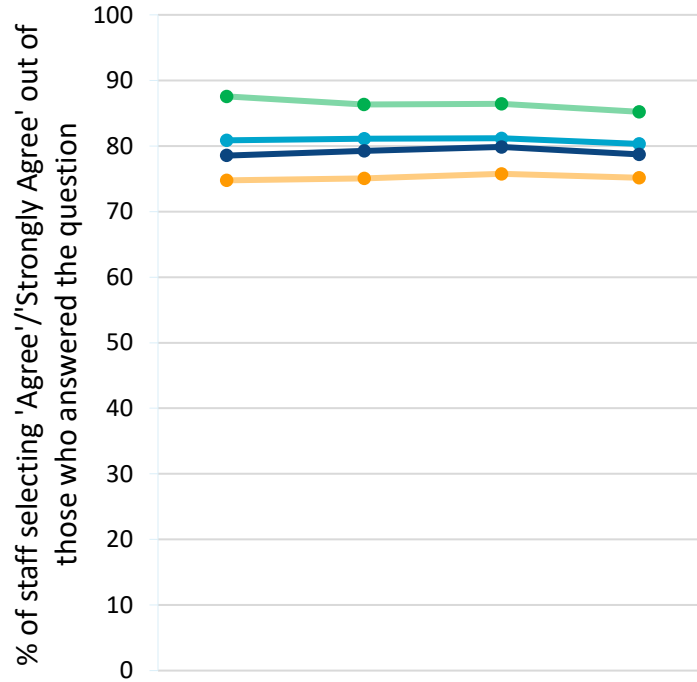


Q7d Team members understand each other's roles.



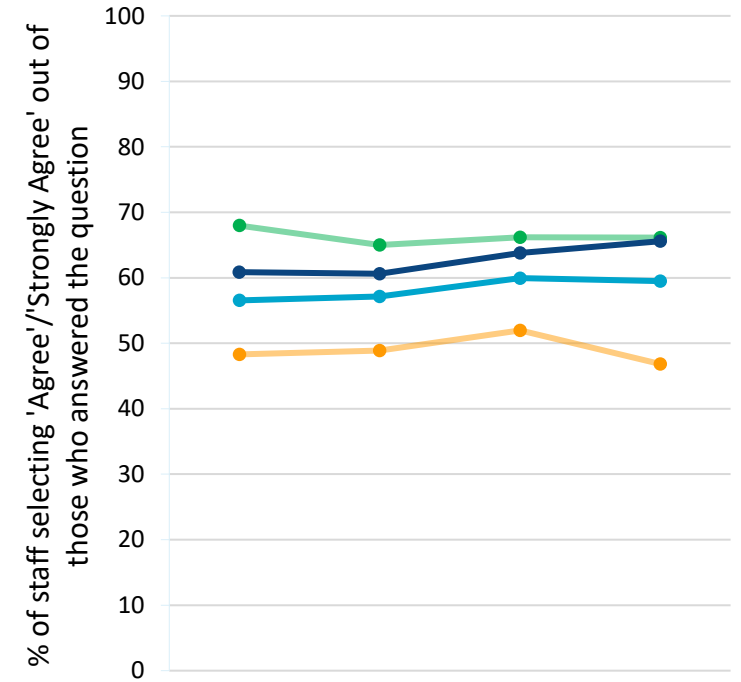
	2021	2022	2023	2024
<b>Your org</b>	69.90%	71.10%	72.03%	71.50%
<b>Best result</b>	80.65%	76.75%	77.80%	76.36%
<b>Average result</b>	71.41%	70.75%	71.71%	71.27%
<b>Worst result</b>	66.14%	65.74%	66.15%	65.89%
Responses	4608	3664	3365	4414

Q7e I enjoy working with the colleagues in my team.



	2021	2022	2023	2024
<b>Your org</b>	78.54%	79.27%	79.86%	78.74%
<b>Best result</b>	87.56%	86.32%	86.45%	85.22%
<b>Average result</b>	80.88%	81.11%	81.18%	80.32%
<b>Worst result</b>	74.76%	75.06%	75.76%	75.15%
Responses	4601	3663	3366	4414

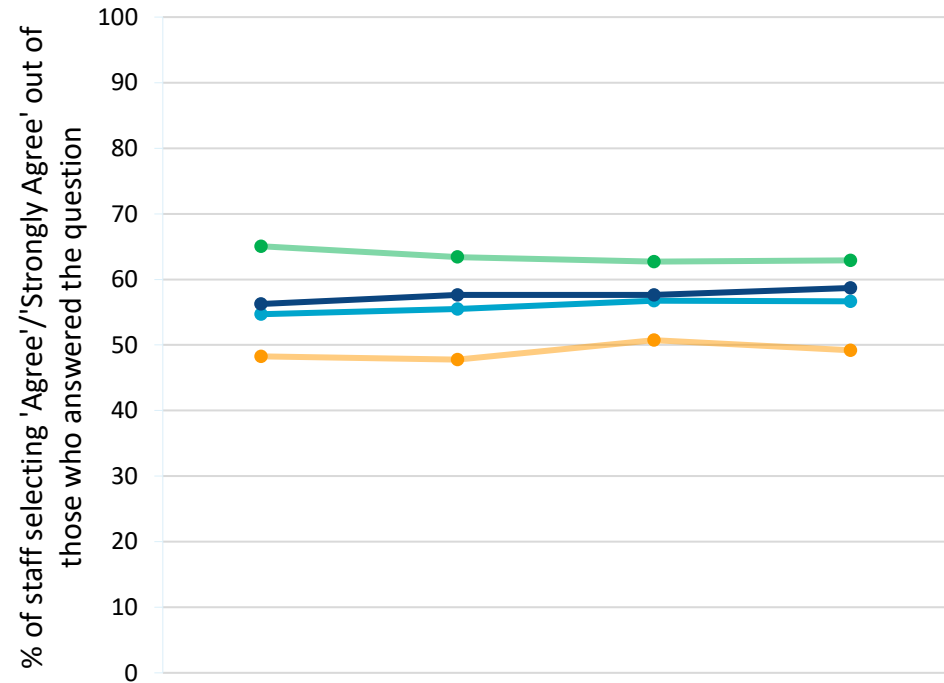
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023	2024
<b>Your org</b>	60.86%	60.62%	63.79%	65.58%
<b>Best result</b>	67.97%	65.01%	66.20%	66.16%
<b>Average result</b>	56.55%	57.13%	59.95%	59.47%
<b>Worst result</b>	48.31%	48.90%	51.97%	46.83%
Responses	4596	3662	3366	4412

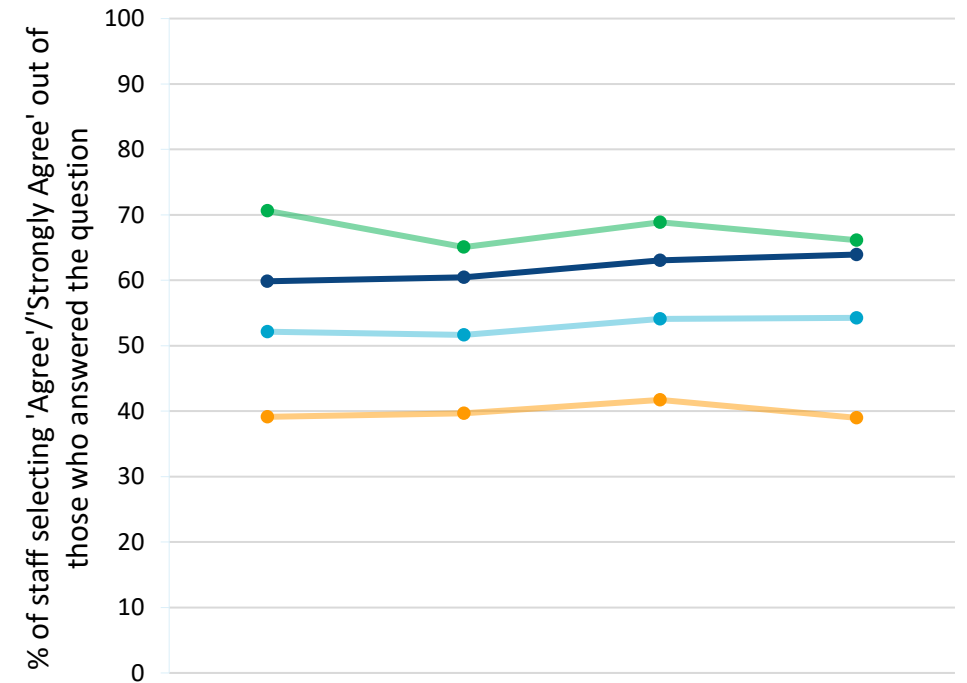


Q7g In my team disagreements are dealt with constructively.

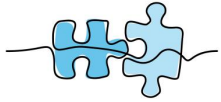


	2021	2022	2023	2024
Your org	56.25%	57.62%	57.62%	58.69%
Best result	65.06%	63.41%	62.71%	62.90%
Average result	54.69%	55.50%	56.75%	56.65%
Worst result	48.27%	47.77%	50.73%	49.19%
Responses	4606	3661	3362	4407

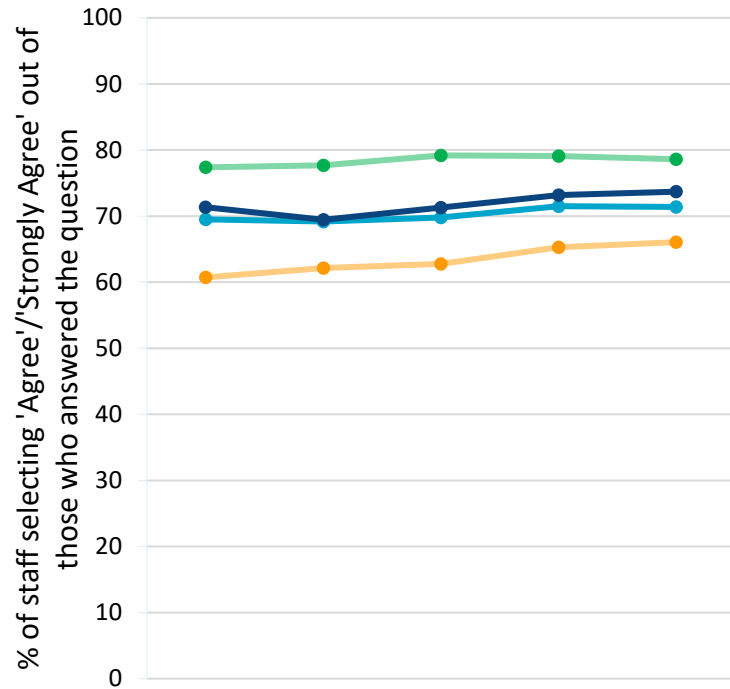
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Your org	59.85%	60.46%	63.07%	63.94%
Best result	70.62%	65.08%	68.88%	66.13%
Average result	52.14%	51.65%	54.11%	54.27%
Worst result	39.14%	39.66%	41.73%	38.98%
Responses	4597	3665	3369	4408



Q9a My immediate manager encourages me at work.

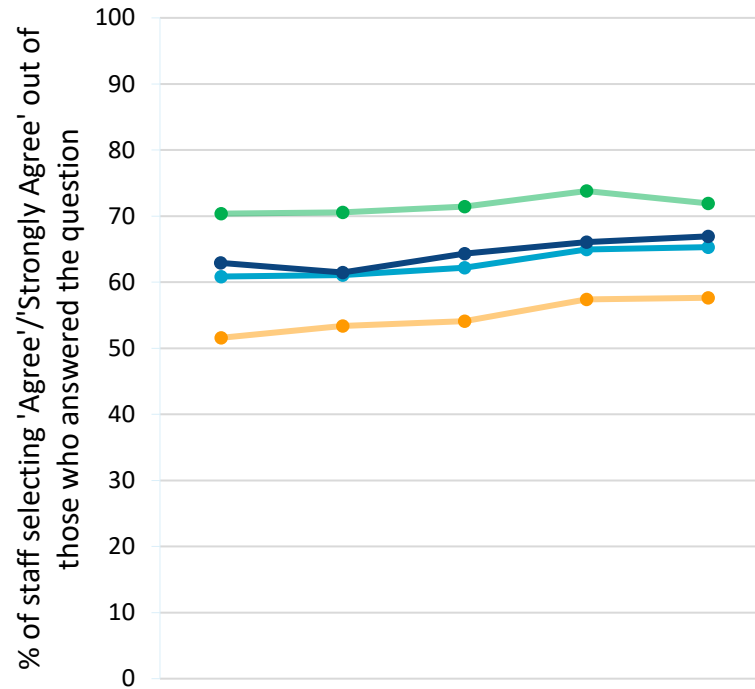


2020 2021 2022 2023 2024

<b>Your org</b>	71.33%	69.45%	71.32%	73.17%	73.70%
<b>Best result</b>	77.39%	77.71%	79.19%	79.11%	78.63%
<b>Average result</b>	69.49%	69.19%	69.81%	71.50%	71.38%
<b>Worst result</b>	60.73%	62.13%	62.79%	65.30%	66.06%

Responses 3960 4580 3665 3368 4412

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

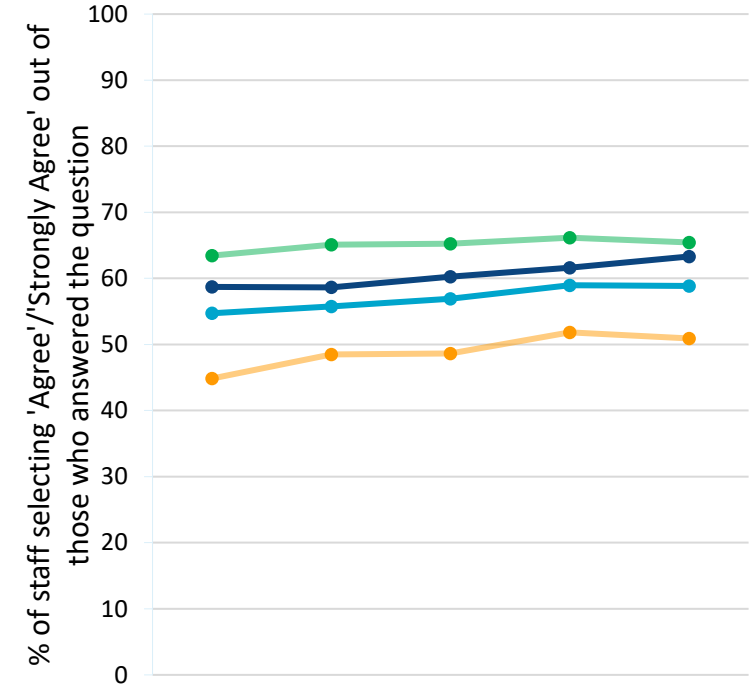


2020 2021 2022 2023 2024

<b>Your org</b>	62.89%	61.47%	64.32%	66.06%	66.94%
<b>Best result</b>	70.38%	70.55%	71.44%	73.80%	71.93%
<b>Average result</b>	60.86%	61.06%	62.20%	64.95%	65.31%
<b>Worst result</b>	51.58%	53.40%	54.10%	57.39%	57.64%

Responses 3959 4572 3659 3360 4405

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



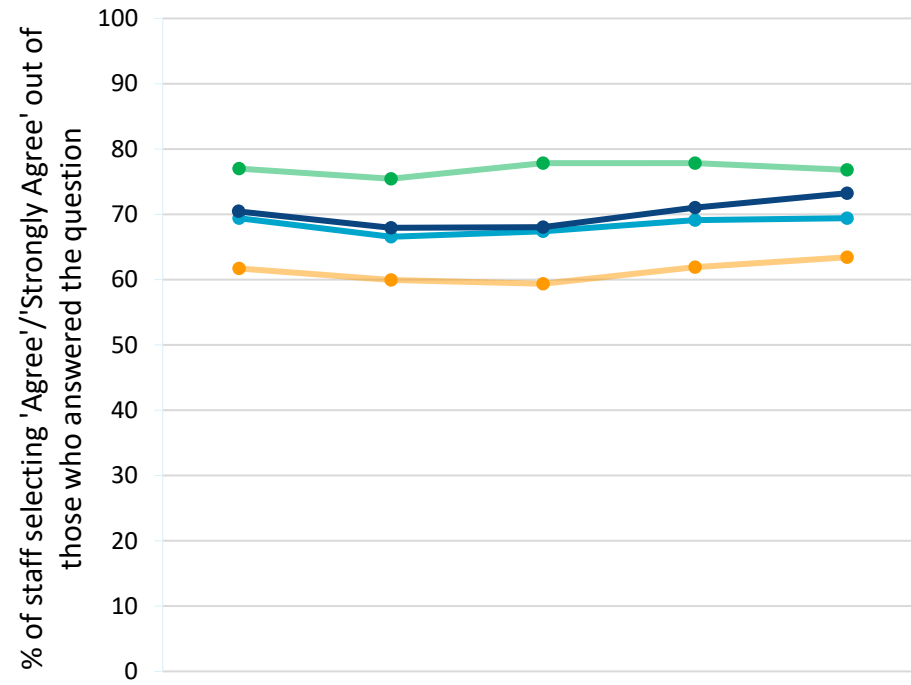
2020 2021 2022 2023 2024

<b>Your org</b>	58.70%	58.64%	60.28%	61.61%	63.32%
<b>Best result</b>	63.45%	65.11%	65.23%	66.16%	65.47%
<b>Average result</b>	54.73%	55.75%	56.93%	58.97%	58.84%
<b>Worst result</b>	44.85%	48.47%	48.62%	51.84%	50.94%

Responses 3958 4574 3662 3361 4408



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



	2020	2021	2022	2023	2024
<b>Your org</b>	70.45%	67.93%	68.01%	71.01%	73.23%
<b>Best result</b>	76.99%	75.45%	77.82%	77.84%	76.82%
<b>Average result</b>	69.41%	66.56%	67.41%	69.10%	69.39%
<b>Worst result</b>	61.71%	59.97%	59.36%	61.90%	63.42%
Responses	3955	4574	3664	3368	4408

## Theme – Staff engagement



### Questions included:

Motivation – Q2a, Q2b, Q2c

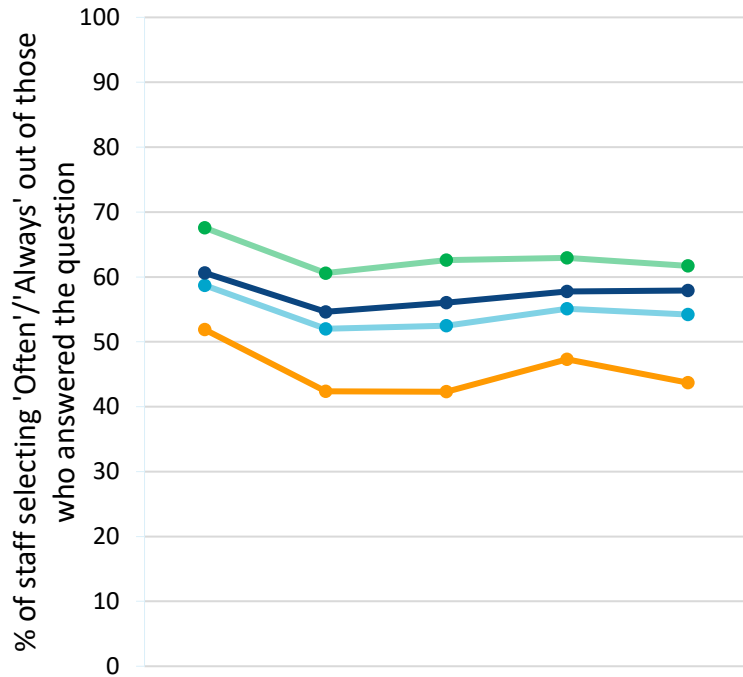
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d



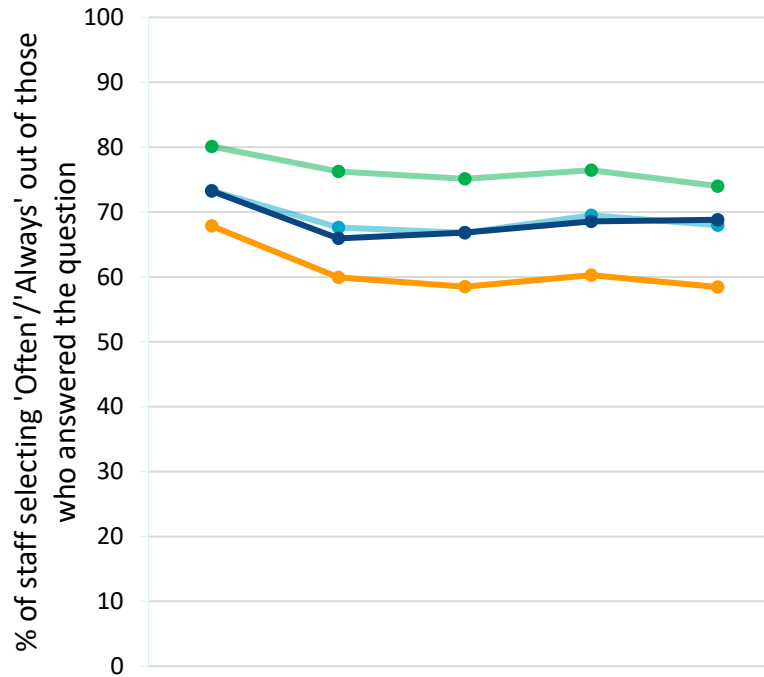


Q2a I look forward to going to work.



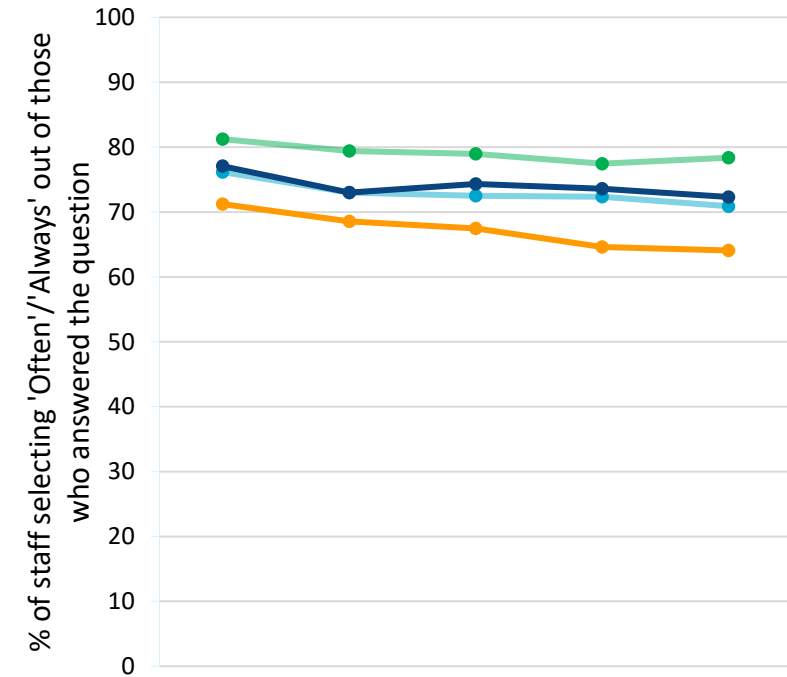
	2020	2021	2022	2023	2024
<b>Your org</b>	60.61%	54.62%	56.05%	57.74%	57.91%
<b>Best result</b>	67.56%	60.59%	62.57%	62.91%	61.70%
<b>Average result</b>	58.70%	52.01%	52.47%	55.07%	54.19%
<b>Worst result</b>	51.87%	42.39%	42.30%	47.30%	43.71%
Responses	4068	4713	3653	3346	4398

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	73.23%	65.93%	66.84%	68.57%	68.80%
<b>Best result</b>	80.10%	76.24%	75.13%	76.42%	74.01%
<b>Average result</b>	73.28%	67.60%	66.80%	69.49%	67.95%
<b>Worst result</b>	67.85%	59.92%	58.48%	60.25%	58.44%
Responses	4062	4697	3632	3333	4379

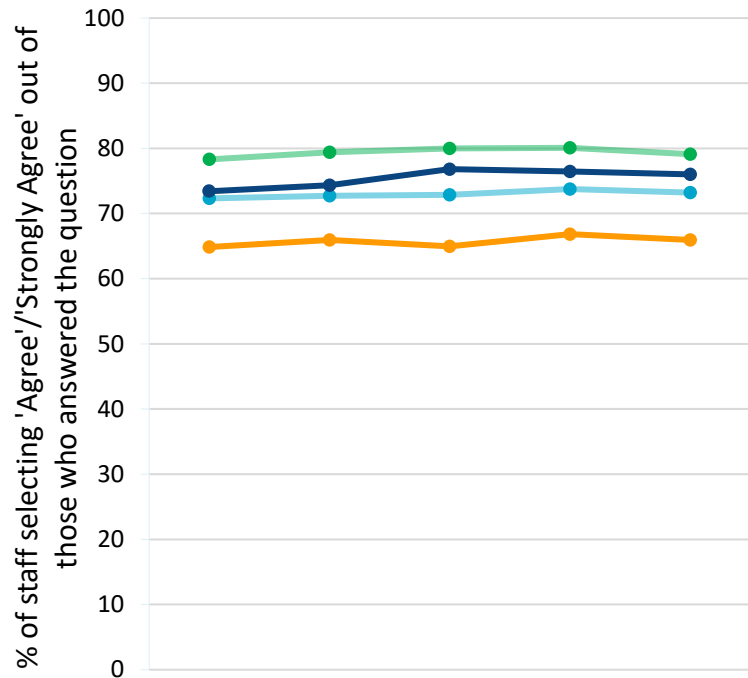
Q2c Time passes quickly when I am working.



	2020	2021	2022	2023	2024
<b>Your org</b>	77.06%	72.98%	74.35%	73.60%	72.32%
<b>Best result</b>	81.23%	79.39%	78.98%	77.45%	78.37%
<b>Average result</b>	76.16%	72.99%	72.52%	72.36%	70.90%
<b>Worst result</b>	71.22%	68.54%	67.46%	64.61%	64.08%
Responses	4062	4699	3633	3338	4372

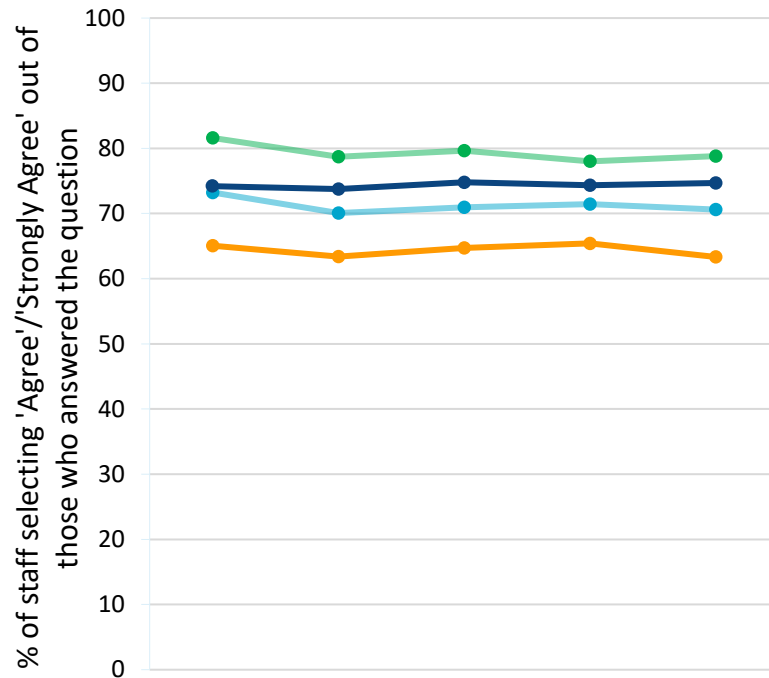


Q3c There are frequent opportunities for me to show initiative in my role.



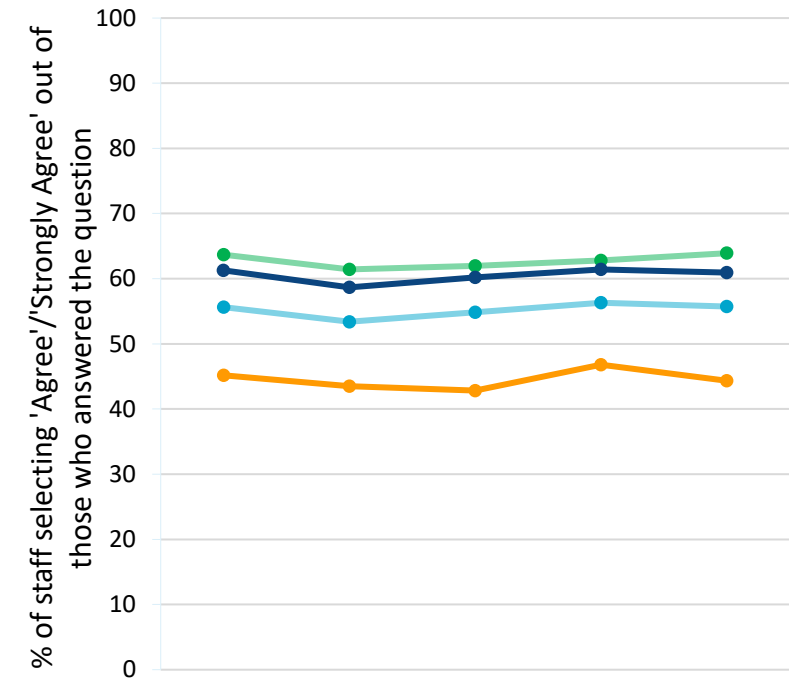
	2020	2021	2022	2023	2024
<b>Your org</b>	73.42%	74.35%	76.82%	76.48%	75.99%
<b>Best result</b>	78.30%	79.42%	80.00%	80.09%	79.13%
<b>Average result</b>	72.32%	72.74%	72.89%	73.76%	73.20%
<b>Worst result</b>	64.86%	65.95%	64.98%	66.84%	65.96%
Responses	4004	4664	3665	3363	4412

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



	2020	2021	2022	2023	2024
<b>Your org</b>	74.21%	73.76%	74.80%	74.34%	74.67%
<b>Best result</b>	81.61%	78.70%	79.64%	78.01%	78.83%
<b>Average result</b>	73.23%	70.08%	70.96%	71.46%	70.60%
<b>Worst result</b>	65.06%	63.41%	64.71%	65.42%	63.34%
Responses	4009	4665	3666	3371	4416

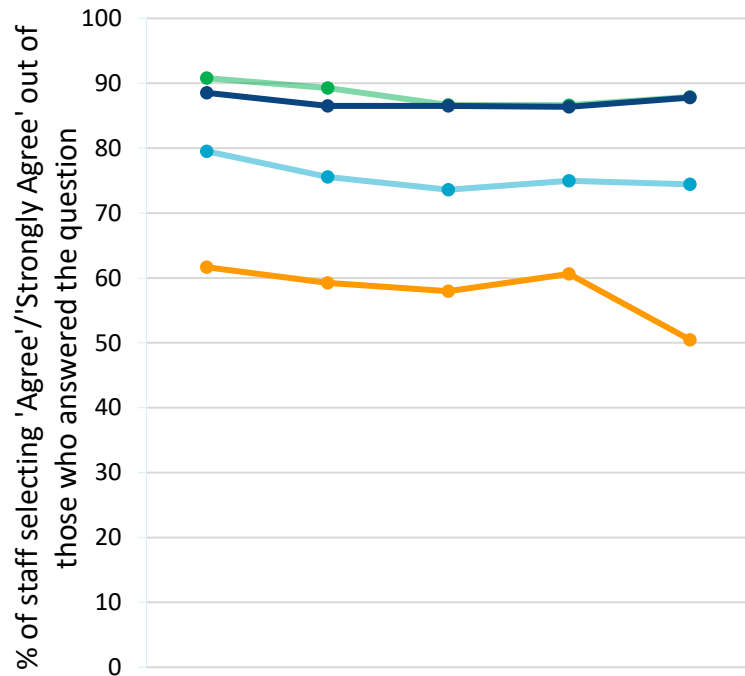
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	61.27%	58.67%	60.21%	61.42%	60.96%
<b>Best result</b>	63.70%	61.43%	61.98%	62.83%	63.91%
<b>Average result</b>	55.64%	53.40%	54.86%	56.31%	55.73%
<b>Worst result</b>	45.19%	43.51%	42.83%	46.80%	44.36%
Responses	4007	4662	3666	3369	4414

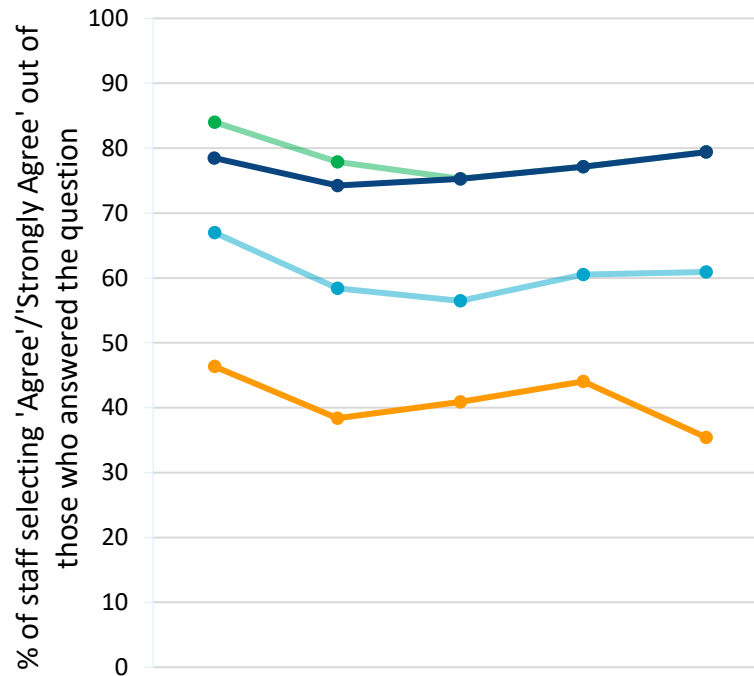


Q25a Care of patients / service users is my organisation's top priority.



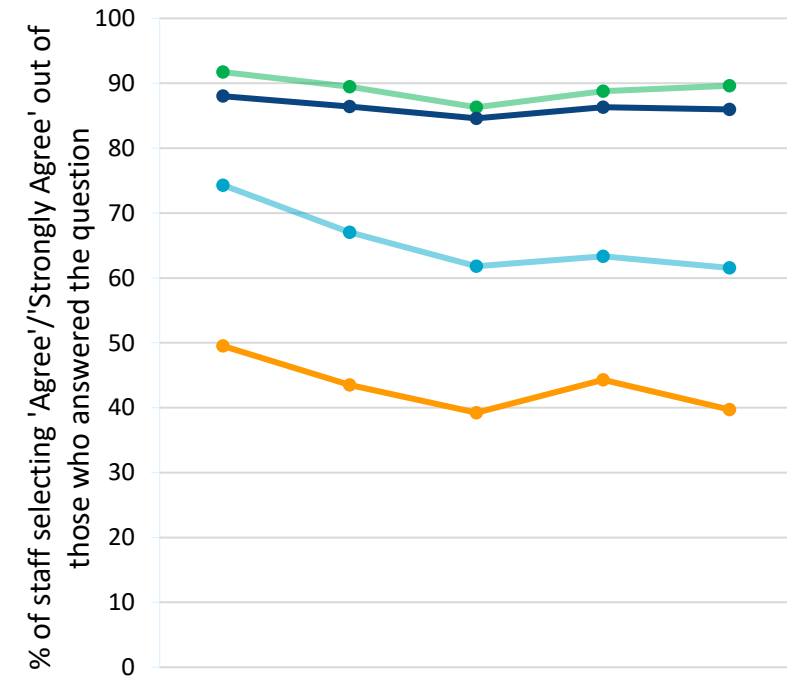
	2020	2021	2022	2023	2024
<b>Your org</b>	88.52%	86.52%	86.49%	86.37%	87.79%
<b>Best result</b>	90.78%	89.26%	86.67%	86.62%	87.89%
<b>Average result</b>	79.52%	75.57%	73.60%	74.95%	74.42%
<b>Worst result</b>	61.64%	59.23%	57.97%	60.62%	50.48%
Responses	3890	4495	3659	3357	4399

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



	2020	2021	2022	2023	2024
<b>Your org</b>	78.45%	74.24%	75.29%	77.14%	79.38%
<b>Best result</b>	84.01%	77.87%	75.29%	77.14%	79.38%
<b>Average result</b>	66.98%	58.40%	56.46%	60.53%	60.90%
<b>Worst result</b>	46.35%	38.38%	40.89%	44.05%	35.43%
Responses	3886	4491	3656	3352	4395

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>	88.00%	86.38%	84.59%	86.31%	85.96%
<b>Best result</b>	91.73%	89.48%	86.30%	88.79%	89.59%
<b>Average result</b>	74.30%	67.01%	61.79%	63.34%	61.54%
<b>Worst result</b>	49.51%	43.50%	39.23%	44.30%	39.72%
Responses	3888	4492	3655	3357	4397

## Theme - Morale



### Questions included:

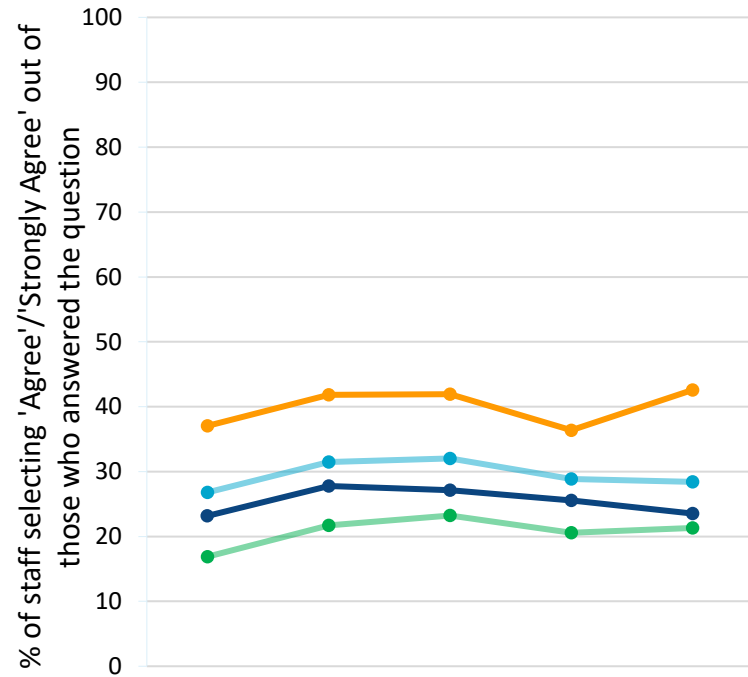
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

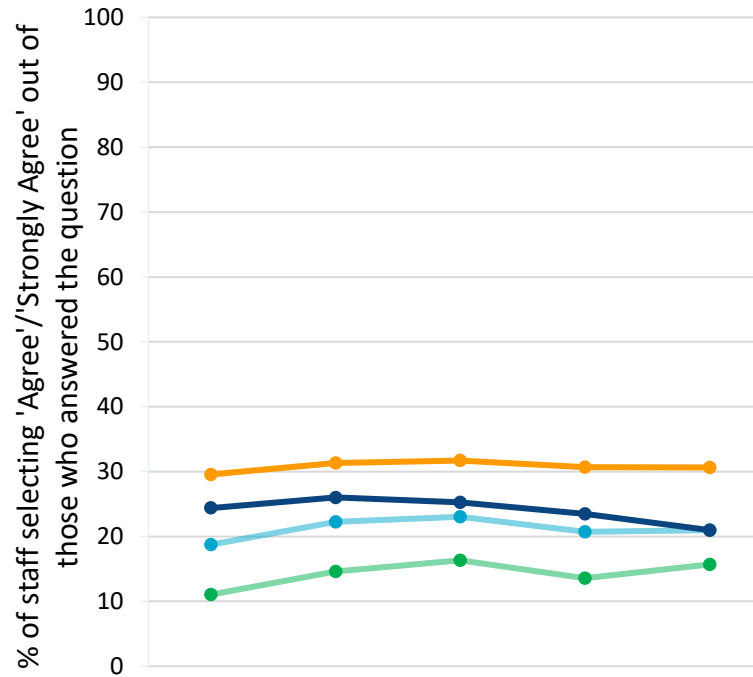


Q26a I often think about leaving this organisation.



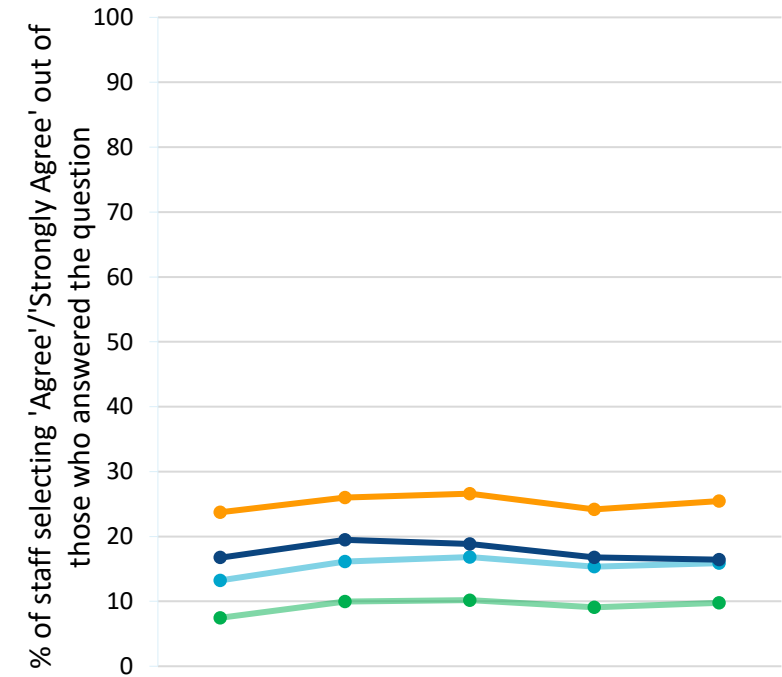
	2020	2021	2022	2023	2024
<b>Your org</b>	23.17%	27.78%	27.11%	25.56%	23.52%
<b>Best result</b>	16.88%	21.69%	23.23%	20.56%	21.30%
<b>Average result</b>	26.80%	31.47%	32.02%	28.87%	28.43%
<b>Worst result</b>	37.07%	41.84%	41.90%	36.37%	42.58%
Responses	3890	4467	3637	3361	4406

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>	24.38%	26.02%	25.25%	23.49%	20.98%
<b>Best result</b>	11.04%	14.62%	16.33%	13.58%	15.68%
<b>Average result</b>	18.73%	22.25%	23.04%	20.73%	20.98%
<b>Worst result</b>	29.56%	31.32%	31.70%	30.70%	30.62%
Responses	3886	4468	3638	3356	4401

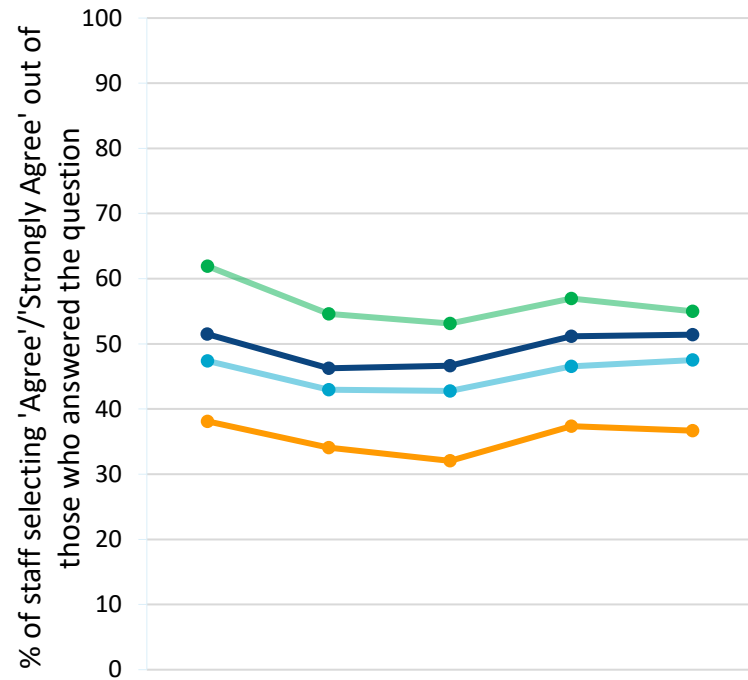
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	16.74%	19.48%	18.83%	16.78%	16.43%
<b>Best result</b>	7.47%	9.95%	10.19%	9.10%	9.76%
<b>Average result</b>	13.23%	16.15%	16.83%	15.32%	15.87%
<b>Worst result</b>	23.73%	25.99%	26.60%	24.17%	25.47%
Responses	3890	4461	3640	3347	4396

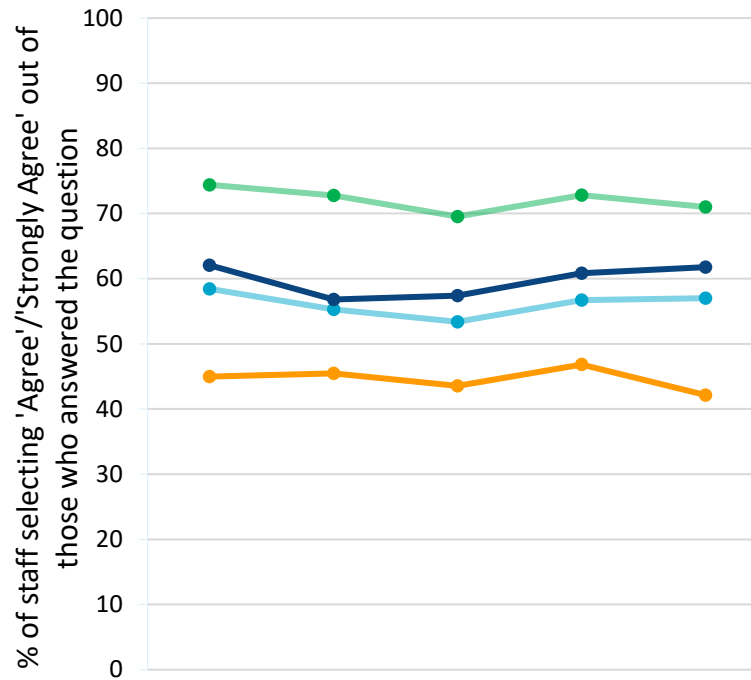


Q3g I am able to meet all the conflicting demands on my time at work.



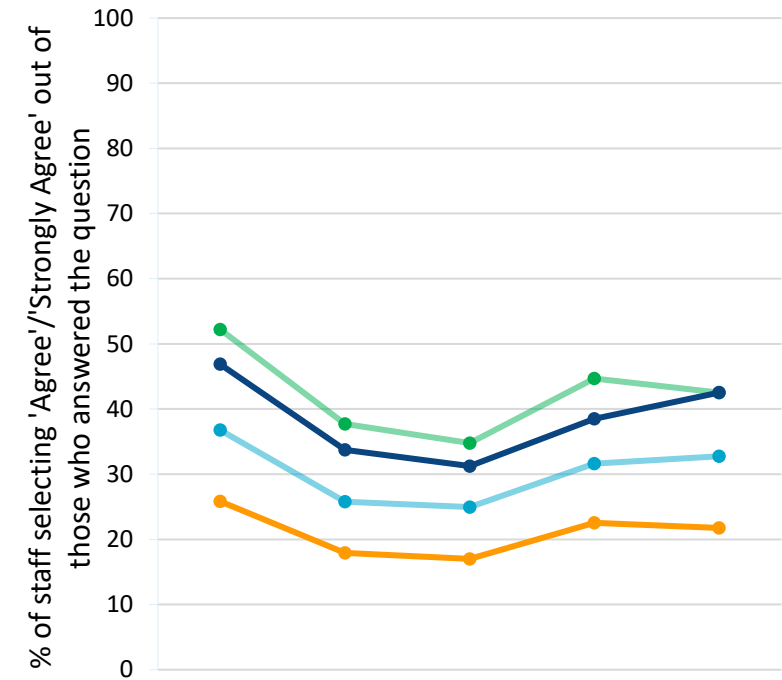
	2020	2021	2022	2023	2024
<b>Your org</b>	51.48%	46.25%	46.62%	51.17%	51.41%
<b>Best result</b>	61.92%	54.62%	53.13%	56.95%	55.01%
<b>Average result</b>	47.39%	42.96%	42.78%	46.56%	47.51%
<b>Worst result</b>	38.11%	34.06%	32.05%	37.35%	36.68%
Responses	4005	4659	3667	3368	4412

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



	2020	2021	2022	2023	2024
<b>Your org</b>	62.06%	56.81%	57.41%	60.84%	61.75%
<b>Best result</b>	74.41%	72.78%	69.54%	72.83%	70.99%
<b>Average result</b>	58.44%	55.30%	53.39%	56.69%	57.00%
<b>Worst result</b>	44.99%	45.47%	43.54%	46.82%	42.14%
Responses	4001	4663	3666	3373	4410

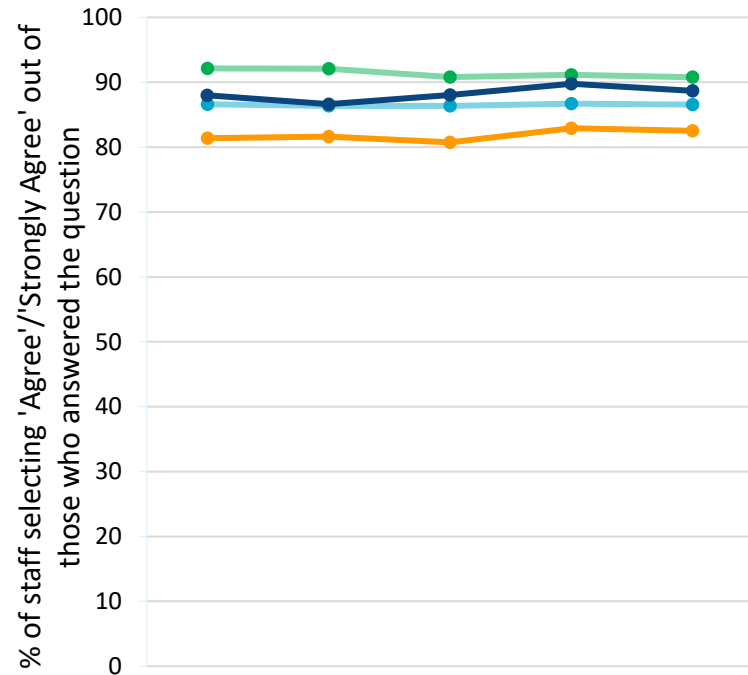
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	46.86%	33.74%	31.25%	38.49%	42.52%
<b>Best result</b>	52.21%	37.72%	34.78%	44.71%	42.52%
<b>Average result</b>	36.76%	25.80%	24.95%	31.62%	32.77%
<b>Worst result</b>	25.83%	17.92%	17.00%	22.55%	21.73%
Responses	4001	4668	3666	3371	4416

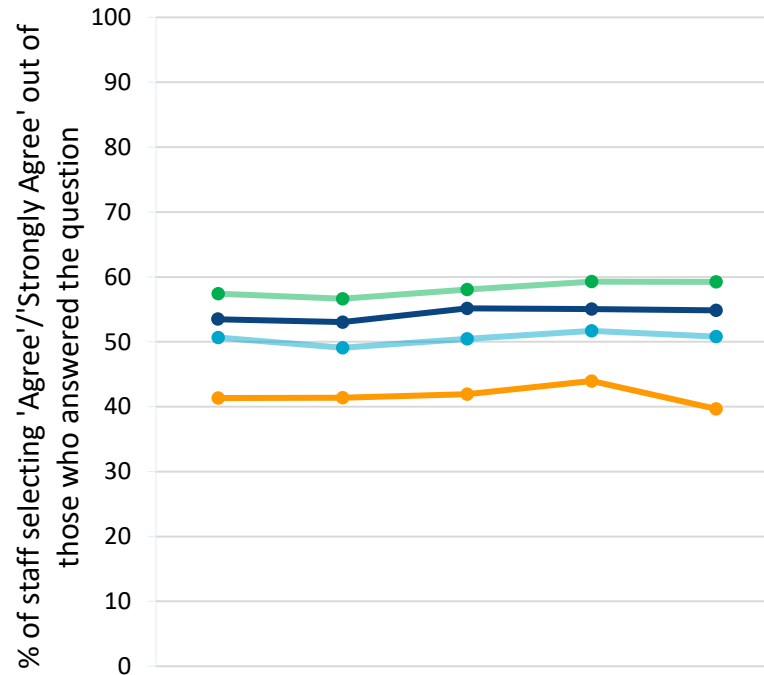


Q3a I always know what my work responsibilities are.



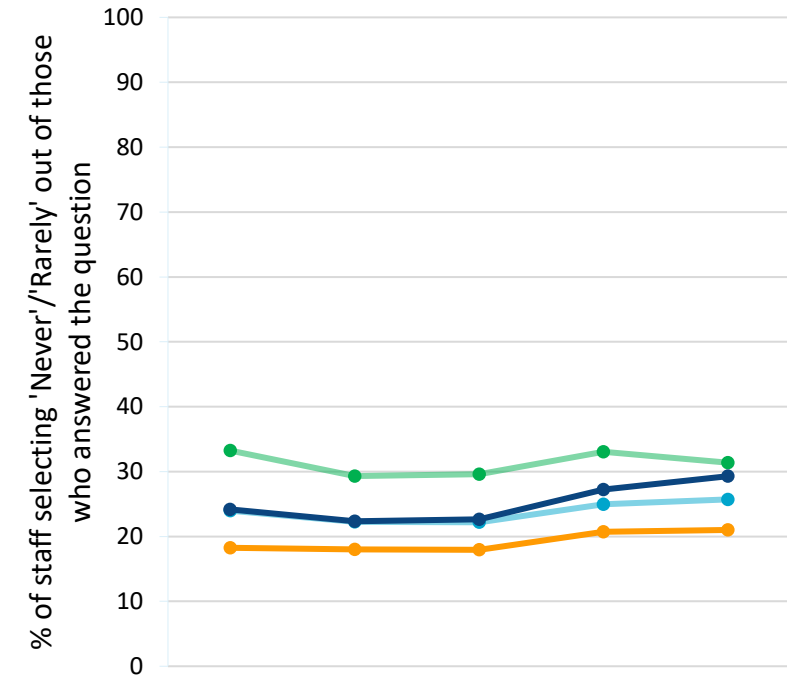
	2020	2021	2022	2023	2024
Your org	87.98%	86.63%	88.04%	89.77%	88.68%
Best result	92.13%	92.08%	90.80%	91.12%	90.77%
Average result	86.62%	86.35%	86.35%	86.70%	86.55%
Worst result	81.40%	81.65%	80.73%	82.92%	82.51%
Responses	4061	4653	3660	3367	4421

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



	2020	2021	2022	2023	2024
Your org	53.48%	53.04%	55.16%	55.06%	54.87%
Best result	57.43%	56.64%	58.05%	59.27%	59.25%
Average result	50.68%	49.08%	50.44%	51.68%	50.81%
Worst result	41.35%	41.40%	41.91%	43.96%	39.67%
Responses	4013	4664	3668	3368	4418

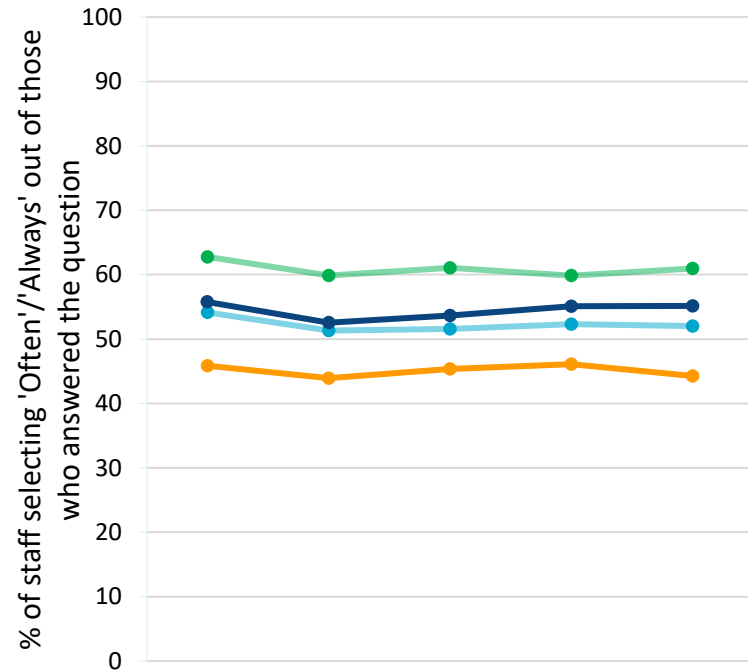
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
Your org	24.17%	22.34%	22.62%	27.25%	29.29%
Best result	33.24%	29.31%	29.61%	33.04%	31.37%
Average result	23.97%	22.27%	22.18%	24.95%	25.71%
Worst result	18.24%	18.00%	17.94%	20.72%	21.01%
Responses	3982	4626	3652	3360	4408

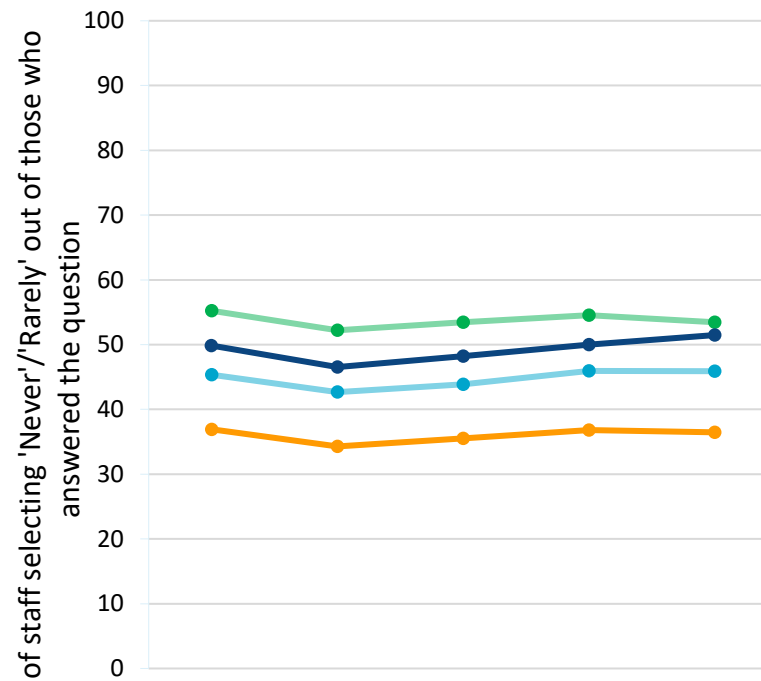


Q5b I have a choice in deciding how to do my work.



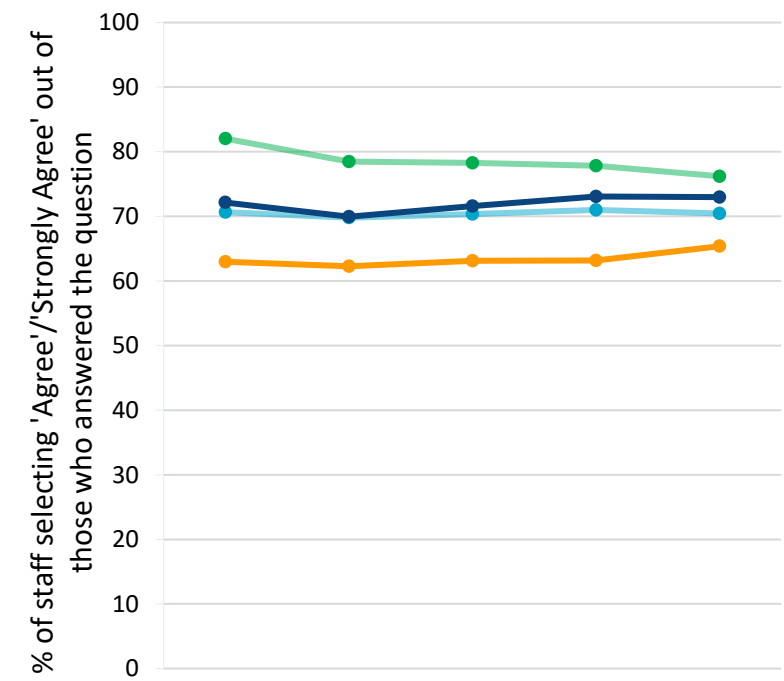
	2020	2021	2022	2023	2024
<b>Your org</b>	55.75%	52.54%	53.67%	55.10%	55.14%
<b>Best result</b>	62.76%	59.87%	61.04%	59.85%	60.94%
<b>Average result</b>	54.13%	51.32%	51.55%	52.31%	52.02%
<b>Worst result</b>	45.86%	43.93%	45.33%	46.10%	44.26%
Responses	3980	4633	3660	3360	4416

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
<b>Your org</b>	49.83%	46.54%	48.22%	50.01%	51.47%
<b>Best result</b>	55.23%	52.22%	53.46%	54.56%	53.48%
<b>Average result</b>	45.35%	42.67%	43.89%	45.94%	45.91%
<b>Worst result</b>	36.93%	34.28%	35.52%	36.80%	36.48%
Responses	3982	4627	3658	3359	4407

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

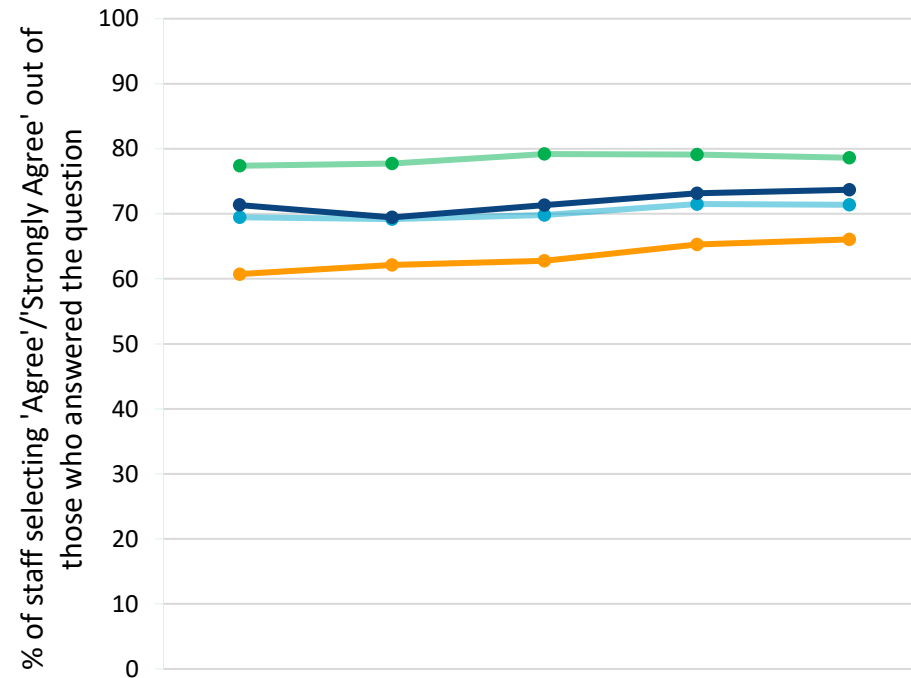


	2020	2021	2022	2023	2024
<b>Your org</b>	72.14%	69.94%	71.60%	73.07%	72.98%
<b>Best result</b>	82.02%	78.45%	78.29%	77.84%	76.21%
<b>Average result</b>	70.63%	69.79%	70.36%	70.99%	70.44%
<b>Worst result</b>	62.98%	62.27%	63.14%	63.16%	65.37%
Responses	4006	4607	3662	3363	4414





Q9a My immediate manager encourages me at work.



	2020	2021	2022	2023	2024
<b>Your org</b>	71.33%	69.45%	71.32%	73.17%	73.70%
<b>Best result</b>	77.39%	77.71%	79.19%	79.11%	78.63%
<b>Average result</b>	69.49%	69.19%	69.81%	71.50%	71.38%
<b>Worst result</b>	60.73%	62.13%	62.79%	65.30%	66.06%
Responses	3960	4580	3665	3368	4412

## Questions not linked to People Promise elements or themes

Questions included:\*

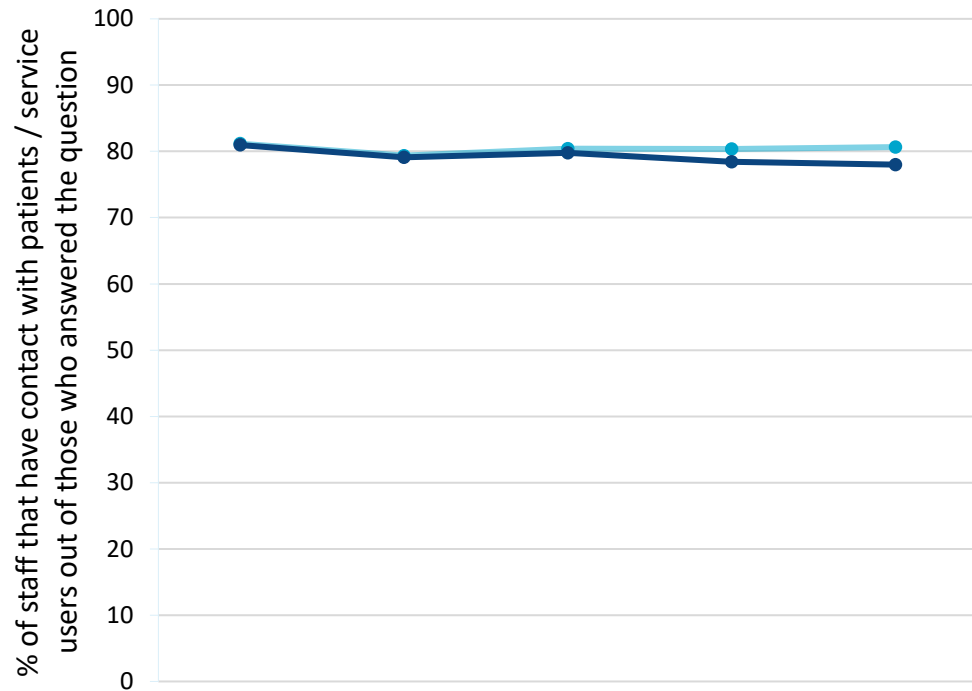
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

\*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?

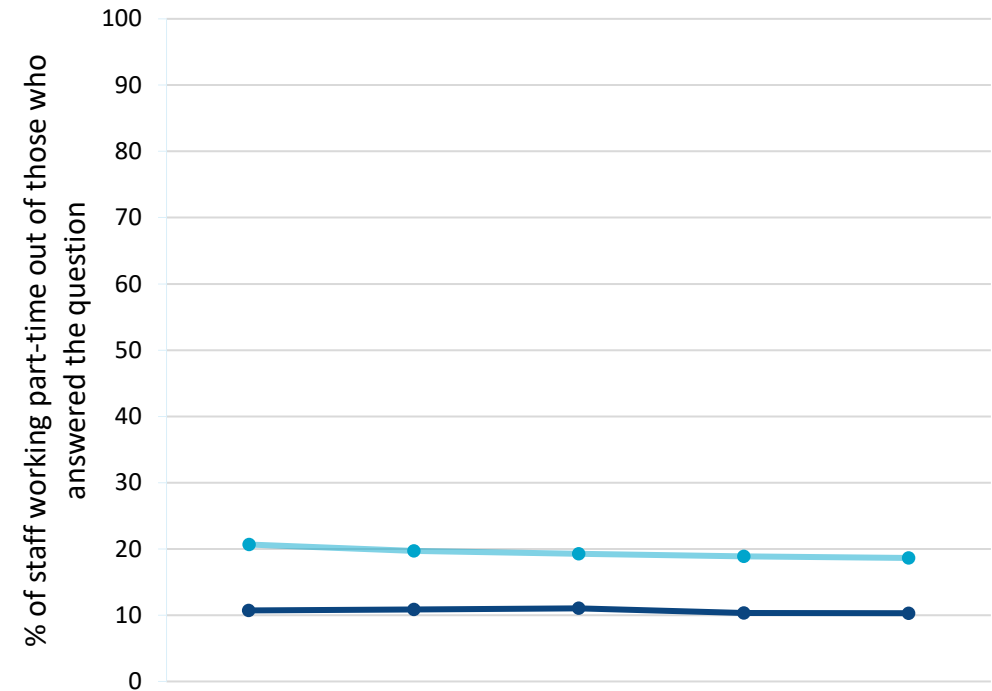


2020 2021 2022 2023 2024

Your org	80.95%	79.10%	79.76%	78.41%	78.00%
Average	81.16%	79.36%	80.42%	80.37%	80.65%

Responses 4089 4733 3641 3358 4386

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



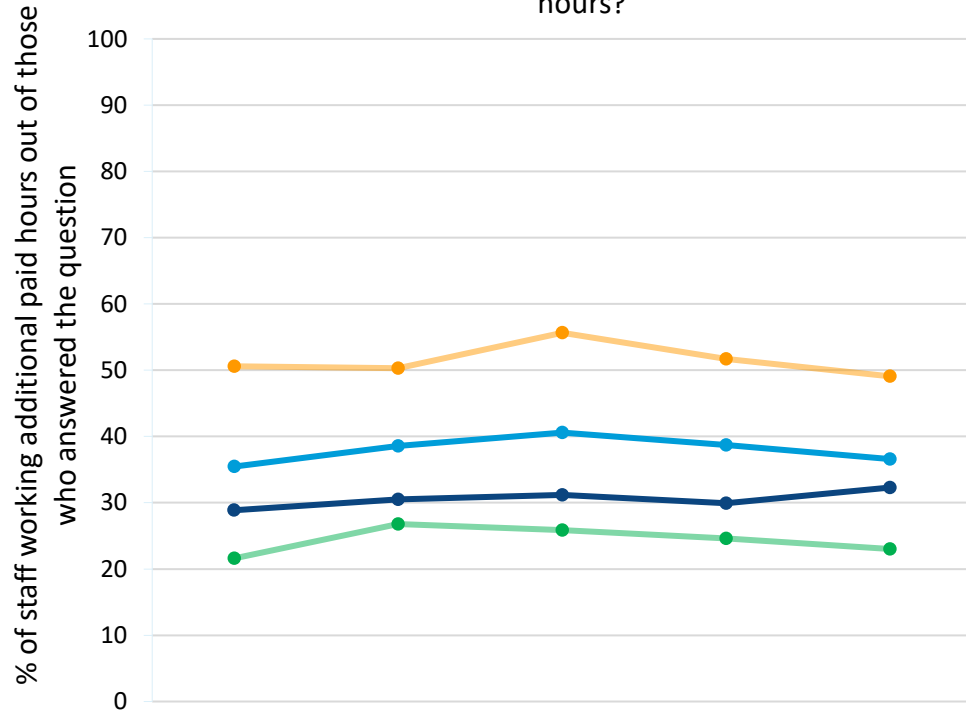
2020 2021 2022 2023 2024

Your org	10.70%	10.84%	11.03%	10.33%	10.30%
Average	20.66%	19.69%	19.24%	18.88%	18.64%

Responses 3915 4482 3572 3311 4361



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

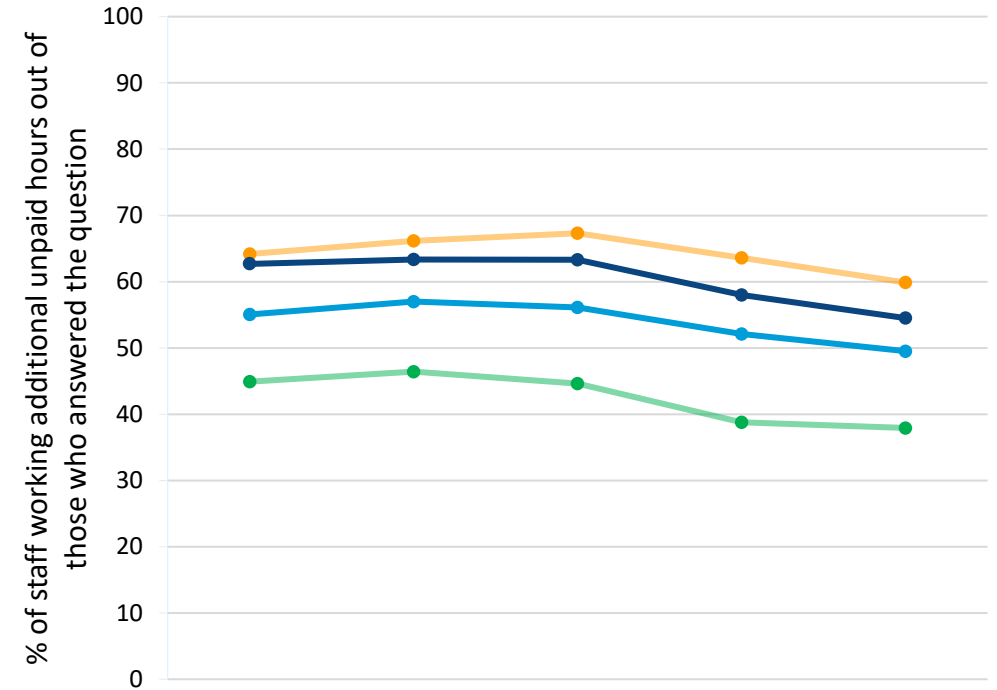


2020 2021 2022 2023 2024

Your org	28.87%	30.51%	31.16%	29.92%	32.30%
Lowest	21.60%	26.78%	25.87%	24.60%	23.01%
Average	35.46%	38.56%	40.59%	38.71%	36.58%
Highest	50.60%	50.31%	55.65%	51.72%	49.08%

Responses 3932 4549 3639 3335 4394

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



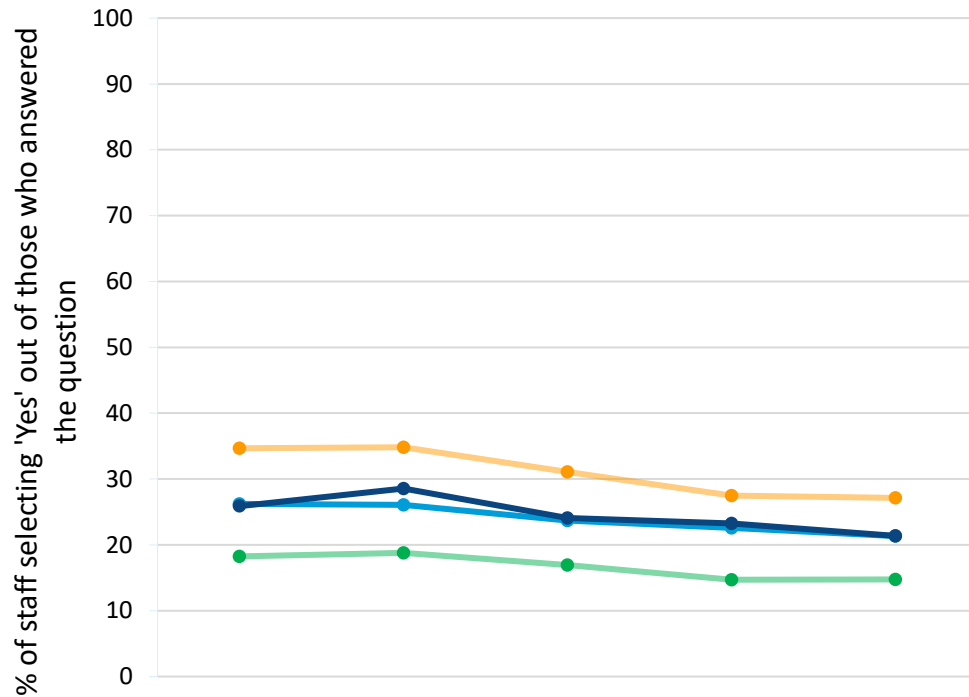
2020 2021 2022 2023 2024

Your org	62.69%	63.35%	63.30%	58.02%	54.51%
Lowest	44.93%	46.43%	44.60%	38.79%	37.93%
Average	55.06%	57.00%	56.10%	52.10%	49.52%
Highest	64.17%	66.15%	67.31%	63.60%	59.88%

Responses 3933 4547 3653 3338 4395

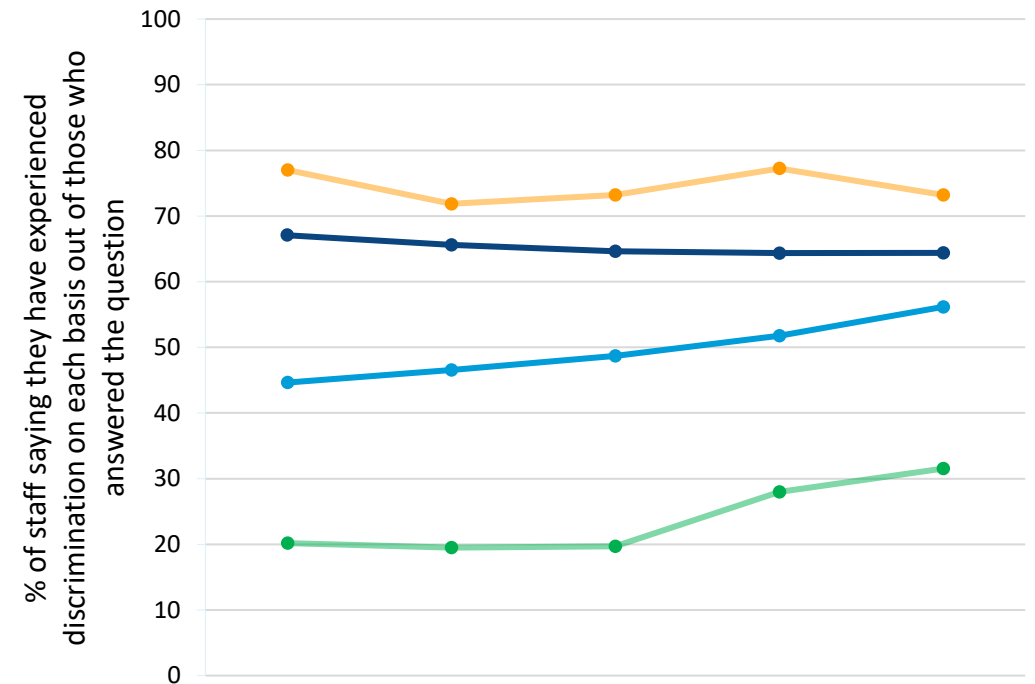


Q11e\* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
<b>Your org</b>	25.88%	28.56%	24.06%	23.26%	21.36%
<b>Best result</b>	18.25%	18.78%	16.95%	14.70%	14.77%
<b>Average result</b>	26.22%	26.06%	23.71%	22.59%	21.34%
<b>Worst result</b>	34.69%	34.82%	31.07%	27.49%	27.13%
Responses	1663	2291	1947	1683	2261

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

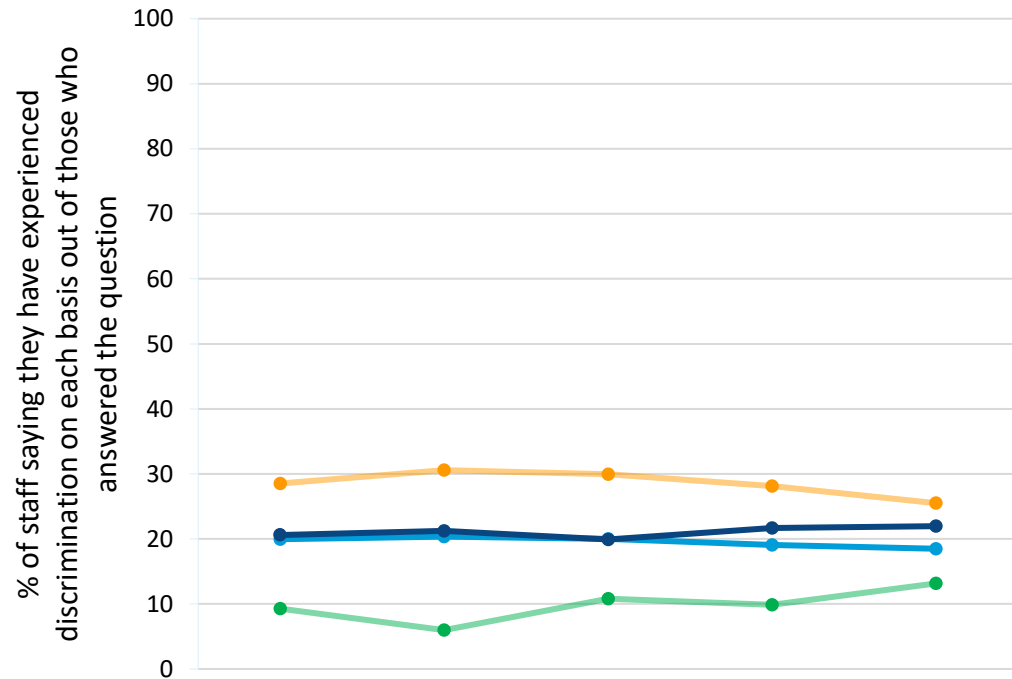


	2020	2021	2022	2023	2024
<b>Your org</b>	67.07%	65.60%	64.62%	64.36%	64.39%
<b>Best result</b>	20.18%	19.49%	19.69%	28.00%	31.53%
<b>Average result</b>	44.63%	46.54%	48.69%	51.77%	56.16%
<b>Worst result</b>	76.99%	71.86%	73.19%	77.24%	73.22%
Responses	732	903	722	668	832

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



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

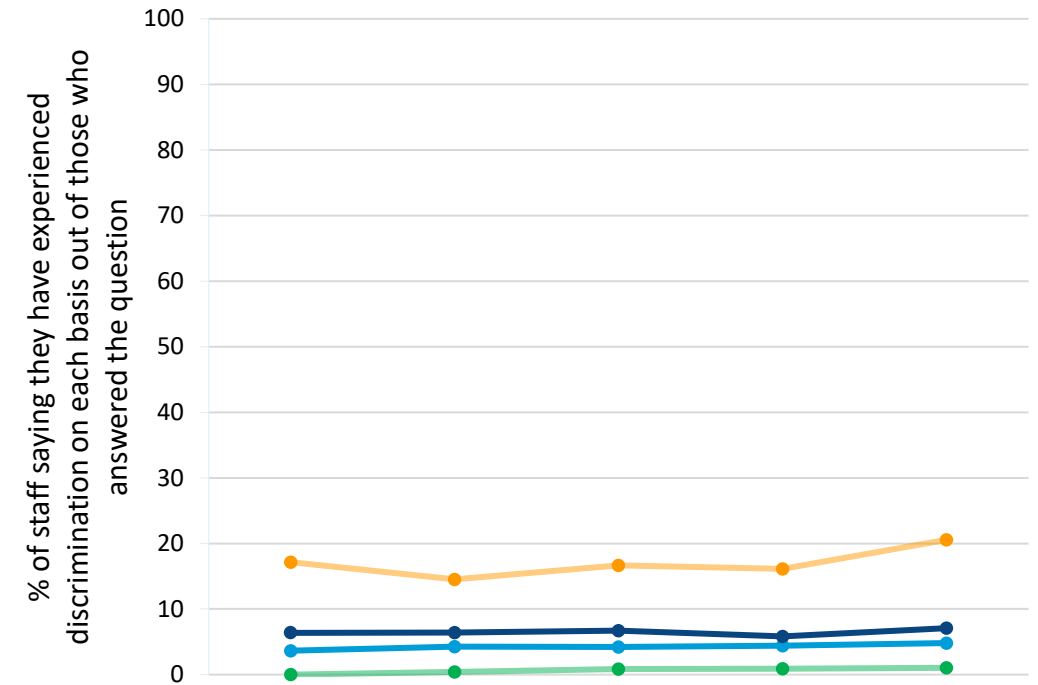


2020 2021 2022 2023 2024

Your org	20.61%	21.23%	19.92%	21.67%	21.96%
Best result	9.30%	5.97%	10.82%	9.86%	13.16%
Average result	19.96%	20.35%	20.00%	19.07%	18.49%
Worst result	28.50%	30.58%	29.96%	28.11%	25.50%

Responses 732 903 722 668 832

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



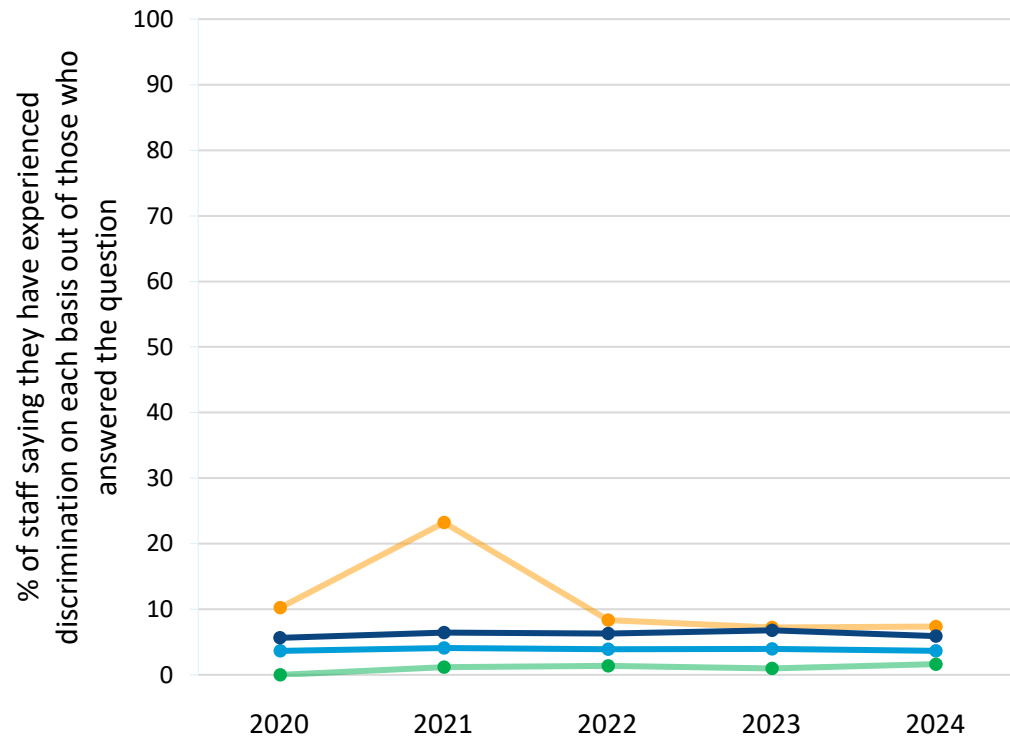
2020 2021 2022 2023 2024

Your org	6.38%	6.43%	6.73%	5.82%	7.08%
Best result	0.00%	0.42%	0.84%	0.92%	1.04%
Average result	3.64%	4.24%	4.21%	4.43%	4.81%
Worst result	17.17%	14.52%	16.64%	16.12%	20.56%

Responses 732 903 722 668 832

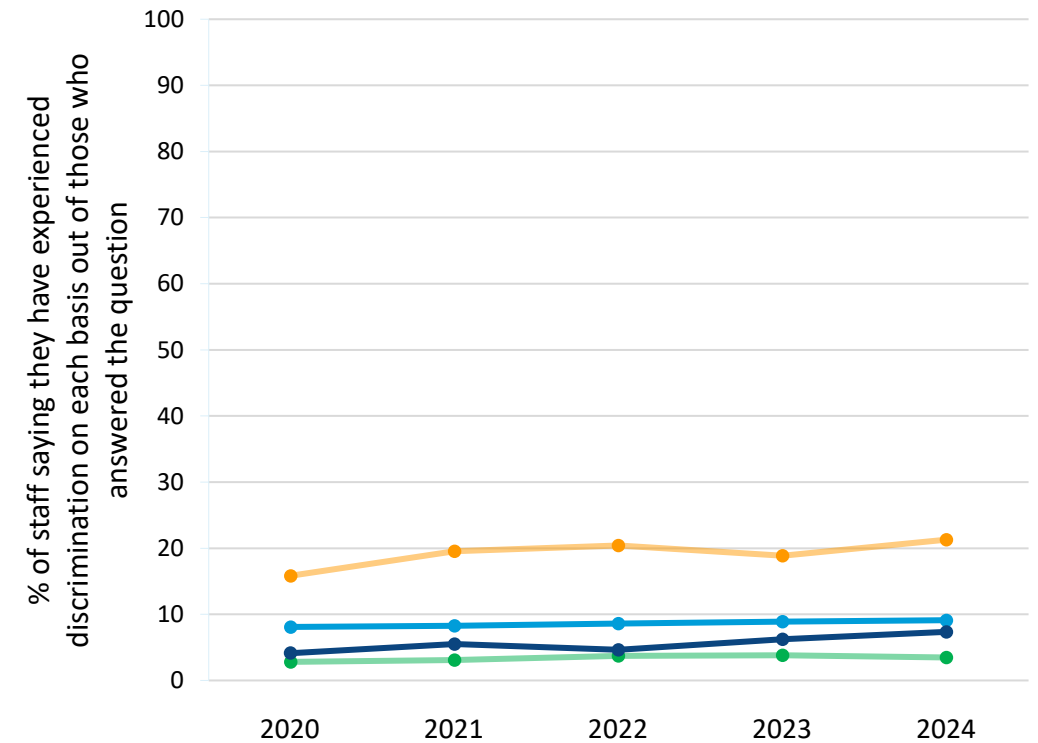


Q16c.4 On what grounds have you experienced discrimination?  
– Sexual orientation.



	2020	2021	2022	2023	2024
<b>Your org</b>	5.64%	6.45%	6.32%	6.79%	5.89%
<b>Best result</b>	0.00%	1.16%	1.36%	0.96%	1.63%
<b>Average result</b>	3.65%	4.09%	3.89%	3.96%	3.67%
<b>Worst result</b>	10.25%	23.21%	8.35%	7.22%	7.36%
Responses	732	903	722	668	832

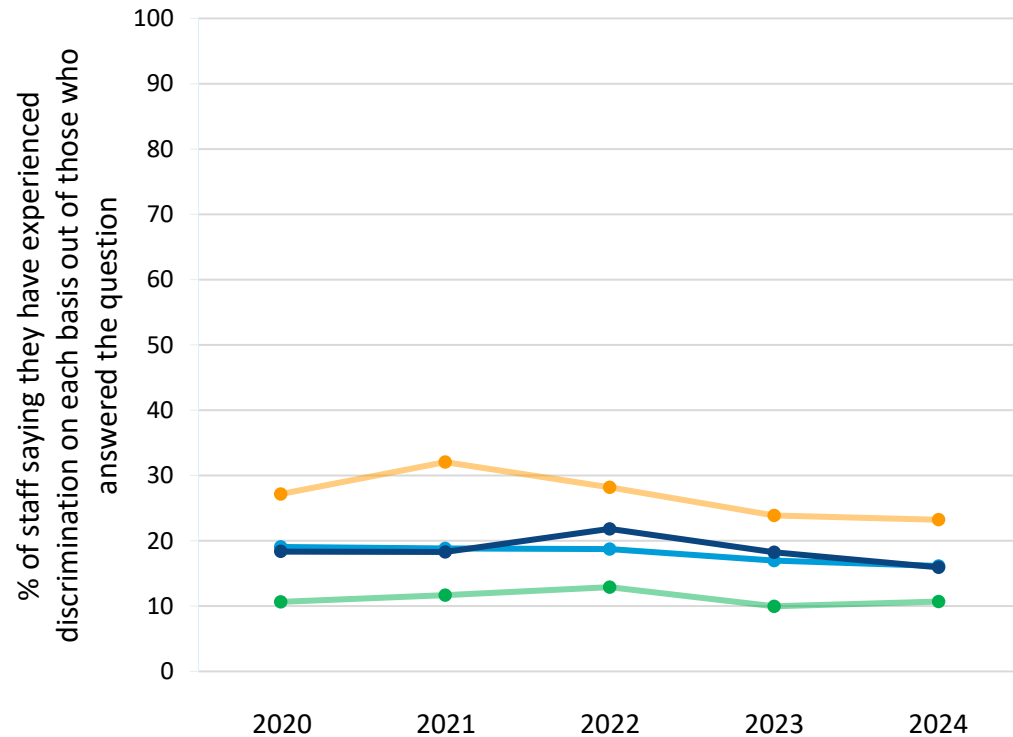
Q16c.5 On what grounds have you experienced discrimination?  
– Disability.



	2020	2021	2022	2023	2024
<b>Your org</b>	4.12%	5.51%	4.64%	6.25%	7.35%
<b>Best result</b>	2.81%	3.10%	3.74%	3.81%	3.48%
<b>Average result</b>	8.10%	8.28%	8.59%	8.91%	9.12%
<b>Worst result</b>	15.84%	19.54%	20.43%	18.85%	21.30%
Responses	732	903	722	668	832

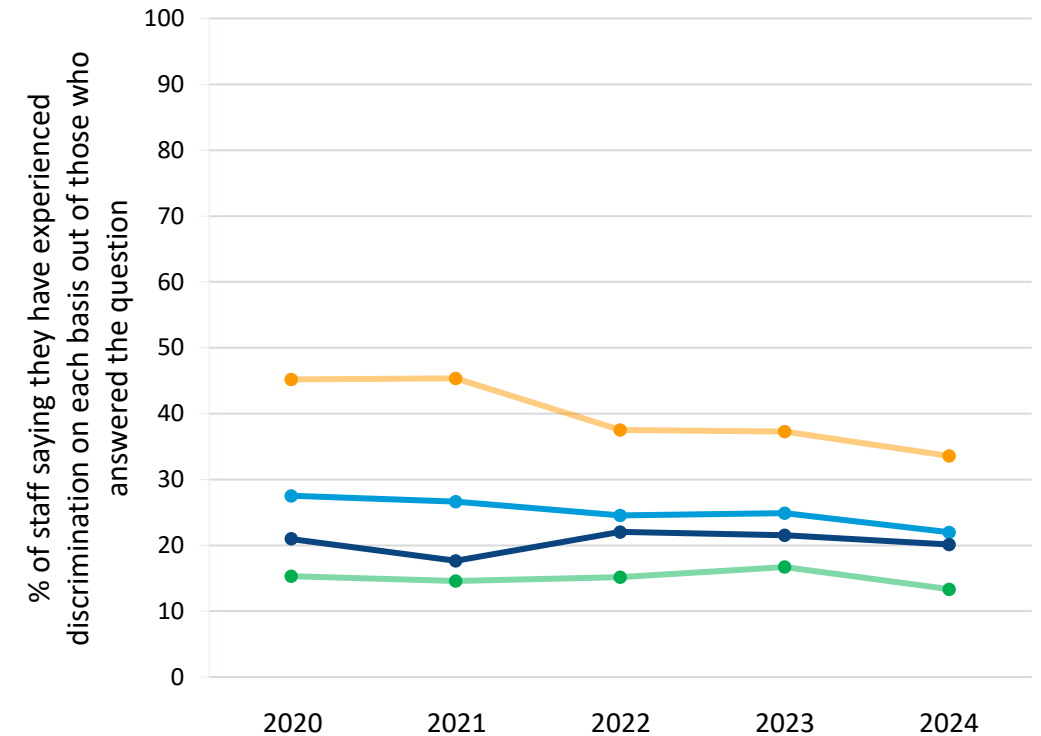


Q16c.6 On what grounds have you experienced discrimination?  
– Age.



	2020	2021	2022	2023	2024
<b>Your org</b>	18.35%	18.30%	21.83%	18.23%	15.93%
<b>Best result</b>	10.65%	11.70%	12.90%	9.97%	10.71%
<b>Average result</b>	19.06%	18.83%	18.73%	16.99%	16.15%
<b>Worst result</b>	27.17%	32.05%	28.20%	23.87%	23.22%
Responses	732	903	722	668	832

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

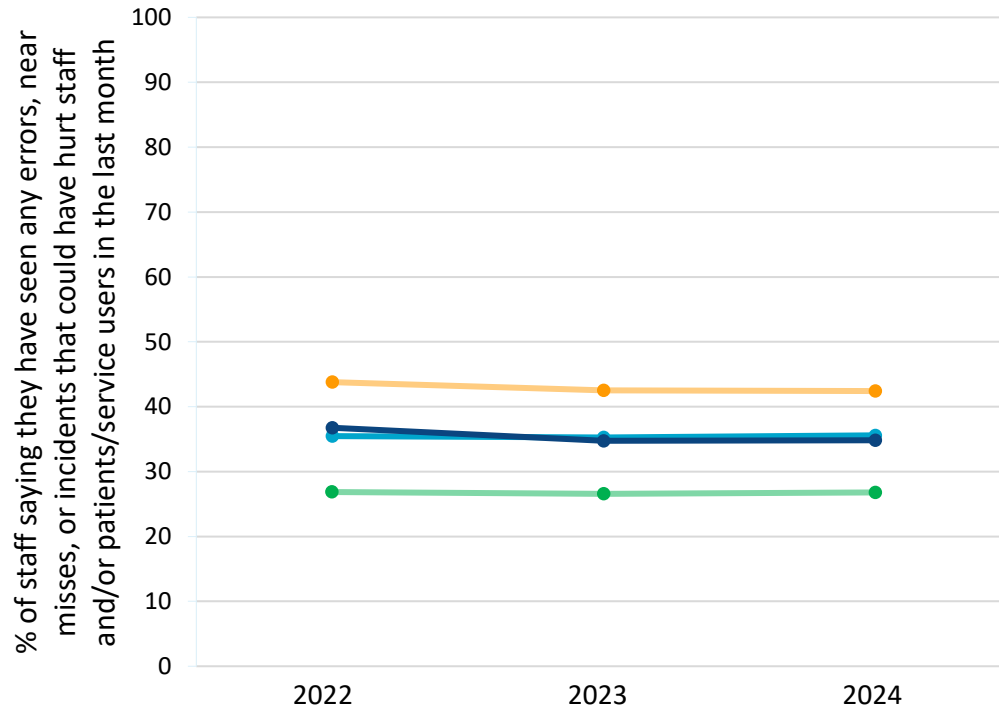


	2020	2021	2022	2023	2024
<b>Your org</b>	20.97%	17.66%	22.04%	21.52%	20.13%
<b>Best result</b>	15.33%	14.60%	15.16%	16.70%	13.34%
<b>Average result</b>	27.53%	26.62%	24.54%	24.88%	21.99%
<b>Worst result</b>	45.22%	45.35%	37.52%	37.27%	33.58%
Responses	732	903	722	668	832





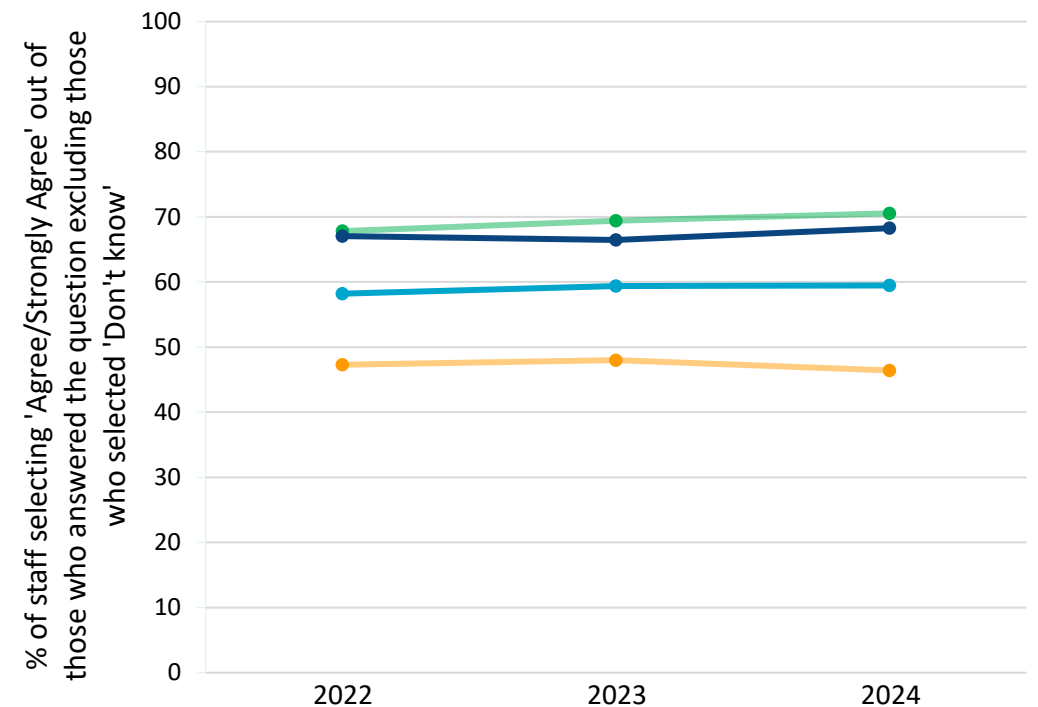
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



Your org	36.75%	34.75%	34.81%
Best result	26.85%	26.57%	26.76%
Average result	35.44%	35.26%	35.58%
Worst result	43.78%	42.54%	42.41%

Responses 3604 3299 4340

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

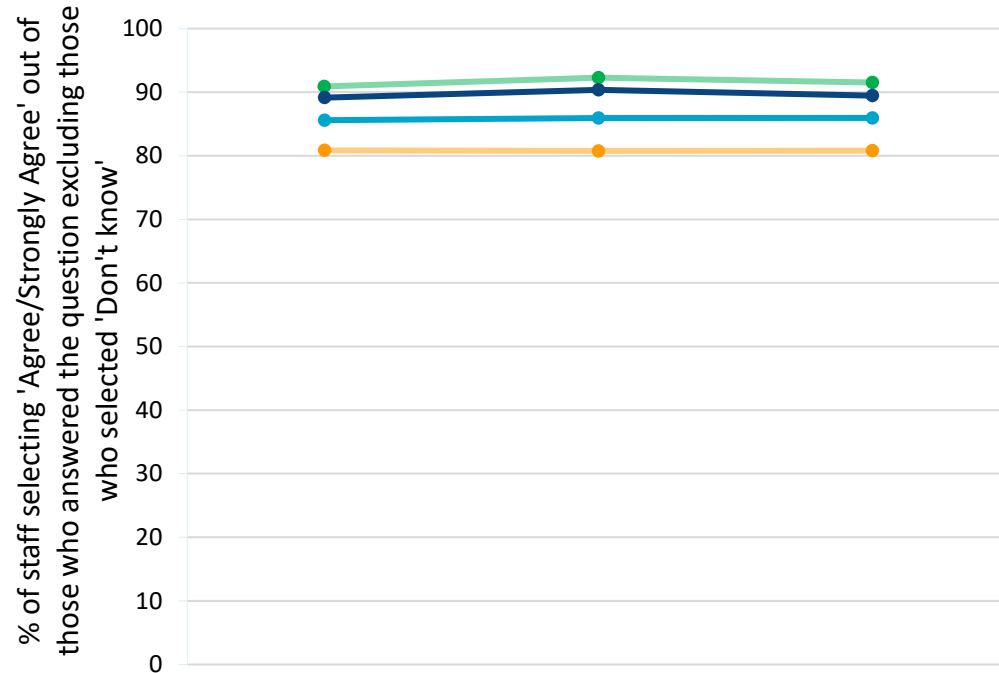


Your org	67.04%	66.46%	68.27%
Best result	67.82%	69.42%	70.55%
Average result	58.21%	59.40%	59.47%
Worst result	47.27%	48.00%	46.41%

Responses 2837 2597 3399

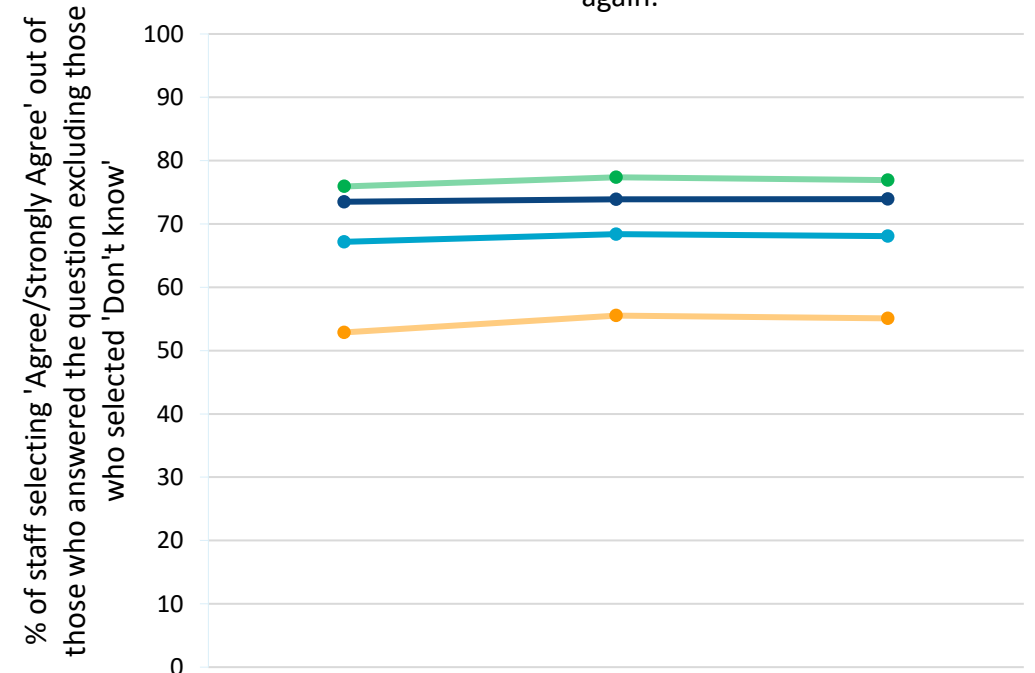


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
<b>Your org</b>	89.13%	90.36%	89.46%
<b>Best result</b>	90.90%	92.28%	91.52%
<b>Average result</b>	85.59%	85.95%	85.95%
<b>Worst result</b>	80.84%	80.77%	80.79%
Responses	3526	3220	4233

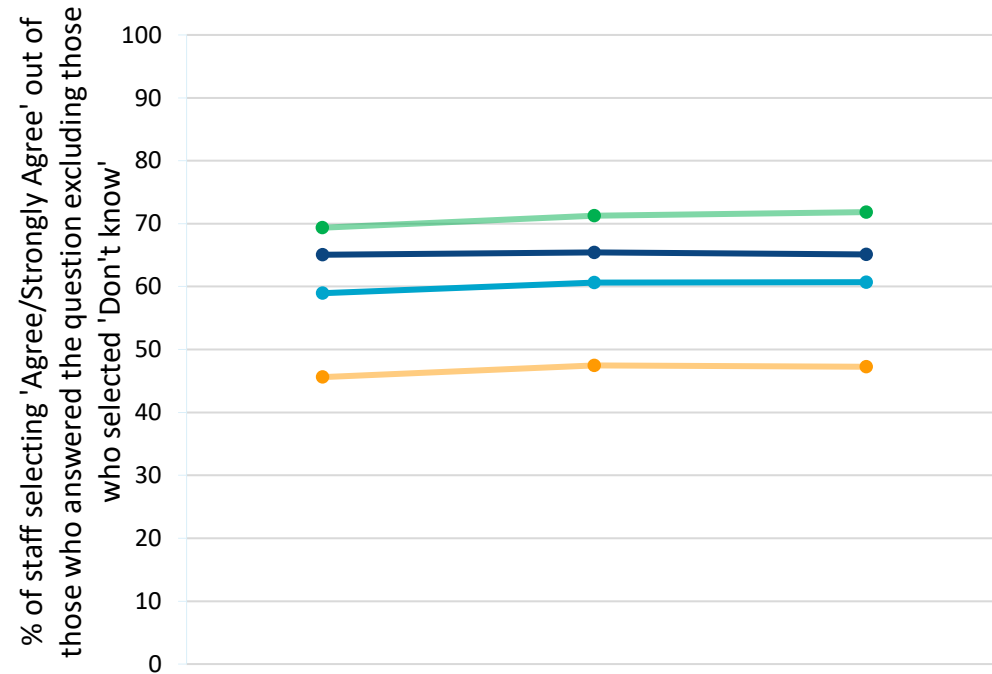
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



	2022	2023	2024
<b>Your org</b>	73.51%	73.90%	73.91%
<b>Best result</b>	75.92%	77.37%	76.90%
<b>Average result</b>	67.18%	68.39%	68.08%
<b>Worst result</b>	52.87%	55.52%	55.11%
Responses	3278	2963	3927

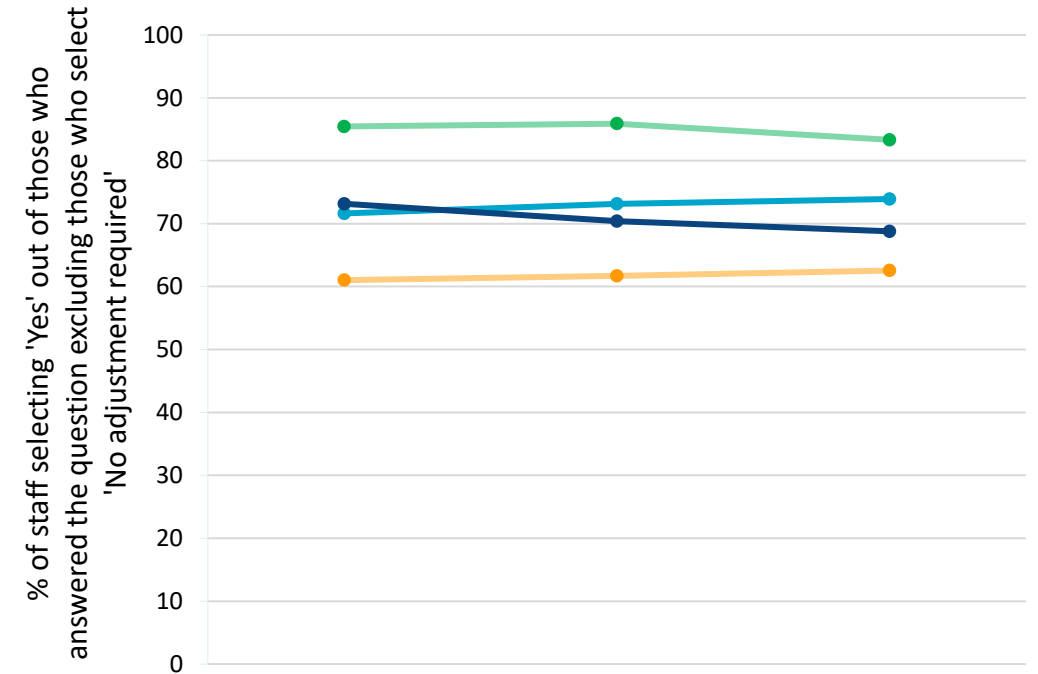


Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.



	2022	2023	2024
Your org	65.06%	65.43%	65.09%
Best result	69.36%	71.25%	71.84%
Average result	58.95%	60.66%	60.70%
Worst result	45.61%	47.47%	47.26%
Responses	3261	2971	3920

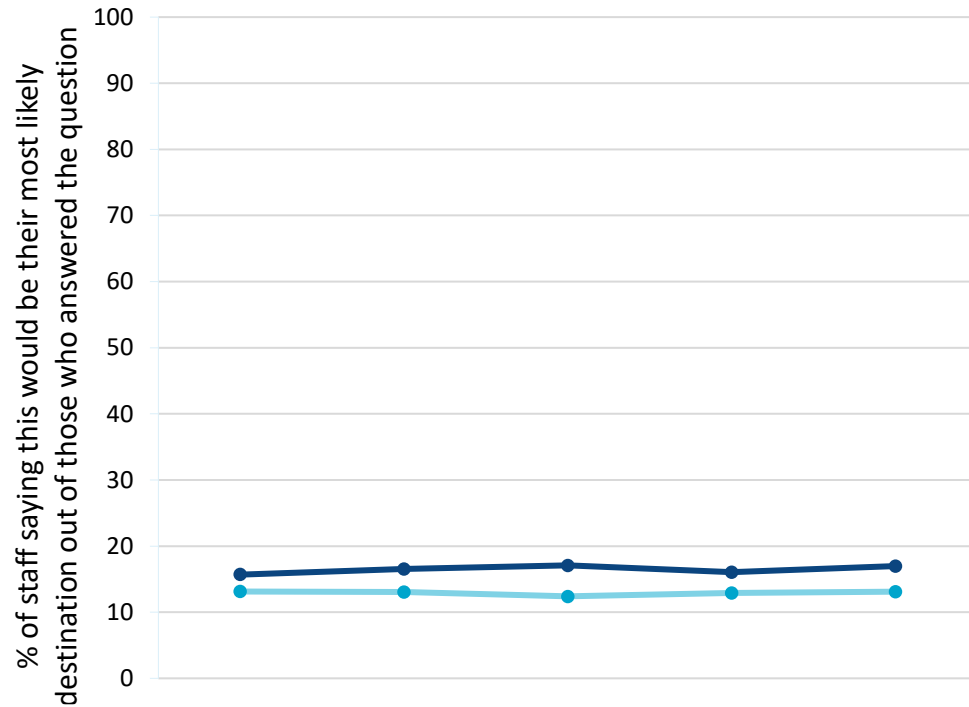
Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?



	2022	2023	2024
Your org	73.17%	70.38%	68.79%
Best result	85.45%	85.89%	83.33%
Average result	71.63%	73.13%	73.92%
Worst result	61.02%	61.72%	62.55%
Responses	363	341	507



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.

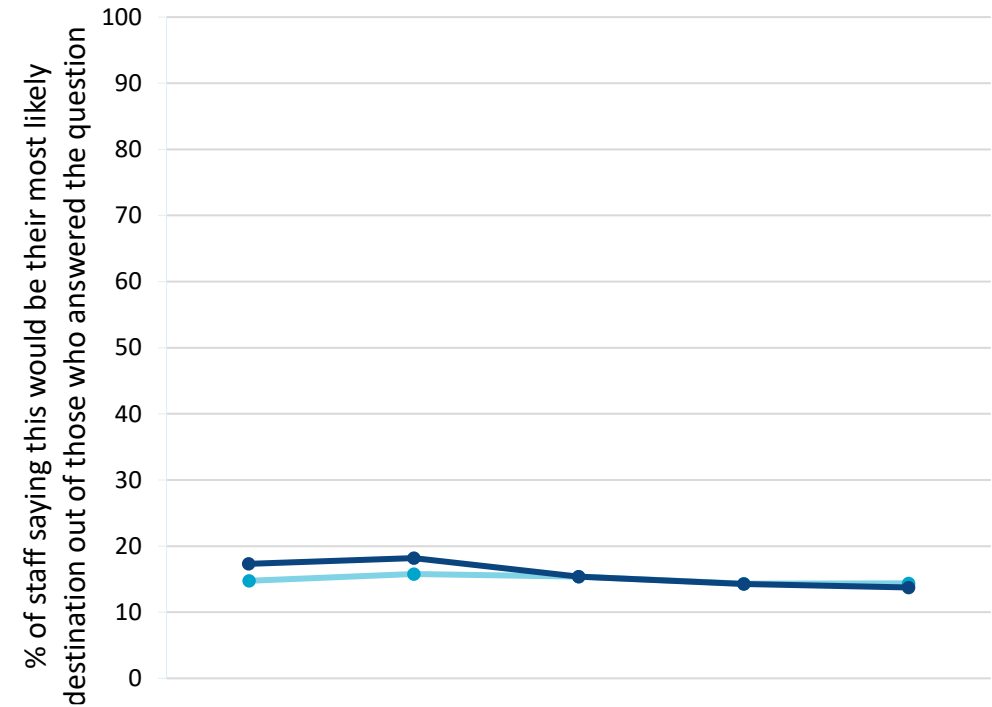


2020 2021 2022 2023 2024

Your org	15.68%	16.55%	17.09%	16.04%	16.98%
Average	13.13%	13.04%	12.40%	12.94%	13.10%

Responses 3813 4295 3476 3241 4235

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



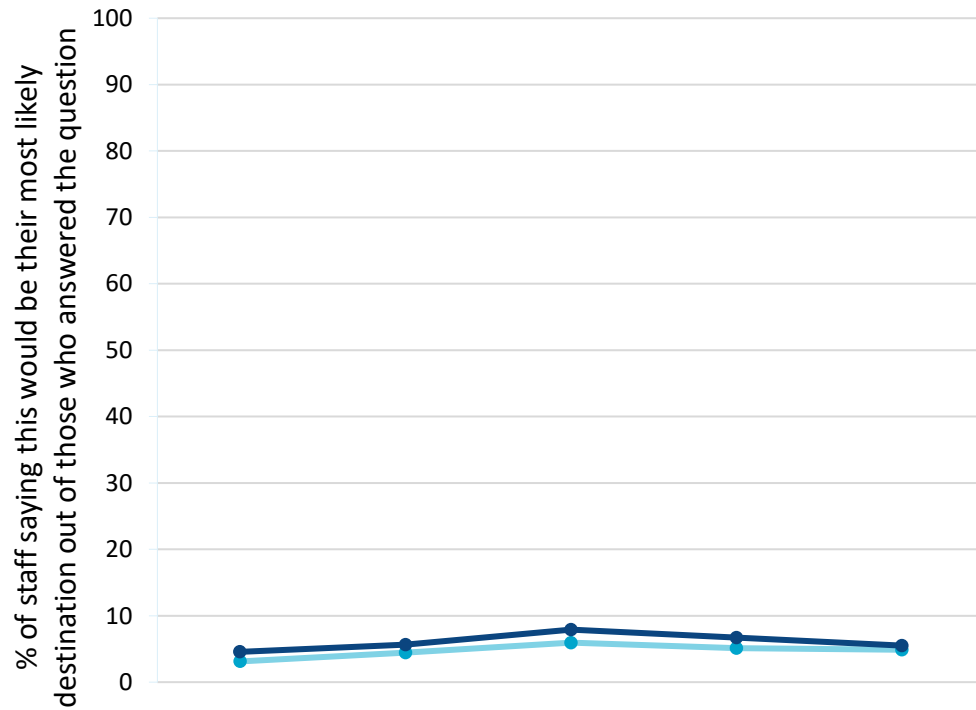
2020 2021 2022 2023 2024

Your org	17.31%	18.18%	15.36%	14.29%	13.74%
Average	14.76%	15.78%	15.37%	14.32%	14.36%

Responses 3813 4295 3476 3241 4235



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.

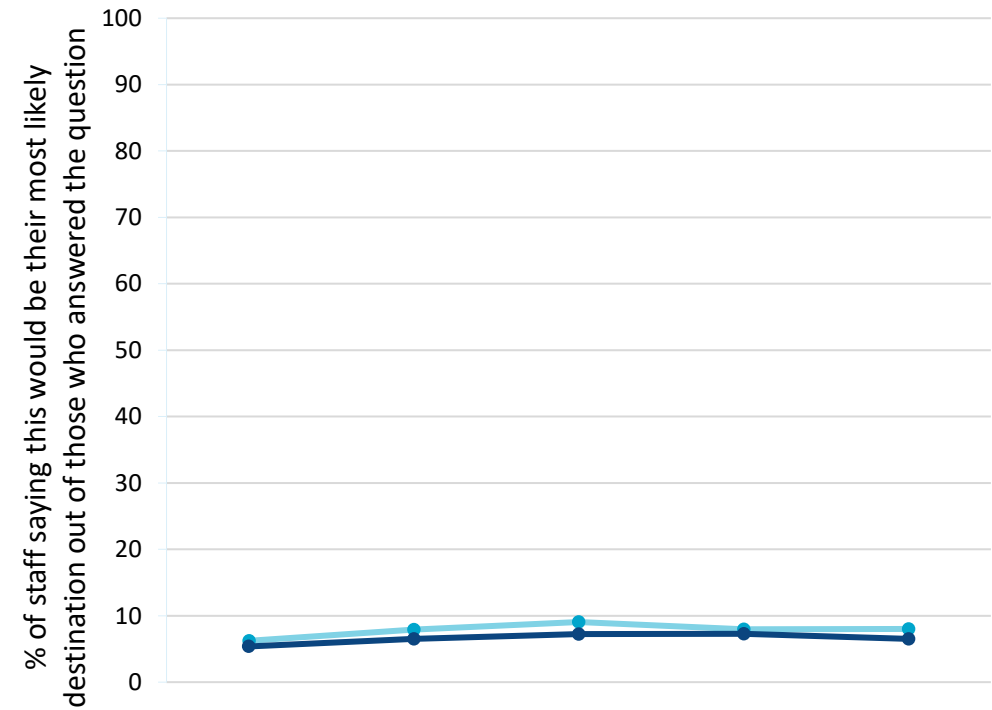


2020 2021 2022 2023 2024

Your org	4.56%	5.66%	7.91%	6.70%	5.50%
Average	3.12%	4.47%	5.95%	5.12%	4.90%

Responses 3813 4295 3476 3241 4235

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.



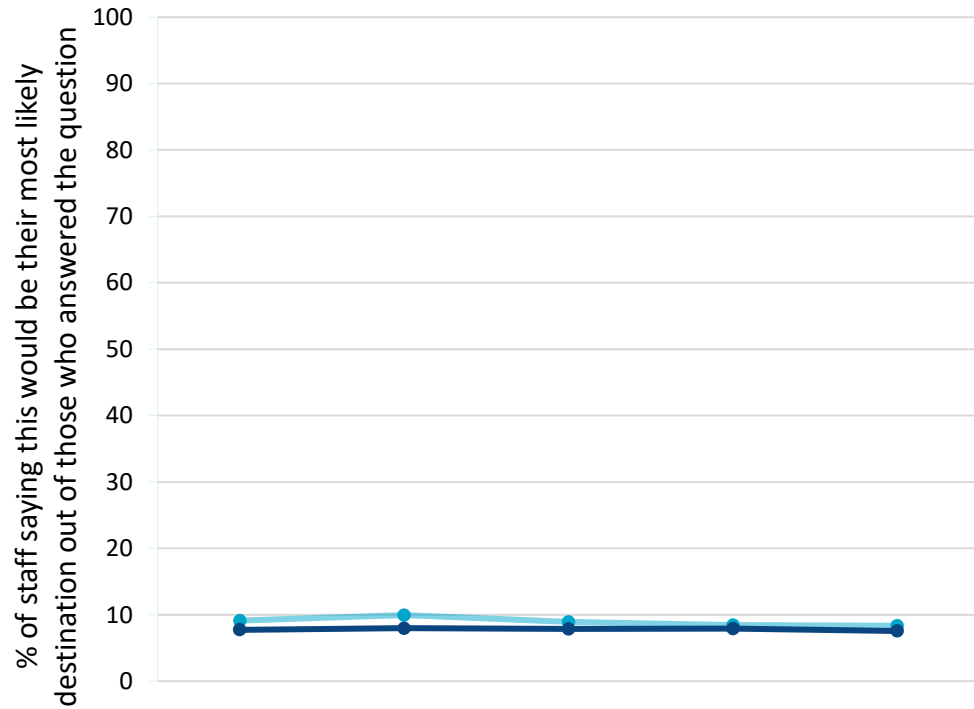
2020 2021 2022 2023 2024

Your org	5.38%	6.52%	7.25%	7.28%	6.54%
Average	6.23%	7.91%	9.06%	7.96%	8.00%

Responses 3813 4295 3476 3241 4235

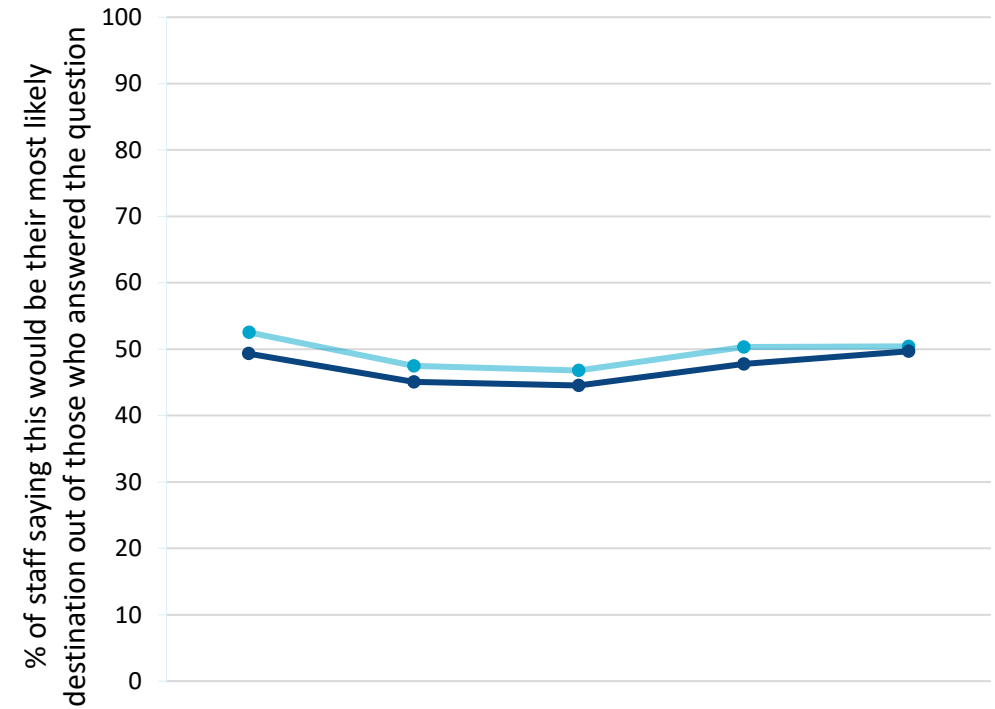


Q26d.5 If you are considering leaving your current job, what would be your most likely destination? - I would retire or take a career break.



	2020	2021	2022	2023	2024
Your org	7.74%	7.99%	7.85%	7.90%	7.56%
Average	9.13%	9.95%	8.94%	8.46%	8.35%
Responses	3813	4295	3476	3241	4235

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	49.33%	45.10%	44.53%	47.79%	49.68%
Average	52.53%	47.46%	46.79%	50.34%	50.41%
Responses	3813	4295	3476	3241	4235

## 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)

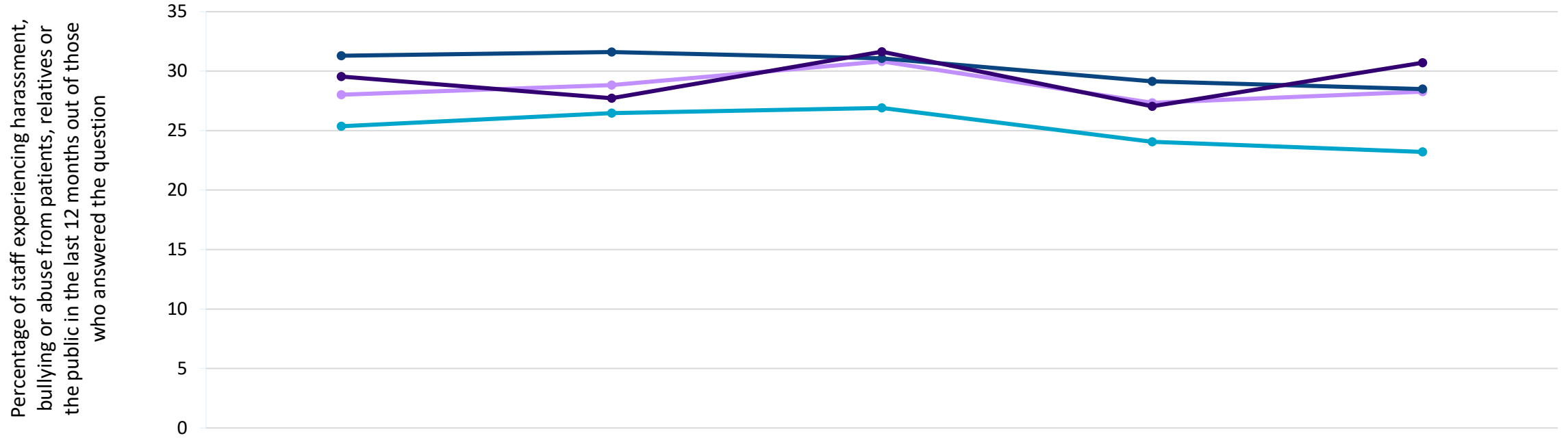
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

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

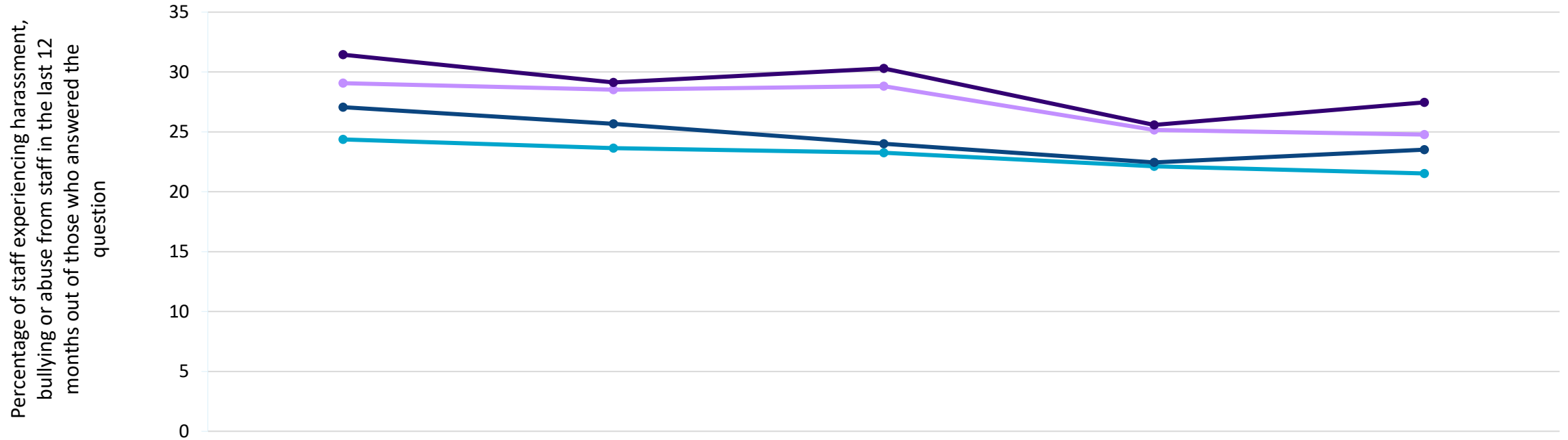


	2020	2021	2022	2023	2024
White staff: Your org	31.30%	31.61%	31.07%	29.14%	28.49%
All other ethnic groups*: Your org	29.56%	27.72%	31.63%	27.05%	30.70%
White staff: Average	25.36%	26.47%	26.91%	24.05%	23.21%
All other ethnic groups*: Average	28.01%	28.84%	30.82%	27.34%	28.27%
White staff: Responses	2070	2354	1976	1672	2155
All other ethnic groups*: Responses	1509	1858	1628	1335	2192

\*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

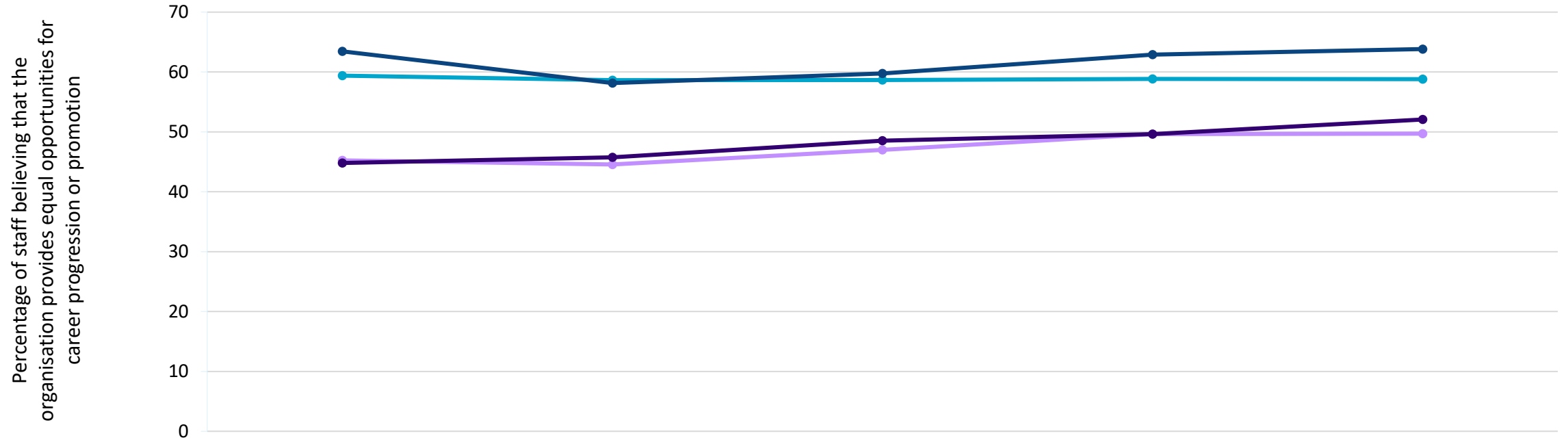


	2020	2021	2022	2023	2024
White staff: Your org	27.06%	25.67%	24.01%	22.45%	23.51%
All other ethnic groups*: Your org	31.45%	29.12%	30.30%	25.58%	27.46%
White staff: Average	24.37%	23.65%	23.25%	22.12%	21.53%
All other ethnic groups*: Average	29.07%	28.53%	28.81%	25.16%	24.78%
White staff: Responses	2073	2349	1974	1674	2152
All other ethnic groups*: Responses	1501	1861	1627	1333	2185

\*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.

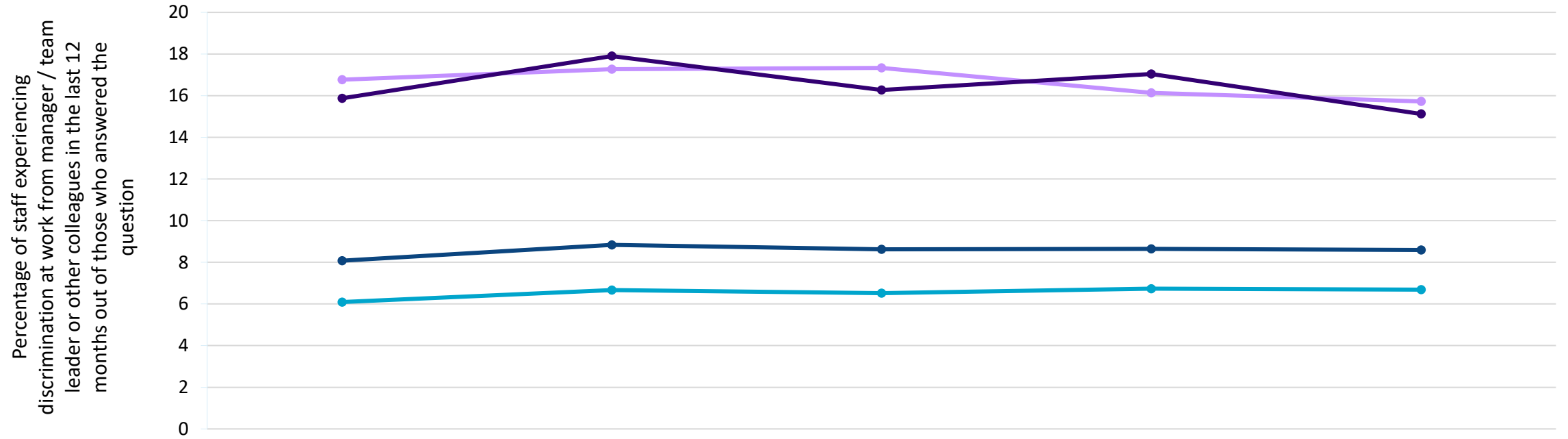
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	63.44%	58.16%	59.74%	62.92%	63.83%
All other ethnic groups*: Your org	44.81%	45.76%	48.52%	49.63%	52.07%
White staff: Average	59.39%	58.64%	58.65%	58.84%	58.82%
All other ethnic groups*: Average	45.24%	44.56%	47.00%	49.64%	49.70%
White staff: Responses	2109	2385	1960	1769	2154
All other ethnic groups*: Responses	1540	1910	1622	1503	2176

\*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	8.08%	8.84%	8.63%	8.64%	8.60%
All other ethnic groups*: Your org	15.87%	17.90%	16.28%	17.04%	15.12%
White staff: Average	6.09%	6.67%	6.52%	6.73%	6.69%
All other ethnic groups*: Average	16.77%	17.28%	17.33%	16.14%	15.72%
White staff: Responses	2129	2399	1971	1770	2129
All other ethnic groups*: Responses	1550	1916	1622	1508	2169

\*Staff from all other ethnic groups combined

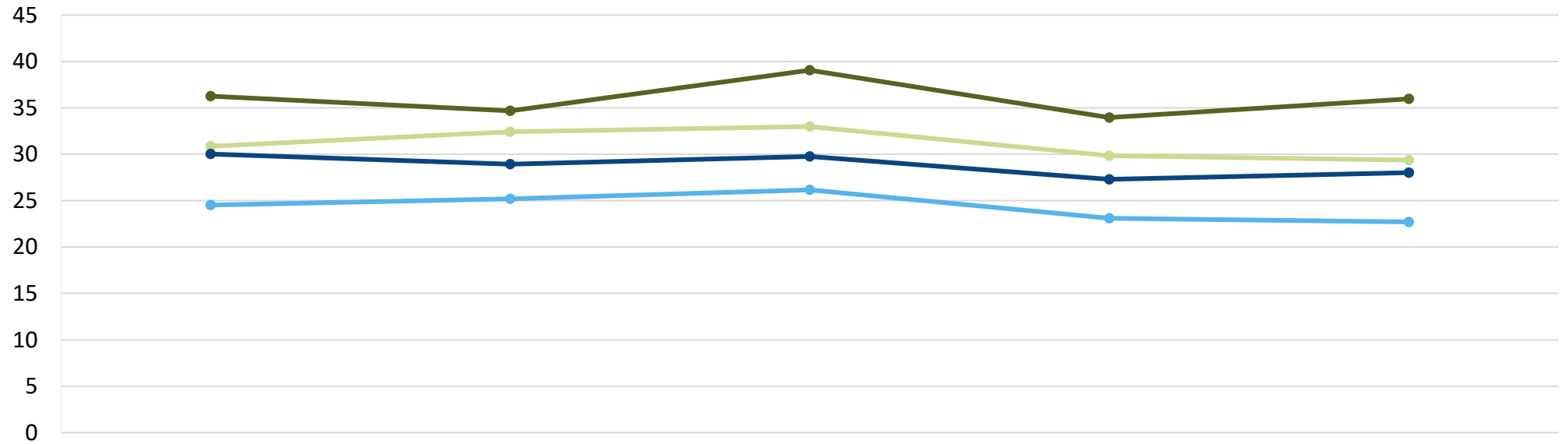
## Workforce Disability Equality Standards (WDES)

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.



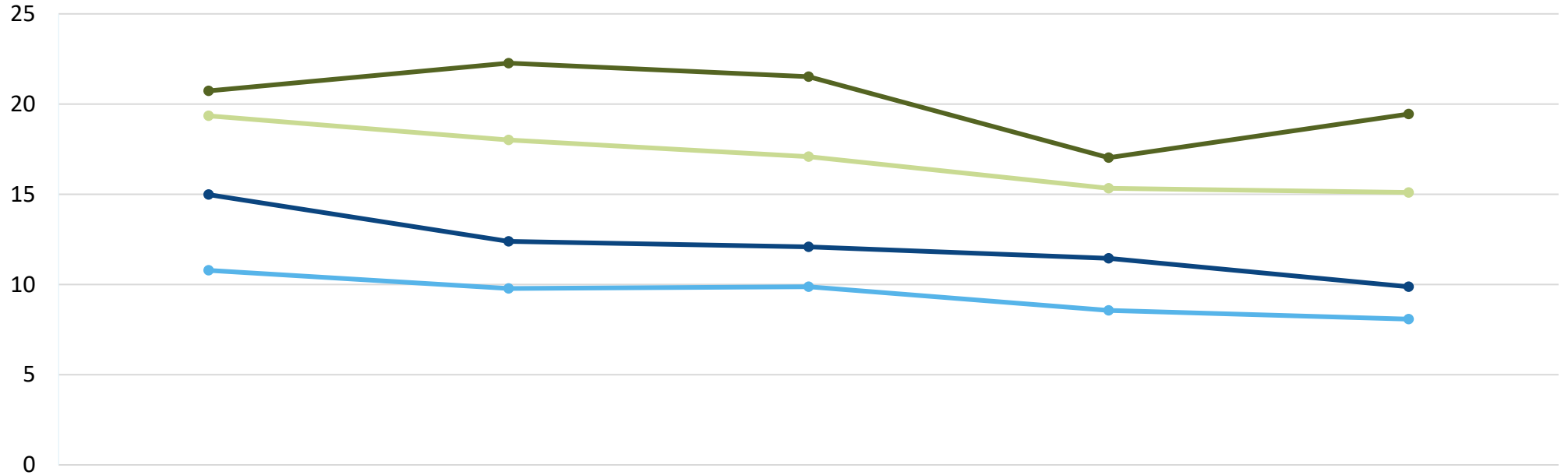
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	36.25%	34.67%	39.06%	33.95%	35.96%
Staff without a LTC or illness: Your org	30.02%	28.92%	29.75%	27.30%	28.03%
Staff with a LTC or illness: Average	30.86%	32.43%	32.98%	29.83%	29.37%
Staff without a LTC or illness: Average	24.53%	25.19%	26.16%	23.11%	22.71%
Staff with a LTC or illness: Responses	491	698	635	551	826
Staff without a LTC or illness: Responses	3211	3631	2998	2415	3518

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.

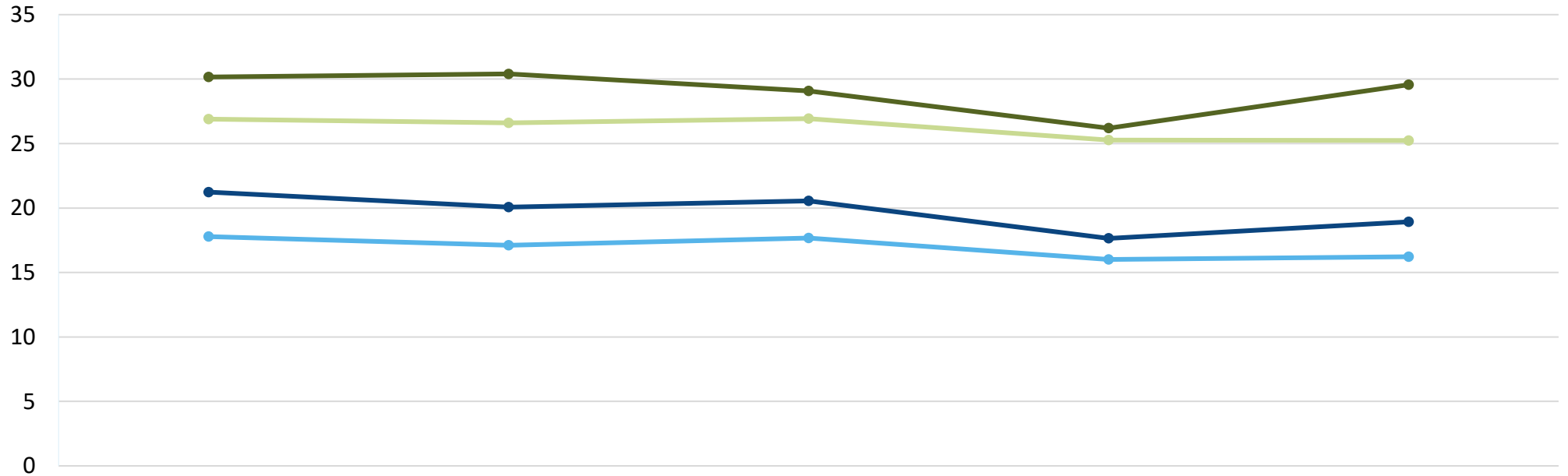


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	20.73%	22.27%	21.52%	17.03%	19.44%
Staff without a LTC or illness: Your org	14.98%	12.38%	12.08%	11.45%	9.87%
Staff with a LTC or illness: Average	19.35%	18.00%	17.09%	15.33%	15.10%
Staff without a LTC or illness: Average	10.78%	9.77%	9.88%	8.56%	8.08%
Staff with a LTC or illness: Responses	492	696	632	548	823
Staff without a LTC or illness: Responses	3191	3610	2979	2396	3484

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.

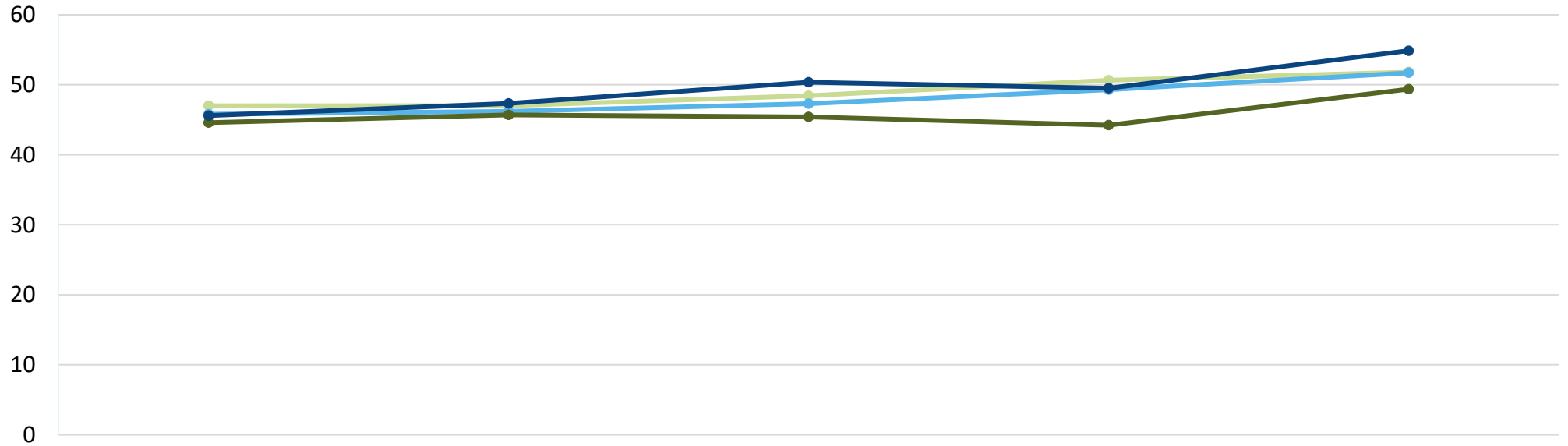


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	30.16%	30.40%	29.07%	26.19%	29.57%
Staff without a LTC or illness: Your org	21.24%	20.07%	20.56%	17.64%	18.94%
Staff with a LTC or illness: Average	26.89%	26.60%	26.93%	25.26%	25.24%
Staff without a LTC or illness: Average	17.79%	17.11%	17.67%	16.01%	16.22%
Staff with a LTC or illness: Responses	494	694	626	544	815
Staff without a LTC or illness: Responses	3202	3603	2953	2387	3464

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.

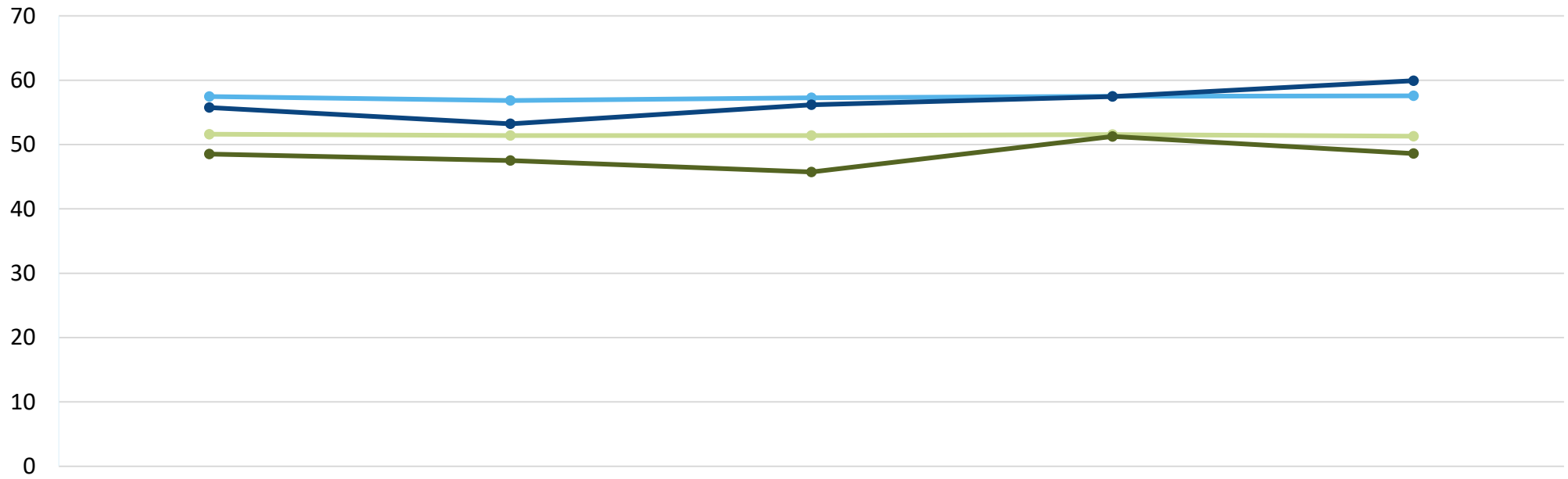


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	44.58%	45.71%	45.43%	44.23%	49.38%
Staff without a LTC or illness: Your org	45.60%	47.34%	50.36%	49.52%	54.88%
Staff with a LTC or illness: Average	47.01%	47.03%	48.43%	50.64%	51.82%
Staff without a LTC or illness: Average	45.80%	46.20%	47.30%	49.31%	51.71%
Staff with a LTC or illness: Responses	249	350	328	248	403
Staff without a LTC or illness: Responses	1217	1352	1106	817	1210

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

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

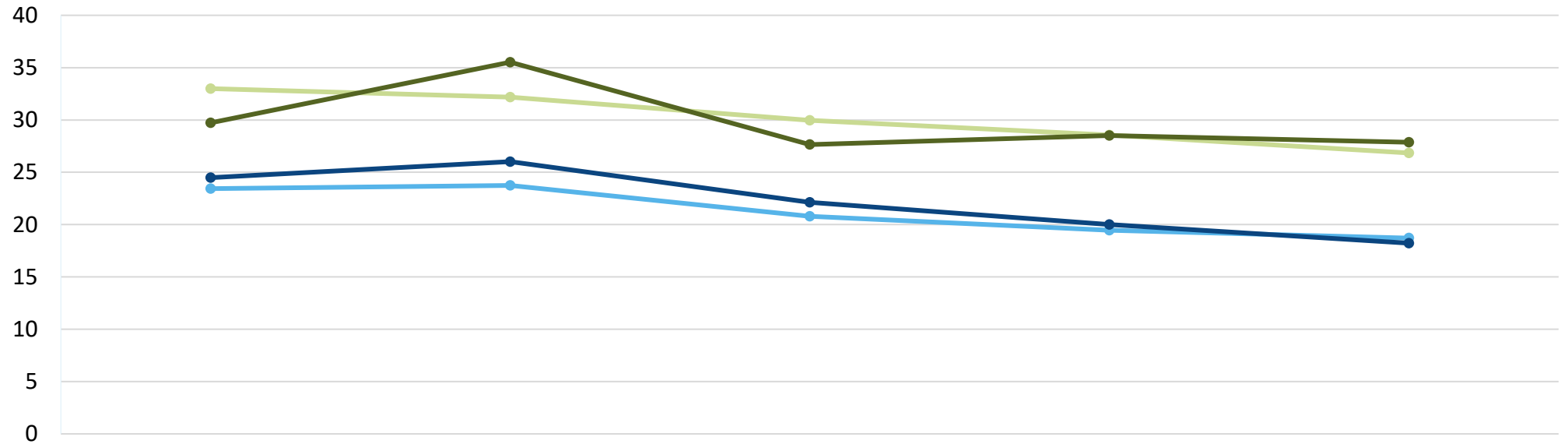
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	48.52%	47.51%	45.74%	51.26%	48.61%
Staff without a LTC or illness: Your org	55.77%	53.22%	56.19%	57.47%	59.93%
Staff with a LTC or illness: Average	51.61%	51.41%	51.39%	51.54%	51.30%
Staff without a LTC or illness: Average	57.45%	56.84%	57.25%	57.52%	57.57%
Staff with a LTC or illness: Responses	507	722	634	595	825
Staff without a LTC or illness: Responses	3265	3694	2974	2643	3501

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

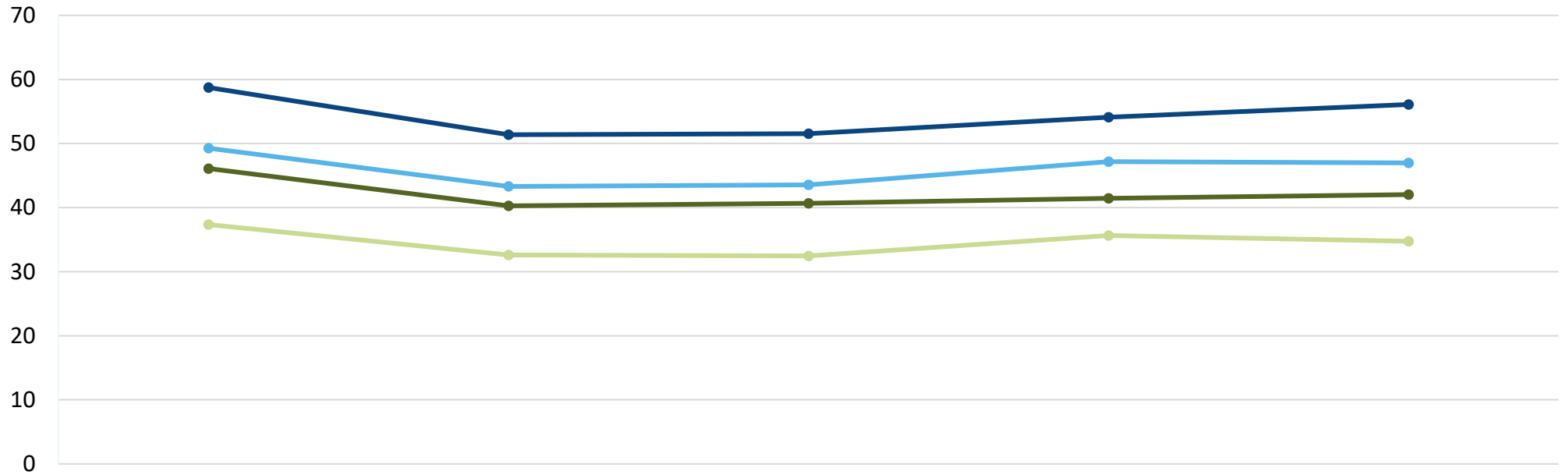
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	29.74%	35.52%	27.65%	28.50%	27.87%
Staff without a LTC or illness: Your org	24.48%	26.02%	22.12%	20.02%	18.23%
Staff with a LTC or illness: Average	33.00%	32.18%	29.97%	28.55%	26.85%
Staff without a LTC or illness: Average	23.44%	23.74%	20.80%	19.46%	18.71%
Staff with a LTC or illness: Responses	306	487	463	414	549
Staff without a LTC or illness: Responses	1291	1741	1474	1224	1679

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

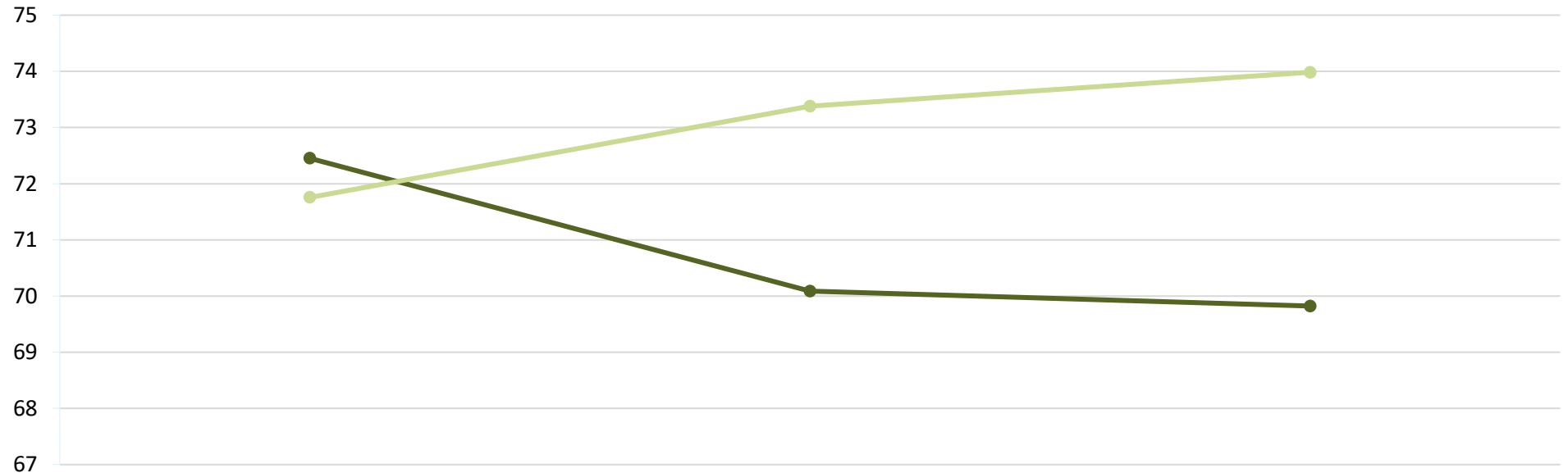
Percentage of staff satisfied with the extent to which their organisation values their work.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	46.09%	40.28%	40.69%	41.43%	42.05%
Staff without a LTC or illness: Your org	58.74%	51.38%	51.55%	54.11%	56.08%
Staff with a LTC or illness: Average	37.36%	32.62%	32.46%	35.66%	34.73%
Staff without a LTC or illness: Average	49.27%	43.30%	43.56%	47.19%	46.98%
Staff with a LTC or illness: Responses	512	725	639	601	830
Staff without a LTC or illness: Responses	3284	3731	2999	2665	3504

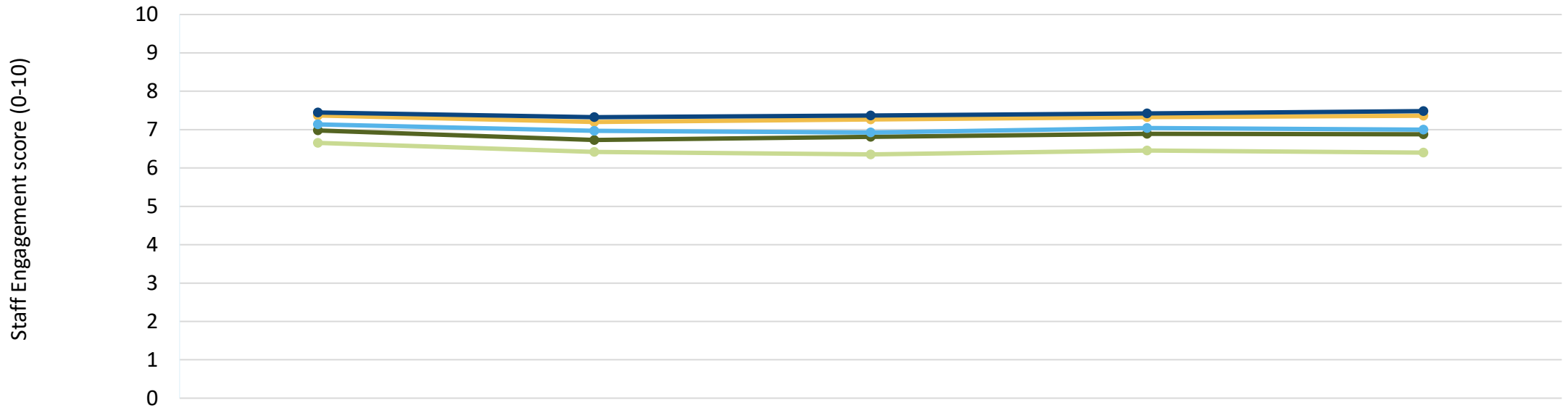
Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

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	72.45%	70.09%	69.82%
Staff with a LTC or illness: Average	71.76%	73.38%	73.98%
Staff with a LTC or illness: Responses	363	341	507

Staff engagement score (0-10)



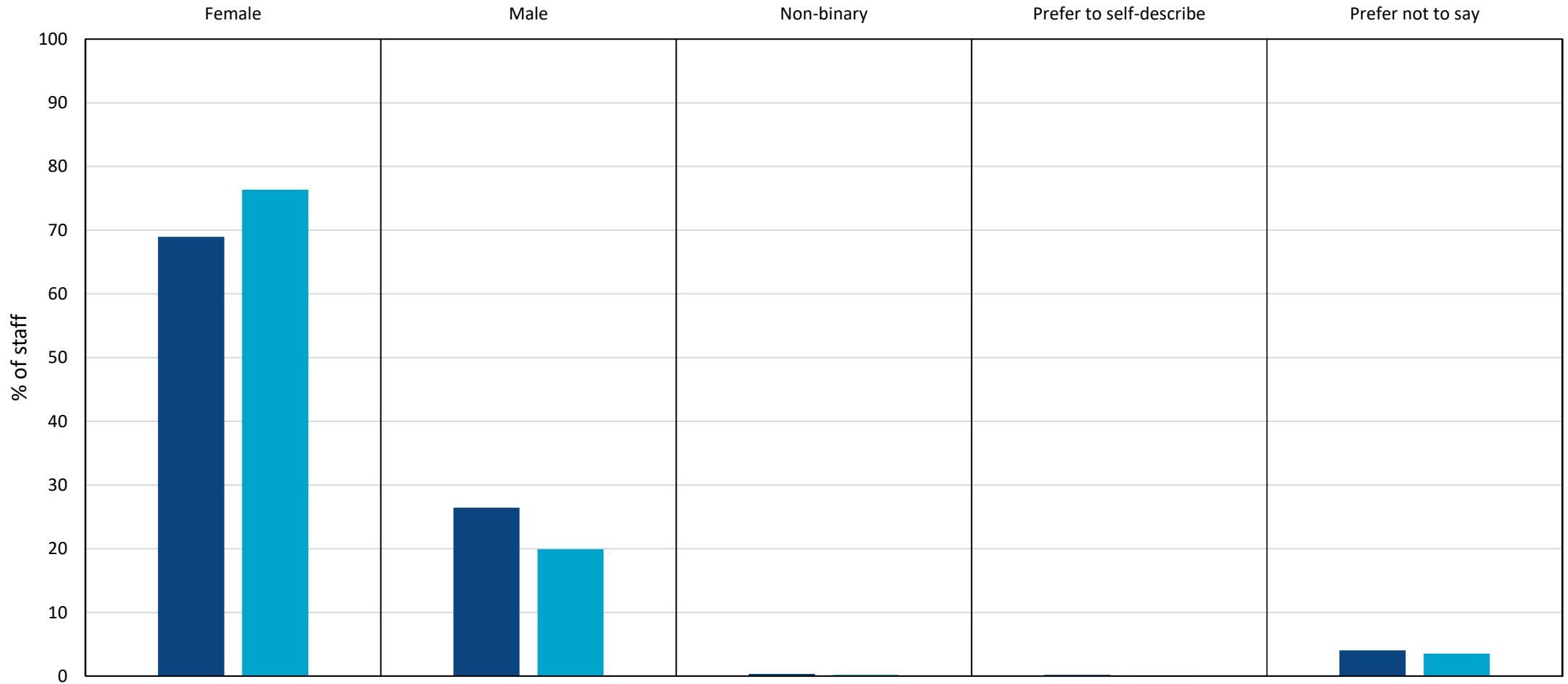
	2020	2021	2022	2023	2024
Organisation average	7.37	7.20	7.26	7.33	7.36
Staff with a LTC or illness: Your org	6.98	6.73	6.81	6.89	6.88
Staff without a LTC or illness: Your org	7.45	7.32	7.37	7.42	7.48
Staff with a LTC or illness: Average	6.65	6.42	6.35	6.46	6.40
Staff without a LTC or illness: Average	7.14	6.97	6.92	7.04	7.00
Staff with a LTC or illness: Responses	514	727	640	604	831
Staff without a LTC or illness: Responses	3293	3734	3006	2678	3520

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



## About your respondents

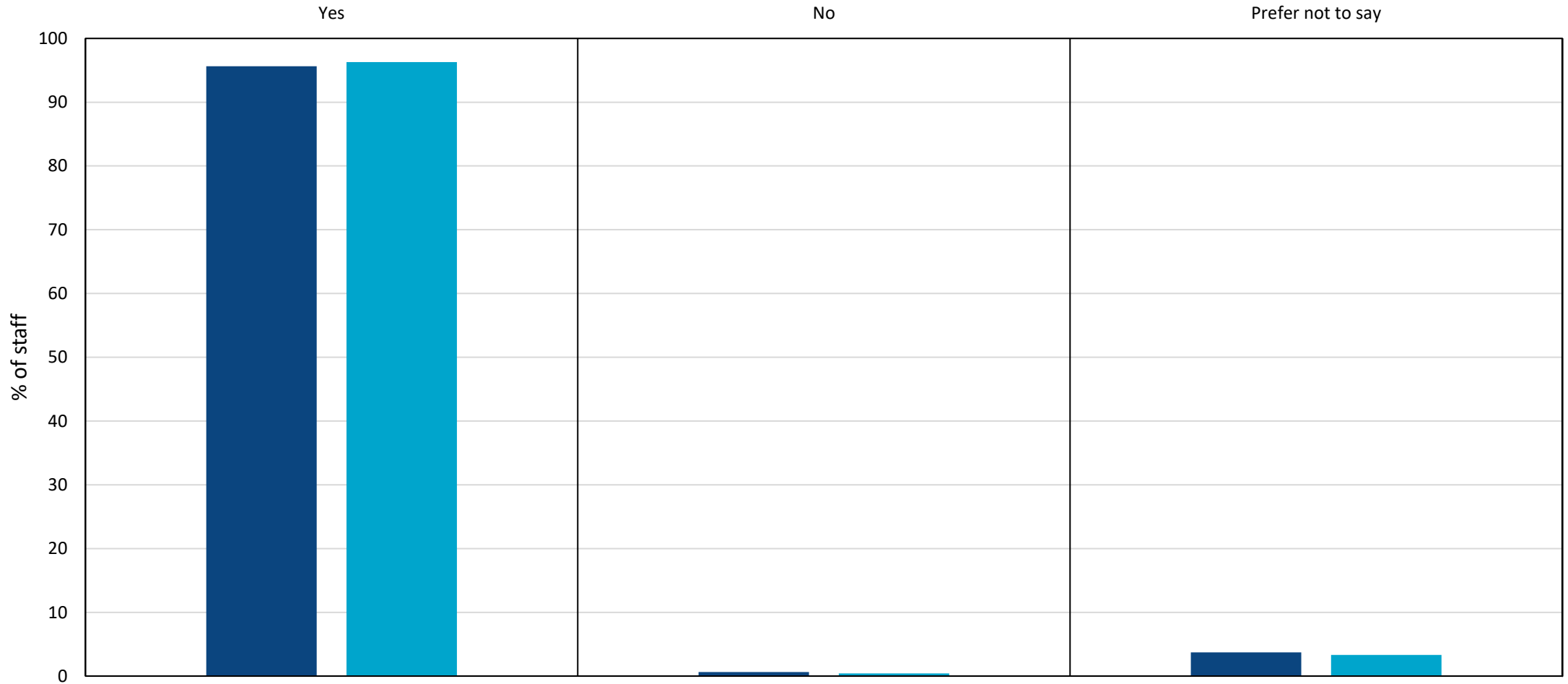
This section shows demographic and other background information for 2024.



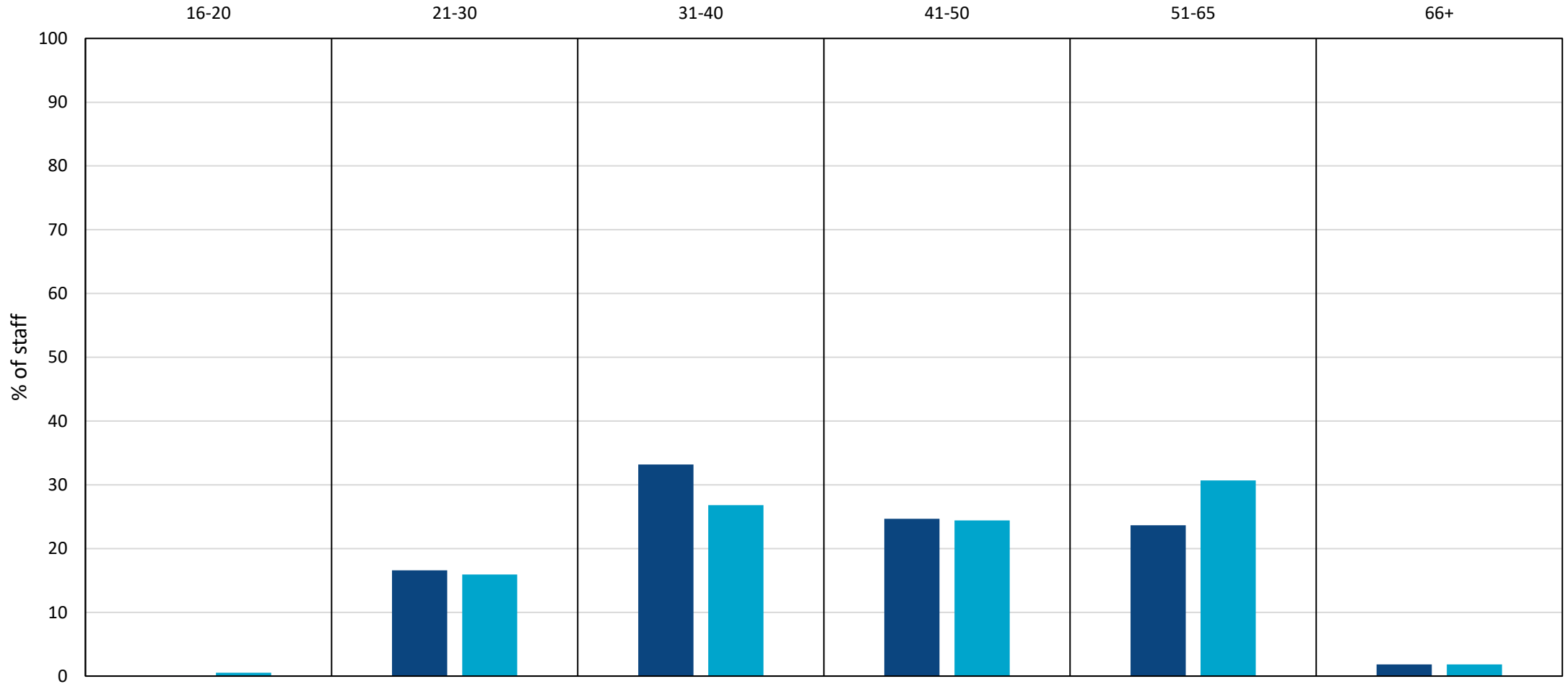
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
<b>Your org</b>	68.96%	26.45%	0.34%	0.20%	4.05%
<b>Average</b>	76.34%	19.91%	0.21%	0.13%	3.54%
<b>Responses</b>	4397	4397	4397	4397	4397



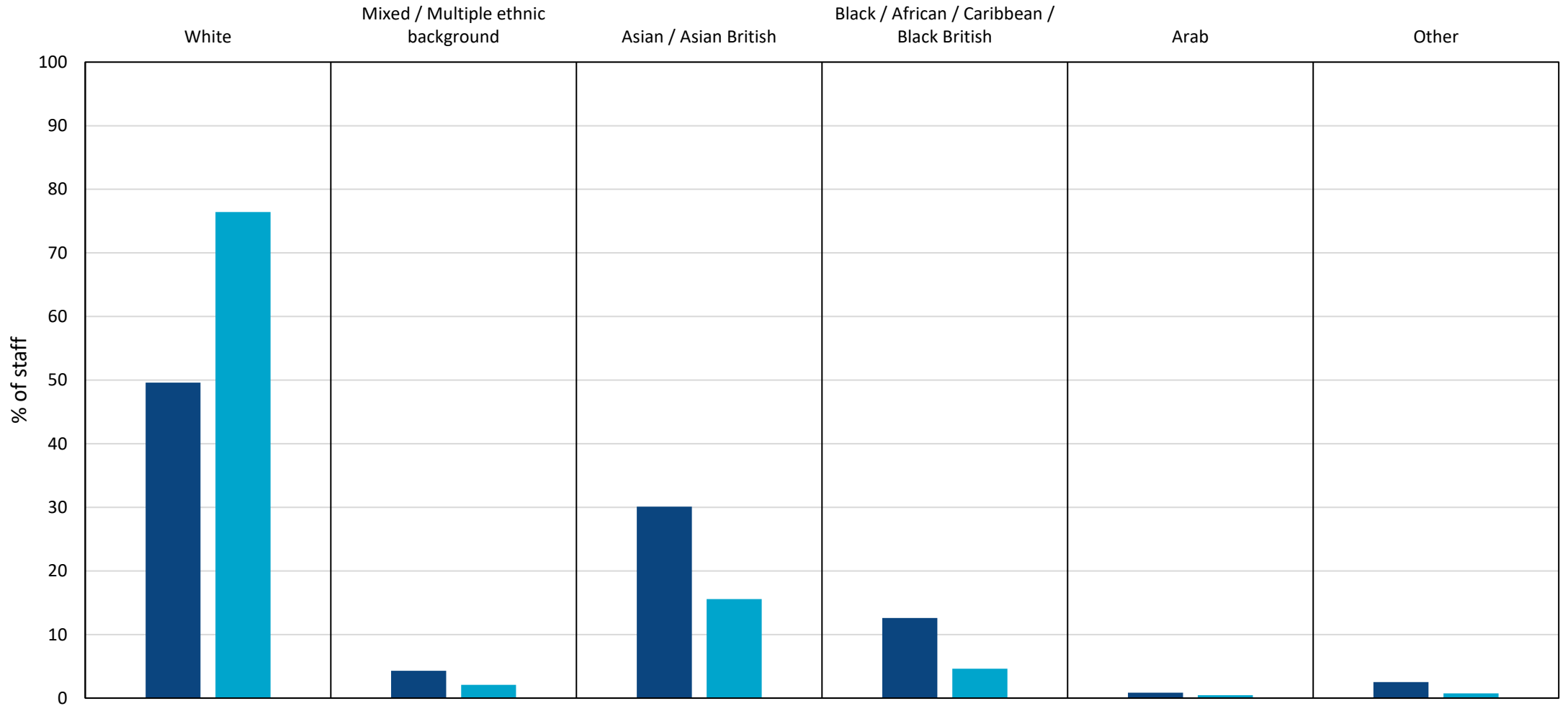
# Background details – Is your gender identity the same as the sex you were registered at birth?



	Yes	No	Prefer not to say
<b>Your org</b>	95.65%	0.64%	3.71%
<b>Average</b>	96.28%	0.41%	3.34%
<b>Responses</b>	4368	4368	4368

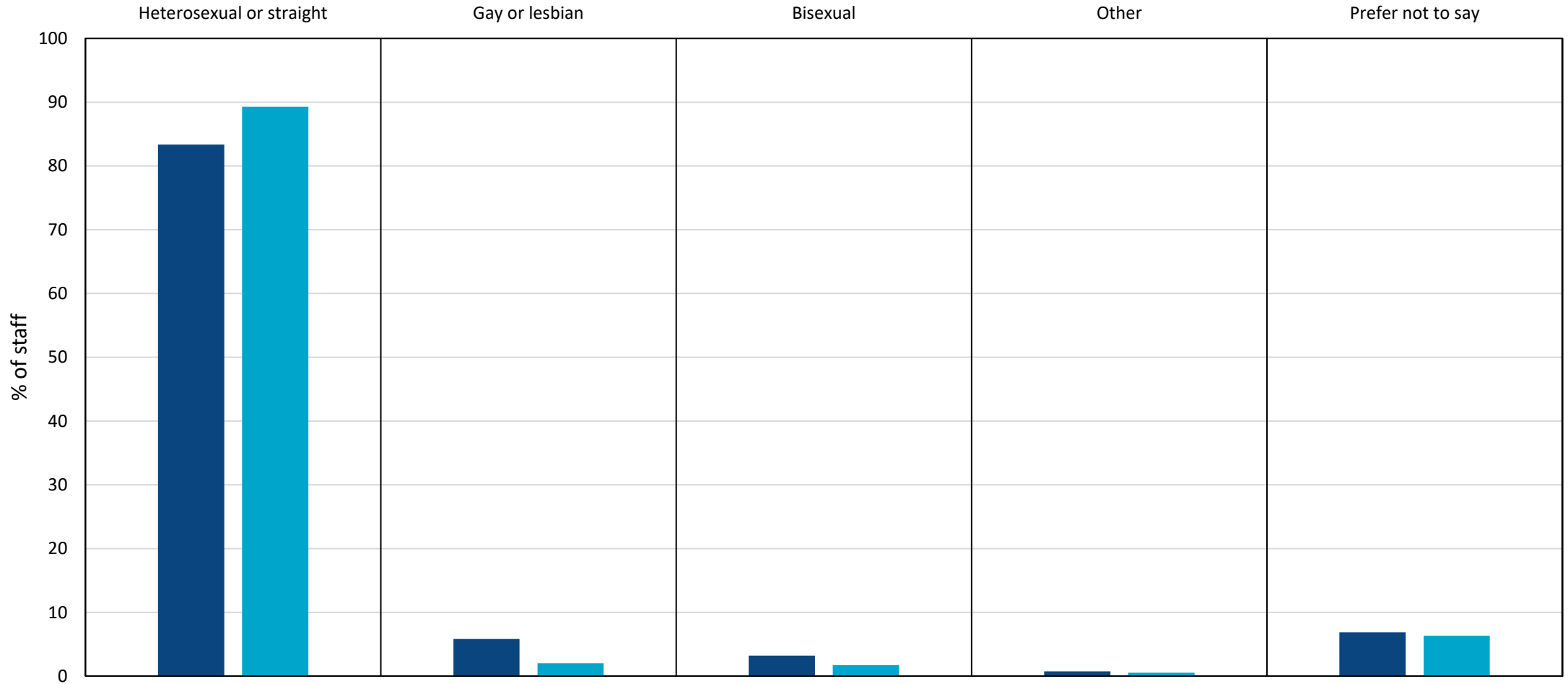


<b>Your org</b>	0.09%	16.59%	33.17%	24.67%	23.65%	1.83%
<b>Average</b>	0.52%	15.92%	26.82%	24.42%	30.69%	1.83%
<b>Responses</b>	4377	4377	4377	4377	4377	4377

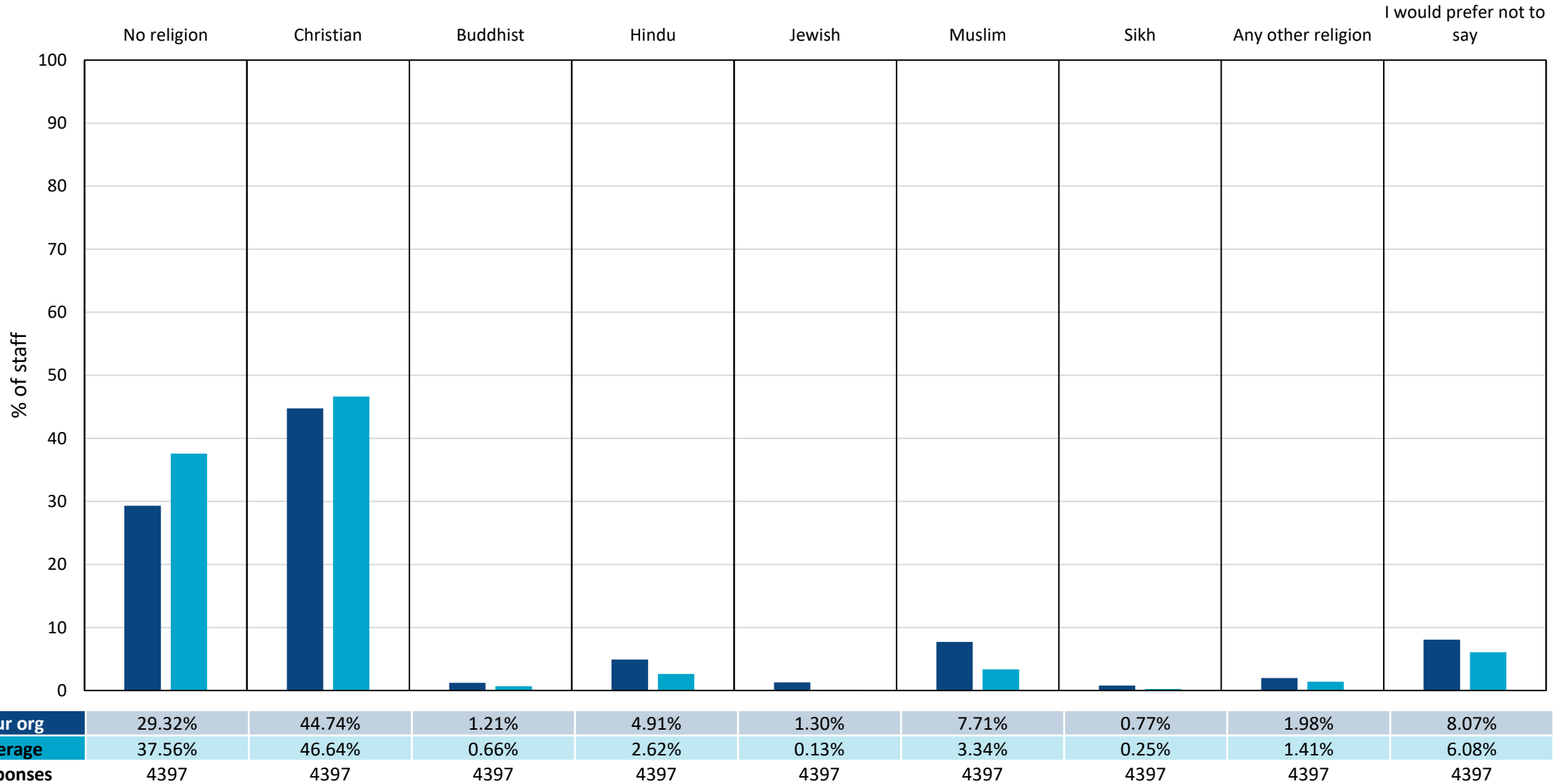


	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
<b>Your org</b>	49.60%	4.31%	30.12%	12.61%	0.85%	2.52%
<b>Average</b>	76.43%	2.08%	15.55%	4.62%	0.46%	0.73%
<b>Responses</b>	4363	4363	4363	4363	4363	4363

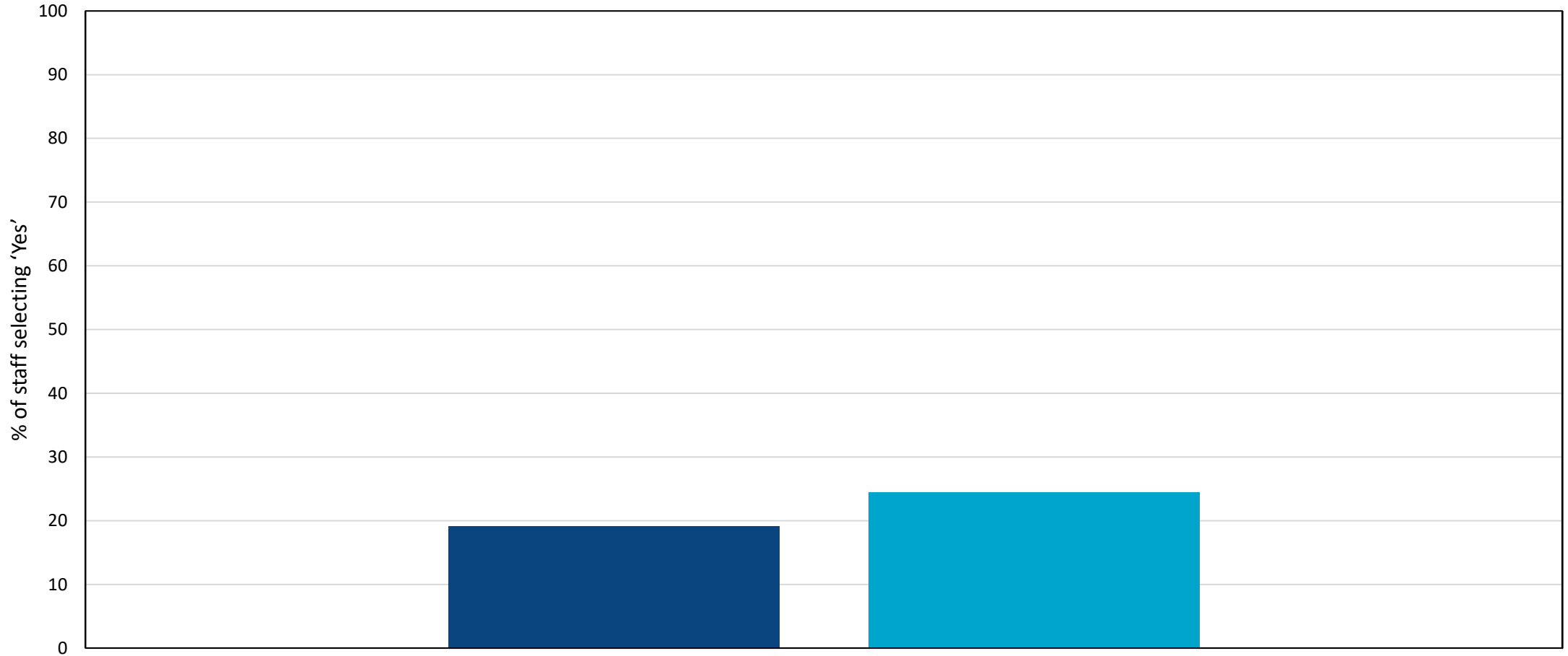
# Background details – Sexual orientation



Responses	4389	4389	4389	4389	4389
<b>Your org</b>	83.34%	5.83%	3.21%	0.75%	6.86%
<b>Average</b>	89.28%	2.03%	1.74%	0.53%	6.32%



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

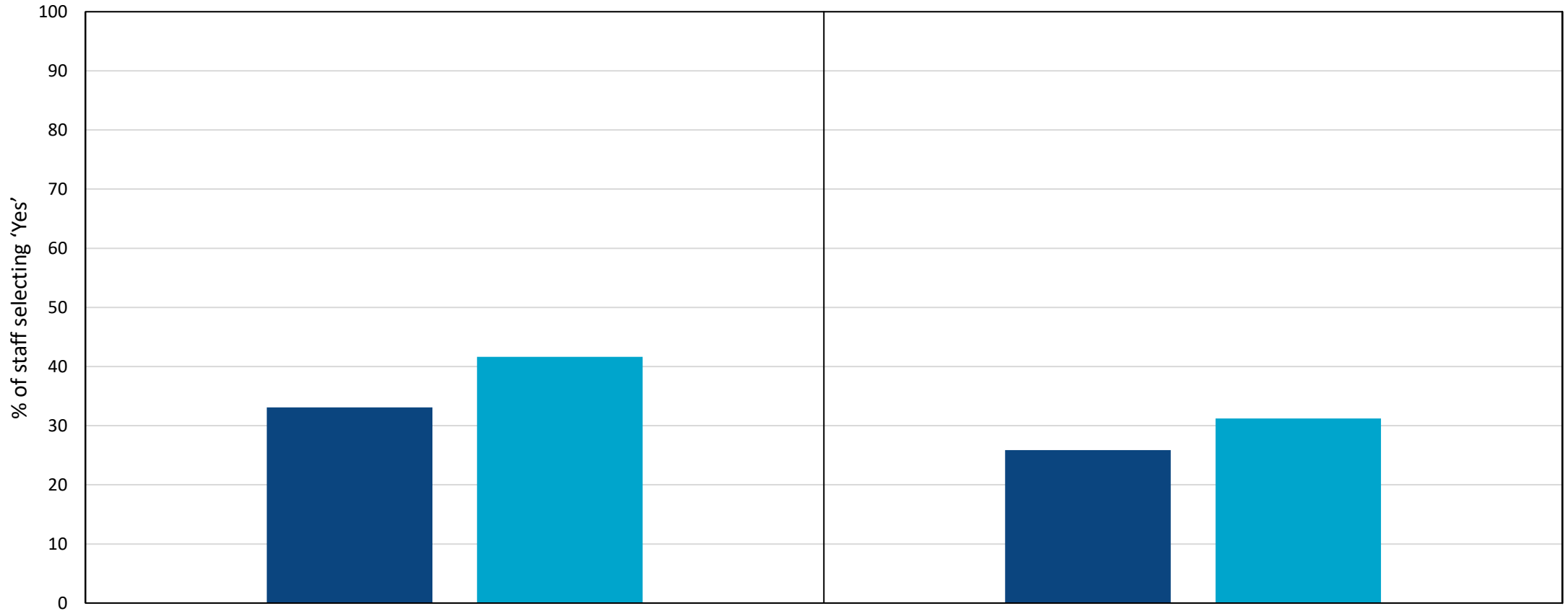


<b>Your org</b>	19.07%
<b>Average</b>	24.45%
<b>Responses</b>	4358



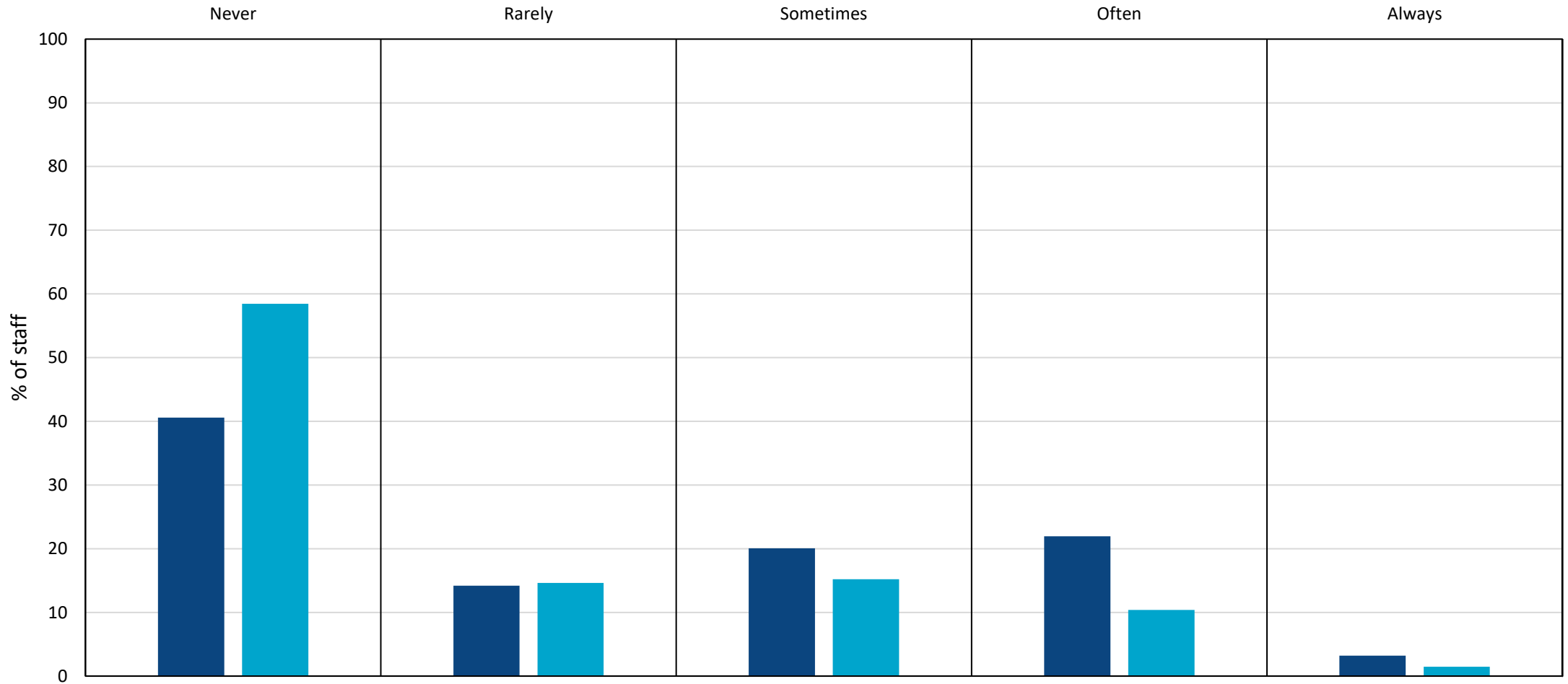
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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.



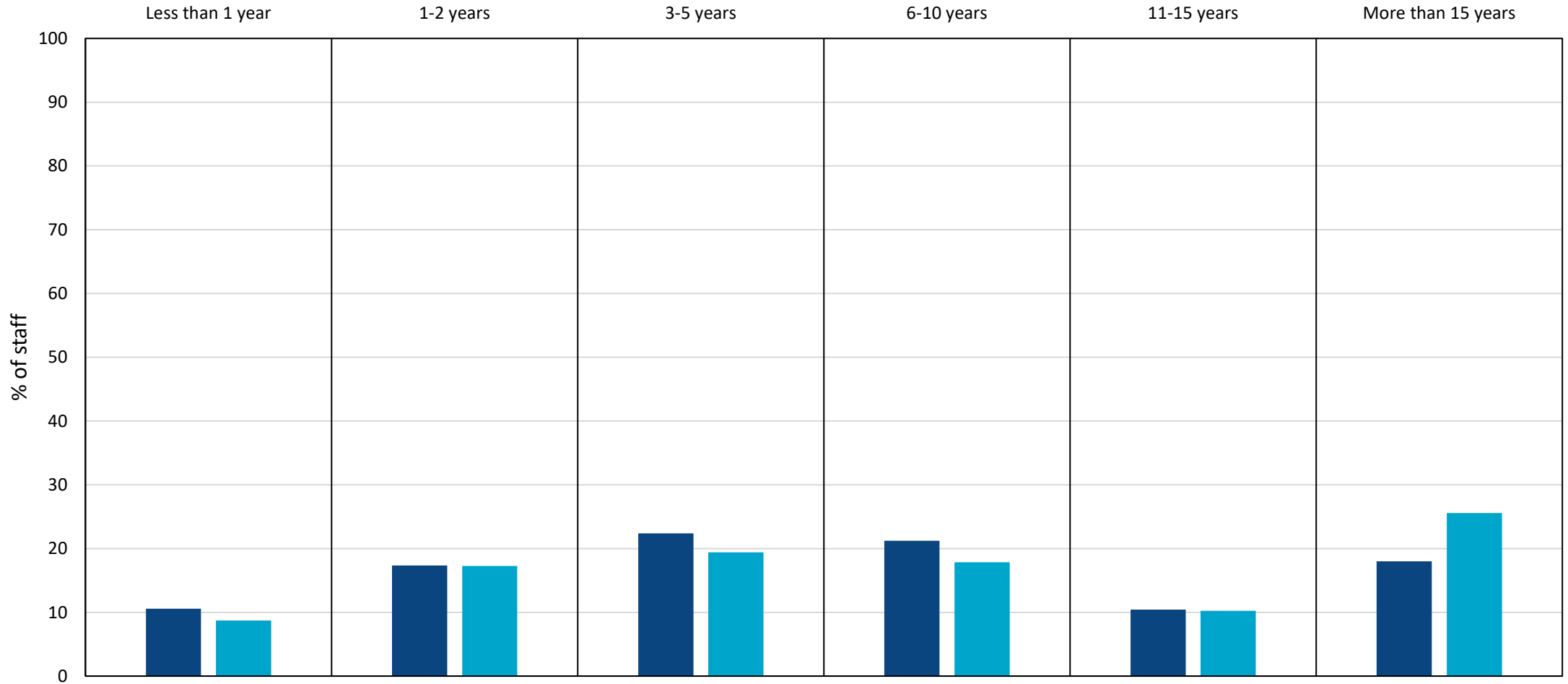
<b>Your org</b>	33.09%	25.86%
<b>Average</b>	41.64%	31.24%
<b>Responses</b>	4394	4377

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



Responses	4397	4397	4397	4397	4397
<b>Your org</b>	40.60%	14.19%	20.06%	21.95%	3.21%
<b>Average</b>	58.46%	14.62%	15.19%	10.39%	1.47%

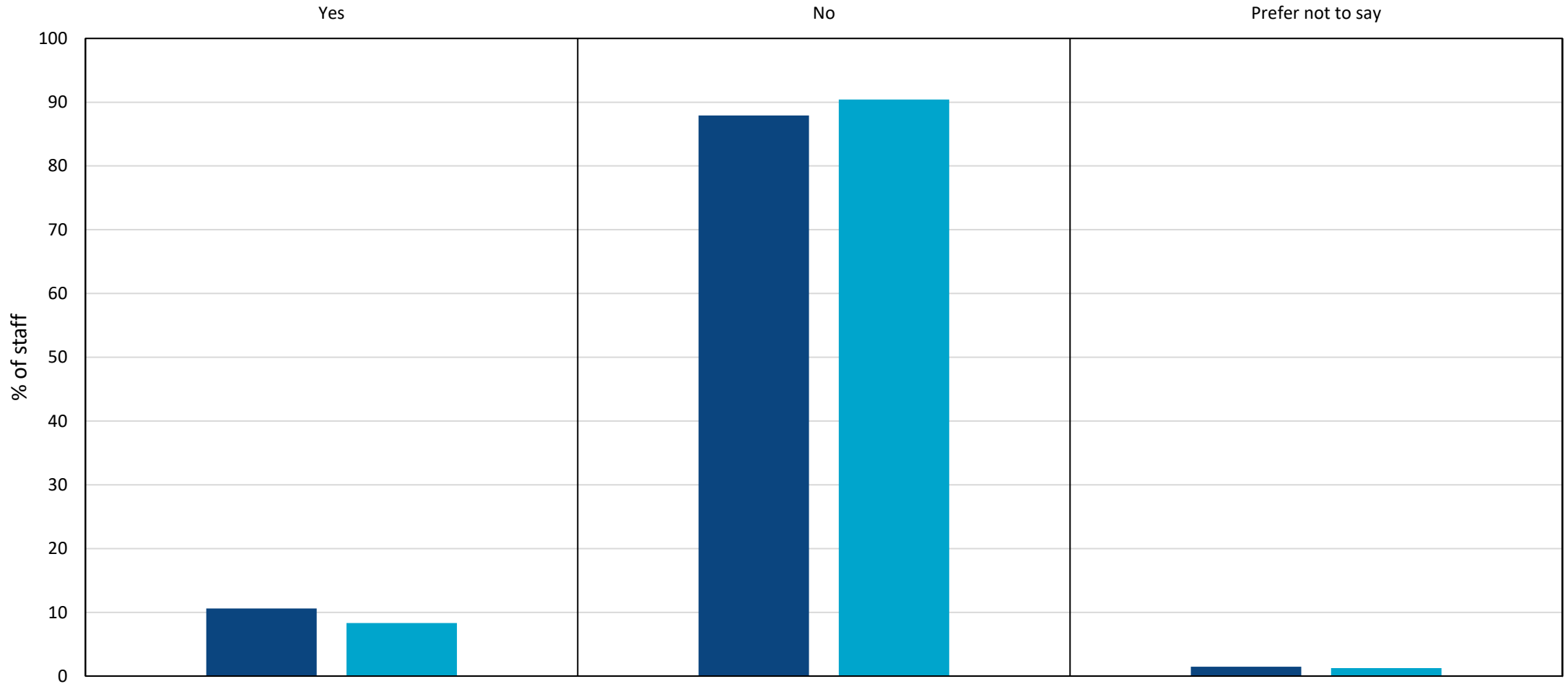
# Background details – Length of service



<b>Your org</b>	10.56%	17.36%	22.40%	21.24%	10.43%	18.01%
<b>Average</b>	8.72%	17.29%	19.43%	17.86%	10.24%	25.58%
<b>Responses</b>	4402	4402	4402	4402	4402	4402

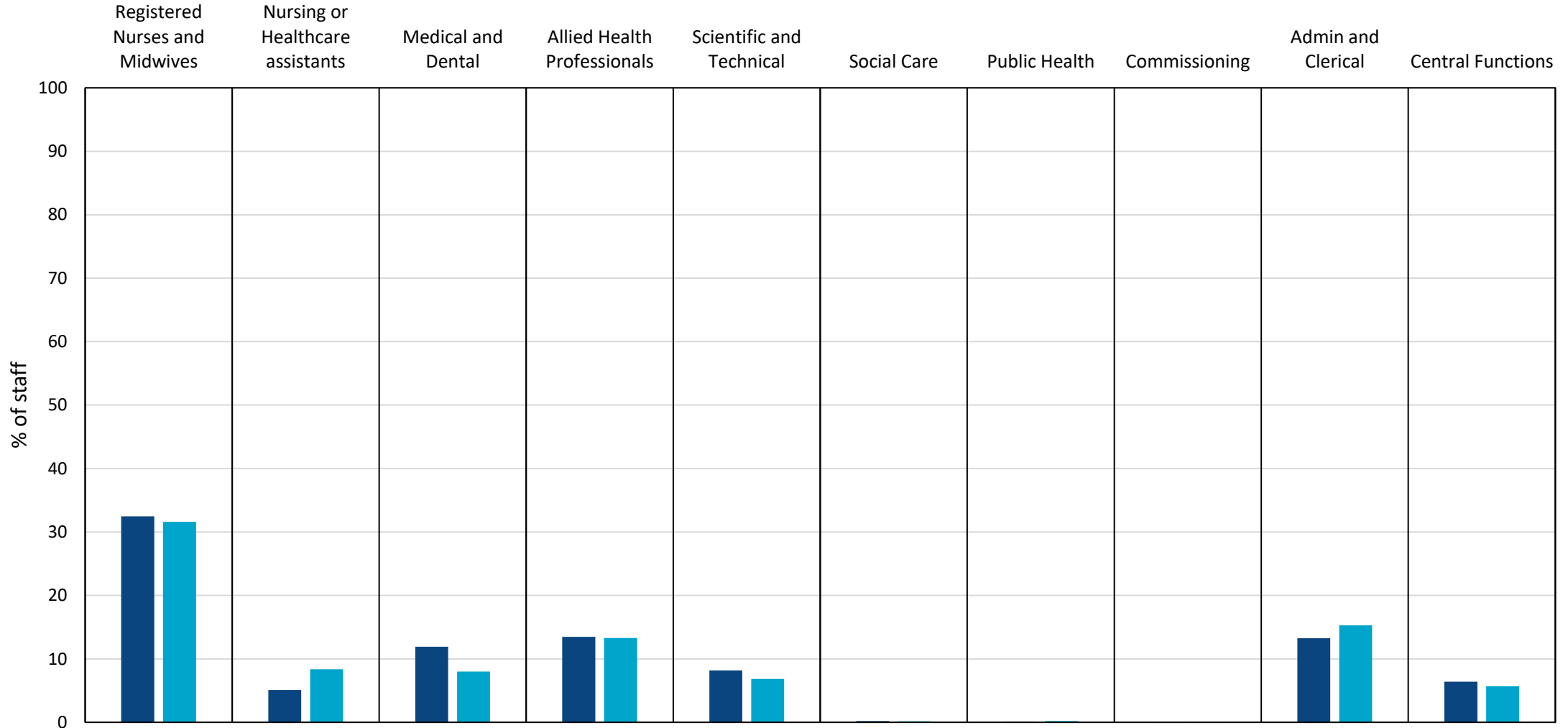


# Background details – When you joined this organisation, were you recruited from outside of the UK?



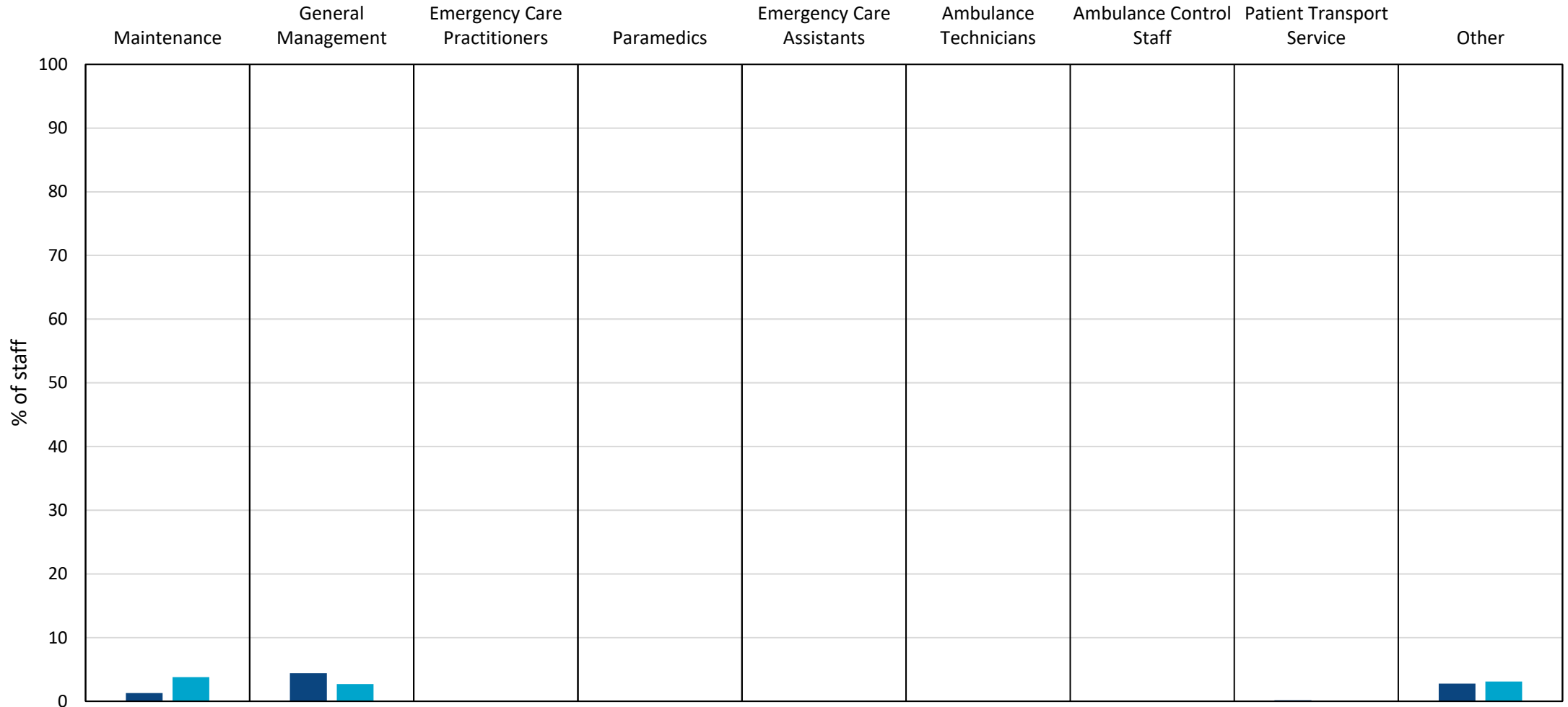
	Yes	No	Prefer not to say
<b>Your org</b>	10.61%	87.91%	1.48%
<b>Average</b>	8.30%	90.40%	1.24%
<b>Responses</b>	4384	4384	4384

# Background details – Occupational group



Responses	4386	4386	4386	4386	4386	4386	4386	4386	4386	4386
<b>Your org</b>	32.47%	5.11%	11.90%	13.45%	8.19%	0.21%	0.14%	0.09%	13.27%	6.41%
<b>Average</b>	31.58%	8.38%	7.99%	13.29%	6.85%	0.17%	0.21%	0.07%	15.29%	5.69%

# Background details – Occupational group



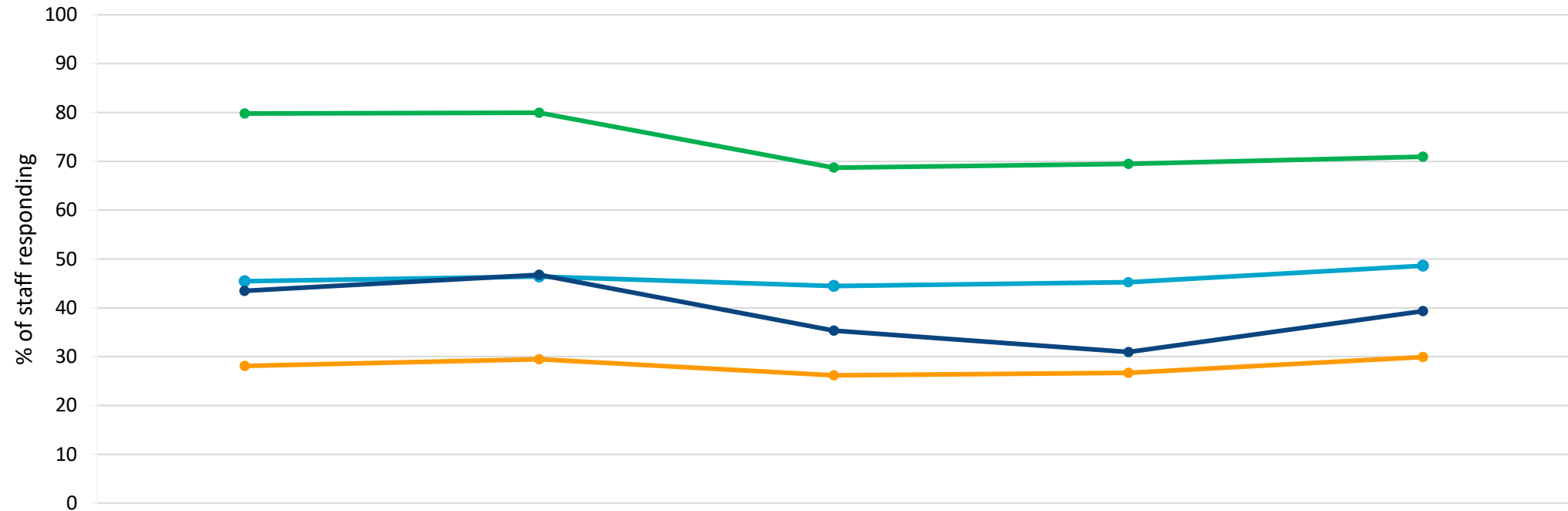
<b>Your org</b>	1.30%	4.42%	0.05%	0.00%	0.05%	0.00%	0.00%	0.18%	2.78%
<b>Average</b>	3.80%	2.70%	0.02%	0.02%	0.04%	0.00%	0.00%	0.00%	3.09%
<b>Responses</b>	4386	4386	4386	4386	4386	4386	4386	4386	4386

## Appendices

## Appendix A: Response rate



Response rate



	2020	2021	2022	2023	2024
Your org	43.47%	46.76%	35.31%	30.94%	39.30%
Highest	79.77%	79.95%	68.69%	69.45%	70.92%
Average	45.43%	46.38%	44.46%	45.23%	48.61%
Lowest	28.09%	29.47%	26.17%	26.65%	29.91%
Responses	4104	4757	3676	3379	4426

## Appendix B: Significance testing 2023 vs 2024

## Appendix B: Significance testing – 2023 vs 2024

Statistical significance helps quantify whether a result is likely due to chance or to some factor of interest. The table below presents the results of significance testing conducted on the theme scores calculated in both 2023 and 2024\*. For more details, please see the [technical document](#).

People Promise elements	2023 score	2023 respondents	2024 score	2024 respondents	Statistically significant change?
We are compassionate and inclusive	7.44	3369	7.51	4412	Significantly higher
We are recognised and rewarded	6.10	3365	6.19	4416	Not significant
We each have a voice that counts	6.95	3338	6.99	4383	Not significant
We are safe and healthy	6.22	3055	6.24	4401	Not significant
We are always learning	5.90	3116	5.99	4153	Not significant
We work flexibly	6.44	3352	6.59	4387	Significantly higher
We are a team	6.88	3366	6.92	4409	Not significant
Themes					
Staff Engagement	7.32	3376	7.35	4417	Not significant
Morale	6.12	3375	6.23	4421	Significantly higher

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

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

## Appendix C: Tips on using your benchmark report

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

### Key points to note



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



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



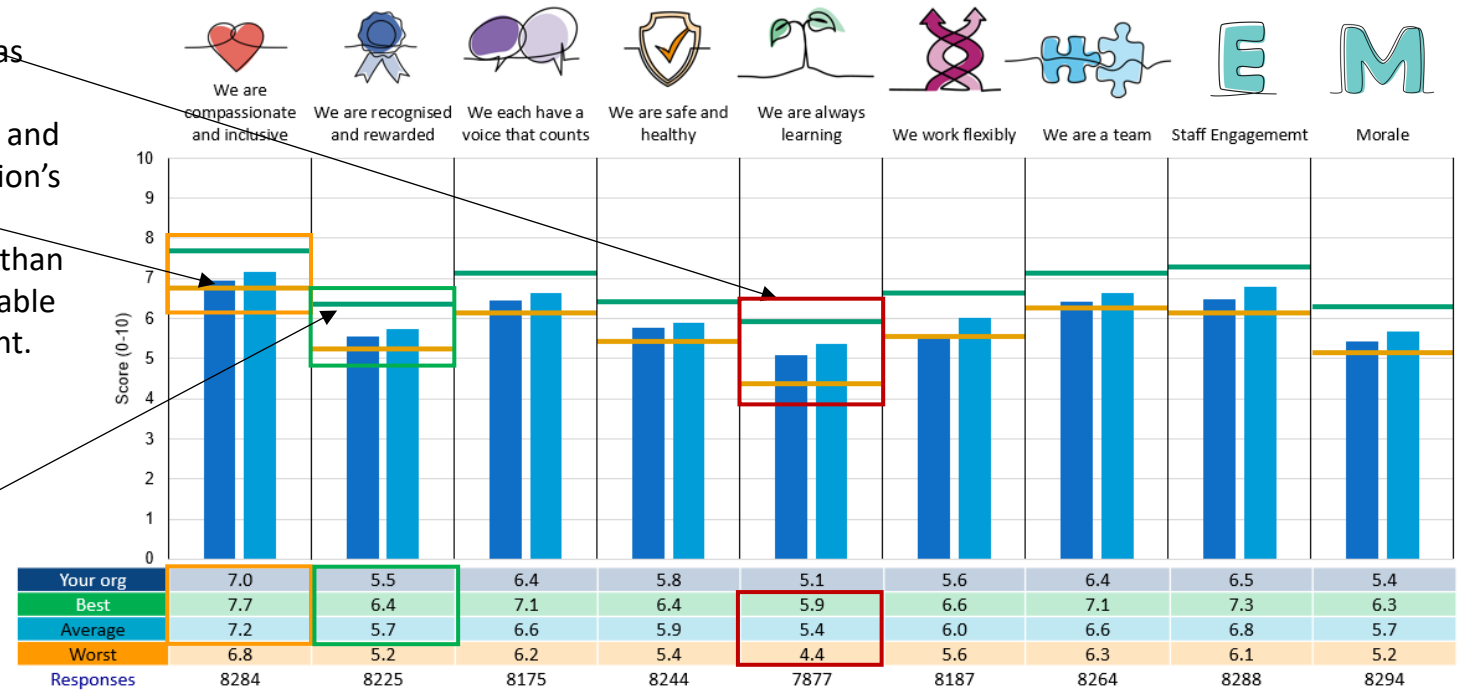
People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are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

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

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

## Areas to improve

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



Only one example is highlighted for each point

## Positive outcomes

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

## Review trend data

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

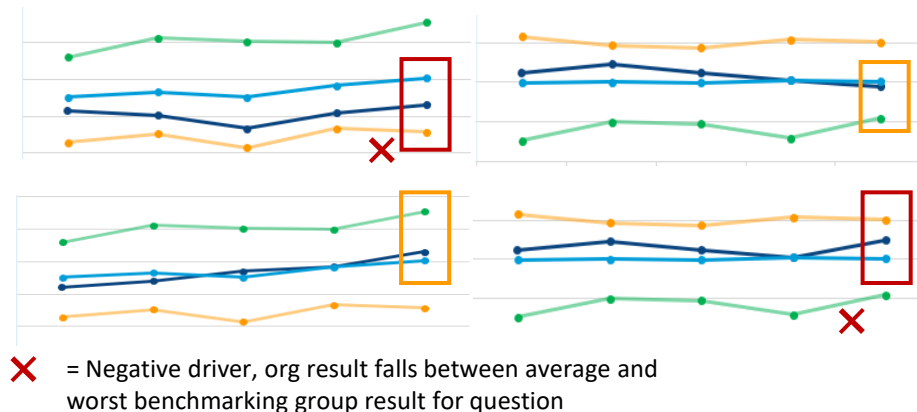


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

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

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

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



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

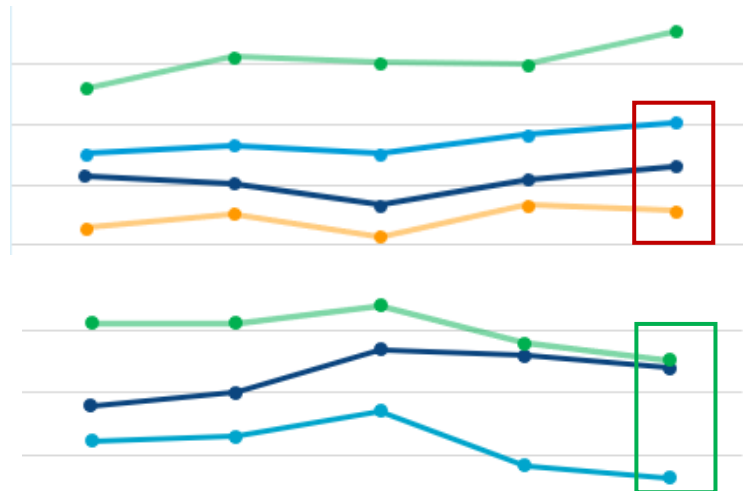
### Identifying questions of interest

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

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

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

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



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

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



## Appendix D: Additional reporting outputs

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

### Supporting documents



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



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

### Other reporting outputs



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



**Breakdown reports:** Reports containing People Promise and theme results split by breakdown (locality) for University College London Hospitals NHS Foundation Trust.



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



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