

# Cambridgeshire and Peterborough NHS Foundation Trust

## NHS Staff Survey Benchmark report 2024



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# Introduction

## About this report

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

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

## How results are reported

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



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

# People Promise elements, themes and sub-scores

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

Questions not linked to the People Promise elements or themes

## Introduction

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

## Organisation details

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

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

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

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

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

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



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

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

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

## Questions not linked to People Promise

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

## Workforce Equality Standards

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

## About your respondents

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

## Appendices

Here you will find:

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

## Key features

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

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

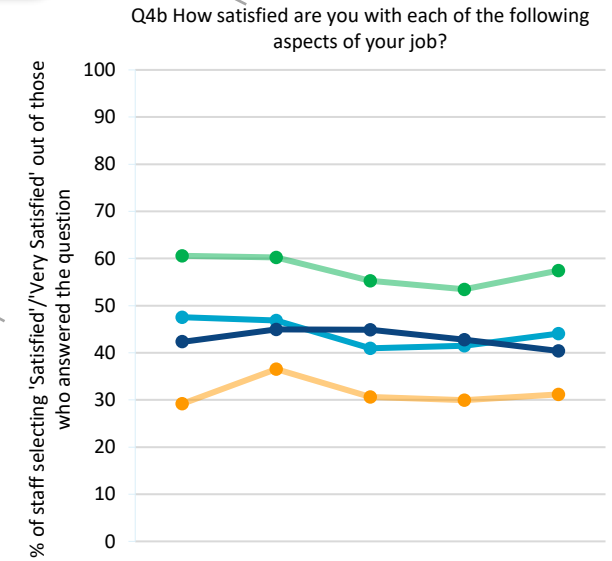
Note this is example data



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

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

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



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

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

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

## Organisation details



Cambridgeshire and Peterborough NHS Foundation Trust

## 2024 NHS Staff Survey



### Organisation details

Completed questionnaires **2013**

2024 response rate **43%**

### Survey details

Survey mode **Mixed**

### This organisation is benchmarked against:

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



### 2024 benchmarking group details

Organisations in group: 50

Median response rate: 54%

No. of completed questionnaires: 135986

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

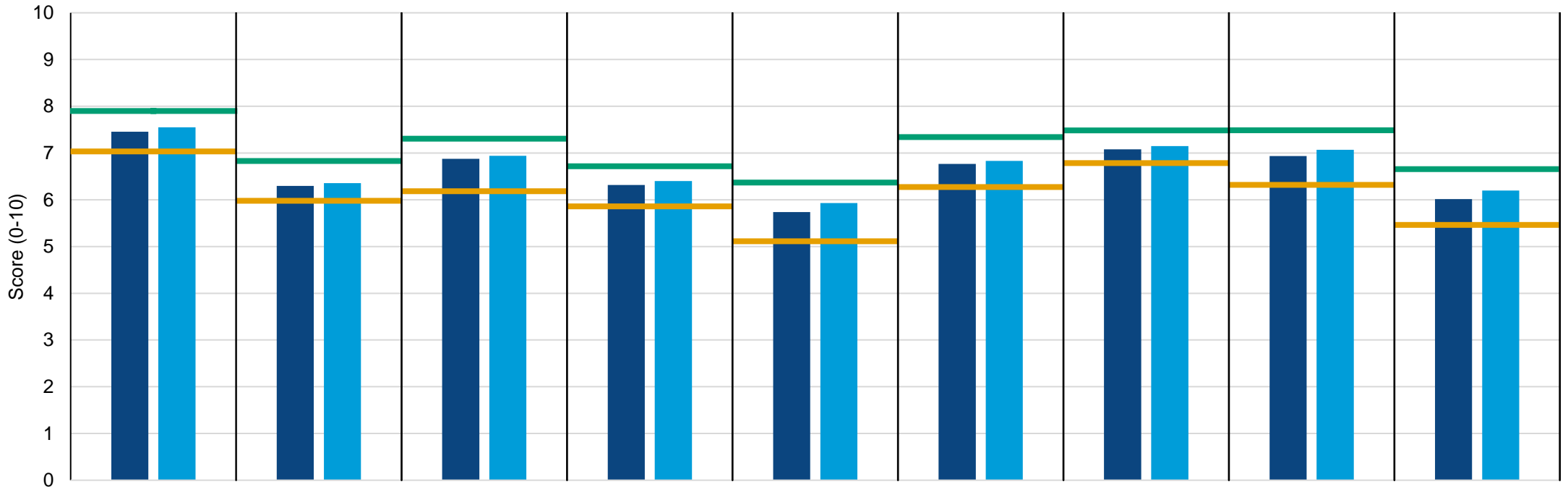


## People Promise elements, themes and sub-score results

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

# People Promise elements and themes: Overview

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



Your org	7.46	6.30	6.88	6.31	5.74	6.77	7.08	6.93	6.02
Best result	7.90	6.83	7.31	6.72	6.37	7.34	7.48	7.49	6.66
Average result	7.55	6.35	6.94	6.40	5.93	6.83	7.15	7.07	6.20
Worst result	7.03	5.98	6.18	5.86	5.11	6.27	6.78	6.32	5.46
Responses	2011	2007	2002	2003	1938	1994	2007	2009	2010

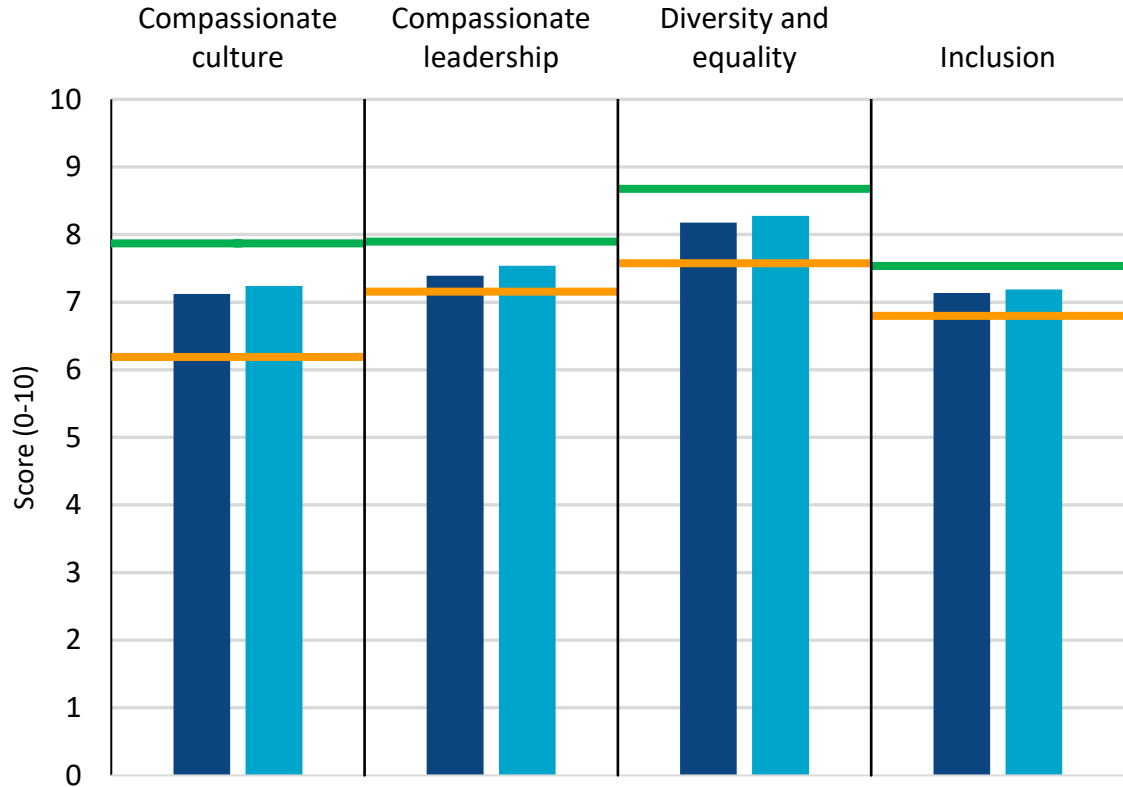


# People Promise elements, themes and sub-scores: Sub-score overview

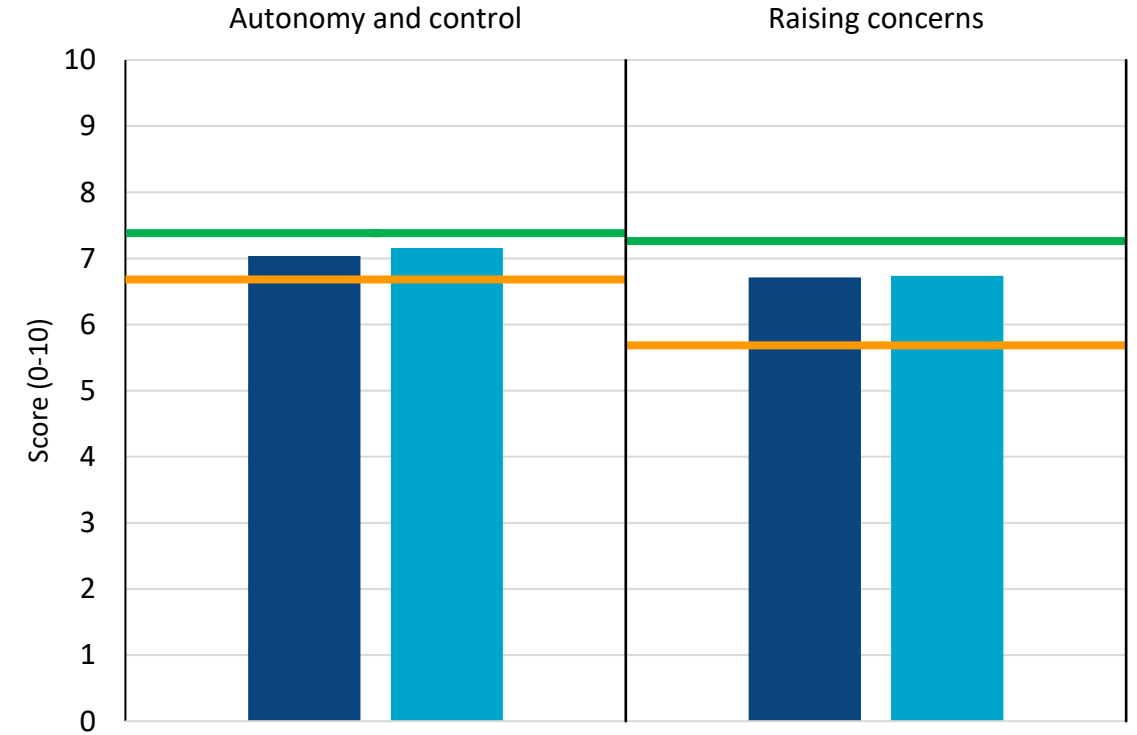
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



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



Your org	7.12	7.39	8.18	7.13
Best result	7.87	7.90	8.68	7.53
Average result	7.24	7.54	8.28	7.19
Worst result	6.19	7.16	7.58	6.80
Responses	2006	2010	2005	2004

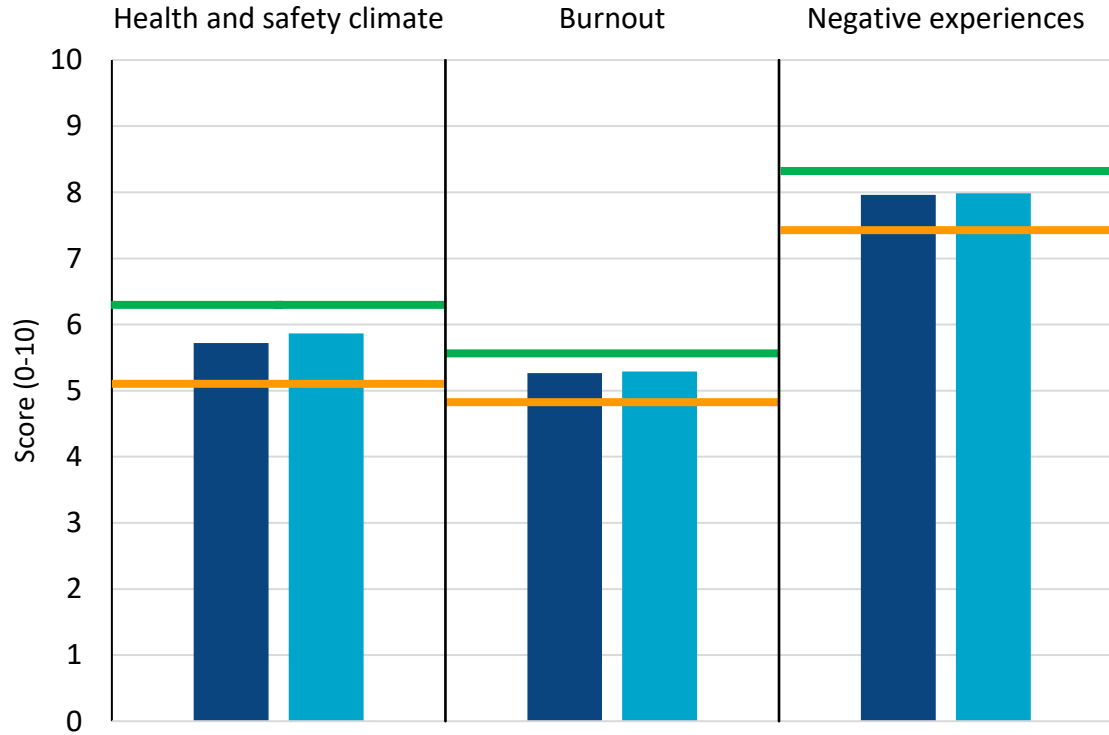
Your org	7.04	6.71
Best result	7.38	7.26
Average result	7.16	6.74
Worst result	6.68	5.68
Responses	2009	2005

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.

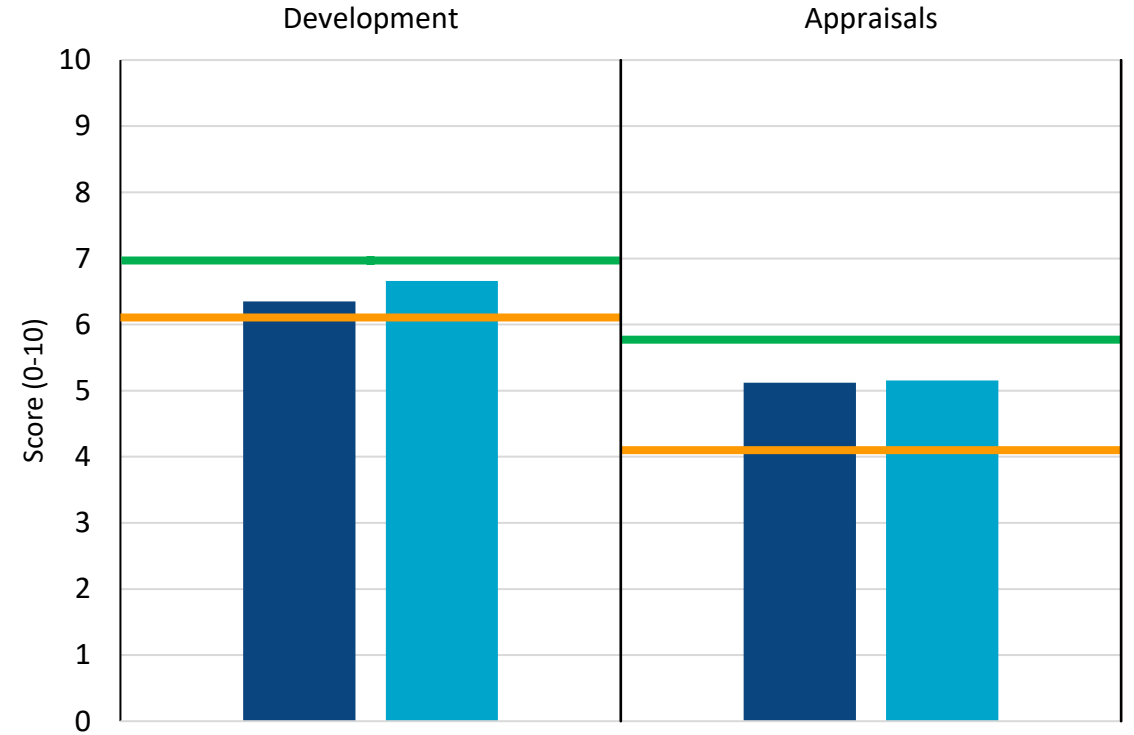
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



Your org	5.72	5.26	7.96
Best result	6.30	5.56	8.32
Average result	5.87	5.29	7.98
Worst result	5.10	4.83	7.43
Responses	2010	2010	2006

Your org	6.35	5.12
Best result	6.97	5.77
Average result	6.66	5.15
Worst result	6.11	4.10
Responses	2011	1939

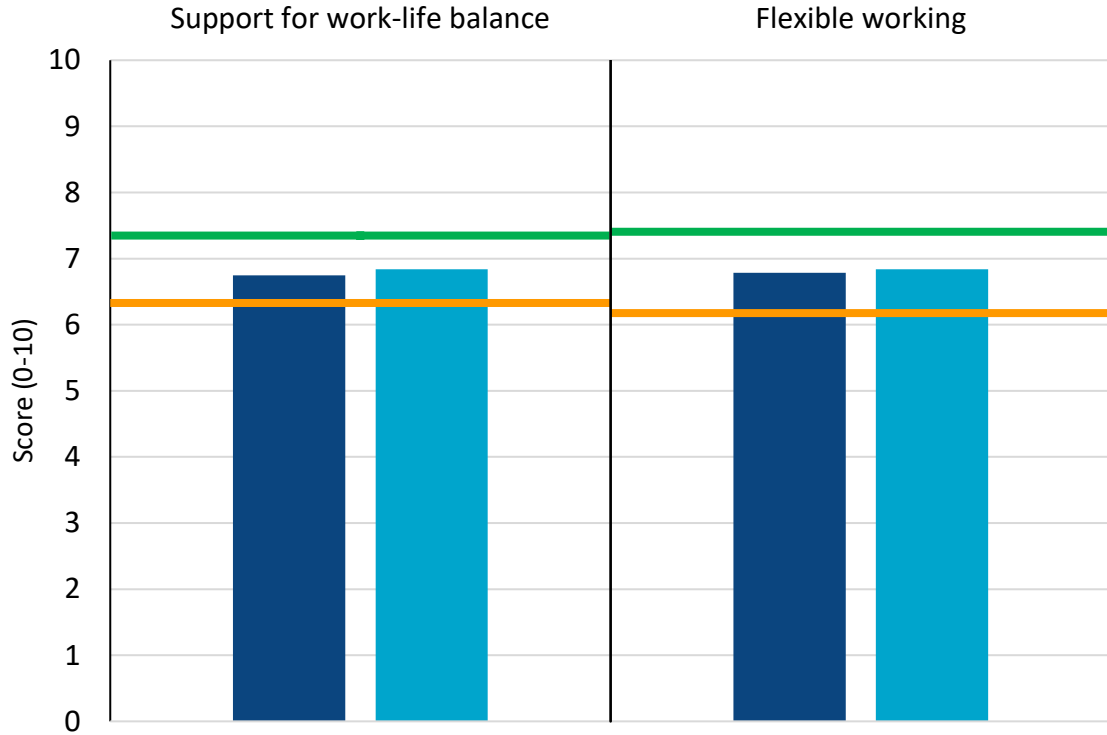
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



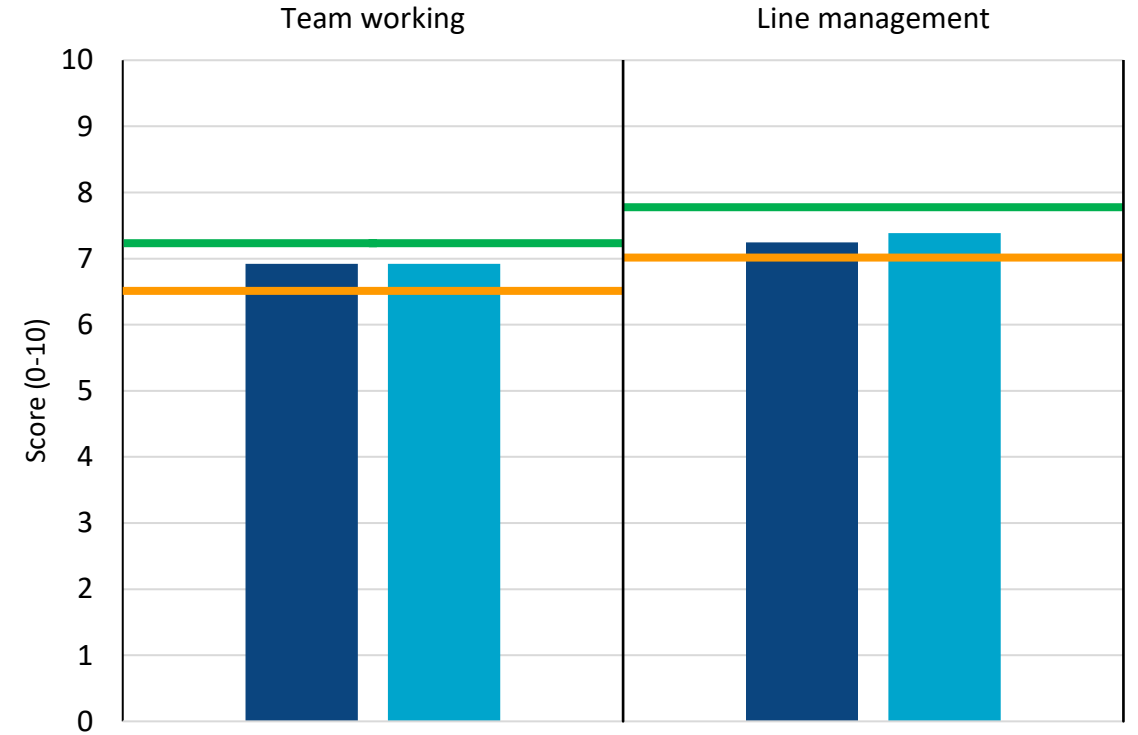
## Promise element 6: We work flexibly



## Promise element 7: We are a team



Your org	6.75	6.79
Best result	7.35	7.41
Average result	6.84	6.84
Worst result	6.33	6.18
Responses	2008	1997

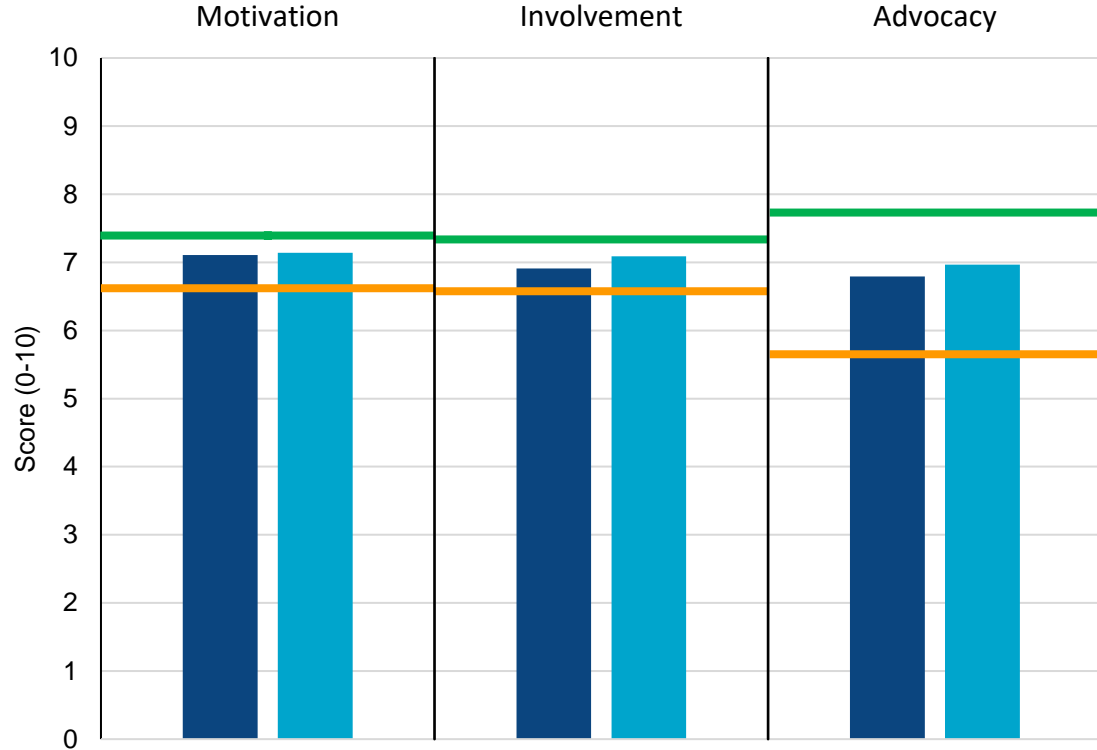


Your org	6.92	7.25
Best result	7.23	7.78
Average result	6.92	7.39
Worst result	6.51	7.02
Responses	2008	2010

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.



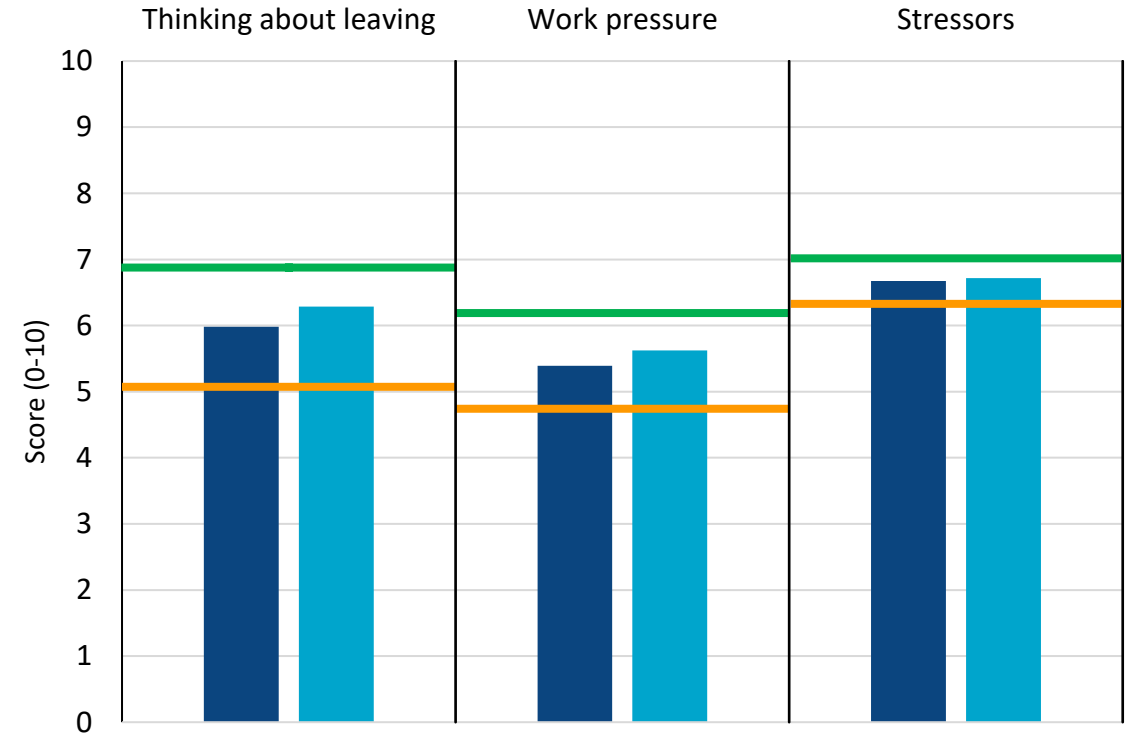
## Theme: Staff engagement



Your org	7.11	6.91	6.79
Best result	7.39	7.34	7.73
Average result	7.14	7.09	6.96
Worst result	6.62	6.58	5.65
Responses	1991	2009	2006



## Theme: Morale



Your org	5.98	5.39	6.67
Best result	6.88	6.19	7.02
Average result	6.29	5.62	6.72
Worst result	5.07	4.74	6.33
Responses	2007	2007	2006

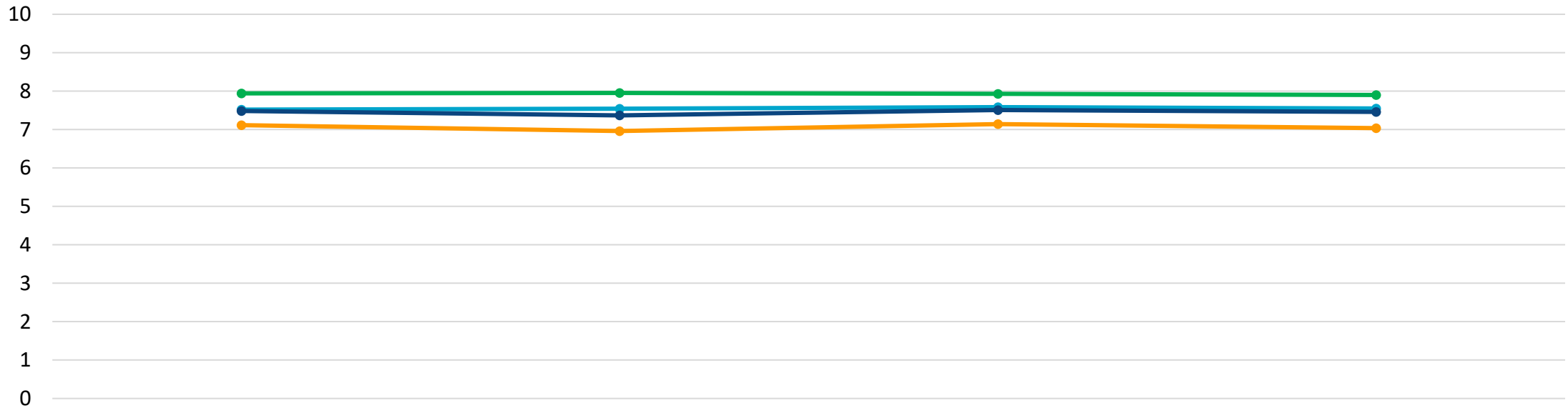


## People Promise elements, themes and sub-scores: Trends

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

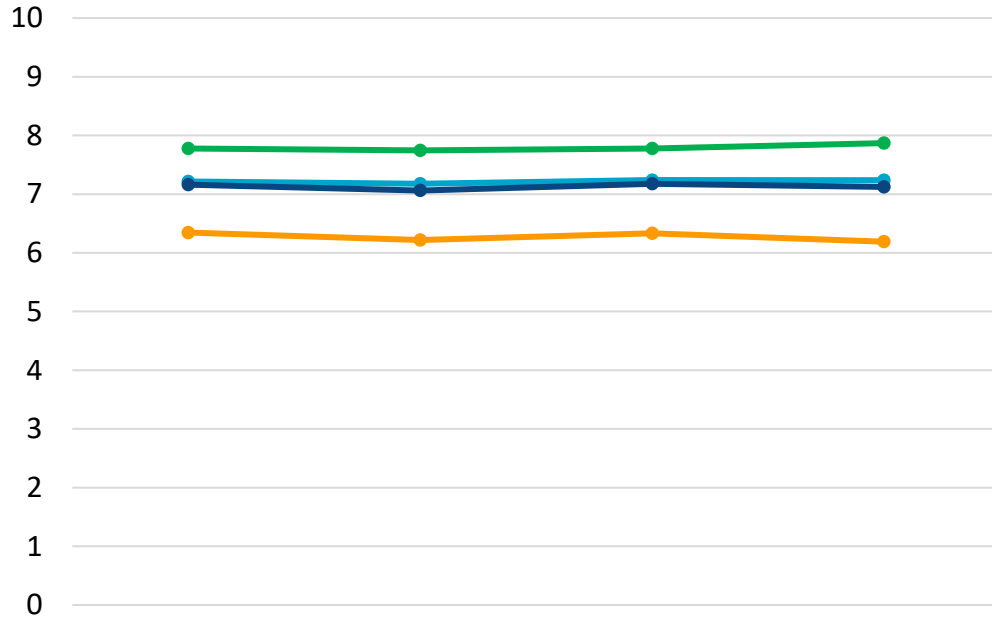


	2021	2022	2023	2024
Your org	7.48	7.37	7.51	7.46
Best result	7.94	7.95	7.93	7.90
Average result	7.52	7.54	7.58	7.55
Worst result	7.12	6.96	7.14	7.03
Responses	1969	1447	2103	2011

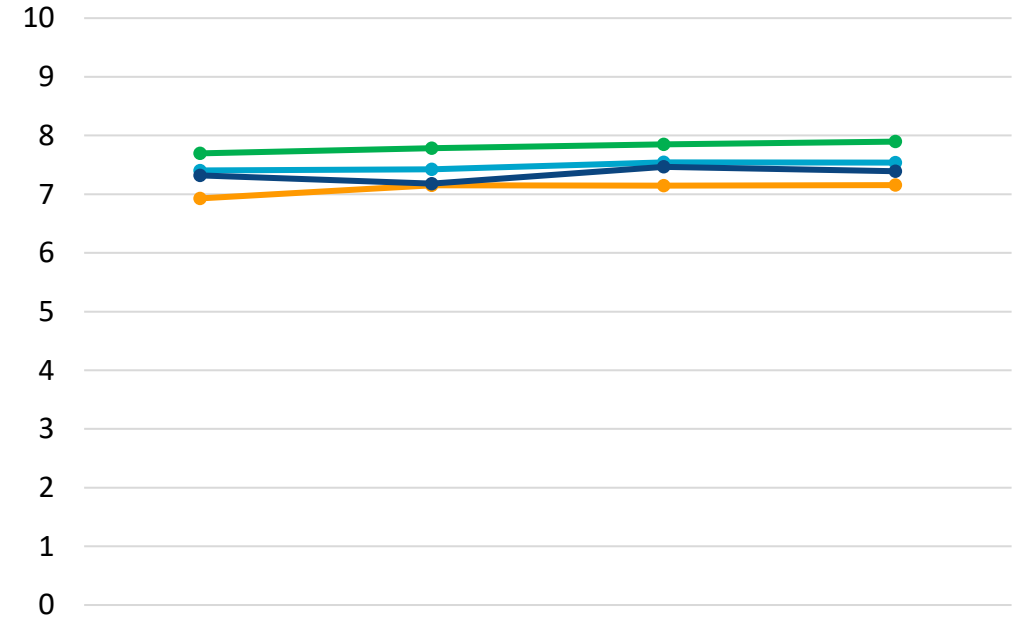
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



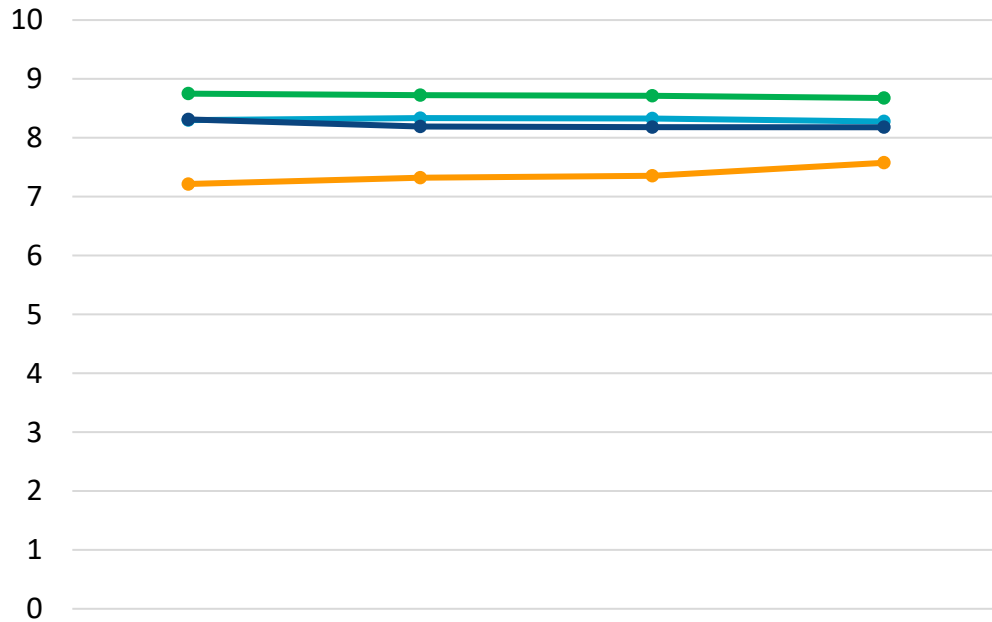
	2021	2022	2023	2024
Your org	7.16	7.06	7.18	7.12
Best result	7.78	7.75	7.78	7.87
Average result	7.22	7.18	7.24	7.24
Worst result	6.35	6.22	6.33	6.19
Responses	1948	1445	2102	2006

	2021	2022	2023	2024
Your org	7.32	7.18	7.47	7.39
Best result	7.70	7.78	7.85	7.90
Average result	7.40	7.42	7.54	7.54
Worst result	6.93	7.15	7.14	7.16
Responses	1980	1447	2102	2010

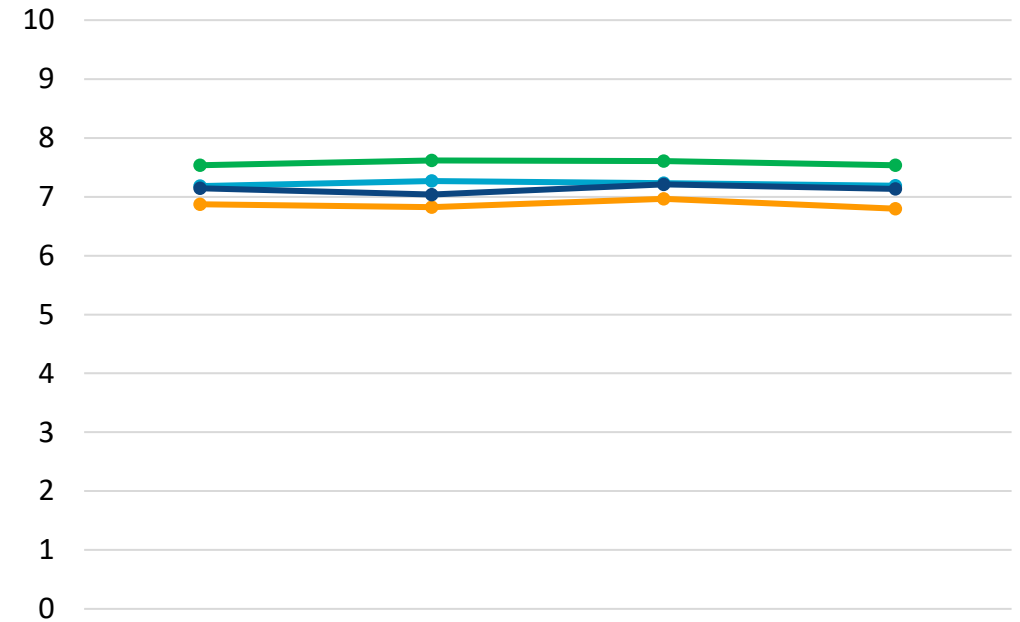
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

### Diversity and equality



### Inclusion



	2021	2022	2023	2024
Your org	8.31	8.19	8.18	8.18
Best result	8.75	8.73	8.72	8.68
Average result	8.30	8.34	8.33	8.28
Worst result	7.22	7.32	7.35	7.58
Responses	1967	1444	2102	2005

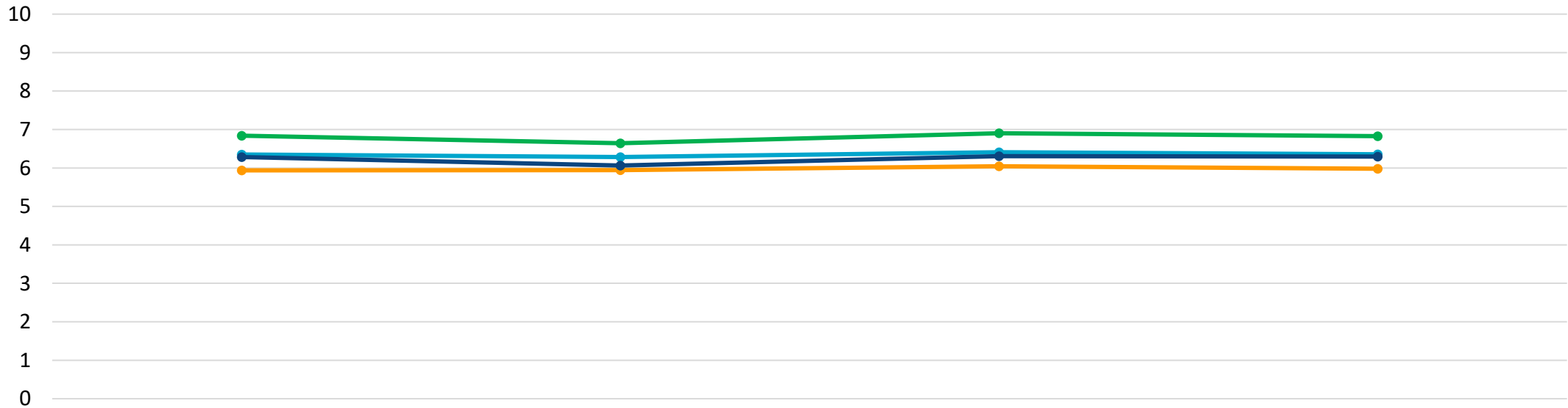
	2021	2022	2023	2024
Your org	7.15	7.04	7.21	7.13
Best result	7.54	7.62	7.61	7.53
Average result	7.18	7.27	7.23	7.19
Worst result	6.87	6.83	6.97	6.80
Responses	1990	1445	2099	2004

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



## Promise element 2: We are recognised and rewarded

We are recognised and rewarded



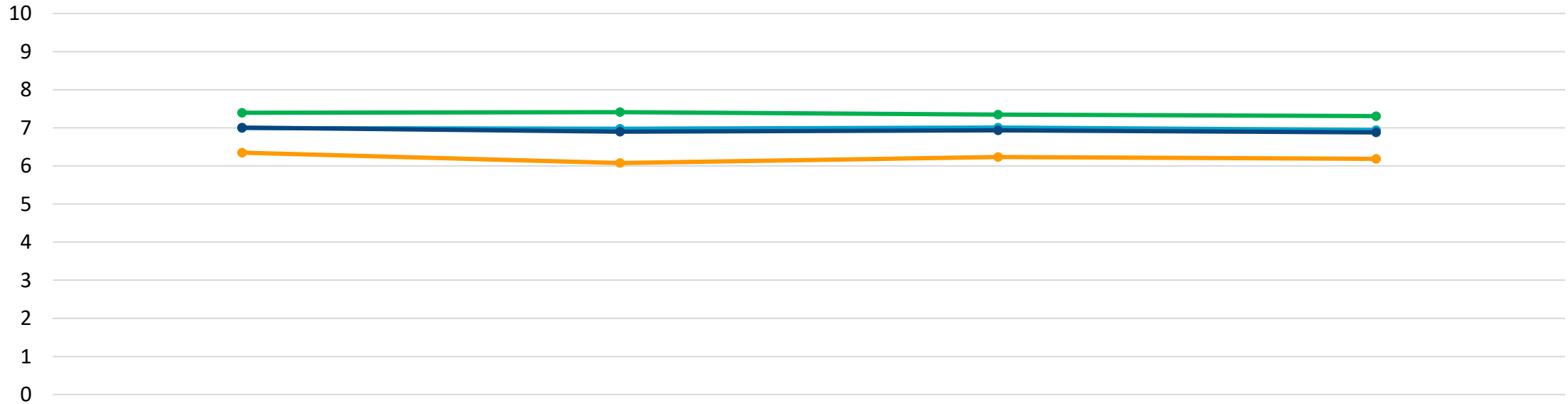
	2021	2022	2023	2024
Your org	6.28	6.06	6.31	6.30
Best result	6.84	6.64	6.90	6.83
Average result	6.35	6.28	6.41	6.35
Worst result	5.94	5.94	6.04	5.98
Responses	2027	1447	2102	2007

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



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

We each have a voice that counts



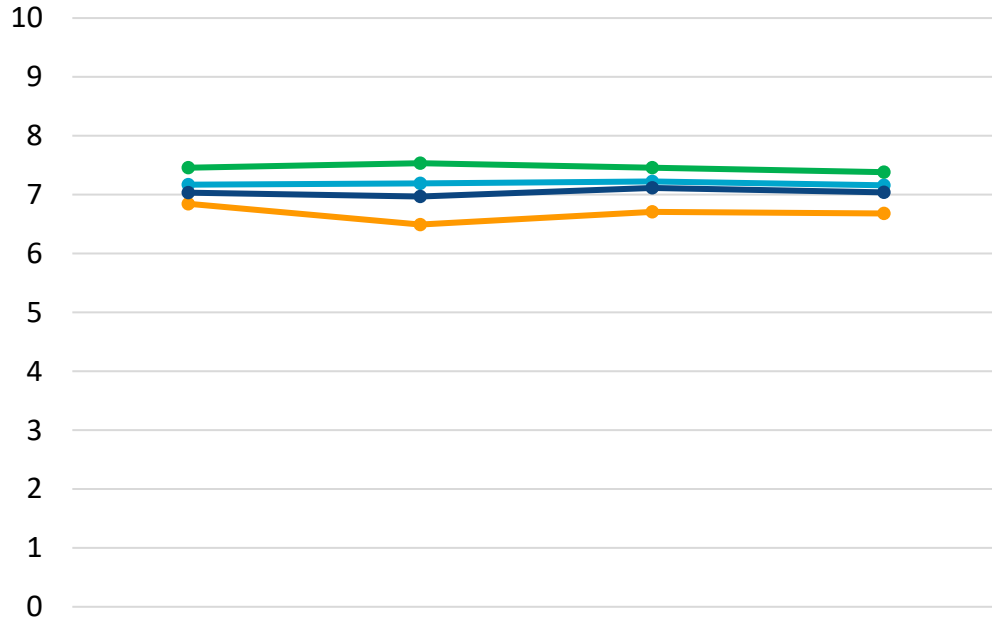
	2021	2022	2023	2024
Your org	7.01	6.90	6.93	6.88
Best result	7.40	7.41	7.35	7.31
Average result	6.99	6.97	7.01	6.94
Worst result	6.35	6.07	6.23	6.18
Responses	1942	1444	2088	2002

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.

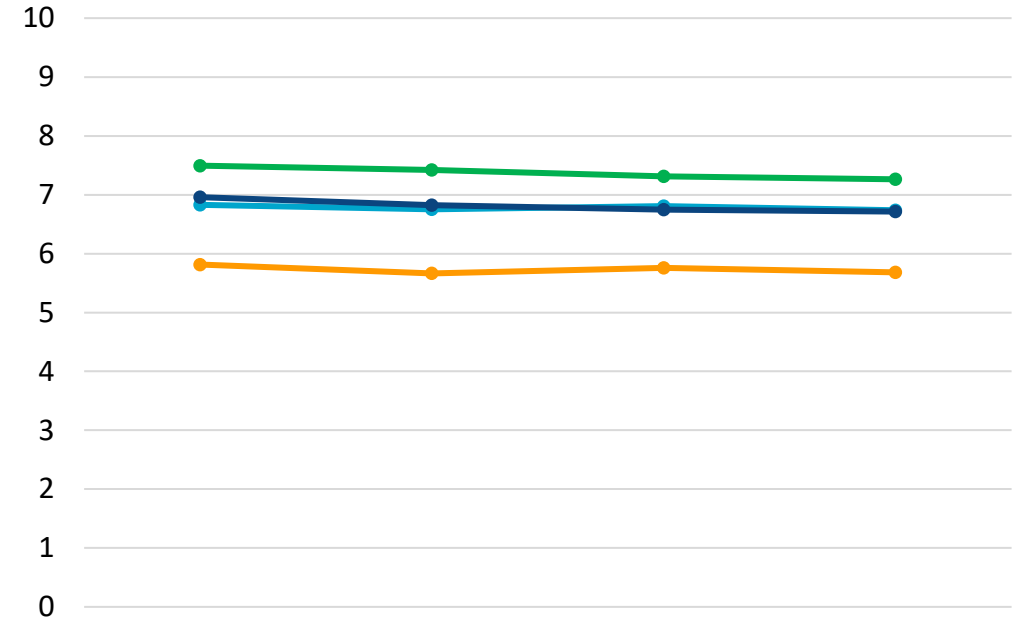


## Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



2021 2022 2023 2024

Your org	7.03	6.97	7.11	7.04
Best result	7.46	7.53	7.46	7.38
Average result	7.17	7.19	7.22	7.16
Worst result	6.85	6.49	6.71	6.68

Responses 2028 1448 2105 2009

2021 2022 2023 2024

Your org	6.96	6.82	6.74	6.71
Best result	7.49	7.42	7.31	7.26
Average result	6.83	6.76	6.81	6.74
Worst result	5.81	5.66	5.76	5.68

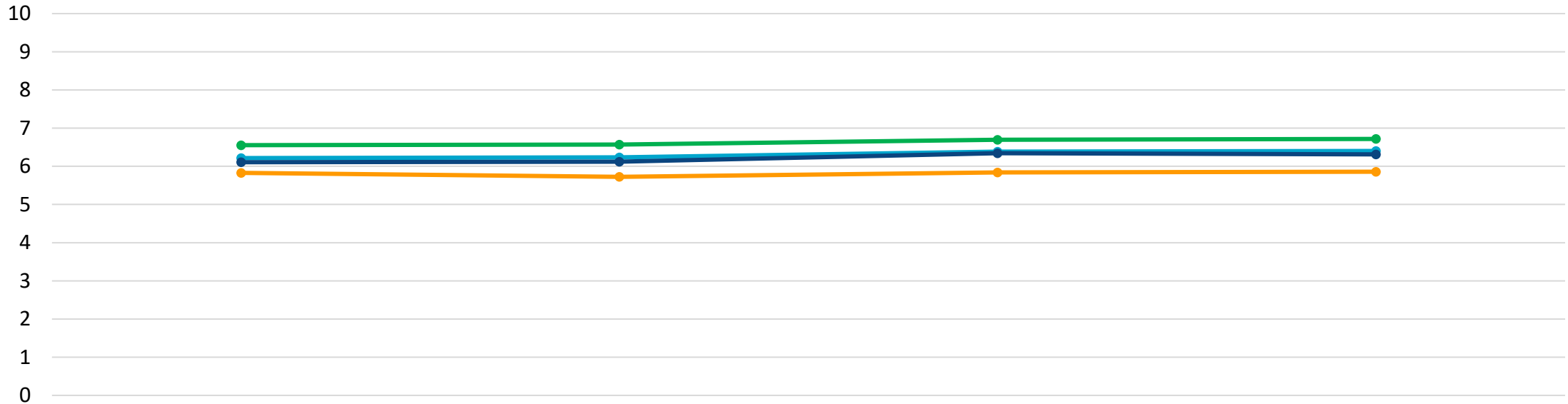
Responses 1943 1445 2092 2005

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



## Promise element 4: We are safe and healthy

We are safe and healthy



	2021	2022	2023	2024
Your org	6.11	6.12	6.34	6.31
Best result	6.55	6.57	6.70	6.72
Average result	6.22	6.24	6.38	6.40
Worst result	5.83	5.72	5.84	5.86
Responses	1968	1447	2098	2003

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.

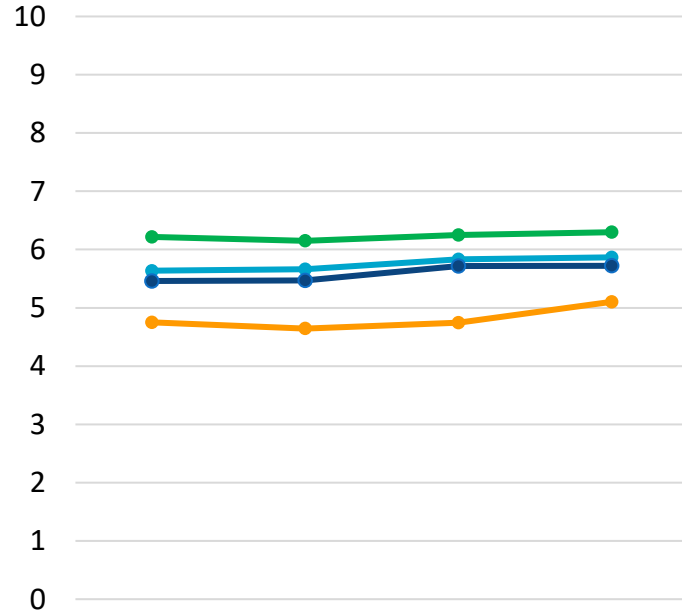


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



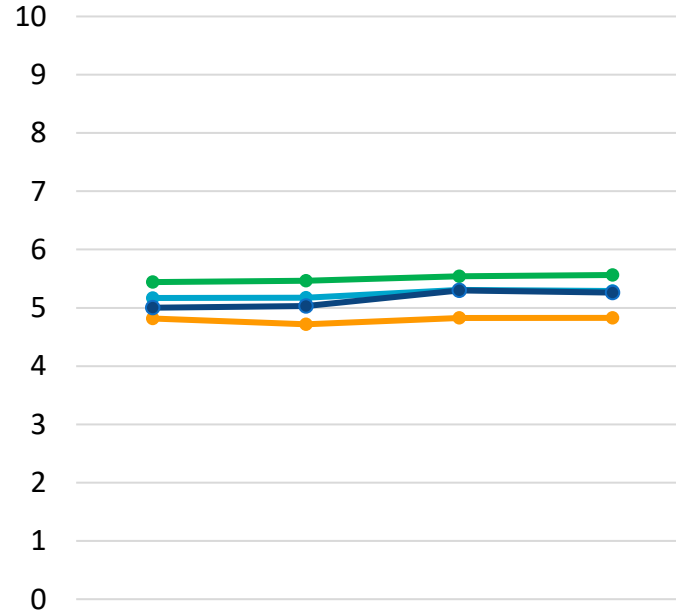
## Promise element 4: We are safe and healthy

Health and safety climate



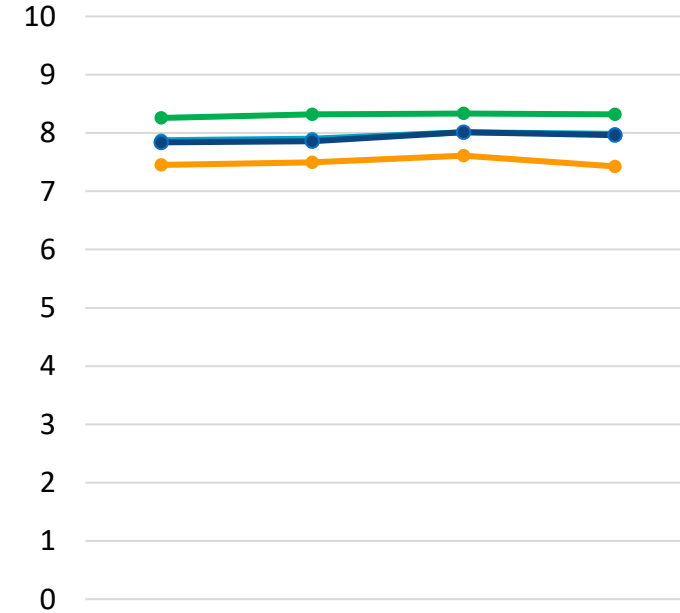
	2021	2022	2023	2024
<b>Your org</b>	5.46	5.47	5.71	5.72
<b>Best result</b>	6.22	6.15	6.25	6.30
<b>Average result</b>	5.64	5.66	5.83	5.87
<b>Worst result</b>	4.75	4.64	4.75	5.10
Responses	2028	1448	2104	2010

Burnout



	2021	2022	2023	2024
<b>Your org</b>	5.00	5.03	5.30	5.26
<b>Best result</b>	5.44	5.47	5.54	5.56
<b>Average result</b>	5.17	5.18	5.31	5.29
<b>Worst result</b>	4.82	4.72	4.83	4.83
Responses	1972	1447	2106	2010

Negative experiences



	2021	2022	2023	2024
<b>Your org</b>	7.84	7.86	8.01	7.96
<b>Best result</b>	8.26	8.32	8.33	8.32
<b>Average result</b>	7.88	7.90	8.01	7.98
<b>Worst result</b>	7.45	7.50	7.61	7.43
Responses	1971	1447	2105	2006

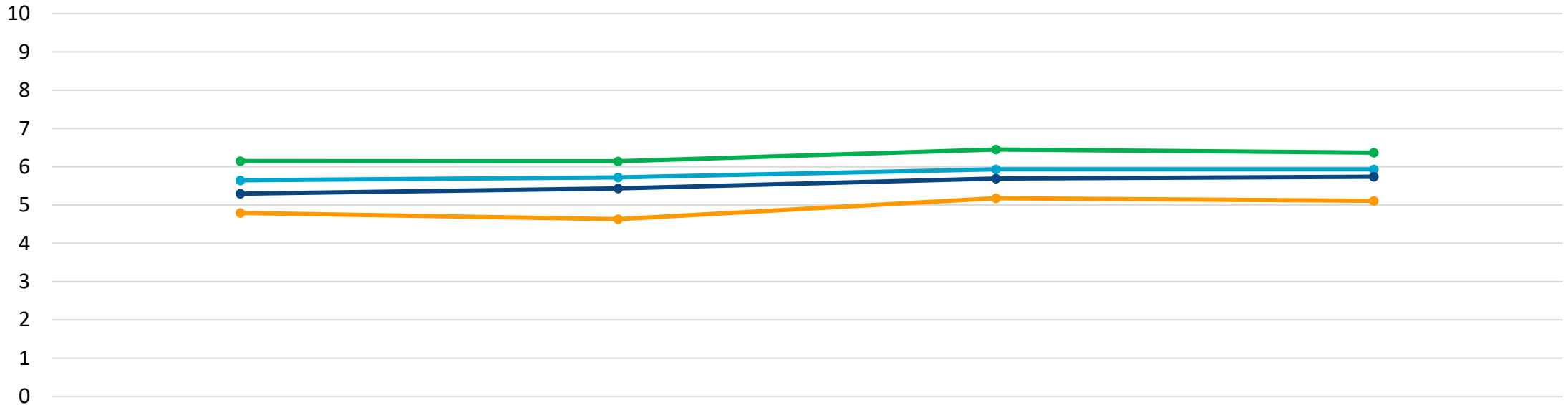
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



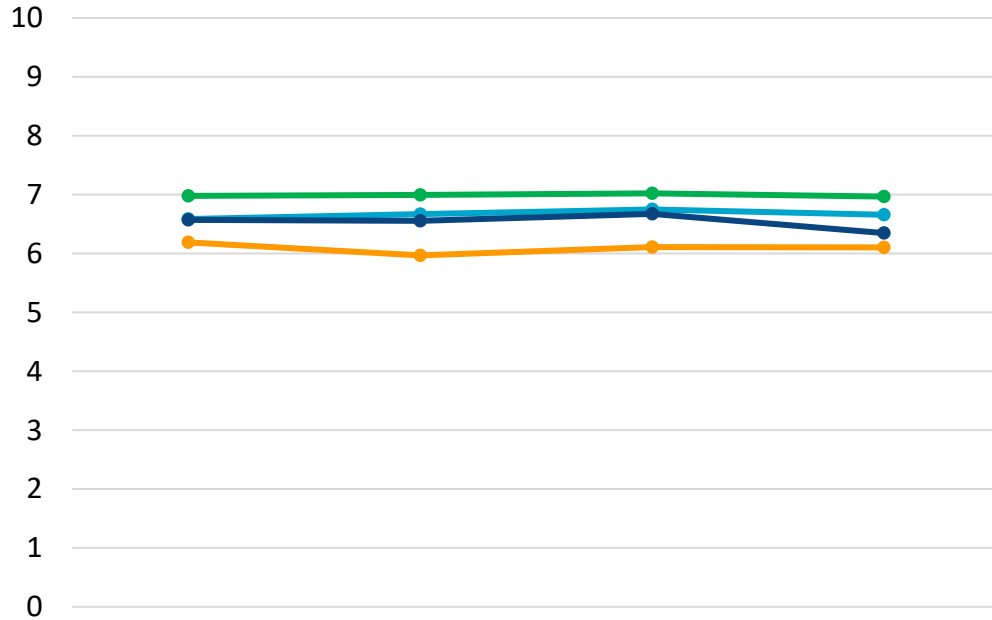
	2021	2022	2023	2024
Your org	5.30	5.43	5.69	5.74
Best result	6.15	6.14	6.45	6.37
Average result	5.65	5.72	5.93	5.93
Worst result	4.79	4.63	5.18	5.11
Responses	1878	1370	2017	1938

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.

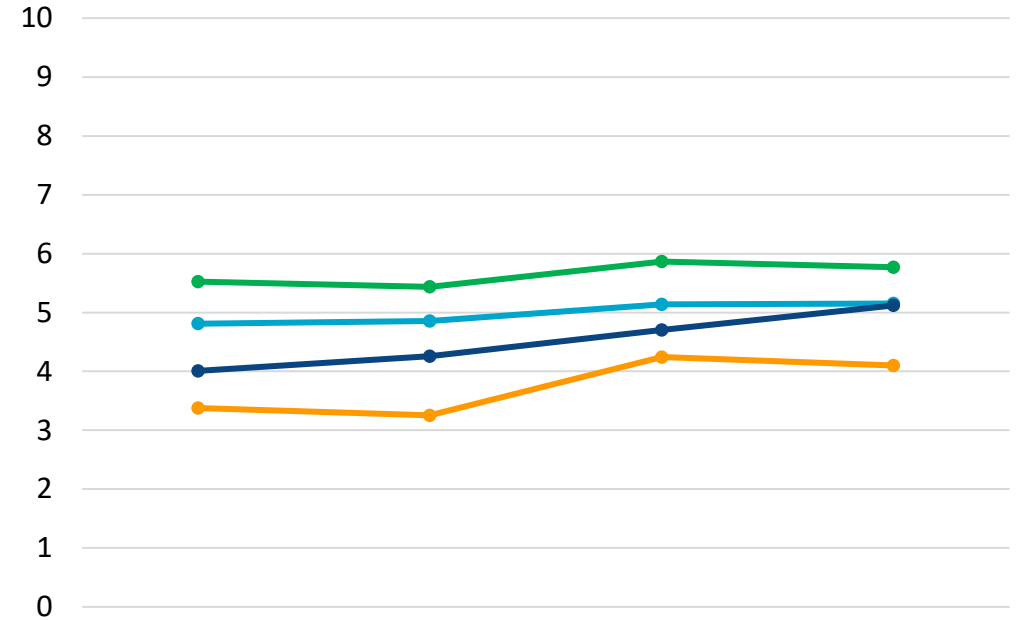


## Promise element 5: We are always learning

Development



Appraisals



	2021	2022	2023	2024
Your org	6.57	6.56	6.67	6.35
Best result	6.98	7.00	7.02	6.97
Average result	6.59	6.67	6.75	6.66
Worst result	6.19	5.97	6.11	6.11
Responses	1960	1442	2105	2011

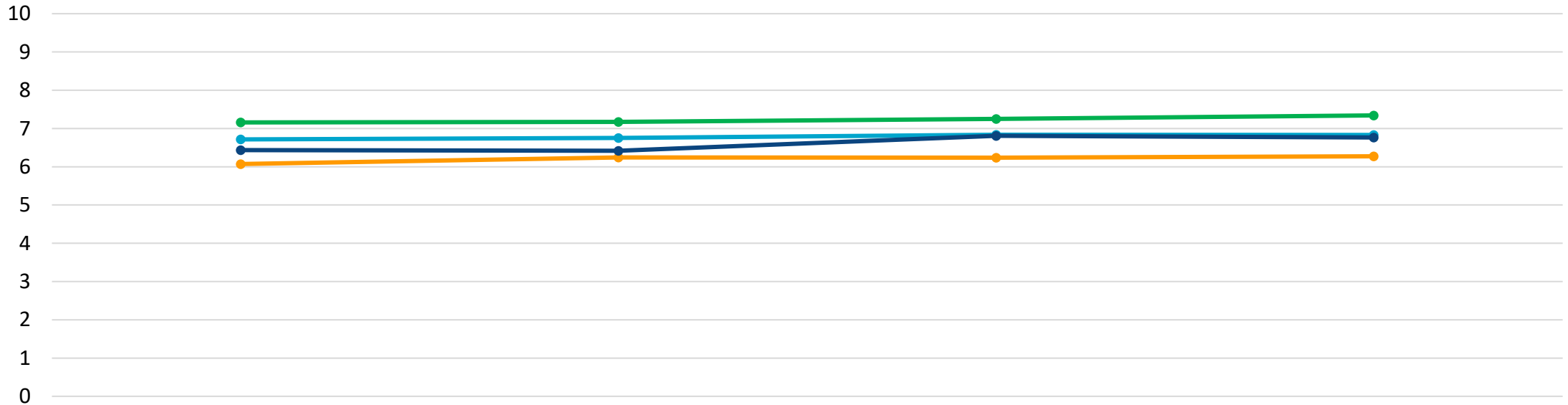
	2021	2022	2023	2024
Your org	4.01	4.26	4.70	5.12
Best result	5.52	5.44	5.87	5.77
Average result	4.81	4.86	5.14	5.15
Worst result	3.38	3.25	4.24	4.10
Responses	1884	1375	2018	1939

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



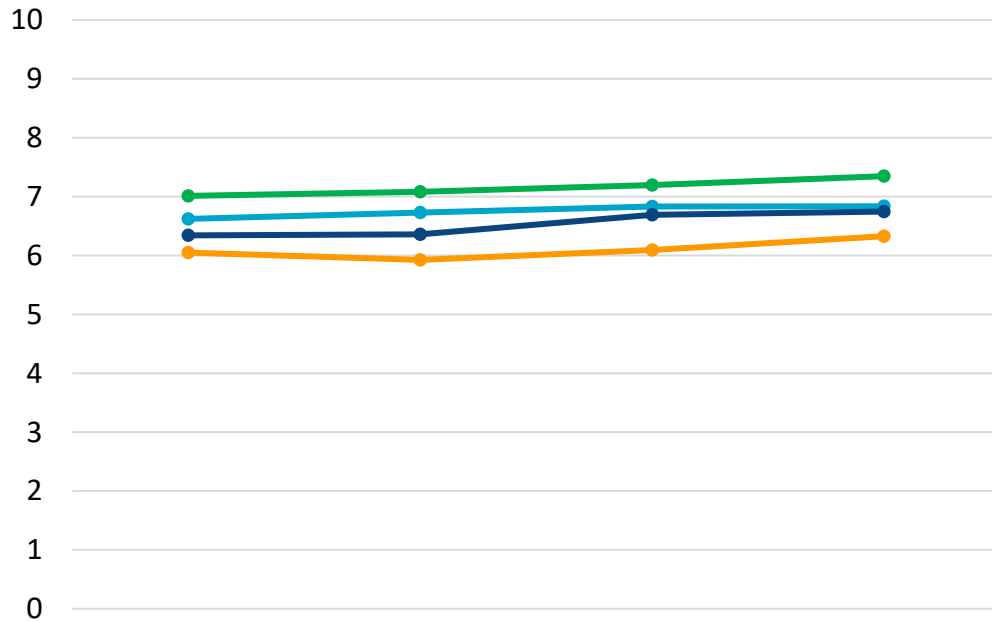
	2021	2022	2023	2024
Your org	6.43	6.42	6.81	6.77
Best result	7.16	7.17	7.25	7.34
Average result	6.71	6.75	6.84	6.83
Worst result	6.07	6.24	6.24	6.27
Responses	2011	1444	2085	1994

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.

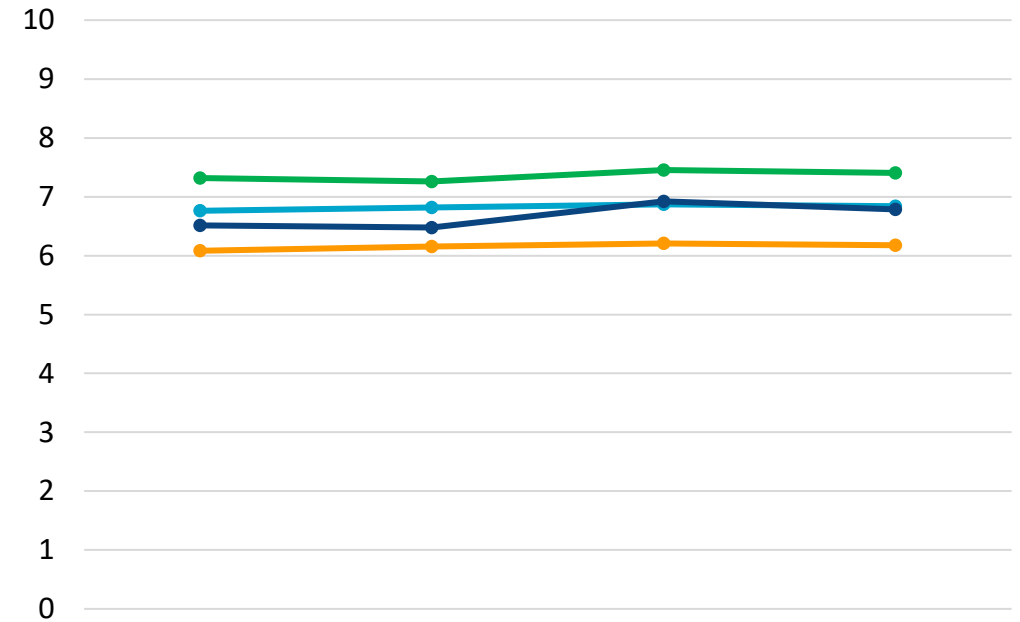


## Promise element 6: We work flexibly

Support for work-life balance



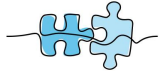
Flexible working



	2021	2022	2023	2024
Your org	6.34	6.36	6.69	6.75
Best result	7.01	7.08	7.20	7.35
Average result	6.62	6.73	6.83	6.84
Worst result	6.05	5.93	6.09	6.33
Responses	2014	1446	2103	2008

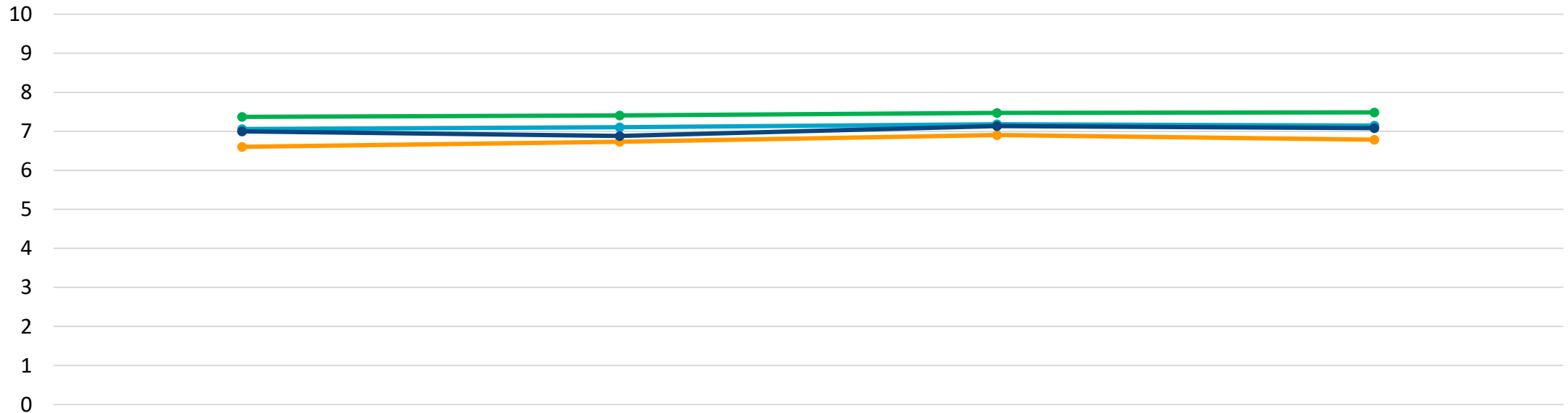
	2021	2022	2023	2024
Your org	6.52	6.48	6.92	6.79
Best result	7.32	7.26	7.45	7.41
Average result	6.76	6.82	6.87	6.84
Worst result	6.08	6.15	6.21	6.18
Responses	2025	1446	2086	1997

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



## Promise element 7: We are a team

### We are a team



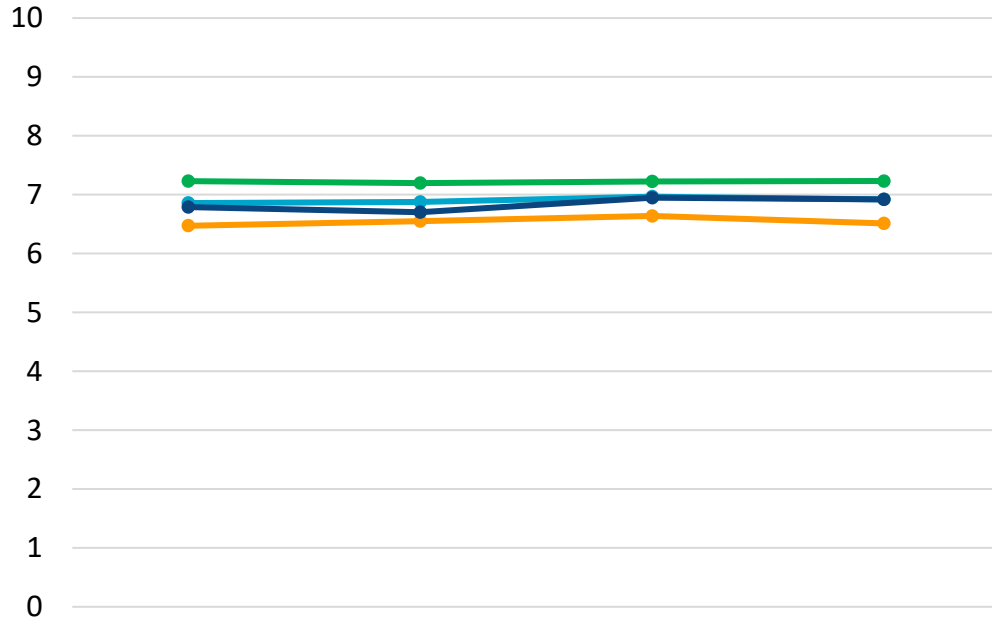
	2021	2022	2023	2024
Your org	7.00	6.88	7.13	7.08
Best result	7.37	7.41	7.47	7.48
Average result	7.06	7.10	7.18	7.15
Worst result	6.60	6.73	6.90	6.78
Responses	1980	1447	2104	2007

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.

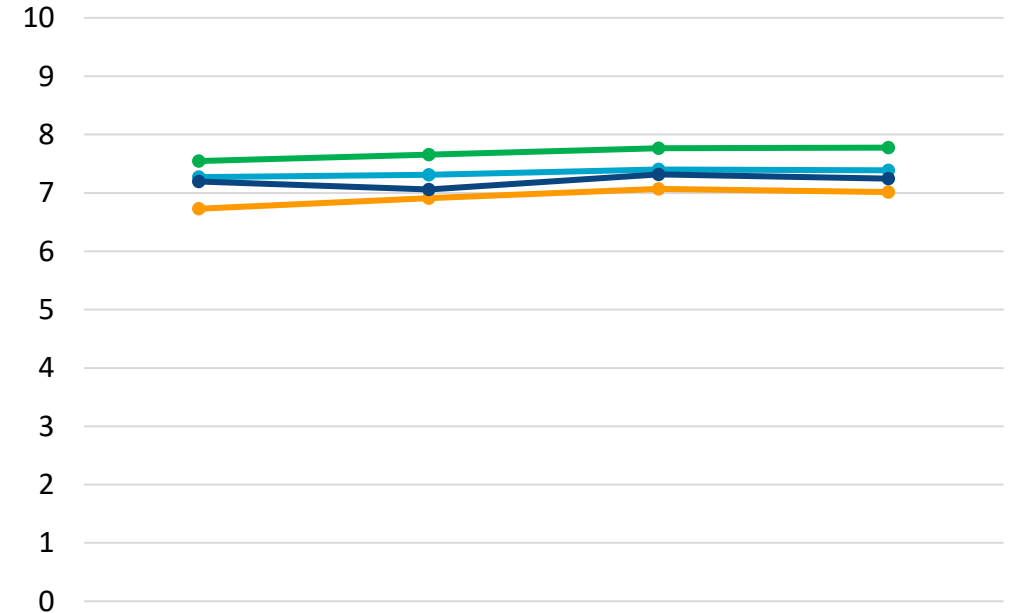


## Promise element 7: We are a team

Team working



Line management



	2021	2022	2023	2024
Your org	6.79	6.70	6.95	6.92
Best result	7.23	7.20	7.22	7.23
Average result	6.86	6.87	6.97	6.92
Worst result	6.47	6.55	6.64	6.51
Responses	2000	1447	2104	2008

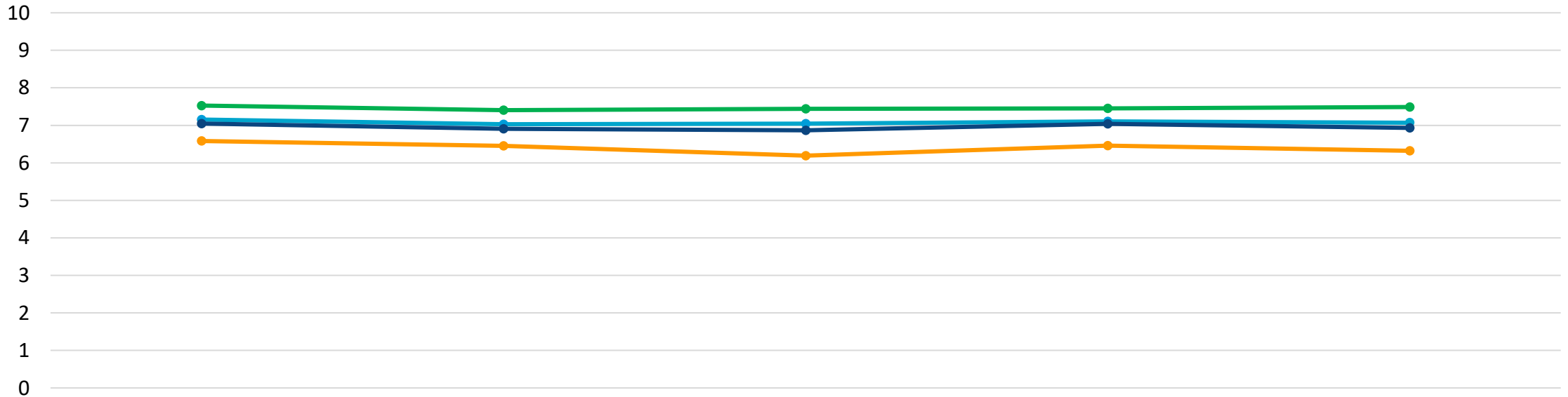
	2021	2022	2023	2024
Your org	7.19	7.06	7.32	7.25
Best result	7.55	7.66	7.76	7.78
Average result	7.27	7.31	7.40	7.39
Worst result	6.73	6.91	7.07	7.02
Responses	1980	1447	2104	2010

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	7.05	6.91	6.87	7.04	6.93
Best result	7.53	7.41	7.44	7.46	7.49
Average result	7.15	7.03	7.05	7.11	7.07
Worst result	6.58	6.46	6.19	6.46	6.32
Responses	1929	2028	1449	2105	2009





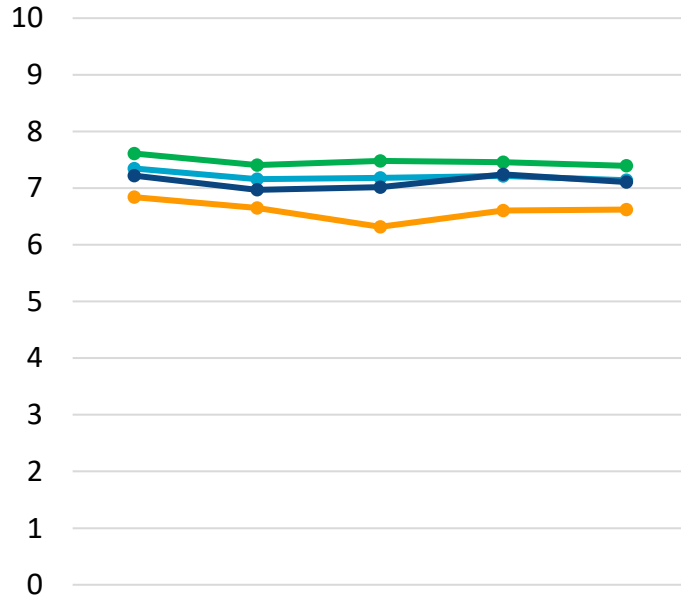
# People Promise elements, themes and sub-scores: Sub-score trends

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.



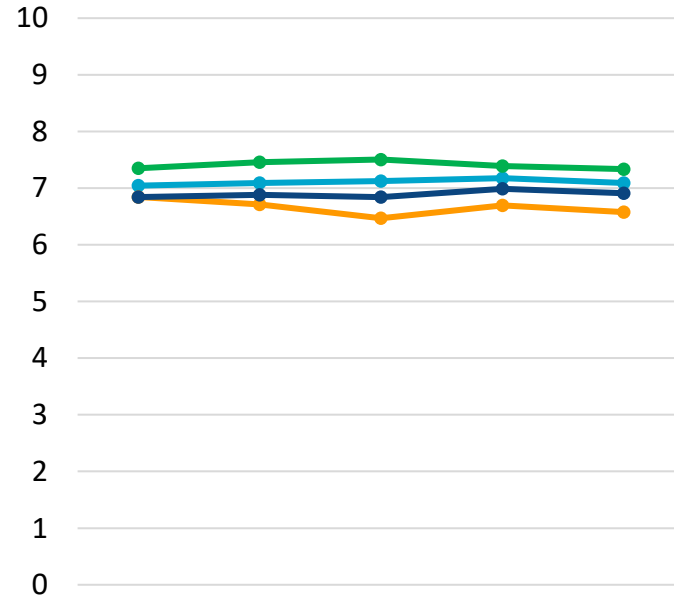
## Theme: Staff Engagement

### Motivation



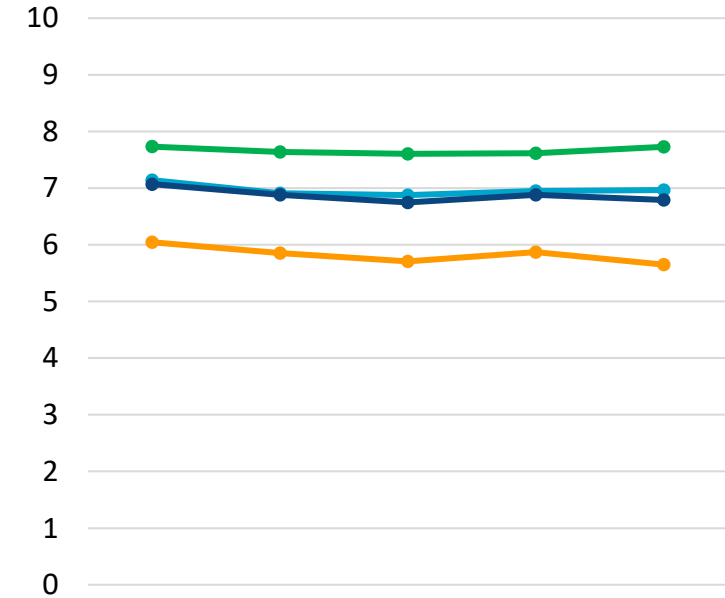
	2020	2021	2022	2023	2024
Your org	7.22	6.97	7.01	7.24	7.11
Best result	7.61	7.41	7.48	7.46	7.39
Average result	7.35	7.16	7.18	7.22	7.14
Worst result	6.84	6.65	6.32	6.60	6.62
Responses	1929	2036	1440	2090	1991

### Involvement



	2020	2021	2022	2023	2024
Your org	6.84	6.88	6.84	6.99	6.91
Best result	7.35	7.46	7.51	7.39	7.34
Average result	7.04	7.09	7.12	7.18	7.09
Worst result	6.84	6.71	6.47	6.70	6.58
Responses	1928	2028	1448	2104	2009

### Advocacy



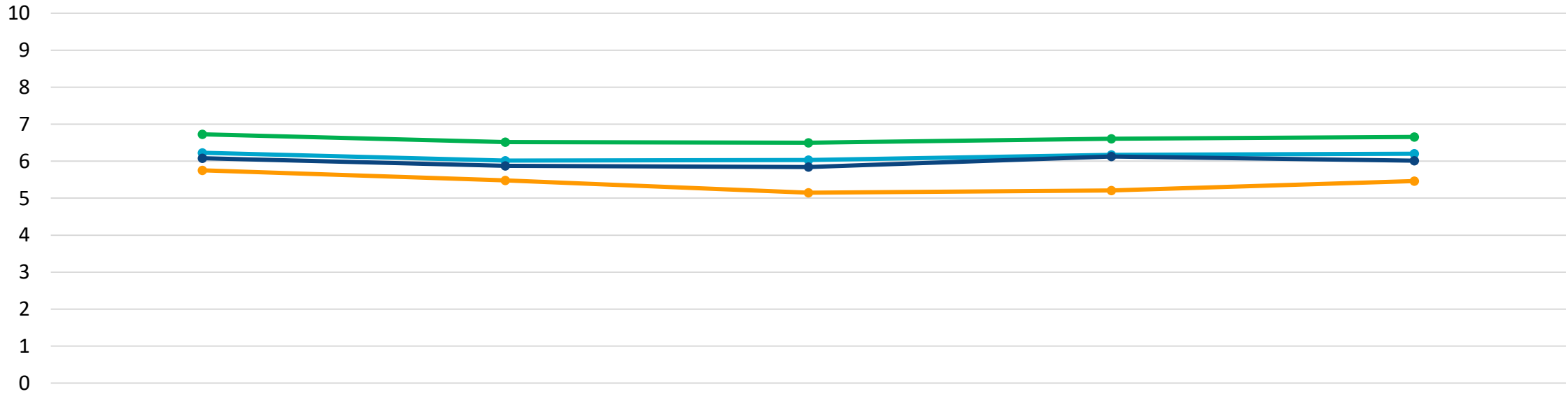
	2020	2021	2022	2023	2024
Your org	7.07	6.88	6.75	6.88	6.79
Best result	7.73	7.64	7.61	7.62	7.73
Average result	7.14	6.91	6.88	6.95	6.96
Worst result	6.05	5.85	5.71	5.87	5.65
Responses	1894	1948	1445	2102	2006

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



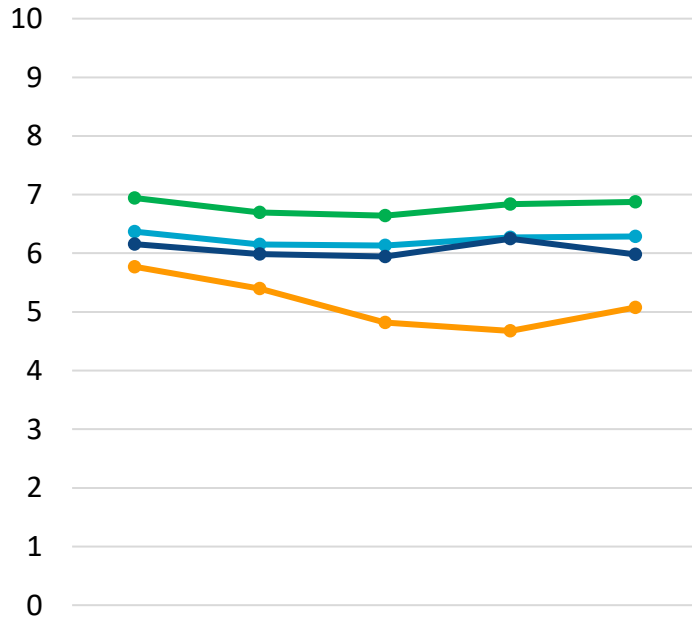
	2020	2021	2022	2023	2024
Your org	6.08	5.87	5.84	6.13	6.02
Best result	6.73	6.52	6.50	6.61	6.66
Average result	6.23	6.02	6.03	6.17	6.20
Worst result	5.75	5.48	5.15	5.21	5.46
Responses	1913	2022	1448	2104	2010

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

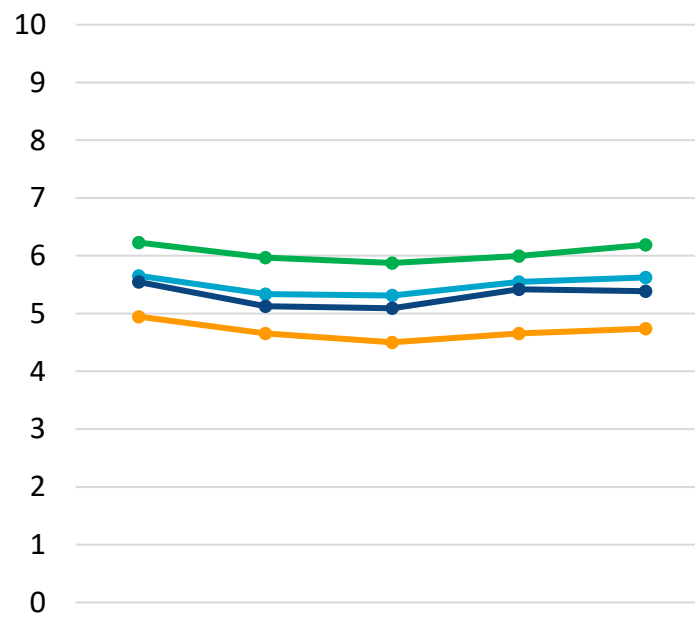


## Theme: Morale

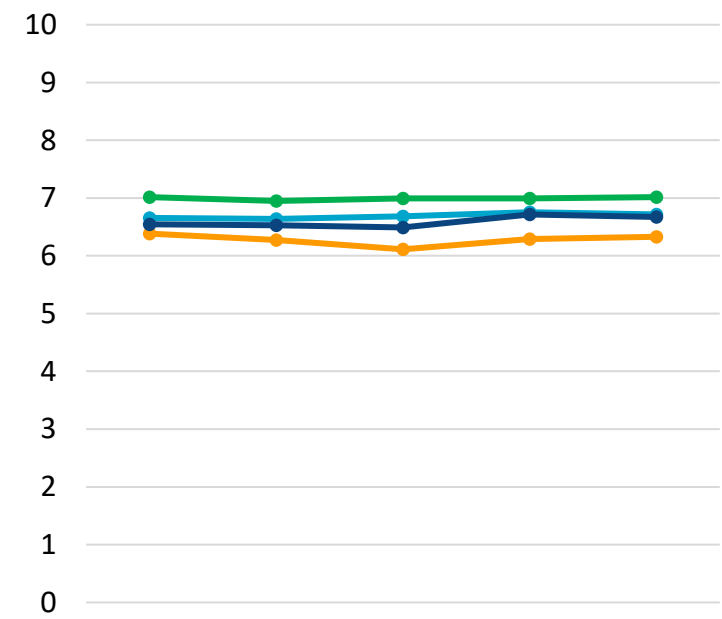
Thinking about leaving



Work pressure



Stressors



	2020	2021	2022	2023	2024
Your org	6.16	5.99	5.94	6.25	5.98
Best result	6.94	6.69	6.64	6.83	6.88
Average result	6.37	6.15	6.13	6.27	6.29
Worst result	5.77	5.40	4.82	4.68	5.07
Responses	1890	1942	1442	2103	2007

	2020	2021	2022	2023	2024
Your org	5.55	5.13	5.09	5.42	5.39
Best result	6.23	5.97	5.88	6.00	6.19
Average result	5.65	5.34	5.31	5.55	5.62
Worst result	4.95	4.66	4.50	4.66	4.74
Responses	1927	2027	1446	2104	2007

	2020	2021	2022	2023	2024
Your org	6.54	6.53	6.49	6.72	6.67
Best result	7.02	6.95	6.99	7.00	7.02
Average result	6.65	6.64	6.69	6.75	6.72
Worst result	6.38	6.28	6.11	6.29	6.33
Responses	1913	2014	1445	2100	2006

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

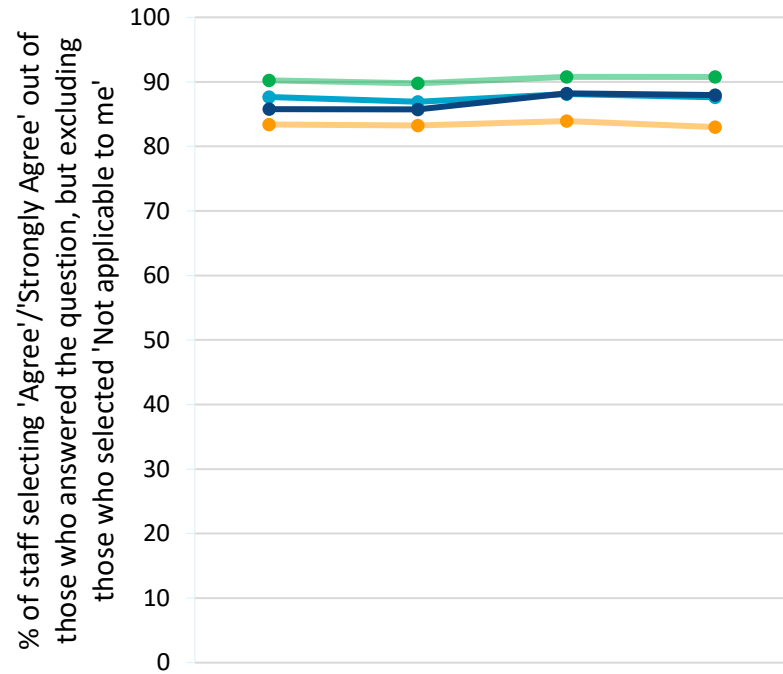
Diversity and equality – Q15, Q16a, Q16b, Q21

Inclusion – Q7h, Q7i, Q8b, Q8c

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

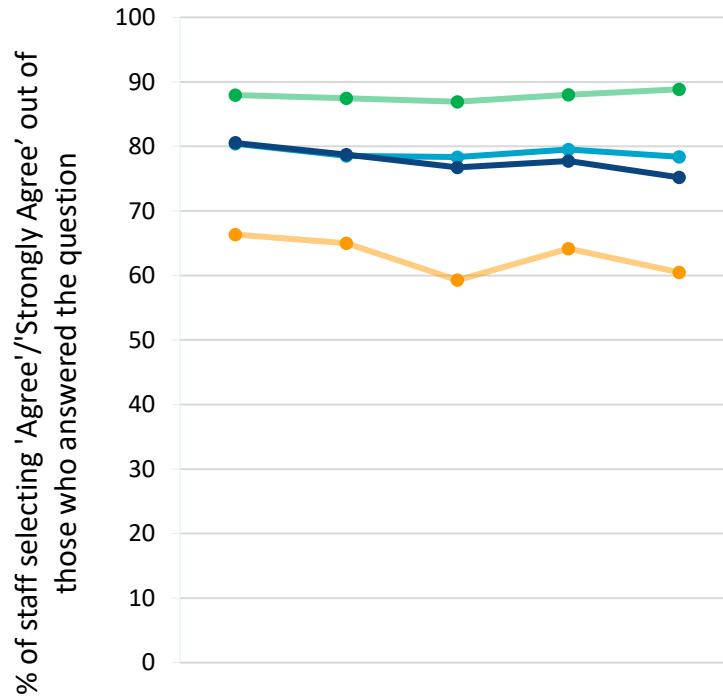


Q6a I feel that my role makes a difference to patients / service users.



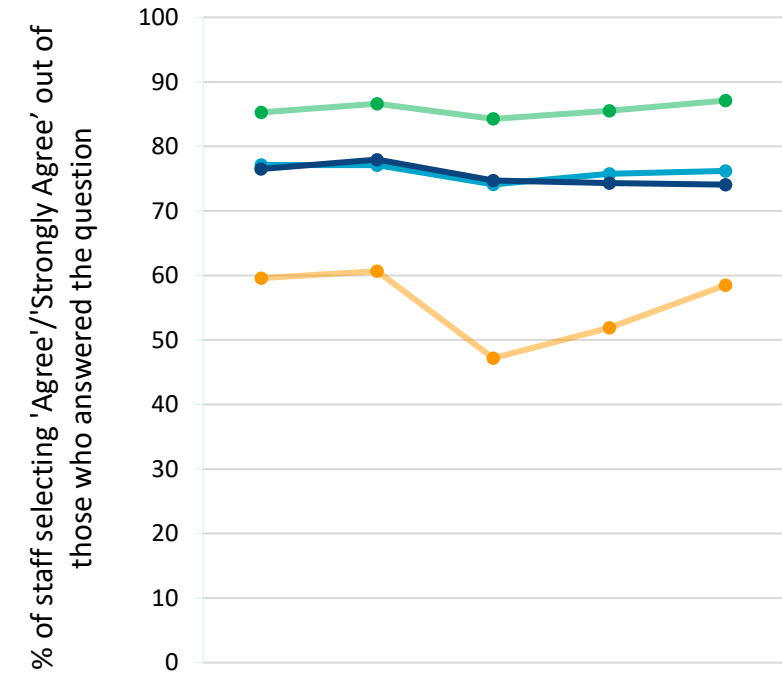
	2021	2022	2023	2024
<b>Your org</b>	85.77%	85.73%	88.22%	87.96%
<b>Best result</b>	90.21%	89.77%	90.76%	90.76%
<b>Average result</b>	87.68%	86.91%	88.12%	87.59%
<b>Worst result</b>	83.40%	83.25%	83.93%	82.99%
Responses	1948	1391	2032	1943

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



	2020	2021	2022	2023	2024
<b>Your org</b>	80.52%	78.71%	76.73%	77.75%	75.19%
<b>Best result</b>	87.93%	87.48%	86.93%	88.01%	88.84%
<b>Average result</b>	80.41%	78.52%	78.35%	79.50%	78.36%
<b>Worst result</b>	66.34%	64.99%	59.27%	64.13%	60.51%
Responses	1893	1945	1443	2102	2005

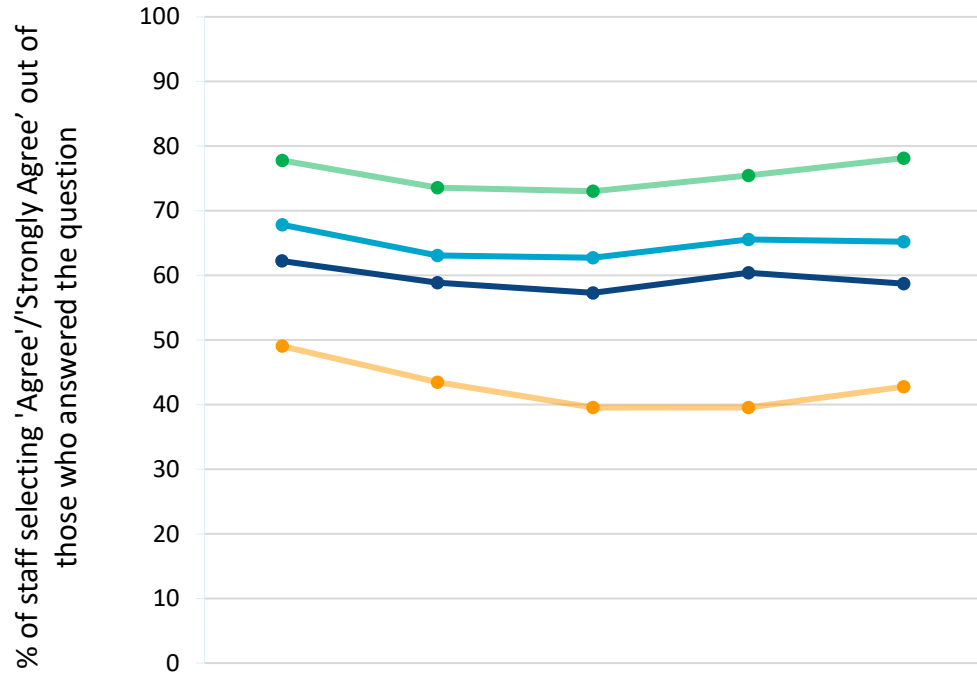
Q25b My organisation acts on concerns raised by patients / service users.



	2020	2021	2022	2023	2024
<b>Your org</b>	76.49%	77.95%	74.72%	74.31%	74.08%
<b>Best result</b>	85.27%	86.61%	84.26%	85.54%	87.11%
<b>Average result</b>	77.12%	77.09%	74.11%	75.77%	76.20%
<b>Worst result</b>	59.61%	60.67%	47.18%	51.91%	58.51%
Responses	1890	1945	1442	2099	1998

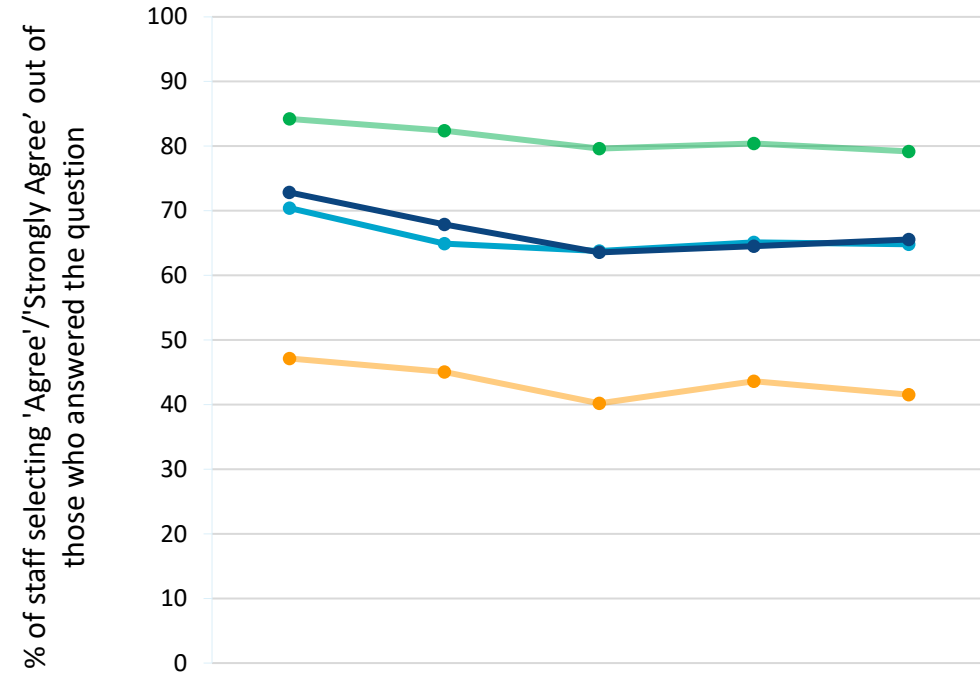


Q25c I would recommend my organisation as a place to work.



	2020	2021	2022	2023	2024
<b>Your org</b>	62.21%	58.88%	57.30%	60.39%	58.71%
<b>Best result</b>	77.76%	73.57%	73.02%	75.47%	78.15%
<b>Average result</b>	67.83%	63.10%	62.73%	65.57%	65.21%
<b>Worst result</b>	49.05%	43.47%	39.54%	39.56%	42.78%
Responses	1894	1947	1444	2101	2004

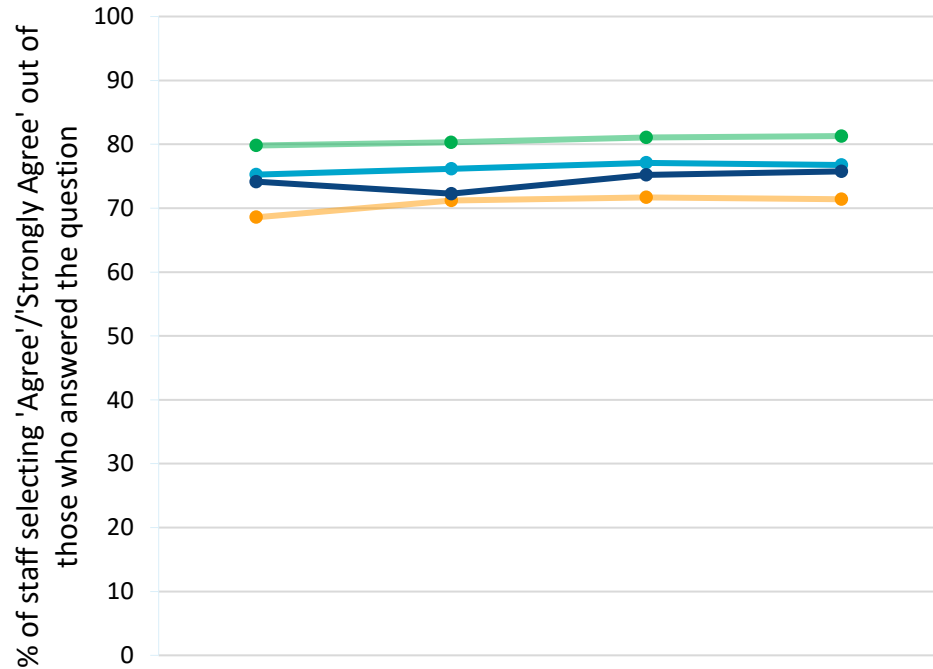
Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	72.83%	67.91%	63.56%	64.51%	65.55%
<b>Best result</b>	84.21%	82.37%	79.63%	80.42%	79.18%
<b>Average result</b>	70.41%	64.93%	63.77%	65.13%	64.84%
<b>Worst result</b>	47.14%	45.06%	40.20%	43.61%	41.55%
Responses	1891	1948	1444	2100	2000

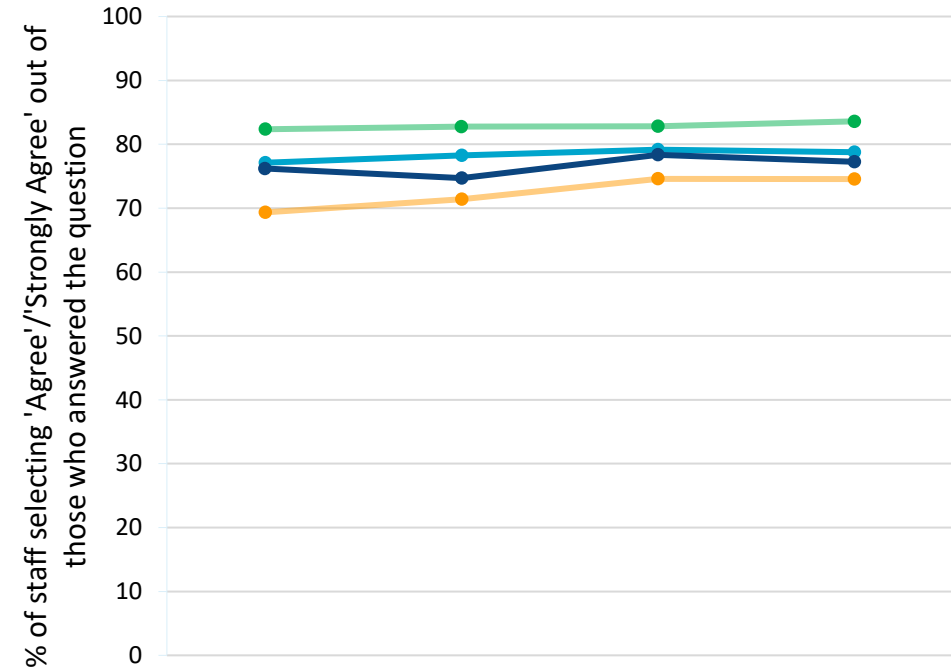


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	74.15%	72.27%	75.22%	75.76%
Best result	79.81%	80.31%	81.04%	81.29%
Average result	75.25%	76.13%	77.09%	76.76%
Worst result	68.57%	71.22%	71.68%	71.38%
Responses	1978	1446	2097	2010

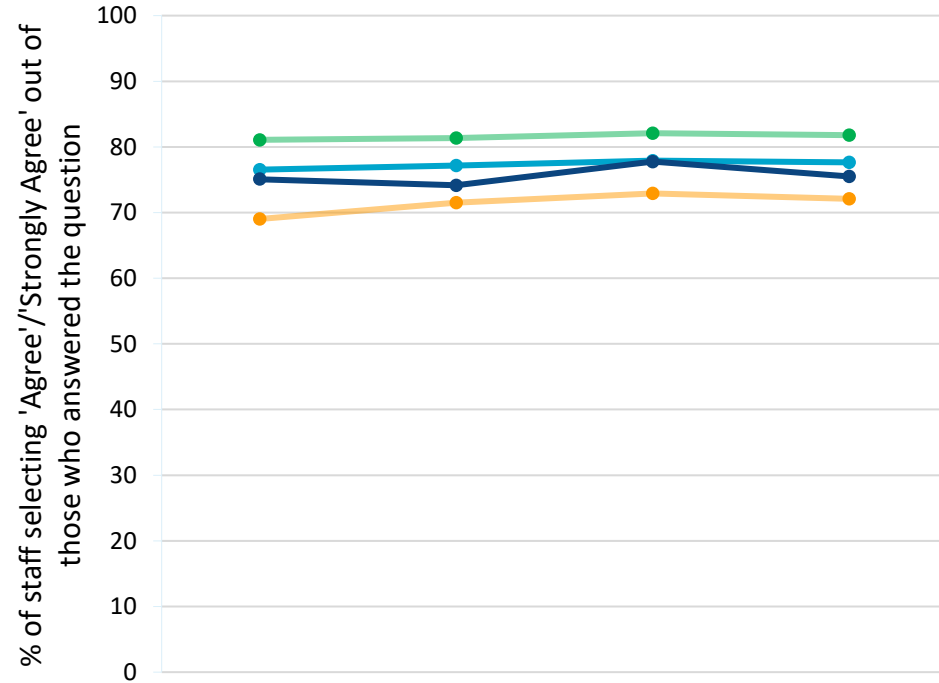
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	76.18%	74.71%	78.35%	77.24%
Best result	82.35%	82.77%	82.84%	83.59%
Average result	77.11%	78.28%	79.16%	78.78%
Worst result	69.34%	71.40%	74.59%	74.56%
Responses	1978	1447	2100	2008

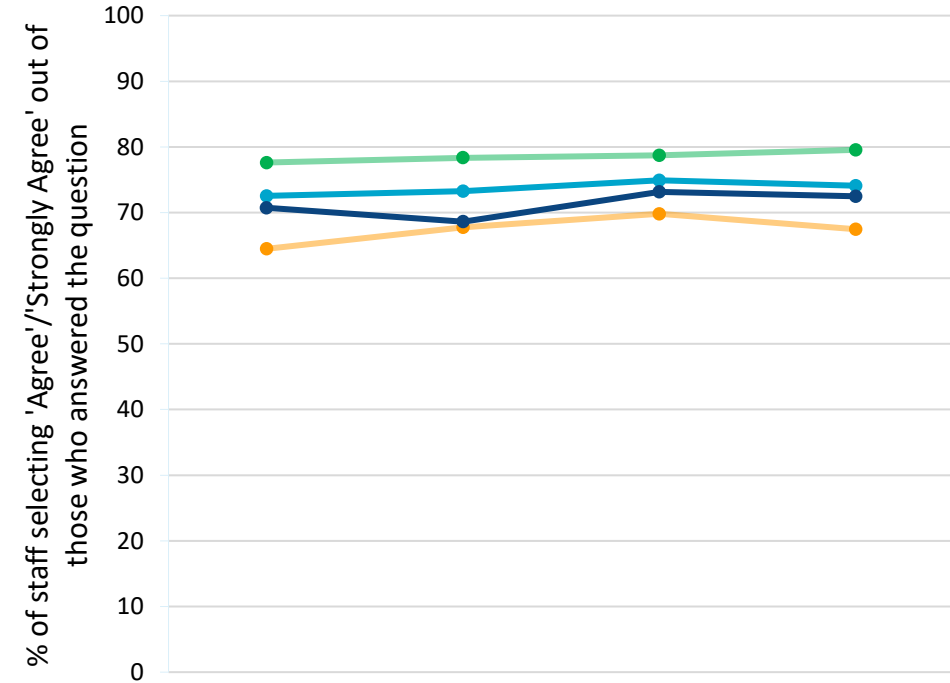


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	75.07%	74.16%	77.77%	75.51%
Best result	81.08%	81.35%	82.09%	81.78%
Average result	76.54%	77.18%	77.91%	77.64%
Worst result	69.03%	71.49%	72.91%	72.10%
Responses	1980	1445	2097	2002

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

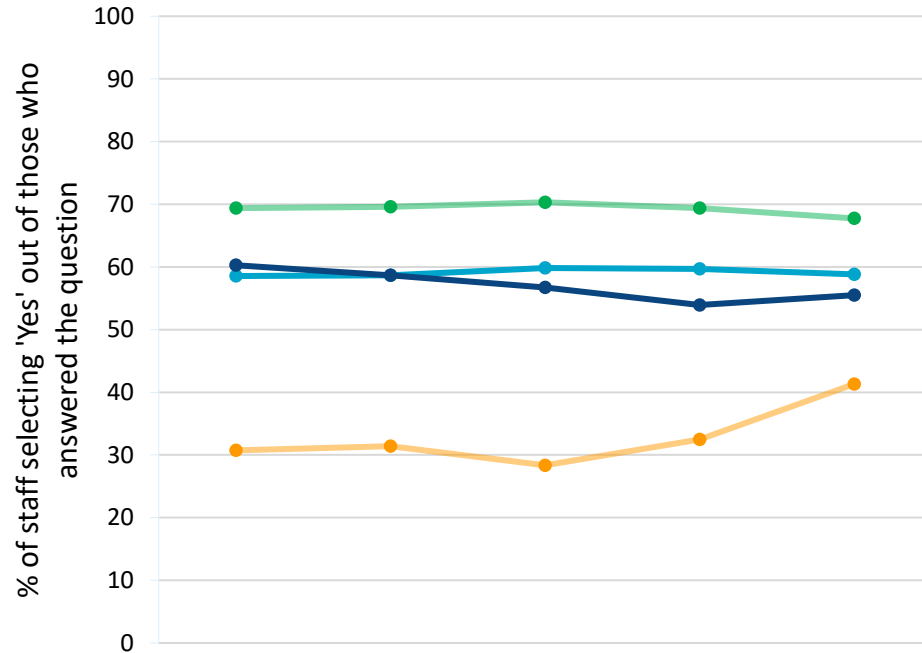


	2021	2022	2023	2024
Your org	70.71%	68.61%	73.15%	72.49%
Best result	77.62%	78.33%	78.72%	79.55%
Average result	72.55%	73.26%	74.92%	74.09%
Worst result	64.48%	67.74%	69.82%	67.44%
Responses	1979	1446	2100	2005



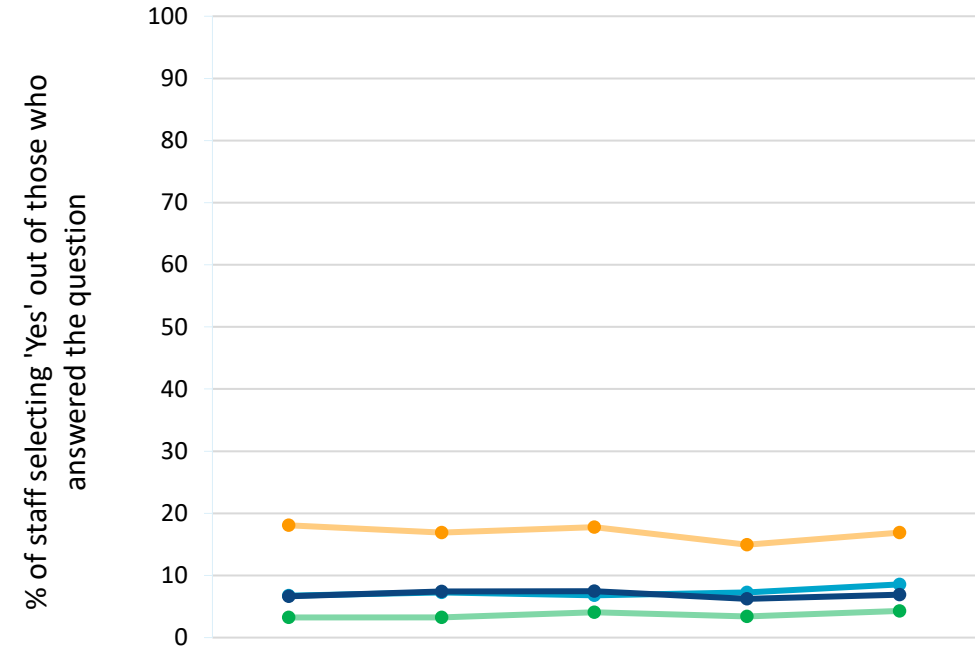


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
<b>Your org</b>	60.27%	58.68%	56.71%	53.93%	55.51%
<b>Best result</b>	69.38%	69.60%	70.32%	69.39%	67.75%
<b>Average result</b>	58.55%	58.68%	59.83%	59.71%	58.80%
<b>Worst result</b>	30.71%	31.41%	28.36%	32.47%	41.31%
Responses	1894	1950	1431	2096	1996

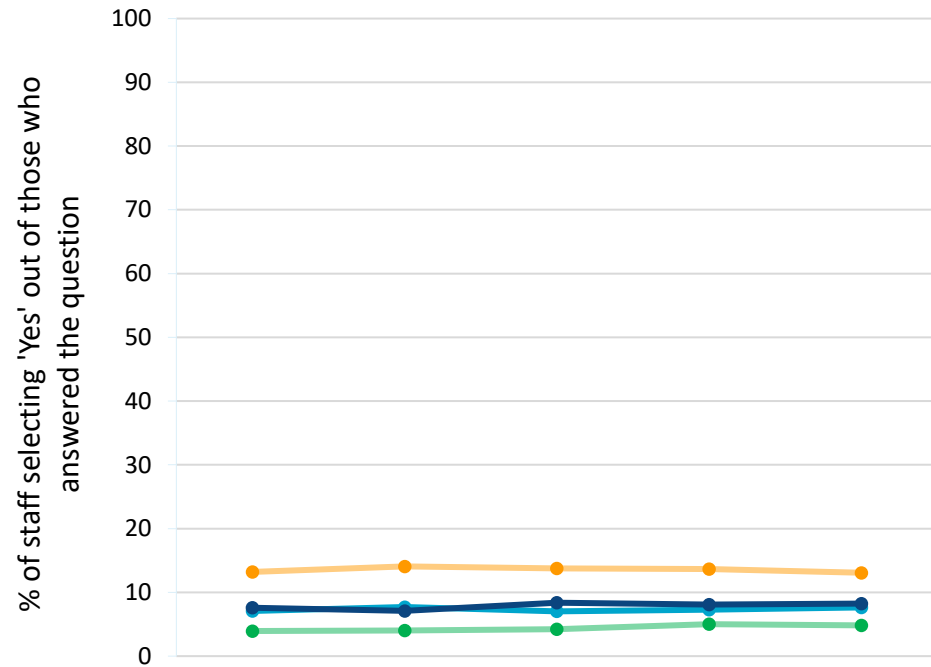
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
<b>Your org</b>	6.64%	7.40%	7.46%	6.23%	6.92%
<b>Best result</b>	3.24%	3.25%	4.06%	3.43%	4.29%
<b>Average result</b>	6.74%	7.26%	6.79%	7.25%	8.56%
<b>Worst result</b>	18.07%	16.91%	17.75%	14.95%	16.88%
Responses	1898	1963	1438	2097	2002

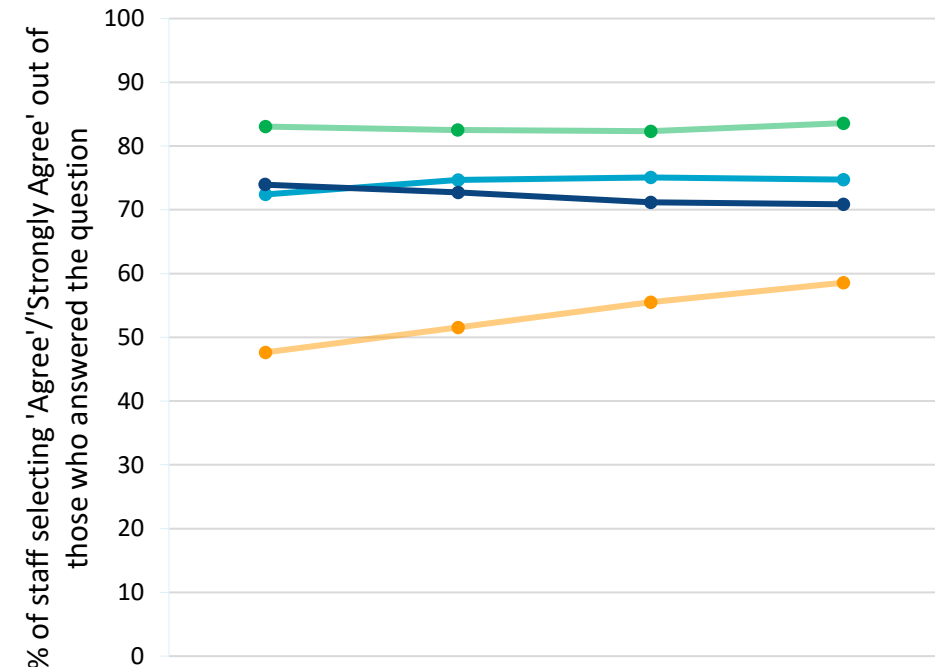


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	7.57%	7.10%	8.37%	8.07%	8.24%
Best result	3.94%	4.02%	4.22%	5.01%	4.84%
Average result	7.06%	7.70%	7.02%	7.27%	7.63%
Worst result	13.22%	14.07%	13.74%	13.64%	13.08%
Responses	1897	1962	1439	2082	1991

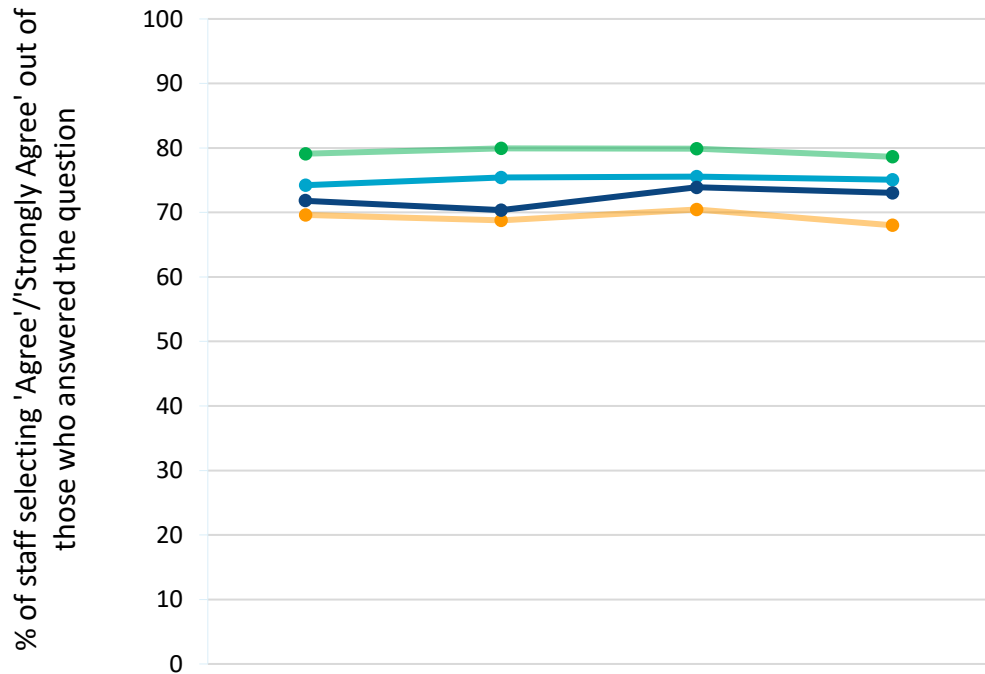
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	73.94%	72.74%	71.19%	70.87%
Best result	83.06%	82.50%	82.34%	83.60%
Average result	72.41%	74.68%	75.08%	74.75%
Worst result	47.63%	51.53%	55.54%	58.56%
Responses	1961	1443	2089	1992



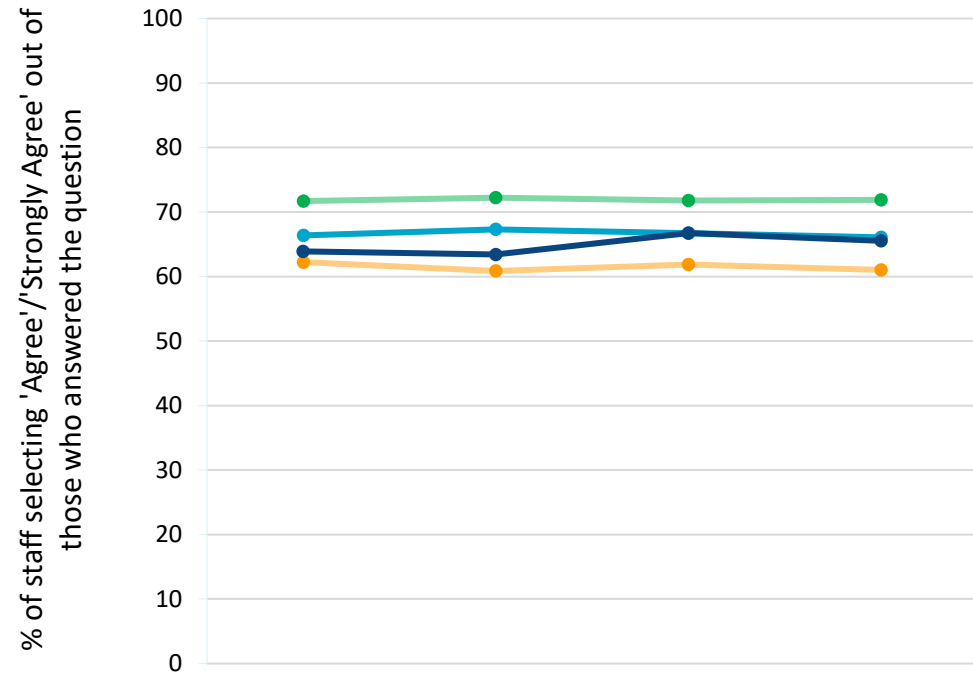
Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	71.81%	70.36%	73.91%	73.02%
Best result	79.11%	79.93%	79.87%	78.63%
Average result	74.23%	75.43%	75.55%	75.06%
Worst result	69.61%	68.78%	70.46%	68.01%

Responses	1999	1446	2092	1995
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Q7i I feel a strong personal attachment to my team.



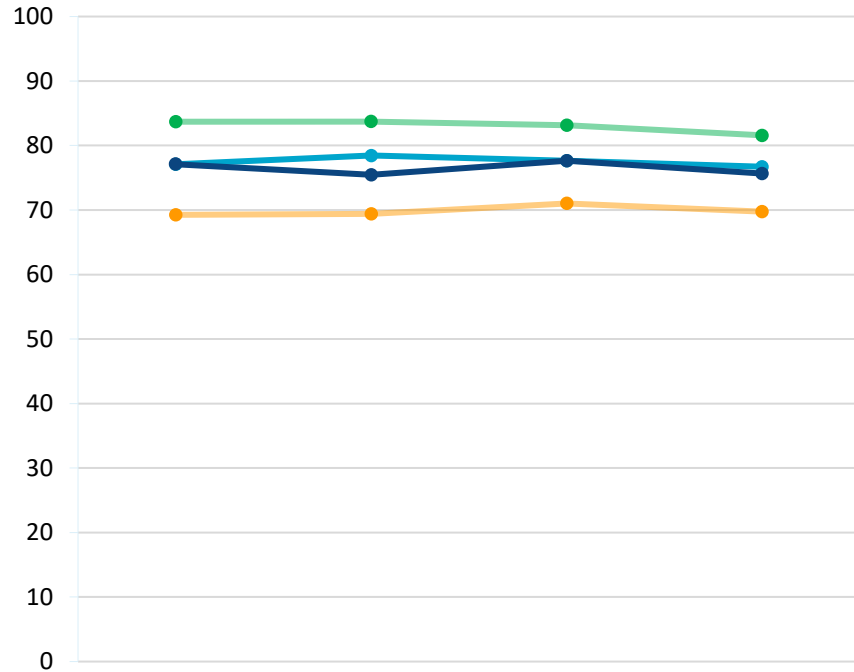
	2021	2022	2023	2024
Your org	63.88%	63.43%	66.73%	65.53%
Best result	71.70%	72.23%	71.79%	71.87%
Average result	66.37%	67.31%	66.73%	66.08%
Worst result	62.24%	60.86%	61.85%	61.03%

Responses	1997	1443	2097	2004
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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

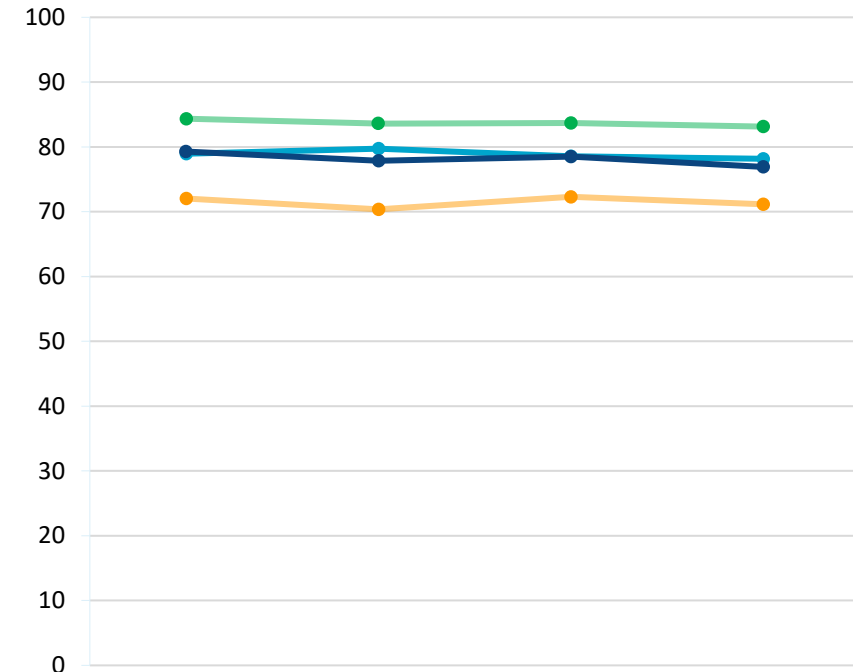


	2021	2022	2023	2024
Your org	77.11%	75.47%	77.65%	75.63%
Best result	83.69%	83.71%	83.14%	81.58%
Average result	77.09%	78.46%	77.65%	76.72%
Worst result	69.26%	69.41%	71.02%	69.74%

Responses	1990	1445	2097	2005
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Q8c The people I work with are polite and treat each other with respect.

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



	2021	2022	2023	2024
Your org	79.28%	77.85%	78.49%	76.91%
Best result	84.35%	83.60%	83.70%	83.14%
Average result	78.95%	79.73%	78.56%	78.17%
Worst result	72.06%	70.37%	72.31%	71.17%

Responses	1991	1446	2094	2003
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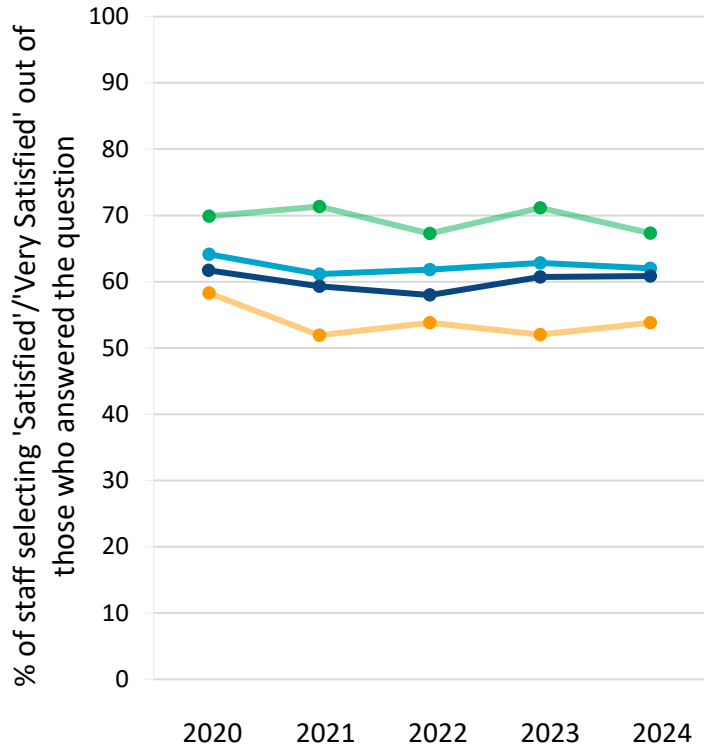
## People Promise element – We are recognised and rewarded



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

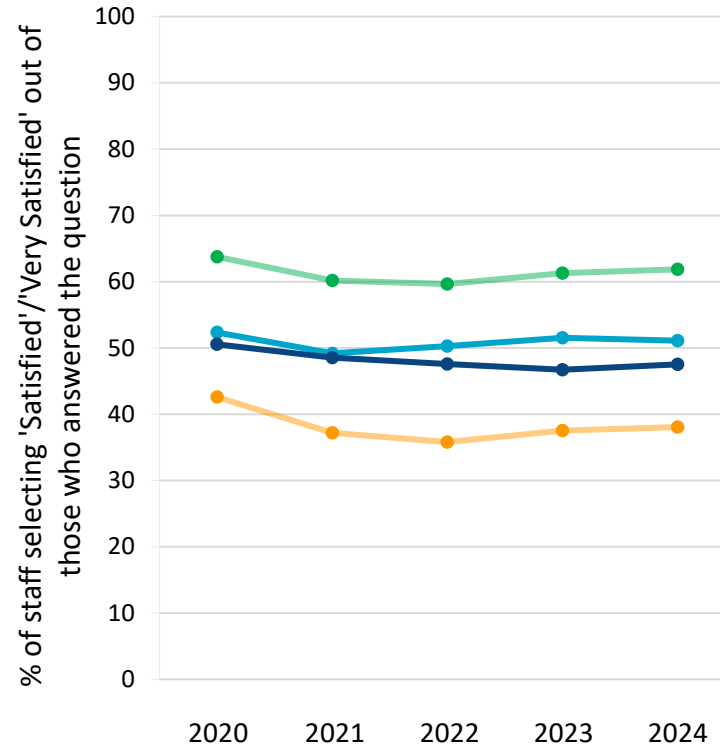


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



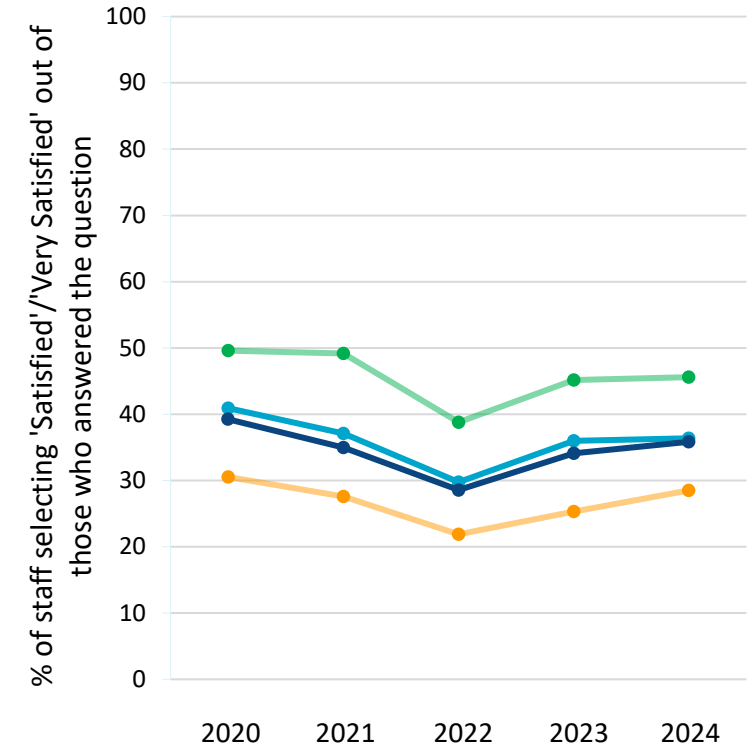
	2020	2021	2022	2023	2024
<b>Your org</b>	61.70%	59.29%	57.98%	60.72%	60.87%
<b>Best result</b>	69.89%	71.34%	67.26%	71.15%	67.31%
<b>Average result</b>	64.14%	61.14%	61.80%	62.85%	62.01%
<b>Worst result</b>	58.28%	51.92%	53.81%	52.03%	53.82%
Responses	1915	2024	1444	2102	2007

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



	2020	2021	2022	2023	2024
<b>Your org</b>	50.54%	48.55%	47.58%	46.71%	47.53%
<b>Best result</b>	63.75%	60.19%	59.65%	61.29%	61.87%
<b>Average result</b>	52.33%	49.19%	50.30%	51.53%	51.11%
<b>Worst result</b>	42.58%	37.21%	35.80%	37.52%	38.04%
Responses	1911	2022	1445	2088	2000

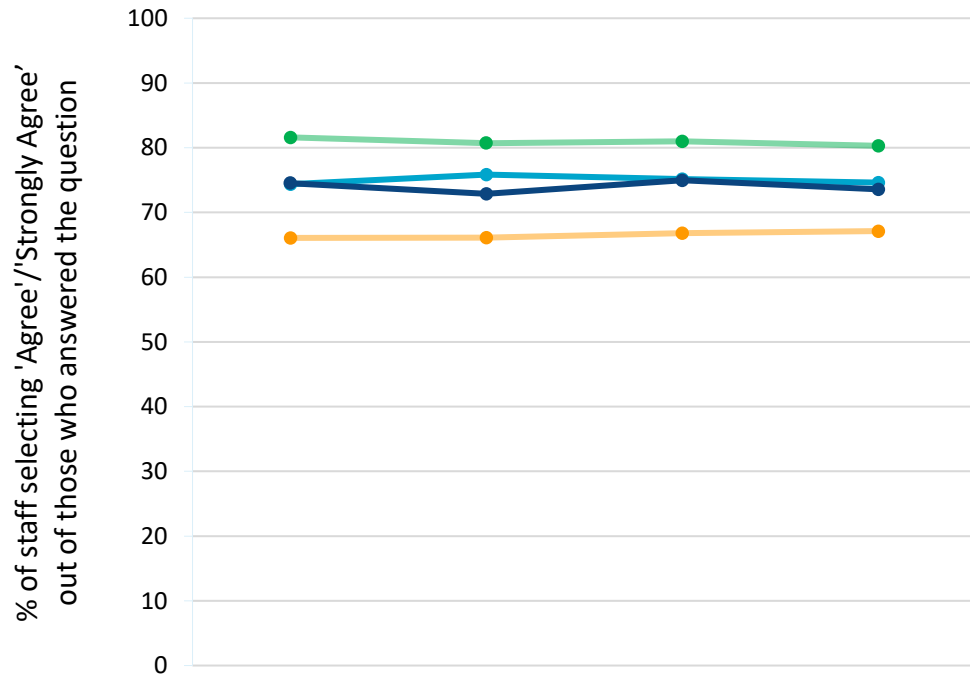
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



	2020	2021	2022	2023	2024
<b>Your org</b>	39.23%	34.95%	28.57%	34.10%	35.86%
<b>Best result</b>	49.59%	49.16%	38.79%	45.18%	45.58%
<b>Average result</b>	40.91%	37.08%	29.76%	35.99%	36.38%
<b>Worst result</b>	30.53%	27.59%	21.88%	25.33%	28.52%
Responses	1911	2026	1446	2094	1998

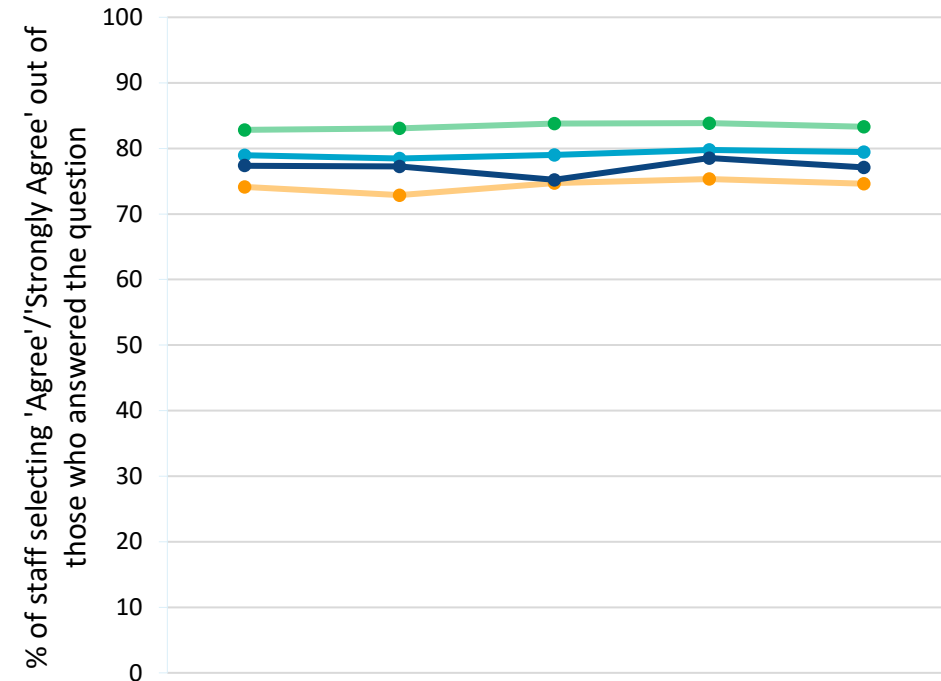


Q8d The people I work with show appreciation to one another.



	2021	2022	2023	2024
<b>Your org</b>	74.52%	72.88%	74.97%	73.60%
<b>Best result</b>	81.60%	80.70%	80.97%	80.30%
<b>Average result</b>	74.37%	75.85%	75.16%	74.59%
<b>Worst result</b>	66.07%	66.10%	66.80%	67.12%
Responses	1989	1445	2098	2001

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	77.35%	77.27%	75.21%	78.53%	77.12%
<b>Best result</b>	82.83%	83.05%	83.78%	83.86%	83.28%
<b>Average result</b>	78.96%	78.46%	79.00%	79.76%	79.43%
<b>Worst result</b>	74.11%	72.87%	74.72%	75.33%	74.61%
Responses	1905	1977	1446	2098	2010

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



### Questions included:

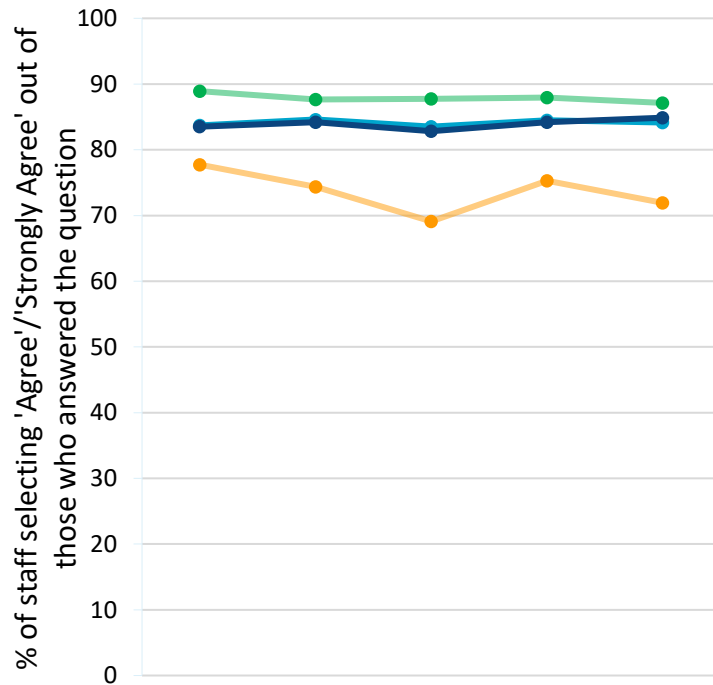
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f



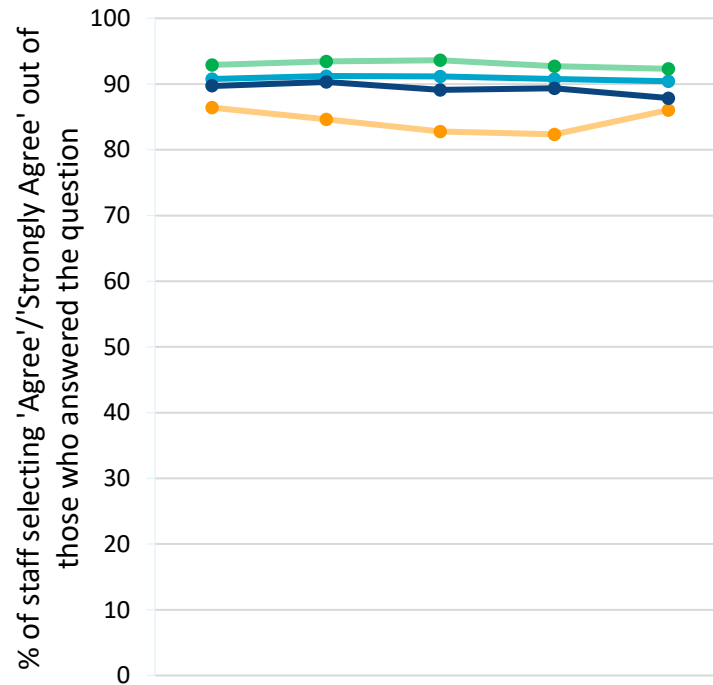


Q3a I always know what my work responsibilities are.



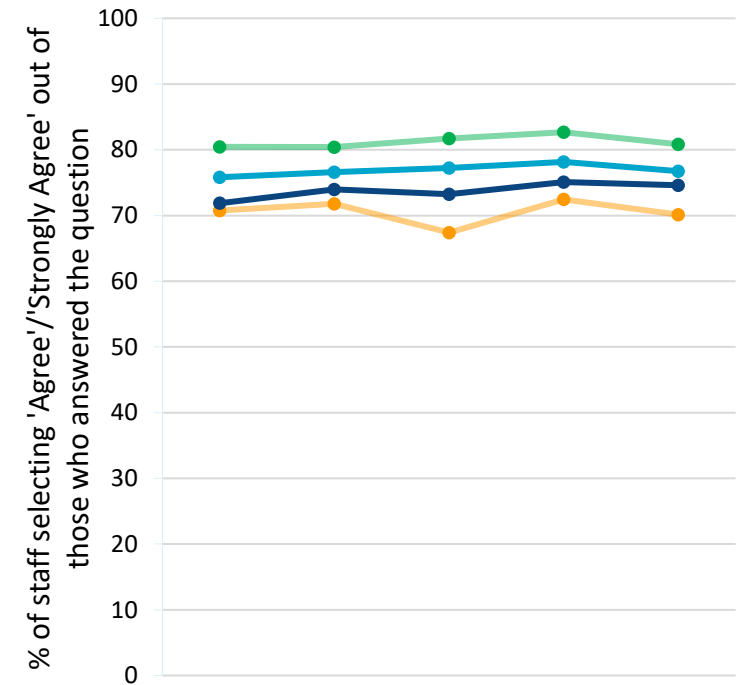
	2020	2021	2022	2023	2024
<b>Your org</b>	83.49%	84.19%	82.83%	84.21%	84.88%
<b>Best result</b>	88.92%	87.63%	87.74%	87.94%	87.13%
<b>Average result</b>	83.70%	84.61%	83.52%	84.49%	84.14%
<b>Worst result</b>	77.73%	74.36%	69.10%	75.26%	71.93%
Responses	1941	2026	1447	2101	2006

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	89.71%	90.32%	89.09%	89.38%	87.87%
<b>Best result</b>	92.91%	93.44%	93.62%	92.73%	92.32%
<b>Average result</b>	90.75%	91.23%	91.17%	90.77%	90.43%
<b>Worst result</b>	86.41%	84.63%	82.77%	82.35%	86.02%
Responses	1934	2026	1447	2101	2008

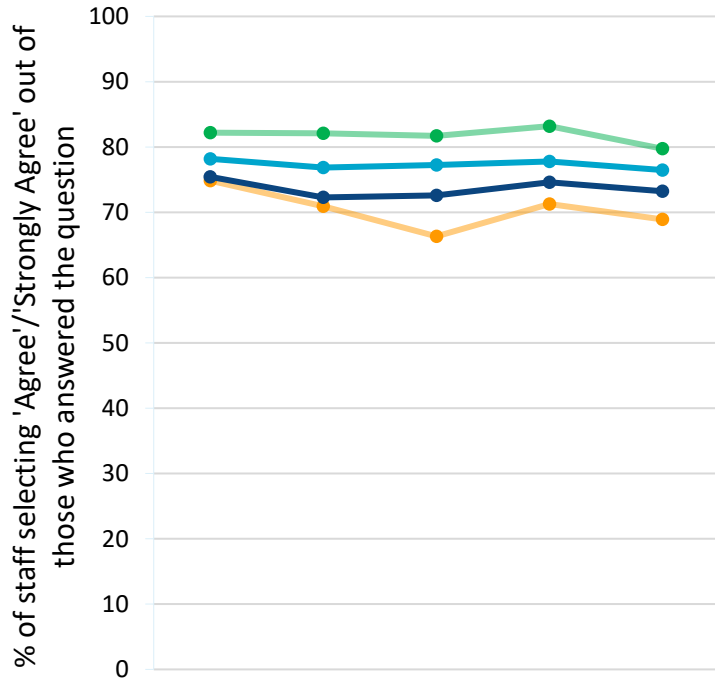
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
<b>Your org</b>	71.86%	73.95%	73.23%	75.08%	74.60%
<b>Best result</b>	80.43%	80.41%	81.72%	82.67%	80.84%
<b>Average result</b>	75.82%	76.58%	77.23%	78.15%	76.77%
<b>Worst result</b>	70.77%	71.78%	67.40%	72.44%	70.11%
Responses	1928	2027	1446	2095	2005

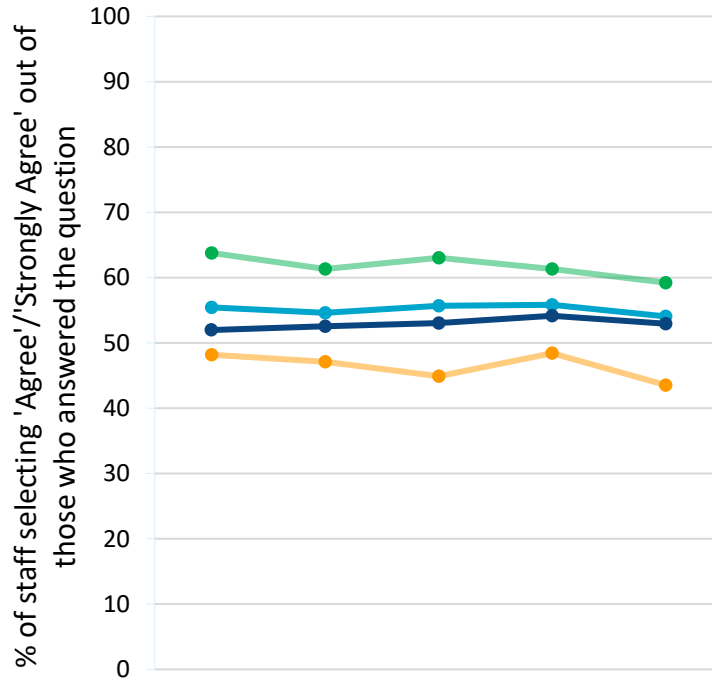


Q3d I am able to make suggestions to improve the work of my team / department.



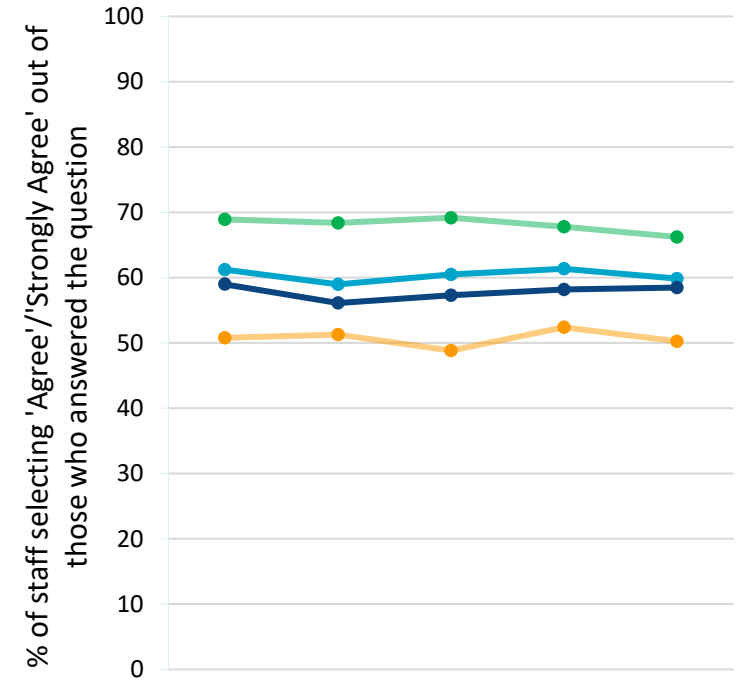
	2020	2021	2022	2023	2024
<b>Your org</b>	75.43%	72.28%	72.61%	74.61%	73.21%
<b>Best result</b>	82.20%	82.10%	81.71%	83.20%	79.74%
<b>Average result</b>	78.19%	76.85%	77.25%	77.80%	76.48%
<b>Worst result</b>	74.84%	70.93%	66.32%	71.27%	68.90%
Responses	1923	2026	1446	2098	2000

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



	2020	2021	2022	2023	2024
<b>Your org</b>	51.97%	52.56%	53.03%	54.15%	52.96%
<b>Best result</b>	63.78%	61.31%	63.06%	61.30%	59.23%
<b>Average result</b>	55.45%	54.62%	55.67%	55.83%	54.06%
<b>Worst result</b>	48.18%	47.12%	44.88%	48.42%	43.54%
Responses	1924	2026	1447	2097	2007

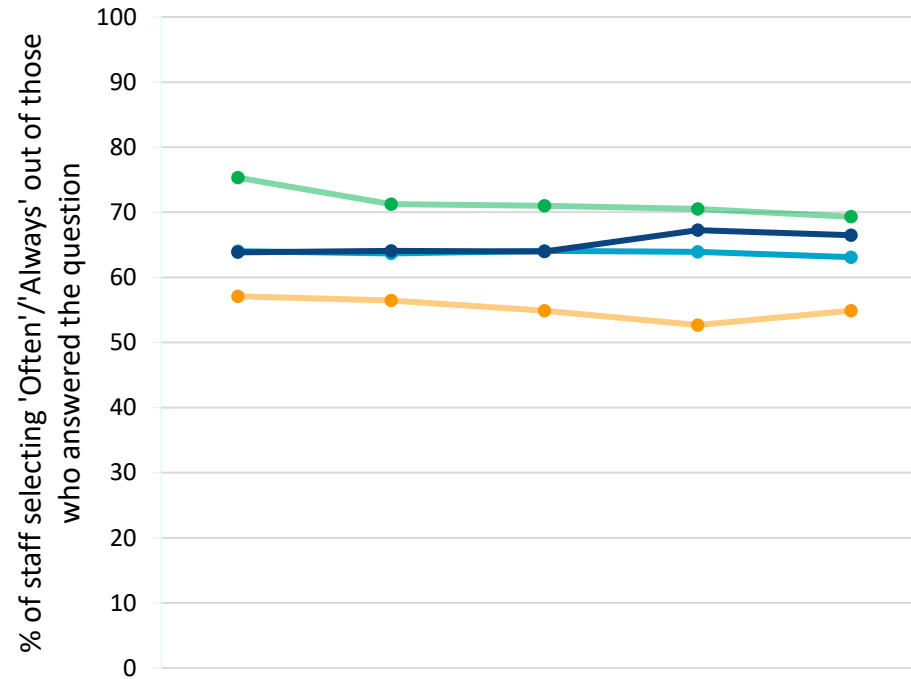
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	58.97%	56.11%	57.32%	58.16%	58.46%
<b>Best result</b>	68.92%	68.39%	69.17%	67.79%	66.22%
<b>Average result</b>	61.22%	58.96%	60.50%	61.35%	59.86%
<b>Worst result</b>	50.79%	51.26%	48.82%	52.39%	50.22%
Responses	1925	2023	1446	2095	1999



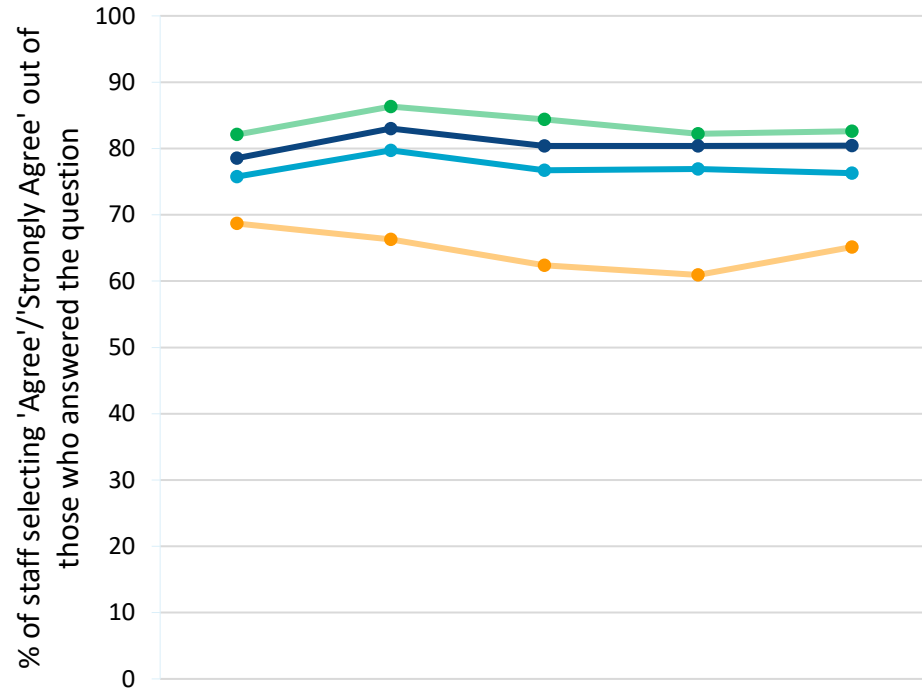
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	63.85%	64.05%	63.98%	67.25%	66.50%
<b>Best result</b>	75.32%	71.25%	71.00%	70.53%	69.31%
<b>Average result</b>	64.00%	63.70%	64.07%	63.94%	63.11%
<b>Worst result</b>	57.10%	56.45%	54.86%	52.68%	54.86%
Responses	1912	2012	1445	2085	2001

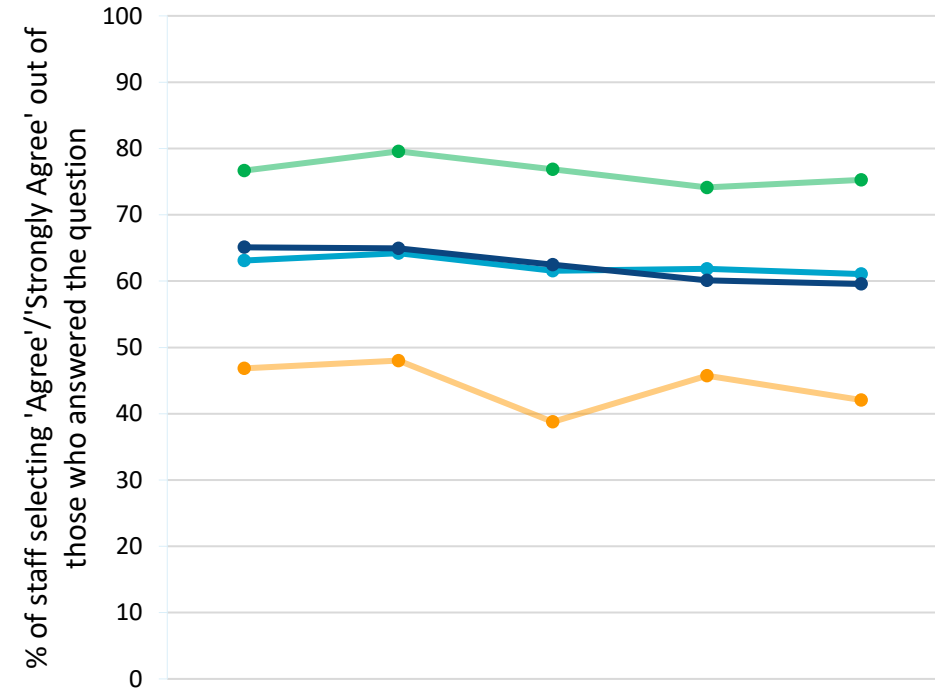


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
<b>Your org</b>	78.54%	83.01%	80.38%	80.40%	80.44%
<b>Best result</b>	82.10%	86.32%	84.40%	82.22%	82.61%
<b>Average result</b>	75.76%	79.72%	76.72%	76.90%	76.27%
<b>Worst result</b>	68.68%	66.30%	62.38%	60.93%	65.14%
Responses	1896	1965	1445	2095	2009

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

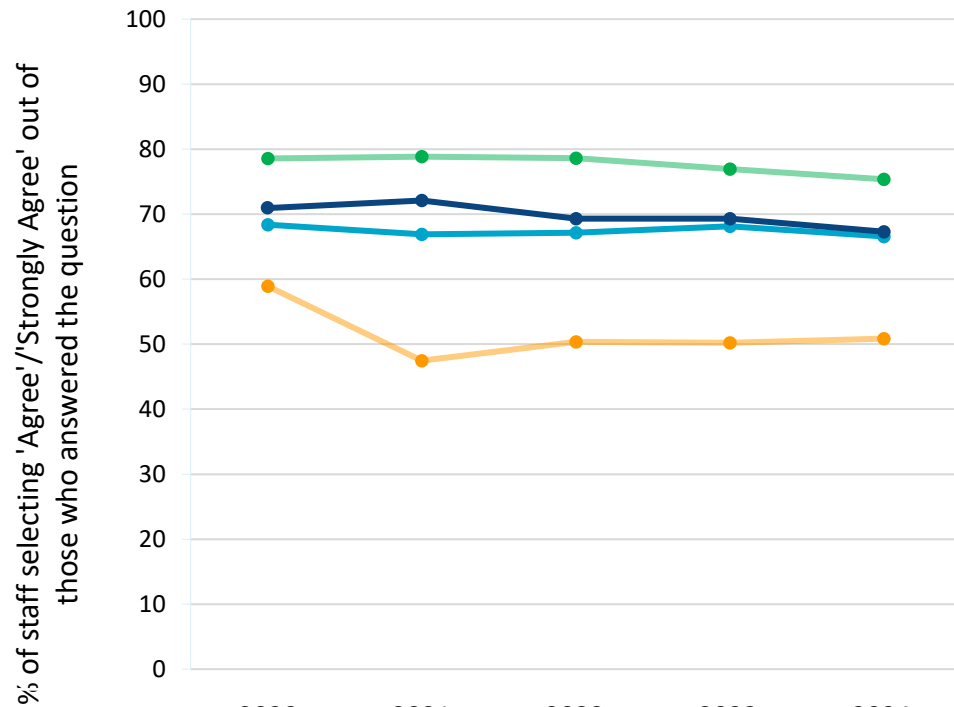


	2020	2021	2022	2023	2024
<b>Your org</b>	65.09%	64.95%	62.48%	60.11%	59.56%
<b>Best result</b>	76.65%	79.56%	76.86%	74.13%	75.27%
<b>Average result</b>	63.13%	64.21%	61.55%	61.84%	61.06%
<b>Worst result</b>	46.86%	48.01%	38.77%	45.73%	42.06%
Responses	1897	1962	1448	2092	2001



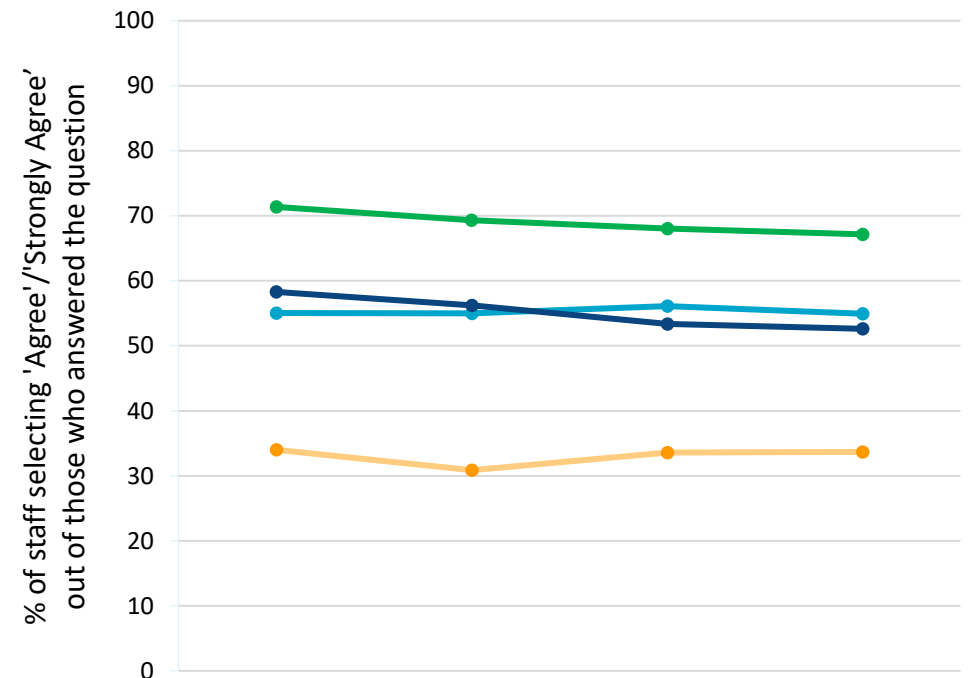
Q25e I feel safe to speak up about anything that concerns me in this organisation.

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



Best result	78.55%	78.85%	78.61%	76.93%	75.37%
Average result	68.38%	66.88%	67.13%	68.13%	66.58%
Your org	70.96%	72.10%	69.31%	69.29%	67.30%
Worst result	58.92%	47.46%	50.35%	50.21%	50.87%

Responses 1894 1946 1443 2098 2003



Best result	71.37%	69.31%	68.05%	67.15%
Average result	55.04%	55.00%	56.11%	54.93%
Your org	58.29%	56.21%	53.36%	52.61%
Worst result	34.00%	30.87%	33.60%	33.65%

Responses 1946 1443 2098 1994

## People Promise element – We are safe and healthy



### Questions included:

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

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

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

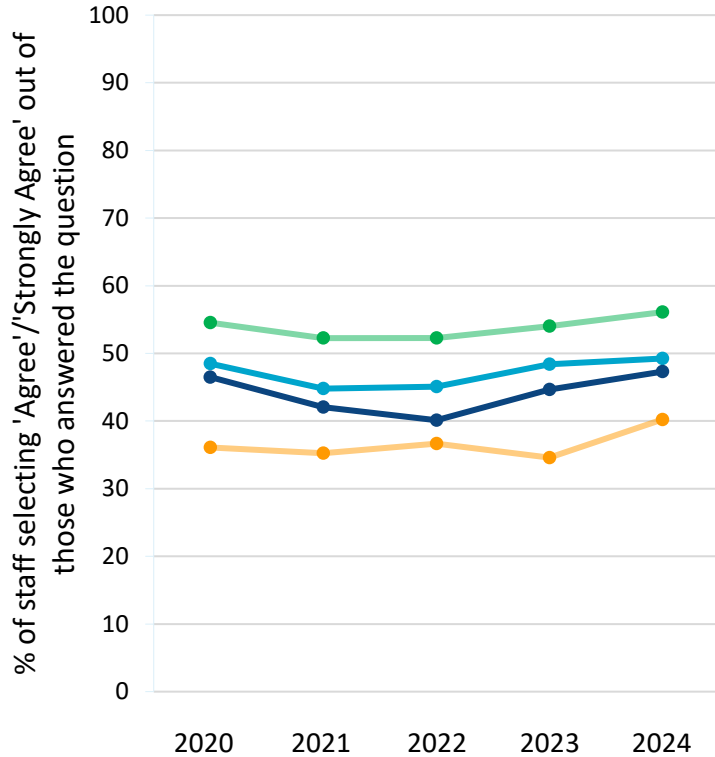
Other questions:\* Q17a, Q17b, Q22

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

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

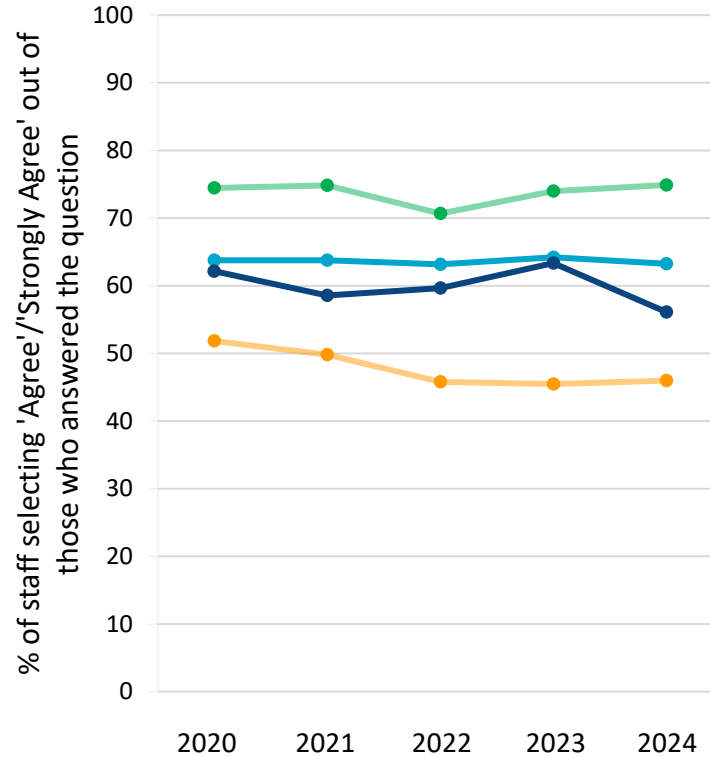


Q3g I am able to meet all the conflicting demands on my time at work.



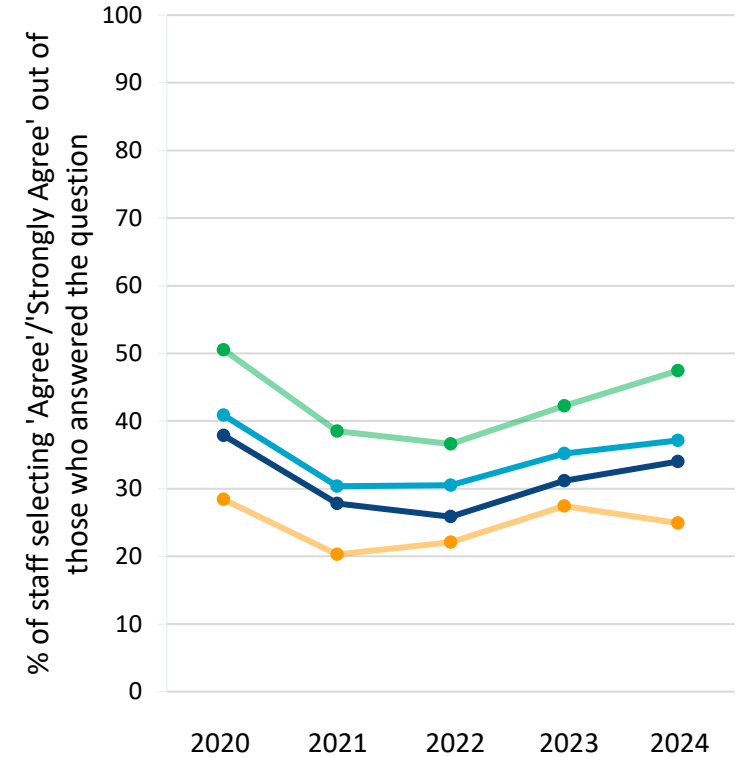
Responses	1924	2021	1444	2093	2002
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Q3h I have adequate materials, supplies and equipment to do my work.



Responses	1921	2025	1443	2094	1995
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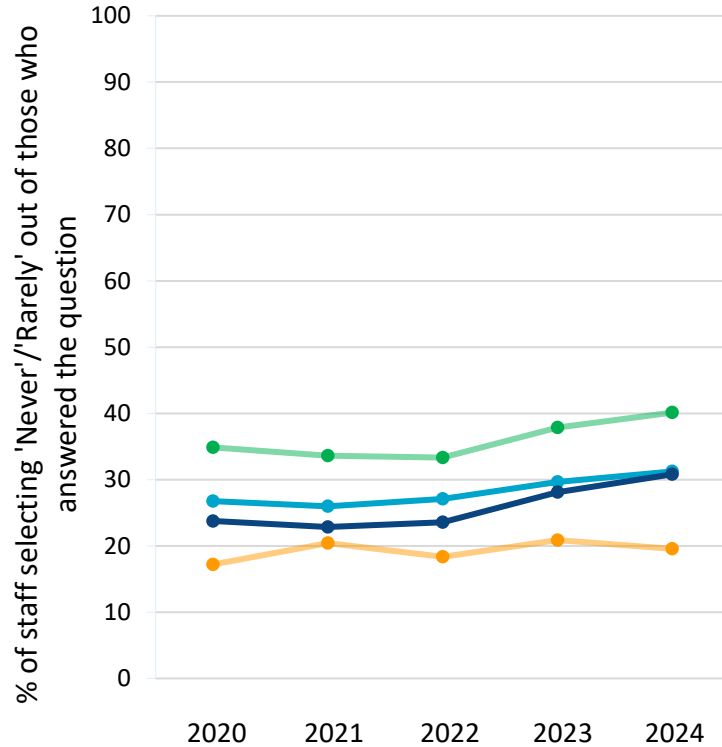
Q3i There are enough staff at this organisation for me to do my job properly.



Responses	1923	2027	1446	2095	2007
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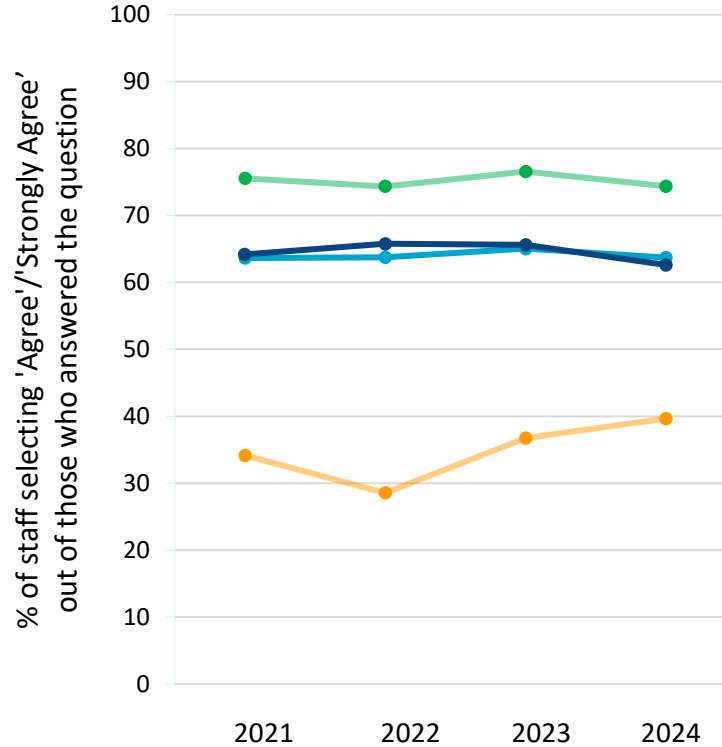
Q5a I have unrealistic time pressures.



<b>Your org</b>	23.74%	22.86%	23.56%	28.12%	30.81%
<b>Best result</b>	34.87%	33.62%	33.34%	37.88%	40.12%
<b>Average result</b>	26.78%	25.98%	27.11%	29.67%	31.24%
<b>Worst result</b>	17.20%	20.41%	18.34%	20.88%	19.58%

Responses 1910 2012 1442 2098 2007

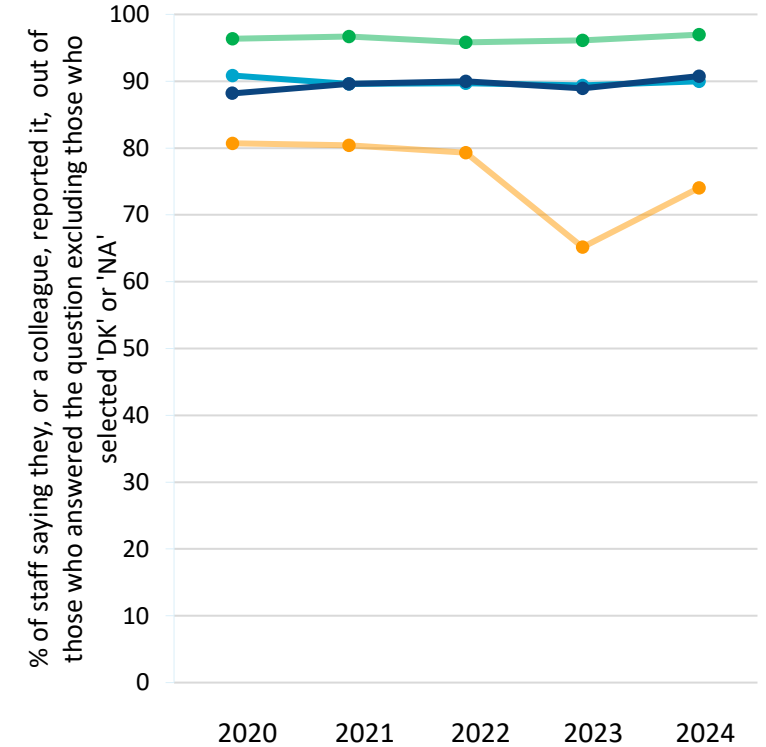
Q11a My organisation takes positive action on health and well-being.



<b>Your org</b>	64.17%	65.78%	65.62%	62.60%
<b>Best result</b>	75.54%	74.32%	76.56%	74.34%
<b>Average result</b>	63.64%	63.75%	65.06%	63.72%
<b>Worst result</b>	34.13%	28.53%	36.72%	39.66%

Responses 1963 1429 2088 1989

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



<b>Your org</b>	88.17%	89.60%	89.99%	88.94%	90.77%
<b>Best result</b>	96.37%	96.67%	95.82%	96.13%	96.97%
<b>Average result</b>	90.85%	89.60%	89.68%	89.38%	89.99%
<b>Worst result</b>	80.71%	80.42%	79.32%	65.16%	74.04%

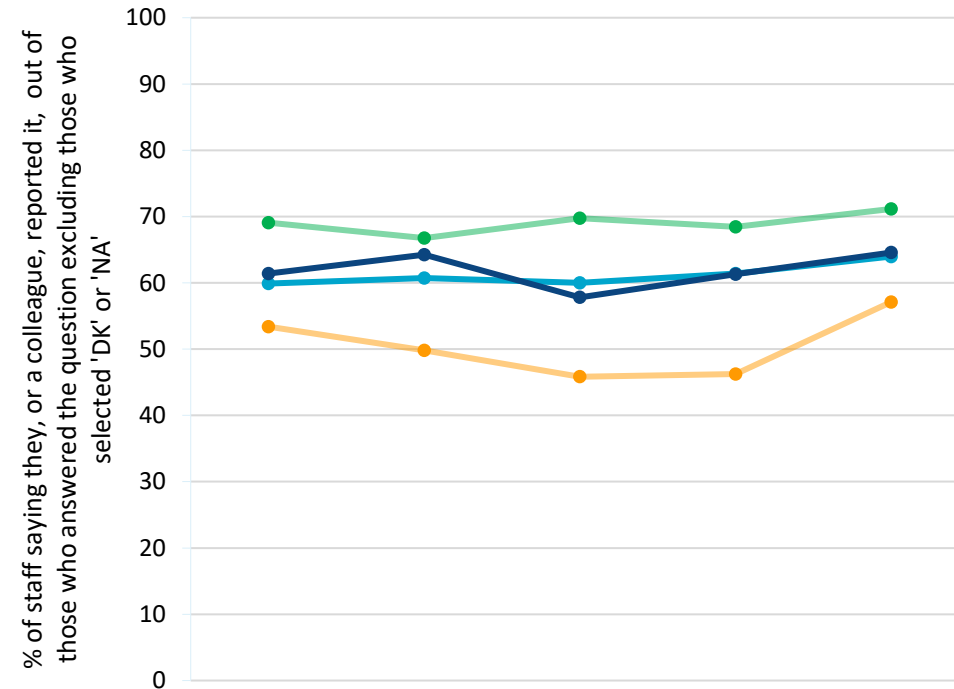
Responses 170 191 145 180 185

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





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

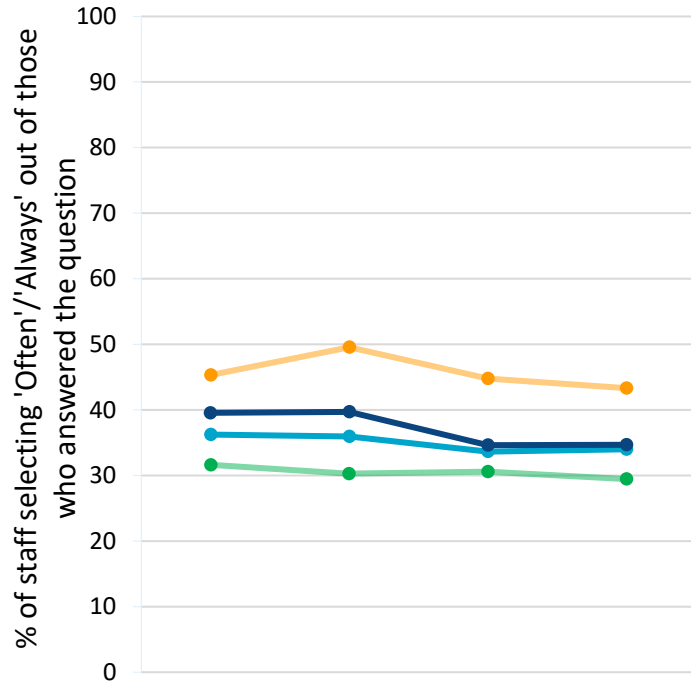


	2020	2021	2022	2023	2024
<b>Your org</b>	61.39%	64.26%	57.81%	61.33%	64.58%
<b>Best result</b>	69.09%	66.75%	69.73%	68.46%	71.15%
<b>Average result</b>	59.90%	60.73%	60.02%	61.42%	63.98%
<b>Worst result</b>	53.38%	49.80%	45.83%	46.26%	57.12%
<b>Responses</b>	547	575	440	604	619

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

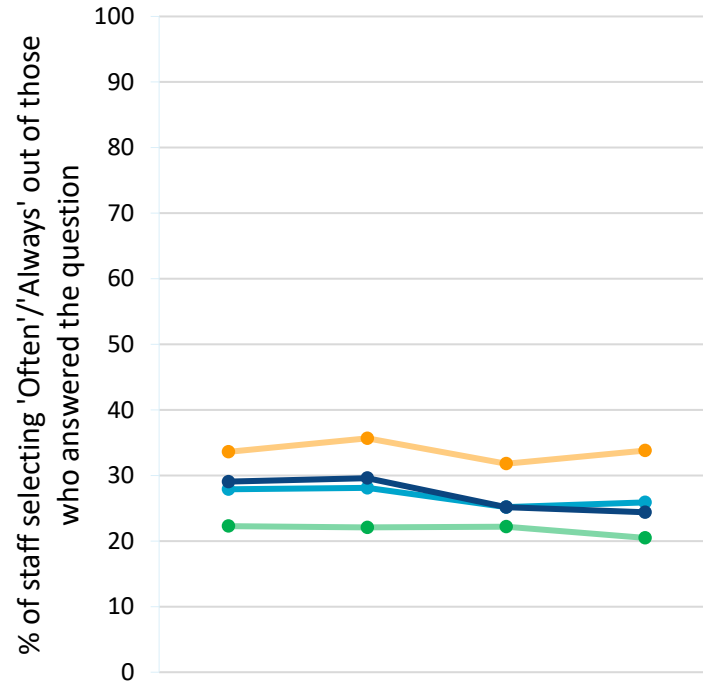


Q12a How often, if at all, do you find your work emotionally exhausting?



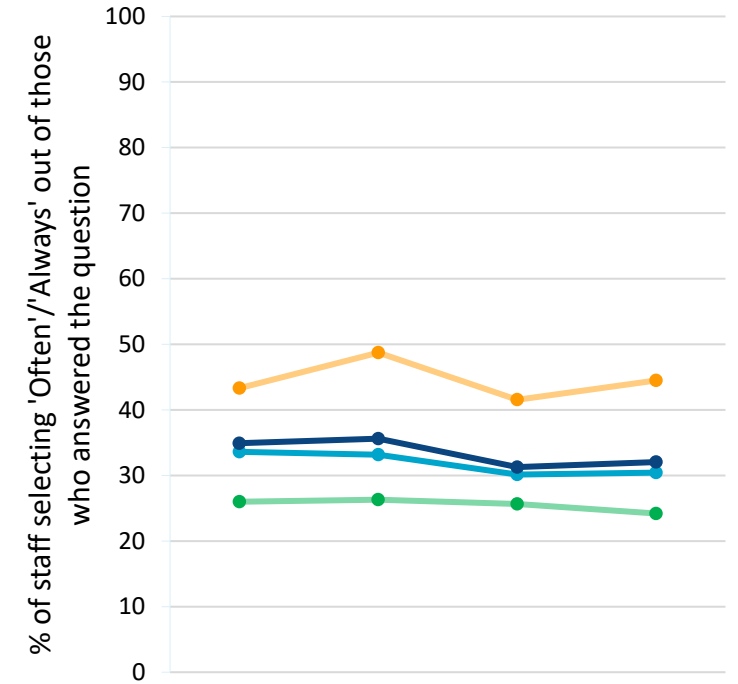
	2021	2022	2023	2024
<b>Your org</b>	39.56%	39.70%	34.62%	34.69%
<b>Best result</b>	31.63%	30.27%	30.57%	29.45%
<b>Average result</b>	36.24%	35.96%	33.64%	34.02%
<b>Worst result</b>	45.33%	49.55%	44.78%	43.32%
Responses	1972	1447	2106	2011

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



	2021	2022	2023	2024
<b>Your org</b>	29.06%	29.59%	25.18%	24.39%
<b>Best result</b>	22.27%	22.08%	22.21%	20.48%
<b>Average result</b>	27.91%	28.12%	25.18%	25.89%
<b>Worst result</b>	33.59%	35.67%	31.80%	33.80%
Responses	1970	1445	2103	2006

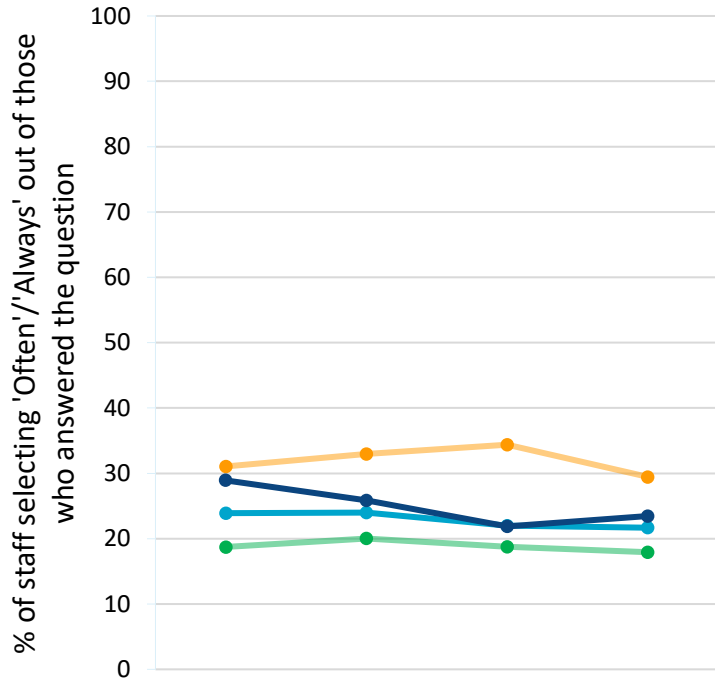
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
<b>Your org</b>	34.90%	35.61%	31.28%	32.02%
<b>Best result</b>	26.00%	26.31%	25.64%	24.20%
<b>Average result</b>	33.61%	33.15%	30.14%	30.44%
<b>Worst result</b>	43.32%	48.73%	41.54%	44.49%
Responses	1973	1446	2102	2006

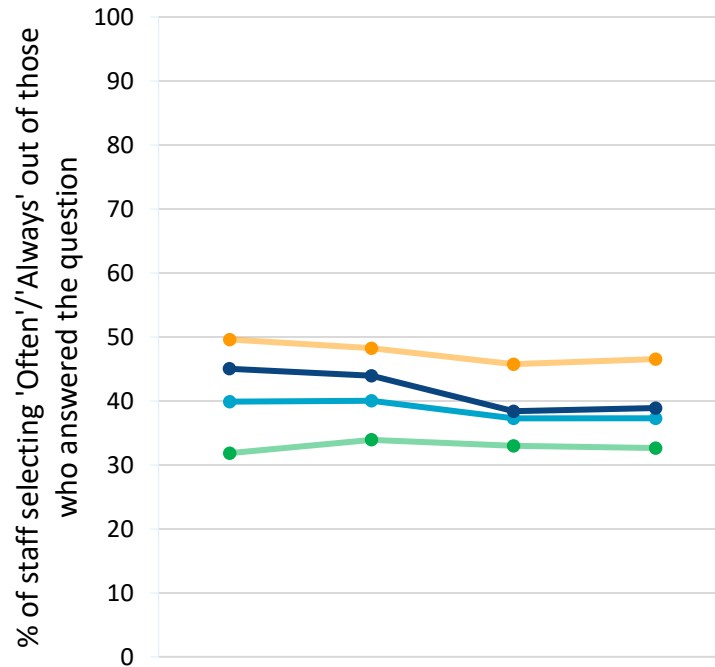


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



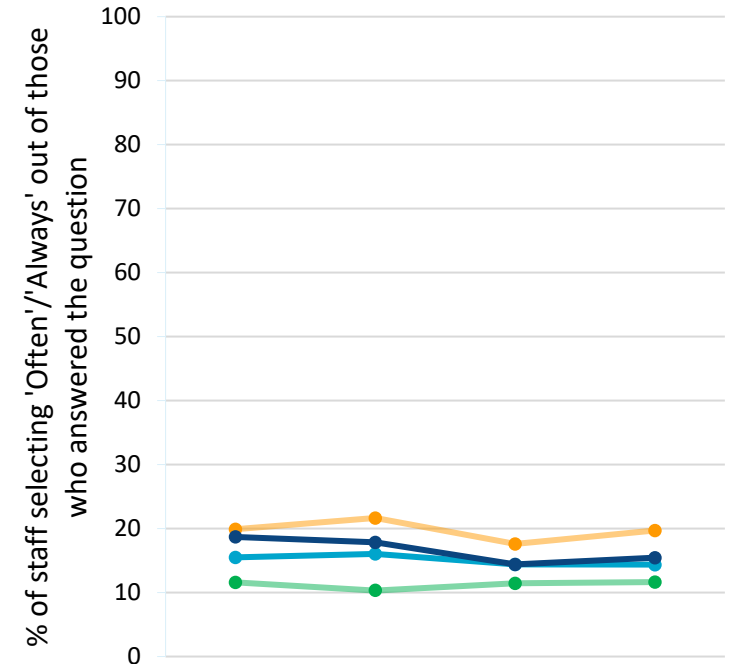
	2021	2022	2023	2024
<b>Your org</b>	28.91%	25.87%	21.87%	23.45%
<b>Best result</b>	18.73%	20.02%	18.77%	17.93%
<b>Average result</b>	23.89%	23.99%	22.02%	21.68%
<b>Worst result</b>	31.06%	32.95%	34.38%	29.46%
Responses	1971	1447	2103	2004

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>	45.02%	43.96%	38.40%	38.87%
<b>Best result</b>	31.84%	33.91%	32.98%	32.65%
<b>Average result</b>	39.88%	40.02%	37.28%	37.29%
<b>Worst result</b>	49.60%	48.24%	45.74%	46.53%
Responses	1967	1445	2094	2001

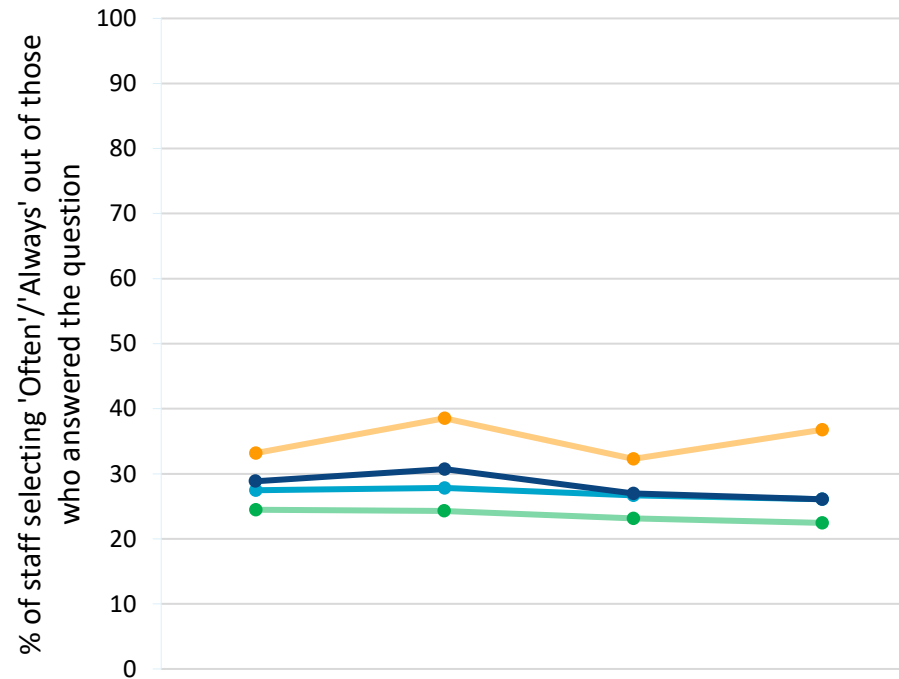
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
<b>Your org</b>	18.69%	17.85%	14.40%	15.43%
<b>Best result</b>	11.59%	10.30%	11.46%	11.64%
<b>Average result</b>	15.51%	16.03%	14.42%	14.37%
<b>Worst result</b>	19.90%	21.65%	17.60%	19.69%
Responses	1968	1445	2101	1994



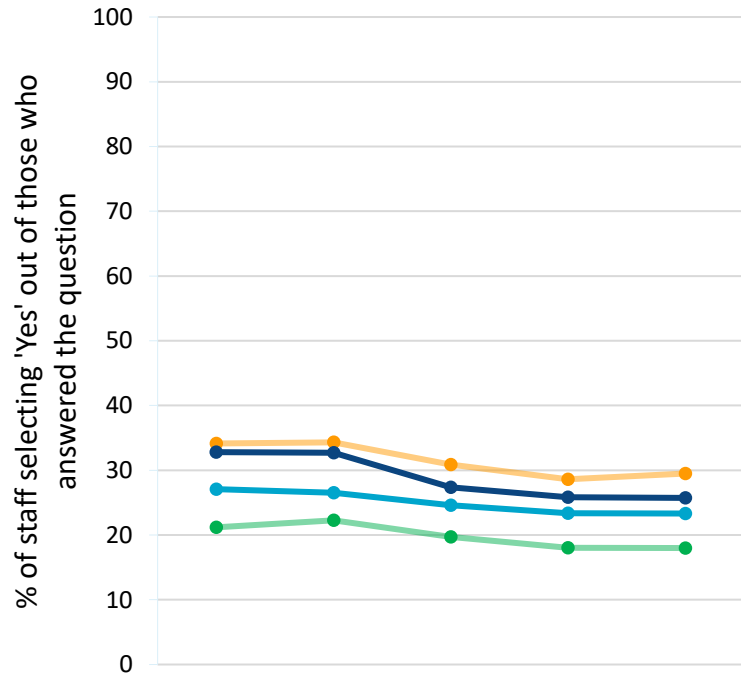
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
<b>Your org</b>	28.87%	30.72%	26.99%	26.08%
<b>Best result</b>	24.47%	24.28%	23.16%	22.45%
<b>Average result</b>	27.48%	27.83%	26.70%	26.08%
<b>Worst result</b>	33.16%	38.53%	32.29%	36.79%
Responses	1972	1445	2106	2009

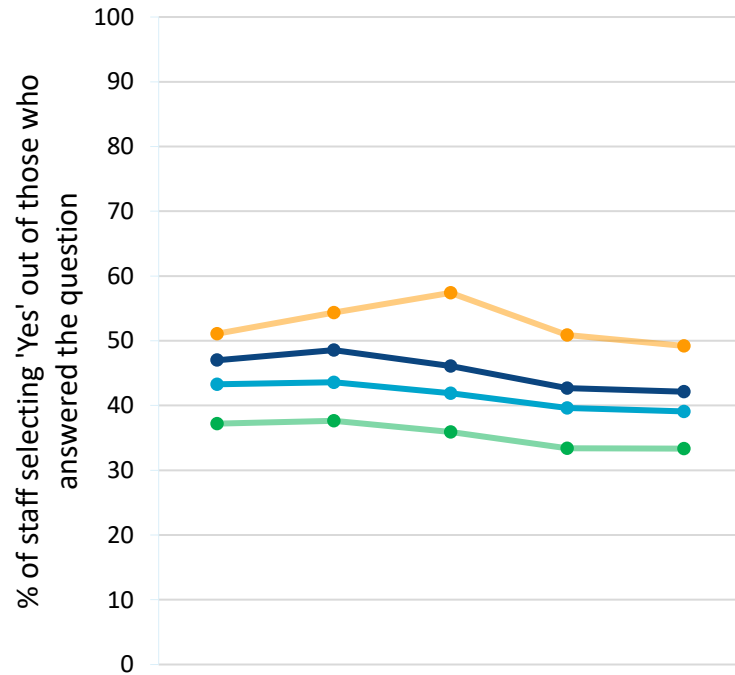


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



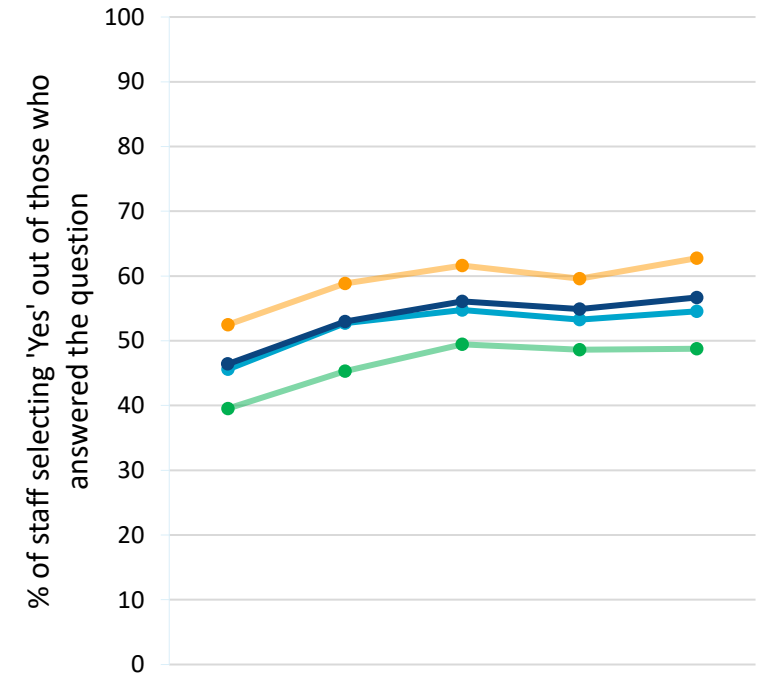
	2020	2021	2022	2023	2024
<b>Your org</b>	32.80%	32.73%	27.37%	25.82%	25.73%
<b>Best result</b>	21.20%	22.27%	19.70%	18.05%	17.99%
<b>Average result</b>	27.08%	26.53%	24.62%	23.38%	23.32%
<b>Worst result</b>	34.14%	34.31%	30.89%	28.61%	29.48%
Responses	1903	1973	1446	2105	2001

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



	2020	2021	2022	2023	2024
<b>Your org</b>	47.00%	48.56%	46.09%	42.67%	42.13%
<b>Best result</b>	37.19%	37.64%	35.90%	33.38%	33.34%
<b>Average result</b>	43.30%	43.59%	41.90%	39.61%	39.09%
<b>Worst result</b>	51.11%	54.34%	57.40%	50.87%	49.20%
Responses	1905	1977	1446	2101	1996

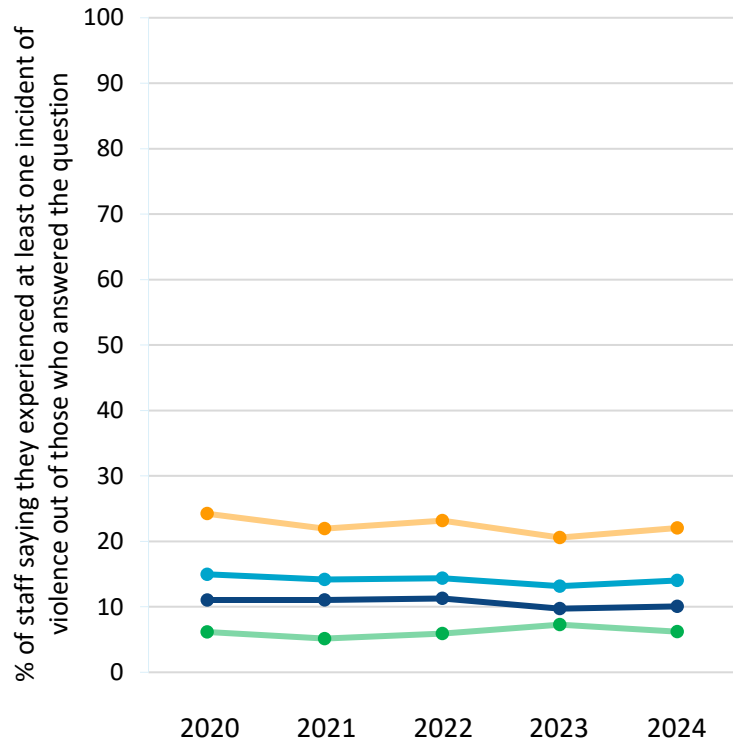
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
<b>Your org</b>	46.41%	52.94%	56.10%	54.90%	56.69%
<b>Best result</b>	39.53%	45.30%	49.45%	48.64%	48.76%
<b>Average result</b>	45.58%	52.71%	54.75%	53.28%	54.53%
<b>Worst result</b>	52.48%	58.83%	61.63%	59.58%	62.76%
Responses	1905	1977	1444	2106	1998

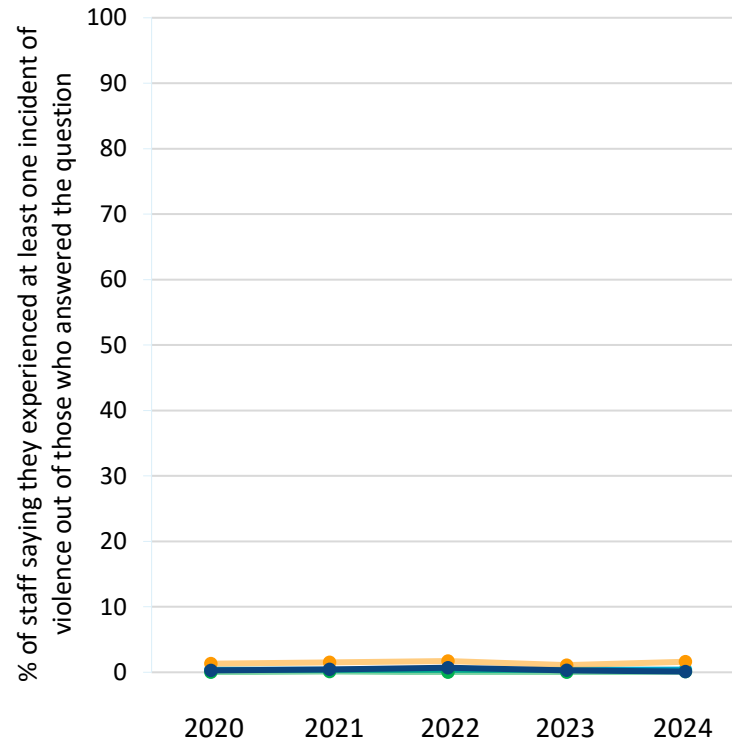


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



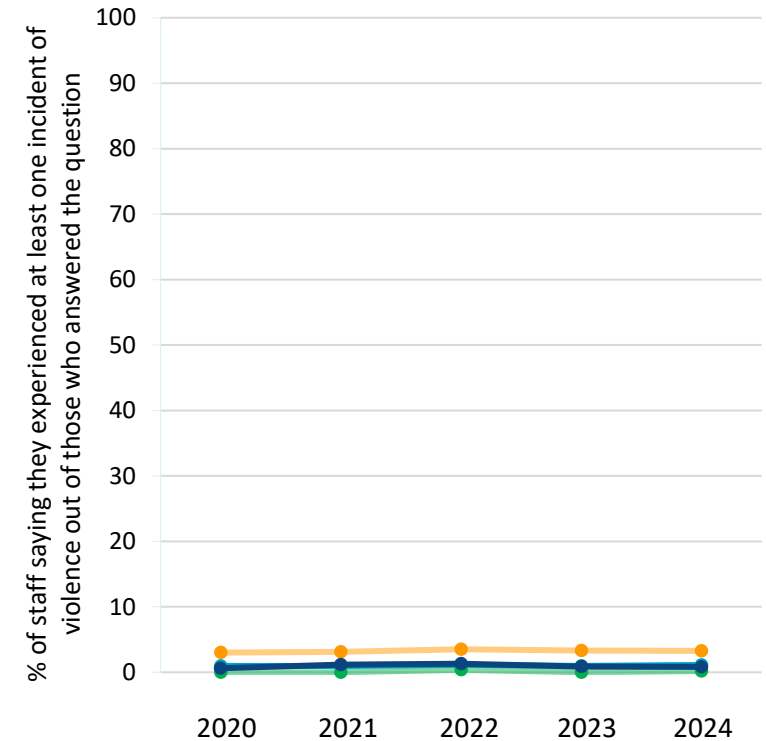
Responses	1902	1972	1444	2104	2005
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Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



Responses	1900	1966	1434	2094	1996
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Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

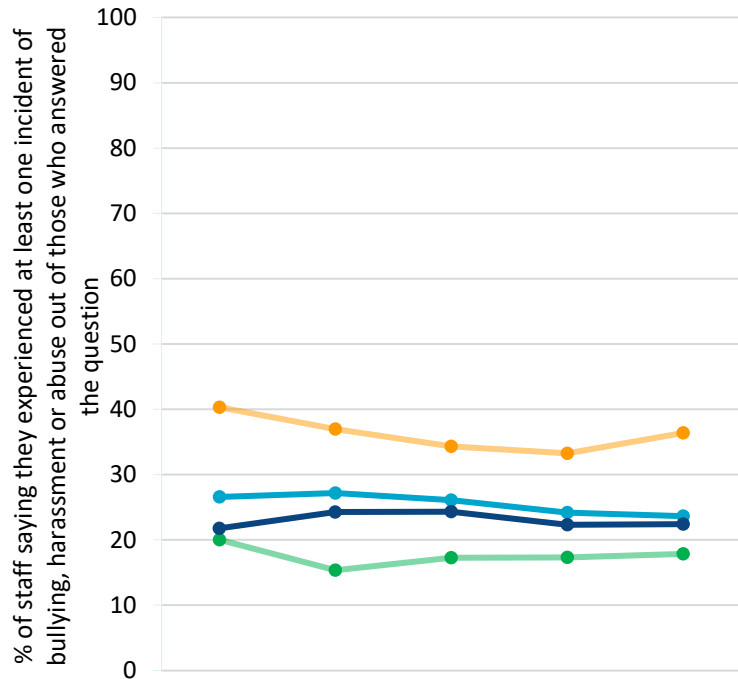


Responses	1898	1958	1430	2088	1980
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Note: 2023 results for Q13a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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

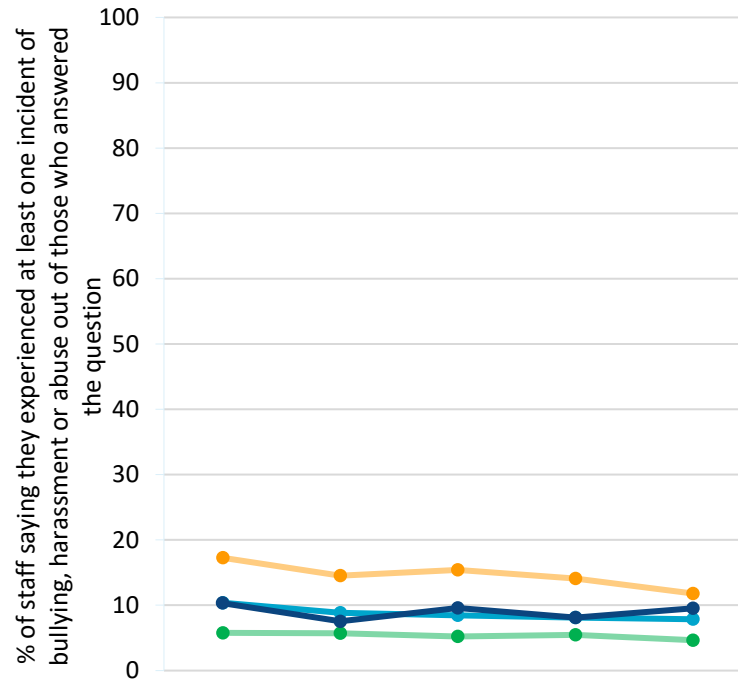


2020 2021 2022 2023 2024

Your org	21.78%	24.26%	24.32%	22.33%	22.41%
Best result	20.03%	15.37%	17.25%	17.31%	17.84%
Average result	26.60%	27.18%	26.11%	24.17%	23.64%
Worst result	40.32%	36.98%	34.31%	33.27%	36.39%

Responses 1839 1891 1445 2103 2000

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

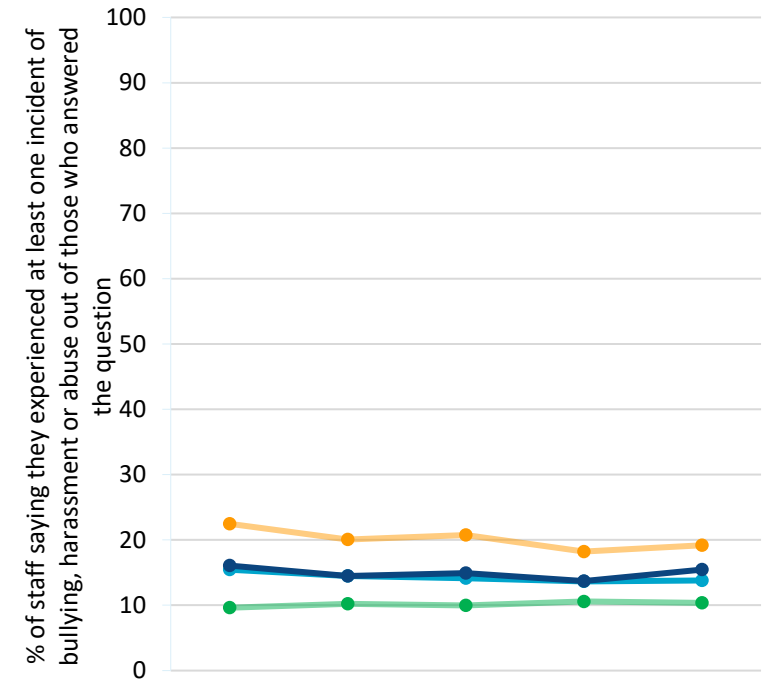


2020 2021 2022 2023 2024

Your org	10.32%	7.55%	9.59%	8.11%	9.53%
Best result	5.78%	5.73%	5.20%	5.48%	4.65%
Average result	10.39%	8.83%	8.47%	8.11%	7.86%
Worst result	17.26%	14.55%	15.44%	14.10%	11.80%

Responses 1831 1884 1437 2092 1998

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

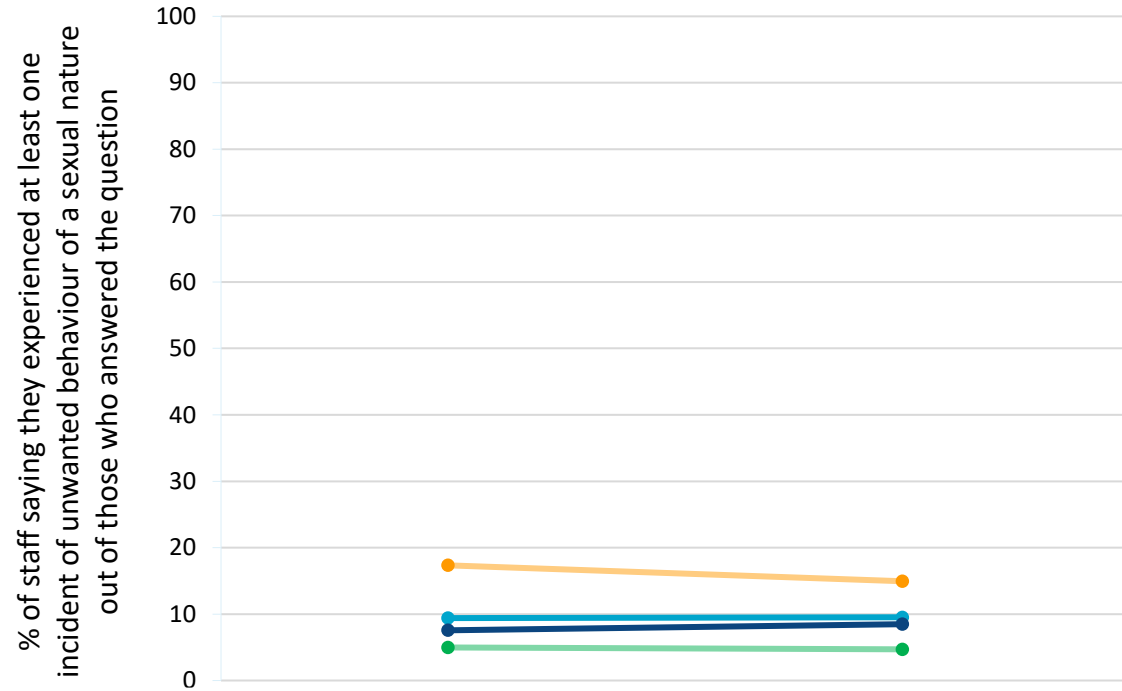
Your org	16.07%	14.48%	14.93%	13.71%	15.48%
Best result	9.63%	10.20%	9.95%	10.59%	10.36%
Average result	15.44%	14.48%	14.16%	13.65%	13.81%
Worst result	22.47%	20.09%	20.75%	18.23%	19.20%

Responses 1831 1877 1422 2089 1998

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

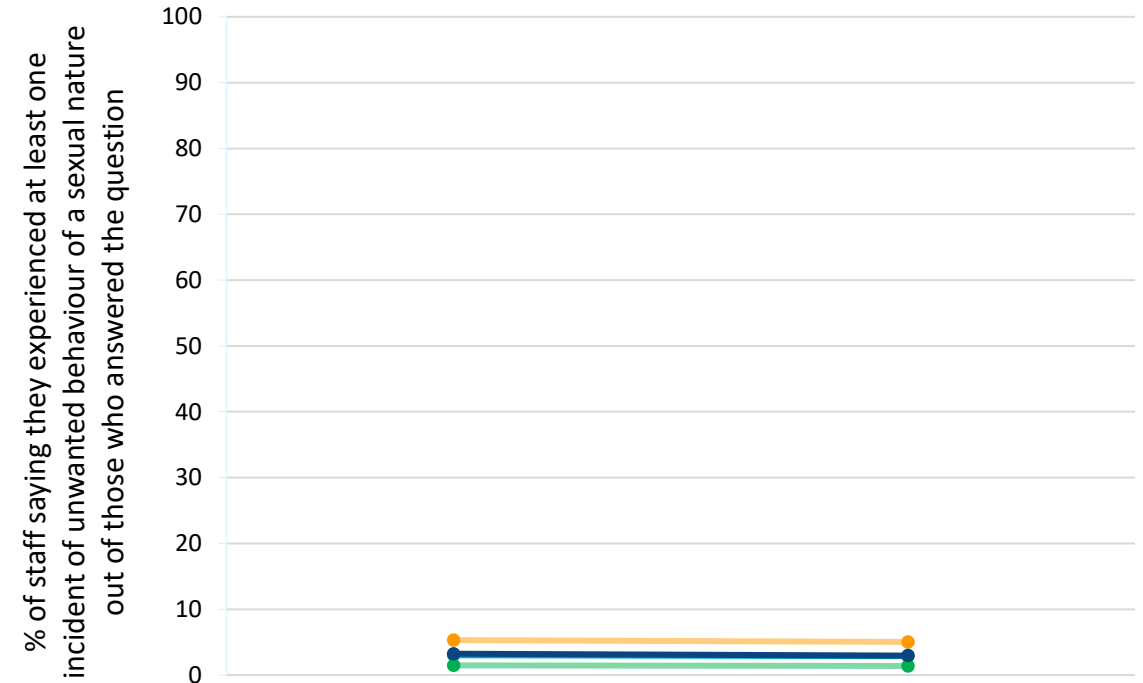


2023 2024

Your org	7.56%	8.48%
Best result	4.97%	4.70%
Average result	9.40%	9.52%
Worst result	17.34%	14.95%

Responses 2100 2008

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	3.24%	2.96%
Best result	1.47%	1.39%
Average result	3.02%	2.87%
Worst result	5.31%	5.03%

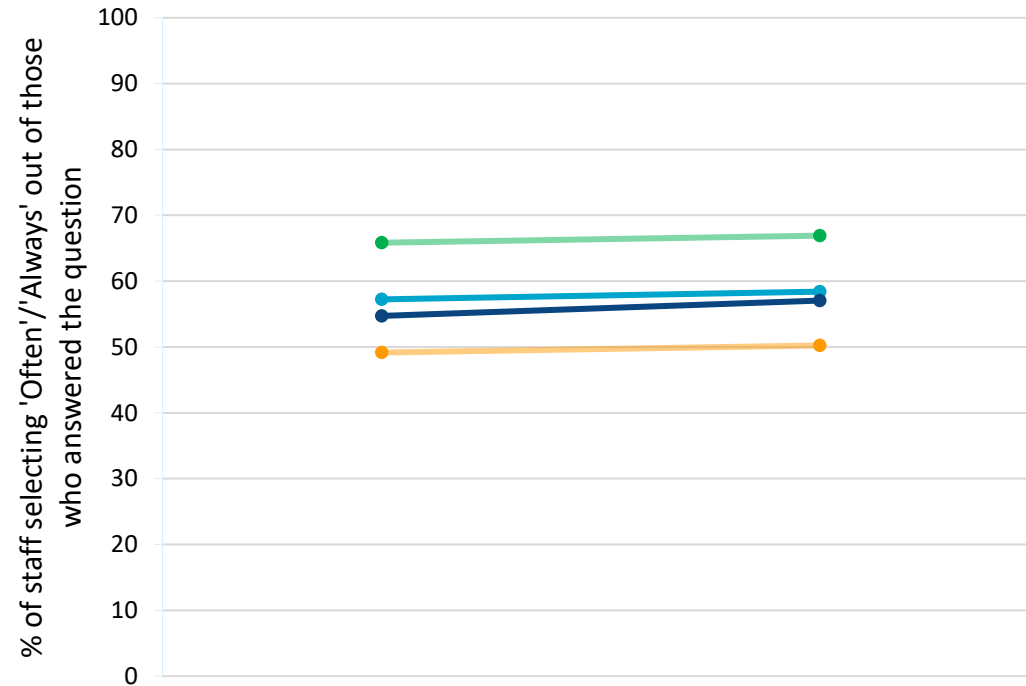
Responses 2103 2007

\*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	54.72%	57.05%
Best result	65.83%	66.91%
Average result	57.23%	58.41%
Worst result	49.15%	50.23%
Responses	2103	2010

\*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

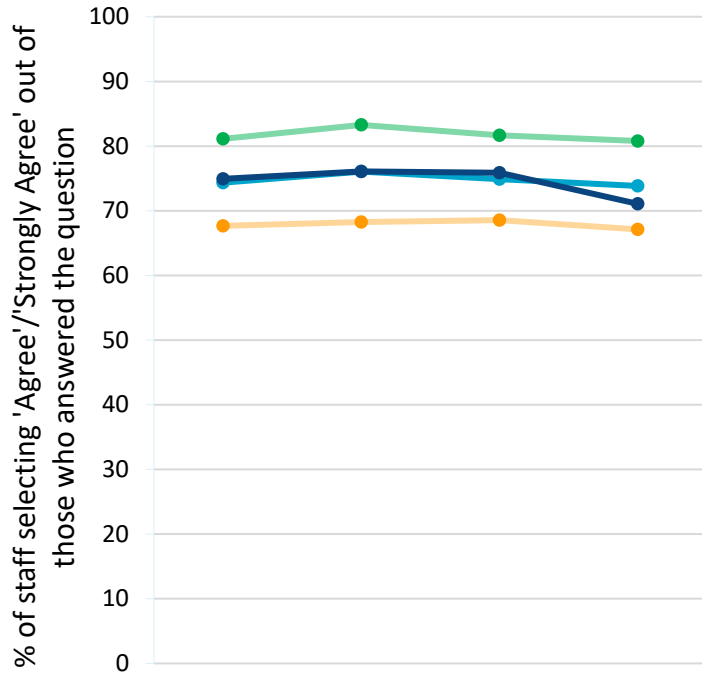
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

\*\*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.

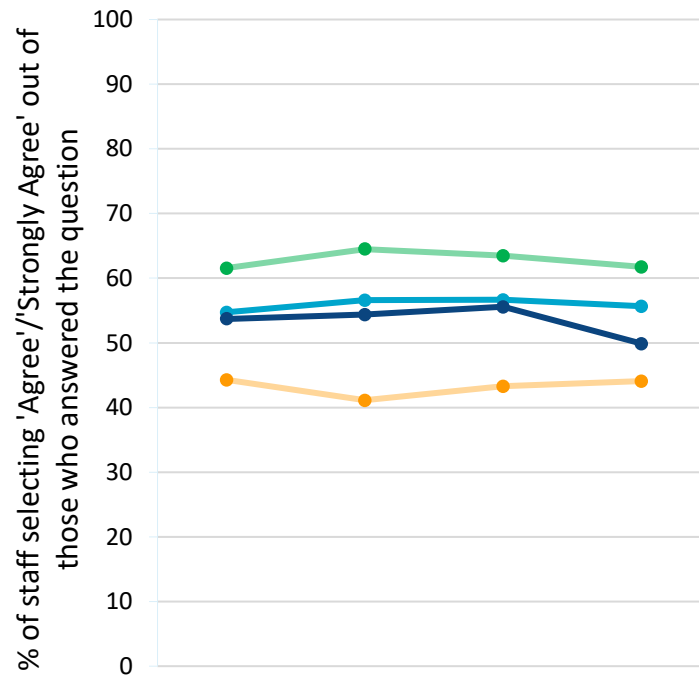


Q24a This organisation offers me challenging work.



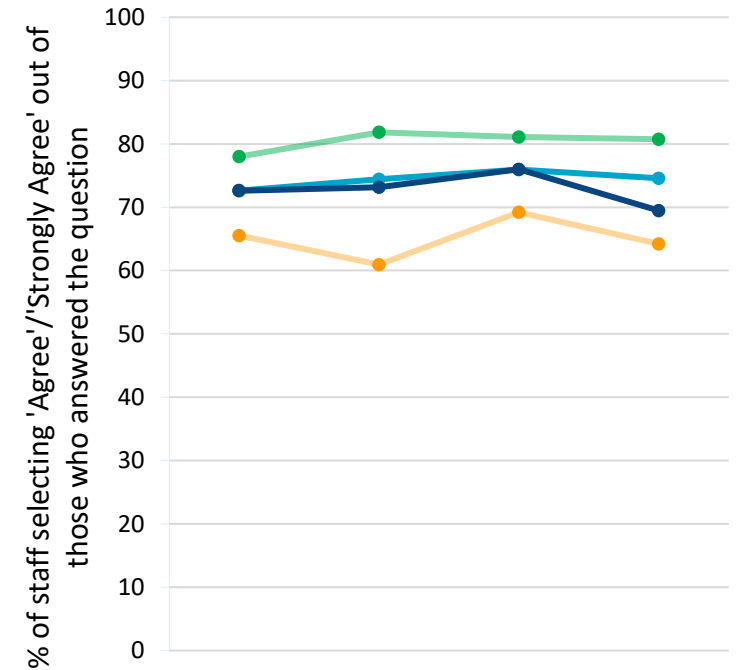
	2021	2022	2023	2024
<b>Your org</b>	74.92%	76.08%	75.85%	71.07%
<b>Best result</b>	81.12%	83.27%	81.67%	80.80%
<b>Average result</b>	74.36%	76.05%	74.90%	73.84%
<b>Worst result</b>	67.64%	68.26%	68.55%	67.12%
Responses	1960	1441	2101	2009

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



	2021	2022	2023	2024
<b>Your org</b>	53.71%	54.39%	55.58%	49.89%
<b>Best result</b>	61.57%	64.48%	63.48%	61.77%
<b>Average result</b>	54.73%	56.61%	56.67%	55.65%
<b>Worst result</b>	44.28%	41.13%	43.30%	44.09%
Responses	1961	1442	2104	2006

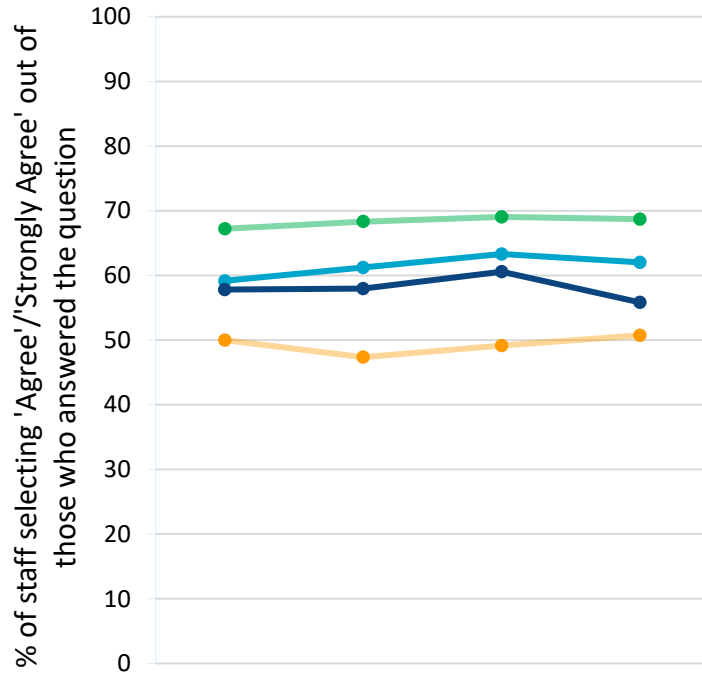
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
<b>Your org</b>	72.61%	73.14%	76.00%	69.48%
<b>Best result</b>	77.99%	81.82%	81.12%	80.76%
<b>Average result</b>	72.62%	74.43%	75.95%	74.56%
<b>Worst result</b>	65.53%	60.95%	69.20%	64.22%
Responses	1959	1442	2101	2009

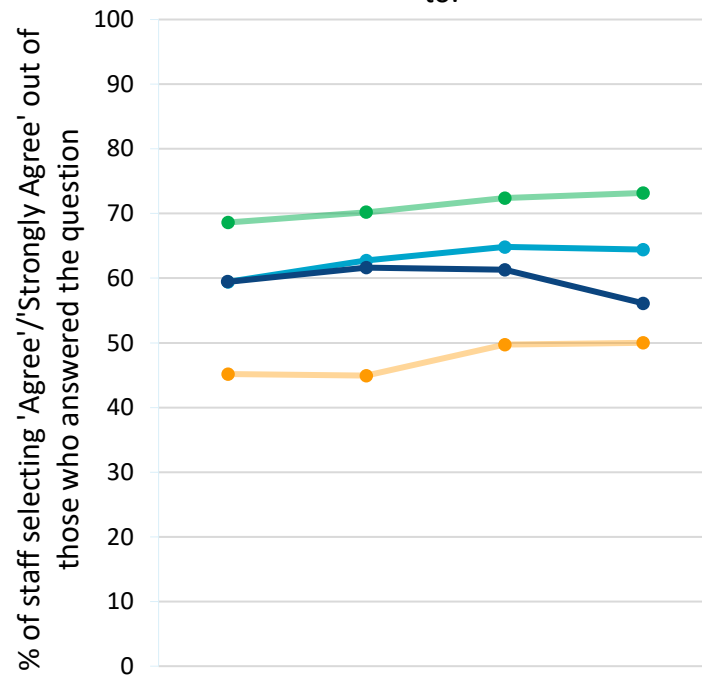


Q24d I feel supported to develop my potential.



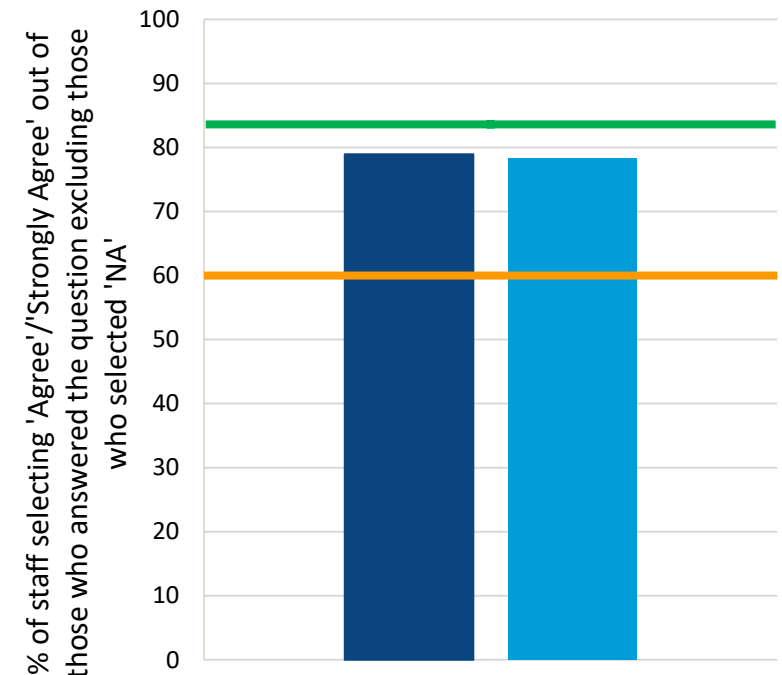
	2021	2022	2023	2024
Your org	57.80%	57.99%	60.58%	55.83%
Best result	67.22%	68.32%	69.05%	68.70%
Average result	59.18%	61.24%	63.32%	62.01%
Worst result	49.98%	47.36%	49.16%	50.75%
Responses	1961	1442	2102	1997

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



	2021	2022	2023	2024
Your org	59.43%	61.63%	61.32%	56.13%
Best result	68.61%	70.18%	72.41%	73.18%
Average result	59.43%	62.72%	64.84%	64.44%
Worst result	45.18%	44.94%	49.72%	50.01%
Responses	1959	1440	2103	1990

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

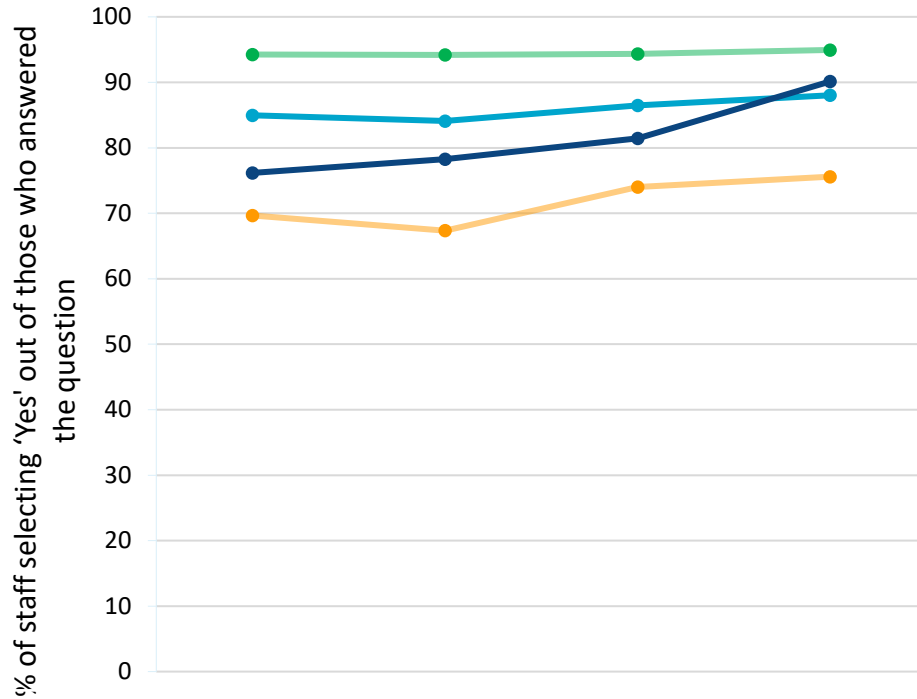


	2024
Your org	78.94%
Best result	83.60%
Average result	78.28%
Worst result	60.00%
Responses	1639

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



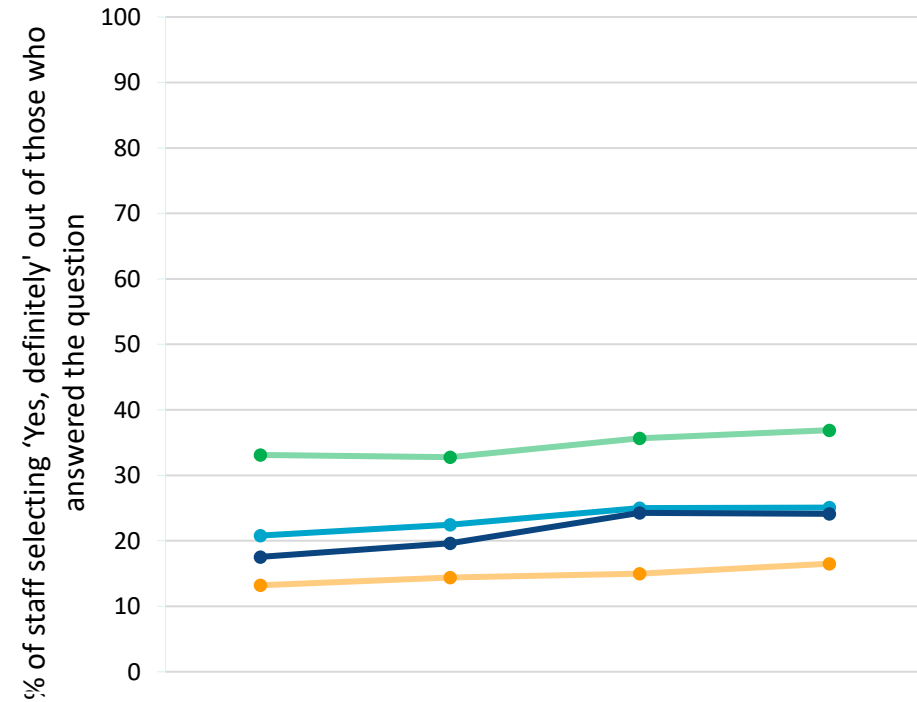
Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
<b>Your org</b>	76.17%	78.26%	81.44%	90.12%
<b>Best result</b>	94.27%	94.19%	94.36%	94.94%
<b>Average result</b>	84.97%	84.10%	86.46%	88.02%
<b>Worst result</b>	69.66%	67.34%	74.02%	75.59%

Responses 1966 1446 2095 1994

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



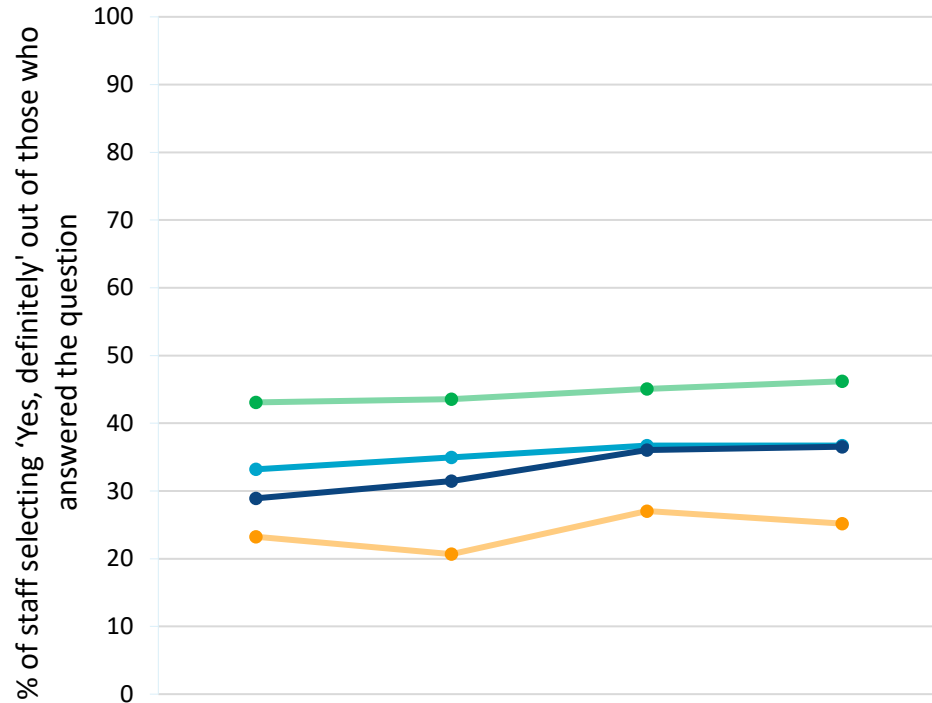
	2021	2022	2023	2024
<b>Your org</b>	17.54%	19.64%	24.27%	24.12%
<b>Best result</b>	33.11%	32.77%	35.66%	36.89%
<b>Average result</b>	20.80%	22.45%	24.98%	25.07%
<b>Worst result</b>	13.21%	14.41%	14.98%	16.50%

Responses 1499 1135 1708 1796

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

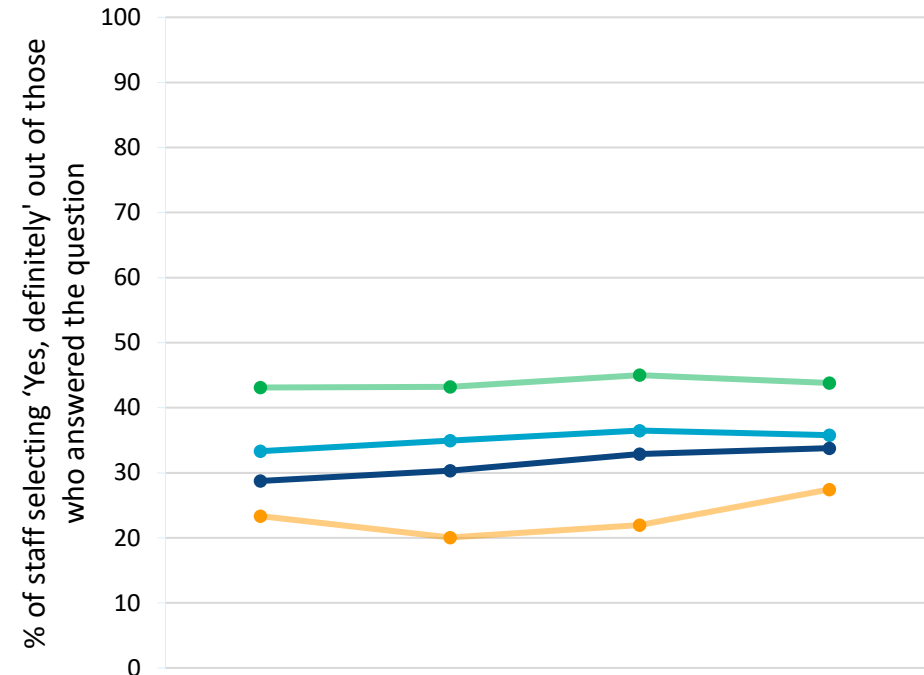


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024
<b>Your org</b>	28.91%	31.44%	36.06%	36.53%
<b>Best result</b>	43.08%	43.56%	45.06%	46.19%
<b>Average result</b>	33.20%	34.95%	36.70%	36.69%
<b>Worst result</b>	23.23%	20.67%	27.04%	25.17%
Responses	1498	1132	1707	1789

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



	2021	2022	2023	2024
<b>Your org</b>	28.74%	30.31%	32.86%	33.78%
<b>Best result</b>	43.10%	43.18%	45.00%	43.80%
<b>Average result</b>	33.31%	34.94%	36.49%	35.76%
<b>Worst result</b>	23.34%	20.05%	21.95%	27.44%
Responses	1498	1131	1708	1792

## People Promise element – We work flexibly



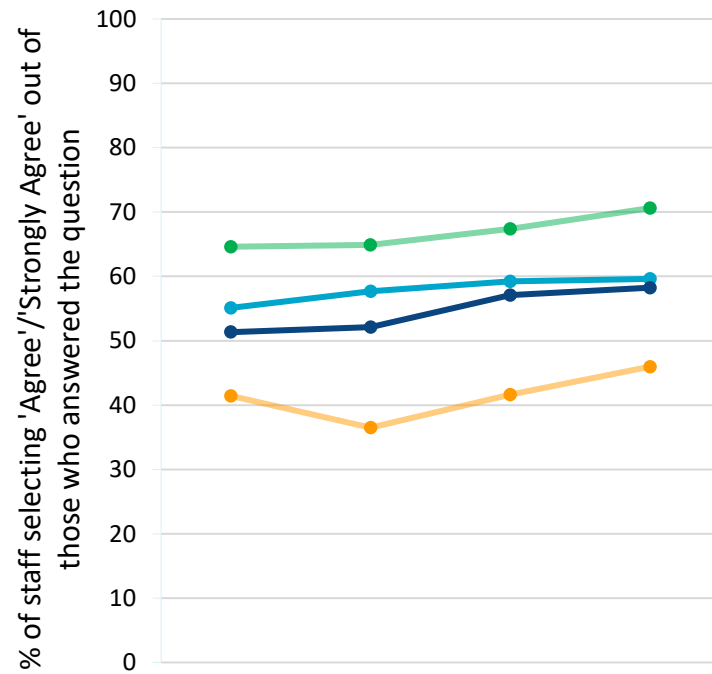
### Questions included:

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

Flexible working – Q4d

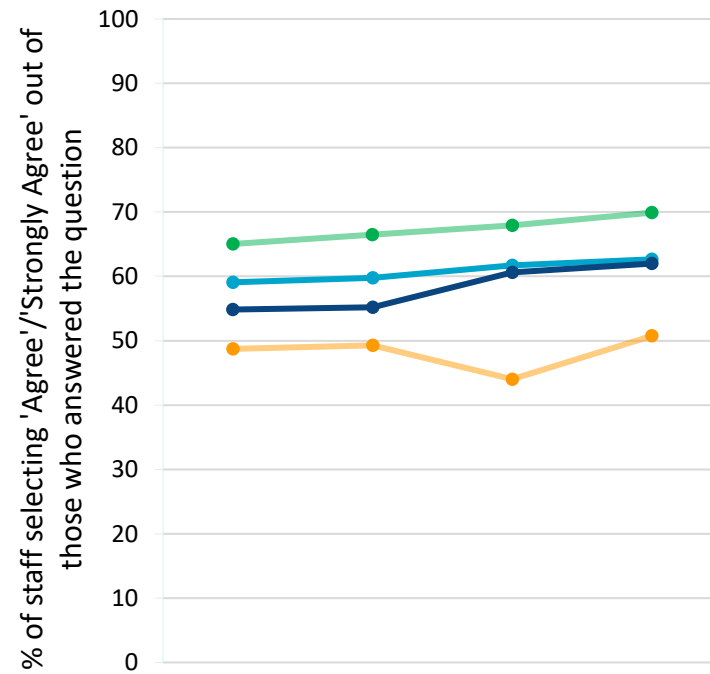


Q6b My organisation is committed to helping me balance my work and home life.



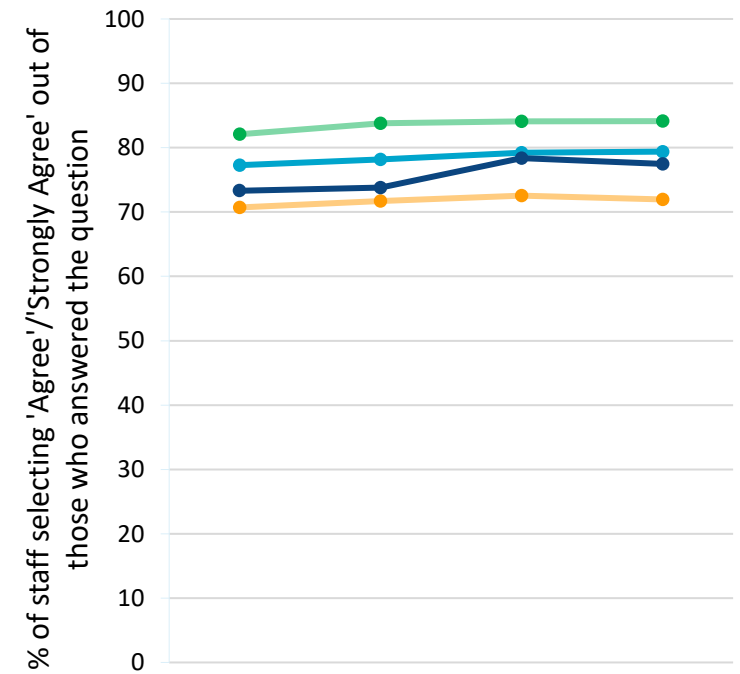
	2021	2022	2023	2024
<b>Your org</b>	51.33%	52.09%	57.11%	58.25%
<b>Best result</b>	64.61%	64.89%	67.39%	70.61%
<b>Average result</b>	55.10%	57.66%	59.23%	59.61%
<b>Worst result</b>	41.43%	36.49%	41.60%	45.97%
Responses	2014	1446	2100	2009

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



	2021	2022	2023	2024
<b>Your org</b>	54.84%	55.22%	60.62%	61.99%
<b>Best result</b>	65.03%	66.48%	67.91%	69.90%
<b>Average result</b>	59.08%	59.76%	61.72%	62.65%
<b>Worst result</b>	48.72%	49.29%	44.02%	50.75%
Responses	2014	1444	2097	2004

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

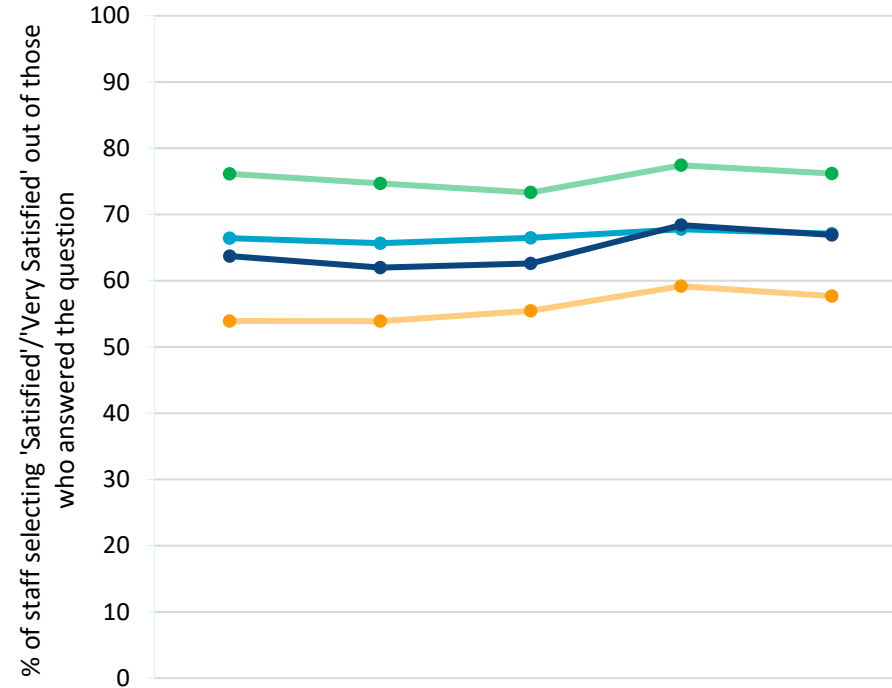


	2021	2022	2023	2024
<b>Your org</b>	73.30%	73.78%	78.38%	77.47%
<b>Best result</b>	82.09%	83.79%	84.09%	84.12%
<b>Average result</b>	77.28%	78.17%	79.23%	79.39%
<b>Worst result</b>	70.71%	71.71%	72.54%	71.97%
Responses	2014	1445	2101	2007





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>	63.71%	61.98%	62.59%	68.40%	66.91%
<b>Best result</b>	76.13%	74.69%	73.31%	77.43%	76.20%
<b>Average result</b>	66.42%	65.67%	66.49%	67.76%	67.11%
<b>Worst result</b>	53.93%	53.89%	55.48%	59.17%	57.67%
Responses	1911	2025	1446	2086	1997

## People Promise element – We are a team



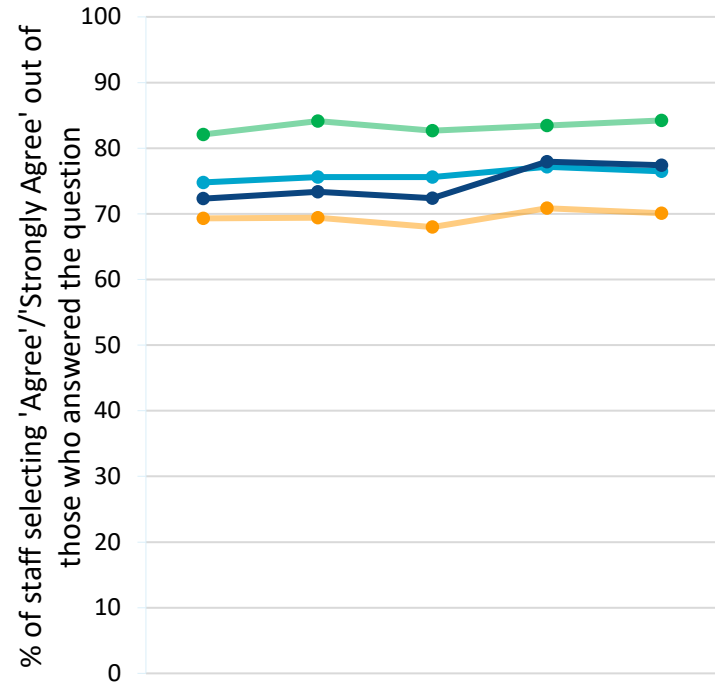
### Questions included:

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

Line management – Q9a, Q9b, Q9c, Q9d

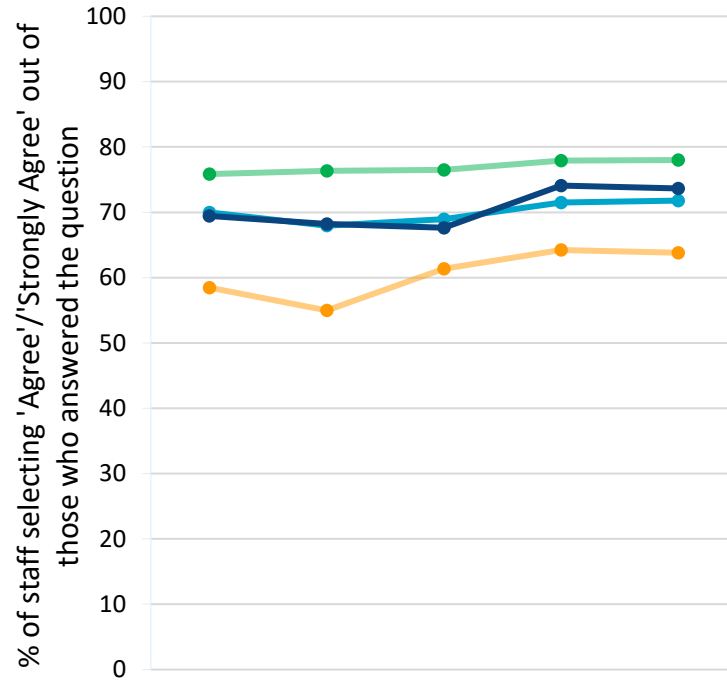


Q7a The team I work in has a set of shared objectives.



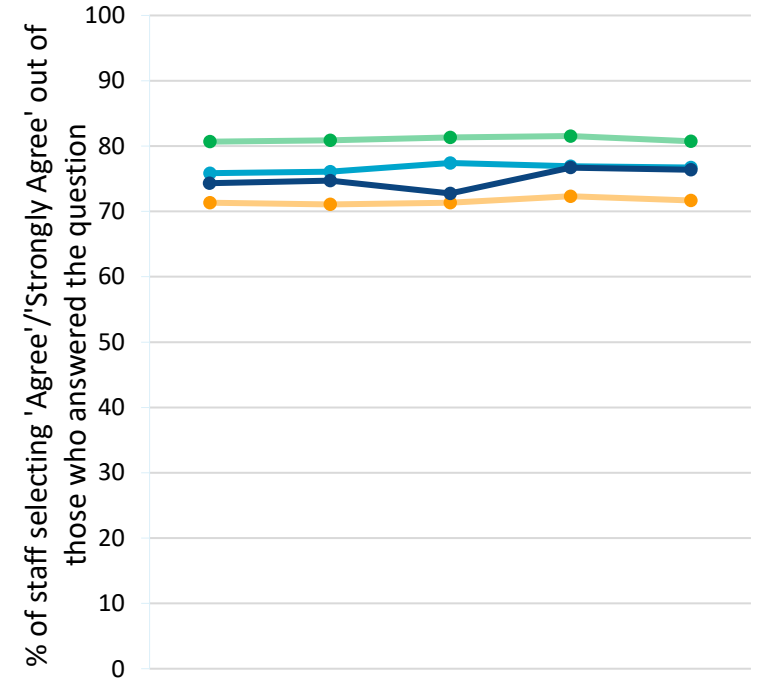
	2020	2021	2022	2023	2024
<b>Your org</b>	72.31%	73.37%	72.36%	77.94%	77.38%
<b>Best result</b>	82.09%	84.13%	82.65%	83.47%	84.23%
<b>Average result</b>	74.79%	75.62%	75.60%	77.16%	76.46%
<b>Worst result</b>	69.31%	69.41%	67.98%	70.85%	70.11%
Responses	1913	1996	1445	2100	2004

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



	2020	2021	2022	2023	2024
<b>Your org</b>	69.43%	68.21%	67.64%	74.09%	73.67%
<b>Best result</b>	75.85%	76.33%	76.50%	77.92%	78.00%
<b>Average result</b>	69.97%	67.95%	68.98%	71.52%	71.79%
<b>Worst result</b>	58.45%	54.98%	61.37%	64.23%	63.82%
Responses	1918	1995	1447	2098	2007

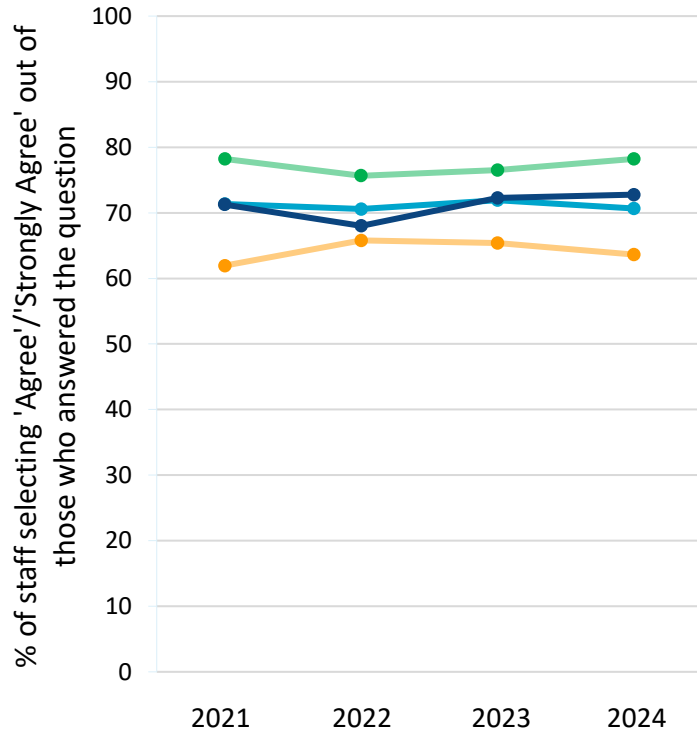
Q7c I receive the respect I deserve from my colleagues at work.



	2020	2021	2022	2023	2024
<b>Your org</b>	74.30%	74.70%	72.76%	76.70%	76.40%
<b>Best result</b>	80.68%	80.91%	81.34%	81.54%	80.72%
<b>Average result</b>	75.86%	76.07%	77.42%	76.92%	76.71%
<b>Worst result</b>	71.34%	71.07%	71.34%	72.33%	71.68%
Responses	1924	2000	1445	2099	2006

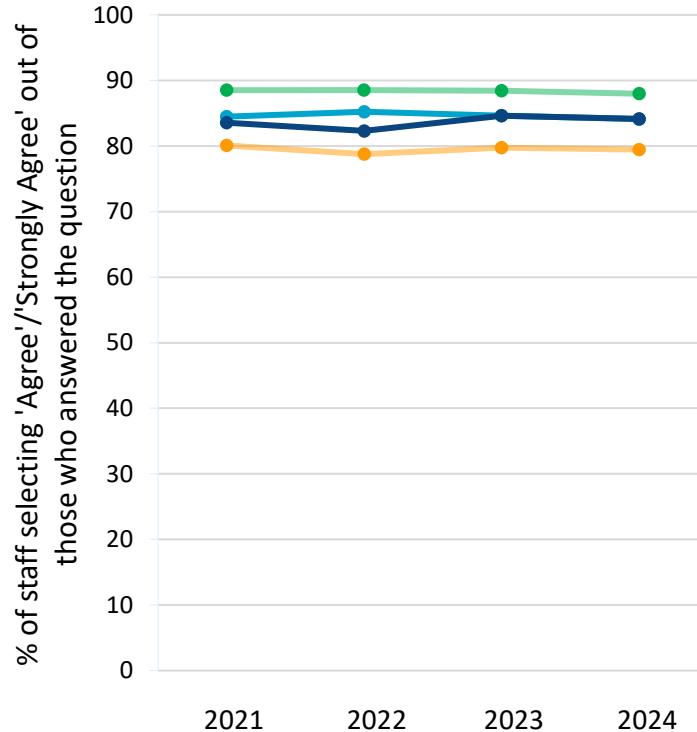


Q7d Team members understand each other's roles.



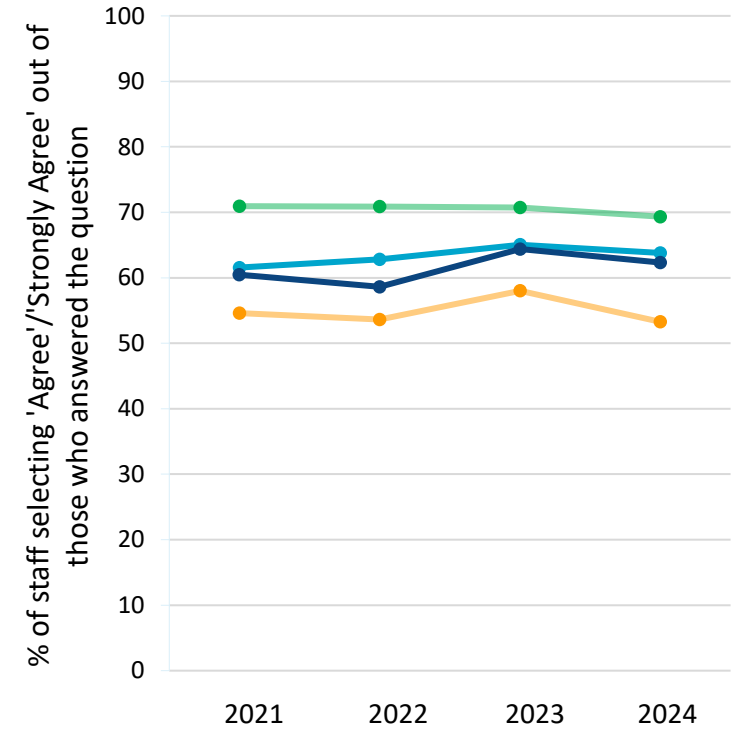
Responses	1997	1445	2101	2007
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Q7e I enjoy working with the colleagues in my team.



Responses	1996	1444	2102	2003
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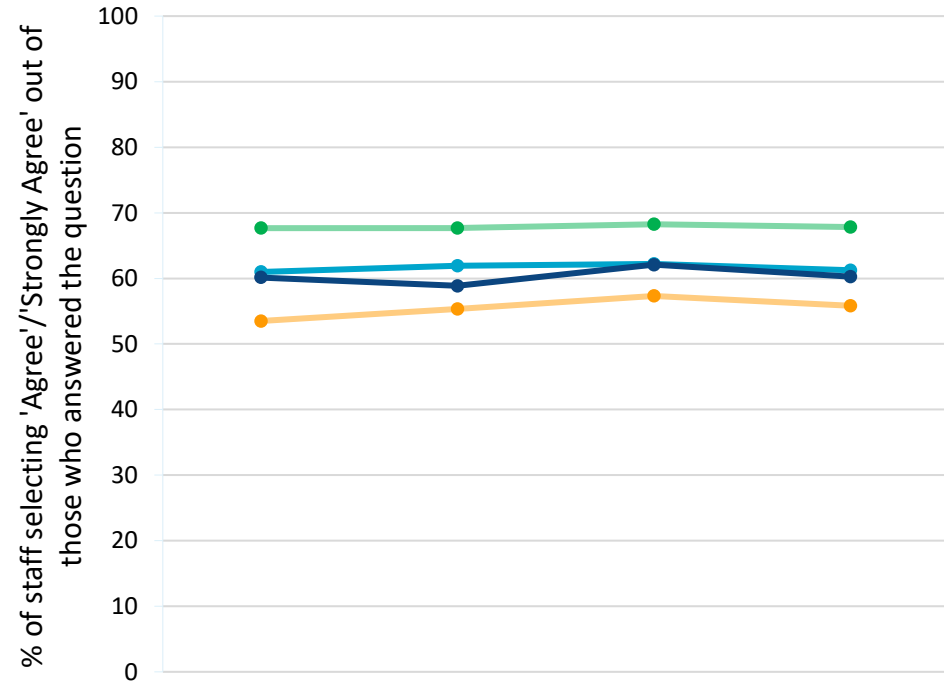
Q7f My team has enough freedom in how to do its work.



Responses	1994	1445	2099	1999
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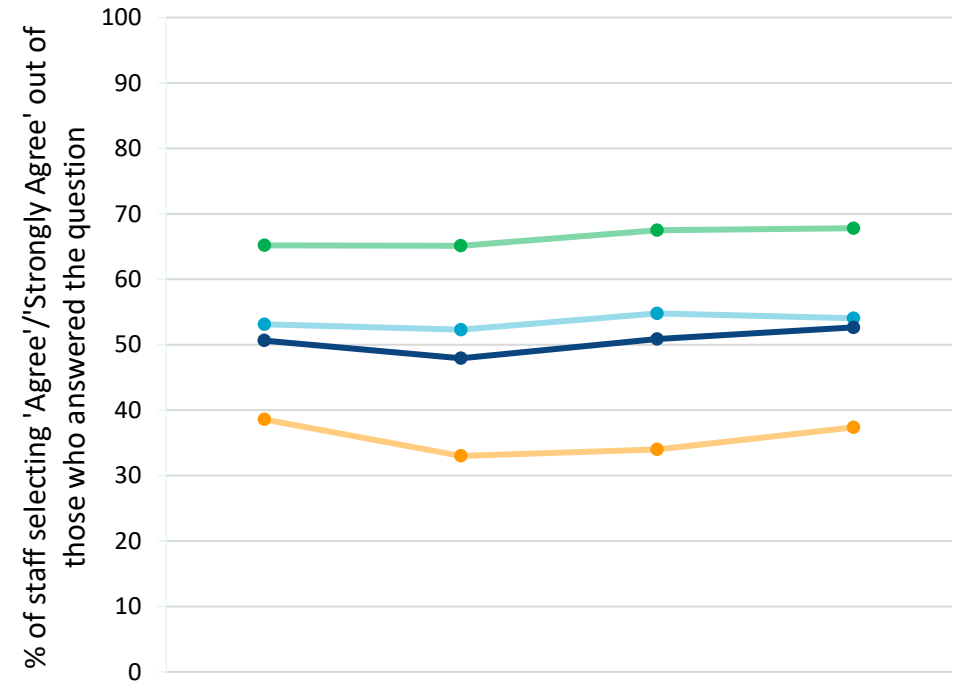


Q7g In my team disagreements are dealt with constructively.



	2021	2022	2023	2024
Your org	60.14%	58.87%	62.10%	60.29%
Best result	67.66%	67.67%	68.26%	67.82%
Average result	60.98%	61.94%	62.20%	61.26%
Worst result	53.51%	55.33%	57.32%	55.83%
Responses	1997	1444	2091	1998

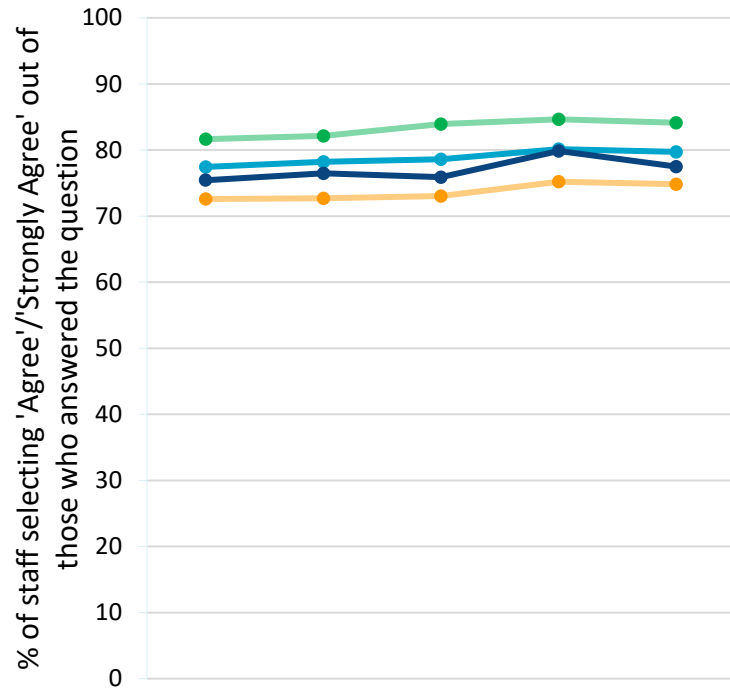
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Your org	50.63%	47.93%	50.90%	52.66%
Best result	65.19%	65.12%	67.51%	67.81%
Average result	53.10%	52.31%	54.79%	54.05%
Worst result	38.58%	33.01%	34.00%	37.38%
Responses	1989	1445	2099	2006



Q9a My immediate manager encourages me at work.

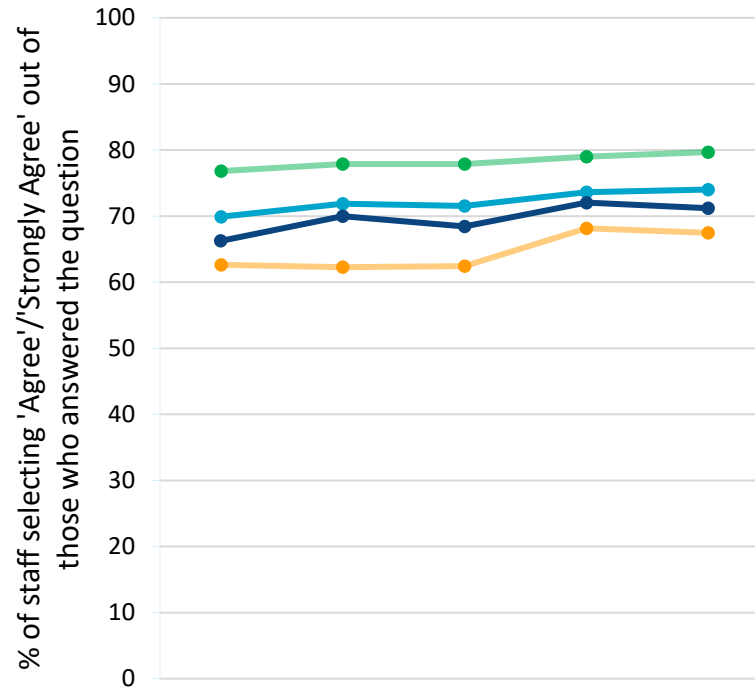


2020 2021 2022 2023 2024

Your org	75.43%	76.47%	75.91%	79.86%	77.51%
Best result	81.65%	82.16%	83.95%	84.65%	84.13%
Average result	77.44%	78.24%	78.61%	80.13%	79.73%
Worst result	72.59%	72.72%	73.03%	75.20%	74.85%

Responses 1905 1981 1447 2104 2009

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

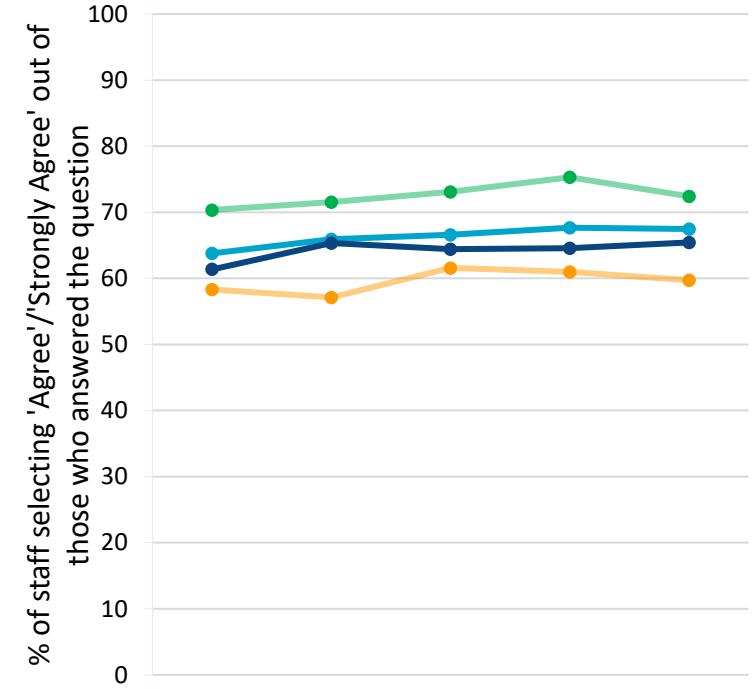


2020 2021 2022 2023 2024

Your org	66.25%	69.96%	68.43%	72.04%	71.20%
Best result	76.81%	77.87%	77.86%	79.00%	79.69%
Average result	69.91%	71.86%	71.56%	73.60%	74.02%
Worst result	62.62%	62.27%	62.44%	68.15%	67.47%

Responses 1904 1977 1445 2096 2007

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



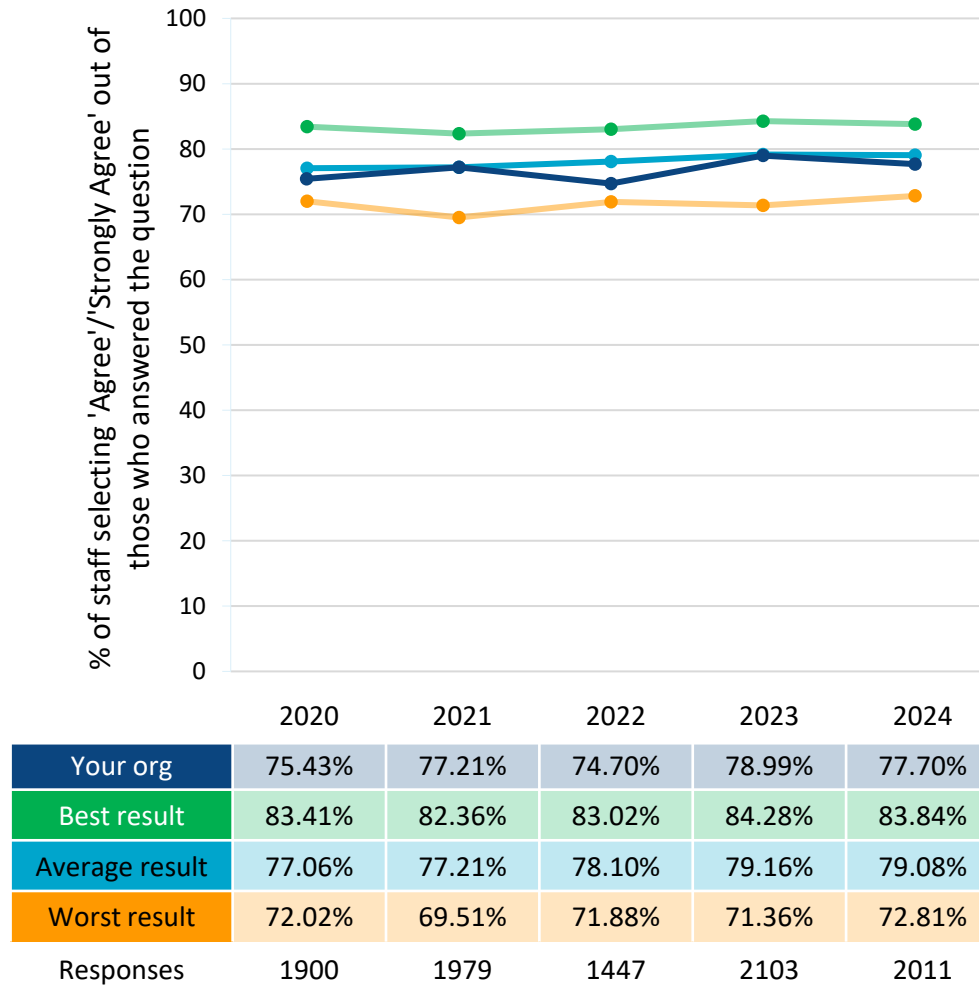
2020 2021 2022 2023 2024

Your org	61.36%	65.36%	64.41%	64.59%	65.45%
Best result	70.36%	71.54%	73.08%	75.31%	72.42%
Average result	63.78%	65.92%	66.61%	67.68%	67.49%
Worst result	58.34%	57.11%	61.59%	60.97%	59.74%

Responses 1905 1978 1447 2101 2008



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



## Theme – Staff engagement



### Questions included:

Motivation – Q2a, Q2b, Q2c

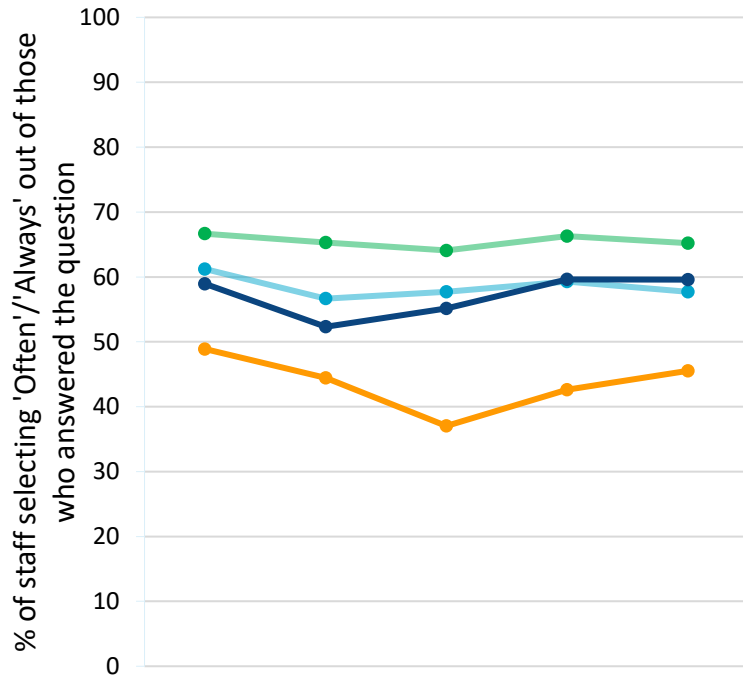
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d



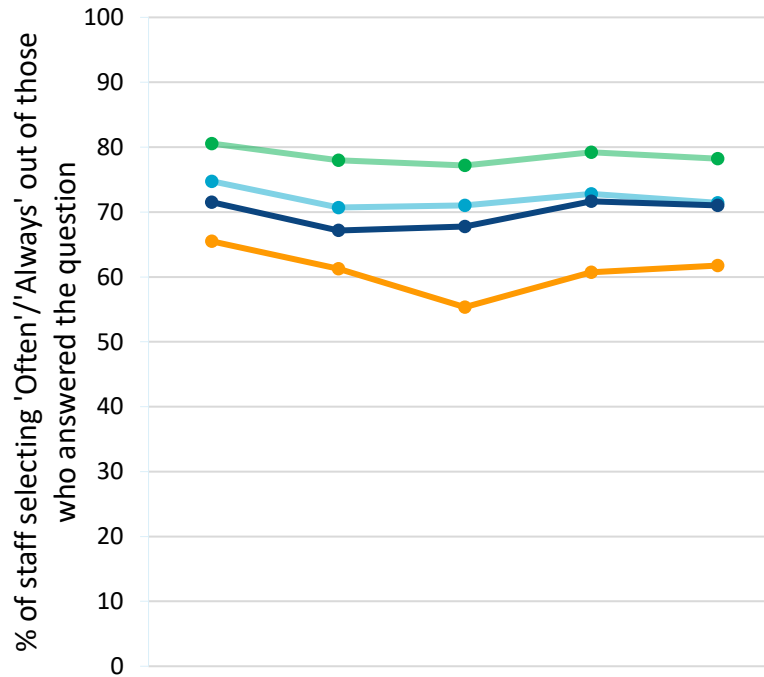


Q2a I look forward to going to work.



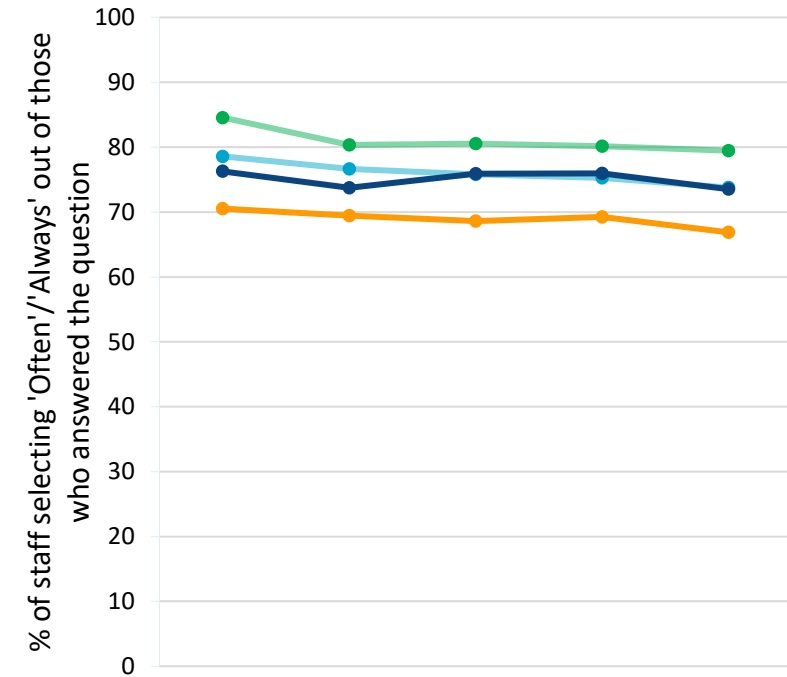
	2020	2021	2022	2023	2024
<b>Your org</b>	58.92%	52.32%	55.12%	59.62%	59.56%
<b>Best result</b>	66.66%	65.31%	64.08%	66.26%	65.19%
<b>Average result</b>	61.22%	56.65%	57.69%	59.31%	57.71%
<b>Worst result</b>	48.89%	44.45%	37.03%	42.61%	45.55%
Responses	1939	2040	1445	2094	2002

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	71.49%	67.15%	67.77%	71.65%	71.03%
<b>Best result</b>	80.55%	77.96%	77.18%	79.19%	78.22%
<b>Average result</b>	74.75%	70.70%	71.03%	72.81%	71.44%
<b>Worst result</b>	65.49%	61.28%	55.34%	60.71%	61.74%
Responses	1929	2037	1442	2090	1992

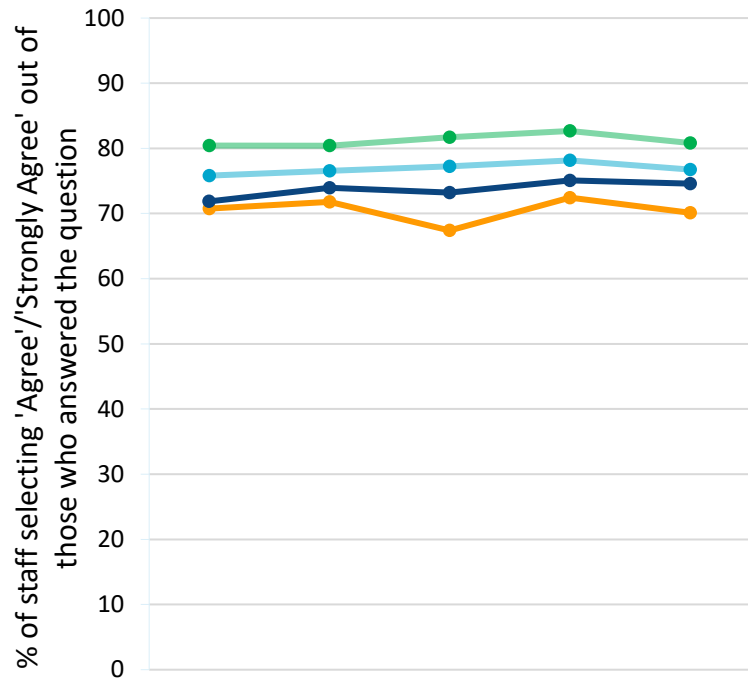
Q2c Time passes quickly when I am working.



	2020	2021	2022	2023	2024
<b>Your org</b>	76.26%	73.75%	75.91%	75.95%	73.52%
<b>Best result</b>	84.56%	80.33%	80.53%	80.16%	79.45%
<b>Average result</b>	78.59%	76.62%	75.80%	75.27%	73.76%
<b>Worst result</b>	70.52%	69.47%	68.62%	69.22%	66.87%
Responses	1929	2039	1441	2085	1983

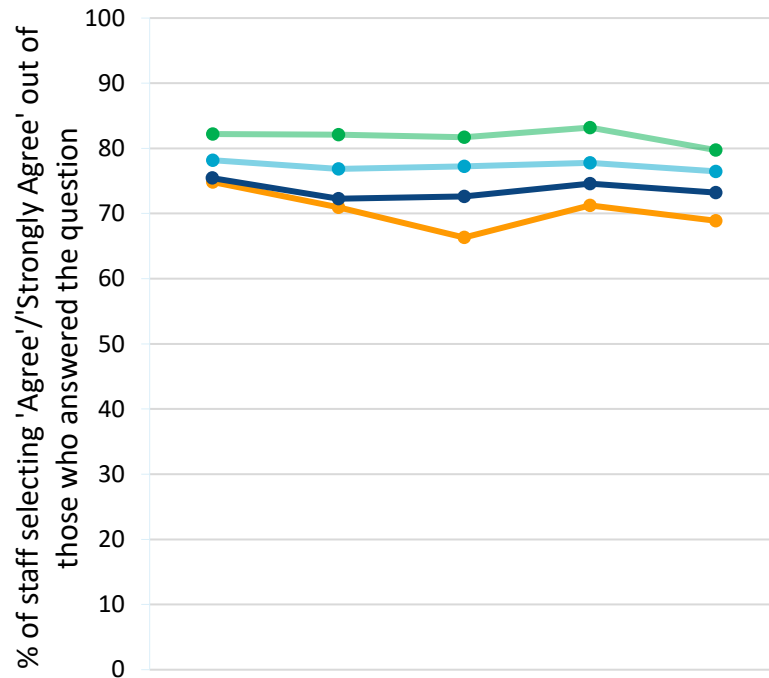


Q3c There are frequent opportunities for me to show initiative in my role.



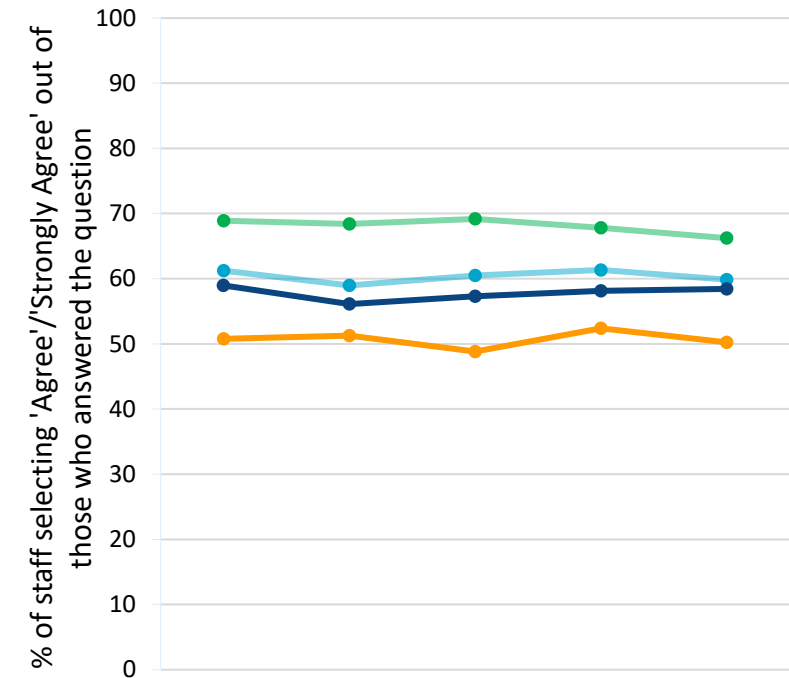
	2020	2021	2022	2023	2024
<b>Your org</b>	71.86%	73.95%	73.23%	75.08%	74.60%
<b>Best result</b>	80.43%	80.41%	81.72%	82.67%	80.84%
<b>Average result</b>	75.82%	76.58%	77.23%	78.15%	76.77%
<b>Worst result</b>	70.77%	71.78%	67.40%	72.44%	70.11%
Responses	1928	2027	1446	2095	2005

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



	2020	2021	2022	2023	2024
<b>Your org</b>	75.43%	72.28%	72.61%	74.61%	73.21%
<b>Best result</b>	82.20%	82.10%	81.71%	83.20%	79.74%
<b>Average result</b>	78.19%	76.85%	77.25%	77.80%	76.48%
<b>Worst result</b>	74.84%	70.93%	66.32%	71.27%	68.90%
Responses	1923	2026	1446	2098	2000

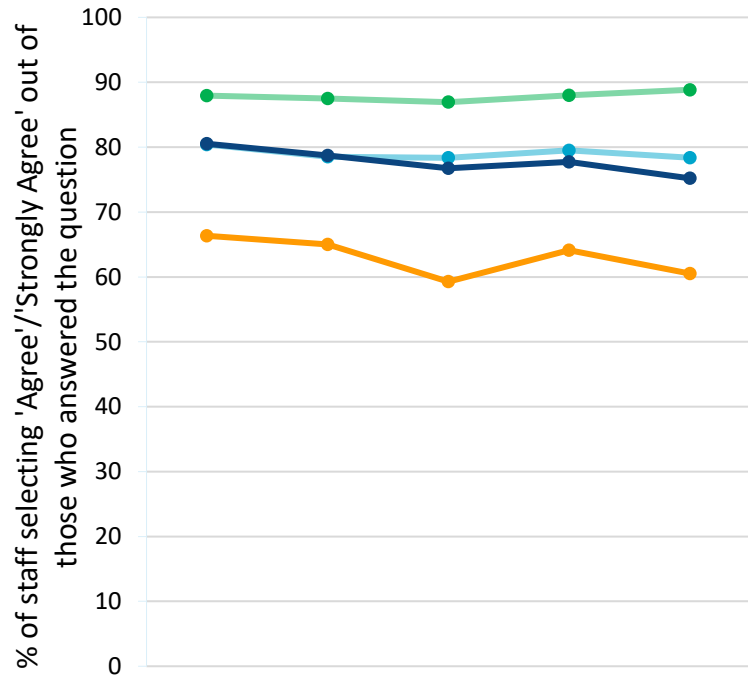
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	58.97%	56.11%	57.32%	58.16%	58.46%
<b>Best result</b>	68.92%	68.39%	69.17%	67.79%	66.22%
<b>Average result</b>	61.22%	58.96%	60.50%	61.35%	59.86%
<b>Worst result</b>	50.79%	51.26%	48.82%	52.39%	50.22%
Responses	1925	2023	1446	2095	1999

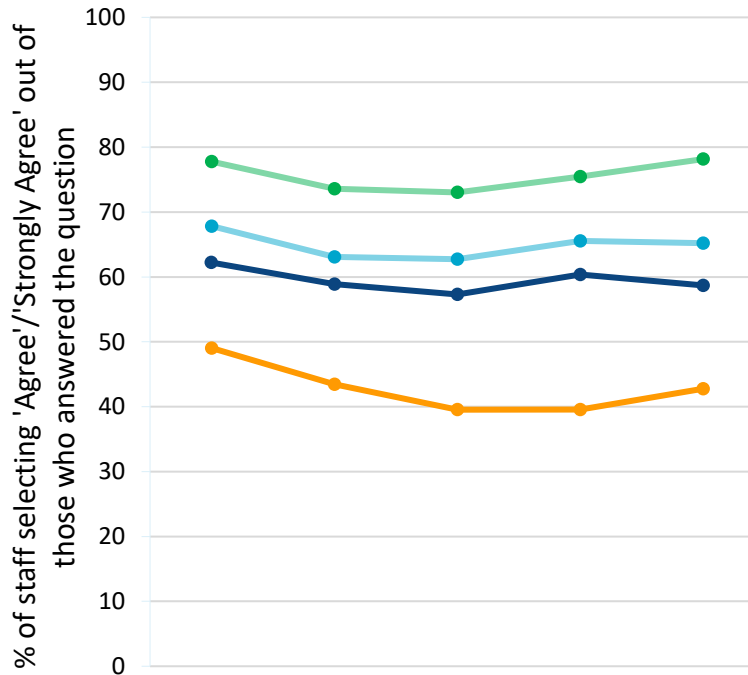


Q25a Care of patients / service users is my organisation's top priority.



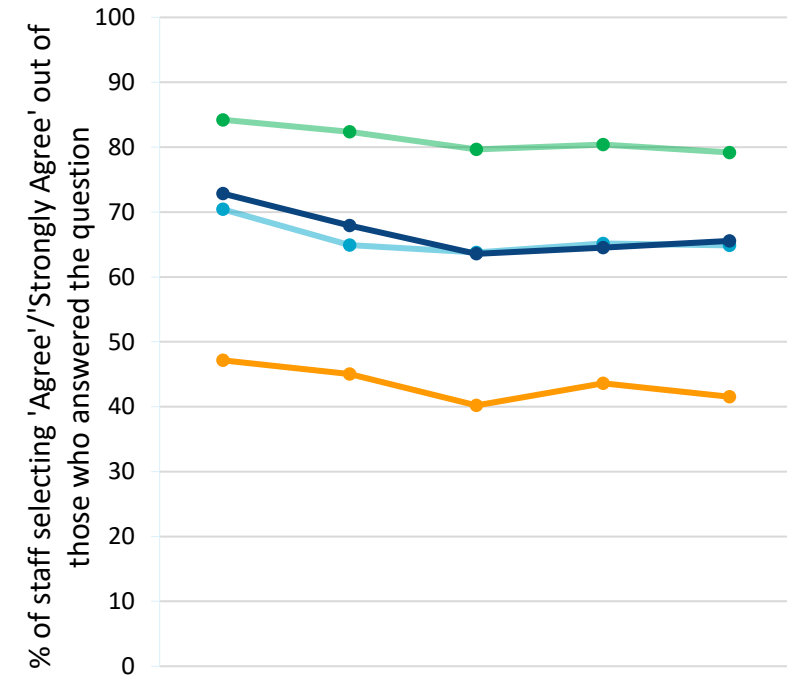
	2020	2021	2022	2023	2024
<b>Your org</b>	80.52%	78.71%	76.73%	77.75%	75.19%
<b>Best result</b>	87.93%	87.48%	86.93%	88.01%	88.84%
<b>Average result</b>	80.41%	78.52%	78.35%	79.50%	78.36%
<b>Worst result</b>	66.34%	64.99%	59.27%	64.13%	60.51%
Responses	1893	1945	1443	2102	2005

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



	2020	2021	2022	2023	2024
<b>Your org</b>	62.21%	58.88%	57.30%	60.39%	58.71%
<b>Best result</b>	77.76%	73.57%	73.02%	75.47%	78.15%
<b>Average result</b>	67.83%	63.10%	62.73%	65.57%	65.21%
<b>Worst result</b>	49.05%	43.47%	39.54%	39.56%	42.78%
Responses	1894	1947	1444	2101	2004

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>	72.83%	67.91%	63.56%	64.51%	65.55%
<b>Best result</b>	84.21%	82.37%	79.63%	80.42%	79.18%
<b>Average result</b>	70.41%	64.93%	63.77%	65.13%	64.84%
<b>Worst result</b>	47.14%	45.06%	40.20%	43.61%	41.55%
Responses	1891	1948	1444	2100	2000

## Theme - Morale



### Questions included:

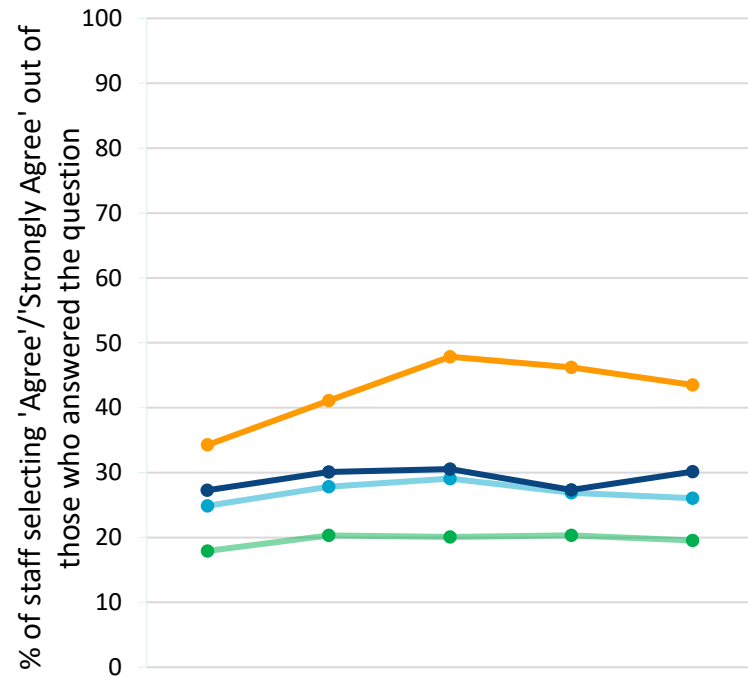
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

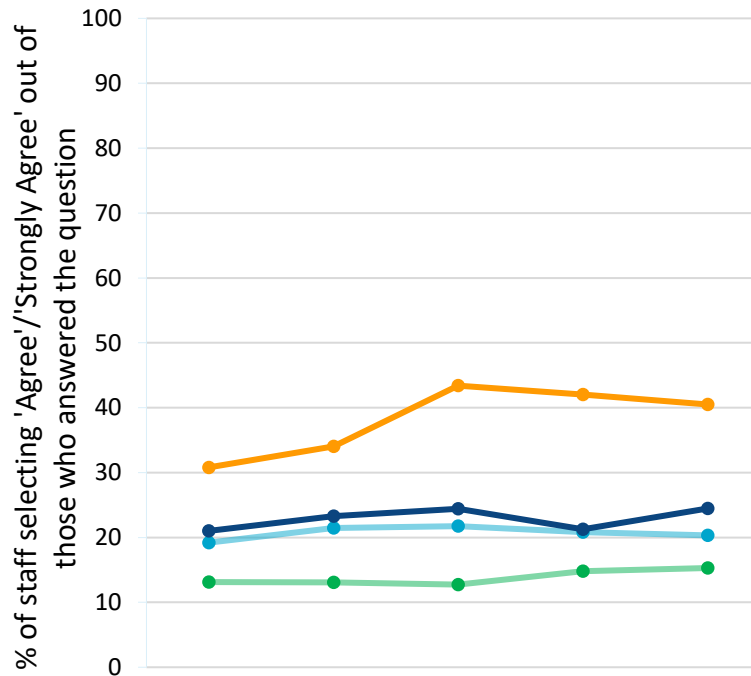


Q26a I often think about leaving this organisation.



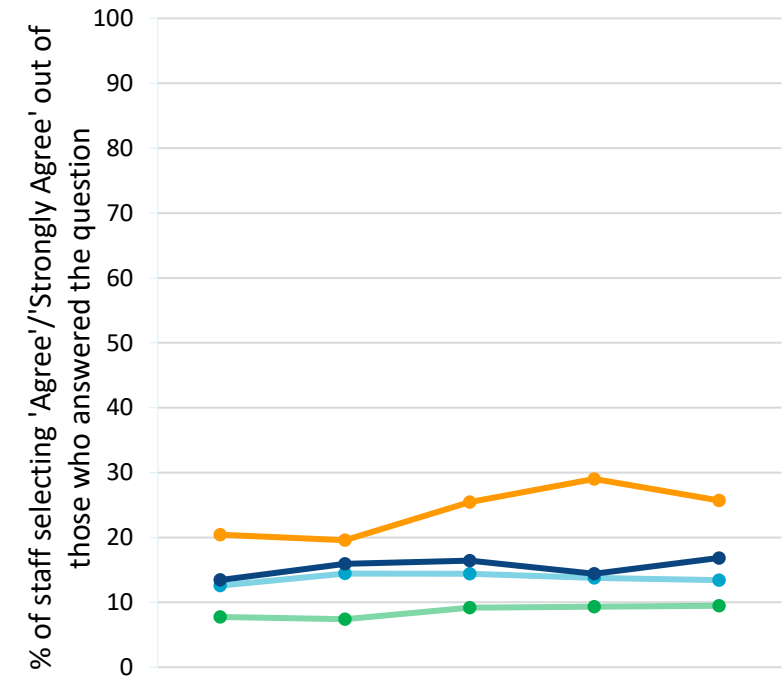
	2020	2021	2022	2023	2024
<b>Your org</b>	27.28%	30.09%	30.54%	27.33%	30.13%
<b>Best result</b>	17.92%	20.31%	20.10%	20.30%	19.52%
<b>Average result</b>	24.88%	27.84%	29.07%	26.89%	26.04%
<b>Worst result</b>	34.26%	41.07%	47.85%	46.24%	43.50%
Responses	1891	1943	1443	2103	2008

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>	21.01%	23.27%	24.41%	21.28%	24.47%
<b>Best result</b>	13.13%	13.06%	12.74%	14.81%	15.29%
<b>Average result</b>	19.20%	21.44%	21.74%	20.81%	20.35%
<b>Worst result</b>	30.80%	34.04%	43.40%	42.04%	40.51%
Responses	1890	1941	1441	2098	2005

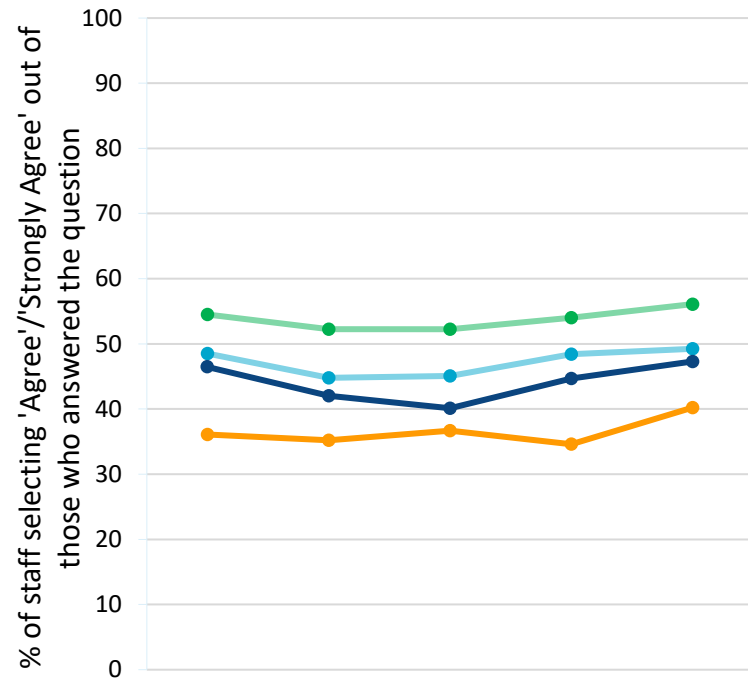
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	13.44%	15.92%	16.45%	14.41%	16.84%
<b>Best result</b>	7.77%	7.40%	9.18%	9.32%	9.47%
<b>Average result</b>	12.58%	14.44%	14.40%	13.77%	13.43%
<b>Worst result</b>	20.43%	19.58%	25.45%	29.02%	25.72%
Responses	1885	1939	1441	2092	1991

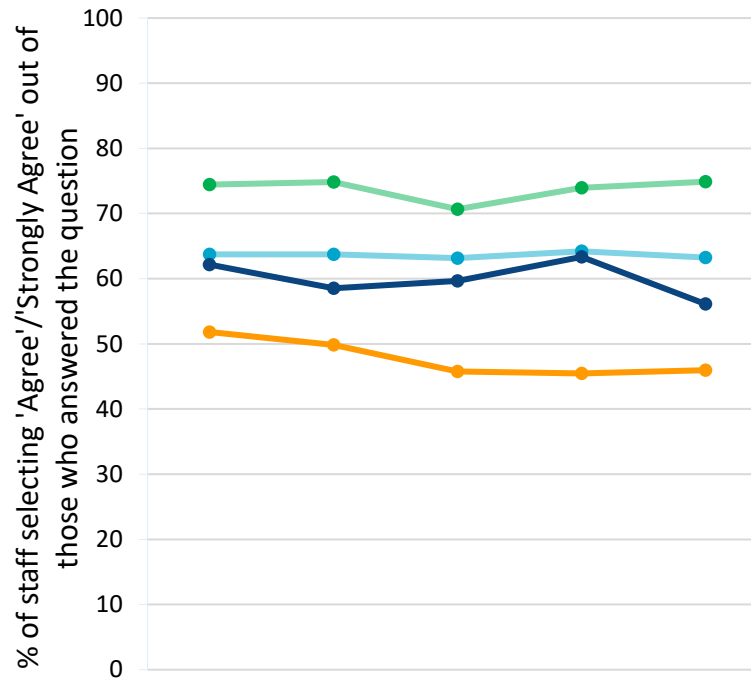


Q3g I am able to meet all the conflicting demands on my time at work.



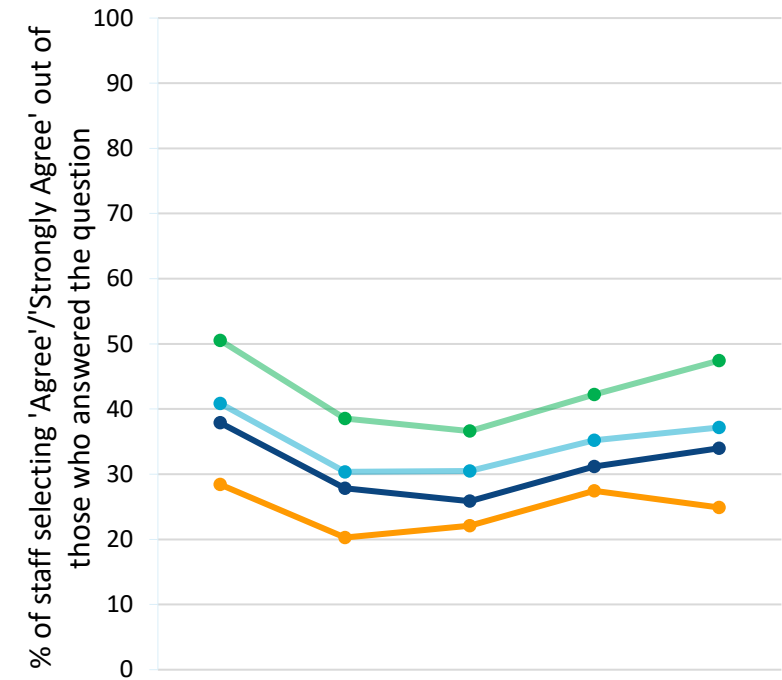
	2020	2021	2022	2023	2024
<b>Your org</b>	46.48%	42.04%	40.12%	44.67%	47.30%
<b>Best result</b>	54.53%	52.25%	52.26%	54.00%	56.10%
<b>Average result</b>	48.49%	44.79%	45.08%	48.39%	49.24%
<b>Worst result</b>	36.08%	35.22%	36.65%	34.60%	40.22%
Responses	1924	2021	1444	2093	2002

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



	2020	2021	2022	2023	2024
<b>Your org</b>	62.14%	58.54%	59.65%	63.34%	56.11%
<b>Best result</b>	74.46%	74.84%	70.66%	73.98%	74.89%
<b>Average result</b>	63.75%	63.75%	63.16%	64.21%	63.23%
<b>Worst result</b>	51.82%	49.83%	45.77%	45.47%	45.98%
Responses	1921	2025	1443	2094	1995

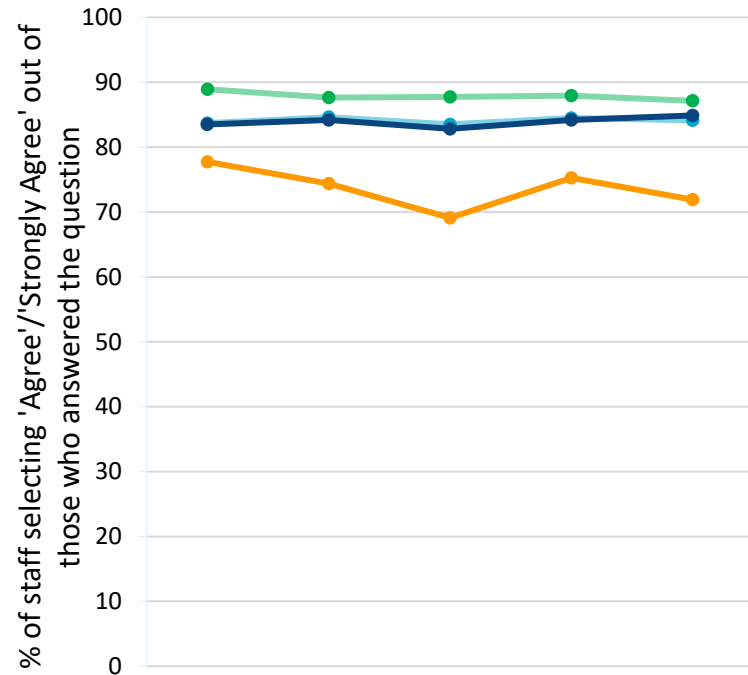
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	37.88%	27.83%	25.85%	31.17%	34.00%
<b>Best result</b>	50.54%	38.52%	36.61%	42.25%	47.43%
<b>Average result</b>	40.86%	30.37%	30.50%	35.21%	37.16%
<b>Worst result</b>	28.41%	20.28%	22.10%	27.43%	24.91%
Responses	1923	2027	1446	2095	2007

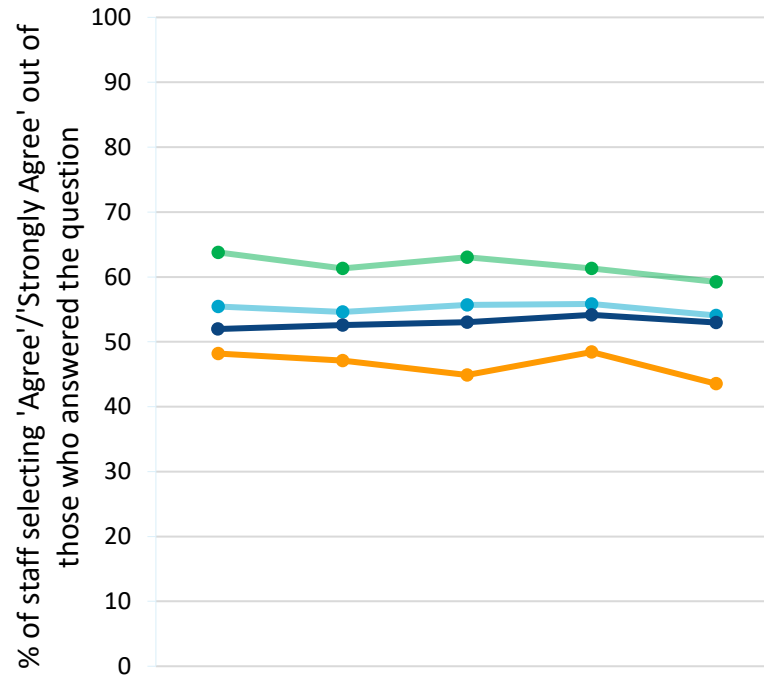


Q3a I always know what my work responsibilities are.



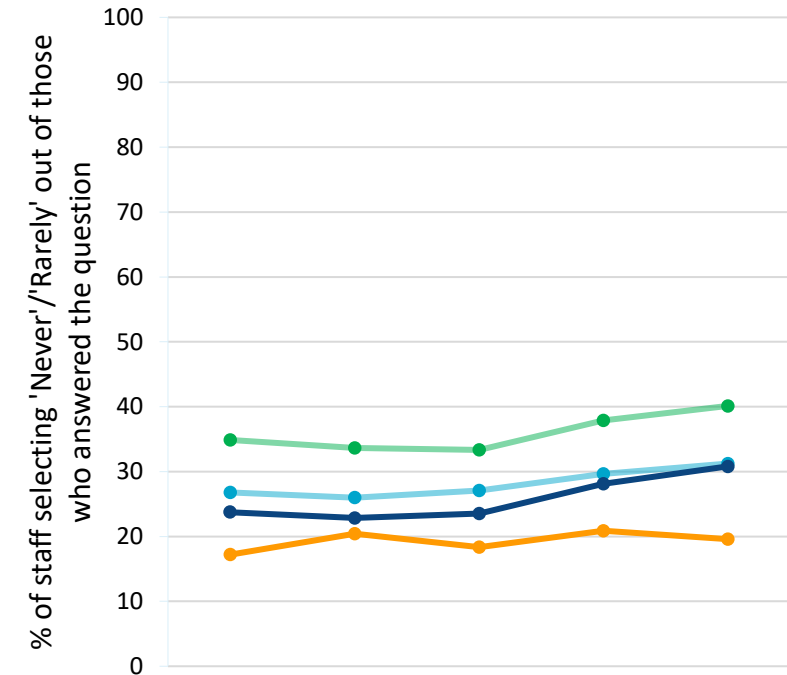
	2020	2021	2022	2023	2024
<b>Your org</b>	83.49%	84.19%	82.83%	84.21%	84.88%
<b>Best result</b>	88.92%	87.63%	87.74%	87.94%	87.13%
<b>Average result</b>	83.70%	84.61%	83.52%	84.49%	84.14%
<b>Worst result</b>	77.73%	74.36%	69.10%	75.26%	71.93%
Responses	1941	2026	1447	2101	2006

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



	2020	2021	2022	2023	2024
<b>Your org</b>	51.97%	52.56%	53.03%	54.15%	52.96%
<b>Best result</b>	63.78%	61.31%	63.06%	61.30%	59.23%
<b>Average result</b>	55.45%	54.62%	55.67%	55.83%	54.06%
<b>Worst result</b>	48.18%	47.12%	44.88%	48.42%	43.54%
Responses	1924	2026	1447	2097	2007

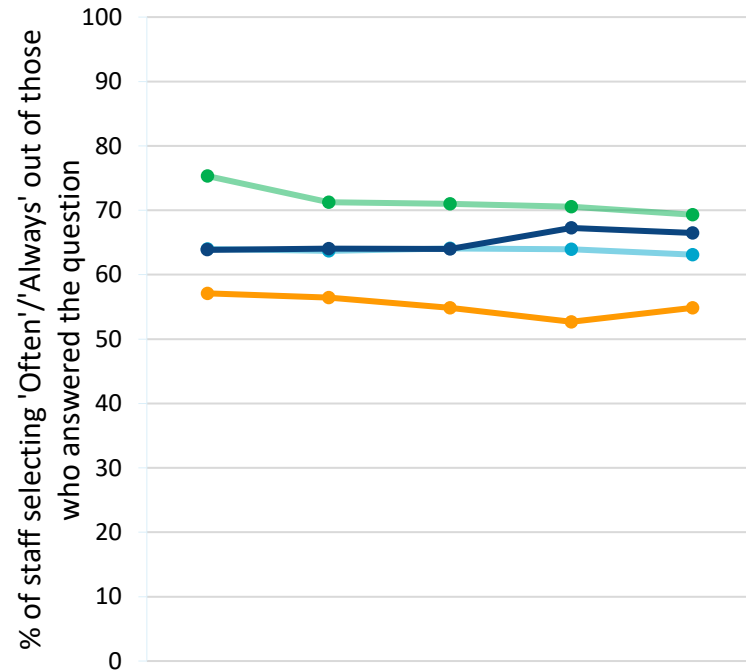
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	23.74%	22.86%	23.56%	28.12%	30.81%
<b>Best result</b>	34.87%	33.62%	33.34%	37.88%	40.12%
<b>Average result</b>	26.78%	25.98%	27.11%	29.67%	31.24%
<b>Worst result</b>	17.20%	20.41%	18.34%	20.88%	19.58%
Responses	1910	2012	1442	2098	2007

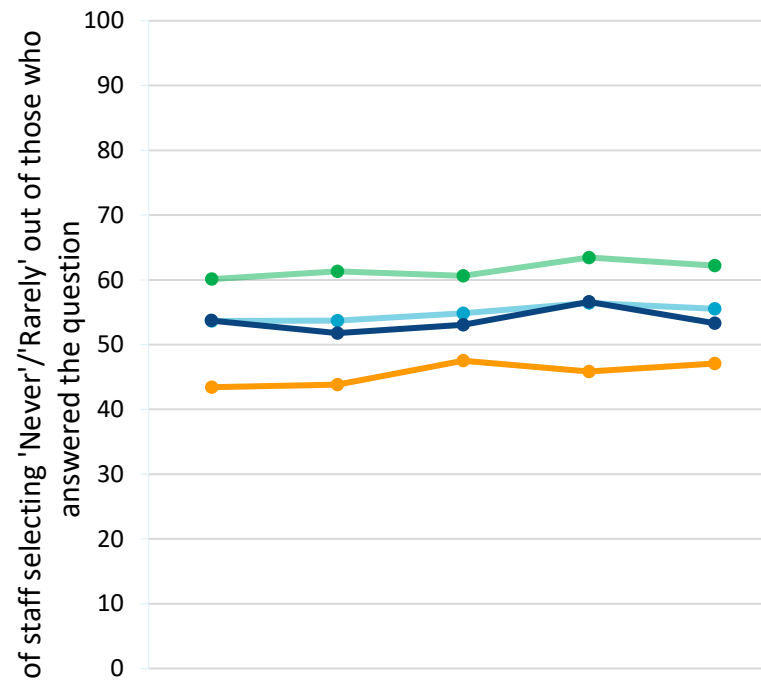


Q5b I have a choice in deciding how to do my work.



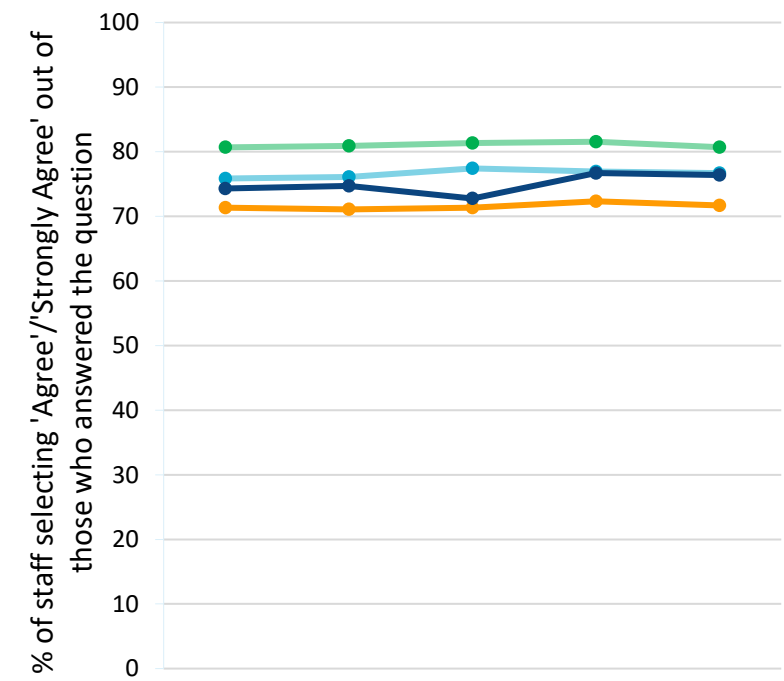
	2020	2021	2022	2023	2024
<b>Your org</b>	63.85%	64.05%	63.98%	67.25%	66.50%
<b>Best result</b>	75.32%	71.25%	71.00%	70.53%	69.31%
<b>Average result</b>	64.00%	63.70%	64.07%	63.94%	63.11%
<b>Worst result</b>	57.10%	56.45%	54.86%	52.68%	54.86%
Responses	1912	2012	1445	2085	2001

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
<b>Your org</b>	53.71%	51.78%	53.08%	56.60%	53.30%
<b>Best result</b>	60.11%	61.31%	60.61%	63.45%	62.20%
<b>Average result</b>	53.67%	53.70%	54.84%	56.44%	55.54%
<b>Worst result</b>	43.43%	43.81%	47.51%	45.84%	47.11%
Responses	1909	2016	1443	2095	1999

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

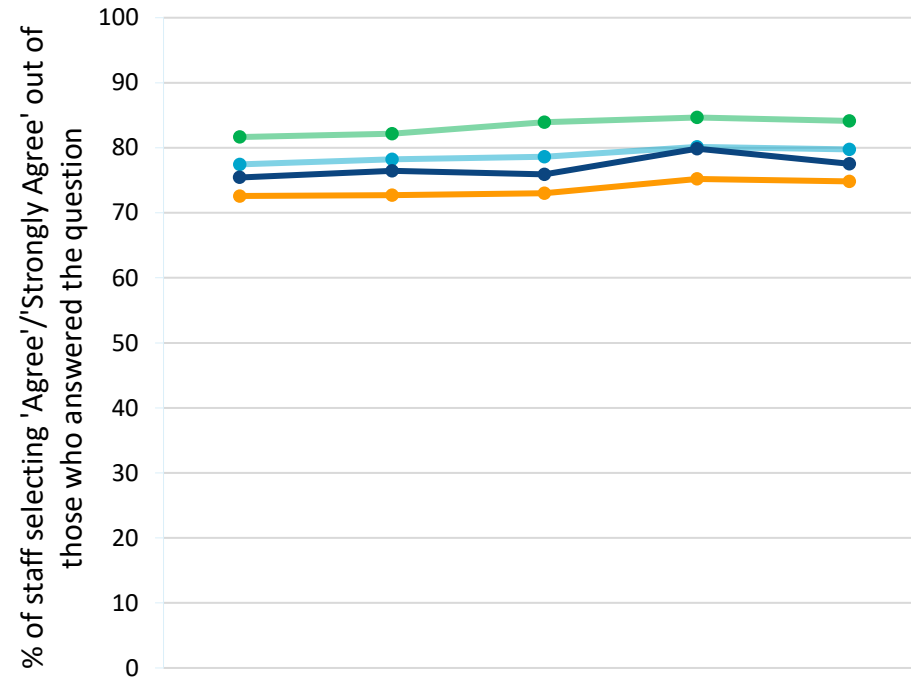


	2020	2021	2022	2023	2024
<b>Your org</b>	74.30%	74.70%	72.76%	76.70%	76.40%
<b>Best result</b>	80.68%	80.91%	81.34%	81.54%	80.72%
<b>Average result</b>	75.86%	76.07%	77.42%	76.92%	76.71%
<b>Worst result</b>	71.34%	71.07%	71.34%	72.33%	71.68%
Responses	1924	2000	1445	2099	2006





Q9a My immediate manager encourages me at work.



	2020	2021	2022	2023	2024
<b>Your org</b>	75.43%	76.47%	75.91%	79.86%	77.51%
<b>Best result</b>	81.65%	82.16%	83.95%	84.65%	84.13%
<b>Average result</b>	77.44%	78.24%	78.61%	80.13%	79.73%
<b>Worst result</b>	72.59%	72.72%	73.03%	75.20%	74.85%
Responses	1905	1981	1447	2104	2009

## Questions not linked to People Promise elements or themes

Questions included:\*

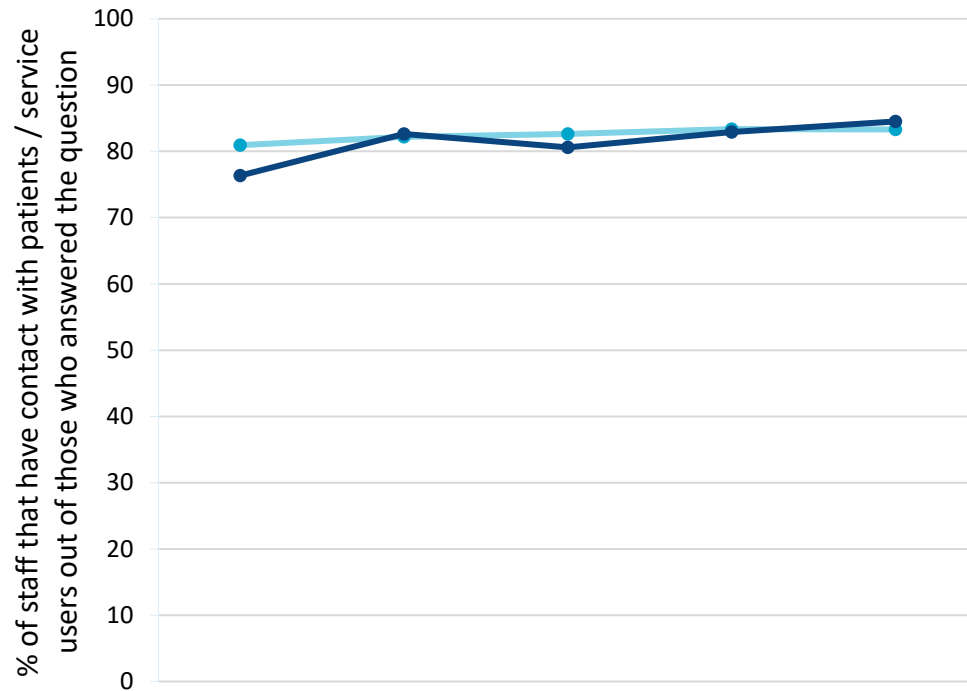
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

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

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



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

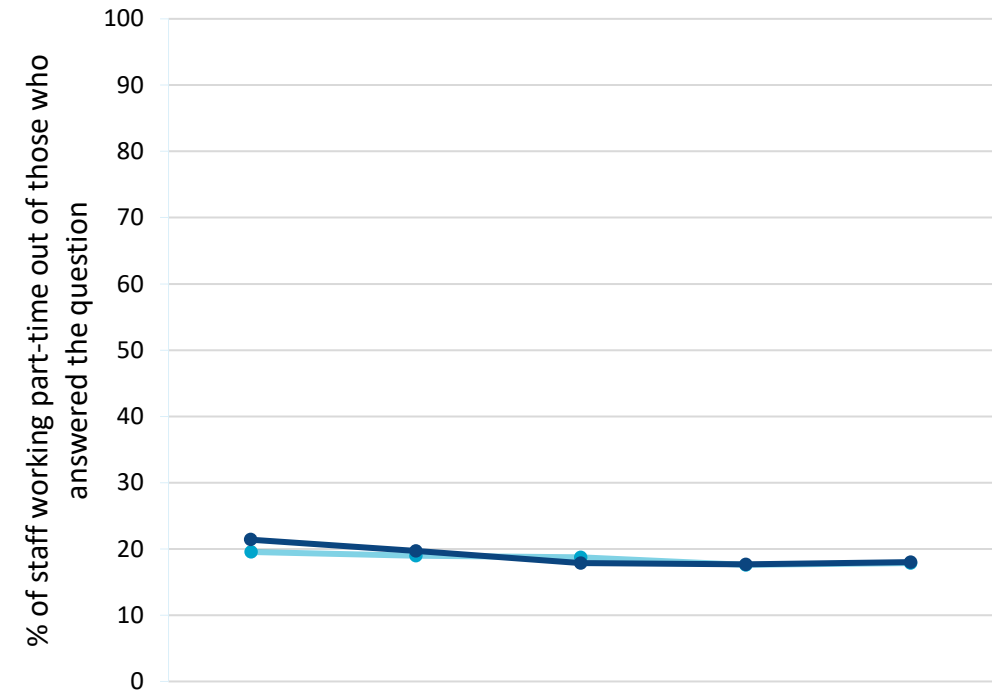


2020 2021 2022 2023 2024

<b>Your org</b>	76.35%	82.61%	80.58%	82.93%	84.52%
<b>Average</b>	80.93%	82.21%	82.64%	83.36%	83.33%

Responses 1945 2041 1437 2091 2002

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



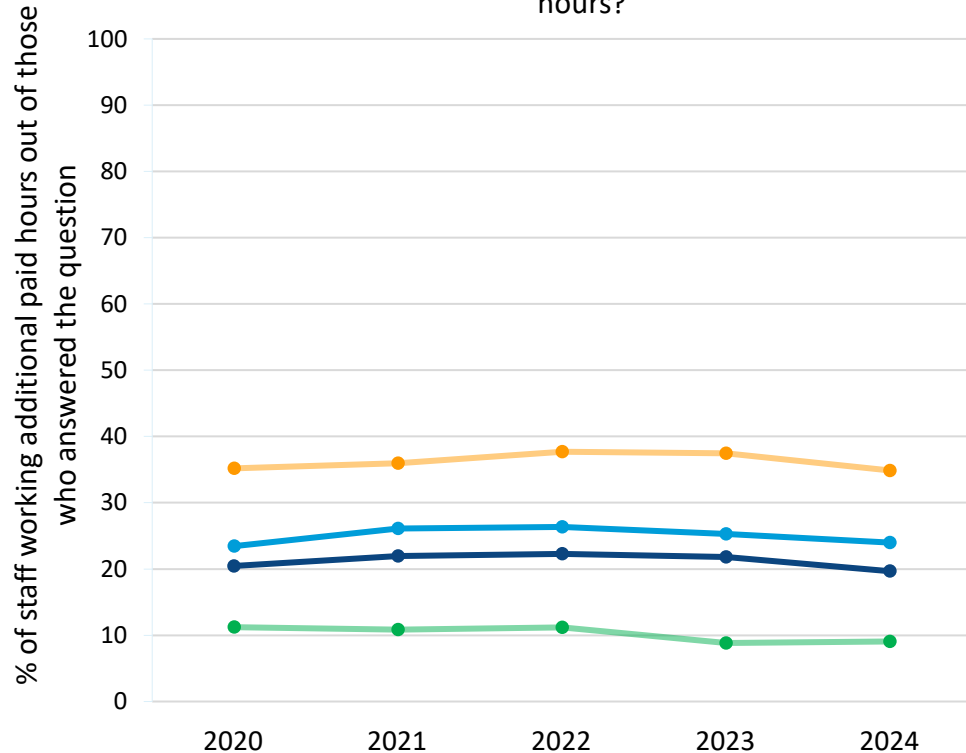
2020 2021 2022 2023 2024

<b>Your org</b>	21.39%	19.71%	17.87%	17.67%	18.00%
<b>Average</b>	19.54%	18.96%	18.74%	17.59%	17.87%

Responses 1884 1928 1416 1918 1856



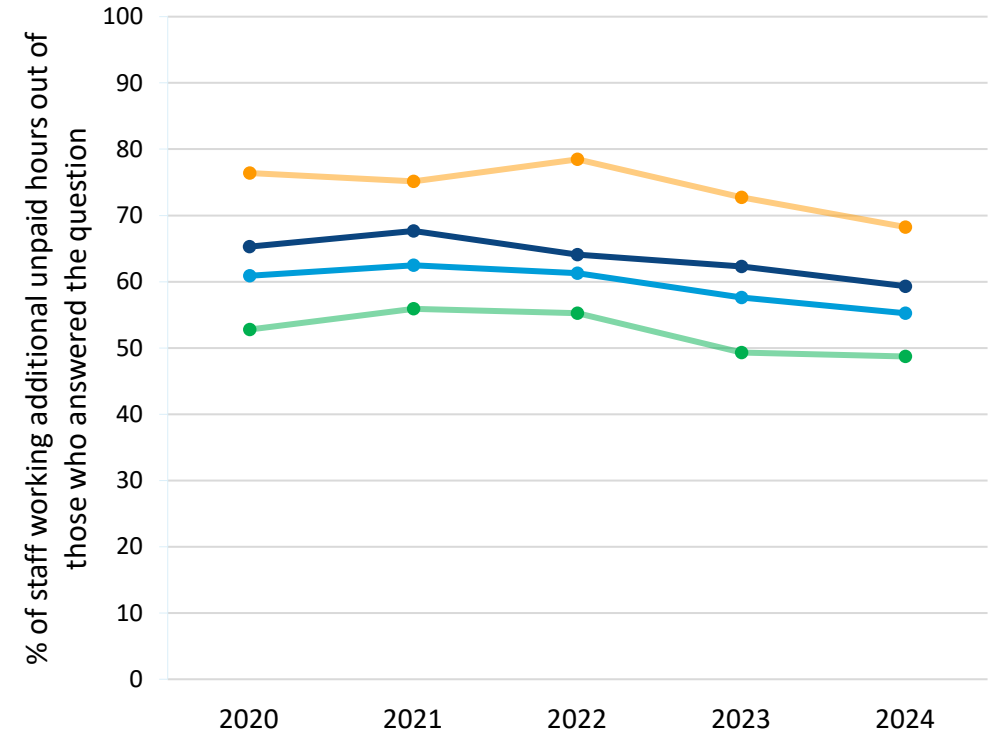
Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?



Your org	20.44%	21.94%	22.28%	21.80%	19.66%
Lowest	11.22%	10.83%	11.18%	8.83%	9.08%
Average	23.45%	26.10%	26.35%	25.29%	23.97%
Highest	35.17%	35.97%	37.70%	37.47%	34.87%

Responses	1887	1970	1442	2058	1960
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Q10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?

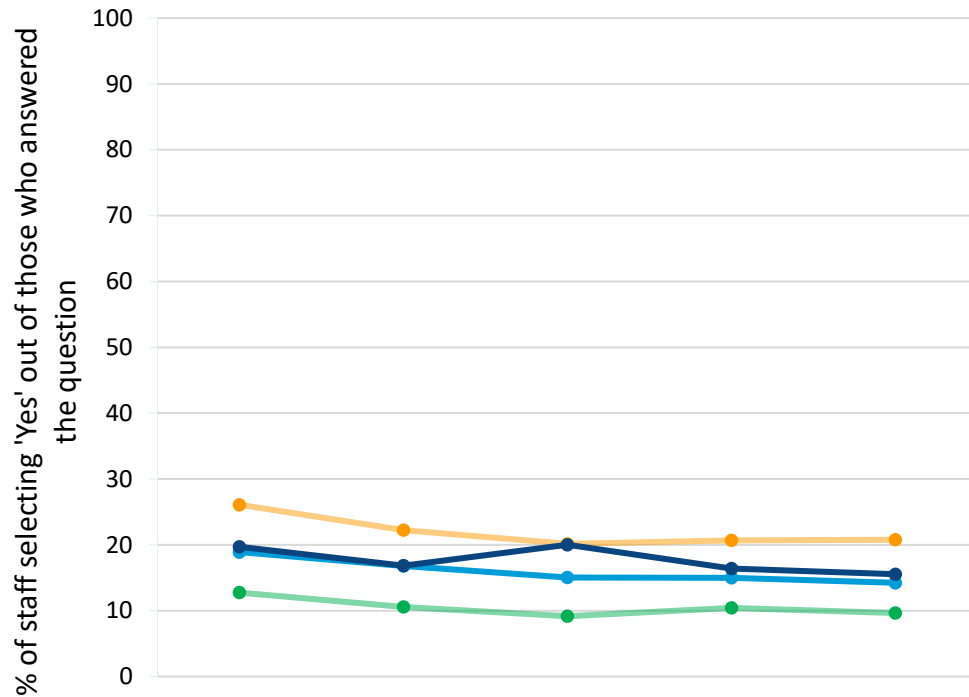


Your org	65.29%	67.66%	64.07%	62.28%	59.32%
Lowest	52.80%	55.90%	55.26%	49.32%	48.71%
Average	60.91%	62.48%	61.27%	57.61%	55.23%
Highest	76.40%	75.15%	78.46%	72.74%	68.25%

Responses	1887	1972	1439	2074	1962
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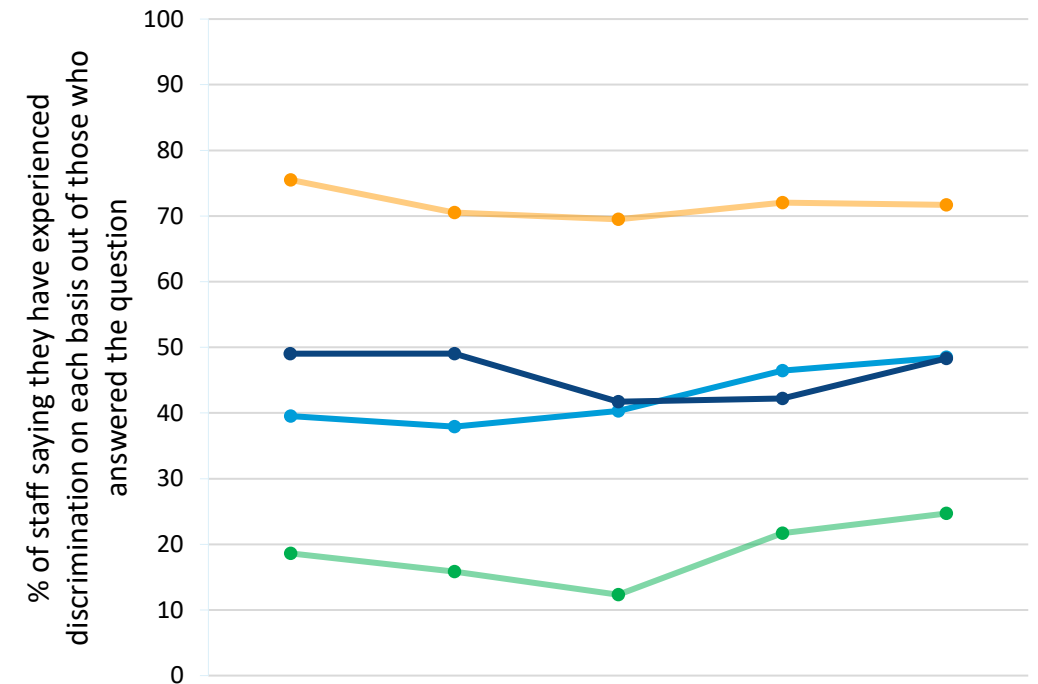


Q11e\* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
<b>Your org</b>	19.70%	16.85%	20.01%	16.38%	15.54%
<b>Best result</b>	12.75%	10.58%	9.16%	10.43%	9.66%
<b>Average result</b>	18.90%	16.80%	15.02%	14.99%	14.24%
<b>Worst result</b>	26.09%	22.24%	20.16%	20.66%	20.78%
Responses	871	1036	801	1145	1121

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

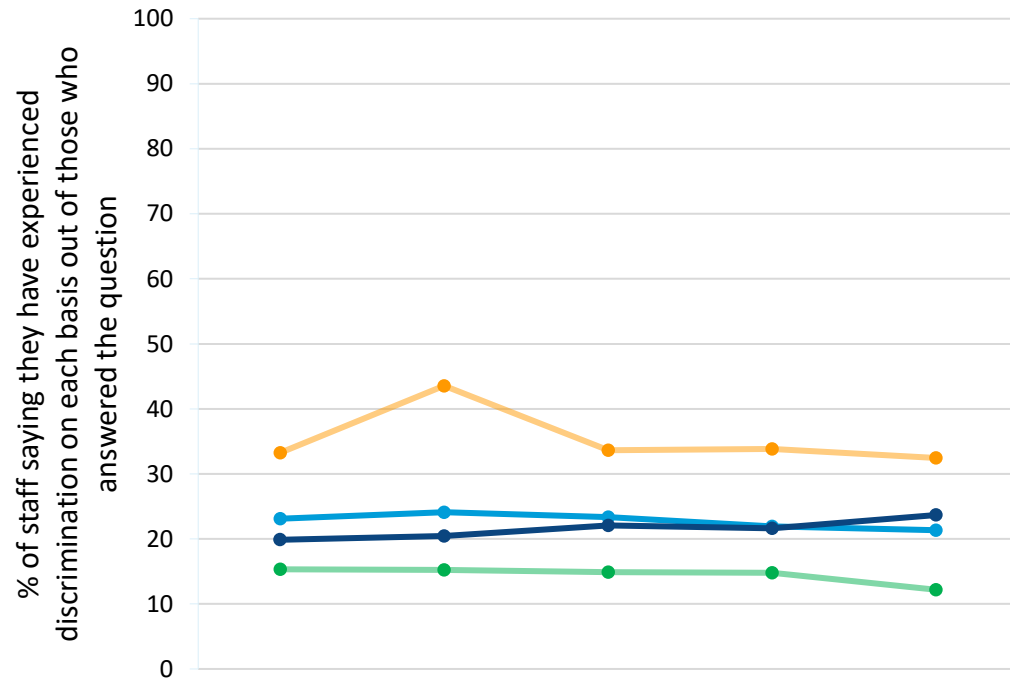


	2020	2021	2022	2023	2024
<b>Your org</b>	49.01%	49.04%	41.72%	42.23%	48.28%
<b>Best result</b>	18.60%	15.83%	12.32%	21.69%	24.69%
<b>Average result</b>	39.55%	37.92%	40.31%	46.46%	48.48%
<b>Worst result</b>	75.51%	70.53%	69.50%	72.04%	71.71%
Responses	214	242	185	232	255

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

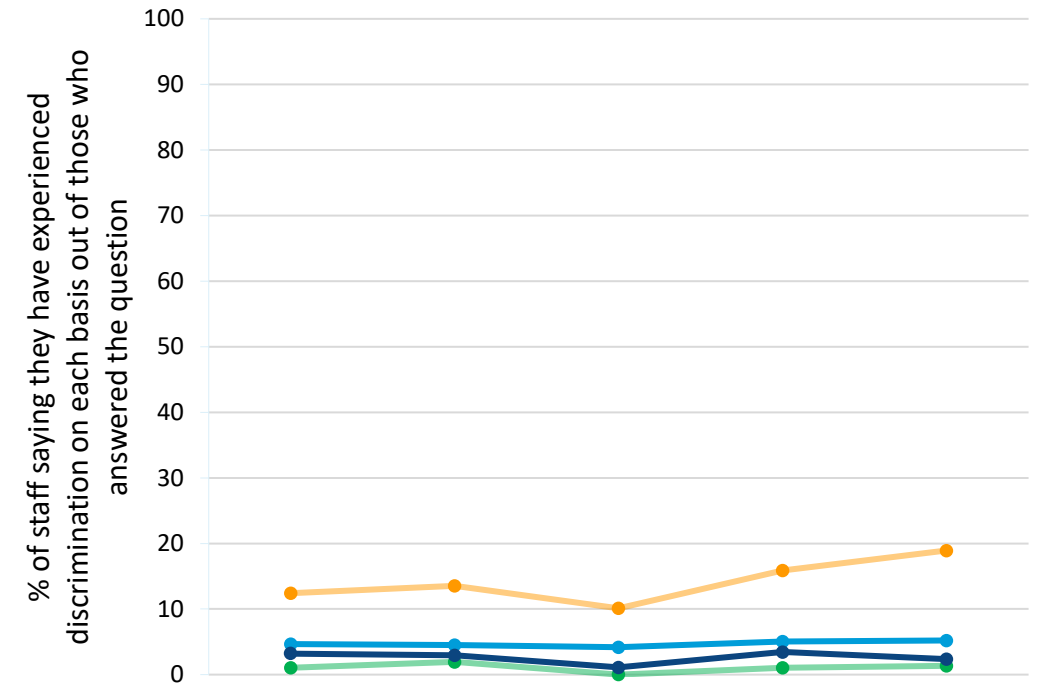


Q16c.2 On what grounds have you experienced discrimination?  
– Gender.



	2020	2021	2022	2023	2024
<b>Your org</b>	19.87%	20.46%	22.05%	21.63%	23.67%
<b>Best result</b>	15.33%	15.24%	14.91%	14.77%	12.19%
<b>Average result</b>	23.09%	24.11%	23.35%	21.91%	21.34%
<b>Worst result</b>	33.24%	43.55%	33.63%	33.83%	32.45%
Responses	214	242	185	232	255

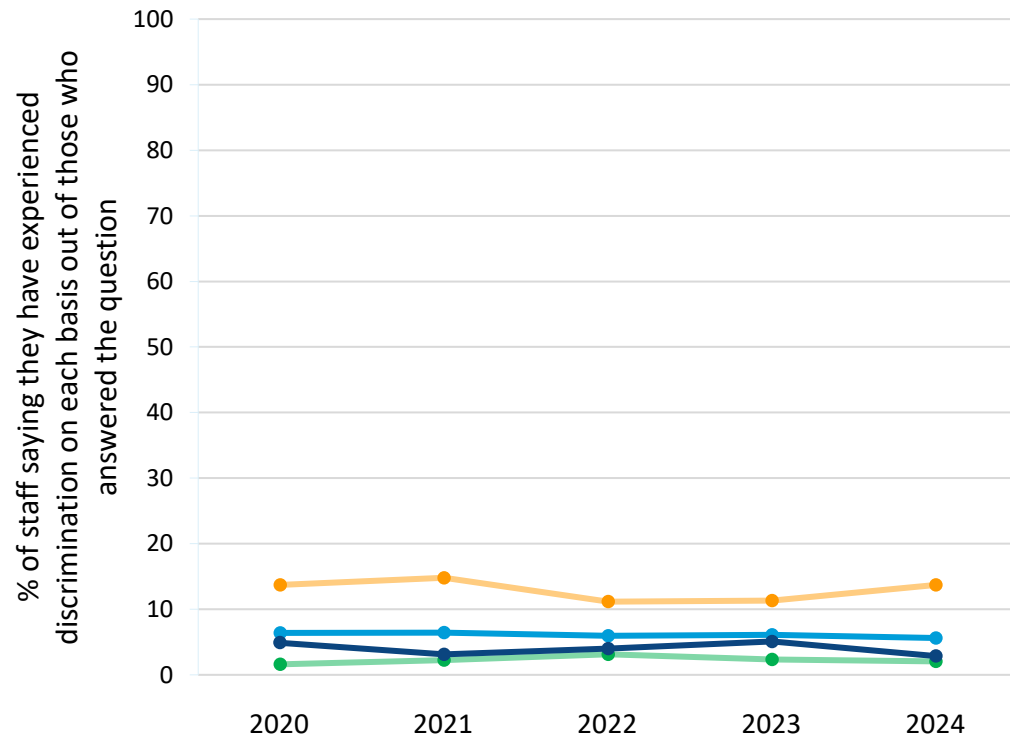
Q16c.3 On what grounds have you experienced discrimination?  
– Religion.



	2020	2021	2022	2023	2024
<b>Your org</b>	3.19%	2.93%	1.10%	3.45%	2.38%
<b>Best result</b>	1.07%	1.94%	0.00%	1.04%	1.32%
<b>Average result</b>	4.66%	4.49%	4.18%	5.06%	5.20%
<b>Worst result</b>	12.41%	13.52%	10.11%	15.87%	18.93%
Responses	214	242	185	232	255

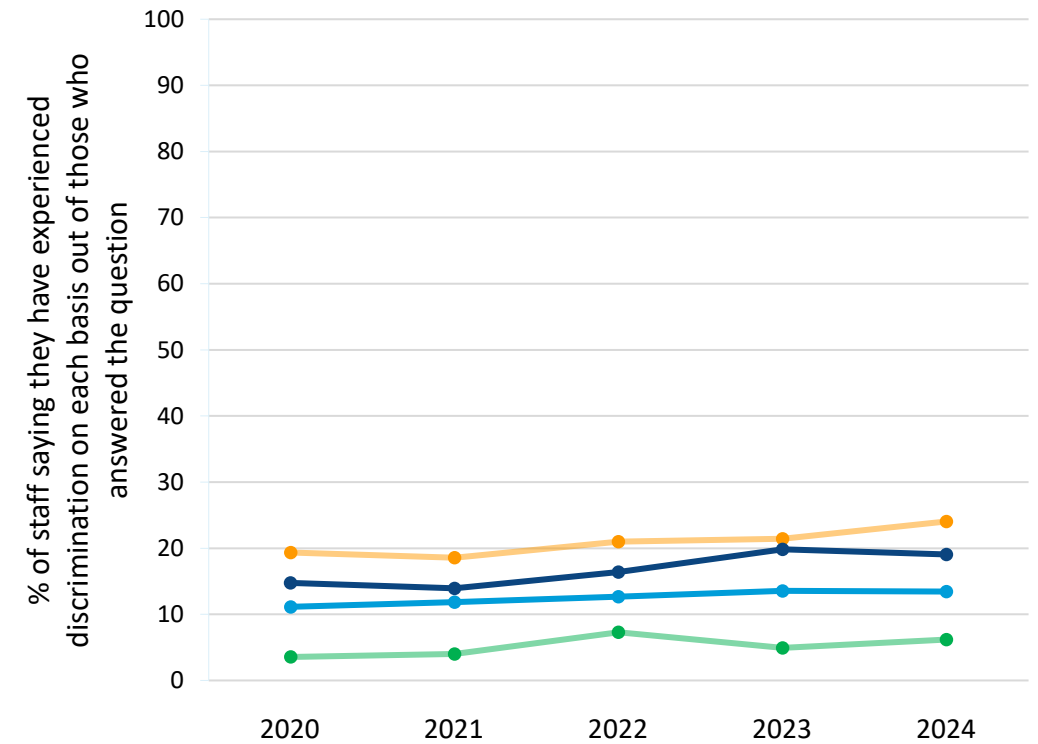


Q16c.4 On what grounds have you experienced discrimination?  
– Sexual orientation.



	2020	2021	2022	2023	2024
<b>Your org</b>	4.89%	3.11%	4.02%	5.09%	2.86%
<b>Best result</b>	1.60%	2.23%	3.13%	2.33%	2.07%
<b>Average result</b>	6.41%	6.43%	5.96%	6.10%	5.62%
<b>Worst result</b>	13.73%	14.80%	11.16%	11.31%	13.69%
Responses	214	242	185	232	255

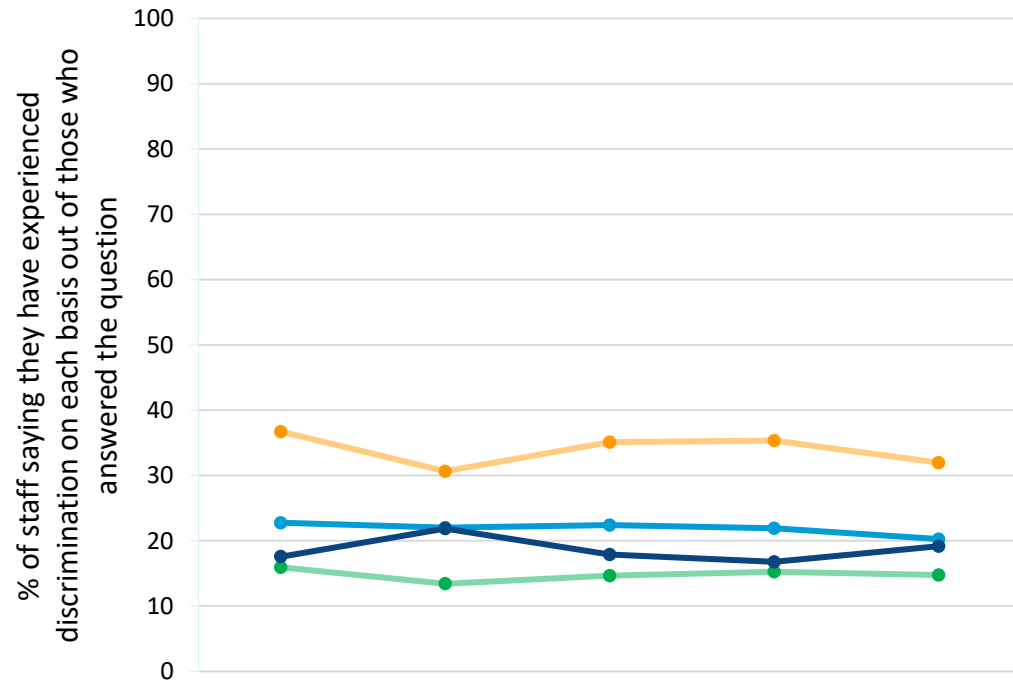
Q16c.5 On what grounds have you experienced discrimination?  
– Disability.



	2020	2021	2022	2023	2024
<b>Your org</b>	14.75%	13.94%	16.38%	19.84%	19.04%
<b>Best result</b>	3.56%	4.02%	7.29%	4.94%	6.17%
<b>Average result</b>	11.14%	11.86%	12.69%	13.56%	13.43%
<b>Worst result</b>	19.33%	18.56%	20.98%	21.45%	24.05%
Responses	214	242	185	232	255



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

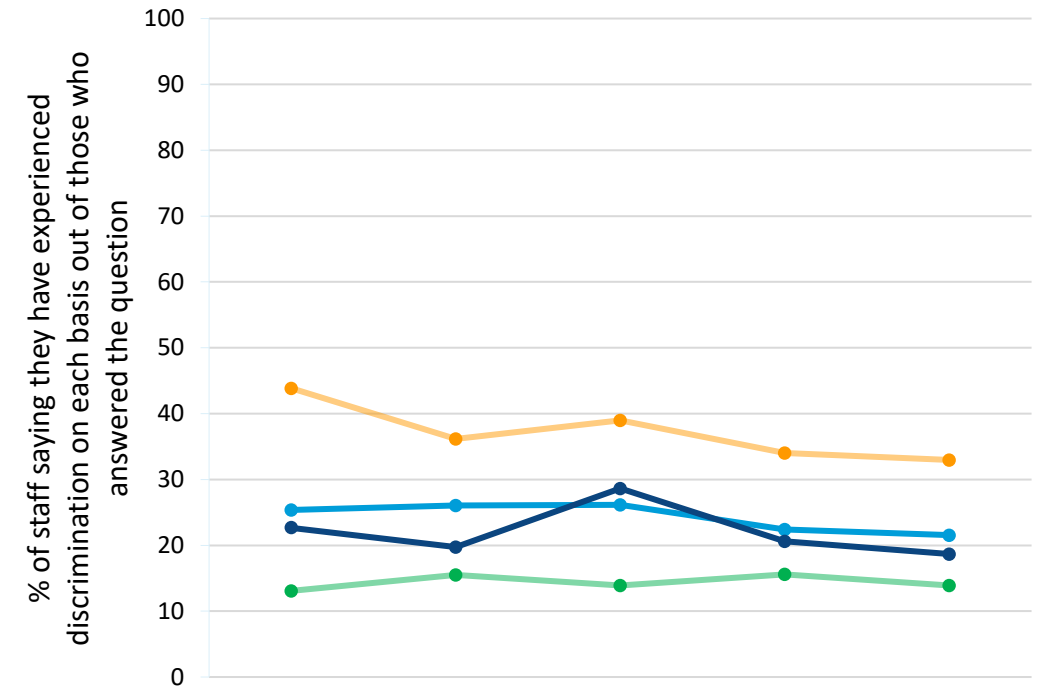


2020 2021 2022 2023 2024

Your org	17.58%	21.87%	17.91%	16.78%	19.19%
Best result	15.94%	13.42%	14.64%	15.26%	14.74%
Average result	22.77%	22.01%	22.39%	21.91%	20.27%
Worst result	36.73%	30.65%	35.11%	35.36%	31.97%

Responses 214 242 185 232 255

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



2020 2021 2022 2023 2024

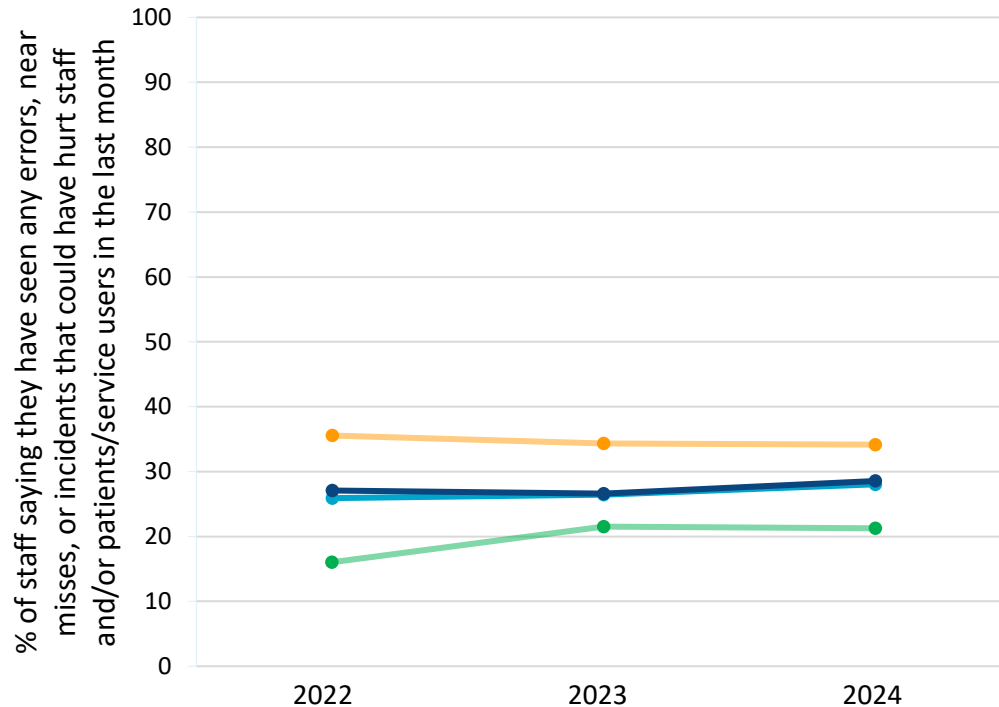
Your org	22.66%	19.72%	28.64%	20.63%	18.68%
Best result	13.09%	15.49%	13.89%	15.58%	13.91%
Average result	25.36%	26.06%	26.15%	22.43%	21.55%
Worst result	43.85%	36.14%	38.96%	34.02%	32.97%

Responses 214 242 185 232 255





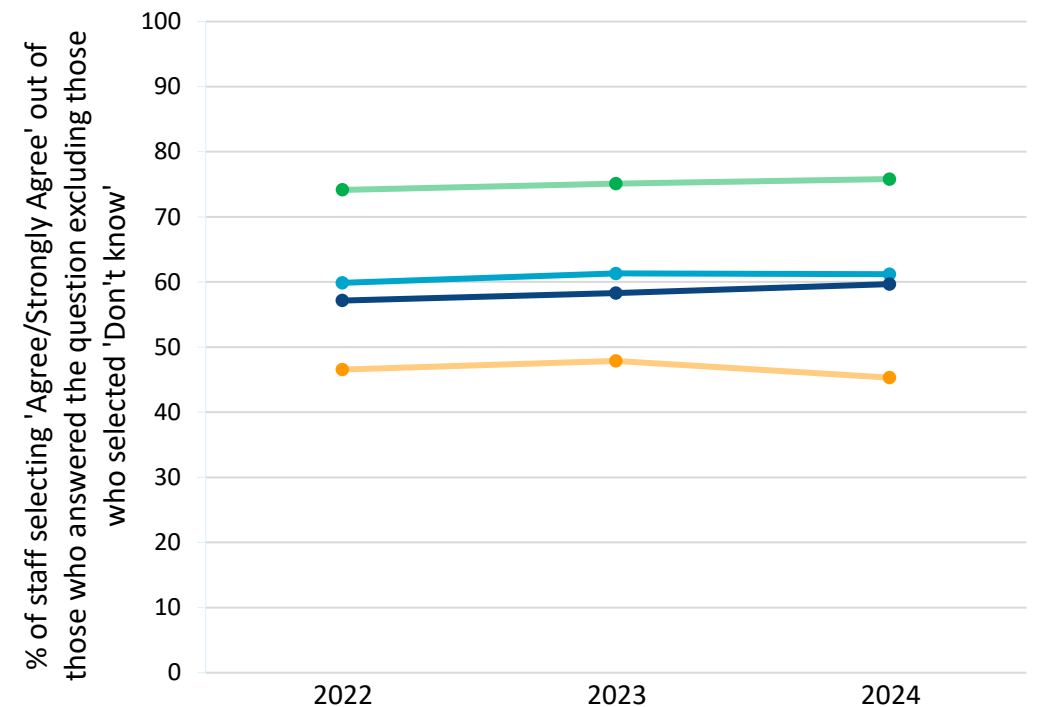
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



	2022	2023	2024
Your org	27.08%	26.60%	28.55%
Best result	16.03%	21.52%	21.25%
Average result	25.91%	26.45%	28.04%
Worst result	35.56%	34.34%	34.15%

Responses 1423 2064 1979

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

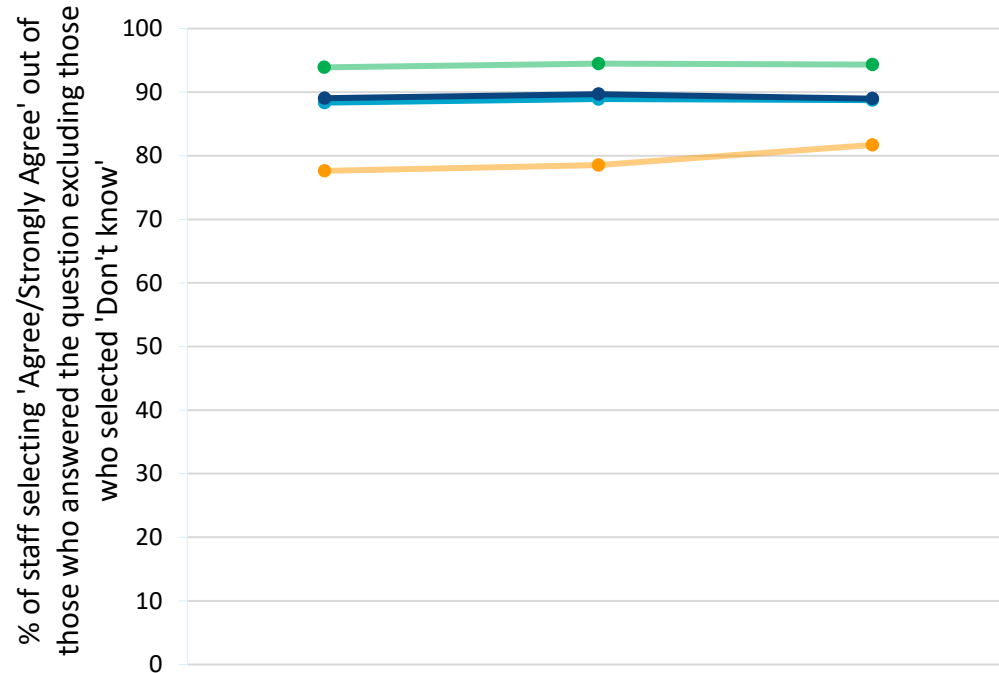


	2022	2023	2024
Your org	57.15%	58.28%	59.68%
Best result	74.14%	75.10%	75.81%
Average result	59.87%	61.32%	61.20%
Worst result	46.54%	47.88%	45.31%

Responses 1057 1515 1504

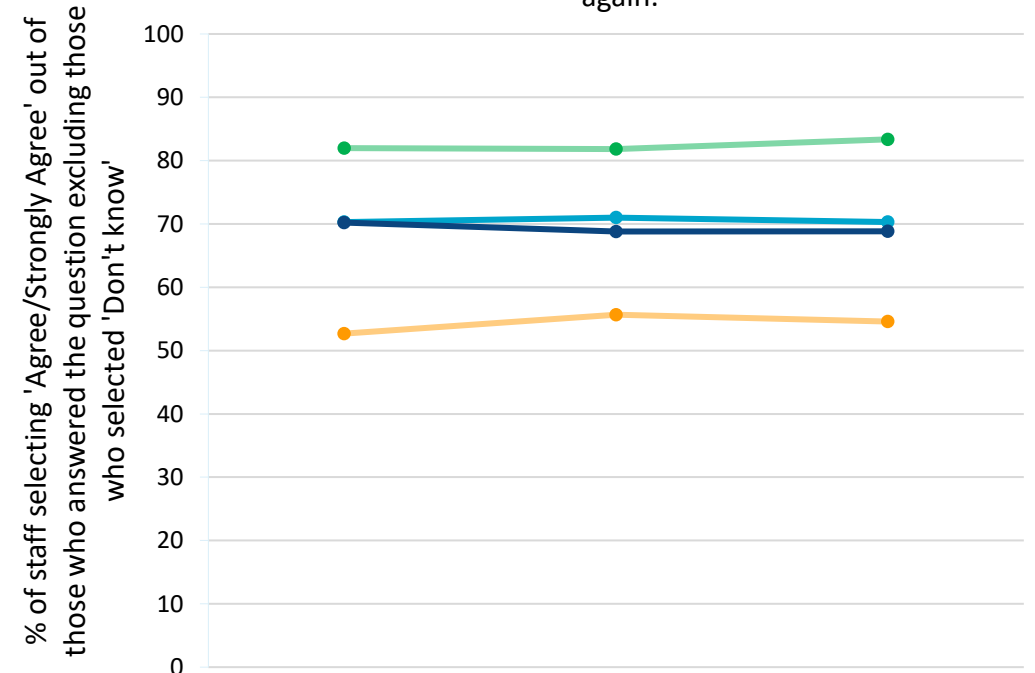


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
<b>Your org</b>	89.03%	89.68%	88.97%
<b>Best result</b>	93.89%	94.49%	94.35%
<b>Average result</b>	88.35%	88.92%	88.76%
<b>Worst result</b>	77.62%	78.55%	81.70%
Responses	1396	2014	1933

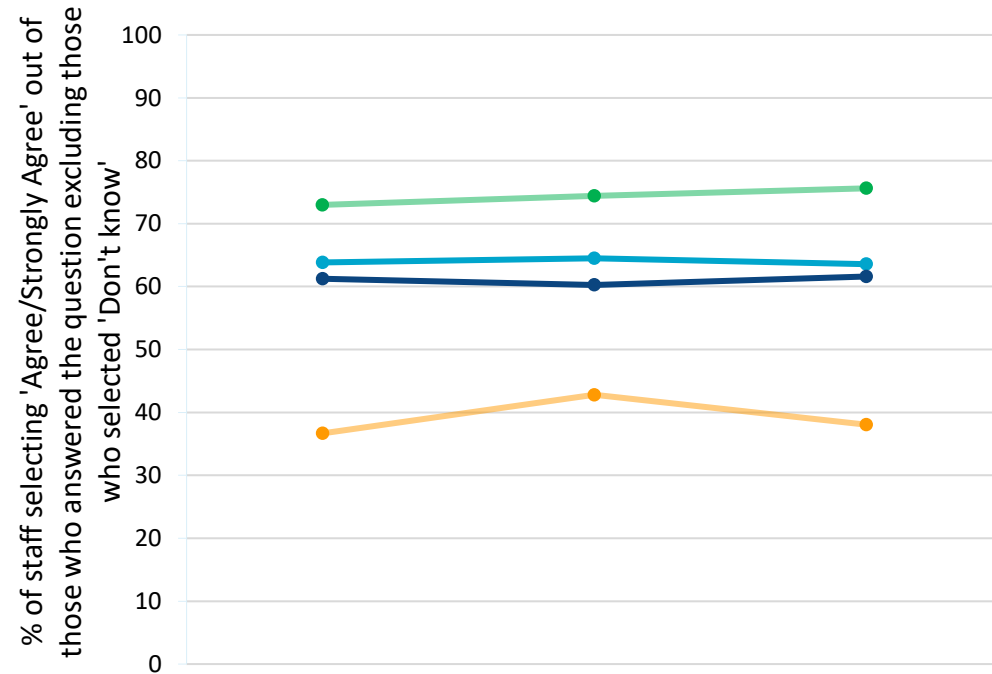
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



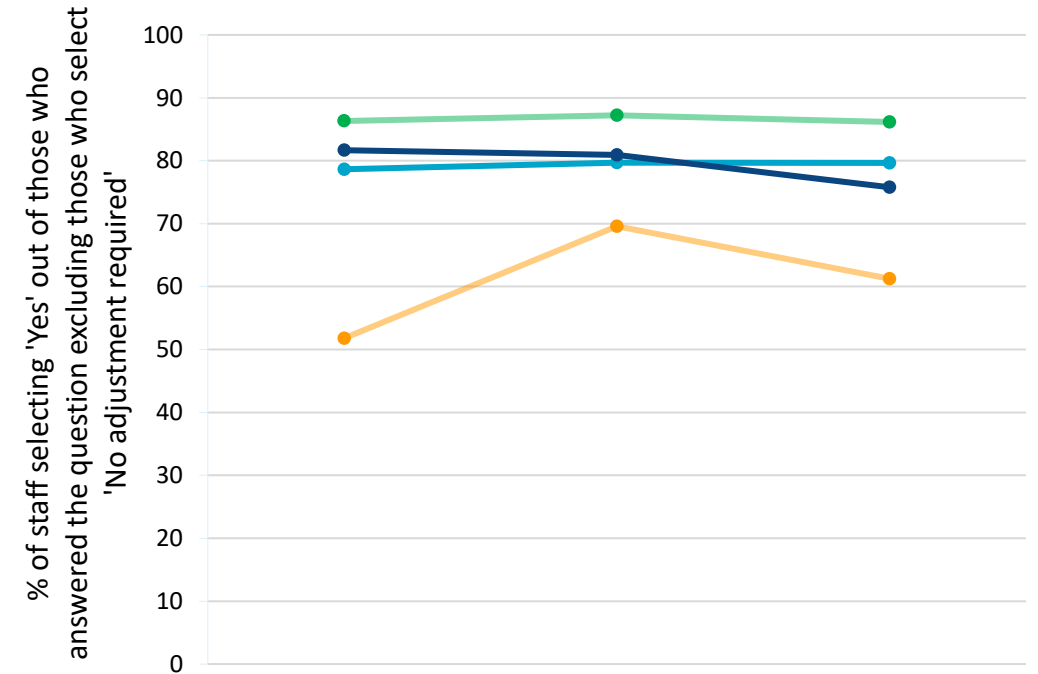
	2022	2023	2024
<b>Your org</b>	70.21%	68.81%	68.81%
<b>Best result</b>	81.97%	81.82%	83.36%
<b>Average result</b>	70.29%	71.00%	70.32%
<b>Worst result</b>	52.68%	55.67%	54.56%
Responses	1244	1783	1733



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



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

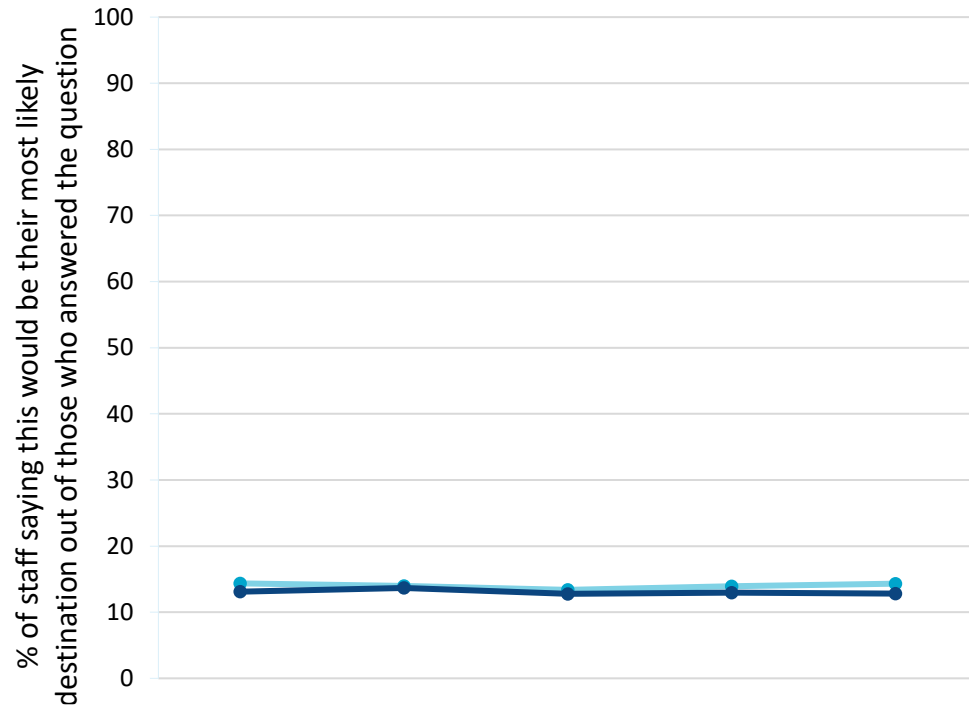


	2022	2023	2024
Your org	61.23%	60.26%	61.60%
Best result	72.99%	74.40%	75.62%
Average result	63.85%	64.50%	63.56%
Worst result	36.67%	42.81%	38.05%
Responses	1266	1849	1785

	2022	2023	2024
Your org	81.68%	80.92%	75.79%
Best result	86.33%	87.22%	86.17%
Average result	78.65%	79.70%	79.65%
Worst result	51.80%	69.59%	61.23%
Responses	285	429	429



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

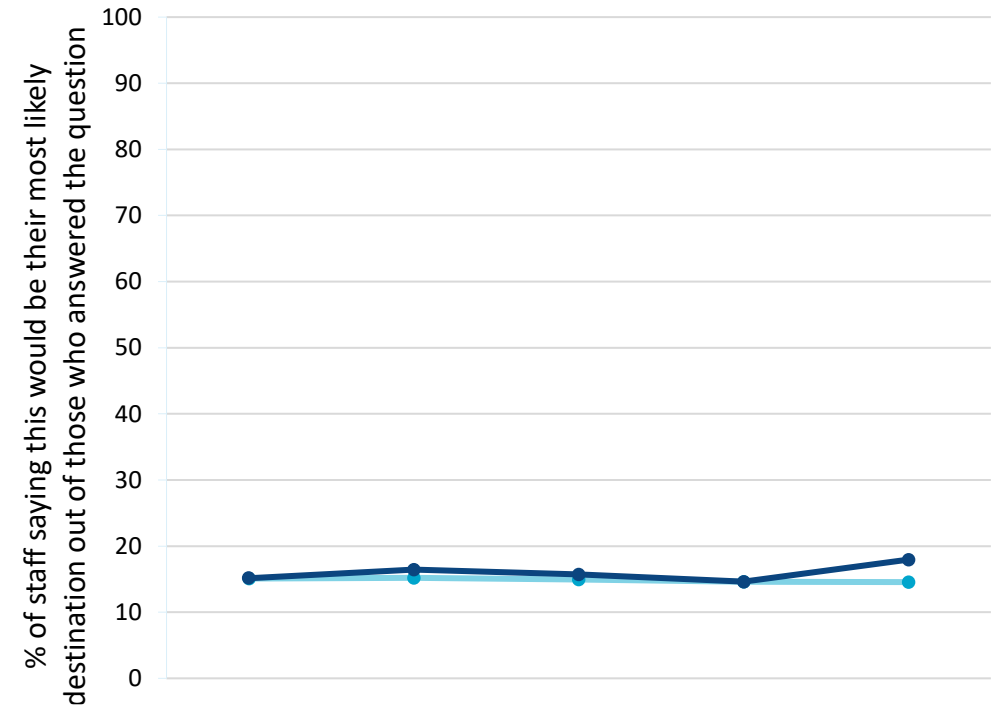


2020 2021 2022 2023 2024

Your org	13.09%	13.67%	12.78%	12.98%	12.82%
Average	14.36%	13.95%	13.38%	13.92%	14.31%

Responses 1834 1822 1369 1887 1810

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.



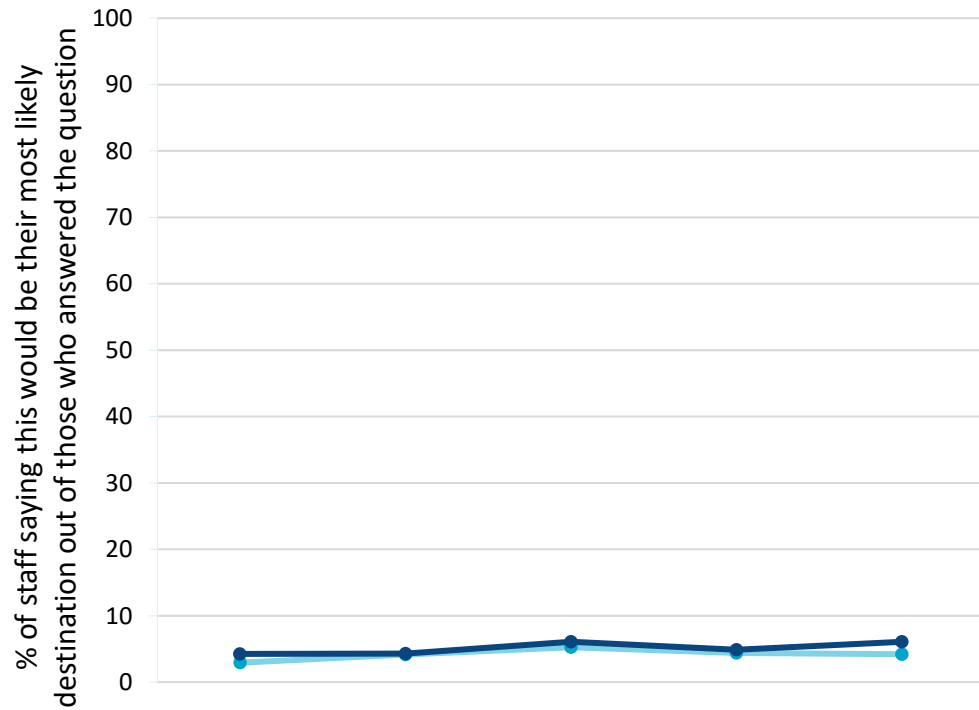
2020 2021 2022 2023 2024

Your org	15.16%	16.47%	15.70%	14.63%	17.96%
Average	15.08%	15.20%	14.94%	14.63%	14.55%

Responses 1834 1822 1369 1887 1810



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.

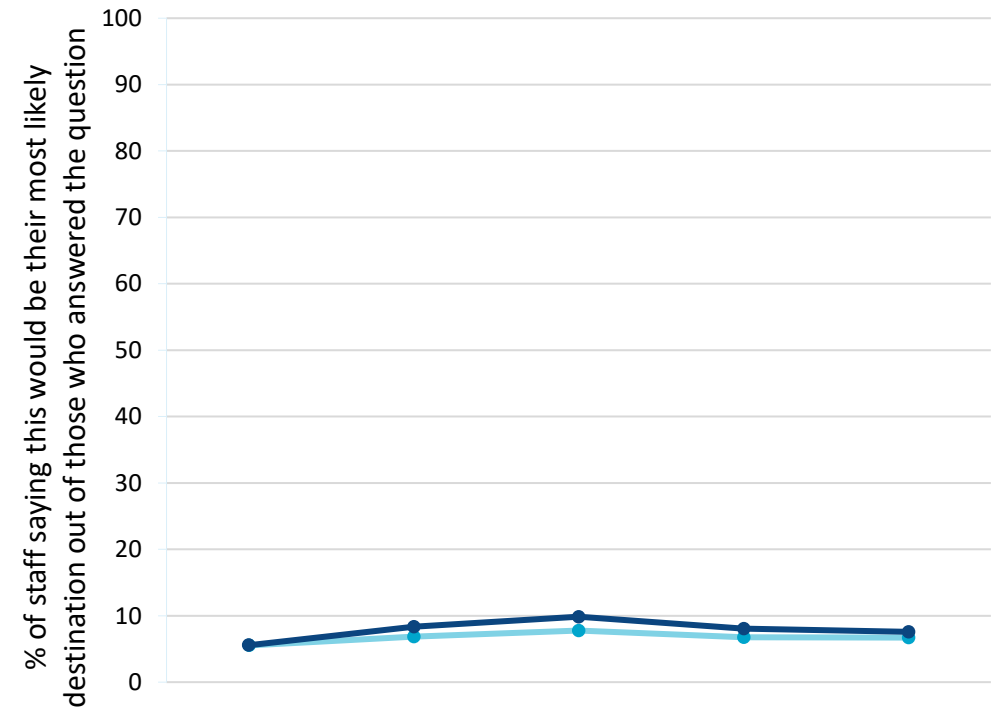


2020 2021 2022 2023 2024

Your org	4.25%	4.28%	6.06%	4.88%	6.08%
Average	2.93%	4.17%	5.26%	4.39%	4.23%

Responses 1834 1822 1369 1887 1810

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.



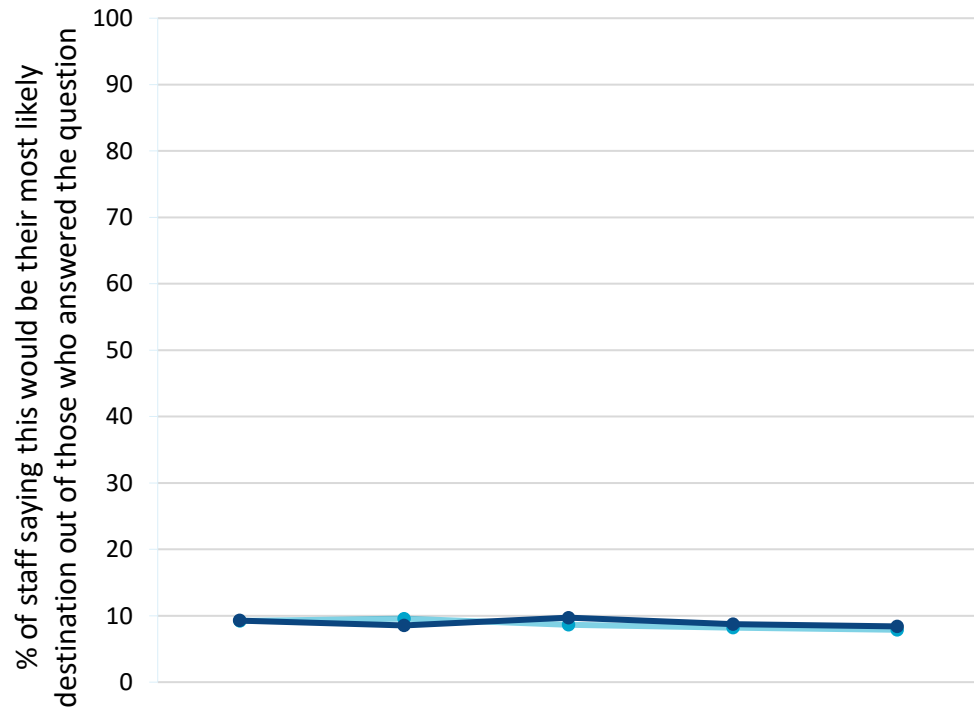
2020 2021 2022 2023 2024

Your org	5.56%	8.34%	9.86%	8.06%	7.57%
Average	5.53%	6.83%	7.77%	6.78%	6.70%

Responses 1834 1822 1369 1887 1810



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.

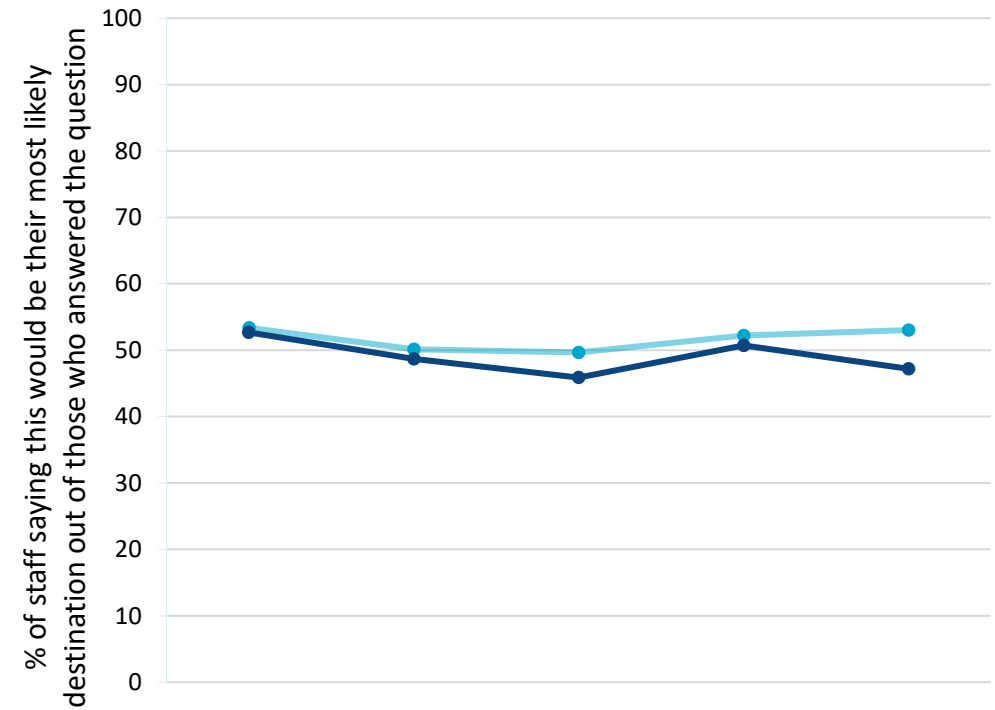


2020 2021 2022 2023 2024

Your org	9.27%	8.56%	9.72%	8.74%	8.40%
Average	9.24%	9.57%	8.64%	8.18%	7.89%

Responses 1834 1822 1369 1887 1810

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	52.67%	48.68%	45.87%	50.72%	47.18%
Average	53.36%	50.12%	49.65%	52.22%	53.01%

Responses 1834 1822 1369 1887 1810

## 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)

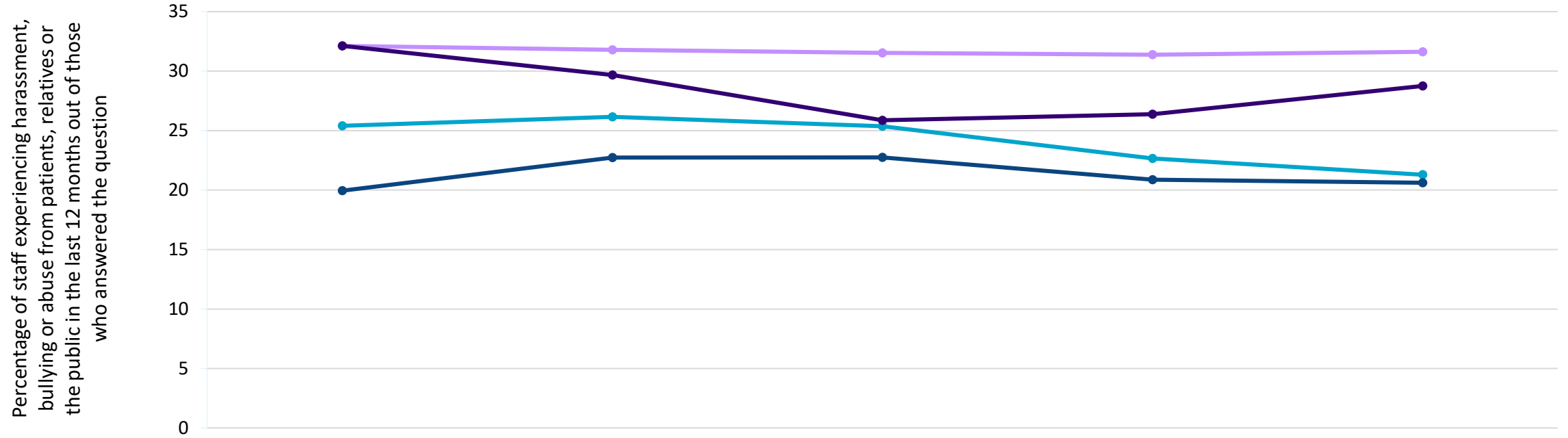
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

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

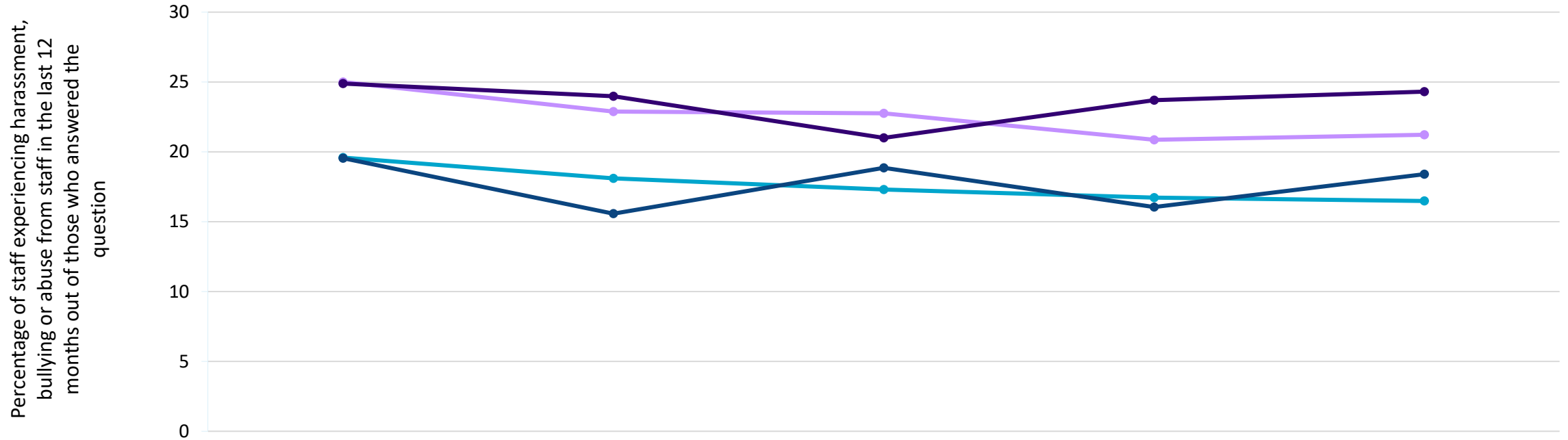


	2020	2021	2022	2023	2024
White staff: Your org	19.95%	22.74%	22.75%	20.88%	20.61%
All other ethnic groups*: Your org	32.13%	29.67%	25.87%	26.39%	28.75%
White staff: Average	25.40%	26.16%	25.37%	22.66%	21.29%
All other ethnic groups*: Average	32.12%	31.79%	31.54%	31.38%	31.64%
White staff: Responses	1539	1583	1231	1791	1645
All other ethnic groups*: Responses	221	246	201	288	327

\*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



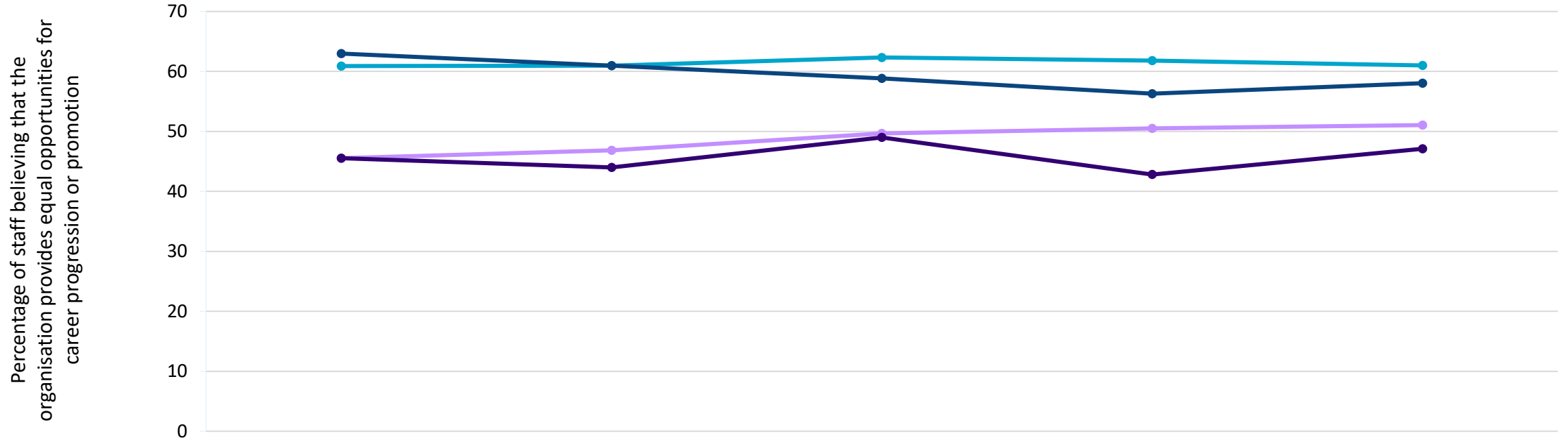
	2020	2021	2022	2023	2024
White staff: Your org	19.55%	15.57%	18.86%	16.04%	18.40%
All other ethnic groups*: Your org	24.89%	23.98%	21.00%	23.69%	24.32%
White staff: Average	19.59%	18.10%	17.31%	16.72%	16.48%
All other ethnic groups*: Average	25.00%	22.88%	22.75%	20.86%	21.23%

White staff: Responses	1540	1586	1230	1789	1647
All other ethnic groups*: Responses	221	246	200	287	329

\*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.

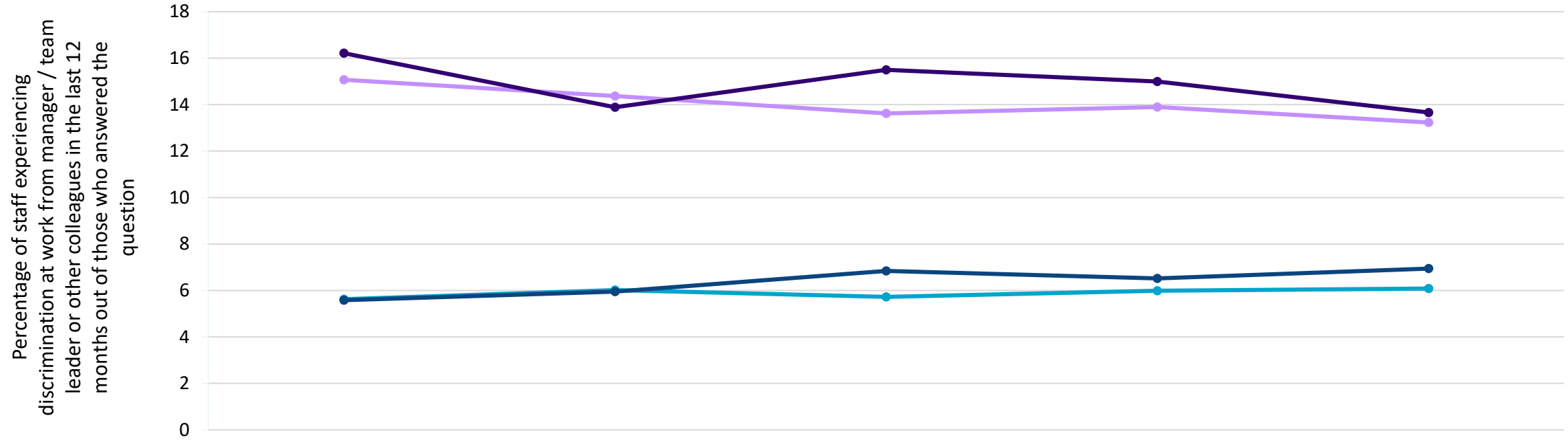
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	62.98%	60.98%	58.85%	56.30%	58.04%
All other ethnic groups*: Your org	45.54%	44.00%	48.99%	42.81%	47.09%
White staff: Average	60.90%	60.98%	62.33%	61.82%	60.99%
All other ethnic groups*: Average	45.54%	46.84%	49.65%	50.50%	51.05%
White staff: Responses	1591	1635	1220	1787	1642
All other ethnic groups*: Responses	224	250	198	285	327

\*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	5.58%	5.95%	6.85%	6.52%	6.94%
All other ethnic groups*: Your org	16.22%	13.89%	15.50%	15.00%	13.66%
White staff: Average	5.63%	6.02%	5.73%	5.99%	6.08%
All other ethnic groups*: Average	15.07%	14.37%	13.63%	13.90%	13.23%
White staff: Responses	1594	1646	1227	1779	1642
All other ethnic groups*: Responses	222	252	200	280	322

\*Staff from all other ethnic groups combined

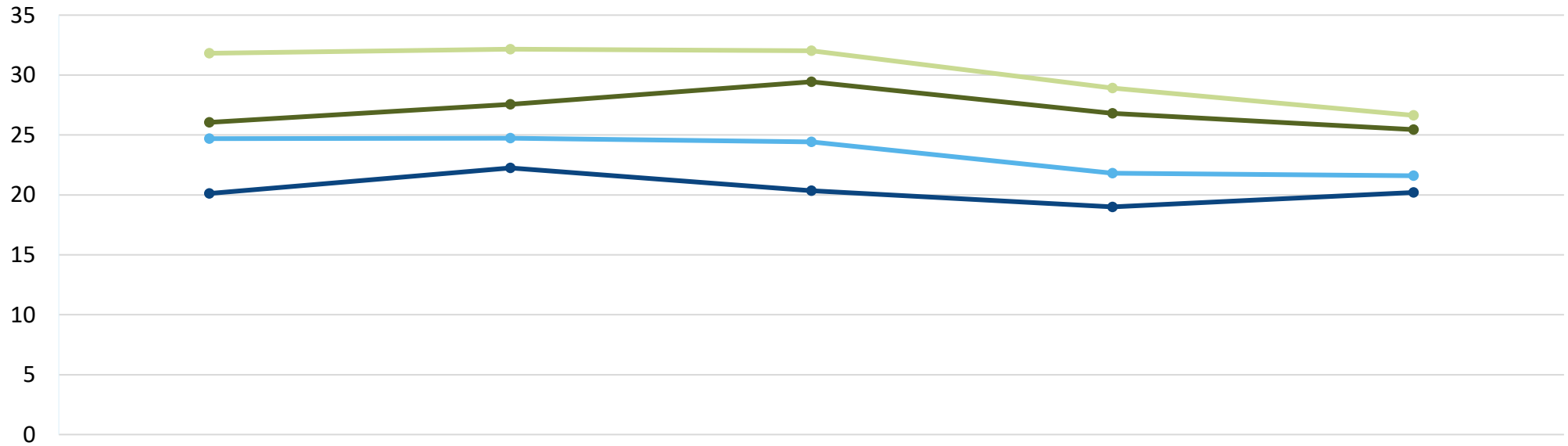
## Workforce Disability Equality Standards (WDES)

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.



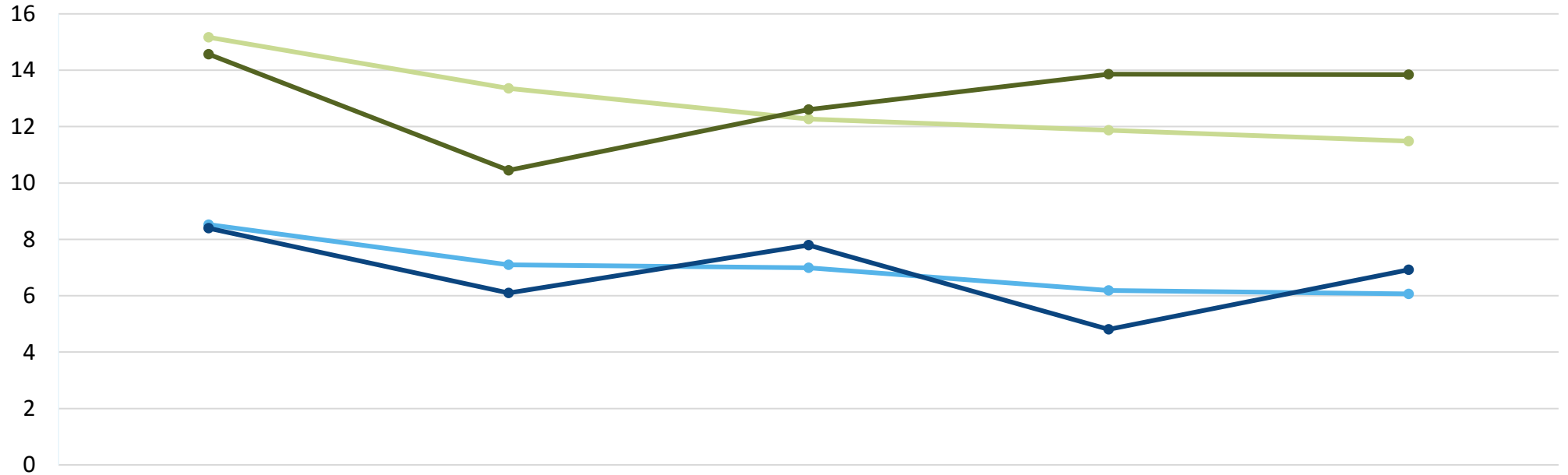
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	26.05%	27.55%	29.44%	26.81%	25.45%
Staff without a LTC or illness: Your org	20.12%	22.25%	20.35%	19.00%	20.20%
Staff with a LTC or illness: Average	31.81%	32.16%	32.04%	28.92%	26.64%
Staff without a LTC or illness: Average	24.69%	24.73%	24.42%	21.82%	21.60%
Staff with a LTC or illness: Responses	453	559	462	705	668
Staff without a LTC or illness: Responses	1342	1299	968	1379	1292

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.

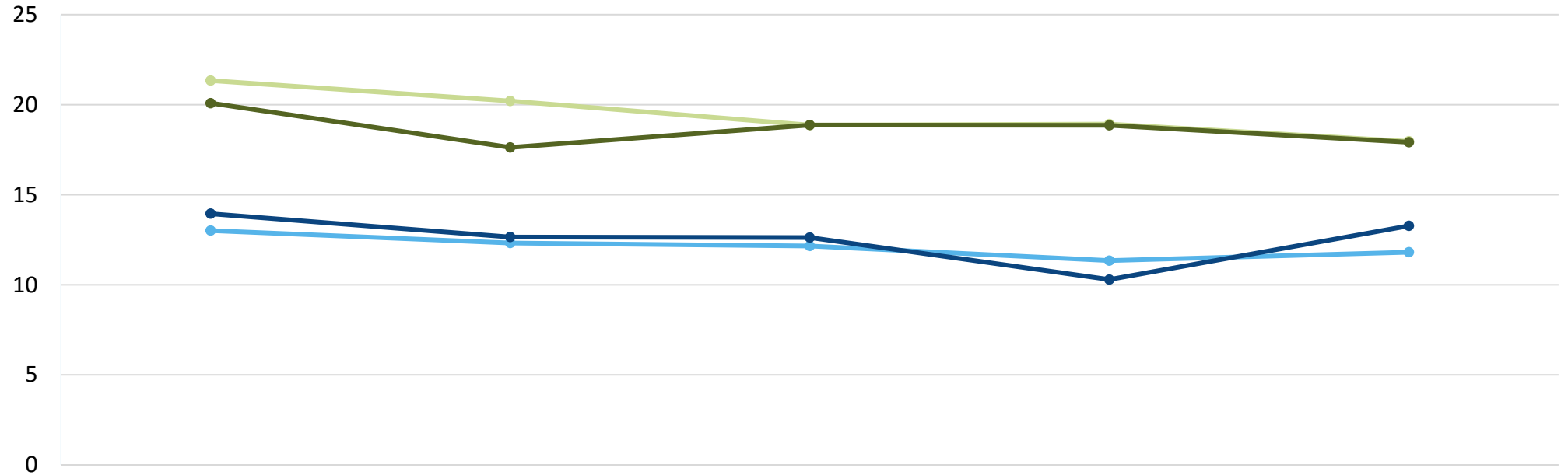


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	14.57%	10.45%	12.61%	13.86%	13.84%
Staff without a LTC or illness: Your org	8.40%	6.10%	7.80%	4.81%	6.92%
Staff with a LTC or illness: Average	15.17%	13.36%	12.27%	11.87%	11.49%
Staff without a LTC or illness: Average	8.52%	7.10%	6.99%	6.19%	6.07%
Staff with a LTC or illness: Responses	453	555	460	700	672
Staff without a LTC or illness: Responses	1334	1296	962	1373	1286

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.

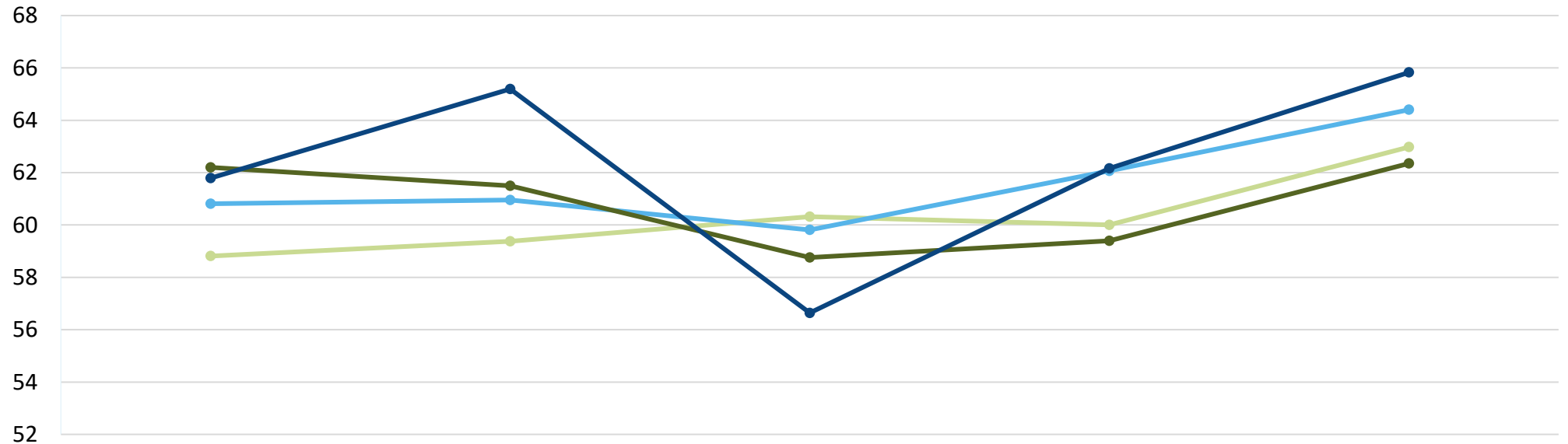


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	20.09%	17.63%	18.86%	18.86%	17.91%
Staff without a LTC or illness: Your org	13.94%	12.66%	12.62%	10.29%	13.28%
Staff with a LTC or illness: Average	21.34%	20.21%	18.86%	18.93%	17.96%
Staff without a LTC or illness: Average	13.01%	12.33%	12.15%	11.34%	11.81%
Staff with a LTC or illness: Responses	453	556	456	700	670
Staff without a LTC or illness: Responses	1334	1288	951	1370	1288

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.

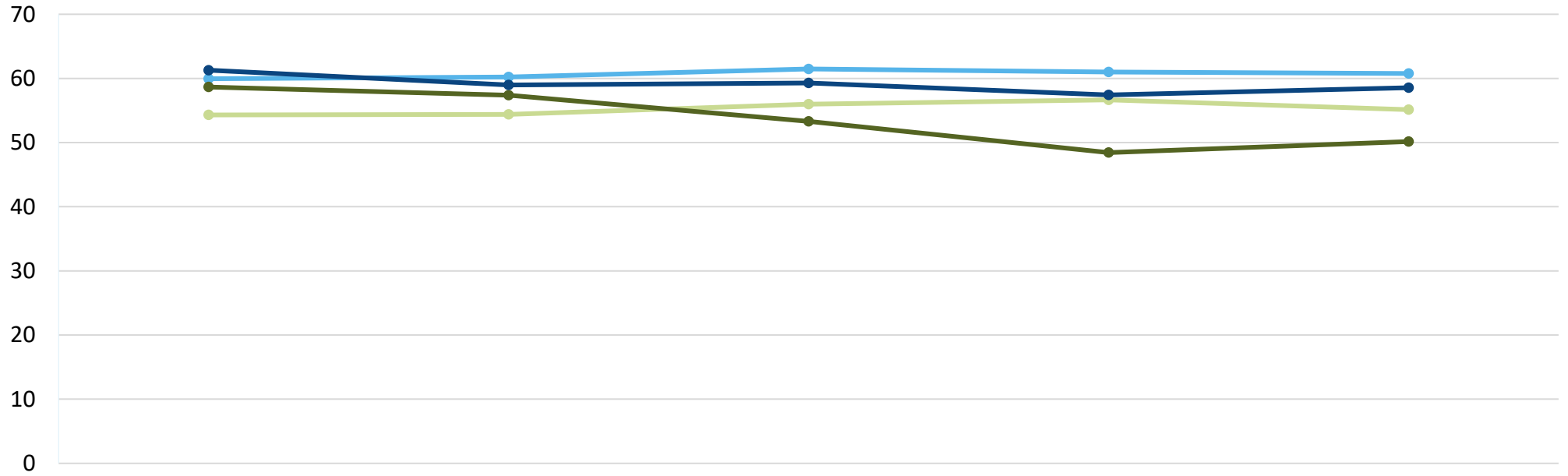


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	62.20%	61.50%	58.76%	59.40%	62.35%
Staff without a LTC or illness: Your org	61.79%	65.19%	56.64%	62.16%	65.83%
Staff with a LTC or illness: Average	58.81%	59.38%	60.32%	60.00%	62.98%
Staff without a LTC or illness: Average	60.81%	60.96%	59.81%	62.07%	64.40%
Staff with a LTC or illness: Responses	164	200	177	266	247
Staff without a LTC or illness: Responses	369	362	256	333	357

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

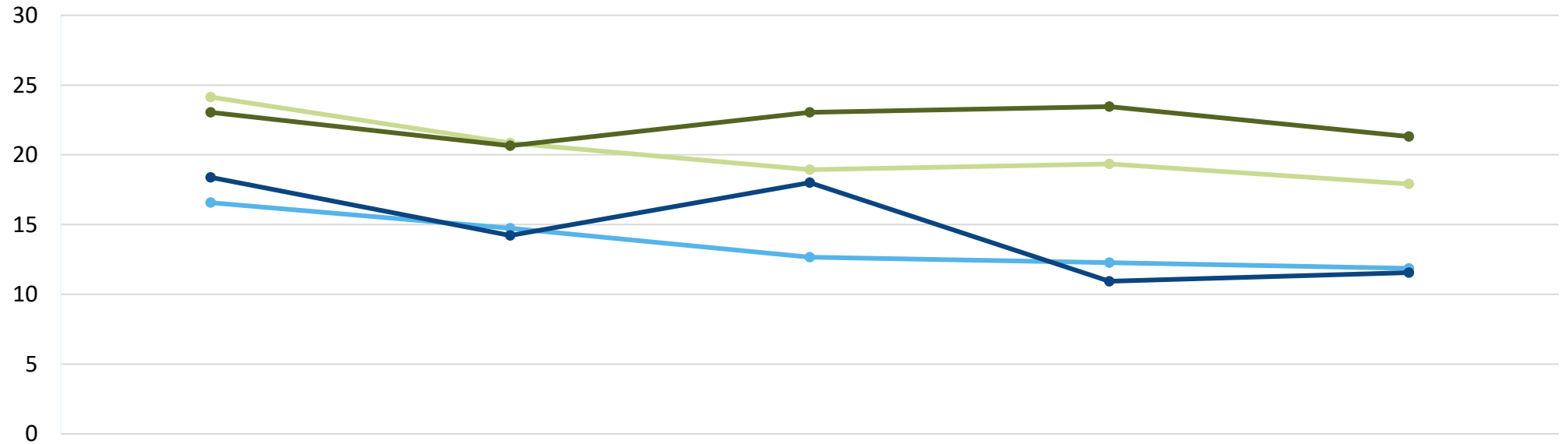
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	58.66%	57.39%	53.29%	48.44%	50.15%
Staff without a LTC or illness: Your org	61.28%	58.97%	59.27%	57.42%	58.54%
Staff with a LTC or illness: Average	54.31%	54.38%	55.99%	56.66%	55.13%
Staff without a LTC or illness: Average	59.96%	60.23%	61.48%	61.00%	60.75%
Staff with a LTC or illness: Responses	462	568	456	704	670
Staff without a LTC or illness: Responses	1387	1343	960	1374	1288

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

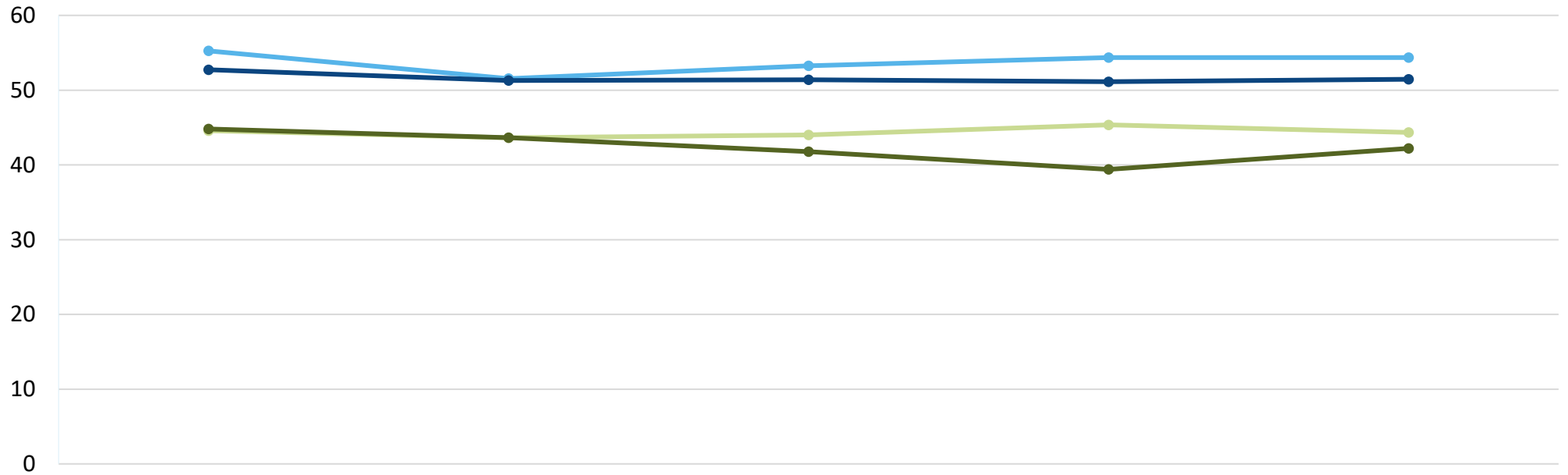
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	23.05%	20.65%	23.05%	23.46%	21.31%
Staff without a LTC or illness: Your org	18.39%	14.22%	18.01%	10.94%	11.55%
Staff with a LTC or illness: Average	24.14%	20.85%	18.93%	19.35%	17.91%
Staff without a LTC or illness: Average	16.57%	14.74%	12.67%	12.27%	11.86%
Staff with a LTC or illness: Responses	282	368	321	486	474
Staff without a LTC or illness: Responses	571	640	472	649	632

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

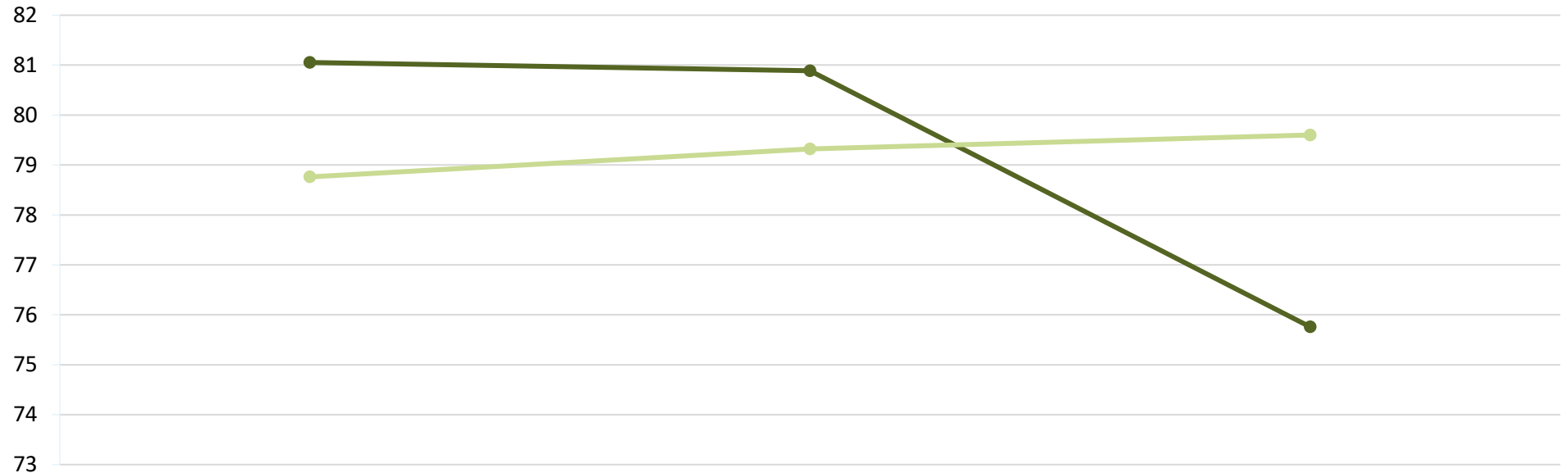
Percentage of staff satisfied with the extent to which their organisation values their work.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	44.81%	43.63%	41.77%	39.40%	42.20%
Staff without a LTC or illness: Your org	52.73%	51.29%	51.40%	51.13%	51.44%
Staff with a LTC or illness: Average	44.56%	43.63%	44.02%	45.36%	44.33%
Staff without a LTC or illness: Average	55.25%	51.54%	53.25%	54.35%	54.37%
Staff with a LTC or illness: Responses	462	573	462	698	673
Staff without a LTC or illness: Responses	1392	1355	967	1371	1287

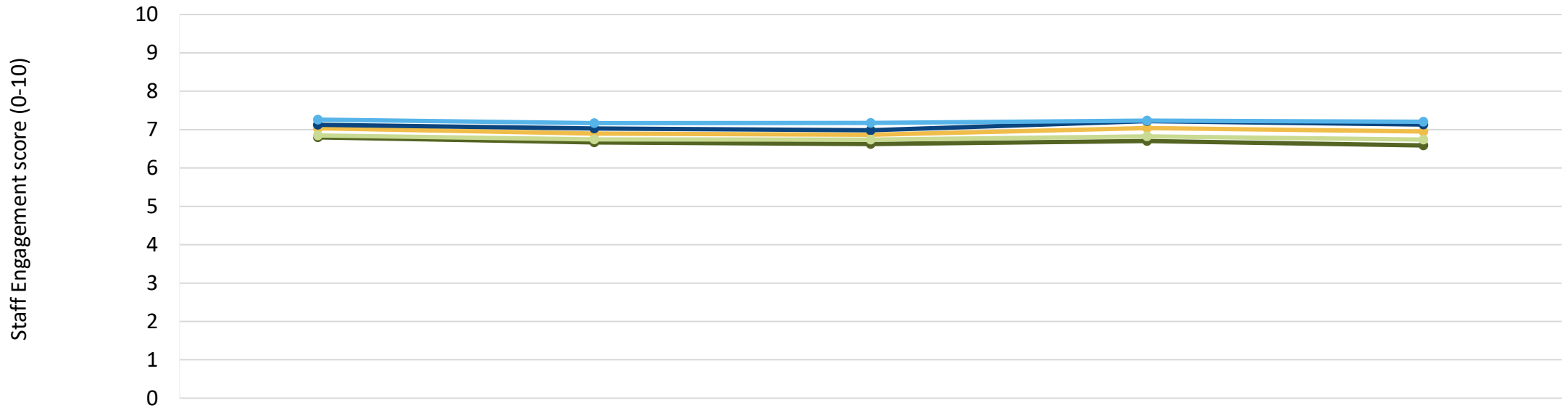
Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

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	81.05%	80.89%	75.76%
Staff with a LTC or illness: Average	78.76%	79.32%	79.60%
Staff with a LTC or illness: Responses	285	429	429

Staff engagement score (0-10)



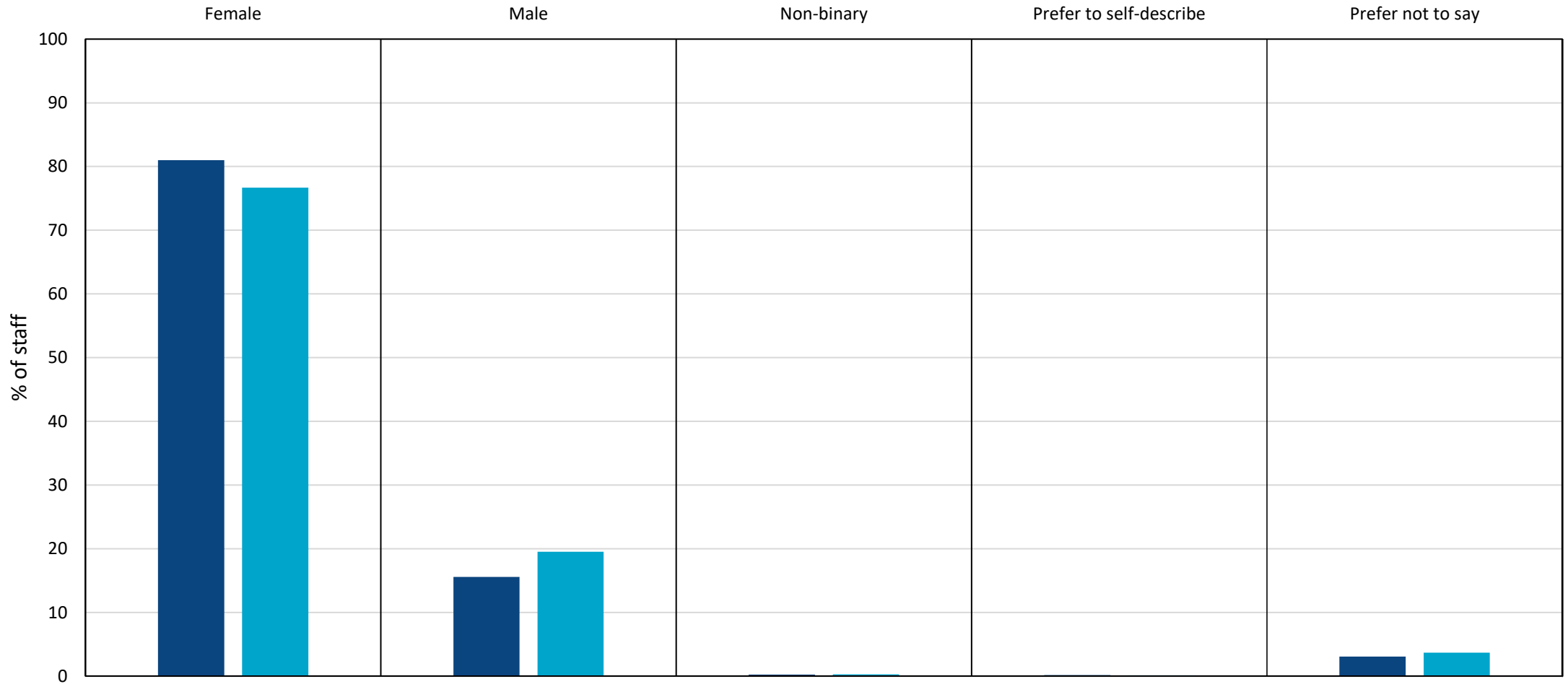
	2020	2021	2022	2023	2024
Organisation average	7.04	6.90	6.87	7.04	6.95
Staff with a LTC or illness: Your org	6.80	6.67	6.63	6.70	6.59
Staff without a LTC or illness: Your org	7.12	7.03	6.98	7.22	7.13
Staff with a LTC or illness: Average	6.85	6.74	6.74	6.82	6.74
Staff without a LTC or illness: Average	7.26	7.17	7.18	7.23	7.20
Staff with a LTC or illness: Responses	463	573	463	705	674
Staff without a LTC or illness: Responses	1395	1360	970	1381	1295

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



## About your respondents

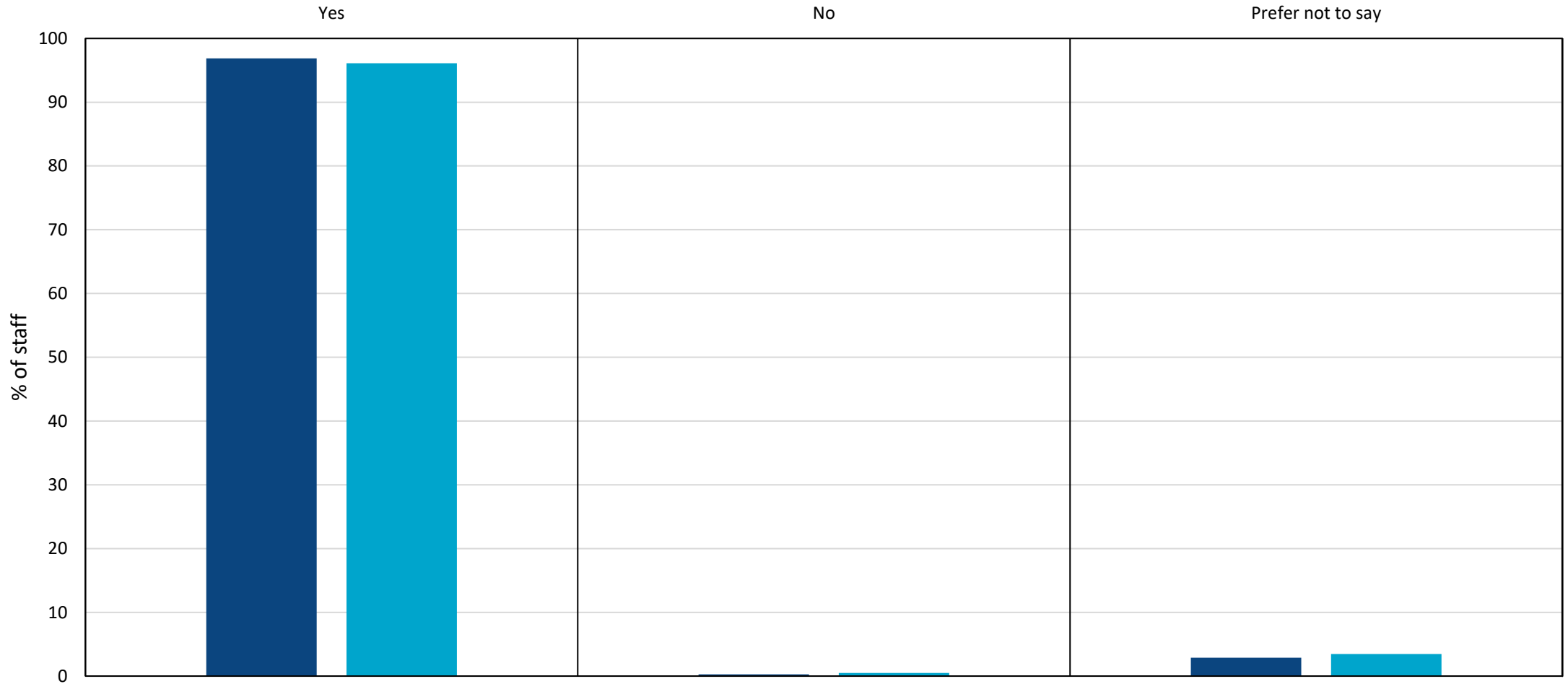
This section shows demographic and other background information for 2024.



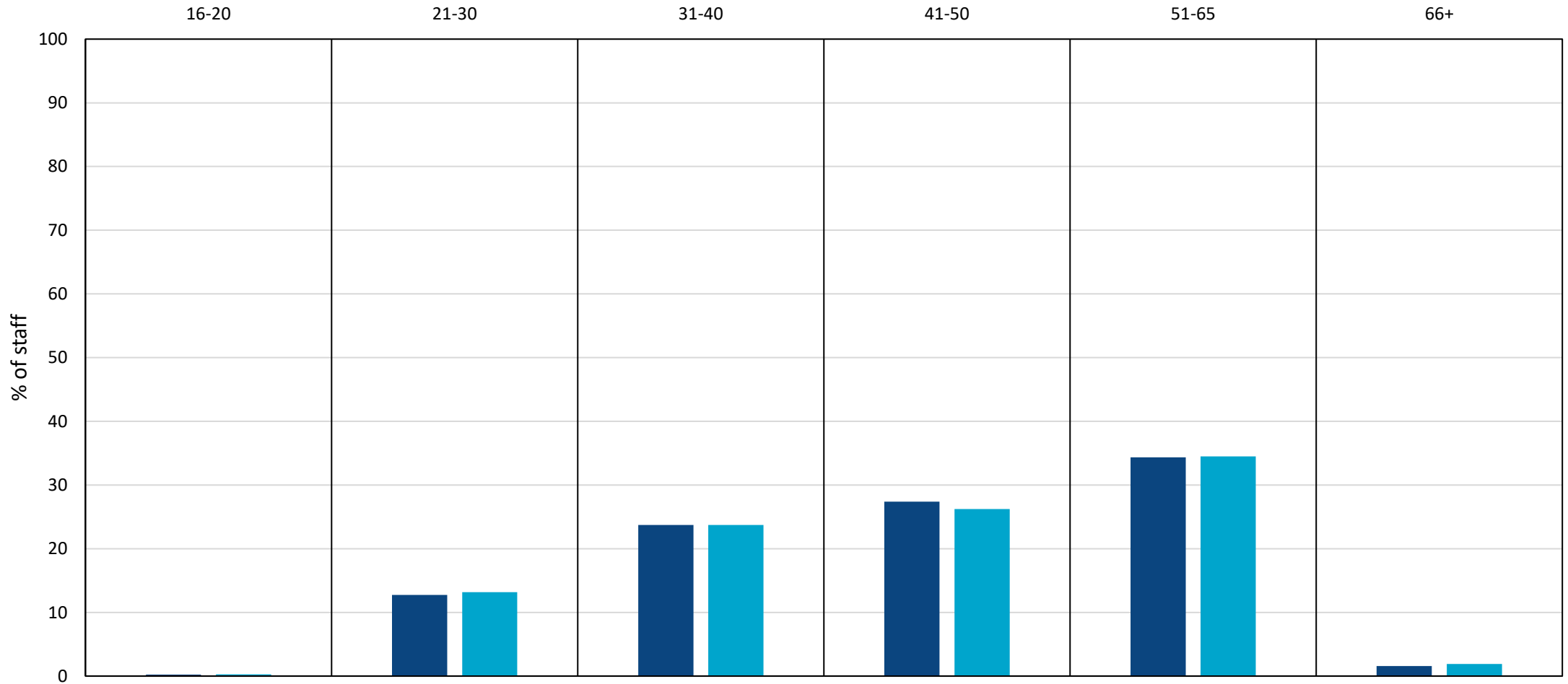
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
<b>Your org</b>	80.98%	15.55%	0.25%	0.15%	3.06%
<b>Average Responses</b>	76.67%	19.53%	0.27%	0.14%	3.67%
	1993	1993	1993	1993	1993



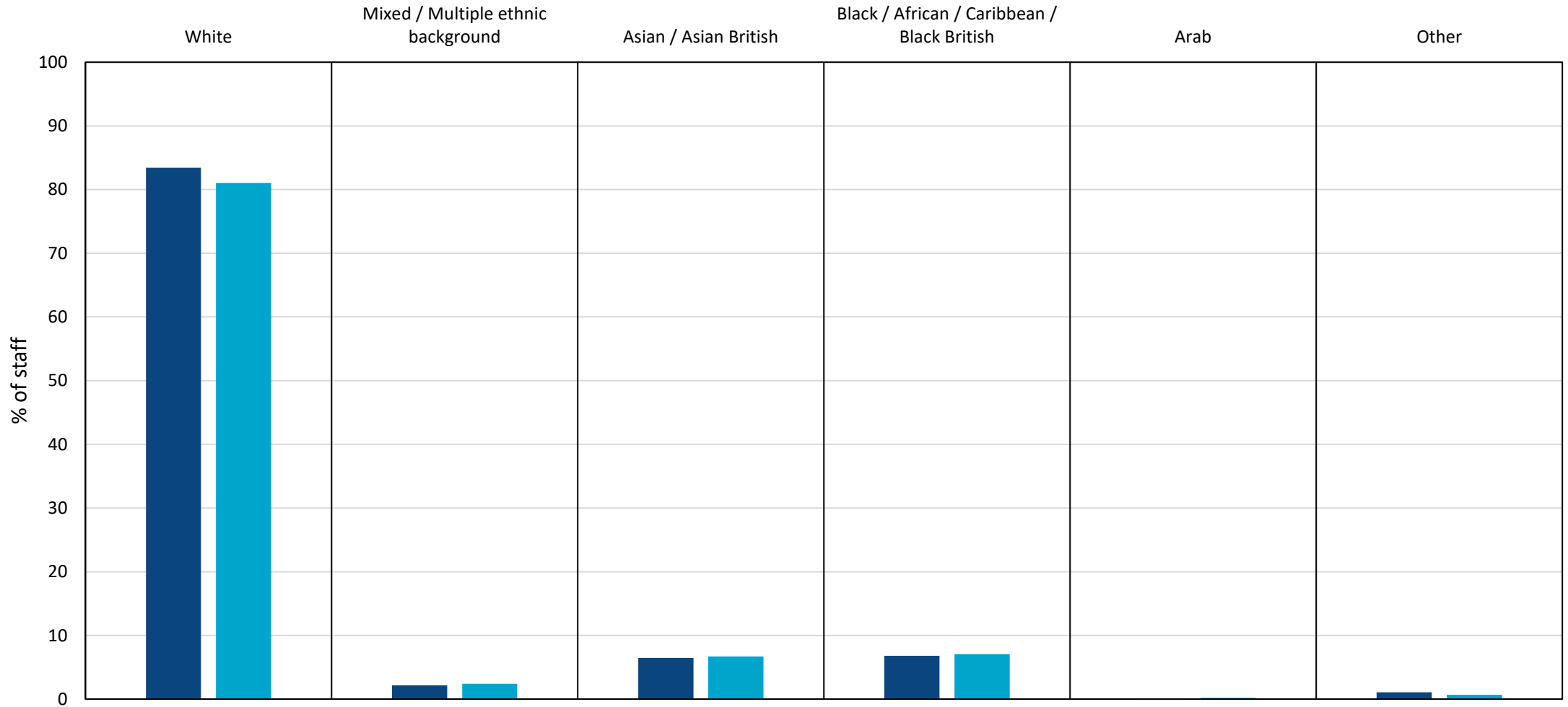
# Background details – Is your gender identity the same as the sex you were registered at birth?



	Yes	No	Prefer not to say
<b>Your org</b>	96.86%	0.26%	2.88%
<b>Average</b>	96.09%	0.48%	3.48%
<b>Responses</b>	1912	1912	1912

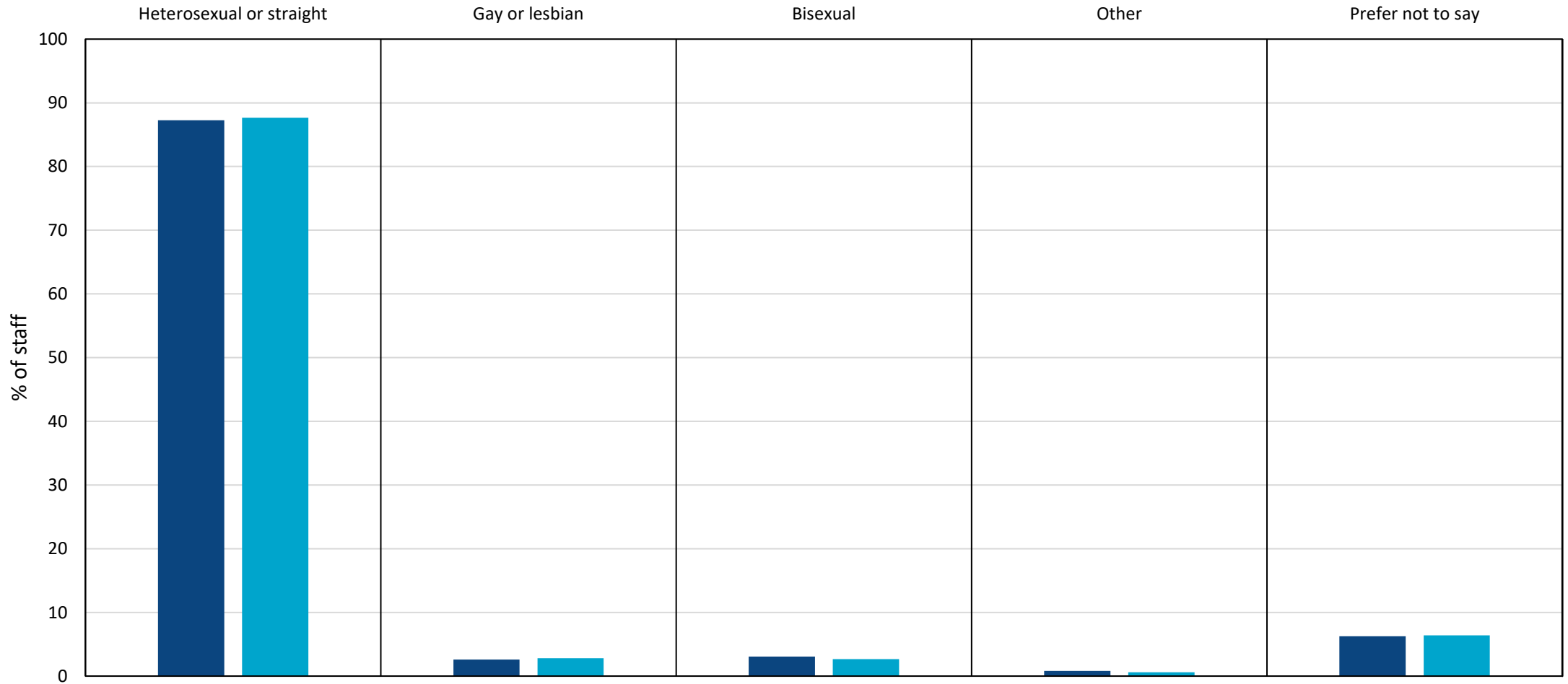


<b>Your org</b>	0.25%	12.73%	23.74%	27.37%	34.34%	1.57%
<b>Average Responses</b>	0.26%	13.19%	23.74%	26.24%	34.48%	1.92%
	1980	1980	1980	1980	1980	1980



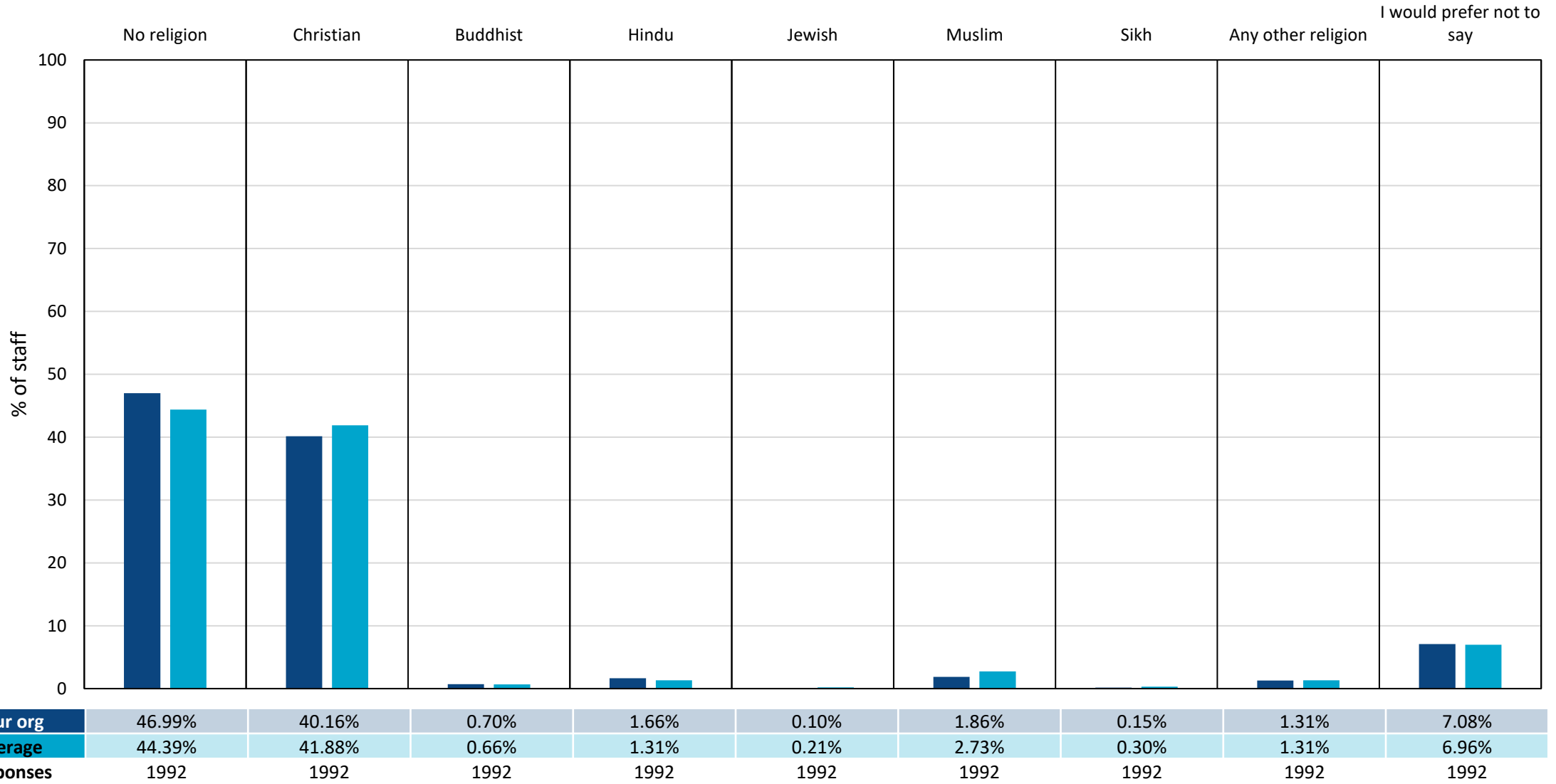
	1983	1983	1983	1983	1983	1983
<b>Your org</b>	83.41%	2.17%	6.45%	6.81%	0.10%	1.06%
<b>Average Responses</b>	81.04%	2.40%	6.70%	7.06%	0.18%	0.68%

# Background details – Sexual orientation

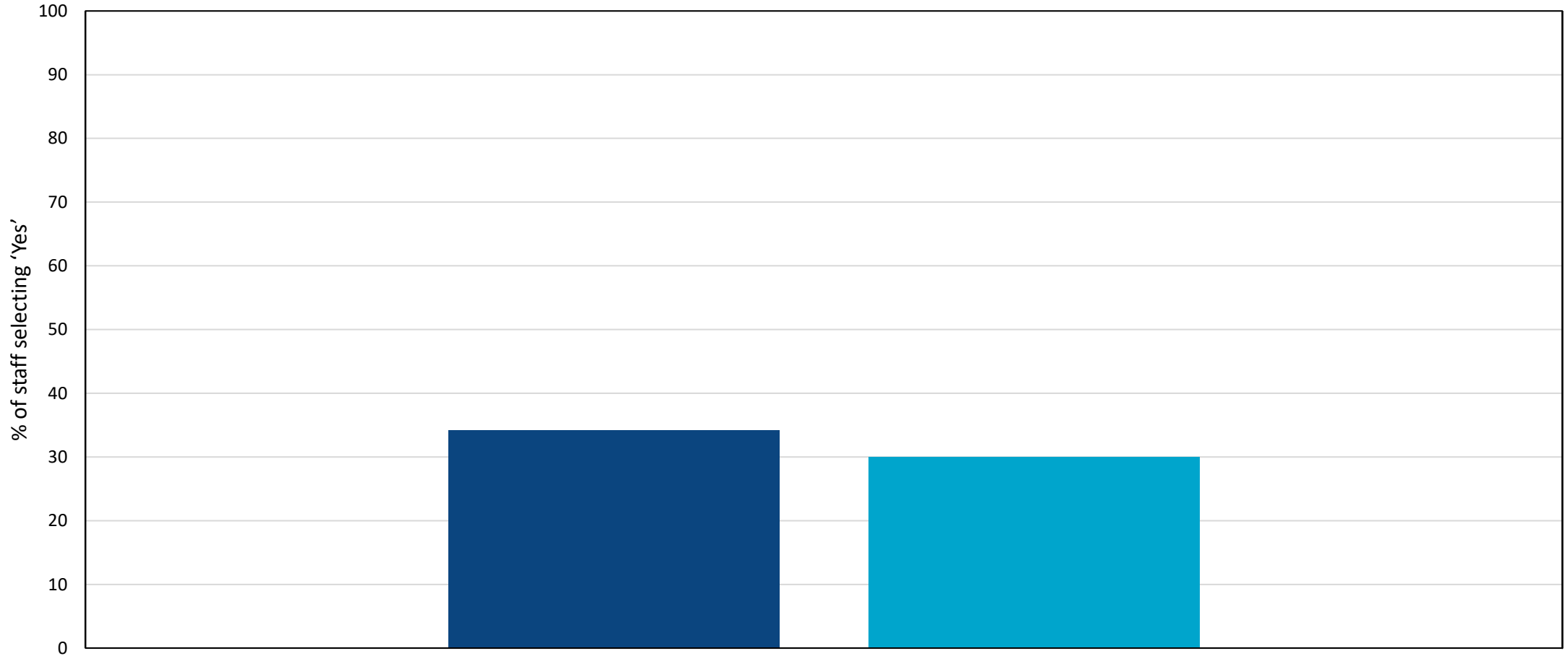


Sexual Orientation	Your org (%)	Average Responses 1994 (%)
Heterosexual or straight	87.26%	87.65%
Gay or lesbian	2.61%	2.79%
Bisexual	3.06%	2.65%
Other	0.80%	0.62%
Prefer not to say	6.27%	6.42%

# Background details - Religion



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



<b>Your org</b>	34.20%
<b>Average Responses</b>	29.92%
	1971

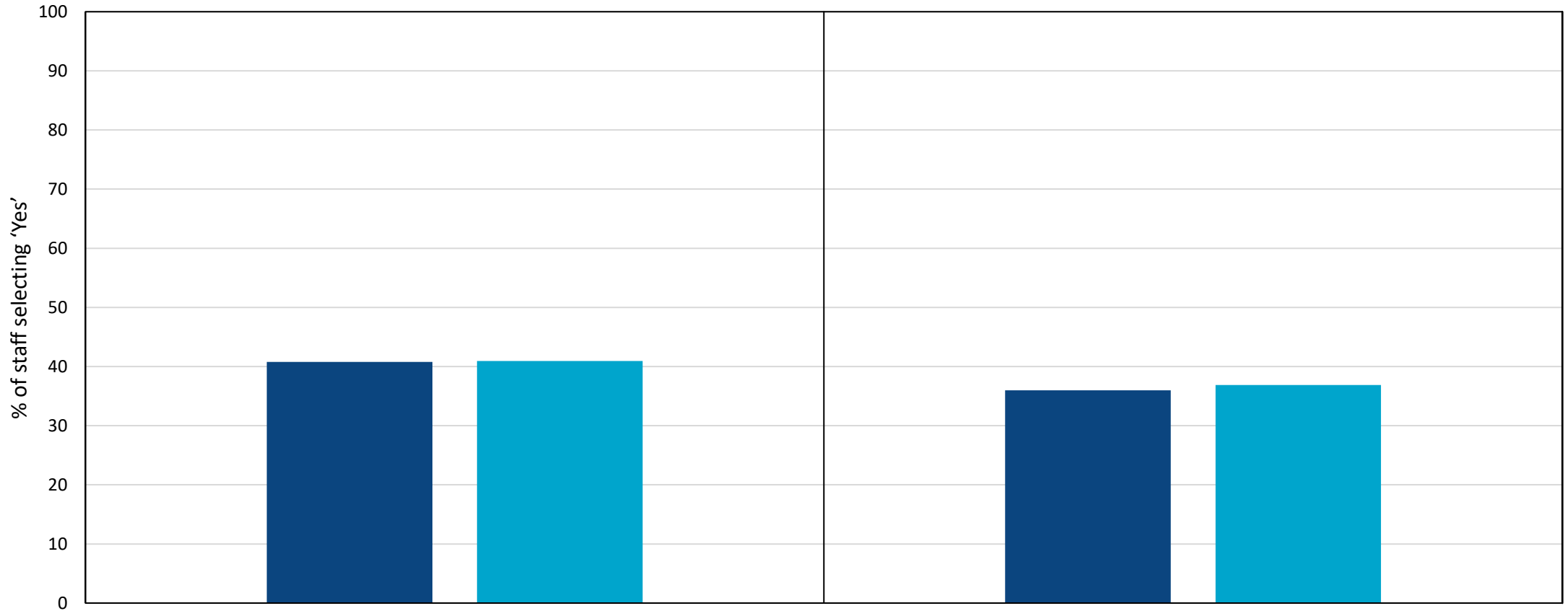




# Background details – Parental / caring responsibilities

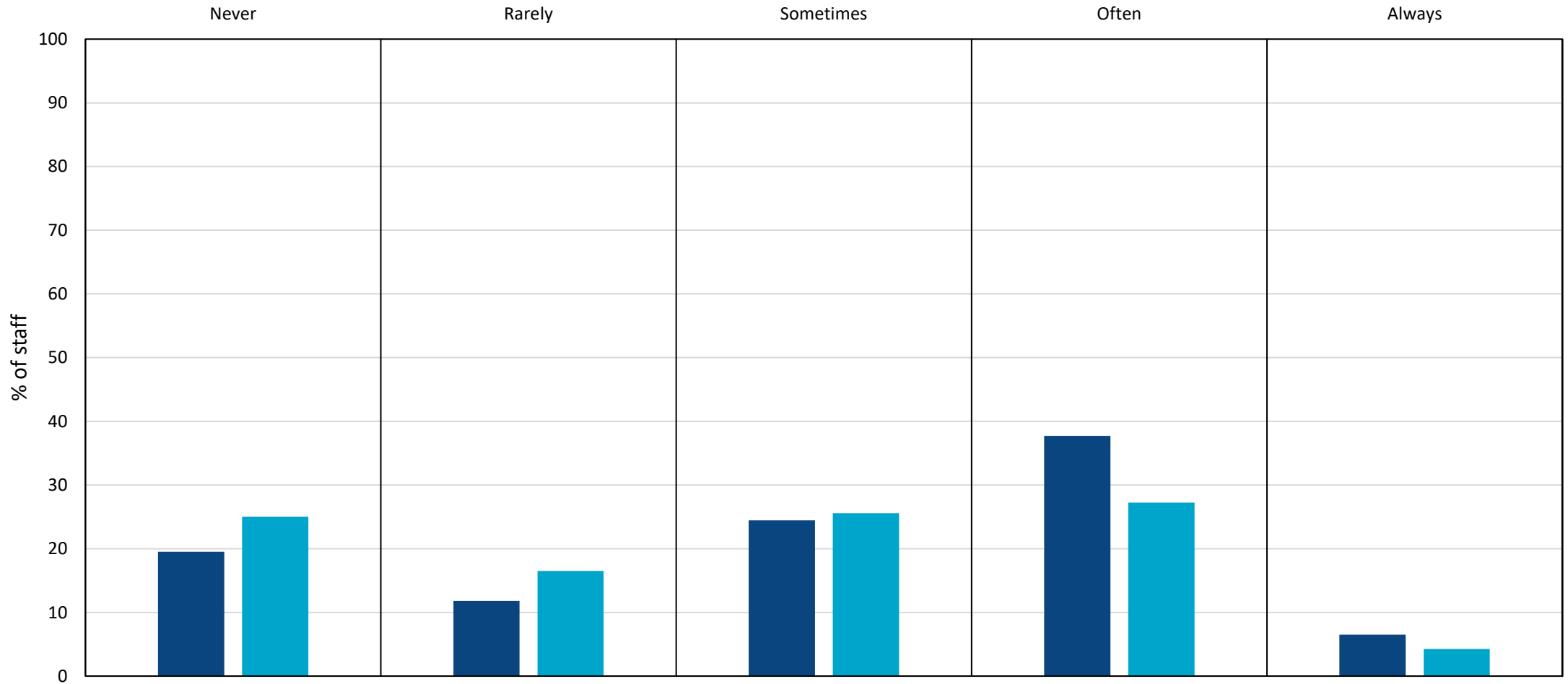
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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

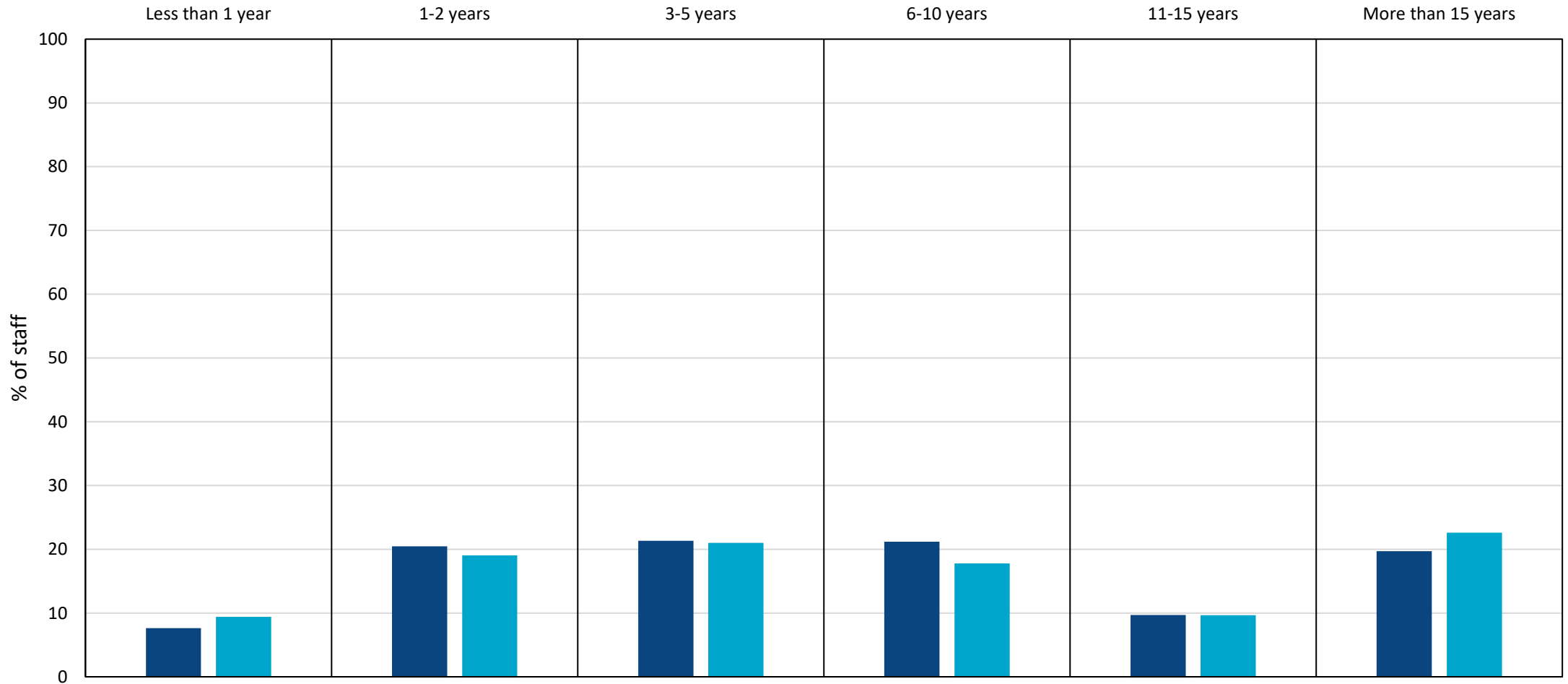


<b>Your org</b>	40.78%	35.99%
<b>Average</b>	40.93%	36.88%
<b>Responses</b>	1991	1984

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



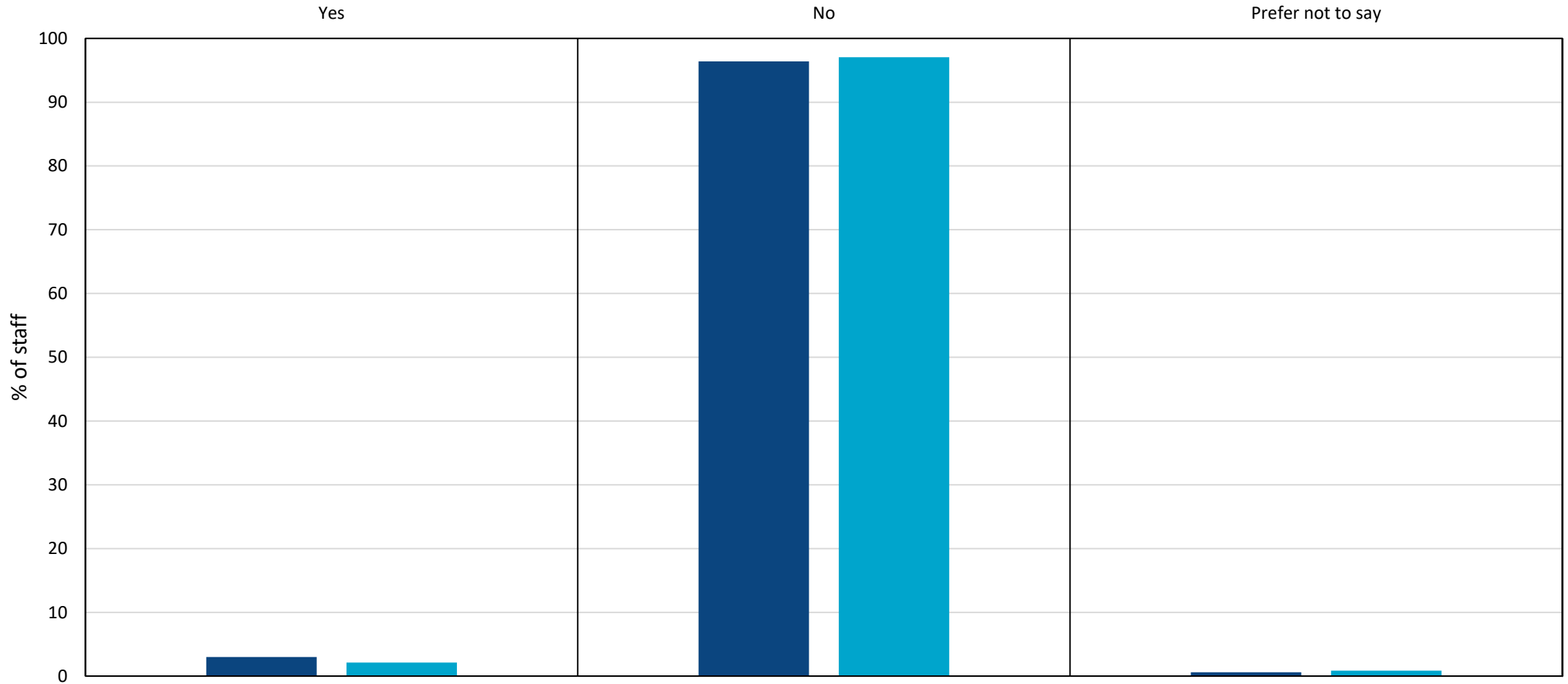
	1999	1999	1999	1999	1999
<b>Your org</b>	19.51%	11.81%	24.46%	37.72%	6.50%
<b>Average Responses</b>	25.02%	16.52%	25.57%	27.24%	4.26%



<b>Your org</b>	7.63%	20.47%	21.32%	21.17%	9.68%	19.72%
<b>Average Responses</b>	9.41%	19.04%	21.02%	17.78%	9.65%	22.61%
	1993	1993	1993	1993	1993	1993

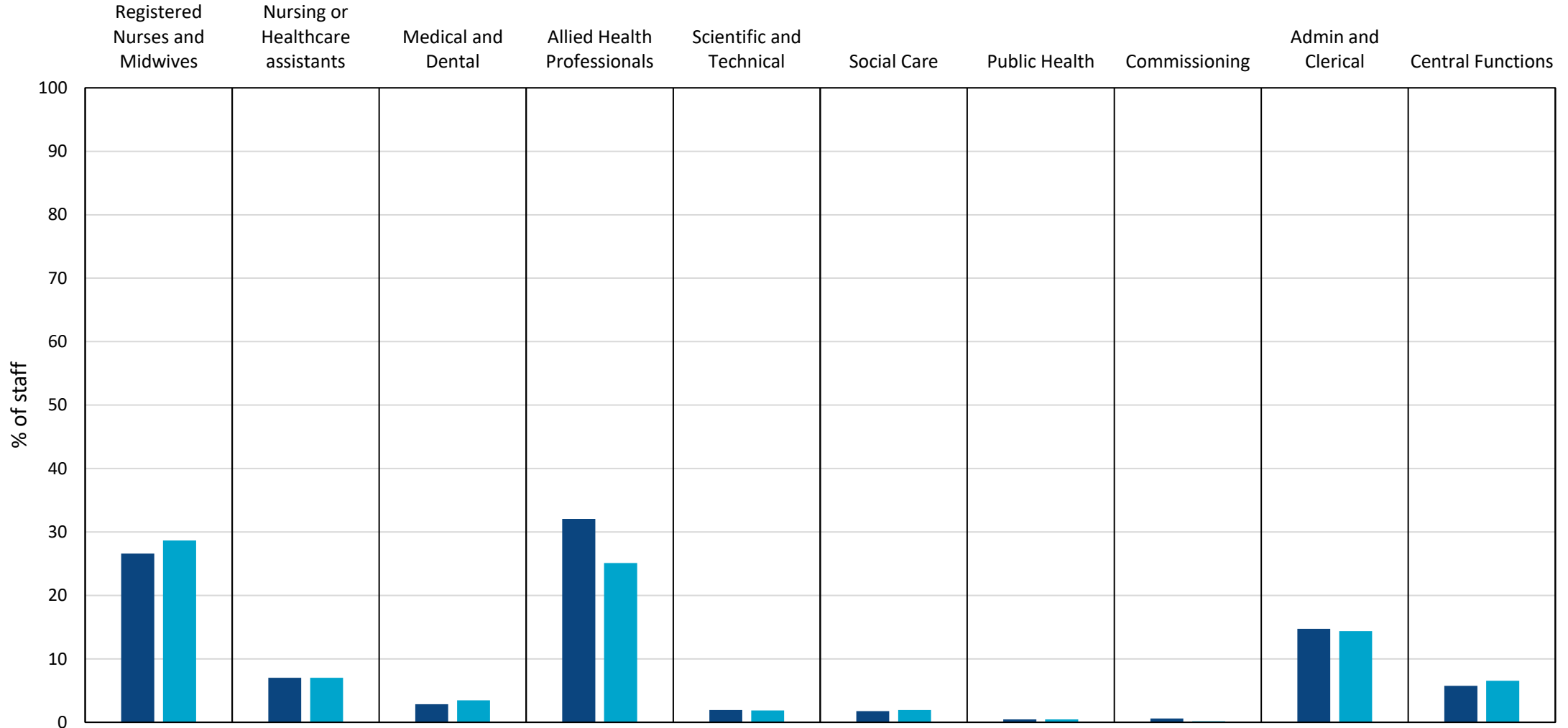


# Background details – When you joined this organisation, were you recruited from outside of the UK?



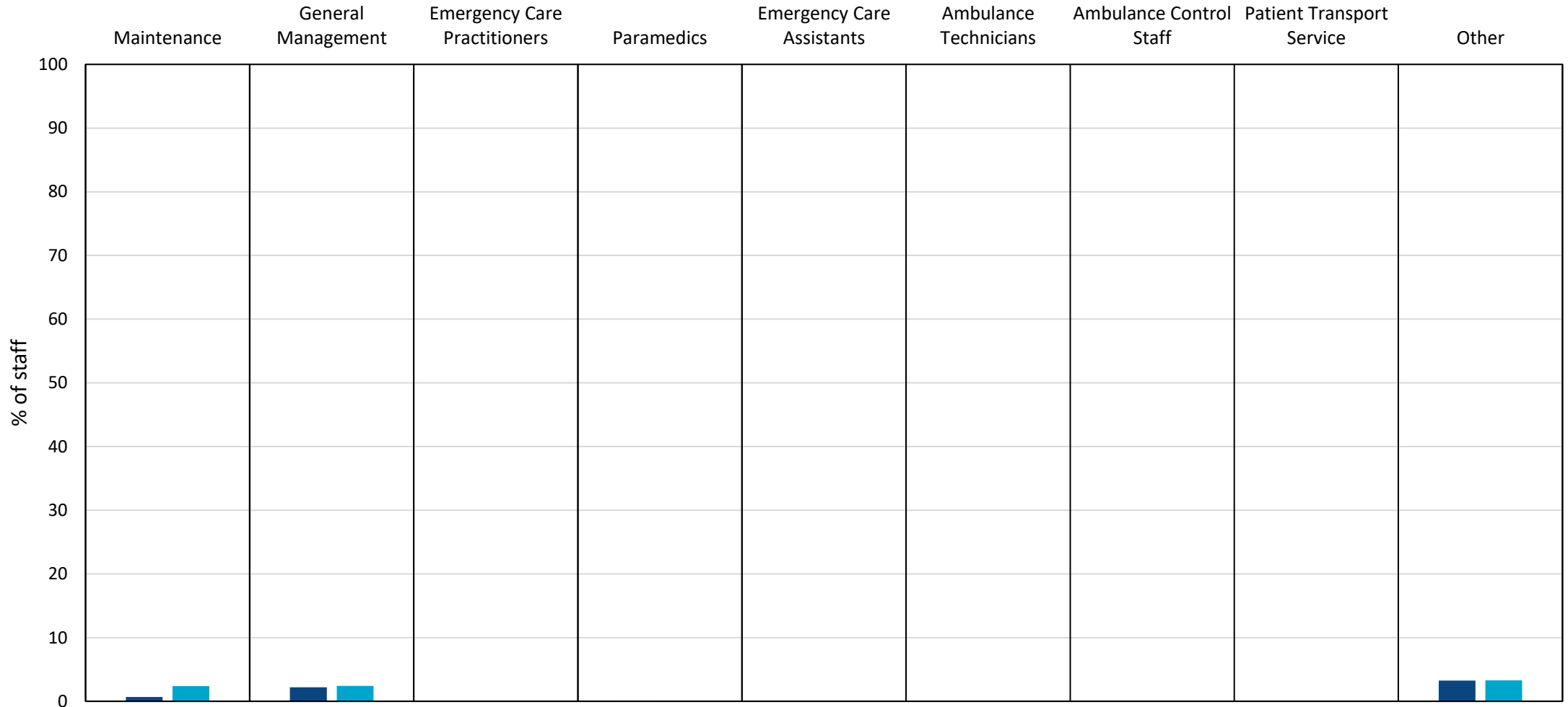
Response	Yes	No	Prefer not to say
<b>Your org</b>	3.01%	96.39%	0.60%
<b>Average</b>	2.11%	97.04%	0.84%
<b>Responses</b>	1994	1994	1994

# Background details – Occupational group



Responses	1970	1970	1970	1970	1970	1970	1970	1970	1970	1970
<b>Your org</b>	26.60%	7.01%	2.84%	32.08%	1.93%	1.78%	0.46%	0.61%	14.72%	5.74%
<b>Average</b>	28.65%	7.01%	3.47%	25.12%	1.88%	1.94%	0.47%	0.16%	14.39%	6.56%

# Background details – Occupational group



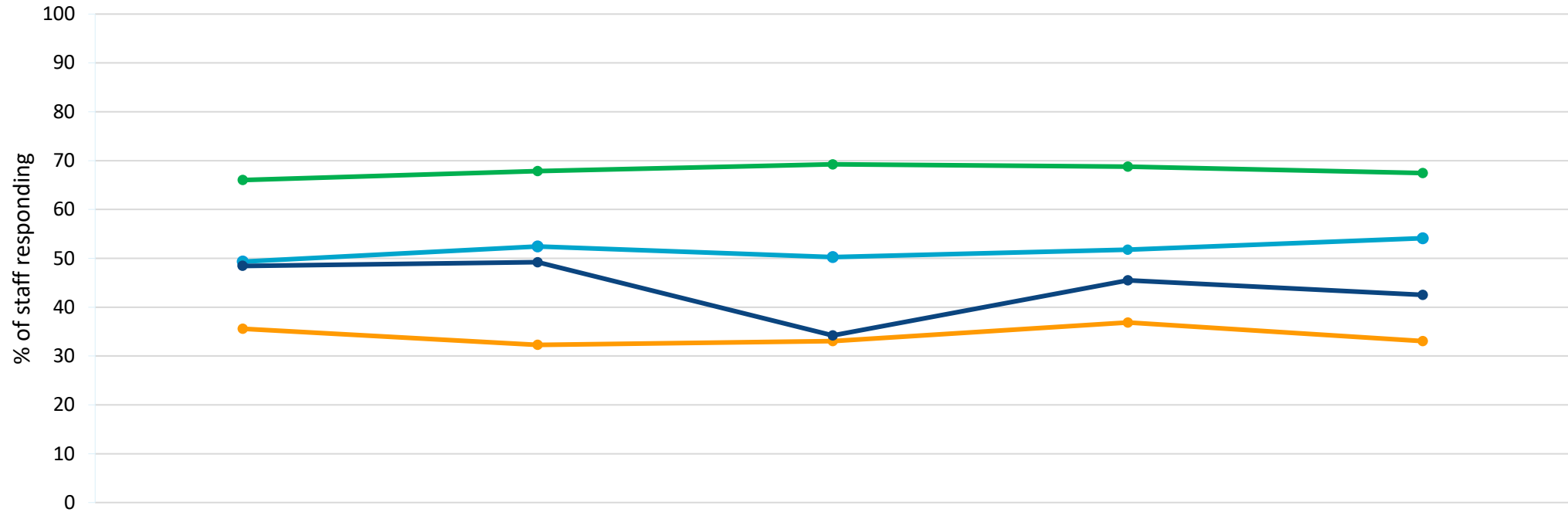
Occupational Group	Your org	Average Responses
Maintenance	0.66%	2.37%
General Management	2.18%	2.42%
Emergency Care Practitioners	0.05%	0.00%
Paramedics	0.10%	0.01%
Emergency Care Assistants	0.00%	0.00%
Ambulance Technicians	0.00%	0.00%
Ambulance Control Staff	0.00%	0.00%
Patient Transport Service	0.00%	0.00%
Other	3.25%	3.27%

## Appendices

## Appendix A: Response rate



Response rate



	2020	2021	2022	2023	2024
Your org	48.44%	49.21%	34.21%	45.51%	42.50%
Highest	66.02%	67.86%	69.24%	68.76%	67.46%
Average	49.31%	52.40%	50.26%	51.76%	54.12%
Lowest	35.56%	32.27%	33.04%	36.86%	33.03%
Responses	1954	2054	1450	2109	2013

## 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	7.51	2103	7.46	2011	Not significant
We are recognised and rewarded	6.31	2102	6.30	2007	Not significant
We each have a voice that counts	6.93	2088	6.88	2002	Not significant
We are safe and healthy	6.34	2098	6.31	2003	Not significant
We are always learning	5.69	2017	5.74	1938	Not significant
We work flexibly	6.81	2085	6.77	1994	Not significant
We are a team	7.13	2104	7.08	2007	Not significant
<b>Themes</b>					
Staff Engagement	7.04	2105	6.93	2009	Significantly lower
Morale	6.13	2104	6.02	2010	Not significant

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

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

## Appendix C: Tips on using your benchmark report

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

### Key points to note



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



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



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

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

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

## Areas to improve

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

## Positive outcomes

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



Only one example is highlighted for each point

## Review trend data

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



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

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

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

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



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 Cambridgeshire and Peterborough 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.