

# Calderdale and Huddersfield NHS Foundation Trust

## NHS Staff Survey Benchmark report 2024



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# Introduction

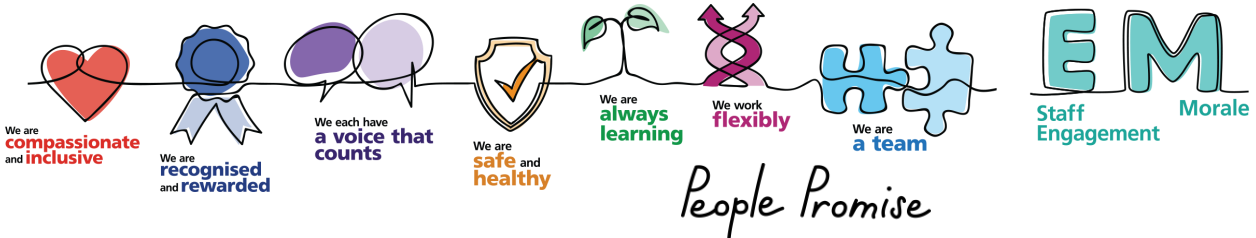
## About this report

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

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

## How results are reported

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



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

# People Promise elements, themes and sub-scores

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

Questions not linked to the People Promise elements or themes

## Introduction

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

## Organisation details

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

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

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

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

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

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



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

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

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

## Questions not linked to People Promise

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

## Workforce Equality Standards

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

## About your respondents

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

## Appendices

Here you will find:

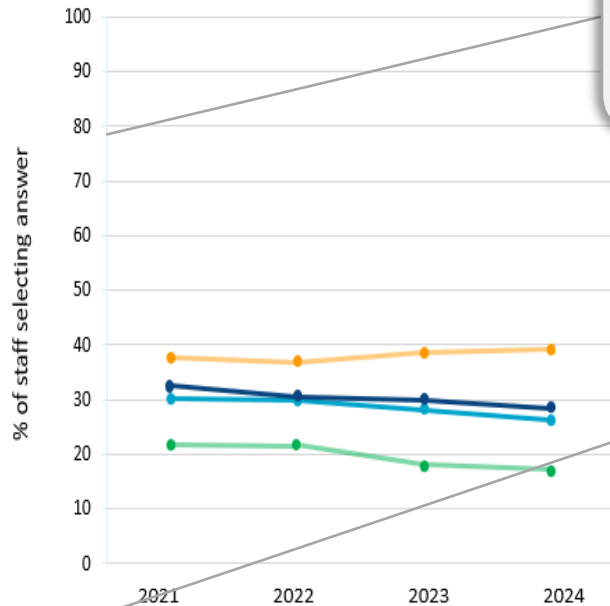
- Response rate.
- Significance testing of the People Promise element and theme results for 2023 vs 2024.
- Guidance on data in the benchmark reports.
- Additional reporting outputs.
- Tips on action planning and interpreting the results.
- Contact information.

## Key features

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

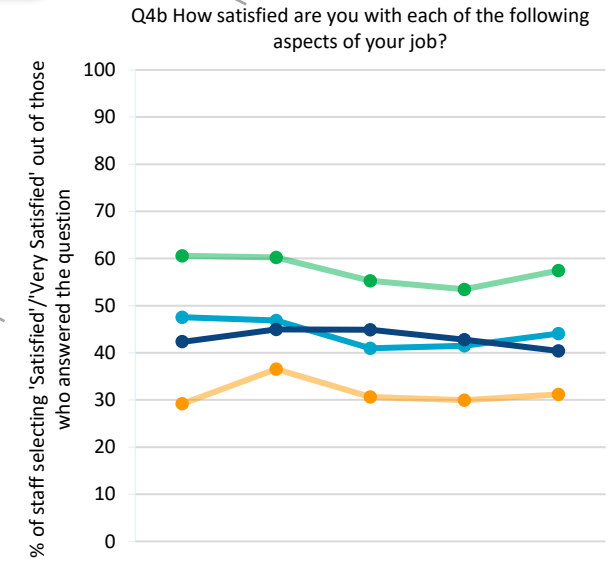
Question number and text (or summary measure) specified at the top of each slide.

Note this is example data



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

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



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

	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

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

## Organisation details



Calderdale and Huddersfield NHS Foundation Trust

## 2024 NHS Staff Survey



### Organisation details

Completed questionnaires **2278**

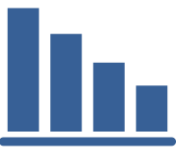
2024 response rate **36%**

### Survey details

Survey mode **Mixed**

◀ This organisation is benchmarked against:

Acute and Acute & Community Trusts



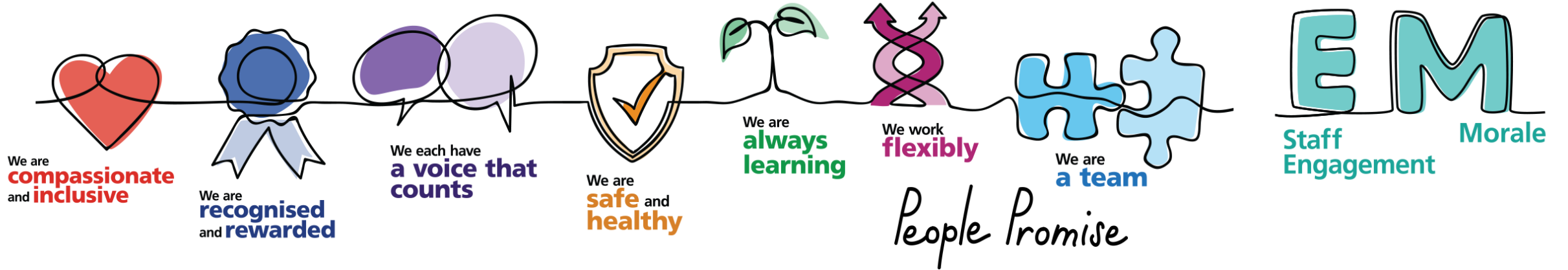
### 2024 benchmarking group details

Organisations in group: 122

Median response rate: 49%

No. of completed questionnaires: 532587

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

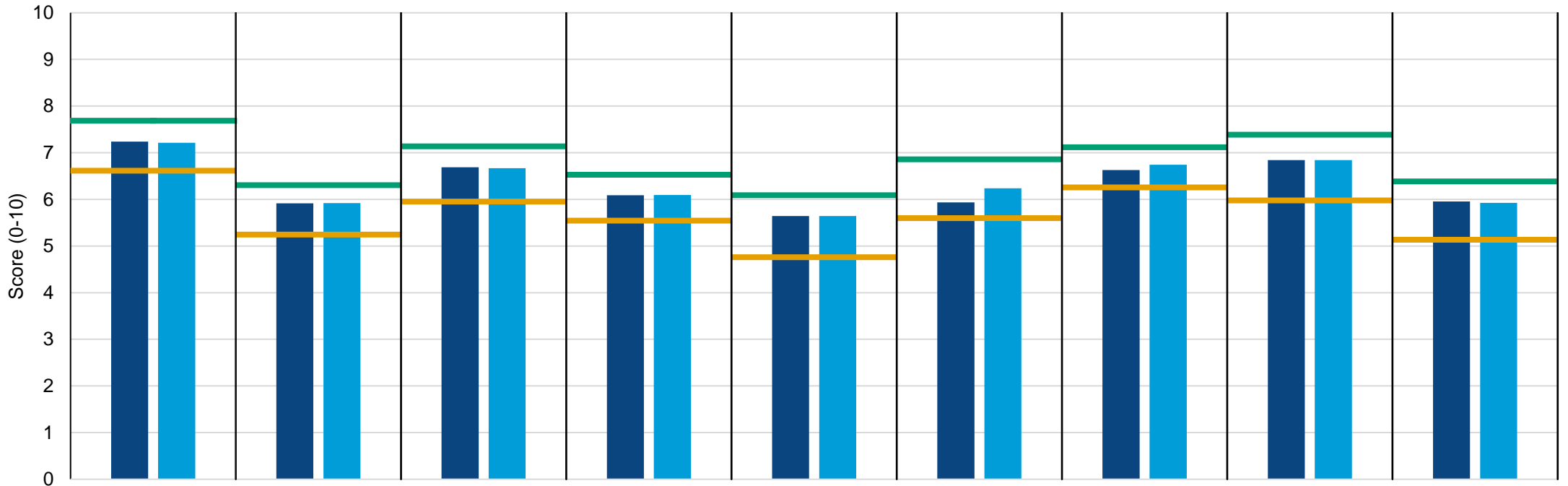


## People Promise elements, themes and sub-score results

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

# People Promise elements and themes: Overview

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

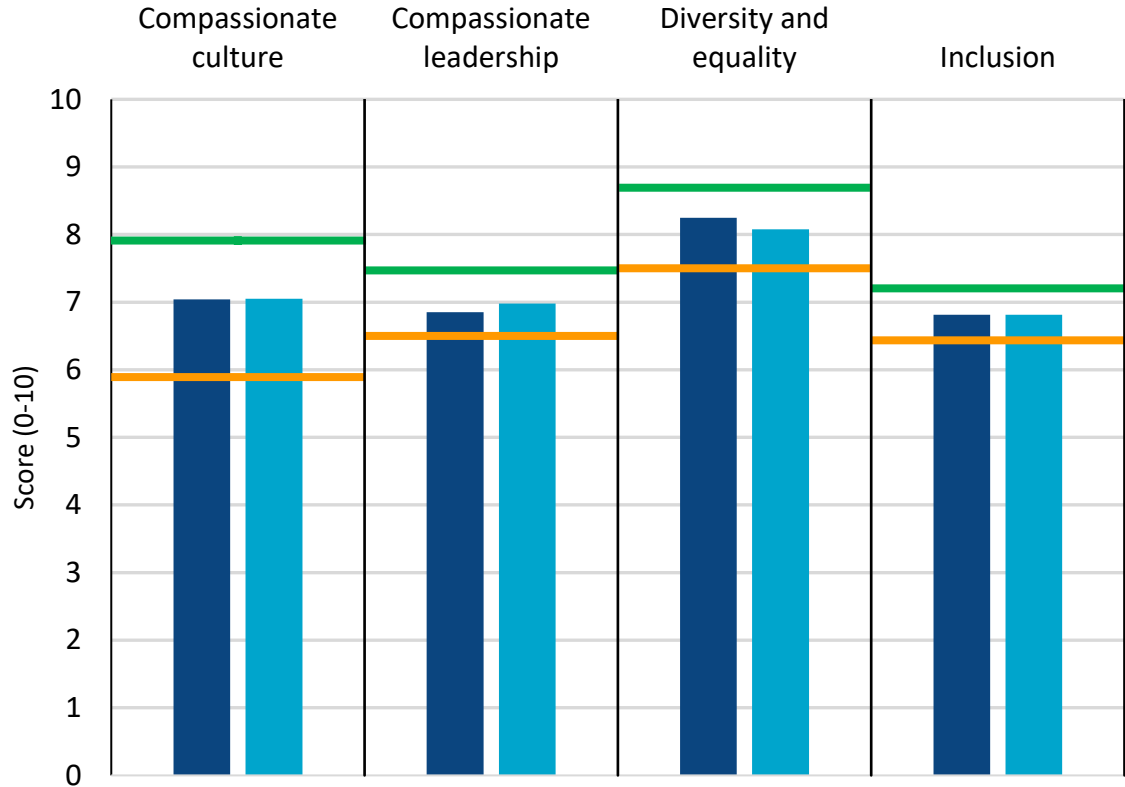


Your org	7.24	5.92	6.69	6.09	5.64	5.94	6.63	6.84	5.96
Best result	7.69	6.30	7.14	6.53	6.09	6.86	7.12	7.39	6.38
Average result	7.21	5.92	6.67	6.09	5.64	6.24	6.74	6.84	5.93
Worst result	6.61	5.24	5.95	5.54	4.76	5.60	6.26	5.98	5.13
Responses	2274	2274	2263	2265	2202	2260	2273	2277	2276

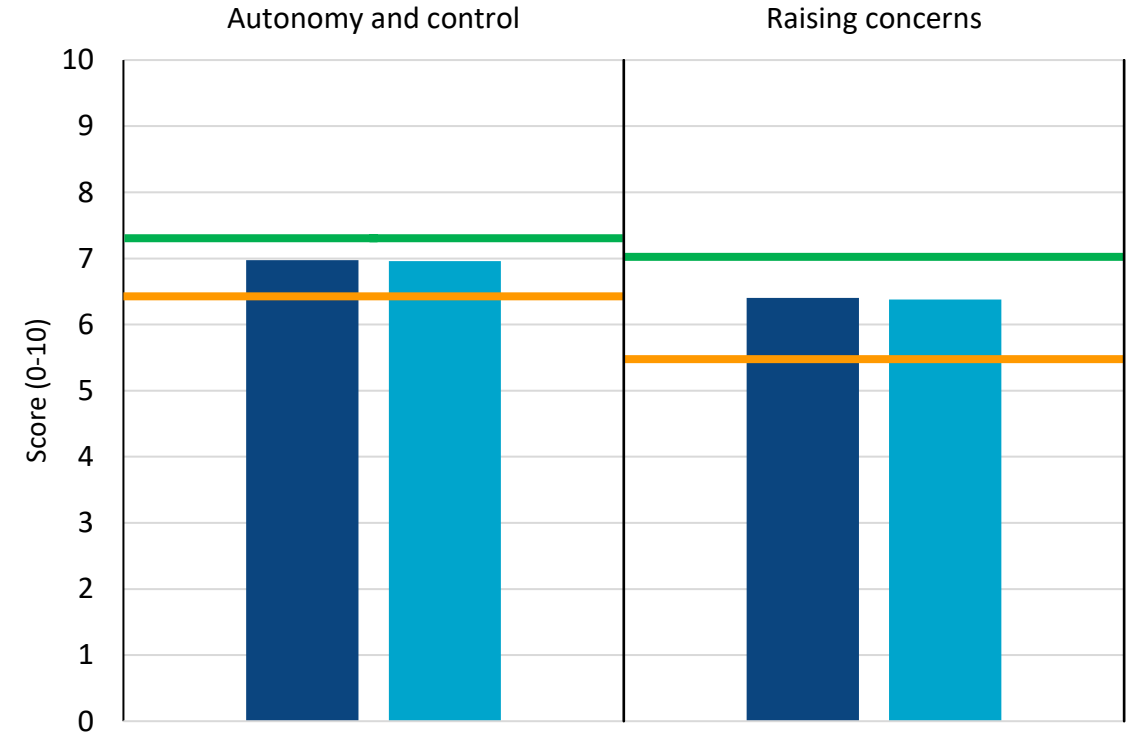
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



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



Your org	7.04	6.85	8.25	6.81
Best result	7.91	7.47	8.69	7.20
Average result	7.05	6.98	8.08	6.81
Worst result	5.89	6.50	7.50	6.44
Responses	2265	2272	2265	2272

Your org	6.97	6.40
Best result	7.31	7.02
Average result	6.96	6.38
Worst result	6.43	5.48
Responses	2277	2263

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.

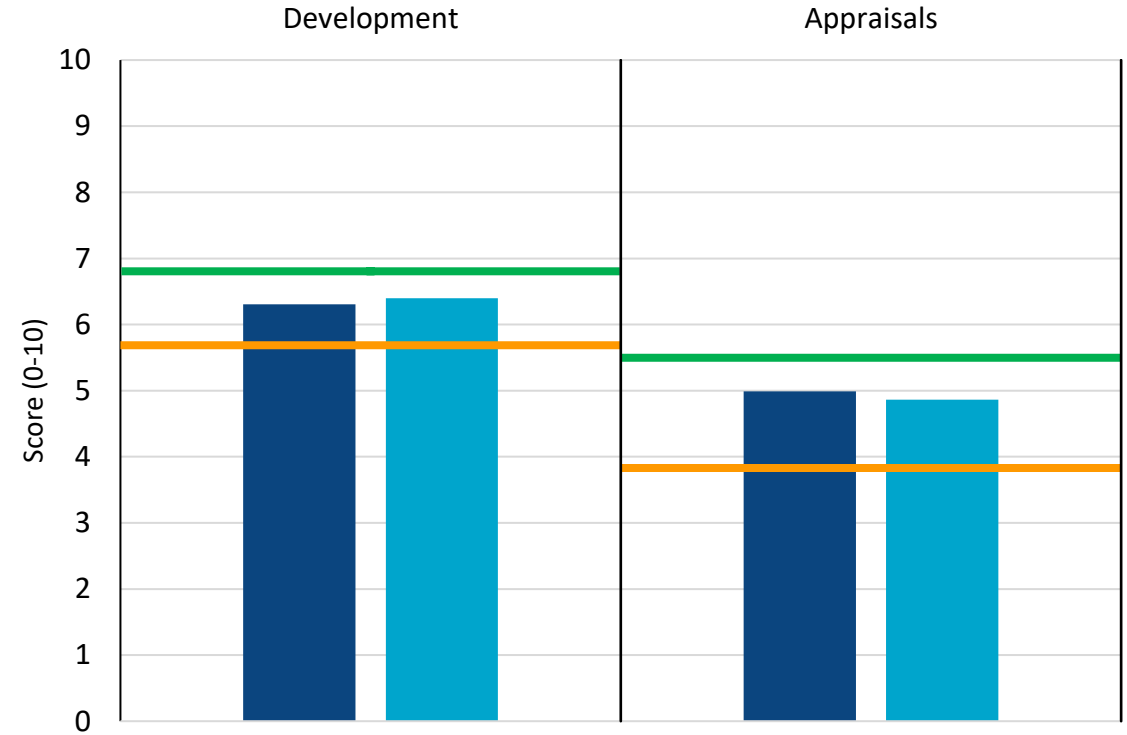
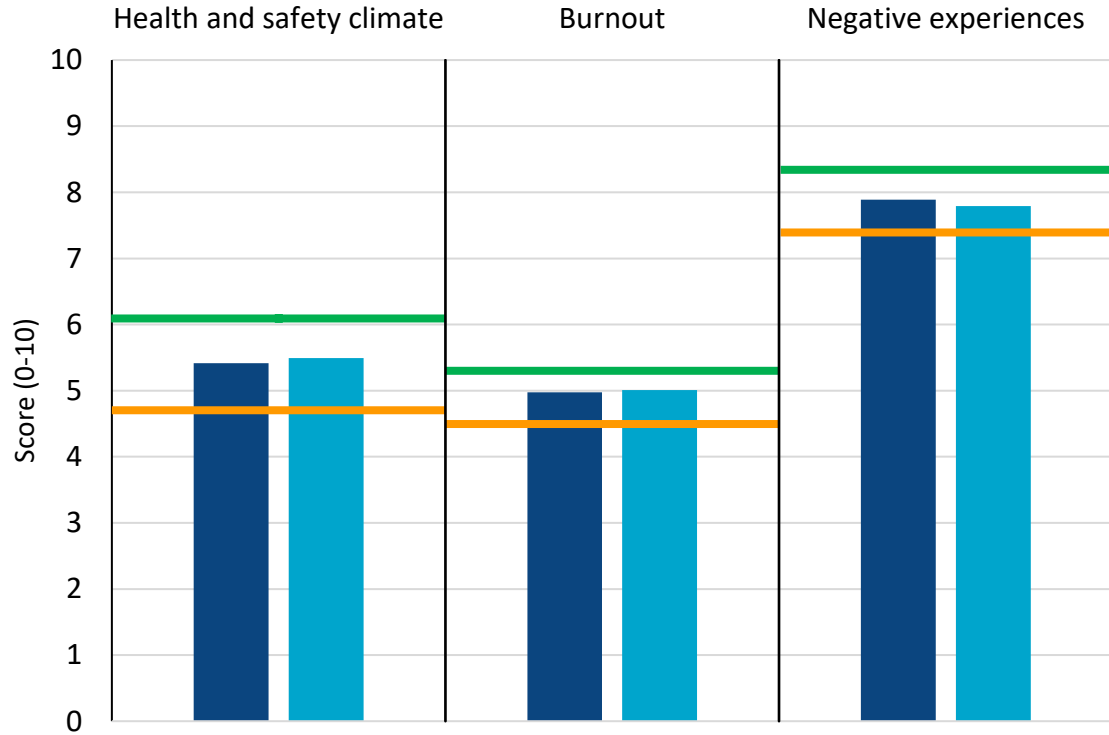
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



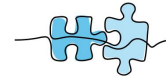
Your org	5.41	4.97	7.89
Best result	6.09	5.30	8.34
Average result	5.49	5.01	7.79
Worst result	4.70	4.50	7.39
Responses	2276	2273	2270

Your org	6.31	4.99
Best result	6.80	5.50
Average result	6.40	4.86
Worst result	5.69	3.83
Responses	2271	2203

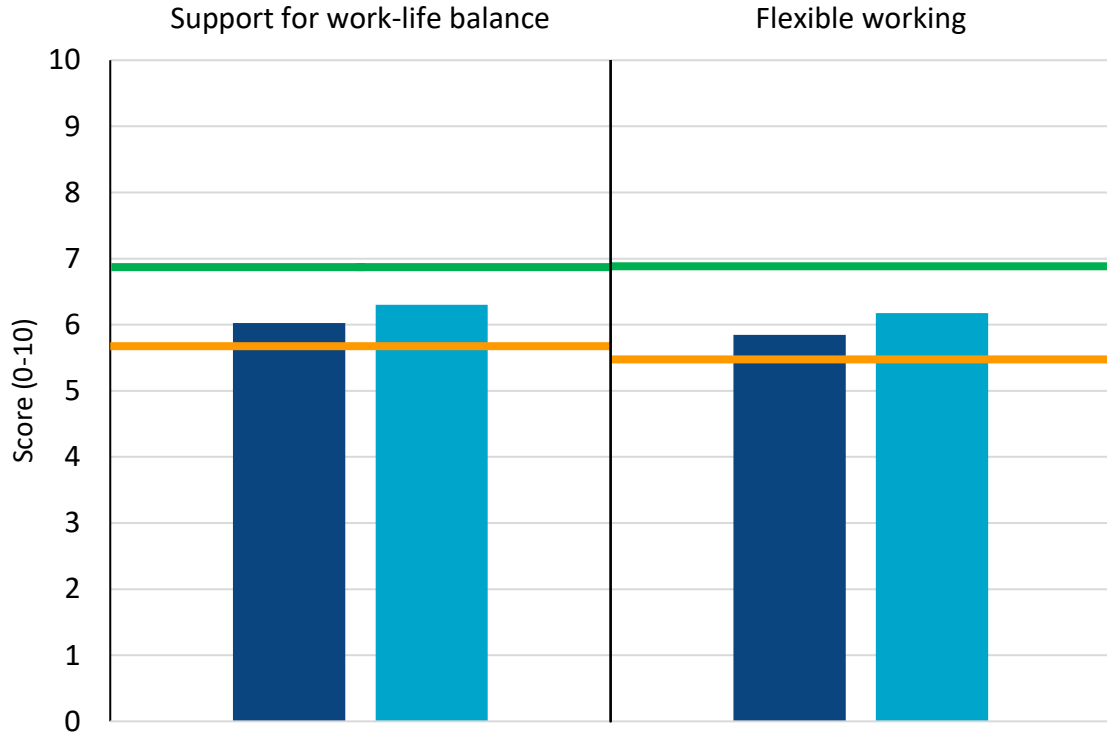
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



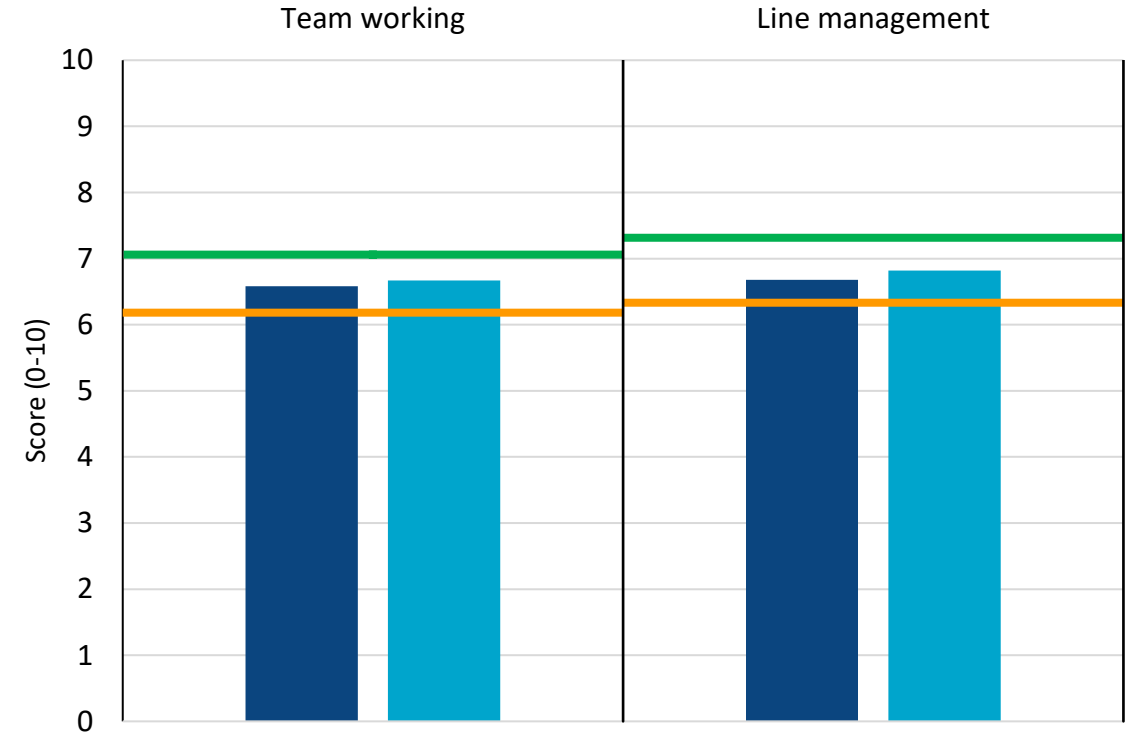
## Promise element 6: We work flexibly



## Promise element 7: We are a team



	Support for work-life balance	Flexible working
Your org	6.03	5.84
Best result	6.87	6.88
Average result	6.30	6.17
Worst result	5.67	5.47
Responses	2273	2263

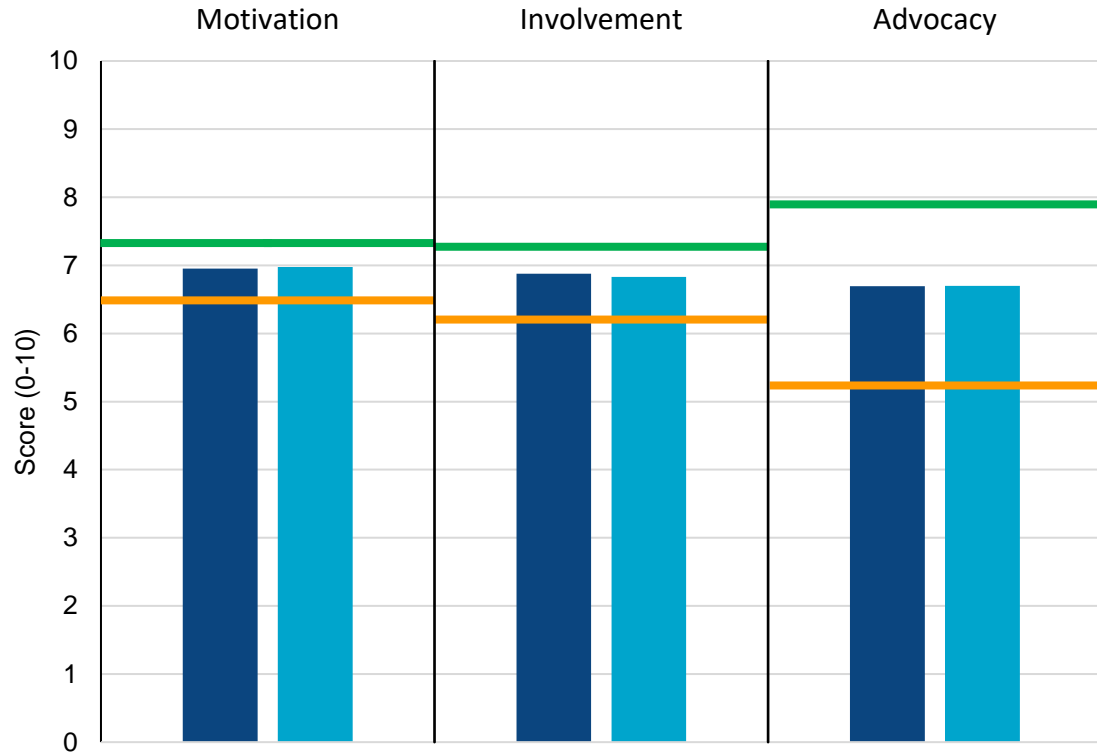


	Team working	Line management
Your org	6.58	6.68
Best result	7.06	7.31
Average result	6.67	6.82
Worst result	6.18	6.33
Responses	2276	2273

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



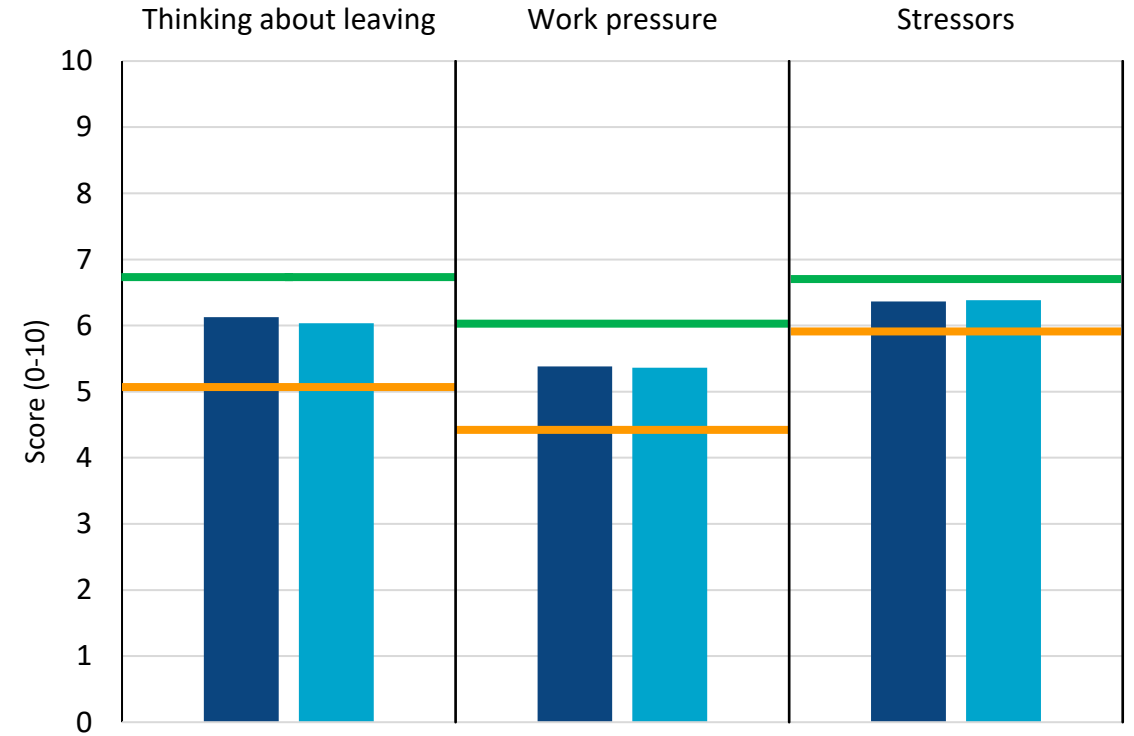
## Theme: Staff engagement



Your org	6.95	6.88	6.69
Best result	7.33	7.27	7.90
Average result	6.98	6.83	6.70
Worst result	6.49	6.20	5.24
Responses	2265	2277	2265



## Theme: Morale



Your org	6.13	5.38	6.37
Best result	6.73	6.03	6.70
Average result	6.04	5.36	6.38
Worst result	5.07	4.42	5.91
Responses	2270	2276	2273

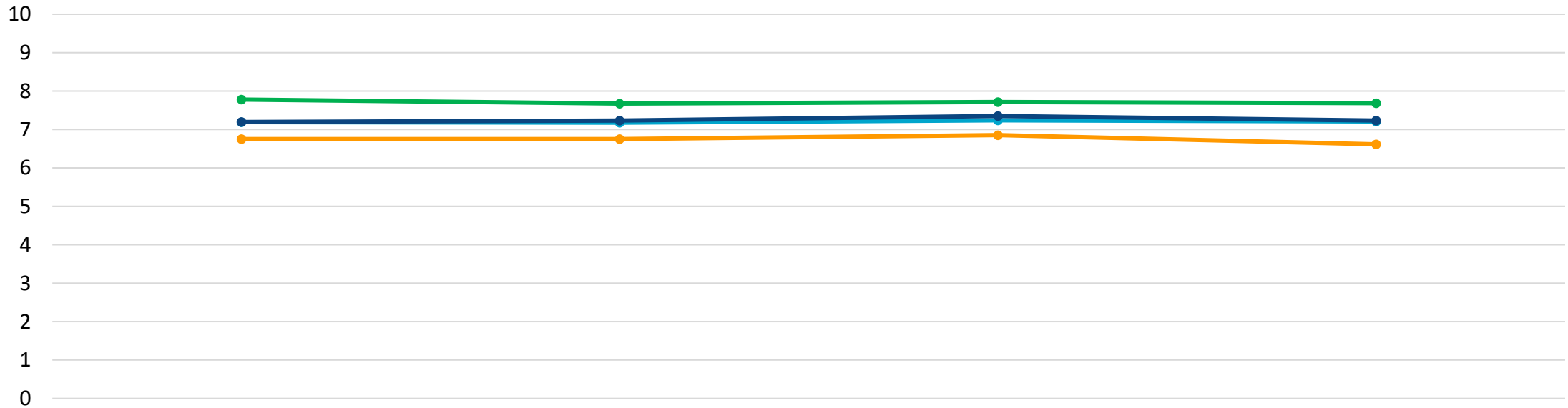


## People Promise elements, themes and sub-scores: Trends

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

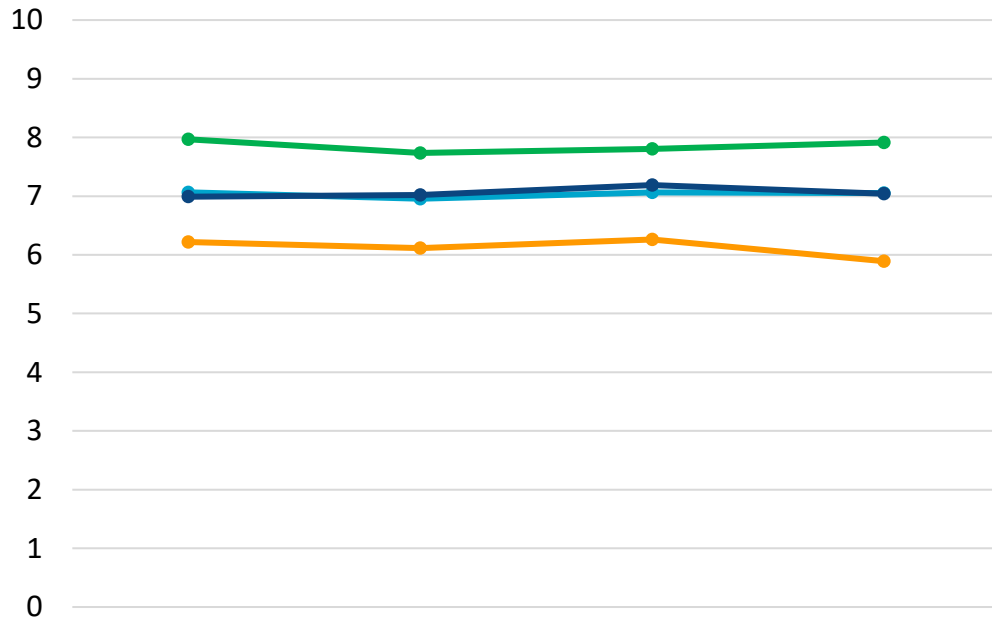


	2021	2022	2023	2024
Your org	7.19	7.23	7.35	7.24
Best result	7.78	7.67	7.72	7.69
Average result	7.19	7.18	7.24	7.21
Worst result	6.75	6.75	6.85	6.61
Responses	2683	2664	2719	2274

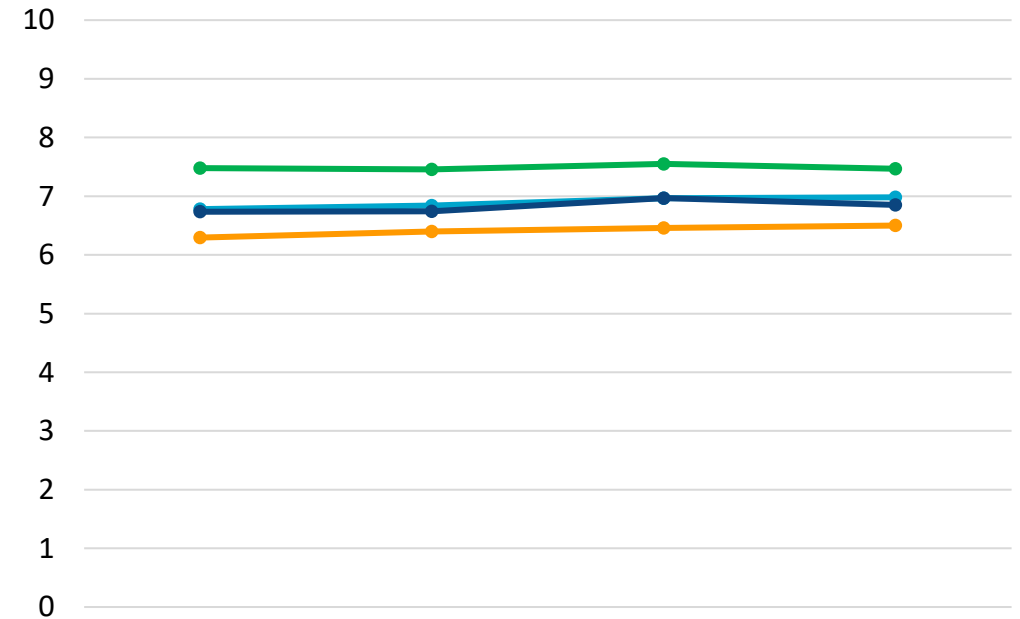
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



2021      2022      2023      2024

Your org	6.99	7.02	7.19	7.04
Best result	7.97	7.74	7.81	7.91
Average result	7.07	6.96	7.06	7.05
Worst result	6.22	6.12	6.26	5.89

Responses      2650      2656      2711      2265

2021      2022      2023      2024

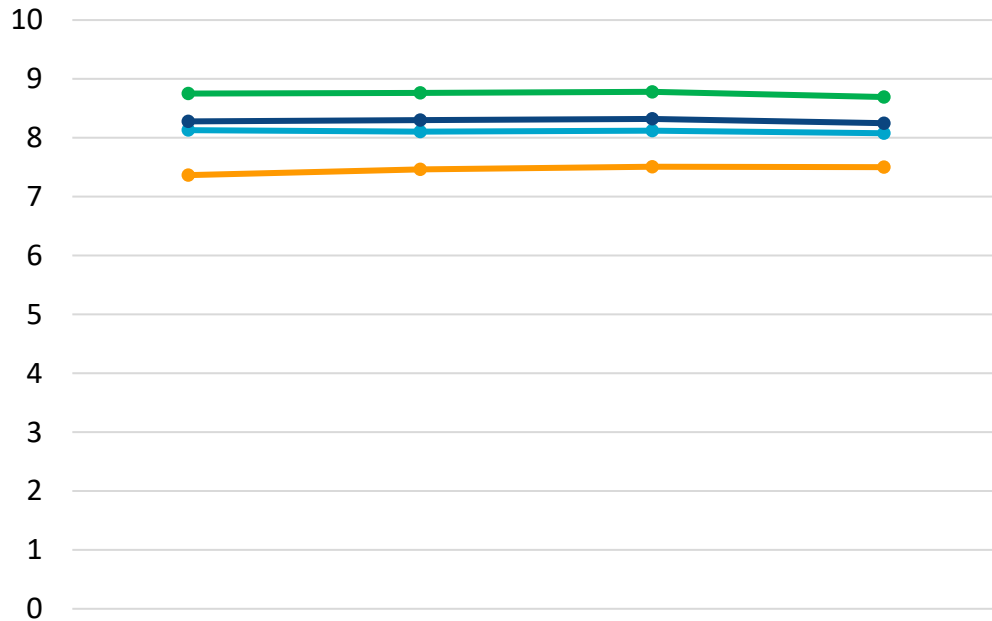
Your org	6.74	6.74	6.97	6.85
Best result	7.48	7.46	7.55	7.47
Average result	6.78	6.84	6.96	6.98
Worst result	6.30	6.40	6.46	6.50

Responses      2693      2663      2715      2272

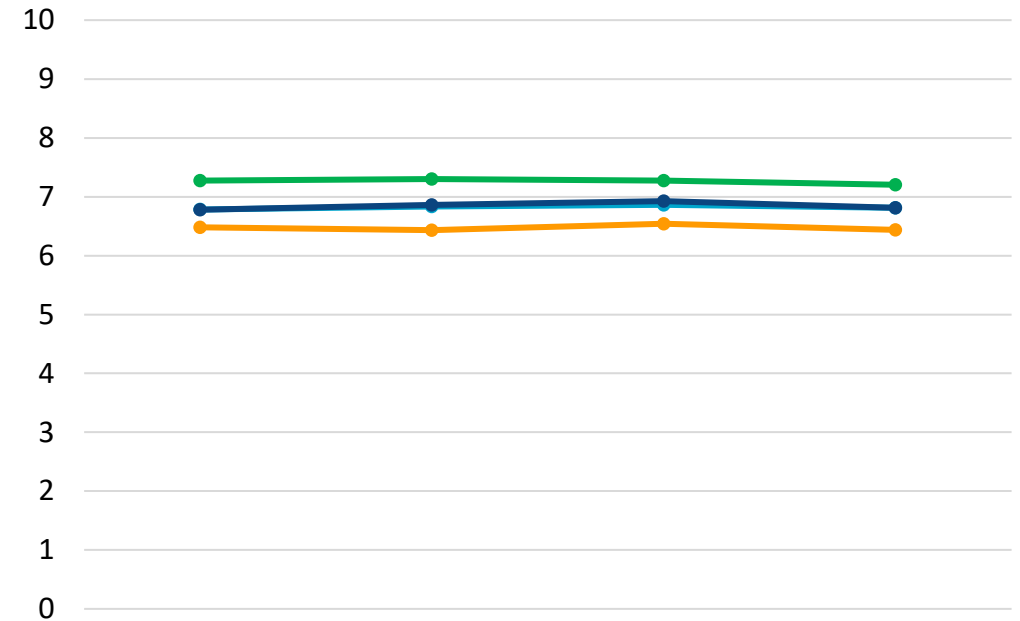
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

### Diversity and equality



### Inclusion



	2021	2022	2023	2024
Your org	8.28	8.30	8.32	8.25
Best result	8.75	8.76	8.78	8.69
Average result	8.13	8.10	8.12	8.08
Worst result	7.37	7.46	7.51	7.50
Responses	2679	2658	2715	2265

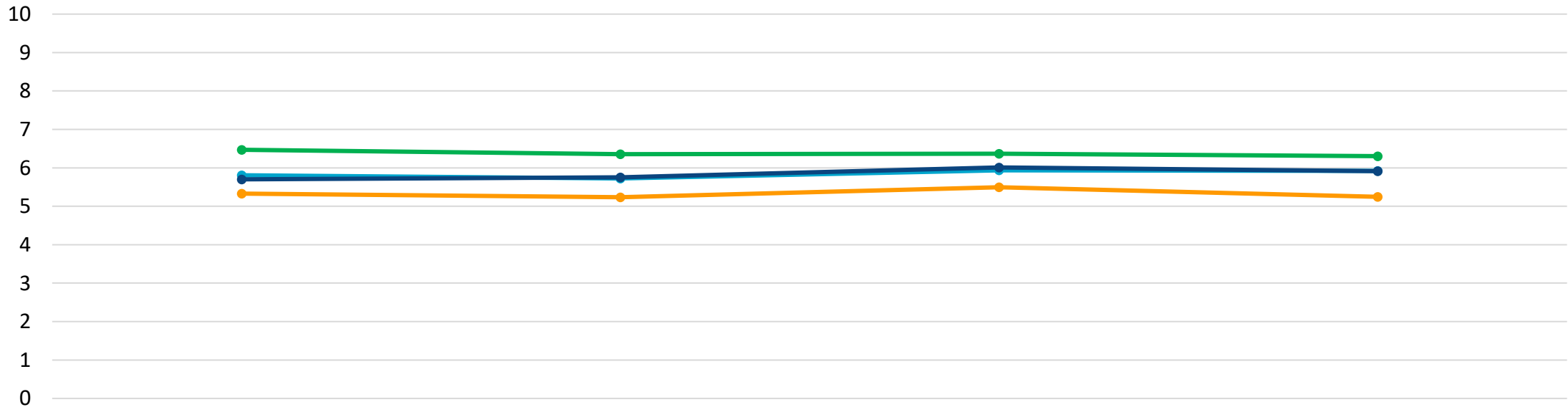
	2021	2022	2023	2024
Your org	6.78	6.86	6.93	6.81
Best result	7.28	7.30	7.27	7.20
Average result	6.78	6.84	6.86	6.81
Worst result	6.48	6.43	6.54	6.44
Responses	2700	2661	2710	2272

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



## Promise element 2: We are recognised and rewarded

We are recognised and rewarded



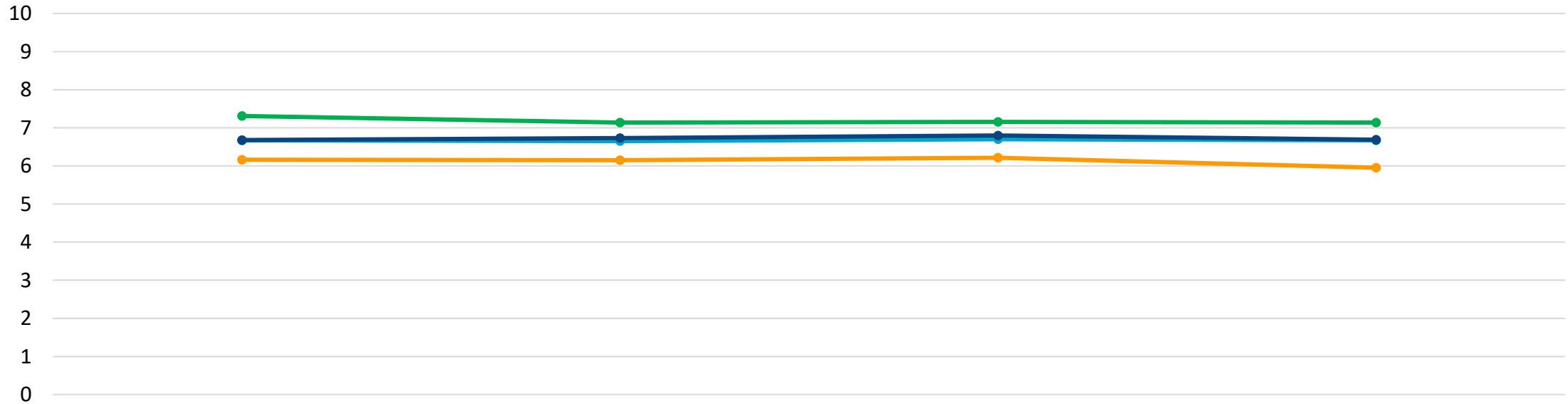
	2021	2022	2023	2024
Your org	5.70	5.75	6.01	5.92
Best result	6.47	6.36	6.37	6.30
Average result	5.81	5.72	5.94	5.92
Worst result	5.33	5.24	5.49	5.24
Responses	2745	2666	2717	2274

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



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

We each have a voice that counts



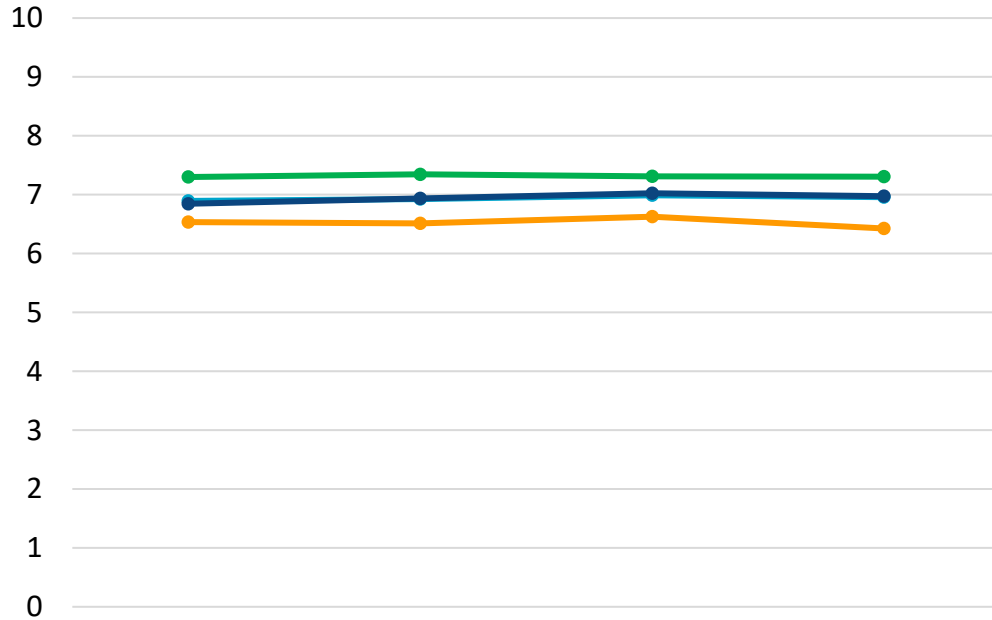
	2021	2022	2023	2024
Your org	6.68	6.73	6.80	6.69
Best result	7.31	7.14	7.16	7.14
Average result	6.67	6.65	6.70	6.67
Worst result	6.16	6.15	6.21	5.95
Responses	2642	2650	2706	2263

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

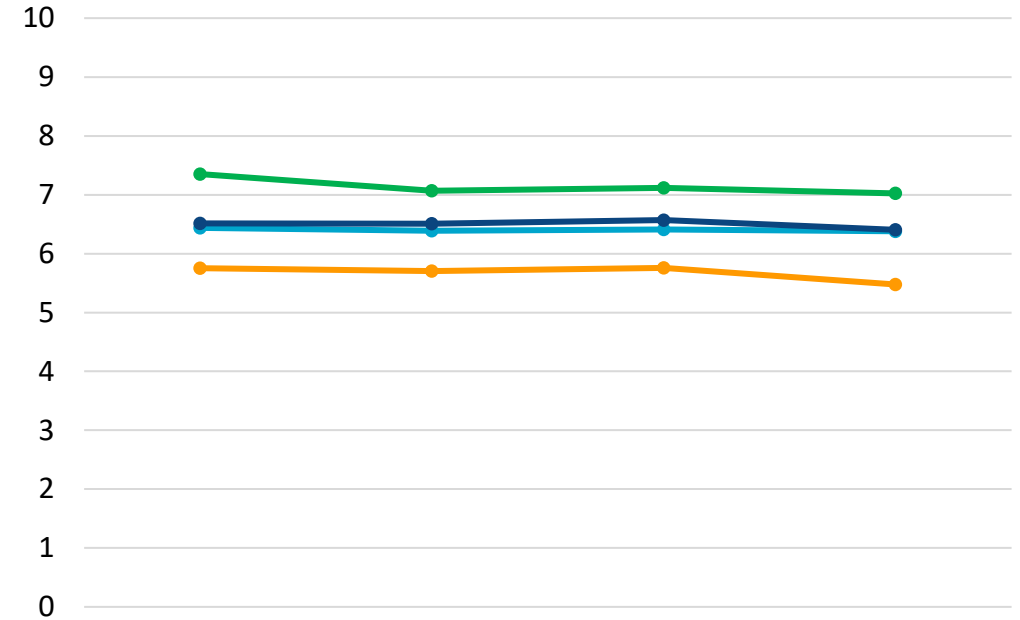


## Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023	2024
Your org	6.85	6.94	7.02	6.97
Best result	7.30	7.35	7.31	7.31
Average result	6.89	6.93	6.99	6.96
Worst result	6.53	6.51	6.63	6.43
Responses	2752	2666	2717	2277

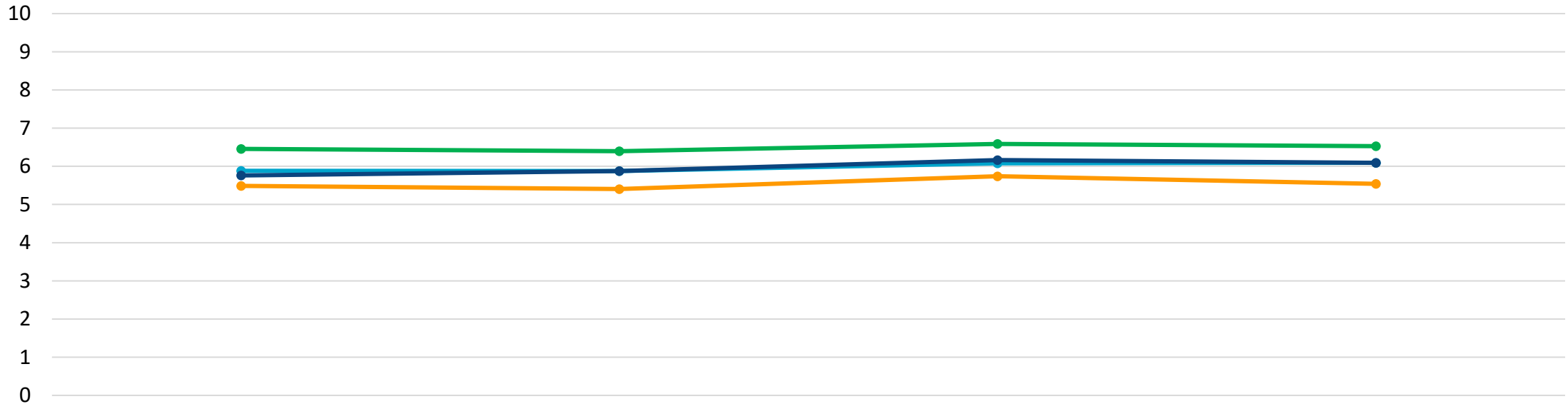
	2021	2022	2023	2024
Your org	6.51	6.51	6.57	6.40
Best result	7.35	7.07	7.12	7.02
Average result	6.44	6.39	6.41	6.38
Worst result	5.75	5.70	5.76	5.48
Responses	2645	2651	2710	2263

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



## Promise element 4: We are safe and healthy

### We are safe and healthy



	2021	2022	2023	2024
Your org	5.76	5.88	6.16	6.09
Best result	6.46	6.40	6.59	6.53
Average result	5.88	5.88	6.08	6.09
Worst result	5.49	5.41	5.74	5.54
Responses	2670	2655	2503	2265

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.

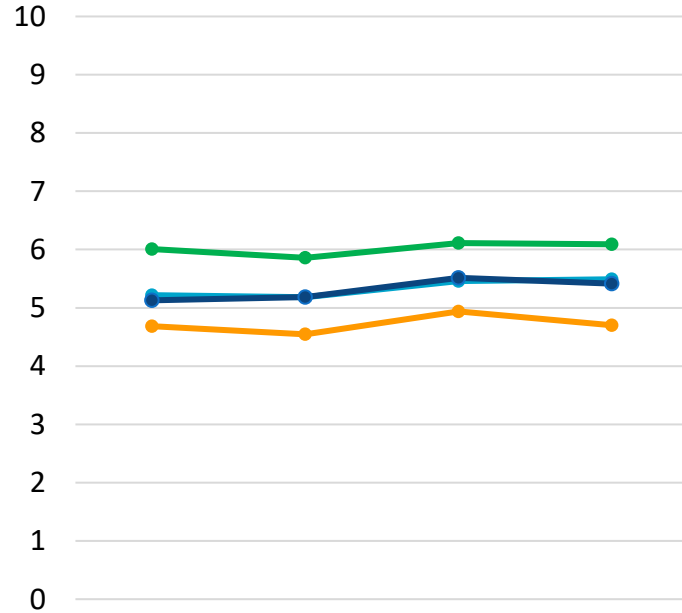


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



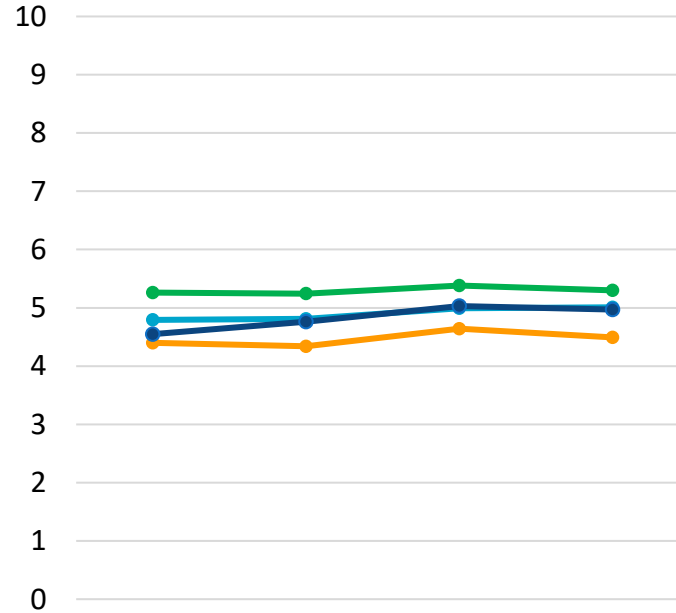
## Promise element 4: We are safe and healthy

Health and safety climate



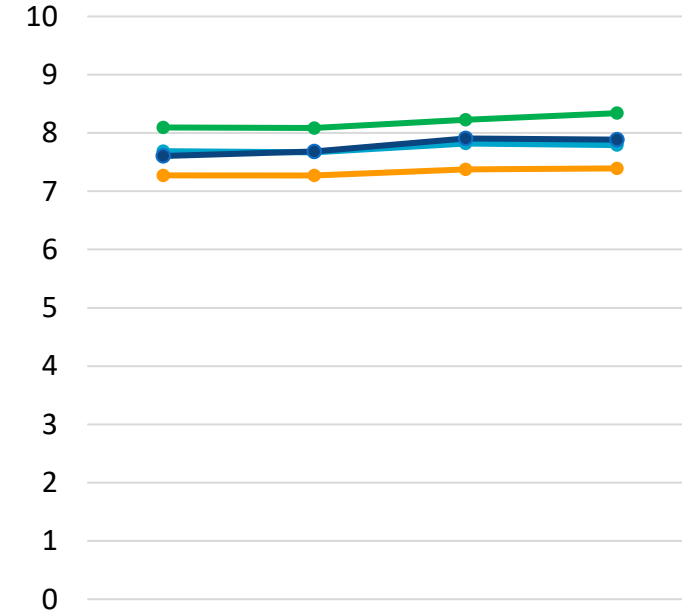
	2021	2022	2023	2024
<b>Your org</b>	5.13	5.18	5.52	5.41
<b>Best result</b>	6.01	5.86	6.11	6.09
<b>Average result</b>	5.21	5.18	5.46	5.49
<b>Worst result</b>	4.68	4.55	4.94	4.70
Responses	2752	2667	2520	2276

Burnout



	2021	2022	2023	2024
<b>Your org</b>	4.55	4.76	5.03	4.97
<b>Best result</b>	5.26	5.24	5.38	5.30
<b>Average result</b>	4.79	4.81	4.99	5.01
<b>Worst result</b>	4.40	4.34	4.64	4.50
Responses	2683	2660	2720	2273

Negative experiences



	2021	2022	2023	2024
<b>Your org</b>	7.61	7.68	7.91	7.89
<b>Best result</b>	8.10	8.09	8.23	8.34
<b>Average result</b>	7.69	7.67	7.82	7.79
<b>Worst result</b>	7.27	7.27	7.38	7.39
Responses	2677	2661	2506	2270

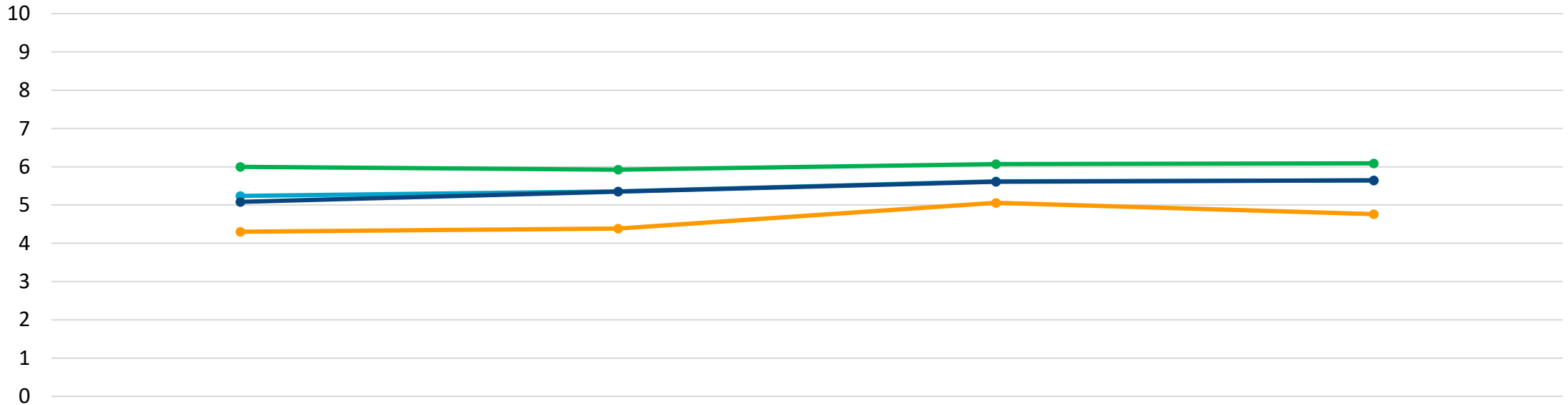
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



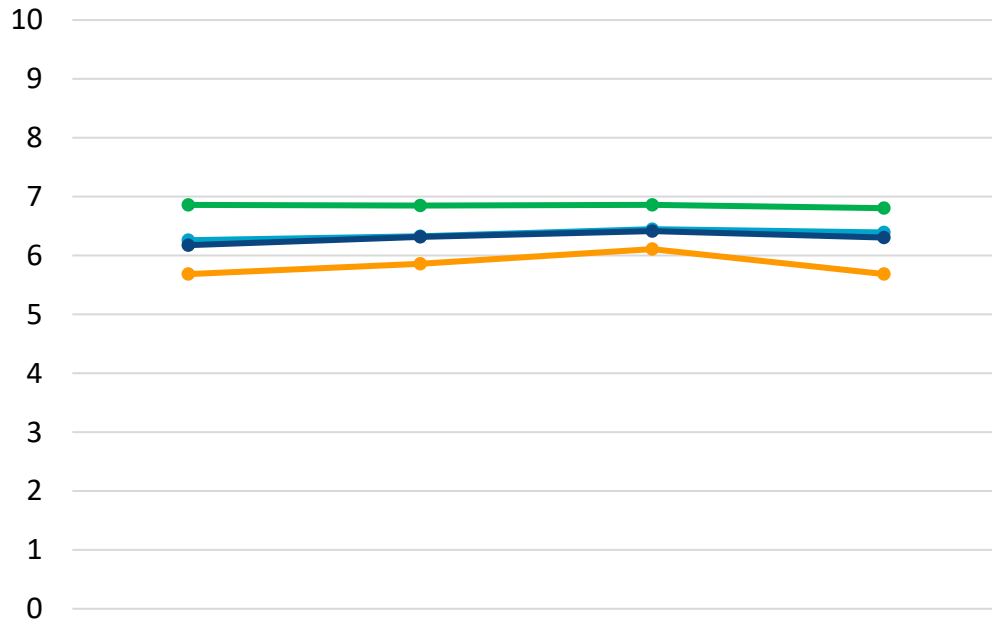
	2021	2022	2023	2024
Your org	5.08	5.35	5.61	5.64
Best result	6.00	5.92	6.07	6.09
Average result	5.24	5.35	5.62	5.64
Worst result	4.30	4.39	5.06	4.76
Responses	2566	2570	2571	2202

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

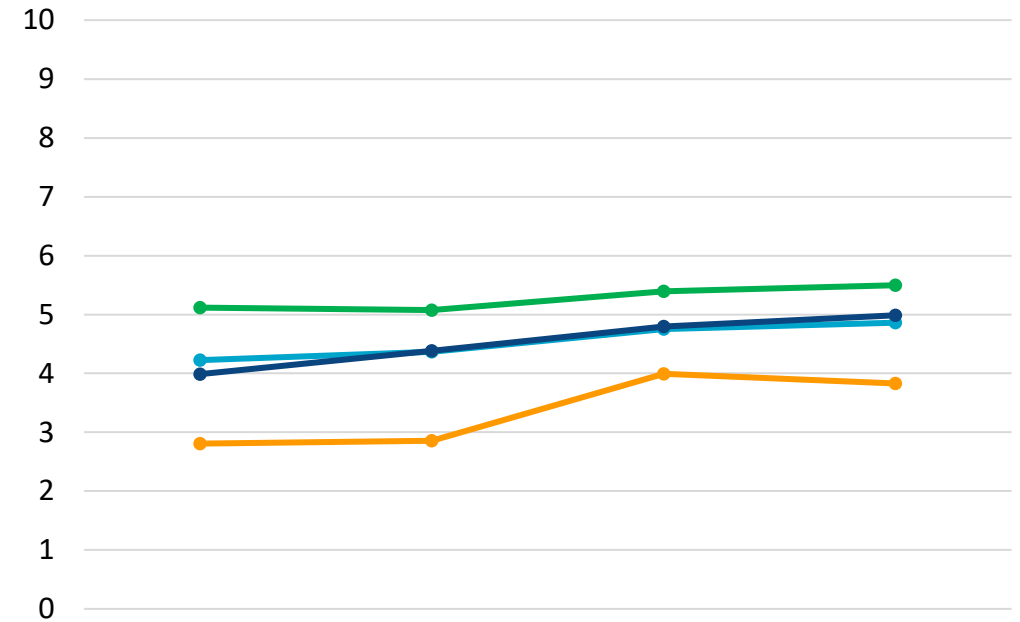


## Promise element 5: We are always learning

Development



Appraisals



2021 2022 2023 2024

	2021	2022	2023	2024
Your org	6.18	6.32	6.42	6.31
Best result	6.86	6.85	6.86	6.80
Average result	6.26	6.33	6.45	6.40
Worst result	5.68	5.86	6.11	5.69

Responses 2669 2658 2715 2271

2021 2022 2023 2024

	2021	2022	2023	2024
Your org	3.99	4.38	4.80	4.99
Best result	5.12	5.08	5.40	5.50
Average result	4.23	4.37	4.75	4.86
Worst result	2.81	2.85	3.99	3.83

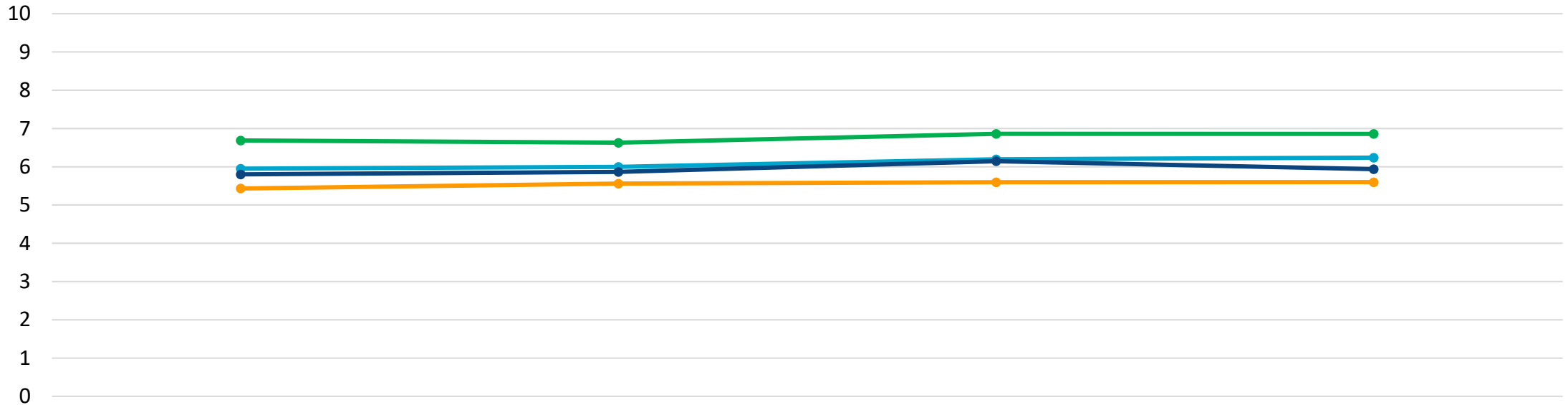
Responses 2572 2577 2571 2203

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



## Promise element 6: We work flexibly

We work flexibly



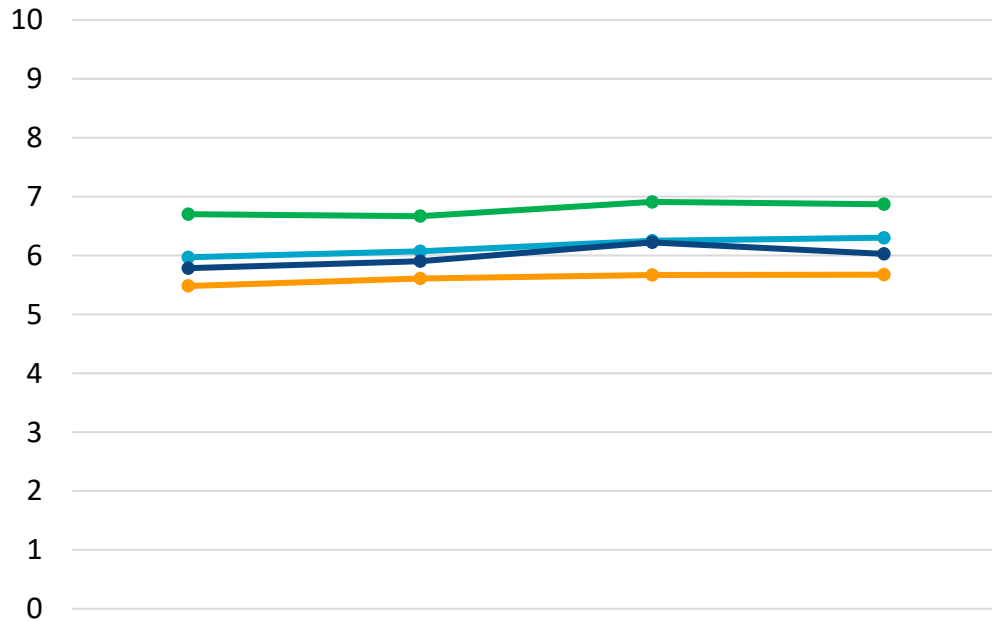
	2021	2022	2023	2024
Your org	5.80	5.87	6.14	5.94
Best result	6.69	6.63	6.86	6.86
Average result	5.95	6.00	6.20	6.24
Worst result	5.43	5.56	5.60	5.60
Responses	2733	2656	2702	2260

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

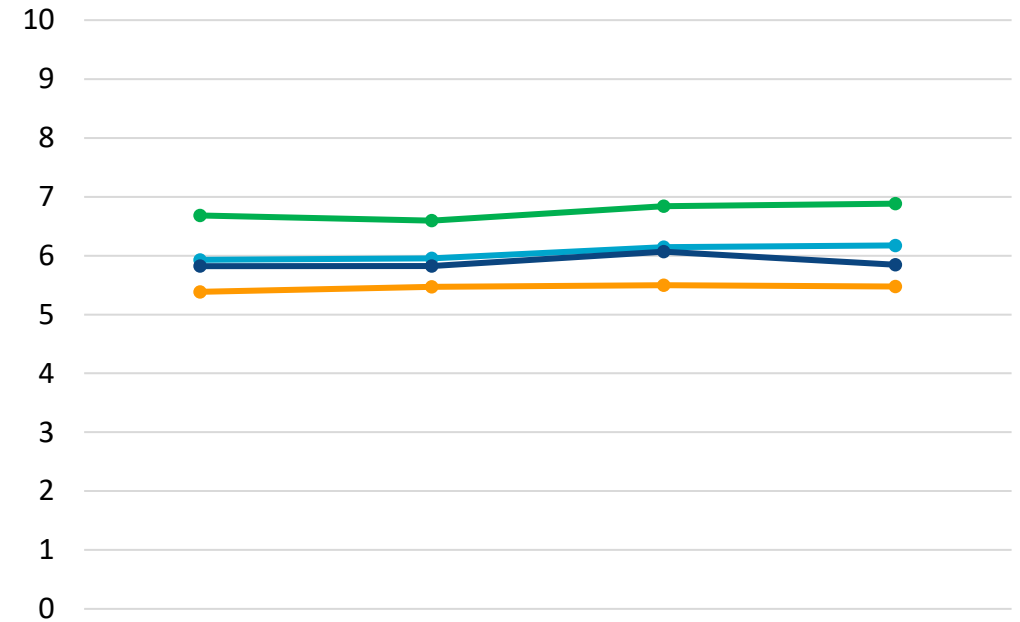


## Promise element 6: We work flexibly

Support for work-life balance



Flexible working



2021 2022 2023 2024

	2021	2022	2023	2024
Your org	5.79	5.91	6.22	6.03
Best result	6.70	6.67	6.91	6.87
Average result	5.97	6.07	6.25	6.30
Worst result	5.48	5.61	5.67	5.67

Responses 2738 2662 2717 2273

2021 2022 2023 2024

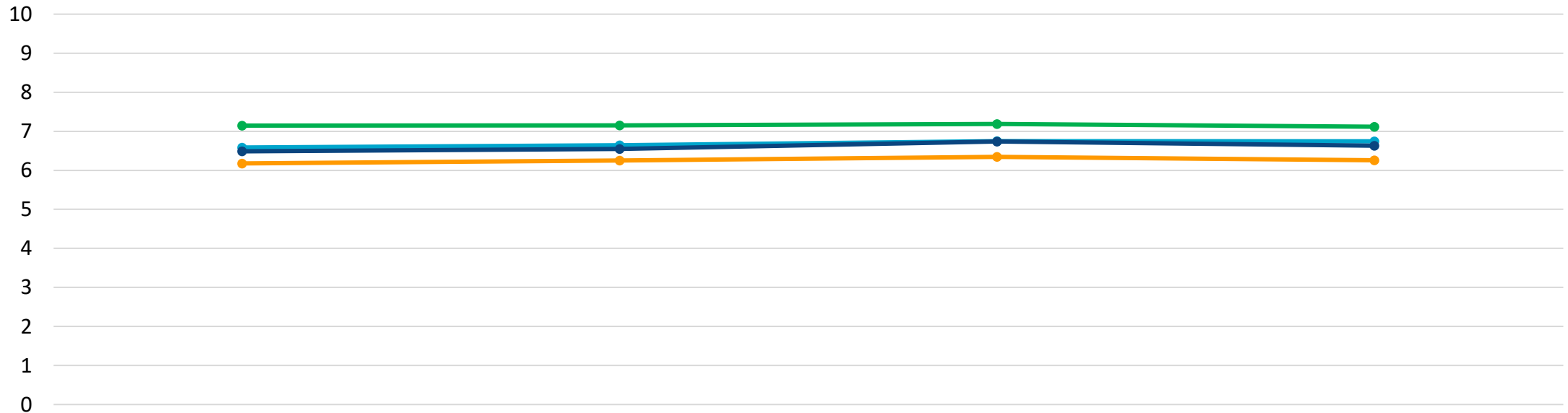
	2021	2022	2023	2024
Your org	5.82	5.82	6.07	5.84
Best result	6.68	6.59	6.84	6.88
Average result	5.93	5.95	6.15	6.17
Worst result	5.39	5.47	5.50	5.47

Responses 2743 2661 2704 2263

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

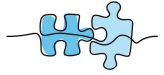
 **Promise element 7: We are a team**

We are a team



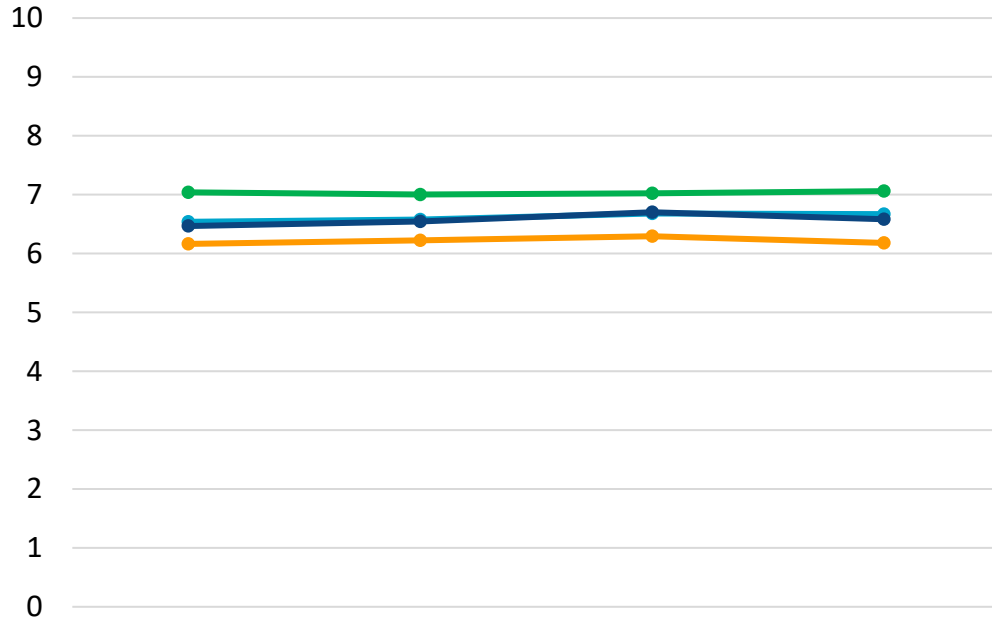
	2021	2022	2023	2024
Your org	6.49	6.55	6.74	6.63
Best result	7.15	7.15	7.19	7.12
Average result	6.58	6.64	6.75	6.74
Worst result	6.18	6.25	6.34	6.26
Responses	2694	2663	2713	2273

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

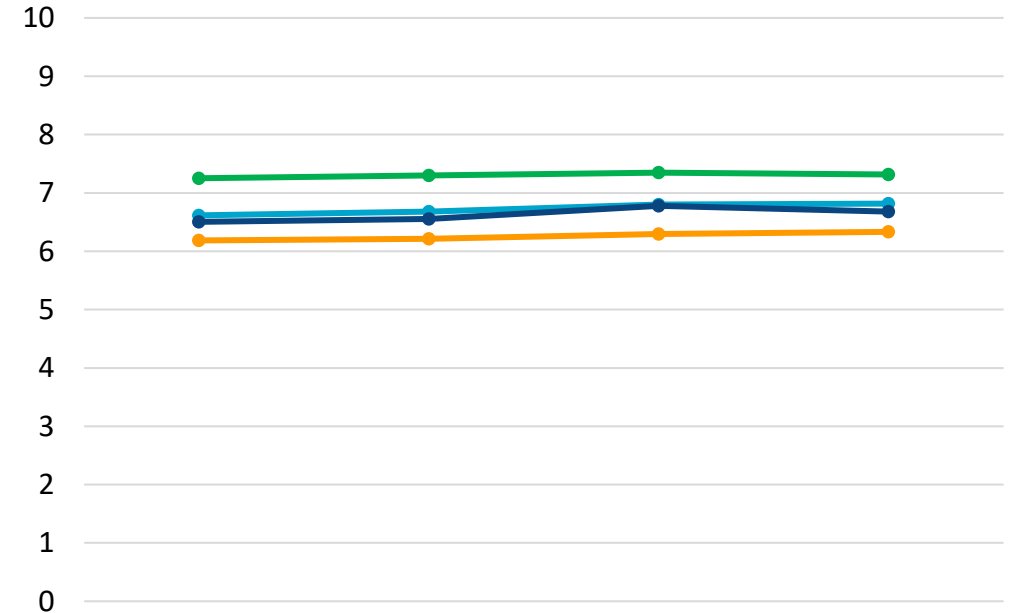


## Promise element 7: We are a team

Team working



Line management



	2021	2022	2023	2024
Your org	6.47	6.54	6.70	6.58
Best result	7.04	7.00	7.02	7.06
Average result	6.54	6.58	6.68	6.67
Worst result	6.16	6.22	6.29	6.18
Responses	2716	2664	2715	2276

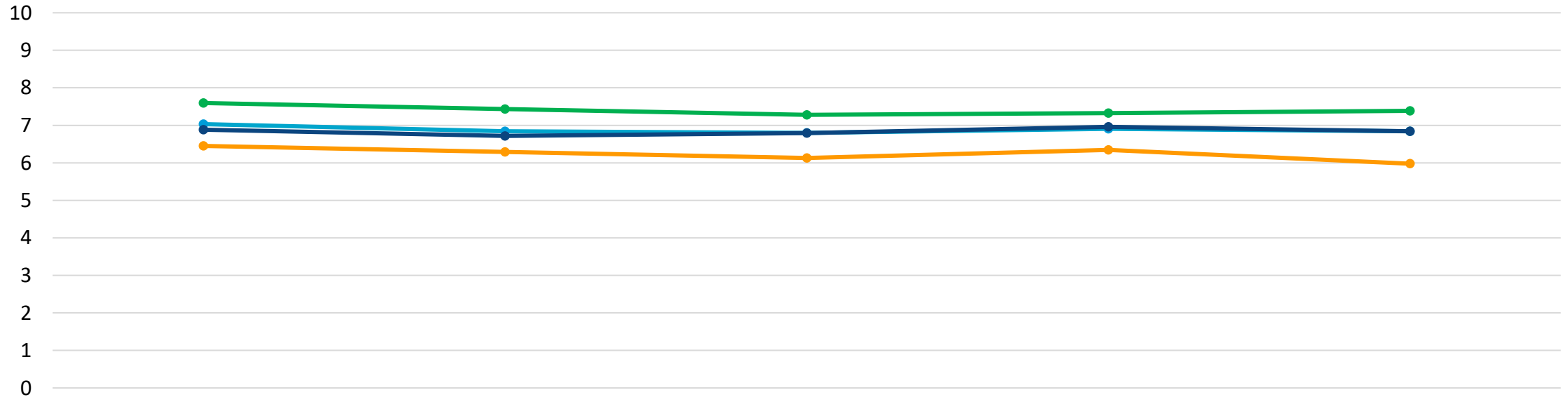
	2021	2022	2023	2024
Your org	6.50	6.55	6.78	6.68
Best result	7.25	7.30	7.35	7.31
Average result	6.62	6.68	6.80	6.82
Worst result	6.19	6.21	6.30	6.33
Responses	2694	2666	2717	2273

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



## Theme: Staff Engagement

Staff Engagement



	2020	2021	2022	2023	2024
Your org	6.88	6.72	6.80	6.96	6.84
Best result	7.60	7.44	7.28	7.32	7.39
Average result	7.03	6.84	6.80	6.91	6.84
Worst result	6.45	6.29	6.13	6.34	5.98
Responses	2748	2755	2667	2718	2277





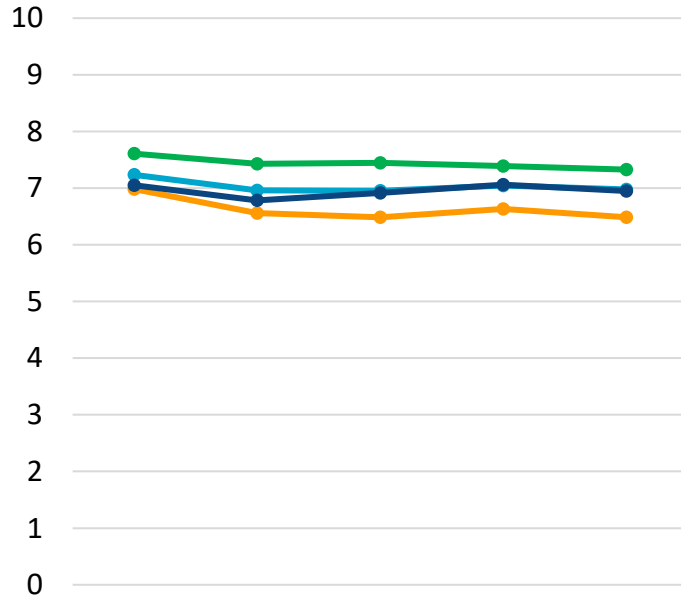
# People Promise elements, themes and sub-scores: Sub-score trends

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

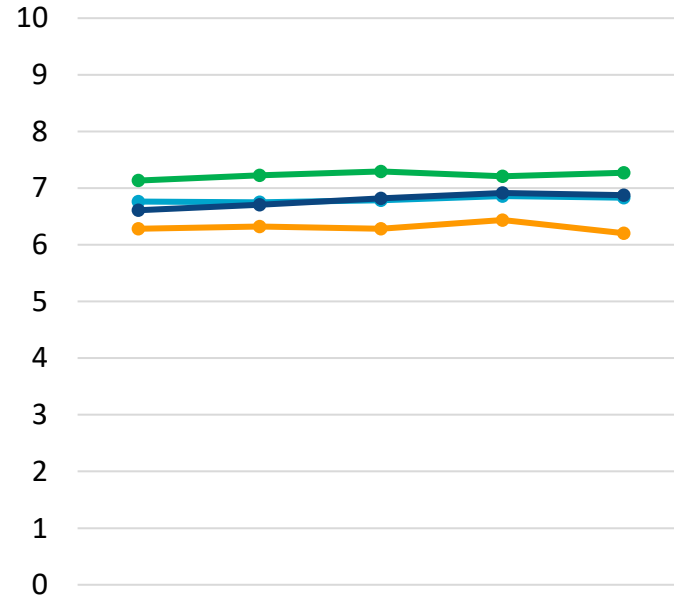
### Motivation



2020 2021 2022 2023 2024

Your org	7.05	6.78	6.92	7.06	6.95
Best result	7.61	7.43	7.45	7.39	7.33
Average result	7.24	6.96	6.95	7.05	6.98
Worst result	6.98	6.56	6.49	6.63	6.49
Responses	2776	2785	2652	2701	2265

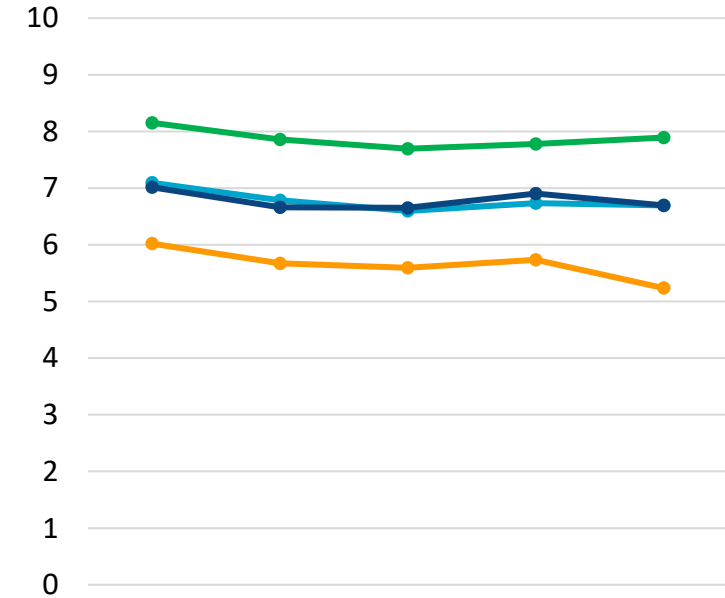
### Involvement



2020 2021 2022 2023 2024

Your org	6.61	6.71	6.82	6.91	6.88
Best result	7.13	7.23	7.29	7.21	7.27
Average result	6.76	6.75	6.78	6.86	6.83
Worst result	6.28	6.32	6.28	6.44	6.20
Responses	2749	2752	2666	2717	2277

### Advocacy



2020 2021 2022 2023 2024

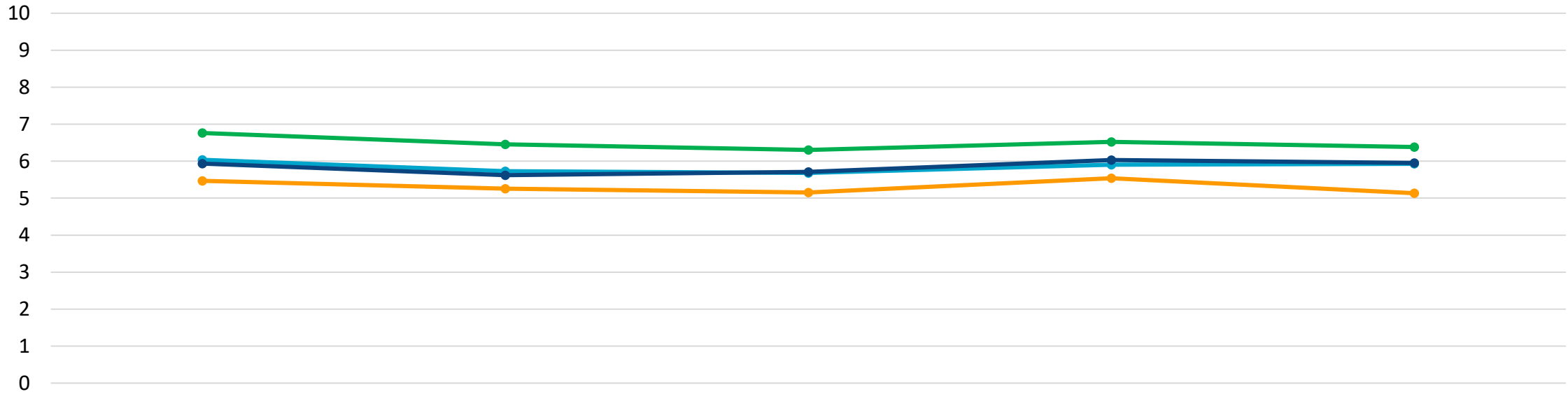
Your org	7.02	6.66	6.65	6.91	6.69
Best result	8.15	7.86	7.70	7.78	7.90
Average result	7.09	6.78	6.60	6.74	6.70
Worst result	6.02	5.68	5.60	5.73	5.24
Responses	2659	2650	2656	2711	2265

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



## Theme: Morale

Morale



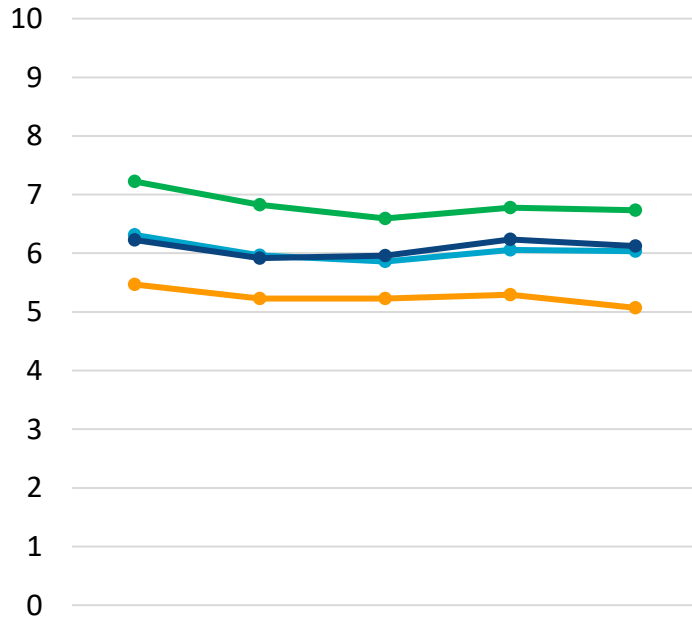
	2020	2021	2022	2023	2024
Your org	5.94	5.62	5.71	6.03	5.96
Best result	6.76	6.45	6.30	6.52	6.38
Average result	6.04	5.73	5.68	5.90	5.93
Worst result	5.47	5.26	5.16	5.54	5.13
Responses	2732	2741	2666	2720	2276

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



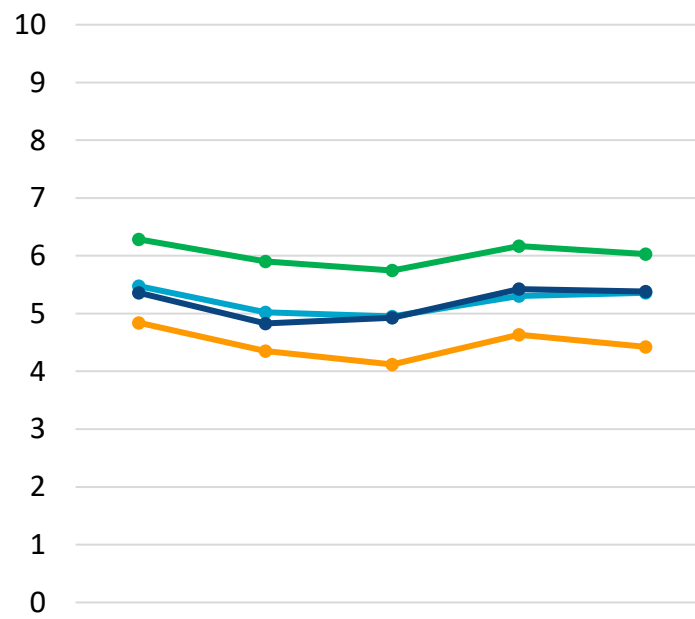
## Theme: Morale

Thinking about leaving



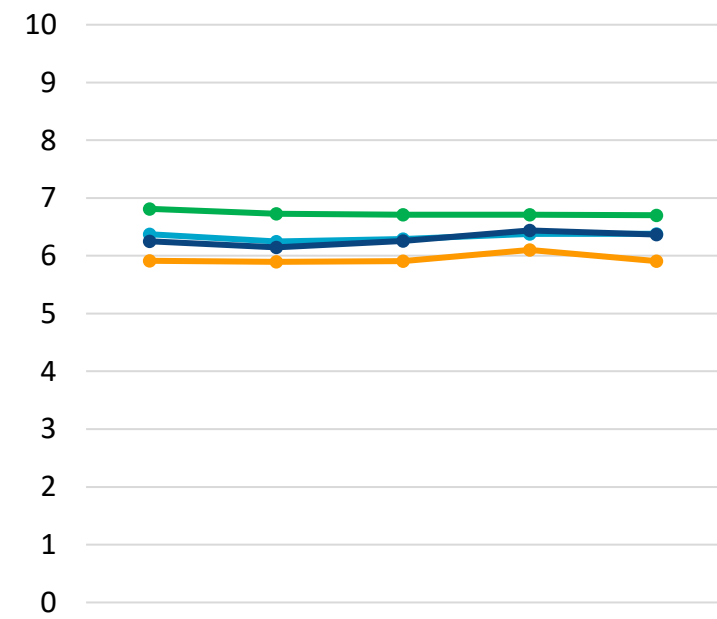
	2020	2021	2022	2023	2024
Your org	6.22	5.92	5.96	6.24	6.13
Best result	7.22	6.83	6.59	6.78	6.73
Average result	6.31	5.97	5.86	6.06	6.04
Worst result	5.47	5.23	5.23	5.29	5.07
Responses	2651	2623	2644	2707	2270

Work pressure



	2020	2021	2022	2023	2024
Your org	5.36	4.83	4.93	5.42	5.38
Best result	6.28	5.90	5.75	6.17	6.03
Average result	5.48	5.02	4.95	5.30	5.36
Worst result	4.84	4.35	4.12	4.63	4.42
Responses	2747	2751	2667	2718	2276

Stressors



	2020	2021	2022	2023	2024
Your org	6.25	6.15	6.26	6.44	6.37
Best result	6.81	6.73	6.71	6.71	6.70
Average result	6.37	6.25	6.29	6.38	6.38
Worst result	5.91	5.90	5.91	6.10	5.91
Responses	2732	2732	2664	2715	2273

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

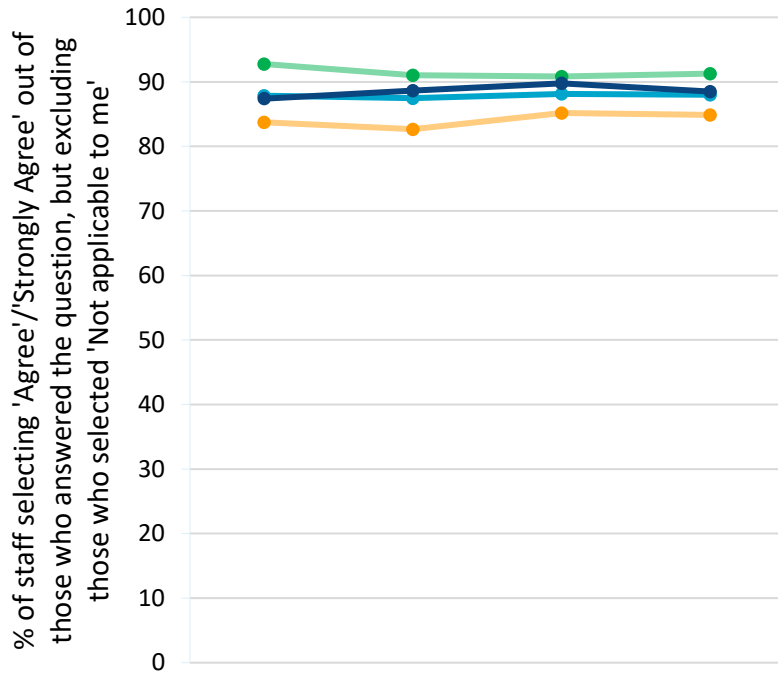
Diversity and equality – Q15, Q16a, Q16b, Q21

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.

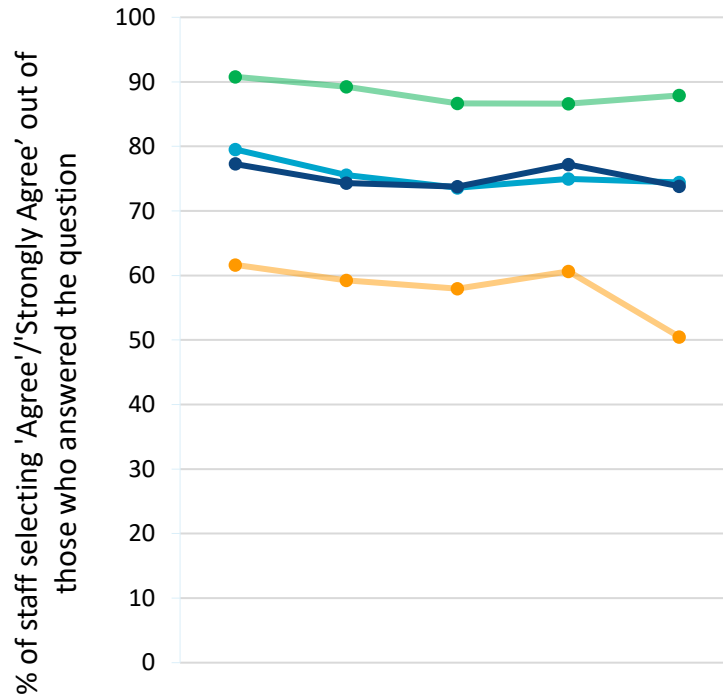


Q6a I feel that my role makes a difference to patients / service users.



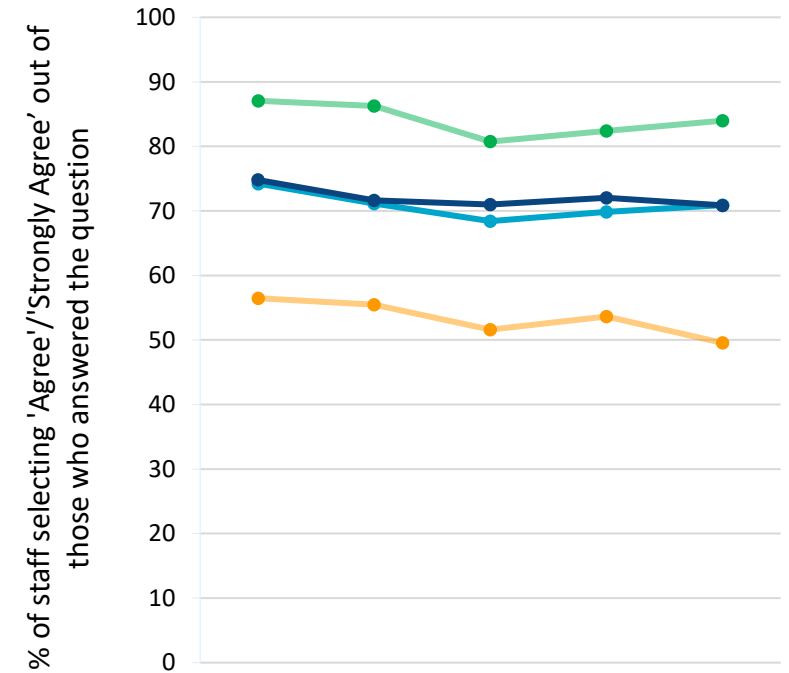
	2021	2022	2023	2024
<b>Your org</b>	87.39%	88.64%	89.77%	88.48%
<b>Best result</b>	92.76%	91.05%	90.84%	91.30%
<b>Average result</b>	87.85%	87.48%	88.13%	88.00%
<b>Worst result</b>	83.73%	82.67%	85.17%	84.88%
Responses	2665	2588	2649	2214

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



	2020	2021	2022	2023	2024
<b>Your org</b>	77.25%	74.31%	73.76%	77.20%	73.84%
<b>Best result</b>	90.78%	89.26%	86.67%	86.62%	87.89%
<b>Average result</b>	79.52%	75.57%	73.60%	74.95%	74.42%
<b>Worst result</b>	61.64%	59.23%	57.97%	60.62%	50.48%
Responses	2657	2647	2656	2707	2266

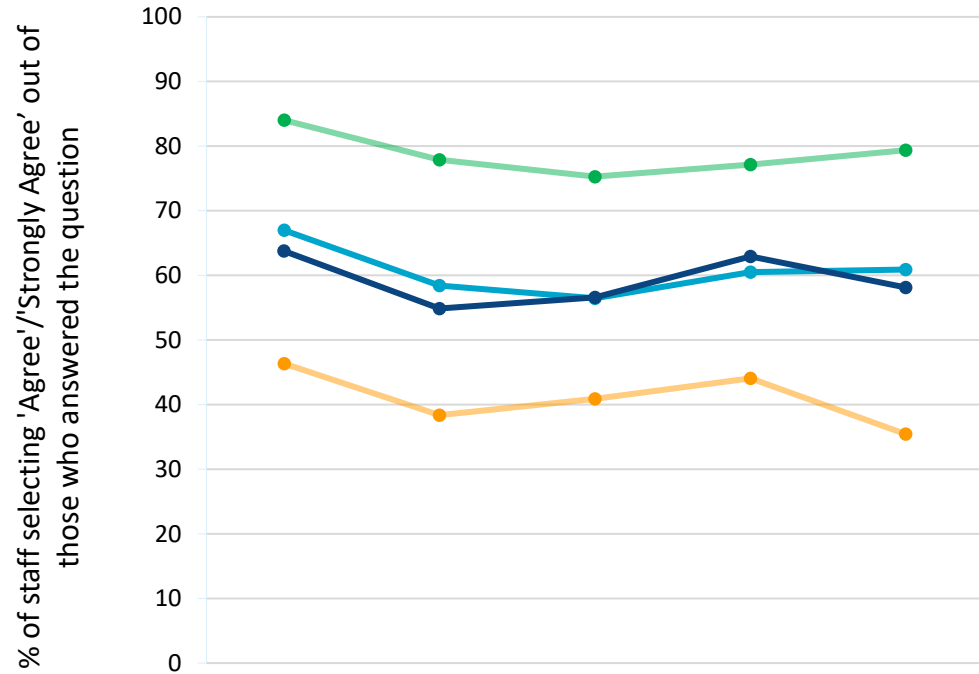
Q25b My organisation acts on concerns raised by patients / service users.



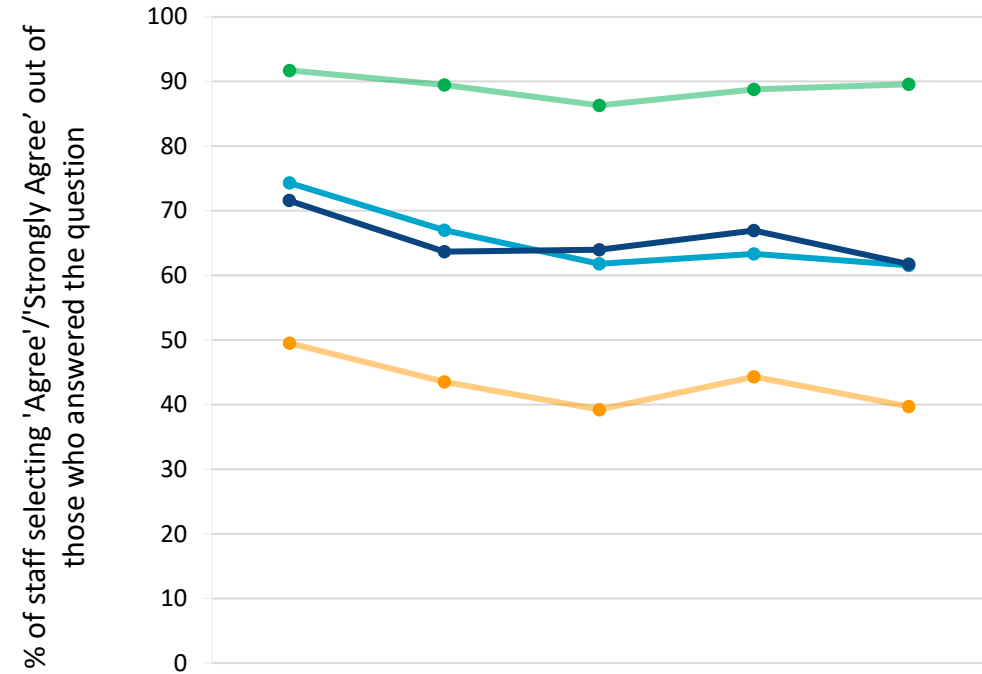
	2020	2021	2022	2023	2024
<b>Your org</b>	74.79%	71.62%	70.98%	72.06%	70.87%
<b>Best result</b>	87.06%	86.29%	80.75%	82.38%	84.00%
<b>Average result</b>	74.23%	71.15%	68.42%	69.86%	70.89%
<b>Worst result</b>	56.47%	55.47%	51.58%	53.65%	49.55%
Responses	2652	2645	2651	2702	2262



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



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

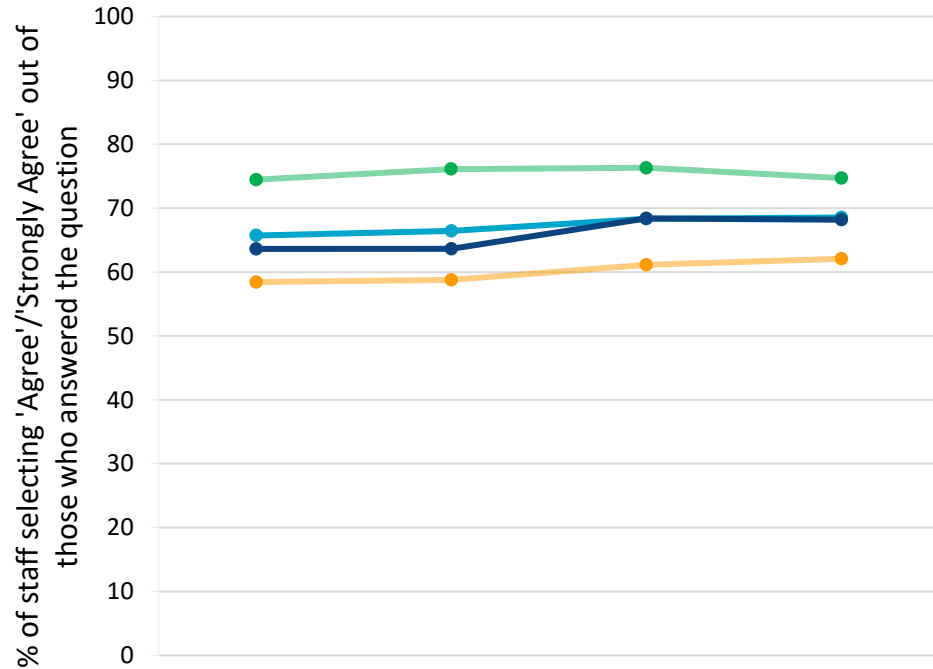


	2020	2021	2022	2023	2024
Your org	63.75%	54.87%	56.58%	62.94%	58.14%
Best result	84.01%	77.87%	75.29%	77.14%	79.38%
Average result	66.98%	58.40%	56.46%	60.53%	60.90%
Worst result	46.35%	38.38%	40.89%	44.05%	35.43%
Responses	2657	2646	2654	2709	2263

	2020	2021	2022	2023	2024
Your org	71.55%	63.69%	63.99%	66.95%	61.74%
Best result	91.73%	89.48%	86.30%	88.79%	89.59%
Average result	74.30%	67.01%	61.79%	63.34%	61.54%
Worst result	49.51%	43.50%	39.23%	44.30%	39.72%
Responses	2651	2647	2654	2706	2263

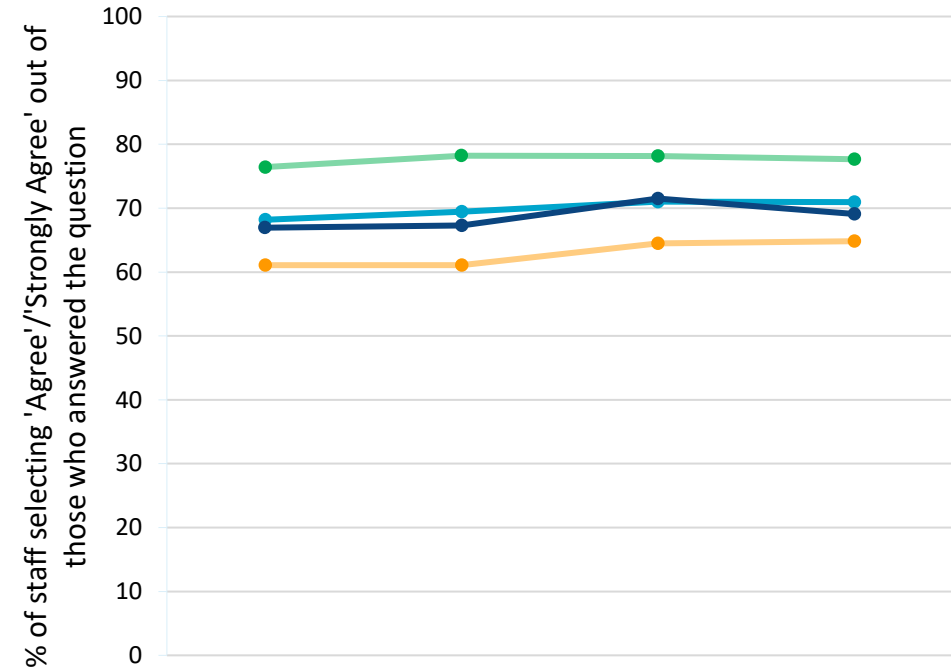


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	63.62%	63.65%	68.39%	68.18%
Best result	74.46%	76.11%	76.33%	74.72%
Average result	65.72%	66.44%	68.34%	68.53%
Worst result	58.44%	58.76%	61.14%	62.08%
Responses	2694	2662	2715	2266

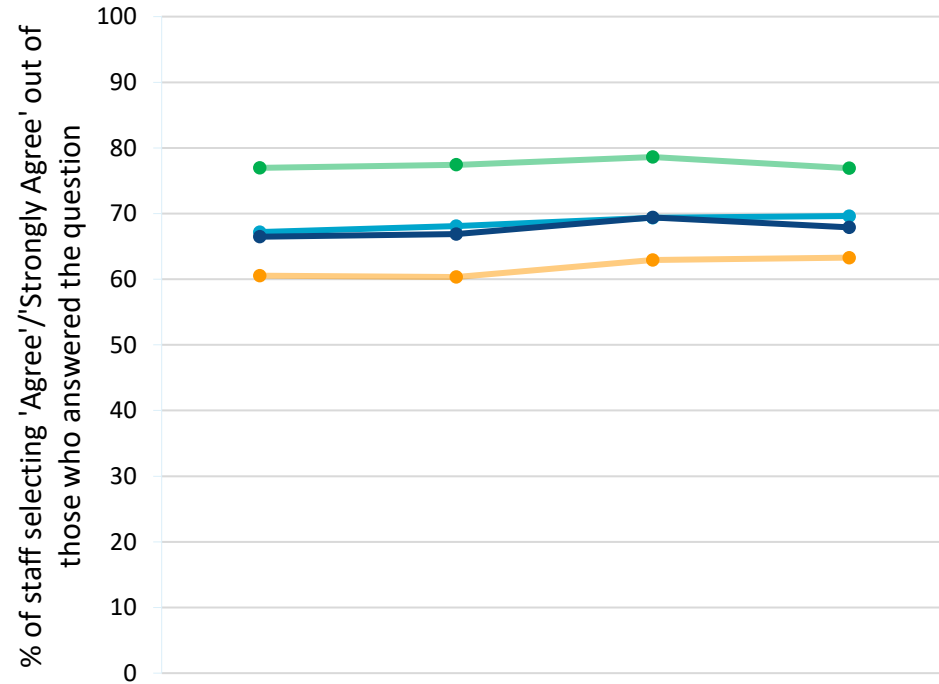
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	66.95%	67.28%	71.51%	69.09%
Best result	76.43%	78.21%	78.15%	77.66%
Average result	68.18%	69.46%	71.02%	70.95%
Worst result	61.07%	61.09%	64.47%	64.83%
Responses	2689	2658	2717	2270

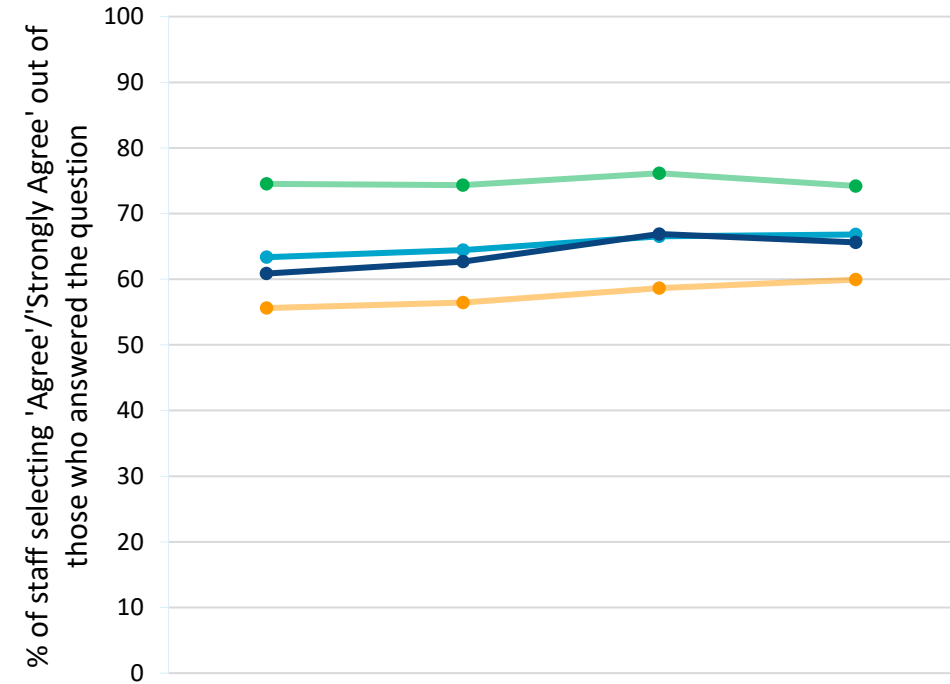


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	66.47%	66.87%	69.41%	67.92%
Best result	76.96%	77.43%	78.61%	76.91%
Average result	67.18%	68.07%	69.37%	69.63%
Worst result	60.55%	60.33%	62.93%	63.29%
Responses	2688	2660	2708	2271

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

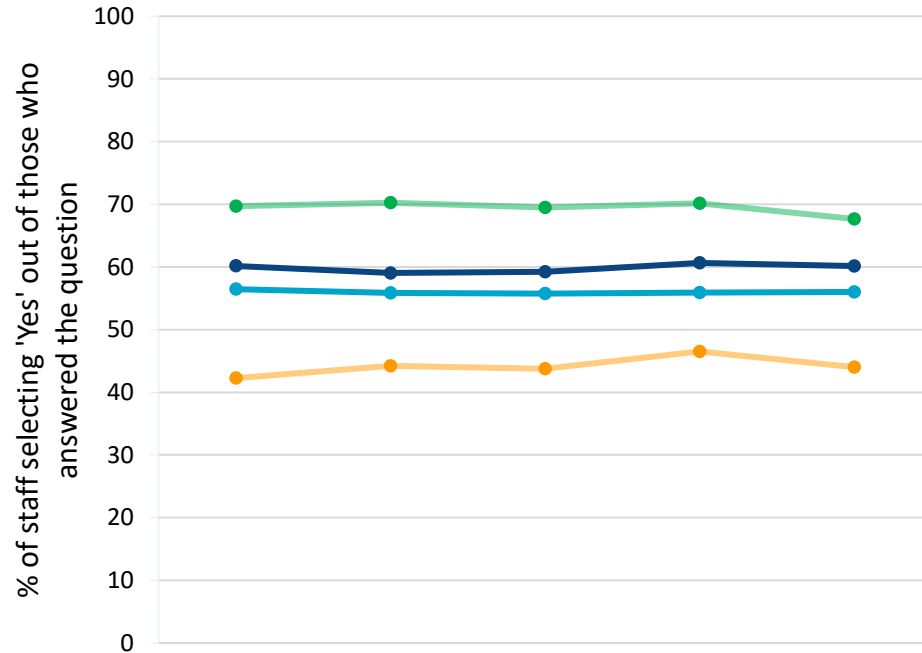


	2021	2022	2023	2024
Your org	60.86%	62.69%	66.89%	65.62%
Best result	74.52%	74.33%	76.14%	74.21%
Average result	63.36%	64.45%	66.52%	66.81%
Worst result	55.61%	56.43%	58.64%	59.94%
Responses	2688	2656	2711	2268



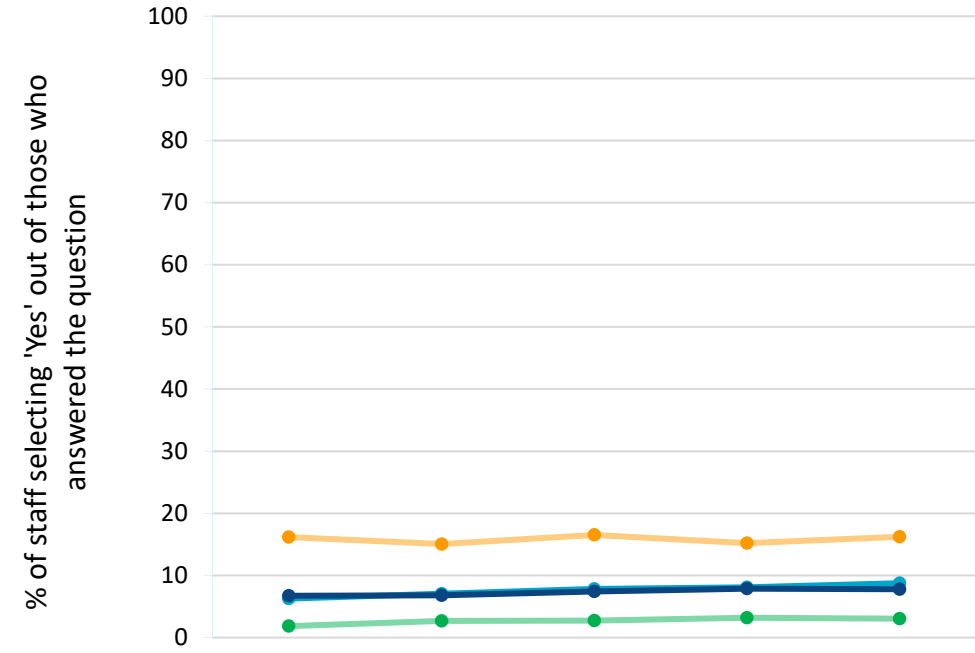


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
<b>Your org</b>	60.15%	59.05%	59.21%	60.64%	60.16%
<b>Best result</b>	69.72%	70.24%	69.47%	70.15%	67.66%
<b>Average result</b>	56.45%	55.88%	55.75%	55.91%	56.02%
<b>Worst result</b>	42.27%	44.21%	43.77%	46.52%	43.99%
Responses	2663	2660	2631	2693	2258

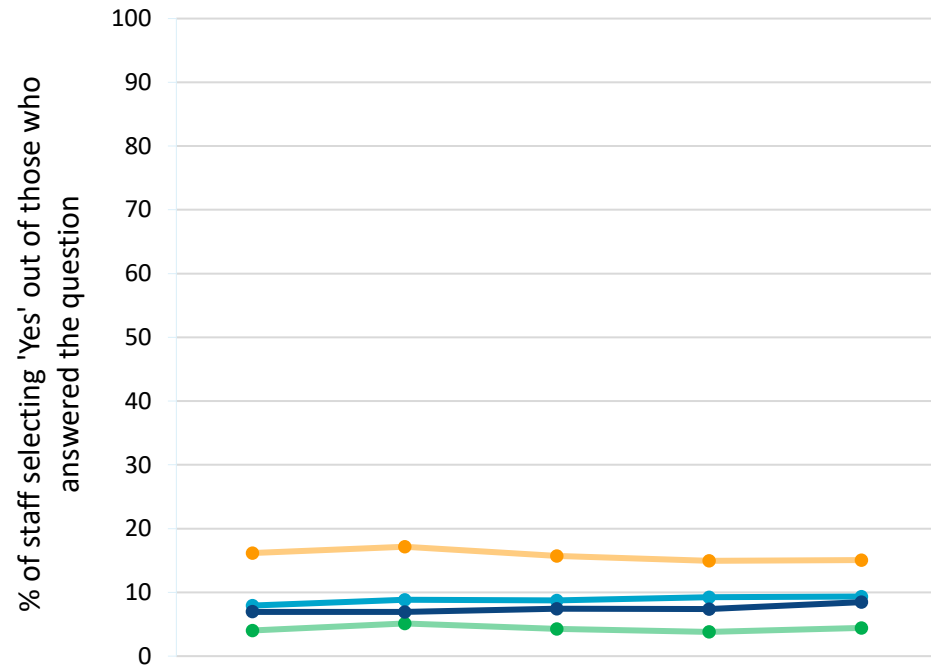
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
<b>Your org</b>	6.73%	6.82%	7.42%	7.87%	7.76%
<b>Best result</b>	1.84%	2.66%	2.71%	3.19%	3.03%
<b>Average result</b>	6.27%	7.07%	7.81%	8.09%	8.75%
<b>Worst result</b>	16.18%	15.05%	16.52%	15.20%	16.23%
Responses	2677	2672	2654	2711	2261

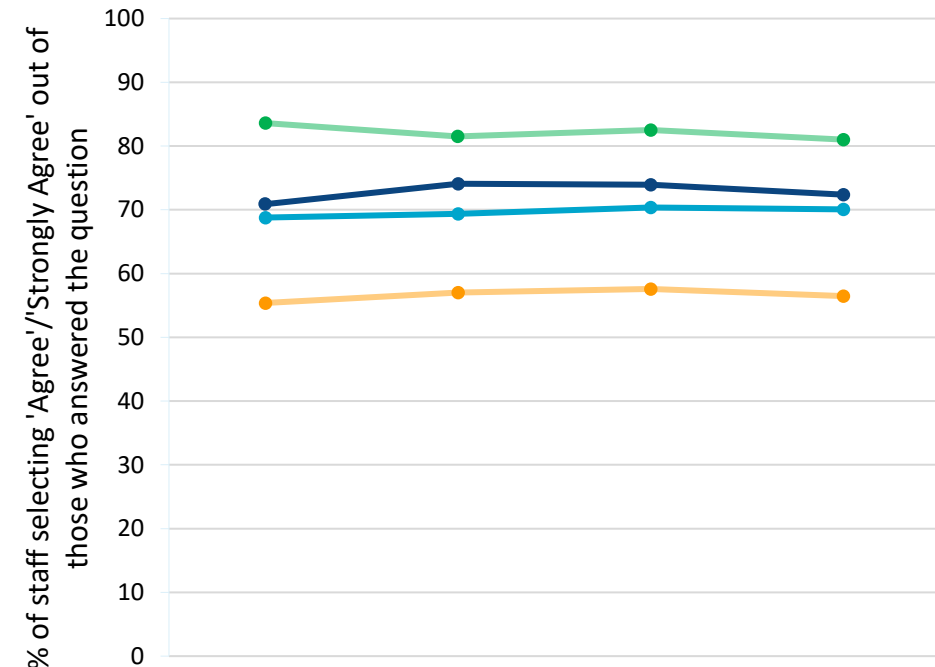


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	6.94%	6.93%	7.44%	7.36%	8.47%
Best result	4.04%	5.12%	4.25%	3.80%	4.44%
Average result	7.93%	8.82%	8.73%	9.24%	9.35%
Worst result	16.19%	17.16%	15.69%	14.95%	15.08%
Responses	2674	2665	2649	2696	2243

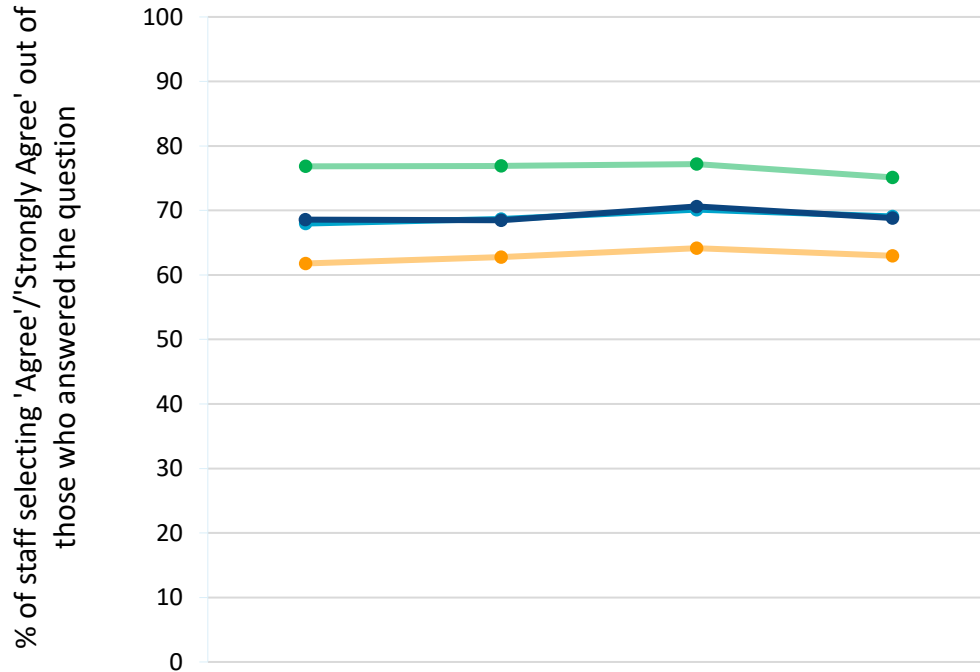
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	70.88%	74.09%	73.92%	72.38%
Best result	83.61%	81.51%	82.55%	81.02%
Average result	68.79%	69.37%	70.37%	70.07%
Worst result	55.39%	57.03%	57.59%	56.47%
Responses	2669	2651	2711	2267

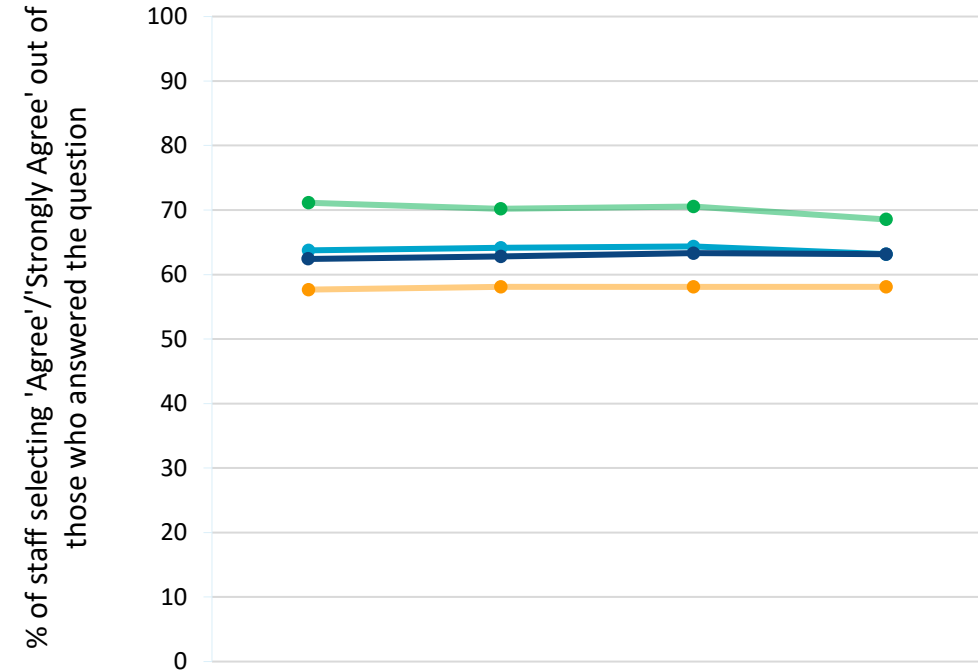


Q7h I feel valued by my team.



	2021	2022	2023	2024
<b>Your org</b>	68.57%	68.48%	70.62%	68.83%
<b>Best result</b>	76.84%	76.89%	77.18%	75.12%
<b>Average result</b>	67.97%	68.69%	70.13%	69.09%
<b>Worst result</b>	61.78%	62.75%	64.15%	62.98%
Responses	2715	2660	2711	2272

Q7i I feel a strong personal attachment to my team.

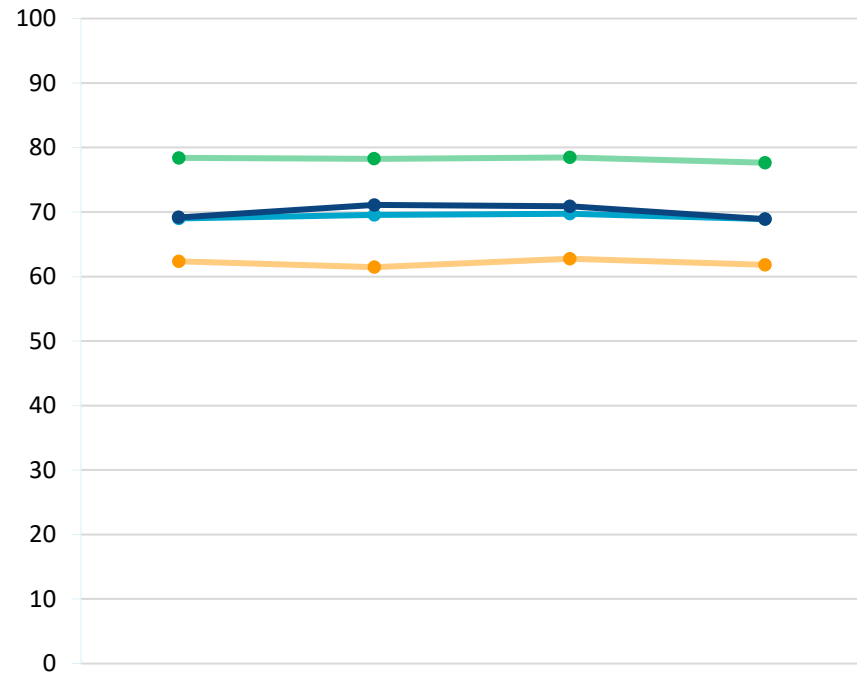


	2021	2022	2023	2024
<b>Your org</b>	62.42%	62.81%	63.32%	63.17%
<b>Best result</b>	71.13%	70.18%	70.53%	68.54%
<b>Average result</b>	63.74%	64.17%	64.36%	63.16%
<b>Worst result</b>	57.66%	58.07%	58.09%	58.08%
Responses	2710	2660	2708	2274



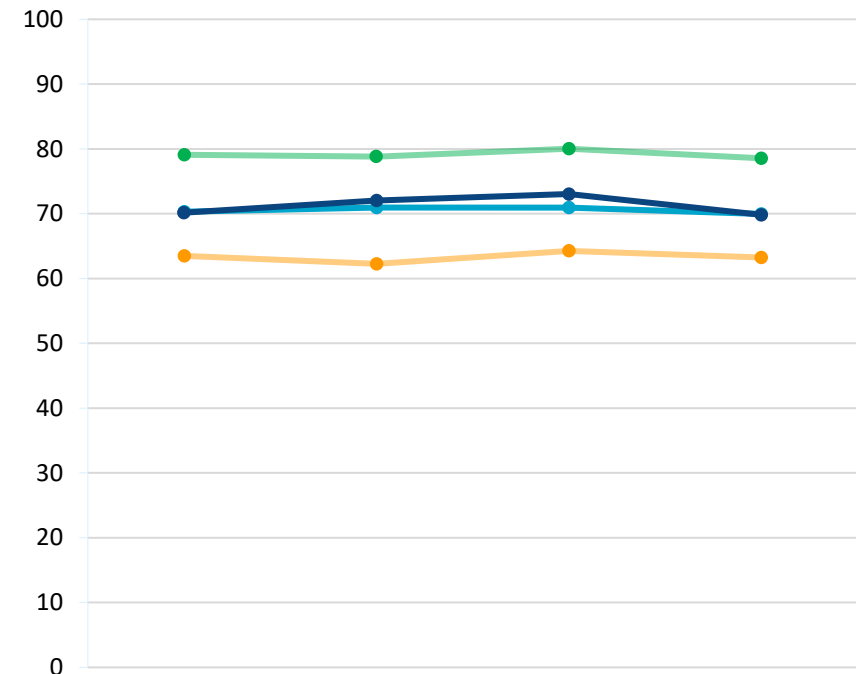
Q8b The people I work with are understanding and kind to one another.

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



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

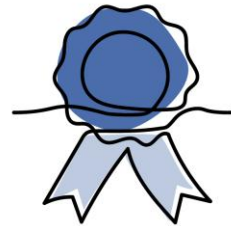
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023	2024
Your org	69.18%	71.11%	70.90%	68.89%
Best result	78.40%	78.25%	78.46%	77.64%
Average result	69.03%	69.56%	69.73%	68.91%
Worst result	62.36%	61.45%	62.76%	61.80%
Responses	2702	2663	2714	2273

	2021	2022	2023	2024
Your org	70.15%	72.04%	73.04%	69.84%
Best result	79.10%	78.82%	80.03%	78.56%
Average result	70.29%	70.94%	70.94%	69.96%
Worst result	63.49%	62.26%	64.26%	63.26%
Responses	2703	2661	2711	2271

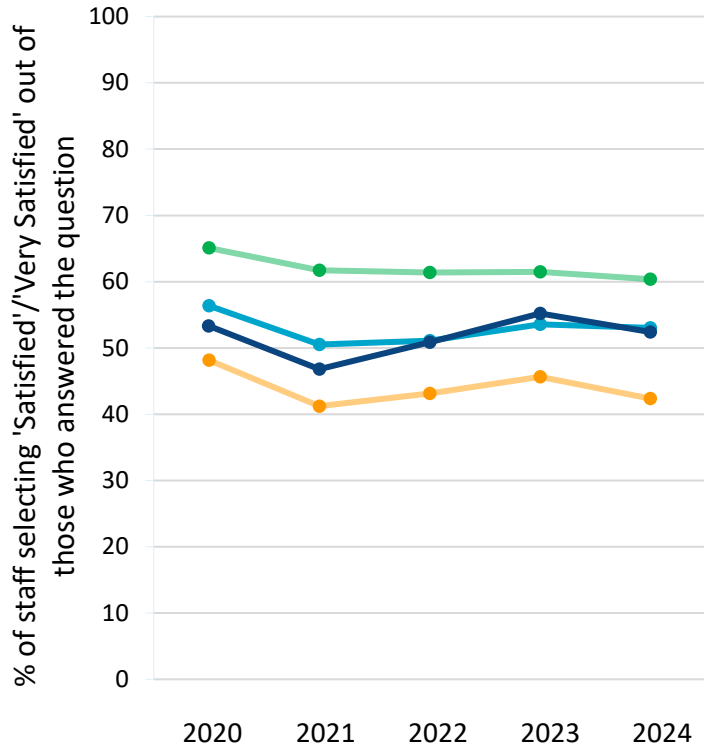
## People Promise element – We are recognised and rewarded



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

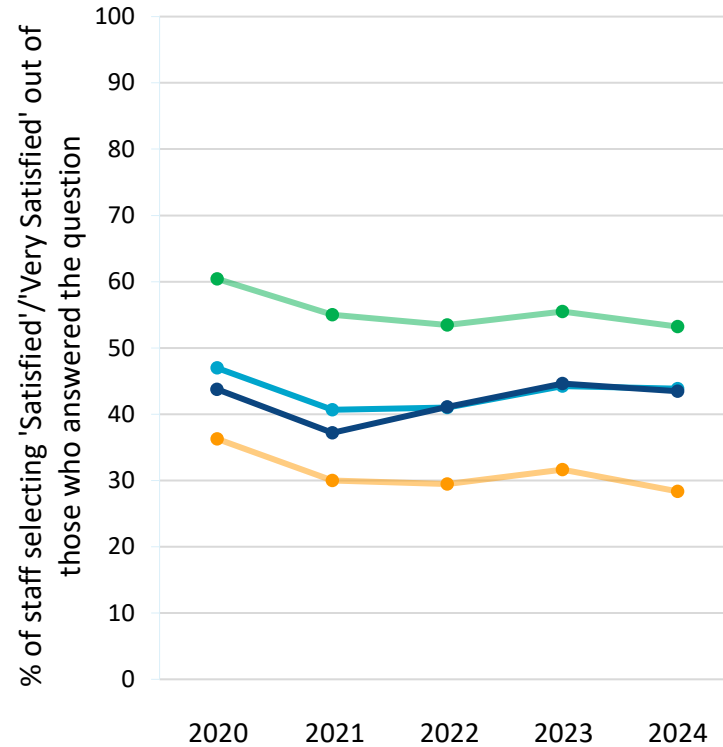


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



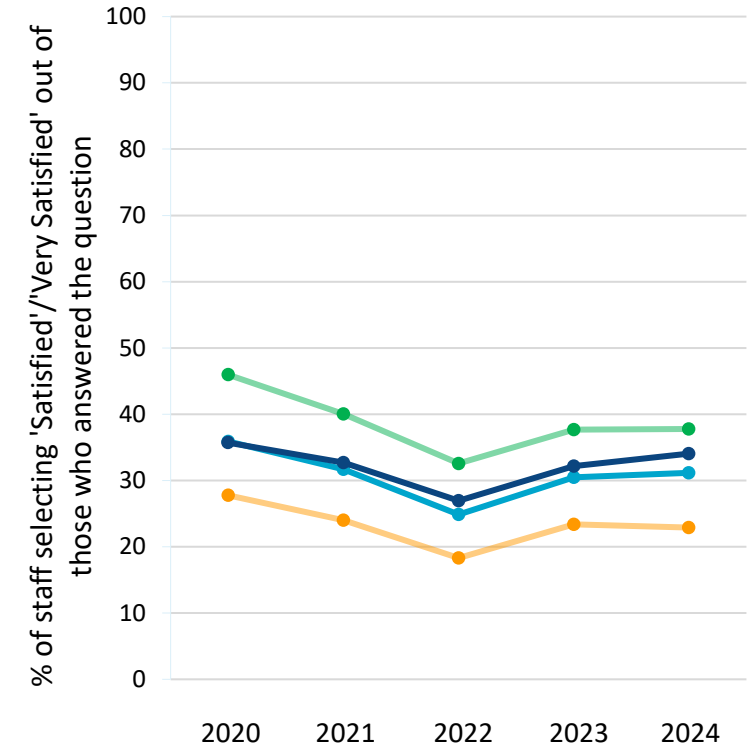
	2020	2021	2022	2023	2024
<b>Your org</b>	53.31%	46.80%	50.86%	55.21%	52.41%
<b>Best result</b>	65.08%	61.71%	61.38%	61.48%	60.37%
<b>Average result</b>	56.37%	50.52%	51.09%	53.56%	53.02%
<b>Worst result</b>	48.16%	41.22%	43.12%	45.65%	42.37%
Responses	2732	2740	2663	2709	2271

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>	43.76%	37.20%	41.08%	44.62%	43.45%
<b>Best result</b>	60.42%	55.03%	53.46%	55.50%	53.22%
<b>Average result</b>	46.97%	40.67%	41.03%	44.23%	43.88%
<b>Worst result</b>	36.28%	29.99%	29.44%	31.65%	28.35%
Responses	2729	2740	2662	2713	2269

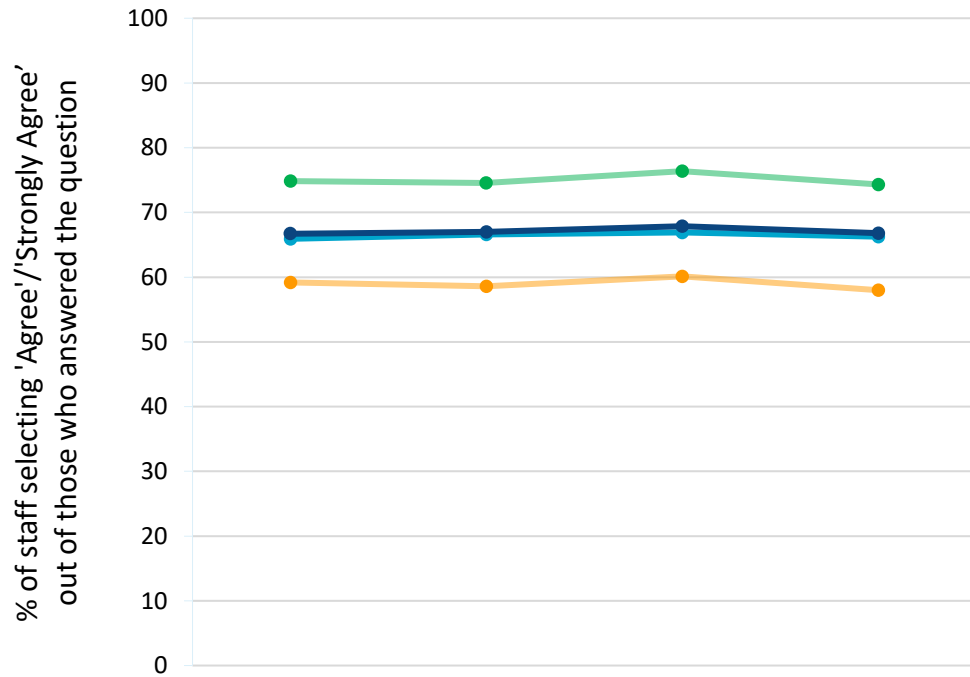
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



	2020	2021	2022	2023	2024
<b>Your org</b>	35.70%	32.68%	26.95%	32.17%	34.04%
<b>Best result</b>	45.96%	40.04%	32.58%	37.69%	37.76%
<b>Average result</b>	35.89%	31.69%	24.87%	30.49%	31.14%
<b>Worst result</b>	27.76%	23.99%	18.31%	23.36%	22.92%
Responses	2731	2743	2662	2713	2269

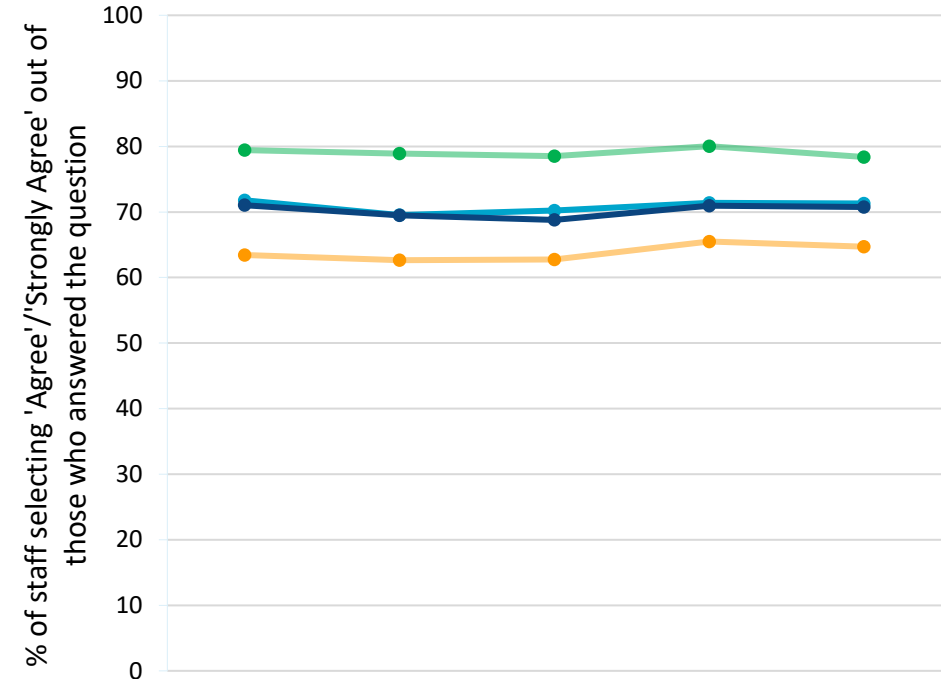


Q8d The people I work with show appreciation to one another.



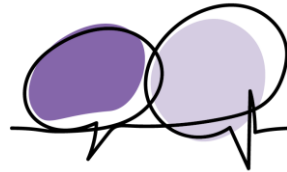
	2021	2022	2023	2024
<b>Your org</b>	66.71%	66.99%	67.87%	66.79%
<b>Best result</b>	74.84%	74.55%	76.37%	74.33%
<b>Average result</b>	65.92%	66.61%	66.91%	66.25%
<b>Worst result</b>	59.18%	58.59%	60.13%	57.98%
Responses	2696	2662	2709	2273

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	71.03%	69.49%	68.79%	70.97%	70.77%
<b>Best result</b>	79.43%	78.89%	78.50%	80.03%	78.38%
<b>Average result</b>	71.78%	69.52%	70.22%	71.39%	71.30%
<b>Worst result</b>	63.46%	62.64%	62.76%	65.49%	64.68%
Responses	2708	2689	2661	2714	2270

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



### Questions included:

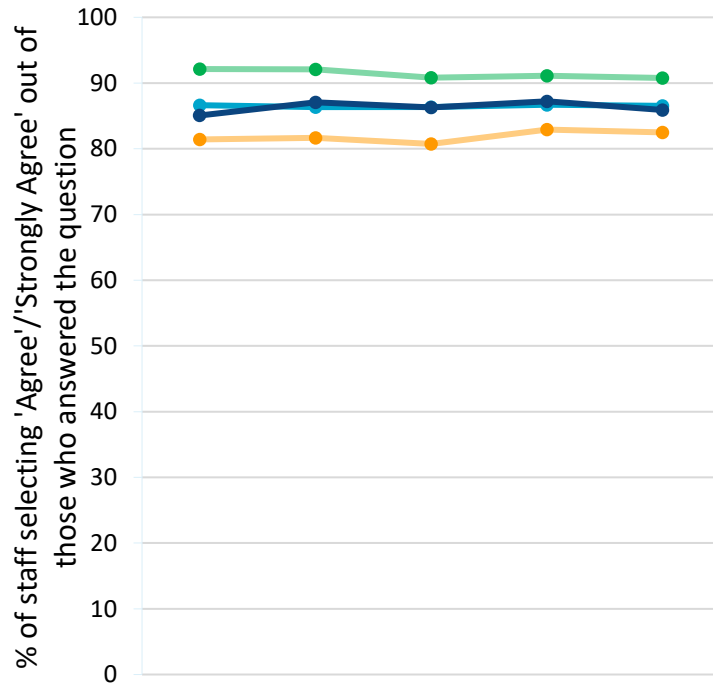
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f



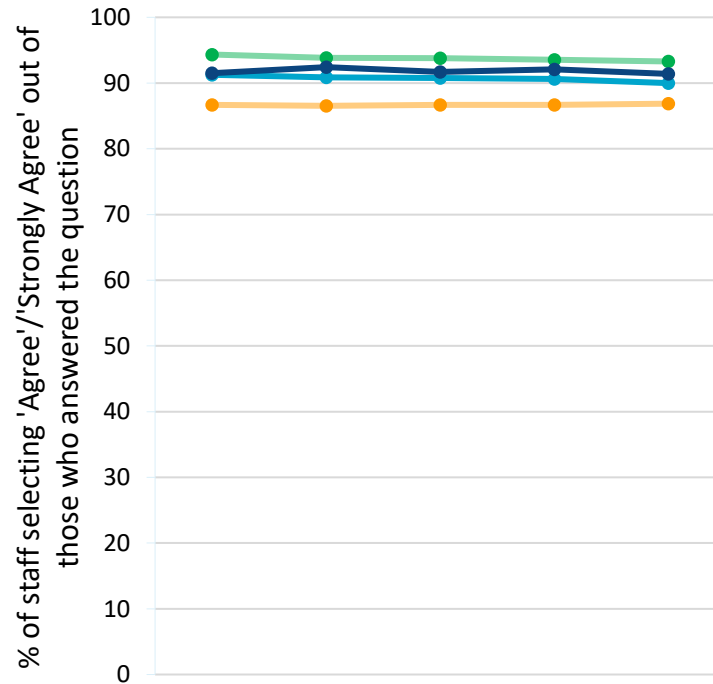


Q3a I always know what my work responsibilities are.



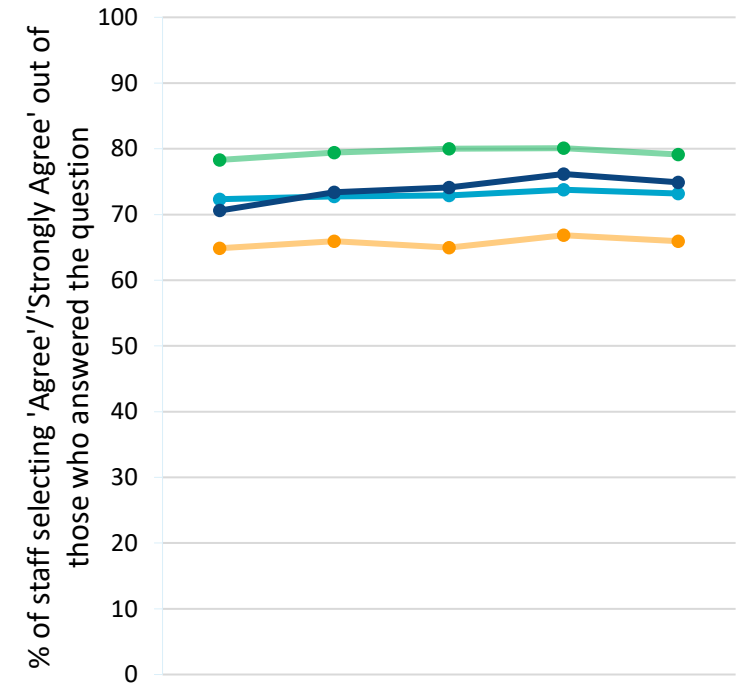
	2020	2021	2022	2023	2024
<b>Your org</b>	85.07%	87.07%	86.31%	87.22%	85.92%
<b>Best result</b>	92.13%	92.08%	90.80%	91.12%	90.77%
<b>Average result</b>	86.62%	86.35%	86.35%	86.70%	86.55%
<b>Worst result</b>	81.40%	81.65%	80.73%	82.92%	82.51%
Responses	2769	2745	2649	2718	2275

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	91.49%	92.42%	91.69%	92.09%	91.39%
<b>Best result</b>	94.34%	93.85%	93.81%	93.56%	93.28%
<b>Average result</b>	91.25%	90.85%	90.76%	90.62%	89.99%
<b>Worst result</b>	86.67%	86.54%	86.66%	86.67%	86.86%
Responses	2769	2748	2664	2715	2276

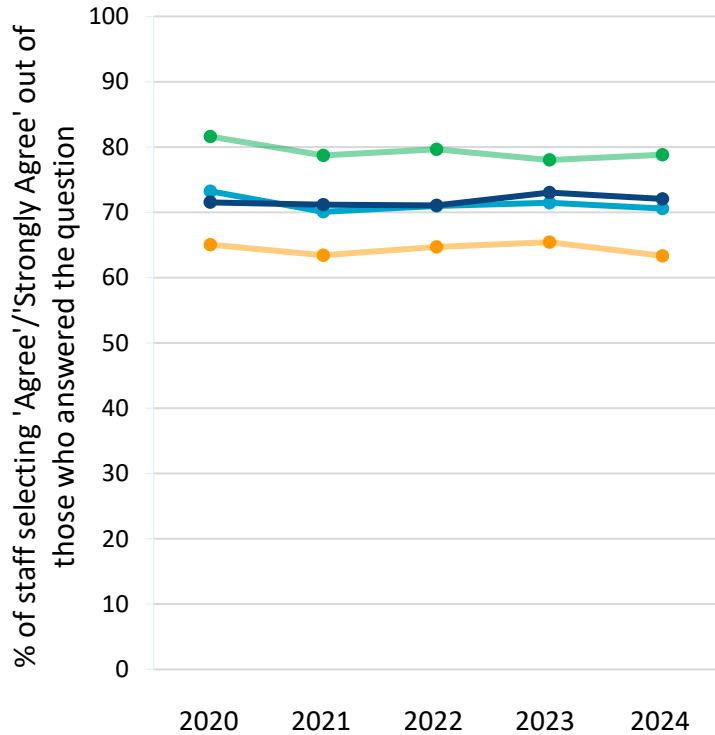
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
<b>Your org</b>	70.60%	73.38%	74.10%	76.16%	74.91%
<b>Best result</b>	78.30%	79.42%	80.00%	80.09%	79.13%
<b>Average result</b>	72.32%	72.74%	72.89%	73.76%	73.20%
<b>Worst result</b>	64.86%	65.95%	64.98%	66.84%	65.96%
Responses	2739	2747	2662	2711	2270

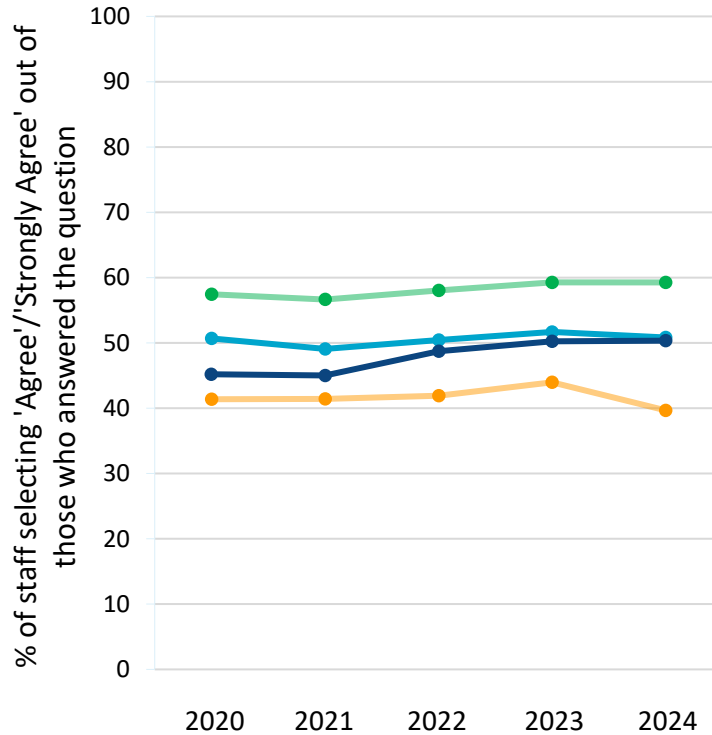


Q3d I am able to make suggestions to improve the work of my team / department.



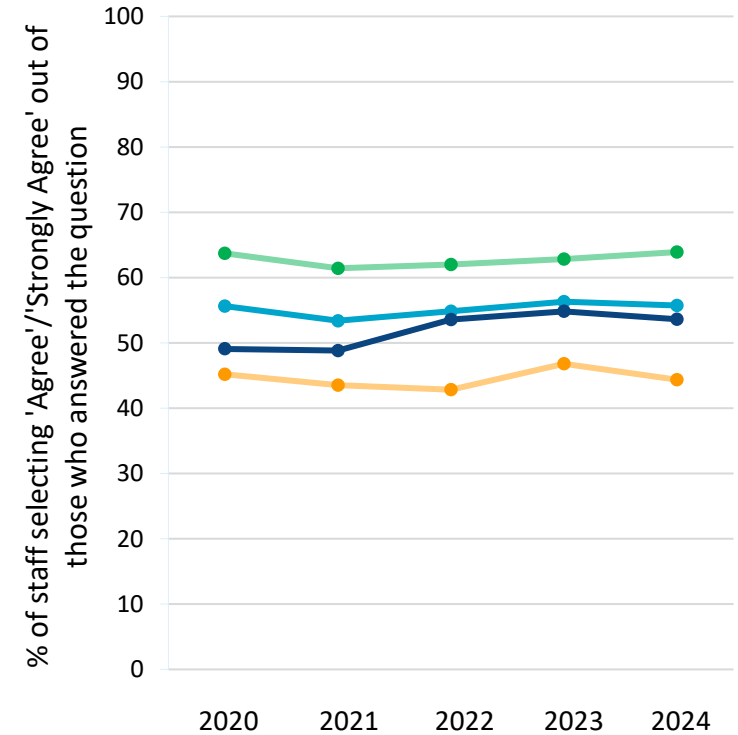
	2020	2021	2022	2023	2024
<b>Your org</b>	71.51%	71.15%	71.05%	73.02%	72.07%
<b>Best result</b>	81.61%	78.70%	79.64%	78.01%	78.83%
<b>Average result</b>	73.23%	70.08%	70.96%	71.46%	70.60%
<b>Worst result</b>	65.06%	63.41%	64.71%	65.42%	63.34%
Responses	2747	2751	2662	2716	2275

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>	45.19%	45.02%	48.70%	50.22%	50.34%
<b>Best result</b>	57.43%	56.64%	58.05%	59.27%	59.25%
<b>Average result</b>	50.68%	49.08%	50.44%	51.68%	50.81%
<b>Worst result</b>	41.35%	41.40%	41.91%	43.96%	39.67%
Responses	2745	2750	2667	2718	2275

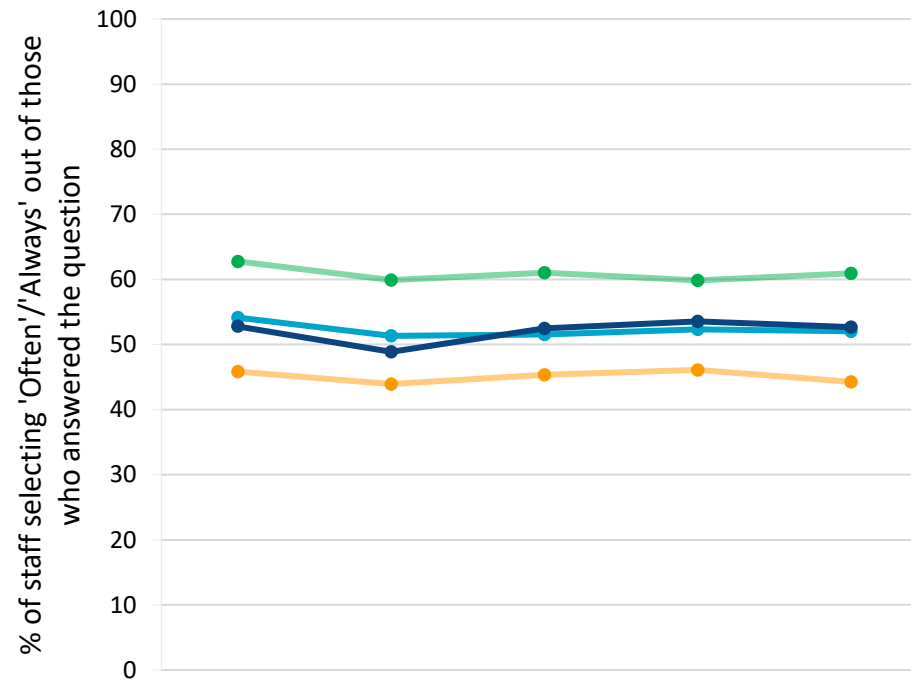
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	49.08%	48.83%	53.58%	54.83%	53.63%
<b>Best result</b>	63.70%	61.43%	61.98%	62.83%	63.91%
<b>Average result</b>	55.64%	53.40%	54.86%	56.31%	55.73%
<b>Worst result</b>	45.19%	43.51%	42.83%	46.80%	44.36%
Responses	2744	2744	2664	2709	2275



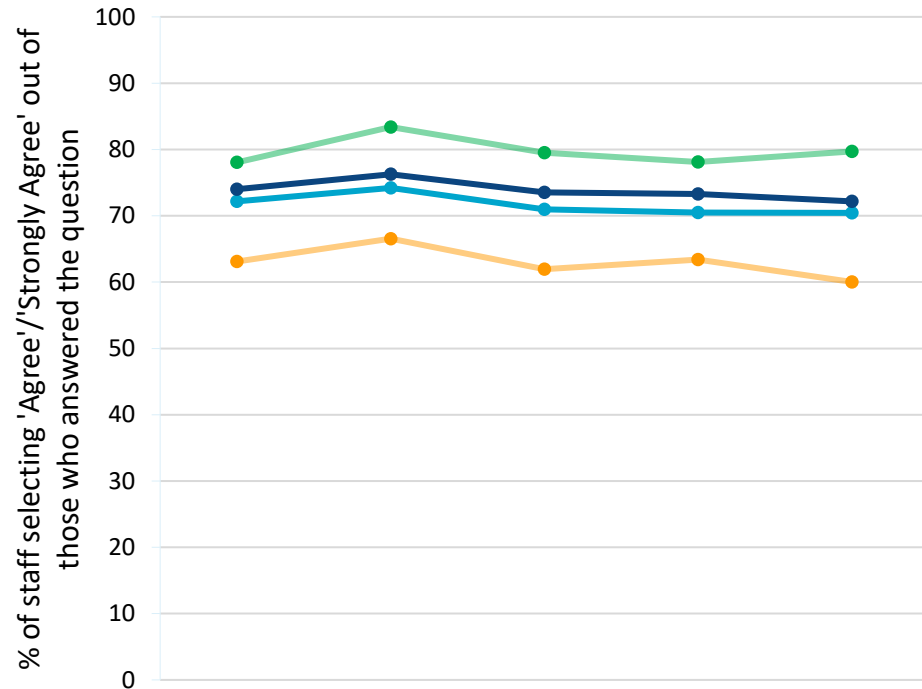
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	52.79%	48.87%	52.48%	53.55%	52.69%
<b>Best result</b>	62.76%	59.87%	61.04%	59.85%	60.94%
<b>Average result</b>	54.13%	51.32%	51.55%	52.31%	52.02%
<b>Worst result</b>	45.86%	43.93%	45.33%	46.10%	44.26%
Responses	2728	2723	2661	2712	2270

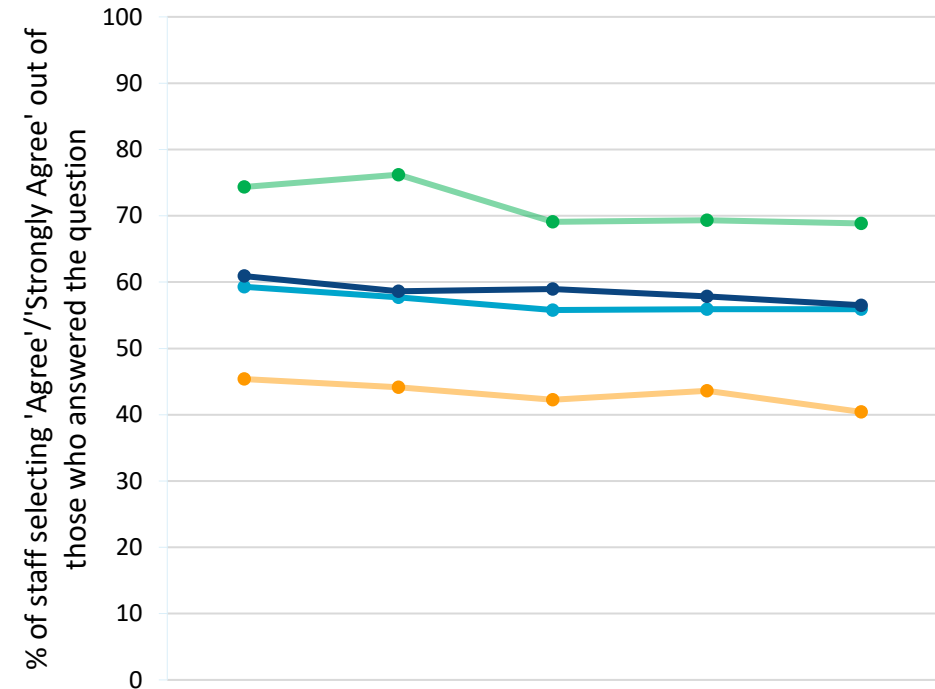


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
<b>Your org</b>	74.01%	76.26%	73.51%	73.27%	72.18%
<b>Best result</b>	78.06%	83.39%	79.51%	78.11%	79.71%
<b>Average result</b>	72.16%	74.20%	70.96%	70.47%	70.44%
<b>Worst result</b>	63.08%	66.55%	61.96%	63.38%	60.03%
Responses	2663	2675	2661	2714	2272

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

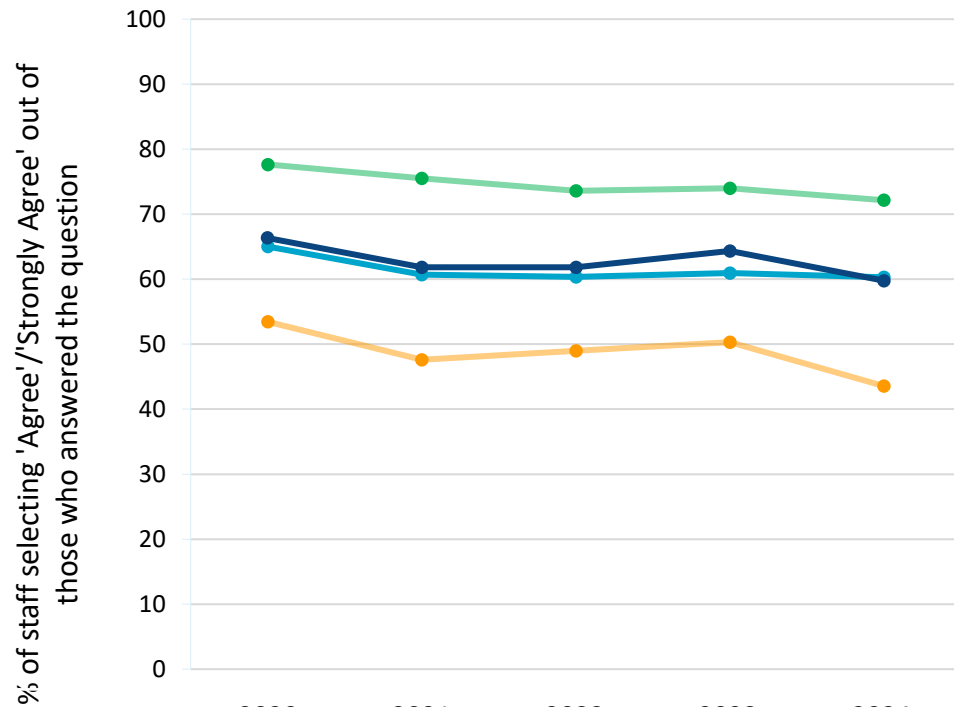


	2020	2021	2022	2023	2024
<b>Your org</b>	60.90%	58.62%	58.96%	57.85%	56.51%
<b>Best result</b>	74.37%	76.20%	69.10%	69.35%	68.85%
<b>Average result</b>	59.29%	57.68%	55.79%	55.93%	55.91%
<b>Worst result</b>	45.38%	44.13%	42.28%	43.61%	40.42%
Responses	2659	2676	2659	2710	2264

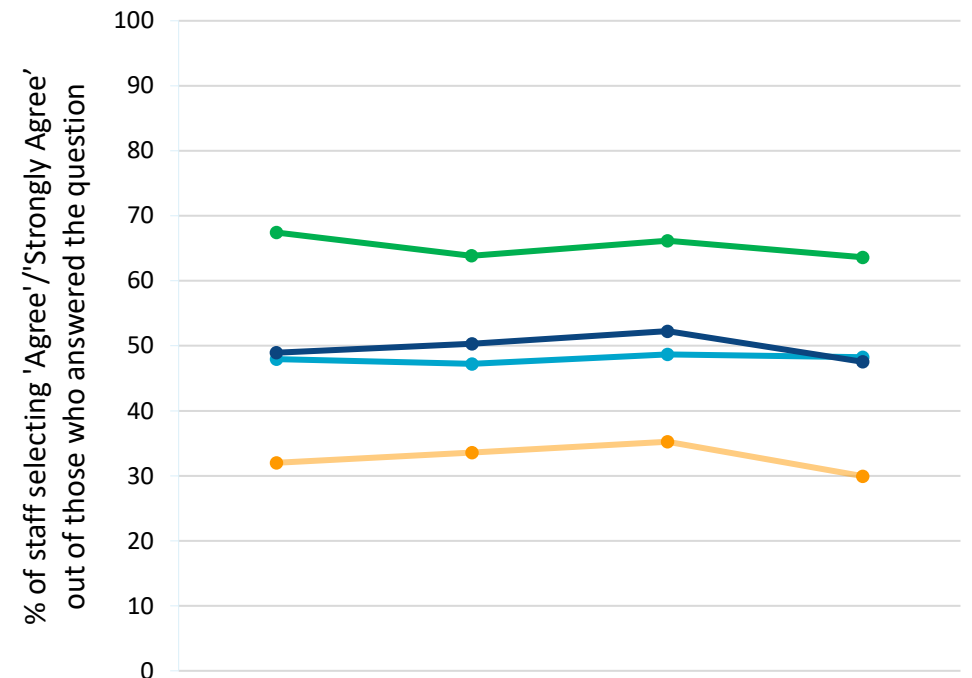


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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



	2020	2021	2022	2023	2024
<b>Your org</b>	66.32%	61.81%	61.83%	64.35%	59.76%
<b>Best result</b>	77.65%	75.50%	73.58%	74.00%	72.15%
<b>Average result</b>	65.01%	60.68%	60.37%	60.93%	60.29%
<b>Worst result</b>	53.44%	47.61%	48.97%	50.33%	43.56%
Responses	2652	2646	2653	2710	2261



	2021	2022	2023	2024
<b>Your org</b>	48.92%	50.30%	52.26%	47.54%
<b>Best result</b>	67.43%	63.83%	66.16%	63.63%
<b>Average result</b>	47.94%	47.23%	48.67%	48.23%
<b>Worst result</b>	32.01%	33.59%	35.24%	29.95%
Responses	2646	2652	2706	2264

## People Promise element – We are safe and healthy



### Questions included:

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

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

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

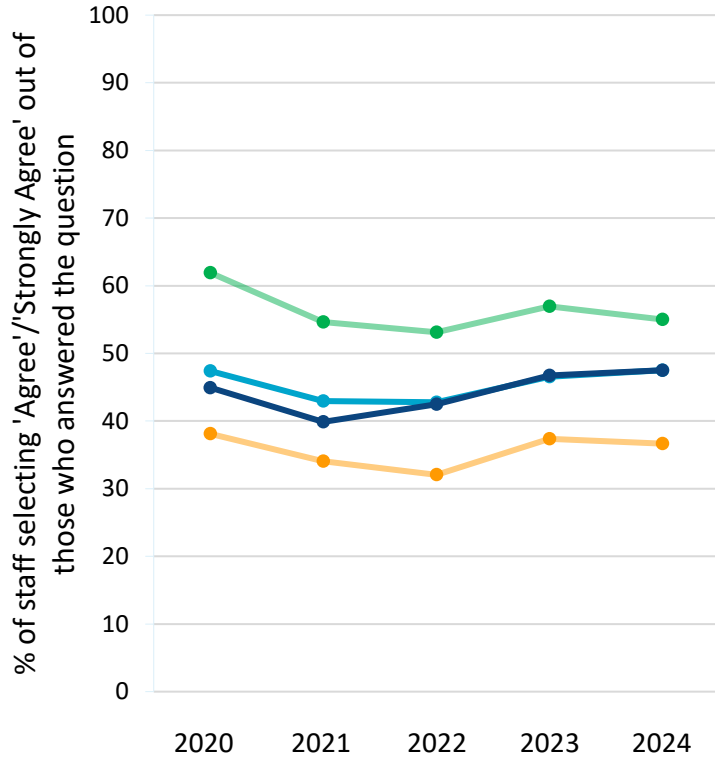
Other questions:\* Q17a, Q17b, Q22

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

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

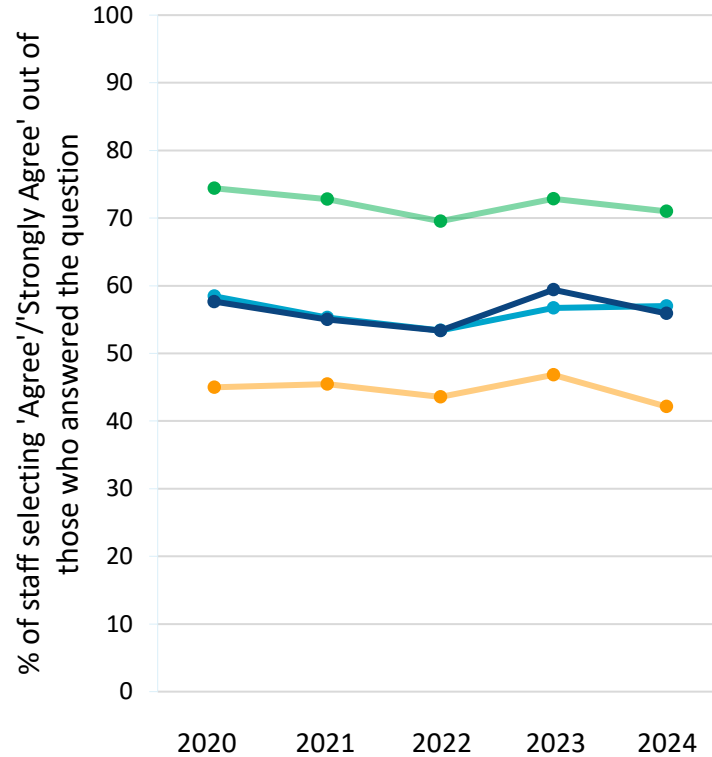


Q3g I am able to meet all the conflicting demands on my time at work.



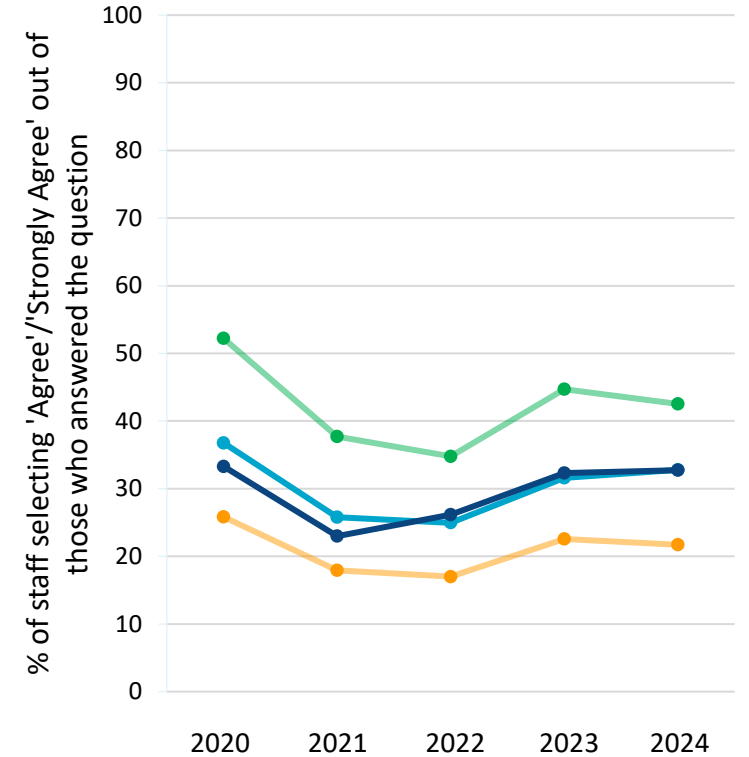
	2020	2021	2022	2023	2024
<b>Your org</b>	44.92%	39.87%	42.48%	46.74%	47.51%
<b>Best result</b>	61.92%	54.62%	53.13%	56.95%	55.01%
<b>Average result</b>	47.39%	42.96%	42.78%	46.56%	47.51%
<b>Worst result</b>	38.11%	34.06%	32.05%	37.35%	36.68%
Responses	2741	2746	2660	2712	2267

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



	2020	2021	2022	2023	2024
<b>Your org</b>	57.66%	55.00%	53.37%	59.40%	55.89%
<b>Best result</b>	74.41%	72.78%	69.54%	72.83%	70.99%
<b>Average result</b>	58.44%	55.30%	53.39%	56.69%	57.00%
<b>Worst result</b>	44.99%	45.47%	43.54%	46.82%	42.14%
Responses	2738	2747	2667	2711	2270

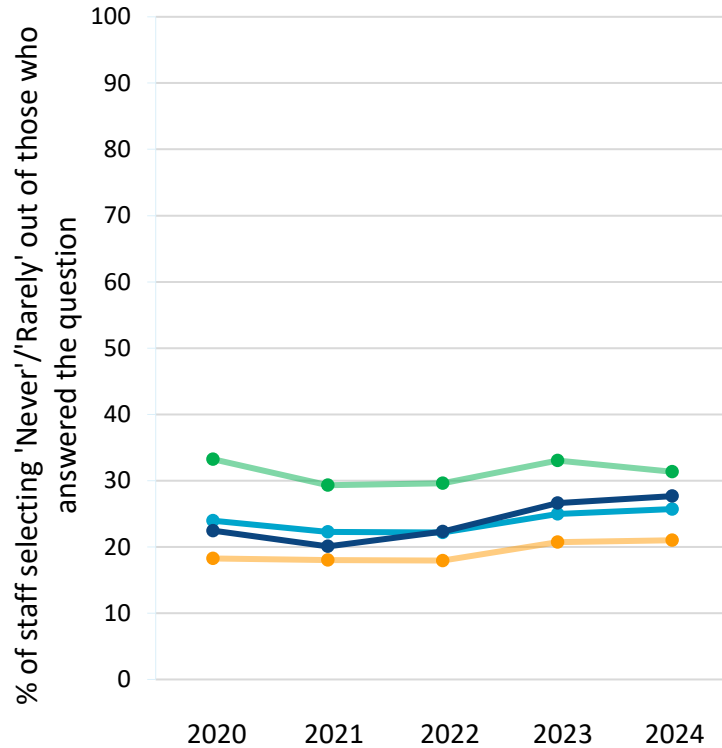
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	33.29%	22.99%	26.18%	32.32%	32.72%
<b>Best result</b>	52.21%	37.72%	34.78%	44.71%	42.52%
<b>Average result</b>	36.76%	25.80%	24.95%	31.62%	32.77%
<b>Worst result</b>	25.83%	17.92%	17.00%	22.55%	21.73%
Responses	2742	2748	2662	2718	2274



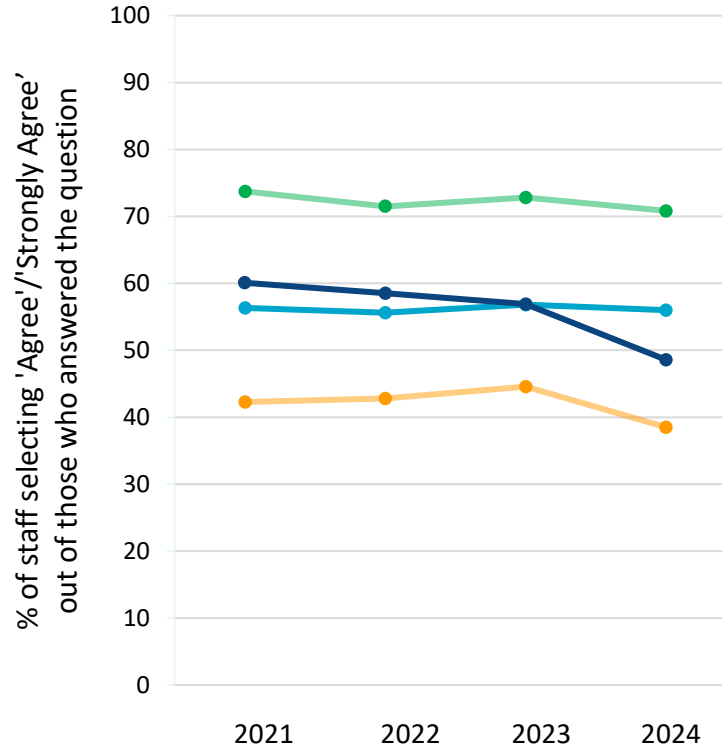
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	22.45%	20.08%	22.32%	26.60%	27.67%
<b>Best result</b>	33.24%	29.31%	29.61%	33.04%	31.37%
<b>Average result</b>	23.97%	22.27%	22.18%	24.95%	25.71%
<b>Worst result</b>	18.24%	18.00%	17.94%	20.72%	21.01%

Responses 2727 2726 2660 2710 2266

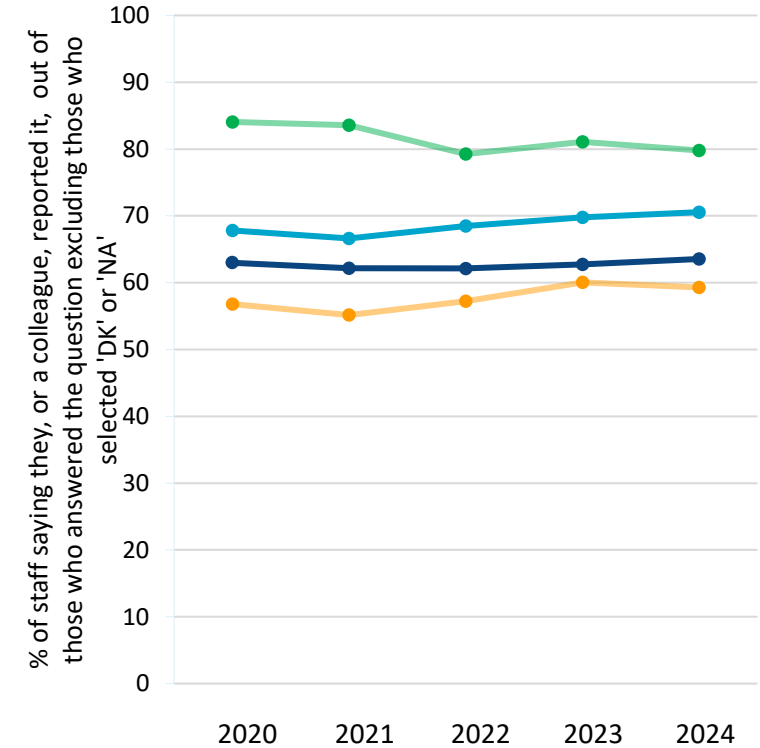
Q11a My organisation takes positive action on health and well-being.



	2021	2022	2023	2024
<b>Your org</b>	60.09%	58.53%	56.90%	48.59%
<b>Best result</b>	73.75%	71.50%	72.81%	70.84%
<b>Average result</b>	56.34%	55.62%	56.82%	55.99%
<b>Worst result</b>	42.28%	42.82%	44.58%	38.51%

Responses 2622 2602 2717 2268

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



	2020	2021	2022	2023	2024
<b>Your org</b>	63.00%	62.14%	62.14%	62.71%	63.55%
<b>Best result</b>	84.05%	83.58%	79.24%	81.08%	79.79%
<b>Average result</b>	67.83%	66.62%	68.47%	69.78%	70.55%
<b>Worst result</b>	56.80%	55.15%	57.22%	60.04%	59.28%

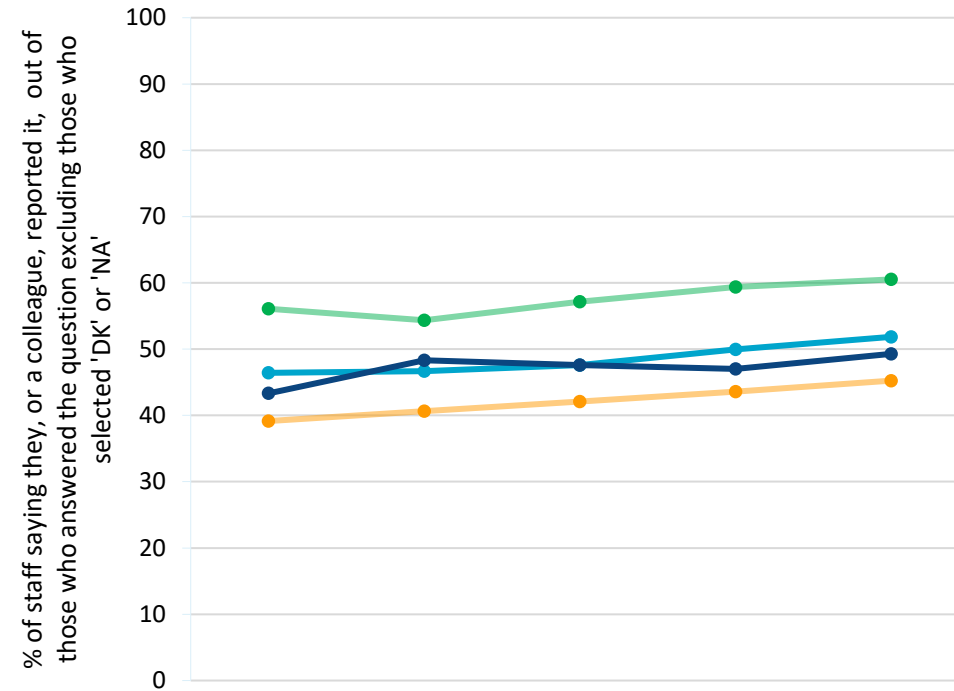
Responses 426 398 374 303 260

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





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

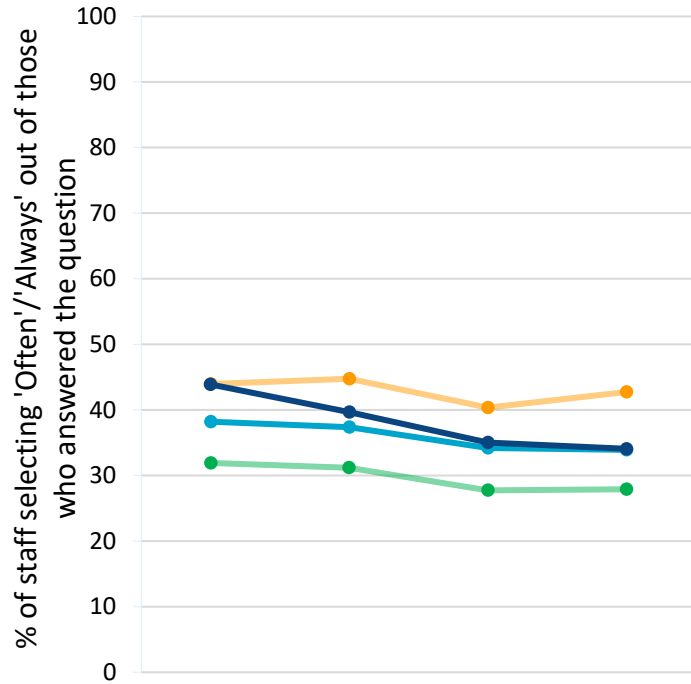


	2020	2021	2022	2023	2024
Your org	43.33%	48.33%	47.57%	47.01%	49.29%
Best result	56.07%	54.35%	57.16%	59.40%	60.52%
Average result	46.43%	46.67%	47.59%	49.96%	51.86%
Worst result	39.15%	40.63%	42.10%	43.57%	45.25%
Responses	892	899	866	774	672

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

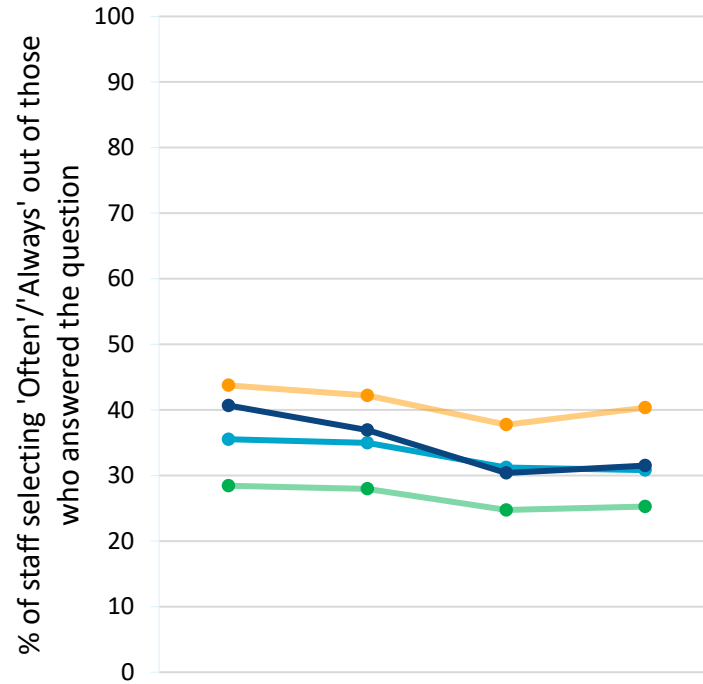


Q12a How often, if at all, do you find your work emotionally exhausting?



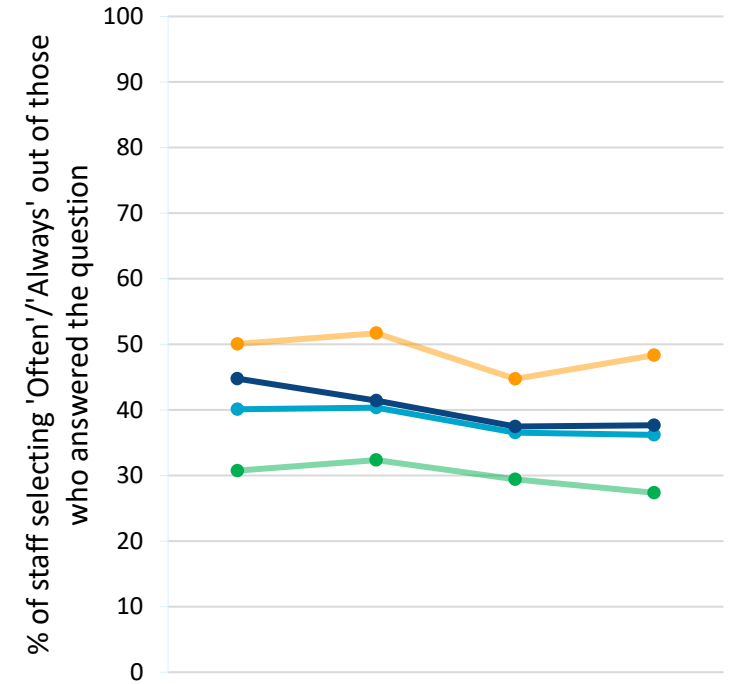
	2021	2022	2023	2024
<b>Your org</b>	43.88%	39.63%	35.02%	34.07%
<b>Best result</b>	31.92%	31.18%	27.73%	27.88%
<b>Average result</b>	38.20%	37.36%	34.20%	33.91%
<b>Worst result</b>	43.97%	44.75%	40.35%	42.73%
Responses	2678	2662	2717	2274

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



	2021	2022	2023	2024
<b>Your org</b>	40.67%	36.95%	30.38%	31.51%
<b>Best result</b>	28.44%	27.95%	24.74%	25.24%
<b>Average result</b>	35.52%	34.98%	31.20%	30.82%
<b>Worst result</b>	43.74%	42.19%	37.74%	40.36%
Responses	2679	2661	2719	2271

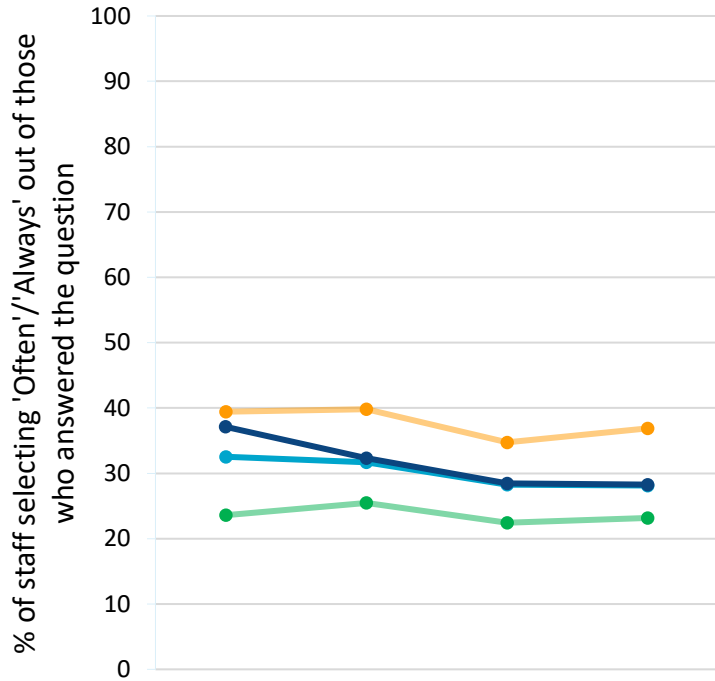
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
<b>Your org</b>	44.77%	41.41%	37.47%	37.68%
<b>Best result</b>	30.74%	32.35%	29.40%	27.37%
<b>Average result</b>	40.11%	40.35%	36.52%	36.19%
<b>Worst result</b>	50.04%	51.70%	44.72%	48.33%
Responses	2684	2660	2715	2269

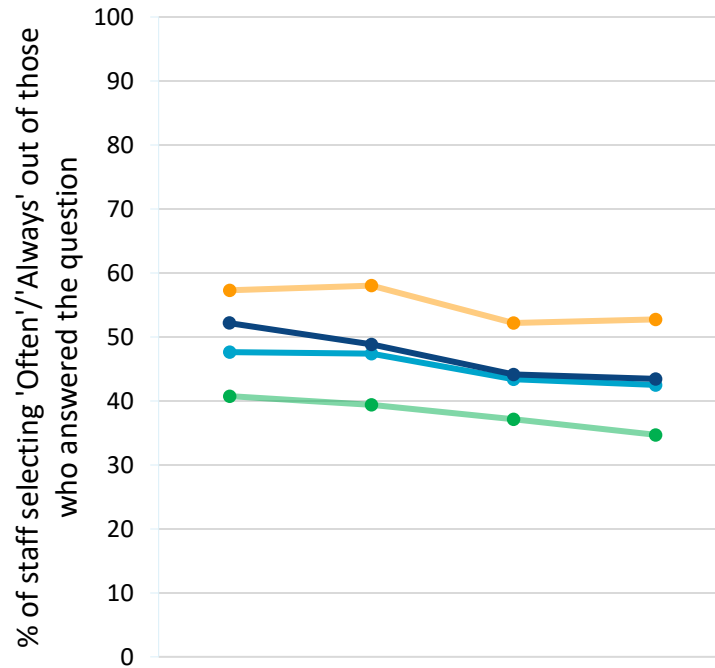


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



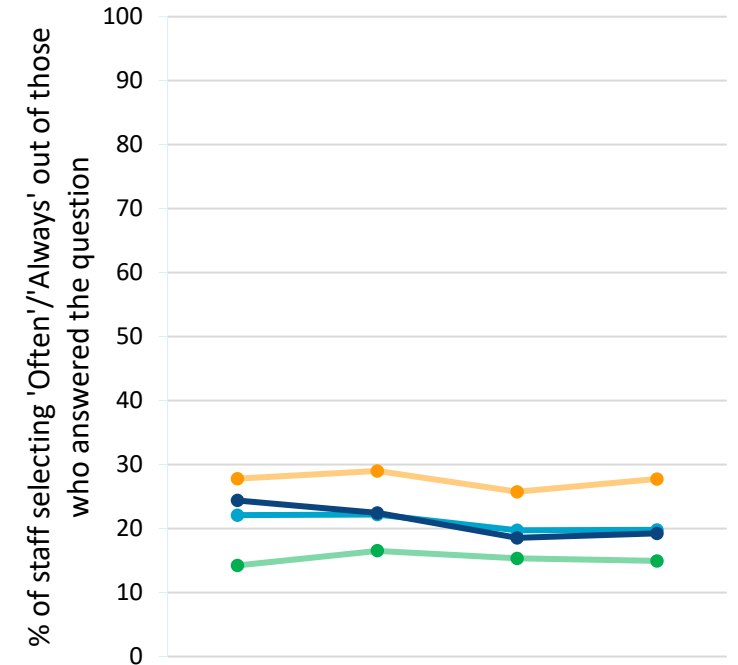
	2021	2022	2023	2024
<b>Your org</b>	37.11%	32.33%	28.45%	28.27%
<b>Best result</b>	23.59%	25.47%	22.44%	23.17%
<b>Average result</b>	32.54%	31.71%	28.26%	28.13%
<b>Worst result</b>	39.44%	39.81%	34.74%	36.90%
Responses	2680	2654	2716	2272

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>	52.15%	48.85%	44.12%	43.45%
<b>Best result</b>	40.75%	39.38%	37.14%	34.71%
<b>Average result</b>	47.62%	47.37%	43.37%	42.50%
<b>Worst result</b>	57.28%	58.02%	52.18%	52.73%
Responses	2679	2659	2712	2269

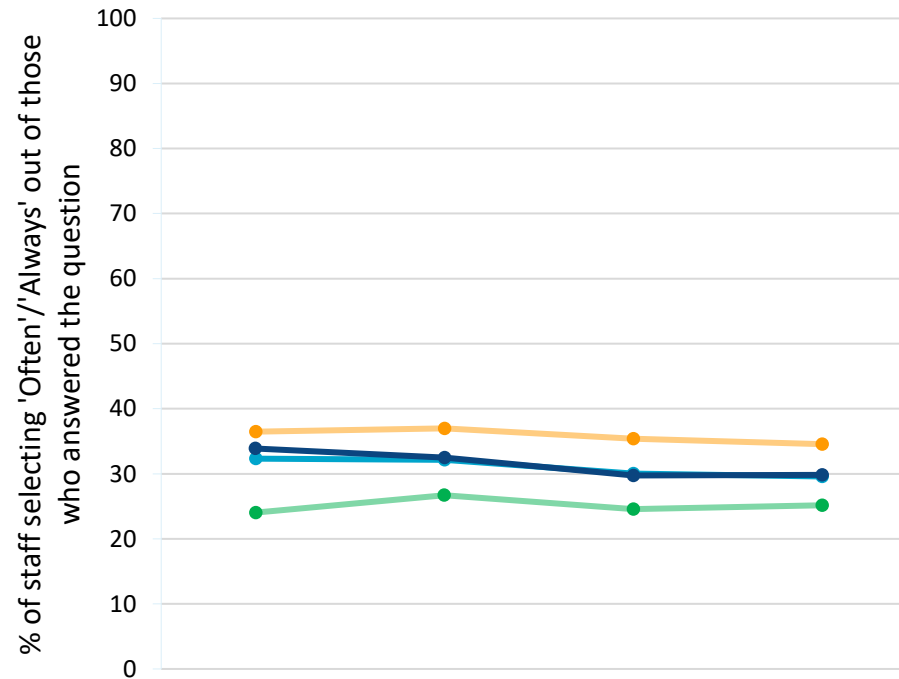
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
<b>Your org</b>	24.38%	22.43%	18.55%	19.23%
<b>Best result</b>	14.24%	16.50%	15.36%	14.94%
<b>Average result</b>	22.12%	22.19%	19.73%	19.80%
<b>Worst result</b>	27.81%	29.01%	25.76%	27.74%
Responses	2679	2656	2716	2272



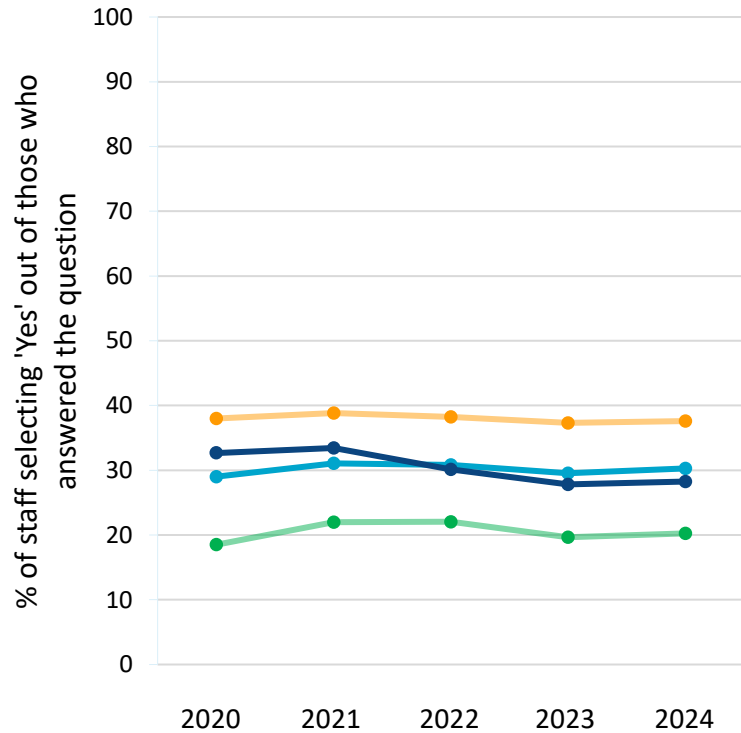
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
<b>Your org</b>	33.88%	32.47%	29.74%	29.85%
<b>Best result</b>	24.04%	26.70%	24.55%	25.16%
<b>Average result</b>	32.33%	32.13%	30.02%	29.59%
<b>Worst result</b>	36.47%	36.98%	35.41%	34.56%
Responses	2679	2654	2718	2271

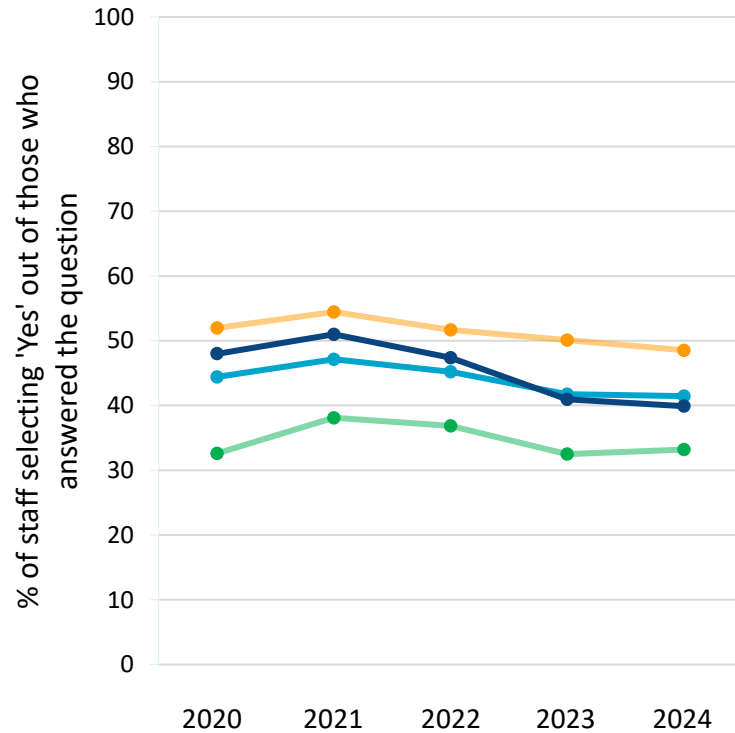


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



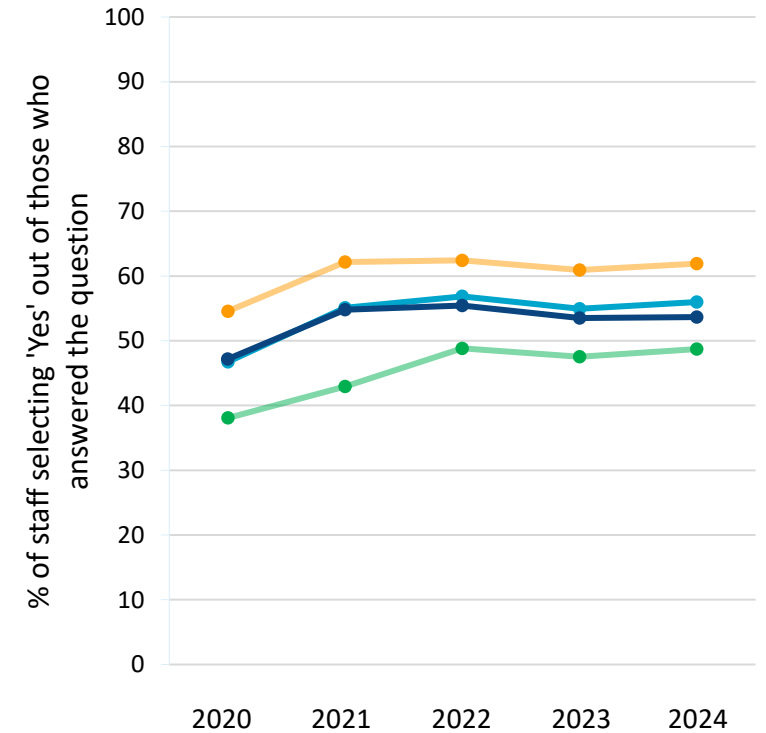
	2020	2021	2022	2023	2024
<b>Your org</b>	32.67%	33.44%	30.12%	27.82%	28.27%
<b>Best result</b>	18.50%	21.97%	22.05%	19.64%	20.23%
<b>Average result</b>	29.01%	31.06%	30.82%	29.54%	30.28%
<b>Worst result</b>	38.02%	38.84%	38.24%	37.32%	37.62%
Responses	2694	2686	2659	2713	2270

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>	47.99%	51.00%	47.38%	40.94%	39.90%
<b>Best result</b>	32.61%	38.12%	36.86%	32.49%	33.18%
<b>Average result</b>	44.41%	47.14%	45.21%	41.73%	41.45%
<b>Worst result</b>	51.96%	54.45%	51.71%	50.11%	48.54%
Responses	2692	2686	2659	2713	2269

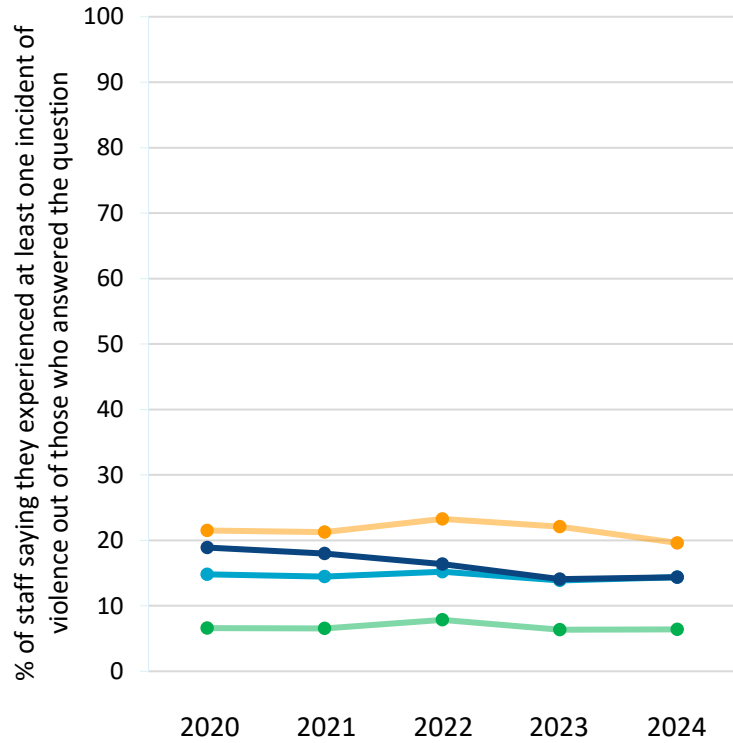
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
<b>Your org</b>	47.18%	54.78%	55.44%	53.50%	53.67%
<b>Best result</b>	38.07%	42.94%	48.83%	47.53%	48.72%
<b>Average result</b>	46.74%	55.10%	56.85%	54.96%	55.96%
<b>Worst result</b>	54.57%	62.18%	62.42%	60.91%	61.92%
Responses	2696	2688	2662	2713	2269

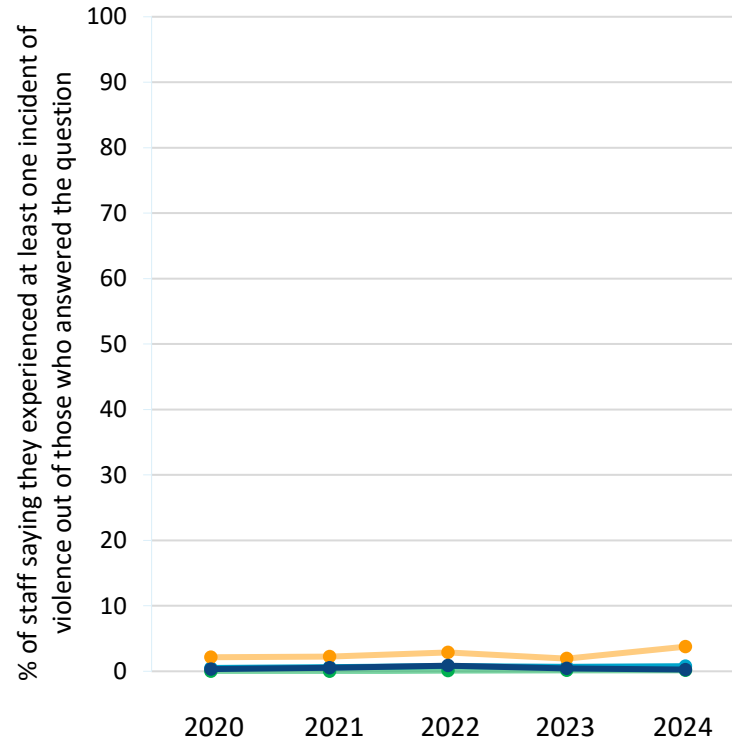


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



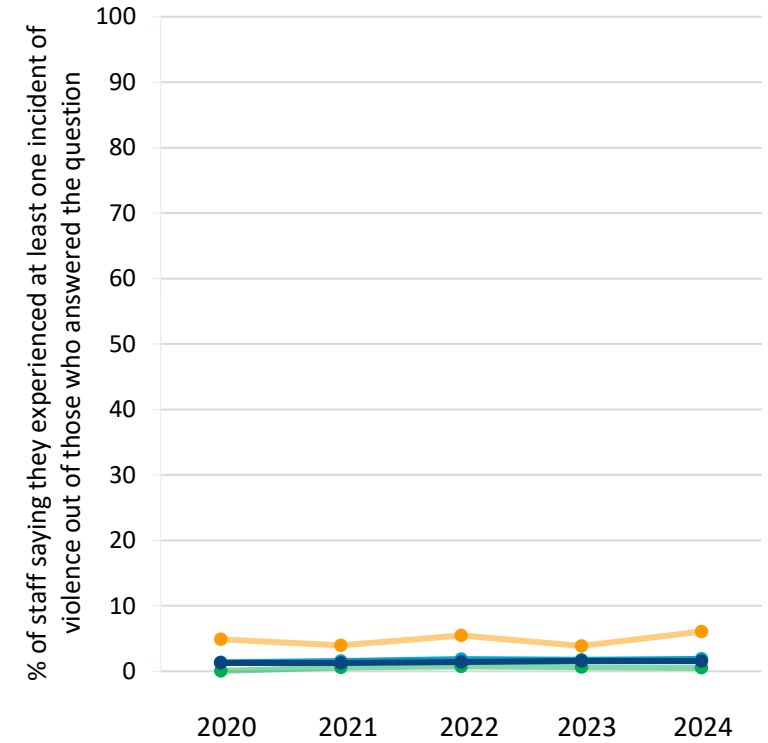
	2020	2021	2022	2023	2024
<b>Your org</b>	18.91%	17.99%	16.35%	14.08%	14.36%
<b>Best result</b>	6.62%	6.53%	7.85%	6.35%	6.38%
<b>Average result</b>	14.79%	14.47%	15.22%	13.88%	14.37%
<b>Worst result</b>	21.49%	21.27%	23.28%	22.09%	19.61%
Responses	2695	2682	2654	2504	2268

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



	2020	2021	2022	2023	2024
<b>Your org</b>	0.33%	0.55%	0.86%	0.44%	0.27%
<b>Best result</b>	0.00%	0.00%	0.10%	0.14%	0.14%
<b>Average result</b>	0.51%	0.63%	0.79%	0.68%	0.76%
<b>Worst result</b>	2.13%	2.23%	2.90%	1.94%	3.76%
Responses	2677	2664	2631	2461	2245

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

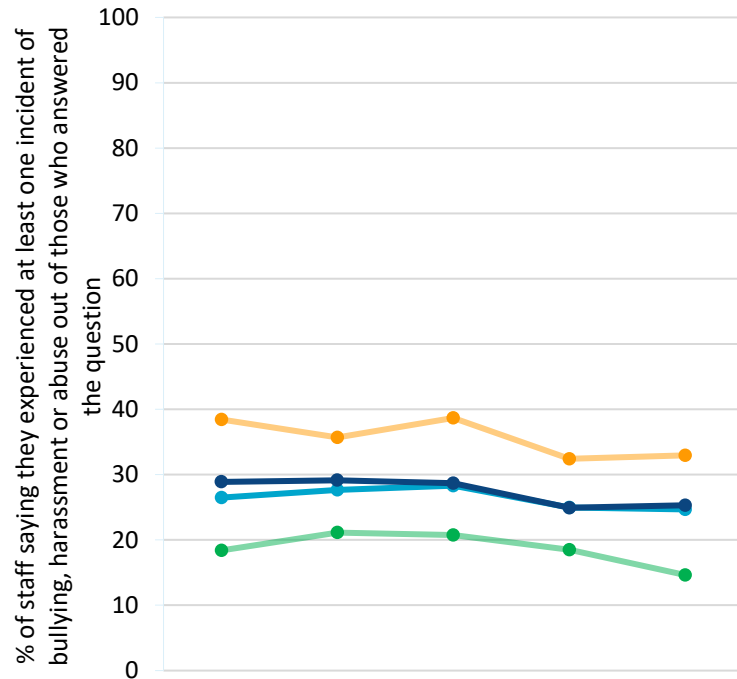


	2020	2021	2022	2023	2024
<b>Your org</b>	1.28%	1.27%	1.43%	1.58%	1.56%
<b>Best result</b>	0.06%	0.57%	0.75%	0.65%	0.53%
<b>Average result</b>	1.37%	1.59%	1.84%	1.78%	1.88%
<b>Worst result</b>	4.88%	3.98%	5.45%	3.88%	6.08%
Responses	2676	2642	2623	2440	2190

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.

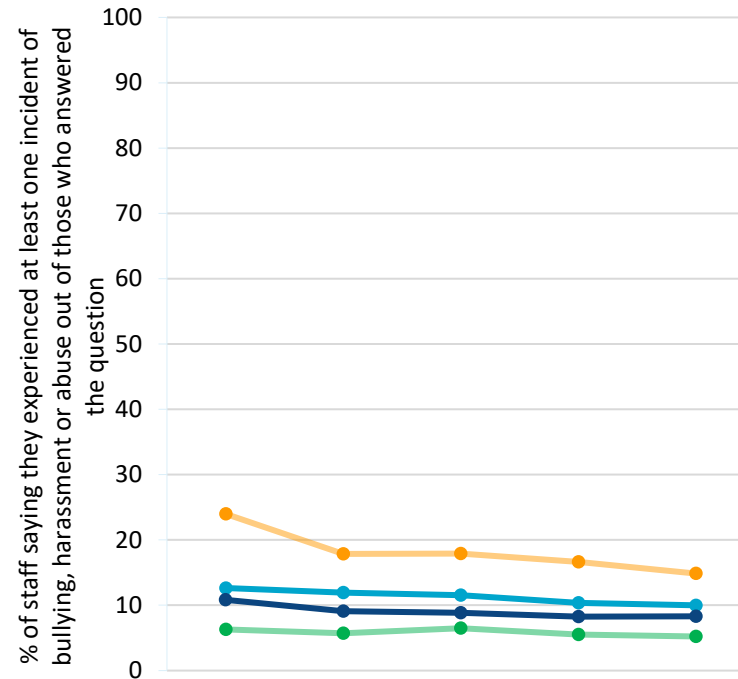


2020 2021 2022 2023 2024

Your org	28.90%	29.13%	28.70%	24.93%	25.33%
Best result	18.42%	21.13%	20.77%	18.48%	14.63%
Average result	26.49%	27.65%	28.31%	24.99%	24.68%
Worst result	38.45%	35.69%	38.68%	32.43%	32.94%

Responses 2594 2597 2658 2508 2263

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

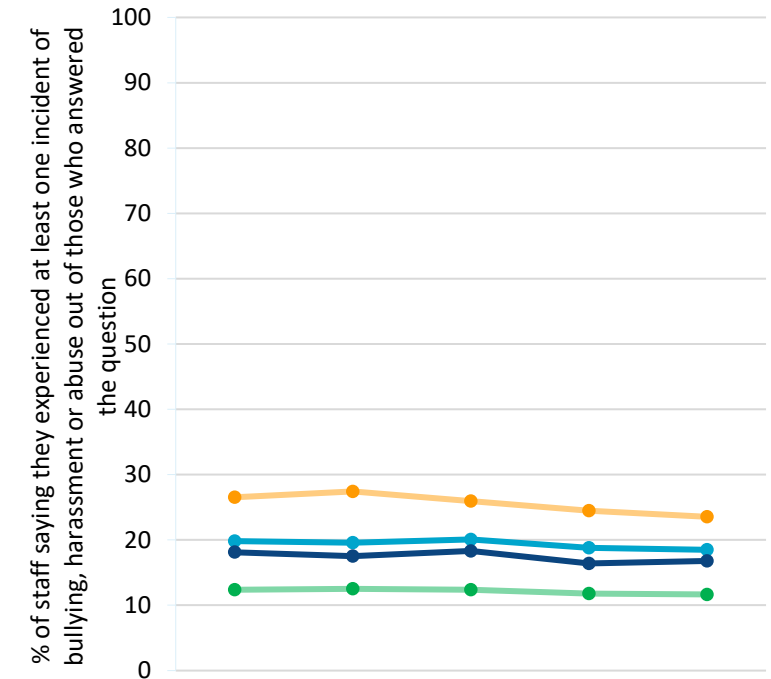


2020 2021 2022 2023 2024

Your org	10.83%	9.10%	8.85%	8.26%	8.30%
Best result	6.32%	5.72%	6.48%	5.52%	5.22%
Average result	12.64%	11.95%	11.55%	10.35%	10.00%
Worst result	23.98%	17.86%	17.89%	16.64%	14.86%

Responses 2584 2574 2638 2480 2250

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

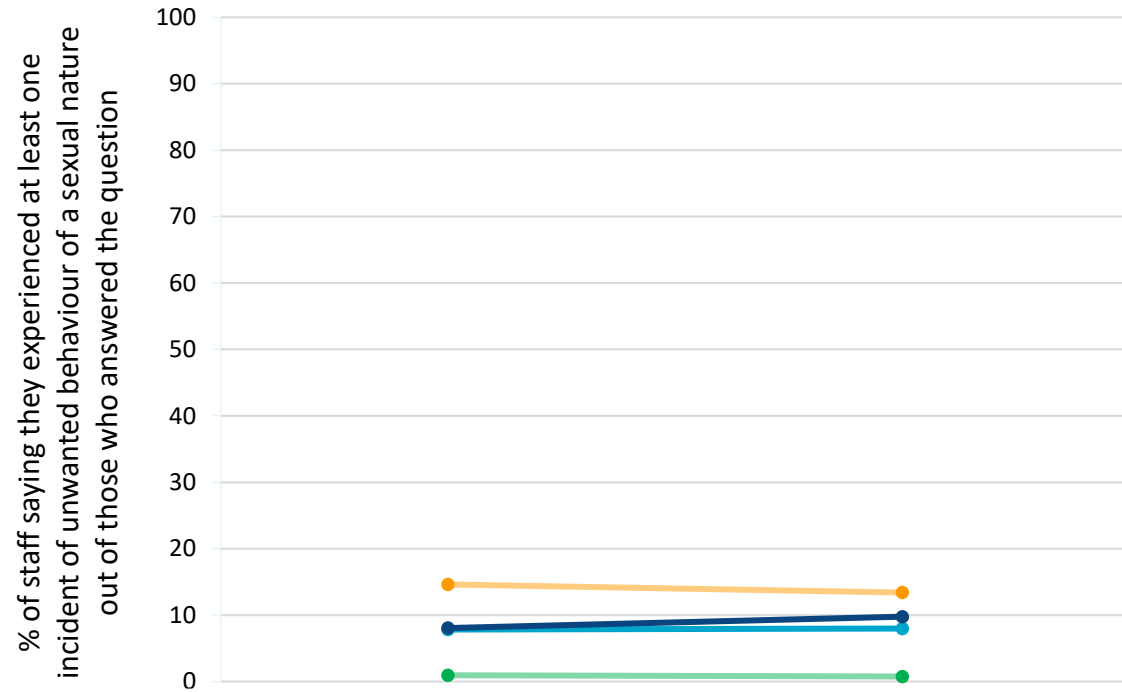
Your org	18.11%	17.53%	18.32%	16.40%	16.80%
Best result	12.40%	12.51%	12.37%	11.80%	11.66%
Average result	19.80%	19.56%	20.08%	18.78%	18.49%
Worst result	26.52%	27.43%	25.97%	24.45%	23.55%

Responses 2580 2569 2627 2468 2235

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	8.04%	9.76%
Best result	0.94%	0.76%
Average result	7.82%	7.98%
Worst result	14.61%	13.39%

Responses 2717 2268

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	3.01%	3.77%
Best result	1.46%	1.52%
Average result	3.81%	3.53%
Worst result	5.74%	5.85%

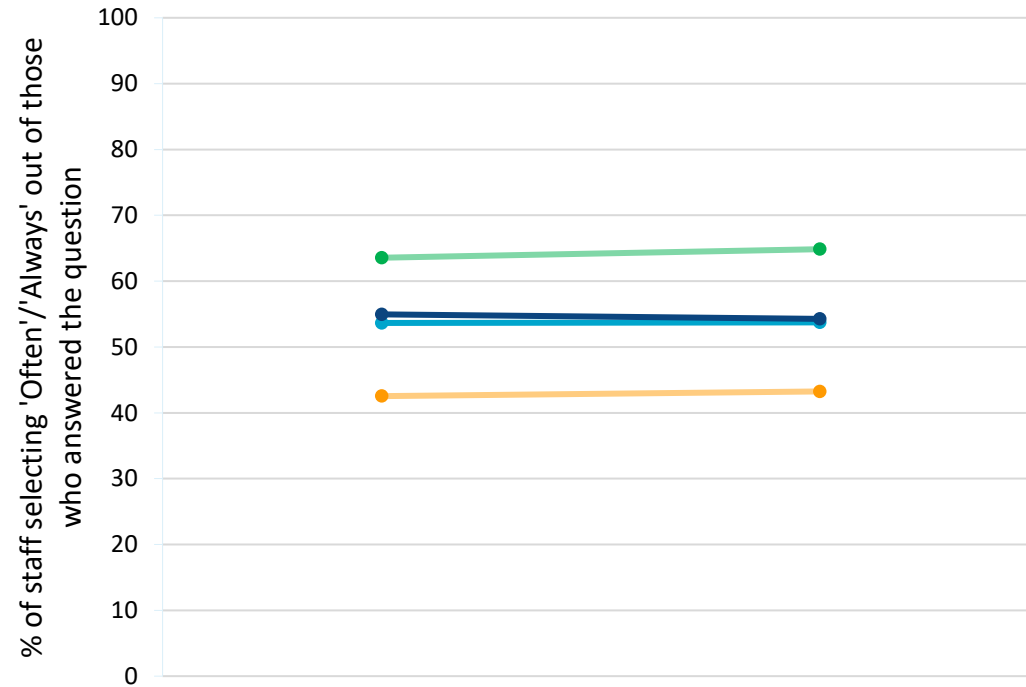
Responses 2704 2264

\*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	54.95%	54.27%
Best result	63.56%	64.85%
Average result	53.65%	53.73%
Worst result	42.53%	43.25%
Responses	2714	2272

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

## People Promise element – We are always learning



### Questions included:

Development – Q24a, Q24b, Q24c, Q24d, Q24e

Appraisals – Q23a\*, Q23b, Q23c, Q23d

Other questions\*\* - Q24f

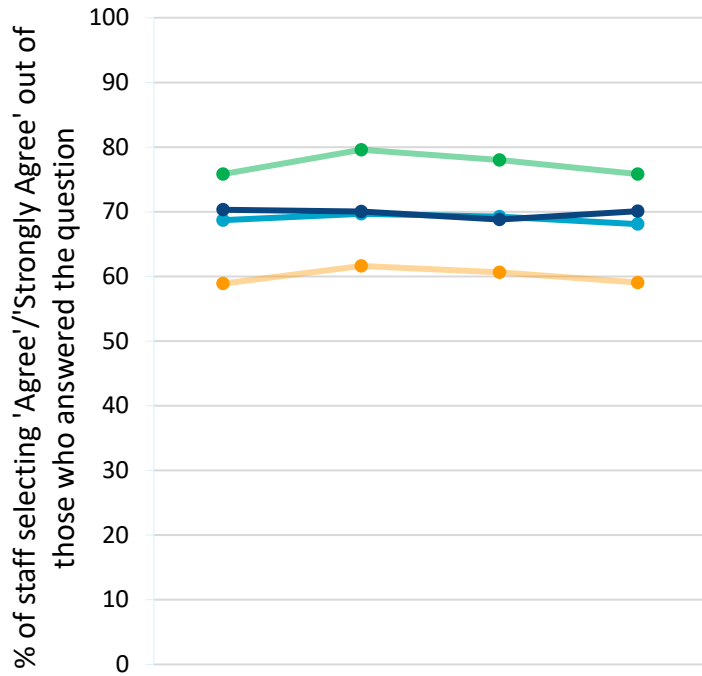
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

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

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

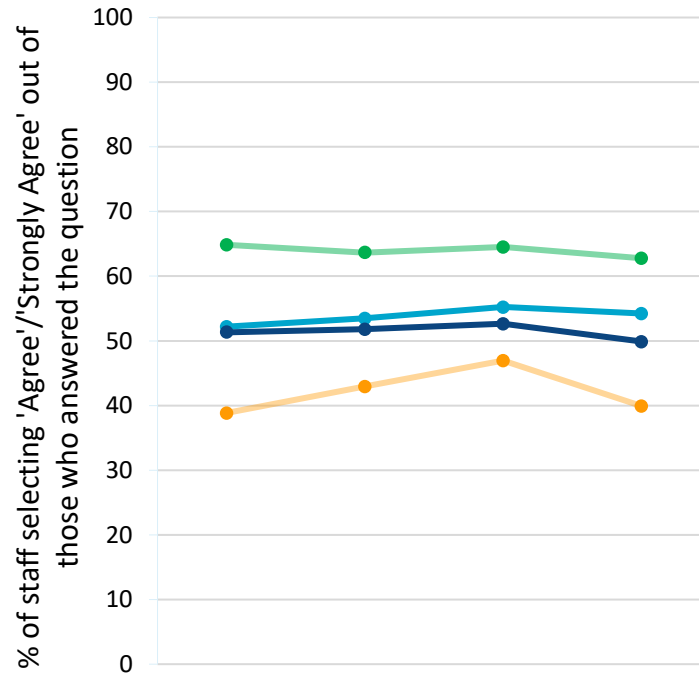


Q24a This organisation offers me challenging work.



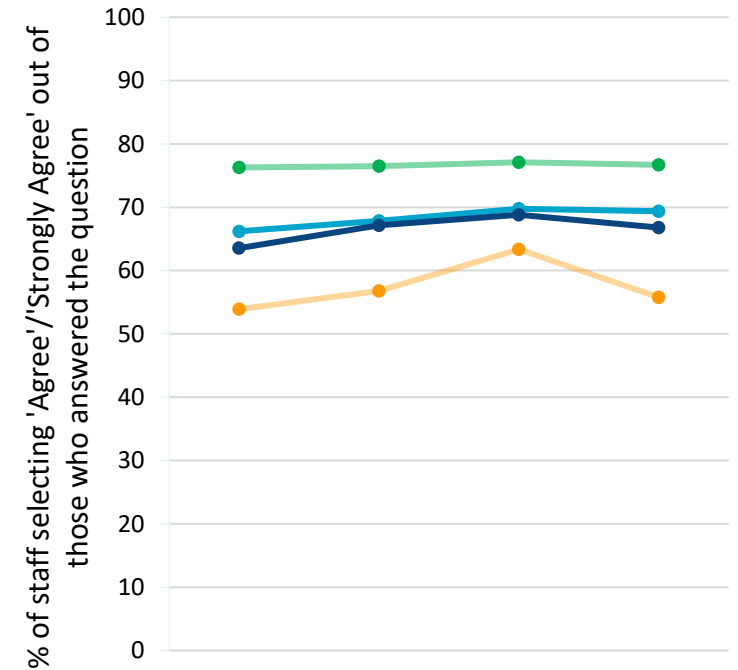
	2021	2022	2023	2024
<b>Your org</b>	70.31%	70.02%	68.80%	70.11%
<b>Best result</b>	75.83%	79.59%	78.00%	75.84%
<b>Average result</b>	68.68%	69.68%	69.23%	68.08%
<b>Worst result</b>	58.89%	61.62%	60.63%	59.05%
Responses	2664	2652	2711	2268

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



	2021	2022	2023	2024
<b>Your org</b>	51.32%	51.81%	52.65%	49.90%
<b>Best result</b>	64.85%	63.63%	64.50%	62.77%
<b>Average result</b>	52.19%	53.47%	55.24%	54.25%
<b>Worst result</b>	38.85%	42.97%	46.95%	39.91%
Responses	2666	2658	2712	2270

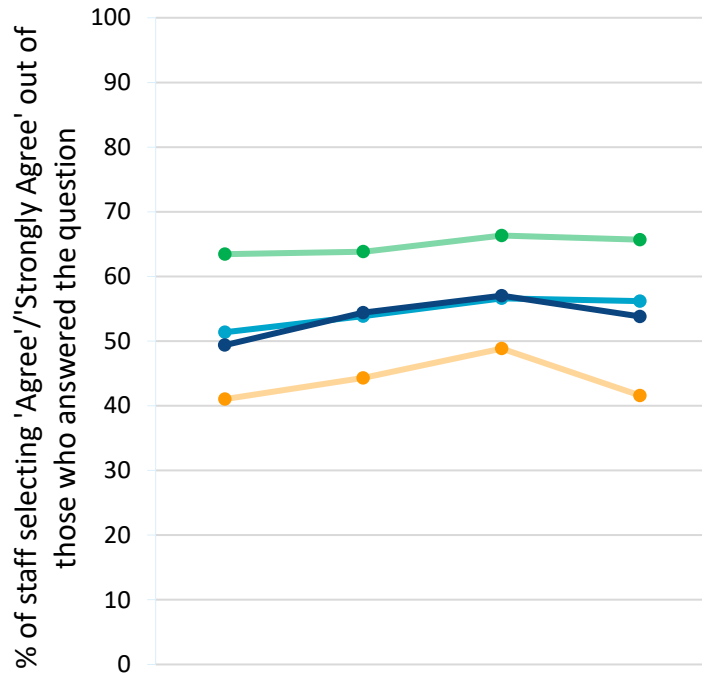
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
<b>Your org</b>	63.55%	67.15%	68.81%	66.77%
<b>Best result</b>	76.28%	76.49%	77.10%	76.67%
<b>Average result</b>	66.20%	67.87%	69.76%	69.39%
<b>Worst result</b>	53.90%	56.77%	63.34%	55.79%
Responses	2668	2652	2710	2271

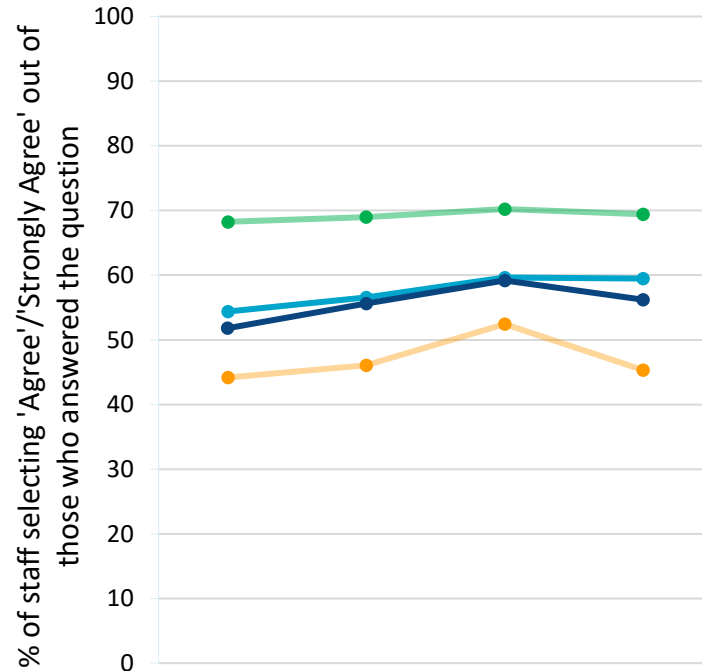


Q24d I feel supported to develop my potential.



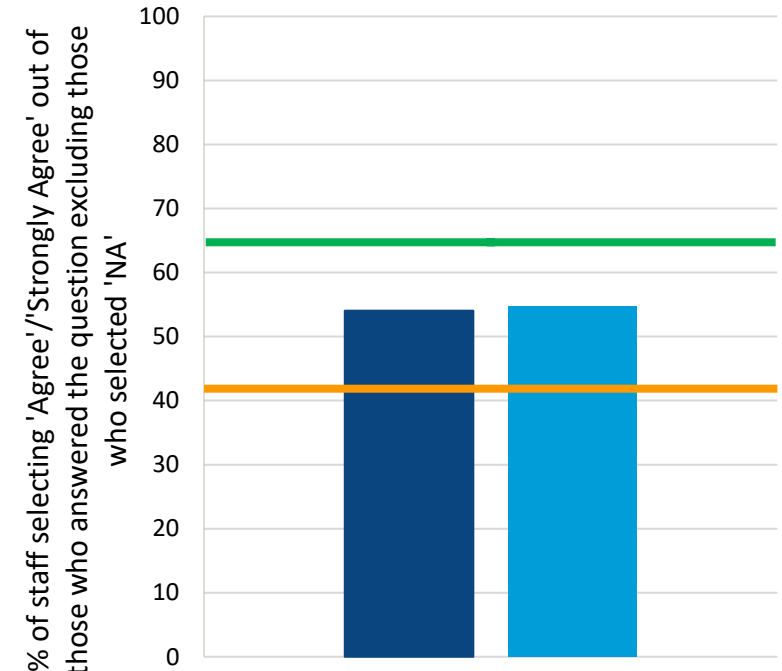
	2021	2022	2023	2024
Your org	49.38%	54.40%	57.03%	53.84%
Best result	63.45%	63.83%	66.33%	65.69%
Average result	51.37%	53.85%	56.61%	56.17%
Worst result	41.03%	44.31%	48.84%	41.60%
Responses	2661	2658	2710	2265

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



	2021	2022	2023	2024
Your org	51.80%	55.62%	59.18%	56.19%
Best result	68.26%	68.98%	70.23%	69.44%
Average result	54.38%	56.55%	59.64%	59.45%
Worst result	44.17%	46.06%	52.43%	45.31%
Responses	2661	2654	2712	2270

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

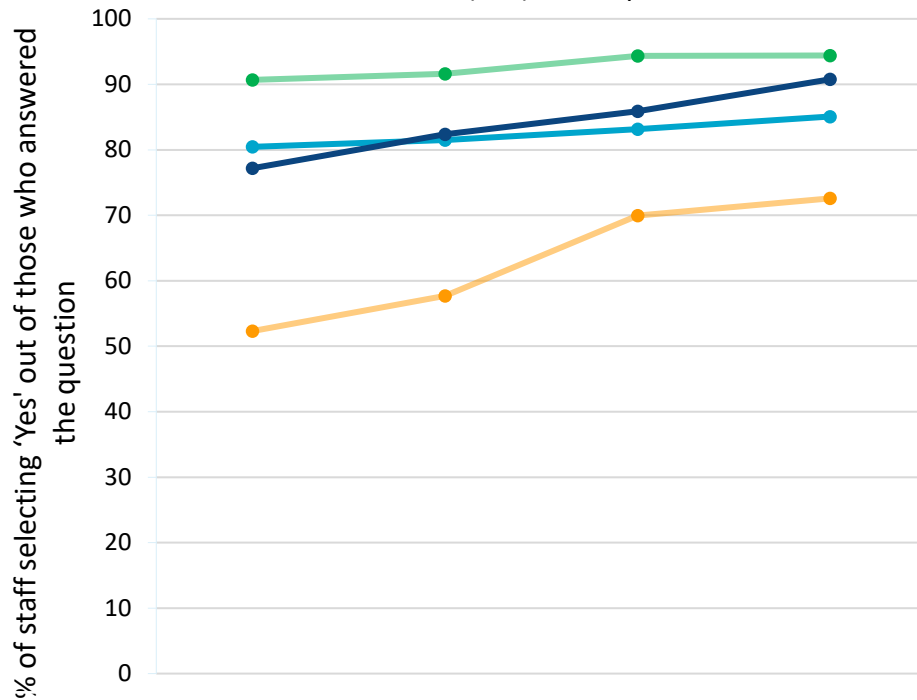


	2024
Your org	54.05%
Best result	64.73%
Average result	54.75%
Worst result	41.87%
Responses	1836

\*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.

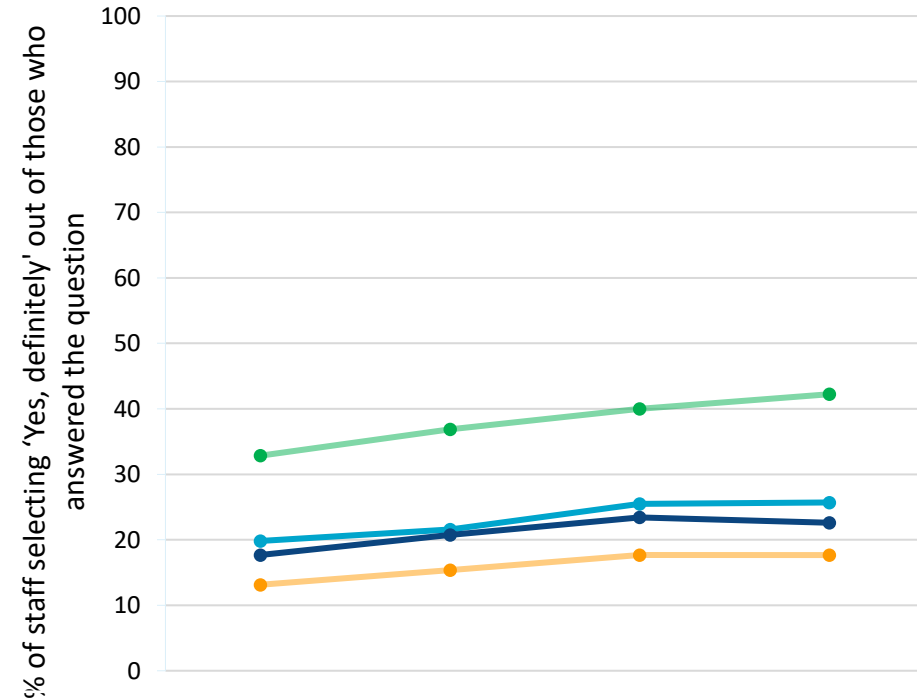


Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
<b>Your org</b>	77.19%	82.37%	85.89%	90.76%
<b>Best result</b>	90.68%	91.61%	94.36%	94.41%
<b>Average result</b>	80.45%	81.50%	83.17%	85.08%
<b>Worst result</b>	52.32%	57.70%	69.95%	72.58%
Responses	2669	2657	2661	2247

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

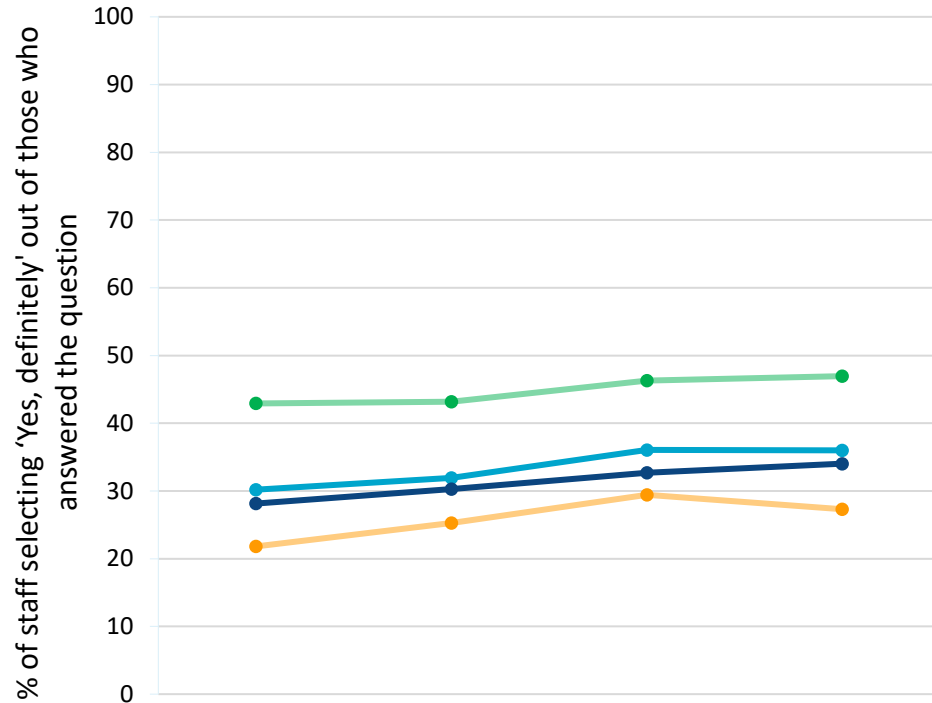


	2021	2022	2023	2024
<b>Your org</b>	17.68%	20.77%	23.42%	22.59%
<b>Best result</b>	32.85%	36.88%	39.99%	42.23%
<b>Average result</b>	19.82%	21.59%	25.50%	25.70%
<b>Worst result</b>	13.13%	15.35%	17.68%	17.65%
Responses	2049	2183	2280	2033

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

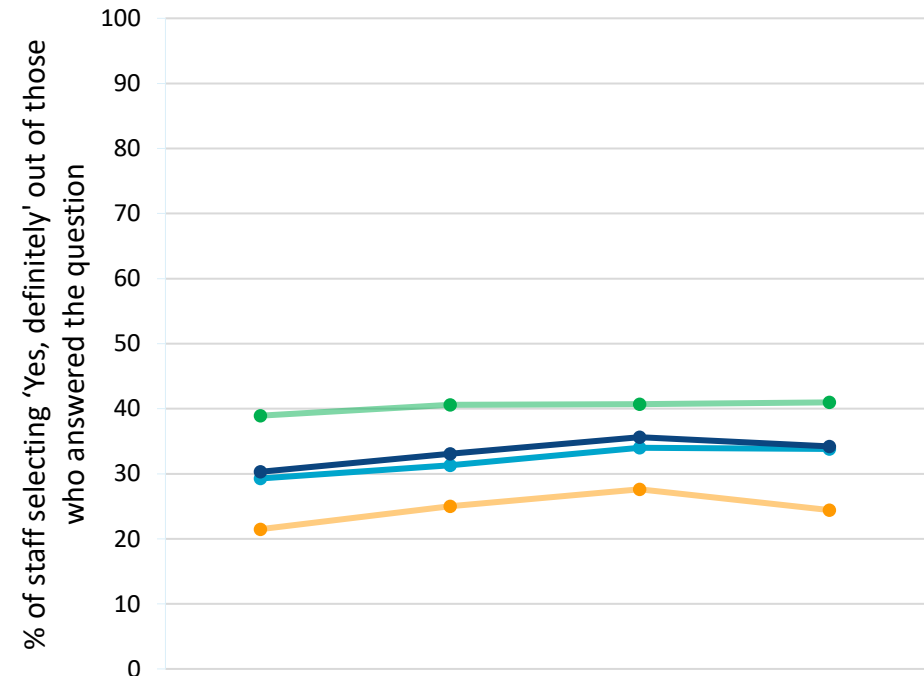


Q23c It helped me agree clear objectives for my work.



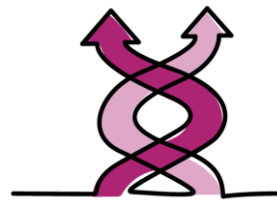
	2021	2022	2023	2024
<b>Your org</b>	28.14%	30.29%	32.70%	34.03%
<b>Best result</b>	42.92%	43.18%	46.31%	46.95%
<b>Average result</b>	30.19%	31.93%	36.06%	36.01%
<b>Worst result</b>	21.81%	25.28%	29.43%	27.28%
Responses	2052	2184	2278	2029

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



	2021	2022	2023	2024
<b>Your org</b>	30.30%	33.06%	35.62%	34.20%
<b>Best result</b>	38.93%	40.59%	40.69%	40.97%
<b>Average result</b>	29.27%	31.30%	33.99%	33.79%
<b>Worst result</b>	21.48%	25.03%	27.61%	24.42%
Responses	2054	2185	2279	2032

## People Promise element – We work flexibly



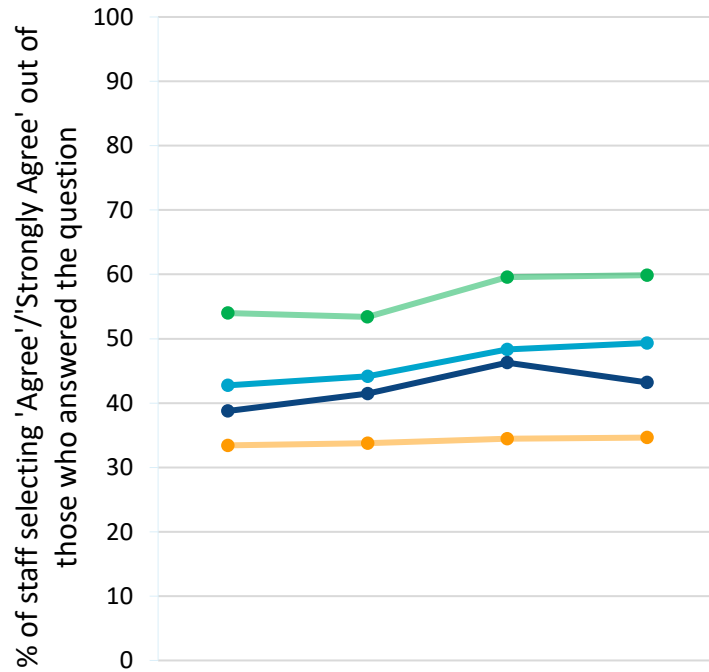
### Questions included:

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

Flexible working – Q4d

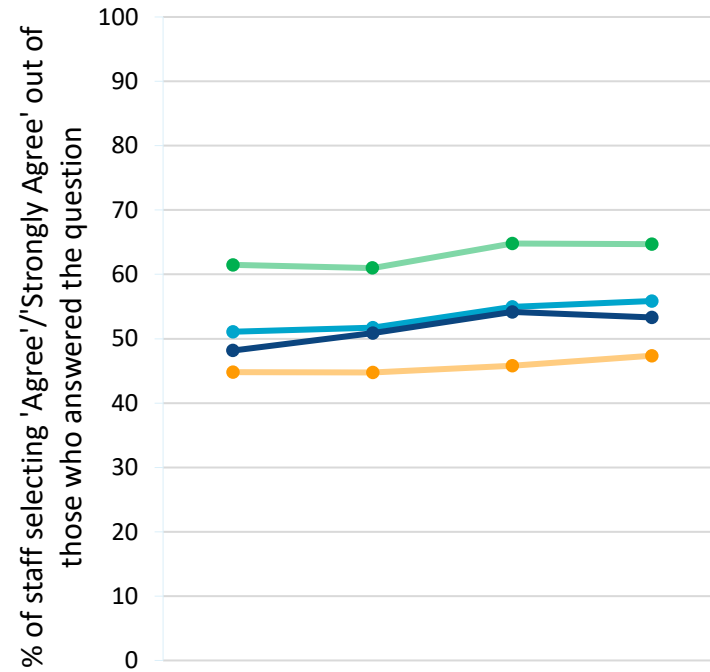


Q6b My organisation is committed to helping me balance my work and home life.



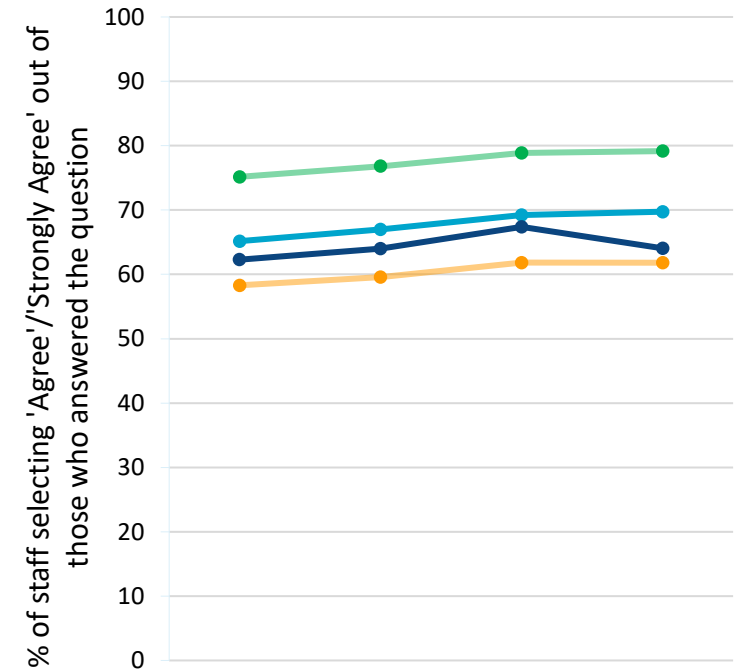
	2021	2022	2023	2024
<b>Your org</b>	38.77%	41.46%	46.28%	43.21%
<b>Best result</b>	53.99%	53.39%	59.57%	59.88%
<b>Average result</b>	42.75%	44.14%	48.33%	49.34%
<b>Worst result</b>	33.43%	33.74%	34.44%	34.64%
Responses	2738	2659	2716	2272

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



	2021	2022	2023	2024
<b>Your org</b>	48.16%	50.85%	54.17%	53.28%
<b>Best result</b>	61.48%	60.97%	64.79%	64.71%
<b>Average result</b>	51.09%	51.73%	54.93%	55.86%
<b>Worst result</b>	44.80%	44.75%	45.81%	47.36%
Responses	2734	2660	2716	2272

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

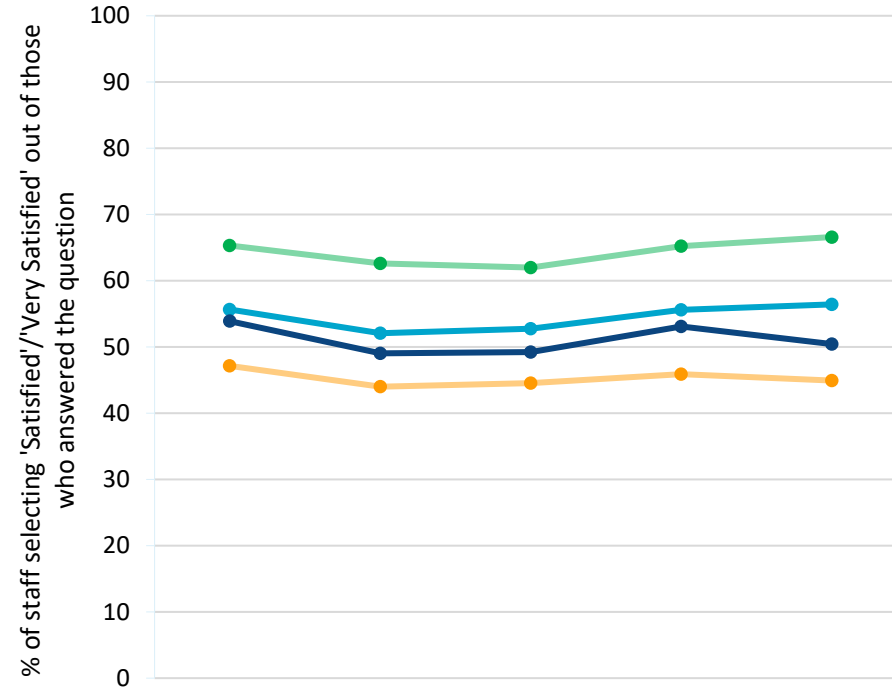


	2021	2022	2023	2024
<b>Your org</b>	62.28%	63.98%	67.38%	64.05%
<b>Best result</b>	75.16%	76.80%	78.85%	79.16%
<b>Average result</b>	65.17%	66.99%	69.24%	69.74%
<b>Worst result</b>	58.30%	59.57%	61.83%	61.80%
Responses	2739	2661	2714	2273



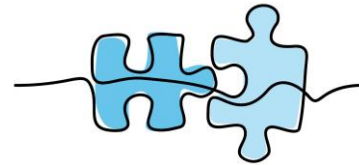


Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.



	2020	2021	2022	2023	2024
<b>Your org</b>	53.89%	49.04%	49.22%	53.10%	50.43%
<b>Best result</b>	65.32%	62.59%	61.99%	65.24%	66.60%
<b>Average result</b>	55.64%	52.08%	52.73%	55.59%	56.43%
<b>Worst result</b>	47.14%	44.00%	44.56%	45.90%	44.91%
Responses	2729	2743	2661	2704	2263

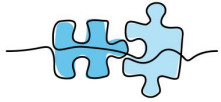
## People Promise element – We are a team



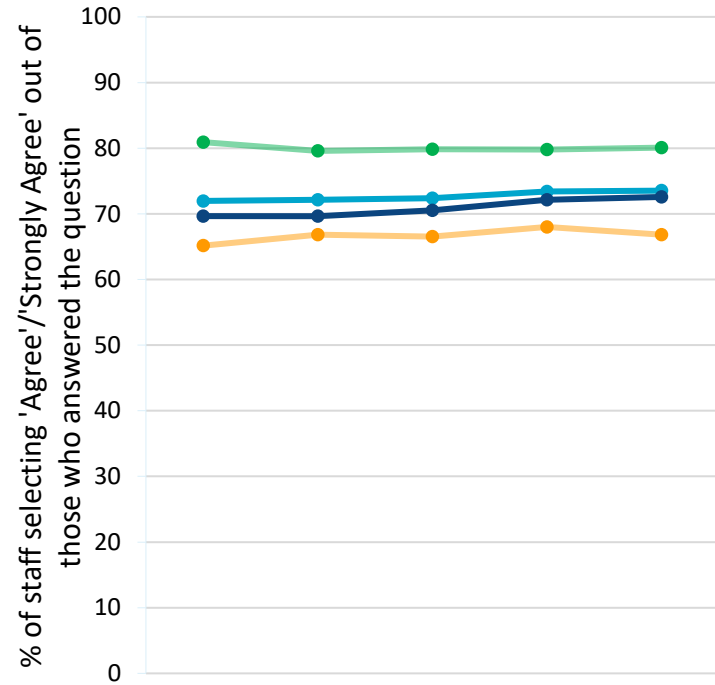
### Questions included:

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

Line management – Q9a, Q9b, Q9c, Q9d



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

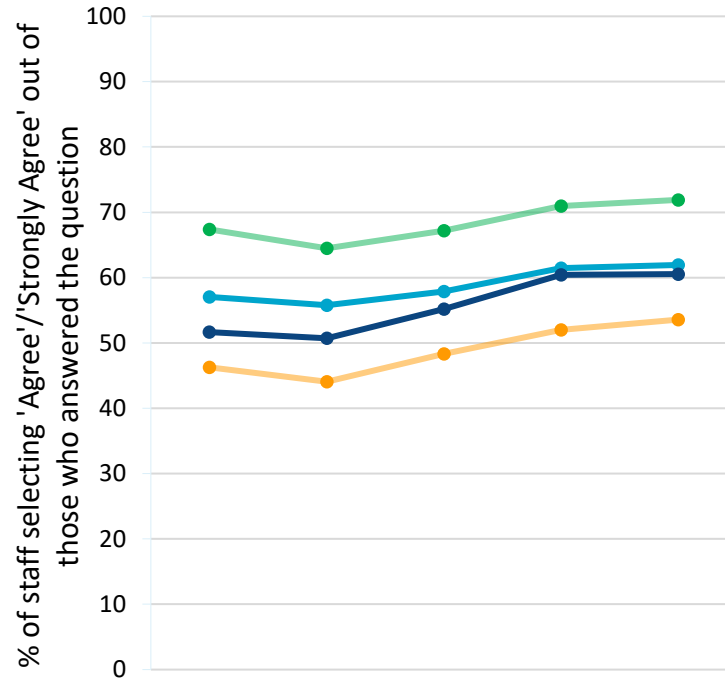


2020 2021 2022 2023 2024

Your org	69.64%	69.64%	70.52%	72.15%	72.57%
Best result	80.92%	79.58%	79.84%	79.80%	80.07%
Average result	71.97%	72.15%	72.38%	73.42%	73.53%
Worst result	65.15%	66.83%	66.52%	68.00%	66.82%

Responses 2727 2713 2660 2711 2272

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

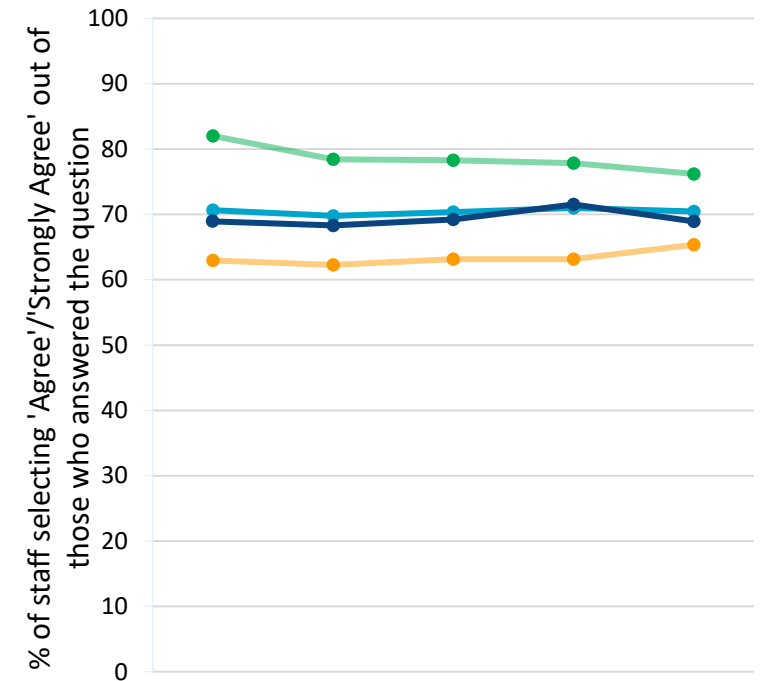


2020 2021 2022 2023 2024

Your org	51.65%	50.71%	55.17%	60.44%	60.54%
Best result	67.38%	64.49%	67.16%	70.97%	71.90%
Average result	57.06%	55.78%	57.87%	61.46%	61.94%
Worst result	46.26%	44.06%	48.33%	52.00%	53.58%

Responses 2743 2712 2658 2712 2273

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



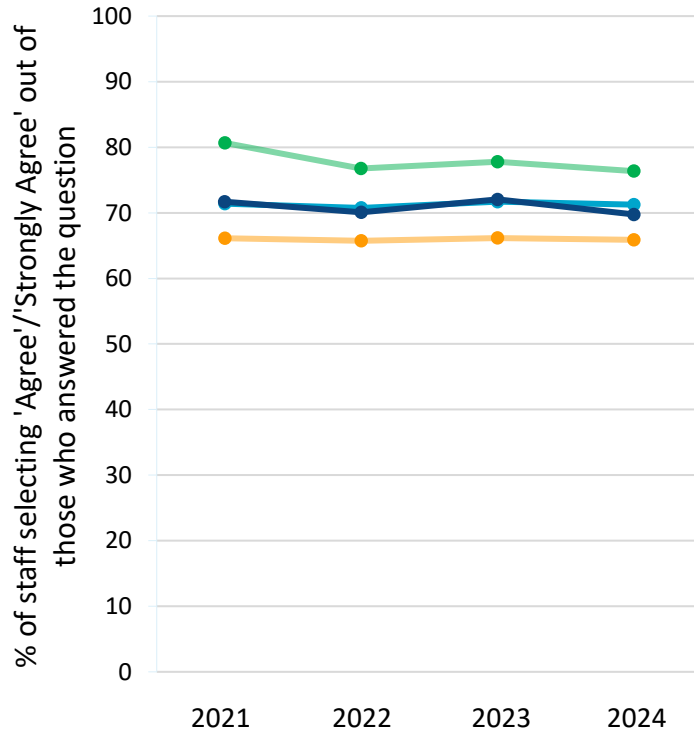
2020 2021 2022 2023 2024

Your org	68.96%	68.32%	69.25%	71.53%	68.95%
Best result	82.02%	78.45%	78.29%	77.84%	76.21%
Average result	70.63%	69.79%	70.36%	70.99%	70.44%
Worst result	62.98%	62.27%	63.14%	63.16%	65.37%

Responses 2743 2715 2663 2713 2273

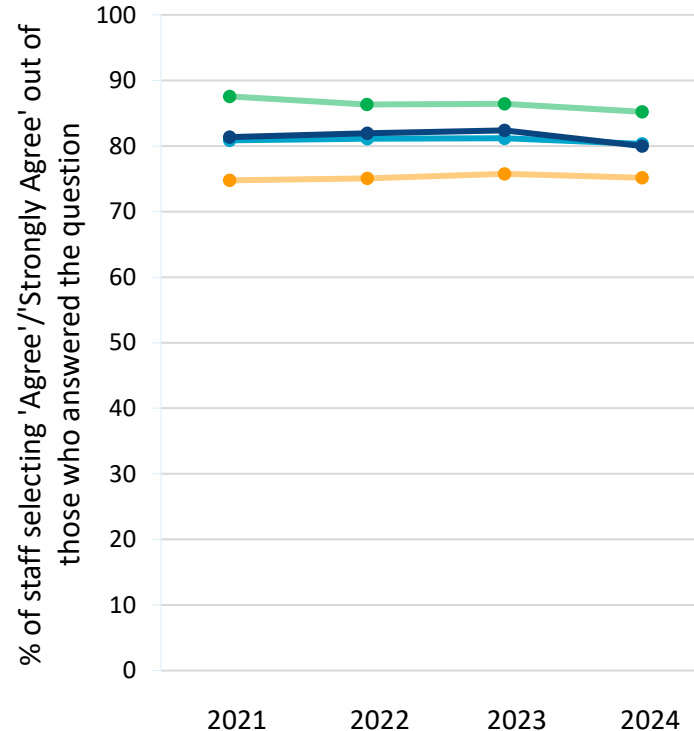


Q7d Team members understand each other's roles.



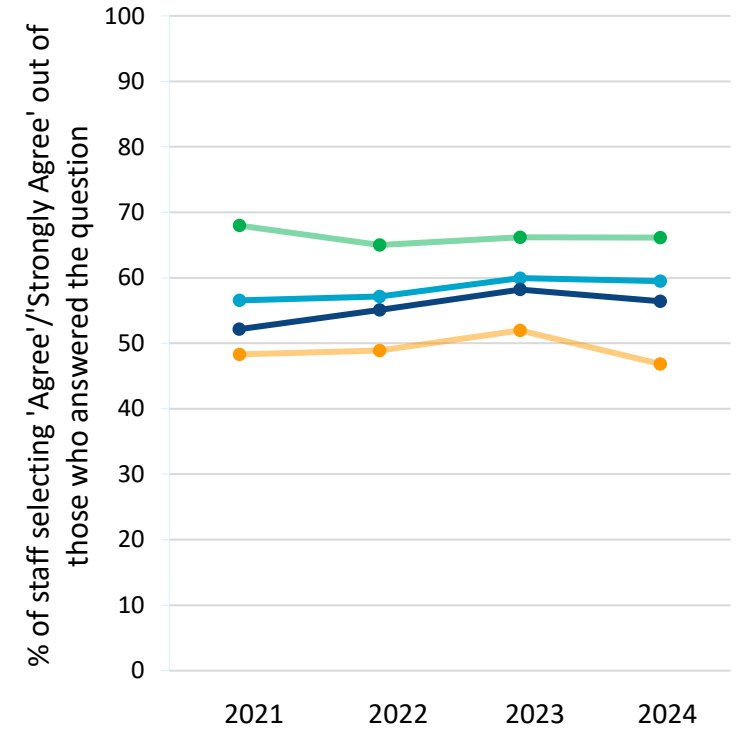
	2021	2022	2023	2024
<b>Your org</b>	71.67%	70.08%	72.05%	69.76%
<b>Best result</b>	80.65%	76.75%	77.80%	76.36%
<b>Average result</b>	71.41%	70.75%	71.71%	71.27%
<b>Worst result</b>	66.14%	65.74%	66.15%	65.89%
Responses	2715	2662	2712	2274

Q7e I enjoy working with the colleagues in my team.

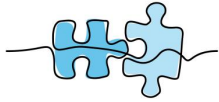


	2021	2022	2023	2024
<b>Your org</b>	81.35%	81.93%	82.38%	79.99%
<b>Best result</b>	87.56%	86.32%	86.45%	85.22%
<b>Average result</b>	80.88%	81.11%	81.18%	80.32%
<b>Worst result</b>	74.76%	75.06%	75.76%	75.15%
Responses	2712	2659	2710	2273

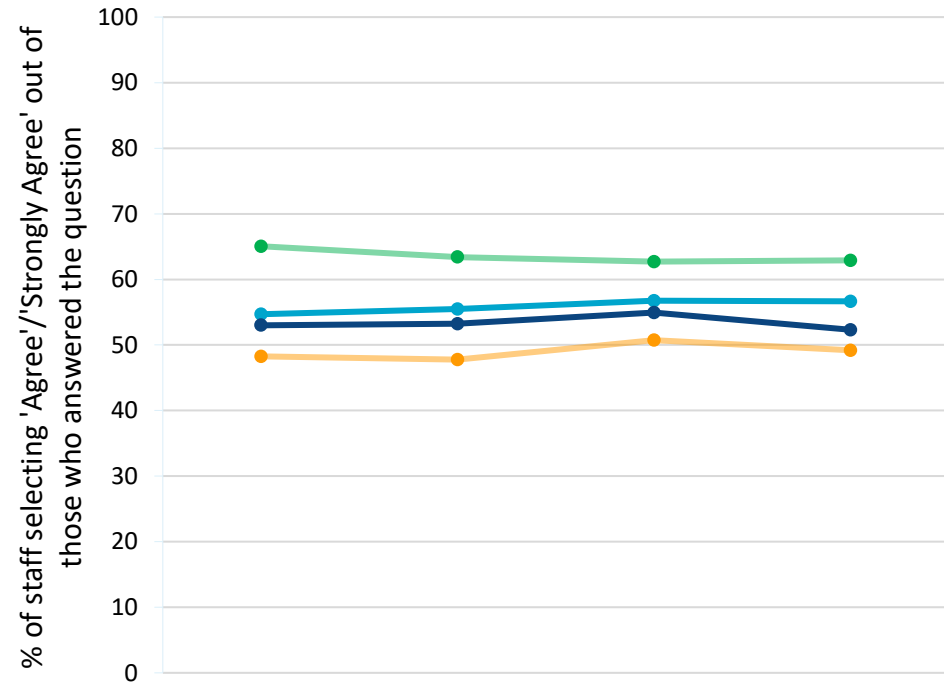
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023	2024
<b>Your org</b>	52.15%	55.09%	58.20%	56.39%
<b>Best result</b>	67.97%	65.01%	66.20%	66.16%
<b>Average result</b>	56.55%	57.13%	59.95%	59.47%
<b>Worst result</b>	48.31%	48.90%	51.97%	46.83%
Responses	2710	2659	2709	2272

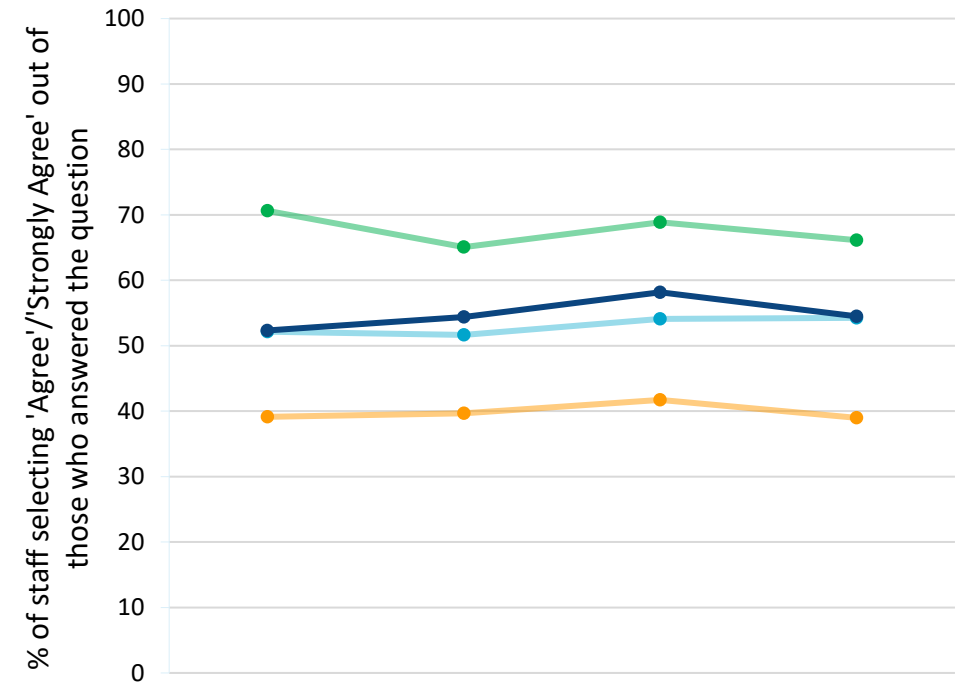


Q7g In my team disagreements are dealt with constructively.

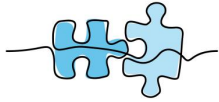


	2021	2022	2023	2024
Your org	53.02%	53.25%	54.94%	52.32%
Best result	65.06%	63.41%	62.71%	62.90%
Average result	54.69%	55.50%	56.75%	56.65%
Worst result	48.27%	47.77%	50.73%	49.19%
Responses	2711	2659	2711	2268

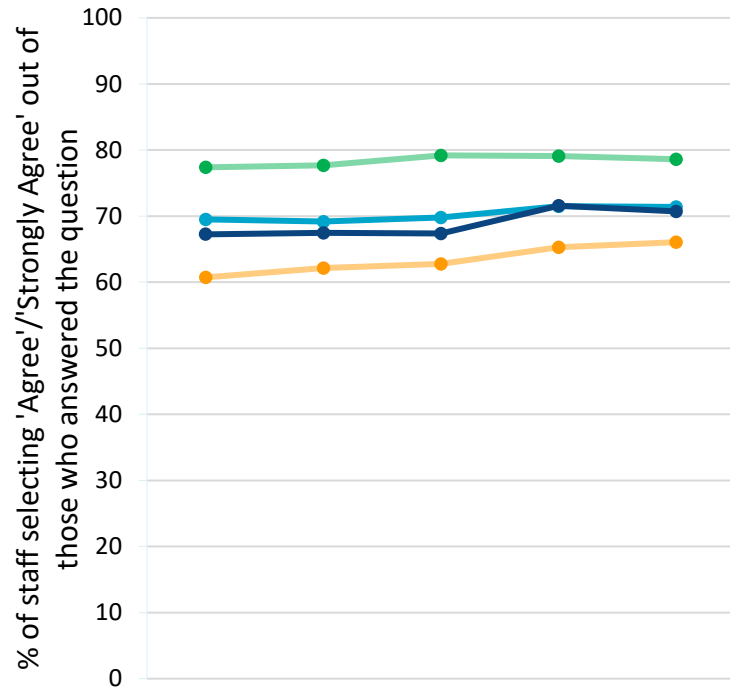
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Your org	52.34%	54.41%	58.17%	54.47%
Best result	70.62%	65.08%	68.88%	66.13%
Average result	52.14%	51.65%	54.11%	54.27%
Worst result	39.14%	39.66%	41.73%	38.98%
Responses	2698	2660	2716	2273



Q9a My immediate manager encourages me at work.

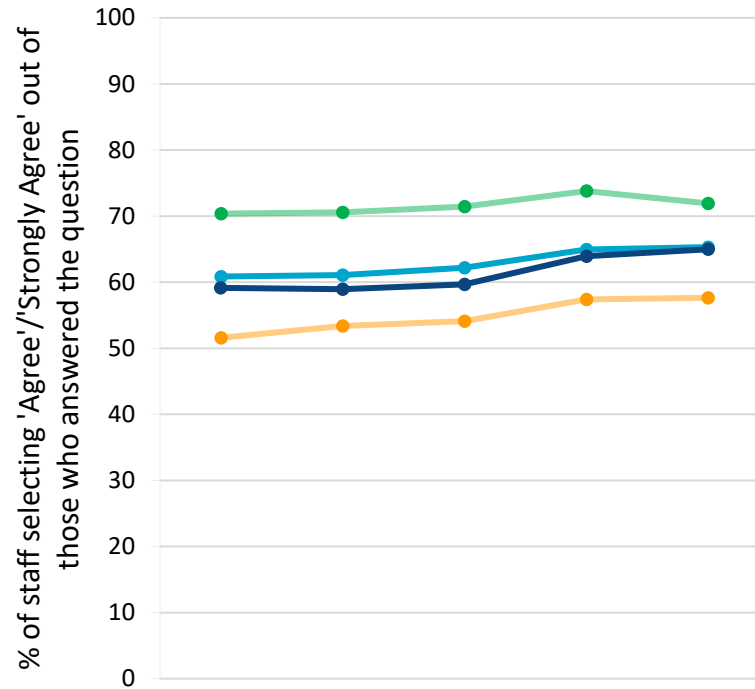


2020 2021 2022 2023 2024

Your org	67.24%	67.45%	67.40%	71.57%	70.71%
Best result	77.39%	77.71%	79.19%	79.11%	78.63%
Average result	69.49%	69.19%	69.81%	71.50%	71.38%
Worst result	60.73%	62.13%	62.79%	65.30%	66.06%

Responses 2709 2694 2663 2718 2271

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

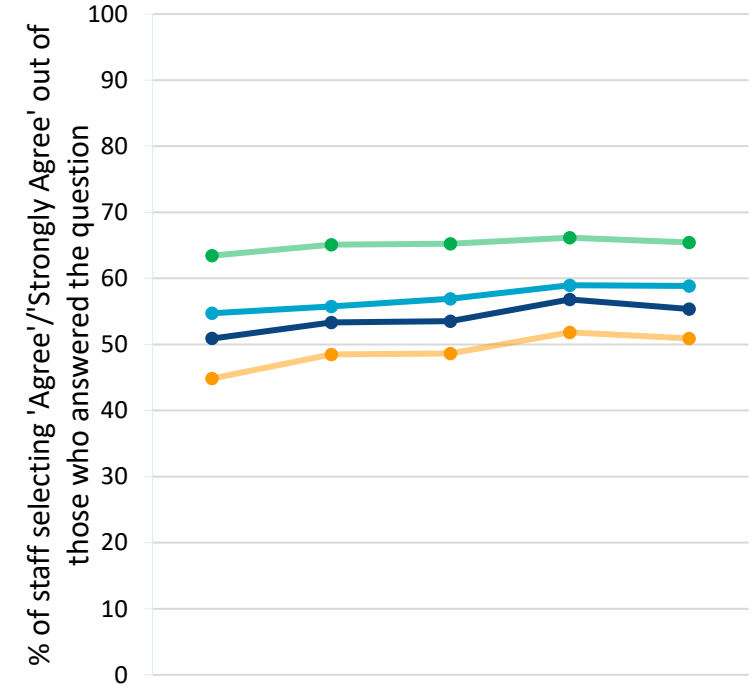


2020 2021 2022 2023 2024

Your org	59.14%	58.94%	59.68%	63.93%	64.99%
Best result	70.38%	70.55%	71.44%	73.80%	71.93%
Average result	60.86%	61.06%	62.20%	64.95%	65.31%
Worst result	51.58%	53.40%	54.10%	57.39%	57.64%

Responses 2707 2691 2657 2712 2271

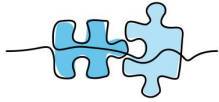
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



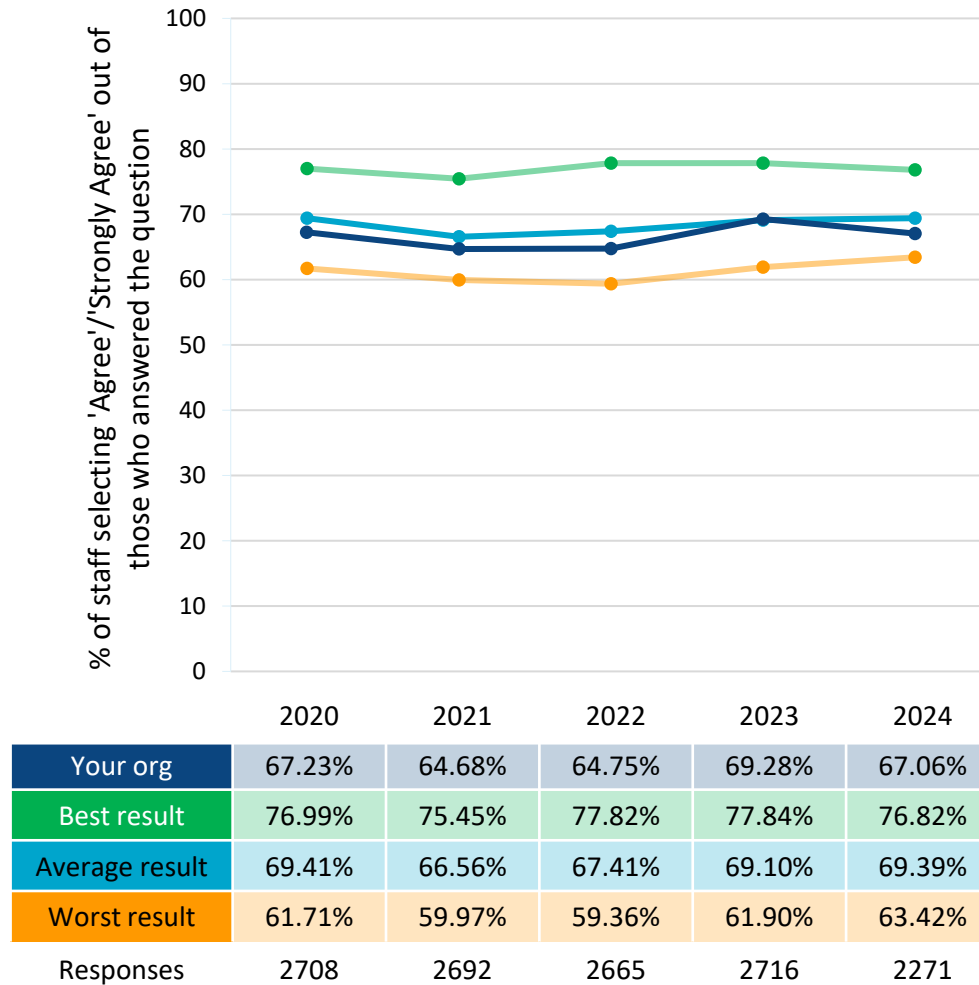
2020 2021 2022 2023 2024

Your org	50.89%	53.34%	53.51%	56.82%	55.35%
Best result	63.45%	65.11%	65.23%	66.16%	65.47%
Average result	54.73%	55.75%	56.93%	58.97%	58.84%
Worst result	44.85%	48.47%	48.62%	51.84%	50.94%

Responses 2708 2693 2666 2712 2270



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



## Theme – Staff engagement



### Questions included:

Motivation – Q2a, Q2b, Q2c

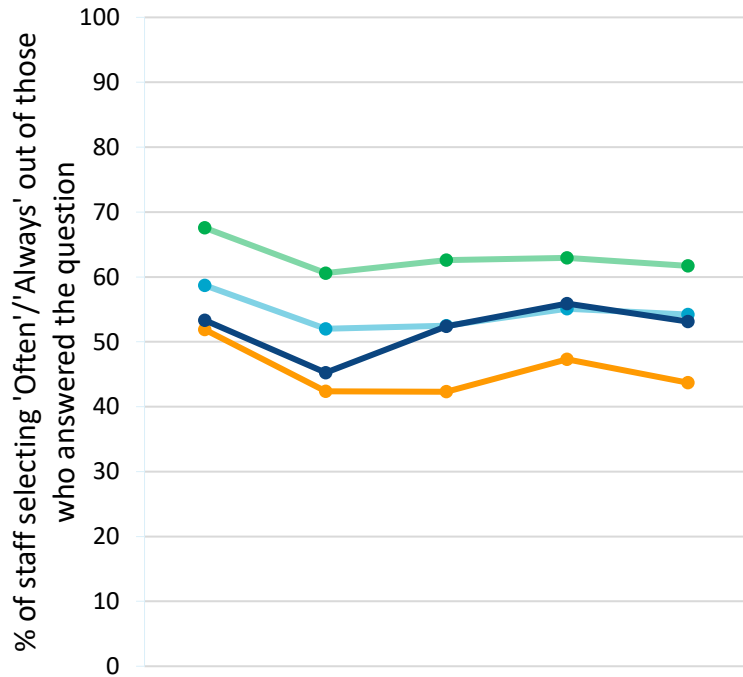
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d



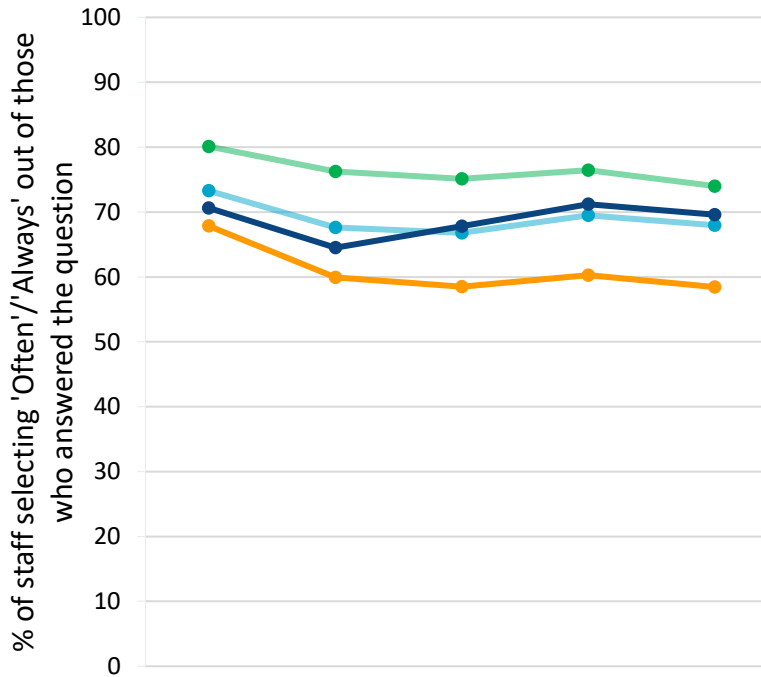


Q2a I look forward to going to work.



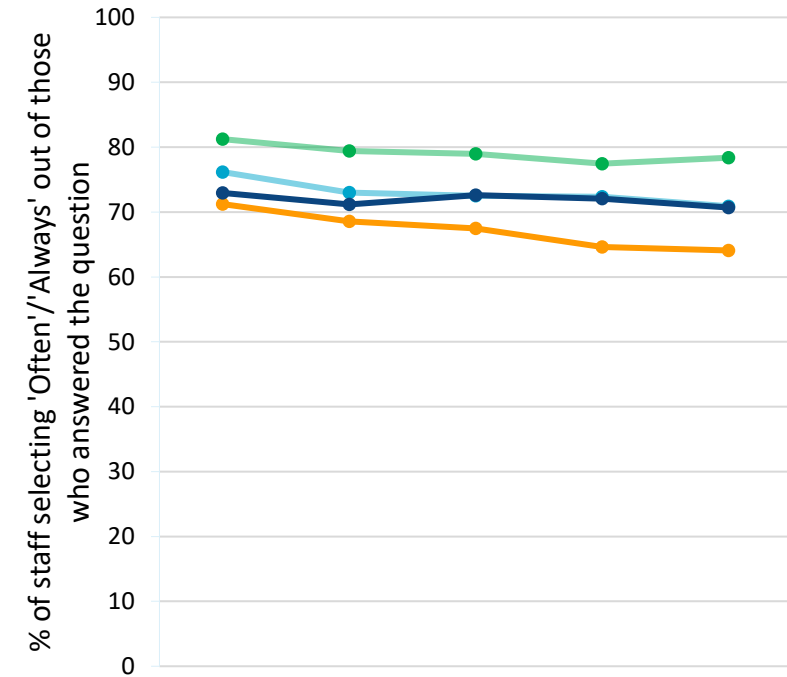
	2020	2021	2022	2023	2024
<b>Your org</b>	53.31%	45.24%	52.39%	55.89%	53.14%
<b>Best result</b>	67.56%	60.59%	62.57%	62.91%	61.70%
<b>Average result</b>	58.70%	52.01%	52.47%	55.07%	54.19%
<b>Worst result</b>	51.87%	42.39%	42.30%	47.30%	43.71%
Responses	2783	2793	2658	2710	2270

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	70.61%	64.50%	67.82%	71.20%	69.57%
<b>Best result</b>	80.10%	76.24%	75.13%	76.42%	74.01%
<b>Average result</b>	73.28%	67.60%	66.80%	69.49%	67.95%
<b>Worst result</b>	67.85%	59.92%	58.48%	60.25%	58.44%
Responses	2775	2785	2654	2705	2266

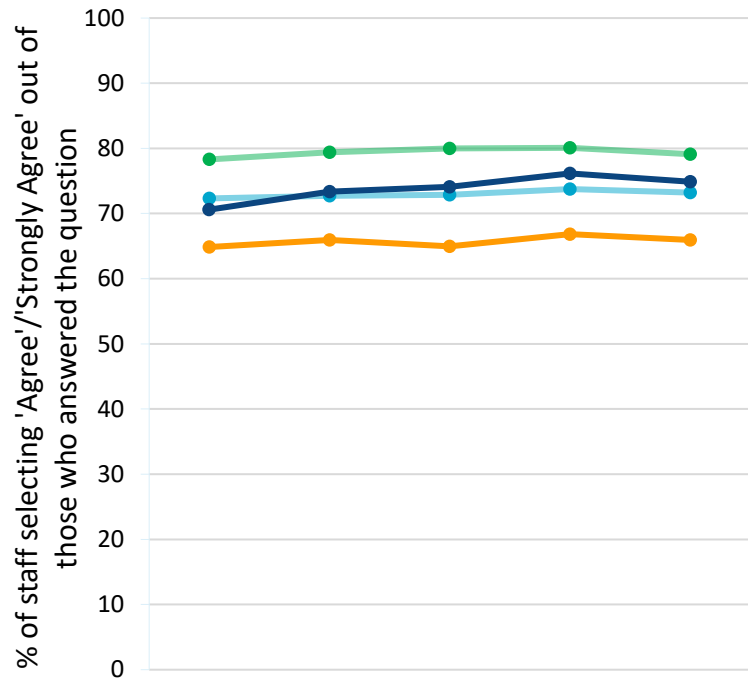
Q2c Time passes quickly when I am working.



	2020	2021	2022	2023	2024
<b>Your org</b>	72.94%	71.15%	72.59%	72.04%	70.69%
<b>Best result</b>	81.23%	79.39%	78.98%	77.45%	78.37%
<b>Average result</b>	76.16%	72.99%	72.52%	72.36%	70.90%
<b>Worst result</b>	71.22%	68.54%	67.46%	64.61%	64.08%
Responses	2777	2784	2656	2699	2264

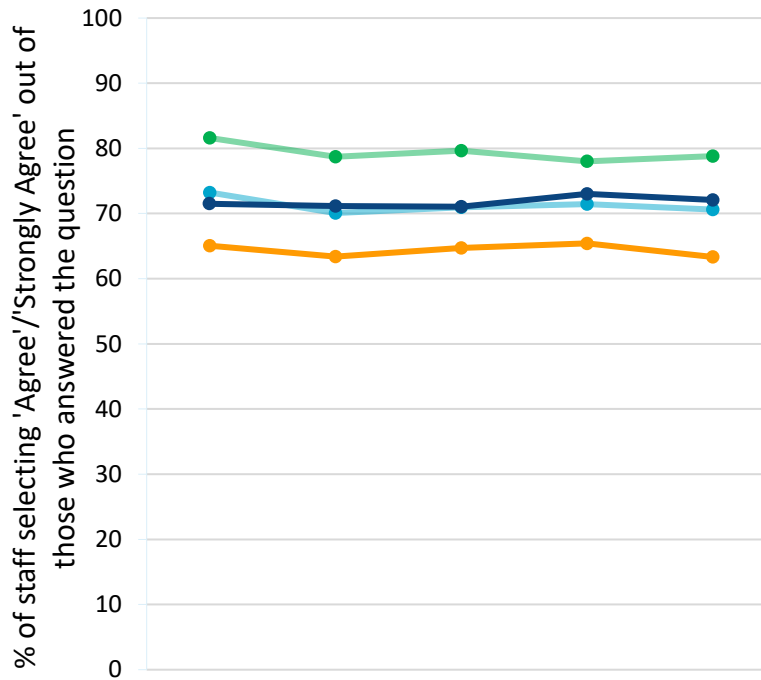


Q3c There are frequent opportunities for me to show initiative in my role.



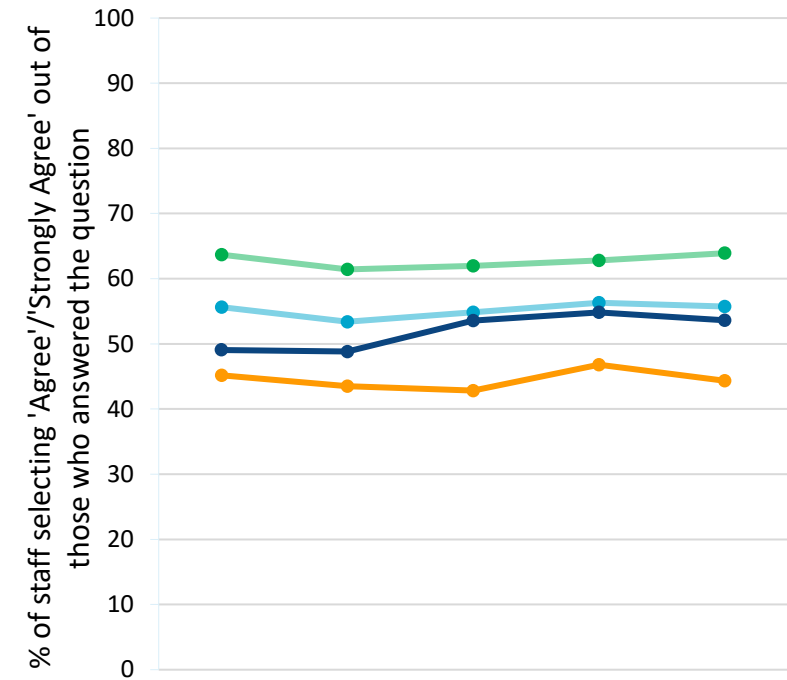
	2020	2021	2022	2023	2024
<b>Your org</b>	70.60%	73.38%	74.10%	76.16%	74.91%
<b>Best result</b>	78.30%	79.42%	80.00%	80.09%	79.13%
<b>Average result</b>	72.32%	72.74%	72.89%	73.76%	73.20%
<b>Worst result</b>	64.86%	65.95%	64.98%	66.84%	65.96%
Responses	2739	2747	2662	2711	2270

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



	2020	2021	2022	2023	2024
<b>Your org</b>	71.51%	71.15%	71.05%	73.02%	72.07%
<b>Best result</b>	81.61%	78.70%	79.64%	78.01%	78.83%
<b>Average result</b>	73.23%	70.08%	70.96%	71.46%	70.60%
<b>Worst result</b>	65.06%	63.41%	64.71%	65.42%	63.34%
Responses	2747	2751	2662	2716	2275

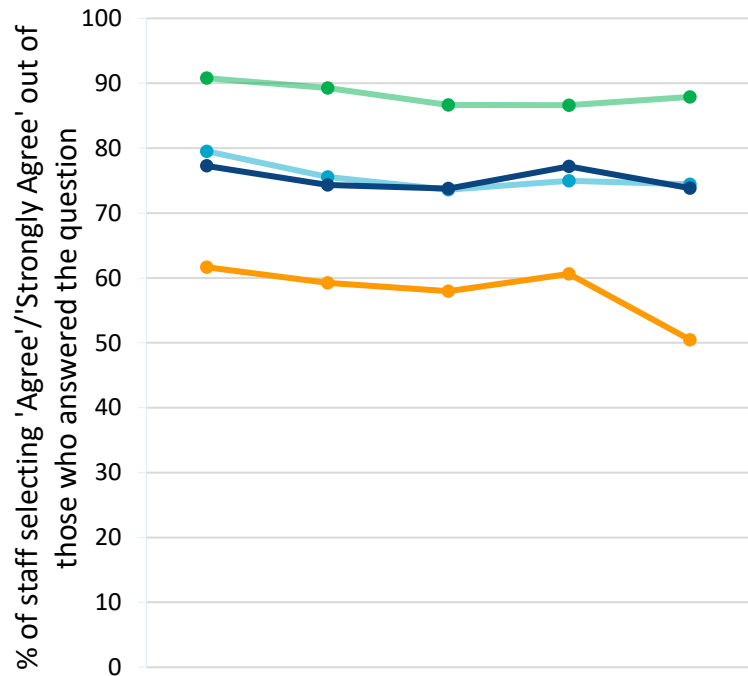
Q3f I am able to make improvements happen in my area of work.



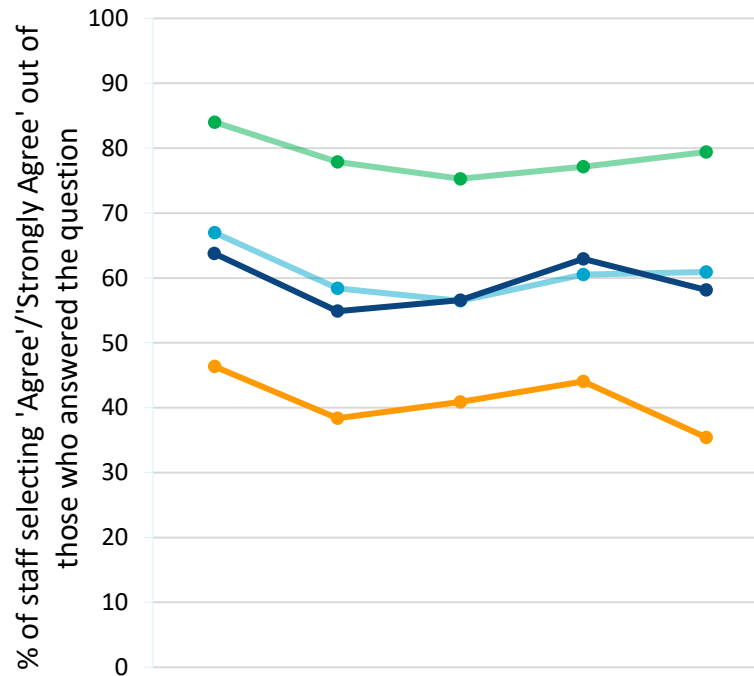
	2020	2021	2022	2023	2024
<b>Your org</b>	49.08%	48.83%	53.58%	54.83%	53.63%
<b>Best result</b>	63.70%	61.43%	61.98%	62.83%	63.91%
<b>Average result</b>	55.64%	53.40%	54.86%	56.31%	55.73%
<b>Worst result</b>	45.19%	43.51%	42.83%	46.80%	44.36%
Responses	2744	2744	2664	2709	2275



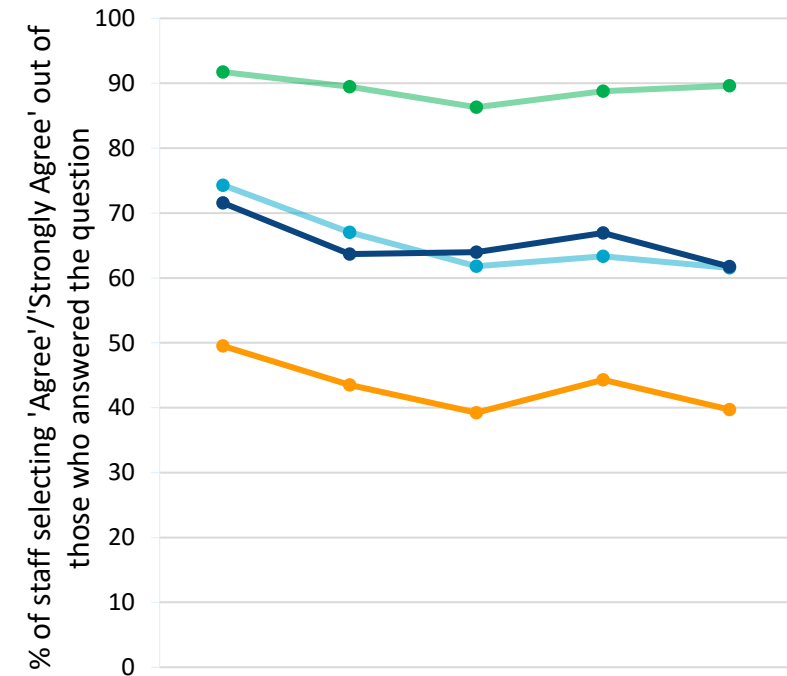
Q25a Care of patients / service users is my organisation's top priority.



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



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



	2020	2021	2022	2023	2024
<b>Your org</b>	77.25%	74.31%	73.76%	77.20%	73.84%
<b>Best result</b>	90.78%	89.26%	86.67%	86.62%	87.89%
<b>Average result</b>	79.52%	75.57%	73.60%	74.95%	74.42%
<b>Worst result</b>	61.64%	59.23%	57.97%	60.62%	50.48%
Responses	2657	2647	2656	2707	2266

	2020	2021	2022	2023	2024
<b>Your org</b>	63.75%	54.87%	56.58%	62.94%	58.14%
<b>Best result</b>	84.01%	77.87%	75.29%	77.14%	79.38%
<b>Average result</b>	66.98%	58.40%	56.46%	60.53%	60.90%
<b>Worst result</b>	46.35%	38.38%	40.89%	44.05%	35.43%
Responses	2657	2646	2654	2709	2263

	2020	2021	2022	2023	2024
<b>Your org</b>	71.55%	63.69%	63.99%	66.95%	61.74%
<b>Best result</b>	91.73%	89.48%	86.30%	88.79%	89.59%
<b>Average result</b>	74.30%	67.01%	61.79%	63.34%	61.54%
<b>Worst result</b>	49.51%	43.50%	39.23%	44.30%	39.72%
Responses	2651	2647	2654	2706	2263

## Theme - Morale



### Questions included:

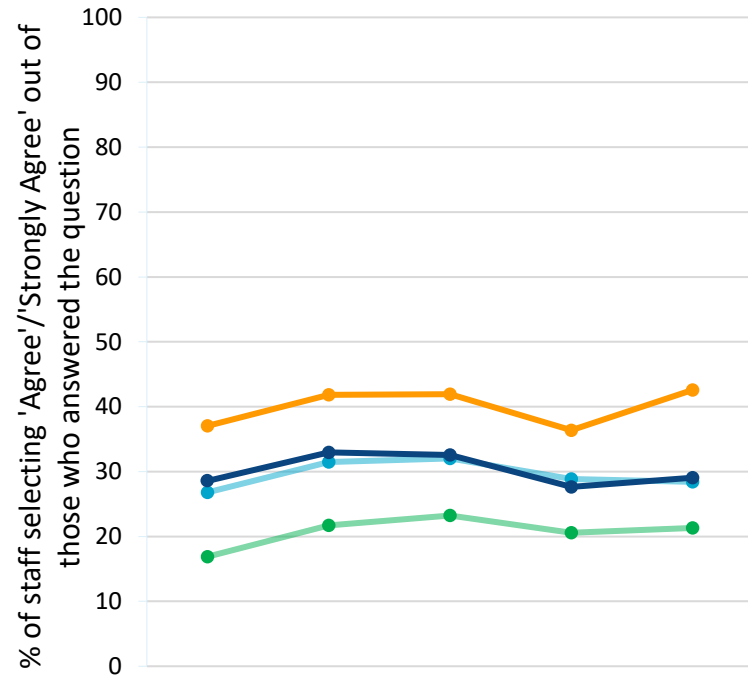
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

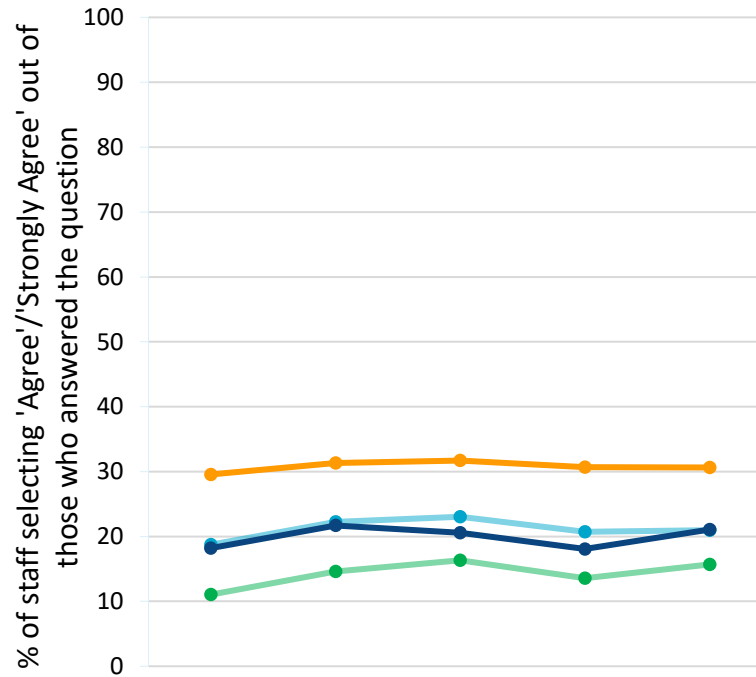


Q26a I often think about leaving this organisation.



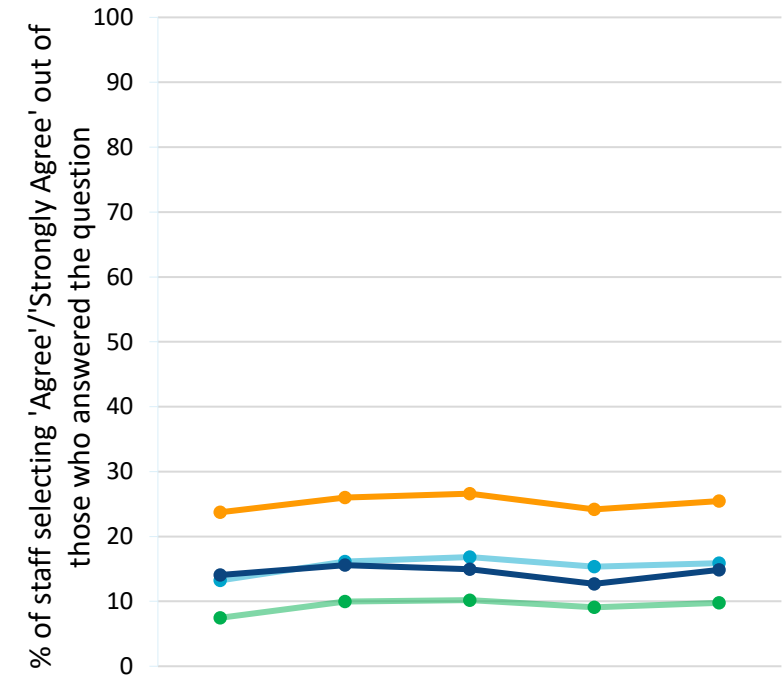
	2020	2021	2022	2023	2024
<b>Your org</b>	28.58%	32.96%	32.54%	27.64%	29.06%
<b>Best result</b>	16.88%	21.69%	23.23%	20.56%	21.30%
<b>Average result</b>	26.80%	31.47%	32.02%	28.87%	28.43%
<b>Worst result</b>	37.07%	41.84%	41.90%	36.37%	42.58%
Responses	2651	2623	2641	2709	2270

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



	2020	2021	2022	2023	2024
<b>Your org</b>	18.20%	21.69%	20.57%	18.08%	21.06%
<b>Best result</b>	11.04%	14.62%	16.33%	13.58%	15.68%
<b>Average result</b>	18.73%	22.25%	23.04%	20.73%	20.98%
<b>Worst result</b>	29.56%	31.32%	31.70%	30.70%	30.62%
Responses	2648	2618	2640	2706	2270

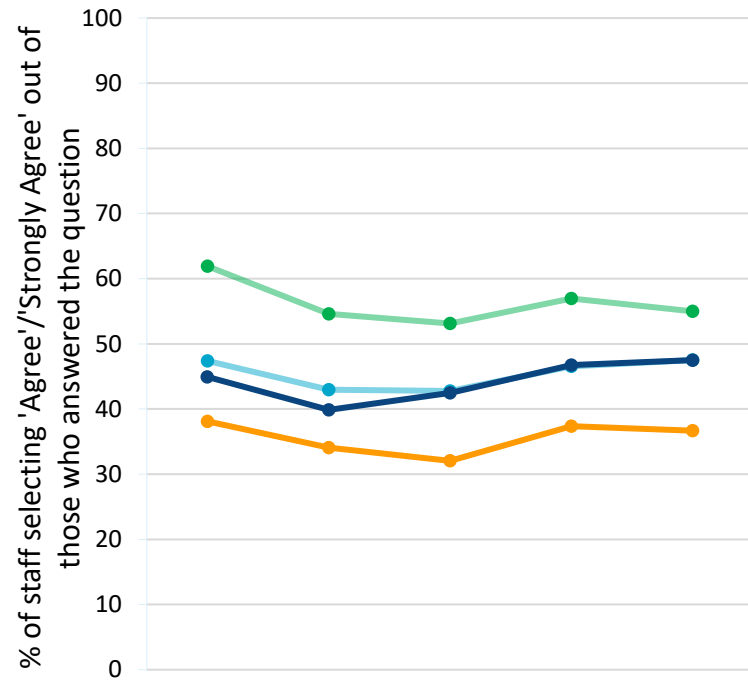
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	14.05%	15.57%	14.93%	12.70%	14.87%
<b>Best result</b>	7.47%	9.95%	10.19%	9.10%	9.76%
<b>Average result</b>	13.23%	16.15%	16.83%	15.32%	15.87%
<b>Worst result</b>	23.73%	25.99%	26.60%	24.17%	25.47%
Responses	2650	2620	2638	2704	2267

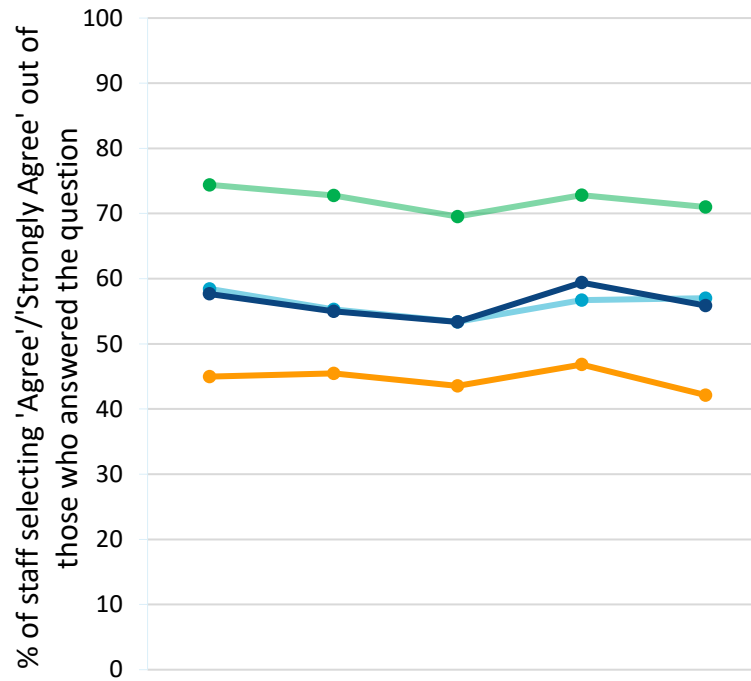


Q3g I am able to meet all the conflicting demands on my time at work.



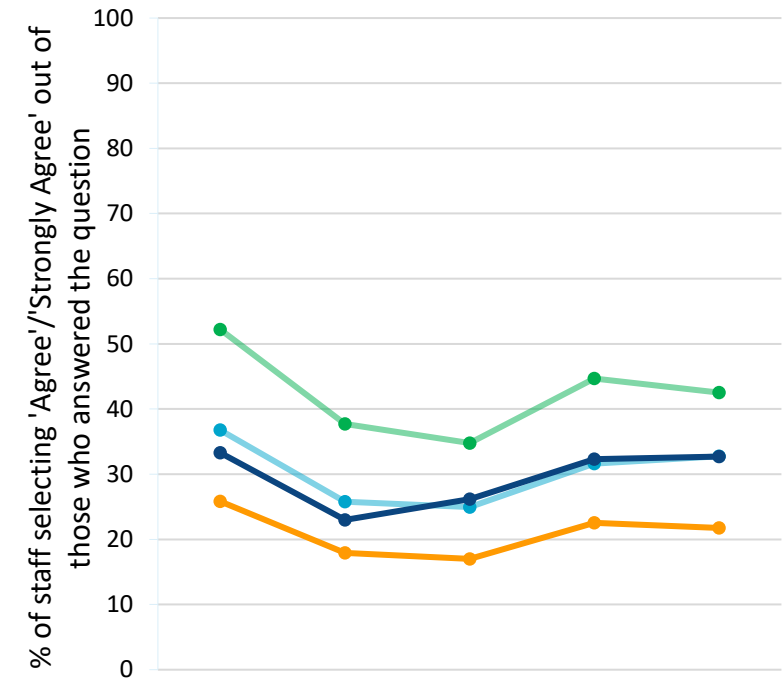
	2020	2021	2022	2023	2024
<b>Your org</b>	44.92%	39.87%	42.48%	46.74%	47.51%
<b>Best result</b>	61.92%	54.62%	53.13%	56.95%	55.01%
<b>Average result</b>	47.39%	42.96%	42.78%	46.56%	47.51%
<b>Worst result</b>	38.11%	34.06%	32.05%	37.35%	36.68%
Responses	2741	2746	2660	2712	2267

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



	2020	2021	2022	2023	2024
<b>Your org</b>	57.66%	55.00%	53.37%	59.40%	55.89%
<b>Best result</b>	74.41%	72.78%	69.54%	72.83%	70.99%
<b>Average result</b>	58.44%	55.30%	53.39%	56.69%	57.00%
<b>Worst result</b>	44.99%	45.47%	43.54%	46.82%	42.14%
Responses	2738	2747	2667	2711	2270

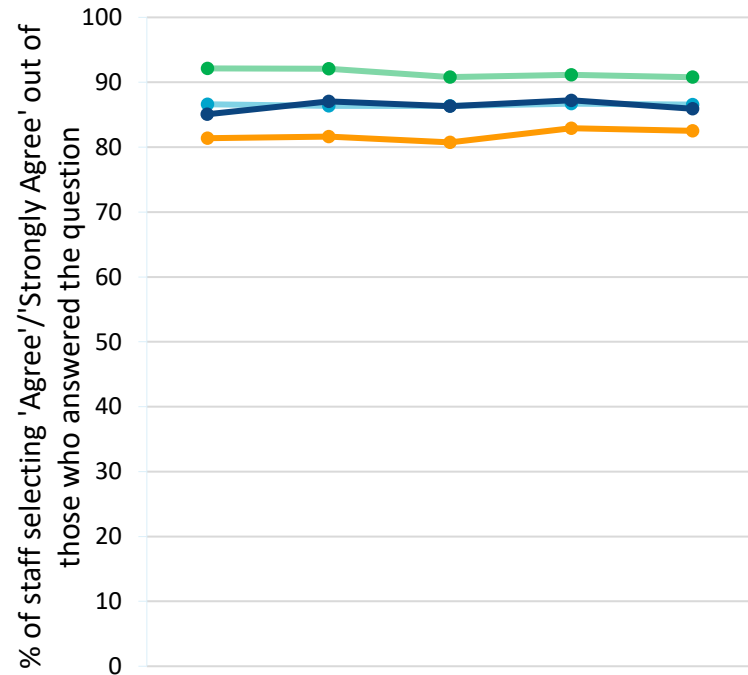
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	33.29%	22.99%	26.18%	32.32%	32.72%
<b>Best result</b>	52.21%	37.72%	34.78%	44.71%	42.52%
<b>Average result</b>	36.76%	25.80%	24.95%	31.62%	32.77%
<b>Worst result</b>	25.83%	17.92%	17.00%	22.55%	21.73%
Responses	2742	2748	2662	2718	2274

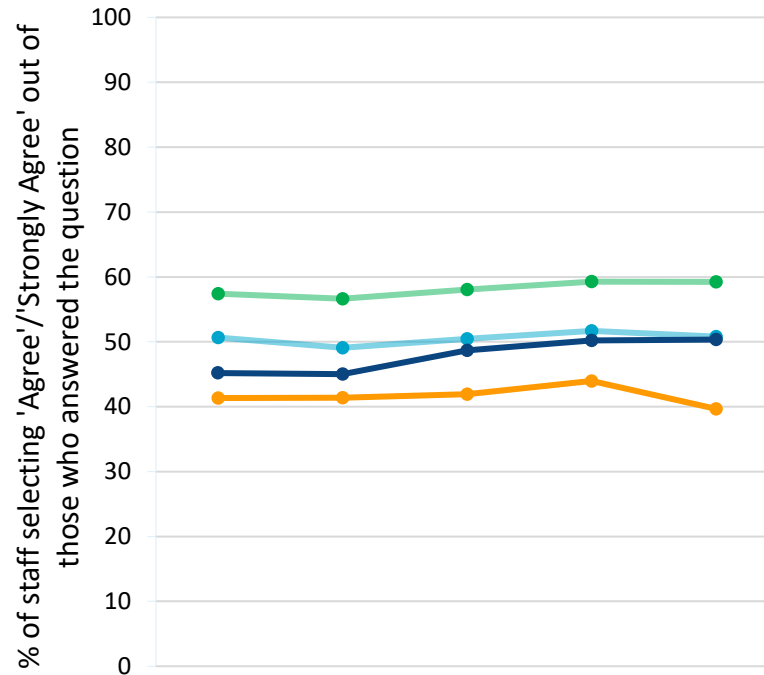


Q3a I always know what my work responsibilities are.



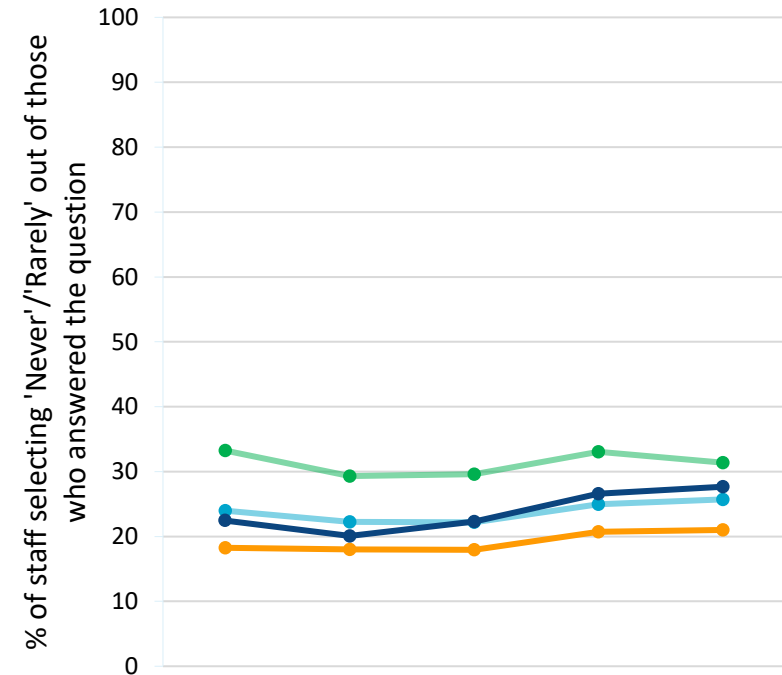
	2020	2021	2022	2023	2024
<b>Your org</b>	85.07%	87.07%	86.31%	87.22%	85.92%
<b>Best result</b>	92.13%	92.08%	90.80%	91.12%	90.77%
<b>Average result</b>	86.62%	86.35%	86.35%	86.70%	86.55%
<b>Worst result</b>	81.40%	81.65%	80.73%	82.92%	82.51%
Responses	2769	2745	2649	2718	2275

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>	45.19%	45.02%	48.70%	50.22%	50.34%
<b>Best result</b>	57.43%	56.64%	58.05%	59.27%	59.25%
<b>Average result</b>	50.68%	49.08%	50.44%	51.68%	50.81%
<b>Worst result</b>	41.35%	41.40%	41.91%	43.96%	39.67%
Responses	2745	2750	2667	2718	2275

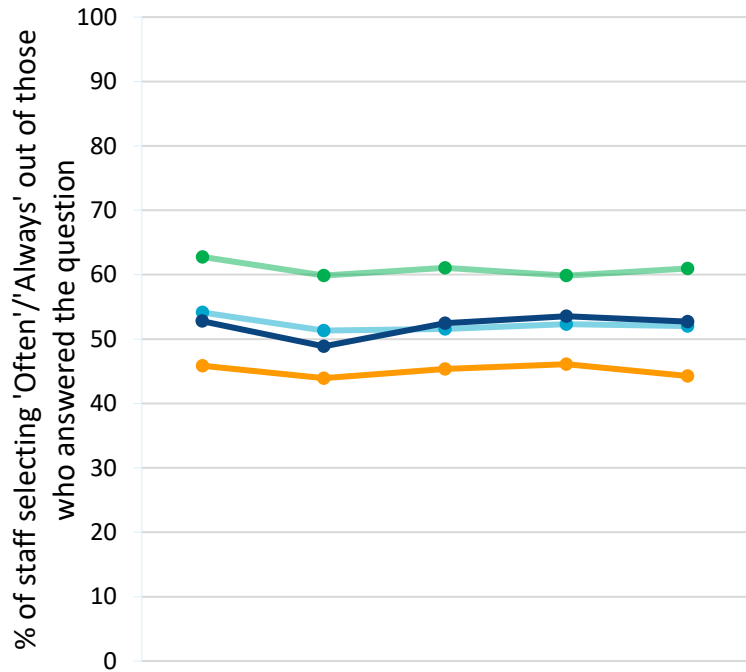
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	22.45%	20.08%	22.32%	26.60%	27.67%
<b>Best result</b>	33.24%	29.31%	29.61%	33.04%	31.37%
<b>Average result</b>	23.97%	22.27%	22.18%	24.95%	25.71%
<b>Worst result</b>	18.24%	18.00%	17.94%	20.72%	21.01%
Responses	2727	2726	2660	2710	2266

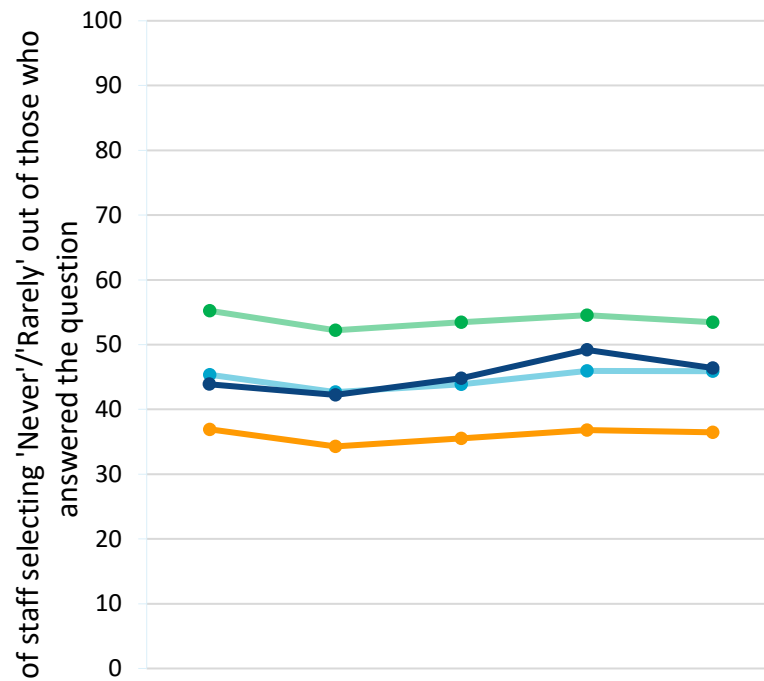


Q5b I have a choice in deciding how to do my work.



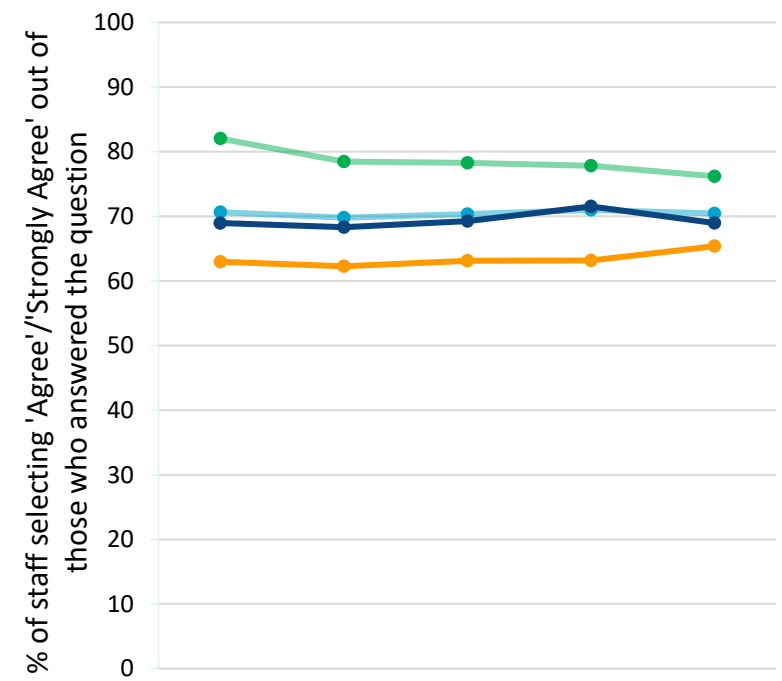
	2020	2021	2022	2023	2024
<b>Your org</b>	52.79%	48.87%	52.48%	53.55%	52.69%
<b>Best result</b>	62.76%	59.87%	61.04%	59.85%	60.94%
<b>Average result</b>	54.13%	51.32%	51.55%	52.31%	52.02%
<b>Worst result</b>	45.86%	43.93%	45.33%	46.10%	44.26%
Responses	2728	2723	2661	2712	2270

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
<b>Your org</b>	43.89%	42.24%	44.81%	49.18%	46.40%
<b>Best result</b>	55.23%	52.22%	53.46%	54.56%	53.48%
<b>Average result</b>	45.35%	42.67%	43.89%	45.94%	45.91%
<b>Worst result</b>	36.93%	34.28%	35.52%	36.80%	36.48%
Responses	2732	2732	2662	2711	2268

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

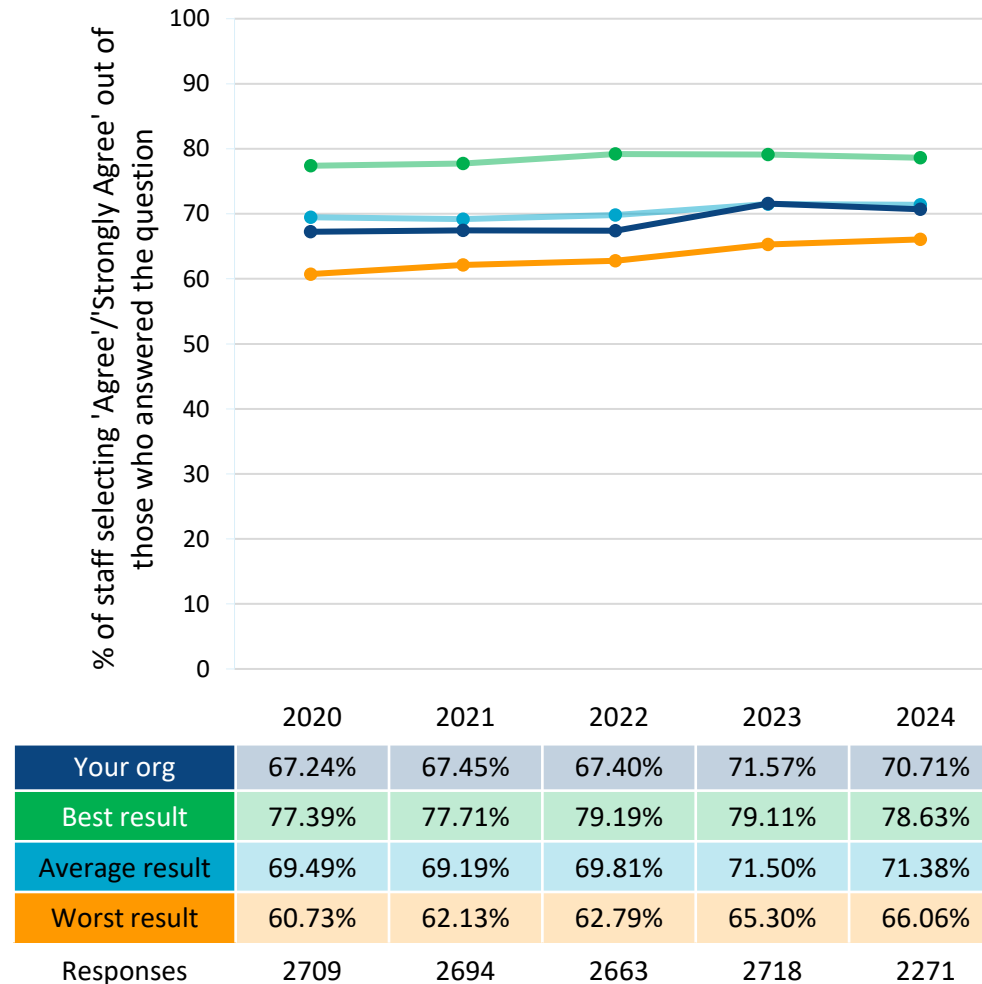


	2020	2021	2022	2023	2024
<b>Your org</b>	68.96%	68.32%	69.25%	71.53%	68.95%
<b>Best result</b>	82.02%	78.45%	78.29%	77.84%	76.21%
<b>Average result</b>	70.63%	69.79%	70.36%	70.99%	70.44%
<b>Worst result</b>	62.98%	62.27%	63.14%	63.16%	65.37%
Responses	2743	2715	2663	2713	2273





Q9a My immediate manager encourages me at work.



## Questions not linked to People Promise elements or themes

Questions included:\*

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

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

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



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

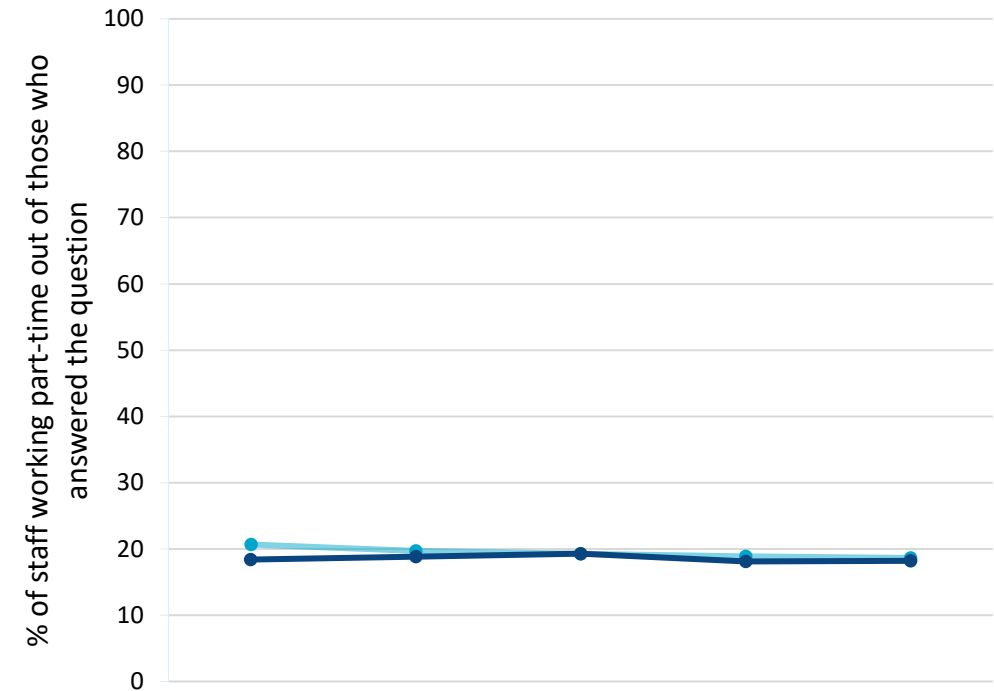


2020 2021 2022 2023 2024

Your org	81.42%	81.15%	81.02%	82.90%	81.73%
Average	81.16%	79.36%	80.42%	80.37%	80.65%

Responses 2788 2791 2655 2714 2271

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



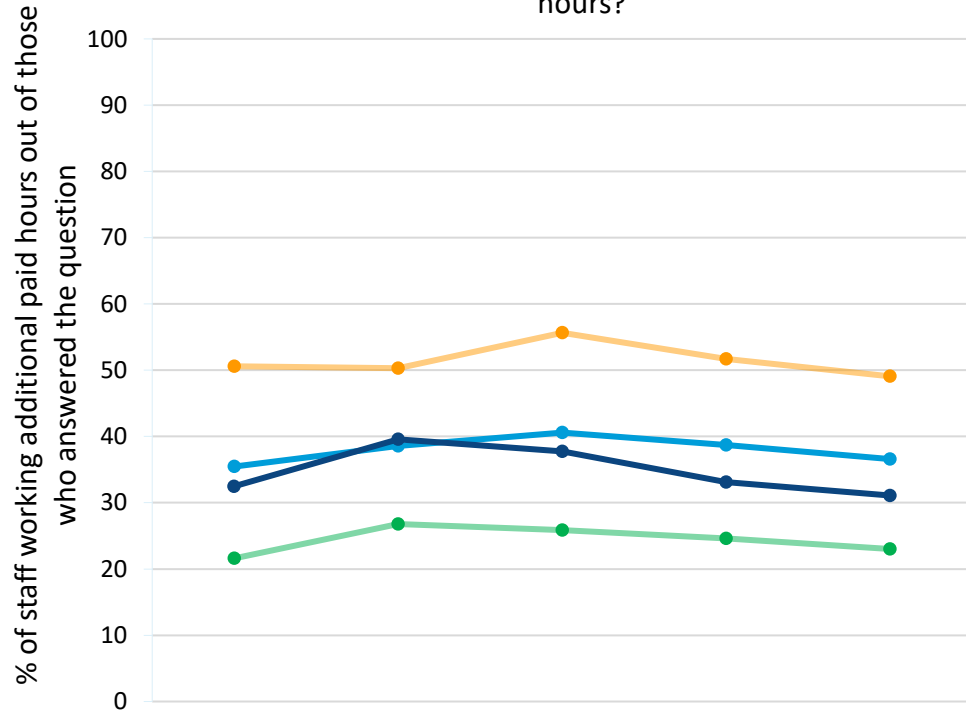
2020 2021 2022 2023 2024

Your org	18.38%	18.83%	19.28%	18.11%	18.19%
Average	20.66%	19.69%	19.24%	18.88%	18.64%

Responses 2672 2645 2598 2678 2232



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

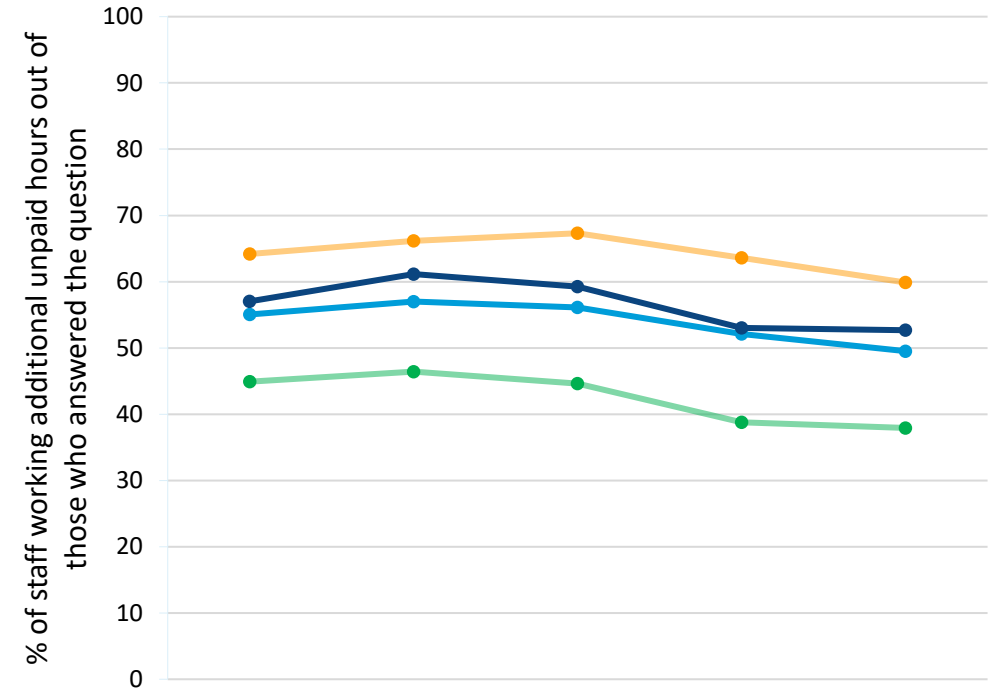


2020 2021 2022 2023 2024

Your org	32.48%	39.57%	37.75%	33.10%	31.09%
Lowest	21.60%	26.78%	25.87%	24.60%	23.01%
Average	35.46%	38.56%	40.59%	38.71%	36.58%
Highest	50.60%	50.31%	55.65%	51.72%	49.08%

Responses 2693 2681 2653 2704 2270

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



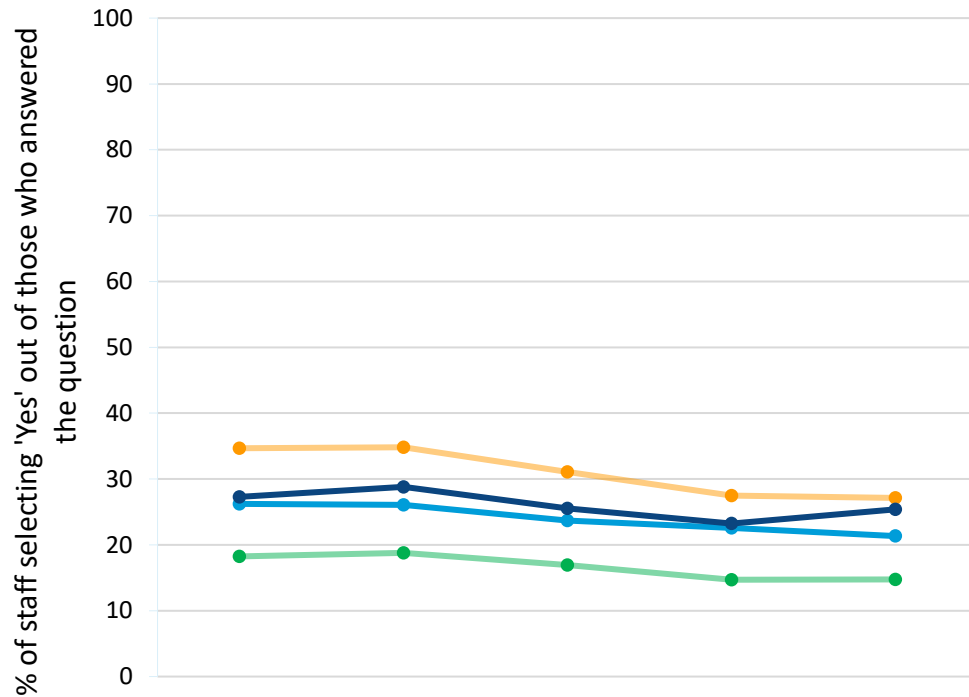
2020 2021 2022 2023 2024

Your org	57.03%	61.15%	59.26%	53.05%	52.68%
Lowest	44.93%	46.43%	44.60%	38.79%	37.93%
Average	55.06%	57.00%	56.10%	52.10%	49.52%
Highest	64.17%	66.15%	67.31%	63.60%	59.88%

Responses 2696 2682 2653 2705 2266

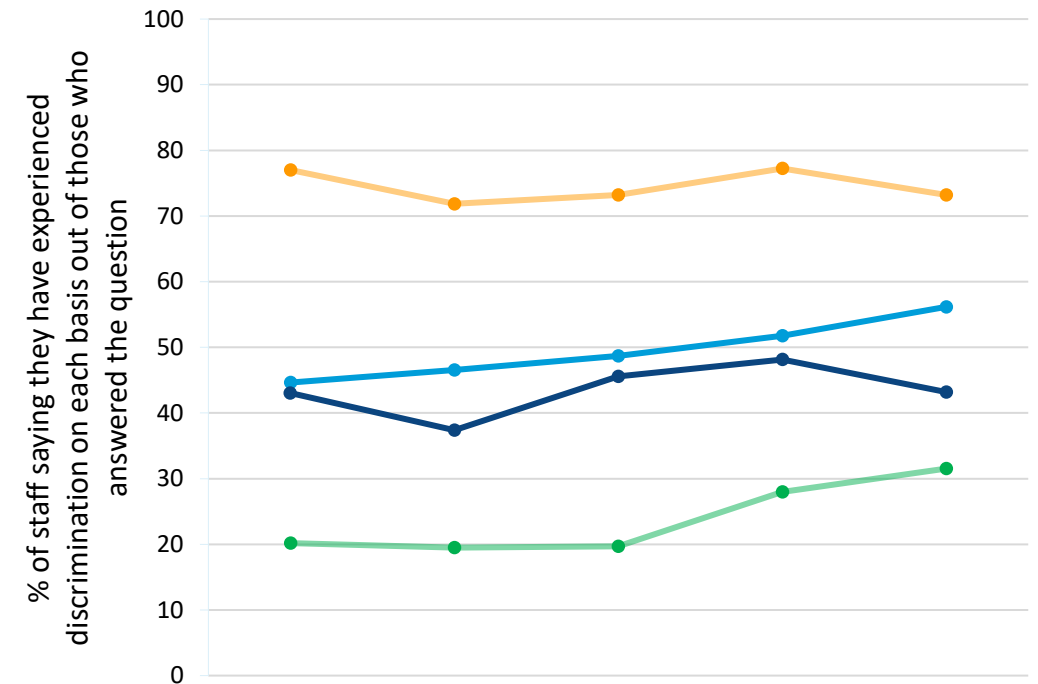


Q11e\* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
<b>Your org</b>	27.28%	28.81%	25.53%	23.23%	25.39%
<b>Best result</b>	18.25%	18.78%	16.95%	14.70%	14.77%
<b>Average result</b>	26.22%	26.06%	23.71%	22.59%	21.34%
<b>Worst result</b>	34.69%	34.82%	31.07%	27.49%	27.13%
Responses	1264	1463	1466	1424	1184

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

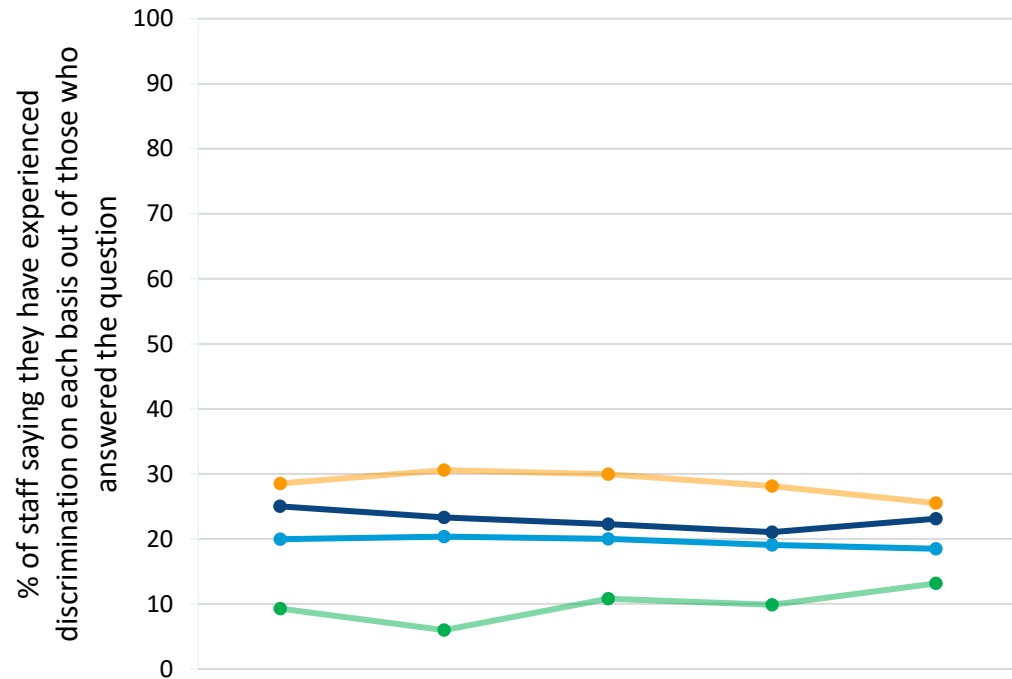


	2020	2021	2022	2023	2024
<b>Your org</b>	43.02%	37.38%	45.56%	48.13%	43.16%
<b>Best result</b>	20.18%	19.49%	19.69%	28.00%	31.53%
<b>Average result</b>	44.63%	46.54%	48.69%	51.77%	56.16%
<b>Worst result</b>	76.99%	71.86%	73.19%	77.24%	73.22%
Responses	292	308	316	325	279

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



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

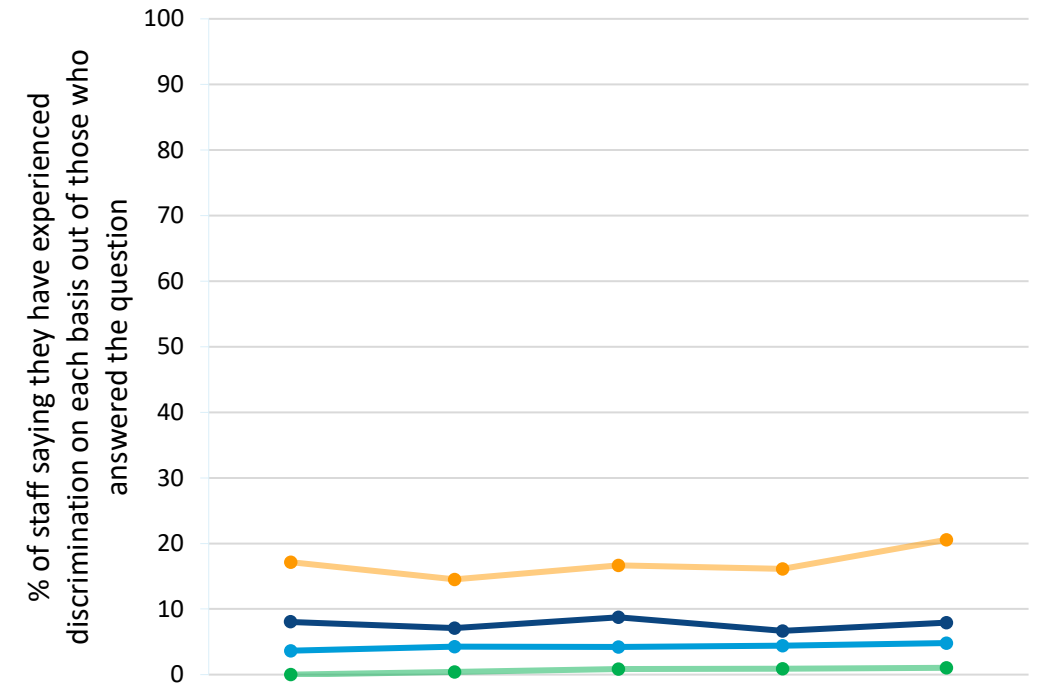


2020 2021 2022 2023 2024

Your org	25.01%	23.32%	22.29%	21.04%	23.12%
Best result	9.30%	5.97%	10.82%	9.86%	13.16%
Average result	19.96%	20.35%	20.00%	19.07%	18.49%
Worst result	28.50%	30.58%	29.96%	28.11%	25.50%

Responses 292 308 316 325 279

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



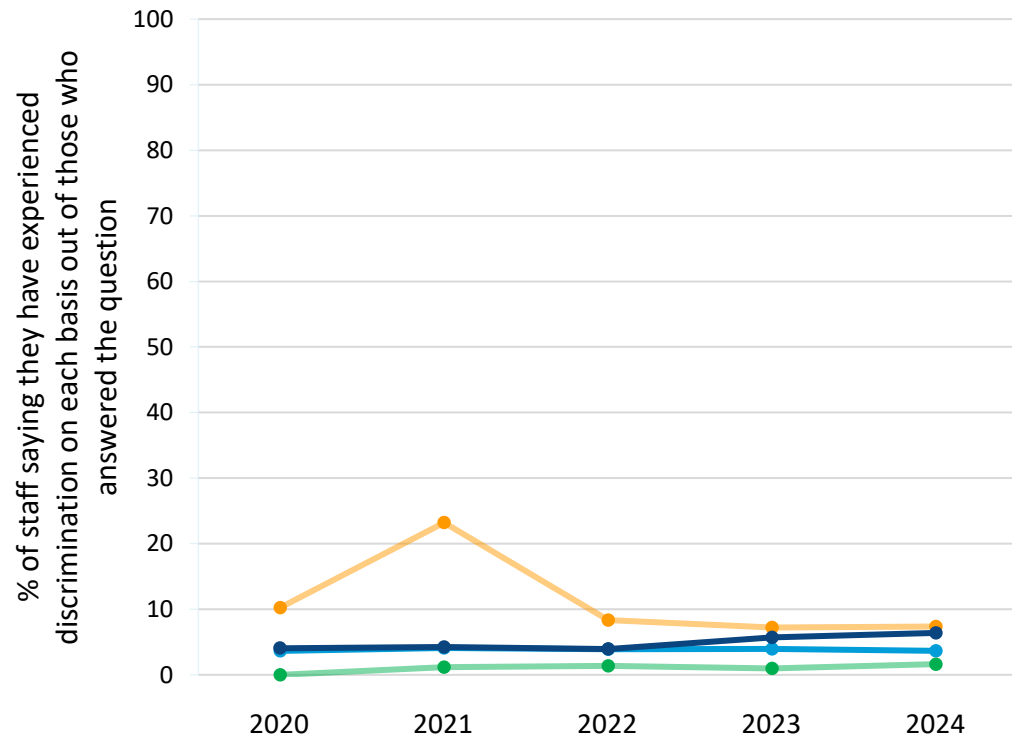
2020 2021 2022 2023 2024

Your org	8.04%	7.11%	8.74%	6.67%	7.92%
Best result	0.00%	0.42%	0.84%	0.92%	1.04%
Average result	3.64%	4.24%	4.21%	4.43%	4.81%
Worst result	17.17%	14.52%	16.64%	16.12%	20.56%

Responses 292 308 316 325 279

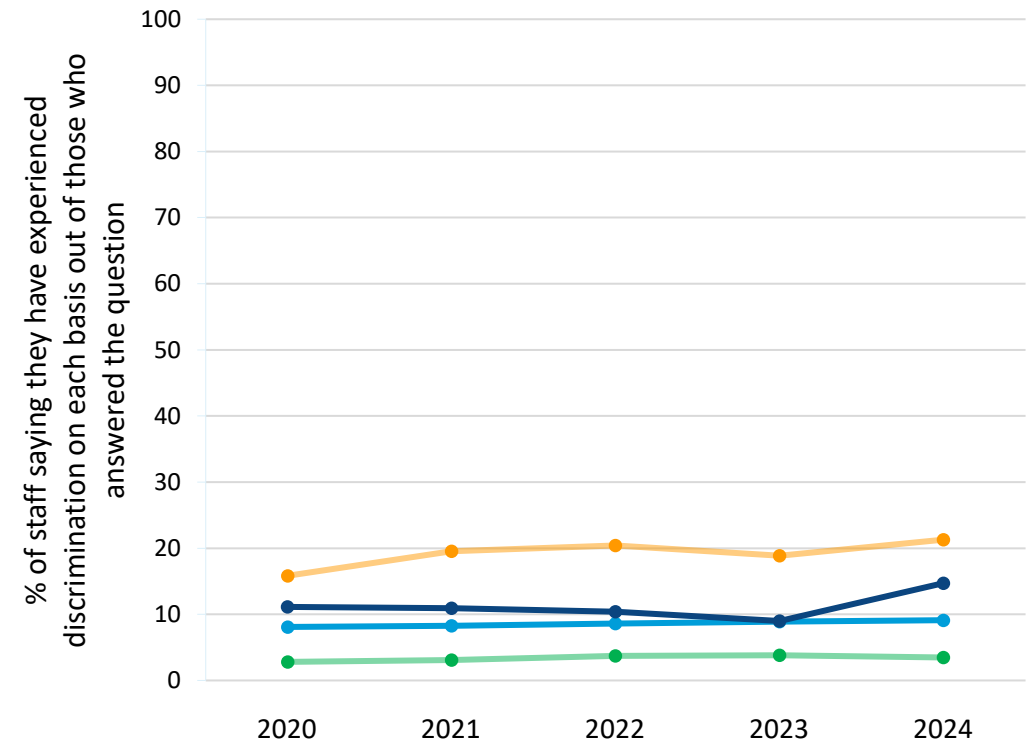


Q16c.4 On what grounds have you experienced discrimination? – Sexual orientation.



	2020	2021	2022	2023	2024
<b>Your org</b>	4.06%	4.22%	3.93%	5.70%	6.39%
<b>Best result</b>	0.00%	1.16%	1.36%	0.96%	1.63%
<b>Average result</b>	3.65%	4.09%	3.89%	3.96%	3.67%
<b>Worst result</b>	10.25%	23.21%	8.35%	7.22%	7.36%
Responses	292	308	316	325	279

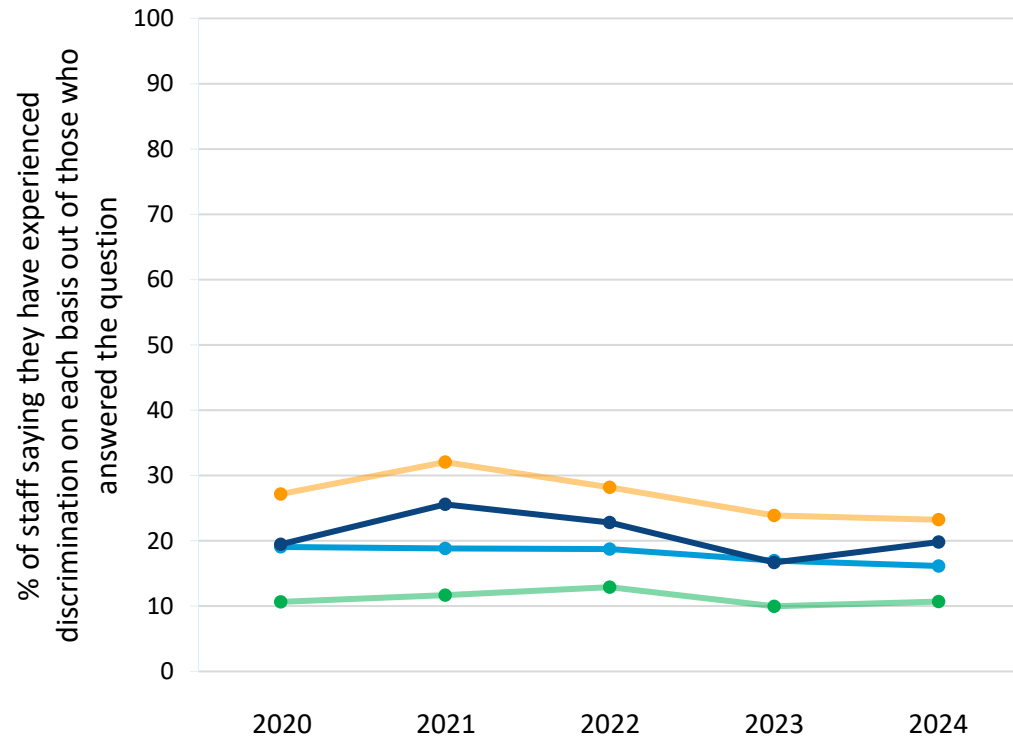
Q16c.5 On what grounds have you experienced discrimination? – Disability.



	2020	2021	2022	2023	2024
<b>Your org</b>	11.11%	10.93%	10.40%	8.99%	14.72%
<b>Best result</b>	2.81%	3.10%	3.74%	3.81%	3.48%
<b>Average result</b>	8.10%	8.28%	8.59%	8.91%	9.12%
<b>Worst result</b>	15.84%	19.54%	20.43%	18.85%	21.30%
Responses	292	308	316	325	279

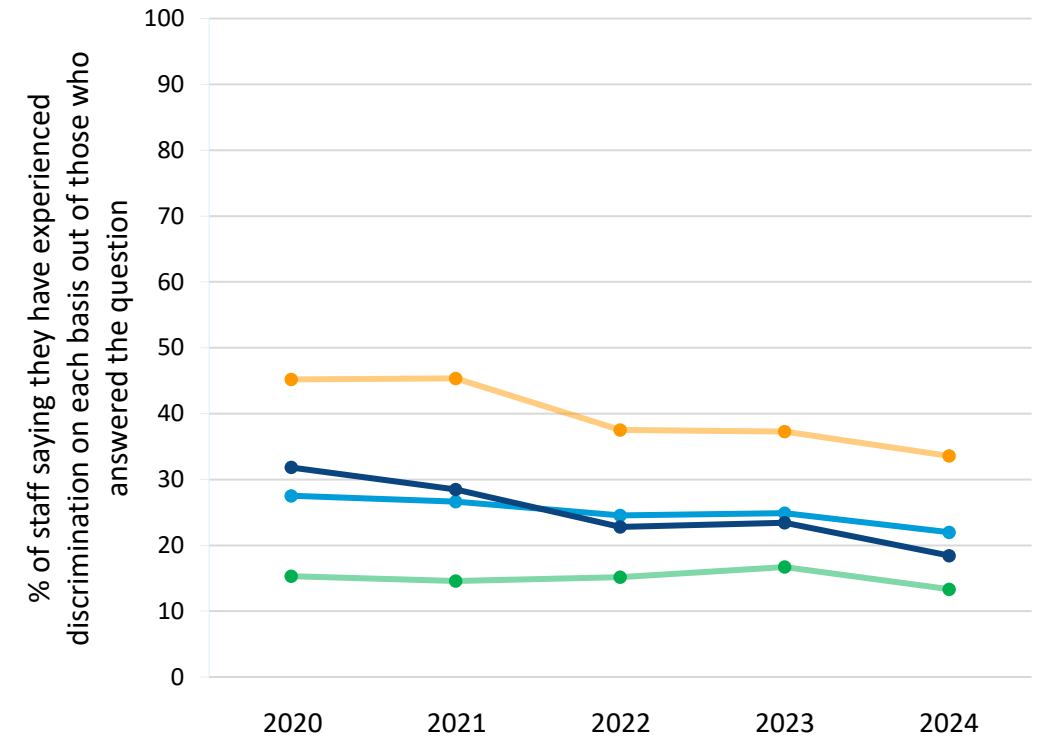


Q16c.6 On what grounds have you experienced discrimination?  
– Age.



	2020	2021	2022	2023	2024
Your org	19.46%	25.58%	22.78%	16.68%	19.82%
Best result	10.65%	11.70%	12.90%	9.97%	10.71%
Average result	19.06%	18.83%	18.73%	16.99%	16.15%
Worst result	27.17%	32.05%	28.20%	23.87%	23.22%
Responses	292	308	316	325	279

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

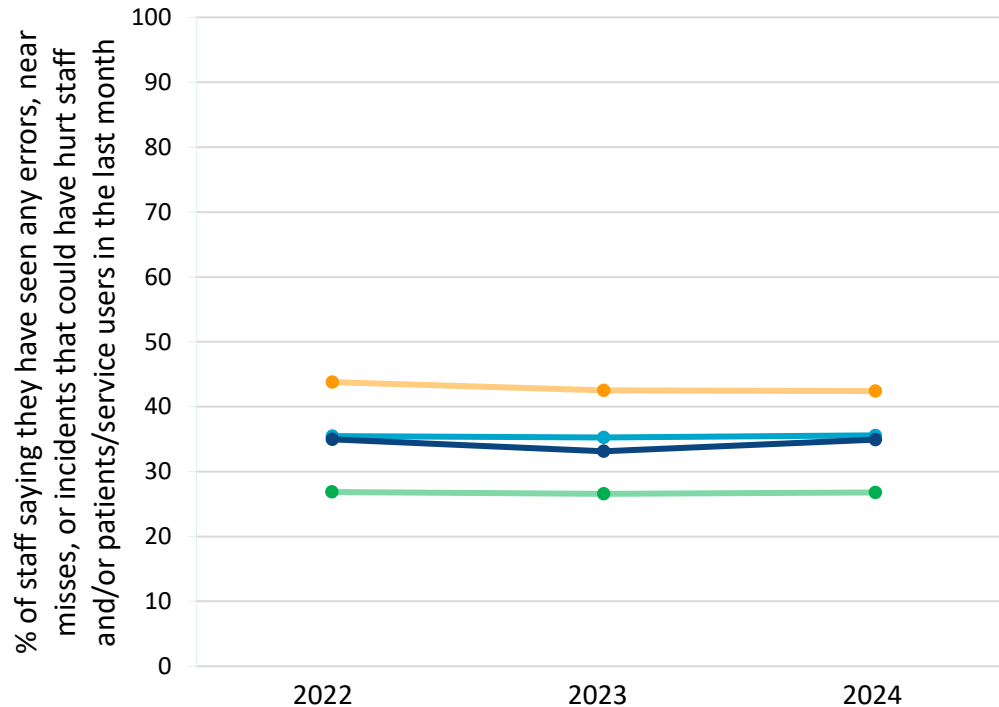


	2020	2021	2022	2023	2024
Your org	31.82%	28.47%	22.78%	23.41%	18.44%
Best result	15.33%	14.60%	15.16%	16.70%	13.34%
Average result	27.53%	26.62%	24.54%	24.88%	21.99%
Worst result	45.22%	45.35%	37.52%	37.27%	33.58%
Responses	292	308	316	325	279





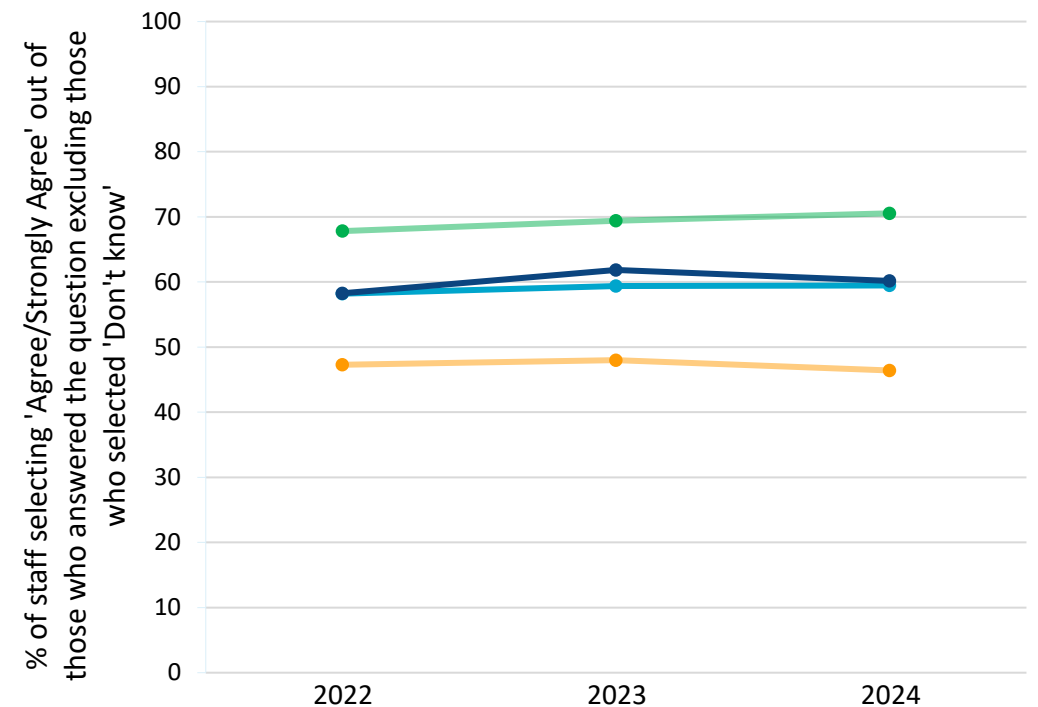
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



Your org	34.97%	33.13%	34.93%
Best result	26.85%	26.57%	26.76%
Average result	35.44%	35.26%	35.58%
Worst result	43.78%	42.54%	42.41%

Responses 2620 2674 2240

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

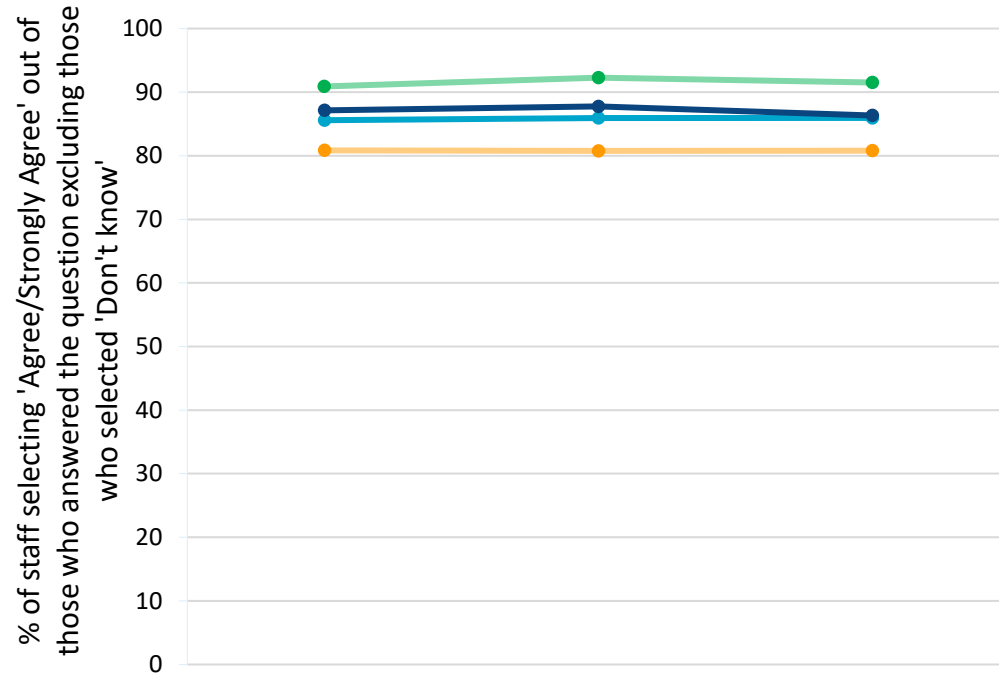


Your org	58.27%	61.85%	60.16%
Best result	67.82%	69.42%	70.55%
Average result	58.21%	59.40%	59.47%
Worst result	47.27%	48.00%	46.41%

Responses 1981 2035 1690

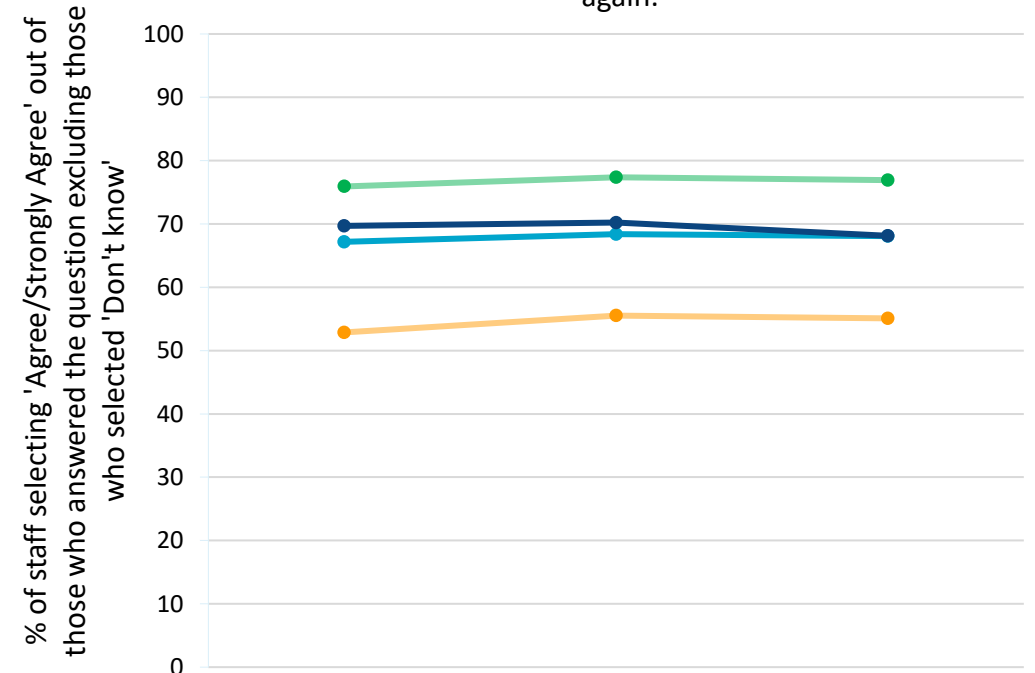


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
Your org	87.16%	87.76%	86.33%
Best result	90.90%	92.28%	91.52%
Average result	85.59%	85.95%	85.95%
Worst result	80.84%	80.77%	80.79%
Responses	2541	2604	2193

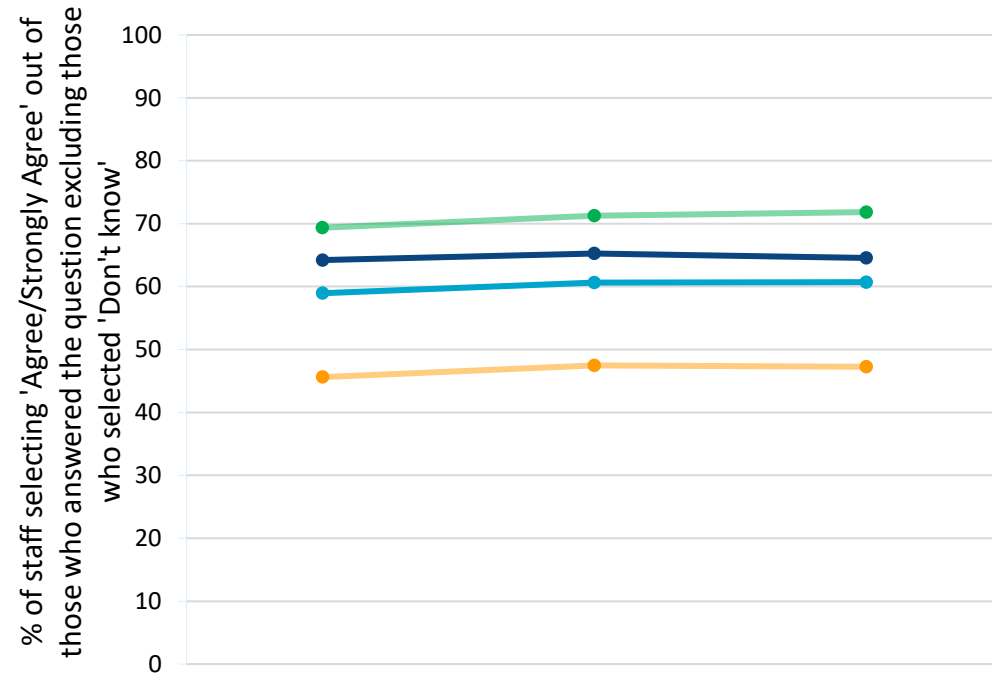
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



	2022	2023	2024
Your org	69.72%	70.22%	68.13%
Best result	75.92%	77.37%	76.90%
Average result	67.18%	68.39%	68.08%
Worst result	52.87%	55.52%	55.11%
Responses	2293	2365	1990

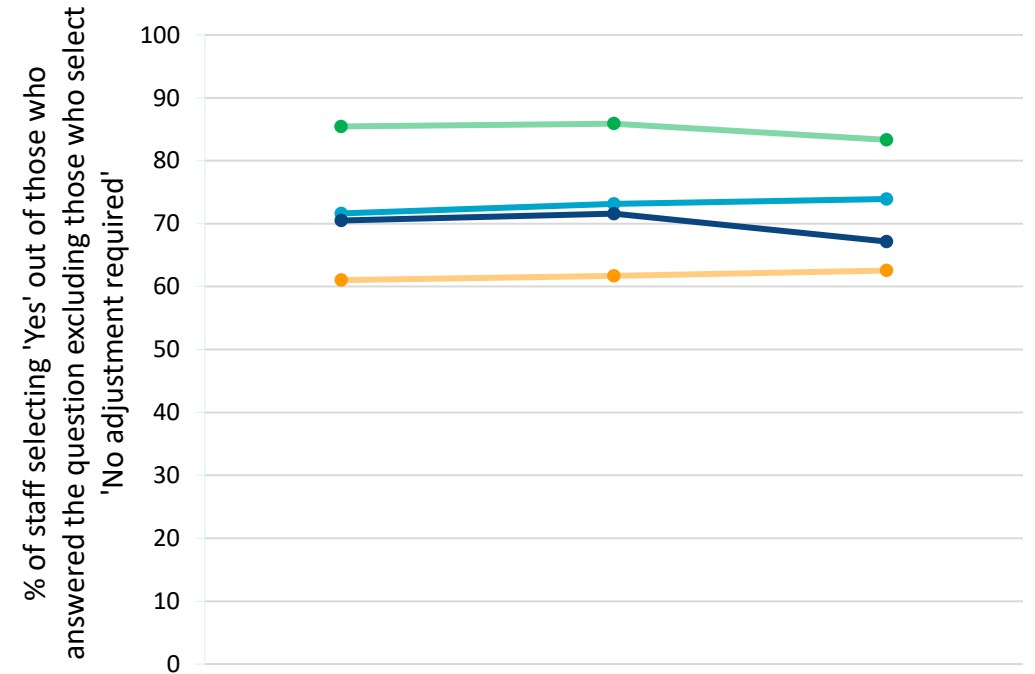


Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.



	2022	2023	2024
Your org	64.22%	65.26%	64.57%
Best result	69.36%	71.25%	71.84%
Average result	58.95%	60.66%	60.70%
Worst result	45.61%	47.47%	47.26%
Responses	2318	2430	2016

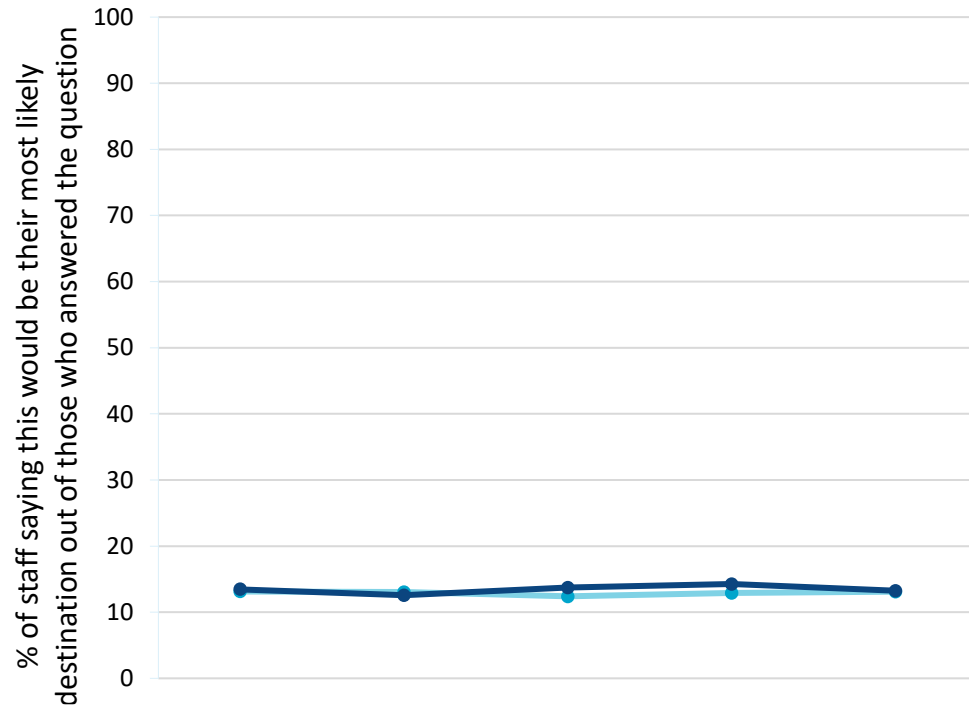
Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?



	2022	2023	2024
Your org	70.52%	71.60%	67.16%
Best result	85.45%	85.89%	83.33%
Average result	71.63%	73.13%	73.92%
Worst result	61.02%	61.72%	62.55%
Responses	388	384	345



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.

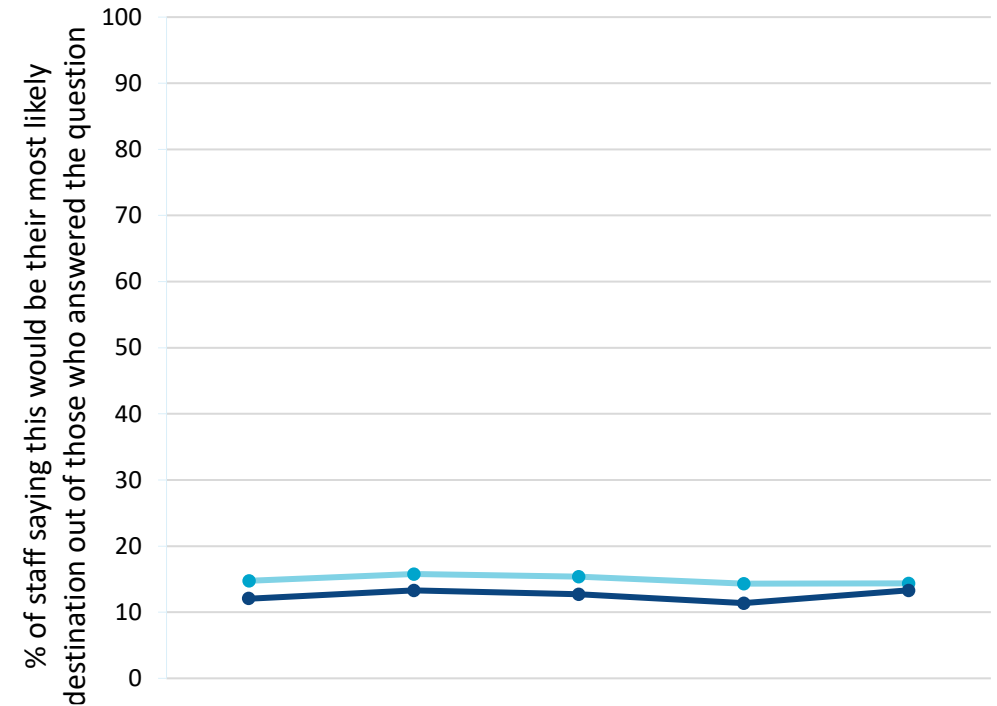


2020 2021 2022 2023 2024

Your org	13.45%	12.57%	13.73%	14.27%	13.27%
Average	13.13%	13.04%	12.40%	12.94%	13.10%

Responses 2595 2529 2506 2593 2186

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.



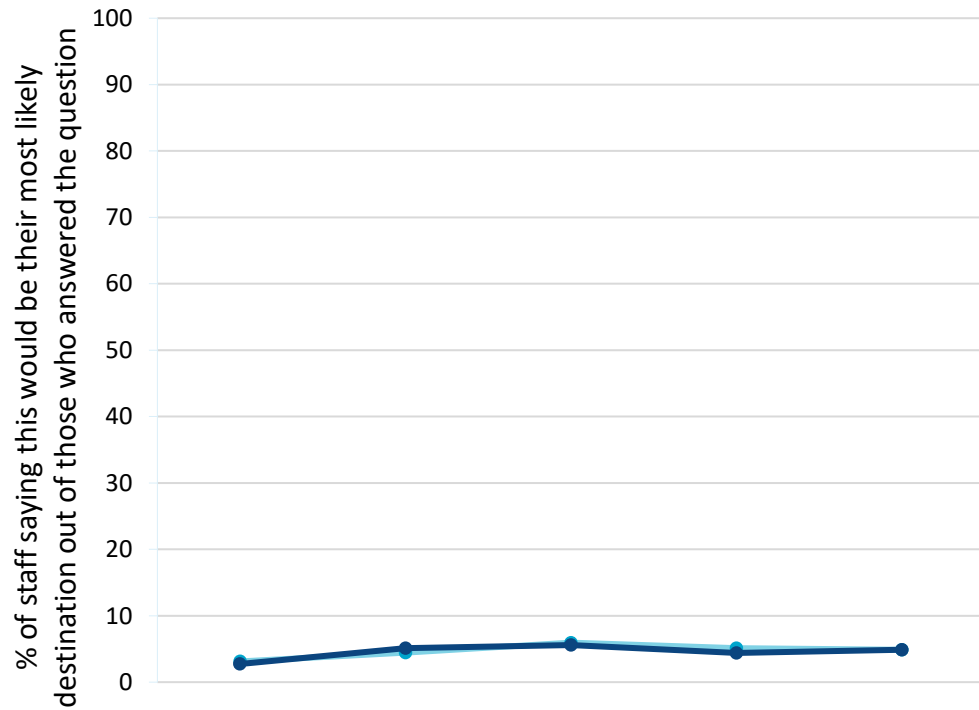
2020 2021 2022 2023 2024

Your org	12.06%	13.29%	12.73%	11.38%	13.31%
Average	14.76%	15.78%	15.37%	14.32%	14.36%

Responses 2595 2529 2506 2593 2186



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.

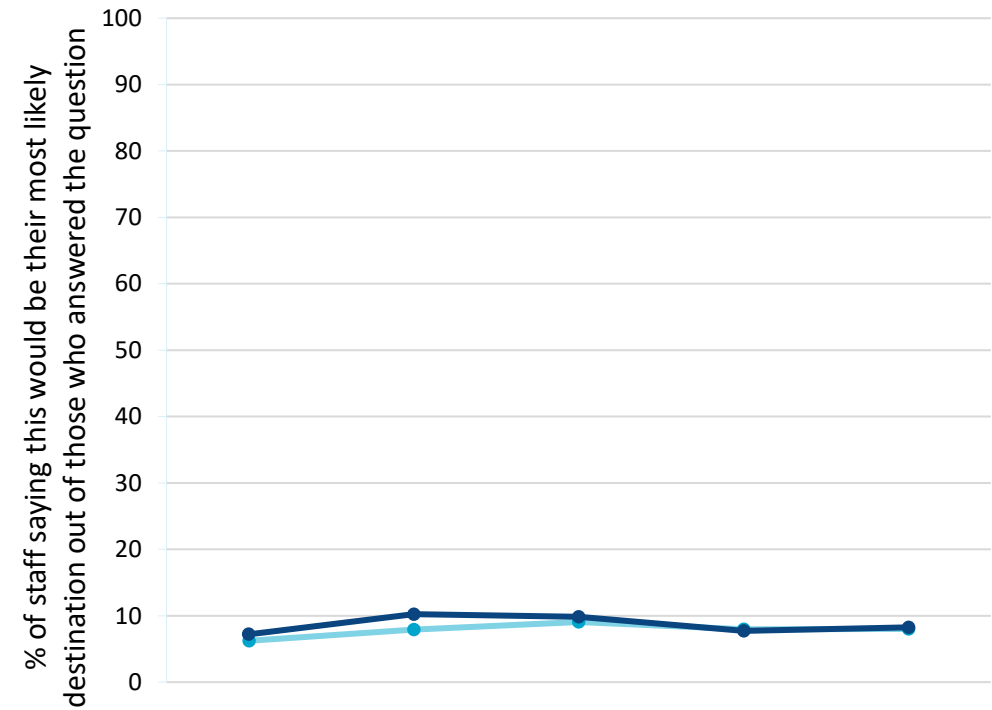


2020 2021 2022 2023 2024

Your org	2.74%	5.14%	5.59%	4.40%	4.89%
Average	3.12%	4.47%	5.95%	5.12%	4.90%

Responses 2595 2529 2506 2593 2186

Q26d.4 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job outside healthcare.



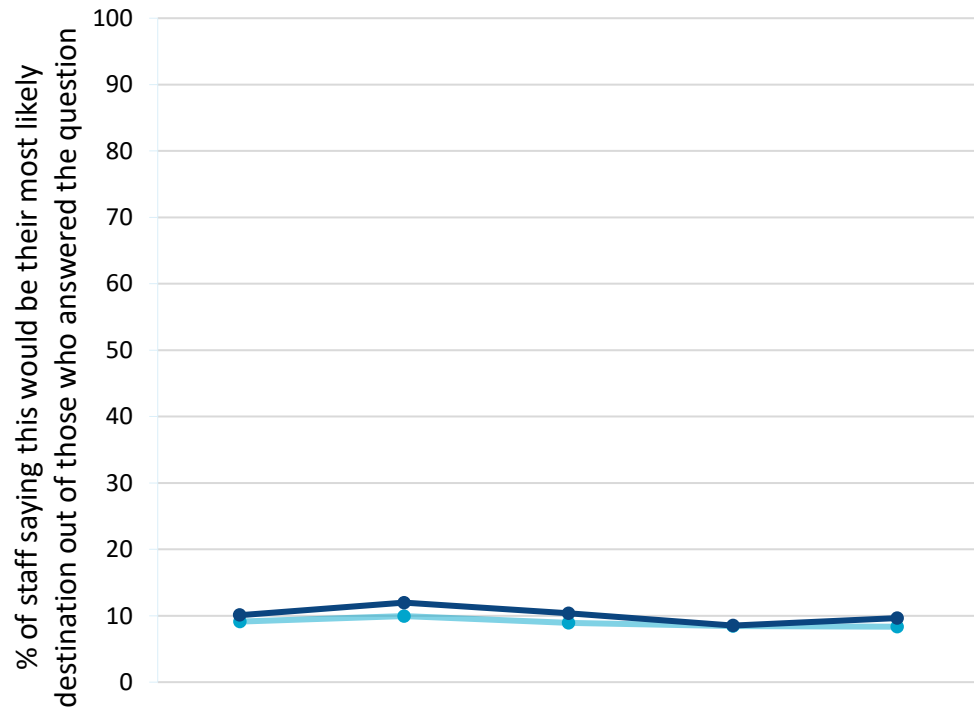
2020 2021 2022 2023 2024

Your org	7.21%	10.24%	9.86%	7.71%	8.23%
Average	6.23%	7.91%	9.06%	7.96%	8.00%

Responses 2595 2529 2506 2593 2186



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

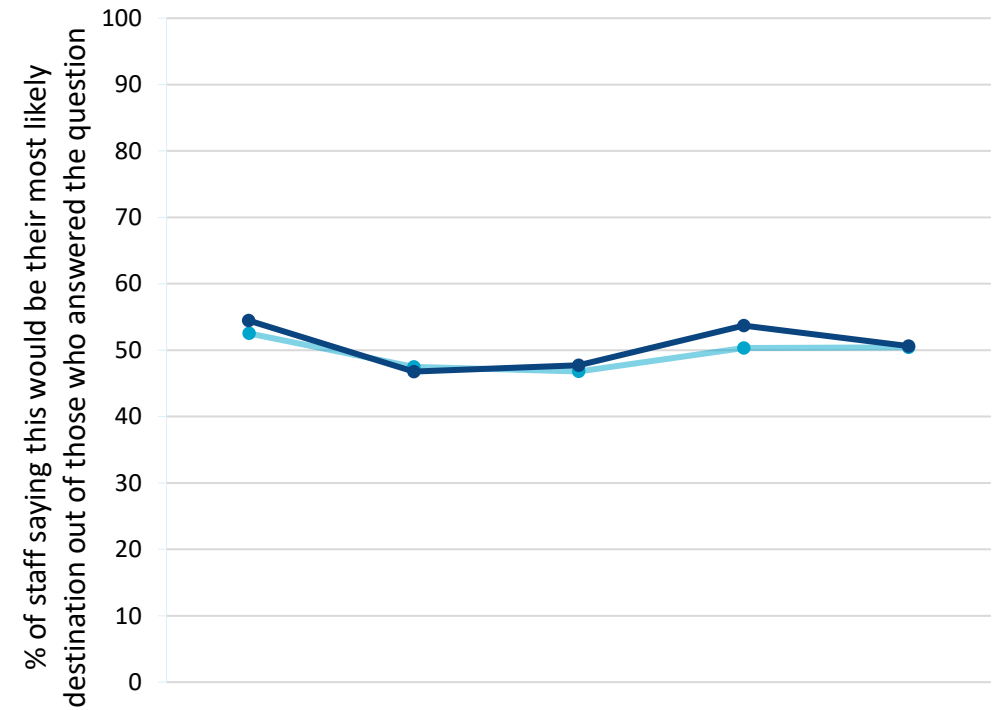


2020 2021 2022 2023 2024

Your org	10.10%	11.98%	10.38%	8.52%	9.65%
Average	9.13%	9.95%	8.94%	8.46%	8.35%

Responses 2595 2529 2506 2593 2186

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	54.45%	46.78%	47.73%	53.72%	50.64%
Average	52.53%	47.46%	46.79%	50.34%	50.41%

Responses 2595 2529 2506 2593 2186

## 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)

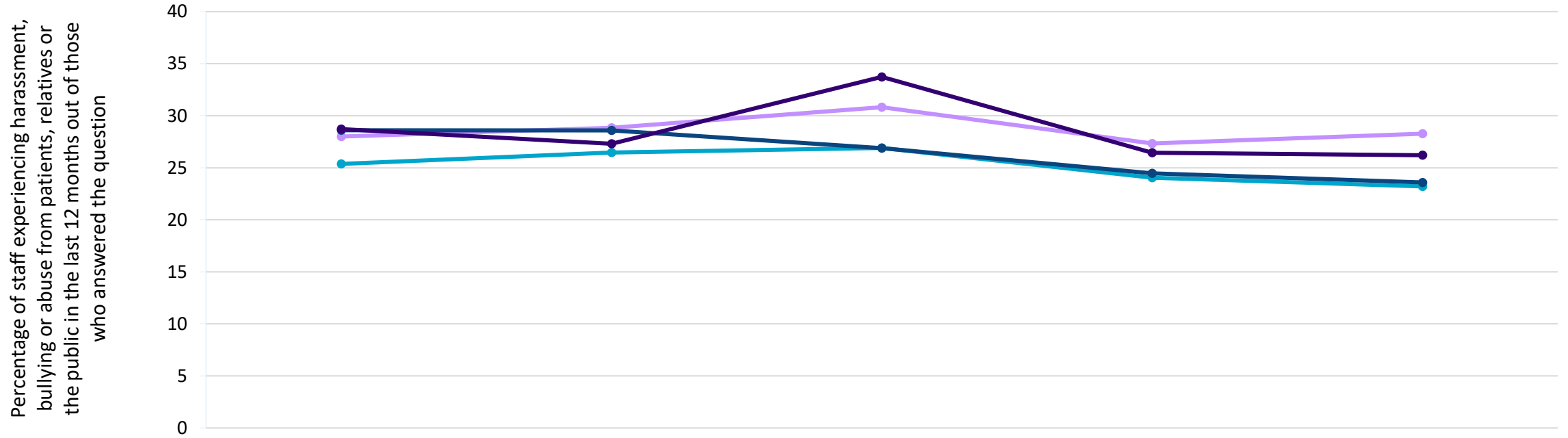
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

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

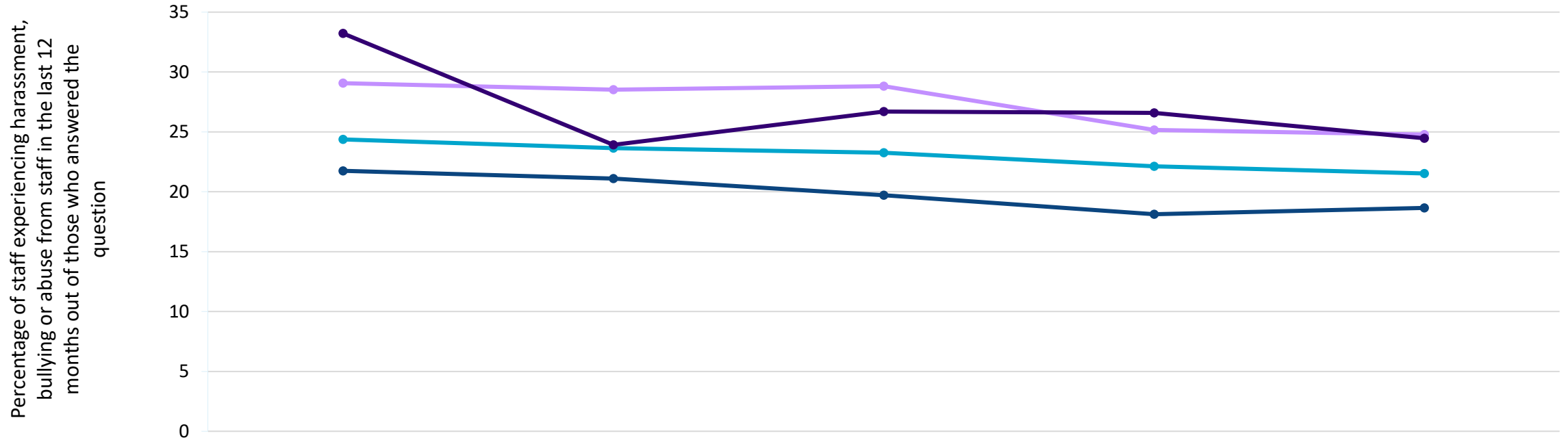


	2020	2021	2022	2023	2024
White staff: Your org	28.60%	28.60%	26.88%	24.46%	23.59%
All other ethnic groups*: Your org	28.72%	27.30%	33.73%	26.44%	26.20%
White staff: Average	25.36%	26.47%	26.91%	24.05%	23.21%
All other ethnic groups*: Average	28.01%	28.84%	30.82%	27.34%	28.27%
White staff: Responses	2164	2168	2217	2045	1865
All other ethnic groups*: Responses	296	348	415	438	374

\*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

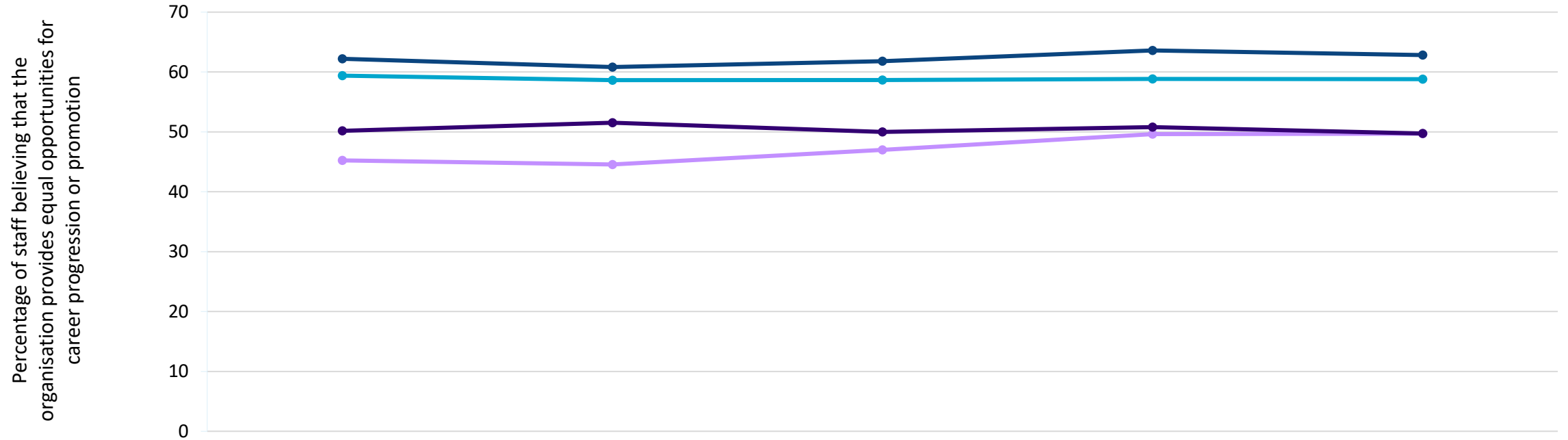


	2020	2021	2022	2023	2024
White staff: Your org	21.75%	21.11%	19.71%	18.12%	18.66%
All other ethnic groups*: Your org	33.22%	23.92%	26.70%	26.58%	24.46%
White staff: Average	24.37%	23.65%	23.25%	22.12%	21.53%
All other ethnic groups*: Average	29.07%	28.53%	28.81%	25.16%	24.78%
White staff: Responses	2161	2170	2212	2038	1865
All other ethnic groups*: Responses	298	347	412	436	372

\*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.

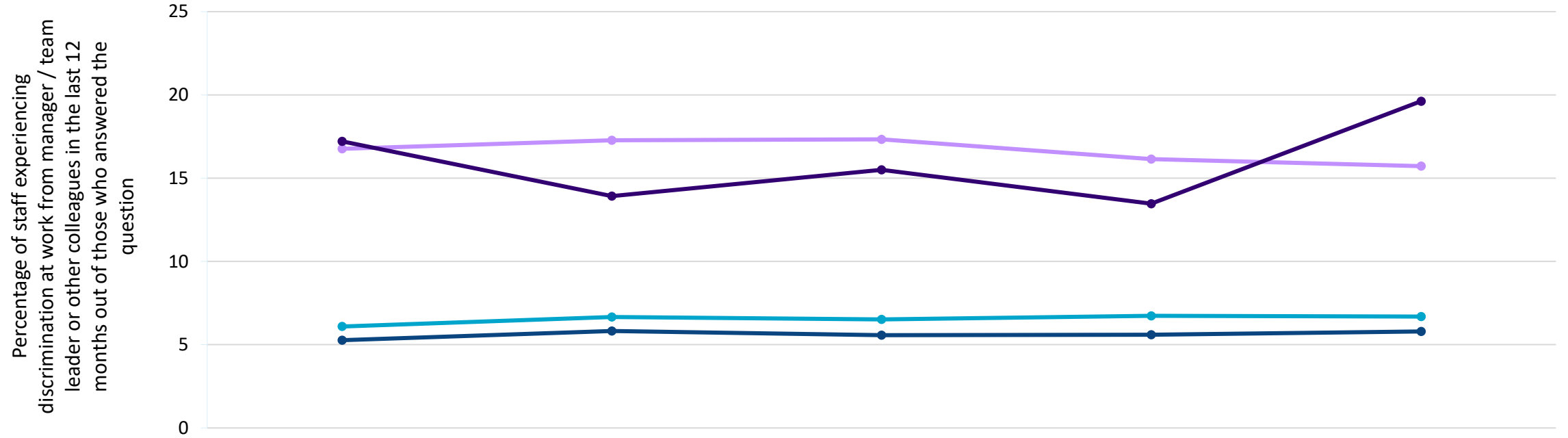
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	62.21%	60.83%	61.79%	63.60%	62.82%
All other ethnic groups*: Your org	50.16%	51.53%	50.00%	50.81%	49.73%
White staff: Average	59.39%	58.64%	58.65%	58.84%	58.82%
All other ethnic groups*: Average	45.24%	44.56%	47.00%	49.64%	49.70%
White staff: Responses	2228	2221	2193	2176	1864
All other ethnic groups*: Responses	307	359	412	492	372

\*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	5.27%	5.82%	5.57%	5.60%	5.79%
All other ethnic groups*: Your org	17.21%	13.92%	15.50%	13.47%	19.62%
White staff: Average	6.09%	6.67%	6.52%	6.73%	6.69%
All other ethnic groups*: Average	16.77%	17.28%	17.33%	16.14%	15.72%
White staff: Responses	2239	2233	2210	2180	1848
All other ethnic groups*: Responses	308	352	413	490	372

\*Staff from all other ethnic groups combined

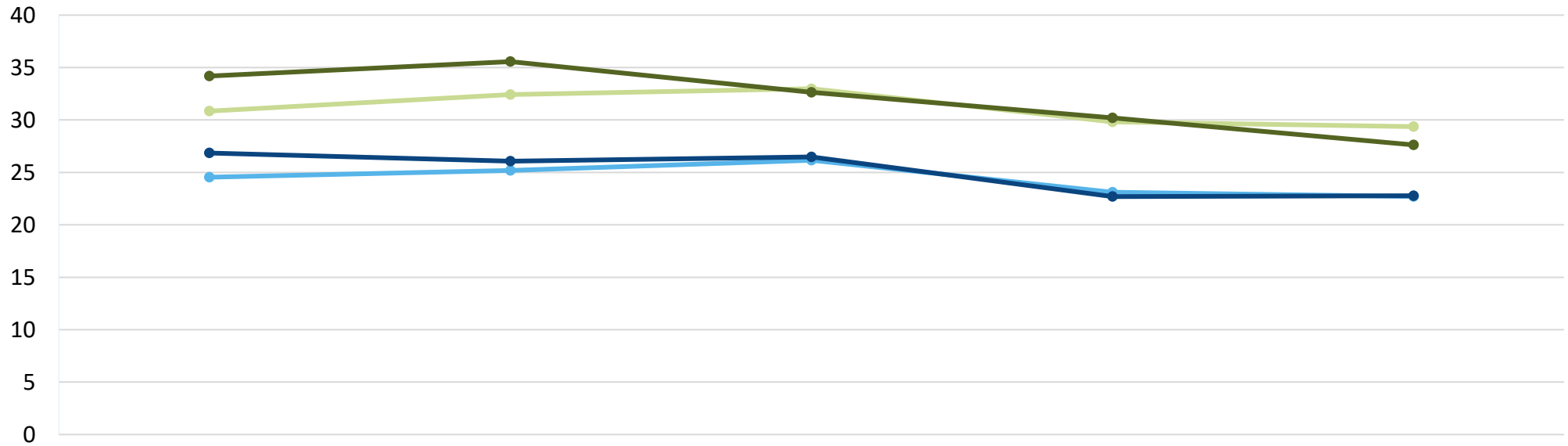
## Workforce Disability Equality Standards (WDES)

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.



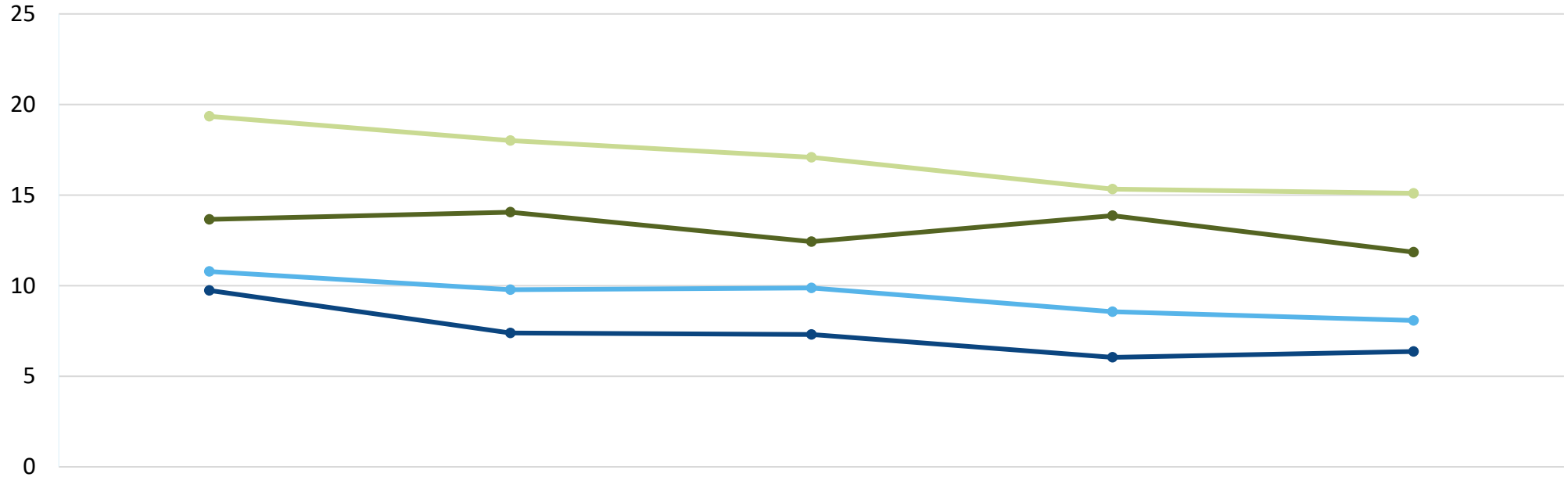
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	34.20%	35.57%	32.64%	30.19%	27.63%
Staff without a LTC or illness: Your org	26.85%	26.07%	26.48%	22.69%	22.77%
Staff with a LTC or illness: Average	30.86%	32.43%	32.98%	29.83%	29.37%
Staff without a LTC or illness: Average	24.53%	25.19%	26.16%	23.11%	22.71%
Staff with a LTC or illness: Responses	576	627	677	646	619
Staff without a LTC or illness: Responses	1933	1910	1956	1799	1612

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.

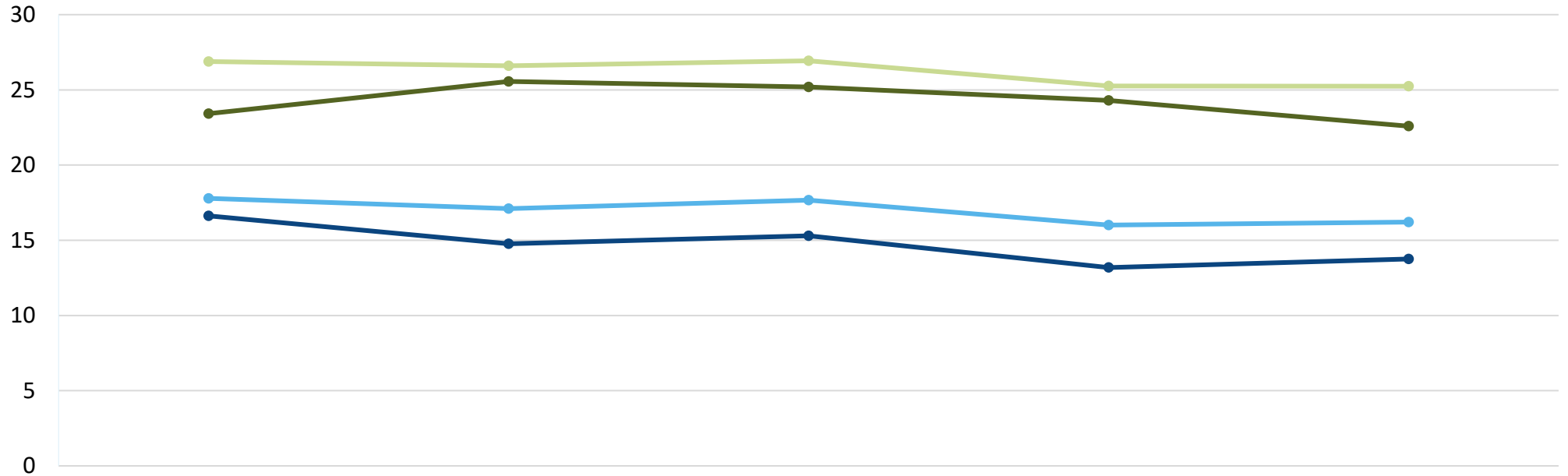


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	13.66%	14.05%	12.43%	13.87%	11.85%
Staff without a LTC or illness: Your org	9.74%	7.39%	7.30%	6.04%	6.37%
Staff with a LTC or illness: Average	19.35%	18.00%	17.09%	15.33%	15.10%
Staff without a LTC or illness: Average	10.78%	9.77%	9.88%	8.56%	8.08%
Staff with a LTC or illness: Responses	571	619	668	638	616
Staff without a LTC or illness: Responses	1931	1895	1945	1779	1602

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.

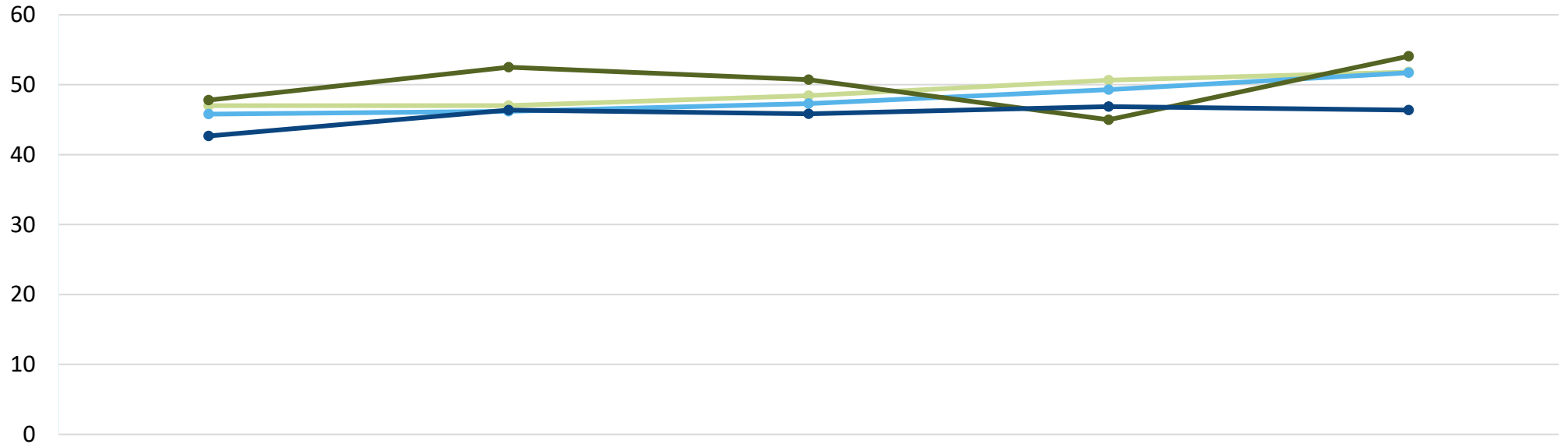


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	23.43%	25.56%	25.19%	24.30%	22.59%
Staff without a LTC or illness: Your org	16.62%	14.77%	15.29%	13.18%	13.76%
Staff with a LTC or illness: Average	26.89%	26.60%	26.93%	25.26%	25.24%
Staff without a LTC or illness: Average	17.79%	17.11%	17.67%	16.01%	16.22%
Staff with a LTC or illness: Responses	572	626	667	636	611
Staff without a LTC or illness: Responses	1925	1882	1936	1768	1592

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.

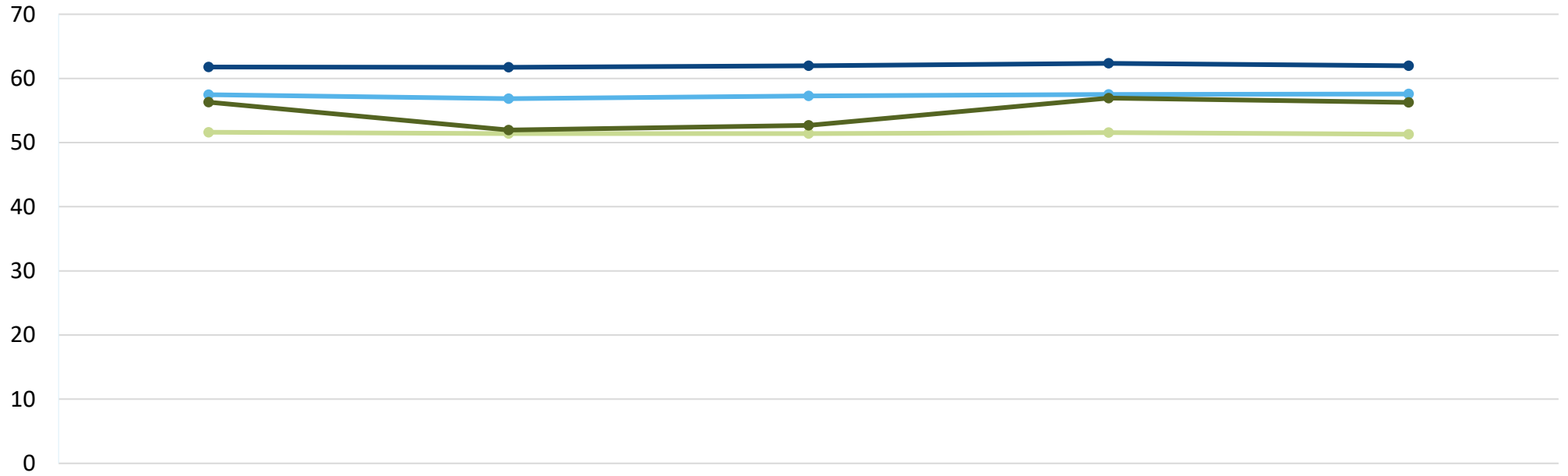


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	47.81%	52.52%	50.74%	44.99%	54.08%
Staff without a LTC or illness: Your org	42.67%	46.39%	45.84%	46.88%	46.37%
Staff with a LTC or illness: Average	47.01%	47.03%	48.43%	50.64%	51.82%
Staff without a LTC or illness: Average	45.80%	46.20%	47.30%	49.31%	51.71%
Staff with a LTC or illness: Responses	251	278	270	258	233
Staff without a LTC or illness: Responses	614	595	589	489	427

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

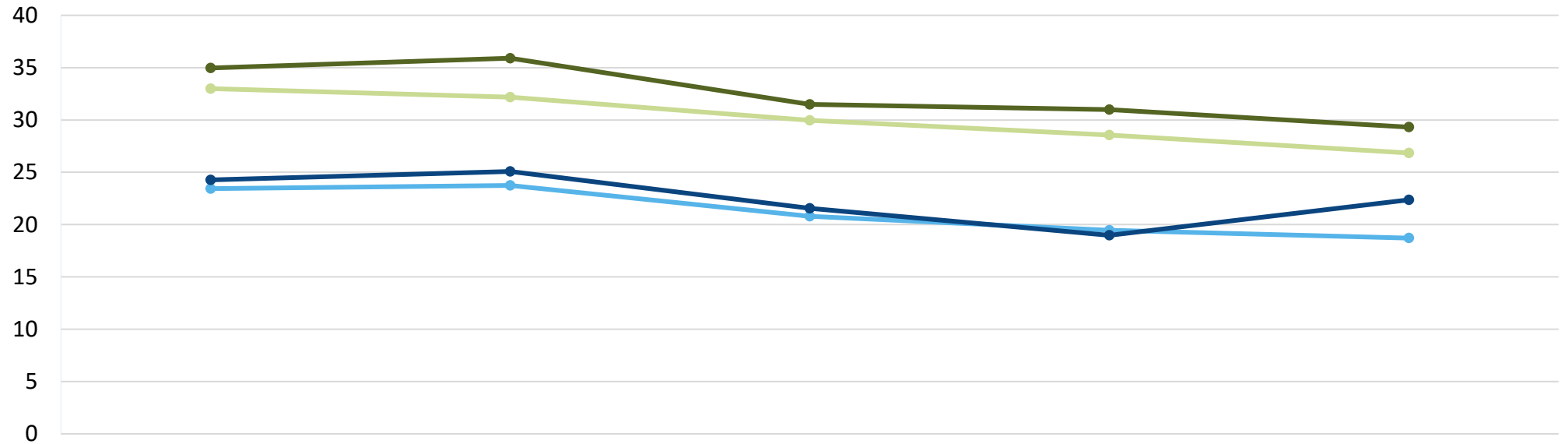
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	56.31%	51.96%	52.69%	56.93%	56.26%
Staff without a LTC or illness: Your org	61.76%	61.73%	61.97%	62.35%	61.97%
Staff with a LTC or illness: Average	51.61%	51.41%	51.39%	51.54%	51.30%
Staff without a LTC or illness: Average	57.45%	56.84%	57.25%	57.52%	57.57%
Staff with a LTC or illness: Responses	586	639	668	685	615
Staff without a LTC or illness: Responses	1998	1960	1938	1944	1612

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

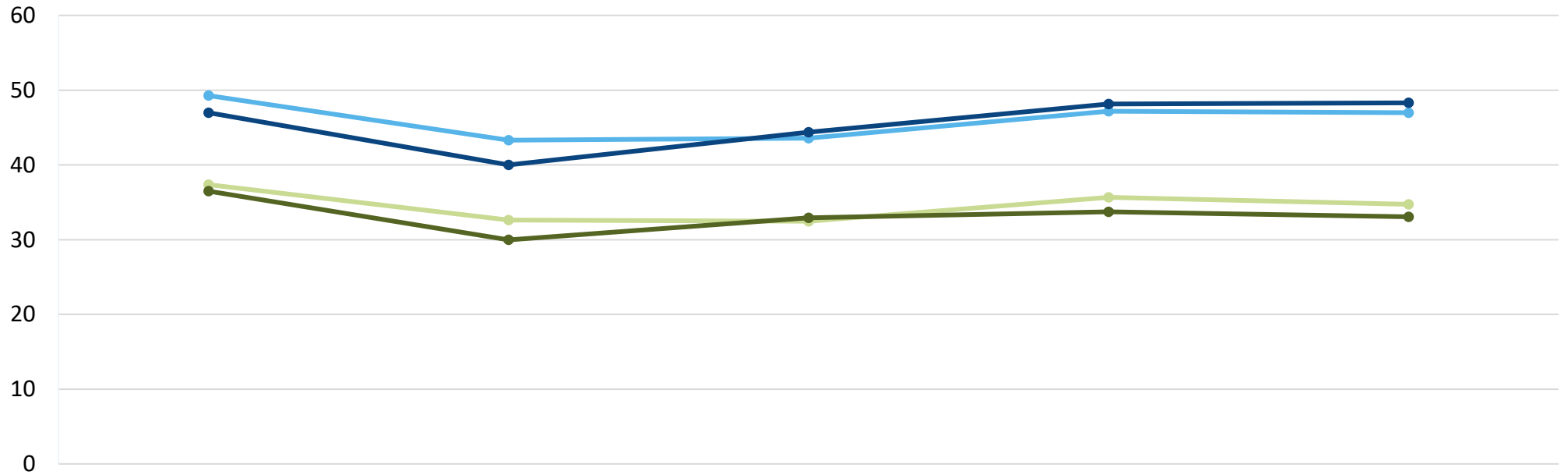
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	34.97%	35.90%	31.49%	31.00%	29.31%
Staff without a LTC or illness: Your org	24.28%	25.08%	21.54%	18.97%	22.37%
Staff with a LTC or illness: Average	33.00%	32.18%	29.97%	28.55%	26.85%
Staff without a LTC or illness: Average	23.44%	23.74%	20.80%	19.46%	18.71%
Staff with a LTC or illness: Responses	386	454	470	471	423
Staff without a LTC or illness: Responses	828	965	984	917	742

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

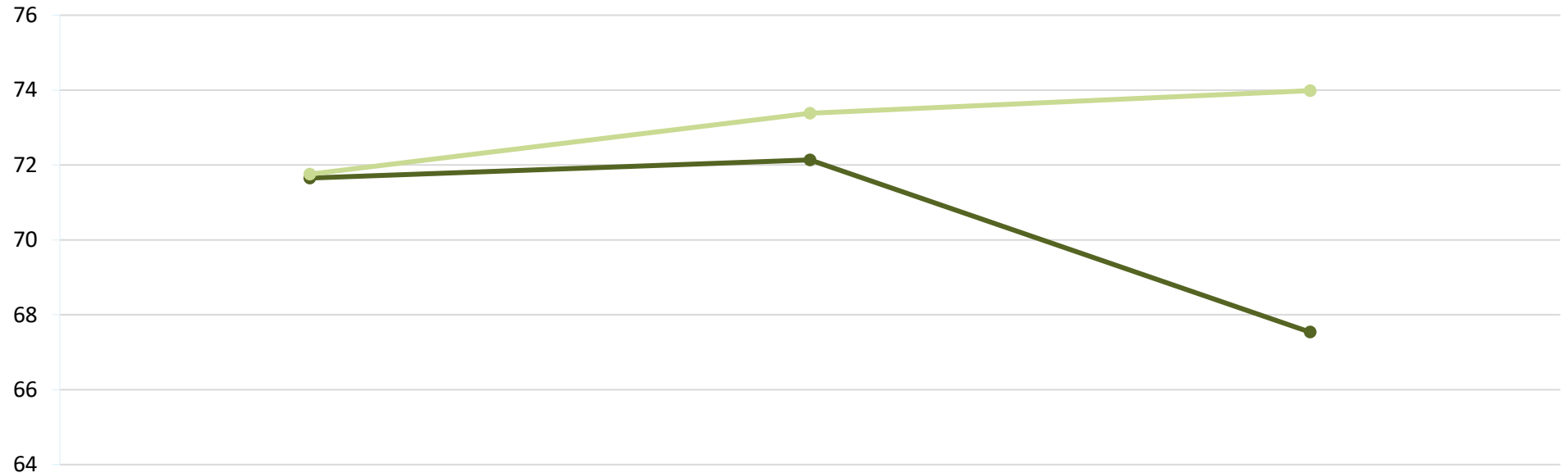
Percentage of staff satisfied with the extent to which their organisation values their work.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	36.49%	29.97%	32.94%	33.72%	33.06%
Staff without a LTC or illness: Your org	46.97%	40.00%	44.39%	48.14%	48.30%
Staff with a LTC or illness: Average	37.36%	32.62%	32.46%	35.66%	34.73%
Staff without a LTC or illness: Average	49.27%	43.30%	43.56%	47.19%	46.98%
Staff with a LTC or illness: Responses	592	644	677	688	617
Staff without a LTC or illness: Responses	2010	1970	1960	1959	1619

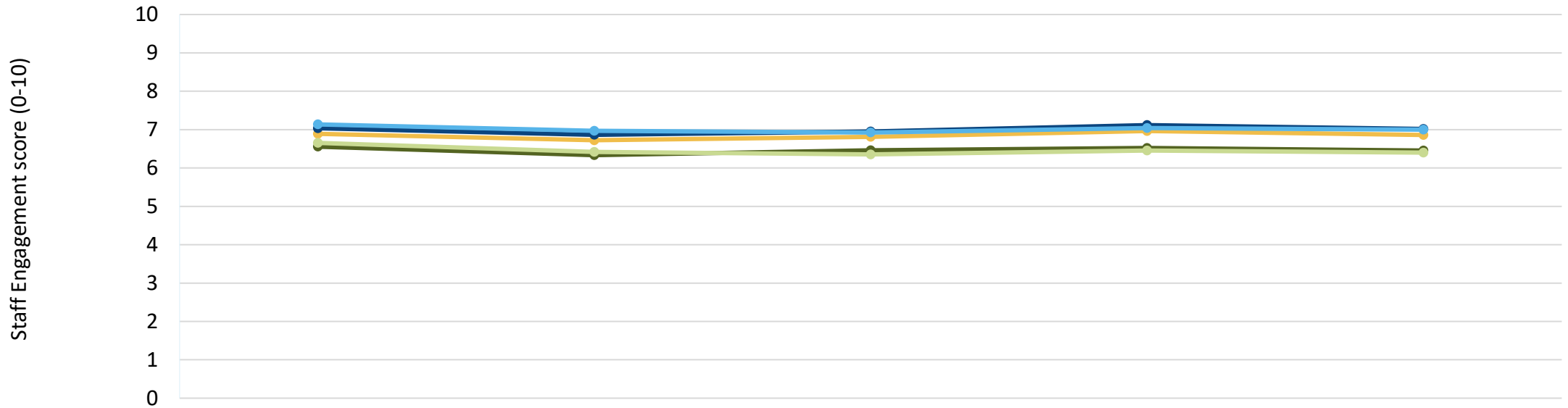
Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

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	71.65%	72.14%	67.54%
Staff with a LTC or illness: Average	71.76%	73.38%	73.98%
Staff with a LTC or illness: Responses	388	384	345

Staff engagement score (0-10)



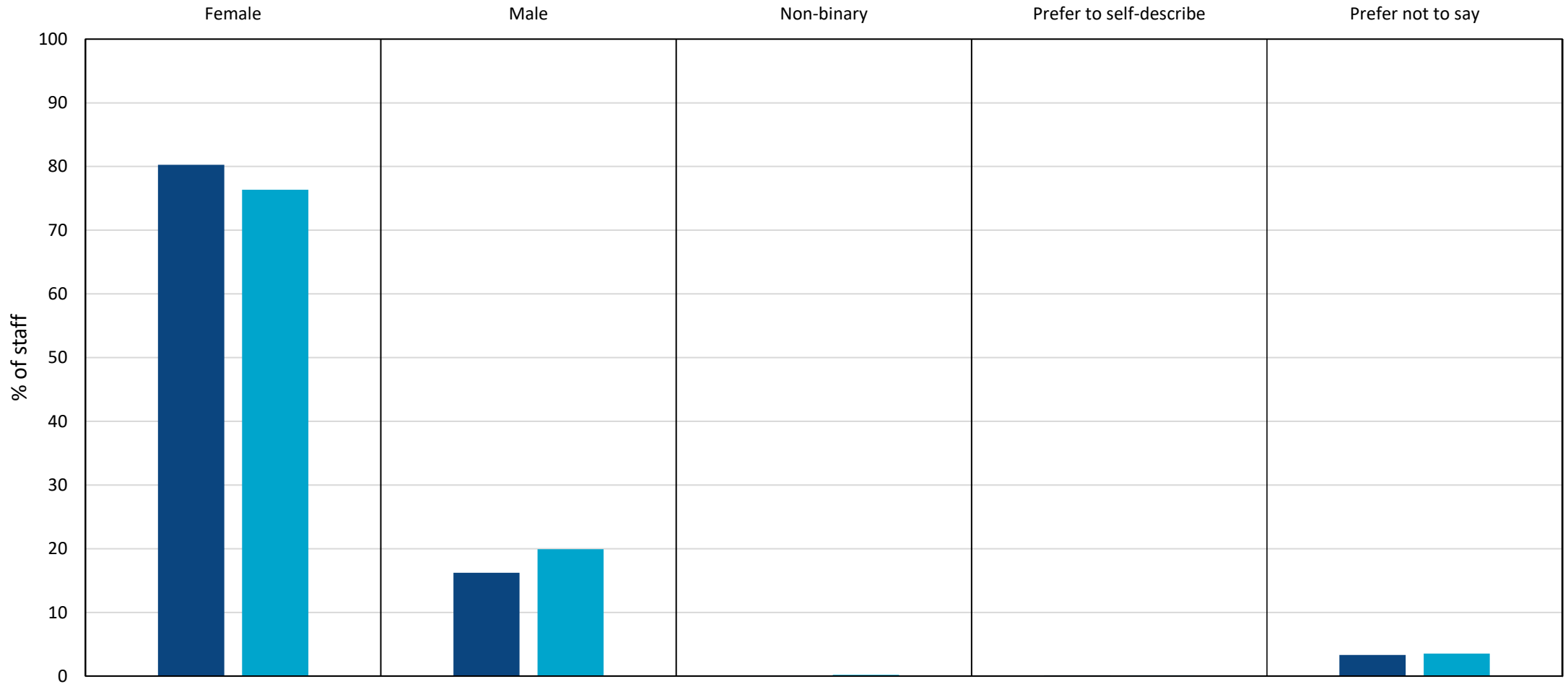
	2020	2021	2022	2023	2024
Organisation average	6.89	6.72	6.81	6.96	6.86
Staff with a LTC or illness: Your org	6.55	6.33	6.46	6.52	6.45
Staff without a LTC or illness: Your org	7.04	6.86	6.95	7.12	7.02
Staff with a LTC or illness: Average	6.65	6.42	6.35	6.46	6.40
Staff without a LTC or illness: Average	7.14	6.97	6.92	7.04	7.00
Staff with a LTC or illness: Responses	594	645	678	690	621
Staff without a LTC or illness: Responses	2013	1977	1964	1962	1623

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



## About your respondents

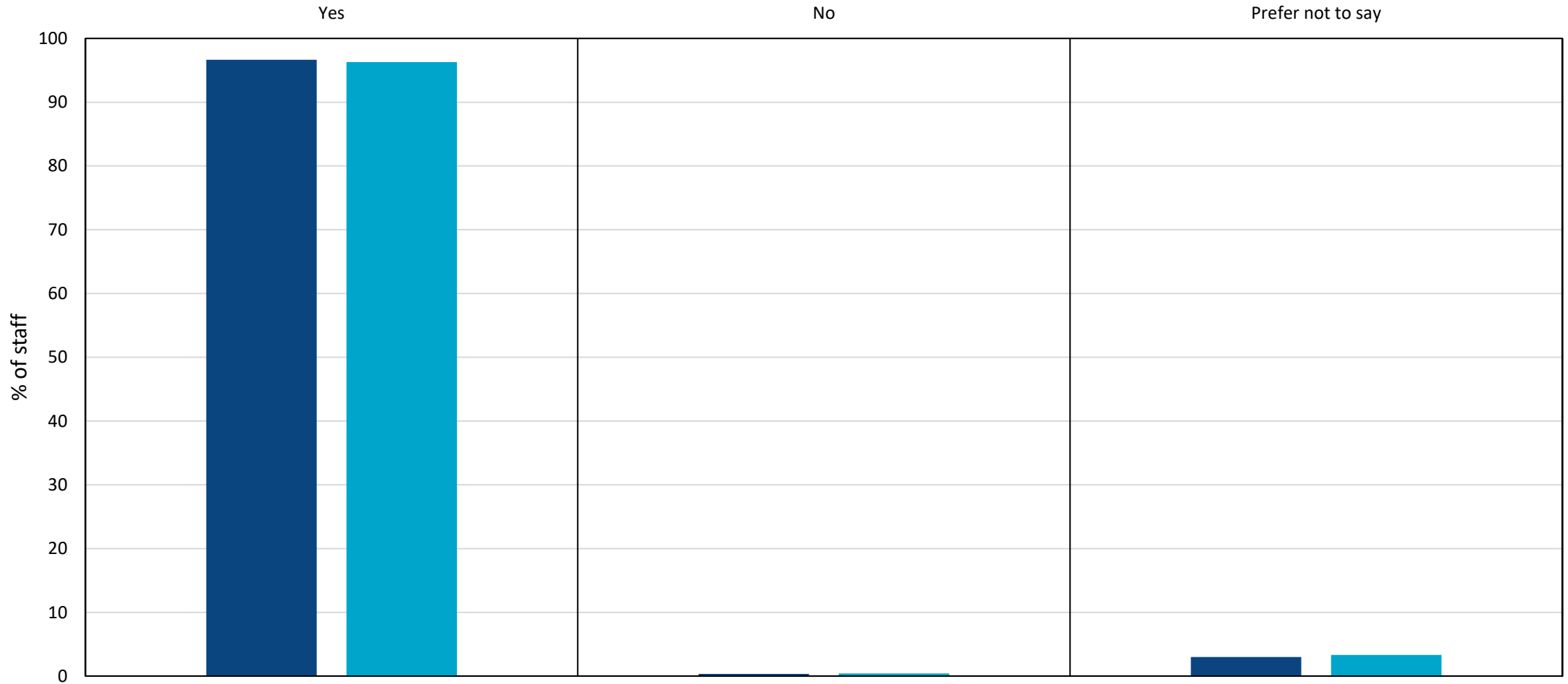
This section shows demographic and other background information for 2024.



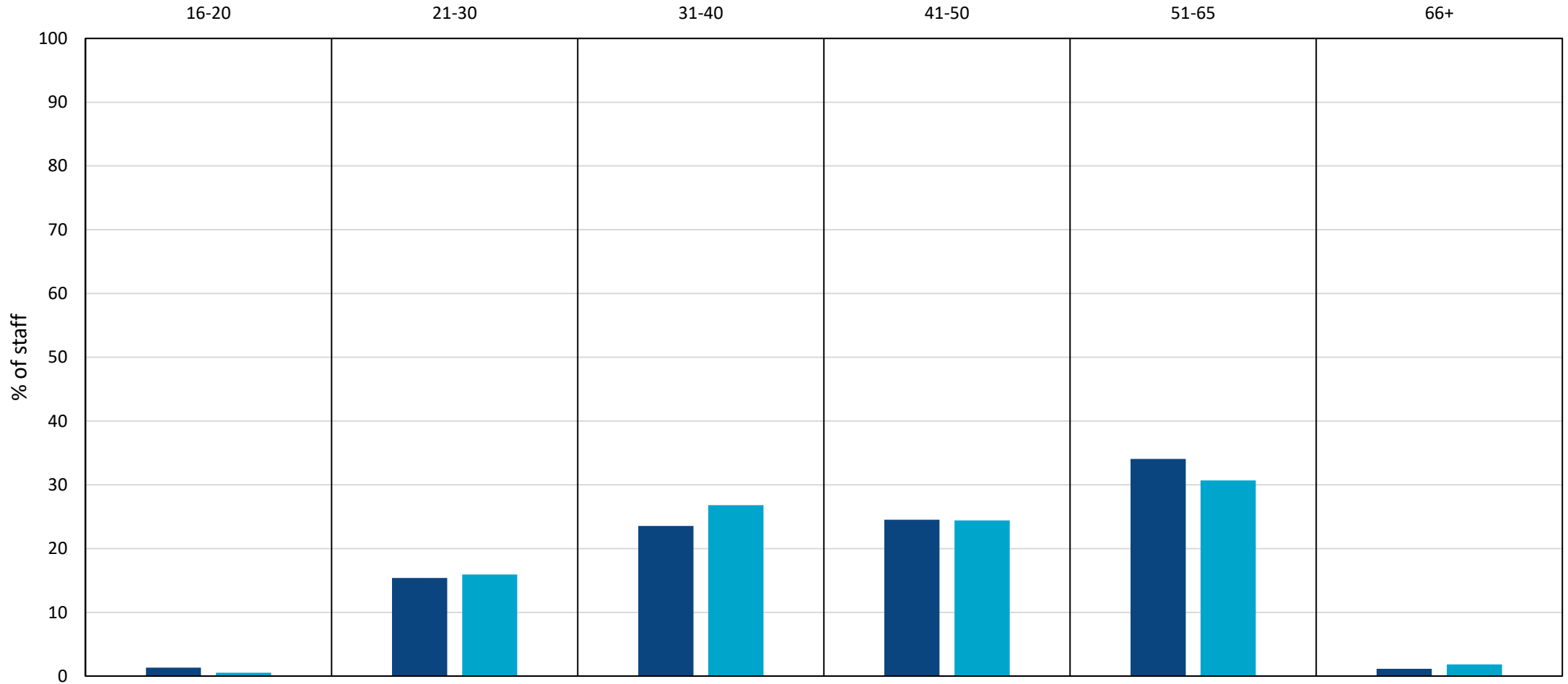
Responses	2271	2271	2271	2271	2271
<b>Your org</b>	80.27%	16.20%	0.09%	0.13%	3.30%
<b>Average</b>	76.34%	19.91%	0.21%	0.13%	3.54%



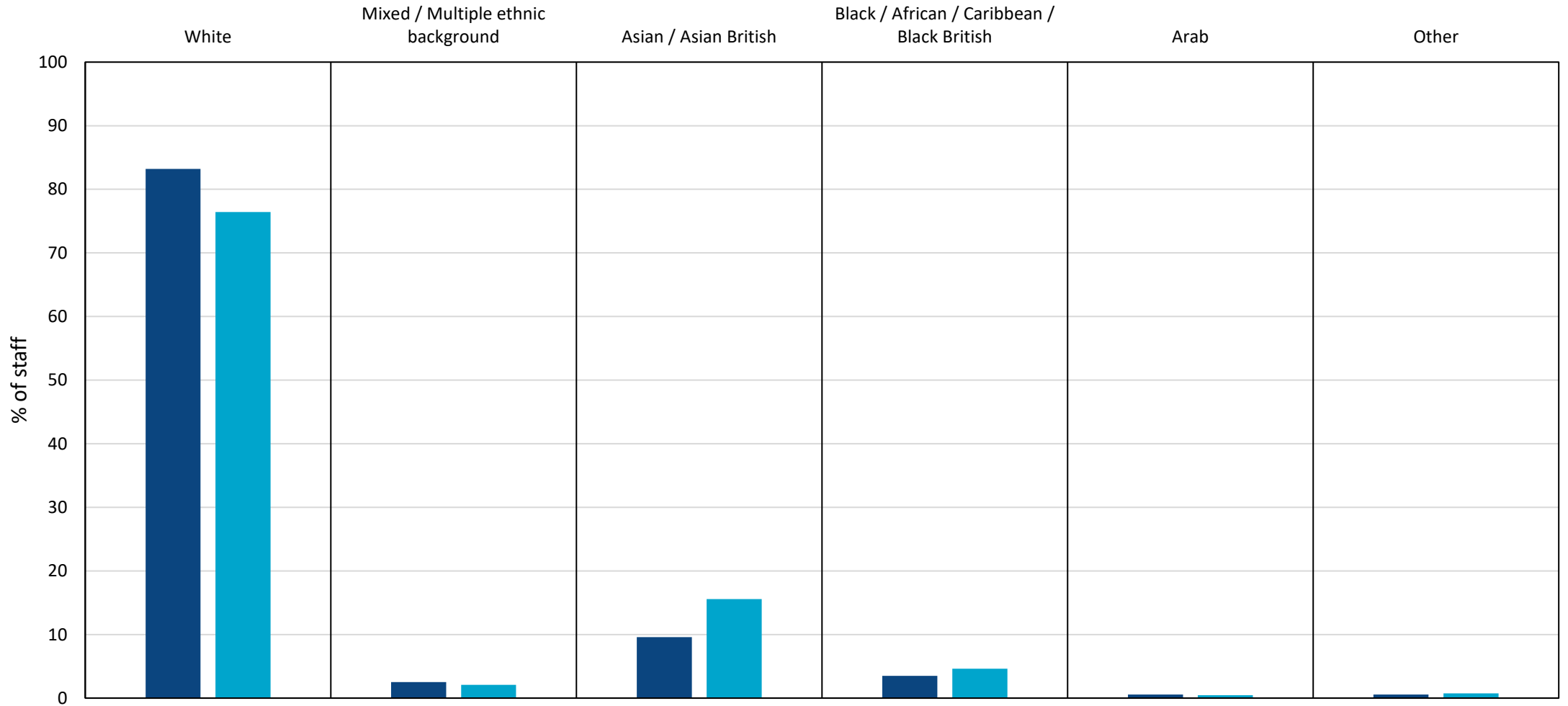
# Background details – Is your gender identity the same as the sex you were registered at birth?



<b>Your org</b>	96.64%	0.35%	3.01%
<b>Average</b>	96.28%	0.41%	3.34%
<b>Responses</b>	2261	2261	2261

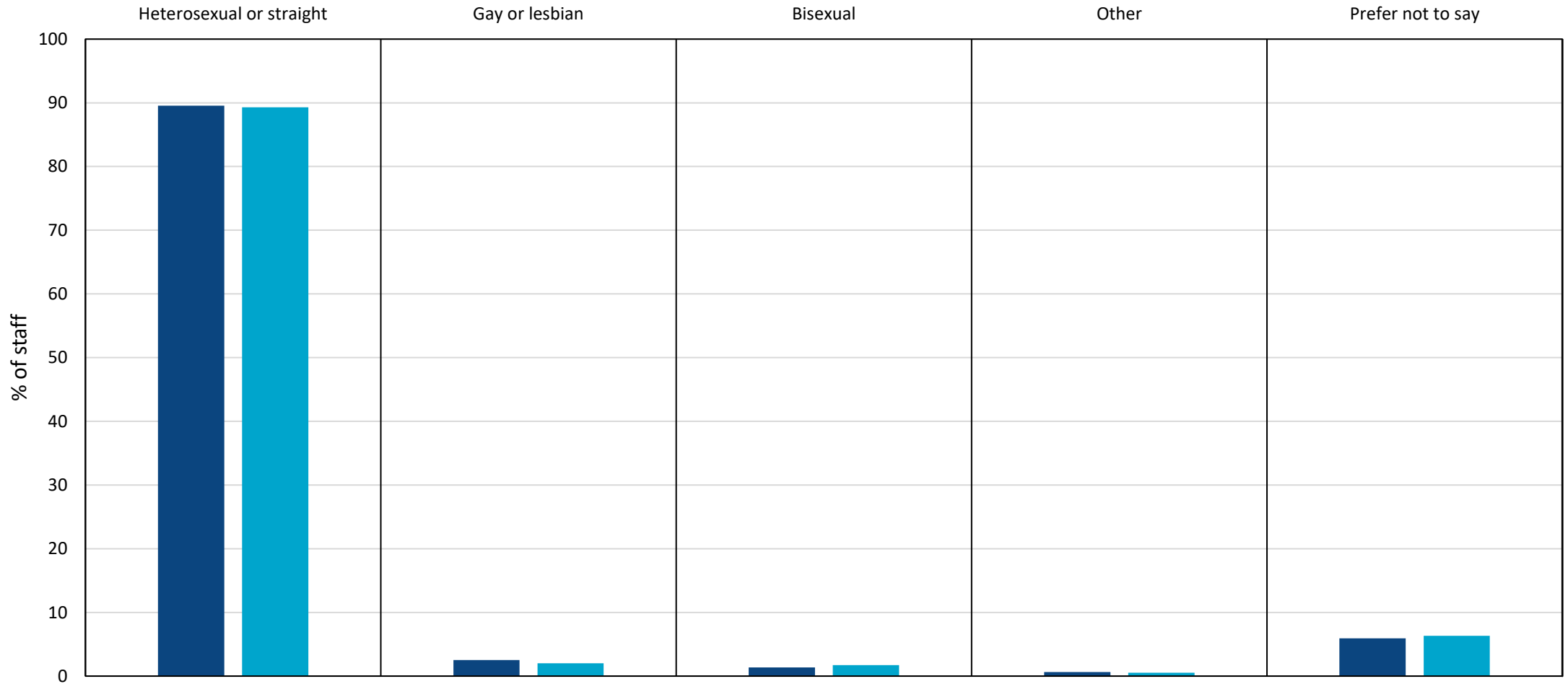


<b>Your org</b>	1.33%	15.40%	23.54%	24.51%	34.07%	1.15%
<b>Average</b>	0.52%	15.92%	26.82%	24.42%	30.69%	1.83%
<b>Responses</b>	2260	2260	2260	2260	2260	2260

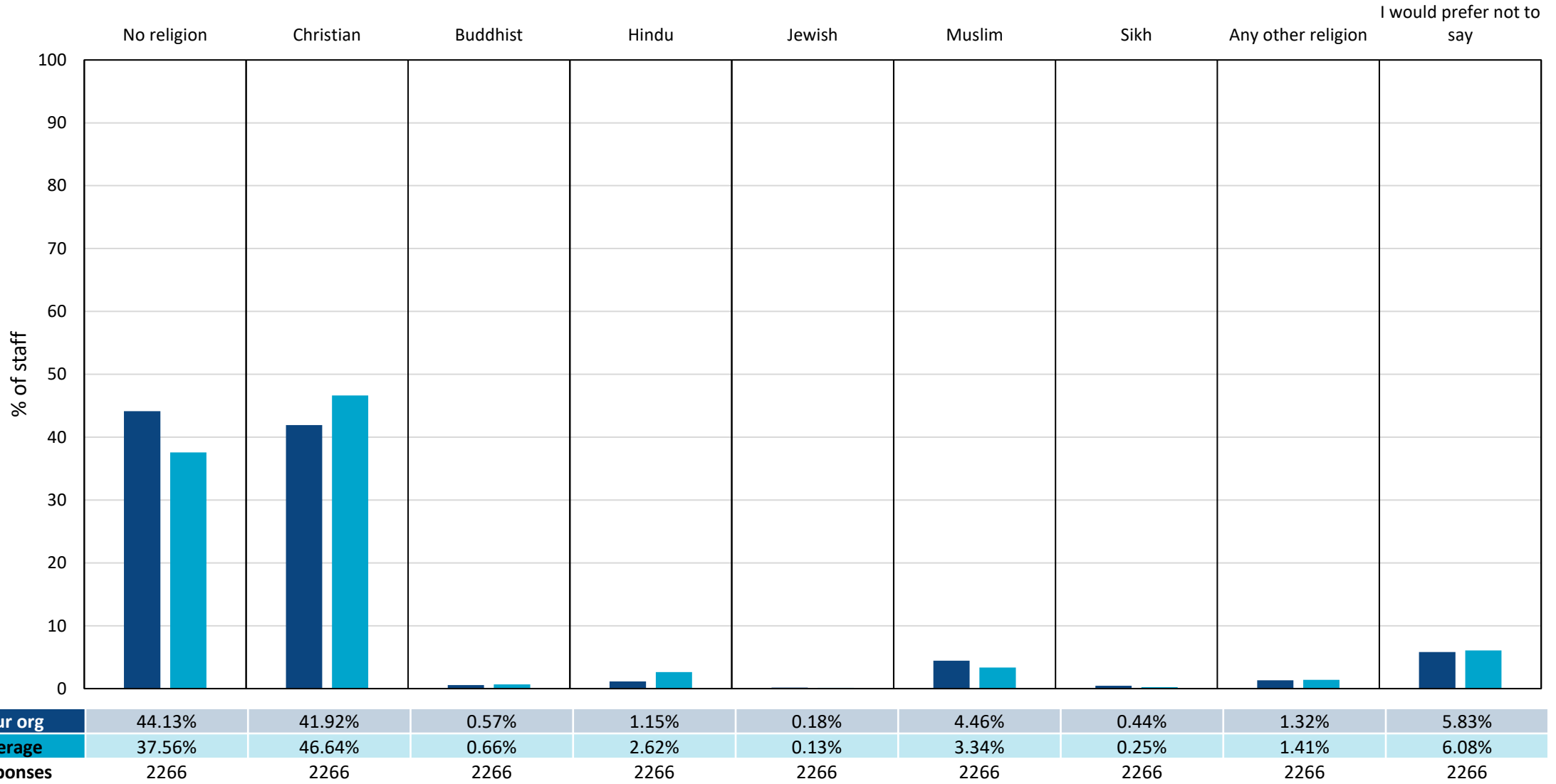


	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
<b>Your org</b>	83.22%	2.53%	9.59%	3.51%	0.58%	0.58%
<b>Average</b>	76.43%	2.08%	15.55%	4.62%	0.46%	0.73%
<b>Responses</b>	2253	2253	2253	2253	2253	2253

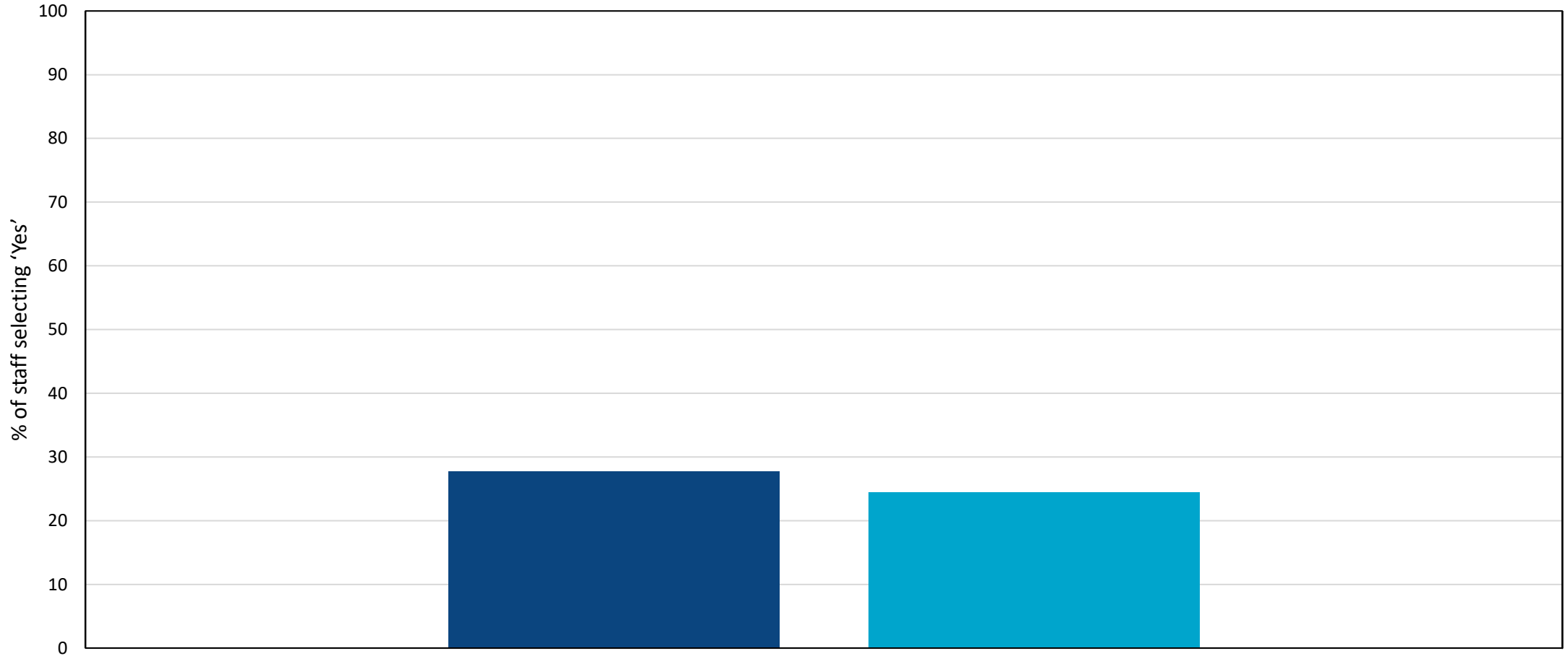
# Background details – Sexual orientation



Responses	2260	2260	2260	2260	2260
<b>Your org</b>	89.56%	2.52%	1.37%	0.62%	5.93%
<b>Average</b>	89.28%	2.03%	1.74%	0.53%	6.32%



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

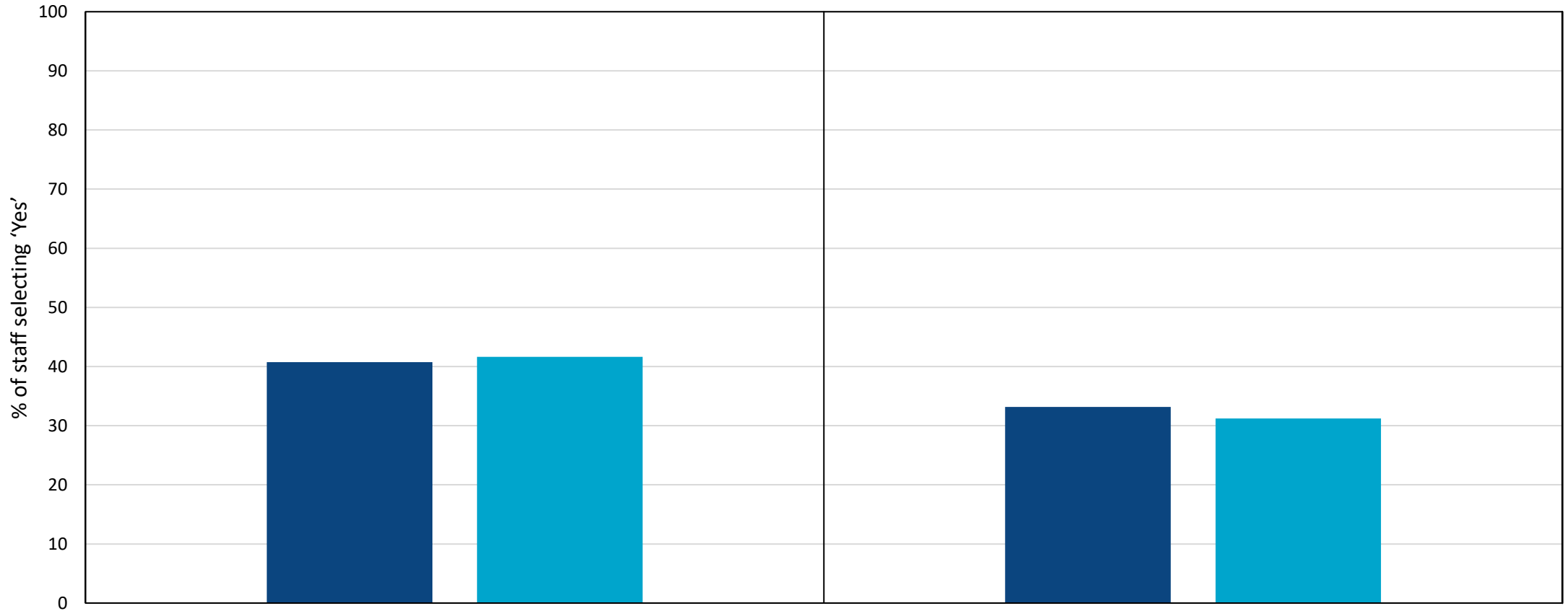


<b>Your org</b>	27.71%
<b>Average</b>	24.45%
<b>Responses</b>	2245



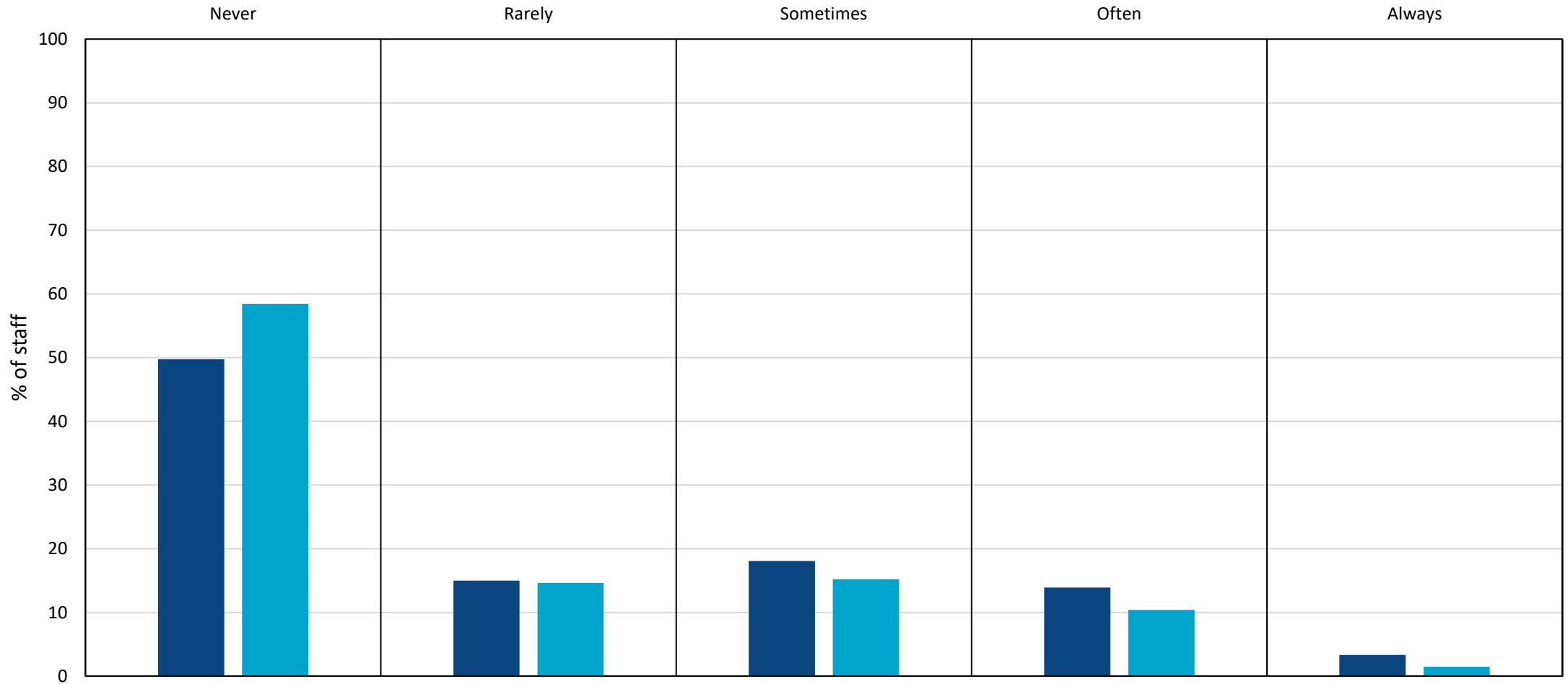
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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.



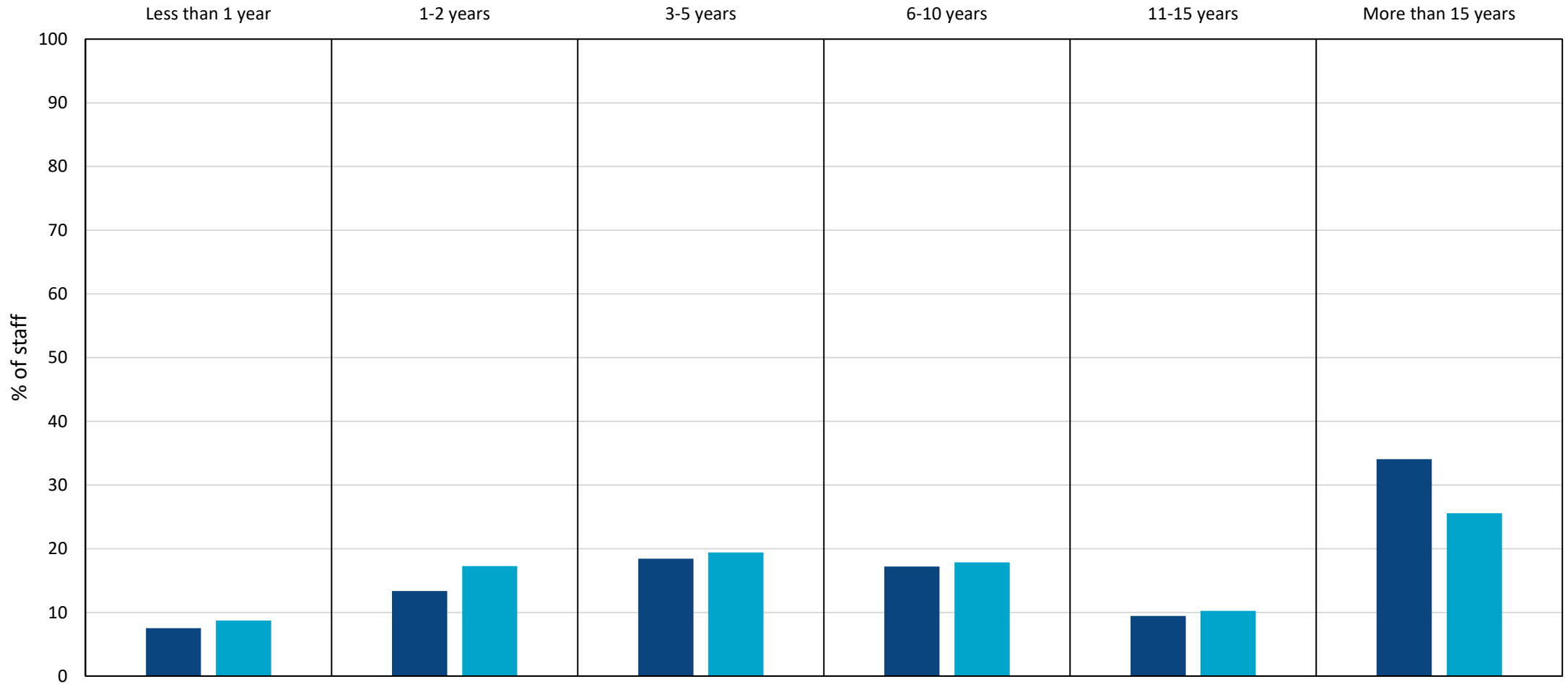
<b>Your org</b>	40.76%	33.16%
<b>Average</b>	41.64%	31.24%
<b>Responses</b>	2262	2262

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



Responses	Never	Rarely	Sometimes	Often	Always
<b>Your org</b>	49.73%	14.97%	18.07%	13.91%	3.31%
<b>Average</b>	58.46%	14.62%	15.19%	10.39%	1.47%
<b>Responses</b>	2264	2264	2264	2264	2264

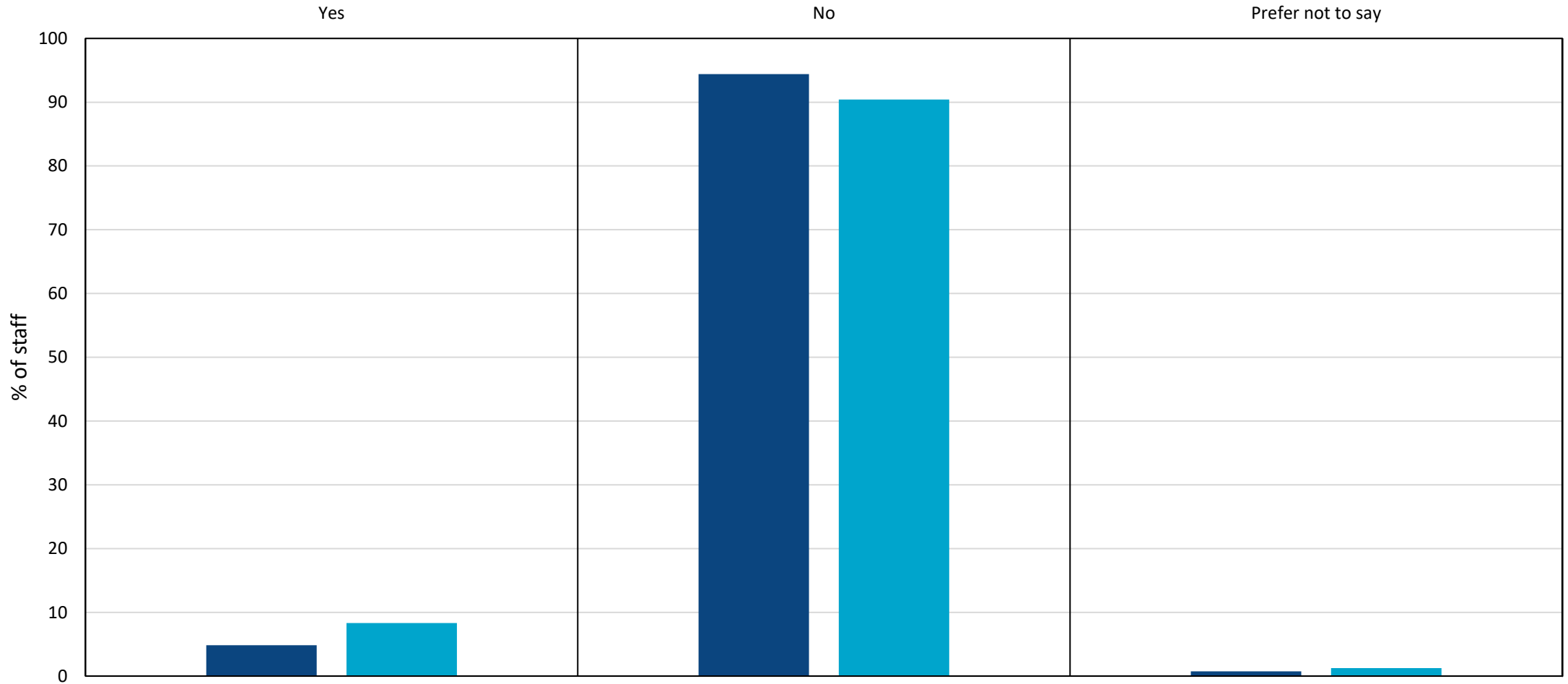
# Background details – Length of service



<b>Your org</b>	7.52%	13.35%	18.44%	17.20%	9.46%	34.04%
<b>Average</b>	8.72%	17.29%	19.43%	17.86%	10.24%	25.58%
<b>Responses</b>	2262	2262	2262	2262	2262	2262

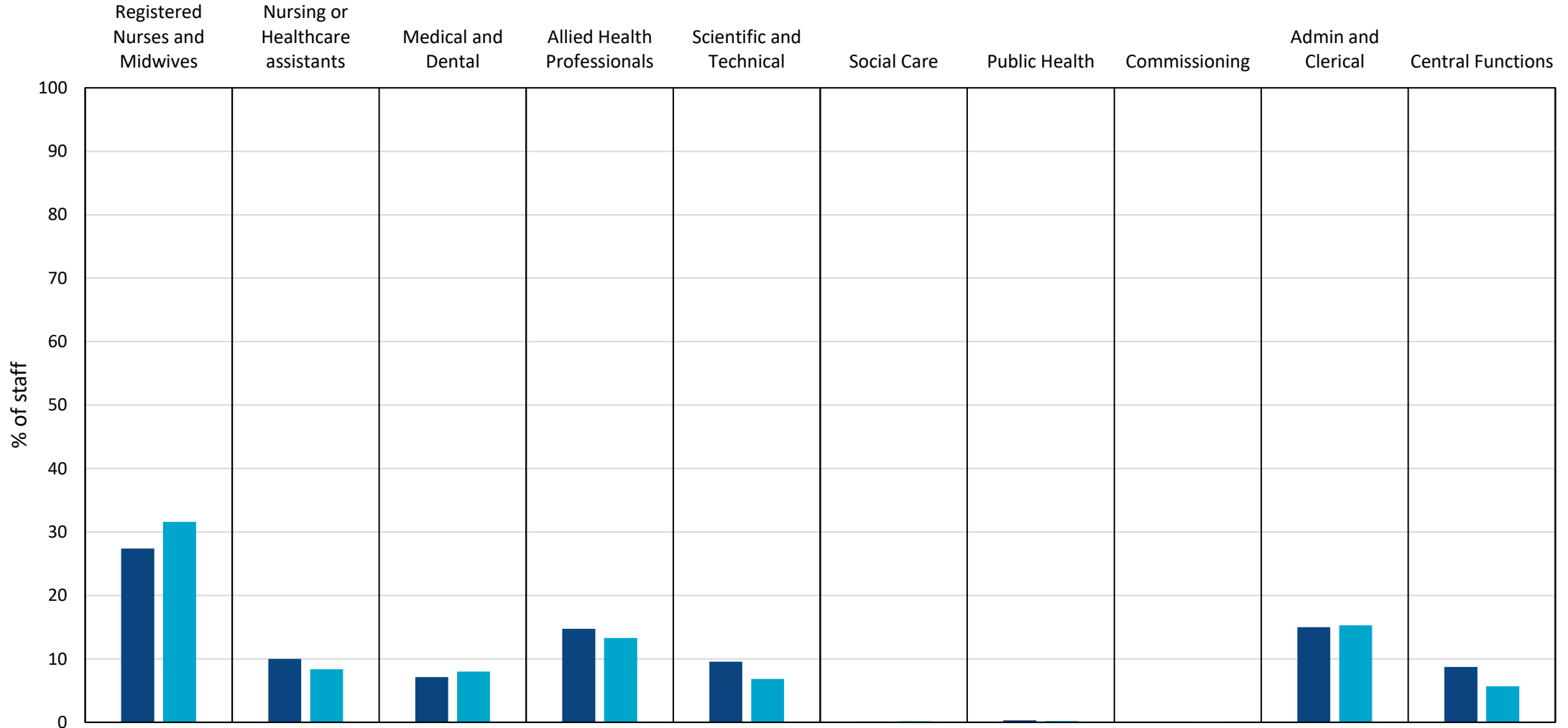


# Background details – When you joined this organisation, were you recruited from outside of the UK?



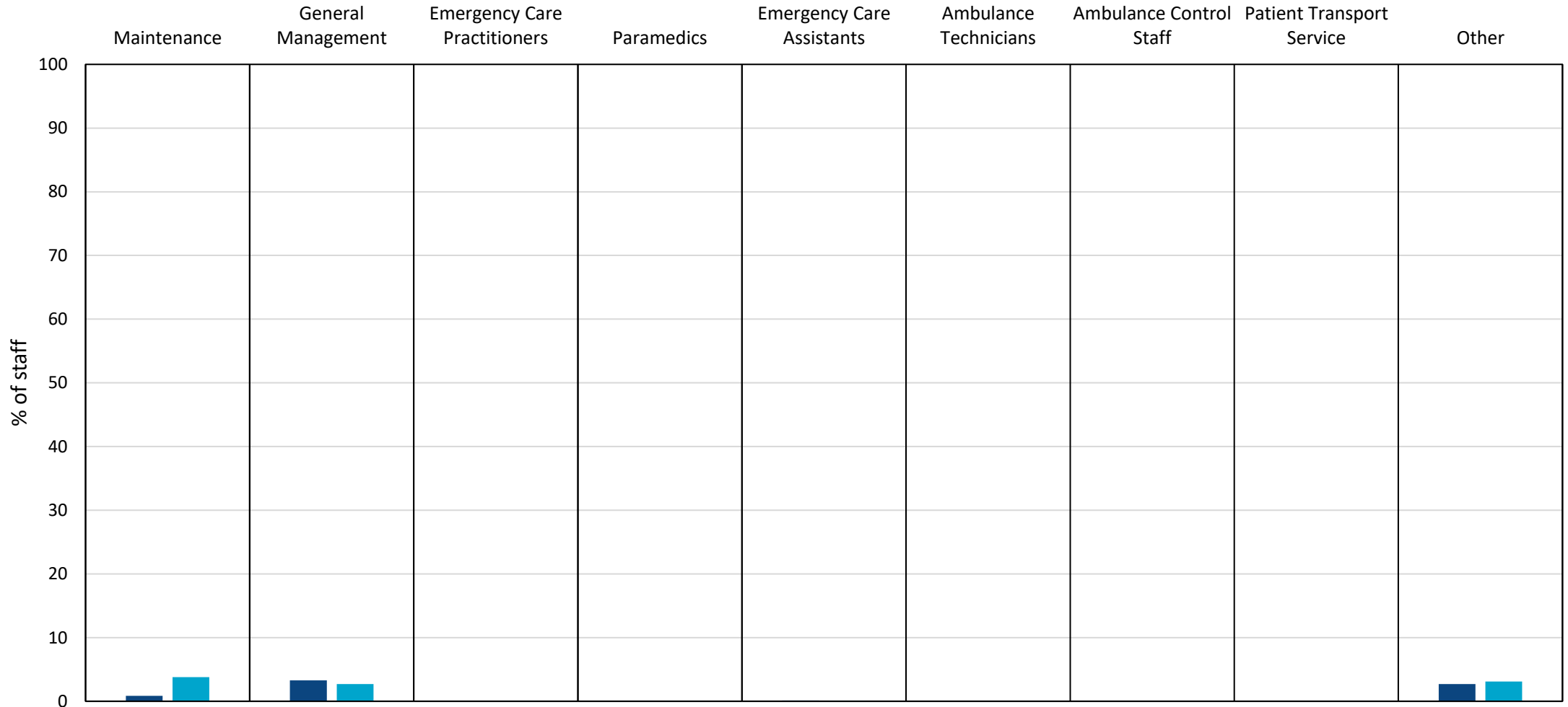
	Yes	No	Prefer not to say
<b>Your org</b>	4.83%	94.42%	0.75%
<b>Average</b>	8.30%	90.40%	1.24%
<b>Responses</b>	2258	2258	2258

# Background details – Occupational group



Occupational Group	Your org (%)	Average (%)	Responses
Registered Nurses and Midwives	27.38%	31.58%	2246
Nursing or Healthcare assistants	9.97%	8.38%	2246
Medical and Dental	7.12%	7.99%	2246
Allied Health Professionals	14.74%	13.29%	2246
Scientific and Technical	9.57%	6.85%	2246
Social Care	0.13%	0.17%	2246
Public Health	0.31%	0.21%	2246
Commissioning	0.00%	0.07%	2246
Admin and Clerical	15.00%	15.29%	2246
Central Functions	8.73%	5.69%	2246

# Background details – Occupational group



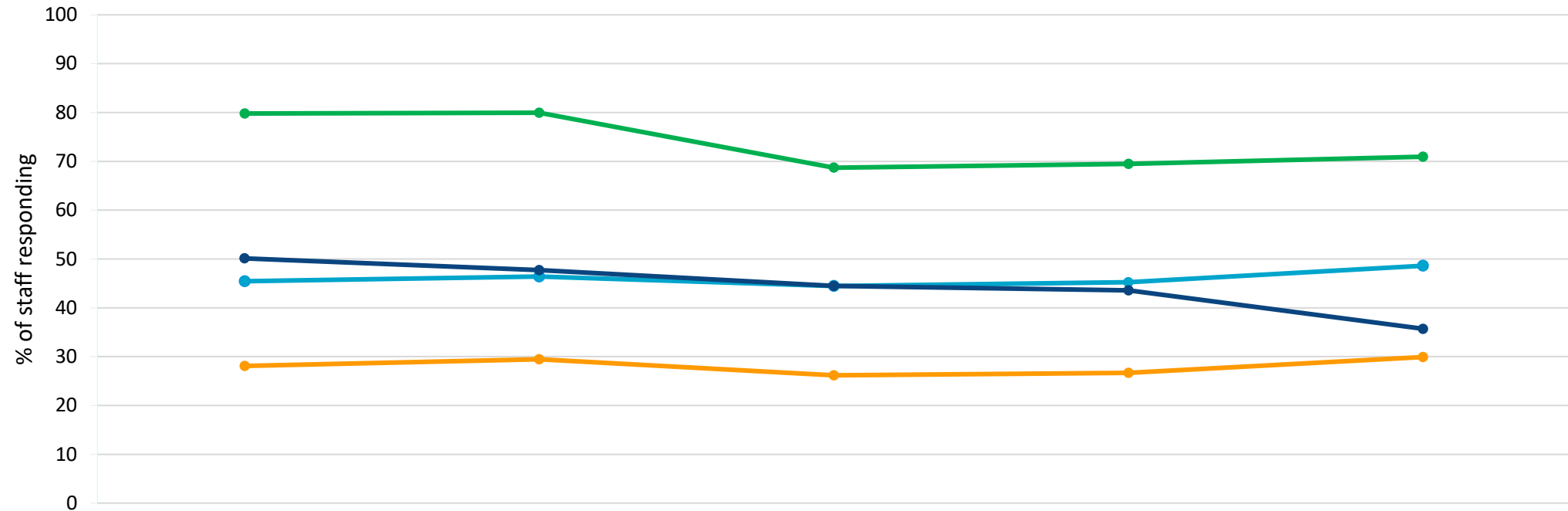
<b>Your org</b>	0.85%	3.29%	0.00%	0.04%	0.13%	0.00%	0.00%	0.00%	2.72%
<b>Average</b>	3.80%	2.70%	0.02%	0.02%	0.04%	0.00%	0.00%	0.00%	3.09%
<b>Responses</b>	2246	2246	2246	2246	2246	2246	2246	2246	2246

## Appendices

## Appendix A: Response rate



Response rate



	2020	2021	2022	2023	2024
<b>Your org</b>	50.12%	47.74%	44.47%	43.56%	35.70%
<b>Highest</b>	79.77%	79.95%	68.69%	69.45%	70.92%
<b>Average</b>	45.43%	46.38%	44.46%	45.23%	48.61%
<b>Lowest</b>	28.09%	29.47%	26.17%	26.65%	29.91%
Responses	2799	2802	2668	2721	2278

## 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	7.35	2719	7.24	2274	Significantly lower
We are recognised and rewarded	6.01	2717	5.92	2274	Not significant
We each have a voice that counts	6.80	2706	6.69	2263	Significantly lower
We are safe and healthy	6.16	2503	6.09	2265	Not significant
We are always learning	5.61	2571	5.64	2202	Not significant
We work flexibly	6.14	2702	5.94	2260	Significantly lower
We are a team	6.74	2713	6.63	2273	Not significant
<b>Themes</b>					
Staff Engagement	6.96	2718	6.84	2277	Significantly lower
Morale	6.03	2720	5.96	2276	Not significant

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

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

## Appendix C: Tips on using your benchmark report

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

### Key points to note



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



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



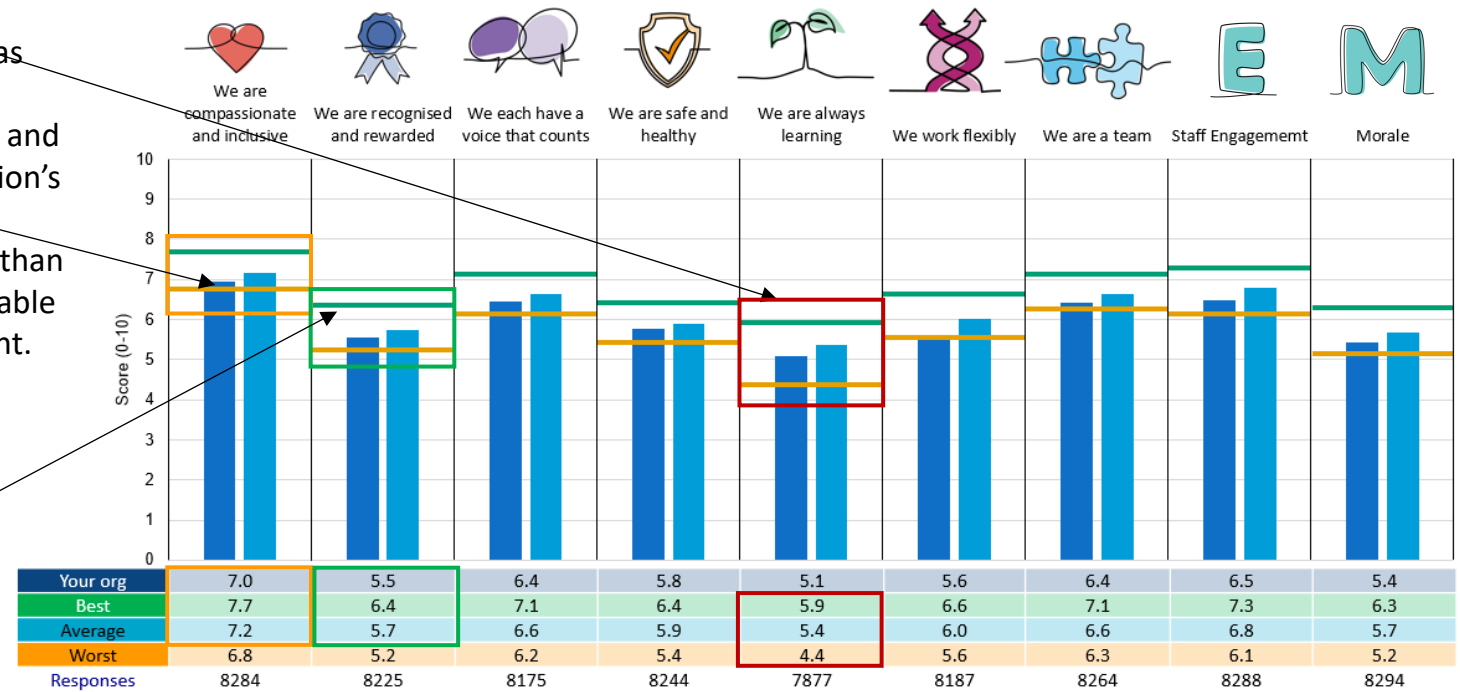
People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are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

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

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

## Areas to improve

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



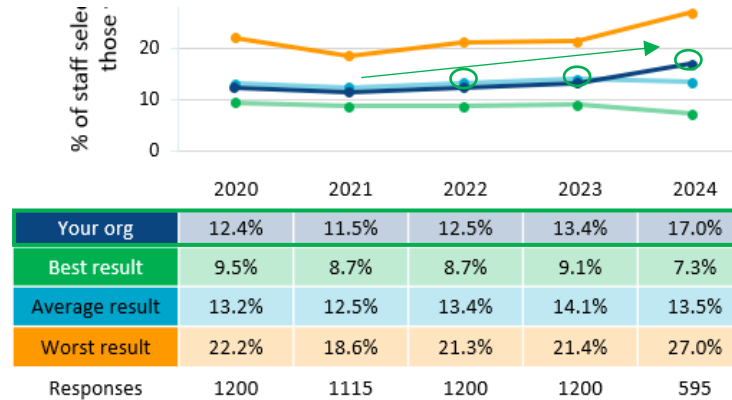
Only one example is highlighted for each point

## Positive outcomes

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

## Review trend data

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

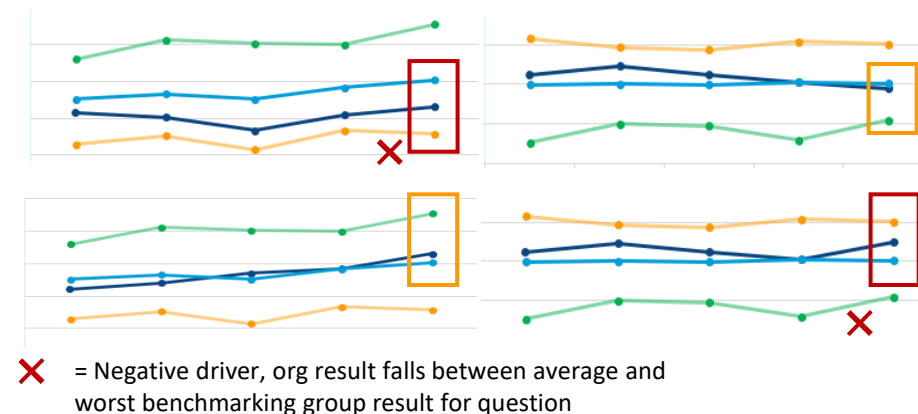


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

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

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

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



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

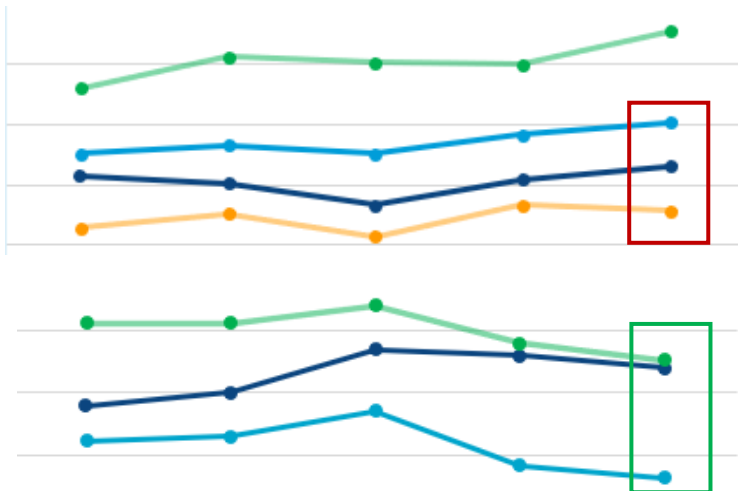
### Identifying questions of interest

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

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

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

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



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



## Appendix D: Additional reporting outputs

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

### Supporting documents



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



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

### Other reporting outputs



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



**Breakdown reports:** Reports containing People Promise and theme results split by breakdown (locality) for Calderdale and Huddersfield 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.