

Birmingham and Solihull Mental Health NHS Foundation Trust

NHS Staff Survey Benchmark report 2024



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Introduction

About this report

This benchmark report for Birmingham and Solihull Mental Health 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.

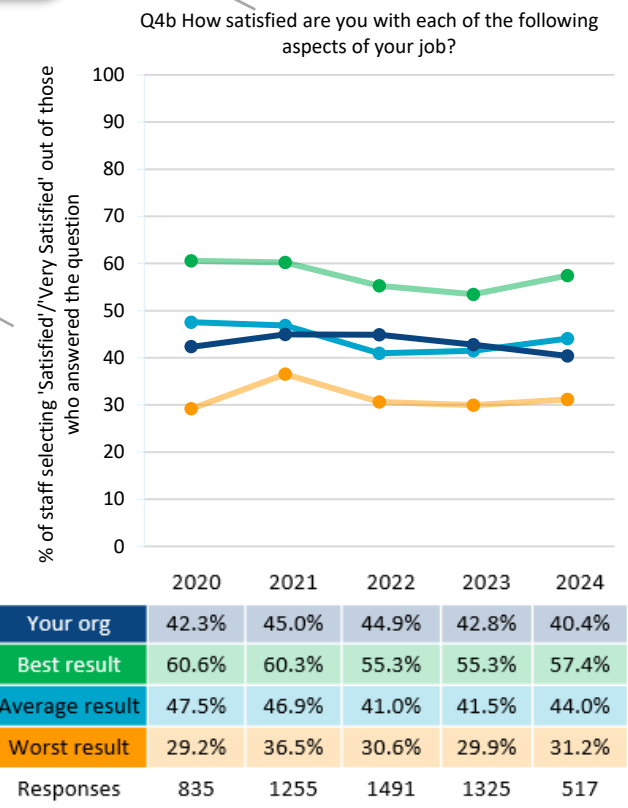
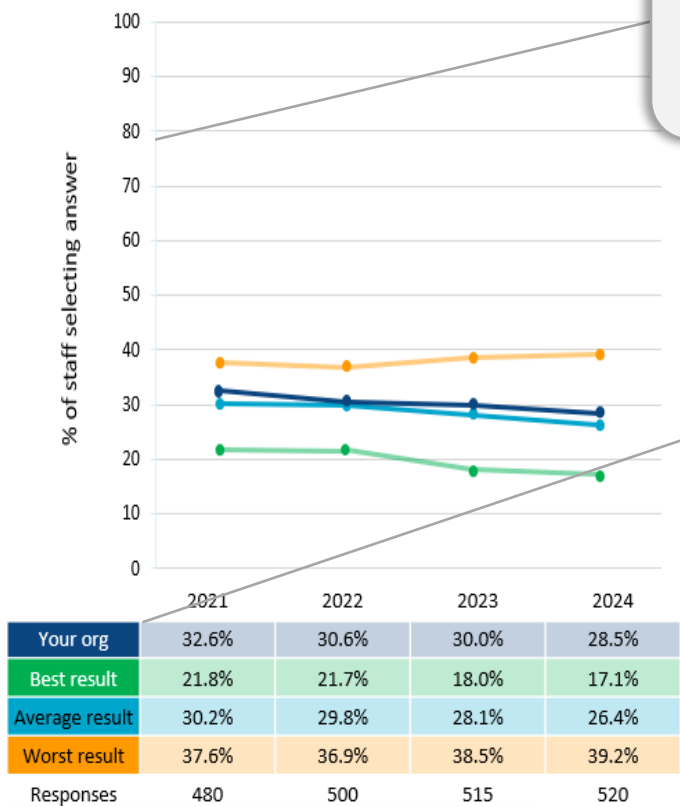
Question number and text (or summary measure) specified at the top of each slide.

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.

Note this is example data



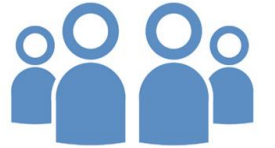
Tips on how to read, interpret and use the data are included in the Appendices

Note: Charts will only display data for the years where an organisation has data. For example, an organisation with three years of trend data will see charts such as q4b with data only in the 2022, 2023 and 2024 portions of the chart and table.

Organisation details

Birmingham and Solihull Mental Health NHS Foundation Trust

2024 NHS Staff Survey



Organisation details

Completed questionnaires **2650**

2024 response rate **57%**

Survey details

Survey mode **Online**

This organisation is benchmarked against:

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



2024 benchmarking group details

Organisations in group: 50

Median response rate: 54%

No. of completed questionnaires: 135986

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

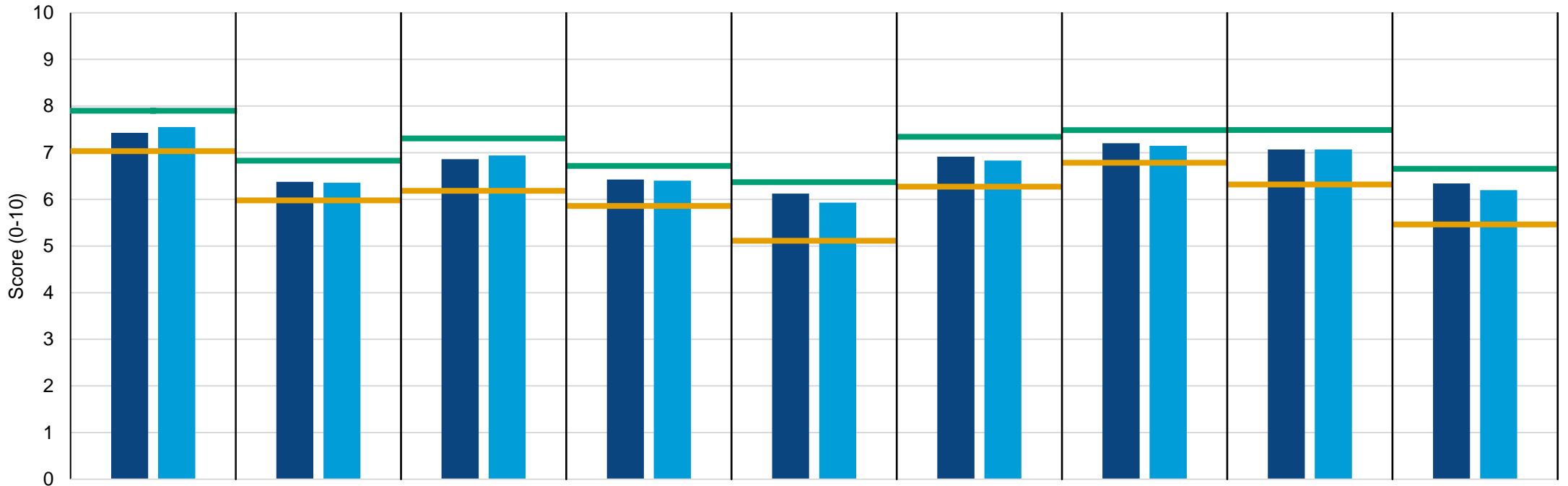


People Promise elements, themes and sub-score results

People Promise elements, themes and sub-scores: Overview

People Promise elements and themes: Overview

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

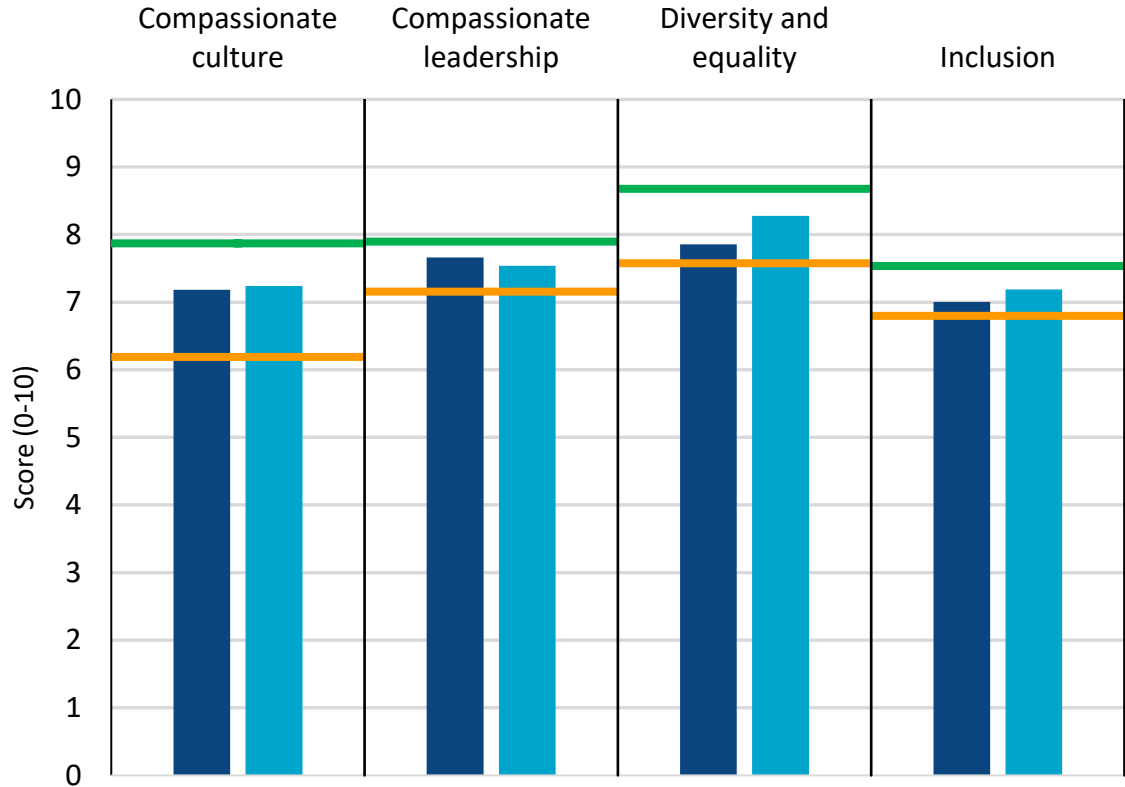


Your org	7.43	6.38	6.86	6.42	6.12	6.91	7.21	7.07	6.34
Best result	7.90	6.83	7.31	6.72	6.37	7.34	7.48	7.49	6.66
Average result	7.55	6.35	6.94	6.40	5.93	6.83	7.15	7.07	6.20
Worst result	7.03	5.98	6.18	5.86	5.11	6.27	6.78	6.32	5.46
Responses	2638	2639	2608	2616	2522	2620	2635	2641	2643

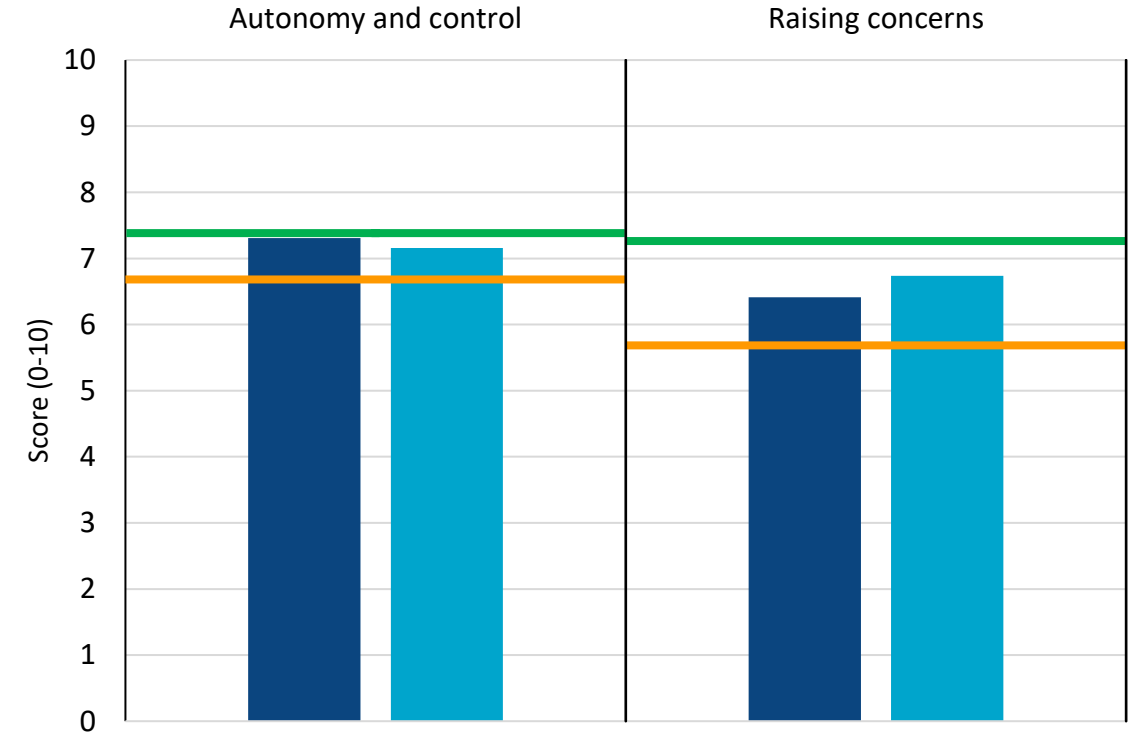
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 1: We are compassionate and inclusive



Promise element 3: We each have a voice that counts



Your org	7.18	7.66	7.86	7.00
Best result	7.87	7.90	8.68	7.53
Average result	7.24	7.54	8.28	7.19
Worst result	6.19	7.16	7.58	6.80
Responses	2631	2638	2628	2629

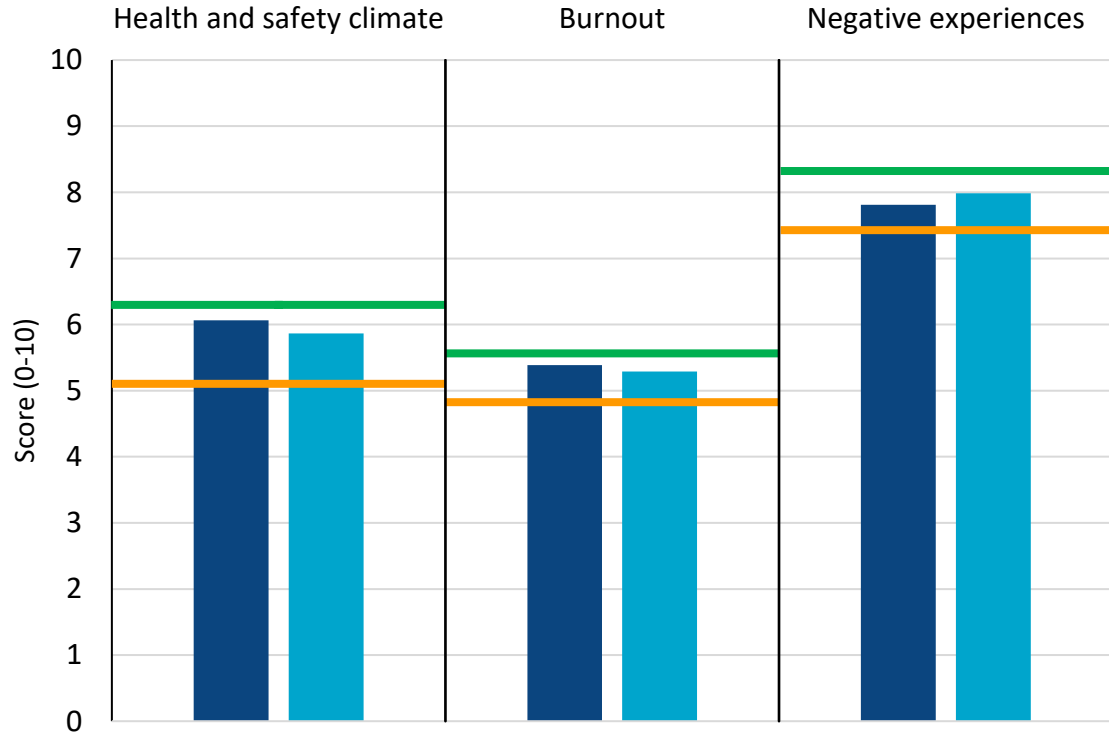
Your org	7.31	6.41
Best result	7.38	7.26
Average result	7.16	6.74
Worst result	6.68	5.68
Responses	2639	2615

Note: People Promise element 2 'We are recognised and rewarded' does not have any sub-scores. Overall trend score data for this element is reported on slide 21.

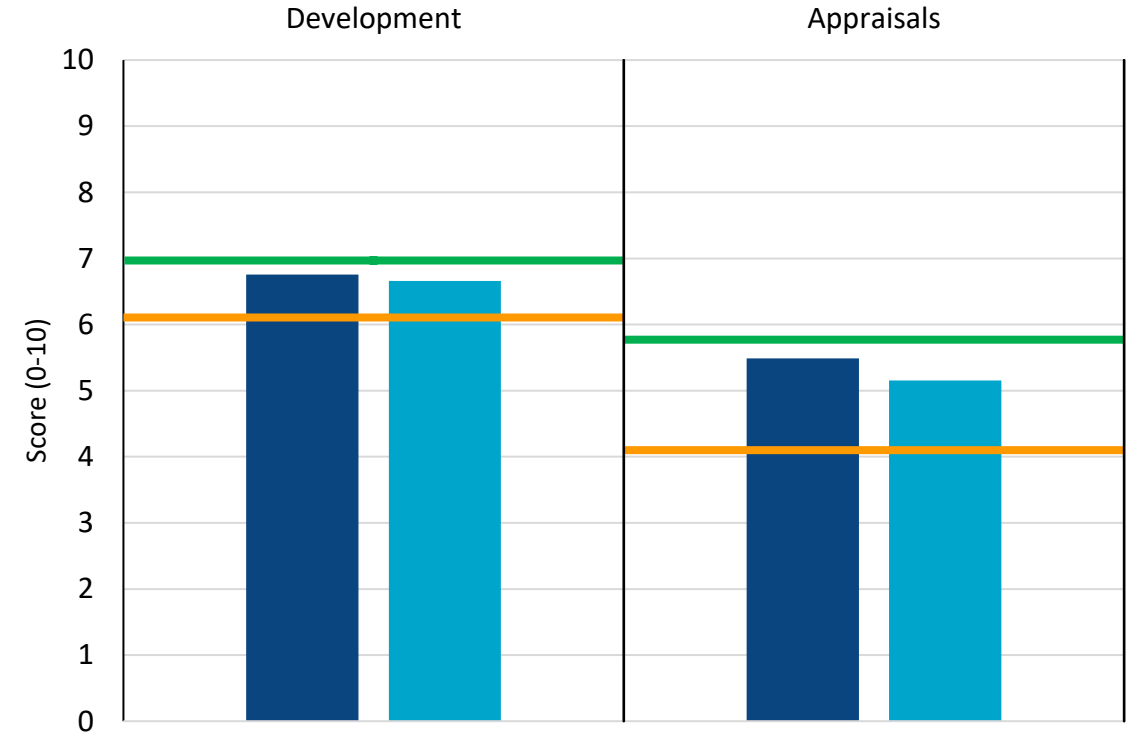
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 4: We are safe and healthy



Promise element 5: We are always learning



Your org	6.06	5.38	7.81
Best result	6.30	5.56	8.32
Average result	5.87	5.29	7.98
Worst result	5.10	4.83	7.43
Responses	2638	2643	2626

Your org	6.76	5.49
Best result	6.97	5.77
Average result	6.66	5.15
Worst result	6.11	4.10
Responses	2638	2524

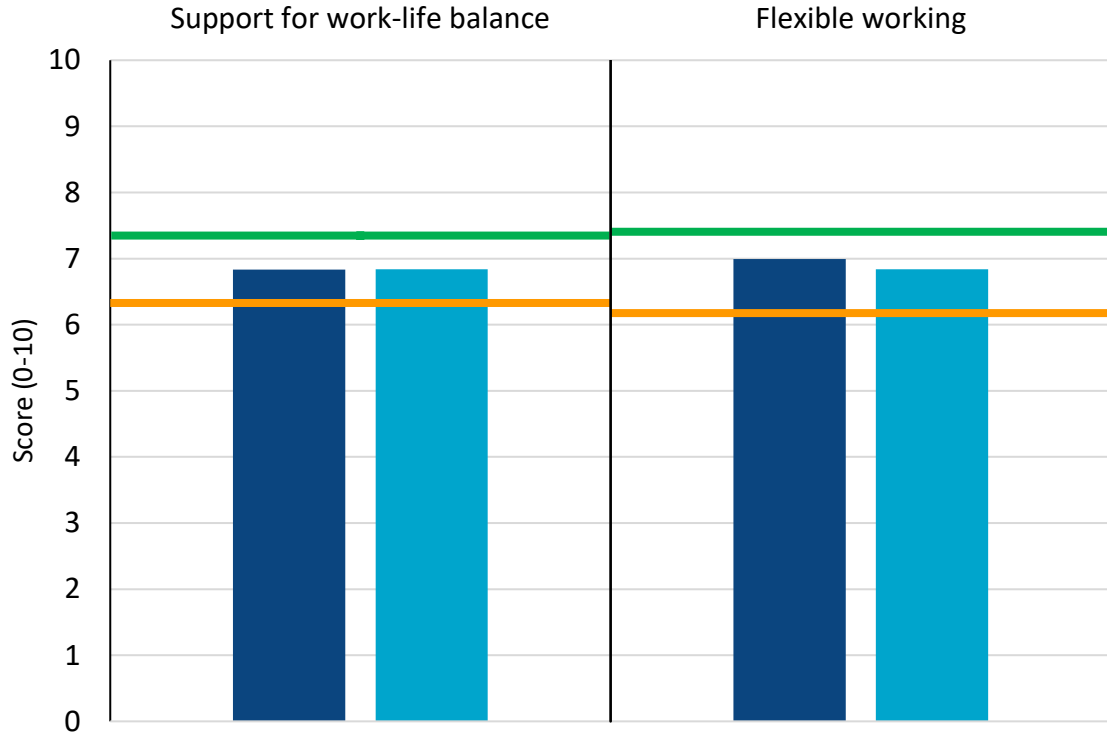
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 6: We work flexibly



Promise element 7: We are a team



Category	Score	Responses
Your org	6.83	2638
Best result	7.35	
Average result	6.84	
Worst result	6.33	
Support for work-life balance	6.83	2638
Flexible working	6.99	2625

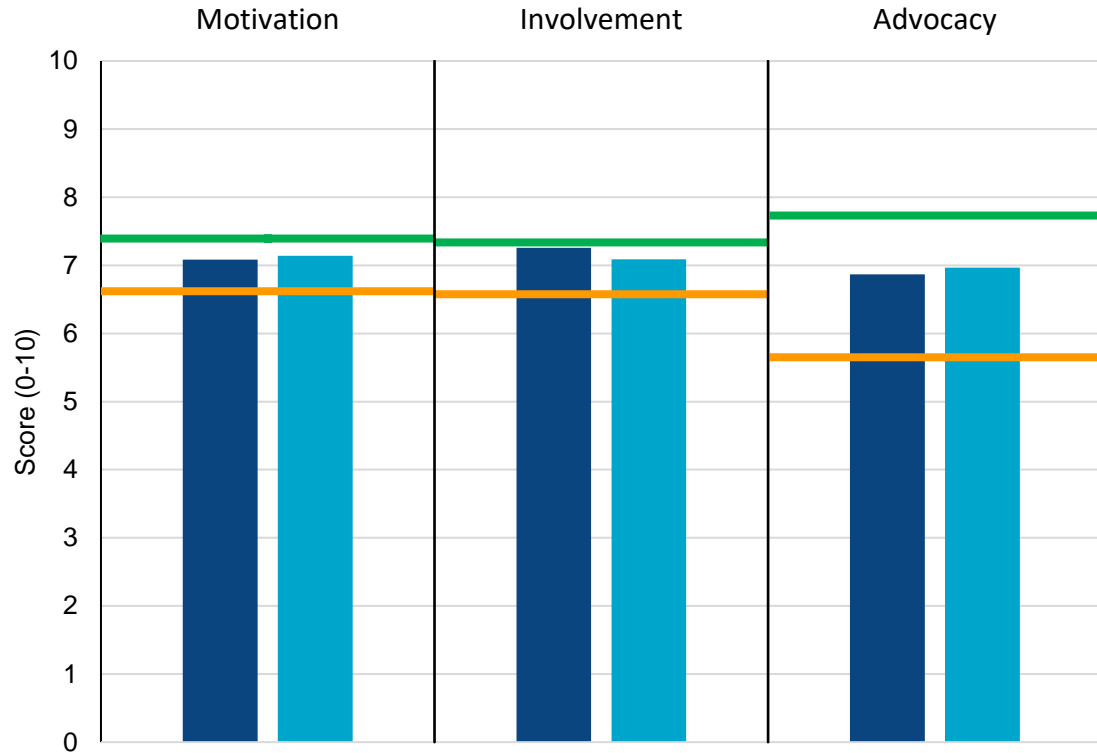


Category	Score	Responses
Your org	6.85	2637
Best result	7.23	
Average result	6.92	
Worst result	6.51	
Team working	6.85	2637
Line management	7.57	2640

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



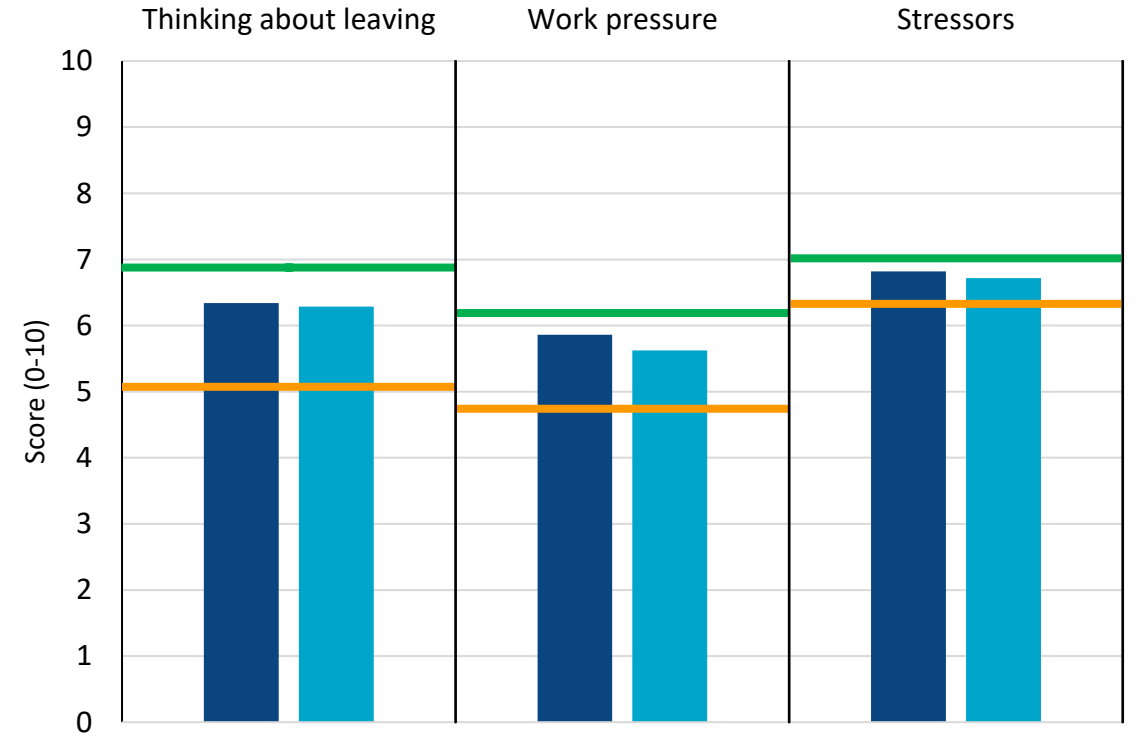
Theme: Staff engagement



Your org	7.08	7.26	6.87
Best result	7.39	7.34	7.73
Average result	7.14	7.09	6.96
Worst result	6.62	6.58	5.65
Responses	2595	2638	2631



Theme: Morale



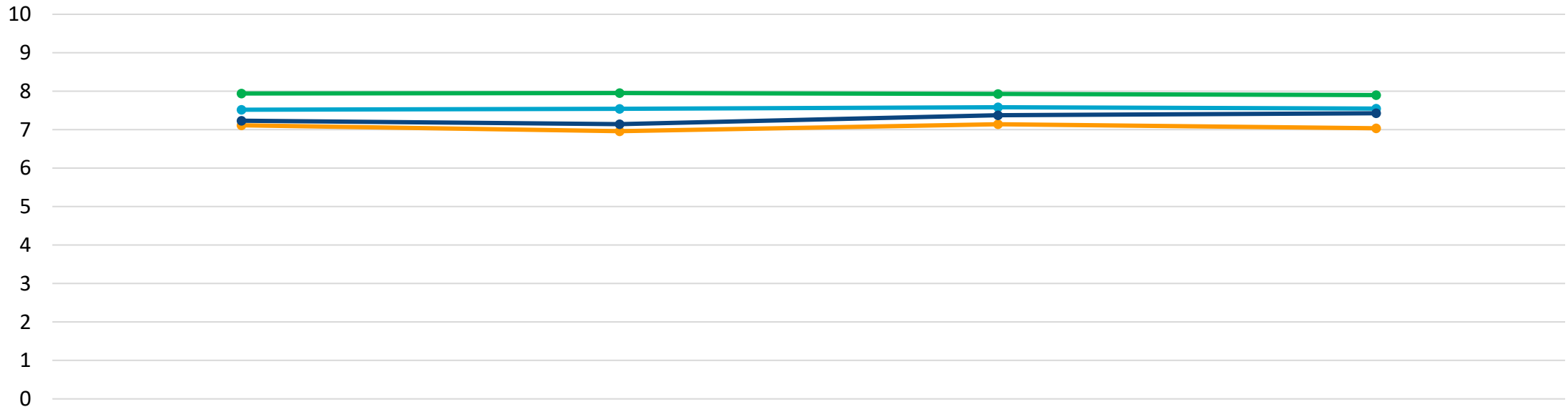
Your org	6.34	5.86	6.82
Best result	6.88	6.19	7.02
Average result	6.29	5.62	6.72
Worst result	5.07	4.74	6.33
Responses	2636	2636	2642

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

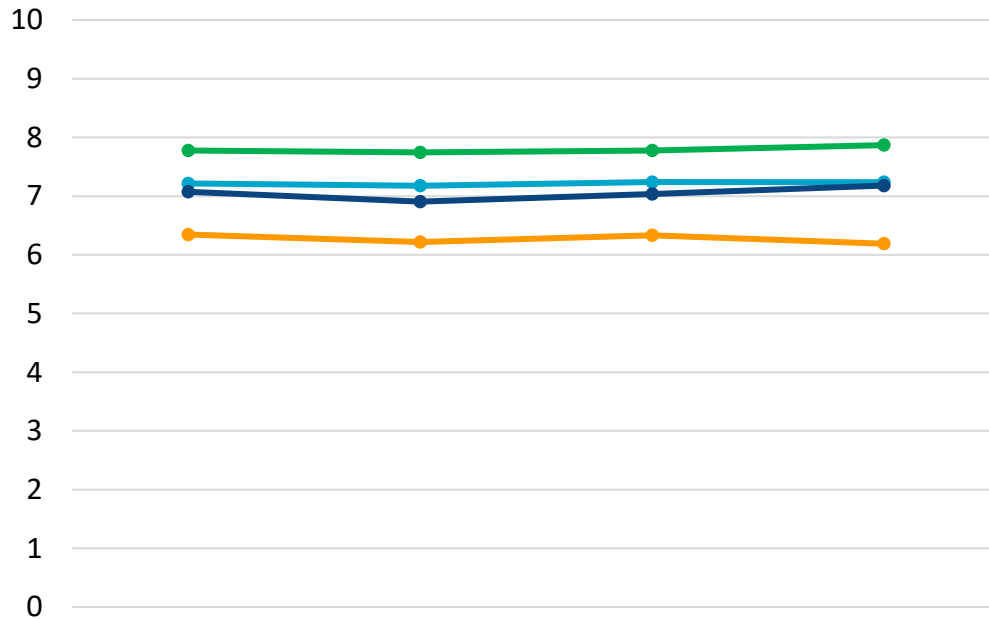


	2021	2022	2023	2024
Your org	7.23	7.14	7.37	7.43
Best result	7.94	7.95	7.93	7.90
Average result	7.52	7.54	7.58	7.55
Worst result	7.12	6.96	7.14	7.03
Responses	2164	2227	2386	2638

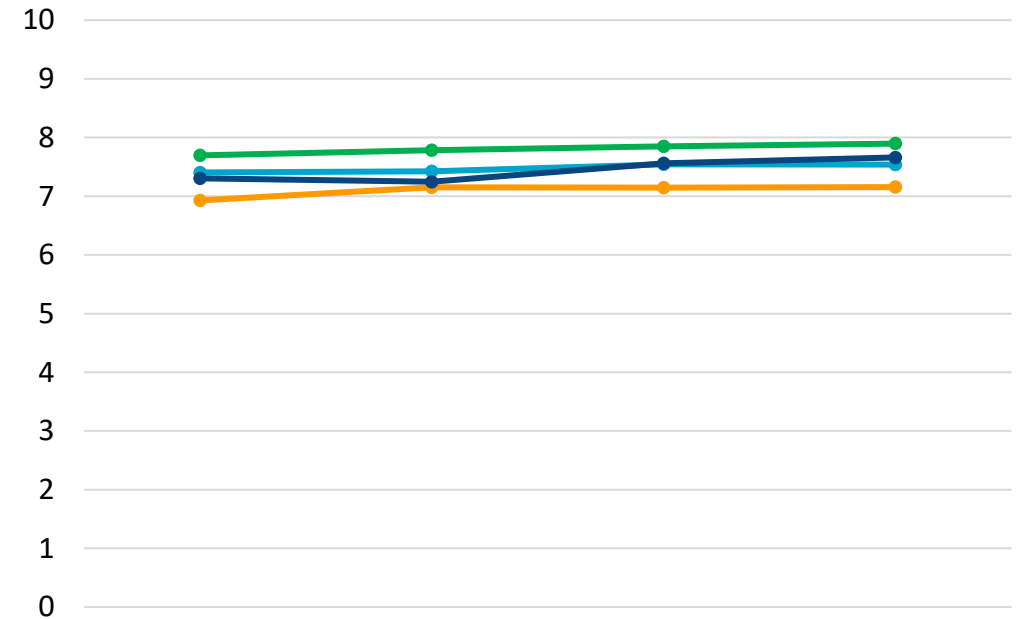
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



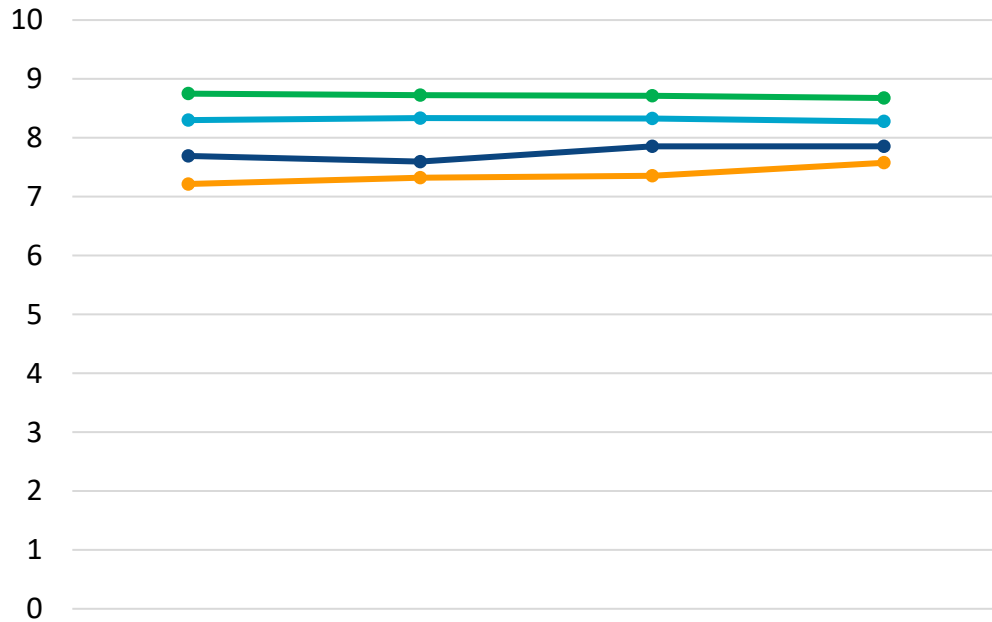
	2021	2022	2023	2024
Your org	7.08	6.91	7.03	7.18
Best result	7.78	7.75	7.78	7.87
Average result	7.22	7.18	7.24	7.24
Worst result	6.35	6.22	6.33	6.19
Responses	2145	2220	2381	2631

	2021	2022	2023	2024
Your org	7.31	7.25	7.56	7.66
Best result	7.70	7.78	7.85	7.90
Average result	7.40	7.42	7.54	7.54
Worst result	6.93	7.15	7.14	7.16
Responses	2175	2223	2386	2638

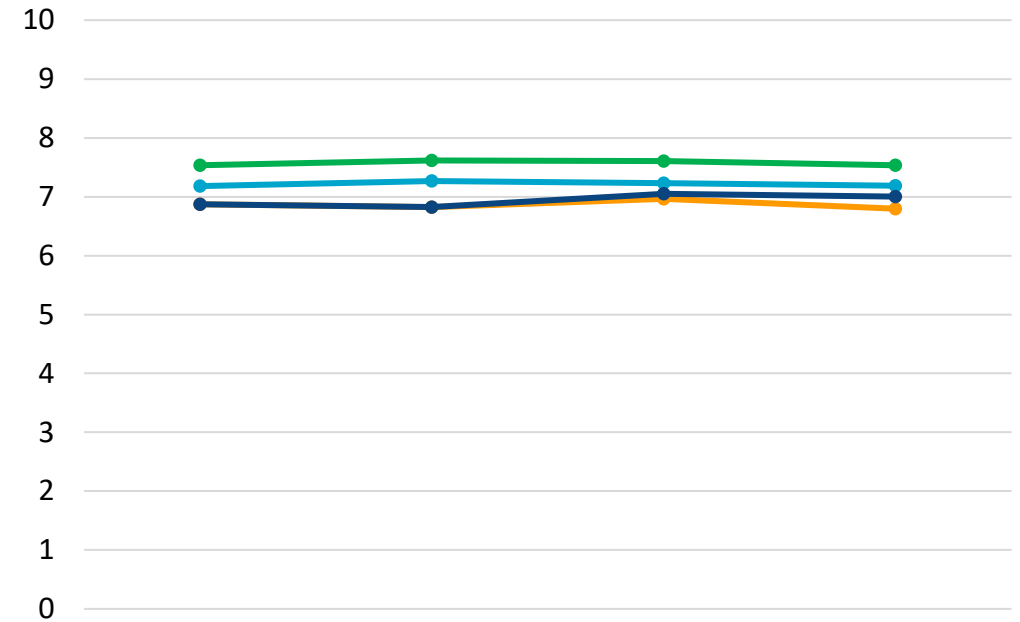
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



2021 2022 2023 2024

Your org	7.69	7.60	7.85	7.86
Best result	8.75	8.73	8.72	8.68
Average result	8.30	8.34	8.33	8.28
Worst result	7.22	7.32	7.35	7.58

Responses 2161 2223 2383 2628

2021 2022 2023 2024

Your org	6.87	6.83	7.05	7.00
Best result	7.54	7.62	7.61	7.53
Average result	7.18	7.27	7.23	7.19
Worst result	6.87	6.83	6.97	6.80

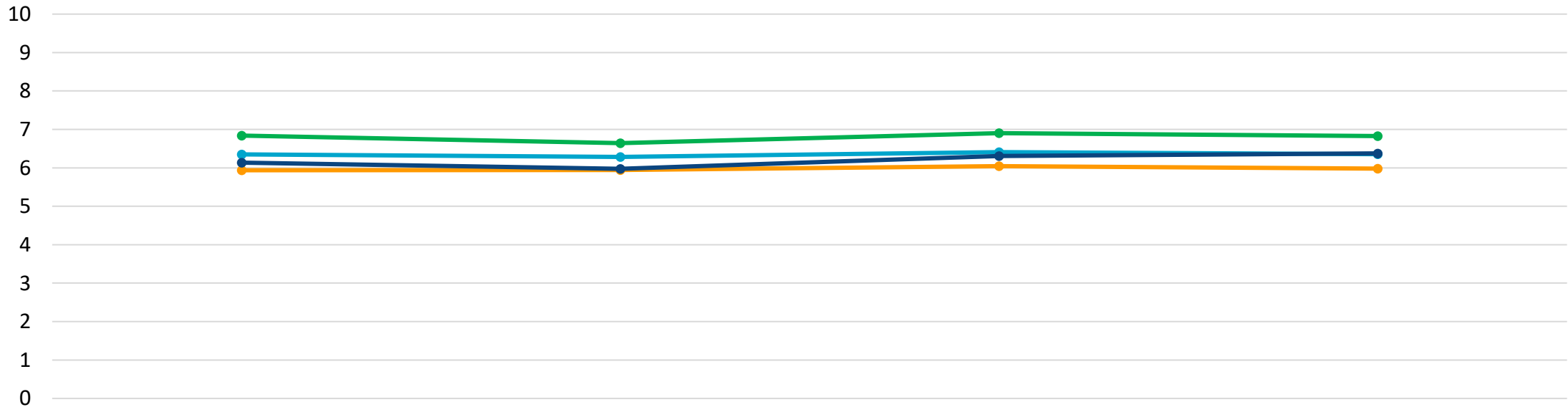
Responses 2182 2224 2383 2629

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



Promise element 2: We are recognised and rewarded

We are recognised and rewarded



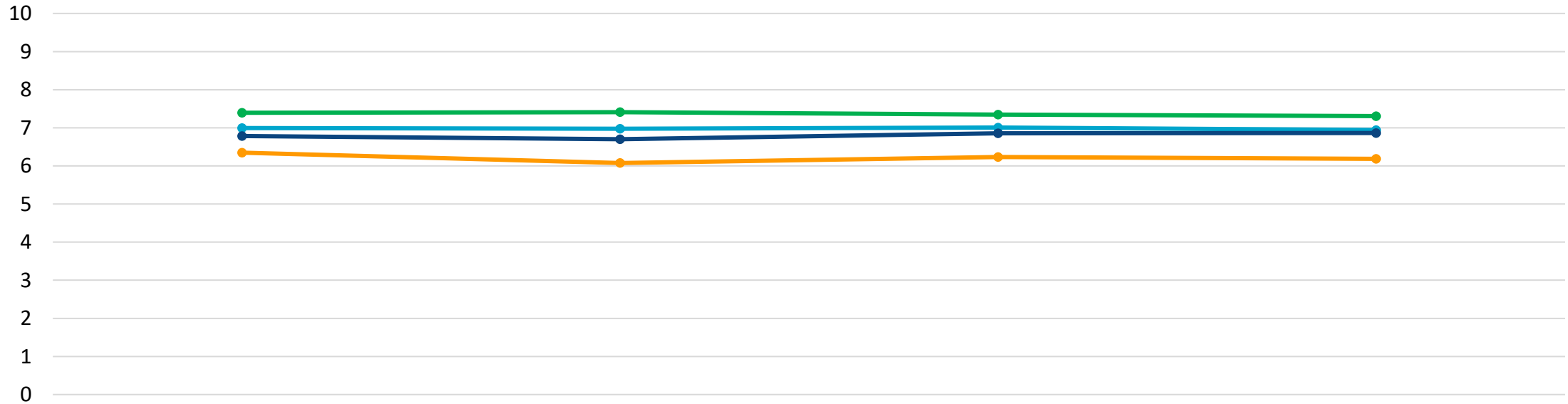
	2021	2022	2023	2024
Your org	6.13	5.98	6.31	6.38
Best result	6.84	6.64	6.90	6.83
Average result	6.35	6.28	6.41	6.35
Worst result	5.94	5.94	6.04	5.98
Responses	2197	2225	2386	2639

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



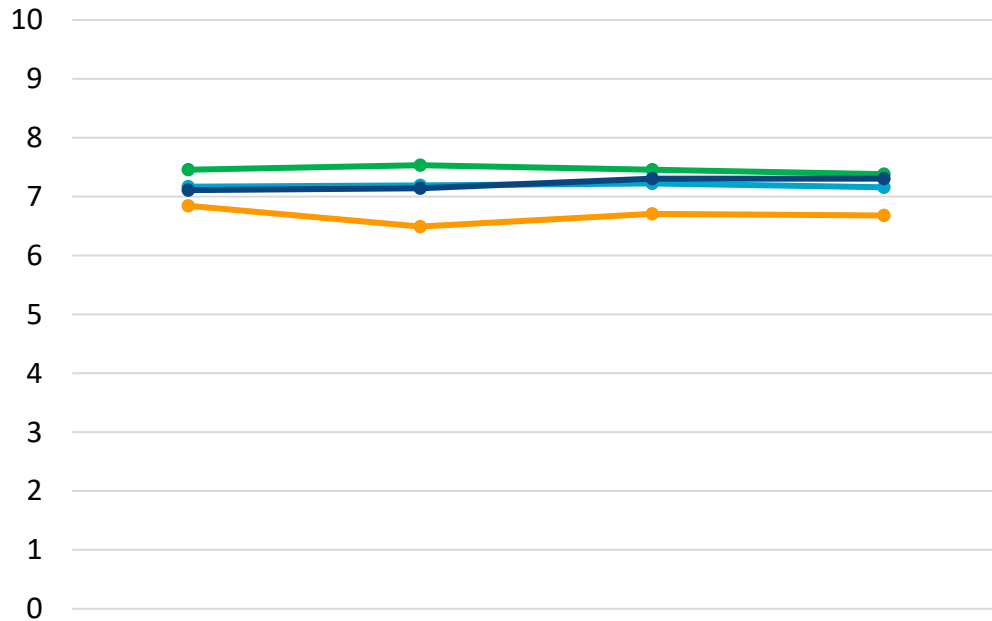
	2021	2022	2023	2024
Your org	6.78	6.70	6.85	6.86
Best result	7.40	7.41	7.35	7.31
Average result	6.99	6.97	7.01	6.94
Worst result	6.35	6.07	6.23	6.18
Responses	2133	2215	2368	2608

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

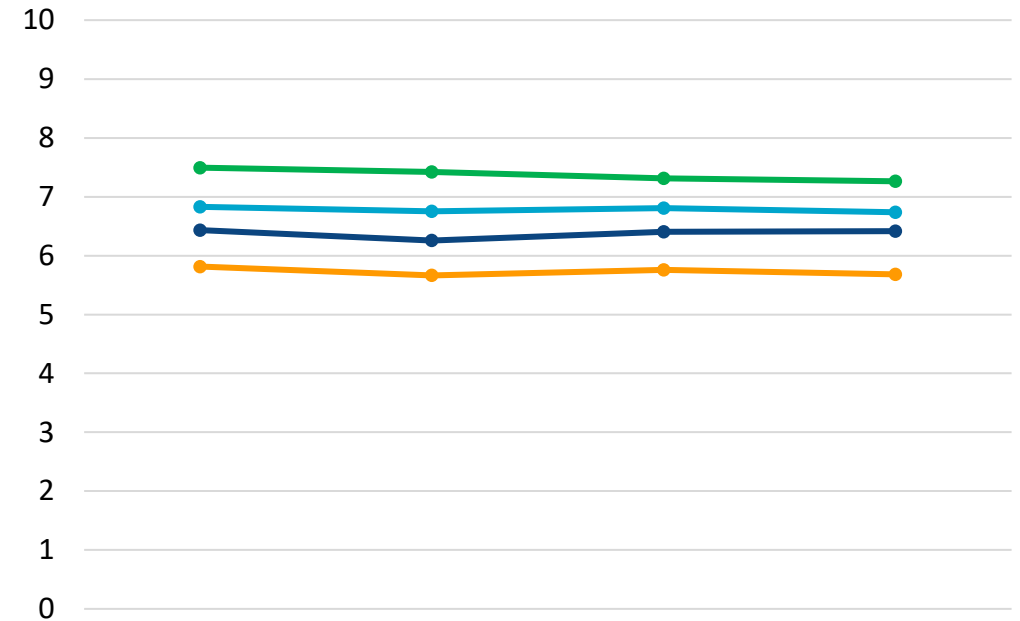


Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023	2024
Your org	7.11	7.14	7.30	7.31
Best result	7.46	7.53	7.46	7.38
Average result	7.17	7.19	7.22	7.16
Worst result	6.85	6.49	6.71	6.68
Responses	2208	2228	2388	2639

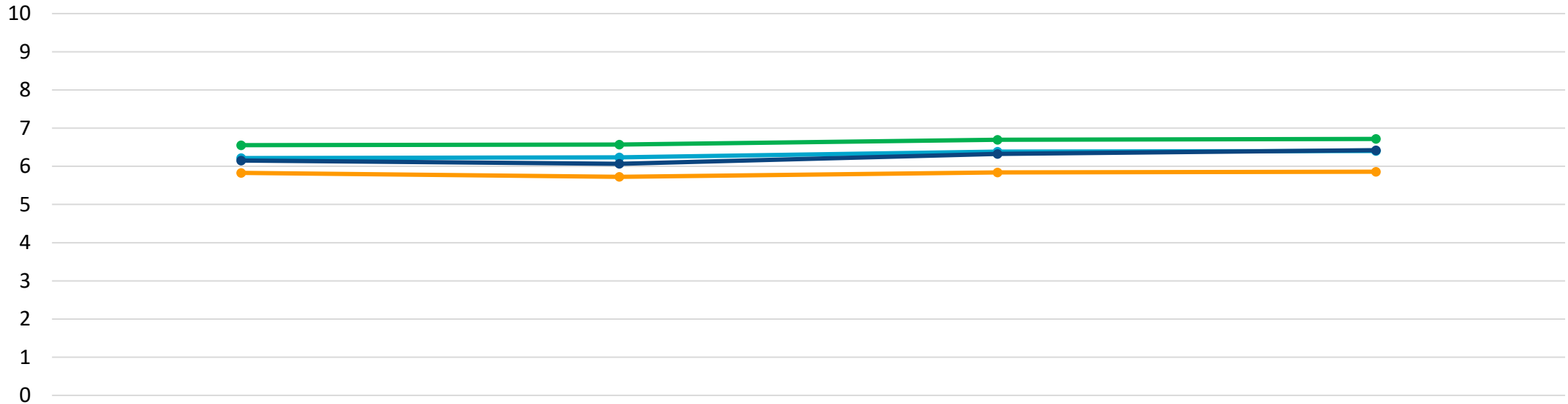
	2021	2022	2023	2024
Your org	6.43	6.26	6.40	6.41
Best result	7.49	7.42	7.31	7.26
Average result	6.83	6.76	6.81	6.74
Worst result	5.81	5.66	5.76	5.68
Responses	2133	2215	2372	2615

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



Promise element 4: We are safe and healthy

We are safe and healthy



	2021	2022	2023	2024
Your org	6.15	6.07	6.33	6.42
Best result	6.55	6.57	6.70	6.72
Average result	6.22	6.24	6.38	6.40
Worst result	5.83	5.72	5.84	5.86
Responses	2158	2209	2300	2616

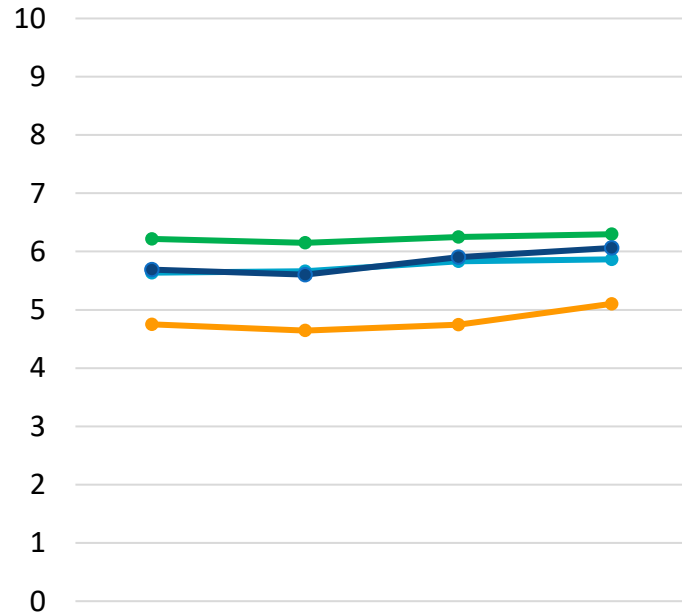
Note: 2023 results for 'We are safe and healthy' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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.



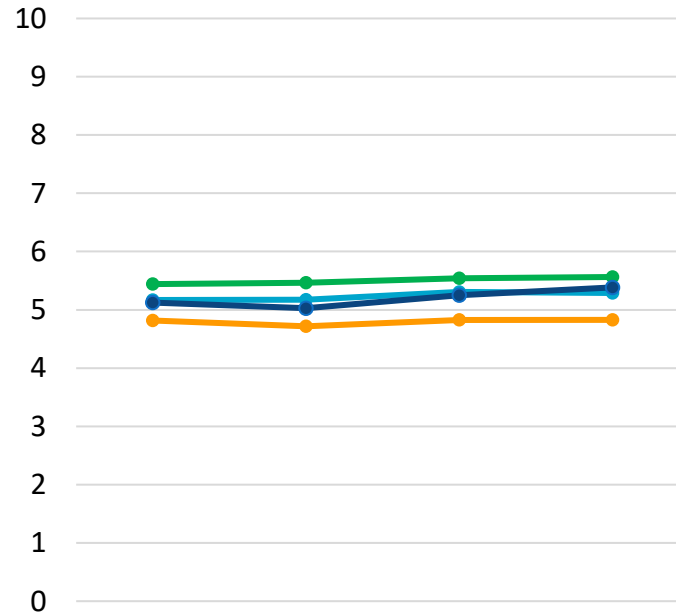
Promise element 4: We are safe and healthy

Health and safety climate



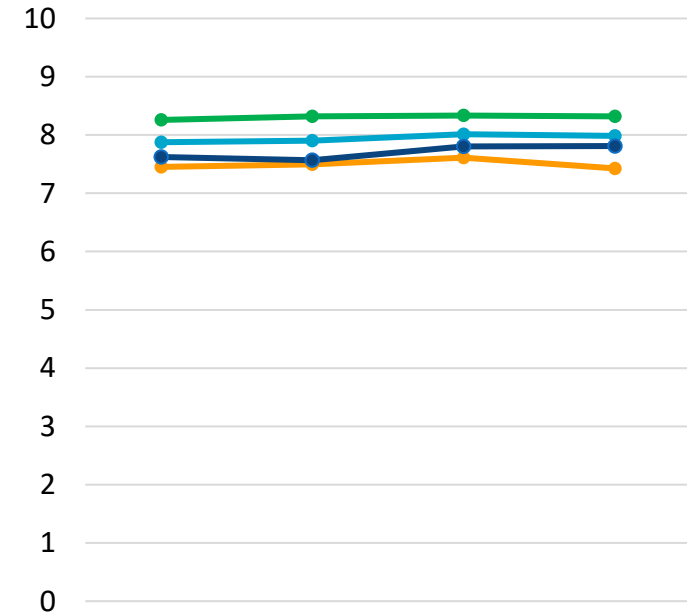
	2021	2022	2023	2024
Your org	5.69	5.60	5.91	6.06
Best result	6.22	6.15	6.25	6.30
Average result	5.64	5.66	5.83	5.87
Worst result	4.75	4.64	4.75	5.10
Responses	2207	2228	2319	2638

Burnout



	2021	2022	2023	2024
Your org	5.12	5.03	5.25	5.38
Best result	5.44	5.47	5.54	5.56
Average result	5.17	5.18	5.31	5.29
Worst result	4.82	4.72	4.83	4.83
Responses	2167	2225	2386	2643

Negative experiences



	2021	2022	2023	2024
Your org	7.62	7.57	7.80	7.81
Best result	8.26	8.32	8.33	8.32
Average result	7.88	7.90	8.01	7.98
Worst result	7.45	7.50	7.61	7.43
Responses	2161	2210	2306	2626

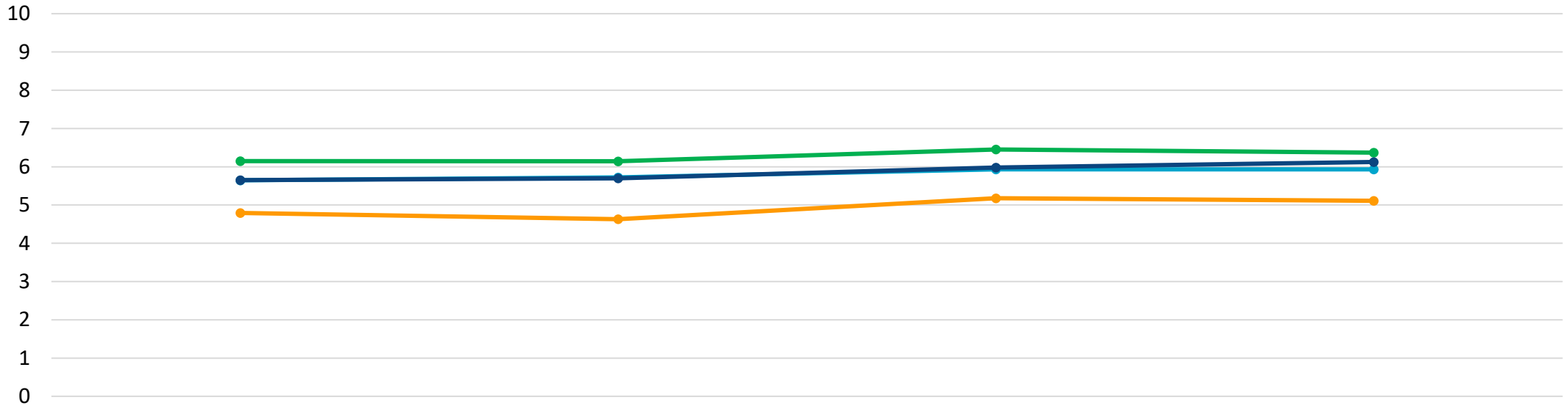
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



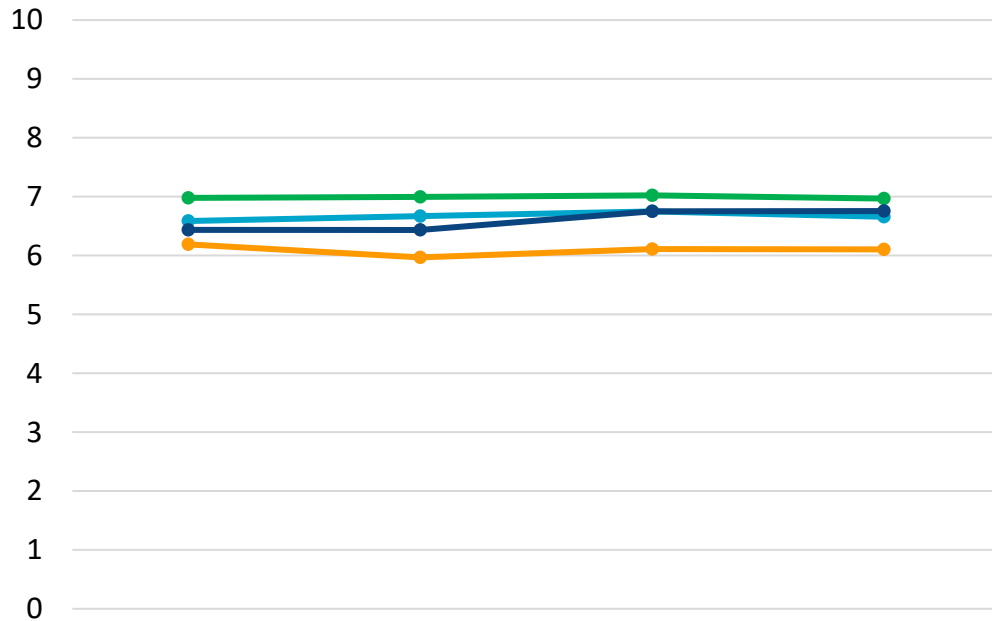
	2021	2022	2023	2024
Your org	5.65	5.70	5.98	6.12
Best result	6.15	6.14	6.45	6.37
Average result	5.65	5.72	5.93	5.93
Worst result	4.79	4.63	5.18	5.11
Responses	2067	2128	2240	2522

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

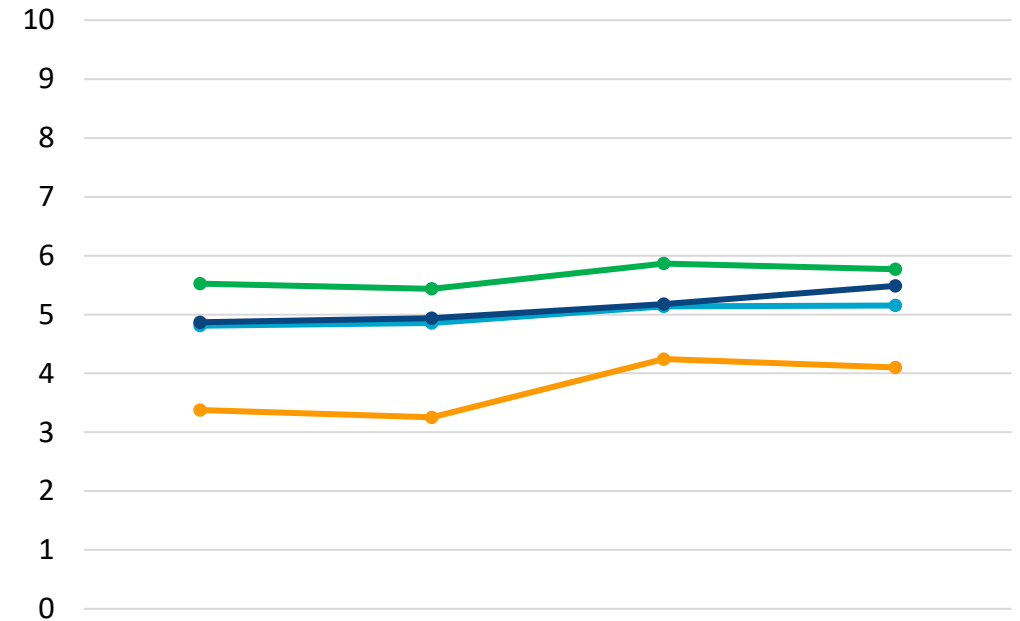


Promise element 5: We are always learning

Development



Appraisals



	2021	2022	2023	2024
Your org	6.44	6.43	6.75	6.76
Best result	6.98	7.00	7.02	6.97
Average result	6.59	6.67	6.75	6.66
Worst result	6.19	5.97	6.11	6.11
Responses	2152	2223	2384	2638

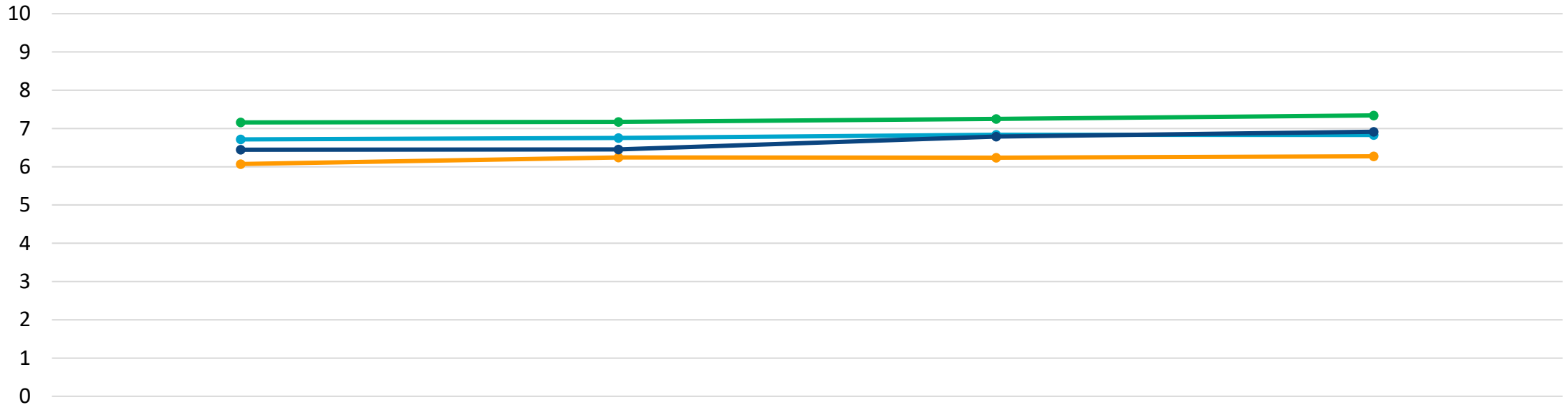
	2021	2022	2023	2024
Your org	4.87	4.94	5.18	5.49
Best result	5.52	5.44	5.87	5.77
Average result	4.81	4.86	5.14	5.15
Worst result	3.38	3.25	4.24	4.10
Responses	2074	2132	2242	2524

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



Promise element 6: We work flexibly

We work flexibly



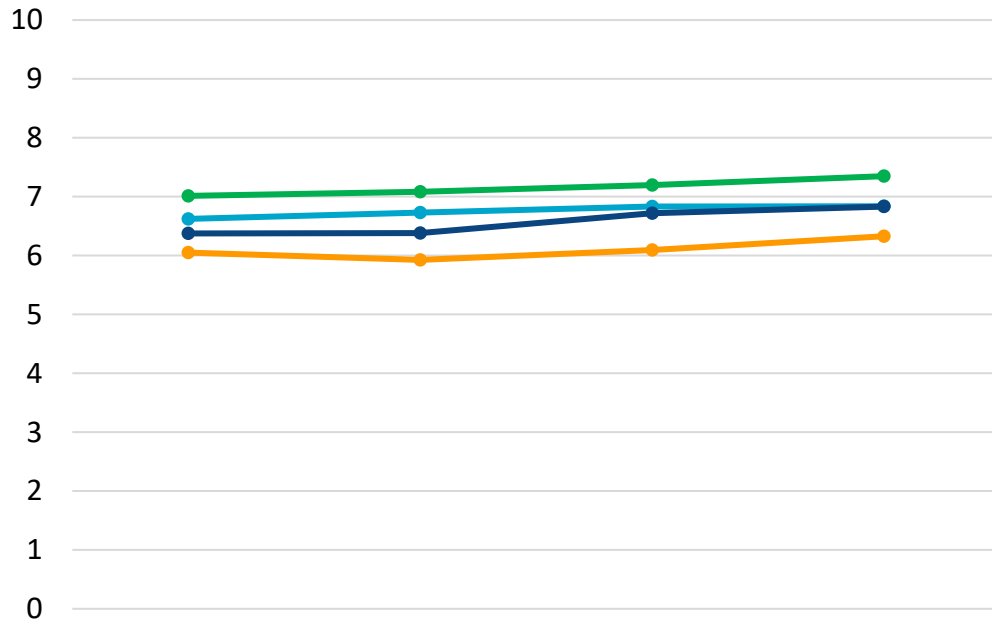
	2021	2022	2023	2024
Your org	6.44	6.45	6.79	6.91
Best result	7.16	7.17	7.25	7.34
Average result	6.71	6.75	6.84	6.83
Worst result	6.07	6.24	6.24	6.27
Responses	2185	2223	2378	2620

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

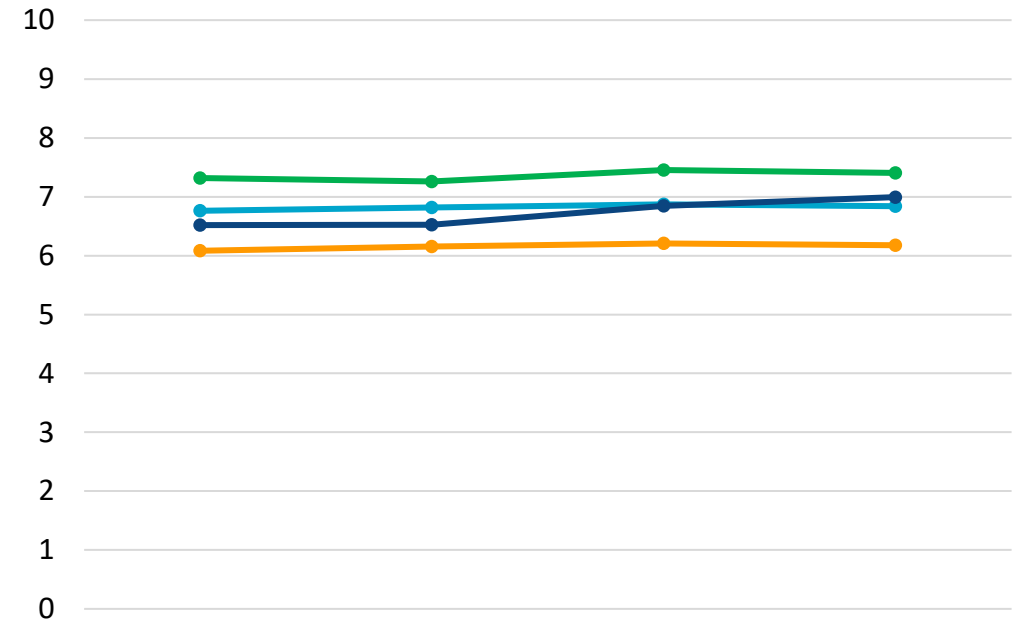


Promise element 6: We work flexibly

Support for work-life balance



Flexible working



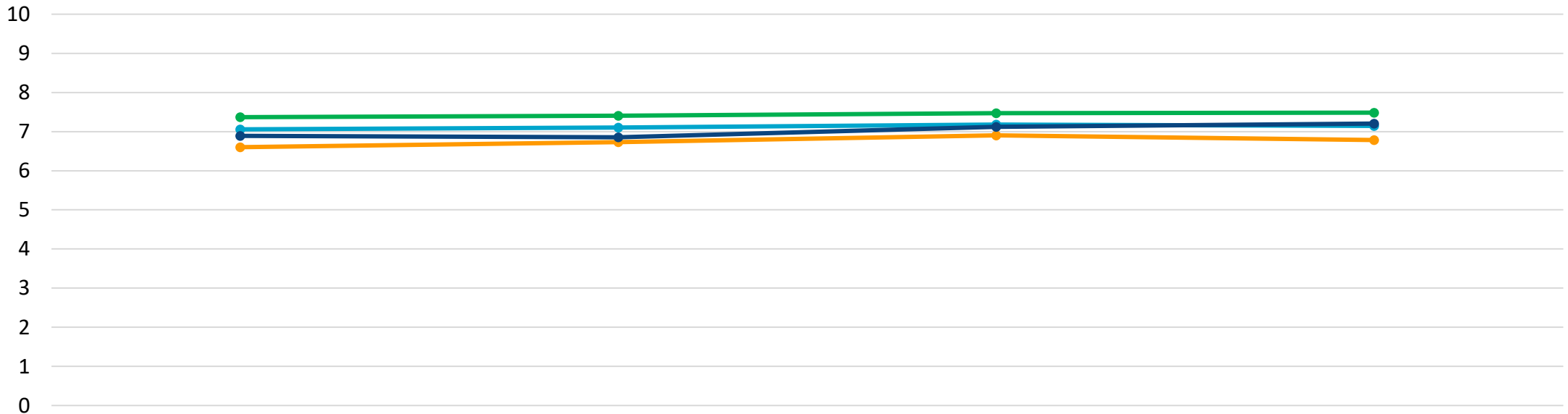
	2021	2022	2023	2024
Your org	6.38	6.38	6.72	6.83
Best result	7.01	7.08	7.20	7.35
Average result	6.62	6.73	6.83	6.84
Worst result	6.05	5.93	6.09	6.33
Responses	2196	2225	2387	2638

	2021	2022	2023	2024
Your org	6.52	6.52	6.85	6.99
Best result	7.32	7.26	7.45	7.41
Average result	6.76	6.82	6.87	6.84
Worst result	6.08	6.15	6.21	6.18
Responses	2193	2225	2380	2625

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



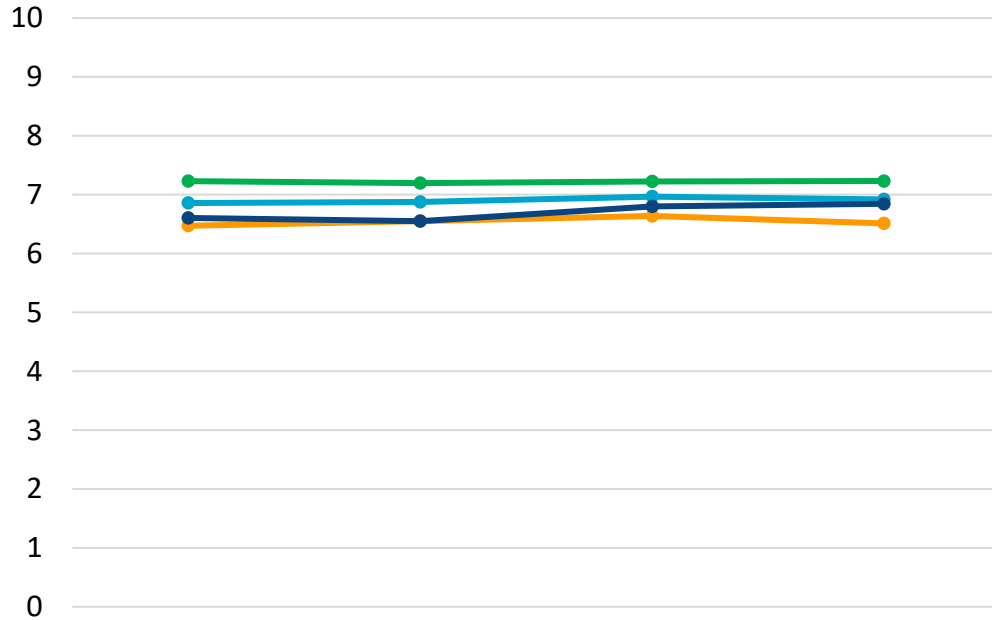
	2021	2022	2023	2024
Your org	6.89	6.85	7.12	7.21
Best result	7.37	7.41	7.47	7.48
Average result	7.06	7.10	7.18	7.15
Worst result	6.60	6.73	6.90	6.78
Responses	2176	2227	2386	2635

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.

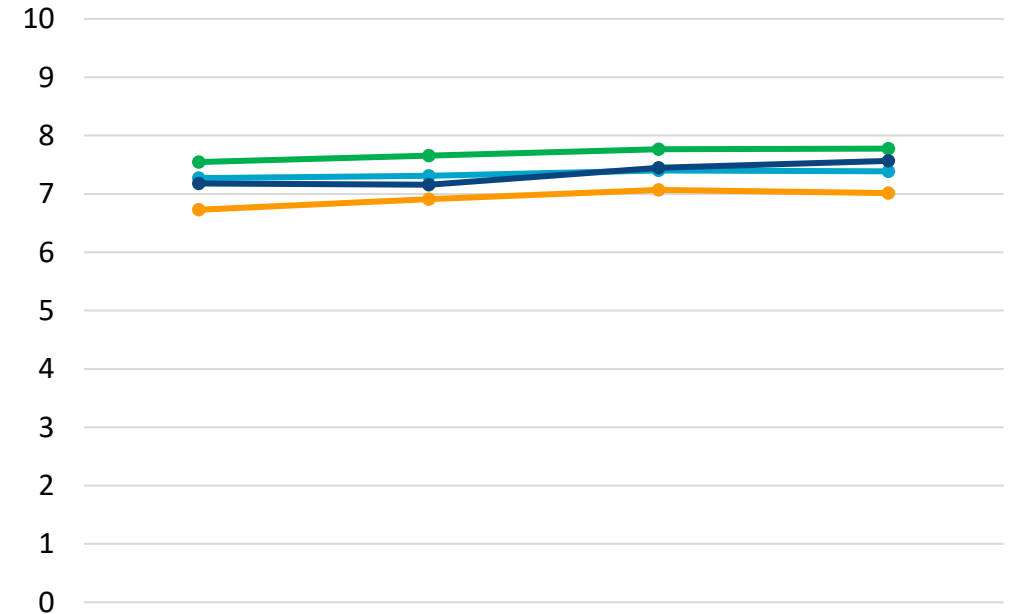


Promise element 7: We are a team

Team working



Line management



	2021	2022	2023	2024
Your org	6.60	6.55	6.80	6.85
Best result	7.23	7.20	7.22	7.23
Average result	6.86	6.87	6.97	6.92
Worst result	6.47	6.55	6.64	6.51
Responses	2187	2228	2388	2637

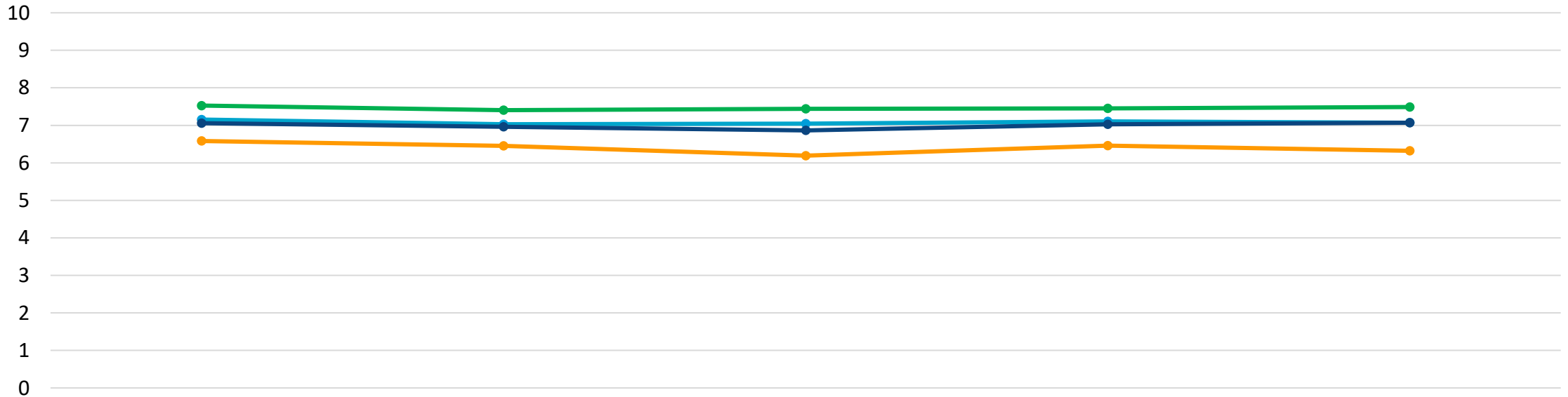
	2021	2022	2023	2024
Your org	7.18	7.16	7.45	7.57
Best result	7.55	7.66	7.76	7.78
Average result	7.27	7.31	7.40	7.39
Worst result	6.73	6.91	7.07	7.02
Responses	2176	2227	2388	2640

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



Theme: Staff Engagement

Staff Engagement



	2020	2021	2022	2023	2024
Your org	7.06	6.96	6.87	7.03	7.07
Best result	7.53	7.41	7.44	7.46	7.49
Average result	7.15	7.03	7.05	7.11	7.07
Worst result	6.58	6.46	6.19	6.46	6.32
Responses	1830	2205	2228	2389	2641



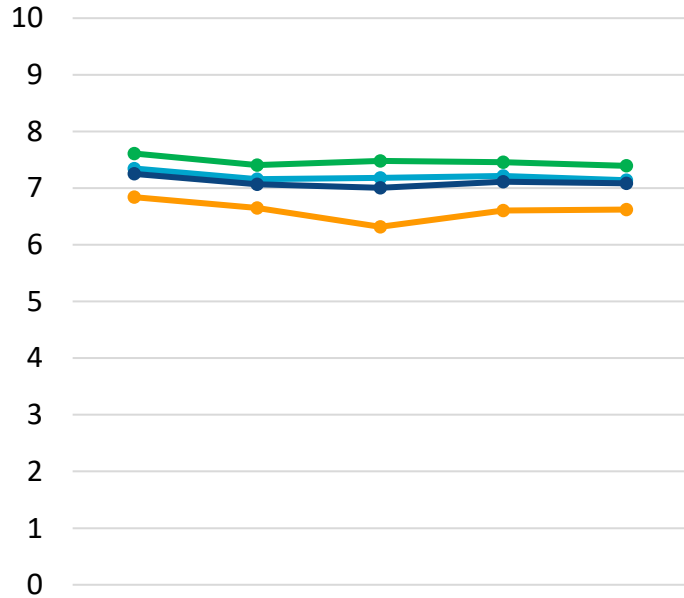
People Promise elements, themes and sub-scores: Sub-score trends

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.

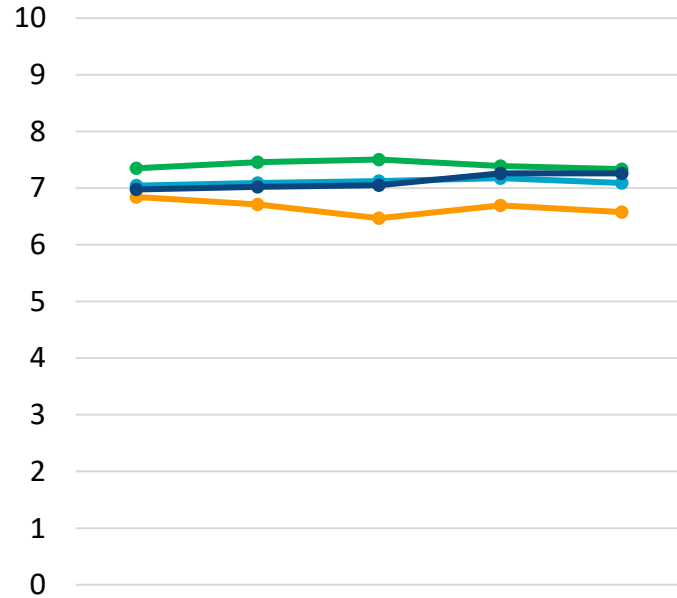


Theme: Staff Engagement

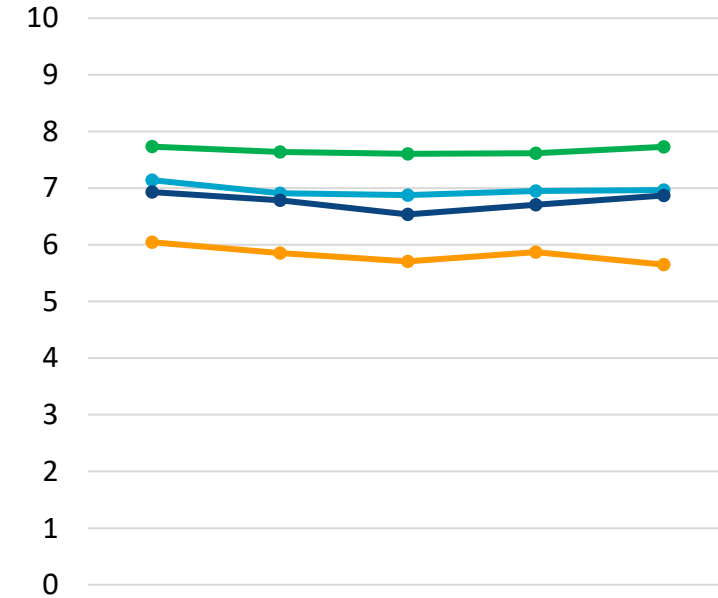
Motivation



Involvement



Advocacy



	2020	2021	2022	2023	2024
Your org	7.25	7.07	7.01	7.11	7.08
Best result	7.61	7.41	7.48	7.46	7.39
Average result	7.35	7.16	7.18	7.22	7.14
Worst result	6.84	6.65	6.32	6.60	6.62
Responses	1827	2186	2201	2351	2595

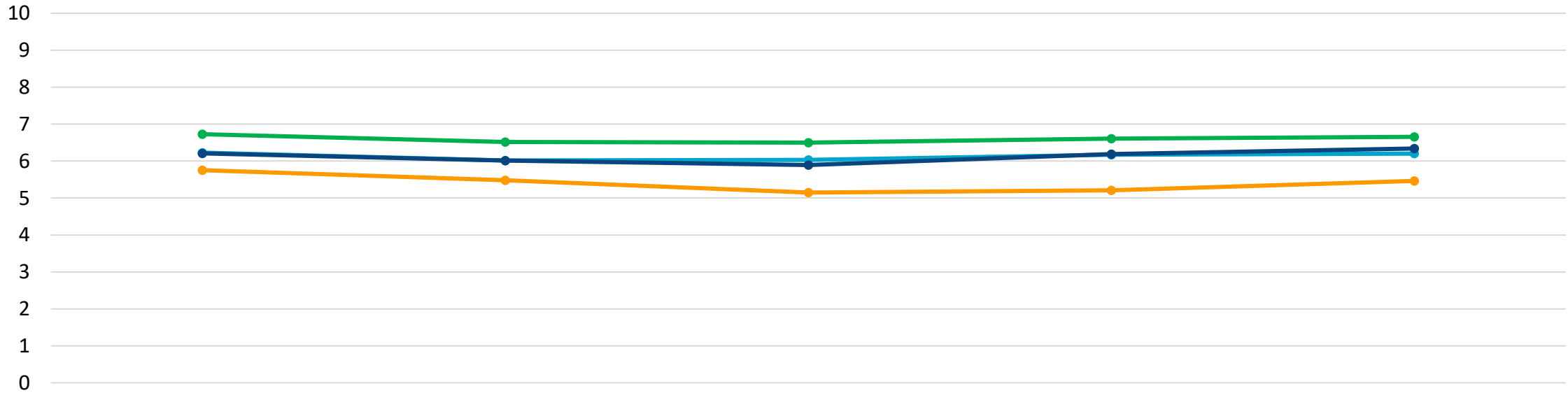
	2020	2021	2022	2023	2024
Your org	6.98	7.02	7.05	7.26	7.26
Best result	7.35	7.46	7.51	7.39	7.34
Average result	7.04	7.09	7.12	7.18	7.09
Worst result	6.84	6.71	6.47	6.70	6.58
Responses	1829	2208	2226	2388	2638

	2020	2021	2022	2023	2024
Your org	6.93	6.79	6.54	6.71	6.87
Best result	7.73	7.64	7.61	7.62	7.73
Average result	7.14	6.91	6.88	6.95	6.96
Worst result	6.05	5.85	5.71	5.87	5.65
Responses	1791	2146	2220	2381	2631

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

Theme: Morale

Morale



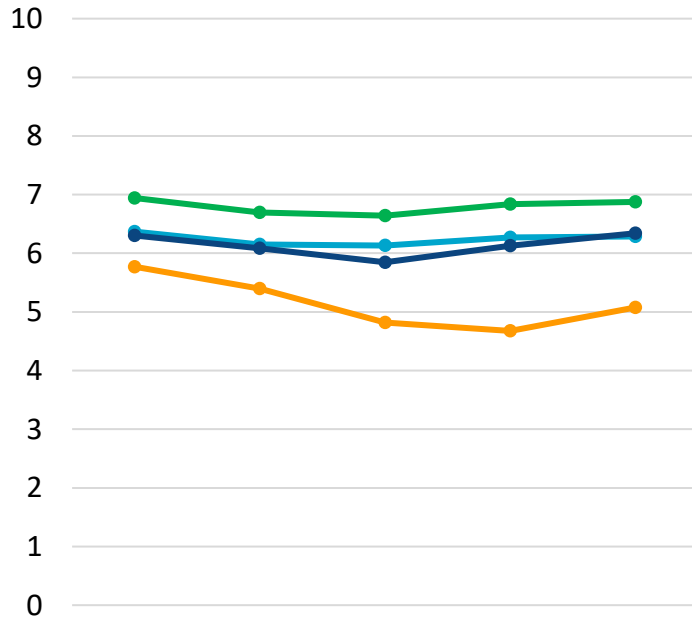
	2020	2021	2022	2023	2024
Your org	6.21	6.02	5.89	6.19	6.34
Best result	6.73	6.52	6.50	6.61	6.66
Average result	6.23	6.02	6.03	6.17	6.20
Worst result	5.75	5.48	5.15	5.21	5.46
Responses	1822	2200	2228	2390	2643

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

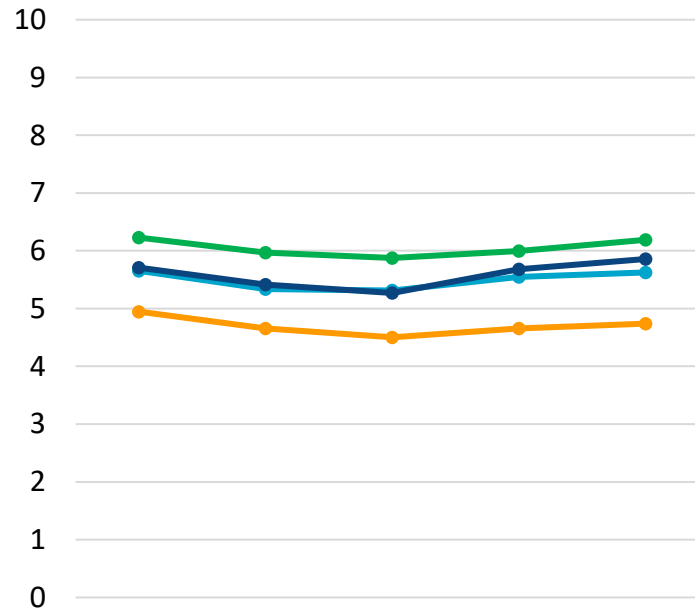


Theme: Morale

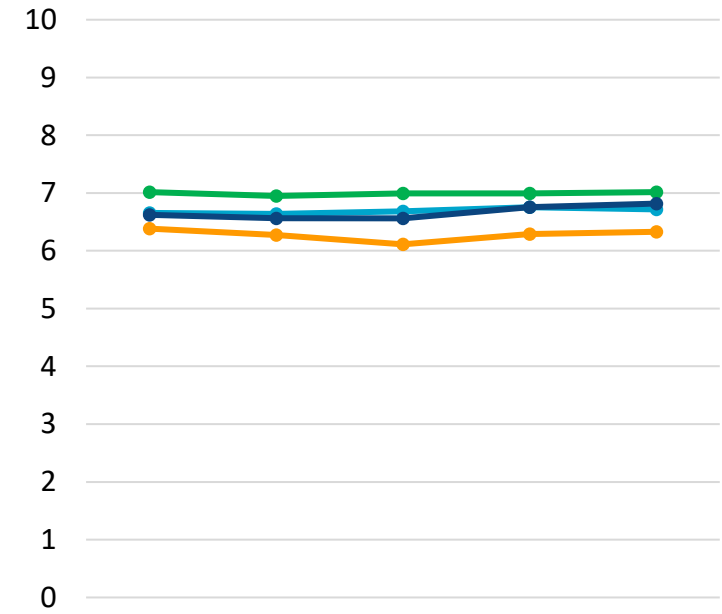
Thinking about leaving



Work pressure



Stressors



	2020	2021	2022	2023	2024
Your org	6.30	6.08	5.85	6.13	6.34
Best result	6.94	6.69	6.64	6.83	6.88
Average result	6.37	6.15	6.13	6.27	6.29
Worst result	5.77	5.40	4.82	4.68	5.07
Responses	1786	2141	2213	2379	2636

	2020	2021	2022	2023	2024
Your org	5.71	5.42	5.27	5.68	5.86
Best result	6.23	5.97	5.88	6.00	6.19
Average result	5.65	5.34	5.31	5.55	5.62
Worst result	4.95	4.66	4.50	4.66	4.74
Responses	1828	2208	2227	2386	2636

	2020	2021	2022	2023	2024
Your org	6.62	6.56	6.56	6.75	6.82
Best result	7.02	6.95	6.99	7.00	7.02
Average result	6.65	6.64	6.69	6.75	6.72
Worst result	6.38	6.28	6.11	6.29	6.33
Responses	1822	2192	2224	2389	2642

People Promise element – We are compassionate and inclusive



Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

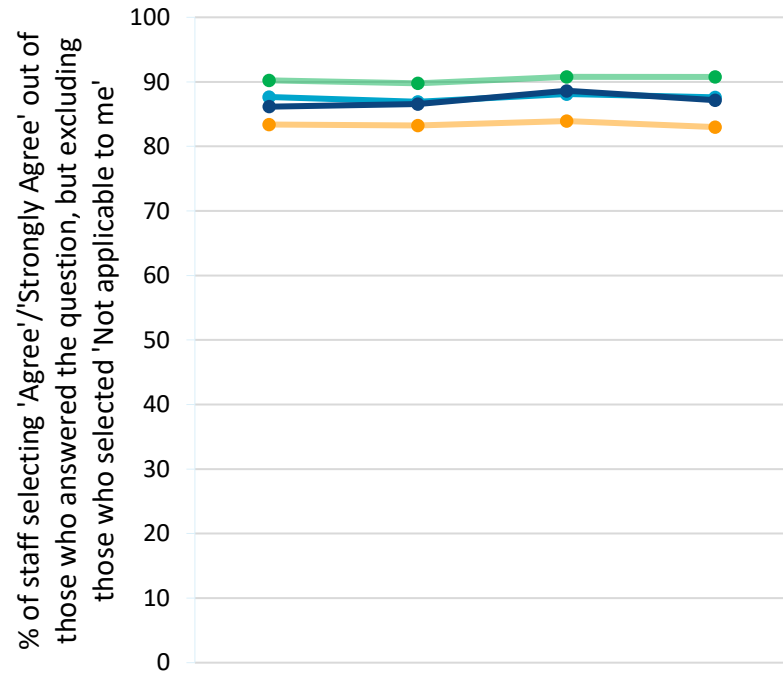
Diversity and equality – Q15, Q16a, Q16b, Q21

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.

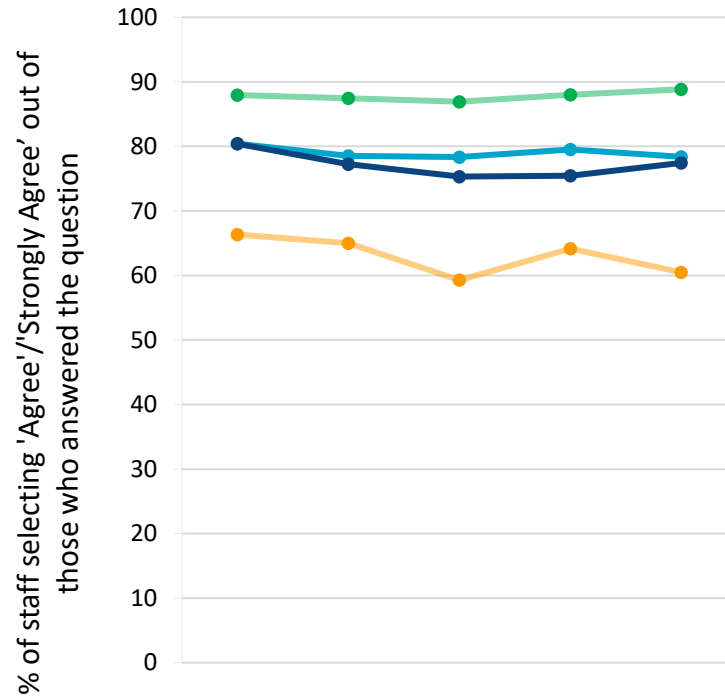


Q6a I feel that my role makes a difference to patients / service users.



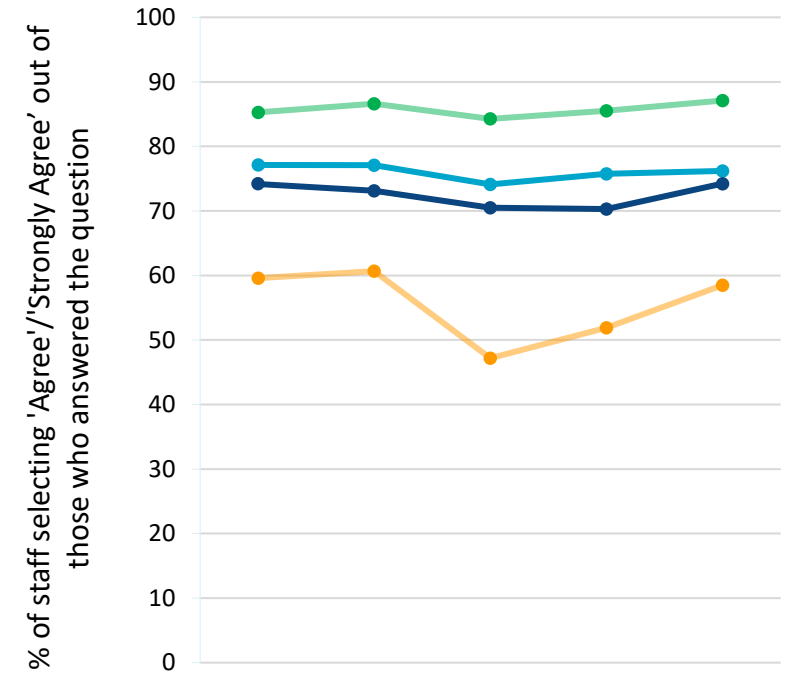
	2021	2022	2023	2024
Your org	86.16%	86.58%	88.62%	87.17%
Best result	90.21%	89.77%	90.76%	90.76%
Average result	87.68%	86.91%	88.12%	87.59%
Worst result	83.40%	83.25%	83.93%	82.99%
Responses	2103	2151	2303	2547

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



	2020	2021	2022	2023	2024
Your org	80.39%	77.26%	75.33%	75.45%	77.43%
Best result	87.93%	87.48%	86.93%	88.01%	88.84%
Average result	80.41%	78.52%	78.35%	79.50%	78.36%
Worst result	66.34%	64.99%	59.27%	64.13%	60.51%
Responses	1790	2145	2217	2380	2633

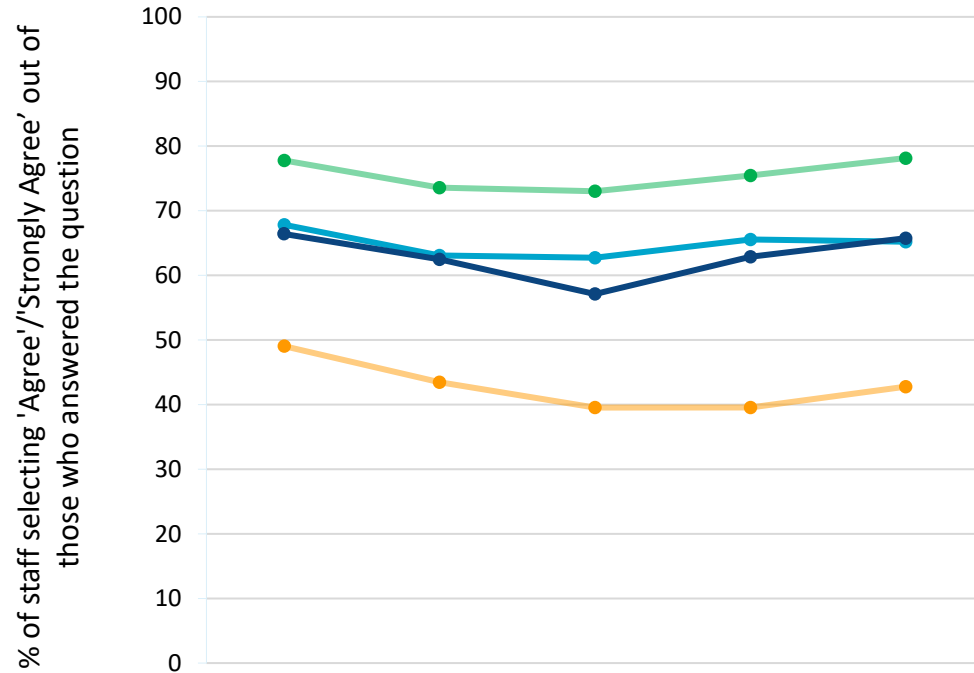
Q25b My organisation acts on concerns raised by patients / service users.



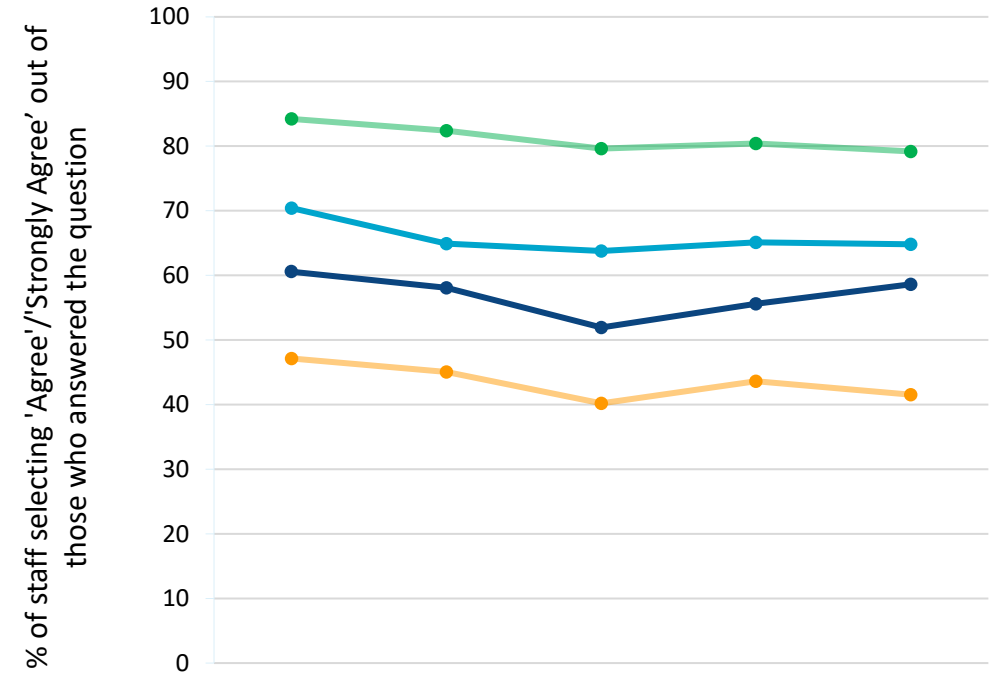
	2020	2021	2022	2023	2024
Your org	74.18%	73.13%	70.50%	70.29%	74.24%
Best result	85.27%	86.61%	84.26%	85.54%	87.11%
Average result	77.12%	77.09%	74.11%	75.77%	76.20%
Worst result	59.61%	60.67%	47.18%	51.91%	58.51%
Responses	1790	2143	2217	2379	2624



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.

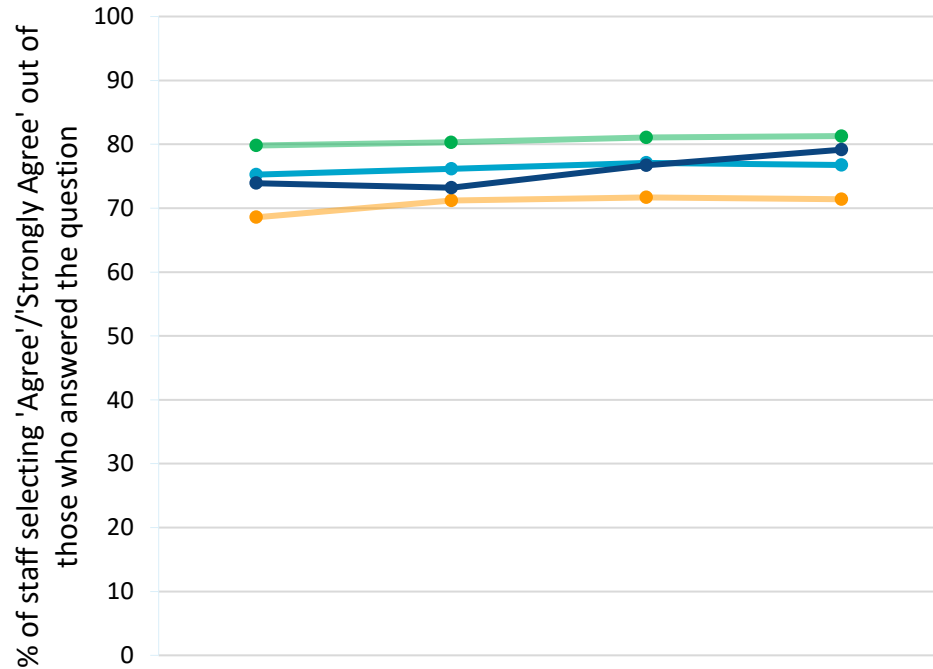


	2020	2021	2022	2023	2024
Your org	66.40%	62.48%	57.11%	62.87%	65.73%
Best result	77.76%	73.57%	73.02%	75.47%	78.15%
Average result	67.83%	63.10%	62.73%	65.57%	65.21%
Worst result	49.05%	43.47%	39.54%	39.56%	42.78%
Responses	1789	2141	2216	2380	2623

	2020	2021	2022	2023	2024
Your org	60.57%	58.06%	51.94%	55.62%	58.63%
Best result	84.21%	82.37%	79.63%	80.42%	79.18%
Average result	70.41%	64.93%	63.77%	65.13%	64.84%
Worst result	47.14%	45.06%	40.20%	43.61%	41.55%
Responses	1787	2142	2216	2378	2623

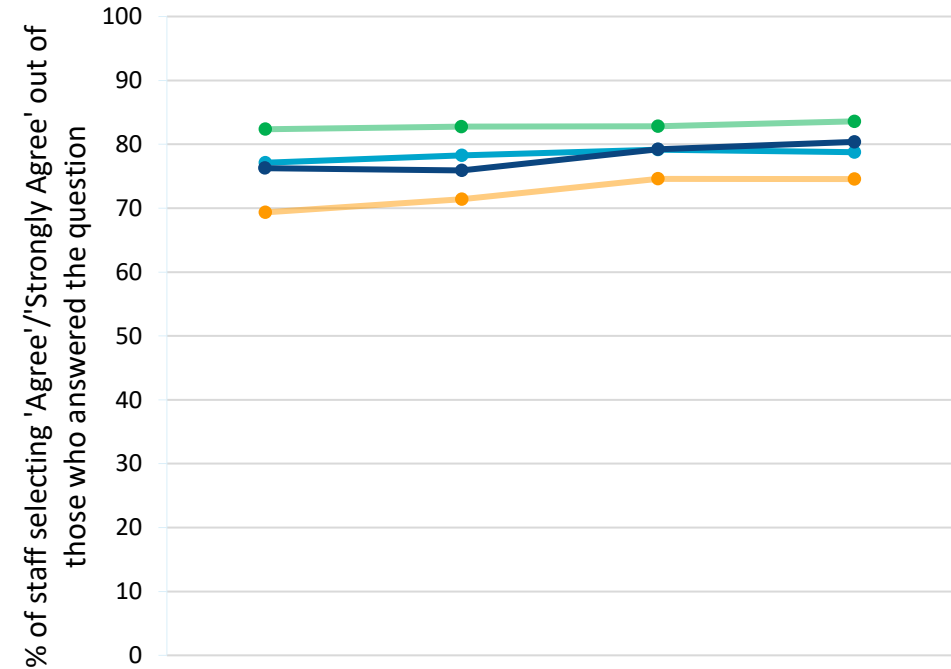


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	73.91%	73.20%	76.71%	79.15%
Best result	79.81%	80.31%	81.04%	81.29%
Average result	75.25%	76.13%	77.09%	76.76%
Worst result	68.57%	71.22%	71.68%	71.38%
Responses	2177	2223	2385	2637

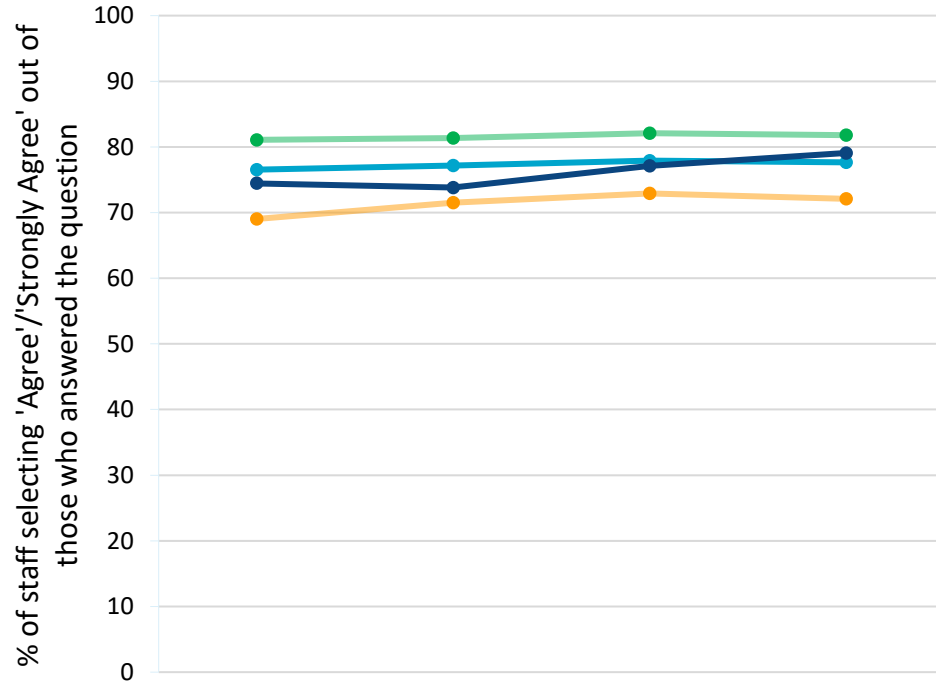
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	76.27%	75.91%	79.24%	80.38%
Best result	82.35%	82.77%	82.84%	83.59%
Average result	77.11%	78.28%	79.16%	78.78%
Worst result	69.34%	71.40%	74.59%	74.56%
Responses	2173	2224	2383	2634

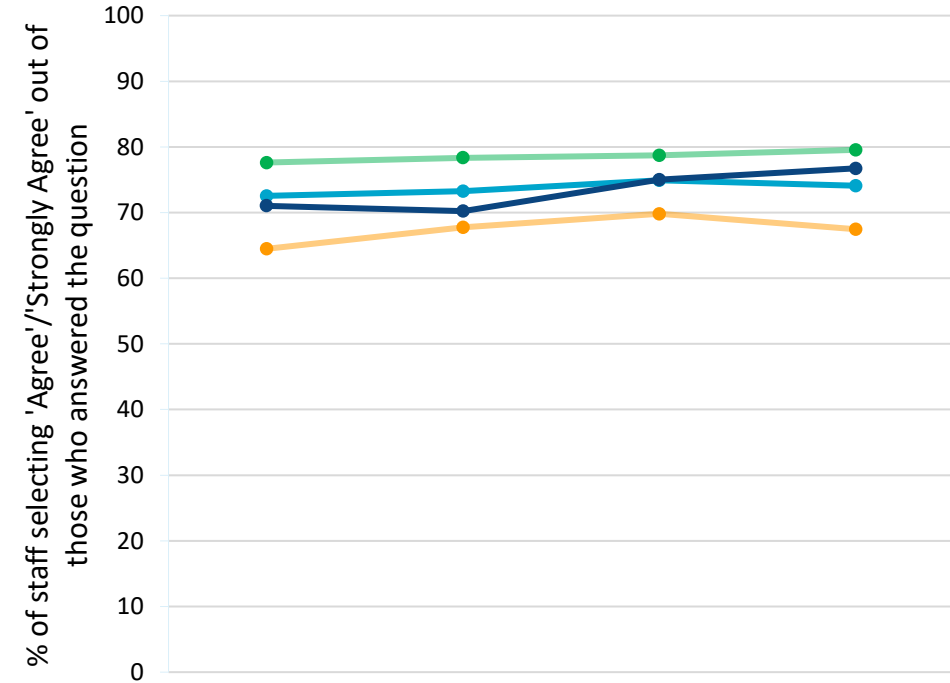


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	74.44%	73.82%	77.10%	79.08%
Best result	81.08%	81.35%	82.09%	81.78%
Average result	76.54%	77.18%	77.91%	77.64%
Worst result	69.03%	71.49%	72.91%	72.10%
Responses	2174	2222	2385	2628

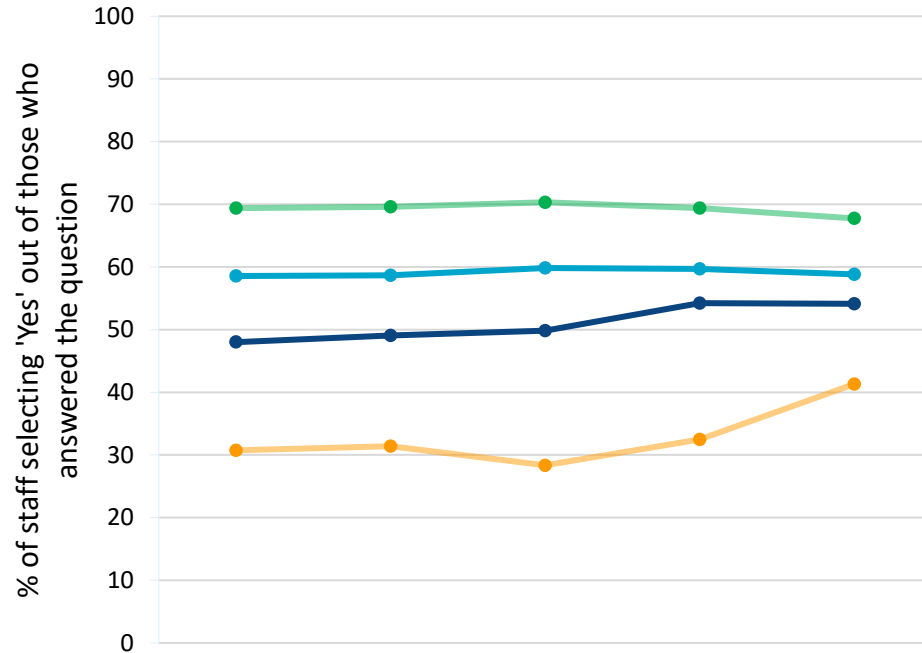
Q9i My immediate manager takes effective action to help me with any problems I face.



	2021	2022	2023	2024
Your org	71.04%	70.22%	75.01%	76.74%
Best result	77.62%	78.33%	78.72%	79.55%
Average result	72.55%	73.26%	74.92%	74.09%
Worst result	64.48%	67.74%	69.82%	67.44%
Responses	2171	2220	2377	2633

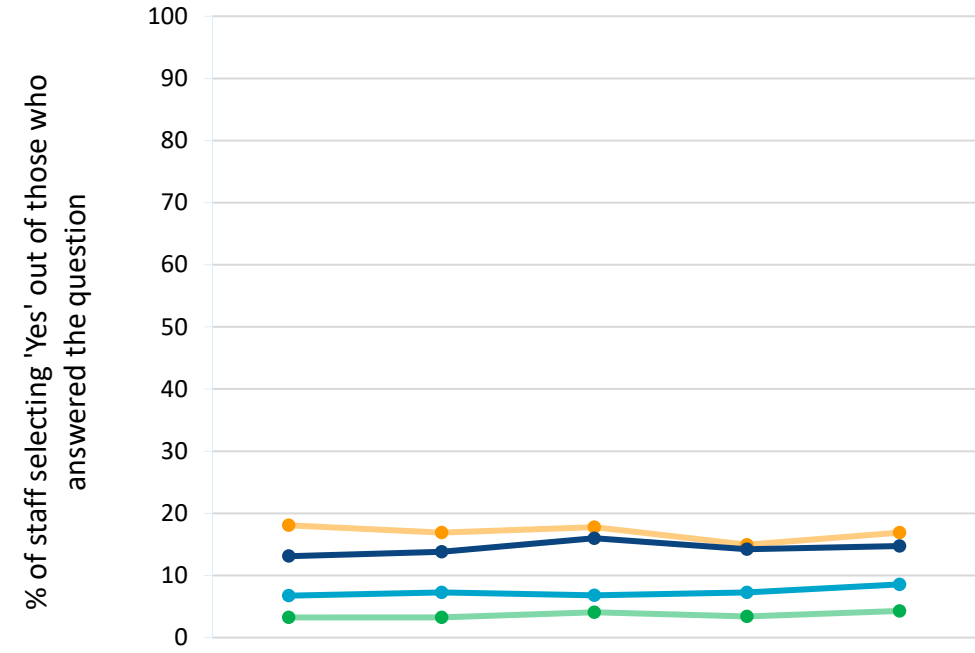


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
Your org	48.00%	49.05%	49.84%	54.22%	54.13%
Best result	69.38%	69.60%	70.32%	69.39%	67.75%
Average result	58.55%	58.68%	59.83%	59.71%	58.80%
Worst result	30.71%	31.41%	28.36%	32.47%	41.31%
Responses	1789	2141	2206	2369	2616

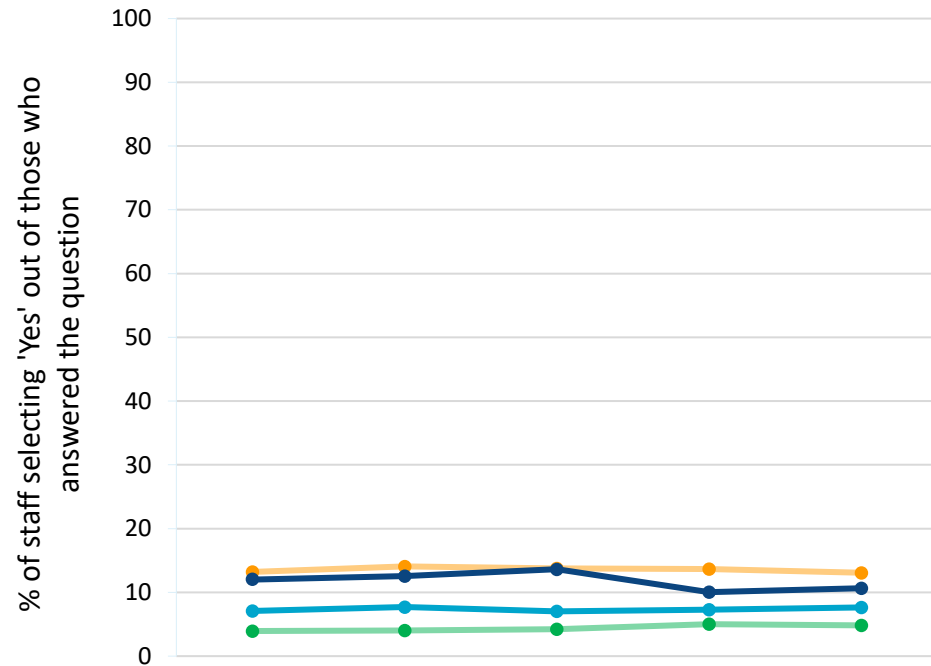
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
Your org	13.09%	13.78%	15.99%	14.22%	14.74%
Best result	3.24%	3.25%	4.06%	3.43%	4.29%
Average result	6.74%	7.26%	6.79%	7.25%	8.56%
Worst result	18.07%	16.91%	17.75%	14.95%	16.88%
Responses	1794	2152	2214	2374	2617

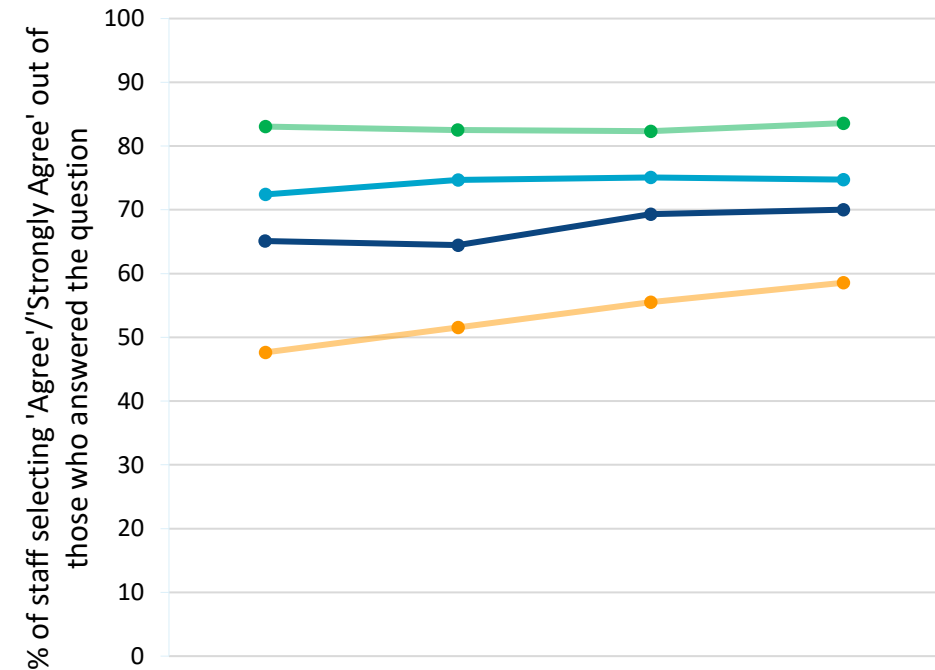


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	12.00%	12.58%	13.63%	10.03%	10.63%
Best result	3.94%	4.02%	4.22%	5.01%	4.84%
Average result	7.06%	7.70%	7.02%	7.27%	7.63%
Worst result	13.22%	14.07%	13.74%	13.64%	13.08%
Responses	1798	2151	2193	2341	2598

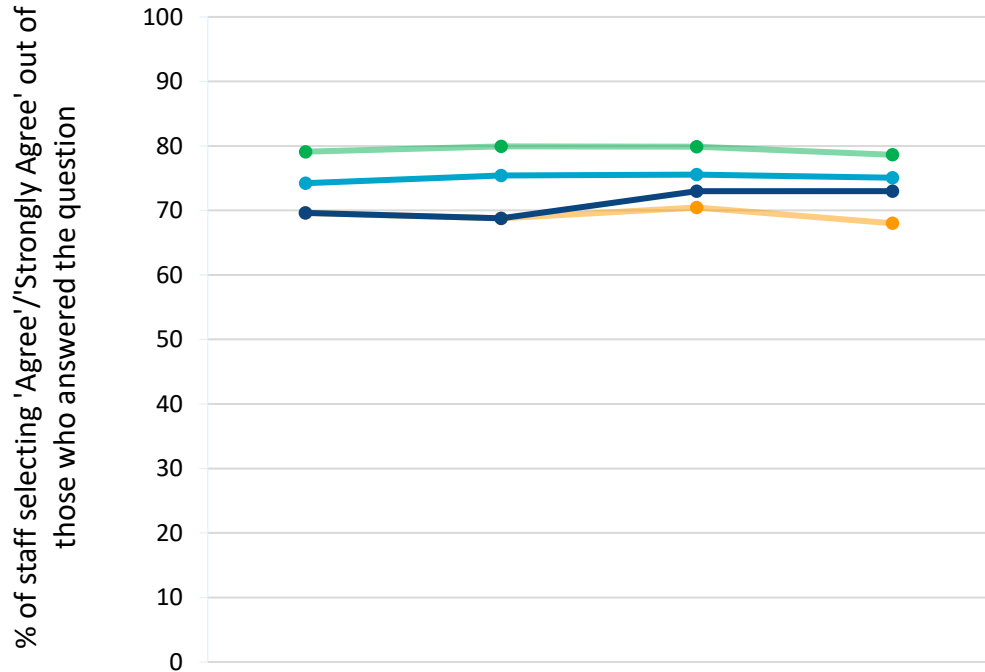
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	65.09%	64.47%	69.30%	70.03%
Best result	83.06%	82.50%	82.34%	83.60%
Average result	72.41%	74.68%	75.08%	74.75%
Worst result	47.63%	51.53%	55.54%	58.56%
Responses	2157	2222	2378	2623

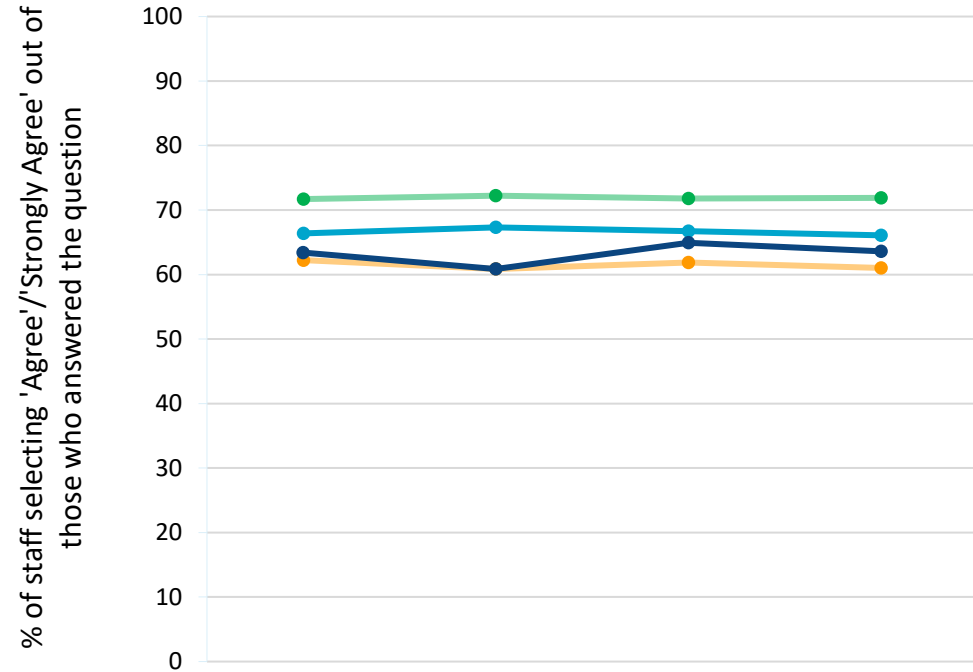


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	69.61%	68.78%	72.99%	72.98%
Best result	79.11%	79.93%	79.87%	78.63%
Average result	74.23%	75.43%	75.55%	75.06%
Worst result	69.61%	68.78%	70.46%	68.01%
Responses	2186	2227	2382	2625

Q7i I feel a strong personal attachment to my team.

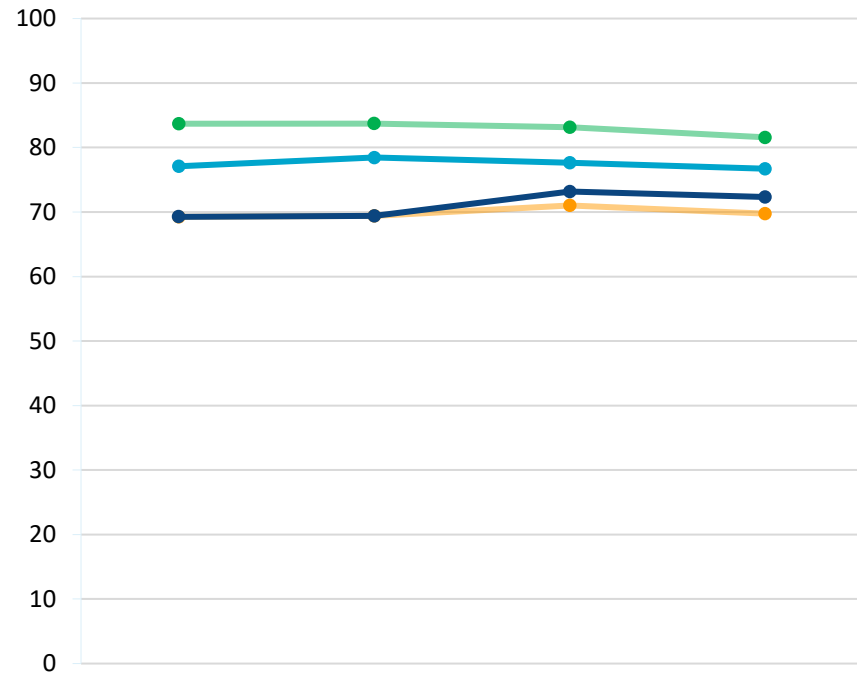


	2021	2022	2023	2024
Your org	63.40%	60.86%	64.92%	63.58%
Best result	71.70%	72.23%	71.79%	71.87%
Average result	66.37%	67.31%	66.73%	66.08%
Worst result	62.24%	60.86%	61.85%	61.03%
Responses	2184	2218	2382	2627



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

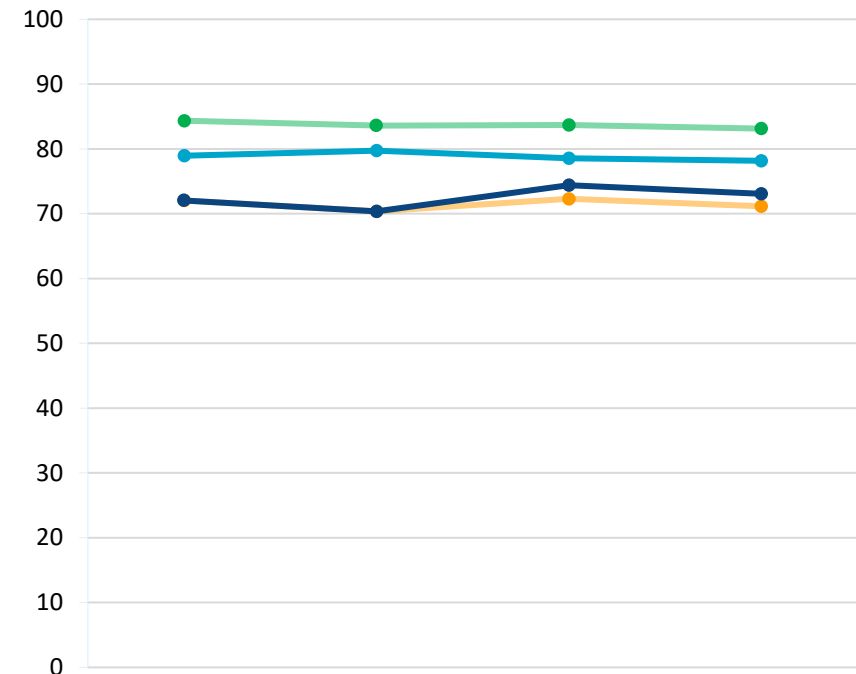
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023	2024
Your org	69.26%	69.41%	73.18%	72.33%
Best result	83.69%	83.71%	83.14%	81.58%
Average result	77.09%	78.46%	77.65%	76.72%
Worst result	69.26%	69.41%	71.02%	69.74%
Responses	2183	2224	2384	2631

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	72.06%	70.37%	74.40%	73.10%
Best result	84.35%	83.60%	83.70%	83.14%
Average result	78.95%	79.73%	78.56%	78.17%
Worst result	72.06%	70.37%	72.31%	71.17%
Responses	2183	2224	2384	2624

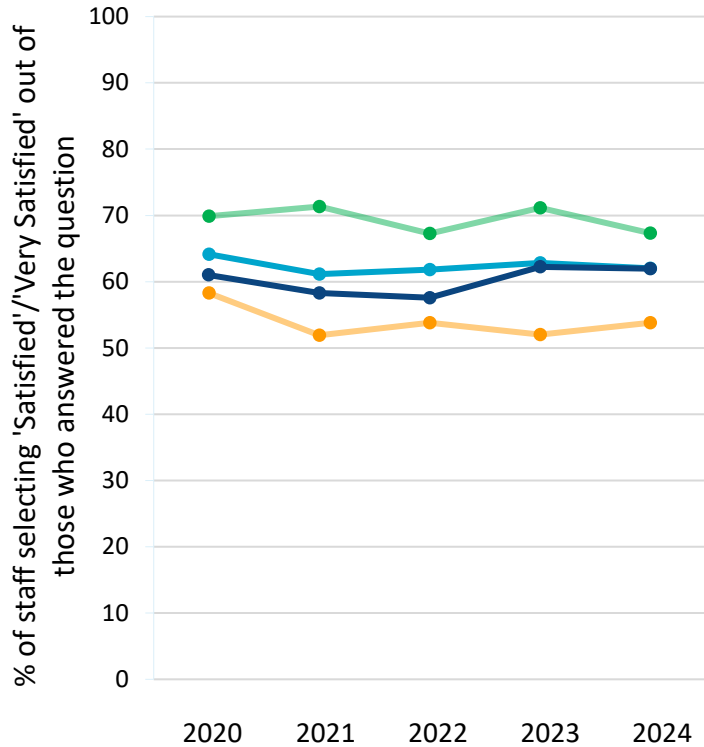
People Promise element – We are recognised and rewarded



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

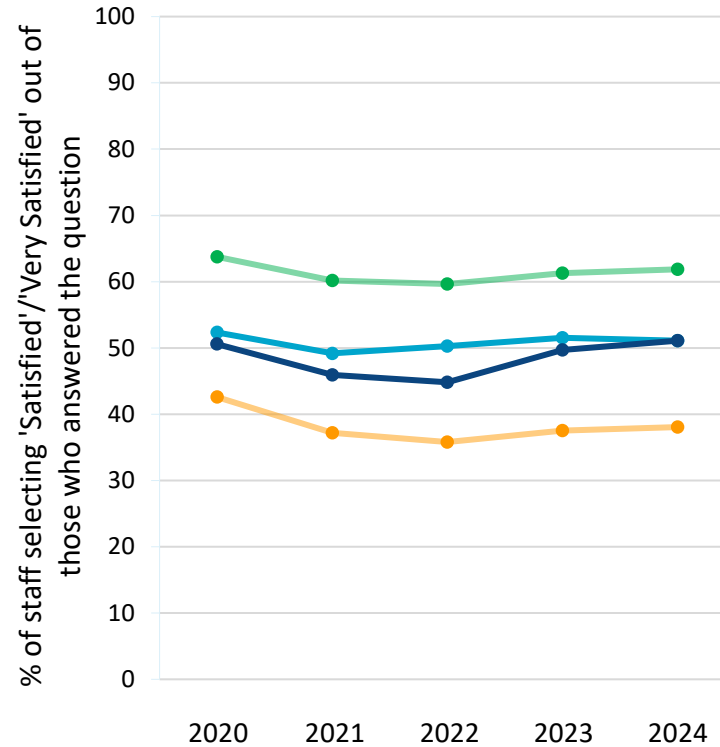


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



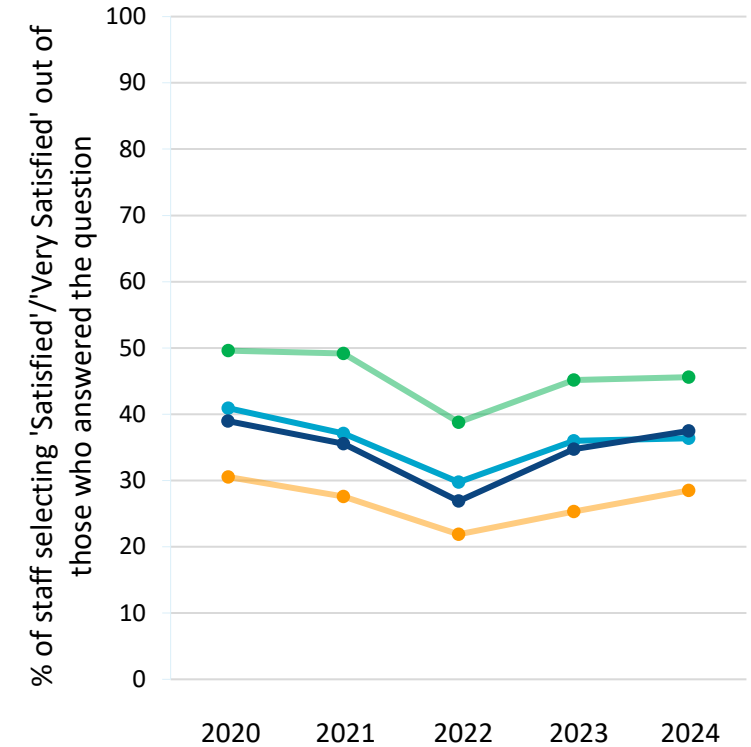
Responses	1823	2192	2223	2384	2637
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Q4b How satisfied are you with each of the following aspects of your job? The extent to which my organisation values my work.



Responses	1819	2194	2225	2382	2622
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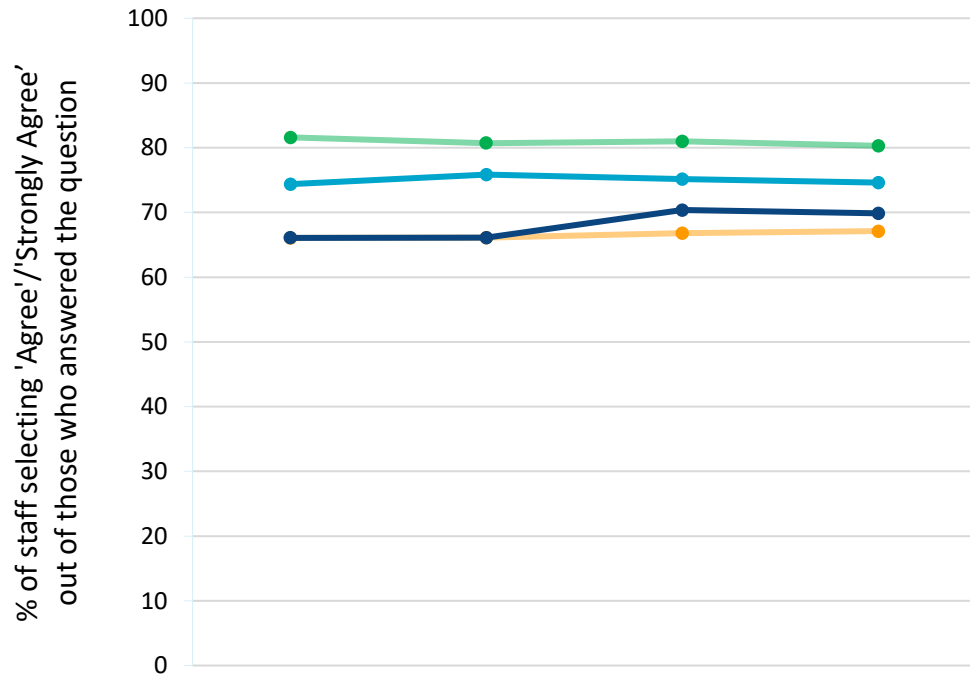
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



Responses	1820	2196	2221	2385	2627
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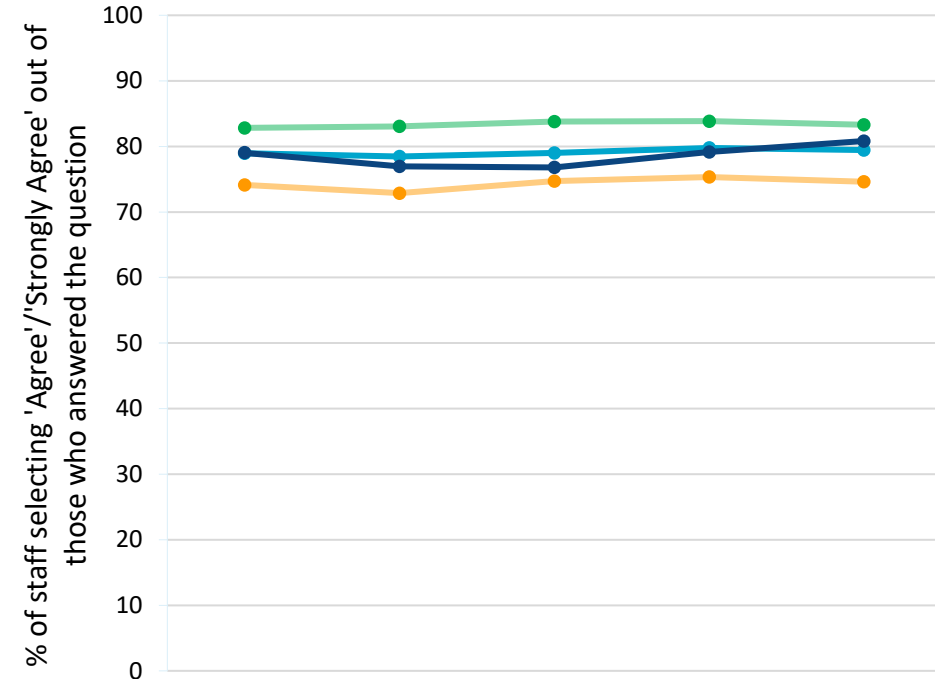


Q8d The people I work with show appreciation to one another.



	2021	2022	2023	2024
Your org	66.07%	66.10%	70.38%	69.86%
Best result	81.60%	80.70%	80.97%	80.30%
Average result	74.37%	75.85%	75.16%	74.59%
Worst result	66.07%	66.10%	66.80%	67.12%
Responses	2183	2225	2383	2623

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
Your org	79.03%	76.97%	76.79%	79.14%	80.82%
Best result	82.83%	83.05%	83.78%	83.86%	83.28%
Average result	78.96%	78.46%	79.00%	79.76%	79.43%
Worst result	74.11%	72.87%	74.72%	75.33%	74.61%
Responses	1811	2172	2222	2381	2634

People Promise element – We each have a voice that counts



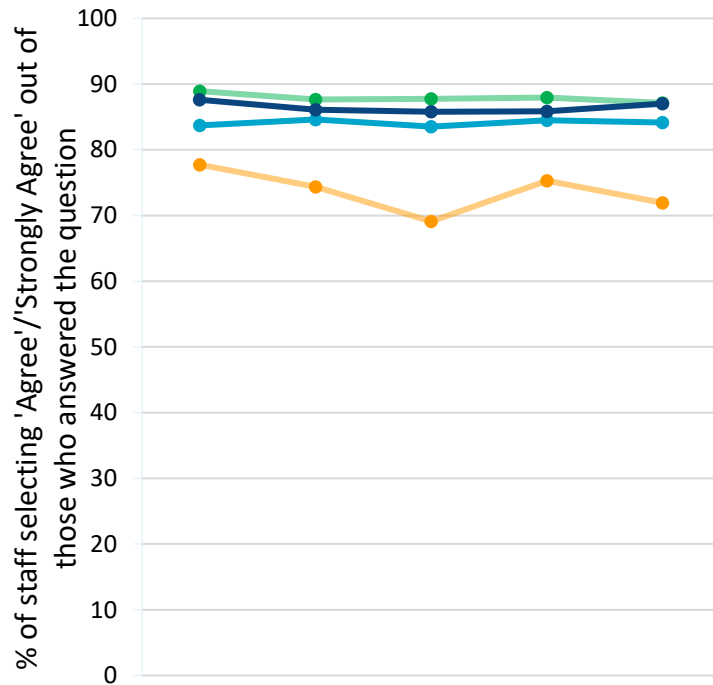
Questions included:

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

Raising concerns – Q20a, Q20b, Q25e, Q25f

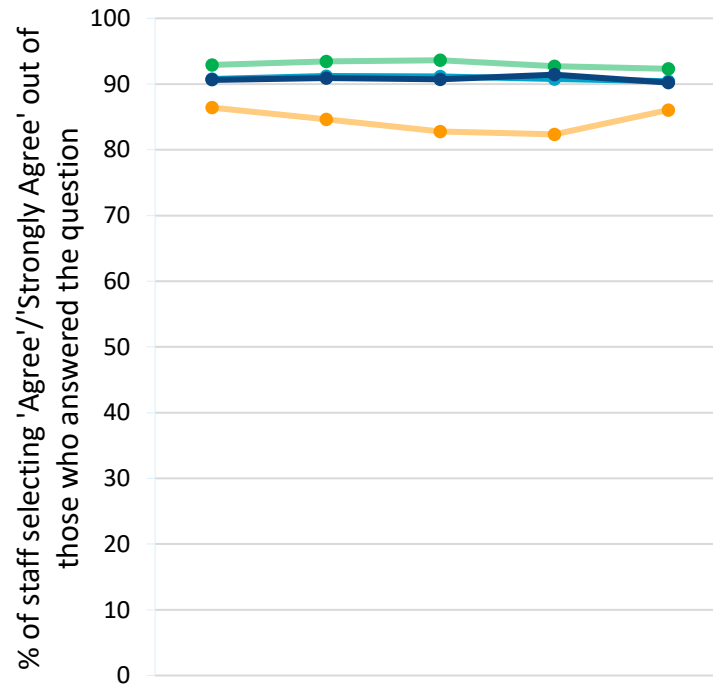


Q3a I always know what my work responsibilities are.



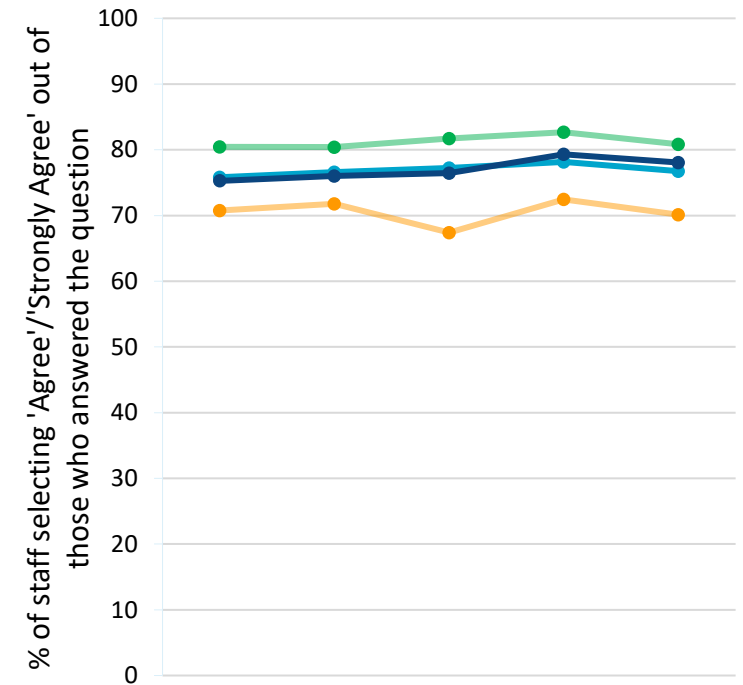
	2020	2021	2022	2023	2024
Your org	87.60%	86.11%	85.78%	85.86%	87.00%
Best result	88.92%	87.63%	87.74%	87.94%	87.13%
Average result	83.70%	84.61%	83.52%	84.49%	84.14%
Worst result	77.73%	74.36%	69.10%	75.26%	71.93%
Responses	1843	2201	2223	2389	2639

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
Your org	90.64%	90.89%	90.72%	91.43%	90.22%
Best result	92.91%	93.44%	93.62%	92.73%	92.32%
Average result	90.75%	91.23%	91.17%	90.77%	90.43%
Worst result	86.41%	84.63%	82.77%	82.35%	86.02%
Responses	1838	2204	2225	2384	2633

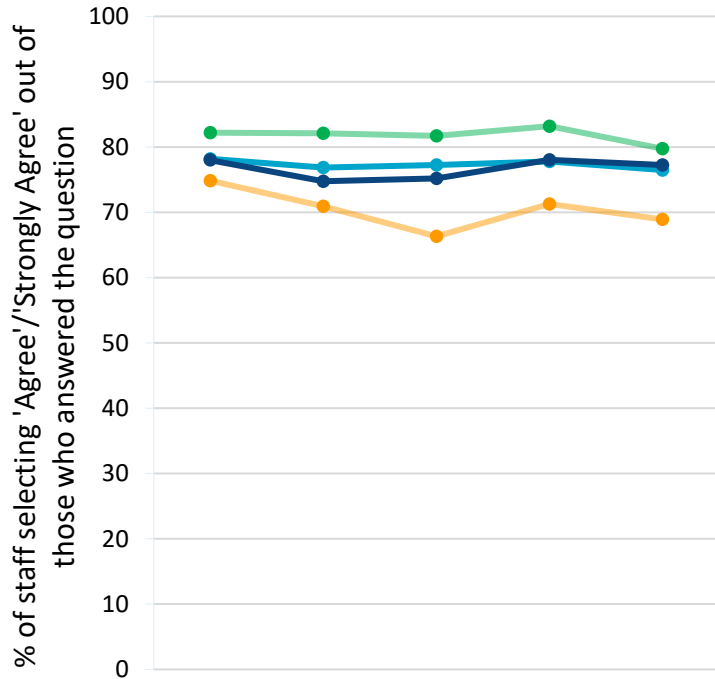
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
Your org	75.26%	76.04%	76.45%	79.31%	78.05%
Best result	80.43%	80.41%	81.72%	82.67%	80.84%
Average result	75.82%	76.58%	77.23%	78.15%	76.77%
Worst result	70.77%	71.78%	67.40%	72.44%	70.11%
Responses	1831	2207	2226	2381	2633

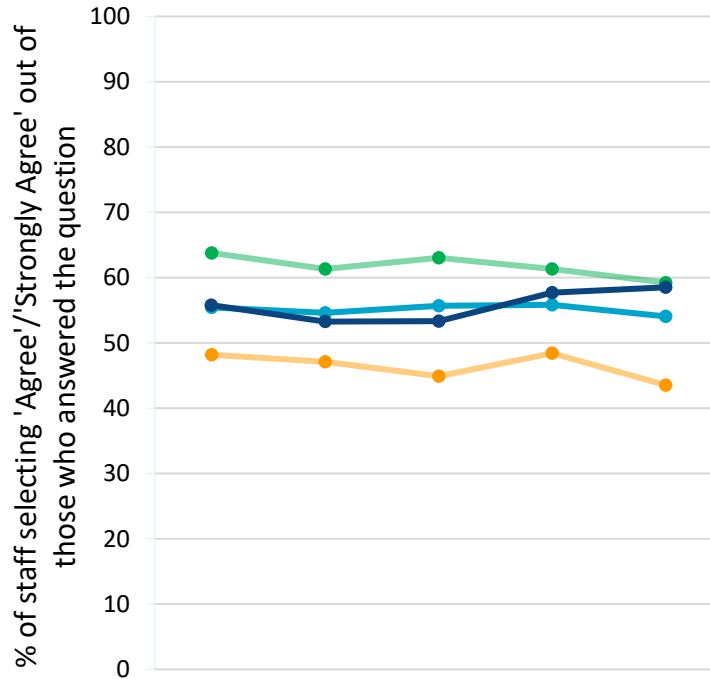


Q3d I am able to make suggestions to improve the work of my team / department.



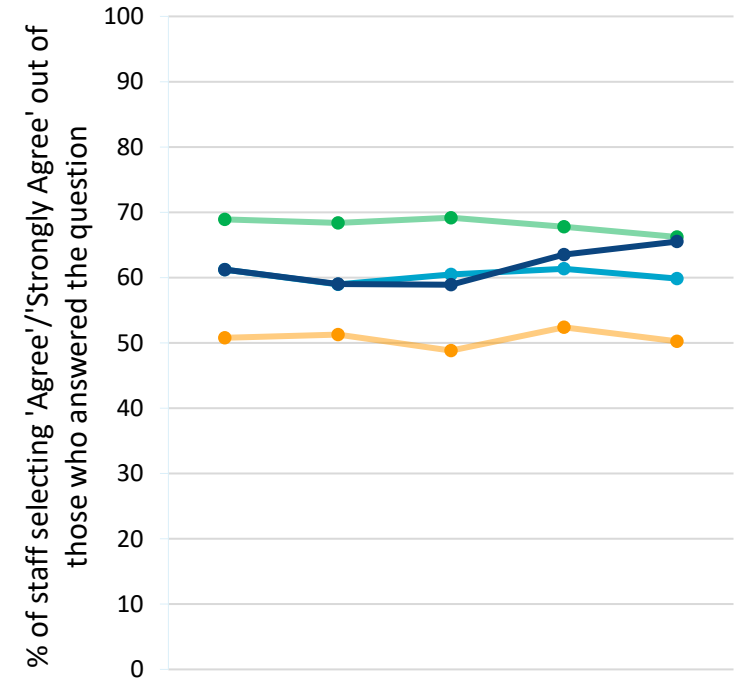
	2020	2021	2022	2023	2024
Your org	78.00%	74.76%	75.19%	78.03%	77.27%
Best result	82.20%	82.10%	81.71%	83.20%	79.74%
Average result	78.19%	76.85%	77.25%	77.80%	76.48%
Worst result	74.84%	70.93%	66.32%	71.27%	68.90%
Responses	1829	2207	2226	2387	2623

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



	2020	2021	2022	2023	2024
Your org	55.77%	53.26%	53.36%	57.67%	58.51%
Best result	63.78%	61.31%	63.06%	61.30%	59.23%
Average result	55.45%	54.62%	55.67%	55.83%	54.06%
Worst result	48.18%	47.12%	44.88%	48.42%	43.54%
Responses	1828	2202	2228	2383	2627

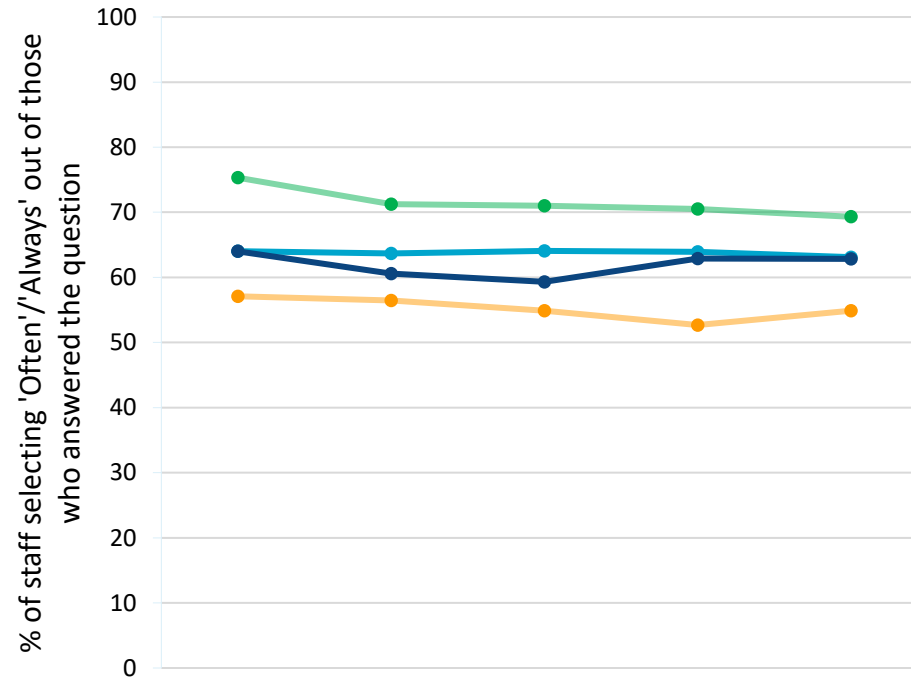
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
Your org	61.20%	59.00%	58.91%	63.53%	65.52%
Best result	68.92%	68.39%	69.17%	67.79%	66.22%
Average result	61.22%	58.96%	60.50%	61.35%	59.86%
Worst result	50.79%	51.26%	48.82%	52.39%	50.22%
Responses	1823	2202	2221	2382	2620



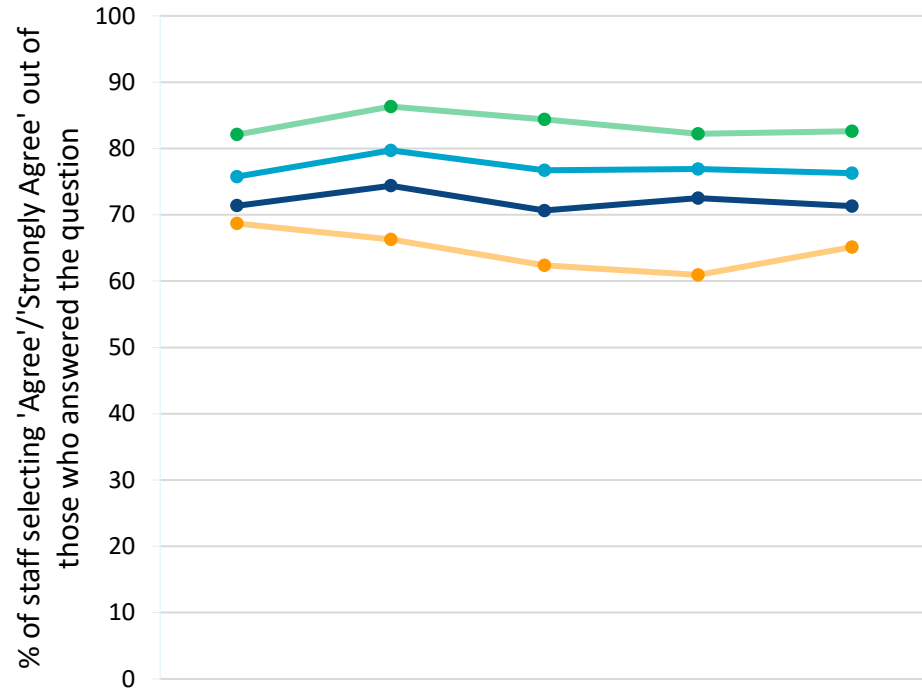
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
Your org	64.00%	60.59%	59.33%	62.90%	62.86%
Best result	75.32%	71.25%	71.00%	70.53%	69.31%
Average result	64.00%	63.70%	64.07%	63.94%	63.11%
Worst result	57.10%	56.45%	54.86%	52.68%	54.86%
Responses	1822	2190	2220	2386	2635

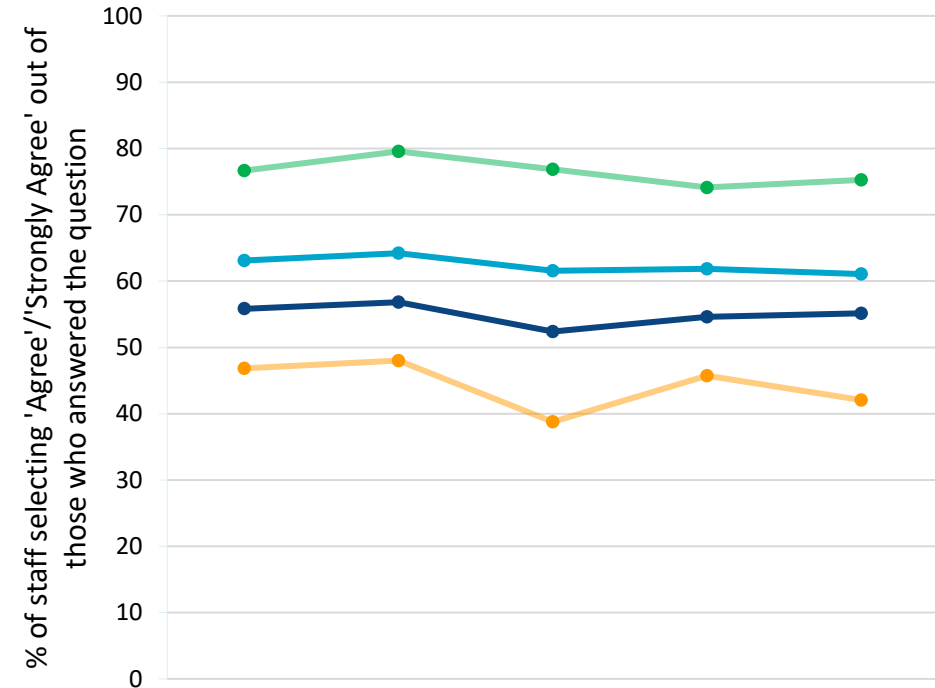


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
Your org	71.36%	74.38%	70.65%	72.53%	71.31%
Best result	82.10%	86.32%	84.40%	82.22%	82.61%
Average result	75.76%	79.72%	76.72%	76.90%	76.27%
Worst result	68.68%	66.30%	62.38%	60.93%	65.14%
Responses	1796	2149	2221	2379	2629

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

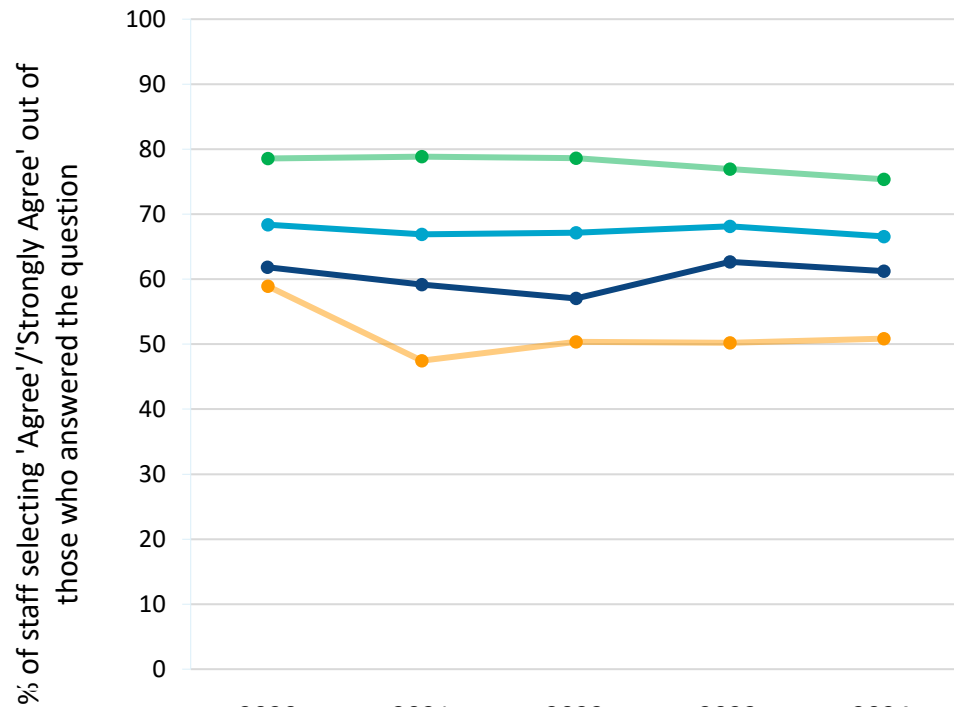


	2020	2021	2022	2023	2024
Your org	55.83%	56.82%	52.39%	54.60%	55.12%
Best result	76.65%	79.56%	76.86%	74.13%	75.27%
Average result	63.13%	64.21%	61.55%	61.84%	61.06%
Worst result	46.86%	48.01%	38.77%	45.73%	42.06%
Responses	1796	2148	2216	2376	2616

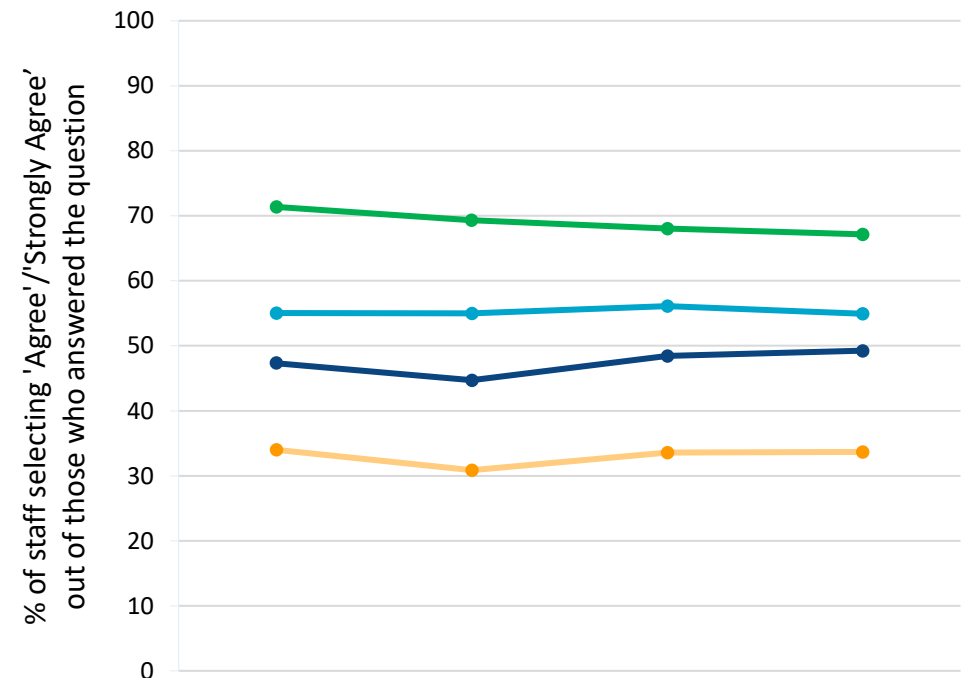


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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



	2020	2021	2022	2023	2024
Your org	61.82%	59.17%	57.03%	62.66%	61.24%
Best result	78.55%	78.85%	78.61%	76.93%	75.37%
Average result	68.38%	66.88%	67.13%	68.13%	66.58%
Worst result	58.92%	47.46%	50.35%	50.21%	50.87%
Responses	1790	2143	2218	2379	2621



	2021	2022	2023	2024
Your org	47.33%	44.71%	48.42%	49.25%
Best result	71.37%	69.31%	68.05%	67.15%
Average result	55.04%	55.00%	56.11%	54.93%
Worst result	34.00%	30.87%	33.60%	33.65%
Responses	2142	2217	2377	2620

People Promise element – We are safe and healthy



Questions included:

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

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

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

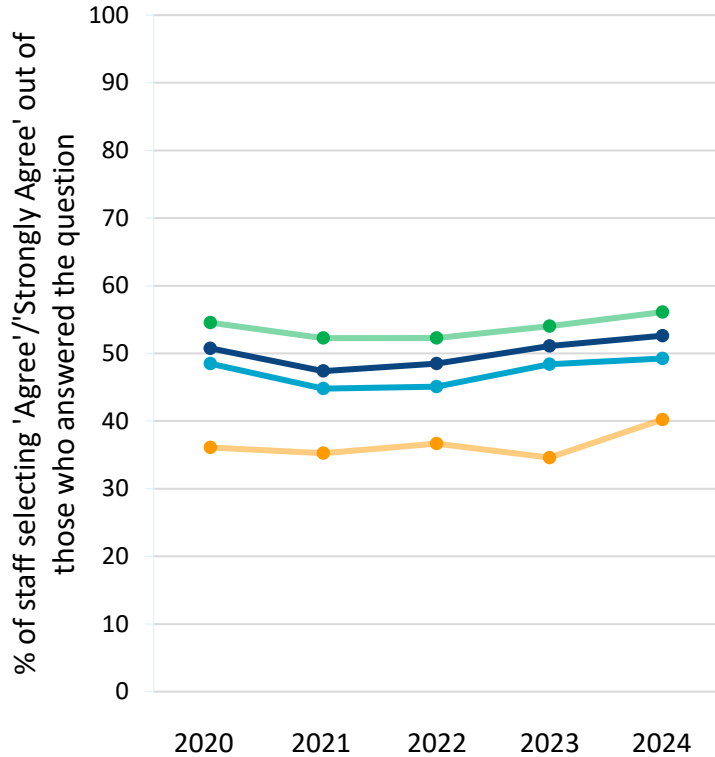
Other questions:* Q17a, Q17b, Q22

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

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

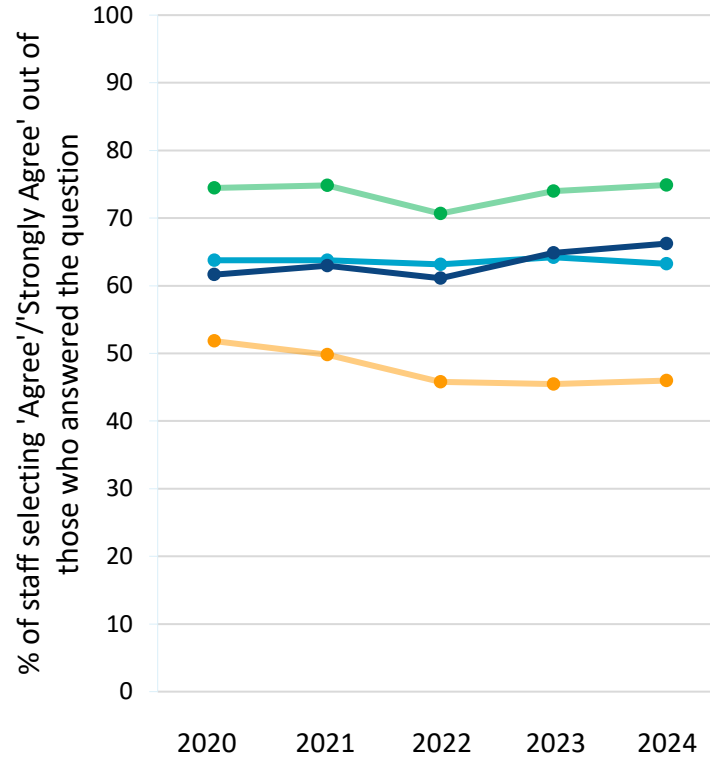


Q3g I am able to meet all the conflicting demands on my time at work.



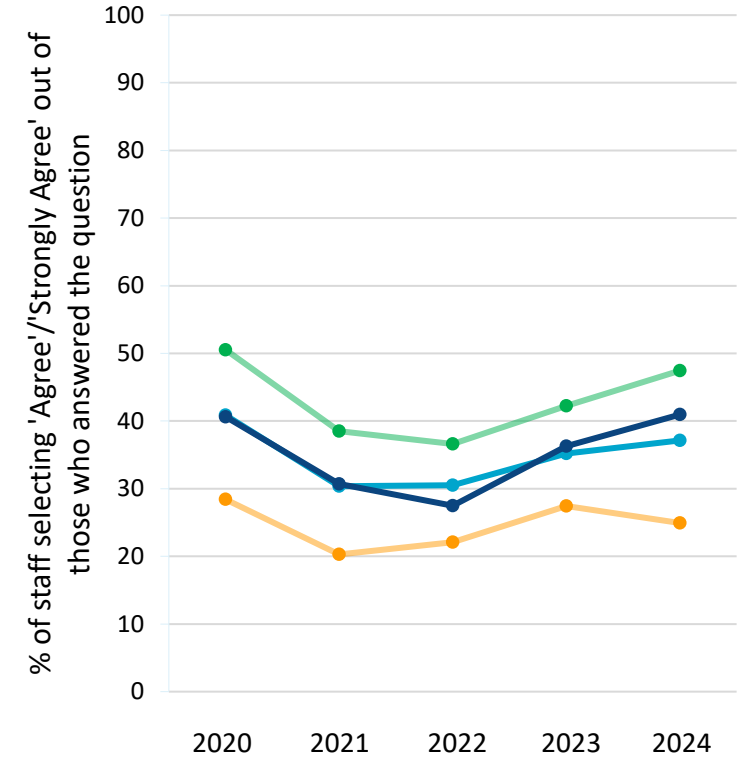
Responses	1817	2203	2225	2376	2616
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Q3h I have adequate materials, supplies and equipment to do my work.



Responses	1819	2202	2225	2385	2619
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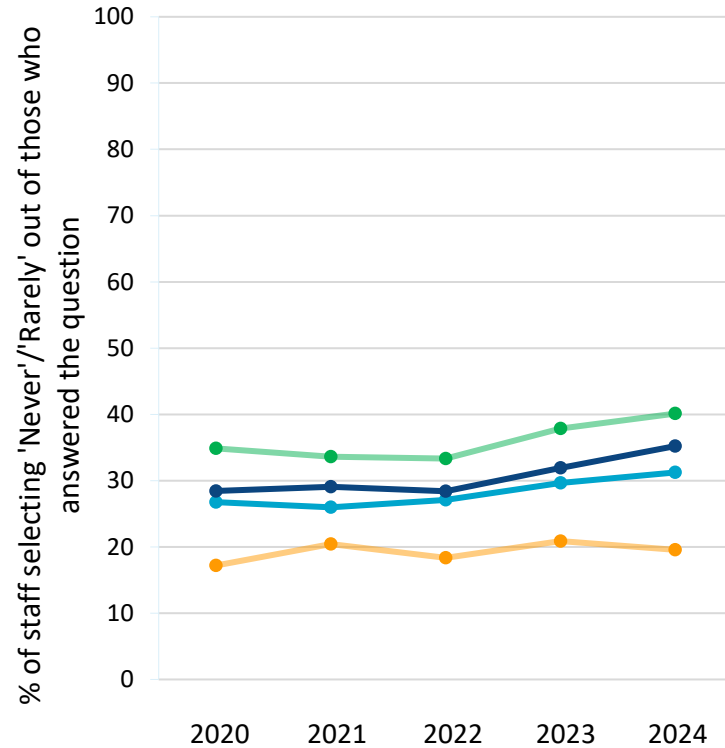
Q3i There are enough staff at this organisation for me to do my job properly.



Responses	1826	2205	2224	2383	2636
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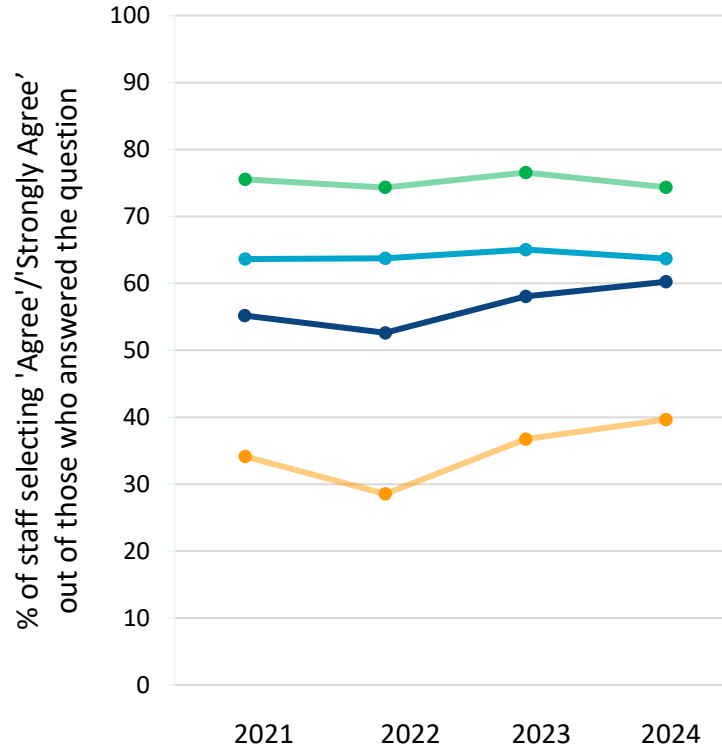
Q5a I have unrealistic time pressures.



Your org	28.44%	29.07%	28.40%	31.92%	35.22%
Best result	34.87%	33.62%	33.34%	37.88%	40.12%
Average result	26.78%	25.98%	27.11%	29.67%	31.24%
Worst result	17.20%	20.41%	18.34%	20.88%	19.58%

Responses 1821 2180 2218 2384 2632

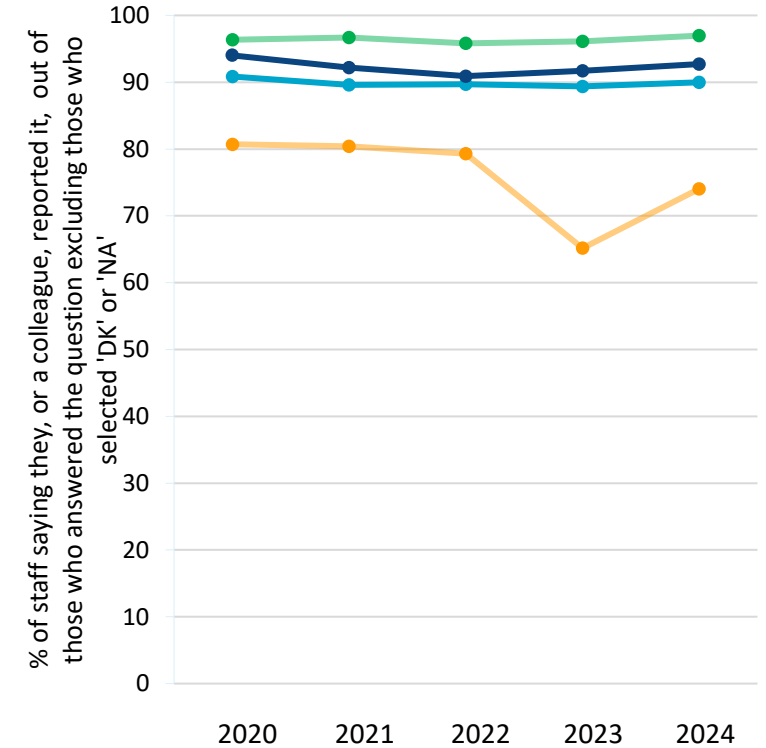
Q11a My organisation takes positive action on health and well-being.



Your org	55.18%	52.62%	58.06%	60.24%
Best result	75.54%	74.32%	76.56%	74.34%
Average result	63.64%	63.75%	65.06%	63.72%
Worst result	34.13%	28.53%	36.72%	39.66%

Responses 2158 2188 2383 2592

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



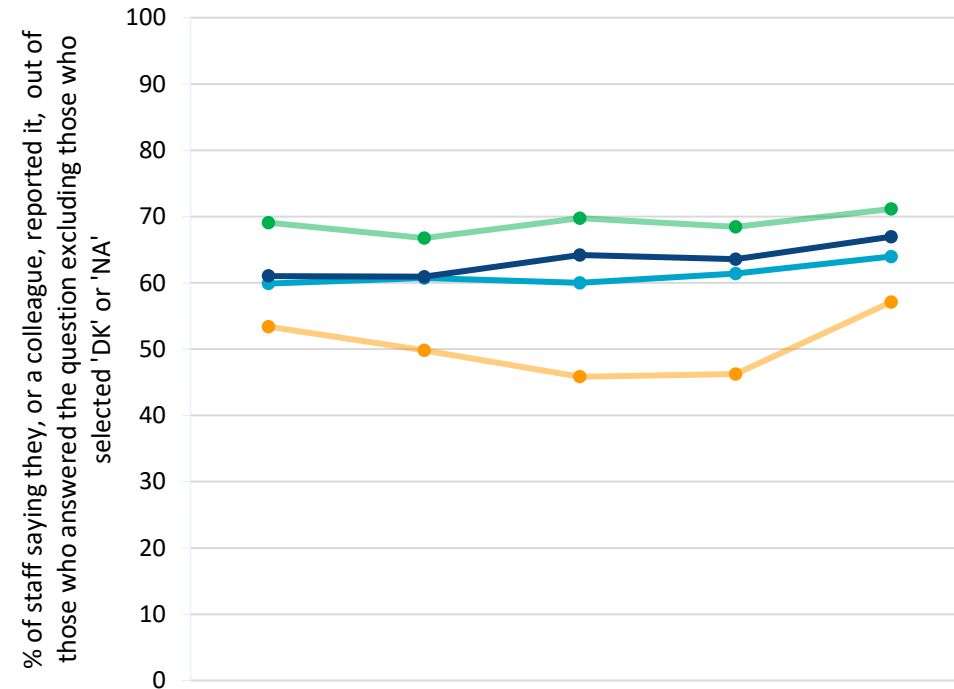
Your org	94.01%	92.18%	90.91%	91.72%	92.70%
Best result	96.37%	96.67%	95.82%	96.13%	96.97%
Average result	90.85%	89.60%	89.68%	89.38%	89.99%
Worst result	80.71%	80.42%	79.32%	65.16%	74.04%

Responses 378 415 472 448 482

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?

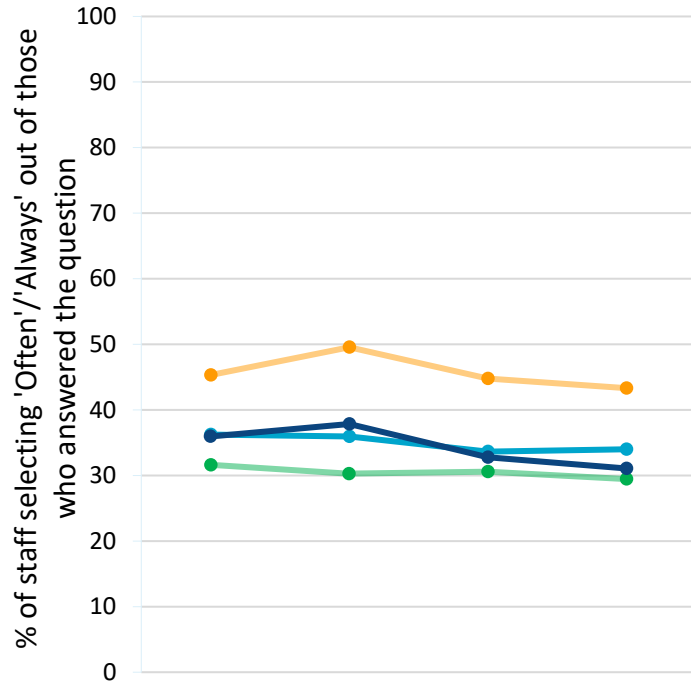


	2020	2021	2022	2023	2024
Your org	61.02%	60.94%	64.21%	63.57%	66.96%
Best result	69.09%	66.75%	69.73%	68.46%	71.15%
Average result	59.90%	60.73%	60.02%	61.42%	63.98%
Worst result	53.38%	49.80%	45.83%	46.26%	57.12%
Responses	723	891	919	880	1017

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

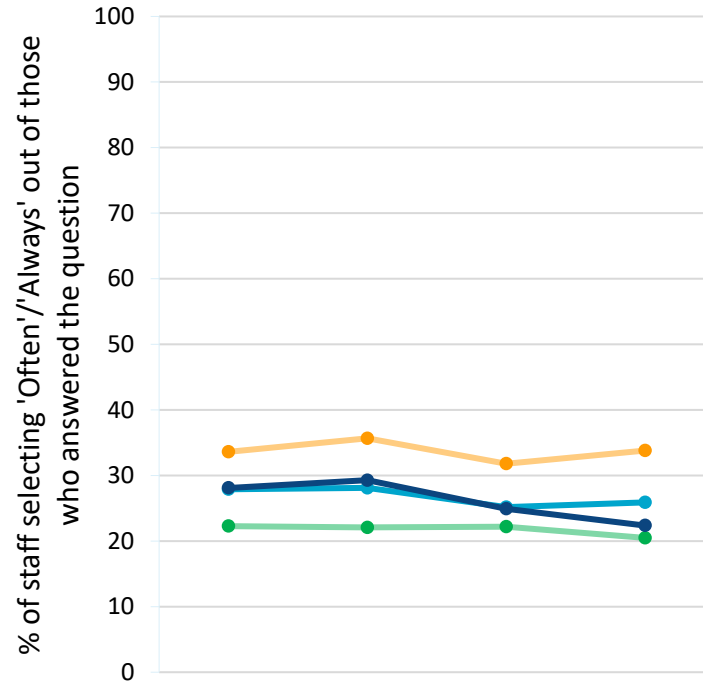


Q12a How often, if at all, do you find your work emotionally exhausting?



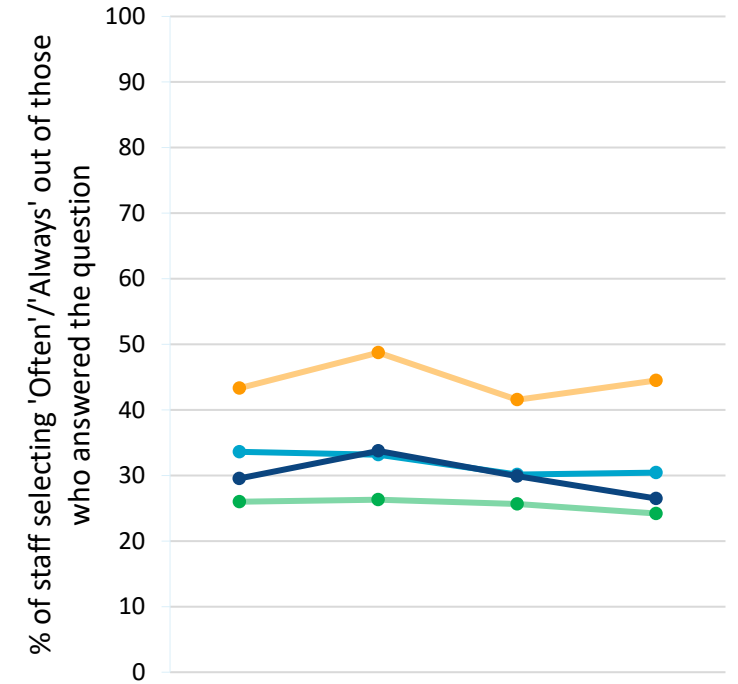
	2021	2022	2023	2024
Your org	35.97%	37.85%	32.77%	31.07%
Best result	31.63%	30.27%	30.57%	29.45%
Average result	36.24%	35.96%	33.64%	34.02%
Worst result	45.33%	49.55%	44.78%	43.32%
Responses	2167	2225	2387	2643

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



	2021	2022	2023	2024
Your org	28.11%	29.29%	24.92%	22.36%
Best result	22.27%	22.08%	22.21%	20.48%
Average result	27.91%	28.12%	25.18%	25.89%
Worst result	33.59%	35.67%	31.80%	33.80%
Responses	2163	2220	2385	2637

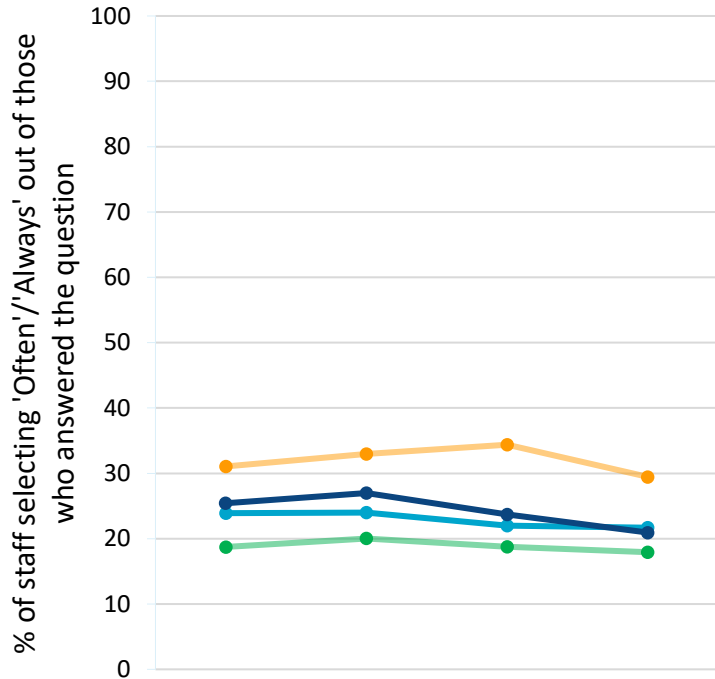
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
Your org	29.54%	33.74%	29.88%	26.49%
Best result	26.00%	26.31%	25.64%	24.20%
Average result	33.61%	33.15%	30.14%	30.44%
Worst result	43.32%	48.73%	41.54%	44.49%
Responses	2164	2215	2386	2636

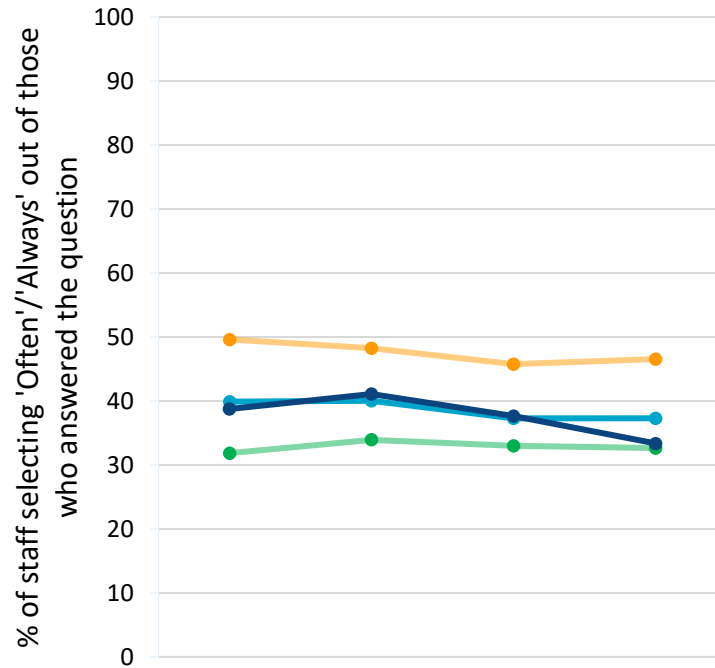


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



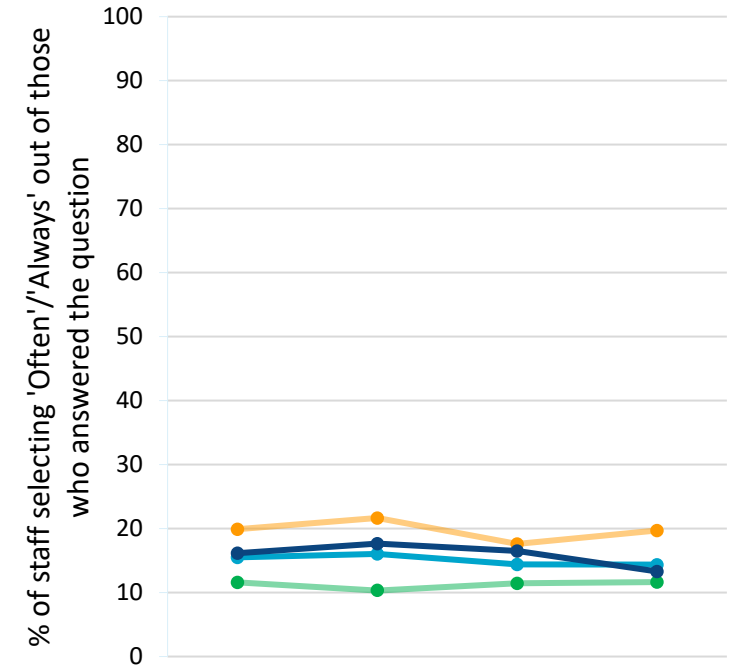
	2021	2022	2023	2024
Your org	25.41%	26.98%	23.70%	20.94%
Best result	18.73%	20.02%	18.77%	17.93%
Average result	23.89%	23.99%	22.02%	21.68%
Worst result	31.06%	32.95%	34.38%	29.46%
Responses	2165	2219	2383	2635

Q12e How often, if at all, do you feel worn out at the end of your working day/shift?



	2021	2022	2023	2024
Your org	49.60%	48.24%	45.74%	46.53%
Best result	31.84%	33.91%	32.98%	32.65%
Average result	39.88%	40.02%	37.28%	37.29%
Worst result	38.72%	41.07%	37.62%	33.36%
Responses	2165	2219	2383	2633

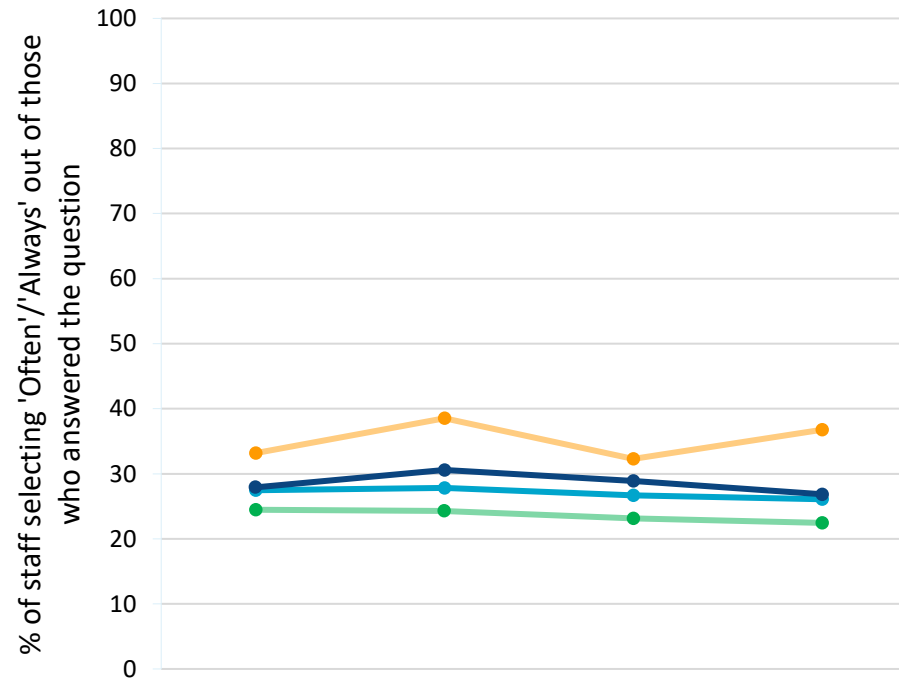
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
Your org	19.90%	21.65%	17.60%	19.69%
Best result	11.59%	10.30%	11.46%	11.64%
Average result	15.51%	16.03%	14.42%	14.37%
Worst result	16.14%	17.65%	16.49%	13.30%
Responses	2162	2220	2381	2620



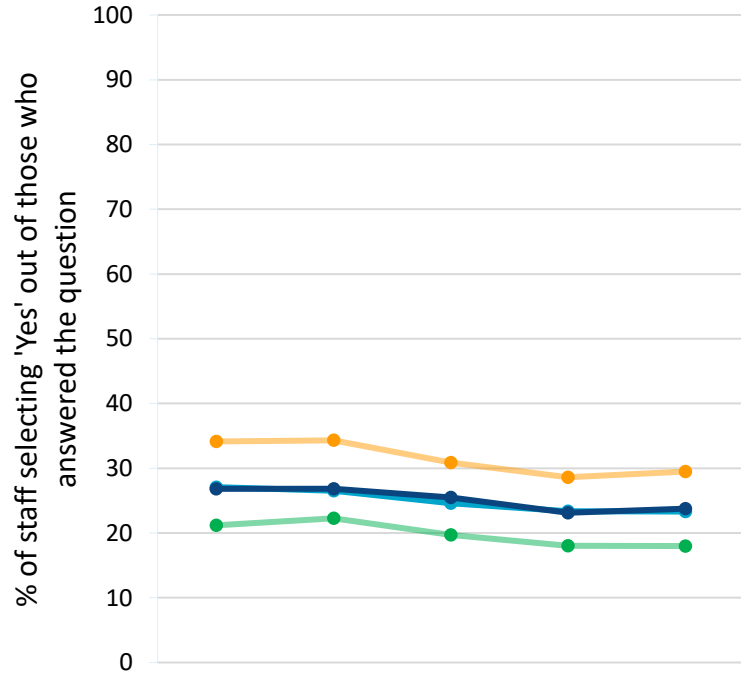
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
Your org	27.93%	30.59%	28.88%	26.85%
Best result	24.47%	24.28%	23.16%	22.45%
Average result	27.48%	27.83%	26.70%	26.08%
Worst result	33.16%	38.53%	32.29%	36.79%
Responses	2166	2223	2382	2637

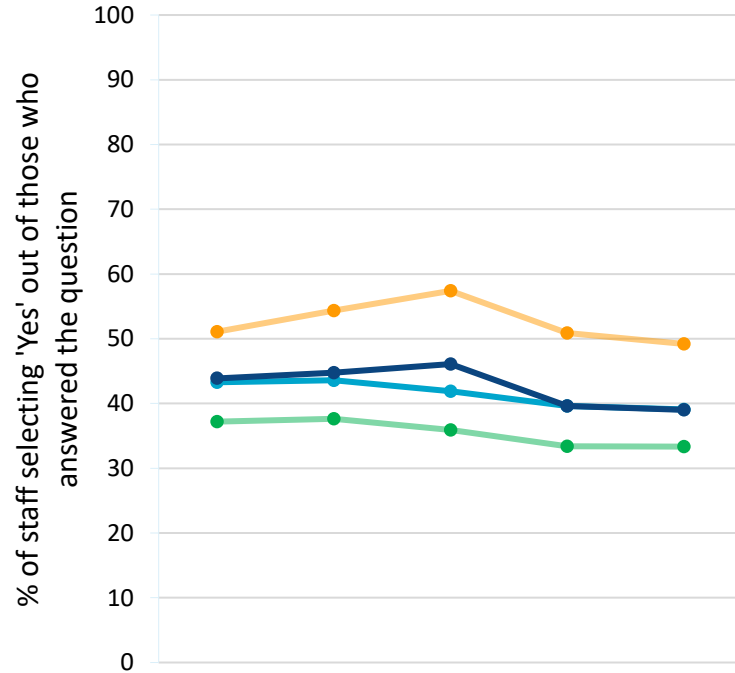


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



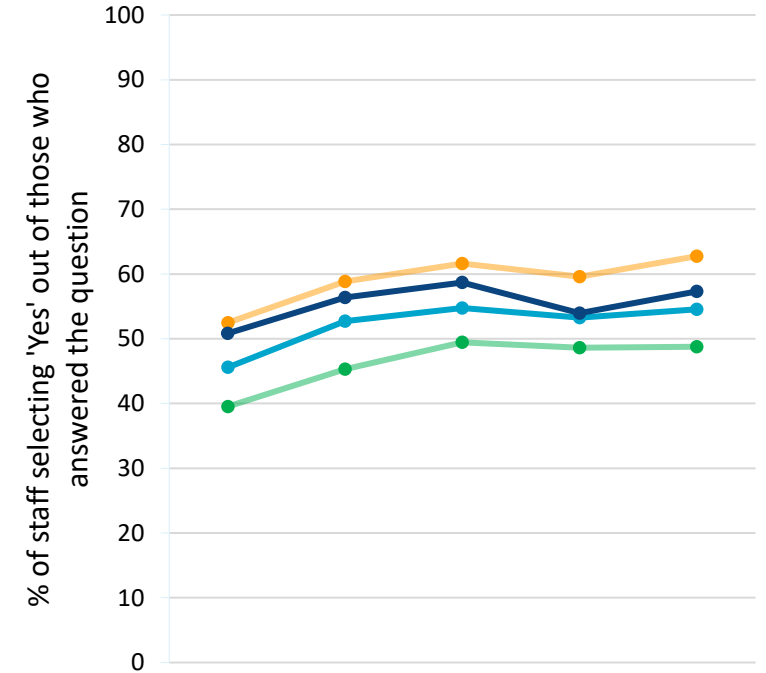
	2020	2021	2022	2023	2024
Your org	26.81%	26.84%	25.48%	23.13%	23.76%
Best result	21.20%	22.27%	19.70%	18.05%	17.99%
Average result	27.08%	26.53%	24.62%	23.38%	23.32%
Worst result	34.14%	34.31%	30.89%	28.61%	29.48%
Responses	1802	2171	2223	2382	2614

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



	2020	2021	2022	2023	2024
Your org	43.89%	44.75%	46.10%	39.61%	39.02%
Best result	37.19%	37.64%	35.90%	33.38%	33.34%
Average result	43.30%	43.59%	41.90%	39.61%	39.09%
Worst result	51.11%	54.34%	57.40%	50.87%	49.20%
Responses	1806	2175	2213	2381	2619

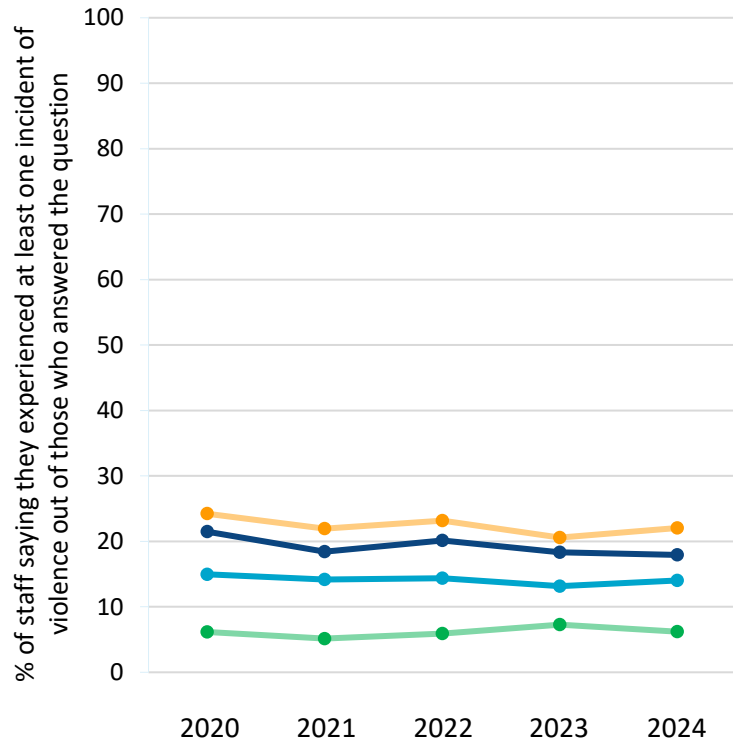
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
Your org	50.84%	56.37%	58.68%	53.97%	57.32%
Best result	39.53%	45.30%	49.45%	48.64%	48.76%
Average result	45.58%	52.71%	54.75%	53.28%	54.53%
Worst result	52.48%	58.83%	61.63%	59.58%	62.76%
Responses	1806	2173	2223	2384	2617

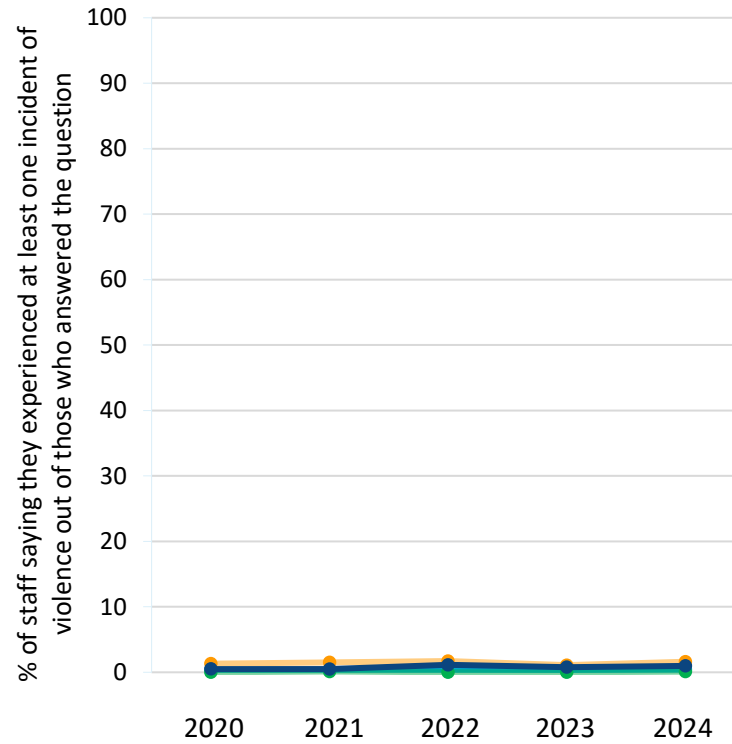


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



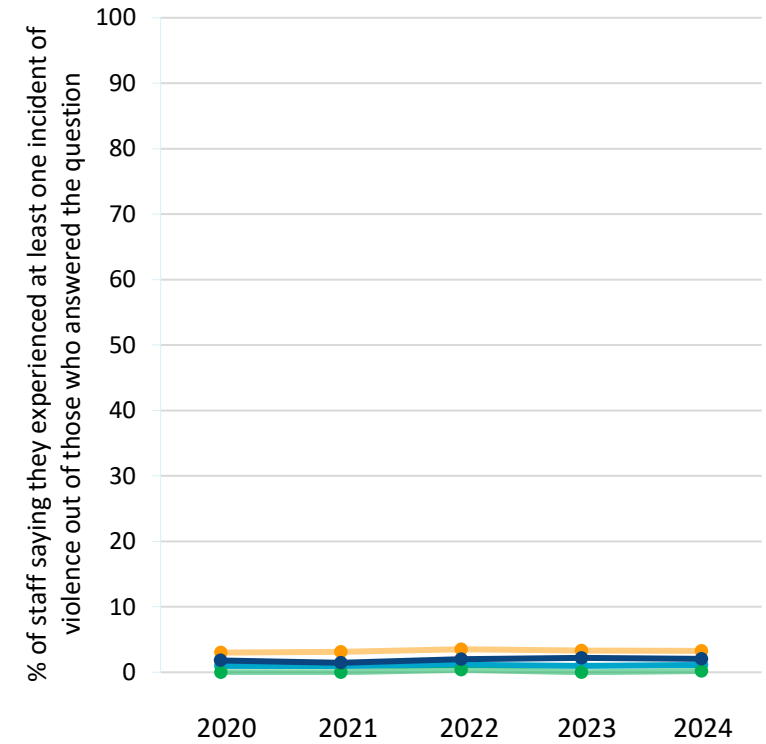
Responses	1802	2168	2218	2310	2628
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Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



Responses	1785	2136	2154	2251	2613
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Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

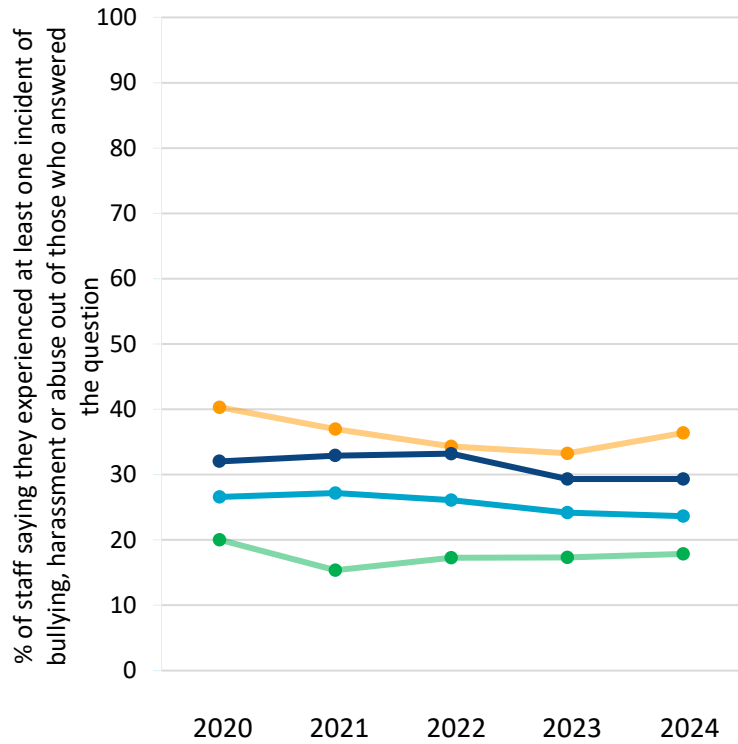


Responses	1788	2126	2104	2206	2603
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Note: 2023 results for Q13a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

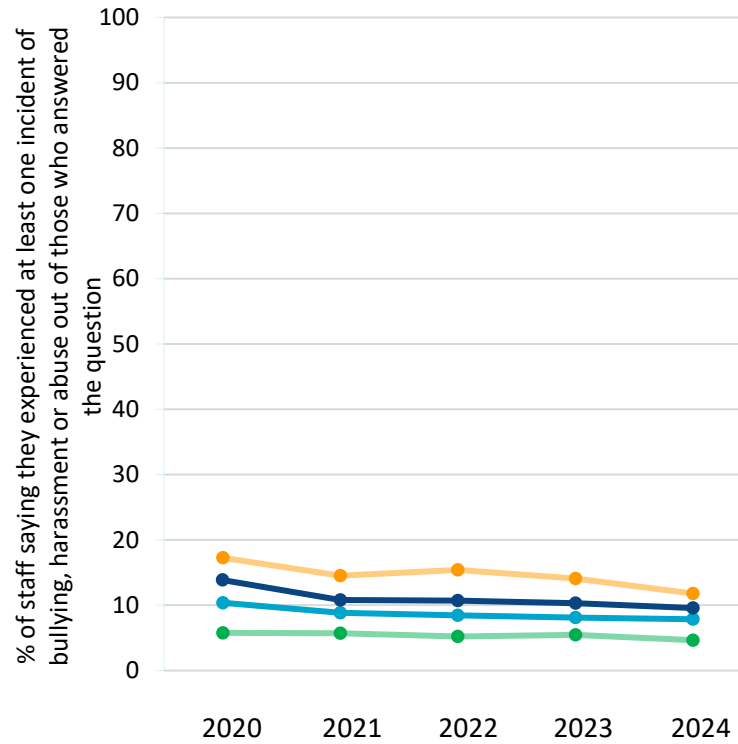


Q14a In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Patients / service users, their relatives or other members of the public.



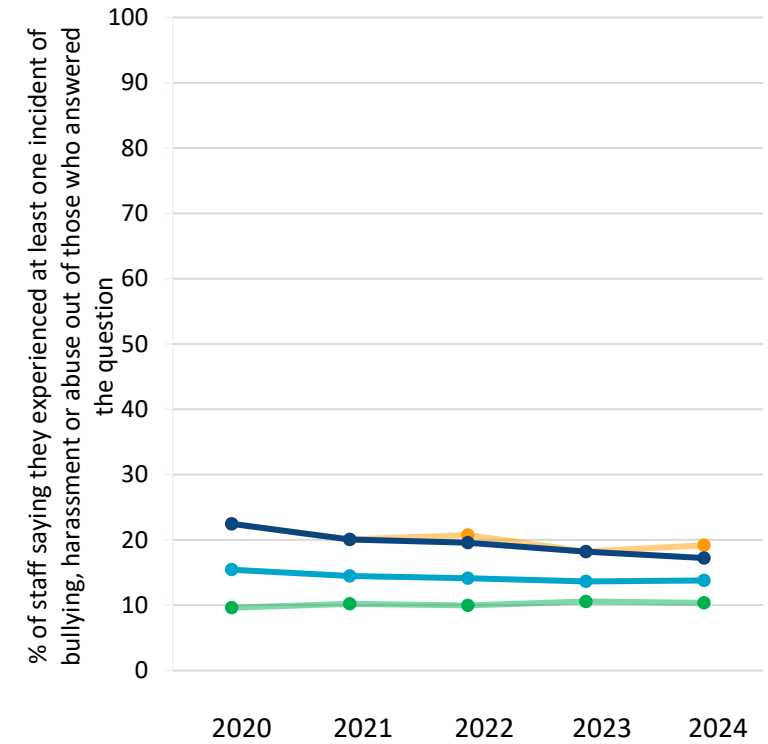
Your org	32.02%	32.92%	33.21%	29.34%	29.33%
Best result	20.03%	15.37%	17.25%	17.31%	17.84%
Average result	26.60%	27.18%	26.11%	24.17%	23.64%
Worst result	40.32%	36.98%	34.31%	33.27%	36.39%
Responses	1728	2094	2213	2305	2627

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



Your org	13.86%	10.78%	10.70%	10.32%	9.58%
Best result	5.78%	5.73%	5.20%	5.48%	4.65%
Average result	10.39%	8.83%	8.47%	8.11%	7.86%
Worst result	17.26%	14.55%	15.44%	14.10%	11.80%
Responses	1724	2067	2178	2267	2603

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

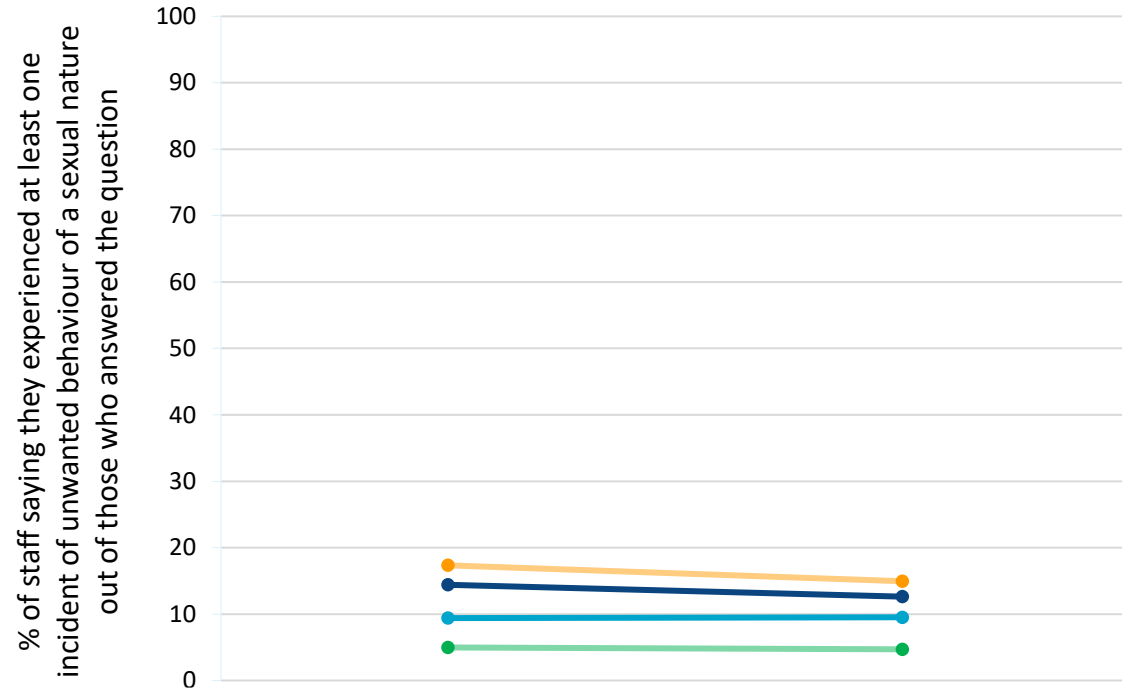


Your org	22.47%	20.09%	19.59%	18.23%	17.23%
Best result	9.63%	10.20%	9.95%	10.59%	10.36%
Average result	15.44%	14.48%	14.16%	13.65%	13.81%
Worst result	22.47%	20.09%	20.75%	18.23%	19.20%
Responses	1730	2065	2169	2264	2610

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



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



Q17b In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? From staff / colleagues



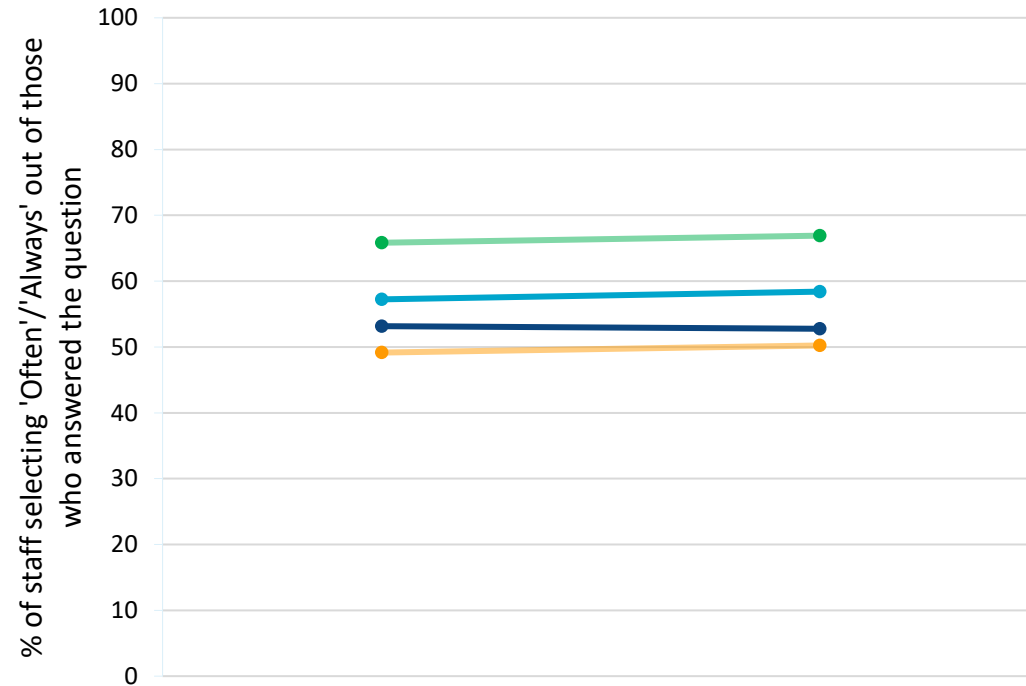
	2023	2024
Your org	14.41%	12.62%
Best result	4.97%	4.70%
Average result	9.40%	9.52%
Worst result	17.34%	14.95%
Responses	2380	2631

	2023	2024
Your org	5.31%	3.97%
Best result	1.47%	1.39%
Average result	3.02%	2.87%
Worst result	5.31%	5.03%
Responses	2371	2621

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



Q22 I can eat nutritious and affordable food while I am working



	2023	2024
Your org	53.16%	52.77%
Best result	65.83%	66.91%
Average result	57.23%	58.41%
Worst result	49.15%	50.23%
Responses	2381	2634

*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

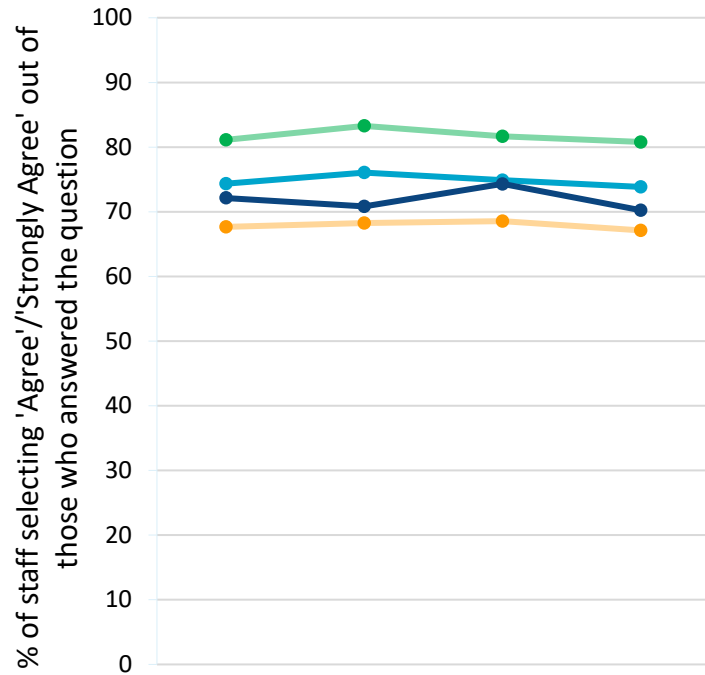
*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

**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.

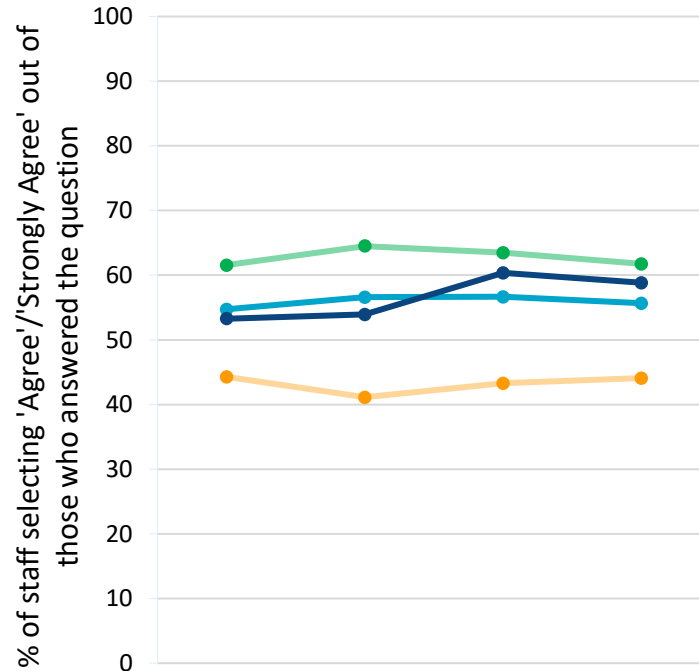


Q24a This organisation offers me challenging work.



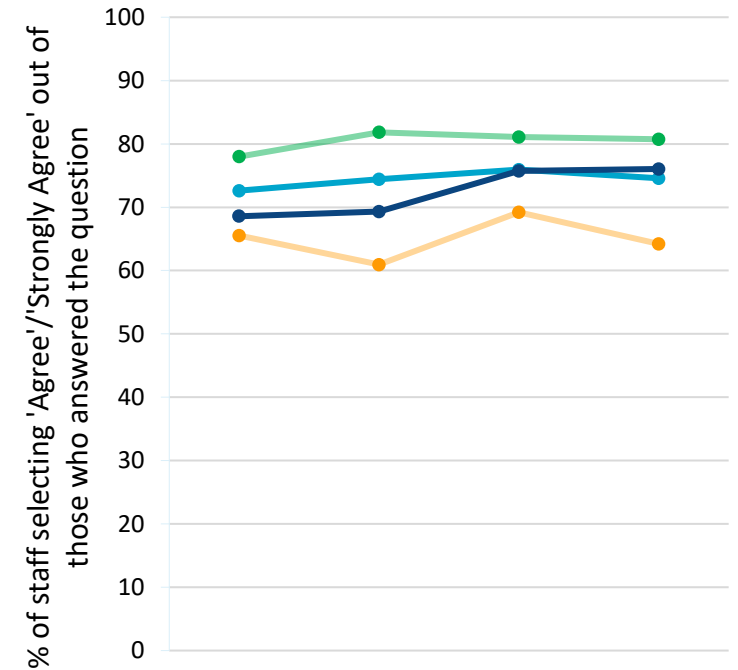
	2021	2022	2023	2024
Your org	72.12%	70.83%	74.31%	70.24%
Best result	81.12%	83.27%	81.67%	80.80%
Average result	74.36%	76.05%	74.90%	73.84%
Worst result	67.64%	68.26%	68.55%	67.12%
Responses	2148	2219	2383	2633

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



	2021	2022	2023	2024
Your org	53.26%	53.91%	60.36%	58.83%
Best result	61.57%	64.48%	63.48%	61.77%
Average result	54.73%	56.61%	56.67%	55.65%
Worst result	44.28%	41.13%	43.30%	44.09%
Responses	2152	2219	2382	2633

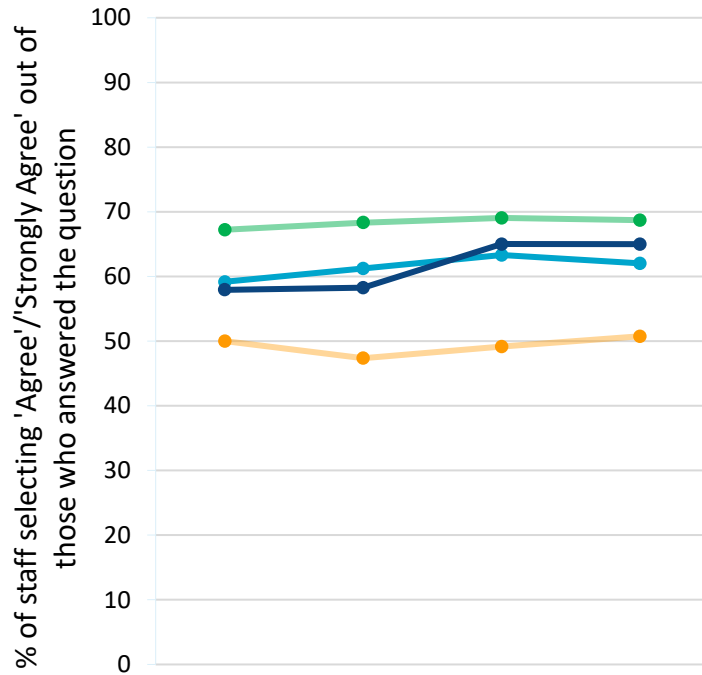
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
Your org	68.57%	69.32%	75.72%	76.05%
Best result	77.99%	81.82%	81.12%	80.76%
Average result	72.62%	74.43%	75.95%	74.56%
Worst result	65.53%	60.95%	69.20%	64.22%
Responses	2150	2218	2380	2633

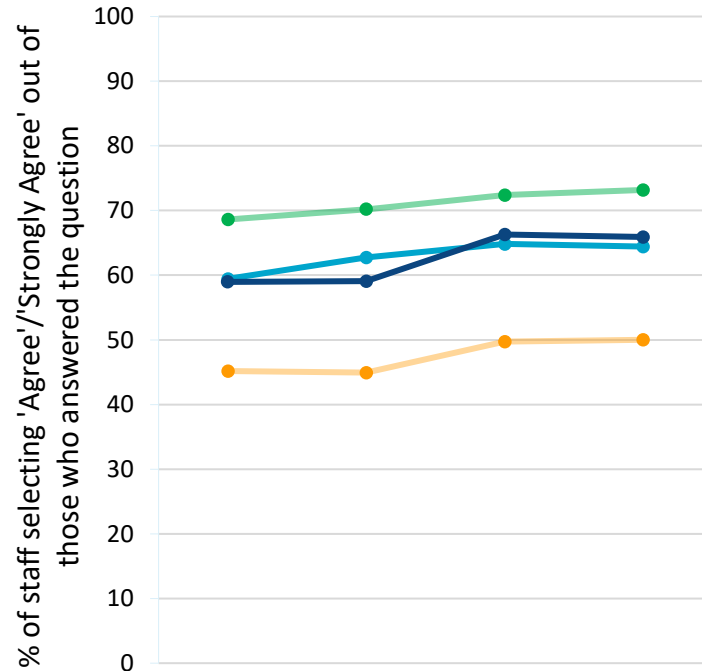


Q24d I feel supported to develop my potential.



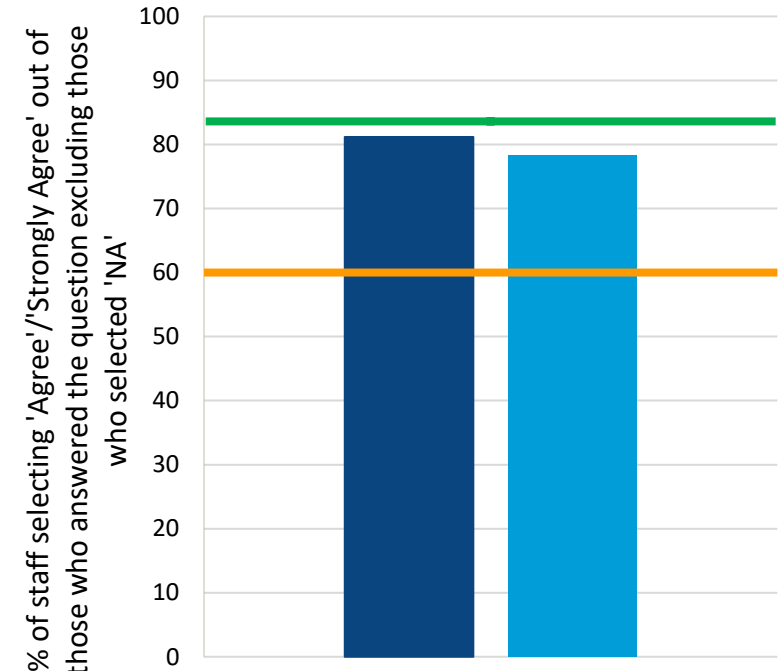
	2021	2022	2023	2024
Your org	57.93%	58.25%	65.02%	64.98%
Best result	67.22%	68.32%	69.05%	68.70%
Average result	59.18%	61.24%	63.32%	62.01%
Worst result	49.98%	47.36%	49.16%	50.75%
Responses	2150	2220	2382	2622

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



	2021	2022	2023	2024
Your org	58.96%	59.10%	66.28%	65.92%
Best result	68.61%	70.18%	72.41%	73.18%
Average result	59.43%	62.72%	64.84%	64.44%
Worst result	45.18%	44.94%	49.72%	50.01%
Responses	2151	2223	2378	2608

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

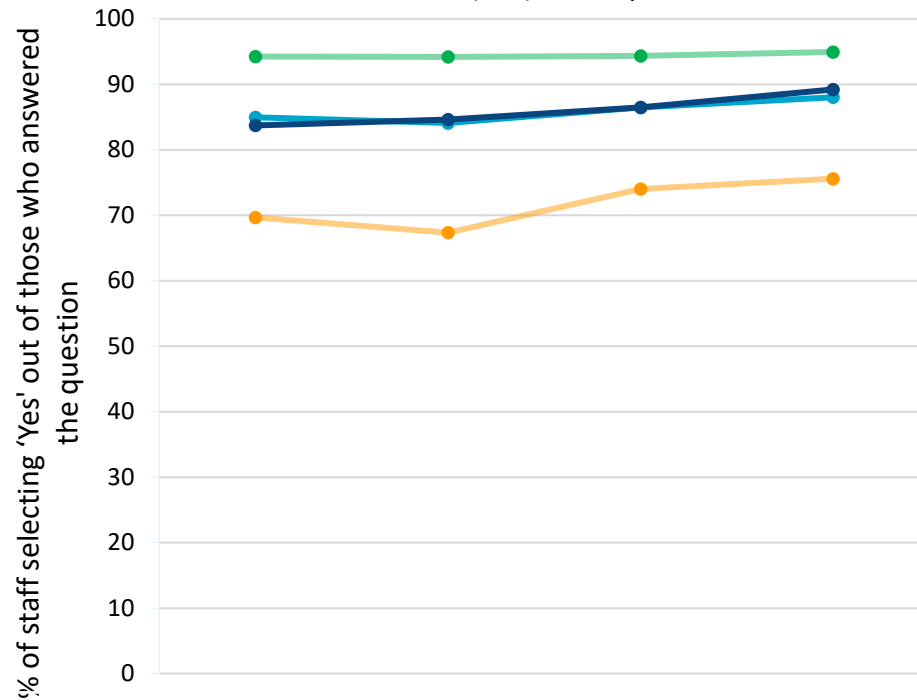


	2024
Your org	81.17%
Best result	83.60%
Average result	78.28%
Worst result	60.00%
Responses	2264

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



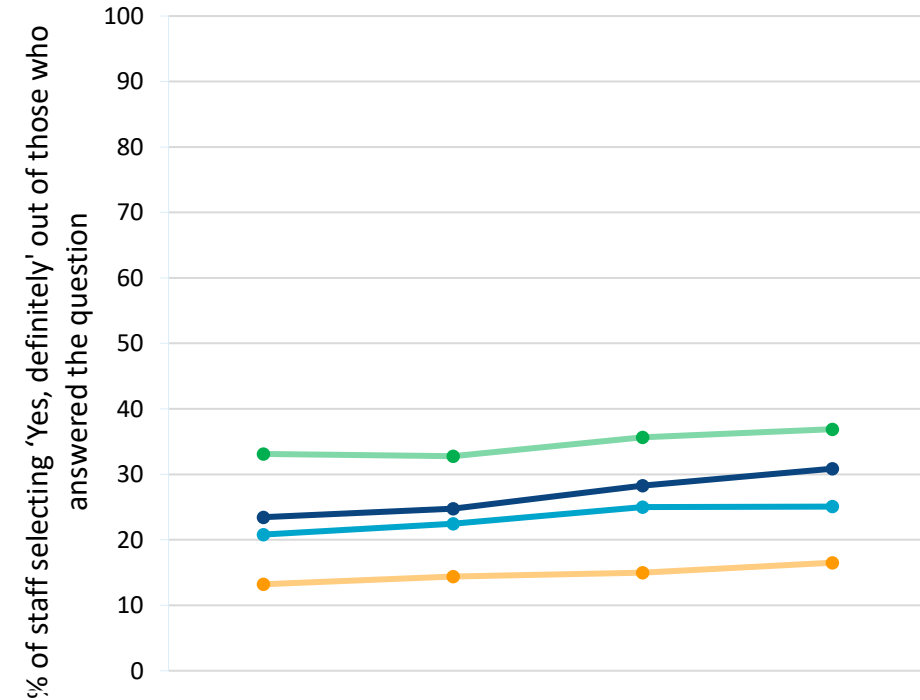
Q23a* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
Your org	83.72%	84.64%	86.46%	89.22%
Best result	94.27%	94.19%	94.36%	94.94%
Average result	84.97%	84.10%	86.46%	88.02%
Worst result	69.66%	67.34%	74.02%	75.59%

Responses 2158 2222 2342 2616

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



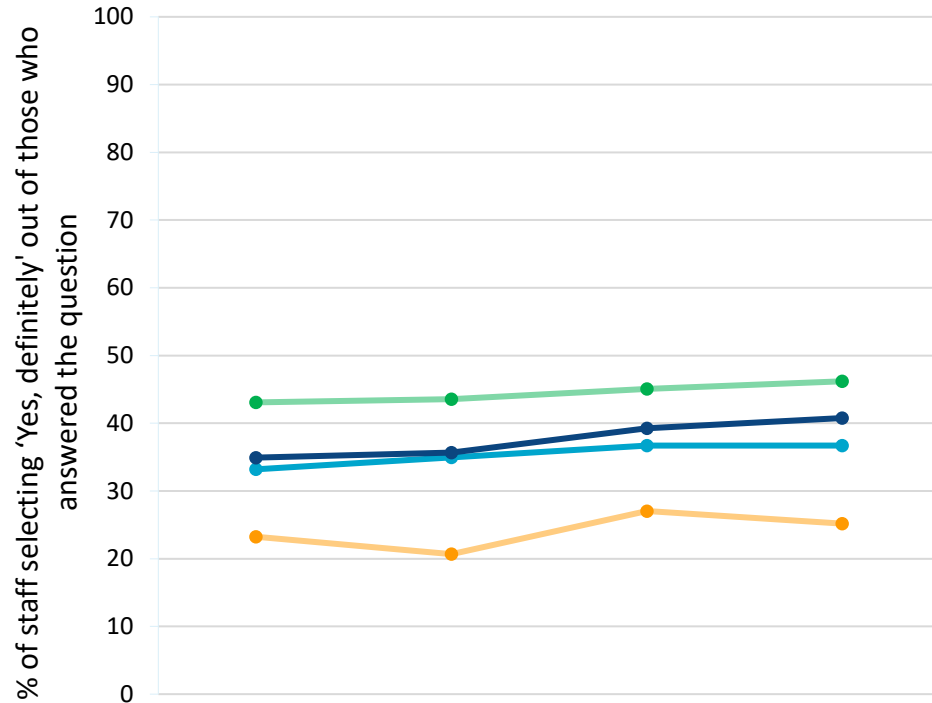
	2021	2022	2023	2024
Your org	23.45%	24.74%	28.28%	30.86%
Best result	33.11%	32.77%	35.66%	36.89%
Average result	20.80%	22.45%	24.98%	25.07%
Worst result	13.21%	14.41%	14.98%	16.50%

Responses 1810 1883 2010 2334

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

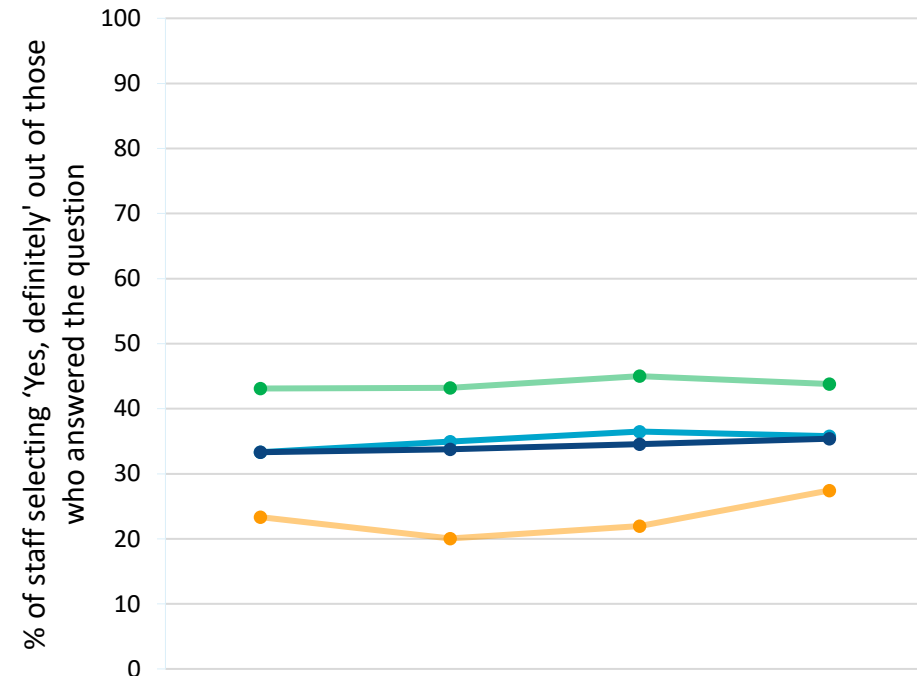


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024
Your org	34.92%	35.68%	39.28%	40.77%
Best result	43.08%	43.56%	45.06%	46.19%
Average result	33.20%	34.95%	36.70%	36.69%
Worst result	23.23%	20.67%	27.04%	25.17%
Responses	1814	1885	2006	2327

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



	2021	2022	2023	2024
Your org	33.31%	33.75%	34.56%	35.38%
Best result	43.10%	43.18%	45.00%	43.80%
Average result	33.31%	34.94%	36.49%	35.76%
Worst result	23.34%	20.05%	21.95%	27.44%
Responses	1814	1882	2004	2323

People Promise element – We work flexibly



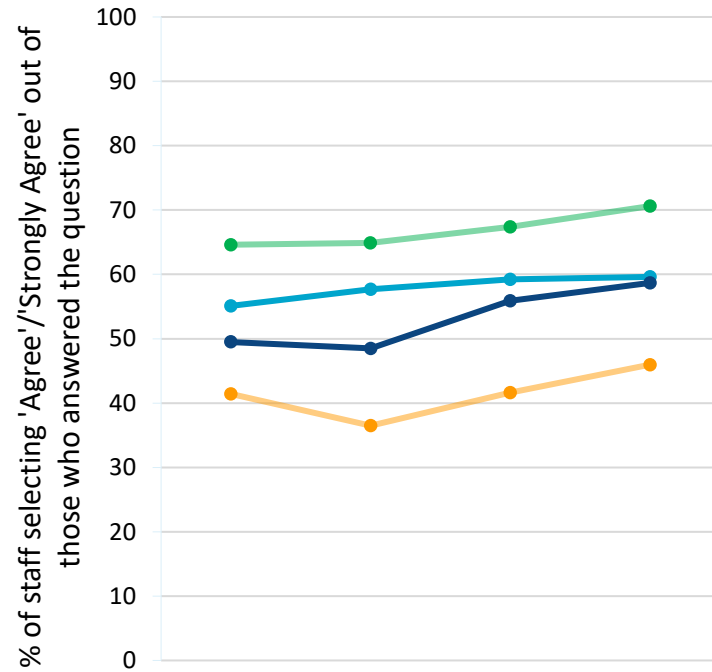
Questions included:

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

Flexible working – Q4d

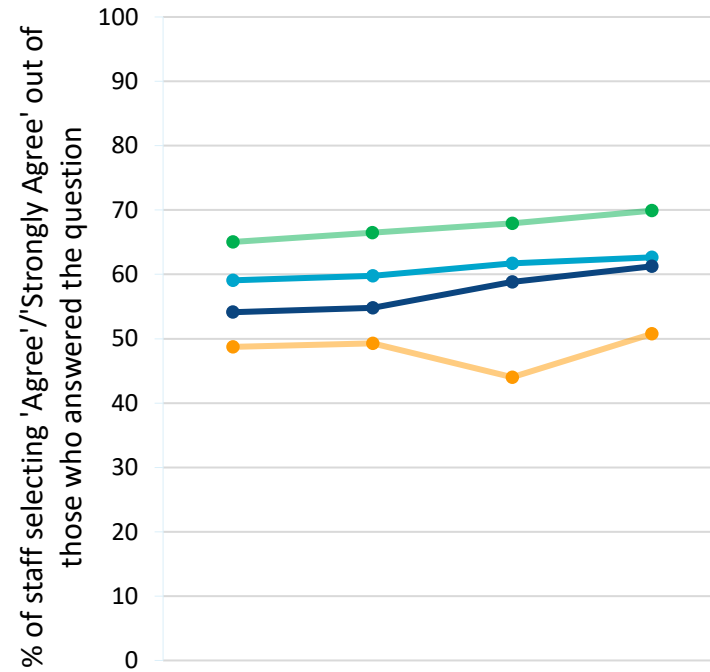


Q6b My organisation is committed to helping me balance my work and home life.



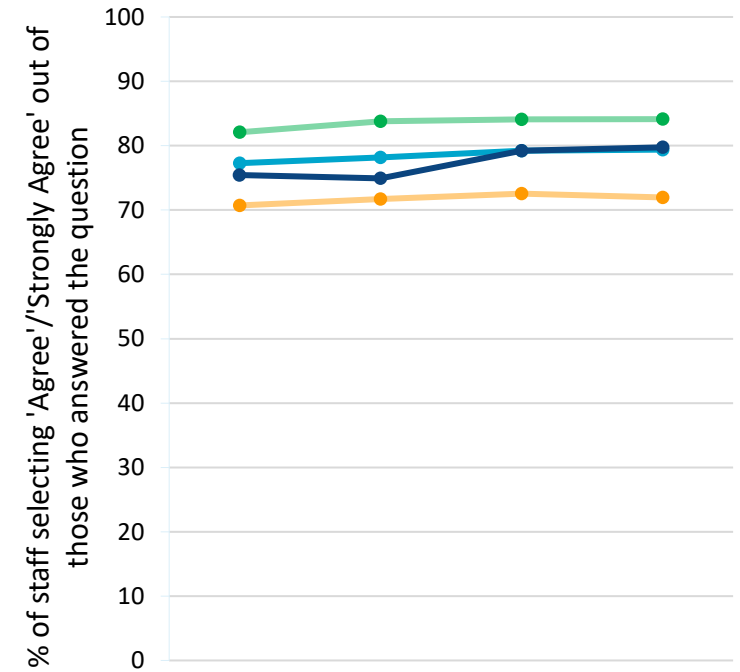
	2021	2022	2023	2024
Your org	49.50%	48.50%	55.91%	58.68%
Best result	64.61%	64.89%	67.39%	70.61%
Average result	55.10%	57.66%	59.23%	59.61%
Worst result	41.43%	36.49%	41.60%	45.97%
Responses	2191	2224	2387	2636

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



	2021	2022	2023	2024
Your org	54.12%	54.82%	58.81%	61.25%
Best result	65.03%	66.48%	67.91%	69.90%
Average result	59.08%	59.76%	61.72%	62.65%
Worst result	48.72%	49.29%	44.02%	50.75%
Responses	2195	2225	2386	2626

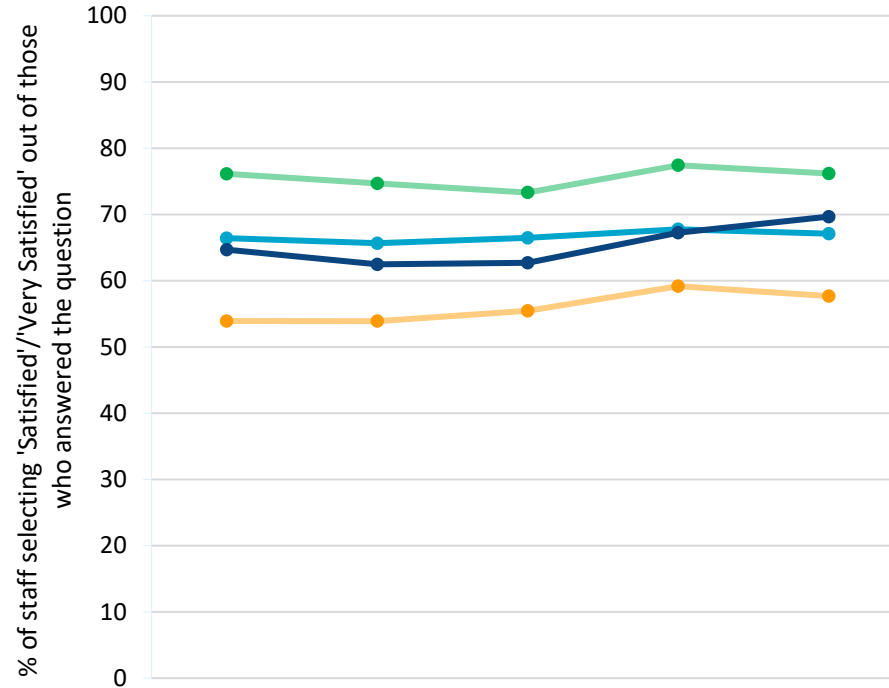
Q6d I can approach my immediate manager to talk openly about flexible working.



	2021	2022	2023	2024
Your org	75.43%	74.92%	79.23%	79.74%
Best result	82.09%	83.79%	84.09%	84.12%
Average result	77.28%	78.17%	79.23%	79.39%
Worst result	70.71%	71.71%	72.54%	71.97%
Responses	2195	2225	2386	2634

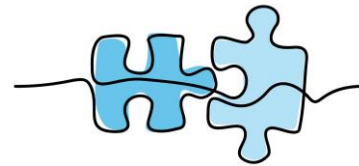


Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.



	2020	2021	2022	2023	2024
Your org	64.68%	62.48%	62.69%	67.24%	69.69%
Best result	76.13%	74.69%	73.31%	77.43%	76.20%
Average result	66.42%	65.67%	66.49%	67.76%	67.11%
Worst result	53.93%	53.89%	55.48%	59.17%	57.67%
Responses	1823	2193	2225	2380	2625

People Promise element – We are a team



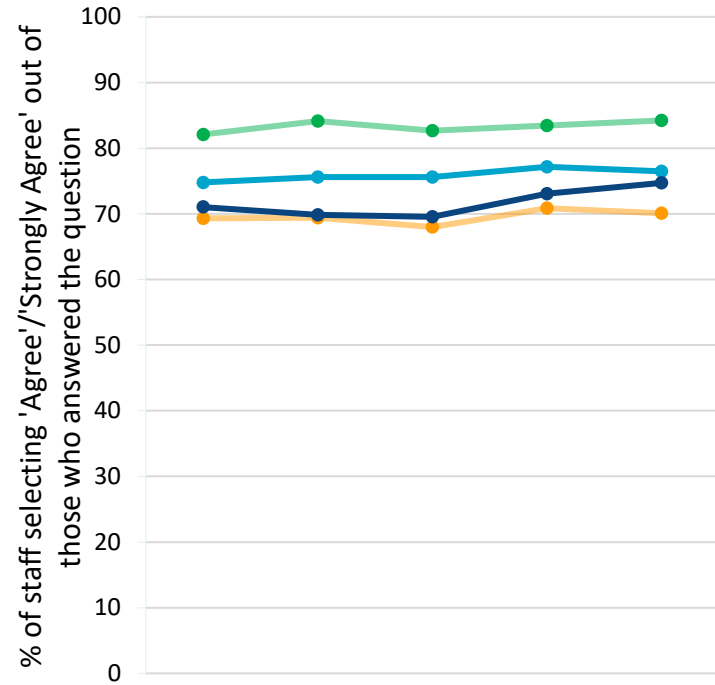
Questions included:

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

Line management – Q9a, Q9b, Q9c, Q9d

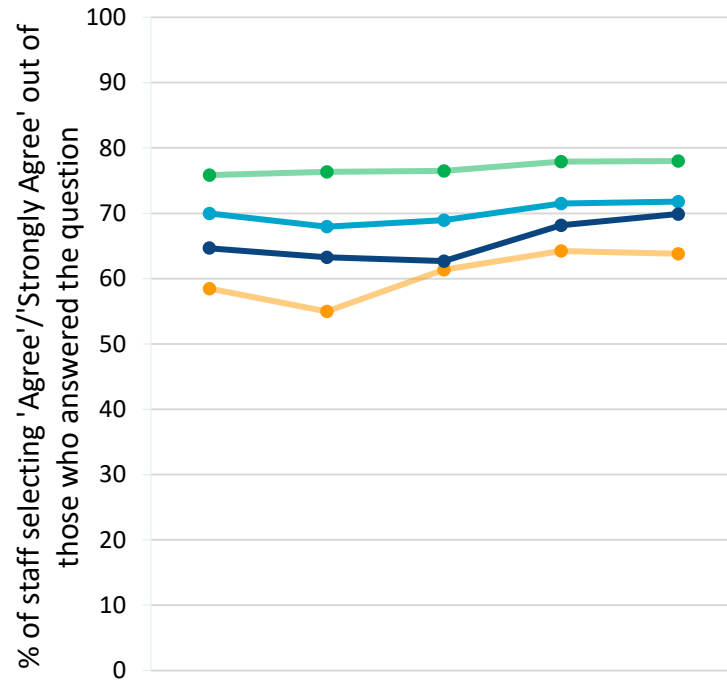


Q7a The team I work in has a set of shared objectives.



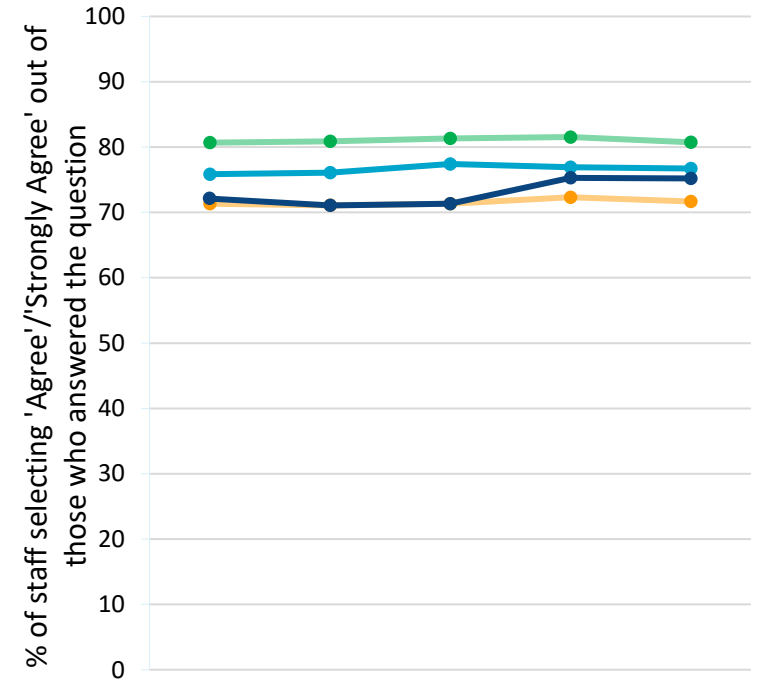
	2020	2021	2022	2023	2024
Your org	71.03%	69.83%	69.54%	73.06%	74.72%
Best result	82.09%	84.13%	82.65%	83.47%	84.23%
Average result	74.79%	75.62%	75.60%	77.16%	76.46%
Worst result	69.31%	69.41%	67.98%	70.85%	70.11%
Responses	1813	2181	2226	2386	2633

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



	2020	2021	2022	2023	2024
Your org	64.64%	63.27%	62.68%	68.19%	69.90%
Best result	75.85%	76.33%	76.50%	77.92%	78.00%
Average result	69.97%	67.95%	68.98%	71.52%	71.79%
Worst result	58.45%	54.98%	61.37%	64.23%	63.82%
Responses	1827	2182	2225	2386	2629

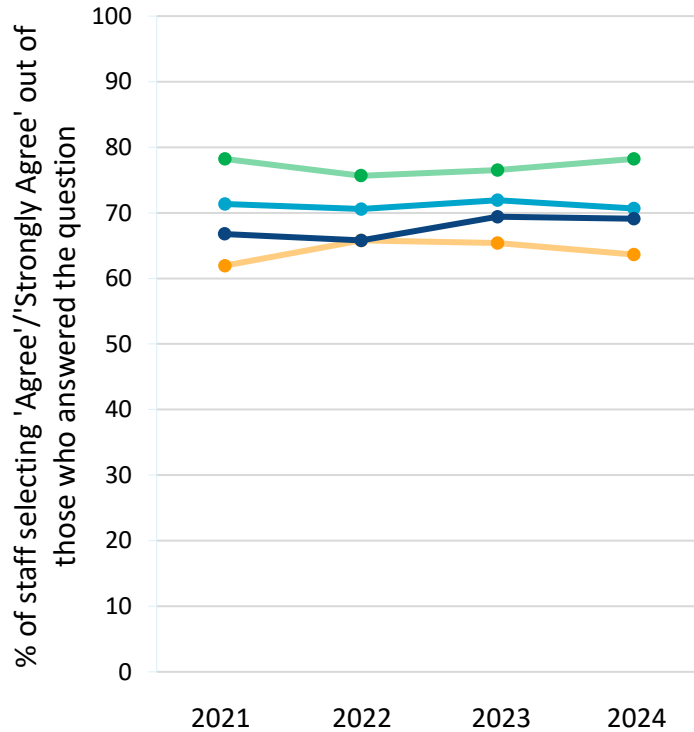
Q7c I receive the respect I deserve from my colleagues at work.



	2020	2021	2022	2023	2024
Your org	72.13%	71.07%	71.34%	75.29%	75.21%
Best result	80.68%	80.91%	81.34%	81.54%	80.72%
Average result	75.86%	76.07%	77.42%	76.92%	76.71%
Worst result	71.34%	71.07%	71.34%	72.33%	71.68%
Responses	1826	2185	2222	2386	2631

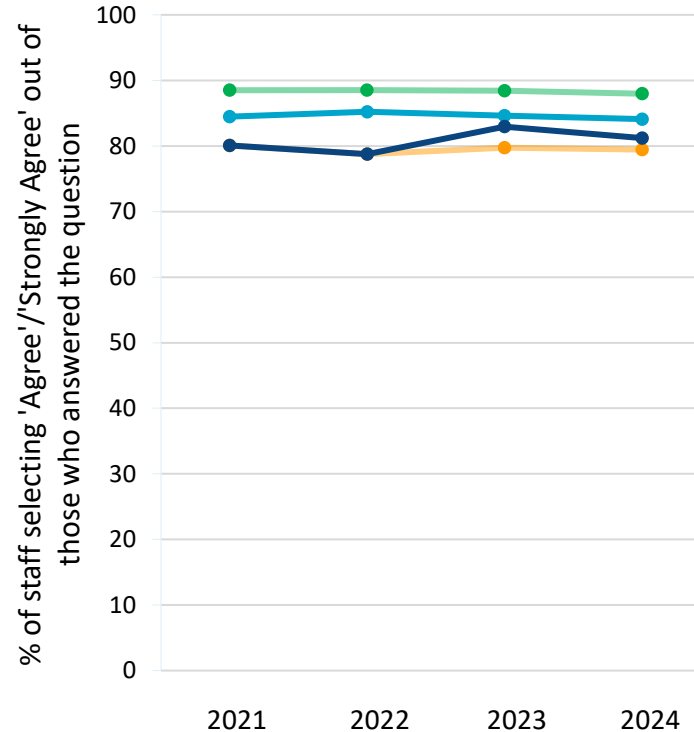


Q7d Team members understand each other's roles.



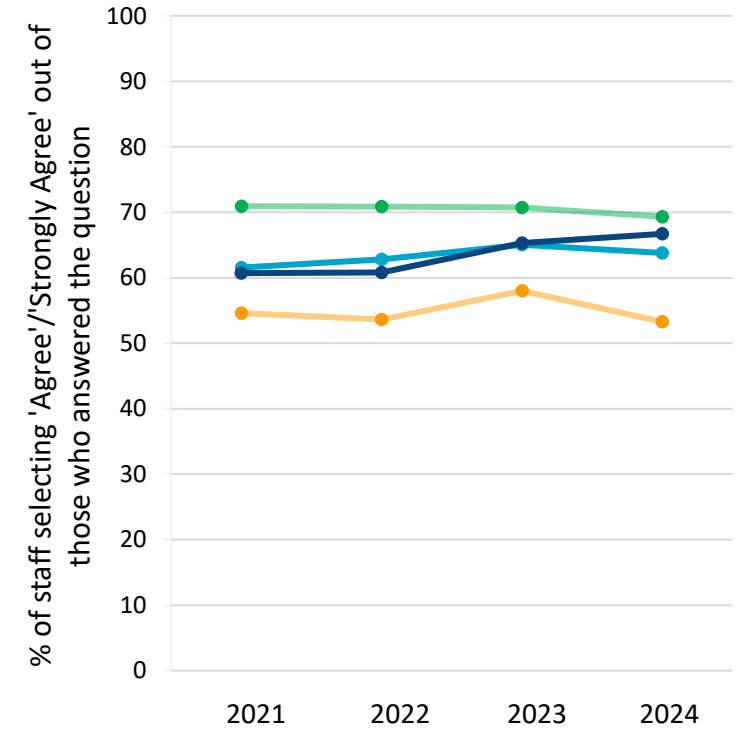
	2021	2022	2023	2024
Your org	66.77%	65.80%	69.41%	69.09%
Best result	78.22%	75.65%	76.54%	78.22%
Average result	71.34%	70.59%	71.92%	70.68%
Worst result	61.95%	65.80%	65.42%	63.66%
Responses	2186	2227	2385	2629

Q7e I enjoy working with the colleagues in my team.



	2021	2022	2023	2024
Your org	80.08%	78.76%	82.95%	81.22%
Best result	88.51%	88.52%	88.42%	87.97%
Average result	84.47%	85.22%	84.64%	84.10%
Worst result	80.08%	78.76%	79.76%	79.43%
Responses	2184	2227	2382	2630

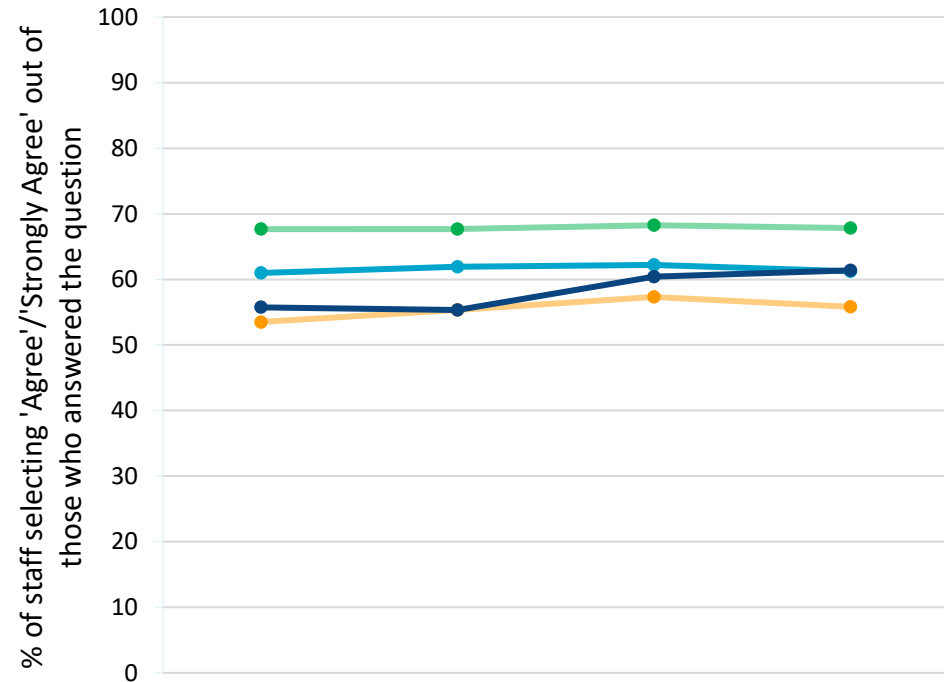
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023	2024
Your org	60.71%	60.82%	65.29%	66.71%
Best result	70.94%	70.87%	70.72%	69.33%
Average result	61.57%	62.84%	65.04%	63.82%
Worst result	54.62%	53.63%	58.01%	53.27%
Responses	2184	2227	2384	2622

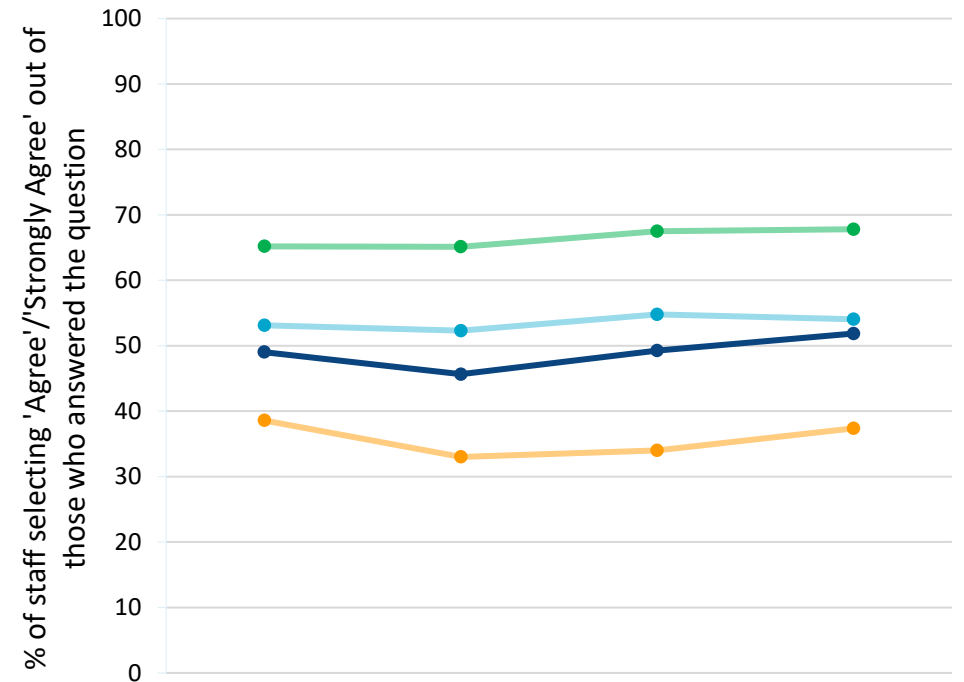


Q7g In my team disagreements are dealt with constructively.



	2021	2022	2023	2024
Your org	55.74%	55.33%	60.43%	61.38%
Best result	67.66%	67.67%	68.26%	67.82%
Average result	60.98%	61.94%	62.20%	61.26%
Worst result	53.51%	55.33%	57.32%	55.83%
Responses	2184	2225	2384	2630

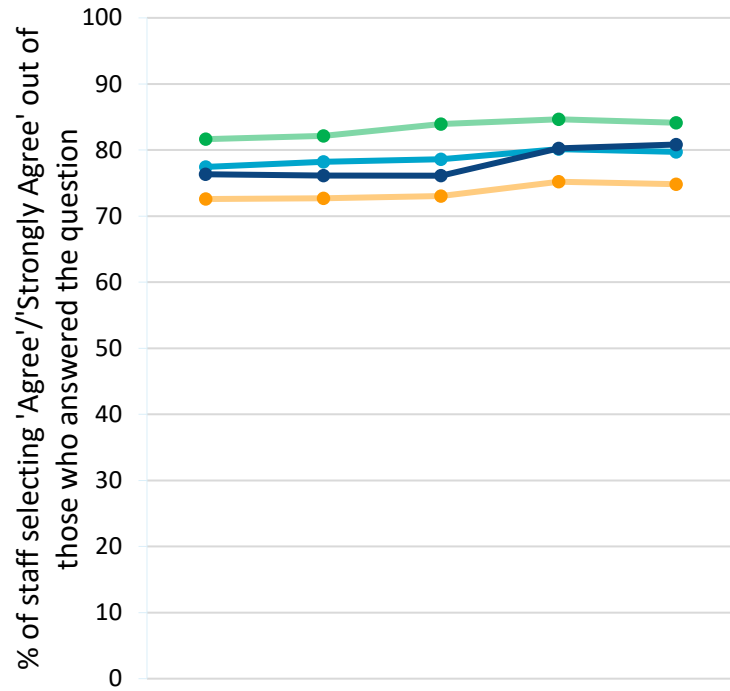
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Your org	49.02%	45.66%	49.26%	51.87%
Best result	65.19%	65.12%	67.51%	67.81%
Average result	53.10%	52.31%	54.79%	54.05%
Worst result	38.58%	33.01%	34.00%	37.38%
Responses	2182	2223	2387	2631



Q9a My immediate manager encourages me at work.

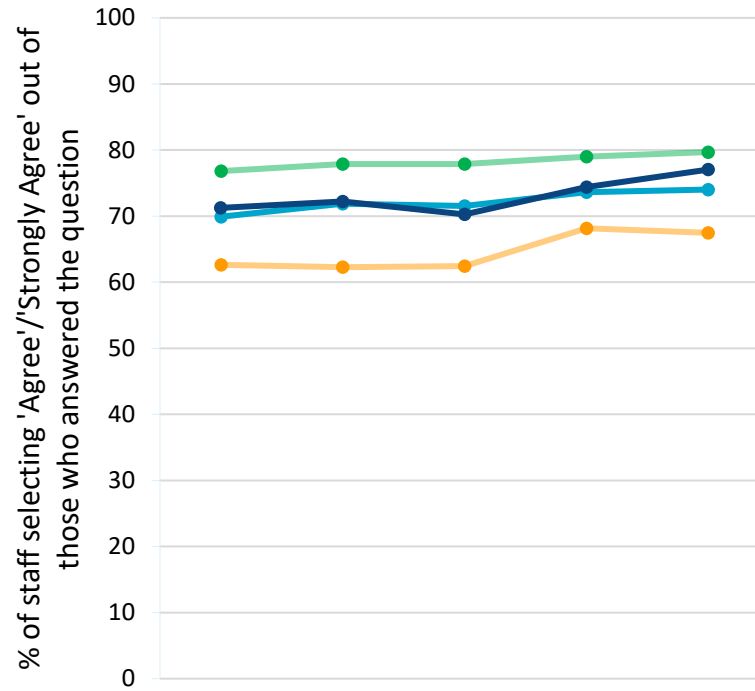


2020 2021 2022 2023 2024

Your org	76.32%	76.15%	76.12%	80.27%	80.83%
Best result	81.65%	82.16%	83.95%	84.65%	84.13%
Average result	77.44%	78.24%	78.61%	80.13%	79.73%
Worst result	72.59%	72.72%	73.03%	75.20%	74.85%

Responses 1812 2178 2226 2387 2640

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

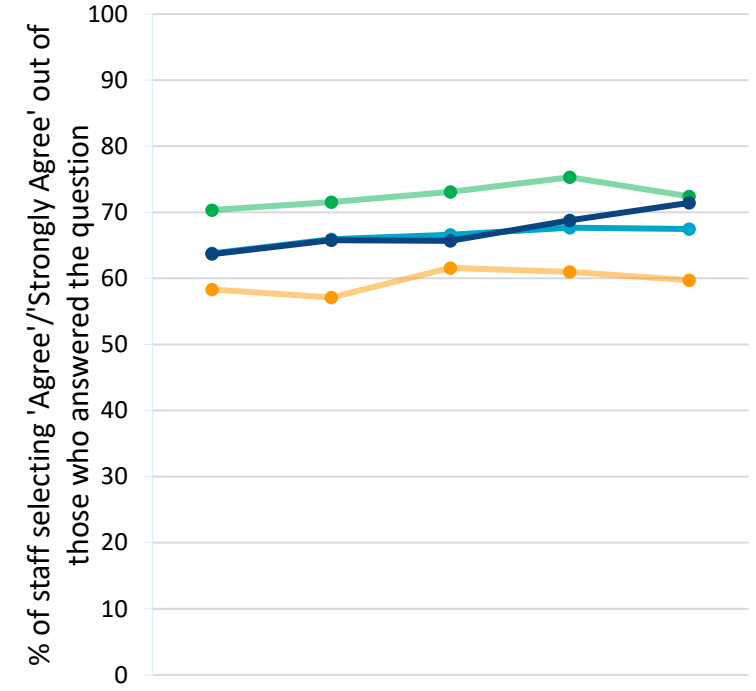


2020 2021 2022 2023 2024

Your org	71.23%	72.23%	70.26%	74.40%	77.04%
Best result	76.81%	77.87%	77.86%	79.00%	79.69%
Average result	69.91%	71.86%	71.56%	73.60%	74.02%
Worst result	62.62%	62.27%	62.44%	68.15%	67.47%

Responses 1813 2177 2219 2378 2638

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



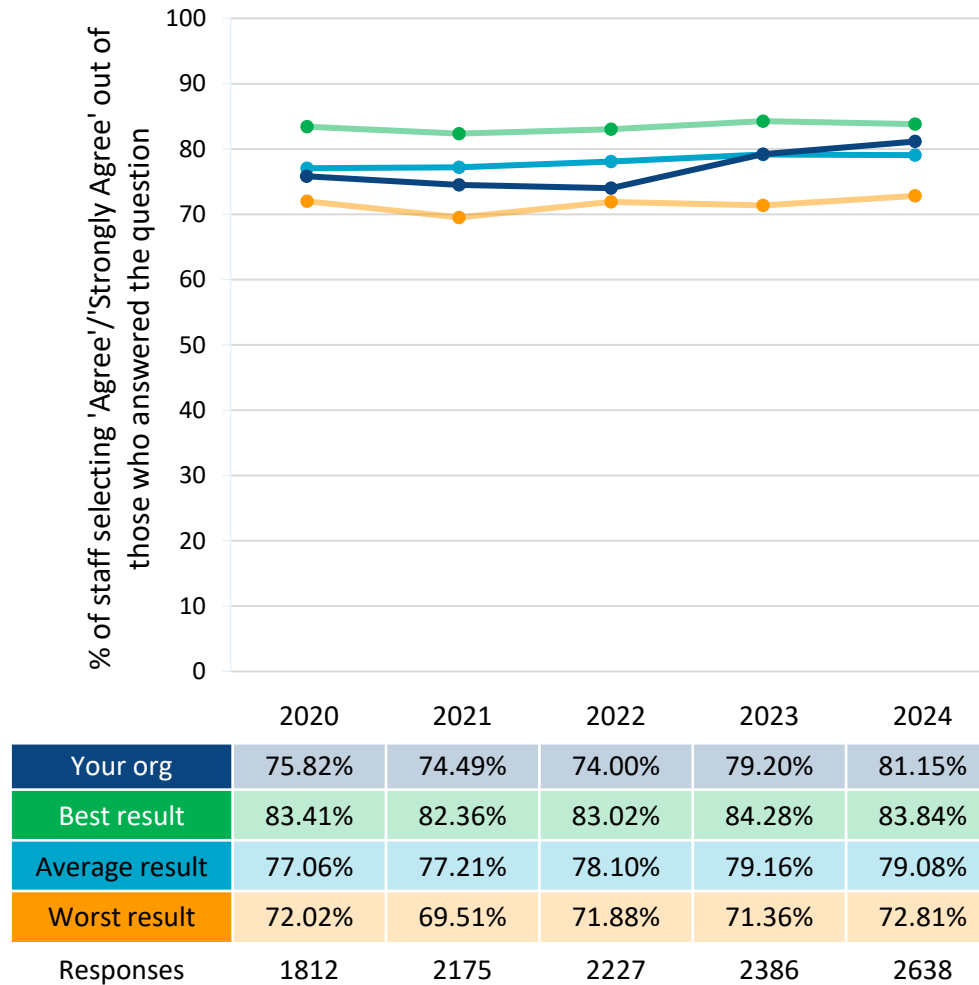
2020 2021 2022 2023 2024

Your org	63.67%	65.79%	65.69%	68.77%	71.43%
Best result	70.36%	71.54%	73.08%	75.31%	72.42%
Average result	63.78%	65.92%	66.61%	67.68%	67.49%
Worst result	58.34%	57.11%	61.59%	60.97%	59.74%

Responses 1813 2169 2224 2386 2634



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



Theme – Staff engagement



Questions included:

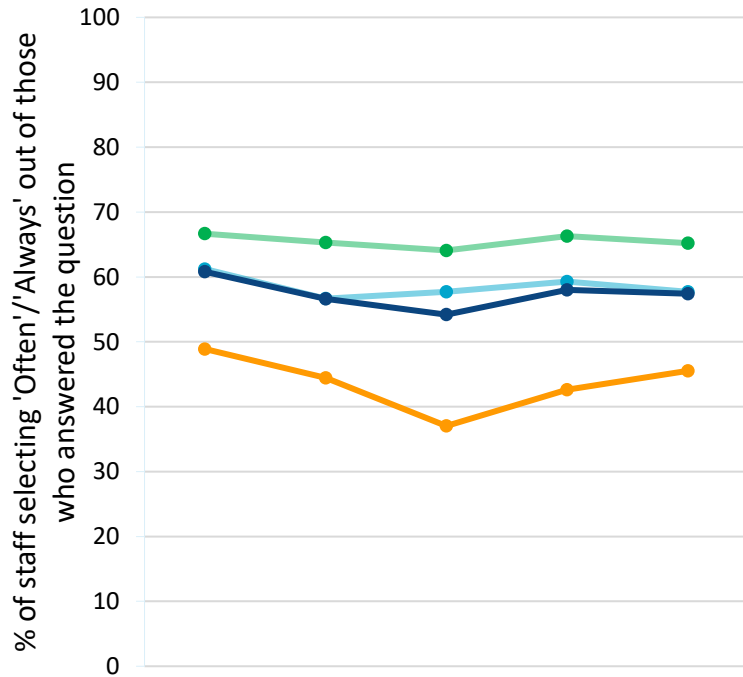
Motivation – Q2a, Q2b, Q2c

Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d

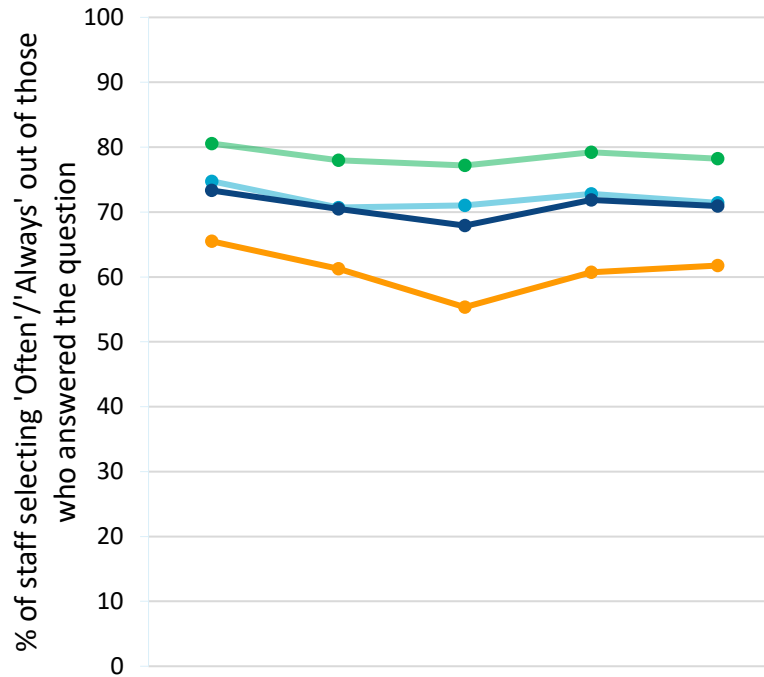


Q2a I look forward to going to work.



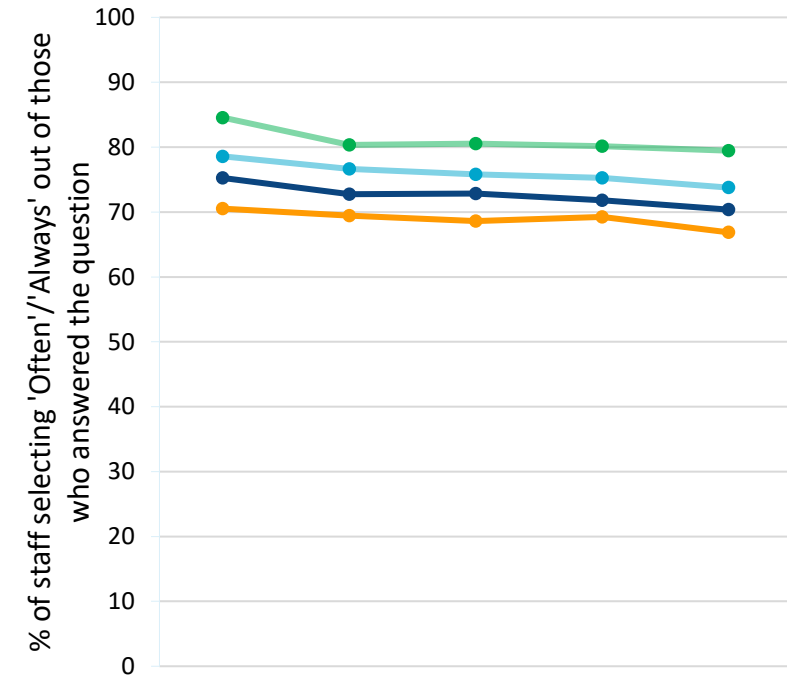
	2020	2021	2022	2023	2024
Your org	60.79%	56.62%	54.18%	57.99%	57.42%
Best result	66.66%	65.31%	64.08%	66.26%	65.19%
Average result	61.22%	56.65%	57.69%	59.31%	57.71%
Worst result	48.89%	44.45%	37.03%	42.61%	45.55%
Responses	1842	2207	2222	2378	2623

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
Your org	73.31%	70.49%	67.91%	71.88%	70.94%
Best result	80.55%	77.96%	77.18%	79.19%	78.22%
Average result	74.75%	70.70%	71.03%	72.81%	71.44%
Worst result	65.49%	61.28%	55.34%	60.71%	61.74%
Responses	1834	2189	2200	2356	2598

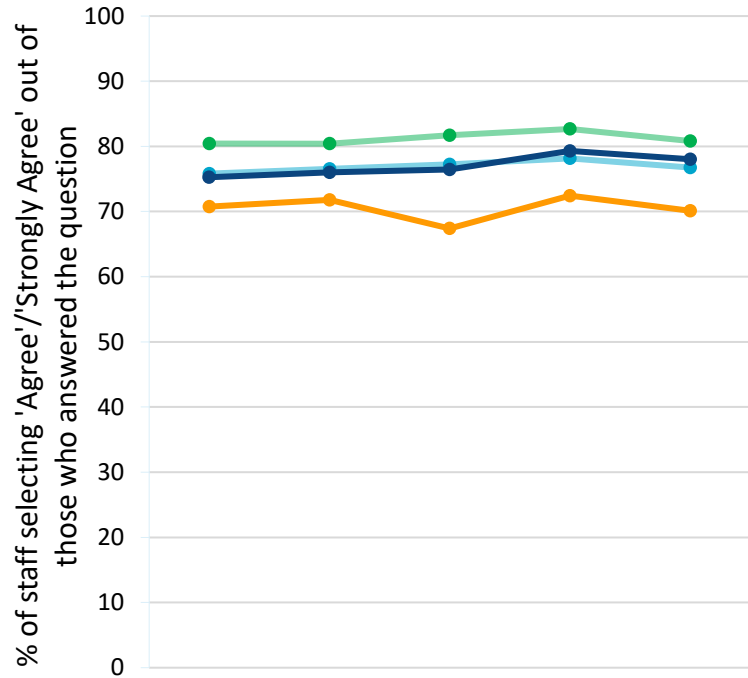
Q2c Time passes quickly when I am working.



	2020	2021	2022	2023	2024
Your org	75.25%	72.77%	72.83%	71.82%	70.37%
Best result	84.56%	80.33%	80.53%	80.16%	79.45%
Average result	78.59%	76.62%	75.80%	75.27%	73.76%
Worst result	70.52%	69.47%	68.62%	69.22%	66.87%
Responses	1827	2194	2203	2350	2597

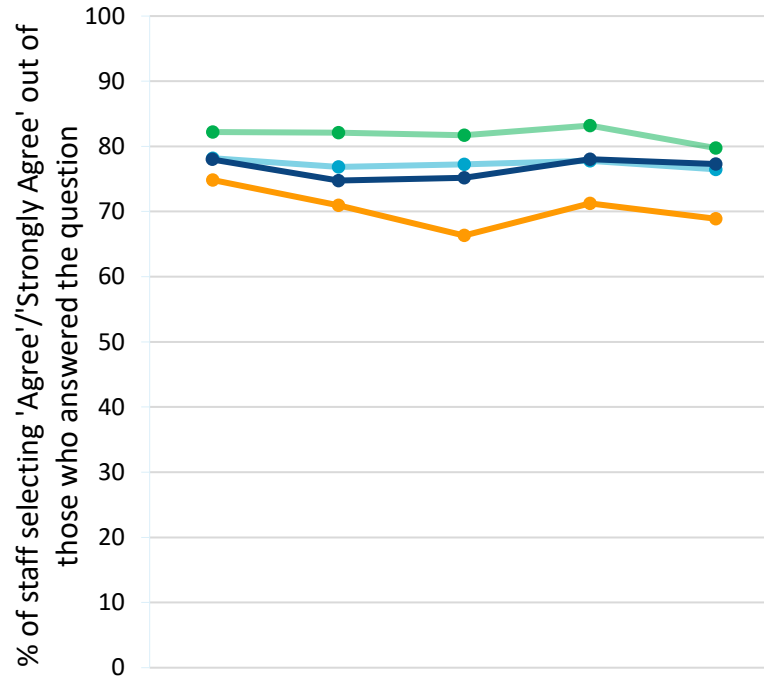


Q3c There are frequent opportunities for me to show initiative in my role.



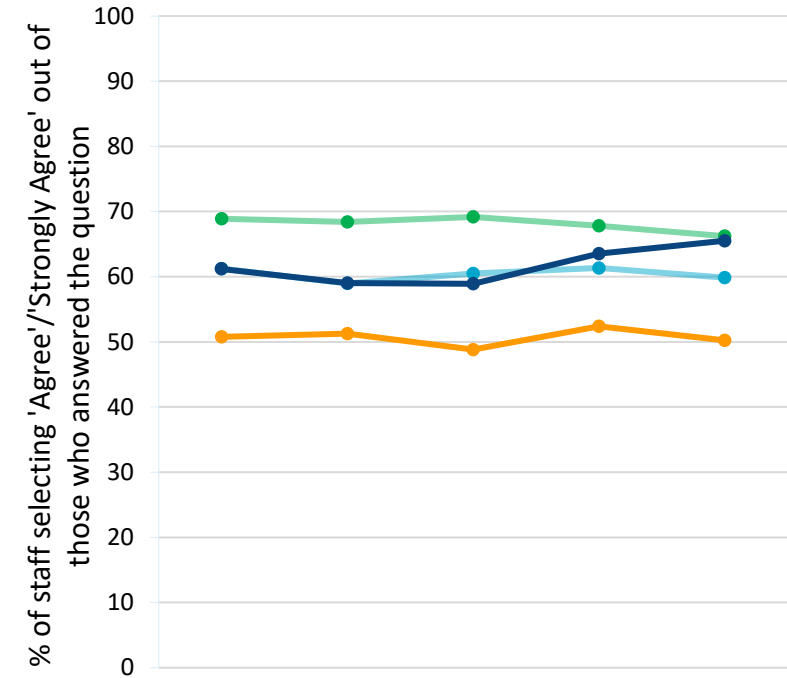
	2020	2021	2022	2023	2024
Your org	75.26%	76.04%	76.45%	79.31%	78.05%
Best result	80.43%	80.41%	81.72%	82.67%	80.84%
Average result	75.82%	76.58%	77.23%	78.15%	76.77%
Worst result	70.77%	71.78%	67.40%	72.44%	70.11%
Responses	1831	2207	2226	2381	2633

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



	2020	2021	2022	2023	2024
Your org	78.00%	74.76%	75.19%	78.03%	77.27%
Best result	82.20%	82.10%	81.71%	83.20%	79.74%
Average result	78.19%	76.85%	77.25%	77.80%	76.48%
Worst result	74.84%	70.93%	66.32%	71.27%	68.90%
Responses	1829	2207	2226	2387	2623

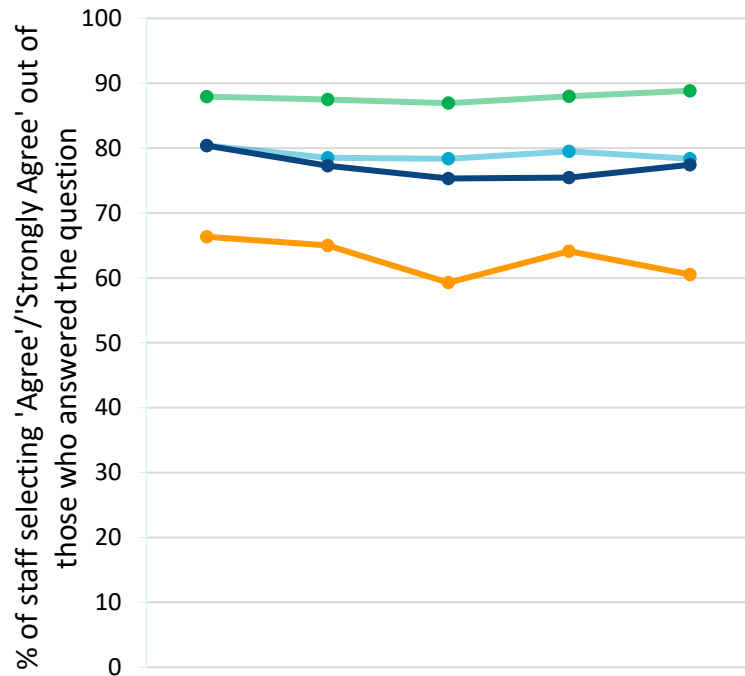
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
Your org	61.20%	59.00%	58.91%	63.53%	65.52%
Best result	68.92%	68.39%	69.17%	67.79%	66.22%
Average result	61.22%	58.96%	60.50%	61.35%	59.86%
Worst result	50.79%	51.26%	48.82%	52.39%	50.22%
Responses	1823	2202	2221	2382	2620

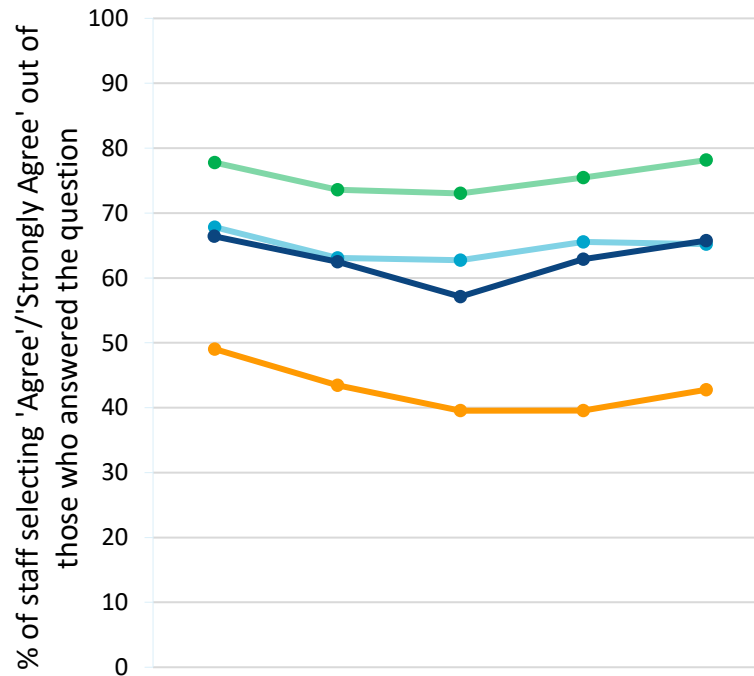


Q25a Care of patients / service users is my organisation's top priority.



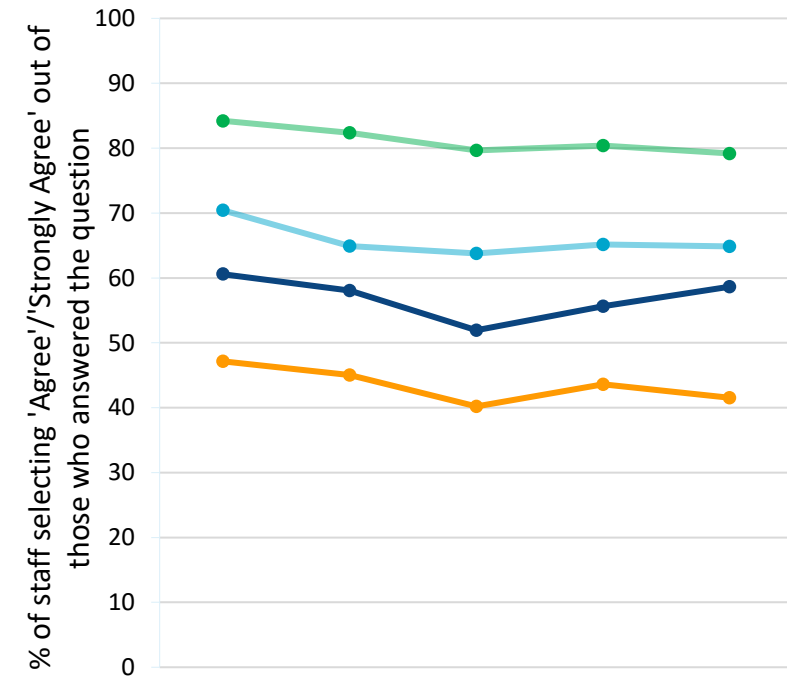
	2020	2021	2022	2023	2024
Your org	80.39%	77.26%	75.33%	75.45%	77.43%
Best result	87.93%	87.48%	86.93%	88.01%	88.84%
Average result	80.41%	78.52%	78.35%	79.50%	78.36%
Worst result	66.34%	64.99%	59.27%	64.13%	60.51%
Responses	1790	2145	2217	2380	2633

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



	2020	2021	2022	2023	2024
Your org	66.40%	62.48%	57.11%	62.87%	65.73%
Best result	77.76%	73.57%	73.02%	75.47%	78.15%
Average result	67.83%	63.10%	62.73%	65.57%	65.21%
Worst result	49.05%	43.47%	39.54%	39.56%	42.78%
Responses	1789	2141	2216	2380	2623

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	60.57%	58.06%	51.94%	55.62%	58.63%
Best result	84.21%	82.37%	79.63%	80.42%	79.18%
Average result	70.41%	64.93%	63.77%	65.13%	64.84%
Worst result	47.14%	45.06%	40.20%	43.61%	41.55%
Responses	1787	2142	2216	2378	2623

Theme - Morale



Questions included:

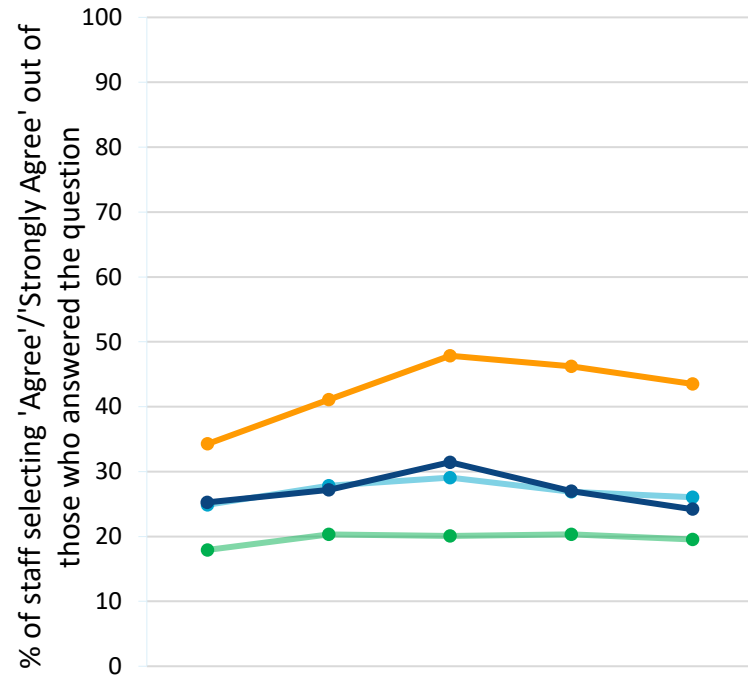
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

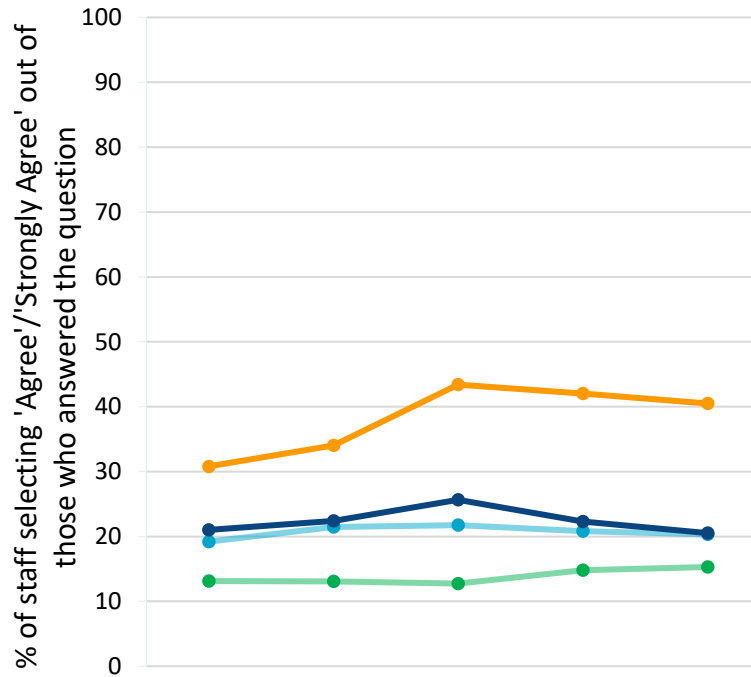


Q26a I often think about leaving this organisation.



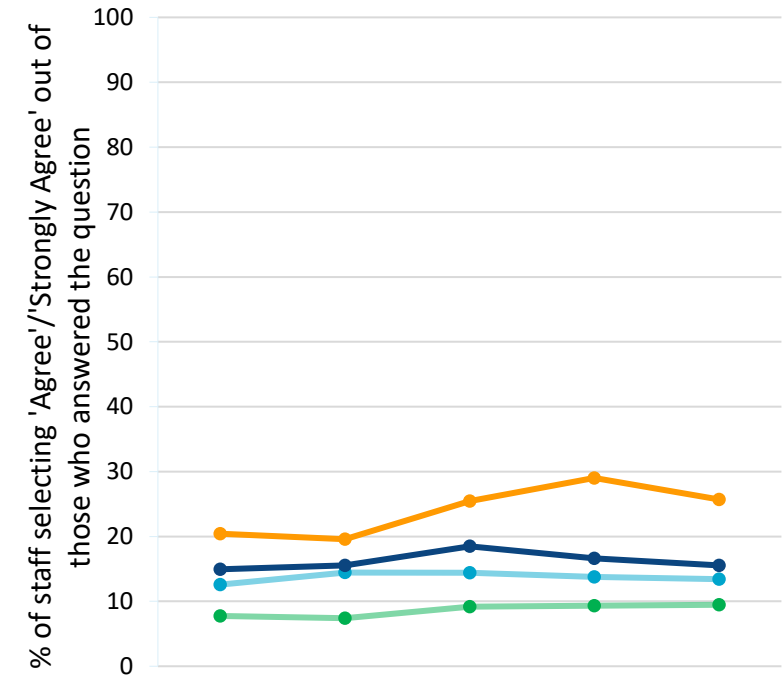
	2020	2021	2022	2023	2024
Your org	25.25%	27.20%	31.44%	27.00%	24.20%
Best result	17.92%	20.31%	20.10%	20.30%	19.52%
Average result	24.88%	27.84%	29.07%	26.89%	26.04%
Worst result	34.26%	41.07%	47.85%	46.24%	43.50%
Responses	1787	2140	2211	2378	2638

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



	2020	2021	2022	2023	2024
Your org	21.01%	22.39%	25.65%	22.29%	20.52%
Best result	13.13%	13.06%	12.74%	14.81%	15.29%
Average result	19.20%	21.44%	21.74%	20.81%	20.35%
Worst result	30.80%	34.04%	43.40%	42.04%	40.51%
Responses	1786	2140	2211	2377	2628

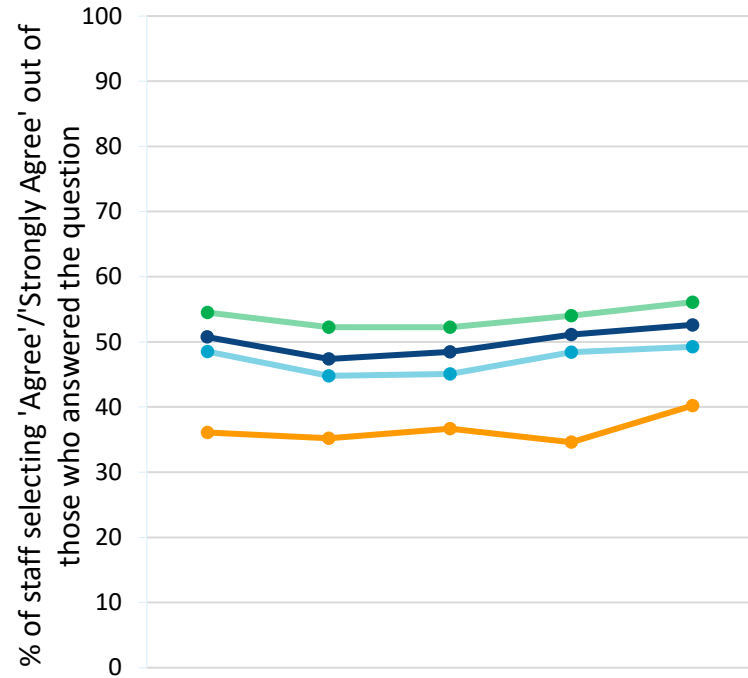
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
Your org	14.94%	15.52%	18.48%	16.61%	15.53%
Best result	7.77%	7.40%	9.18%	9.32%	9.47%
Average result	12.58%	14.44%	14.40%	13.77%	13.43%
Worst result	20.43%	19.58%	25.45%	29.02%	25.72%
Responses	1784	2140	2208	2376	2621

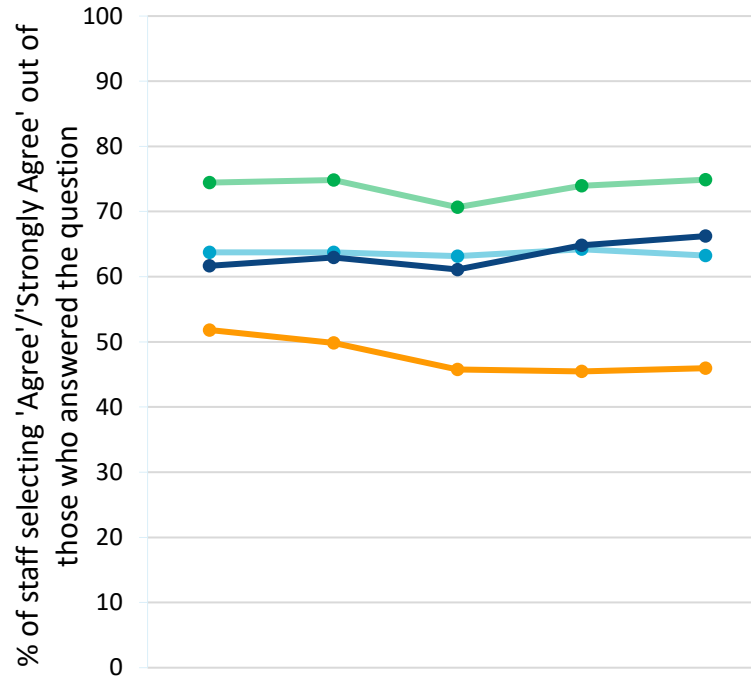


Q3g I am able to meet all the conflicting demands on my time at work.



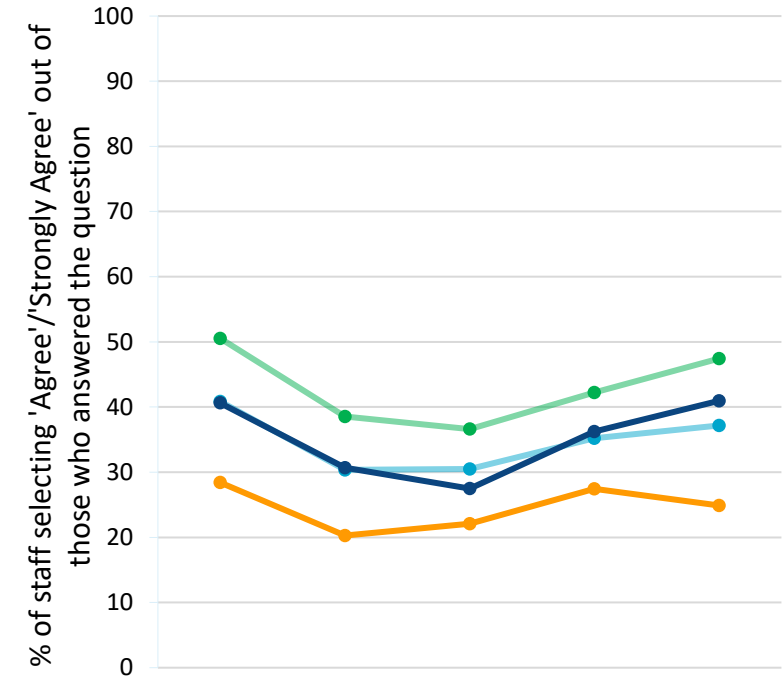
	2020	2021	2022	2023	2024
Your org	50.74%	47.38%	48.47%	51.11%	52.61%
Best result	54.53%	52.25%	52.26%	54.00%	56.10%
Average result	48.49%	44.79%	45.08%	48.39%	49.24%
Worst result	36.08%	35.22%	36.65%	34.60%	40.22%
Responses	1817	2203	2225	2376	2616

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



	2020	2021	2022	2023	2024
Your org	61.65%	62.97%	61.11%	64.84%	66.23%
Best result	74.46%	74.84%	70.66%	73.98%	74.89%
Average result	63.75%	63.75%	63.16%	64.21%	63.23%
Worst result	51.82%	49.83%	45.77%	45.47%	45.98%
Responses	1819	2202	2225	2385	2619

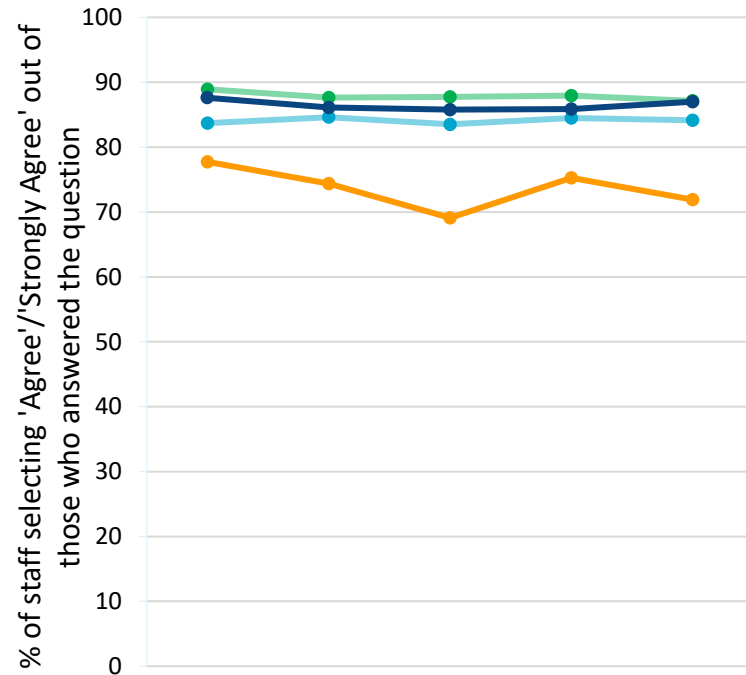
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
Your org	40.62%	30.69%	27.48%	36.26%	40.95%
Best result	50.54%	38.52%	36.61%	42.25%	47.43%
Average result	40.86%	30.37%	30.50%	35.21%	37.16%
Worst result	28.41%	20.28%	22.10%	27.43%	24.91%
Responses	1826	2205	2224	2383	2636

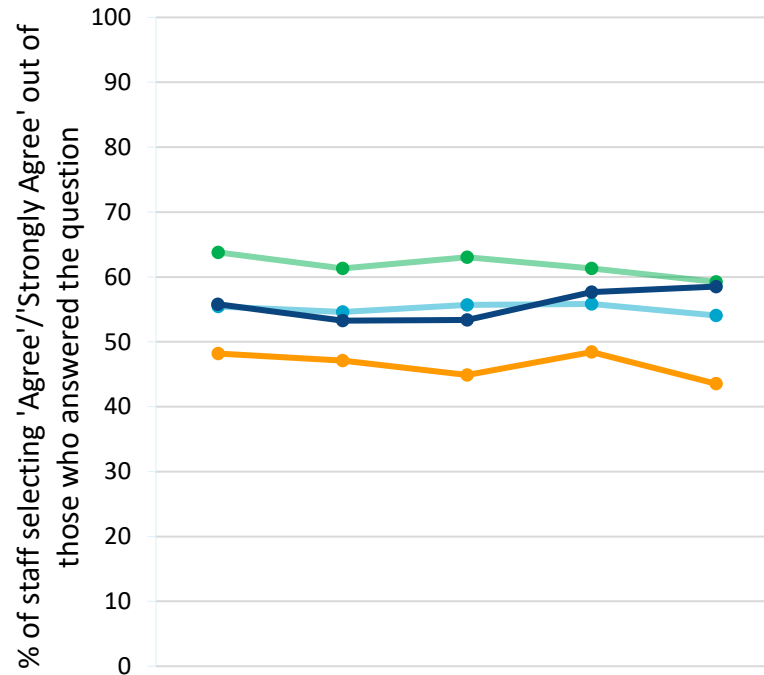


Q3a I always know what my work responsibilities are.



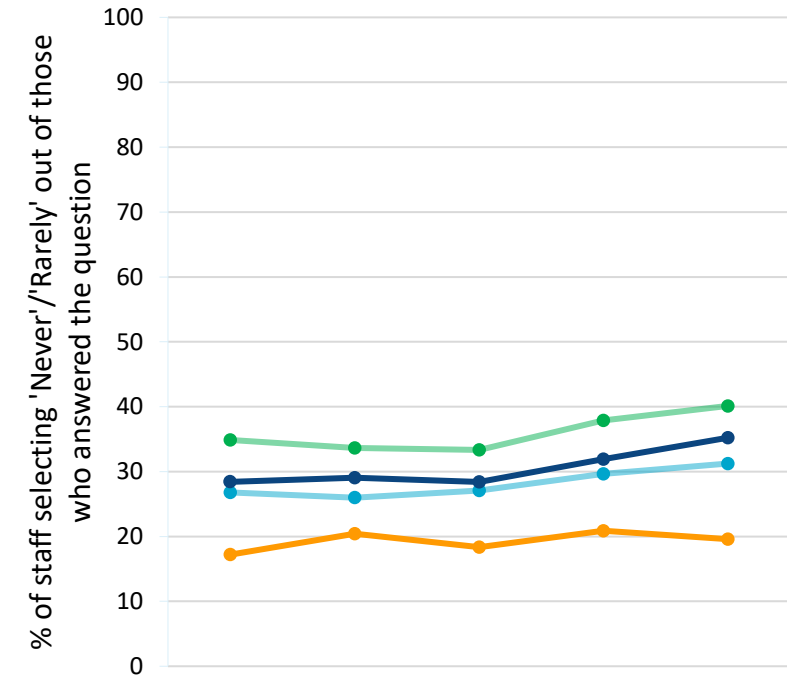
	2020	2021	2022	2023	2024
Your org	87.60%	86.11%	85.78%	85.86%	87.00%
Best result	88.92%	87.63%	87.74%	87.94%	87.13%
Average result	83.70%	84.61%	83.52%	84.49%	84.14%
Worst result	77.73%	74.36%	69.10%	75.26%	71.93%
Responses	1843	2201	2223	2389	2639

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



	2020	2021	2022	2023	2024
Your org	55.77%	53.26%	53.36%	57.67%	58.51%
Best result	63.78%	61.31%	63.06%	61.30%	59.23%
Average result	55.45%	54.62%	55.67%	55.83%	54.06%
Worst result	48.18%	47.12%	44.88%	48.42%	43.54%
Responses	1828	2202	2228	2383	2627

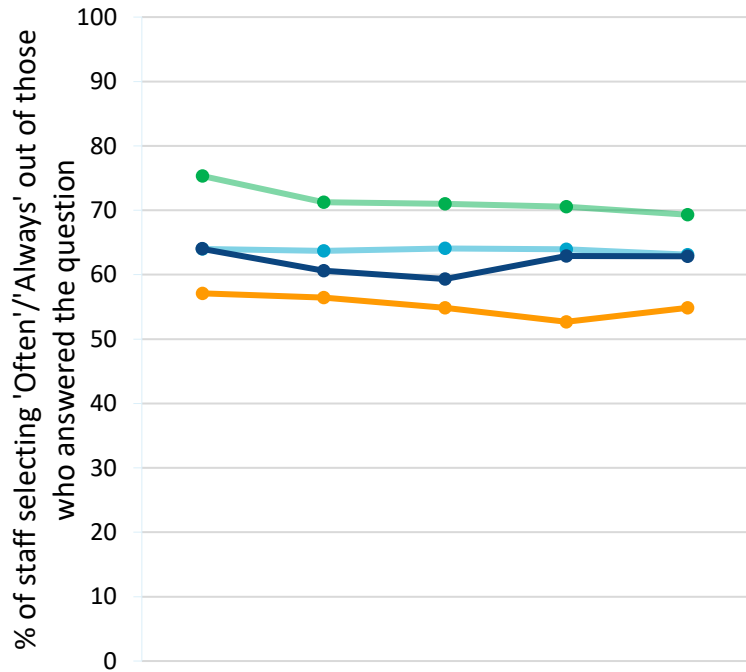
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
Your org	28.44%	29.07%	28.40%	31.92%	35.22%
Best result	34.87%	33.62%	33.34%	37.88%	40.12%
Average result	26.78%	25.98%	27.11%	29.67%	31.24%
Worst result	17.20%	20.41%	18.34%	20.88%	19.58%
Responses	1821	2180	2218	2384	2632

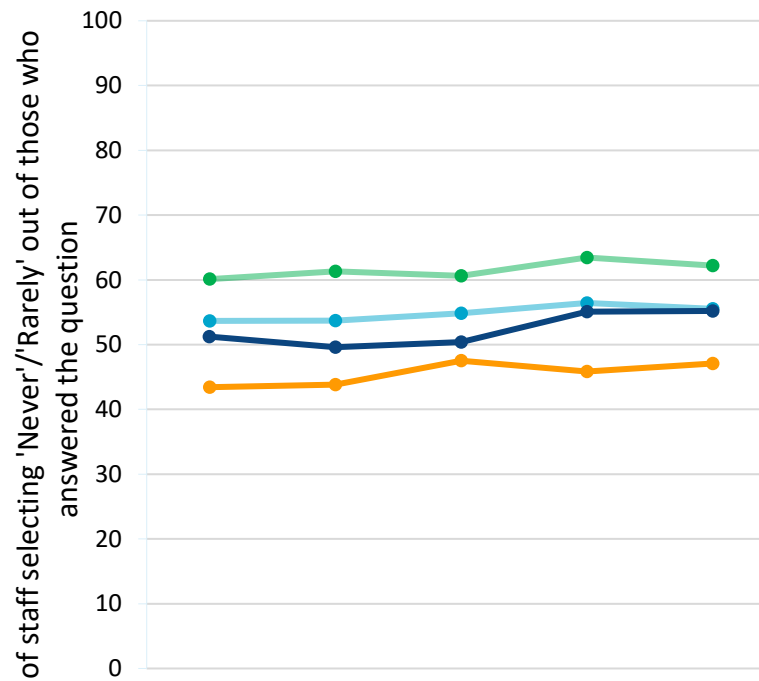


Q5b I have a choice in deciding how to do my work.



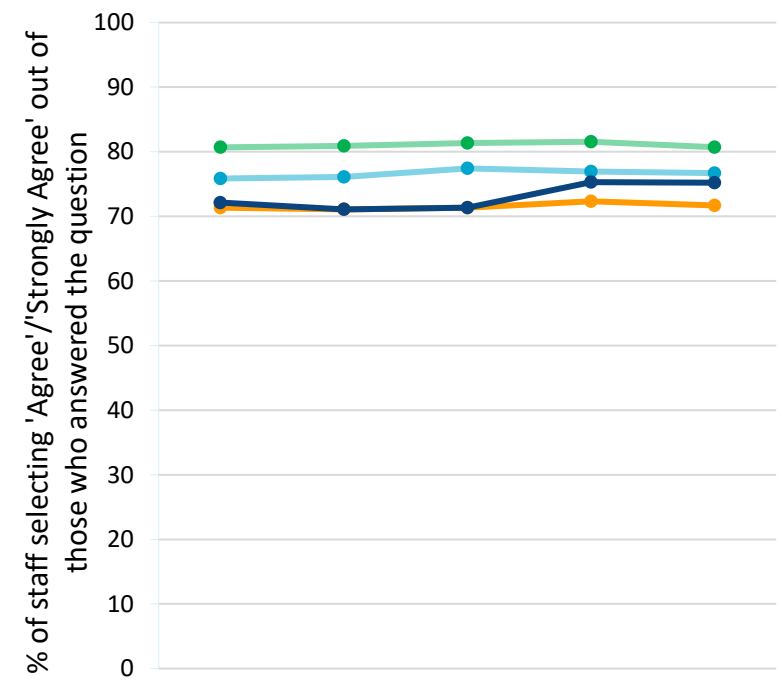
	2020	2021	2022	2023	2024
Your org	64.00%	60.59%	59.33%	62.90%	62.86%
Best result	75.32%	71.25%	71.00%	70.53%	69.31%
Average result	64.00%	63.70%	64.07%	63.94%	63.11%
Worst result	57.10%	56.45%	54.86%	52.68%	54.86%
Responses	1822	2190	2220	2386	2635

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
Your org	51.23%	49.60%	50.39%	55.08%	55.20%
Best result	60.11%	61.31%	60.61%	63.45%	62.20%
Average result	53.67%	53.70%	54.84%	56.44%	55.54%
Worst result	43.43%	43.81%	47.51%	45.84%	47.11%
Responses	1821	2190	2222	2381	2629

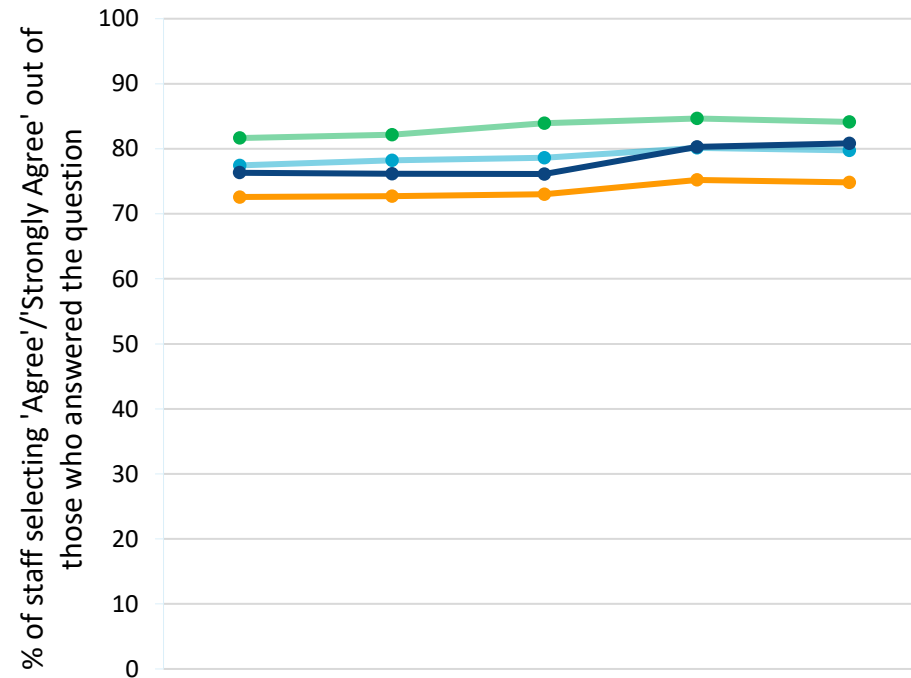
Q7c I receive the respect I deserve from my colleagues at work.



	2020	2021	2022	2023	2024
Your org	72.13%	71.07%	71.34%	75.29%	75.21%
Best result	80.68%	80.91%	81.34%	81.54%	80.72%
Average result	75.86%	76.07%	77.42%	76.92%	76.71%
Worst result	71.34%	71.07%	71.34%	72.33%	71.68%
Responses	1826	2185	2222	2386	2631



Q9a My immediate manager encourages me at work.



	2020	2021	2022	2023	2024
Your org	76.32%	76.15%	76.12%	80.27%	80.83%
Best result	81.65%	82.16%	83.95%	84.65%	84.13%
Average result	77.44%	78.24%	78.61%	80.13%	79.73%
Worst result	72.59%	72.72%	73.03%	75.20%	74.85%
Responses	1812	2178	2226	2387	2640

Questions not linked to People Promise elements or themes

Questions included:*

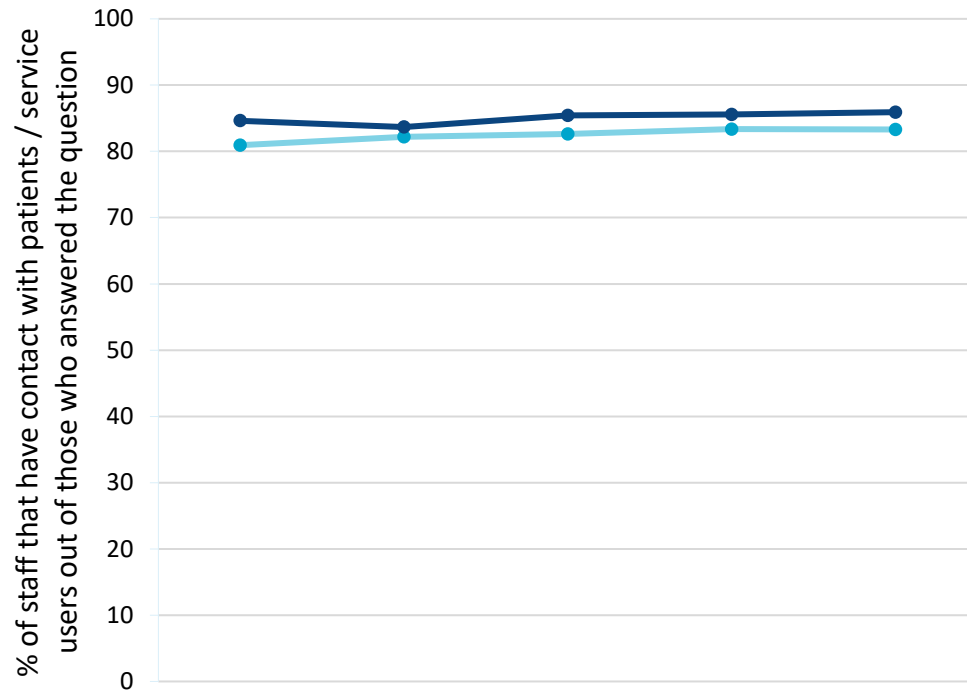
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

*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?

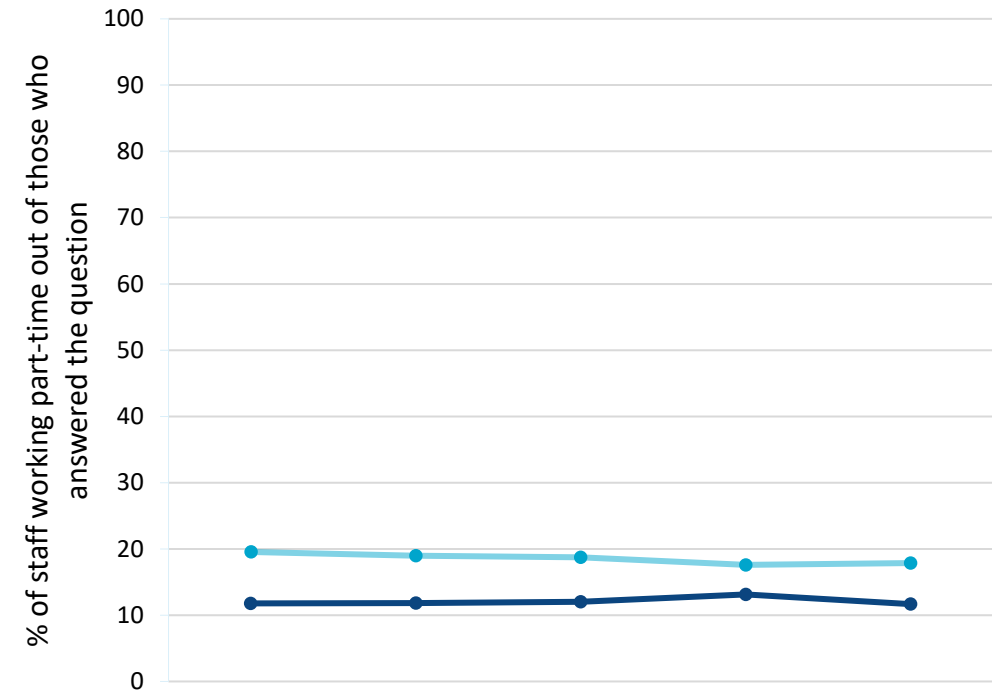


2020 2021 2022 2023 2024

Your org	84.63%	83.67%	85.44%	85.56%	85.91%
Average	80.93%	82.21%	82.64%	83.36%	83.33%

Responses 1854 2217 2218 2382 2634

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



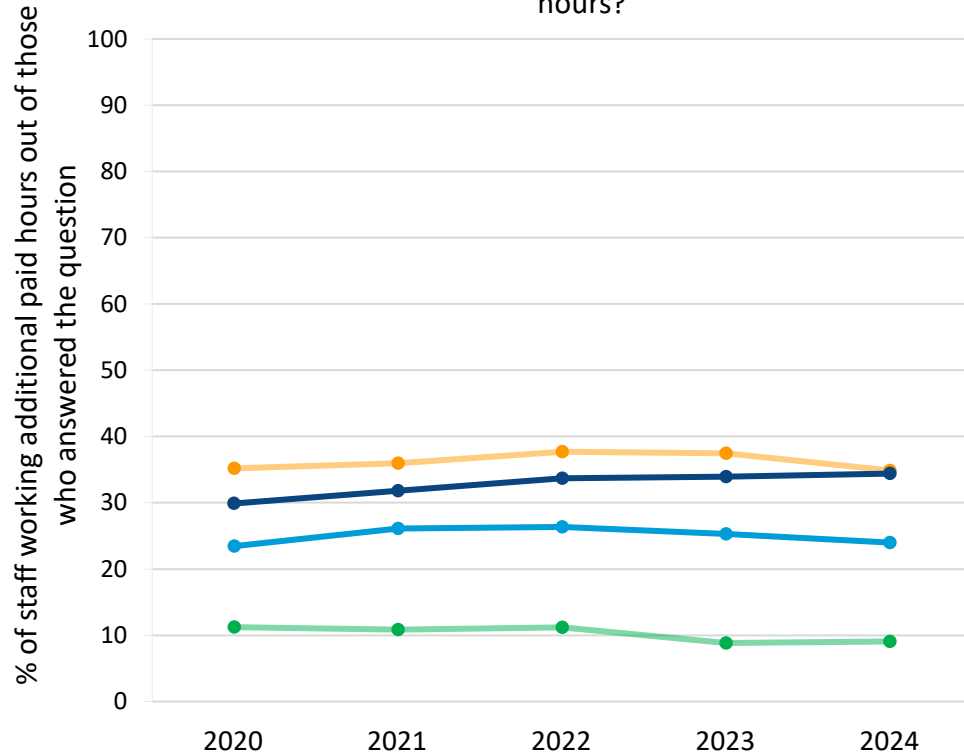
2020 2021 2022 2023 2024

Your org	11.76%	11.84%	12.01%	13.13%	11.67%
Average	19.54%	18.96%	18.74%	17.59%	17.87%

Responses 1785 2112 2164 2338 2399



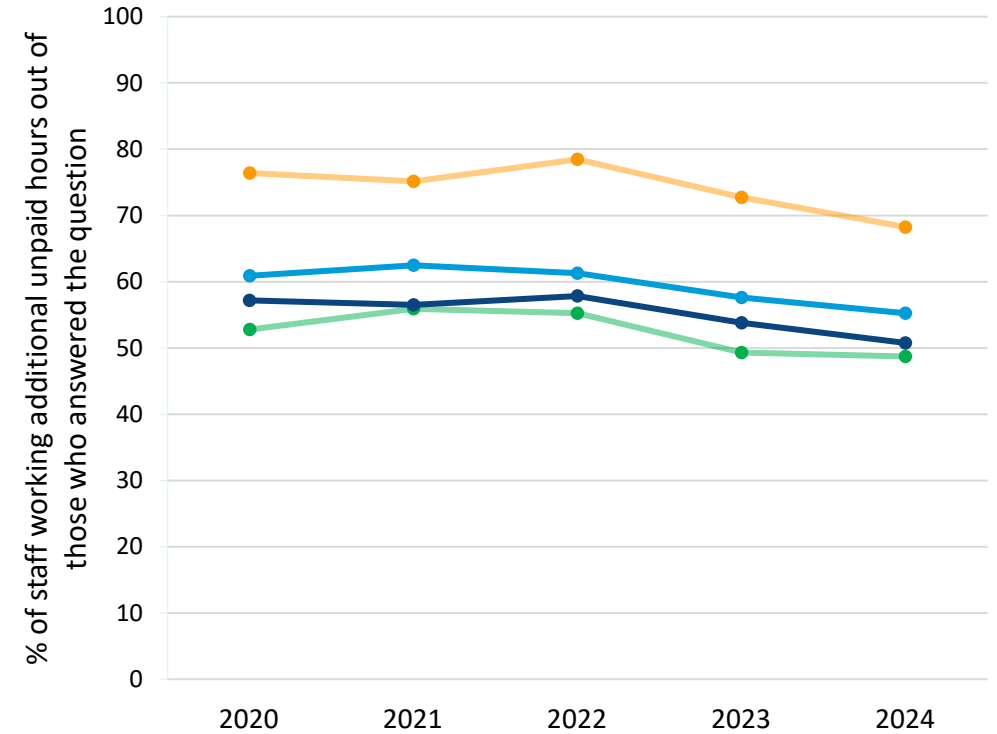
Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
Your org	29.89%	31.79%	33.69%	33.91%	34.39%
Lowest	11.22%	10.83%	11.18%	8.83%	9.08%
Average	23.45%	26.10%	26.35%	25.29%	23.97%
Highest	35.17%	35.97%	37.70%	37.47%	34.87%

Responses	1802	2165	2218	2371	2552
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Q10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?

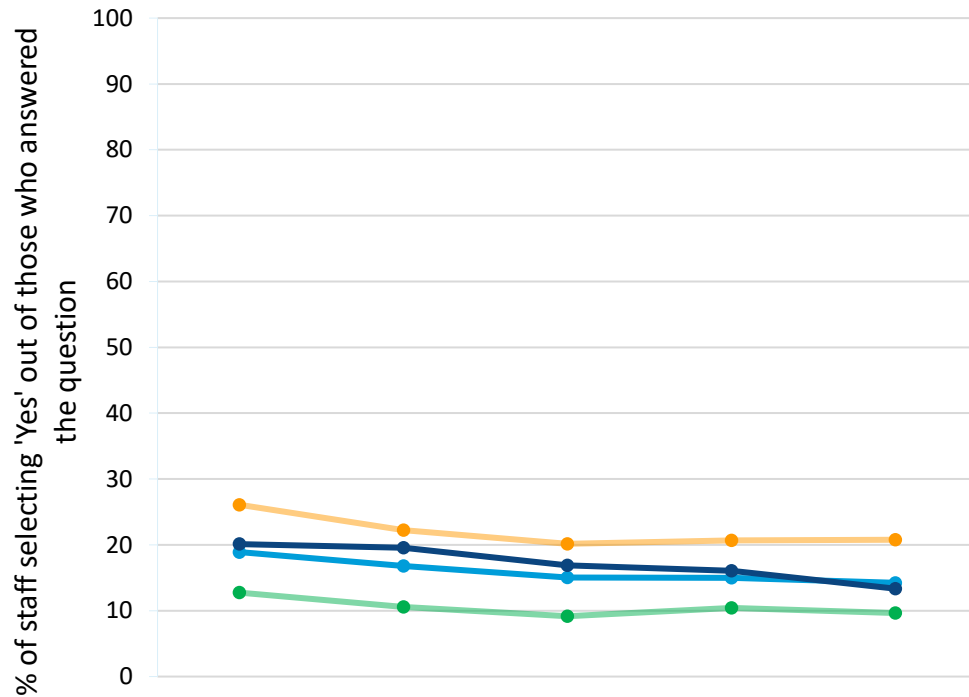


	2020	2021	2022	2023	2024
Your org	57.17%	56.48%	57.84%	53.80%	50.76%
Lowest	52.80%	55.90%	55.26%	49.32%	48.71%
Average	60.91%	62.48%	61.27%	57.61%	55.23%
Highest	76.40%	75.15%	78.46%	72.74%	68.25%

Responses	1806	2166	2216	2369	2550
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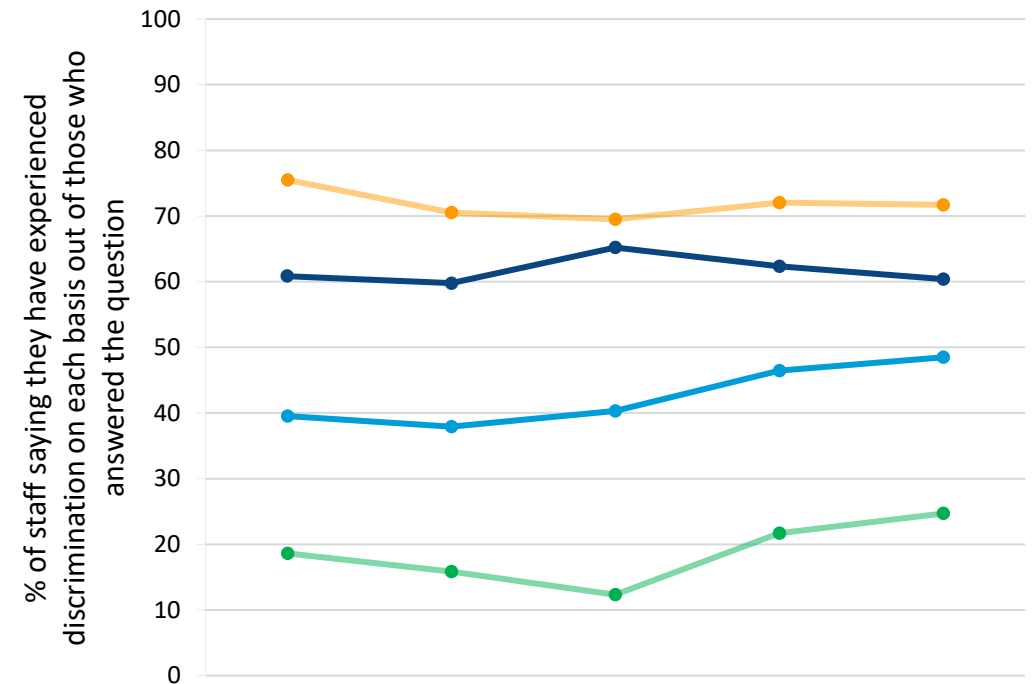


Q11e* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
Your org	20.11%	19.58%	16.87%	16.07%	13.35%
Best result	12.75%	10.58%	9.16%	10.43%	9.66%
Average result	18.90%	16.80%	15.02%	14.99%	14.24%
Worst result	26.09%	22.24%	20.16%	20.66%	20.78%
Responses	906	1224	1311	1234	1472

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

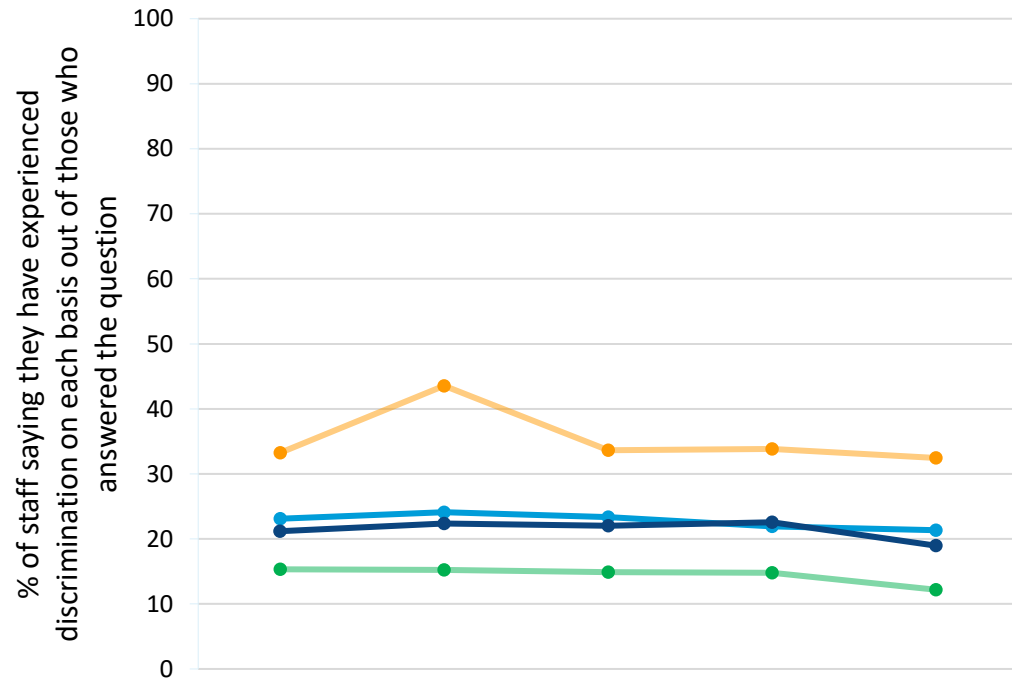


	2020	2021	2022	2023	2024
Your org	60.84%	59.78%	65.20%	62.36%	60.41%
Best result	18.60%	15.83%	12.32%	21.69%	24.69%
Average result	39.55%	37.92%	40.31%	46.46%	48.48%
Worst result	75.51%	70.53%	69.50%	72.04%	71.71%
Responses	377	499	576	492	598

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



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

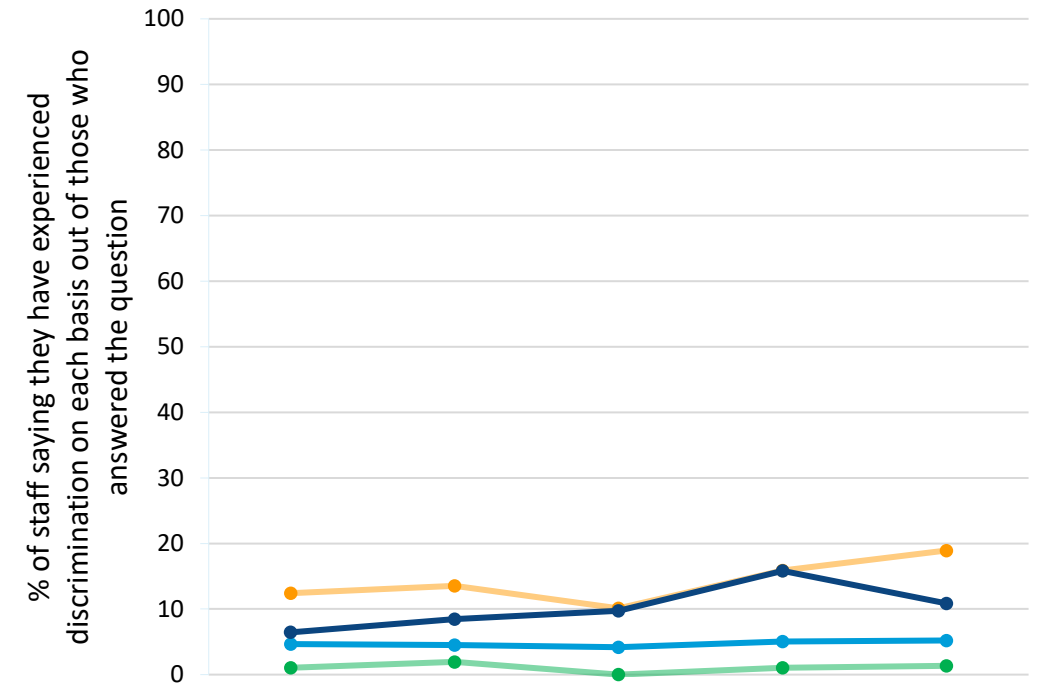


2020 2021 2022 2023 2024

Your org	21.18%	22.39%	22.02%	22.56%	18.96%
Best result	15.33%	15.24%	14.91%	14.77%	12.19%
Average result	23.09%	24.11%	23.35%	21.91%	21.34%
Worst result	33.24%	43.55%	33.63%	33.83%	32.45%

Responses 377 499 576 492 598

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



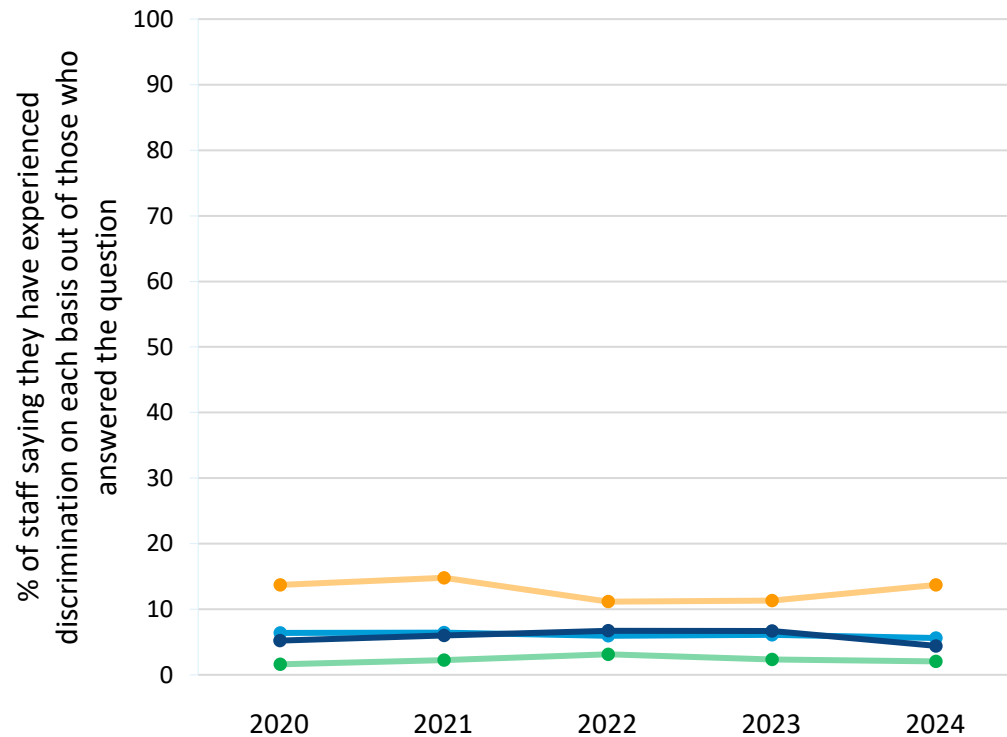
2020 2021 2022 2023 2024

Your org	6.44%	8.44%	9.71%	15.82%	10.87%
Best result	1.07%	1.94%	0.00%	1.04%	1.32%
Average result	4.66%	4.49%	4.18%	5.06%	5.20%
Worst result	12.41%	13.52%	10.11%	15.87%	18.93%

Responses 377 499 576 492 598

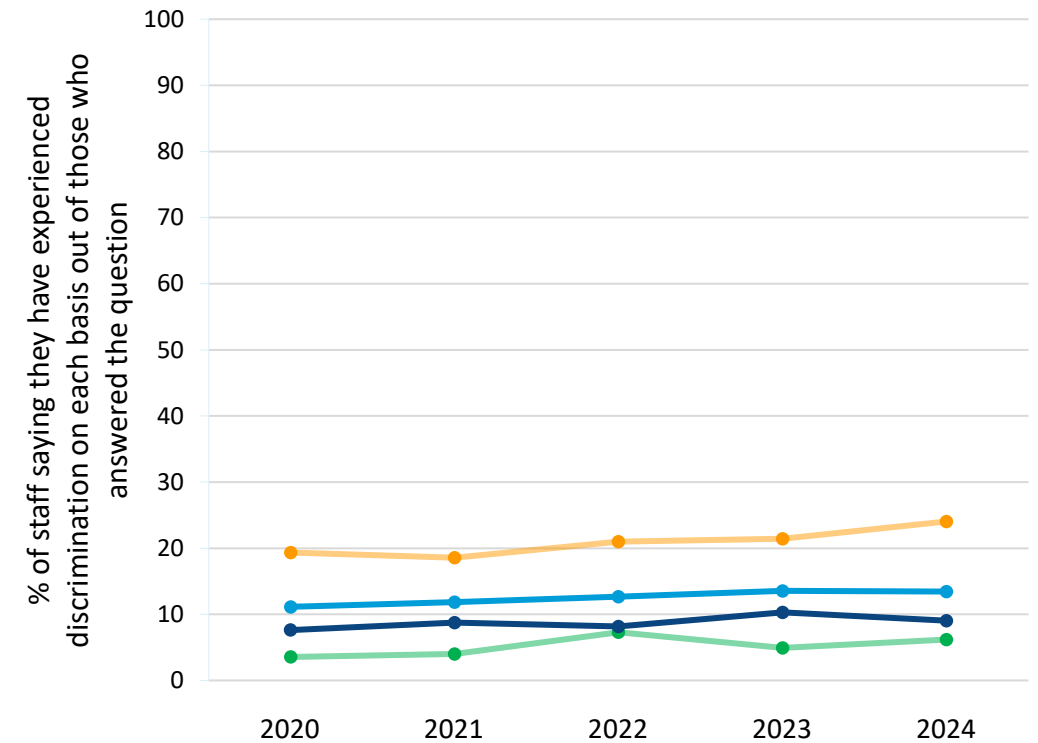


Q16c.4 On what grounds have you experienced discrimination?
– Sexual orientation.



	2020	2021	2022	2023	2024
Your org	5.22%	5.99%	6.72%	6.67%	4.42%
Best result	1.60%	2.23%	3.13%	2.33%	2.07%
Average result	6.41%	6.43%	5.96%	6.10%	5.62%
Worst result	13.73%	14.80%	11.16%	11.31%	13.69%
Responses	377	499	576	492	598

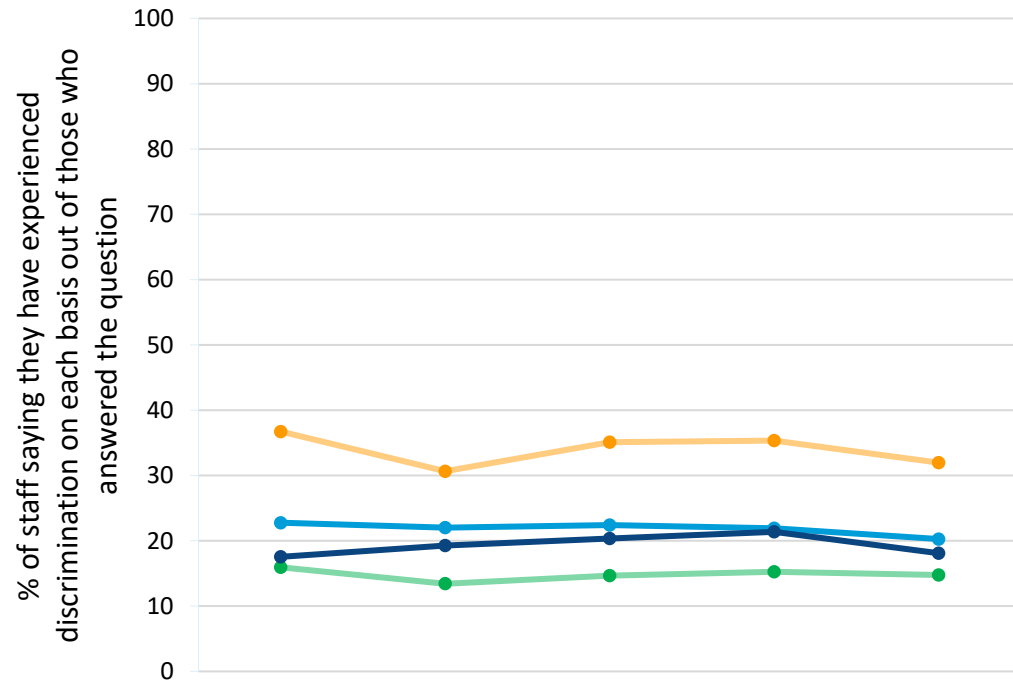
Q16c.5 On what grounds have you experienced discrimination?
– Disability.



	2020	2021	2022	2023	2024
Your org	7.62%	8.75%	8.18%	10.30%	9.05%
Best result	3.56%	4.02%	7.29%	4.94%	6.17%
Average result	11.14%	11.86%	12.69%	13.56%	13.43%
Worst result	19.33%	18.56%	20.98%	21.45%	24.05%
Responses	377	499	576	492	598



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

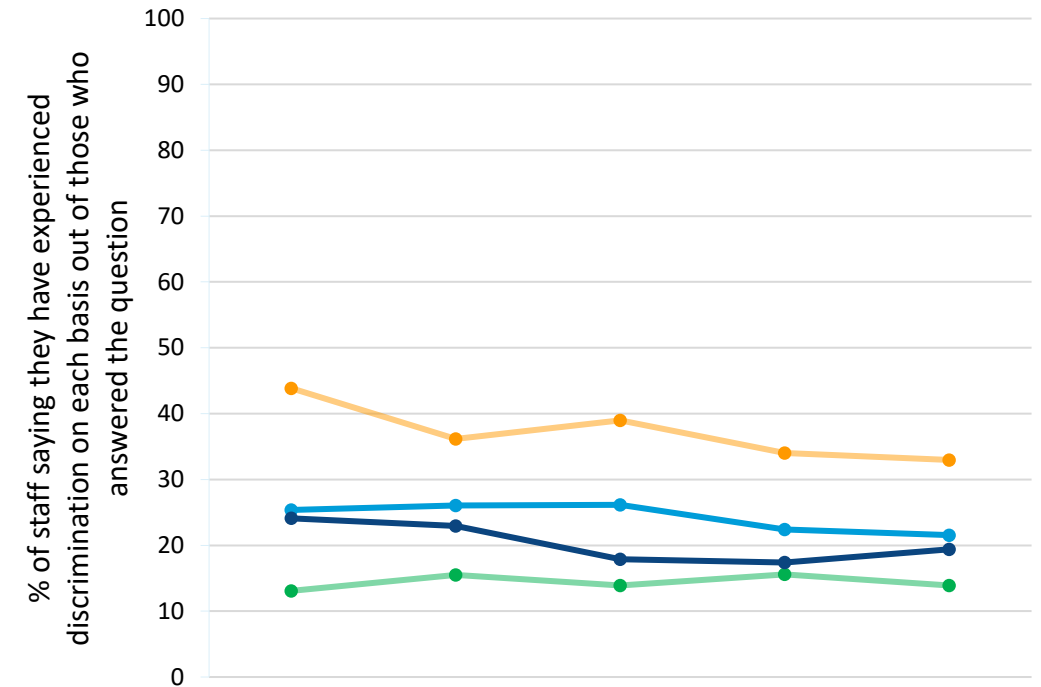


2020 2021 2022 2023 2024

Your org	17.54%	19.27%	20.36%	21.37%	18.12%
Best result	15.94%	13.42%	14.64%	15.26%	14.74%
Average result	22.77%	22.01%	22.39%	21.91%	20.27%
Worst result	36.73%	30.65%	35.11%	35.36%	31.97%

Responses 377 499 576 492 598

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



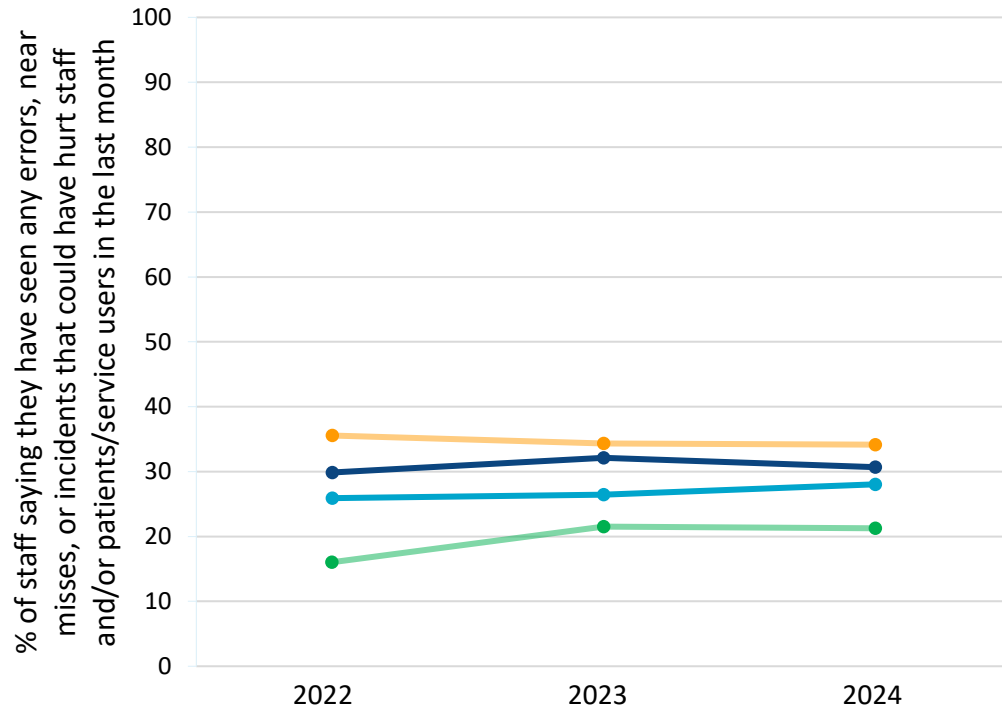
2020 2021 2022 2023 2024

Your org	24.10%	22.94%	17.89%	17.39%	19.41%
Best result	13.09%	15.49%	13.89%	15.58%	13.91%
Average result	25.36%	26.06%	26.15%	22.43%	21.55%
Worst result	43.85%	36.14%	38.96%	34.02%	32.97%

Responses 377 499 576 492 598



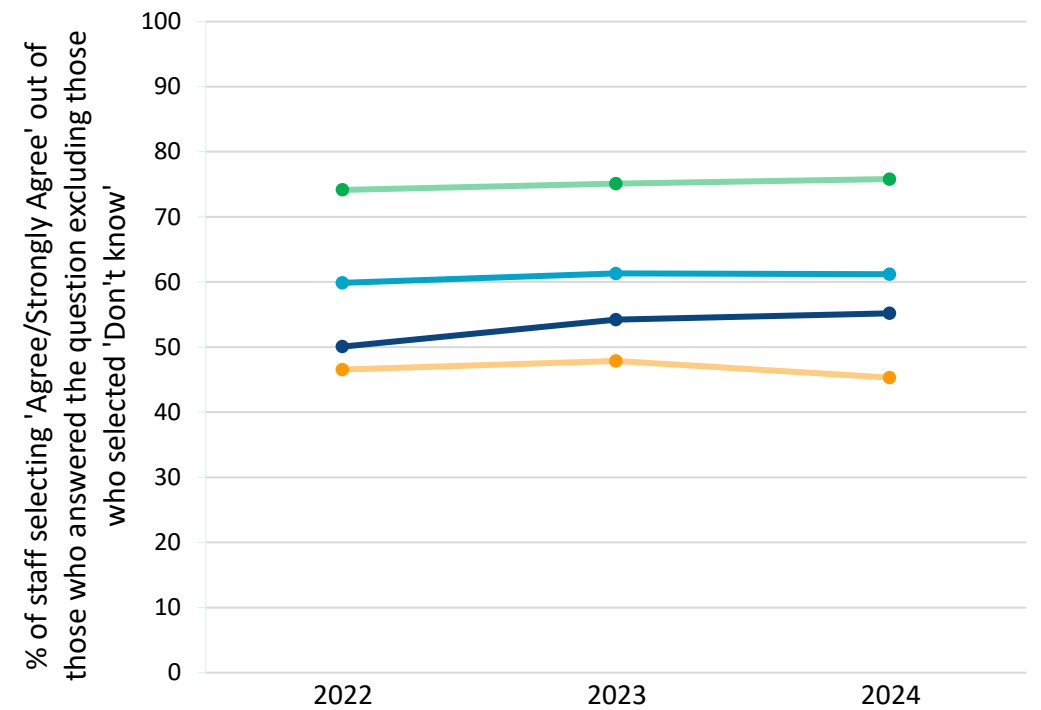
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



Your org	29.86%	32.12%	30.66%
Best result	16.03%	21.52%	21.25%
Average result	25.91%	26.45%	28.04%
Worst result	35.56%	34.34%	34.15%

Responses 2183 2337 2580

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

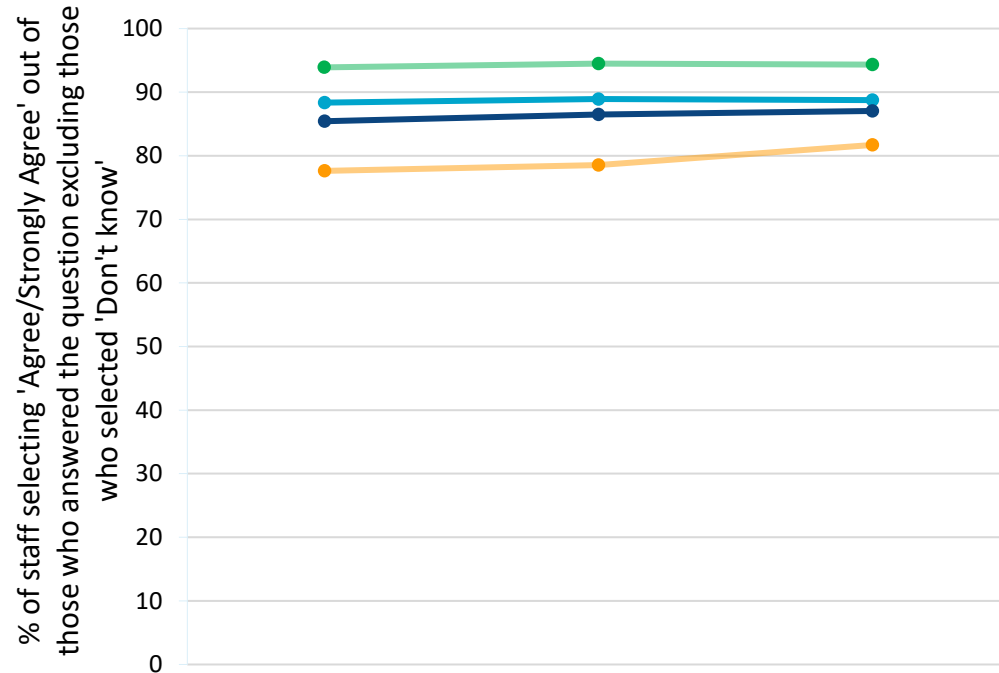


Your org	50.08%	54.20%	55.19%
Best result	74.14%	75.10%	75.81%
Average result	59.87%	61.32%	61.20%
Worst result	46.54%	47.88%	45.31%

Responses 1722 1789 1984

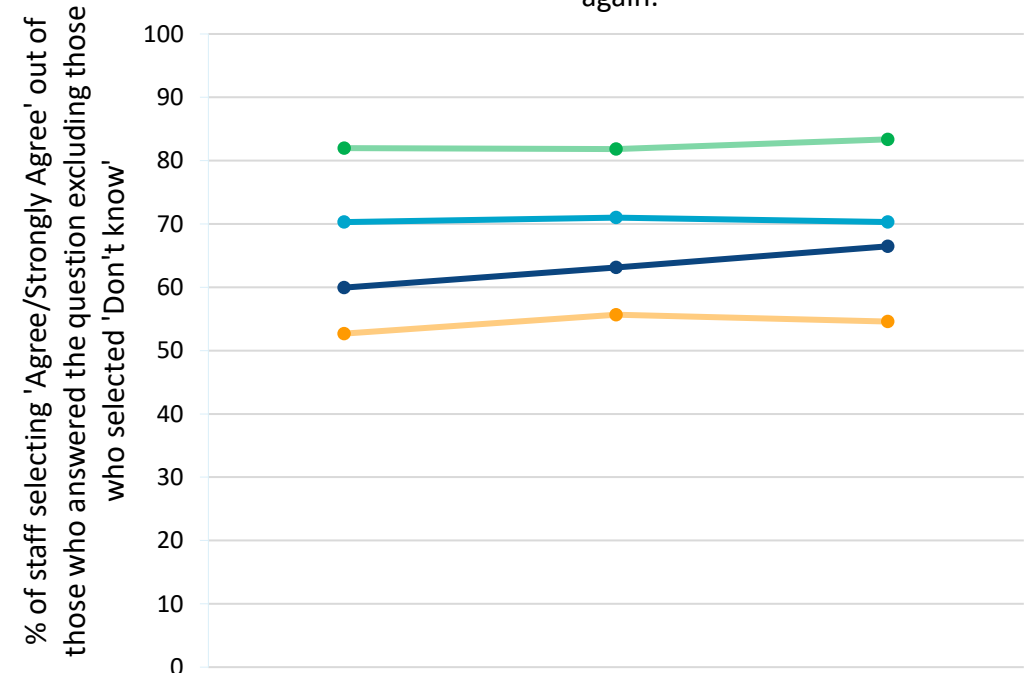


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
Your org	85.43%	86.50%	87.04%
Best result	93.89%	94.49%	94.35%
Average result	88.35%	88.92%	88.76%
Worst result	77.62%	78.55%	81.70%
Responses	2133	2294	2504

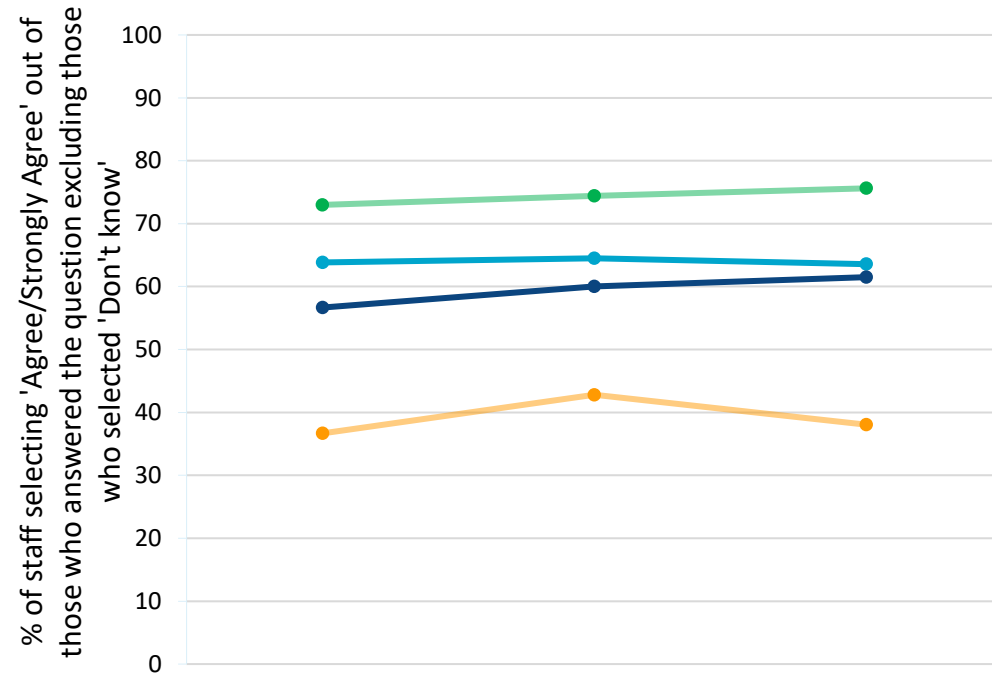
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



	2022	2023	2024
Your org	59.95%	63.11%	66.47%
Best result	81.97%	81.82%	83.36%
Average result	70.29%	71.00%	70.32%
Worst result	52.68%	55.67%	54.56%
Responses	1948	2050	2277

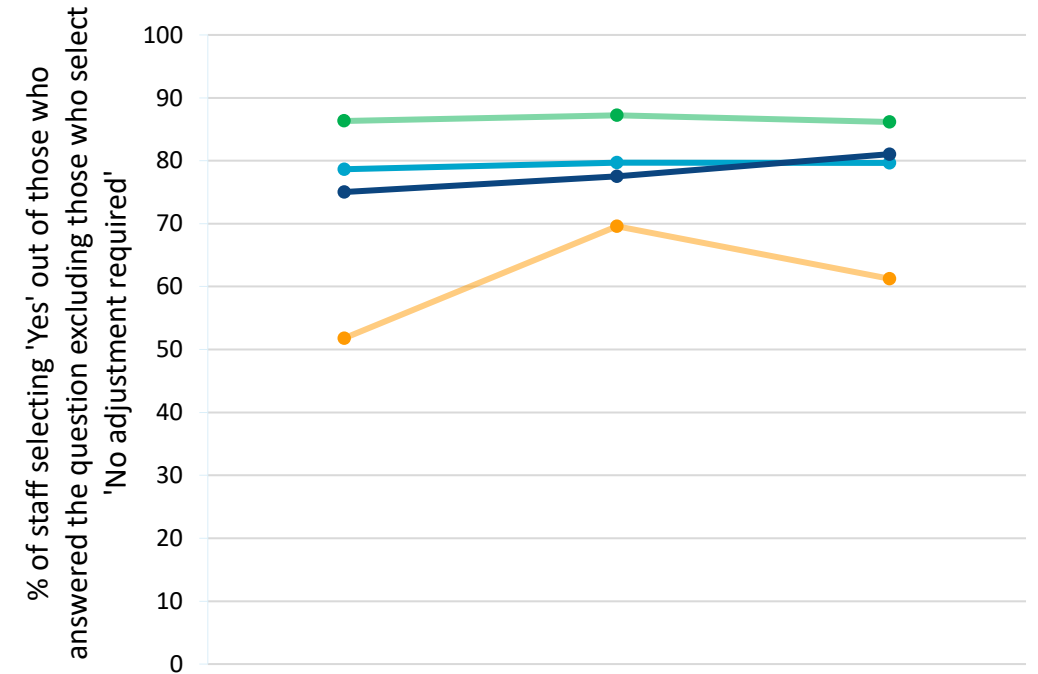


Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.



	2022	2023	2024
Your org	56.67%	60.03%	61.50%
Best result	72.99%	74.40%	75.62%
Average result	63.85%	64.50%	63.56%
Worst result	36.67%	42.81%	38.05%
Responses	1969	2112	2321

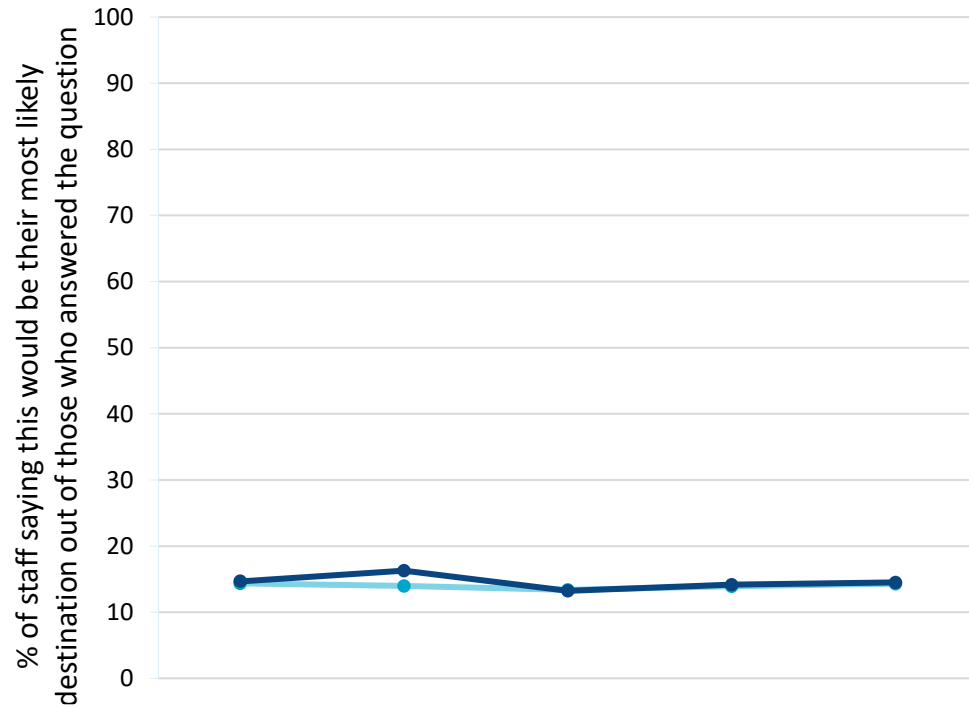
Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?



	2022	2023	2024
Your org	75.03%	77.54%	81.05%
Best result	86.33%	87.22%	86.17%
Average result	78.65%	79.70%	79.65%
Worst result	51.80%	69.59%	61.23%
Responses	363	454	521



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

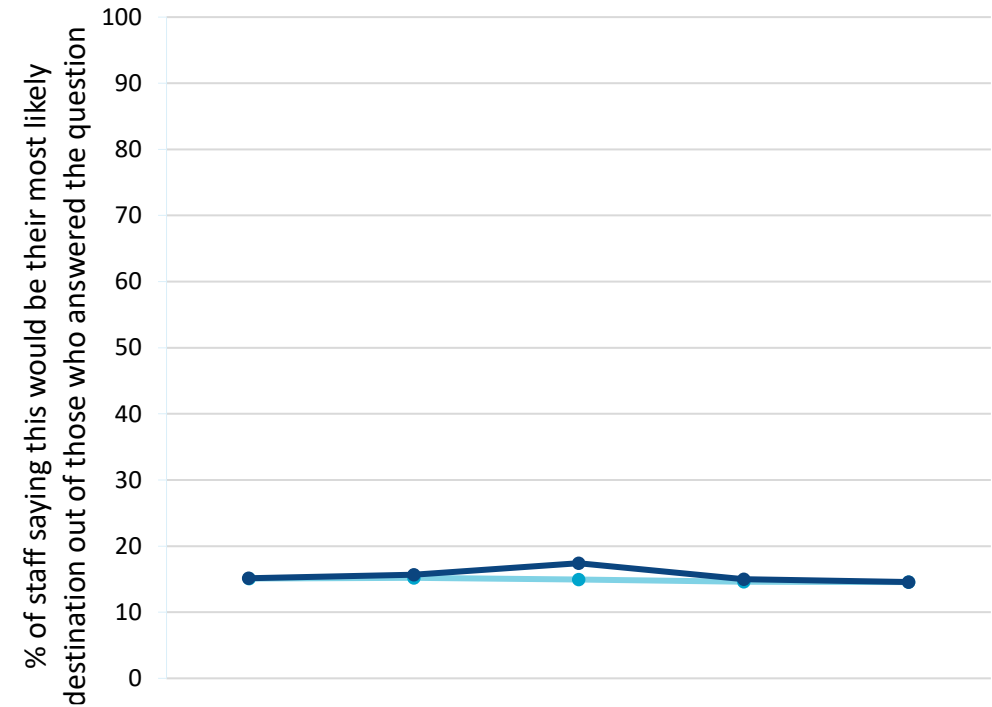


2020 2021 2022 2023 2024

Your org	14.66%	16.29%	13.24%	14.17%	14.53%
Average	14.36%	13.95%	13.38%	13.92%	14.31%

Responses 1753 2057 2108 2293 2423

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



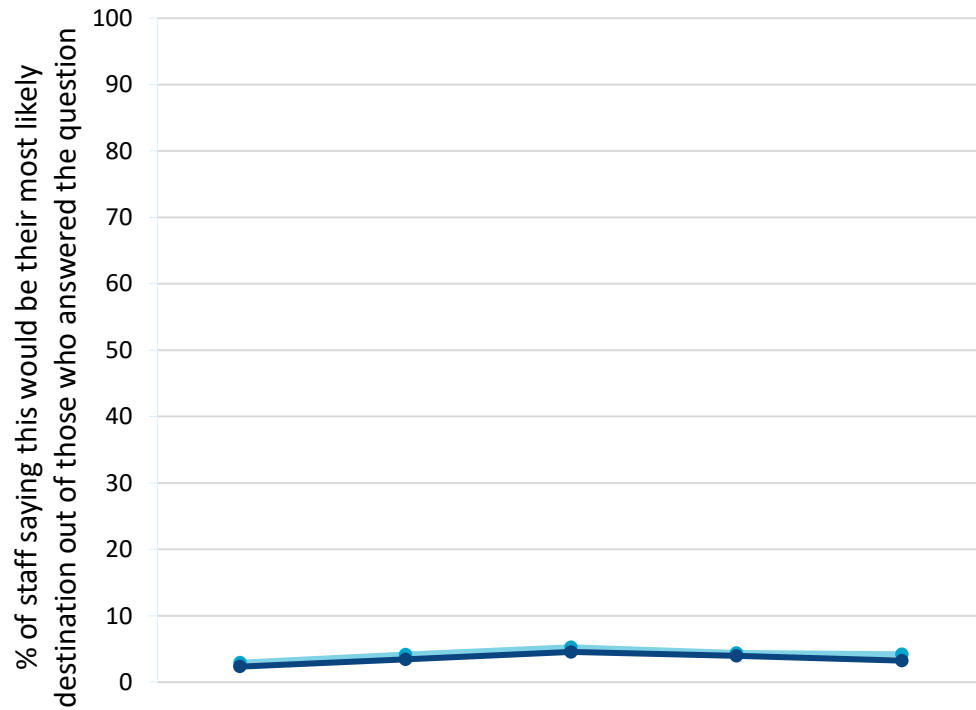
2020 2021 2022 2023 2024

Your org	15.12%	15.65%	17.41%	15.00%	14.57%
Average	15.08%	15.20%	14.94%	14.63%	14.55%

Responses 1753 2057 2108 2293 2423



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.

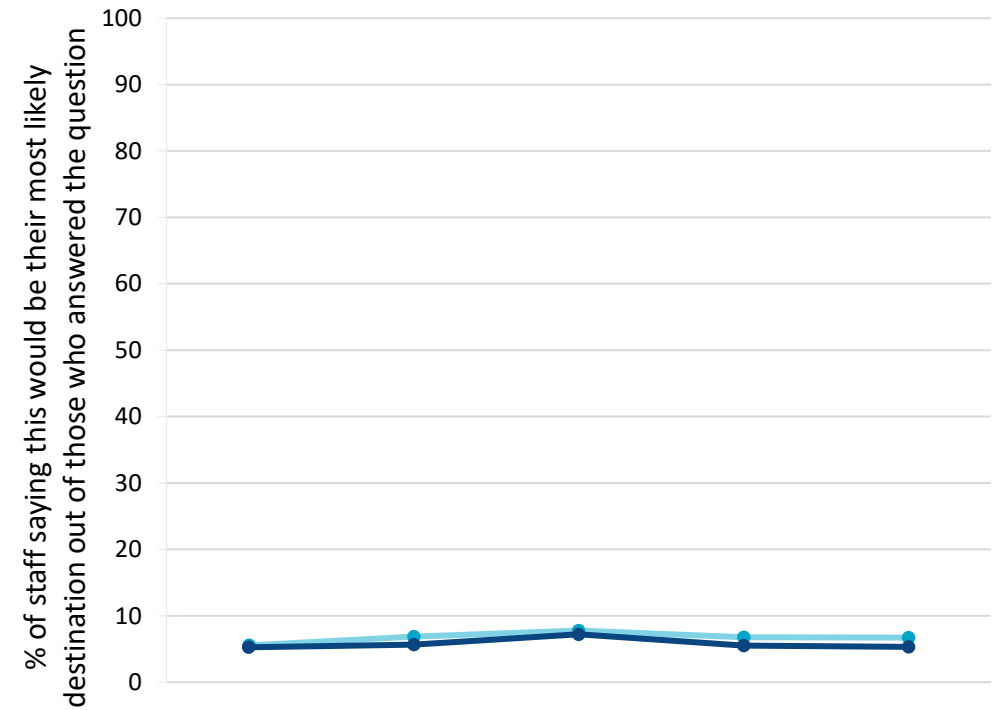


2020 2021 2022 2023 2024

Your org	2.34%	3.45%	4.55%	3.97%	3.22%
Average	2.93%	4.17%	5.26%	4.39%	4.23%

Responses 1753 2057 2108 2293 2423

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



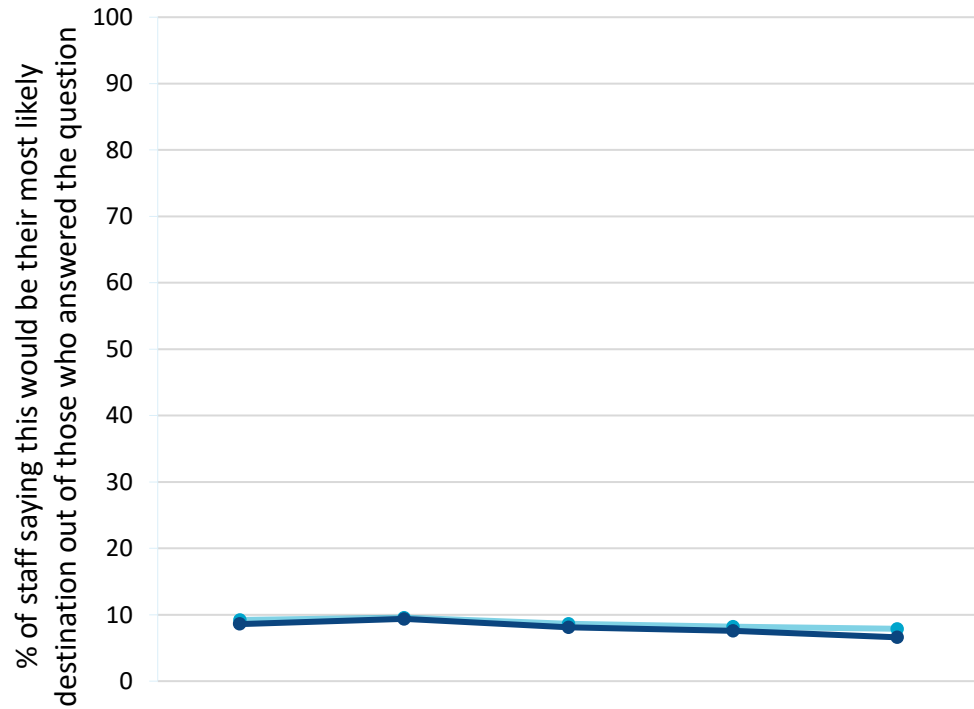
2020 2021 2022 2023 2024

Your org	5.25%	5.64%	7.21%	5.49%	5.32%
Average	5.53%	6.83%	7.77%	6.78%	6.70%

Responses 1753 2057 2108 2293 2423



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.

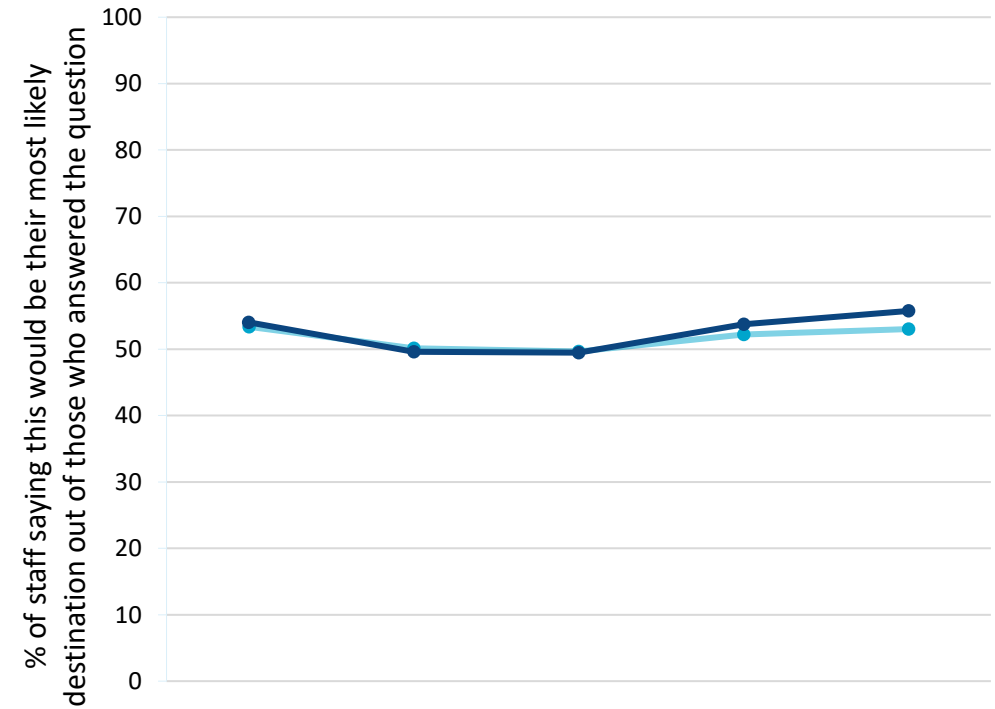


2020 2021 2022 2023 2024

Your org	8.61%	9.38%	8.11%	7.59%	6.60%
Average	9.24%	9.57%	8.64%	8.18%	7.89%

Responses 1753 2057 2108 2293 2423

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	54.02%	49.59%	49.48%	53.77%	55.76%
Average	53.36%	50.12%	49.65%	52.22%	53.01%

Responses 1753 2057 2108 2293 2423

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
For each of the following indicators, compare the outcomes of the responses for white staff and staff from all other ethnic groups combined		
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
For each of the following metrics, compare the responses for staff with a LTC* or illness vs staff without a LTC or illness		
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

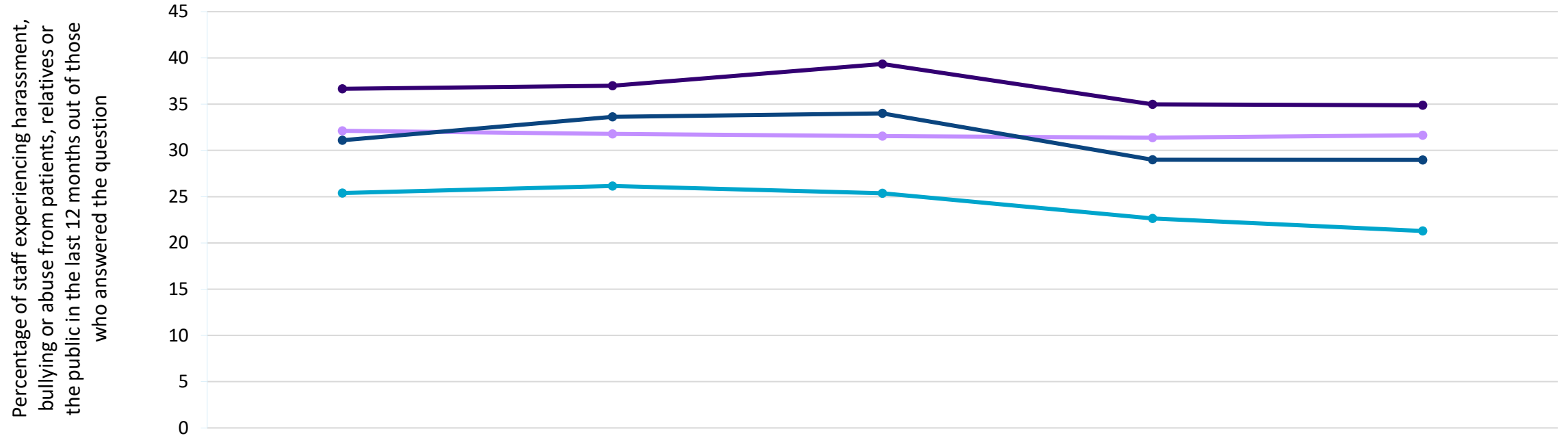
Workforce Race Equality Standards (WRES)

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.

Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months

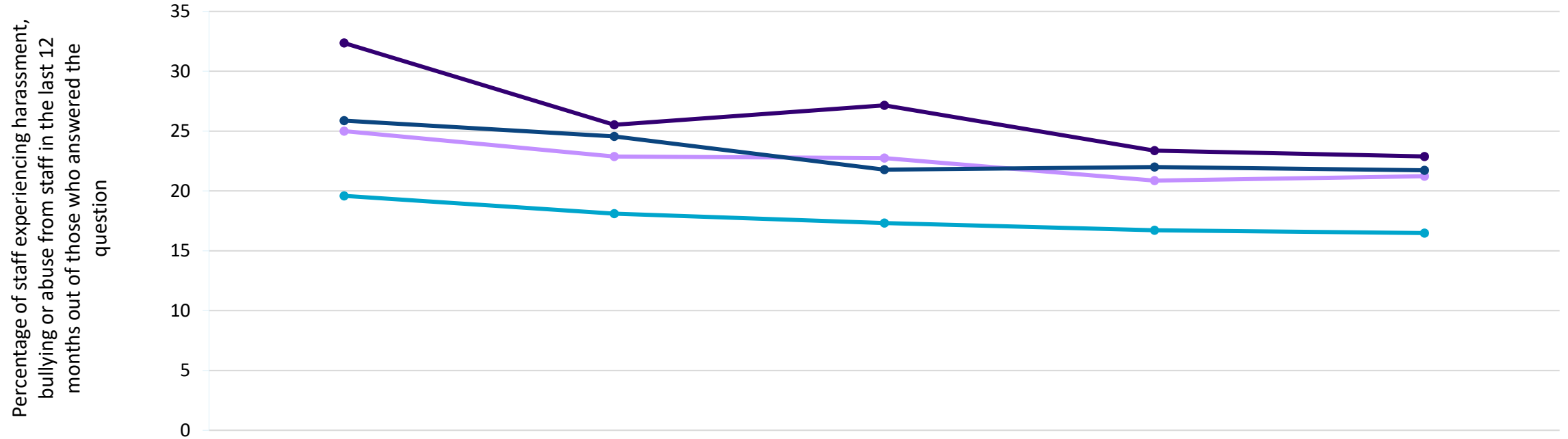


	2020	2021	2022	2023	2024
White staff: Your org	31.10%	33.64%	34.00%	29.00%	28.98%
All other ethnic groups*: Your org	36.67%	37.01%	39.35%	34.99%	34.88%
White staff: Average	25.40%	26.16%	25.37%	22.66%	21.29%
All other ethnic groups*: Average	32.12%	31.79%	31.54%	31.38%	31.64%
White staff: Responses	1106	1308	1344	1342	1415
All other ethnic groups*: Responses	510	708	826	925	1164

*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

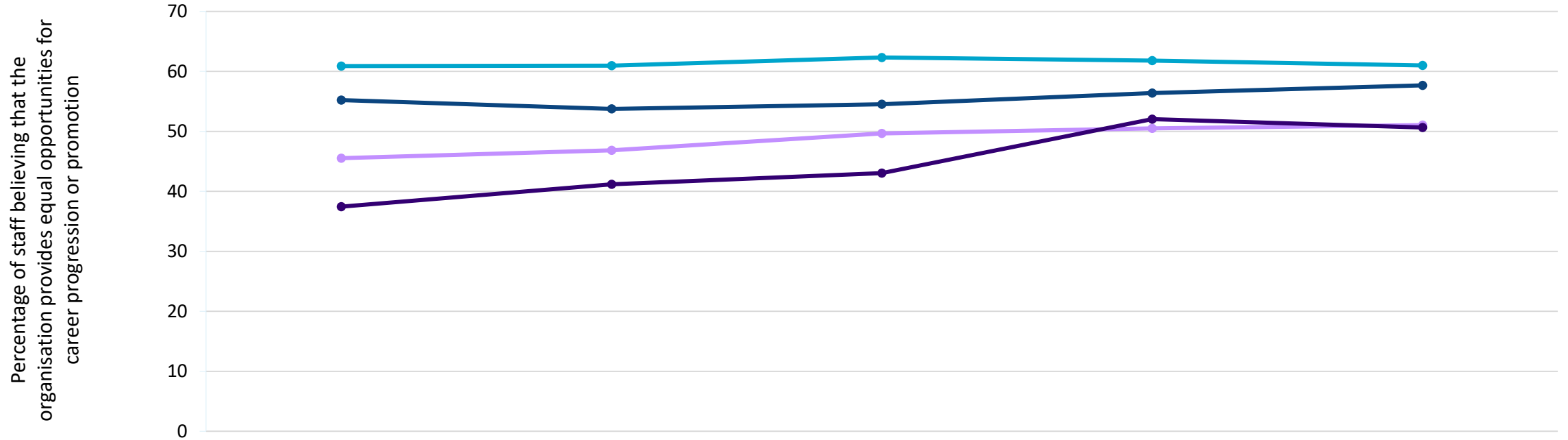


	2020	2021	2022	2023	2024
White staff: Your org	25.88%	24.56%	21.78%	21.99%	21.73%
All other ethnic groups*: Your org	32.36%	25.53%	27.15%	23.36%	22.88%
White staff: Average	19.59%	18.10%	17.31%	16.72%	16.48%
All other ethnic groups*: Average	25.00%	22.88%	22.75%	20.86%	21.23%
White staff: Responses	1113	1307	1345	1343	1413
All other ethnic groups*: Responses	513	705	814	912	1158

*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.

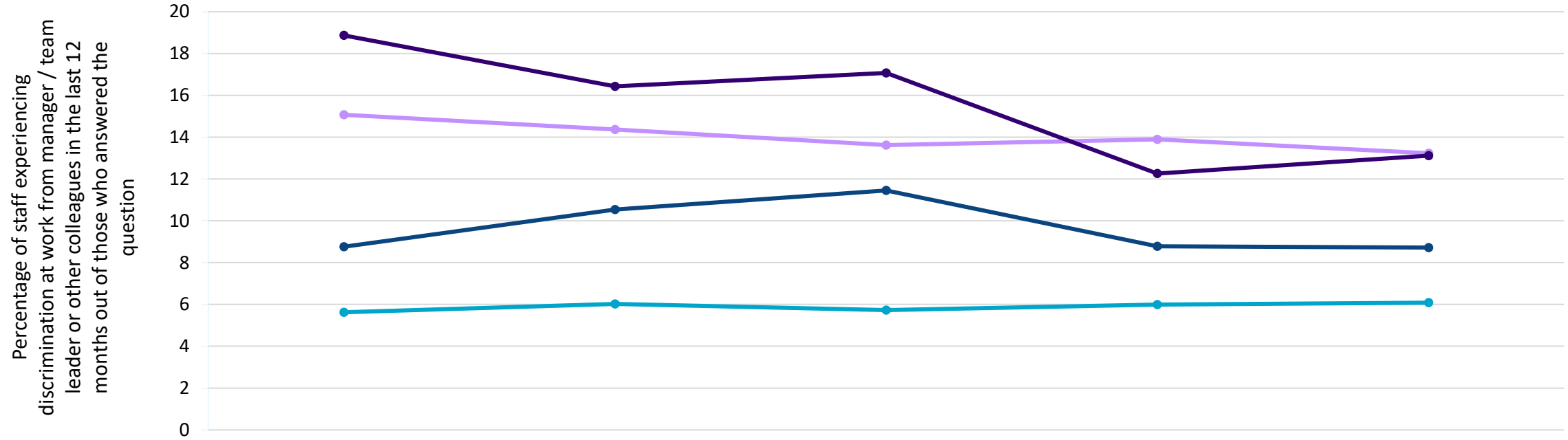
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	55.24%	53.75%	54.51%	56.39%	57.68%
All other ethnic groups*: Your org	37.45%	41.18%	43.05%	52.05%	50.64%
White staff: Average	60.90%	60.98%	62.33%	61.82%	60.99%
All other ethnic groups*: Average	45.54%	46.84%	49.65%	50.50%	51.05%
White staff: Responses	1146	1334	1341	1378	1406
All other ethnic groups*: Responses	526	726	820	953	1163

*Staff from all other ethnic groups combined

Percentage of staff experiencing discrimination at work from manager / team leader or other colleagues in the last 12 months.



	2020	2021	2022	2023	2024
White staff: Your org	8.76%	10.54%	11.45%	8.78%	8.72%
All other ethnic groups*: Your org	18.87%	16.44%	17.08%	12.26%	13.12%
White staff: Average	5.63%	6.02%	5.73%	5.99%	6.08%
All other ethnic groups*: Average	15.07%	14.37%	13.63%	13.90%	13.23%
White staff: Responses	1153	1347	1336	1367	1399
All other ethnic groups*: Responses	530	724	814	938	1151

*Staff from all other ethnic groups combined

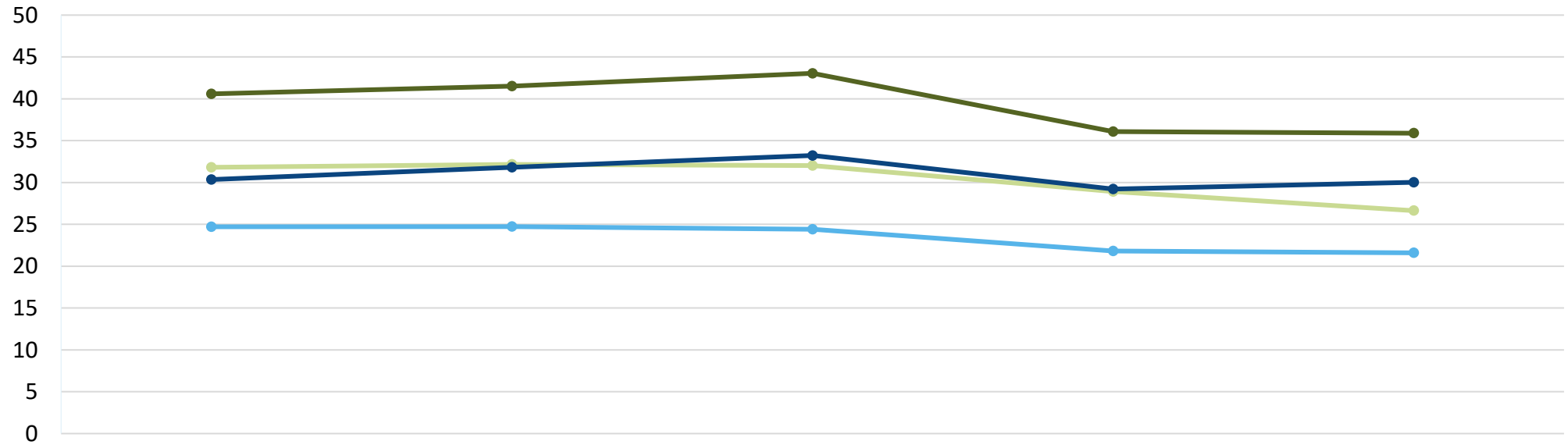
Workforce Disability Equality Standards (WDES)

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.

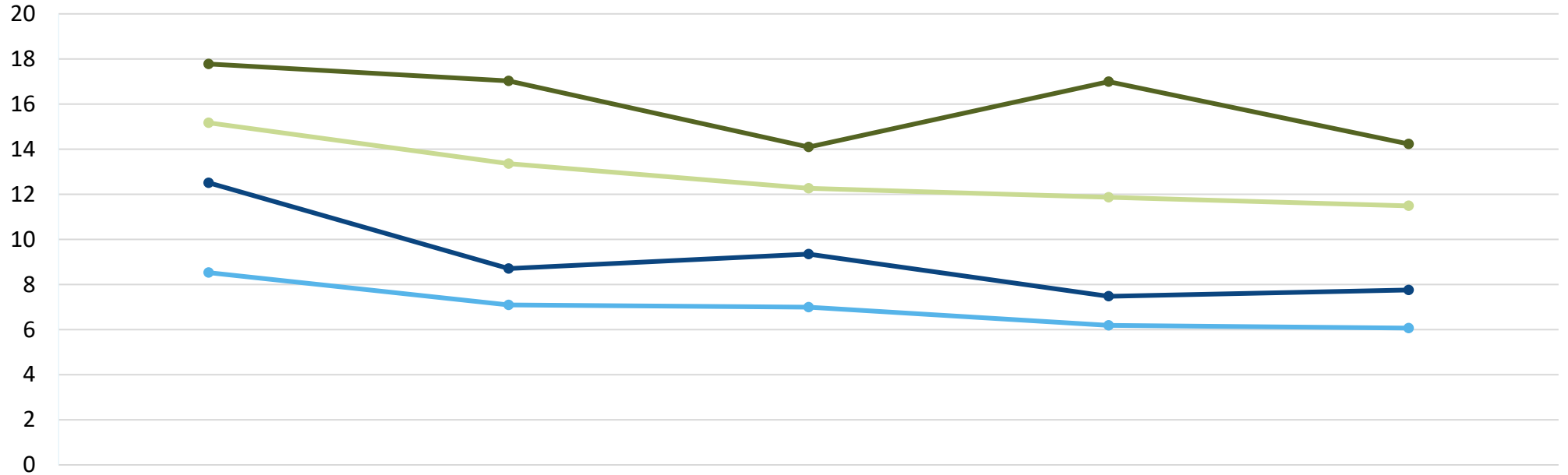


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	40.58%	41.51%	43.05%	36.08%	35.89%
Staff without a LTC or illness: Your org	30.36%	31.81%	33.23%	29.22%	30.01%
Staff with a LTC or illness: Average	31.81%	32.16%	32.04%	28.92%	26.64%
Staff without a LTC or illness: Average	24.69%	24.73%	24.42%	21.82%	21.60%
Staff with a LTC or illness: Responses	451	571	604	693	783
Staff without a LTC or illness: Responses	1232	1490	1589	1553	1806

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.

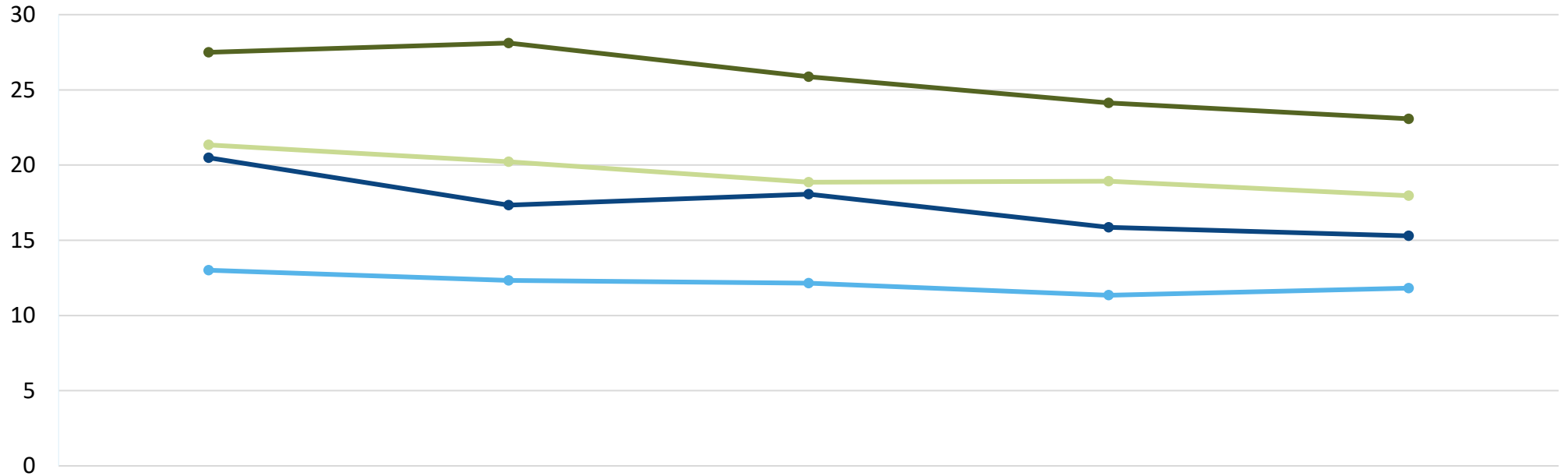


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	17.78%	17.02%	14.09%	16.99%	14.23%
Staff without a LTC or illness: Your org	12.51%	8.70%	9.35%	7.48%	7.75%
Staff with a LTC or illness: Average	15.17%	13.36%	12.27%	11.87%	11.49%
Staff without a LTC or illness: Average	8.52%	7.10%	6.99%	6.19%	6.07%
Staff with a LTC or illness: Responses	450	564	596	682	773
Staff without a LTC or illness: Responses	1231	1471	1562	1529	1793

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.

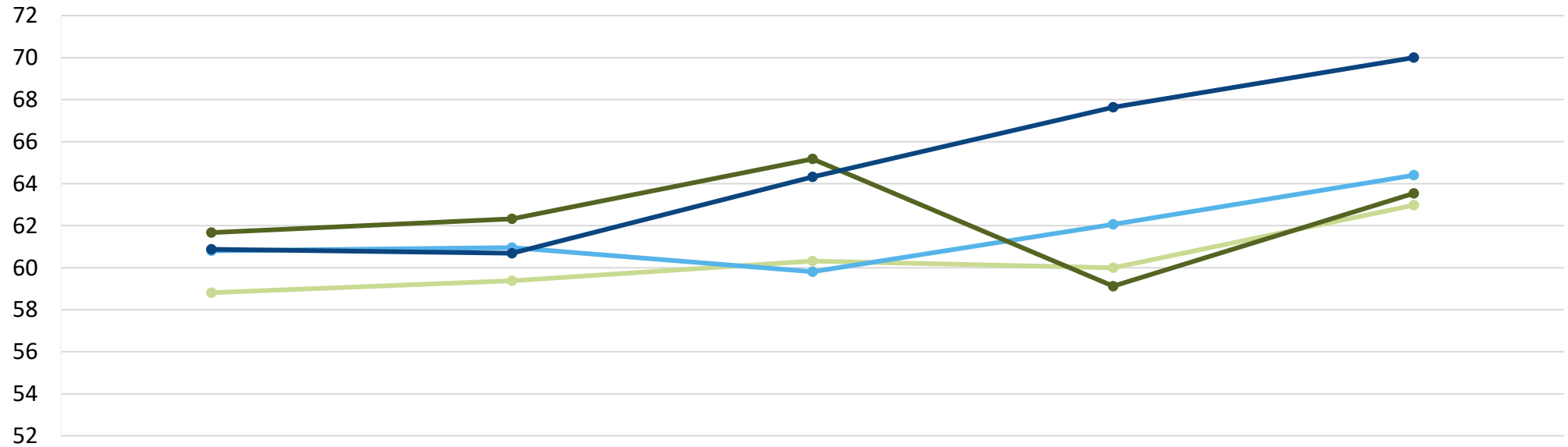


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	27.49%	28.11%	25.88%	24.14%	23.08%
Staff without a LTC or illness: Your org	20.49%	17.34%	18.06%	15.86%	15.29%
Staff with a LTC or illness: Average	21.34%	20.21%	18.86%	18.93%	17.96%
Staff without a LTC or illness: Average	13.01%	12.33%	12.15%	11.34%	11.81%
Staff with a LTC or illness: Responses	451	562	599	687	780
Staff without a LTC or illness: Responses	1235	1471	1550	1523	1792

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.

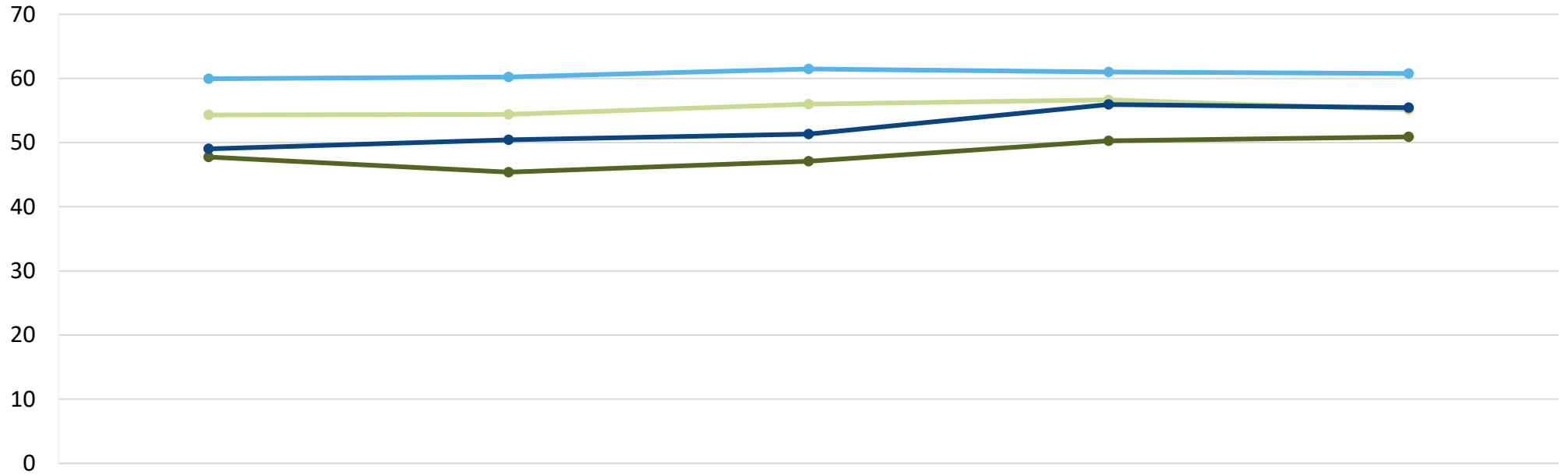


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	61.67%	62.33%	65.18%	59.12%	63.54%
Staff without a LTC or illness: Your org	60.88%	60.69%	64.32%	67.63%	70.00%
Staff with a LTC or illness: Average	58.81%	59.38%	60.32%	60.00%	62.98%
Staff without a LTC or illness: Average	60.81%	60.96%	59.81%	62.07%	64.40%
Staff with a LTC or illness: Responses	227	292	313	313	373
Staff without a LTC or illness: Responses	478	580	597	543	630

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

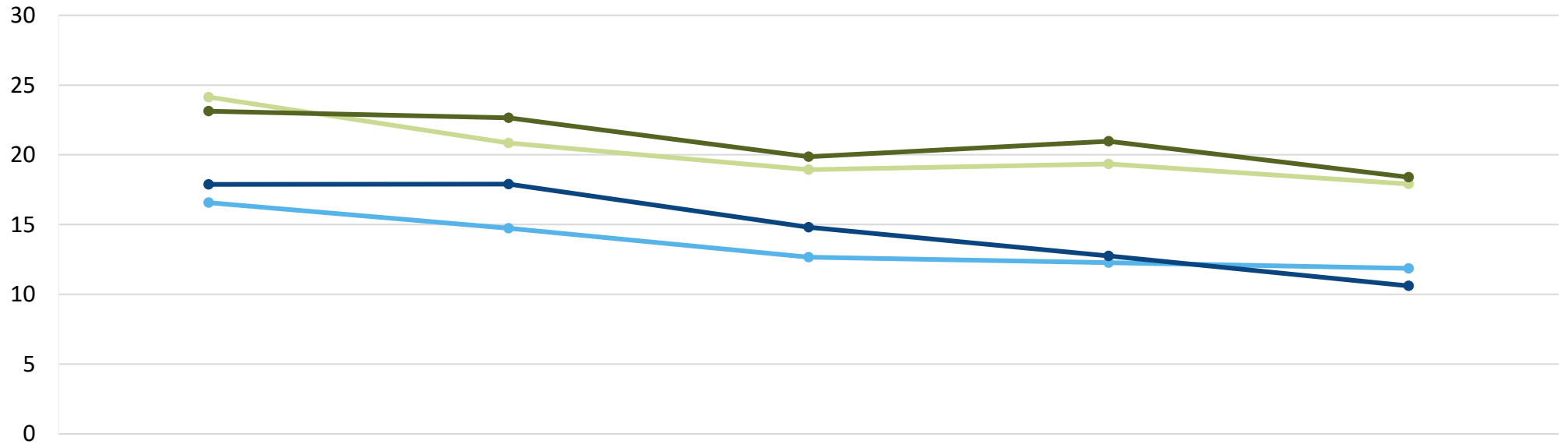
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	47.75%	45.39%	47.11%	50.28%	50.89%
Staff without a LTC or illness: Your org	49.02%	50.43%	51.33%	55.93%	55.44%
Staff with a LTC or illness: Average	54.31%	54.38%	55.99%	56.66%	55.13%
Staff without a LTC or illness: Average	59.96%	60.23%	61.48%	61.00%	60.75%
Staff with a LTC or illness: Responses	467	586	605	718	786
Staff without a LTC or illness: Responses	1277	1523	1580	1593	1793

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

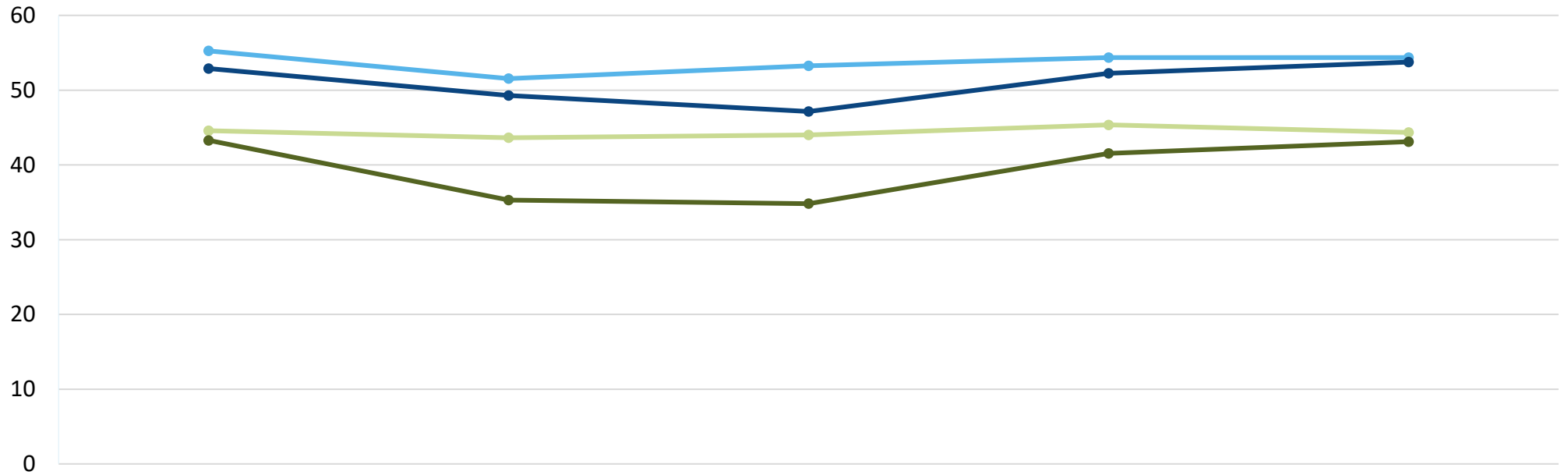
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	23.13%	22.65%	19.87%	20.97%	18.40%
Staff without a LTC or illness: Your org	17.88%	17.90%	14.81%	12.75%	10.61%
Staff with a LTC or illness: Average	24.14%	20.85%	18.93%	19.35%	17.91%
Staff without a LTC or illness: Average	16.57%	14.74%	12.67%	12.27%	11.86%
Staff with a LTC or illness: Responses	307	415	453	472	549
Staff without a LTC or illness: Responses	576	782	844	737	905

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

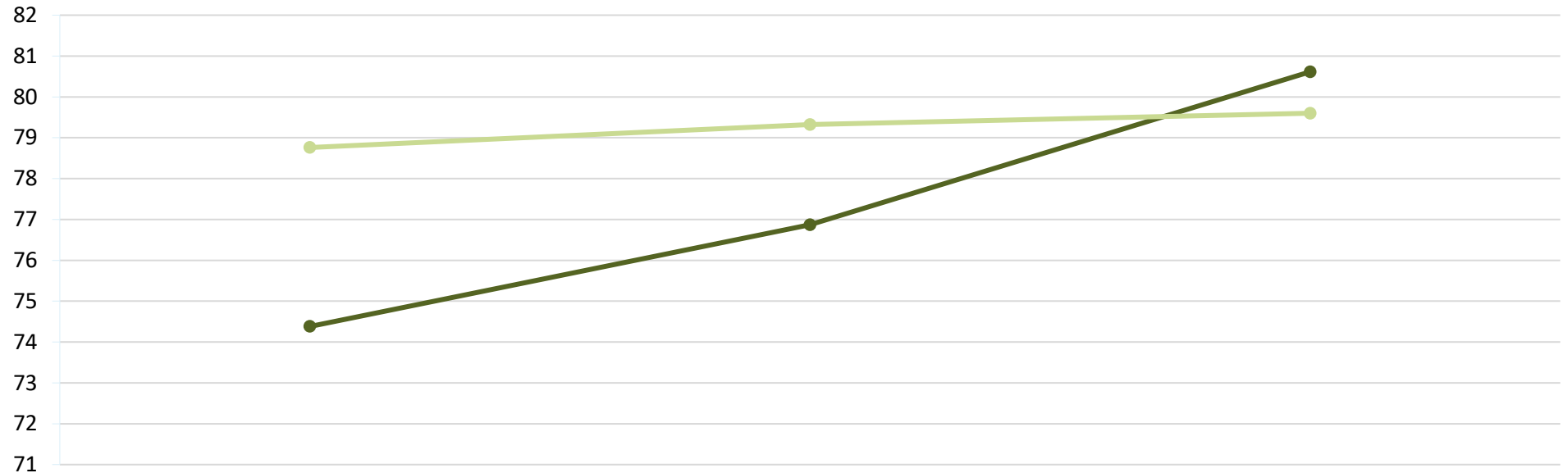
Percentage of staff satisfied with the extent to which their organisation values their work.



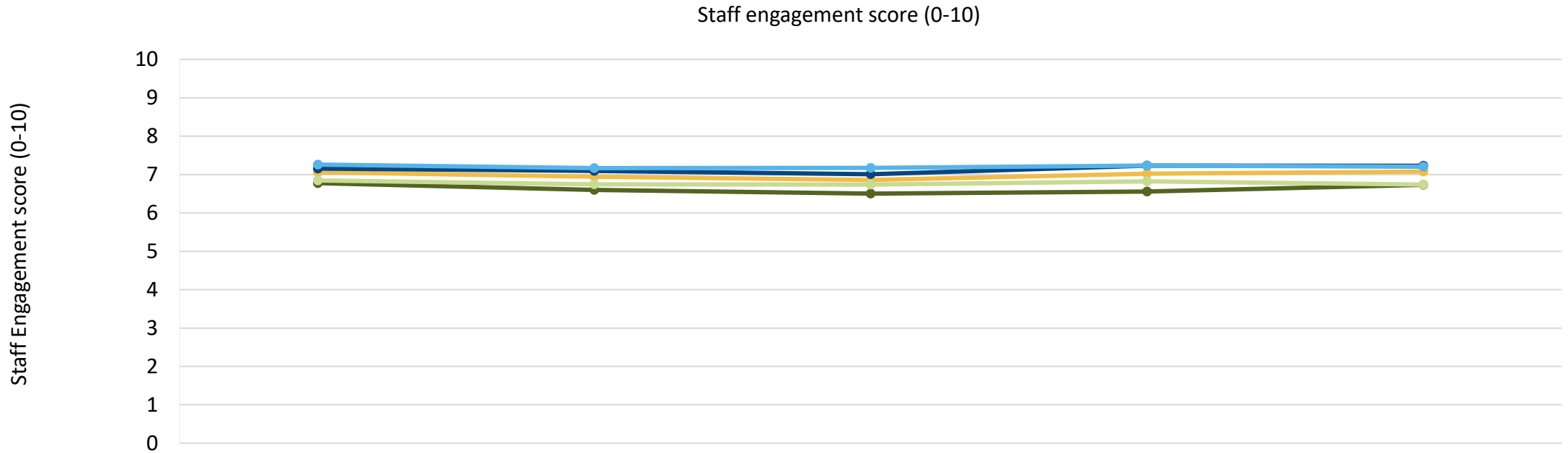
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	43.28%	35.30%	34.81%	41.55%	43.11%
Staff without a LTC or illness: Your org	52.88%	49.28%	47.14%	52.25%	53.75%
Staff with a LTC or illness: Average	44.56%	43.63%	44.02%	45.36%	44.33%
Staff without a LTC or illness: Average	55.25%	51.54%	53.25%	54.35%	54.37%
Staff with a LTC or illness: Responses	469	592	609	722	784
Staff without a LTC or illness: Responses	1286	1532	1593	1598	1799

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	74.38%	76.87%	80.61%
Staff with a LTC or illness: Average	78.76%	79.32%	79.60%
Staff with a LTC or illness: Responses	363	454	521

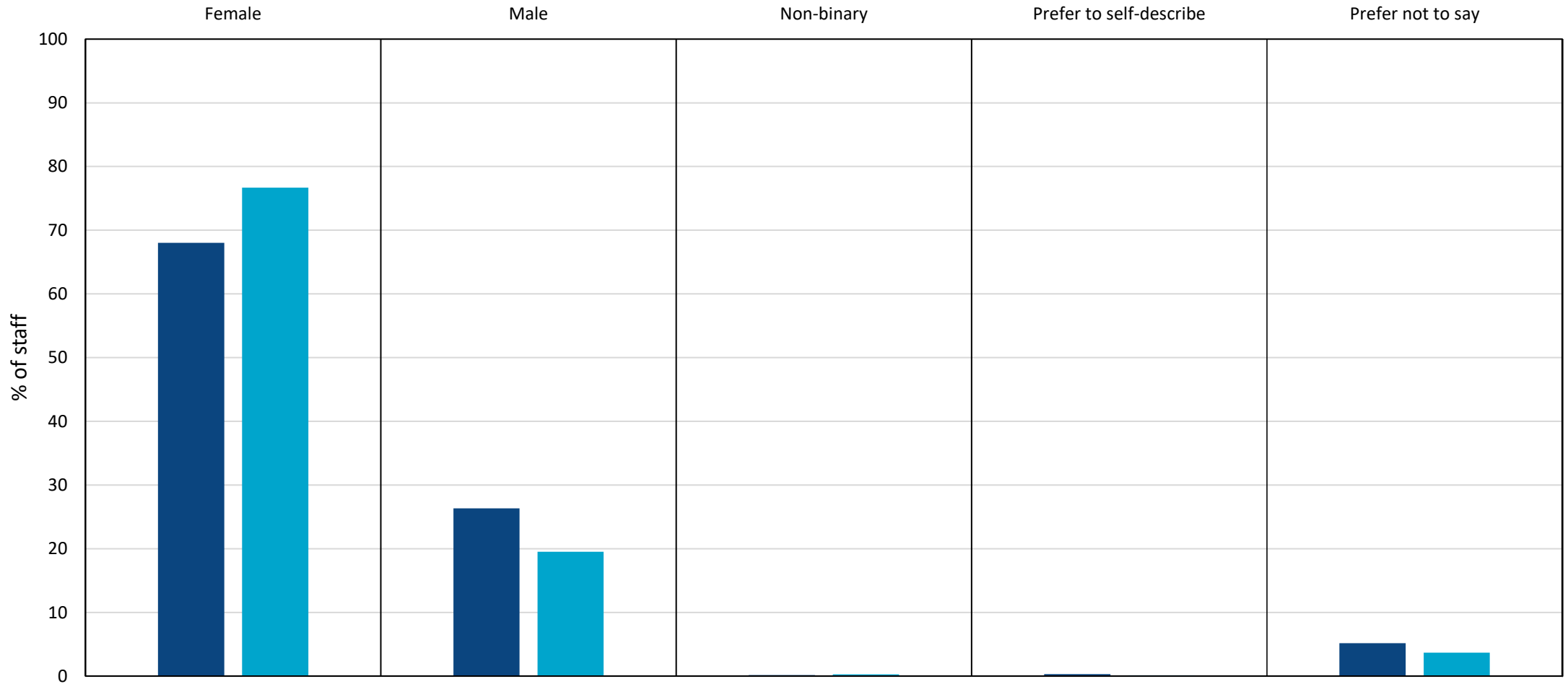


	2020	2021	2022	2023	2024
Organisation average	7.06	6.94	6.86	7.02	7.08
Staff with a LTC or illness: Your org	6.78	6.60	6.50	6.56	6.74
Staff without a LTC or illness: Your org	7.16	7.09	7.01	7.23	7.23
Staff with a LTC or illness: Average	6.85	6.74	6.74	6.82	6.74
Staff without a LTC or illness: Average	7.26	7.17	7.18	7.23	7.20
Staff with a LTC or illness: Responses	470	593	610	724	790
Staff without a LTC or illness: Responses	1289	1540	1596	1602	1811

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

About your respondents

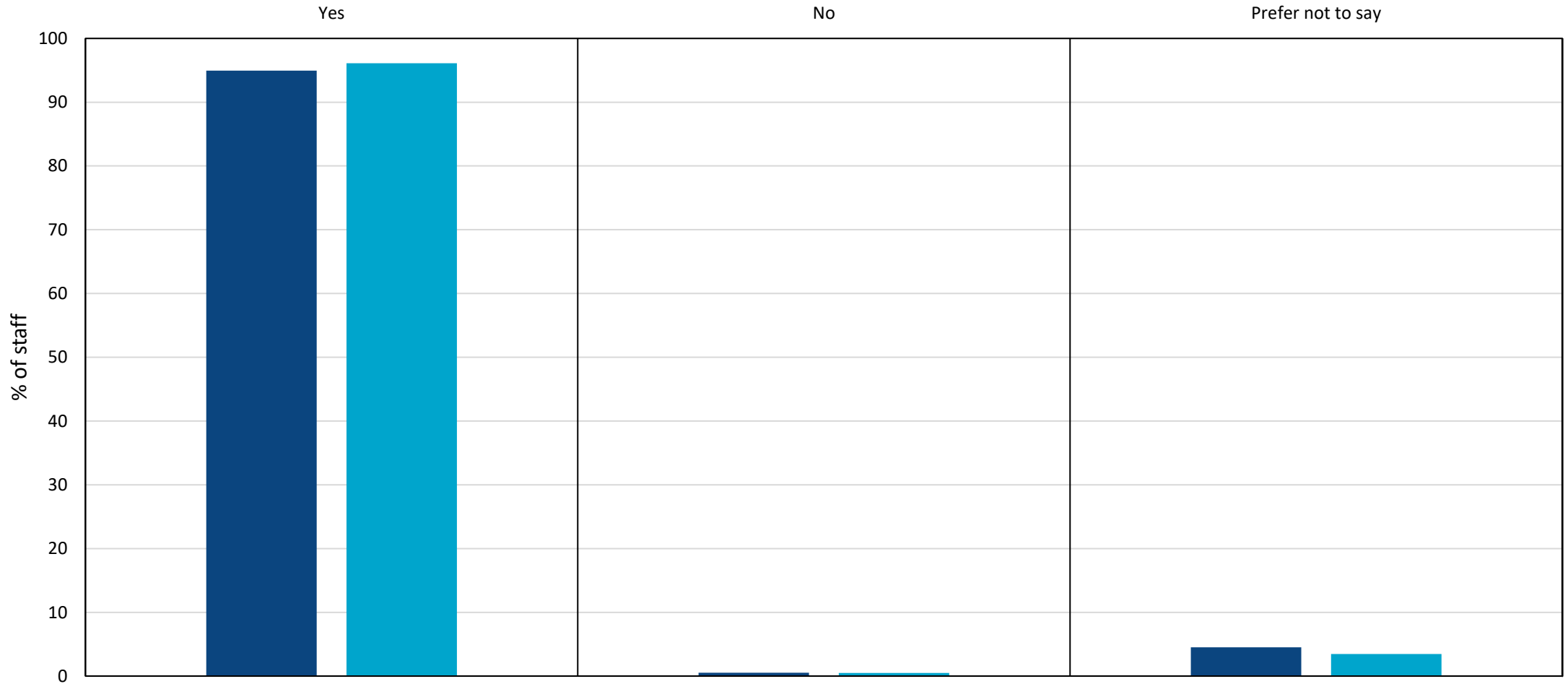
This section shows demographic and other background information for 2024.



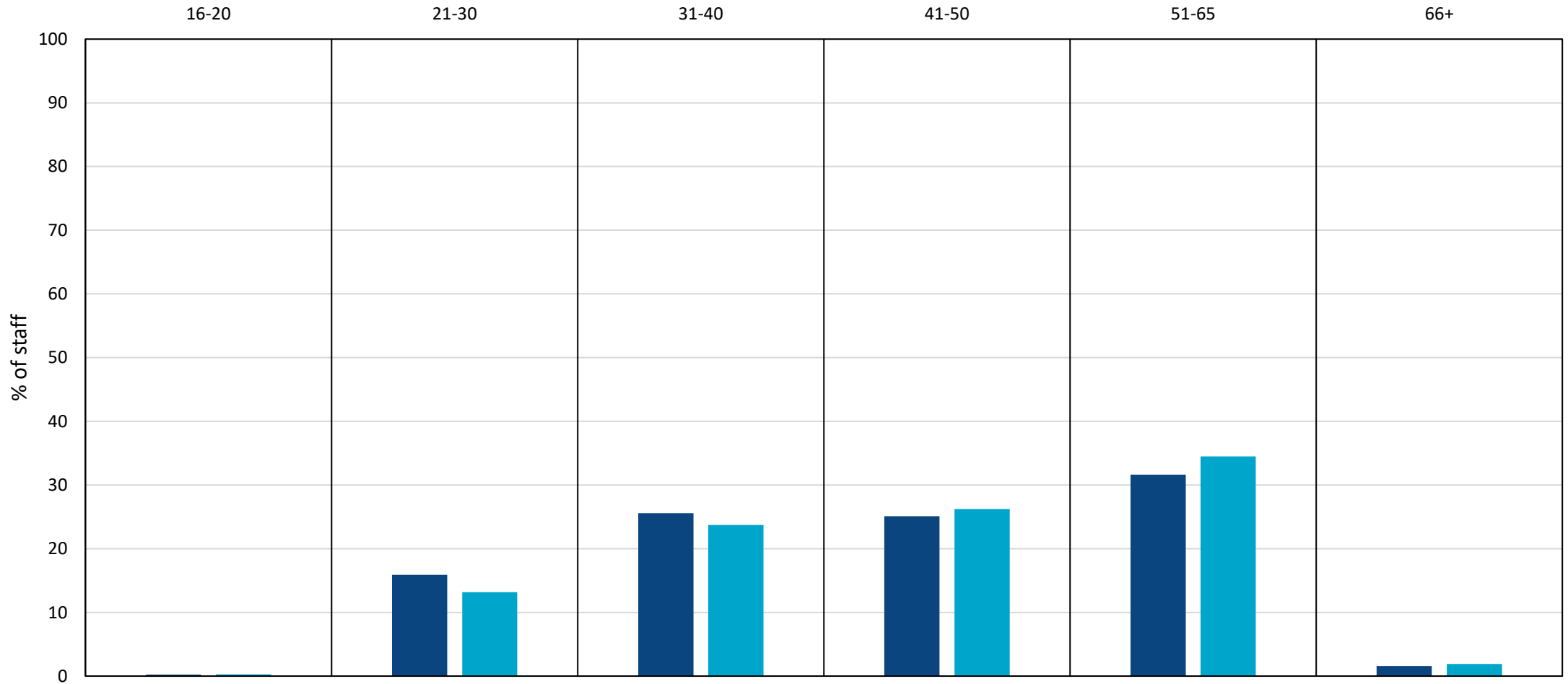
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
Your org	68.03%	26.35%	0.15%	0.30%	5.16%
Average	76.67%	19.53%	0.27%	0.14%	3.67%
Responses	2634	2634	2634	2634	2634



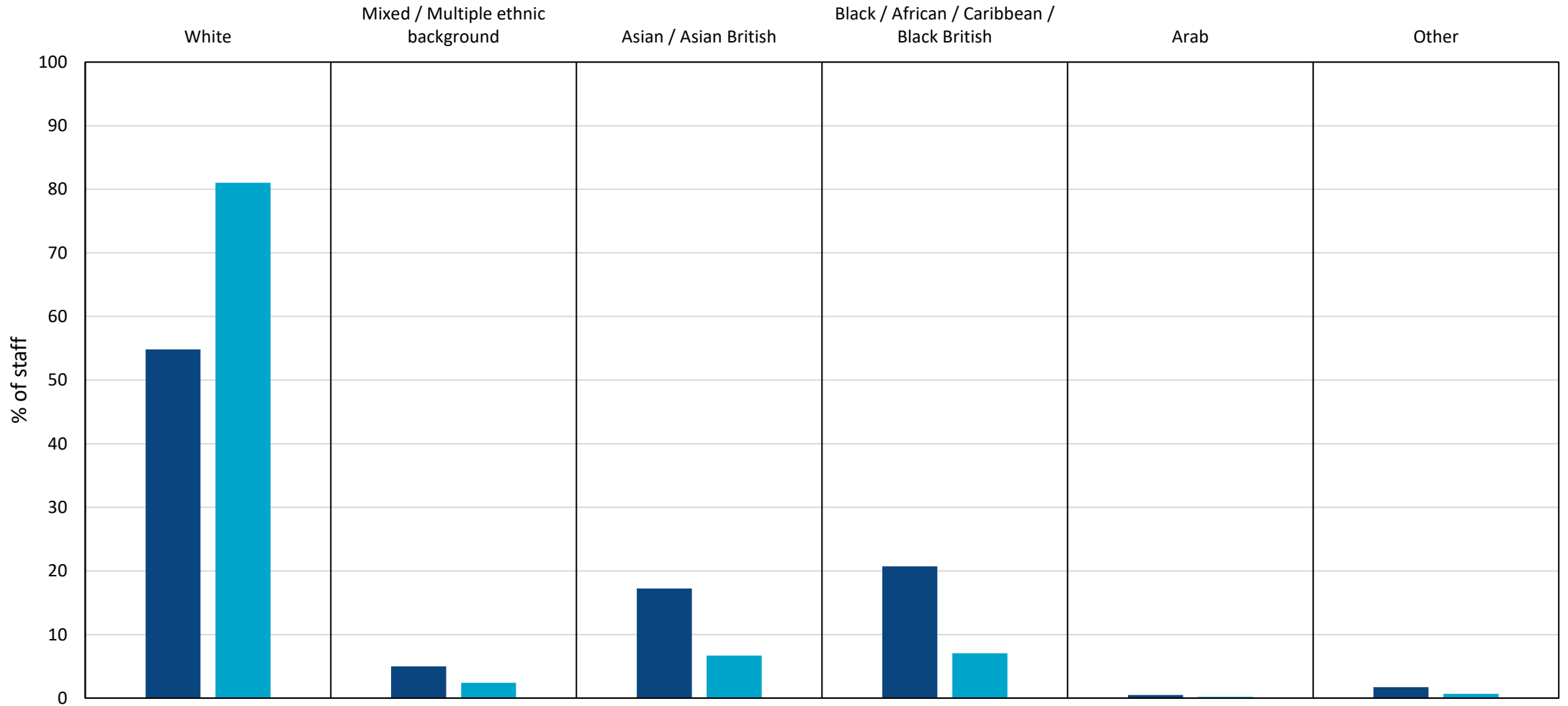
Background details – Is your gender identity the same as the sex you were registered at birth?



Category	Yes	No	Prefer not to say
Your org	94.97%	0.52%	4.51%
Average	96.09%	0.48%	3.48%
Responses	2484	2484	2484

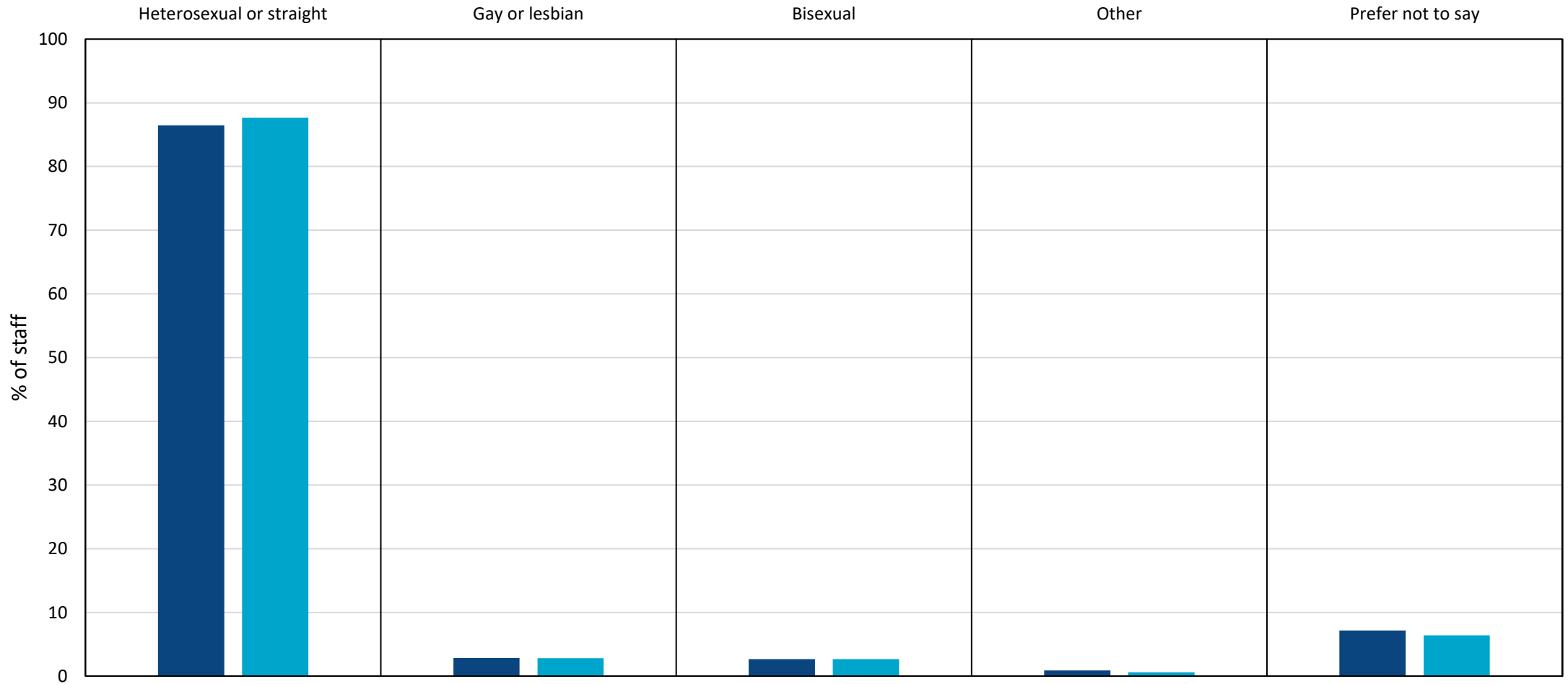


Your org	0.23%	15.89%	25.59%	25.09%	31.63%	1.58%
Average	0.26%	13.19%	23.74%	26.24%	34.48%	1.92%
Responses	2599	2599	2599	2599	2599	2599

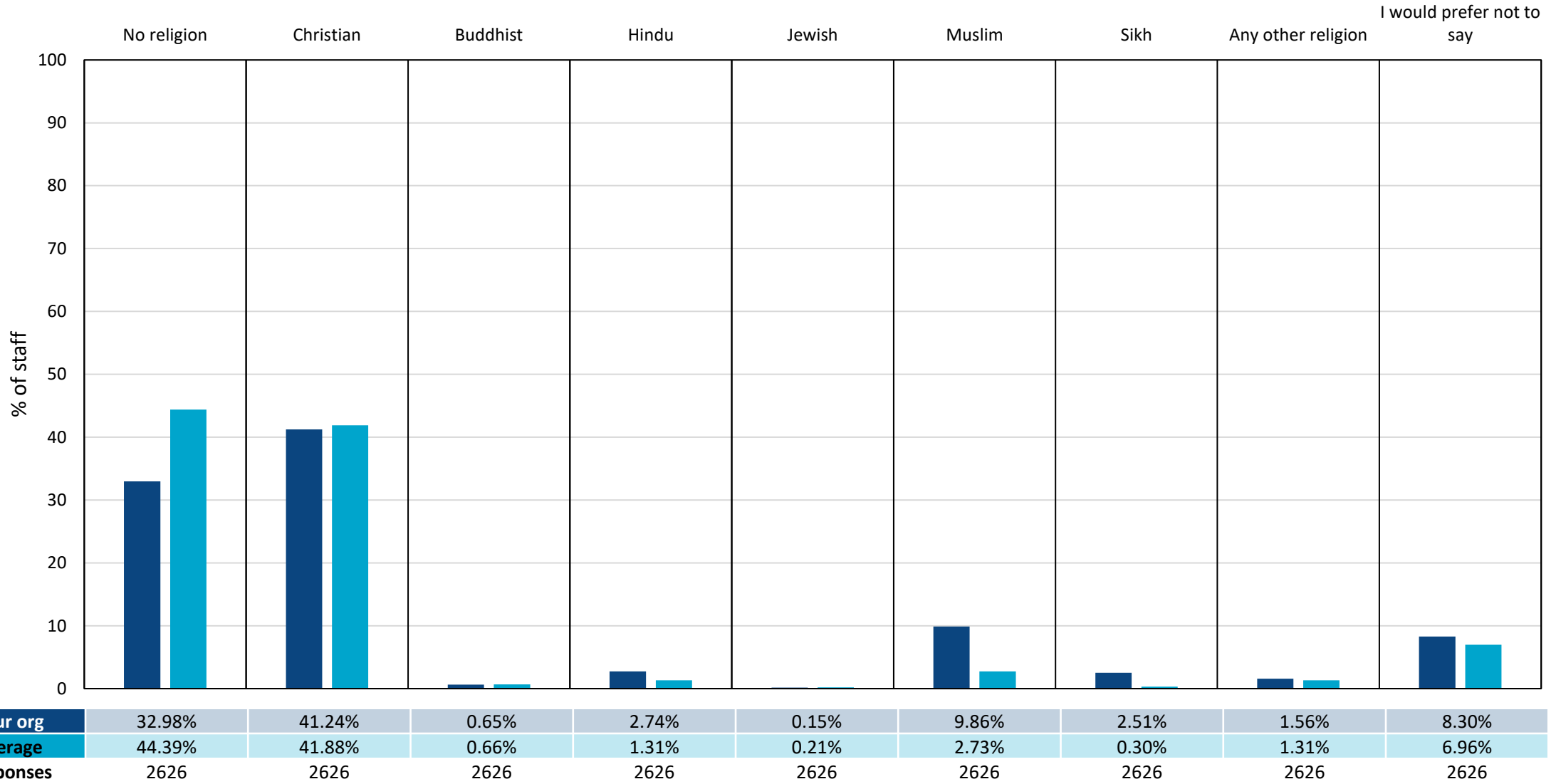


	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
Your org	54.81%	5.00%	17.23%	20.73%	0.50%	1.73%
Average	81.04%	2.40%	6.70%	7.06%	0.18%	0.68%
Responses	2600	2600	2600	2600	2600	2600

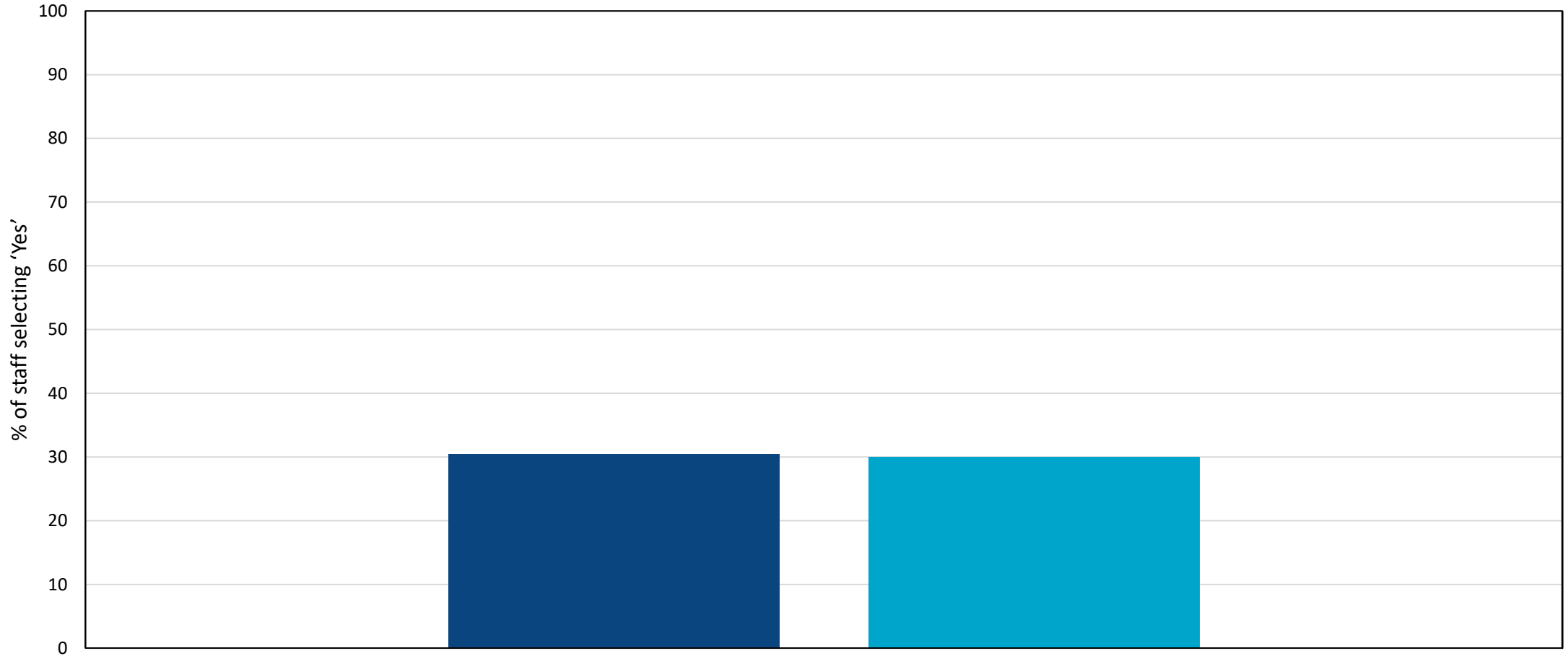
Background details – Sexual orientation



Responses	2636	2636	2636	2636	2636
Your org	86.46%	2.85%	2.66%	0.87%	7.17%
Average	87.65%	2.79%	2.65%	0.62%	6.42%



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



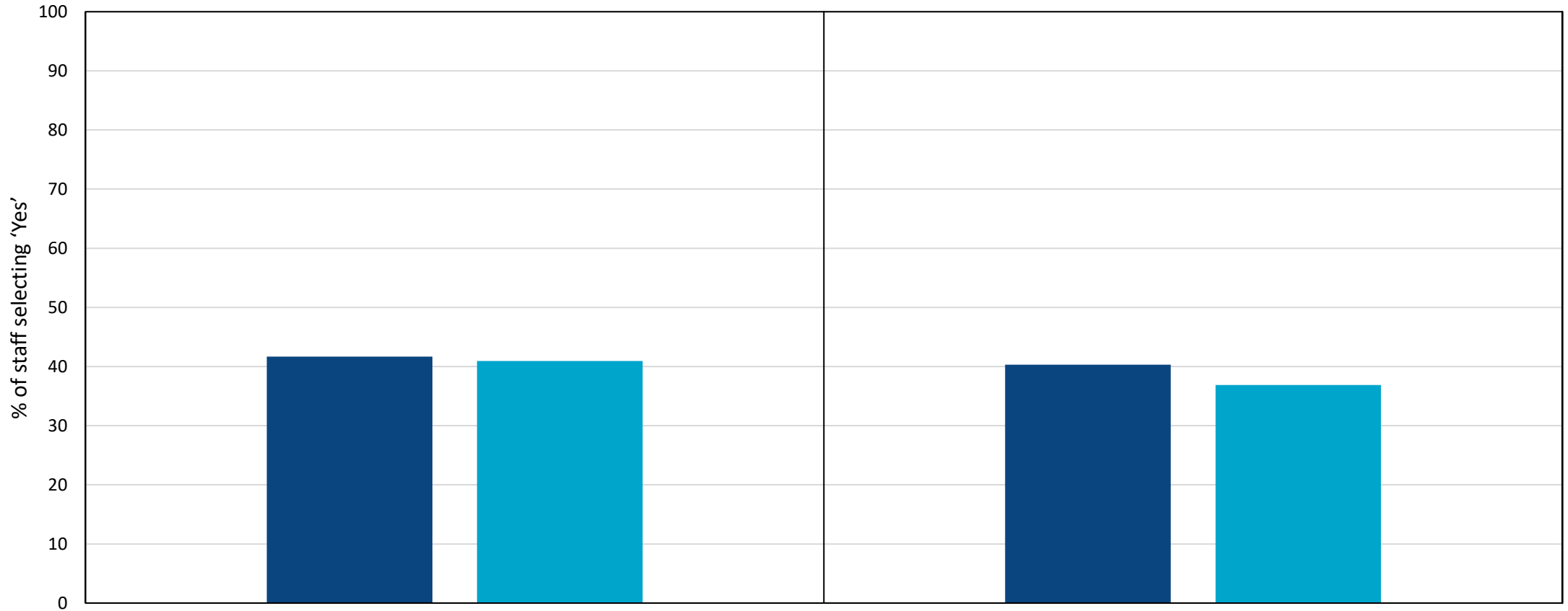
Your org	30.38%
Average	29.92%
Responses	2610



Background details – Parental / caring responsibilities

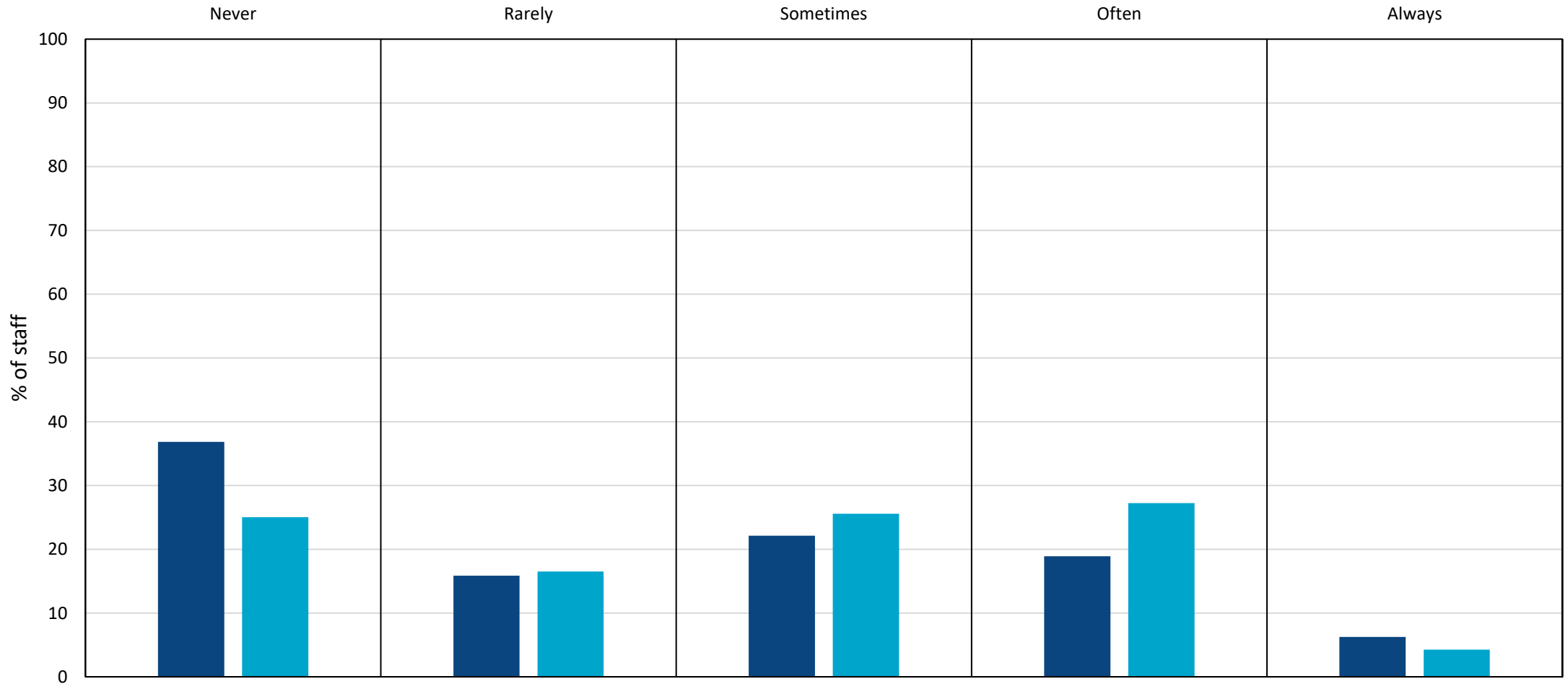
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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



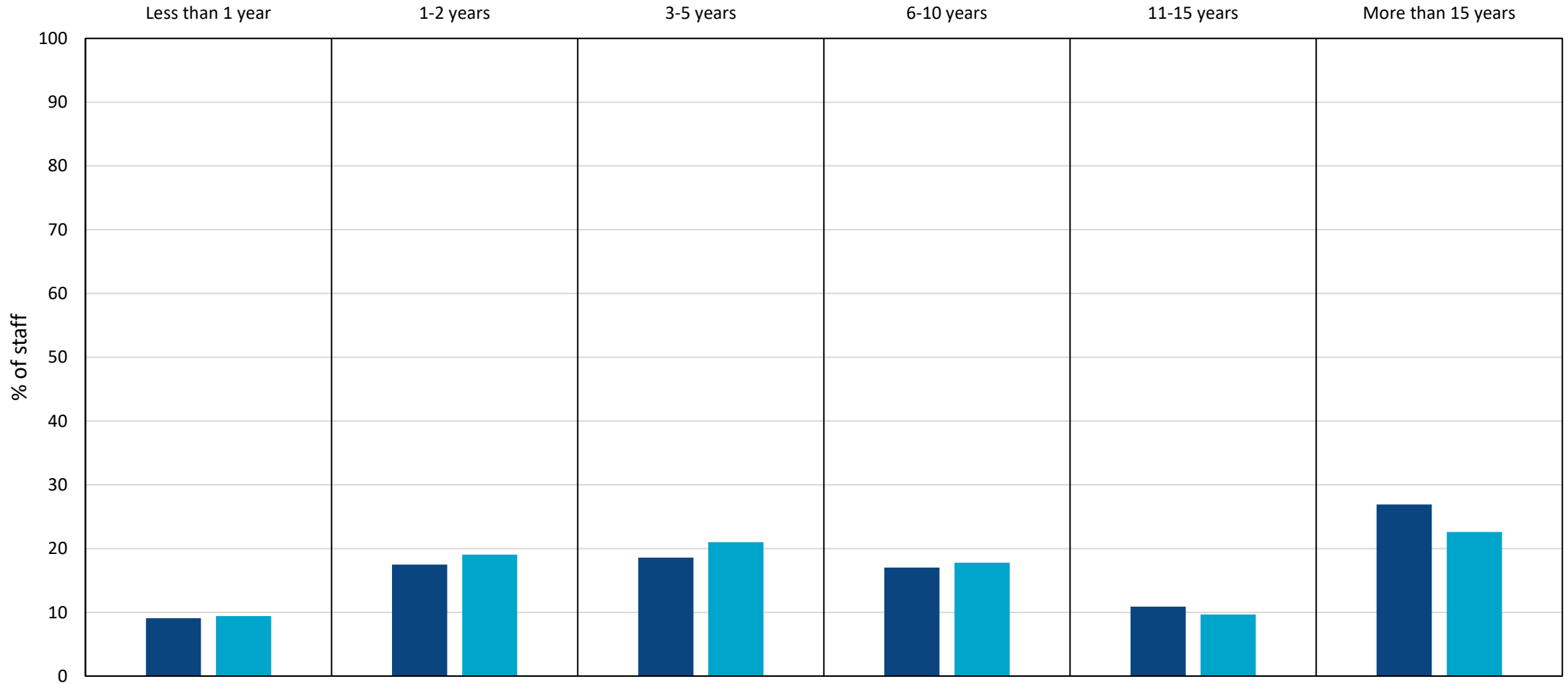
Your org	41.66%	40.31%
Average	40.93%	36.88%
Responses	2609	2600

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



Your org	36.85%	15.86%	22.13%	18.90%	6.26%
Average	25.02%	16.52%	25.57%	27.24%	4.26%
Responses	2635	2635	2635	2635	2635

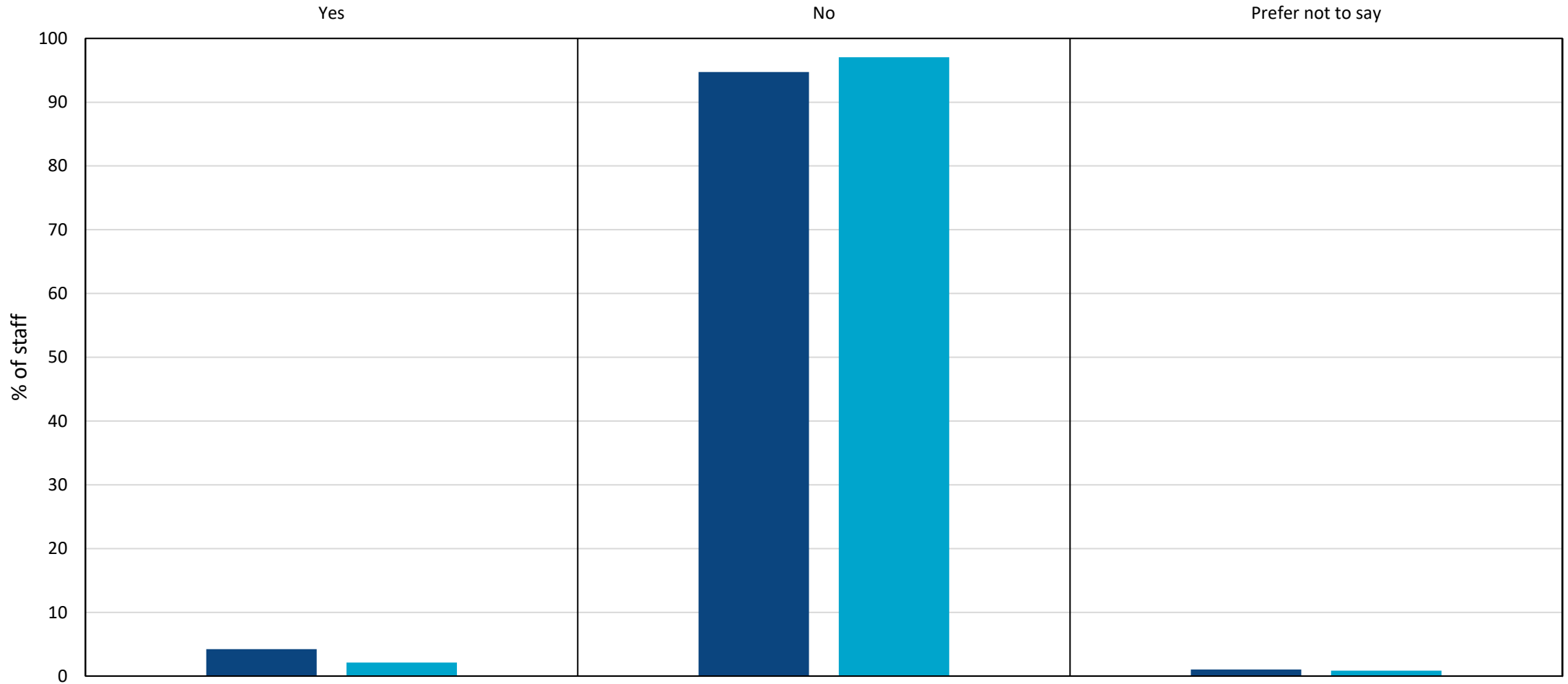
Background details – Length of service



Your org	9.08%	17.51%	18.57%	17.01%	10.90%	26.93%
Average	9.41%	19.04%	21.02%	17.78%	9.65%	22.61%
Responses	2633	2633	2633	2633	2633	2633

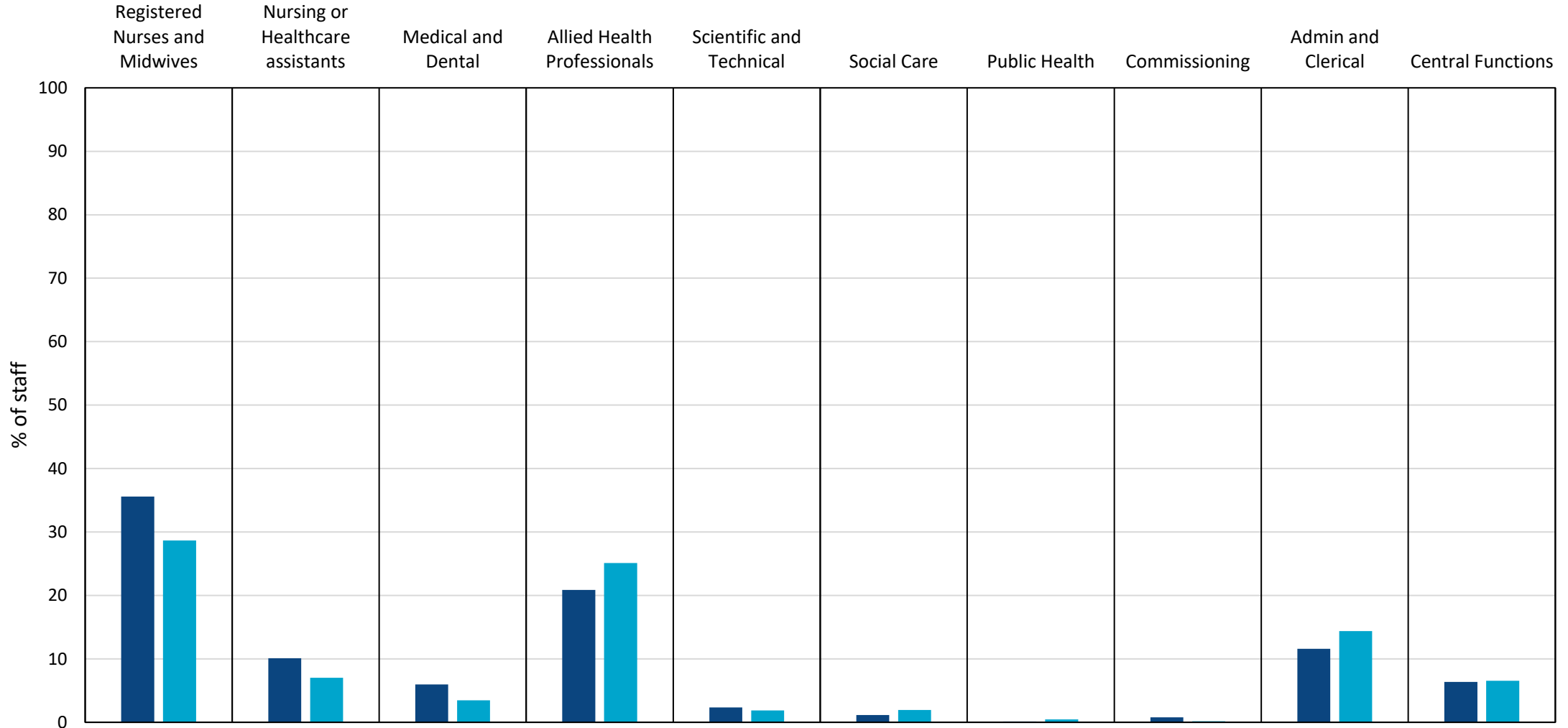


Background details – When you joined this organisation, were you recruited from outside of the UK?



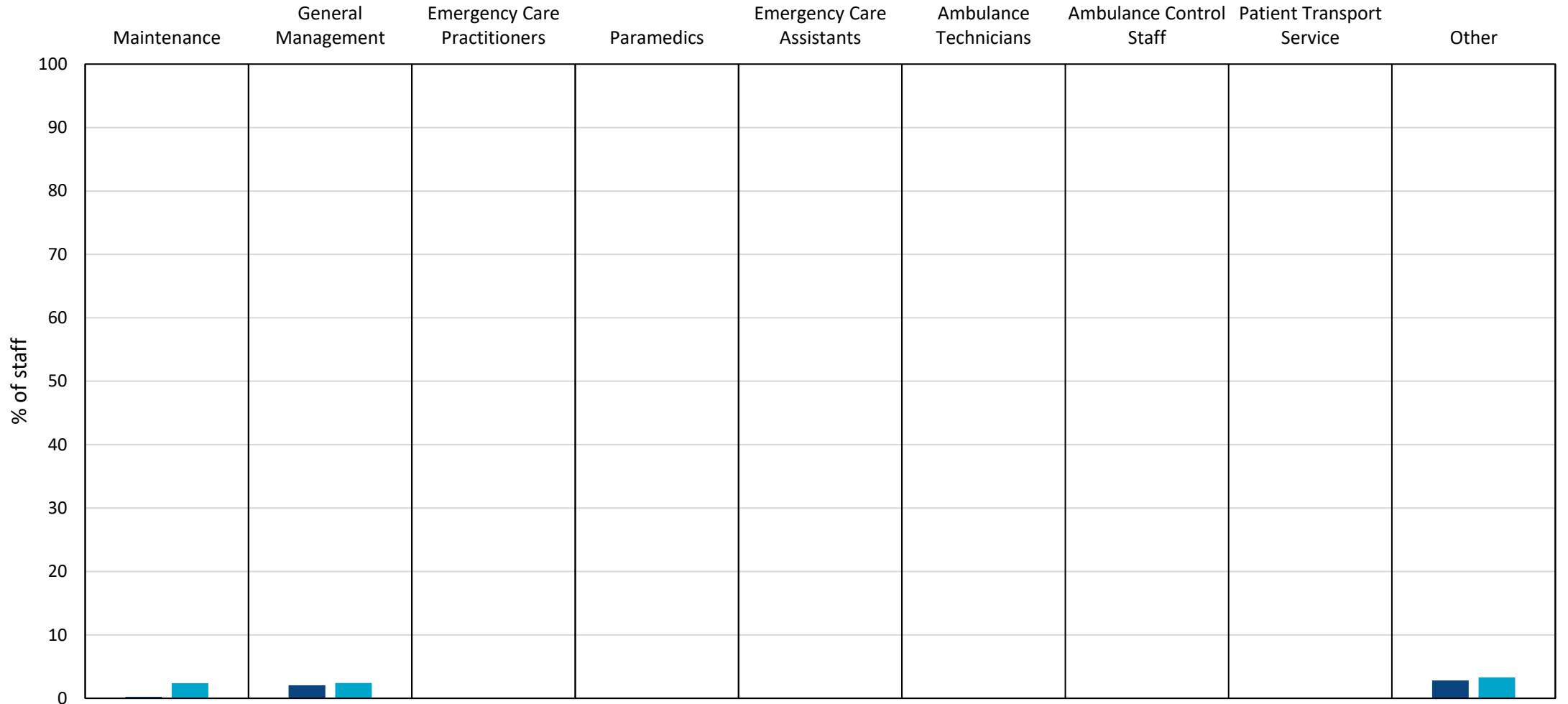
Your org	4.24%	94.73%	1.03%
Average	2.11%	97.04%	0.84%
Responses	2618	2618	2618

Background details – Occupational group



Responses	2601	2601	2601	2601	2601	2601	2601	2601	2601	2601
Your org	35.56%	10.11%	5.96%	20.88%	2.35%	1.15%	0.12%	0.77%	11.57%	6.38%
Average	28.65%	7.01%	3.47%	25.12%	1.88%	1.94%	0.47%	0.16%	14.39%	6.56%

Background details – Occupational group

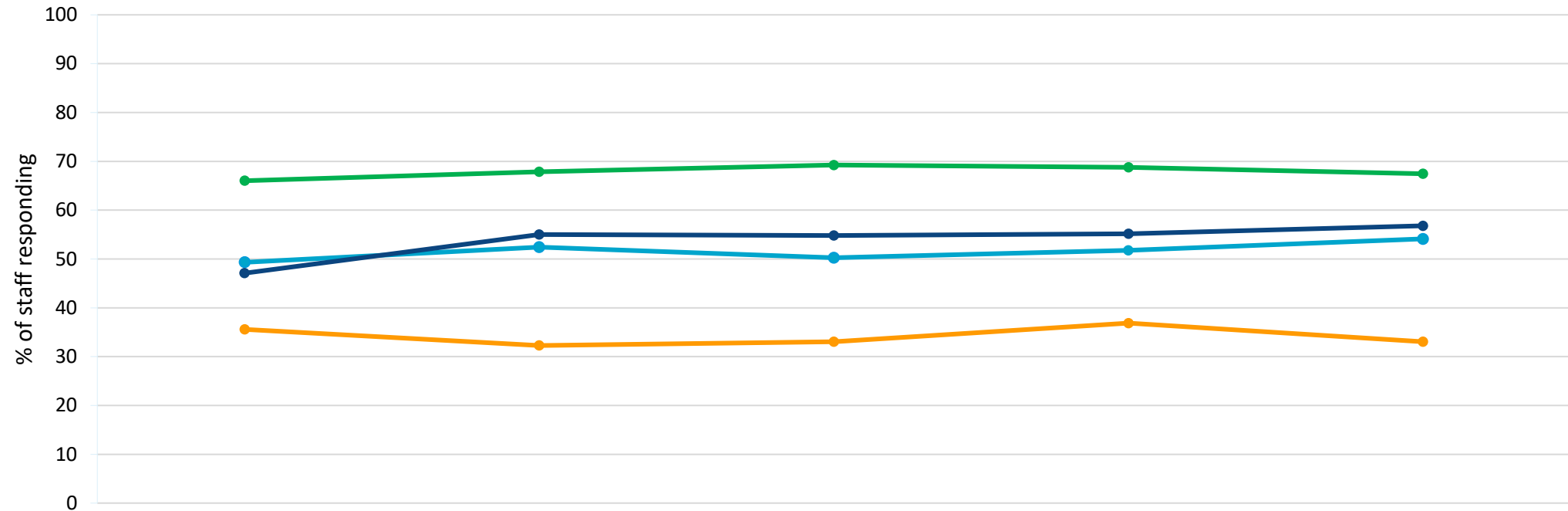


Your org	0.23%	2.04%	0.00%	0.04%	0.04%	0.00%	0.00%	0.00%	2.81%
Average	2.37%	2.42%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	3.27%
Responses	2601	2601	2601	2601	2601	2601	2601	2601	2601

Appendices

Appendix A: Response rate

Response rate



	2020	2021	2022	2023	2024
Your org	47.09%	55.01%	54.78%	55.15%	56.79%
Highest	66.02%	67.86%	69.24%	68.76%	67.46%
Average	49.31%	52.40%	50.26%	51.76%	54.12%
Lowest	35.56%	32.27%	33.04%	36.86%	33.03%
Responses	1860	2228	2230	2393	2650

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	7.37	2386	7.43	2638	Not significant
We are recognised and rewarded	6.31	2386	6.38	2639	Not significant
We each have a voice that counts	6.85	2368	6.86	2608	Not significant
We are safe and healthy	6.33	2300	6.42	2616	Significantly higher
We are always learning	5.98	2240	6.12	2522	Significantly higher
We work flexibly	6.79	2378	6.91	2620	Significantly higher
We are a team	7.12	2386	7.21	2635	Not significant
Themes					
Staff Engagement	7.03	2389	7.07	2641	Not significant
Morale	6.19	2390	6.34	2643	Significantly higher

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

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

Appendix C: Tips on using your benchmark report

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

Key points to note



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



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



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

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

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

Areas to improve

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



Only one example is highlighted for each point

Positive outcomes

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

Review trend data

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



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

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

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

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



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

Identifying questions of interest

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

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

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

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



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

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

Appendix D: Additional reporting outputs

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

Supporting documents



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



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

Other reporting outputs



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



Breakdown reports: Reports containing People Promise and theme results split by breakdown (locality) for Birmingham and Solihull Mental Health 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.