

# Hounslow and Richmond Community Healthcare NHS Trust

## NHS Staff Survey Benchmark report 2024



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# Introduction

## About this report

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

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

## How results are reported

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



In support of this, the results of the NHS Staff Survey are measured against the seven People Promise elements and against two of the themes reported in previous years (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, 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 of 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, 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.

Note this is example data

## Key features

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

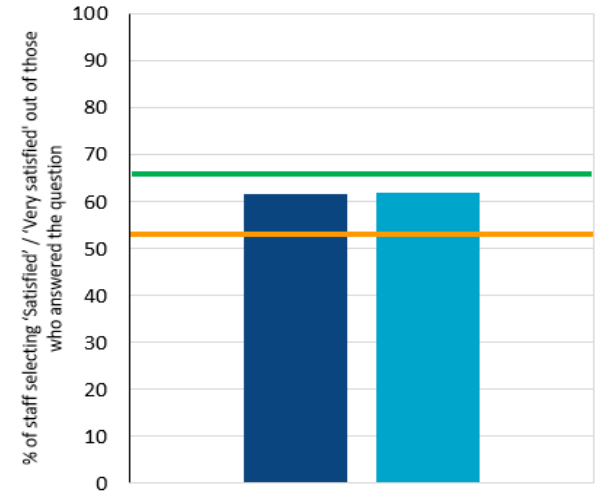
Question-level results are always reported as percentages; the **meaning of the value** is outlined along the axis. Summary measures and sub-scores are always on a 0-10pt scale where 10 is the best score attainable.

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

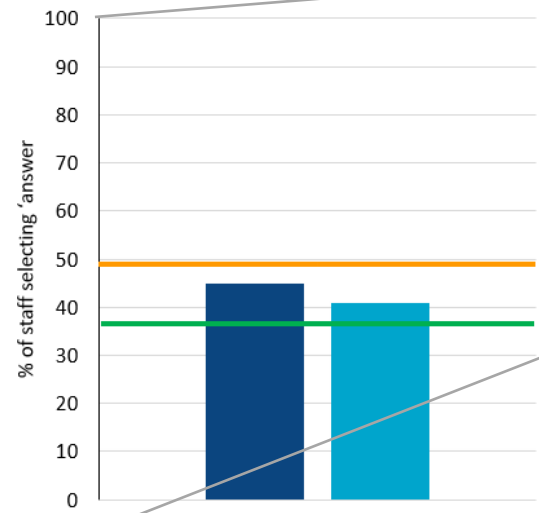
'Best result', 'Average result', and 'Worst result' refer to the **benchmarking group's** best, average and worst results nationally.

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

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



	2024
Your org	61.50%
Best result	65.80%
Average result	61.69%
Worst result	52.94%
Responses	258



	2024
Your org	45.05%
Best result	36.66%
Average result	40.77%
Worst result	48.88%
Responses	258

Tips on how to read, interpret and use the data are included in the [Appendices](#)

## Organisation details



Hounslow and Richmond Community Healthcare NHS Trust

## 2024 NHS Staff Survey



### Organisation details

Completed questionnaires 407

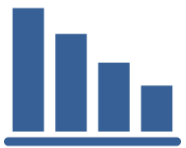
2024 response rate 60%

### Survey details

Survey mode **Mixed**

◀ This organisation is benchmarked against:

Community Trusts



### 2024 benchmarking group details

Organisations in group: 14

Median response rate: 62%

No. of completed questionnaires: 28109

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

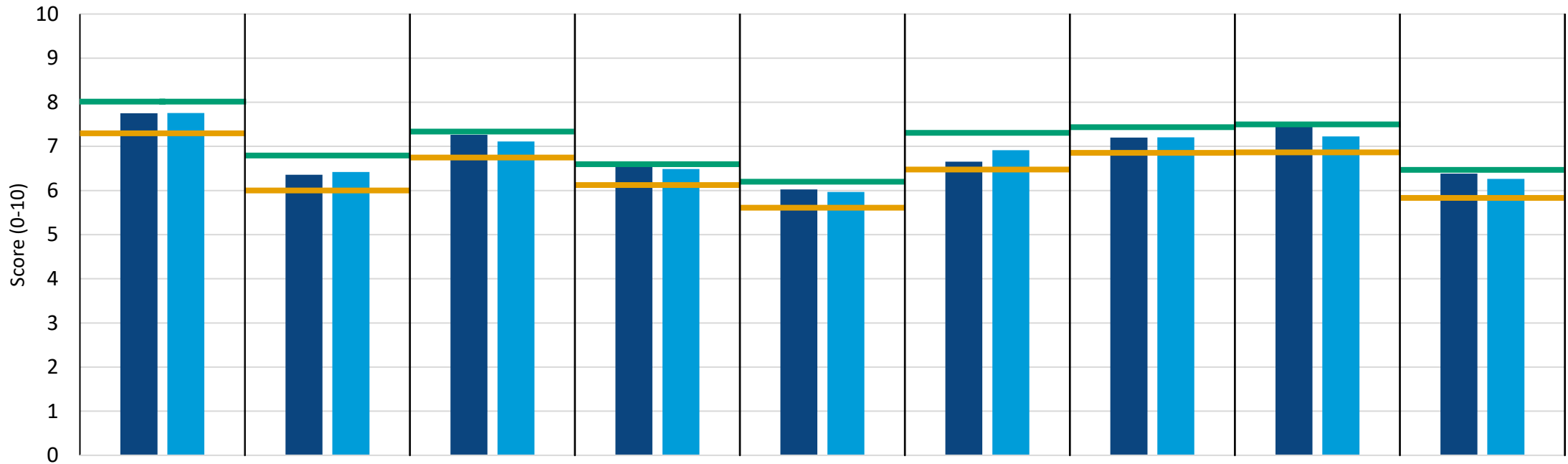


## People Promise elements, themes and sub-score results

## 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.

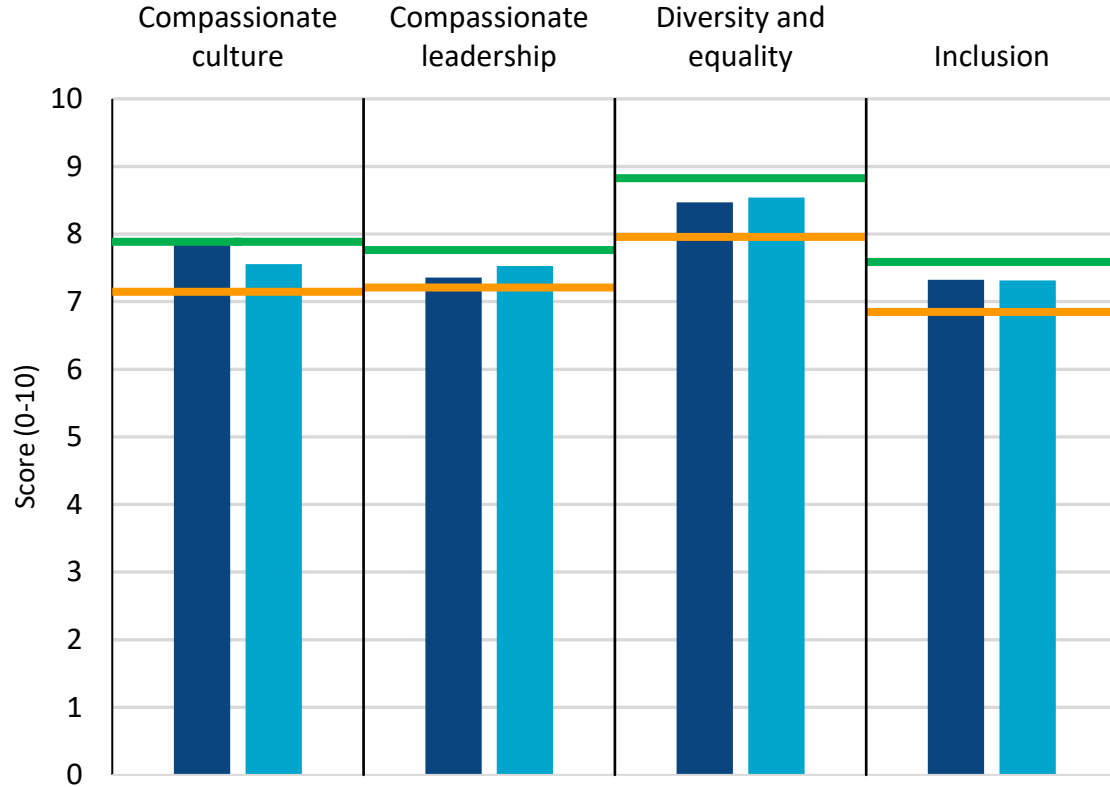


Your org	7.75	6.36	7.26	6.58	6.03	6.66	7.20	7.50	6.38
Best result	8.01	6.79	7.34	6.60	6.20	7.31	7.44	7.50	6.47
Average result	7.76	6.42	7.11	6.49	5.97	6.91	7.20	7.23	6.26
Worst result	7.30	6.00	6.75	6.12	5.61	6.48	6.85	6.87	5.83
Responses	405	405	403	403	384	404	402	406	406

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.



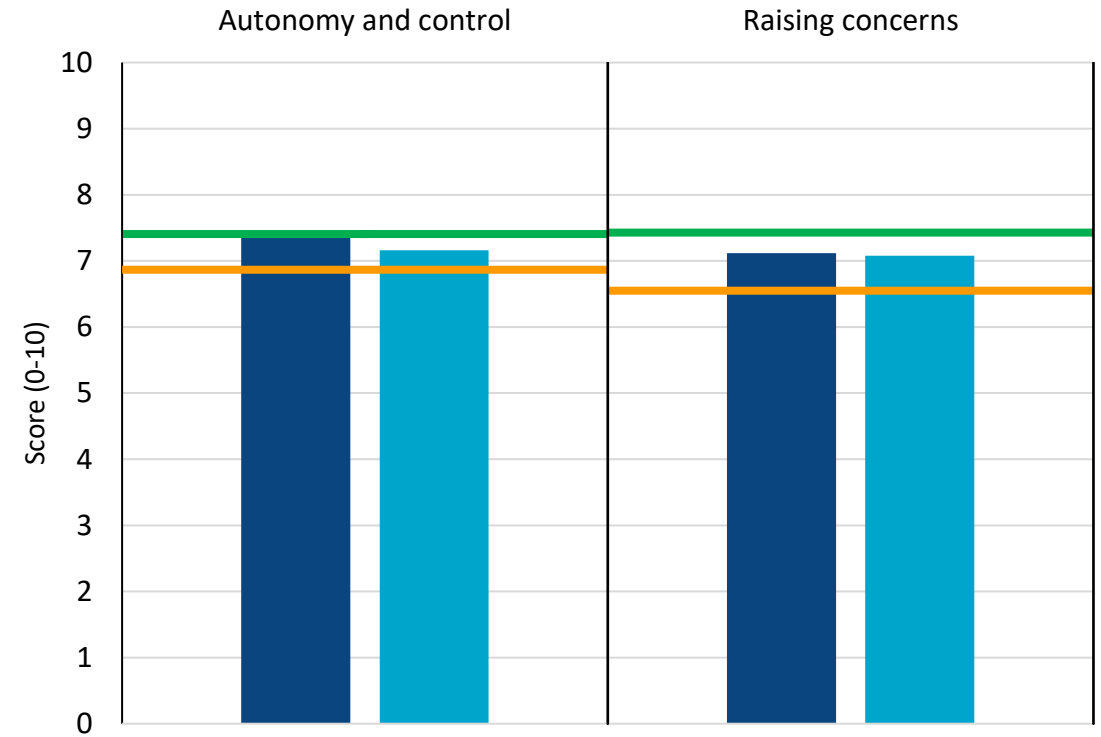
## Promise element 1: We are compassionate and inclusive



Your org	7.85	7.36	8.47	7.32
Best result	7.89	7.76	8.83	7.59
Average result	7.56	7.53	8.54	7.31
Worst result	7.15	7.21	7.96	6.85
Responses	404	405	404	401



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



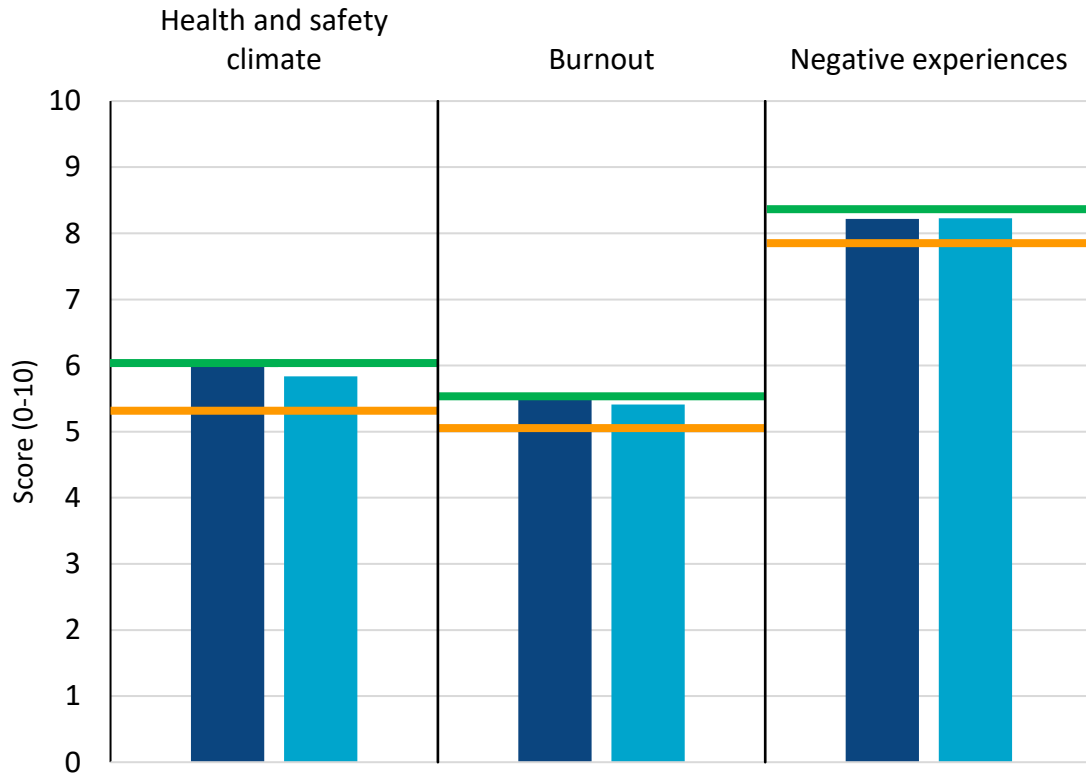
Your org	7.41	7.12
Best result	7.41	7.43
Average result	7.16	7.08
Worst result	6.87	6.55
Responses	406	403

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.



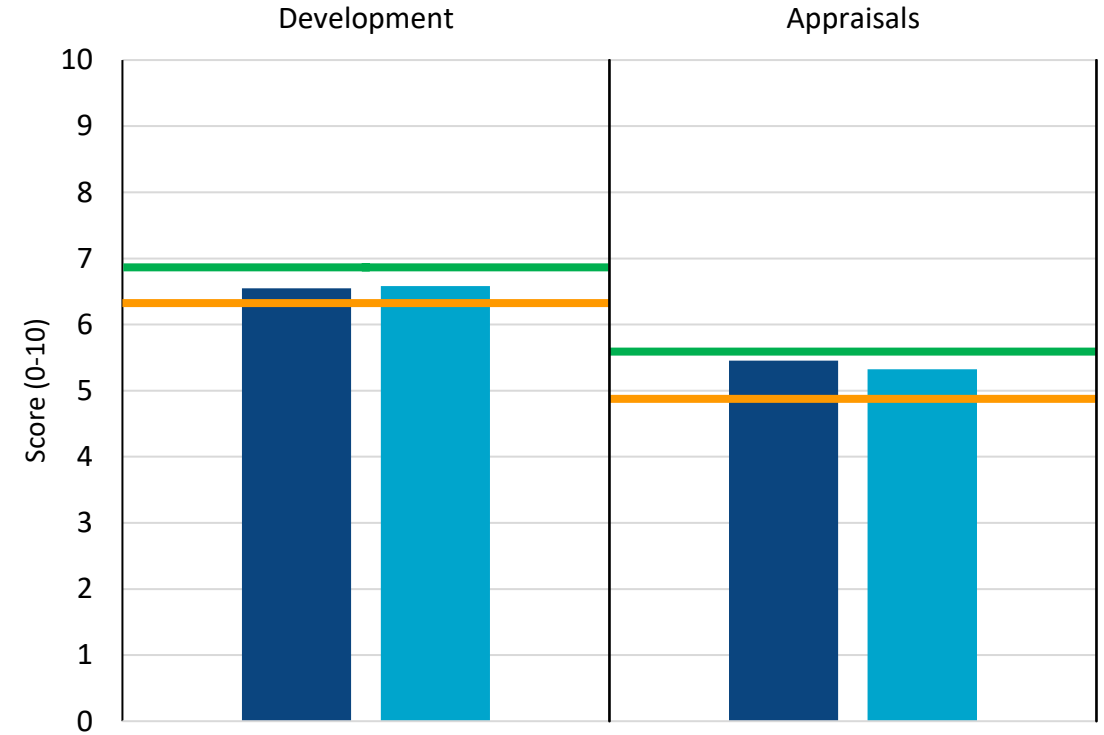
## Promise element 4: We are safe and healthy



Your org	6.00	5.53	8.22
Best result	6.04	5.53	8.36
Average result	5.84	5.41	8.23
Worst result	5.32	5.05	7.85
Responses	406	405	403



## Promise element 5: We are always learning



Your org	6.55	5.45
Best result	6.86	5.59
Average result	6.58	5.32
Worst result	6.32	4.88
Responses	405	384

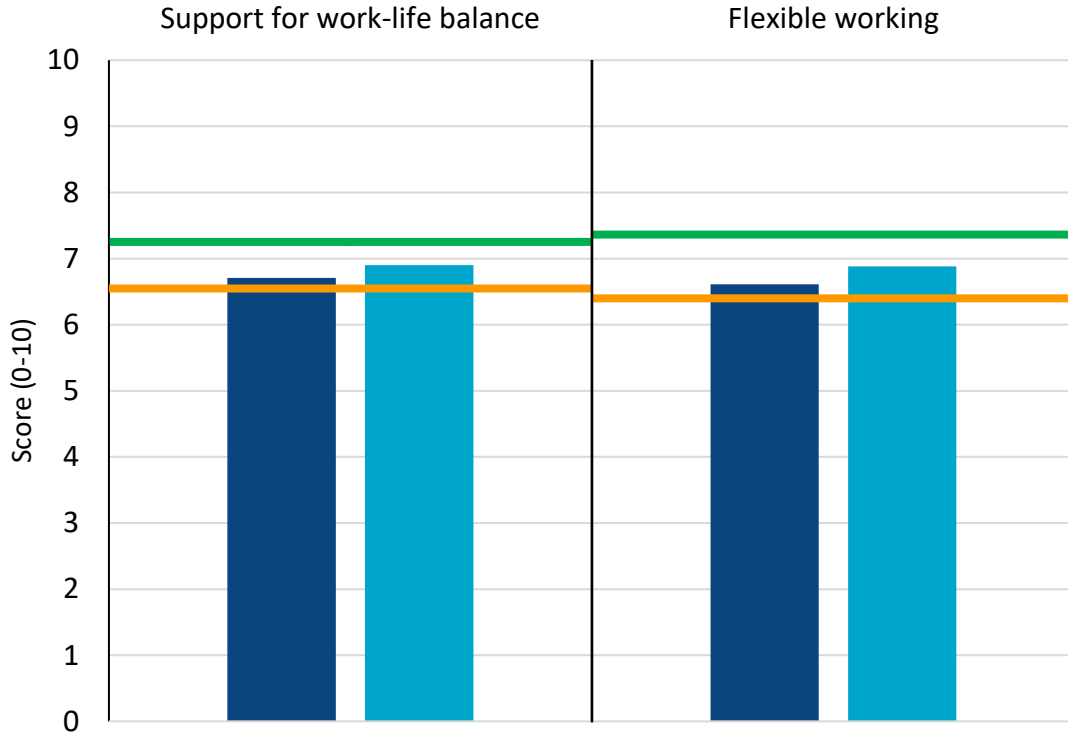
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 6: We work flexibly



## Promise element 7: We are a team



Category	Score	Responses
Your org	6.71	405
Best result	7.25	
Average result	6.90	
Worst result	6.55	
<b>Support for work-life balance</b>	<b>6.71</b>	<b>405</b>
<b>Flexible working</b>	<b>6.61</b>	<b>404</b>

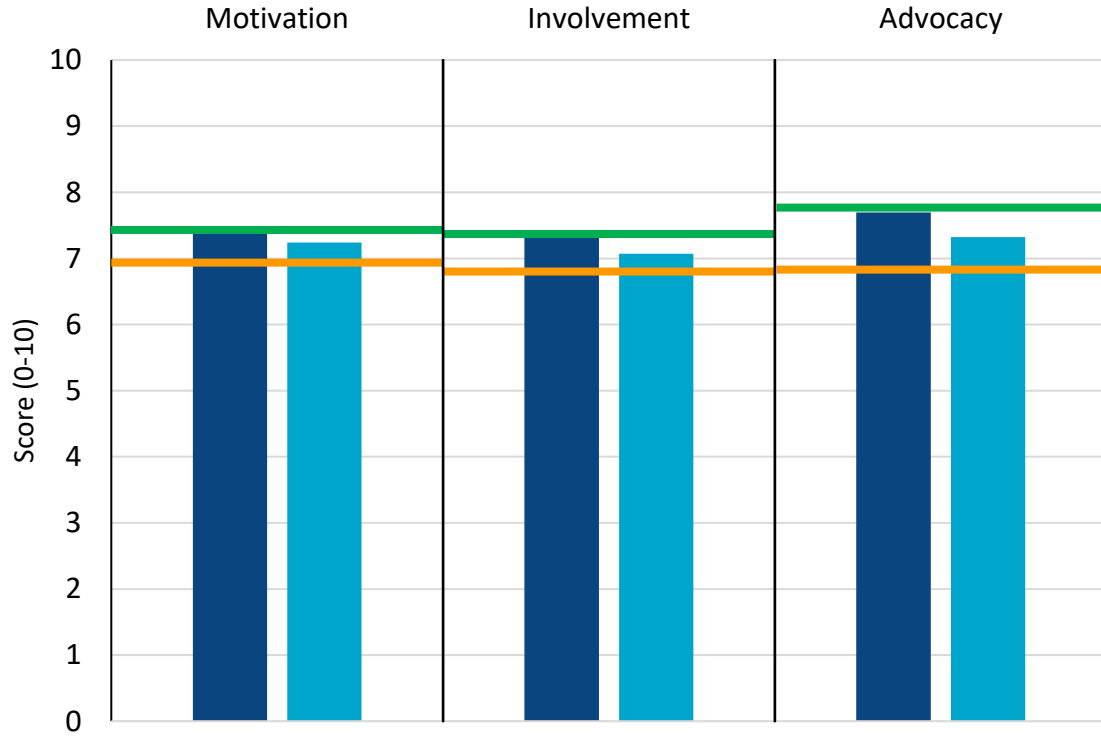


Category	Score	Responses
Your org	7.16	403
Best result	7.30	
Average result	7.06	
Worst result	6.69	
<b>Team working</b>	<b>7.16</b>	<b>403</b>
<b>Line management</b>	<b>7.24</b>	<b>405</b>

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.



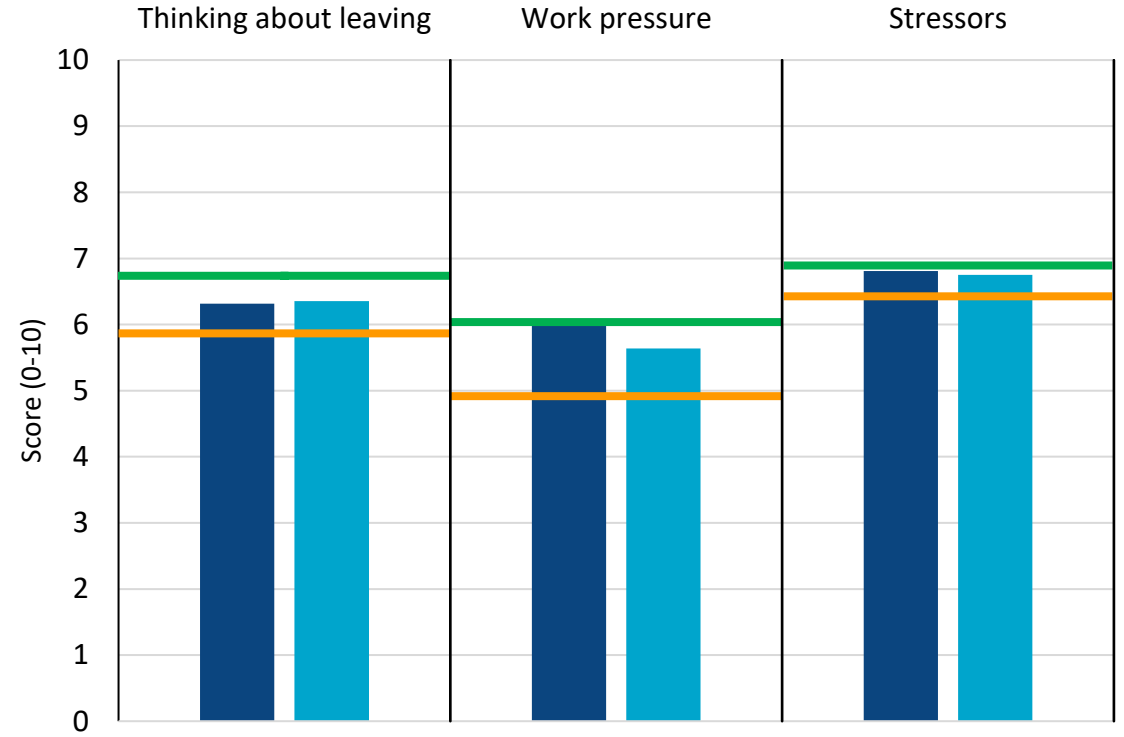
## Theme: Staff engagement



Your org	7.43	7.37	7.70
Best result	7.43	7.37	7.77
Average result	7.24	7.07	7.32
Worst result	6.94	6.80	6.83
Responses	398	406	404



## Theme: Morale



Your org	6.31	6.04	6.81
Best result	6.74	6.04	6.89
Average result	6.35	5.64	6.75
Worst result	5.87	4.92	6.43
Responses	405	405	404

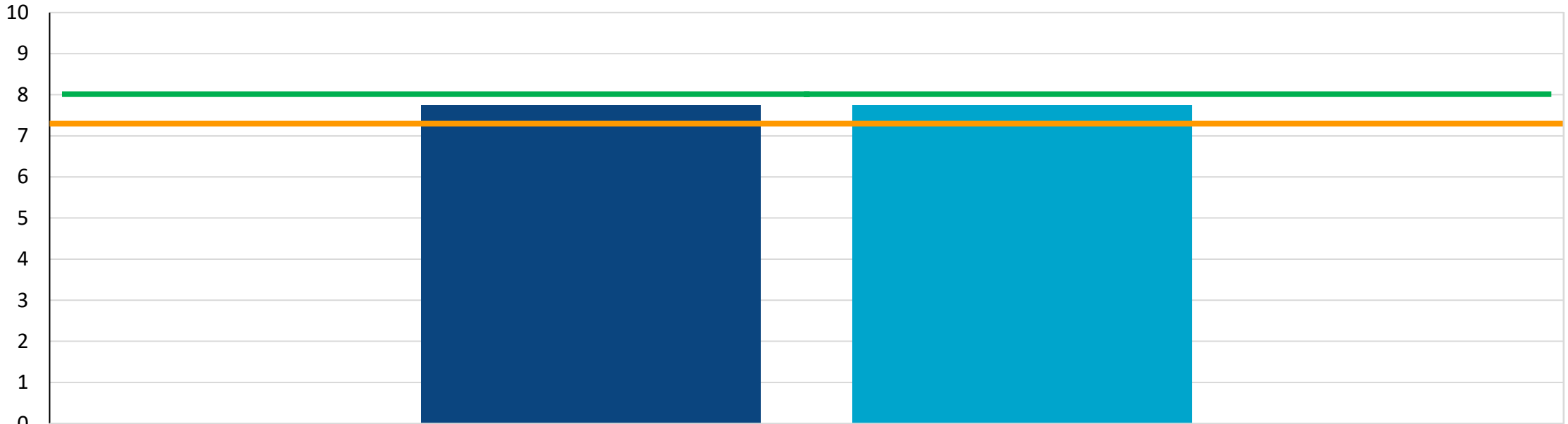


## People Promise elements, themes and sub-scores: Trends

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



2024

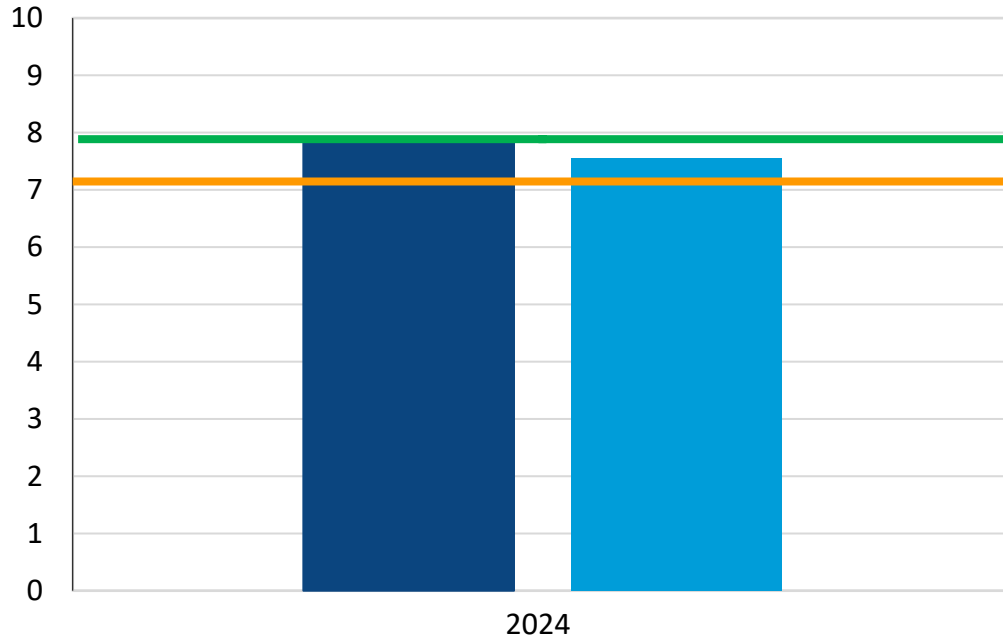
Your org	7.75
Best result	8.01
Average result	7.76
Worst result	7.30

Responses 405

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.

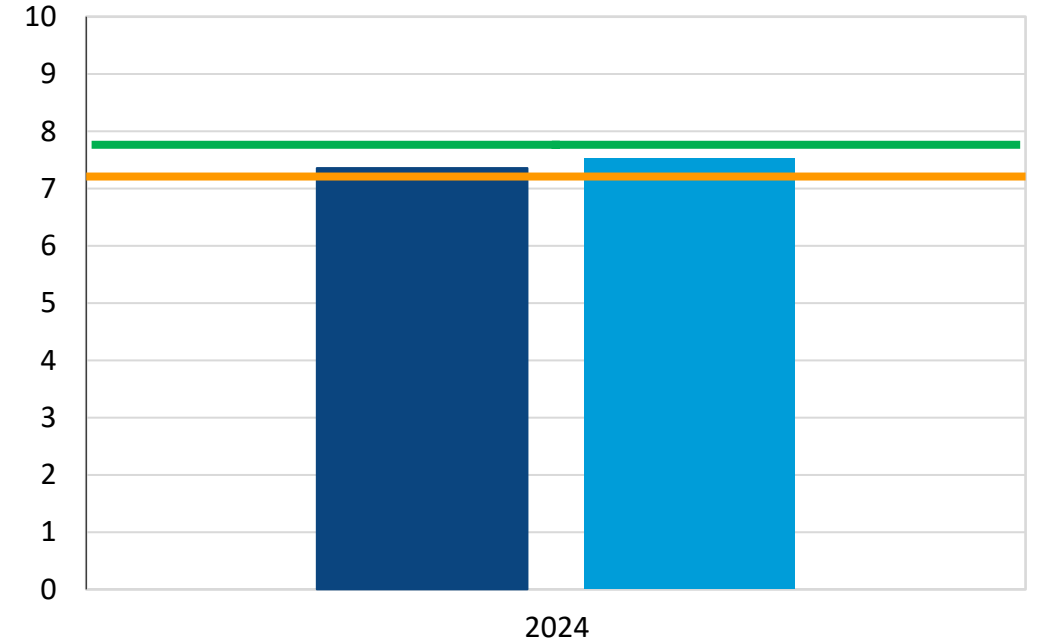
 **Promise element 1: We are compassionate and inclusive (1)**

Compassionate culture



Your org	7.85
Best result	7.89
Average result	7.56
Worst result	7.15
Responses	404

Compassionate leadership

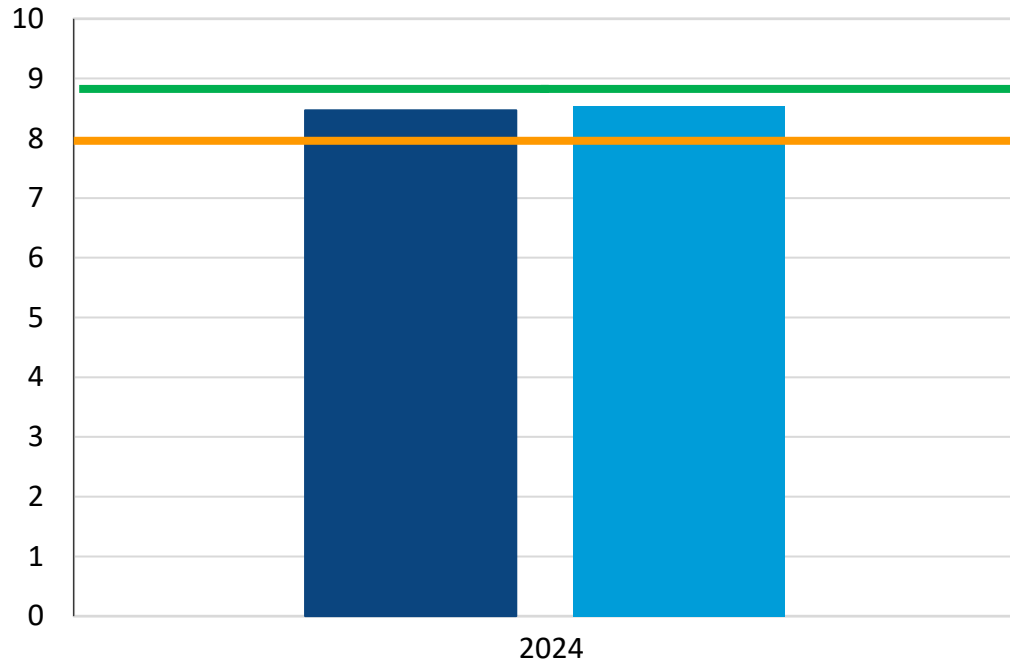


Your org	7.36
Best result	7.76
Average result	7.53
Worst result	7.21
Responses	405

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.

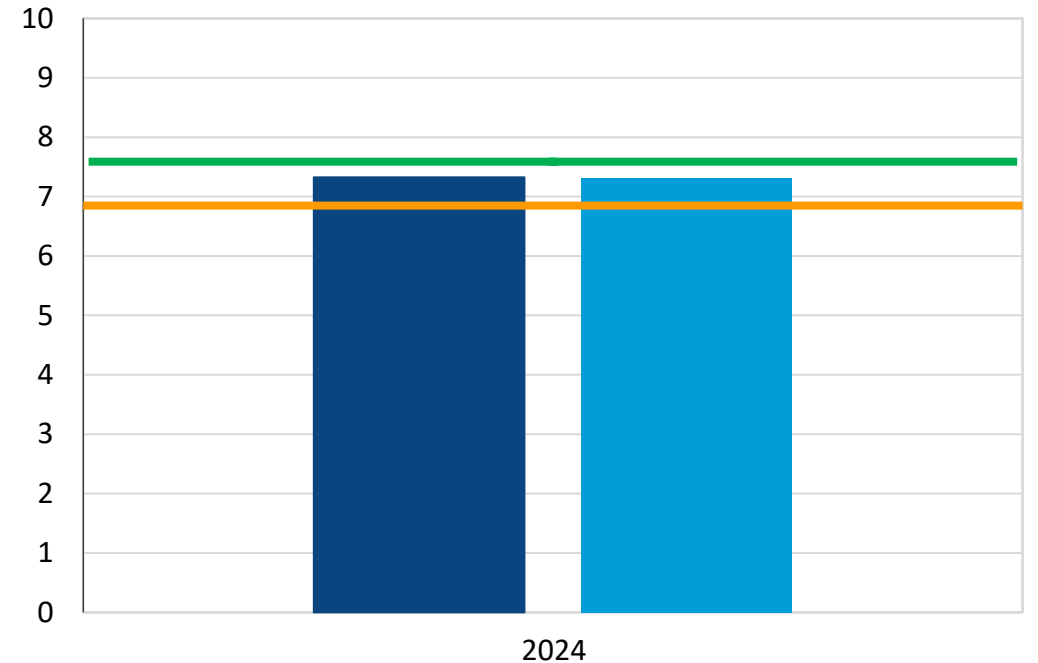
 **Promise element 1: We are compassionate and inclusive (2)**

Diversity and equality



Your org	8.47
Best result	8.83
Average result	8.54
Worst result	7.96
Responses	404

Inclusion



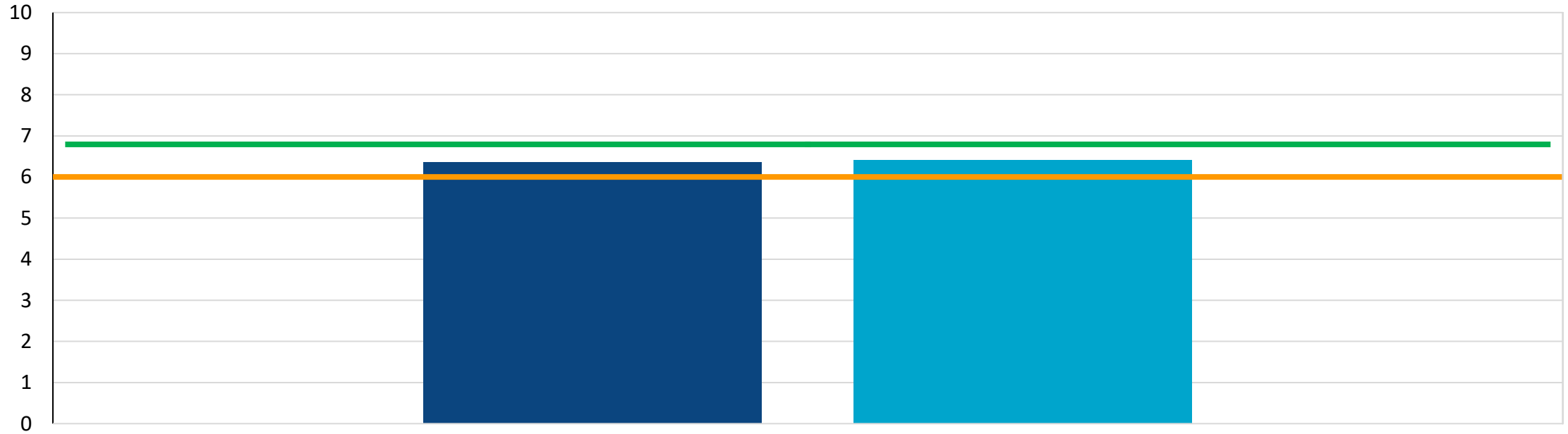
Your org	7.32
Best result	7.59
Average result	7.31
Worst result	6.85
Responses	401

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



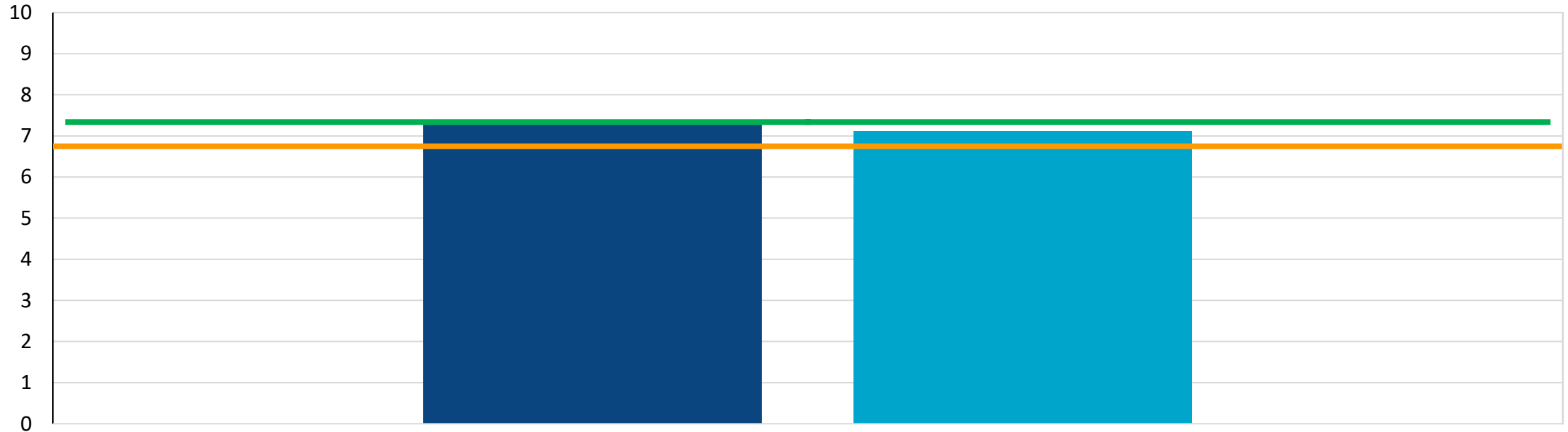
	2024
Your org	6.36
Best result	6.79
Average result	6.42
Worst result	6.00
Responses	405

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



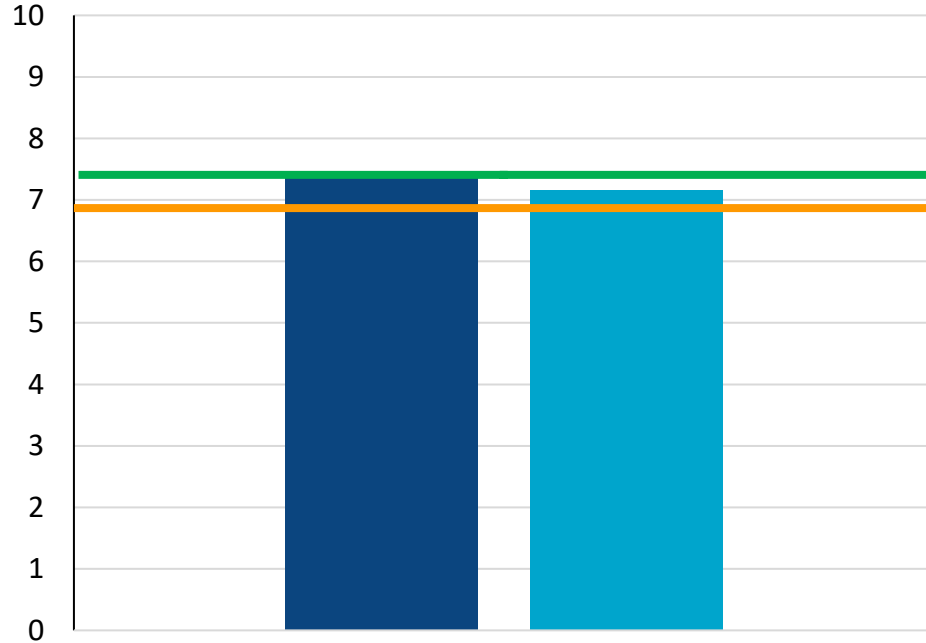
	2024
Your org	7.26
Best result	7.34
Average result	7.11
Worst result	6.75
Responses	403

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

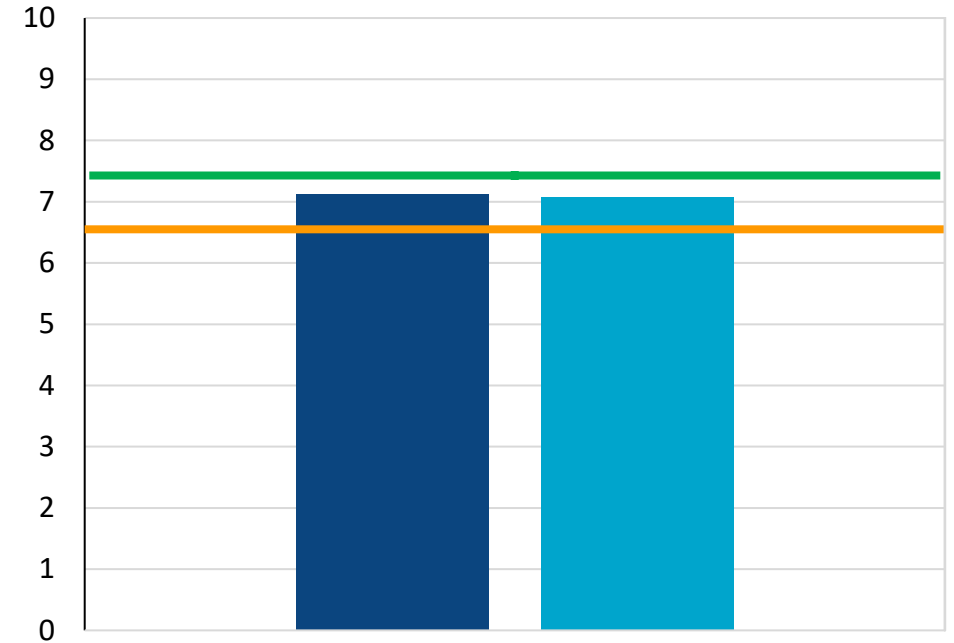


2024

Your org	7.41
Best result	7.41
Average result	7.16
Worst result	6.87

Responses 406

Raising concerns



2024

Your org	7.12
Best result	7.43
Average result	7.08
Worst result	6.55

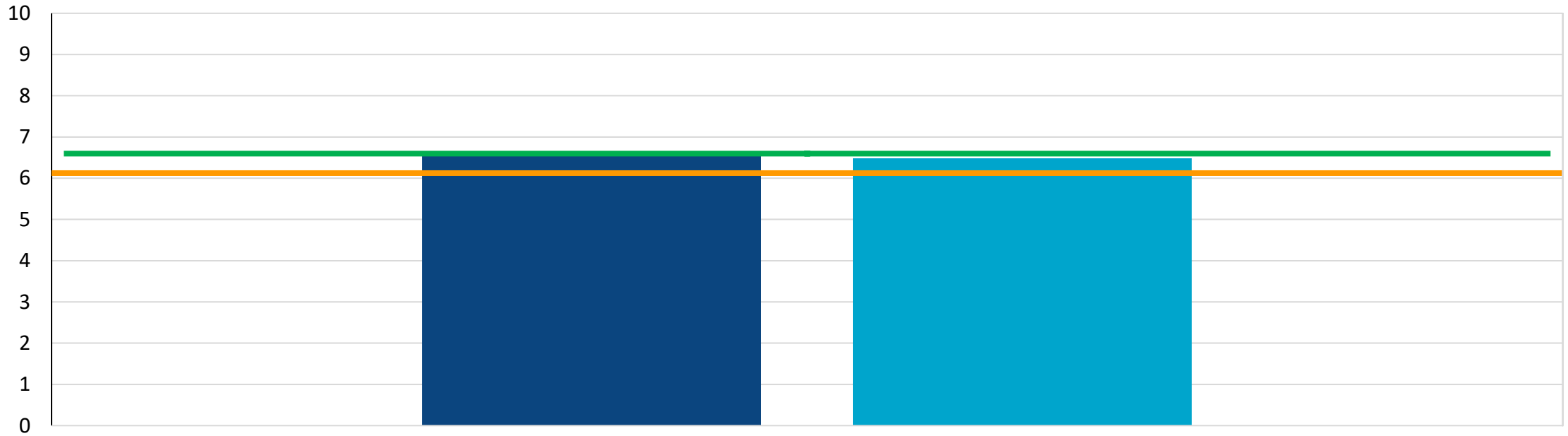
Responses 403

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



2024

Your org	6.58
Best result	6.60
Average result	6.49
Worst result	6.12
Responses	403

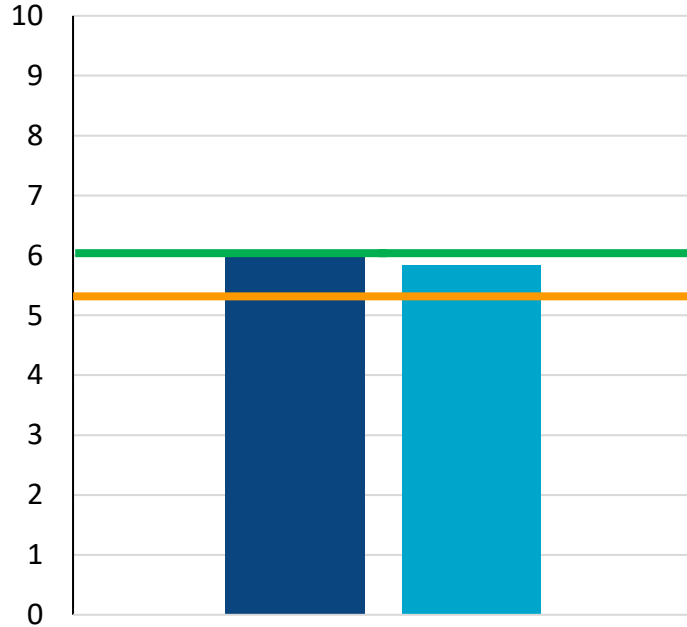


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



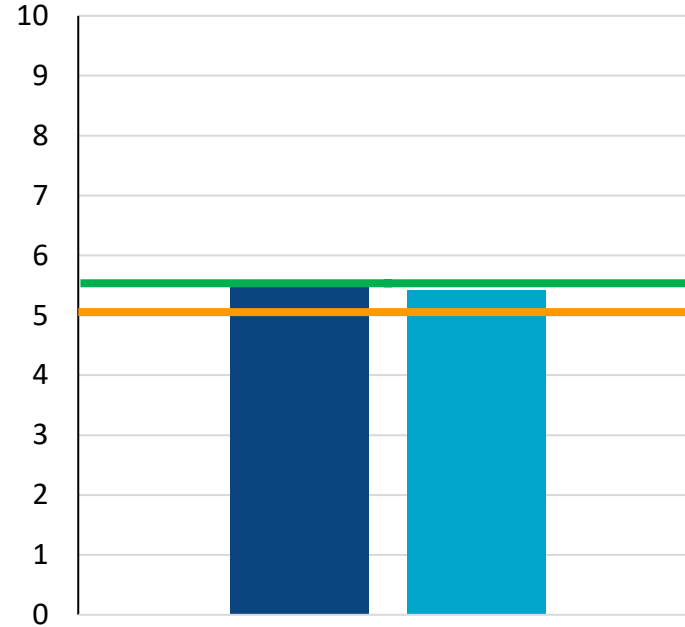
## Promise element 4: We are safe and healthy

Health and safety climate



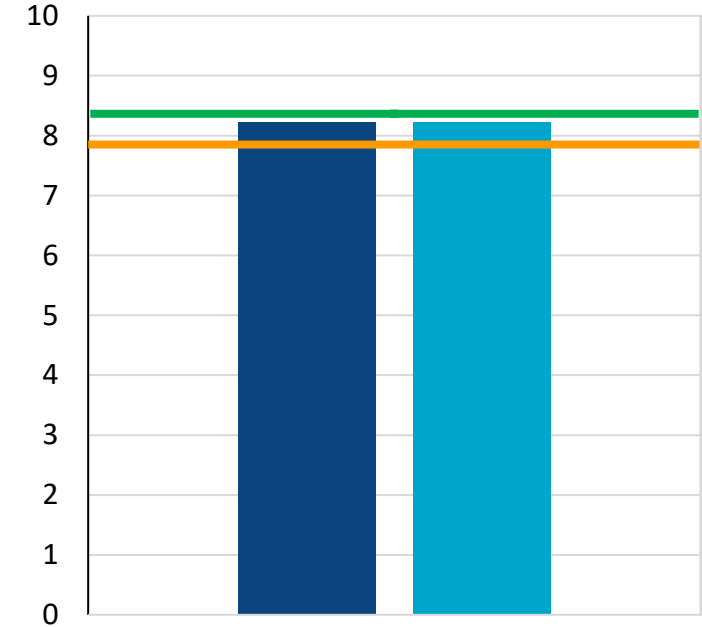
	2024
Your org	6.00
Best result	6.04
Average result	5.84
Worst result	5.32
Responses	406

Burnout



	2024
Your org	5.53
Best result	5.53
Average result	5.41
Worst result	5.05
Responses	405

Negative experiences



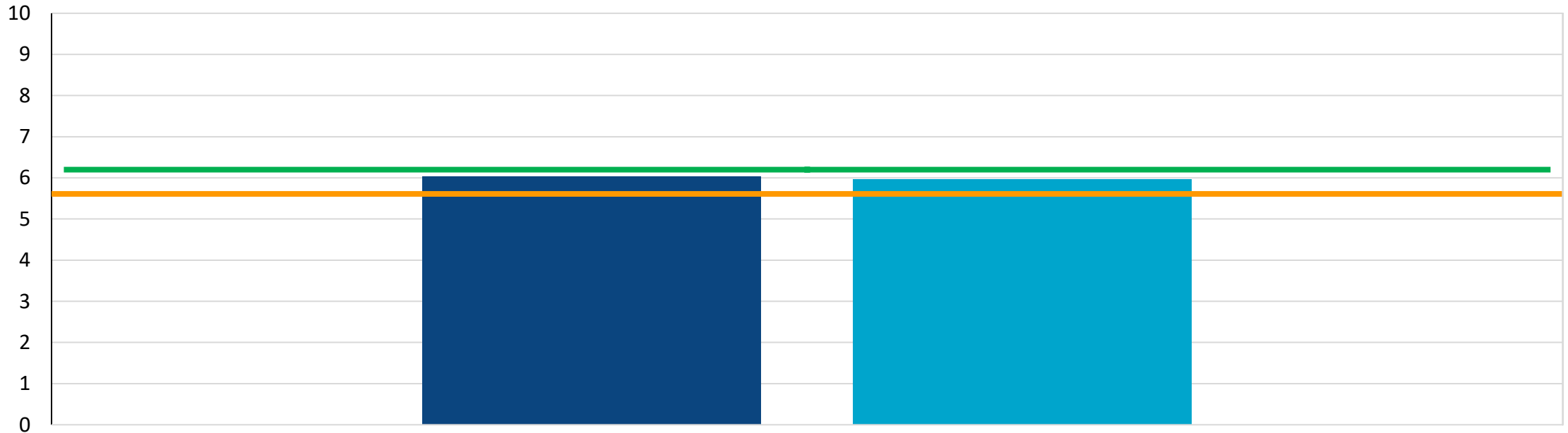
	2024
Your org	8.22
Best result	8.36
Average result	8.23
Worst result	7.85
Responses	403

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



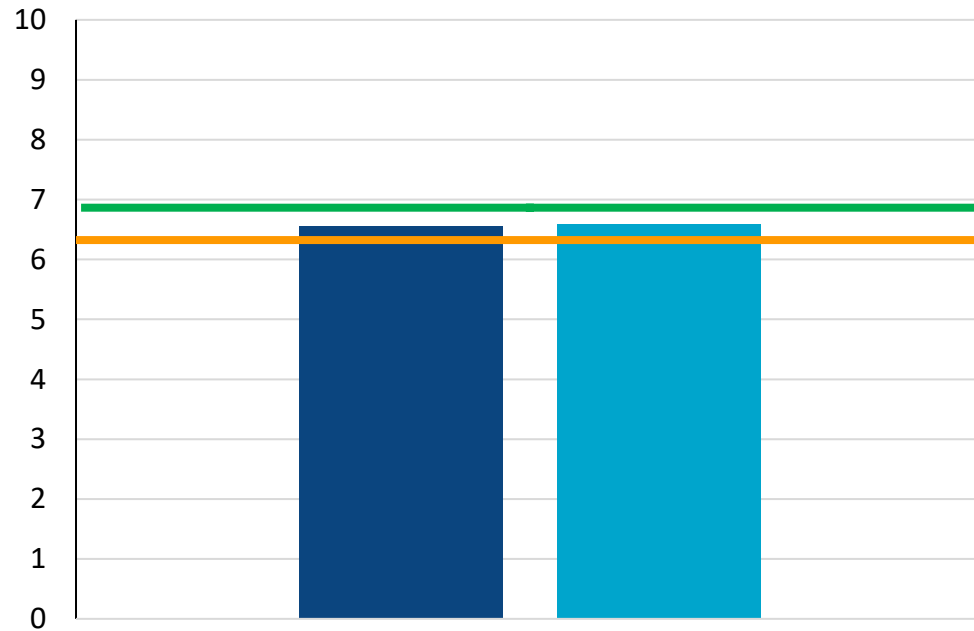
	2024
Your org	6.03
Best result	6.20
Average result	5.97
Worst result	5.61
Responses	384

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

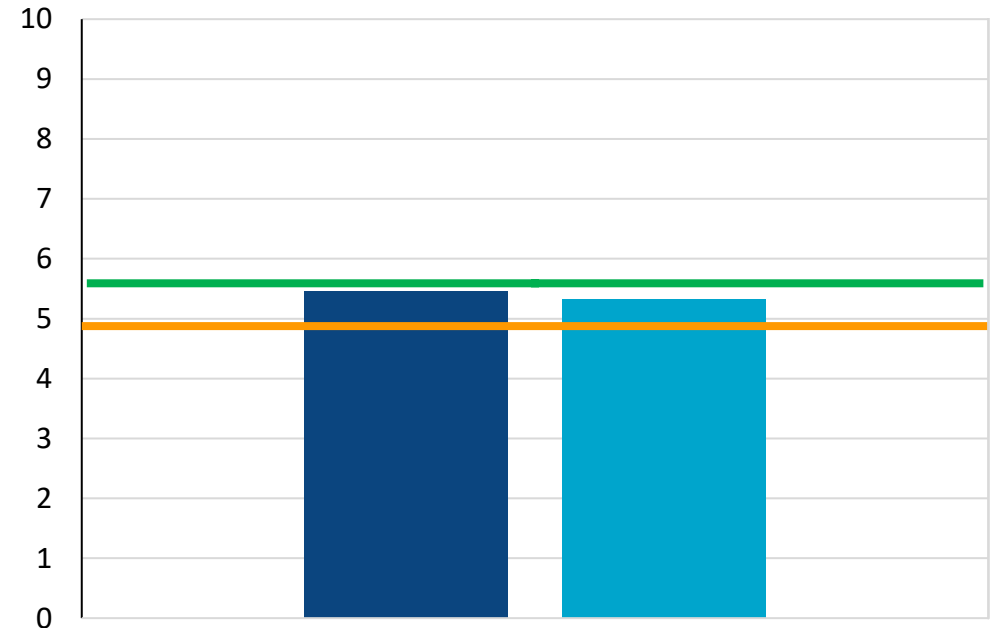


2024

Your org	6.55
Best result	6.86
Average result	6.58
Worst result	6.32

Responses 405

Appraisals



2024

Your org	5.45
Best result	5.59
Average result	5.32
Worst result	4.88

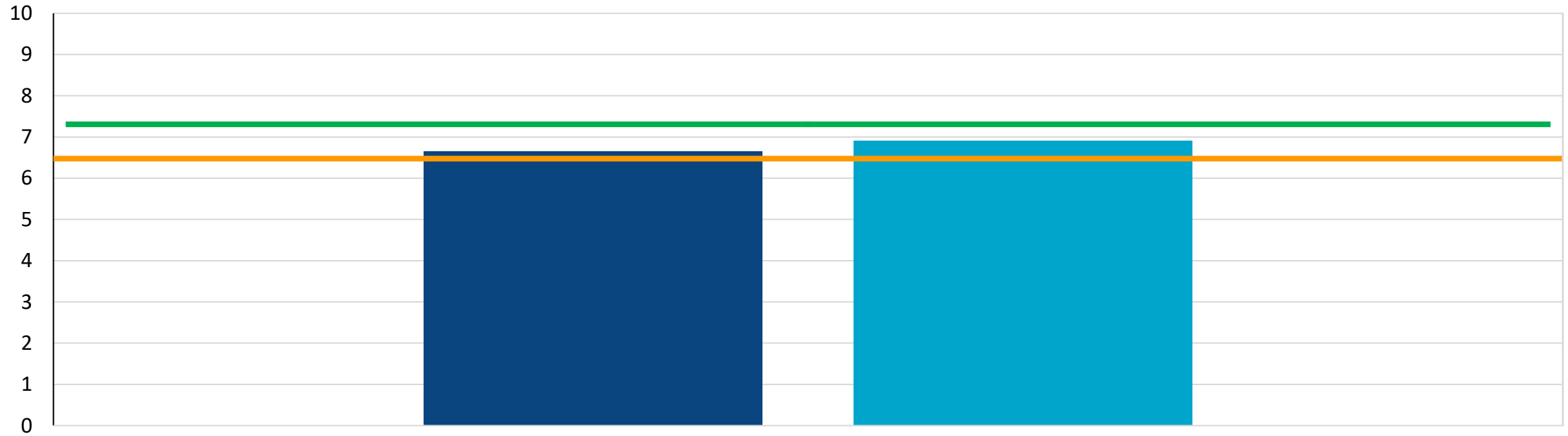
Responses 384

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



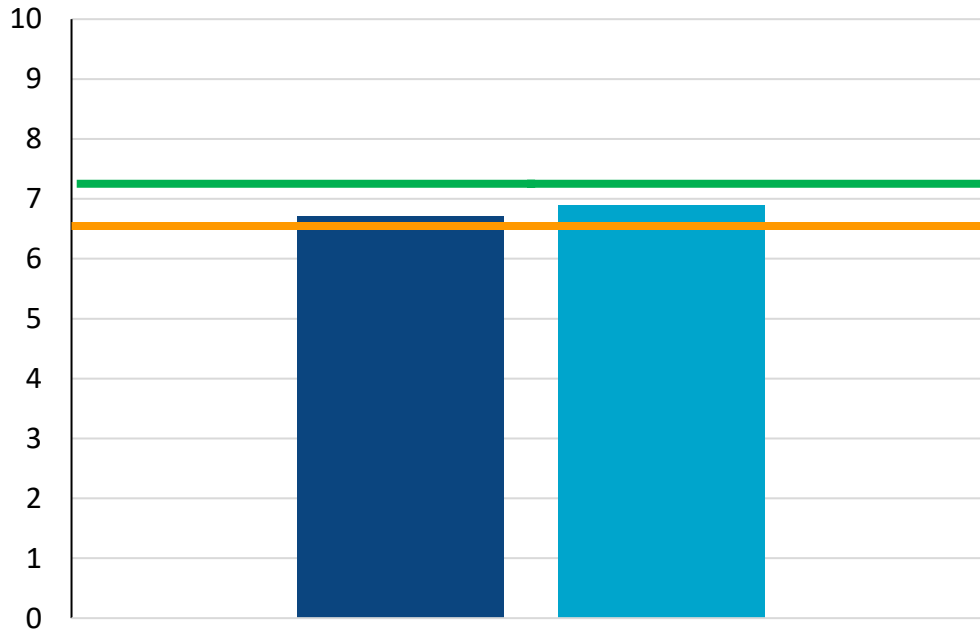
	2024
Your org	6.66
Best result	7.31
Average result	6.91
Worst result	6.48
Responses	404

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

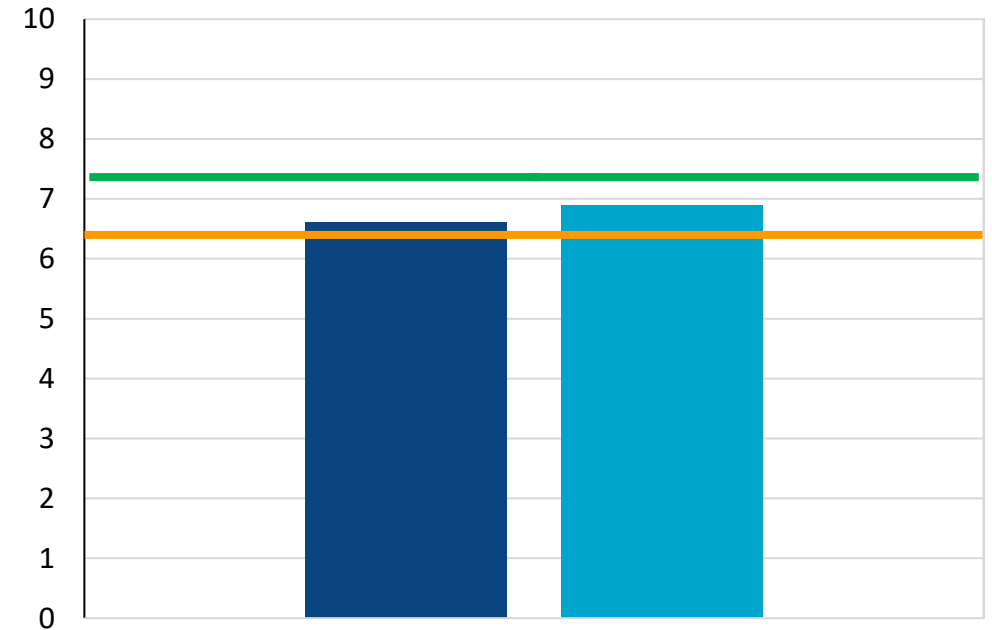


2024

Your org	6.71
Best result	7.25
Average result	6.90
Worst result	6.55

Responses 405

Flexible working



2024

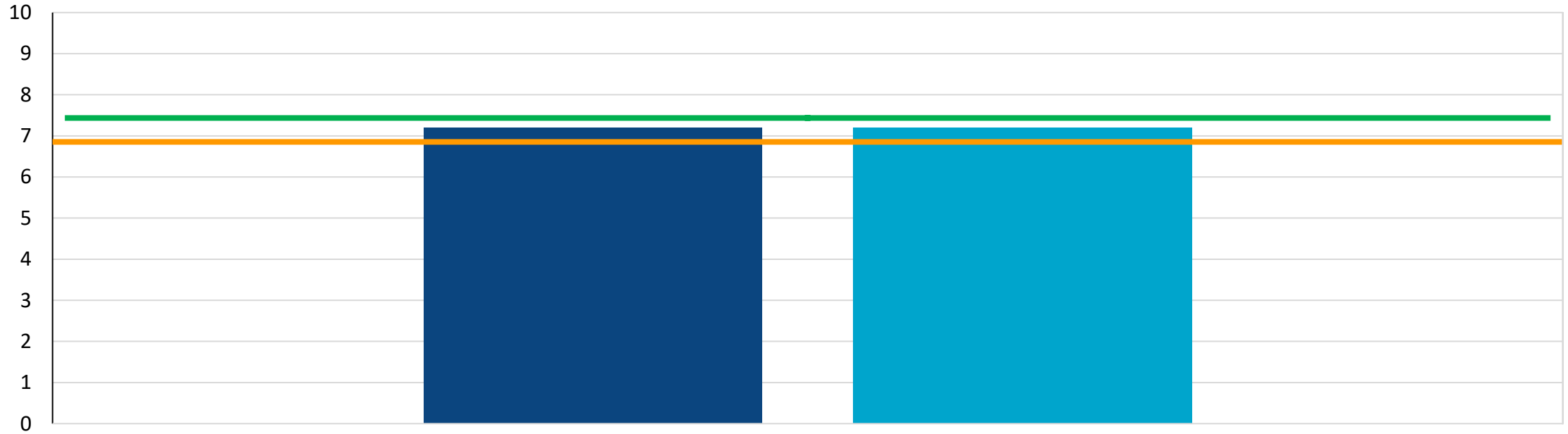
Your org	6.61
Best result	7.36
Average result	6.88
Worst result	6.40

Responses 404

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

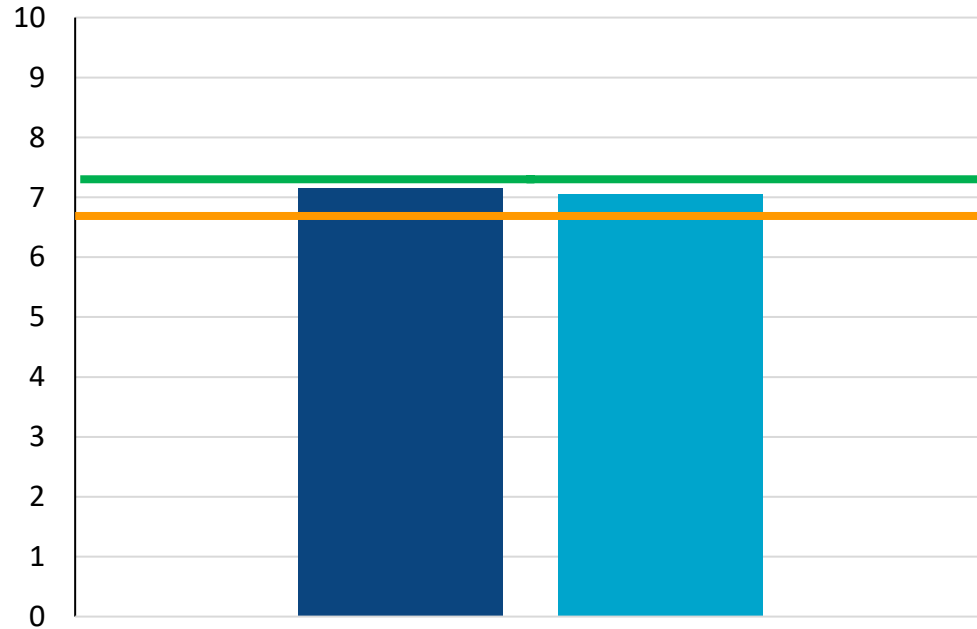


	2024
Your org	7.20
Best result	7.44
Average result	7.20
Worst result	6.85
Responses	402

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.

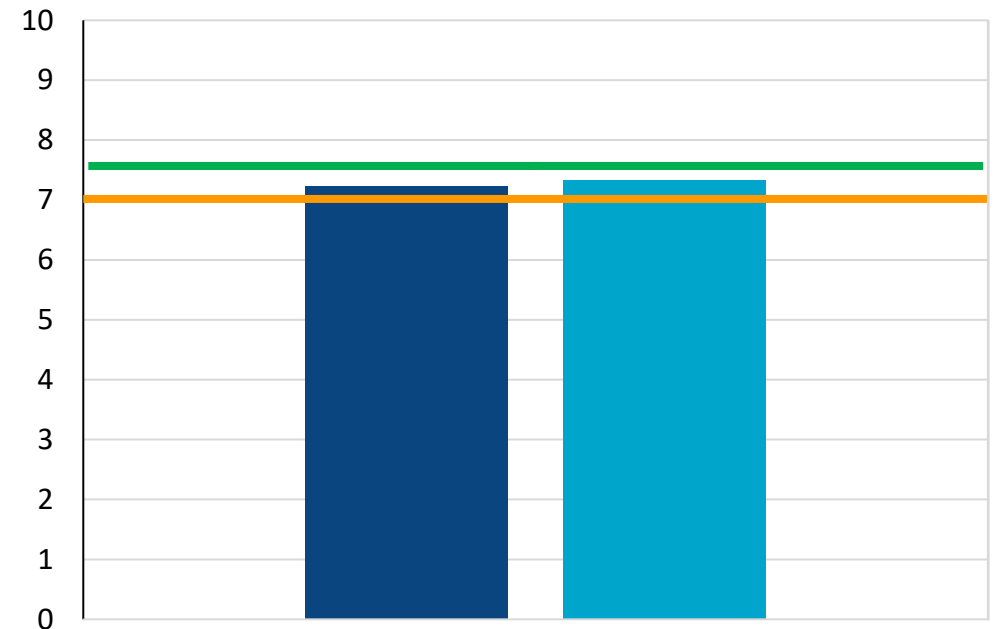
 **Promise element 7: We are a team**

Team working



2024	
Your org	7.16
Best result	7.30
Average result	7.06
Worst result	6.69
Responses	403

Line management



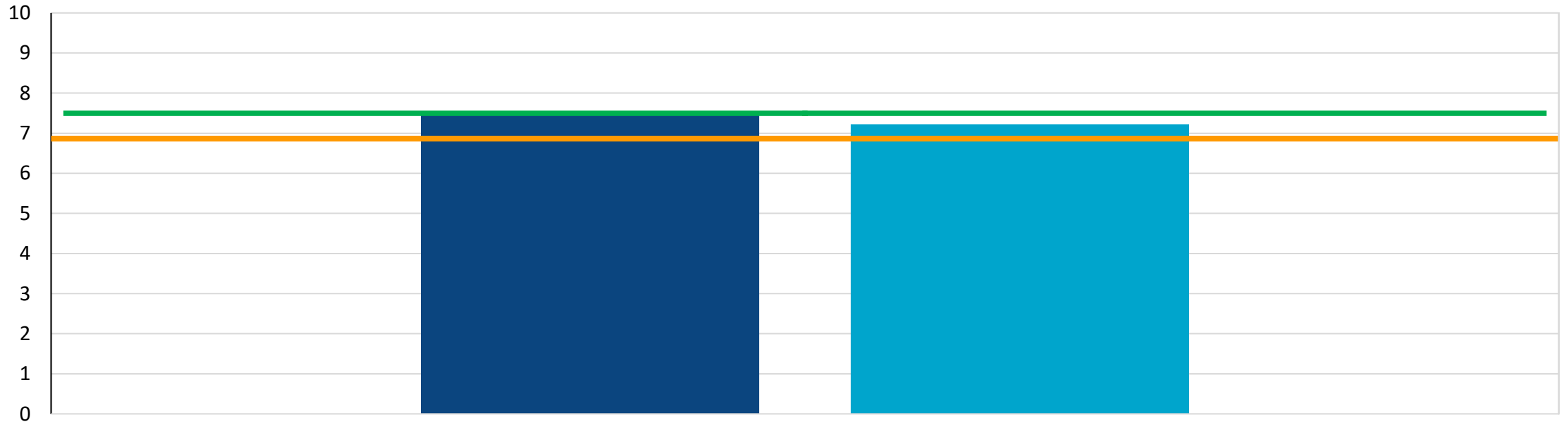
2024	
Your org	7.24
Best result	7.57
Average result	7.34
Worst result	7.02
Responses	405

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



Your org	2024	7.50
Best result		7.50
Average result		7.23
Worst result		6.87
Responses		406



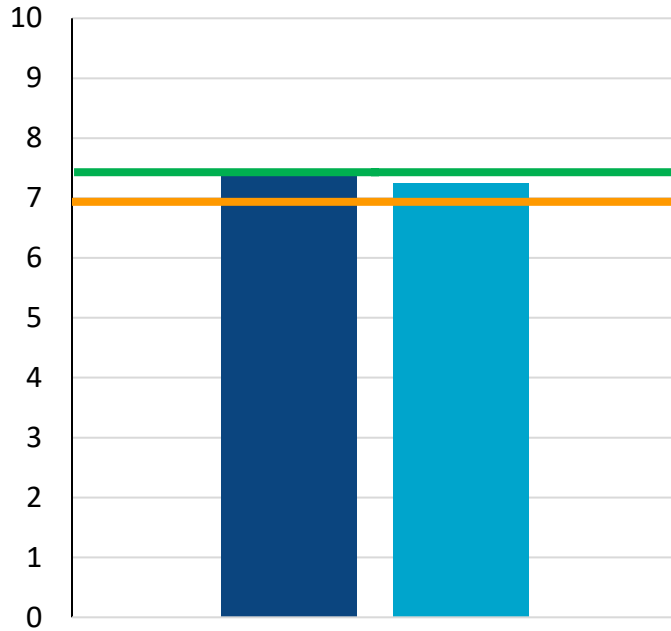


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Theme: Staff Engagement

### Motivation

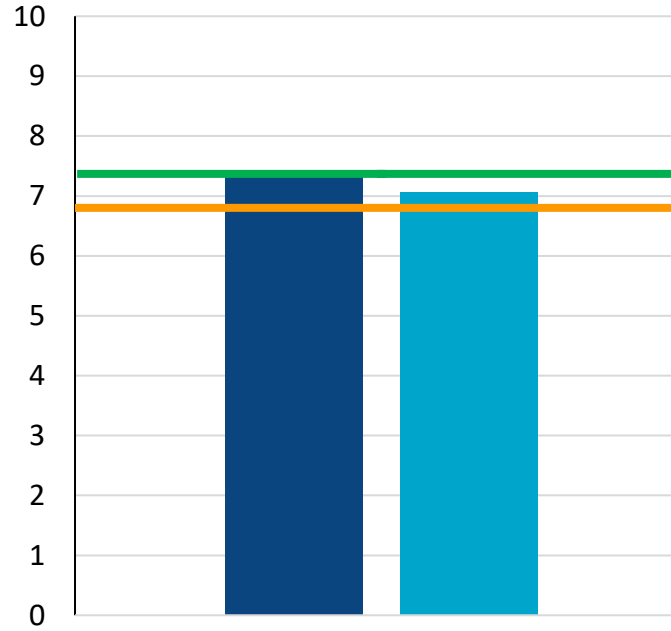


2024

Your org	7.43
Best result	7.43
Average result	7.24
Worst result	6.94

Responses 398

### Involvement

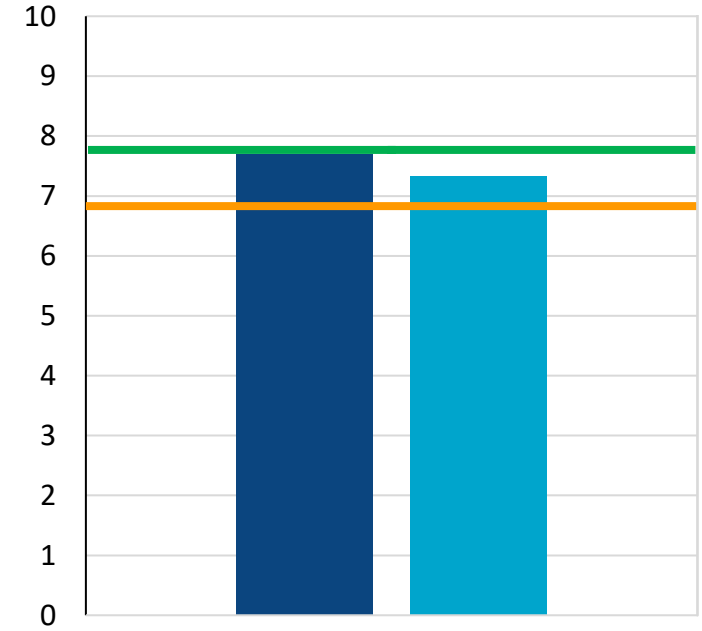


2024

Your org	7.37
Best result	7.37
Average result	7.07
Worst result	6.80

Responses 406

### Advocacy



2024

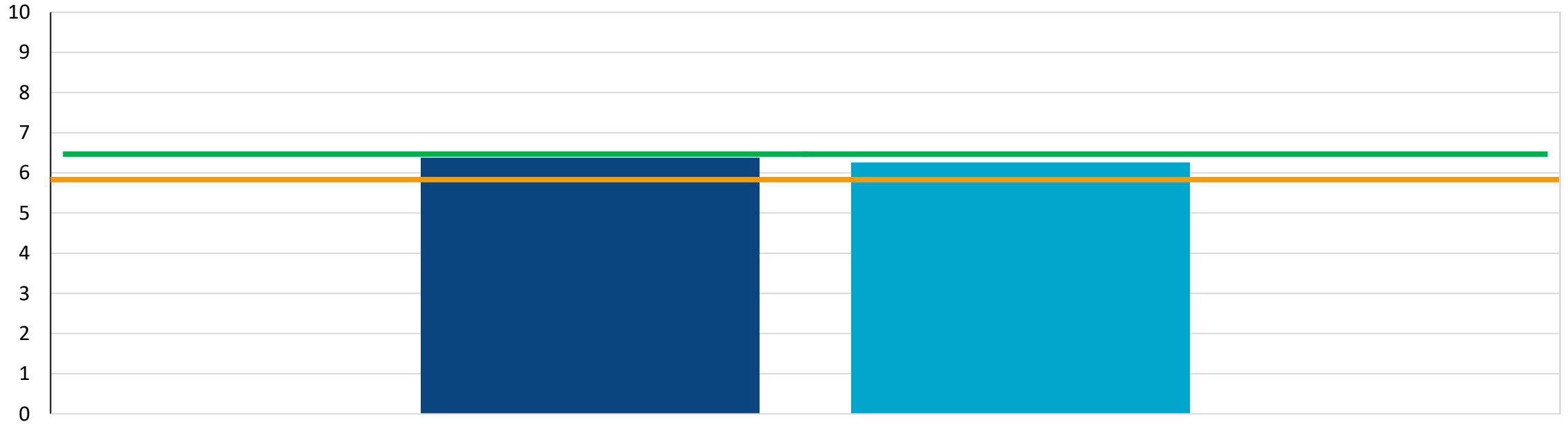
Your org	7.70
Best result	7.77
Average result	7.32
Worst result	6.83

Responses 404

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.

## M Theme: Morale

### Morale



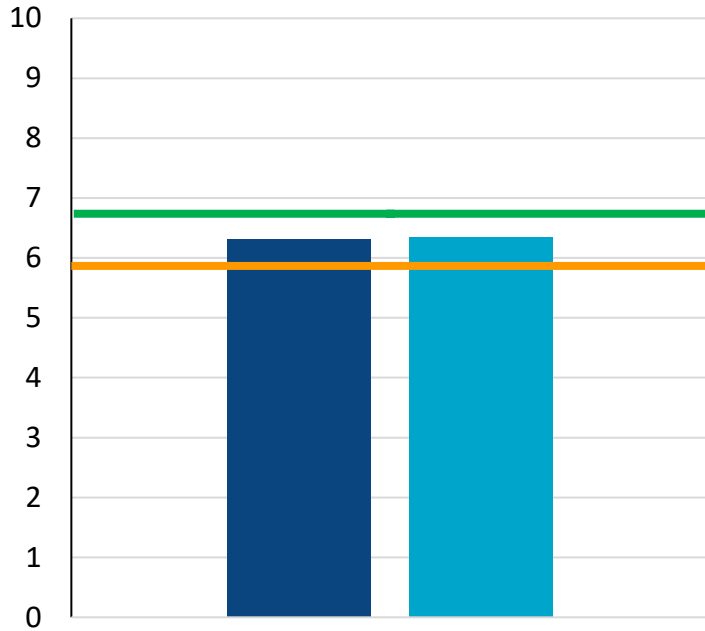
Your org	2024	6.38
Best result		6.47
Average result		6.26
Worst result		5.83
Responses		406

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

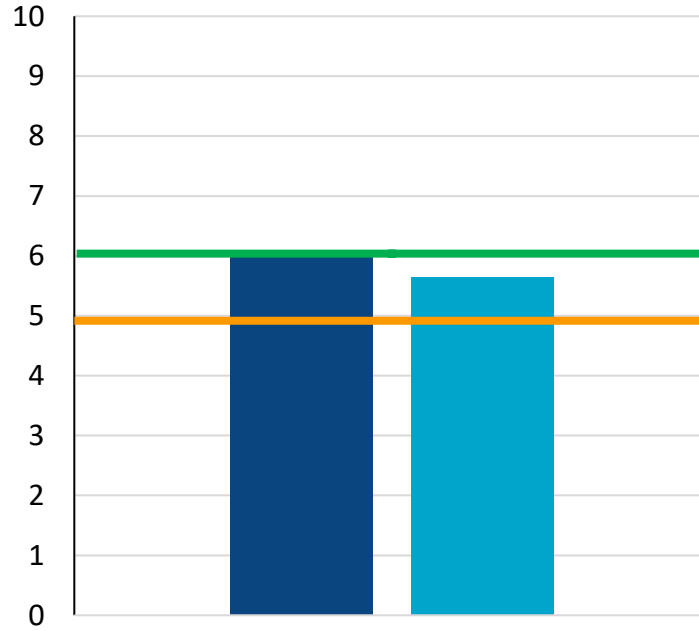


2024

Your org	6.31
Best result	6.74
Average result	6.35
Worst result	5.87

Responses 405

Work pressure

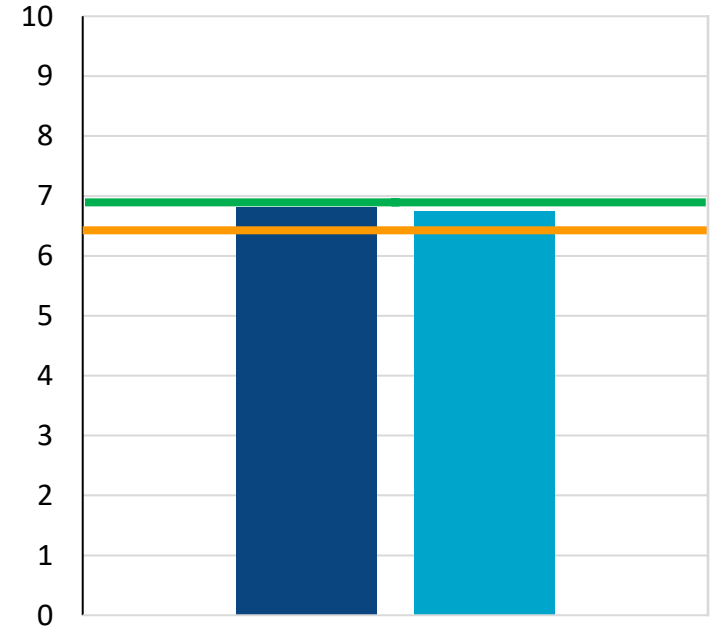


2024

Your org	6.04
Best result	6.04
Average result	5.64
Worst result	4.92

Responses 405

Stressors



2024

Your org	6.81
Best result	6.89
Average result	6.75
Worst result	6.43

Responses 404

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

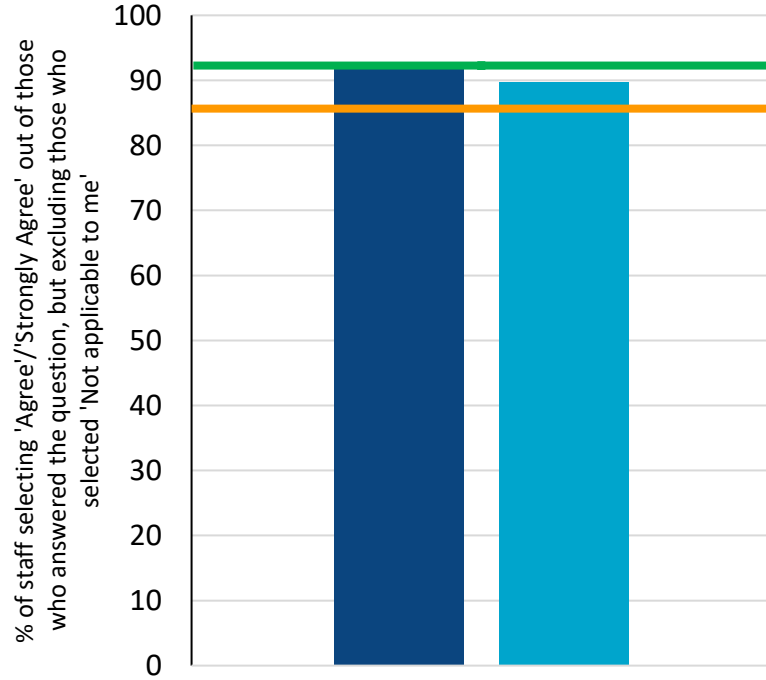
Diversity and equality – Q15, Q16a, Q16b, Q21

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.



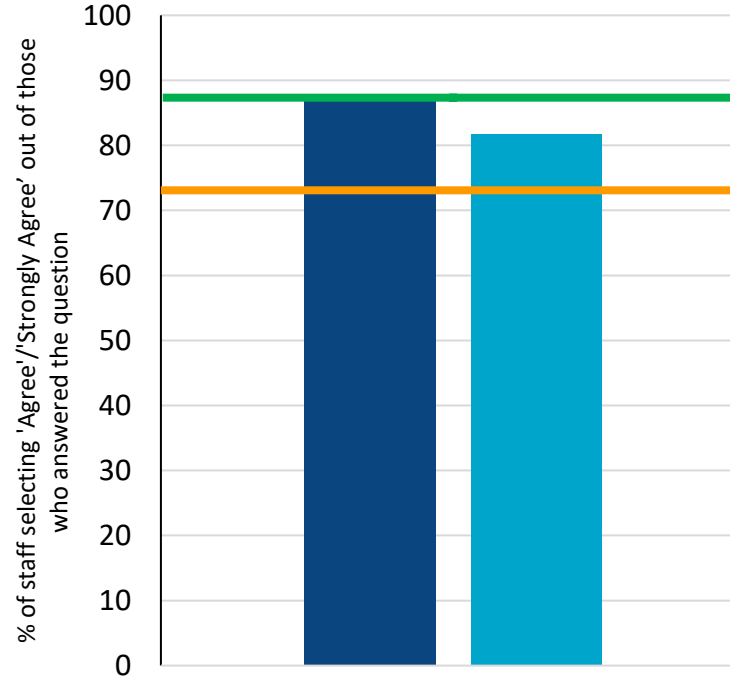
2024

Your org	92.28%
Best result	92.28%
Average result	89.77%
Worst result	85.65%

Responses

388

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



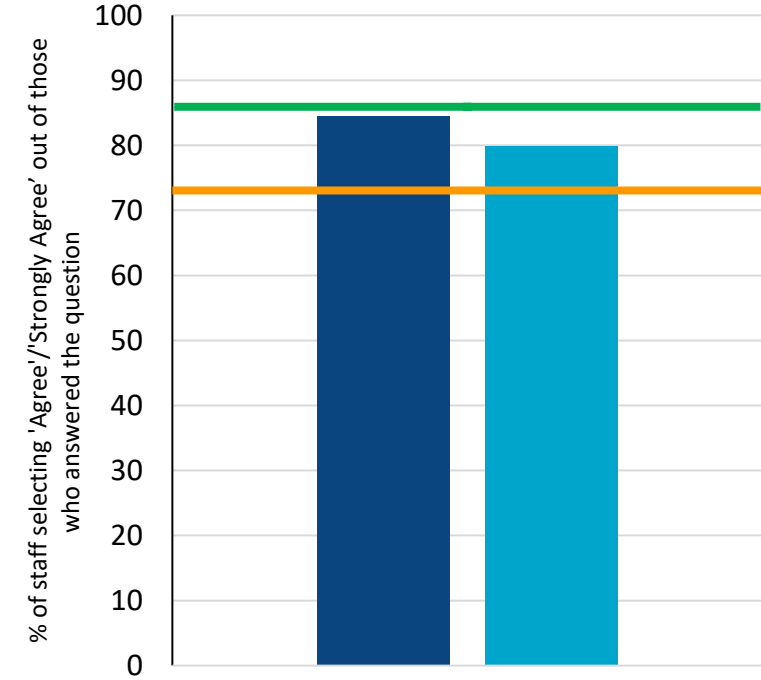
2024

Your org	87.34%
Best result	87.34%
Average result	81.76%
Worst result	73.09%

Responses

404

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



2024

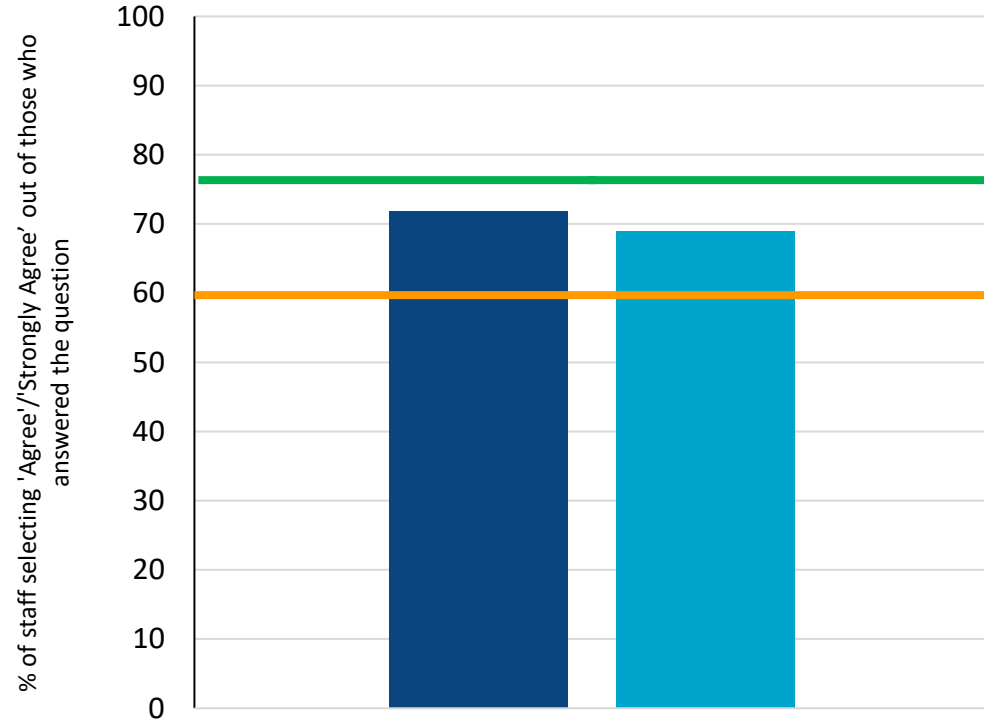
Your org	84.51%
Best result	85.94%
Average result	79.93%
Worst result	73.07%

Responses

404



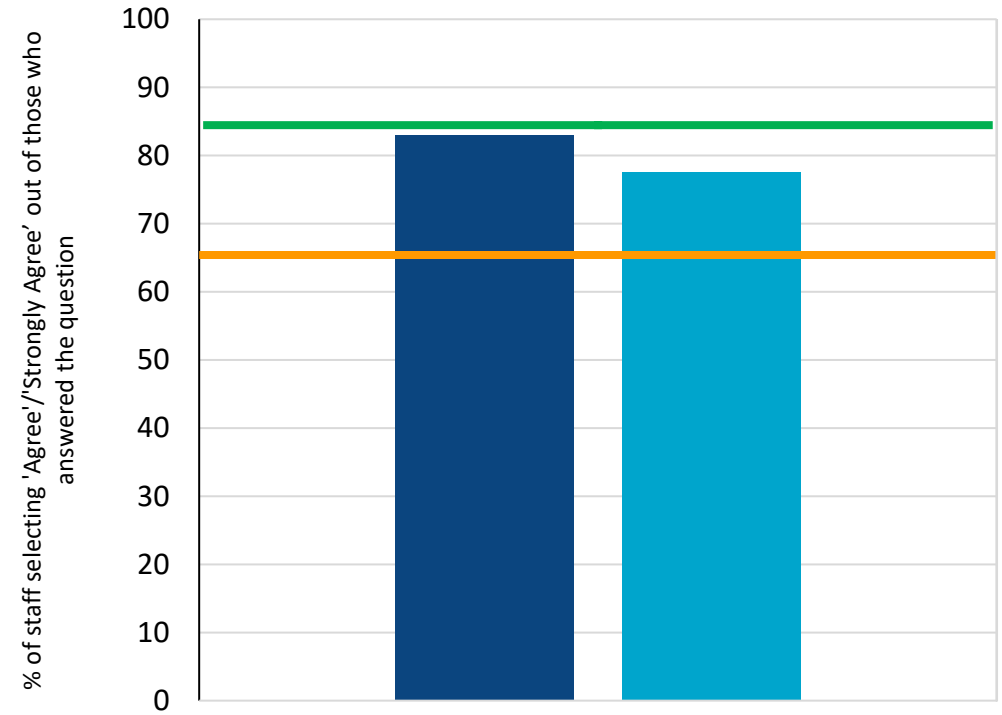
Q25c I would recommend my organisation as a place to work.



	2024
Your org	71.89%
Best result	76.34%
Average result	68.89%
Worst result	59.71%

Responses 403

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

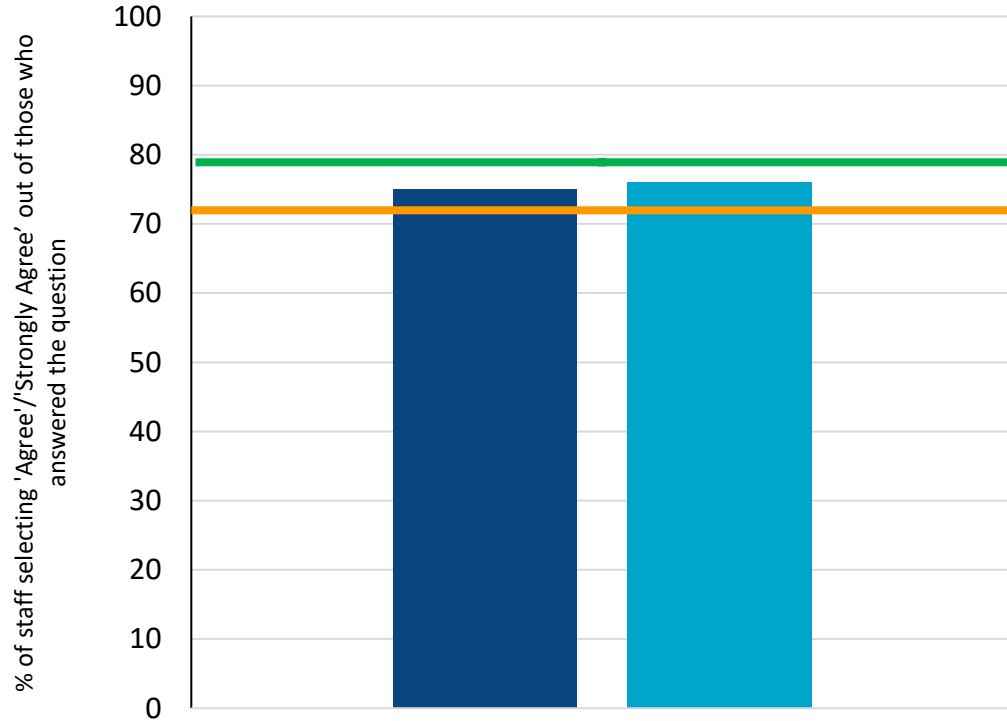


	2024
Your org	82.94%
Best result	84.46%
Average result	77.59%
Worst result	65.41%

Responses 404



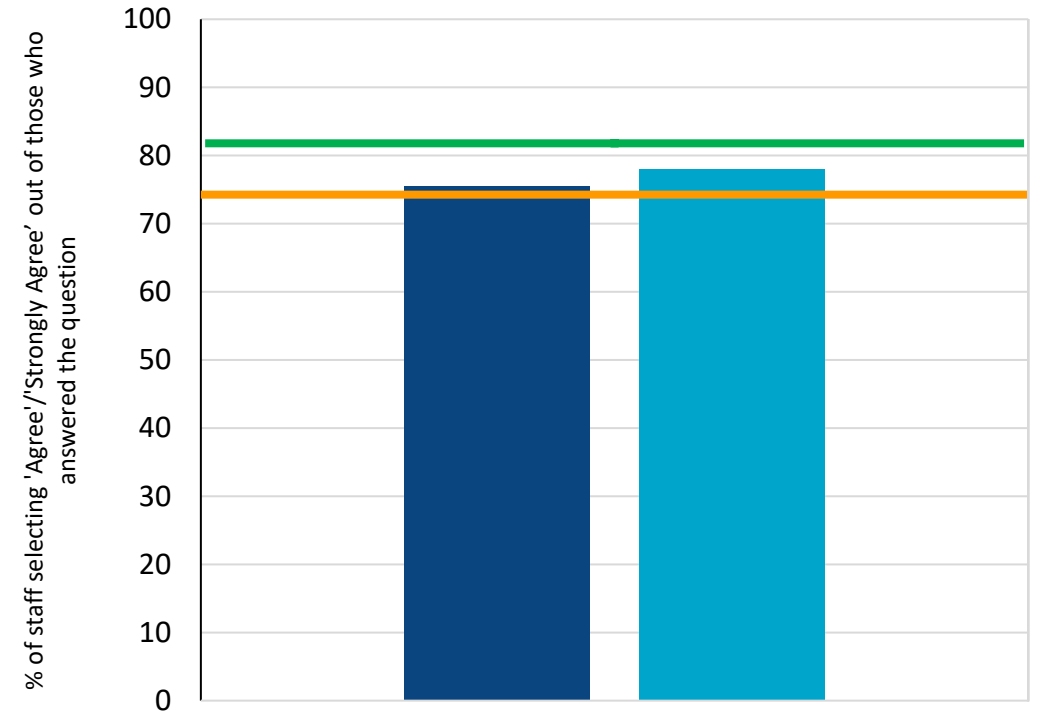
Q9f My immediate manager works together with me to come to an understanding of problems.



	2024
Your org	74.95%
Best result	78.91%
Average result	76.05%
Worst result	71.97%

Responses 404

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

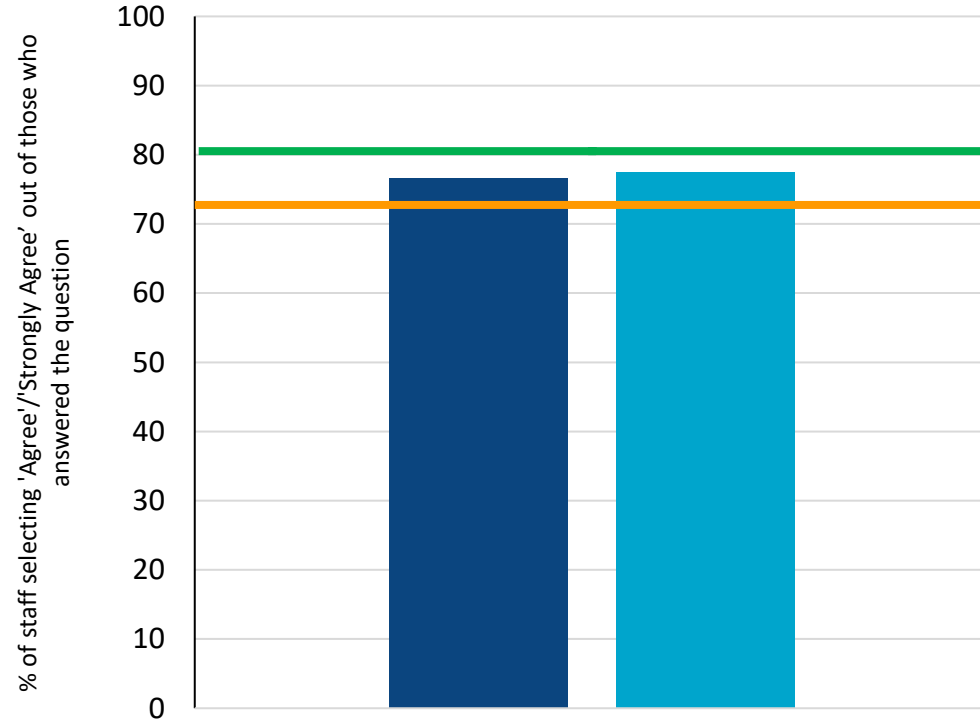


	2024
Your org	75.55%
Best result	81.79%
Average result	78.00%
Worst result	74.26%

Responses 404



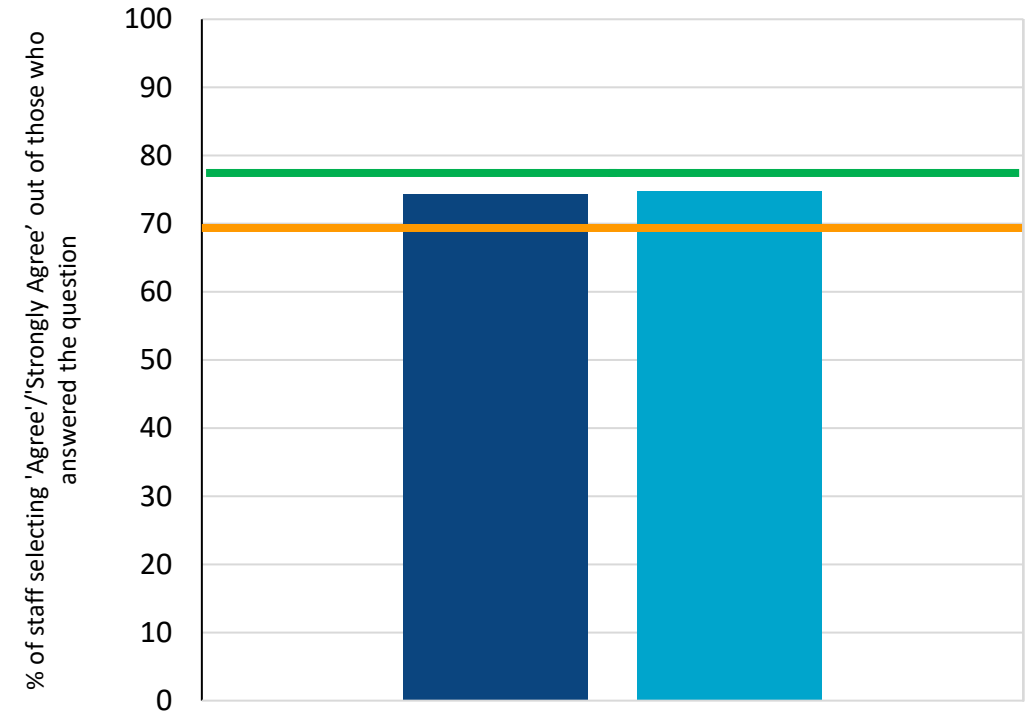
Q9h My immediate manager cares about my concerns.



	2024
Your org	76.58%
Best result	80.53%
Average result	77.45%
Worst result	72.75%

Responses 403

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



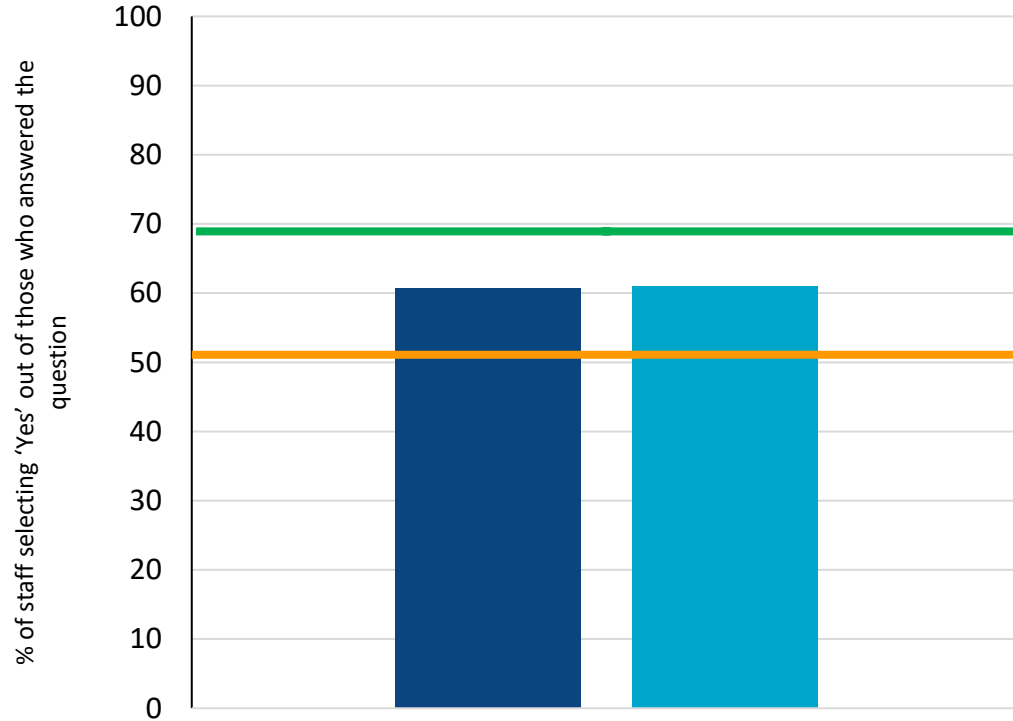
	2024
Your org	74.28%
Best result	77.45%
Average result	74.78%
Worst result	69.37%

Responses 403





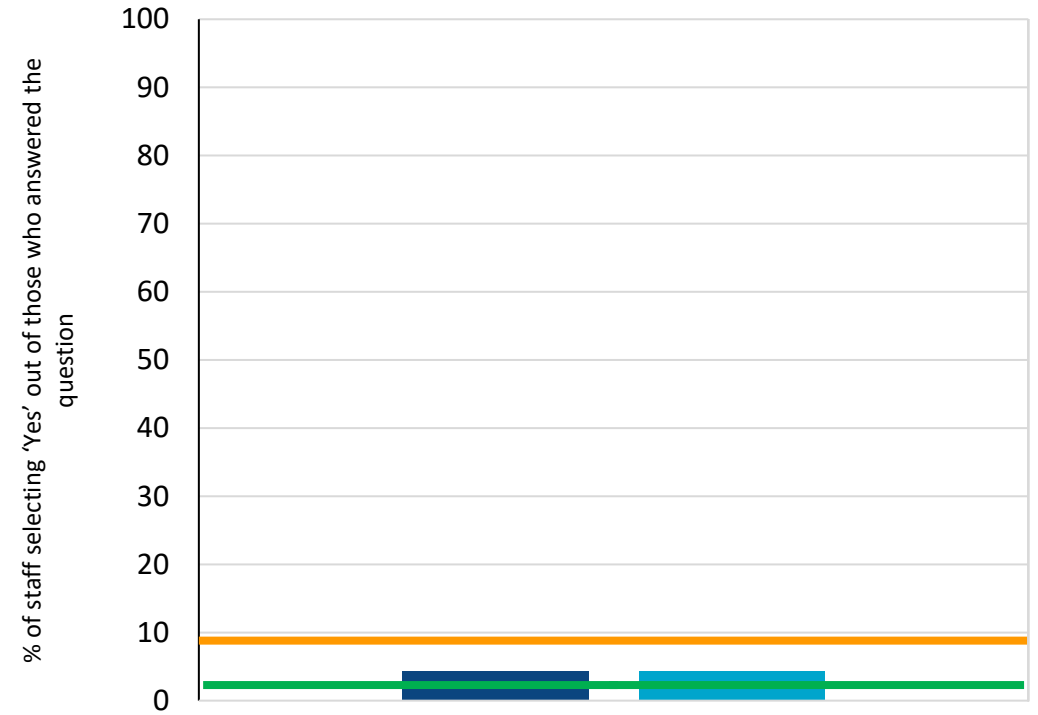
Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2024
Your org	60.77%
Best result	68.92%
Average result	60.95%
Worst result	51.09%

Responses 399

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?

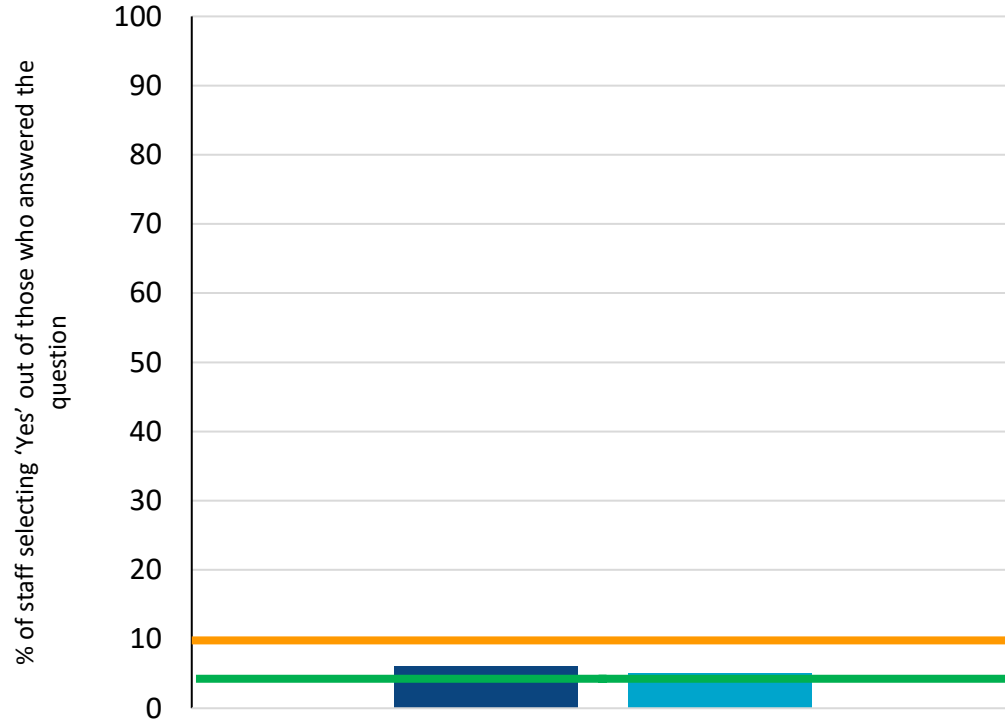


	2024
Your org	4.26%
Best result	2.29%
Average result	4.34%
Worst result	8.81%

Responses 404

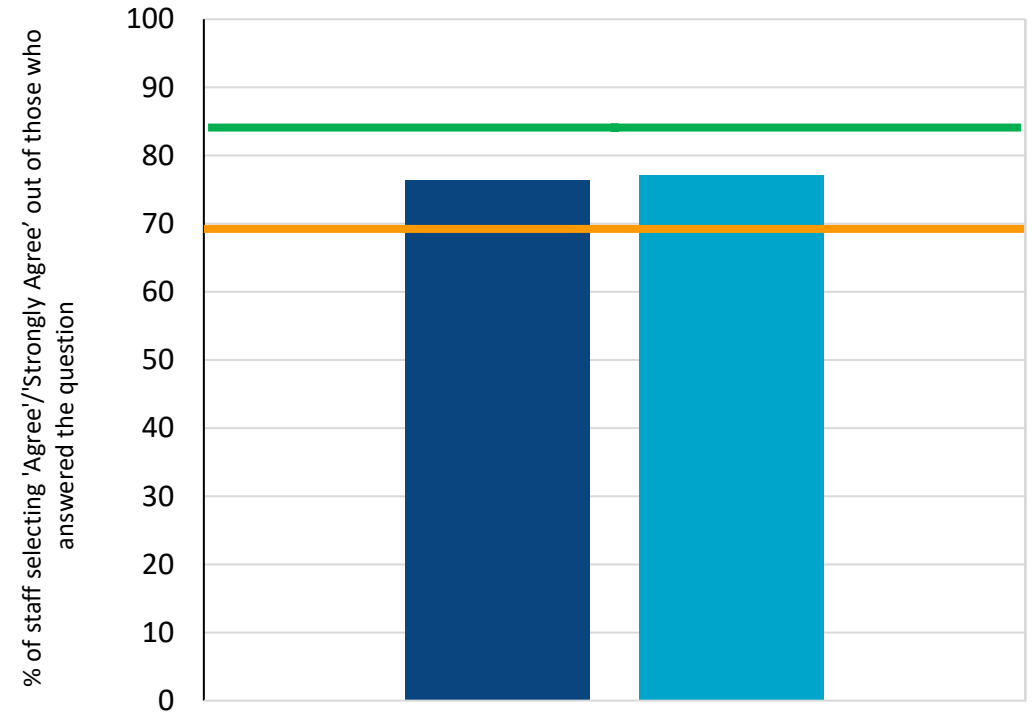


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2024
Your org	6.15%
Best result	4.26%
Average result	5.12%
Worst result	9.80%
Responses	396

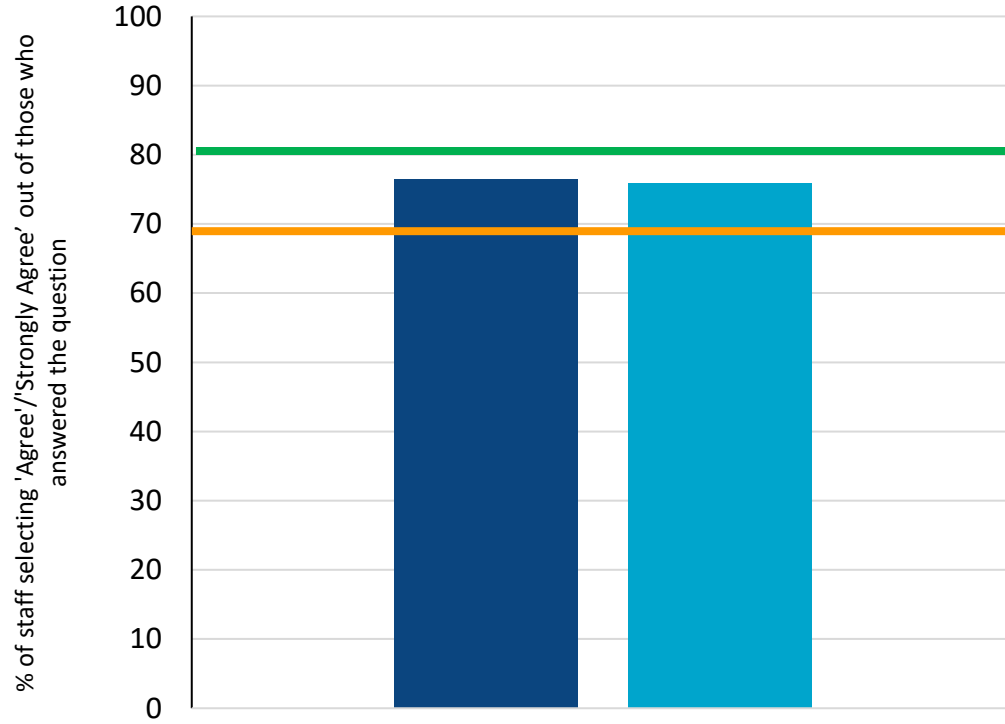
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2024
Your org	76.42%
Best result	84.11%
Average result	77.07%
Worst result	69.23%
Responses	404



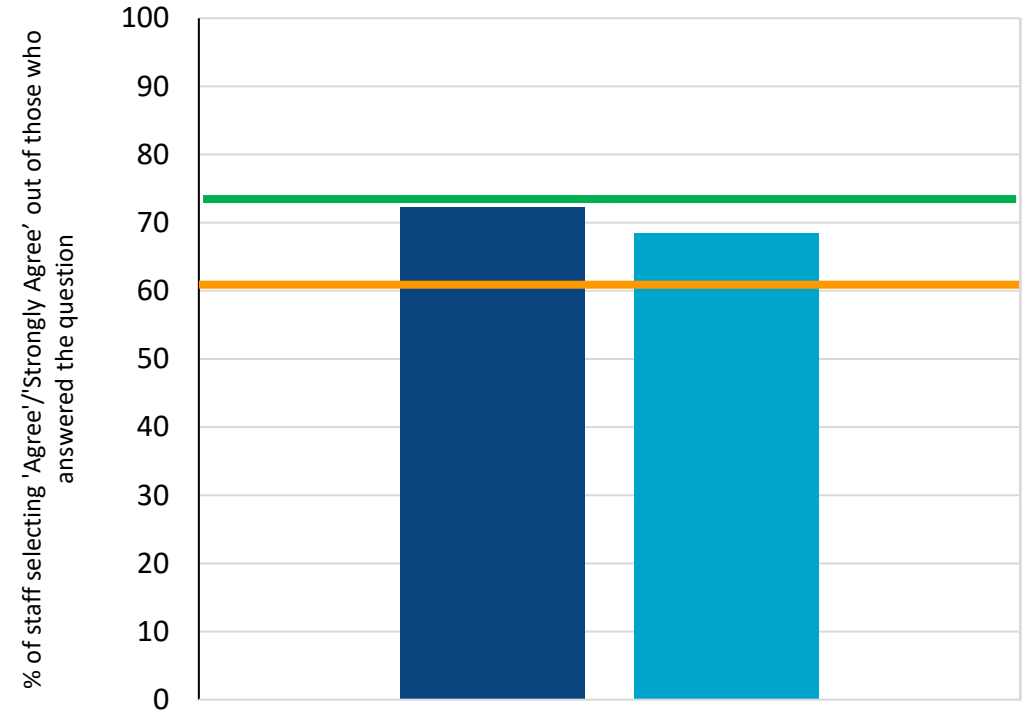
Q7h I feel valued by my team.



	2024
Your org	76.38%
Best result	80.55%
Average result	75.86%
Worst result	68.96%

Responses 403

Q7i I feel a strong personal attachment to my team.

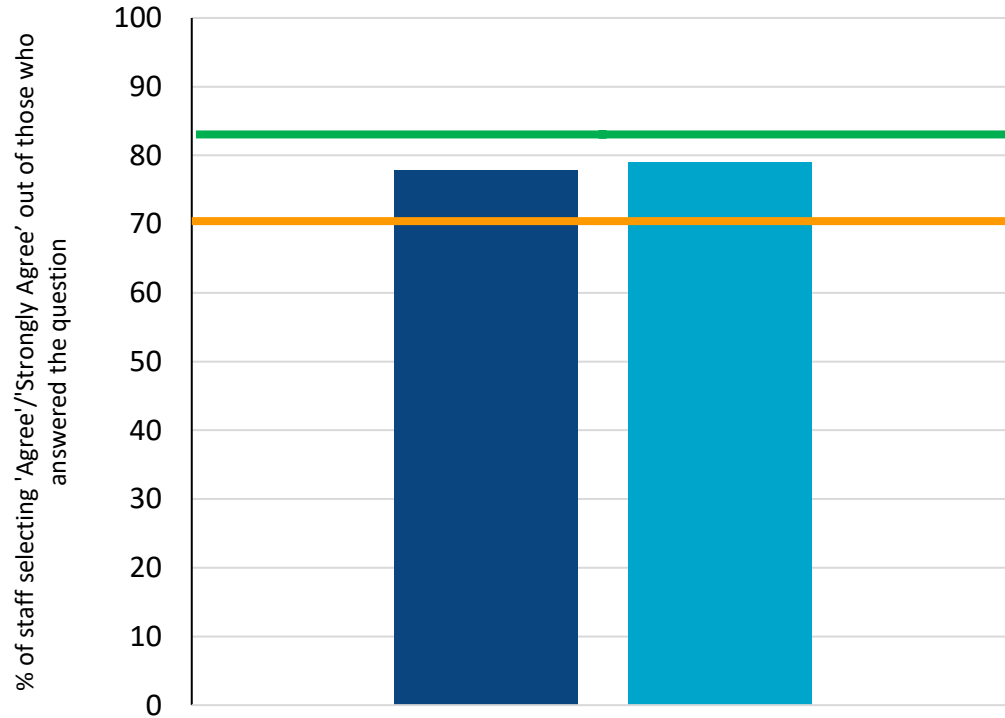


	2024
Your org	72.22%
Best result	73.47%
Average result	68.50%
Worst result	60.90%

Responses 400



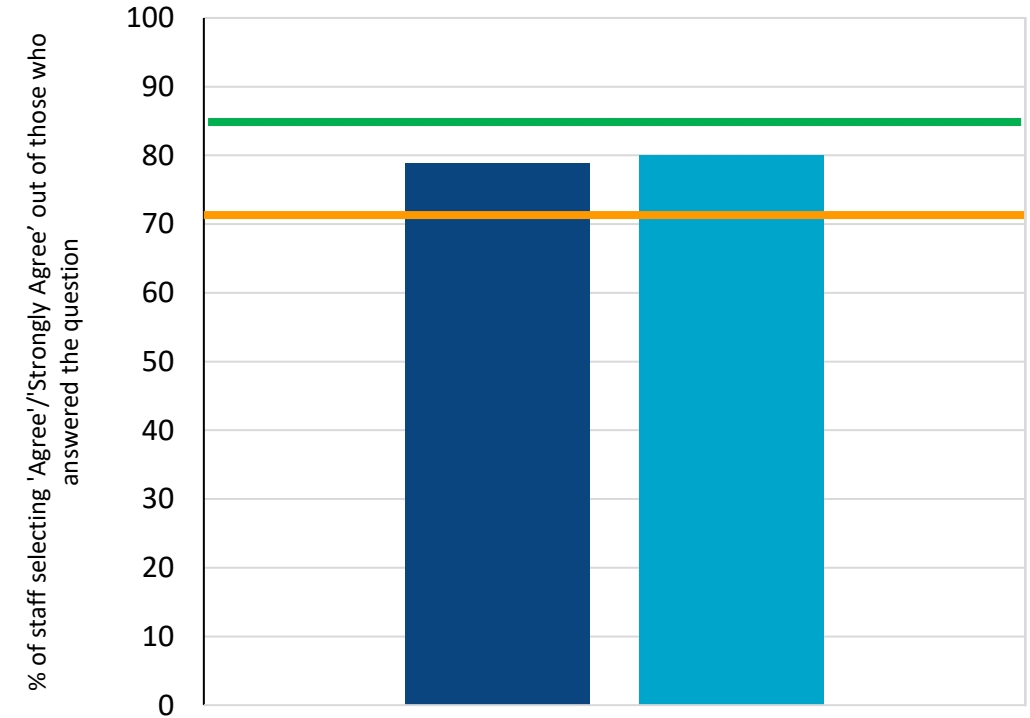
Q8b The people I work with are understanding and kind to one another.



	2024
Your org	77.88%
Best result	83.05%
Average result	79.04%
Worst result	70.44%

Responses 403

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



	2024
Your org	78.90%
Best result	84.86%
Average result	80.06%
Worst result	71.32%

Responses 402

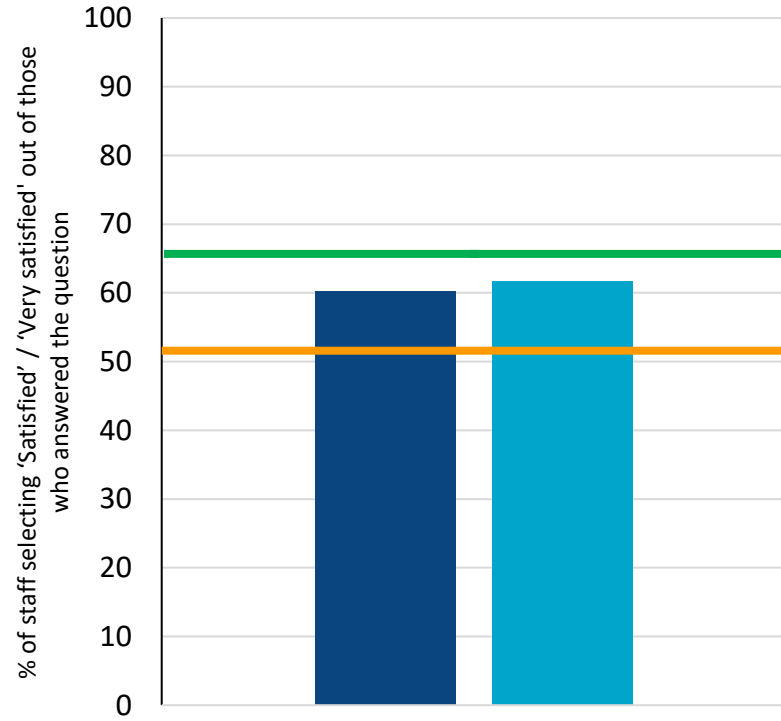
## People Promise element – We are recognised and rewarded



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.

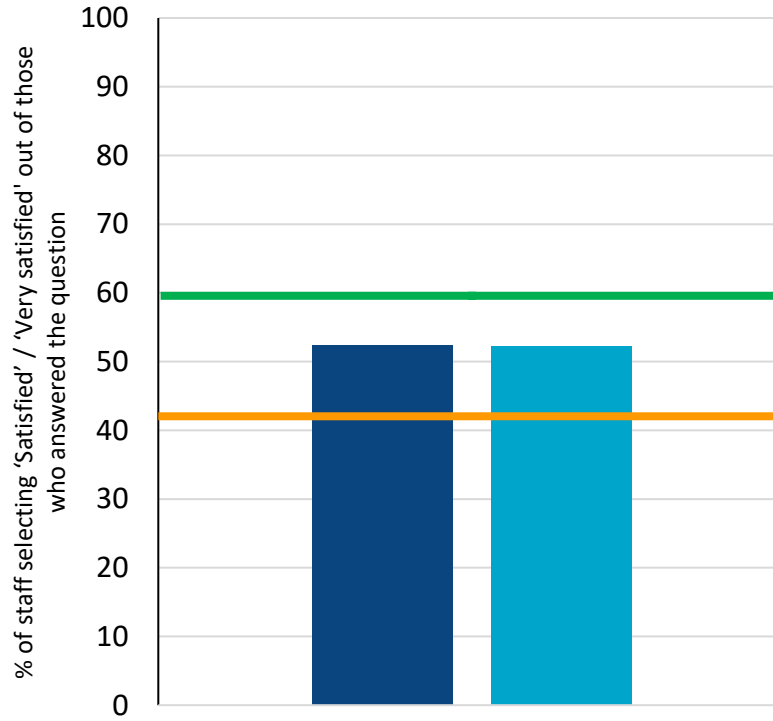


2024

Your org	60.23%
Best result	65.67%
Average result	61.70%
Worst result	51.59%

Responses 406

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

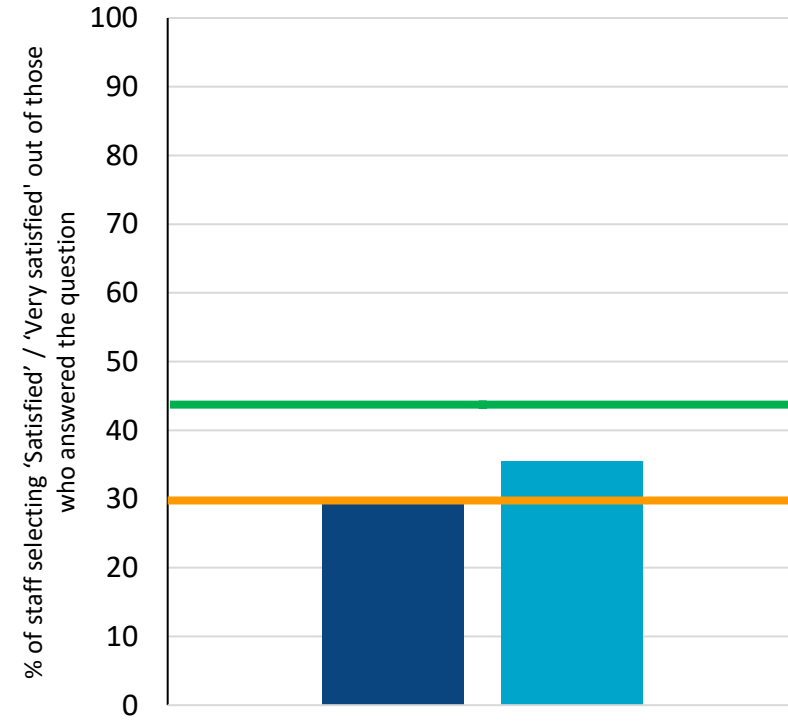


2024

Your org	52.42%
Best result	59.58%
Average result	52.21%
Worst result	42.04%

Responses 405

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



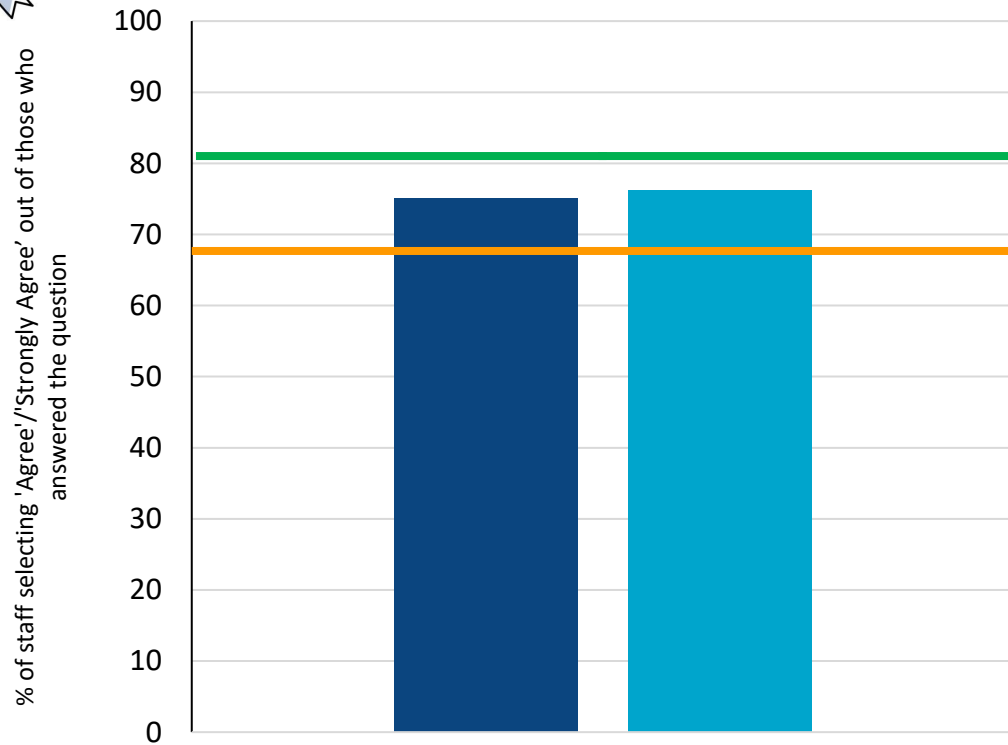
2024

Your org	29.79%
Best result	43.74%
Average result	35.47%
Worst result	29.79%

Responses 406



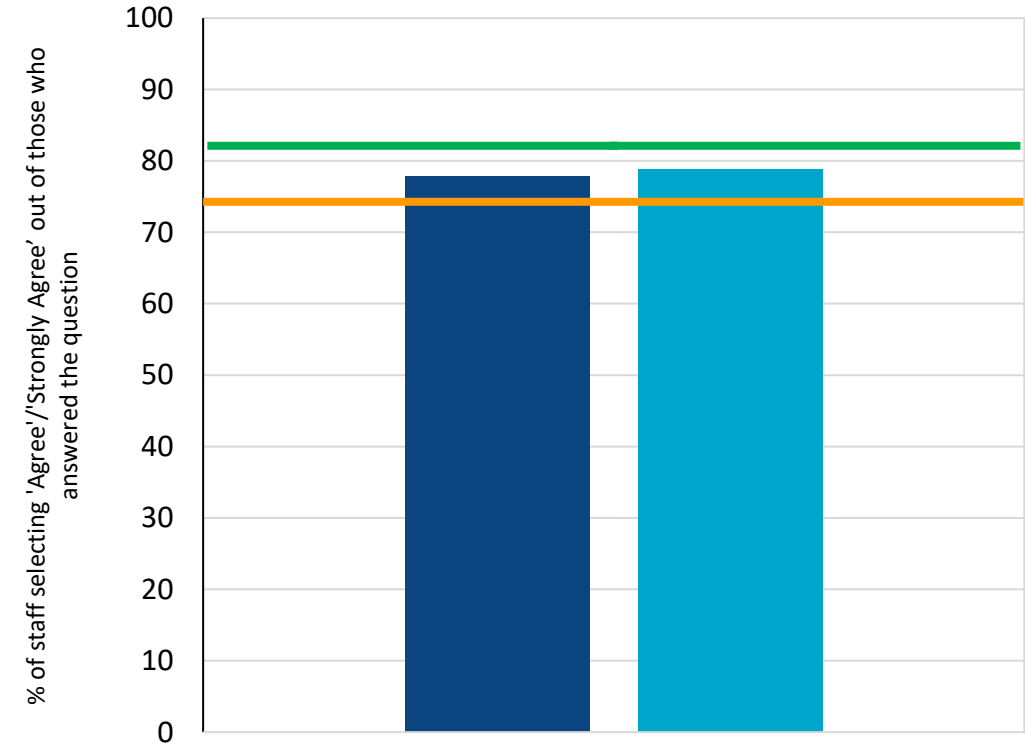
Q8d The people I work with show appreciation to one another.



2024	75.11%
Your org	75.11%
Best result	81.02%
Average result	76.21%
Worst result	67.67%

Responses 401

Q9e My immediate manager values my work.



2024	77.88%
Your org	77.88%
Best result	82.12%
Average result	78.81%
Worst result	74.27%

Responses 402

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



### Questions included:

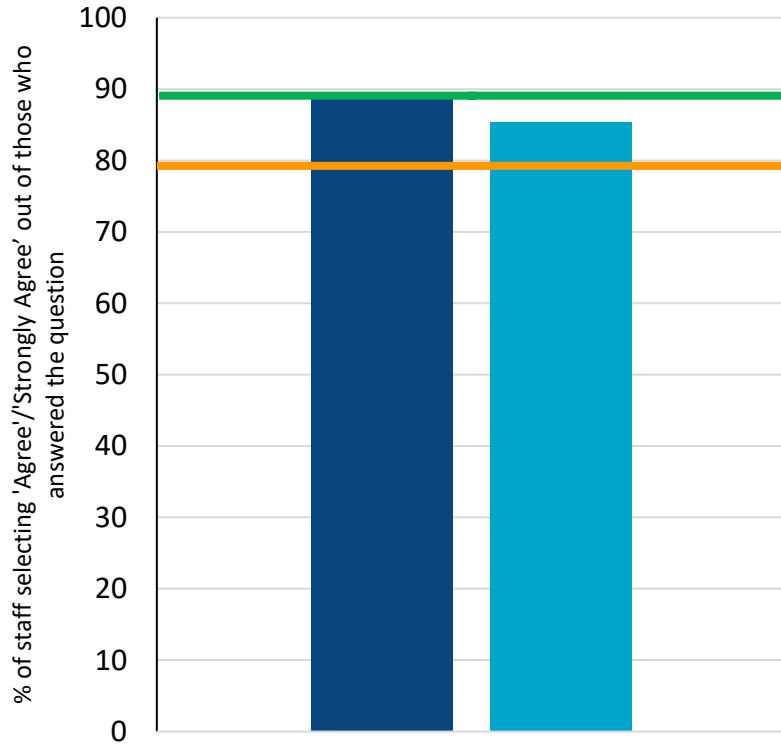
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f





Q3a I always know what my work responsibilities are.



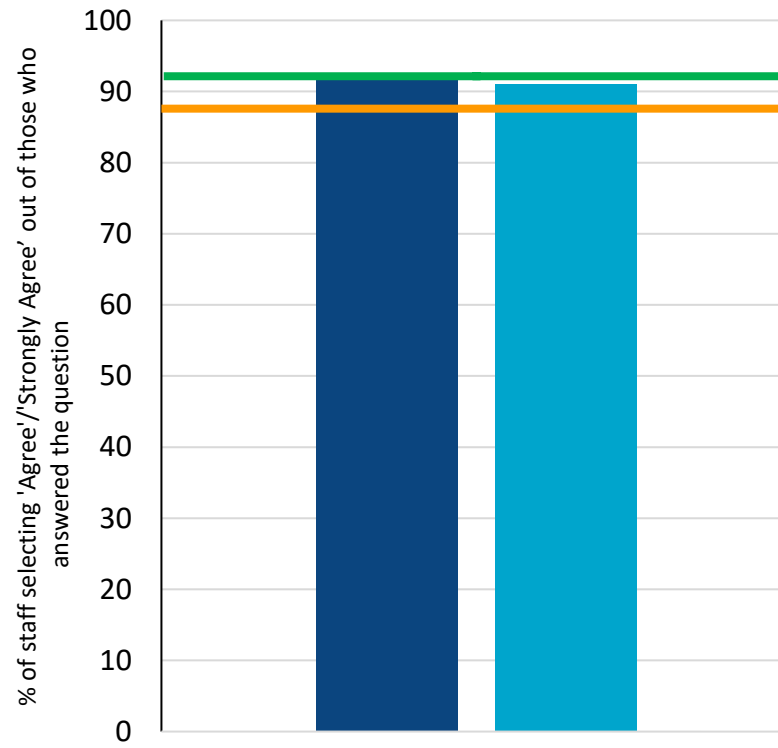
2024

Your org	89.08%
Best result	89.08%
Average result	85.44%
Worst result	79.25%

Responses

405

Q3b I am trusted to do my job.



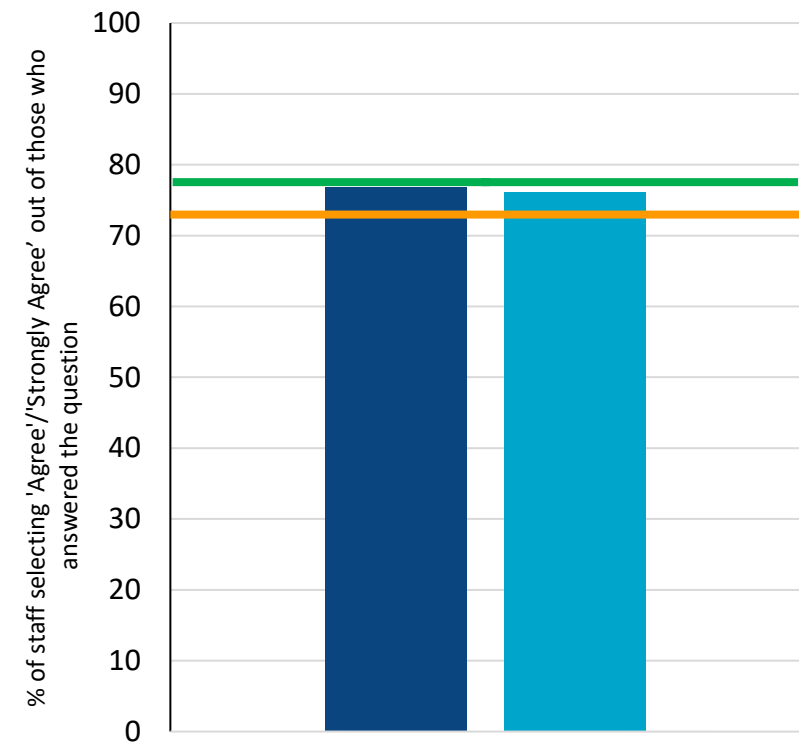
2024

Your org	92.00%
Best result	92.15%
Average result	91.00%
Worst result	87.59%

Responses

404

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



2024

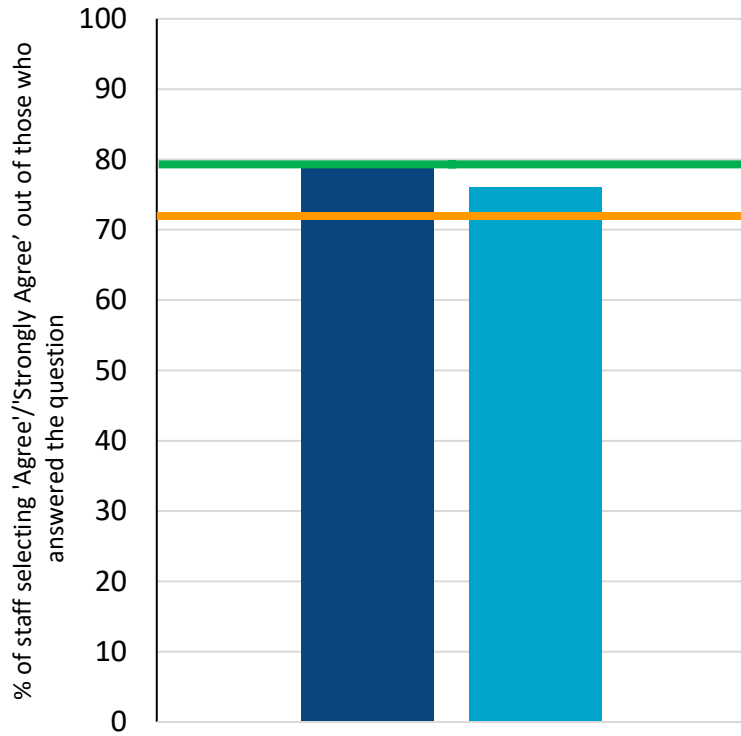
Your org	76.87%
Best result	77.55%
Average result	76.14%
Worst result	72.97%

Responses

404



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

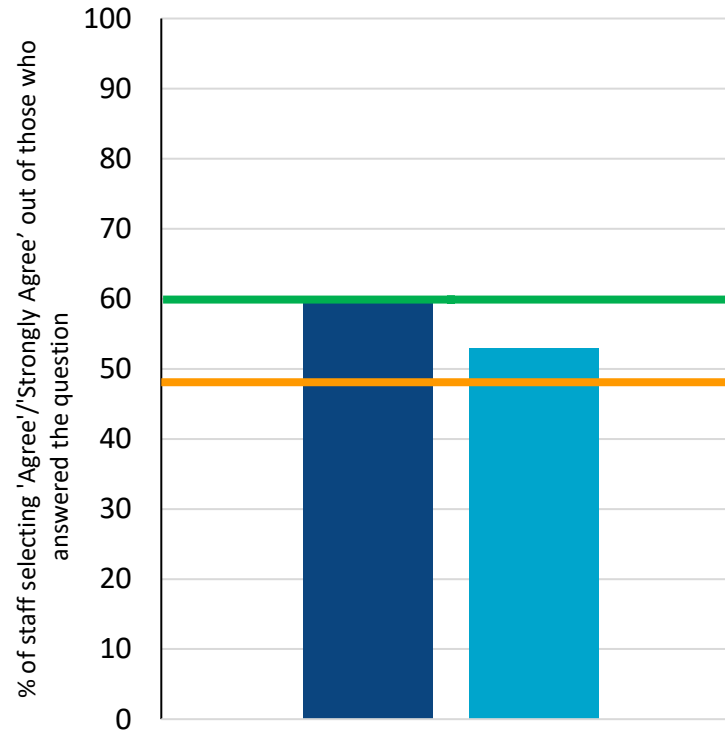


2024

Your org	79.30%
Best result	79.30%
Average result	76.01%
Worst result	71.96%

Responses 404

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

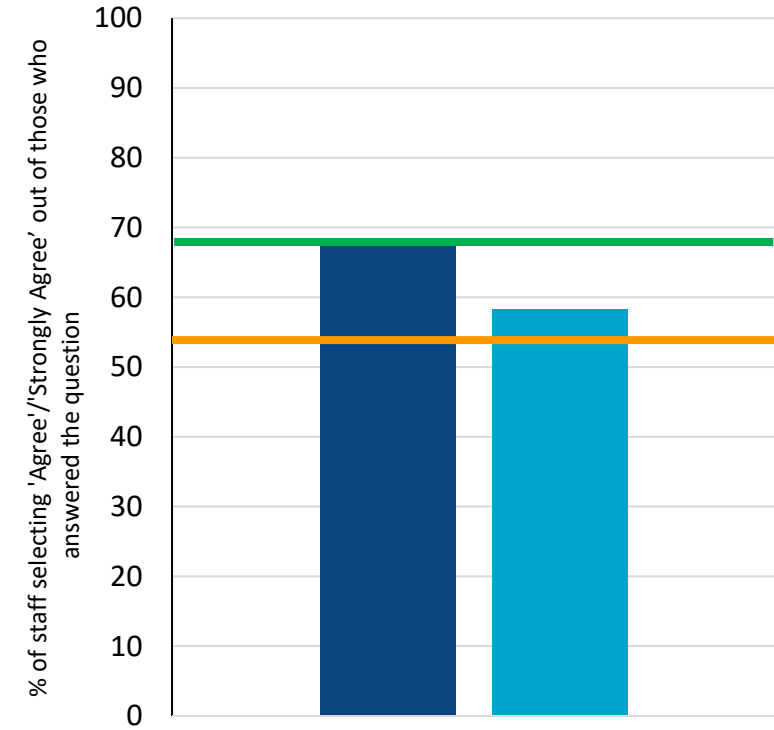


2024

Your org	59.89%
Best result	59.89%
Average result	52.88%
Worst result	48.09%

Responses 403

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



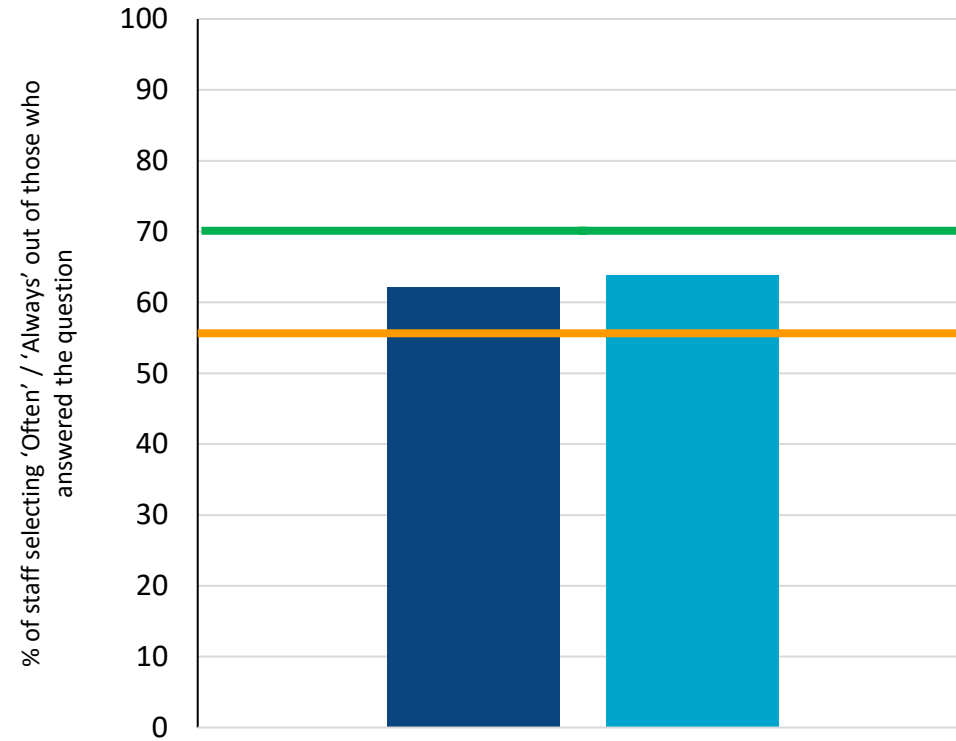
2024

Your org	67.92%
Best result	67.92%
Average result	58.24%
Worst result	53.87%

Responses 405



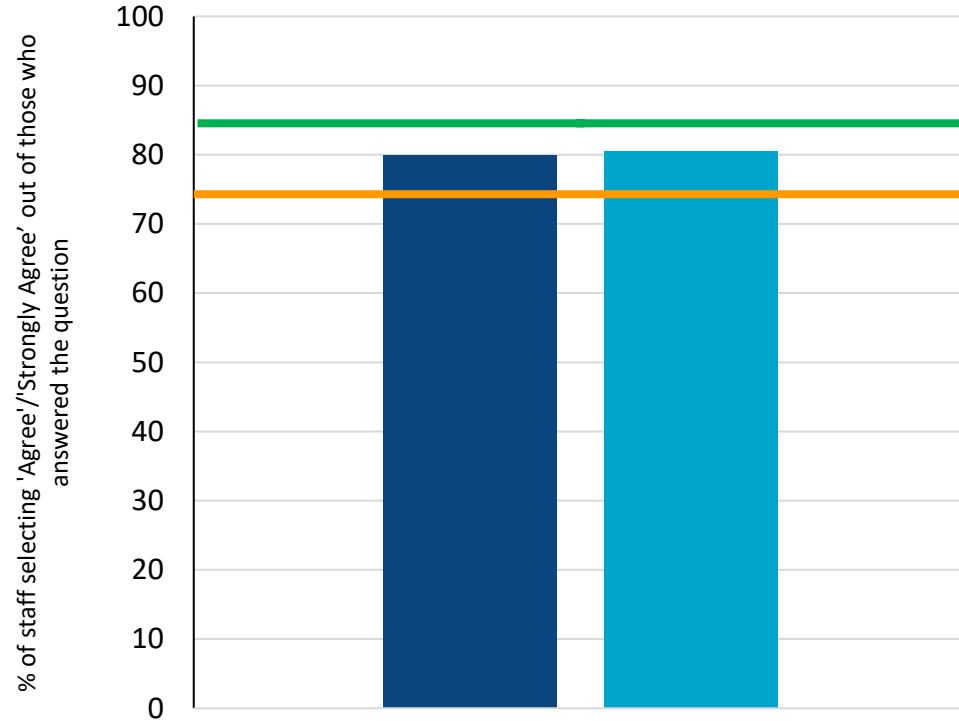
Q5b I have a choice in deciding how to do my work.



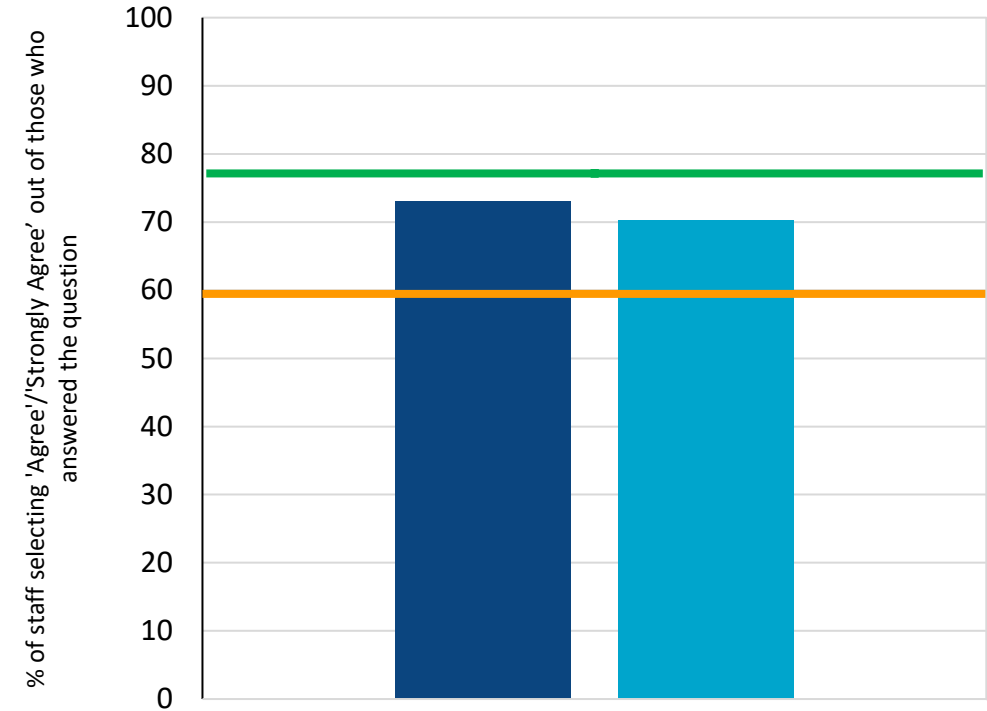
	2024
Your org	62.18%
Best result	70.12%
Average result	63.79%
Worst result	55.65%
Responses	404



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



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



	2024
Your org	80.00%
Best result	84.55%
Average result	80.46%
Worst result	74.30%

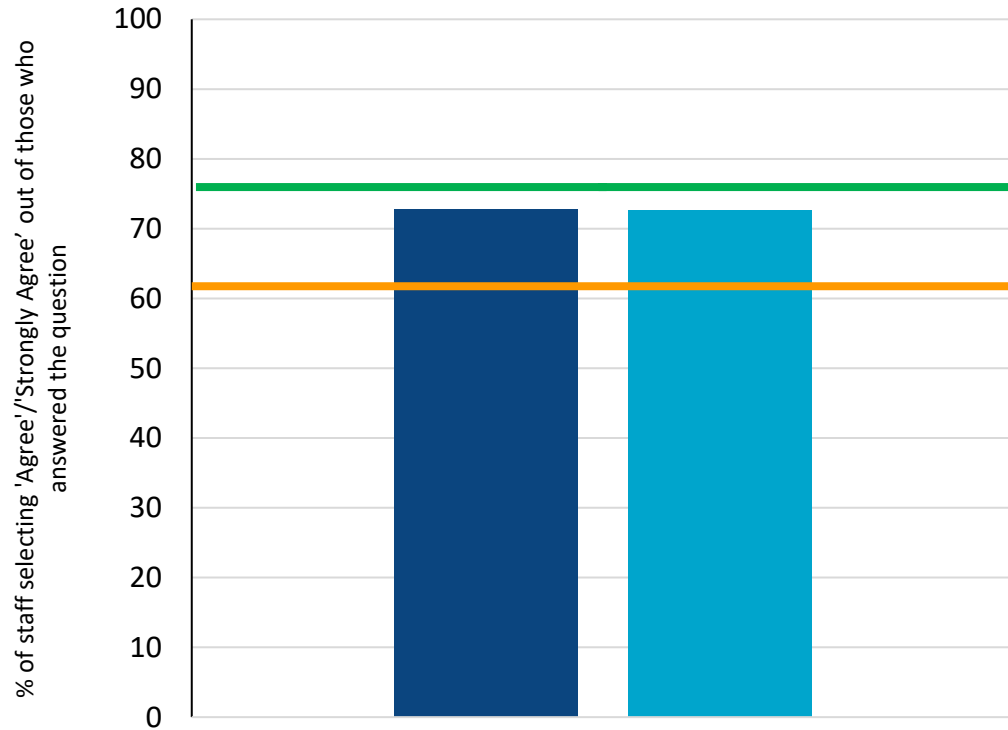
	2024
Your org	72.98%
Best result	77.14%
Average result	70.18%
Worst result	59.46%

Responses 405

Responses 404



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



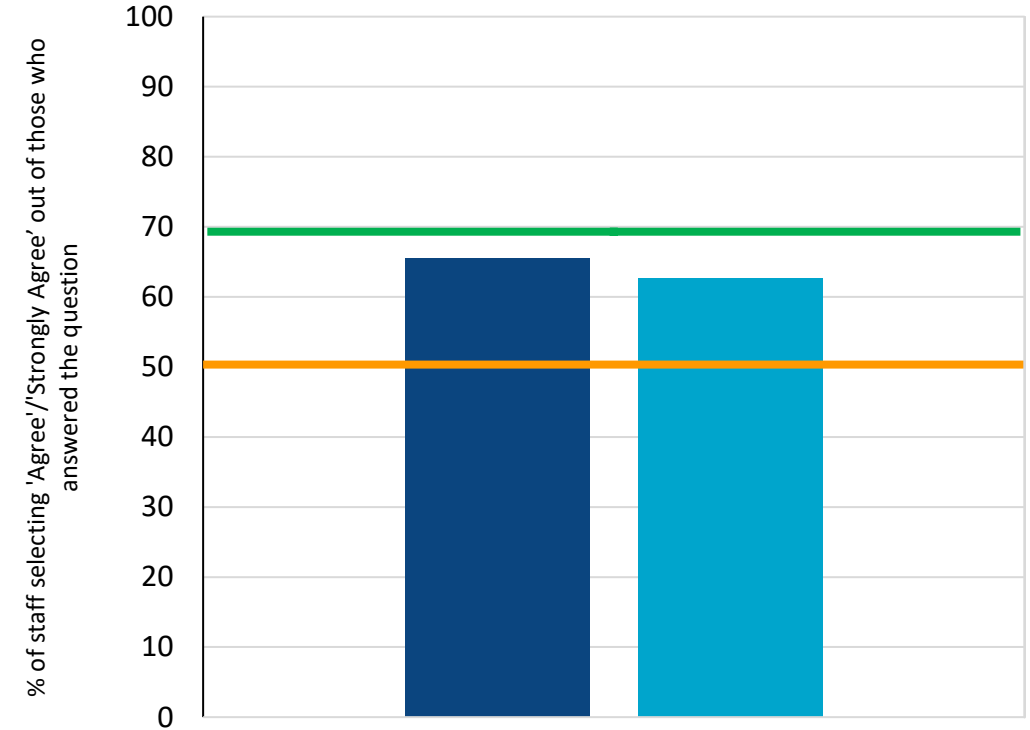
2024

Your org	72.85%
Best result	75.96%
Average result	72.55%
Worst result	61.75%

Responses

402

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



2024

Your org	65.44%
Best result	69.30%
Average result	62.58%
Worst result	50.33%

Responses

402

## 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

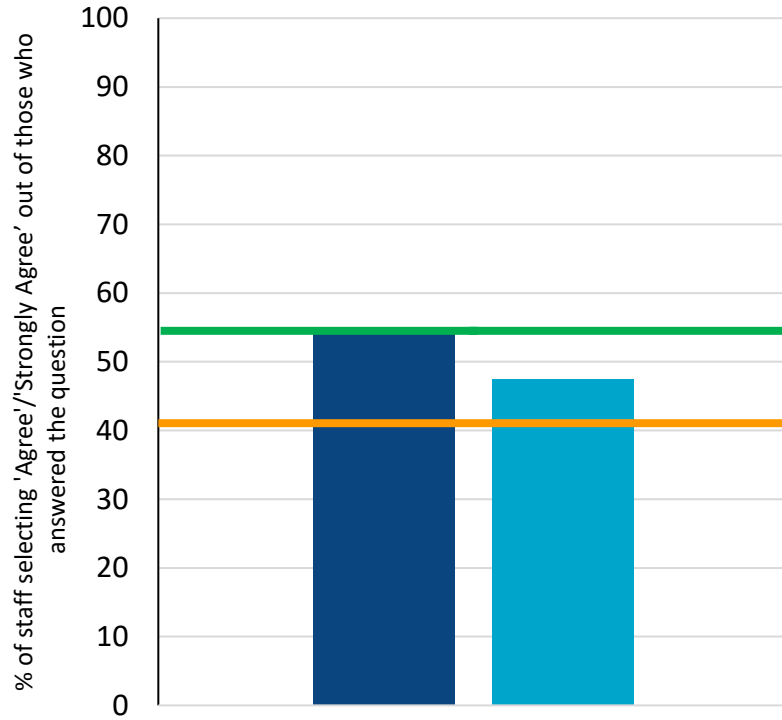
Other questions:\* Q17a, Q17b, Q22

\*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.

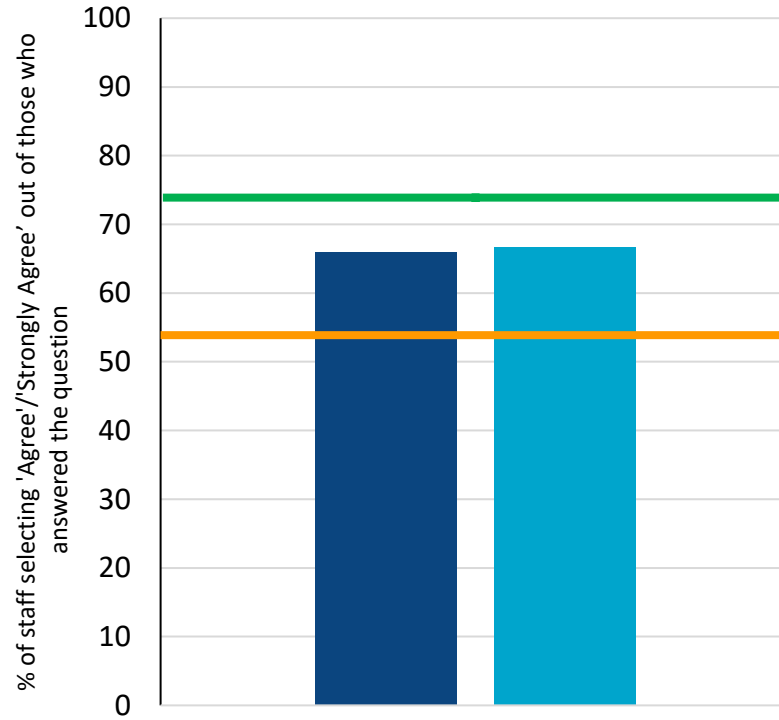


Q3g I am able to meet all the conflicting demands on my time at work.



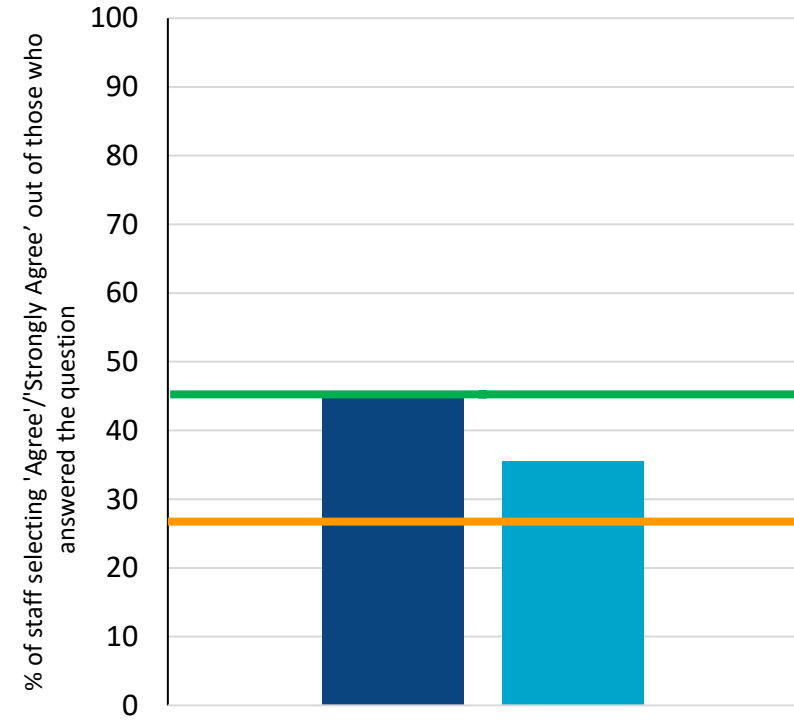
2024	
Your org	54.51%
Best result	54.51%
Average result	47.52%
Worst result	41.07%
Responses	400

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



2024	
Your org	65.97%
Best result	73.89%
Average result	66.73%
Worst result	53.88%
Responses	404

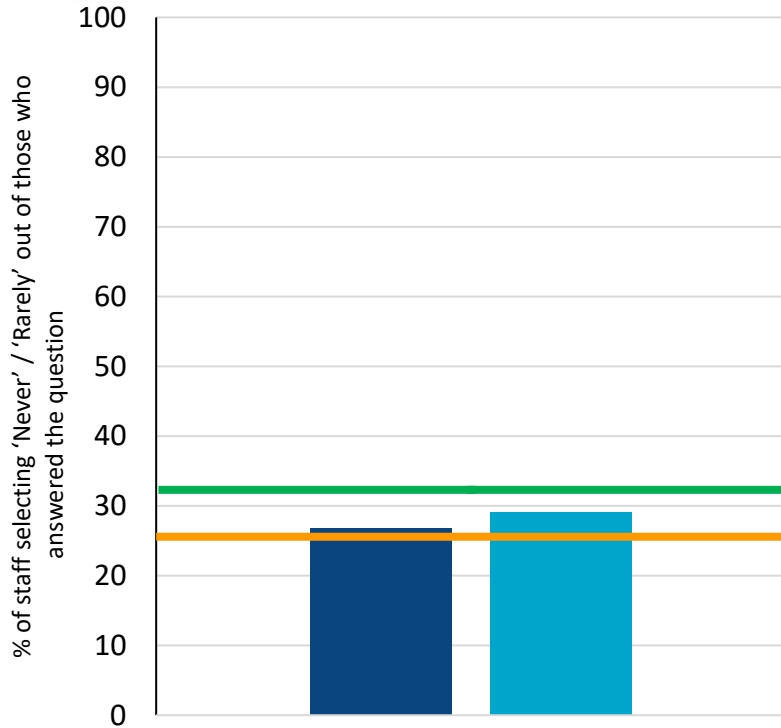
Q3i There are enough staff at this organisation for me to do my job properly.



2024	
Your org	45.26%
Best result	45.26%
Average result	35.53%
Worst result	26.74%
Responses	405

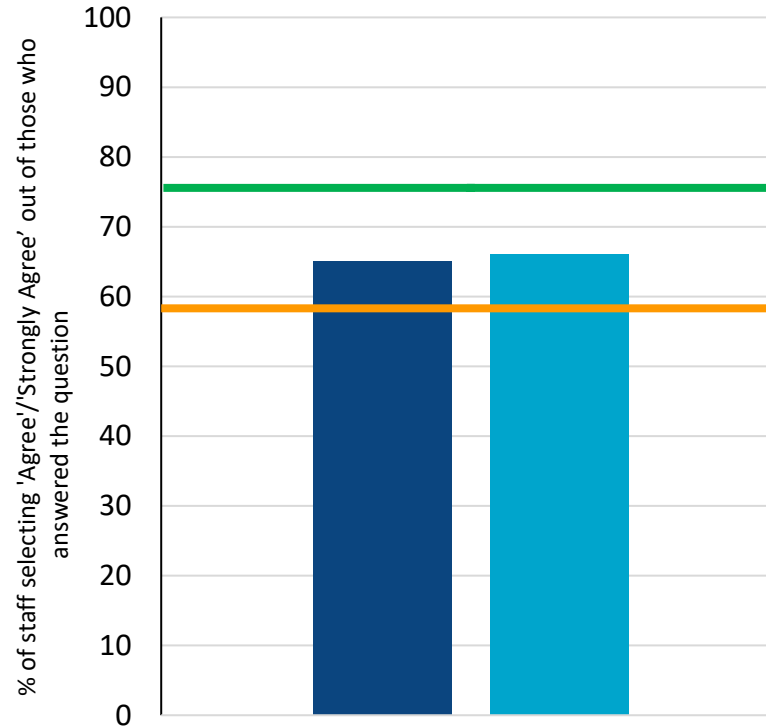


Q5a I have unrealistic time pressures.



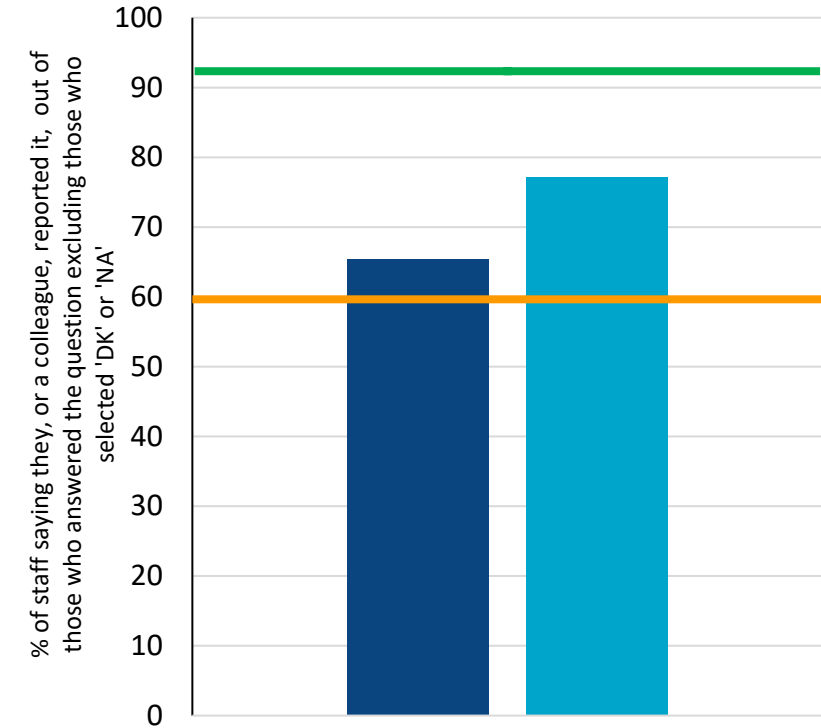
	2024
Your org	26.75%
Best result	32.30%
Average result	29.13%
Worst result	25.57%
Responses	404

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



	2024
Your org	65.07%
Best result	75.57%
Average result	66.01%
Worst result	58.31%
Responses	397

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

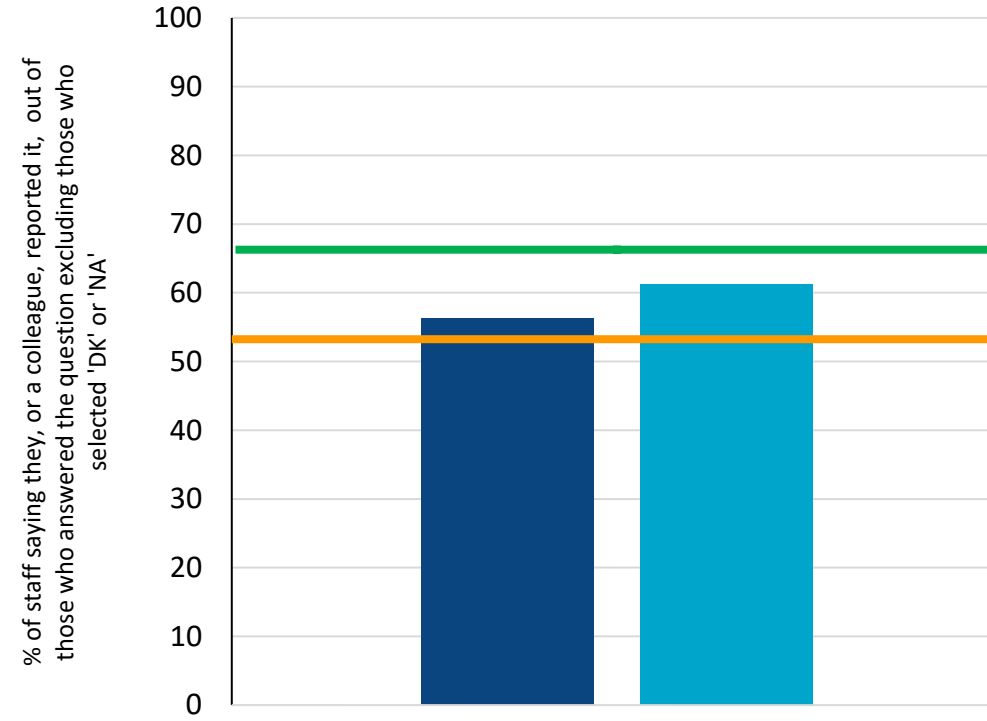


	2024
Your org	65.43%
Best result	92.34%
Average result	77.18%
Worst result	59.65%
Responses	30





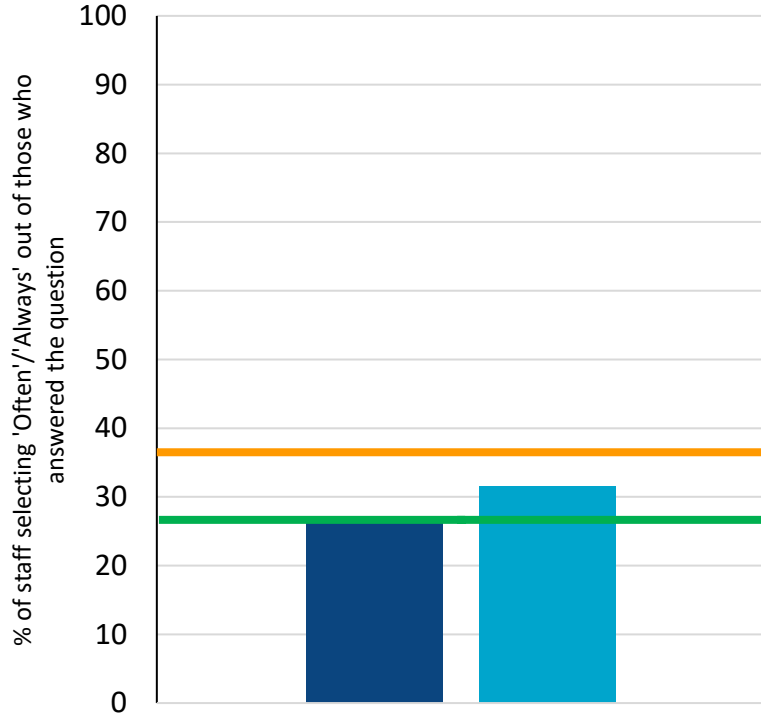
Q14d The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?



	2024
Your org	56.34%
Best result	66.27%
Average result	61.29%
Worst result	53.25%
Responses	116



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

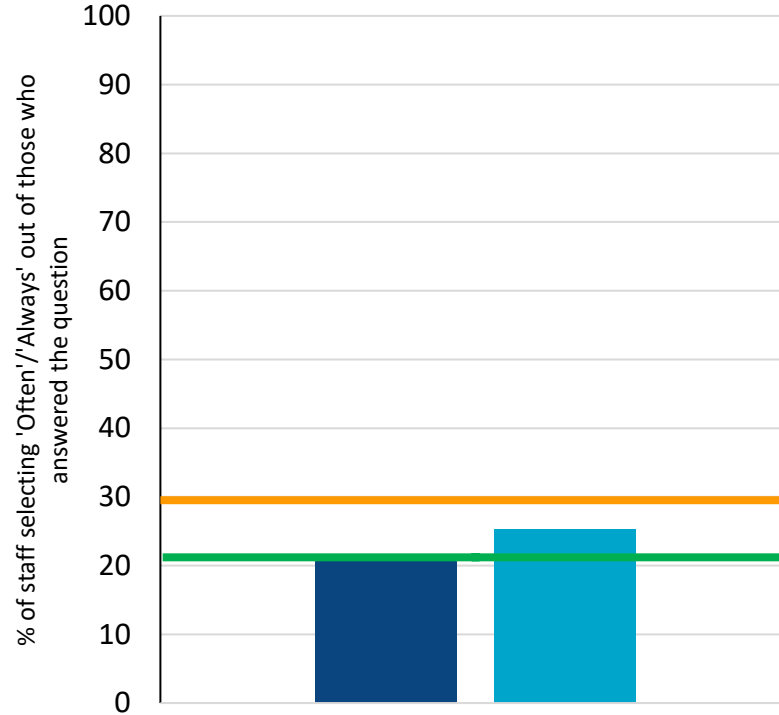


2024

Your org	26.66%
Best result	26.66%
Average result	31.53%
Worst result	36.50%

Responses 404

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

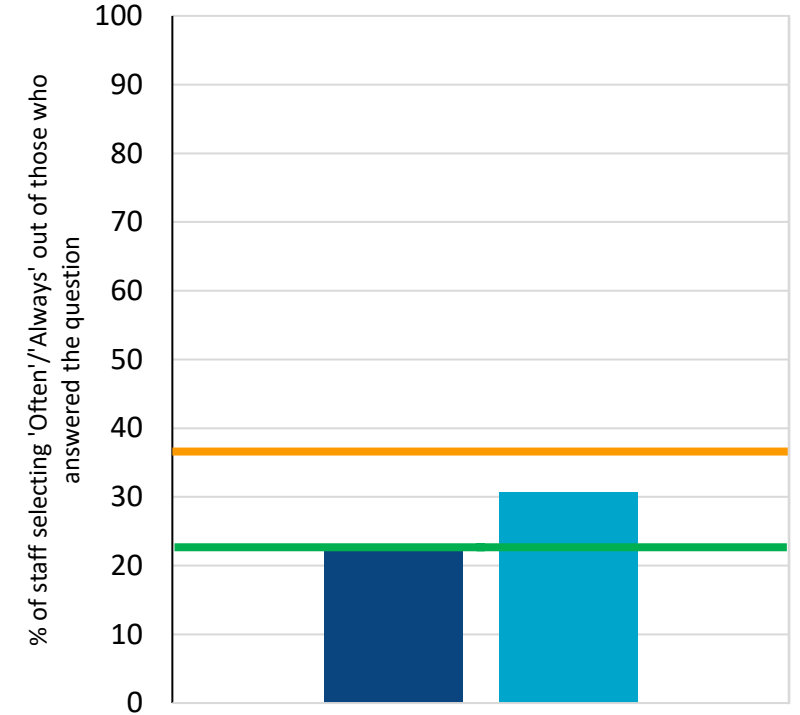


2024

Your org	21.21%
Best result	21.21%
Average result	25.22%
Worst result	29.52%

Responses 404

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



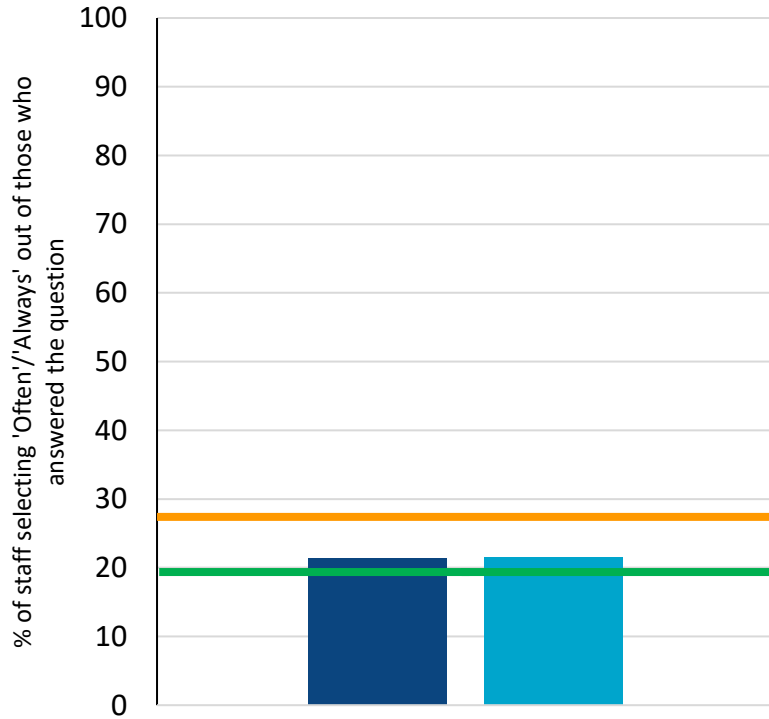
2024

Your org	22.67%
Best result	22.67%
Average result	30.73%
Worst result	36.60%

Responses 406



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

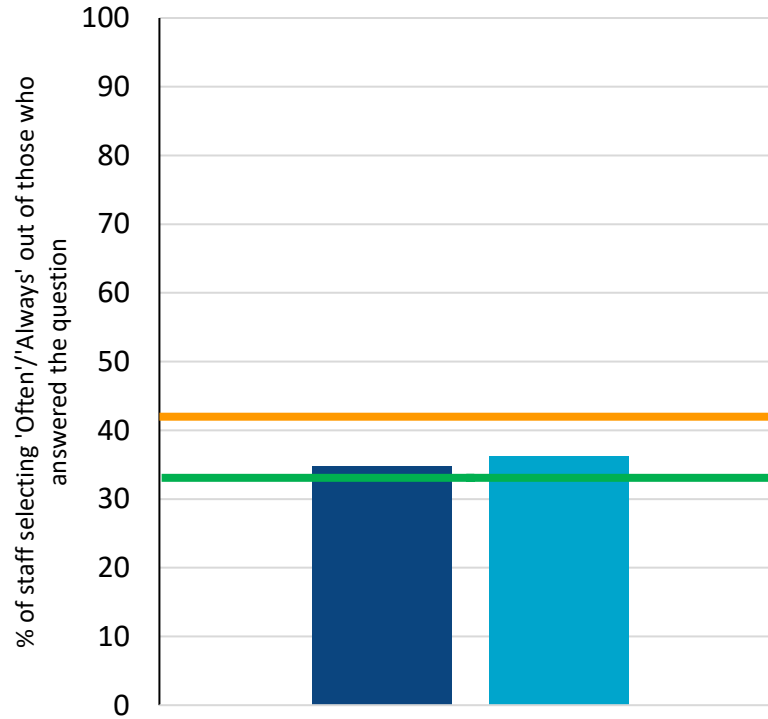


2024

Your org	21.43%
Best result	19.38%
Average result	21.47%
Worst result	27.40%

Responses 403

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

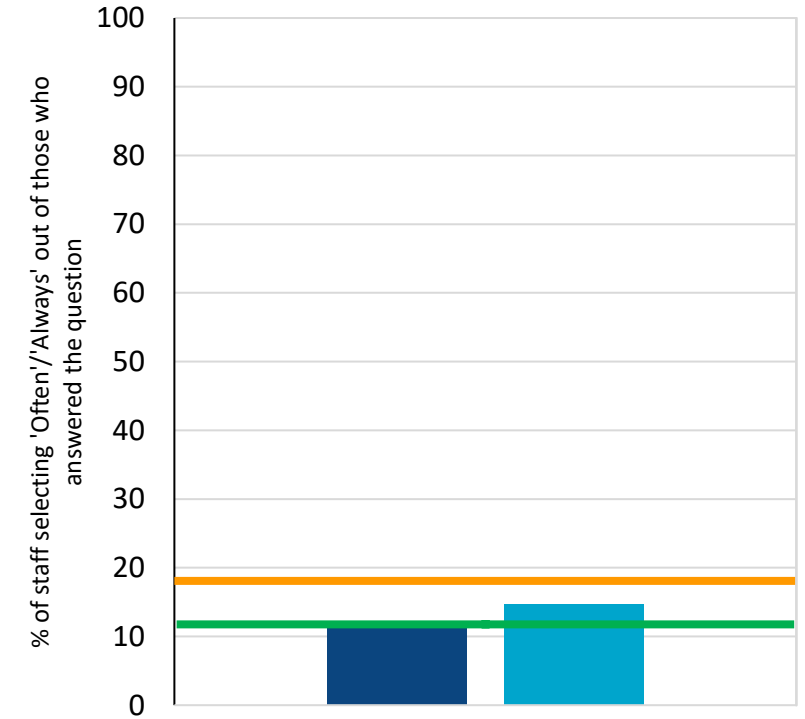


2024

Your org	34.81%
Best result	33.09%
Average result	36.27%
Worst result	41.98%

Responses 402

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



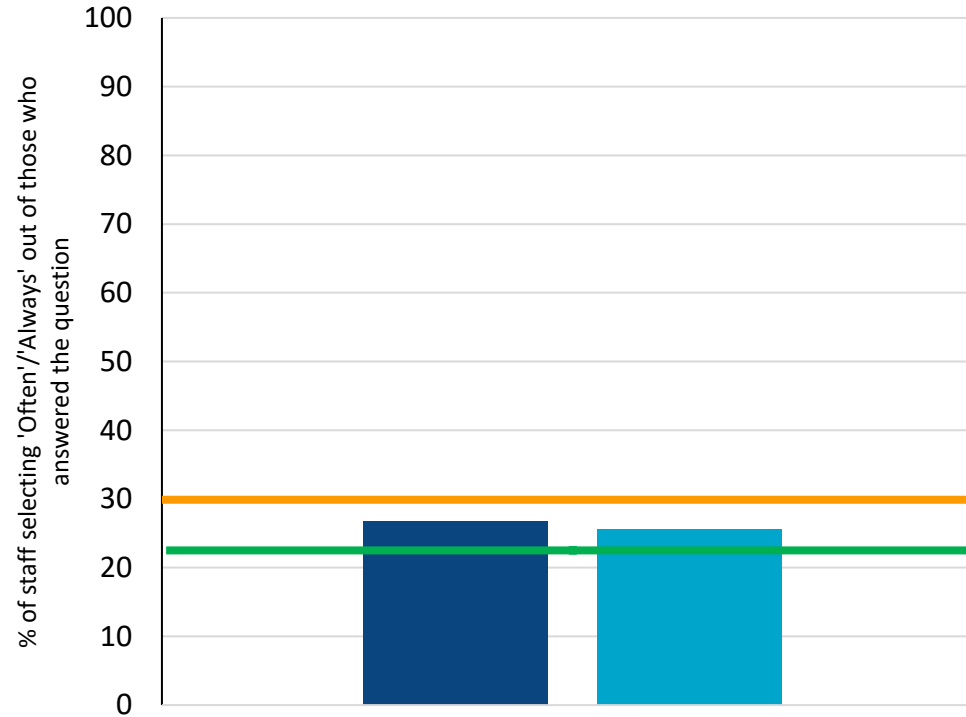
2024

Your org	12.09%
Best result	11.76%
Average result	14.72%
Worst result	18.09%

Responses 403



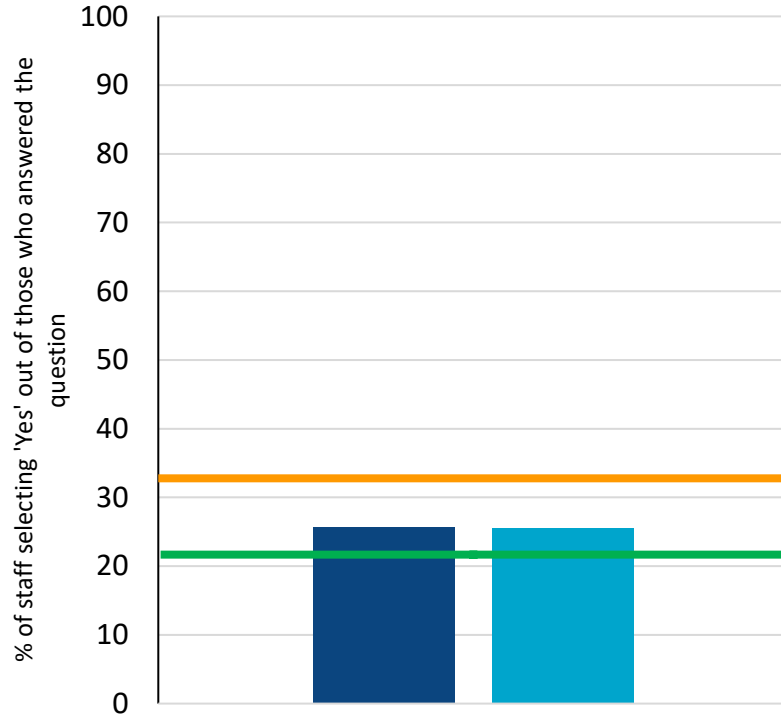
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2024
Your org	26.77%
Best result	22.51%
Average result	25.55%
Worst result	29.89%
Responses	402



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

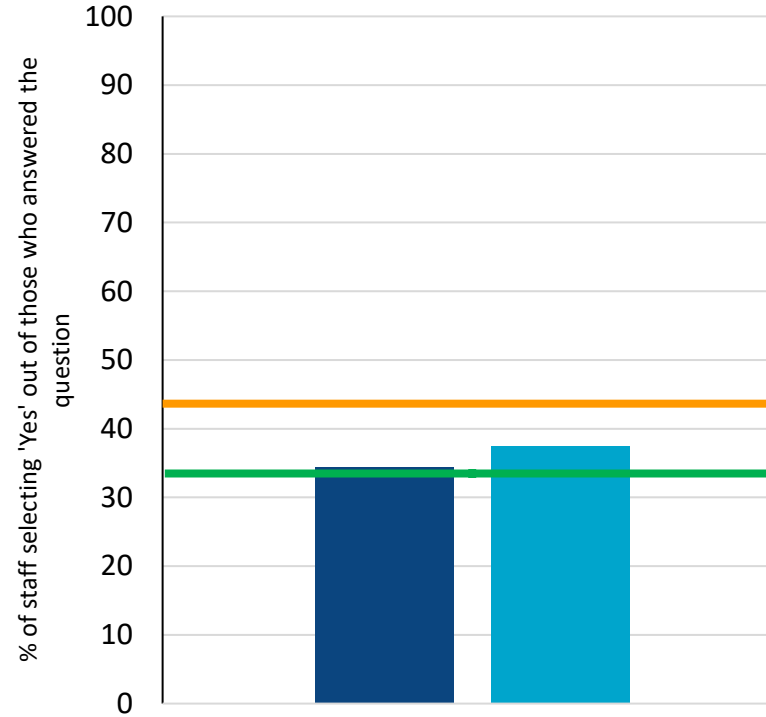


2024

Your org	25.70%
Best result	21.68%
Average result	25.53%
Worst result	32.78%

Responses 403

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

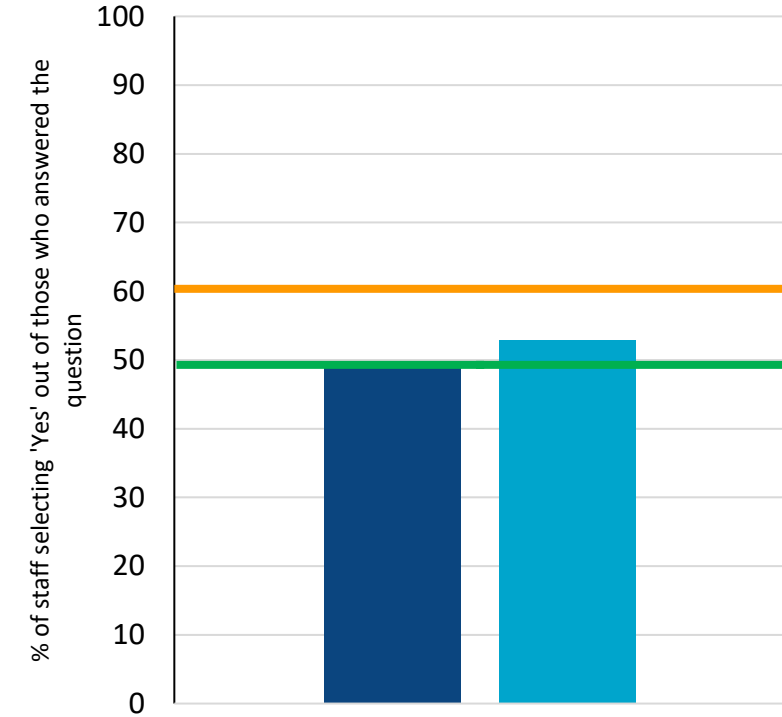


2024

Your org	34.38%
Best result	33.48%
Average result	37.41%
Worst result	43.64%

Responses 403

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



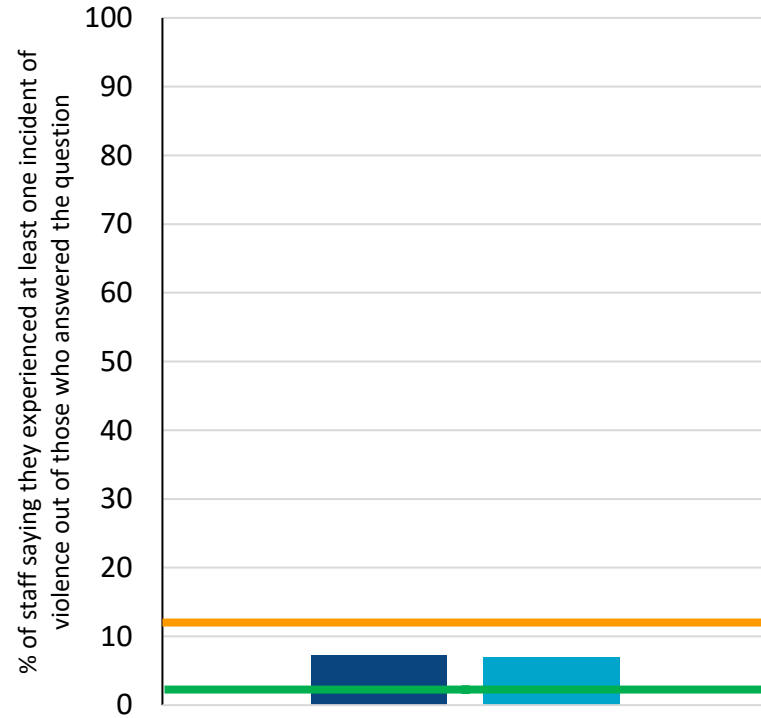
2024

Your org	49.29%
Best result	49.29%
Average result	52.88%
Worst result	60.36%

Responses 403



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

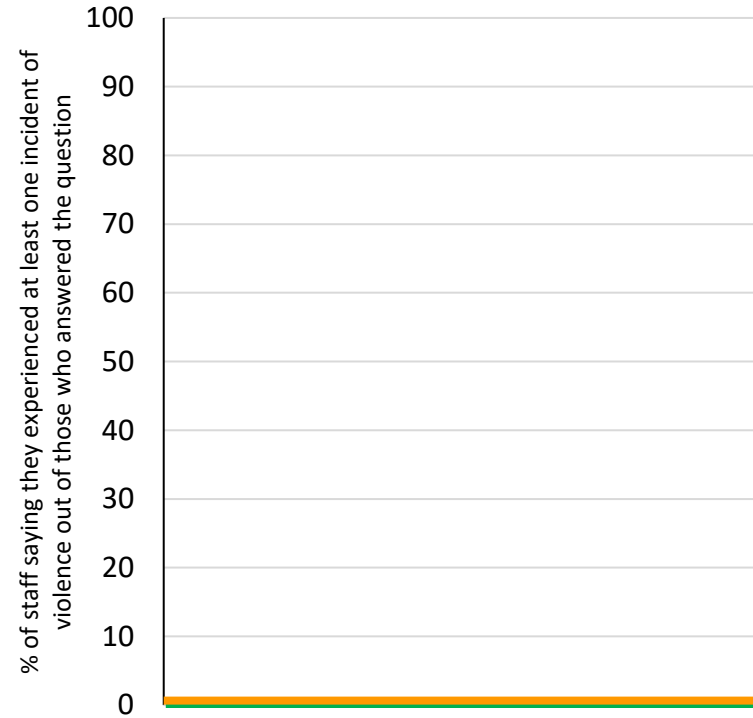


2024

Your org	7.31%
Best result	2.26%
Average result	6.87%
Worst result	12.02%

Responses 399

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

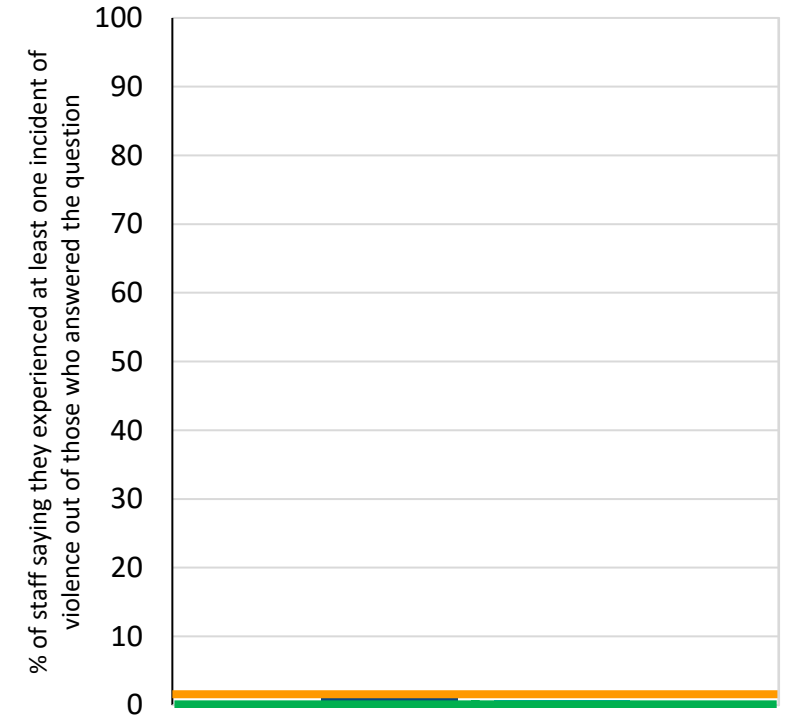


2024

Your org	0.60%
Best result	0.10%
Average result	0.29%
Worst result	0.66%

Responses 400

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



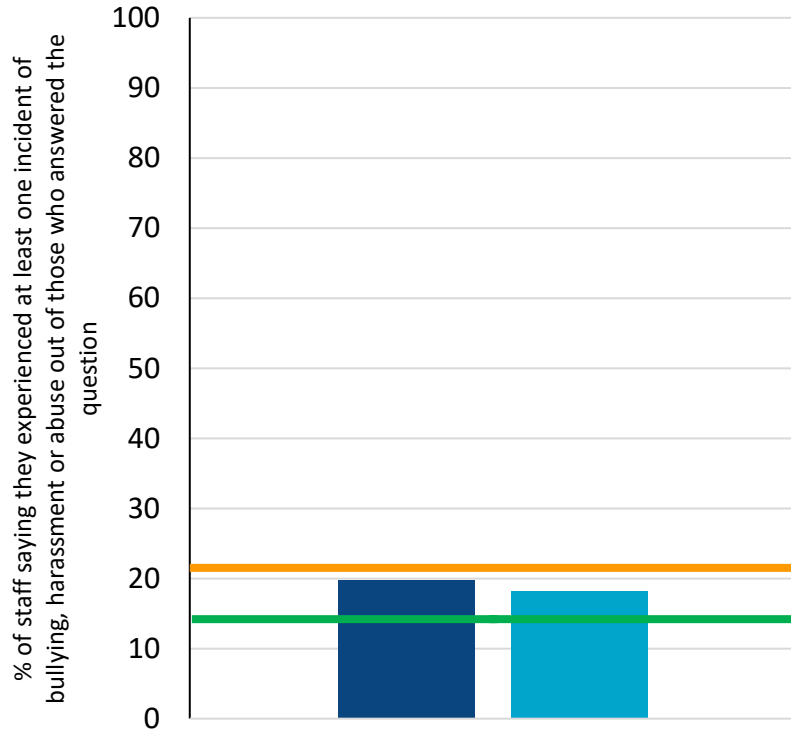
2024

Your org	1.58%
Best result	0.11%
Average result	0.74%
Worst result	1.58%

Responses 397



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

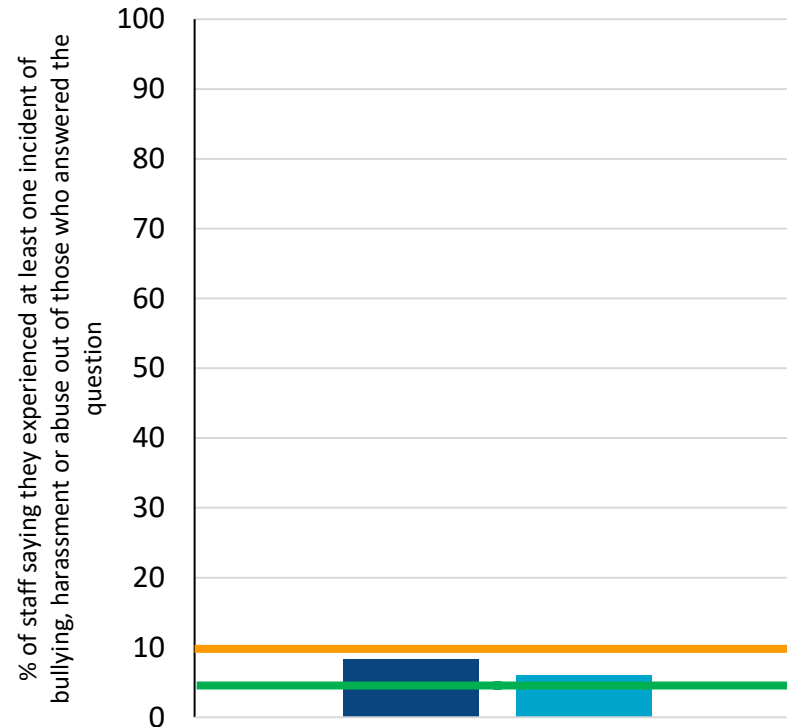


2024

Your org	19.78%
Best result	14.20%
Average result	18.20%
Worst result	21.52%

Responses 402

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

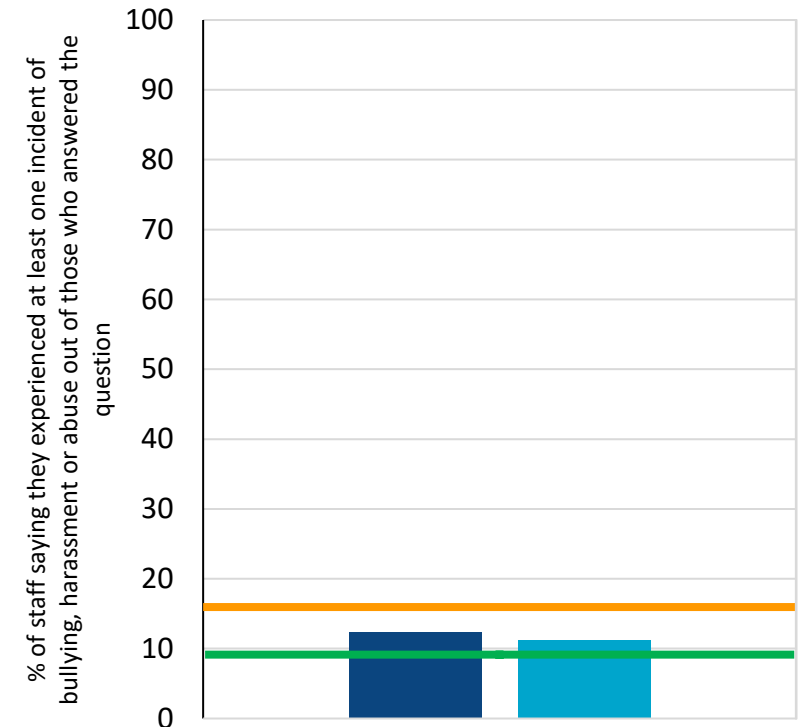


2024

Your org	8.37%
Best result	4.55%
Average result	6.03%
Worst result	9.80%

Responses 401

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



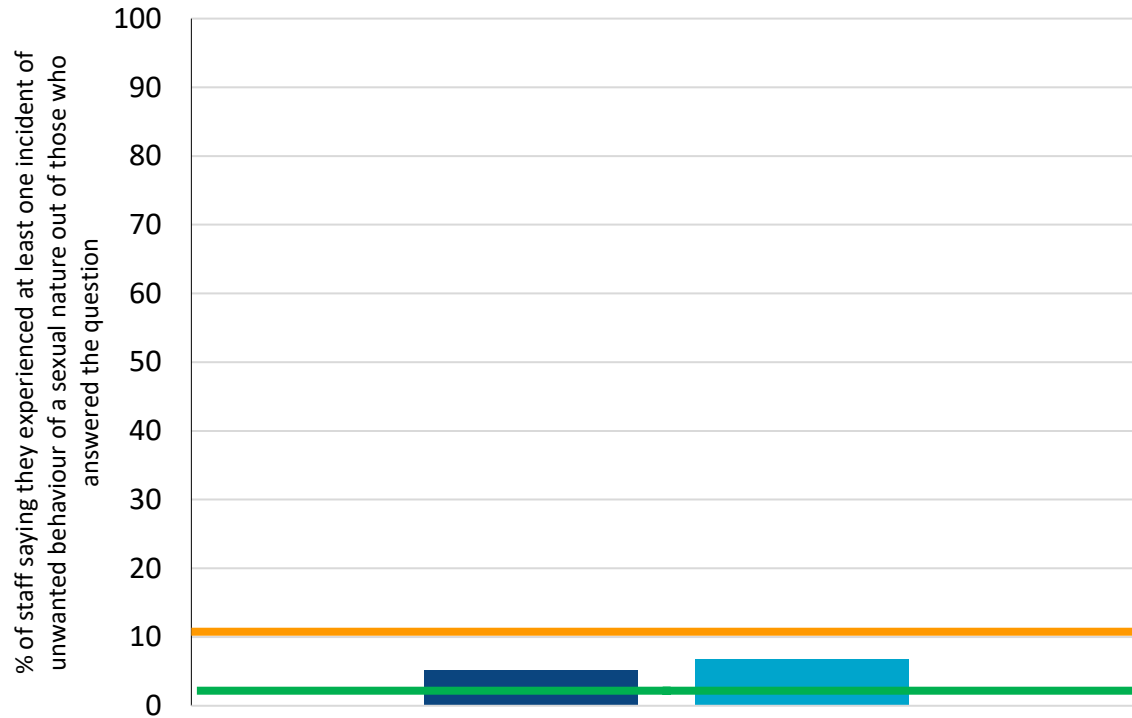
2024

Your org	12.42%
Best result	9.15%
Average result	11.29%
Worst result	15.96%

Responses 400



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



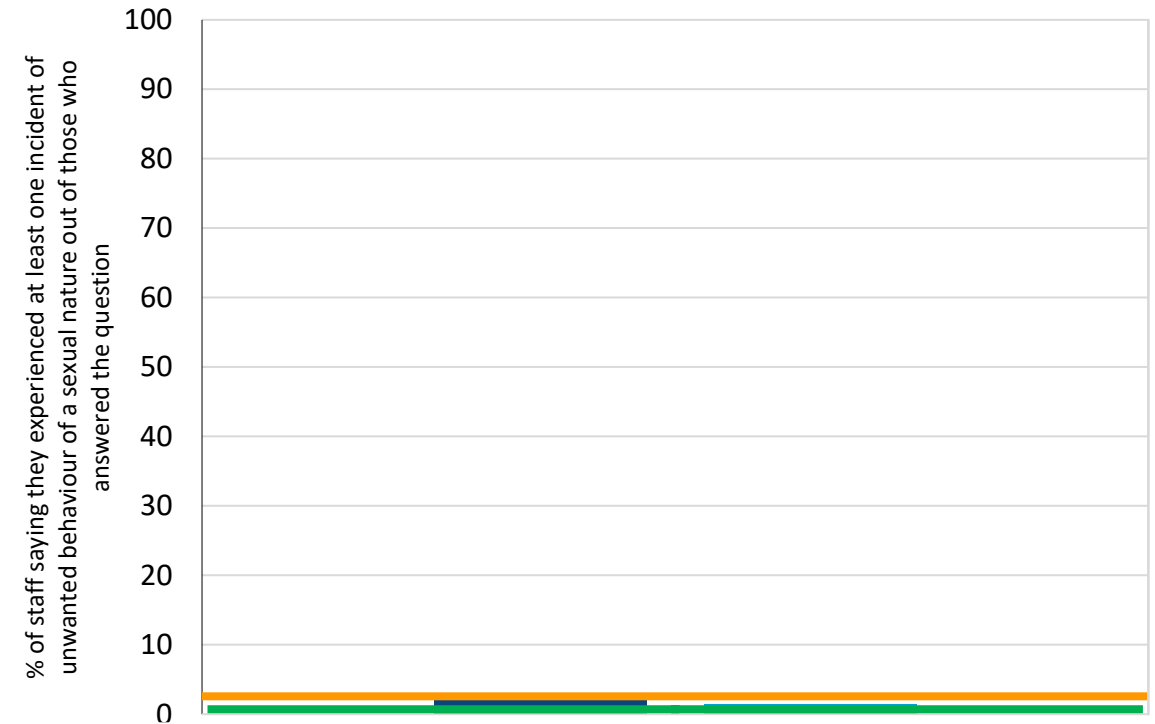
2024

Your org	5.18%
Best result	2.20%
Average result	6.77%
Worst result	10.78%

Responses

403

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



2024

Your org	2.07%
Best result	0.71%
Average result	1.43%
Worst result	2.58%

Responses

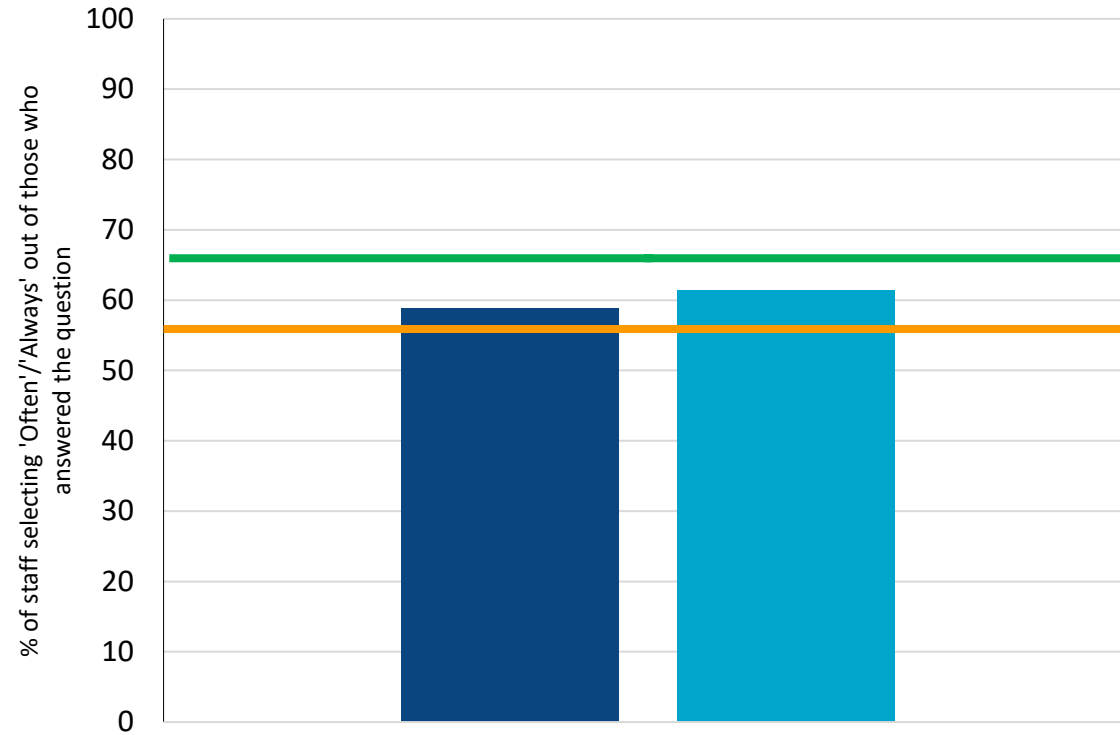
402

\*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



	2024
Your org	58.76%
Best result	65.96%
Average result	61.42%
Worst result	55.90%
Responses	405

\*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

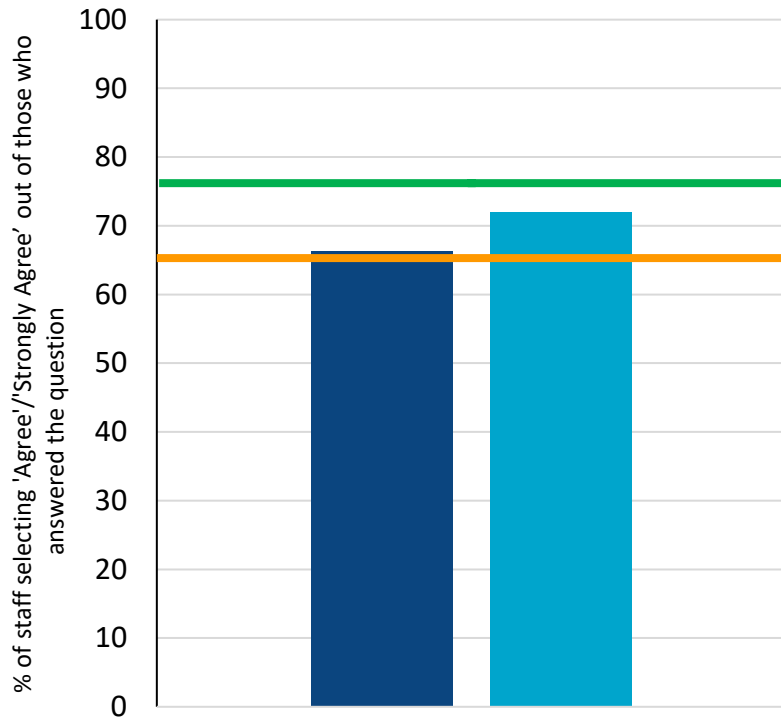
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

\*\*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.

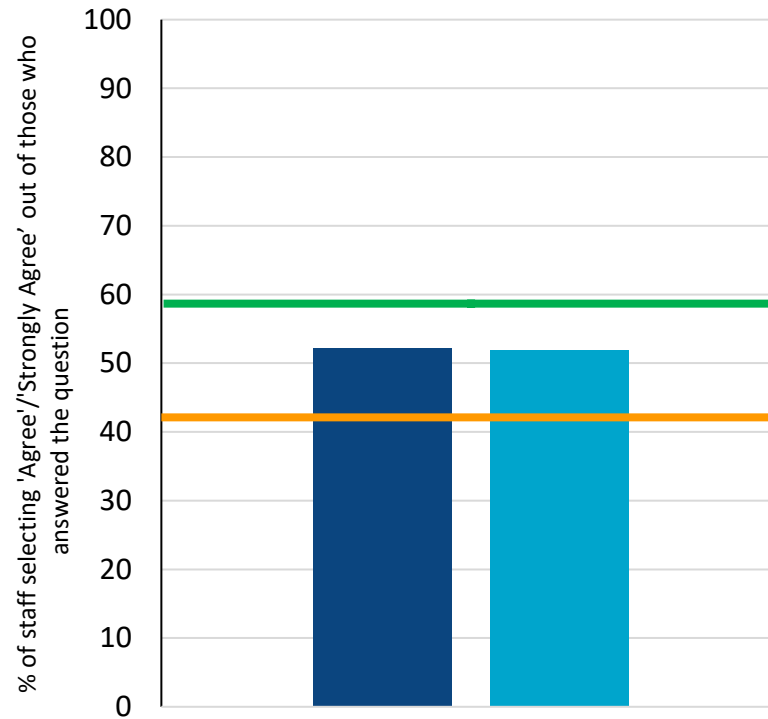


2024

Your org	66.21%
Best result	76.20%
Average result	72.00%
Worst result	65.30%

Responses 404

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

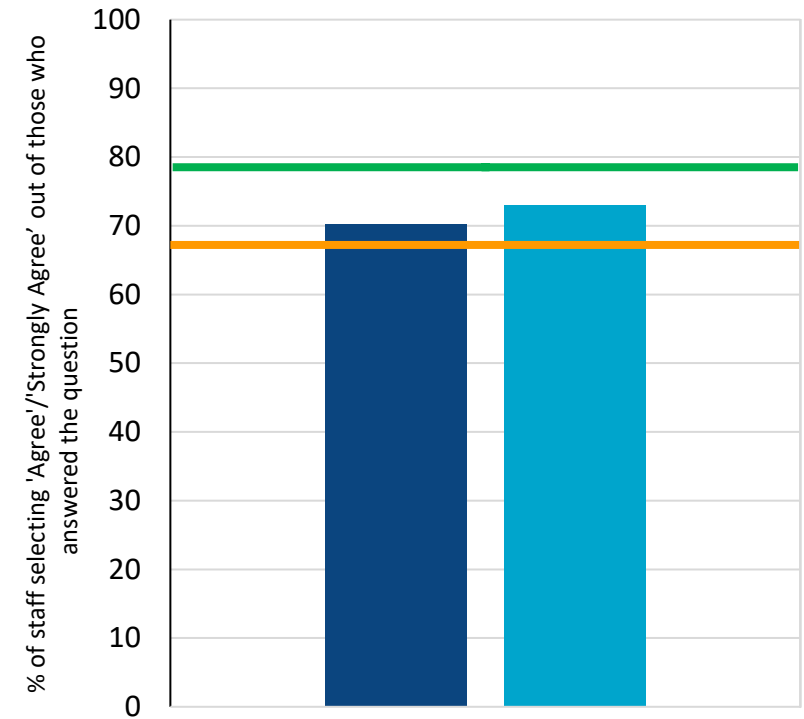


2024

Your org	52.21%
Best result	58.67%
Average result	51.87%
Worst result	42.12%

Responses 405

Q24c I have opportunities to improve my knowledge and skills.



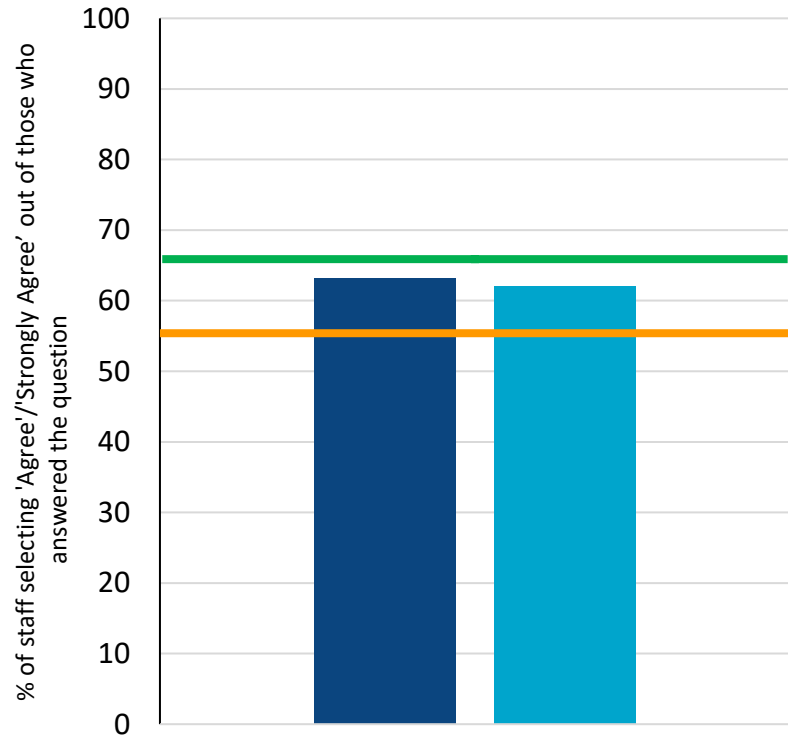
2024

Your org	70.26%
Best result	78.52%
Average result	72.96%
Worst result	67.21%

Responses 404

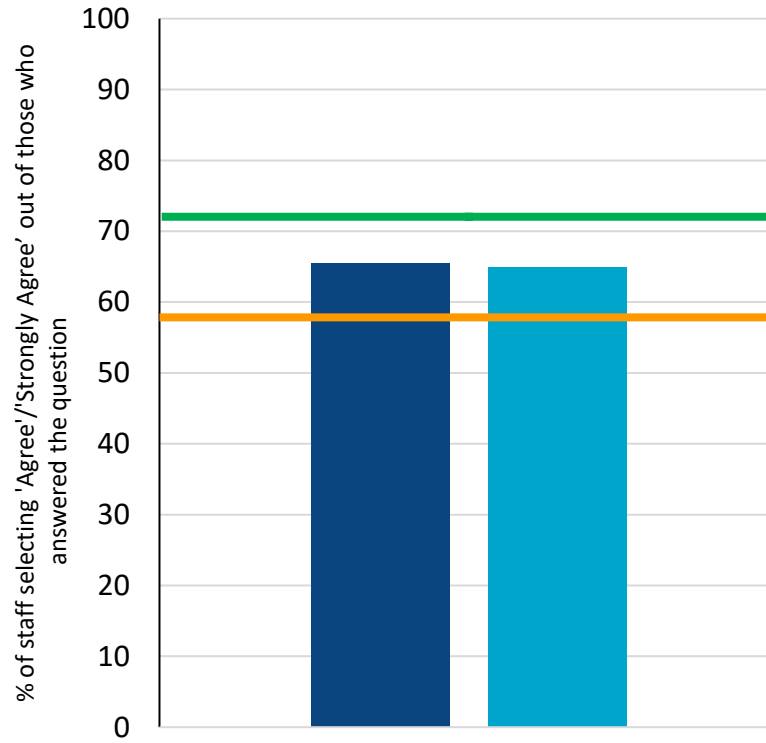


Q24d I feel supported to develop my potential.



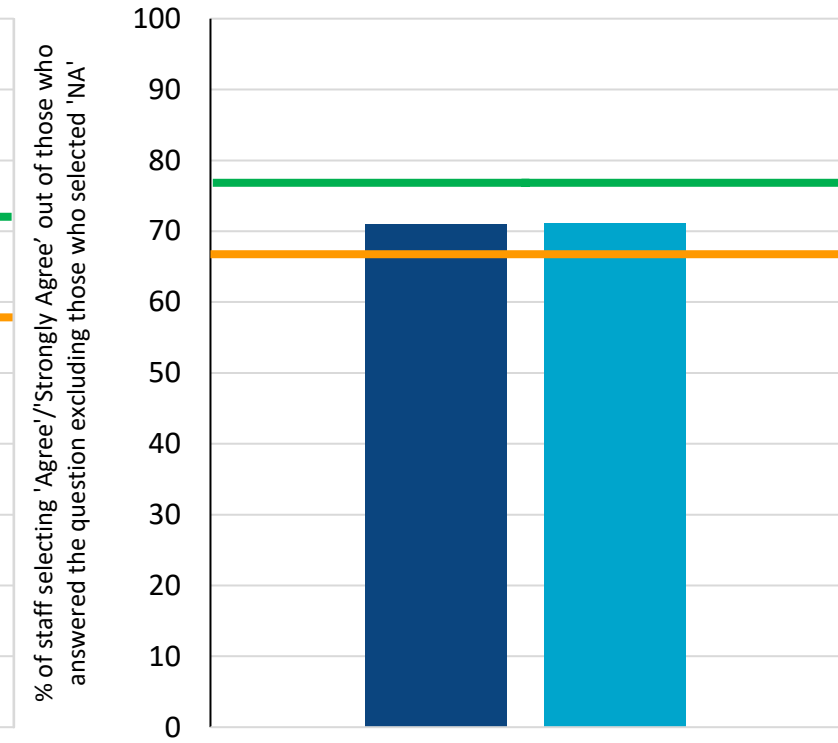
2024	
Your org	63.22%
Best result	65.89%
Average result	61.97%
Worst result	55.39%
Responses	399

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



2024	
Your org	65.47%
Best result	72.04%
Average result	64.95%
Worst result	57.84%
Responses	402

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

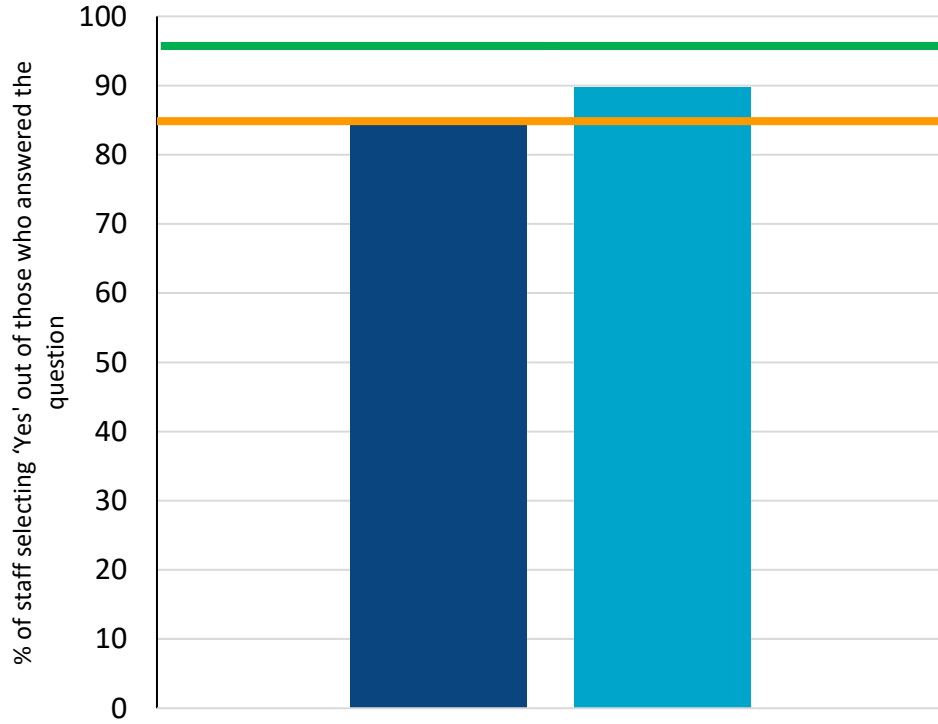


2024	
Your org	70.94%
Best result	76.84%
Average result	71.14%
Worst result	66.75%
Responses	320

\*Q24f does not contribute towards any People Promise element score, theme score or sub-score

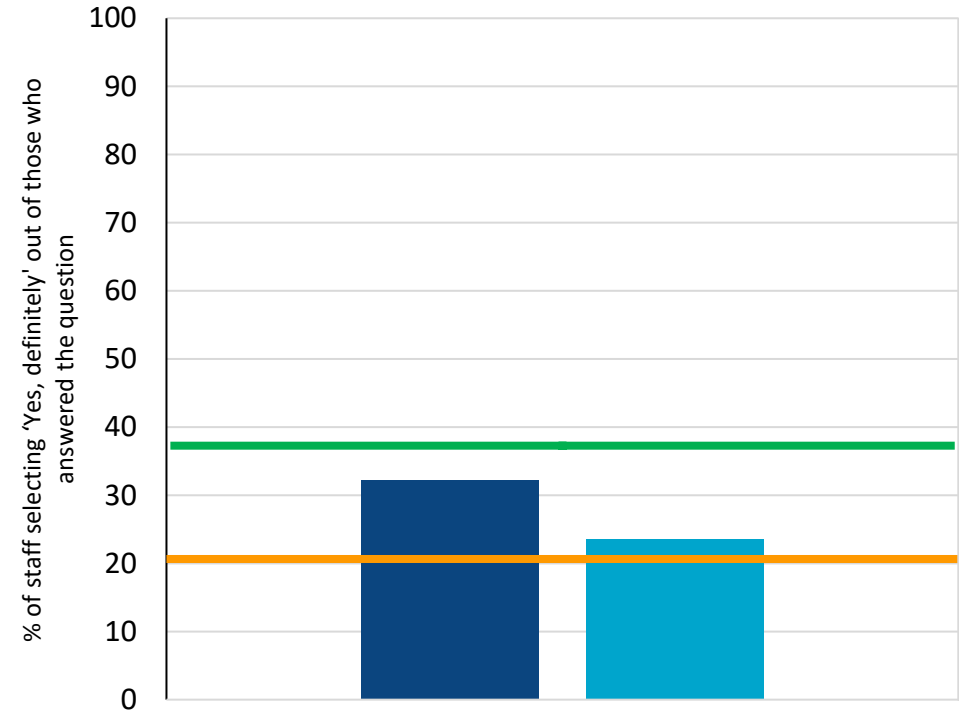


Q23a In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



2024	
Your org	84.95%
Best result	95.73%
Average result	89.72%
Worst result	84.86%
Responses	400

Q23b It helped me to improve how I do my job

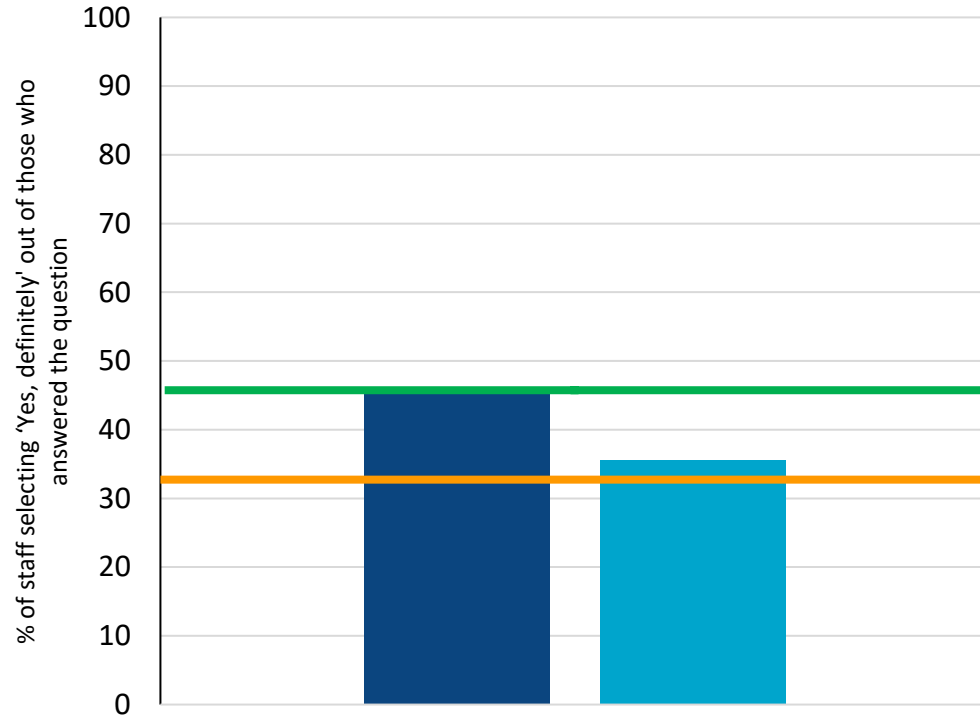


2024	
Your org	32.22%
Best result	37.27%
Average result	23.56%
Worst result	20.65%
Responses	338

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

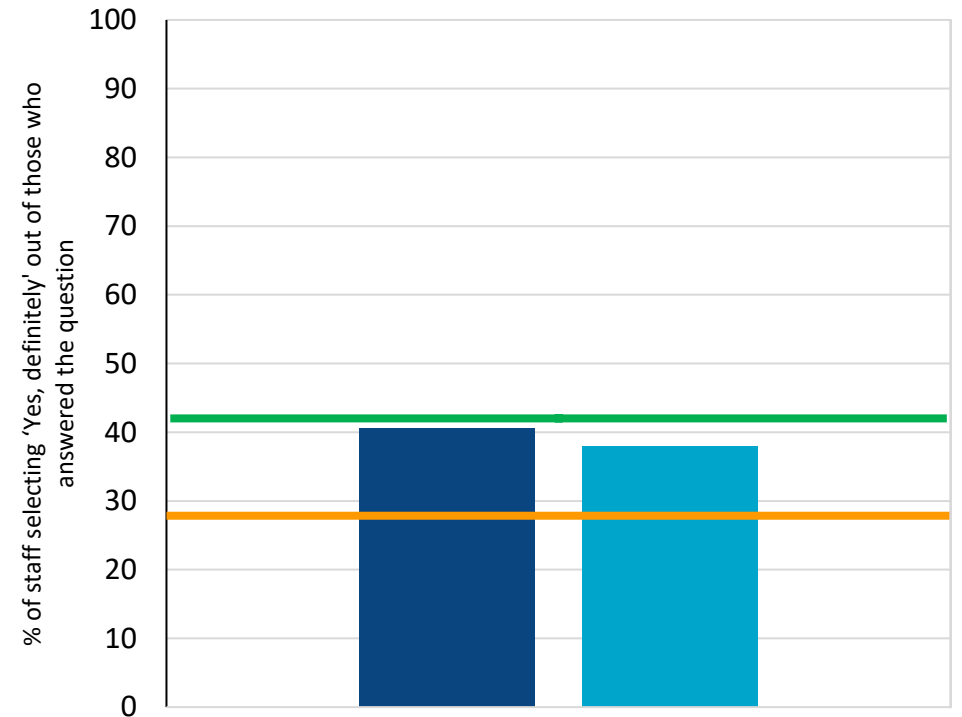


Q23c It helped me agree clear objectives for my work.



	2024
Your org	45.74%
Best result	45.74%
Average result	35.53%
Worst result	32.73%
Responses	338

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



	2024
Your org	40.56%
Best result	42.01%
Average result	37.92%
Worst result	27.85%
Responses	335

## People Promise element – We work flexibly



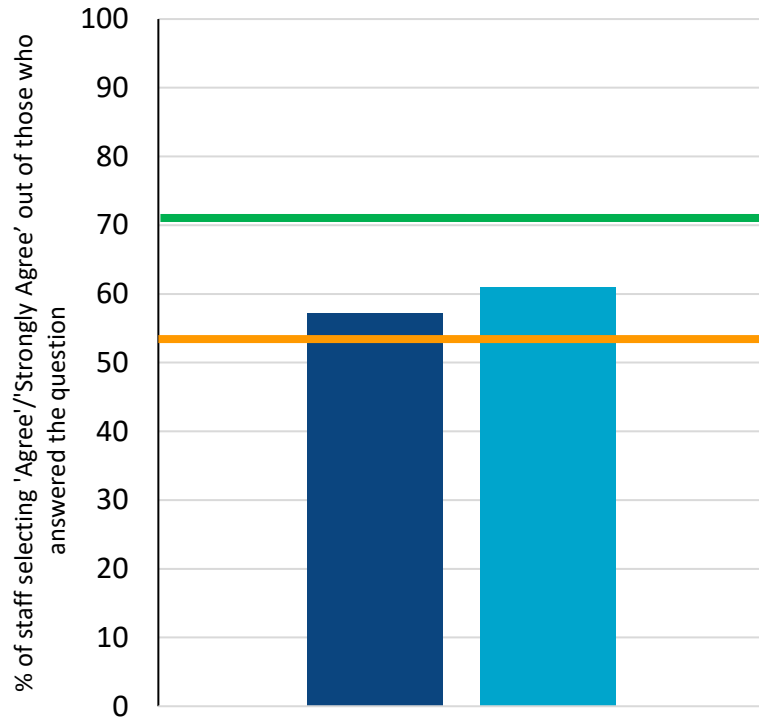
### Questions included:

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

Flexible working – Q4d

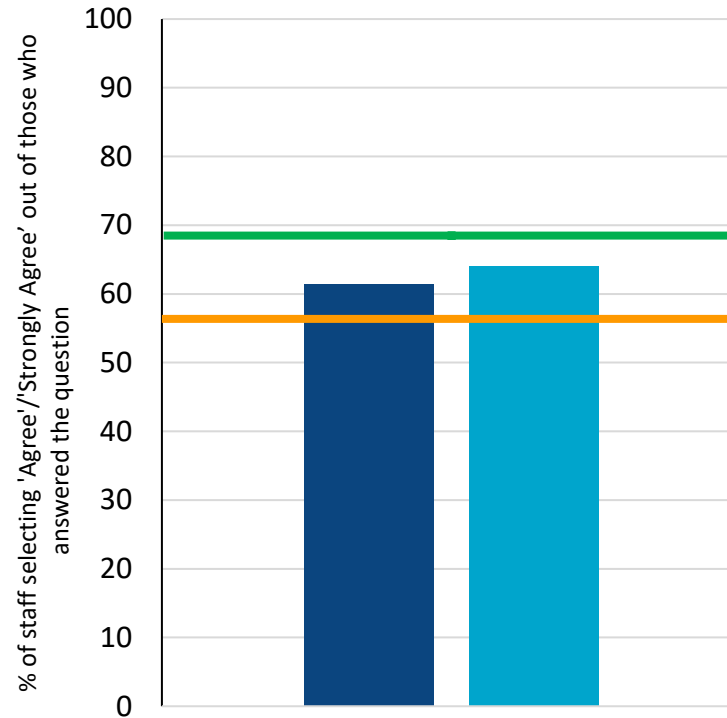


Q6b My organisation is committed to helping me balance my work and home life.



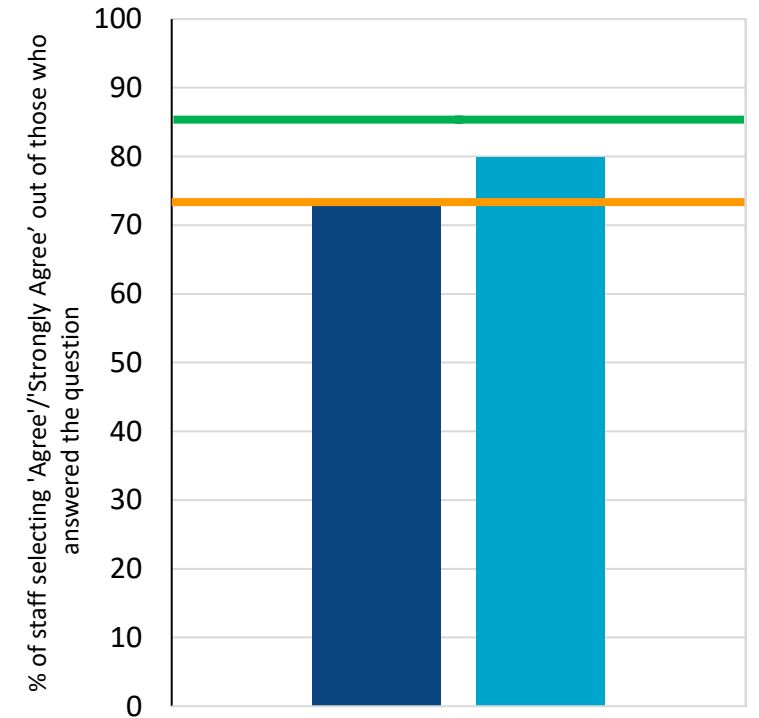
	2024
Your org	57.19%
Best result	71.05%
Average result	61.03%
Worst result	53.43%
Responses	405

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



	2024
Your org	61.49%
Best result	68.49%
Average result	64.02%
Worst result	56.37%
Responses	404

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

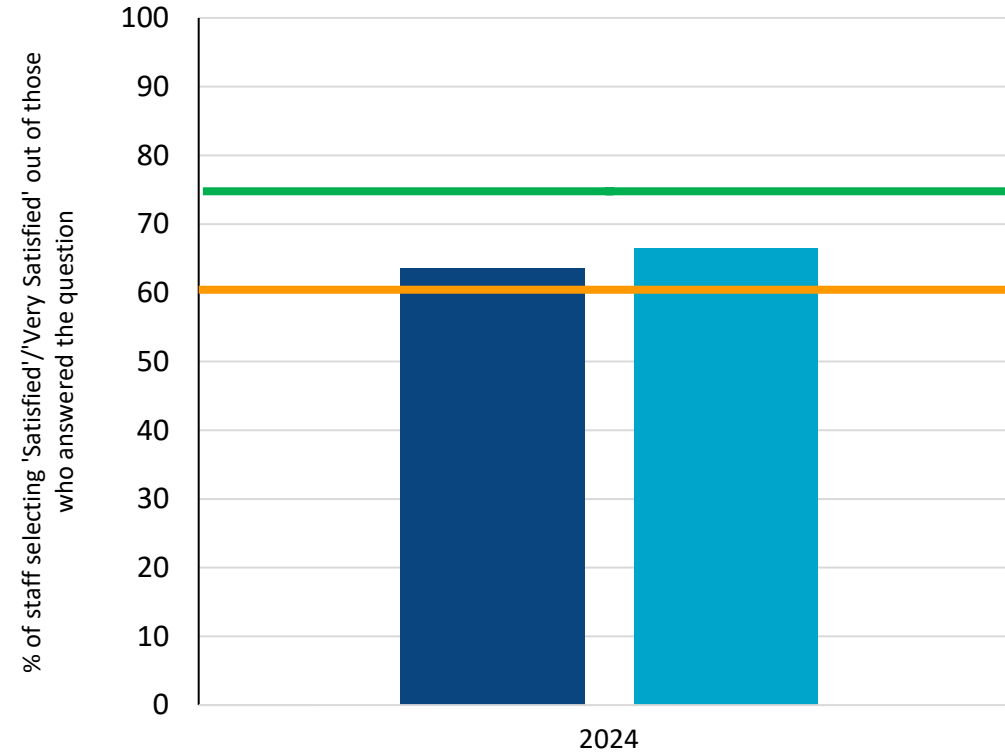


	2024
Your org	73.37%
Best result	85.37%
Average result	79.84%
Worst result	73.37%
Responses	405



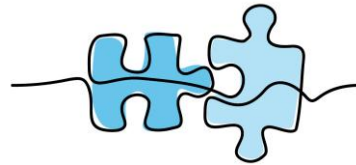


Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.



Your org	63.59%
Best result	74.78%
Average result	66.42%
Worst result	60.45%
Responses	404

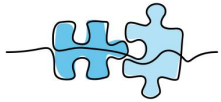
## People Promise element – We are a team



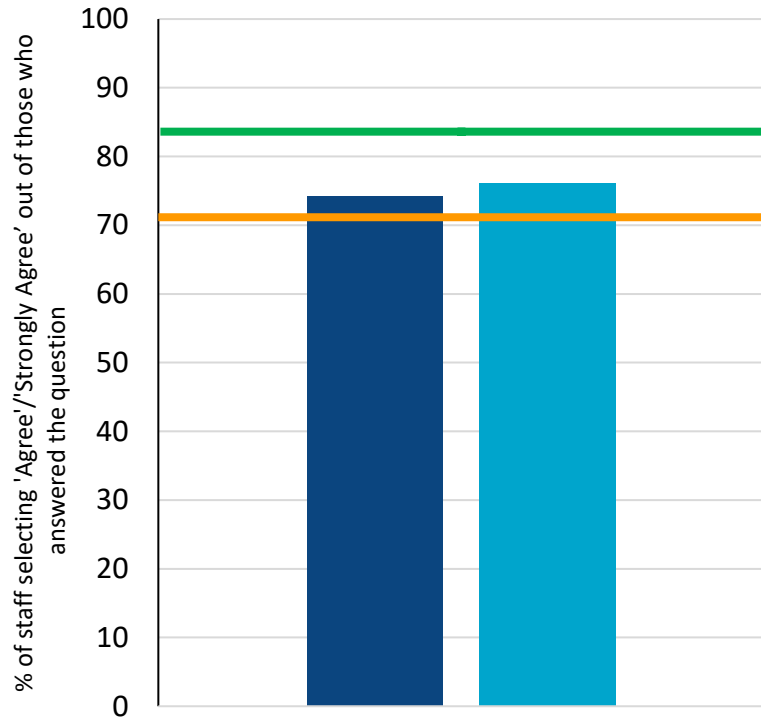
### Questions included:

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.

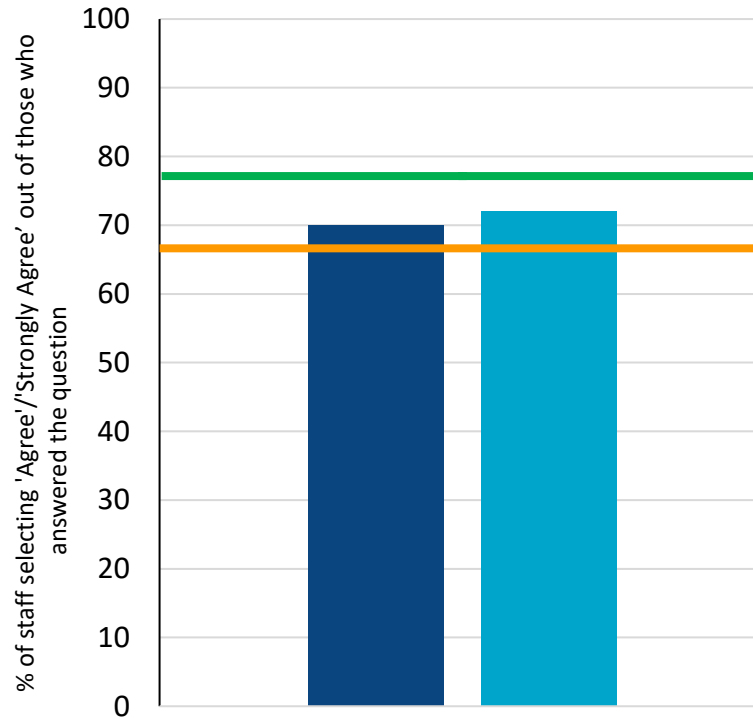


2024

Your org	74.25%
Best result	83.62%
Average result	76.11%
Worst result	71.16%

Responses 403

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

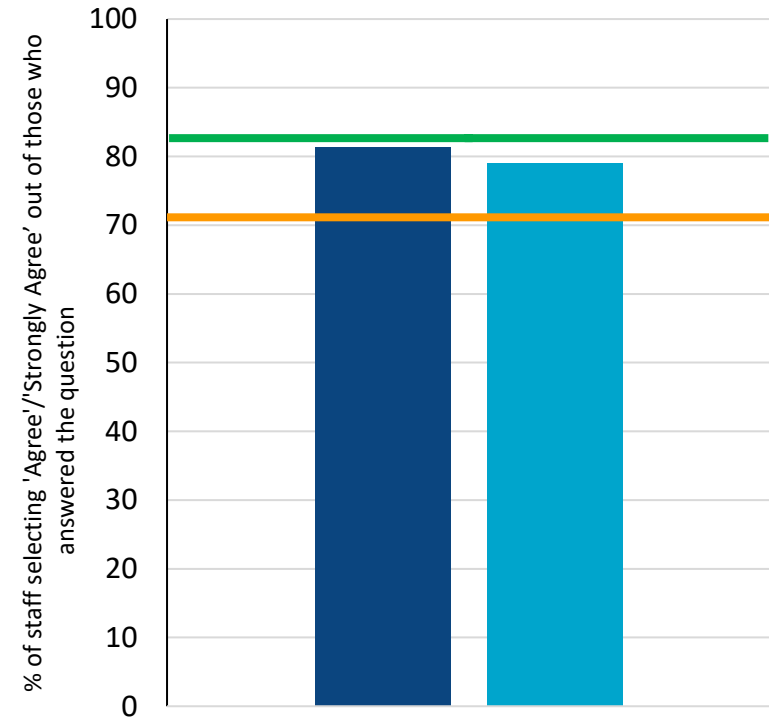


2024

Your org	69.93%
Best result	77.15%
Average result	72.12%
Worst result	66.64%

Responses 402

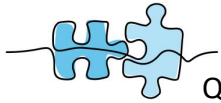
Q7c I receive the respect I deserve from my colleagues at work.



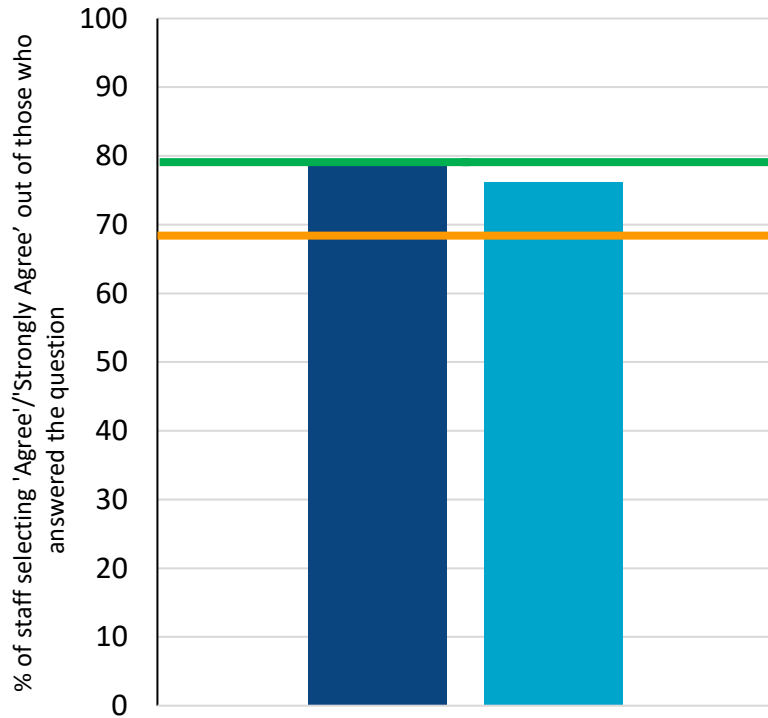
2024

Your org	81.38%
Best result	82.67%
Average result	78.97%
Worst result	71.15%

Responses 401

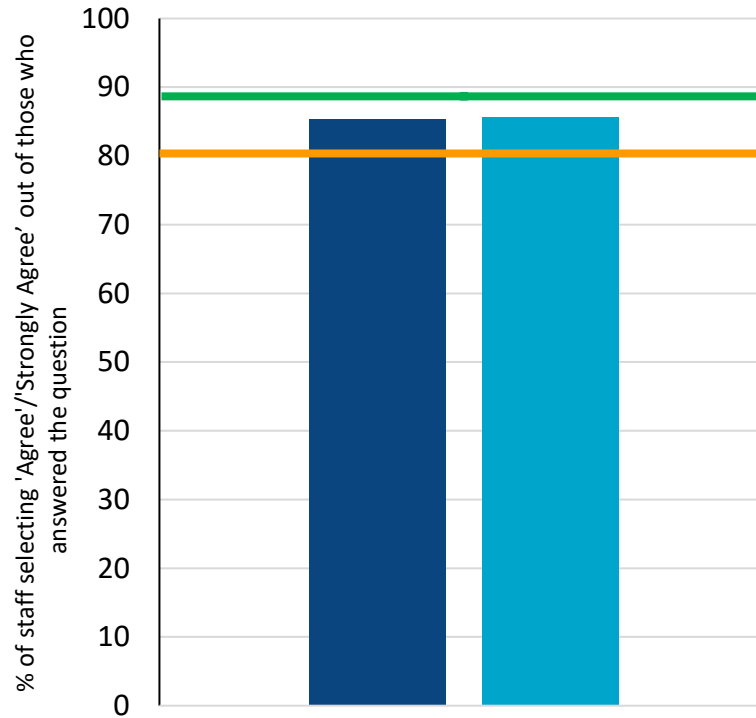


Q7d Team members understand each other's roles.



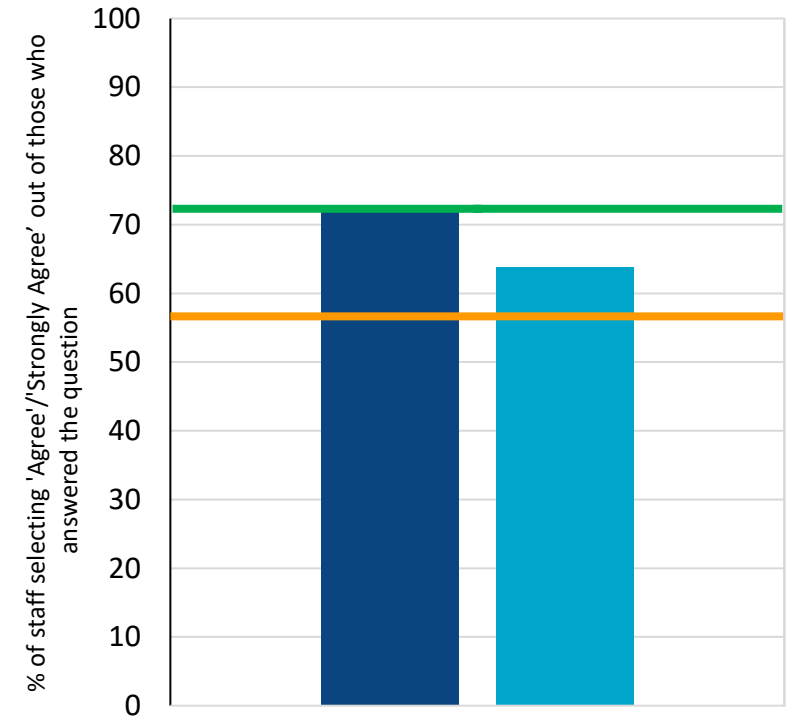
	2024
Your org	78.55%
Best result	79.10%
Average result	76.20%
Worst result	68.41%
Responses	401

Q7e I enjoy working with the colleagues in my team.



	2024
Your org	85.36%
Best result	88.67%
Average result	85.60%
Worst result	80.36%
Responses	401

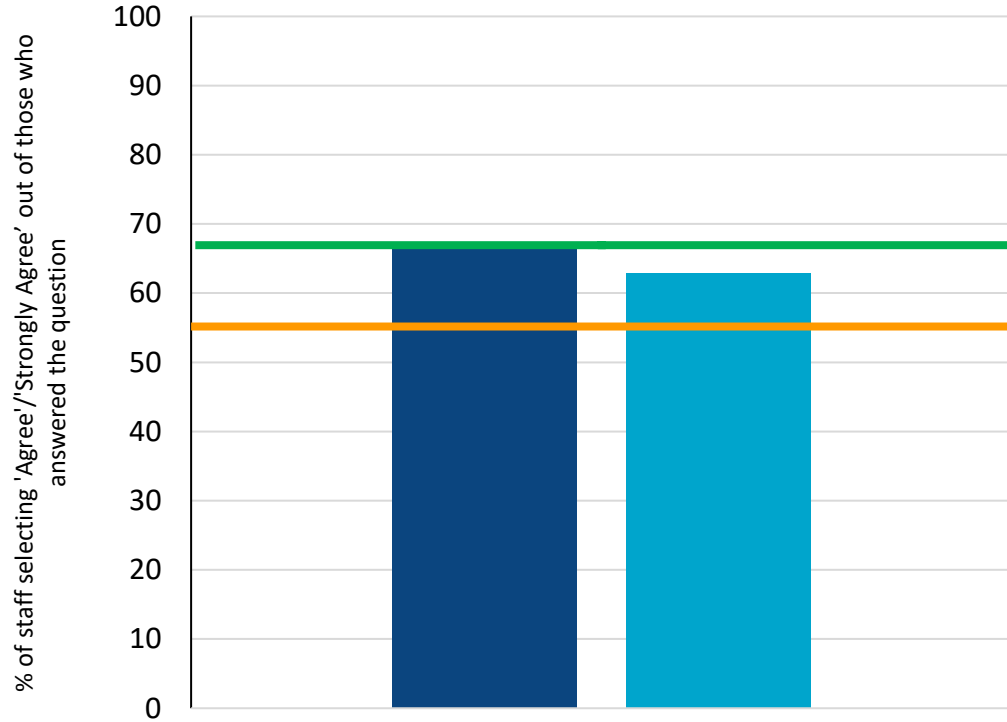
Q7f My team has enough freedom in how to do its work.



	2024
Your org	72.31%
Best result	72.31%
Average result	63.84%
Worst result	56.66%
Responses	402



Q7g In my team disagreements are dealt with constructively.

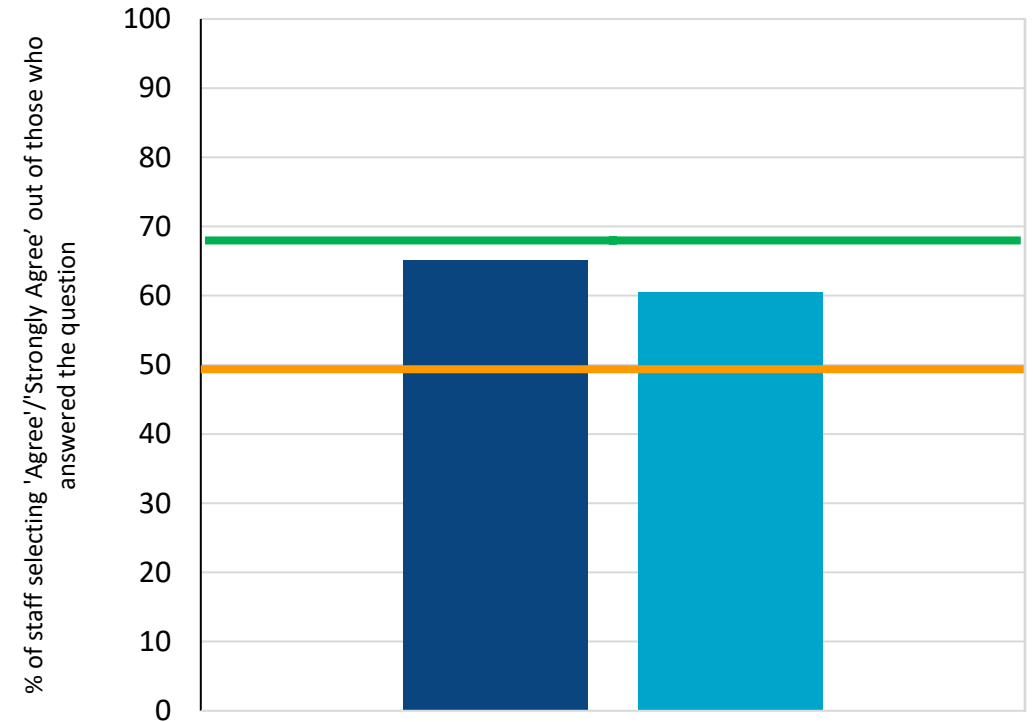


	2024
Your org	66.93%
Best result	66.93%
Average result	62.87%
Worst result	55.18%

Responses

401

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



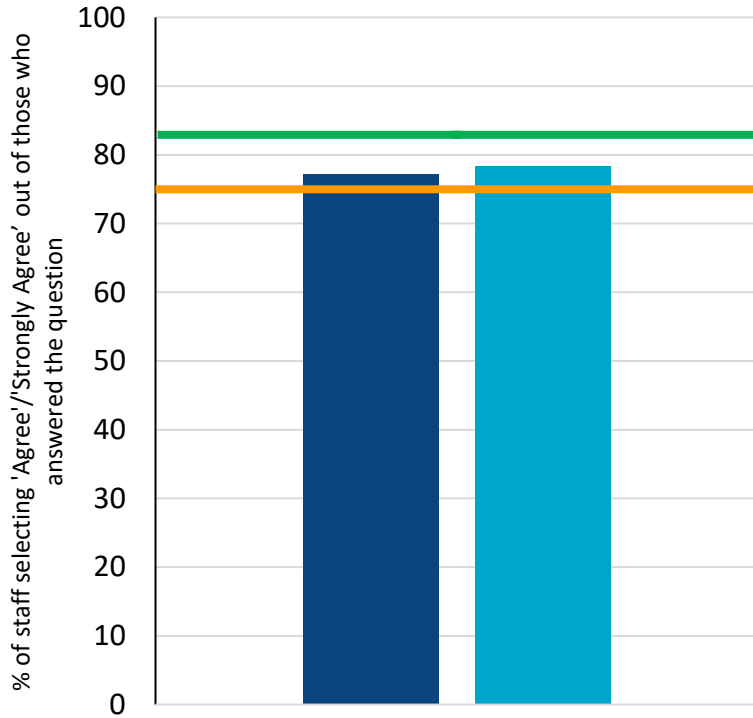
	2024
Your org	65.09%
Best result	67.98%
Average result	60.43%
Worst result	49.37%

Responses

403

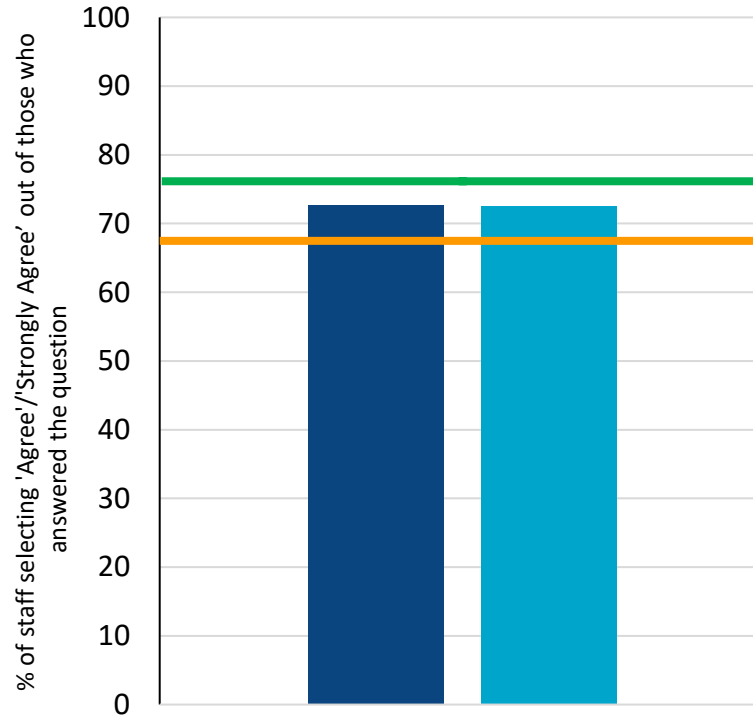


Q9a My immediate manager encourages me at work.



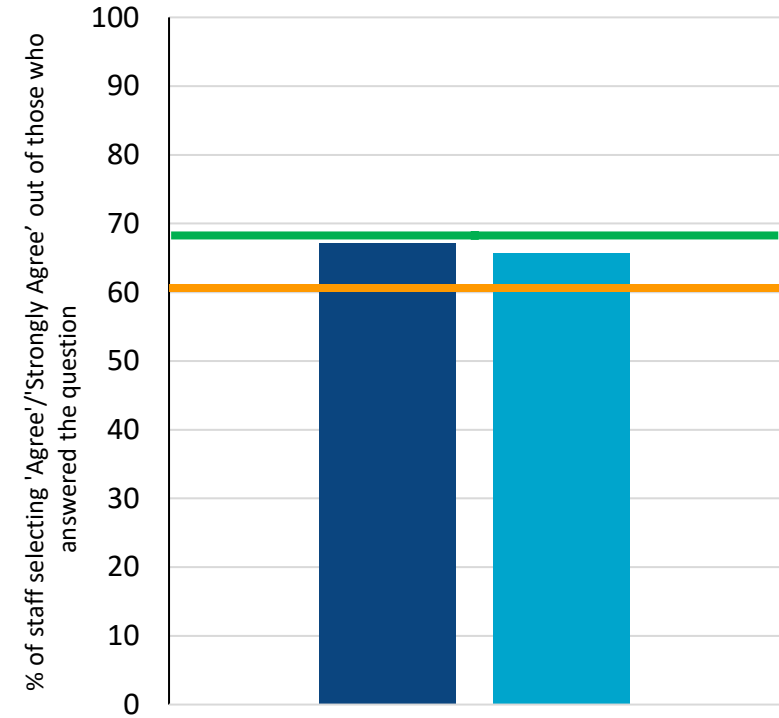
	2024
Your org	77.23%
Best result	82.91%
Average result	78.33%
Worst result	74.99%
Responses	406

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

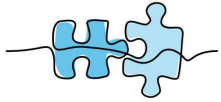


	2024
Your org	72.68%
Best result	76.15%
Average result	72.54%
Worst result	67.48%
Responses	402

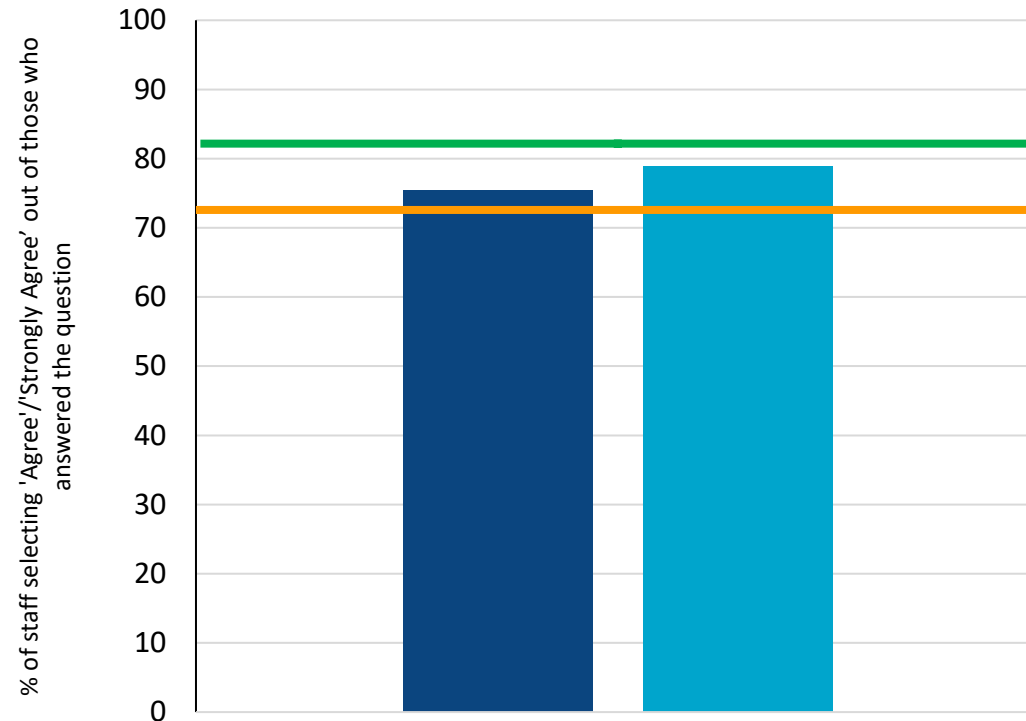
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



	2024
Your org	67.17%
Best result	68.27%
Average result	65.76%
Worst result	60.62%
Responses	404



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



2024	
Your org	75.38%
Best result	82.17%
Average result	78.90%
Worst result	72.58%

Responses 404

## Theme – Staff engagement



### Questions included:

Motivation – Q2a, Q2b, Q2c

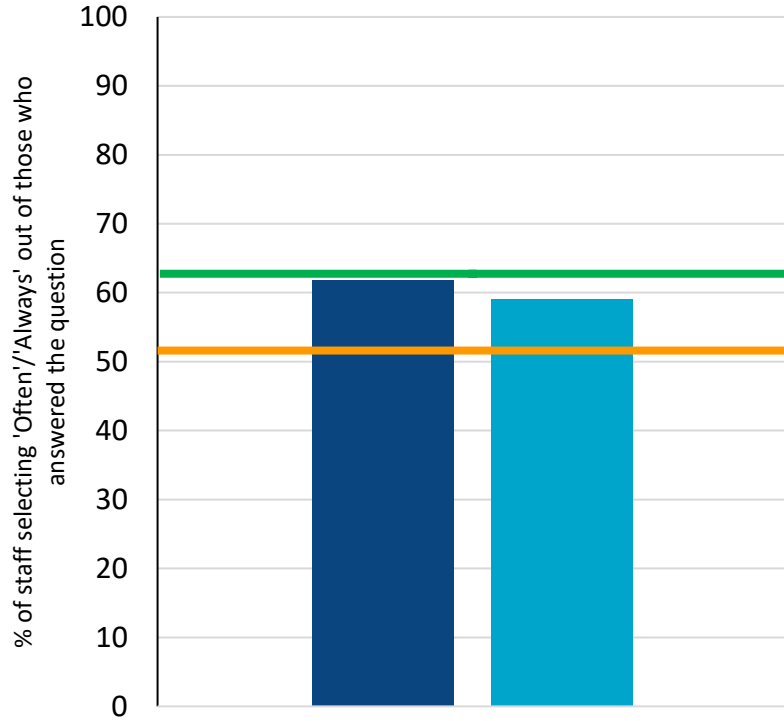
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d





Q2a I look forward to going to work.

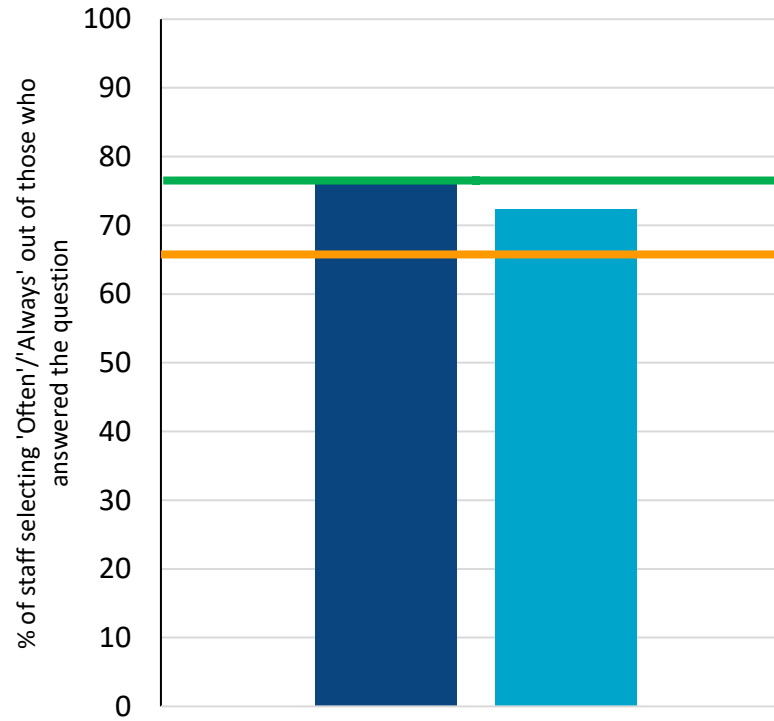


2024

Your org	61.83%
Best result	62.75%
Average result	58.99%
Worst result	51.61%

Responses 404

Q2b I am enthusiastic about my job.

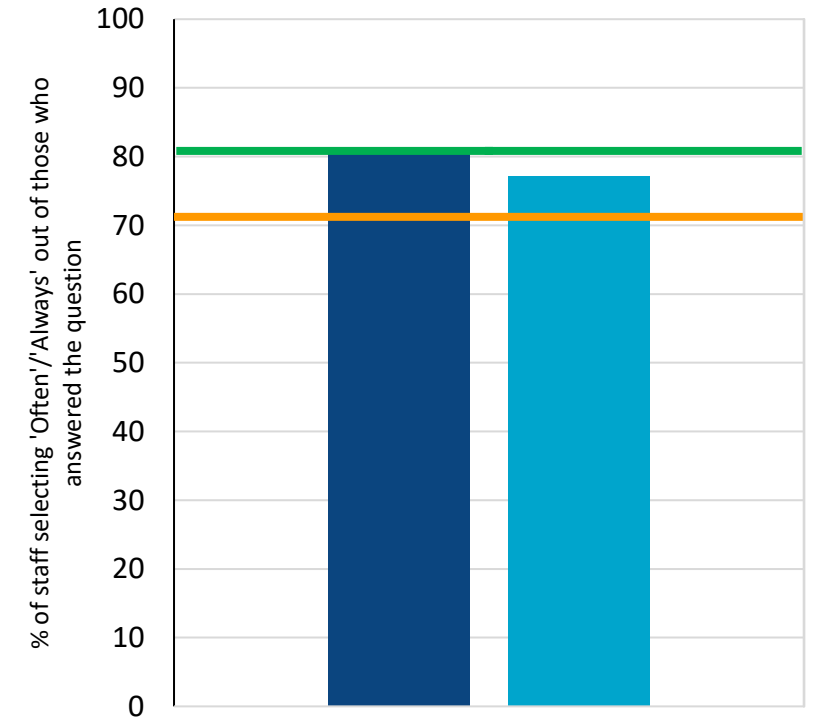


2024

Your org	76.52%
Best result	76.52%
Average result	72.35%
Worst result	65.77%

Responses 397

Q2c Time passes quickly when I am working.



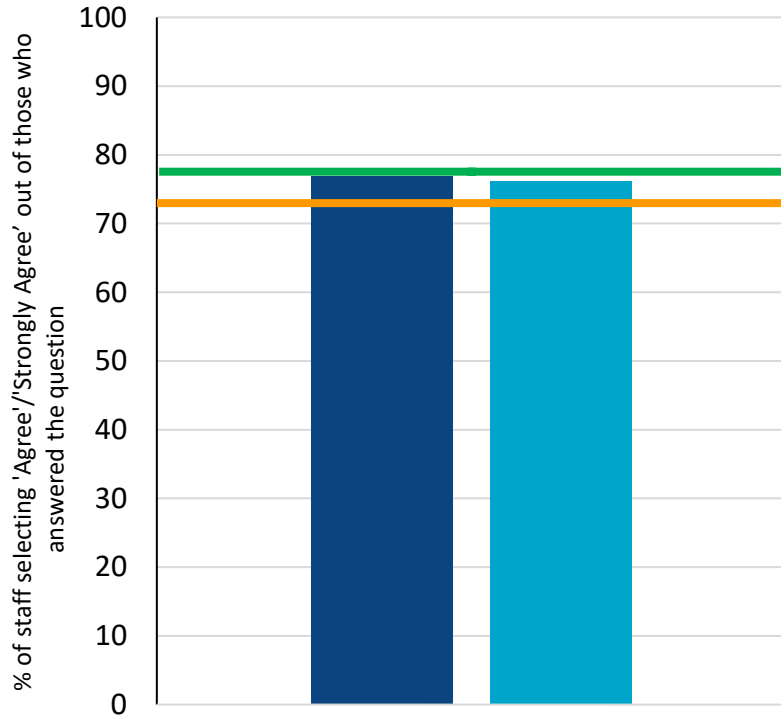
2024

Your org	80.60%
Best result	80.84%
Average result	77.22%
Worst result	71.24%

Responses 398

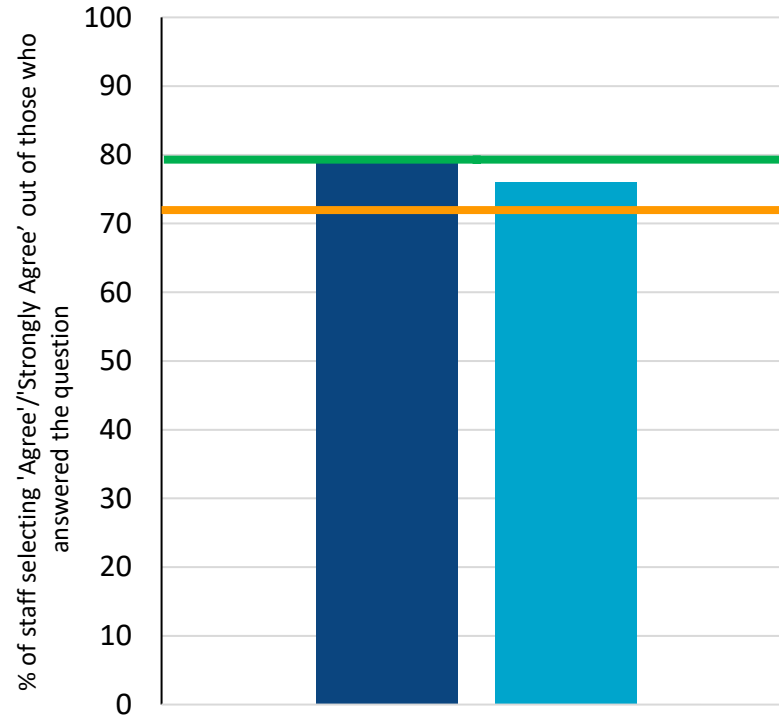


Q3c There are frequent opportunities for me to show initiative in my role.



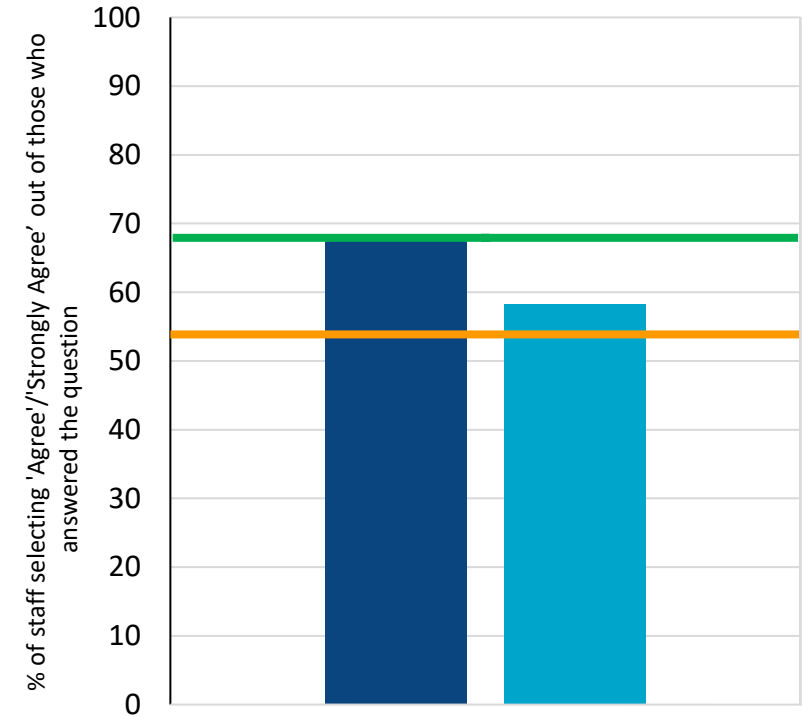
2024	
Your org	76.87%
Best result	77.55%
Average result	76.14%
Worst result	72.97%
Responses	404

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



2024	
Your org	79.30%
Best result	79.30%
Average result	76.01%
Worst result	71.96%
Responses	404

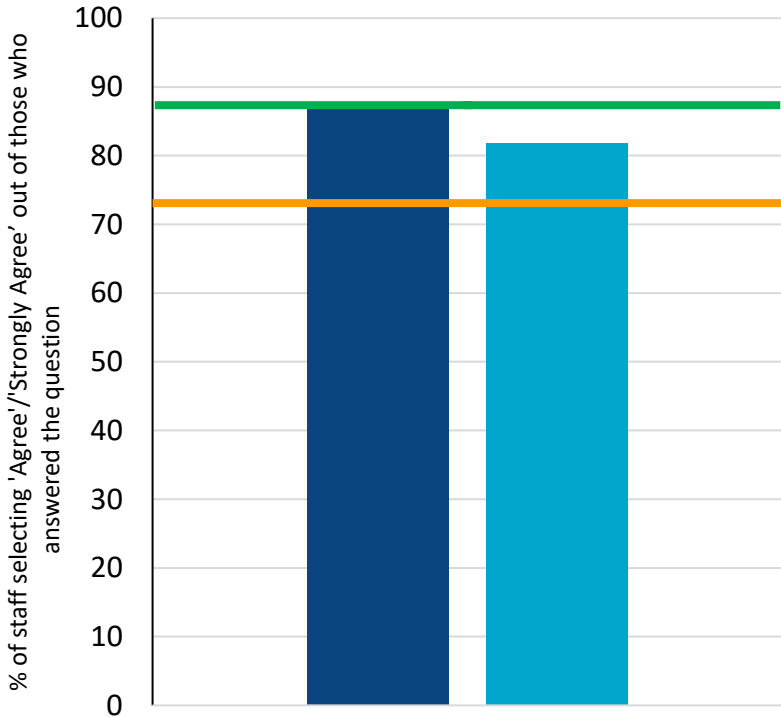
Q3f I am able to make improvements happen in my area of work.



2024	
Your org	67.92%
Best result	67.92%
Average result	58.24%
Worst result	53.87%
Responses	405

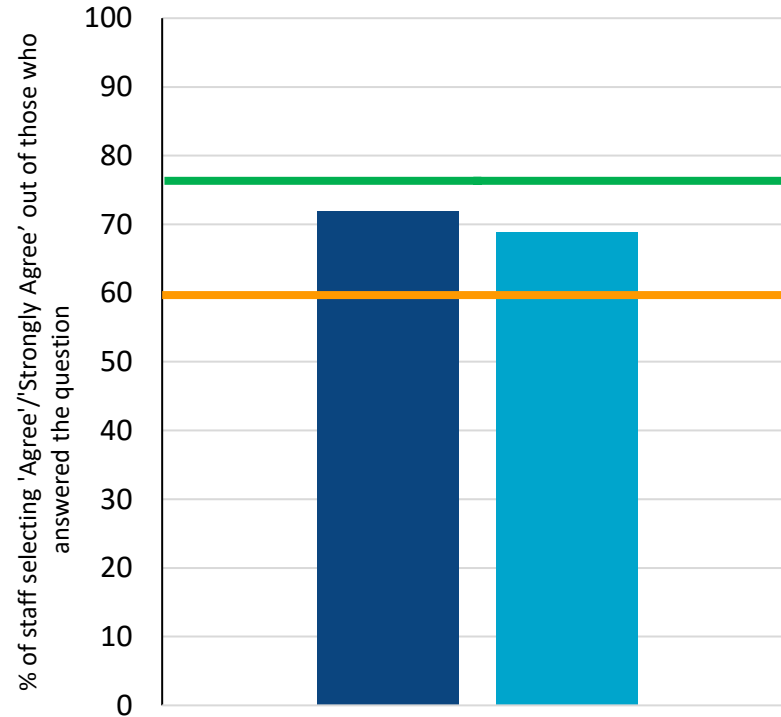


Q25a Care of patients / service users is my organisation's top priority.



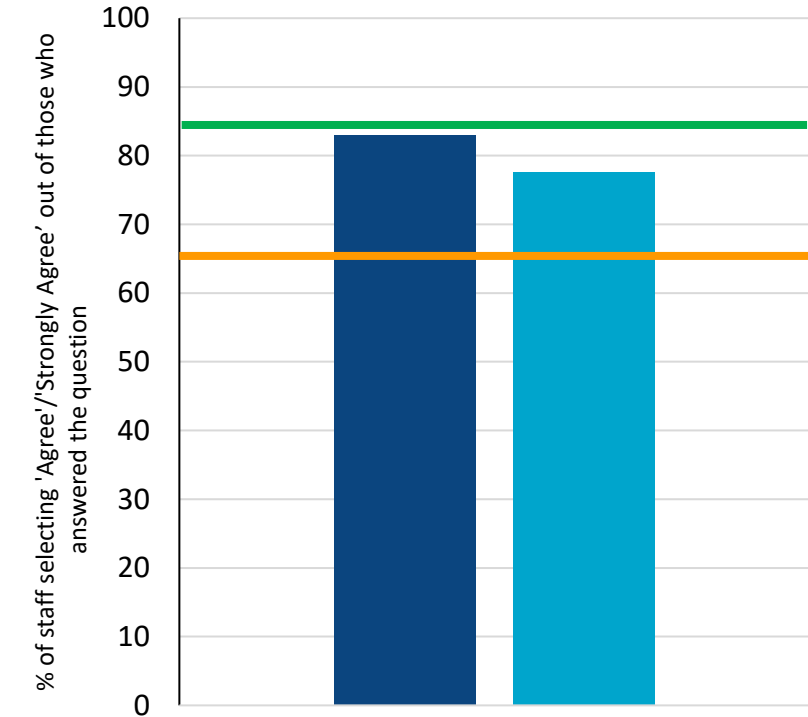
	2024
Your org	87.34%
Best result	87.34%
Average result	81.76%
Worst result	73.09%
Responses	404

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



	2024
Your org	71.89%
Best result	76.34%
Average result	68.89%
Worst result	59.71%
Responses	403

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



	2024
Your org	82.94%
Best result	84.46%
Average result	77.59%
Worst result	65.41%
Responses	404

## Theme - Morale



### Questions included:

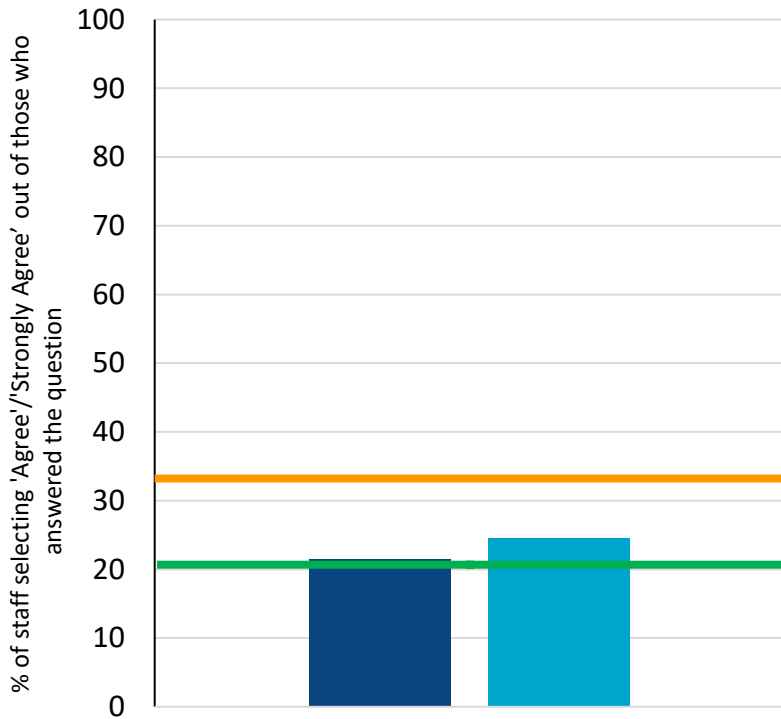
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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



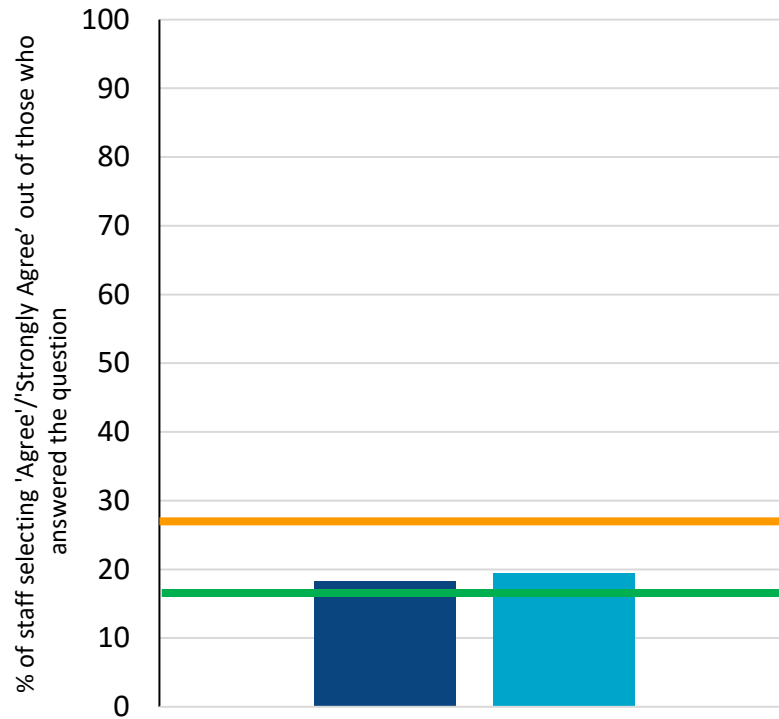
Q26a I often think about leaving this organisation.



Your org	21.43%
Best result	20.68%
Average result	24.48%
Worst result	33.23%

Responses 405

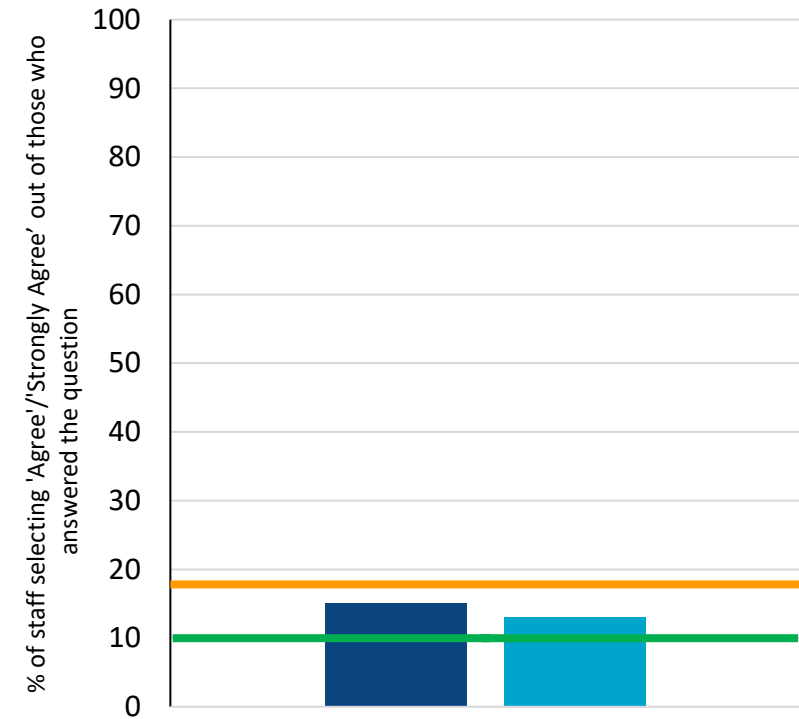
Q26b I will probably look for a job at a new organisation in the next 12 months.



Your org	18.25%
Best result	16.56%
Average result	19.45%
Worst result	26.99%

Responses 401

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

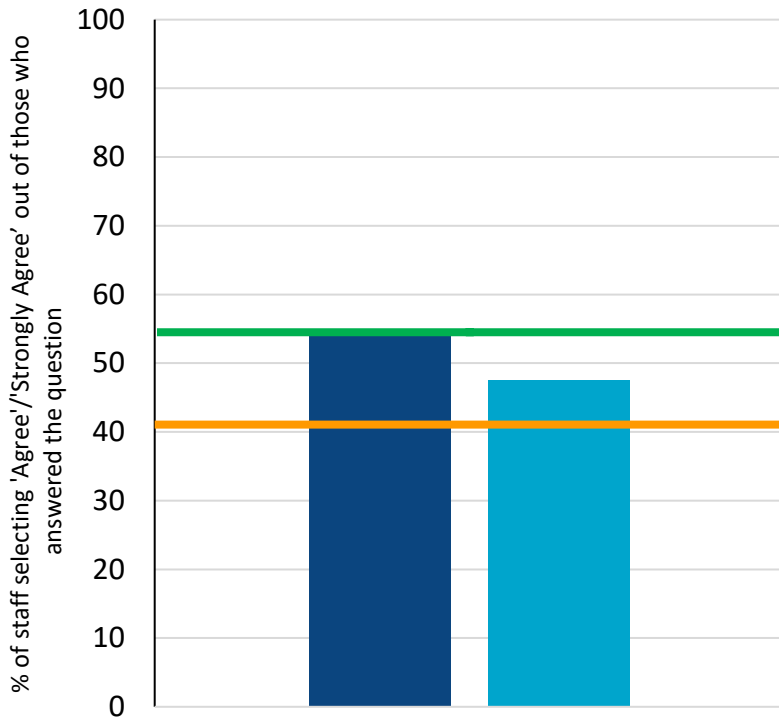


Your org	14.99%
Best result	9.99%
Average result	13.01%
Worst result	17.81%

Responses 403



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

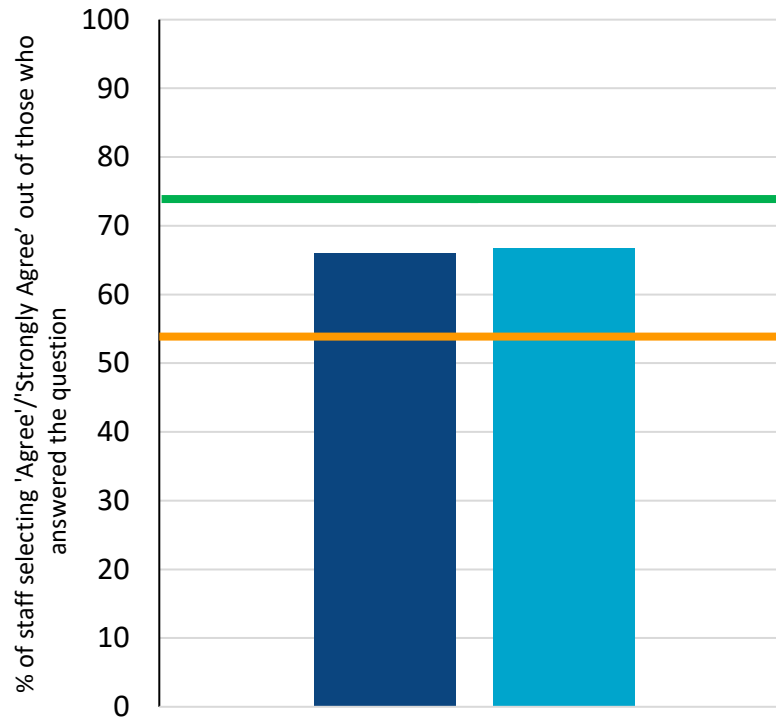


2024

Your org	54.51%
Best result	54.51%
Average result	47.52%
Worst result	41.07%

Responses 400

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

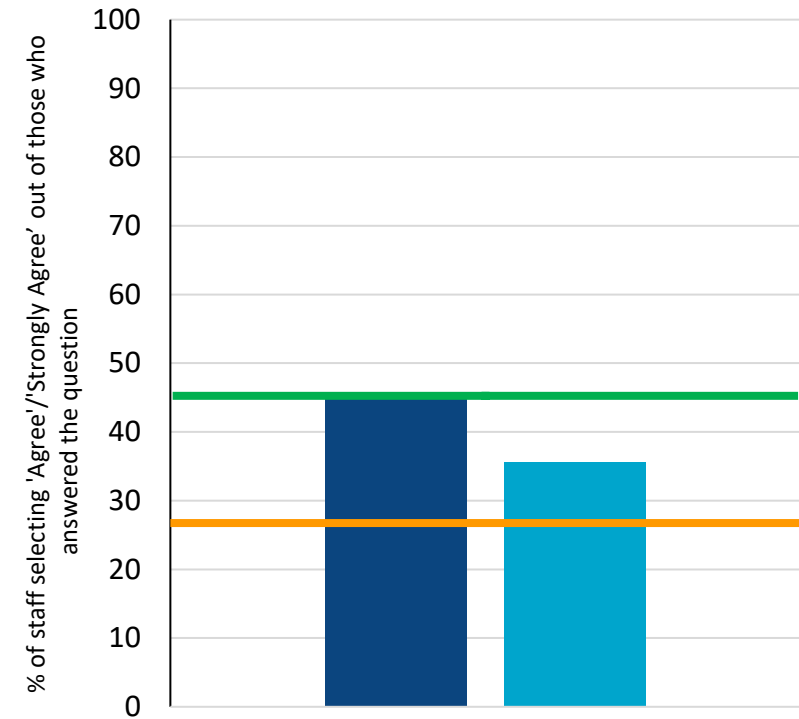


2024

Your org	65.97%
Best result	73.89%
Average result	66.73%
Worst result	53.88%

Responses 404

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



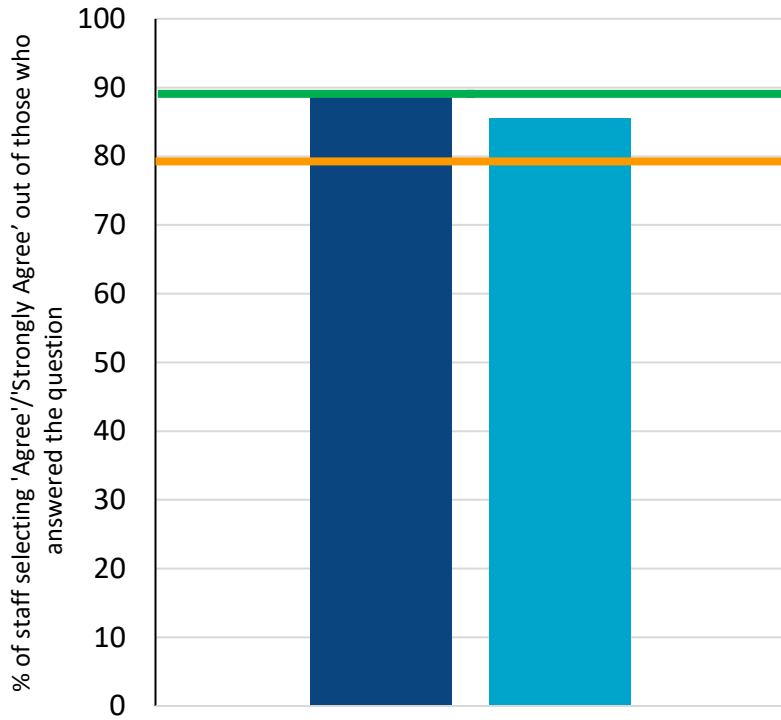
2024

Your org	45.26%
Best result	45.26%
Average result	35.53%
Worst result	26.74%

Responses 405

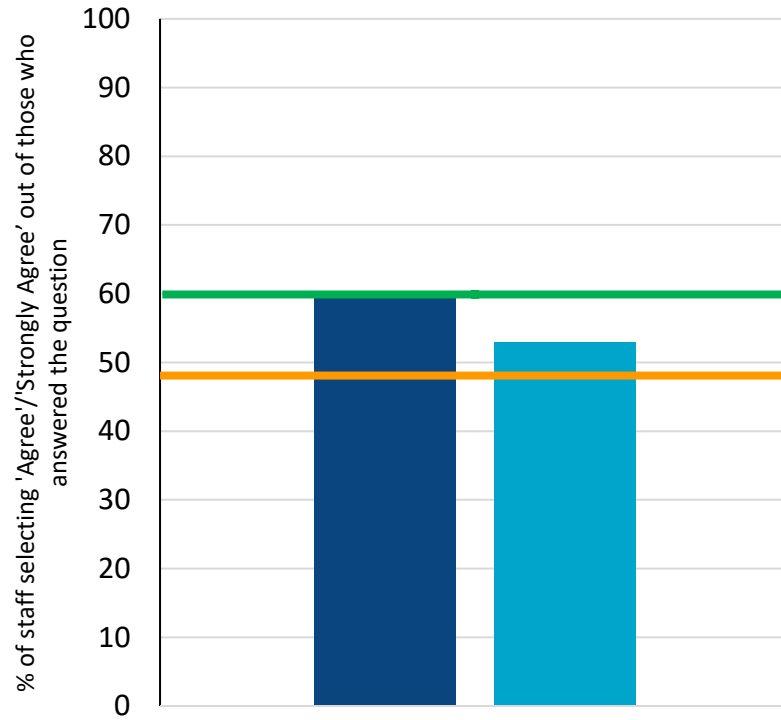


Q3a I always know what my work responsibilities are.



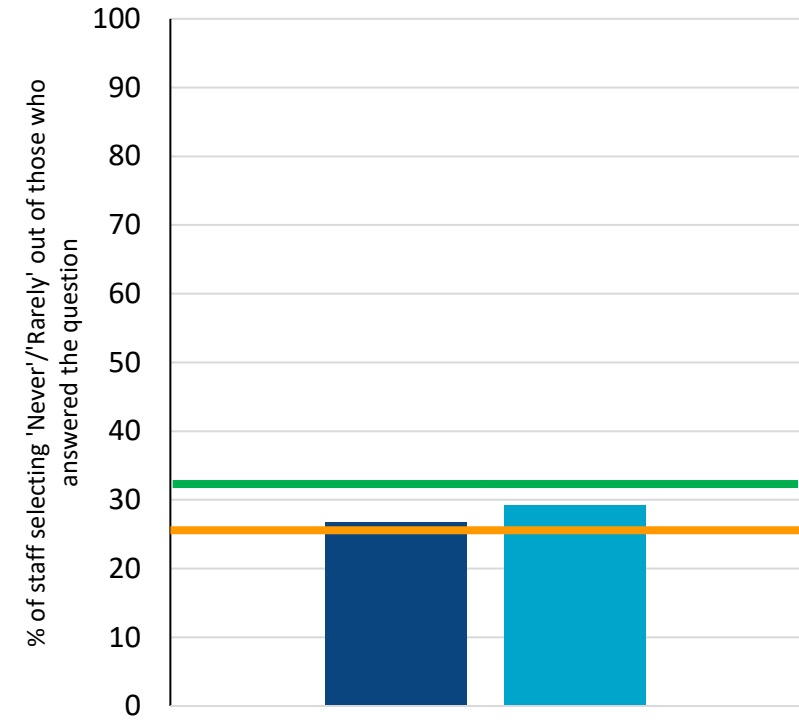
2024	
Your org	89.08%
Best result	89.08%
Average result	85.44%
Worst result	79.25%
Responses	405

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



2024	
Your org	59.89%
Best result	59.89%
Average result	52.88%
Worst result	48.09%
Responses	403

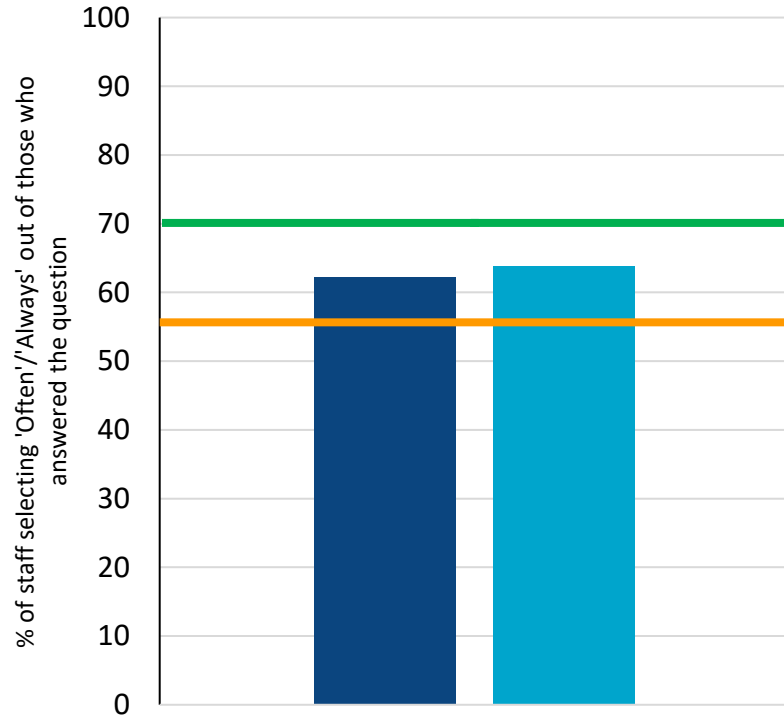
Q5a I have unrealistic time pressures.



2024	
Your org	26.75%
Best result	32.30%
Average result	29.13%
Worst result	25.57%
Responses	404

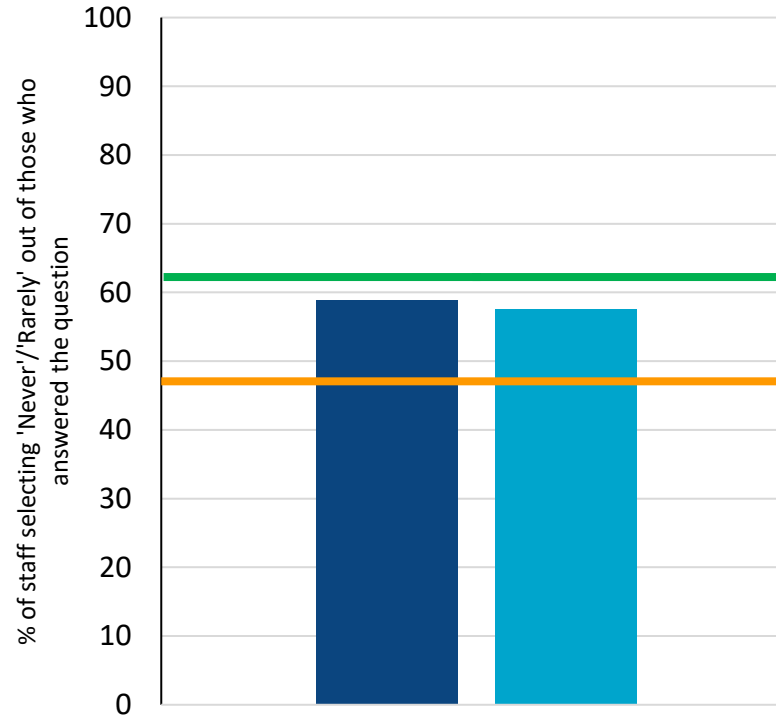


Q5b I have a choice in deciding how to do my work.



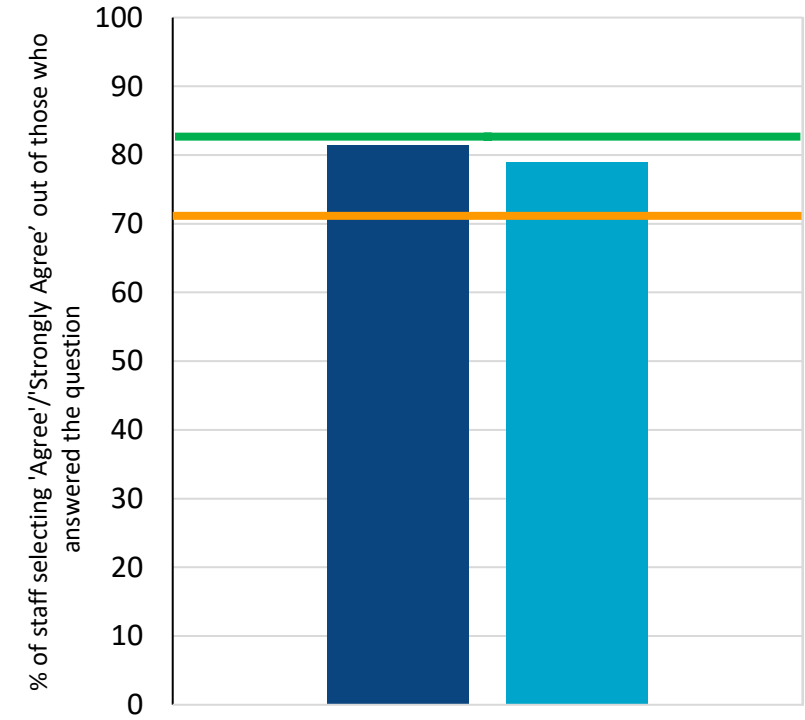
2024	
Your org	62.18%
Best result	70.12%
Average result	63.79%
Worst result	55.65%
Responses	404

Q5c Relationships at work are strained.



2024	
Your org	58.83%
Best result	62.24%
Average result	57.55%
Worst result	47.07%
Responses	402

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

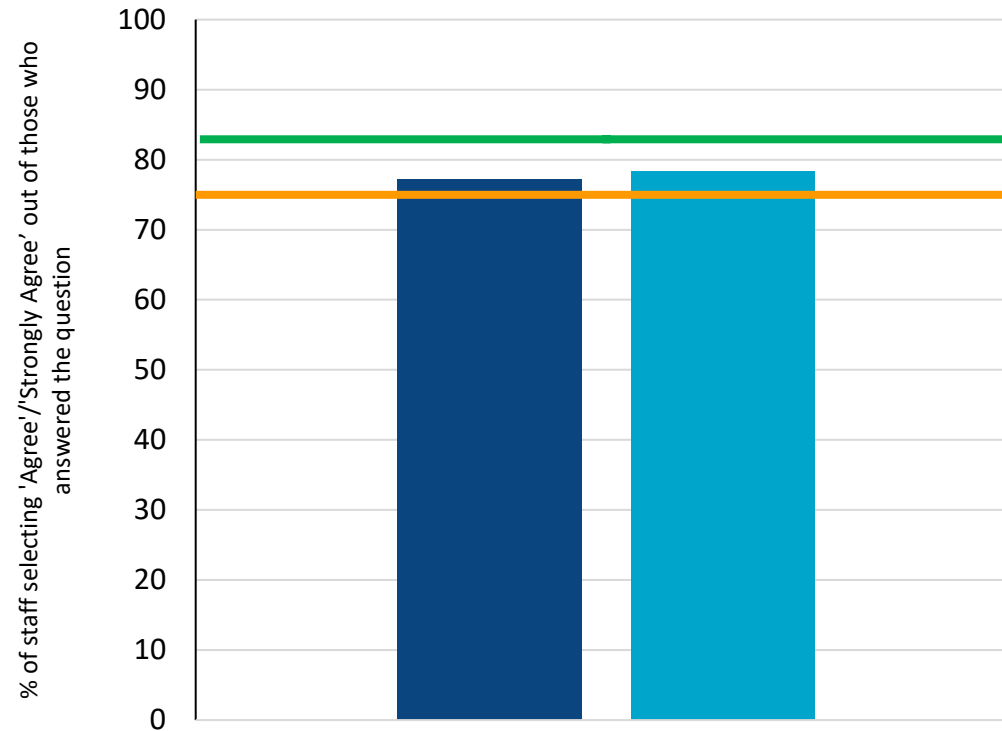


2024	
Your org	81.38%
Best result	82.67%
Average result	78.97%
Worst result	71.15%
Responses	401





Q9a My immediate manager encourages me at work.



2024	
Your org	77.23%
Best result	82.91%
Average result	78.33%
Worst result	74.99%
Responses	406

## Questions not linked to People Promise elements or themes

Questions included:\*

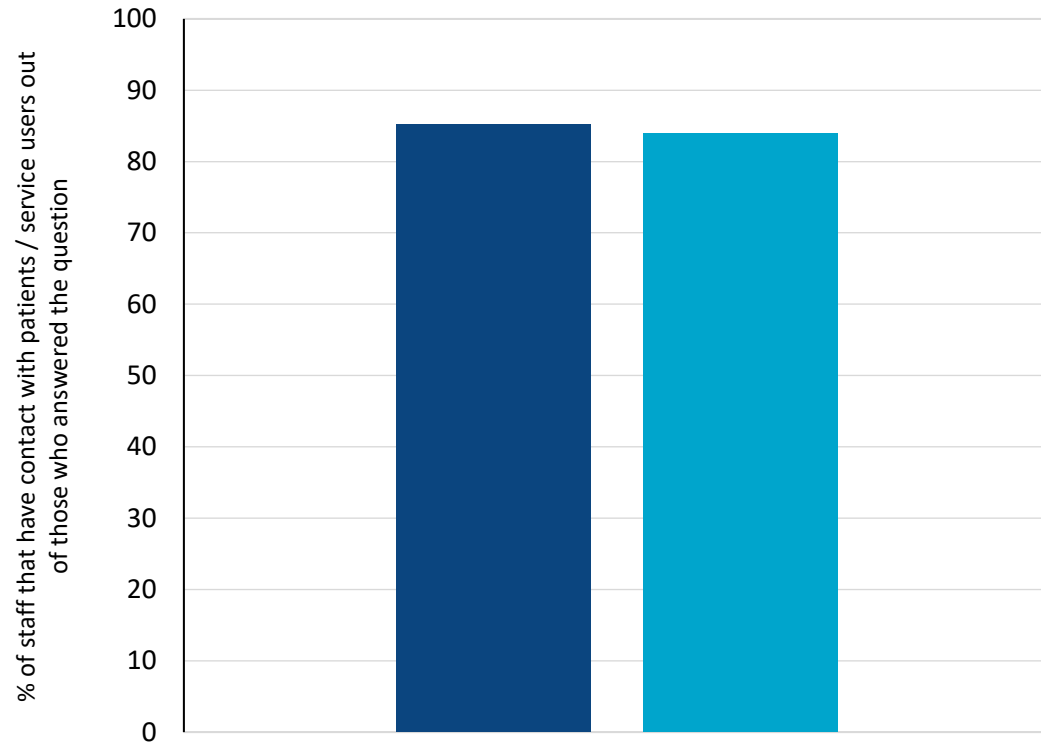
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

\*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.



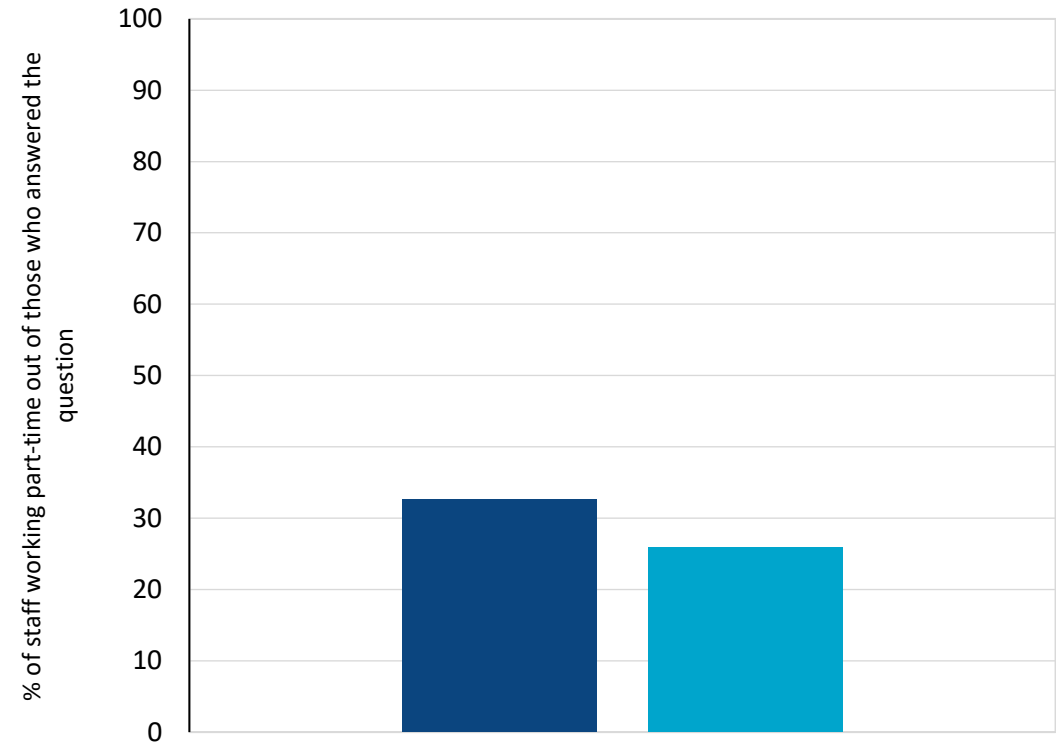
Q1 Do you have face-to-face, video or telephone contact with patients / service users as part of your job?



2024

Your org	85.15%
Average	83.95%
Responses	404

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

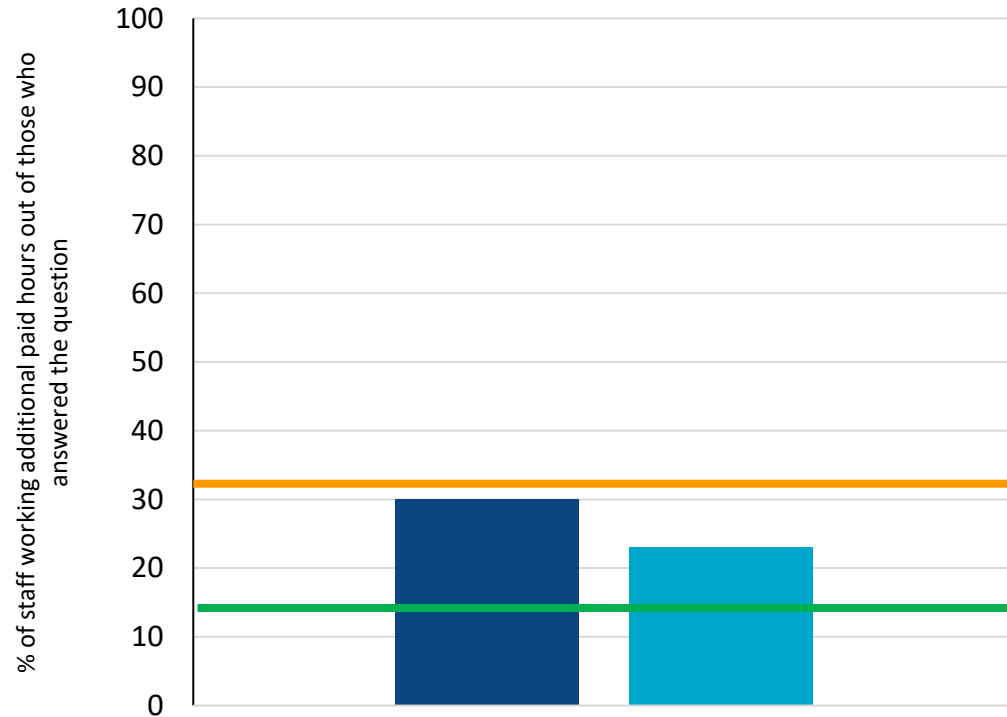


2024

Your org	32.60%
Average	25.89%
Responses	365



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



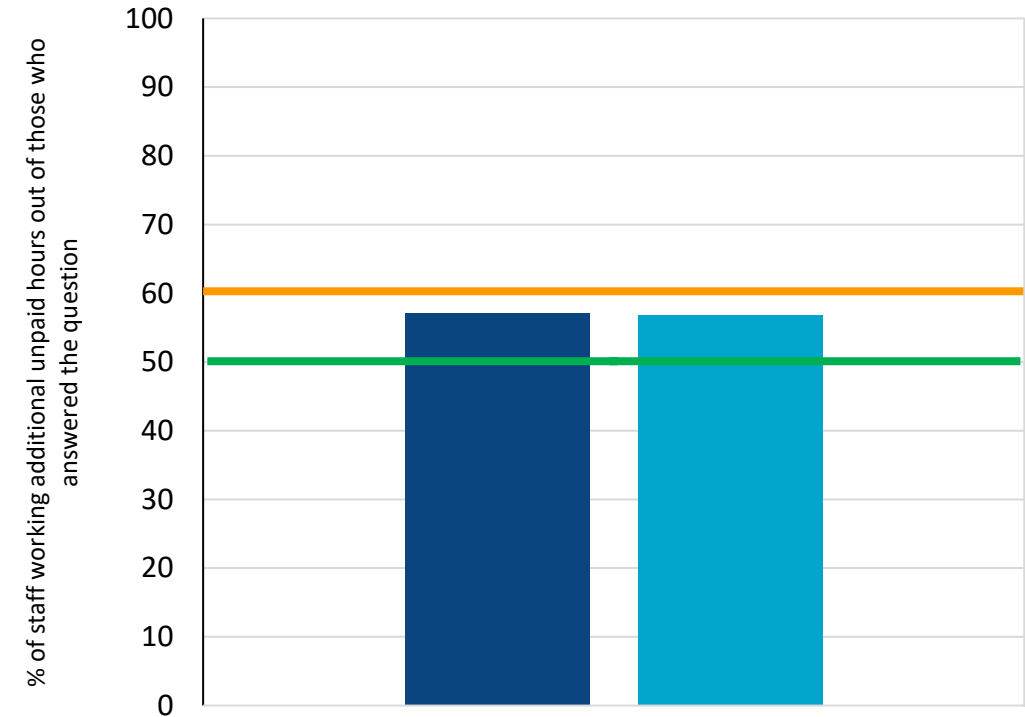
2024

Your org	29.97%
Lowest	14.21%
Average	23.02%
Highest	32.28%

Responses

389

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



2024

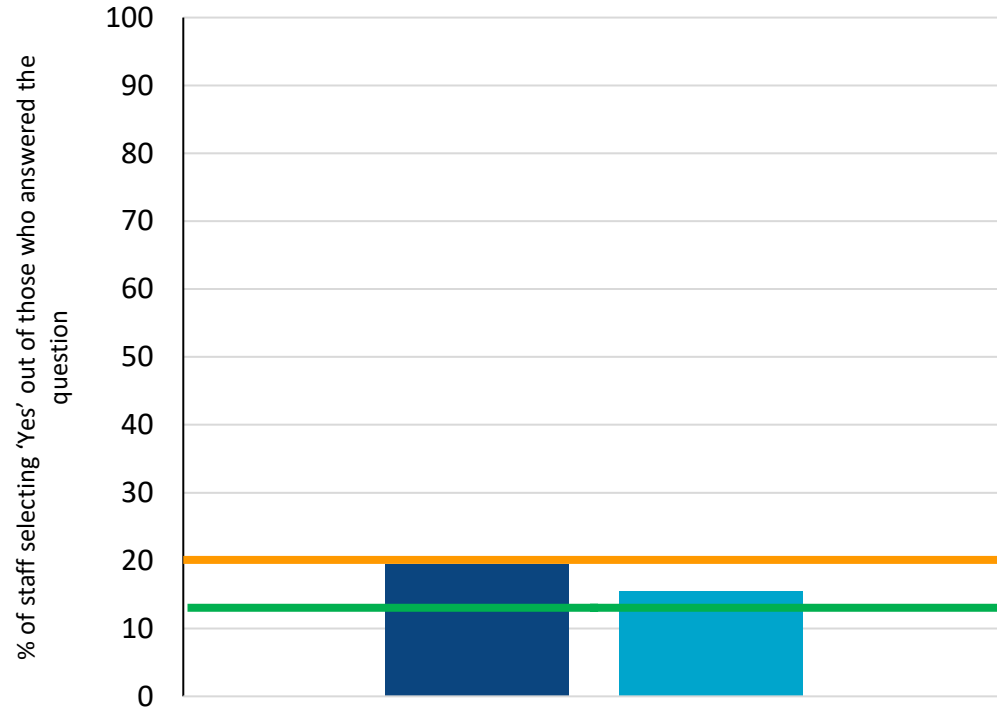
Your org	57.13%
Lowest	50.11%
Average	56.81%
Highest	60.29%

Responses

397



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



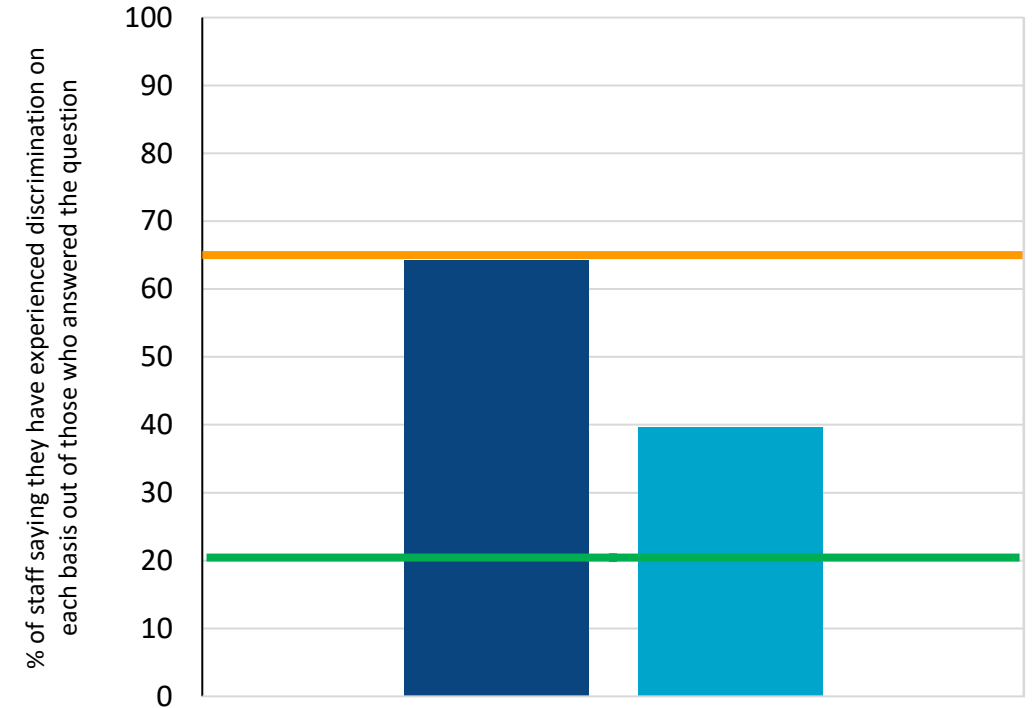
2024

Your org	19.44%
Best result	13.05%
Average result	15.45%
Worst result	20.10%

Responses

194

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



2024

Your org	64.25%
Best result	20.45%
Average result	39.64%
Worst result	65.00%

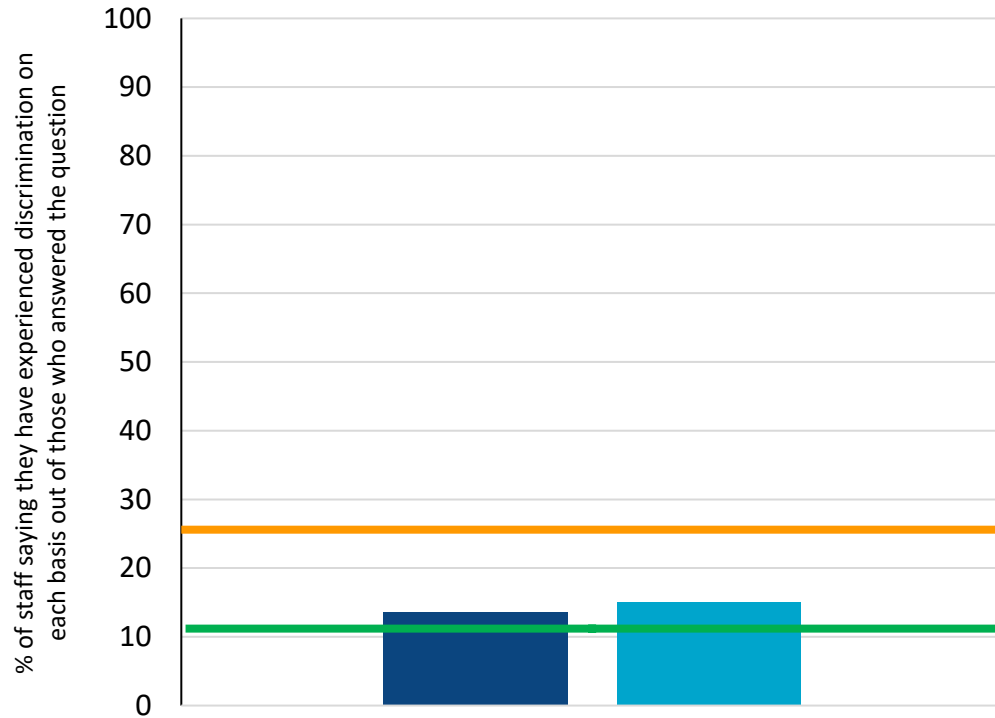
Responses

34

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



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



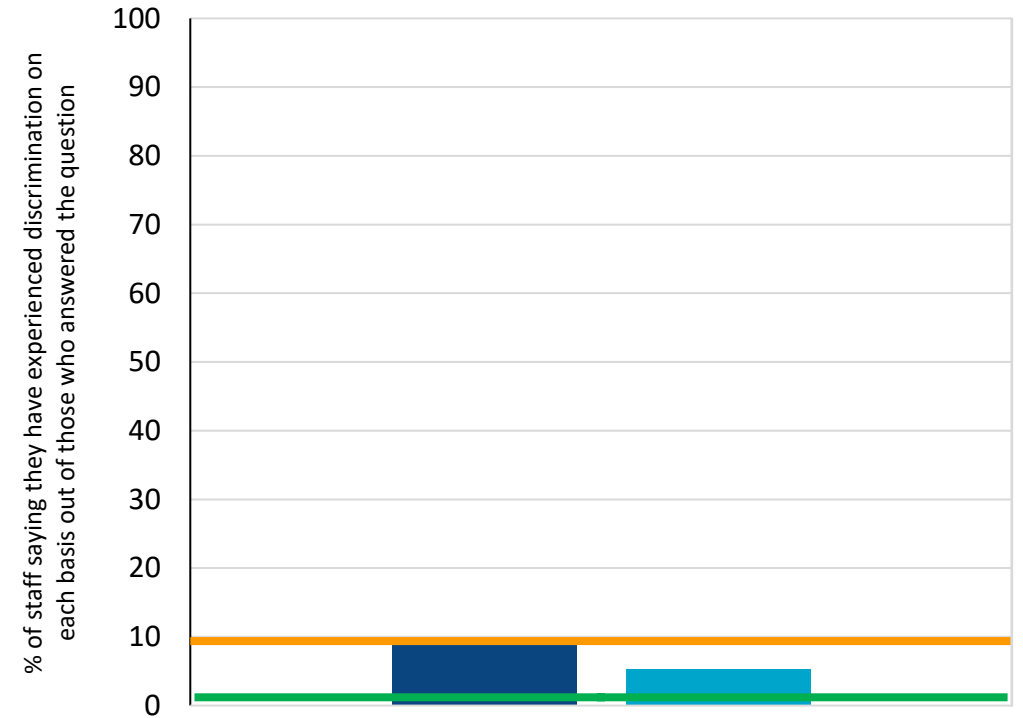
2024

Your org	13.53%
Best result	11.20%
Average result	15.05%
Worst result	25.60%

Responses

34

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



2024

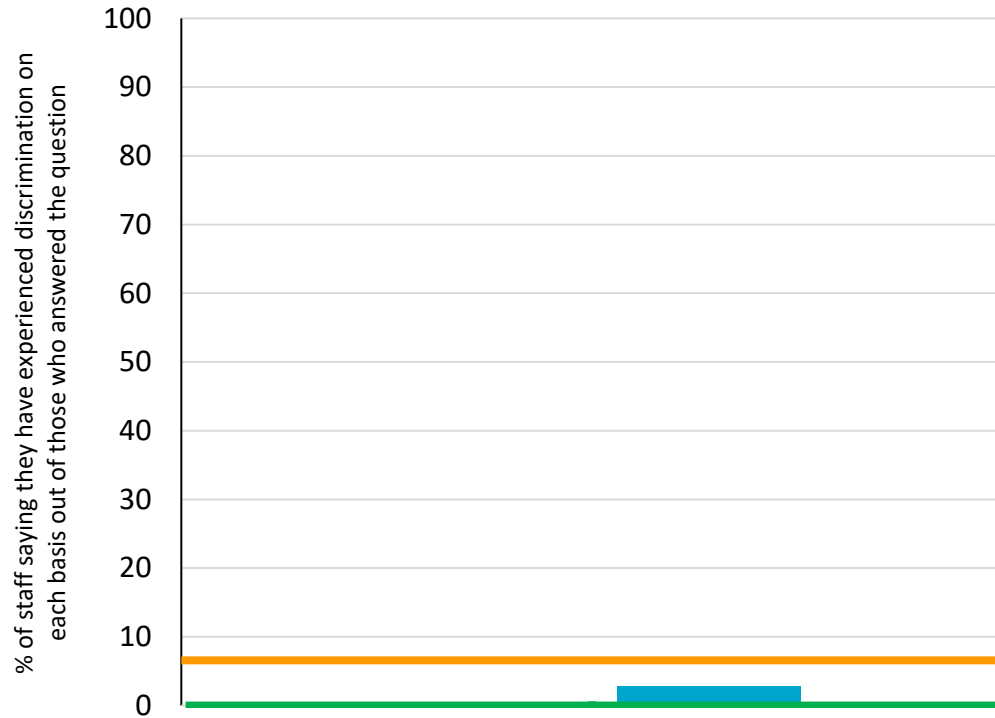
Your org	9.38%
Best result	1.20%
Average result	5.36%
Worst result	9.38%

Responses

34



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



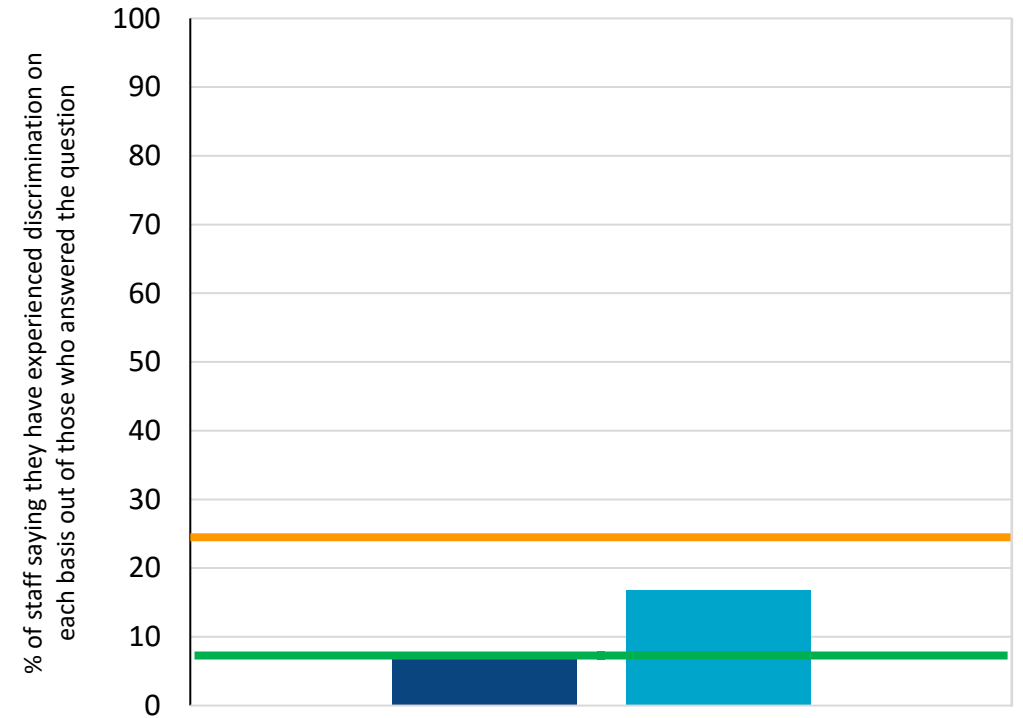
2024

Your org	0.00%
Best result	0.00%
Average result	2.85%
Worst result	6.58%

Responses

34

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



2024

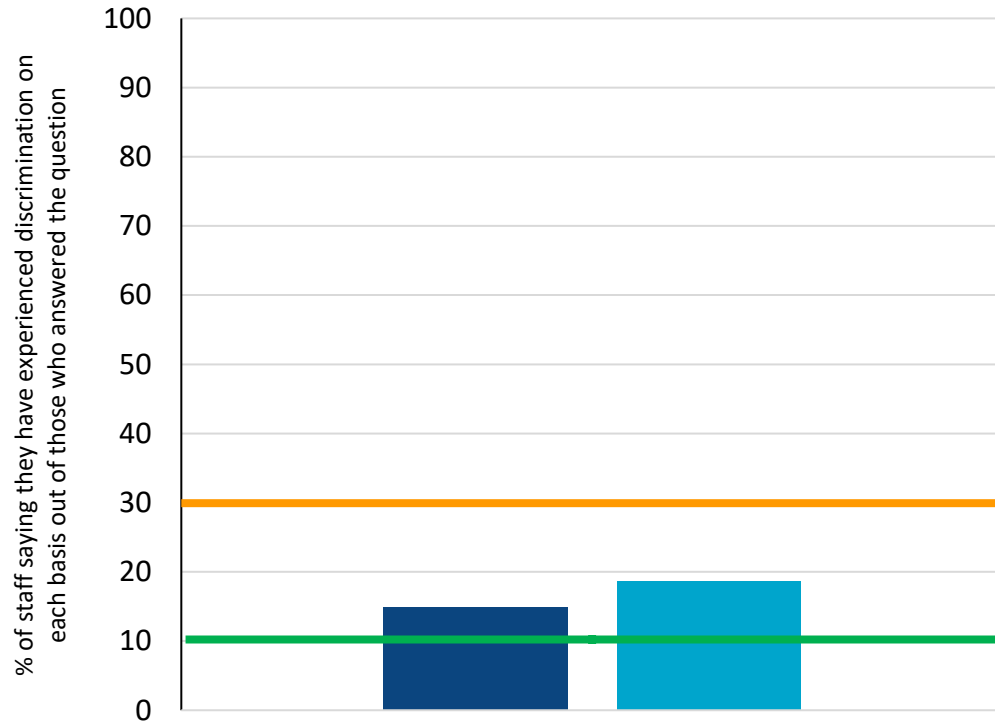
Your org	7.28%
Best result	7.28%
Average result	16.76%
Worst result	24.49%

Responses

34



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



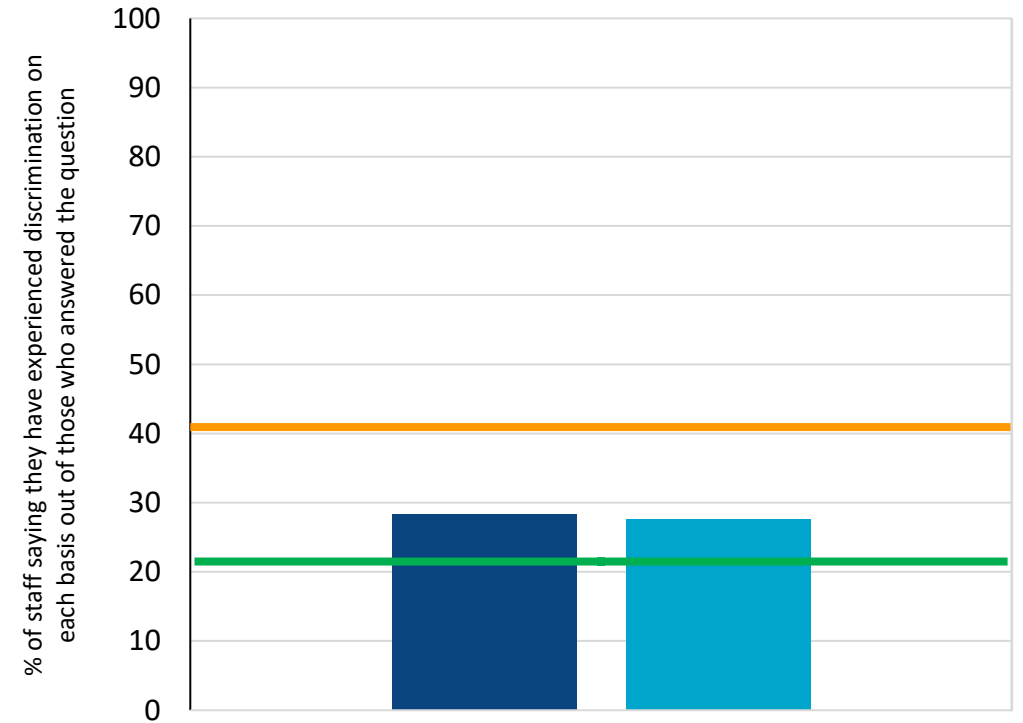
2024

Your org	14.84%
Best result	10.23%
Average result	18.60%
Worst result	29.93%

Responses

34

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



2024

Your org	28.38%
Best result	21.50%
Average result	27.62%
Worst result	40.93%

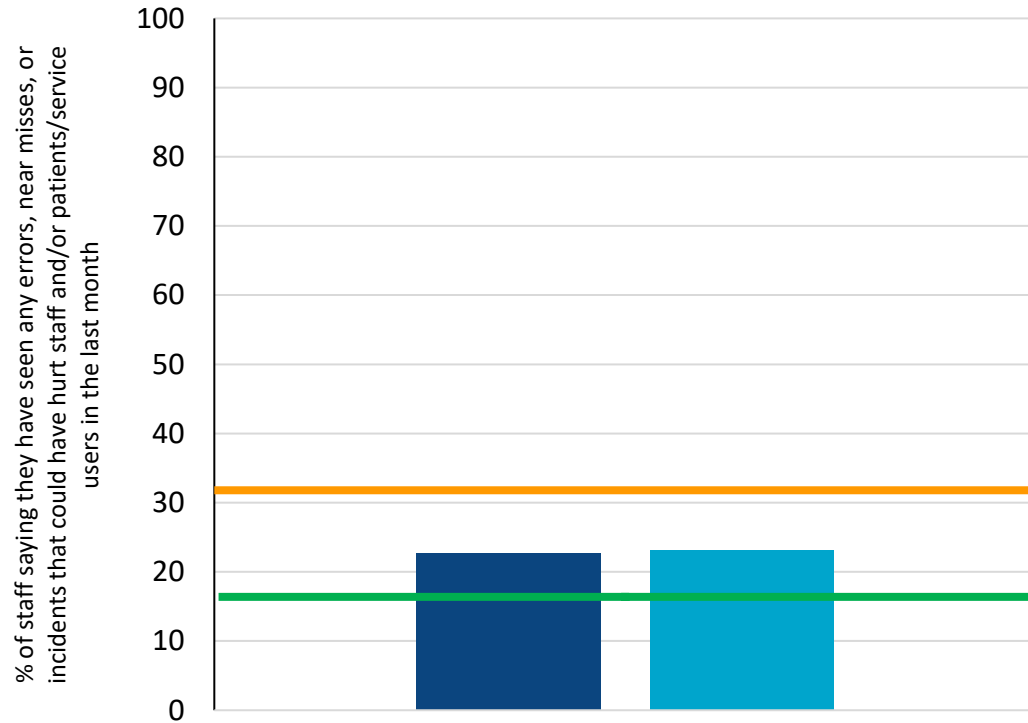
Responses

34





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



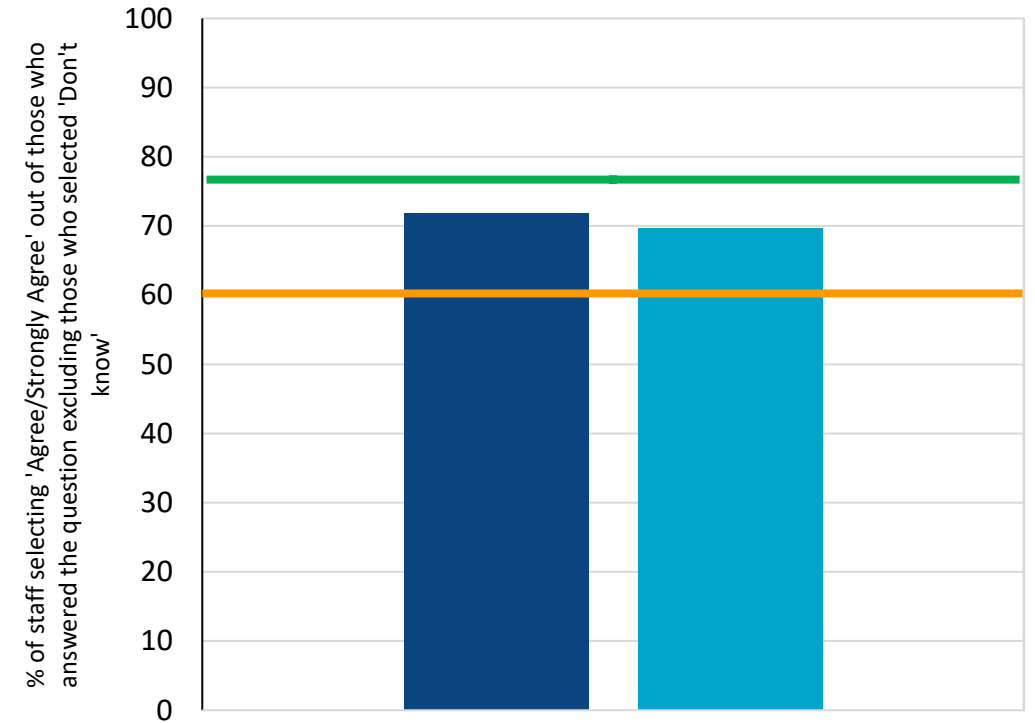
2024

Your org	22.67%
Best result	16.39%
Average result	23.09%
Worst result	31.79%

Responses

392

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



2024

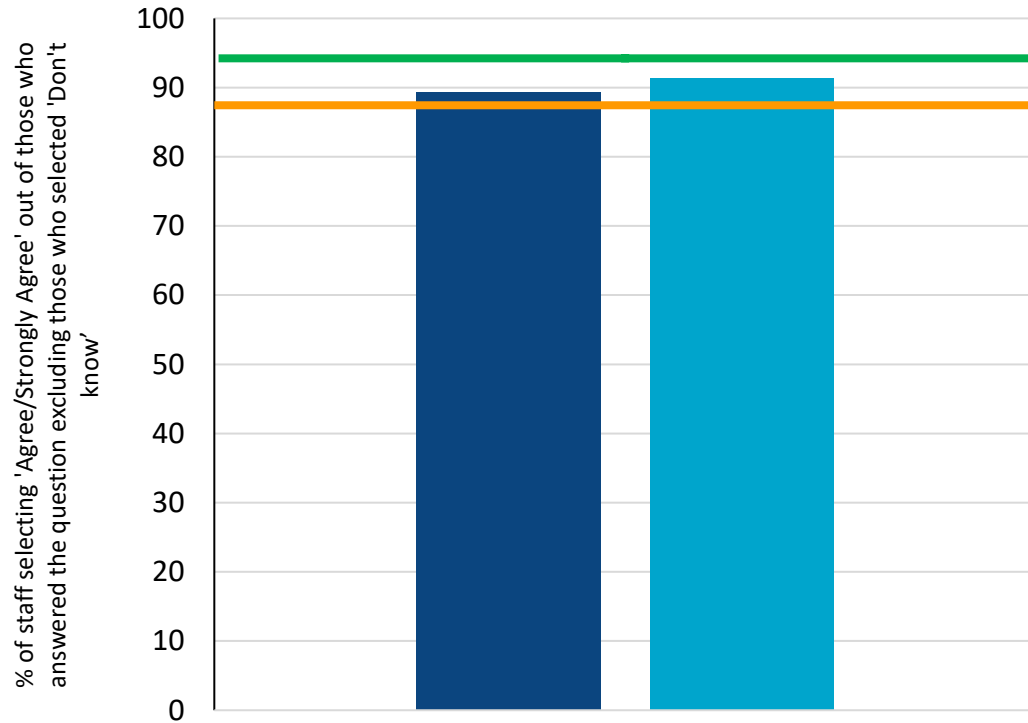
Your org	71.76%
Best result	76.70%
Average result	69.69%
Worst result	60.25%

Responses

331



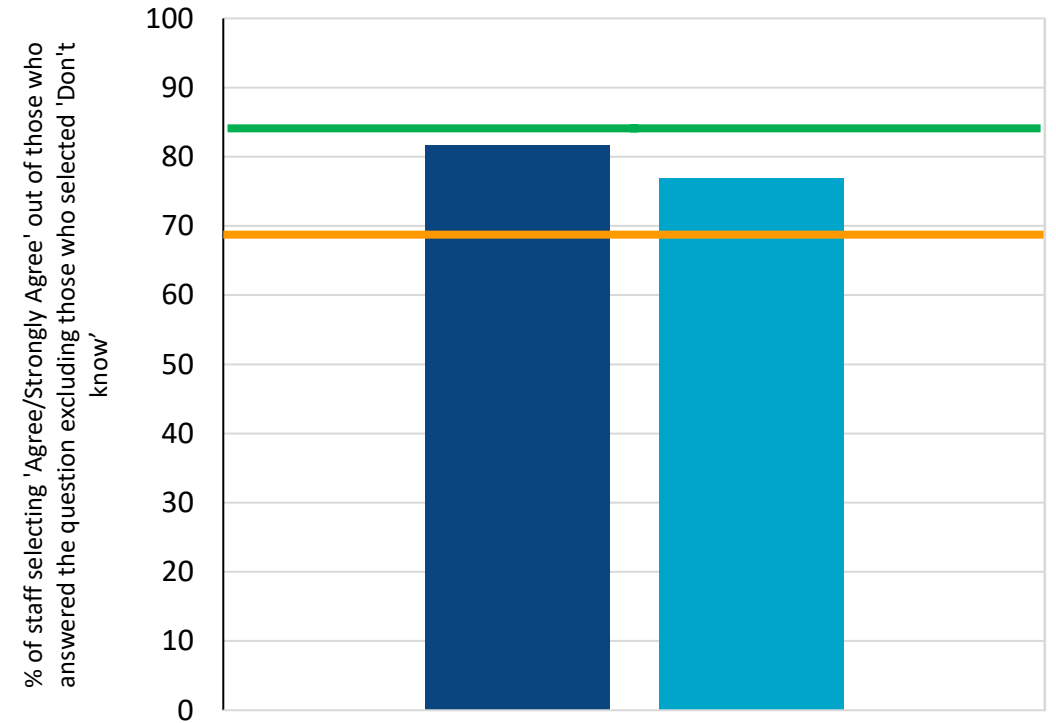
Q19b My organisation encourages us to report errors, near misses or incidents.



Your org	89.32%
Best result	94.23%
Average result	91.31%
Worst result	87.45%

Responses 394

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

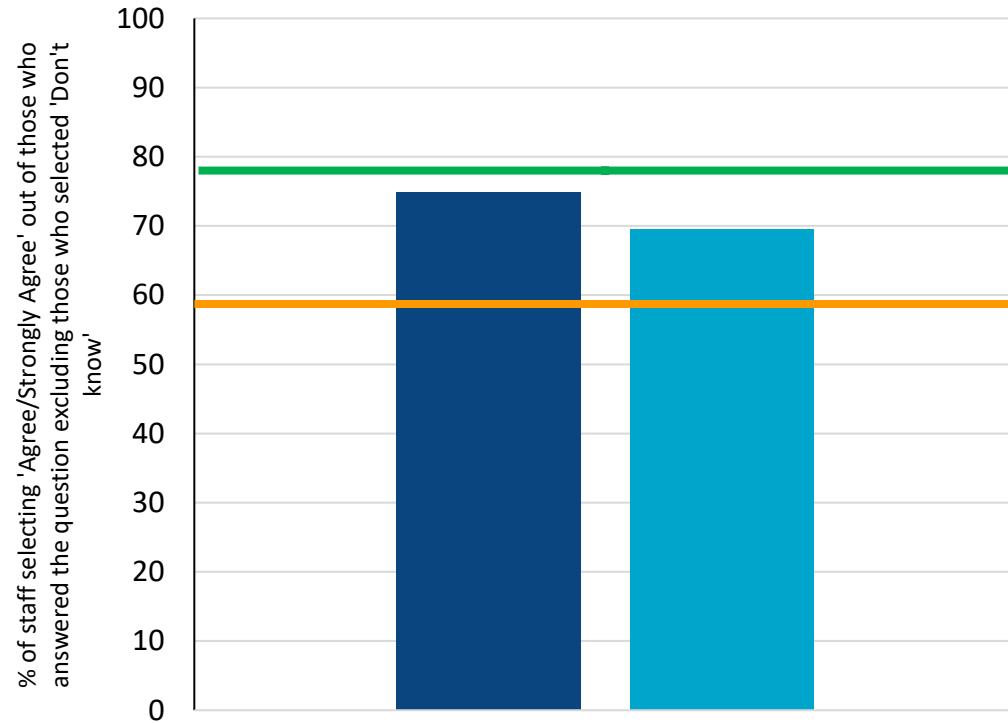


Your org	81.69%
Best result	84.11%
Average result	76.93%
Worst result	68.75%

Responses 376



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



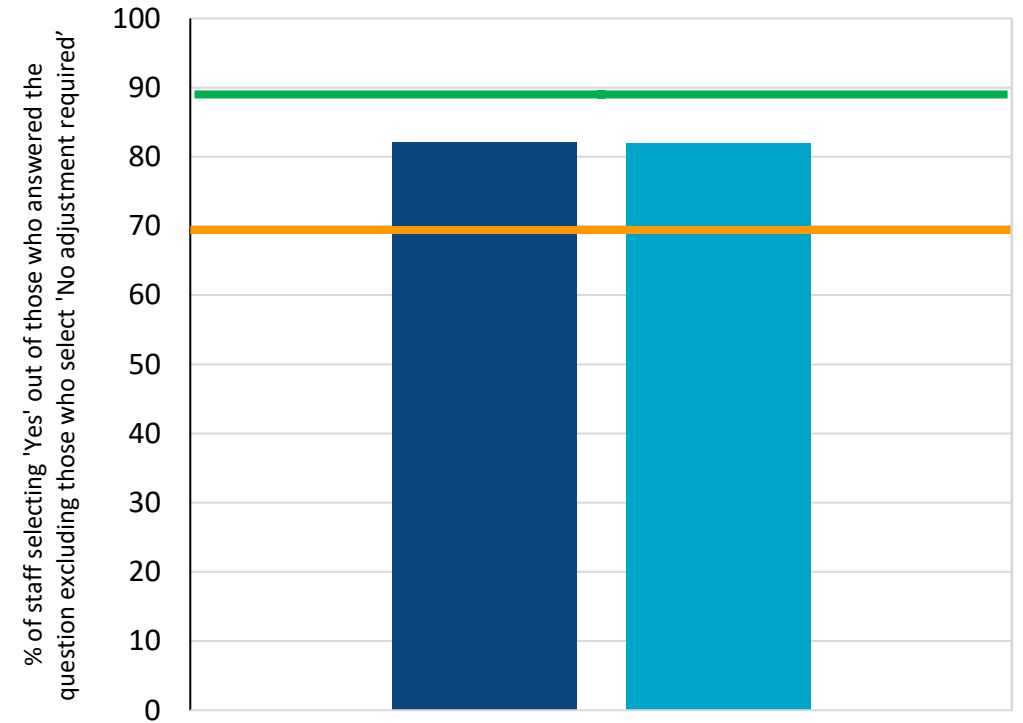
2024

Your org	74.89%
Best result	78.01%
Average result	69.47%
Worst result	58.72%

Responses

371

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



2024

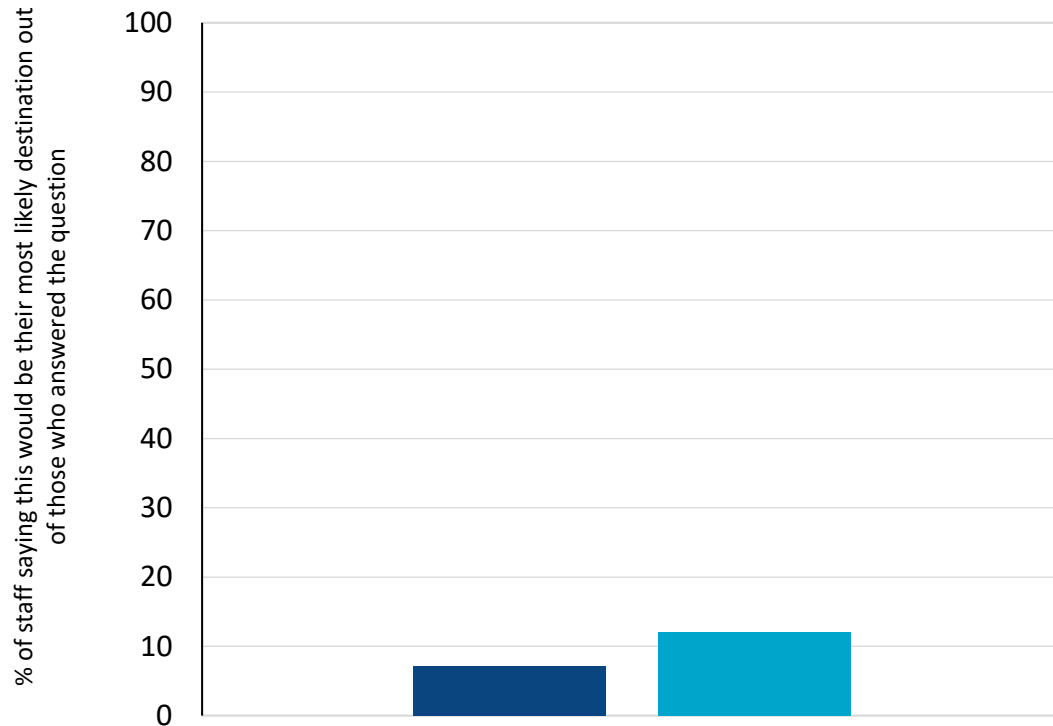
Your org	82.15%
Best result	89.01%
Average result	81.98%
Worst result	69.42%

Responses

36



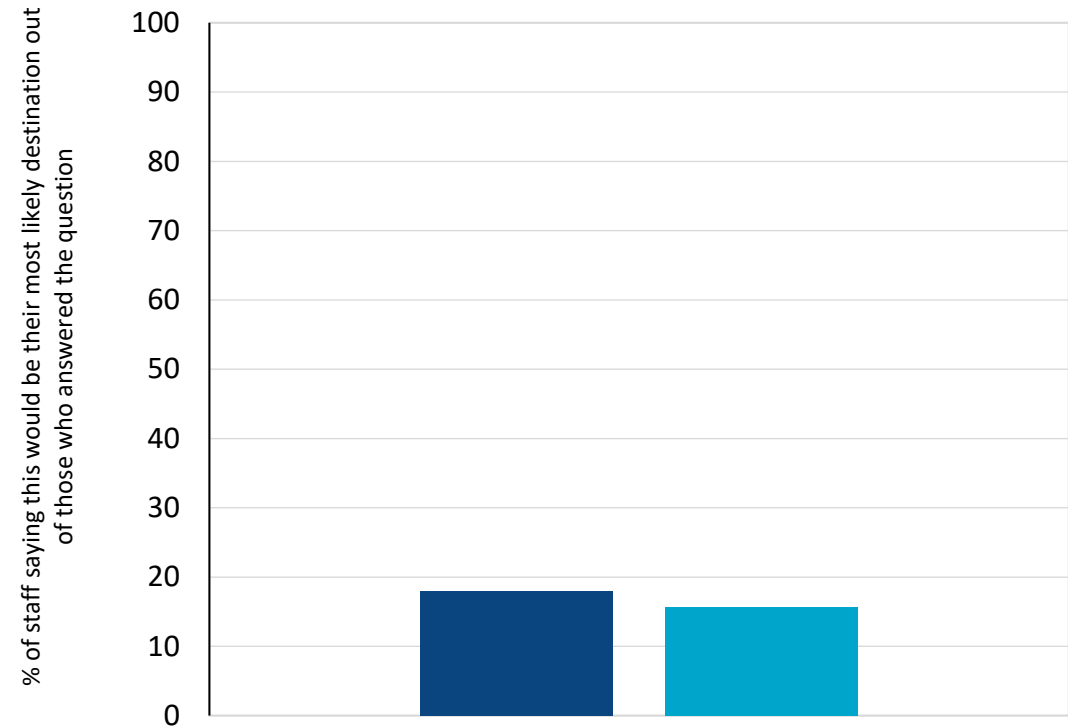
Q26d.1 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job within this organisation.



Your org	7.20%
Average	12.01%

Responses 361

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.

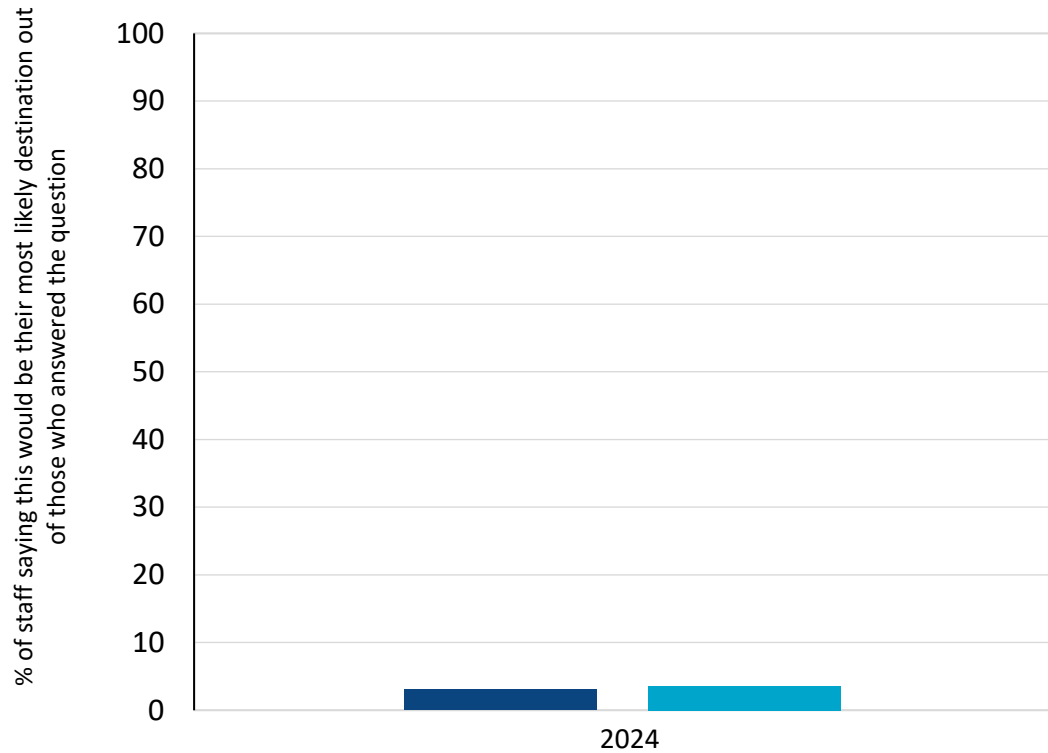


Your org	18.01%
Average	15.68%

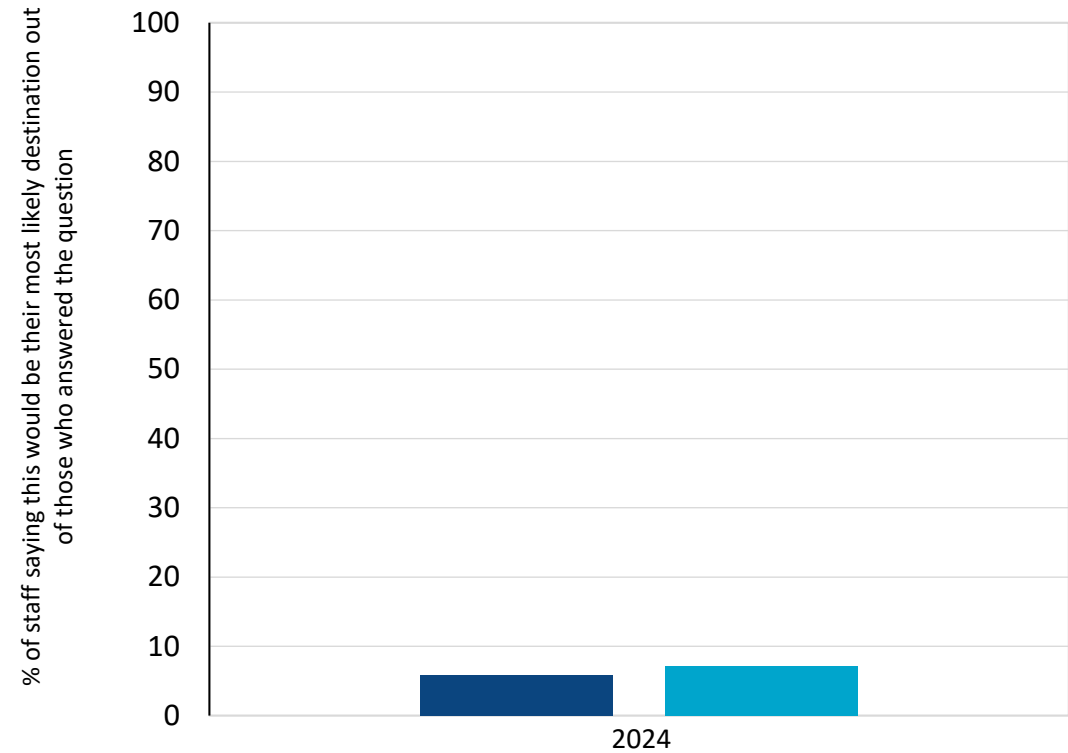
Responses 361



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.



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.

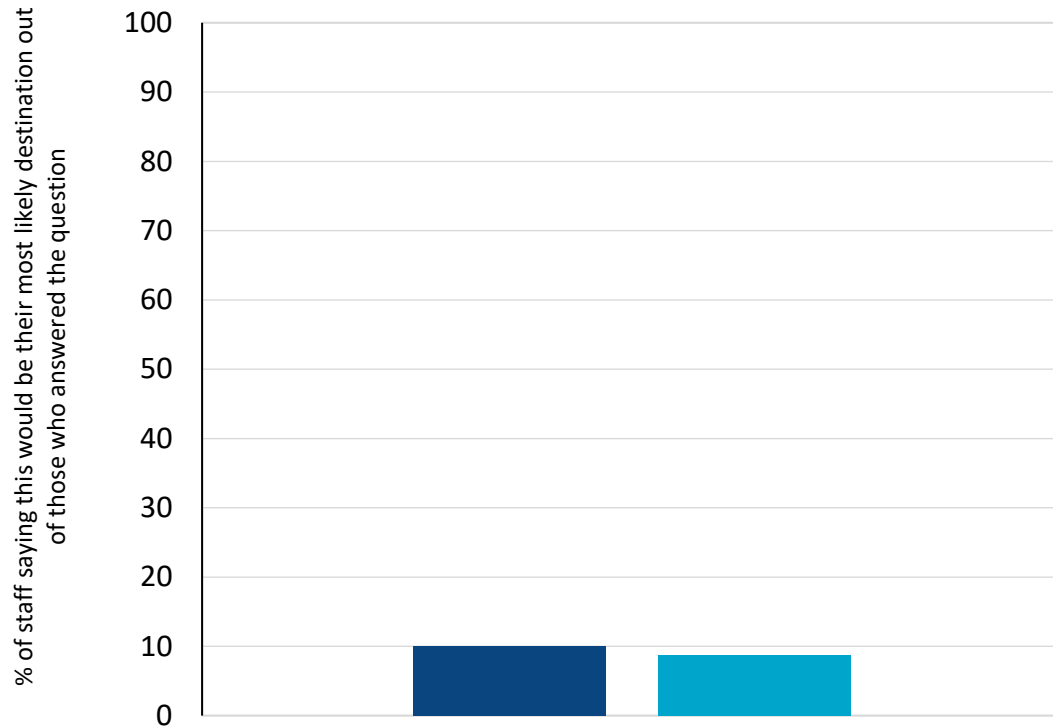


Your org	3.05%
Average	3.57%
Responses	361

Your org	5.82%
Average	7.10%
Responses	361

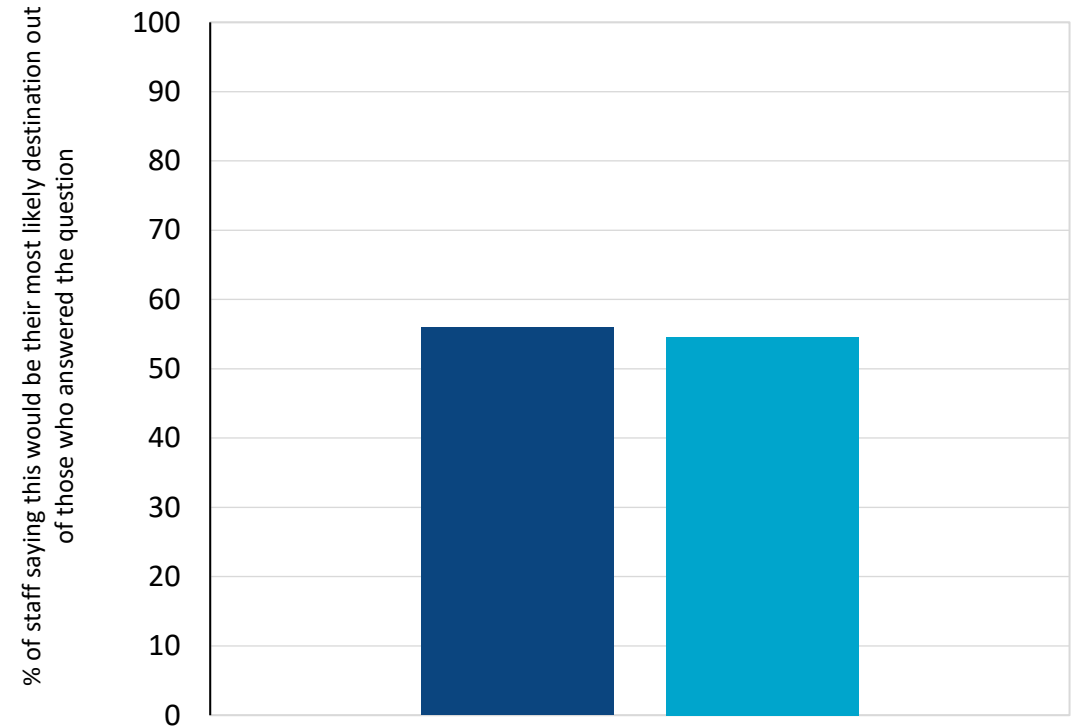


Q26d.5 If you are considering leaving your current job, what would be your most likely destination? - I would retire or take a career break.



2024	
Your org	9.97%
Average	8.80%
Responses	361

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.



2024	
Your org	55.96%
Average	54.60%
Responses	361

## Workforce Equality Standards

Note, when 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 2019-2023 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 2019-2023 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 updated to 'reasonable'.

The WDES breakdowns are based on the responses to q31a Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?



This section contains data required for the staff survey indicators used in the Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES). Data presented in this section are unweighted.

## Workforce Race Equality Standards (WRES)

Indicator	Qu No	Workforce Race Equality Standard
<b>For each of the following indicators, compare the outcomes of the responses for white staff and staff from all other ethnic groups combined</b>		
5	Q14a	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months
6	Q14b & Q14c	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months
7	Q15	Percentage believing that their practice provides equal opportunities for career progression or promotion
8	Q16b	In the last 12 months have you personally experienced discrimination at work from any of the following? b) Manager/team leader or other colleagues

## Workforce Disability Equality Standards (WDES)

Metric	Qu No	Workforce Disability Equality Standard
<b>For each of the following metrics, compare the responses for staff with a LTC* or illness vs staff without a LTC or illness</b>		
4a	Q14a	Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or other members of the public
4b	Q14b	Percentage of staff experiencing harassment, bullying or abuse from managers
4c	Q14c	Percentage of staff experiencing harassment, bullying or abuse from other colleagues
4d	Q14d	Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it
5	Q15	Percentage believing that their organisation provides equal opportunities for career progression or promotion
6	Q11e	Percentage of staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties
7	Q4b	Percentage staff saying that they are satisfied with the extent to which their organisation values their work
8	Q31b	Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work
9a	theme_engagement	The staff engagement score for staff with LTC or illness vs staff without a LTC or illness

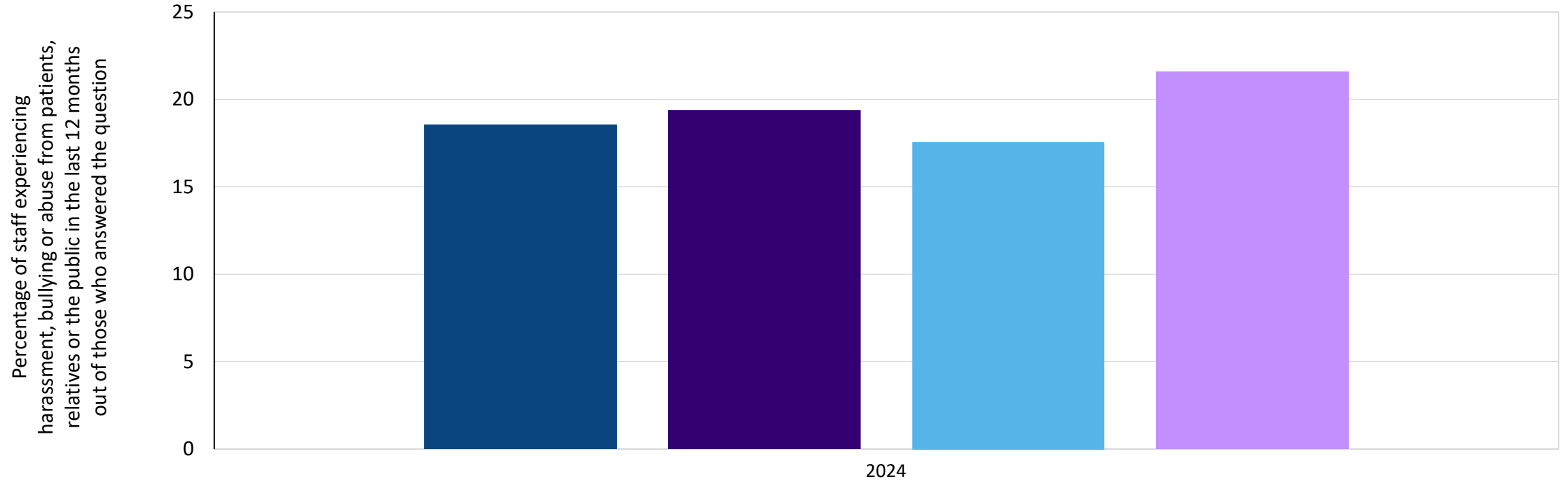
\*Staff with a long term condition

## Workforce Race Equality Standards (WRES)

Note.  
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed.  
Data shown in the WRES charts are unweighted.  
Averages are calculated as the median for the benchmark group.

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

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



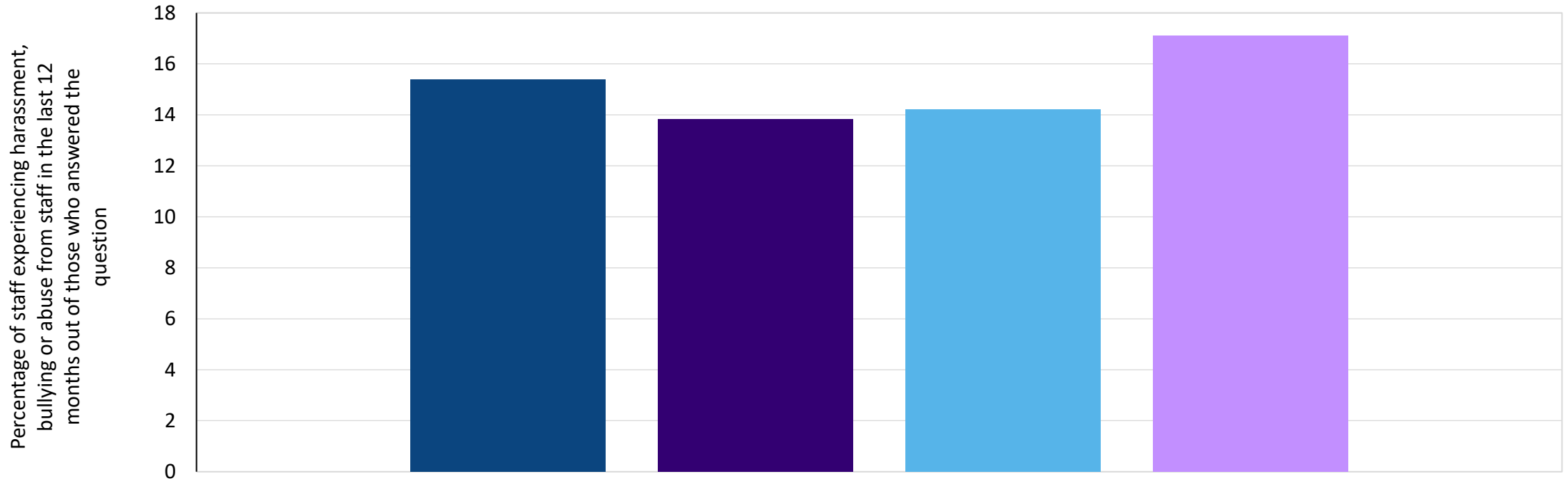
White staff: Your org	18.53%
All other ethnic groups*: Your org	19.35%
White staff: Average	17.55%
All other ethnic groups*: Average	21.59%

White staff: Responses 259

All other ethnic groups\*: Responses 124

\*Staff from all other ethnic groups combined

Percentage of staff experiencing harassment, bullying or abuse from staff in the last 12 months.



2024

White staff: Your org	15.38%
All other ethnic groups*: Your org	13.82%
White staff: Average	14.21%
All other ethnic groups*: Average	17.10%

White staff: Responses

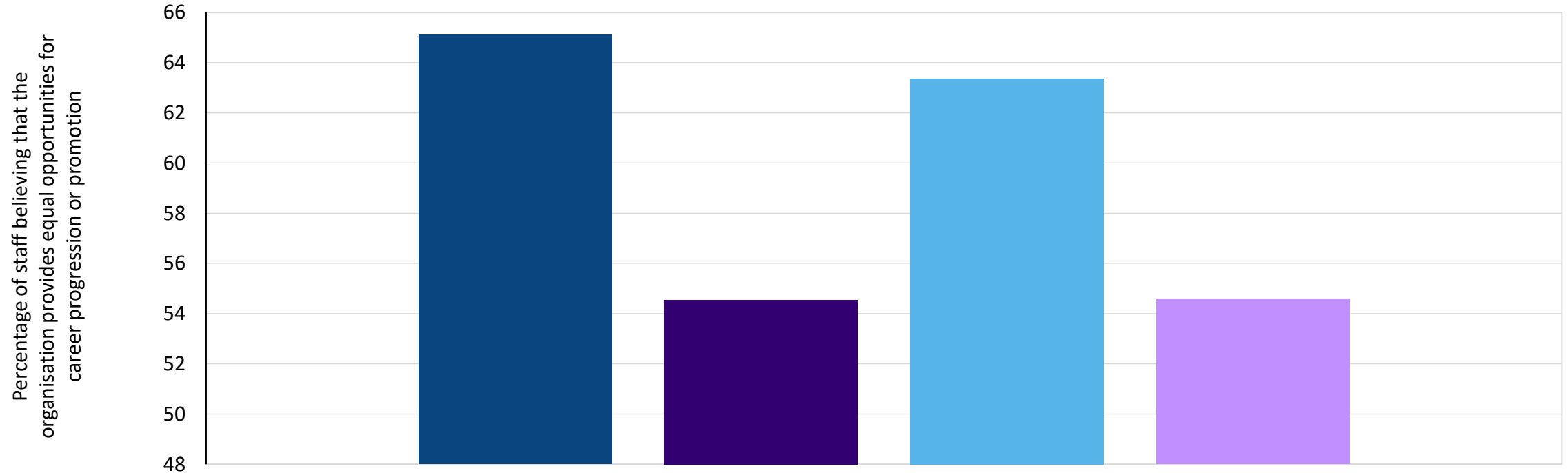
260

All other ethnic groups\*: Responses

123

\*Staff from all other ethnic groups combined

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



2024

White staff: Your org	65.12%
All other ethnic groups*: Your org	54.55%
White staff: Average	63.37%
All other ethnic groups*: Average	54.59%

White staff: Responses

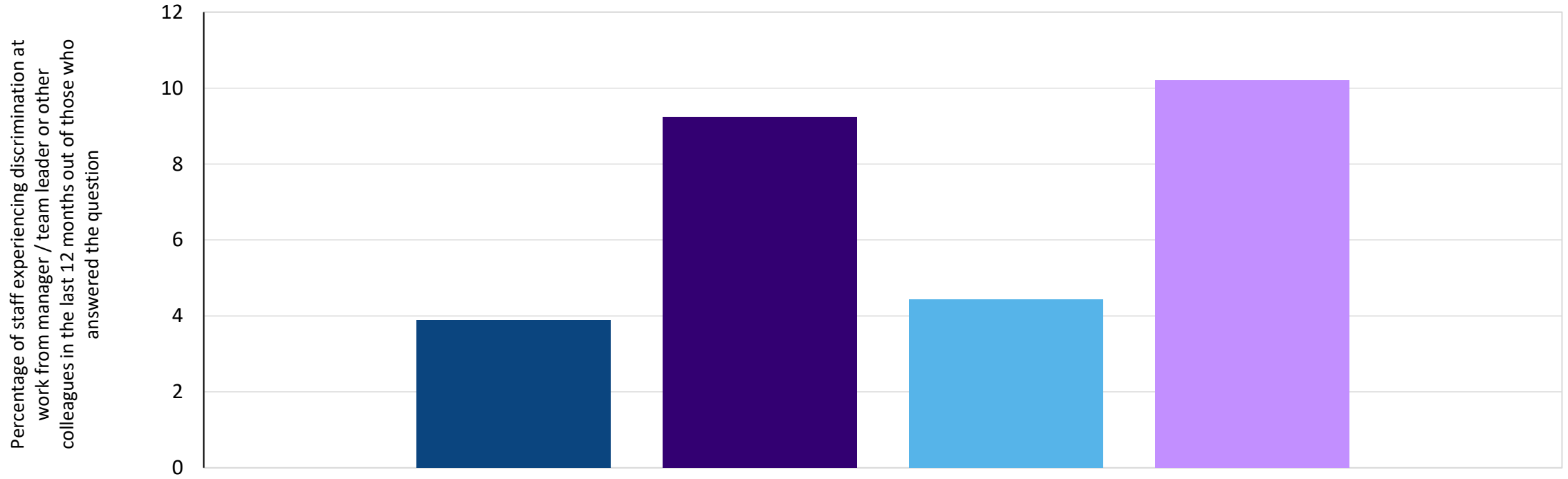
258

All other ethnic groups\*: Responses

121

\*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.



2024

White staff: Your org	3.89%
All other ethnic groups*: Your org	9.24%
White staff: Average	4.44%
All other ethnic groups*: Average	10.19%

White staff: Responses

257

All other ethnic groups\*: Responses

119

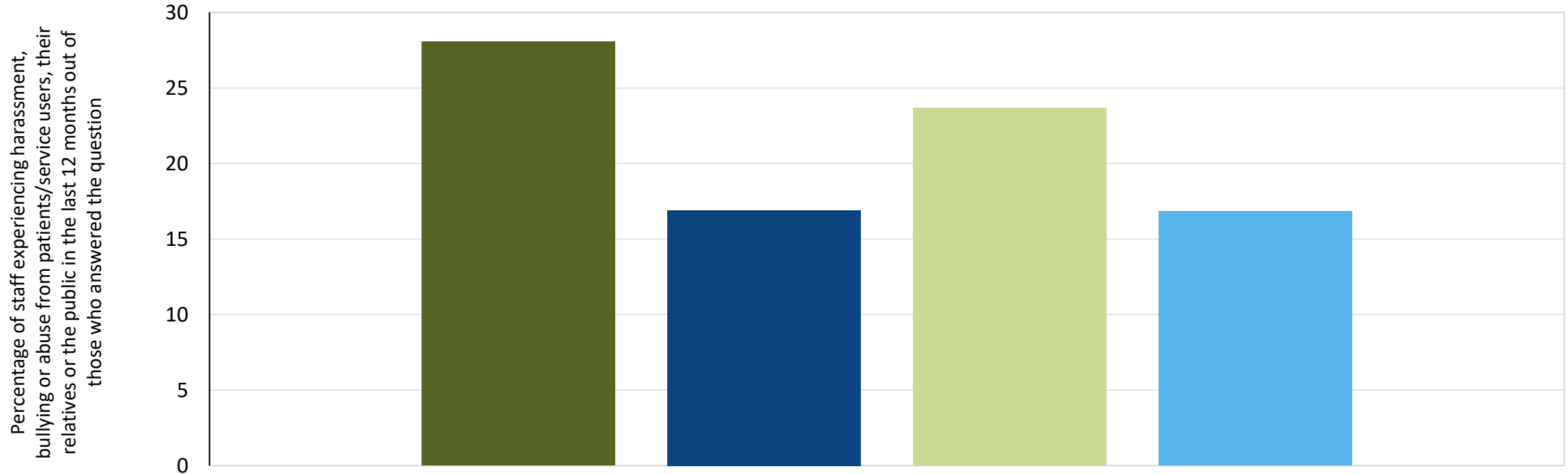
\*Staff from all other ethnic groups combined

## Workforce Disability Equality Standards (WDES)

Note.  
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed.  
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.



2024

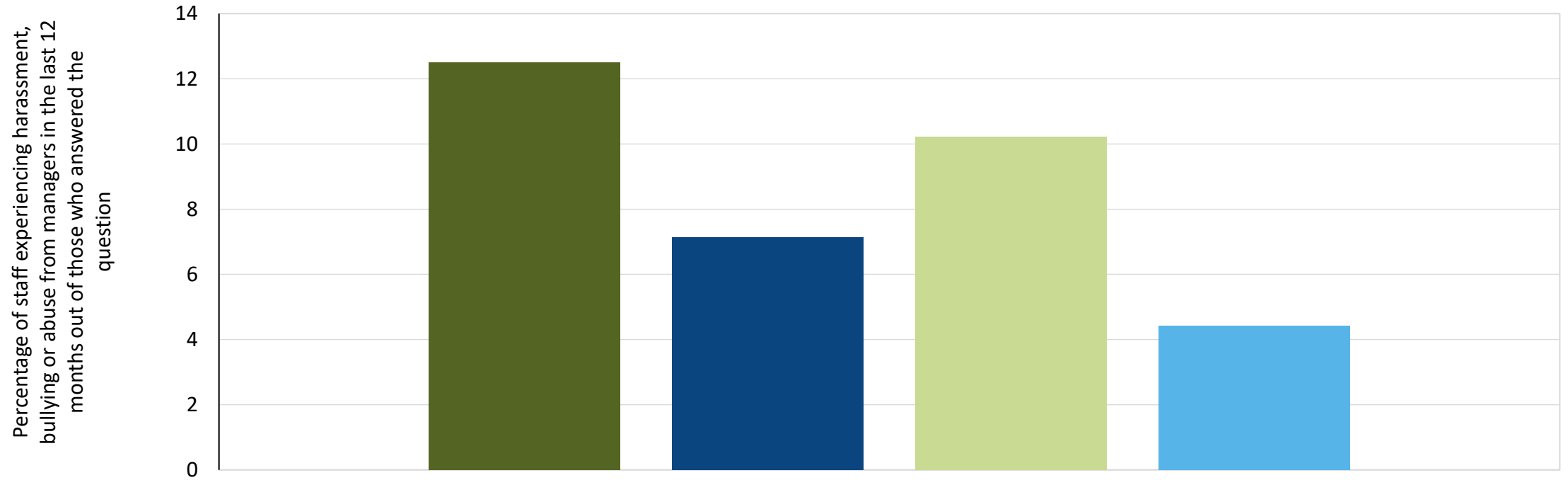
Staff with a LTC or illness: Your org	28.07%
Staff without a LTC or illness: Your org	16.91%
Staff with a LTC or illness: Average	23.69%
Staff without a LTC or illness: Average	16.83%

Staff with a LTC or illness: Responses 57

Staff without a LTC or illness: Responses 337

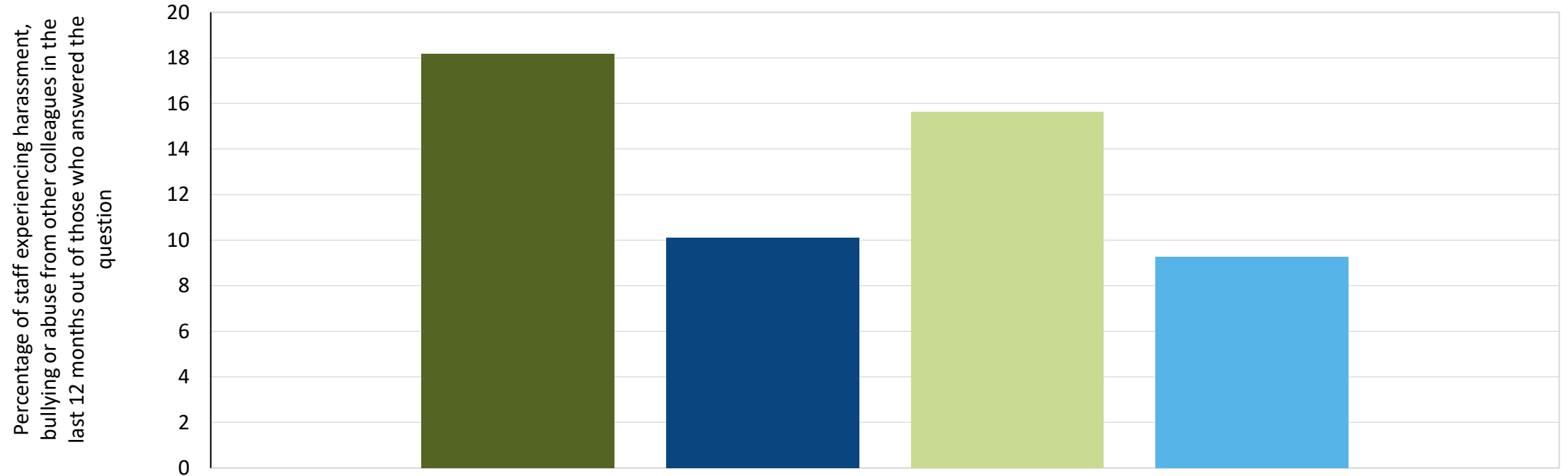


Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months.



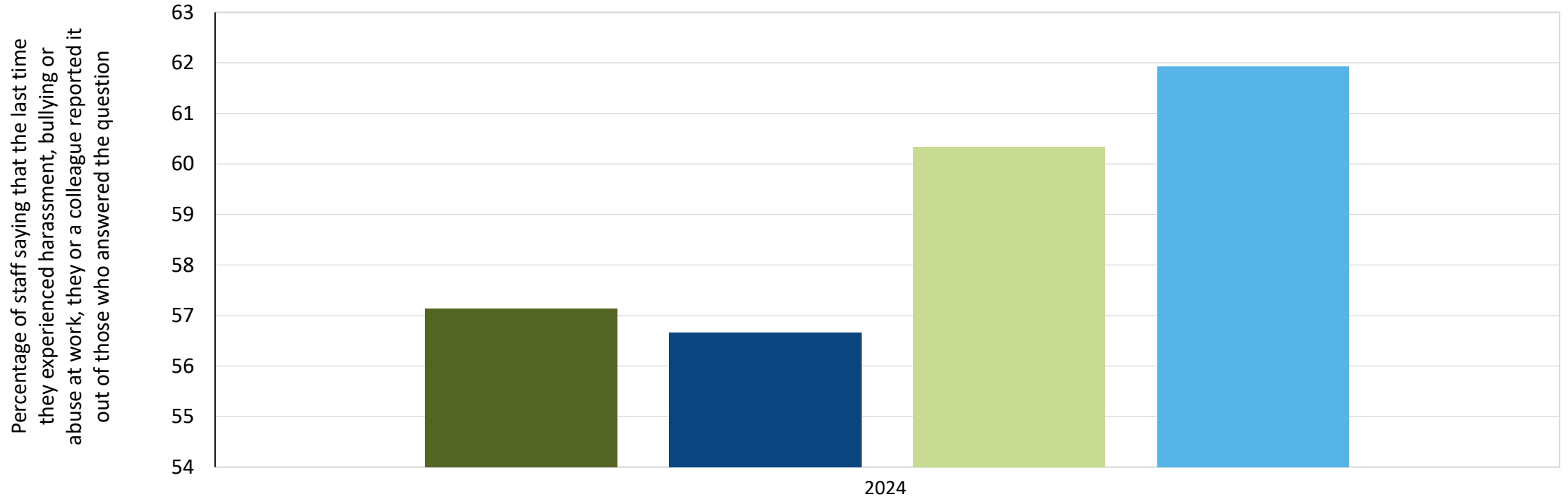
Staff with a LTC or illness: Your org	12.50%
Staff without a LTC or illness: Your org	7.14%
Staff with a LTC or illness: Average	10.22%
Staff without a LTC or illness: Average	4.41%
Staff with a LTC or illness: Responses	56
Staff without a LTC or illness: Responses	336

Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months.



Staff with a LTC or illness: Your org	18.18%
Staff without a LTC or illness: Your org	10.12%
Staff with a LTC or illness: Average	15.63%
Staff without a LTC or illness: Average	9.26%
Staff with a LTC or illness: Responses	55
Staff without a LTC or illness: Responses	336

Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.

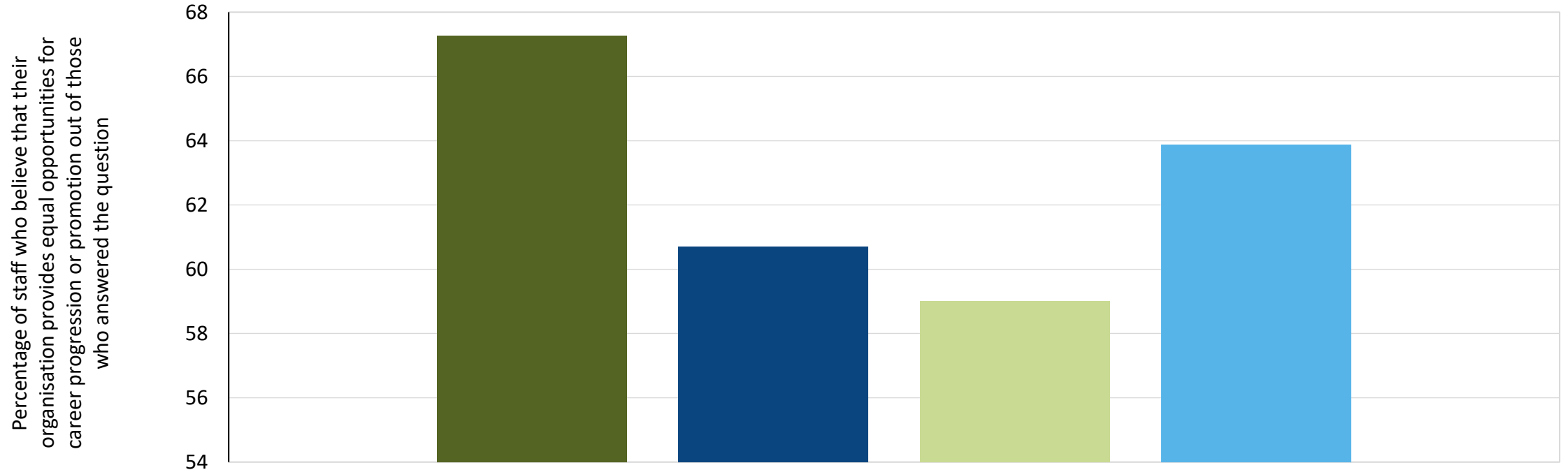


Staff with a LTC or illness: Your org	57.14%
Staff without a LTC or illness: Your org	56.67%
Staff with a LTC or illness: Average	60.34%
Staff without a LTC or illness: Average	61.93%

Staff with a LTC or illness: Responses 21

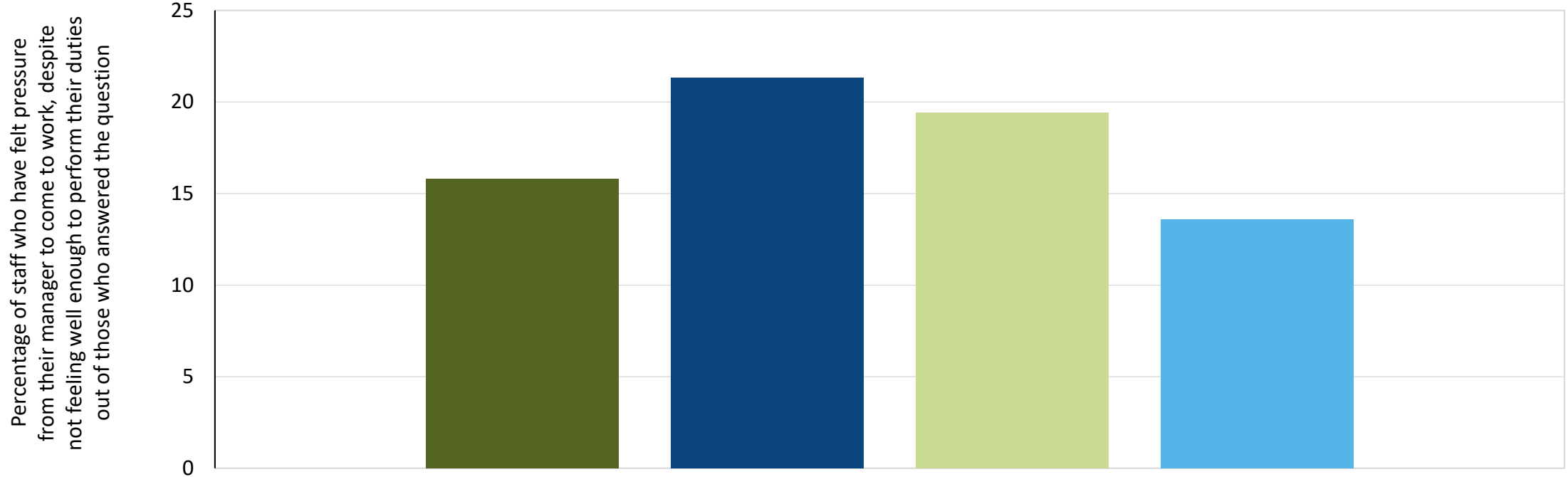
Staff without a LTC or illness: Responses 90

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



Staff with a LTC or illness: Your org	67.27%
Staff without a LTC or illness: Your org	60.71%
Staff with a LTC or illness: Average	59.01%
Staff without a LTC or illness: Average	63.87%
Staff with a LTC or illness: Responses	55
Staff without a LTC or illness: Responses	336

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



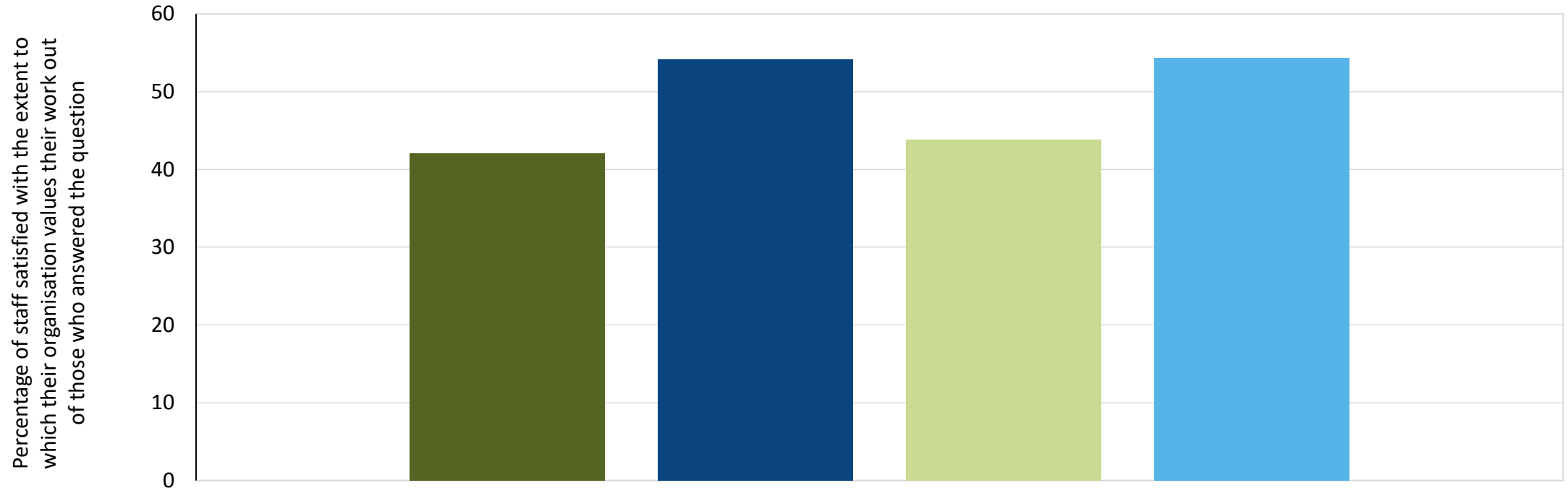
2024

Staff with a LTC or illness: Your org	15.79%
Staff without a LTC or illness: Your org	21.33%
Staff with a LTC or illness: Average	19.41%
Staff without a LTC or illness: Average	13.60%

Staff with a LTC or illness: Responses 38

Staff without a LTC or illness: Responses 150

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



2024

Staff with a LTC or illness: Your org	42.11%
Staff without a LTC or illness: Your org	54.12%
Staff with a LTC or illness: Average	43.85%
Staff without a LTC or illness: Average	54.36%

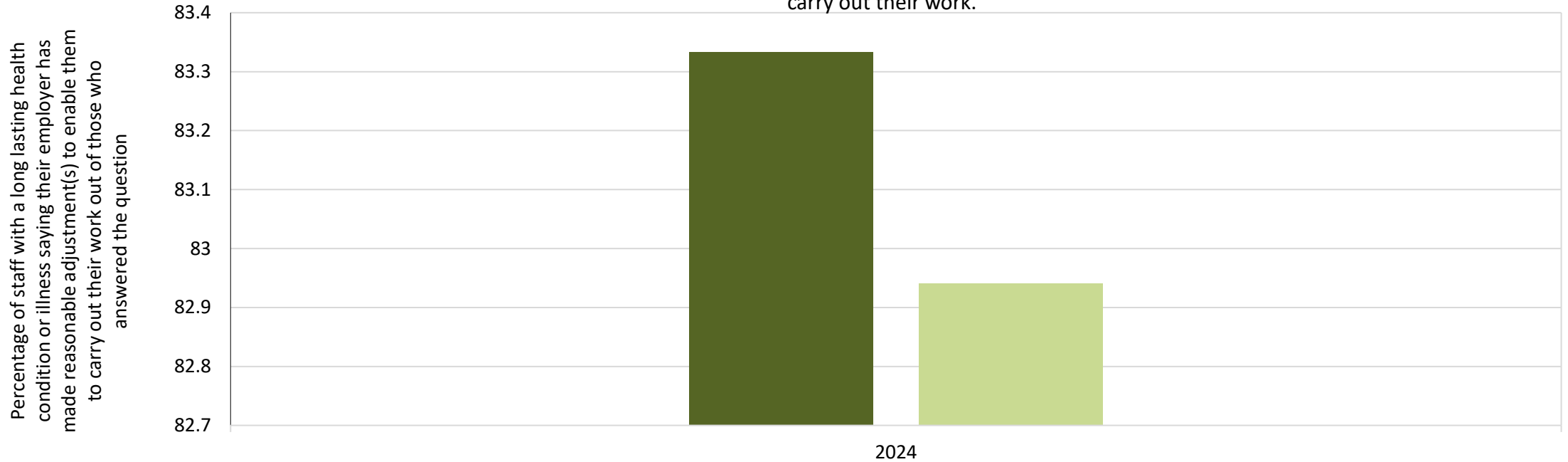
Staff with a LTC or illness: Responses

57

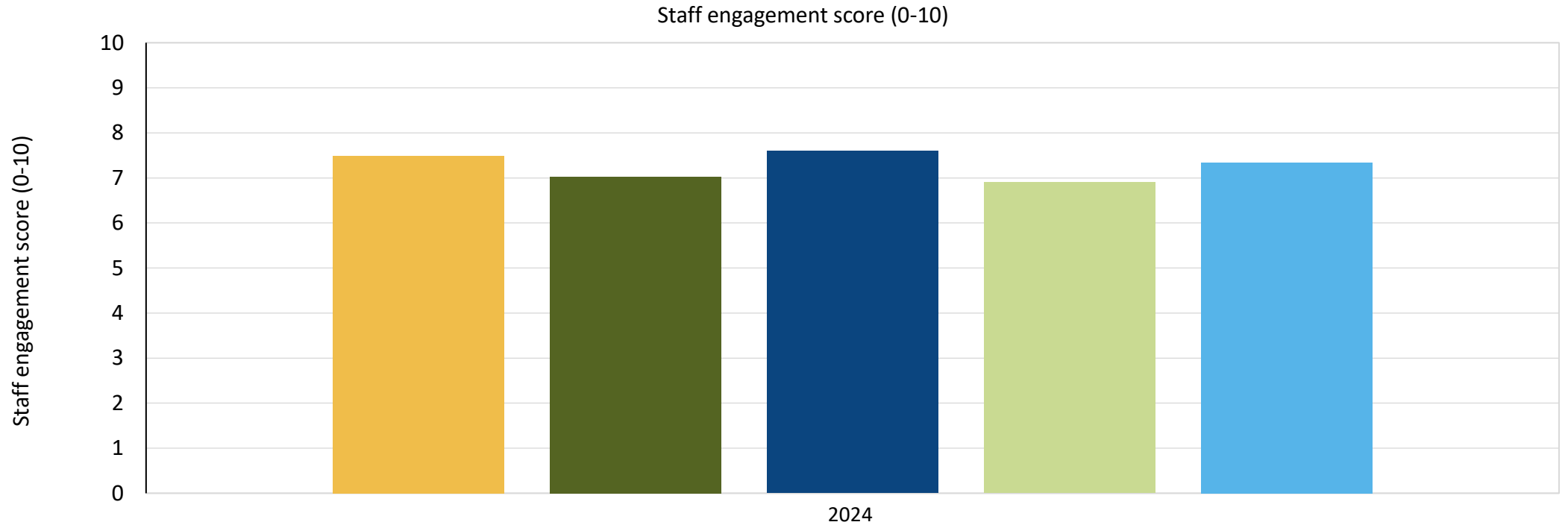
Staff without a LTC or illness: Responses

340

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.



Staff with a LTC or illness: Your org	83.33%
Staff with a LTC or illness: Average	82.94%
Staff with a LTC or illness: Responses	36



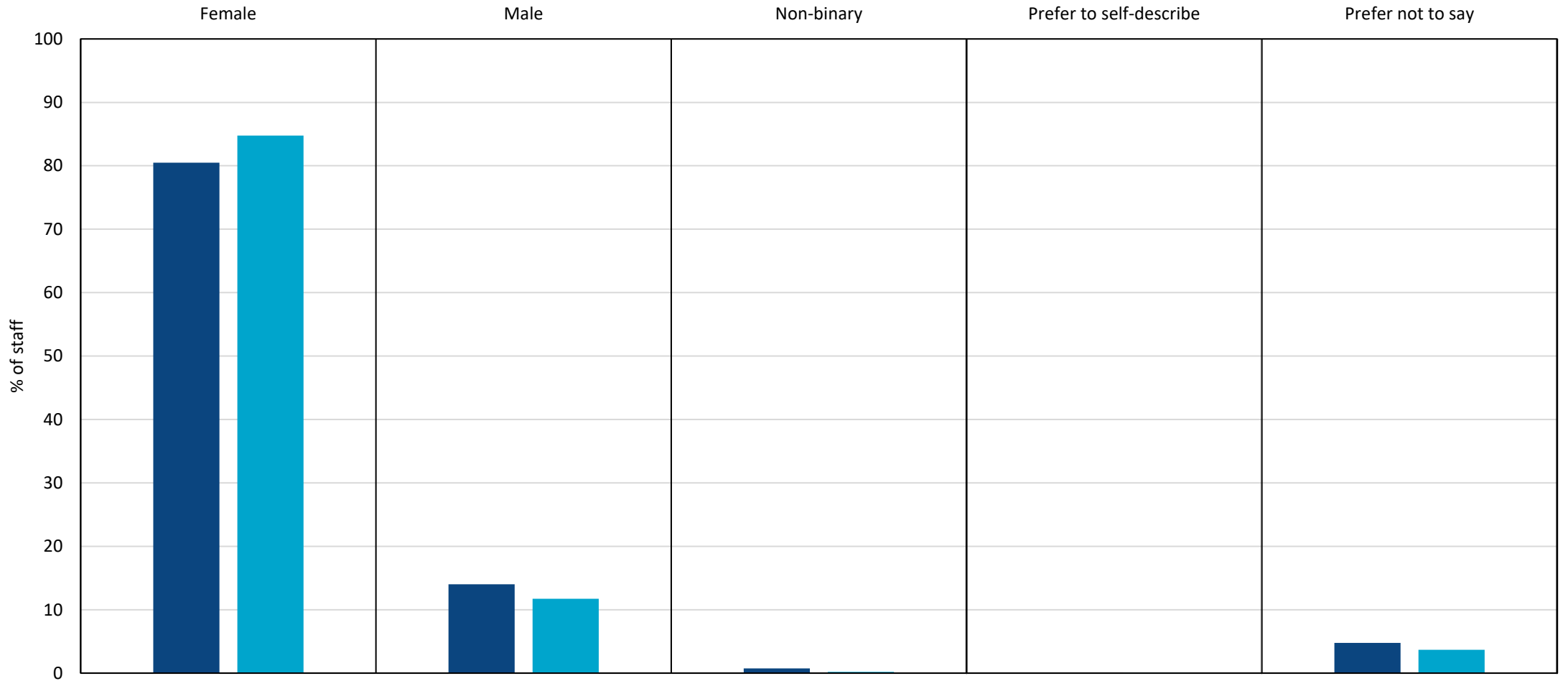
Organisation average	7.49
Staff with a LTC or illness: Your org	7.03
Staff without a LTC or illness: Your org	7.60
Staff with a LTC or illness: Average	6.90
Staff without a LTC or illness: Average	7.34
Staff with a LTC or illness: Responses	57
Staff without a LTC or illness: Responses	340

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



## About your respondents

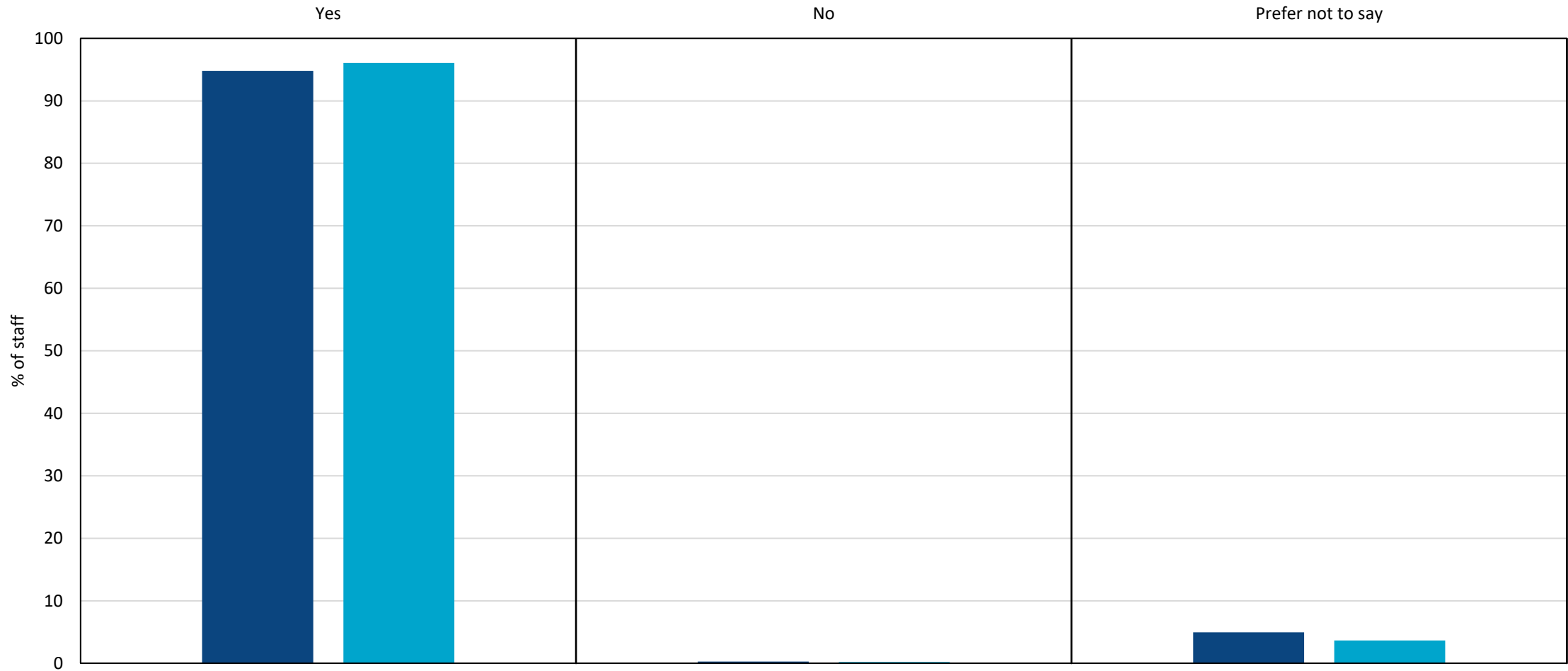
This section shows demographic and other background information for 2023.



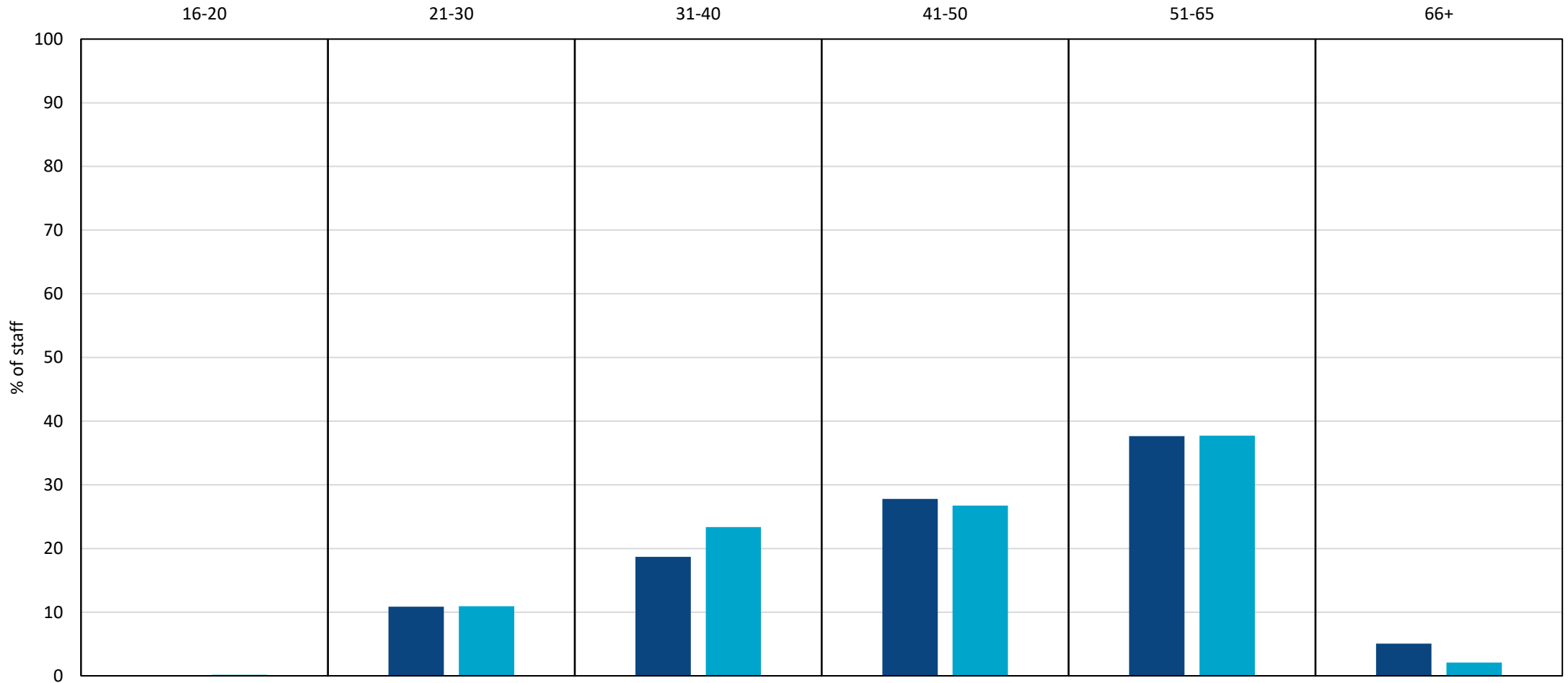
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
<b>Your org</b>	80.50%	14.00%	0.75%	0.00%	4.75%
<b>Average</b>	84.75%	11.72%	0.21%	0.08%	3.66%
<b>Responses</b>	400	400	400	400	400



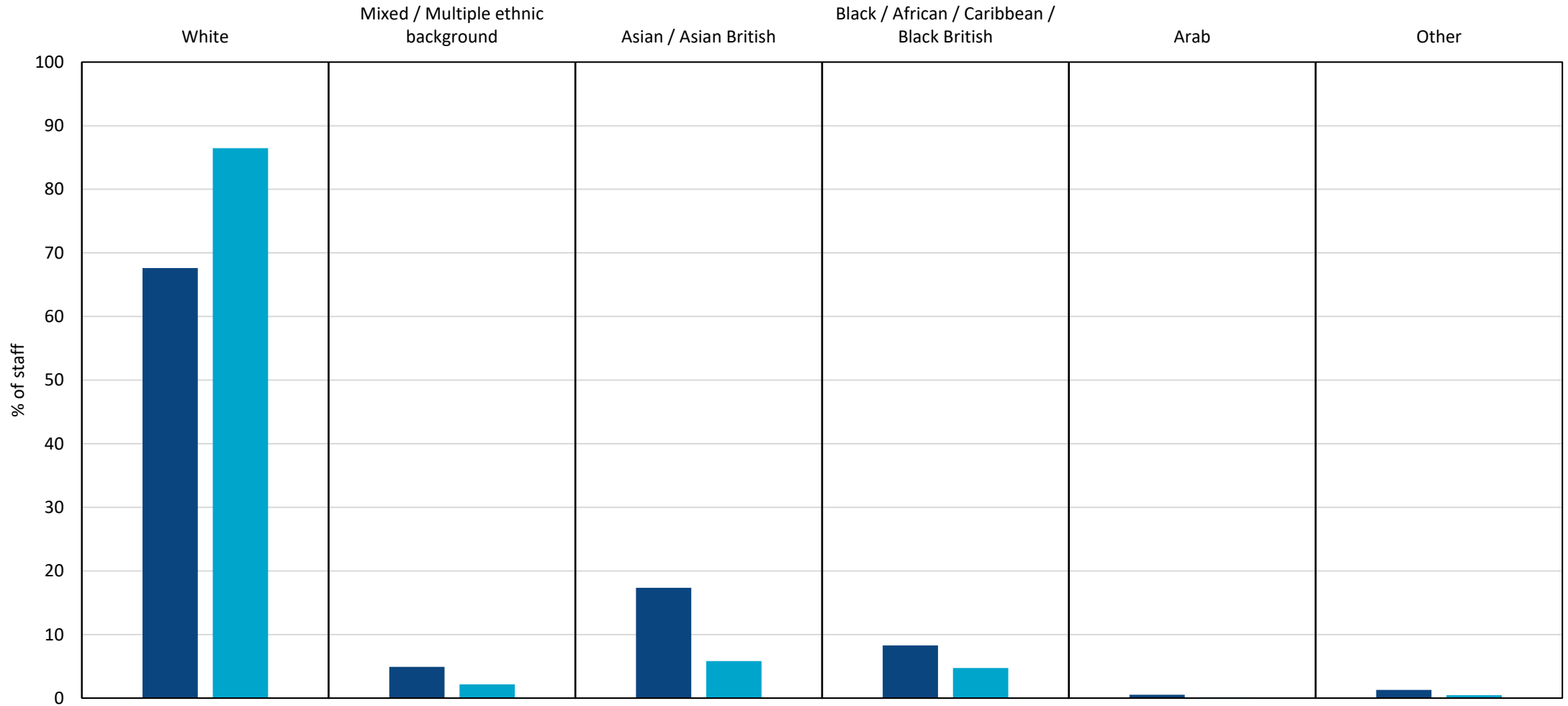
# Background details – Is your gender identity the same as the sex you were registered at birth?



Responses	Yes	No	Prefer not to say
<b>Your org</b>	94.81%	0.26%	4.94%
<b>Average</b>	96.06%	0.19%	3.65%

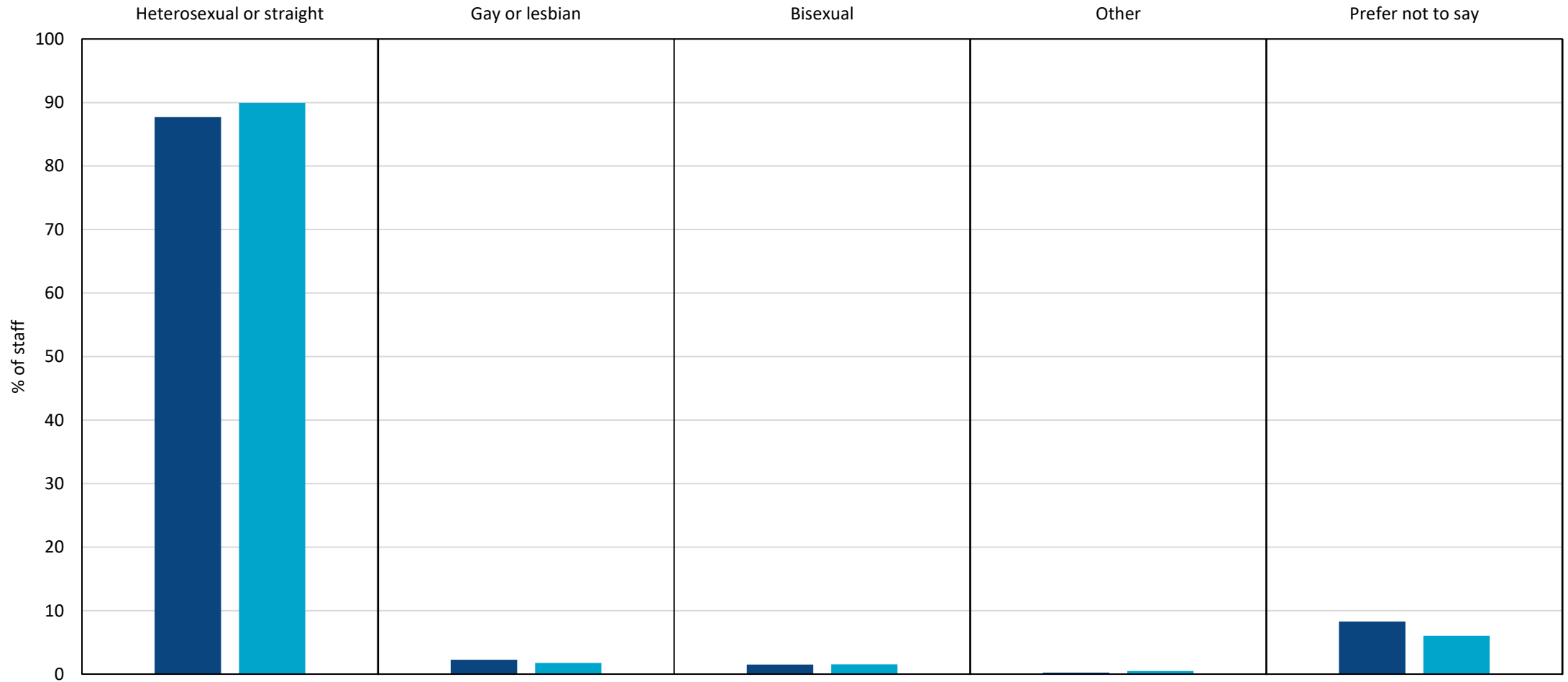


	16-20	21-30	31-40	41-50	51-65	66+
<b>Your org</b>	0.00%	10.86%	18.69%	27.78%	37.63%	5.05%
<b>Average</b>	0.18%	10.94%	23.36%	26.74%	37.73%	2.09%
<b>Responses</b>	396	396	396	396	396	396



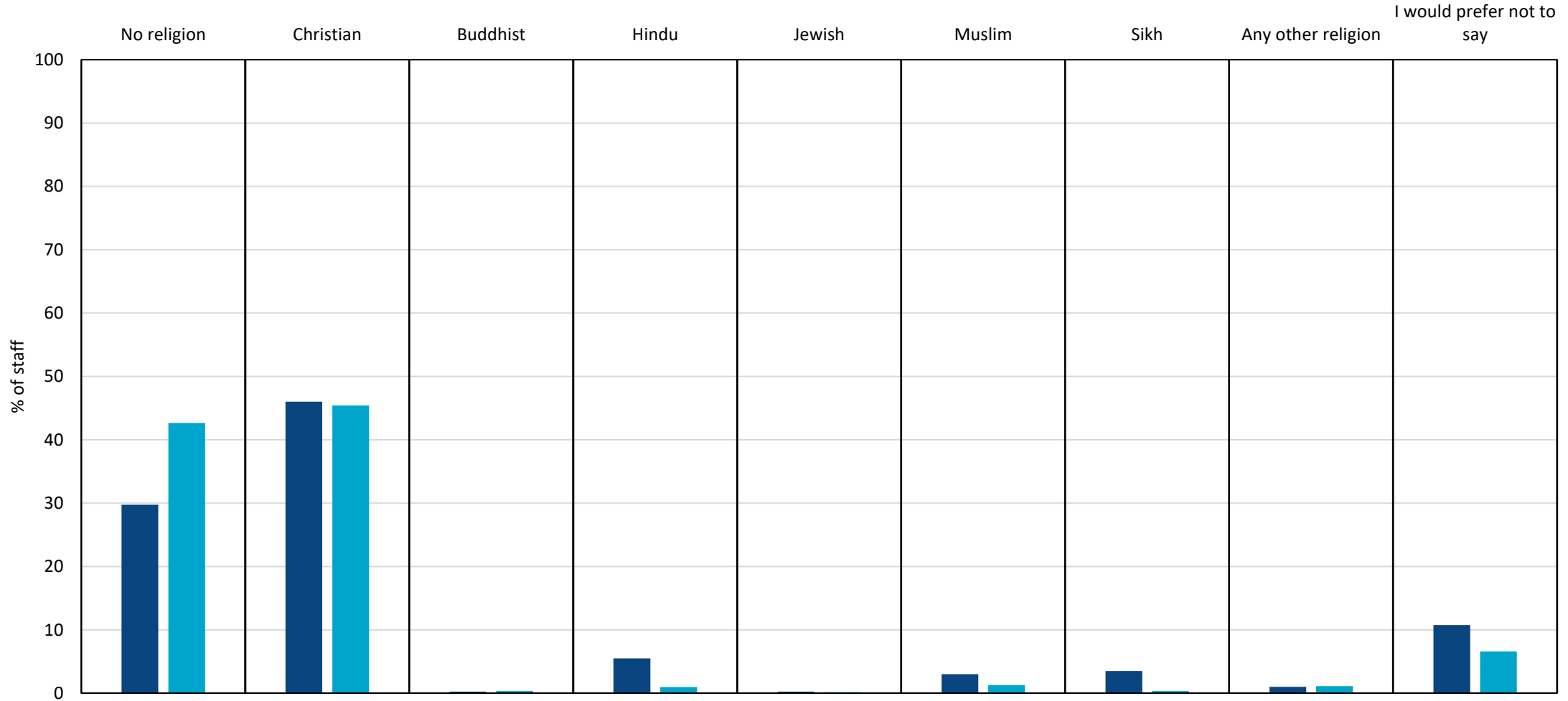
Responses	386	386	386	386	386	386
<b>Your org</b>	67.62%	4.92%	17.36%	8.29%	0.52%	1.30%
<b>Average</b>	86.48%	2.14%	5.83%	4.74%	0.13%	0.46%

# Background details – Sexual orientation



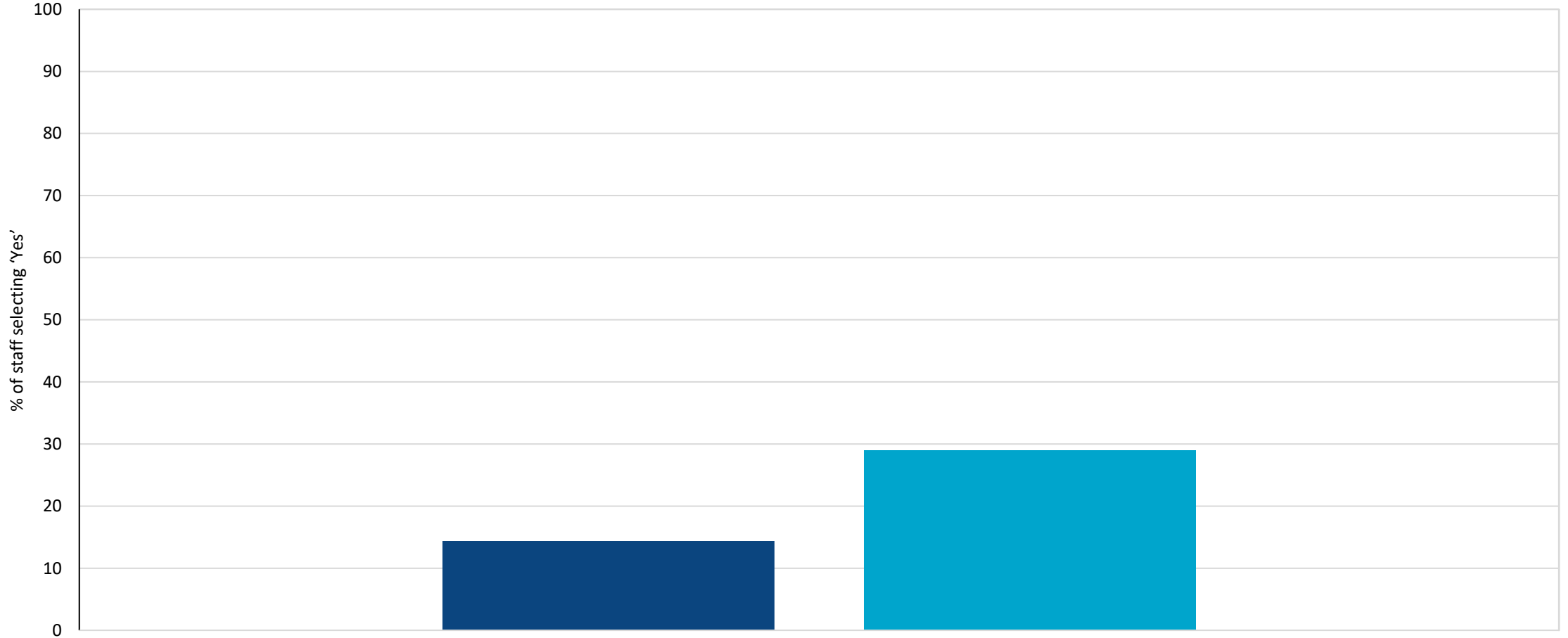
Responses	398	398	398	398	398
<b>Your org</b>	87.69%	2.26%	1.51%	0.25%	8.29%
<b>Average</b>	89.93%	1.76%	1.56%	0.49%	6.04%

# Background details - Religion



<b>Your org</b>	29.75%	46.00%	0.25%	5.50%	0.25%	3.00%	3.50%	1.00%	10.75%
<b>Average</b>	42.63%	45.39%	0.34%	0.97%	0.15%	1.27%	0.34%	1.12%	6.59%
<b>Responses</b>	400	400	400	400	400	400	400	400	400

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

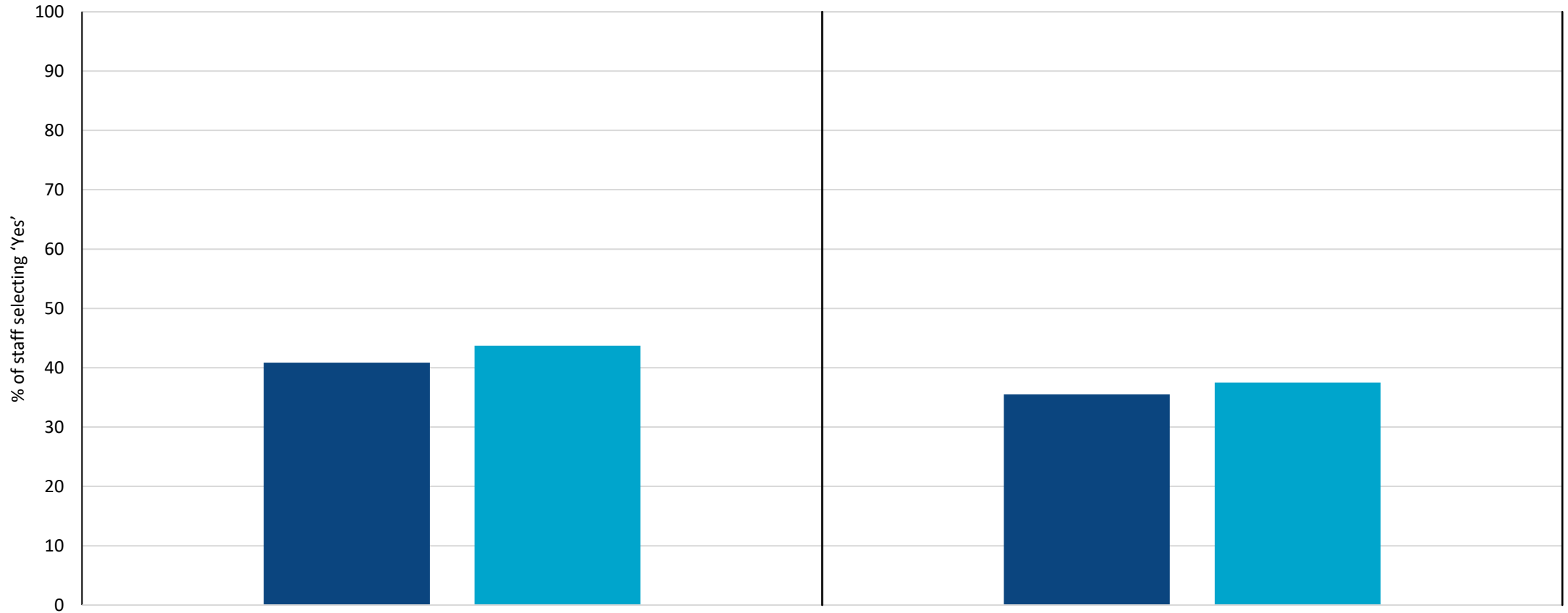


<b>Your org</b>	14.36%
<b>Average</b>	28.90%
<b>Responses</b>	397



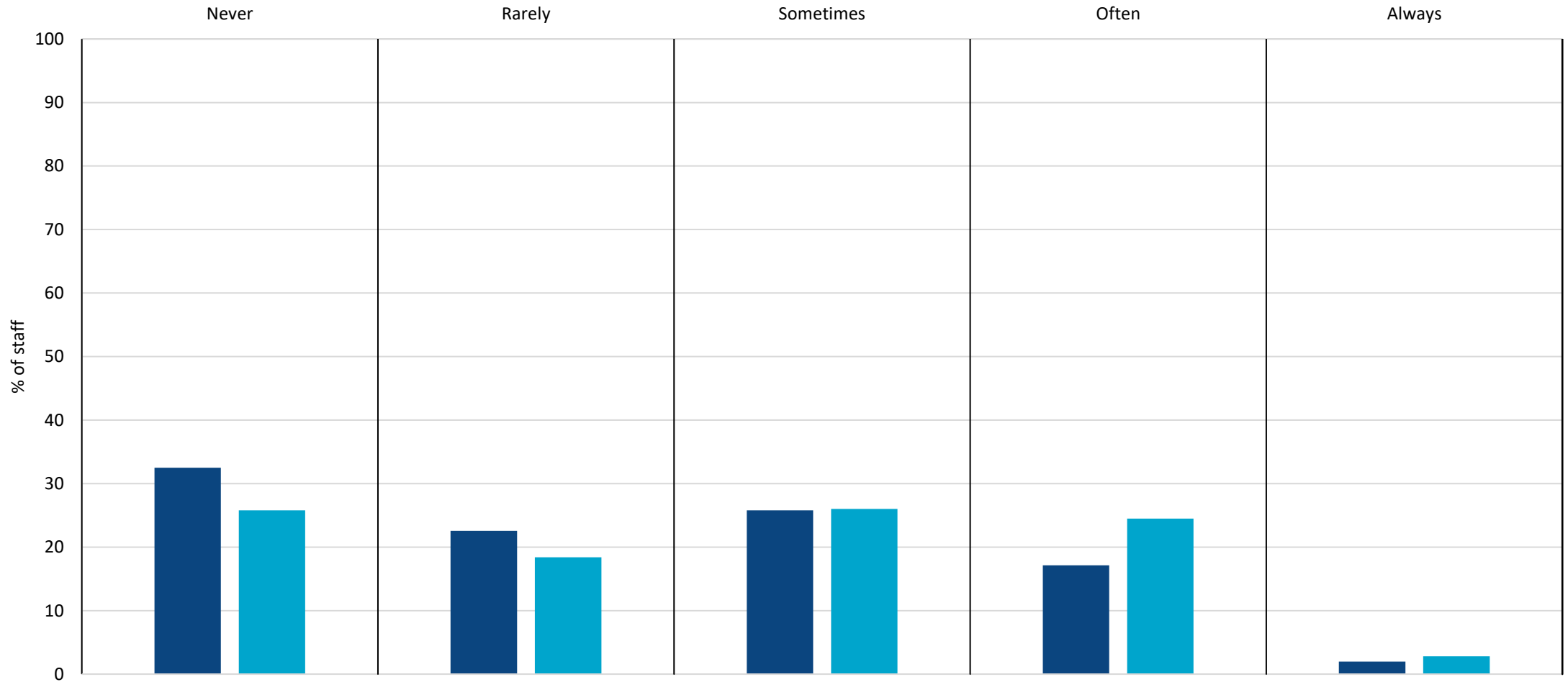
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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



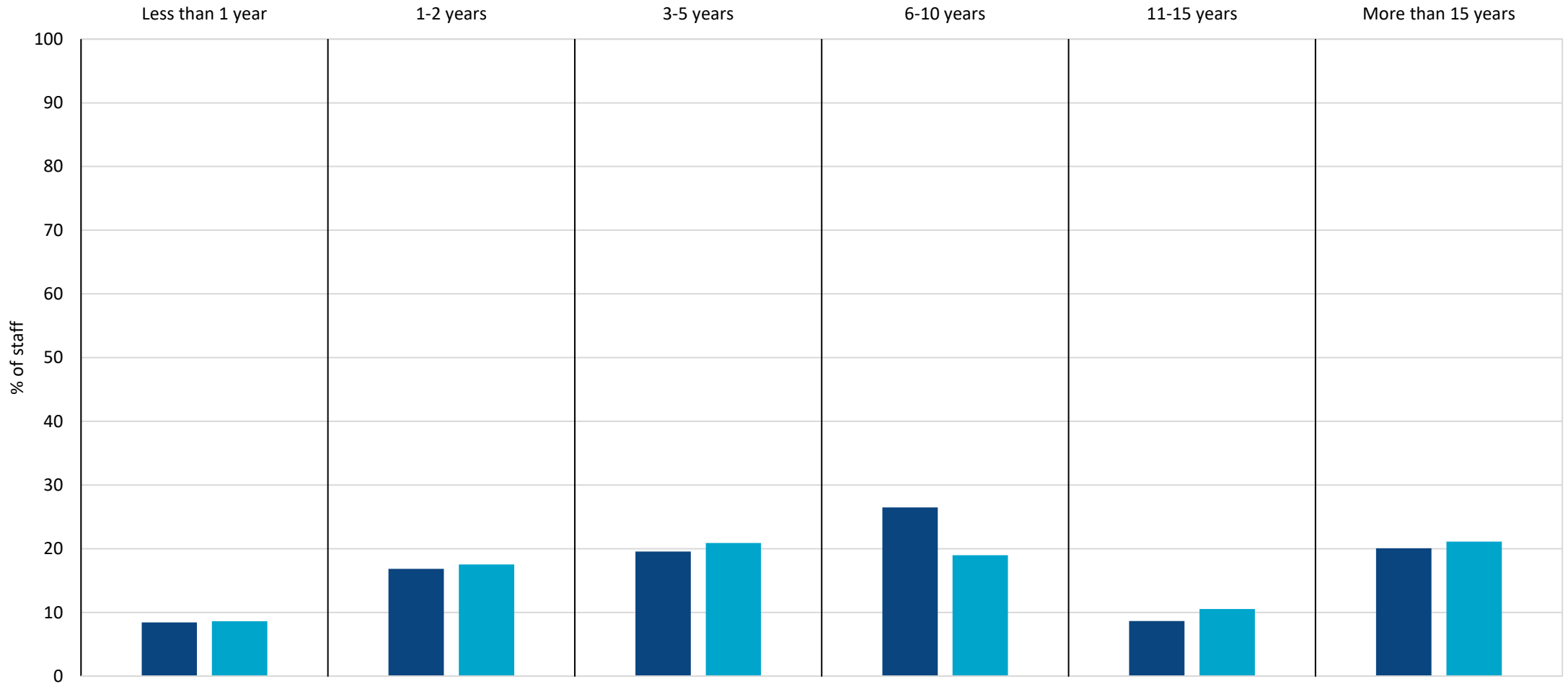
<b>Your org</b>	40.85%	35.52%
<b>Average</b>	43.72%	37.50%
<b>Responses</b>	399	397

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



	Never	Rarely	Sometimes	Often	Always
<b>Your org</b>	32.51%	22.58%	25.81%	17.12%	1.99%
<b>Average</b>	25.78%	18.41%	26.02%	24.48%	2.80%
<b>Responses</b>	403	403	403	403	403

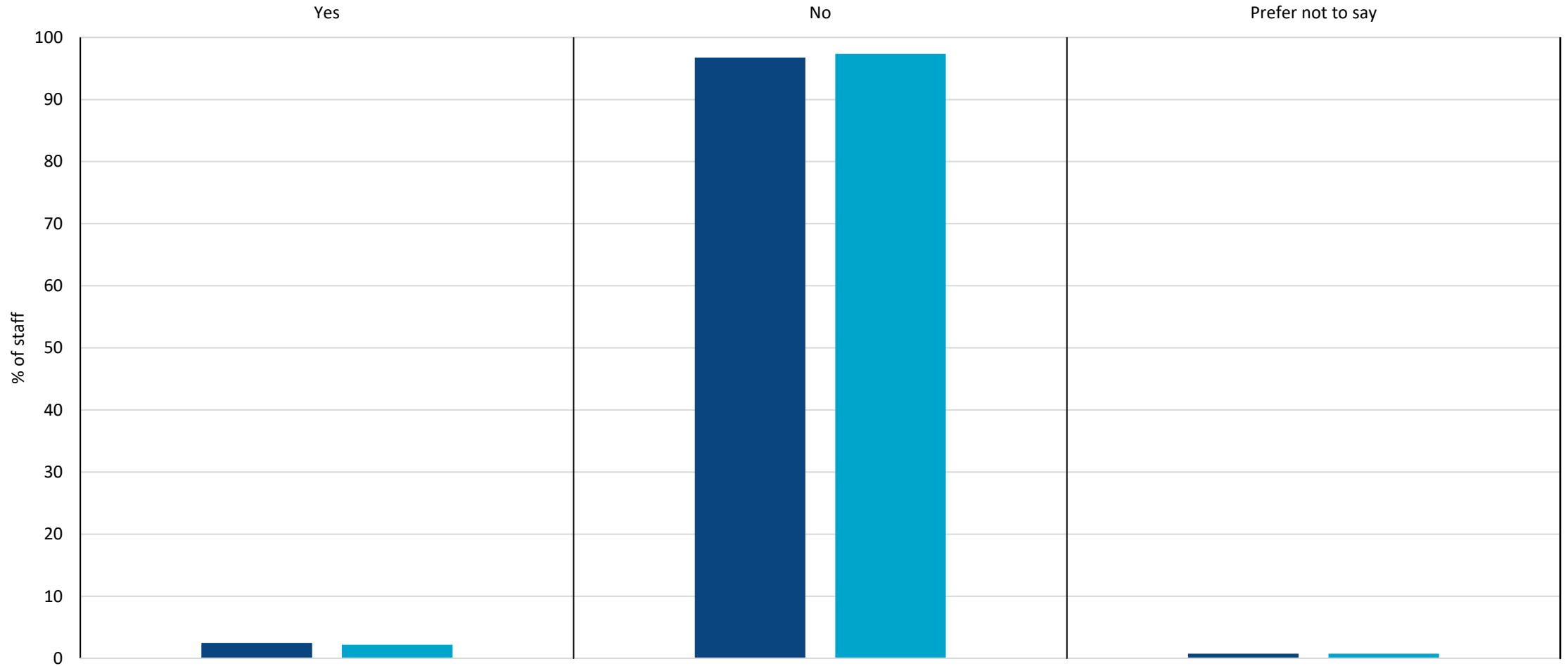
# Background details – Length of service



<b>Your org</b>	8.42%	16.83%	19.55%	26.49%	8.66%	20.05%
<b>Average</b>	8.61%	17.54%	20.91%	18.96%	10.52%	21.12%
<b>Responses</b>	404	404	404	404	404	404

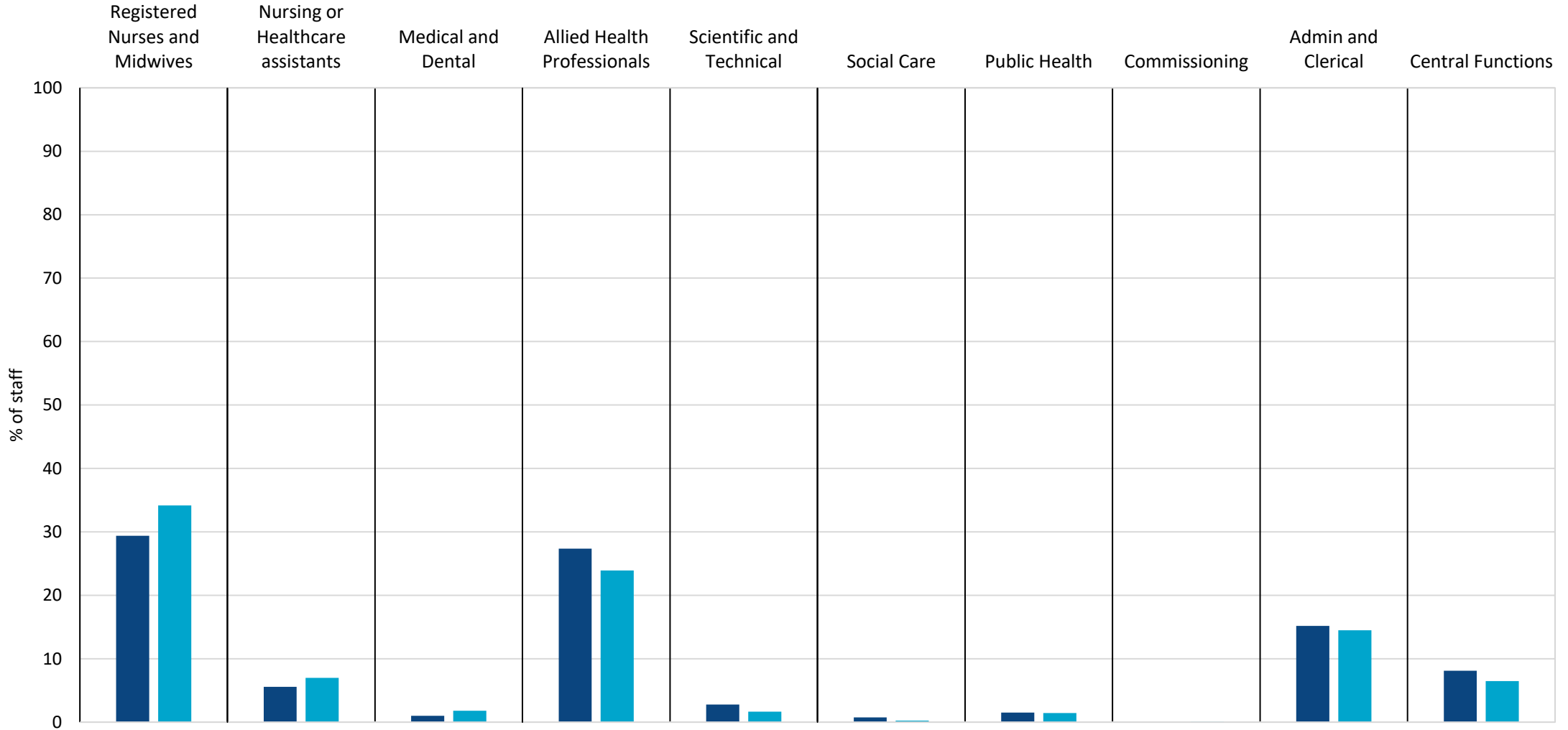


# Background details – When you joined this organisation were you recruited from outside of the UK?



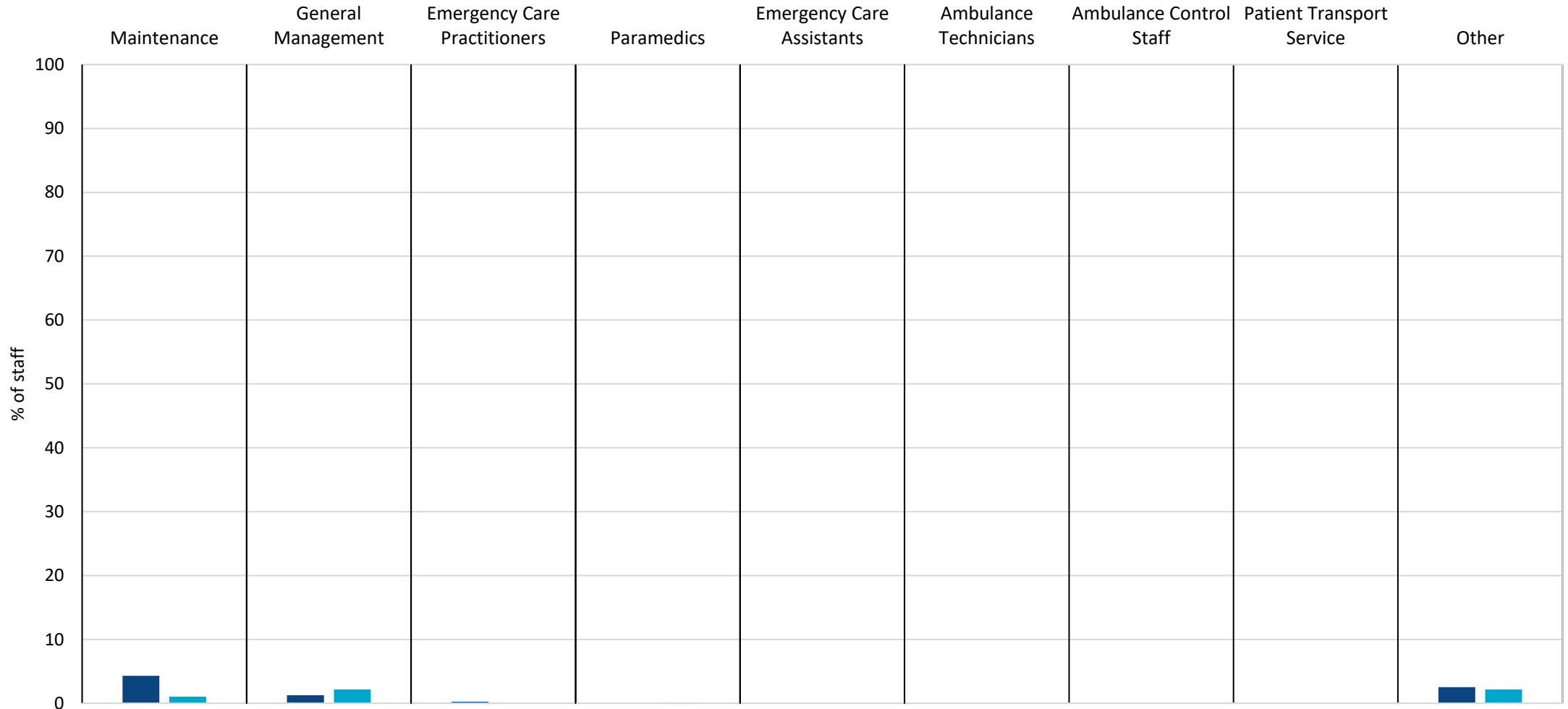
Responses	400	400	400
<b>Your org</b>	2.50%	96.75%	0.75%
<b>Average</b>	2.20%	97.33%	0.76%

# Background details – Occupational group



Responses	395	395	395	395	395	395	395	395	395	395
<b>Your org</b>	29.37%	5.57%	1.01%	27.34%	2.78%	0.76%	1.52%	0.00%	15.19%	8.10%
<b>Average</b>	34.18%	6.98%	1.81%	23.91%	1.64%	0.22%	1.44%	0.09%	14.50%	6.48%

# Background details – Occupational group

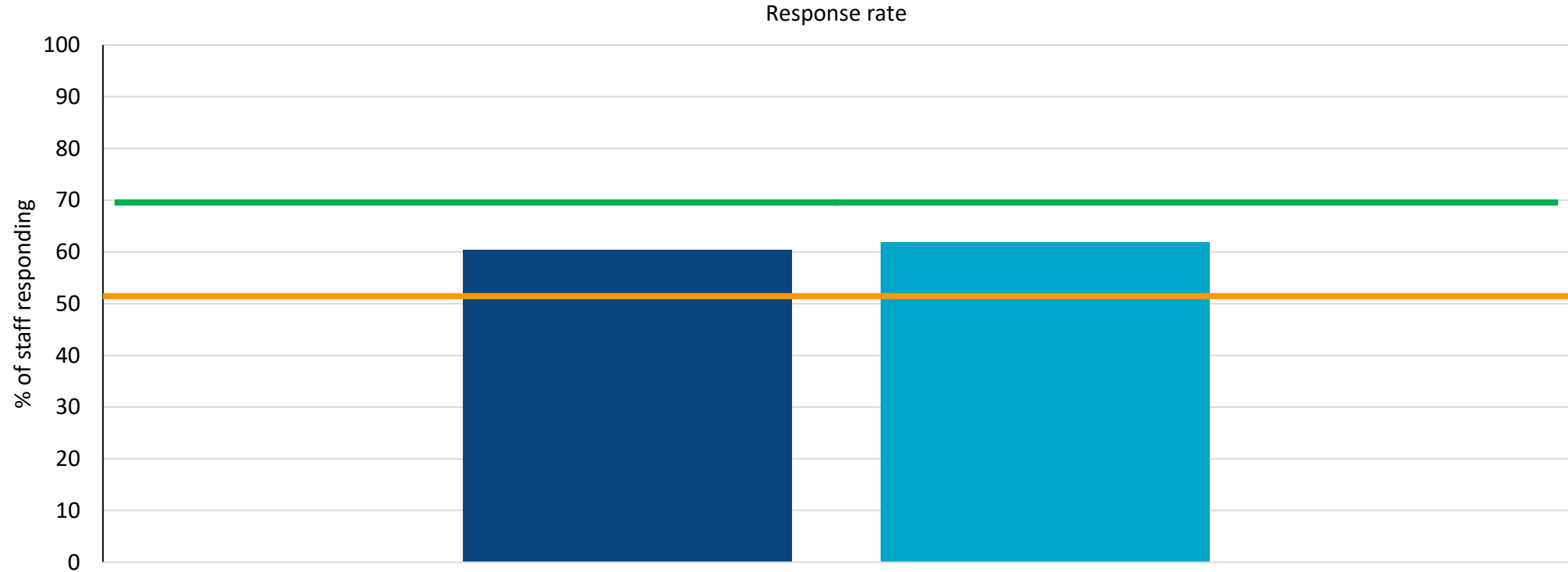


<b>Your org</b>	4.30%	1.27%	0.25%	0.00%	0.00%	0.00%	0.00%	0.00%	2.53%
<b>Average</b>	1.04%	2.16%	0.03%	0.09%	0.00%	0.00%	0.00%	0.00%	2.15%
<b>Responses</b>	395	395	395	395	395	395	395	395	395

## Appendices

## Appendix A: Response rate





2024

Your org	60.39%
Highest	69.55%
Average	61.85%
Lowest	51.44%

Responses

407

## 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	-	-	7.75	405	N/A
We are recognised and rewarded	-	-	6.36	405	N/A
We each have a voice that counts	-	-	7.26	403	N/A
We are safe and healthy	-	-	6.58	403	N/A
We are always learning	-	-	6.03	384	N/A
We work flexibly	-	-	6.66	404	N/A
We are a team	-	-	7.20	402	N/A
<b>Themes</b>					
Staff Engagement	-	-	7.50	406	N/A
Morale	-	-	6.38	406	N/A

\* 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. All 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.



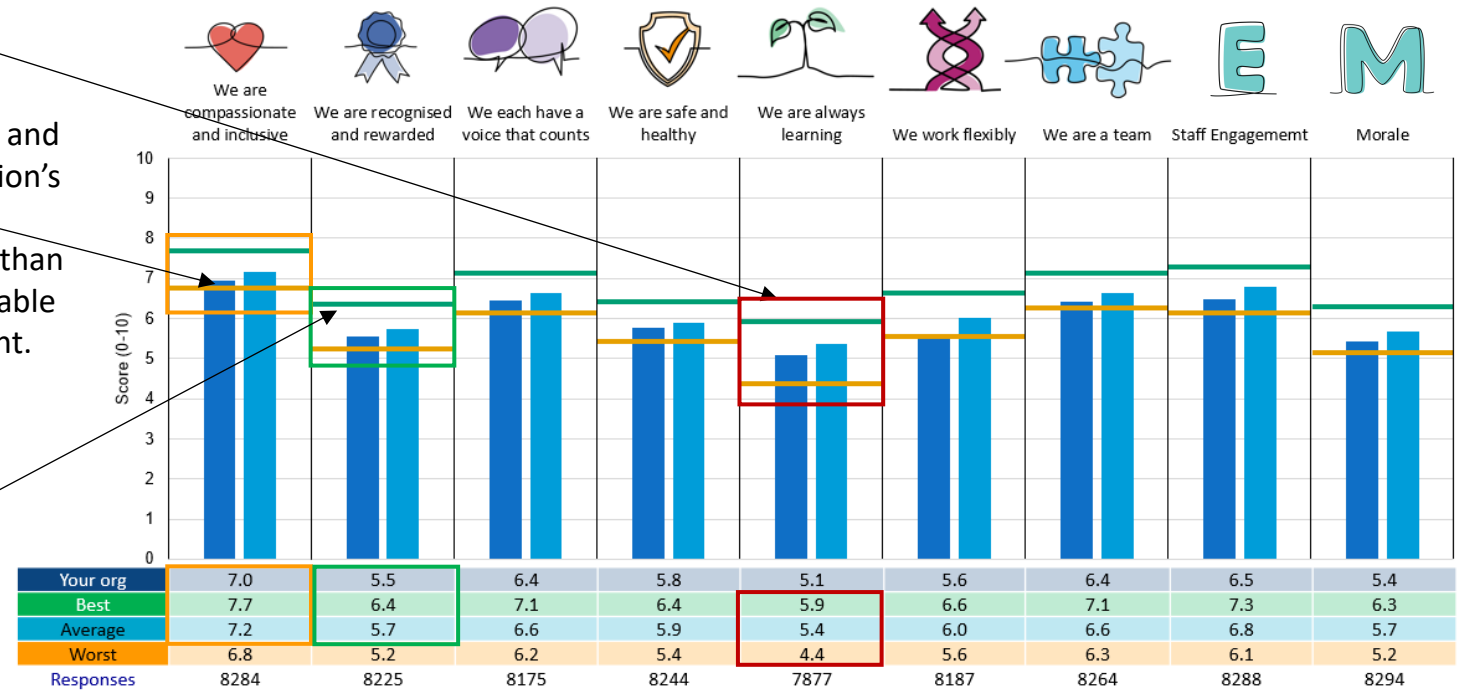
People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are 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 important 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.



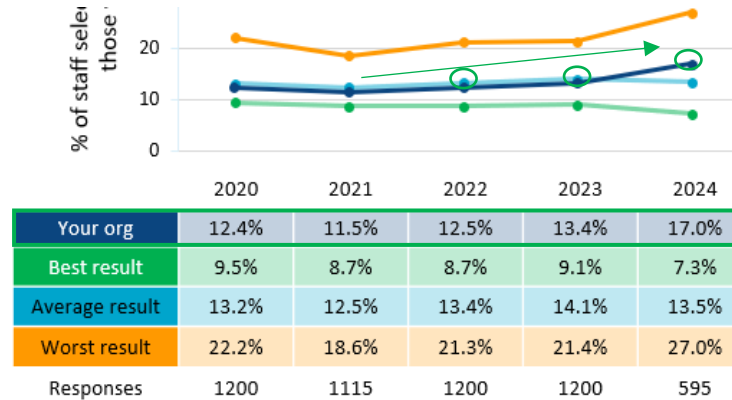
Only one example is highlighted for each point

## 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.

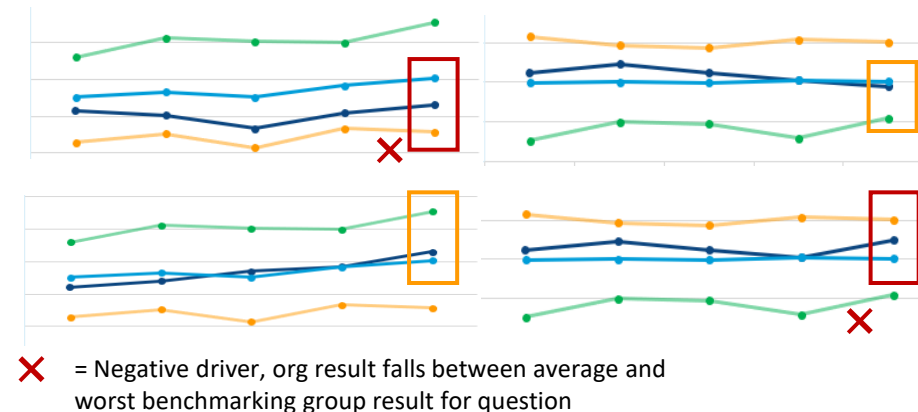


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

## 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.

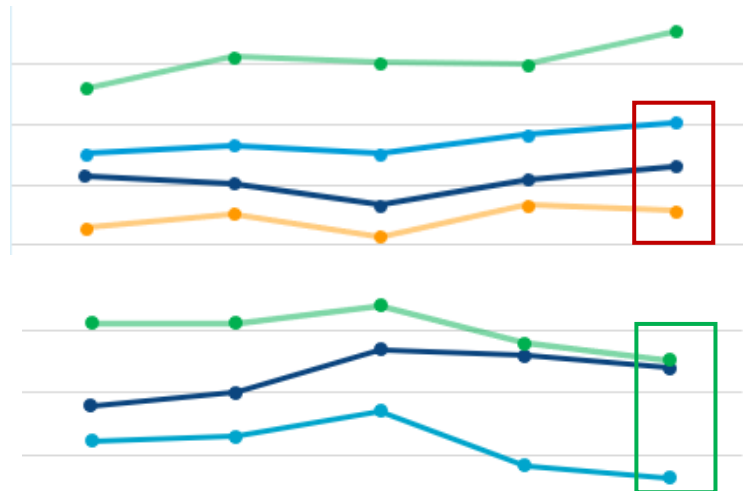
### Identifying questions of interest

#### ➤ 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 Hounslow and Richmond Community Healthcare NHS Trust.



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



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