

# East of England Ambulance Service NHS Trust

## NHS Staff Survey Benchmark report 2024



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# Introduction

## About this report

This benchmark report for East of England Ambulance Service 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 themes (Staff Engagement and Morale). The reporting also includes sub-scores, which feed into the People Promise elements and themes. The next slide shows how the People Promise elements, themes and sub scores are related and mapped to individual survey questions.

# People Promise elements, themes and sub-scores

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

Questions not linked to the People Promise elements or themes

## Introduction

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

## Organisation details

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

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

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

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

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

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



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

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

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

## Questions not linked to People Promise

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

## Workforce Equality Standards

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

## About your respondents

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

## Appendices

Here you will find:

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

## Key features

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

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

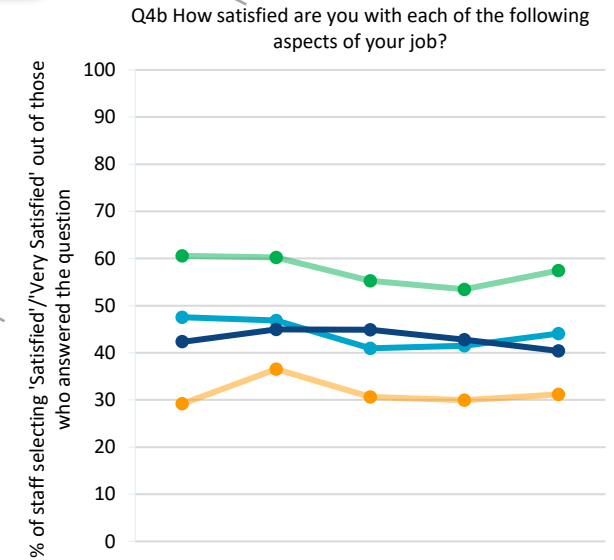
Note this is example data



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

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

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



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

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

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

## Organisation details



East of England Ambulance Service NHS Trust

## 2024 NHS Staff Survey



### Organisation details

Completed questionnaires **3139**

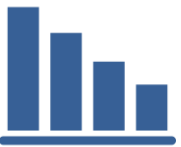
2024 response rate **48%**

### Survey details

Survey mode **Online**

### This organisation is benchmarked against:

Ambulance Trusts



### 2024 benchmarking group details

Organisations in group: 11

Median response rate: 49%

No. of completed questionnaires: 32939

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

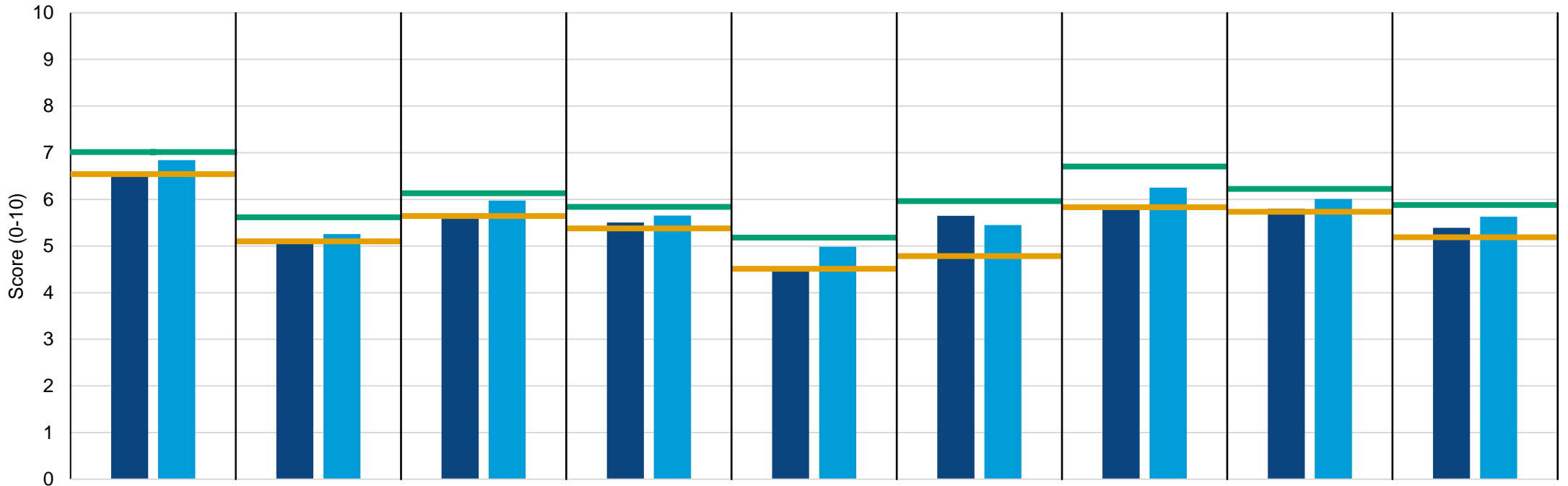


## People Promise elements, themes and sub-score results

## 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	6.54	5.10	5.64	5.50	4.51	5.65	5.83	5.80	5.39
Best result	7.01	5.62	6.13	5.84	5.18	5.96	6.70	6.22	5.88
Average result	6.84	5.25	5.98	5.65	4.98	5.45	6.25	6.01	5.63
Worst result	6.54	5.10	5.64	5.38	4.51	4.78	5.83	5.73	5.19
Responses	3136	3136	3124	3125	2949	3122	3132	3138	3138

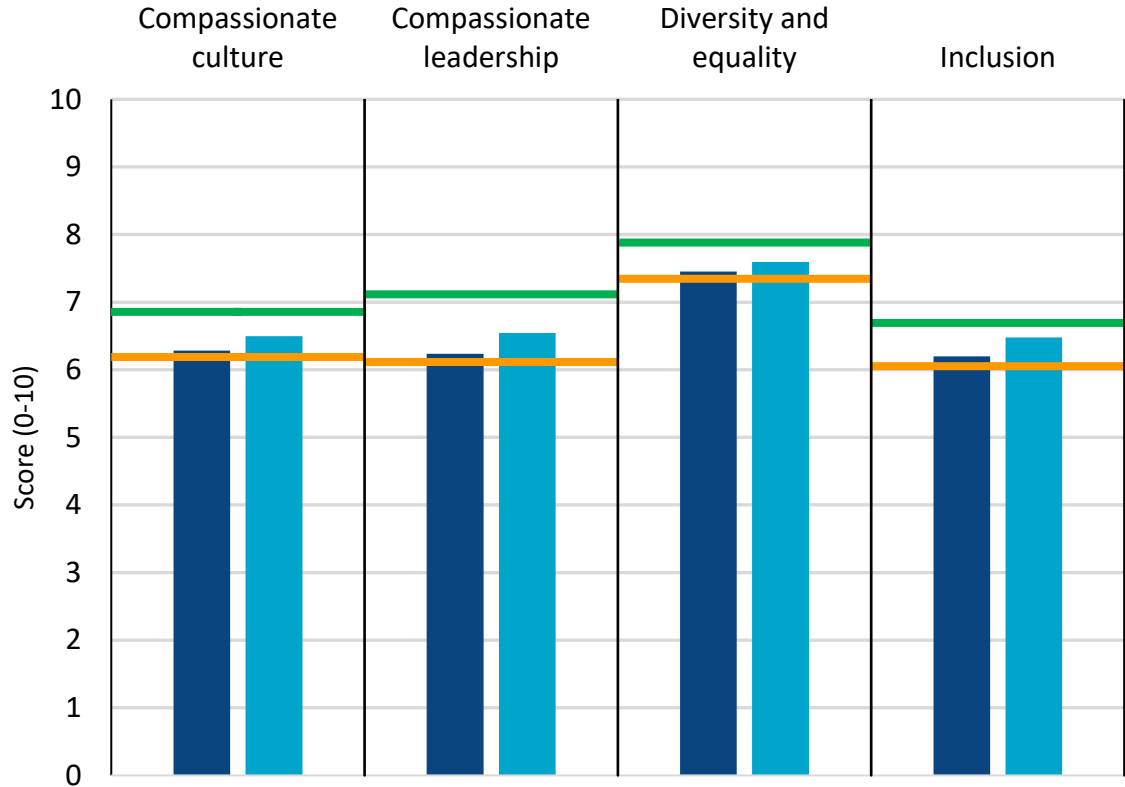


# People Promise elements, themes and sub-scores: Sub-score overview

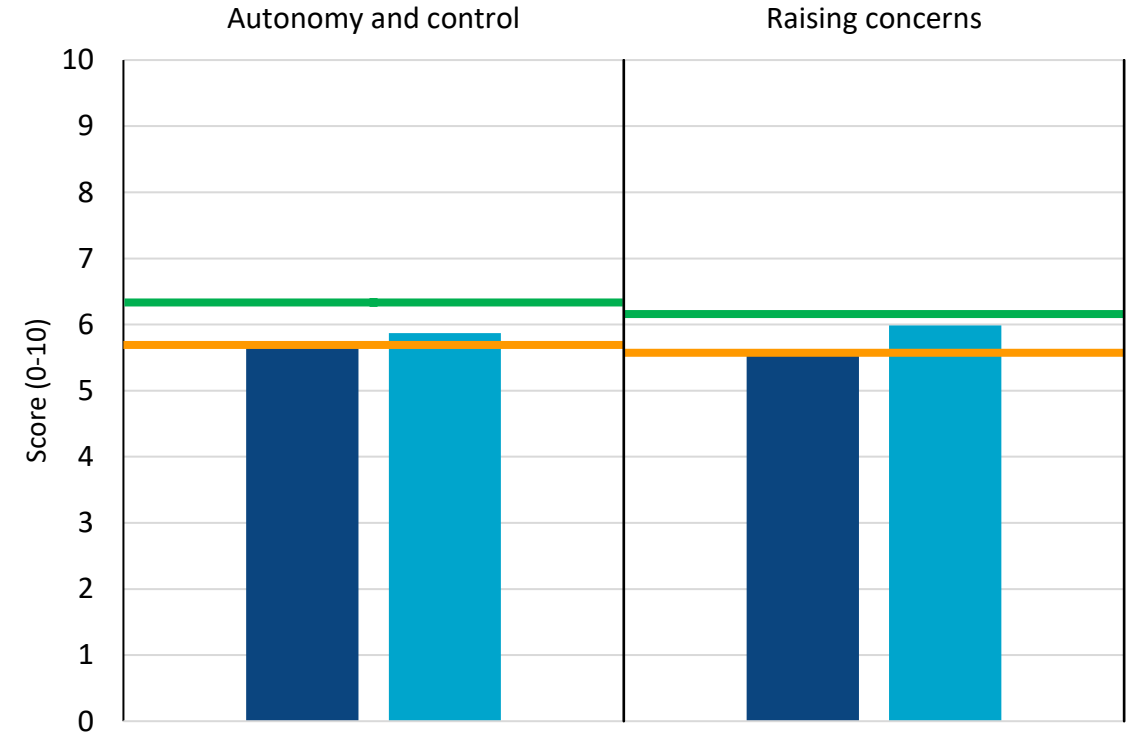
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



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



Your org	6.28	6.24	7.45	6.20
Best result	6.86	7.12	7.88	6.69
Average result	6.50	6.54	7.59	6.48
Worst result	6.19	6.12	7.35	6.05
Responses	3131	3136	3116	3128

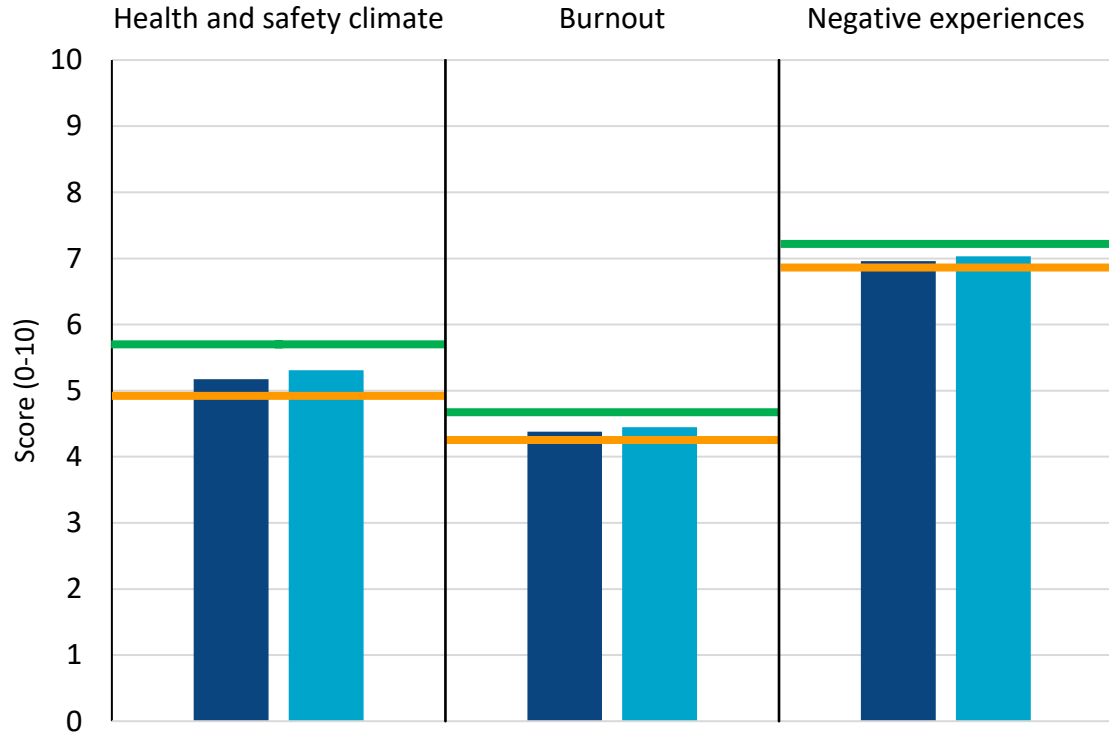
Your org	5.71	5.57
Best result	6.33	6.16
Average result	5.87	5.99
Worst result	5.69	5.57
Responses	3138	3124

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

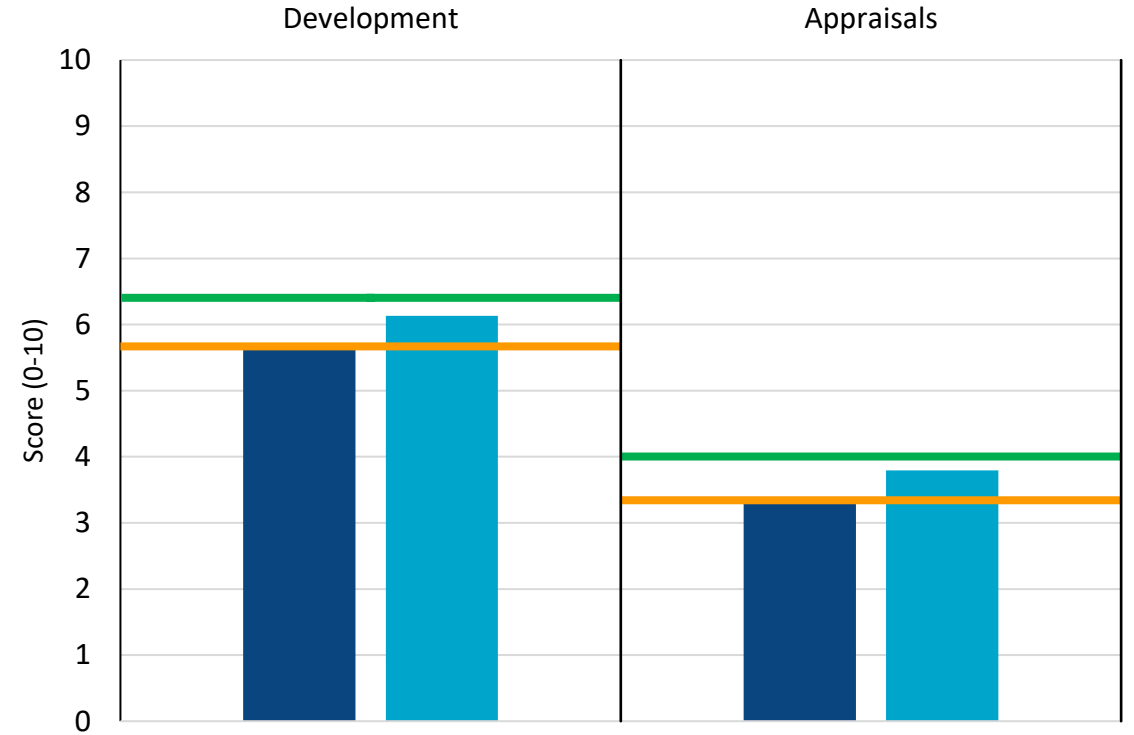
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



Your org	5.18	4.38	6.96
Best result	5.70	4.67	7.22
Average result	5.31	4.45	7.03
Worst result	4.92	4.25	6.86
Responses	3136	3134	3130

Your org	5.67	3.34
Best result	6.40	4.00
Average result	6.13	3.79
Worst result	5.67	3.34
Responses	3132	2951

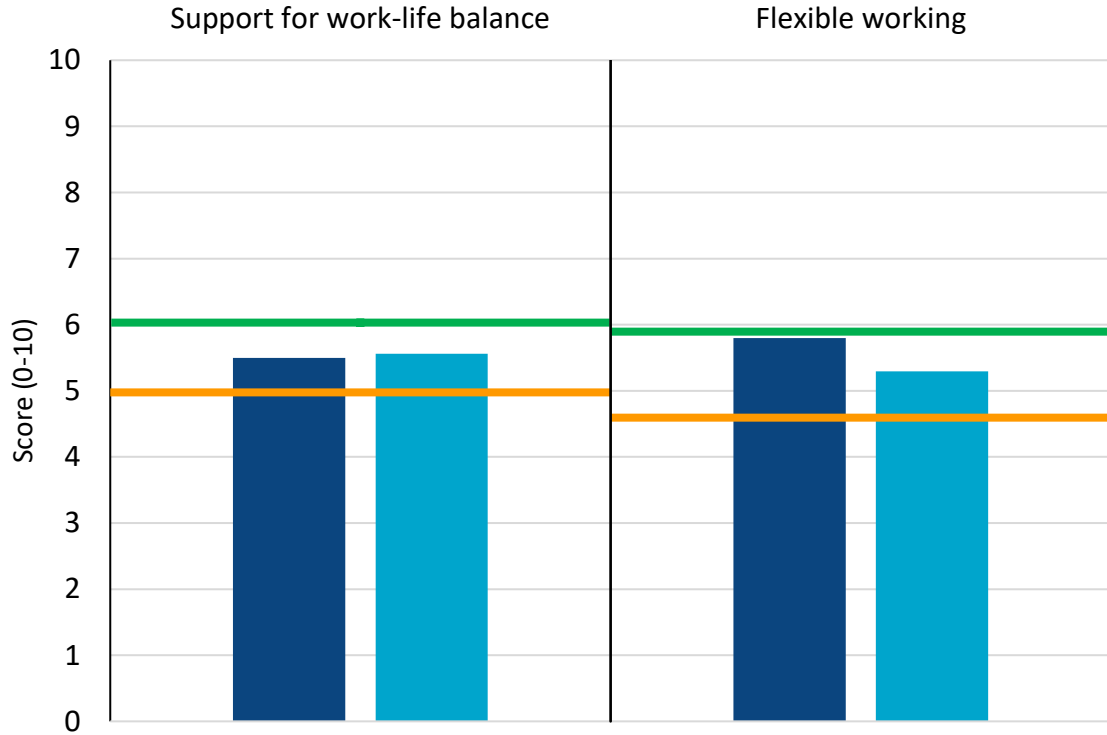
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 6: We work flexibly



## Promise element 7: We are a team



Your org	5.50	5.80
Best result	6.03	5.89
Average result	5.56	5.29
Worst result	4.98	4.59
Responses	3132	3128

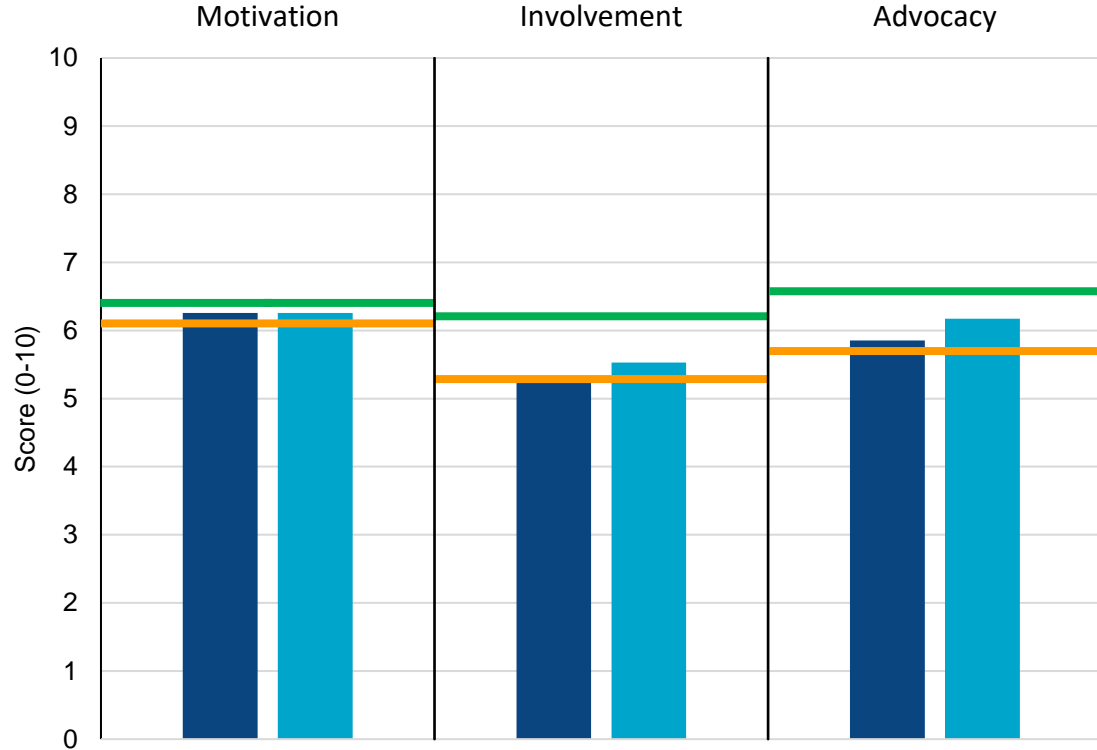


Your org	5.84	5.83
Best result	6.53	6.88
Average result	6.15	6.28
Worst result	5.84	5.76
Responses	3135	3135

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



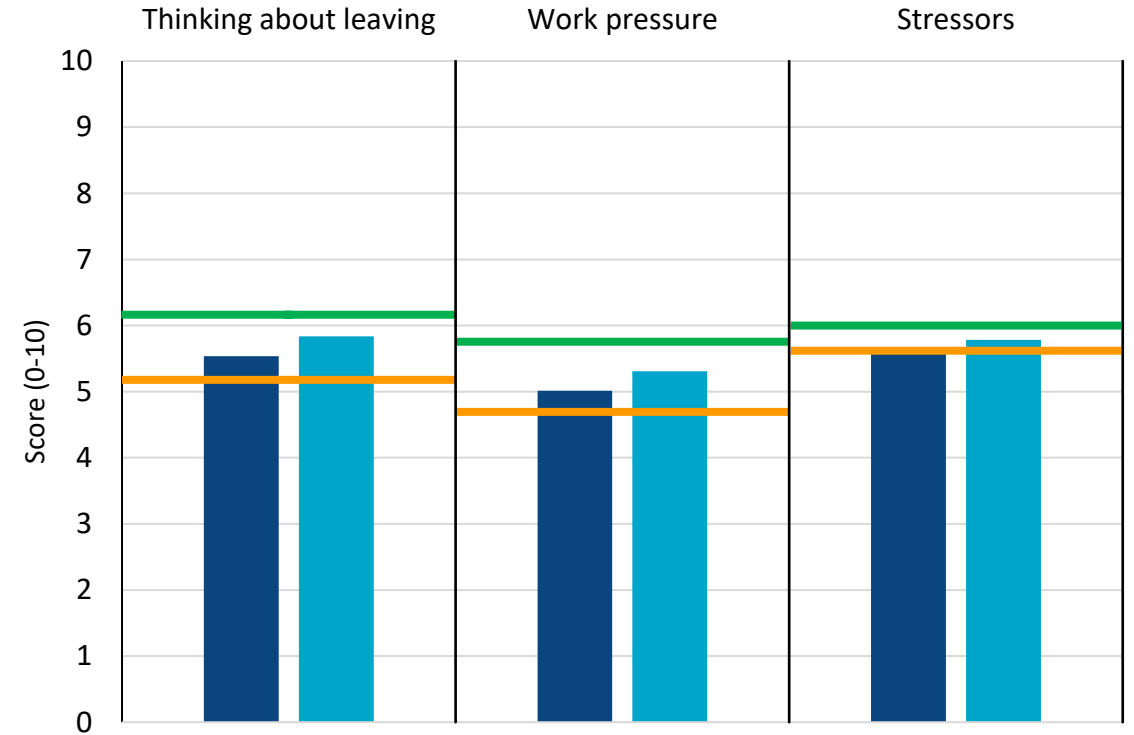
## Theme: Staff engagement



Your org	6.25	5.29	5.85
Best result	6.40	6.21	6.58
Average result	6.25	5.53	6.17
Worst result	6.10	5.29	5.70
Responses	3132	3138	3131



## Theme: Morale



Your org	5.53	5.01	5.62
Best result	6.16	5.76	6.00
Average result	5.84	5.31	5.79
Worst result	5.18	4.69	5.62
Responses	3132	3136	3137

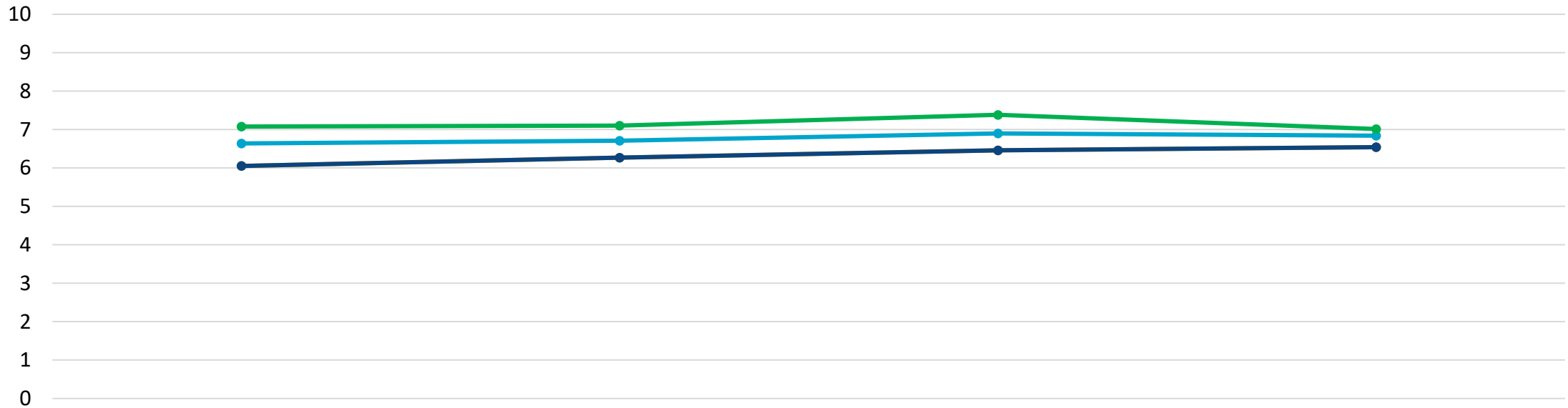


## People Promise elements, themes and sub-scores: Trends

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

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

We are compassionate and inclusive

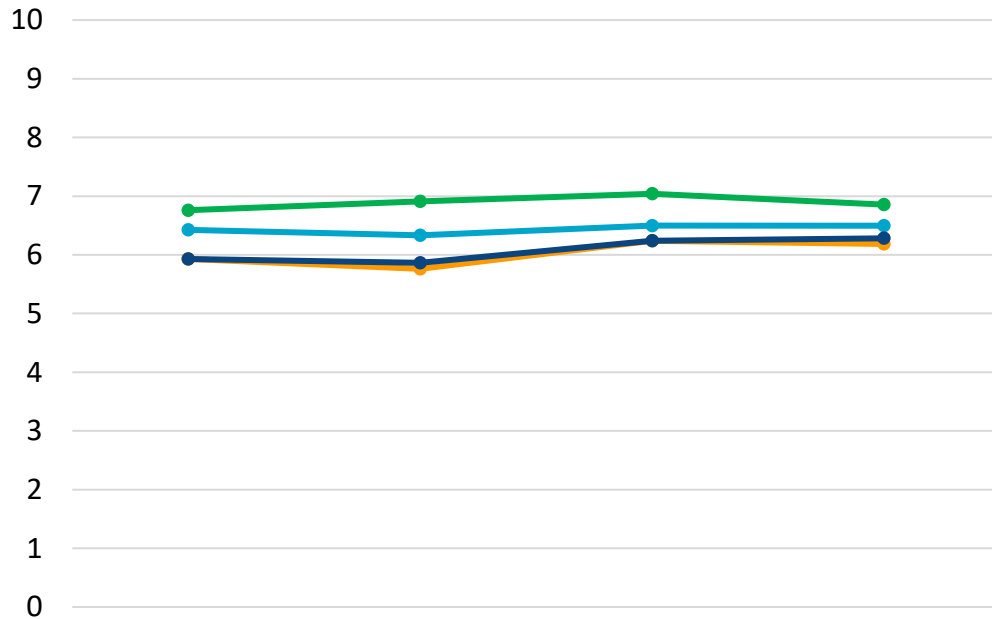


	2021	2022	2023	2024
Your org	6.05	6.27	6.46	6.54
Best result	7.08	7.10	7.38	7.01
Average result	6.64	6.71	6.90	6.84
Worst result	6.05	6.27	6.46	6.54
Responses	2642	3325	3058	3136

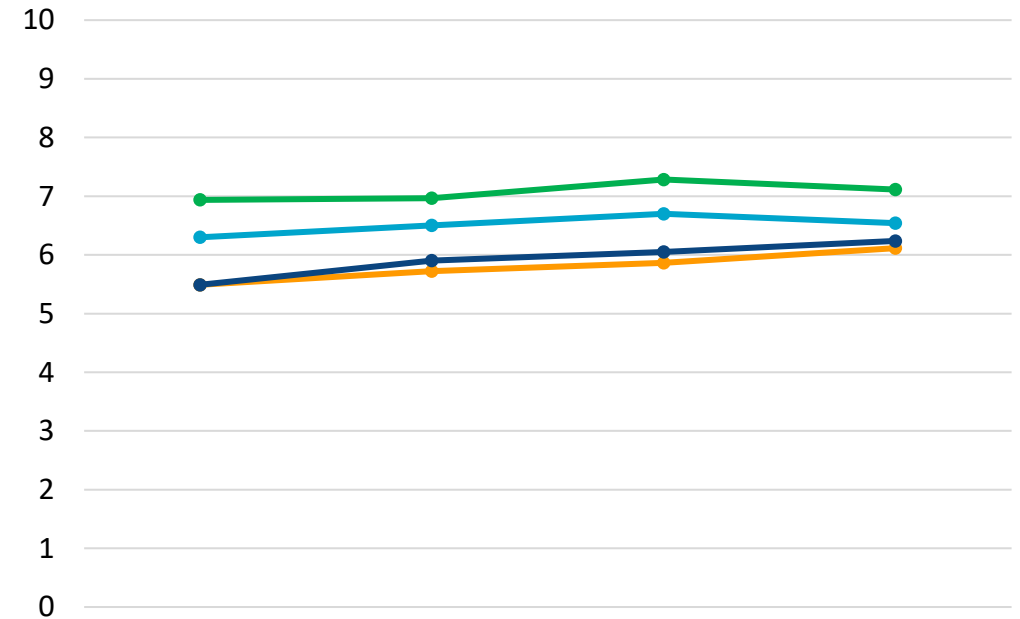
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



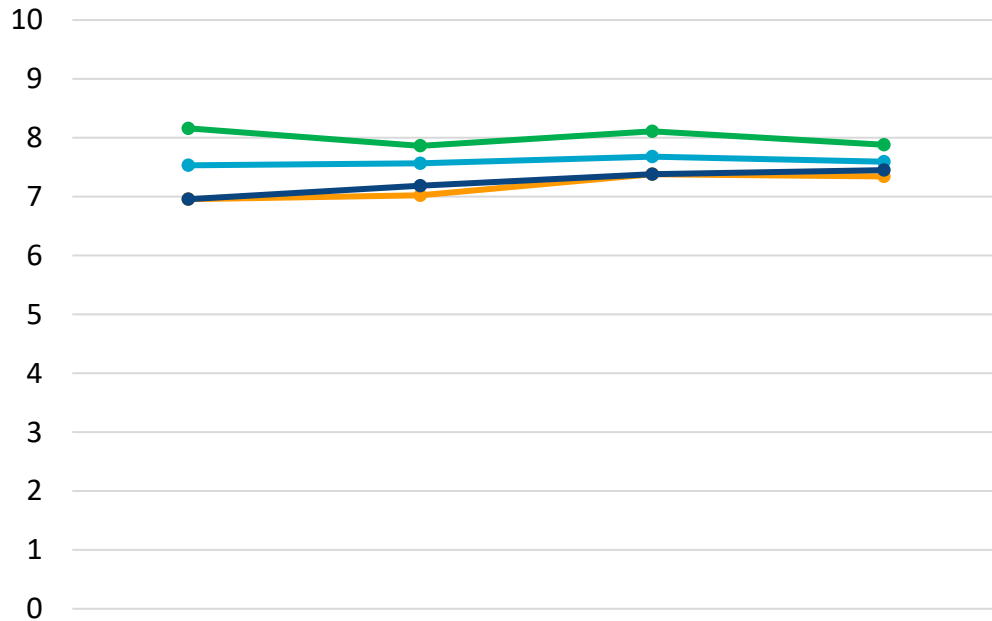
	2021	2022	2023	2024
Your org	5.93	5.86	6.24	6.28
Best result	6.76	6.91	7.04	6.86
Average result	6.43	6.33	6.50	6.50
Worst result	5.93	5.76	6.24	6.19
Responses	2612	3323	3051	3131

	2021	2022	2023	2024
Your org	5.49	5.90	6.05	6.24
Best result	6.94	6.97	7.28	7.12
Average result	6.30	6.50	6.70	6.54
Worst result	5.49	5.72	5.86	6.12
Responses	2648	3319	3053	3136

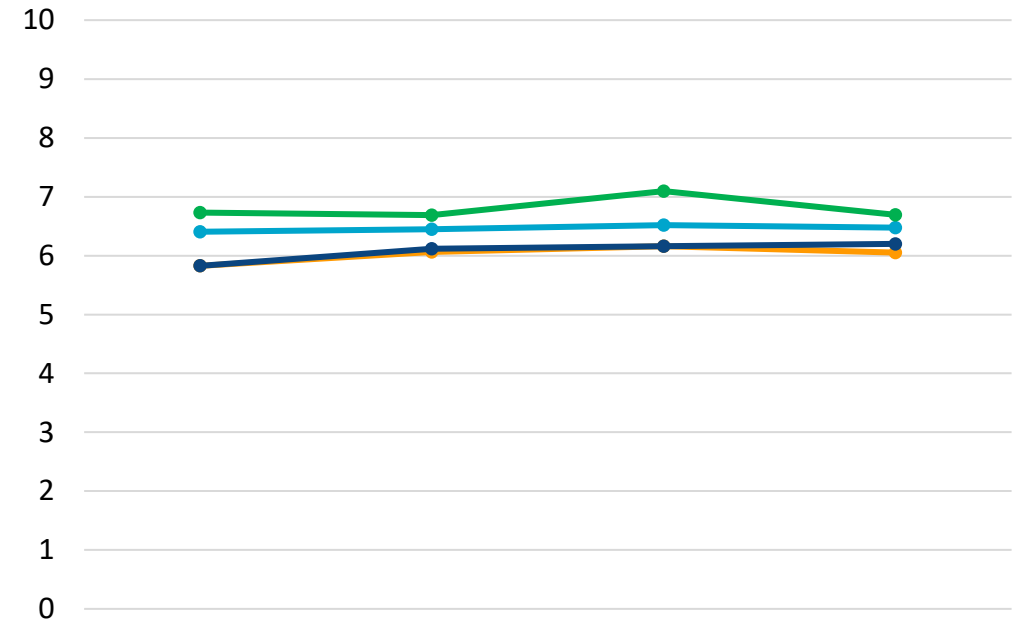
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



	2021	2022	2023	2024
Your org	6.96	7.19	7.38	7.45
Best result	8.16	7.86	8.11	7.88
Average result	7.53	7.57	7.68	7.59
Worst result	6.96	7.02	7.38	7.35
Responses	2643	3322	3058	3116

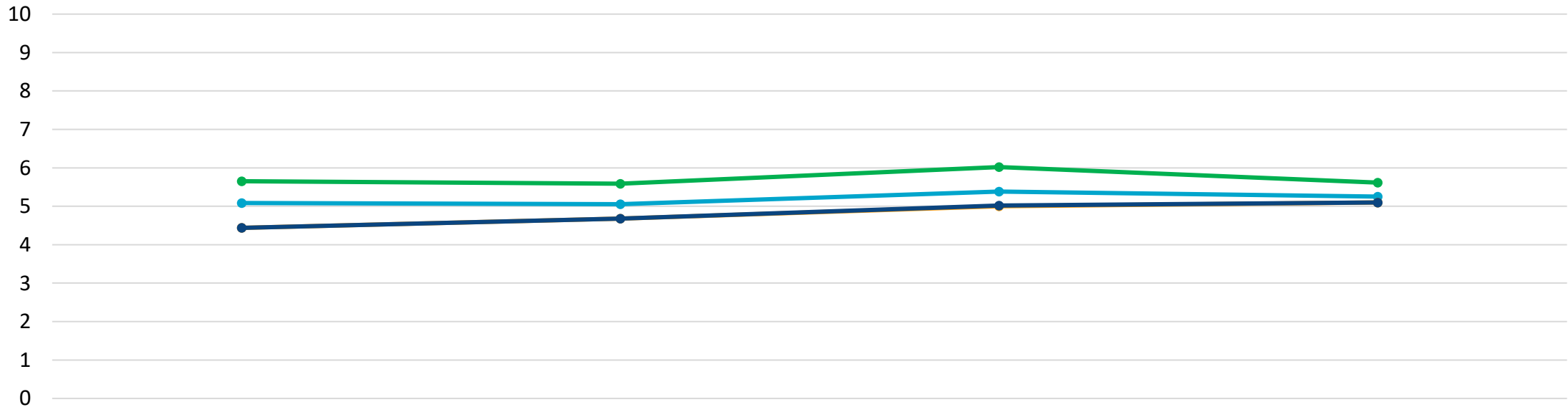
	2021	2022	2023	2024
Your org	5.83	6.12	6.16	6.20
Best result	6.73	6.69	7.10	6.69
Average result	6.41	6.45	6.52	6.48
Worst result	5.83	6.06	6.16	6.05
Responses	2655	3319	3048	3128

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



## Promise element 2: We are recognised and rewarded

We are recognised and rewarded



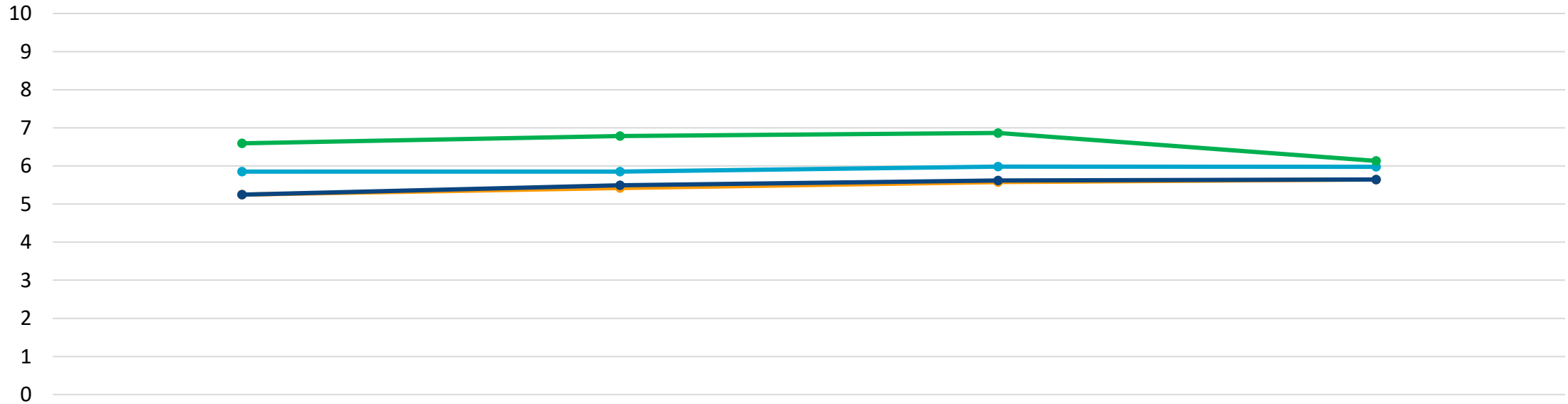
	2021	2022	2023	2024
Your org	4.44	4.68	5.02	5.10
Best result	5.65	5.59	6.02	5.62
Average result	5.08	5.05	5.38	5.25
Worst result	4.44	4.68	5.00	5.10
Responses	2710	3323	3051	3136

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



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

We each have a voice that counts



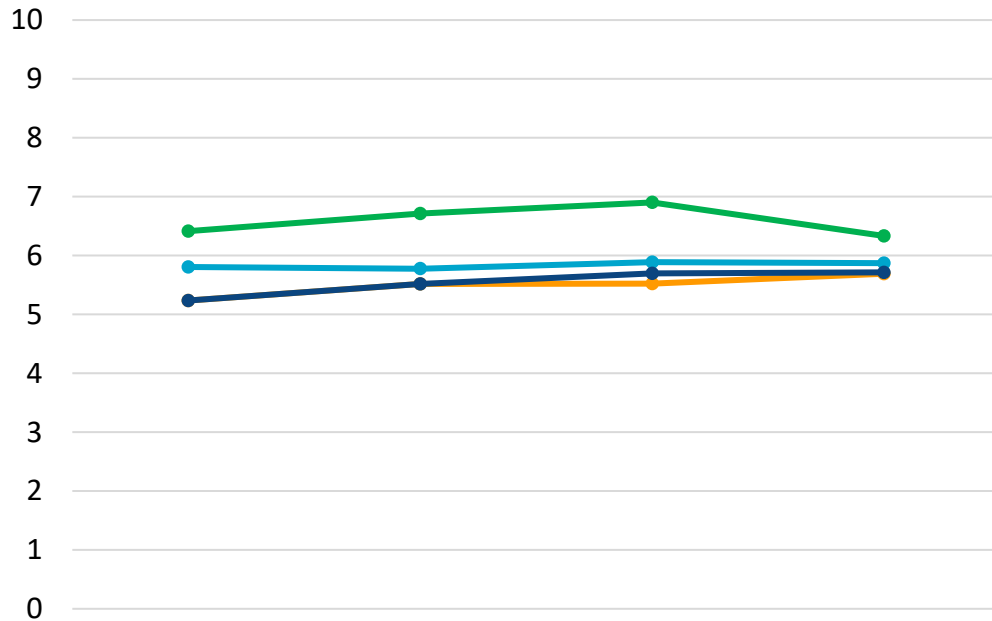
	2021	2022	2023	2024
Your org	5.25	5.49	5.62	5.64
Best result	6.59	6.78	6.86	6.13
Average result	5.85	5.85	5.98	5.98
Worst result	5.25	5.42	5.58	5.64
Responses	2603	3319	3045	3124

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

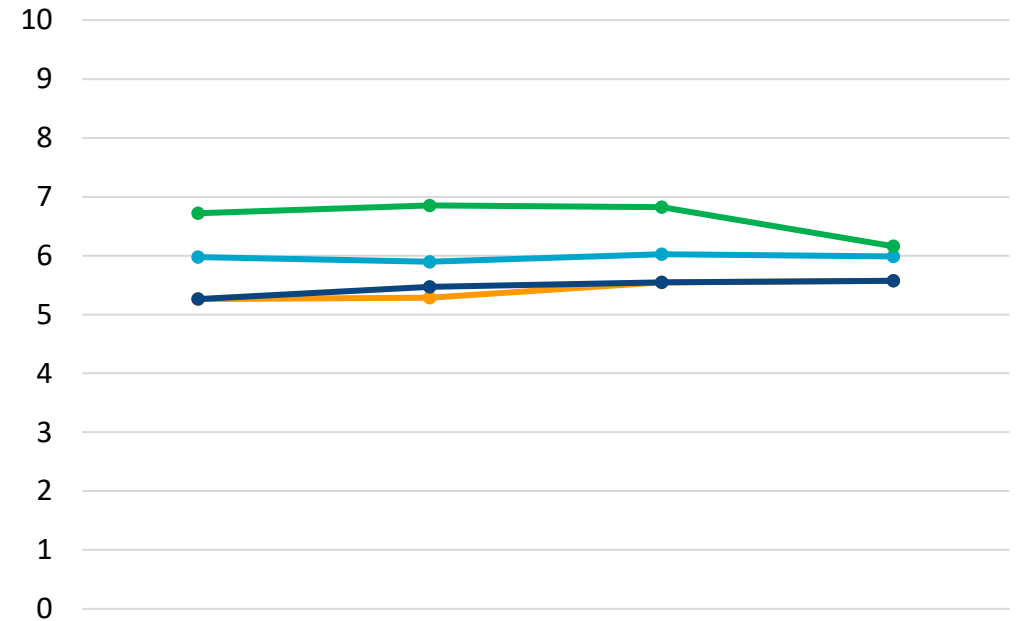


## Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023	2024
Your org	5.24	5.51	5.69	5.71
Best result	6.42	6.71	6.90	6.33
Average result	5.80	5.78	5.89	5.87
Worst result	5.24	5.51	5.52	5.69
Responses	2713	3325	3060	3138

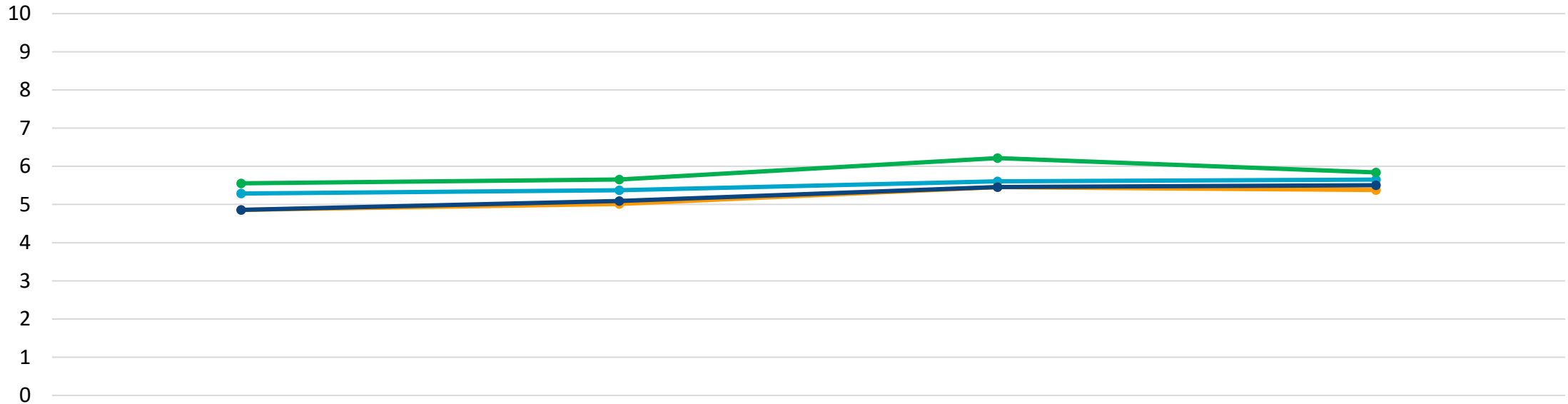
	2021	2022	2023	2024
Your org	5.26	5.47	5.54	5.57
Best result	6.72	6.85	6.83	6.16
Average result	5.97	5.90	6.02	5.99
Worst result	5.26	5.28	5.54	5.57
Responses	2603	3320	3046	3124

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



## Promise element 4: We are safe and healthy

We are safe and healthy



	2021	2022	2023	2024
Your org	4.86	5.09	5.45	5.50
Best result	5.55	5.66	6.22	5.84
Average result	5.29	5.37	5.61	5.65
Worst result	4.86	5.02	5.45	5.38
Responses	2638	3313	2440	3125

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

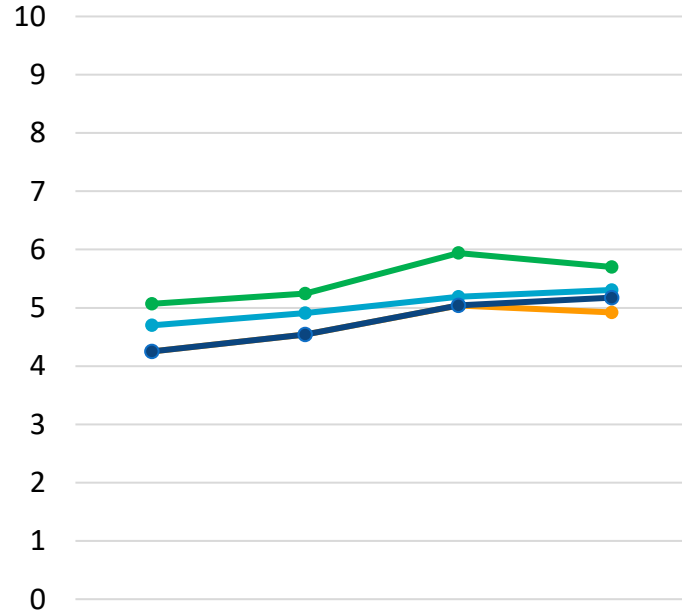


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



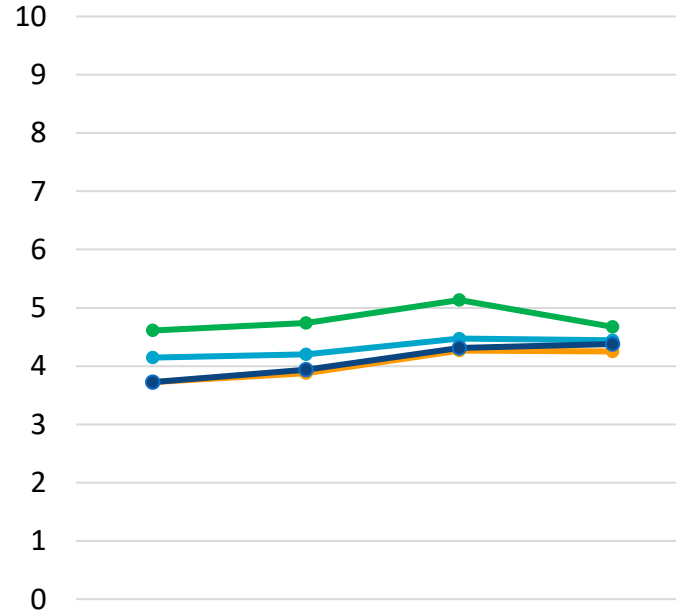
## Promise element 4: We are safe and healthy

### Health and safety climate



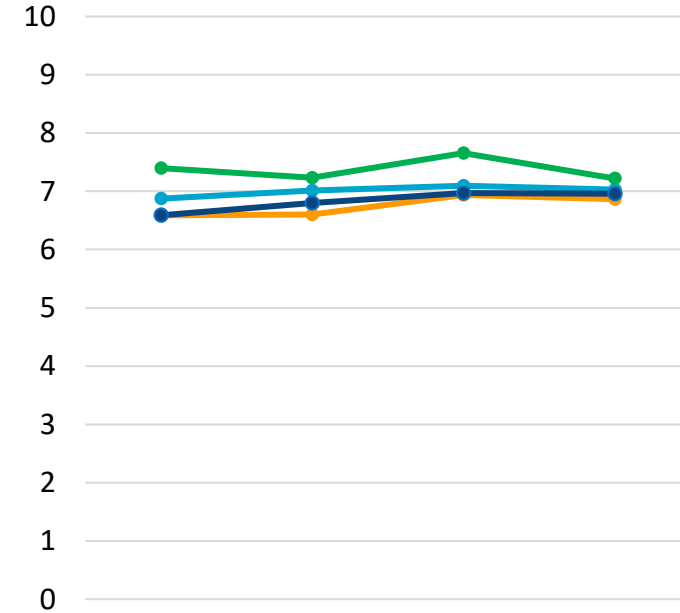
	2021	2022	2023	2024
<b>Your org</b>	4.25	4.54	5.04	5.18
<b>Best result</b>	5.07	5.25	5.94	5.70
<b>Average result</b>	4.70	4.91	5.19	5.31
<b>Worst result</b>	4.25	4.54	5.04	4.92
Responses	2713	3325	2450	3136

### Burnout



	2021	2022	2023	2024
<b>Your org</b>	3.73	3.94	4.31	4.38
<b>Best result</b>	4.61	4.74	5.13	4.67
<b>Average result</b>	4.15	4.20	4.47	4.45
<b>Worst result</b>	3.73	3.88	4.27	4.25
Responses	2649	3323	3059	3134

### Negative experiences



	2021	2022	2023	2024
<b>Your org</b>	6.59	6.80	6.97	6.96
<b>Best result</b>	7.40	7.23	7.65	7.22
<b>Average result</b>	6.87	7.01	7.09	7.03
<b>Worst result</b>	6.59	6.60	6.94	6.86
Responses	2641	3316	2441	3130

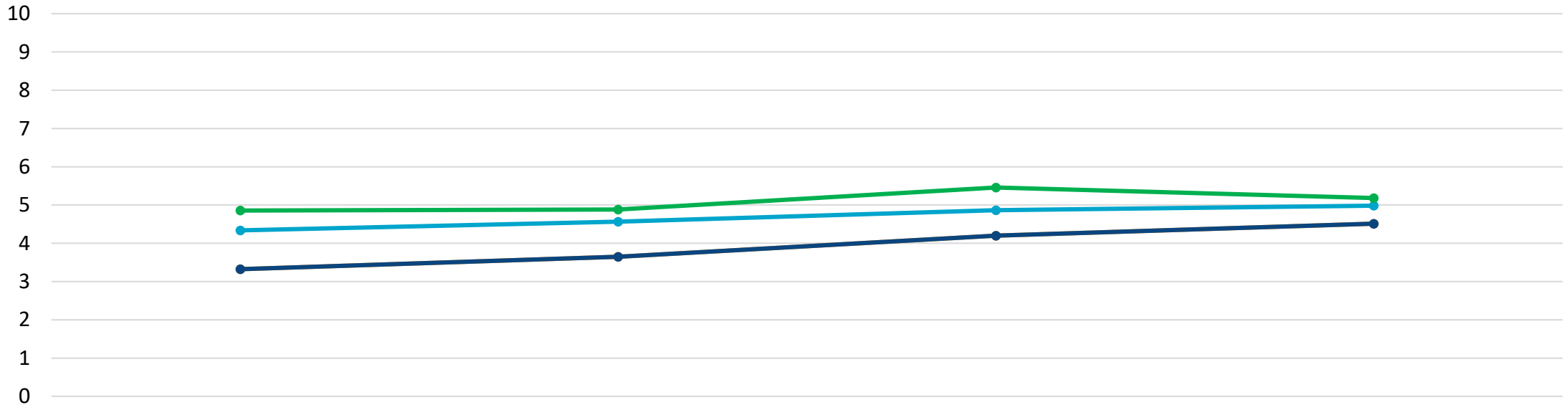
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



## Promise element 5: We are always learning

### We are always learning



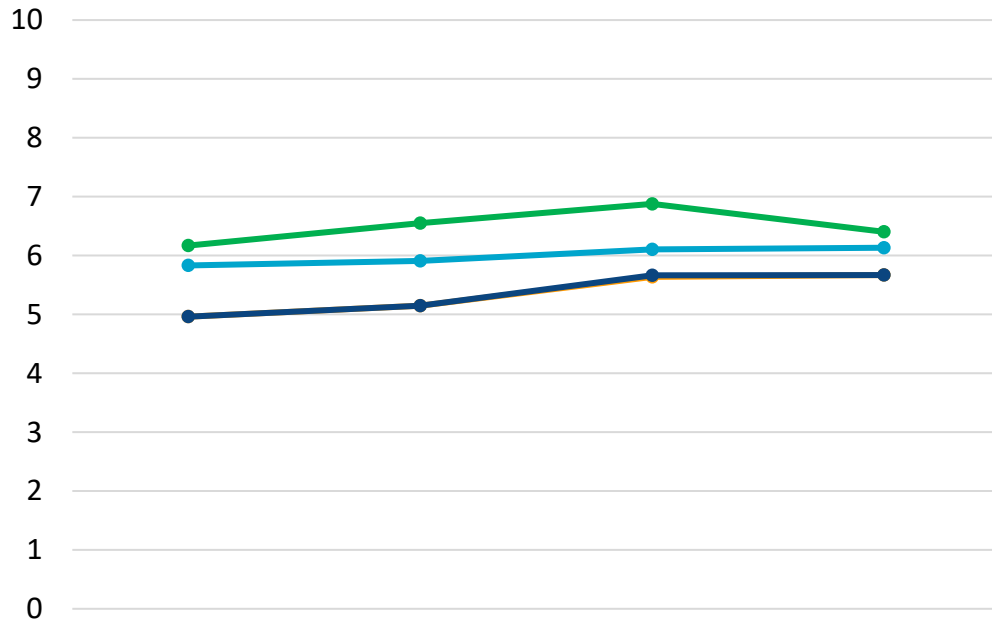
	2021	2022	2023	2024
Your org	3.32	3.65	4.20	4.51
Best result	4.86	4.88	5.46	5.18
Average result	4.34	4.56	4.86	4.98
Worst result	3.32	3.65	4.20	4.51
Responses	2442	3177	2746	2949

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

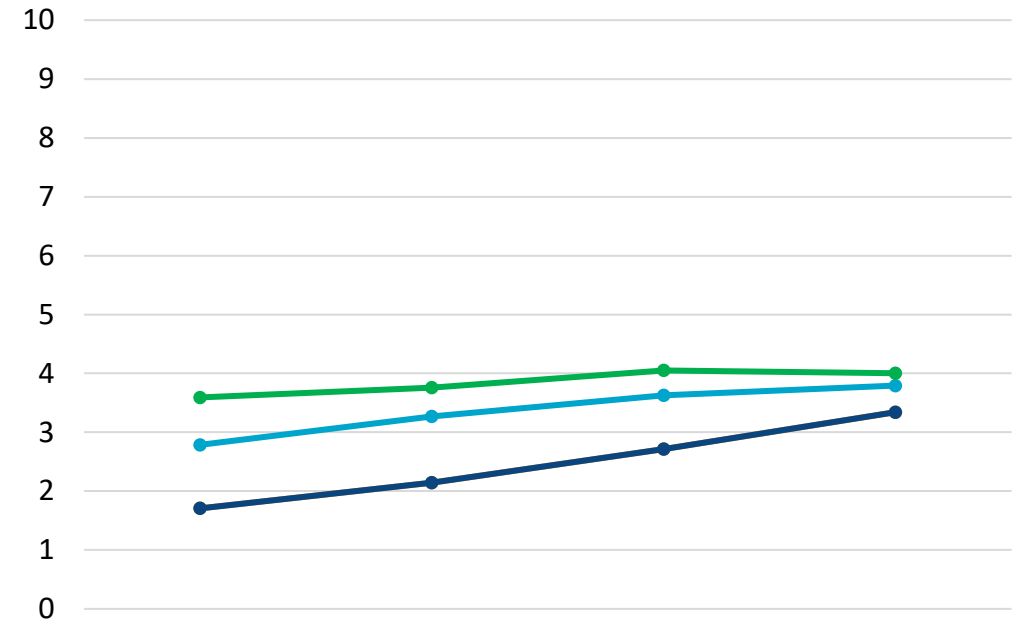


## Promise element 5: We are always learning

Development



Appraisals



	2021	2022	2023	2024
Your org	4.96	5.15	5.67	5.67
Best result	6.17	6.55	6.88	6.40
Average result	5.83	5.91	6.10	6.13
Worst result	4.96	5.15	5.64	5.67
Responses	2629	3322	3045	3132

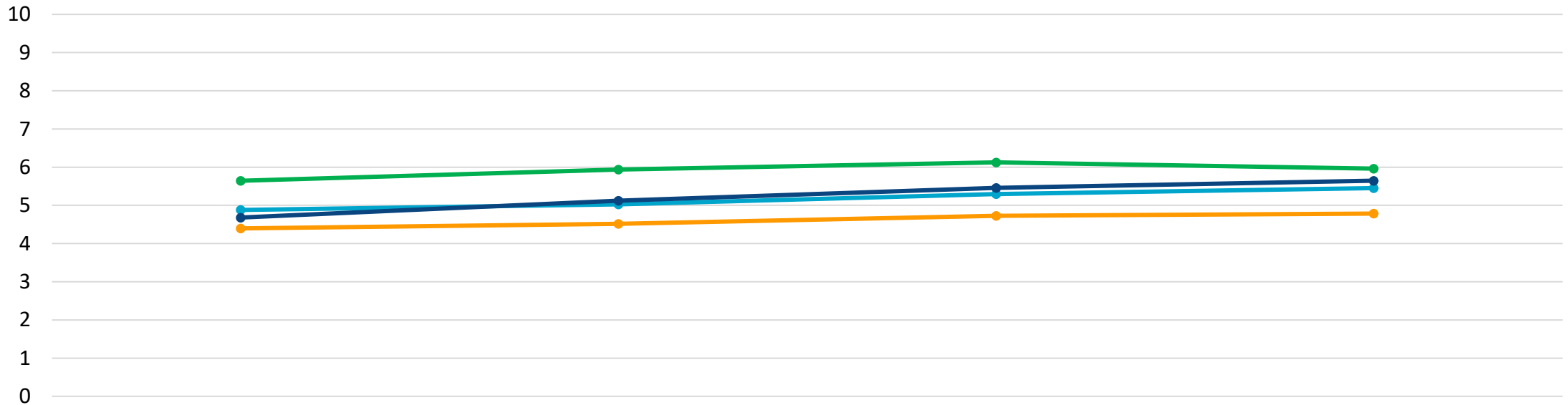
	2021	2022	2023	2024
Your org	1.71	2.15	2.71	3.34
Best result	3.59	3.76	4.05	4.00
Average result	2.79	3.27	3.63	3.79
Worst result	1.71	2.15	2.71	3.34
Responses	2453	3180	2747	2951

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



## Promise element 6: We work flexibly

We work flexibly



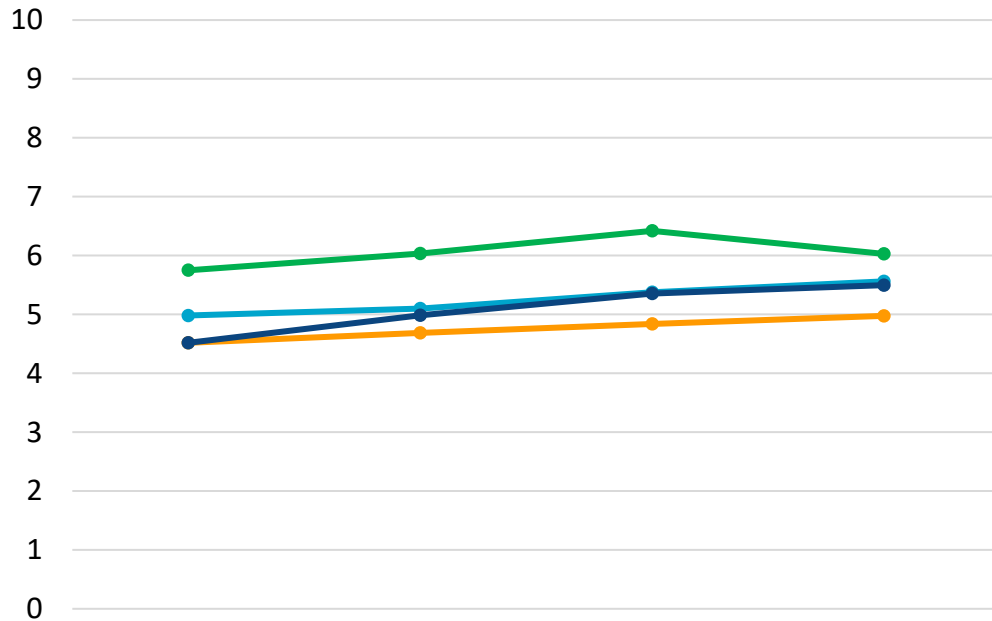
	2021	2022	2023	2024
Your org	4.68	5.12	5.46	5.65
Best result	5.64	5.94	6.13	5.96
Average result	4.88	5.03	5.30	5.45
Worst result	4.40	4.52	4.73	4.78
Responses	2695	3321	3046	3122

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

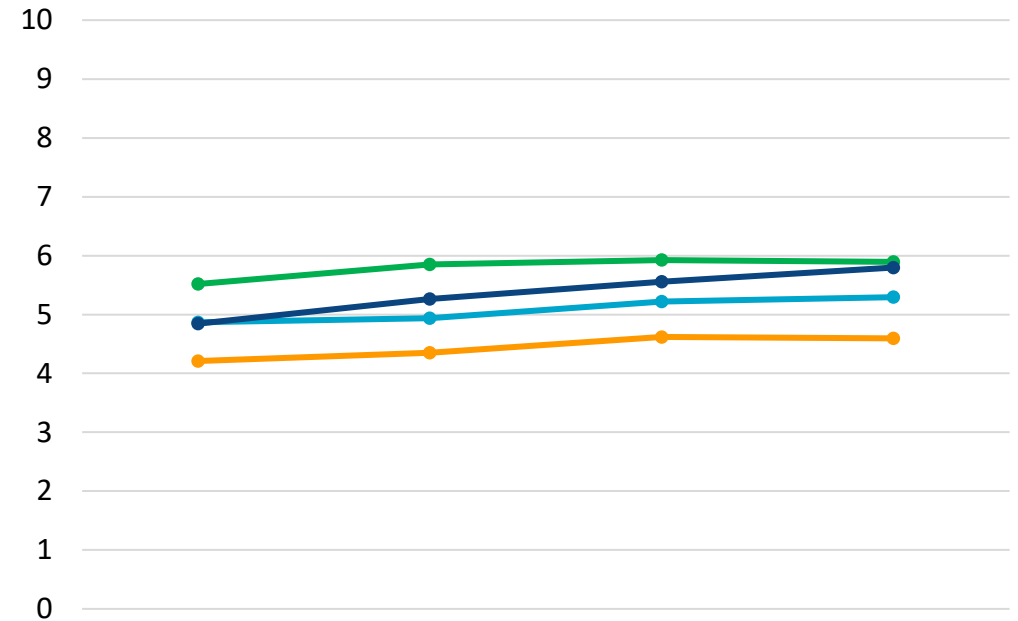


## Promise element 6: We work flexibly

Support for work-life balance



Flexible working



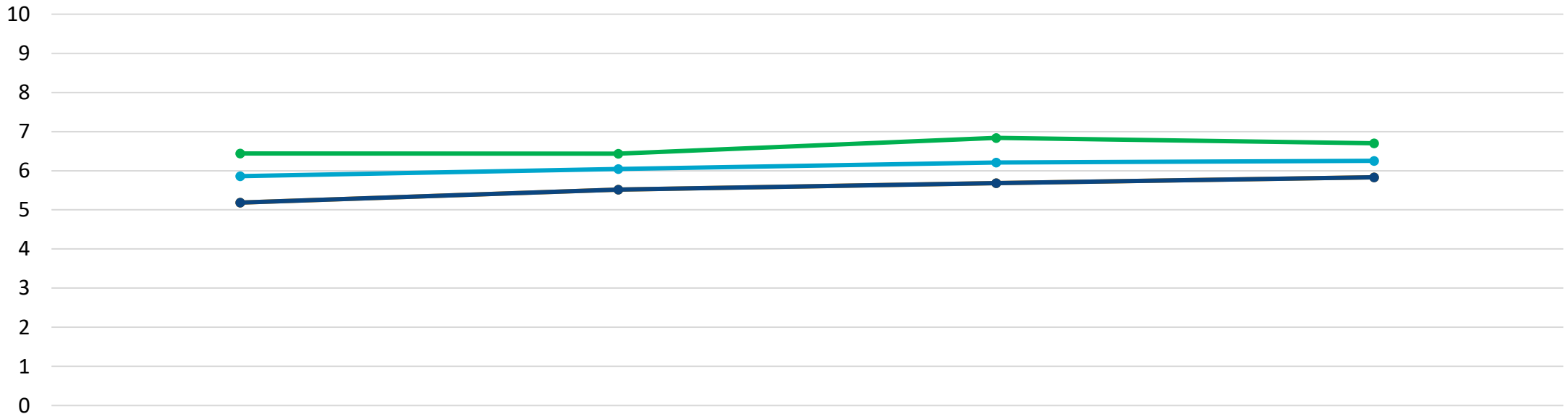
	2021	2022	2023	2024
Your org	4.52	4.98	5.36	5.50
Best result	5.75	6.03	6.42	6.03
Average result	4.98	5.10	5.37	5.56
Worst result	4.52	4.69	4.84	4.98
Responses	2700	3325	3055	3132

	2021	2022	2023	2024
Your org	4.84	5.26	5.56	5.80
Best result	5.52	5.85	5.92	5.89
Average result	4.87	4.94	5.22	5.29
Worst result	4.21	4.35	4.62	4.59
Responses	2705	3322	3049	3128

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

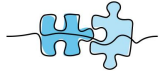
 **Promise element 7: We are a team**

We are a team



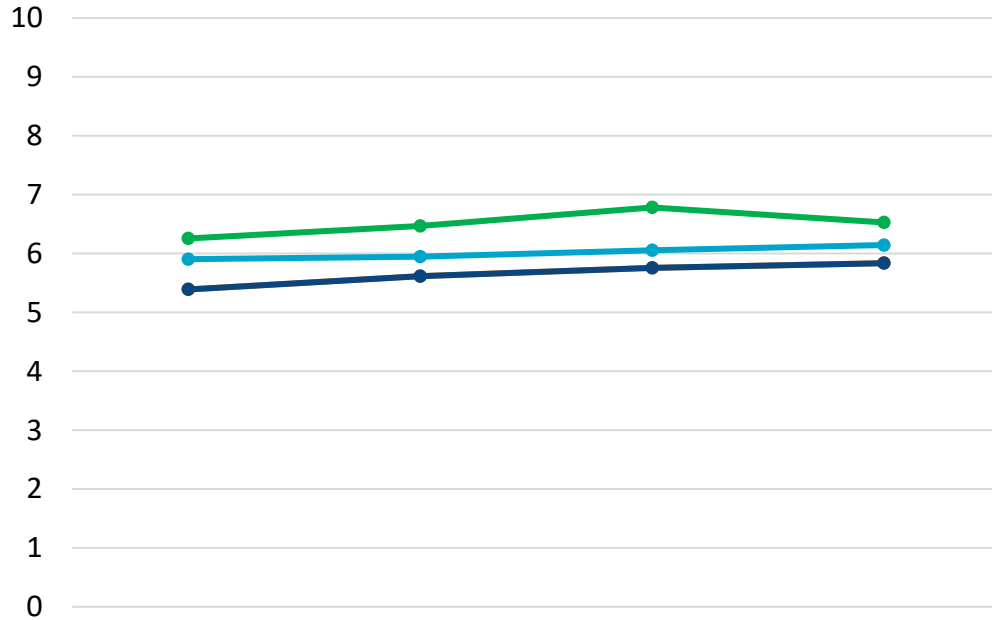
	2021	2022	2023	2024
Your org	5.19	5.52	5.68	5.83
Best result	6.44	6.44	6.84	6.70
Average result	5.86	6.05	6.21	6.25
Worst result	5.19	5.52	5.68	5.83
Responses	2647	3321	3049	3132

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

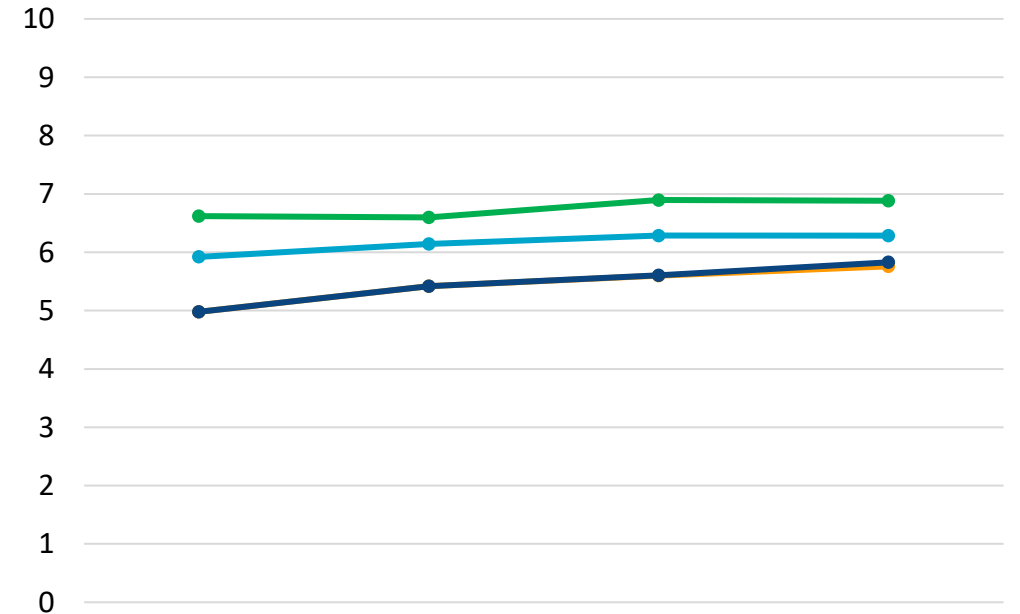


## Promise element 7: We are a team

### Team working



### Line management



	2021	2022	2023	2024
Your org	5.39	5.62	5.76	5.84
Best result	6.26	6.47	6.78	6.53
Average result	5.90	5.95	6.05	6.15
Worst result	5.39	5.62	5.76	5.84
Responses	2675	3322	3052	3135

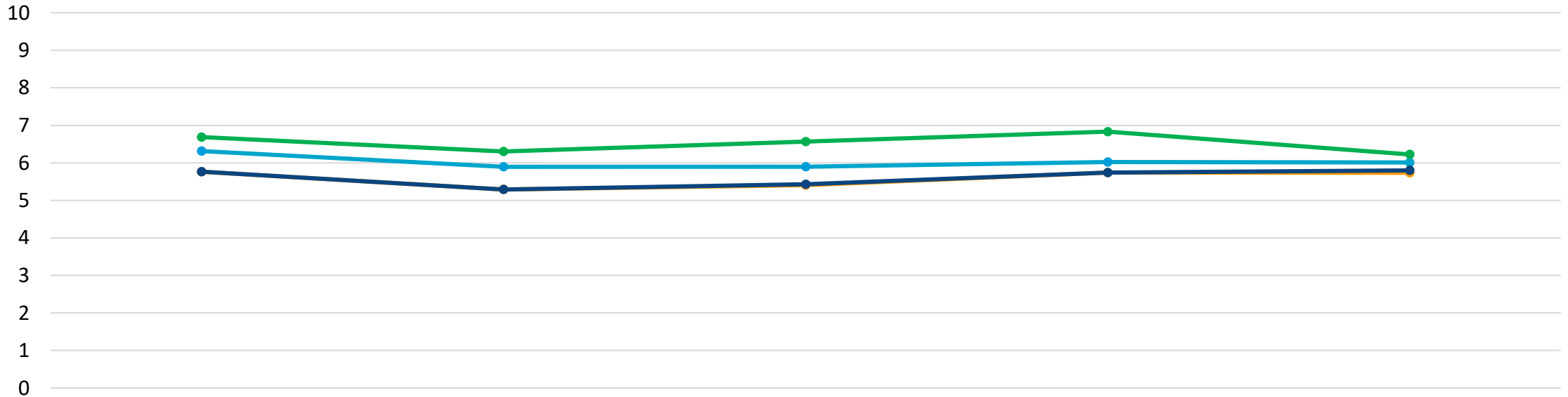
	2021	2022	2023	2024
Your org	4.98	5.42	5.61	5.83
Best result	6.62	6.60	6.90	6.88
Average result	5.92	6.14	6.29	6.28
Worst result	4.98	5.42	5.60	5.76
Responses	2652	3324	3055	3135

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



## Theme: Staff Engagement

Staff Engagement



	2020	2021	2022	2023	2024
Your org	5.76	5.29	5.43	5.74	5.80
Best result	6.69	6.30	6.57	6.83	6.22
Average result	6.31	5.89	5.90	6.02	6.01
Worst result	5.76	5.29	5.41	5.74	5.73
Responses	2572	2713	3325	3060	3138





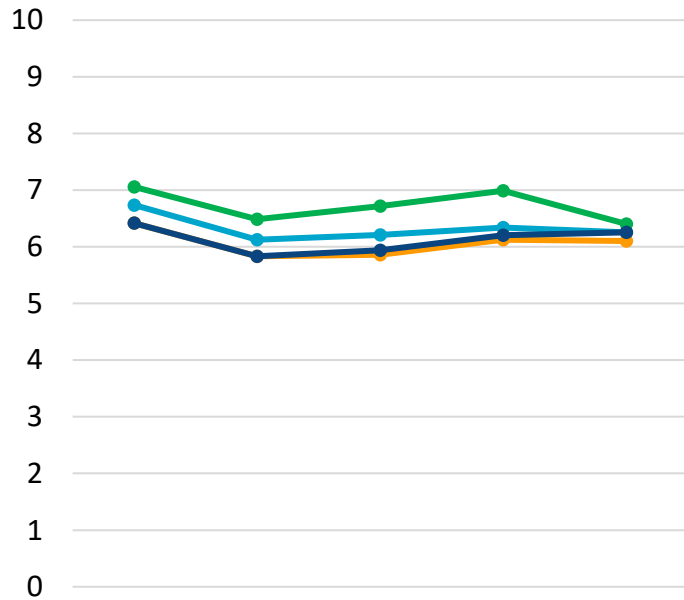
# People Promise elements, themes and sub-scores: Sub-score trends

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



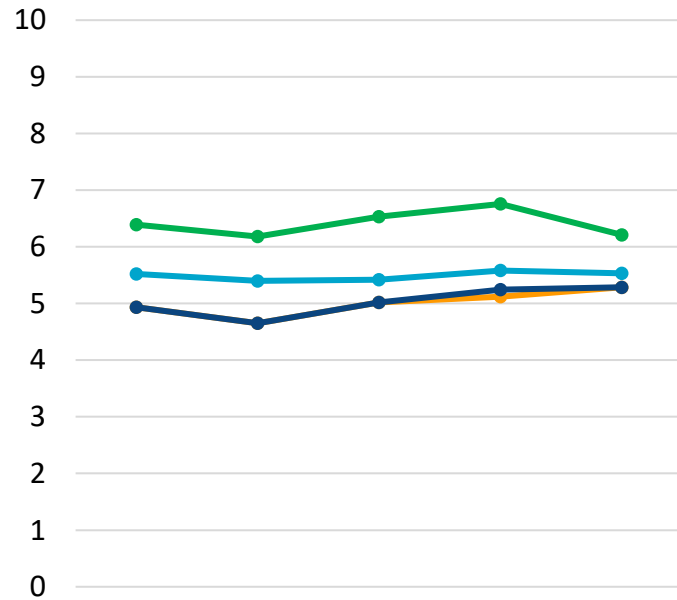
## Theme: Staff Engagement

### Motivation



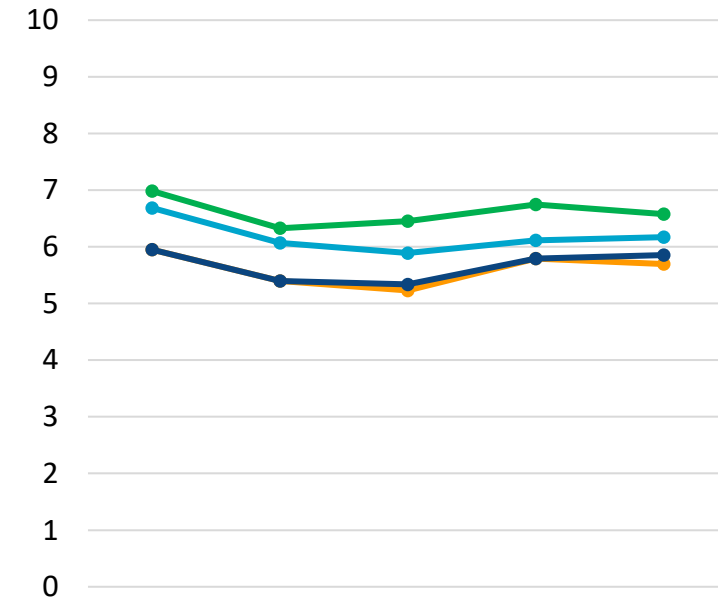
	2020	2021	2022	2023	2024
Your org	6.42	5.83	5.94	6.20	6.25
Best result	7.06	6.48	6.72	6.99	6.40
Average result	6.74	6.12	6.21	6.34	6.25
Worst result	6.42	5.83	5.86	6.12	6.10
Responses	2619	2753	3318	3045	3132

### Involvement



	2020	2021	2022	2023	2024
Your org	4.93	4.65	5.02	5.24	5.29
Best result	6.39	6.18	6.53	6.76	6.21
Average result	5.52	5.40	5.42	5.58	5.53
Worst result	4.93	4.65	5.02	5.12	5.29
Responses	2572	2713	3325	3060	3138

### Advocacy



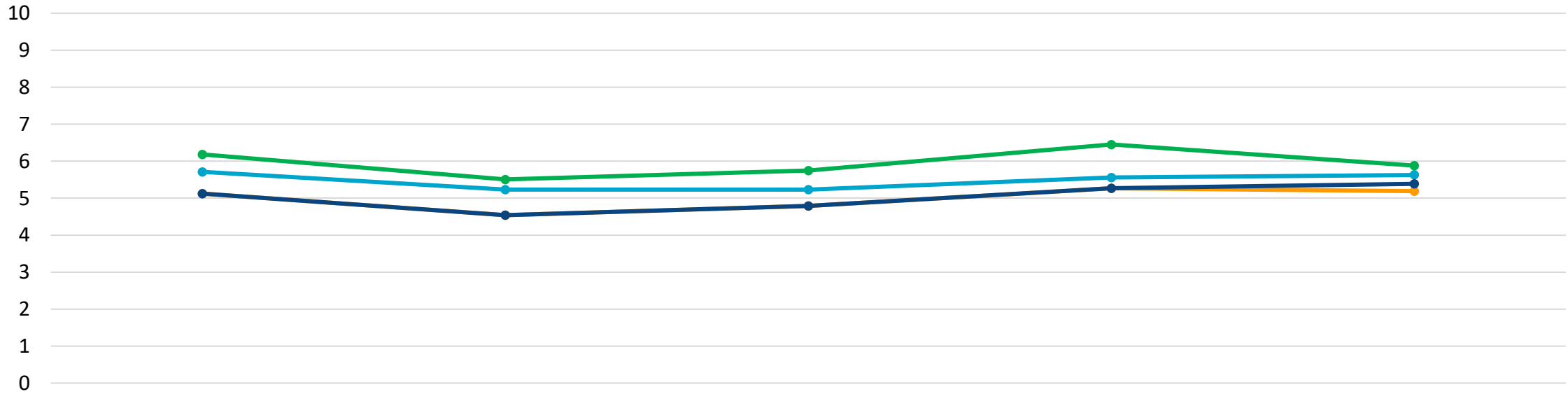
	2020	2021	2022	2023	2024
Your org	5.95	5.40	5.34	5.79	5.85
Best result	6.99	6.33	6.45	6.75	6.58
Average result	6.69	6.07	5.89	6.11	6.17
Worst result	5.95	5.40	5.23	5.79	5.70
Responses	2512	2611	3323	3052	3131

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



## Theme: Morale

### Morale



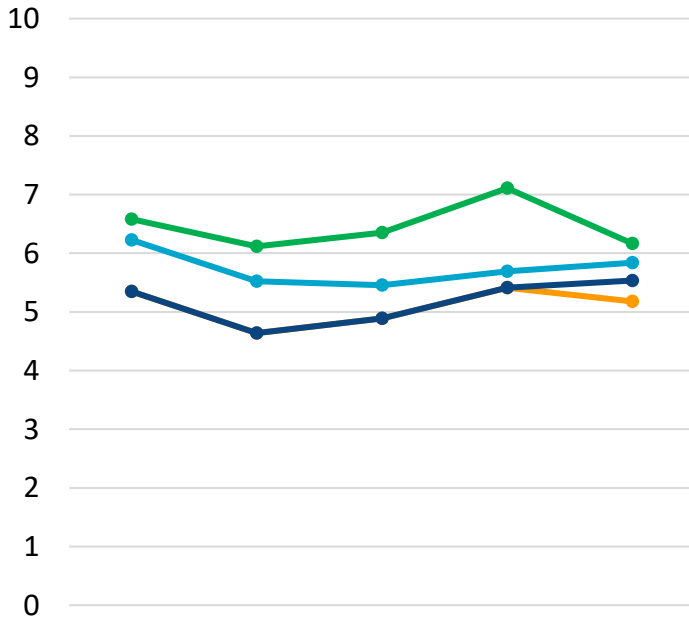
	2020	2021	2022	2023	2024
Your org	5.13	4.54	4.79	5.27	5.39
Best result	6.18	5.51	5.75	6.45	5.88
Average result	5.71	5.23	5.23	5.56	5.63
Worst result	5.13	4.54	4.79	5.27	5.19
Responses	2558	2707	3325	3058	3138

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



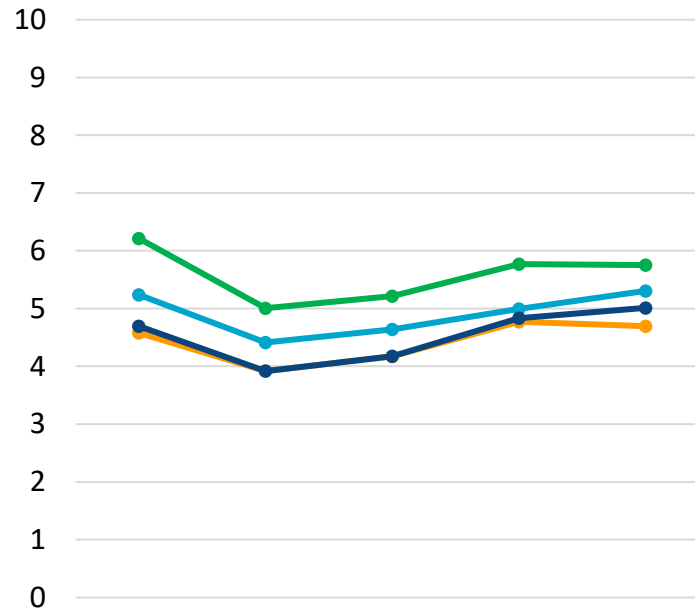
## Theme: Morale

Thinking about leaving



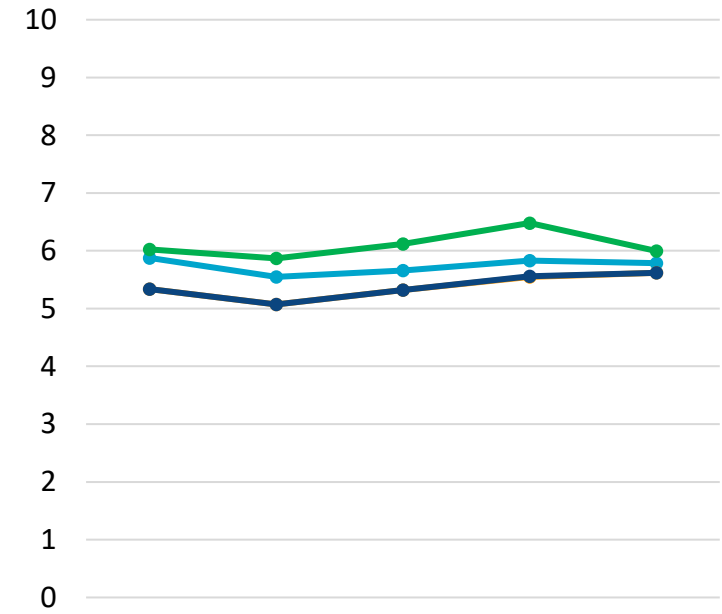
	2020	2021	2022	2023	2024
Your org	5.35	4.64	4.89	5.41	5.53
Best result	6.58	6.12	6.35	7.11	6.16
Average result	6.23	5.52	5.45	5.69	5.84
Worst result	5.35	4.64	4.89	5.41	5.18
Responses	2507	2603	3307	3053	3132

Work pressure



	2020	2021	2022	2023	2024
Your org	4.69	3.92	4.17	4.84	5.01
Best result	6.21	5.01	5.22	5.77	5.76
Average result	5.24	4.41	4.64	4.99	5.31
Worst result	4.58	3.92	4.17	4.77	4.69
Responses	2568	2712	3325	3059	3136

Stressors



	2020	2021	2022	2023	2024
Your org	5.34	5.07	5.32	5.56	5.62
Best result	6.02	5.87	6.12	6.48	6.00
Average result	5.88	5.55	5.66	5.83	5.79
Worst result	5.34	5.07	5.32	5.55	5.62
Responses	2559	2704	3322	3055	3137

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

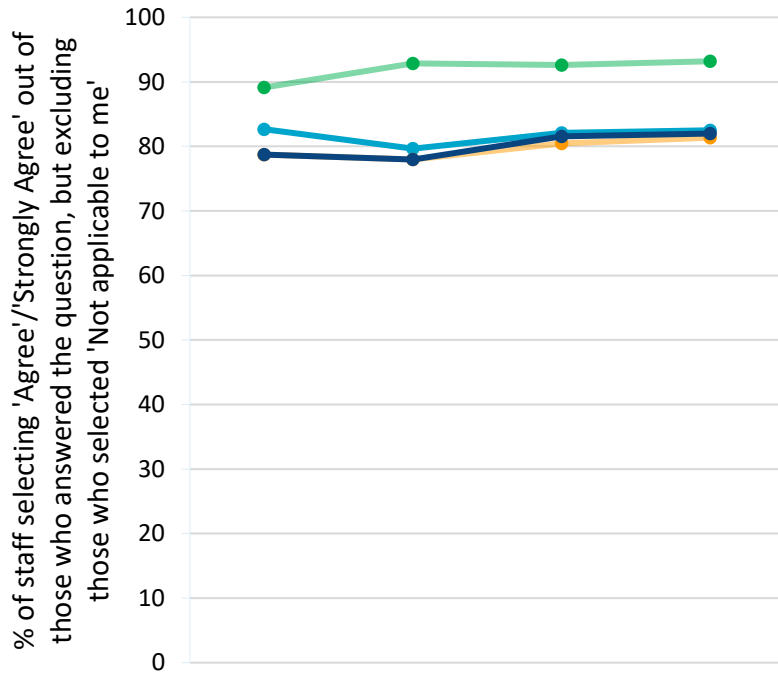
Diversity and equality – Q15, Q16a, Q16b, Q21

Inclusion – Q7h, Q7i, Q8b, Q8c

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

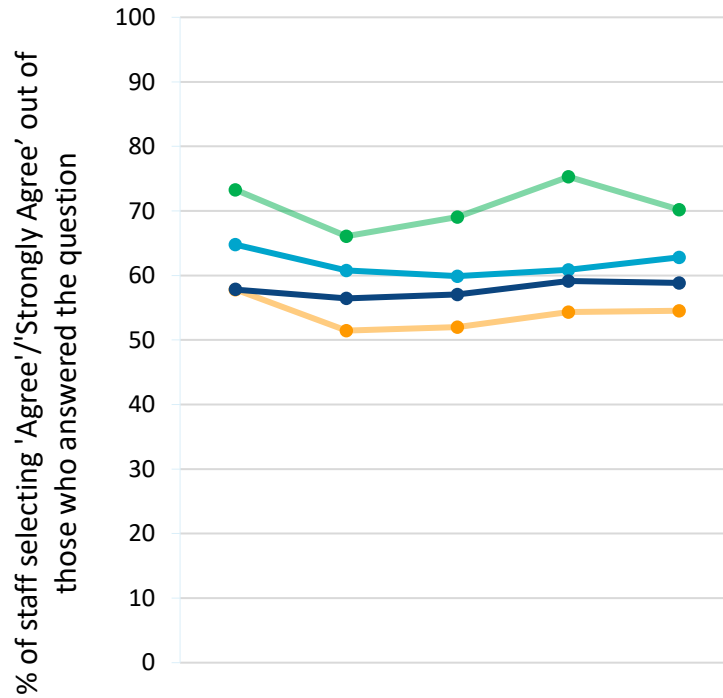


Q6a I feel that my role makes a difference to patients / service users.



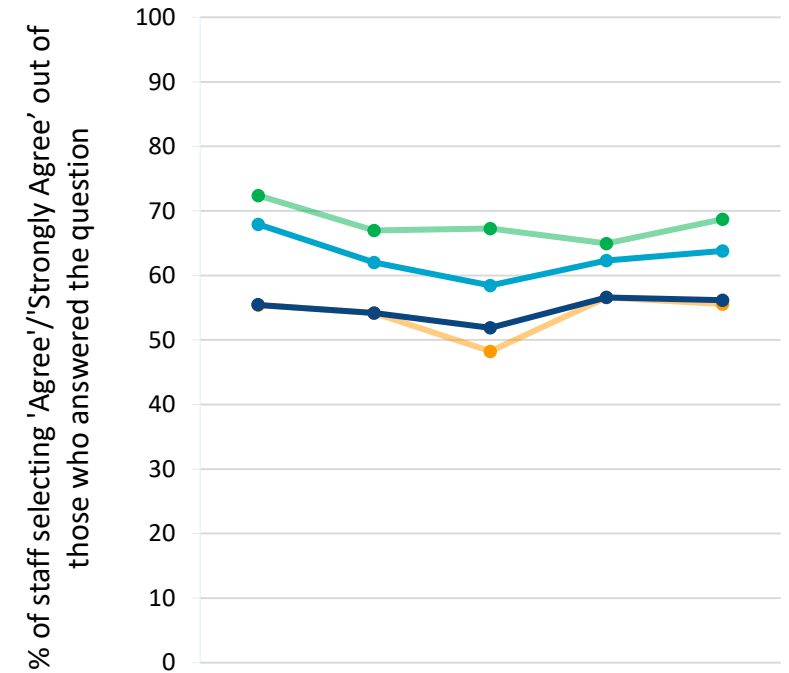
	2021	2022	2023	2024
<b>Your org</b>	78.72%	77.96%	81.56%	81.99%
<b>Best result</b>	89.12%	92.88%	92.62%	93.19%
<b>Average result</b>	82.66%	79.65%	82.12%	82.51%
<b>Worst result</b>	78.72%	77.96%	80.46%	81.35%
Responses	2606	3204	2938	2986

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



	2020	2021	2022	2023	2024
<b>Your org</b>	57.82%	56.45%	57.07%	59.14%	58.84%
<b>Best result</b>	73.30%	66.08%	69.07%	75.29%	70.18%
<b>Average result</b>	64.77%	60.80%	59.90%	60.89%	62.83%
<b>Worst result</b>	57.82%	51.46%	51.99%	54.31%	54.54%
Responses	2507	2608	3320	3048	3130

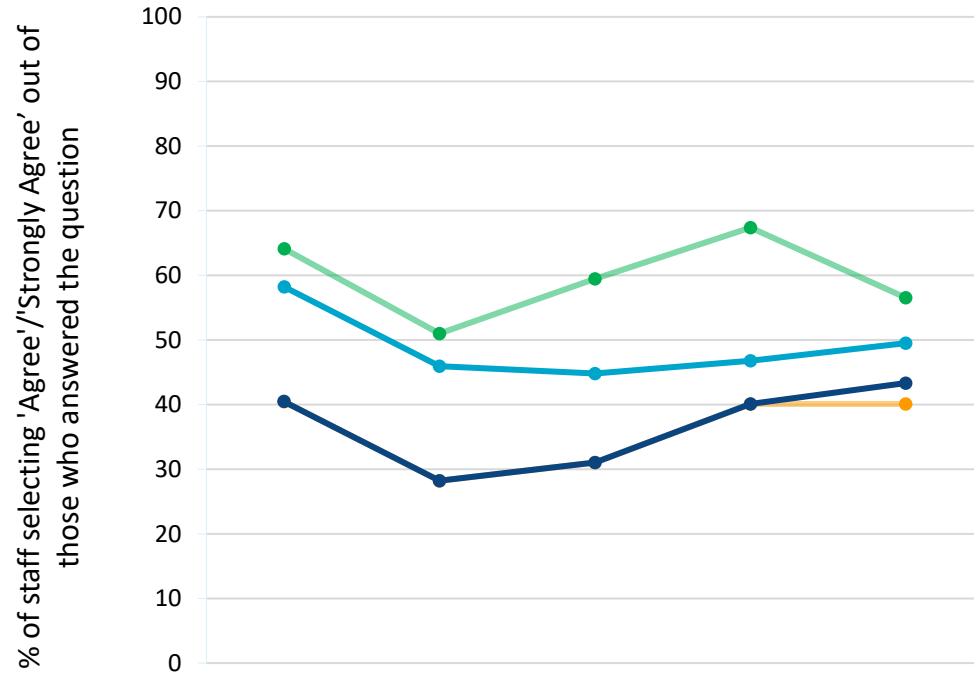
Q25b My organisation acts on concerns raised by patients / service users.



	2020	2021	2022	2023	2024
<b>Your org</b>	55.44%	54.17%	51.88%	56.59%	56.18%
<b>Best result</b>	72.40%	66.96%	67.25%	64.96%	68.73%
<b>Average result</b>	67.93%	62.03%	58.45%	62.32%	63.80%
<b>Worst result</b>	55.44%	54.17%	48.26%	56.59%	55.57%
Responses	2509	2609	3318	3043	3127

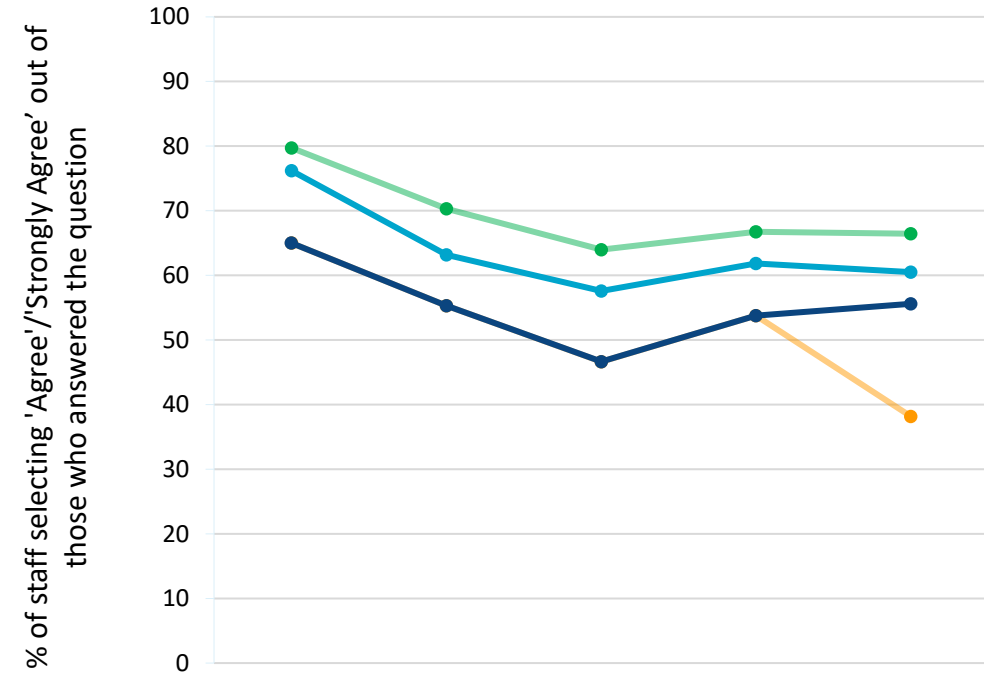


Q25c I would recommend my organisation as a place to work.



	2020	2021	2022	2023	2024
Your org	40.45%	28.22%	31.05%	40.10%	43.34%
Best result	64.13%	51.00%	59.49%	67.39%	56.52%
Average result	58.22%	45.94%	44.81%	46.78%	49.53%
Worst result	40.45%	28.22%	31.05%	40.10%	40.10%
Responses	2513	2609	3320	3044	3129

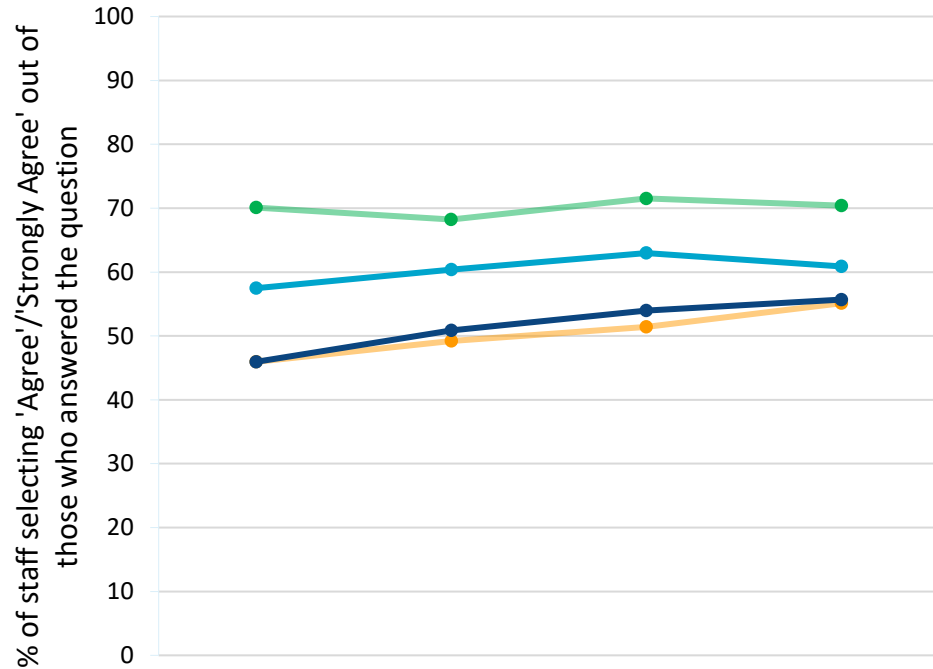
Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2020	2021	2022	2023	2024
Your org	65.00%	55.30%	46.66%	53.77%	55.62%
Best result	79.73%	70.31%	63.98%	66.74%	66.43%
Average result	76.20%	63.18%	57.59%	61.85%	60.50%
Worst result	65.00%	55.30%	46.66%	53.77%	38.17%
Responses	2512	2609	3321	3046	3128

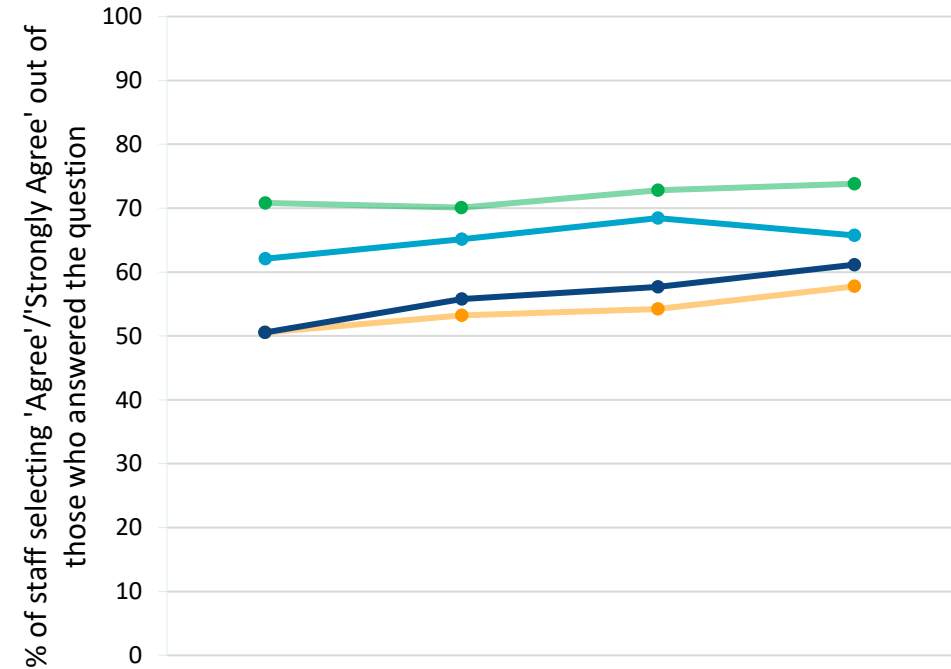


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	45.95%	50.85%	53.97%	55.69%
Best result	70.09%	68.23%	71.52%	70.40%
Average result	57.47%	60.39%	62.97%	60.89%
Worst result	45.95%	49.20%	51.39%	55.12%
Responses	2644	3318	3052	3131

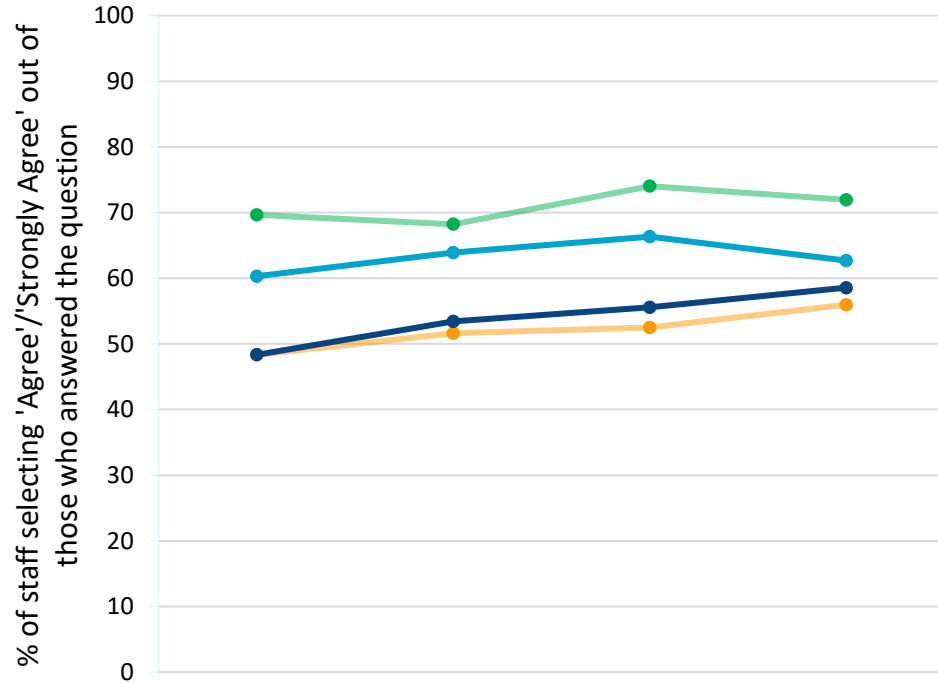
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	50.54%	55.76%	57.67%	61.15%
Best result	70.82%	70.09%	72.79%	73.82%
Average result	62.08%	65.12%	68.44%	65.75%
Worst result	50.54%	53.21%	54.20%	57.75%
Responses	2648	3319	3056	3133

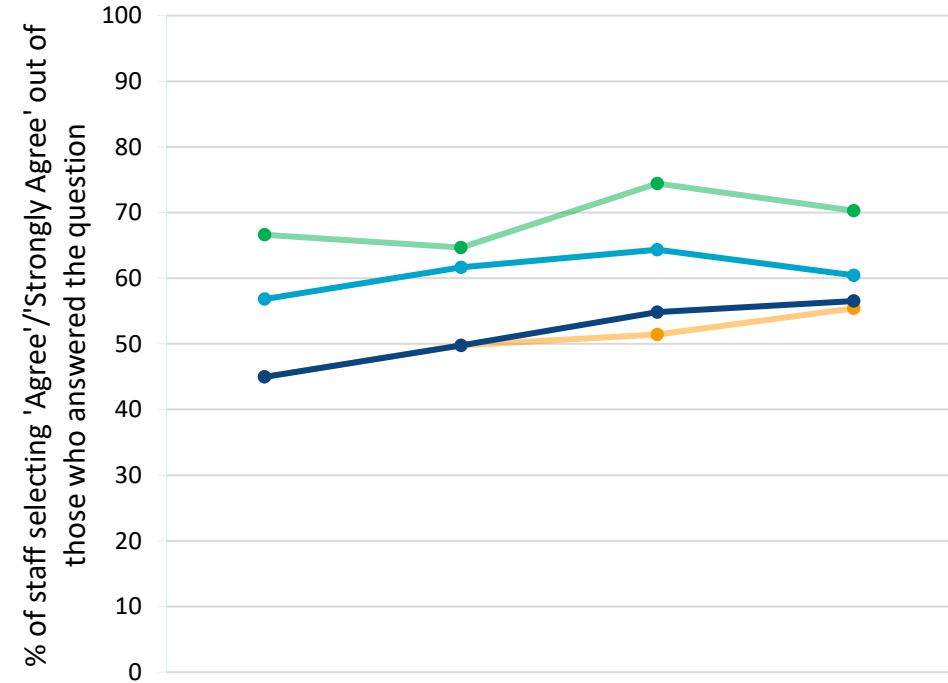


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	48.33%	53.44%	55.59%	58.56%
Best result	69.66%	68.21%	74.02%	71.93%
Average result	60.30%	63.93%	66.33%	62.68%
Worst result	48.33%	51.64%	52.52%	55.96%
Responses	2649	3313	3049	3132

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

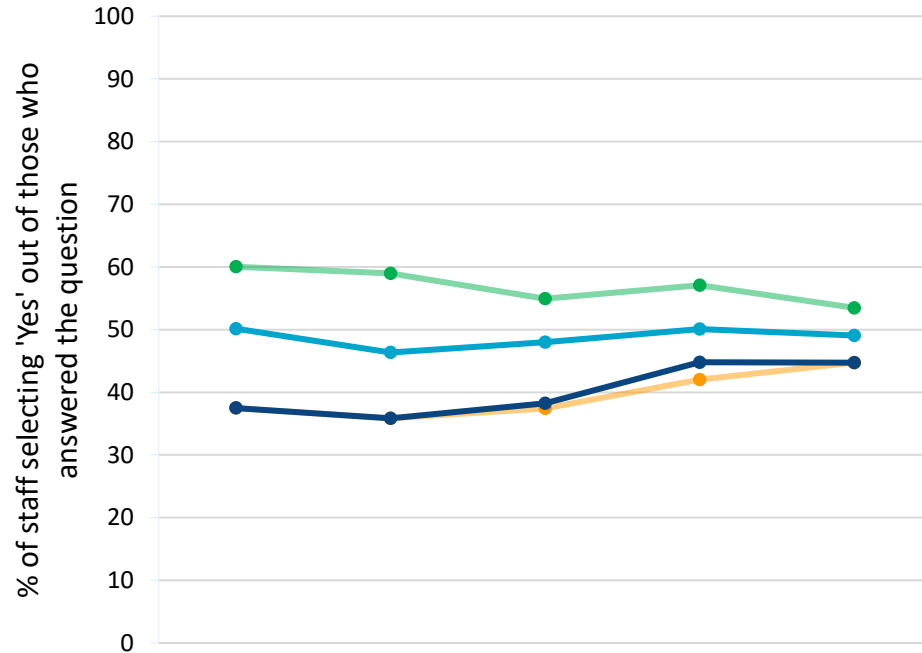


	2021	2022	2023	2024
Your org	44.97%	49.75%	54.82%	56.52%
Best result	66.62%	64.67%	74.43%	70.29%
Average result	56.82%	61.66%	64.34%	60.45%
Worst result	44.97%	49.75%	51.43%	55.41%
Responses	2646	3318	3049	3136



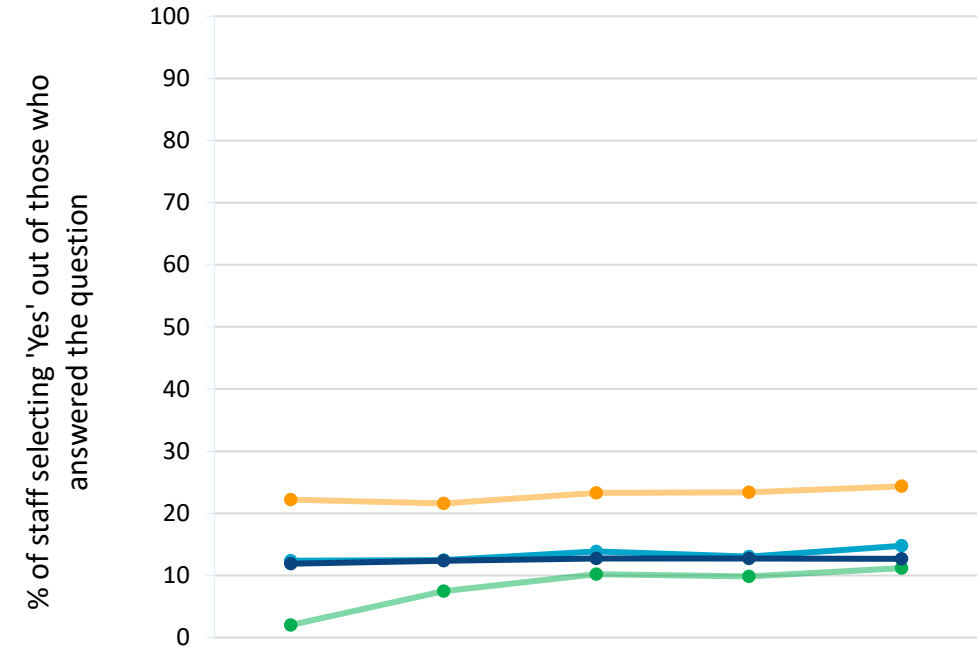


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
<b>Your org</b>	37.50%	35.85%	38.25%	44.80%	44.75%
<b>Best result</b>	60.03%	59.00%	54.92%	57.06%	53.48%
<b>Average result</b>	50.15%	46.35%	48.00%	50.09%	49.08%
<b>Worst result</b>	37.50%	35.85%	37.44%	42.03%	44.75%
Responses	2519	2629	3309	3037	3106

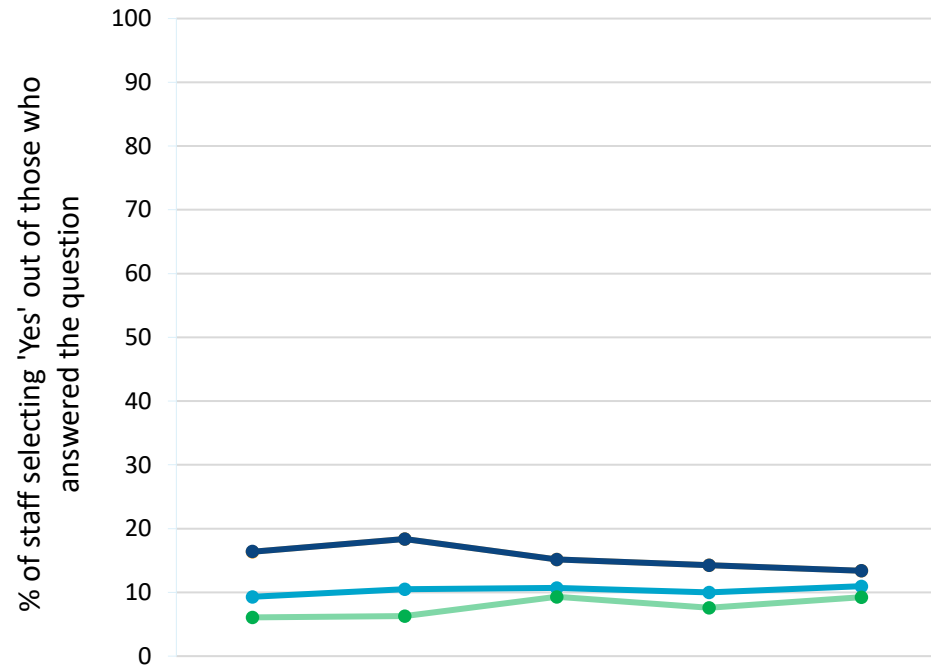
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
<b>Your org</b>	11.89%	12.38%	12.73%	12.71%	12.65%
<b>Best result</b>	2.02%	7.47%	10.18%	9.85%	11.18%
<b>Average result</b>	12.37%	12.46%	13.84%	13.04%	14.77%
<b>Worst result</b>	22.22%	21.59%	23.27%	23.38%	24.34%
Responses	2521	2626	3310	3048	3105

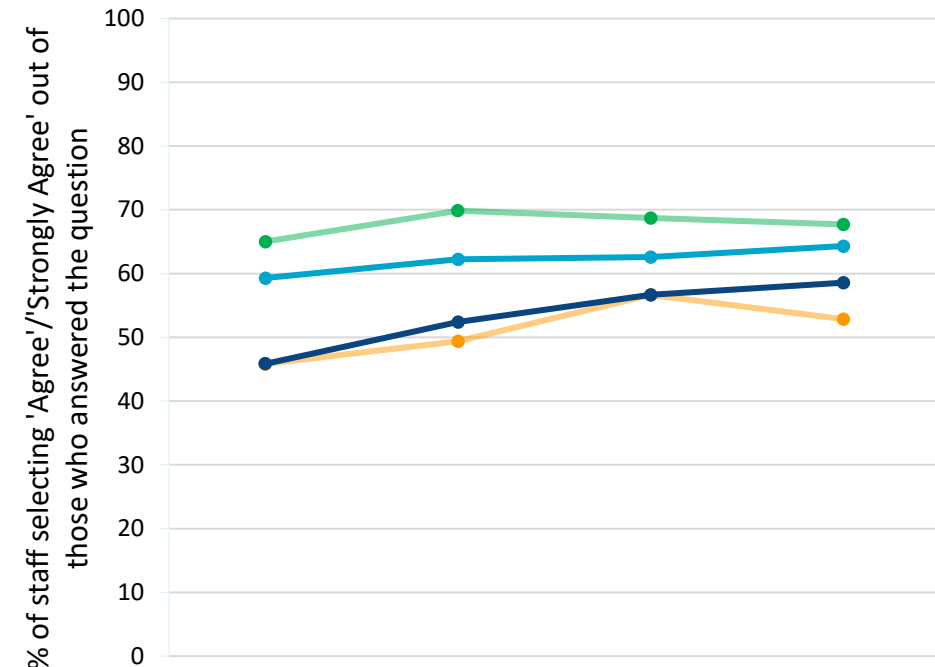


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	16.37%	18.37%	15.17%	14.25%	13.39%
Best result	6.08%	6.26%	9.31%	7.58%	9.24%
Average result	9.31%	10.52%	10.71%	9.99%	10.97%
Worst result	16.37%	18.37%	15.17%	14.25%	13.39%
Responses	2523	2638	3308	3028	3081

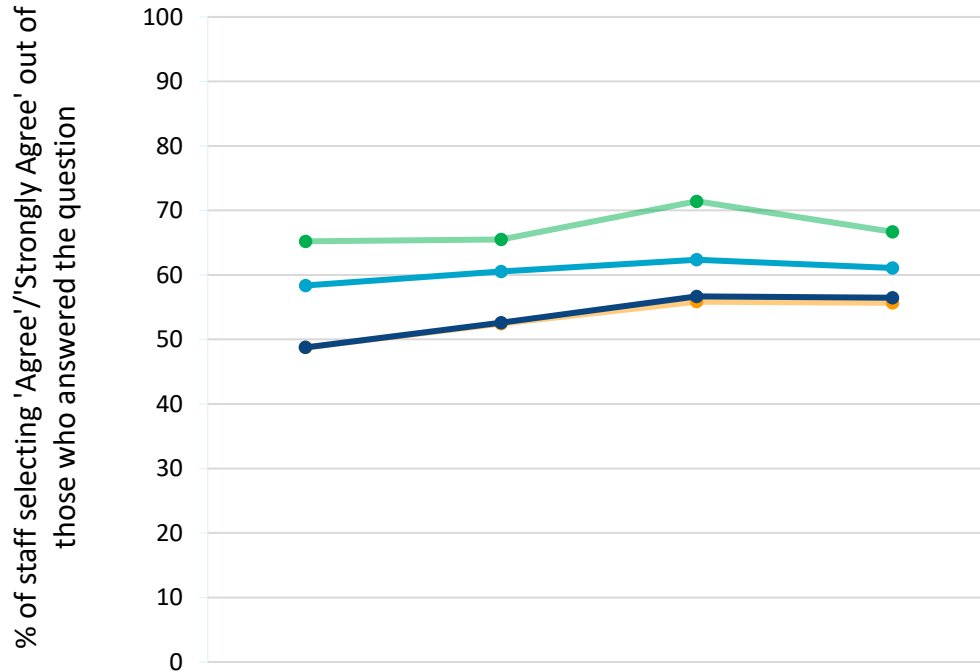
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	45.85%	52.43%	56.65%	58.57%
Best result	65.02%	69.86%	68.74%	67.72%
Average result	59.31%	62.24%	62.58%	64.32%
Worst result	45.85%	49.38%	56.65%	52.86%
Responses	2629	3300	3052	3134

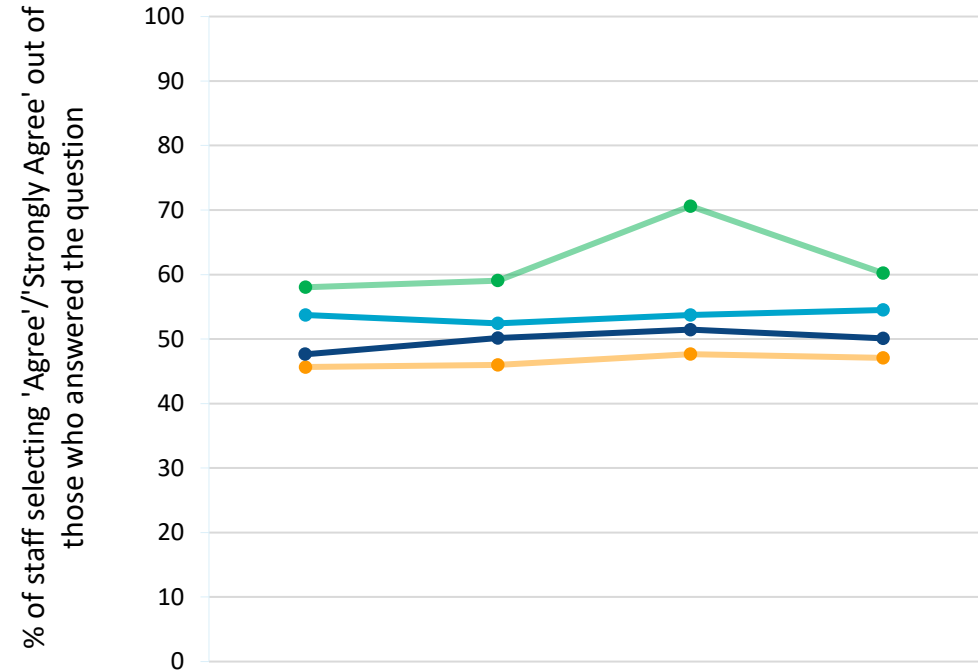


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	48.76%	52.59%	56.68%	56.46%
Best result	65.21%	65.50%	71.43%	66.67%
Average result	58.37%	60.56%	62.35%	61.11%
Worst result	48.76%	52.46%	55.85%	55.67%
Responses	2674	3317	3041	3131

Q7i I feel a strong personal attachment to my team.

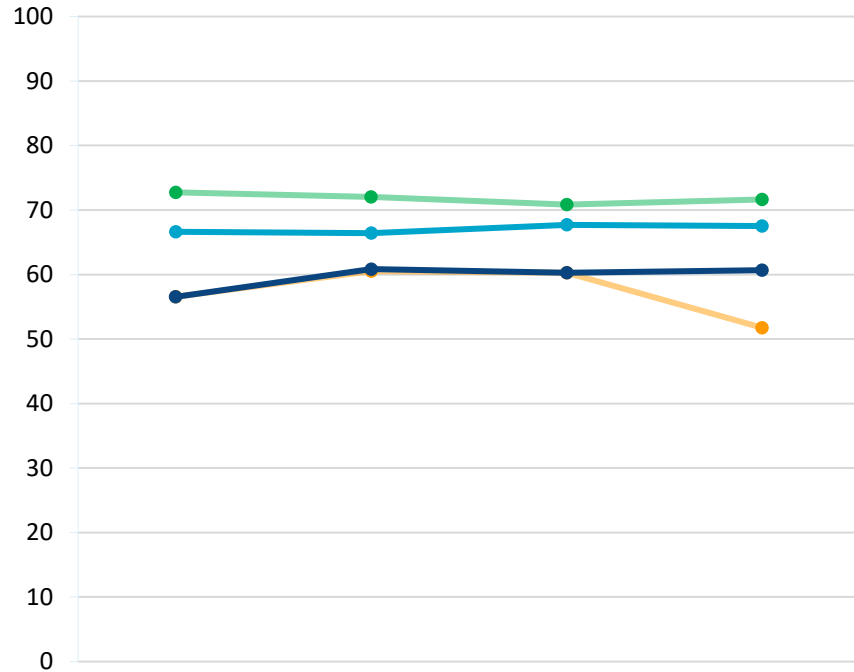


	2021	2022	2023	2024
Your org	47.63%	50.16%	51.46%	50.11%
Best result	58.03%	59.05%	70.61%	60.21%
Average result	53.74%	52.43%	53.74%	54.50%
Worst result	45.67%	45.97%	47.66%	47.07%
Responses	2673	3318	3043	3129



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

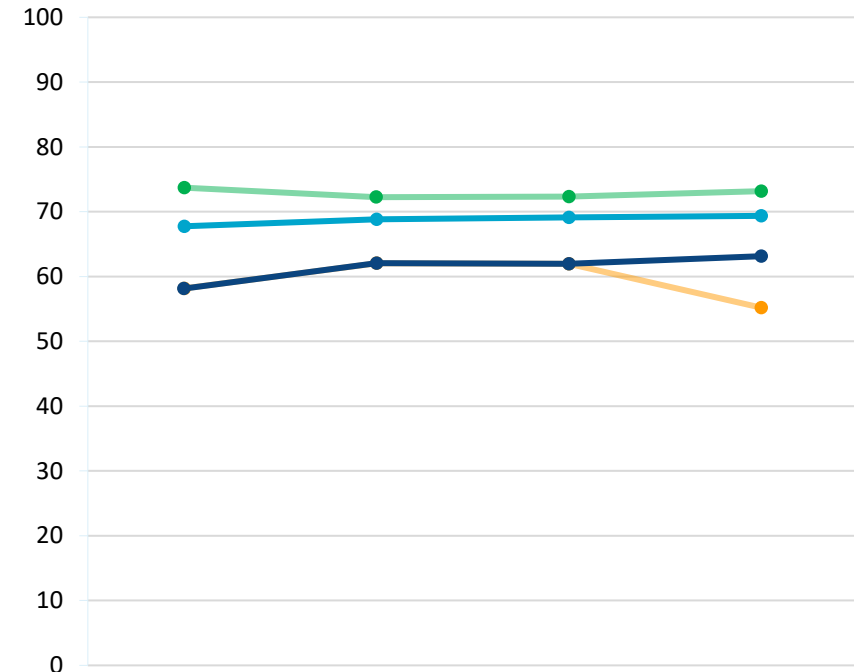
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023	2024
Your org	56.55%	60.85%	60.26%	60.69%
Best result	72.74%	72.03%	70.85%	71.65%
Average result	66.63%	66.42%	67.70%	67.52%
Worst result	56.55%	60.53%	60.26%	51.75%
Responses	2662	3321	3055	3132

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

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



	2021	2022	2023	2024
Your org	58.14%	62.04%	61.98%	63.14%
Best result	73.71%	72.24%	72.35%	73.18%
Average result	67.75%	68.81%	69.11%	69.36%
Worst result	58.14%	62.04%	61.98%	55.19%
Responses	2660	3321	3057	3125

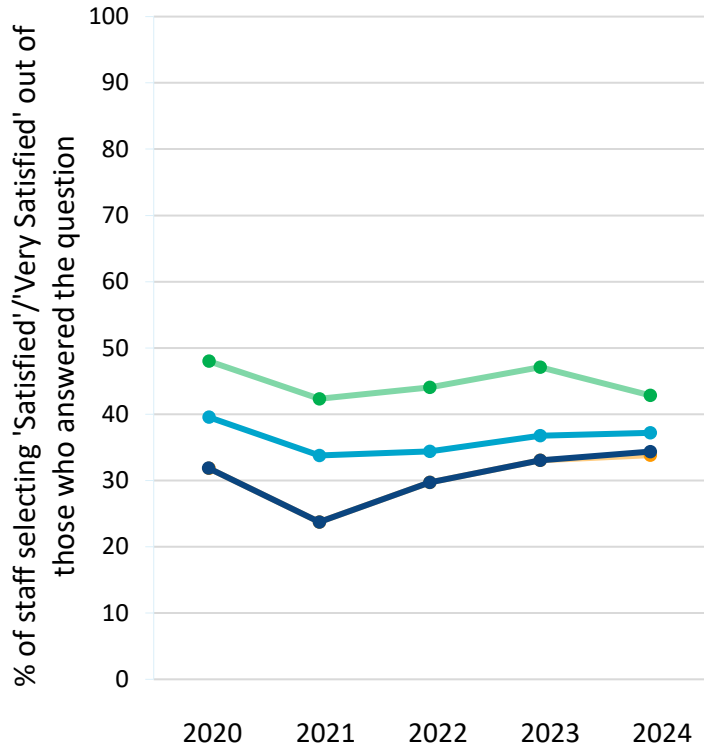
## People Promise element – We are recognised and rewarded



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

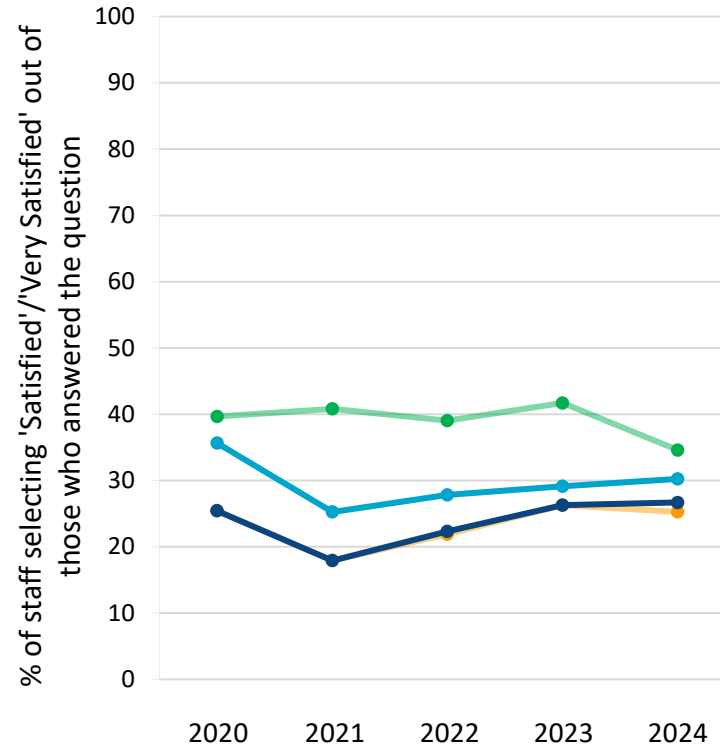


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



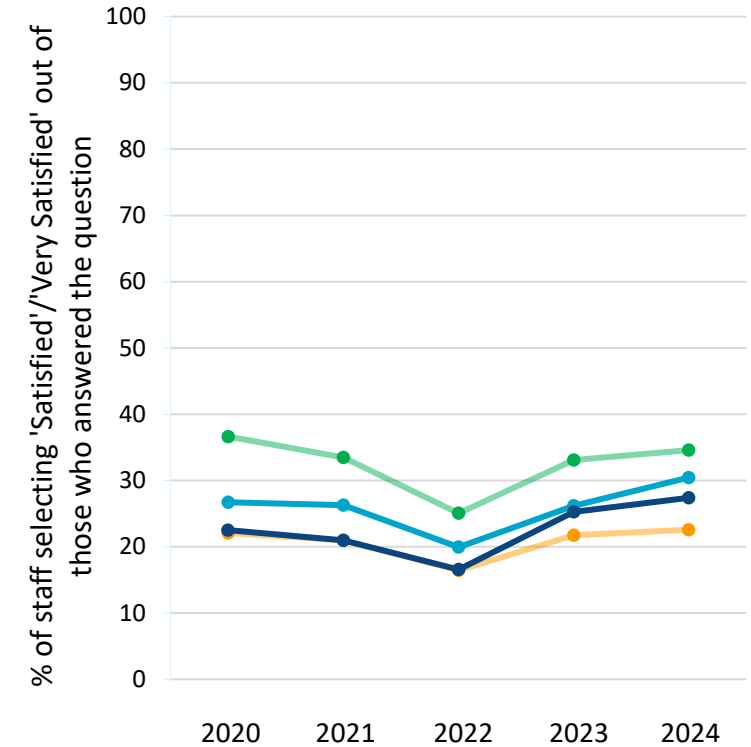
	2020	2021	2022	2023	2024
<b>Your org</b>	31.84%	23.74%	29.69%	33.05%	34.36%
<b>Best result</b>	48.00%	42.33%	44.03%	47.11%	42.85%
<b>Average result</b>	39.55%	33.78%	34.39%	36.74%	37.17%
<b>Worst result</b>	31.84%	23.74%	29.69%	33.05%	33.82%
Responses	2557	2704	3312	3042	3134

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



	2020	2021	2022	2023	2024
<b>Your org</b>	25.43%	17.91%	22.30%	26.27%	26.69%
<b>Best result</b>	39.67%	40.80%	39.05%	41.71%	34.60%
<b>Average result</b>	35.64%	25.25%	27.84%	29.12%	30.26%
<b>Worst result</b>	25.43%	17.91%	21.89%	26.27%	25.29%
Responses	2555	2706	3318	3044	3132

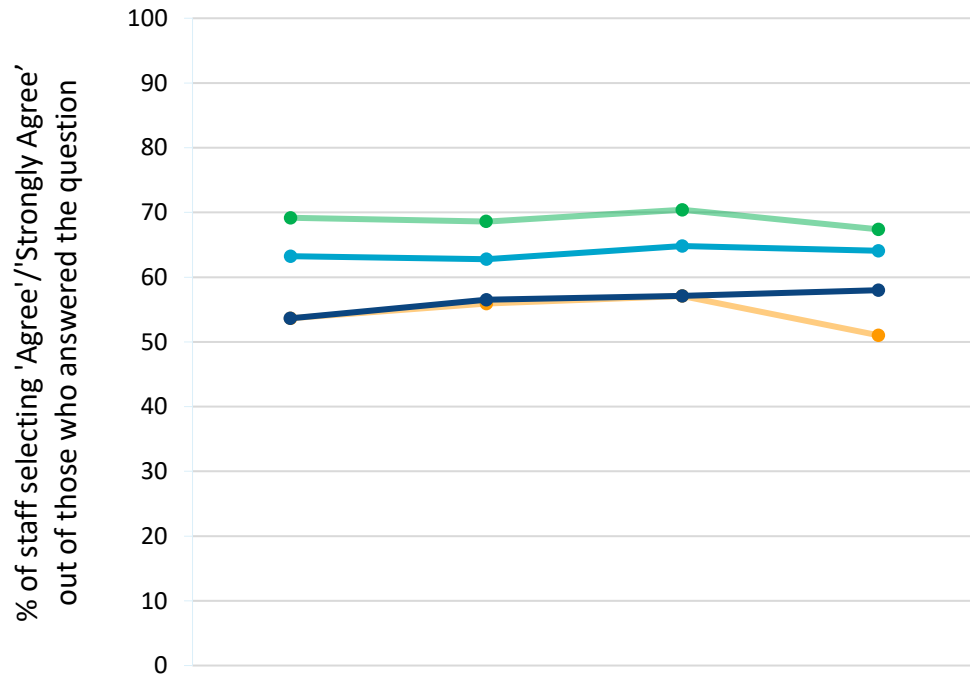
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



	2020	2021	2022	2023	2024
<b>Your org</b>	22.51%	20.97%	16.56%	25.25%	27.39%
<b>Best result</b>	36.63%	33.45%	25.06%	33.10%	34.61%
<b>Average result</b>	26.70%	26.30%	19.94%	26.20%	30.45%
<b>Worst result</b>	22.08%	20.97%	16.43%	21.73%	22.58%
Responses	2552	2708	3320	3049	3131

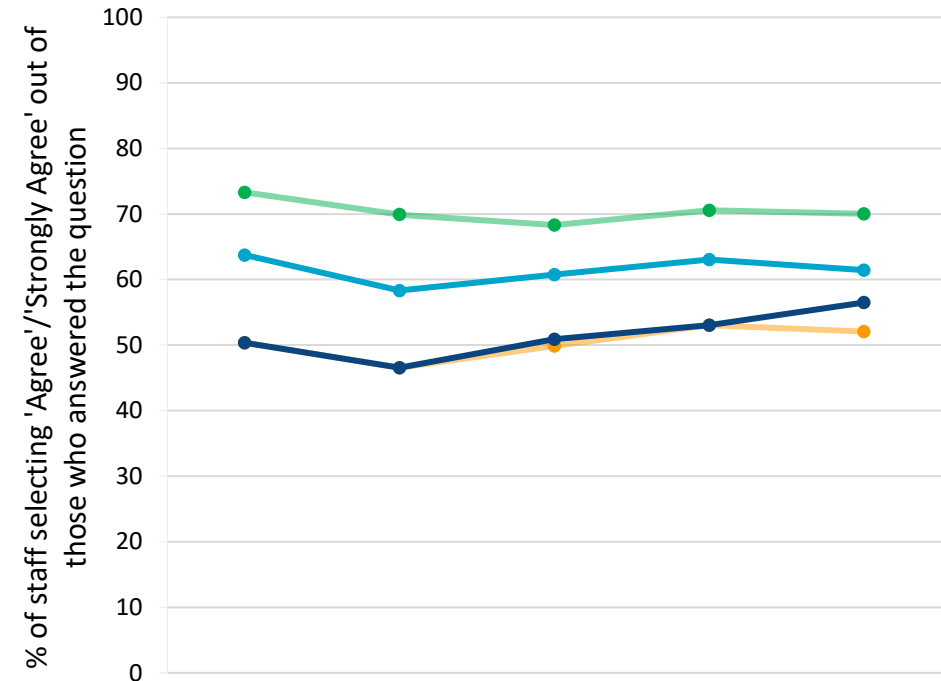


Q8d The people I work with show appreciation to one another.



	2021	2022	2023	2024
<b>Your org</b>	53.64%	56.51%	57.09%	57.99%
<b>Best result</b>	69.18%	68.60%	70.41%	67.39%
<b>Average result</b>	63.25%	62.77%	64.81%	64.09%
<b>Worst result</b>	53.64%	55.92%	57.09%	51.02%
Responses	2659	3318	3053	3130

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	50.34%	46.55%	50.87%	53.03%	56.49%
<b>Best result</b>	73.30%	69.90%	68.31%	70.55%	70.03%
<b>Average result</b>	63.74%	58.33%	60.74%	63.04%	61.45%
<b>Worst result</b>	50.34%	46.55%	49.87%	53.03%	52.08%
Responses	2544	2647	3315	3050	3134

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



### Questions included:

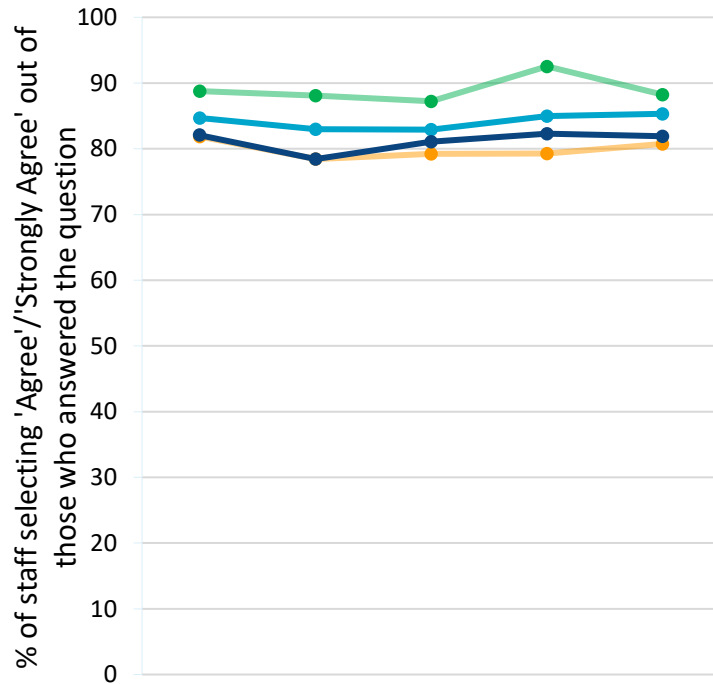
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f



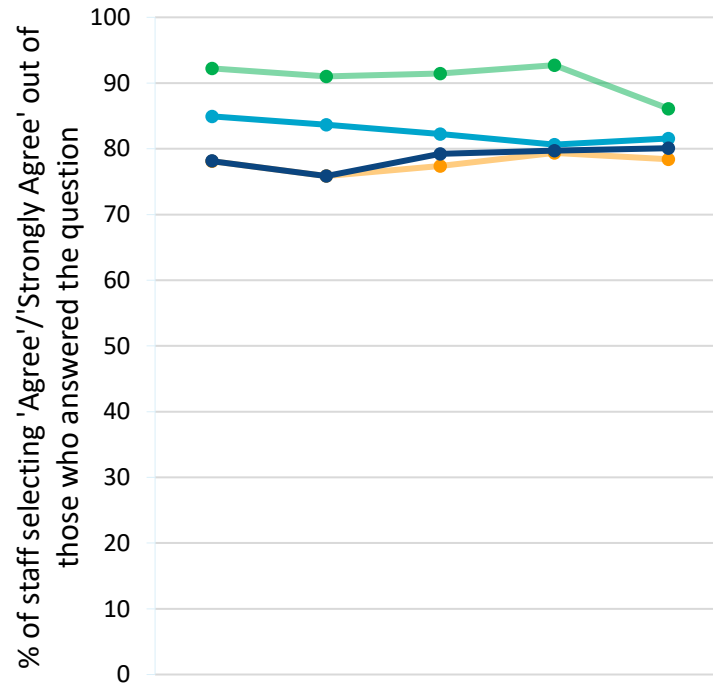


Q3a I always know what my work responsibilities are.



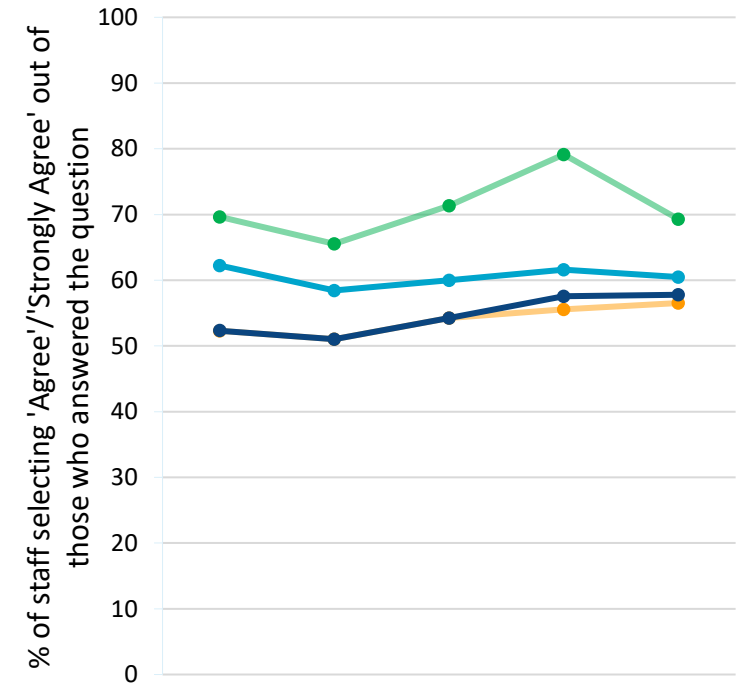
	2020	2021	2022	2023	2024
<b>Your org</b>	82.05%	78.43%	81.07%	82.30%	81.89%
<b>Best result</b>	88.77%	88.08%	87.23%	92.54%	88.23%
<b>Average result</b>	84.70%	82.98%	82.91%	85.00%	85.32%
<b>Worst result</b>	81.86%	78.43%	79.22%	79.28%	80.73%
Responses	2599	2695	3309	3058	3137

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	78.12%	75.85%	79.21%	79.72%	80.09%
<b>Best result</b>	92.24%	90.99%	91.47%	92.72%	86.11%
<b>Average result</b>	84.93%	83.65%	82.26%	80.63%	81.57%
<b>Worst result</b>	78.12%	75.85%	77.39%	79.37%	78.41%
Responses	2609	2705	3319	3058	3134

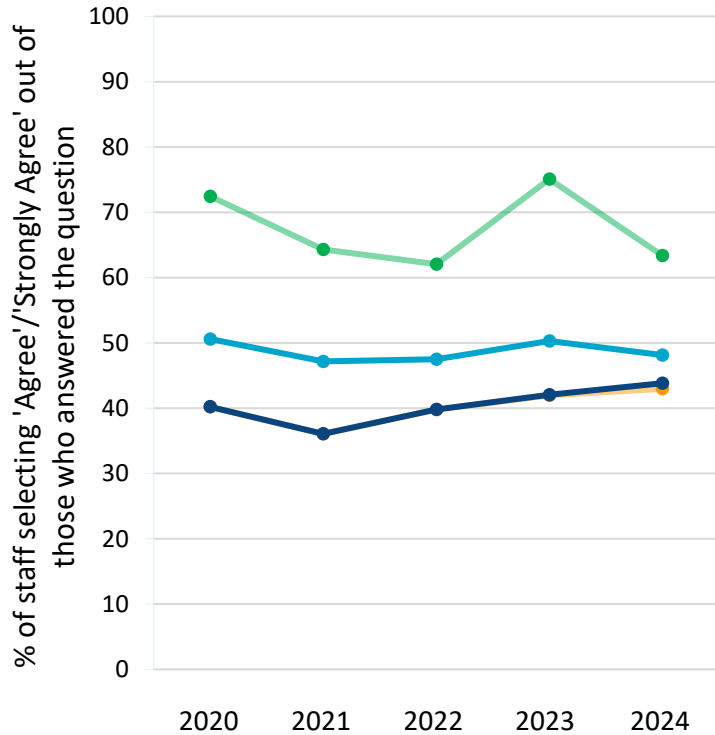
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
<b>Your org</b>	52.32%	51.02%	54.24%	57.56%	57.78%
<b>Best result</b>	69.62%	65.53%	71.36%	79.13%	69.30%
<b>Average result</b>	62.23%	58.44%	59.97%	61.60%	60.46%
<b>Worst result</b>	52.32%	51.02%	54.24%	55.55%	56.52%
Responses	2567	2712	3321	3058	3136

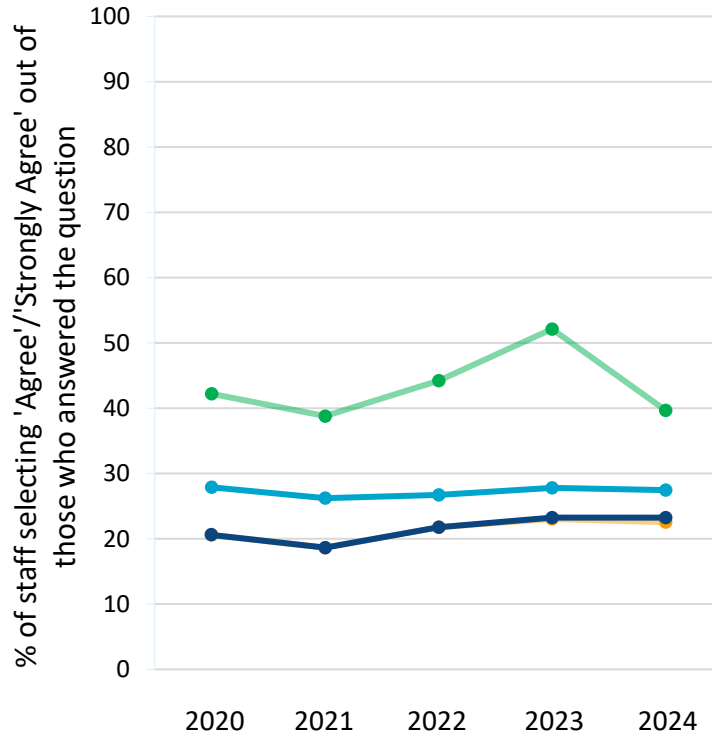


Q3d I am able to make suggestions to improve the work of my team / department.



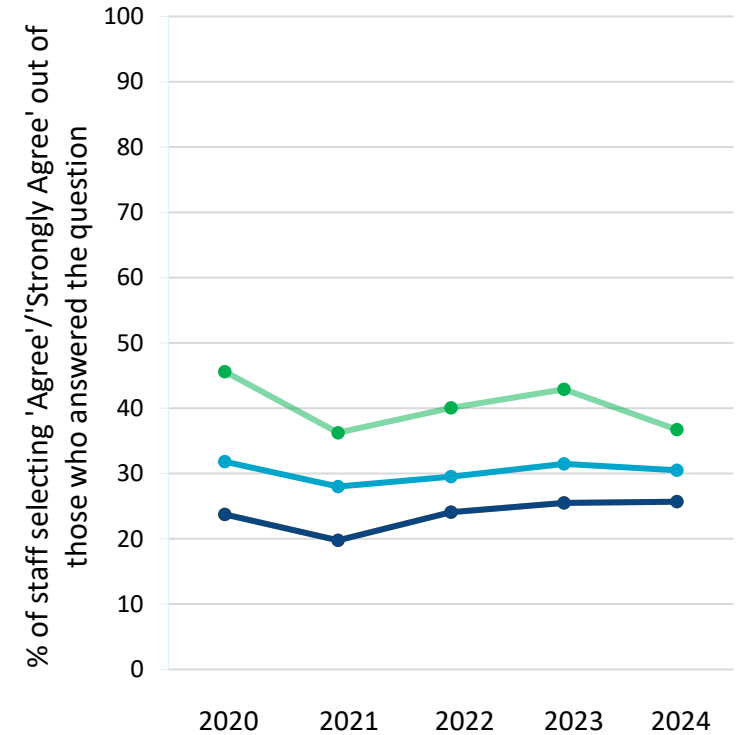
	2020	2021	2022	2023	2024
<b>Your org</b>	40.20%	36.07%	39.79%	42.07%	43.83%
<b>Best result</b>	72.46%	64.33%	62.06%	75.08%	63.37%
<b>Average result</b>	50.59%	47.17%	47.48%	50.28%	48.15%
<b>Worst result</b>	40.20%	36.07%	39.79%	41.95%	42.97%
Responses	2573	2708	3322	3060	3136

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



	2020	2021	2022	2023	2024
<b>Your org</b>	20.60%	18.65%	21.76%	23.25%	23.24%
<b>Best result</b>	42.20%	38.80%	44.19%	52.13%	39.67%
<b>Average result</b>	27.89%	26.22%	26.73%	27.78%	27.46%
<b>Worst result</b>	20.60%	18.65%	21.76%	23.03%	22.58%
Responses	2567	2710	3323	3057	3137

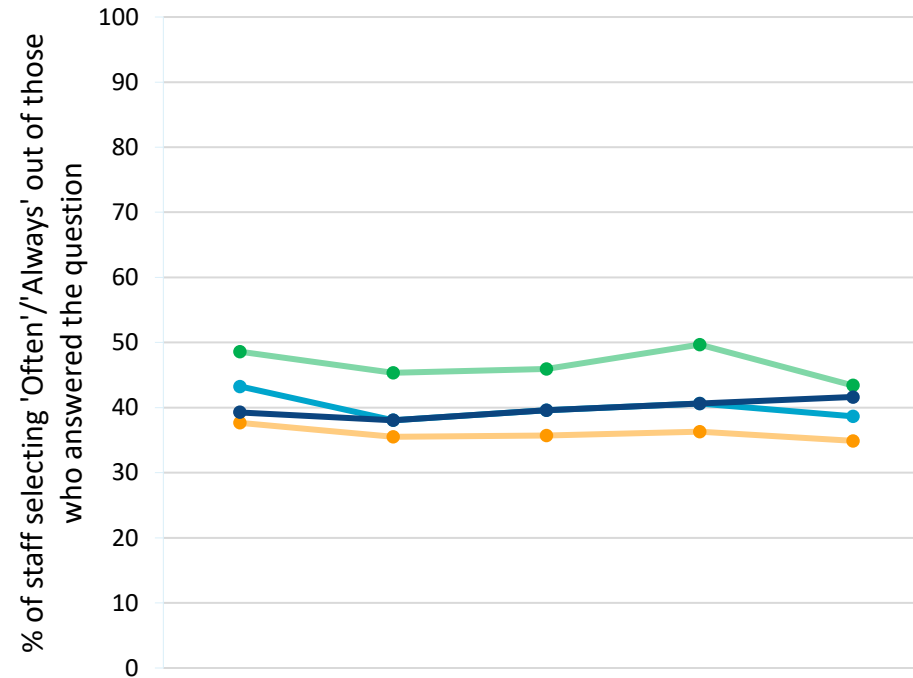
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	23.72%	19.77%	24.09%	25.50%	25.68%
<b>Best result</b>	45.61%	36.25%	40.07%	42.89%	36.73%
<b>Average result</b>	31.80%	28.00%	29.52%	31.50%	30.48%
<b>Worst result</b>	23.72%	19.77%	24.09%	25.50%	25.68%
Responses	2566	2710	3323	3057	3133



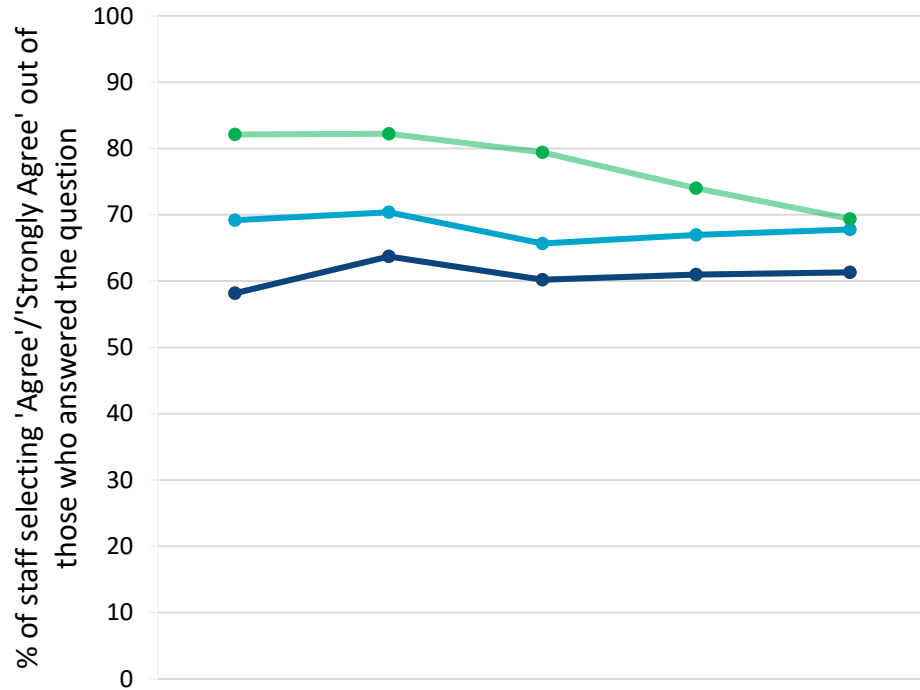
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	39.27%	38.05%	39.58%	40.63%	41.63%
<b>Best result</b>	48.61%	45.35%	45.96%	49.68%	43.41%
<b>Average result</b>	43.26%	38.05%	39.58%	40.63%	38.66%
<b>Worst result</b>	37.66%	35.51%	35.73%	36.32%	34.90%
Responses	2558	2702	3319	3053	3132

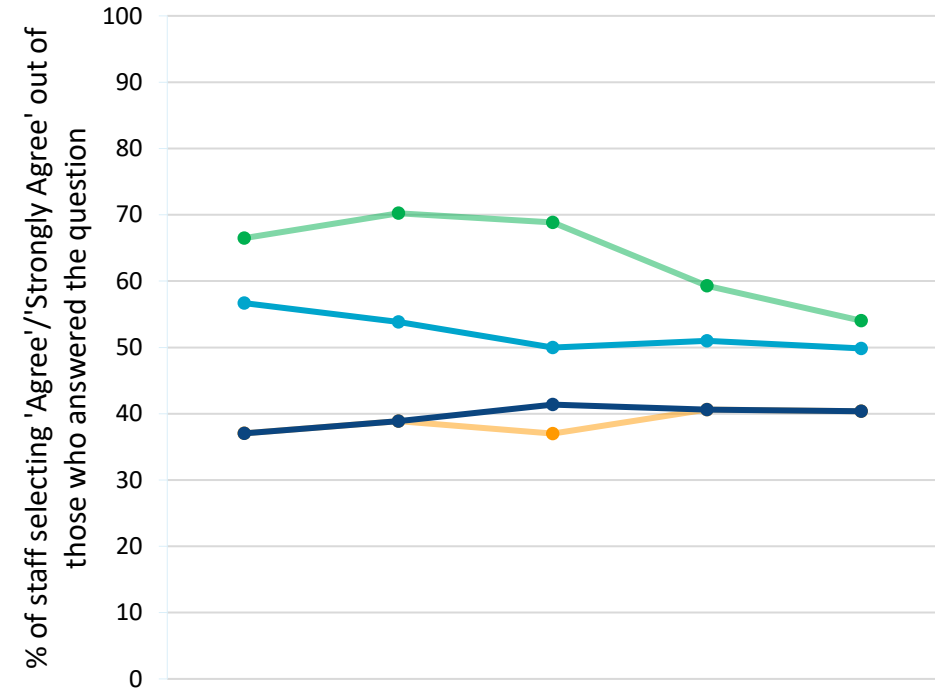


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
<b>Your org</b>	58.17%	63.71%	60.22%	60.97%	61.34%
<b>Best result</b>	82.10%	82.22%	79.44%	74.02%	69.39%
<b>Average result</b>	69.21%	70.38%	65.67%	66.94%	67.78%
<b>Worst result</b>	58.17%	63.71%	60.22%	60.97%	61.34%
Responses	2510	2634	3322	3050	3130

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

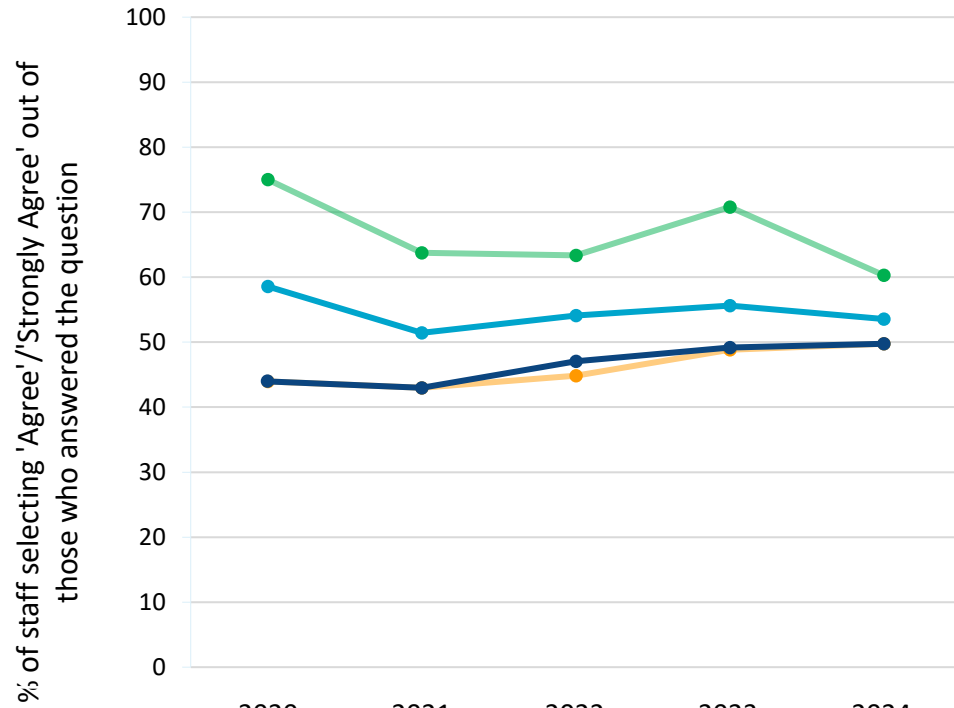


	2020	2021	2022	2023	2024
<b>Your org</b>	37.04%	38.88%	41.37%	40.63%	40.36%
<b>Best result</b>	66.48%	70.23%	68.86%	59.28%	54.02%
<b>Average result</b>	56.68%	53.83%	49.98%	51.01%	49.85%
<b>Worst result</b>	37.04%	38.88%	37.00%	40.63%	40.36%
Responses	2510	2635	3317	3045	3123

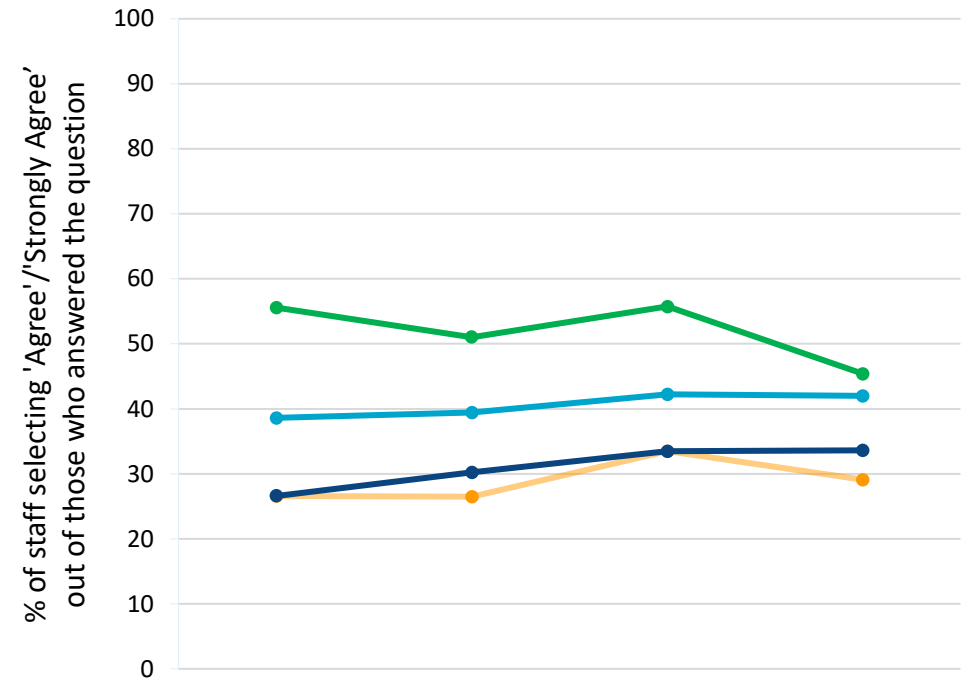


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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



	2020	2021	2022	2023	2024
<b>Your org</b>	43.98%	42.98%	47.04%	49.18%	49.75%
<b>Best result</b>	75.02%	63.77%	63.33%	70.78%	60.28%
<b>Average result</b>	58.57%	51.43%	54.12%	55.62%	53.56%
<b>Worst result</b>	43.98%	42.98%	44.82%	48.84%	49.75%
Responses	2509	2610	3321	3049	3128



	2021	2022	2023	2024
<b>Your org</b>	26.59%	30.22%	33.50%	33.61%
<b>Best result</b>	55.57%	51.01%	55.75%	45.40%
<b>Average result</b>	38.61%	39.46%	42.22%	42.01%
<b>Worst result</b>	26.59%	26.48%	33.50%	29.08%
Responses	2610	3318	3047	3128

## People Promise element – We are safe and healthy



### Questions included:

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

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

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

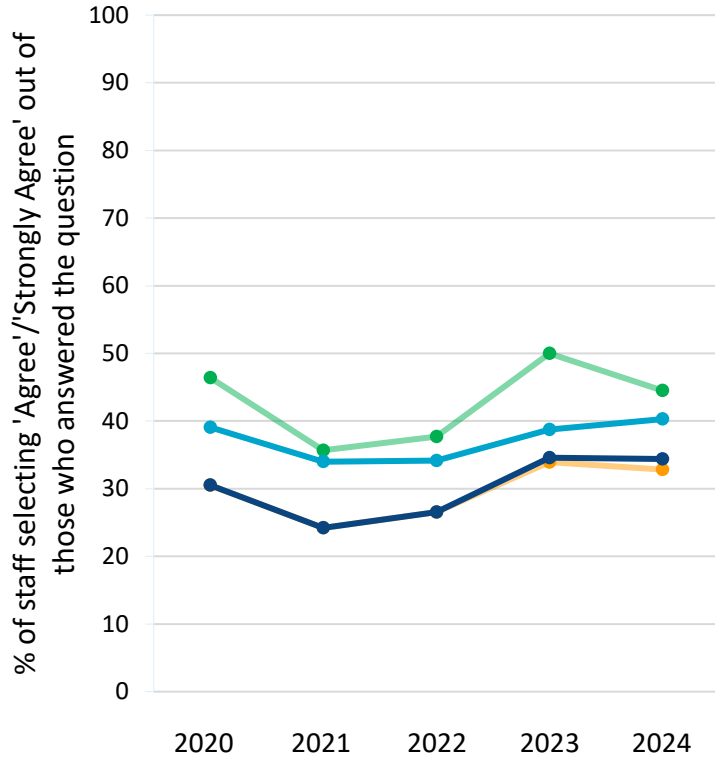
Other questions:\* Q17a, Q17b, Q22

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

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

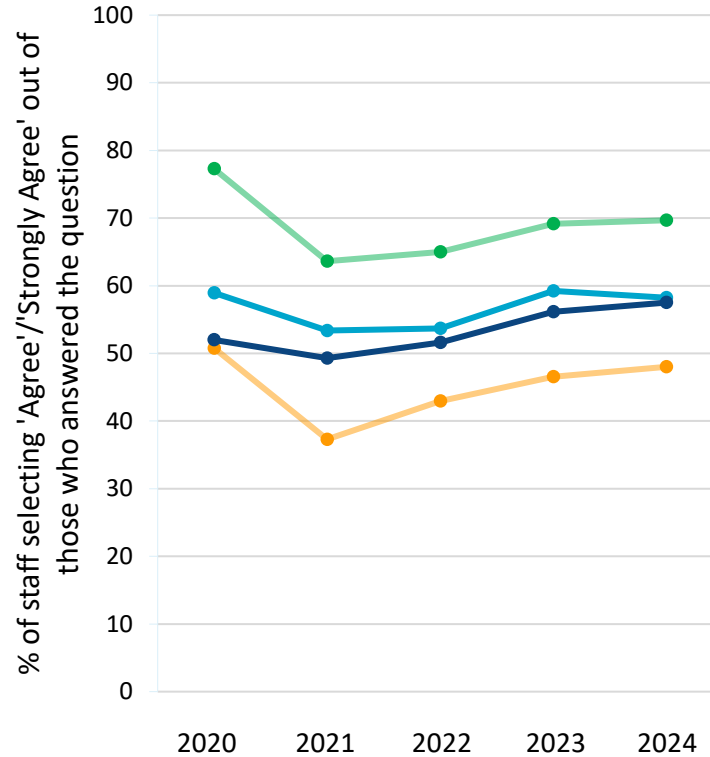


Q3g I am able to meet all the conflicting demands on my time at work.



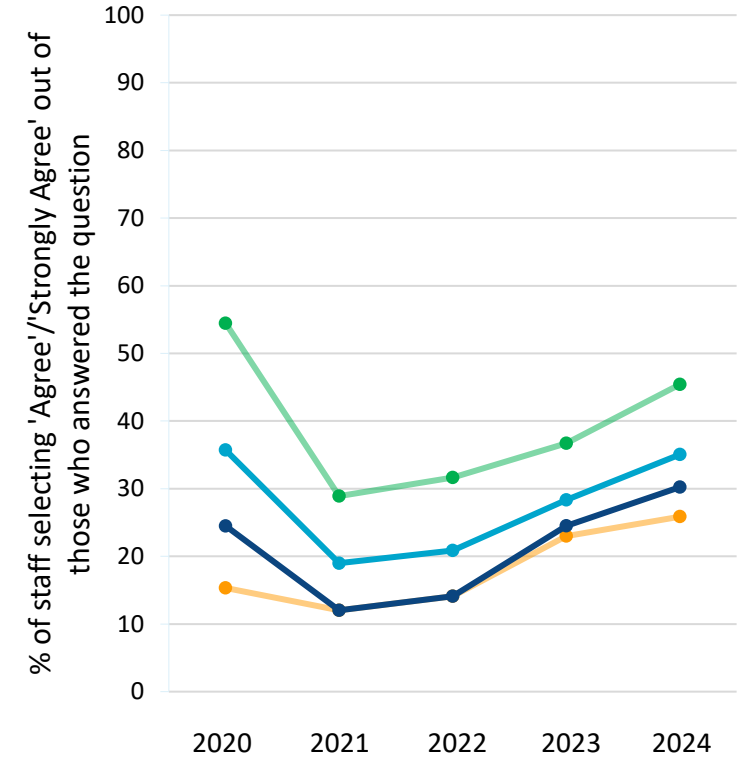
Responses	2561	2710	3319	3054	3134
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Q3h I have adequate materials, supplies and equipment to do my work.



Responses	2564	2710	3323	3055	3132
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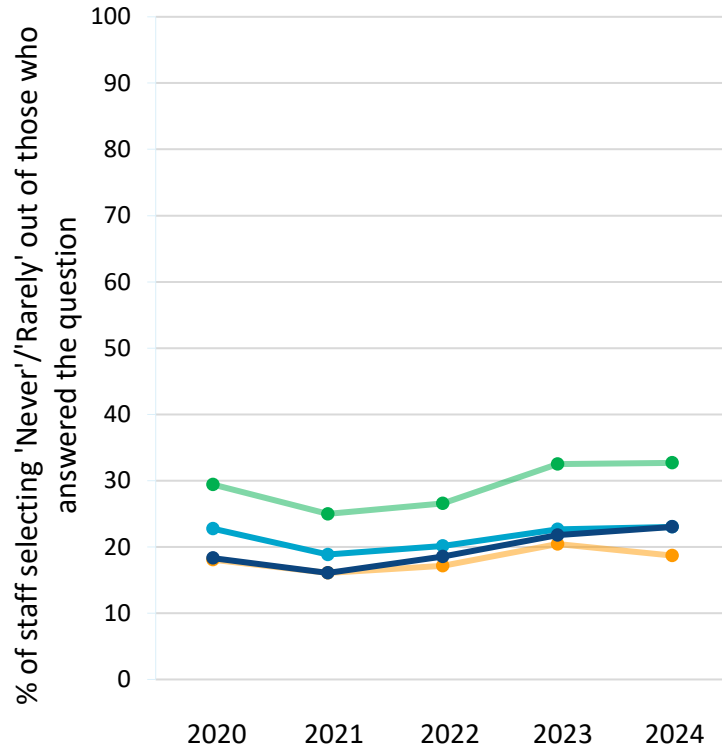
Q3i There are enough staff at this organisation for me to do my job properly.



Responses	2567	2708	3321	3055	3133
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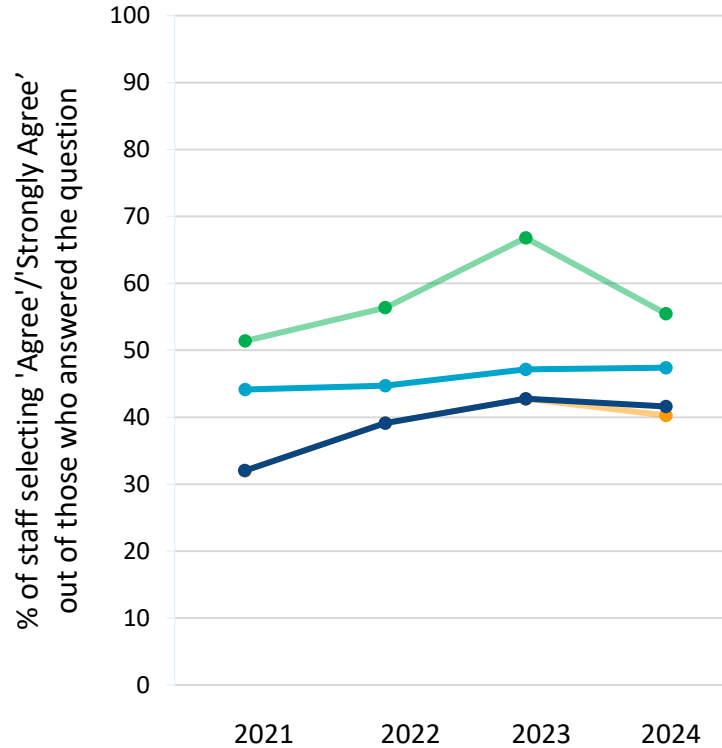
Q5a I have unrealistic time pressures.



<b>Your org</b>	18.32%	16.08%	18.55%	21.78%	23.02%
<b>Best result</b>	29.43%	24.99%	26.55%	32.50%	32.68%
<b>Average result</b>	22.73%	18.86%	20.13%	22.64%	23.02%
<b>Worst result</b>	18.07%	16.08%	17.14%	20.44%	18.67%

Responses 2556 2699 3314 3055 3136

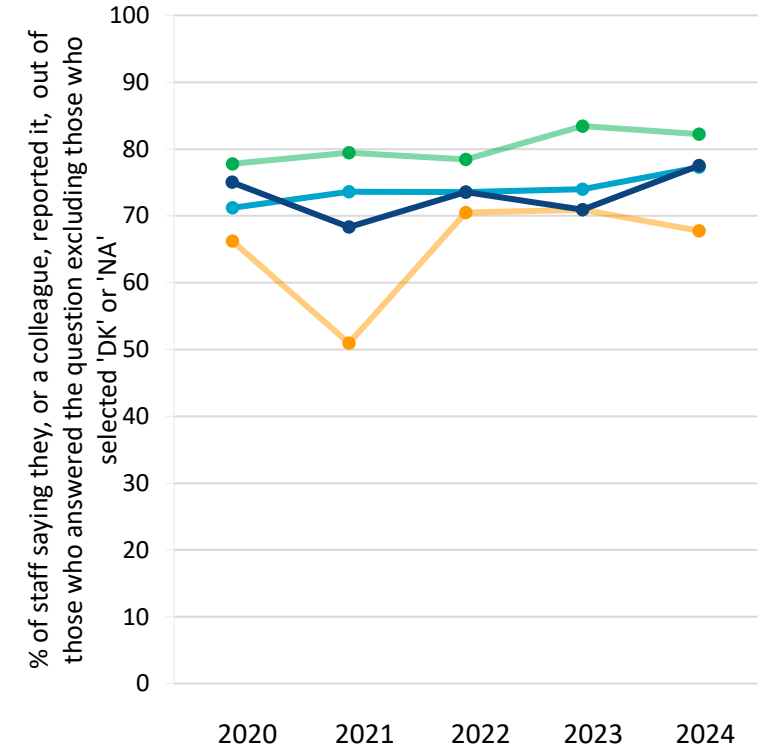
Q11a My organisation takes positive action on health and well-being.



<b>Your org</b>	32.02%	39.10%	42.78%	41.63%
<b>Best result</b>	51.39%	56.36%	66.80%	55.46%
<b>Average result</b>	44.14%	44.72%	47.15%	47.40%
<b>Worst result</b>	32.02%	39.10%	42.78%	40.26%

Responses 2582 3203 3057 3133

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



<b>Your org</b>	75.02%	68.33%	73.56%	70.91%	77.53%
<b>Best result</b>	77.80%	79.45%	78.46%	83.44%	82.23%
<b>Average result</b>	71.21%	73.59%	73.56%	74.01%	77.27%
<b>Worst result</b>	66.22%	50.94%	70.48%	70.91%	67.77%

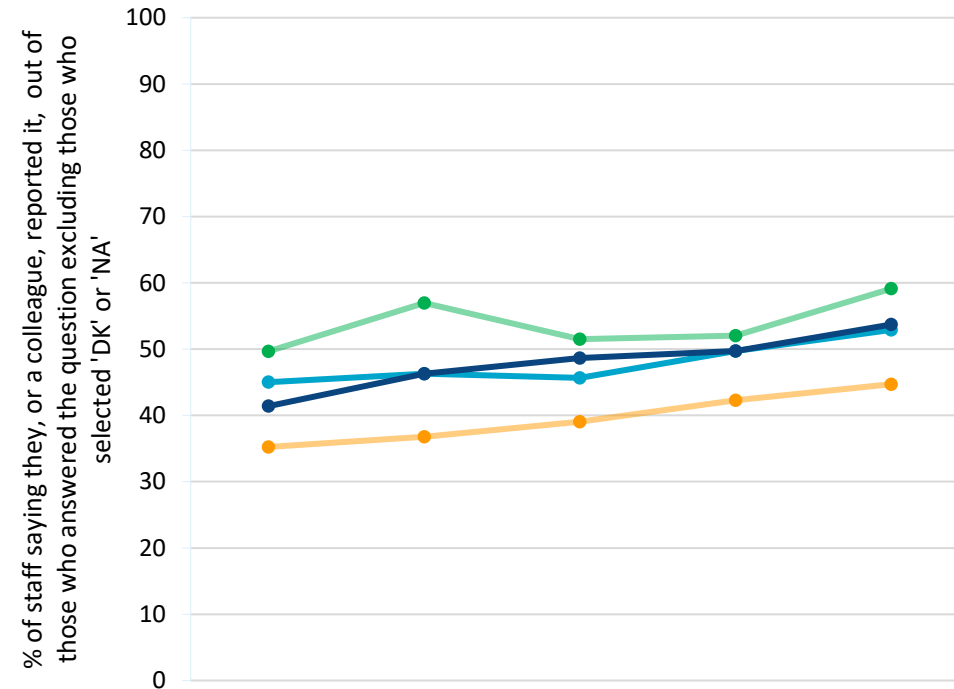
Responses 832 802 981 603 858

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





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

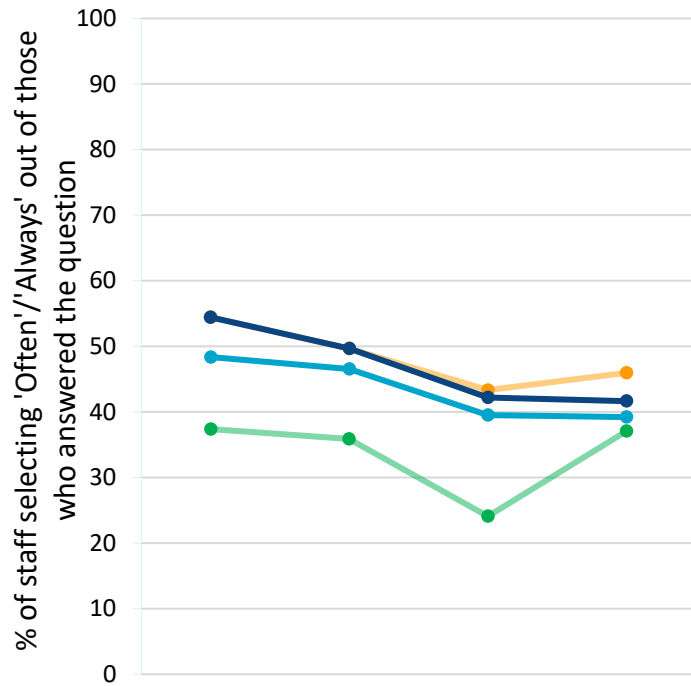


	2020	2021	2022	2023	2024
Your org	41.40%	46.28%	48.66%	49.70%	53.72%
Best result	49.67%	56.97%	51.49%	52.02%	59.12%
Average result	45.01%	46.28%	45.66%	49.70%	52.90%
Worst result	35.25%	36.77%	39.05%	42.29%	44.71%
Responses	1402	1426	1609	1163	1426

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

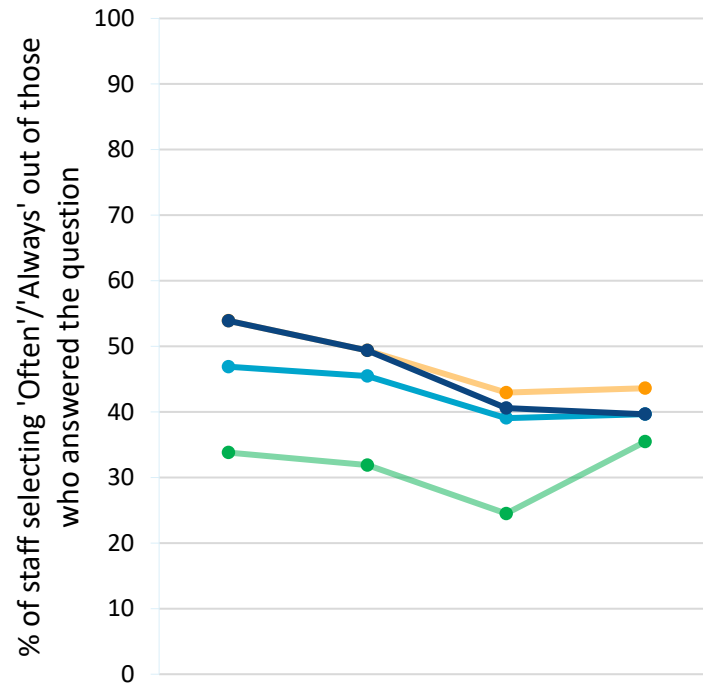


Q12a How often, if at all, do you find your work emotionally exhausting?



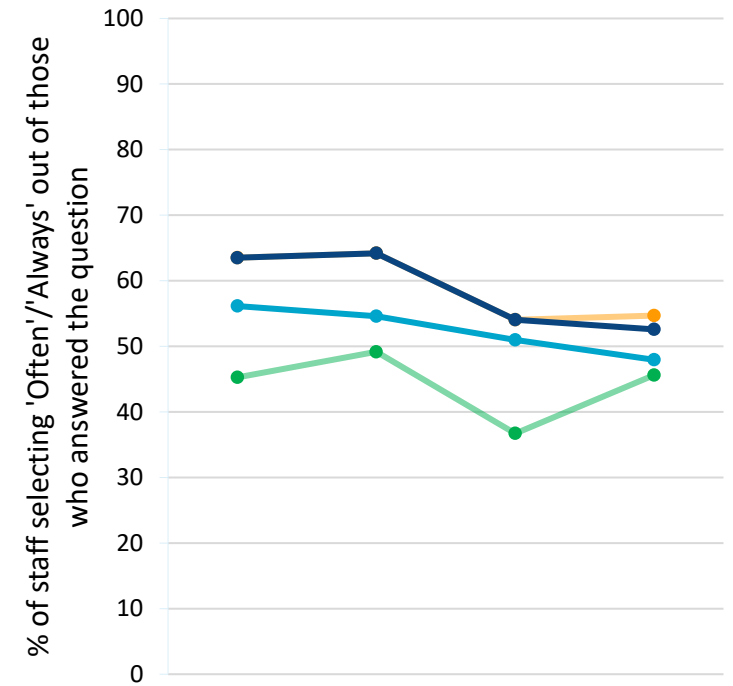
	2021	2022	2023	2024
<b>Your org</b>	54.43%	49.66%	42.19%	41.64%
<b>Best result</b>	37.38%	35.88%	24.08%	37.09%
<b>Average result</b>	48.36%	46.54%	39.51%	39.21%
<b>Worst result</b>	54.43%	49.66%	43.34%	45.93%
Responses	2647	3314	3059	3137

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



	2021	2022	2023	2024
<b>Your org</b>	53.88%	49.38%	40.60%	39.63%
<b>Best result</b>	33.80%	31.89%	24.50%	35.45%
<b>Average result</b>	46.89%	45.48%	39.05%	39.63%
<b>Worst result</b>	53.88%	49.38%	42.95%	43.59%
Responses	2645	3319	3058	3133

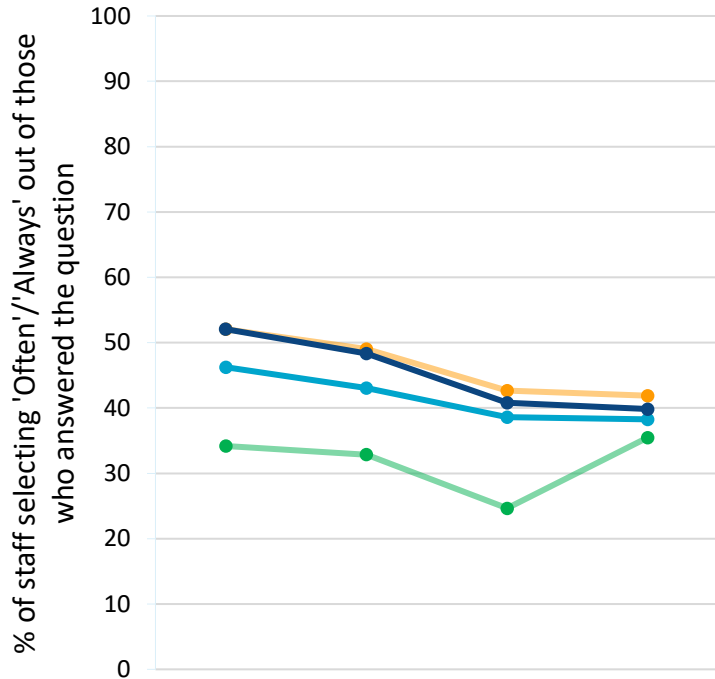
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
<b>Your org</b>	63.51%	64.18%	54.05%	52.58%
<b>Best result</b>	45.27%	49.17%	36.71%	45.62%
<b>Average result</b>	56.14%	54.60%	51.00%	47.95%
<b>Worst result</b>	63.51%	64.18%	54.05%	54.70%
Responses	2648	3319	3058	3134

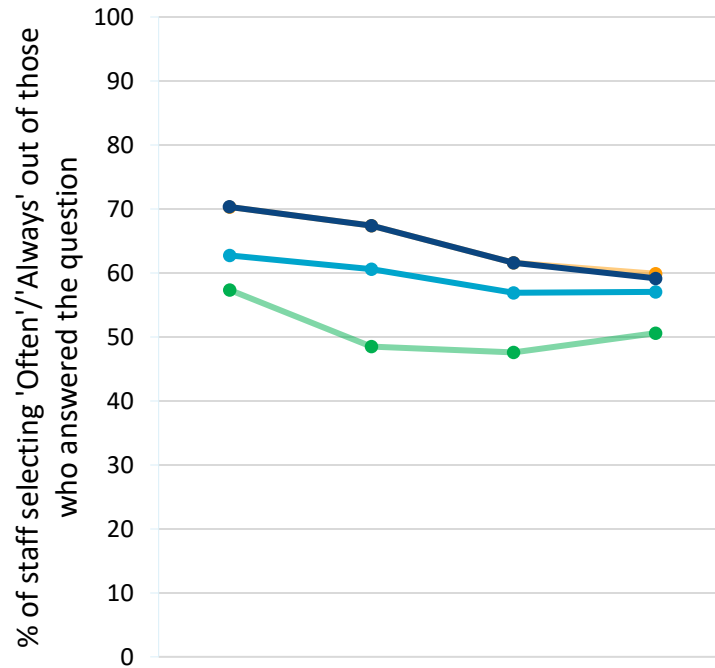


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



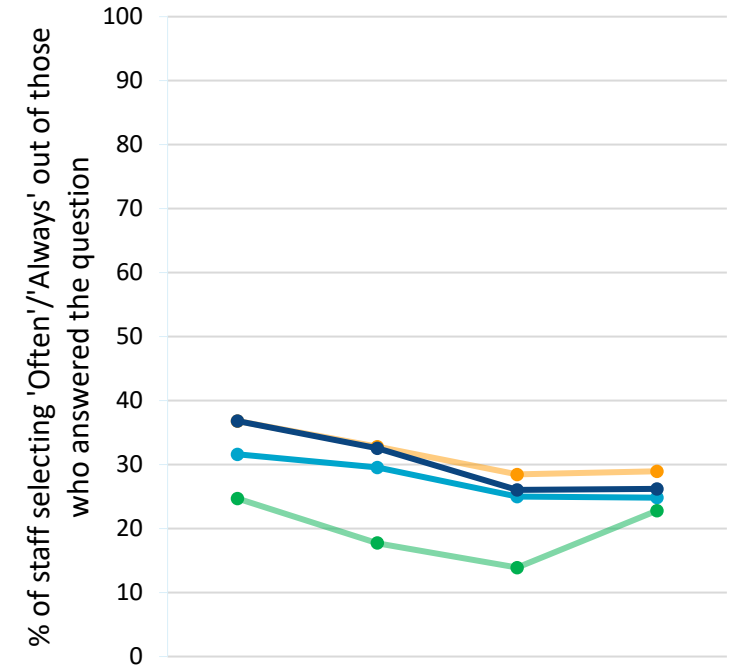
	2021	2022	2023	2024
<b>Your org</b>	52.06%	48.32%	40.82%	39.84%
<b>Best result</b>	34.18%	32.85%	24.65%	35.49%
<b>Average result</b>	46.24%	43.03%	38.62%	38.26%
<b>Worst result</b>	52.06%	49.01%	42.67%	41.88%
Responses	2647	3318	3053	3134

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



	2021	2022	2023	2024
<b>Your org</b>	70.31%	67.38%	61.57%	59.16%
<b>Best result</b>	57.34%	48.48%	47.58%	50.58%
<b>Average result</b>	62.74%	60.59%	56.90%	57.04%
<b>Worst result</b>	70.31%	67.38%	61.57%	59.88%
Responses	2643	3314	3051	3131

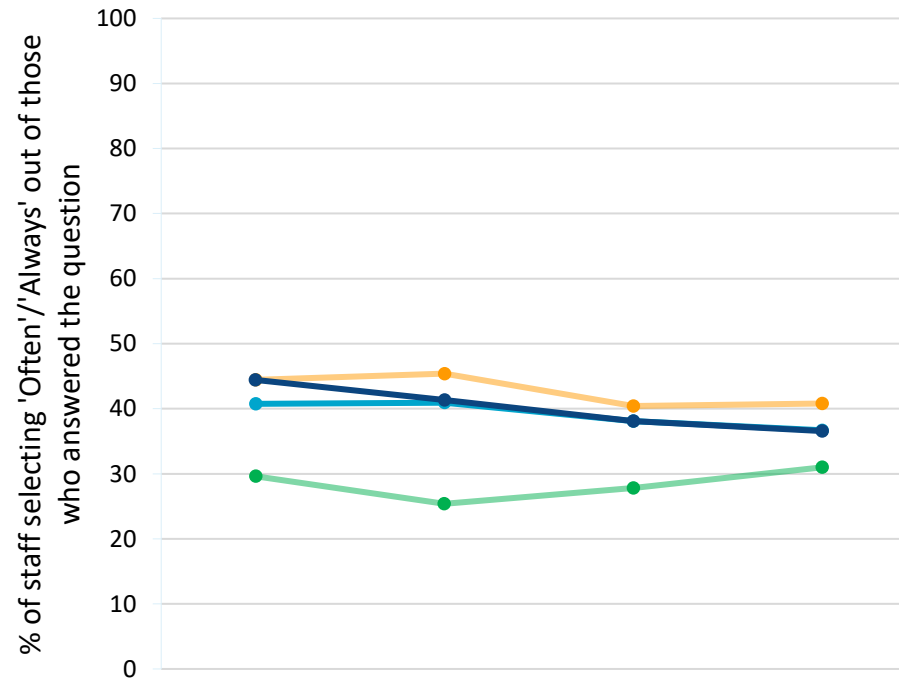
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
<b>Your org</b>	36.80%	32.57%	26.04%	26.20%
<b>Best result</b>	24.69%	17.71%	13.91%	22.81%
<b>Average result</b>	31.61%	29.54%	25.01%	24.83%
<b>Worst result</b>	36.80%	32.78%	28.47%	28.97%
Responses	2646	3318	3057	3132



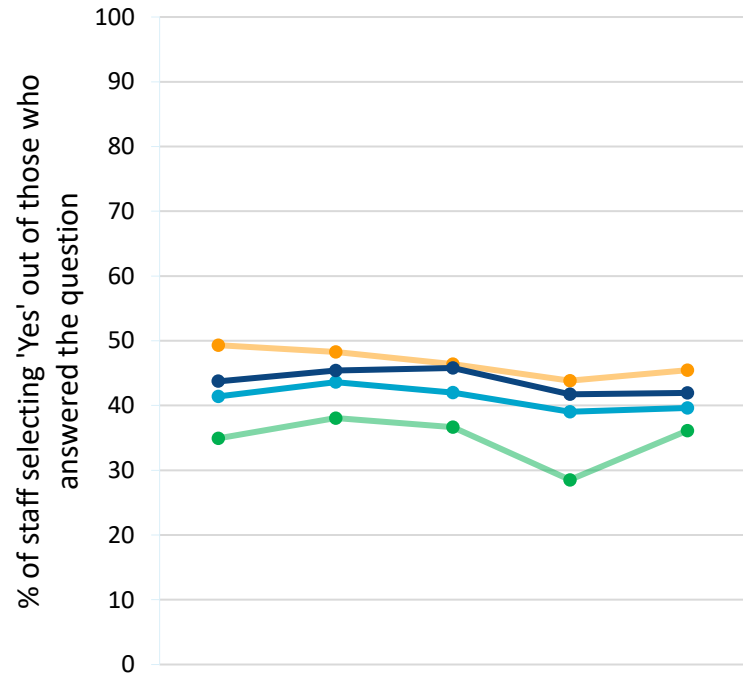
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
<b>Your org</b>	44.43%	41.34%	38.10%	36.57%
<b>Best result</b>	29.62%	25.39%	27.84%	31.00%
<b>Average result</b>	40.75%	40.93%	38.10%	36.69%
<b>Worst result</b>	44.43%	45.40%	40.42%	40.82%
Responses	2648	3320	3057	3133

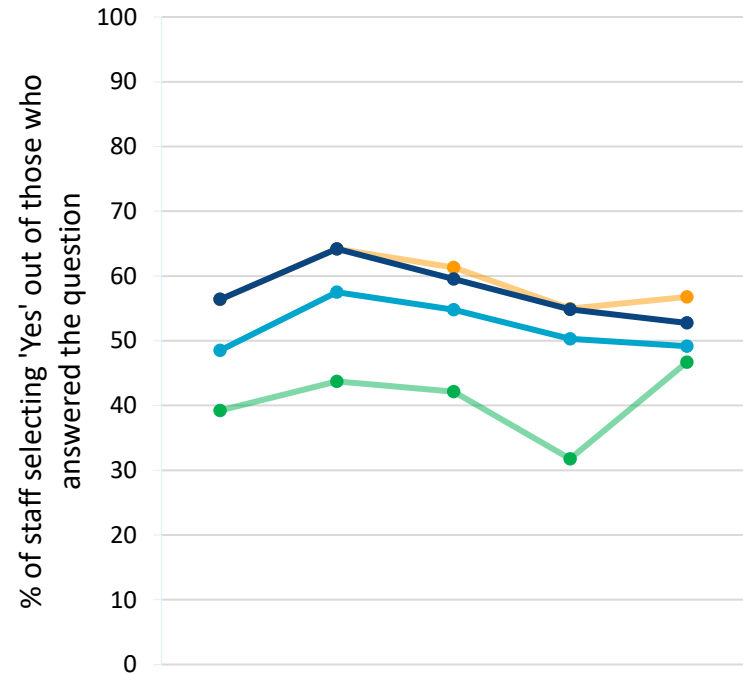


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



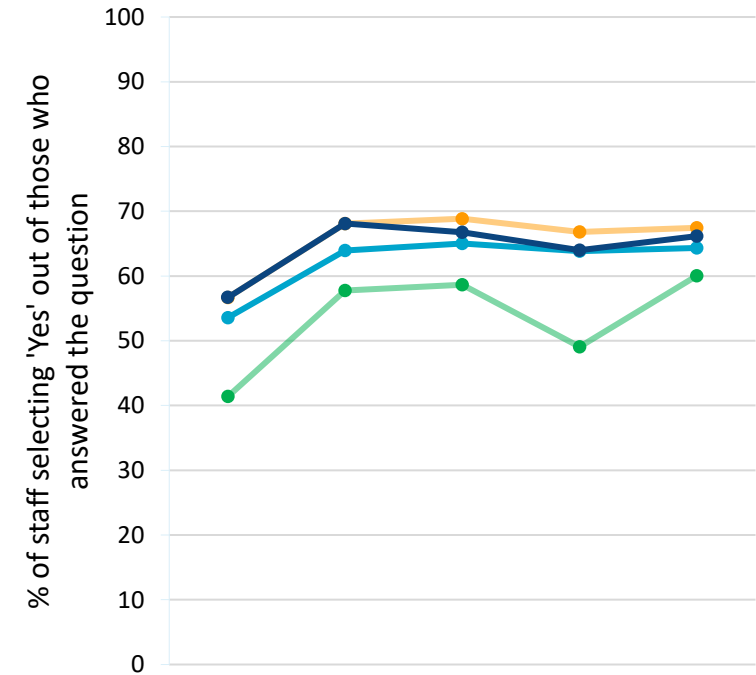
	2020	2021	2022	2023	2024
<b>Your org</b>	43.73%	45.40%	45.80%	41.73%	41.92%
<b>Best result</b>	34.93%	38.07%	36.66%	28.53%	36.12%
<b>Average result</b>	41.39%	43.61%	42.01%	39.04%	39.61%
<b>Worst result</b>	49.32%	48.27%	46.40%	43.84%	45.48%
Responses	2535	2647	3321	3052	3132

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



	2020	2021	2022	2023	2024
<b>Your org</b>	56.38%	64.20%	59.54%	54.84%	52.75%
<b>Best result</b>	39.22%	43.73%	42.15%	31.77%	46.70%
<b>Average result</b>	48.51%	57.50%	54.78%	50.30%	49.18%
<b>Worst result</b>	56.38%	64.20%	61.34%	54.96%	56.80%
Responses	2539	2647	3320	3053	3131

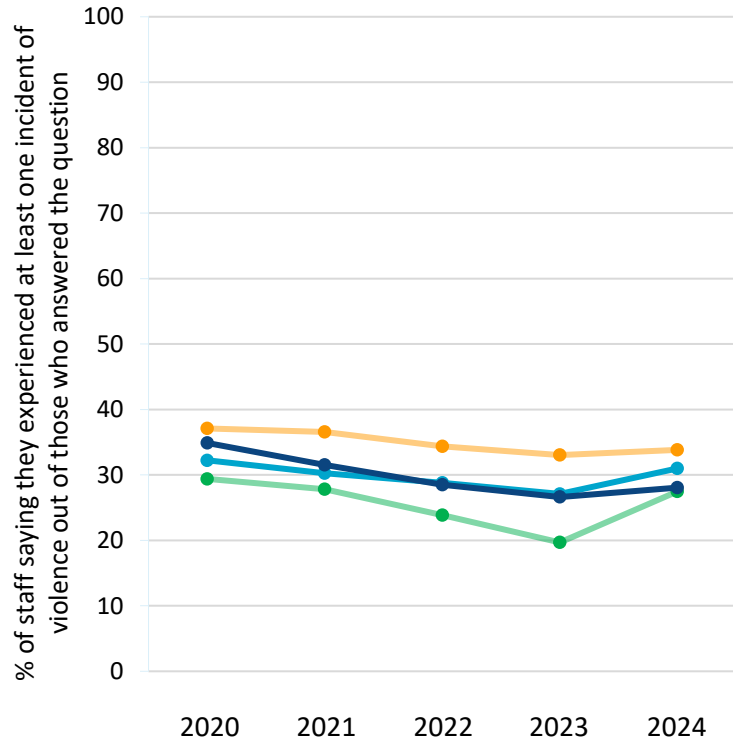
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
<b>Your org</b>	56.68%	68.11%	66.78%	63.97%	66.16%
<b>Best result</b>	41.38%	57.77%	58.66%	49.05%	60.04%
<b>Average result</b>	53.56%	63.93%	65.02%	63.84%	64.32%
<b>Worst result</b>	56.68%	68.11%	68.85%	66.81%	67.46%
Responses	2540	2650	3323	3057	3130

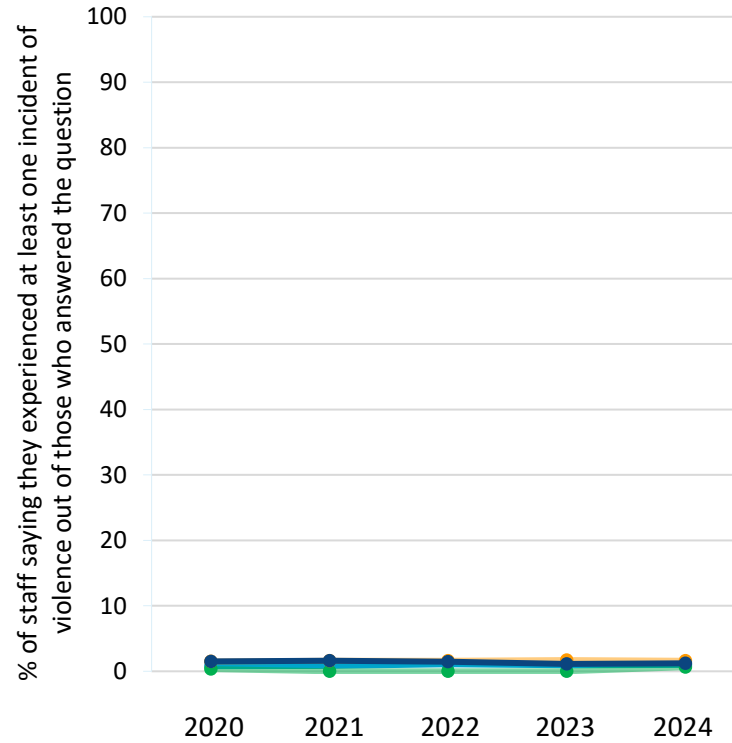


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



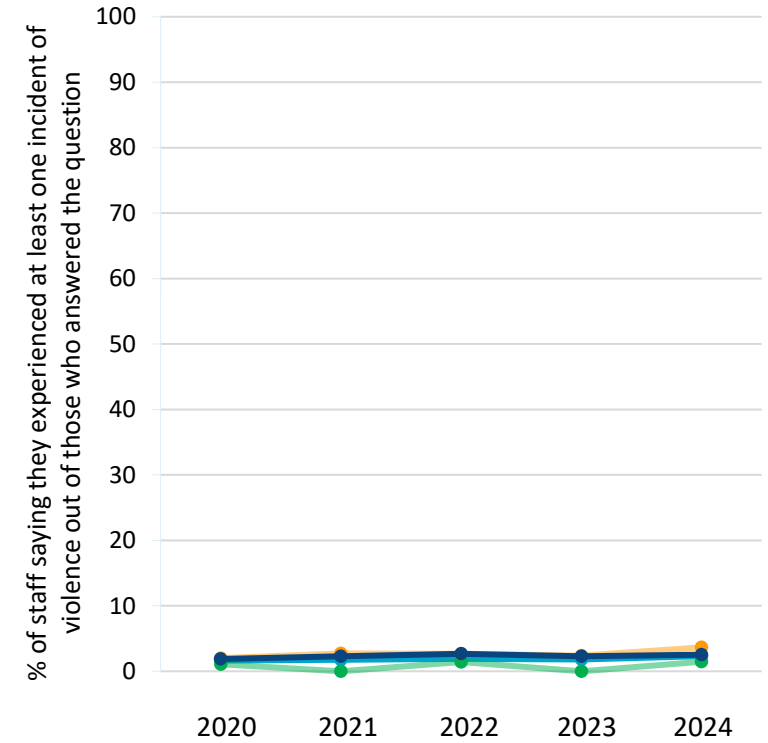
Responses	2534	2645	3319	2432	3128
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Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



Responses	2529	2625	3288	2406	3077
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Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

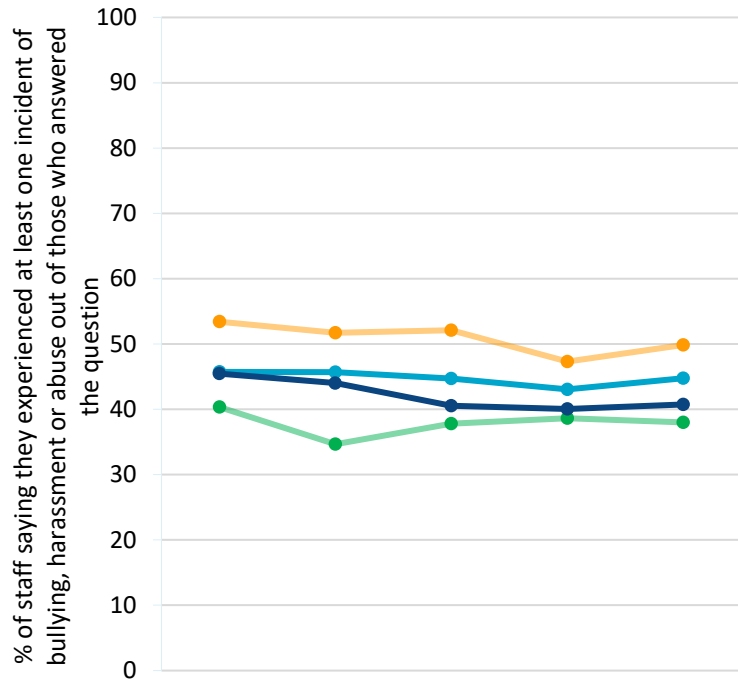


Responses	2525	2628	3282	2385	3041
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Note: 2023 results for Q13a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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

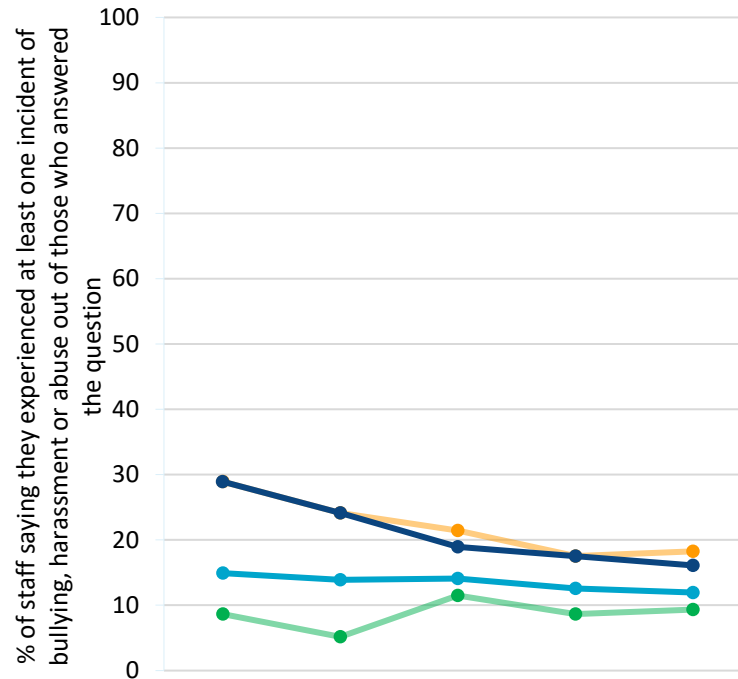


2020 2021 2022 2023 2024

<b>Your org</b>	45.46%	44.00%	40.52%	40.05%	40.76%
<b>Best result</b>	40.34%	34.66%	37.81%	38.64%	38.02%
<b>Average result</b>	45.73%	45.70%	44.72%	43.06%	44.76%
<b>Worst result</b>	53.41%	51.73%	52.11%	47.31%	49.84%

Responses 2497 2596 3312 2432 3124

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

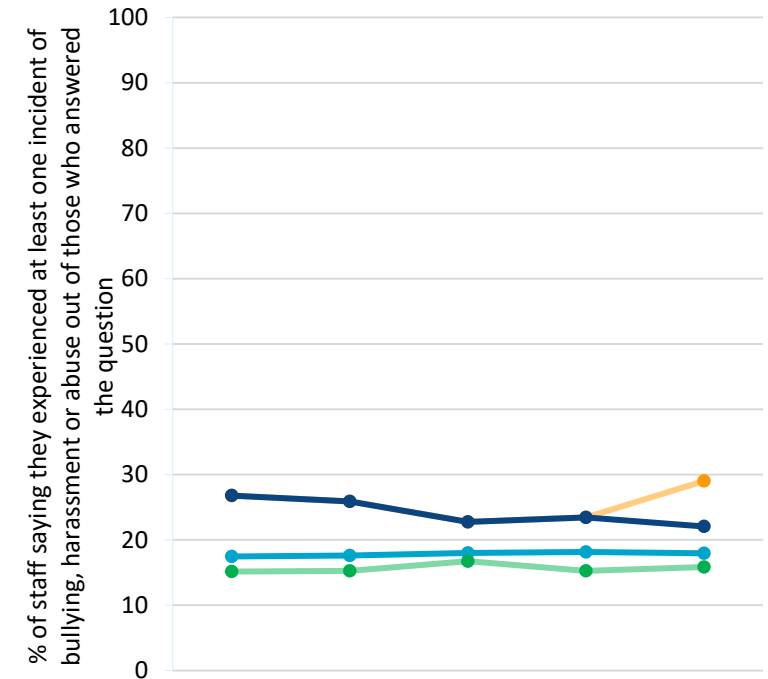


2020 2021 2022 2023 2024

<b>Your org</b>	28.92%	24.14%	18.96%	17.54%	16.10%
<b>Best result</b>	8.65%	5.17%	11.49%	8.67%	9.34%
<b>Average result</b>	14.92%	13.92%	14.08%	12.56%	11.96%
<b>Worst result</b>	28.92%	24.14%	21.46%	17.54%	18.25%

Responses 2491 2587 3293 2425 3107

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



2020 2021 2022 2023 2024

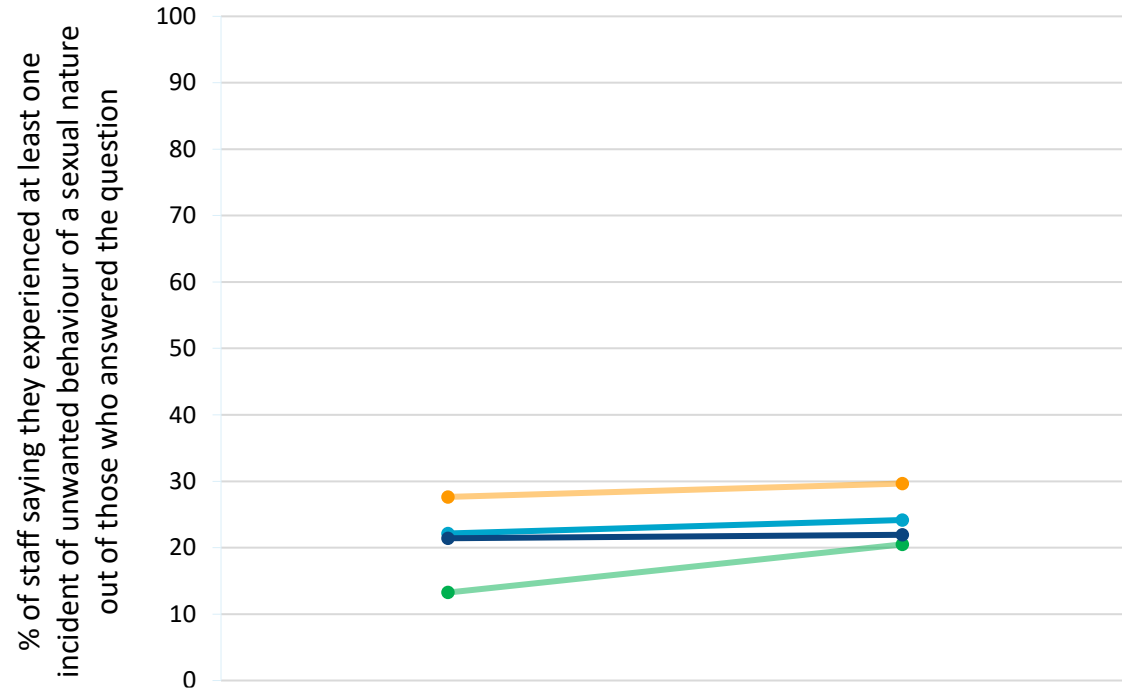
<b>Your org</b>	26.79%	25.89%	22.77%	23.44%	22.06%
<b>Best result</b>	15.16%	15.27%	16.75%	15.26%	15.84%
<b>Average result</b>	17.47%	17.61%	17.99%	18.16%	17.97%
<b>Worst result</b>	26.79%	25.89%	22.77%	23.44%	29.02%

Responses 2492 2579 3278 2414 3097

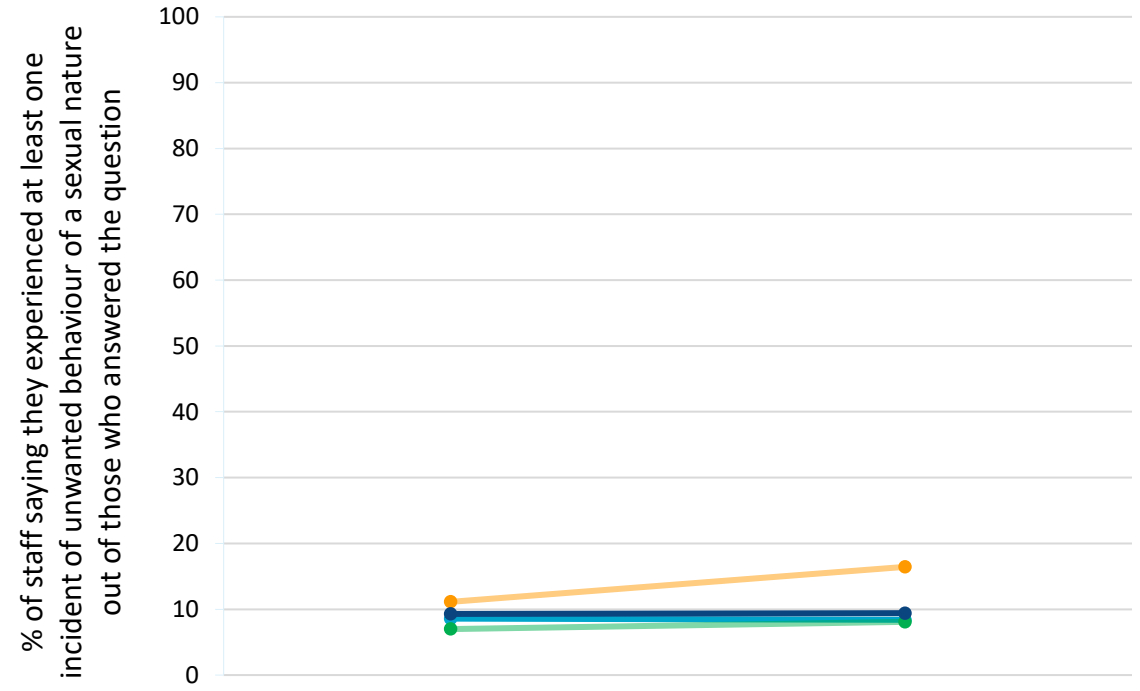
Note: 2023 results for Q14a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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



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



	2023	2024
Your org	21.42%	21.94%
Best result	13.24%	20.50%
Average result	22.14%	24.17%
Worst result	27.64%	29.65%
Responses	3056	3135

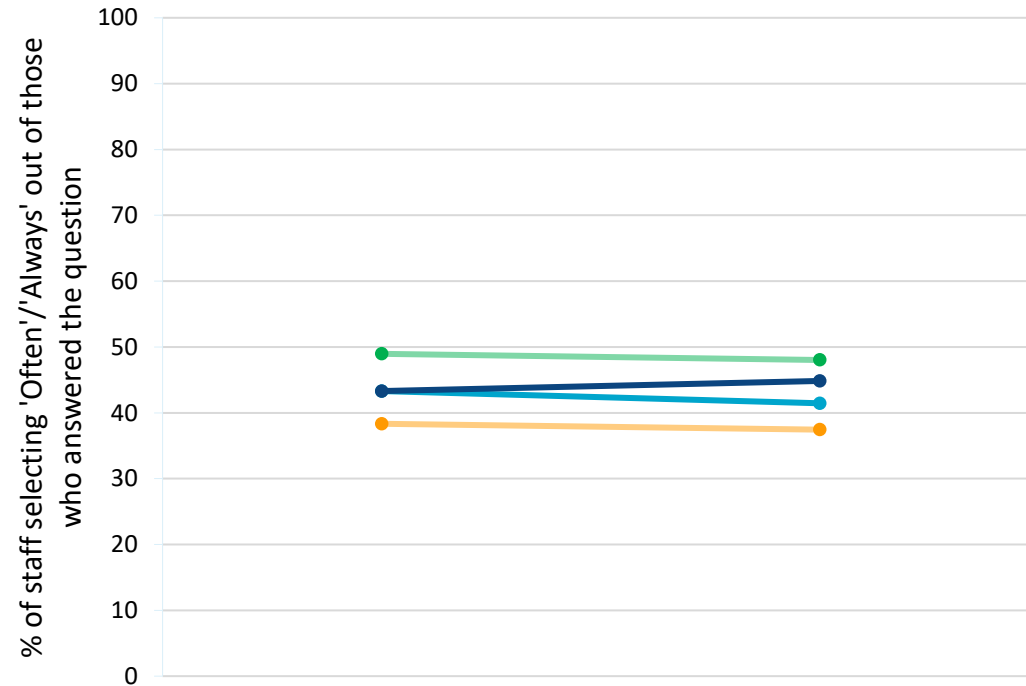
	2023	2024
Your org	9.29%	9.41%
Best result	6.99%	8.09%
Average result	8.58%	8.40%
Worst result	11.12%	16.44%
Responses	3044	3115

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





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



	2023	2024
Your org	43.30%	44.84%
Best result	48.96%	48.02%
Average result	43.30%	41.45%
Worst result	38.33%	37.44%
Responses	3056	3136

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

## People Promise element – We are always learning



### Questions included:

Development – Q24a, Q24b, Q24c, Q24d, Q24e

Appraisals – Q23a\*, Q23b, Q23c, Q23d

Other questions\*\* - Q24f

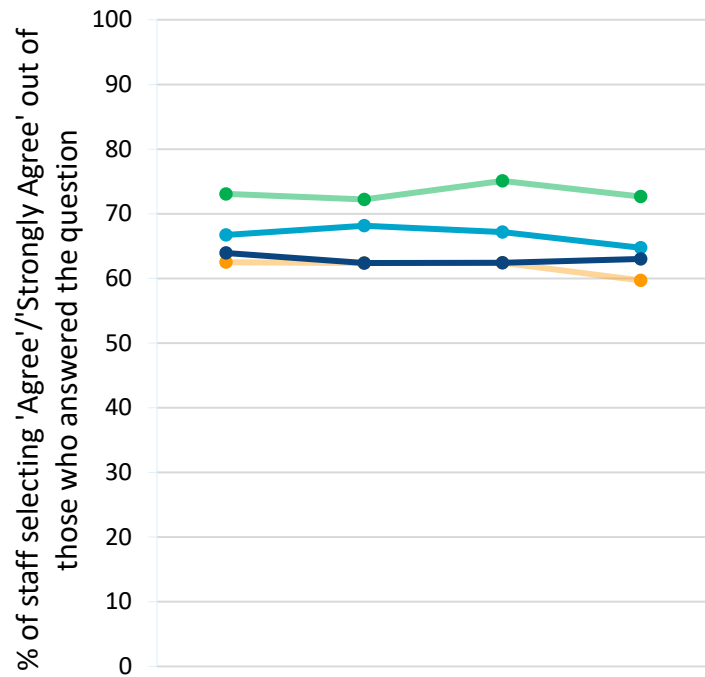
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

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

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

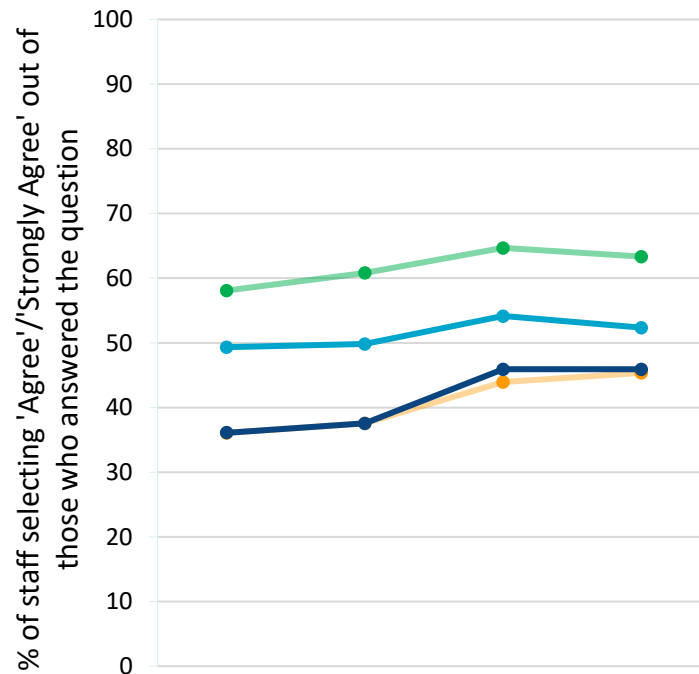


Q24a This organisation offers me challenging work.



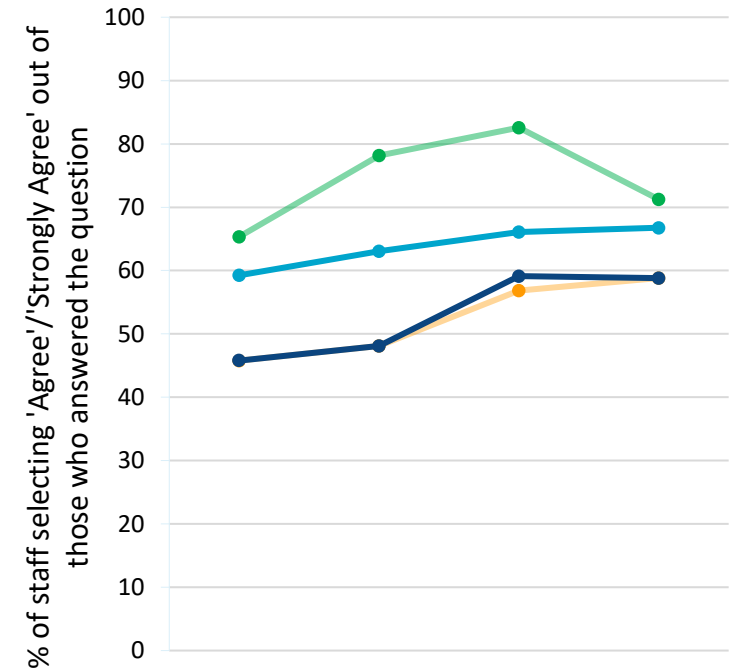
	2021	2022	2023	2024
<b>Your org</b>	63.93%	62.38%	62.42%	63.02%
<b>Best result</b>	73.07%	72.21%	75.07%	72.67%
<b>Average result</b>	66.72%	68.15%	67.18%	64.73%
<b>Worst result</b>	62.50%	62.38%	62.42%	59.69%
Responses	2628	3316	3042	3130

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



	2021	2022	2023	2024
<b>Your org</b>	36.08%	37.57%	45.92%	45.91%
<b>Best result</b>	58.09%	60.80%	64.69%	63.35%
<b>Average result</b>	49.33%	49.84%	54.16%	52.37%
<b>Worst result</b>	36.08%	37.57%	43.92%	45.36%
Responses	2625	3322	3042	3131

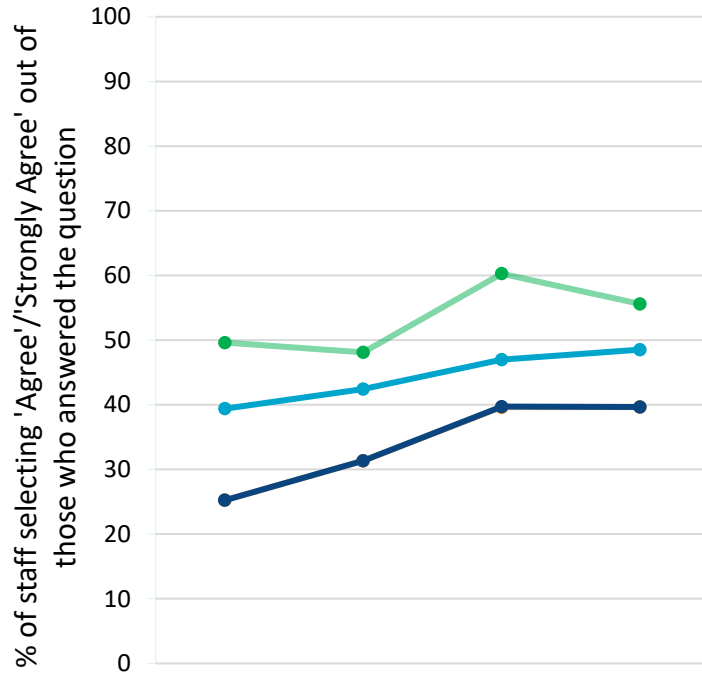
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
<b>Your org</b>	45.78%	48.12%	59.13%	58.82%
<b>Best result</b>	65.34%	78.15%	82.57%	71.24%
<b>Average result</b>	59.25%	63.04%	66.10%	66.77%
<b>Worst result</b>	45.78%	48.12%	56.86%	58.82%
Responses	2628	3321	3044	3128

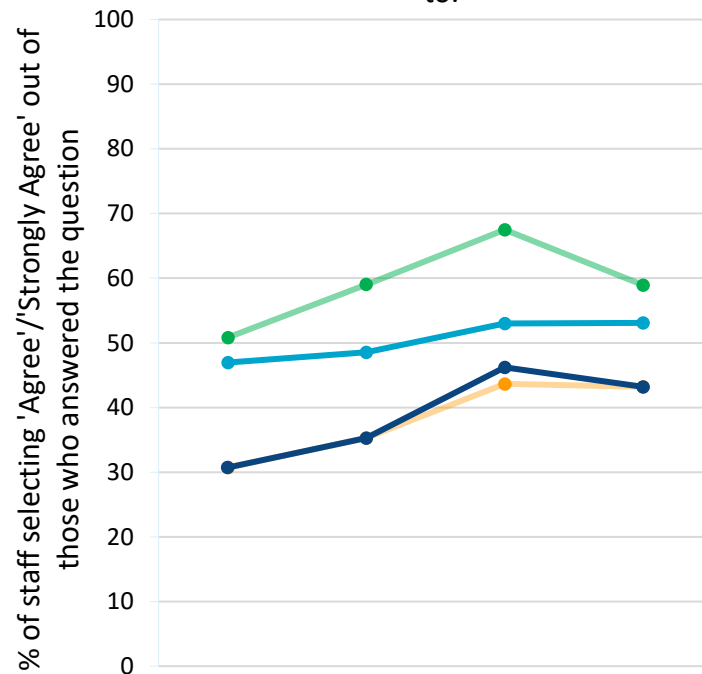


Q24d I feel supported to develop my potential.



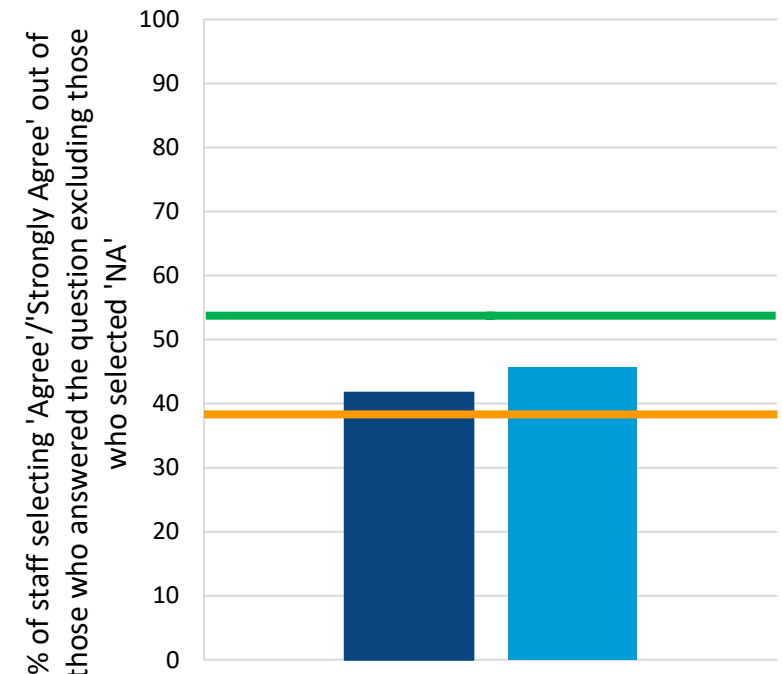
	2021	2022	2023	2024
<b>Your org</b>	25.24%	31.32%	39.72%	39.65%
<b>Best result</b>	49.62%	48.10%	60.27%	55.61%
<b>Average result</b>	39.39%	42.43%	46.99%	48.53%
<b>Worst result</b>	25.24%	31.32%	39.63%	39.65%
Responses	2627	3320	3044	3131

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



	2021	2022	2023	2024
<b>Your org</b>	30.72%	35.26%	46.21%	43.20%
<b>Best result</b>	50.82%	59.00%	67.50%	58.91%
<b>Average result</b>	46.96%	48.55%	52.99%	53.09%
<b>Worst result</b>	30.72%	35.26%	43.66%	43.20%
Responses	2626	3321	3043	3130

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

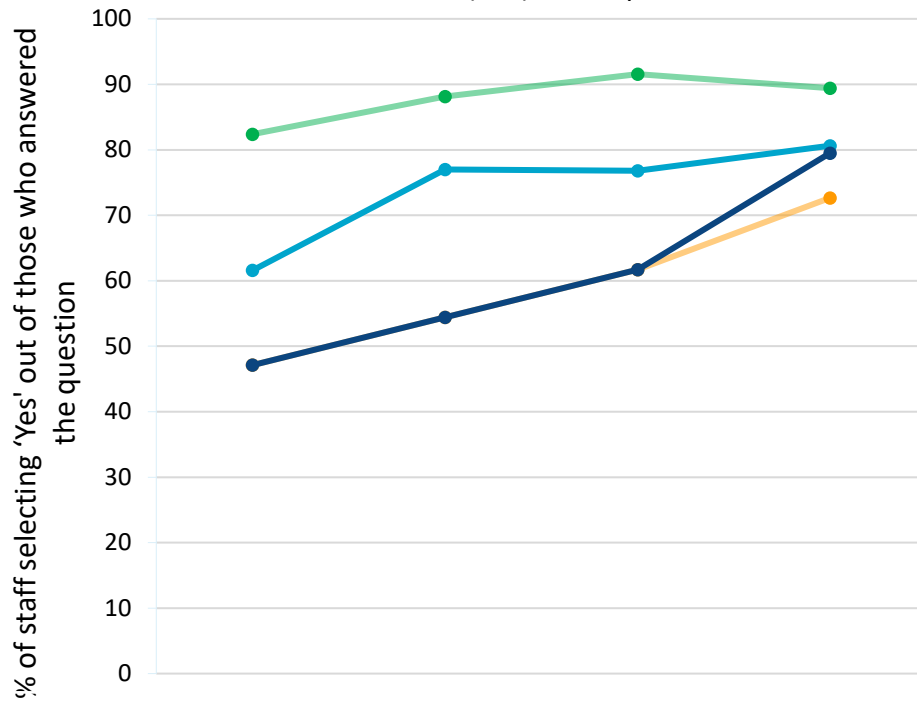


	2024
<b>Your org</b>	41.70%
<b>Best result</b>	53.73%
<b>Average result</b>	45.66%
<b>Worst result</b>	38.32%
Responses	2524

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



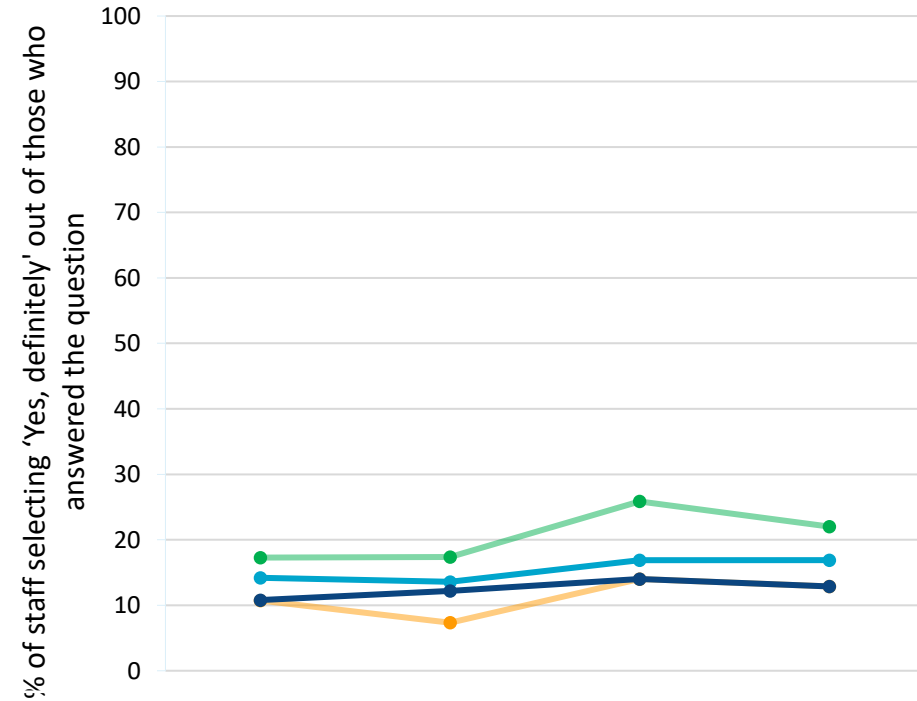
Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
<b>Your org</b>	47.11%	54.39%	61.68%	79.50%
<b>Best result</b>	82.39%	88.15%	91.56%	89.41%
<b>Average result</b>	61.58%	76.99%	76.78%	80.63%
<b>Worst result</b>	47.11%	54.39%	61.68%	72.65%

Responses 2640 3317 2935 3075

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



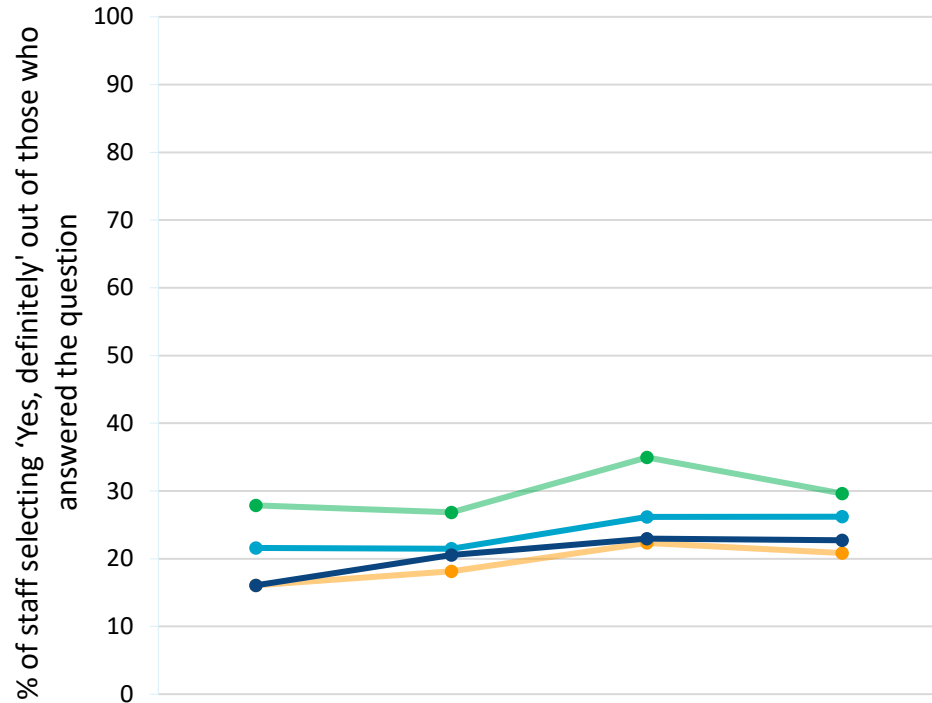
	2021	2022	2023	2024
<b>Your org</b>	10.80%	12.17%	14.02%	12.90%
<b>Best result</b>	17.28%	17.37%	25.86%	22.02%
<b>Average result</b>	14.19%	13.59%	16.88%	16.90%
<b>Worst result</b>	10.72%	7.34%	14.02%	12.90%

Responses 1226 1747 1791 2424

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

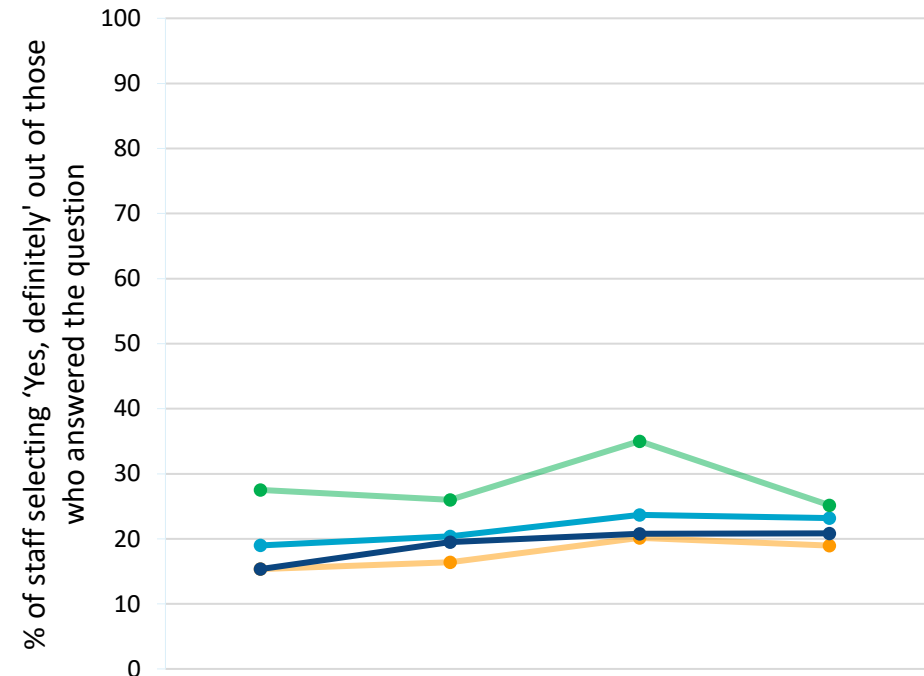


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024
<b>Your org</b>	16.07%	20.52%	22.96%	22.71%
<b>Best result</b>	27.86%	26.84%	34.95%	29.61%
<b>Average result</b>	21.59%	21.47%	26.19%	26.20%
<b>Worst result</b>	16.07%	18.11%	22.32%	20.81%
Responses	1227	1746	1791	2423

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



	2021	2022	2023	2024
<b>Your org</b>	15.34%	19.49%	20.80%	20.84%
<b>Best result</b>	27.52%	26.00%	35.01%	25.17%
<b>Average result</b>	18.98%	20.37%	23.68%	23.16%
<b>Worst result</b>	15.34%	16.40%	20.15%	18.97%
Responses	1228	1747	1789	2423

## People Promise element – We work flexibly



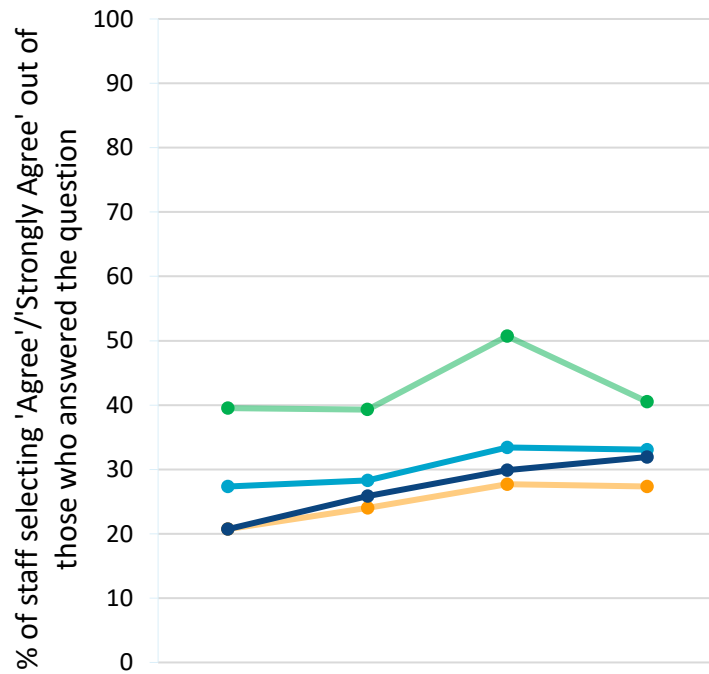
### Questions included:

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

Flexible working – Q4d

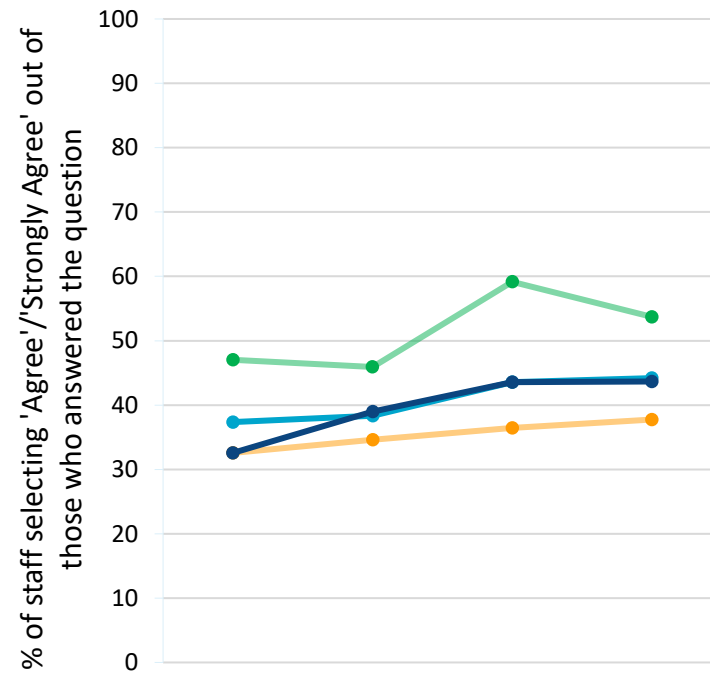


Q6b My organisation is committed to helping me balance my work and home life.



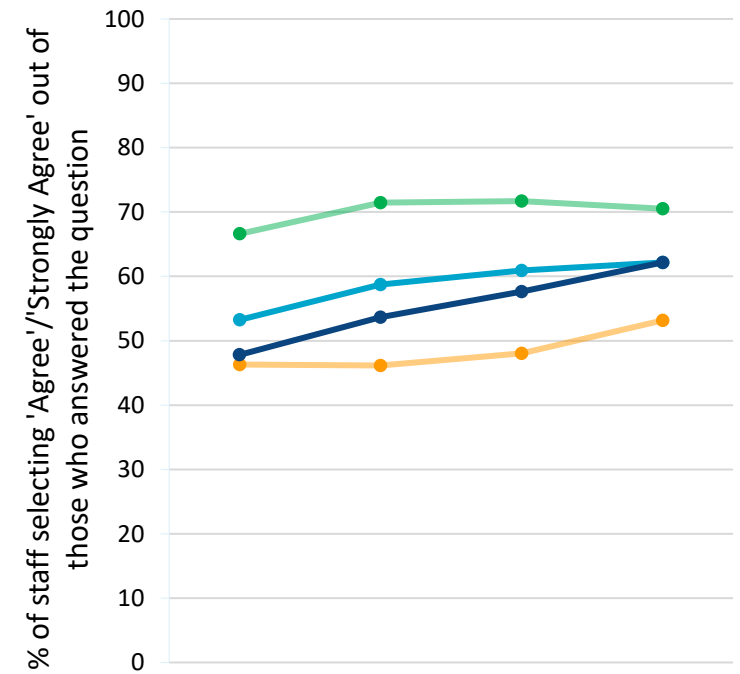
	2021	2022	2023	2024
<b>Your org</b>	20.72%	25.84%	29.88%	31.92%
<b>Best result</b>	39.53%	39.29%	50.71%	40.50%
<b>Average result</b>	27.35%	28.29%	33.41%	33.09%
<b>Worst result</b>	20.72%	24.00%	27.70%	27.36%
Responses	2699	3321	3054	3132

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



	2021	2022	2023	2024
<b>Your org</b>	32.56%	38.98%	43.57%	43.66%
<b>Best result</b>	47.03%	45.92%	59.15%	53.71%
<b>Average result</b>	37.35%	38.32%	43.57%	44.18%
<b>Worst result</b>	32.56%	34.63%	36.47%	37.75%
Responses	2700	3322	3055	3130

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

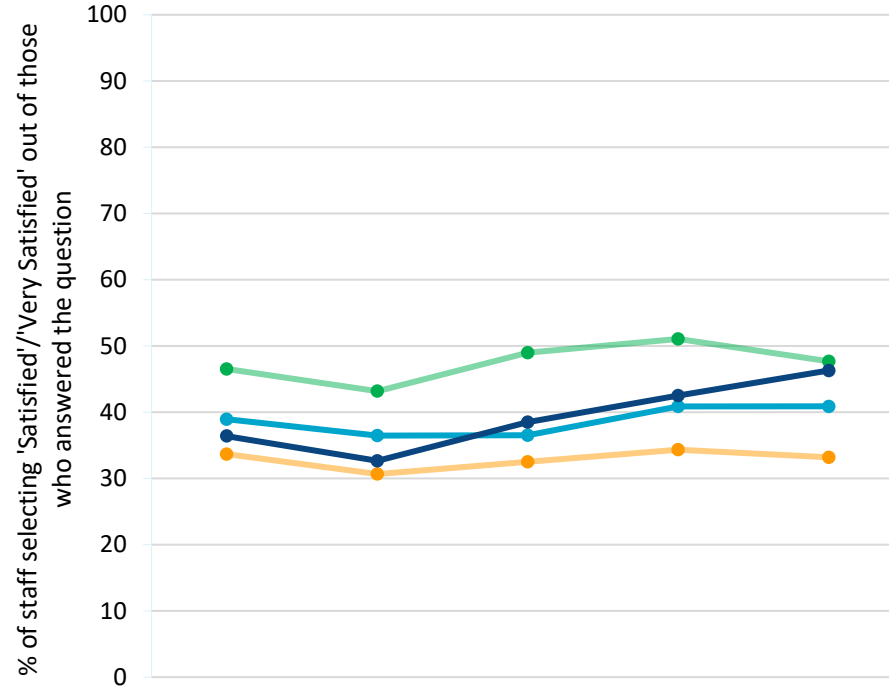


	2021	2022	2023	2024
<b>Your org</b>	47.80%	53.65%	57.64%	62.16%
<b>Best result</b>	66.61%	71.46%	71.69%	70.52%
<b>Average result</b>	53.24%	58.73%	60.91%	62.16%
<b>Worst result</b>	46.28%	46.15%	48.02%	53.16%
Responses	2698	3323	3055	3132



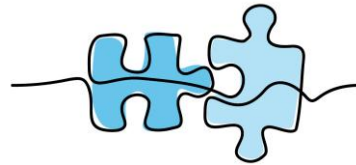


Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.



	2020	2021	2022	2023	2024
<b>Your org</b>	36.38%	32.66%	38.52%	42.50%	46.30%
<b>Best result</b>	46.55%	43.17%	48.98%	51.06%	47.68%
<b>Average result</b>	38.96%	36.47%	36.54%	40.88%	40.89%
<b>Worst result</b>	33.69%	30.66%	32.53%	34.34%	33.18%
Responses	2552	2705	3322	3049	3128

## People Promise element – We are a team



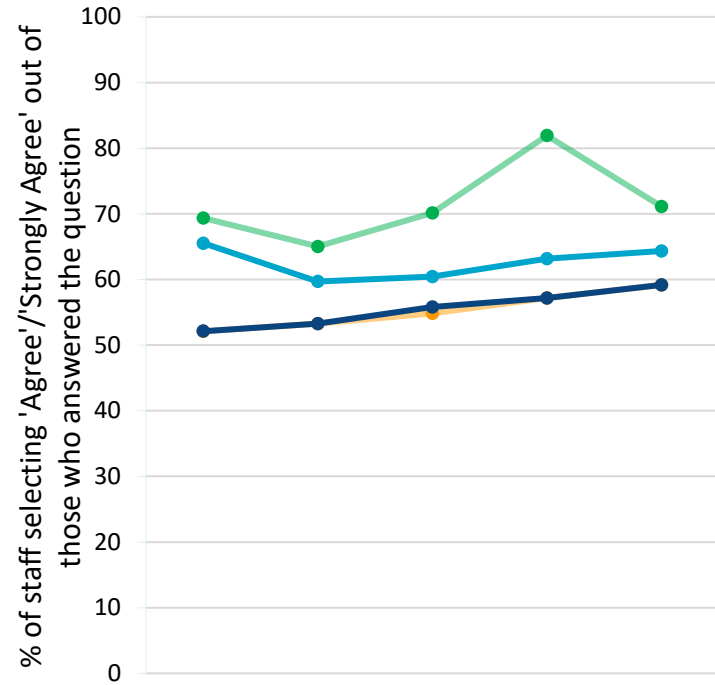
### Questions included:

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

Line management – Q9a, Q9b, Q9c, Q9d



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

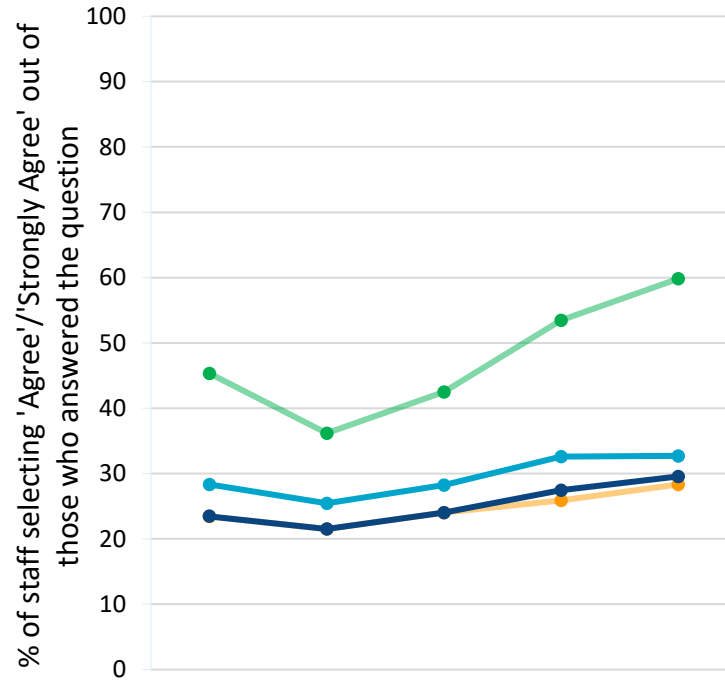


2020 2021 2022 2023 2024

Your org	52.11%	53.30%	55.79%	57.15%	59.18%
Best result	69.35%	65.03%	70.12%	81.91%	71.11%
Average result	65.53%	59.69%	60.45%	63.18%	64.35%
Worst result	52.11%	53.30%	54.81%	57.15%	59.18%

Responses 2556 2673 3321 3049 3136

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

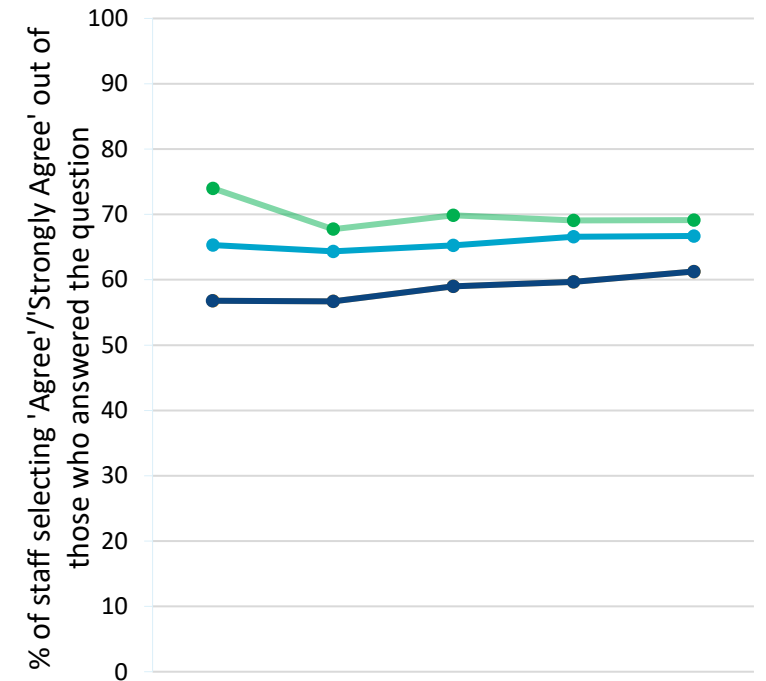


2020 2021 2022 2023 2024

Your org	23.45%	21.52%	24.04%	27.47%	29.57%
Best result	45.36%	36.19%	42.52%	53.49%	59.83%
Average result	28.34%	25.46%	28.24%	32.59%	32.72%
Worst result	23.45%	21.52%	24.04%	25.89%	28.33%

Responses 2563 2675 3320 3050 3133

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



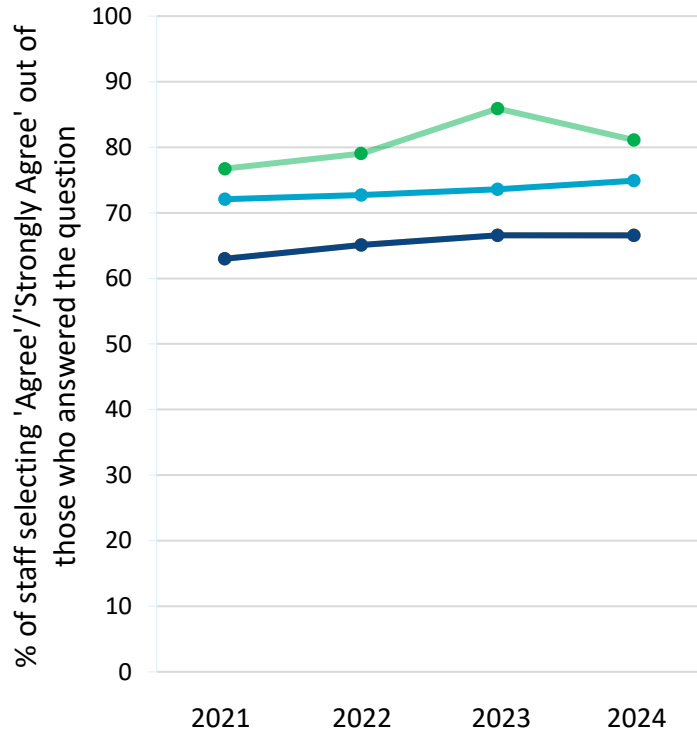
2020 2021 2022 2023 2024

Your org	56.78%	56.69%	58.97%	59.70%	61.26%
Best result	74.00%	67.74%	69.87%	69.07%	69.15%
Average result	65.30%	64.35%	65.27%	66.59%	66.70%
Worst result	56.78%	56.69%	58.97%	59.70%	61.26%

Responses 2566 2676 3322 3052 3135

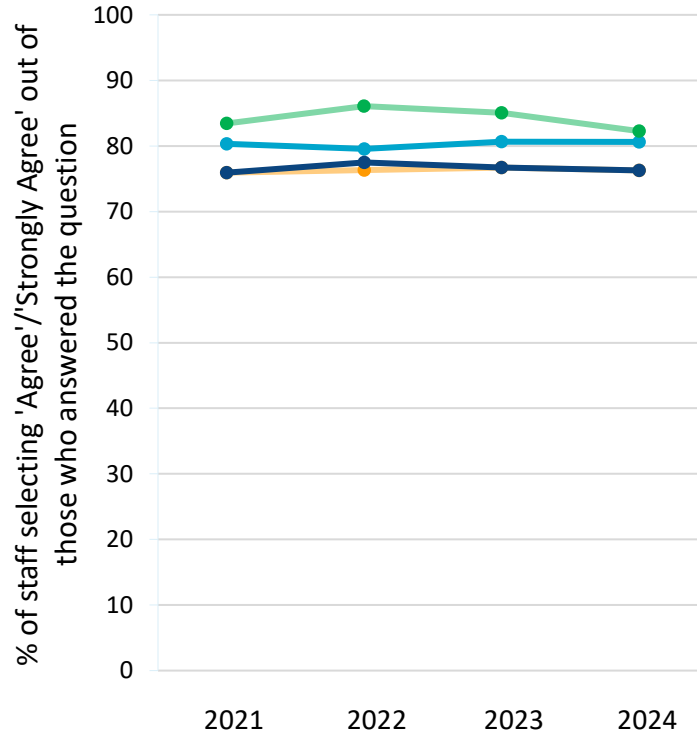


Q7d Team members understand each other's roles.



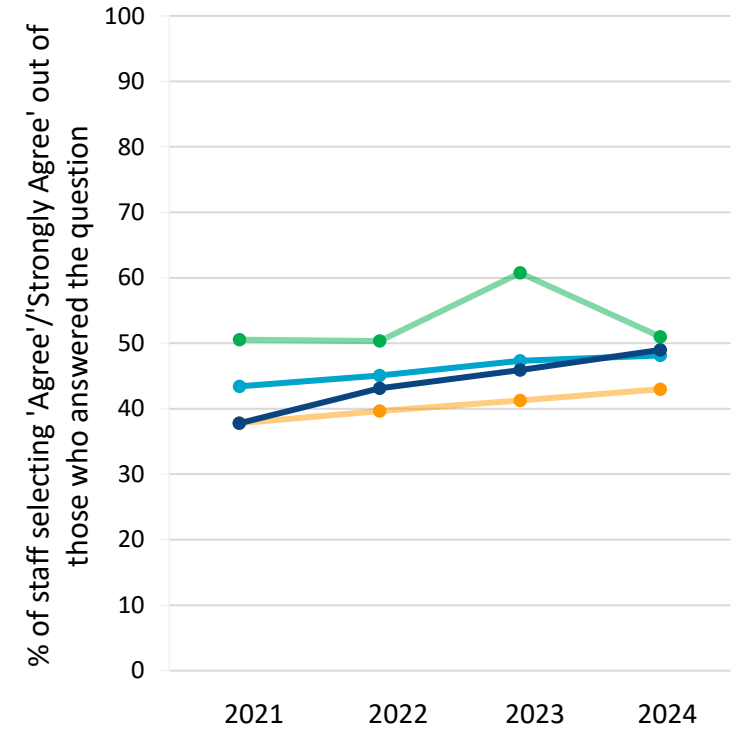
	2021	2022	2023	2024
<b>Your org</b>	63.00%	65.09%	66.57%	66.56%
<b>Best result</b>	76.74%	79.03%	85.90%	81.13%
<b>Average result</b>	72.08%	72.70%	73.57%	74.90%
<b>Worst result</b>	63.00%	65.09%	66.57%	66.56%
Responses	2674	3319	3051	3134

Q7e I enjoy working with the colleagues in my team.



	2021	2022	2023	2024
<b>Your org</b>	75.93%	77.49%	76.71%	76.26%
<b>Best result</b>	83.44%	86.08%	85.07%	82.27%
<b>Average result</b>	80.35%	79.56%	80.65%	80.60%
<b>Worst result</b>	75.93%	76.32%	76.71%	76.26%
Responses	2672	3321	3045	3132

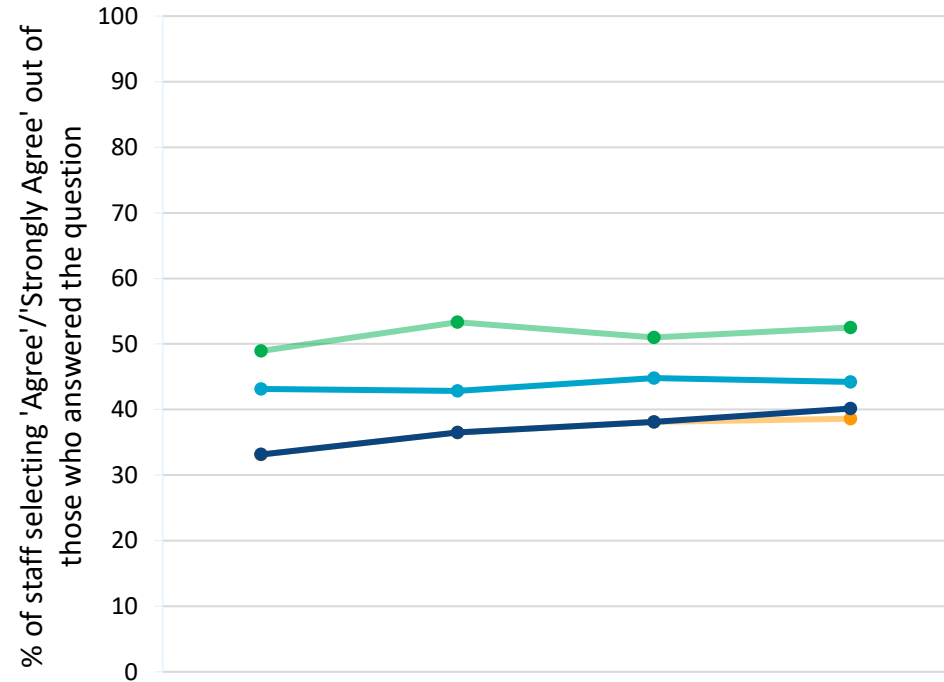
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023	2024
<b>Your org</b>	37.79%	43.13%	45.89%	48.99%
<b>Best result</b>	50.55%	50.34%	60.74%	51.00%
<b>Average result</b>	43.43%	45.06%	47.33%	48.14%
<b>Worst result</b>	37.79%	39.65%	41.26%	42.99%
Responses	2669	3317	3046	3132

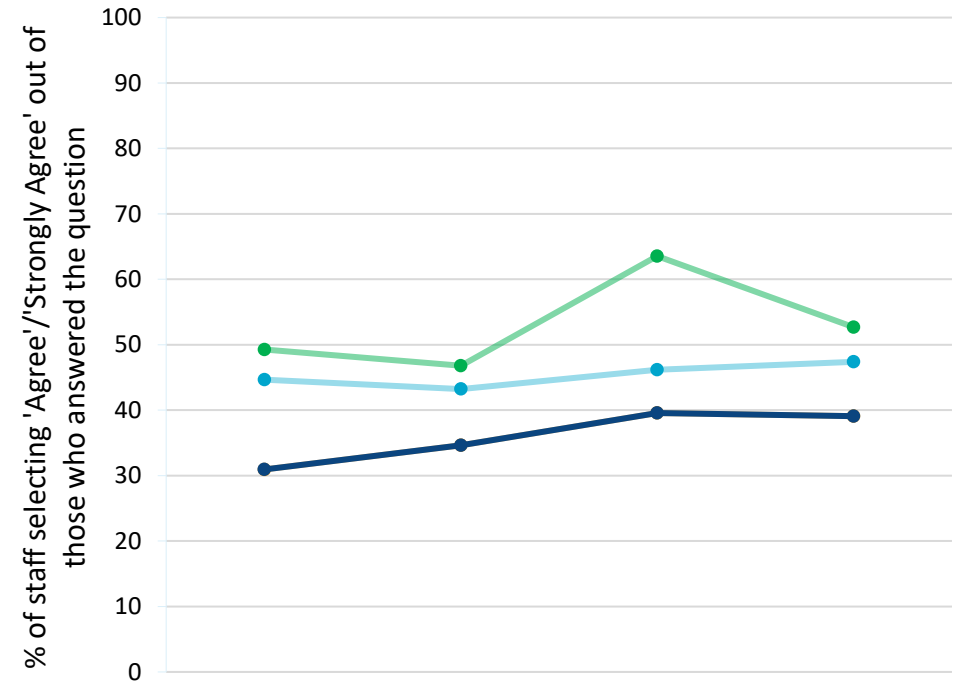


Q7g In my team disagreements are dealt with constructively.



	2021	2022	2023	2024
Best result	48.93%	53.32%	50.98%	52.53%
Average result	43.15%	42.84%	44.80%	44.23%
Worst result	33.14%	36.49%	38.12%	38.60%
Your org	33.14%	36.49%	38.12%	40.15%
Responses	2673	3319	3050	3132

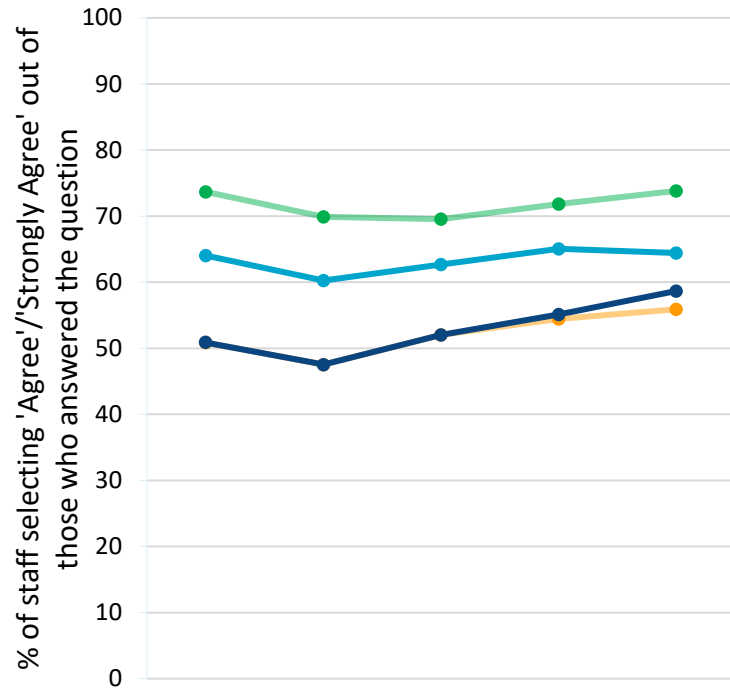
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Best result	49.27%	46.80%	63.55%	52.69%
Average result	44.66%	43.22%	46.17%	47.39%
Worst result	30.94%	34.66%	39.56%	39.10%
Your org	30.94%	34.66%	39.56%	39.10%
Responses	2660	3321	3057	3130



Q9a My immediate manager encourages me at work.

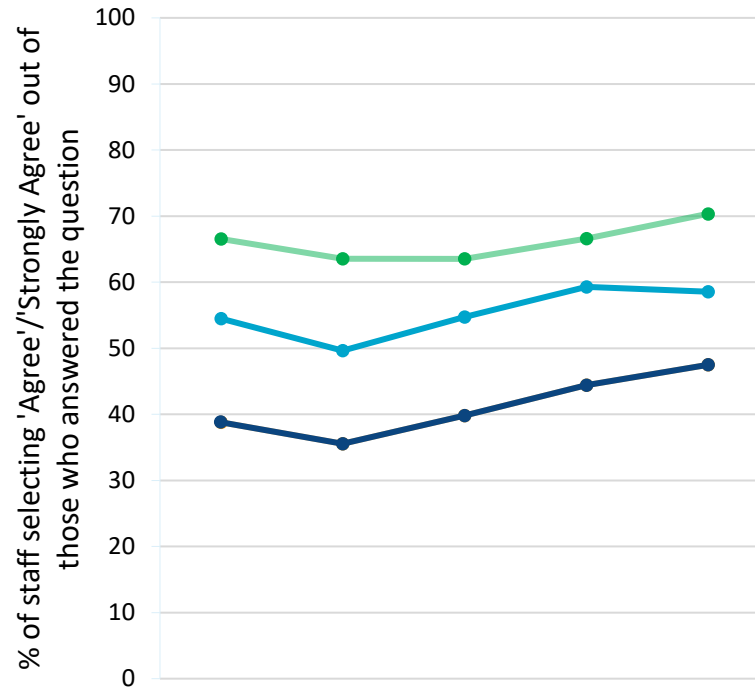


2020 2021 2022 2023 2024

Your org	50.86%	47.54%	52.03%	55.13%	58.67%
Best result	73.66%	69.89%	69.54%	71.81%	73.82%
Average result	64.03%	60.25%	62.66%	65.06%	64.40%
Worst result	50.86%	47.54%	52.03%	54.45%	55.90%

Responses 2546 2651 3325 3054 3134

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

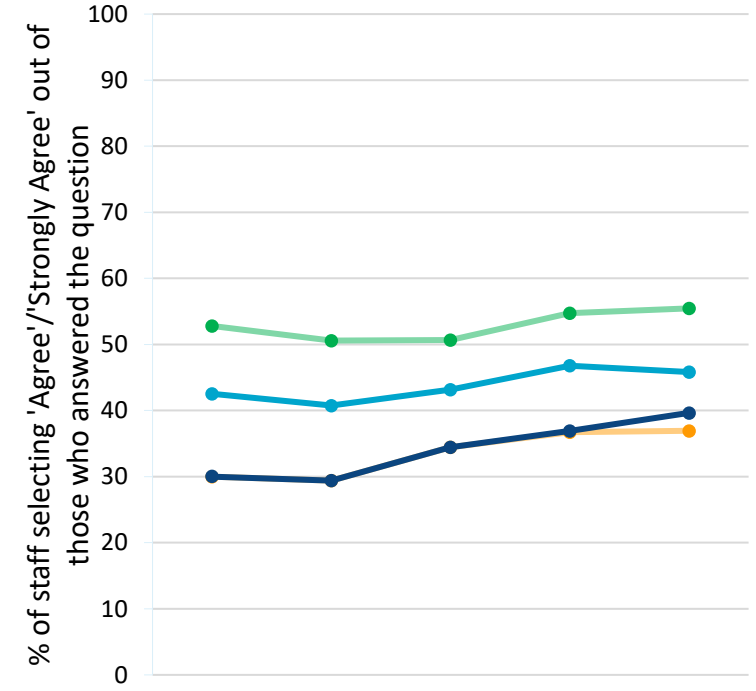


2020 2021 2022 2023 2024

Your org	38.81%	35.56%	39.84%	44.42%	47.50%
Best result	66.57%	63.57%	63.53%	66.62%	70.35%
Average result	54.50%	49.64%	54.74%	59.29%	58.56%
Worst result	38.81%	35.56%	39.84%	44.42%	47.50%

Responses 2545 2652 3323 3054 3133

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



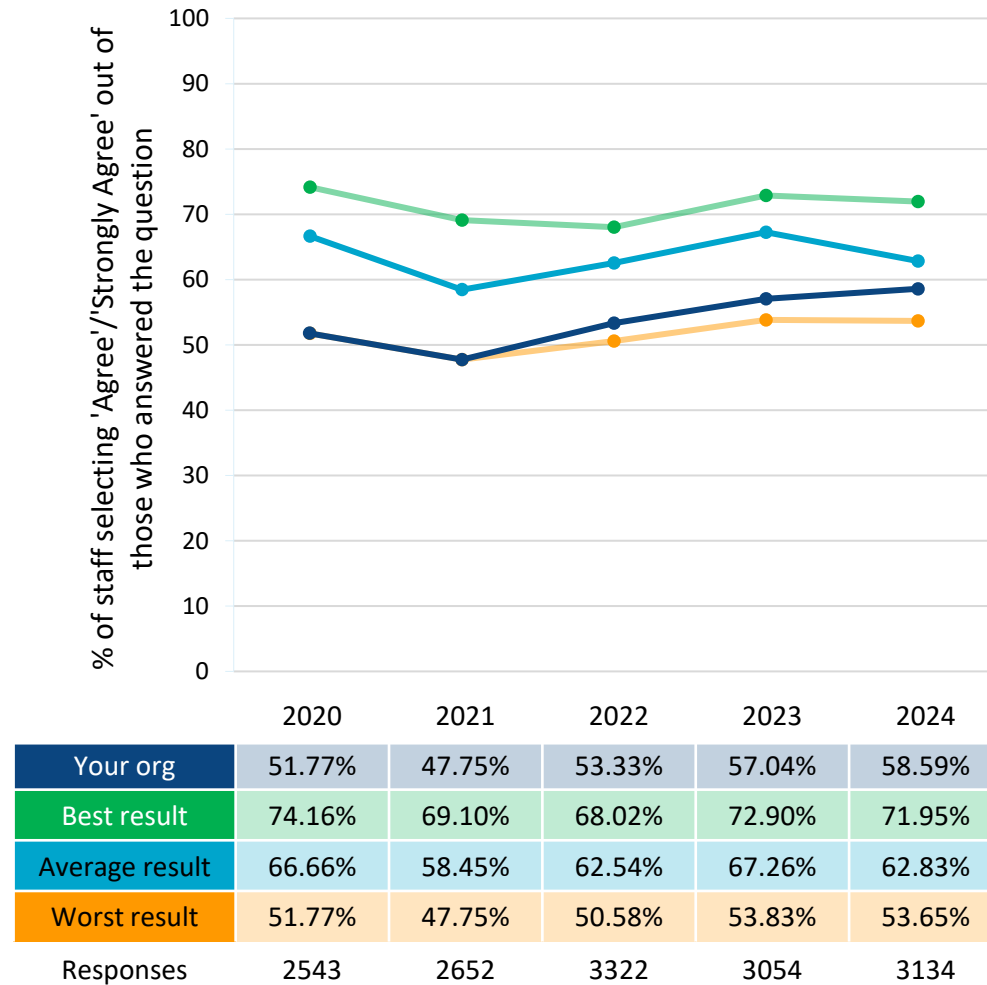
2020 2021 2022 2023 2024

Your org	30.01%	29.40%	34.46%	36.94%	39.65%
Best result	52.78%	50.59%	50.68%	54.73%	55.46%
Average result	42.54%	40.77%	43.16%	46.78%	45.85%
Worst result	30.01%	29.40%	34.46%	36.71%	36.94%

Responses 2544 2650 3323 3053 3130



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



## Theme – Staff engagement



### Questions included:

Motivation – Q2a, Q2b, Q2c

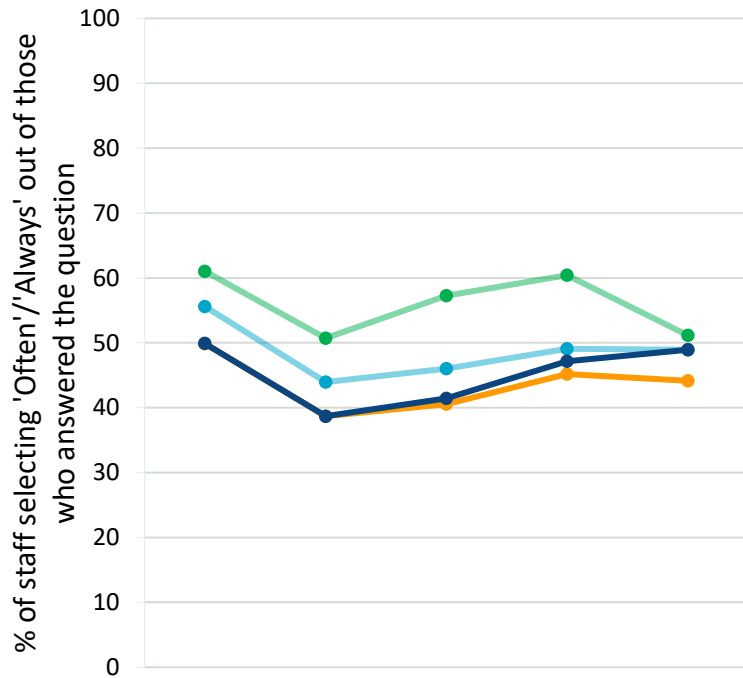
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d



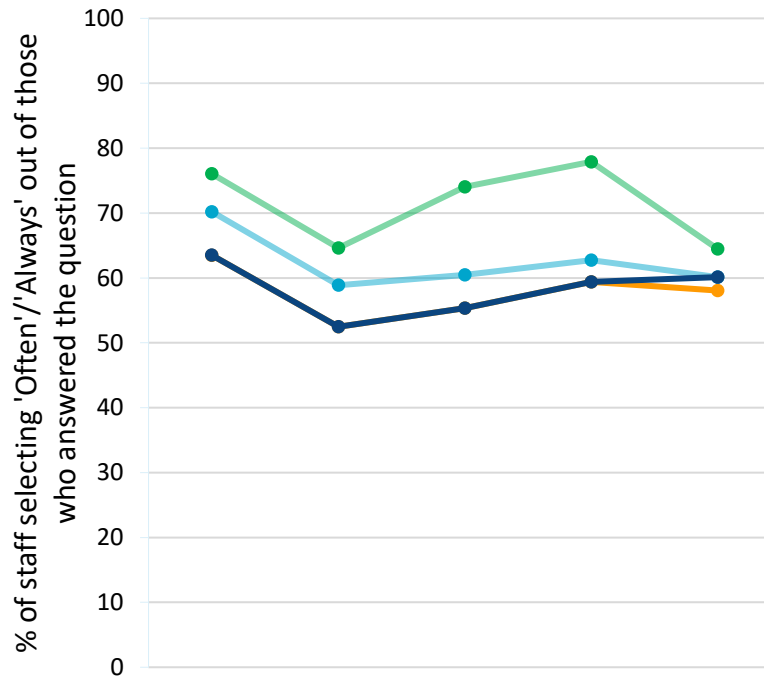


Q2a I look forward to going to work.



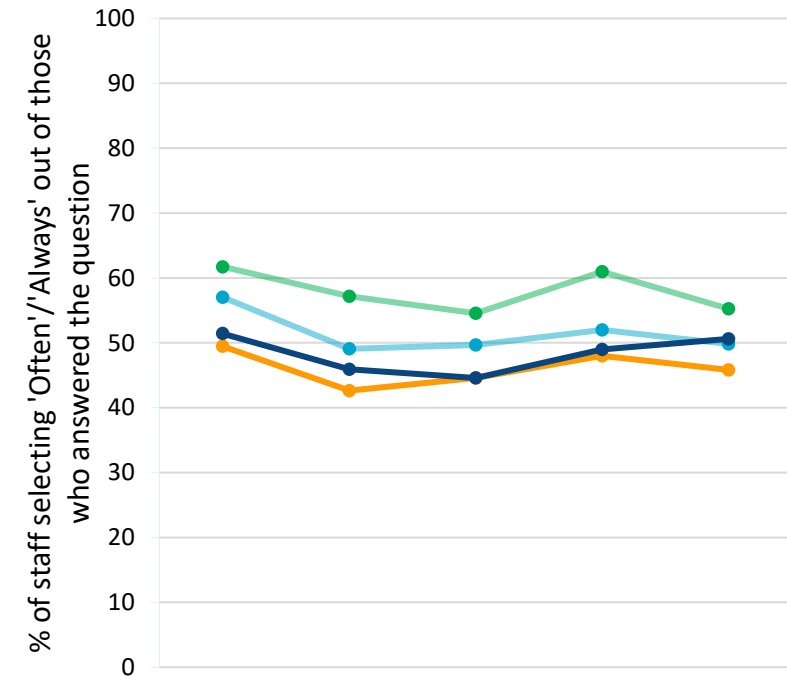
	2020	2021	2022	2023	2024
<b>Your org</b>	49.88%	38.69%	41.43%	47.16%	48.91%
<b>Best result</b>	61.03%	50.71%	57.26%	60.43%	51.12%
<b>Average result</b>	55.60%	43.95%	46.03%	49.10%	48.91%
<b>Worst result</b>	49.88%	38.69%	40.54%	45.17%	44.13%
Responses	2629	2759	3322	3059	3137

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	63.50%	52.47%	55.35%	59.40%	60.12%
<b>Best result</b>	76.03%	64.62%	74.03%	77.89%	64.45%
<b>Average result</b>	70.21%	58.87%	60.46%	62.72%	60.12%
<b>Worst result</b>	63.50%	52.47%	55.35%	59.40%	58.03%
Responses	2618	2749	3317	3040	3129

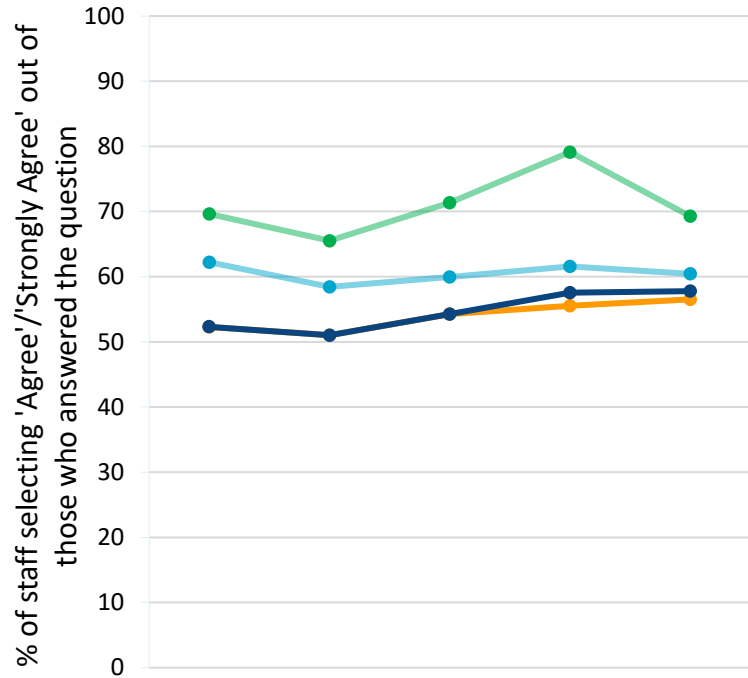
Q2c Time passes quickly when I am working.



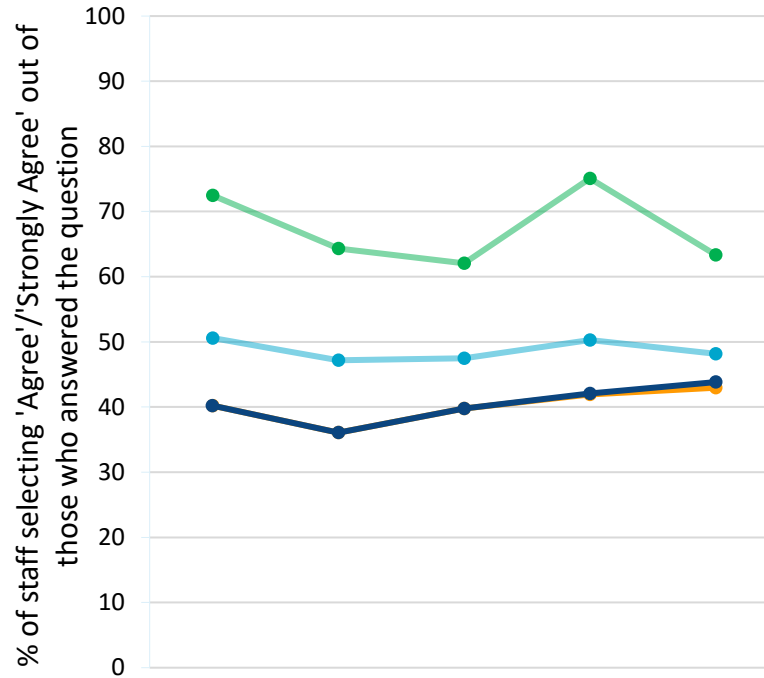
	2020	2021	2022	2023	2024
<b>Your org</b>	51.41%	45.93%	44.58%	48.99%	50.59%
<b>Best result</b>	61.72%	57.19%	54.55%	60.97%	55.23%
<b>Average result</b>	57.01%	49.07%	49.66%	52.00%	49.80%
<b>Worst result</b>	49.45%	42.64%	44.58%	47.99%	45.80%
Responses	2618	2752	3321	3045	3133



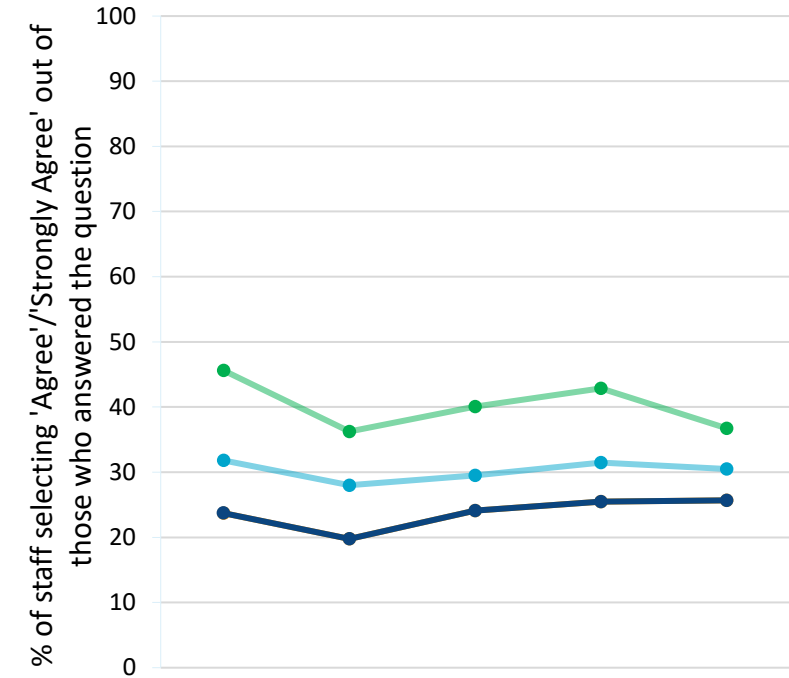
Q3c There are frequent opportunities for me to show initiative in my role.



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



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



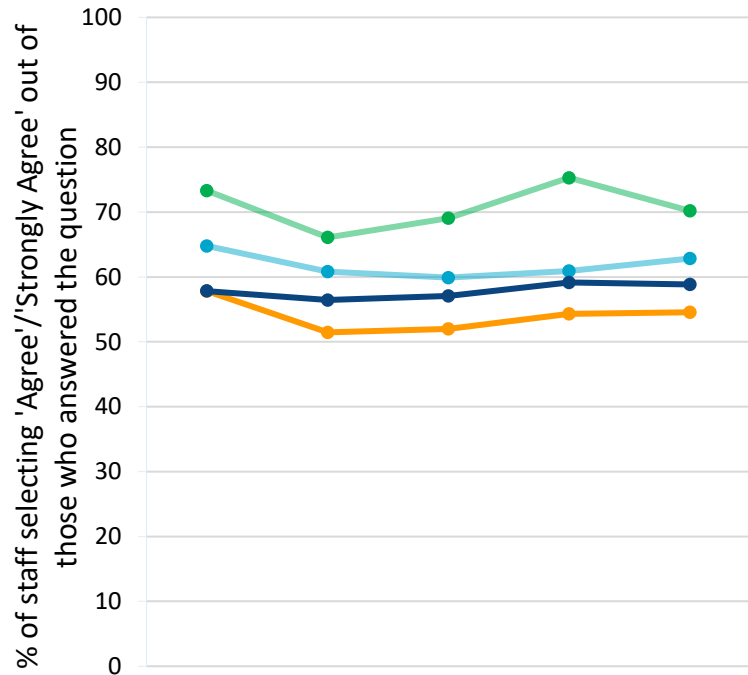
	2020	2021	2022	2023	2024
<b>Your org</b>	52.32%	51.02%	54.24%	57.56%	57.78%
<b>Best result</b>	69.62%	65.53%	71.36%	79.13%	69.30%
<b>Average result</b>	62.23%	58.44%	59.97%	61.60%	60.46%
<b>Worst result</b>	52.32%	51.02%	54.24%	55.55%	56.52%
Responses	2567	2712	3321	3058	3136

	2020	2021	2022	2023	2024
<b>Your org</b>	40.20%	36.07%	39.79%	42.07%	43.83%
<b>Best result</b>	72.46%	64.33%	62.06%	75.08%	63.37%
<b>Average result</b>	50.59%	47.17%	47.48%	50.28%	48.15%
<b>Worst result</b>	40.20%	36.07%	39.79%	41.95%	42.97%
Responses	2573	2708	3322	3060	3136

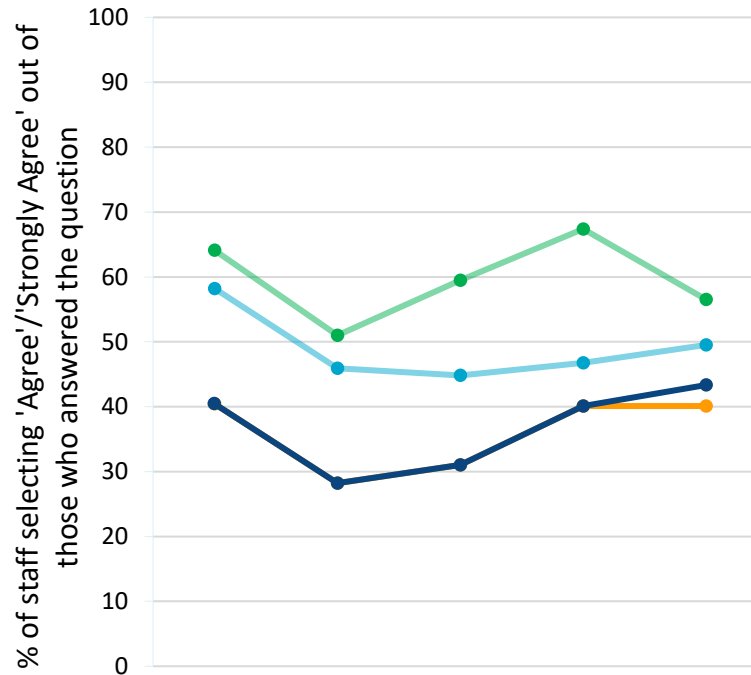
	2020	2021	2022	2023	2024
<b>Your org</b>	23.72%	19.77%	24.09%	25.50%	25.68%
<b>Best result</b>	45.61%	36.25%	40.07%	42.89%	36.73%
<b>Average result</b>	31.80%	28.00%	29.52%	31.50%	30.48%
<b>Worst result</b>	23.72%	19.77%	24.09%	25.50%	25.68%
Responses	2566	2710	3323	3057	3133



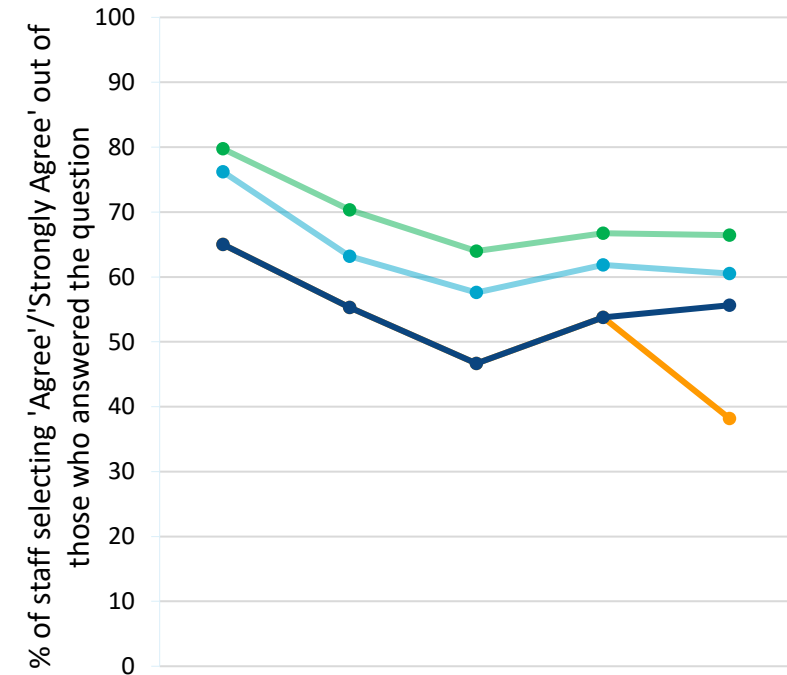
Q25a Care of patients / service users is my organisation's top priority.



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



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



	2020	2021	2022	2023	2024
<b>Your org</b>	57.82%	56.45%	57.07%	59.14%	58.84%
<b>Best result</b>	73.30%	66.08%	69.07%	75.29%	70.18%
<b>Average result</b>	64.77%	60.80%	59.90%	60.89%	62.83%
<b>Worst result</b>	57.82%	51.46%	51.99%	54.31%	54.54%
Responses	2507	2608	3320	3048	3130

	2020	2021	2022	2023	2024
<b>Your org</b>	40.45%	28.22%	31.05%	40.10%	43.34%
<b>Best result</b>	64.13%	51.00%	59.49%	67.39%	56.52%
<b>Average result</b>	58.22%	45.94%	44.81%	46.78%	49.53%
<b>Worst result</b>	40.45%	28.22%	31.05%	40.10%	40.10%
Responses	2513	2609	3320	3044	3129

	2020	2021	2022	2023	2024
<b>Your org</b>	65.00%	55.30%	46.66%	53.77%	55.62%
<b>Best result</b>	79.73%	70.31%	63.98%	66.74%	66.43%
<b>Average result</b>	76.20%	63.18%	57.59%	61.85%	60.50%
<b>Worst result</b>	65.00%	55.30%	46.66%	53.77%	38.17%
Responses	2512	2609	3321	3046	3128

## Theme - Morale



### Questions included:

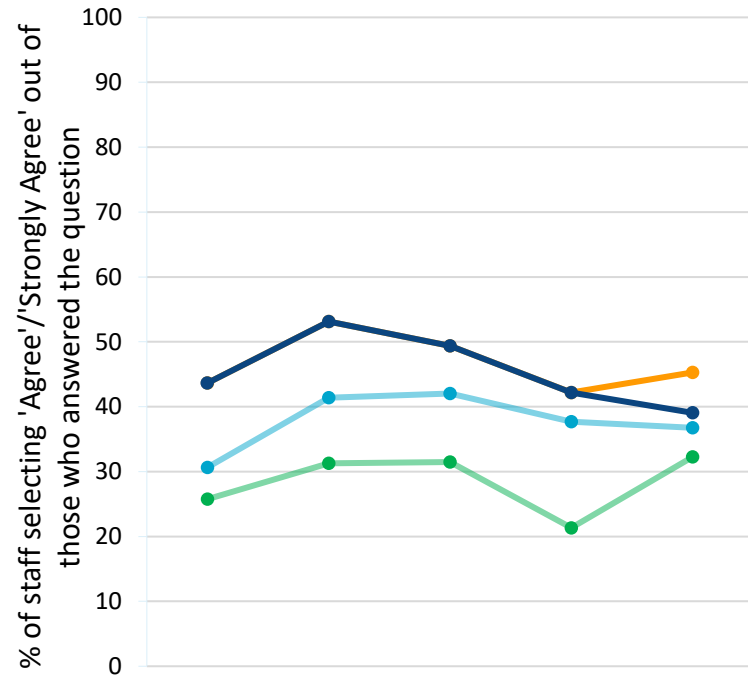
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

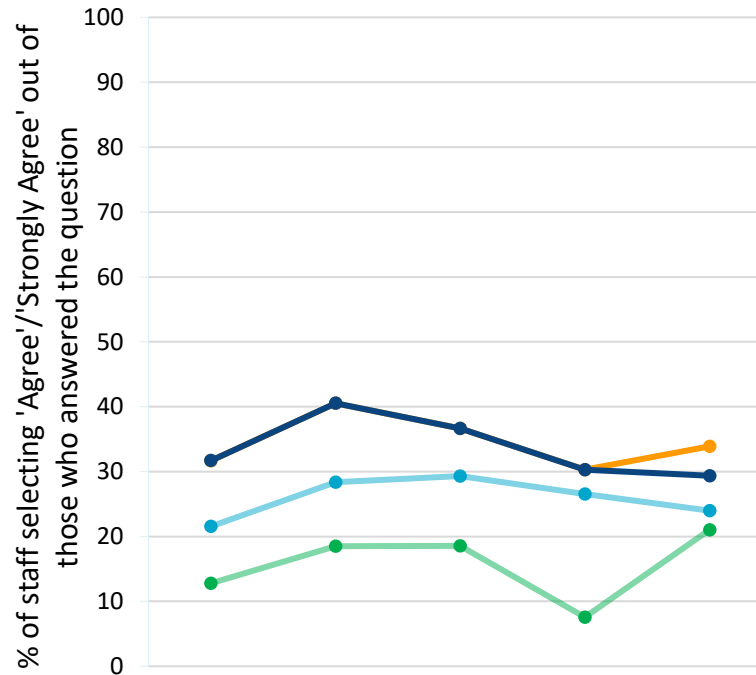


Q26a I often think about leaving this organisation.



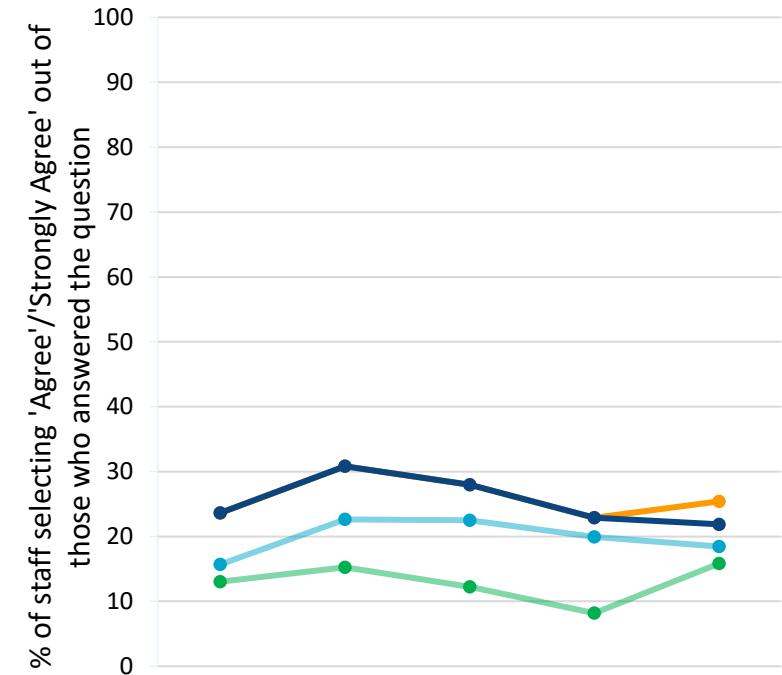
	2020	2021	2022	2023	2024
<b>Your org</b>	43.63%	53.12%	49.37%	42.19%	39.06%
<b>Best result</b>	25.74%	31.28%	31.45%	21.34%	32.25%
<b>Average result</b>	30.65%	41.36%	42.03%	37.69%	36.73%
<b>Worst result</b>	43.63%	53.12%	49.37%	42.19%	45.29%
Responses	2504	2599	3306	3053	3133

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



	2020	2021	2022	2023	2024
<b>Your org</b>	31.69%	40.53%	36.63%	30.30%	29.36%
<b>Best result</b>	12.79%	18.51%	18.56%	7.57%	21.04%
<b>Average result</b>	21.54%	28.34%	29.31%	26.53%	23.96%
<b>Worst result</b>	31.69%	40.53%	36.63%	30.30%	33.88%
Responses	2506	2600	3307	3049	3127

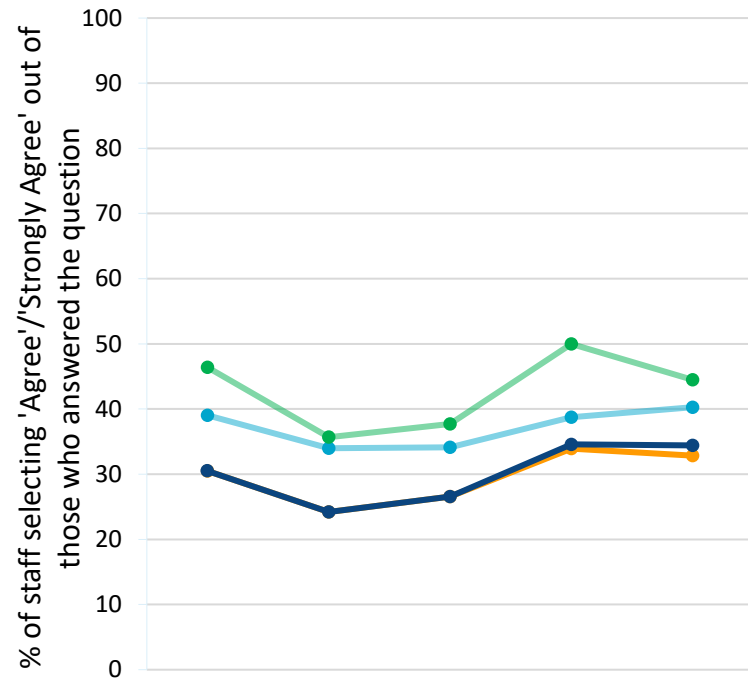
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	23.62%	30.81%	27.97%	22.88%	21.88%
<b>Best result</b>	13.03%	15.27%	12.26%	8.18%	15.83%
<b>Average result</b>	15.68%	22.62%	22.48%	19.93%	18.47%
<b>Worst result</b>	23.62%	30.81%	27.97%	22.88%	25.41%
Responses	2507	2603	3308	3050	3128

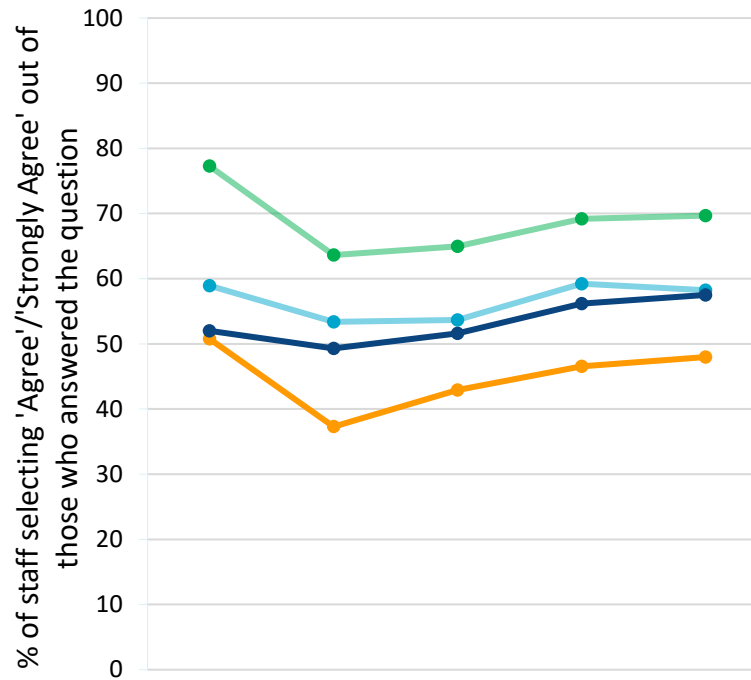


Q3g I am able to meet all the conflicting demands on my time at work.



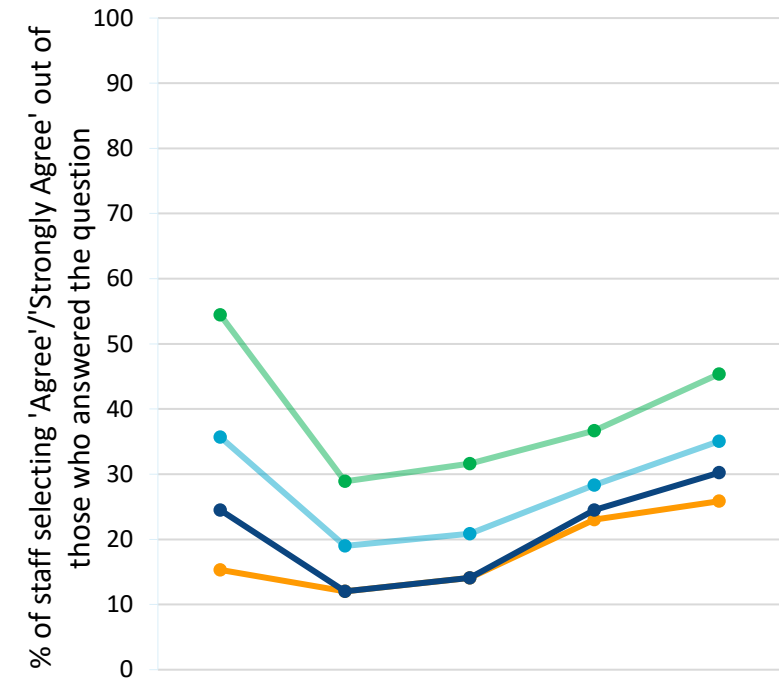
	2020	2021	2022	2023	2024
<b>Your org</b>	30.51%	24.20%	26.56%	34.58%	34.40%
<b>Best result</b>	46.40%	35.68%	37.71%	49.99%	44.49%
<b>Average result</b>	39.06%	33.99%	34.14%	38.76%	40.28%
<b>Worst result</b>	30.51%	24.20%	26.56%	33.92%	32.85%
Responses	2561	2710	3319	3054	3134

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



	2020	2021	2022	2023	2024
<b>Your org</b>	51.99%	49.30%	51.61%	56.16%	57.51%
<b>Best result</b>	77.27%	63.63%	64.98%	69.18%	69.70%
<b>Average result</b>	58.95%	53.38%	53.67%	59.23%	58.24%
<b>Worst result</b>	50.77%	37.29%	42.94%	46.53%	47.99%
Responses	2564	2710	3323	3055	3132

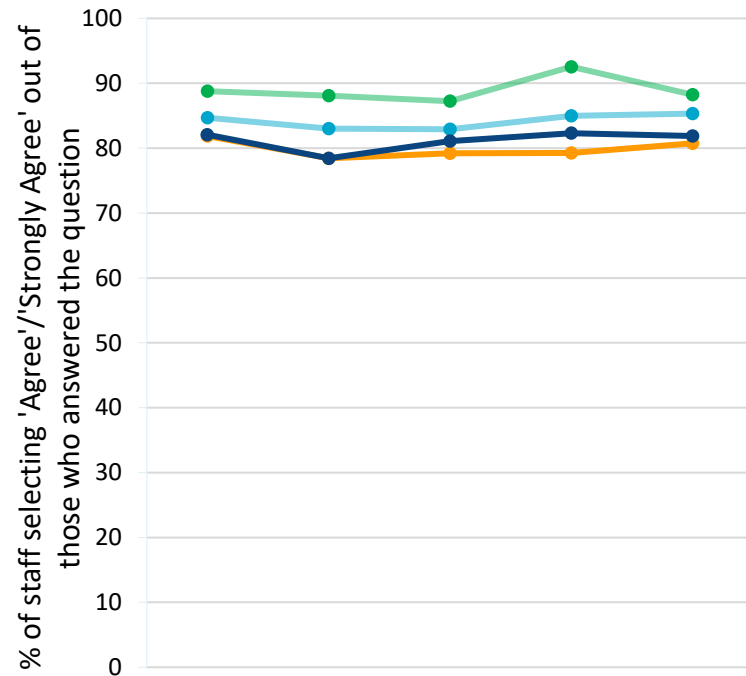
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	24.49%	12.02%	14.09%	24.52%	30.23%
<b>Best result</b>	54.47%	28.90%	31.63%	36.70%	45.39%
<b>Average result</b>	35.70%	18.99%	20.87%	28.31%	35.05%
<b>Worst result</b>	15.31%	12.02%	14.09%	23.01%	25.85%
Responses	2567	2708	3321	3055	3133

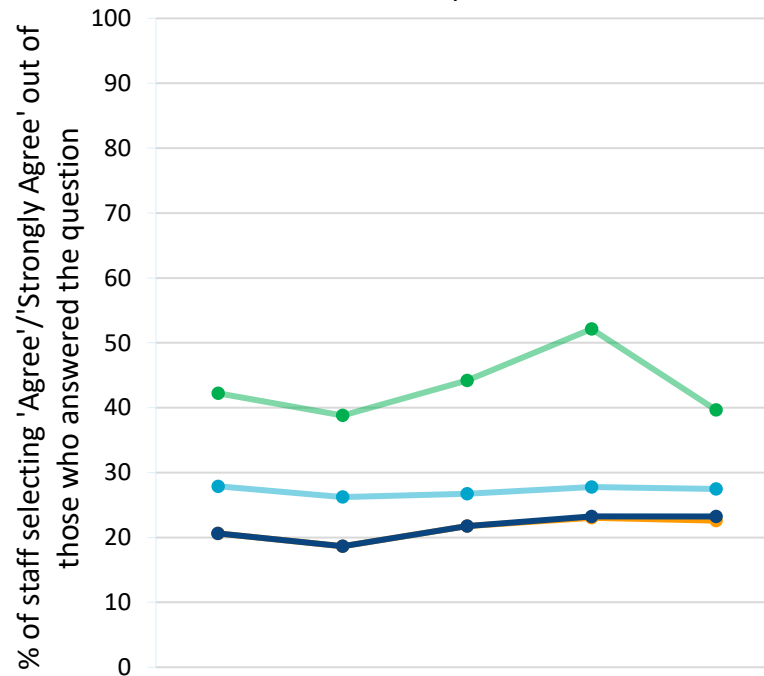


Q3a I always know what my work responsibilities are.



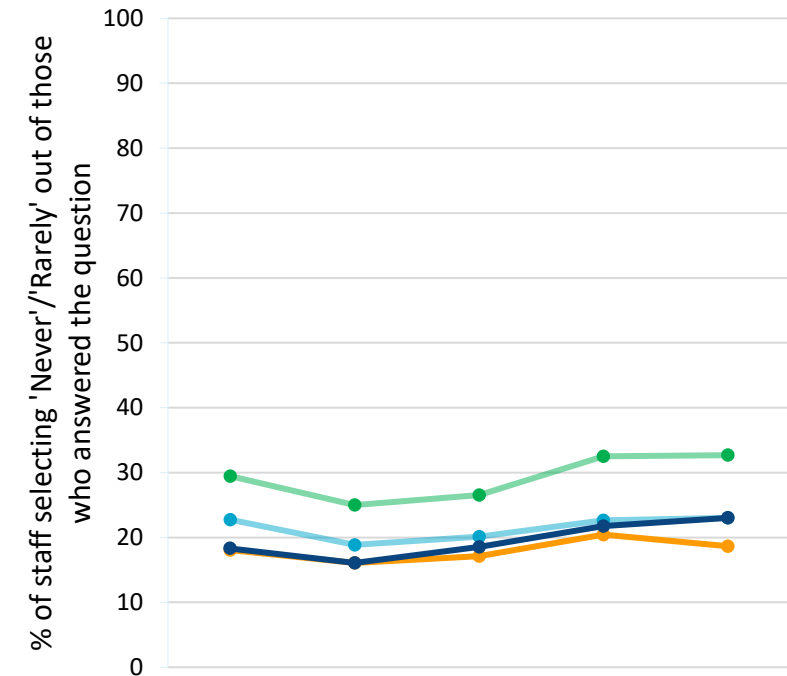
	2020	2021	2022	2023	2024
<b>Your org</b>	82.05%	78.43%	81.07%	82.30%	81.89%
<b>Best result</b>	88.77%	88.08%	87.23%	92.54%	88.23%
<b>Average result</b>	84.70%	82.98%	82.91%	85.00%	85.32%
<b>Worst result</b>	81.86%	78.43%	79.22%	79.28%	80.73%
Responses	2599	2695	3309	3058	3137

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



	2020	2021	2022	2023	2024
<b>Your org</b>	20.60%	18.65%	21.76%	23.25%	23.24%
<b>Best result</b>	42.20%	38.80%	44.19%	52.13%	39.67%
<b>Average result</b>	27.89%	26.22%	26.73%	27.78%	27.46%
<b>Worst result</b>	20.60%	18.65%	21.76%	23.03%	22.58%
Responses	2567	2710	3323	3057	3137

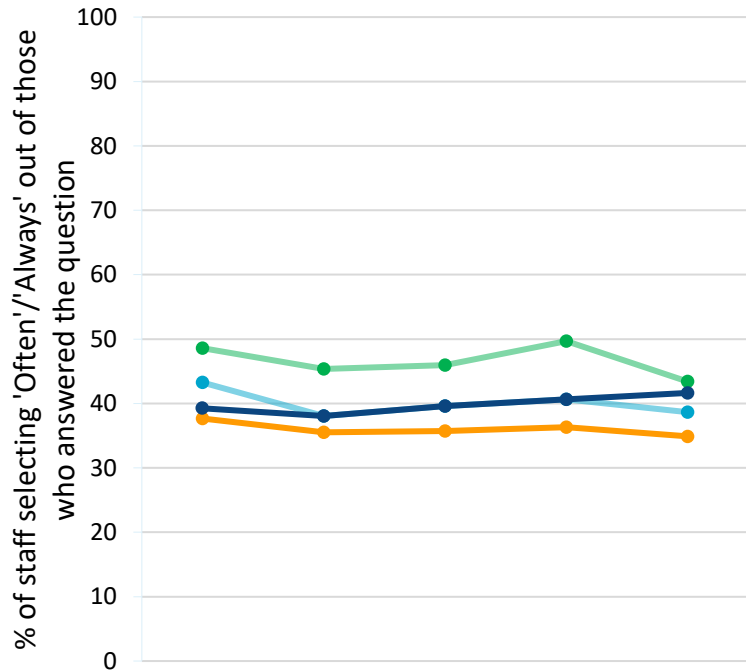
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	18.32%	16.08%	18.55%	21.78%	23.02%
<b>Best result</b>	29.43%	24.99%	26.55%	32.50%	32.68%
<b>Average result</b>	22.73%	18.86%	20.13%	22.64%	23.02%
<b>Worst result</b>	18.07%	16.08%	17.14%	20.44%	18.67%
Responses	2556	2699	3314	3055	3136

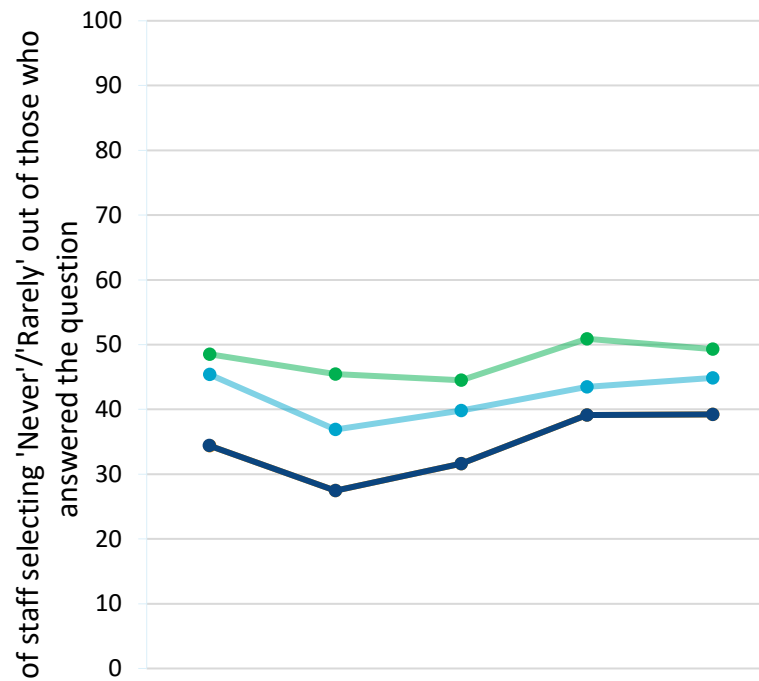


Q5b I have a choice in deciding how to do my work.



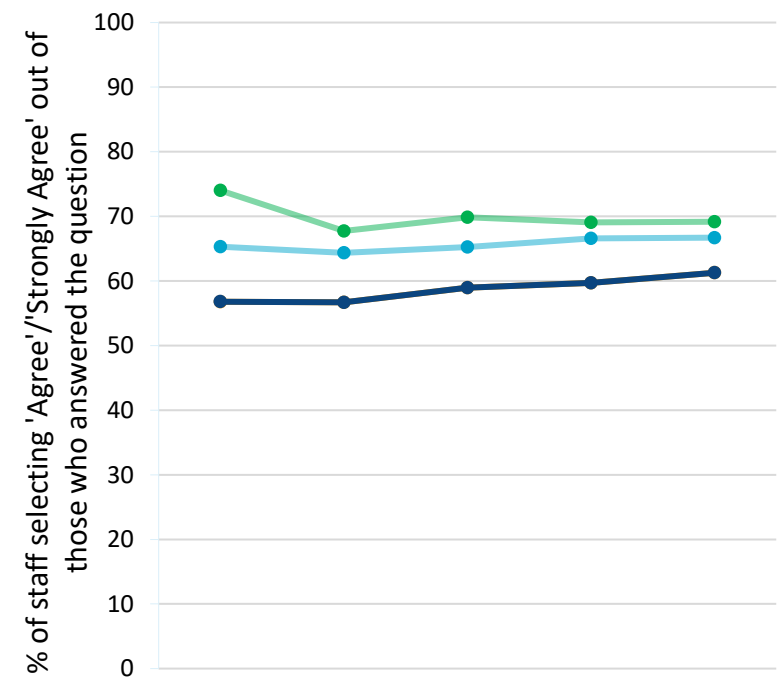
	2020	2021	2022	2023	2024
<b>Your org</b>	39.27%	38.05%	39.58%	40.63%	41.63%
<b>Best result</b>	48.61%	45.35%	45.96%	49.68%	43.41%
<b>Average result</b>	43.26%	38.05%	39.58%	40.63%	38.66%
<b>Worst result</b>	37.66%	35.51%	35.73%	36.32%	34.90%
Responses	2558	2702	3319	3053	3132

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
<b>Your org</b>	34.40%	27.45%	31.60%	39.11%	39.23%
<b>Best result</b>	48.51%	45.44%	44.50%	50.90%	49.31%
<b>Average result</b>	45.39%	36.89%	39.84%	43.49%	44.87%
<b>Worst result</b>	34.40%	27.45%	31.60%	39.11%	39.23%
Responses	2555	2703	3320	3054	3133

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

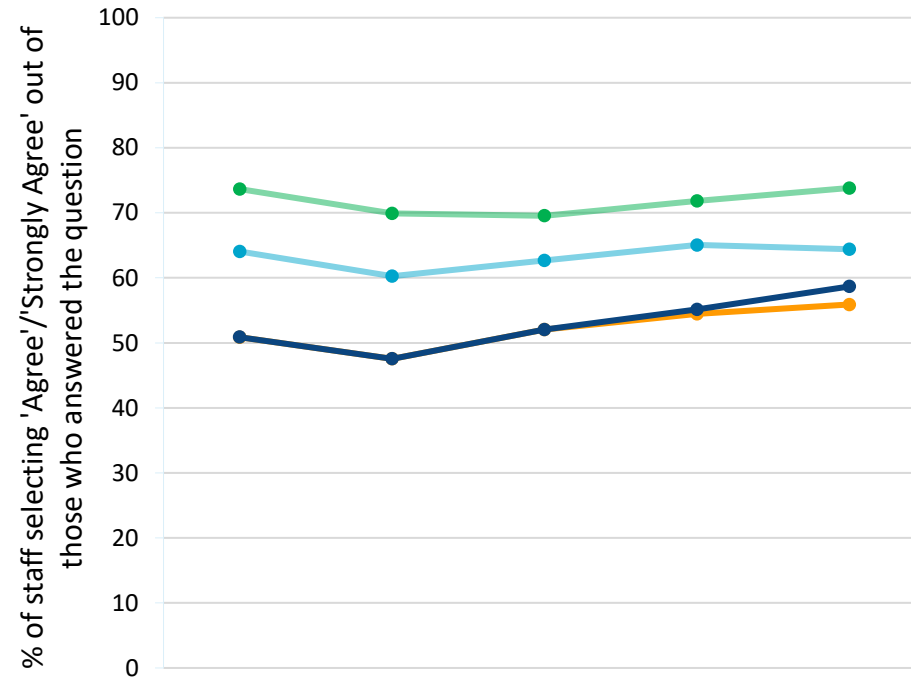


	2020	2021	2022	2023	2024
<b>Your org</b>	56.78%	56.69%	58.97%	59.70%	61.26%
<b>Best result</b>	74.00%	67.74%	69.87%	69.07%	69.15%
<b>Average result</b>	65.30%	64.35%	65.27%	66.59%	66.70%
<b>Worst result</b>	56.78%	56.69%	58.97%	59.70%	61.26%
Responses	2566	2676	3322	3052	3135





Q9a My immediate manager encourages me at work.



	2020	2021	2022	2023	2024
<b>Your org</b>	50.86%	47.54%	52.03%	55.13%	58.67%
<b>Best result</b>	73.66%	69.89%	69.54%	71.81%	73.82%
<b>Average result</b>	64.03%	60.25%	62.66%	65.06%	64.40%
<b>Worst result</b>	50.86%	47.54%	52.03%	54.45%	55.90%
Responses	2546	2651	3325	3054	3134

## Questions not linked to People Promise elements or themes

Questions included:\*

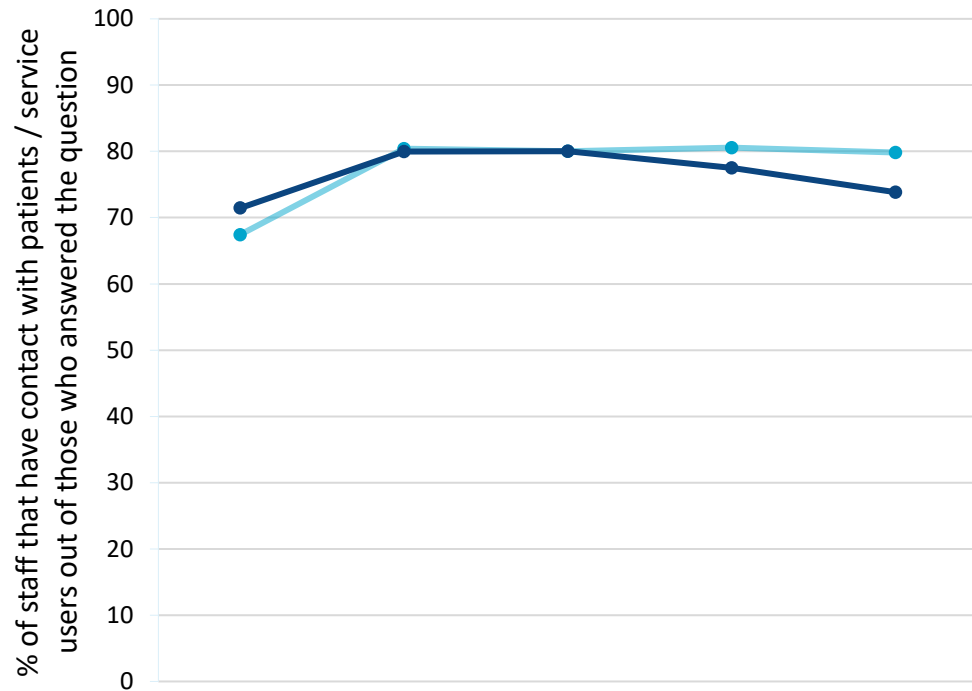
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

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

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



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

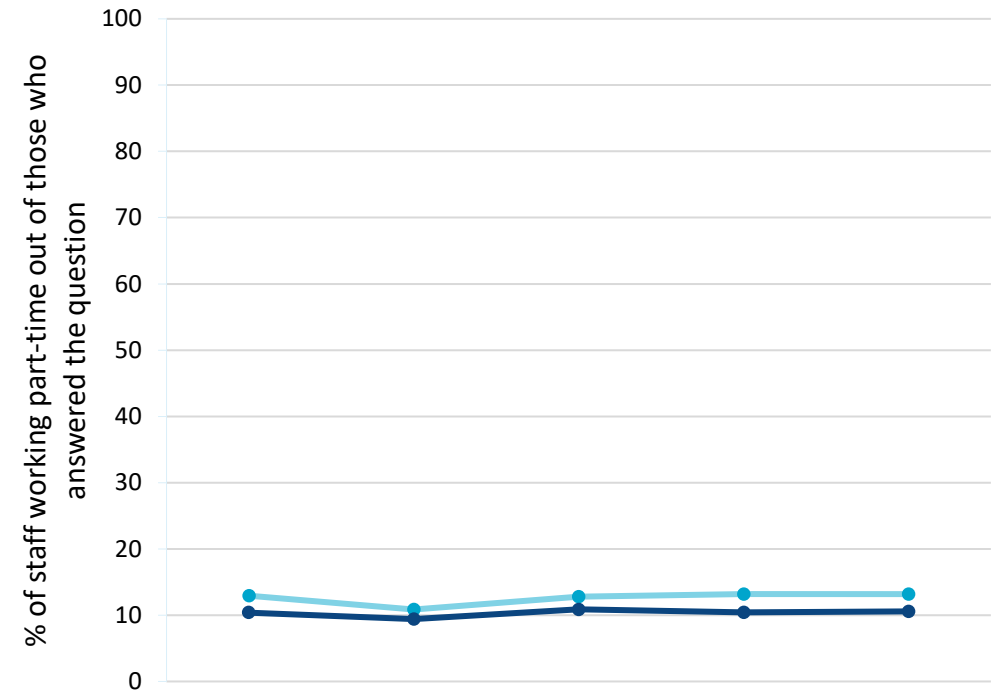


2020 2021 2022 2023 2024

Your org	71.45%	79.98%	80.02%	77.49%	73.82%
Average	67.44%	80.39%	80.02%	80.56%	79.82%

Responses 2627 2752 3319 3048 3121

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



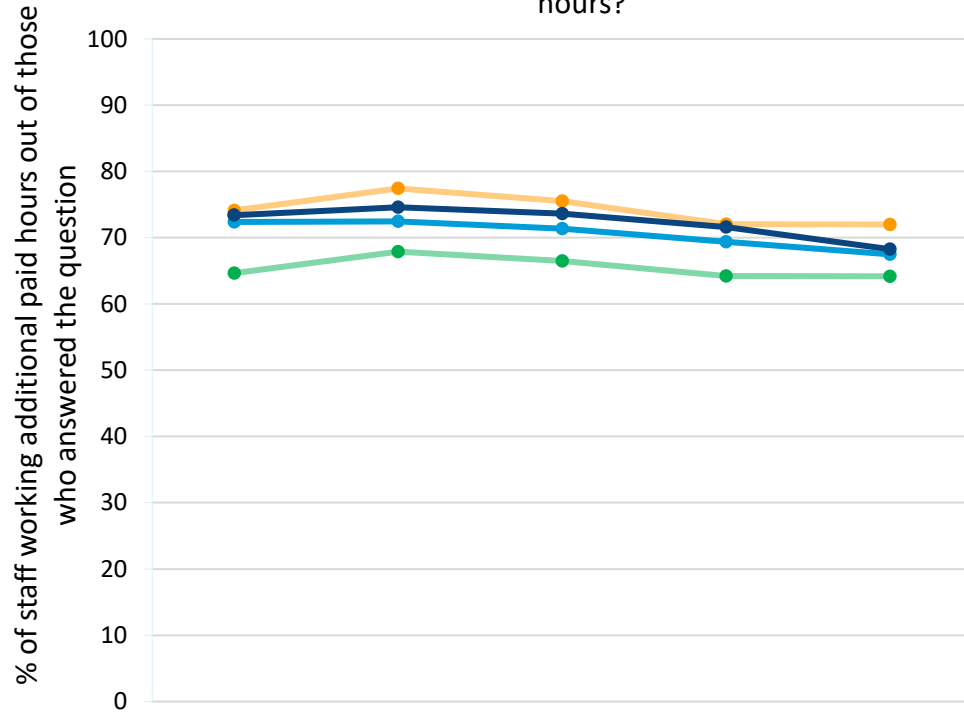
2020 2021 2022 2023 2024

Your org	10.39%	9.41%	10.88%	10.45%	10.56%
Average	12.93%	10.86%	12.78%	13.19%	13.19%

Responses 2531 2614 3289 3024 3097



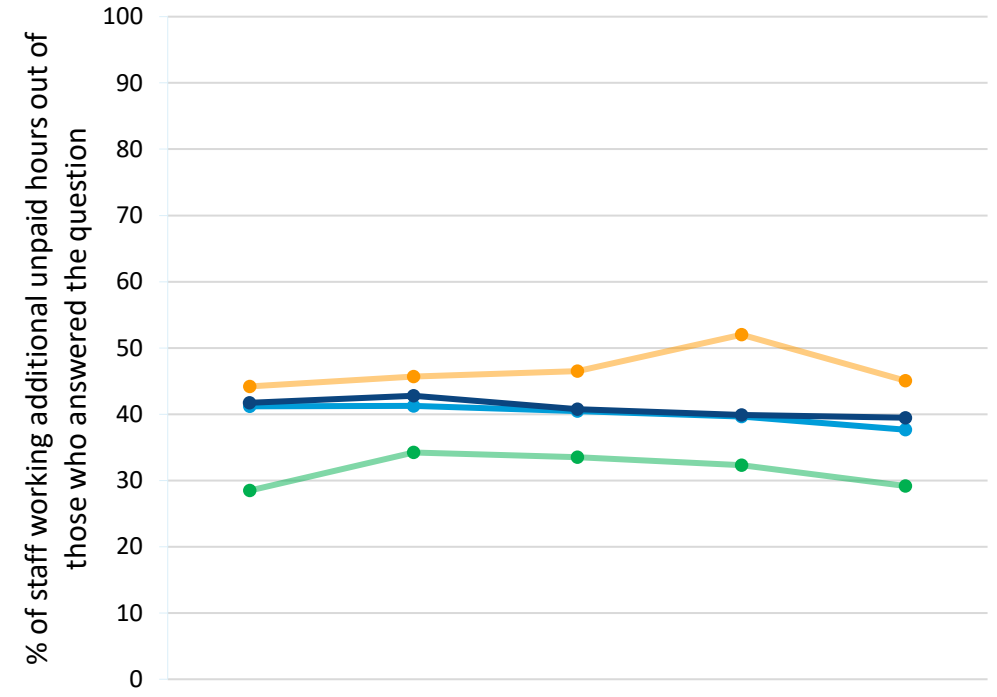
Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
Your org	73.41%	74.59%	73.61%	71.58%	68.26%
Lowest	64.65%	67.89%	66.49%	64.21%	64.18%
Average	72.38%	72.46%	71.37%	69.41%	67.49%
Highest	74.11%	77.44%	75.54%	72.06%	71.99%

Responses 2531 2647 3315 3050 3129

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

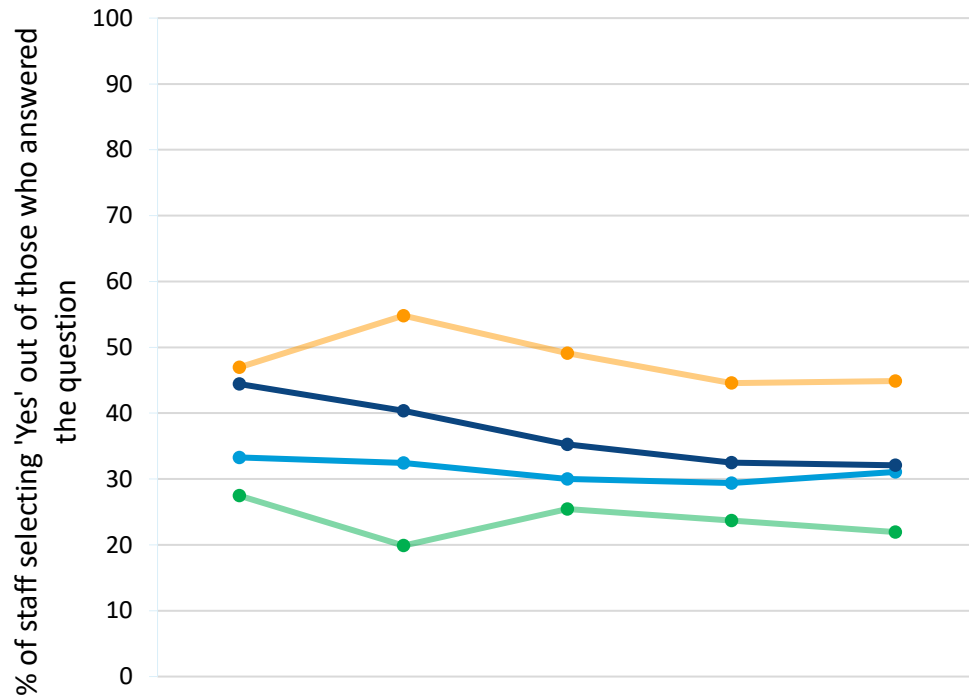


	2020	2021	2022	2023	2024
Your org	41.72%	42.78%	40.78%	39.87%	39.48%
Lowest	28.48%	34.22%	33.50%	32.32%	29.18%
Average	41.21%	41.26%	40.45%	39.66%	37.66%
Highest	44.20%	45.70%	46.50%	52.00%	45.05%

Responses 2535 2641 3314 3047 3135

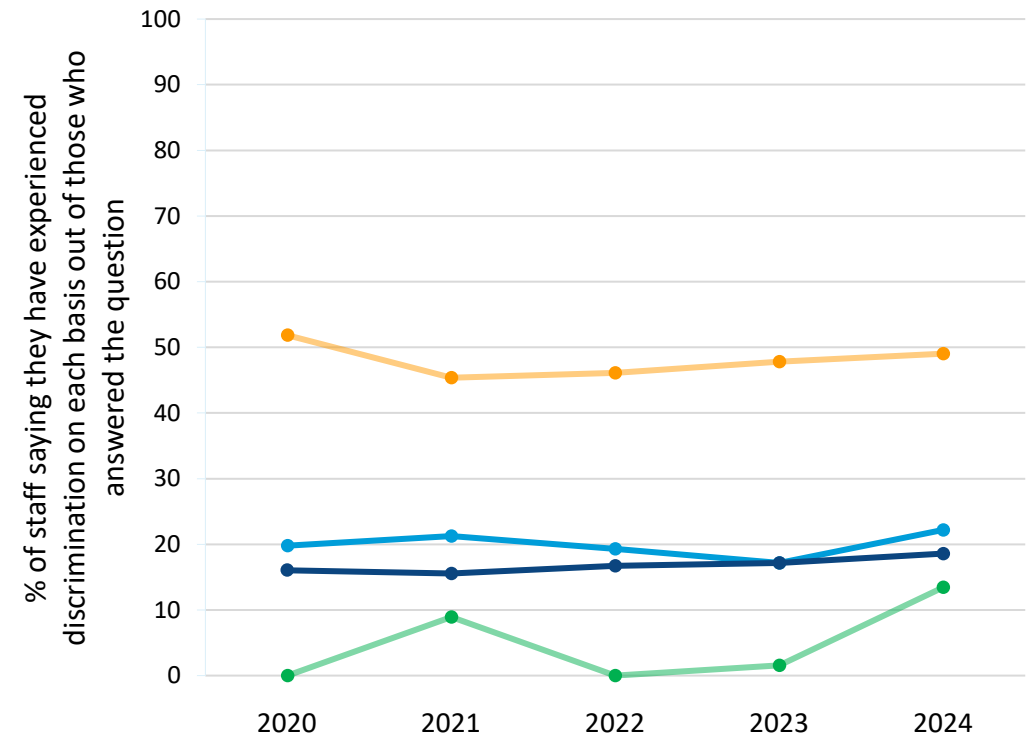


Q11e\* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
<b>Your org</b>	44.42%	40.34%	35.24%	32.49%	32.08%
<b>Best result</b>	27.46%	19.89%	25.45%	23.69%	21.94%
<b>Average result</b>	33.28%	32.43%	30.02%	29.39%	31.07%
<b>Worst result</b>	46.95%	54.82%	49.11%	44.57%	44.87%
Responses	1430	1789	2233	1908	2026

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

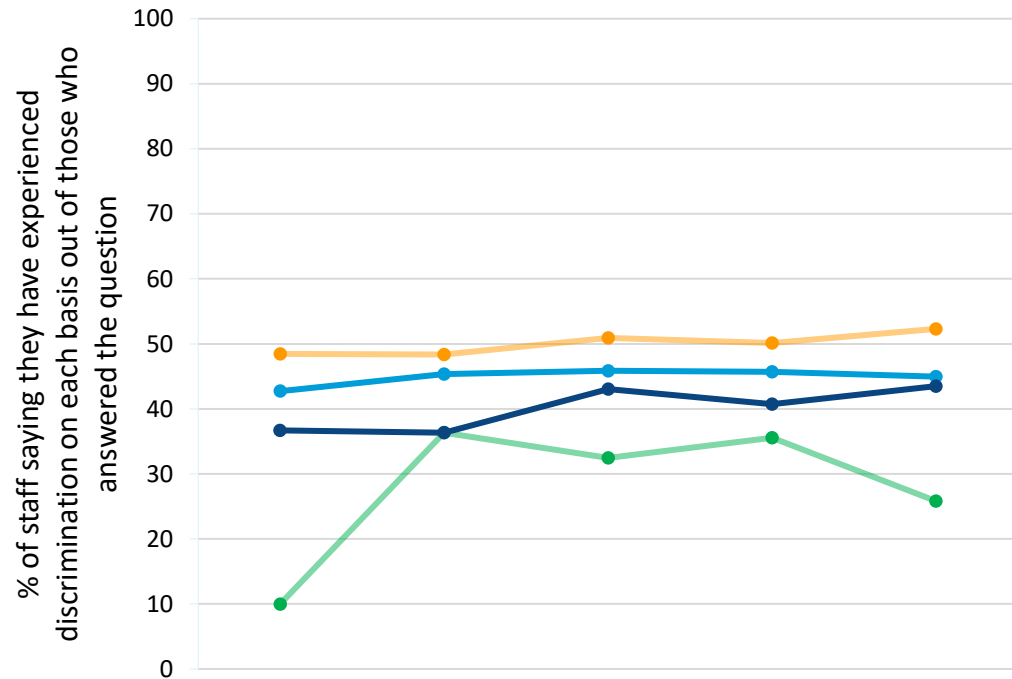


	2020	2021	2022	2023	2024
<b>Your org</b>	16.05%	15.55%	16.70%	17.16%	18.58%
<b>Best result</b>	0.00%	8.90%	0.00%	1.57%	13.44%
<b>Average result</b>	19.81%	21.27%	19.30%	17.16%	22.19%
<b>Worst result</b>	51.84%	45.37%	46.10%	47.84%	49.02%
Responses	580	663	770	696	666

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



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

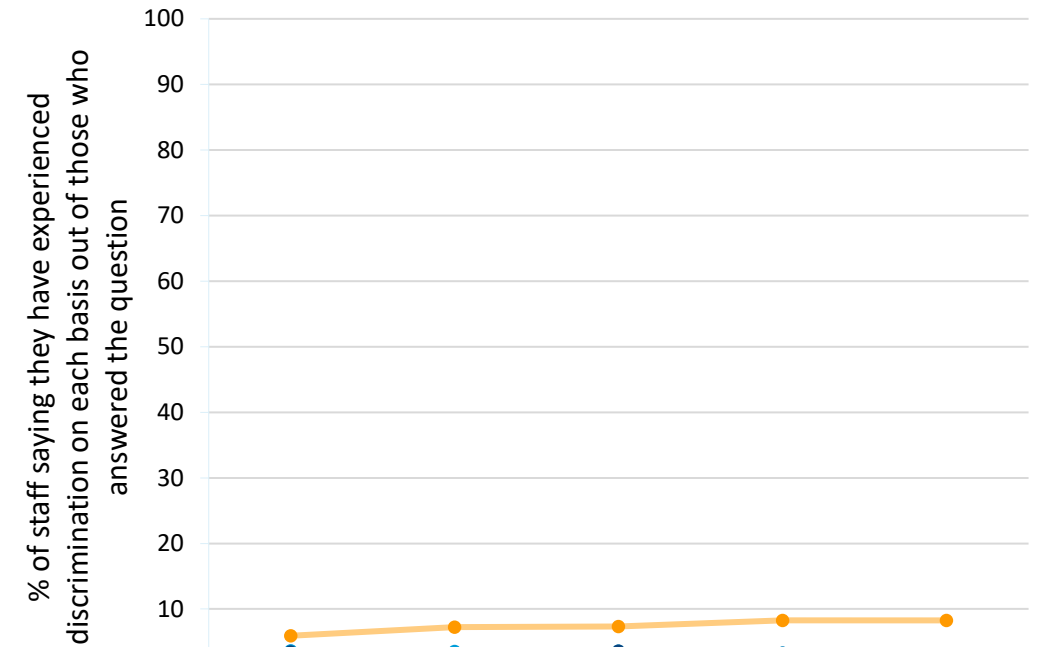


2020 2021 2022 2023 2024

Your org	36.68%	36.33%	43.03%	40.72%	43.49%
Best result	9.99%	36.33%	32.47%	35.54%	25.82%
Average result	42.72%	45.34%	45.86%	45.69%	44.96%
Worst result	48.46%	48.36%	50.90%	50.12%	52.30%

Responses 580 663 770 696 666

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



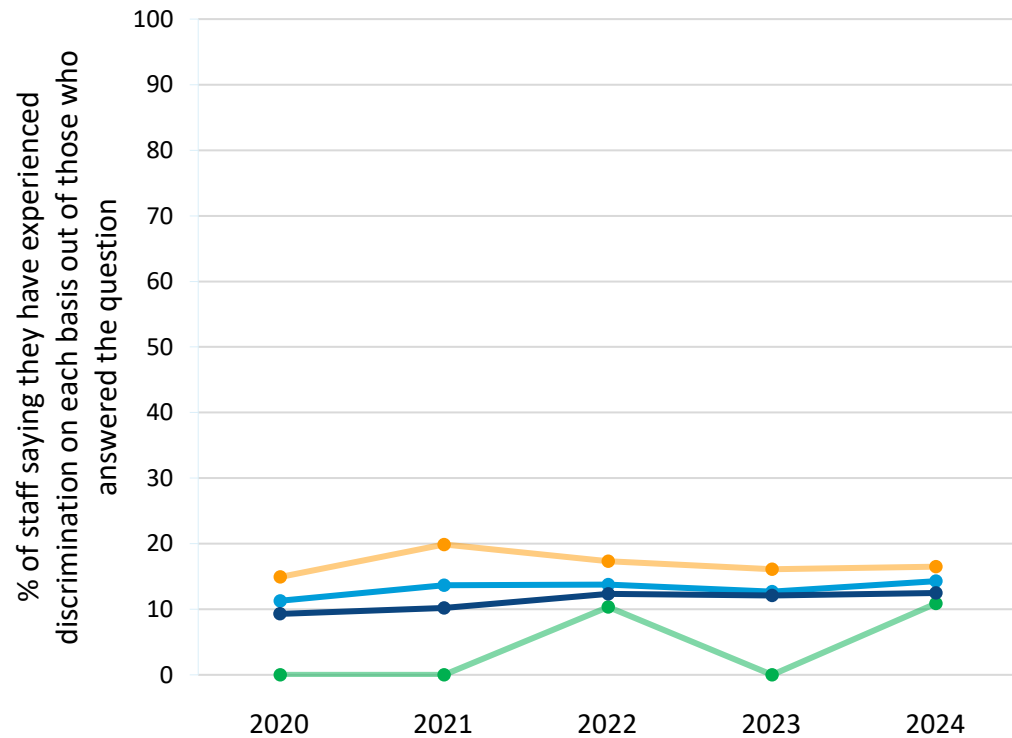
2020 2021 2022 2023 2024

Your org	3.41%	1.72%	3.57%	3.22%	3.09%
Best result	0.00%	0.00%	0.00%	0.00%	2.06%
Average result	3.64%	3.51%	3.57%	3.29%	3.09%
Worst result	5.92%	7.26%	7.36%	8.27%	8.26%

Responses 580 663 770 696 666

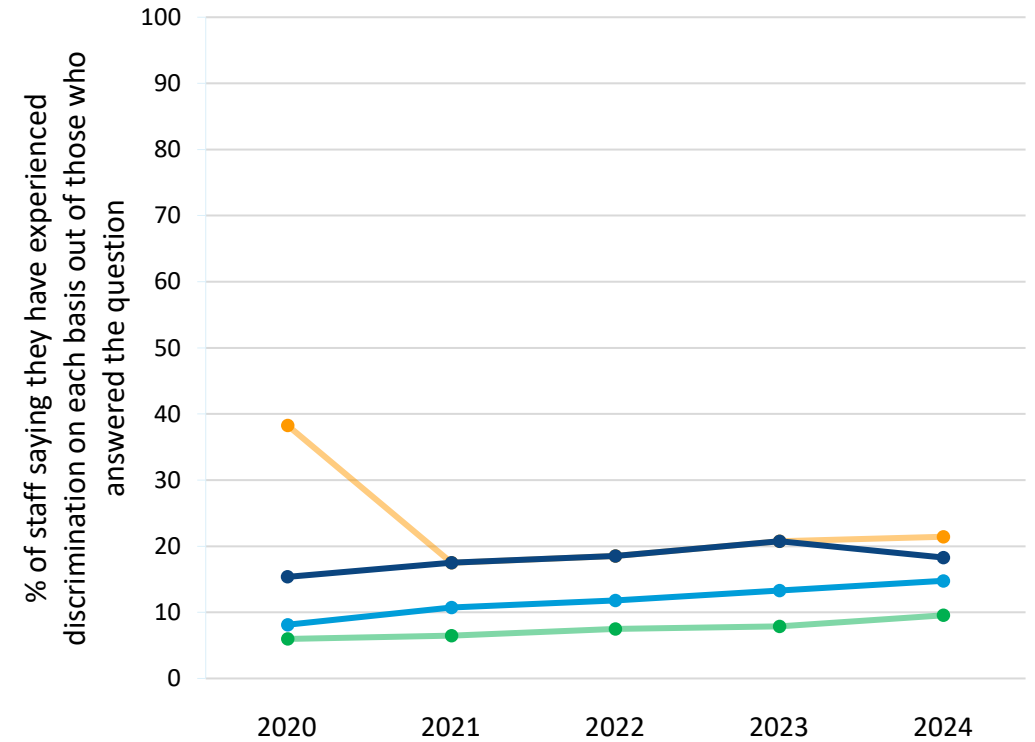


Q16c.4 On what grounds have you experienced discrimination?  
– Sexual orientation.



	2020	2021	2022	2023	2024
<b>Your org</b>	9.29%	10.19%	12.37%	12.10%	12.48%
<b>Best result</b>	0.00%	0.00%	10.32%	0.00%	10.88%
<b>Average result</b>	11.30%	13.68%	13.77%	12.71%	14.29%
<b>Worst result</b>	14.92%	19.89%	17.33%	16.09%	16.49%
Responses	580	663	770	696	666

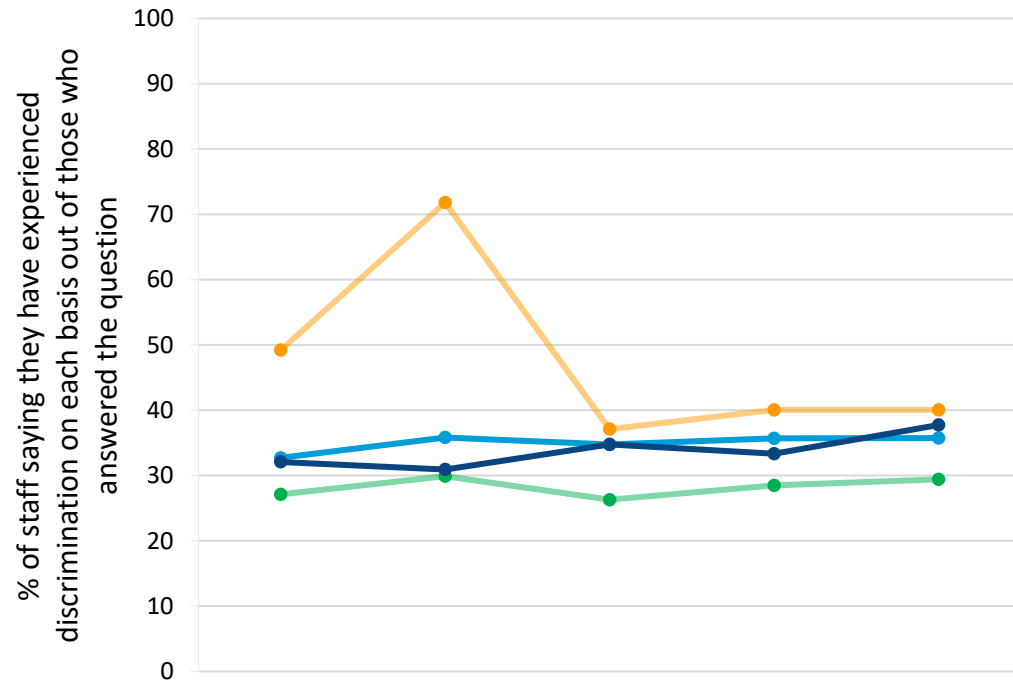
Q16c.5 On what grounds have you experienced discrimination?  
– Disability.



	2020	2021	2022	2023	2024
<b>Your org</b>	15.37%	17.49%	18.53%	20.75%	18.27%
<b>Best result</b>	5.98%	6.49%	7.52%	7.87%	9.55%
<b>Average result</b>	8.13%	10.76%	11.81%	13.32%	14.77%
<b>Worst result</b>	38.25%	17.49%	18.53%	20.75%	21.43%
Responses	580	663	770	696	666



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

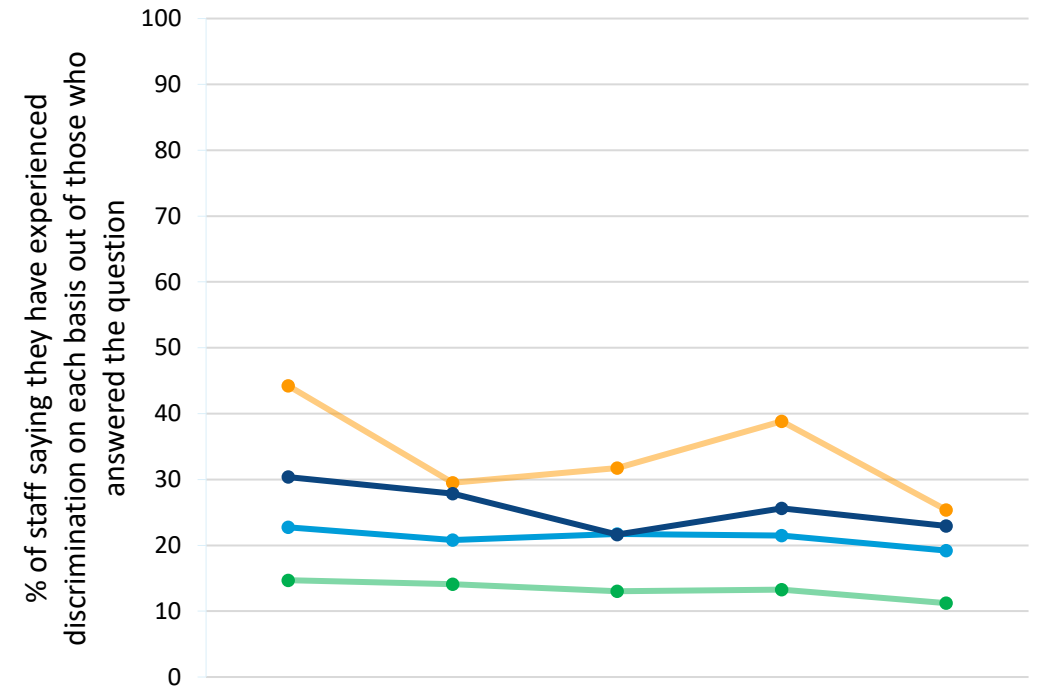


2020 2021 2022 2023 2024

Your org	32.07%	30.92%	34.75%	33.35%	37.74%
Best result	27.10%	29.89%	26.30%	28.48%	29.41%
Average result	32.71%	35.81%	34.75%	35.71%	35.73%
Worst result	49.22%	71.79%	37.10%	40.05%	40.05%

Responses 580 663 770 696 666

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



2020 2021 2022 2023 2024

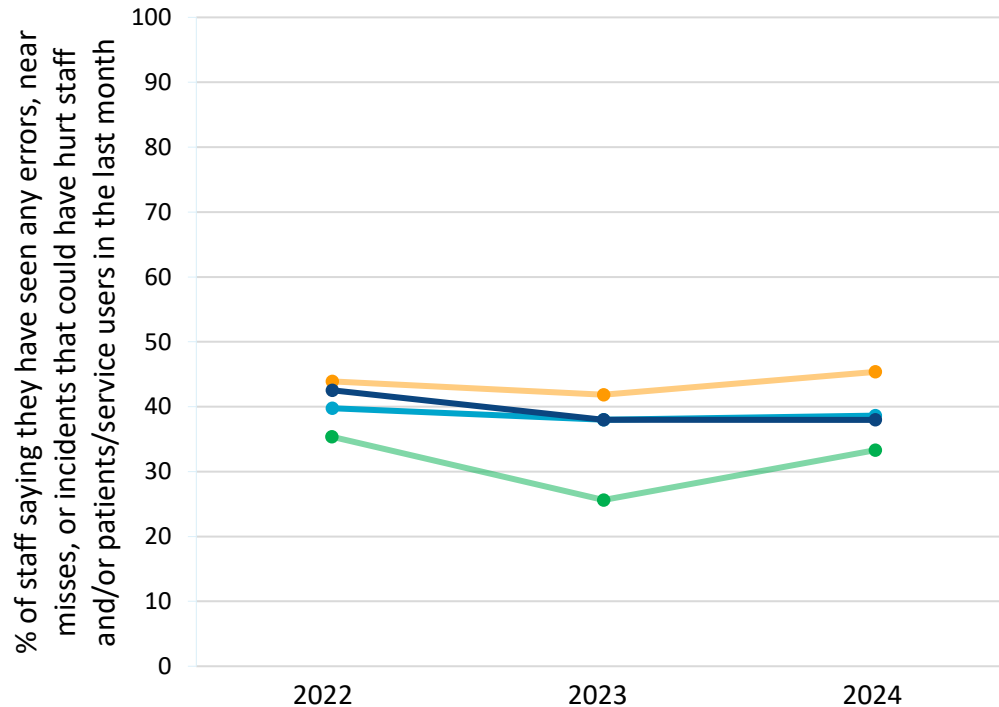
Your org	30.36%	27.86%	21.64%	25.61%	22.96%
Best result	14.70%	14.11%	13.01%	13.27%	11.22%
Average result	22.74%	20.81%	21.71%	21.49%	19.20%
Worst result	44.22%	29.51%	31.73%	38.85%	25.37%

Responses 580 663 770 696 666





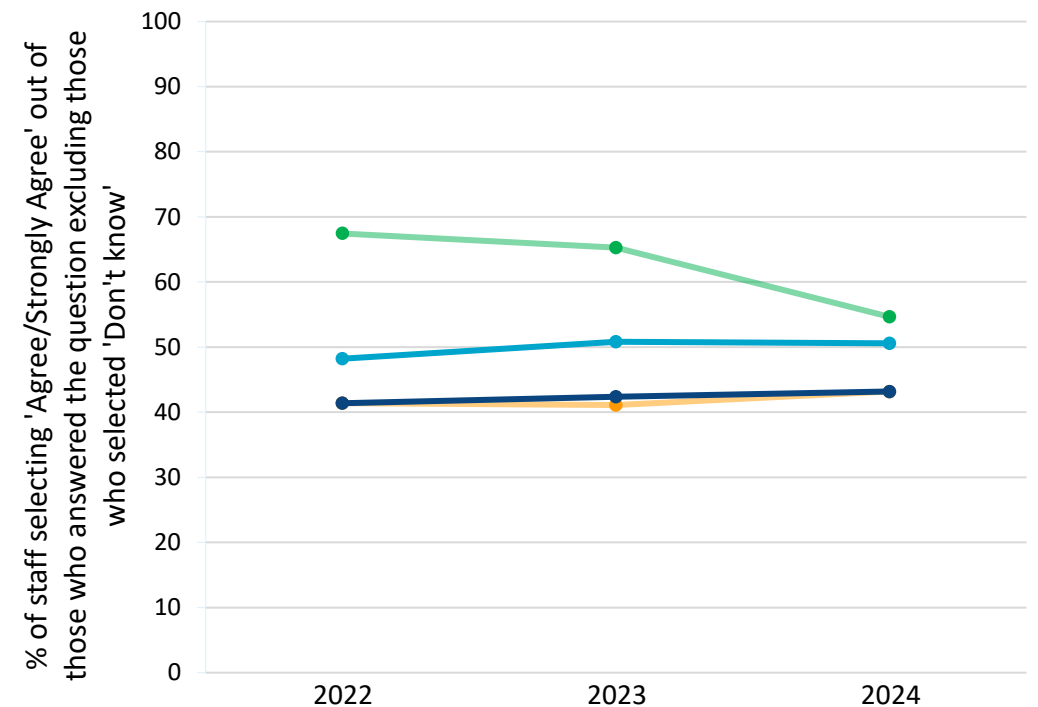
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



Your org	42.53%	37.99%	37.96%
Best result	35.36%	25.62%	33.28%
Average result	39.76%	37.99%	38.63%
Worst result	43.92%	41.85%	45.36%

Responses 3287 3011 3085

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

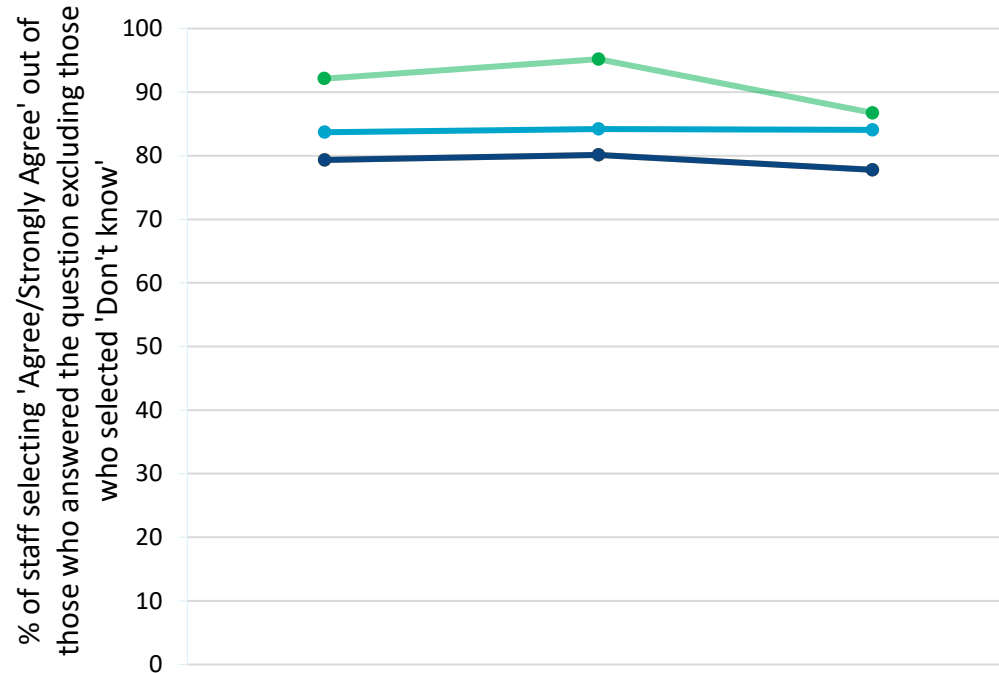


Your org	41.38%	42.38%	43.19%
Best result	67.45%	65.27%	54.65%
Average result	48.22%	50.82%	50.60%
Worst result	41.38%	41.11%	43.19%

Responses 2604 2347 2361



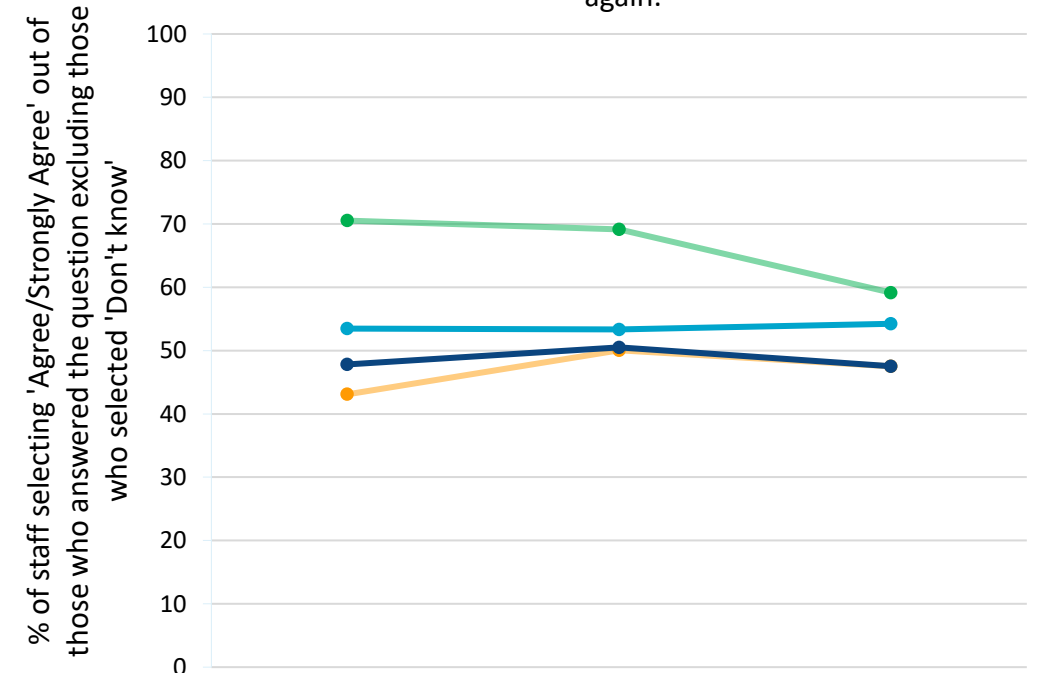
Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
Your org	79.32%	80.13%	77.78%
Best result	92.14%	95.18%	86.75%
Average result	83.69%	84.20%	84.08%
Worst result	79.32%	80.13%	77.78%

Responses 3209 2918 2982

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

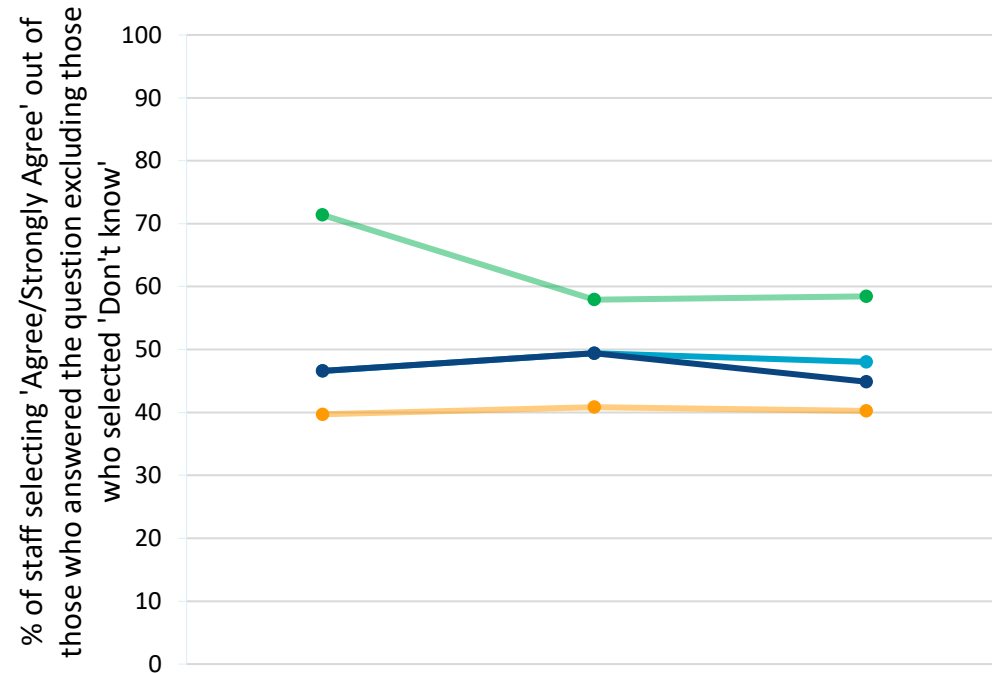


	2022	2023	2024
Your org	47.81%	50.51%	47.53%
Best result	70.53%	69.13%	59.15%
Average result	53.46%	53.34%	54.23%
Worst result	43.09%	50.04%	47.53%

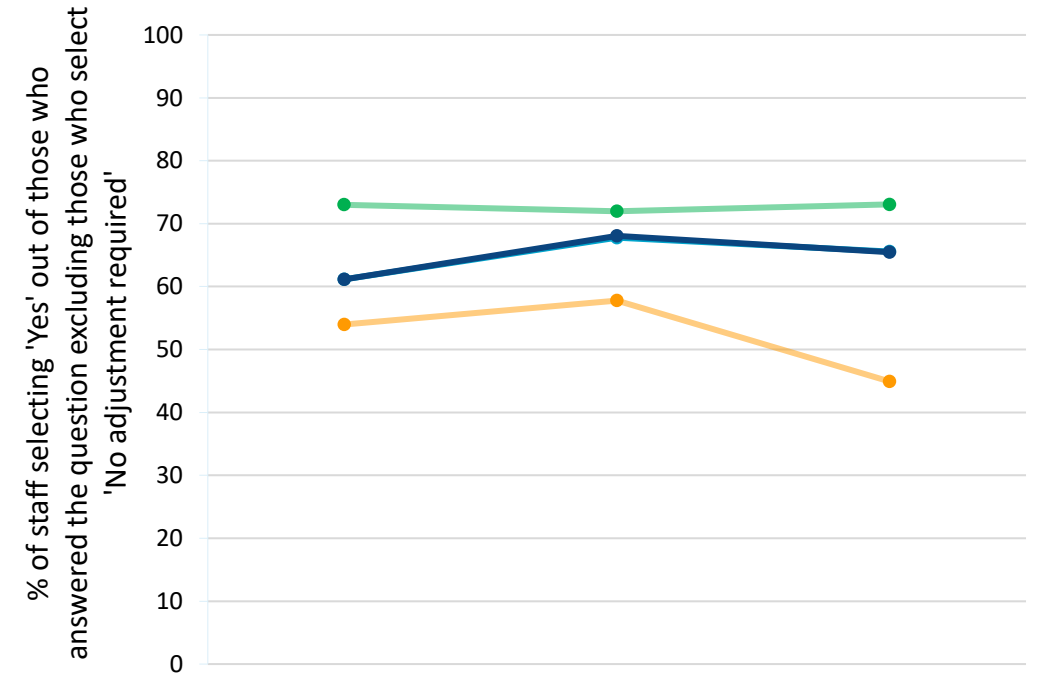
Responses 2888 2624 2593



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



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

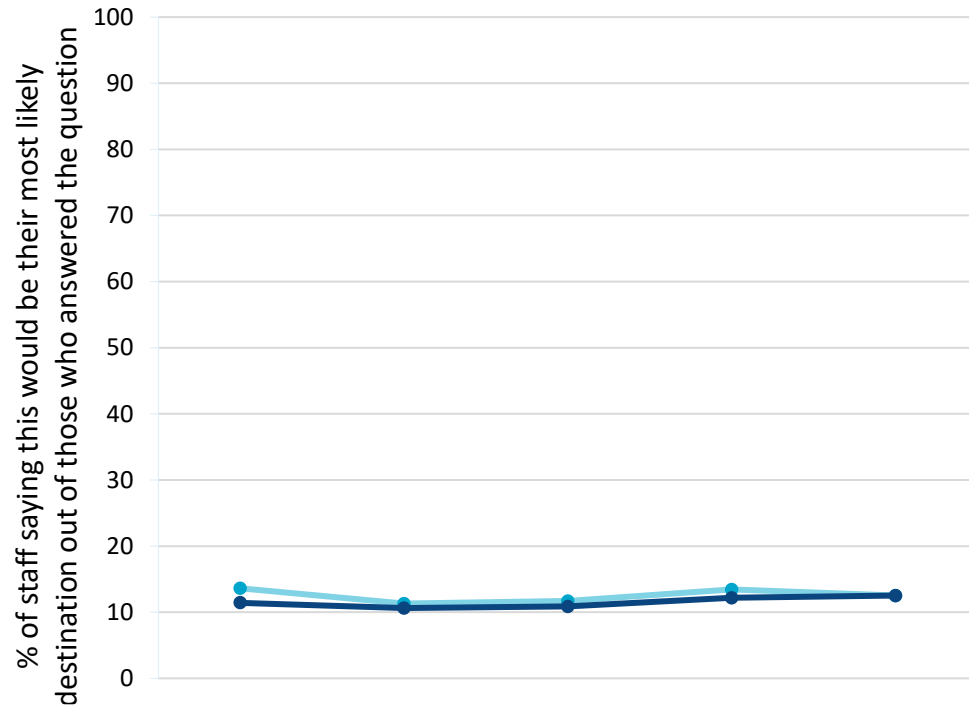


	2022	2023	2024
<b>Your org</b>	46.58%	49.41%	44.88%
<b>Best result</b>	71.39%	57.92%	58.45%
<b>Average result</b>	46.58%	49.41%	48.00%
<b>Worst result</b>	39.70%	40.83%	40.23%
Responses	2971	2664	2629

	2022	2023	2024
<b>Your org</b>	61.15%	68.06%	65.48%
<b>Best result</b>	73.00%	71.97%	73.07%
<b>Average result</b>	61.15%	67.78%	65.56%
<b>Worst result</b>	53.98%	57.78%	44.92%
Responses	704	696	732



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

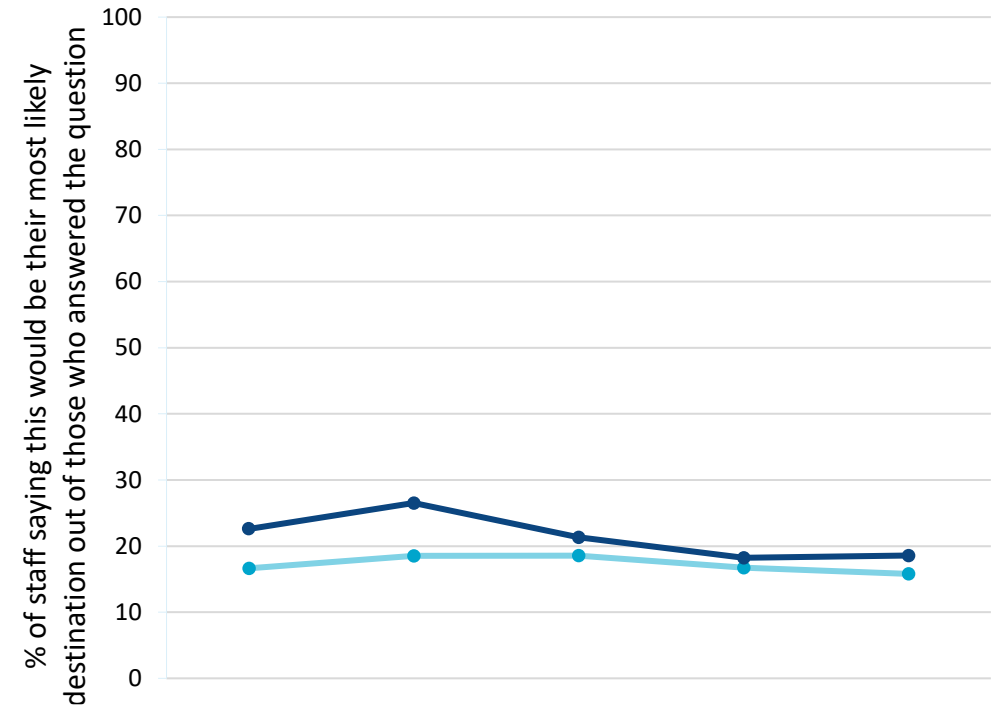


2020 2021 2022 2023 2024

Your org	11.42%	10.63%	10.86%	12.20%	12.52%
Average	13.62%	11.31%	11.68%	13.43%	12.52%

Responses 2486 2530 3222 2967 3043

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



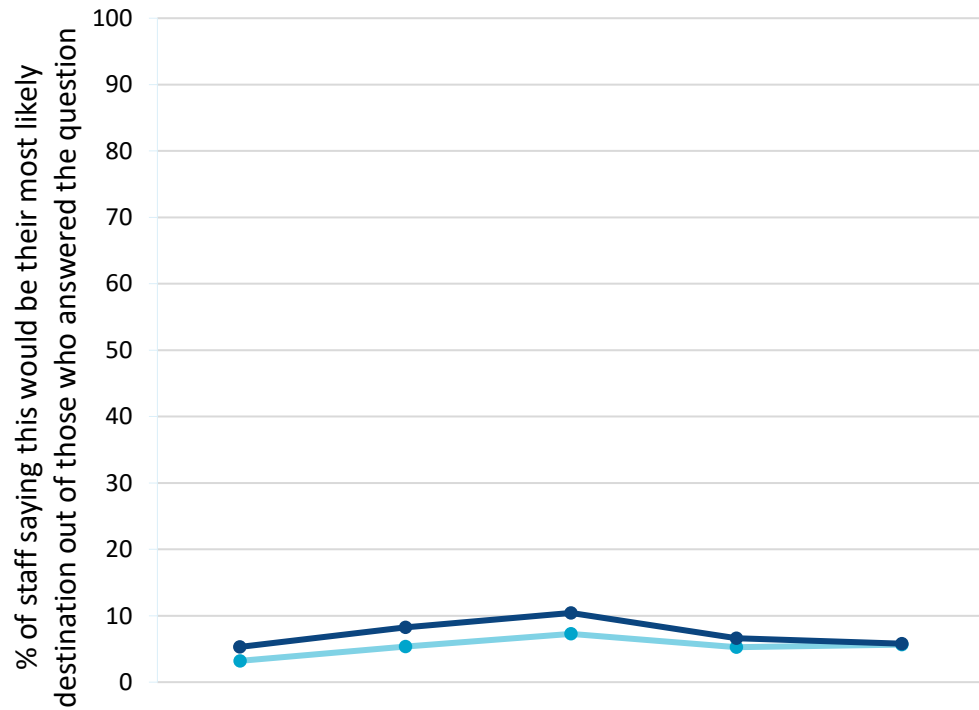
2020 2021 2022 2023 2024

Your org	22.61%	26.52%	21.35%	18.23%	18.57%
Average	16.65%	18.53%	18.55%	16.72%	15.80%

Responses 2486 2530 3222 2967 3043



Q26d.3 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job in healthcare, but outside the NHS.

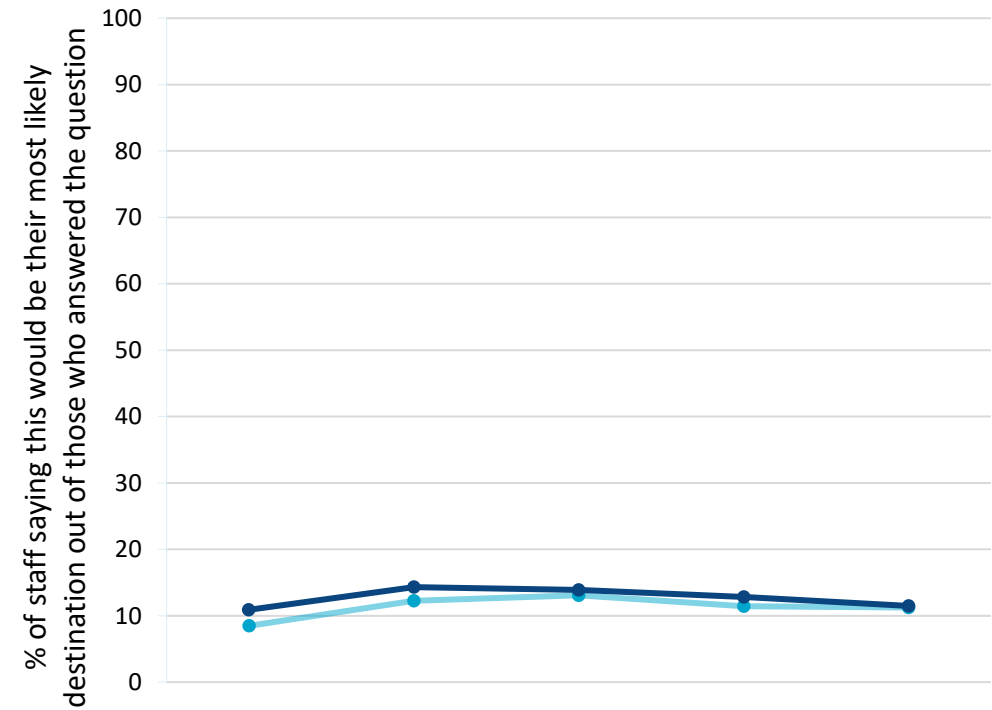


2020 2021 2022 2023 2024

Your org	5.31%	8.26%	10.43%	6.61%	5.82%
Average	3.21%	5.37%	7.27%	5.27%	5.63%

Responses 2486 2530 3222 2967 3043

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



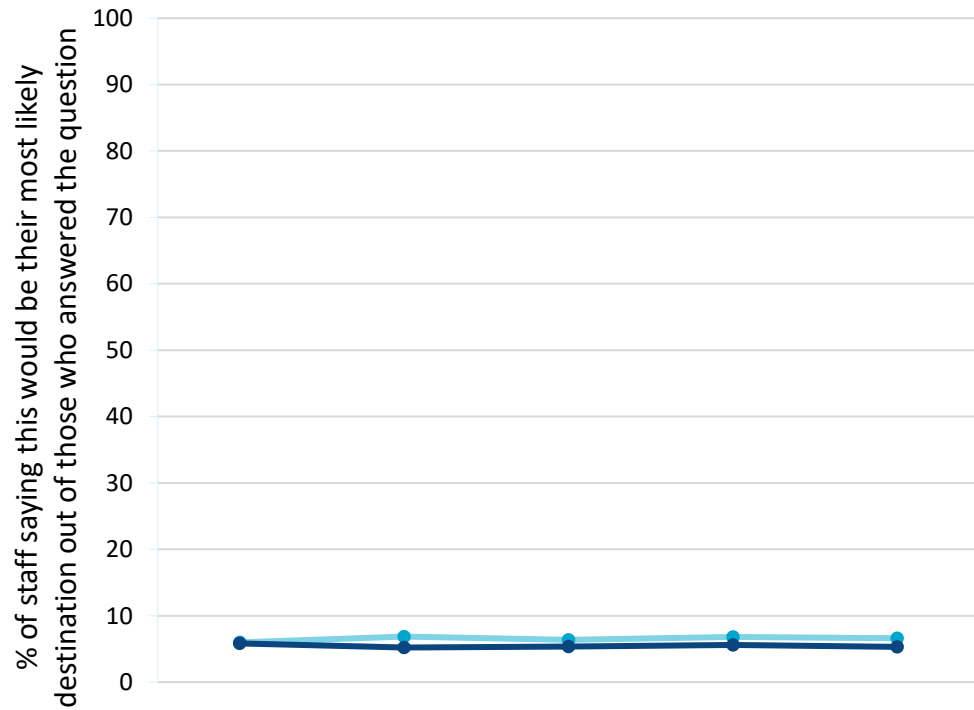
2020 2021 2022 2023 2024

Your org	10.90%	14.31%	13.90%	12.84%	11.50%
Average	8.48%	12.28%	13.08%	11.43%	11.22%

Responses 2486 2530 3222 2967 3043



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

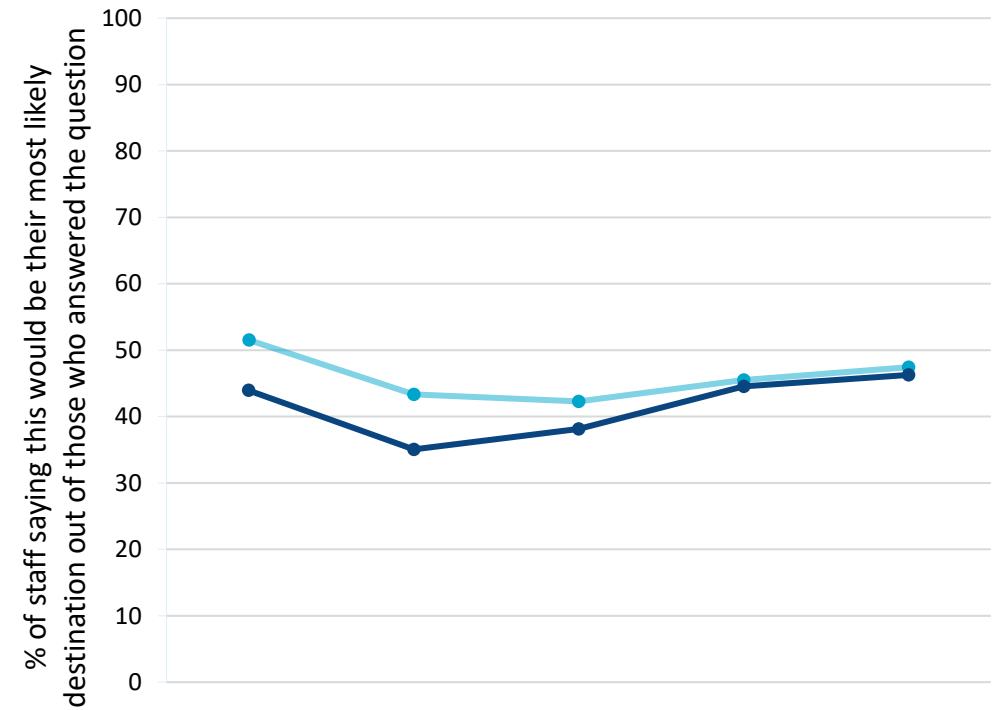


2020 2021 2022 2023 2024

Your org	5.83%	5.22%	5.34%	5.59%	5.32%
Average	5.99%	6.87%	6.37%	6.80%	6.60%

Responses 2486 2530 3222 2967 3043

Q26d.9 If you are considering leaving your current job, what would be your most likely destination? - I am not considering leaving my current job.



2020 2021 2022 2023 2024

Your org	43.93%	35.06%	38.11%	44.52%	46.27%
Average	51.53%	43.32%	42.28%	45.51%	47.41%

Responses 2486 2530 3222 2967 3043

## Workforce Equality Standards

Note where there are fewer than 10 responses for a question, results are suppressed to protect staff confidentiality and reliability of data.

## Workforce Race Equality Standards (WRES)

This section contains data for the organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2020-2024 organisation and benchmarking group median results for q13a, q13b&c combined, q15, and q16b split by ethnicity (by white staff / staff from all other ethnic groups combined).

## Workforce Disability Equality Standards (WDES)

This section contains data for the organisation required for the NHS Staff Survey metrics used in the Workforce Disability Equality Standard (WDES). It includes the 2020-2024 organisation and benchmarking group median results for q4b, q11e, q14a-d, and q15 split by staff with a long lasting health condition or illness compared to staff without a long lasting health condition or illness. It also shows results for q31b (for staff with a long lasting health condition or illness only), and the staff engagement score for staff with a long lasting health condition or illness, compared to staff without a long lasting health condition or illness and the overall engagement score for the organisation.

In 2022, the text for q31b was updated and the word 'adequate' was changed to 'reasonable'.

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



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

## Workforce Race Equality Standards (WRES)

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

## Workforce Disability Equality Standards (WDES)

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

\*Staff with a long term condition

## Workforce Race Equality Standards (WRES)

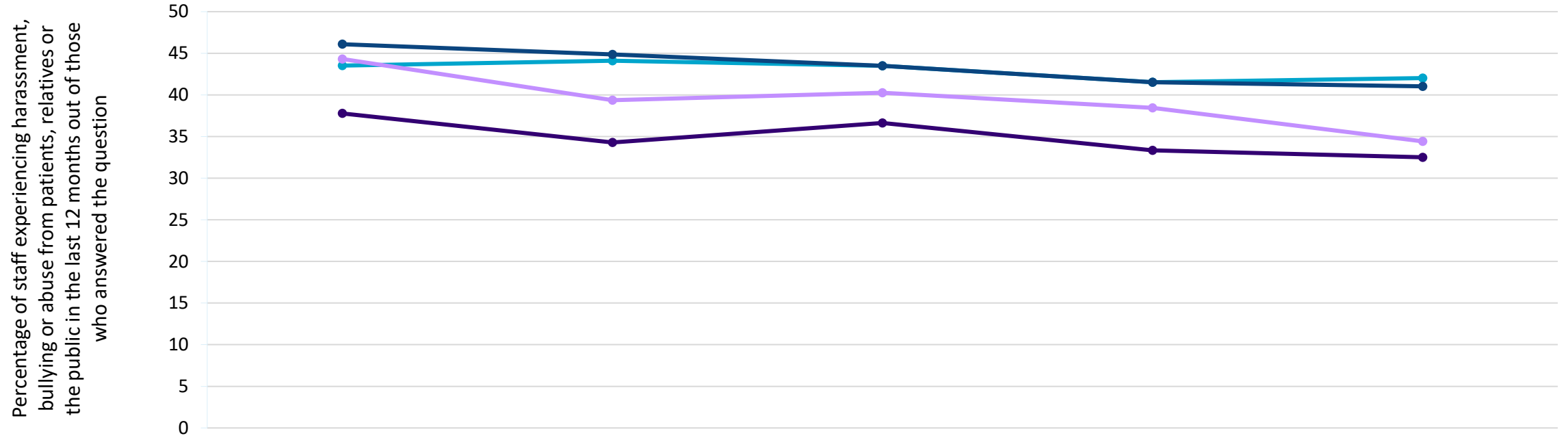
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

Data shown in the WRES charts are unweighted.

Averages are calculated as the median for the benchmark group.

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

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

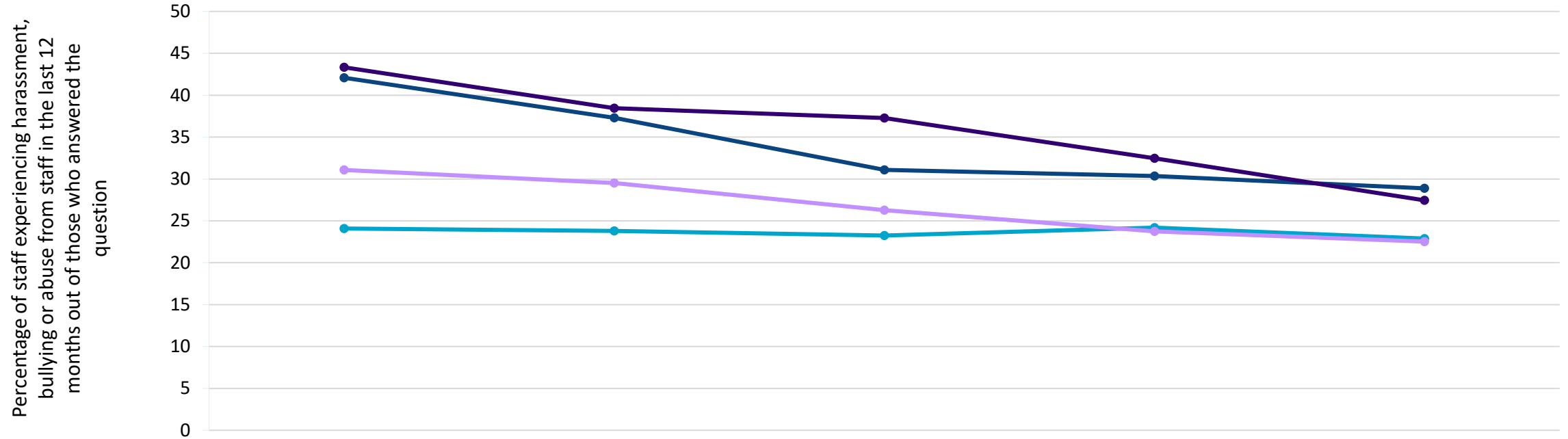


	2020	2021	2022	2023	2024
White staff: Your org	46.09%	44.88%	43.50%	41.53%	41.03%
All other ethnic groups*: Your org	37.78%	34.29%	36.65%	33.34%	32.51%
White staff: Average	43.52%	44.11%	43.50%	41.53%	42.03%
All other ethnic groups*: Average	44.32%	39.36%	40.25%	38.45%	34.42%
White staff: Responses	2302	2420	3133	2274	2900
All other ethnic groups*: Responses	90	105	161	140	203

\*Staff from all other ethnic groups combined

Note: 2023 results for WRES indicator 5 (Q14a) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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

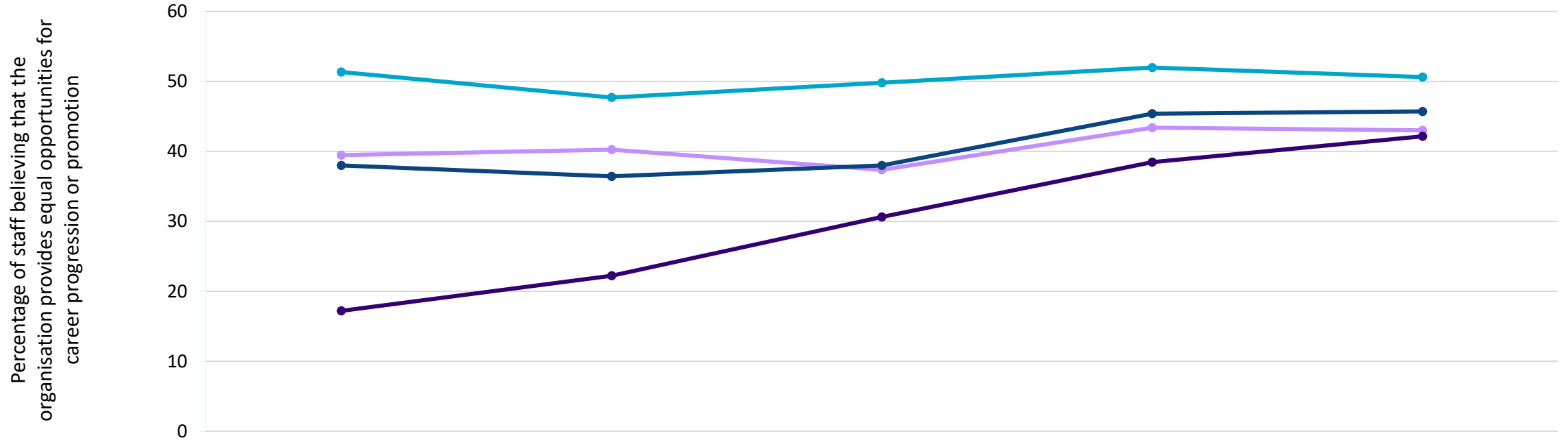


	2020	2021	2022	2023	2024
White staff: Your org	42.08%	37.31%	31.10%	30.36%	28.88%
All other ethnic groups*: Your org	43.33%	38.46%	37.27%	32.47%	27.45%
White staff: Average	24.09%	23.79%	23.25%	24.19%	22.89%
All other ethnic groups*: Average	31.08%	29.51%	26.27%	23.76%	22.52%
White staff: Responses	2305	2428	3129	2279	2898
All other ethnic groups*: Responses	90	104	161	140	204

\*Staff from all other ethnic groups combined

Note: 2023 results for WRES indicator 6 (Q14b & Q14c) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

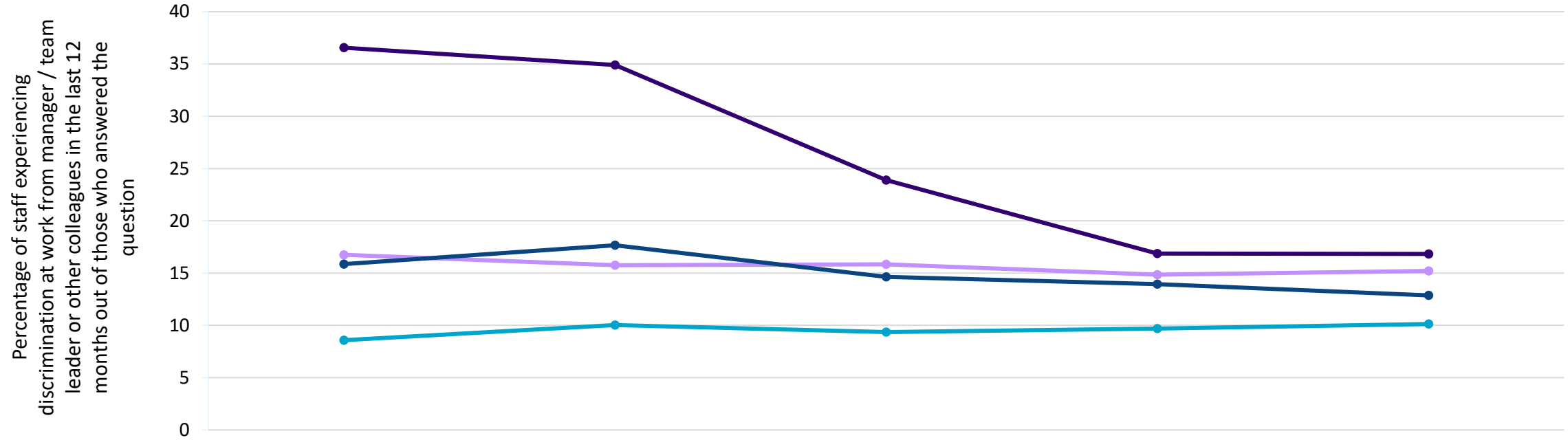
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	37.98%	36.43%	38.00%	45.38%	45.72%
All other ethnic groups*: Your org	17.20%	22.22%	30.63%	38.46%	42.16%
White staff: Average	51.35%	47.70%	49.82%	51.98%	50.62%
All other ethnic groups*: Average	39.46%	40.25%	37.36%	43.39%	43.01%
White staff: Responses	2322	2451	3129	2849	2883
All other ethnic groups*: Responses	93	108	160	169	204

\*Staff from all other ethnic groups combined

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



	2020	2021	2022	2023	2024
White staff: Your org	15.85%	17.66%	14.64%	13.95%	12.87%
All other ethnic groups*: Your org	36.56%	34.91%	23.90%	16.86%	16.83%
White staff: Average	8.58%	10.03%	9.36%	9.69%	10.13%
All other ethnic groups*: Average	16.75%	15.75%	15.83%	14.85%	15.21%
White staff: Responses	2328	2463	3129	2838	2860
All other ethnic groups*: Responses	93	106	159	172	202

\*Staff from all other ethnic groups combined

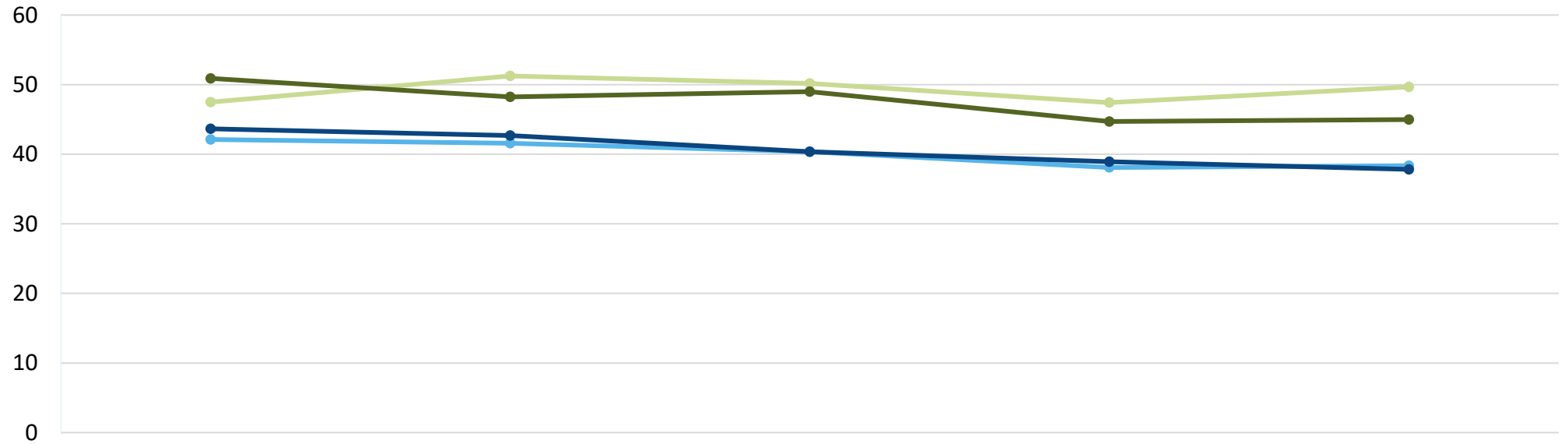
## Workforce Disability Equality Standards (WDES)

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

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

Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months out of those who answered the question

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



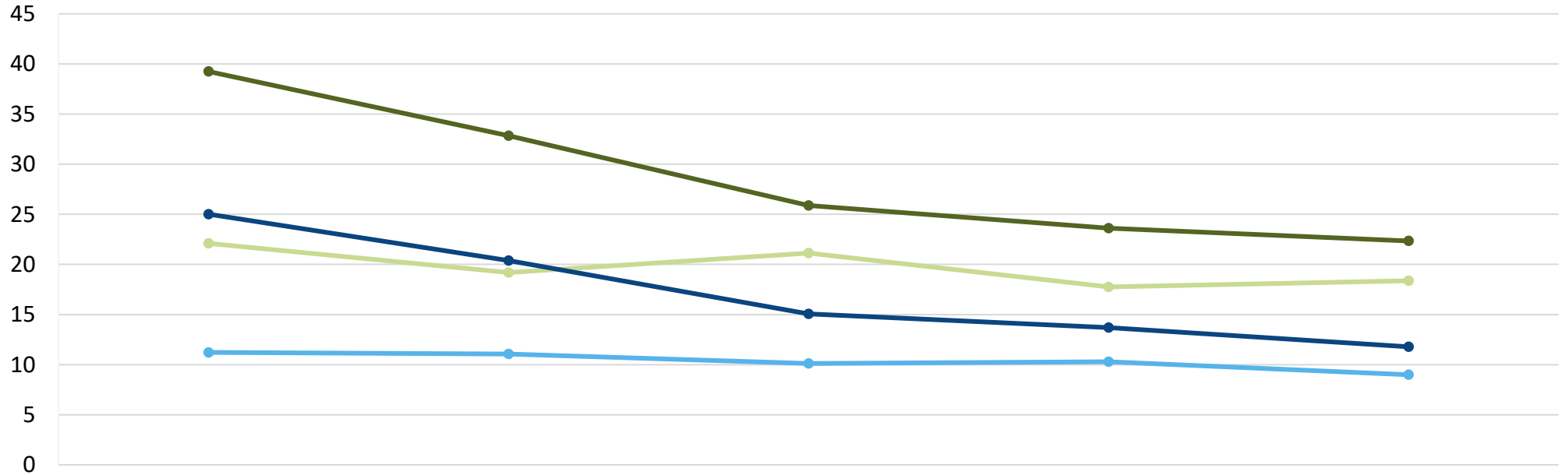
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	50.90%	48.25%	49.00%	44.71%	44.98%
Staff without a LTC or illness: Your org	43.65%	42.68%	40.36%	38.94%	37.83%
Staff with a LTC or illness: Average	47.50%	51.25%	50.17%	47.42%	49.67%
Staff without a LTC or illness: Average	42.12%	41.58%	40.36%	38.09%	38.35%
Staff with a LTC or illness: Responses	666	800	1098	885	1136
Staff without a LTC or illness: Responses	1757	1748	2200	1510	1943

Note: 2023 results for WDES metric 4a (Q14a) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months out of those who answered the question

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

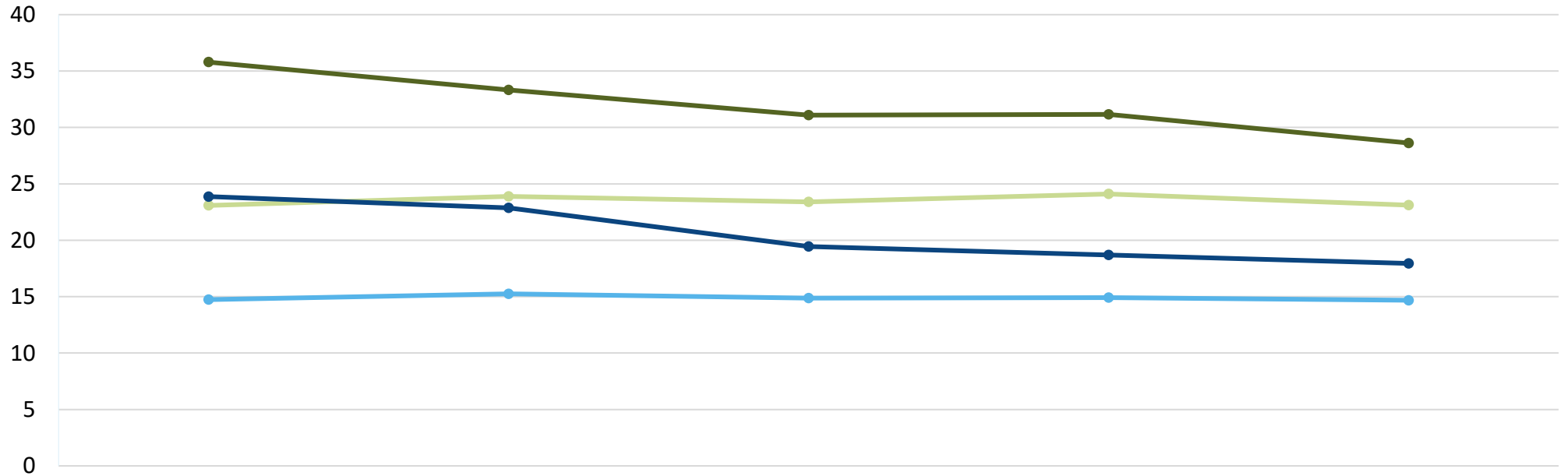


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	39.25%	32.83%	25.87%	23.61%	22.34%
Staff without a LTC or illness: Your org	25.01%	20.38%	15.08%	13.71%	11.78%
Staff with a LTC or illness: Average	22.10%	19.20%	21.14%	17.76%	18.37%
Staff without a LTC or illness: Average	11.22%	11.06%	10.12%	10.29%	8.99%
Staff with a LTC or illness: Responses	665	798	1090	881	1128
Staff without a LTC or illness: Responses	1751	1742	2189	1507	1935

Note: 2023 results for WDES metric 4b (Q14b) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months out of those who answered the question

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

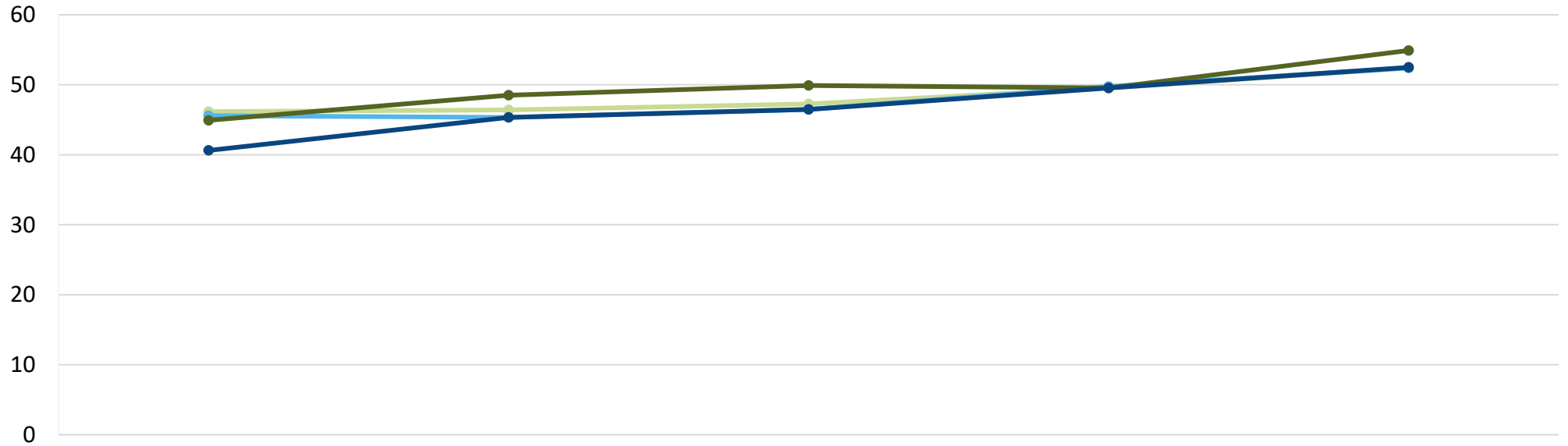


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	35.79%	33.33%	31.09%	31.16%	28.62%
Staff without a LTC or illness: Your org	23.87%	22.87%	19.45%	18.70%	17.95%
Staff with a LTC or illness: Average	23.09%	23.90%	23.40%	24.10%	23.11%
Staff without a LTC or illness: Average	14.74%	15.25%	14.87%	14.91%	14.68%
Staff with a LTC or illness: Responses	665	792	1084	874	1125
Staff without a LTC or illness: Responses	1751	1740	2180	1504	1928

Note: 2023 results for WDES metric 4c (Q14c) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it out of those who answered the question

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

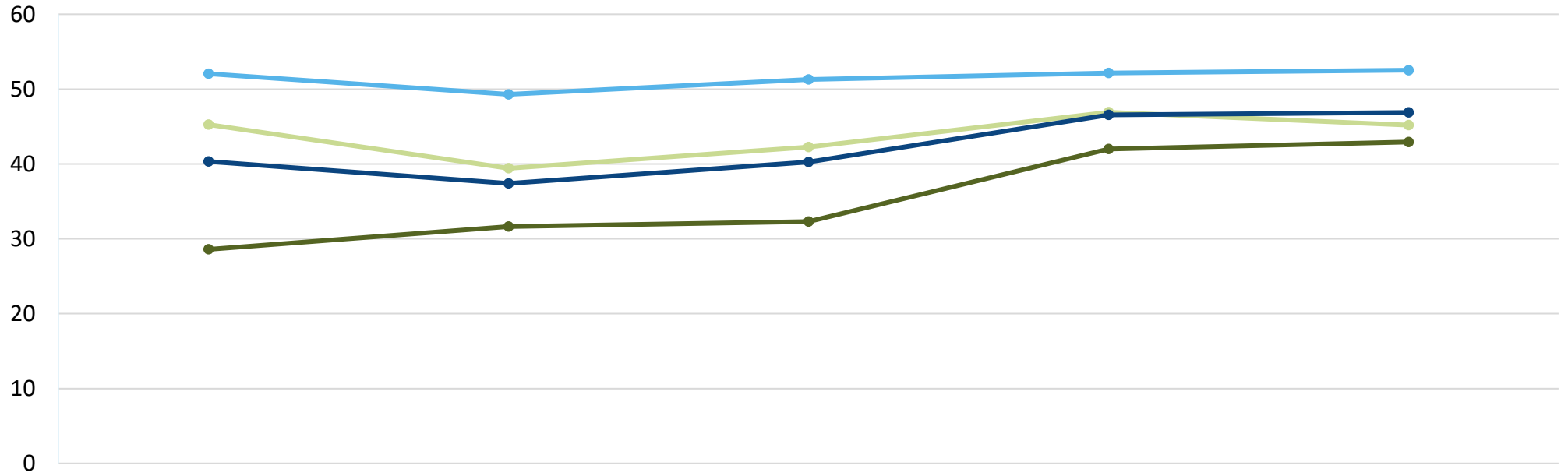


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	44.93%	48.53%	49.92%	49.56%	54.91%
Staff without a LTC or illness: Your org	40.63%	45.34%	46.49%	49.55%	52.49%
Staff with a LTC or illness: Average	46.17%	46.43%	47.26%	49.56%	52.41%
Staff without a LTC or illness: Average	45.60%	45.34%	46.49%	49.77%	52.41%
Staff with a LTC or illness: Responses	434	509	633	479	601
Staff without a LTC or illness: Responses	923	891	968	664	802

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

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

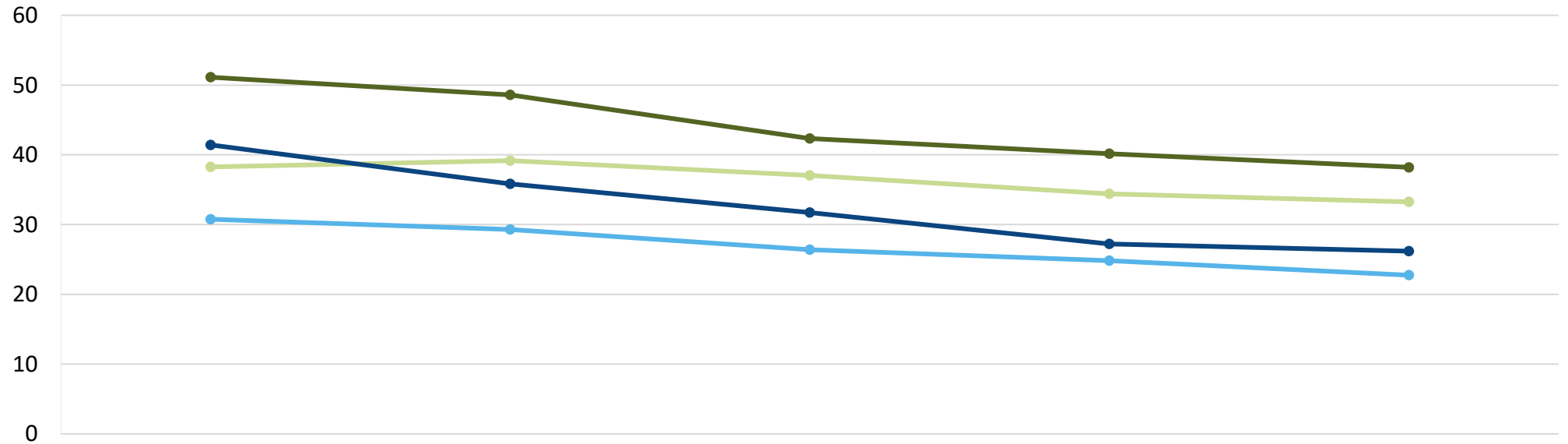
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	28.59%	31.65%	32.30%	41.99%	42.93%
Staff without a LTC or illness: Your org	40.33%	37.40%	40.26%	46.55%	46.88%
Staff with a LTC or illness: Average	45.26%	39.42%	42.27%	46.91%	45.19%
Staff without a LTC or illness: Average	52.04%	49.30%	51.28%	52.16%	52.53%
Staff with a LTC or illness: Responses	675	812	1099	1093	1125
Staff without a LTC or illness: Responses	1773	1770	2196	1901	1939

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

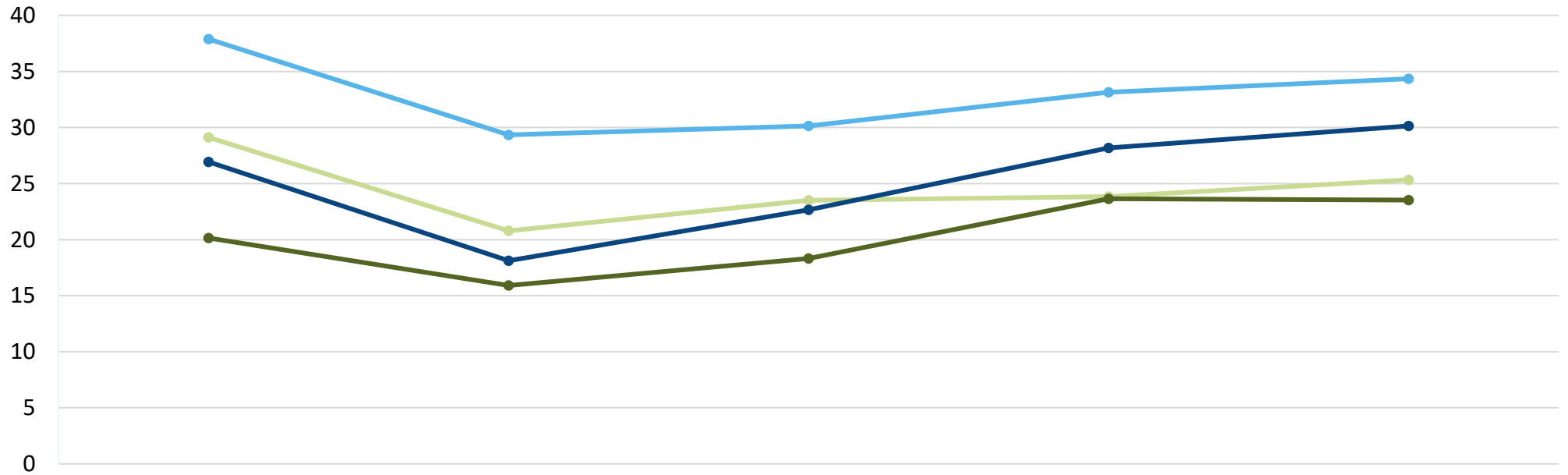
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	51.12%	48.60%	42.34%	40.17%	38.21%
Staff without a LTC or illness: Your org	41.43%	35.83%	31.74%	27.21%	26.19%
Staff with a LTC or illness: Average	38.28%	39.17%	37.04%	34.41%	33.26%
Staff without a LTC or illness: Average	30.77%	29.30%	26.39%	24.82%	22.75%
Staff with a LTC or illness: Responses	489	644	881	809	861
Staff without a LTC or illness: Responses	898	1108	1342	1073	1134

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

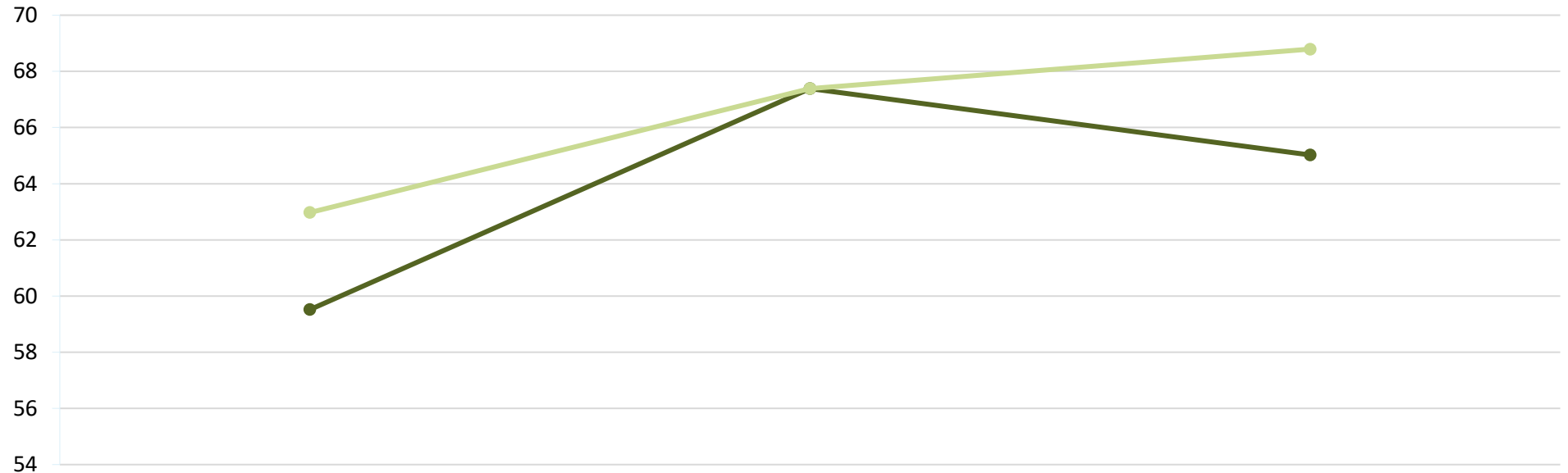
Percentage of staff satisfied with the extent to which their organisation values their work.



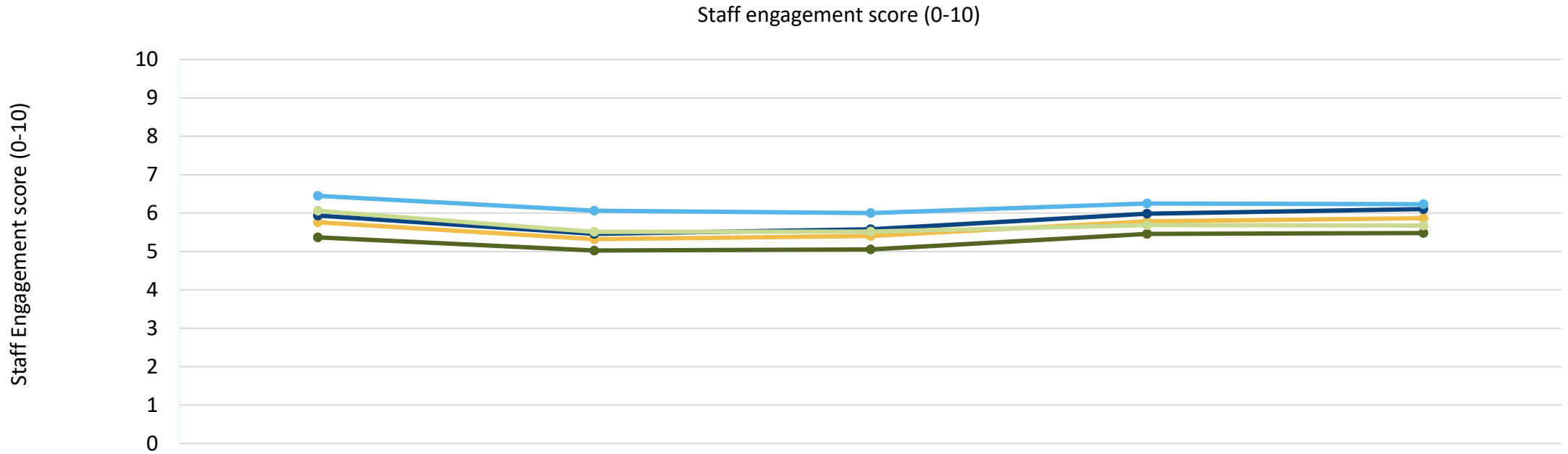
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	20.15%	15.91%	18.33%	23.65%	23.52%
Staff without a LTC or illness: Your org	26.94%	18.12%	22.67%	28.18%	30.14%
Staff with a LTC or illness: Average	29.12%	20.78%	23.51%	23.83%	25.34%
Staff without a LTC or illness: Average	37.89%	29.35%	30.15%	33.14%	34.34%
Staff with a LTC or illness: Responses	675	817	1102	1091	1135
Staff without a LTC or illness: Responses	1782	1777	2201	1909	1951

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

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



	2022	2023	2024
Staff with a LTC or illness: Your org	59.52%	67.39%	65.03%
Staff with a LTC or illness: Average	62.97%	67.39%	68.79%
Staff with a LTC or illness: Responses	704	696	732



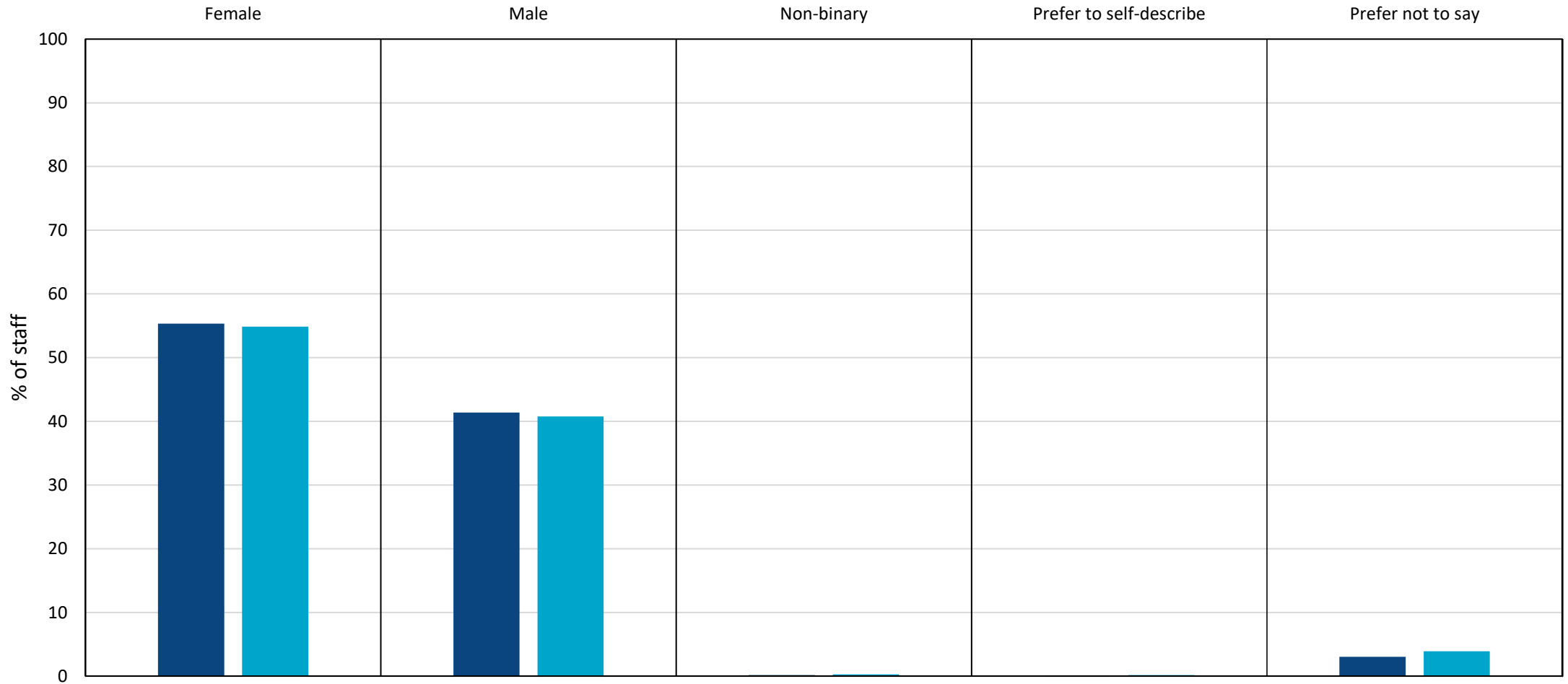
	2020	2021	2022	2023	2024
Organisation average	5.76	5.32	5.40	5.78	5.87
Staff with a LTC or illness: Your org	5.37	5.02	5.05	5.46	5.48
Staff without a LTC or illness: Your org	5.93	5.46	5.58	5.98	6.10
Staff with a LTC or illness: Average	6.06	5.51	5.52	5.69	5.68
Staff without a LTC or illness: Average	6.45	6.06	6.00	6.25	6.23
Staff with a LTC or illness: Responses	679	819	1106	1097	1138
Staff without a LTC or illness: Responses	1783	1779	2204	1917	1954

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



## About your respondents

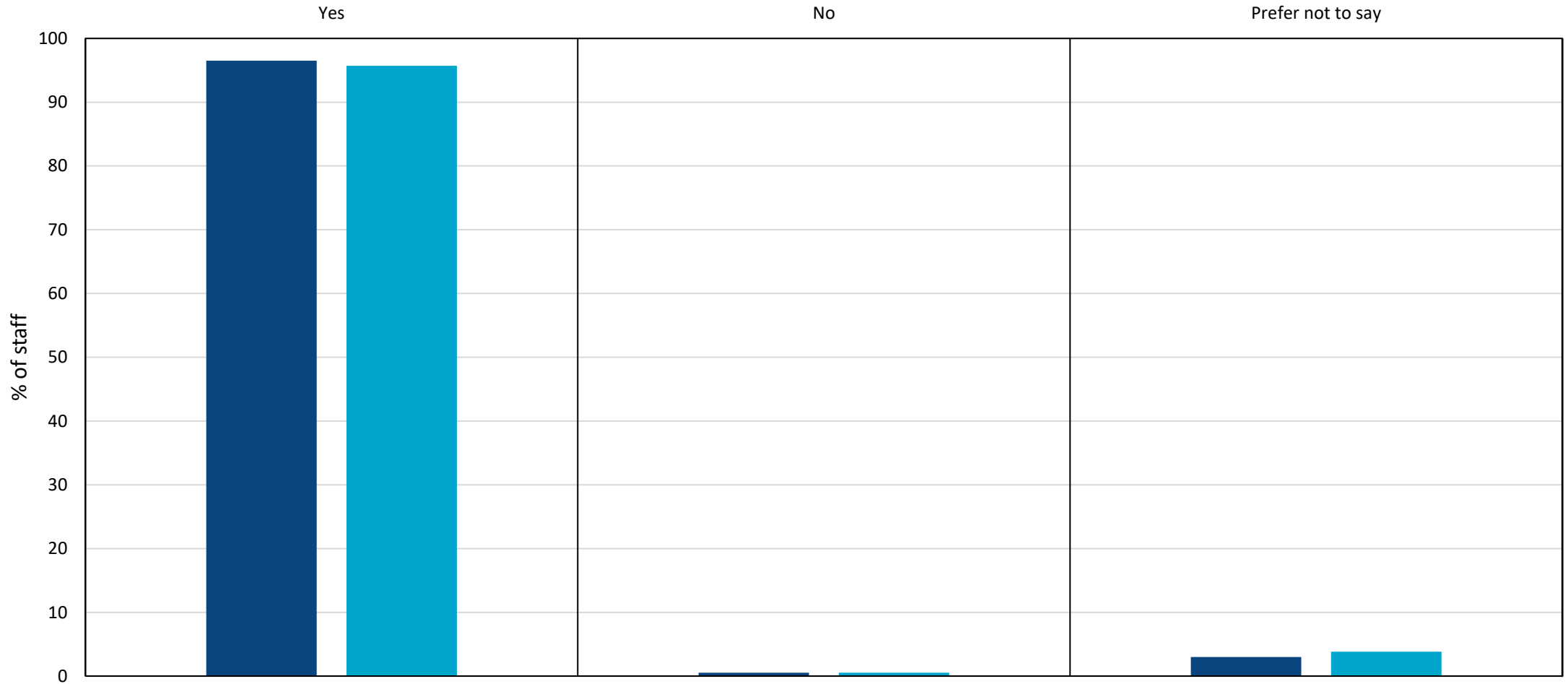
This section shows demographic and other background information for 2024.



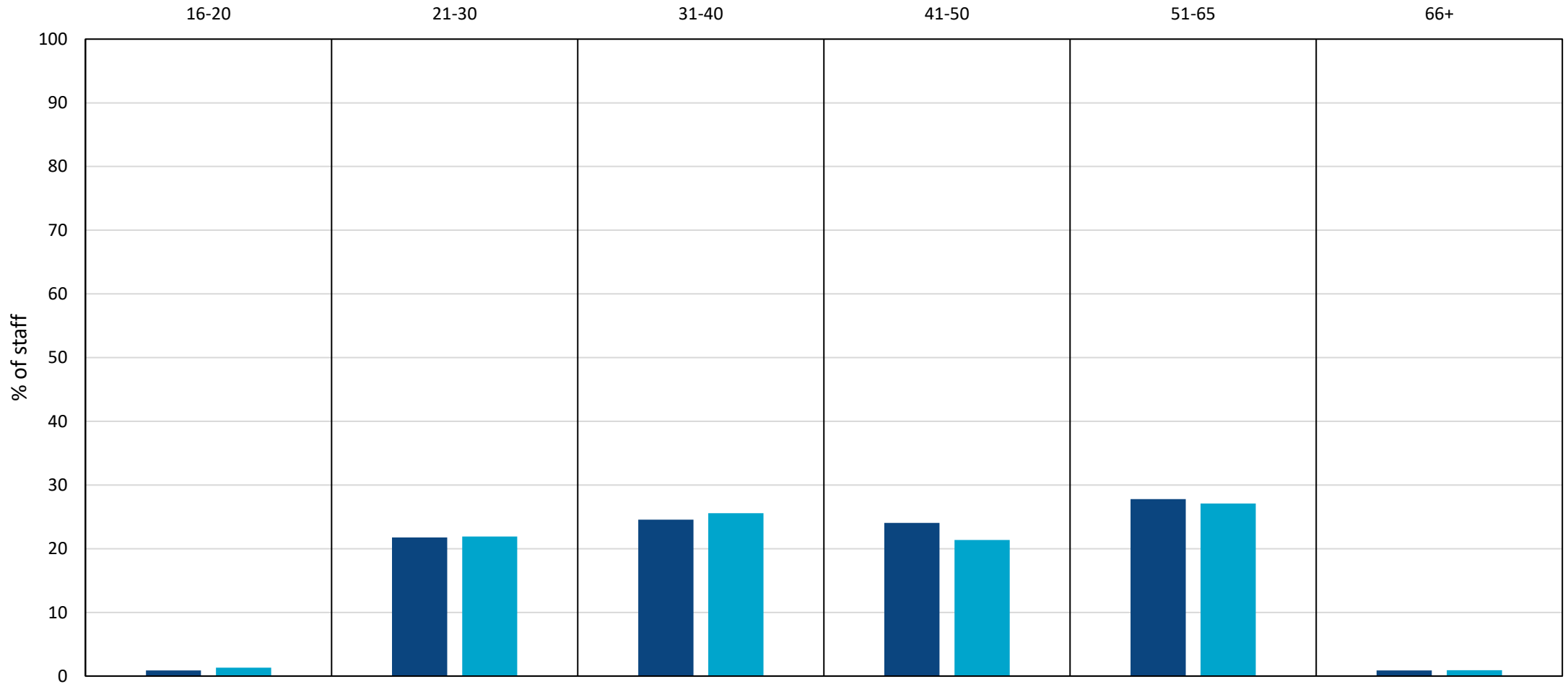
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
<b>Your org</b>	55.32%	41.39%	0.16%	0.10%	3.03%
<b>Average</b>	54.87%	40.78%	0.27%	0.16%	3.89%
<b>Responses</b>	3131	3131	3131	3131	3131



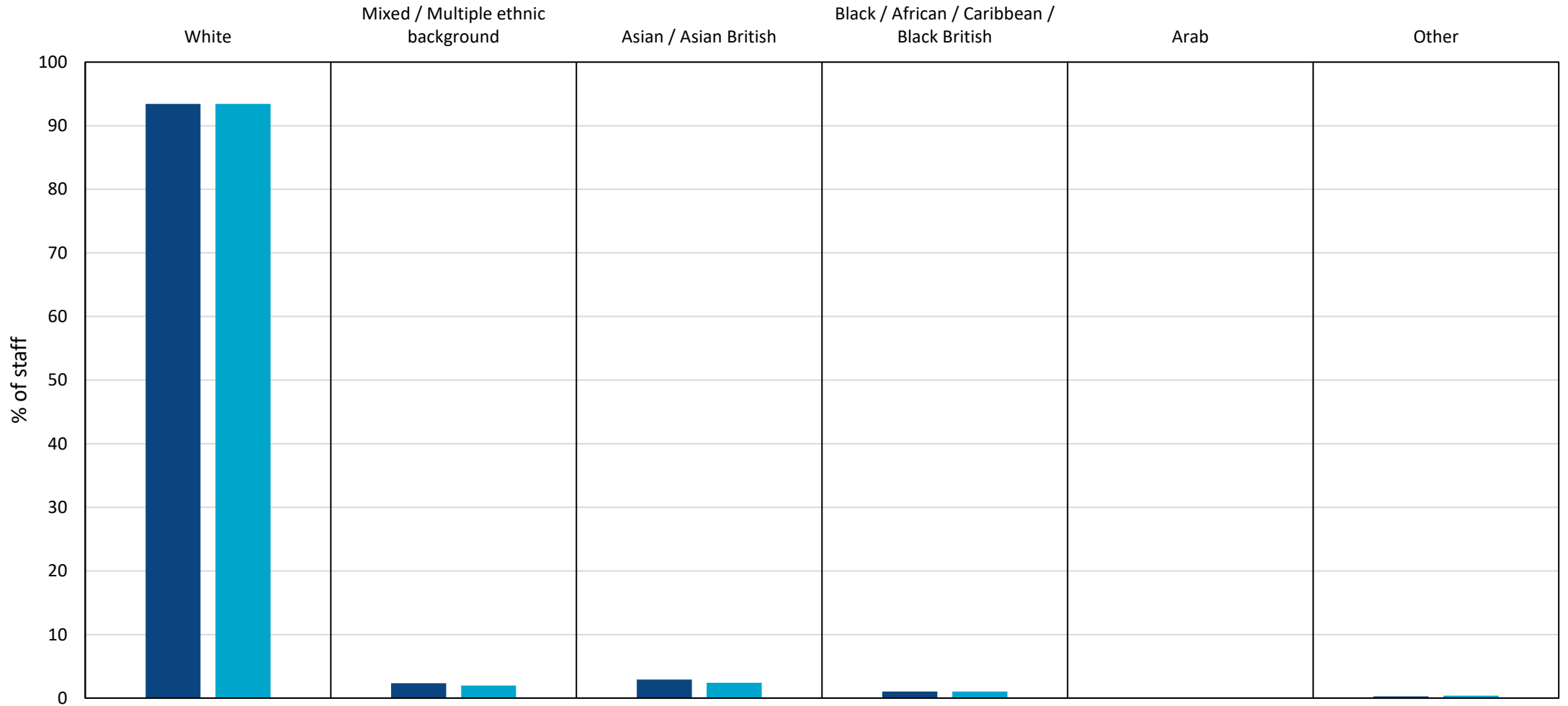
# Background details – Is your gender identity the same as the sex you were registered at birth?



Response	Yes	No	Prefer not to say
<b>Your org</b>	96.51%	0.51%	2.98%
<b>Average</b>	95.72%	0.51%	3.81%
<b>Responses</b>	3126	3126	3126

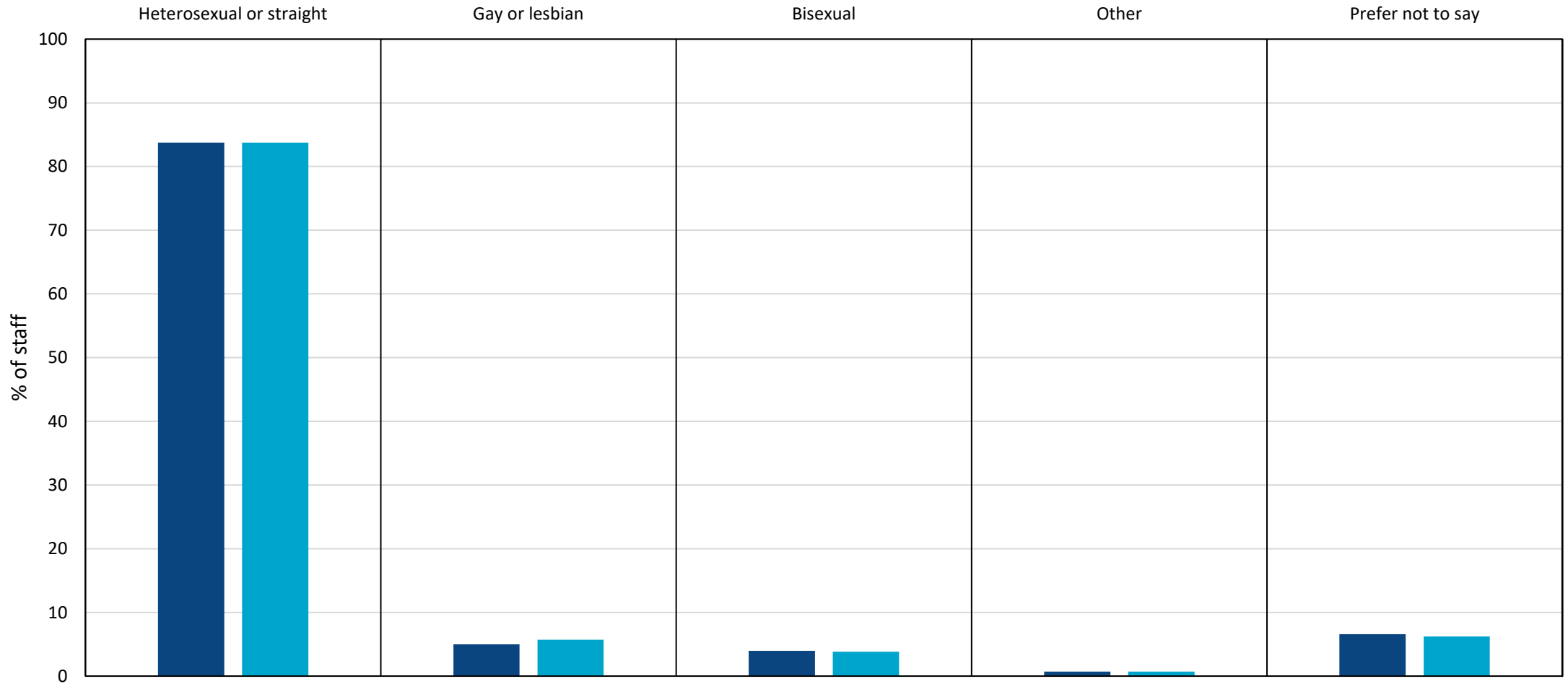


	16-20	21-30	31-40	41-50	51-65	66+
<b>Your org</b>	0.90%	21.79%	24.57%	24.06%	27.80%	0.90%
<b>Average</b>	1.32%	21.90%	25.56%	21.35%	27.11%	0.93%
<b>Responses</b>	3126	3126	3126	3126	3126	3126



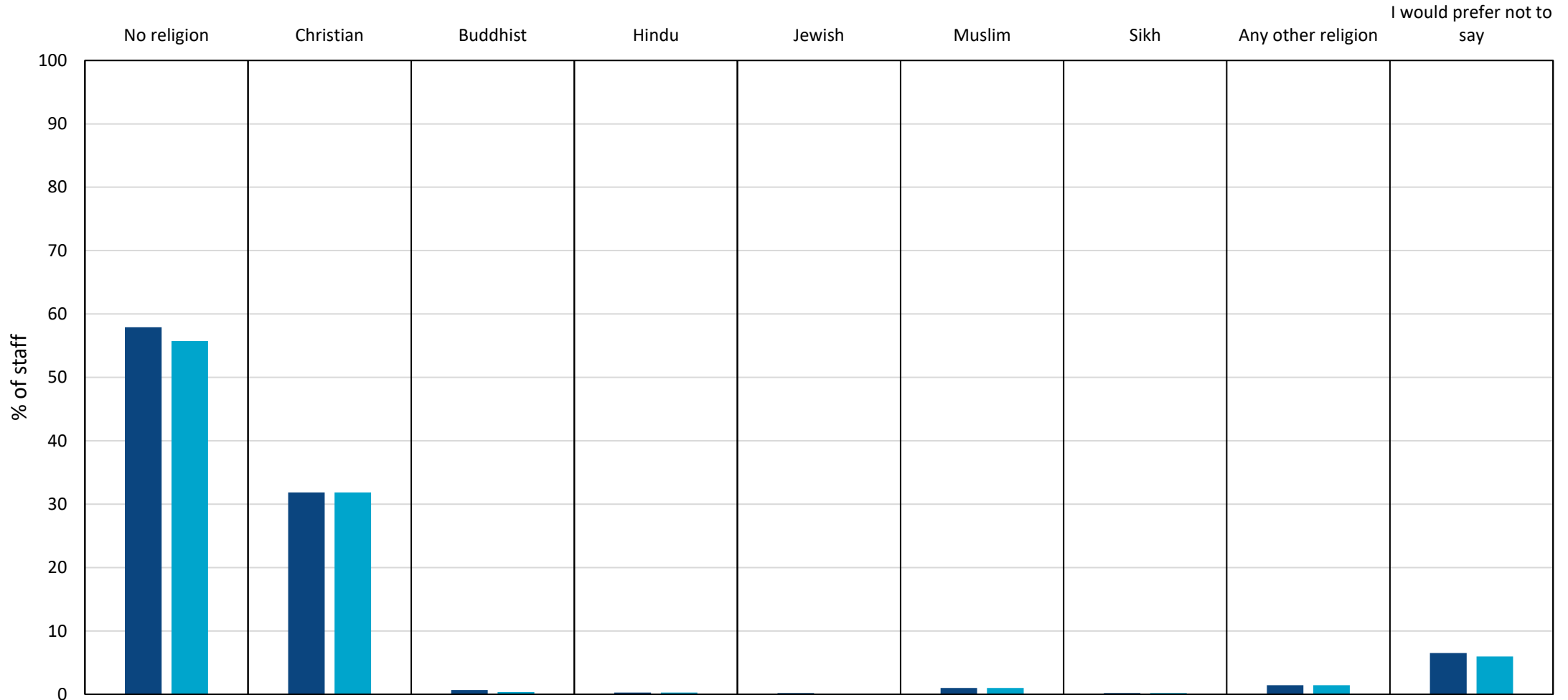
<b>Your org</b>	93.42%	2.34%	2.92%	1.03%	0.00%	0.29%
<b>Average</b>	93.42%	1.96%	2.41%	1.03%	0.04%	0.37%
<b>Responses</b>	3117	3117	3117	3117	3117	3117

# ➔ Background details – Sexual orientation



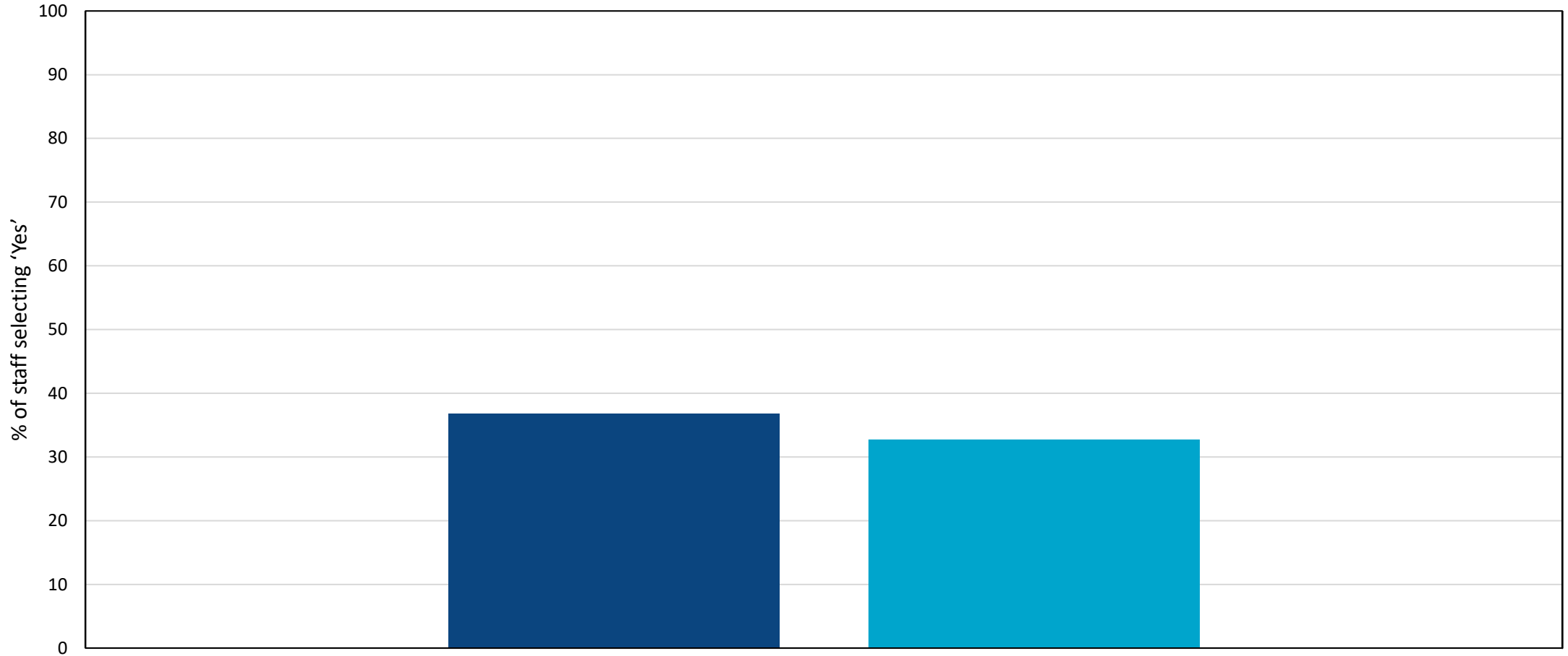
Category	Heterosexual or straight	Gay or lesbian	Bisexual	Other	Prefer not to say
<b>Your org</b>	83.75%	4.99%	3.97%	0.70%	6.59%
<b>Average</b>	83.75%	5.69%	3.83%	0.70%	6.21%
<b>Responses</b>	3126	3126	3126	3126	3126

# Background details - Religion



<b>Your org</b>	57.90%	31.84%	0.67%	0.26%	0.19%	0.99%	0.19%	1.44%	6.52%
<b>Average Responses</b>	55.74%	31.84%	0.33%	0.26%	0.09%	0.99%	0.19%	1.44%	5.95%
	3128	3128	3128	3128	3128	3128	3128	3128	3128

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>	36.80%
<b>Average</b>	32.73%
<b>Responses</b>	3092

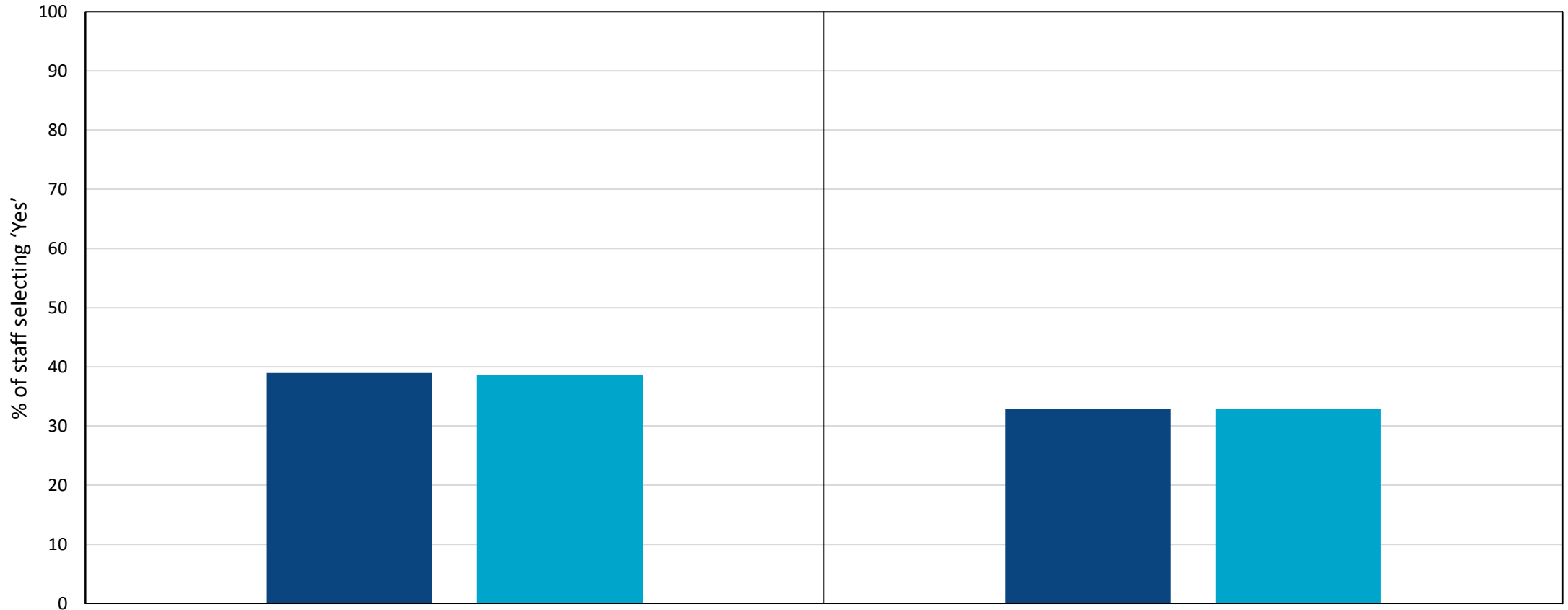




# Background details – Parental / caring responsibilities

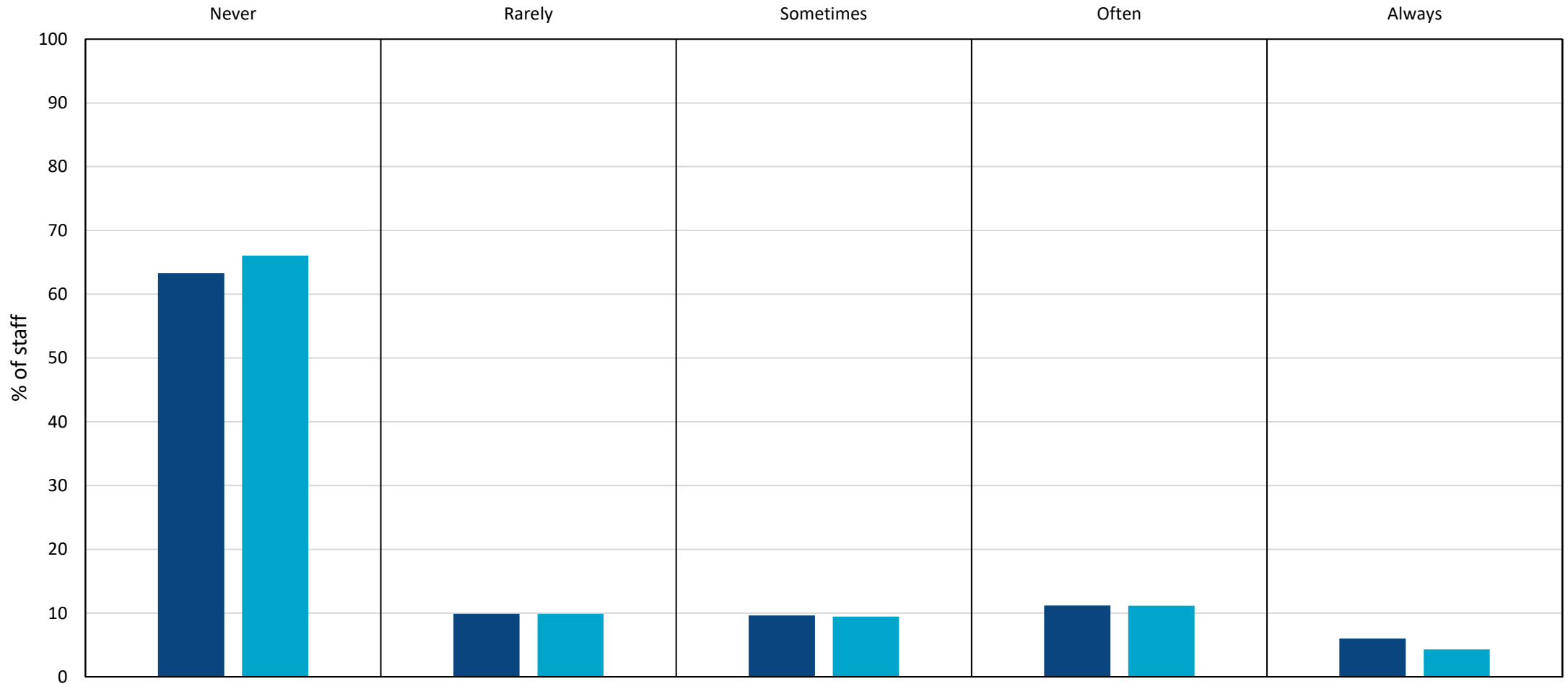
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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

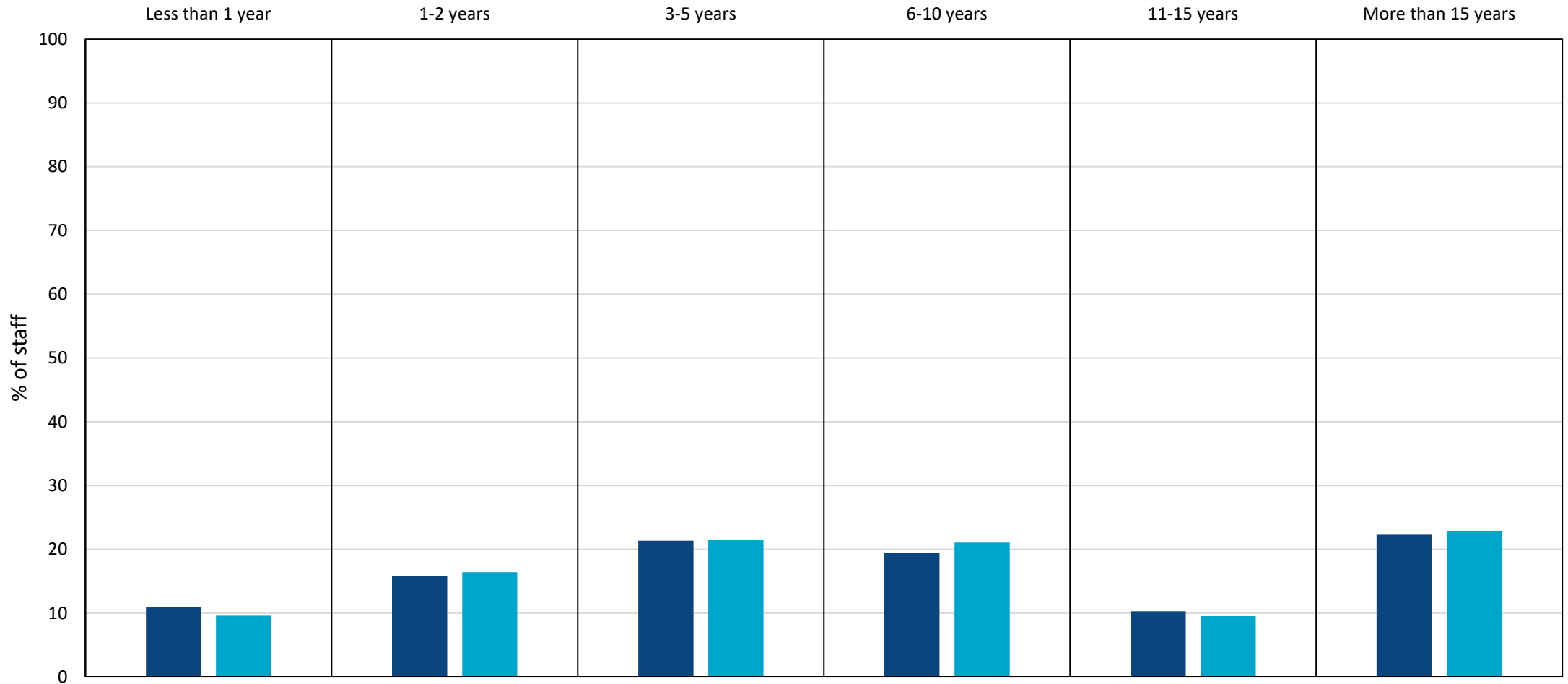


<b>Your org</b>	38.97%	32.81%
<b>Average</b>	38.59%	32.81%
<b>Responses</b>	3131	3118

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



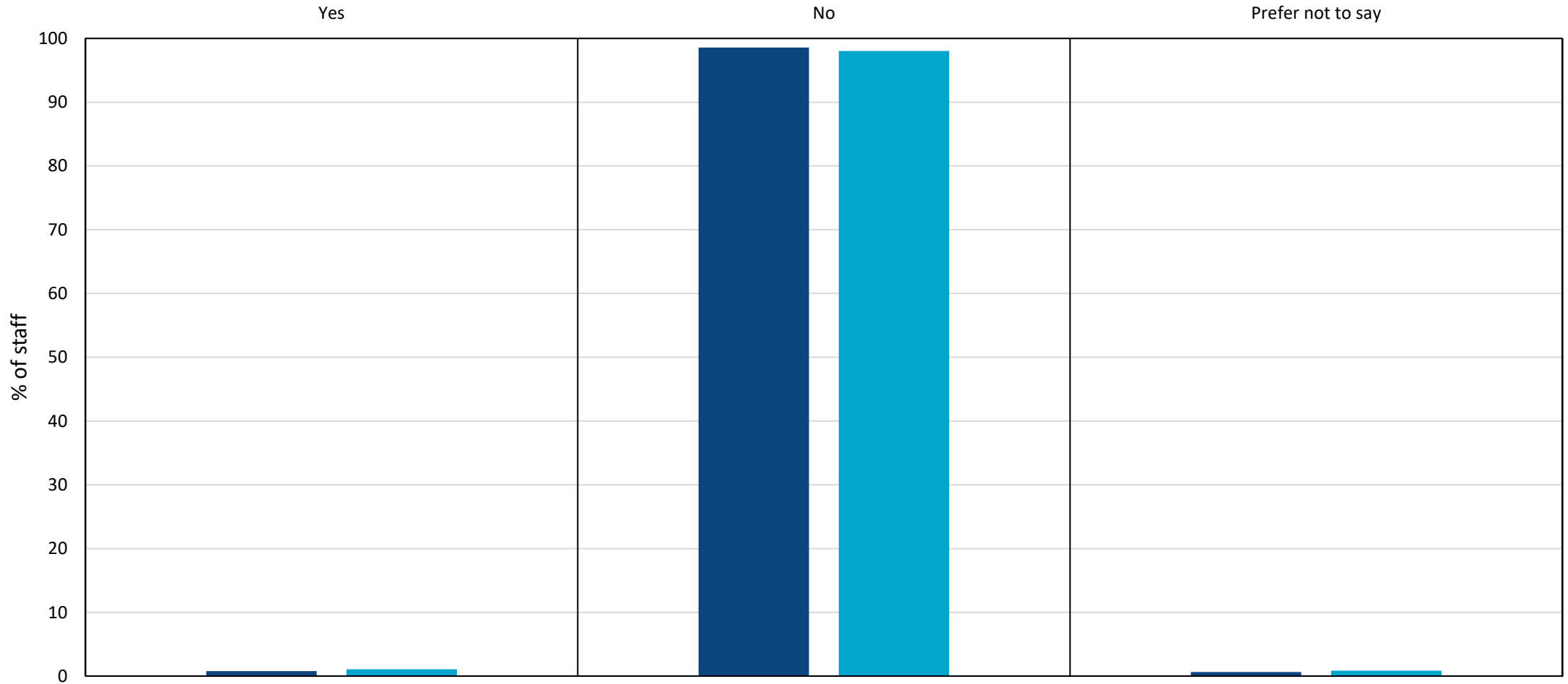
Responses	Never	Rarely	Sometimes	Often	Always
<b>Your org</b>	63.31%	9.88%	9.62%	11.19%	6.01%
<b>Average</b>	66.05%	9.88%	9.44%	11.14%	4.31%
<b>Responses</b>	3129	3129	3129	3129	3129



Responses	3127	3127	3127	3127	3127	3127
<b>Your org</b>	10.94%	15.80%	21.33%	19.41%	10.27%	22.26%
<b>Average</b>	9.59%	16.39%	21.43%	21.03%	9.53%	22.88%

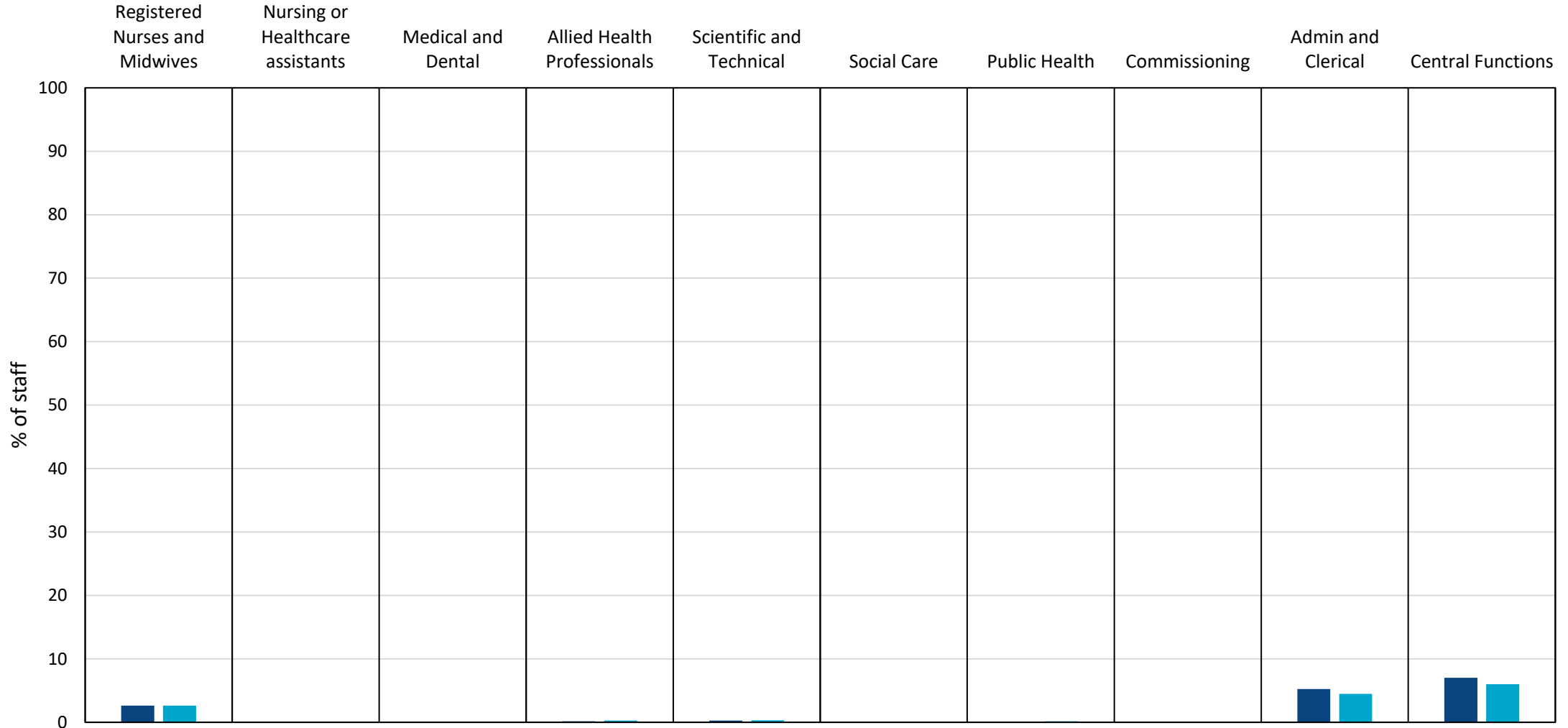


# Background details – When you joined this organisation, were you recruited from outside of the UK?



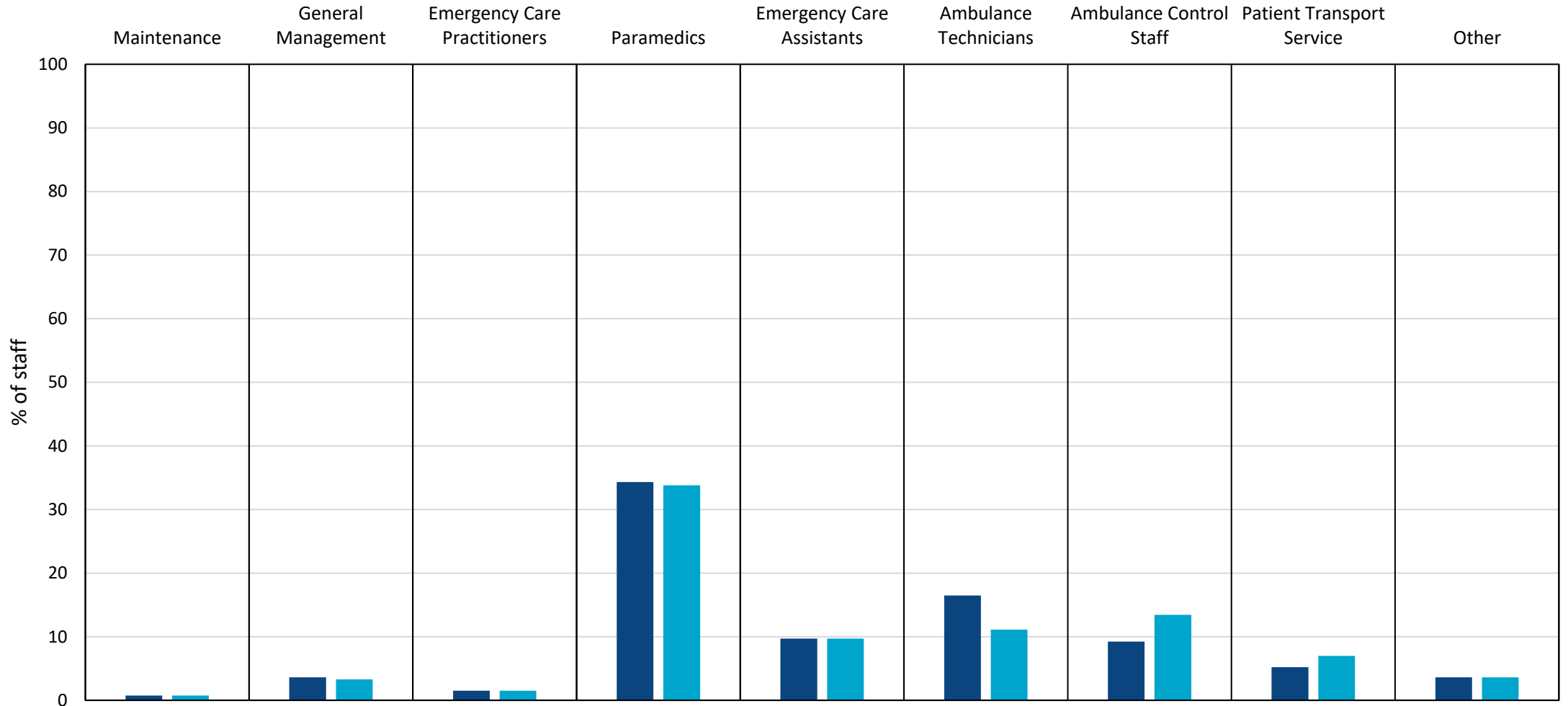
	Yes	No	Prefer not to say
<b>Your org</b>	0.80%	98.56%	0.64%
<b>Average</b>	1.08%	98.04%	0.86%
<b>Responses</b>	3131	3131	3131

# Background details – Occupational group



<b>Your org</b>	2.63%	0.06%	0.03%	0.16%	0.29%	0.03%	0.06%	0.10%	5.23%	7.03%
<b>Average</b>	2.61%	0.06%	0.10%	0.29%	0.31%	0.04%	0.17%	0.10%	4.48%	6.01%
<b>Responses</b>	3116	3116	3116	3116	3116	3116	3116	3116	3116	3116

# Background details – Occupational group



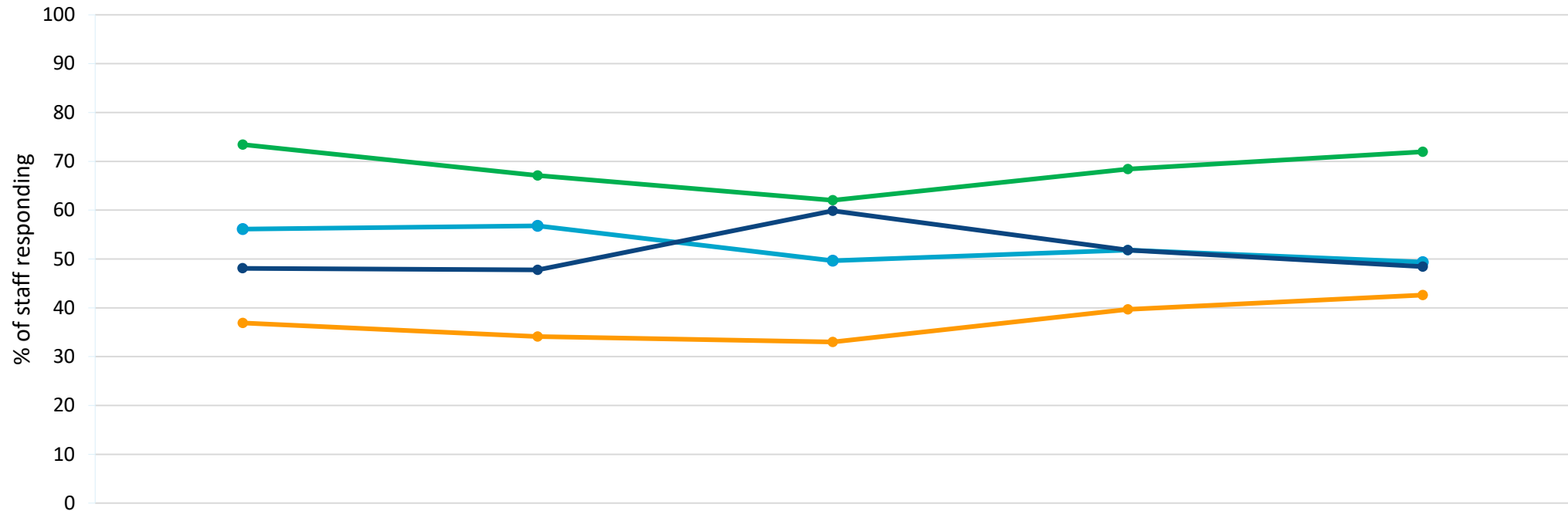
<b>Your org</b>	0.74%	3.59%	1.51%	34.31%	9.69%	16.46%	9.24%	5.20%	3.63%
<b>Average</b>	0.74%	3.27%	1.51%	33.80%	9.69%	11.11%	13.44%	6.98%	3.63%
<b>Responses</b>	3116	3116	3116	3116	3116	3116	3116	3116	3116

## Appendices

## Appendix A: Response rate



Response rate



	2020	2021	2022	2023	2024
Your org	48.08%	47.76%	59.86%	51.81%	48.40%
Highest	73.43%	67.10%	62.02%	68.40%	71.97%
Average	56.13%	56.78%	49.66%	51.81%	49.36%
Lowest	36.89%	34.11%	33.00%	39.69%	42.61%
Responses	2635	2763	3326	3061	3139

## 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	6.46	3058	6.54	3136	Not significant
We are recognised and rewarded	5.02	3051	5.10	3136	Not significant
We each have a voice that counts	5.62	3045	5.64	3124	Not significant
We are safe and healthy	5.45	2440	5.50	3125	Not significant
We are always learning	4.20	2746	4.51	2949	Significantly higher
We work flexibly	5.46	3046	5.65	3122	Significantly higher
We are a team	5.68	3049	5.83	3132	Significantly higher
Themes					
Staff Engagement	5.74	3060	5.80	3138	Not significant
Morale	5.27	3058	5.39	3138	Significantly higher

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

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

## Appendix C: Tips on using your benchmark report

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

### Key points to note



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



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



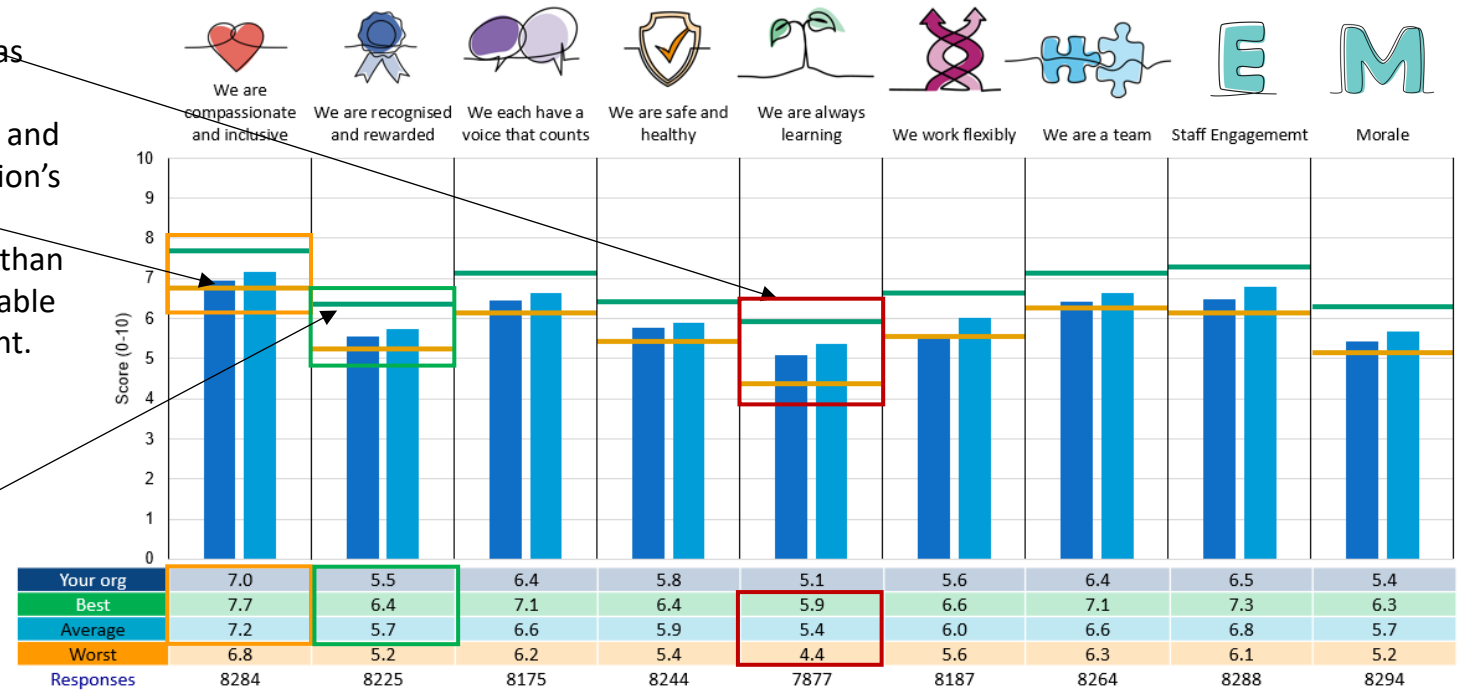
People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are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

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

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

## Areas to improve

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



Only one example is highlighted for each point

## Positive outcomes

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

## Review trend data

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



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

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

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

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



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

### Identifying questions of interest

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

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

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

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



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

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



## Appendix D: Additional reporting outputs

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

### Supporting documents



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



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

### Other reporting outputs



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



**Breakdown reports:** Reports containing People Promise and theme results split by breakdown (locality) for East of England Ambulance Service 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.