

South East Coast Ambulance Service NHS Foundation Trust

2024 NHS Staff Survey

Breakdown report

Introduction	4
People Promise element and Theme results – Breakdowns 1	5
<u>Chief Executive's Office</u>	<u>6</u>
<u>Chief Officer for Digital & Information</u>	<u>7</u>
<u>Finance & Corporate Services</u>	<u>8</u>
<u>Human Resources</u>	<u>9</u>
<u>Medical</u>	<u>10</u>
<u>Operations</u>	<u>11</u>
<u>Quality & Safety</u>	<u>12</u>
<u>Strategic Planning and Transformation</u>	<u>13</u>

<u>111 Urgent Care</u>	15
<u>999 Emergency Operations Centre</u>	16
<u>CCP East</u>	17
<u>CCP West</u>	18
<u>HART East</u>	19
<u>HART West</u>	20
<u>OU - Ashford</u>	21
<u>OU - Banstead</u>	22
<u>OU - Brighton</u>	23
<u>OU - Chertsey</u>	24
<u>OU - Dartford</u>	25
<u>OU - Gatwick</u>	26
<u>OU - Guildford</u>	27
<u>OU - Medway</u>	28
<u>OU - Paddock Wood</u>	29
<u>OU - Polegate & Hastings</u>	30
<u>OU - Tangmere & Worthing</u>	31
<u>OU - Thanet</u>	32
<u>Support Services 2-6</u>	33
<u>Support Services 7 and above</u>	34

This breakdown report for South East Coast Ambulance Service NHS Foundation Trust contains results by breakdown area for the People Promise element and theme results from the 2024 NHS Staff Survey. These results are compared to the unweighted average for your organisation.

Please note: It is possible that there are differences between the ‘Your org’ scores reported in this breakdown report and those in the benchmark report. This is because the results in the benchmark report are weighted to allow for fair comparisons between organisations of a similar type. However, in this report comparisons are made within your organisation, so the unweighted organisation result is a more appropriate point of comparison.

The breakdowns used in this report were provided and defined by South East Coast Ambulance Service NHS Foundation Trust. Details of how the People Promise element and theme scores were calculated are included in the Technical Document, available to download from our results website.

Key features

Breakdown type and **breakdown name** are specified in the header.

Breakdown results are presented in the context of the (unweighted) **organisation average ('Your org')**, so it is easy to tell if a breakdown area is performing better or worse than the organisation average. For all People Promise element and theme results, a higher score is a better result than a lower score.

The **number of responses** feeding into each measure and sub-scores for the **given breakdown** are specified below the table containing the breakdown and trust scores.



! Note: When there are fewer than 10 responses in a group, results are suppressed to protect staff confidentiality. For some organisations this could mean that all breakdown results are suppressed.

Breakdowns 1

South East Coast Ambulance Service NHS Foundation Trust
2024 NHS Staff Survey



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



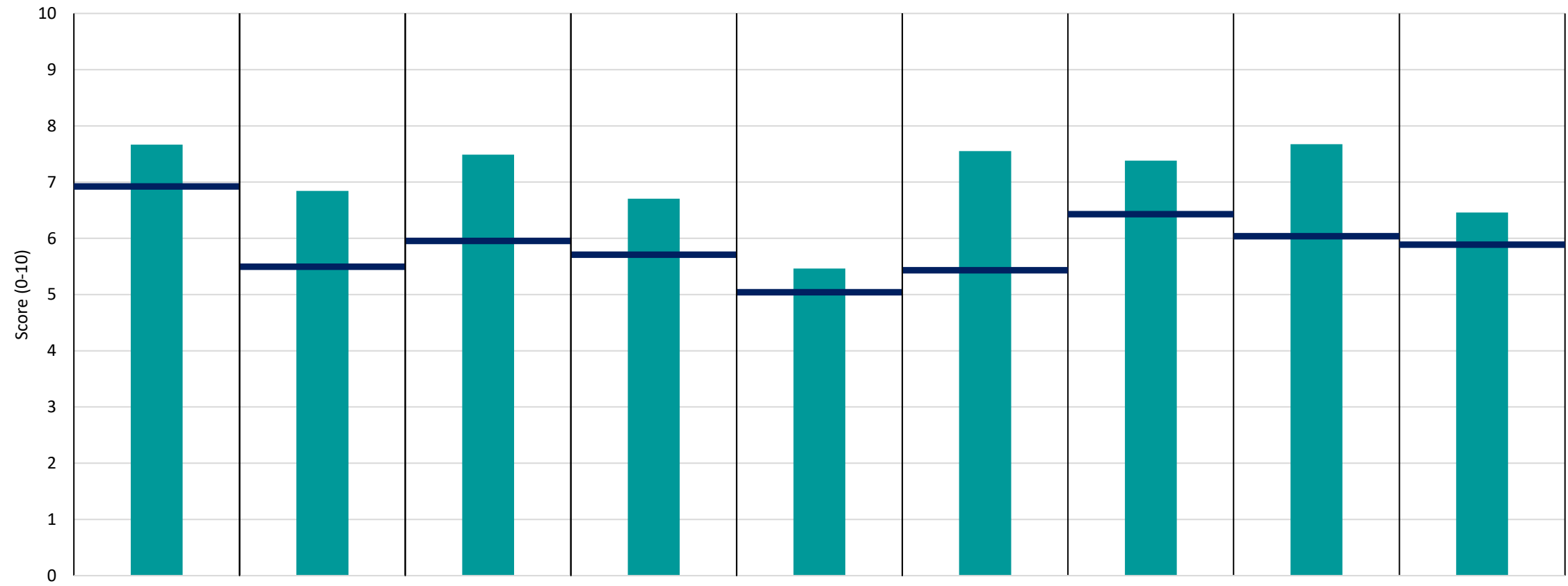
We are a team



Staff Engagement



Morale



Breakdown	7.66	6.84	7.49	6.71	5.46	7.55	7.38	7.67	6.46
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	32	32	32	32	31	32	32	32	32



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



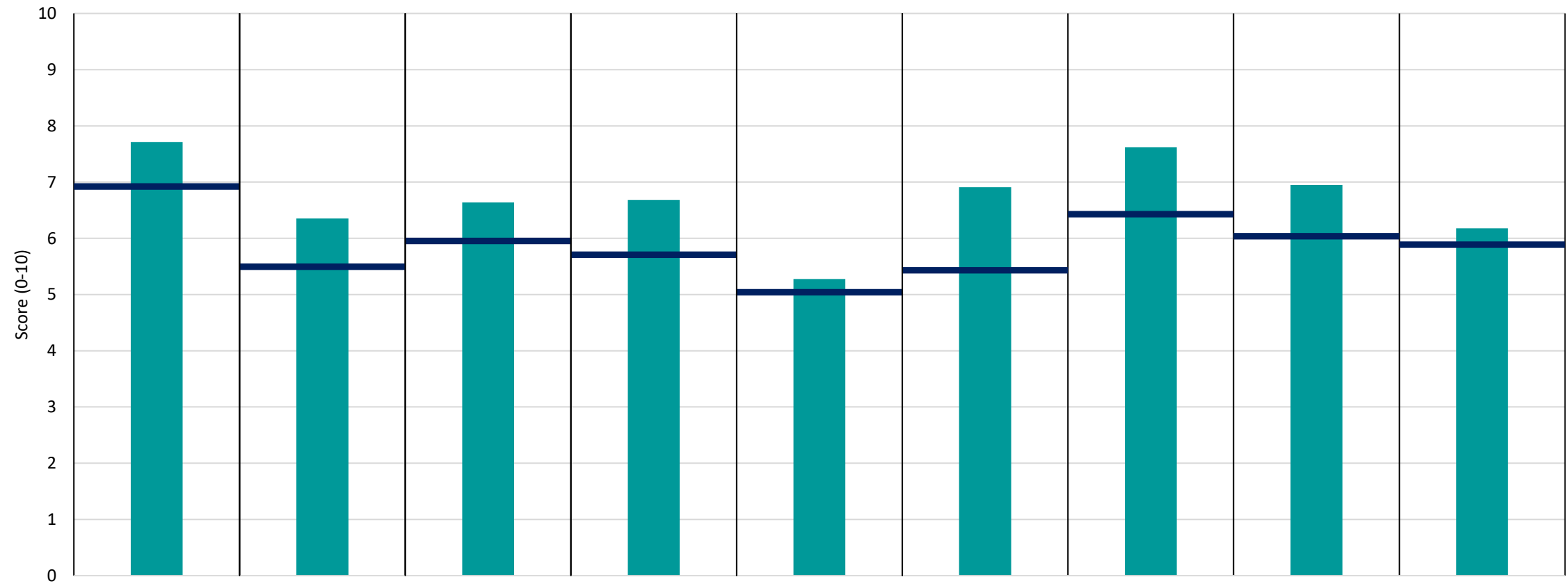
We are a team



Staff Engagement



Morale



Breakdown	7.71	6.35	6.64	6.68	5.28	6.91	7.62	6.95	6.18
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	47	47	45	46	45	46	47	47	47



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



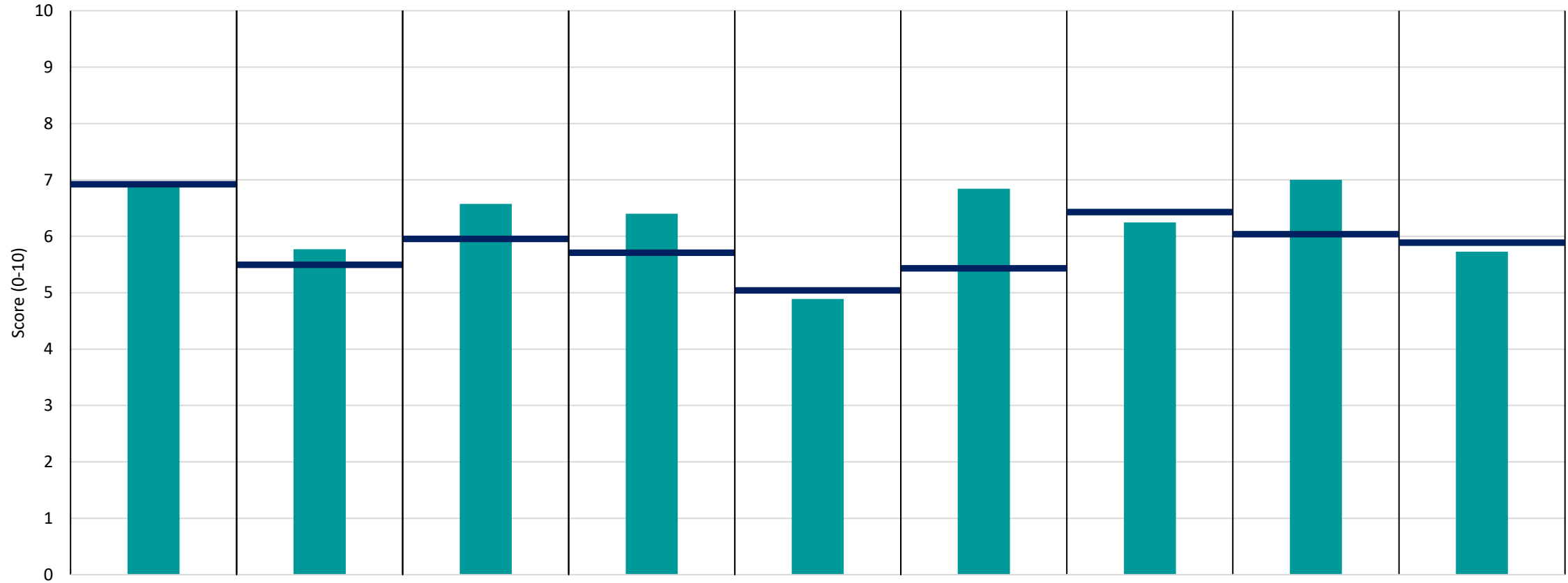
We are a team



Staff Engagement



Morale



Breakdown	6.87	5.77	6.57	6.40	4.89	6.84	6.25	7.00	5.73
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	33	33	33	33	33	33	33	33	33



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



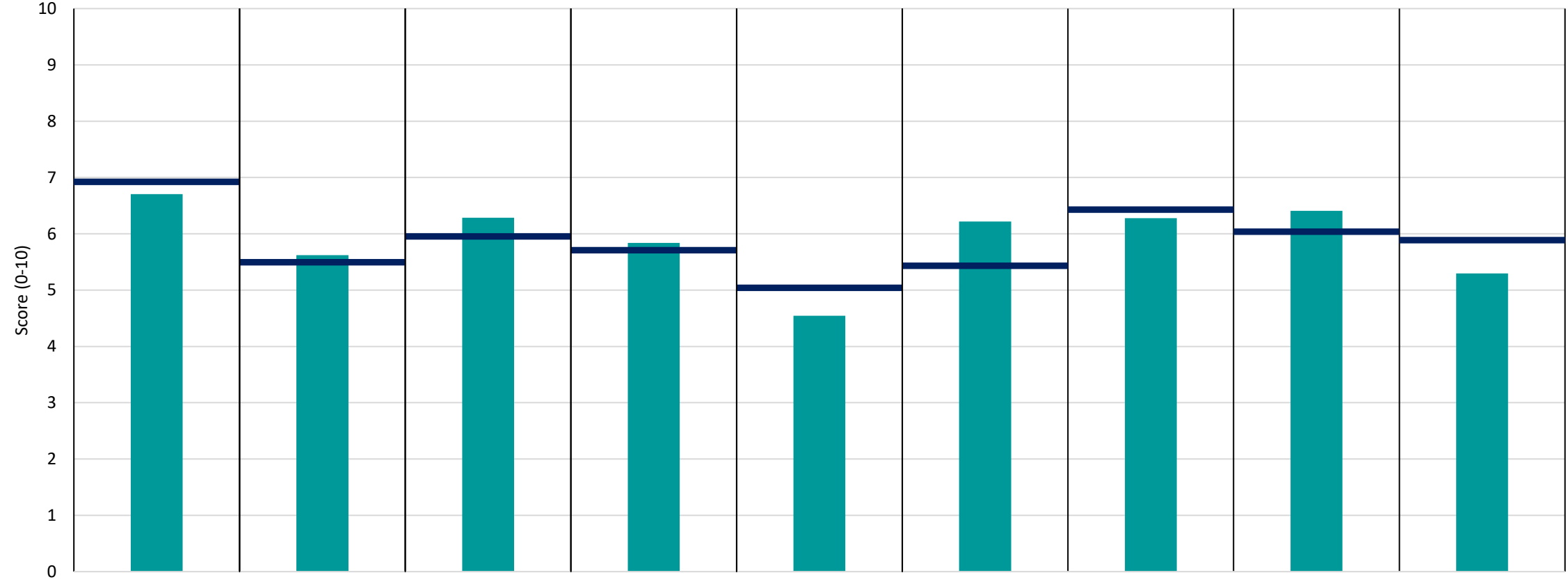
We are a team



Staff Engagement



Morale



Breakdown	6.70	5.62	6.29	5.84	4.54	6.22	6.28	6.41	5.30
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	50	50	49	50	49	50	50	50	50



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



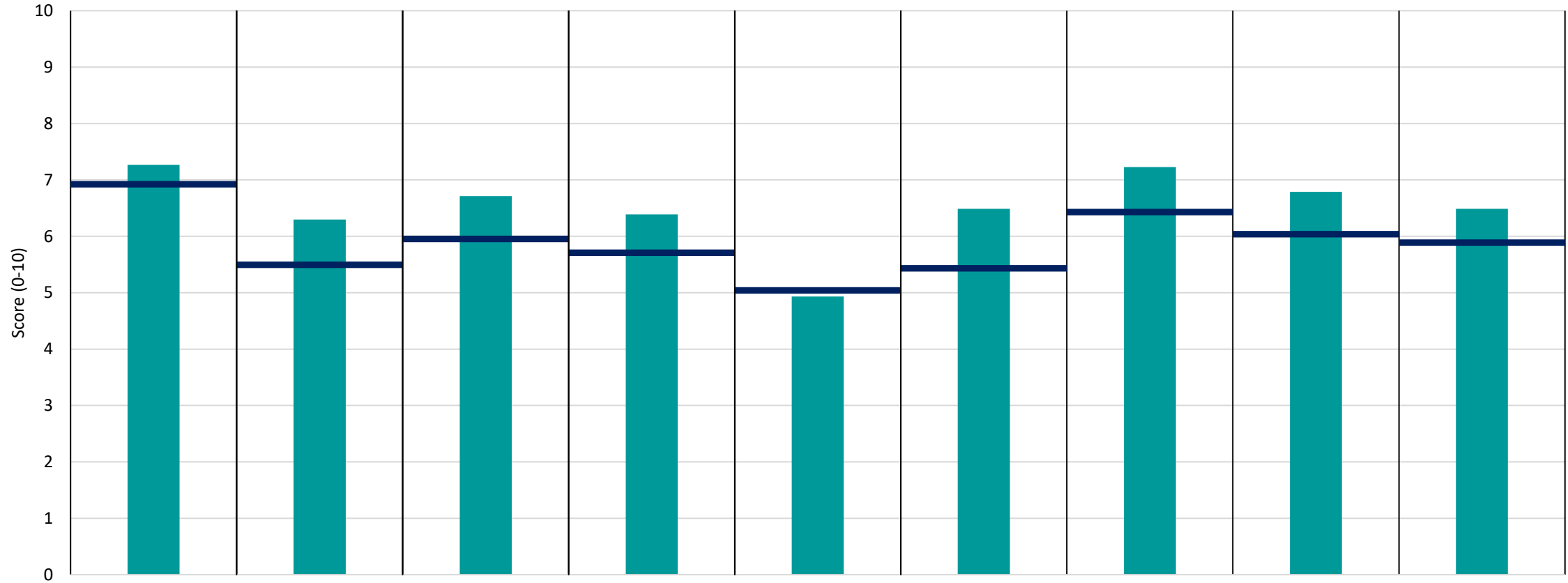
We are a team



Staff Engagement



Morale



Breakdown	7.27	6.30	6.71	6.39	4.93	6.49	7.23	6.79	6.49
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	162	162	162	163	155	160	161	163	163



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



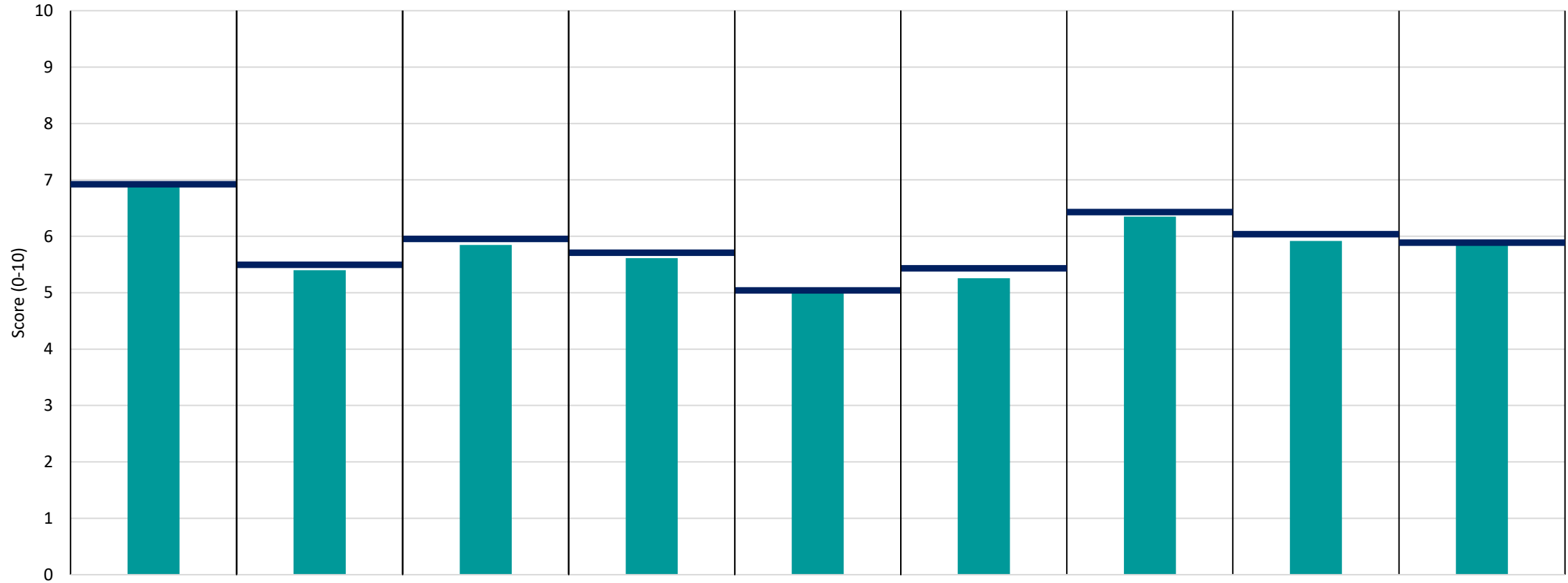
We are a team



Staff Engagement



Morale



Breakdown	6.88	5.40	5.85	5.61	5.05	5.26	6.35	5.92	5.85
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	2830	2832	2815	2824	2606	2815	2821	2833	2832



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



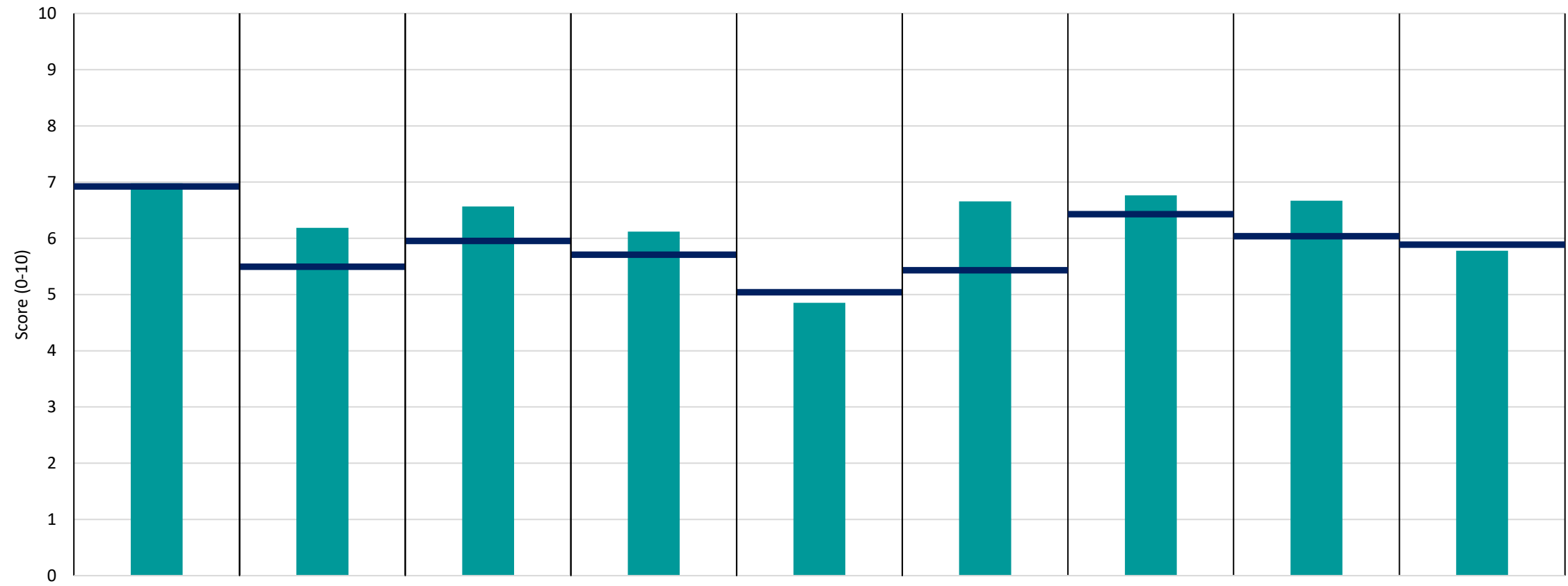
We are a team



Staff Engagement



Morale



Breakdown	6.98	6.19	6.57	6.12	4.86	6.66	6.77	6.67	5.78
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	43	43	43	43	40	43	43	43	43



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



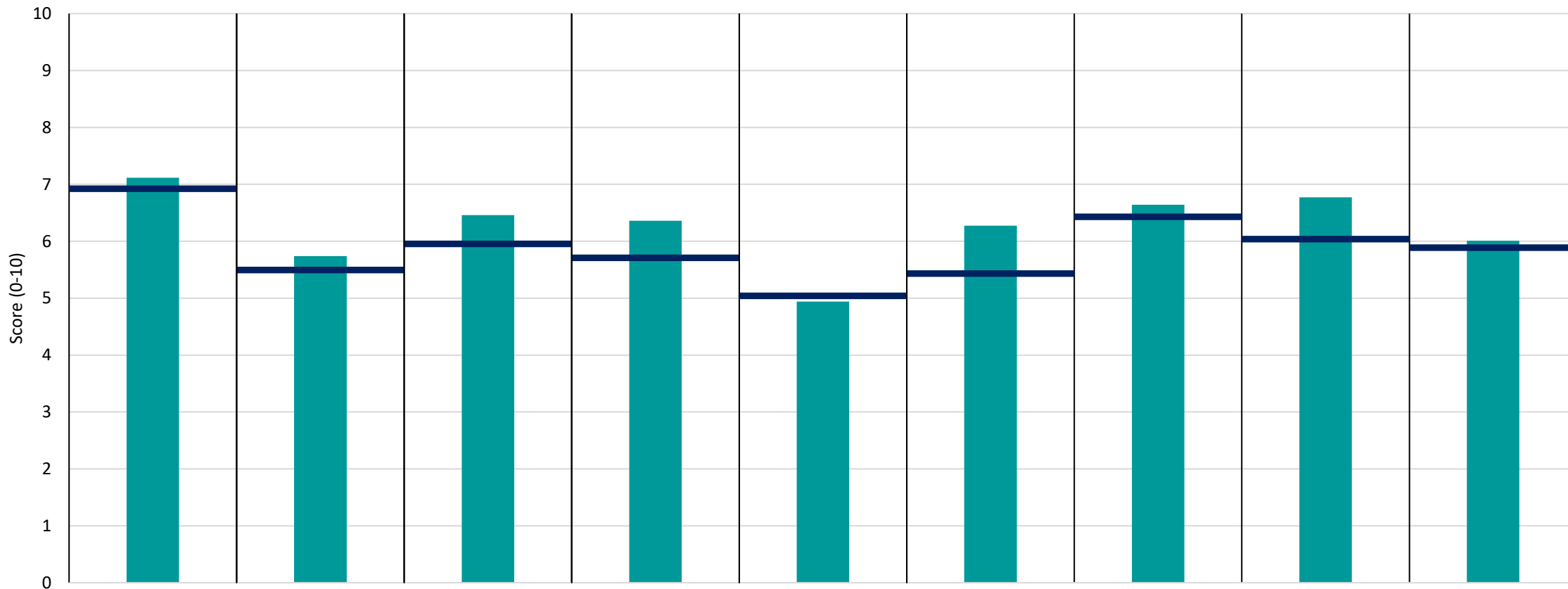
We are a team



Staff Engagement



Morale



Breakdown	7.12	5.74	6.46	6.36	4.94	6.28	6.64	6.77	6.01
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	65	65	65	65	59	65	65	65	65

Breakdowns 2

South East Coast Ambulance Service NHS Foundation Trust
2024 NHS Staff Survey



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



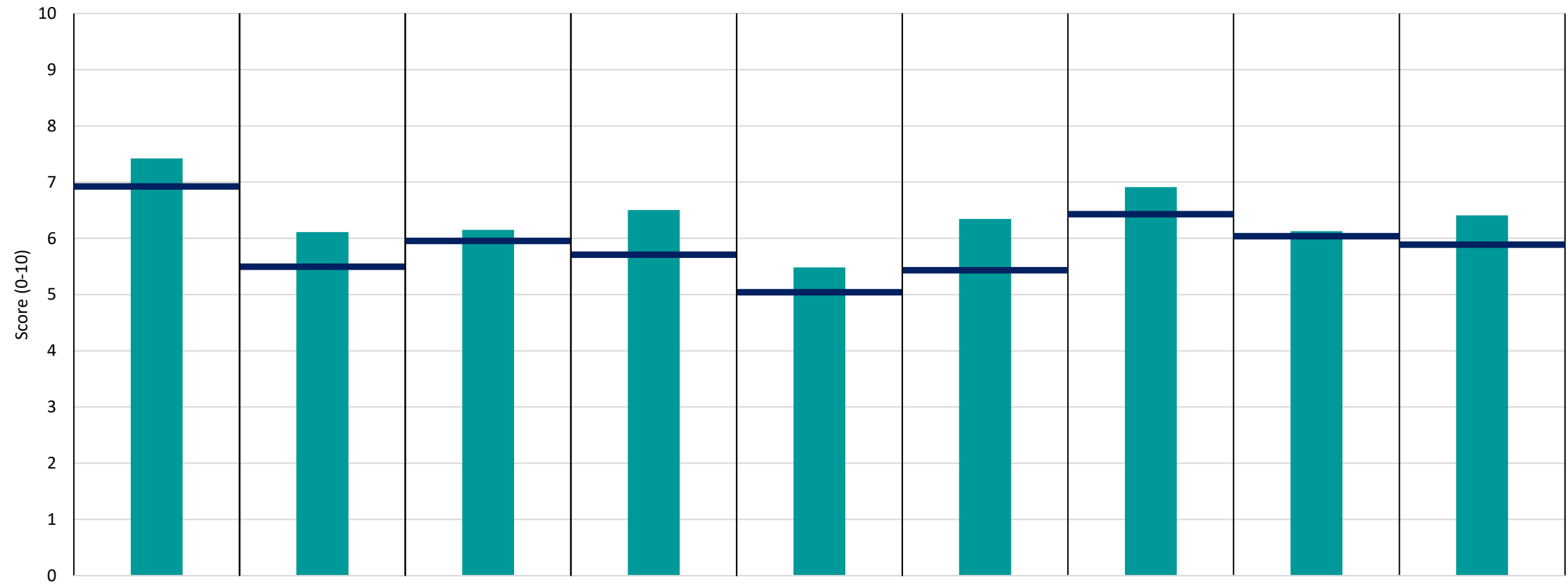
We are a team



Staff Engagement



Morale



Breakdown	7.42	6.11	6.15	6.50	5.48	6.34	6.91	6.13	6.41
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	330	330	328	329	299	329	327	330	330



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



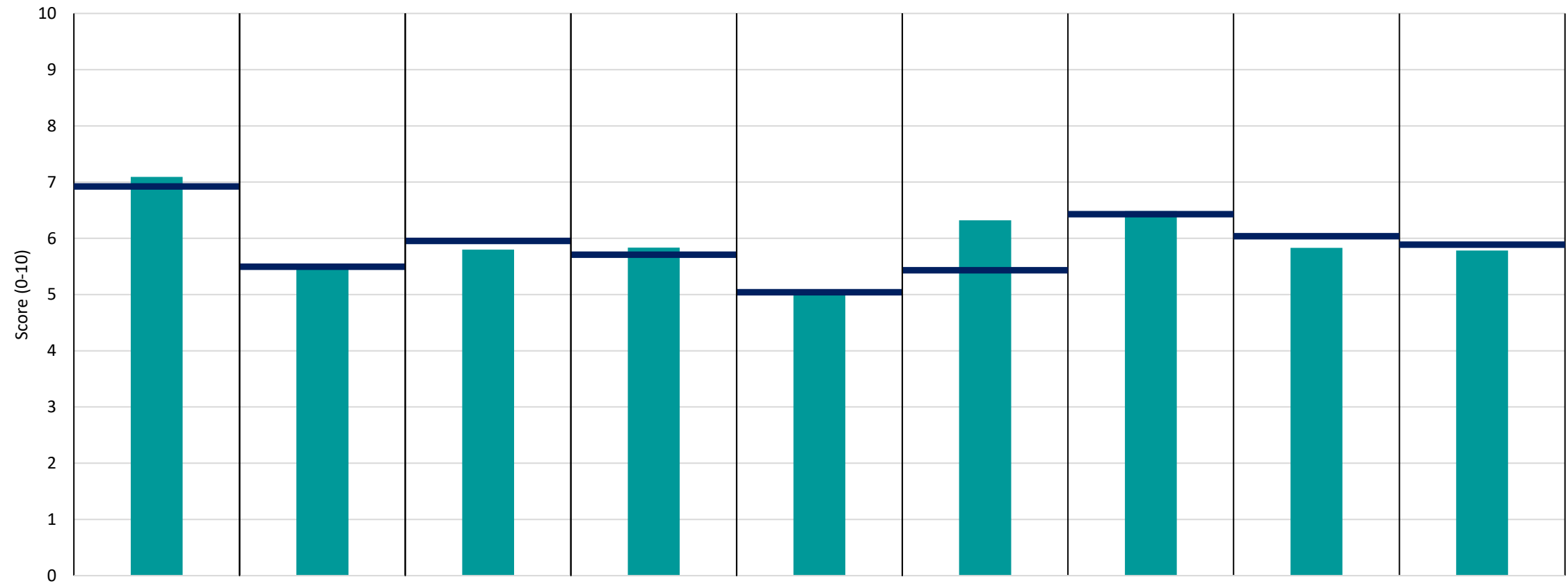
We are a team



Staff Engagement



Morale



Breakdown	7.09	5.54	5.80	5.83	5.08	6.32	6.48	5.83	5.78
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	435	435	431	433	386	429	435	435	435



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



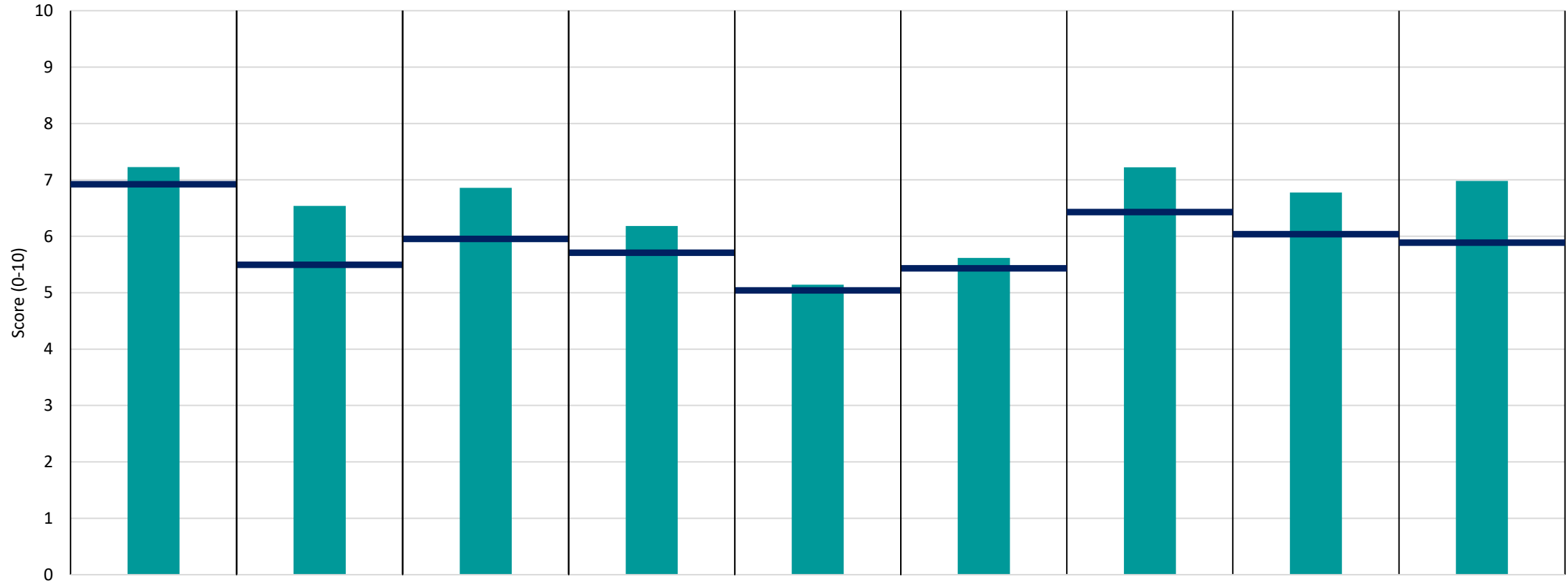
We are a team



Staff Engagement



Morale



Breakdown	7.23	6.54	6.86	6.18	5.14	5.62	7.22	6.77	6.98
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	27	27	27	27	25	27	27	27	27



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



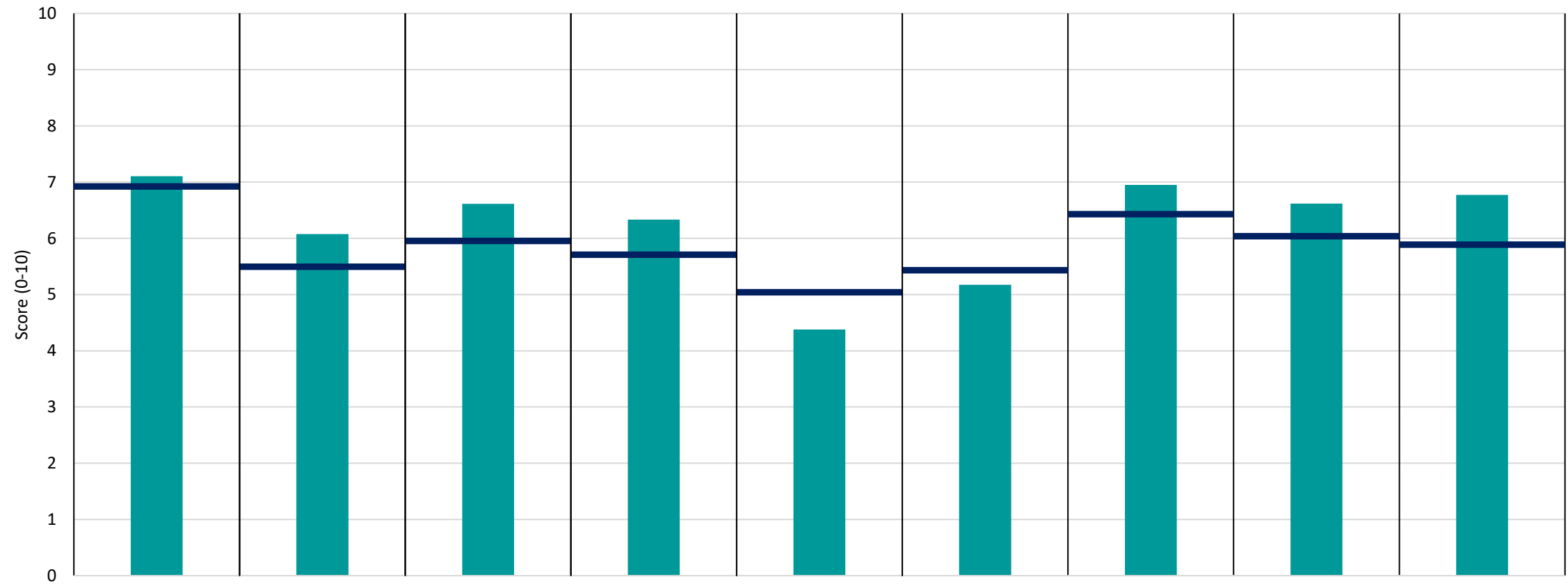
We are a team



Staff Engagement



Morale



Breakdown	7.10	6.08	6.62	6.33	4.38	5.17	6.95	6.62	6.77
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	35	35	35	35	32	35	35	35	35



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



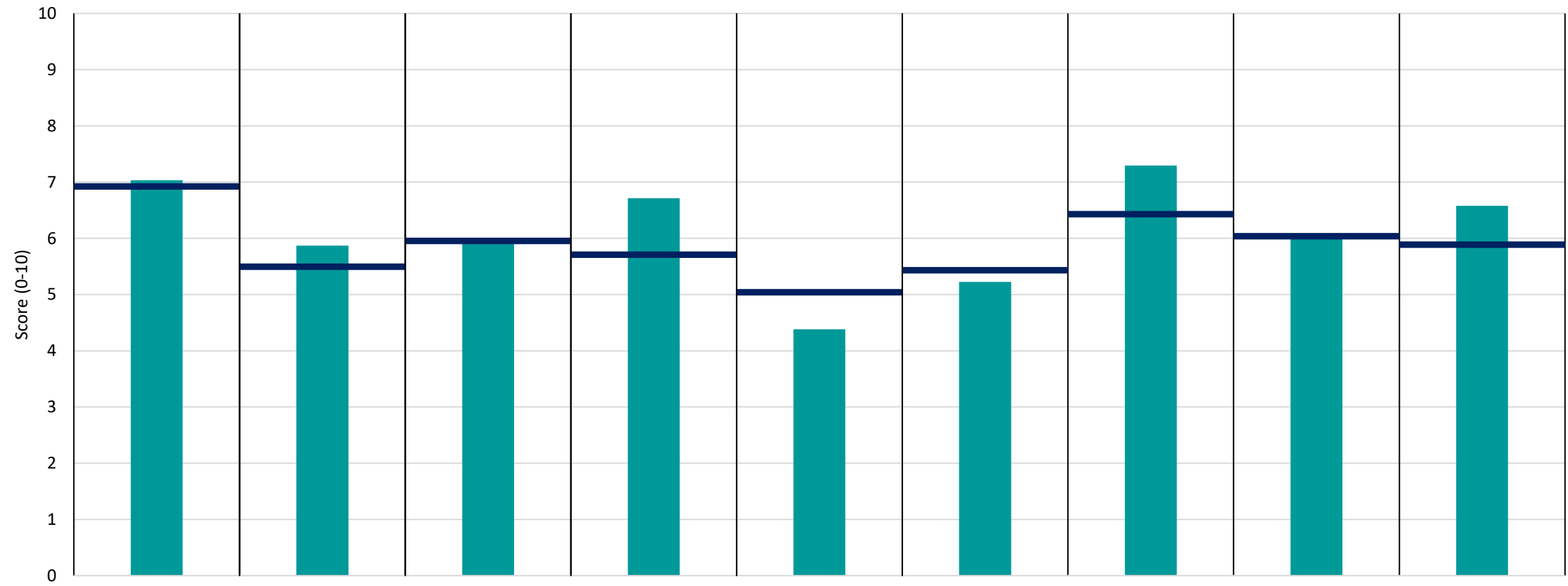
We are a team



Staff Engagement



Morale



Breakdown	7.03	5.87	5.90	6.71	4.38	5.23	7.29	6.07	6.58
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	35	35	35	35	31	33	35	35	35



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



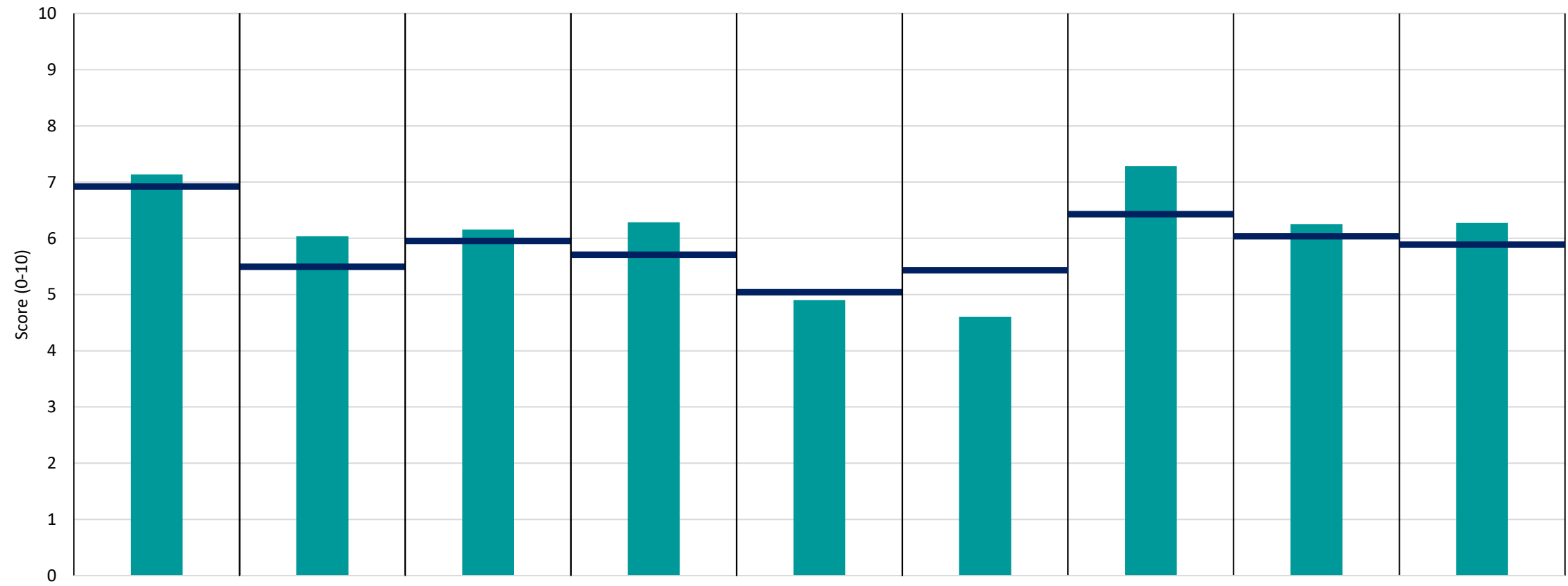
We are a team



Staff Engagement



Morale



Breakdown	7.14	6.03	6.15	6.29	4.90	4.60	7.28	6.25	6.27
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	43	43	43	43	42	43	43	43	43



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



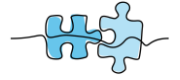
We are safe and
healthy



We are always
learning



We work flexibly



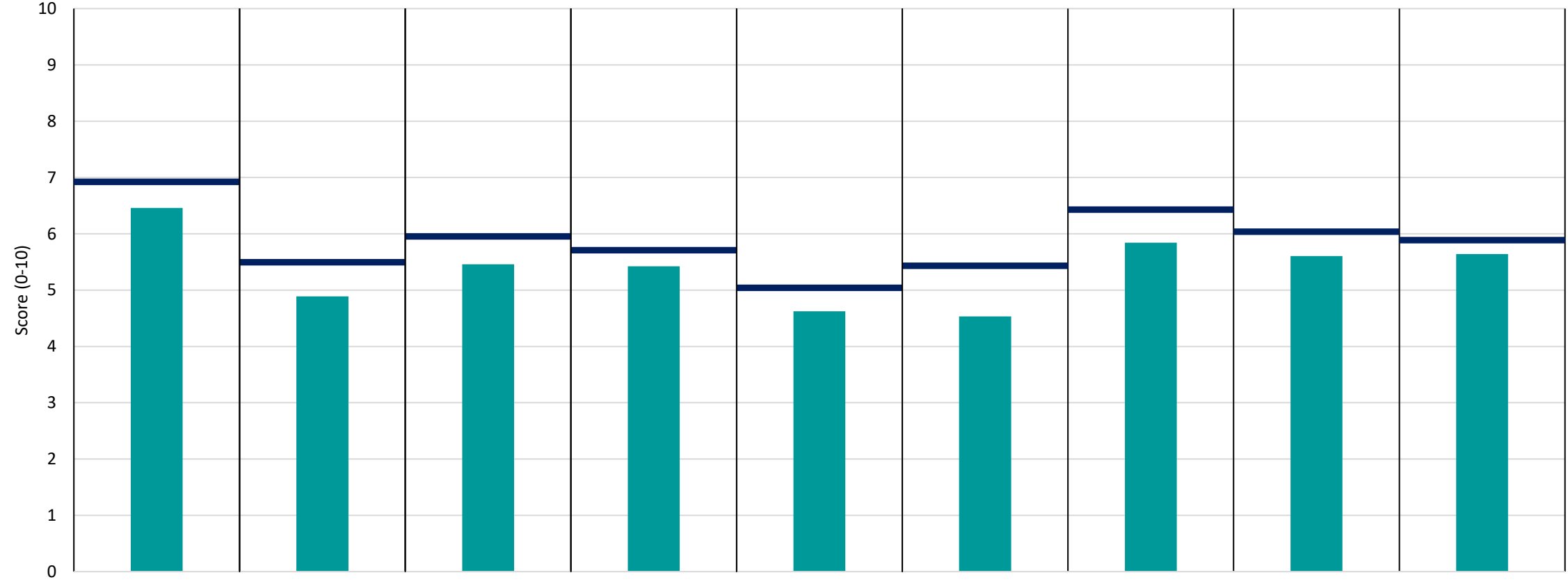
We are a team



Staff Engagement



Morale



Breakdown	6.46	4.89	5.46	5.42	4.62	4.53	5.84	5.61	5.64
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	129	130	129	128	115	129	129	130	130



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



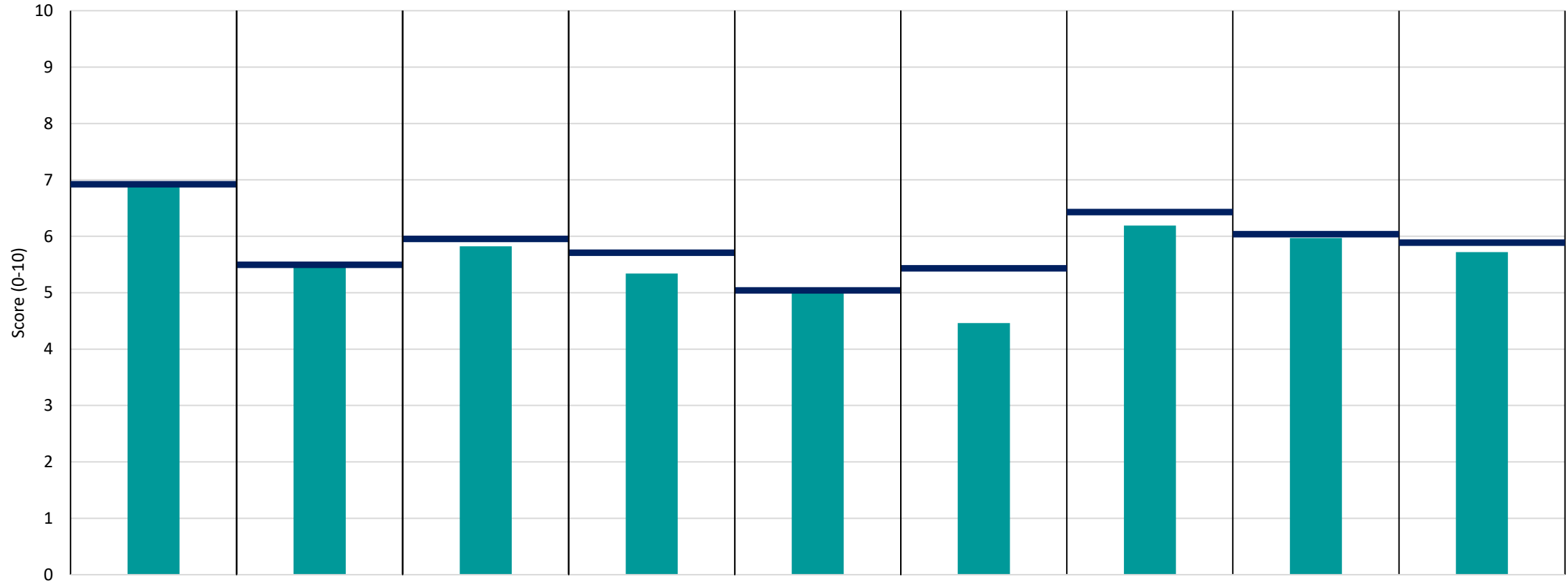
We are a team



Staff Engagement



Morale



Breakdown	6.91	5.48	5.82	5.34	5.08	4.46	6.19	5.97	5.72
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	120	120	120	120	114	118	120	120	120



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



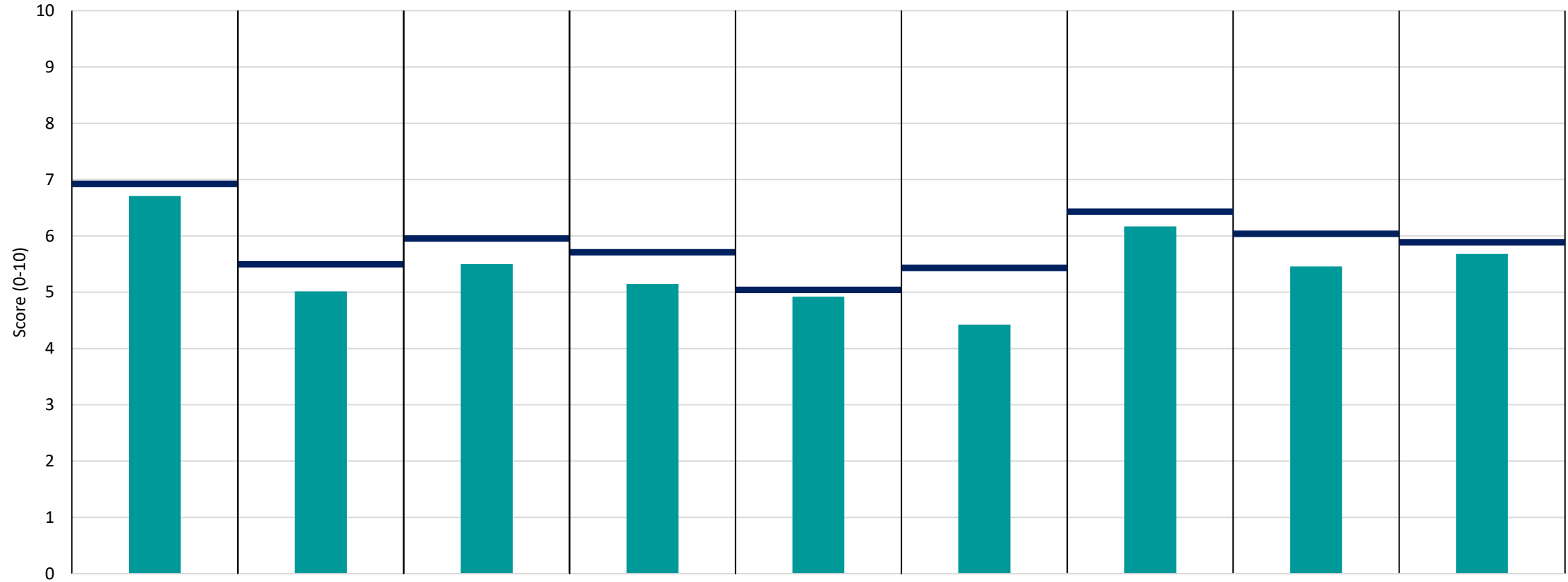
We are a team



Staff Engagement



Morale



Breakdown	6.71	5.02	5.50	5.14	4.92	4.42	6.17	5.46	5.68
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	171	172	171	171	153	172	171	172	172



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



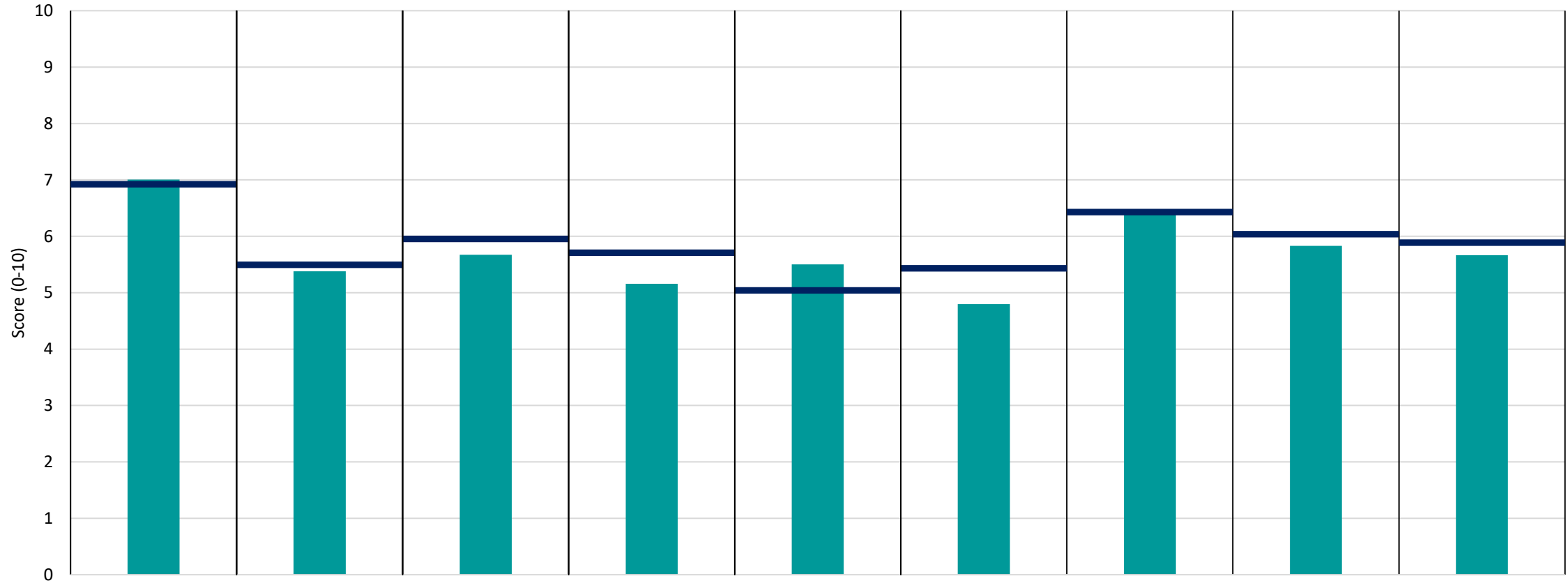
We are a team



Staff Engagement



Morale



Breakdown	7.00	5.38	5.67	5.16	5.50	4.80	6.42	5.83	5.67
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	137	137	137	137	127	137	136	137	137



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



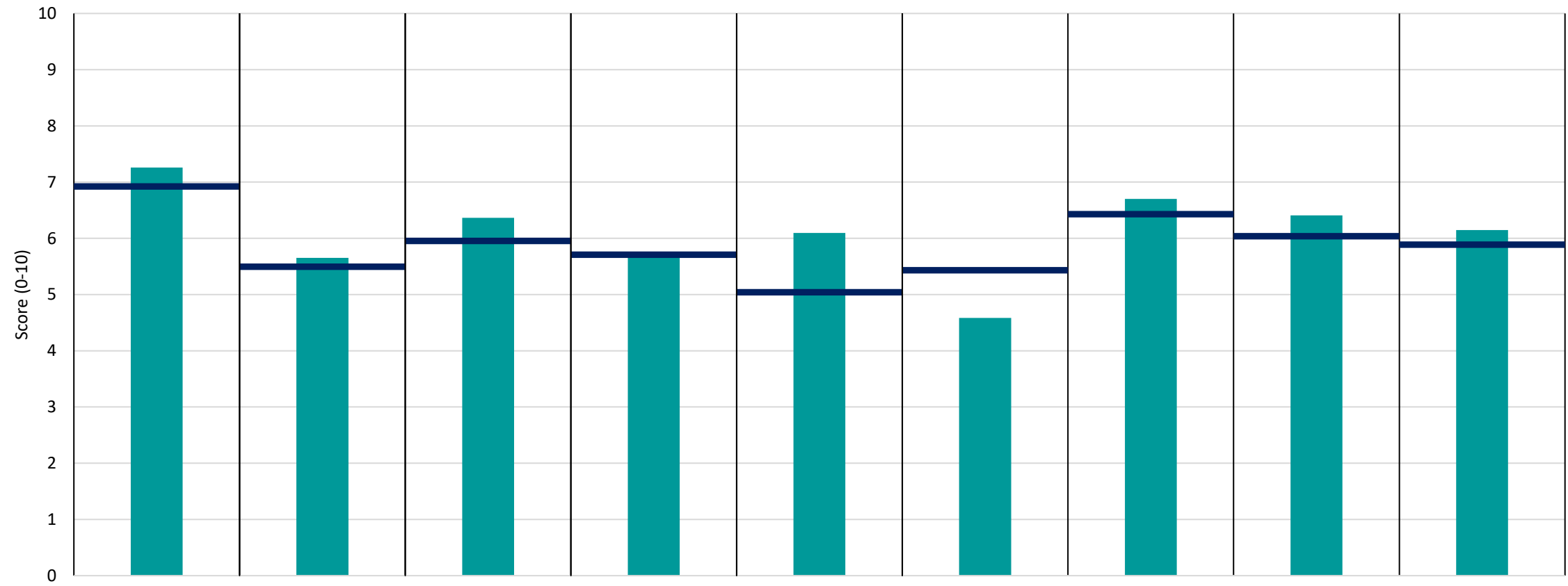
We are a team



Staff Engagement



Morale



Breakdown	7.26	5.65	6.37	5.70	6.09	4.58	6.70	6.41	6.15
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	87	87	86	87	80	87	87	87	87



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



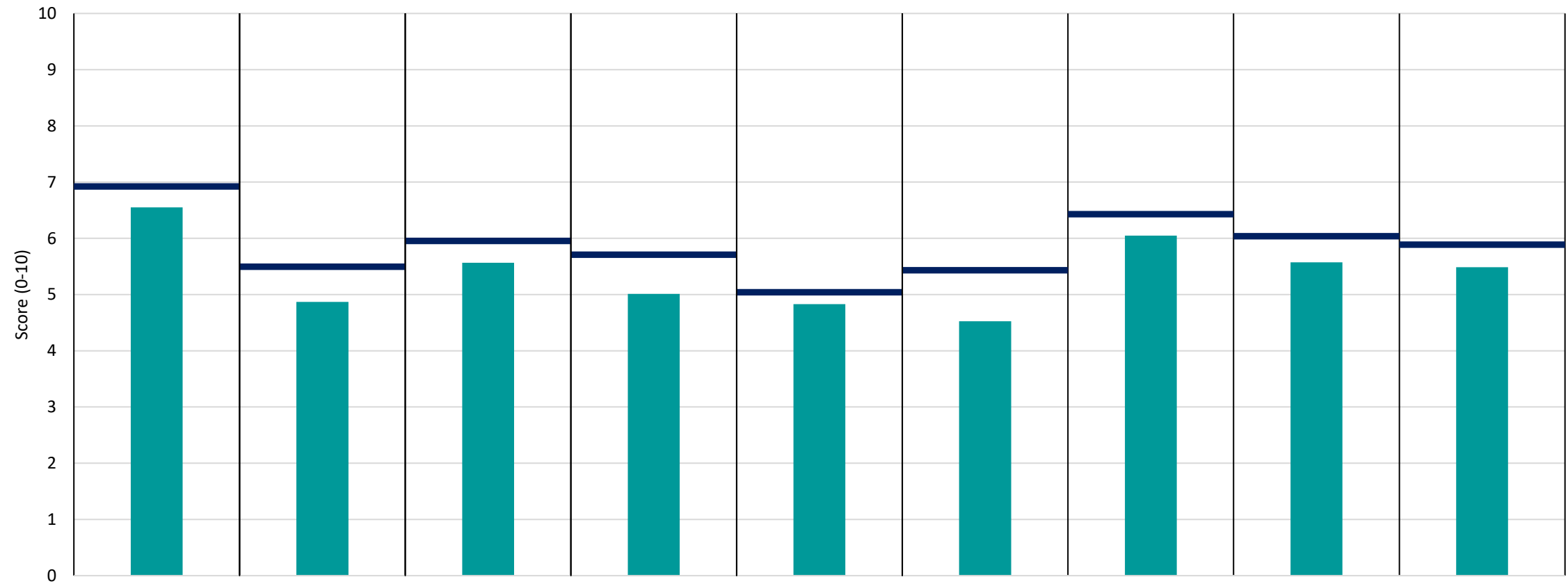
We are a team



Staff Engagement



Morale



Breakdown	6.55	4.87	5.56	5.01	4.83	4.53	6.05	5.57	5.49
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	108	108	107	108	102	108	108	108	108



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



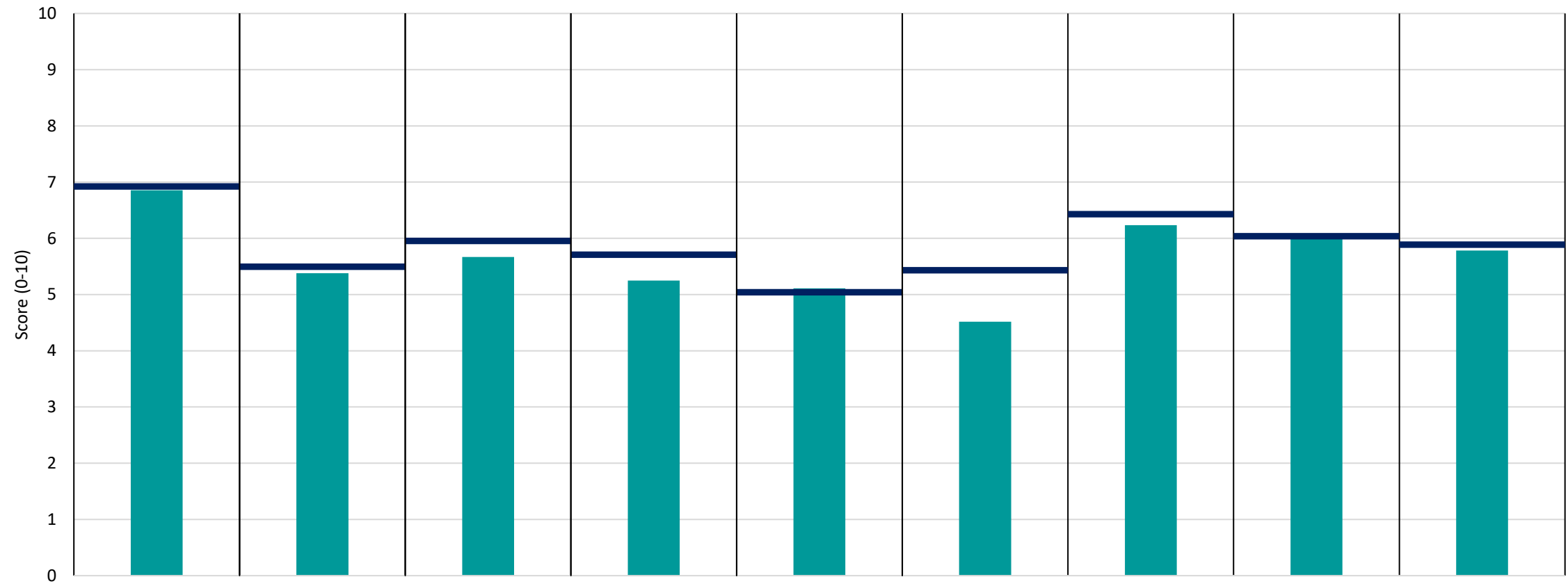
We are a team



Staff Engagement



Morale



Breakdown	6.85	5.38	5.67	5.25	5.11	4.52	6.24	6.06	5.78
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	109	109	108	109	105	108	107	109	109



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



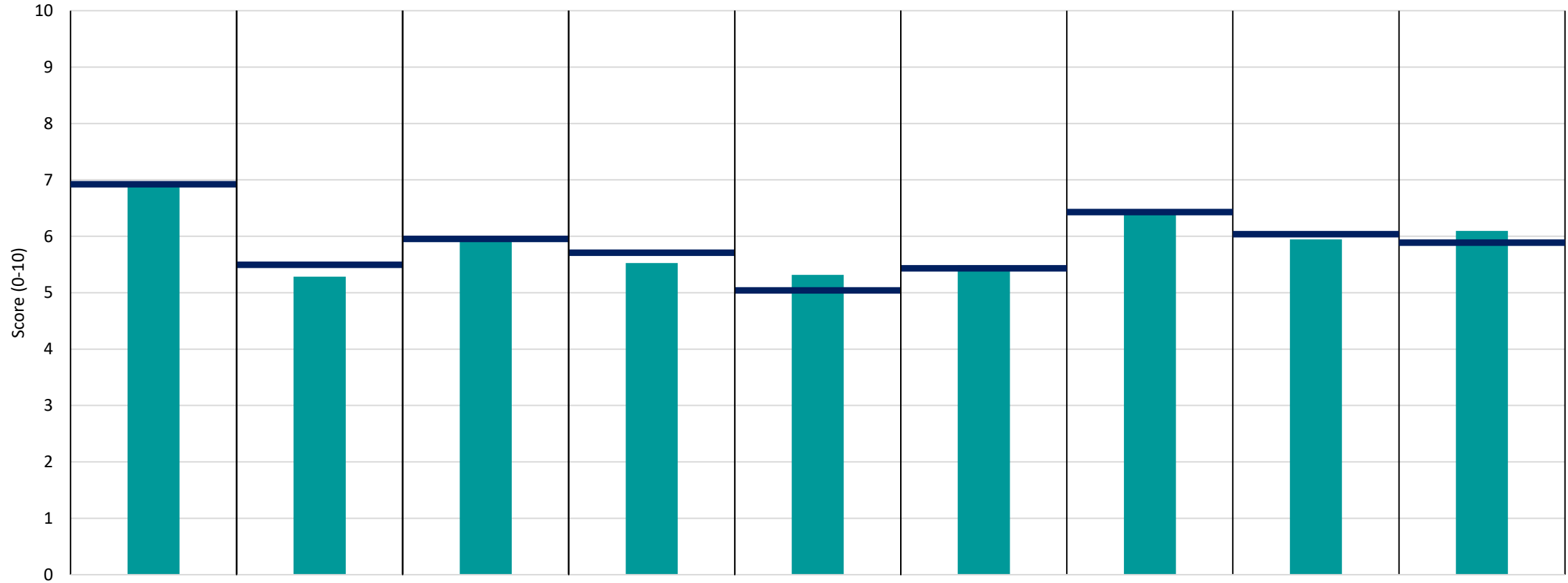
We are a team



Staff Engagement



Morale



Breakdown	6.88	5.28	6.01	5.53	5.32	5.48	6.39	5.94	6.10
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	155	155	155	155	137	155	155	155	155



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



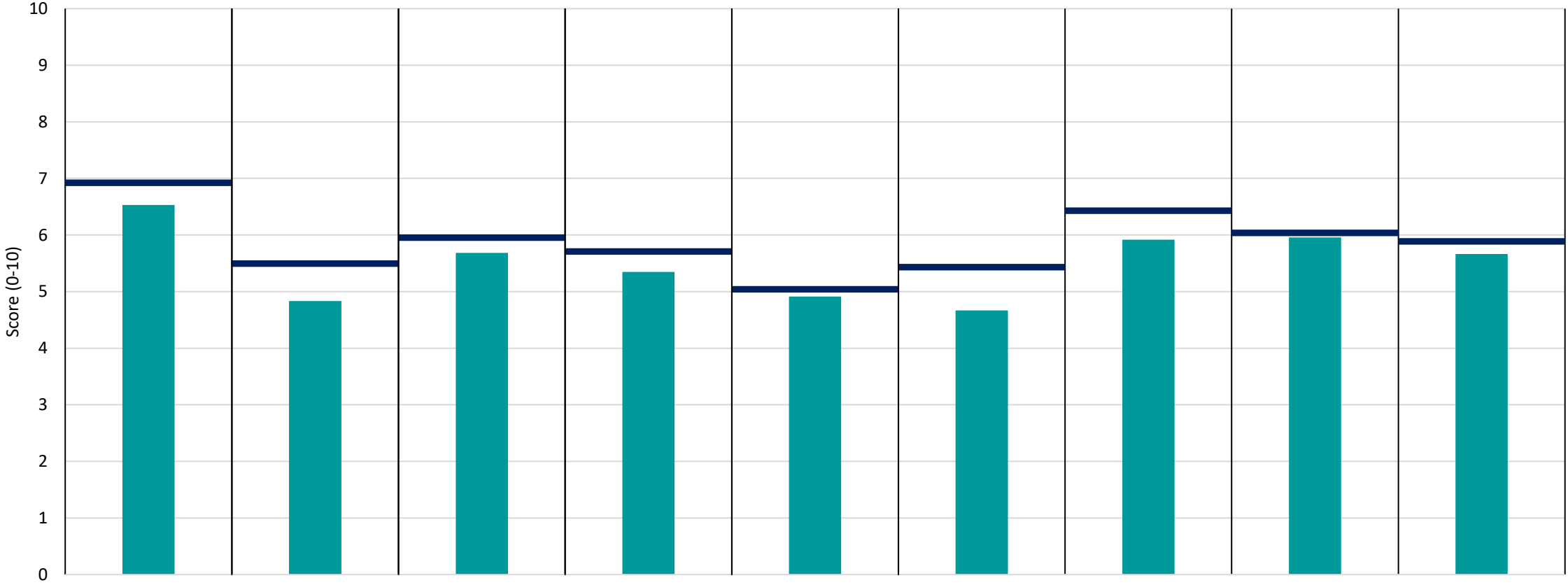
We are a team



Staff Engagement



Morale



Breakdown	6.53	4.83	5.68	5.35	4.91	4.67	5.92	5.96	5.67
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	125	125	125	125	117	124	124	125	125



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



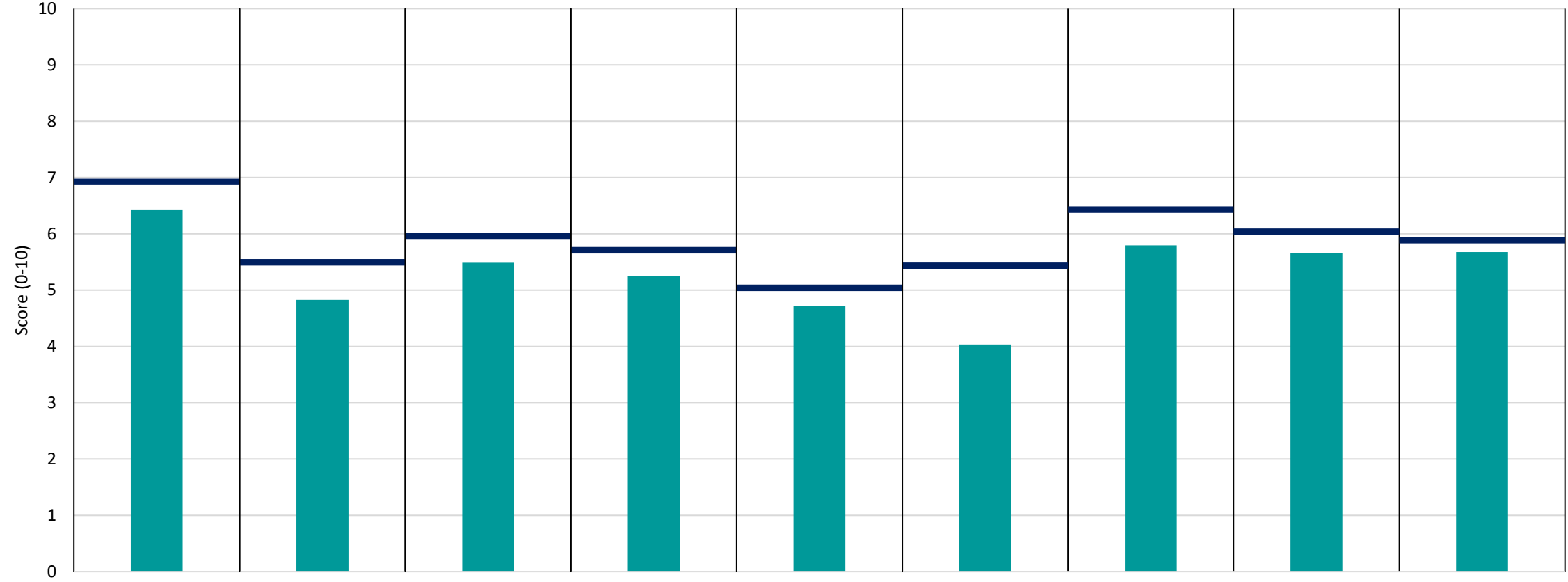
We are a team



Staff Engagement



Morale



Breakdown	6.43	4.83	5.49	5.25	4.72	4.03	5.80	5.67	5.68
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	238	238	238	238	217	236	238	238	238



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



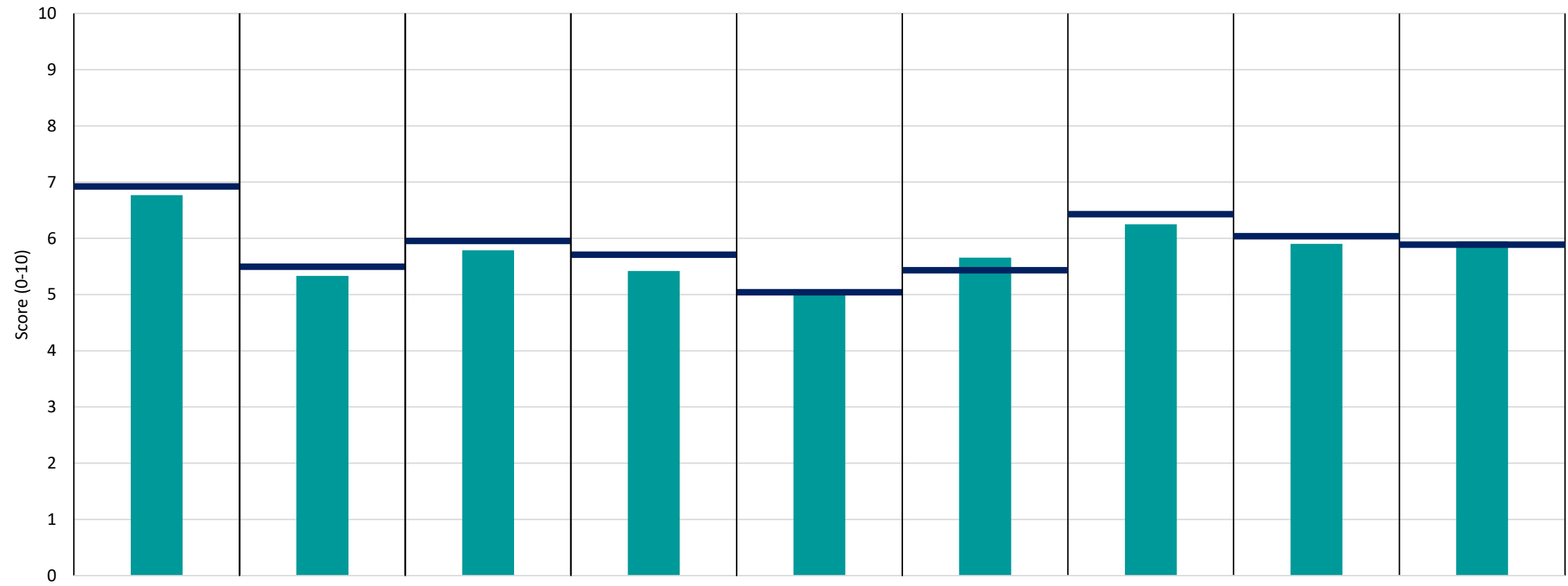
We are a team



Staff Engagement



Morale



Breakdown	6.77	5.33	5.79	5.42	4.99	5.66	6.25	5.90	5.95
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	203	203	200	203	194	203	203	204	203



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



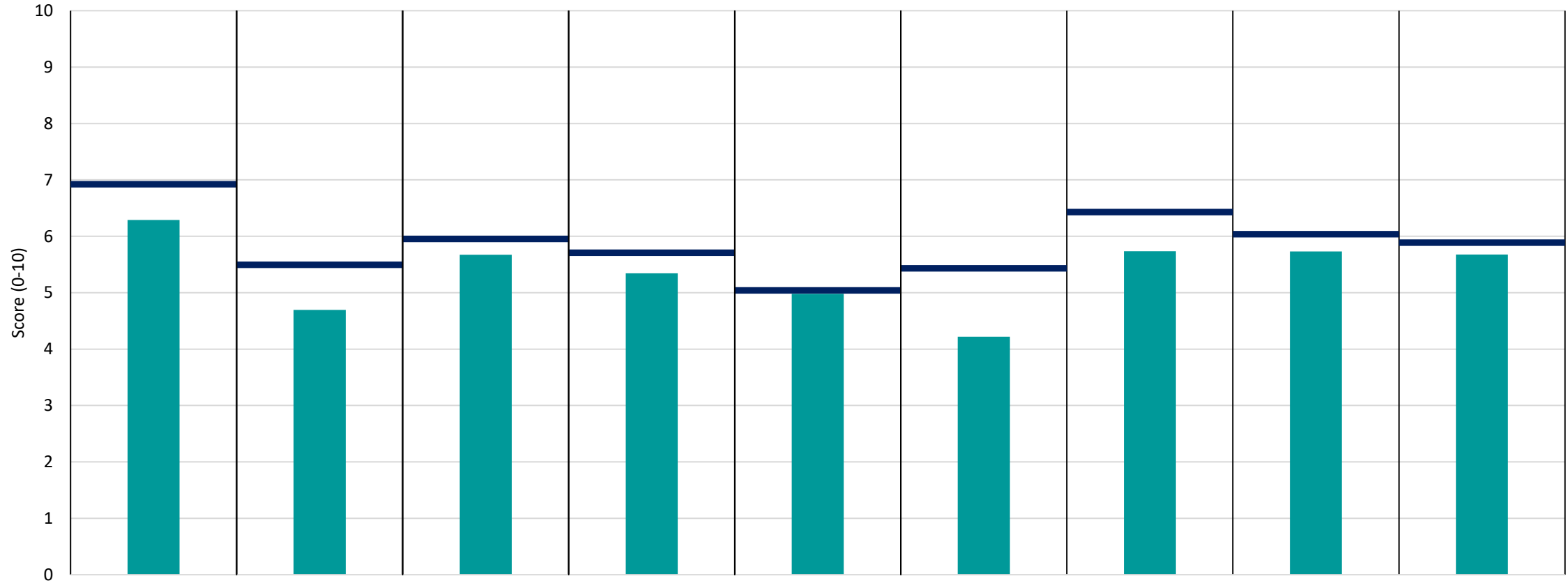
We are a team



Staff Engagement



Morale



Breakdown	6.29	4.70	5.67	5.34	4.98	4.22	5.74	5.73	5.68
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	148	148	148	148	138	148	147	148	148



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



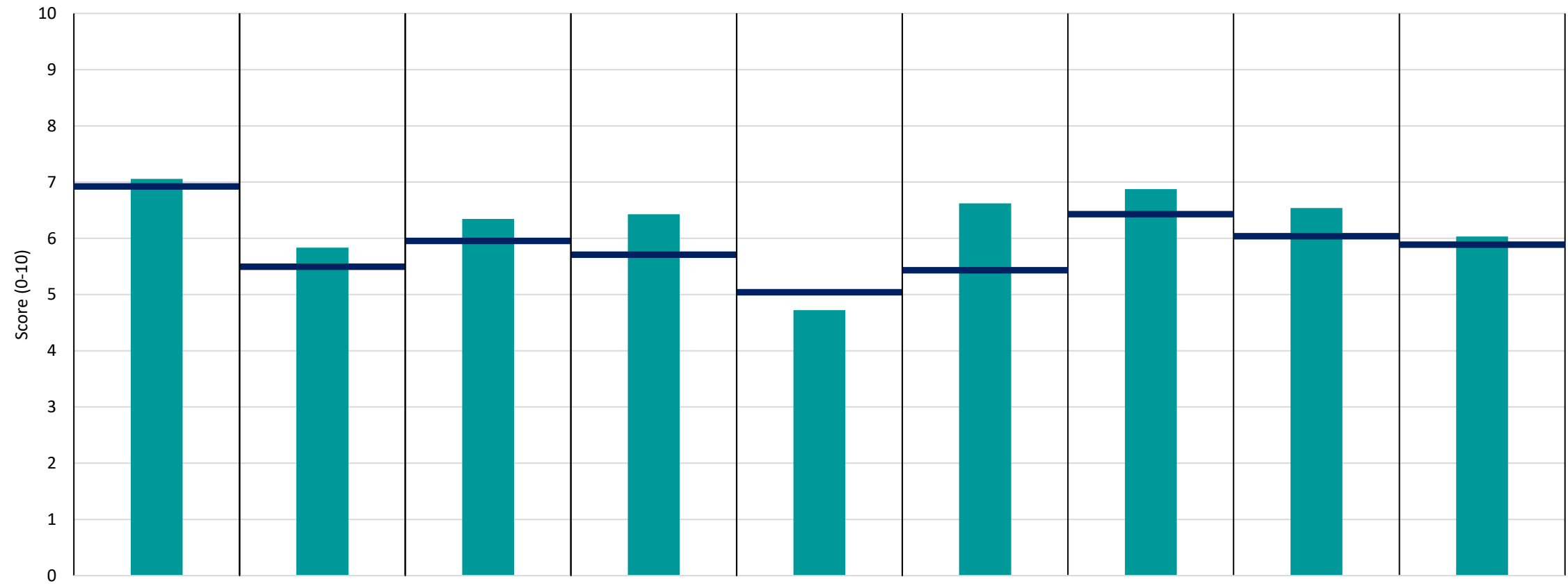
We are a team



Staff Engagement



Morale



Breakdown	7.06	5.83	6.35	6.43	4.72	6.62	6.88	6.54	6.03
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	251	251	247	249	241	251	251	251	251



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



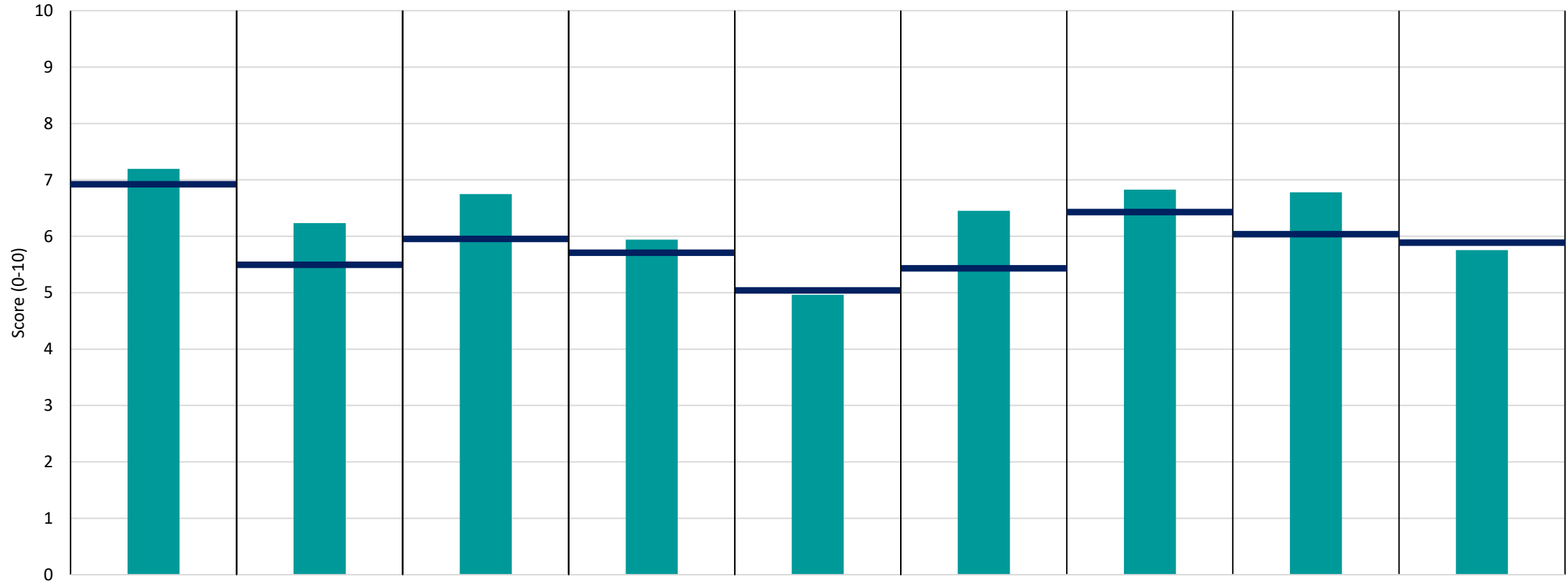
We are a team



Staff Engagement



Morale



Breakdown	7.20	6.23	6.75	5.94	4.97	6.45	6.83	6.78	5.75
Your org	6.92	5.50	5.95	5.71	5.04	5.43	6.43	6.04	5.89
Responses	376	376	374	376	363	372	374	377	377