

South Central Ambulance Service NHS Foundation Trust

NHS Staff Survey Benchmark report 2024



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Introduction

About this report

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

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

How results are reported

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



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

People Promise elements, themes and sub-scores

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

Questions not linked to the People Promise elements or themes

Introduction

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

Organisation details

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

People Promise elements, themes and sub-scores: Overview

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

People Promise elements, themes and sub-scores: Trends

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

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



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

People Promise elements, themes and sub-scores: Questions

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

Questions not linked to People Promise

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

Workforce Equality Standards

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

About your respondents

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

Appendices

Here you will find:

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

Key features

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

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

Note this is example data

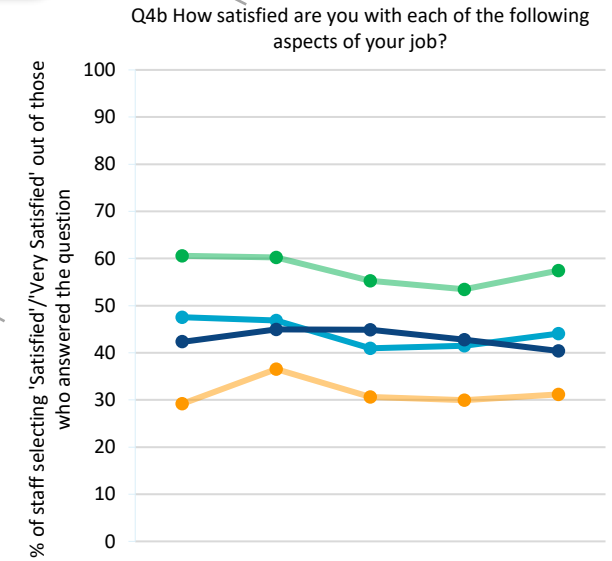


Colour coding highlights best / worst results, making it easy to spot questions where a lower percentage is a better or worse result.

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

	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

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



Number of responses for the organisation for the given question.

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

Organisation details

South Central Ambulance Service NHS Foundation Trust

2024 NHS Staff Survey



Organisation details

Completed questionnaires **2228**

2024 response rate **50%**

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](#).

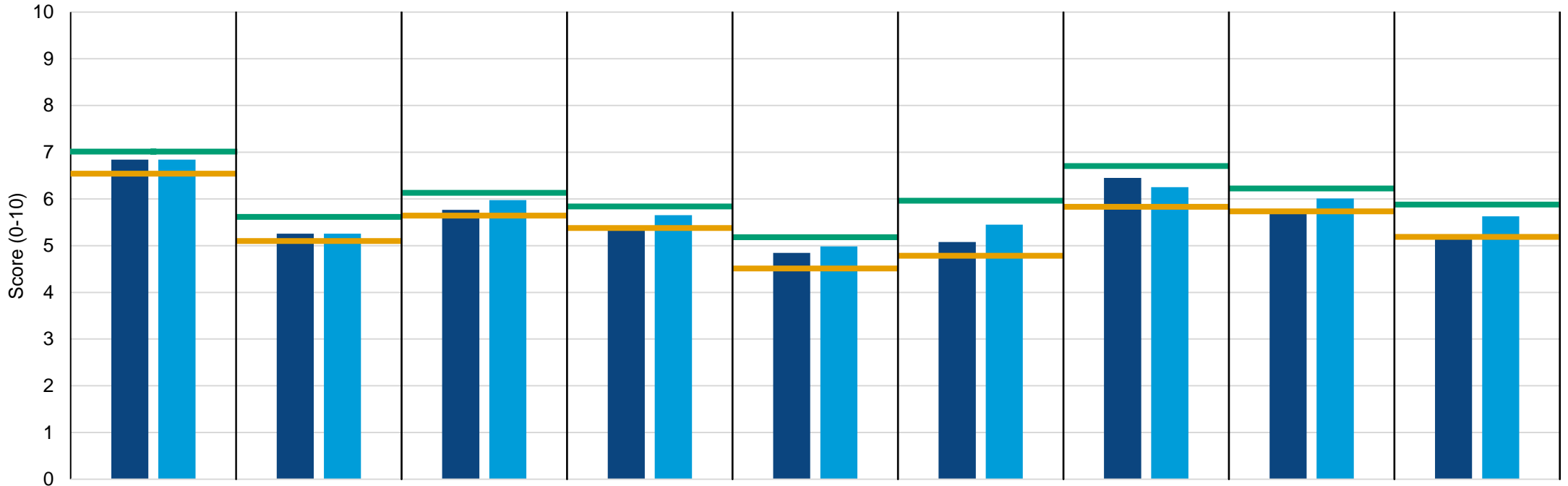


People Promise elements, themes and sub-score results

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.

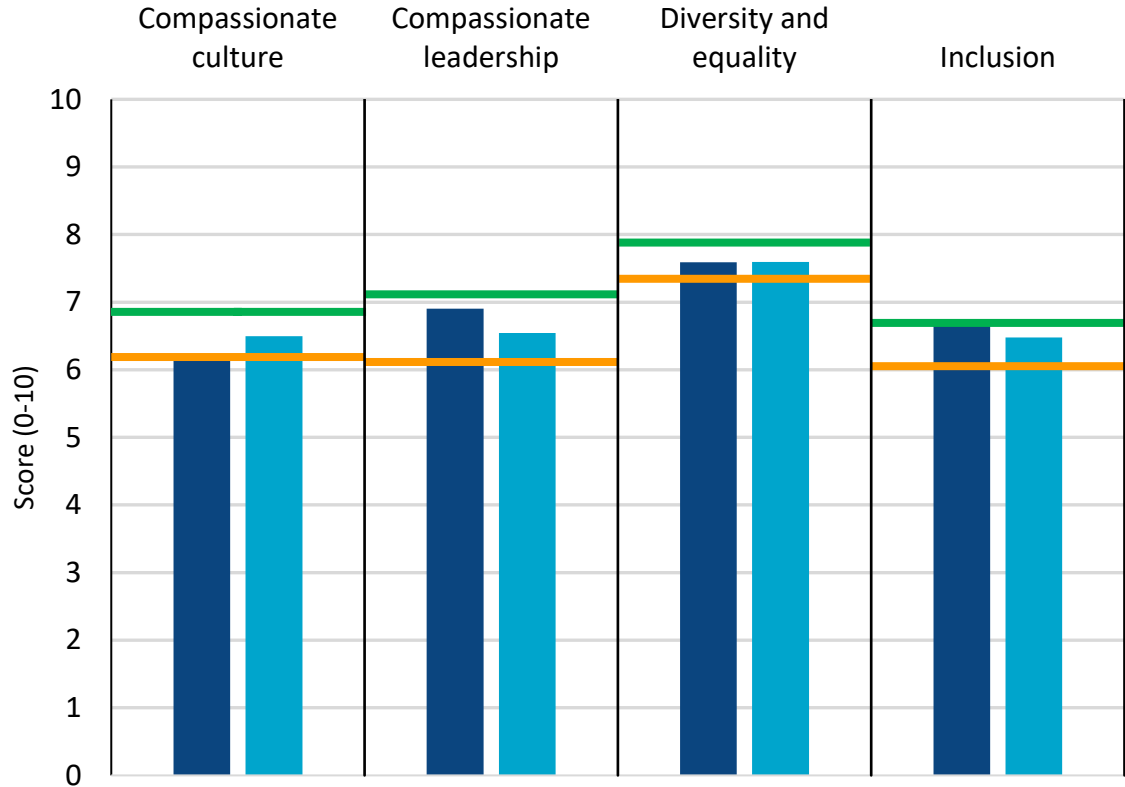


Your org	6.84	5.25	5.77	5.38	4.84	5.08	6.45	5.74	5.19
Best result	7.01	5.62	6.13	5.84	5.18	5.96	6.70	6.22	5.88
Average result	6.84	5.25	5.98	5.65	4.98	5.45	6.25	6.01	5.63
Worst result	6.54	5.10	5.64	5.38	4.51	4.78	5.83	5.73	5.19
Responses	2224	2224	2217	2224	2074	2216	2223	2226	2225

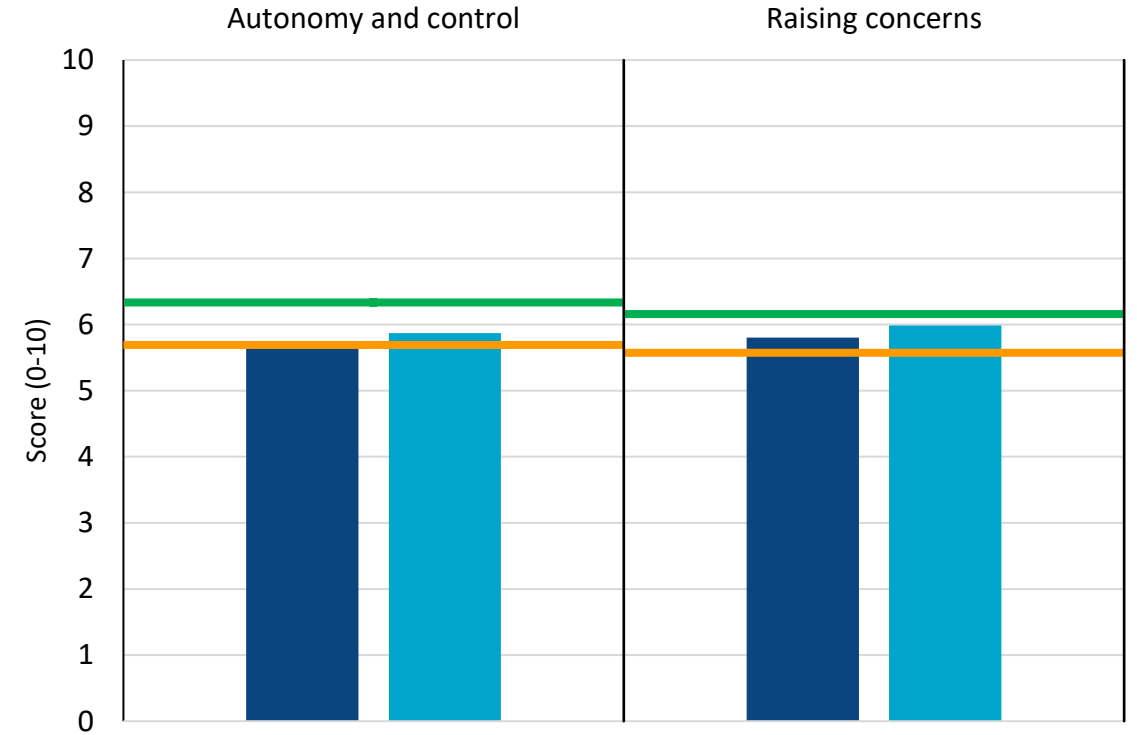
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 1: We are compassionate and inclusive



Promise element 3: We each have a voice that counts



Your org	6.19	6.90	7.59	6.67
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	2222	2224	2213	2221

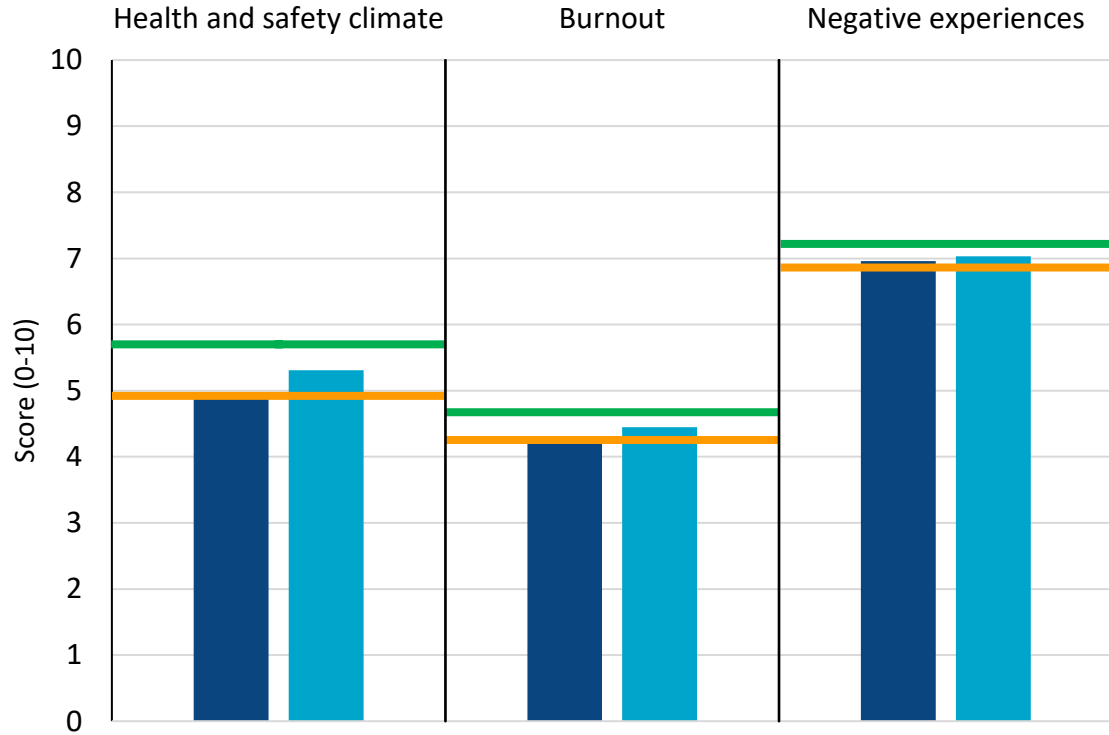
Your org	5.73	5.80
Best result	6.33	6.16
Average result	5.87	5.99
Worst result	5.69	5.57
Responses	2225	2218

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.

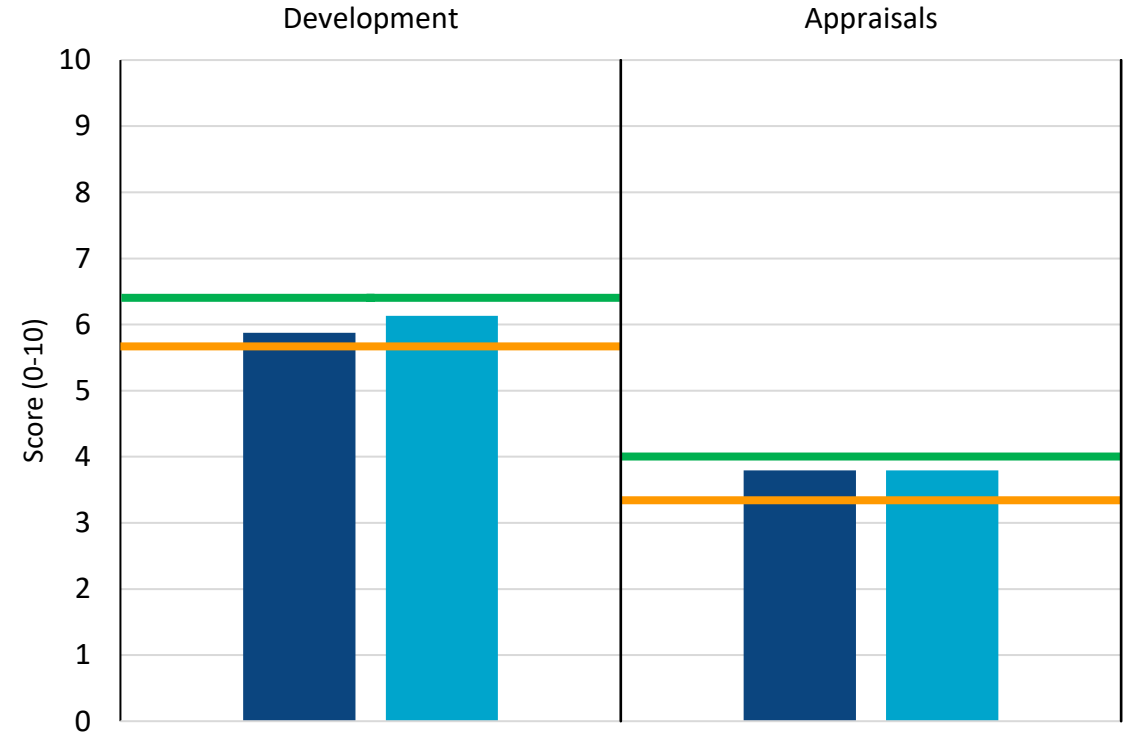
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 4: We are safe and healthy



Promise element 5: We are always learning



Your org	4.92	4.25	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	2225	2226	2225

Your org	5.88	3.79
Best result	6.40	4.00
Average result	6.13	3.79
Worst result	5.67	3.34
Responses	2224	2075

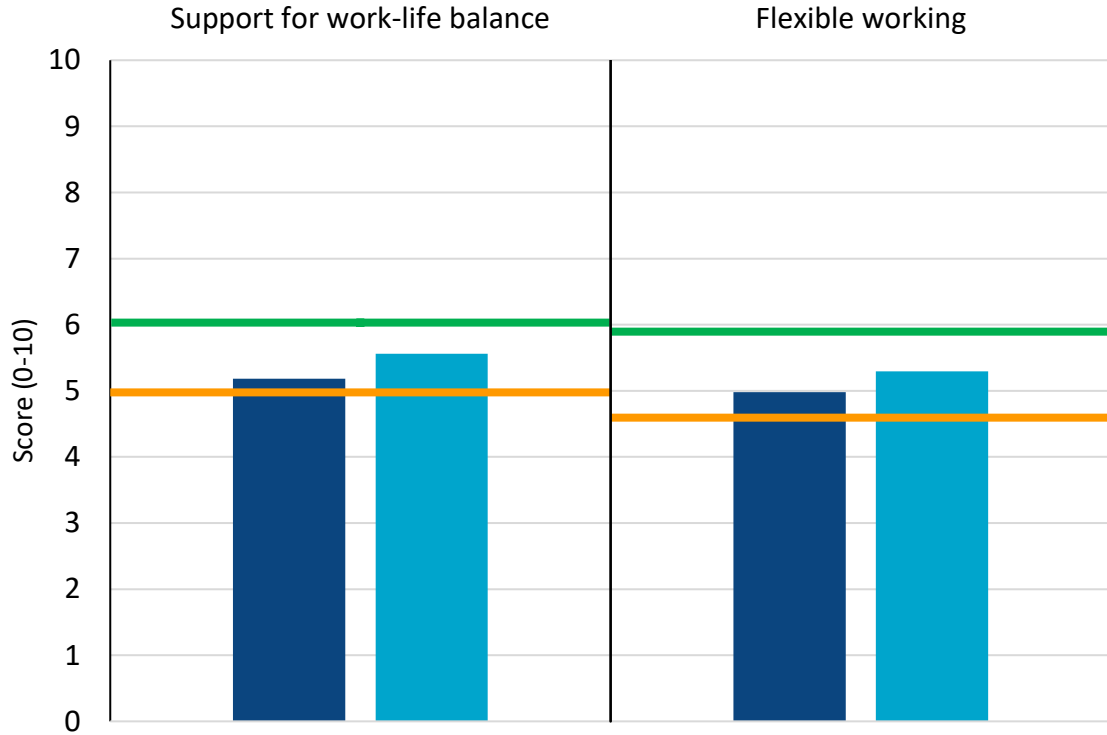
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 6: We work flexibly



Promise element 7: We are a team



Category	Your org	Best result	Average result	Worst result	Responses
Support for work-life balance	5.18	6.03	5.56	4.98	2222
Flexible working	4.98	5.89	5.29	4.59	2219

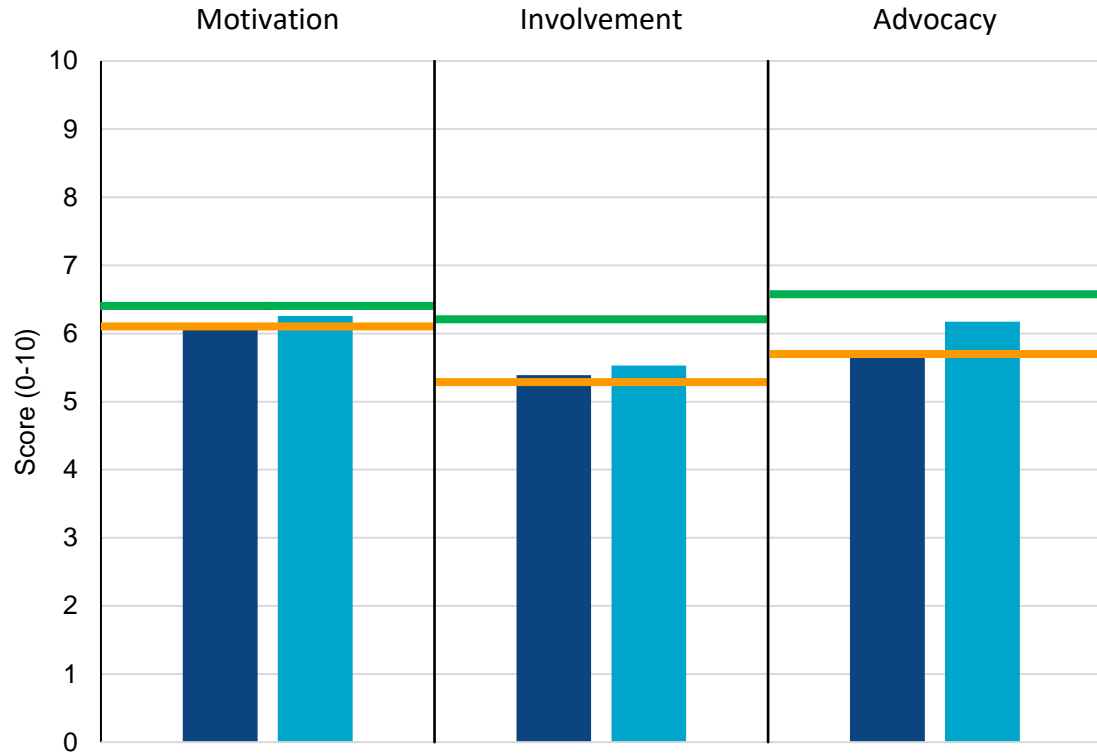


Category	Your org	Best result	Average result	Worst result	Responses
Team working	6.21	6.53	6.15	5.84	2223
Line management	6.69	6.88	6.28	5.76	2225

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.



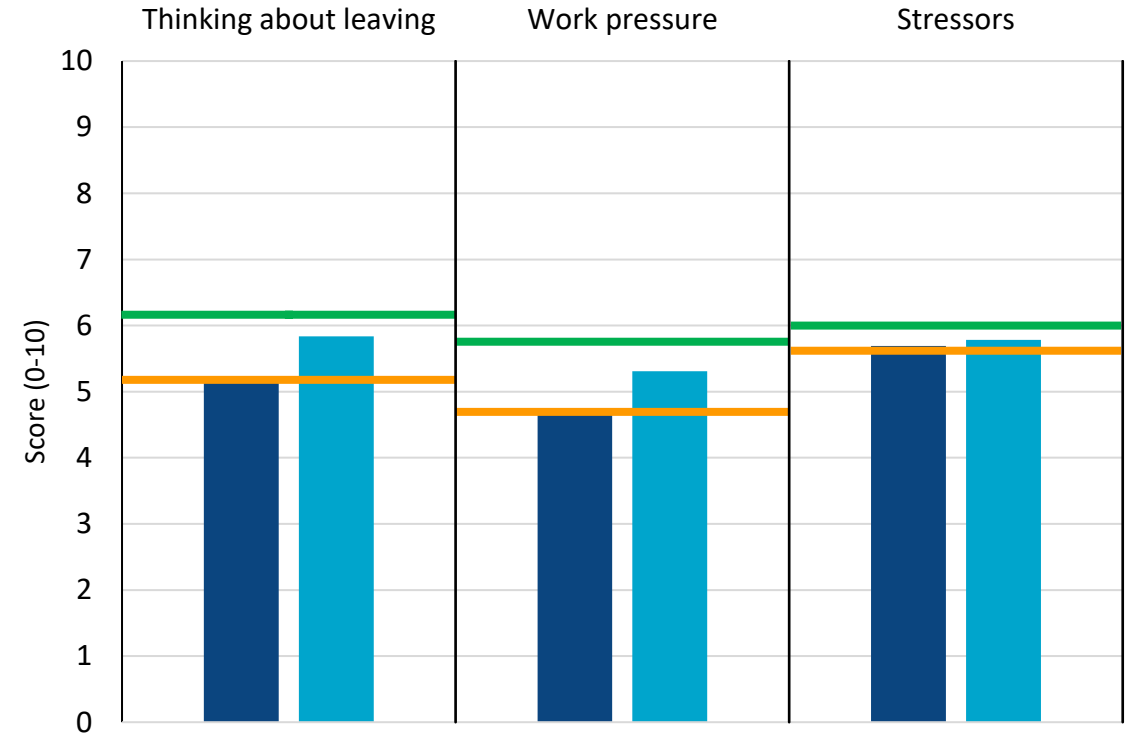
Theme: Staff engagement



Your org	6.14	5.39	5.70
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	2218	2226	2222



Theme: Morale



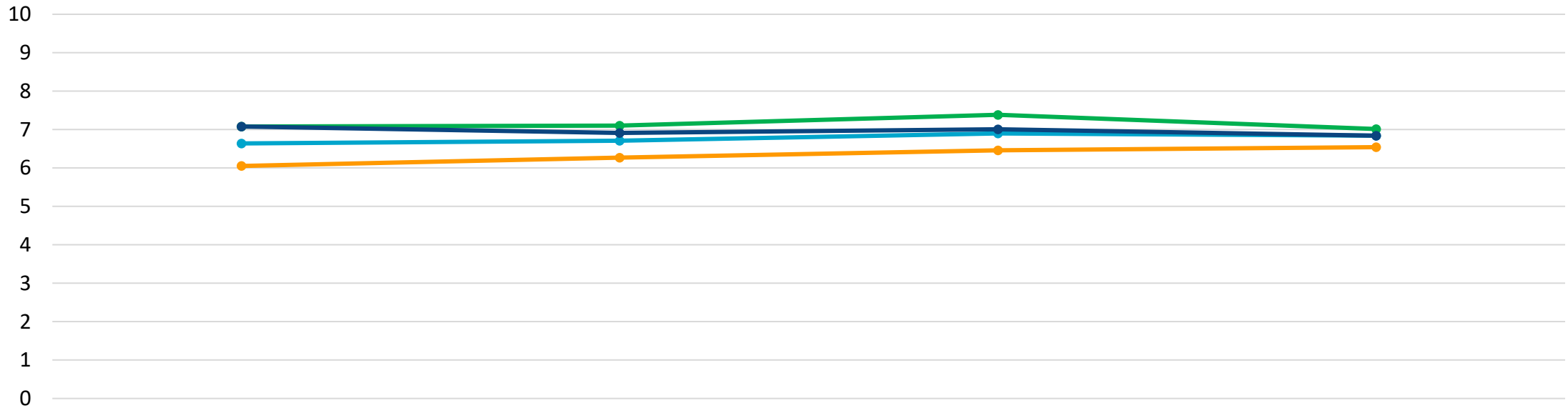
Your org	5.18	4.69	5.69
Best result	6.16	5.76	6.00
Average result	5.84	5.31	5.79
Worst result	5.18	4.69	5.62
Responses	2221	2225	2222

People Promise elements, themes and sub-scores: Trends

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

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

We are compassionate and inclusive

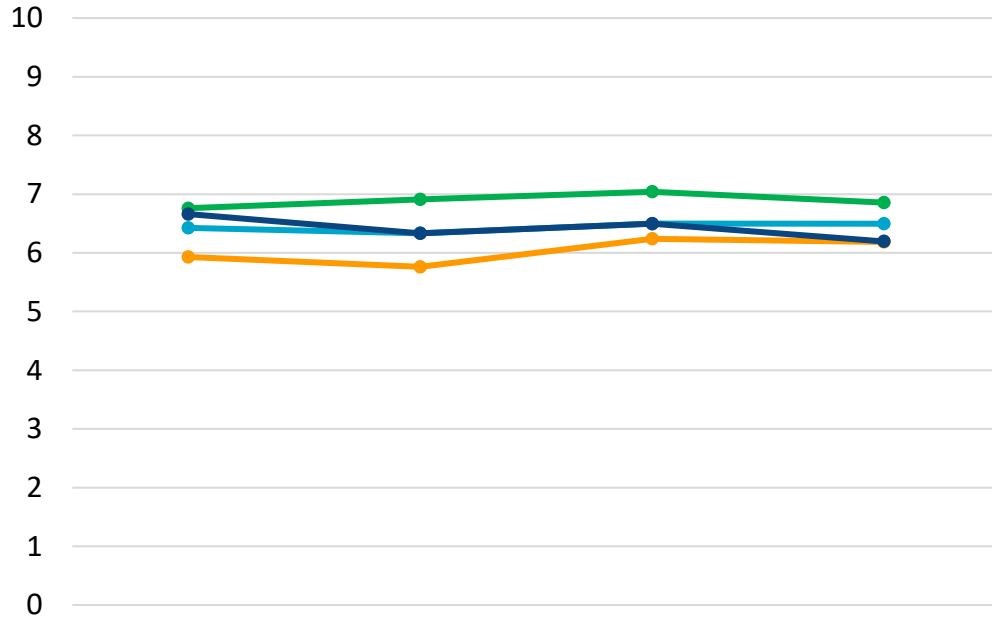


	2021	2022	2023	2024
Your org	7.08	6.91	7.01	6.84
Best result	7.08	7.10	7.38	7.01
Average result	6.64	6.71	6.90	6.84
Worst result	6.05	6.27	6.46	6.54
Responses	2544	2187	2417	2224

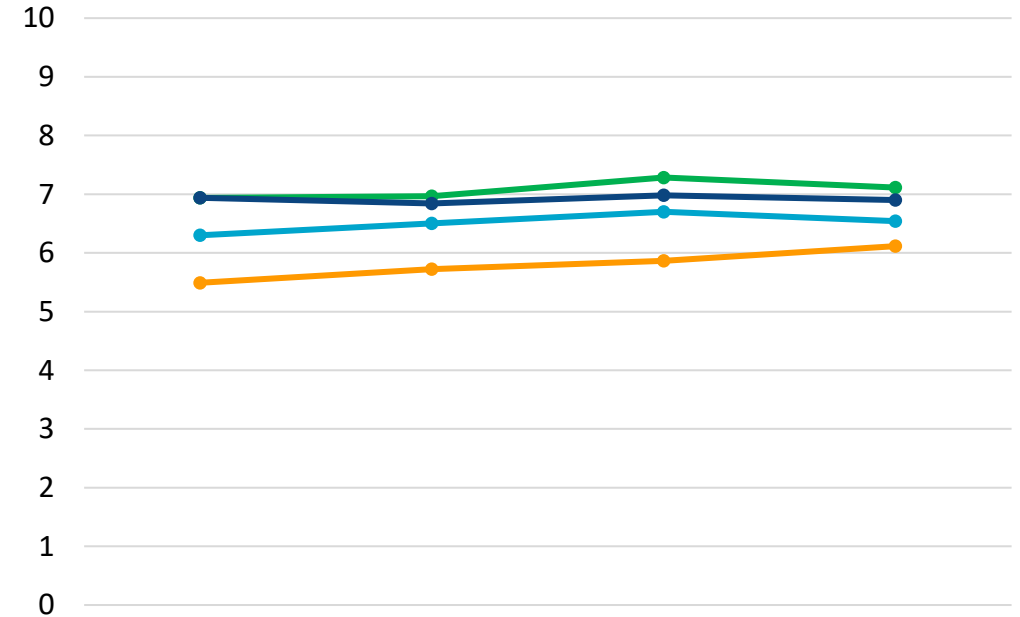
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



	2021	2022	2023	2024
Your org	6.66	6.33	6.50	6.19
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	2532	2185	2409	2222

	2021	2022	2023	2024
Your org	6.94	6.84	6.98	6.90
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	2553	2185	2418	2224

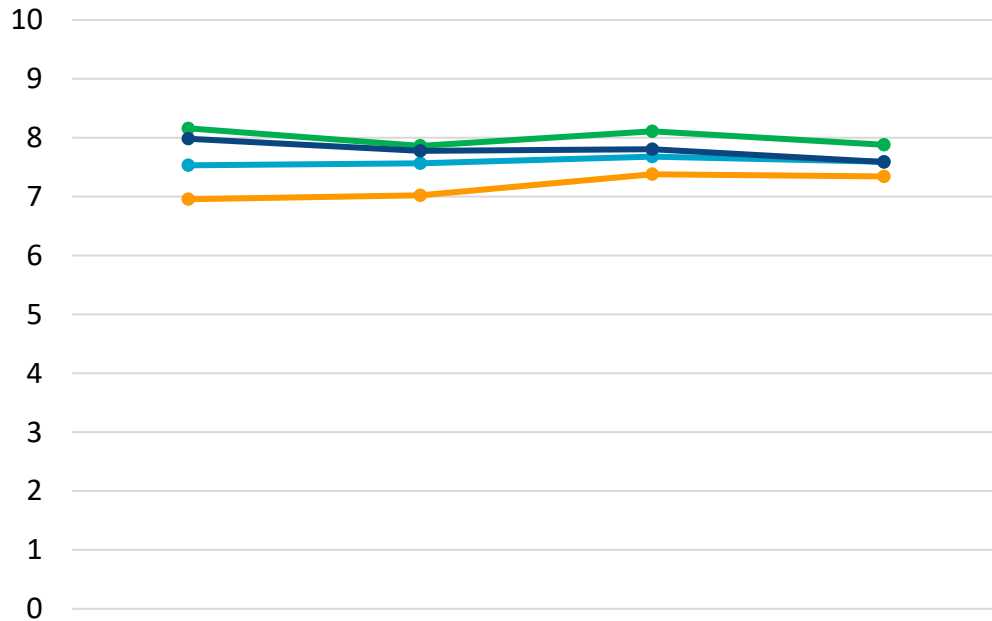


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

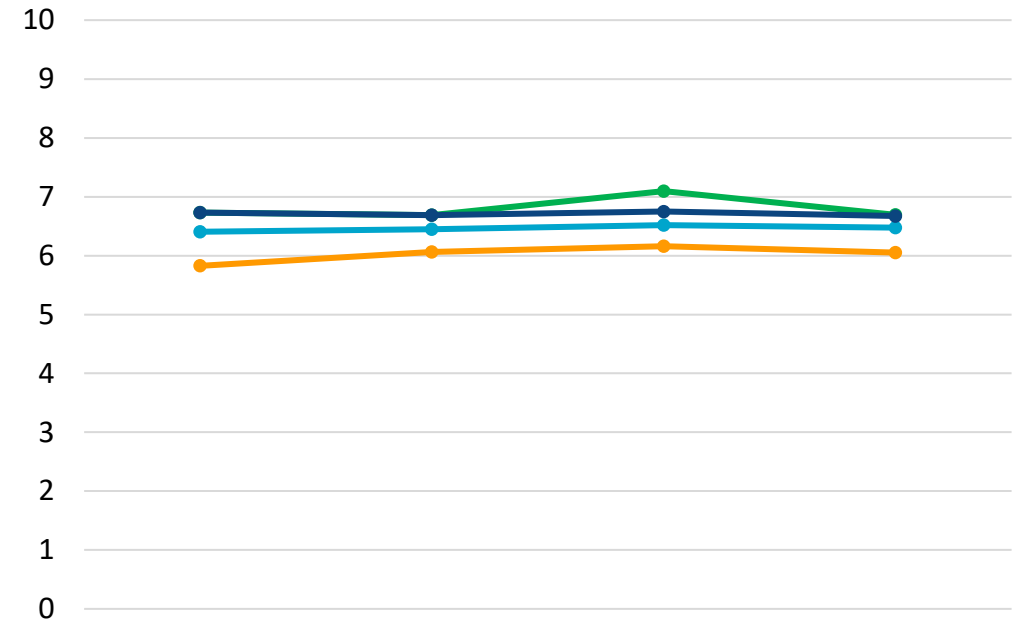


Promise element 1: We are compassionate and inclusive (2)

Diversity and equality



Inclusion



2021 2022 2023 2024

Your org	7.98	7.78	7.80	7.59
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 2542 2185 2417 2213

2021 2022 2023 2024

Your org	6.73	6.69	6.75	6.67
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

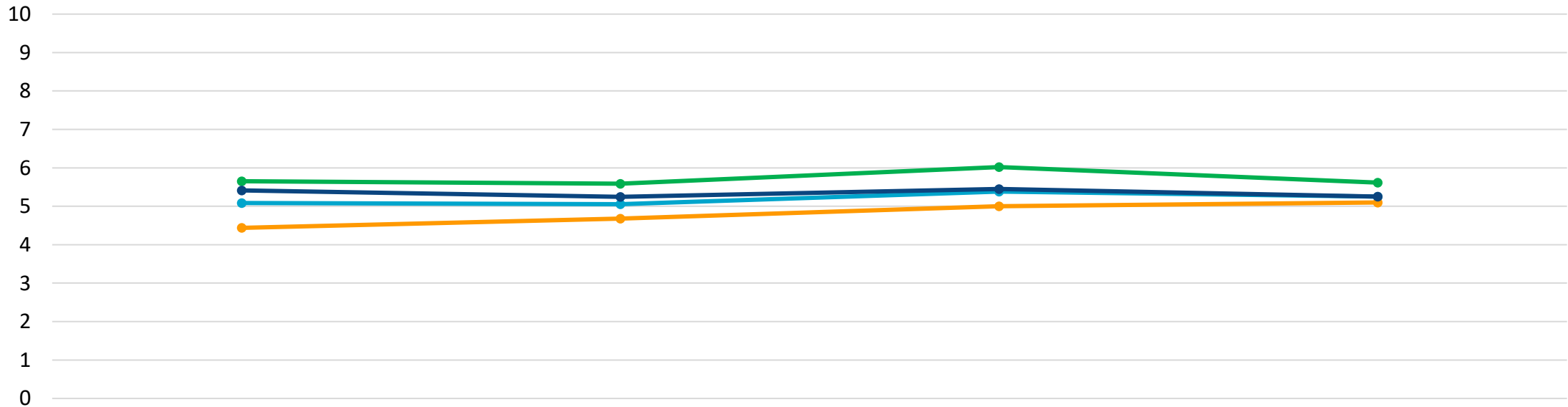
Responses 2560 2184 2414 2221

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



Promise element 2: We are recognised and rewarded

We are recognised and rewarded



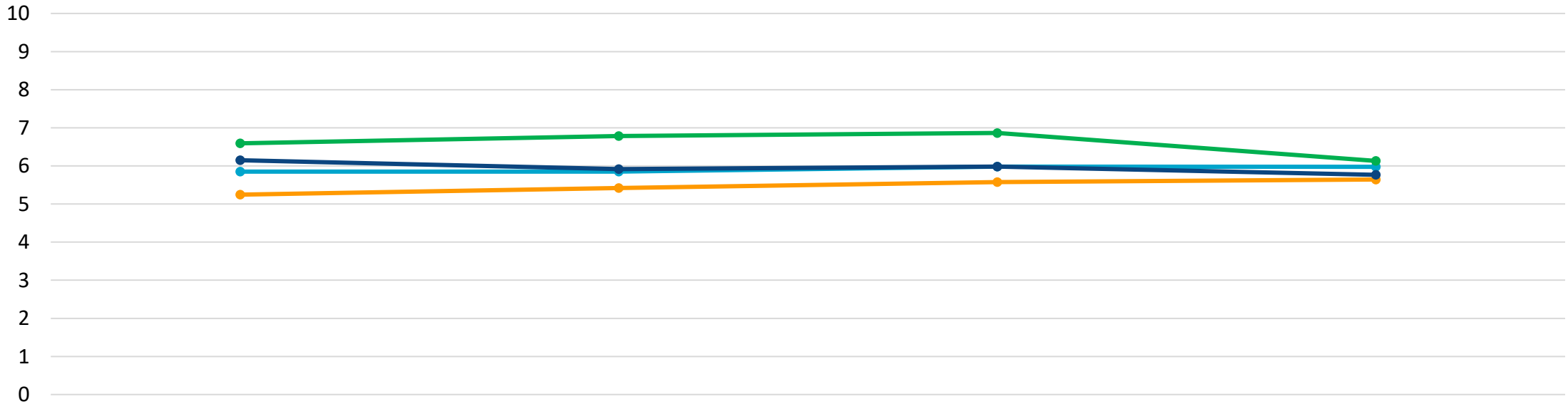
	2021	2022	2023	2024
Your org	5.42	5.25	5.45	5.25
Best result	5.65	5.59	6.02	5.62
Average result	5.08	5.05	5.38	5.25
Worst result	4.44	4.68	5.00	5.10
Responses	2584	2187	2414	2224

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



Promise element 3: We each have a voice that counts

We each have a voice that counts



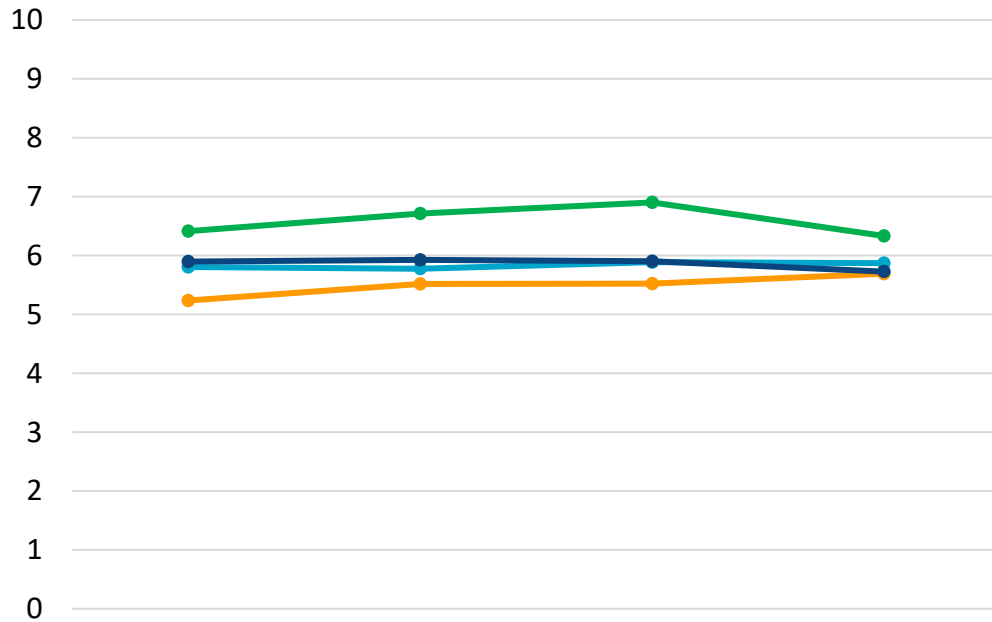
	2021	2022	2023	2024
Your org	6.15	5.91	5.98	5.77
Best result	6.59	6.78	6.86	6.13
Average result	5.85	5.85	5.98	5.98
Worst result	5.25	5.42	5.58	5.64
Responses	2520	2182	2400	2217

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.

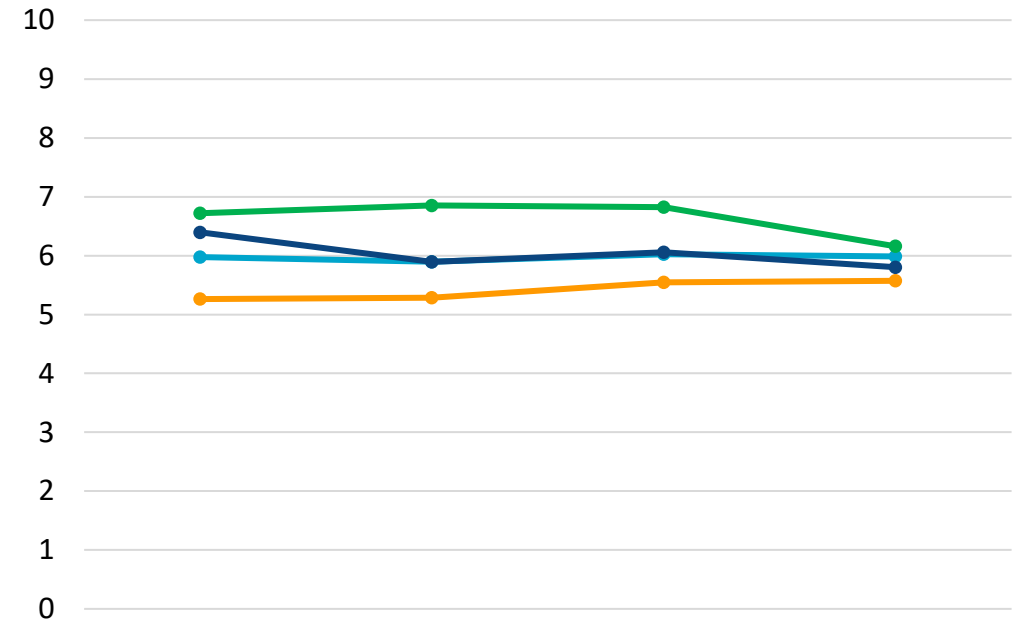


Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023	2024
Your org	5.90	5.93	5.90	5.73
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	2586	2186	2419	2225

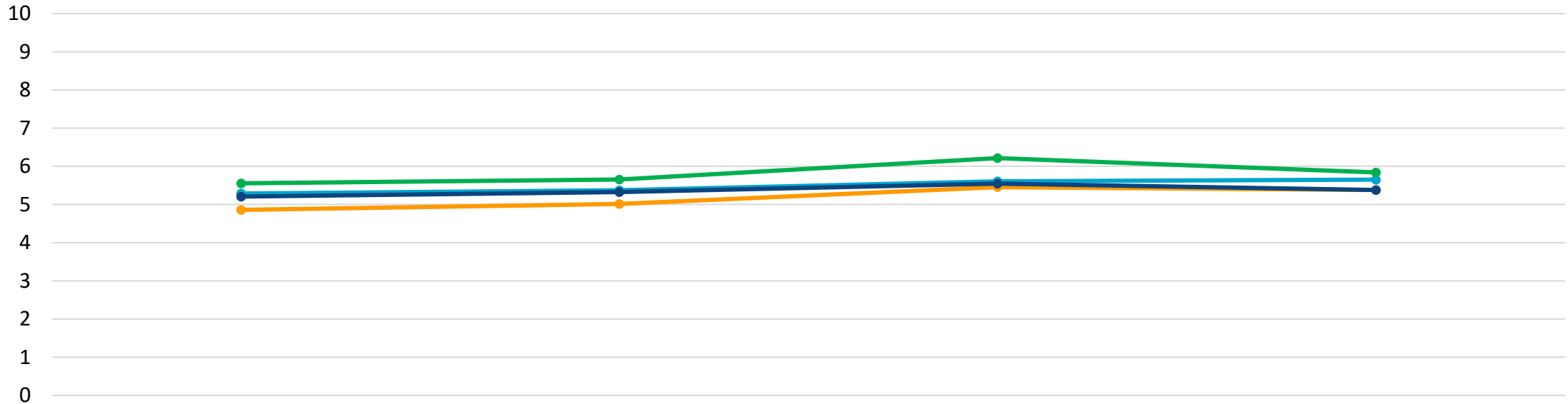
	2021	2022	2023	2024
Your org	6.40	5.90	6.06	5.80
Best result	6.72	6.85	6.83	6.16
Average result	5.97	5.90	6.02	5.99
Worst result	5.26	5.28	5.54	5.57
Responses	2525	2183	2401	2218

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



Promise element 4: We are safe and healthy

We are safe and healthy



	2021	2022	2023	2024
Your org	5.21	5.33	5.55	5.38
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	2535	2181	2138	2224

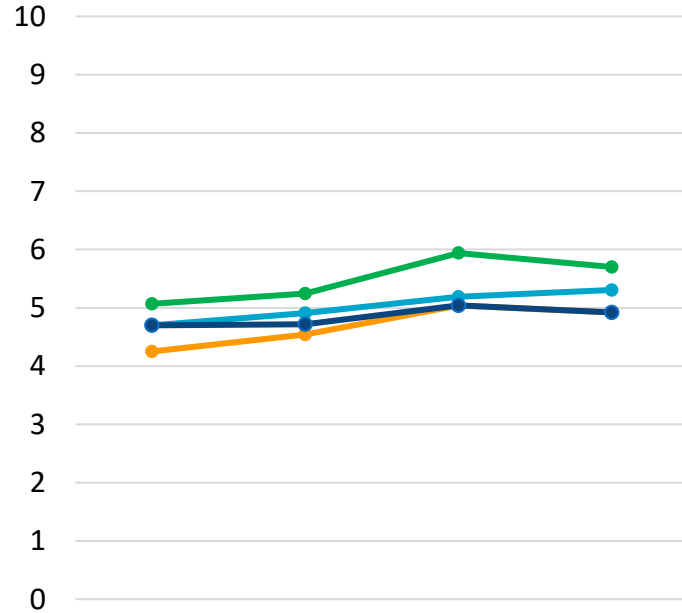
Note: 2023 results for 'We are safe and healthy' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



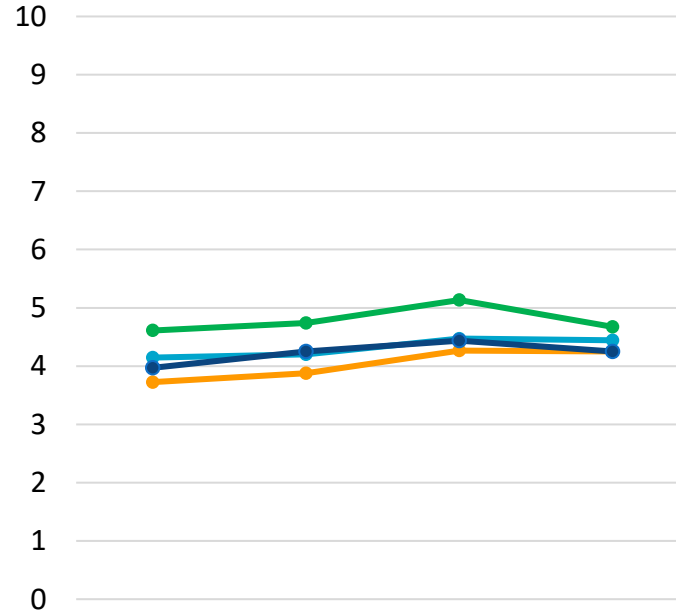
Promise element 4: We are safe and healthy

Health and safety climate



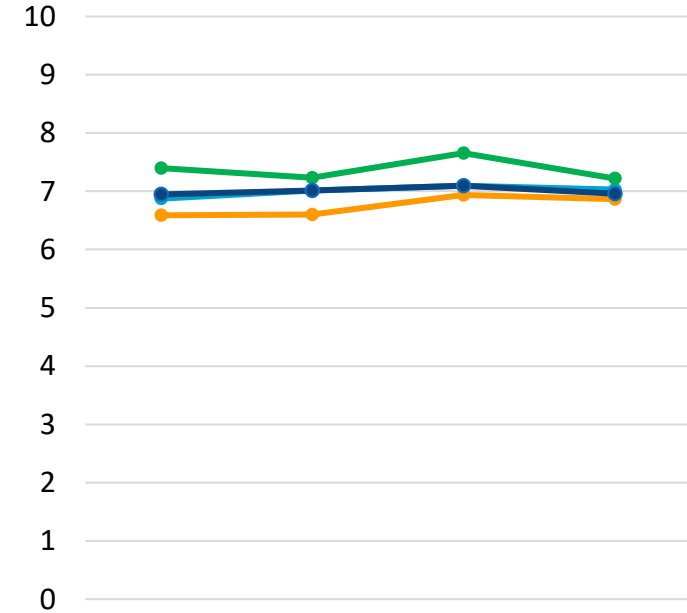
	2021	2022	2023	2024
Your org	4.70	4.72	5.04	4.92
Best result	5.07	5.25	5.94	5.70
Average result	4.70	4.91	5.19	5.31
Worst result	4.25	4.54	5.04	4.92
Responses	2586	2185	2144	2225

Burnout



	2021	2022	2023	2024
Your org	3.97	4.25	4.44	4.25
Best result	4.61	4.74	5.13	4.67
Average result	4.15	4.20	4.47	4.45
Worst result	3.73	3.88	4.27	4.25
Responses	2545	2183	2418	2226

Negative experiences



	2021	2022	2023	2024
Your org	6.95	7.01	7.09	6.96
Best result	7.40	7.23	7.65	7.22
Average result	6.87	7.01	7.09	7.03
Worst result	6.59	6.60	6.94	6.86
Responses	2540	2187	2138	2225

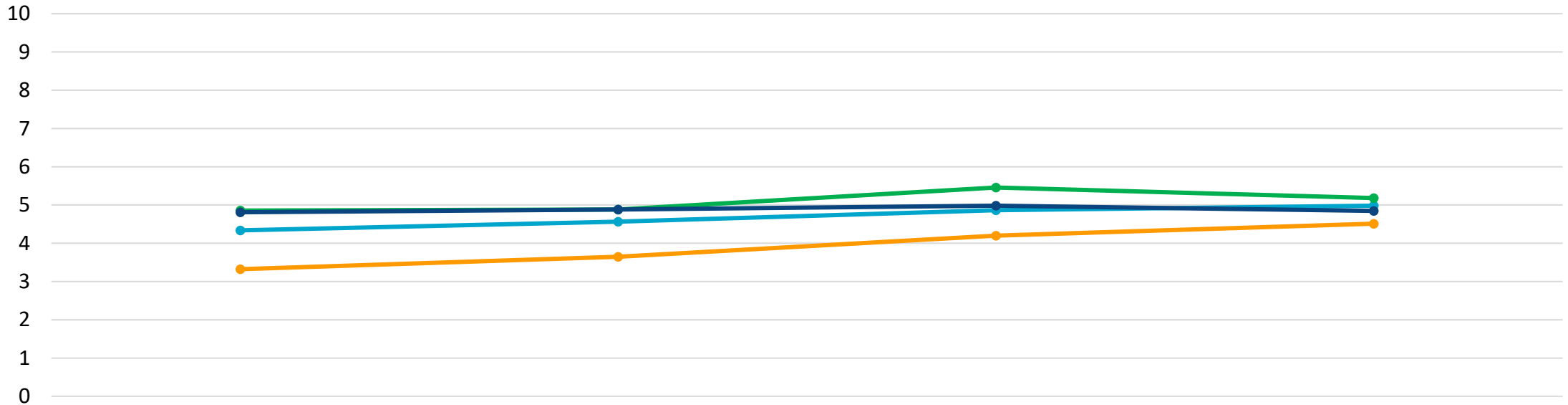
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



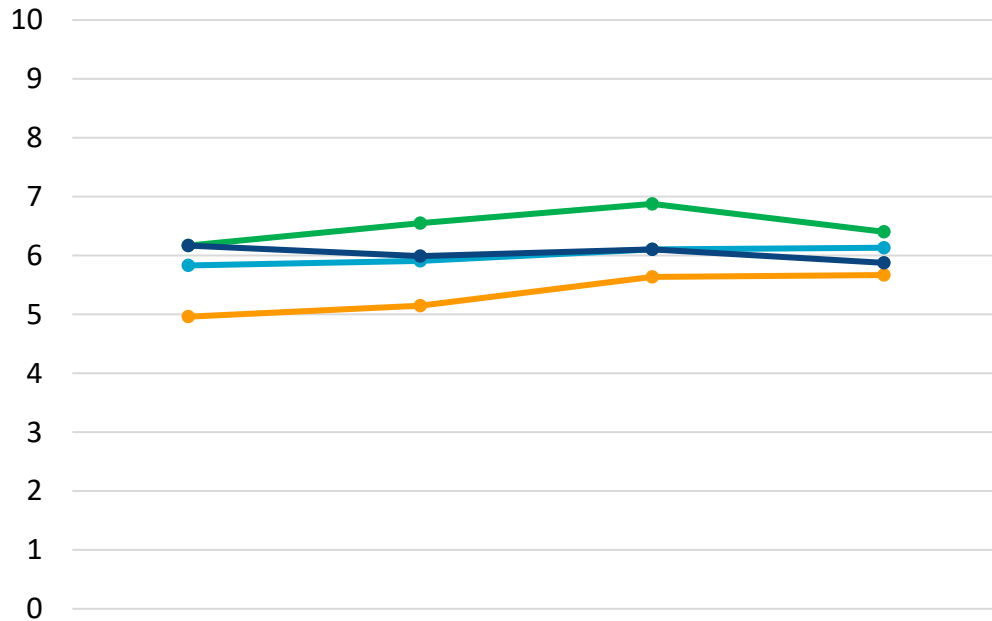
	2021	2022	2023	2024
Your org	4.81	4.88	4.98	4.84
Best result	4.86	4.88	5.46	5.18
Average result	4.34	4.56	4.86	4.98
Worst result	3.32	3.65	4.20	4.51
Responses	2382	2119	2235	2074

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

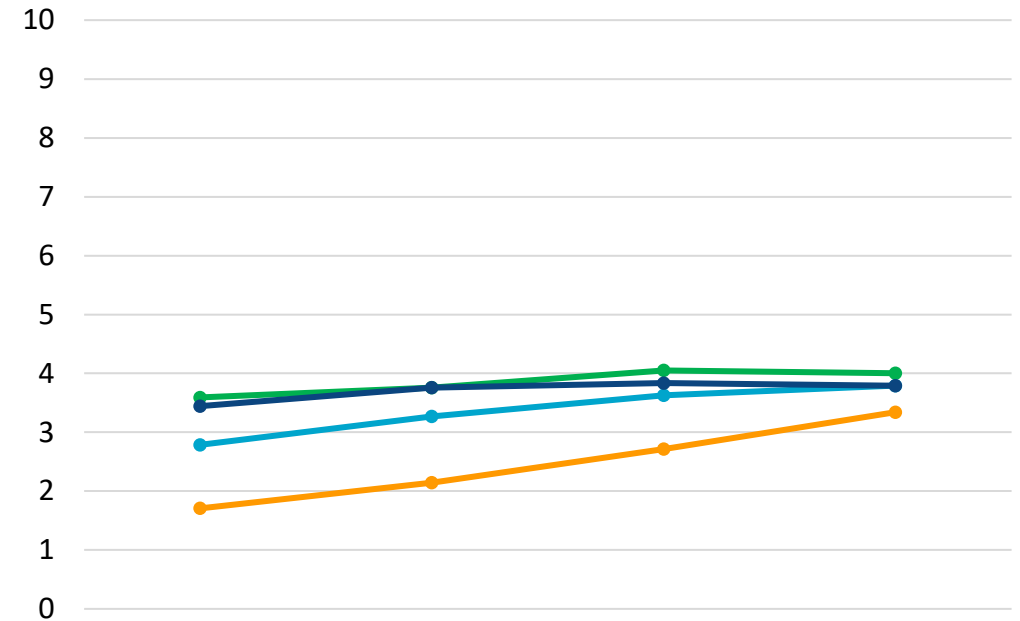


Promise element 5: We are always learning

Development



Appraisals



2021 2022 2023 2024

Your org	6.17	5.99	6.10	5.88
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 2535 2186 2411 2224

2021 2022 2023 2024

Your org	3.44	3.76	3.84	3.79
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

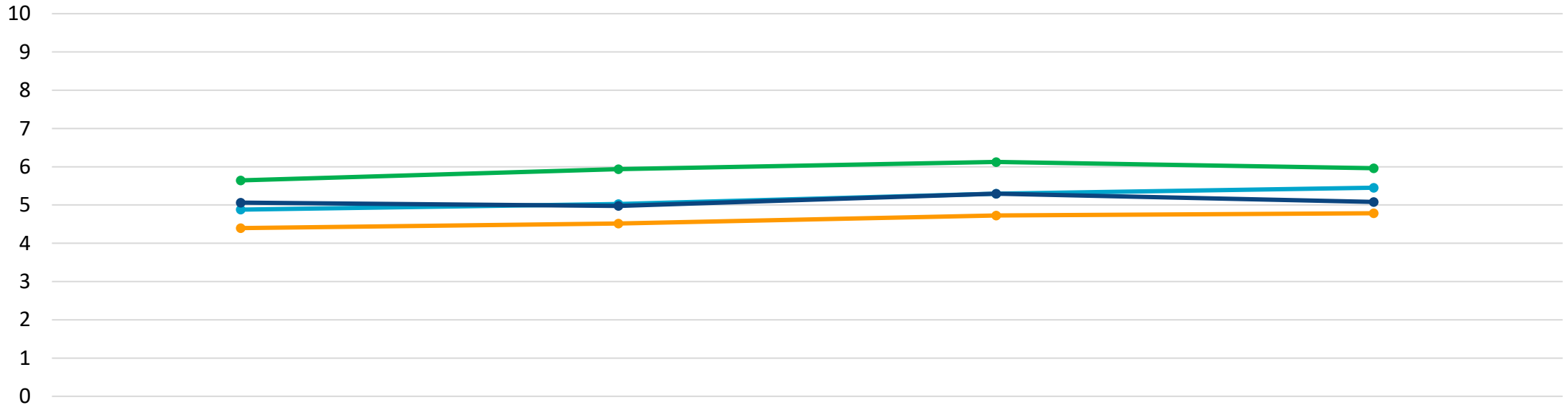
Responses 2386 2120 2237 2075

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



Promise element 6: We work flexibly

We work flexibly



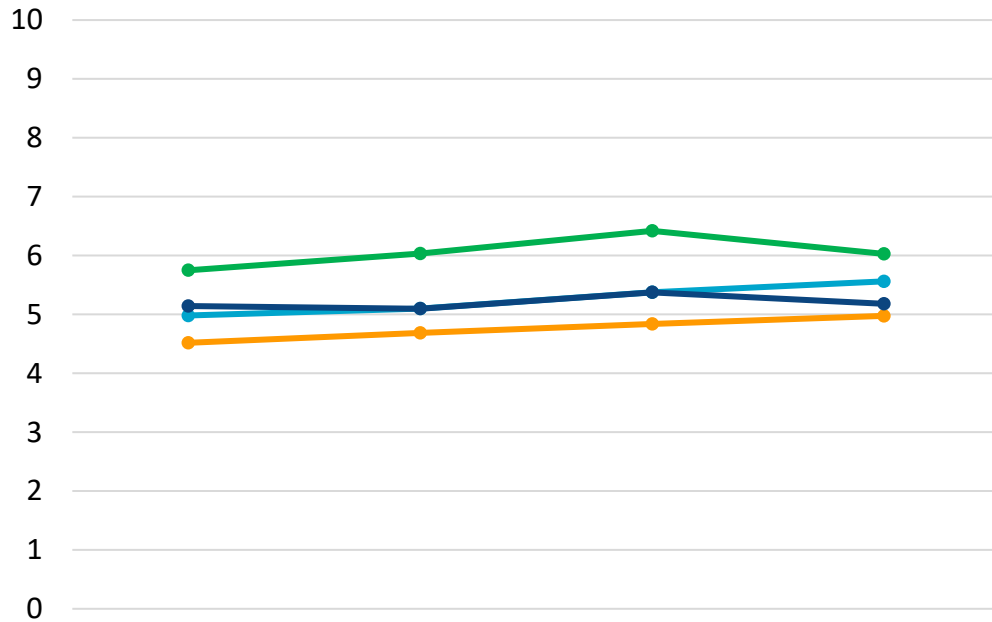
	2021	2022	2023	2024
Your org	5.06	4.98	5.30	5.08
Best result	5.64	5.94	6.13	5.96
Average result	4.88	5.03	5.30	5.45
Worst result	4.40	4.52	4.73	4.78
Responses	2571	2183	2407	2216

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.

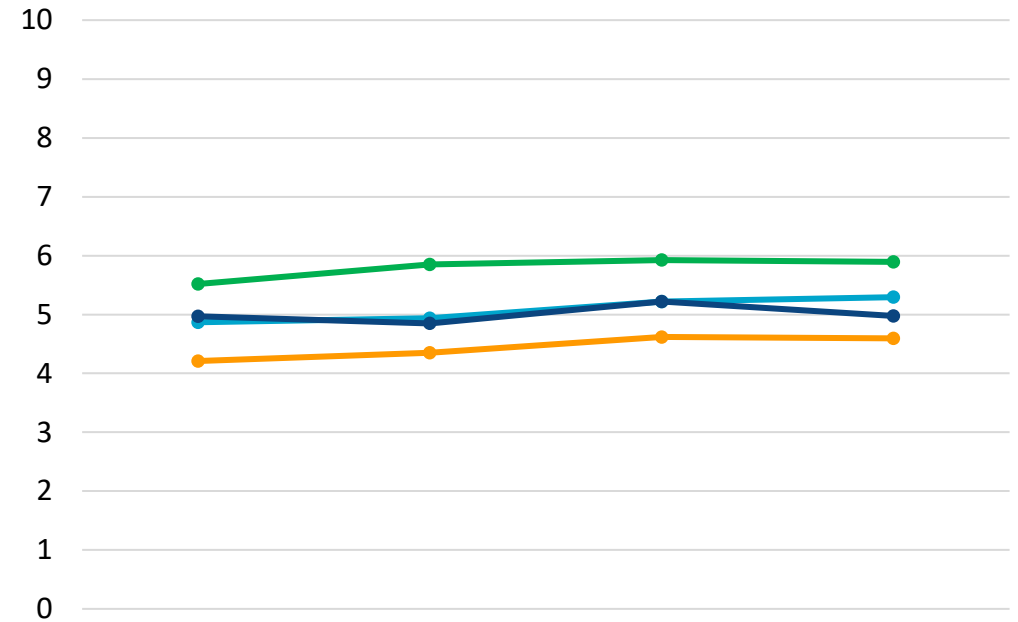


Promise element 6: We work flexibly

Support for work-life balance



Flexible working



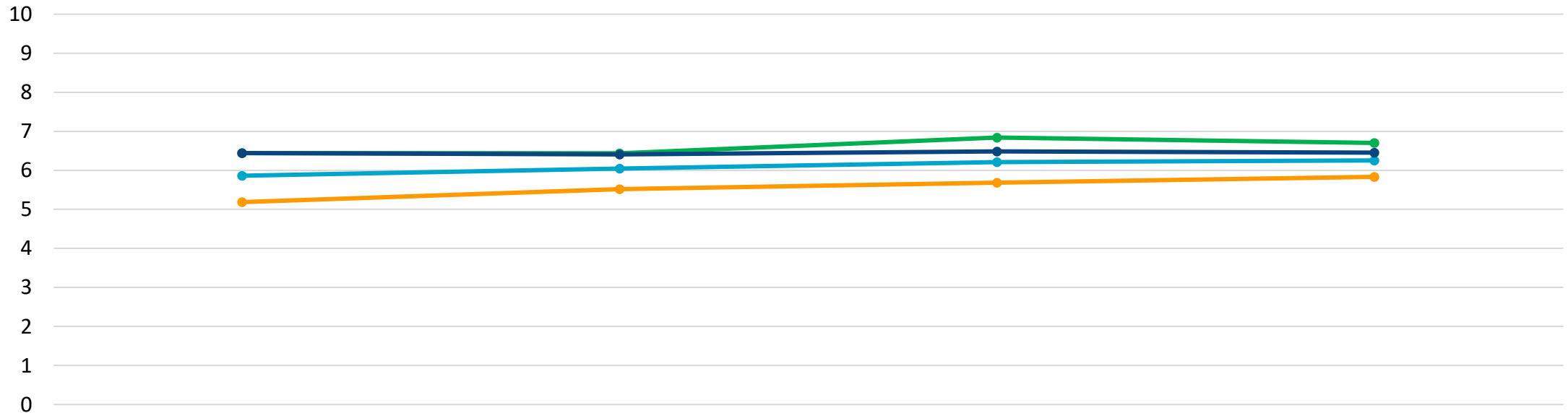
	2021	2022	2023	2024
Your org	5.14	5.10	5.37	5.18
Best result	5.75	6.03	6.42	6.03
Average result	4.98	5.10	5.37	5.56
Worst result	4.52	4.69	4.84	4.98
Responses	2578	2186	2415	2222

	2021	2022	2023	2024
Your org	4.97	4.85	5.22	4.98
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	2577	2184	2410	2219

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

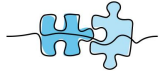
 **Promise element 7: We are a team**

We are a team



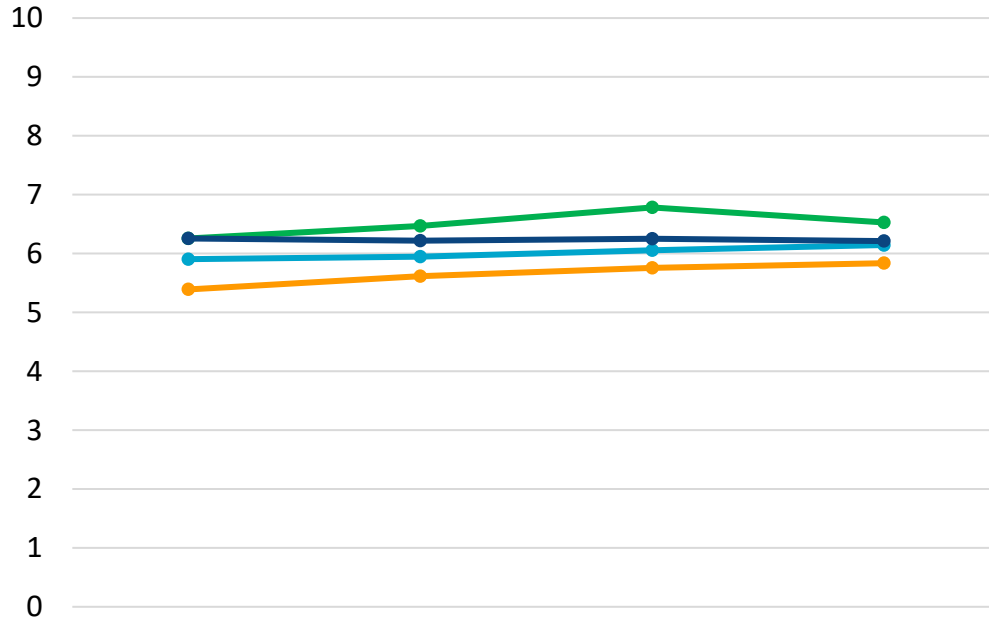
	2021	2022	2023	2024
Your org	6.44	6.41	6.48	6.45
Best result	6.44	6.44	6.84	6.70
Average result	5.86	6.05	6.21	6.25
Worst result	5.19	5.52	5.68	5.83
Responses	2552	2186	2417	2223

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

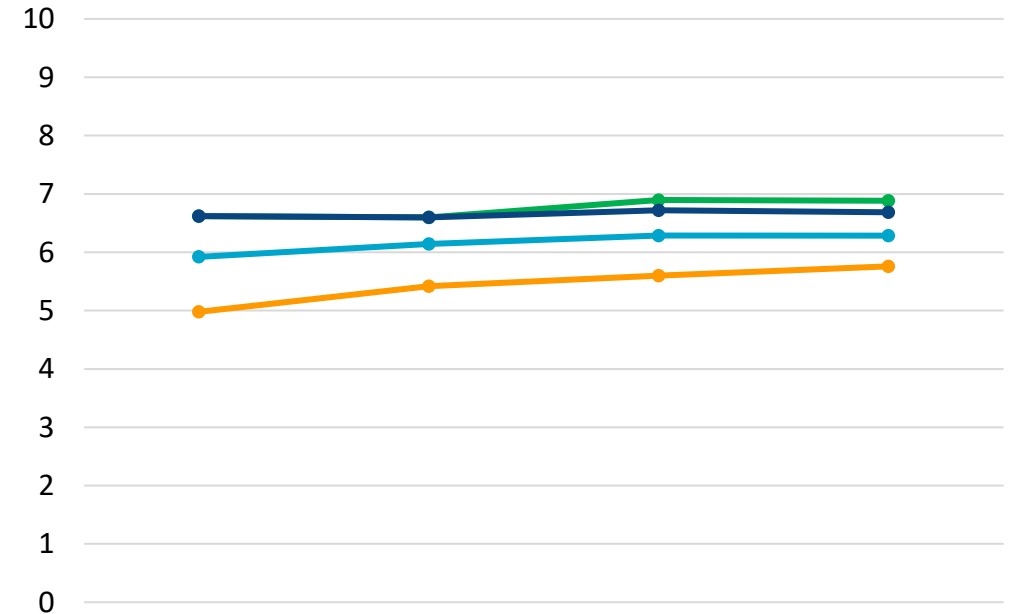


Promise element 7: We are a team

Team working



Line management



	2021	2022	2023	2024
Your org	6.26	6.22	6.25	6.21
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	2568	2187	2417	2223

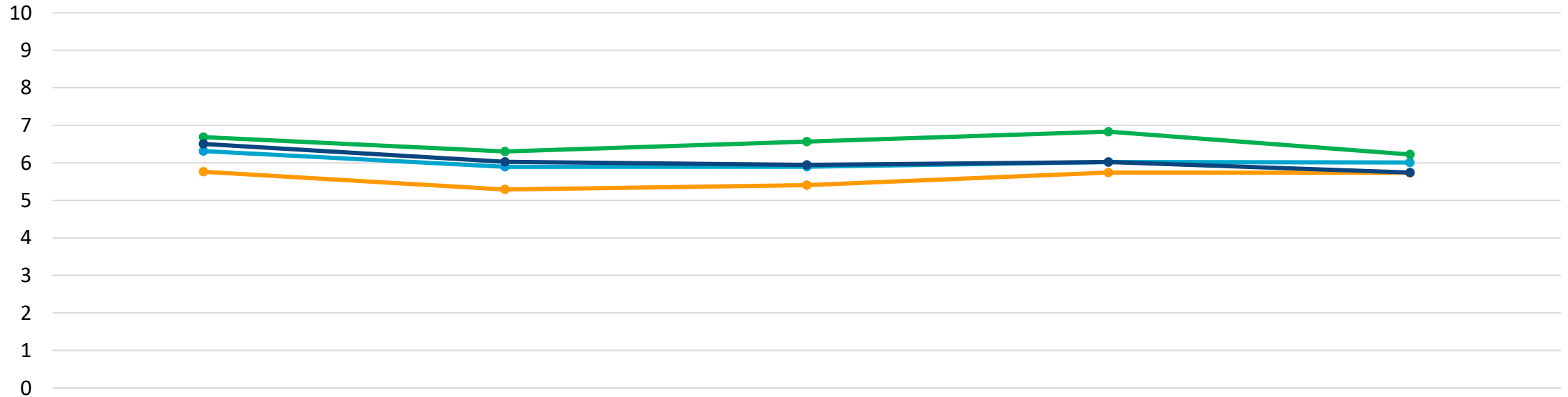
	2021	2022	2023	2024
Your org	6.62	6.60	6.72	6.69
Best result	6.62	6.60	6.90	6.88
Average result	5.92	6.14	6.29	6.28
Worst result	4.98	5.42	5.60	5.76
Responses	2554	2186	2418	2225

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



Theme: Staff Engagement

Staff Engagement



	2020	2021	2022	2023	2024
Your org	6.50	6.03	5.94	6.02	5.74
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	2701	2586	2187	2420	2226



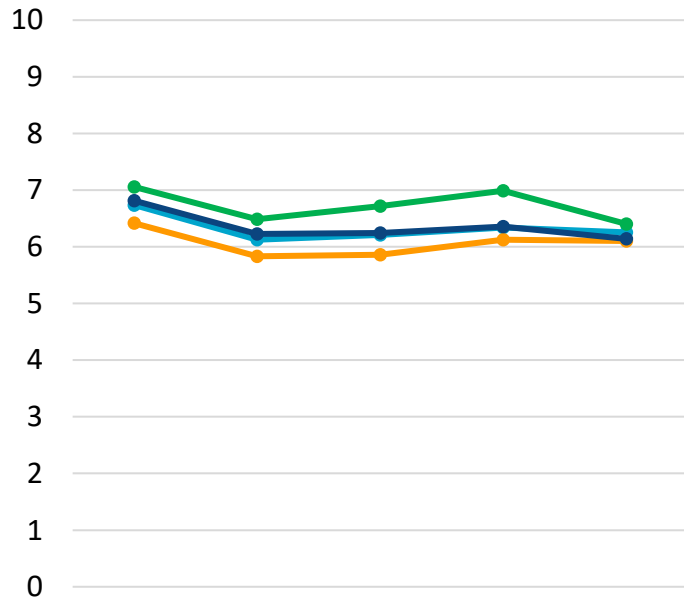
People Promise elements, themes and sub-scores: Sub-score trends

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

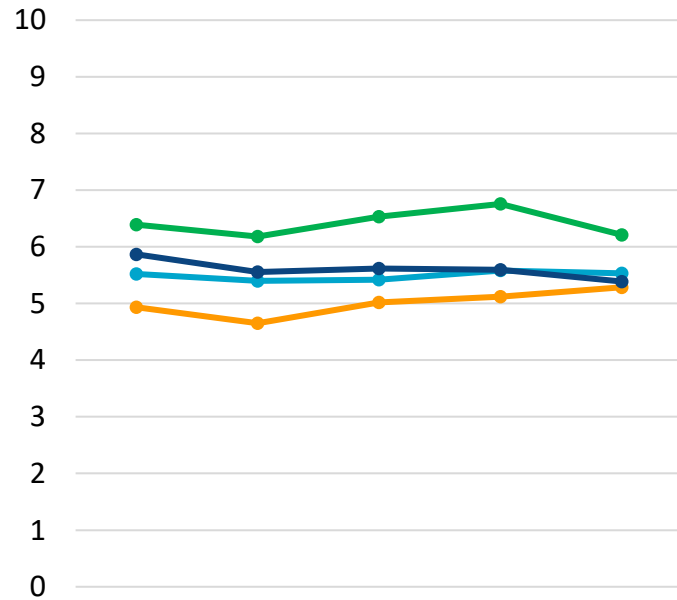
Motivation



2020 2021 2022 2023 2024

Your org	6.81	6.23	6.24	6.36	6.14
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	2710	2603	2180	2411	2218

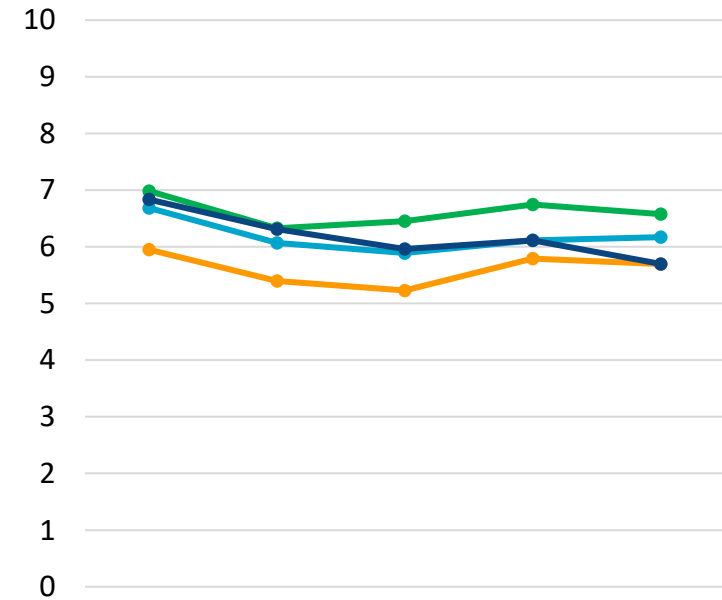
Involvement



2020 2021 2022 2023 2024

Your org	5.87	5.55	5.62	5.60	5.39
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	2701	2587	2186	2418	2226

Advocacy



2020 2021 2022 2023 2024

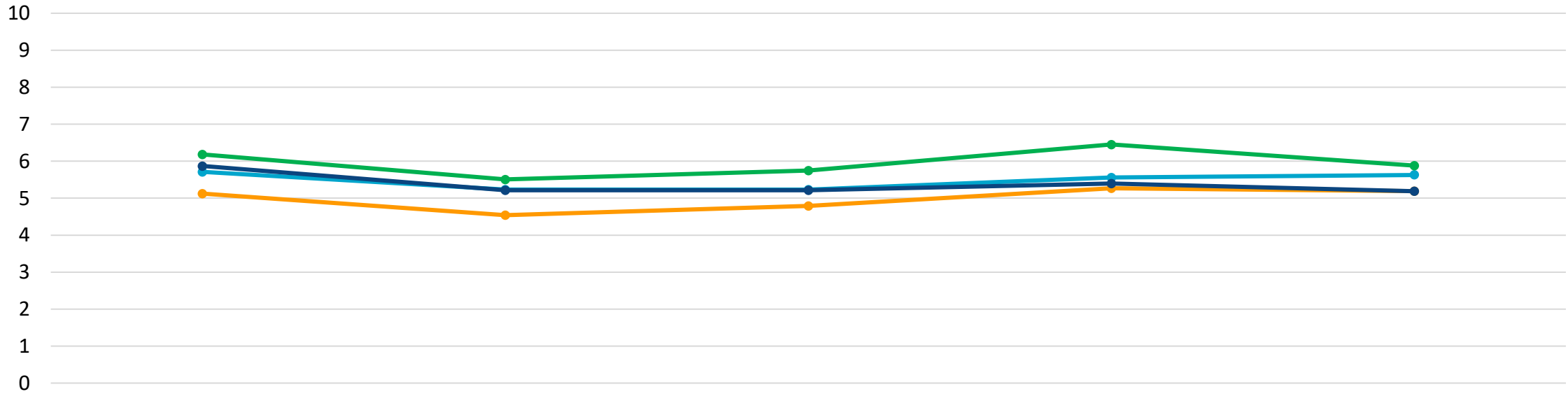
Your org	6.83	6.31	5.96	6.11	5.70
Best result	6.99	6.33	6.45	6.75	6.58
Average result	6.69	6.07	5.89	6.11	6.17
Worst result	5.95	5.40	5.23	5.79	5.70
Responses	2654	2532	2185	2409	2222

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



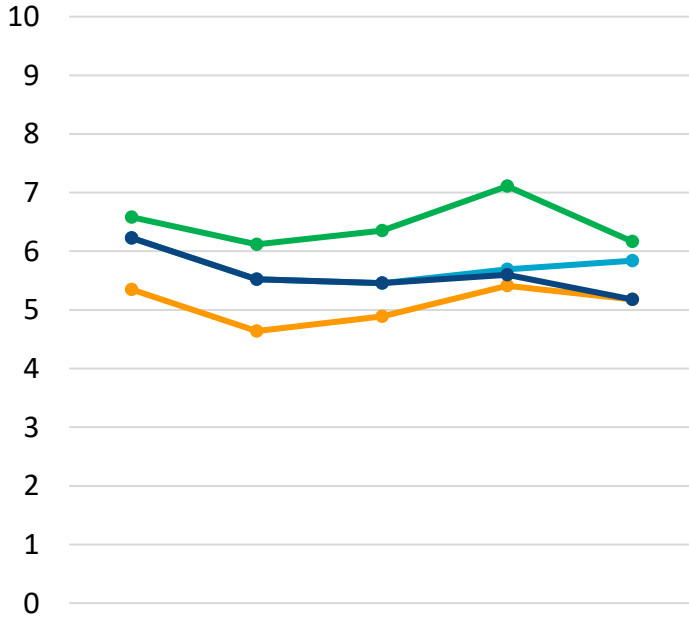
	2020	2021	2022	2023	2024
Your org	5.87	5.21	5.21	5.40	5.19
Best result	6.18	5.51	5.75	6.45	5.88
Average result	5.71	5.23	5.23	5.56	5.63
Worst result	5.13	4.54	4.79	5.27	5.19
Responses	2689	2583	2187	2418	2225

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

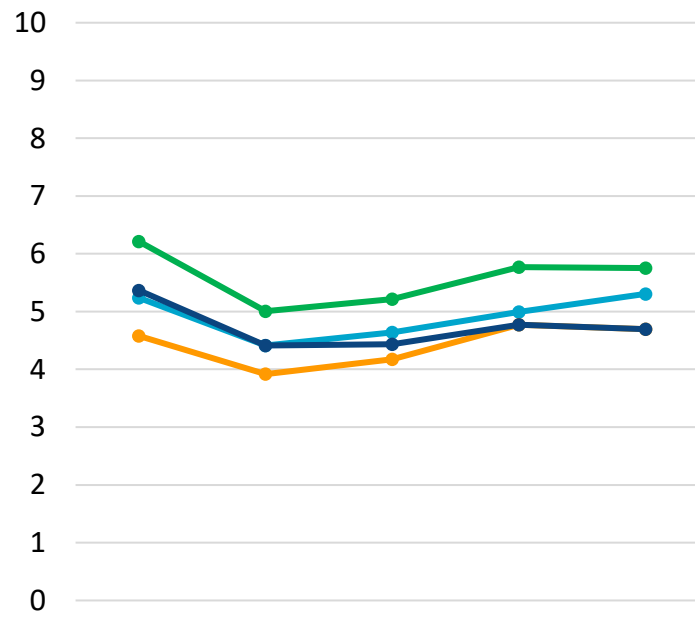


Theme: Morale

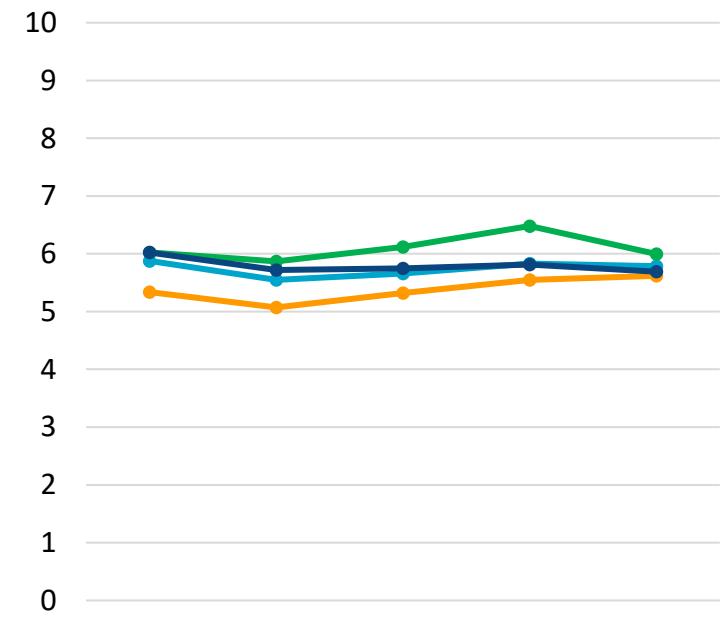
Thinking about leaving



Work pressure



Stressors



	2020	2021	2022	2023	2024
Your org	6.23	5.52	5.45	5.60	5.18
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	2651	2523	2177	2411	2221

	2020	2021	2022	2023	2024
Your org	5.37	4.41	4.44	4.77	4.69
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	2699	2586	2185	2419	2225

	2020	2021	2022	2023	2024
Your org	6.02	5.72	5.75	5.82	5.69
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	2687	2579	2183	2416	2222

People Promise element – We are compassionate and inclusive



Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

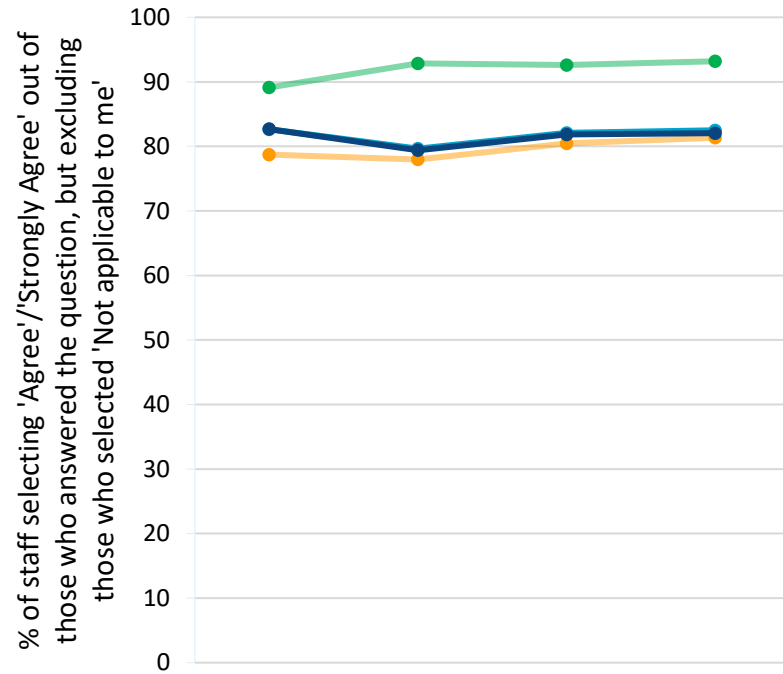
Diversity and equality – Q15, Q16a, Q16b, Q21

Inclusion – Q7h, Q7i, Q8b, Q8c

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

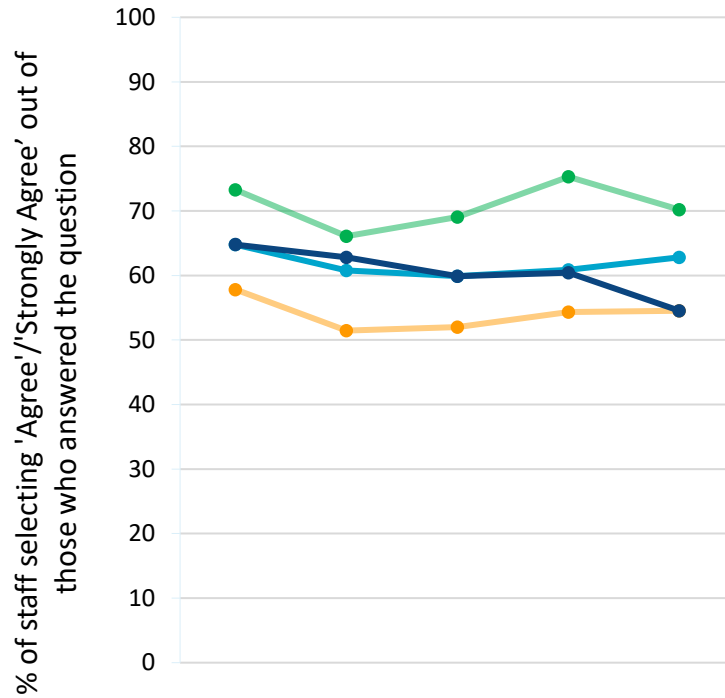


Q6a I feel that my role makes a difference to patients / service users.



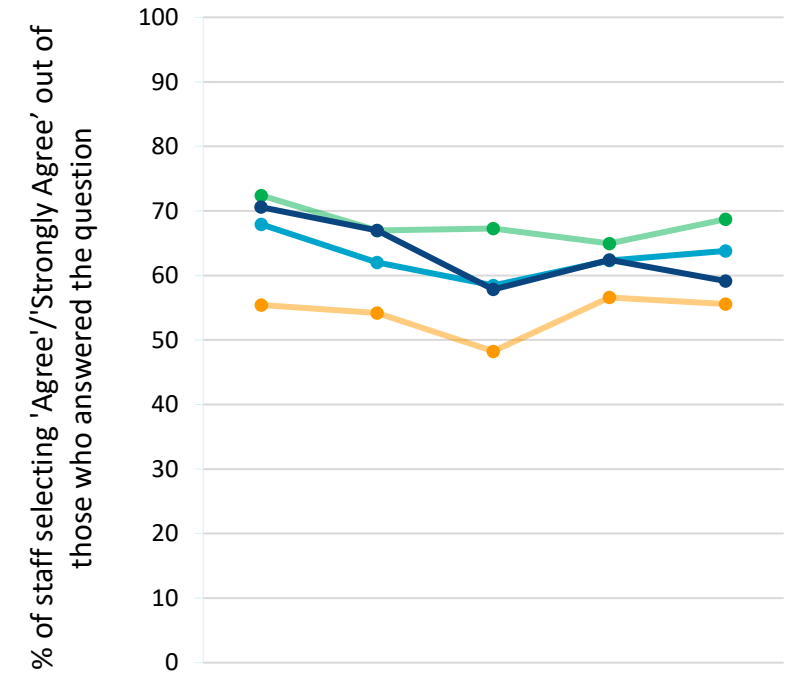
	2021	2022	2023	2024
Your org	82.66%	79.40%	81.85%	82.05%
Best result	89.12%	92.88%	92.62%	93.19%
Average result	82.66%	79.65%	82.12%	82.51%
Worst result	78.72%	77.96%	80.46%	81.35%
Responses	2499	2106	2331	2134

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



	2020	2021	2022	2023	2024
Your org	64.77%	62.80%	59.90%	60.44%	54.54%
Best result	73.30%	66.08%	69.07%	75.29%	70.18%
Average result	64.77%	60.80%	59.90%	60.89%	62.83%
Worst result	57.82%	51.46%	51.99%	54.31%	54.54%
Responses	2650	2530	2181	2405	2221

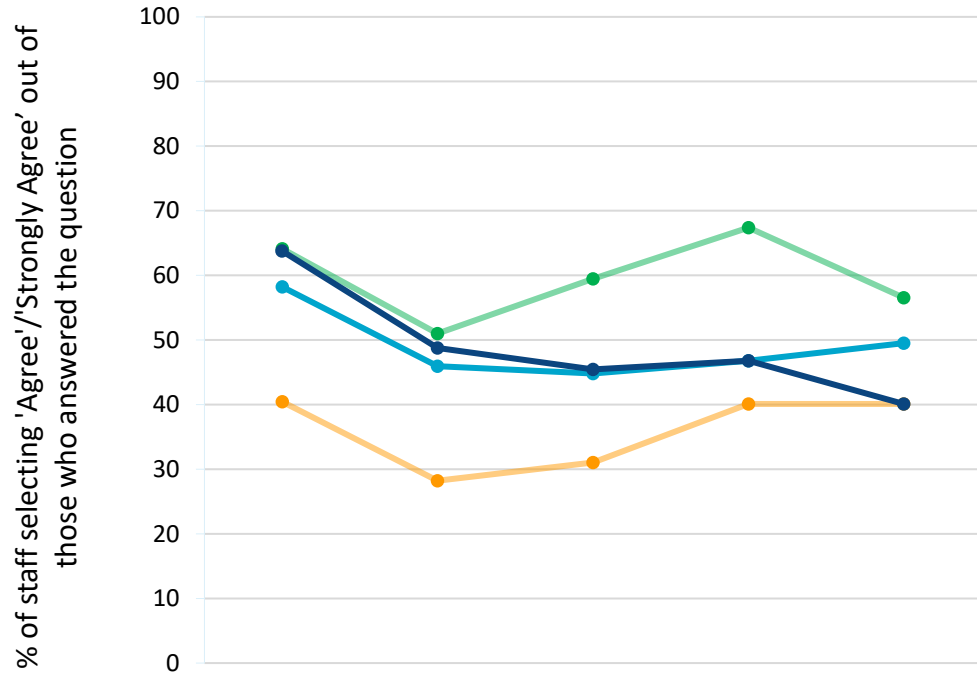
Q25b My organisation acts on concerns raised by patients / service users.



	2020	2021	2022	2023	2024
Your org	70.58%	66.96%	57.83%	62.42%	59.13%
Best result	72.40%	66.96%	67.25%	64.96%	68.73%
Average result	67.93%	62.03%	58.45%	62.32%	63.80%
Worst result	55.44%	54.17%	48.26%	56.59%	55.57%
Responses	2650	2529	2182	2406	2218

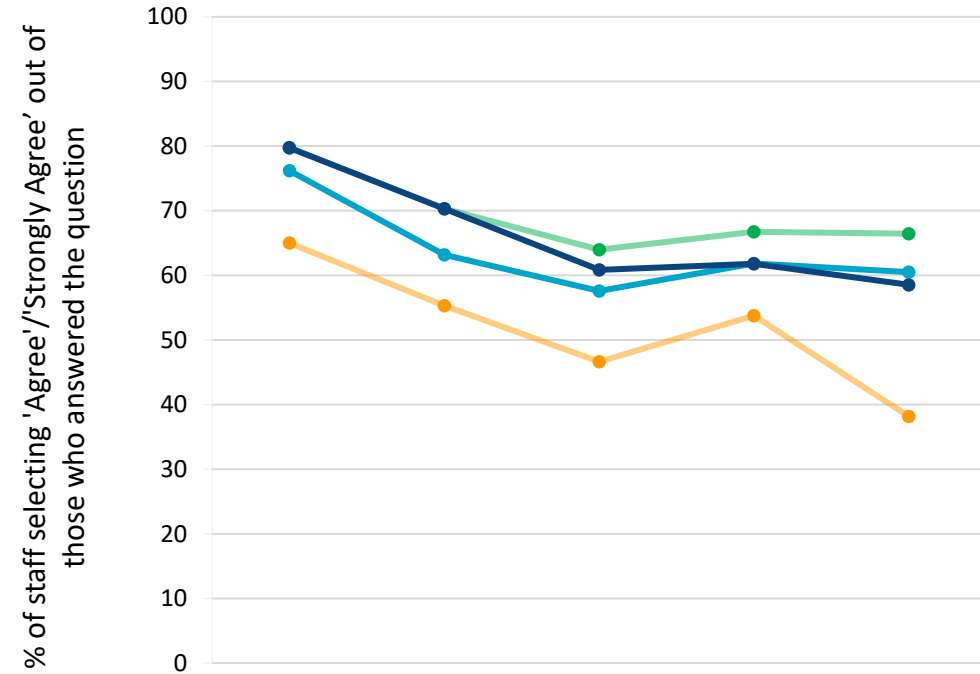


Q25c I would recommend my organisation as a place to work.



	2020	2021	2022	2023	2024
Your org	63.77%	48.76%	45.47%	46.78%	40.10%
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	2651	2527	2183	2409	2222

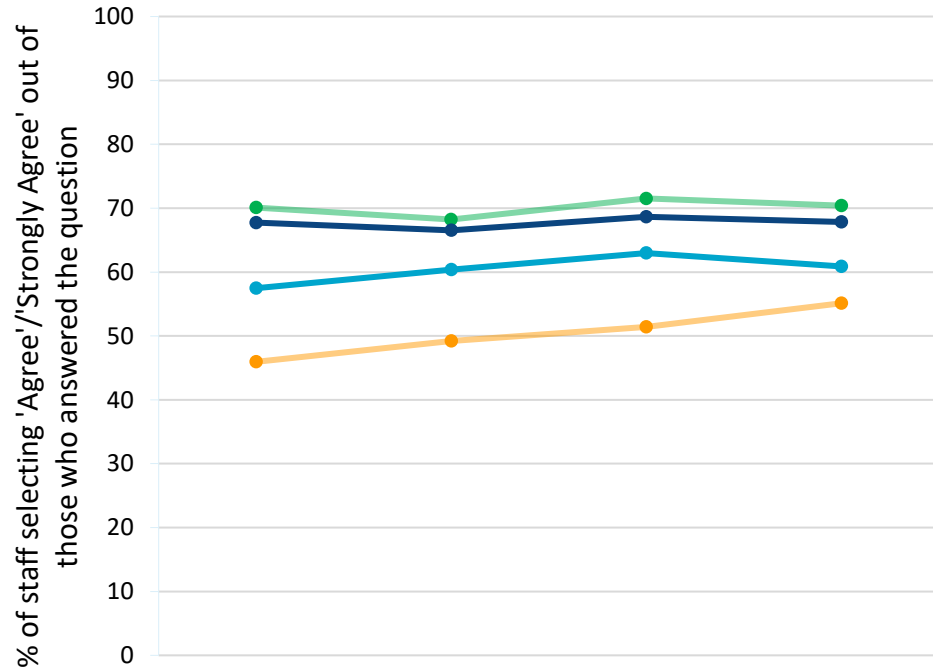
Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2020	2021	2022	2023	2024
Your org	79.73%	70.31%	60.83%	61.77%	58.54%
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	2653	2527	2183	2407	2220

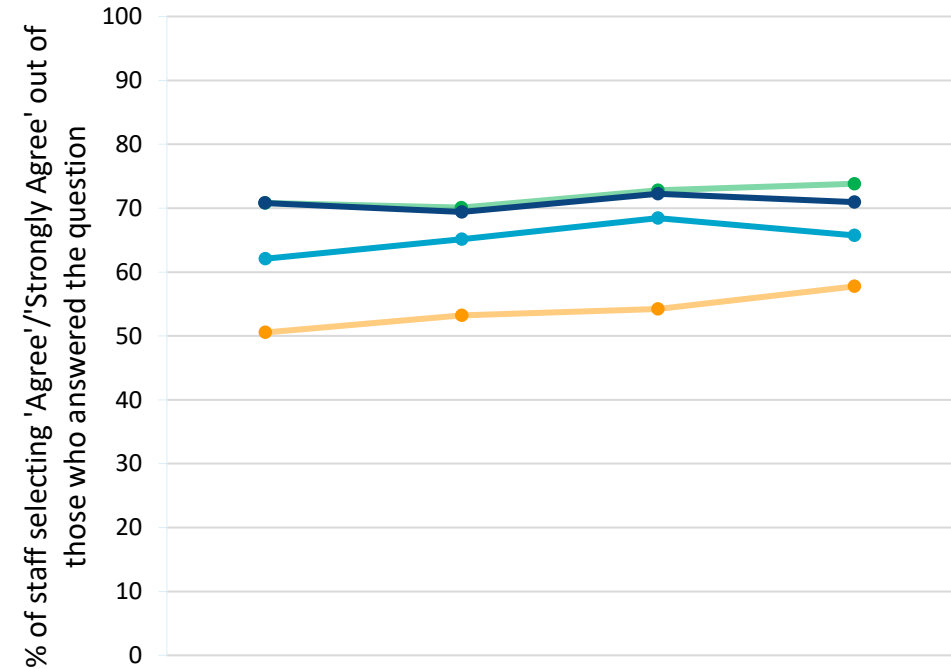


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	67.73%	66.53%	68.65%	67.87%
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	2552	2180	2417	2221

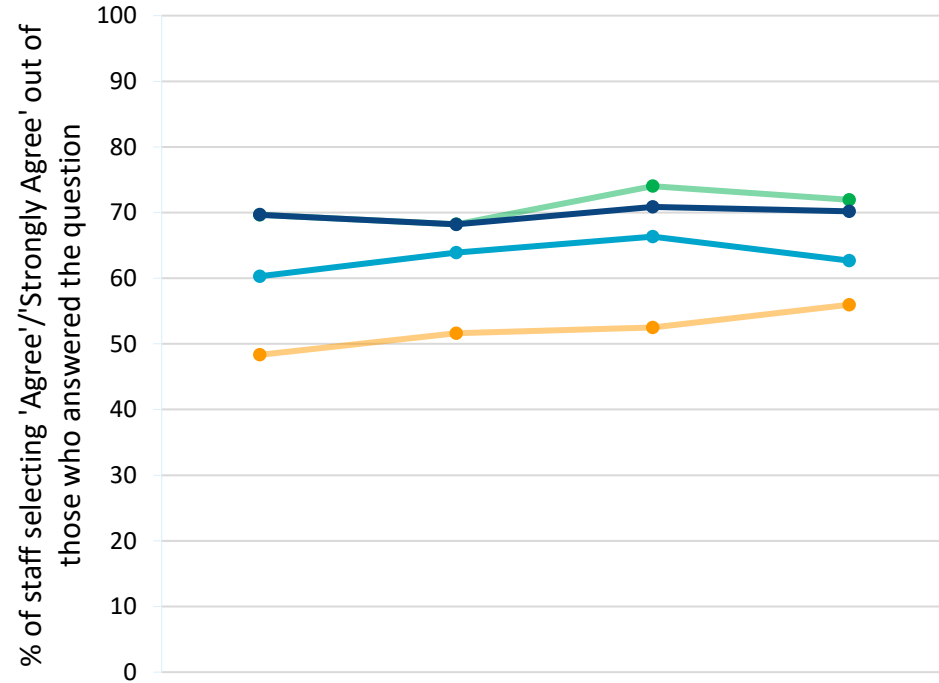
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	70.82%	69.41%	72.25%	70.96%
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	2554	2182	2416	2223

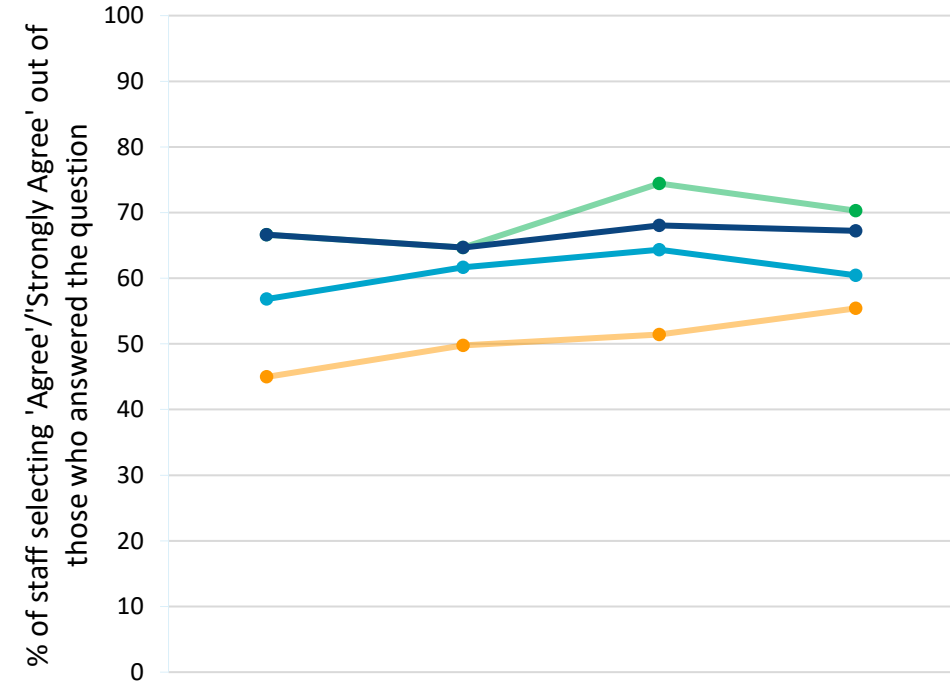


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	69.66%	68.21%	70.86%	70.18%
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	2549	2185	2414	2224

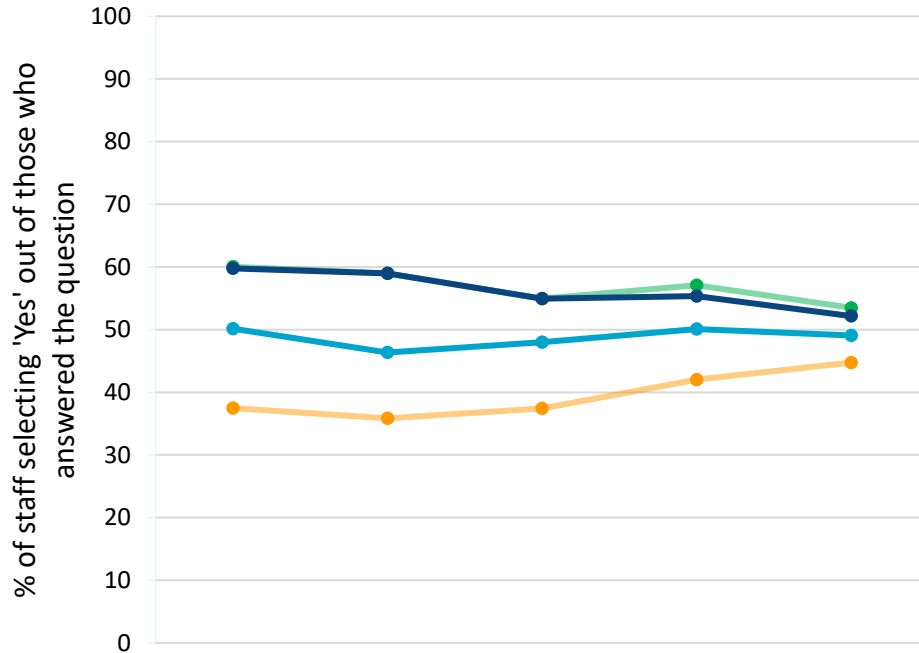
Q9i My immediate manager takes effective action to help me with any problems I face.



	2021	2022	2023	2024
Your org	66.62%	64.67%	68.04%	67.21%
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	2549	2183	2416	2223

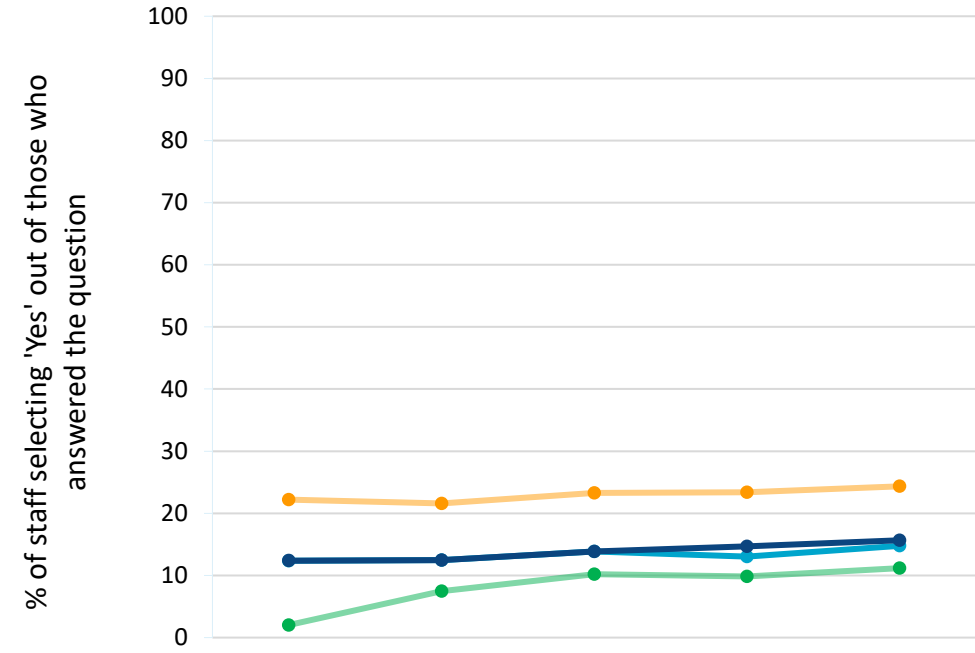


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
Your org	59.77%	59.00%	54.92%	55.35%	52.16%
Best result	60.03%	59.00%	54.92%	57.06%	53.48%
Average result	50.15%	46.35%	48.00%	50.09%	49.08%
Worst result	37.50%	35.85%	37.44%	42.03%	44.75%
Responses	2645	2526	2168	2405	2200

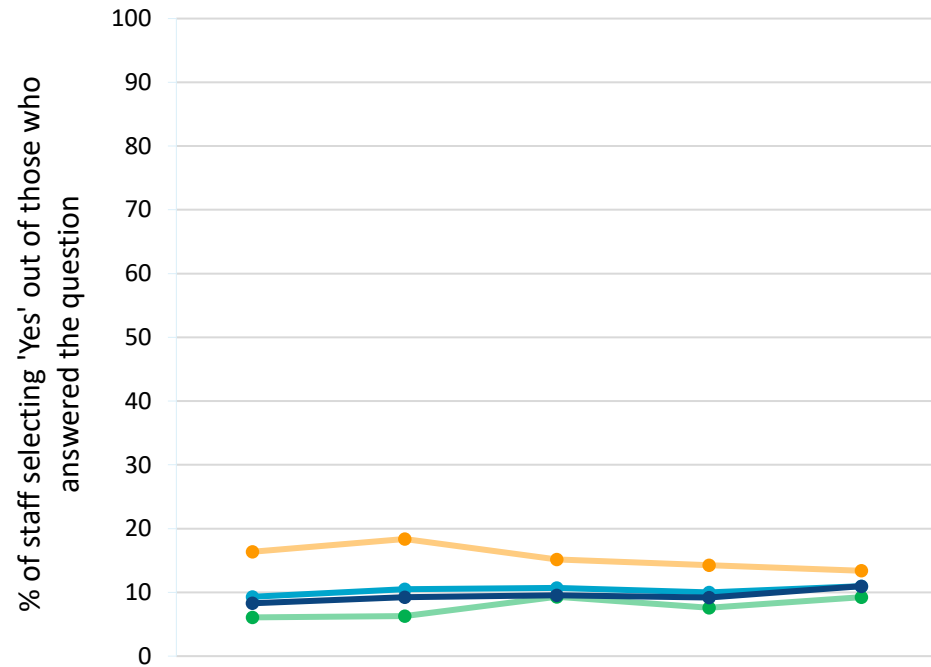
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
Your org	12.37%	12.46%	13.84%	14.67%	15.66%
Best result	2.02%	7.47%	10.18%	9.85%	11.18%
Average result	12.37%	12.46%	13.84%	13.04%	14.77%
Worst result	22.22%	21.59%	23.27%	23.38%	24.34%
Responses	2658	2537	2177	2412	2211

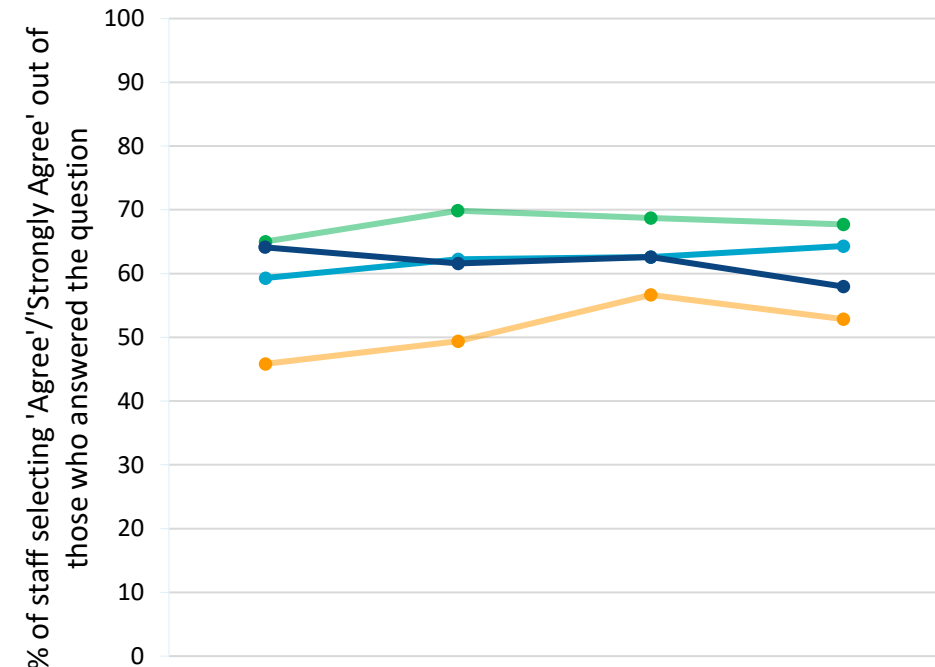


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	8.29%	9.23%	9.52%	9.19%	10.97%
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	2655	2536	2172	2398	2191

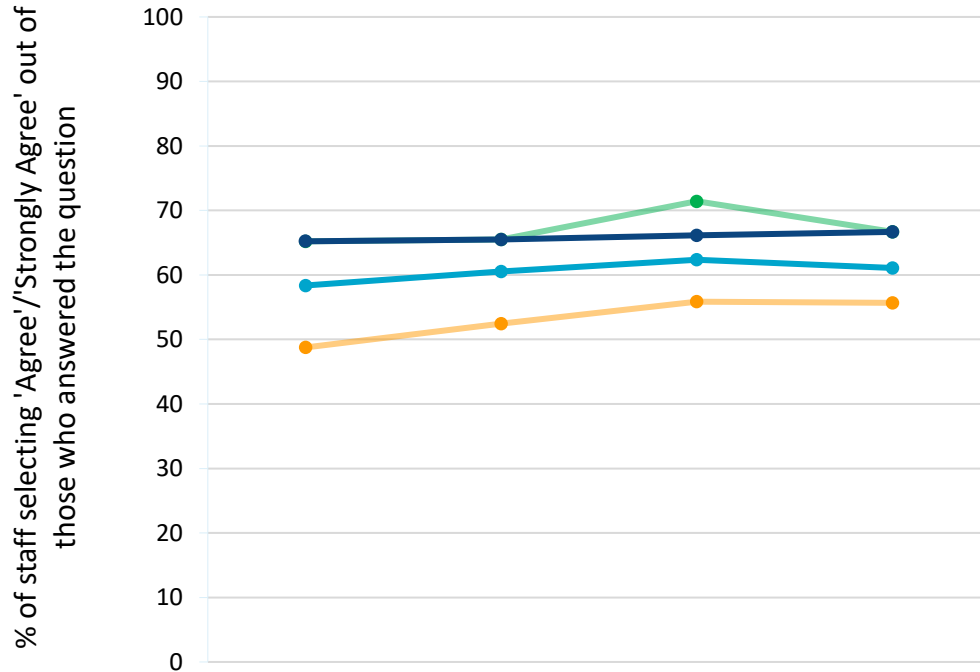
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	64.11%	61.60%	62.58%	57.96%
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	2535	2180	2412	2221

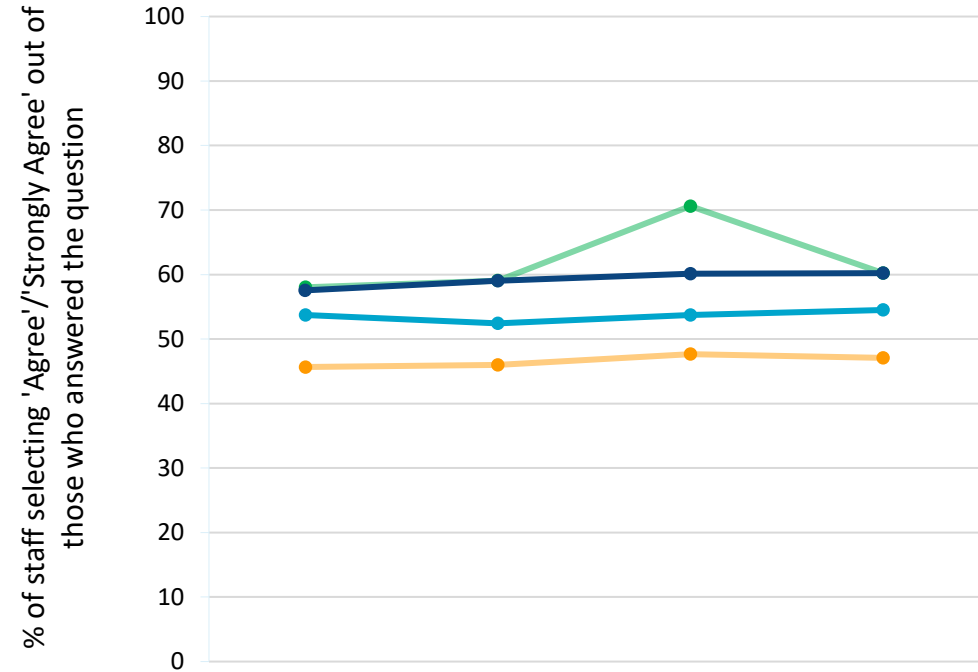


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	65.21%	65.50%	66.13%	66.67%
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	2562	2183	2413	2217

Q7i I feel a strong personal attachment to my team.

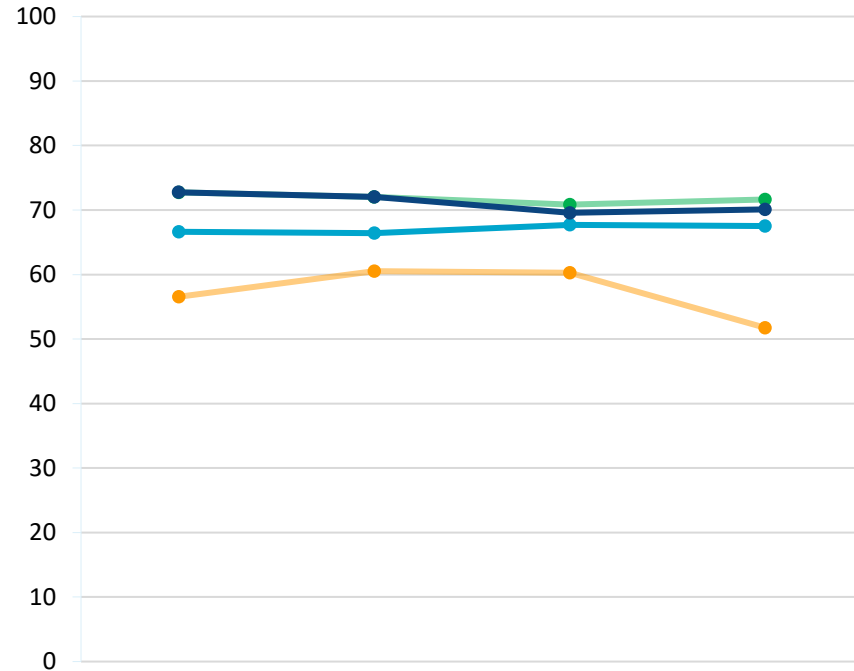


	2021	2022	2023	2024
Your org	57.55%	59.05%	60.14%	60.21%
Best result	58.03%	59.05%	70.61%	60.21%
Average result	53.74%	52.43%	53.74%	54.50%
Worst result	45.67%	45.97%	47.66%	47.07%
Responses	2562	2185	2413	2220



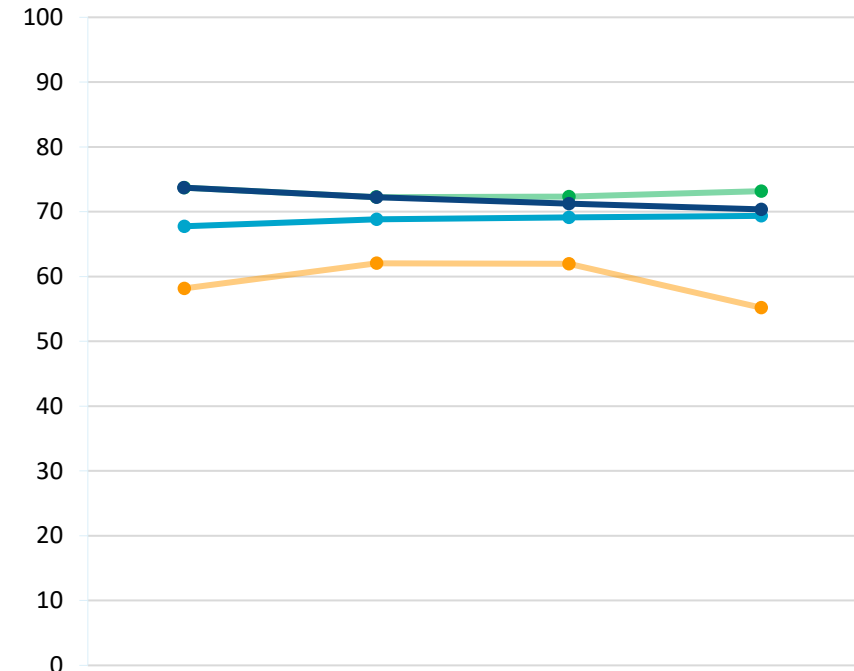
Q8b The people I work with are understanding and kind to one another.

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



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

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



	2021	2022	2023	2024
Your org	72.74%	72.03%	69.58%	70.09%
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	2563	2185	2415	2221

	2021	2022	2023	2024
Your org	73.71%	72.24%	71.23%	70.36%
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	2561	2183	2413	2221

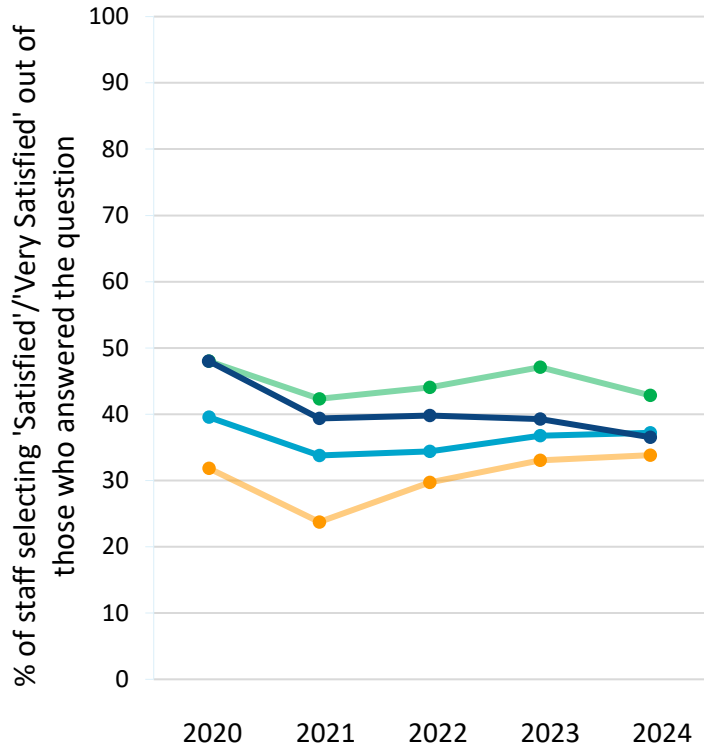
People Promise element – We are recognised and rewarded



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

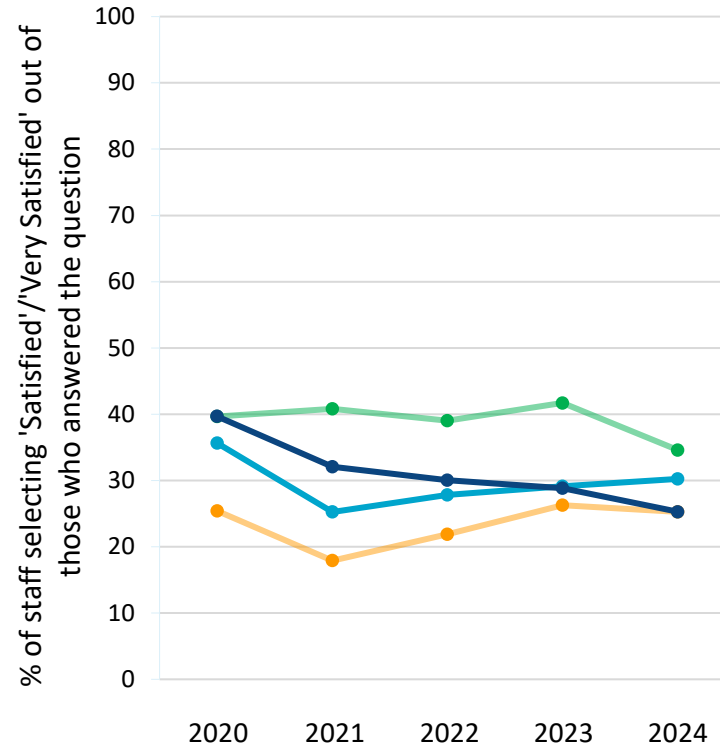


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



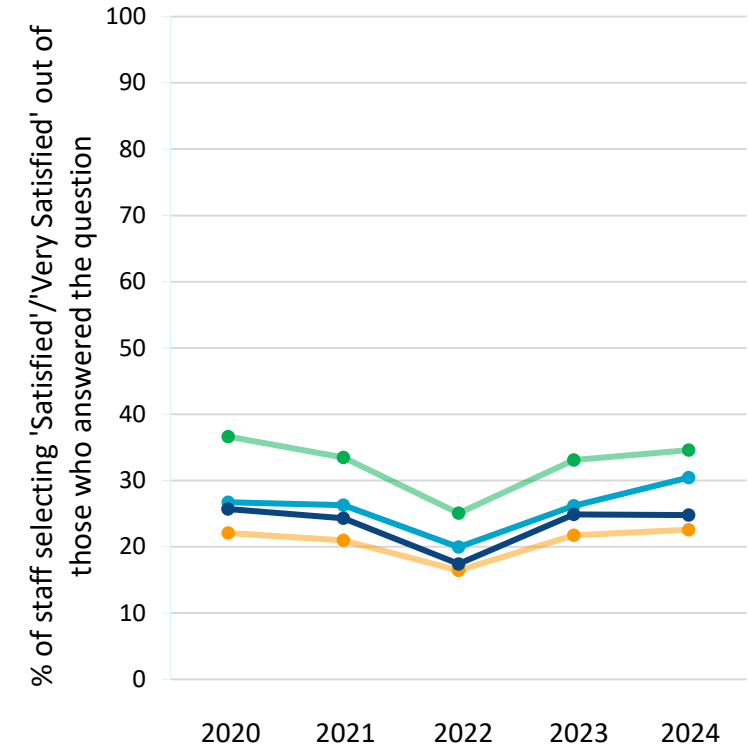
Your org	48.00%	39.36%	39.78%	39.26%	36.53%
Best result	48.00%	42.33%	44.03%	47.11%	42.85%
Average result	39.55%	33.78%	34.39%	36.74%	37.17%
Worst result	31.84%	23.74%	29.69%	33.05%	33.82%
Responses	2687	2580	2180	2410	2222

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



Your org	39.67%	32.06%	30.02%	28.84%	25.29%
Best result	39.67%	40.80%	39.05%	41.71%	34.60%
Average result	35.64%	25.25%	27.84%	29.12%	30.26%
Worst result	25.43%	17.91%	21.89%	26.27%	25.29%
Responses	2685	2581	2181	2412	2220

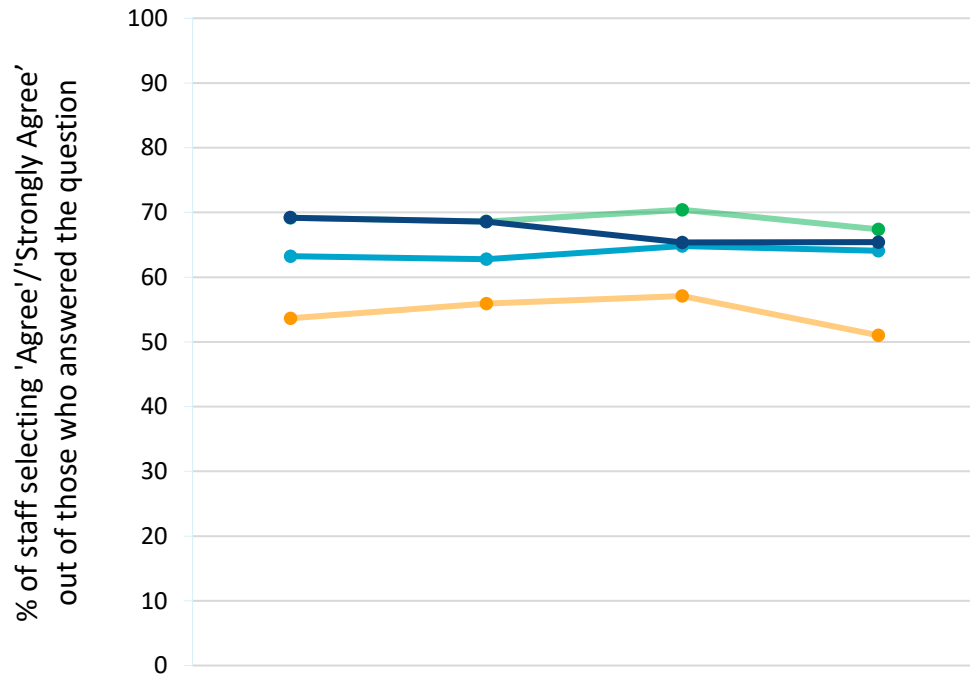
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



Your org	25.69%	24.29%	17.42%	24.86%	24.80%
Best result	36.63%	33.45%	25.06%	33.10%	34.61%
Average result	26.70%	26.30%	19.94%	26.20%	30.45%
Worst result	22.08%	20.97%	16.43%	21.73%	22.58%
Responses	2684	2575	2182	2411	2221

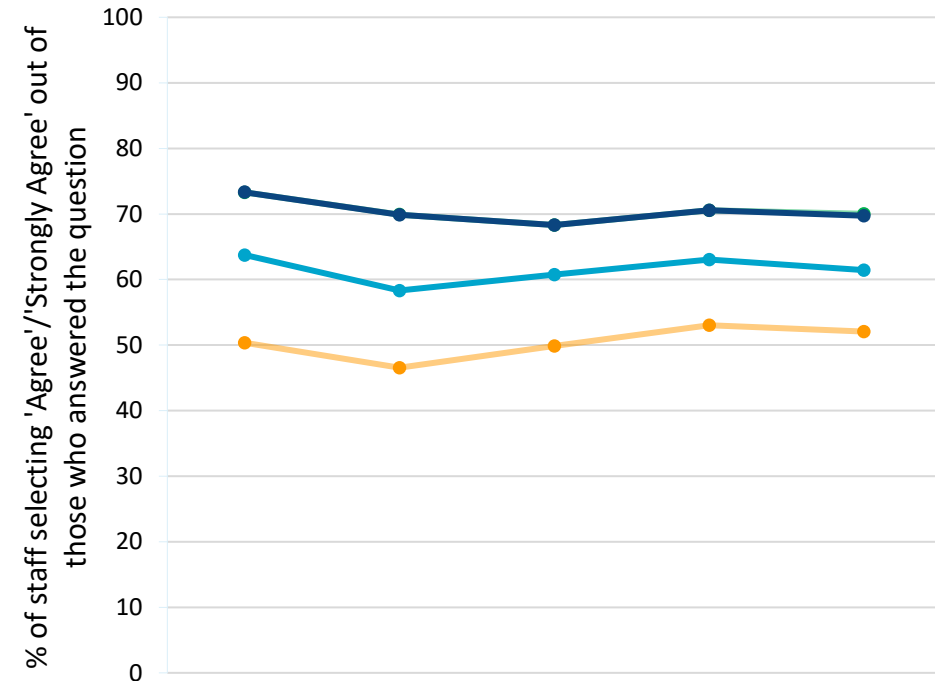


Q8d The people I work with show appreciation to one another.



	2021	2022	2023	2024
Your org	69.18%	68.60%	65.36%	65.41%
Best result	69.18%	68.60%	70.41%	67.39%
Average result	63.25%	62.77%	64.81%	64.09%
Worst result	53.64%	55.92%	57.09%	51.02%
Responses	2563	2182	2409	2220

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
Your org	73.30%	69.90%	68.31%	70.55%	69.72%
Best result	73.30%	69.90%	68.31%	70.55%	70.03%
Average result	63.74%	58.33%	60.74%	63.04%	61.45%
Worst result	50.34%	46.55%	49.87%	53.03%	52.08%
Responses	2674	2552	2181	2411	2223

People Promise element – We each have a voice that counts



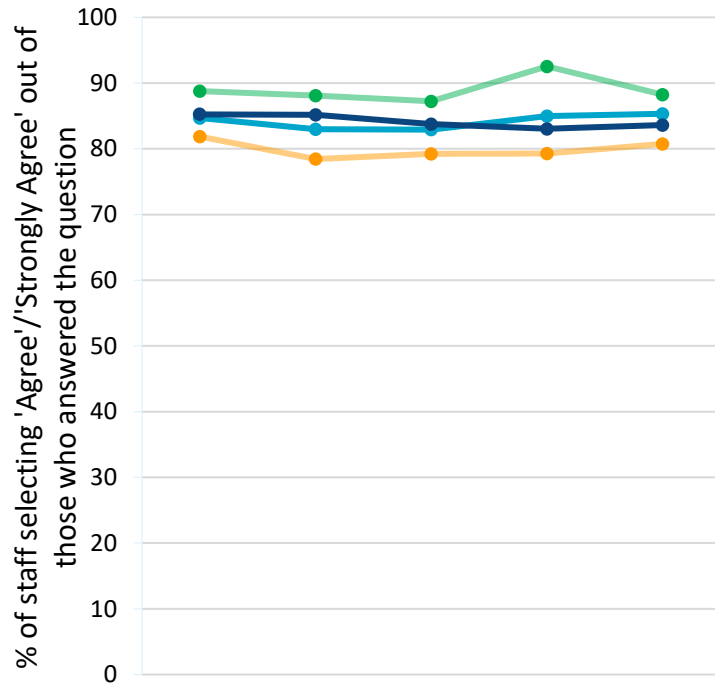
Questions included:

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

Raising concerns – Q20a, Q20b, Q25e, Q25f

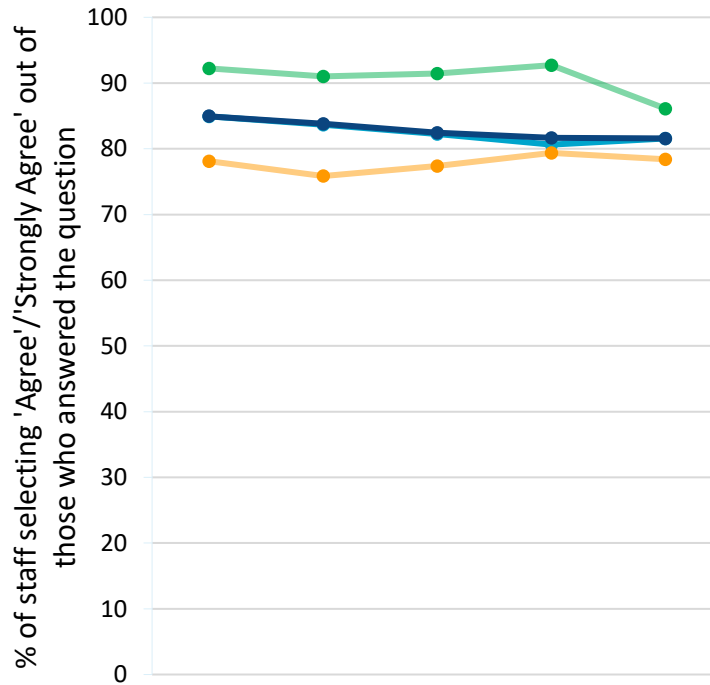


Q3a I always know what my work responsibilities are.



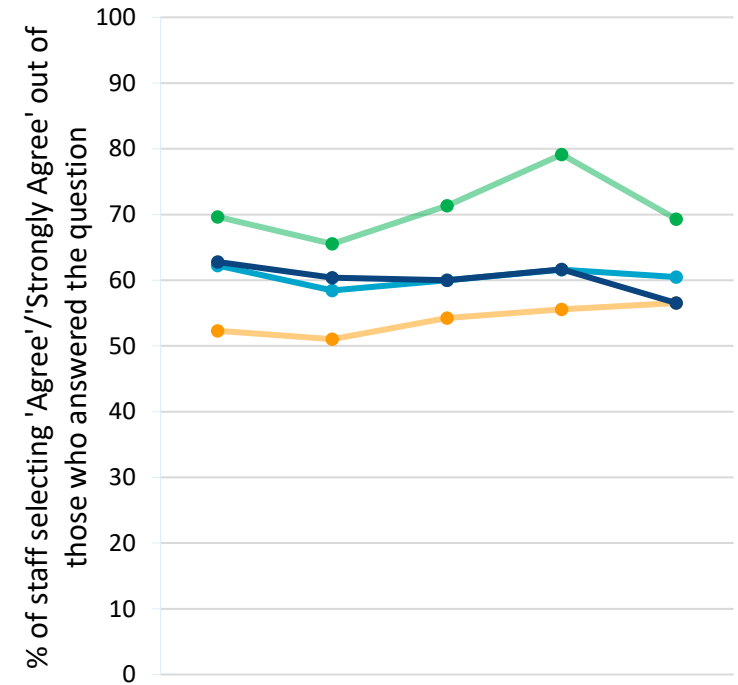
	2020	2021	2022	2023	2024
Your org	85.23%	85.16%	83.75%	83.05%	83.59%
Best result	88.77%	88.08%	87.23%	92.54%	88.23%
Average result	84.70%	82.98%	82.91%	85.00%	85.32%
Worst result	81.86%	78.43%	79.22%	79.28%	80.73%
Responses	2702	2574	2183	2418	2225

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
Your org	84.93%	83.79%	82.43%	81.65%	81.57%
Best result	92.24%	90.99%	91.47%	92.72%	86.11%
Average result	84.93%	83.65%	82.26%	80.63%	81.57%
Worst result	78.12%	75.85%	77.39%	79.37%	78.41%
Responses	2699	2585	2184	2419	2222

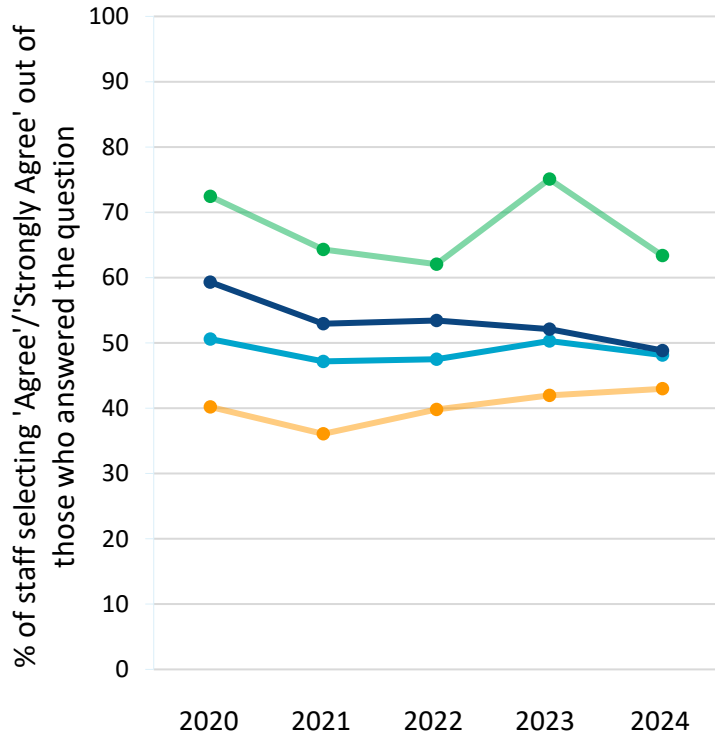
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
Your org	62.77%	60.39%	59.97%	61.64%	56.52%
Best result	69.62%	65.53%	71.36%	79.13%	69.30%
Average result	62.23%	58.44%	59.97%	61.60%	60.46%
Worst result	52.32%	51.02%	54.24%	55.55%	56.52%
Responses	2693	2584	2180	2411	2222

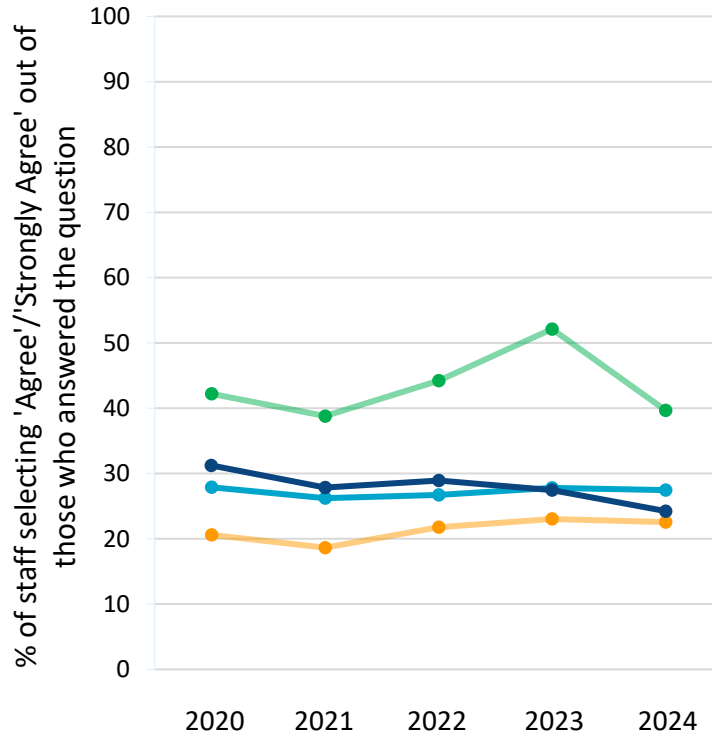


Q3d I am able to make suggestions to improve the work of my team / department.



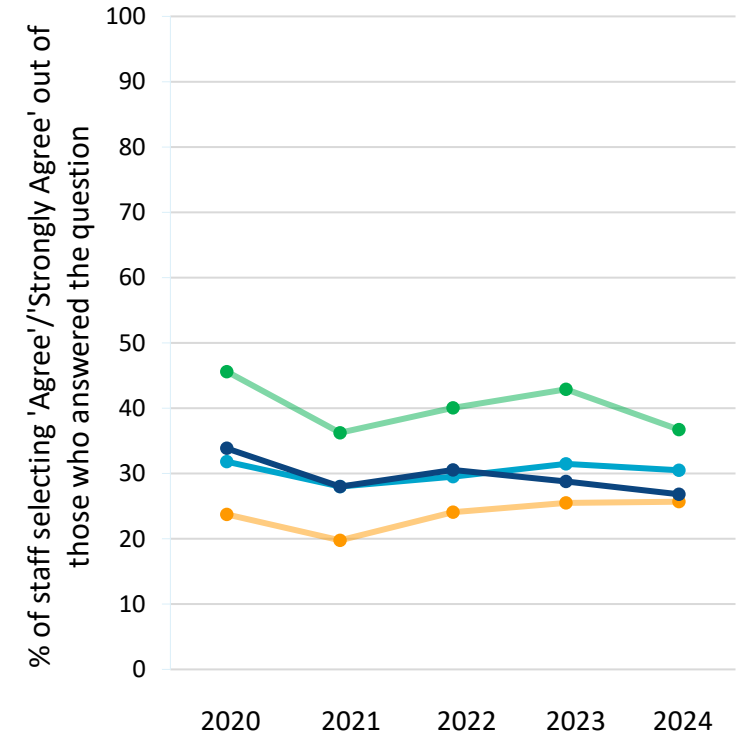
	2020	2021	2022	2023	2024
Your org	59.30%	52.91%	53.45%	52.09%	48.84%
Best result	72.46%	64.33%	62.06%	75.08%	63.37%
Average result	50.59%	47.17%	47.48%	50.28%	48.15%
Worst result	40.20%	36.07%	39.79%	41.95%	42.97%
Responses	2700	2585	2185	2416	2226

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



	2020	2021	2022	2023	2024
Your org	31.23%	27.85%	28.95%	27.45%	24.24%
Best result	42.20%	38.80%	44.19%	52.13%	39.67%
Average result	27.89%	26.22%	26.73%	27.78%	27.46%
Worst result	20.60%	18.65%	21.76%	23.03%	22.58%
Responses	2695	2583	2183	2418	2225

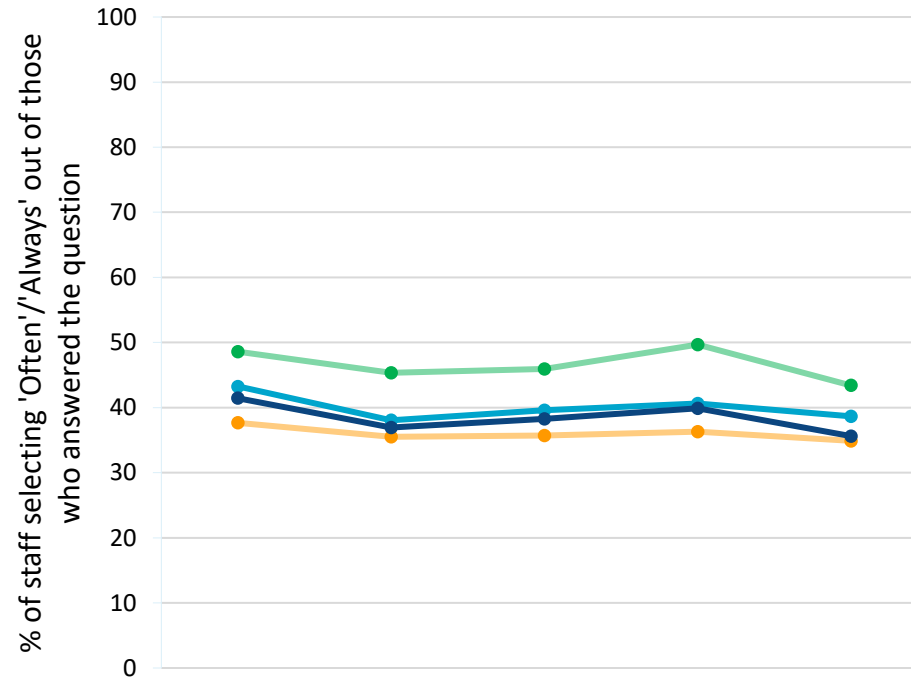
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
Your org	33.83%	28.00%	30.56%	28.79%	26.82%
Best result	45.61%	36.25%	40.07%	42.89%	36.73%
Average result	31.80%	28.00%	29.52%	31.50%	30.48%
Worst result	23.72%	19.77%	24.09%	25.50%	25.68%
Responses	2697	2581	2182	2416	2224



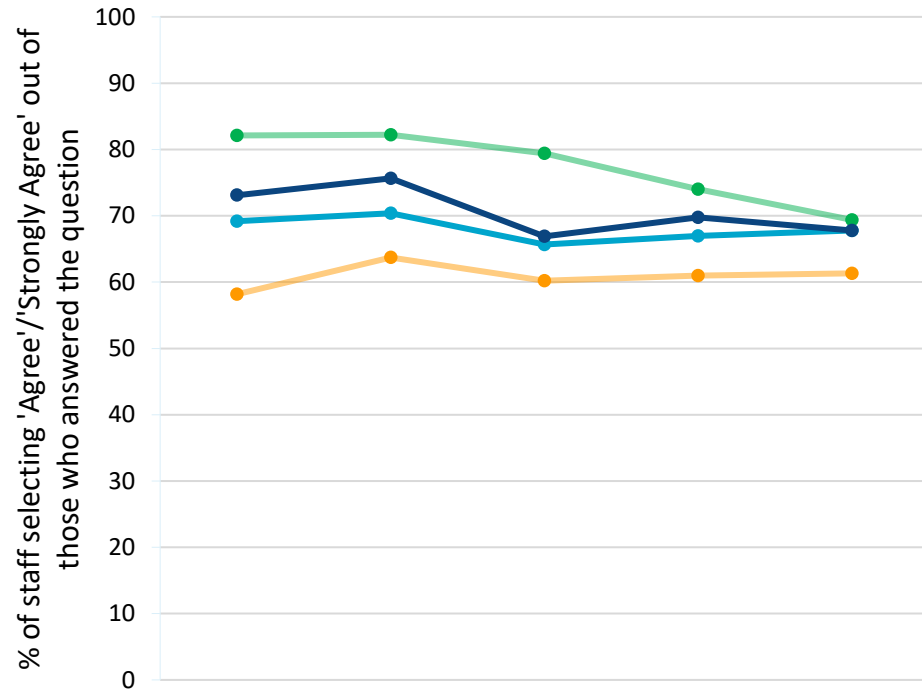
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
Your org	41.43%	36.94%	38.27%	39.90%	35.62%
Best result	48.61%	45.35%	45.96%	49.68%	43.41%
Average result	43.26%	38.05%	39.58%	40.63%	38.66%
Worst result	37.66%	35.51%	35.73%	36.32%	34.90%
Responses	2686	2574	2180	2411	2222

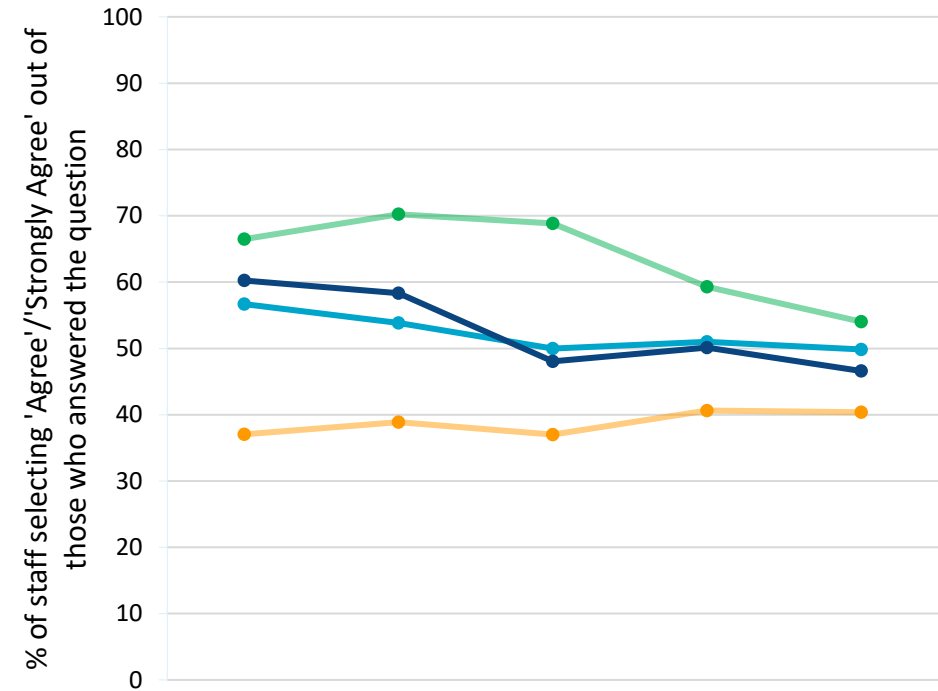


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
Your org	73.10%	75.65%	66.89%	69.75%	67.78%
Best result	82.10%	82.22%	79.44%	74.02%	69.39%
Average result	69.21%	70.38%	65.67%	66.94%	67.78%
Worst result	58.17%	63.71%	60.22%	60.97%	61.34%
Responses	2656	2529	2185	2408	2220

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

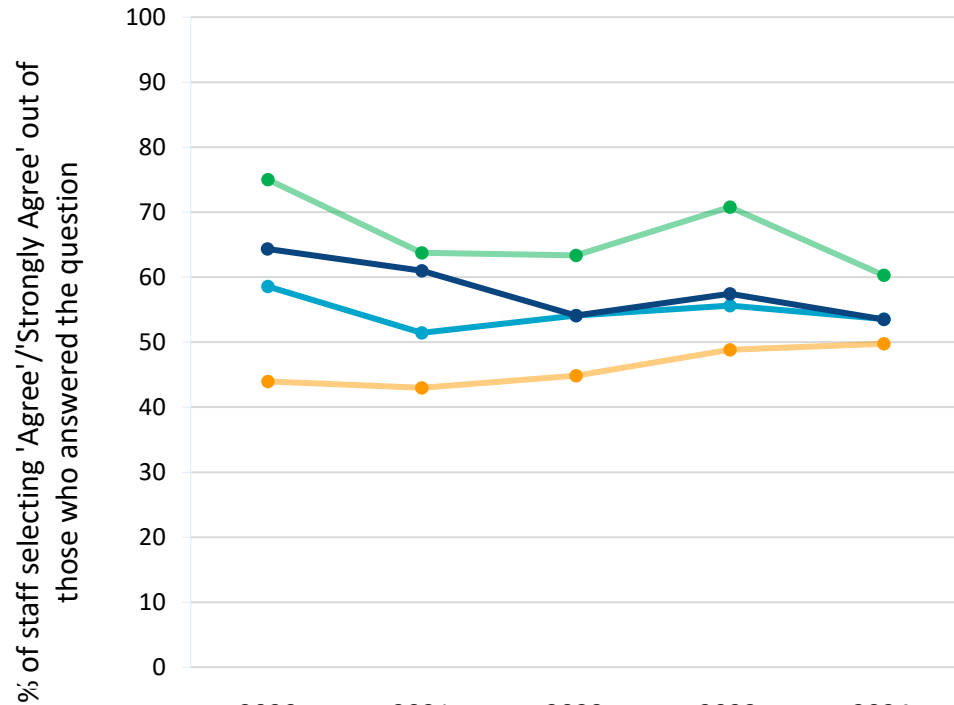


	2020	2021	2022	2023	2024
Your org	60.24%	58.35%	48.05%	50.11%	46.59%
Best result	66.48%	70.23%	68.86%	59.28%	54.02%
Average result	56.68%	53.83%	49.98%	51.01%	49.85%
Worst result	37.04%	38.88%	37.00%	40.63%	40.36%
Responses	2657	2530	2185	2406	2219

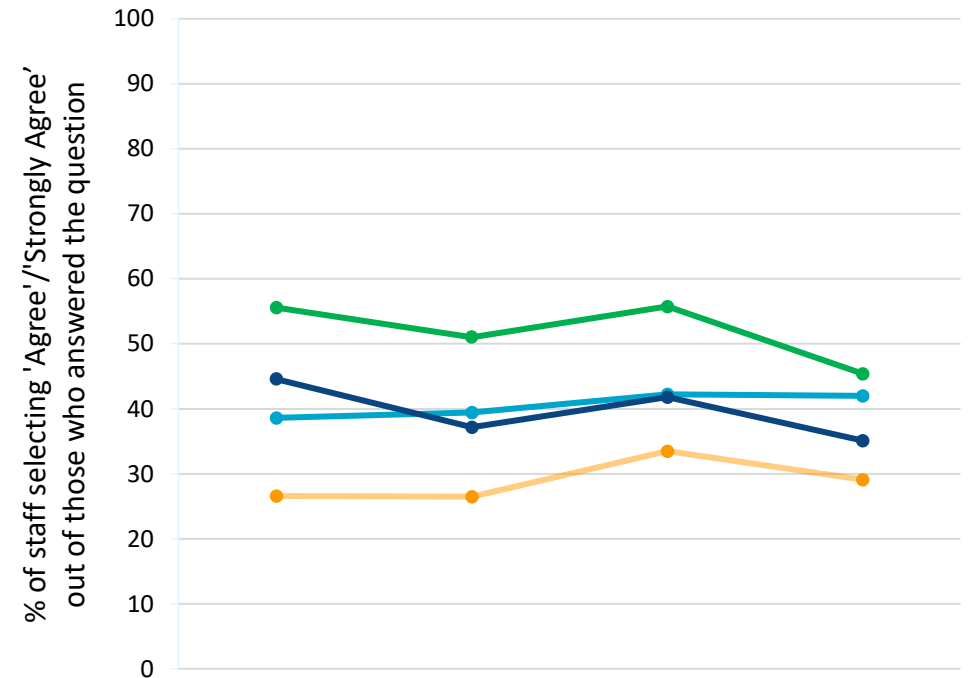


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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



	2020	2021	2022	2023	2024
Your org	64.34%	60.99%	54.12%	57.43%	53.49%
Best result	75.02%	63.77%	63.33%	70.78%	60.28%
Average result	58.57%	51.43%	54.12%	55.62%	53.56%
Worst result	43.98%	42.98%	44.82%	48.84%	49.75%
Responses	2649	2528	2182	2406	2217



	2021	2022	2023	2024
Your org	44.56%	37.19%	41.79%	35.11%
Best result	55.57%	51.01%	55.75%	45.40%
Average result	38.61%	39.46%	42.22%	42.01%
Worst result	26.59%	26.48%	33.50%	29.08%
Responses	2531	2183	2403	2220

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

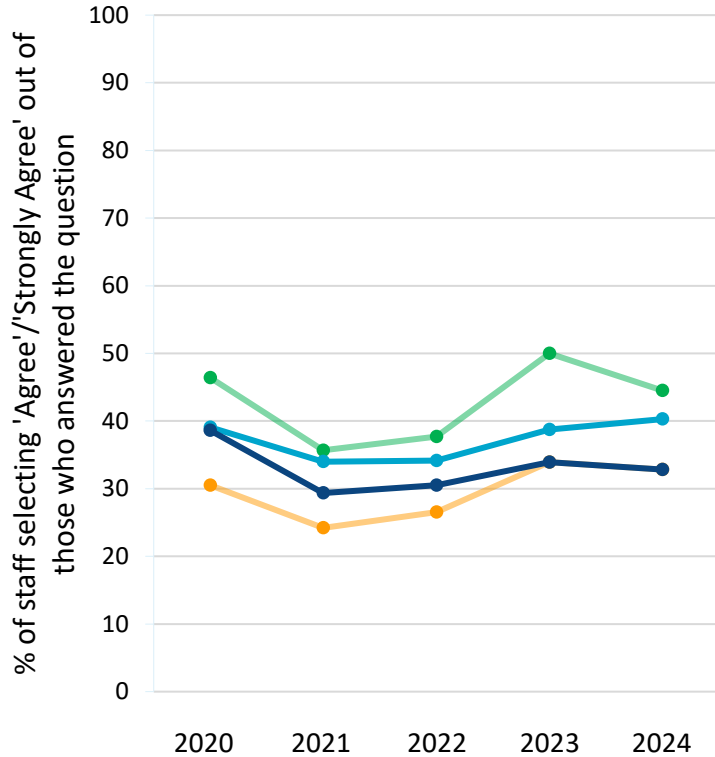
Other questions:* Q17a, Q17b, Q22

*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.

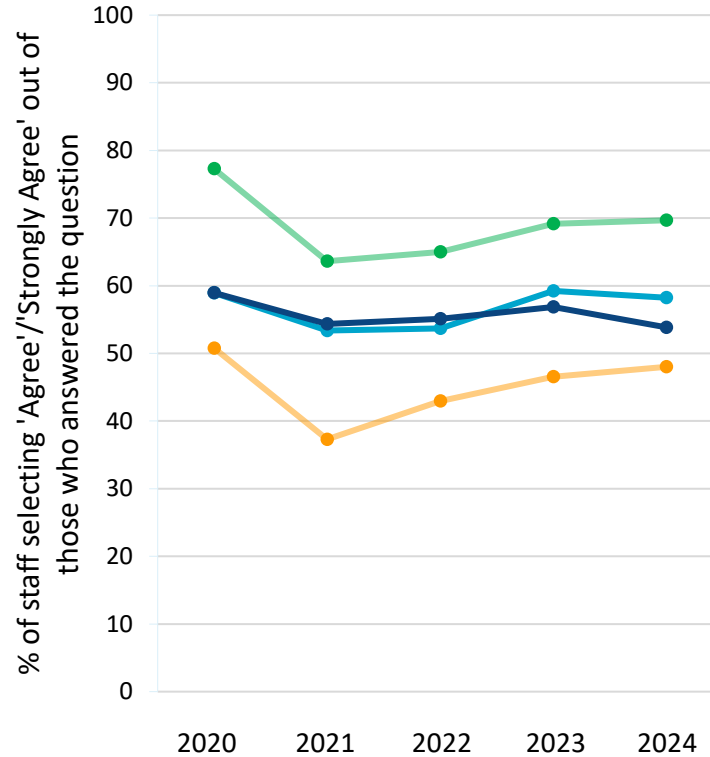


Q3g I am able to meet all the conflicting demands on my time at work.



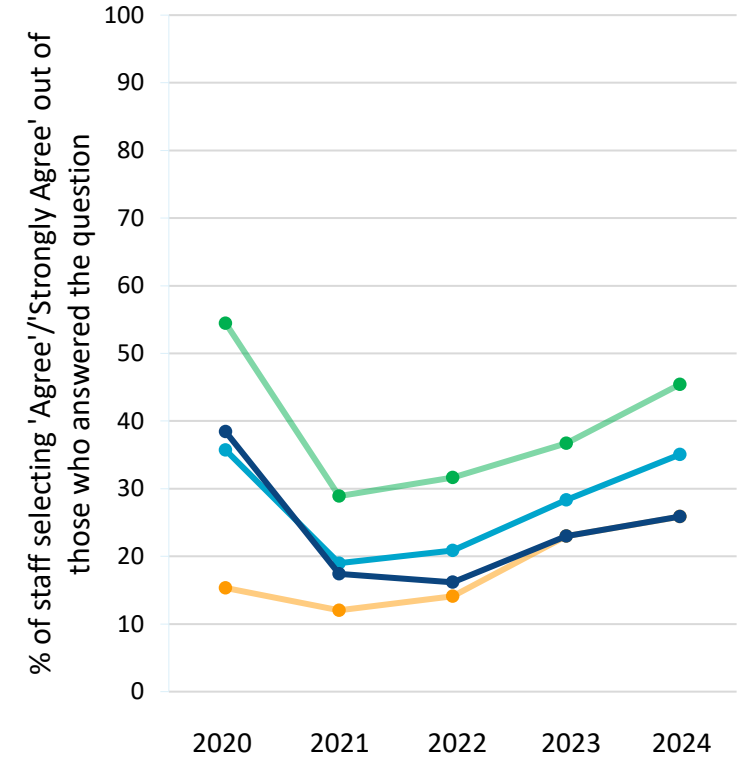
Responses	2692	2582	2183	2415	2220
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Q3h I have adequate materials, supplies and equipment to do my work.



Responses	2694	2584	2183	2417	2221
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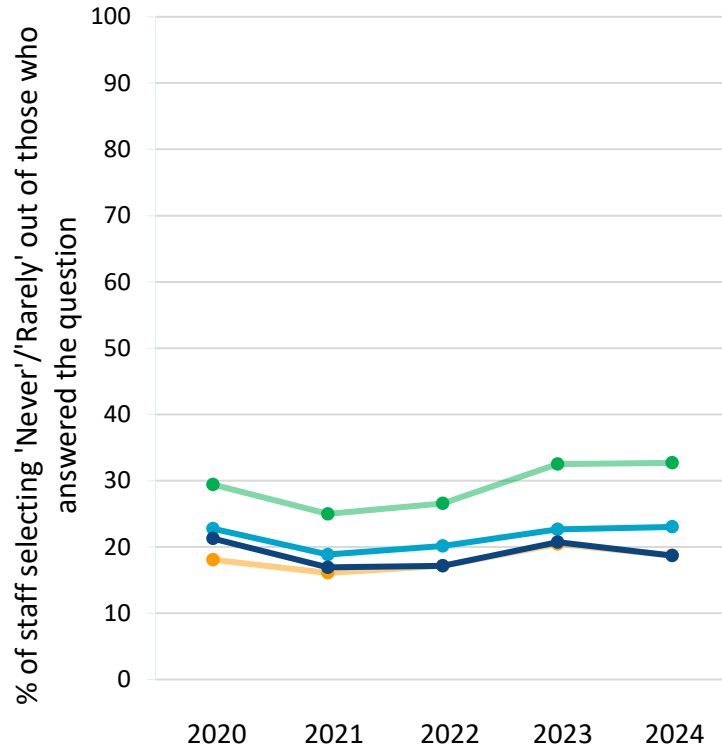
Q3i There are enough staff at this organisation for me to do my job properly.



Responses	2696	2582	2182	2416	2222
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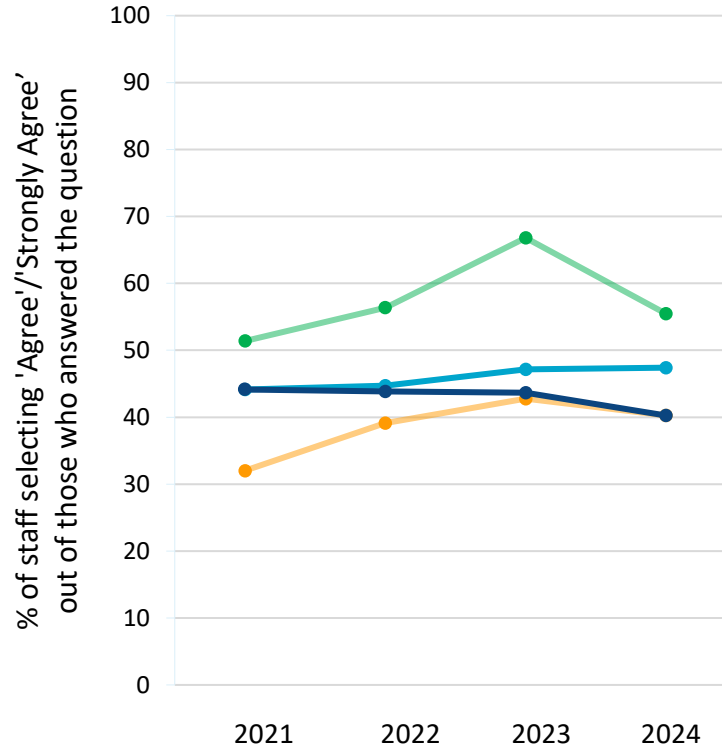
Q5a I have unrealistic time pressures.



Your org	21.26%	16.92%	17.14%	20.74%	18.67%
Best result	29.43%	24.99%	26.55%	32.50%	32.68%
Average result	22.73%	18.86%	20.13%	22.64%	23.02%
Worst result	18.07%	16.08%	17.14%	20.44%	18.67%

Responses 2686 2570 2179 2412 2219

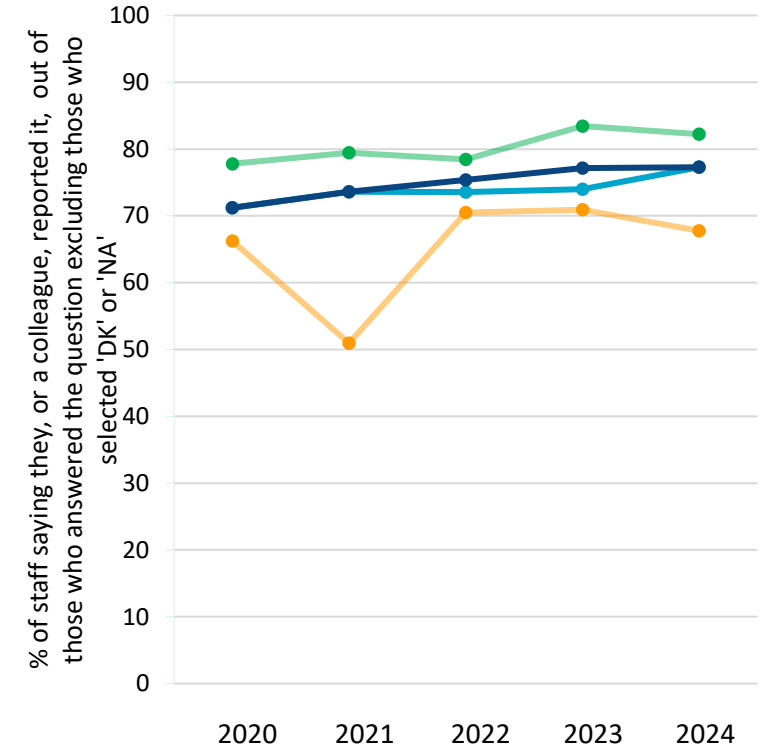
Q11a My organisation takes positive action on health and well-being.



Your org	44.14%	43.85%	43.65%	40.26%
Best result	51.39%	56.36%	66.80%	55.46%
Average result	44.14%	44.72%	47.15%	47.40%
Worst result	32.02%	39.10%	42.78%	40.26%

Responses 2477 2134 2415 2221

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



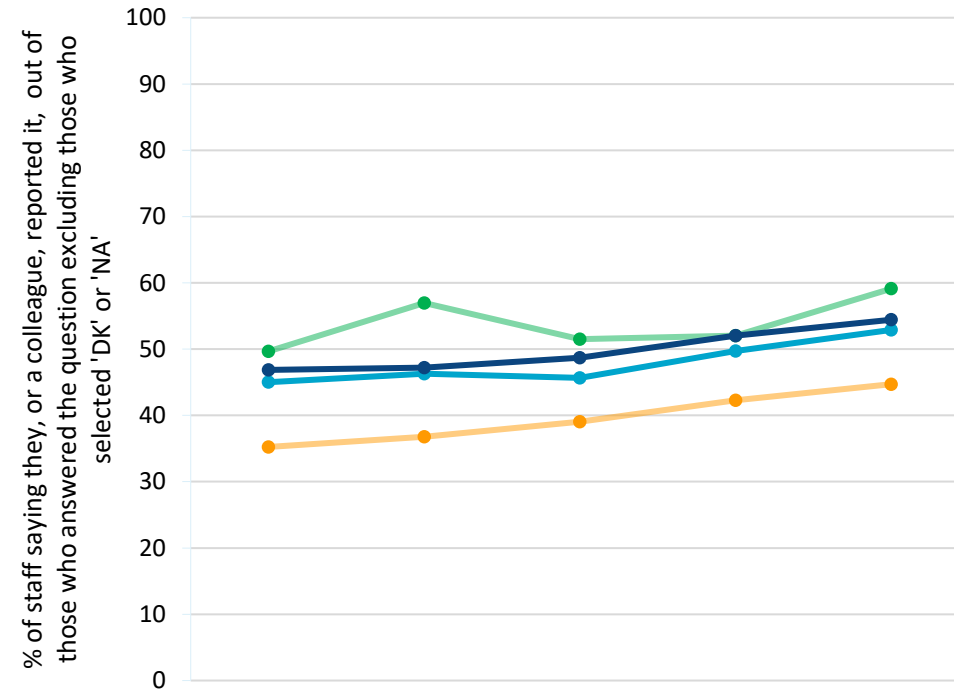
Your org	71.21%	73.59%	75.39%	77.14%	77.27%
Best result	77.80%	79.45%	78.46%	83.44%	82.23%
Average result	71.21%	73.59%	73.56%	74.01%	77.27%
Worst result	66.22%	50.94%	70.48%	70.91%	67.77%

Responses 659 577 438 386 496

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?

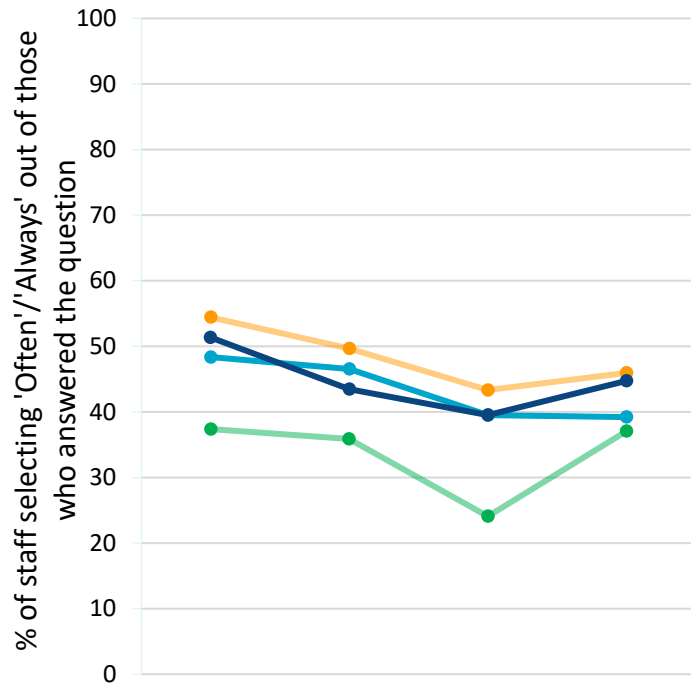


	2020	2021	2022	2023	2024
Your org	46.87%	47.23%	48.70%	52.02%	54.44%
Best result	49.67%	56.97%	51.49%	52.02%	59.12%
Average result	45.01%	46.28%	45.66%	49.70%	52.90%
Worst result	35.25%	36.77%	39.05%	42.29%	44.71%
Responses	1127	1137	920	870	986

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

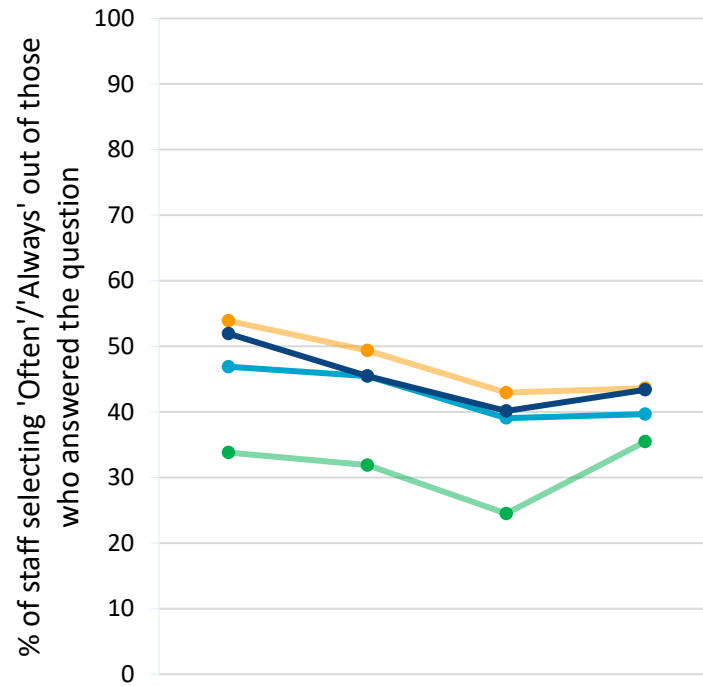


Q12a How often, if at all, do you find your work emotionally exhausting?



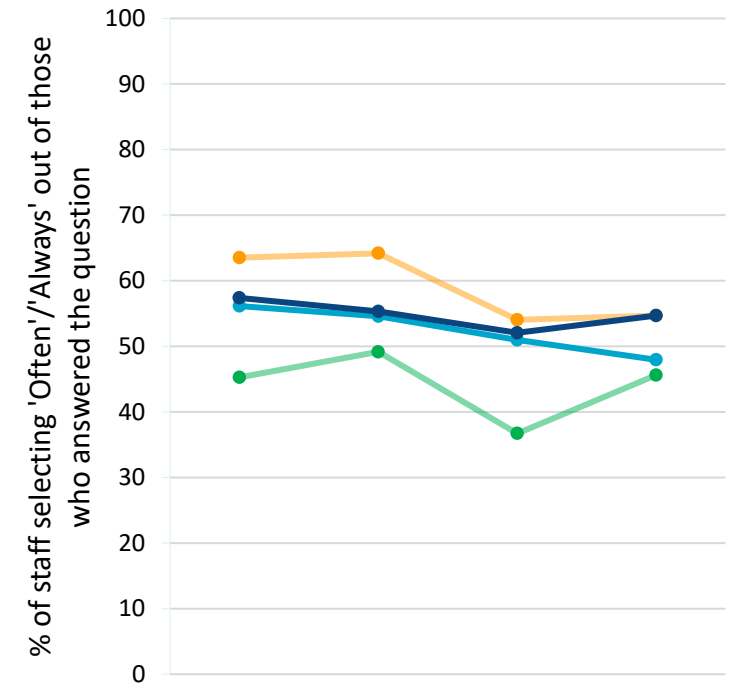
	2021	2022	2023	2024
Your org	51.35%	43.49%	39.51%	44.72%
Best result	37.38%	35.88%	24.08%	37.09%
Average result	48.36%	46.54%	39.51%	39.21%
Worst result	54.43%	49.66%	43.34%	45.93%
Responses	2539	2186	2419	2226

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



	2021	2022	2023	2024
Your org	51.92%	45.48%	40.14%	43.38%
Best result	33.80%	31.89%	24.50%	35.45%
Average result	46.89%	45.48%	39.05%	39.63%
Worst result	53.88%	49.38%	42.95%	43.59%
Responses	2543	2182	2417	2221

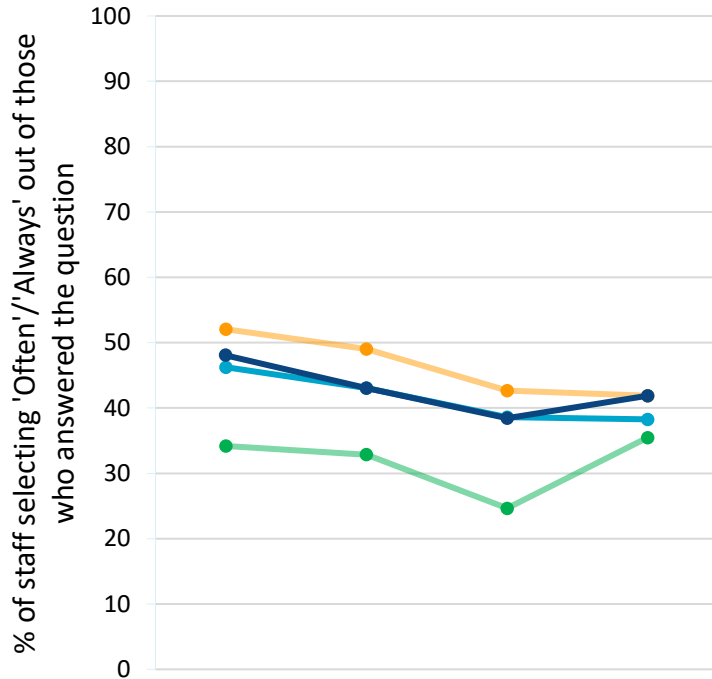
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
Your org	57.38%	55.33%	52.07%	54.70%
Best result	45.27%	49.17%	36.71%	45.62%
Average result	56.14%	54.60%	51.00%	47.95%
Worst result	63.51%	64.18%	54.05%	54.70%
Responses	2543	2182	2416	2224

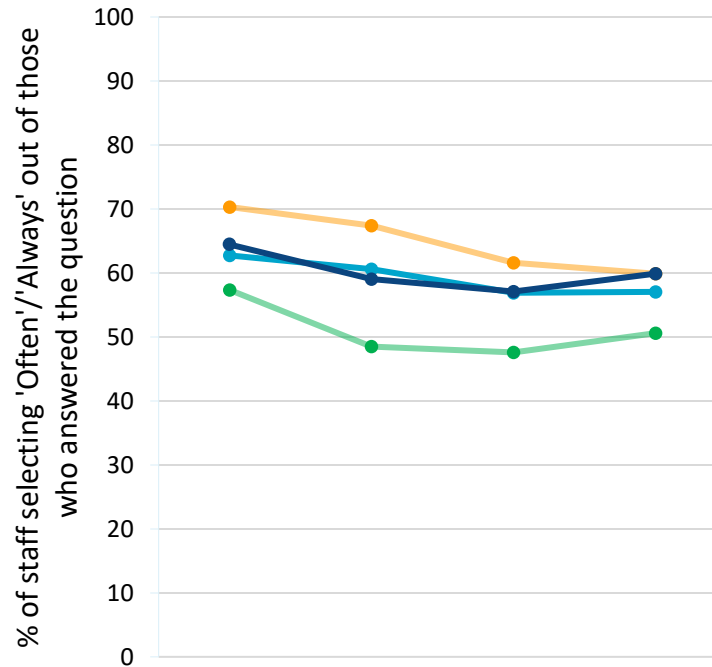


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



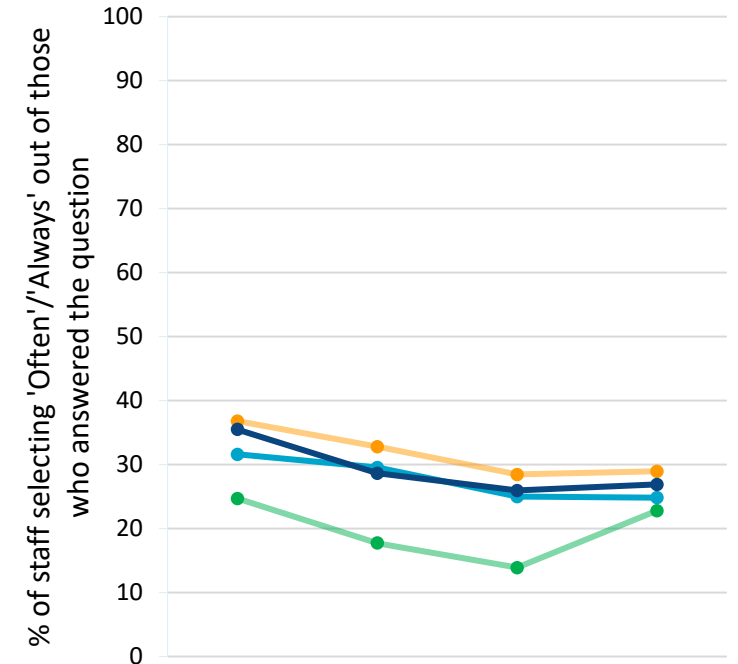
	2021	2022	2023	2024
Your org	48.05%	43.03%	38.44%	41.88%
Best result	34.18%	32.85%	24.65%	35.49%
Average result	46.24%	43.03%	38.62%	38.26%
Worst result	52.06%	49.01%	42.67%	41.88%
Responses	2541	2181	2414	2224

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



	2021	2022	2023	2024
Your org	64.44%	59.05%	57.09%	59.88%
Best result	57.34%	48.48%	47.58%	50.58%
Average result	62.74%	60.59%	56.90%	57.04%
Worst result	70.31%	67.38%	61.57%	59.88%
Responses	2540	2181	2415	2225

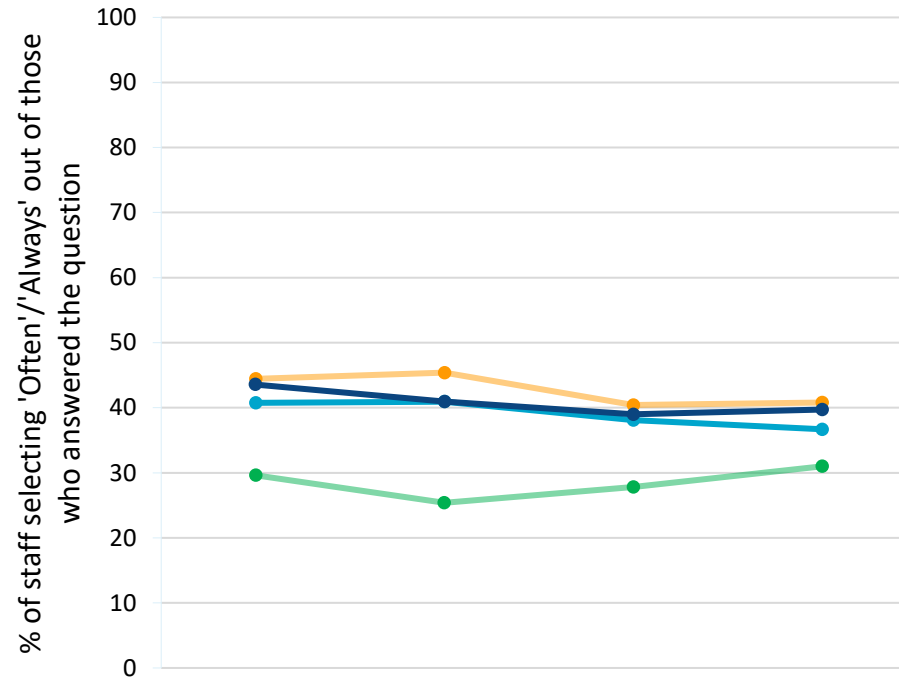
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
Your org	35.46%	28.67%	25.96%	26.89%
Best result	24.69%	17.71%	13.91%	22.81%
Average result	31.61%	29.54%	25.01%	24.83%
Worst result	36.80%	32.78%	28.47%	28.97%
Responses	2543	2184	2414	2223



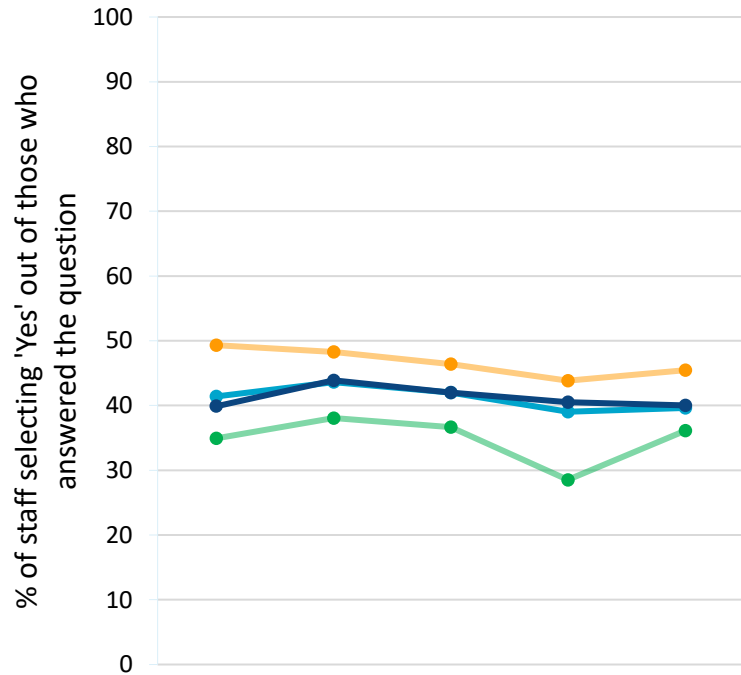
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
Your org	43.56%	40.93%	38.99%	39.71%
Best result	29.62%	25.39%	27.84%	31.00%
Average result	40.75%	40.93%	38.10%	36.69%
Worst result	44.43%	45.40%	40.42%	40.82%
Responses	2543	2182	2417	2226

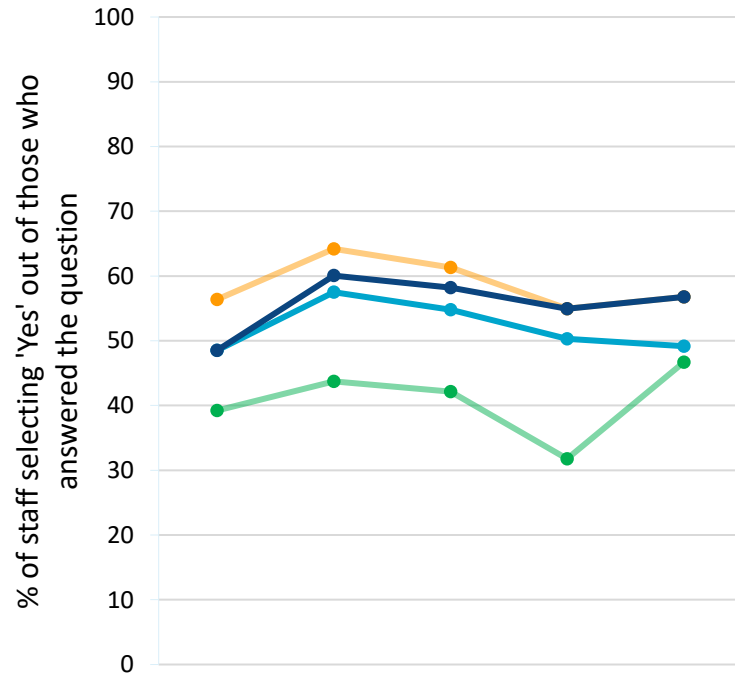


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



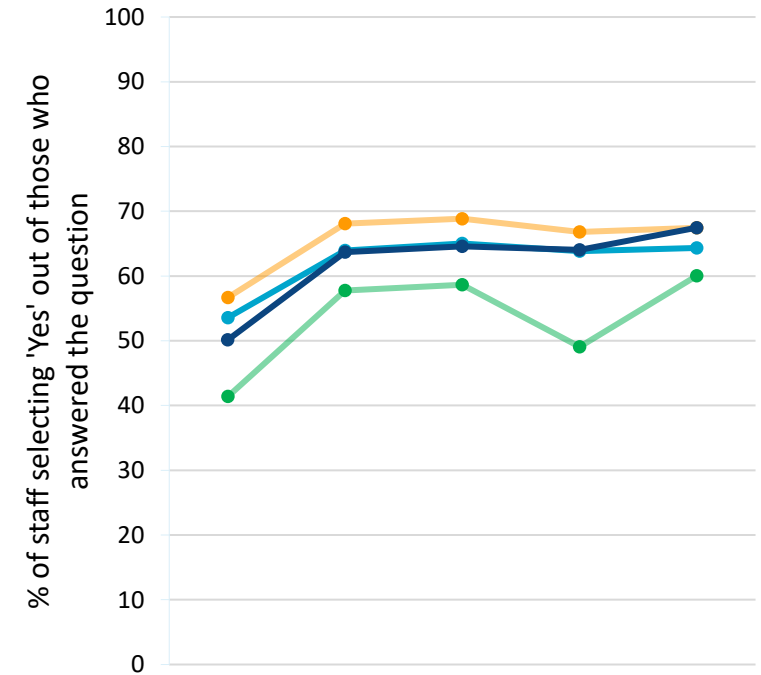
	2020	2021	2022	2023	2024
Your org	39.88%	43.89%	42.01%	40.50%	40.04%
Best result	34.93%	38.07%	36.66%	28.53%	36.12%
Average result	41.39%	43.61%	42.01%	39.04%	39.61%
Worst result	49.32%	48.27%	46.40%	43.84%	45.48%
Responses	2667	2548	2185	2414	2220

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



	2020	2021	2022	2023	2024
Your org	48.51%	60.06%	58.20%	54.96%	56.80%
Best result	39.22%	43.73%	42.15%	31.77%	46.70%
Average result	48.51%	57.50%	54.78%	50.30%	49.18%
Worst result	56.38%	64.20%	61.34%	54.96%	56.80%
Responses	2671	2548	2183	2411	2219

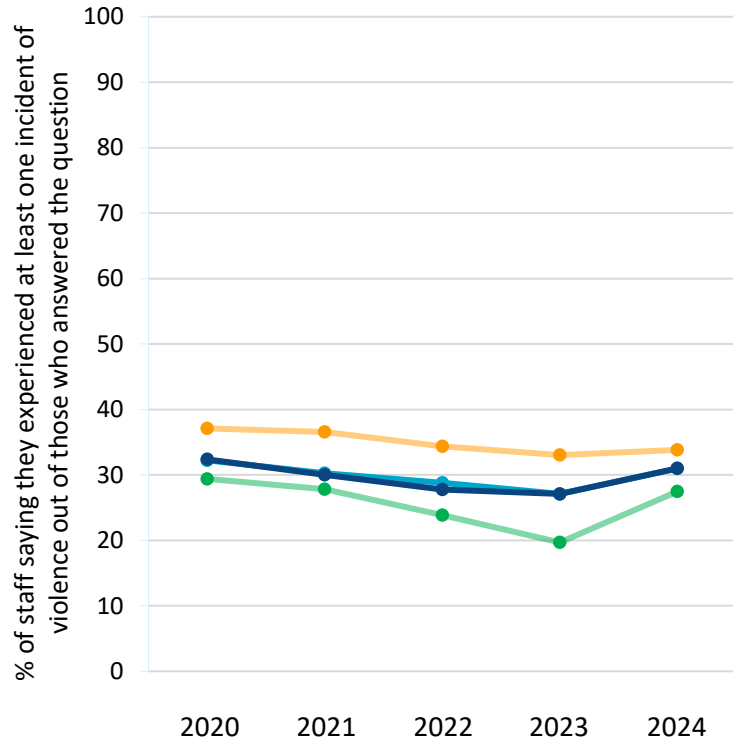
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
Your org	50.14%	63.71%	64.58%	64.02%	67.46%
Best result	41.38%	57.77%	58.66%	49.05%	60.04%
Average result	53.56%	63.93%	65.02%	63.84%	64.32%
Worst result	56.68%	68.11%	68.85%	66.81%	67.46%
Responses	2669	2548	2185	2416	2220

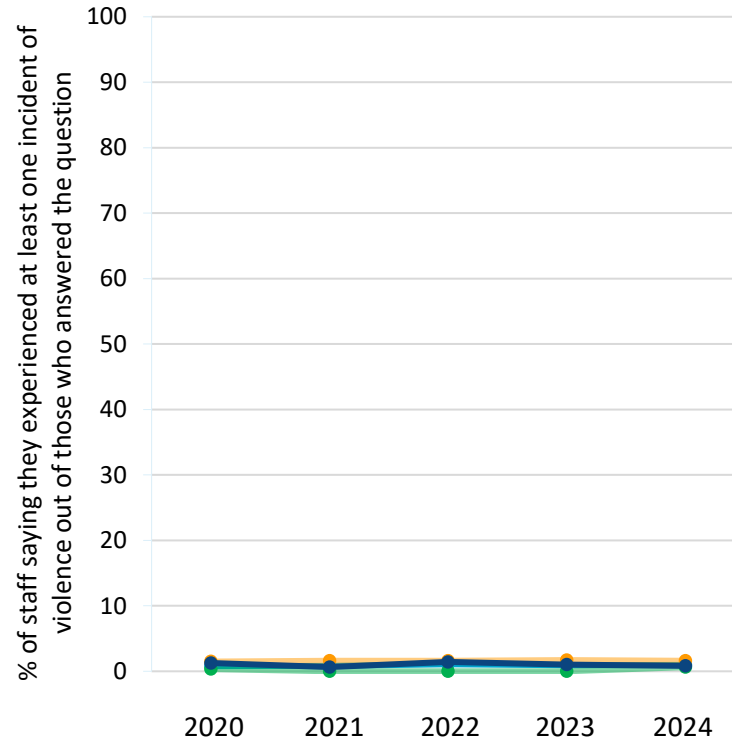


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



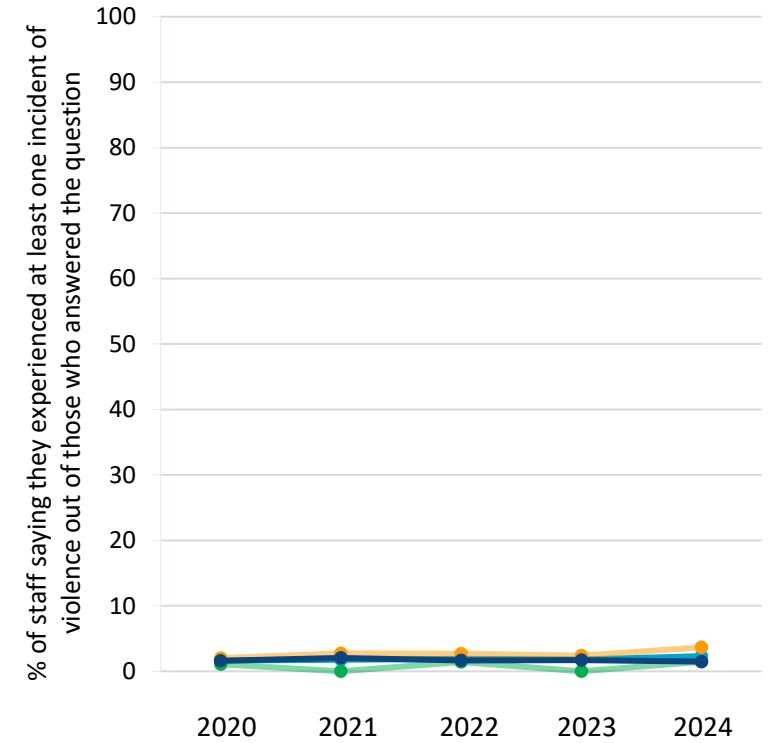
Your org	32.37%	30.01%	27.77%	27.10%	31.01%
Best result	29.40%	27.82%	23.88%	19.69%	27.46%
Average result	32.24%	30.24%	28.81%	27.10%	31.01%
Worst result	37.10%	36.59%	34.37%	33.04%	33.86%
Responses	2666	2540	2185	2132	2220

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



Your org	1.26%	0.65%	1.44%	1.02%	0.83%
Best result	0.32%	0.00%	0.00%	0.00%	0.63%
Average result	0.78%	0.82%	1.07%	0.90%	0.97%
Worst result	1.49%	1.62%	1.63%	1.71%	1.59%
Responses	2655	2516	2160	2111	2196

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

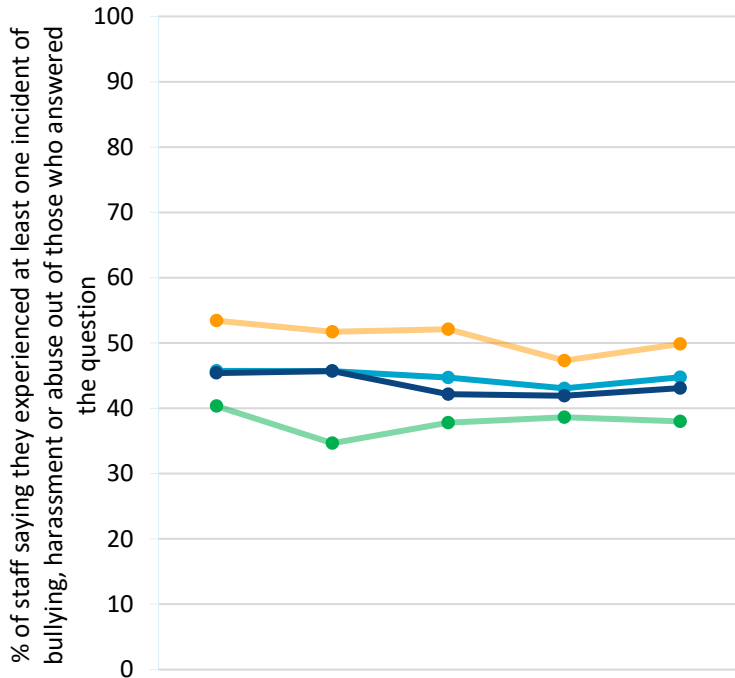


Your org	1.60%	2.04%	1.68%	1.72%	1.49%
Best result	1.06%	0.00%	1.43%	0.00%	1.46%
Average result	1.64%	1.76%	1.93%	1.81%	2.31%
Worst result	2.02%	2.76%	2.67%	2.41%	3.66%
Responses	2654	2512	2143	2078	2160

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



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

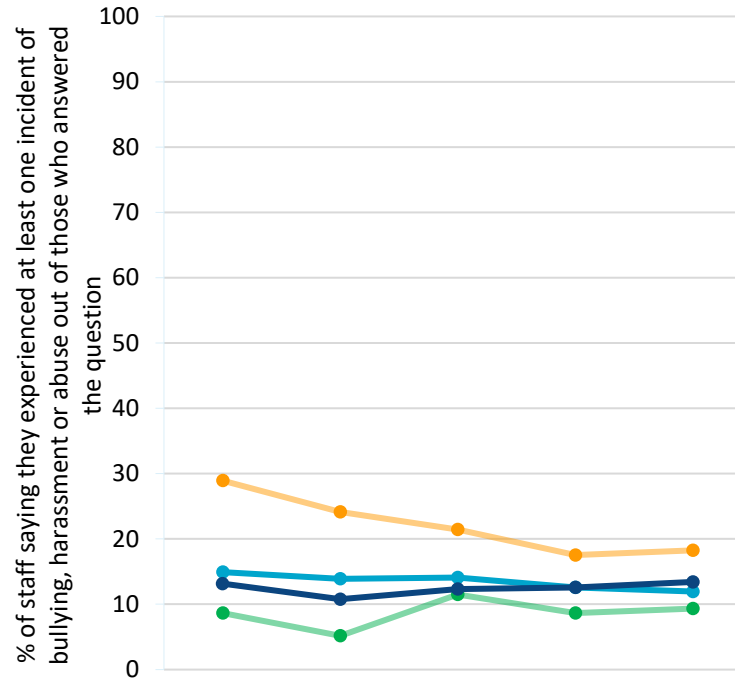


2020 2021 2022 2023 2024

Your org	45.42%	45.70%	42.19%	41.93%	43.12%
Best result	40.34%	34.66%	37.81%	38.64%	38.02%
Average result	45.73%	45.70%	44.72%	43.06%	44.76%
Worst result	53.41%	51.73%	52.11%	47.31%	49.84%

Responses 2606 2505 2180 2137 2224

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

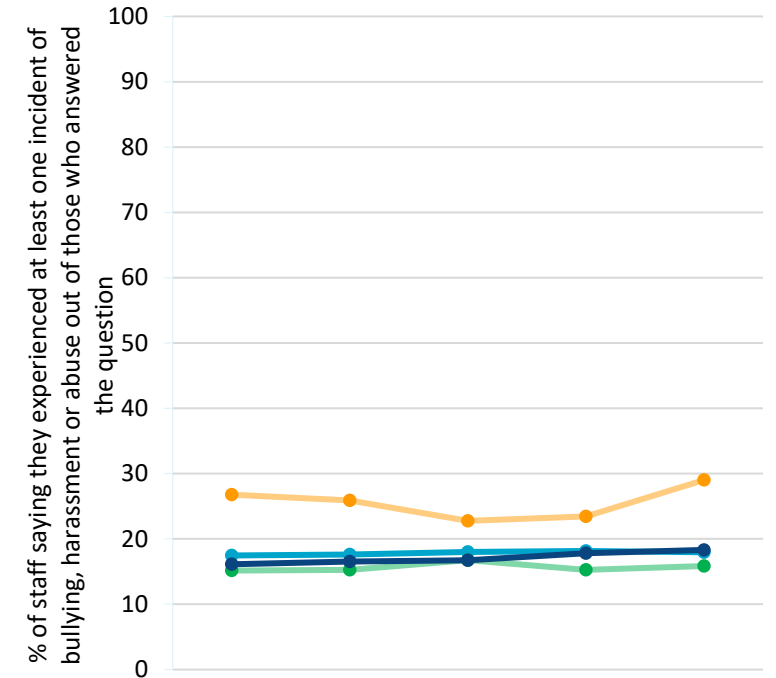


2020 2021 2022 2023 2024

Your org	13.14%	10.78%	12.34%	12.56%	13.42%
Best result	8.65%	5.17%	11.49%	8.67%	9.34%
Average result	14.92%	13.92%	14.08%	12.56%	11.96%
Worst result	28.92%	24.14%	21.46%	17.54%	18.25%

Responses 2597 2481 2166 2120 2212

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



2020 2021 2022 2023 2024

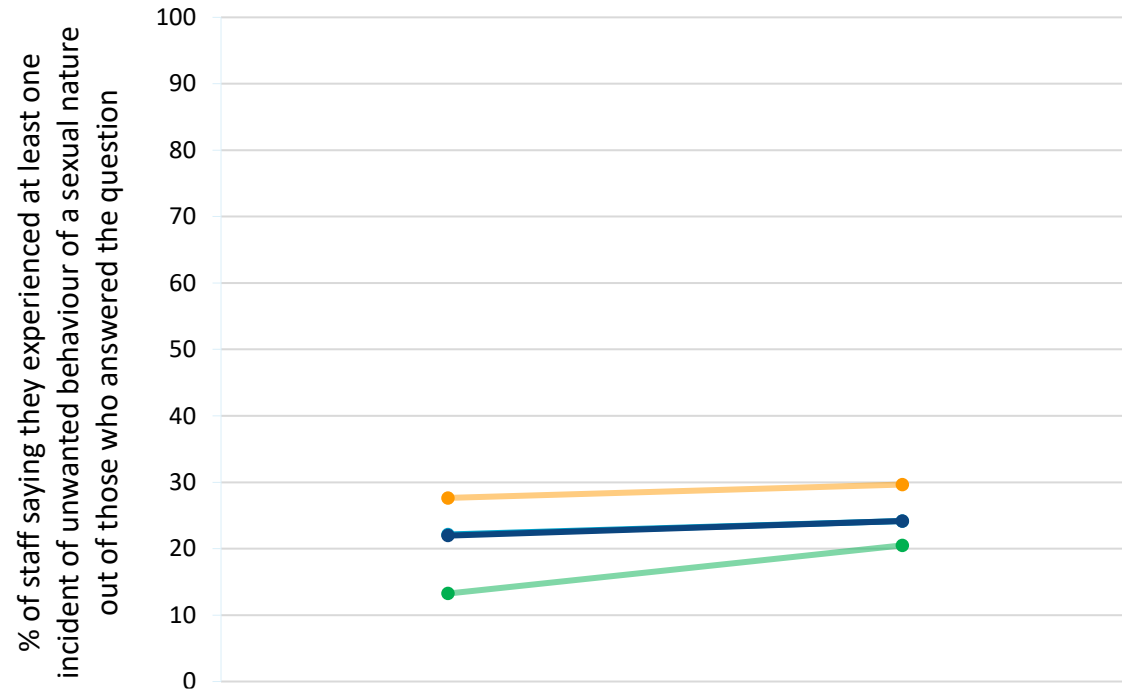
Your org	16.12%	16.53%	16.75%	17.81%	18.32%
Best result	15.16%	15.27%	16.75%	15.26%	15.84%
Average result	17.47%	17.61%	17.99%	18.16%	17.97%
Worst result	26.79%	25.89%	22.77%	23.44%	29.02%

Responses 2602 2481 2156 2105 2188

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



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

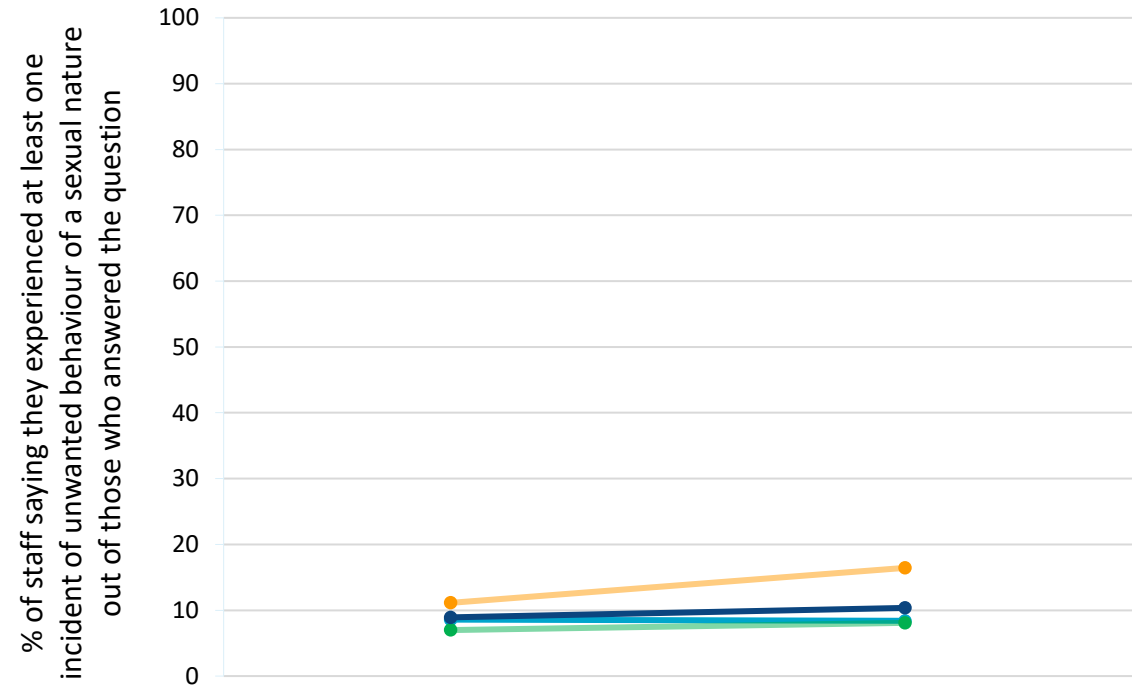


2023 2024

Your org	21.97%	24.17%
Best result	13.24%	20.50%
Average result	22.14%	24.17%
Worst result	27.64%	29.65%

Responses 2410 2222

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

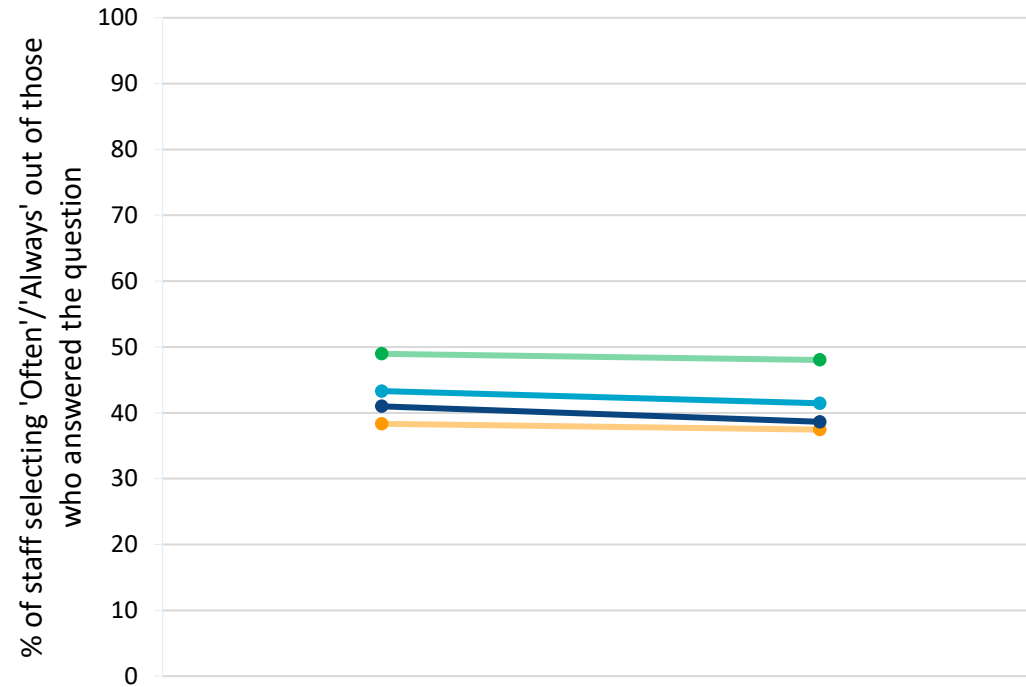
Your org	8.92%	10.36%
Best result	6.99%	8.09%
Average result	8.58%	8.40%
Worst result	11.12%	16.44%

Responses 2404 2217

*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	40.99%	38.64%
Best result	48.96%	48.02%
Average result	43.30%	41.45%
Worst result	38.33%	37.44%
Responses	2412	2226

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

People Promise element – We are always learning



Questions included:

Development – Q24a, Q24b, Q24c, Q24d, Q24e

Appraisals – Q23a*, Q23b, Q23c, Q23d

Other questions** - Q24f

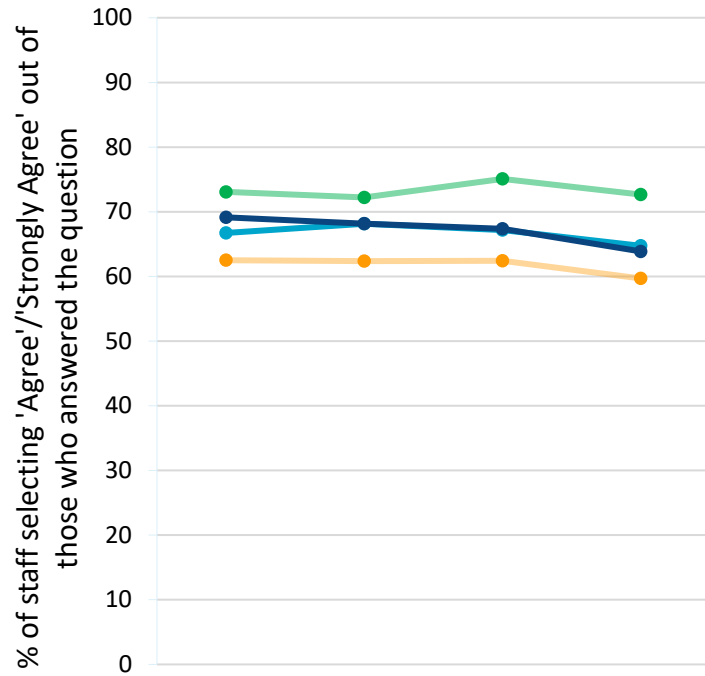
*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

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

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

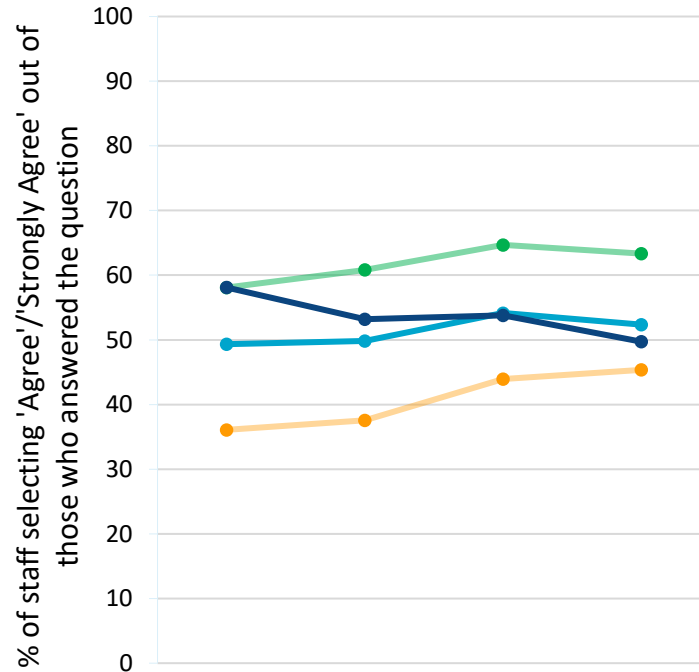


Q24a This organisation offers me challenging work.



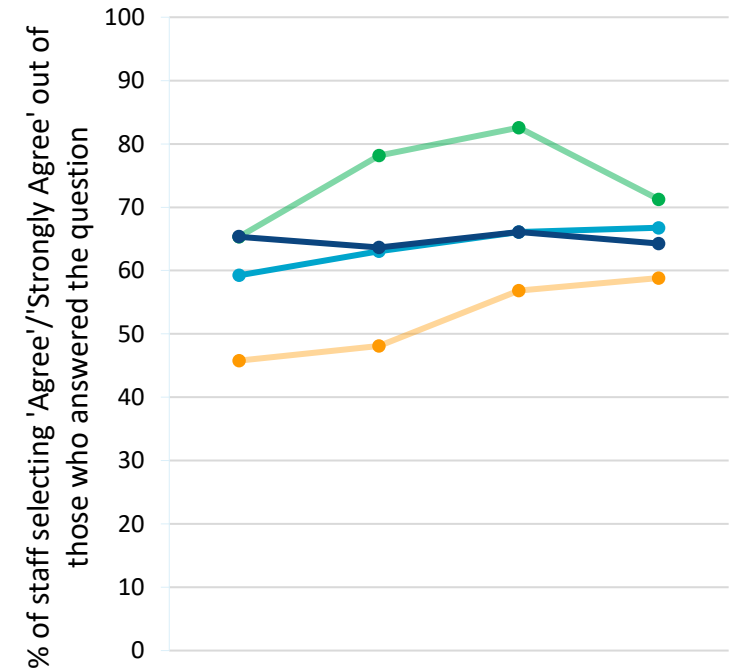
	2021	2022	2023	2024
Your org	69.14%	68.15%	67.36%	63.86%
Best result	73.07%	72.21%	75.07%	72.67%
Average result	66.72%	68.15%	67.18%	64.73%
Worst result	62.50%	62.38%	62.42%	59.69%
Responses	2533	2187	2407	2222

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



	2021	2022	2023	2024
Your org	58.09%	53.19%	53.77%	49.71%
Best result	58.09%	60.80%	64.69%	63.35%
Average result	49.33%	49.84%	54.16%	52.37%
Worst result	36.08%	37.57%	43.92%	45.36%
Responses	2534	2183	2411	2222

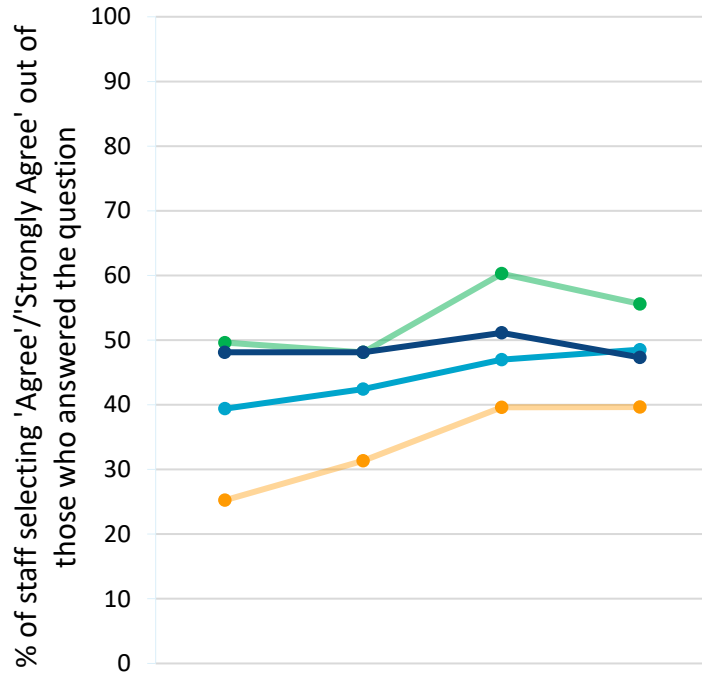
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
Your org	65.34%	63.64%	66.10%	64.28%
Best result	65.34%	78.15%	82.57%	71.24%
Average result	59.25%	63.04%	66.10%	66.77%
Worst result	45.78%	48.12%	56.86%	58.82%
Responses	2532	2184	2408	2223

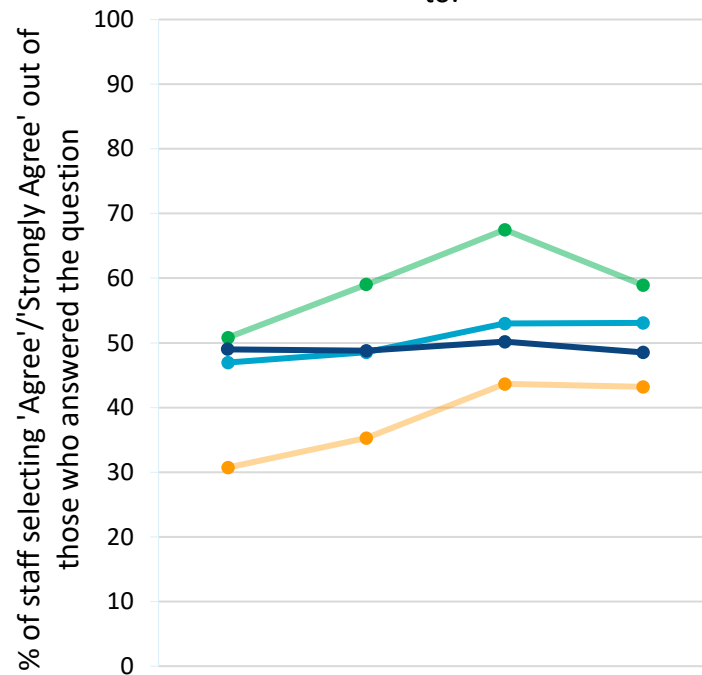


Q24d I feel supported to develop my potential.



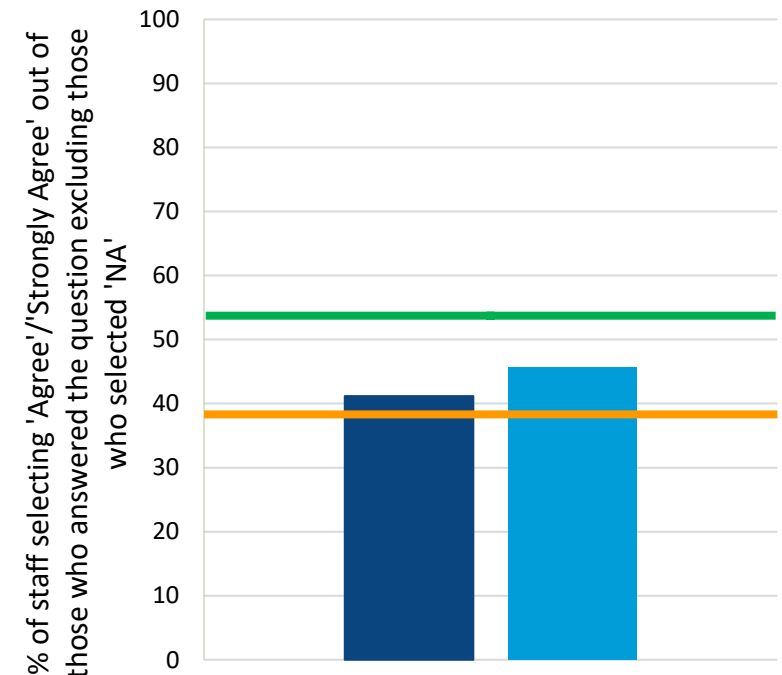
	2021	2022	2023	2024
Your org	48.10%	48.10%	51.12%	47.32%
Best result	49.62%	48.10%	60.27%	55.61%
Average result	39.39%	42.43%	46.99%	48.53%
Worst result	25.24%	31.32%	39.63%	39.65%
Responses	2533	2182	2409	2222

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



	2021	2022	2023	2024
Your org	49.00%	48.78%	50.19%	48.52%
Best result	50.82%	59.00%	67.50%	58.91%
Average result	46.96%	48.55%	52.99%	53.09%
Worst result	30.72%	35.26%	43.66%	43.20%
Responses	2532	2182	2410	2223

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

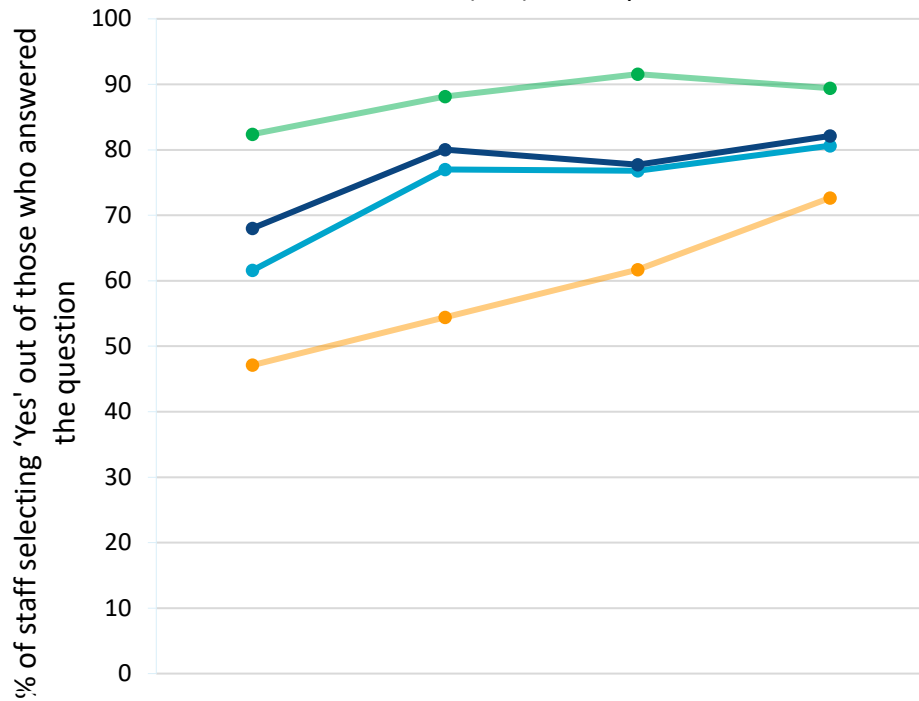


	2024
Your org	41.17%
Best result	53.73%
Average result	45.66%
Worst result	38.32%
Responses	1677

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



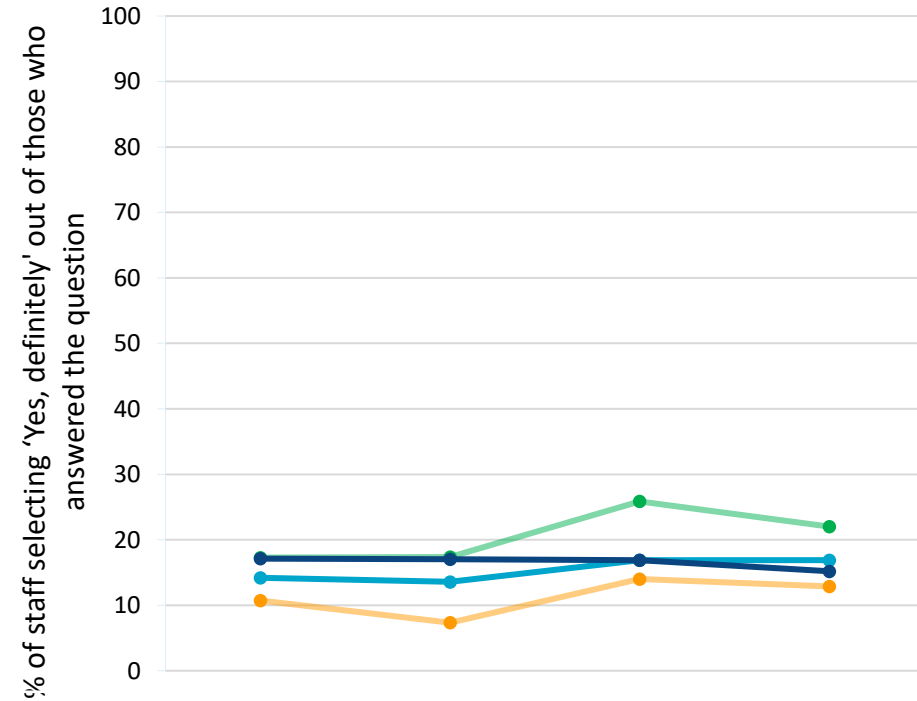
Q23a* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
Your org	68.02%	80.02%	77.73%	82.12%
Best result	82.39%	88.15%	91.56%	89.41%
Average result	61.58%	76.99%	76.78%	80.63%
Worst result	47.11%	54.39%	61.68%	72.65%

Responses 2535 2182 2355 2184

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



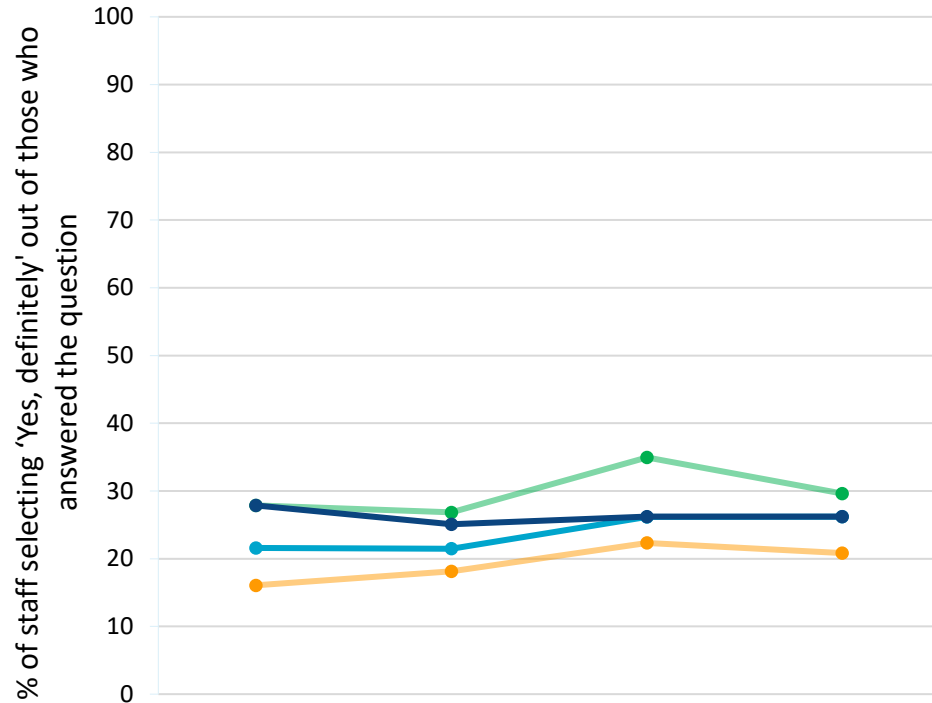
	2021	2022	2023	2024
Your org	17.12%	17.01%	16.88%	15.19%
Best result	17.28%	17.37%	25.86%	22.02%
Average result	14.19%	13.59%	16.88%	16.90%
Worst result	10.72%	7.34%	14.02%	12.90%

Responses 1765 1741 1825 1787

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

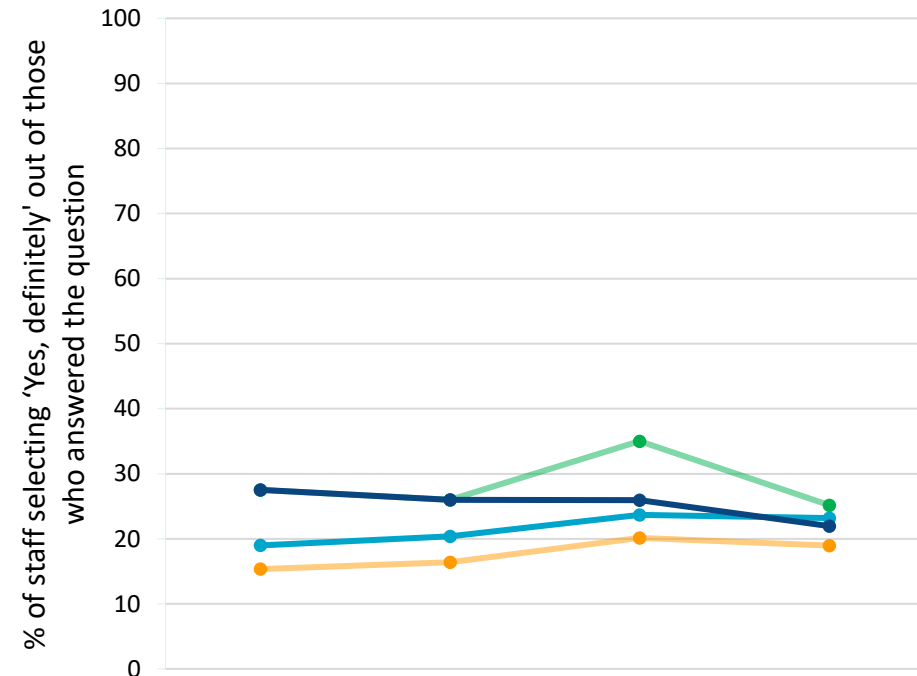


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024
Your org	27.86%	25.08%	26.20%	26.20%
Best result	27.86%	26.84%	34.95%	29.61%
Average result	21.59%	21.47%	26.19%	26.20%
Worst result	16.07%	18.11%	22.32%	20.81%
Responses	1762	1738	1825	1786

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



	2021	2022	2023	2024
Your org	27.52%	26.00%	25.95%	21.95%
Best result	27.52%	26.00%	35.01%	25.17%
Average result	18.98%	20.37%	23.68%	23.16%
Worst result	15.34%	16.40%	20.15%	18.97%
Responses	1766	1740	1823	1787

People Promise element – We work flexibly



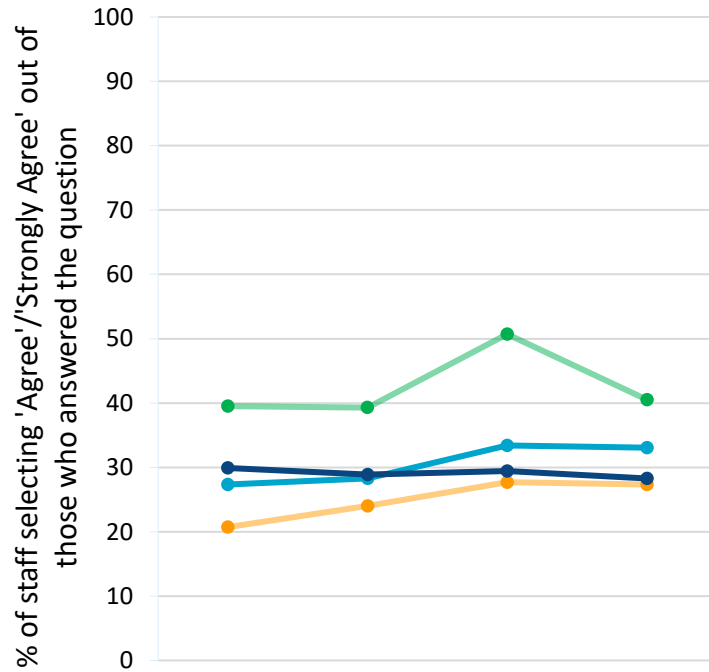
Questions included:

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

Flexible working – Q4d

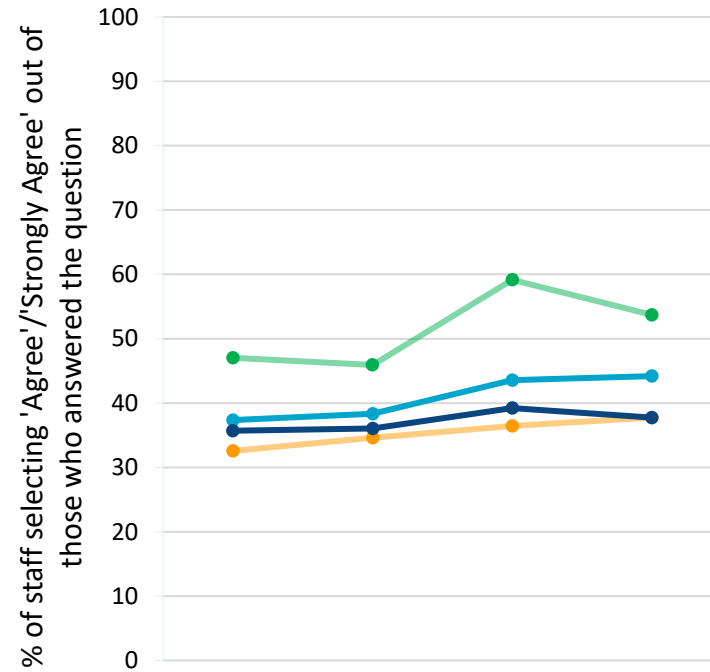


Q6b My organisation is committed to helping me balance my work and home life.



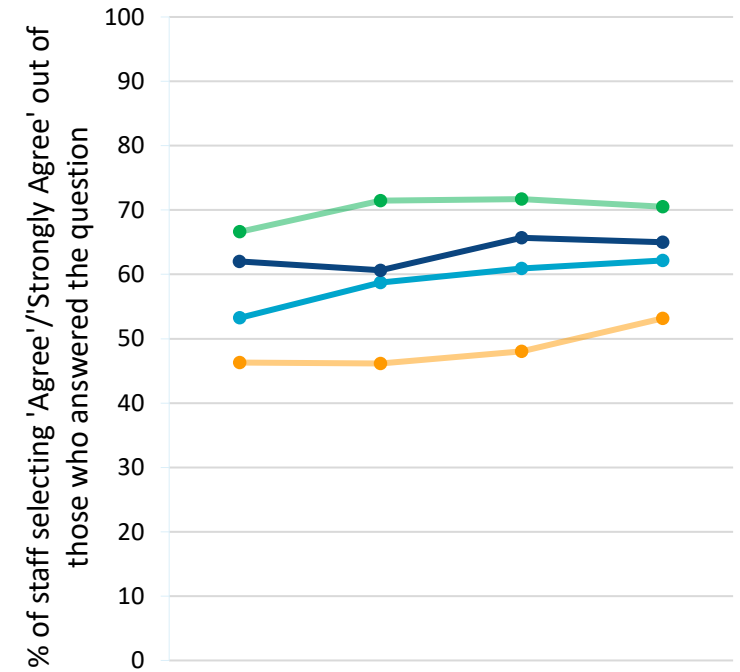
	2021	2022	2023	2024
Your org	29.91%	28.88%	29.43%	28.28%
Best result	39.53%	39.29%	50.71%	40.50%
Average result	27.35%	28.29%	33.41%	33.09%
Worst result	20.72%	24.00%	27.70%	27.36%
Responses	2576	2186	2415	2222

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



	2021	2022	2023	2024
Your org	35.70%	36.03%	39.22%	37.75%
Best result	47.03%	45.92%	59.15%	53.71%
Average result	37.35%	38.32%	43.57%	44.18%
Worst result	32.56%	34.63%	36.47%	37.75%
Responses	2577	2184	2415	2220

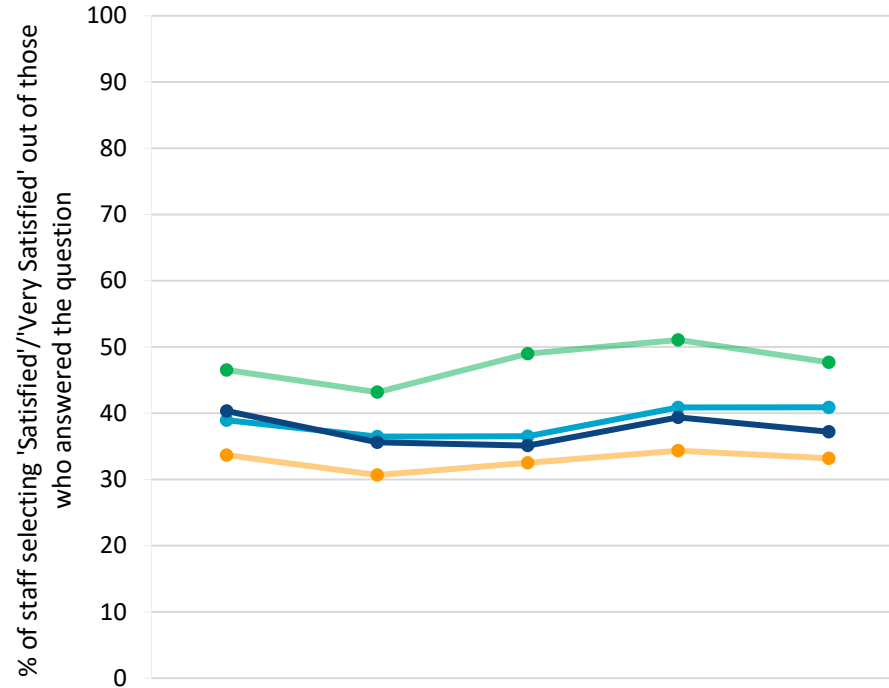
Q6d I can approach my immediate manager to talk openly about flexible working.



	2021	2022	2023	2024
Your org	62.01%	60.64%	65.68%	64.99%
Best result	66.61%	71.46%	71.69%	70.52%
Average result	53.24%	58.73%	60.91%	62.16%
Worst result	46.28%	46.15%	48.02%	53.16%
Responses	2577	2185	2415	2222

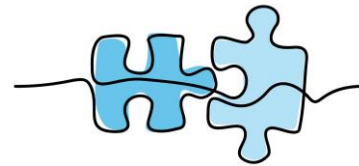


Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.



	2020	2021	2022	2023	2024
Your org	40.32%	35.61%	35.11%	39.35%	37.20%
Best result	46.55%	43.17%	48.98%	51.06%	47.68%
Average result	38.96%	36.47%	36.54%	40.88%	40.89%
Worst result	33.69%	30.66%	32.53%	34.34%	33.18%
Responses	2684	2577	2184	2410	2219

People Promise element – We are a team



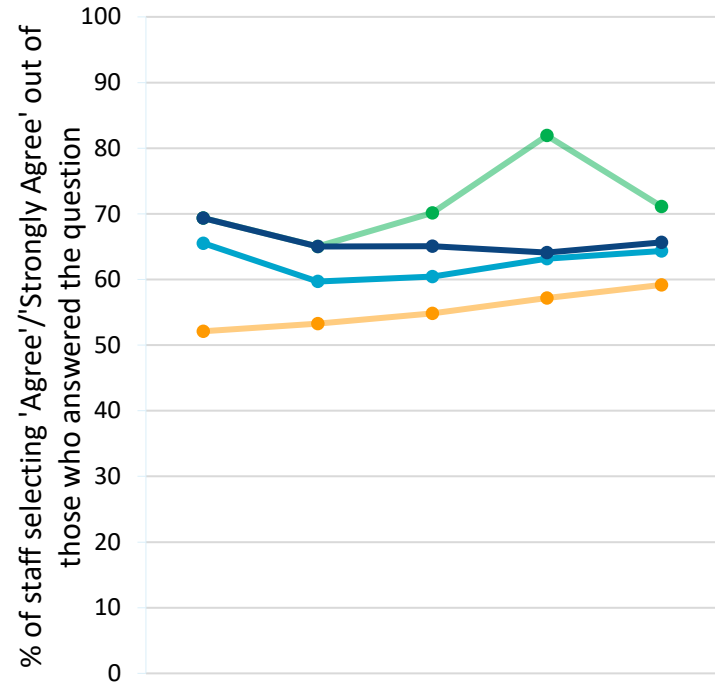
Questions included:

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

Line management – Q9a, Q9b, Q9c, Q9d



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

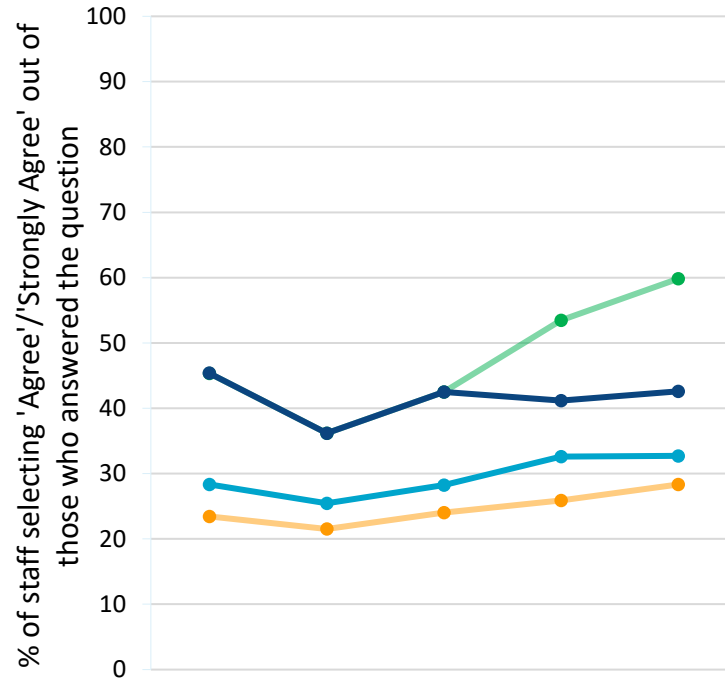


2020 2021 2022 2023 2024

Your org	69.35%	65.03%	65.05%	64.10%	65.64%
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 2689 2564 2184 2414 2221

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

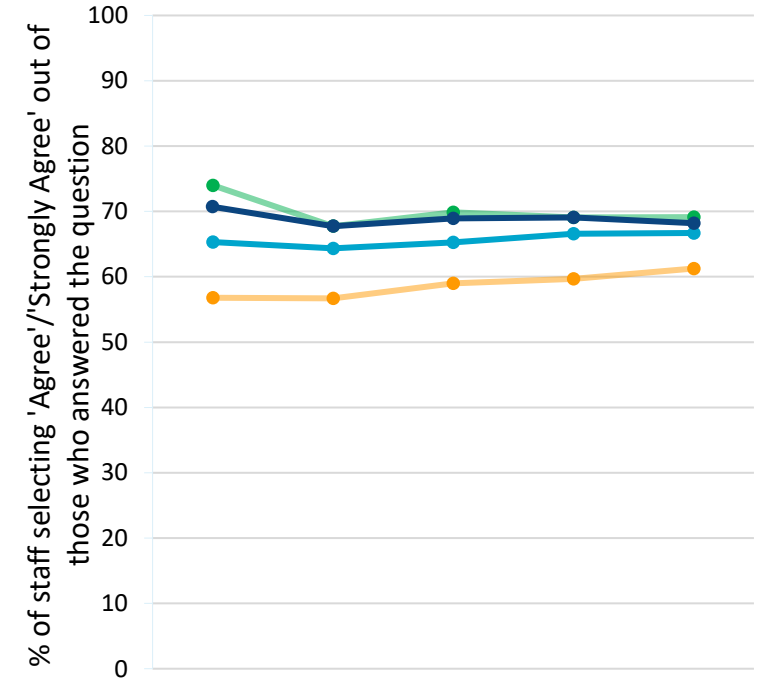


2020 2021 2022 2023 2024

Your org	45.36%	36.19%	42.52%	41.16%	42.58%
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 2696 2563 2184 2414 2223

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



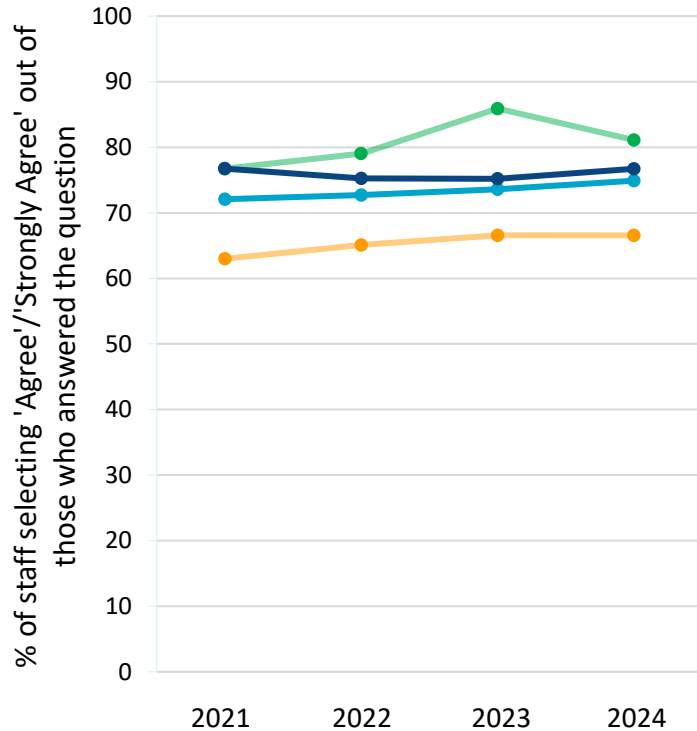
2020 2021 2022 2023 2024

Your org	70.71%	67.74%	68.92%	69.07%	68.21%
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 2700 2566 2187 2414 2223

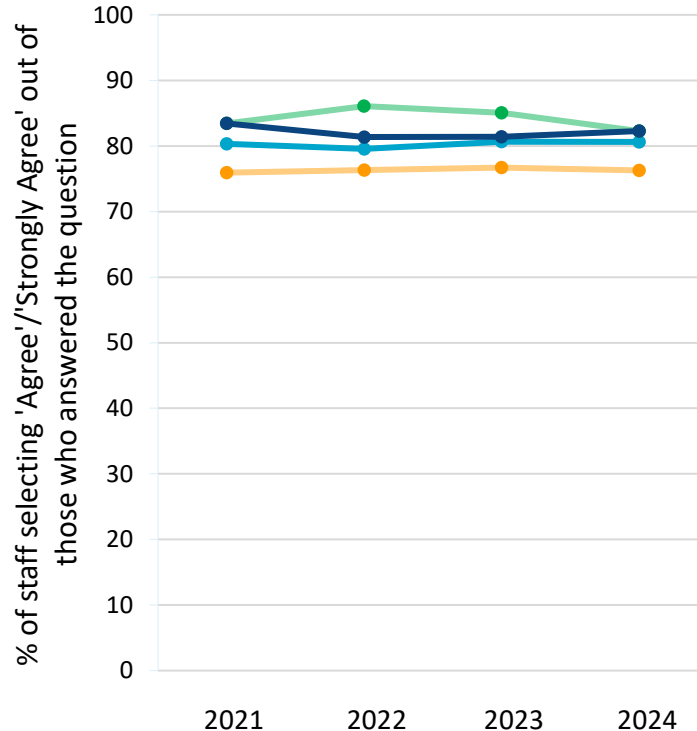


Q7d Team members understand each other's roles.



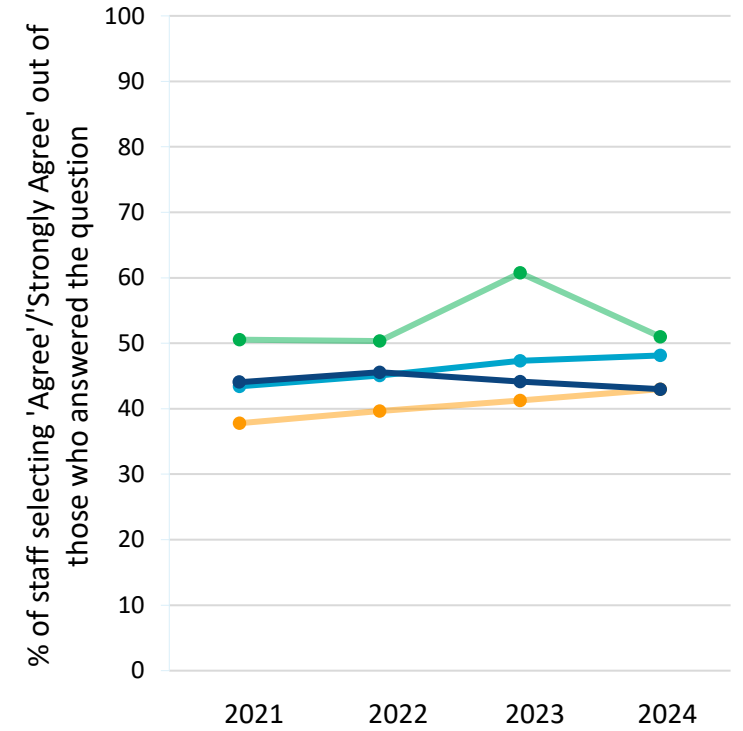
Responses	2563	2187	2416	2223
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Q7e I enjoy working with the colleagues in my team.



Responses	2565	2184	2415	2220
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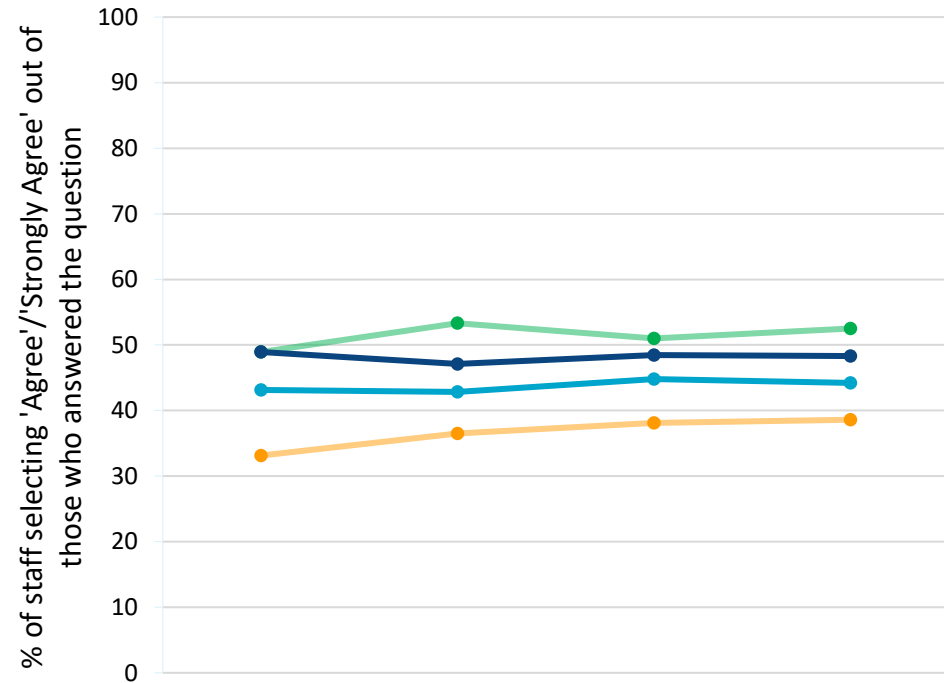
Q7f My team has enough freedom in how to do its work.



Responses	2562	2186	2414	2222
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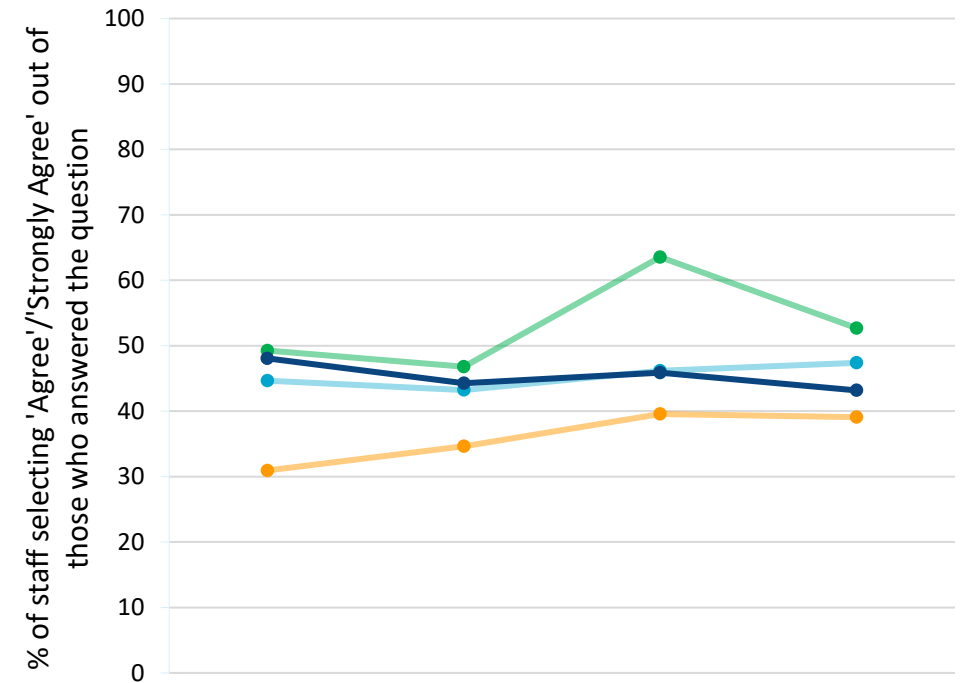


Q7g In my team disagreements are dealt with constructively.



	2021	2022	2023	2024
Your org	48.93%	47.11%	48.45%	48.31%
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%
Responses	2565	2185	2414	2223

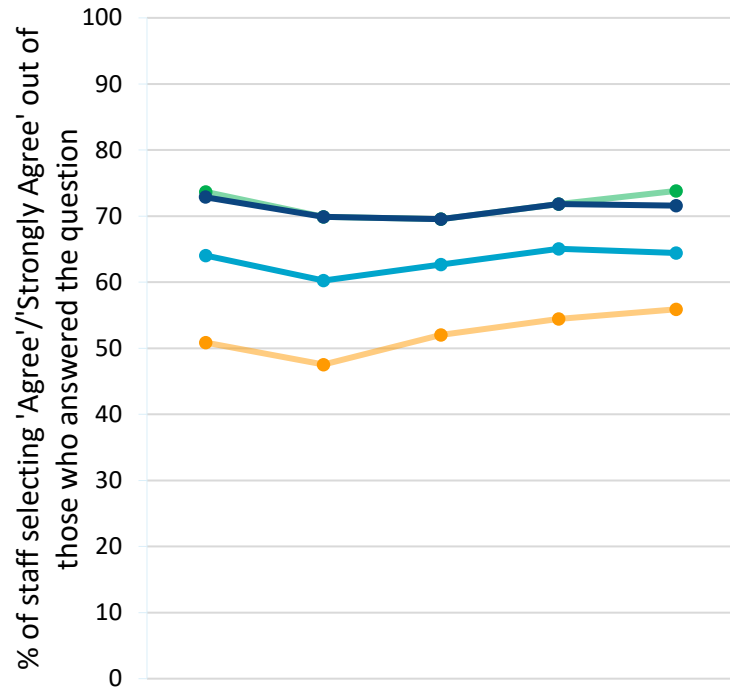
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Your org	48.07%	44.25%	45.90%	43.17%
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%
Responses	2564	2183	2415	2222



Q9a My immediate manager encourages me at work.

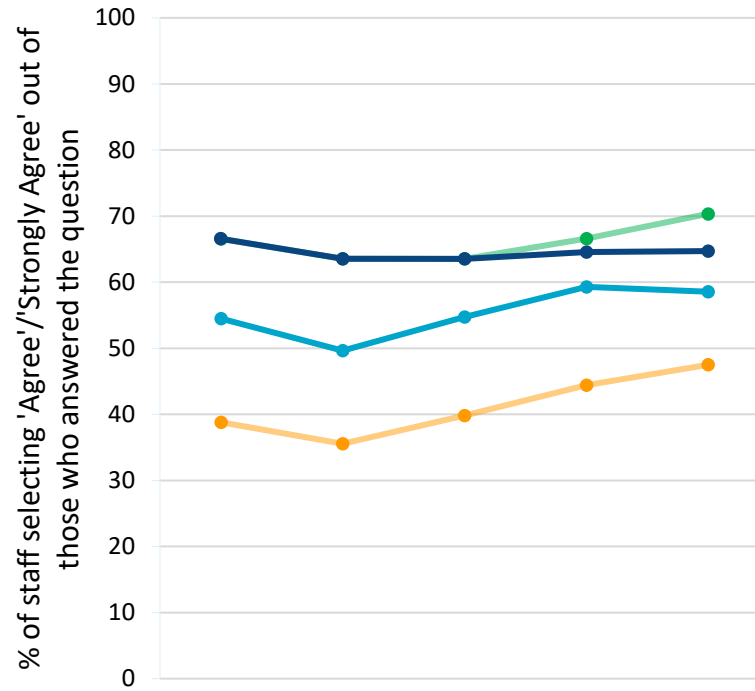


2020 2021 2022 2023 2024

Your org	72.85%	69.89%	69.54%	71.81%	71.59%
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 2677 2552 2185 2412 2225

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

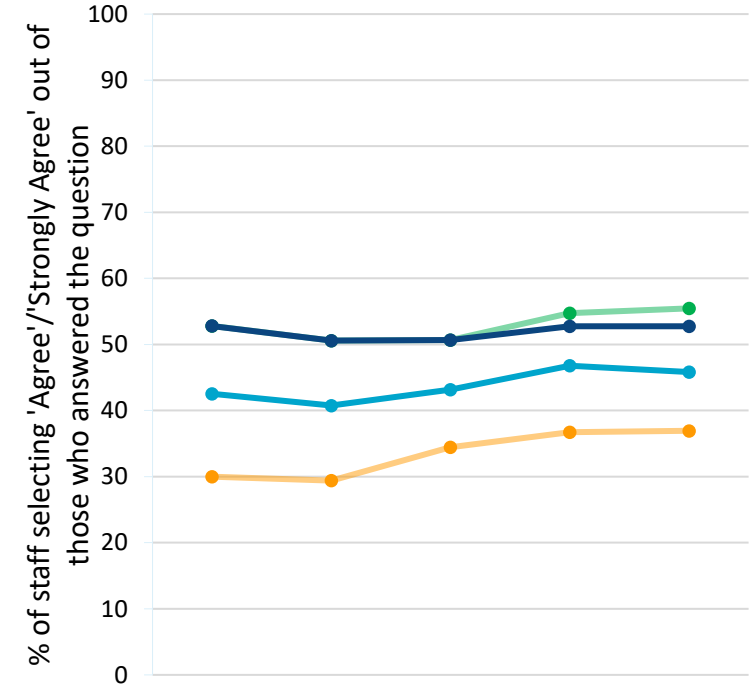


2020 2021 2022 2023 2024

Your org	66.57%	63.57%	63.53%	64.55%	64.70%
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 2674 2552 2184 2414 2222

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



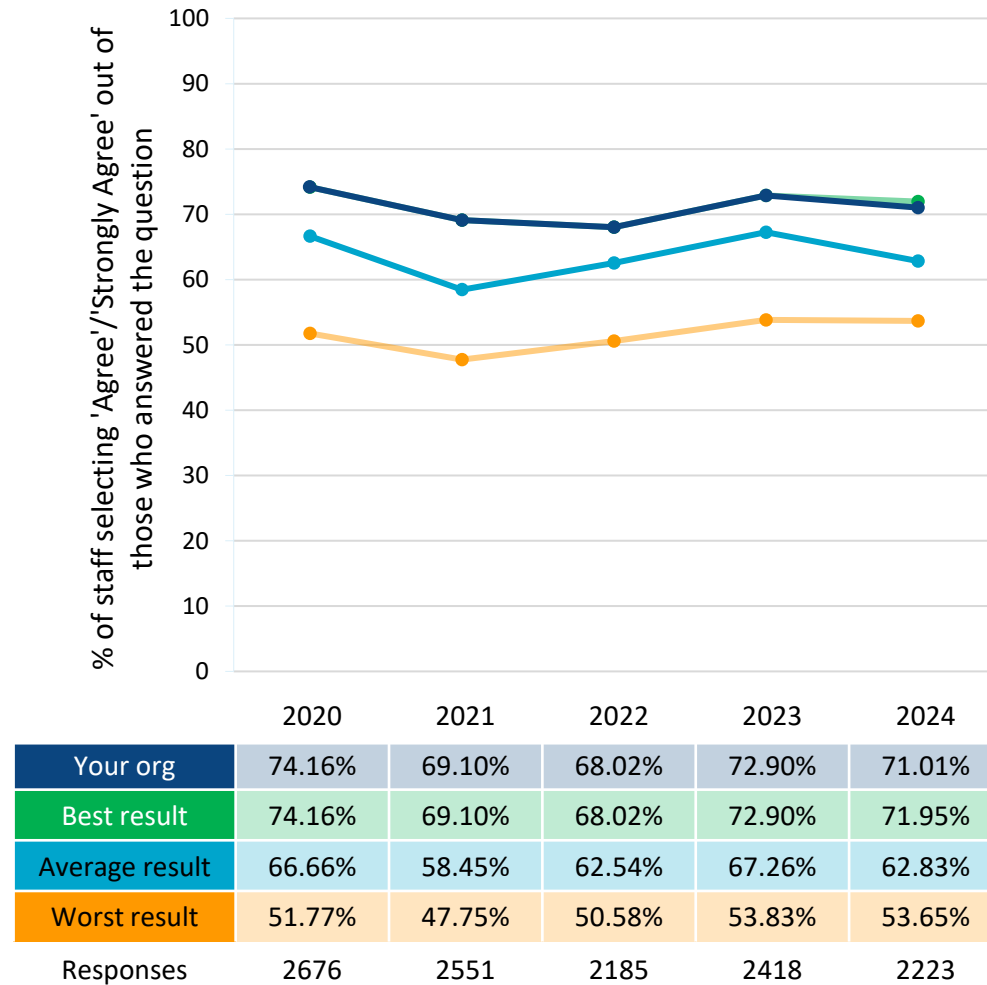
2020 2021 2022 2023 2024

Your org	52.78%	50.59%	50.68%	52.76%	52.77%
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 2677 2553 2185 2415 2223



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



Theme – Staff engagement



Questions included:

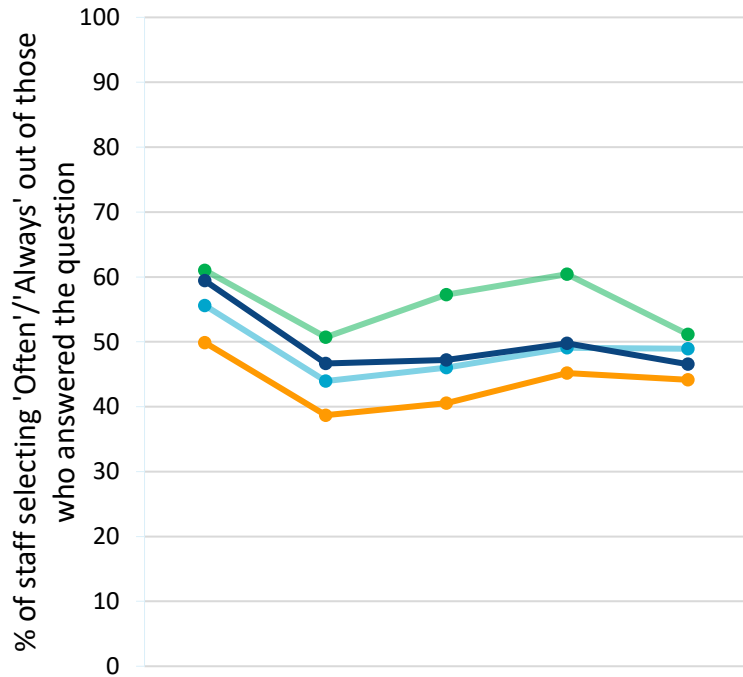
Motivation – Q2a, Q2b, Q2c

Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d

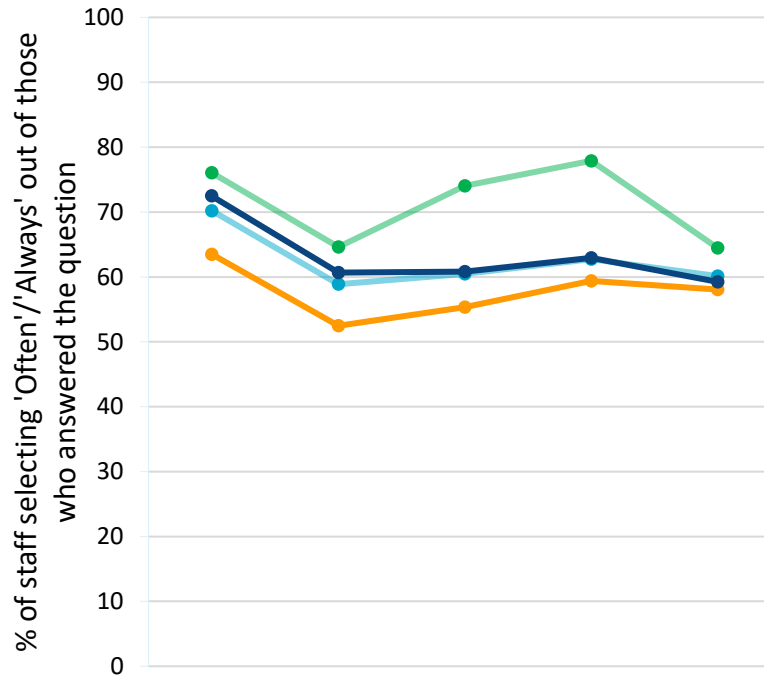


Q2a I look forward to going to work.



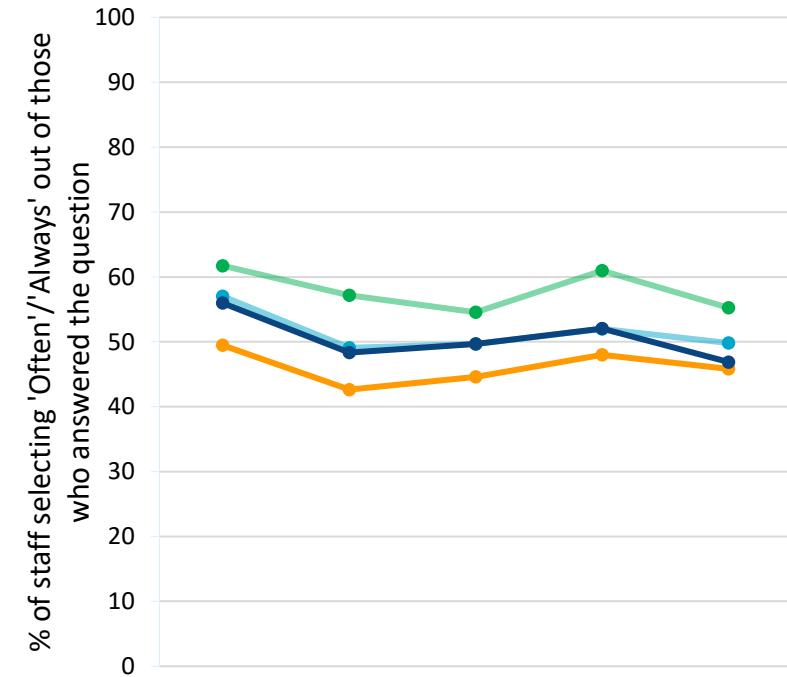
	2020	2021	2022	2023	2024
Your org	59.41%	46.68%	47.22%	49.74%	46.54%
Best result	61.03%	50.71%	57.26%	60.43%	51.12%
Average result	55.60%	43.95%	46.03%	49.10%	48.91%
Worst result	49.88%	38.69%	40.54%	45.17%	44.13%
Responses	2715	2606	2183	2413	2221

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
Your org	72.46%	60.66%	60.81%	62.91%	59.23%
Best result	76.03%	64.62%	74.03%	77.89%	64.45%
Average result	70.21%	58.87%	60.46%	62.72%	60.12%
Worst result	63.50%	52.47%	55.35%	59.40%	58.03%
Responses	2702	2602	2179	2410	2218

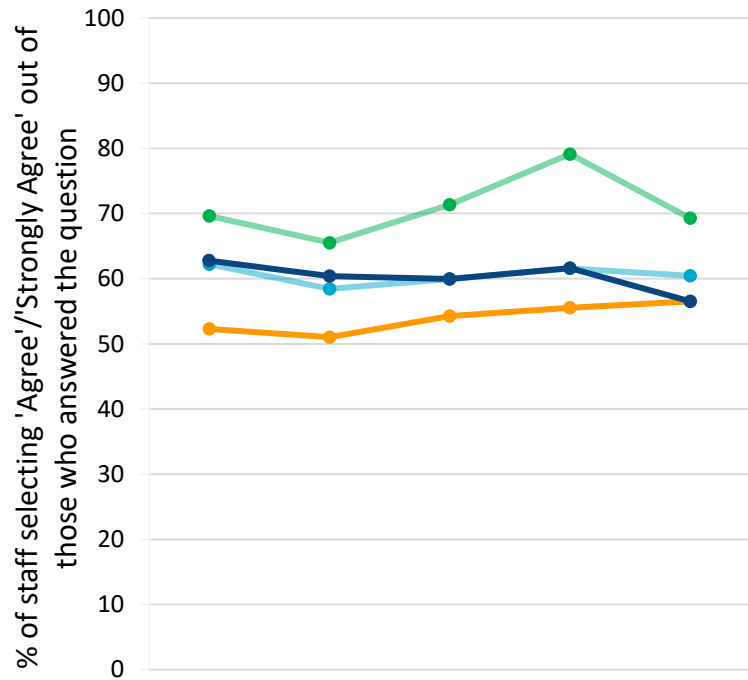
Q2c Time passes quickly when I am working.



	2020	2021	2022	2023	2024
Your org	55.96%	48.34%	49.66%	52.06%	46.88%
Best result	61.72%	57.19%	54.55%	60.97%	55.23%
Average result	57.01%	49.07%	49.66%	52.00%	49.80%
Worst result	49.45%	42.64%	44.58%	47.99%	45.80%
Responses	2707	2606	2180	2414	2218

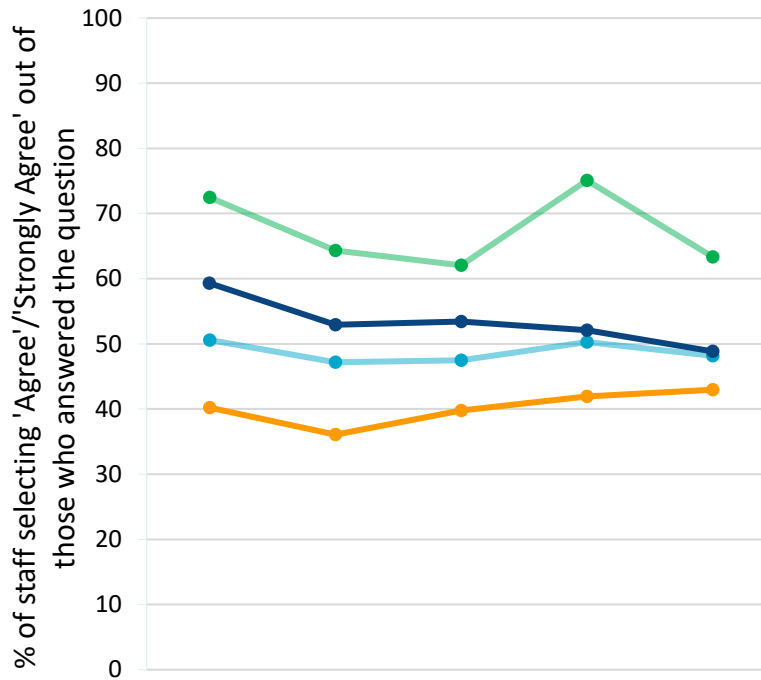


Q3c There are frequent opportunities for me to show initiative in my role.



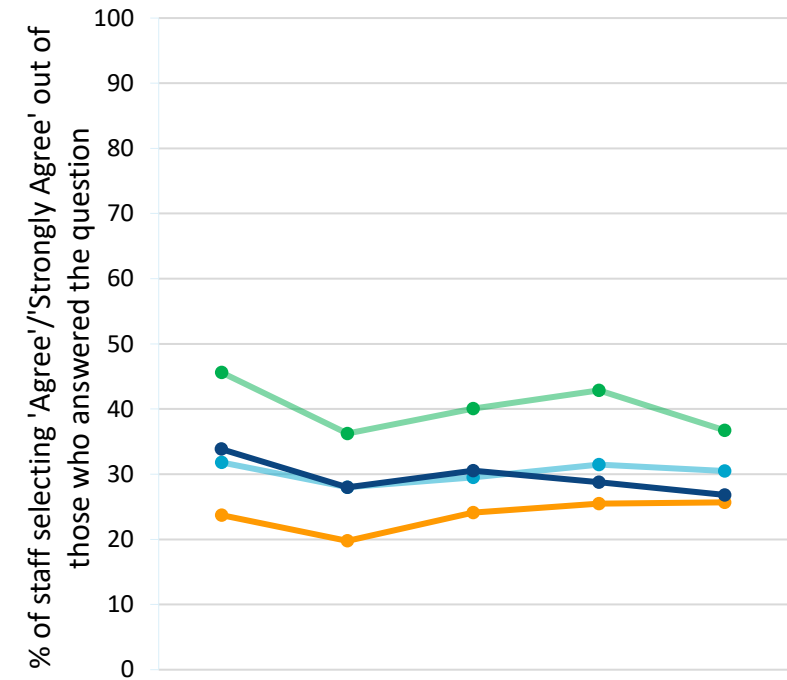
	2020	2021	2022	2023	2024
Your org	62.77%	60.39%	59.97%	61.64%	56.52%
Best result	69.62%	65.53%	71.36%	79.13%	69.30%
Average result	62.23%	58.44%	59.97%	61.60%	60.46%
Worst result	52.32%	51.02%	54.24%	55.55%	56.52%
Responses	2693	2584	2180	2411	2222

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



	2020	2021	2022	2023	2024
Your org	59.30%	52.91%	53.45%	52.09%	48.84%
Best result	72.46%	64.33%	62.06%	75.08%	63.37%
Average result	50.59%	47.17%	47.48%	50.28%	48.15%
Worst result	40.20%	36.07%	39.79%	41.95%	42.97%
Responses	2700	2585	2185	2416	2226

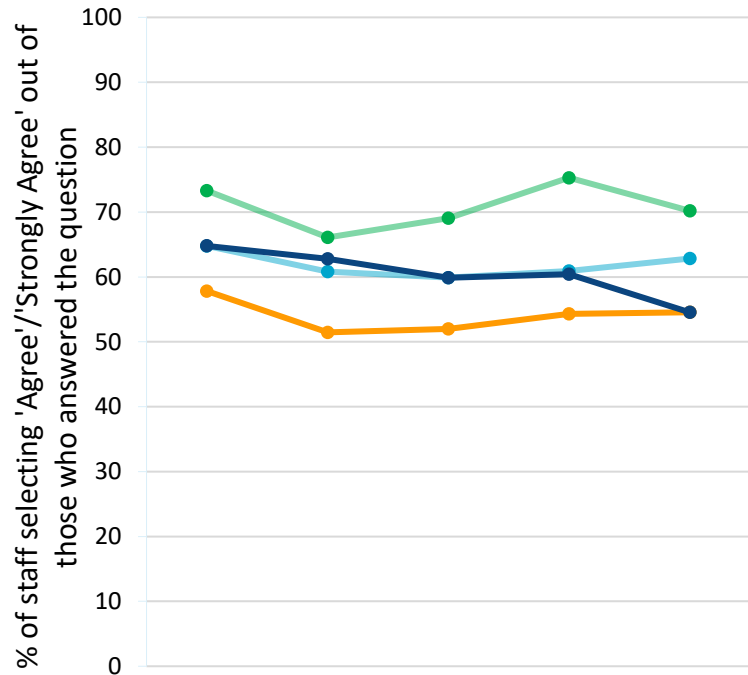
Q3f I am able to make improvements happen in my area of work.



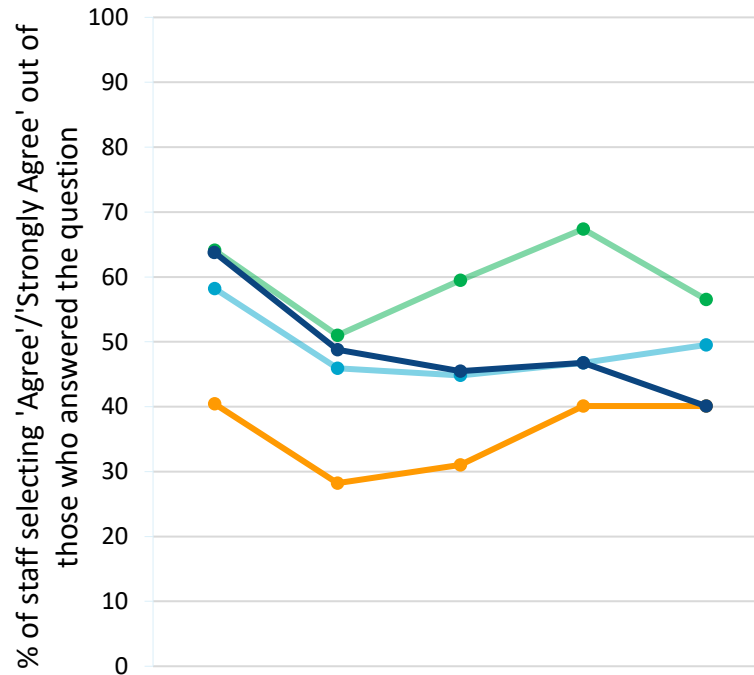
	2020	2021	2022	2023	2024
Your org	33.83%	28.00%	30.56%	28.79%	26.82%
Best result	45.61%	36.25%	40.07%	42.89%	36.73%
Average result	31.80%	28.00%	29.52%	31.50%	30.48%
Worst result	23.72%	19.77%	24.09%	25.50%	25.68%
Responses	2697	2581	2182	2416	2224



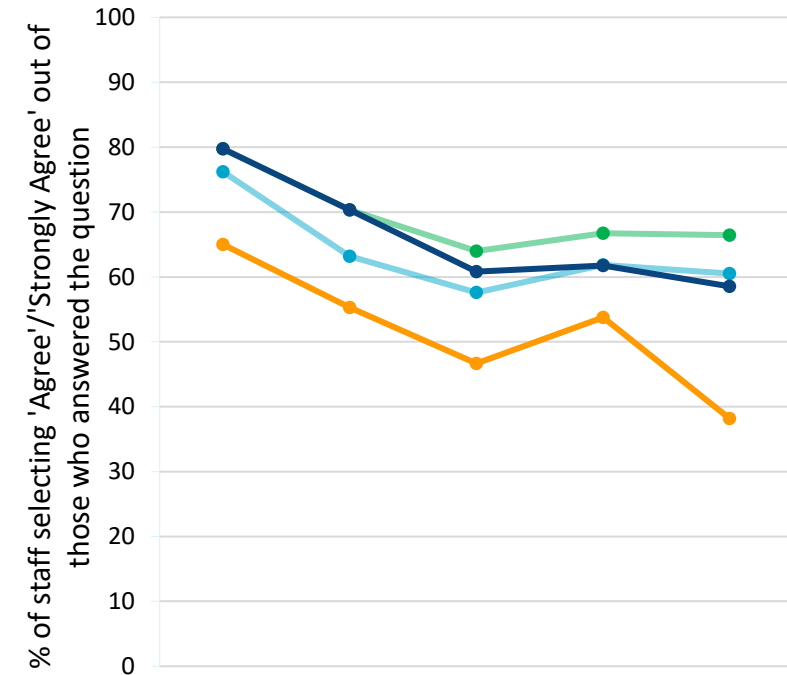
Q25a Care of patients / service users is my organisation's top priority.



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
Your org	64.77%	62.80%	59.90%	60.44%	54.54%
Best result	73.30%	66.08%	69.07%	75.29%	70.18%
Average result	64.77%	60.80%	59.90%	60.89%	62.83%
Worst result	57.82%	51.46%	51.99%	54.31%	54.54%
Responses	2650	2530	2181	2405	2221

	2020	2021	2022	2023	2024
Your org	63.77%	48.76%	45.47%	46.78%	40.10%
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	2651	2527	2183	2409	2222

	2020	2021	2022	2023	2024
Your org	79.73%	70.31%	60.83%	61.77%	58.54%
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	2653	2527	2183	2407	2220

Theme - Morale



Questions included:

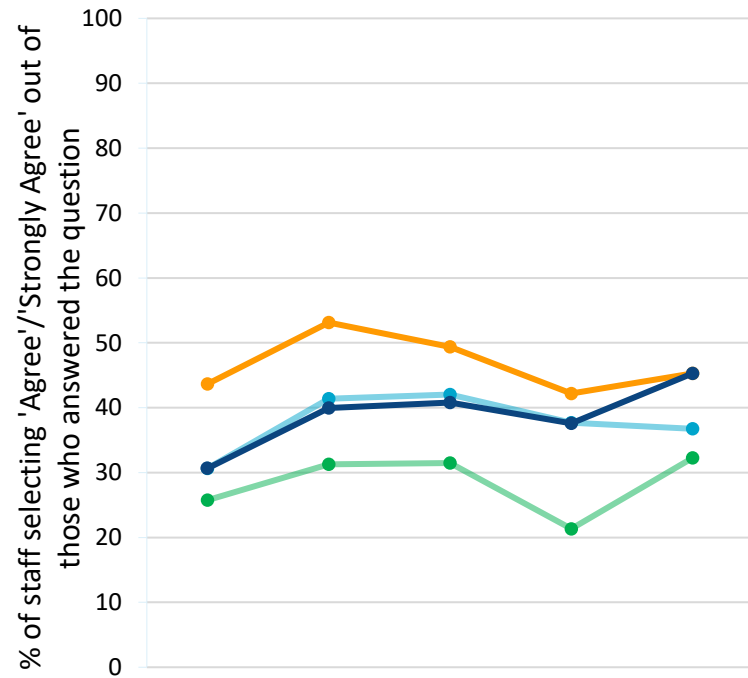
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

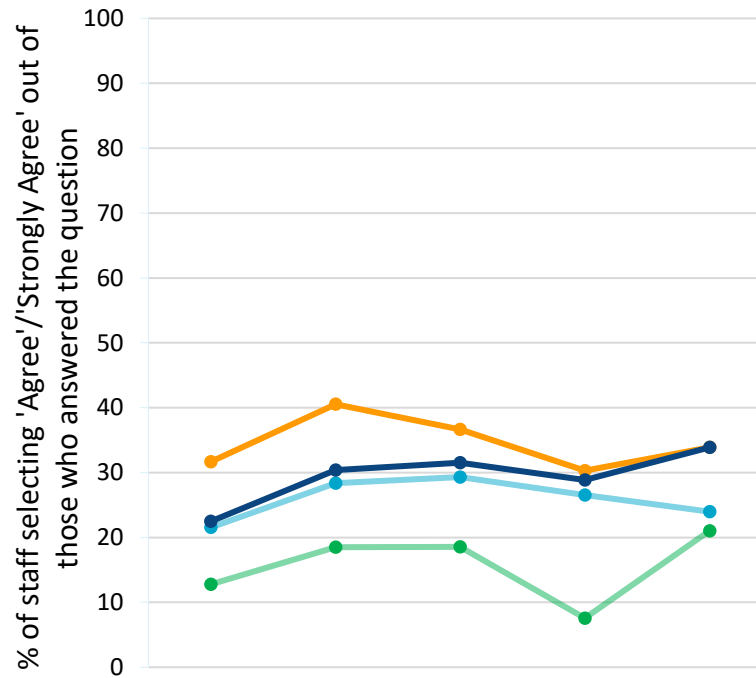


Q26a I often think about leaving this organisation.



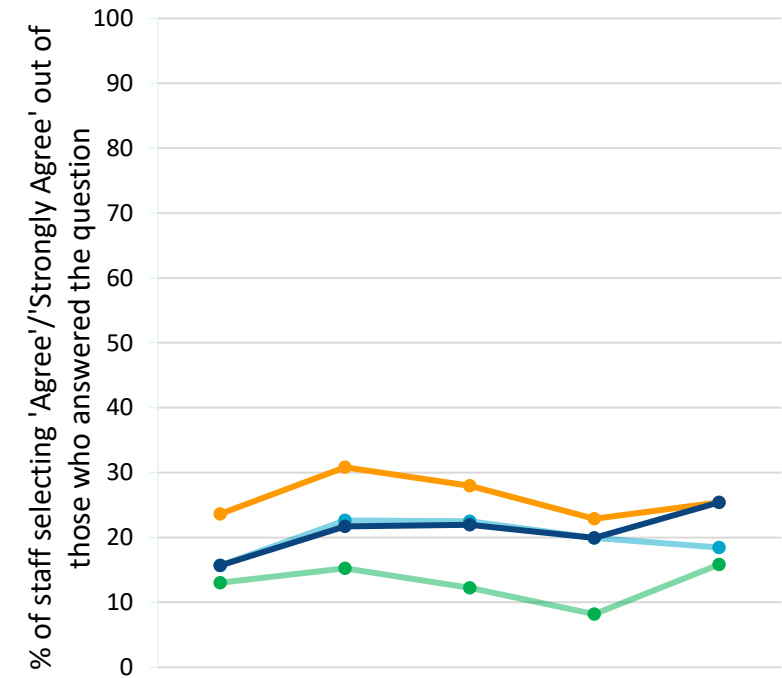
	2020	2021	2022	2023	2024
Your org	30.65%	39.97%	40.79%	37.57%	45.29%
Best result	25.74%	31.28%	31.45%	21.34%	32.25%
Average result	30.65%	41.36%	42.03%	37.69%	36.73%
Worst result	43.63%	53.12%	49.37%	42.19%	45.29%
Responses	2651	2518	2173	2409	2222

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



	2020	2021	2022	2023	2024
Your org	22.48%	30.38%	31.50%	28.88%	33.88%
Best result	12.79%	18.51%	18.56%	7.57%	21.04%
Average result	21.54%	28.34%	29.31%	26.53%	23.96%
Worst result	31.69%	40.53%	36.63%	30.30%	33.88%
Responses	2648	2521	2176	2407	2219

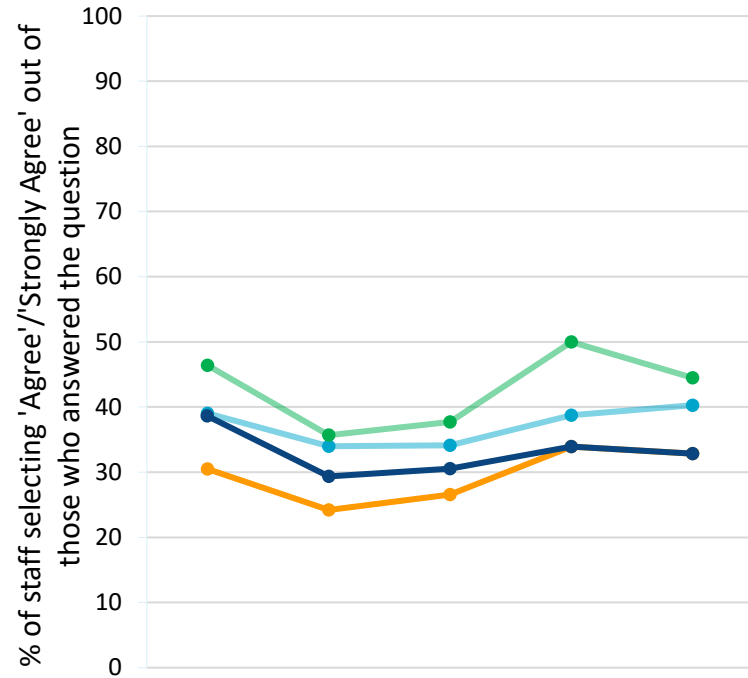
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
Your org	15.68%	21.72%	21.98%	19.92%	25.41%
Best result	13.03%	15.27%	12.26%	8.18%	15.83%
Average result	15.68%	22.62%	22.48%	19.93%	18.47%
Worst result	23.62%	30.81%	27.97%	22.88%	25.41%
Responses	2651	2519	2175	2406	2217

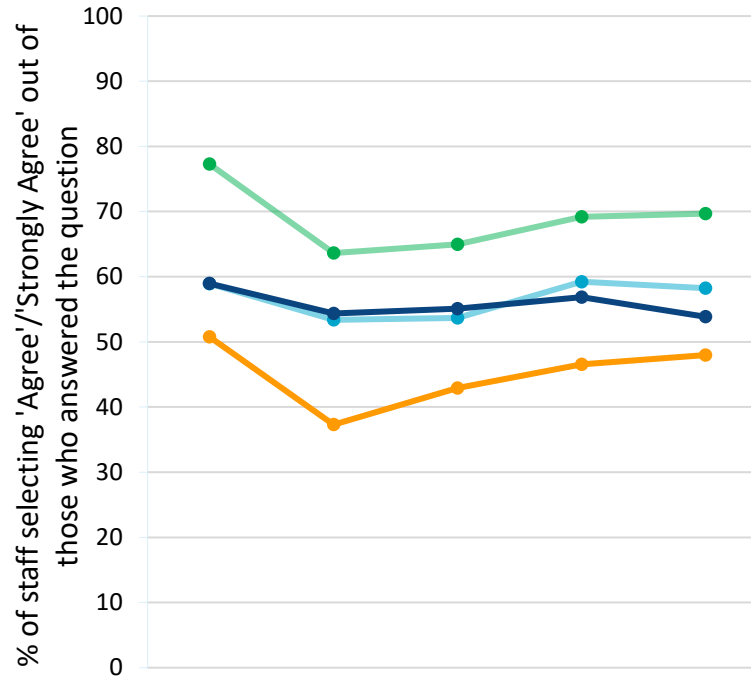


Q3g I am able to meet all the conflicting demands on my time at work.



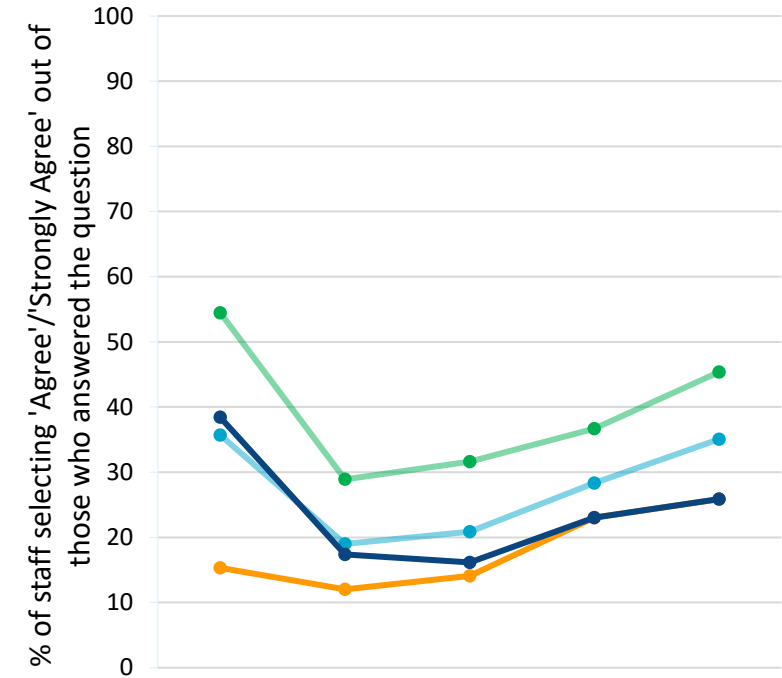
	2020	2021	2022	2023	2024
Your org	38.61%	29.35%	30.52%	33.92%	32.85%
Best result	46.40%	35.68%	37.71%	49.99%	44.49%
Average result	39.06%	33.99%	34.14%	38.76%	40.28%
Worst result	30.51%	24.20%	26.56%	33.92%	32.85%
Responses	2692	2582	2183	2415	2220

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



	2020	2021	2022	2023	2024
Your org	58.95%	54.37%	55.09%	56.84%	53.85%
Best result	77.27%	63.63%	64.98%	69.18%	69.70%
Average result	58.95%	53.38%	53.67%	59.23%	58.24%
Worst result	50.77%	37.29%	42.94%	46.53%	47.99%
Responses	2694	2584	2183	2417	2221

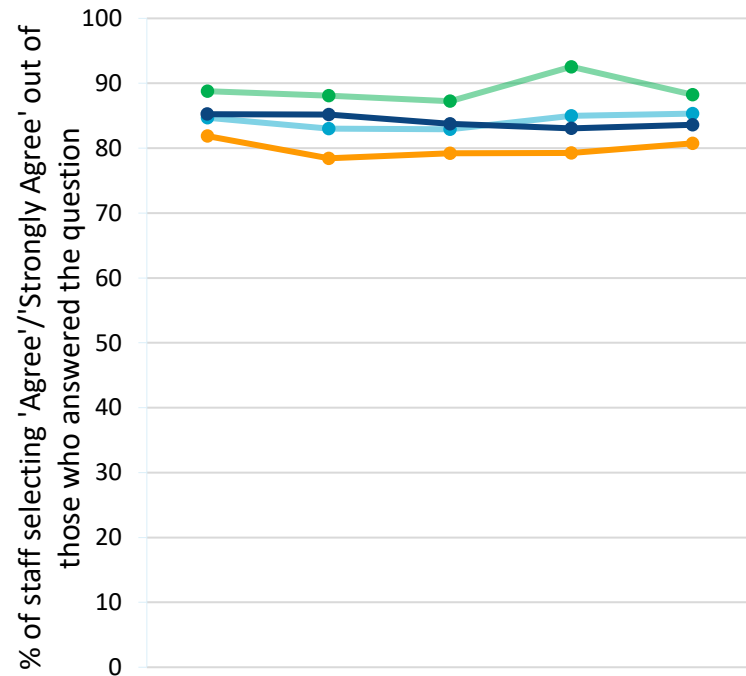
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
Your org	38.42%	17.40%	16.16%	23.01%	25.85%
Best result	54.47%	28.90%	31.63%	36.70%	45.39%
Average result	35.70%	18.99%	20.87%	28.31%	35.05%
Worst result	15.31%	12.02%	14.09%	23.01%	25.85%
Responses	2696	2582	2182	2416	2222

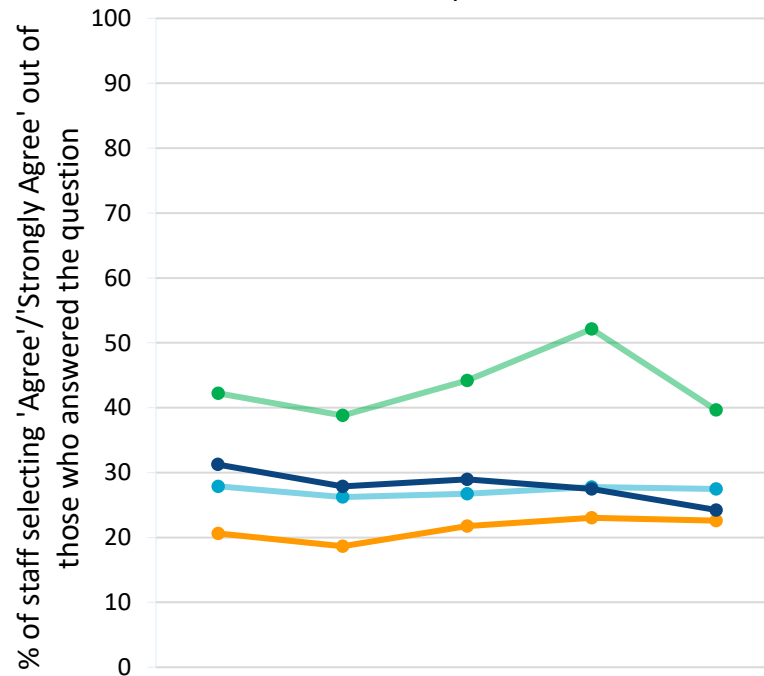


Q3a I always know what my work responsibilities are.



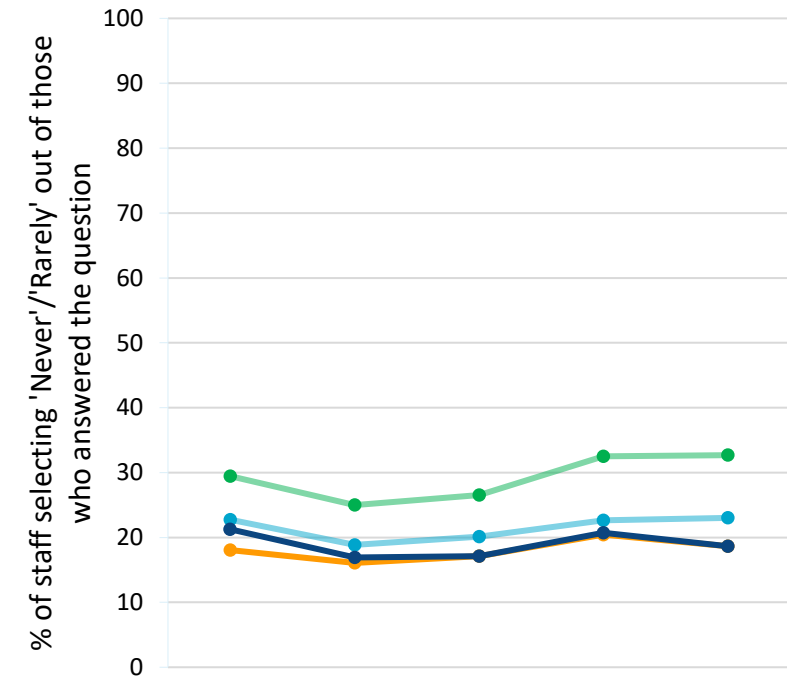
	2020	2021	2022	2023	2024
Your org	85.23%	85.16%	83.75%	83.05%	83.59%
Best result	88.77%	88.08%	87.23%	92.54%	88.23%
Average result	84.70%	82.98%	82.91%	85.00%	85.32%
Worst result	81.86%	78.43%	79.22%	79.28%	80.73%
Responses	2702	2574	2183	2418	2225

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



	2020	2021	2022	2023	2024
Your org	31.23%	27.85%	28.95%	27.45%	24.24%
Best result	42.20%	38.80%	44.19%	52.13%	39.67%
Average result	27.89%	26.22%	26.73%	27.78%	27.46%
Worst result	20.60%	18.65%	21.76%	23.03%	22.58%
Responses	2695	2583	2183	2418	2225

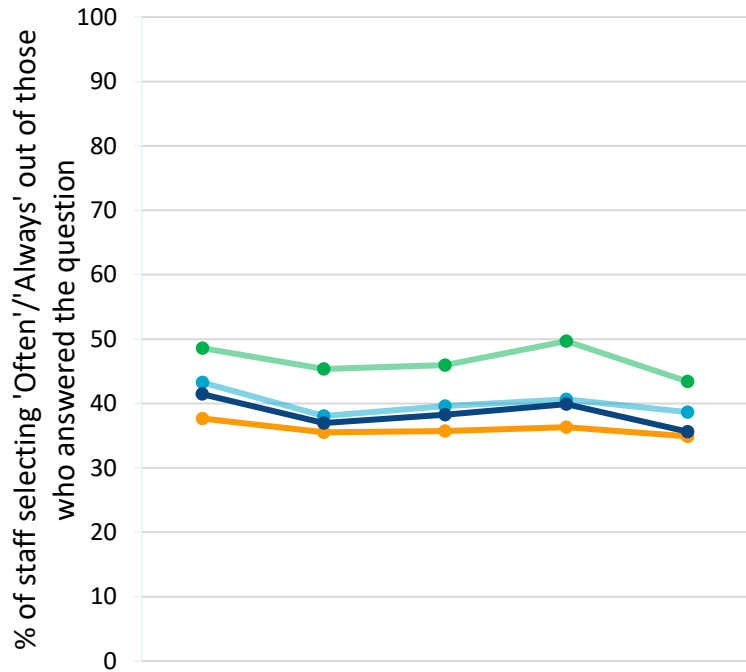
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
Your org	21.26%	16.92%	17.14%	20.74%	18.67%
Best result	29.43%	24.99%	26.55%	32.50%	32.68%
Average result	22.73%	18.86%	20.13%	22.64%	23.02%
Worst result	18.07%	16.08%	17.14%	20.44%	18.67%
Responses	2686	2570	2179	2412	2219

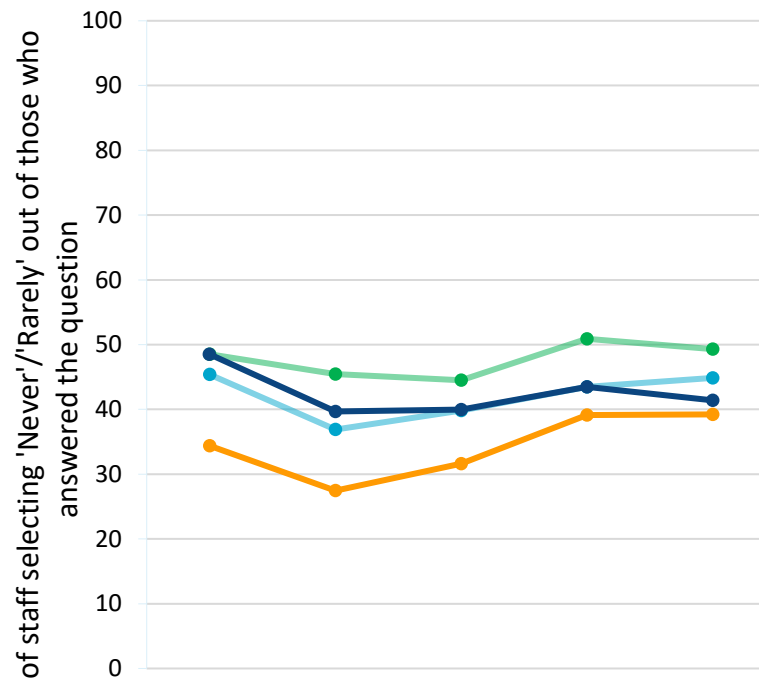


Q5b I have a choice in deciding how to do my work.



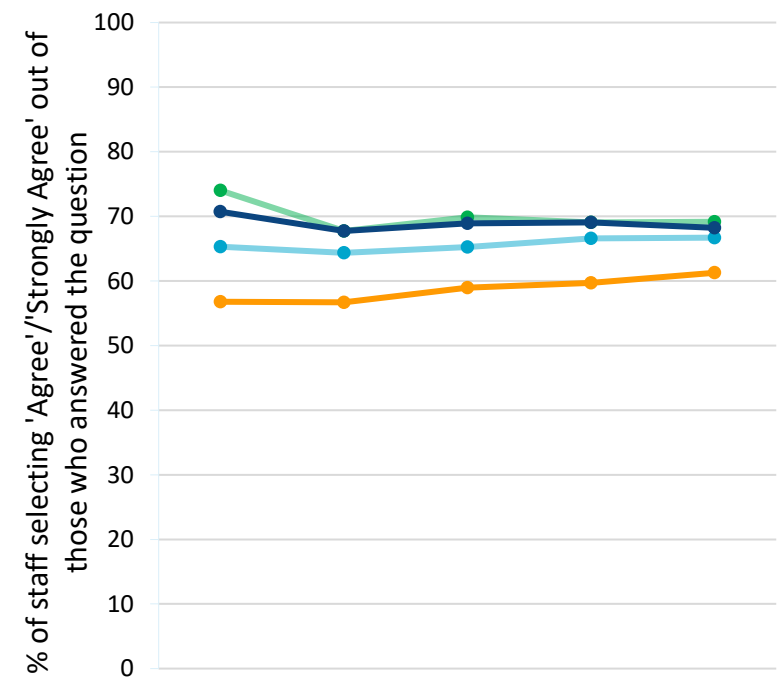
	2020	2021	2022	2023	2024
Your org	41.43%	36.94%	38.27%	39.90%	35.62%
Best result	48.61%	45.35%	45.96%	49.68%	43.41%
Average result	43.26%	38.05%	39.58%	40.63%	38.66%
Worst result	37.66%	35.51%	35.73%	36.32%	34.90%
Responses	2686	2574	2180	2411	2222

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
Your org	48.51%	39.68%	39.99%	43.49%	41.39%
Best result	48.51%	45.44%	44.50%	50.90%	49.31%
Average result	45.39%	36.89%	39.84%	43.49%	44.87%
Worst result	34.40%	27.45%	31.60%	39.11%	39.23%
Responses	2686	2577	2182	2411	2219

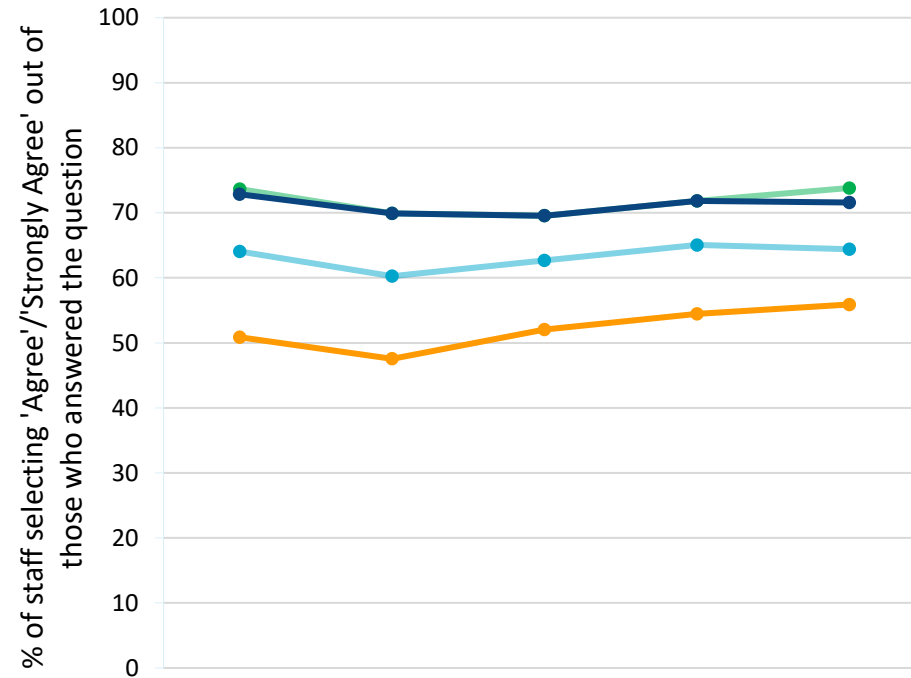
Q7c I receive the respect I deserve from my colleagues at work.



	2020	2021	2022	2023	2024
Your org	70.71%	67.74%	68.92%	69.07%	68.21%
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	2700	2566	2187	2414	2223



Q9a My immediate manager encourages me at work.



	2020	2021	2022	2023	2024
Your org	72.85%	69.89%	69.54%	71.81%	71.59%
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	2677	2552	2185	2412	2225

Questions not linked to People Promise elements or themes

Questions included:*

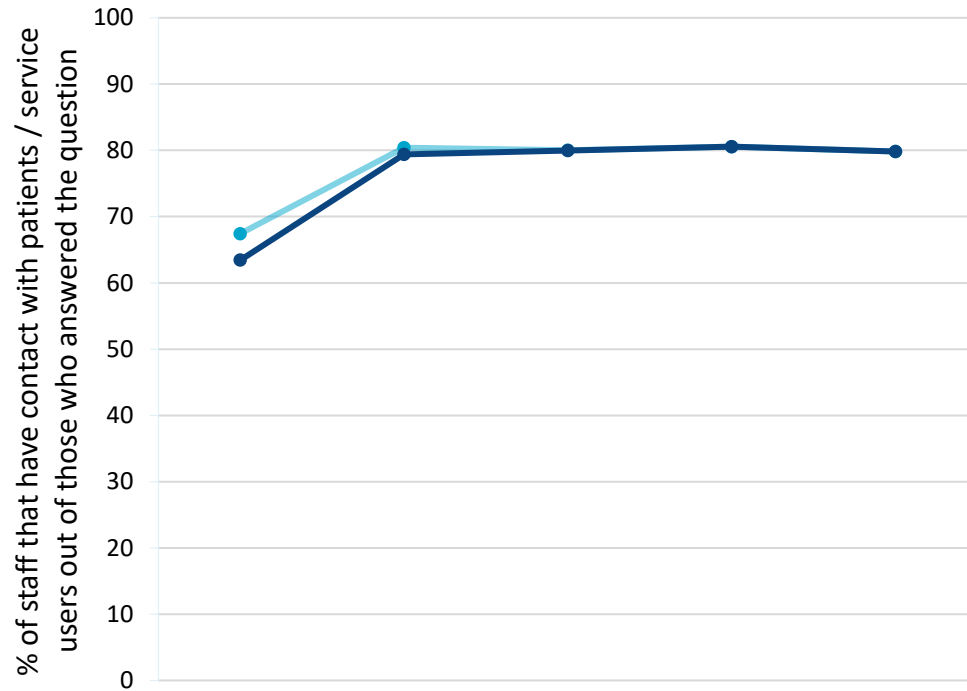
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

*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?

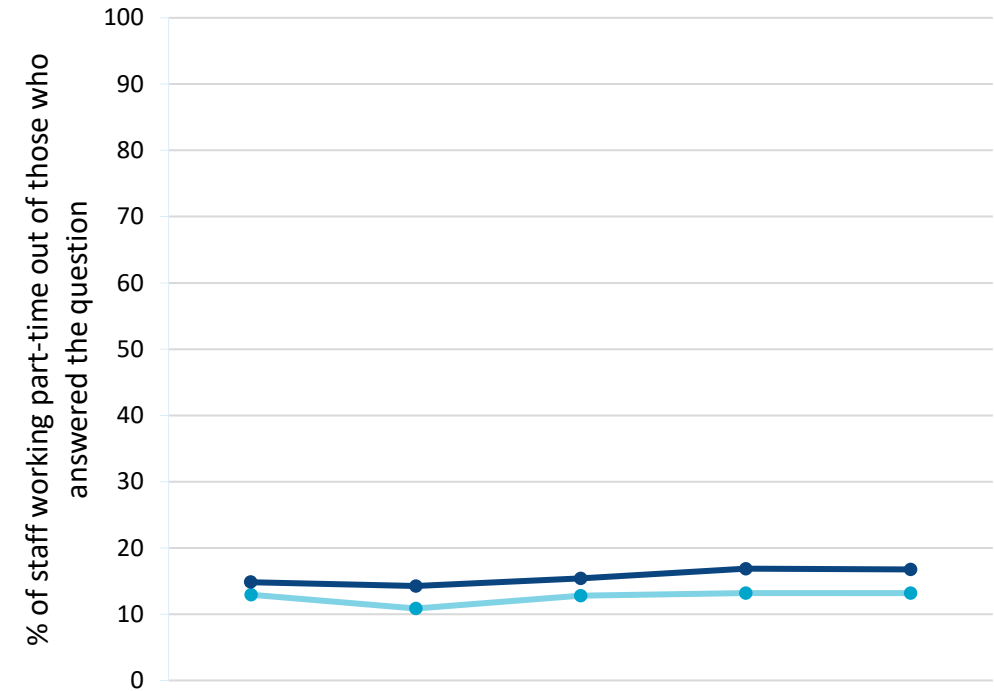


2020 2021 2022 2023 2024

Your org	63.43%	79.40%	79.95%	80.56%	79.82%
Average	67.44%	80.39%	80.02%	80.56%	79.82%

Responses 2715 2602 2180 2413 2220

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



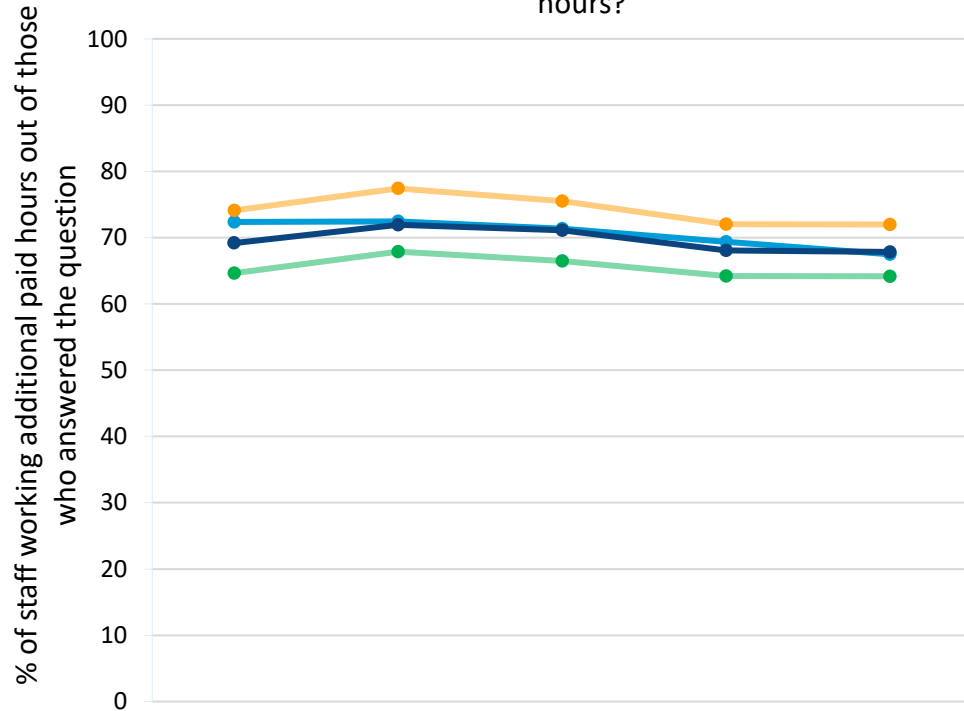
2020 2021 2022 2023 2024

Your org	14.83%	14.25%	15.42%	16.87%	16.74%
Average	12.93%	10.86%	12.78%	13.19%	13.19%

Responses 2657 2512 2153 2371 2193

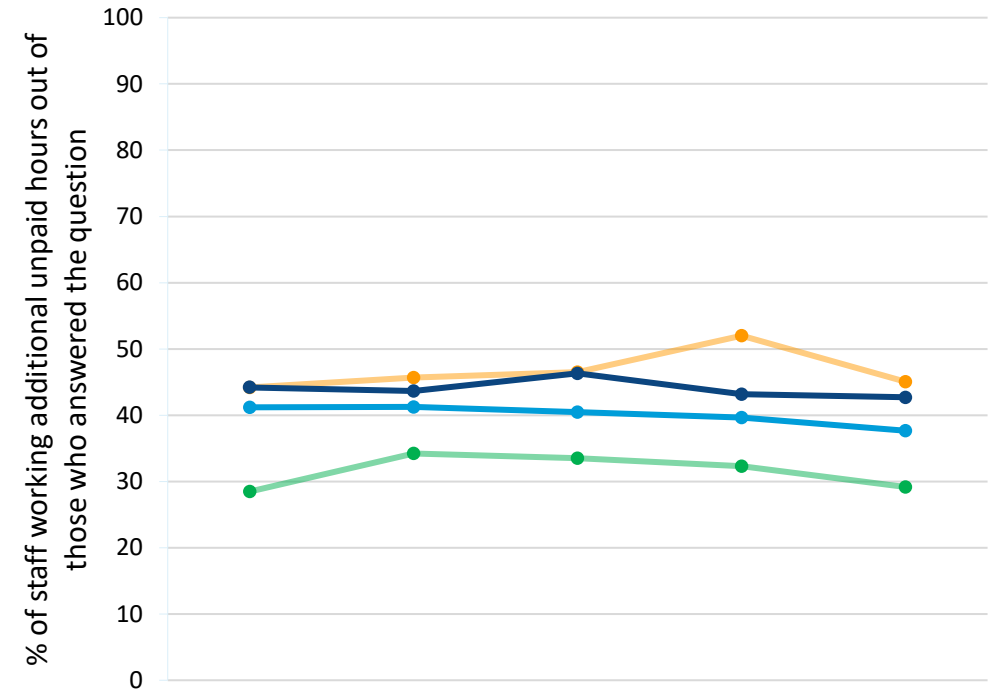


Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
Your org	69.21%	71.95%	71.13%	68.10%	67.85%
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	2672	2544	2183	2407	2220

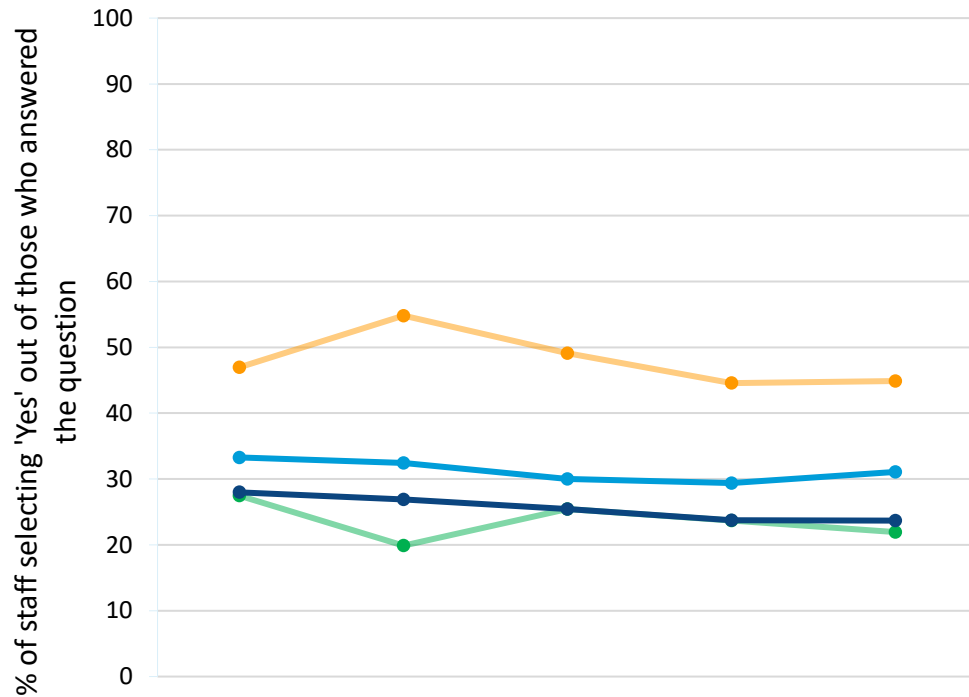
Q10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
Your org	44.20%	43.64%	46.32%	43.16%	42.71%
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	2671	2539	2181	2400	2214

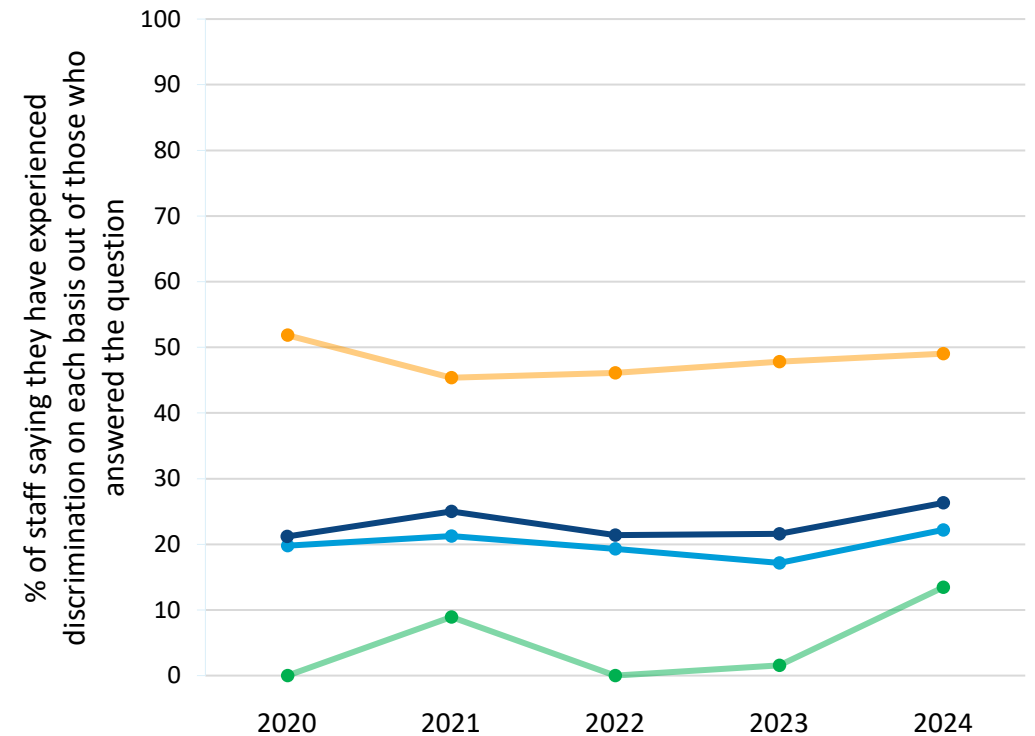


Q11e* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
Your org	27.97%	26.90%	25.45%	23.72%	23.68%
Best result	27.46%	19.89%	25.45%	23.69%	21.94%
Average result	33.28%	32.43%	30.02%	29.39%	31.07%
Worst result	46.95%	54.82%	49.11%	44.57%	44.87%
Responses	1314	1565	1381	1492	1464

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

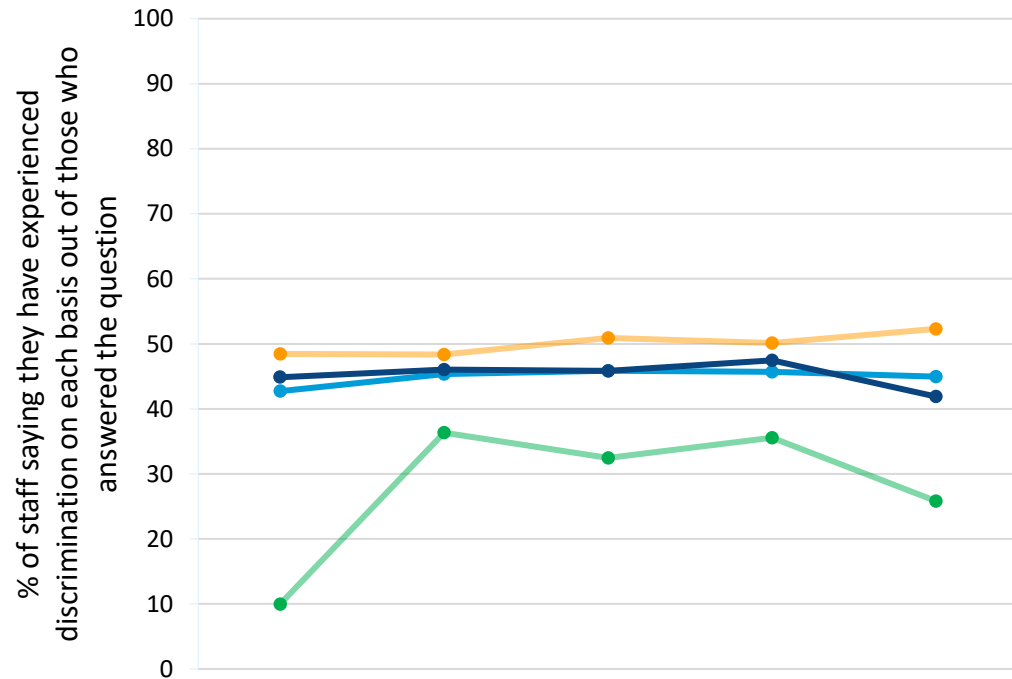


	2020	2021	2022	2023	2024
Your org	21.19%	25.00%	21.38%	21.61%	26.30%
Best result	0.00%	8.90%	0.00%	1.57%	13.44%
Average result	19.81%	21.27%	19.30%	17.16%	22.19%
Worst result	51.84%	45.37%	46.10%	47.84%	49.02%
Responses	418	417	392	440	451

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



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

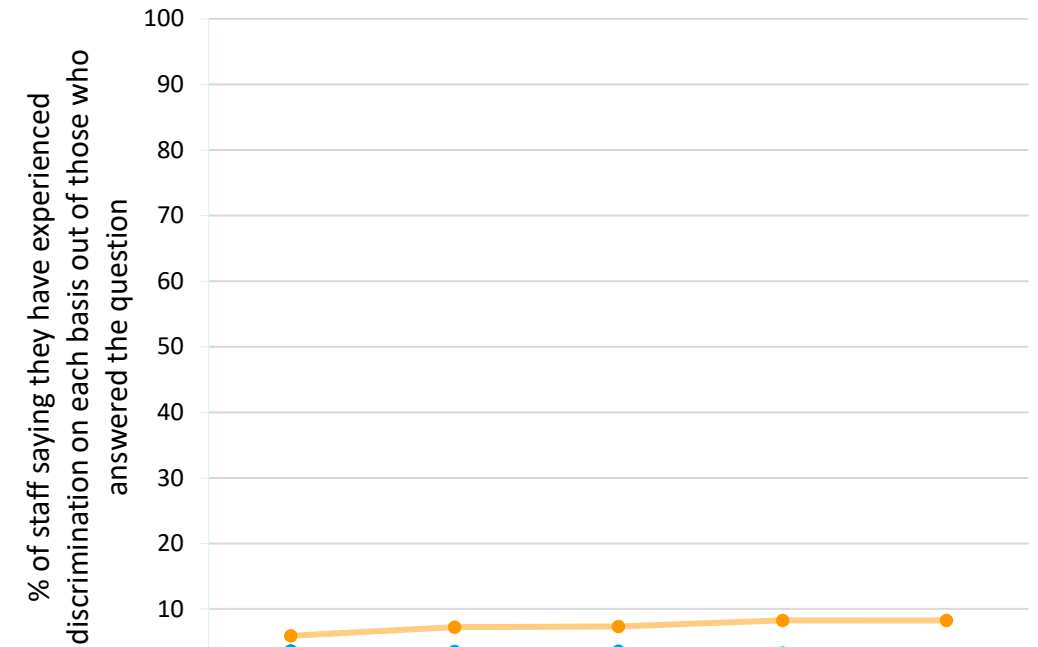


2020 2021 2022 2023 2024

Your org	44.87%	46.06%	45.86%	47.46%	41.89%
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 418 417 392 440 451

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



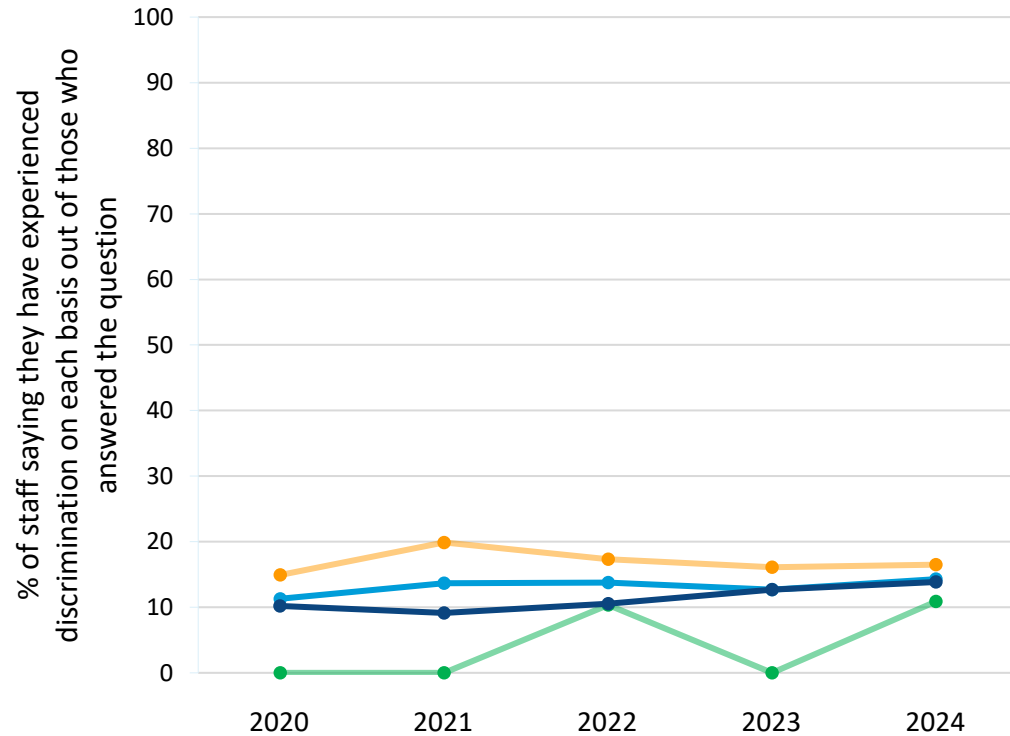
2020 2021 2022 2023 2024

Your org	2.92%	2.75%	2.25%	2.75%	2.06%
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 418 417 392 440 451

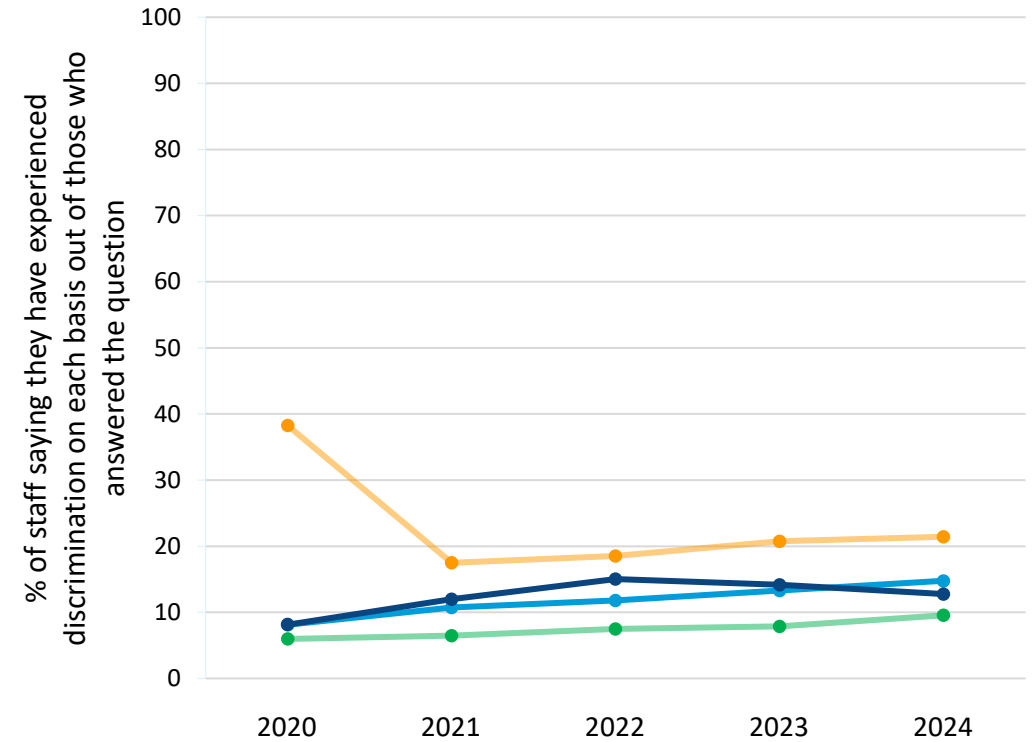


Q16c.4 On what grounds have you experienced discrimination?
– Sexual orientation.



	2020	2021	2022	2023	2024
Your org	10.19%	9.13%	10.56%	12.71%	13.85%
Best result	0.00%	0.00%	10.32%	0.00%	10.88%
Average result	11.30%	13.68%	13.77%	12.71%	14.29%
Worst result	14.92%	19.89%	17.33%	16.09%	16.49%
Responses	418	417	392	440	451

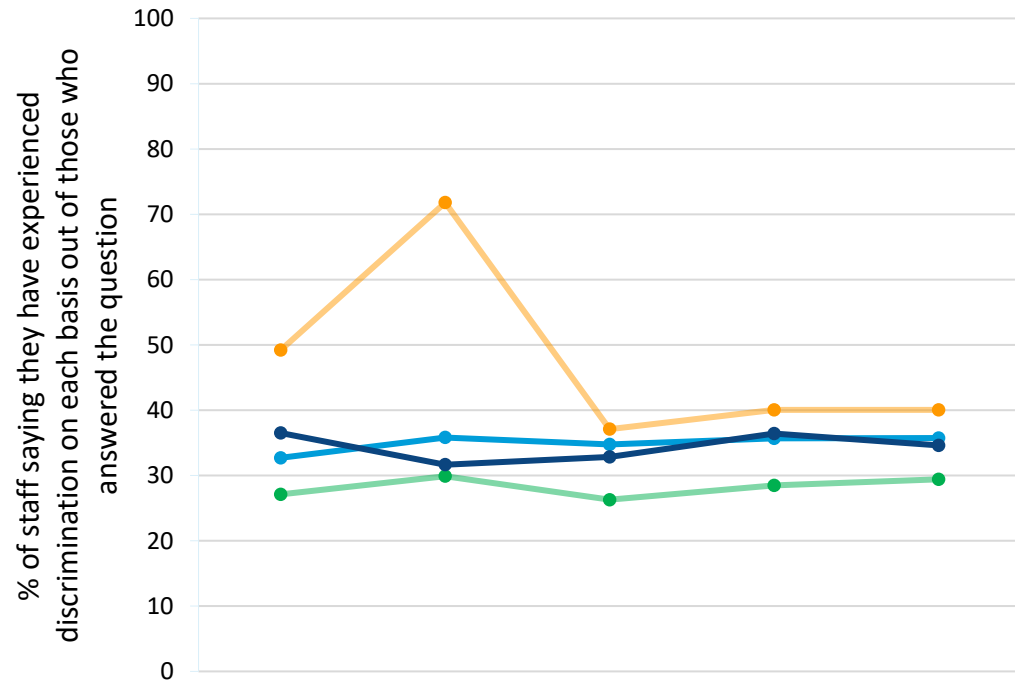
Q16c.5 On what grounds have you experienced discrimination?
– Disability.



	2020	2021	2022	2023	2024
Your org	8.13%	11.99%	15.03%	14.17%	12.76%
Best result	5.98%	6.49%	7.52%	7.87%	9.55%
Average result	8.13%	10.76%	11.81%	13.32%	14.77%
Worst result	38.25%	17.49%	18.53%	20.75%	21.43%
Responses	418	417	392	440	451



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

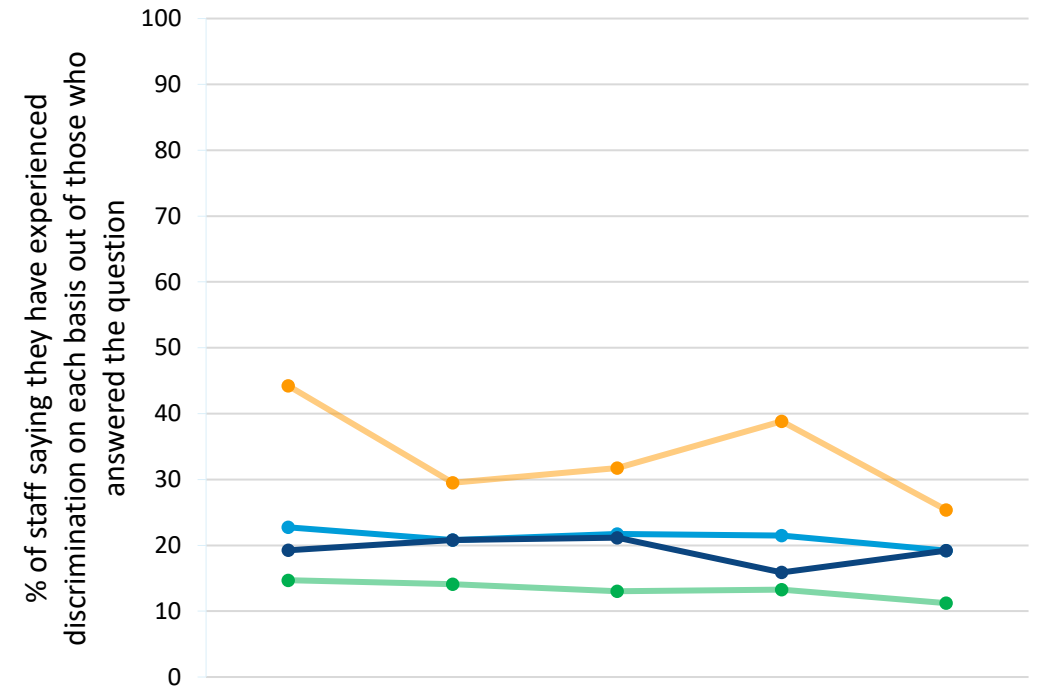


2020 2021 2022 2023 2024

Your org	36.51%	31.65%	32.87%	36.43%	34.60%
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 418 417 392 440 451

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



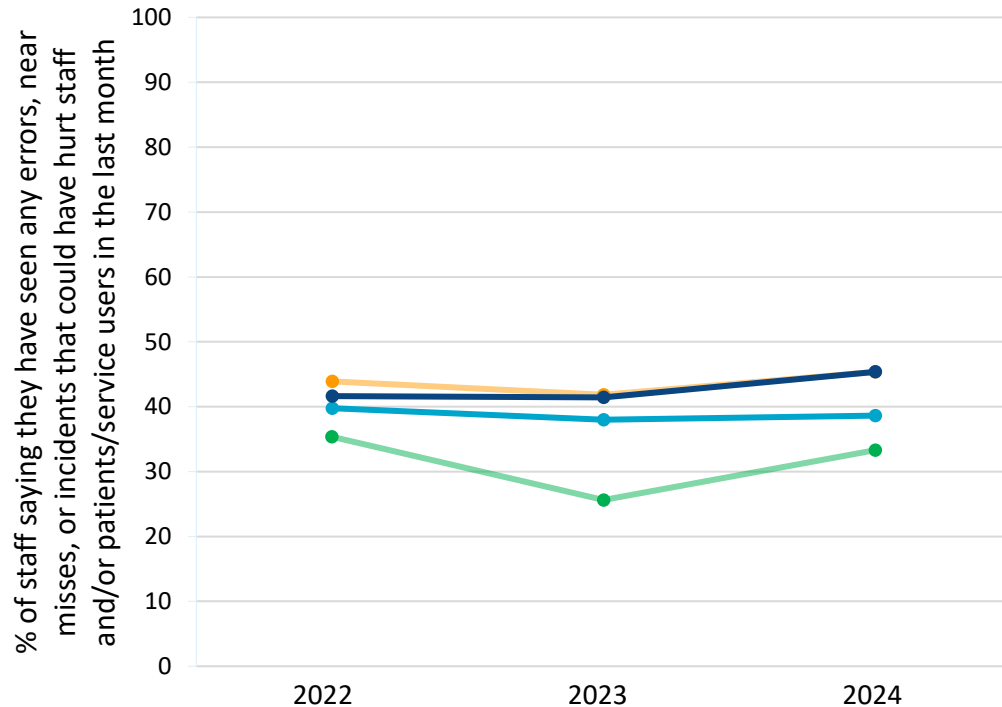
2020 2021 2022 2023 2024

Your org	19.23%	20.81%	21.17%	15.88%	19.20%
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 418 417 392 440 451



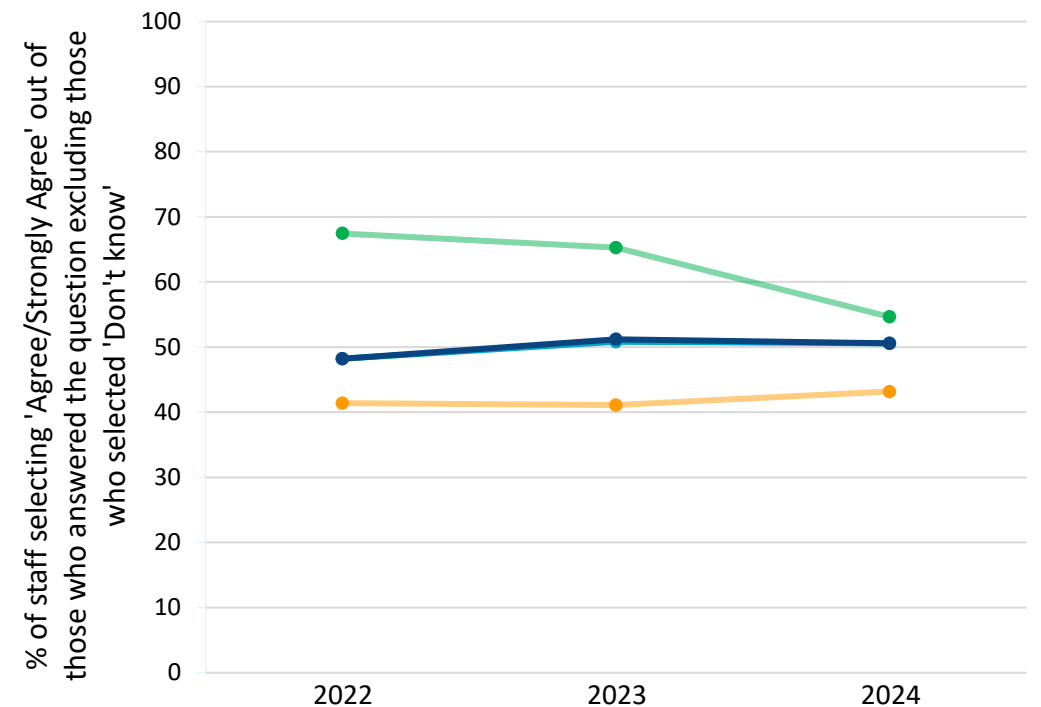
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



Your org	41.63%	41.43%	45.36%
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	2155	2379	2189
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Q19a My organisation treats staff who are involved in an error, near miss or incident fairly.

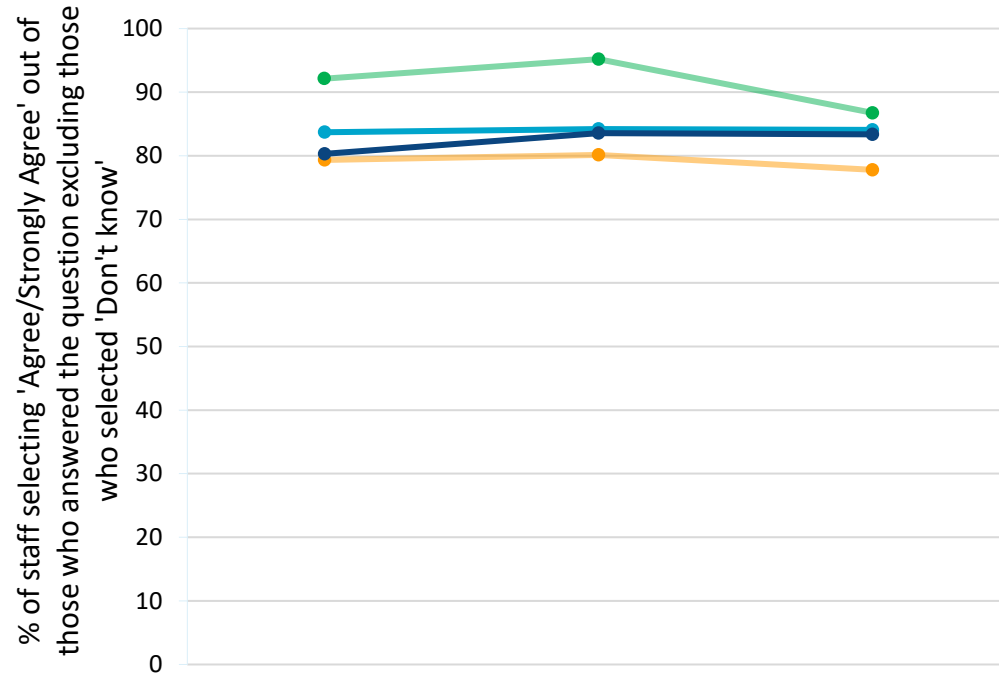


Your org	48.22%	51.20%	50.60%
Best result	67.45%	65.27%	54.65%
Average result	48.22%	50.82%	50.60%
Worst result	41.38%	41.11%	43.19%

Responses	1702	1882	1752
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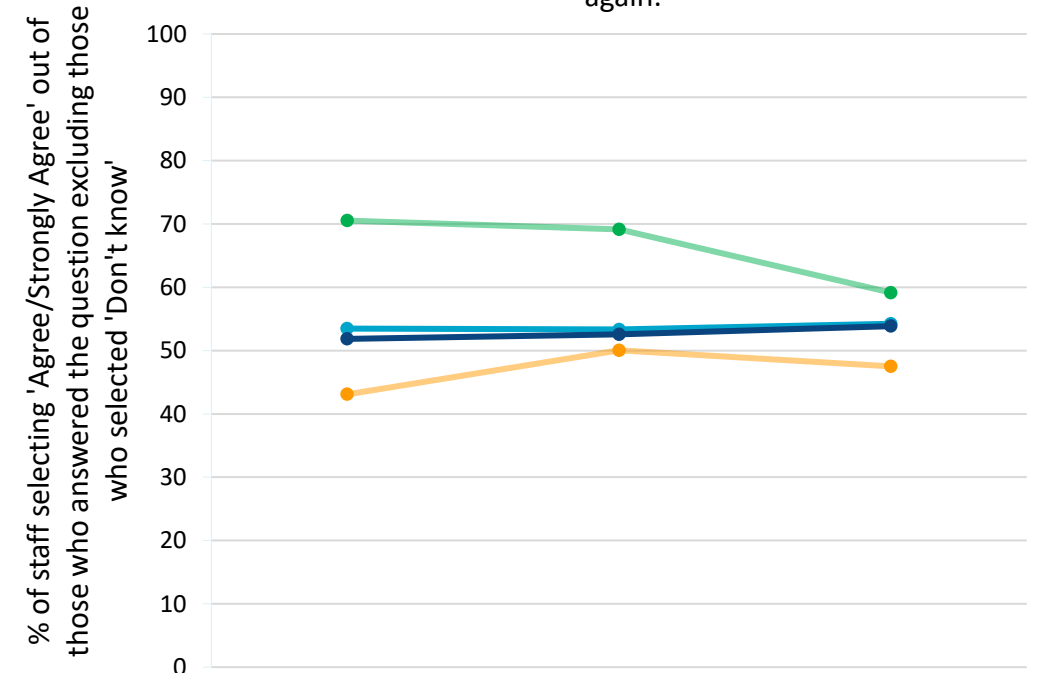


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
Your org	80.29%	83.55%	83.36%
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	2091	2322	2143

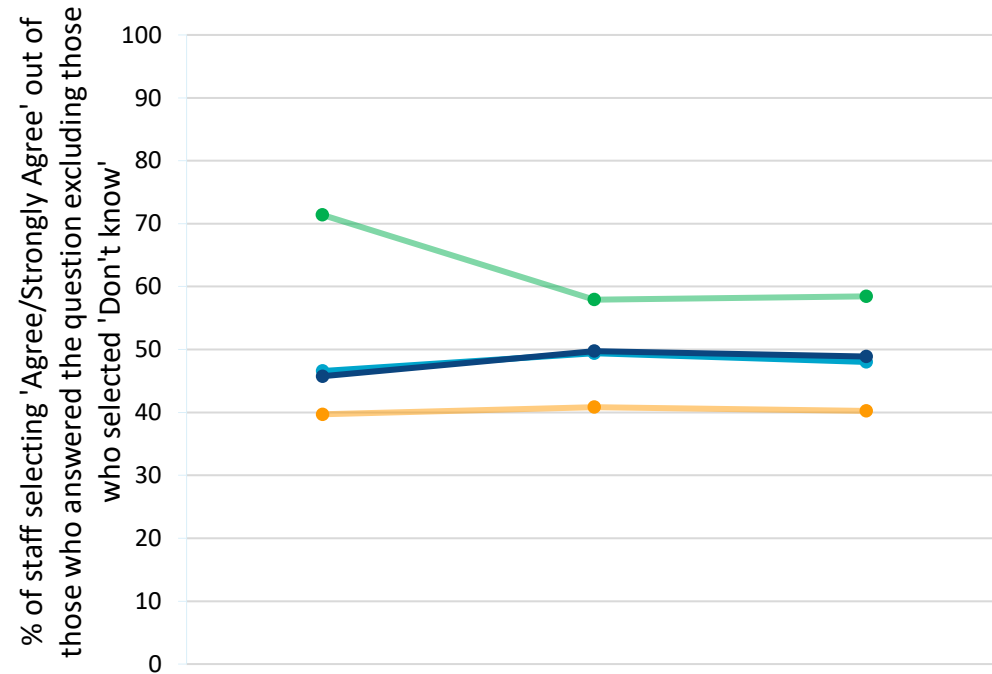
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



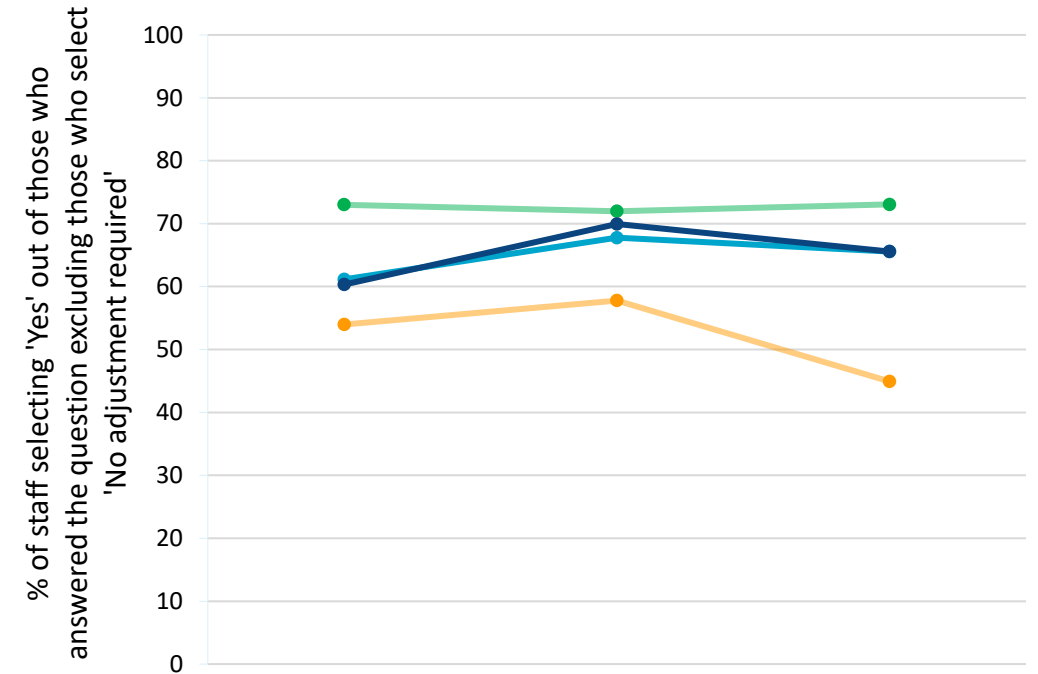
	2022	2023	2024
Your org	51.85%	52.54%	53.85%
Best result	70.53%	69.13%	59.15%
Average result	53.46%	53.34%	54.23%
Worst result	43.09%	50.04%	47.53%
Responses	1856	2082	1937



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
Your org	45.75%	49.74%	48.88%
Best result	71.39%	57.92%	58.45%
Average result	46.58%	49.41%	48.00%
Worst result	39.70%	40.83%	40.23%

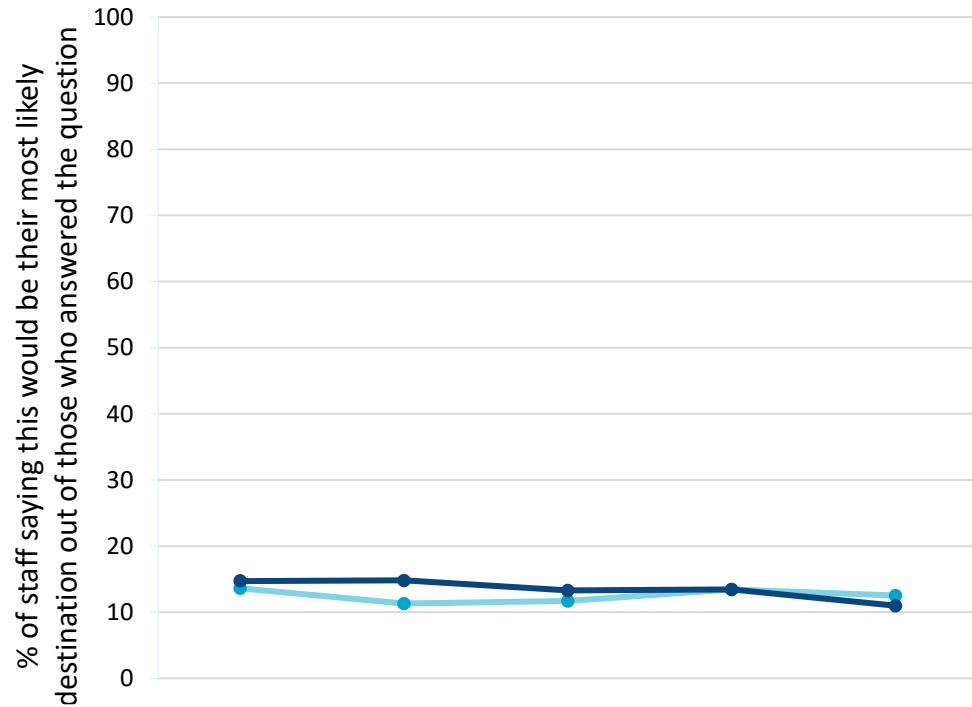
Responses	1908	2130	1963
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	2022	2023	2024
Your org	60.32%	69.95%	65.56%
Best result	73.00%	71.97%	73.07%
Average result	61.15%	67.78%	65.56%
Worst result	53.98%	57.78%	44.92%

Responses	387	432	455
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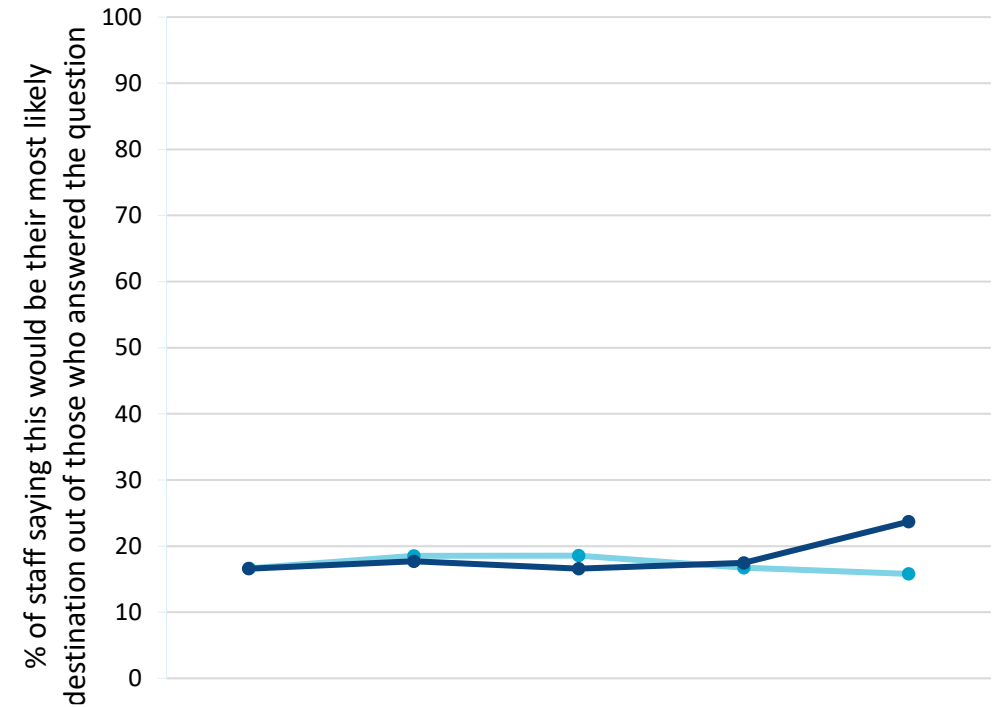


Q26d.1 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job within this organisation.



	2020	2021	2022	2023	2024
Your org	14.71%	14.82%	13.29%	13.43%	10.99%
Average	13.62%	11.31%	11.68%	13.43%	12.52%
Responses	2617	2415	2107	2353	2166

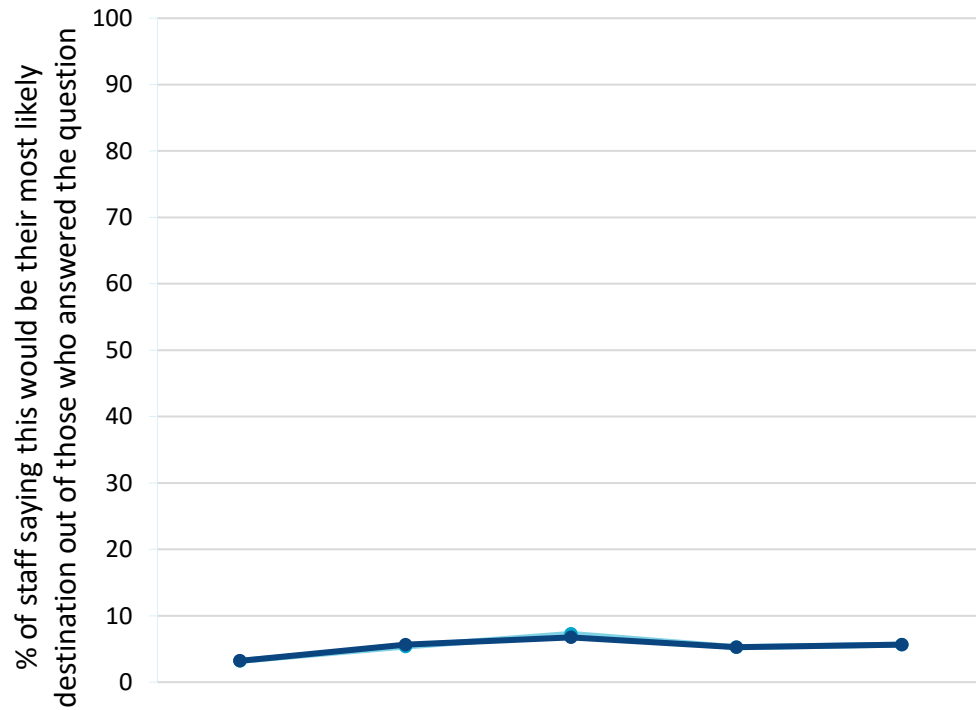
Q26d.2 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job in a different NHS Trust/organisation.



	2020	2021	2022	2023	2024
Your org	16.58%	17.68%	16.61%	17.47%	23.68%
Average	16.65%	18.53%	18.55%	16.72%	15.80%
Responses	2617	2415	2107	2353	2166

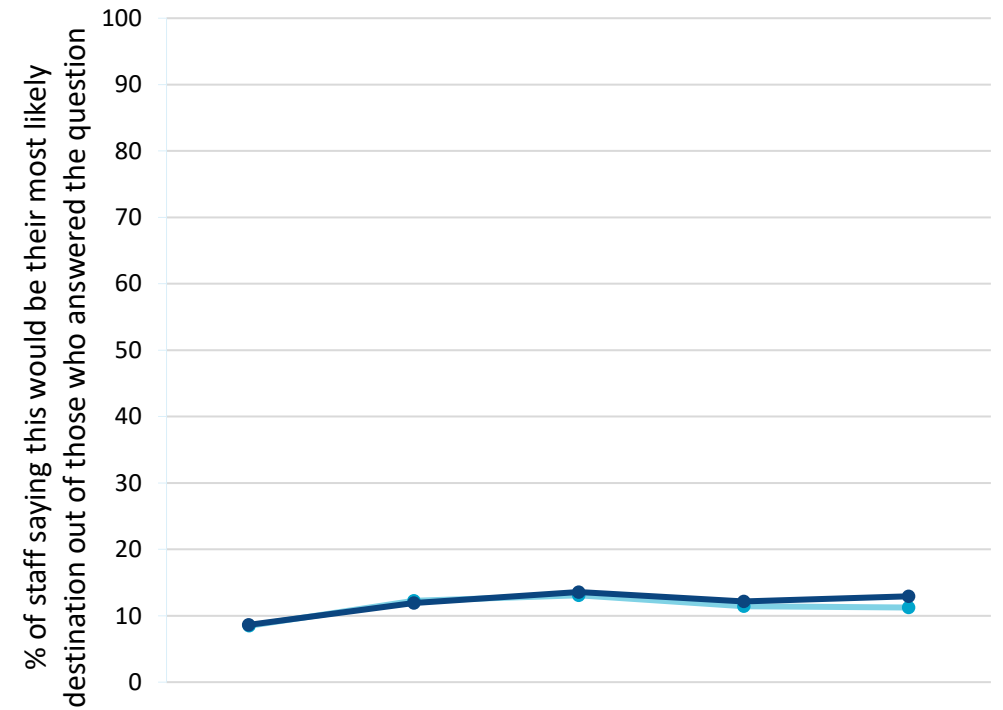


Q26d.3 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job in healthcare, but outside the NHS.



	2020	2021	2022	2023	2024
Your org	3.21%	5.63%	6.74%	5.27%	5.63%
Average	3.21%	5.37%	7.27%	5.27%	5.63%
Responses	2617	2415	2107	2353	2166

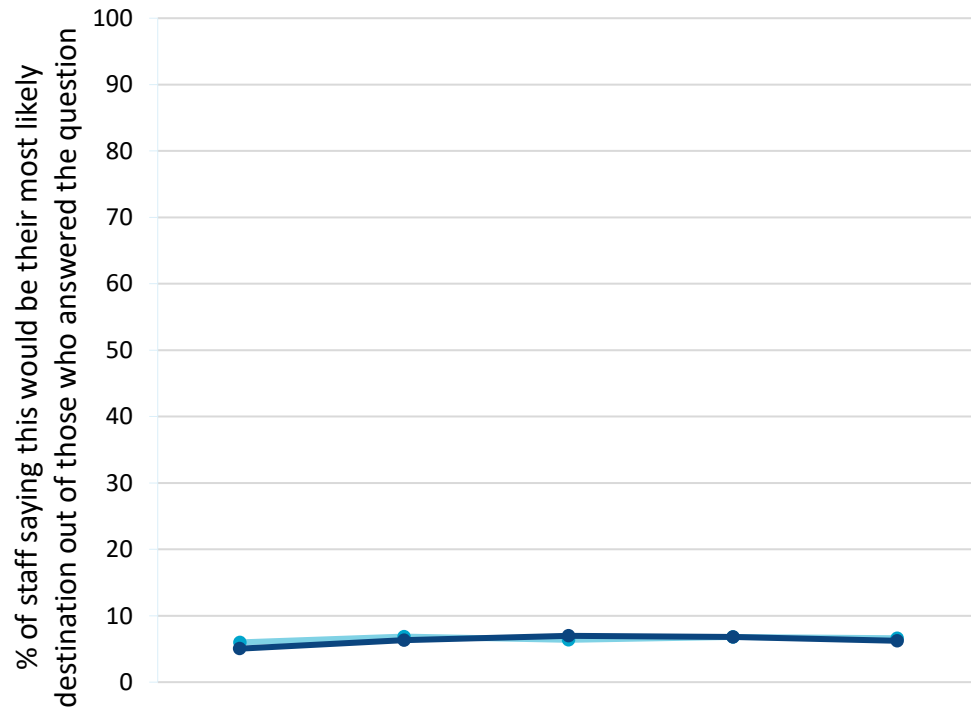
Q26d.4 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job outside healthcare.



	2020	2021	2022	2023	2024
Your org	8.64%	11.93%	13.57%	12.15%	12.93%
Average	8.48%	12.28%	13.08%	11.43%	11.22%
Responses	2617	2415	2107	2353	2166



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.

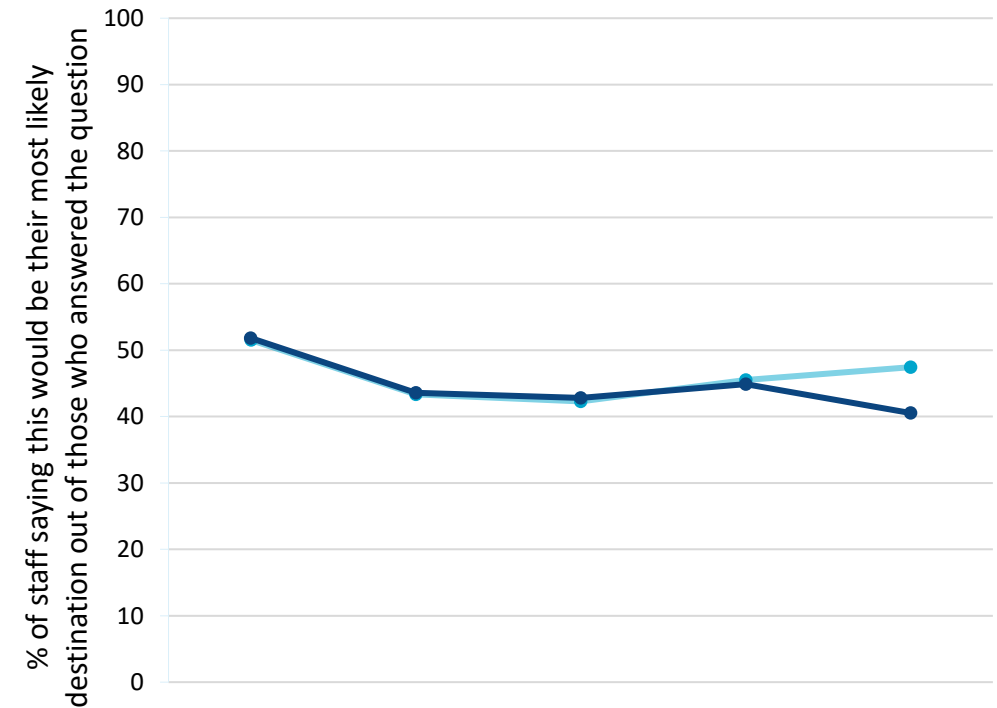


2020 2021 2022 2023 2024

Your org	5.04%	6.34%	6.98%	6.80%	6.23%
Average	5.99%	6.87%	6.37%	6.80%	6.60%

Responses 2617 2415 2107 2353 2166

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	51.82%	43.60%	42.81%	44.88%	40.54%
Average	51.53%	43.32%	42.28%	45.51%	47.41%

Responses 2617 2415 2107 2353 2166

Workforce Equality Standards

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

Workforce Race Equality Standards (WRES)

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

Workforce Disability Equality Standards (WDES)

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

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

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

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

Workforce Race Equality Standards (WRES)

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

Workforce Disability Equality Standards (WDES)

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

*Staff with a long term condition

Workforce Race Equality Standards (WRES)

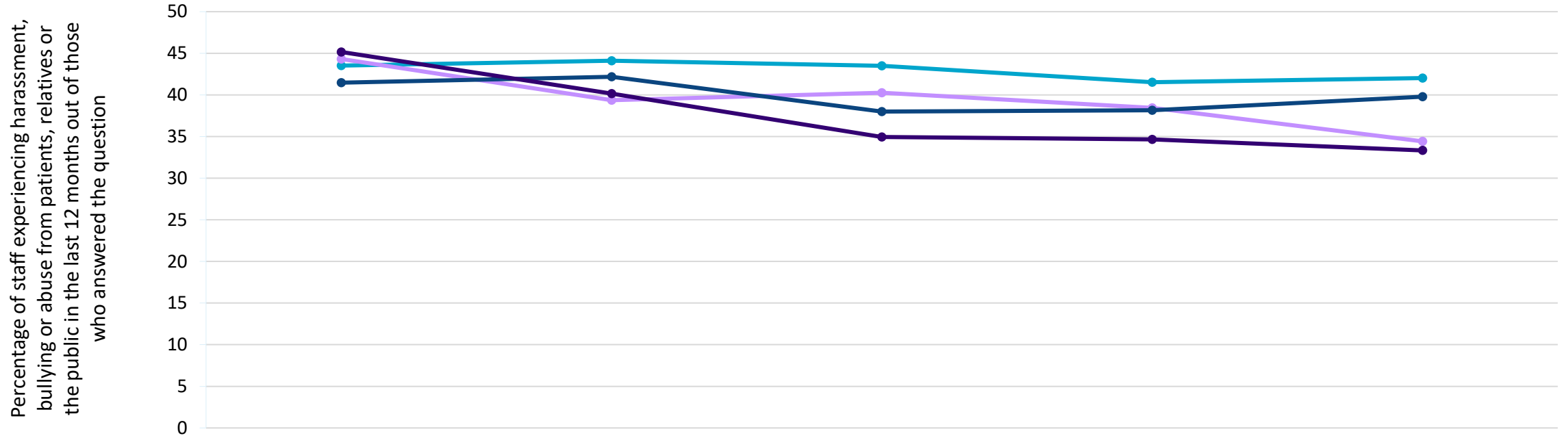
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

Data shown in the WRES charts are unweighted.

Averages are calculated as the median for the benchmark group.

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

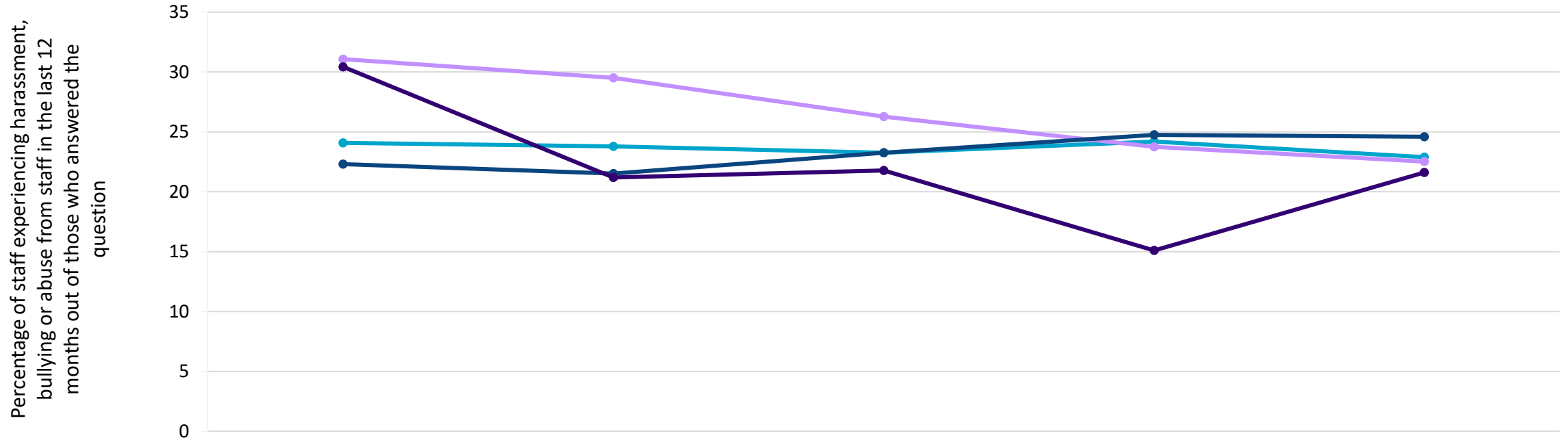


	2020	2021	2022	2023	2024
White staff: Your org	41.47%	42.18%	38.00%	38.17%	39.79%
All other ethnic groups*: Your org	45.16%	40.17%	34.96%	34.67%	33.33%
White staff: Average	43.52%	44.11%	43.50%	41.53%	42.03%
All other ethnic groups*: Average	44.32%	39.36%	40.25%	38.45%	34.42%
White staff: Responses	2416	2340	2034	1967	2013
All other ethnic groups*: Responses	93	117	123	148	186

*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

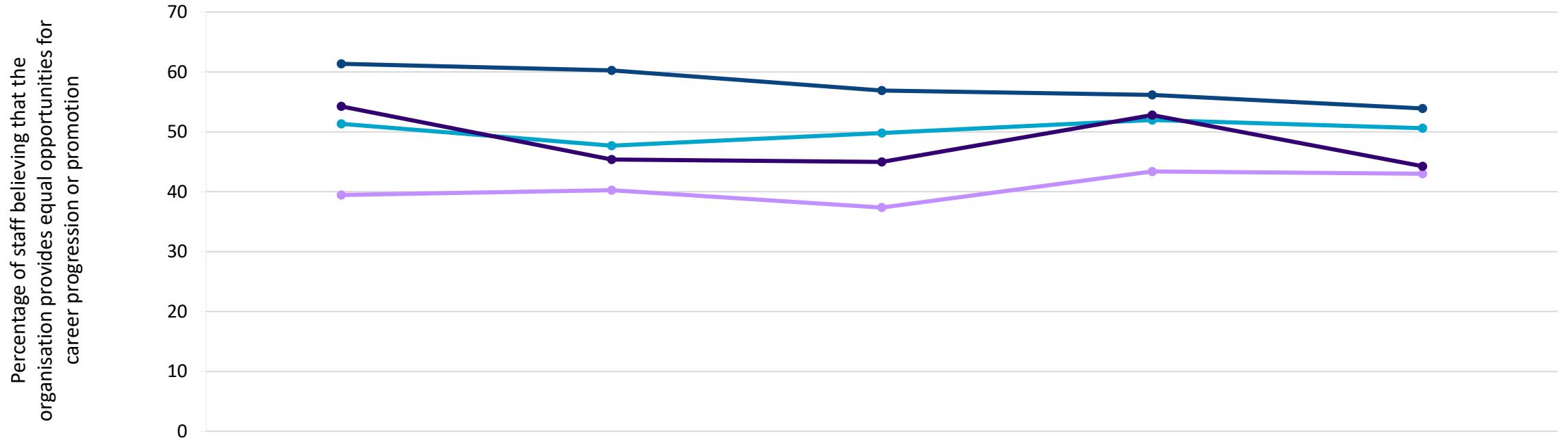


	2020	2021	2022	2023	2024
White staff: Your org	22.30%	21.52%	23.25%	24.75%	24.60%
All other ethnic groups*: Your org	30.43%	21.19%	21.77%	15.10%	21.62%
White staff: Average	24.09%	23.79%	23.25%	24.19%	22.89%
All other ethnic groups*: Average	31.08%	29.51%	26.27%	23.76%	22.52%
White staff: Responses	2417	2333	2030	1966	2008
All other ethnic groups*: Responses	92	118	124	146	185

*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.

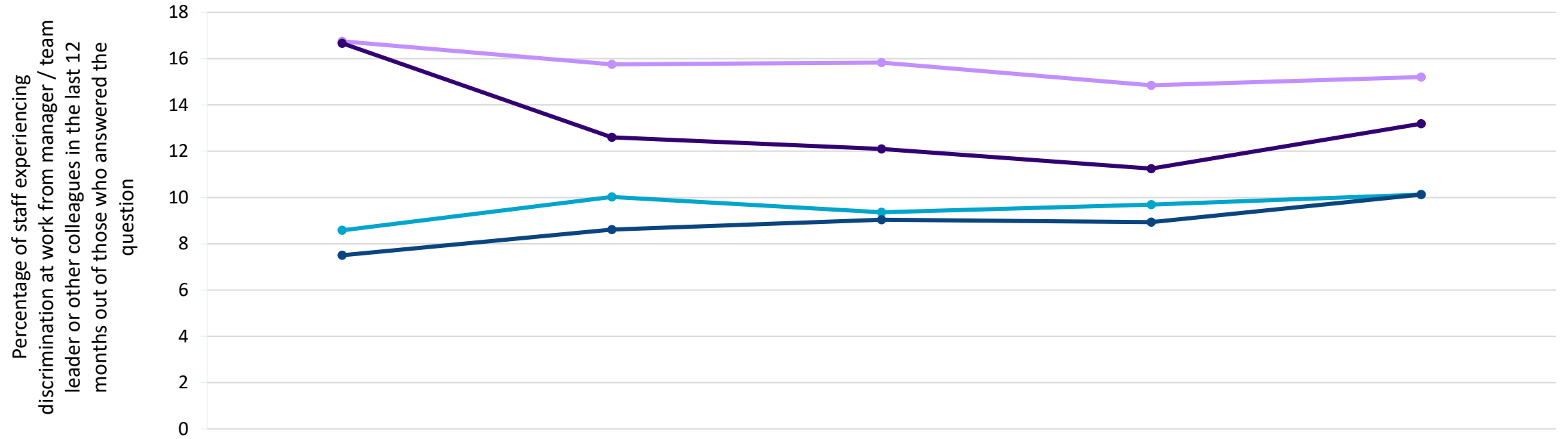
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	61.37%	60.26%	56.91%	56.19%	53.92%
All other ethnic groups*: Your org	54.26%	45.38%	45.00%	52.80%	44.26%
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	2454	2358	2026	2221	1992
All other ethnic groups*: Responses	94	119	120	161	183

*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	7.51%	8.61%	9.04%	8.94%	10.13%
All other ethnic groups*: Your org	16.67%	12.61%	12.10%	11.25%	13.19%
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	2465	2369	2025	2215	1985
All other ethnic groups*: Responses	96	119	124	160	182

*Staff from all other ethnic groups combined

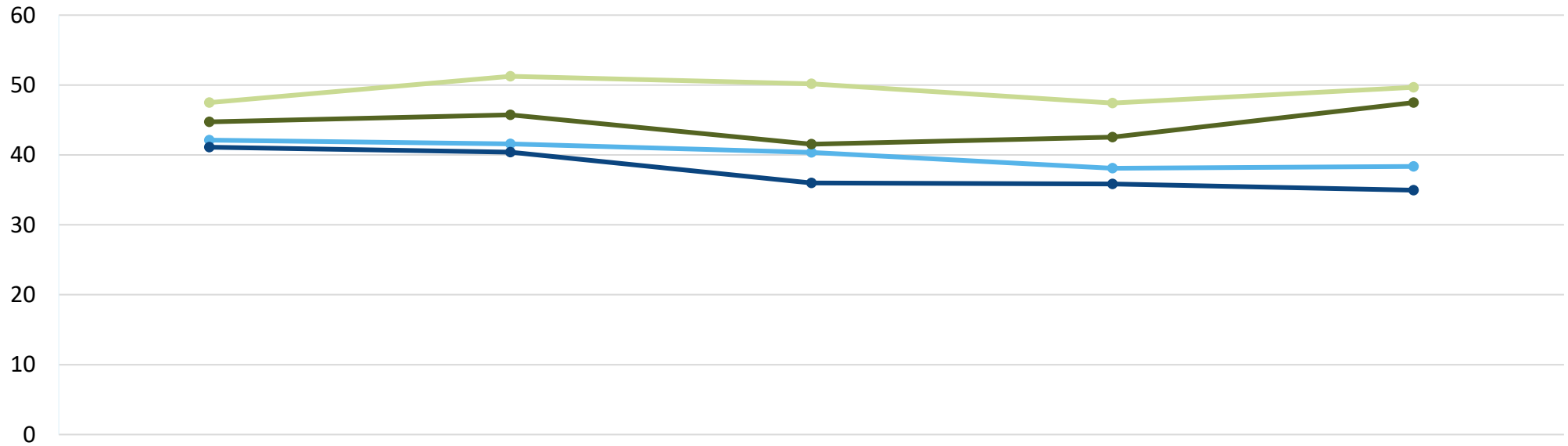
Workforce Disability Equality Standards (WDES)

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.

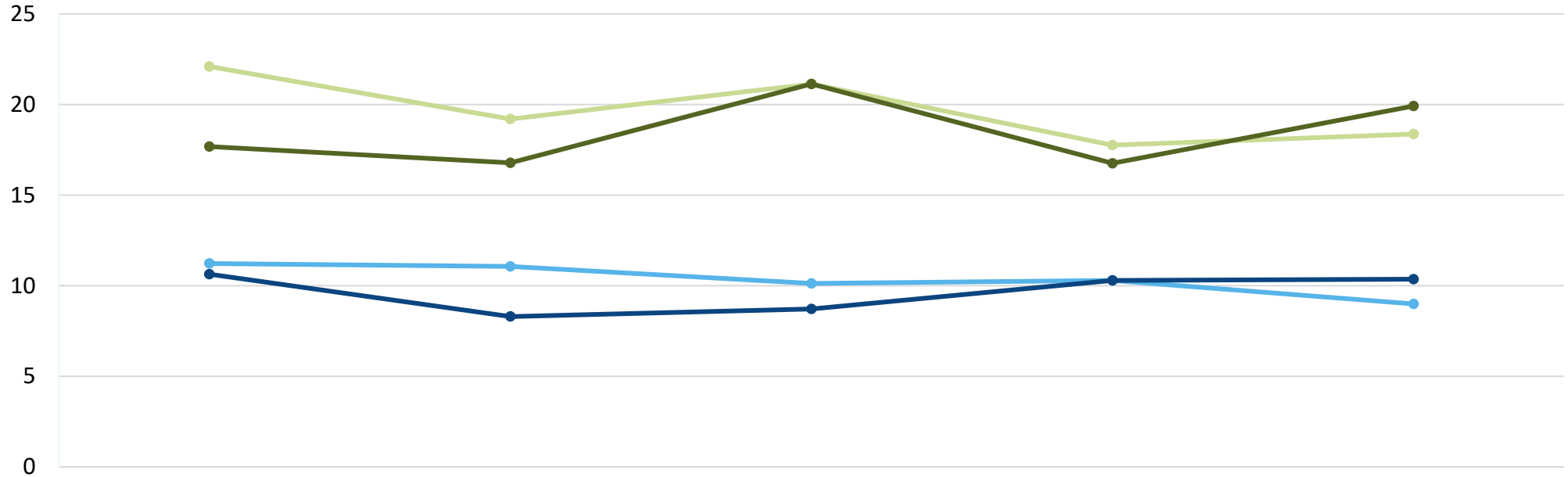


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	44.75%	45.74%	41.54%	42.56%	47.49%
Staff without a LTC or illness: Your org	41.11%	40.40%	35.98%	35.86%	34.96%
Staff with a LTC or illness: Average	47.50%	51.25%	50.17%	47.42%	49.67%
Staff without a LTC or illness: Average	42.12%	41.58%	40.36%	38.09%	38.35%
Staff with a LTC or illness: Responses	628	739	638	703	737
Staff without a LTC or illness: Responses	1917	1730	1523	1392	1456

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

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

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

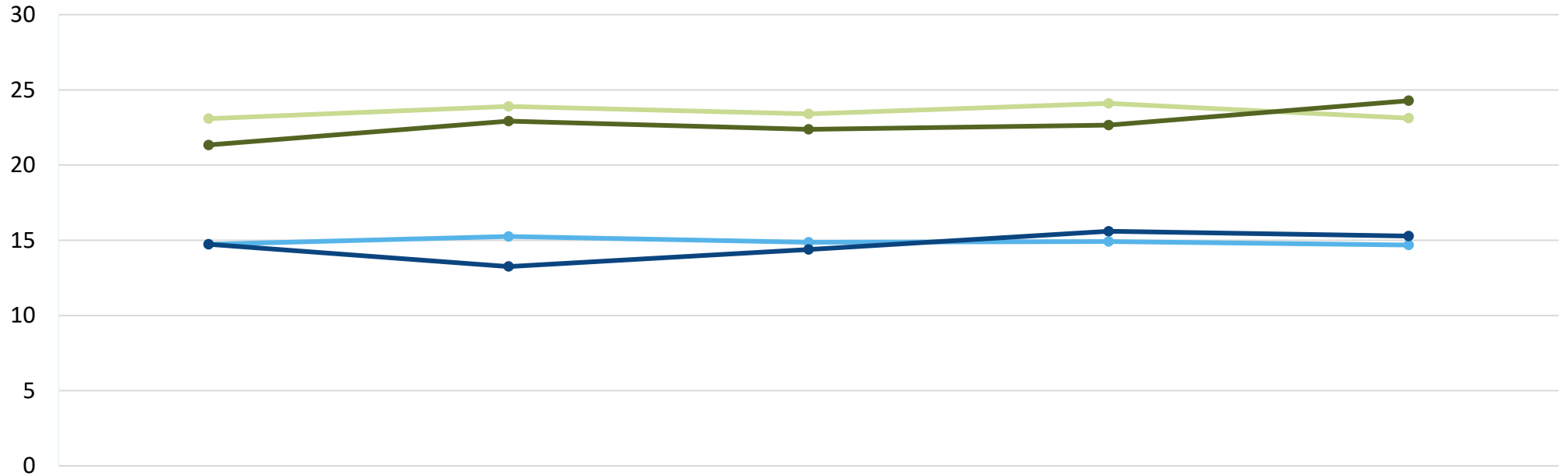


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	17.68%	16.78%	21.14%	16.76%	19.92%
Staff without a LTC or illness: Your org	10.63%	8.29%	8.72%	10.29%	10.36%
Staff with a LTC or illness: Average	22.10%	19.20%	21.14%	17.76%	18.37%
Staff without a LTC or illness: Average	11.22%	11.06%	10.12%	10.29%	8.99%
Staff with a LTC or illness: Responses	628	733	634	693	733
Staff without a LTC or illness: Responses	1909	1712	1514	1386	1448

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.

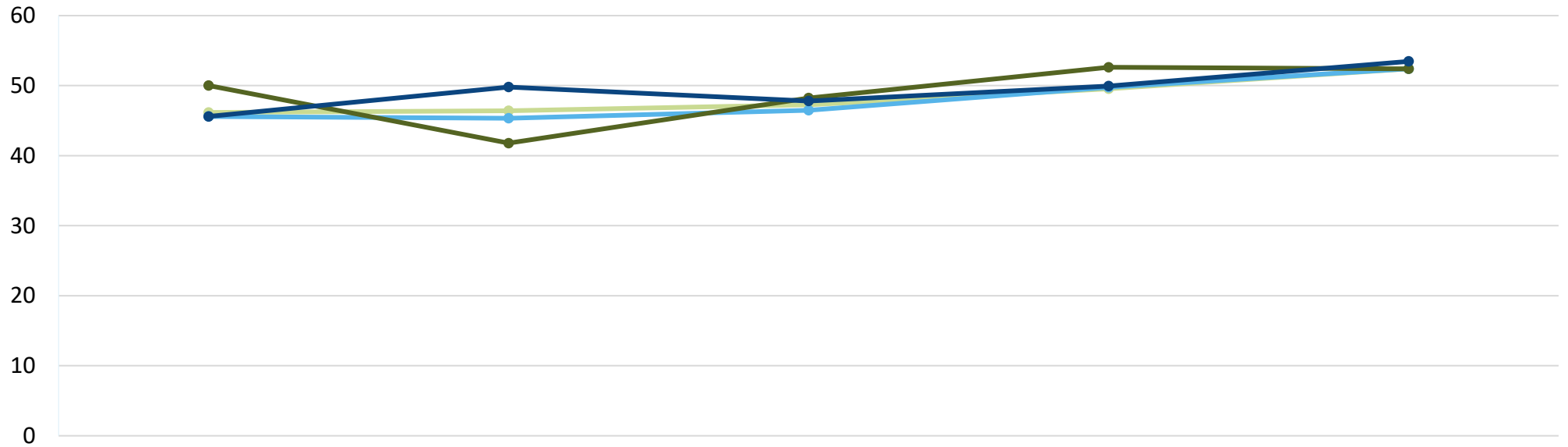


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	21.34%	22.92%	22.38%	22.66%	24.28%
Staff without a LTC or illness: Your org	14.74%	13.25%	14.38%	15.60%	15.27%
Staff with a LTC or illness: Average	23.09%	23.90%	23.40%	24.10%	23.11%
Staff without a LTC or illness: Average	14.74%	15.25%	14.87%	14.91%	14.68%
Staff with a LTC or illness: Responses	628	733	630	693	725
Staff without a LTC or illness: Responses	1913	1713	1509	1374	1434

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.

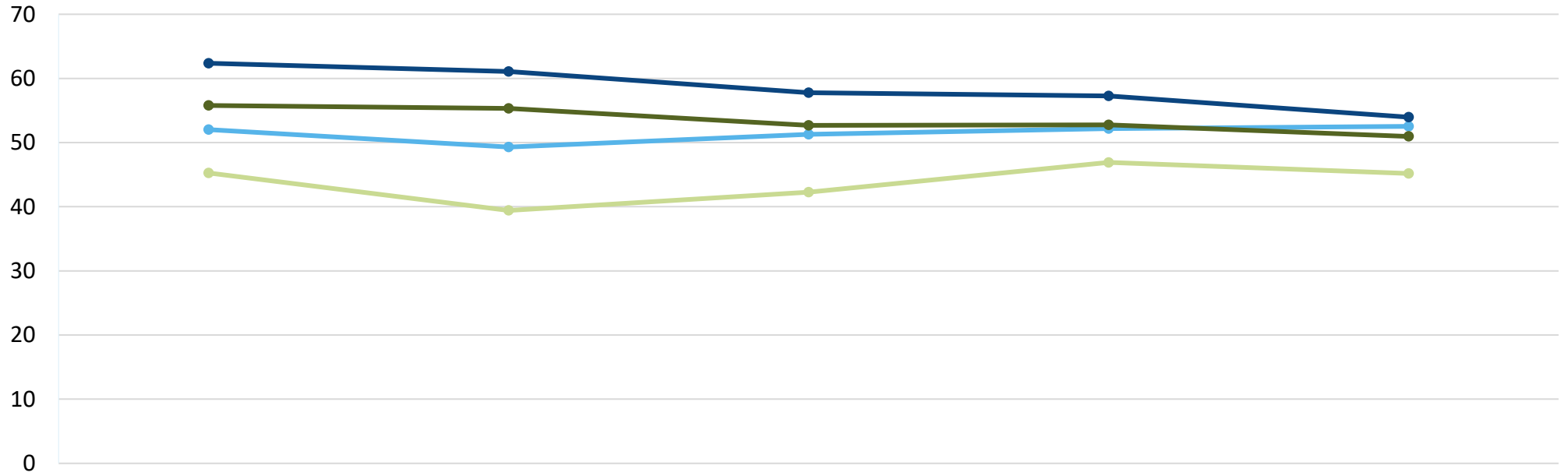


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	50.00%	41.79%	48.24%	52.62%	52.41%
Staff without a LTC or illness: Your org	45.60%	49.79%	47.80%	49.94%	53.46%
Staff with a LTC or illness: Average	46.17%	46.43%	47.26%	49.56%	52.41%
Staff without a LTC or illness: Average	45.60%	45.34%	46.49%	49.77%	52.41%
Staff with a LTC or illness: Responses	308	390	313	325	395
Staff without a LTC or illness: Responses	796	731	592	531	578

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

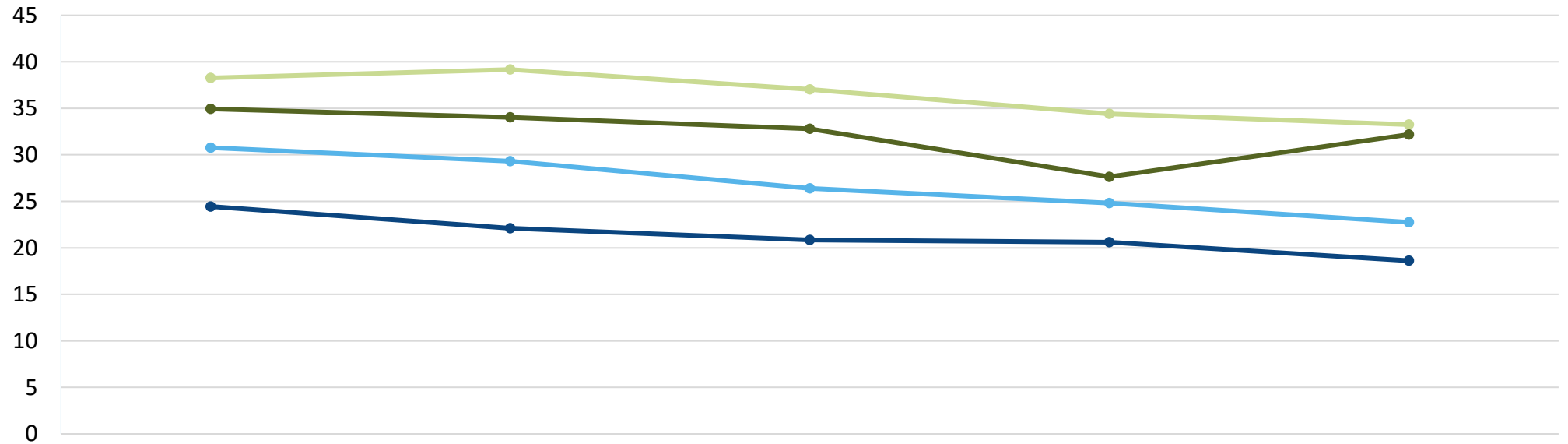
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	55.78%	55.32%	52.68%	52.77%	50.96%
Staff without a LTC or illness: Your org	62.37%	61.07%	57.76%	57.28%	53.96%
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	631	752	634	775	732
Staff without a LTC or illness: Responses	1953	1739	1515	1587	1438

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

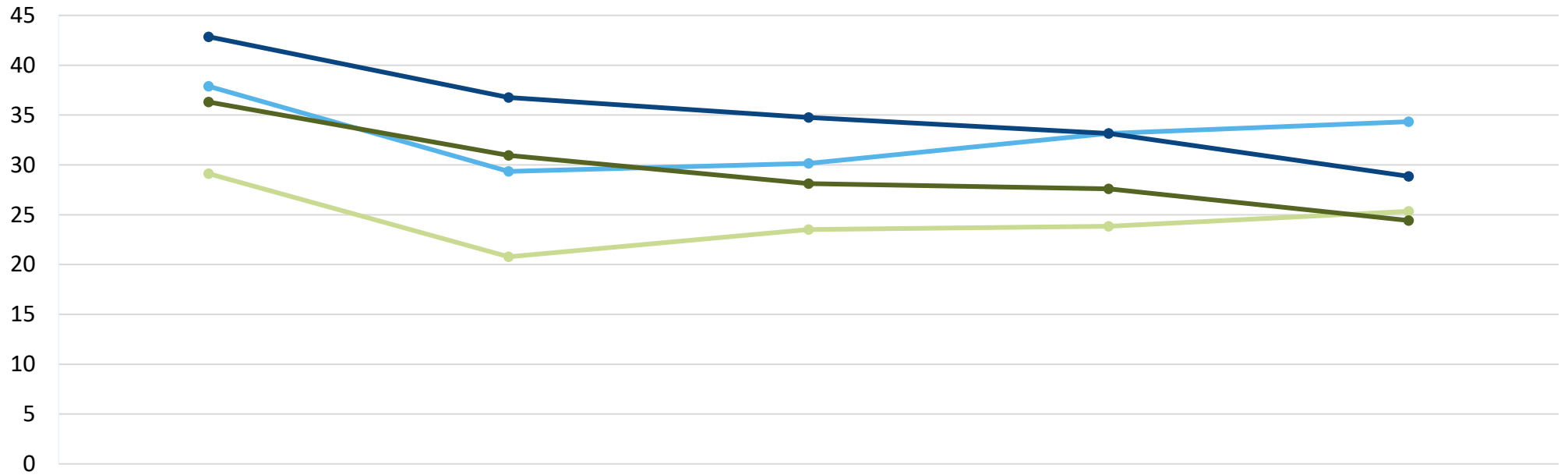
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	34.94%	34.04%	32.81%	27.64%	32.19%
Staff without a LTC or illness: Your org	24.45%	22.11%	20.86%	20.62%	18.62%
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	415	570	506	597	584
Staff without a LTC or illness: Responses	863	968	863	873	854

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

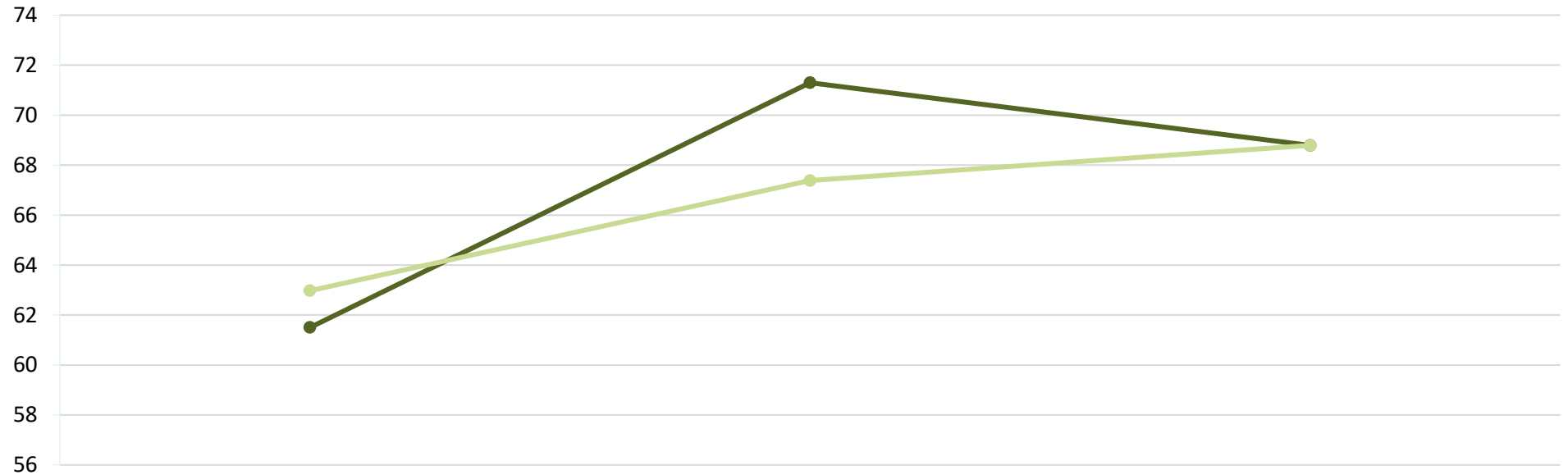
Percentage of staff satisfied with the extent to which their organisation values their work.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	36.31%	30.96%	28.13%	27.60%	24.42%
Staff without a LTC or illness: Your org	42.86%	36.77%	34.76%	33.14%	28.86%
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	639	759	640	779	737
Staff without a LTC or illness: Responses	1960	1746	1522	1590	1452

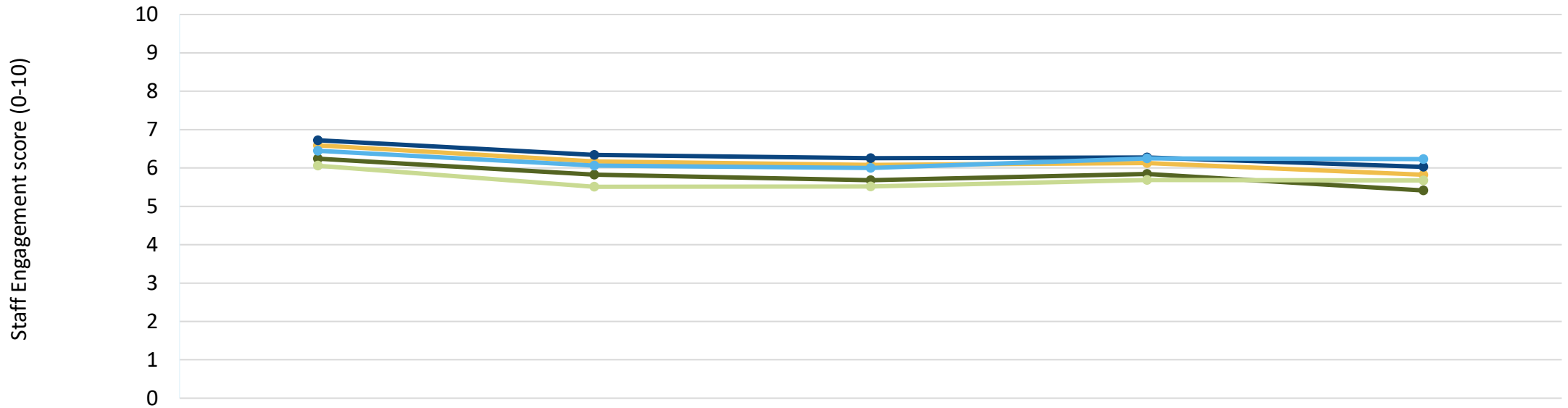
Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

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	61.50%	71.30%	68.79%
Staff with a LTC or illness: Average	62.97%	67.39%	68.79%
Staff with a LTC or illness: Responses	387	432	455

Staff engagement score (0-10)

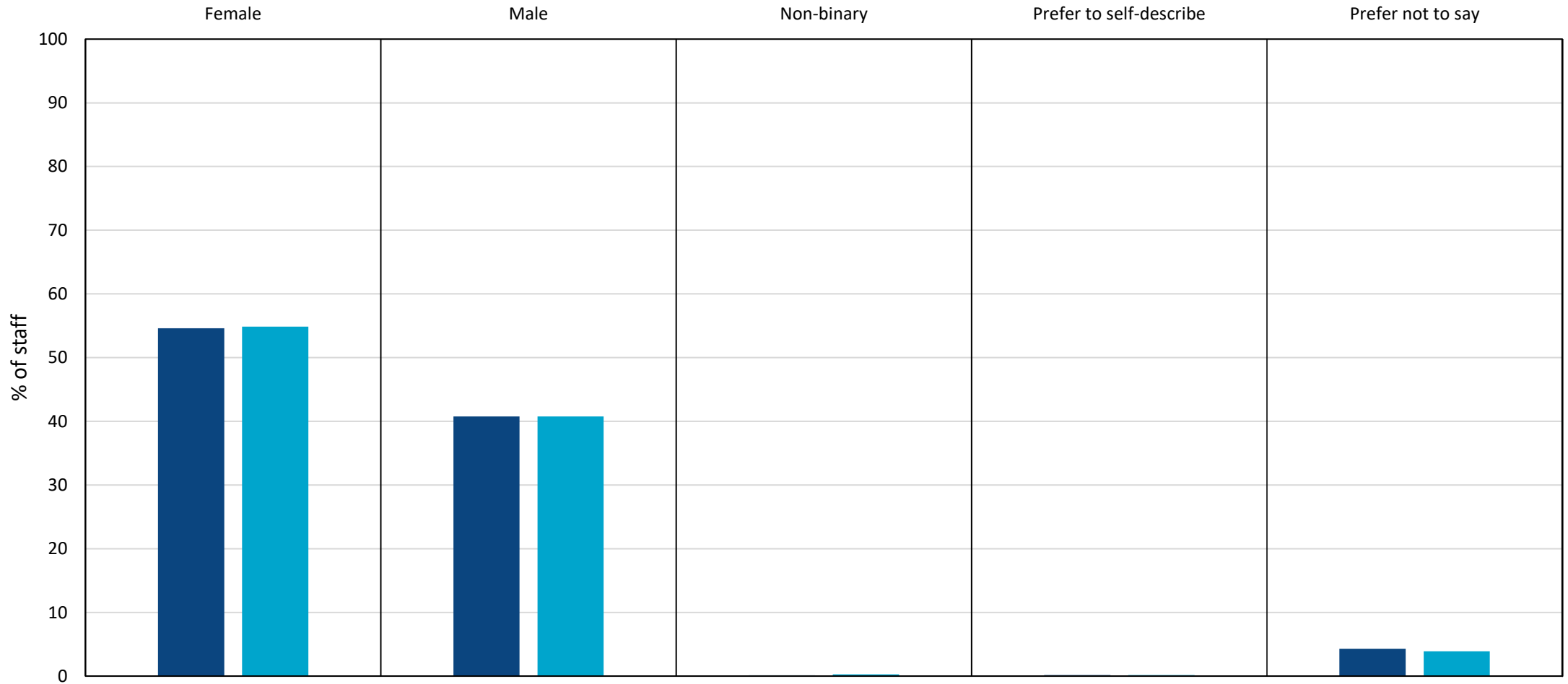


	2020	2021	2022	2023	2024
Organisation average	6.59	6.17	6.08	6.13	5.82
Staff with a LTC or illness: Your org	6.24	5.83	5.68	5.84	5.41
Staff without a LTC or illness: Your org	6.72	6.34	6.25	6.27	6.03
Staff with a LTC or illness: Average	6.06	5.51	5.52	5.69	5.68
Staff without a LTC or illness: Average	6.45	6.06	6.00	6.25	6.23
Staff with a LTC or illness: Responses	641	761	641	780	738
Staff without a LTC or illness: Responses	1963	1746	1527	1594	1457

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

About your respondents

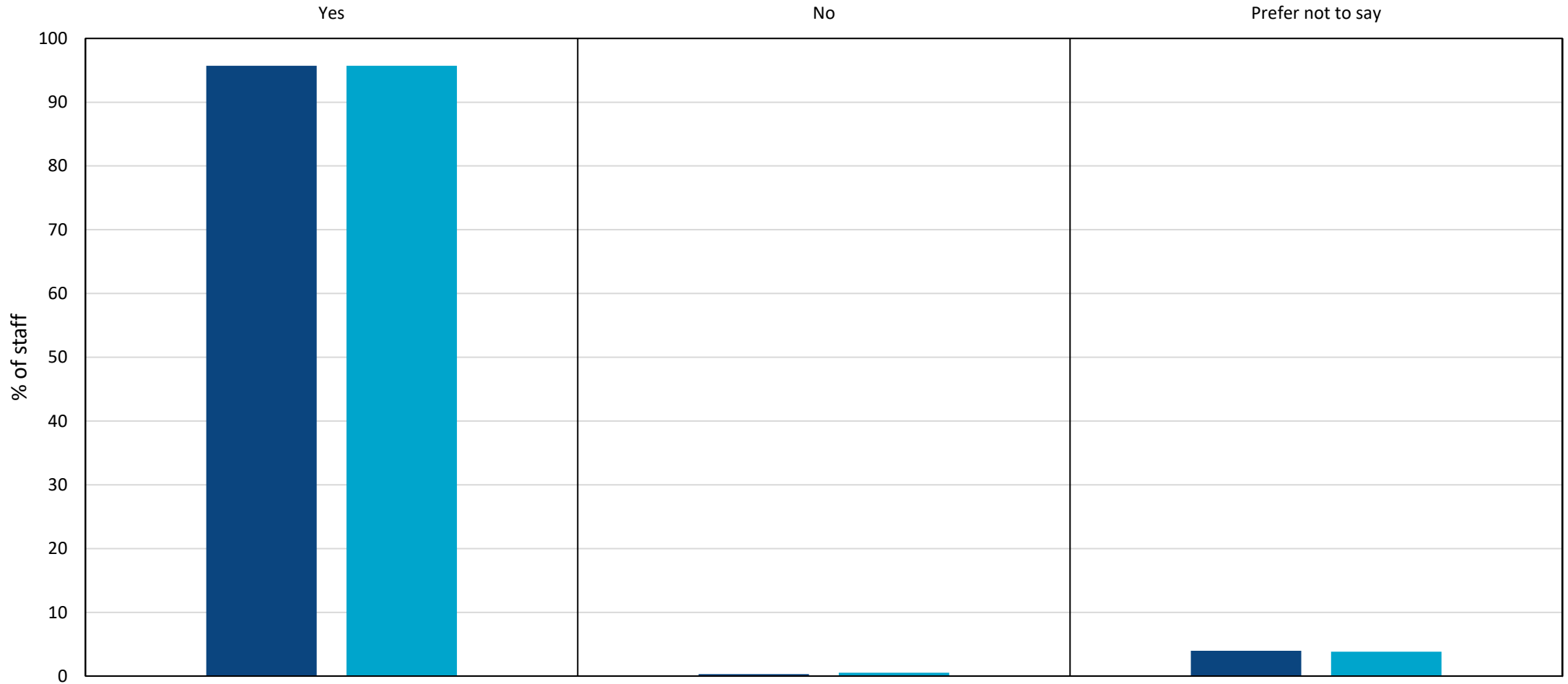
This section shows demographic and other background information for 2024.



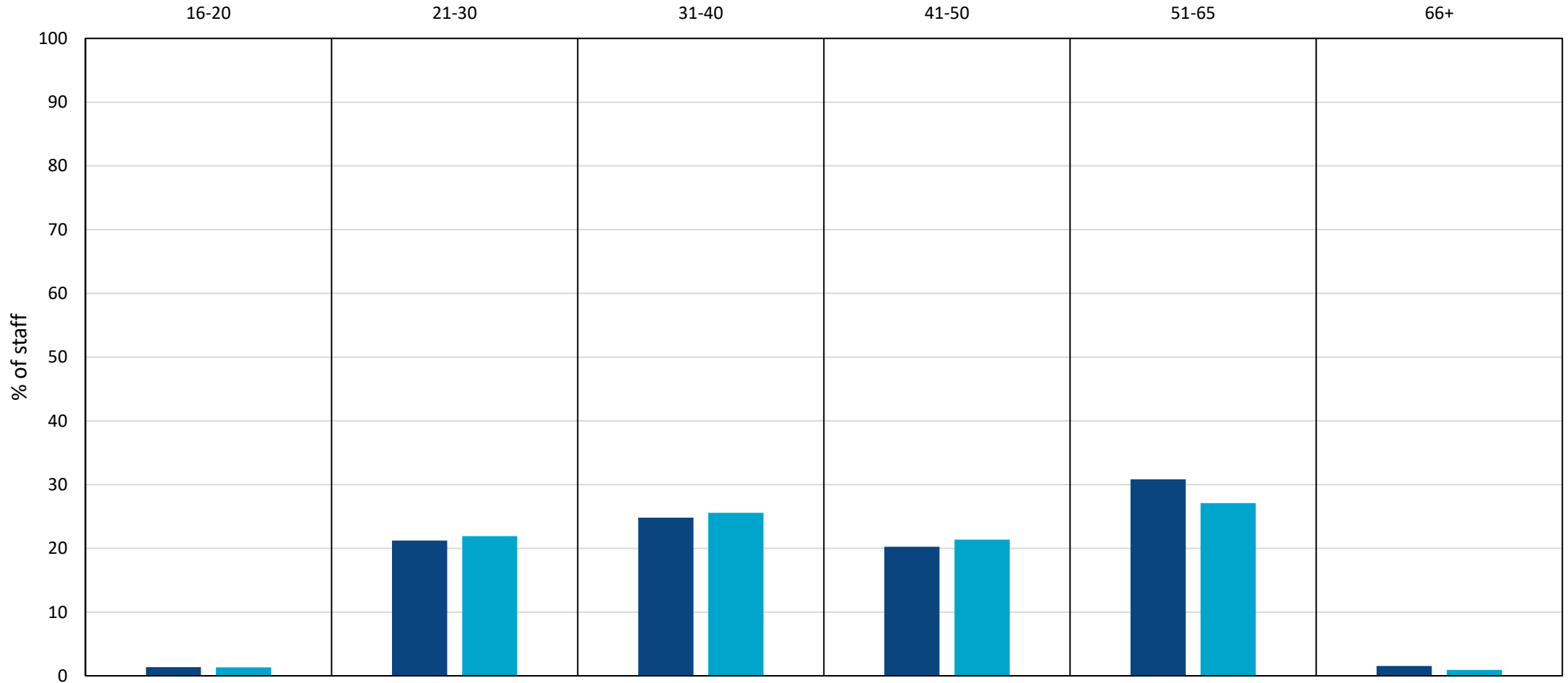
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
Your org	54.62%	40.78%	0.14%	0.18%	4.29%
Average	54.87%	40.78%	0.27%	0.16%	3.89%
Responses	2217	2217	2217	2217	2217



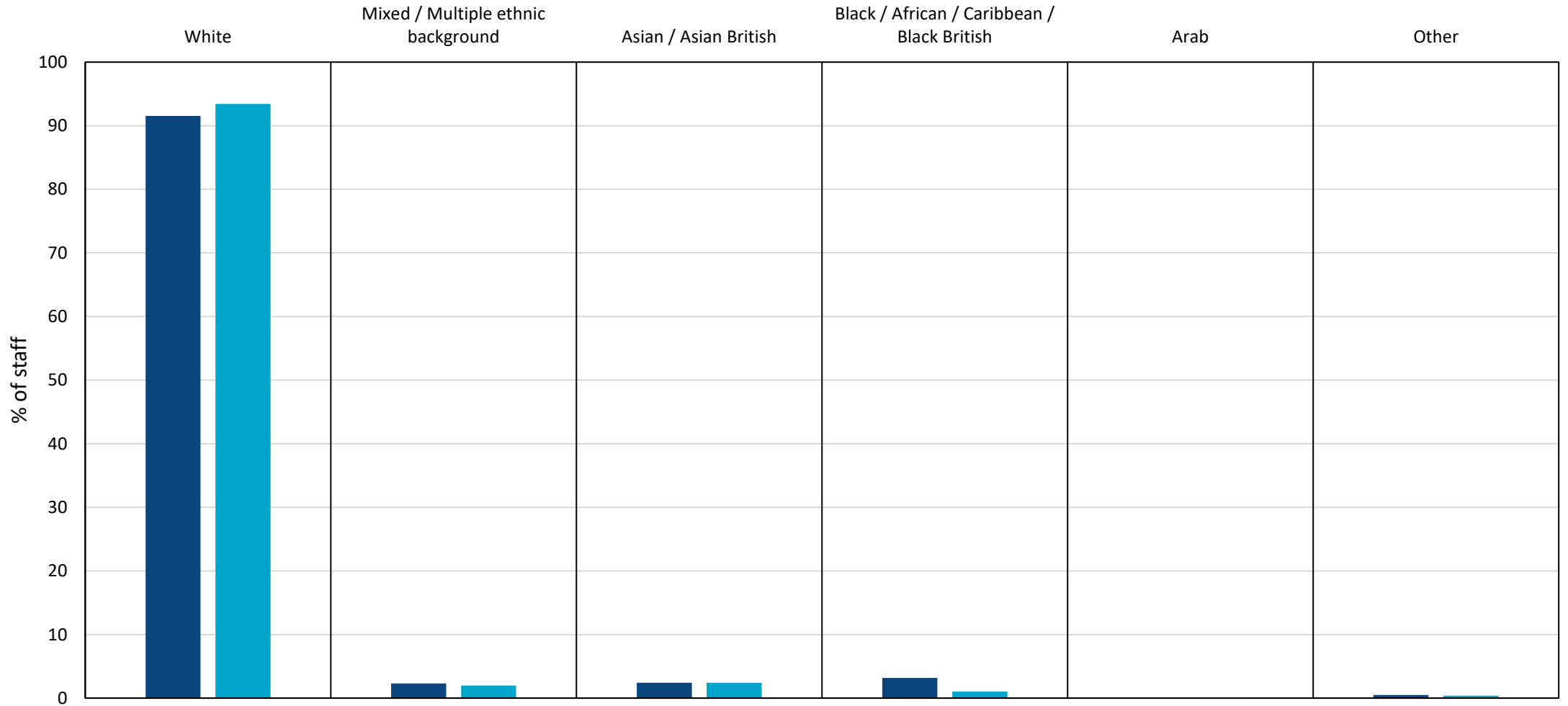
Background details – Is your gender identity the same as the sex you were registered at birth?



	Yes	No	Prefer not to say
Your org	95.71%	0.32%	3.98%
Average	95.72%	0.51%	3.81%
Responses	2213	2213	2213

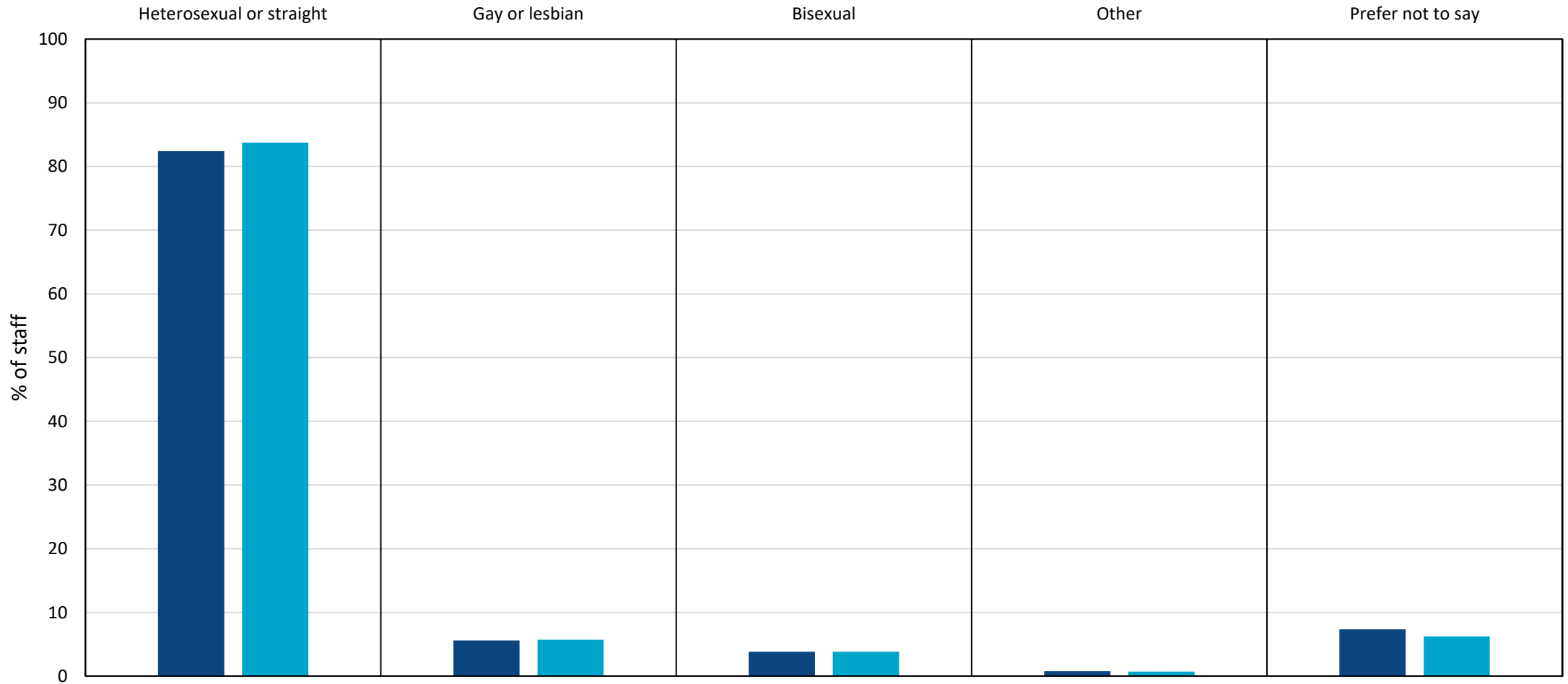


Your org	1.36%	21.21%	24.80%	20.26%	30.83%	1.54%
Average	1.32%	21.90%	25.56%	21.35%	27.11%	0.93%
Responses	2206	2206	2206	2206	2206	2206



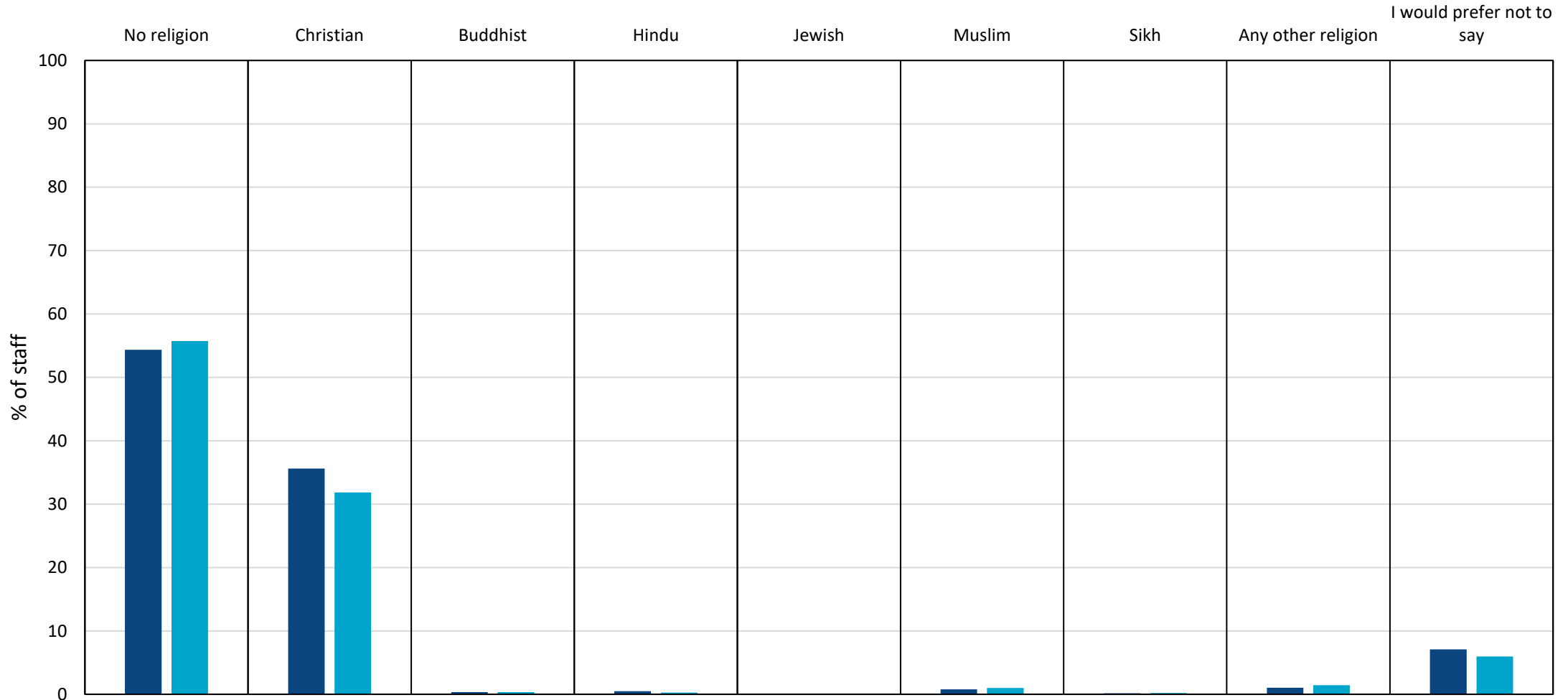
	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
Your org	91.55%	2.32%	2.41%	3.18%	0.05%	0.50%
Average	93.42%	1.96%	2.41%	1.03%	0.04%	0.37%
Responses	2200	2200	2200	2200	2200	2200

➔ Background details – Sexual orientation



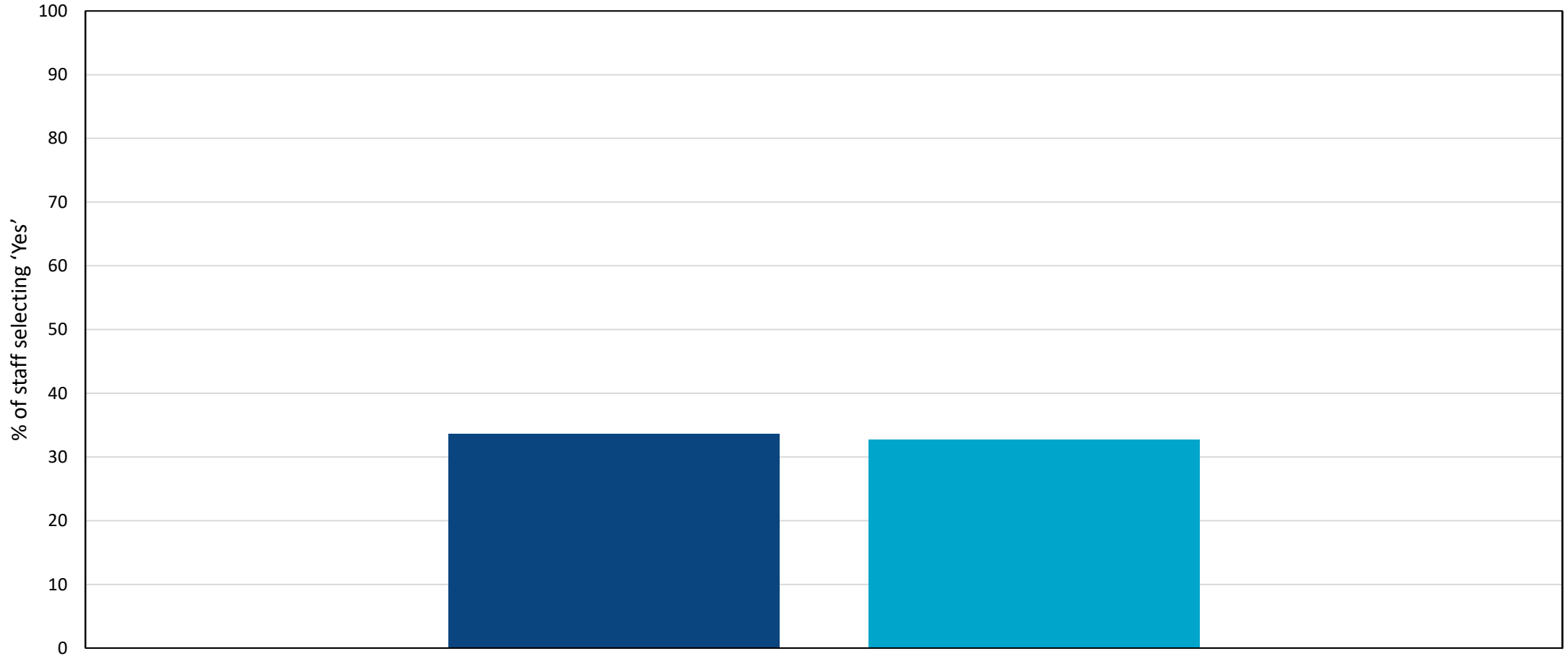
Responses	2217	2217	2217	2217	2217
Your org	82.45%	5.59%	3.83%	0.77%	7.35%
Average	83.75%	5.69%	3.83%	0.70%	6.21%

Background details - Religion



Religion	Your org (%)	Average Responses (%)
No religion	54.37%	55.74%
Christian	35.63%	31.84%
Buddhist	0.36%	0.33%
Hindu	0.50%	0.26%
Jewish	0.09%	0.09%
Muslim	0.77%	0.99%
Sikh	0.18%	0.19%
Any other religion	1.04%	1.44%
I would prefer not to say	7.07%	5.95%

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



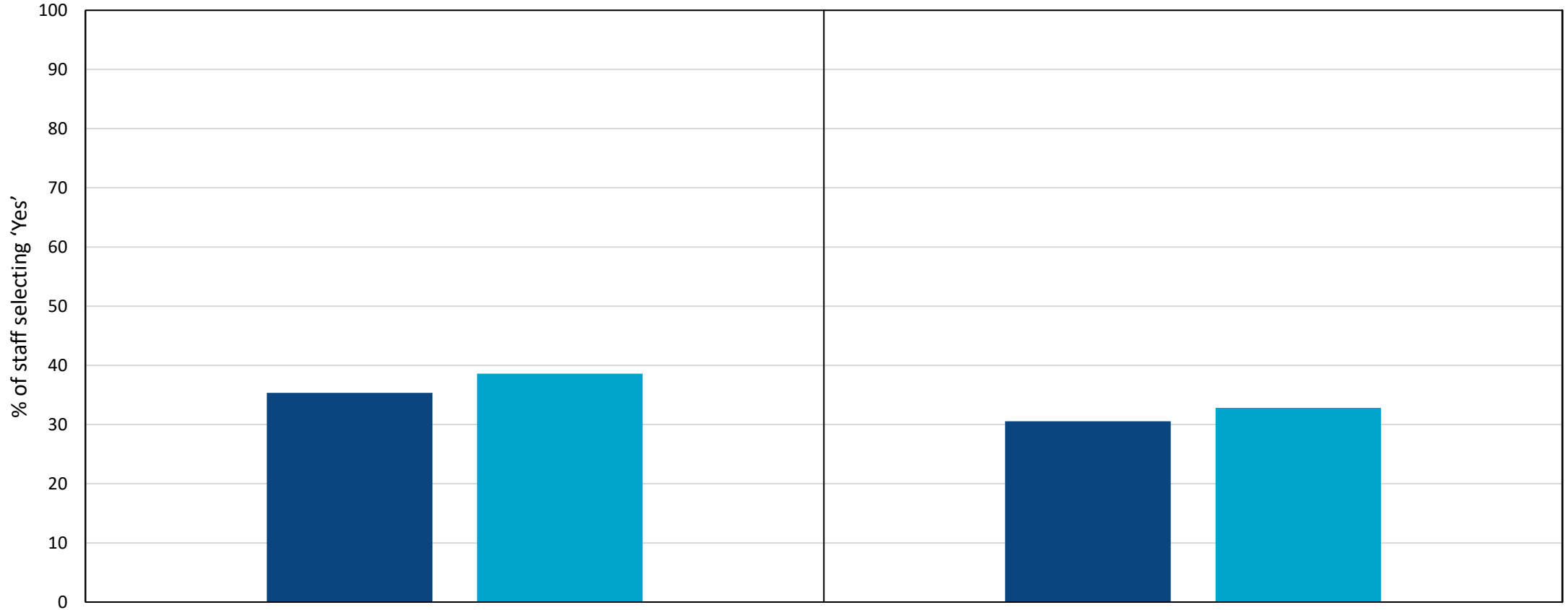
Your org	33.62%
Average	32.73%
Responses	2195



Background details – Parental / caring responsibilities

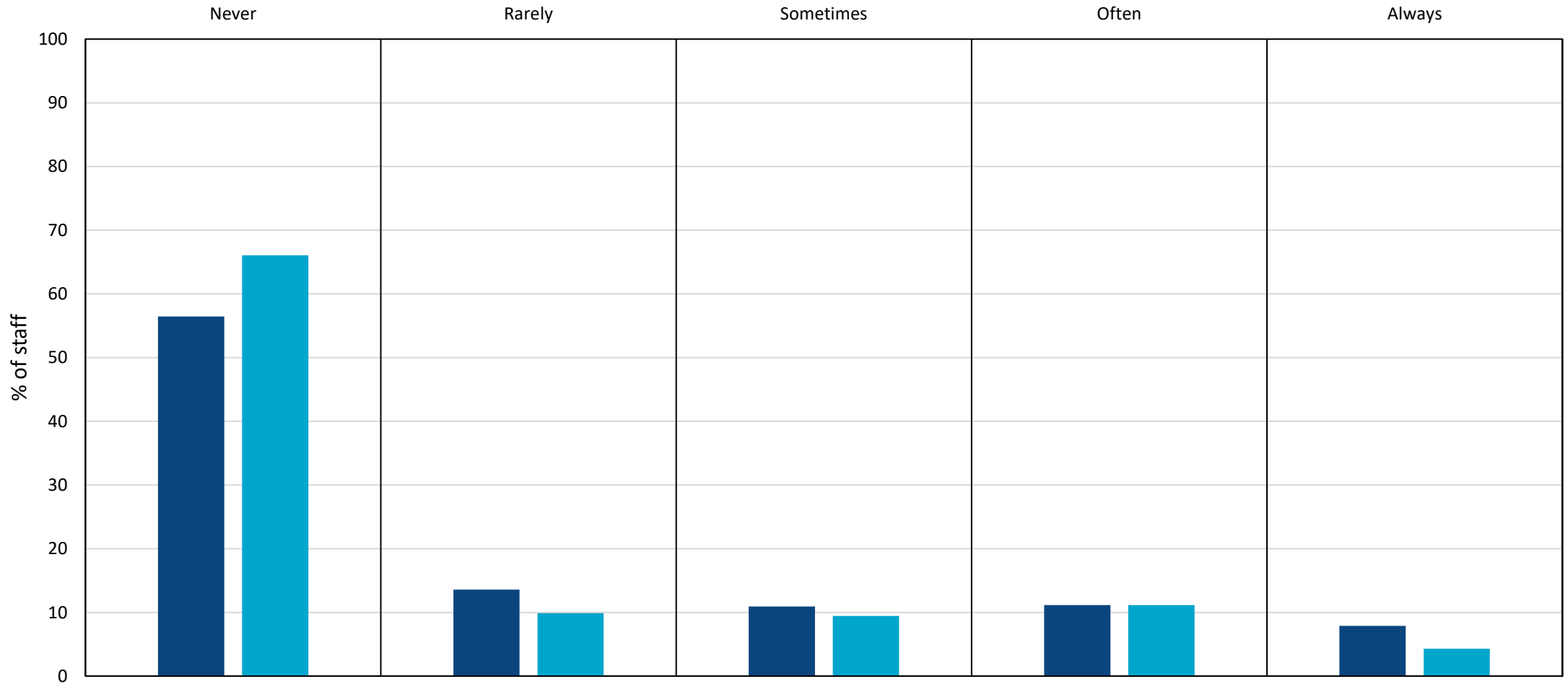
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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



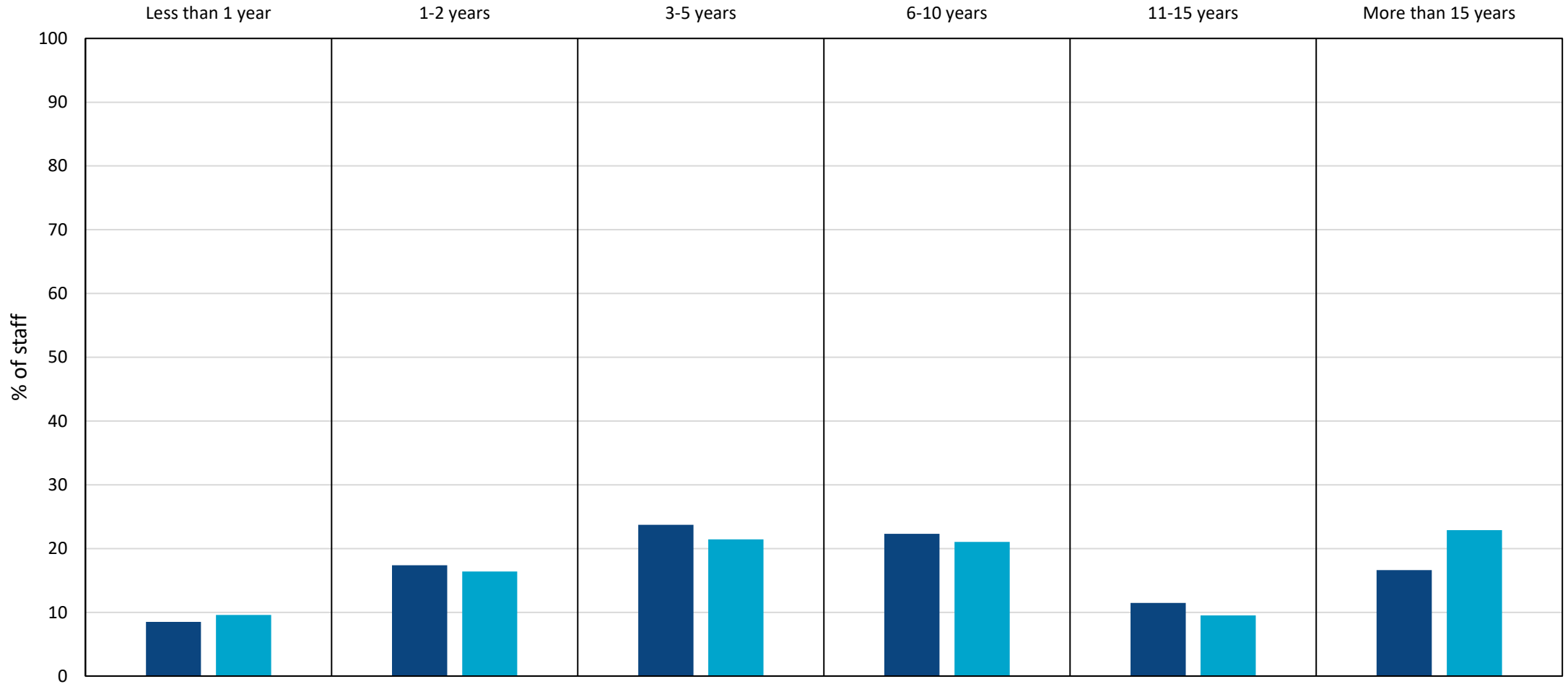
Your org	35.36%	30.54%
Average	38.59%	32.81%
Responses	2209	2207

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



Responses	Never	Rarely	Sometimes	Often	Always
Your org	56.47%	13.58%	10.92%	11.14%	7.89%
Average	66.05%	9.88%	9.44%	11.14%	4.31%
Responses	2217	2217	2217	2217	2217

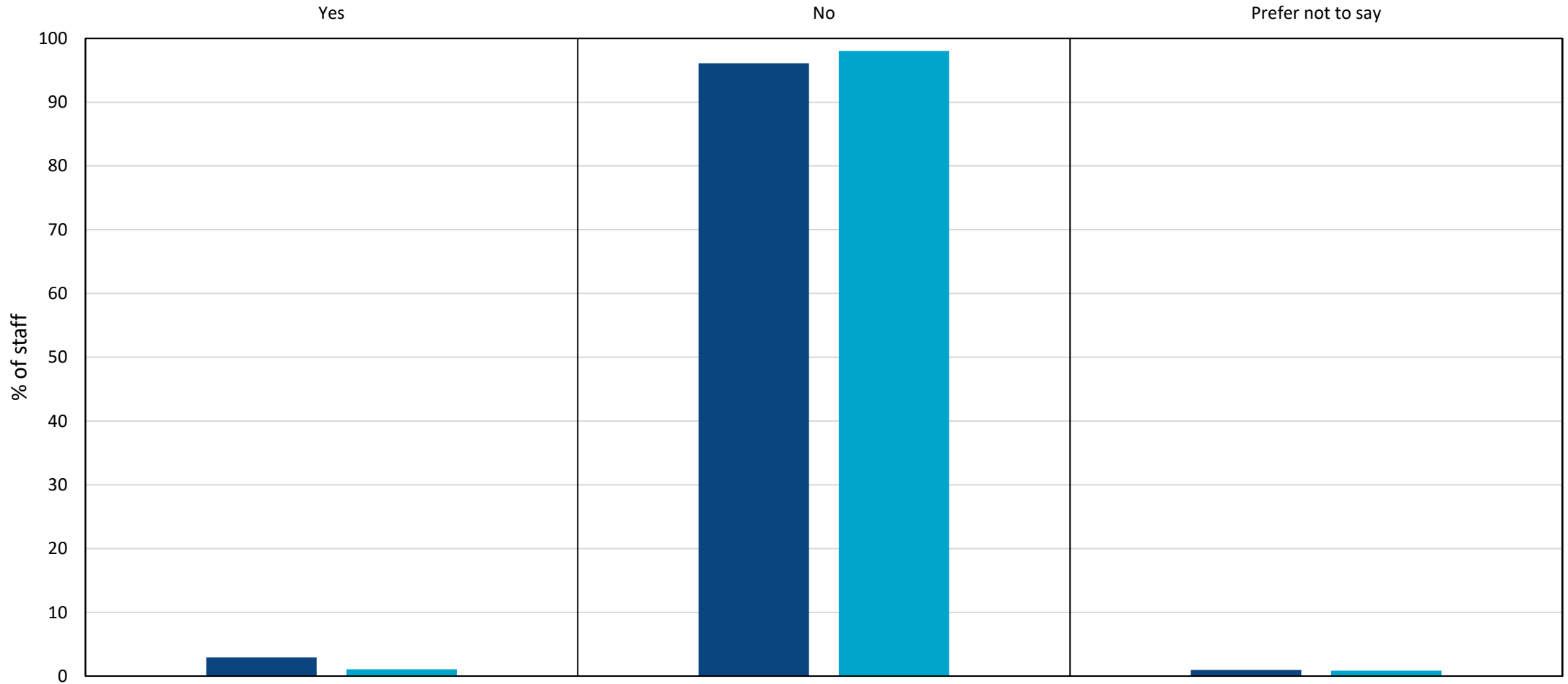
Background details – Length of service



Your org	8.49%	17.39%	23.71%	22.31%	11.47%	16.62%
Average	9.59%	16.39%	21.43%	21.03%	9.53%	22.88%
Responses	2214	2214	2214	2214	2214	2214

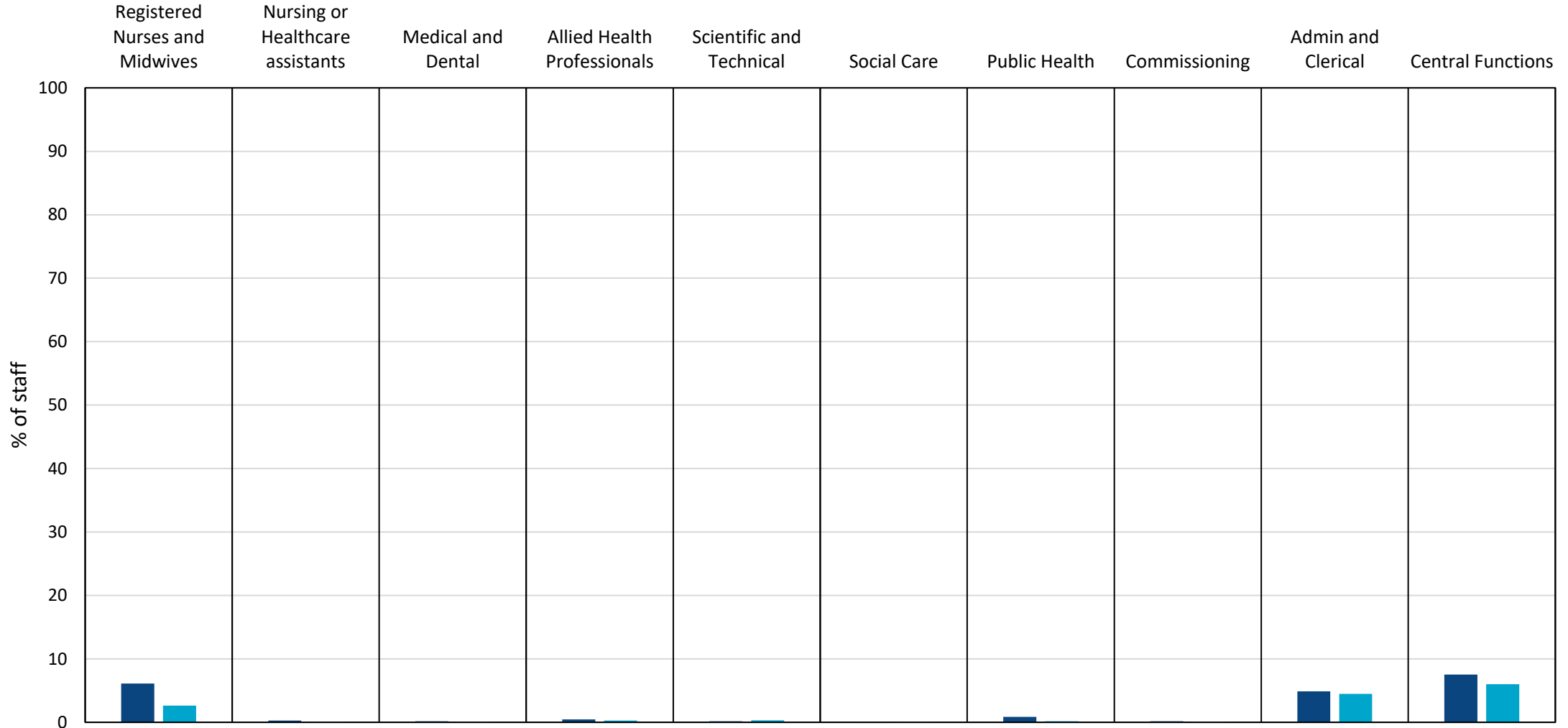


Background details – When you joined this organisation, were you recruited from outside of the UK?



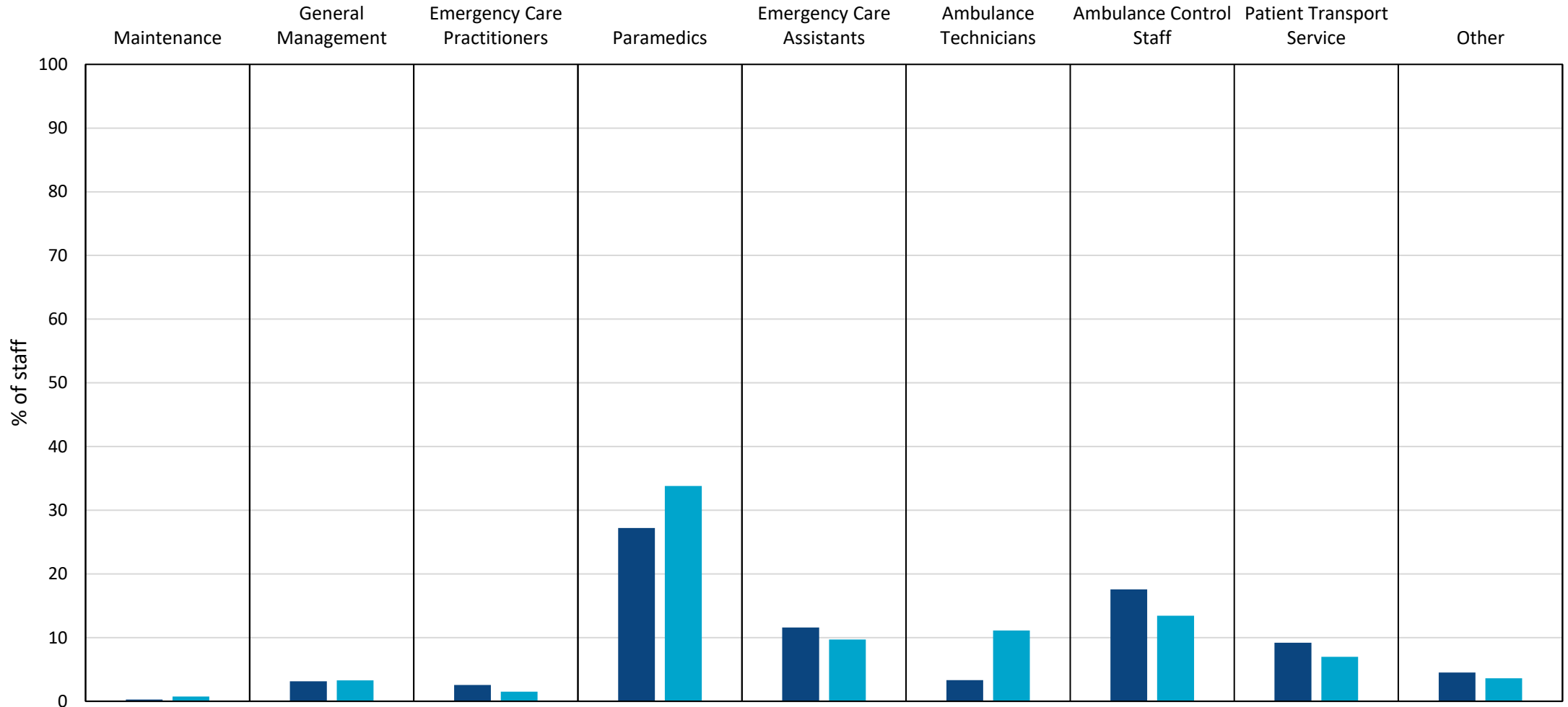
Your org	2.94%	96.12%	0.95%
Average	1.08%	98.04%	0.86%
Responses	2214	2214	2214

Background details – Occupational group



Occupational Group	Your org (%)	Average (%)	Responses
Registered Nurses and Midwives	6.10%	2.61%	2198
Nursing or Healthcare assistants	0.27%	0.06%	2198
Medical and Dental	0.18%	0.10%	2198
Allied Health Professionals	0.45%	0.29%	2198
Scientific and Technical	0.18%	0.31%	2198
Social Care	0.05%	0.04%	2198
Public Health	0.86%	0.17%	2198
Commissioning	0.18%	0.10%	2198
Admin and Clerical	4.87%	4.48%	2198
Central Functions	7.51%	6.01%	2198

Background details – Occupational group

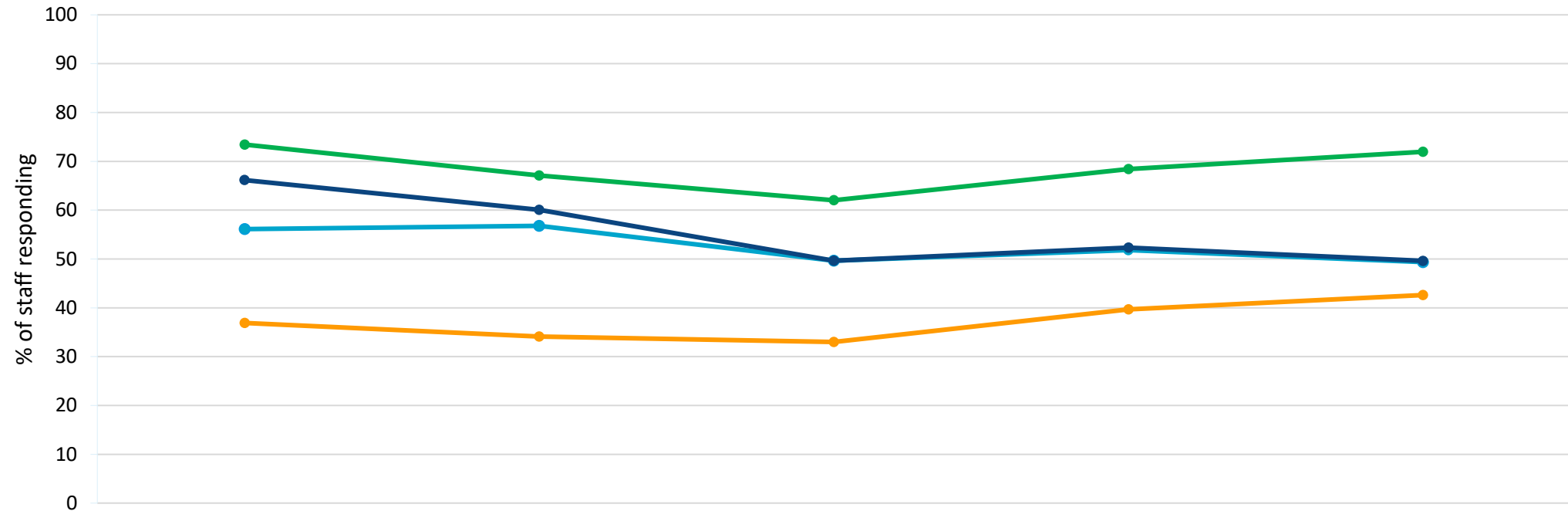


Occupational Group	Your org (%)	Average (%)	Responses
Maintenance	0.27%	0.74%	2198
General Management	3.14%	3.27%	2198
Emergency Care Practitioners	2.55%	1.51%	2198
Paramedics	27.21%	33.80%	2198
Emergency Care Assistants	11.60%	9.69%	2198
Ambulance Technicians	3.32%	11.11%	2198
Ambulance Control Staff	17.56%	13.44%	2198
Patient Transport Service	9.19%	6.98%	2198
Other	4.50%	3.63%	2198

Appendices

Appendix A: Response rate

Response rate



	2020	2021	2022	2023	2024
Your org	66.15%	60.06%	49.66%	52.33%	49.61%
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	2722	2613	2187	2421	2228

Appendix B: Significance testing 2023 vs 2024

Appendix B: Significance testing – 2023 vs 2024

Statistical significance helps quantify whether a result is likely due to chance or to some factor of interest. The table below presents the results of significance testing conducted on the theme scores calculated in both 2023 and 2024*. For more details, please see the [technical document](#).

People Promise elements	2023 score	2023 respondents	2024 score	2024 respondents	Statistically significant change?
We are compassionate and inclusive	7.01	2417	6.84	2224	Significantly lower
We are recognised and rewarded	5.45	2414	5.25	2224	Significantly lower
We each have a voice that counts	5.98	2400	5.77	2217	Significantly lower
We are safe and healthy	5.55	2138	5.38	2224	Significantly lower
We are always learning	4.98	2235	4.84	2074	Not significant
We work flexibly	5.30	2407	5.08	2216	Significantly lower
We are a team	6.48	2417	6.45	2223	Not significant
Themes					
Staff Engagement	6.02	2420	5.74	2226	Significantly lower
Morale	5.40	2418	5.19	2225	Significantly lower

* 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.

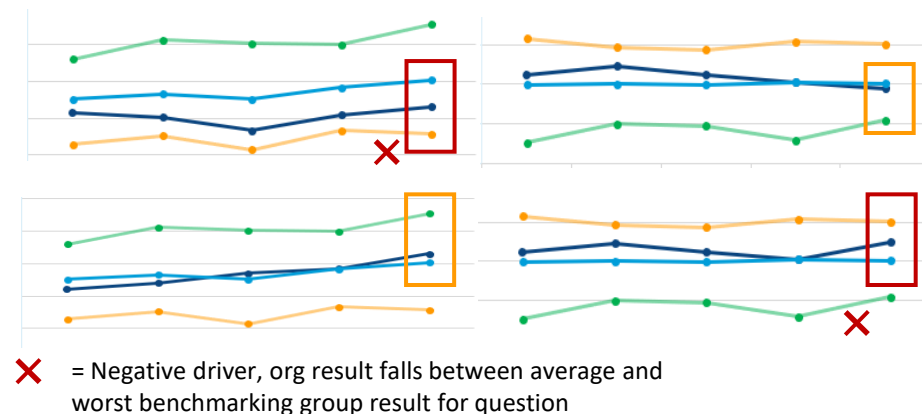


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

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 South Central Ambulance Service NHS Foundation Trust.



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



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