

# South Western Ambulance Service NHS Foundation Trust

## NHS Staff Survey Benchmark report 2024



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# Introduction

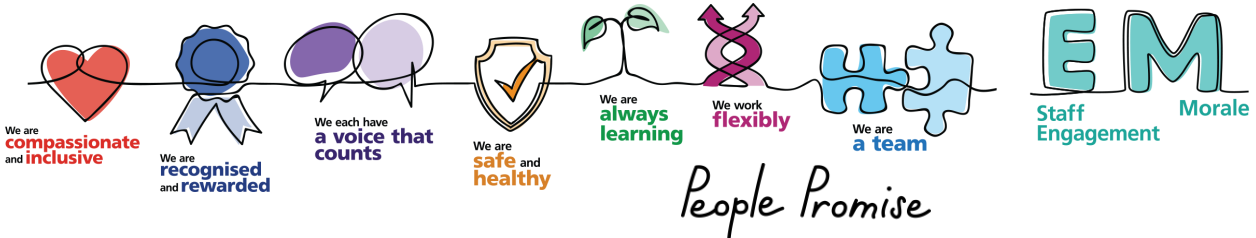
## About this report

This benchmark report for South Western 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:

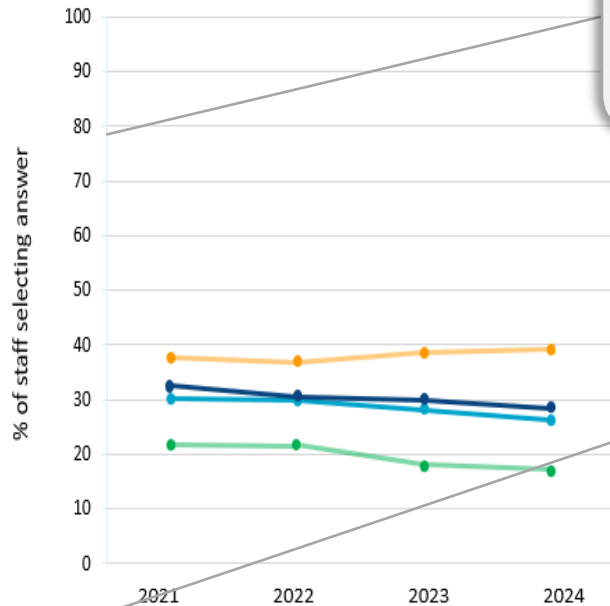
- Response rate.
- Significance testing of the People Promise element and theme results for 2023 vs 2024.
- Guidance on data in the benchmark reports.
- Additional reporting outputs.
- Tips on action planning and interpreting the results.
- Contact information.

## 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

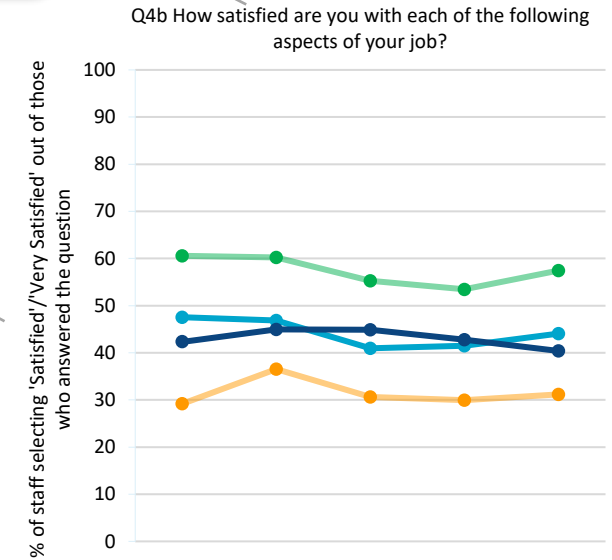


**Colour coding** highlights best / worst results, making it easy to spot questions where a lower percentage is a better or worse result.

'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 Western Ambulance Service NHS Foundation Trust

## 2024 NHS Staff Survey



### Organisation details

Completed questionnaires **2452**

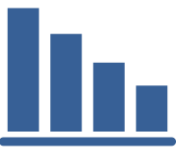
2024 response rate **43%**

### Survey details

Survey mode **Mixed**

◀ This organisation is benchmarked against:

Ambulance Trusts



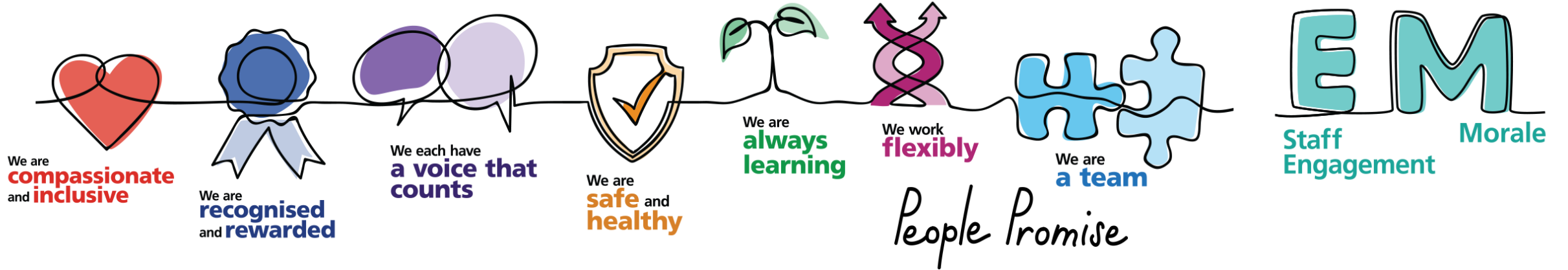
### 2024 benchmarking group details

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](#).

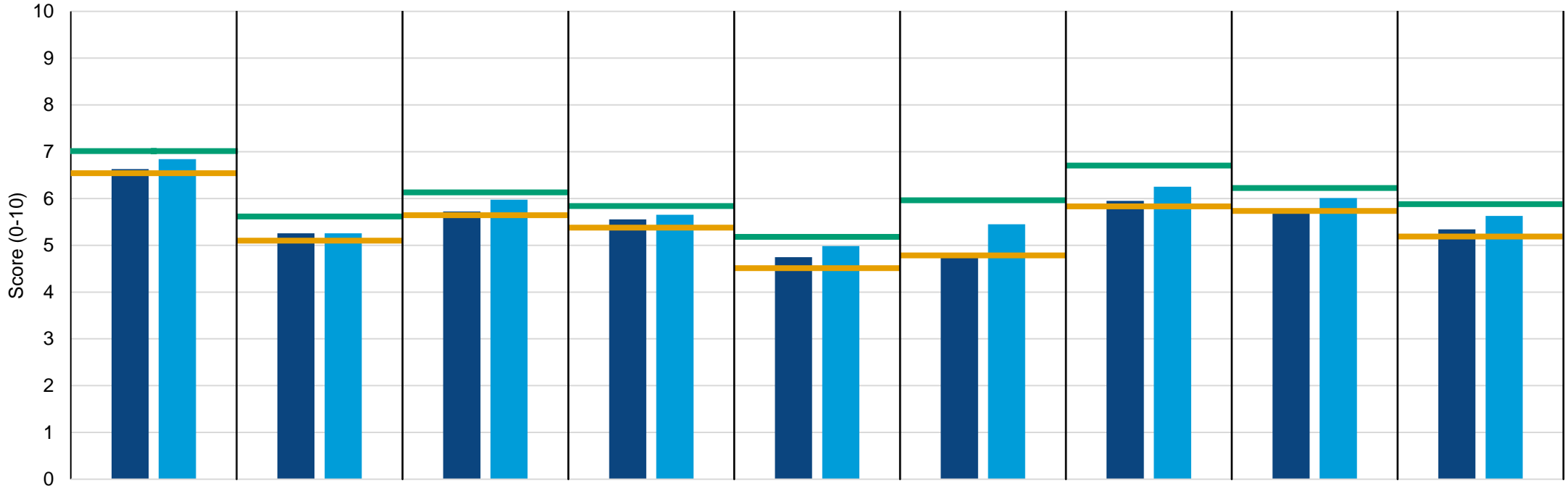


## People Promise elements, themes and sub-score results

## 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.

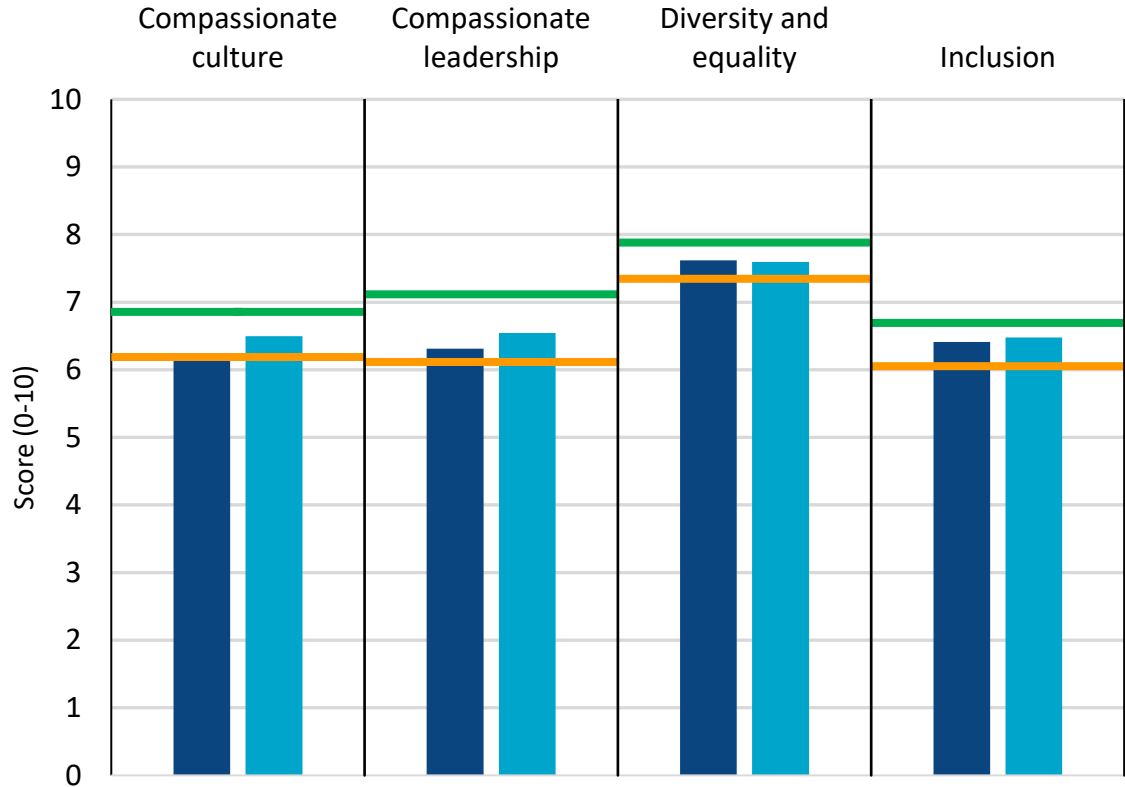


Your org	6.63	5.25	5.72	5.55	4.75	4.78	5.95	5.73	5.34
Best result	7.01	5.62	6.13	5.84	5.18	5.96	6.70	6.22	5.88
Average result	6.84	5.25	5.98	5.65	4.98	5.45	6.25	6.01	5.63
Worst result	6.54	5.10	5.64	5.38	4.51	4.78	5.83	5.73	5.19
Responses	2451	2451	2442	2451	2218	2445	2449	2452	2452

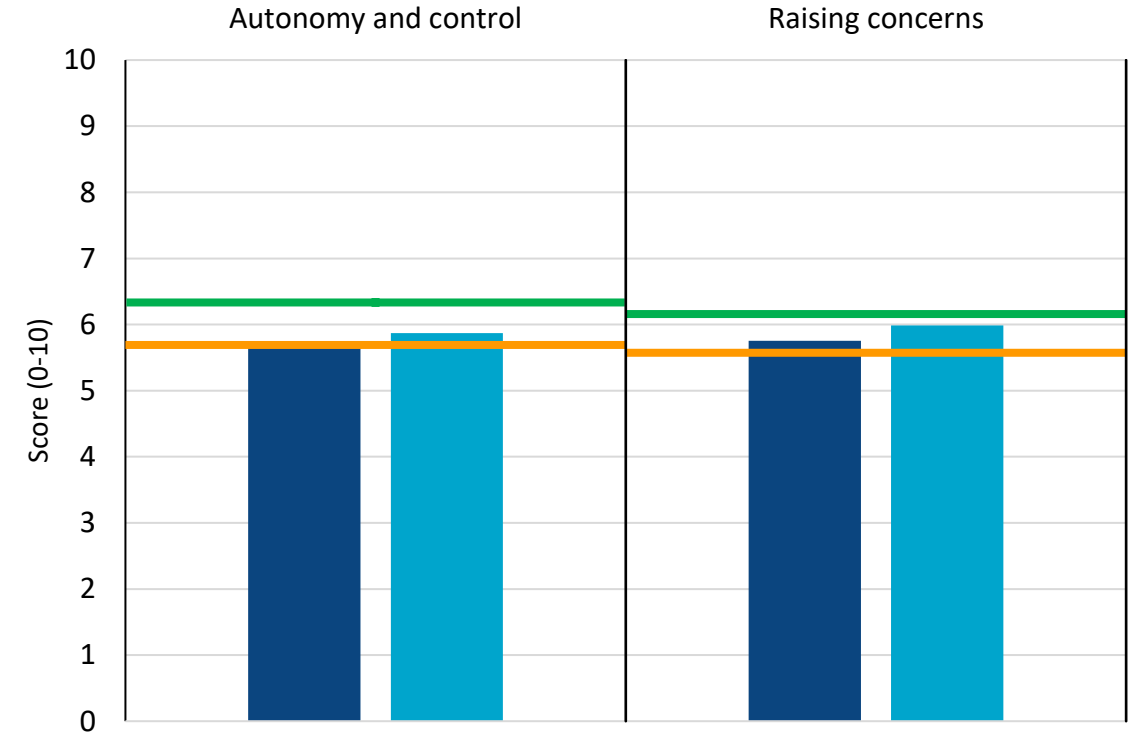
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



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



Your org	6.19	6.31	7.62	6.41
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	2449	2449	2433	2450

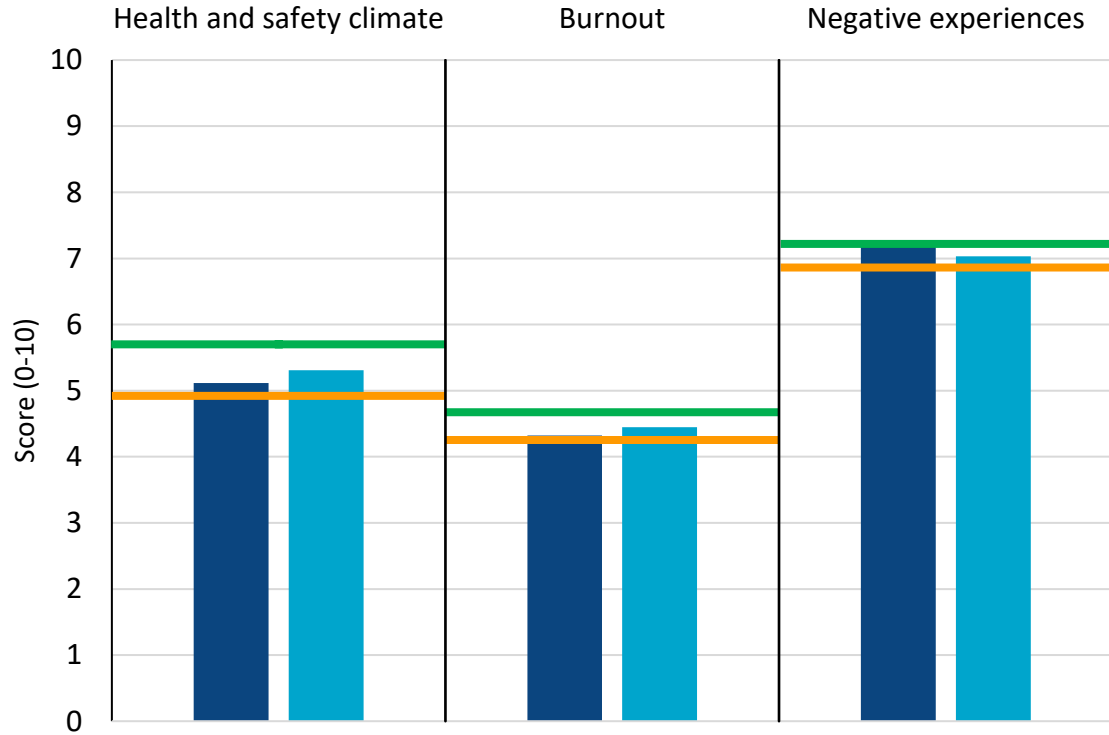
Your org	5.69	5.76
Best result	6.33	6.16
Average result	5.87	5.99
Worst result	5.69	5.57
Responses	2452	2442

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

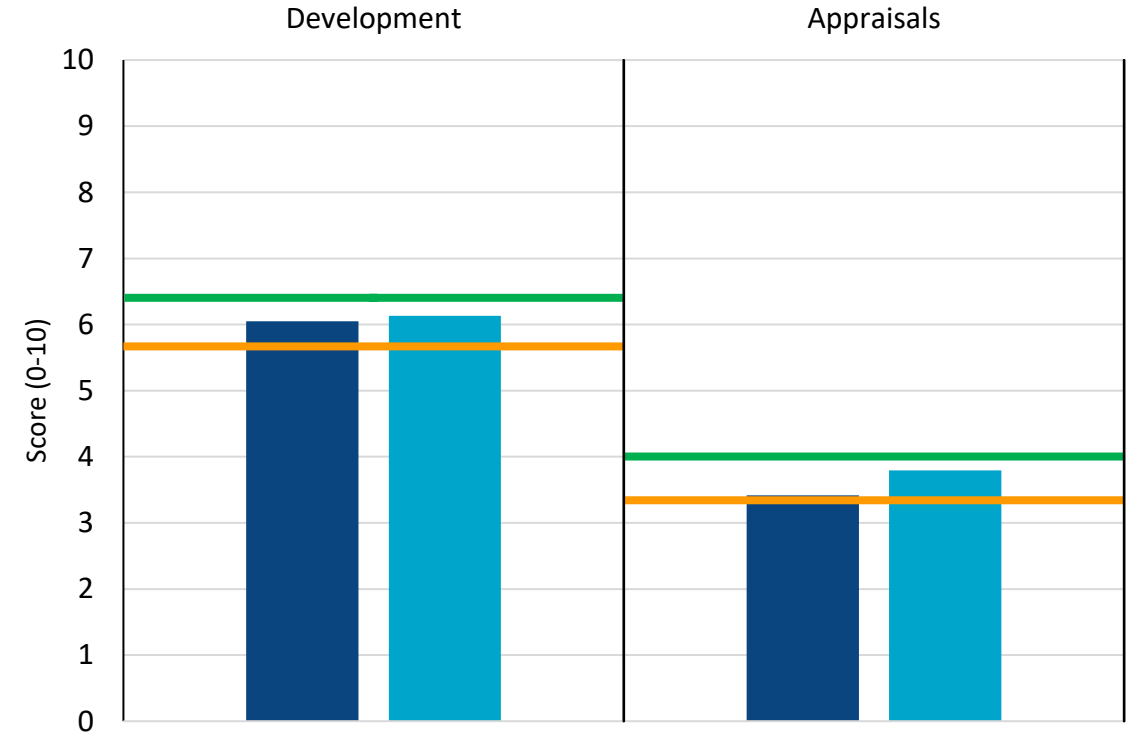
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



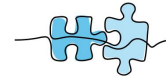
Your org	5.12	4.32	7.22
Best result	5.70	4.67	7.22
Average result	5.31	4.45	7.03
Worst result	4.92	4.25	6.86
Responses	2452	2452	2451

Your org	6.05	3.41
Best result	6.40	4.00
Average result	6.13	3.79
Worst result	5.67	3.34
Responses	2449	2220

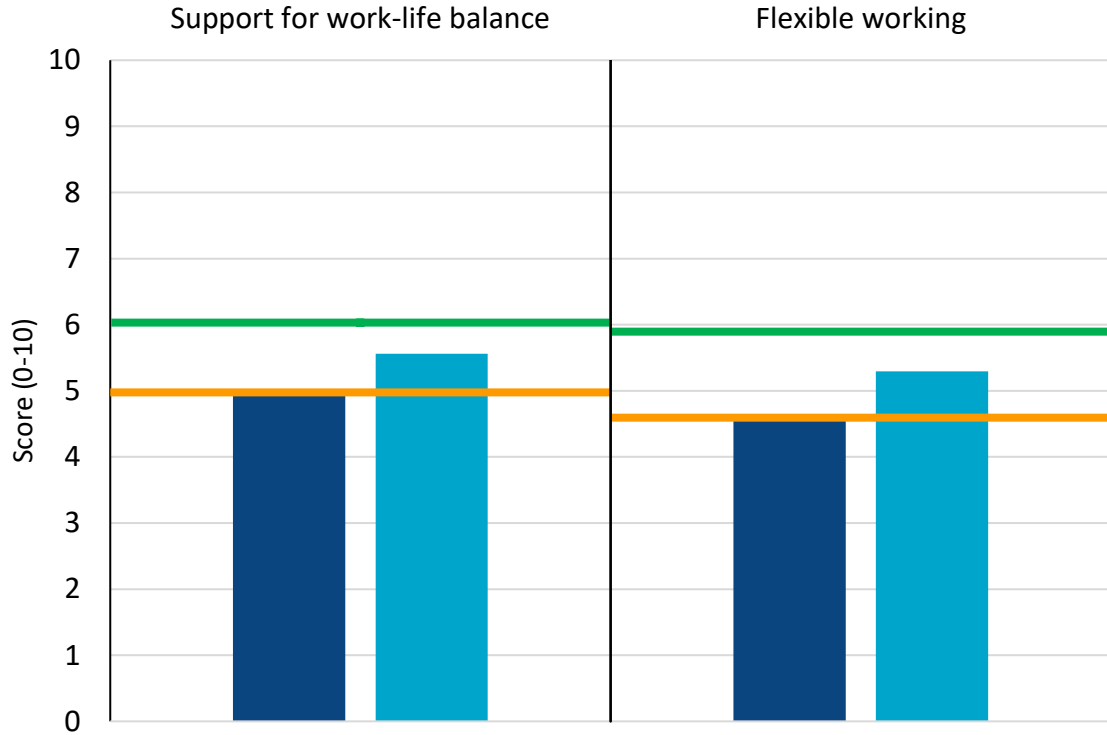
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## 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	4.98	6.03	5.56	4.98	2449
Flexible working	4.59	5.89	5.29	4.59	2448

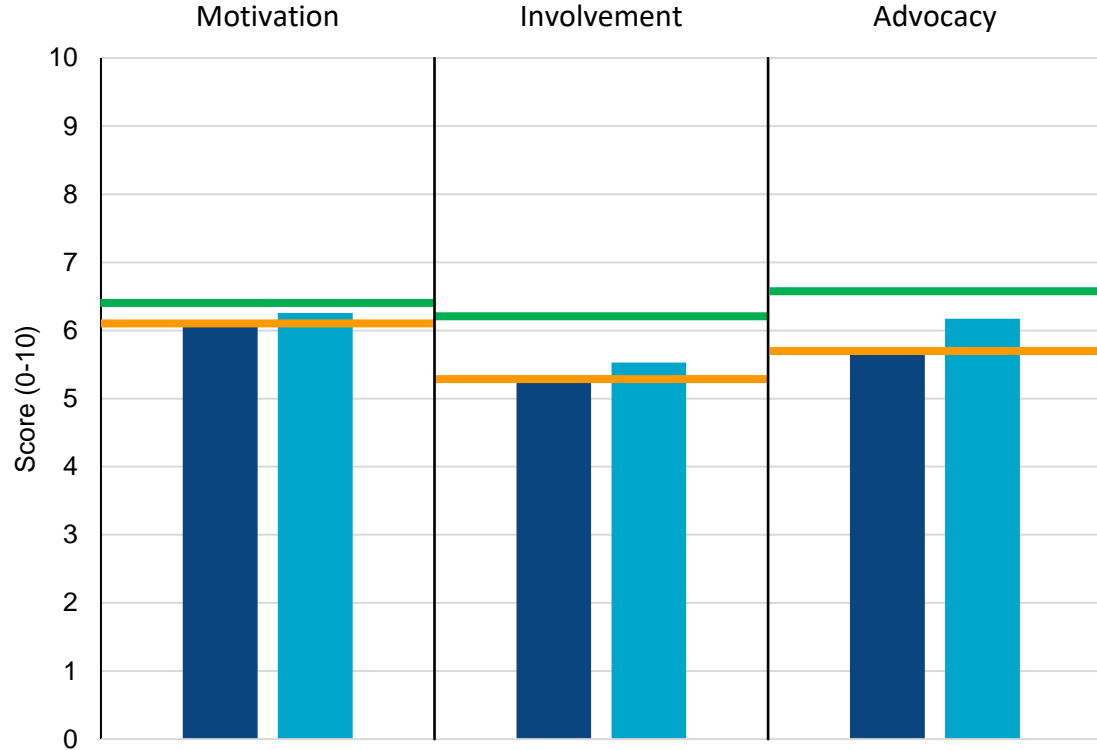


Category	Your org	Best result	Average result	Worst result	Responses
Team working	5.93	6.53	6.15	5.84	2451
Line management	5.98	6.88	6.28	5.76	2450

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.



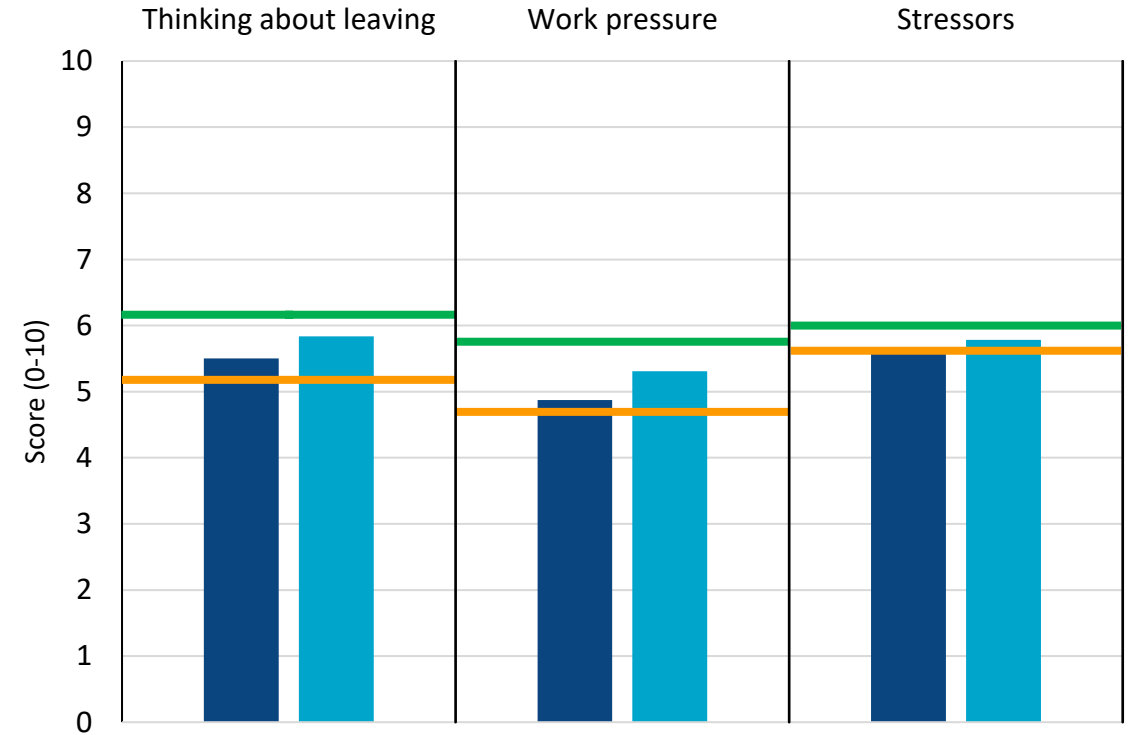
## Theme: Staff engagement



Your org	6.15	5.32	5.73
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	2447	2452	2449



## Theme: Morale



Your org	5.50	4.87	5.66
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	2448	2452	2446



## 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

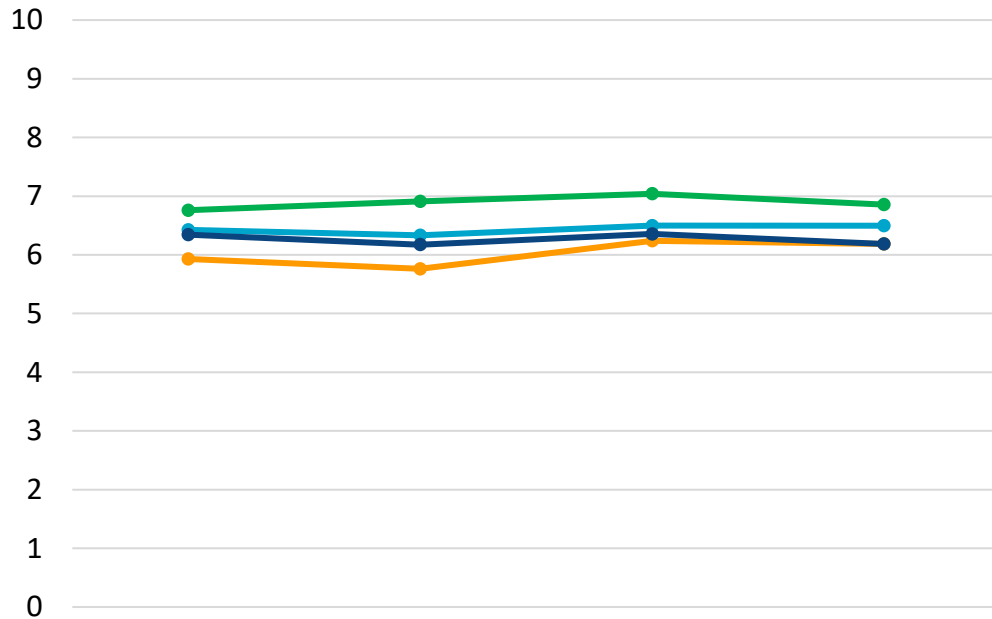


	2021	2022	2023	2024
<b>Your org</b>	6.72	6.78	6.77	6.63
<b>Best result</b>	7.08	7.10	7.38	7.01
<b>Average result</b>	6.64	6.71	6.90	6.84
<b>Worst result</b>	6.05	6.27	6.46	6.54
<b>Responses</b>	3161	2948	2902	2451

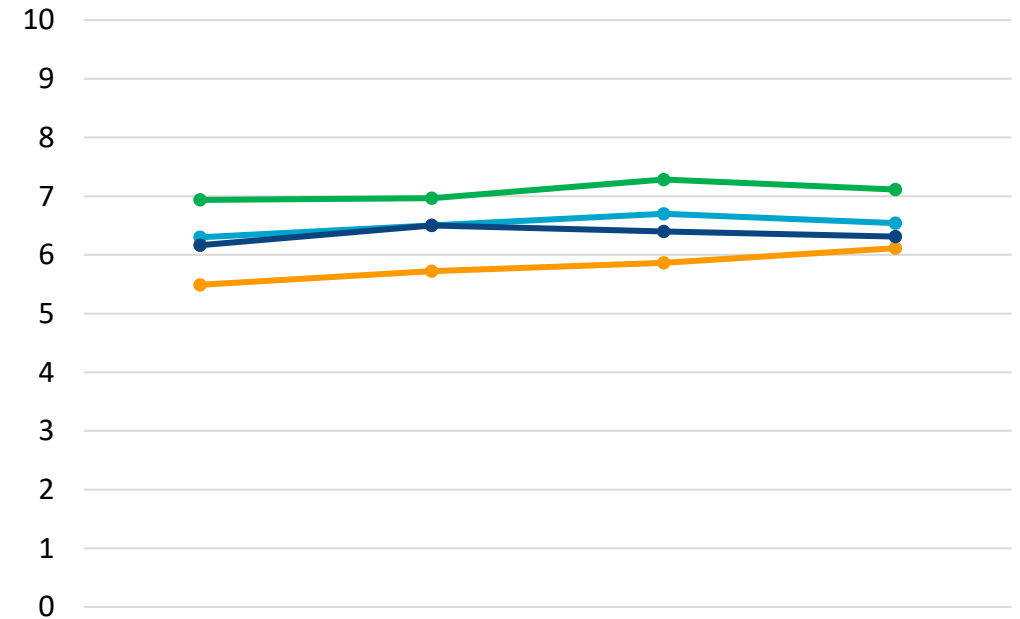
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



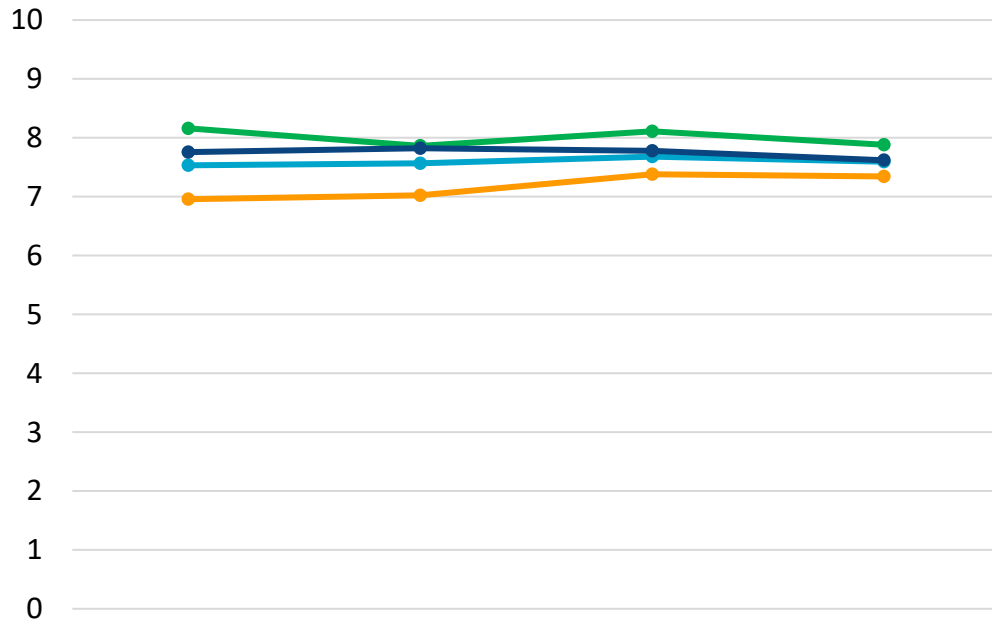
	2021	2022	2023	2024
Your org	6.35	6.17	6.36	6.19
Best result	6.76	6.91	7.04	6.86
Average result	6.43	6.33	6.50	6.50
Worst result	5.93	5.76	6.24	6.19
Responses	3149	2947	2895	2449

	2021	2022	2023	2024
Your org	6.16	6.50	6.40	6.31
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	3162	2939	2902	2449

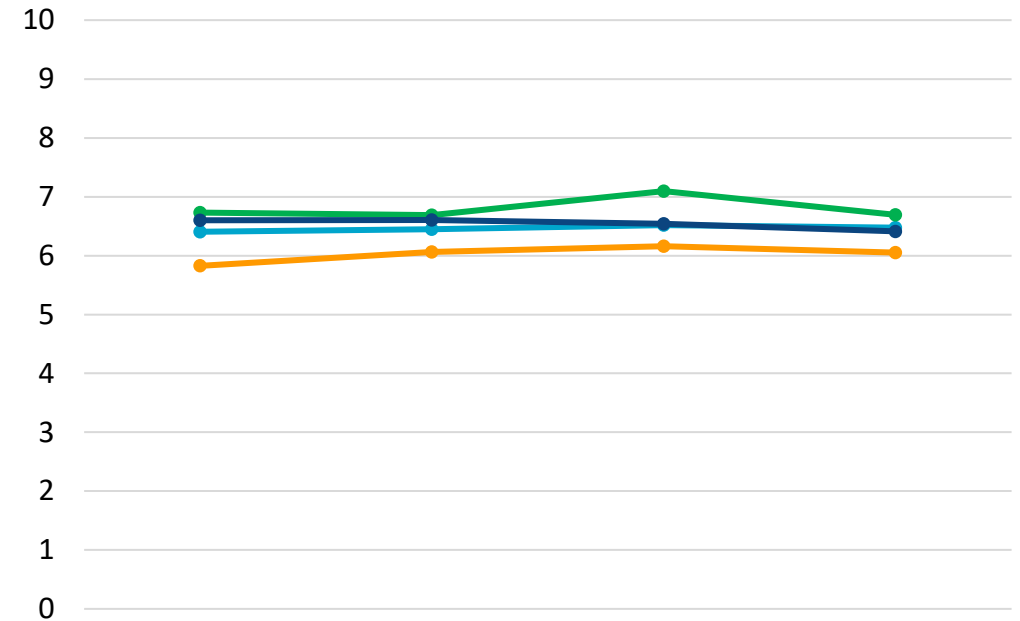
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



	2021	2022	2023	2024
Your org	7.75	7.82	7.78	7.62
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	3161	2944	2901	2433

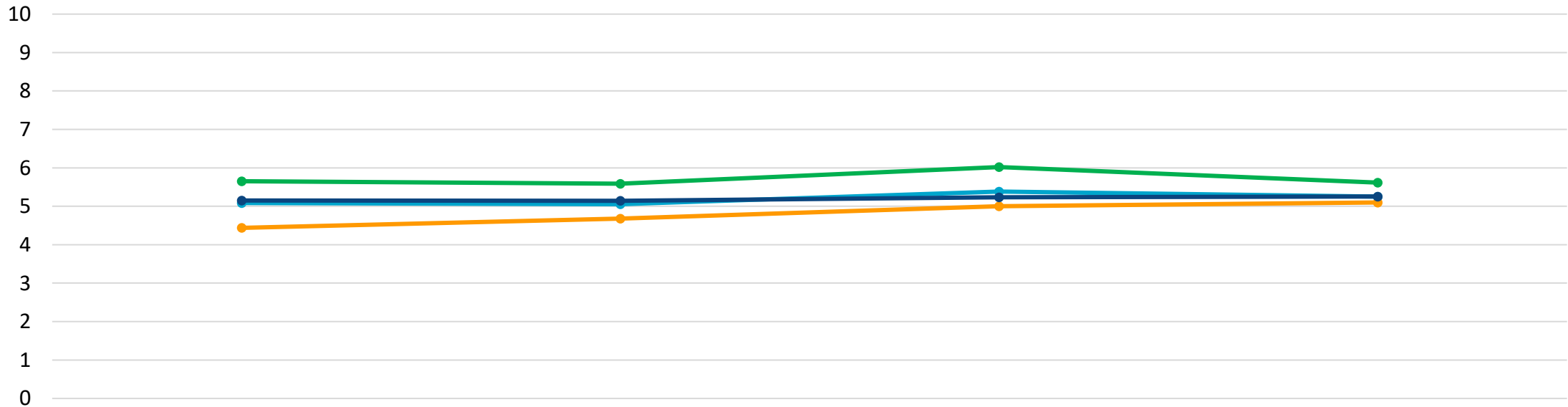
	2021	2022	2023	2024
Your org	6.60	6.61	6.54	6.41
Best result	6.73	6.69	7.10	6.69
Average result	6.41	6.45	6.52	6.48
Worst result	5.83	6.06	6.16	6.05
Responses	3165	2945	2897	2450

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



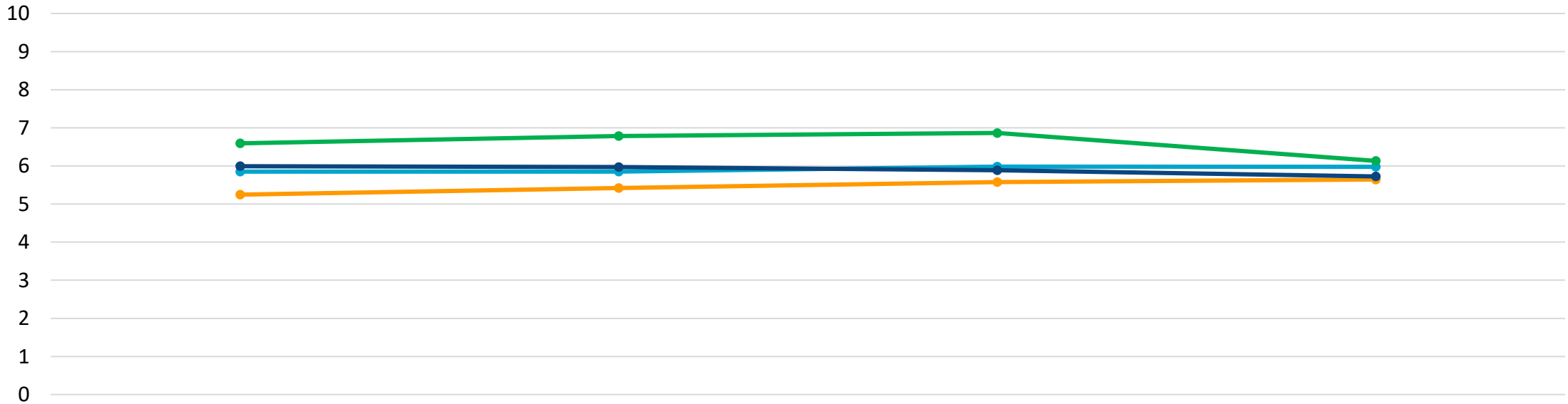
	2021	2022	2023	2024
Your org	5.15	5.14	5.23	5.25
Best result	5.65	5.59	6.02	5.62
Average result	5.08	5.05	5.38	5.25
Worst result	4.44	4.68	5.00	5.10
Responses	3193	2947	2895	2451

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



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

We each have a voice that counts



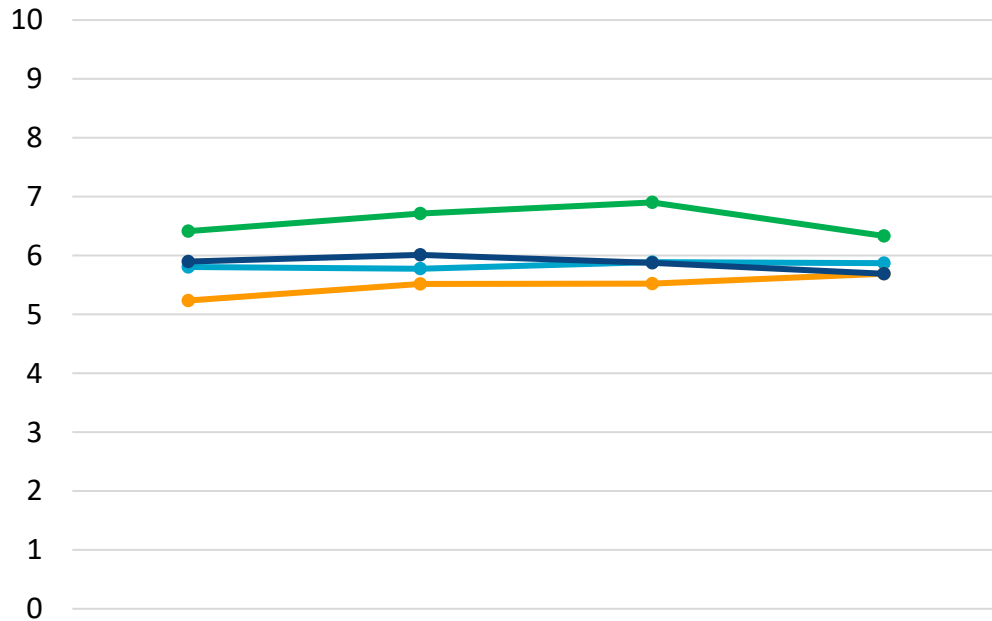
	2021	2022	2023	2024
Your org	5.99	5.97	5.89	5.72
Best result	6.59	6.78	6.86	6.13
Average result	5.85	5.85	5.98	5.98
Worst result	5.25	5.42	5.58	5.64
Responses	3144	2942	2887	2442

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.

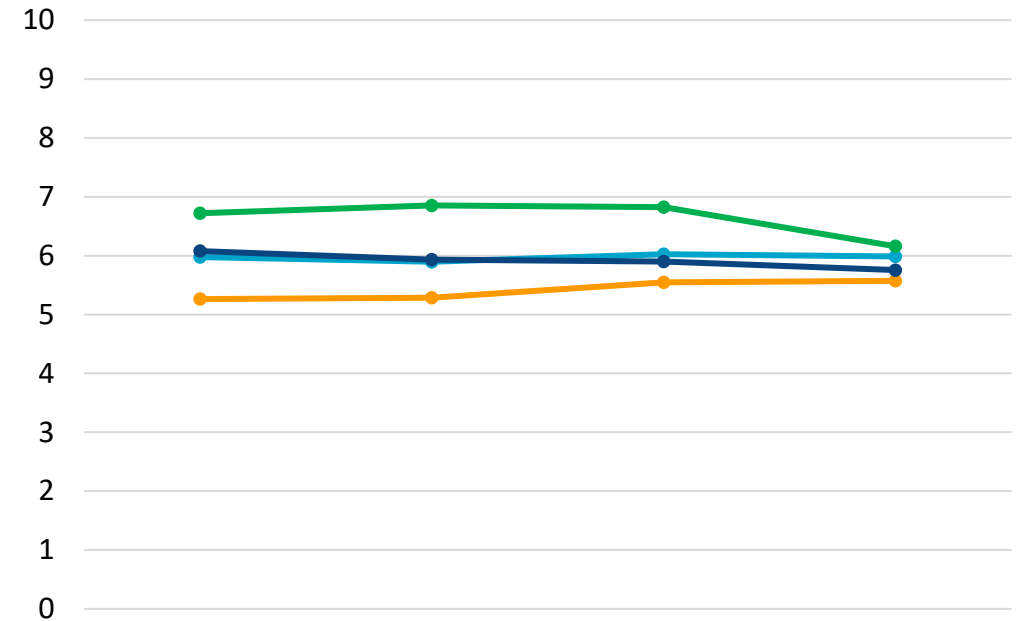


## Promise element 3: We each have a voice that counts

### Autonomy and control



### Raising concerns



	2021	2022	2023	2024
Your org	5.90	6.01	5.88	5.69
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	3197	2948	2901	2452

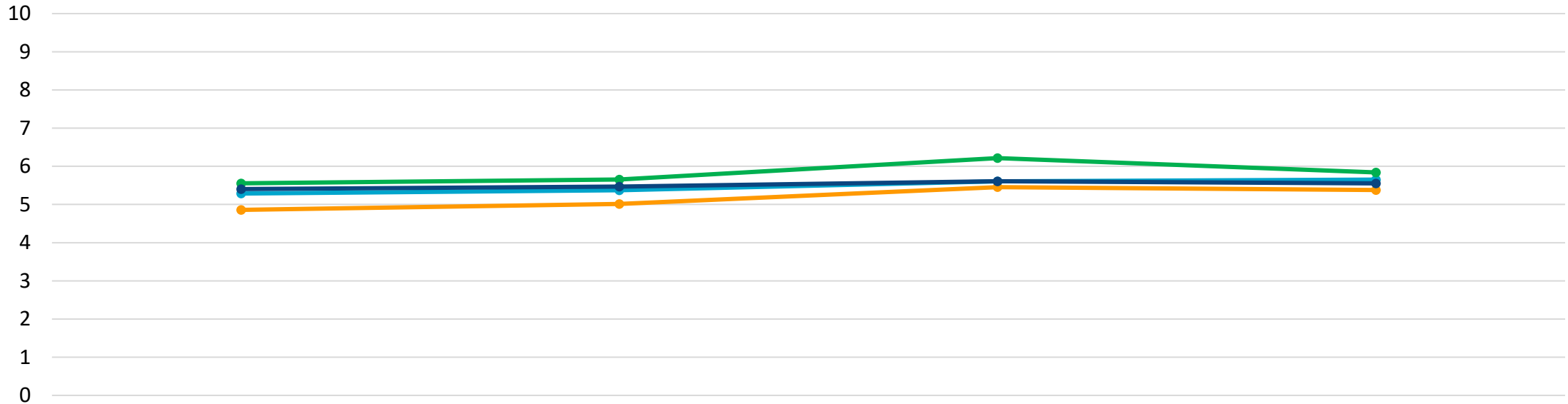
	2021	2022	2023	2024
Your org	6.08	5.93	5.90	5.76
Best result	6.72	6.85	6.83	6.16
Average result	5.97	5.90	6.02	5.99
Worst result	5.26	5.28	5.54	5.57
Responses	3144	2943	2889	2442

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	5.40	5.47	5.61	5.55
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	3159	2939	2467	2451

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

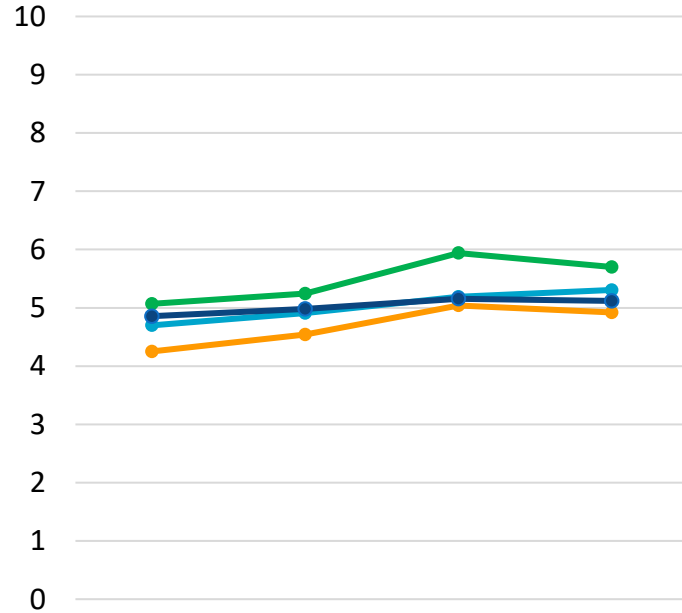


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



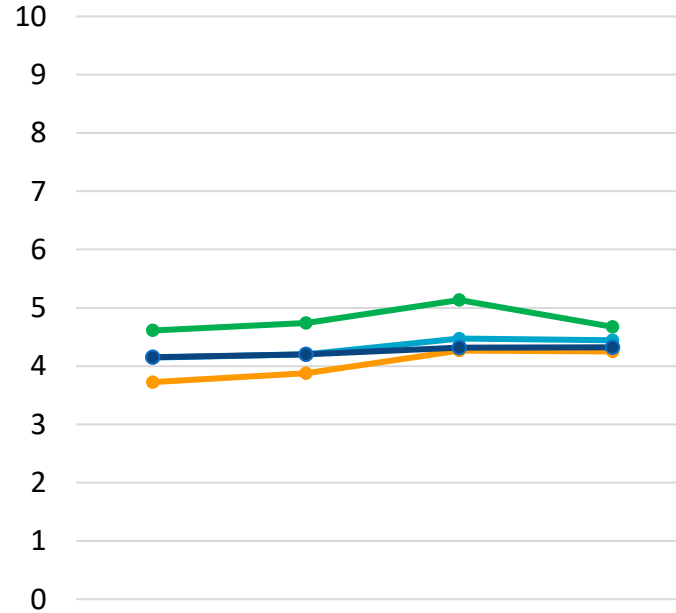
## Promise element 4: We are safe and healthy

Health and safety climate



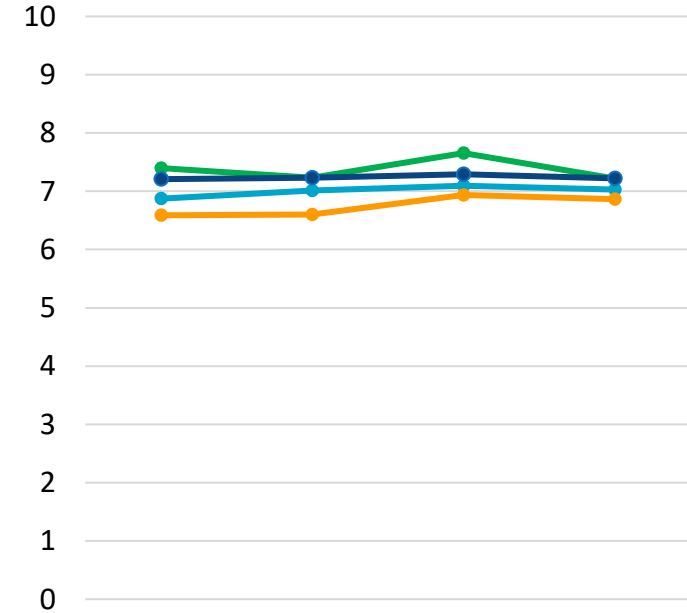
	2021	2022	2023	2024
<b>Your org</b>	4.86	4.98	5.15	5.12
<b>Best result</b>	5.07	5.25	5.94	5.70
<b>Average result</b>	4.70	4.91	5.19	5.31
<b>Worst result</b>	4.25	4.54	5.04	4.92
Responses	3197	2947	2474	2452

Burnout



	2021	2022	2023	2024
<b>Your org</b>	4.15	4.20	4.32	4.32
<b>Best result</b>	4.61	4.74	5.13	4.67
<b>Average result</b>	4.15	4.20	4.47	4.45
<b>Worst result</b>	3.73	3.88	4.27	4.25
Responses	3163	2945	2901	2452

Negative experiences



	2021	2022	2023	2024
<b>Your org</b>	7.21	7.23	7.29	7.22
<b>Best result</b>	7.40	7.23	7.65	7.22
<b>Average result</b>	6.87	7.01	7.09	7.03
<b>Worst result</b>	6.59	6.60	6.94	6.86
Responses	3159	2944	2470	2451

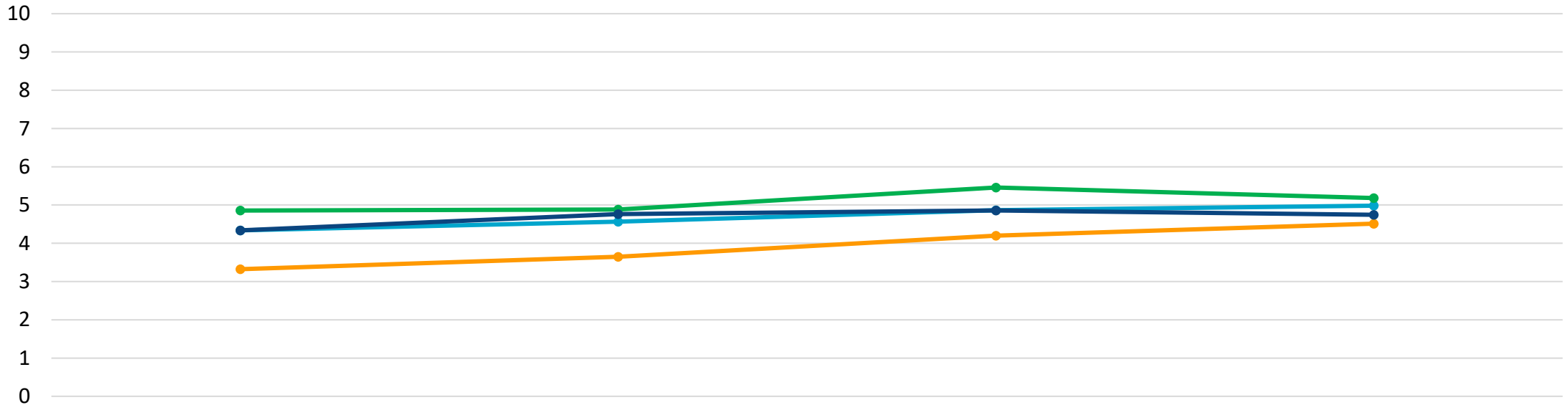
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



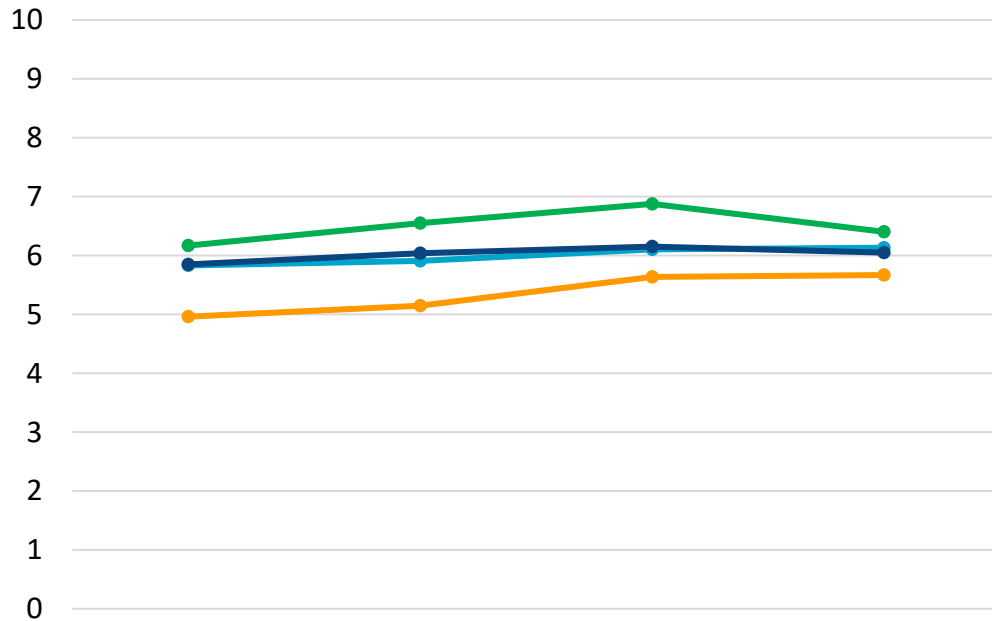
	2021	2022	2023	2024
Your org	4.34	4.76	4.86	4.75
Best result	4.86	4.88	5.46	5.18
Average result	4.34	4.56	4.86	4.98
Worst result	3.32	3.65	4.20	4.51
Responses	2917	2730	2632	2218

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.

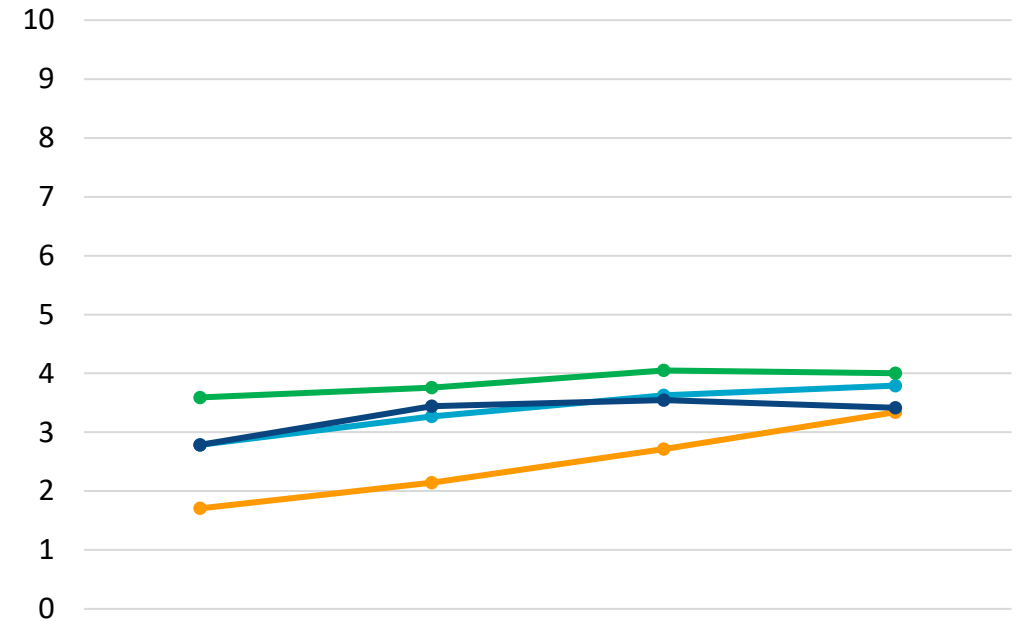


## Promise element 5: We are always learning

Development



Appraisals



	2021	2022	2023	2024
Your org	5.85	6.04	6.15	6.05
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	3155	2947	2894	2449

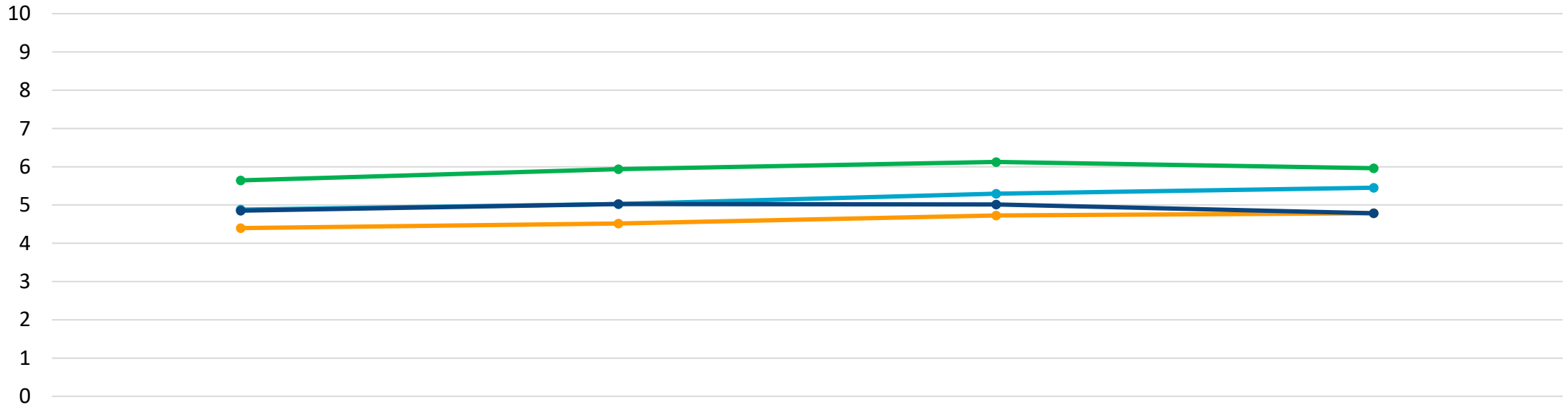
	2021	2022	2023	2024
Your org	2.79	3.44	3.55	3.41
Best result	3.59	3.76	4.05	4.00
Average result	2.79	3.27	3.63	3.79
Worst result	1.71	2.15	2.71	3.34
Responses	2918	2730	2632	2220

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



## Promise element 6: We work flexibly

We work flexibly



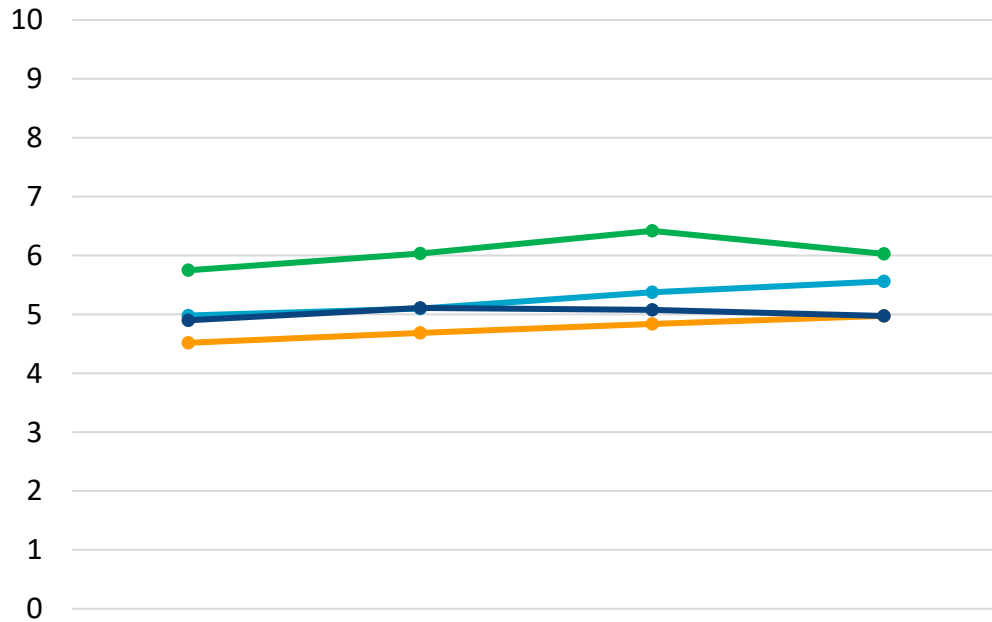
	2021	2022	2023	2024
Your org	4.85	5.03	5.01	4.78
Best result	5.64	5.94	6.13	5.96
Average result	4.88	5.03	5.30	5.45
Worst result	4.40	4.52	4.73	4.78
Responses	3183	2944	2889	2445

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

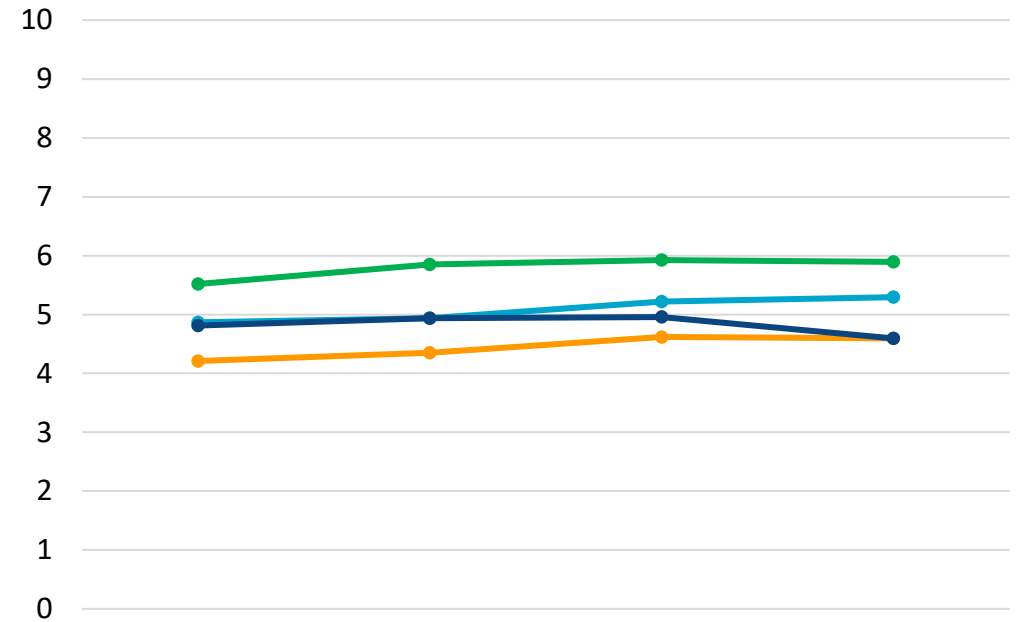


## Promise element 6: We work flexibly

Support for work-life balance



Flexible working



2021 2022 2023 2024

Your org	4.90	5.11	5.07	4.98
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 3187 2947 2899 2449

2021 2022 2023 2024

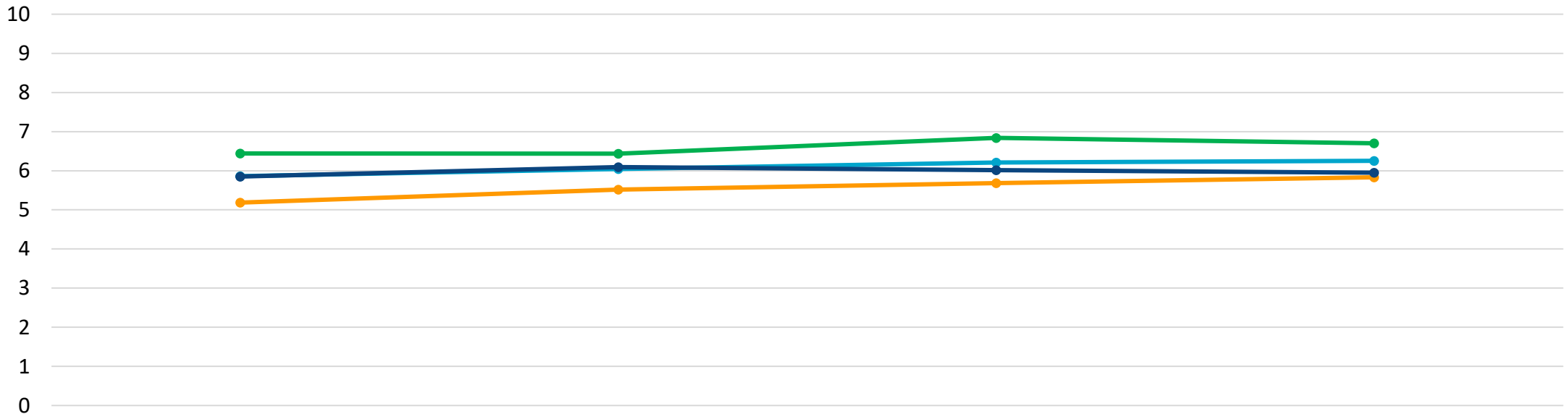
Your org	4.81	4.94	4.96	4.59
Best result	5.52	5.85	5.92	5.89
Average result	4.87	4.94	5.22	5.29
Worst result	4.21	4.35	4.62	4.59

Responses 3190 2945 2892 2448

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

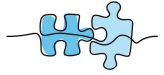
 **Promise element 7: We are a team**

We are a team



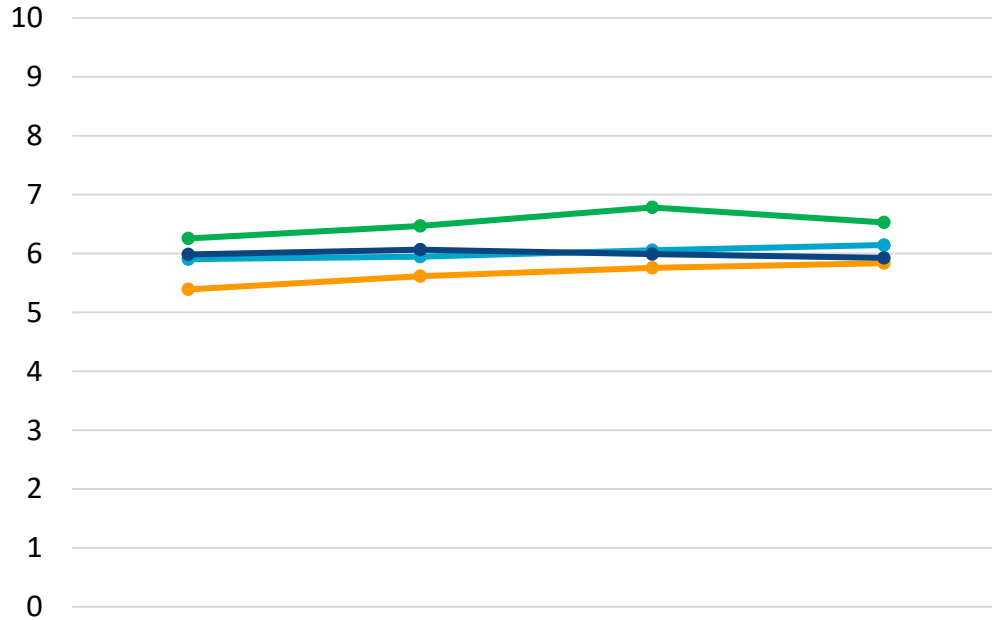
	2021	2022	2023	2024
Your org	5.85	6.09	6.01	5.95
Best result	6.44	6.44	6.84	6.70
Average result	5.86	6.05	6.21	6.25
Worst result	5.19	5.52	5.68	5.83
Responses	3160	2940	2901	2449

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

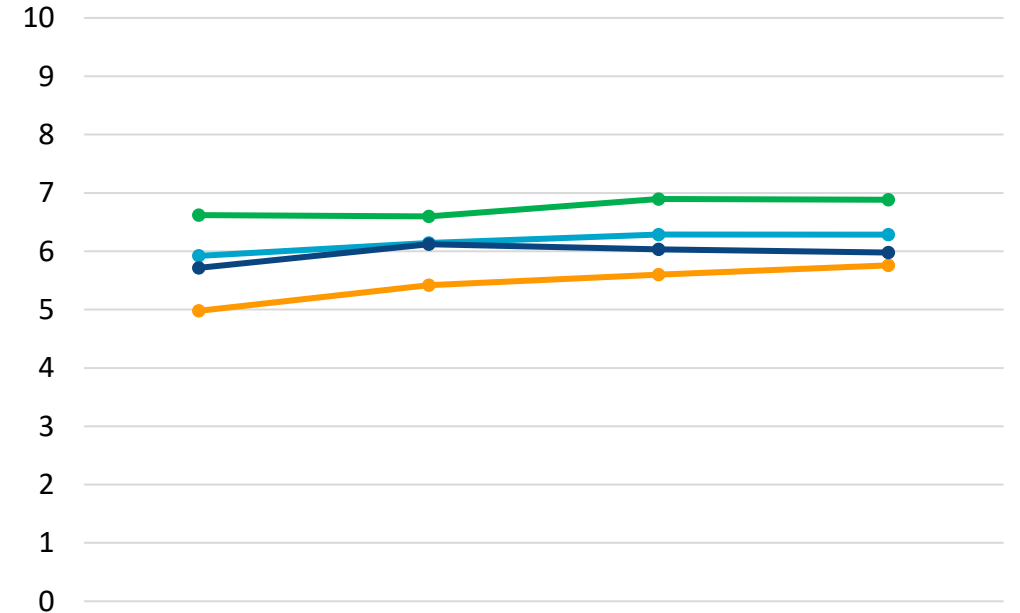


## Promise element 7: We are a team

### Team working



### Line management



	2021	2022	2023	2024
Your org	5.99	6.07	5.99	5.93
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	3174	2944	2901	2451

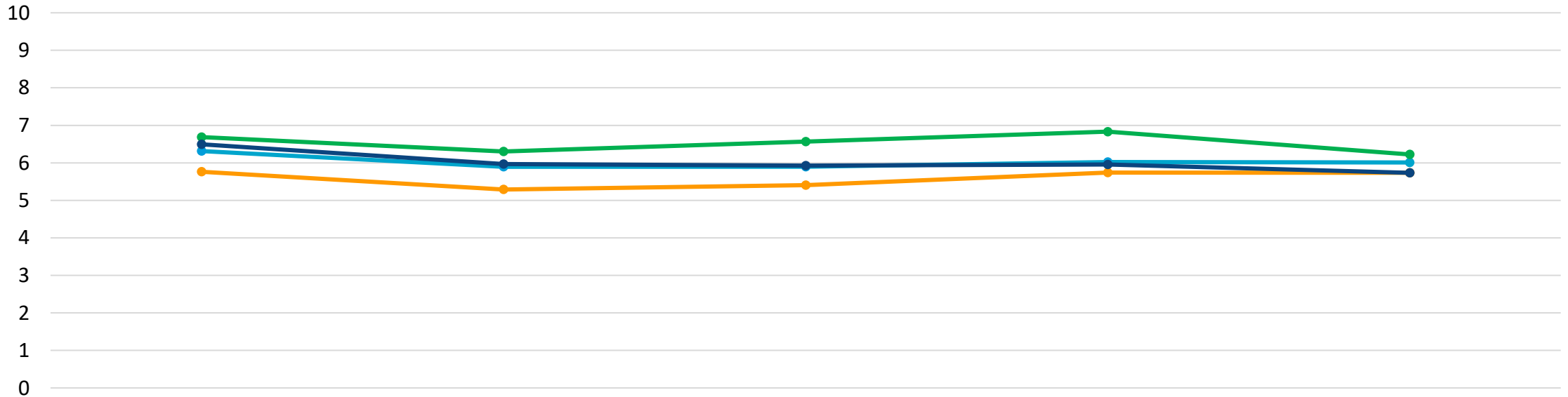
	2021	2022	2023	2024
Your org	5.72	6.12	6.03	5.98
Best result	6.62	6.60	6.90	6.88
Average result	5.92	6.14	6.29	6.28
Worst result	4.98	5.42	5.60	5.76
Responses	3164	2945	2903	2450

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	6.49	5.97	5.93	5.96	5.73
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	3332	3197	2948	2902	2452





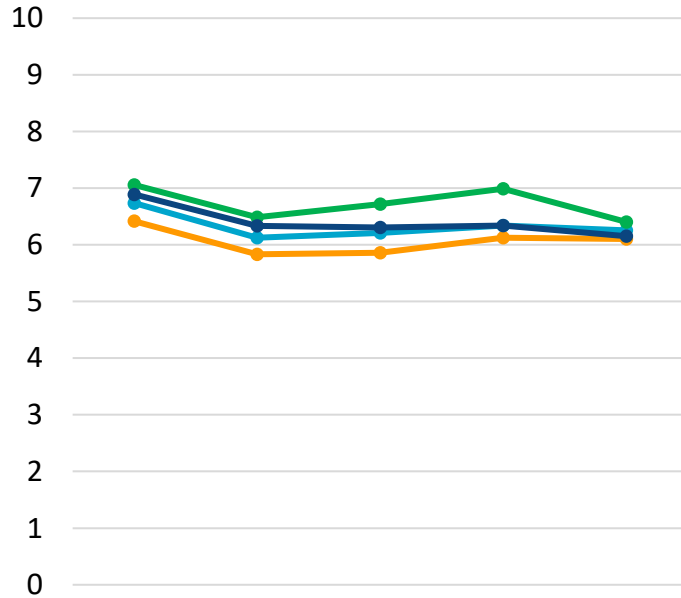
# People Promise elements, themes and sub-scores: Sub-score trends

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

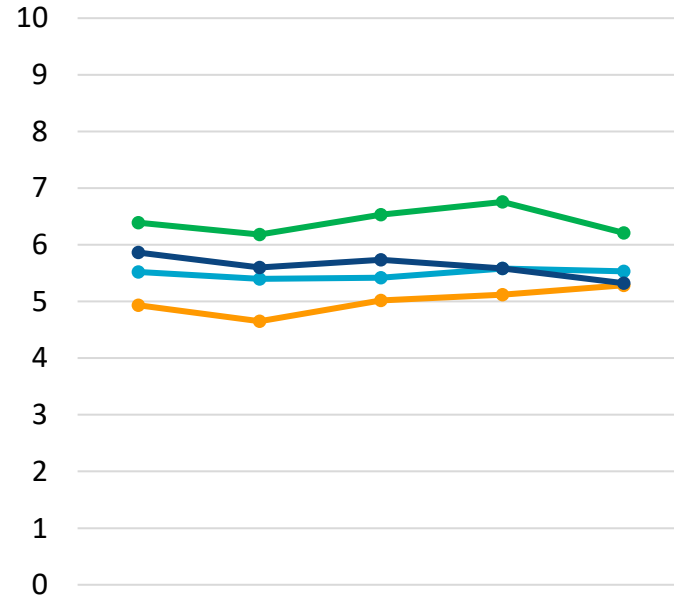
Motivation



2020 2021 2022 2023 2024

Your org	6.89	6.33	6.31	6.34	6.15
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	3341	3203	2942	2894	2447

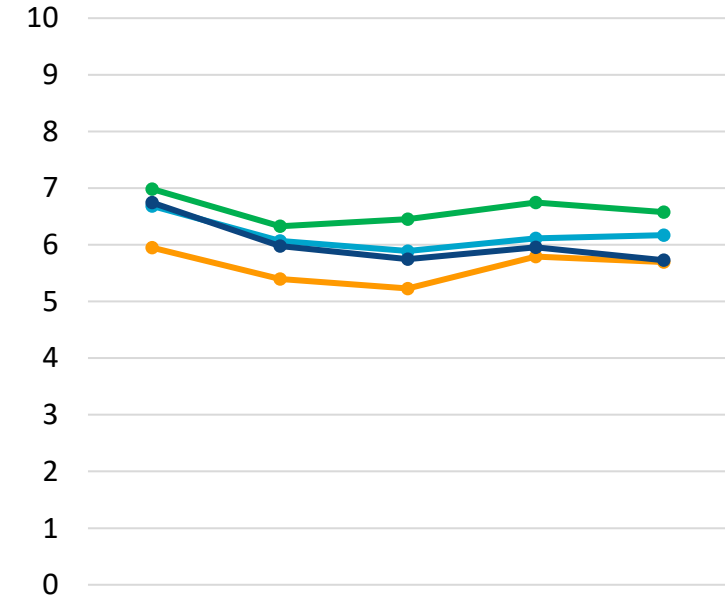
Involvement



2020 2021 2022 2023 2024

Your org	5.86	5.60	5.73	5.58	5.32
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	3332	3197	2948	2902	2452

Advocacy



2020 2021 2022 2023 2024

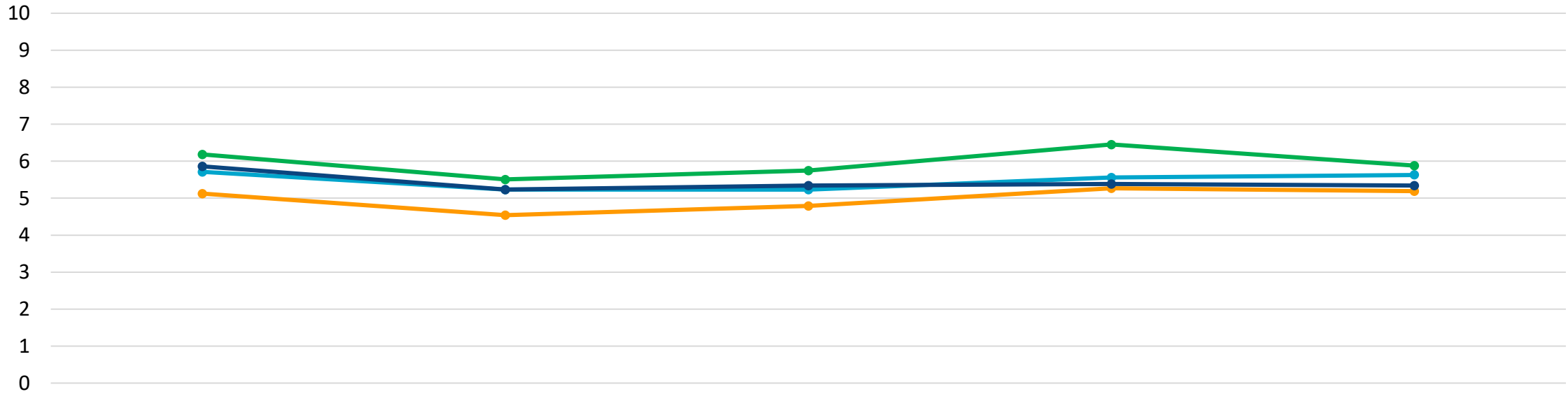
Your org	6.74	5.98	5.74	5.96	5.73
Best result	6.99	6.33	6.45	6.75	6.58
Average result	6.69	6.07	5.89	6.11	6.17
Worst result	5.95	5.40	5.23	5.79	5.70
Responses	3294	3149	2948	2895	2449

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



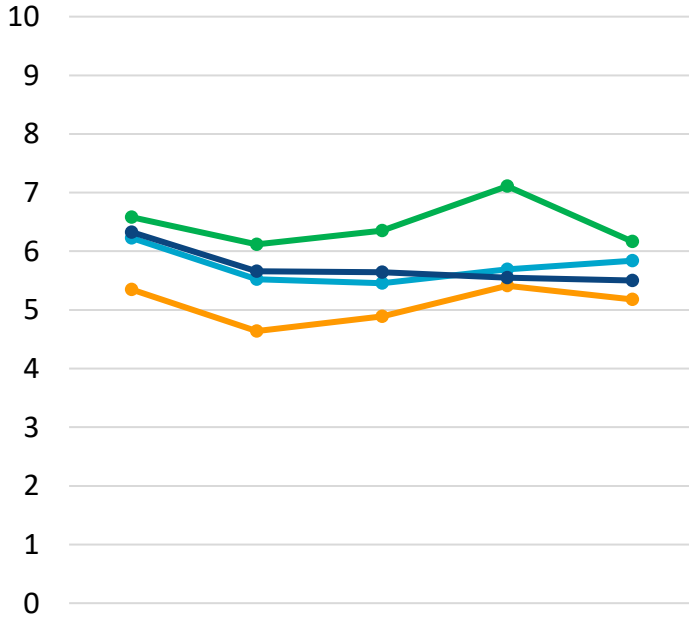
	2020	2021	2022	2023	2024
Your org	5.86	5.23	5.34	5.39	5.34
Best result	6.18	5.51	5.75	6.45	5.88
Average result	5.71	5.23	5.23	5.56	5.63
Worst result	5.13	4.54	4.79	5.27	5.19
Responses	3322	3192	2948	2902	2452

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



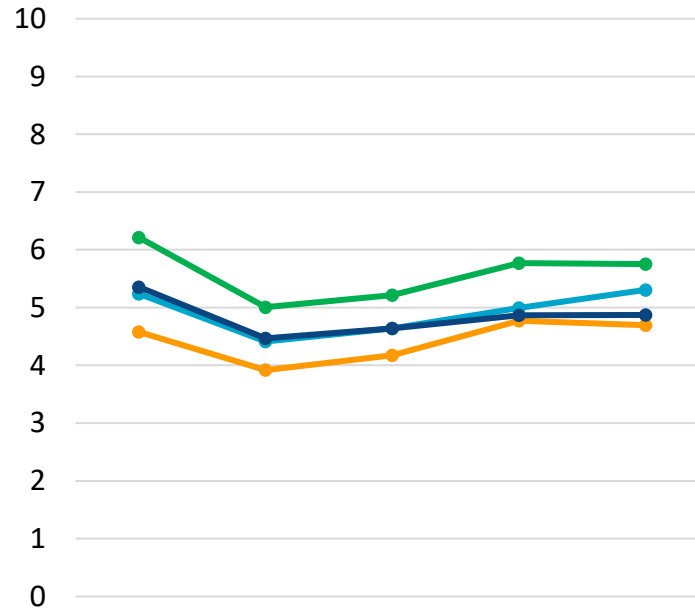
## Theme: Morale

### Thinking about leaving



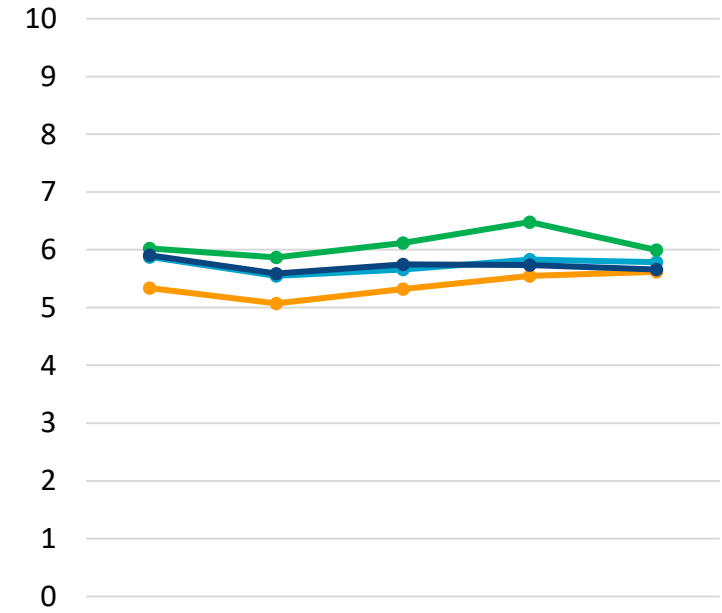
	2020	2021	2022	2023	2024
Your org	6.33	5.66	5.64	5.55	5.50
Best result	6.58	6.12	6.35	7.11	6.16
Average result	6.23	5.52	5.45	5.69	5.84
Worst result	5.35	4.64	4.89	5.41	5.18
Responses	3294	3134	2931	2894	2448

### Work pressure



	2020	2021	2022	2023	2024
Your org	5.36	4.47	4.64	4.87	4.87
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	3331	3197	2947	2899	2452

### Stressors



	2020	2021	2022	2023	2024
Your org	5.91	5.59	5.75	5.74	5.66
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	3320	3187	2945	2898	2446

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

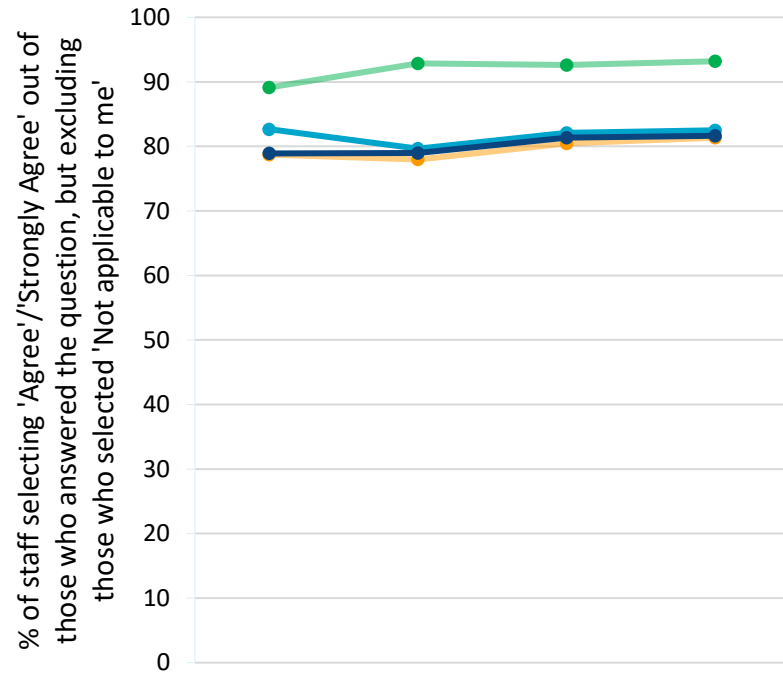
Diversity and equality – Q15, Q16a, Q16b, Q21

Inclusion – Q7h, Q7i, Q8b, Q8c

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

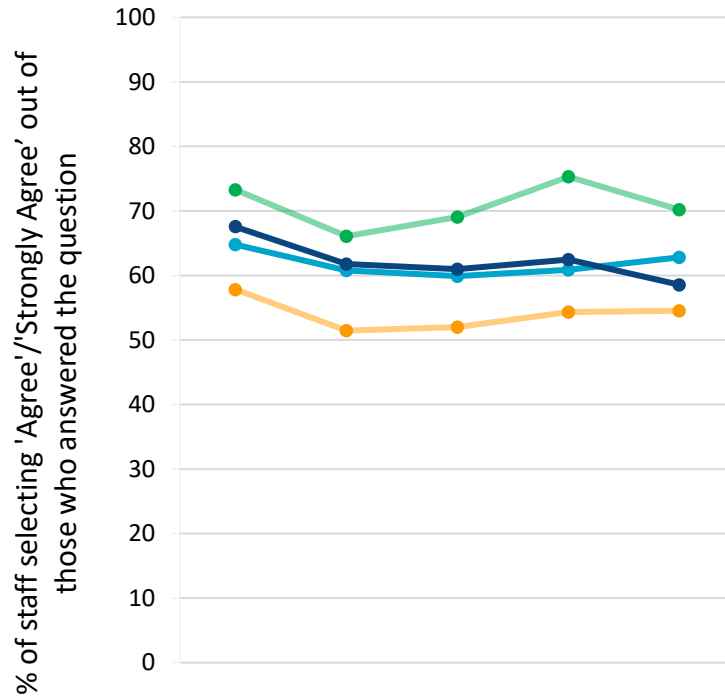


Q6a I feel that my role makes a difference to patients / service users.



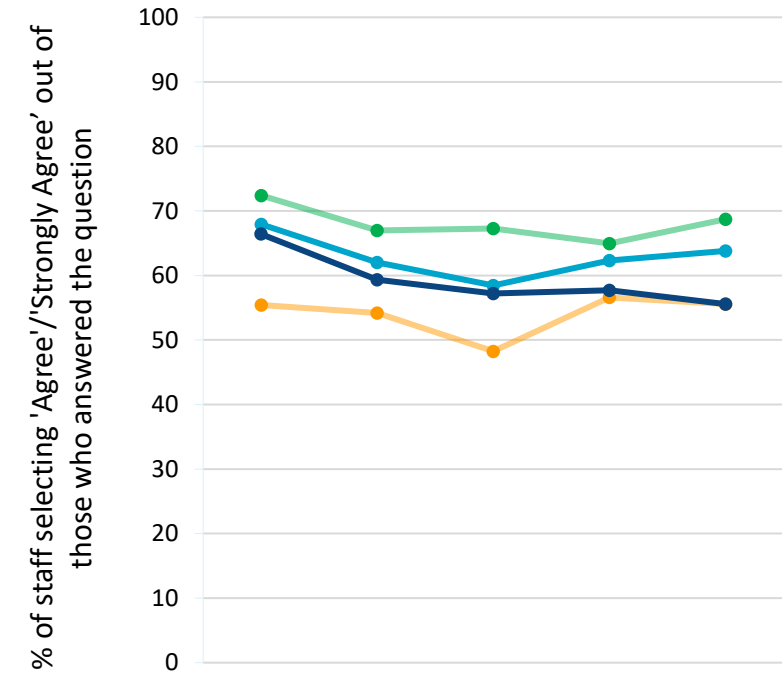
	2021	2022	2023	2024
<b>Your org</b>	78.91%	78.96%	81.35%	81.65%
<b>Best result</b>	89.12%	92.88%	92.62%	93.19%
<b>Average result</b>	82.66%	79.65%	82.12%	82.51%
<b>Worst result</b>	78.72%	77.96%	80.46%	81.35%
Responses	3115	2845	2789	2345

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



	2020	2021	2022	2023	2024
<b>Your org</b>	67.53%	61.76%	60.97%	62.45%	58.57%
<b>Best result</b>	73.30%	66.08%	69.07%	75.29%	70.18%
<b>Average result</b>	64.77%	60.80%	59.90%	60.89%	62.83%
<b>Worst result</b>	57.82%	51.46%	51.99%	54.31%	54.54%
Responses	3288	3149	2943	2890	2450

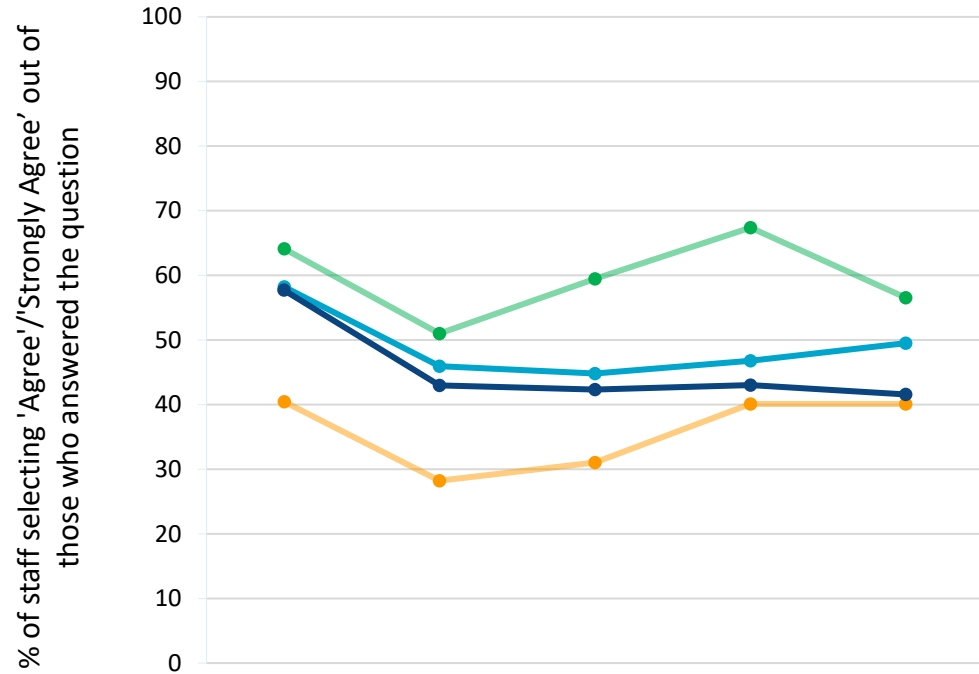
Q25b My organisation acts on concerns raised by patients / service users.



	2020	2021	2022	2023	2024
<b>Your org</b>	66.40%	59.34%	57.19%	57.70%	55.57%
<b>Best result</b>	72.40%	66.96%	67.25%	64.96%	68.73%
<b>Average result</b>	67.93%	62.03%	58.45%	62.32%	63.80%
<b>Worst result</b>	55.44%	54.17%	48.26%	56.59%	55.57%
Responses	3290	3143	2940	2891	2446

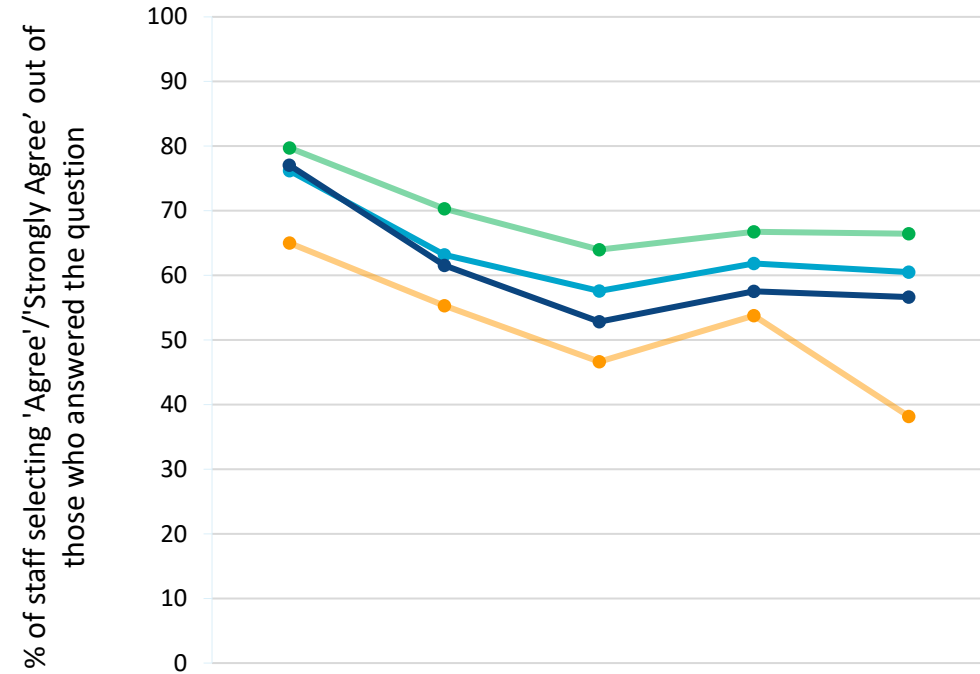


Q25c I would recommend my organisation as a place to work.



	2020	2021	2022	2023	2024
Your org	57.69%	42.99%	42.31%	43.02%	41.57%
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	3294	3146	2943	2896	2449

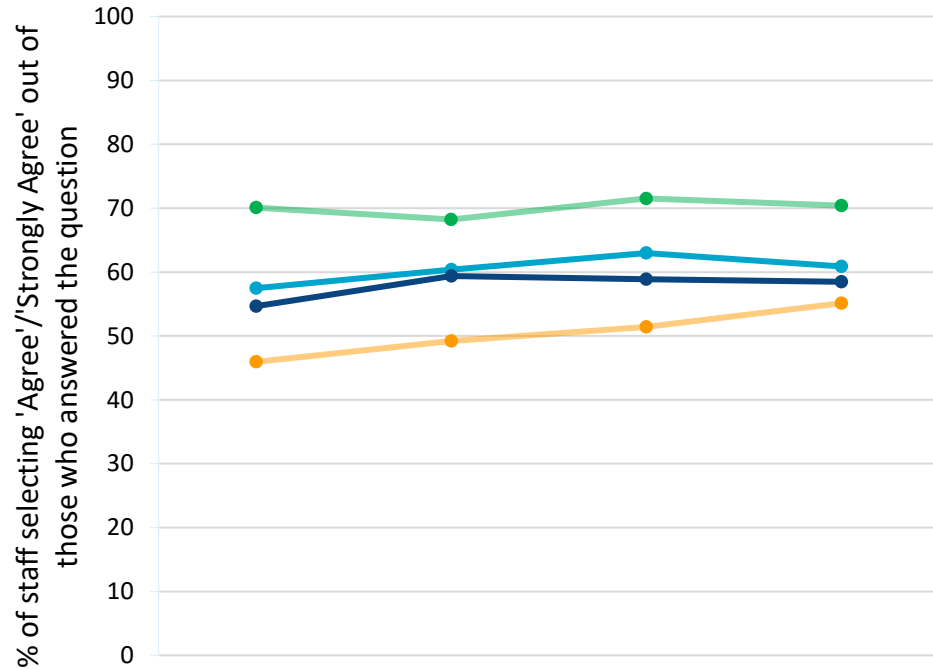
Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2020	2021	2022	2023	2024
Your org	77.04%	61.55%	52.83%	57.53%	56.66%
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	3290	3149	2946	2895	2447

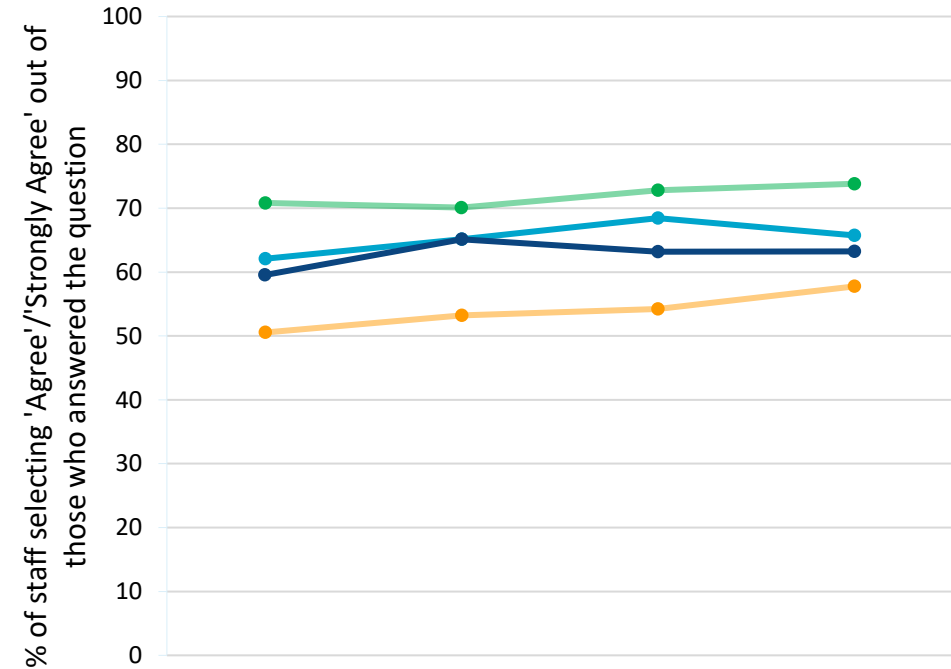


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	54.66%	59.38%	58.90%	58.46%
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	3161	2941	2898	2446

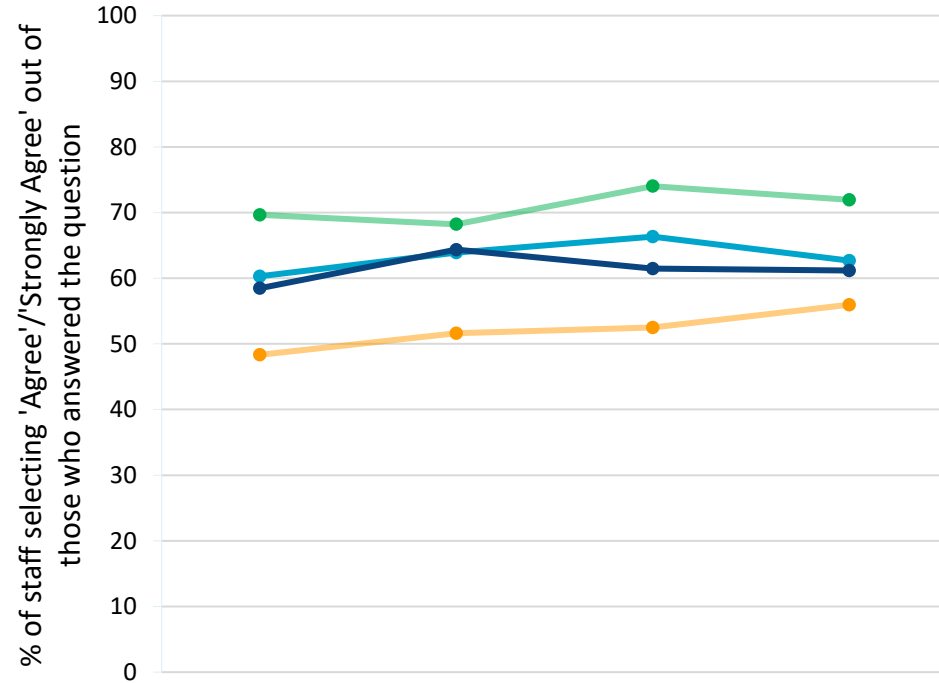
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	59.54%	65.12%	63.17%	63.25%
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	3160	2945	2901	2447

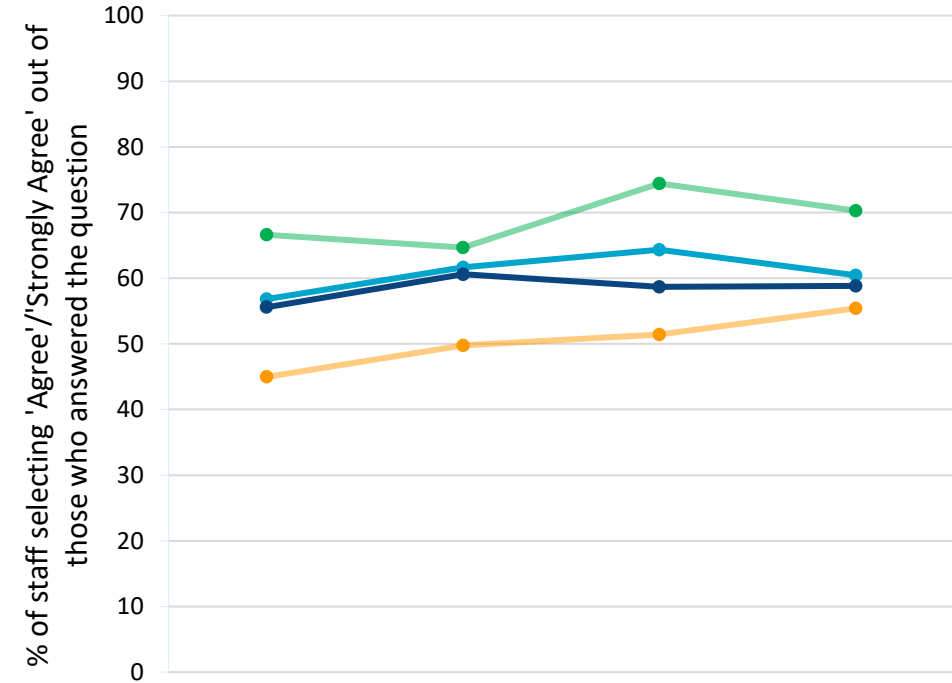


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	58.48%	64.36%	61.44%	61.17%
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	3161	2938	2896	2445

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

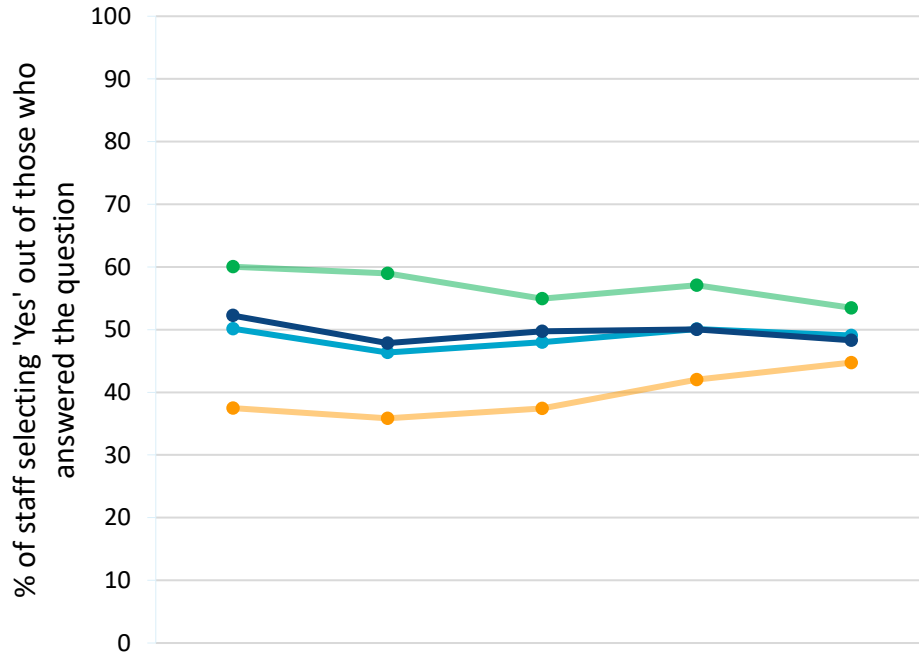


	2021	2022	2023	2024
Your org	55.58%	60.61%	58.67%	58.84%
Best result	66.62%	64.67%	74.43%	70.29%
Average result	56.82%	61.66%	64.34%	60.45%
Worst result	44.97%	49.75%	51.43%	55.41%
Responses	3161	2934	2897	2448



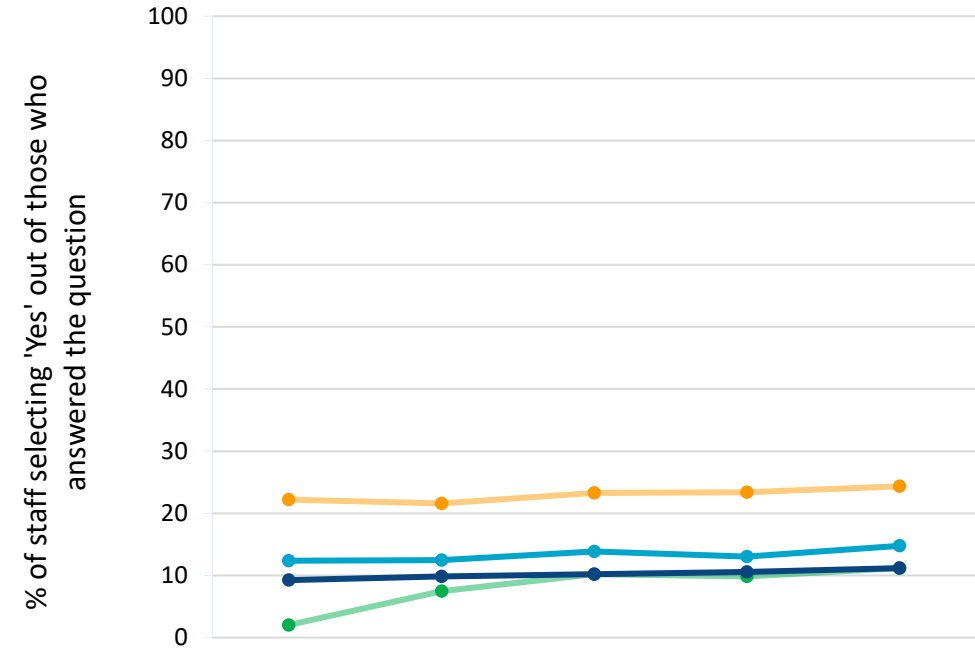


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
<b>Your org</b>	52.24%	47.85%	49.75%	50.01%	48.30%
<b>Best result</b>	60.03%	59.00%	54.92%	57.06%	53.48%
<b>Average result</b>	50.15%	46.35%	48.00%	50.09%	49.08%
<b>Worst result</b>	37.50%	35.85%	37.44%	42.03%	44.75%
Responses	3285	3139	2927	2885	2406

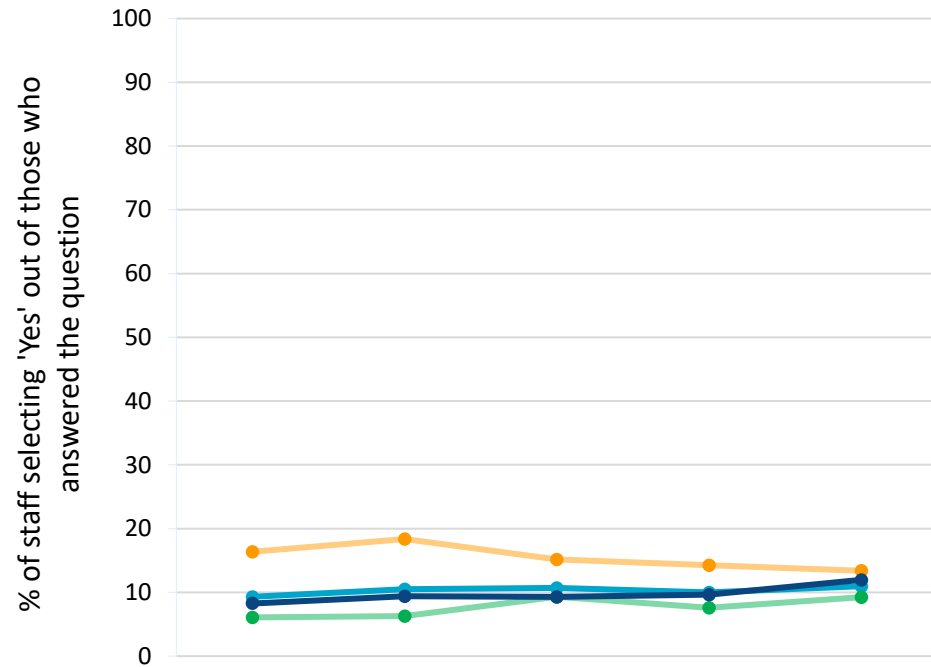
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
<b>Your org</b>	9.25%	9.86%	10.18%	10.58%	11.18%
<b>Best result</b>	2.02%	7.47%	10.18%	9.85%	11.18%
<b>Average result</b>	12.37%	12.46%	13.84%	13.04%	14.77%
<b>Worst result</b>	22.22%	21.59%	23.27%	23.38%	24.34%
Responses	3303	3156	2934	2894	2430

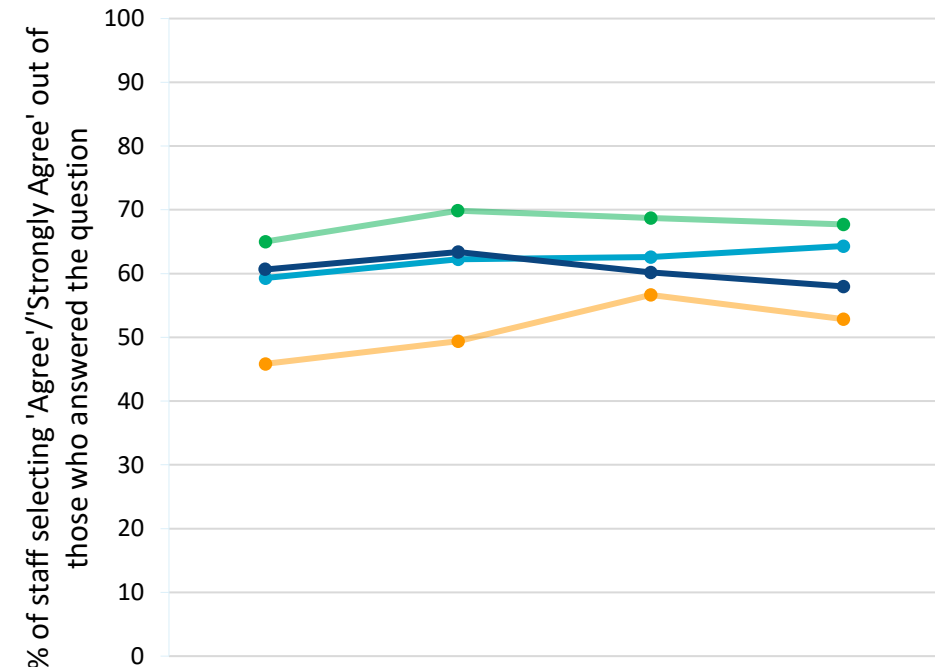


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	8.25%	9.38%	9.31%	9.66%	11.96%
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	3299	3151	2934	2864	2418

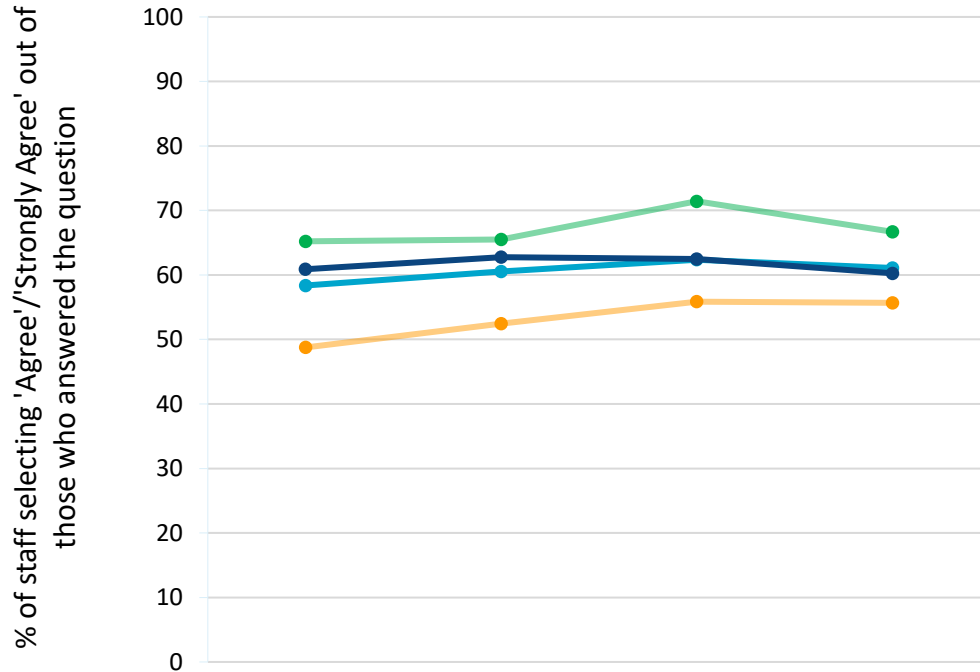
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	60.64%	63.38%	60.18%	57.99%
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	3147	2936	2893	2445

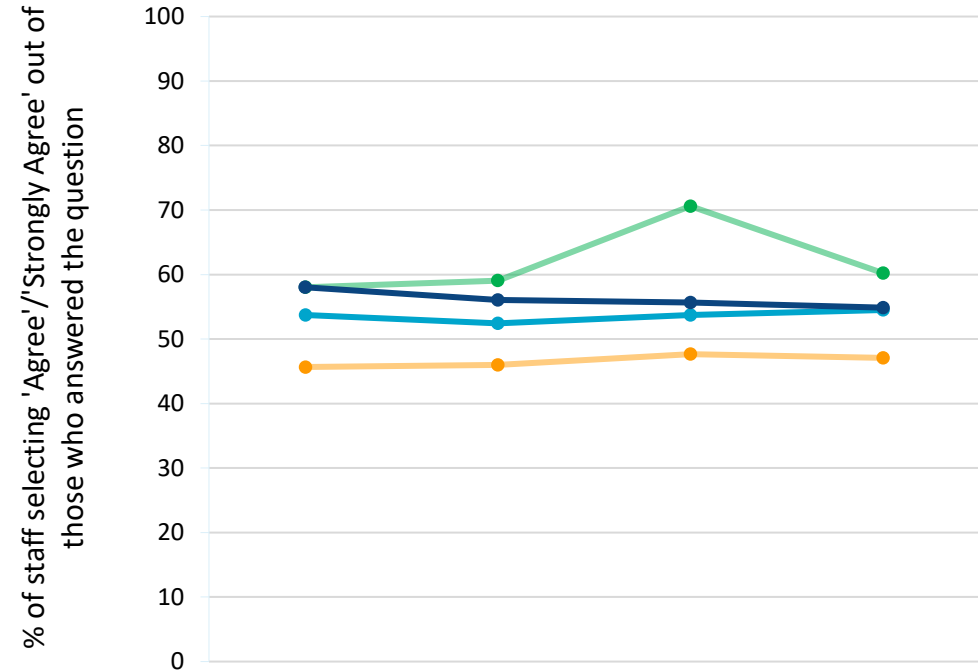


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	60.87%	62.76%	62.45%	60.26%
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	3169	2945	2897	2444

Q7i I feel a strong personal attachment to my team.

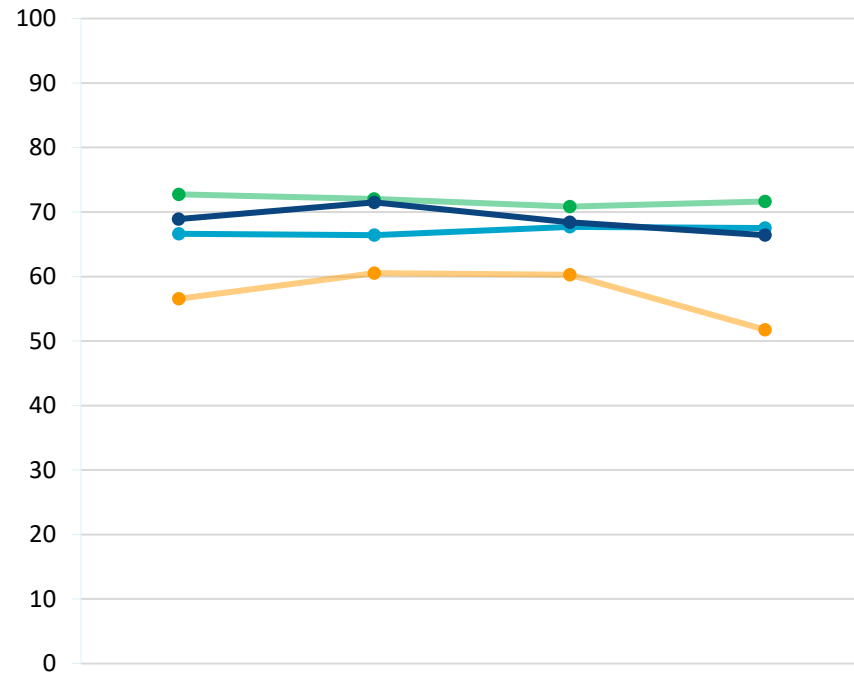


	2021	2022	2023	2024
Your org	58.03%	56.06%	55.66%	54.87%
Best result	58.03%	59.05%	70.61%	60.21%
Average result	53.74%	52.43%	53.74%	54.50%
Worst result	45.67%	45.97%	47.66%	47.07%
Responses	3174	2944	2895	2449



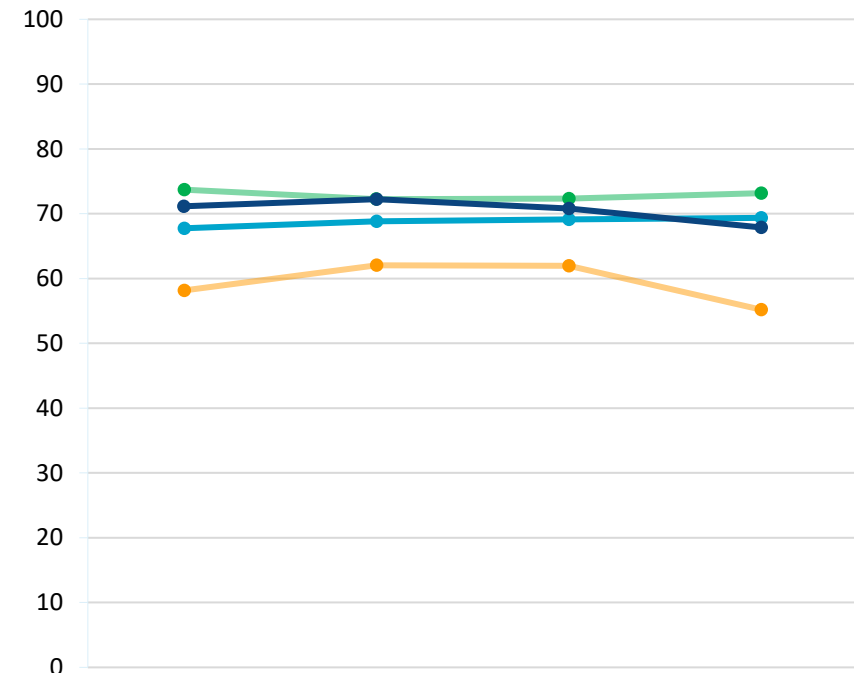
Q8b The people I work with are understanding and kind to one another.

% 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.

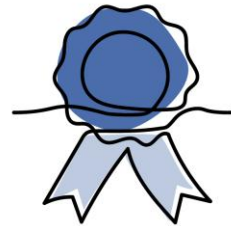
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023	2024
Your org	68.89%	71.50%	68.44%	66.42%
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	3166	2948	2899	2448

	2021	2022	2023	2024
Your org	71.14%	72.24%	70.81%	67.88%
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	3167	2947	2900	2452

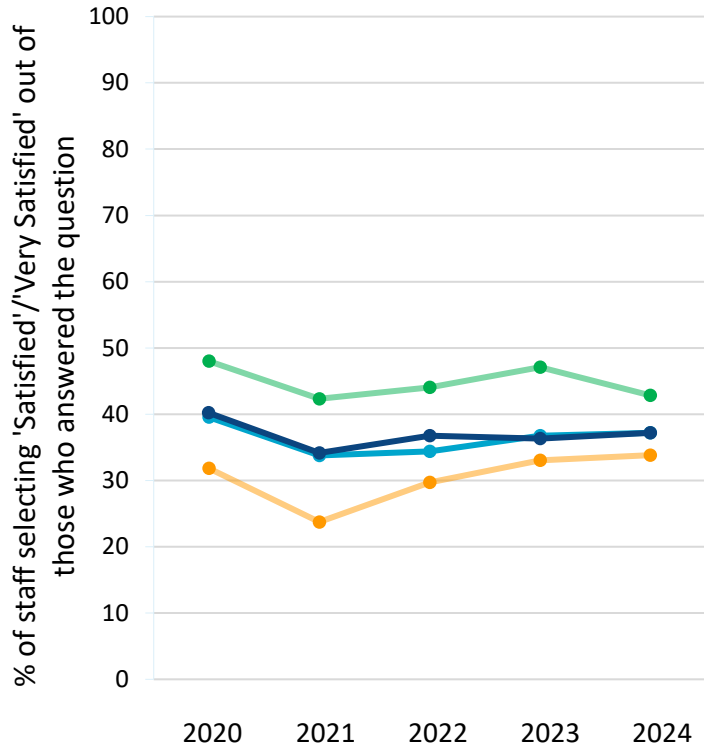
## People Promise element – We are recognised and rewarded



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

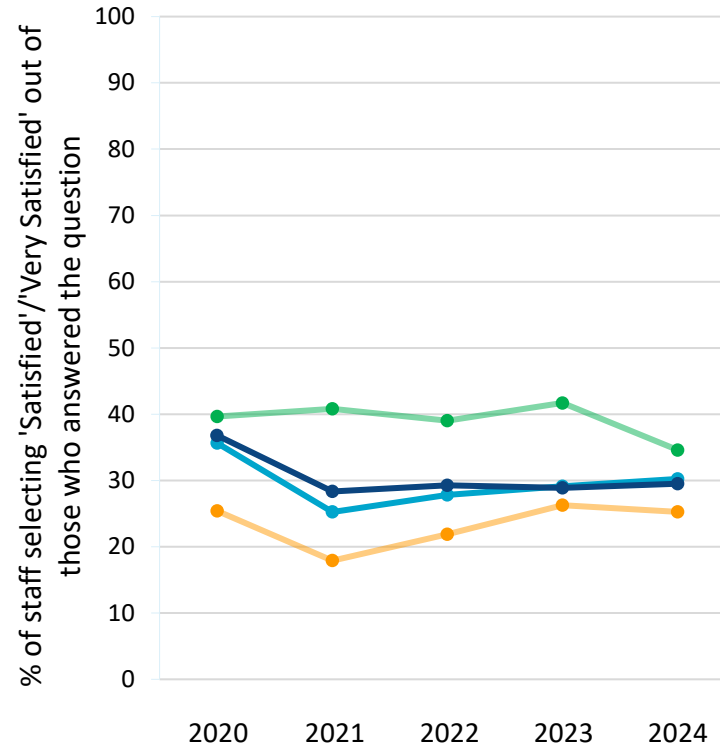


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



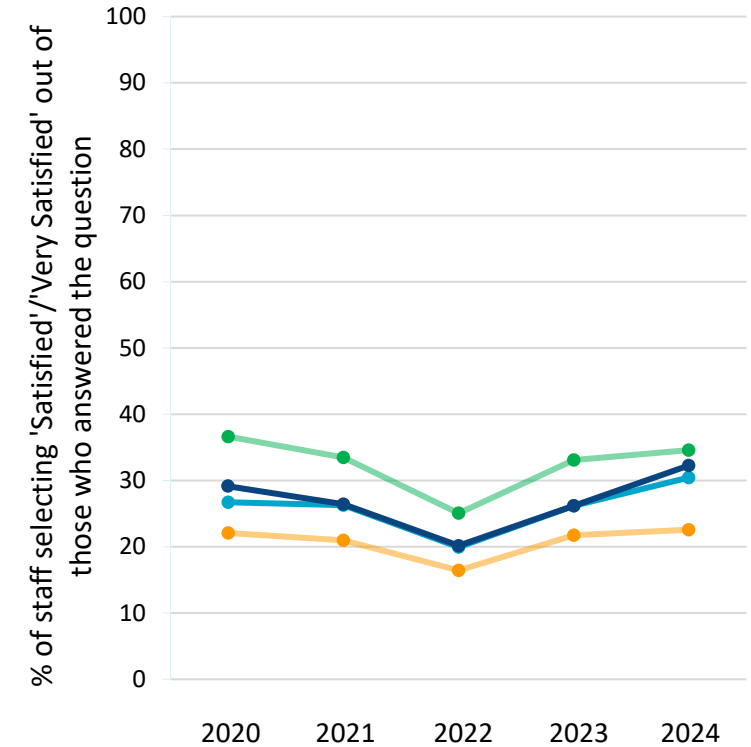
Responses	3317	3190	2944	2888	2447
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Q4b How satisfied are you with each of the following aspects of your job? The extent to which my organisation values my work.



Responses	3318	3190	2945	2888	2450
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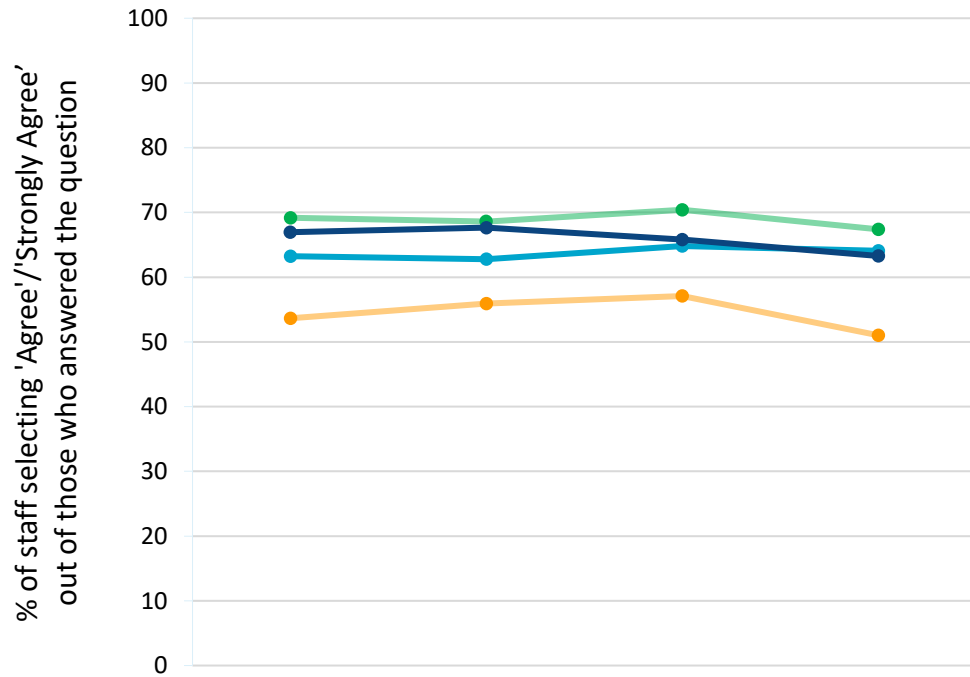
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



Responses	3318	3193	2945	2893	2449
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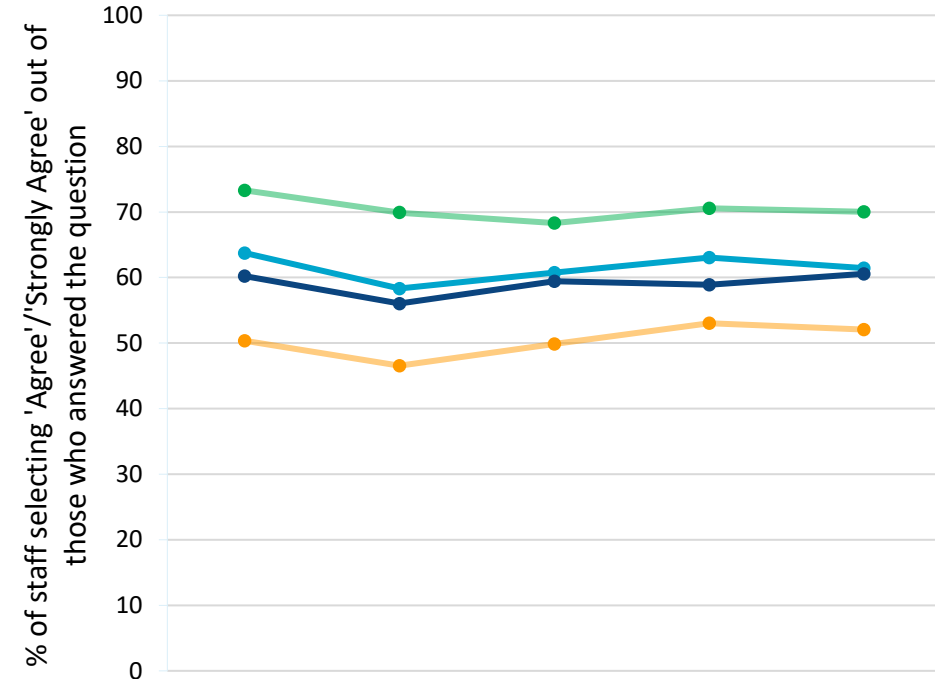


Q8d The people I work with show appreciation to one another.



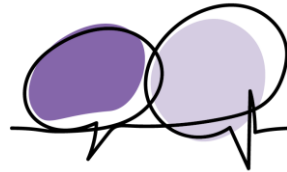
	2021	2022	2023	2024
<b>Your org</b>	66.94%	67.66%	65.82%	63.28%
<b>Best result</b>	69.18%	68.60%	70.41%	67.39%
<b>Average result</b>	63.25%	62.77%	64.81%	64.09%
<b>Worst result</b>	53.64%	55.92%	57.09%	51.02%
Responses	3163	2948	2894	2446

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	60.20%	56.03%	59.44%	58.92%	60.56%
<b>Best result</b>	73.30%	69.90%	68.31%	70.55%	70.03%
<b>Average result</b>	63.74%	58.33%	60.74%	63.04%	61.45%
<b>Worst result</b>	50.34%	46.55%	49.87%	53.03%	52.08%
Responses	3307	3159	2942	2898	2447

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



### Questions included:

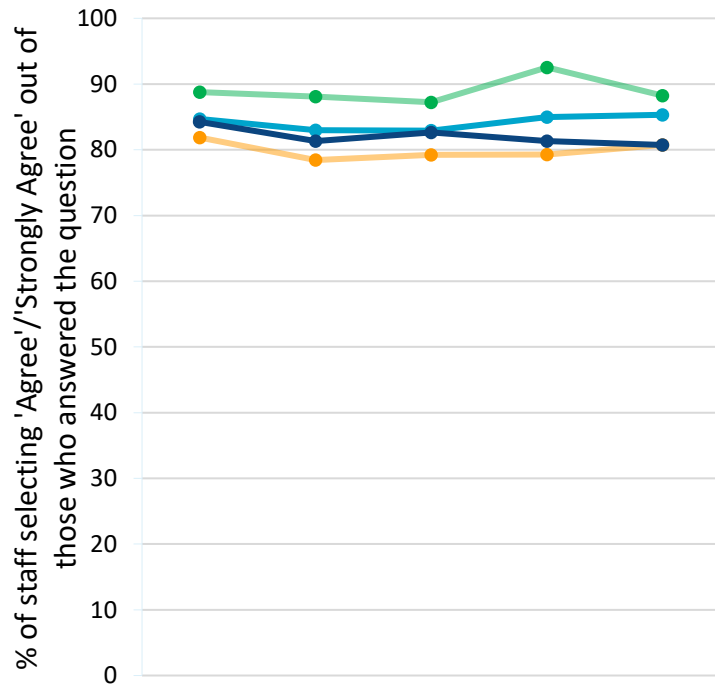
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f



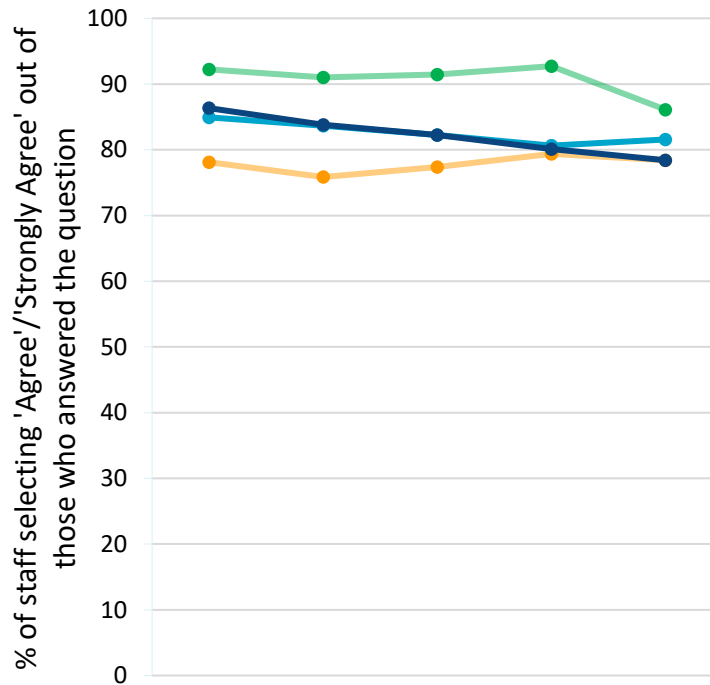


Q3a I always know what my work responsibilities are.



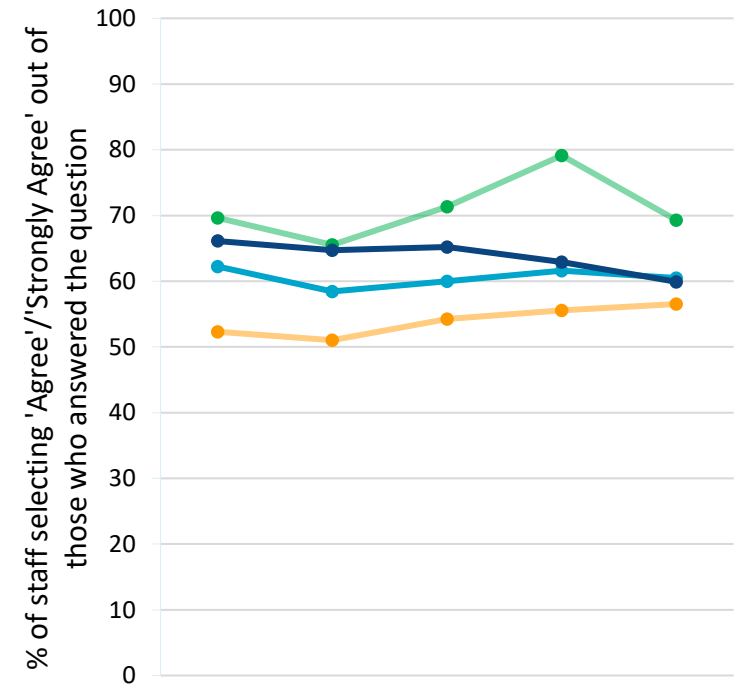
	2020	2021	2022	2023	2024
<b>Your org</b>	84.23%	81.33%	82.64%	81.32%	80.73%
<b>Best result</b>	88.77%	88.08%	87.23%	92.54%	88.23%
<b>Average result</b>	84.70%	82.98%	82.91%	85.00%	85.32%
<b>Worst result</b>	81.86%	78.43%	79.22%	79.28%	80.73%
Responses	3333	3184	2932	2901	2451

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	86.34%	83.79%	82.26%	80.11%	78.41%
<b>Best result</b>	92.24%	90.99%	91.47%	92.72%	86.11%
<b>Average result</b>	84.93%	83.65%	82.26%	80.63%	81.57%
<b>Worst result</b>	78.12%	75.85%	77.39%	79.37%	78.41%
Responses	3340	3192	2942	2898	2450

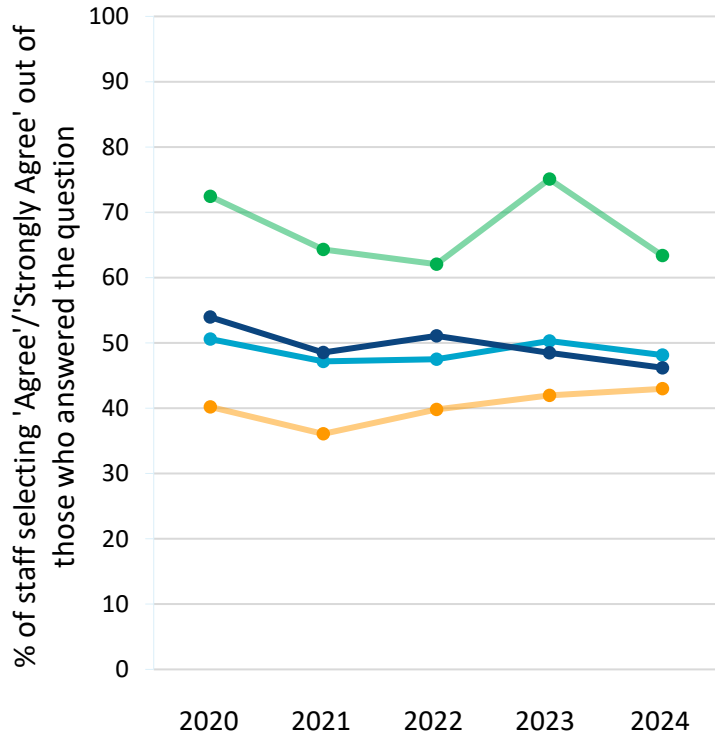
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
<b>Your org</b>	66.11%	64.73%	65.18%	62.91%	59.91%
<b>Best result</b>	69.62%	65.53%	71.36%	79.13%	69.30%
<b>Average result</b>	62.23%	58.44%	59.97%	61.60%	60.46%
<b>Worst result</b>	52.32%	51.02%	54.24%	55.55%	56.52%
Responses	3325	3194	2944	2900	2449

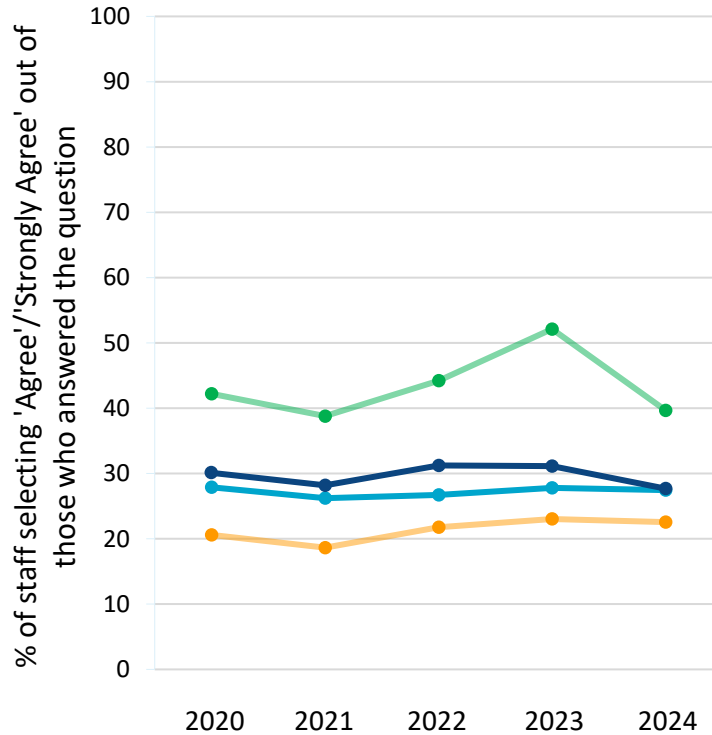


Q3d I am able to make suggestions to improve the work of my team / department.



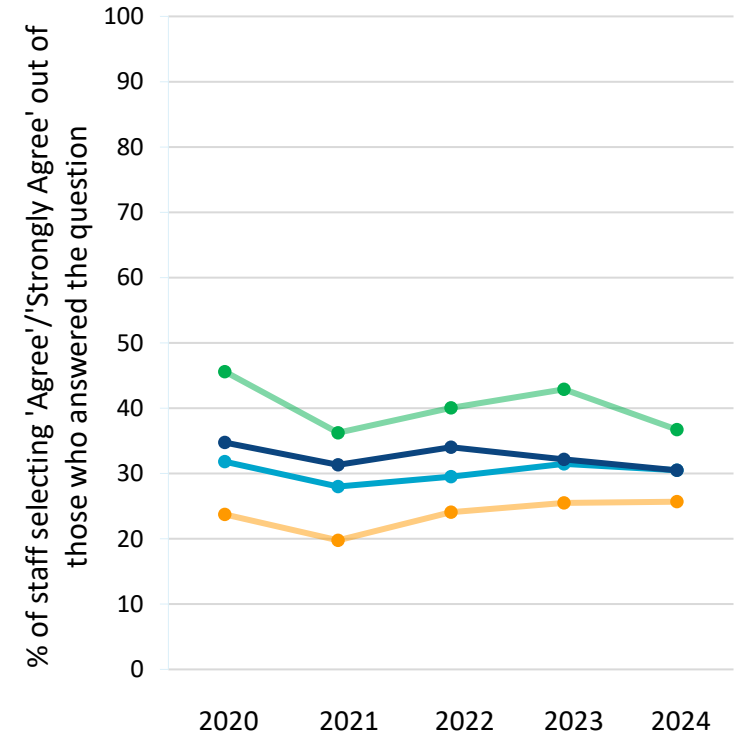
	2020	2021	2022	2023	2024
<b>Your org</b>	53.94%	48.55%	51.06%	48.48%	46.20%
<b>Best result</b>	72.46%	64.33%	62.06%	75.08%	63.37%
<b>Average result</b>	50.59%	47.17%	47.48%	50.28%	48.15%
<b>Worst result</b>	40.20%	36.07%	39.79%	41.95%	42.97%
Responses	3330	3194	2947	2899	2450

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



	2020	2021	2022	2023	2024
<b>Your org</b>	30.12%	28.19%	31.23%	31.16%	27.68%
<b>Best result</b>	42.20%	38.80%	44.19%	52.13%	39.67%
<b>Average result</b>	27.89%	26.22%	26.73%	27.78%	27.46%
<b>Worst result</b>	20.60%	18.65%	21.76%	23.03%	22.58%
Responses	3331	3197	2946	2898	2451

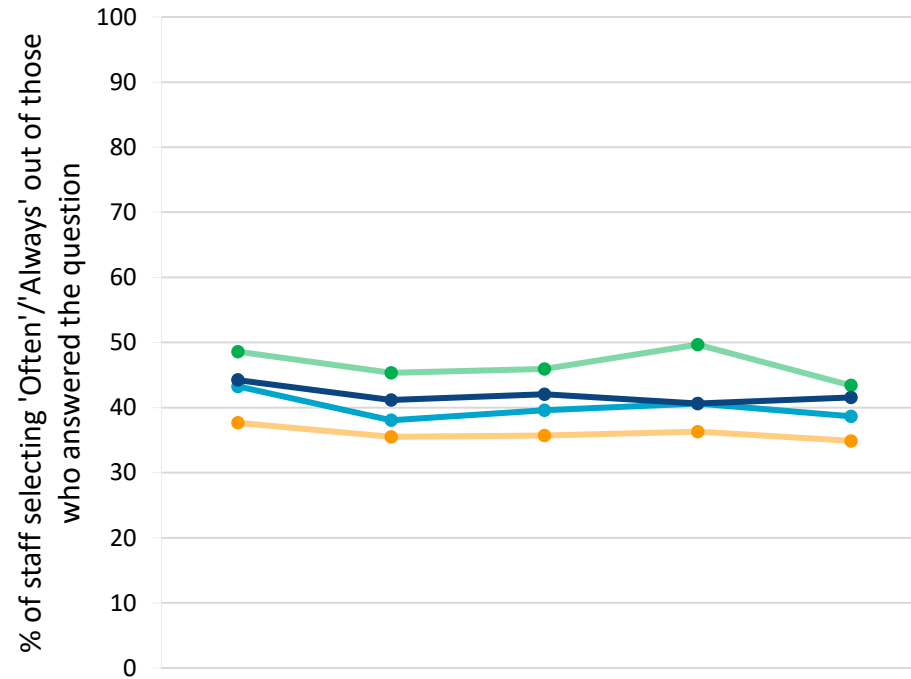
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	34.74%	31.34%	34.03%	32.14%	30.48%
<b>Best result</b>	45.61%	36.25%	40.07%	42.89%	36.73%
<b>Average result</b>	31.80%	28.00%	29.52%	31.50%	30.48%
<b>Worst result</b>	23.72%	19.77%	24.09%	25.50%	25.68%
Responses	3327	3190	2945	2898	2448



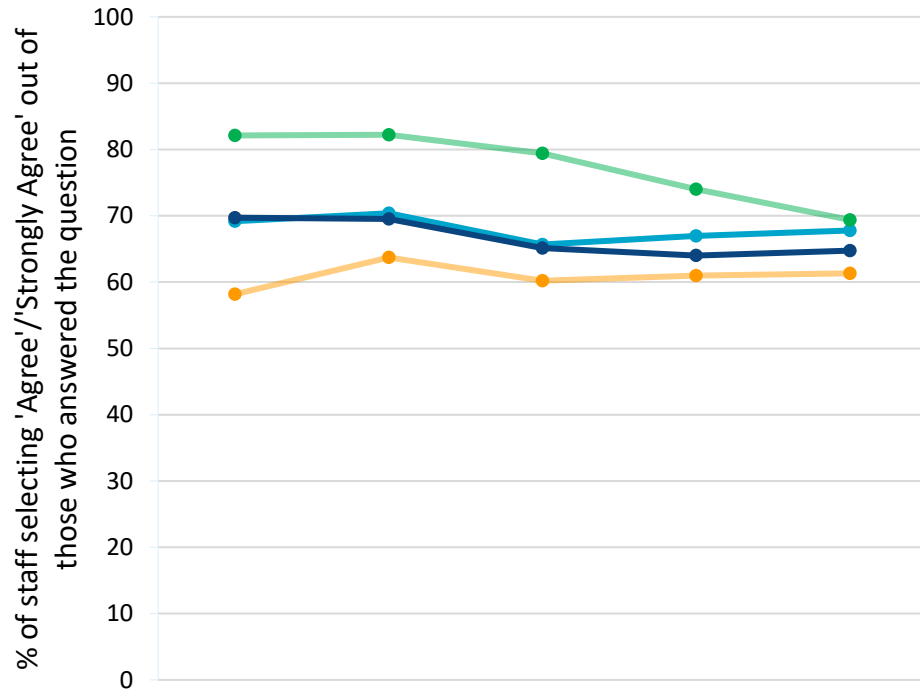
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
Your org	44.22%	41.17%	42.07%	40.63%	41.58%
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	3313	3185	2942	2896	2441

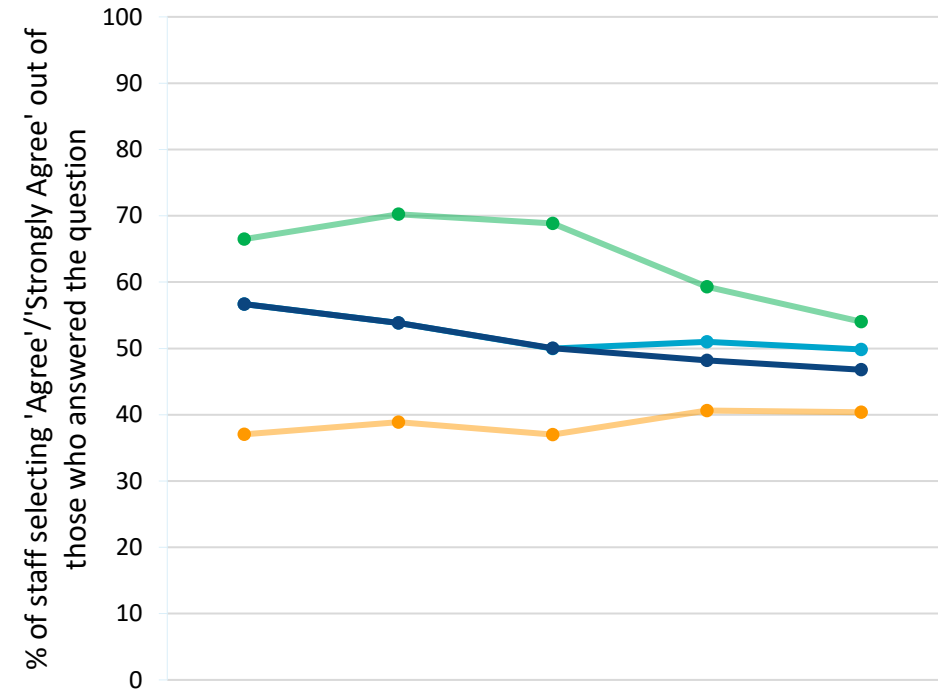


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
<b>Your org</b>	69.72%	69.50%	65.12%	64.00%	64.74%
<b>Best result</b>	82.10%	82.22%	79.44%	74.02%	69.39%
<b>Average result</b>	69.21%	70.38%	65.67%	66.94%	67.78%
<b>Worst result</b>	58.17%	63.71%	60.22%	60.97%	61.34%
Responses	3297	3153	2943	2889	2445

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

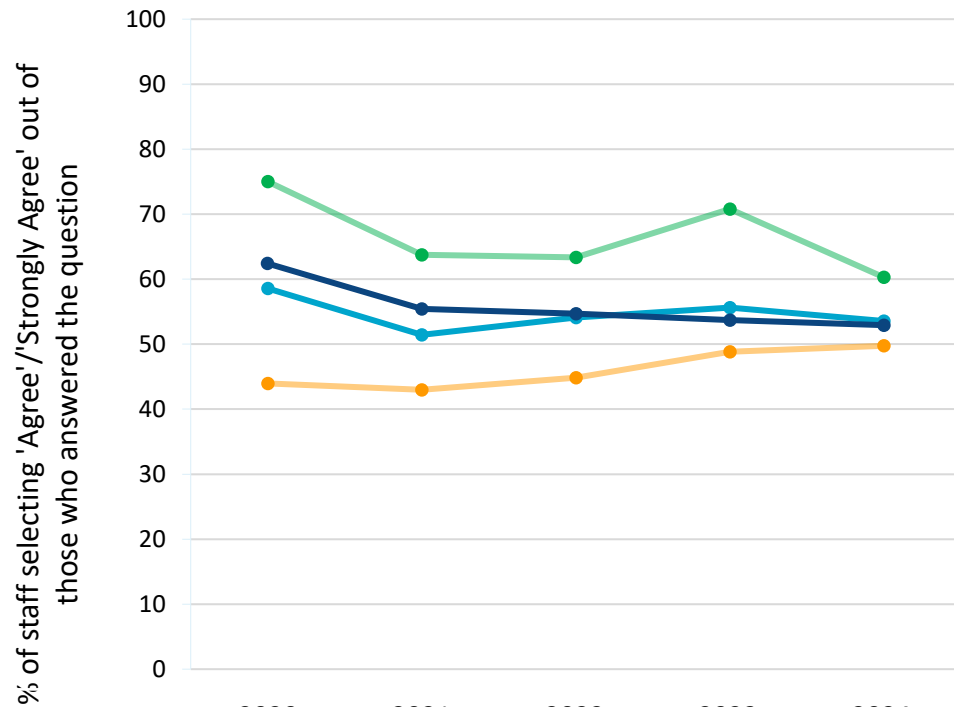


	2020	2021	2022	2023	2024
<b>Your org</b>	56.68%	53.83%	50.01%	48.18%	46.78%
<b>Best result</b>	66.48%	70.23%	68.86%	59.28%	54.02%
<b>Average result</b>	56.68%	53.83%	49.98%	51.01%	49.85%
<b>Worst result</b>	37.04%	38.88%	37.00%	40.63%	40.36%
Responses	3297	3153	2942	2886	2445

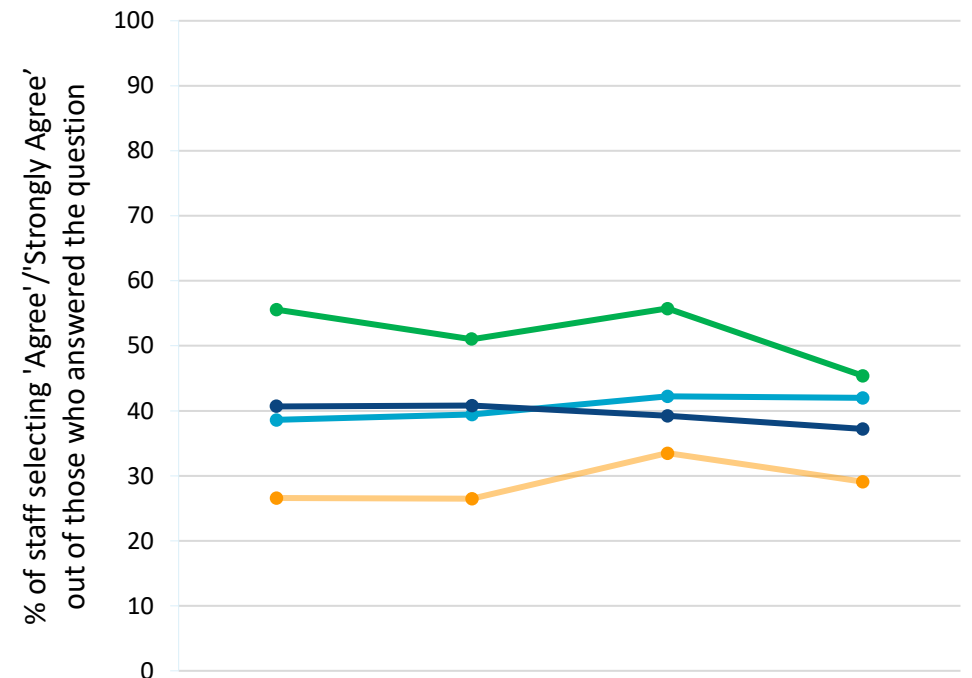


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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



	2020	2021	2022	2023	2024
<b>Your org</b>	62.40%	55.41%	54.69%	53.73%	52.93%
<b>Best result</b>	75.02%	63.77%	63.33%	70.78%	60.28%
<b>Average result</b>	58.57%	51.43%	54.12%	55.62%	53.56%
<b>Worst result</b>	43.98%	42.98%	44.82%	48.84%	49.75%
Responses	3295	3148	2944	2894	2446



	2021	2022	2023	2024
<b>Your org</b>	40.69%	40.81%	39.22%	37.21%
<b>Best result</b>	55.57%	51.01%	55.75%	45.40%
<b>Average result</b>	38.61%	39.46%	42.22%	42.01%
<b>Worst result</b>	26.59%	26.48%	33.50%	29.08%
Responses	3149	2945	2890	2447

## 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

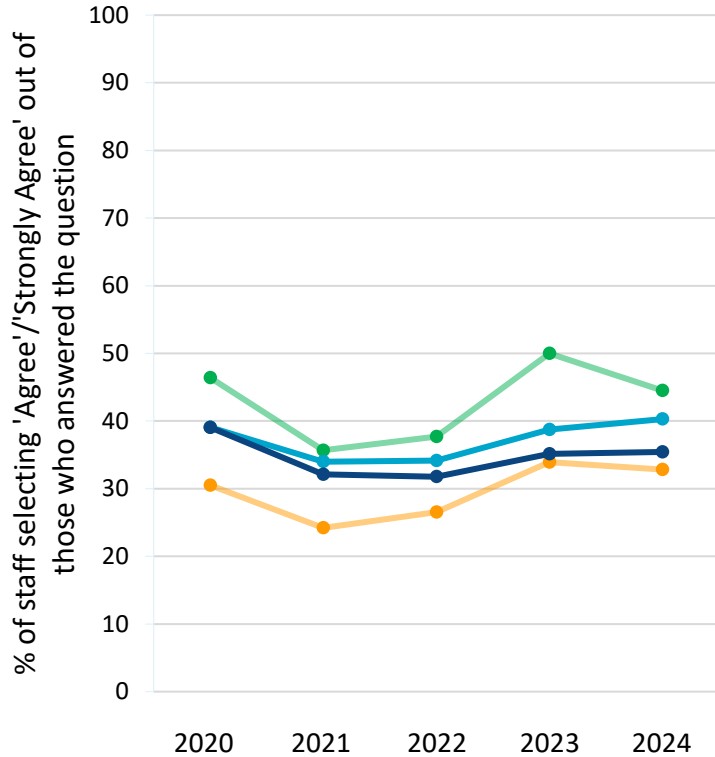
Other questions:\* Q17a, Q17b, Q22

\*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.

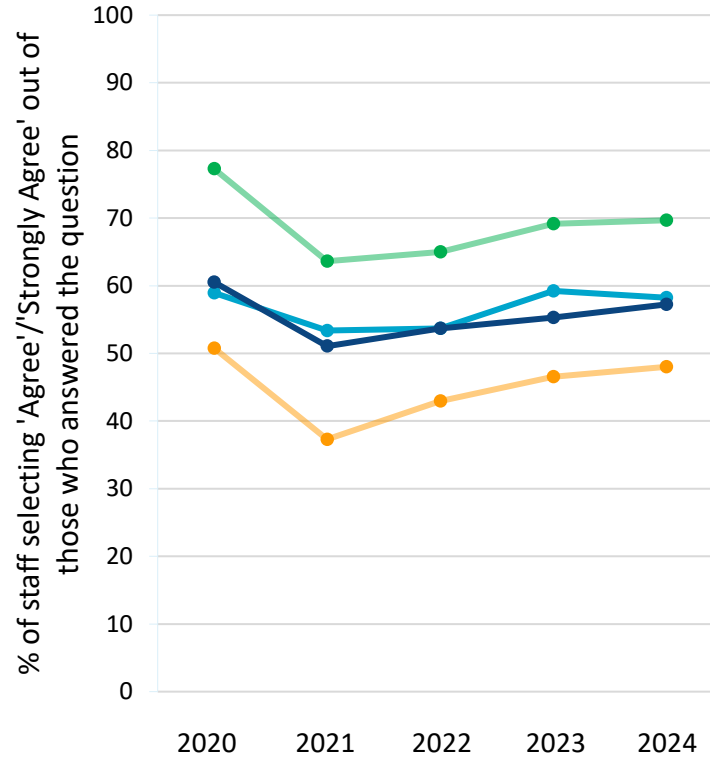


Q3g I am able to meet all the conflicting demands on my time at work.



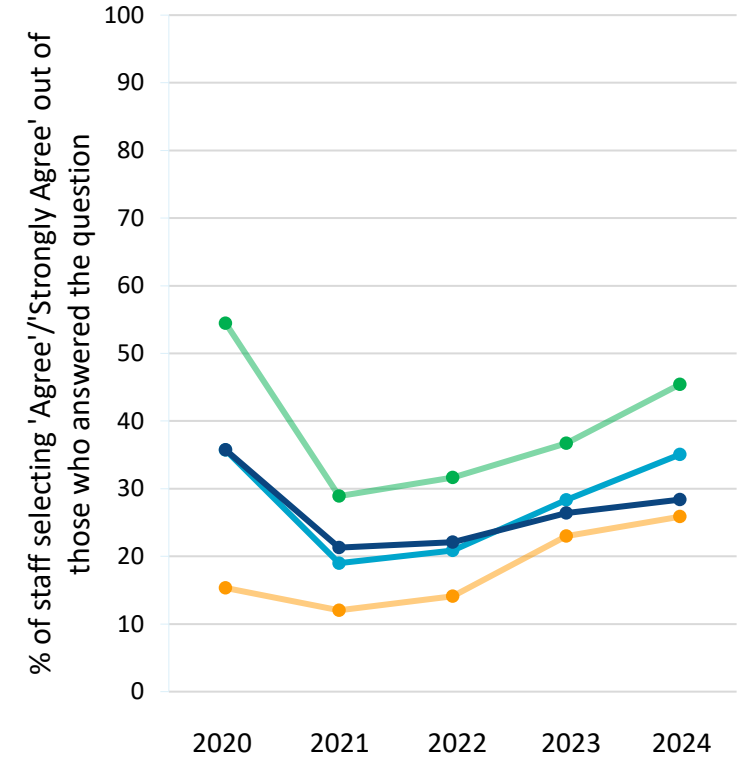
	2020	2021	2022	2023	2024
<b>Your org</b>	39.06%	32.13%	31.76%	35.13%	35.45%
<b>Best result</b>	46.40%	35.68%	37.71%	49.99%	44.49%
<b>Average result</b>	39.06%	33.99%	34.14%	38.76%	40.28%
<b>Worst result</b>	30.51%	24.20%	26.56%	33.92%	32.85%
Responses	3319	3187	2941	2895	2446

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



	2020	2021	2022	2023	2024
<b>Your org</b>	60.52%	51.06%	53.67%	55.28%	57.25%
<b>Best result</b>	77.27%	63.63%	64.98%	69.18%	69.70%
<b>Average result</b>	58.95%	53.38%	53.67%	59.23%	58.24%
<b>Worst result</b>	50.77%	37.29%	42.94%	46.53%	47.99%
Responses	3325	3197	2944	2898	2448

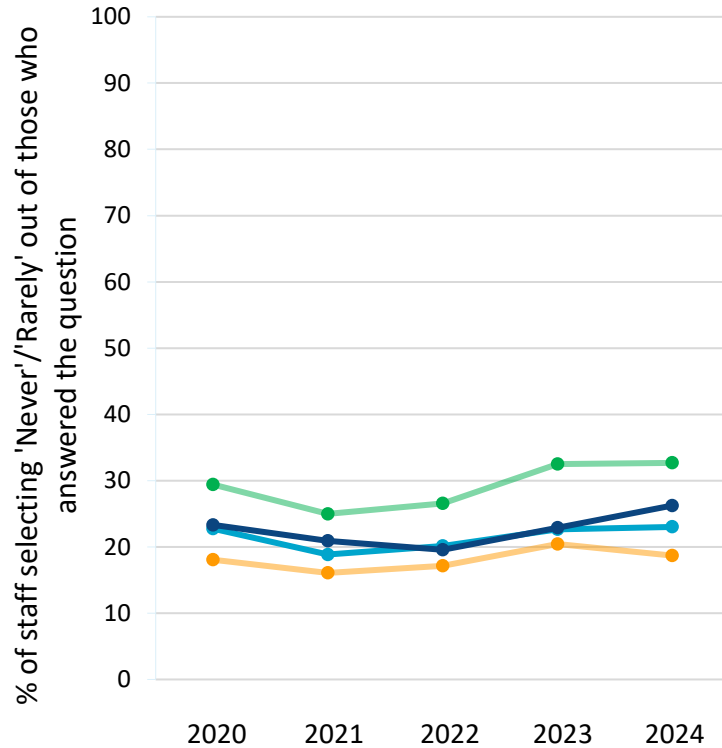
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	35.73%	21.29%	22.08%	26.40%	28.37%
<b>Best result</b>	54.47%	28.90%	31.63%	36.70%	45.39%
<b>Average result</b>	35.70%	18.99%	20.87%	28.31%	35.05%
<b>Worst result</b>	15.31%	12.02%	14.09%	23.01%	25.85%
Responses	3330	3195	2944	2897	2451



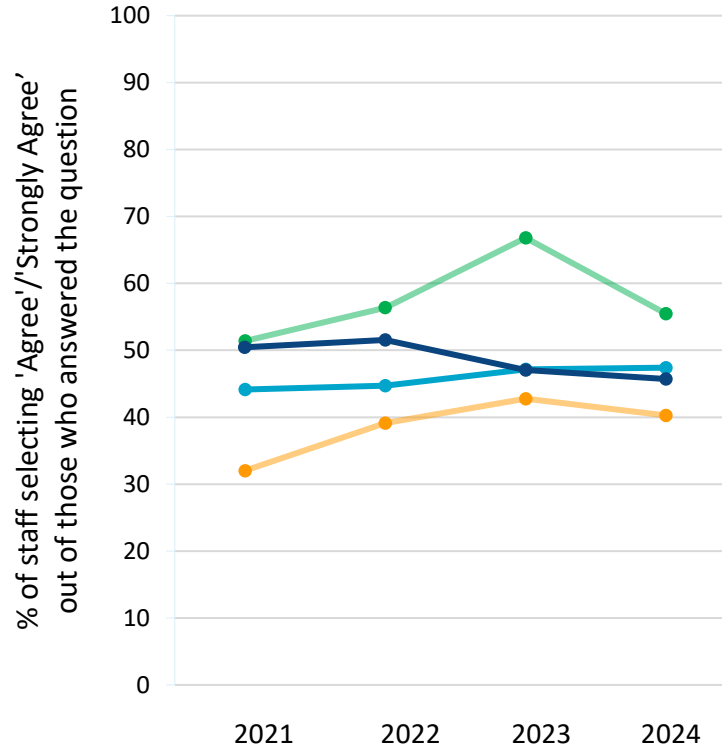
Q5a I have unrealistic time pressures.



Your org	23.32%	20.93%	19.57%	22.89%	26.25%
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 3316 3182 2942 2897 2442

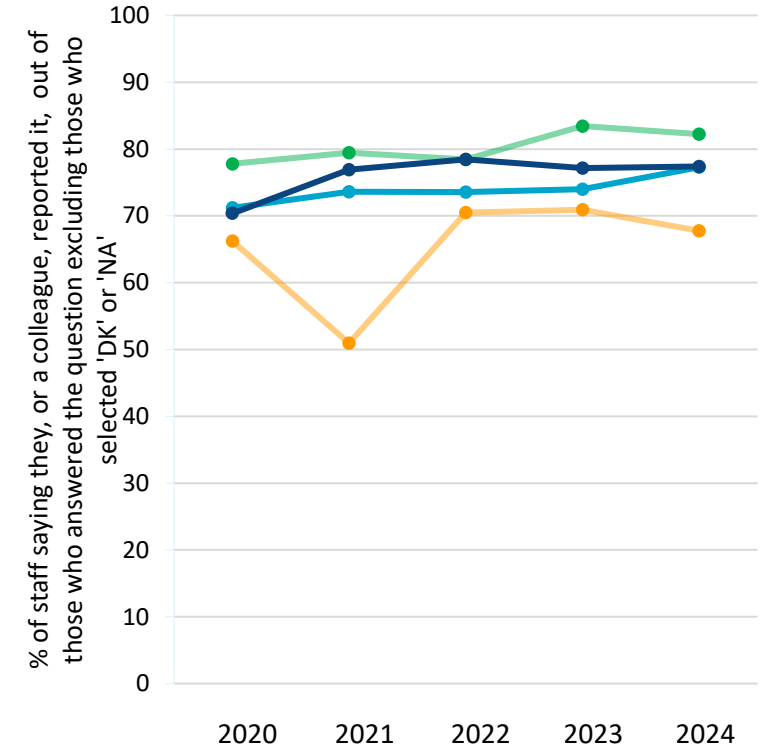
Q11a My organisation takes positive action on health and well-being.



Your org	50.43%	51.55%	47.07%	45.71%
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 3082 2853 2898 2447

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



Your org	70.36%	76.92%	78.46%	77.15%	77.37%
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%

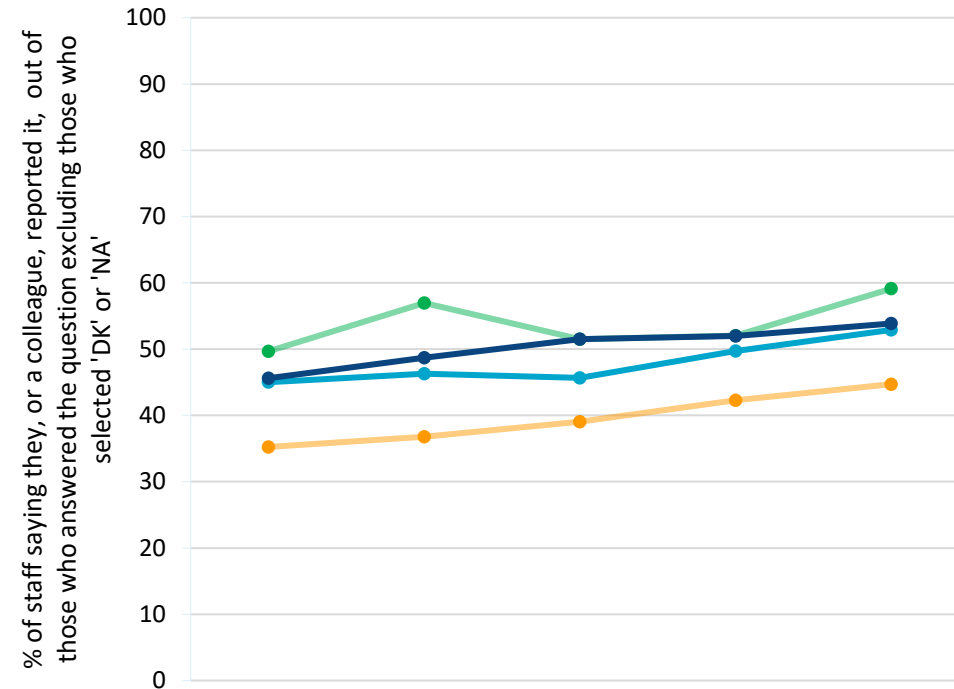
Responses 1125 1008 896 628 662

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?

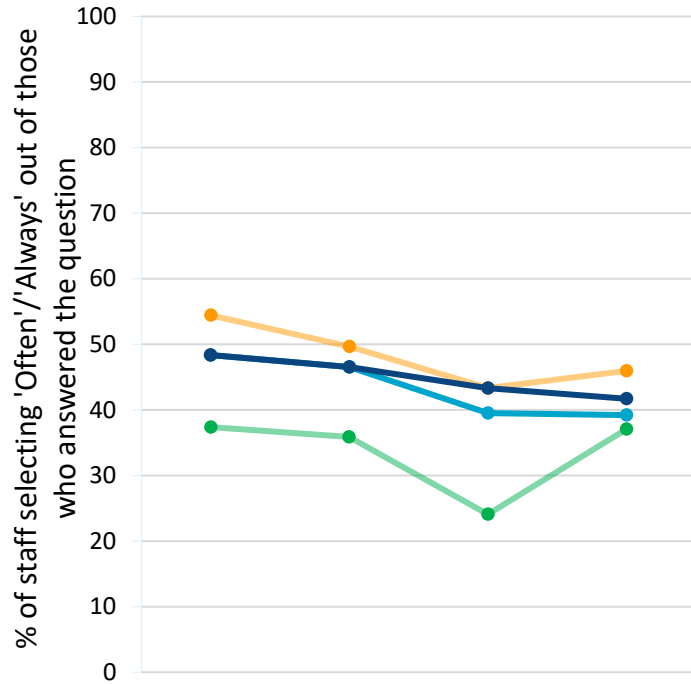


	2020	2021	2022	2023	2024
Your org	45.61%	48.71%	51.49%	51.98%	53.86%
Best result	49.67%	56.97%	51.49%	52.02%	59.12%
Average result	45.01%	46.28%	45.66%	49.70%	52.90%
Worst result	35.25%	36.77%	39.05%	42.29%	44.71%
Responses	1520	1459	1327	1086	1060

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

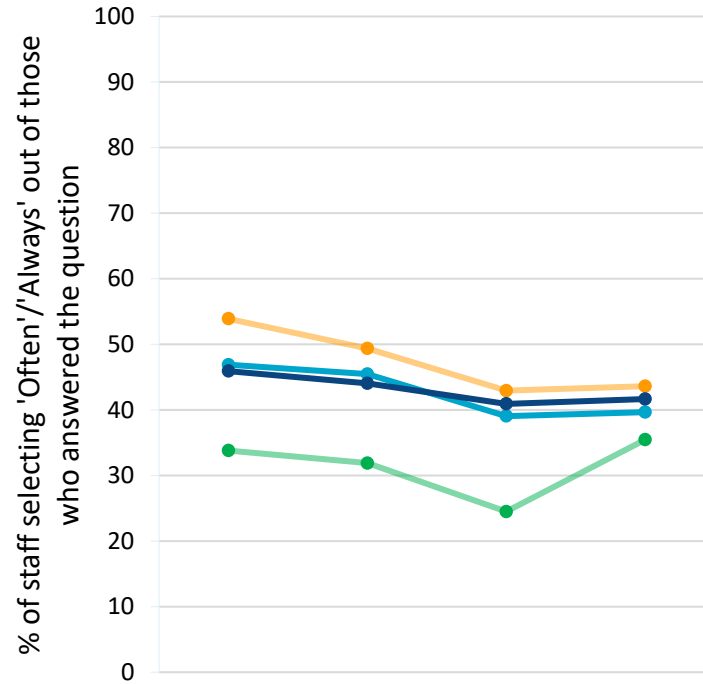


Q12a How often, if at all, do you find your work emotionally exhausting?



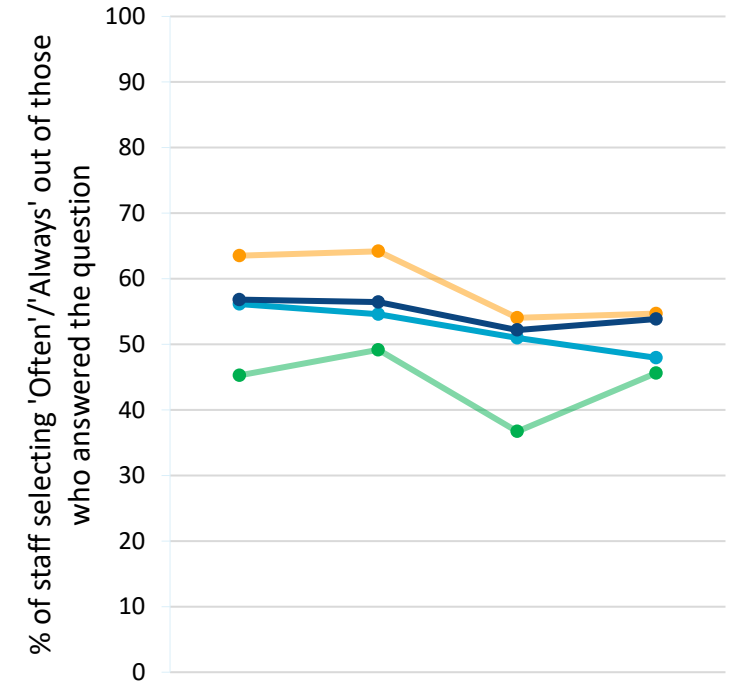
	2021	2022	2023	2024
<b>Your org</b>	48.36%	46.54%	43.34%	41.70%
<b>Best result</b>	37.38%	35.88%	24.08%	37.09%
<b>Average result</b>	48.36%	46.54%	39.51%	39.21%
<b>Worst result</b>	54.43%	49.66%	43.34%	45.93%
Responses	3156	2942	2902	2451

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



	2021	2022	2023	2024
<b>Your org</b>	45.91%	44.06%	40.91%	41.66%
<b>Best result</b>	33.80%	31.89%	24.50%	35.45%
<b>Average result</b>	46.89%	45.48%	39.05%	39.63%
<b>Worst result</b>	53.88%	49.38%	42.95%	43.59%
Responses	3160	2944	2901	2449

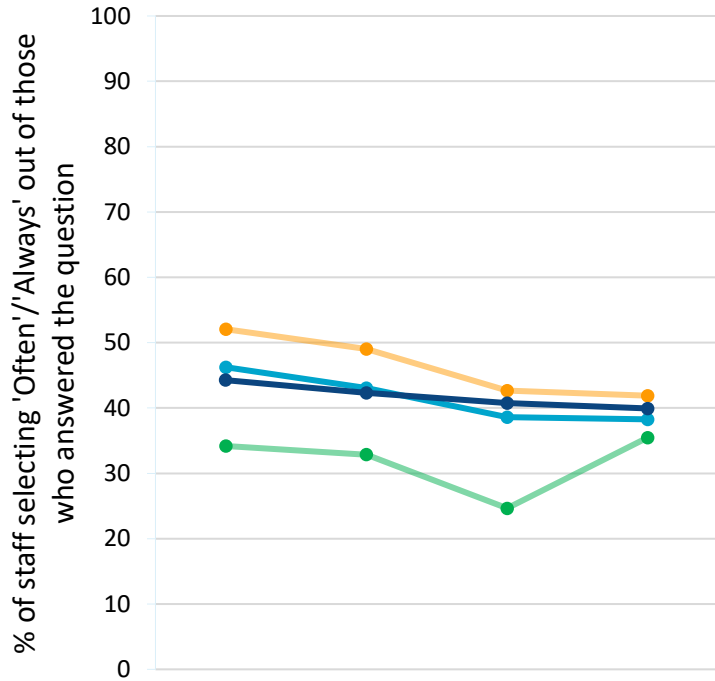
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
<b>Your org</b>	56.82%	56.42%	52.18%	53.86%
<b>Best result</b>	45.27%	49.17%	36.71%	45.62%
<b>Average result</b>	56.14%	54.60%	51.00%	47.95%
<b>Worst result</b>	63.51%	64.18%	54.05%	54.70%
Responses	3160	2945	2902	2450

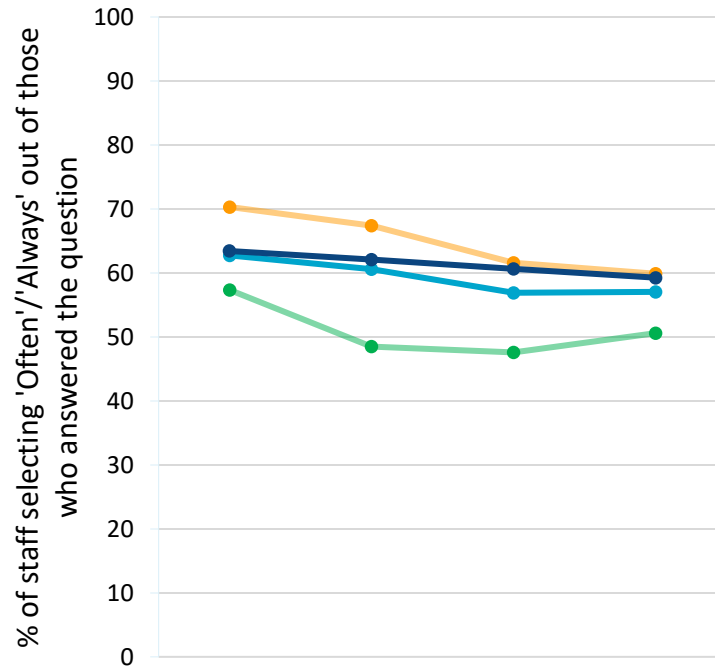


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



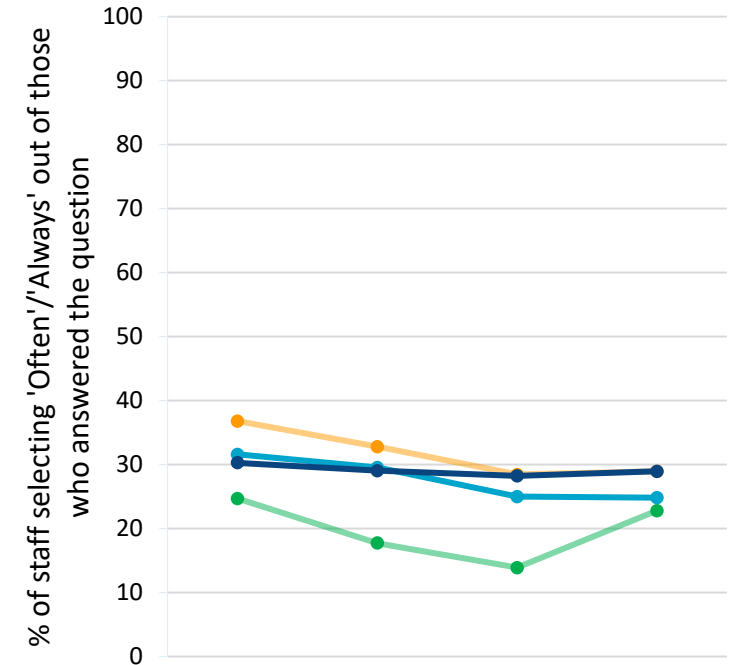
	2021	2022	2023	2024
<b>Your org</b>	44.26%	42.31%	40.75%	39.93%
<b>Best result</b>	34.18%	32.85%	24.65%	35.49%
<b>Average result</b>	46.24%	43.03%	38.62%	38.26%
<b>Worst result</b>	52.06%	49.01%	42.67%	41.88%
Responses	3158	2941	2894	2450

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



	2021	2022	2023	2024
<b>Your org</b>	70.31%	67.38%	61.57%	59.88%
<b>Best result</b>	57.34%	48.48%	47.58%	50.58%
<b>Average result</b>	62.74%	60.59%	56.90%	57.04%
<b>Worst result</b>	63.42%	62.07%	60.63%	59.26%
Responses	3161	2938	2898	2448

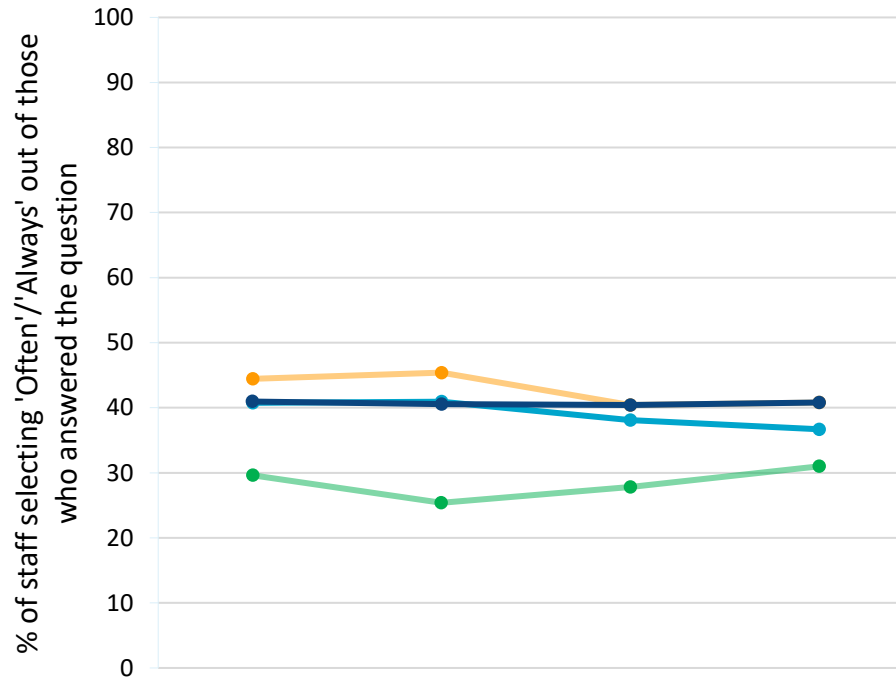
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
<b>Your org</b>	36.80%	32.78%	28.47%	28.97%
<b>Best result</b>	24.69%	17.71%	13.91%	22.81%
<b>Average result</b>	31.61%	29.54%	25.01%	24.83%
<b>Worst result</b>	30.26%	29.05%	28.23%	28.97%
Responses	3159	2942	2897	2450



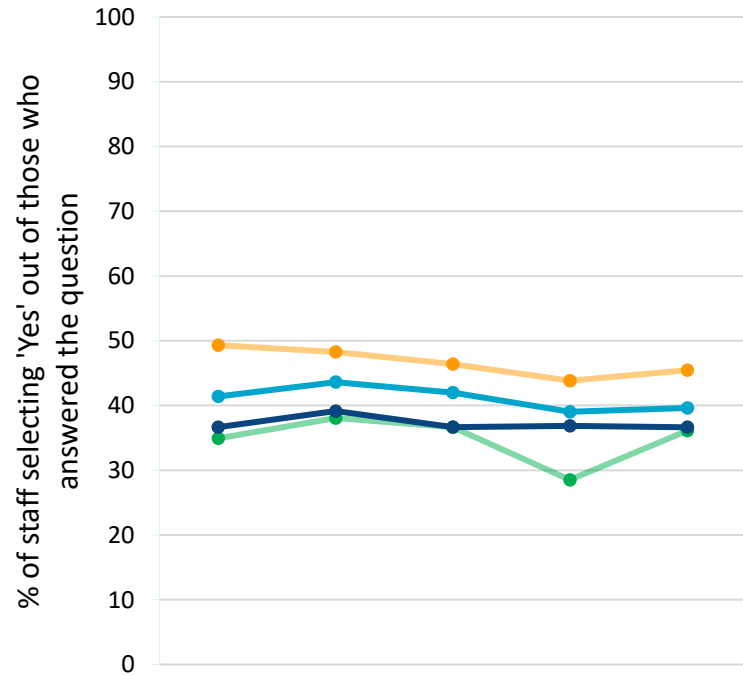
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
<b>Your org</b>	40.95%	40.56%	40.42%	40.82%
<b>Best result</b>	29.62%	25.39%	27.84%	31.00%
<b>Average result</b>	40.75%	40.93%	38.10%	36.69%
<b>Worst result</b>	44.43%	45.40%	40.42%	40.82%
Responses	3159	2938	2898	2451

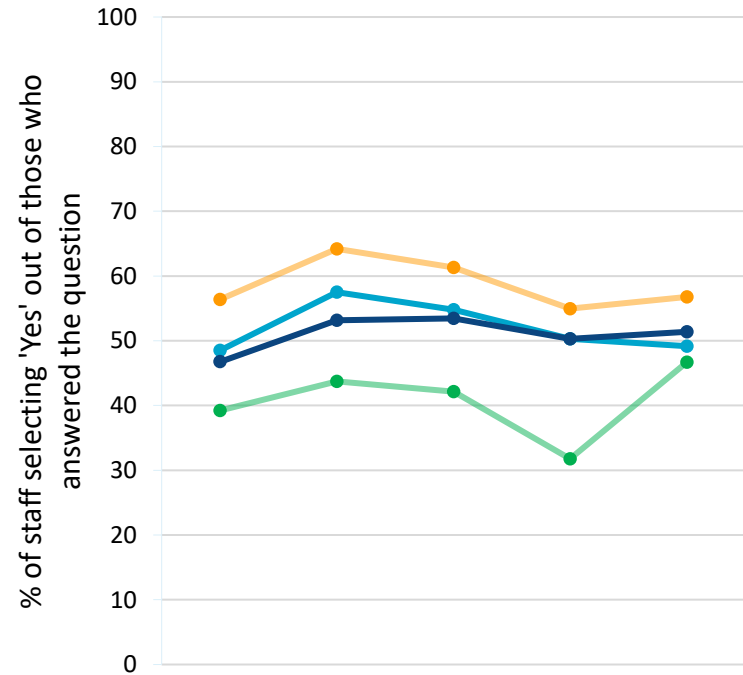


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



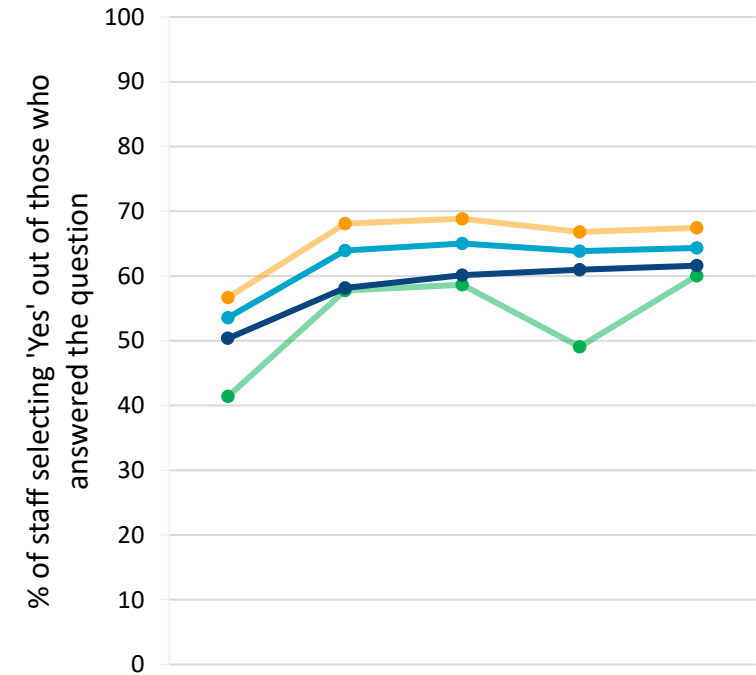
	2020	2021	2022	2023	2024
<b>Your org</b>	36.65%	39.15%	36.66%	36.85%	36.64%
<b>Best result</b>	34.93%	38.07%	36.66%	28.53%	36.12%
<b>Average result</b>	41.39%	43.61%	42.01%	39.04%	39.61%
<b>Worst result</b>	49.32%	48.27%	46.40%	43.84%	45.48%
Responses	3309	3161	2946	2897	2452

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



	2020	2021	2022	2023	2024
<b>Your org</b>	46.74%	53.15%	53.45%	50.30%	51.38%
<b>Best result</b>	39.22%	43.73%	42.15%	31.77%	46.70%
<b>Average result</b>	48.51%	57.50%	54.78%	50.30%	49.18%
<b>Worst result</b>	56.38%	64.20%	61.34%	54.96%	56.80%
Responses	3307	3162	2944	2898	2449

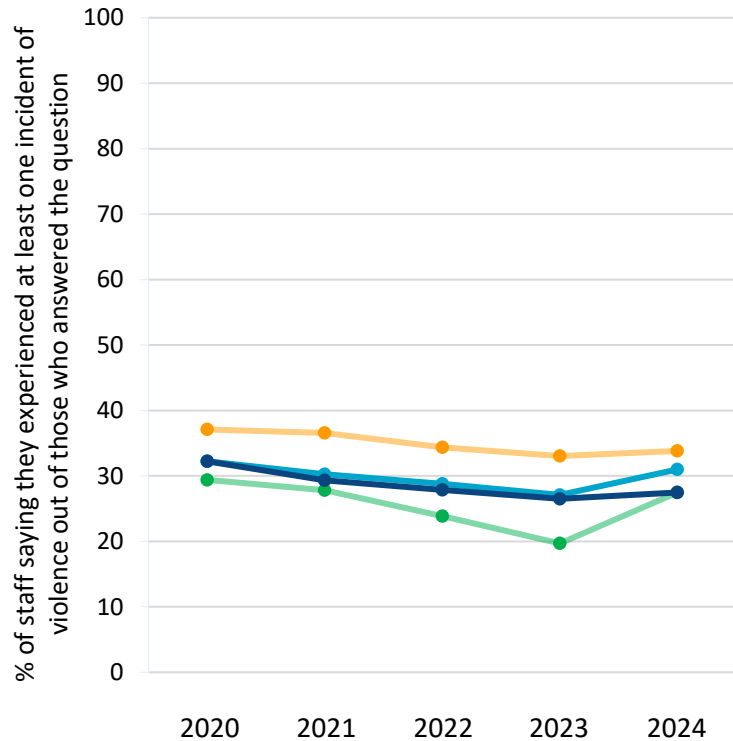
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
<b>Your org</b>	50.35%	58.16%	60.12%	60.96%	61.60%
<b>Best result</b>	41.38%	57.77%	58.66%	49.05%	60.04%
<b>Average result</b>	53.56%	63.93%	65.02%	63.84%	64.32%
<b>Worst result</b>	56.68%	68.11%	68.85%	66.81%	67.46%
Responses	3307	3161	2945	2902	2451

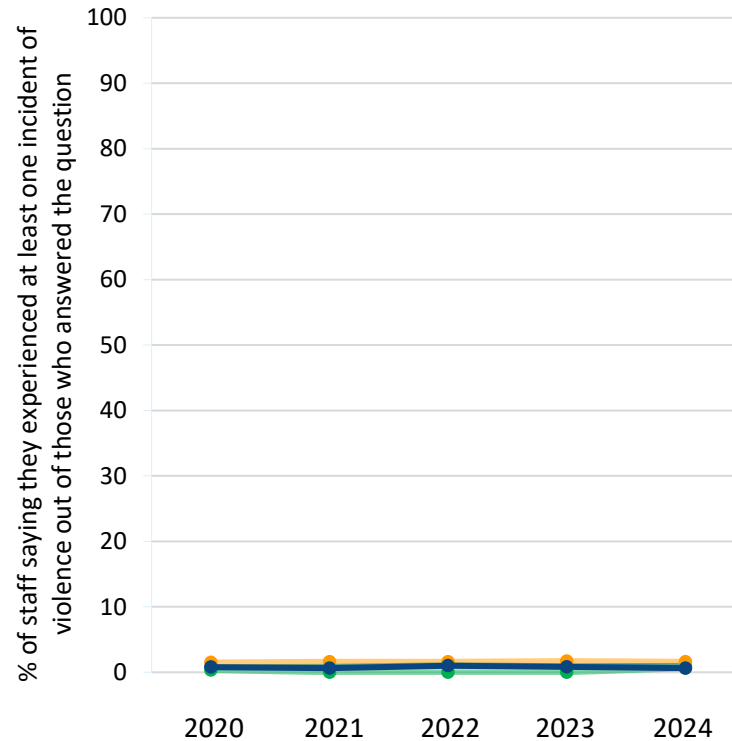


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



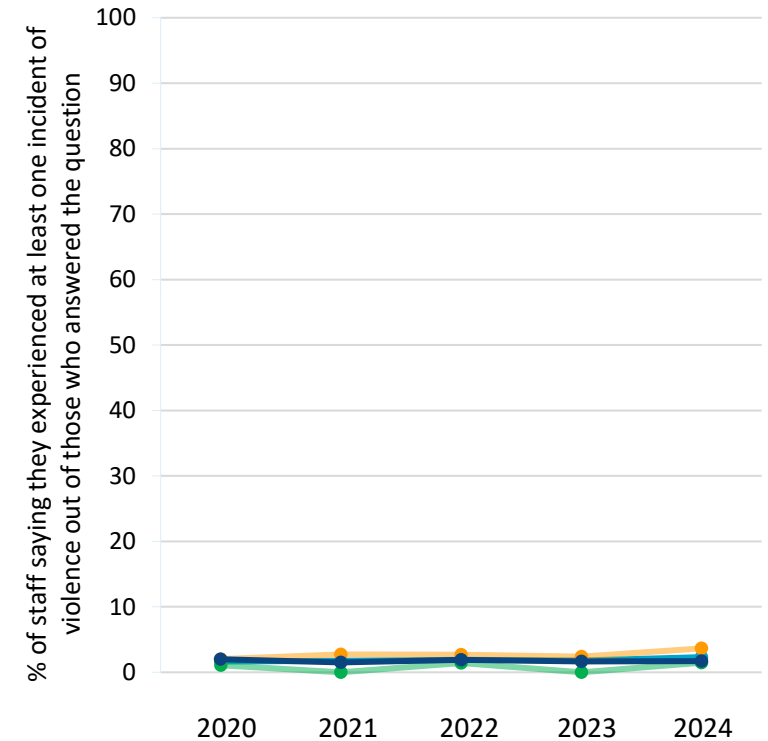
Responses	3310	3161	2943	2460	2445
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Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



Responses	3302	3147	2911	2441	2426
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Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

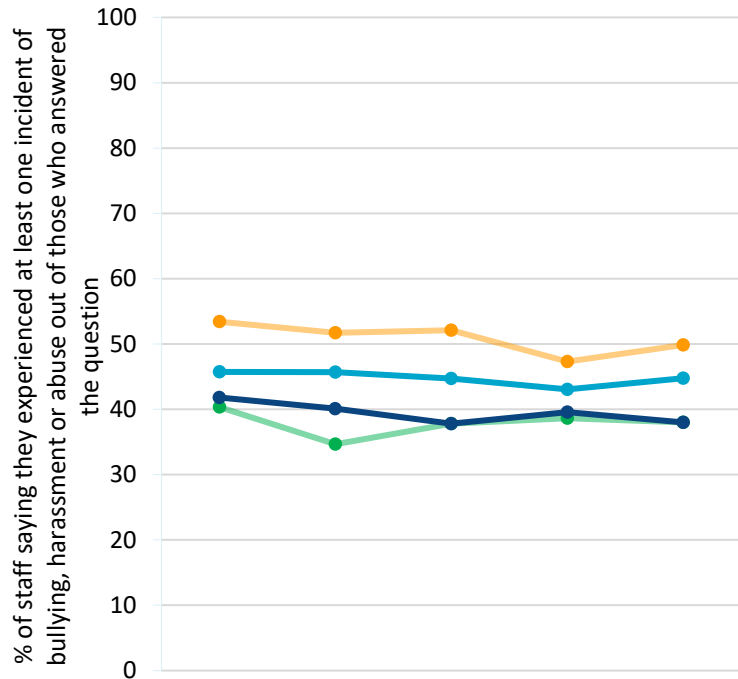


Responses	3306	3131	2907	2411	2352
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Note: 2023 results for Q13a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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

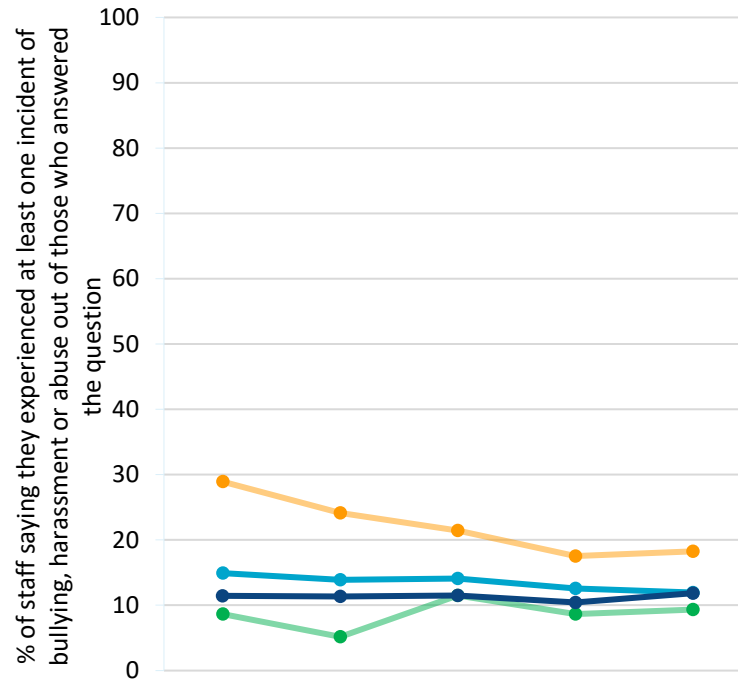


2020 2021 2022 2023 2024

<b>Your org</b>	41.81%	40.08%	37.81%	39.56%	38.02%
<b>Best result</b>	40.34%	34.66%	37.81%	38.64%	38.02%
<b>Average result</b>	45.73%	45.70%	44.72%	43.06%	44.76%
<b>Worst result</b>	53.41%	51.73%	52.11%	47.31%	49.84%

Responses 3244 3095 2940 2466 2448

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

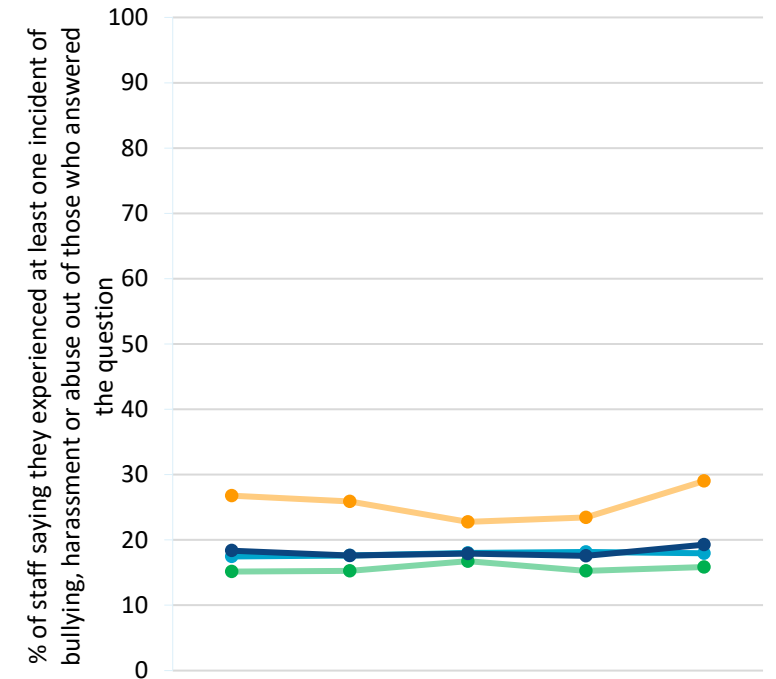


2020 2021 2022 2023 2024

<b>Your org</b>	11.44%	11.34%	11.49%	10.43%	11.85%
<b>Best result</b>	8.65%	5.17%	11.49%	8.67%	9.34%
<b>Average result</b>	14.92%	13.92%	14.08%	12.56%	11.96%
<b>Worst result</b>	28.92%	24.14%	21.46%	17.54%	18.25%

Responses 3238 3090 2932 2452 2436

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



2020 2021 2022 2023 2024

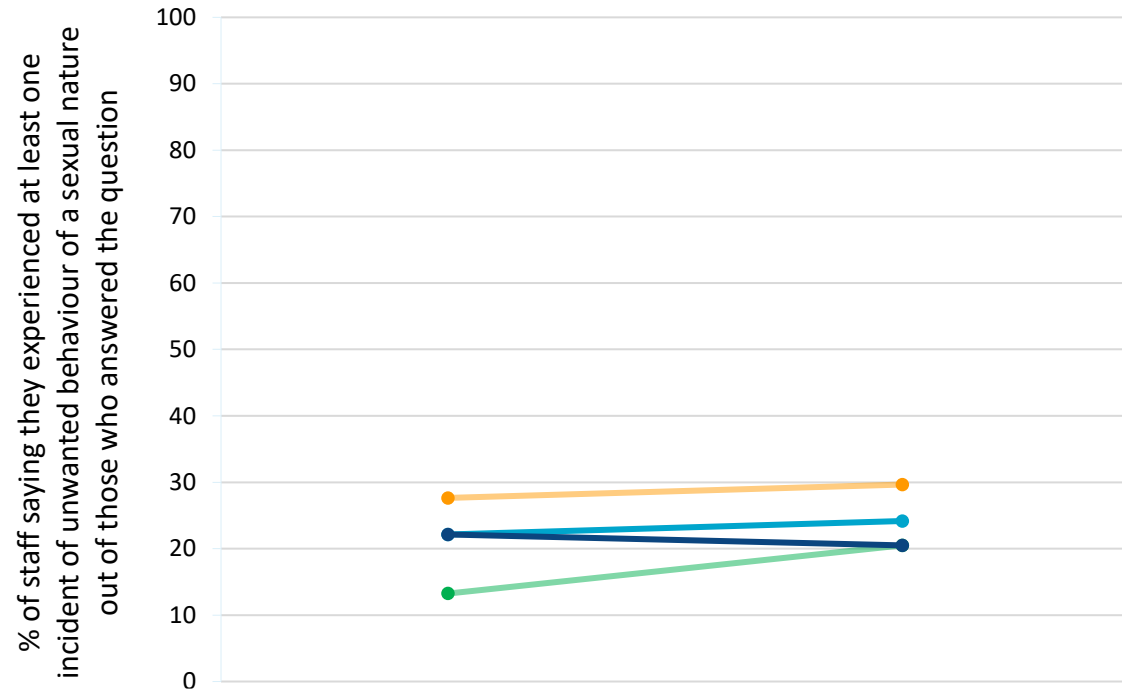
<b>Your org</b>	18.36%	17.61%	17.93%	17.56%	19.27%
<b>Best result</b>	15.16%	15.27%	16.75%	15.26%	15.84%
<b>Average result</b>	17.47%	17.61%	17.99%	18.16%	17.97%
<b>Worst result</b>	26.79%	25.89%	22.77%	23.44%	29.02%

Responses 3241 3065 2900 2439 2419

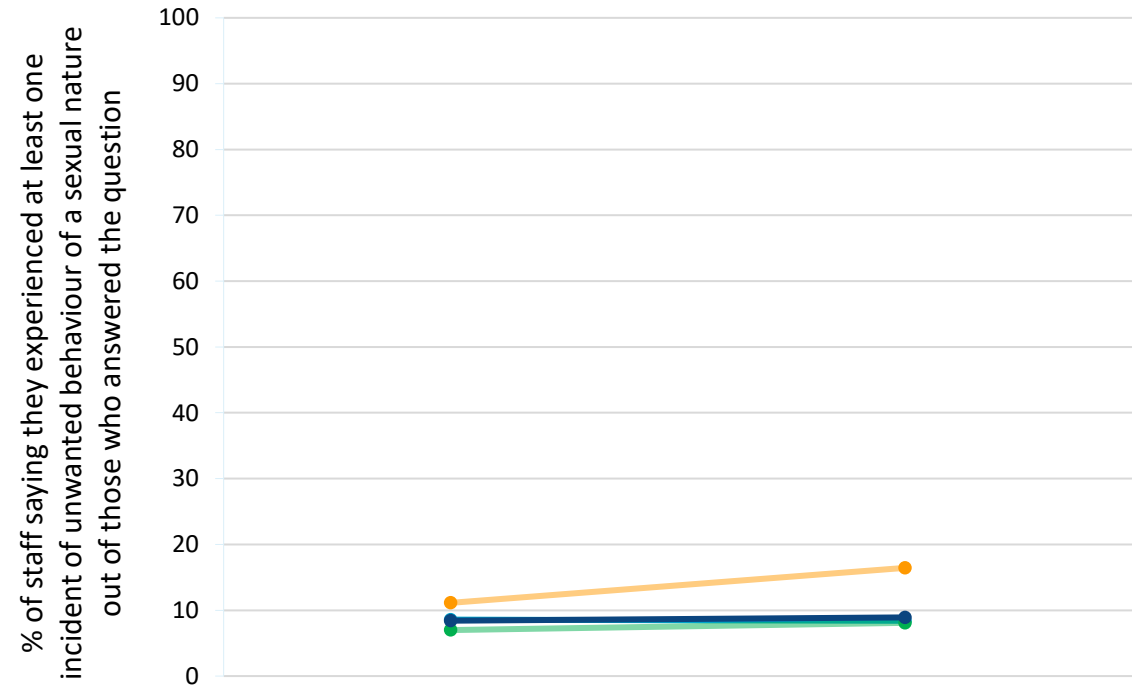
Note: 2023 results for Q14a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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



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



	2023	2024
Your org	22.14%	20.50%
Best result	13.24%	20.50%
Average result	22.14%	24.17%
Worst result	27.64%	29.65%
Responses	2896	2444

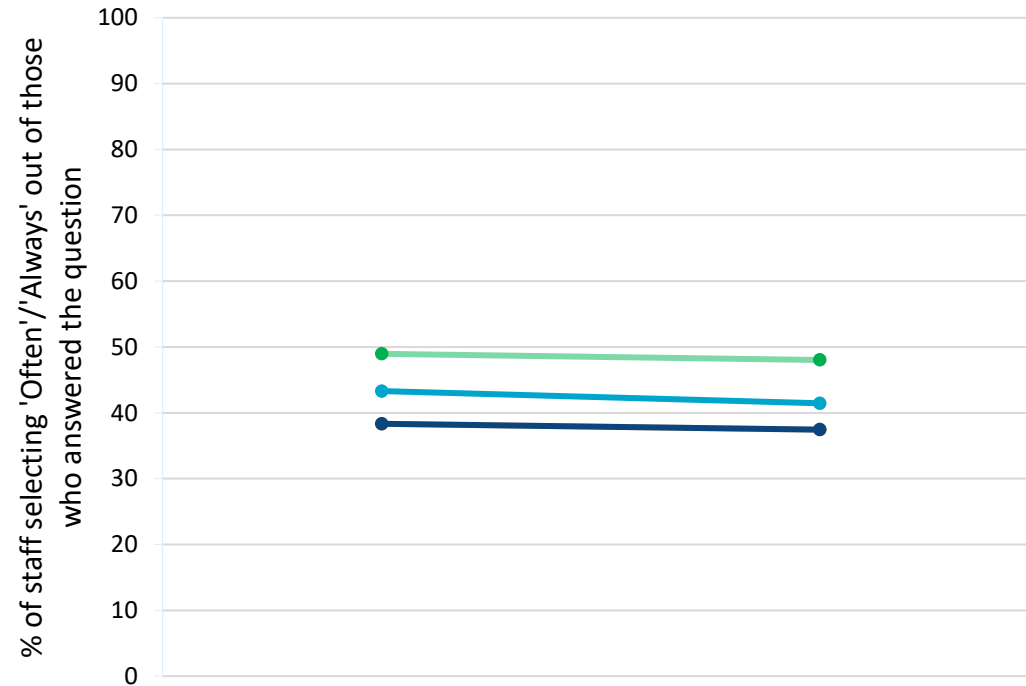
	2023	2024
Your org	8.41%	8.91%
Best result	6.99%	8.09%
Average result	8.58%	8.40%
Worst result	11.12%	16.44%
Responses	2892	2443

\*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	38.33%	37.44%
Best result	48.96%	48.02%
Average result	43.30%	41.45%
Worst result	38.33%	37.44%
Responses	2899	2449

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

## People Promise element – We are always learning



### Questions included:

Development – Q24a, Q24b, Q24c, Q24d, Q24e

Appraisals – Q23a\*, Q23b, Q23c, Q23d

Other questions\*\* - Q24f

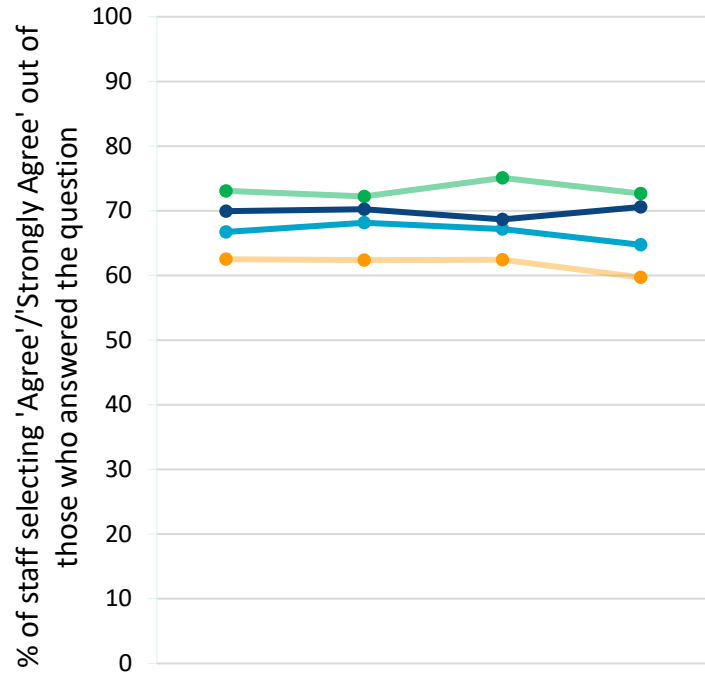
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

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

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

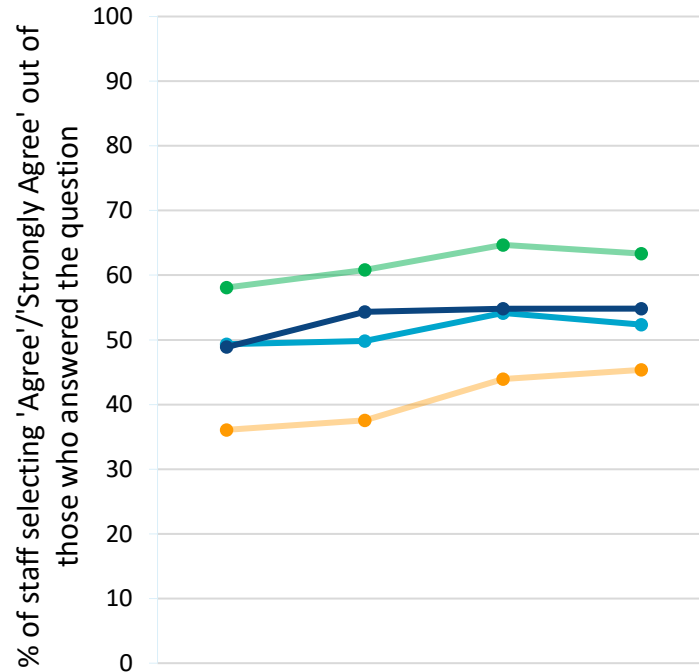


Q24a This organisation offers me challenging work.



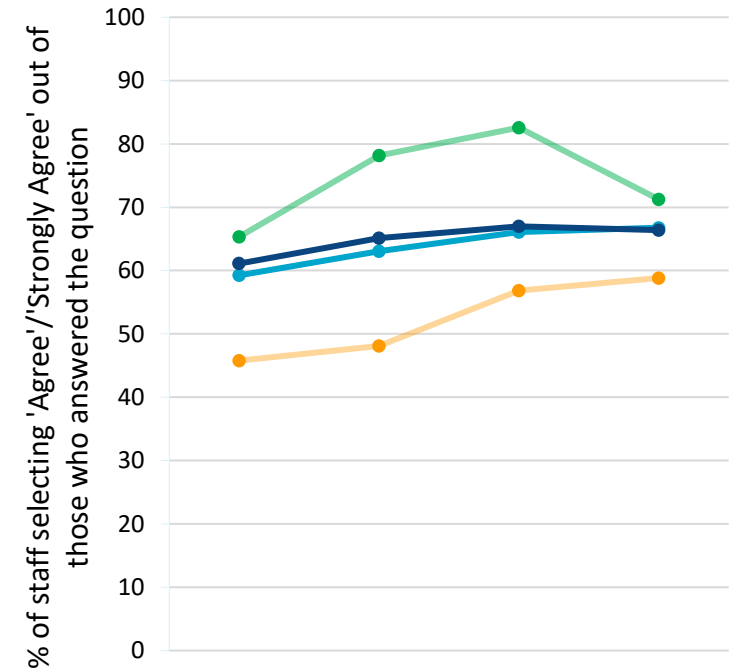
	2021	2022	2023	2024
<b>Your org</b>	69.93%	70.21%	68.66%	70.58%
<b>Best result</b>	73.07%	72.21%	75.07%	72.67%
<b>Average result</b>	66.72%	68.15%	67.18%	64.73%
<b>Worst result</b>	62.50%	62.38%	62.42%	59.69%
Responses	3151	2946	2891	2449

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



	2021	2022	2023	2024
<b>Your org</b>	48.88%	54.35%	54.81%	54.80%
<b>Best result</b>	58.09%	60.80%	64.69%	63.35%
<b>Average result</b>	49.33%	49.84%	54.16%	52.37%
<b>Worst result</b>	36.08%	37.57%	43.92%	45.36%
Responses	3154	2946	2892	2447

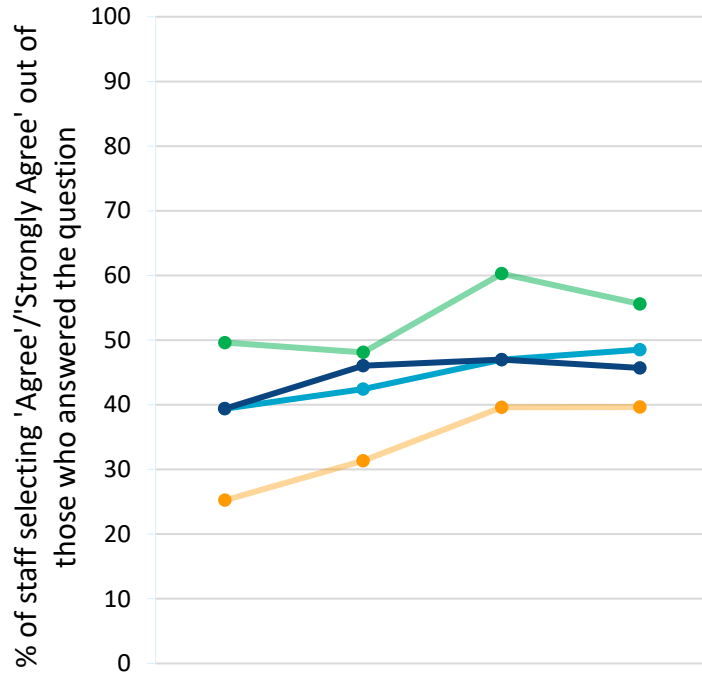
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
<b>Your org</b>	61.11%	65.13%	66.98%	66.41%
<b>Best result</b>	65.34%	78.15%	82.57%	71.24%
<b>Average result</b>	59.25%	63.04%	66.10%	66.77%
<b>Worst result</b>	45.78%	48.12%	56.86%	58.82%
Responses	3155	2946	2891	2447

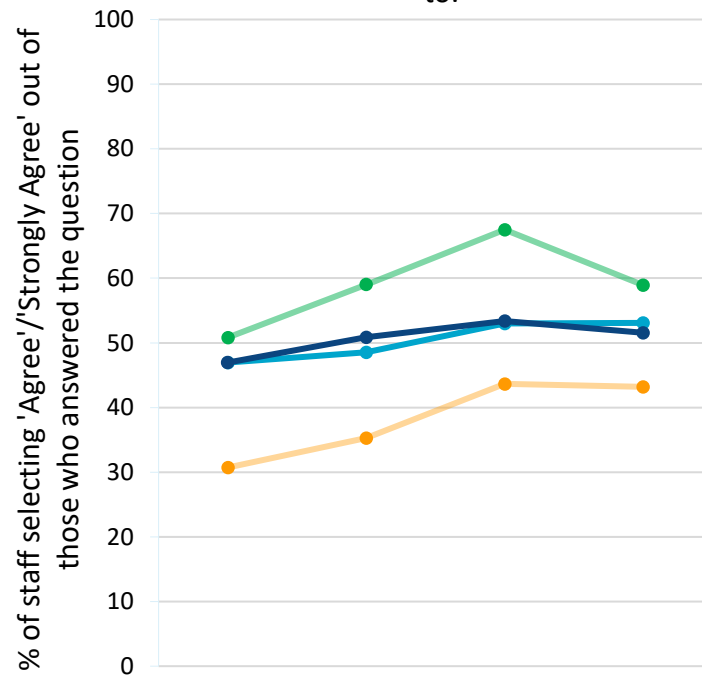


Q24d I feel supported to develop my potential.



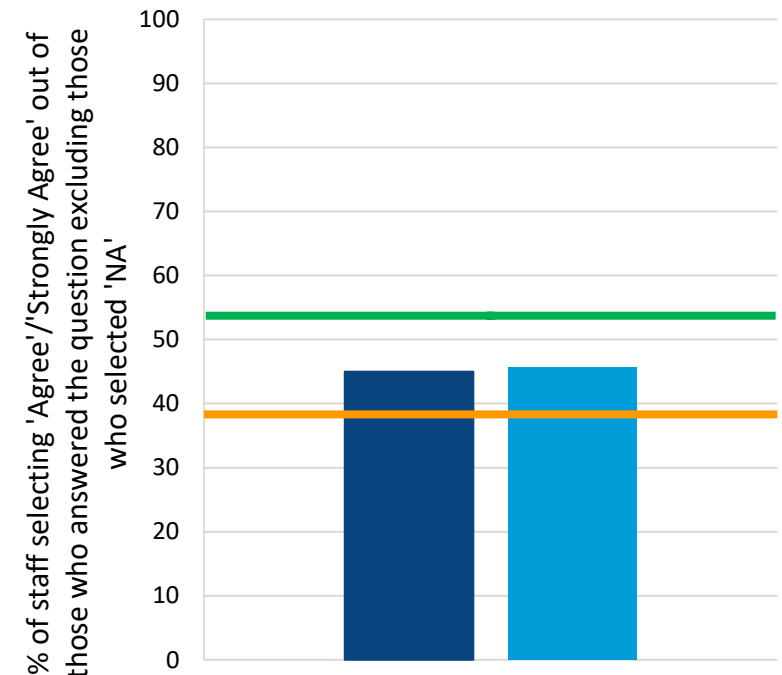
	2021	2022	2023	2024
<b>Your org</b>	39.39%	46.05%	46.99%	45.67%
<b>Best result</b>	49.62%	48.10%	60.27%	55.61%
<b>Average result</b>	39.39%	42.43%	46.99%	48.53%
<b>Worst result</b>	25.24%	31.32%	39.63%	39.65%
Responses	3154	2946	2892	2447

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



	2021	2022	2023	2024
<b>Your org</b>	46.96%	50.88%	53.37%	51.55%
<b>Best result</b>	50.82%	59.00%	67.50%	58.91%
<b>Average result</b>	46.96%	48.55%	52.99%	53.09%
<b>Worst result</b>	30.72%	35.26%	43.66%	43.20%
Responses	3152	2945	2892	2446

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

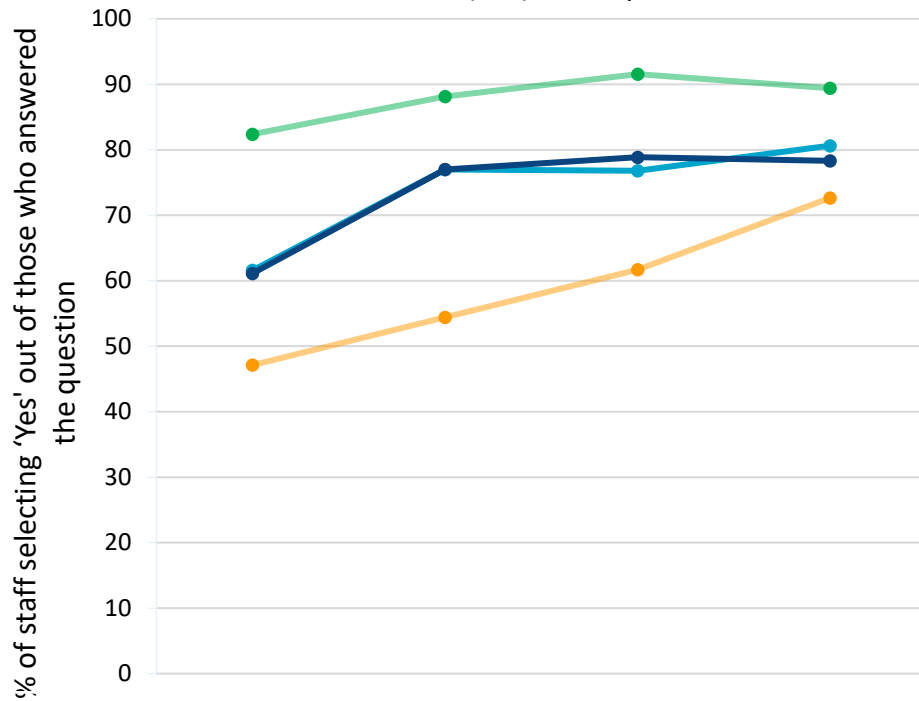


	2024
<b>Your org</b>	44.99%
<b>Best result</b>	53.73%
<b>Average result</b>	45.66%
<b>Worst result</b>	38.32%
Responses	1929

\*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.



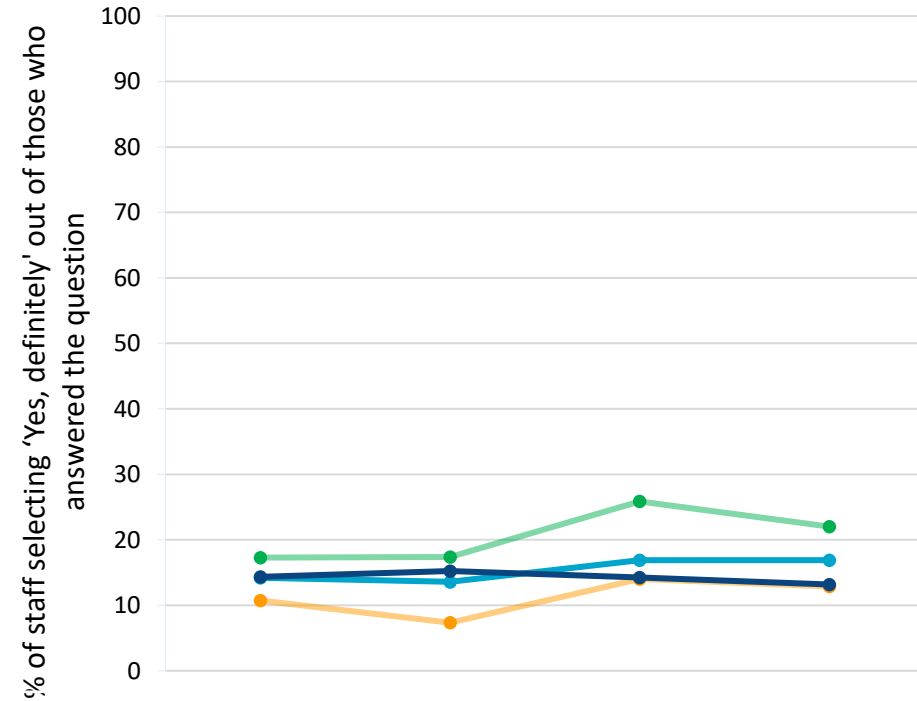
Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
Your org	61.13%	76.99%	78.87%	78.32%
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 3157 2936 2807 2376

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



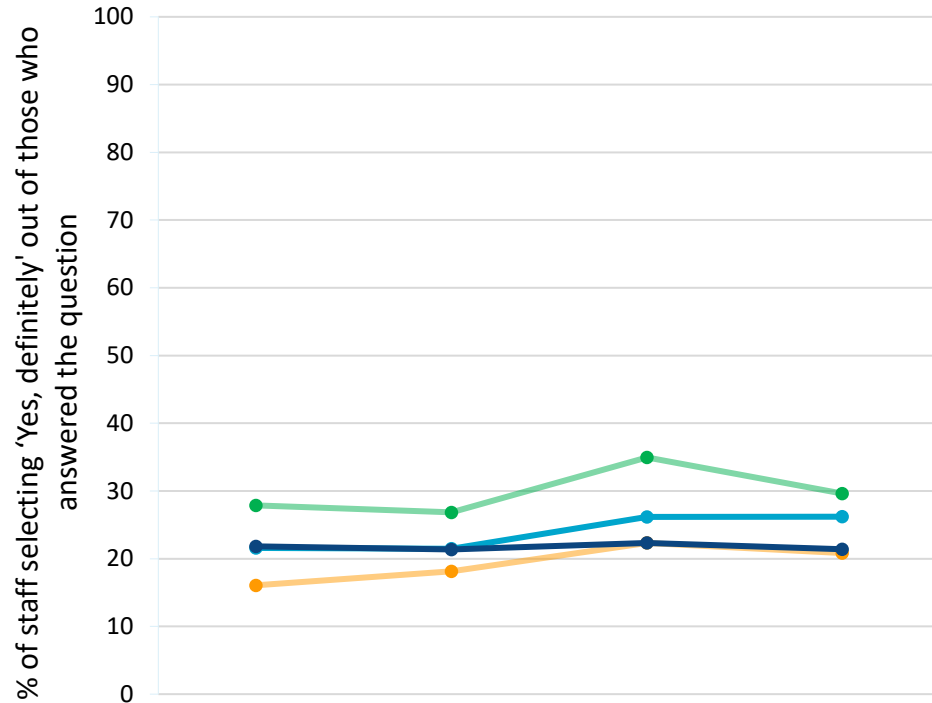
	2021	2022	2023	2024
Your org	14.34%	15.23%	14.27%	13.18%
Best result	17.28%	17.37%	25.86%	22.02%
Average result	14.19%	13.59%	16.88%	16.90%
Worst result	10.72%	7.34%	14.02%	12.90%

Responses 1934 2240 2214 1885

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

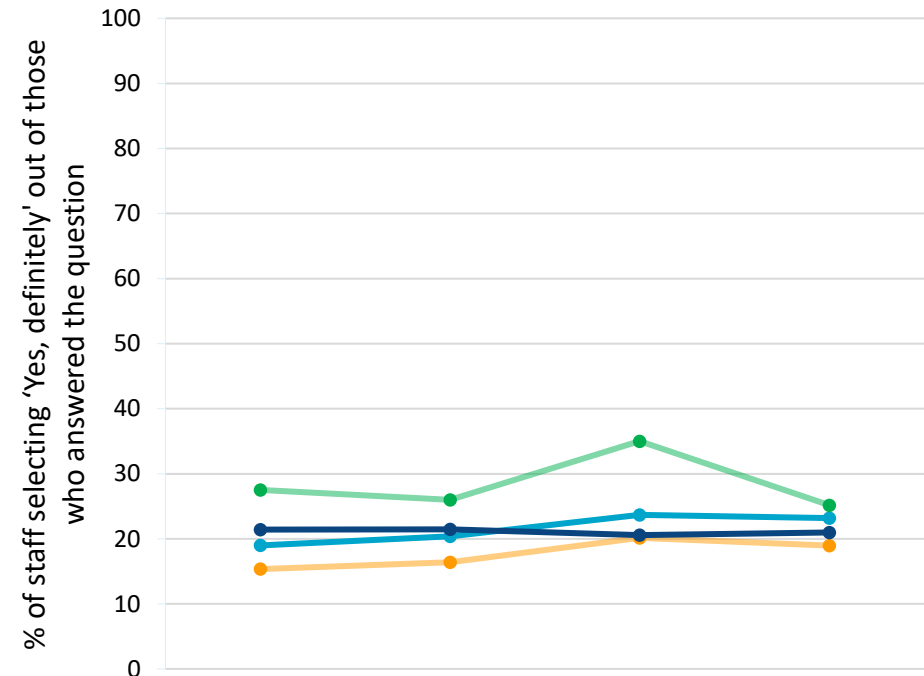


Q23c It helped me agree clear objectives for my work.



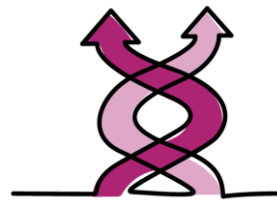
	2021	2022	2023	2024
<b>Your org</b>	21.81%	21.36%	22.32%	21.39%
<b>Best result</b>	27.86%	26.84%	34.95%	29.61%
<b>Average result</b>	21.59%	21.47%	26.19%	26.20%
<b>Worst result</b>	16.07%	18.11%	22.32%	20.81%
Responses	1934	2238	2214	1885

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



	2021	2022	2023	2024
<b>Your org</b>	21.40%	21.45%	20.57%	20.98%
<b>Best result</b>	27.52%	26.00%	35.01%	25.17%
<b>Average result</b>	18.98%	20.37%	23.68%	23.16%
<b>Worst result</b>	15.34%	16.40%	20.15%	18.97%
Responses	1933	2238	2215	1883

## People Promise element – We work flexibly



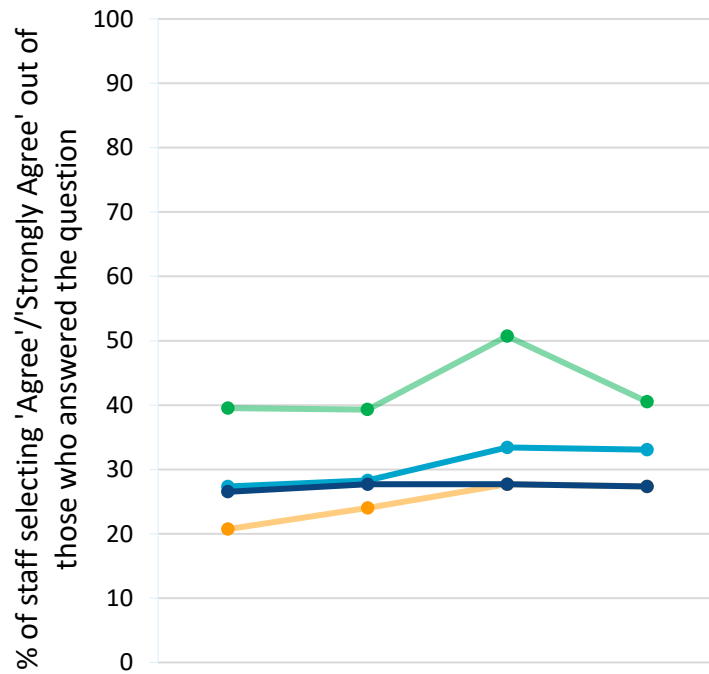
### Questions included:

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

Flexible working – Q4d

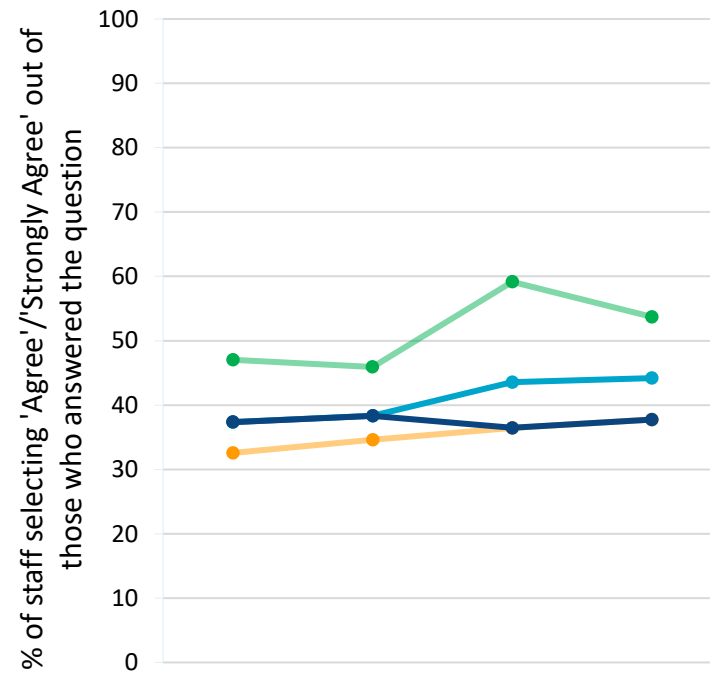


Q6b My organisation is committed to helping me balance my work and home life.



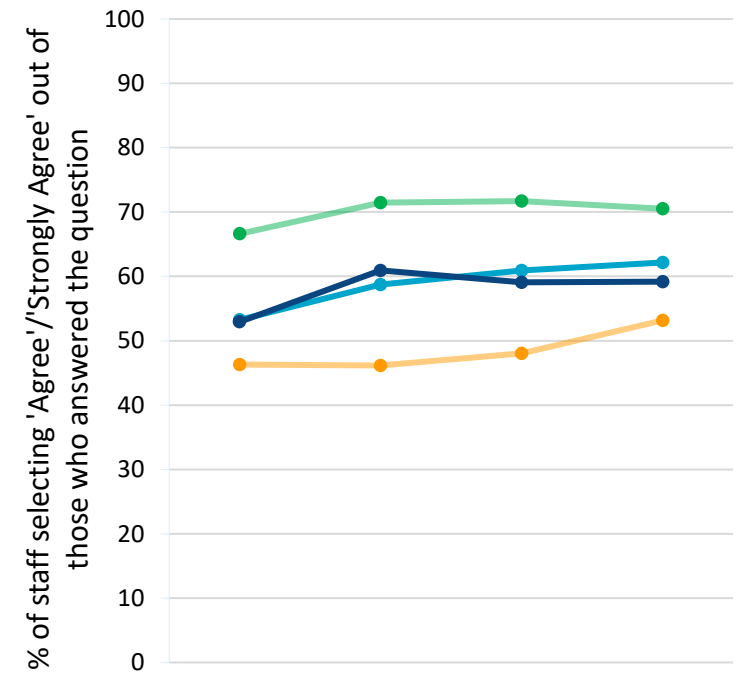
	2021	2022	2023	2024
<b>Your org</b>	26.52%	27.69%	27.70%	27.36%
<b>Best result</b>	39.53%	39.29%	50.71%	40.50%
<b>Average result</b>	27.35%	28.29%	33.41%	33.09%
<b>Worst result</b>	20.72%	24.00%	27.70%	27.36%
Responses	3185	2947	2898	2449

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



	2021	2022	2023	2024
<b>Your org</b>	37.36%	38.32%	36.47%	37.75%
<b>Best result</b>	47.03%	45.92%	59.15%	53.71%
<b>Average result</b>	37.35%	38.32%	43.57%	44.18%
<b>Worst result</b>	32.56%	34.63%	36.47%	37.75%
Responses	3186	2945	2899	2447

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

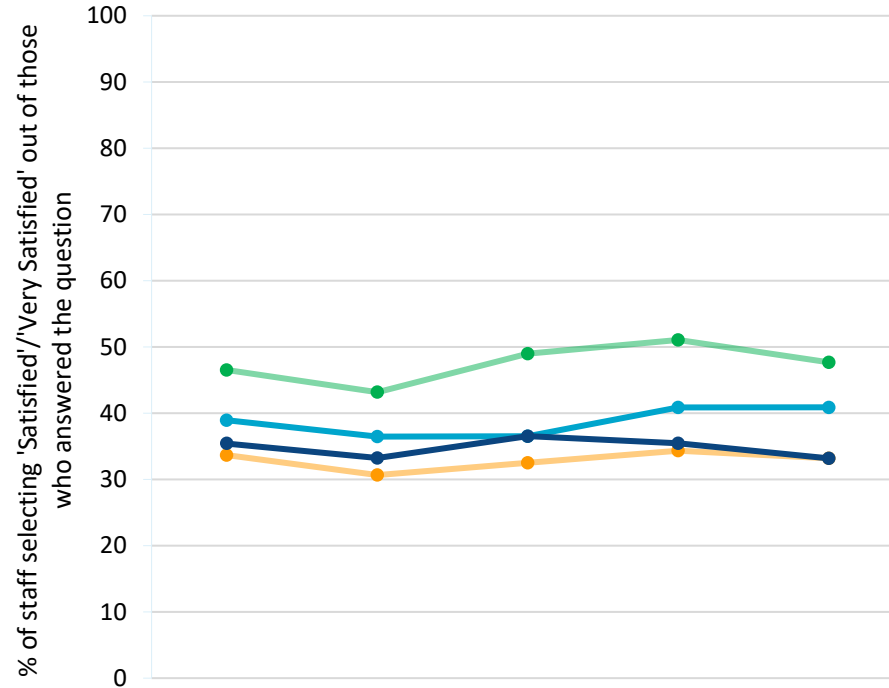


	2021	2022	2023	2024
<b>Your org</b>	52.94%	60.93%	59.10%	59.18%
<b>Best result</b>	66.61%	71.46%	71.69%	70.52%
<b>Average result</b>	53.24%	58.73%	60.91%	62.16%
<b>Worst result</b>	46.28%	46.15%	48.02%	53.16%
Responses	3187	2943	2897	2446



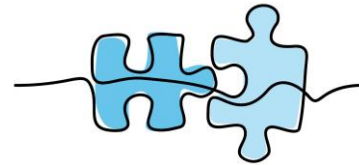


Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.



	2020	2021	2022	2023	2024
<b>Your org</b>	35.42%	33.24%	36.54%	35.48%	33.18%
<b>Best result</b>	46.55%	43.17%	48.98%	51.06%	47.68%
<b>Average result</b>	38.96%	36.47%	36.54%	40.88%	40.89%
<b>Worst result</b>	33.69%	30.66%	32.53%	34.34%	33.18%
Responses	3319	3190	2945	2892	2448

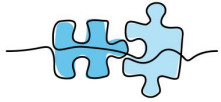
## People Promise element – We are a team



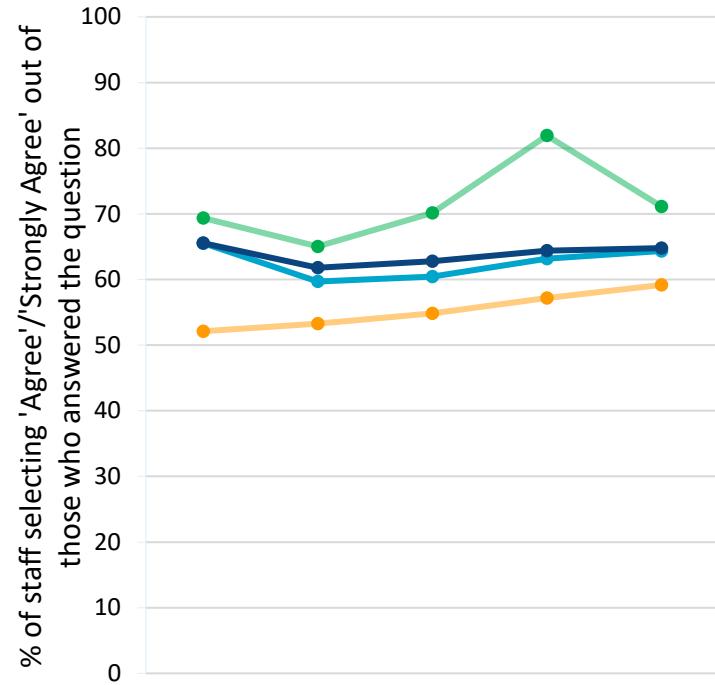
### Questions included:

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.

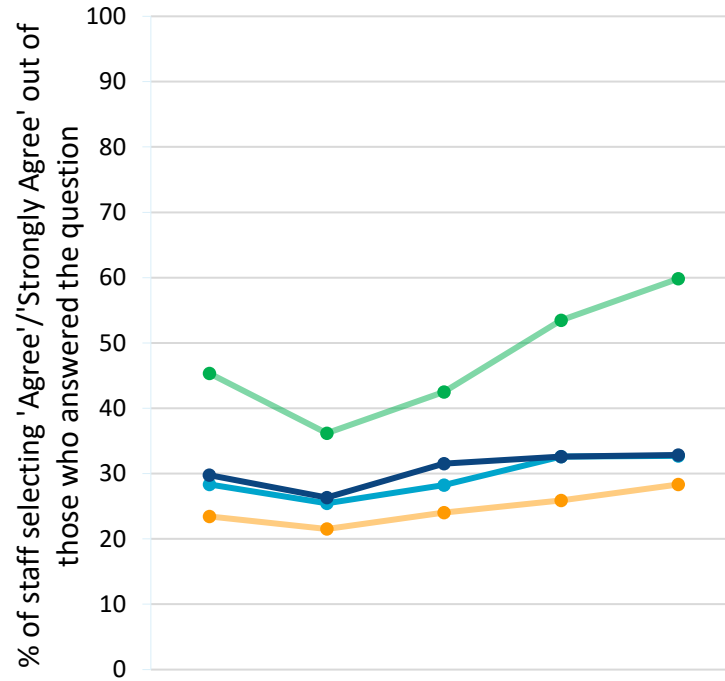


2020 2021 2022 2023 2024

Your org	65.53%	61.79%	62.80%	64.38%	64.77%
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 3301 3169 2940 2896 2449

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

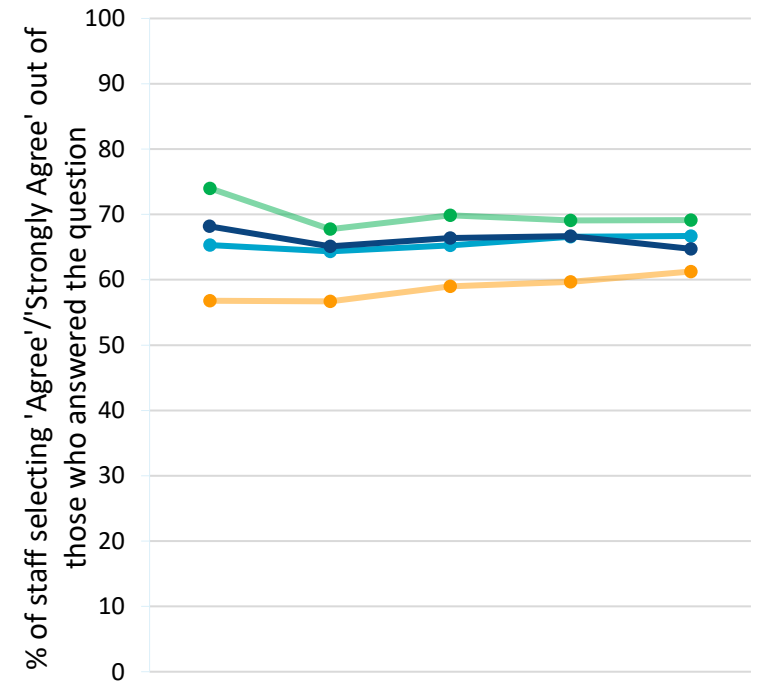


2020 2021 2022 2023 2024

Your org	29.74%	26.34%	31.53%	32.59%	32.85%
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 3331 3173 2936 2898 2450

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



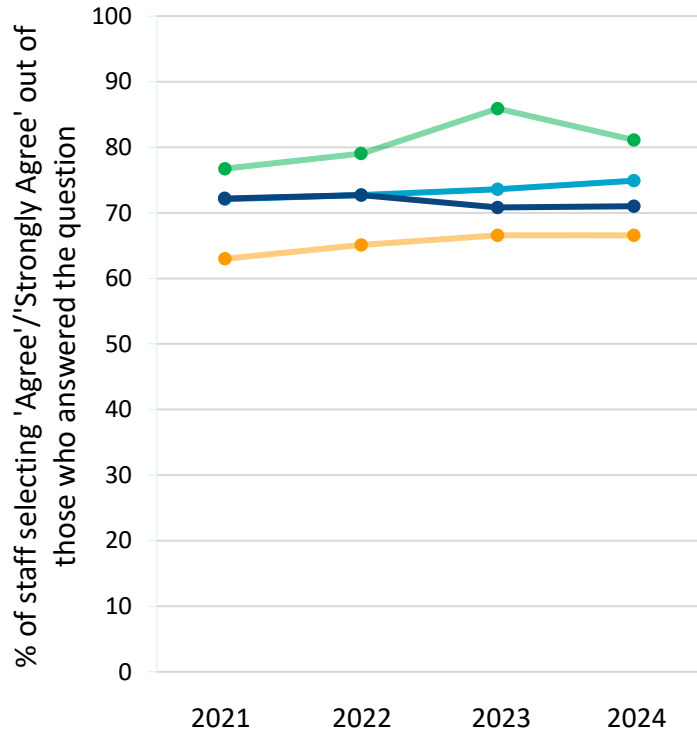
2020 2021 2022 2023 2024

Your org	68.17%	65.09%	66.40%	66.68%	64.73%
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 3330 3176 2946 2901 2451

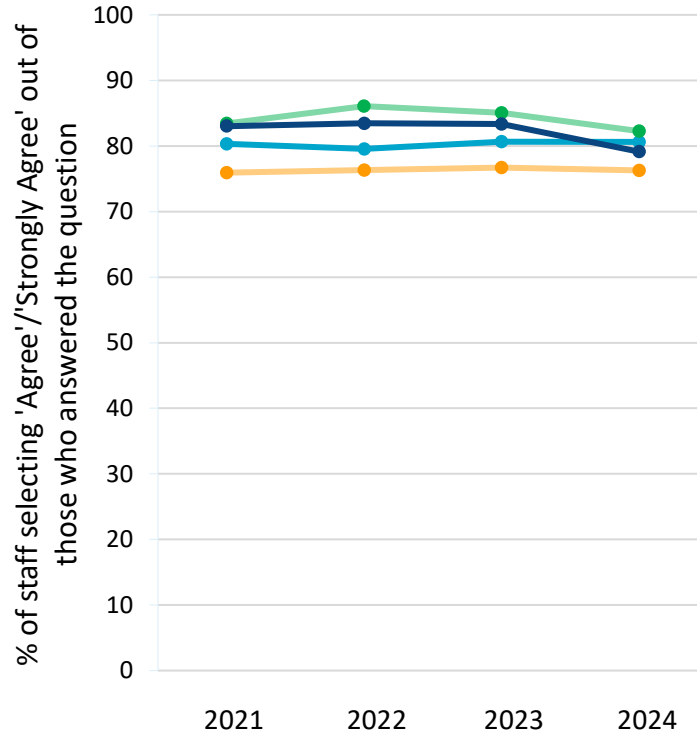


Q7d Team members understand each other's roles.



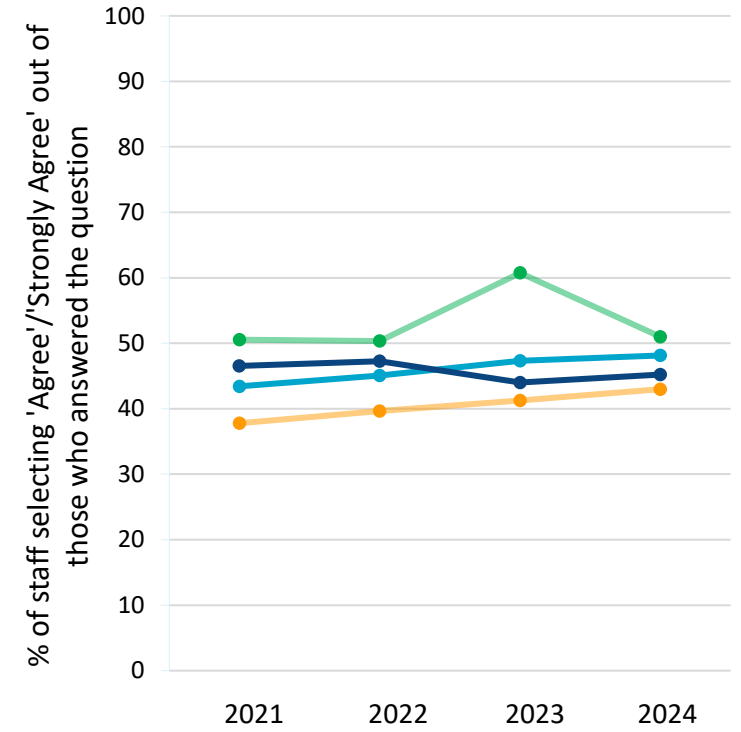
	2021	2022	2023	2024
<b>Your org</b>	72.19%	72.70%	70.82%	71.00%
<b>Best result</b>	76.74%	79.03%	85.90%	81.13%
<b>Average result</b>	72.08%	72.70%	73.57%	74.90%
<b>Worst result</b>	63.00%	65.09%	66.57%	66.56%
Responses	3175	2943	2899	2449

Q7e I enjoy working with the colleagues in my team.

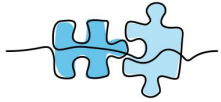


	2021	2022	2023	2024
<b>Your org</b>	83.03%	83.47%	83.35%	79.14%
<b>Best result</b>	83.44%	86.08%	85.07%	82.27%
<b>Average result</b>	80.35%	79.56%	80.65%	80.60%
<b>Worst result</b>	75.93%	76.32%	76.71%	76.26%
Responses	3174	2942	2901	2448

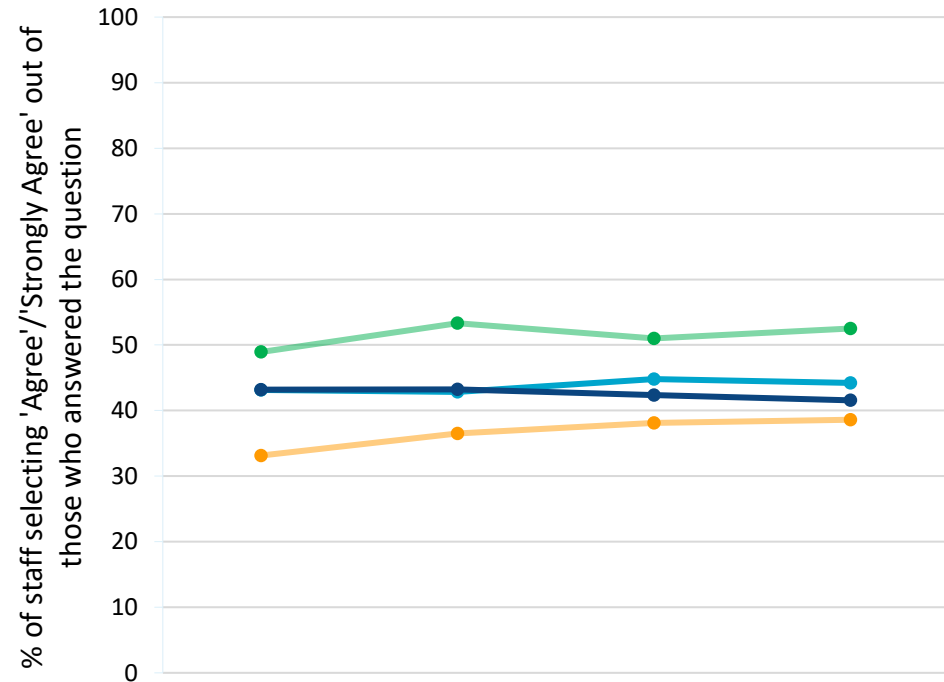
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023	2024
<b>Your org</b>	46.54%	47.26%	44.01%	45.23%
<b>Best result</b>	50.55%	50.34%	60.74%	51.00%
<b>Average result</b>	43.43%	45.06%	47.33%	48.14%
<b>Worst result</b>	37.79%	39.65%	41.26%	42.99%
Responses	3171	2940	2901	2447

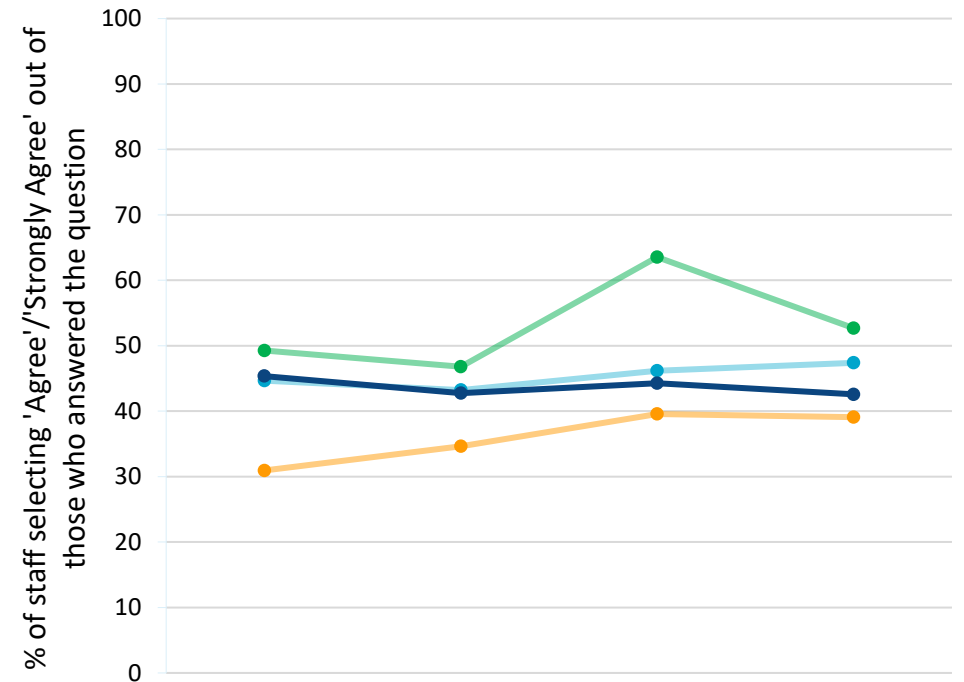


Q7g In my team disagreements are dealt with constructively.

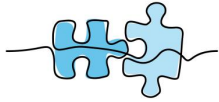


	2021	2022	2023	2024
Your org	43.17%	43.23%	42.36%	41.56%
Best result	48.93%	53.32%	50.98%	52.53%
Average result	43.15%	42.84%	44.80%	44.23%
Worst result	33.14%	36.49%	38.12%	38.60%
Responses	3168	2942	2898	2446

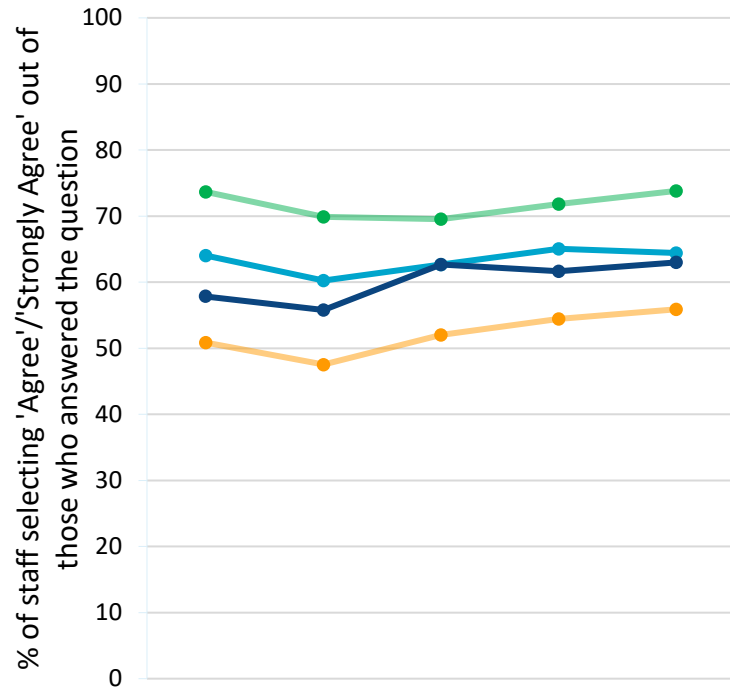
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Your org	45.35%	42.77%	44.25%	42.58%
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	3161	2946	2898	2447



Q9a My immediate manager encourages me at work.

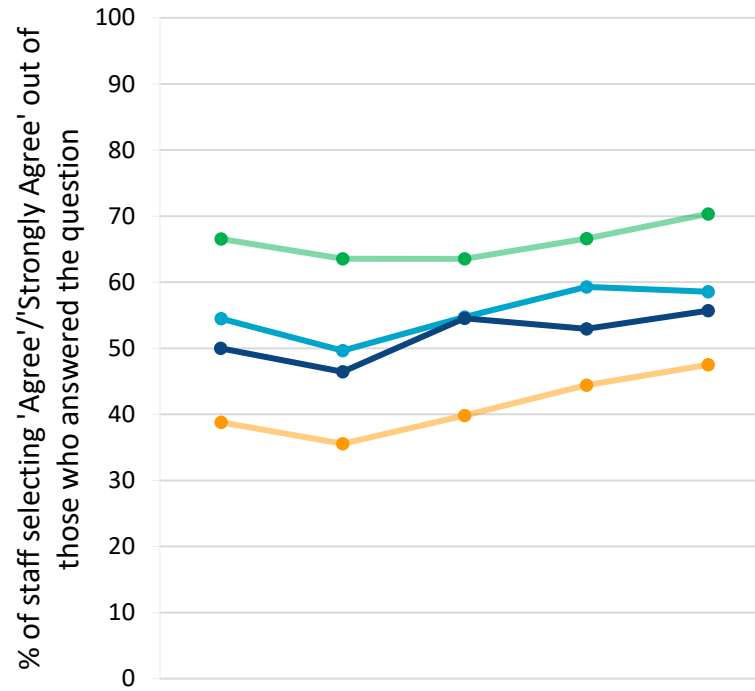


2020 2021 2022 2023 2024

Your org	57.84%	55.79%	62.66%	61.64%	62.99%
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 3311 3164 2944 2900 2447

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

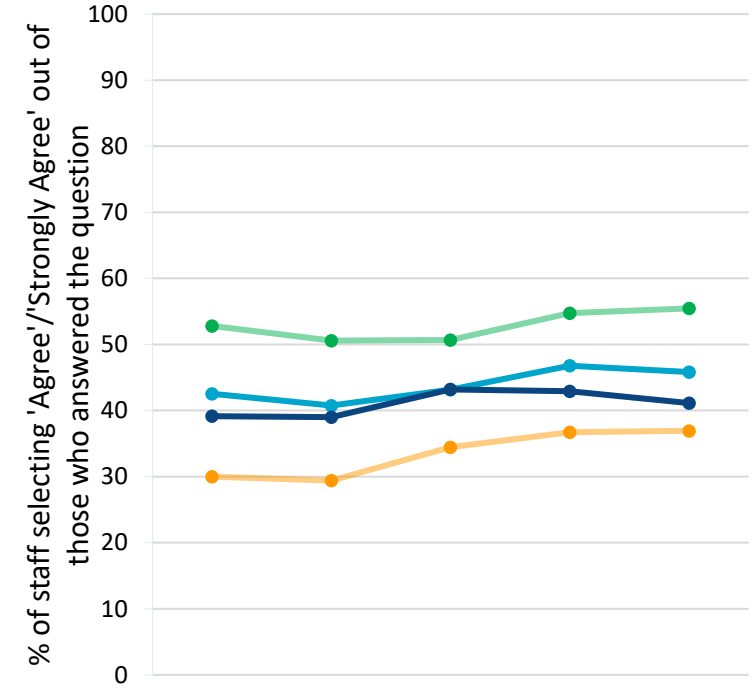


2020 2021 2022 2023 2024

Your org	49.99%	46.44%	54.52%	52.94%	55.69%
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 3312 3161 2943 2899 2447

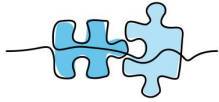
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



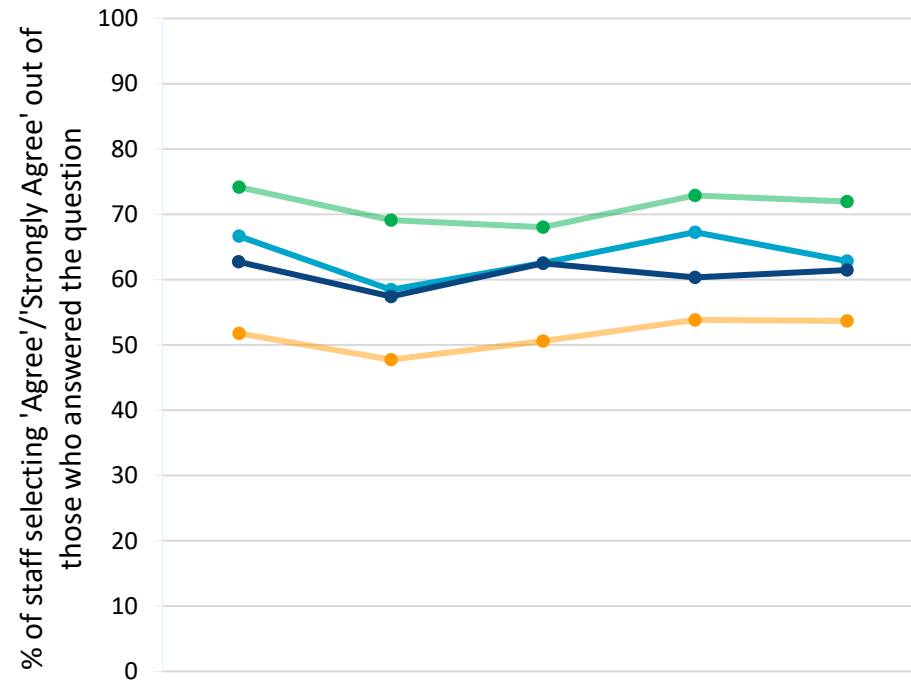
2020 2021 2022 2023 2024

Your org	39.13%	39.01%	43.19%	42.92%	41.13%
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 3310 3160 2943 2900 2449



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



	2020	2021	2022	2023	2024
<b>Your org</b>	62.71%	57.42%	62.49%	60.33%	61.47%
<b>Best result</b>	74.16%	69.10%	68.02%	72.90%	71.95%
<b>Average result</b>	66.66%	58.45%	62.54%	67.26%	62.83%
<b>Worst result</b>	51.77%	47.75%	50.58%	53.83%	53.65%
Responses	3307	3165	2944	2902	2450

## Theme – Staff engagement



### Questions included:

Motivation – Q2a, Q2b, Q2c

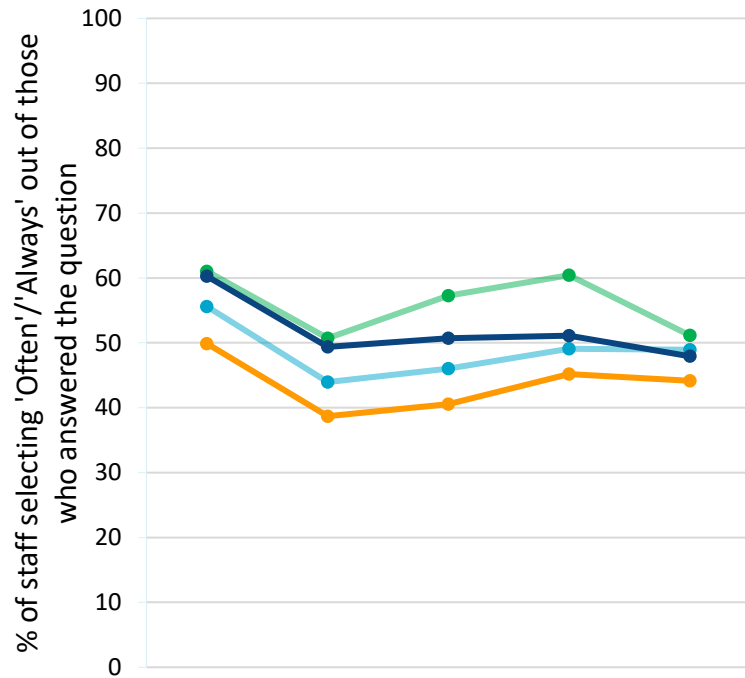
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d



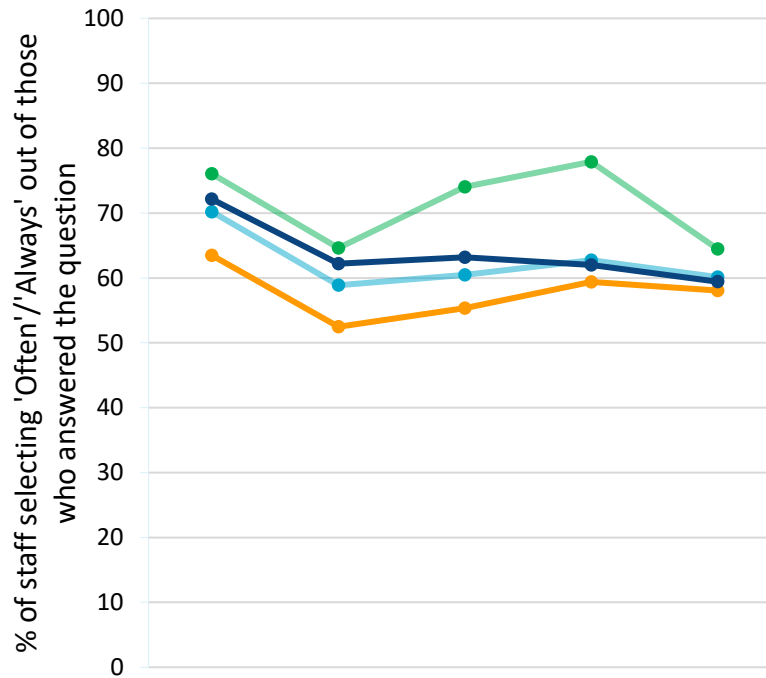


Q2a I look forward to going to work.



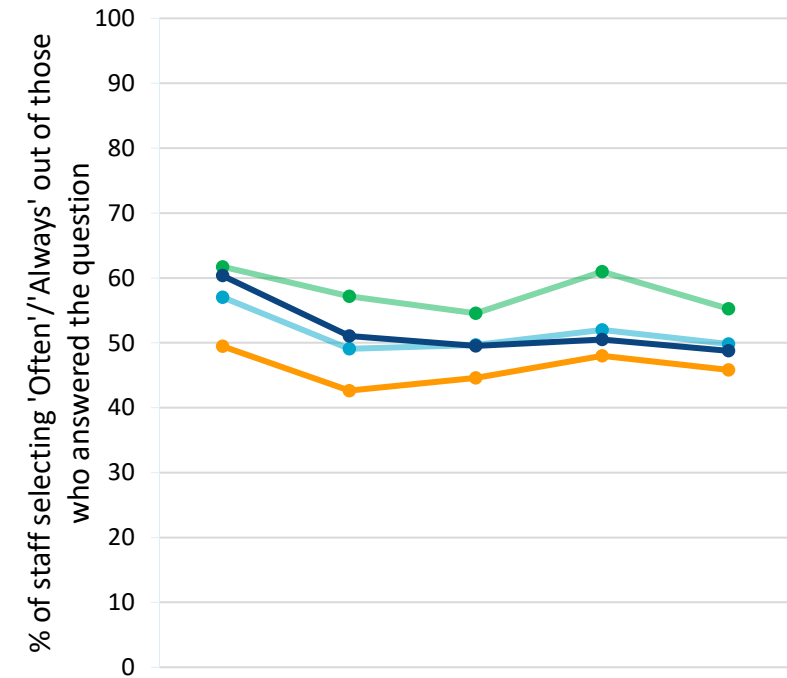
	2020	2021	2022	2023	2024
<b>Your org</b>	60.26%	49.39%	50.73%	51.08%	47.92%
<b>Best result</b>	61.03%	50.71%	57.26%	60.43%	51.12%
<b>Average result</b>	55.60%	43.95%	46.03%	49.10%	48.91%
<b>Worst result</b>	49.88%	38.69%	40.54%	45.17%	44.13%
Responses	3342	3206	2946	2897	2451

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	72.14%	62.20%	63.19%	61.99%	59.41%
<b>Best result</b>	76.03%	64.62%	74.03%	77.89%	64.45%
<b>Average result</b>	70.21%	58.87%	60.46%	62.72%	60.12%
<b>Worst result</b>	63.50%	52.47%	55.35%	59.40%	58.03%
Responses	3341	3202	2939	2894	2446

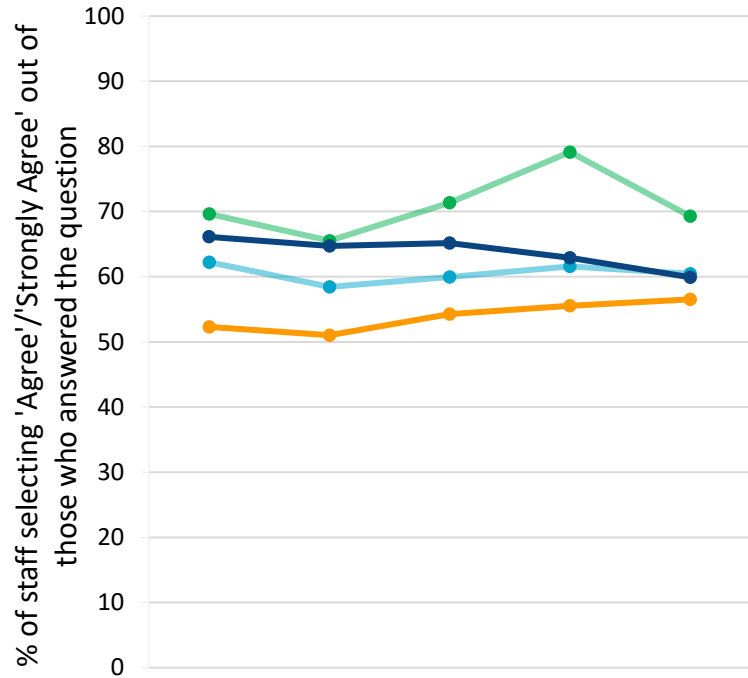
Q2c Time passes quickly when I am working.



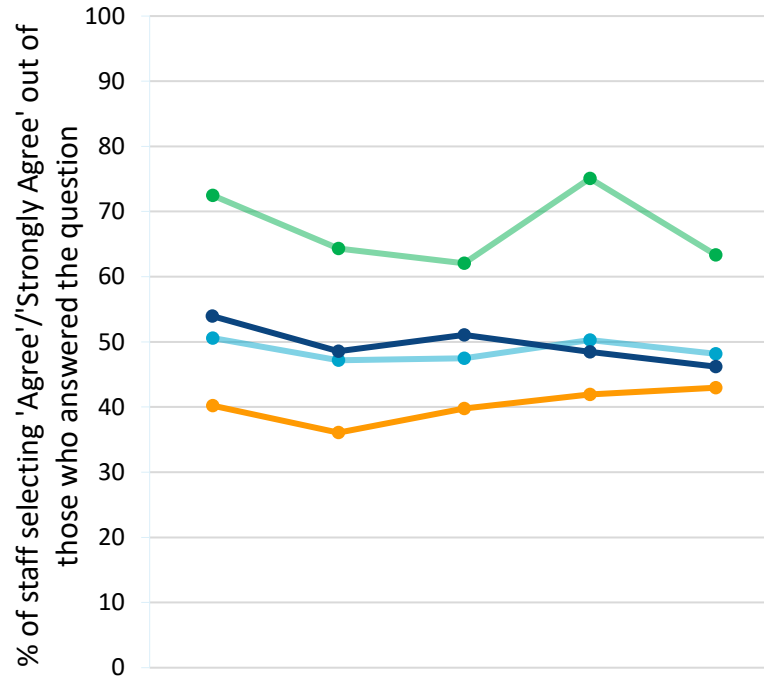
	2020	2021	2022	2023	2024
<b>Your org</b>	60.33%	51.04%	49.50%	50.51%	48.76%
<b>Best result</b>	61.72%	57.19%	54.55%	60.97%	55.23%
<b>Average result</b>	57.01%	49.07%	49.66%	52.00%	49.80%
<b>Worst result</b>	49.45%	42.64%	44.58%	47.99%	45.80%
Responses	3343	3202	2943	2892	2444



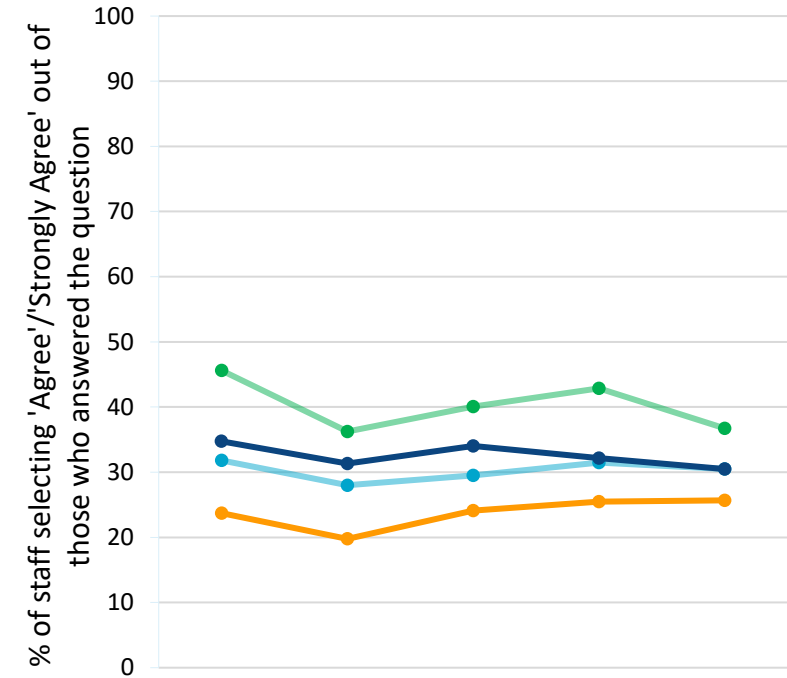
Q3c There are frequent opportunities for me to show initiative in my role.



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



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



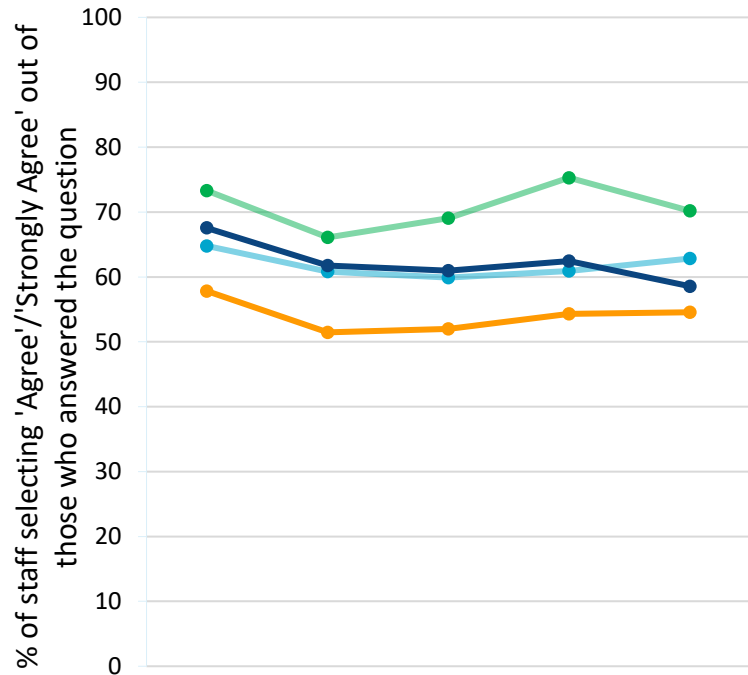
	2020	2021	2022	2023	2024
<b>Your org</b>	66.11%	64.73%	65.18%	62.91%	59.91%
<b>Best result</b>	69.62%	65.53%	71.36%	79.13%	69.30%
<b>Average result</b>	62.23%	58.44%	59.97%	61.60%	60.46%
<b>Worst result</b>	52.32%	51.02%	54.24%	55.55%	56.52%
Responses	3325	3194	2944	2900	2449

	2020	2021	2022	2023	2024
<b>Your org</b>	53.94%	48.55%	51.06%	48.48%	46.20%
<b>Best result</b>	72.46%	64.33%	62.06%	75.08%	63.37%
<b>Average result</b>	50.59%	47.17%	47.48%	50.28%	48.15%
<b>Worst result</b>	40.20%	36.07%	39.79%	41.95%	42.97%
Responses	3330	3194	2947	2899	2450

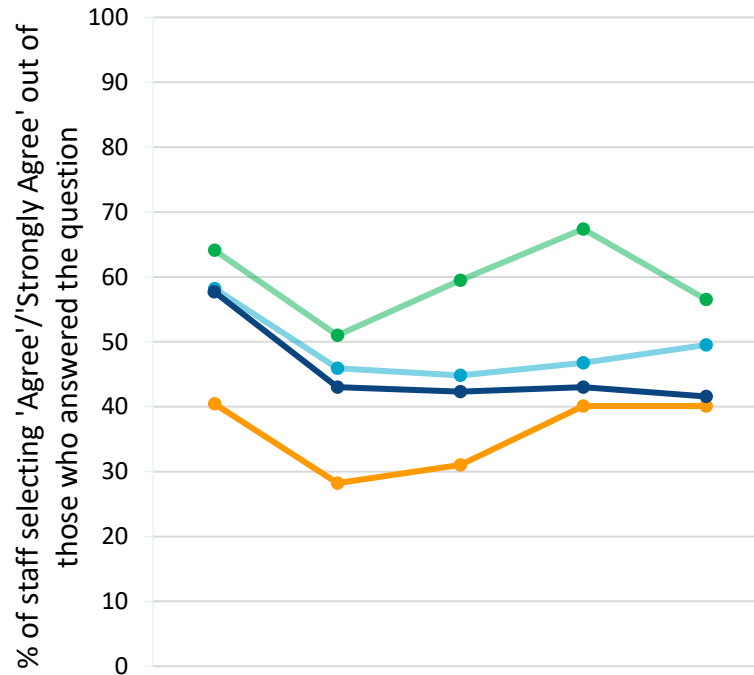
	2020	2021	2022	2023	2024
<b>Your org</b>	34.74%	31.34%	34.03%	32.14%	30.48%
<b>Best result</b>	45.61%	36.25%	40.07%	42.89%	36.73%
<b>Average result</b>	31.80%	28.00%	29.52%	31.50%	30.48%
<b>Worst result</b>	23.72%	19.77%	24.09%	25.50%	25.68%
Responses	3327	3190	2945	2898	2448



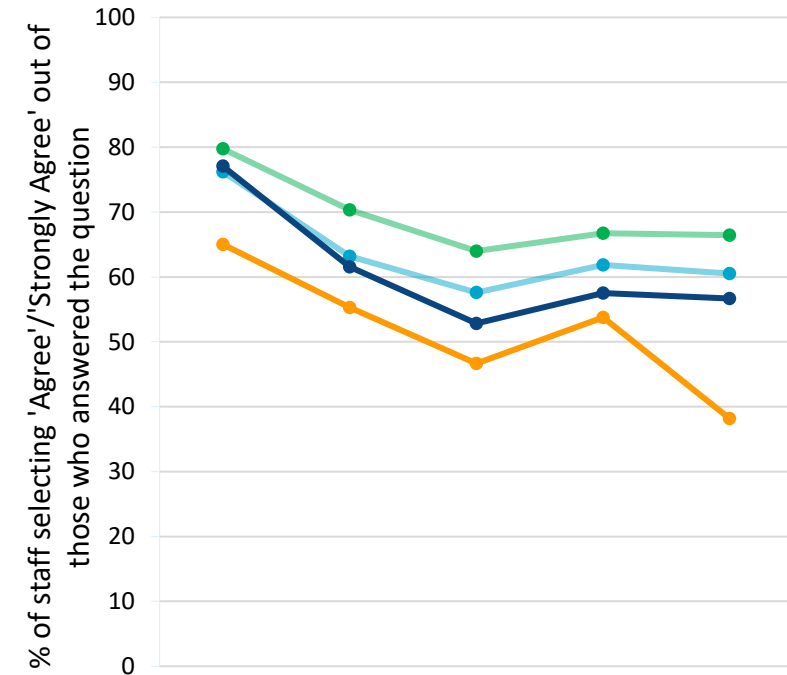
Q25a Care of patients / service users is my organisation's top priority.



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



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



	2020	2021	2022	2023	2024
<b>Your org</b>	67.53%	61.76%	60.97%	62.45%	58.57%
<b>Best result</b>	73.30%	66.08%	69.07%	75.29%	70.18%
<b>Average result</b>	64.77%	60.80%	59.90%	60.89%	62.83%
<b>Worst result</b>	57.82%	51.46%	51.99%	54.31%	54.54%
Responses	3288	3149	2943	2890	2450

	2020	2021	2022	2023	2024
<b>Your org</b>	57.69%	42.99%	42.31%	43.02%	41.57%
<b>Best result</b>	64.13%	51.00%	59.49%	67.39%	56.52%
<b>Average result</b>	58.22%	45.94%	44.81%	46.78%	49.53%
<b>Worst result</b>	40.45%	28.22%	31.05%	40.10%	40.10%
Responses	3294	3146	2943	2896	2449

	2020	2021	2022	2023	2024
<b>Your org</b>	77.04%	61.55%	52.83%	57.53%	56.66%
<b>Best result</b>	79.73%	70.31%	63.98%	66.74%	66.43%
<b>Average result</b>	76.20%	63.18%	57.59%	61.85%	60.50%
<b>Worst result</b>	65.00%	55.30%	46.66%	53.77%	38.17%
Responses	3290	3149	2946	2895	2447

## Theme - Morale



### Questions included:

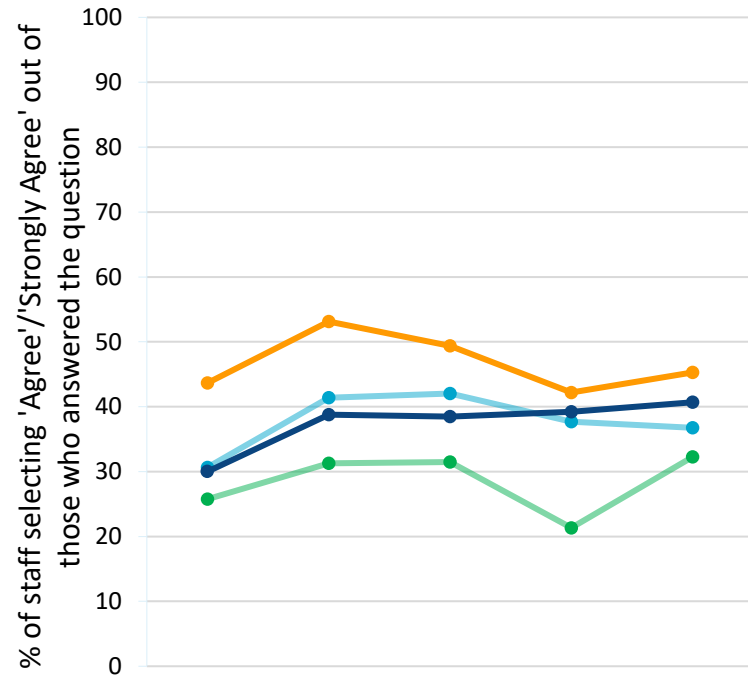
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

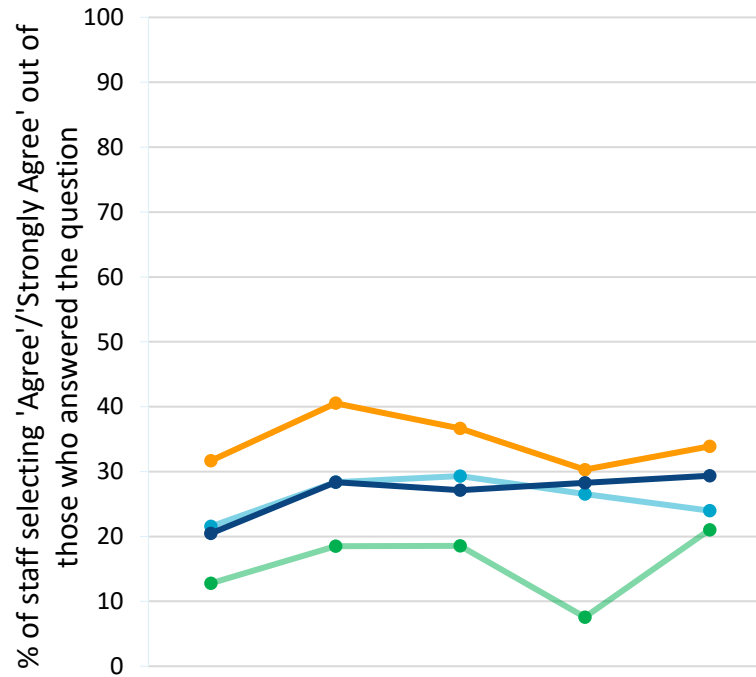


Q26a I often think about leaving this organisation.



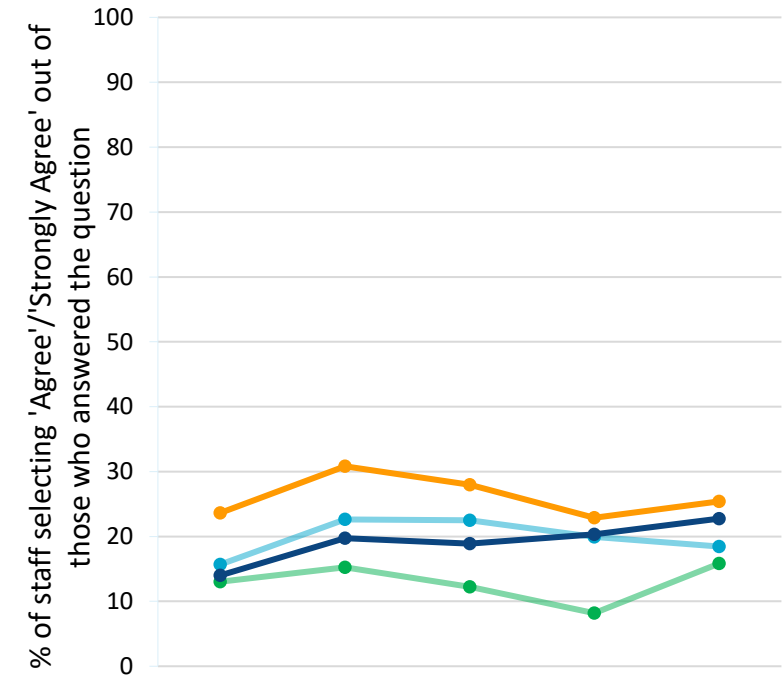
	2020	2021	2022	2023	2024
<b>Your org</b>	30.00%	38.77%	38.46%	39.21%	40.68%
<b>Best result</b>	25.74%	31.28%	31.45%	21.34%	32.25%
<b>Average result</b>	30.65%	41.36%	42.03%	37.69%	36.73%
<b>Worst result</b>	43.63%	53.12%	49.37%	42.19%	45.29%
Responses	3294	3133	2929	2895	2448

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



	2020	2021	2022	2023	2024
<b>Your org</b>	20.47%	28.34%	27.15%	28.24%	29.36%
<b>Best result</b>	12.79%	18.51%	18.56%	7.57%	21.04%
<b>Average result</b>	21.54%	28.34%	29.31%	26.53%	23.96%
<b>Worst result</b>	31.69%	40.53%	36.63%	30.30%	33.88%
Responses	3292	3134	2930	2893	2448

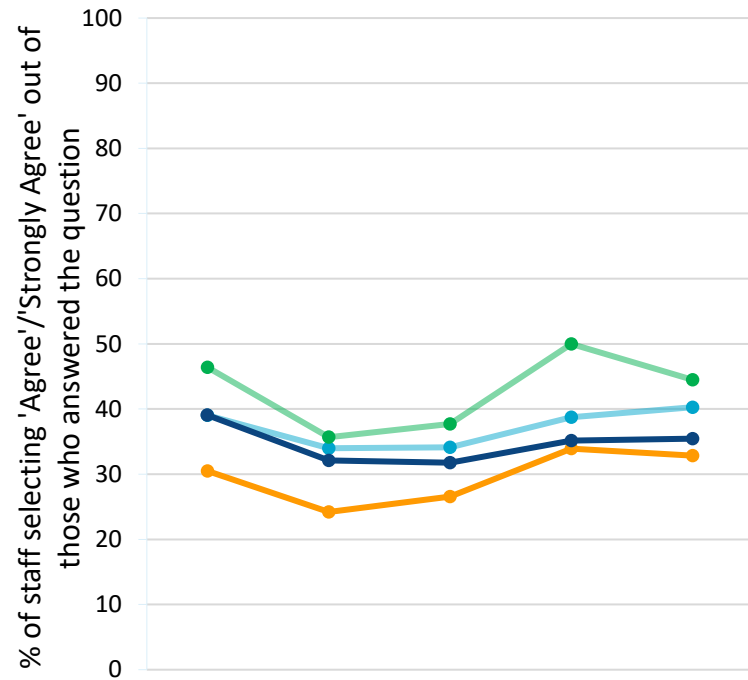
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	14.00%	19.71%	18.89%	20.33%	22.75%
<b>Best result</b>	13.03%	15.27%	12.26%	8.18%	15.83%
<b>Average result</b>	15.68%	22.62%	22.48%	19.93%	18.47%
<b>Worst result</b>	23.62%	30.81%	27.97%	22.88%	25.41%
Responses	3293	3126	2925	2887	2446

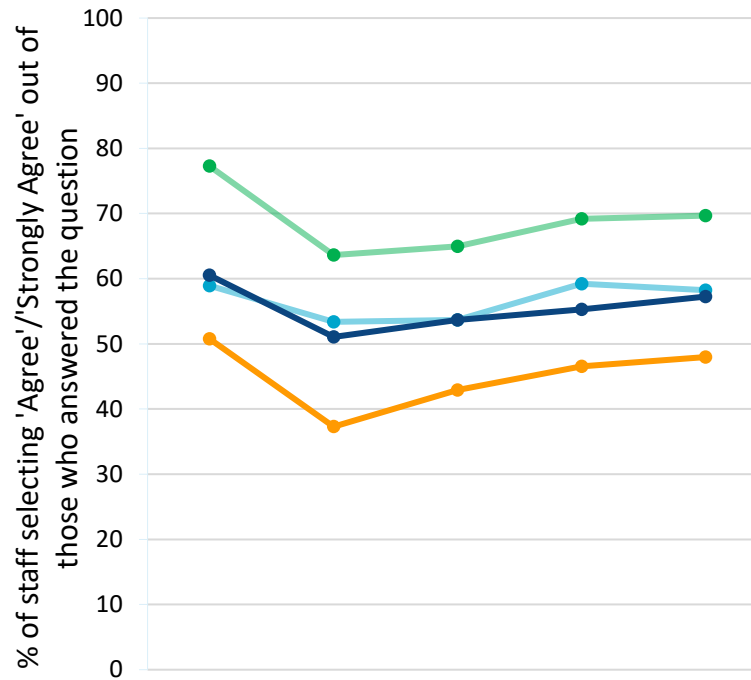


Q3g I am able to meet all the conflicting demands on my time at work.



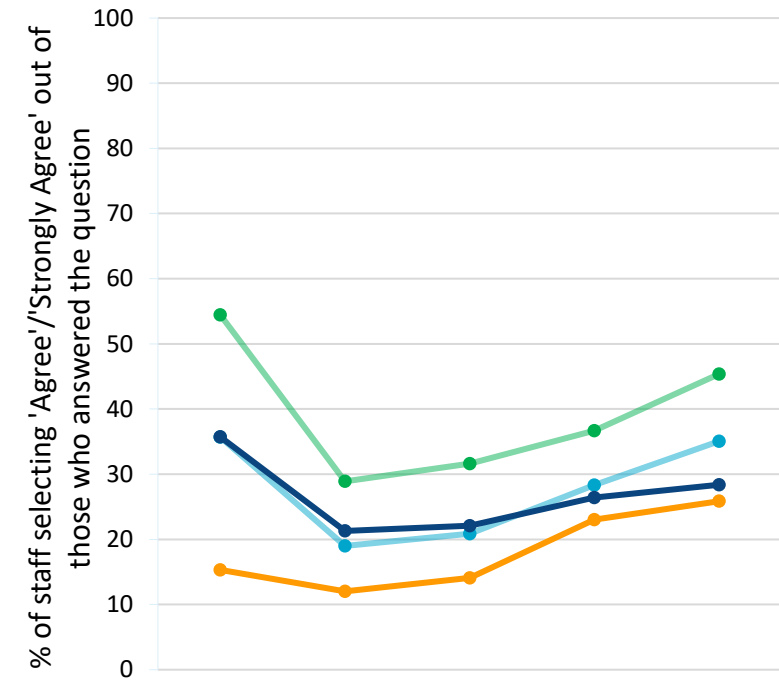
	2020	2021	2022	2023	2024
<b>Your org</b>	39.06%	32.13%	31.76%	35.13%	35.45%
<b>Best result</b>	46.40%	35.68%	37.71%	49.99%	44.49%
<b>Average result</b>	39.06%	33.99%	34.14%	38.76%	40.28%
<b>Worst result</b>	30.51%	24.20%	26.56%	33.92%	32.85%
Responses	3319	3187	2941	2895	2446

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



	2020	2021	2022	2023	2024
<b>Your org</b>	60.52%	51.06%	53.67%	55.28%	57.25%
<b>Best result</b>	77.27%	63.63%	64.98%	69.18%	69.70%
<b>Average result</b>	58.95%	53.38%	53.67%	59.23%	58.24%
<b>Worst result</b>	50.77%	37.29%	42.94%	46.53%	47.99%
Responses	3325	3197	2944	2898	2448

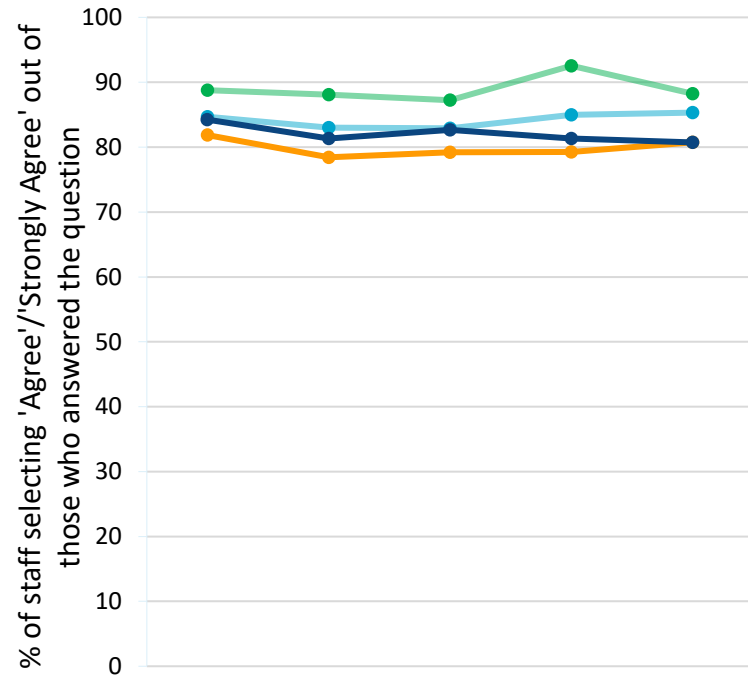
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	35.73%	21.29%	22.08%	26.40%	28.37%
<b>Best result</b>	54.47%	28.90%	31.63%	36.70%	45.39%
<b>Average result</b>	35.70%	18.99%	20.87%	28.31%	35.05%
<b>Worst result</b>	15.31%	12.02%	14.09%	23.01%	25.85%
Responses	3330	3195	2944	2897	2451

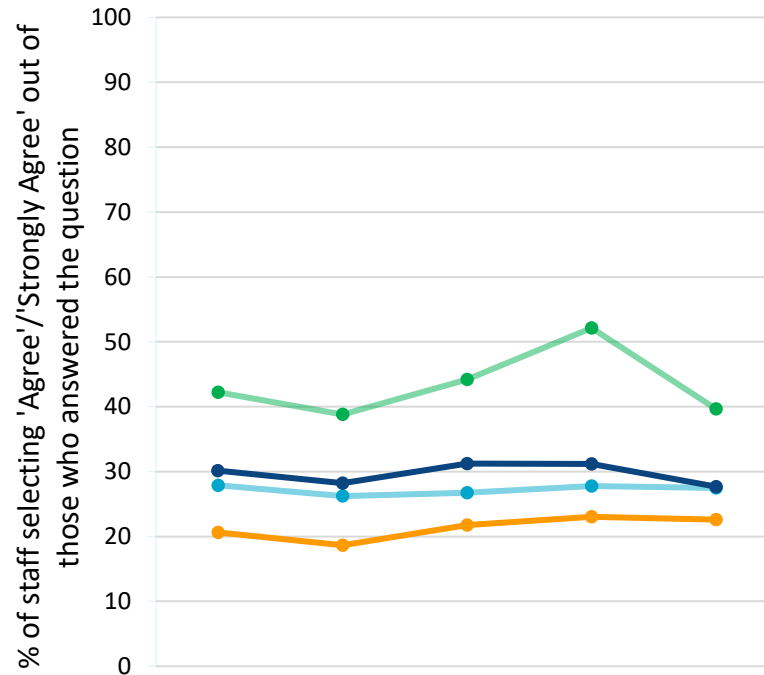


Q3a I always know what my work responsibilities are.



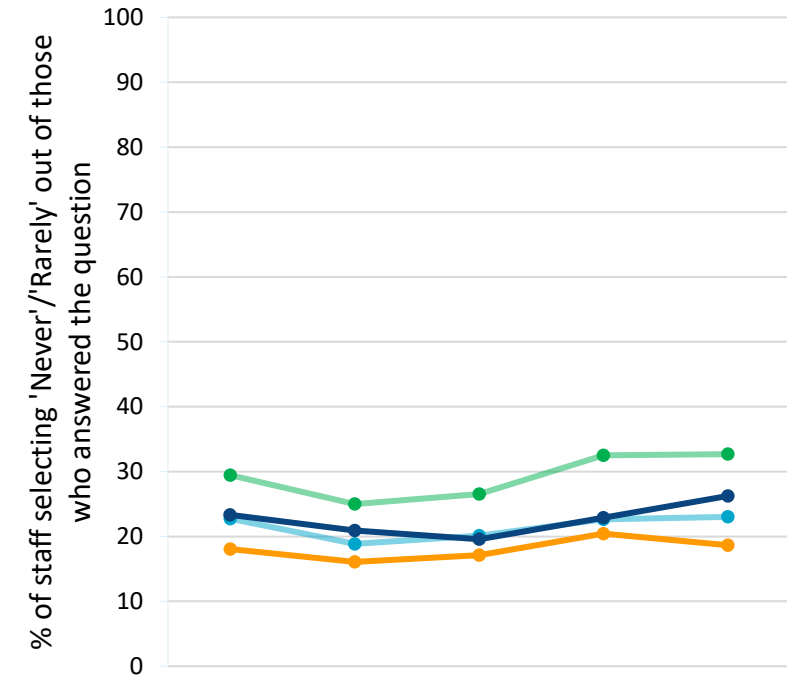
	2020	2021	2022	2023	2024
<b>Your org</b>	84.23%	81.33%	82.64%	81.32%	80.73%
<b>Best result</b>	88.77%	88.08%	87.23%	92.54%	88.23%
<b>Average result</b>	84.70%	82.98%	82.91%	85.00%	85.32%
<b>Worst result</b>	81.86%	78.43%	79.22%	79.28%	80.73%
Responses	3333	3184	2932	2901	2451

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



	2020	2021	2022	2023	2024
<b>Your org</b>	30.12%	28.19%	31.23%	31.16%	27.68%
<b>Best result</b>	42.20%	38.80%	44.19%	52.13%	39.67%
<b>Average result</b>	27.89%	26.22%	26.73%	27.78%	27.46%
<b>Worst result</b>	20.60%	18.65%	21.76%	23.03%	22.58%
Responses	3331	3197	2946	2898	2451

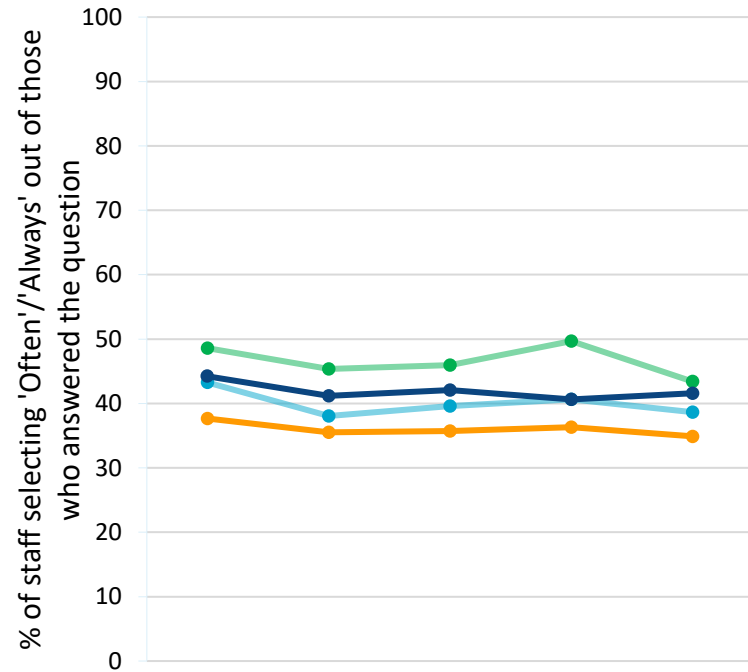
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	23.32%	20.93%	19.57%	22.89%	26.25%
<b>Best result</b>	29.43%	24.99%	26.55%	32.50%	32.68%
<b>Average result</b>	22.73%	18.86%	20.13%	22.64%	23.02%
<b>Worst result</b>	18.07%	16.08%	17.14%	20.44%	18.67%
Responses	3316	3182	2942	2897	2442

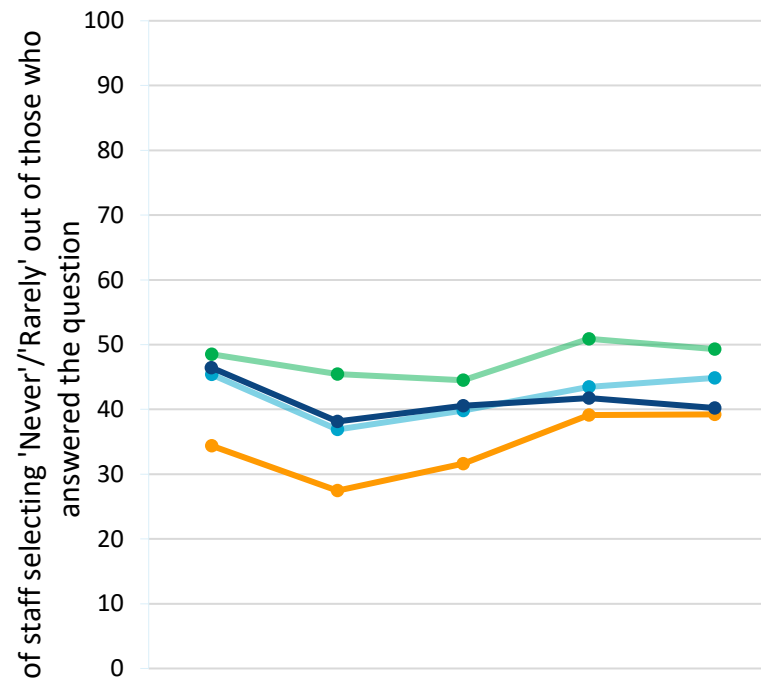


Q5b I have a choice in deciding how to do my work.



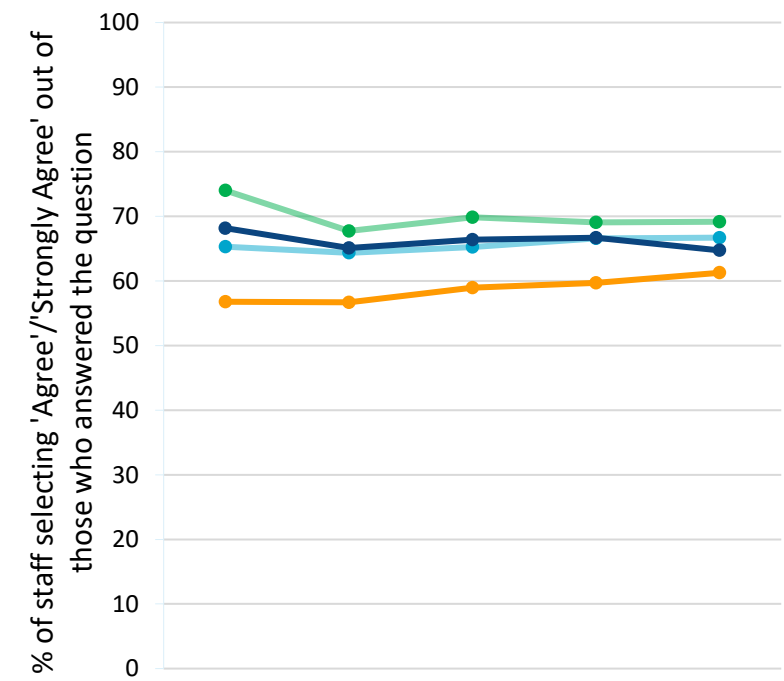
	2020	2021	2022	2023	2024
<b>Your org</b>	44.22%	41.17%	42.07%	40.63%	41.58%
<b>Best result</b>	48.61%	45.35%	45.96%	49.68%	43.41%
<b>Average result</b>	43.26%	38.05%	39.58%	40.63%	38.66%
<b>Worst result</b>	37.66%	35.51%	35.73%	36.32%	34.90%
Responses	3313	3185	2942	2896	2441

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
<b>Your org</b>	46.44%	38.14%	40.55%	41.73%	40.23%
<b>Best result</b>	48.51%	45.44%	44.50%	50.90%	49.31%
<b>Average result</b>	45.39%	36.89%	39.84%	43.49%	44.87%
<b>Worst result</b>	34.40%	27.45%	31.60%	39.11%	39.23%
Responses	3318	3187	2944	2898	2443

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

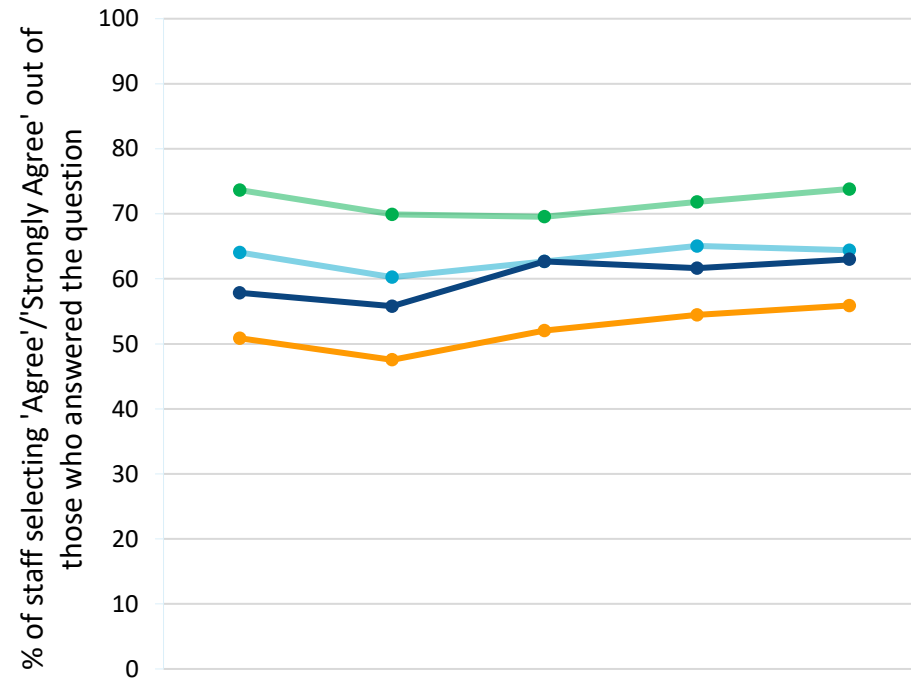


	2020	2021	2022	2023	2024
<b>Your org</b>	68.17%	65.09%	66.40%	66.68%	64.73%
<b>Best result</b>	74.00%	67.74%	69.87%	69.07%	69.15%
<b>Average result</b>	65.30%	64.35%	65.27%	66.59%	66.70%
<b>Worst result</b>	56.78%	56.69%	58.97%	59.70%	61.26%
Responses	3330	3176	2946	2901	2451





Q9a My immediate manager encourages me at work.



	2020	2021	2022	2023	2024
<b>Your org</b>	57.84%	55.79%	62.66%	61.64%	62.99%
<b>Best result</b>	73.66%	69.89%	69.54%	71.81%	73.82%
<b>Average result</b>	64.03%	60.25%	62.66%	65.06%	64.40%
<b>Worst result</b>	50.86%	47.54%	52.03%	54.45%	55.90%
Responses	3311	3164	2944	2900	2447

## Questions not linked to People Promise elements or themes

Questions included:\*

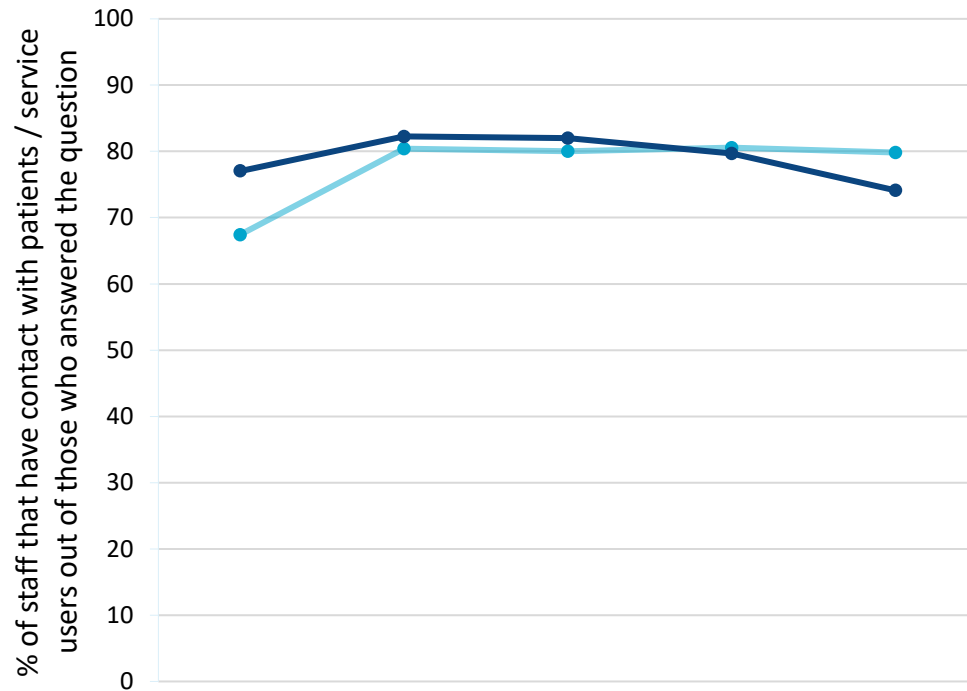
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

\*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?

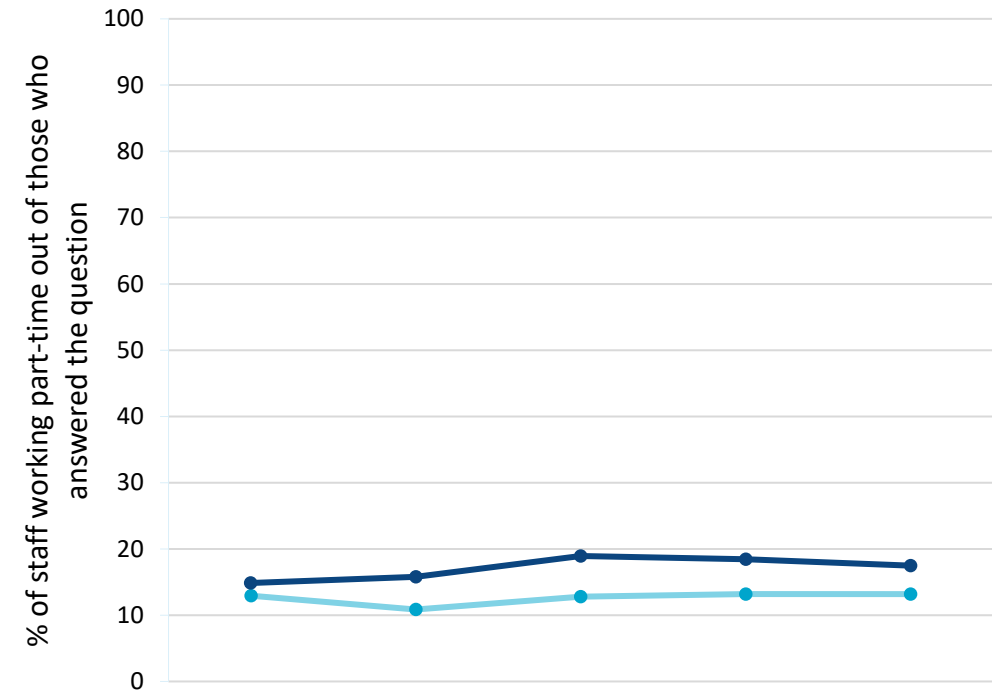


2020 2021 2022 2023 2024

Your org	77.03%	82.26%	82.02%	79.68%	74.11%
Average	67.44%	80.39%	80.02%	80.56%	79.82%

Responses 3343 3196 2937 2894 2449

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



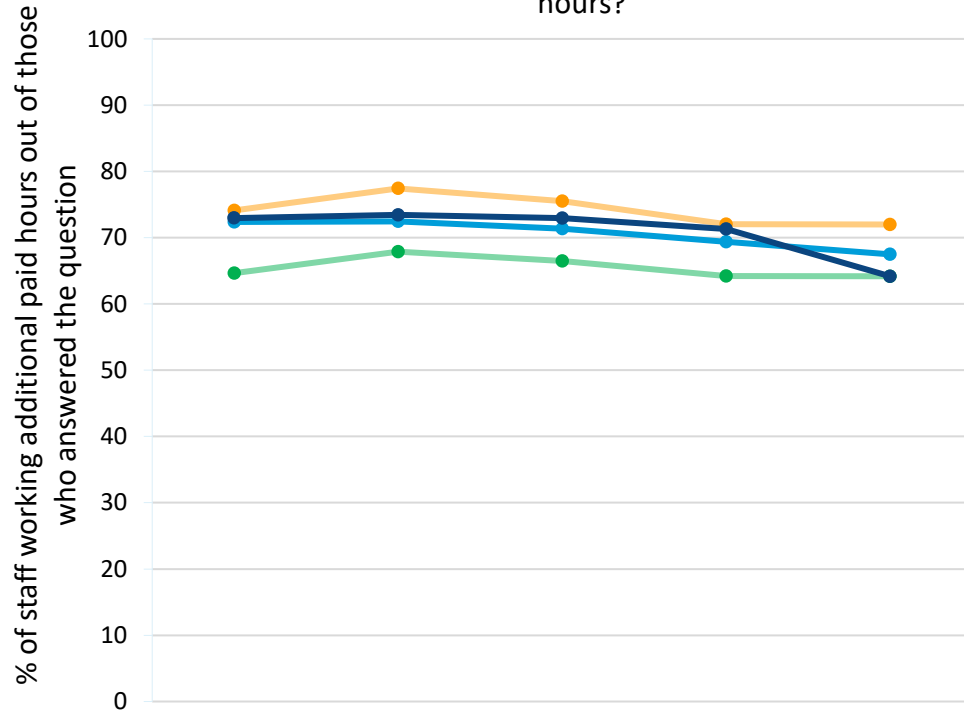
2020 2021 2022 2023 2024

Your org	14.86%	15.79%	18.93%	18.44%	17.50%
Average	12.93%	10.86%	12.78%	13.19%	13.19%

Responses 3285 3123 2911 2863 2423

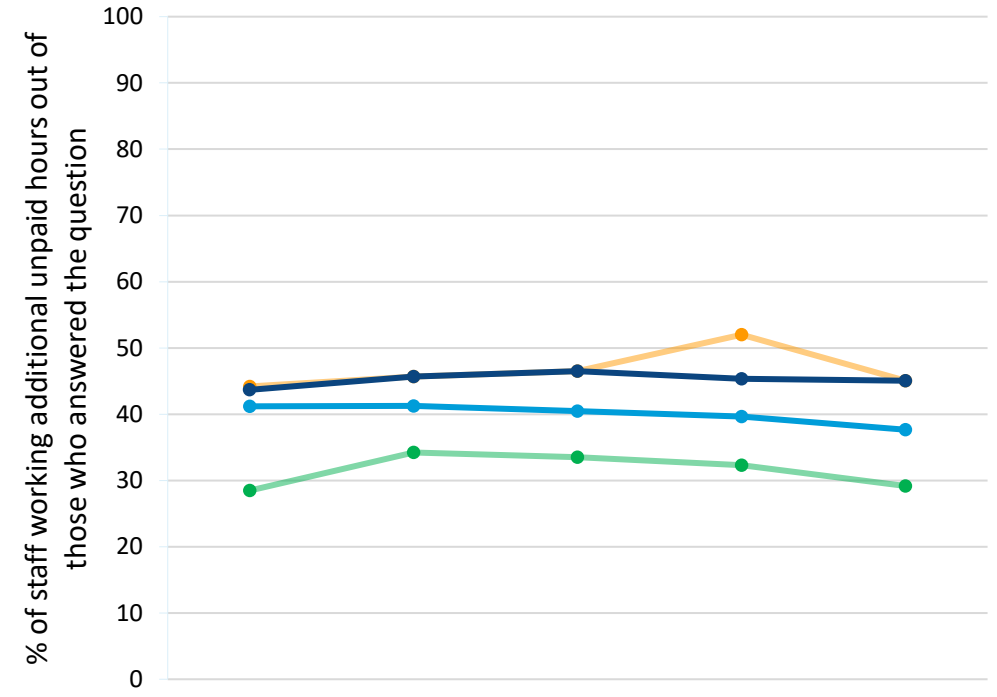


Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
Your org	72.97%	73.45%	72.96%	71.30%	64.18%
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	3309	3162	2944	2899	2450

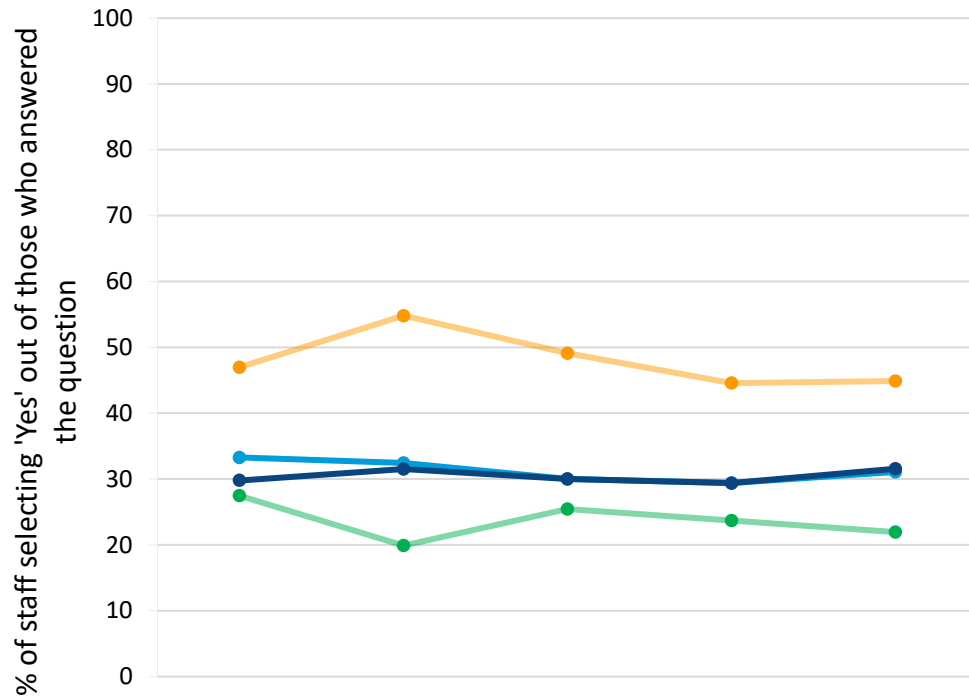
Q10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
Your org	43.68%	45.70%	46.50%	45.33%	45.05%
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	3307	3157	2934	2891	2445

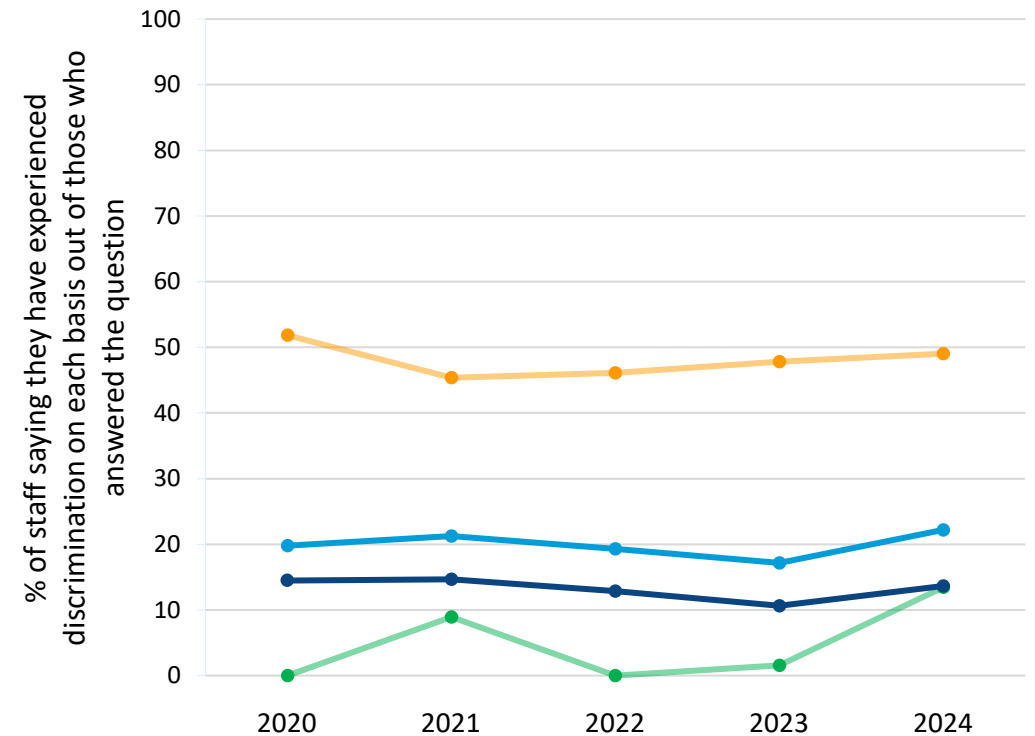


Q11e\* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
<b>Your org</b>	29.77%	31.52%	30.02%	29.39%	31.56%
<b>Best result</b>	27.46%	19.89%	25.45%	23.69%	21.94%
<b>Average result</b>	33.28%	32.43%	30.02%	29.39%	31.07%
<b>Worst result</b>	46.95%	54.82%	49.11%	44.57%	44.87%
Responses	1659	1837	1785	1733	1444

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

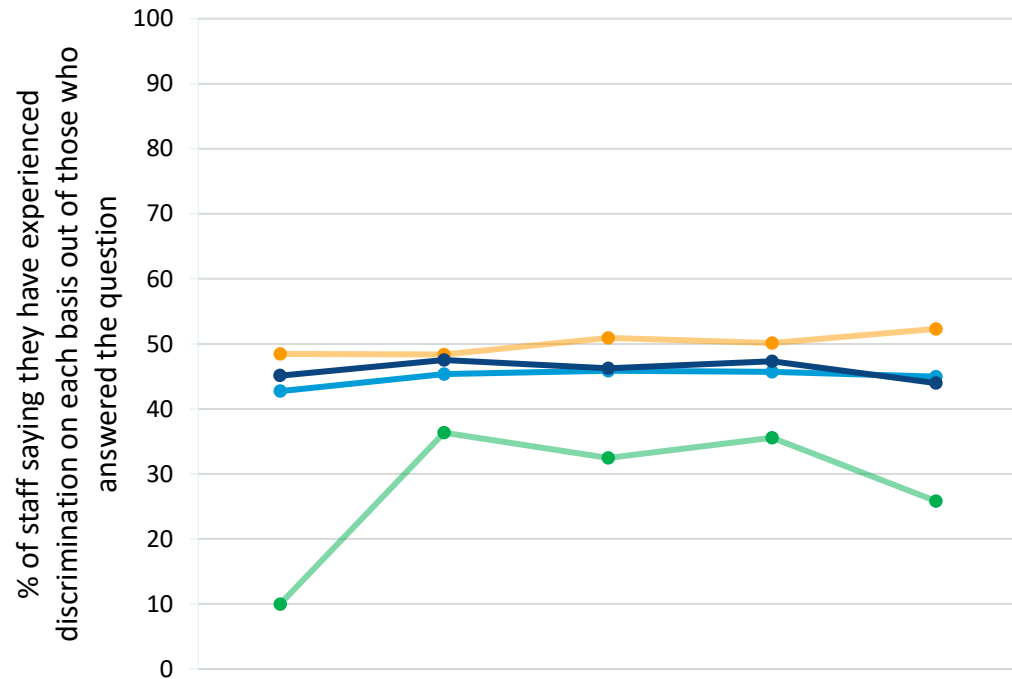


	2020	2021	2022	2023	2024
<b>Your org</b>	14.50%	14.66%	12.88%	10.64%	13.66%
<b>Best result</b>	0.00%	8.90%	0.00%	1.57%	13.44%
<b>Average result</b>	19.81%	21.27%	19.30%	17.16%	22.19%
<b>Worst result</b>	51.84%	45.37%	46.10%	47.84%	49.02%
Responses	531	529	500	500	452

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



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

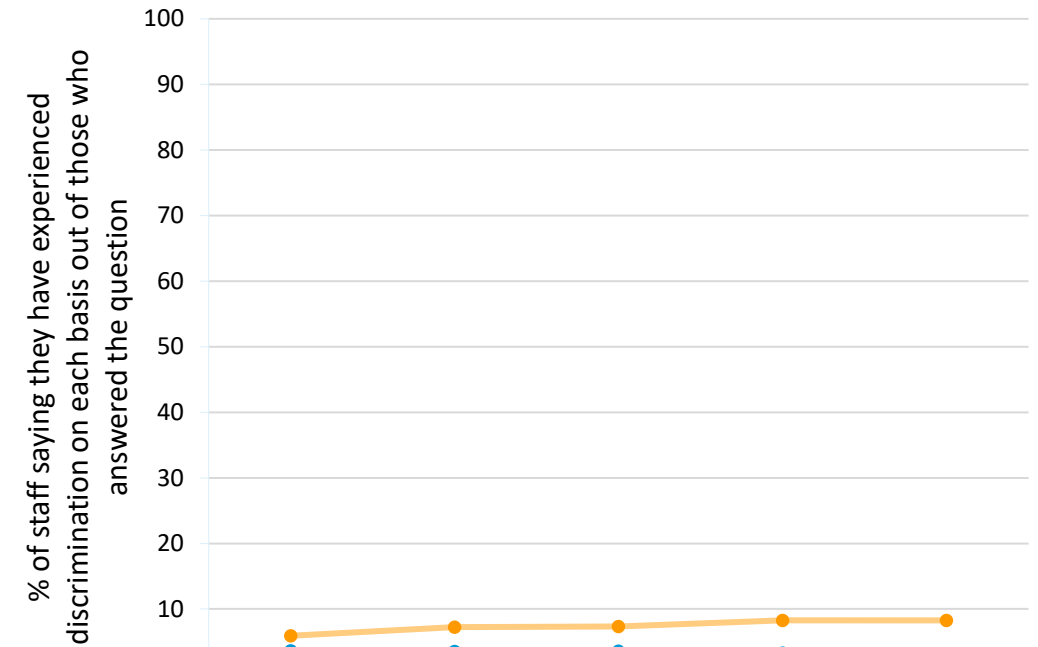


2020 2021 2022 2023 2024

Your org	45.11%	47.51%	46.22%	47.31%	43.95%
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 531 529 500 500 452

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



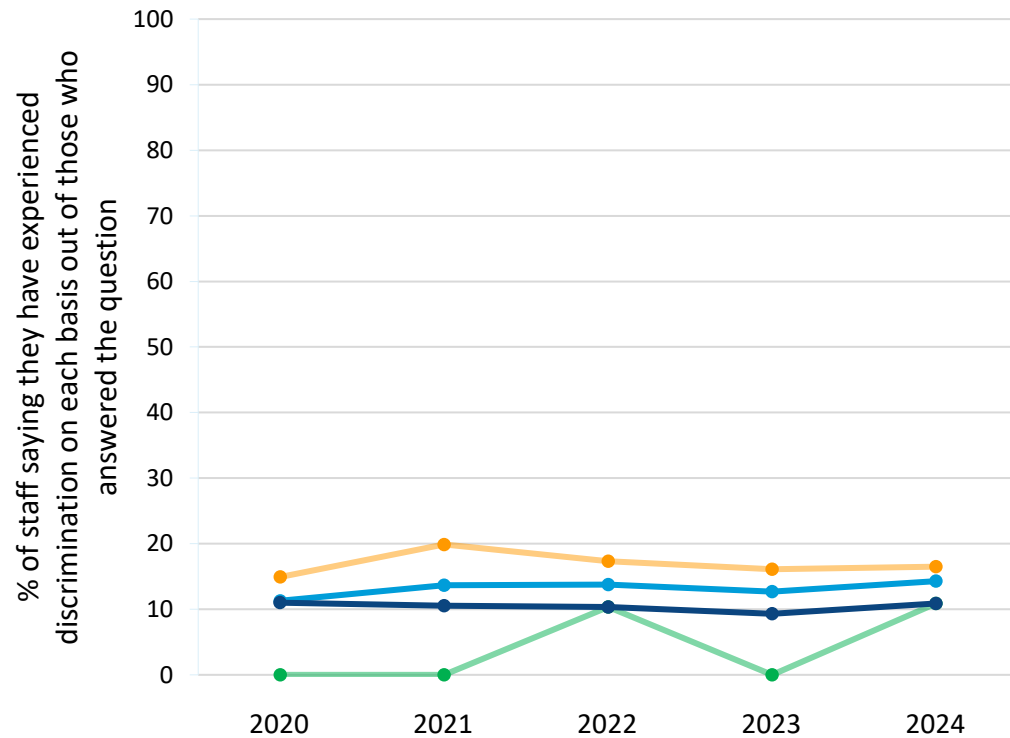
2020 2021 2022 2023 2024

Your org	1.91%	2.88%	2.30%	1.30%	2.17%
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 531 529 500 500 452

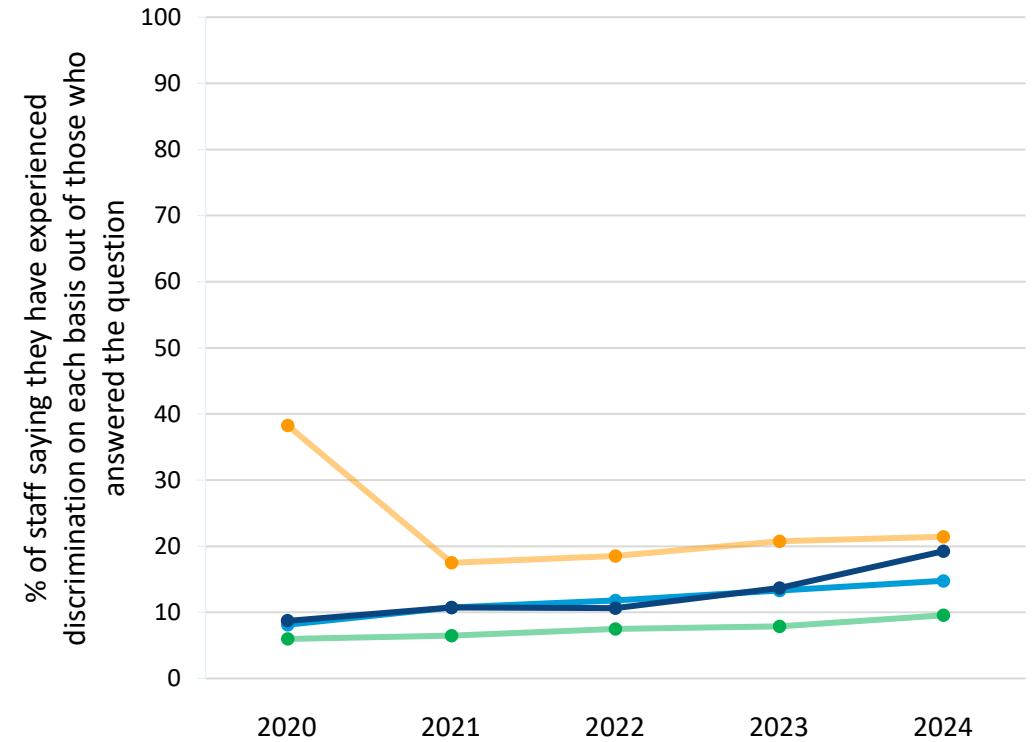


Q16c.4 On what grounds have you experienced discrimination?  
– Sexual orientation.



	2020	2021	2022	2023	2024
<b>Your org</b>	11.00%	10.52%	10.32%	9.31%	10.88%
<b>Best result</b>	0.00%	0.00%	10.32%	0.00%	10.88%
<b>Average result</b>	11.30%	13.68%	13.77%	12.71%	14.29%
<b>Worst result</b>	14.92%	19.89%	17.33%	16.09%	16.49%
Responses	531	529	500	500	452

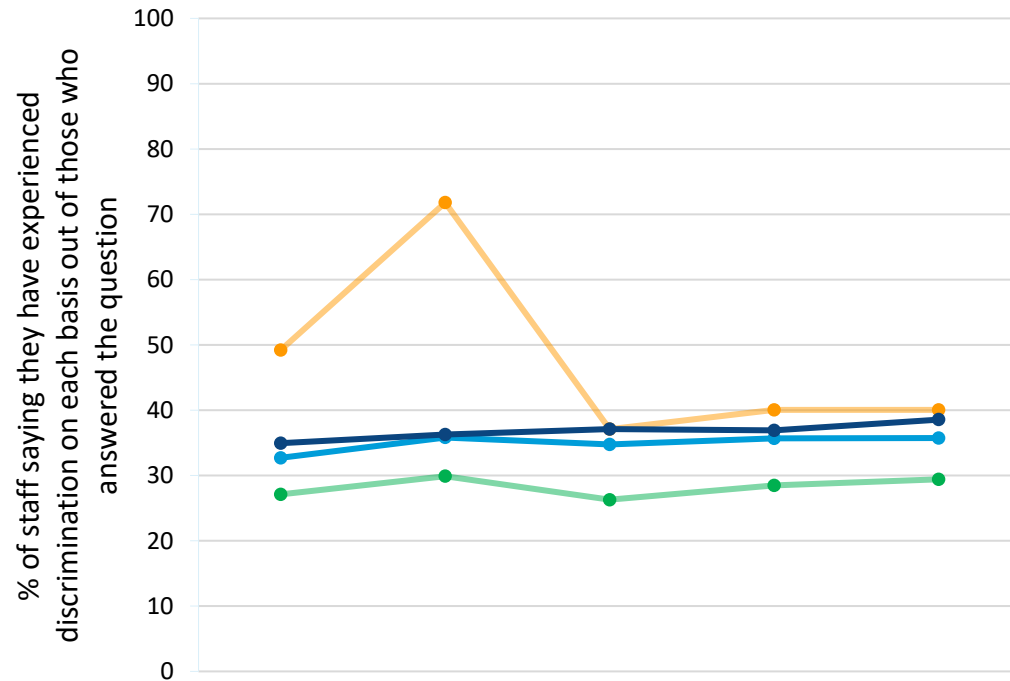
Q16c.5 On what grounds have you experienced discrimination?  
– Disability.



	2020	2021	2022	2023	2024
<b>Your org</b>	8.71%	10.76%	10.63%	13.69%	19.25%
<b>Best result</b>	5.98%	6.49%	7.52%	7.87%	9.55%
<b>Average result</b>	8.13%	10.76%	11.81%	13.32%	14.77%
<b>Worst result</b>	38.25%	17.49%	18.53%	20.75%	21.43%
Responses	531	529	500	500	452



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

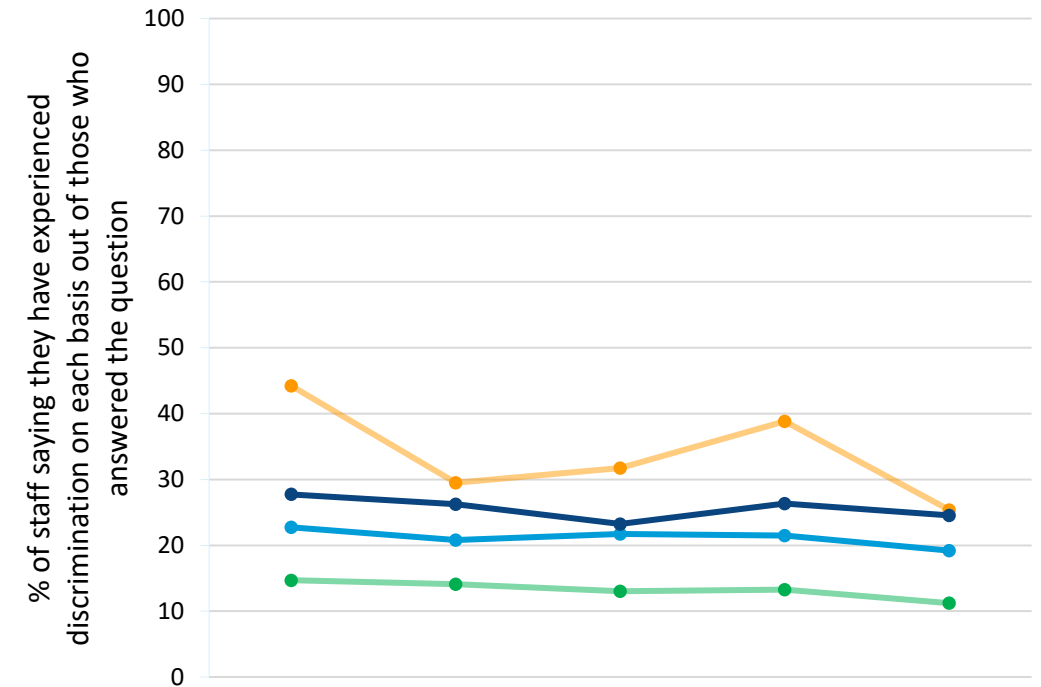


2020 2021 2022 2023 2024

Your org	34.95%	36.26%	37.10%	36.94%	38.56%
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 531 529 500 500 452

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



2020 2021 2022 2023 2024

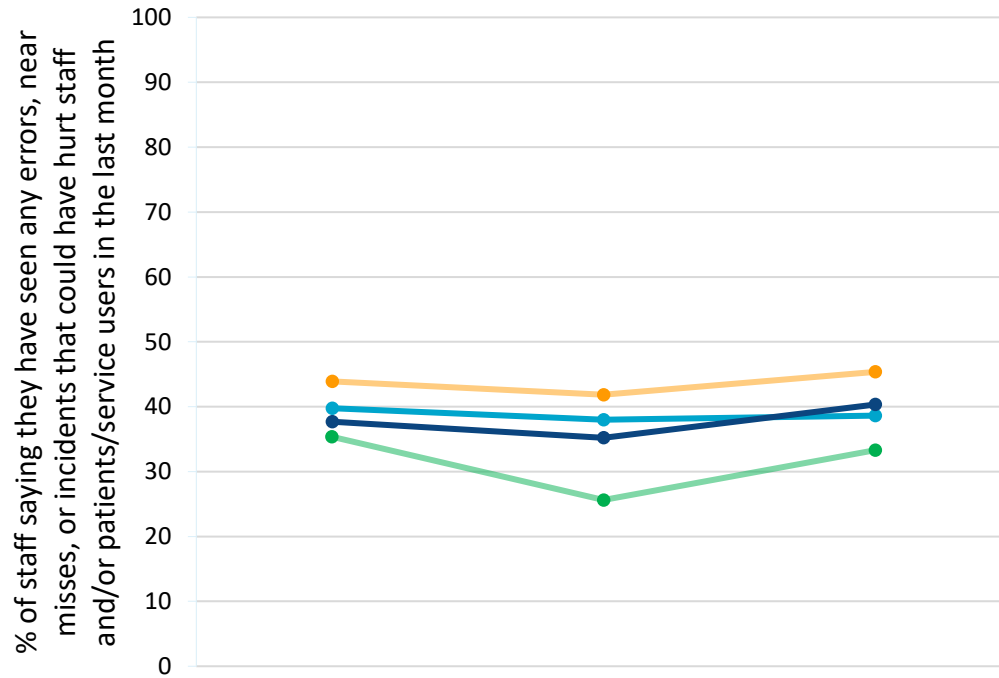
Your org	27.73%	26.27%	23.25%	26.36%	24.53%
Best result	14.70%	14.11%	13.01%	13.27%	11.22%
Average result	22.74%	20.81%	21.71%	21.49%	19.20%
Worst result	44.22%	29.51%	31.73%	38.85%	25.37%

Responses 531 529 500 500 452





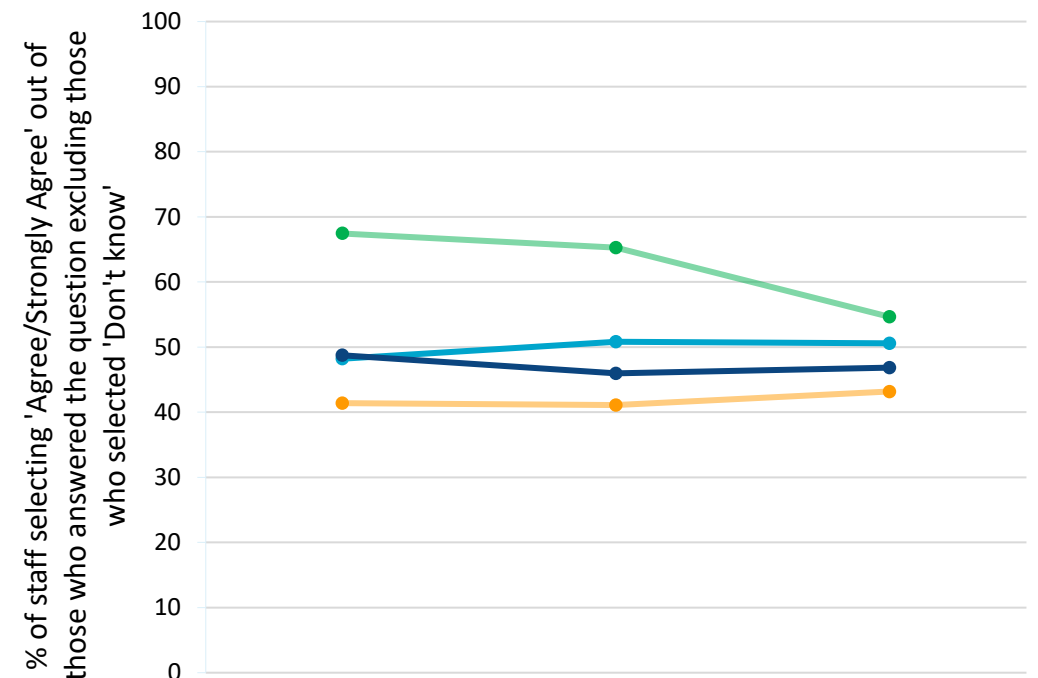
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



Your org	37.70%	35.20%	40.33%
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 2915 2853 2408

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

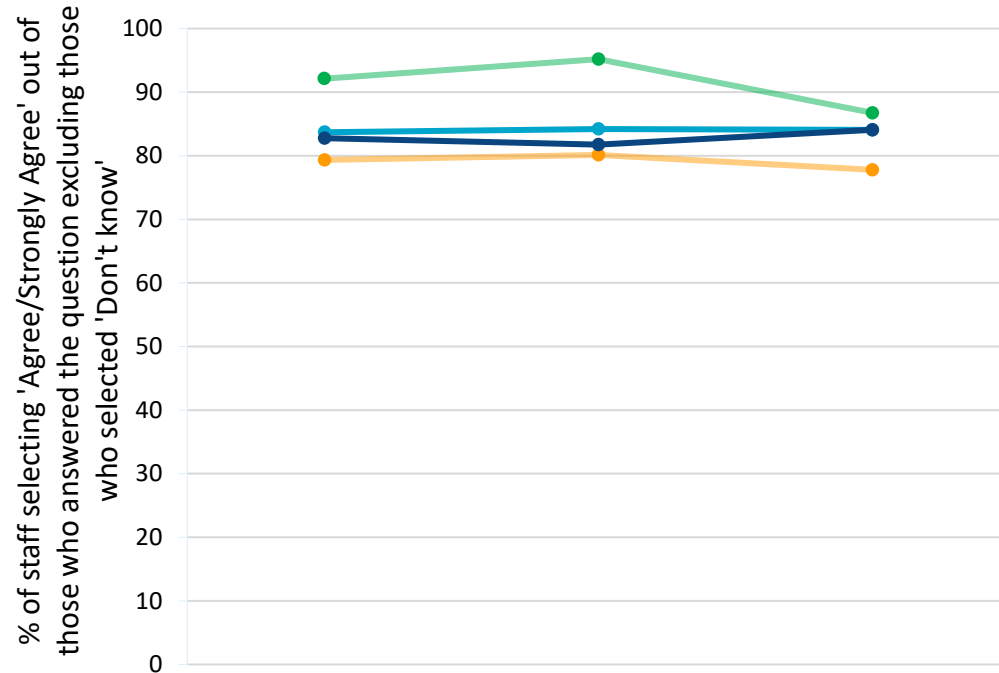


Your org	48.74%	45.97%	46.86%
Best result	67.45%	65.27%	54.65%
Average result	48.22%	50.82%	50.60%
Worst result	41.38%	41.11%	43.19%

Responses 2305 2246 1875

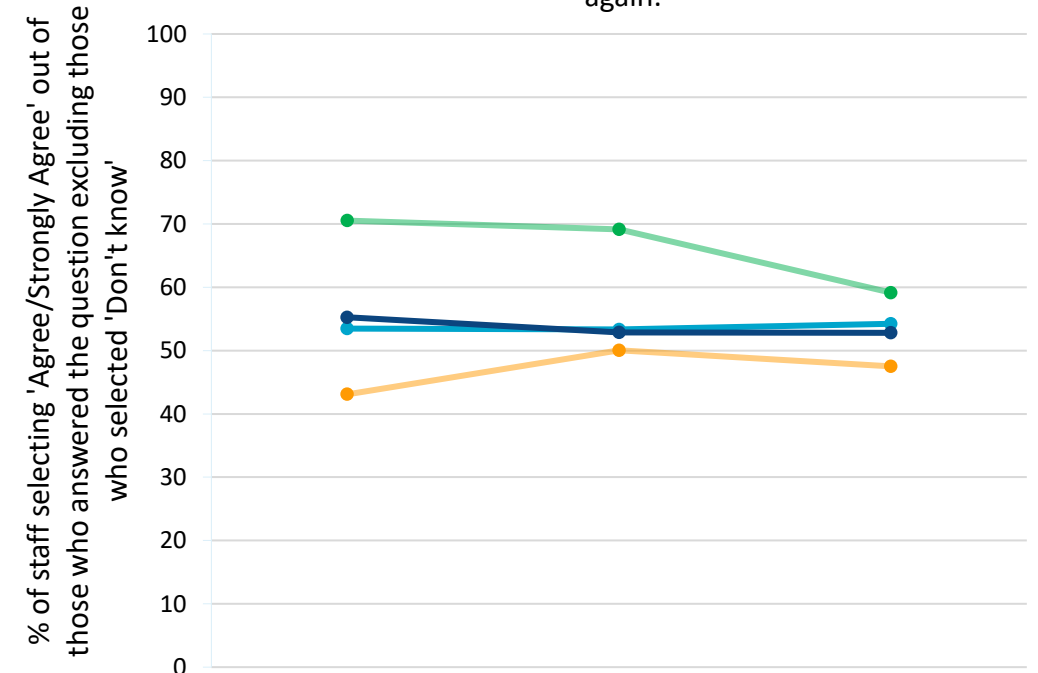


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
Your org	82.75%	81.75%	84.08%
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	2831	2783	2345

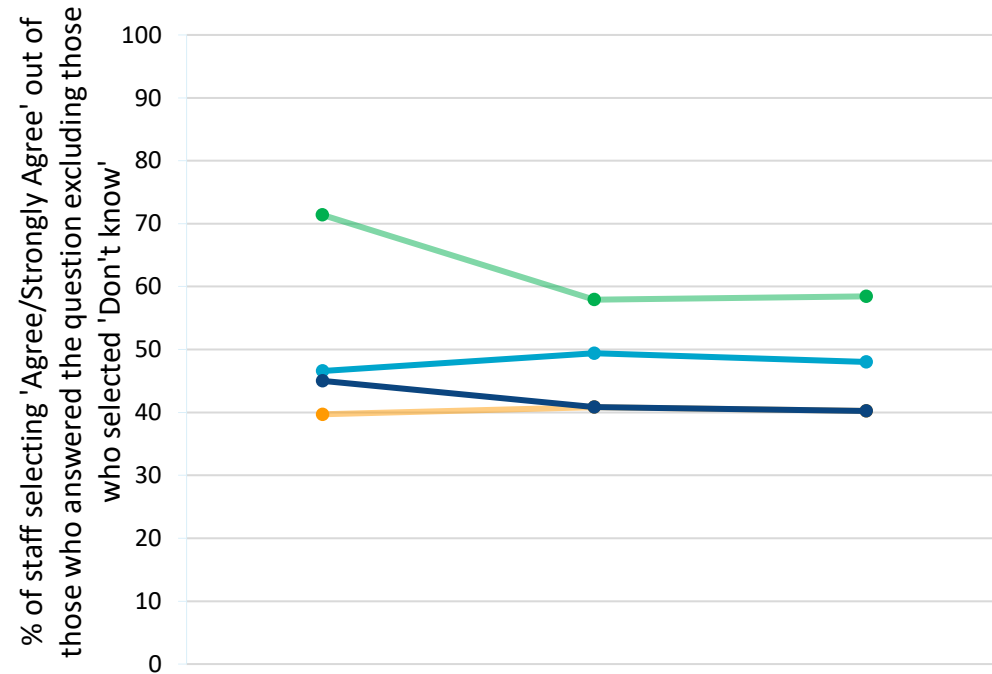
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



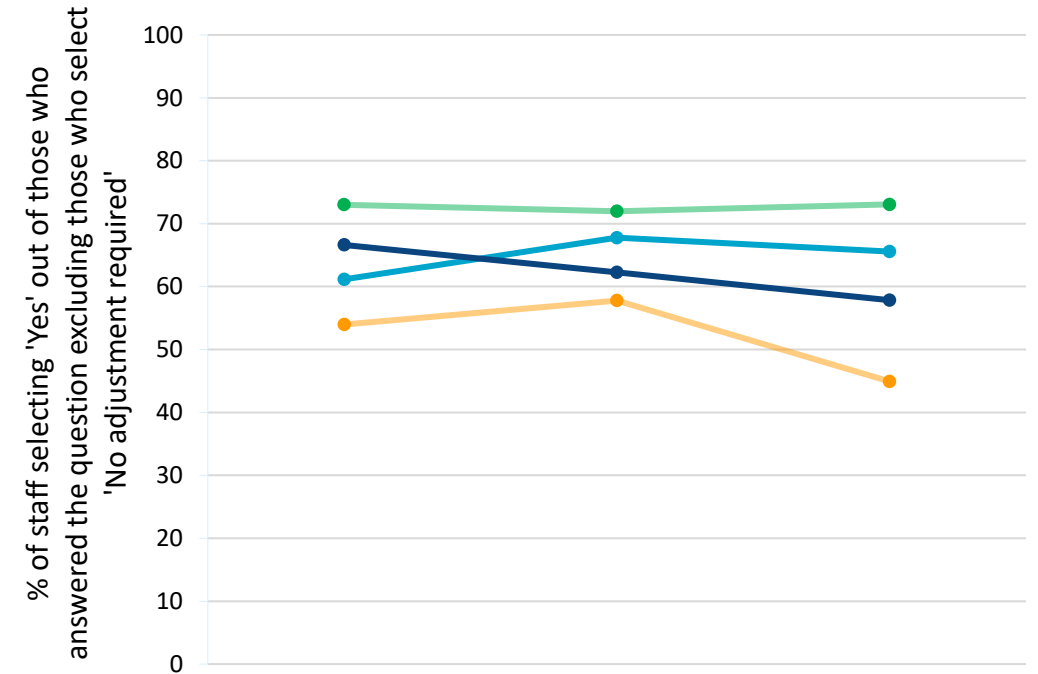
	2022	2023	2024
Your org	55.26%	52.86%	52.80%
Best result	70.53%	69.13%	59.15%
Average result	53.46%	53.34%	54.23%
Worst result	43.09%	50.04%	47.53%
Responses	2534	2474	2056



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?

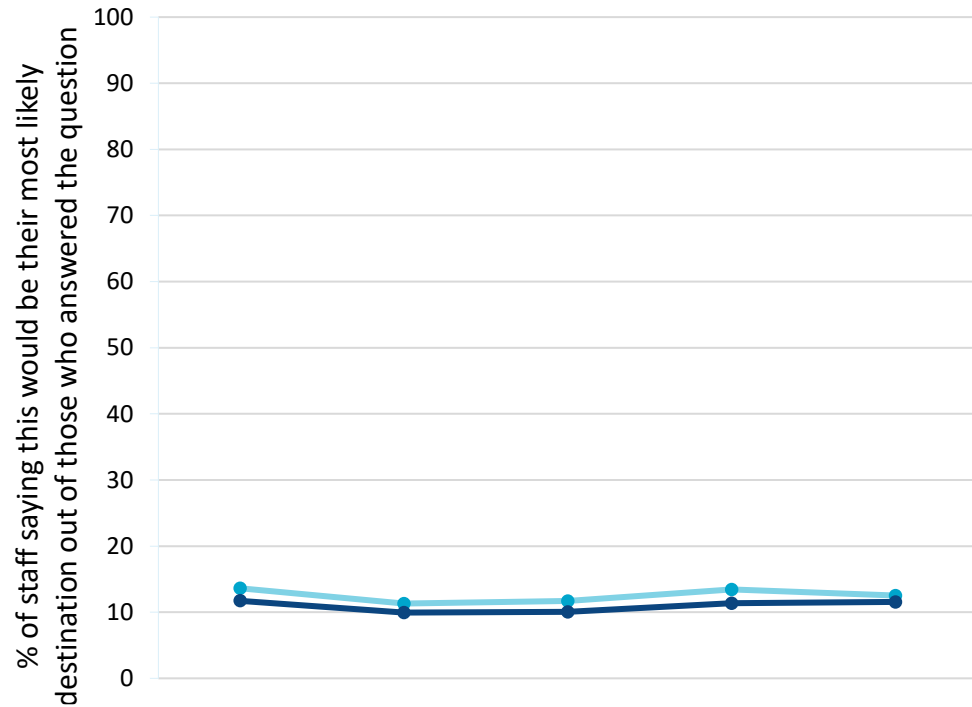


	2022	2023	2024
Your org	45.02%	40.83%	40.23%
Best result	71.39%	57.92%	58.45%
Average result	46.58%	49.41%	48.00%
Worst result	39.70%	40.83%	40.23%
Responses	2575	2488	2071

	2022	2023	2024
Your org	66.62%	62.24%	57.84%
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	371	450	393



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

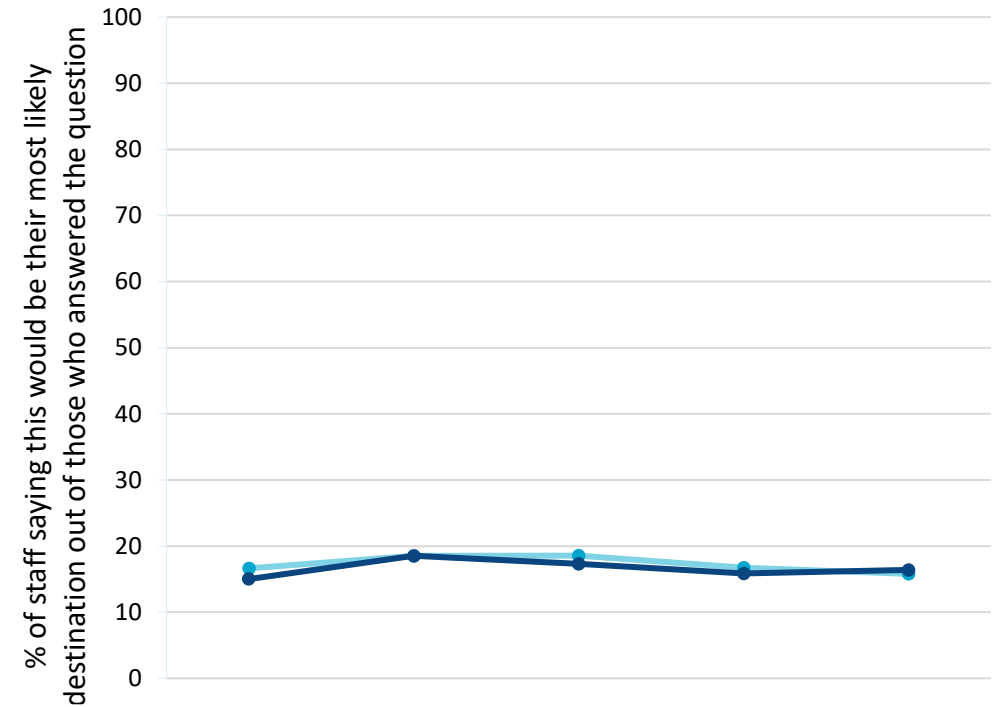


2020 2021 2022 2023 2024

Your org	11.71%	9.95%	10.07%	11.37%	11.57%
Average	13.62%	11.31%	11.68%	13.43%	12.52%

Responses 3244 3016 2820 2789 2350

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



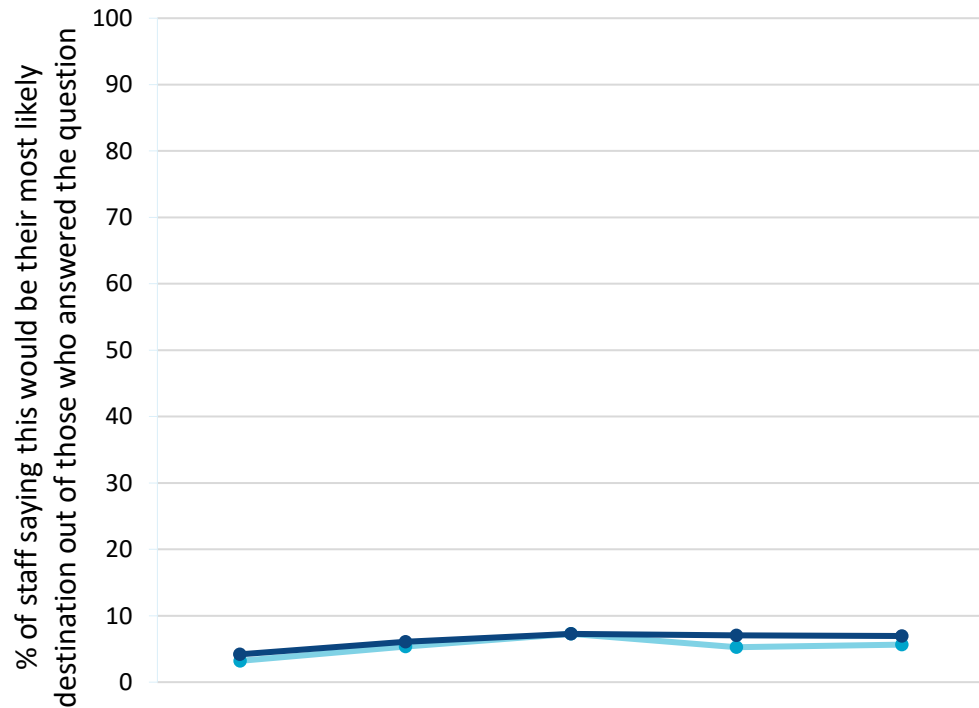
2020 2021 2022 2023 2024

Your org	15.01%	18.53%	17.34%	15.88%	16.38%
Average	16.65%	18.53%	18.55%	16.72%	15.80%

Responses 3244 3016 2820 2789 2350



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.

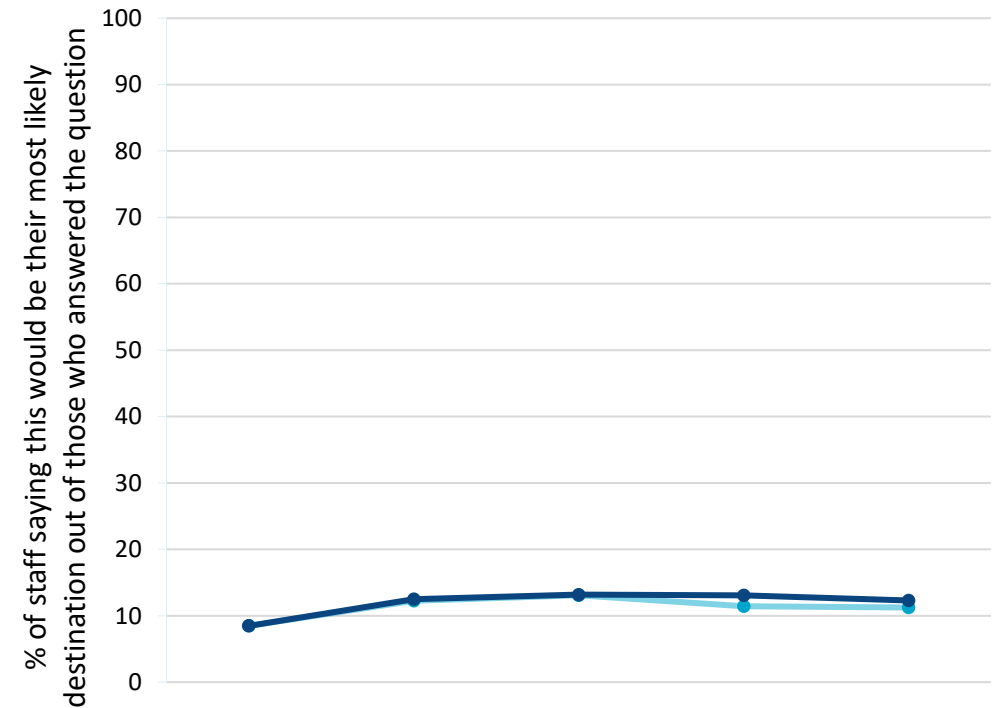


2020 2021 2022 2023 2024

Your org	4.19%	6.10%	7.27%	7.06%	6.94%
Average	3.21%	5.37%	7.27%	5.27%	5.63%

Responses 3244 3016 2820 2789 2350

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.



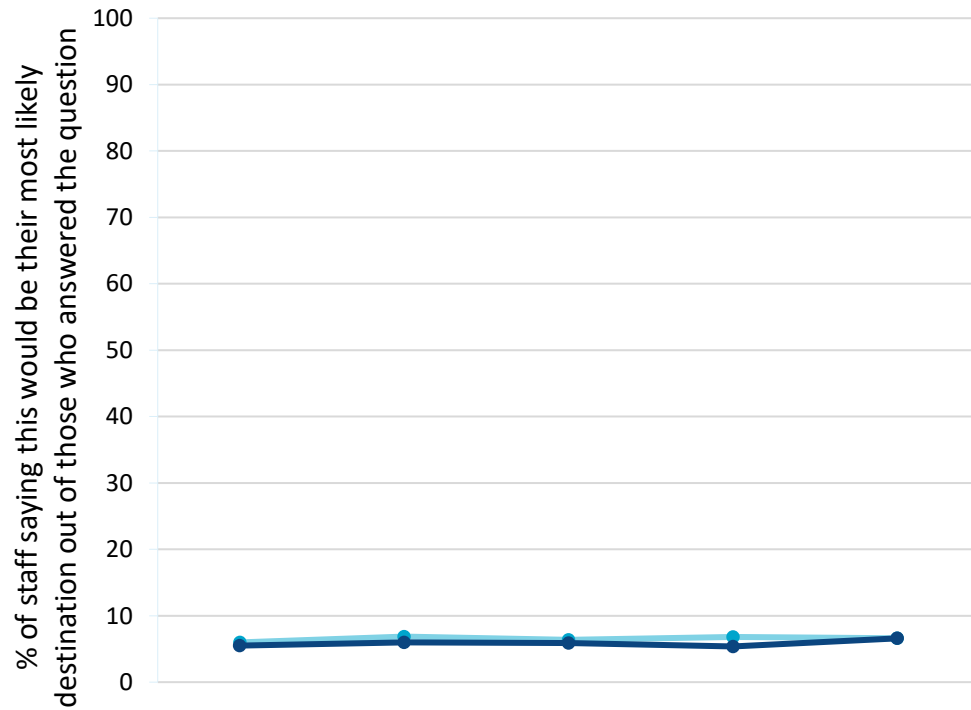
2020 2021 2022 2023 2024

Your org	8.48%	12.50%	13.19%	13.09%	12.30%
Average	8.48%	12.28%	13.08%	11.43%	11.22%

Responses 3244 3016 2820 2789 2350



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.

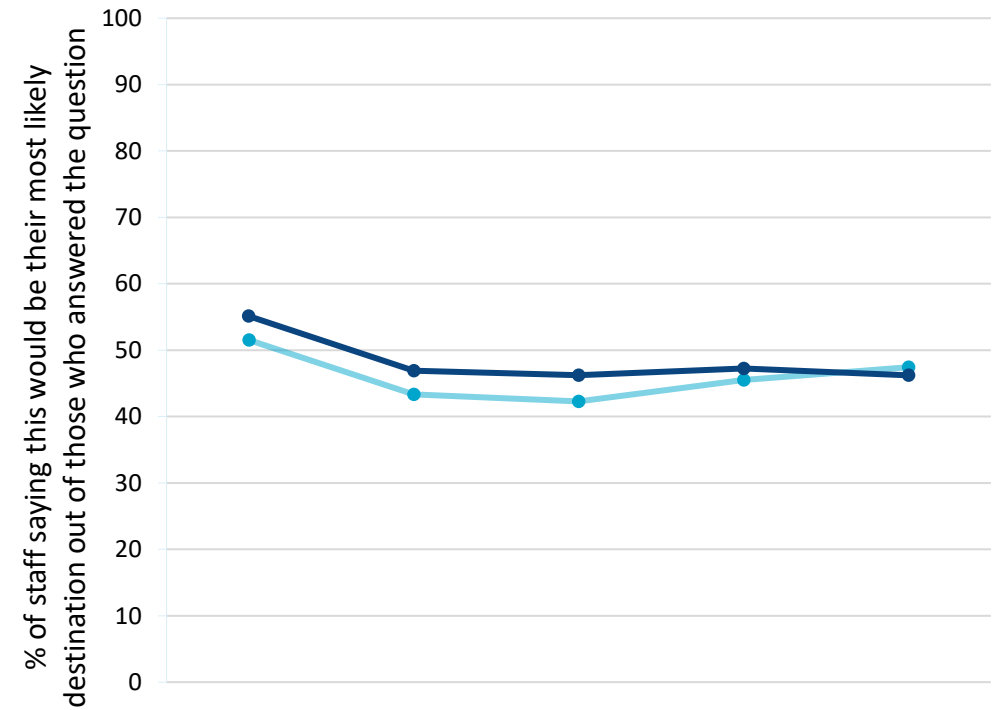


2020 2021 2022 2023 2024

Your org	5.49%	6.00%	5.89%	5.38%	6.60%
Average	5.99%	6.87%	6.37%	6.80%	6.60%

Responses 3244 3016 2820 2789 2350

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	55.12%	46.92%	46.24%	47.22%	46.21%
Average	51.53%	43.32%	42.28%	45.51%	47.41%

Responses 3244 3016 2820 2789 2350

## Workforce Equality Standards

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

## Workforce Race Equality Standards (WRES)

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

## Workforce Disability Equality Standards (WDES)

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

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

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



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

## Workforce Race Equality Standards (WRES)

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

## Workforce Disability Equality Standards (WDES)

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

\*Staff with a long term condition

## Workforce Race Equality Standards (WRES)

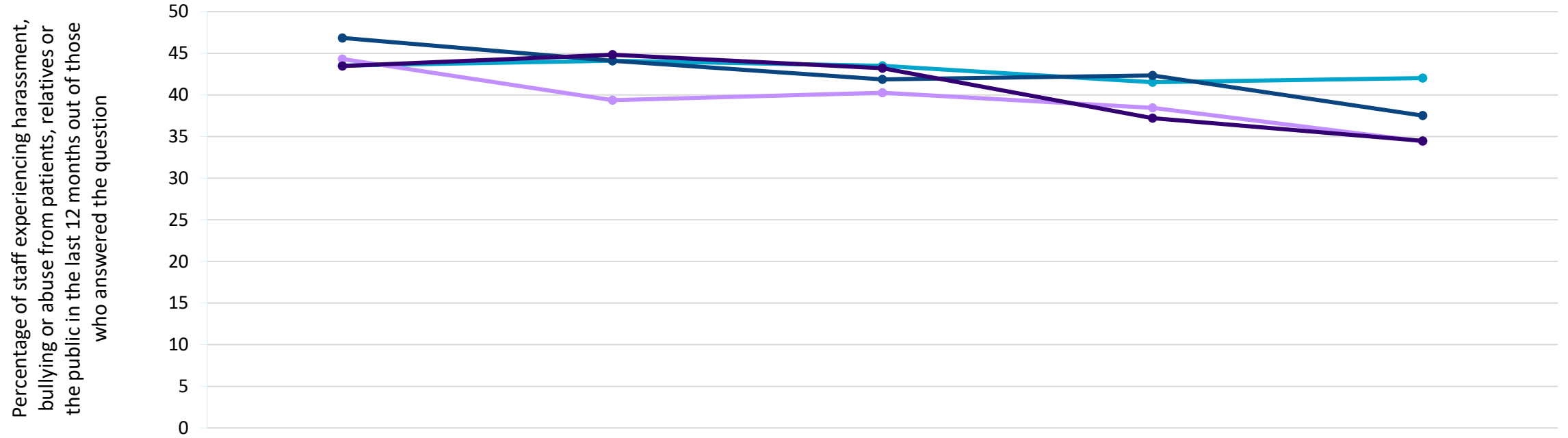
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

Data shown in the WRES charts are unweighted.

Averages are calculated as the median for the benchmark group.

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

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

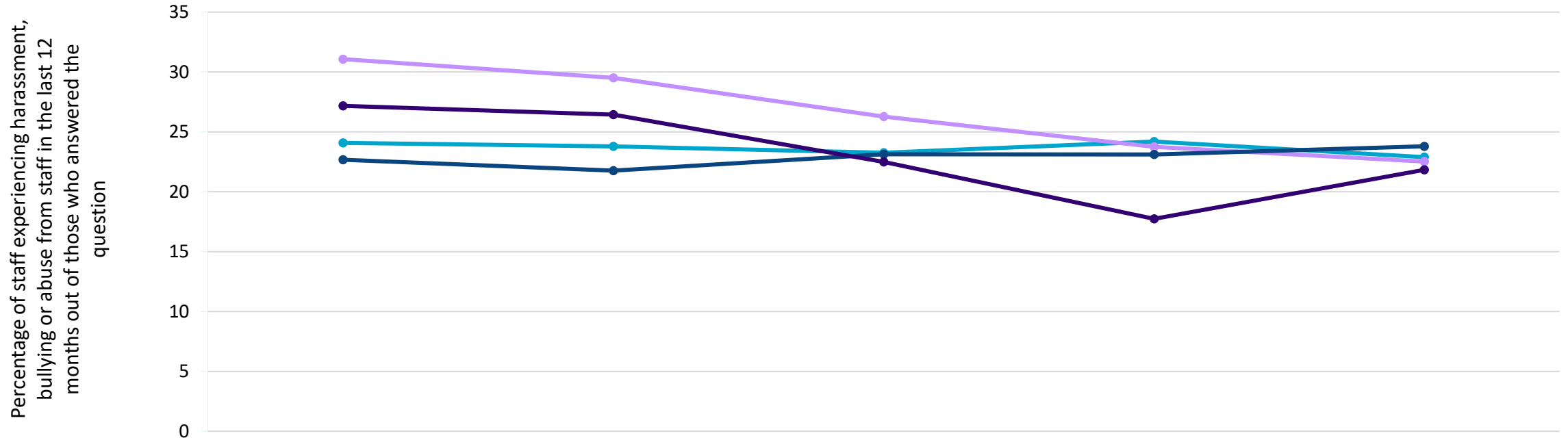


	2020	2021	2022	2023	2024
White staff: Your org	46.85%	44.11%	41.86%	42.34%	37.52%
All other ethnic groups*: Your org	43.48%	44.83%	43.21%	37.22%	34.48%
White staff: Average	43.52%	44.11%	43.50%	41.53%	42.03%
All other ethnic groups*: Average	44.32%	39.36%	40.25%	38.45%	34.42%
White staff: Responses	3063	2954	2831	2379	2327
All other ethnic groups*: Responses	92	87	81	69	87

\*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

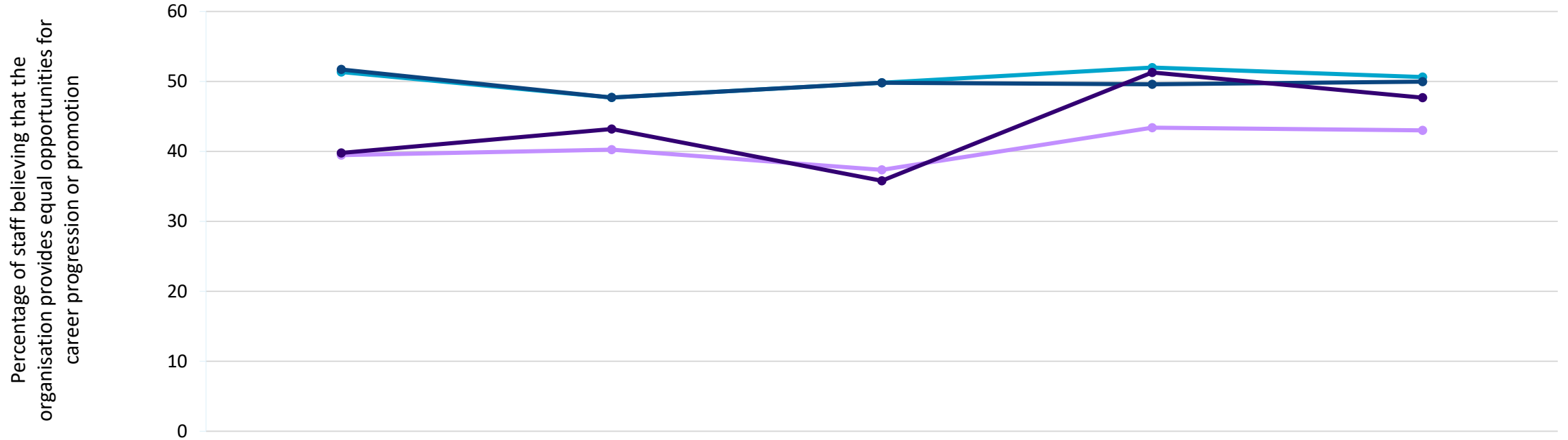


	2020	2021	2022	2023	2024
White staff: Your org	22.68%	21.76%	23.13%	23.11%	23.80%
All other ethnic groups*: Your org	27.17%	26.44%	22.50%	17.74%	21.84%
White staff: Average	24.09%	23.79%	23.25%	24.19%	22.89%
All other ethnic groups*: Average	31.08%	29.51%	26.27%	23.76%	22.52%
White staff: Responses	3064	2959	2828	2380	2328
All other ethnic groups*: Responses	92	87	80	69	87

\*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.

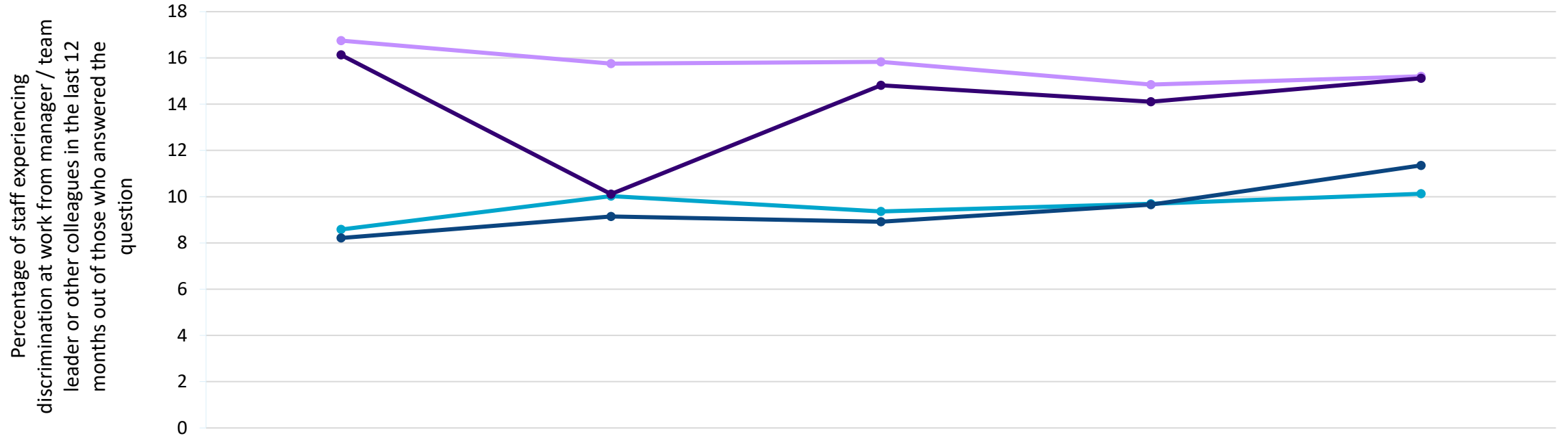
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	51.71%	47.70%	49.82%	49.61%	49.98%
All other ethnic groups*: Your org	39.78%	43.18%	35.80%	51.28%	47.67%
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	3104	2996	2818	2786	2287
All other ethnic groups*: Responses	93	88	81	78	86

\*Staff from all other ethnic groups combined

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



	2020	2021	2022	2023	2024
White staff: Your org	8.21%	9.14%	8.92%	9.66%	11.35%
All other ethnic groups*: Your org	16.13%	10.11%	14.81%	14.10%	15.12%
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	3117	3008	2825	2765	2299
All other ethnic groups*: Responses	93	89	81	78	86

\*Staff from all other ethnic groups combined

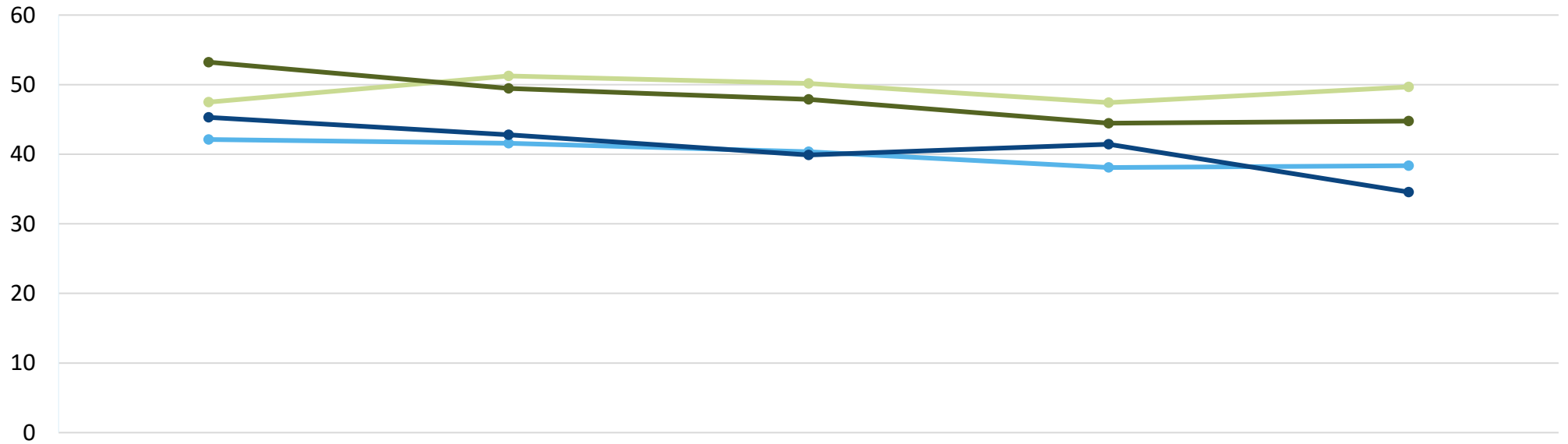
## Workforce Disability Equality Standards (WDES)

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.



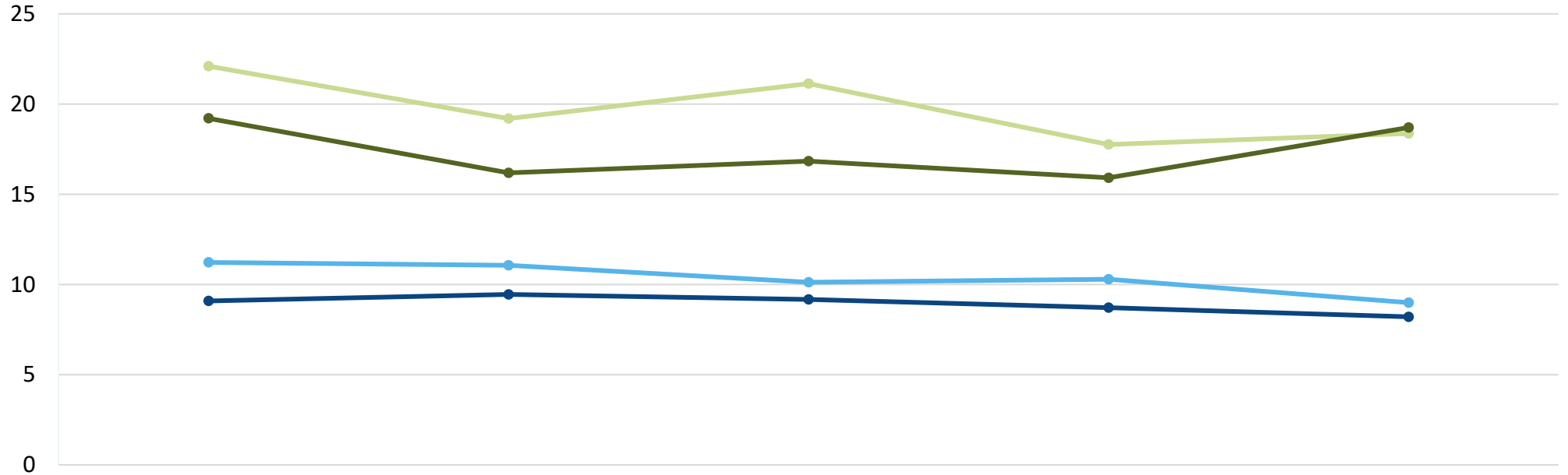
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	53.23%	49.47%	47.87%	44.46%	44.78%
Staff without a LTC or illness: Your org	45.30%	42.80%	39.89%	41.42%	34.57%
Staff with a LTC or illness: Average	47.50%	51.25%	50.17%	47.42%	49.67%
Staff without a LTC or illness: Average	42.12%	41.58%	40.36%	38.09%	38.35%
Staff with a LTC or illness: Responses	603	661	681	670	690
Staff without a LTC or illness: Responses	2594	2397	2241	1759	1730

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.

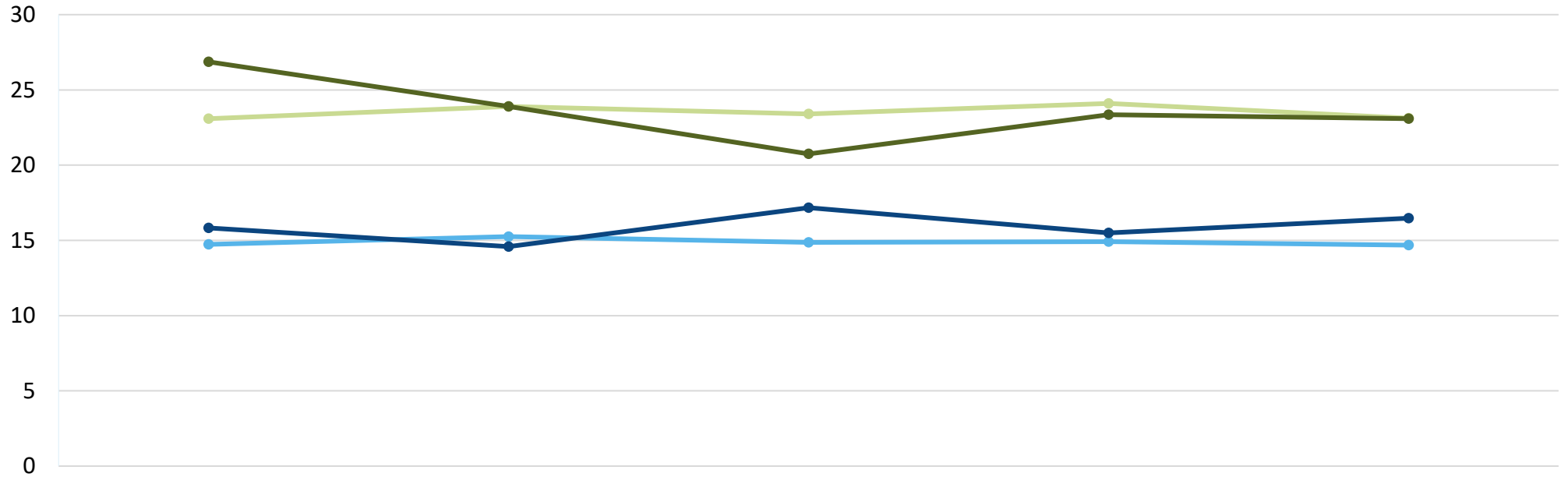


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	19.21%	16.19%	16.84%	15.91%	18.70%
Staff without a LTC or illness: Your org	9.08%	9.45%	9.16%	8.71%	8.21%
Staff with a LTC or illness: Average	22.10%	19.20%	21.14%	17.76%	18.37%
Staff without a LTC or illness: Average	11.22%	11.06%	10.12%	10.29%	8.99%
Staff with a LTC or illness: Responses	604	661	677	664	690
Staff without a LTC or illness: Responses	2587	2392	2237	1751	1718

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.

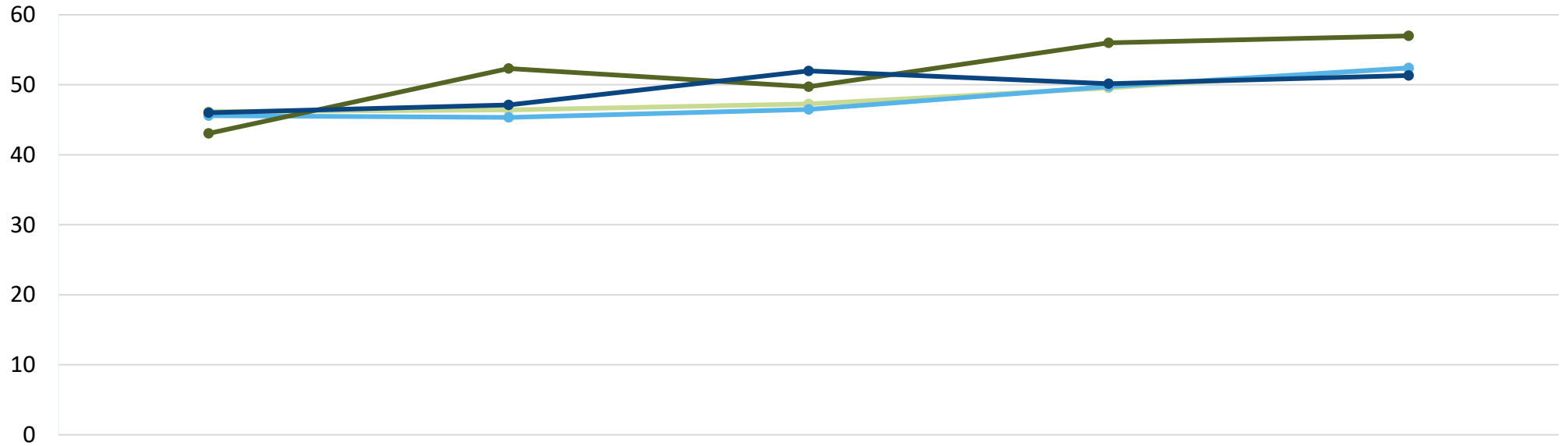


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	26.87%	23.90%	20.75%	23.35%	23.09%
Staff without a LTC or illness: Your org	15.82%	14.59%	17.17%	15.49%	16.47%
Staff with a LTC or illness: Average	23.09%	23.90%	23.40%	24.10%	23.11%
Staff without a LTC or illness: Average	14.74%	15.25%	14.87%	14.91%	14.68%
Staff with a LTC or illness: Responses	603	657	670	665	680
Staff without a LTC or illness: Responses	2591	2372	2213	1737	1712

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.

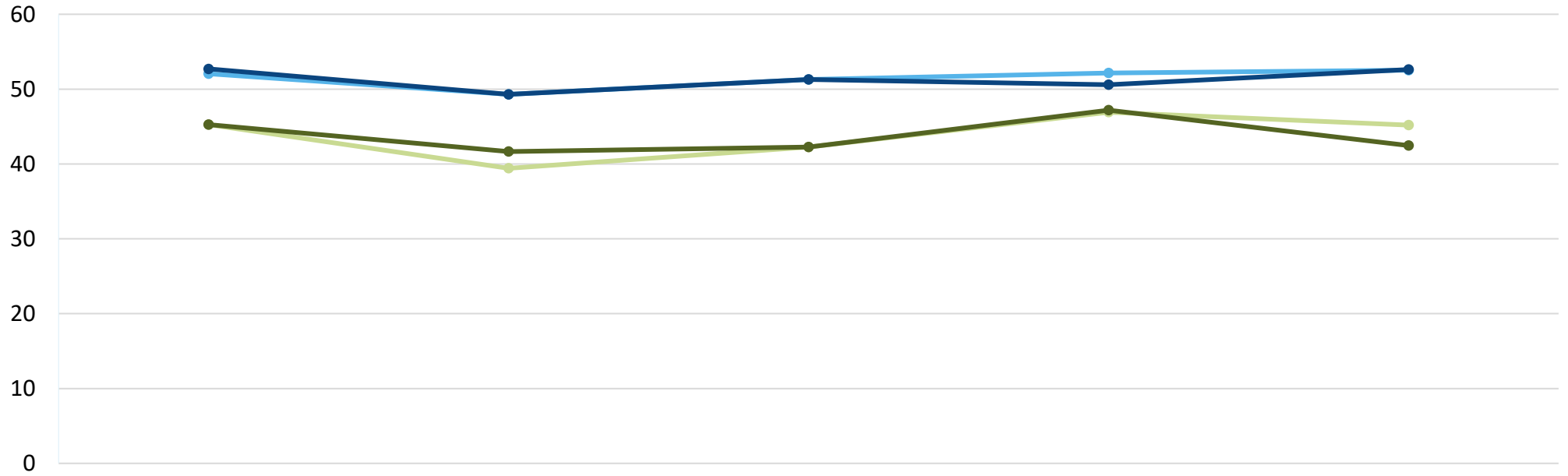


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	43.06%	52.32%	49.72%	56.01%	56.99%
Staff without a LTC or illness: Your org	46.01%	47.11%	51.99%	50.15%	51.32%
Staff with a LTC or illness: Average	46.17%	46.43%	47.26%	49.56%	52.41%
Staff without a LTC or illness: Average	45.60%	45.34%	46.49%	49.77%	52.41%
Staff with a LTC or illness: Responses	360	367	360	353	365
Staff without a LTC or illness: Responses	1141	1074	956	720	680

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

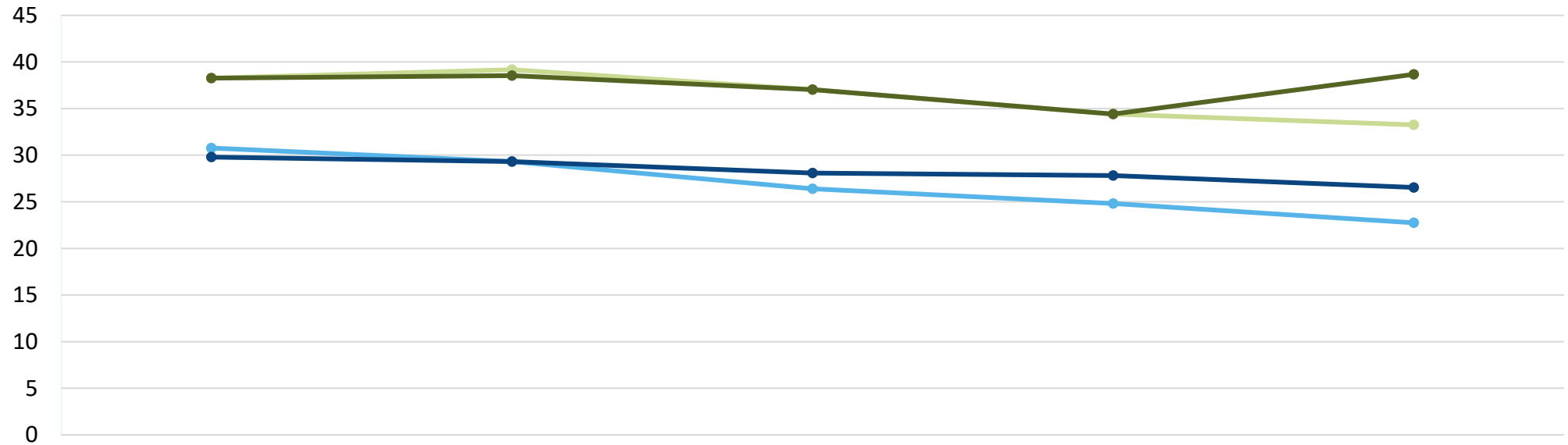
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	45.26%	41.65%	42.27%	47.19%	42.46%
Staff without a LTC or illness: Your org	52.70%	49.30%	51.28%	50.58%	52.61%
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	612	665	679	782	676
Staff without a LTC or illness: Responses	2628	2436	2231	2062	1703

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

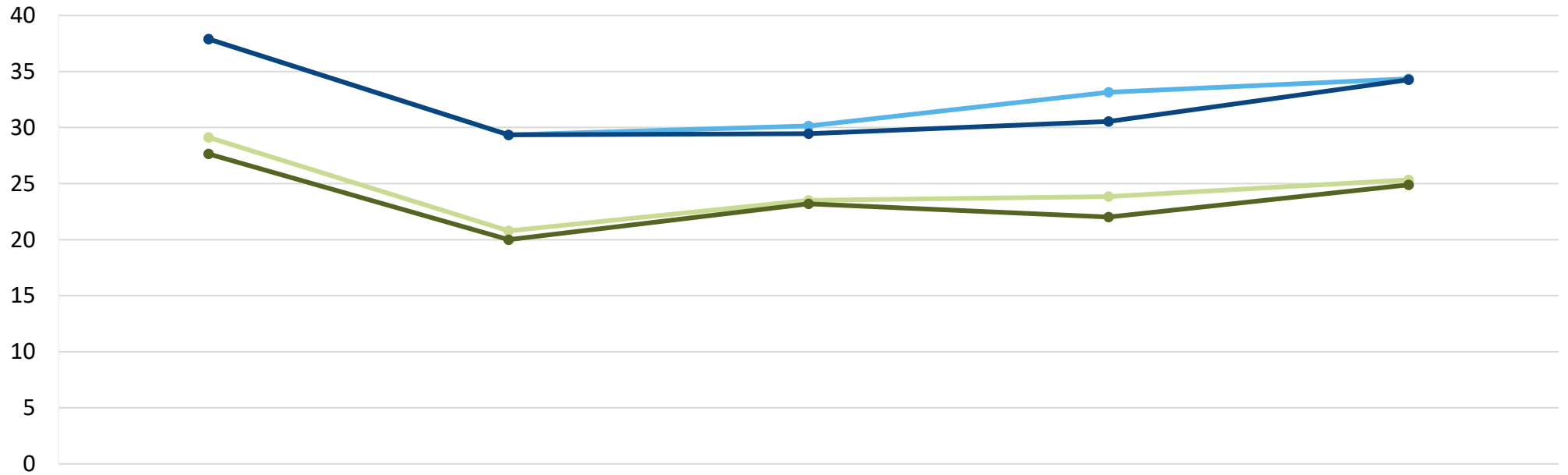
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	38.28%	38.54%	37.04%	34.41%	38.67%
Staff without a LTC or illness: Your org	29.79%	29.30%	28.10%	27.82%	26.54%
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	418	506	513	587	512
Staff without a LTC or illness: Responses	1215	1307	1260	1125	908

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

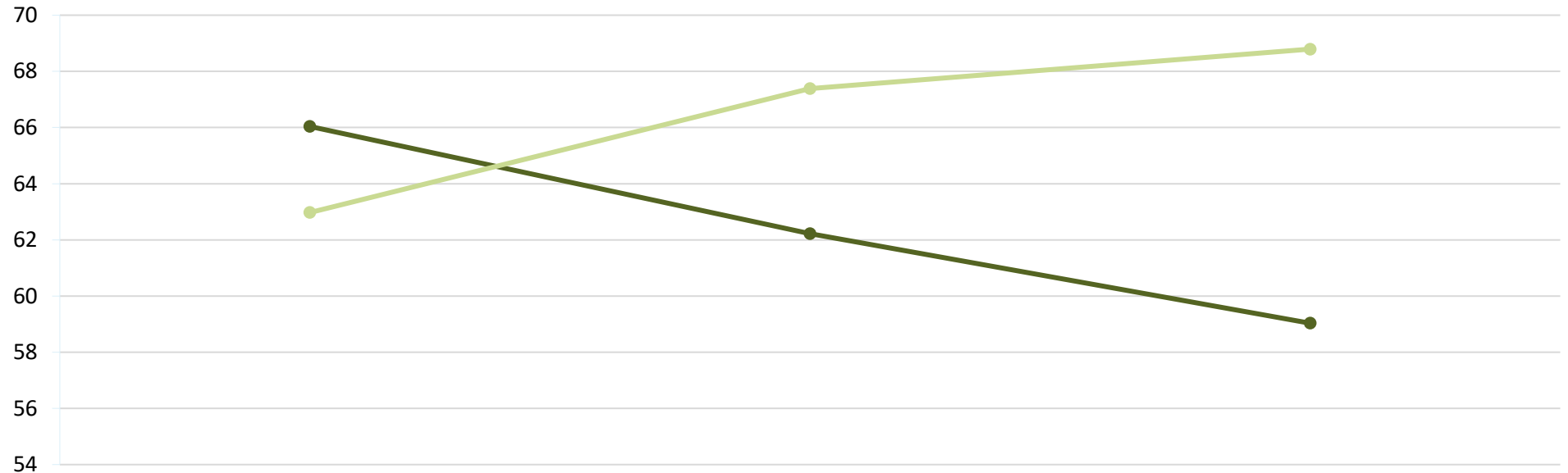
Percentage of staff satisfied with the extent to which their organisation values their work.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	27.64%	20.00%	23.20%	22.01%	24.89%
Staff without a LTC or illness: Your org	37.89%	29.35%	29.44%	30.53%	34.26%
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	615	670	681	786	691
Staff without a LTC or illness: Responses	2642	2450	2245	2060	1731

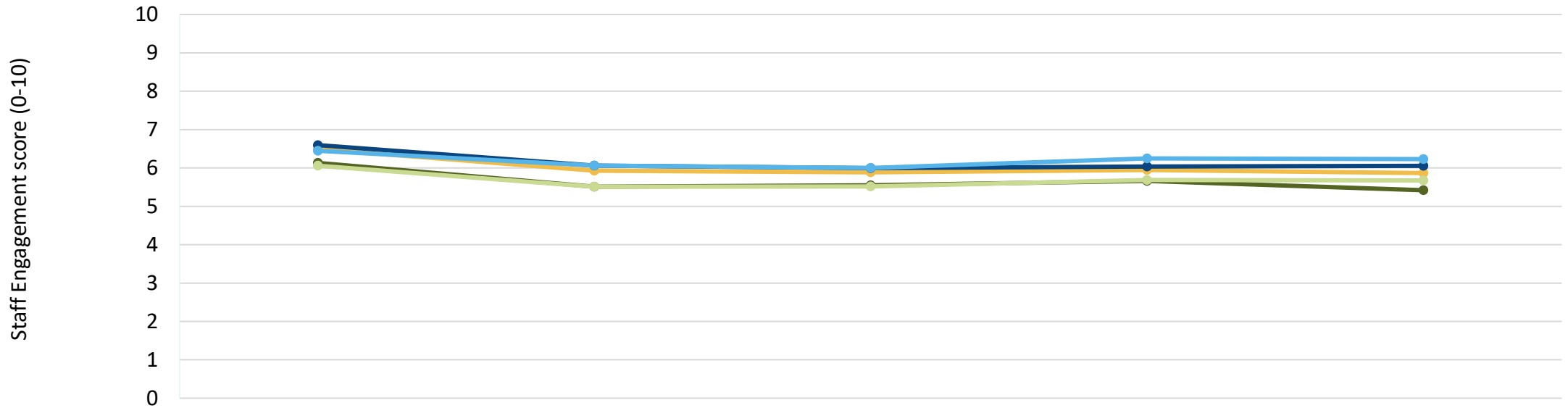
Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

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	66.04%	62.22%	59.03%
Staff with a LTC or illness: Average	62.97%	67.39%	68.79%
Staff with a LTC or illness: Responses	371	450	393

Staff engagement score (0-10)



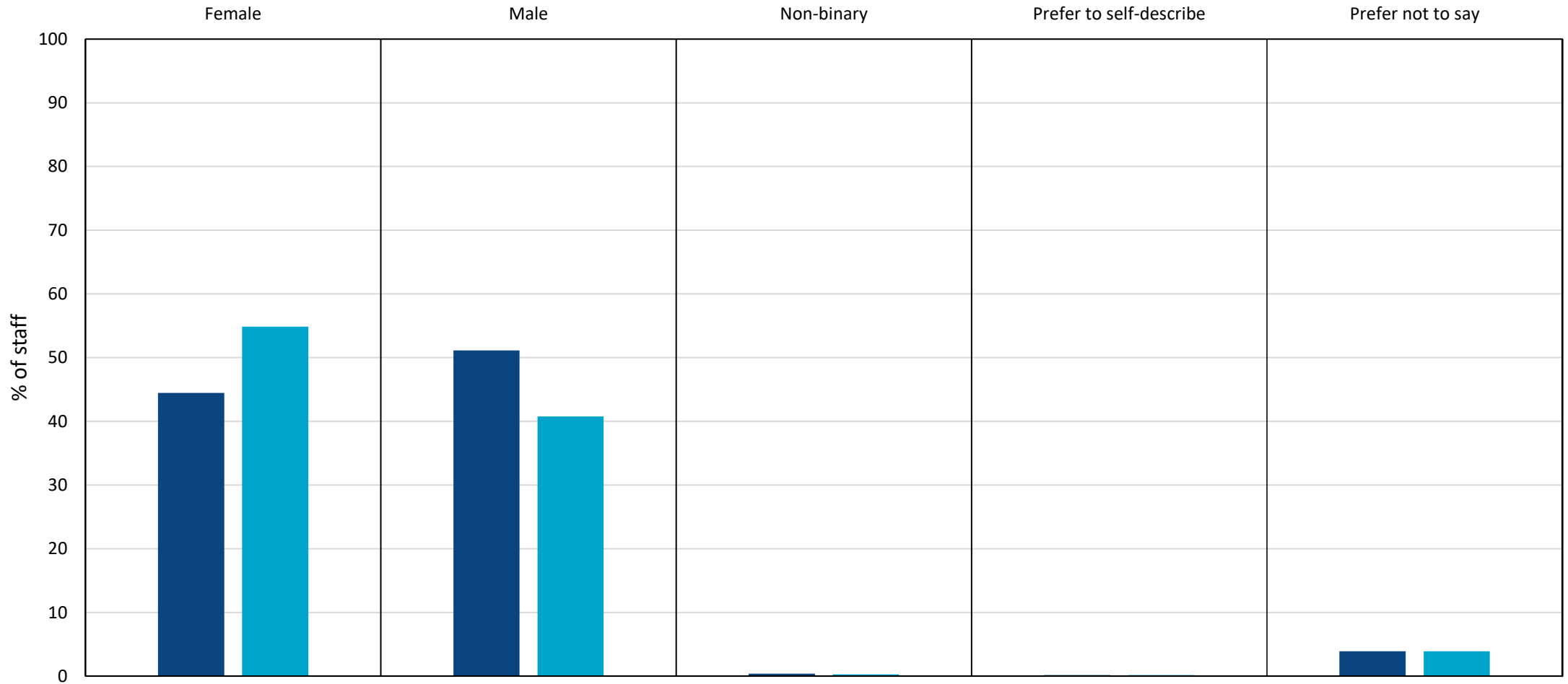
	2020	2021	2022	2023	2024
Organisation average	6.49	5.93	5.89	5.94	5.87
Staff with a LTC or illness: Your org	6.13	5.51	5.55	5.66	5.42
Staff without a LTC or illness: Your org	6.60	6.06	6.00	6.04	6.06
Staff with a LTC or illness: Average	6.06	5.51	5.52	5.69	5.68
Staff without a LTC or illness: Average	6.45	6.06	6.00	6.25	6.23
Staff with a LTC or illness: Responses	615	672	681	787	691
Staff without a LTC or illness: Responses	2647	2452	2248	2073	1733

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



## About your respondents

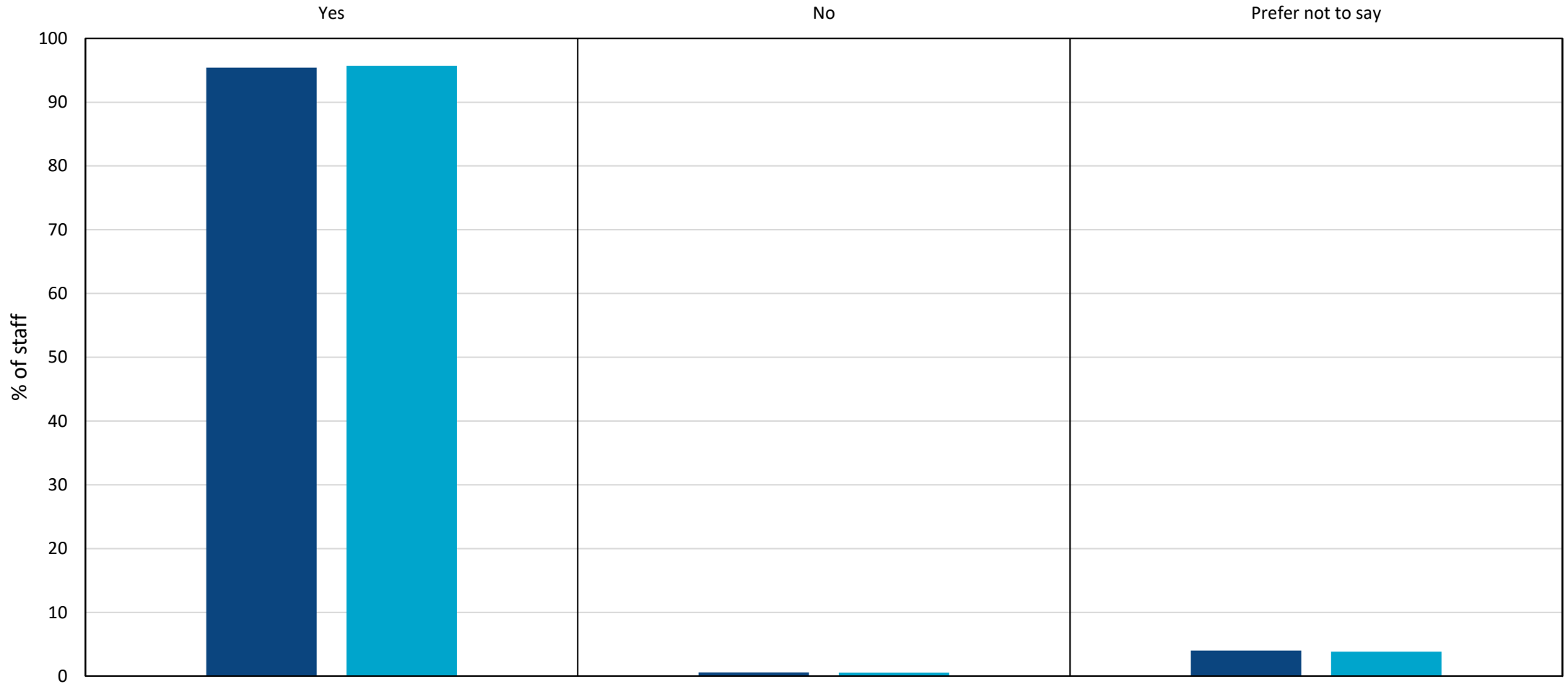
This section shows demographic and other background information for 2024.



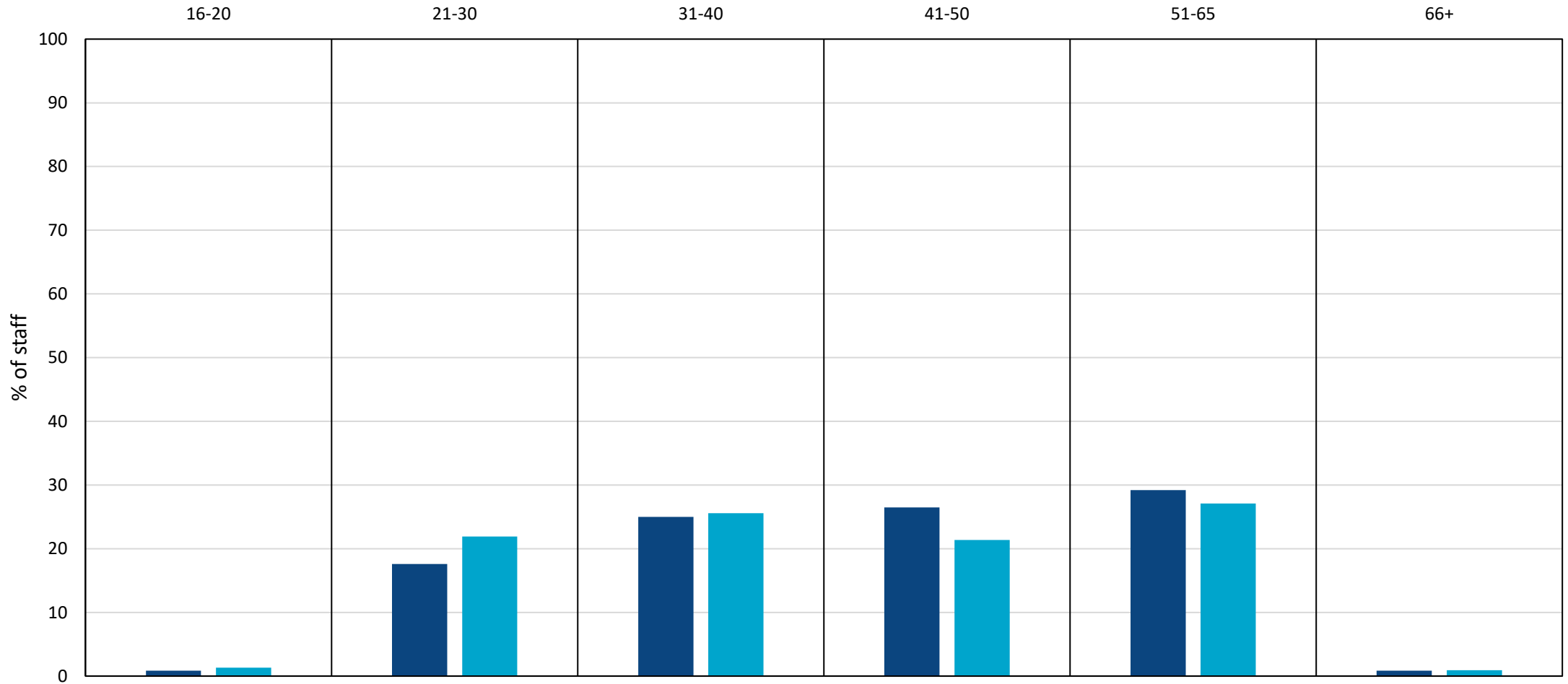
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
<b>Your org</b>	44.46%	51.12%	0.37%	0.16%	3.88%
<b>Average</b>	54.87%	40.78%	0.27%	0.16%	3.89%
<b>Responses</b>	2447	2447	2447	2447	2447



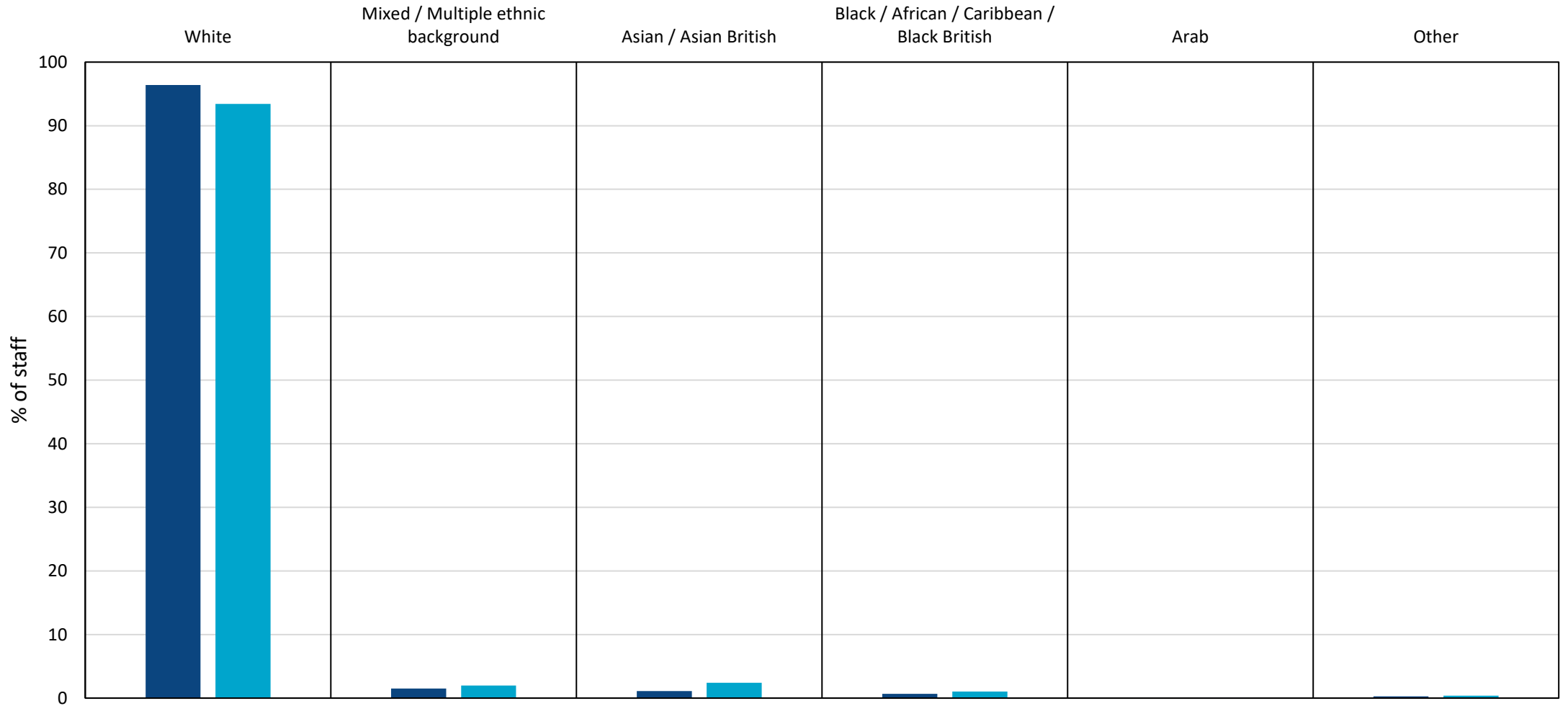
# Background details – Is your gender identity the same as the sex you were registered at birth?



Responses	Yes	No	Prefer not to say
<b>Your org</b>	95.42%	0.57%	4.01%
<b>Average</b>	95.72%	0.51%	3.81%
<b>Responses</b>	2443	2443	2443

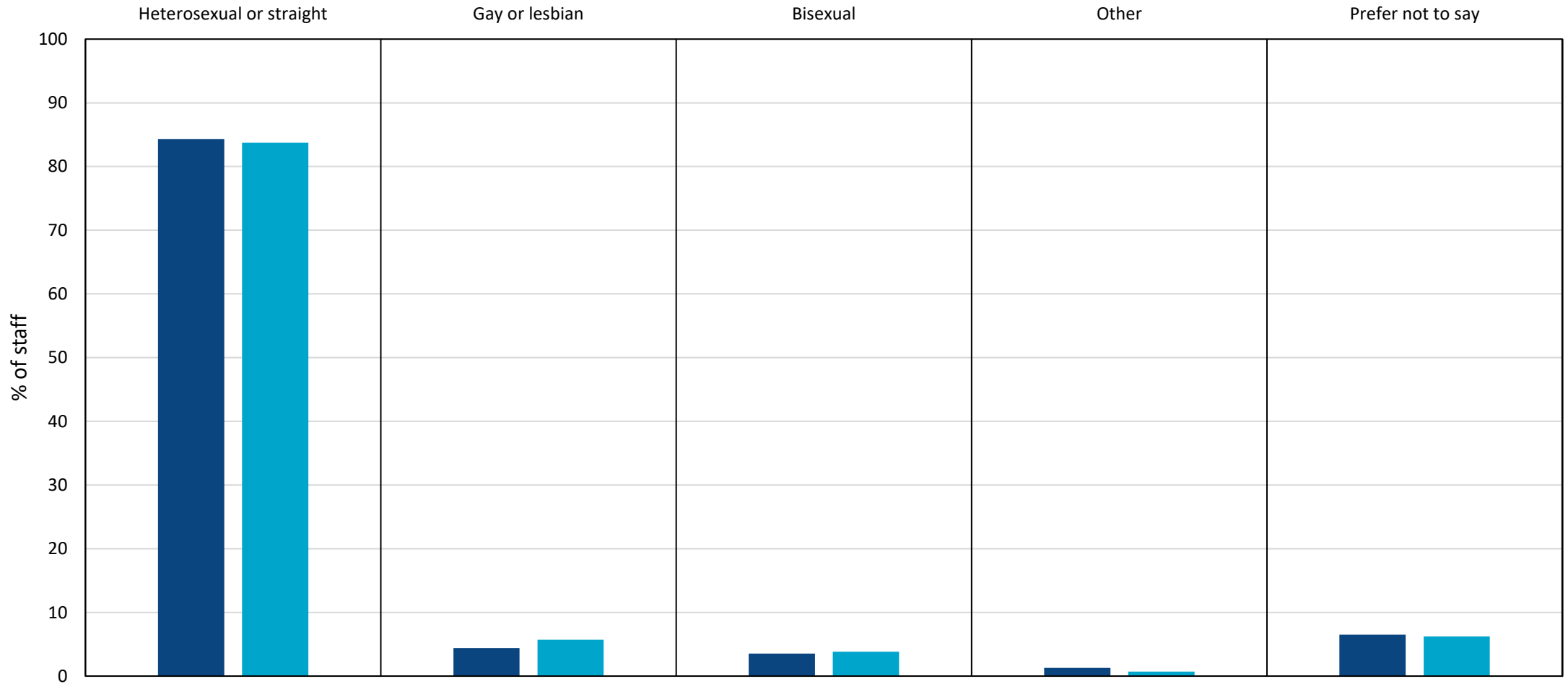


<b>Your org</b>	0.86%	17.60%	24.99%	26.47%	29.22%	0.86%
<b>Average</b>	1.32%	21.90%	25.56%	21.35%	27.11%	0.93%
<b>Responses</b>	2437	2437	2437	2437	2437	2437



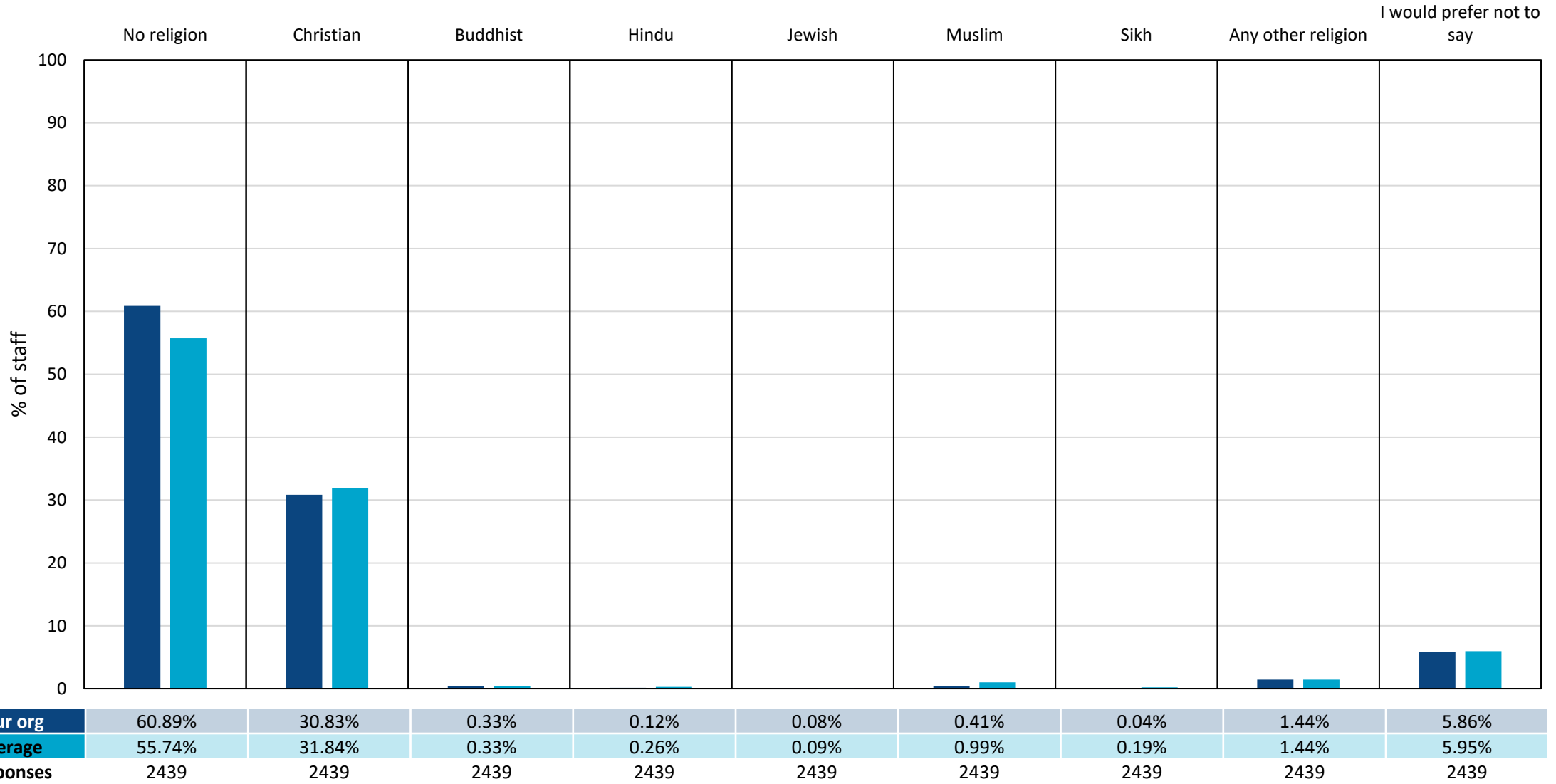
	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
<b>Your org</b>	96.40%	1.49%	1.12%	0.66%	0.04%	0.29%
<b>Average</b>	93.42%	1.96%	2.41%	1.03%	0.04%	0.37%
<b>Responses</b>	2418	2418	2418	2418	2418	2418

# Background details – Sexual orientation

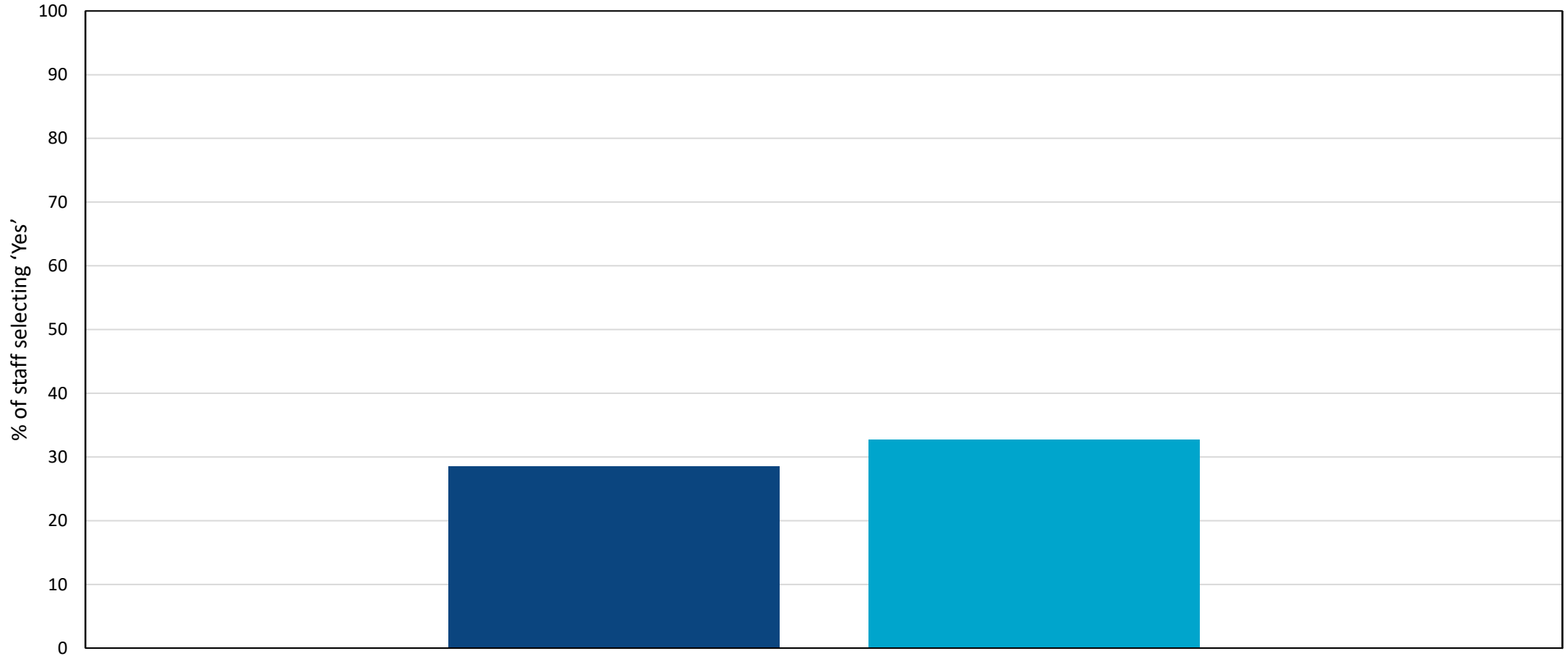


Responses	2438	2438	2438	2438	2438
<b>Your org</b>	84.29%	4.39%	3.53%	1.27%	6.52%
<b>Average</b>	83.75%	5.69%	3.83%	0.70%	6.21%

# Background details - Religion



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



<b>Your org</b>	28.51%
<b>Average</b>	32.73%
<b>Responses</b>	2424

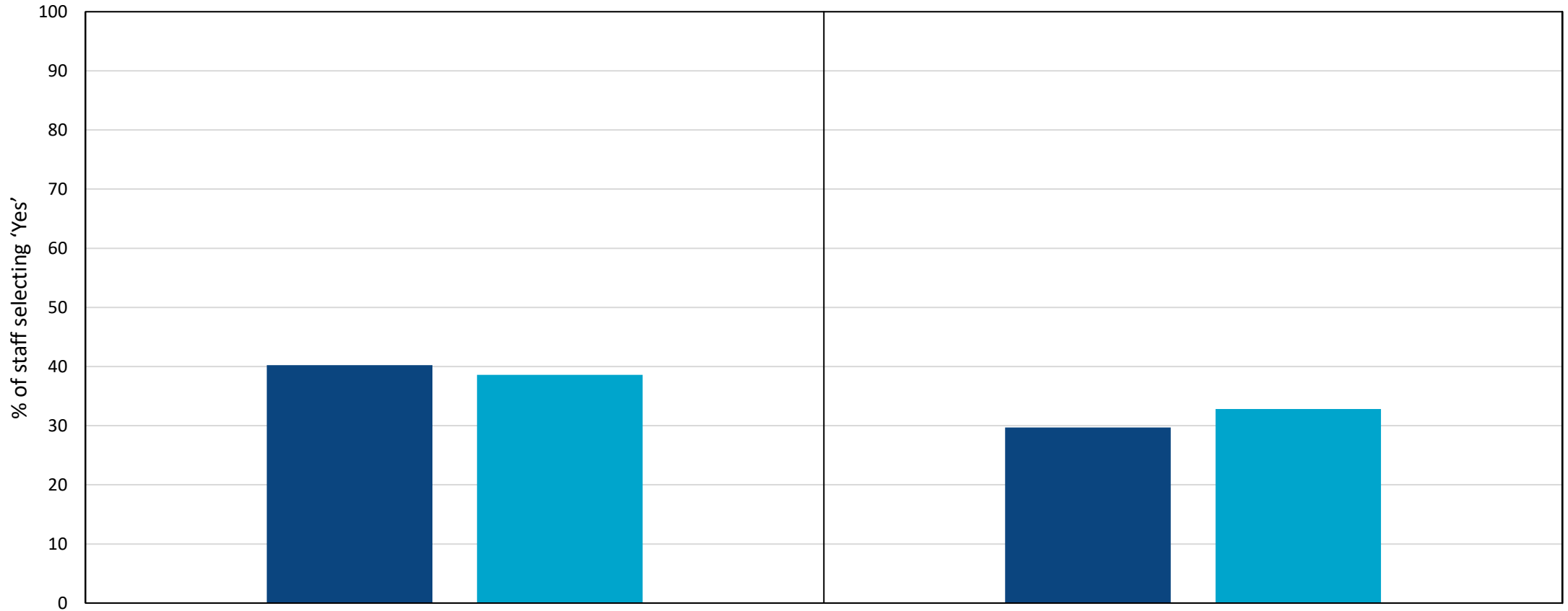




# Background details – Parental / caring responsibilities

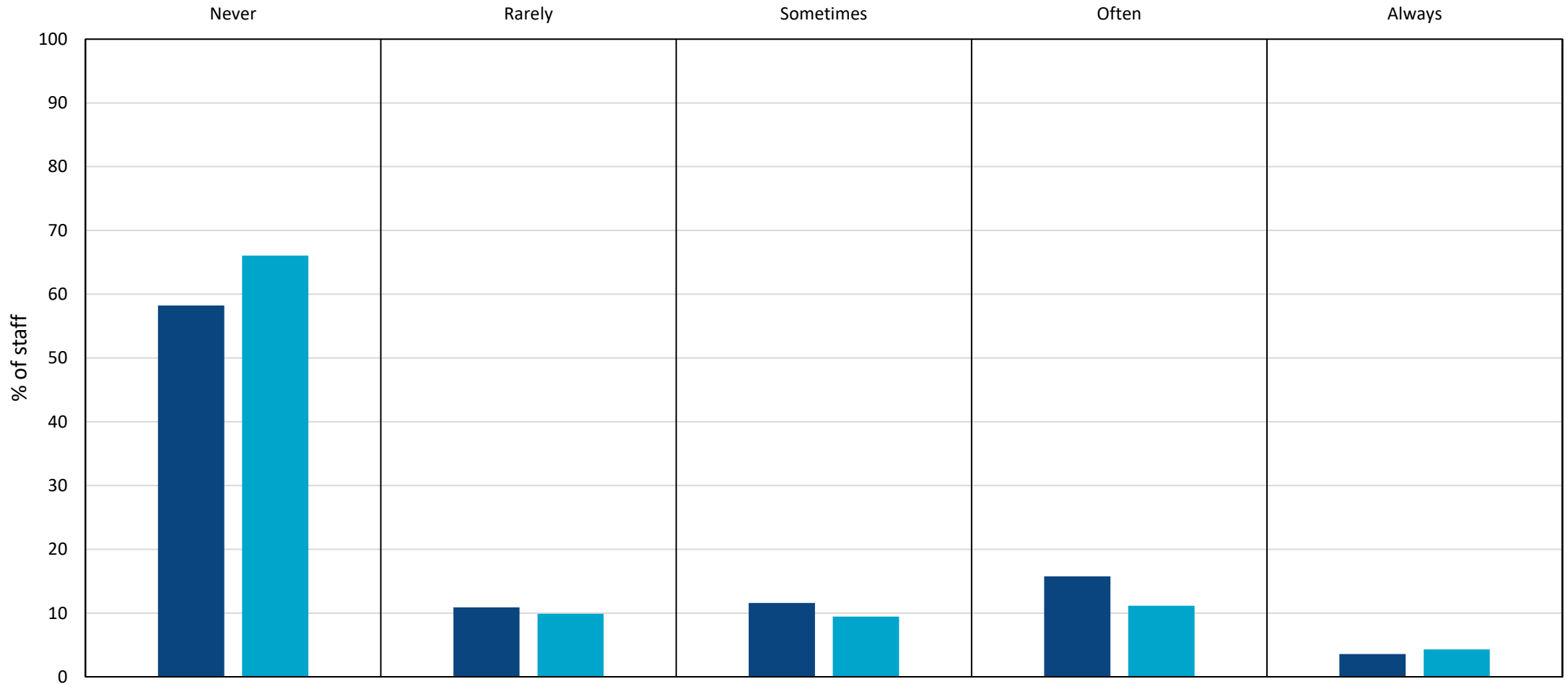
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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



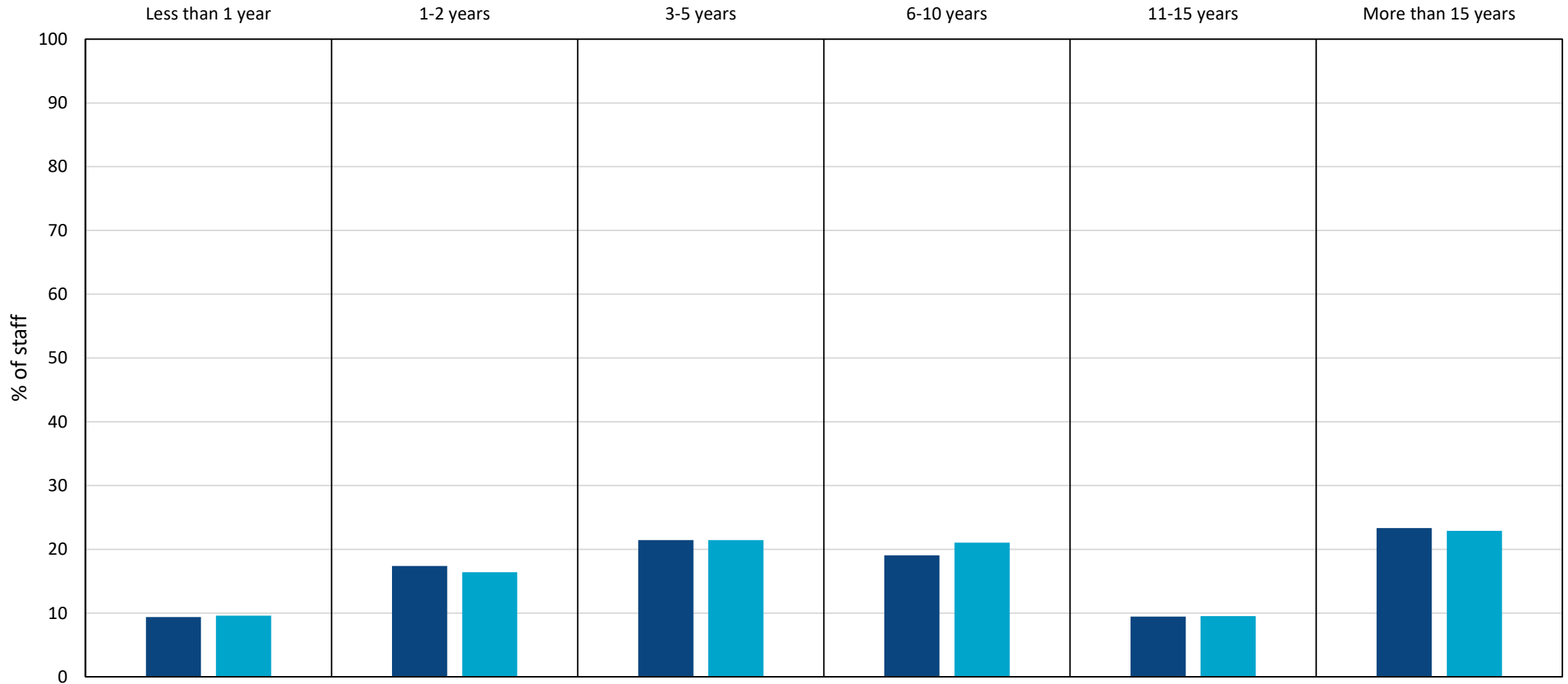
<b>Your org</b>	40.22%	29.70%
<b>Average</b>	38.59%	32.81%
<b>Responses</b>	2439	2441

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



Responses	2444	2444	2444	2444	2444
<b>Your org</b>	58.22%	10.88%	11.58%	15.75%	3.56%
<b>Average</b>	66.05%	9.88%	9.44%	11.14%	4.31%

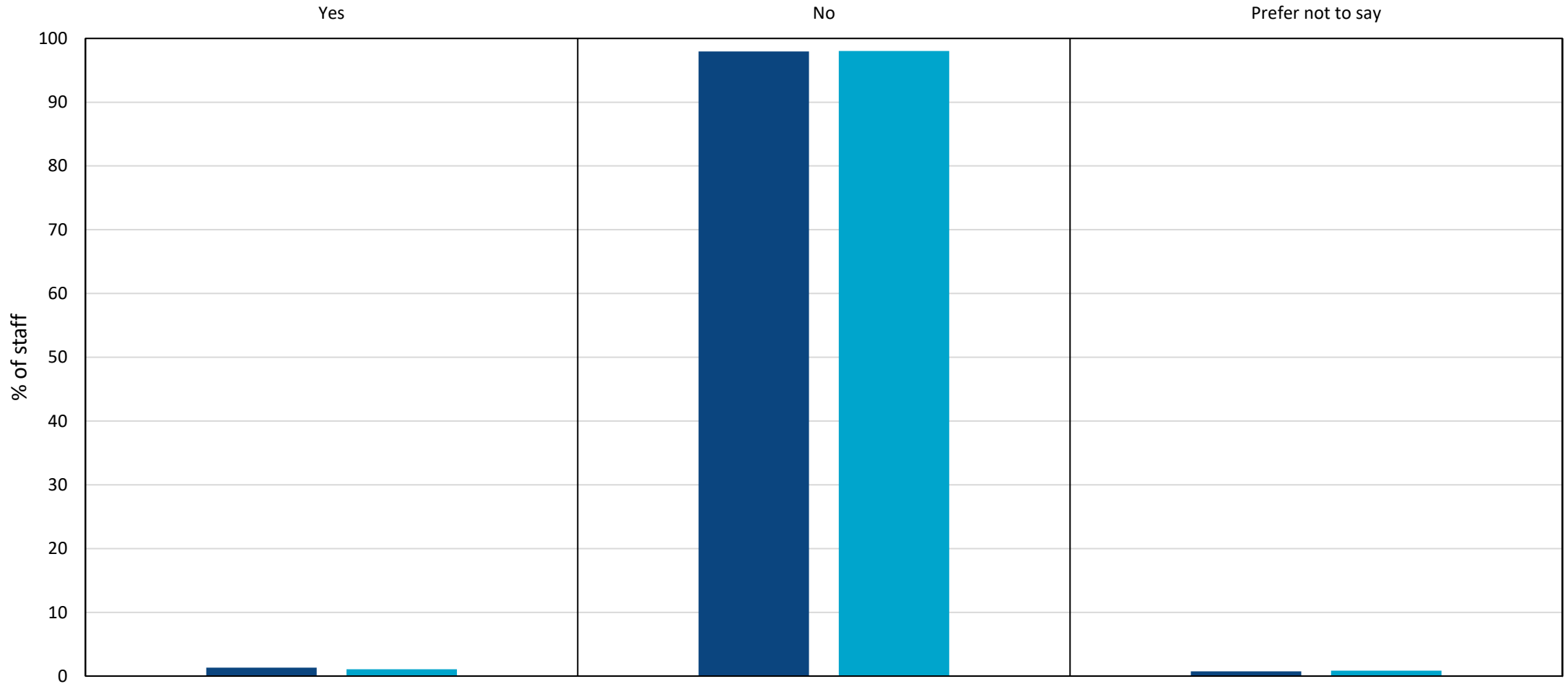
# Background details – Length of service



<b>Your org</b>	9.39%	17.38%	21.43%	19.06%	9.43%	23.32%
<b>Average</b>	9.59%	16.39%	21.43%	21.03%	9.53%	22.88%
<b>Responses</b>	2440	2440	2440	2440	2440	2440

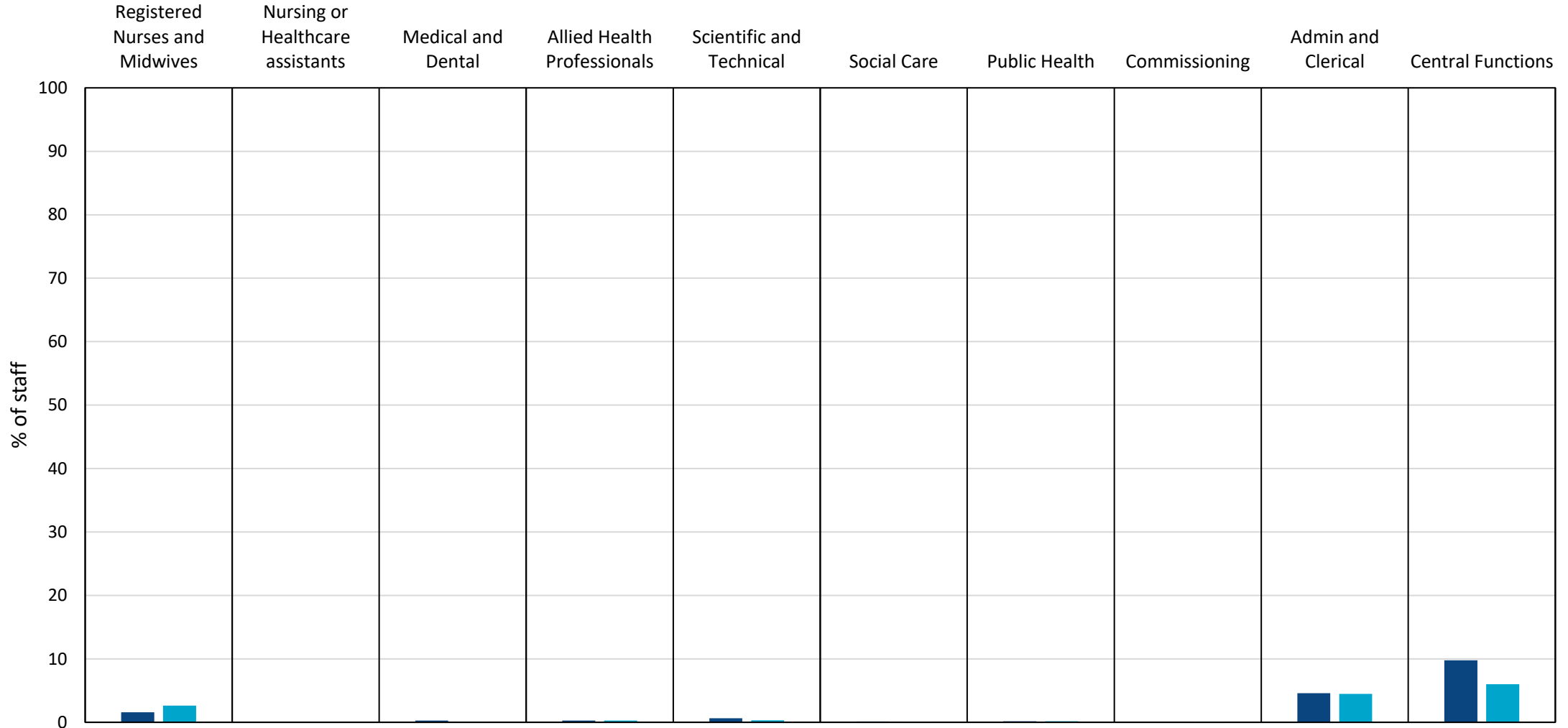


# Background details – When you joined this organisation, were you recruited from outside of the UK?



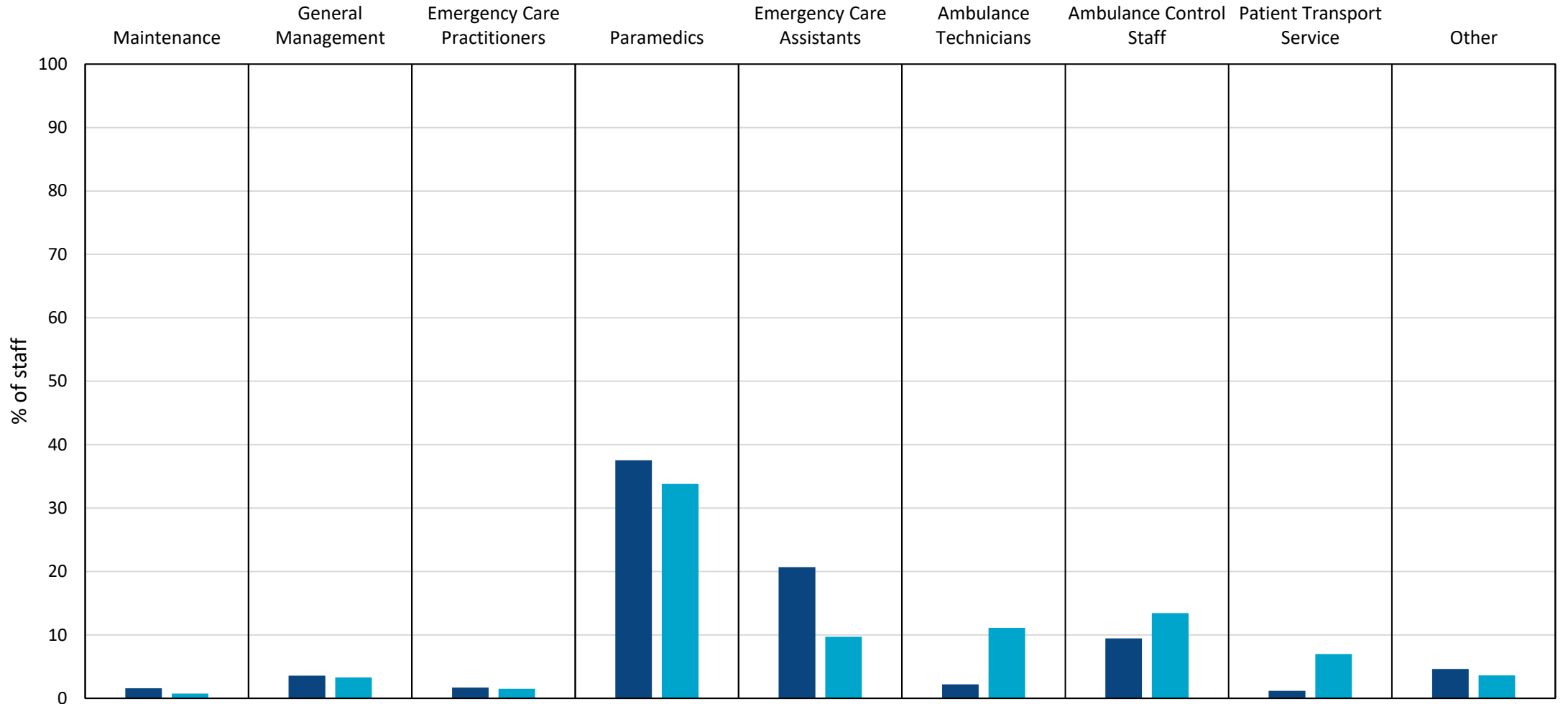
	Yes	No	Prefer not to say
<b>Your org</b>	1.31%	97.95%	0.74%
<b>Average</b>	1.08%	98.04%	0.86%
<b>Responses</b>	2434	2434	2434

# Background details – Occupational group



<b>Your org</b>	1.57%	0.00%	0.29%	0.29%	0.62%	0.12%	0.17%	0.08%	4.59%	9.76%
<b>Average</b>	2.61%	0.06%	0.10%	0.29%	0.31%	0.04%	0.17%	0.10%	4.48%	6.01%
<b>Responses</b>	2417	2417	2417	2417	2417	2417	2417	2417	2417	2417

# Background details – Occupational group



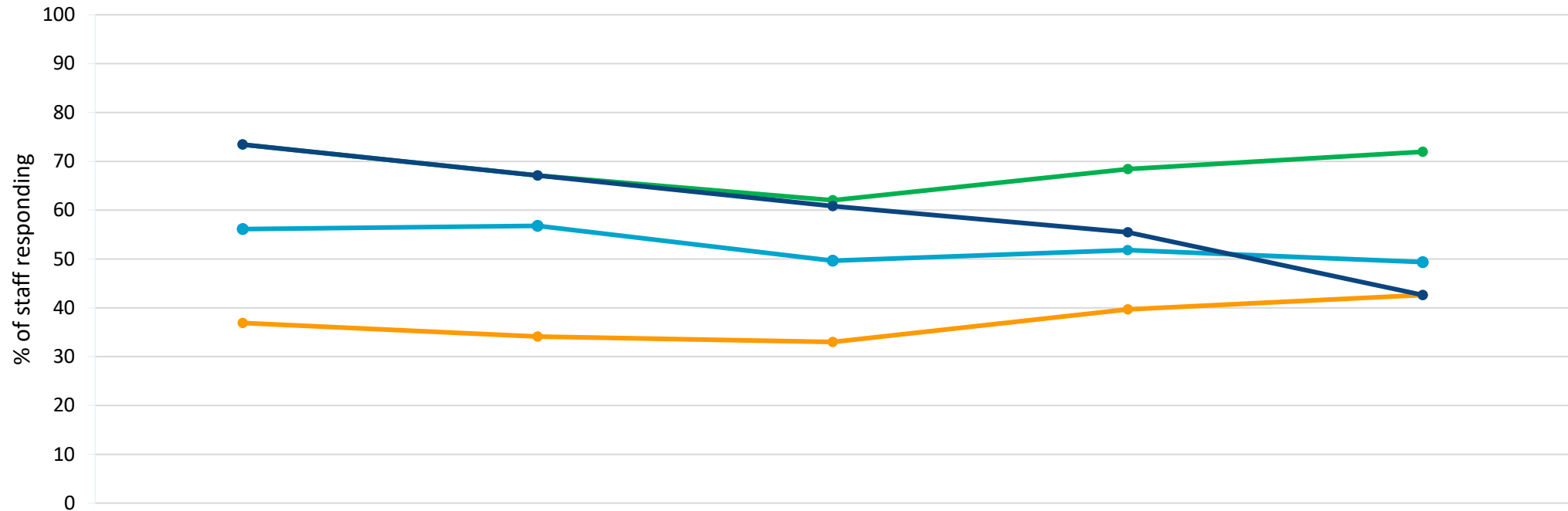
<b>Your org</b>	1.57%	3.56%	1.70%	37.53%	20.69%	2.19%	9.43%	1.20%	4.63%
<b>Average Responses</b>	0.74%	3.27%	1.51%	33.80%	9.69%	11.11%	13.44%	6.98%	3.63%
	2417	2417	2417	2417	2417	2417	2417	2417	2417

## Appendices

## Appendix A: Response rate



Response rate



	2020	2021	2022	2023	2024
<b>Your org</b>	73.43%	67.10%	60.81%	55.47%	42.61%
<b>Highest</b>	73.43%	67.10%	62.02%	68.40%	71.97%
<b>Average</b>	56.13%	56.78%	49.66%	51.81%	49.36%
<b>Lowest</b>	36.89%	34.11%	33.00%	39.69%	42.61%
Responses	3349	3210	2950	2905	2452

## Appendix B: Significance testing 2023 vs 2024

## Appendix B: Significance testing – 2023 vs 2024

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

People Promise elements	2023 score	2023 respondents	2024 score	2024 respondents	Statistically significant change?
We are compassionate and inclusive	6.77	2902	6.63	2451	Significantly lower
We are recognised and rewarded	5.23	2895	5.25	2451	Not significant
We each have a voice that counts	5.89	2887	5.72	2442	Significantly lower
We are safe and healthy	5.61	2467	5.55	2451	Not significant
We are always learning	4.86	2632	4.75	2218	Not significant
We work flexibly	5.01	2889	4.78	2445	Significantly lower
We are a team	6.01	2901	5.95	2449	Not significant
<b>Themes</b>					
Staff Engagement	5.96	2902	5.73	2452	Significantly lower
Morale	5.39	2902	5.34	2452	Not significant

\* 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.

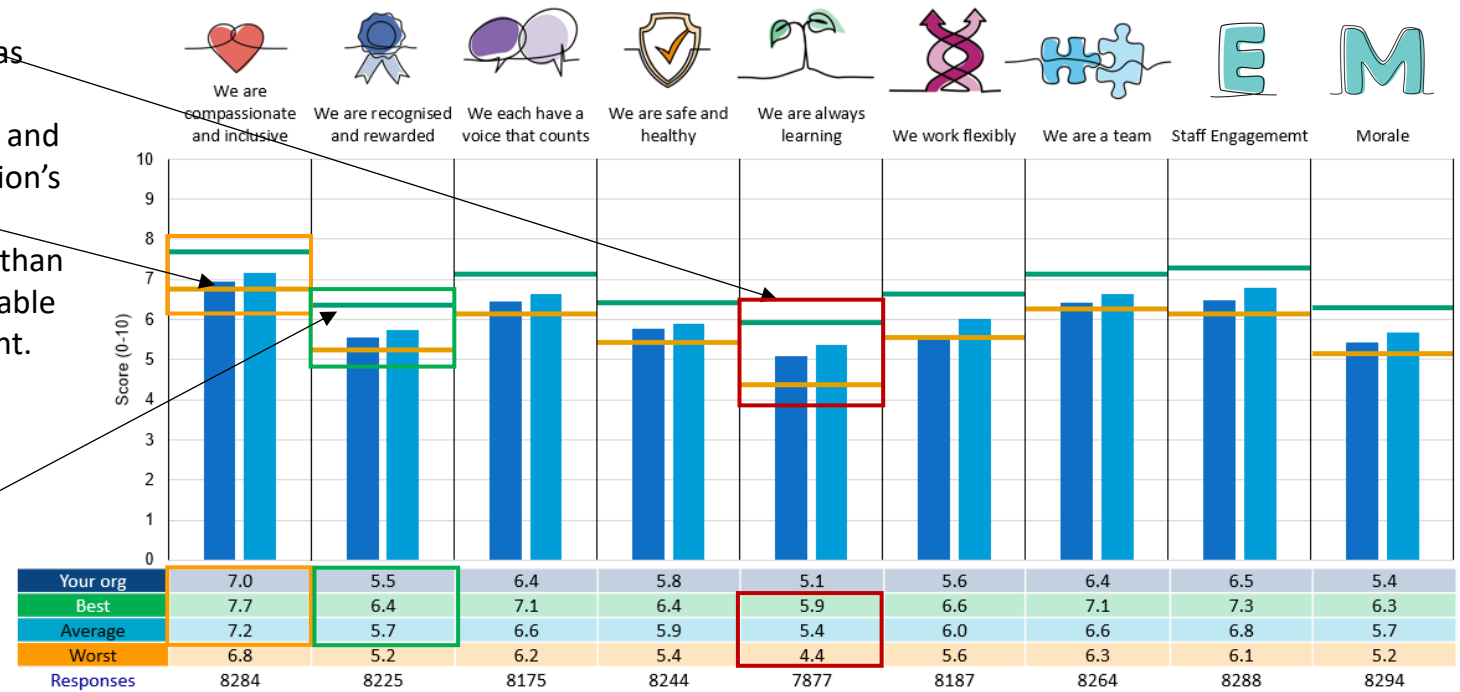
It is important to **consider each result within the range of its benchmarking group 'Best result' and 'Worst result'**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another point of reference.

## 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.

## Positive outcomes

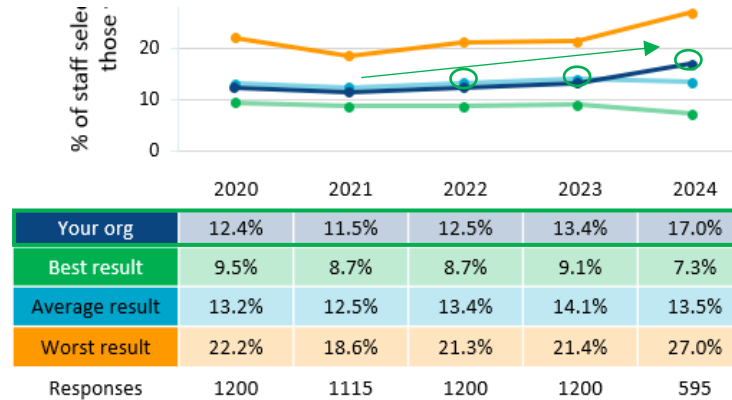
- Similarly, using the overview page it is easy to identify People Promise elements and themes which show a positive outcome for your organisation, where 'Your org' results are distinctly higher than the benchmarking group 'Average result'.
- Positive stories to report could be ones where your organisation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



Only one example is highlighted for each point

## 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.

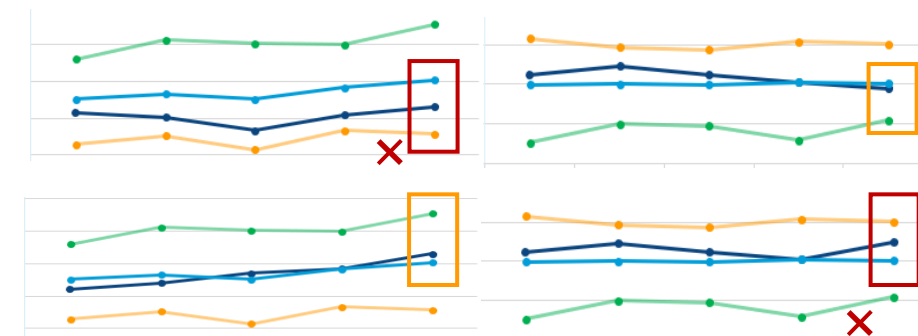


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

## 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.



✗ = Negative driver, org result falls between average and worst benchmarking group result for question

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.

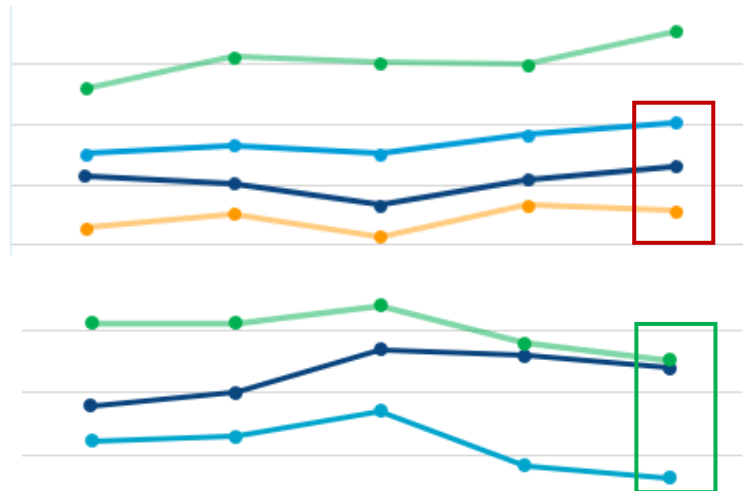
### Identifying questions of interest

#### ➤ 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 Western 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.