Survey Coordination Centre

NHS

East Coast Community Healthcare CIC

2025 NHS Staff Survey Benchmark Report

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Introduction

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.

About this report

This benchmark report for East Coast Community Healthcare CIC contains results for the 2025 NHS Staff Survey, and historical results back to 2021 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, Q34, Q35 , Q36, Q37, Q38, Q39a-b and Q40 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

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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 *Due to changes in the Q15 question wording in 2025, Q15 is not included in the score calculation for this theme or sub-score.
	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 **Due to changes in the Q11b question wording in 2025, Q11b is not included in the score calculation for this theme or sub-score.
	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

Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q24f, Q26d, Q31b

Report structure

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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**. It also includes the socio-economic background questions.

Appendices

Here you will find:

- Response rate.
- Significance testing of the People Promise element and theme results for 2024 vs 2025.
- Tips on action planning and interpreting the results.
- Information about the socio-economic background questions.
- Additional reporting outputs.

Using the report

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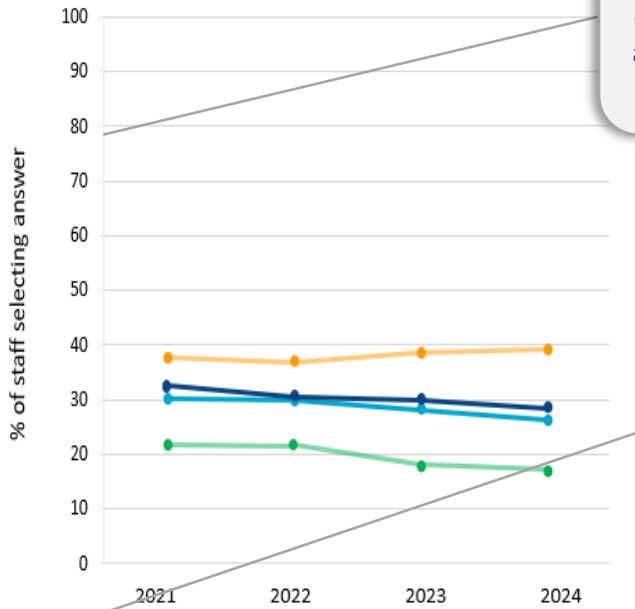
Note this is example data

Key features

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

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

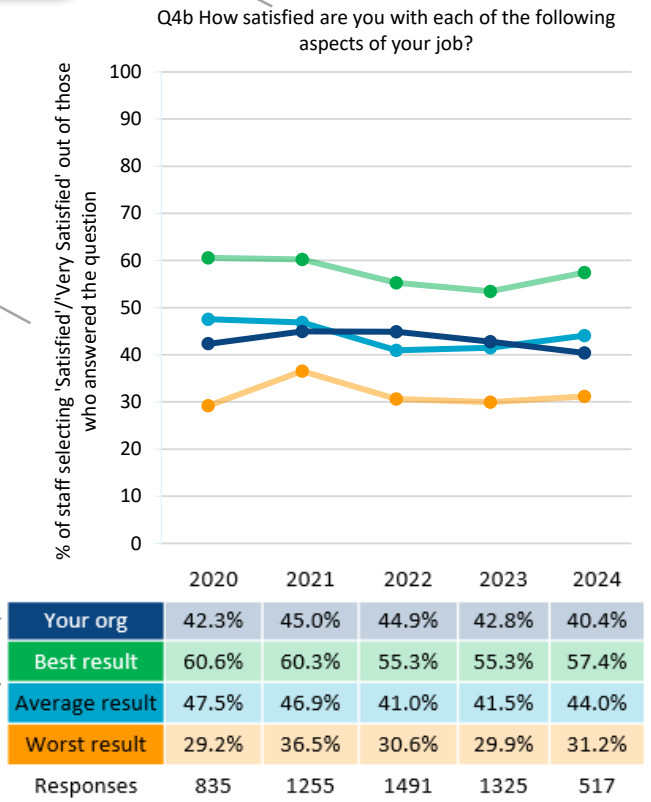


	2021	2022	2023	2024
Your org	32.6%	30.6%	30.0%	28.5%
Best result	21.8%	21.7%	18.0%	17.1%
Average result	30.2%	29.8%	28.1%	26.4%
Worst result	37.6%	36.9%	38.5%	39.2%
Responses	480	500	515	520

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

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

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



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

Number of responses for the organisation for the given question.

Note: Charts will only display data for the years where an organisation has data. For example, an organisation with three years of trend data will see charts such as q4b with data only in the 2023, 2024 and 2025 portions of the chart and table.

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Organisation details

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.

Organisation details

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East Coast Community Healthcare CIC

2025 NHS Staff Survey

Organisation details

Completed questionnaires 440

2025 response rate 71%

Survey details

Survey mode Online

This organisation is benchmarked against:

Community Trusts

2025 benchmarking group details

Organisations in group: 13

Median response rate: 62%

No. of completed questionnaires: 28256

For more information on benchmarking group definitions please see the Technical Guide.

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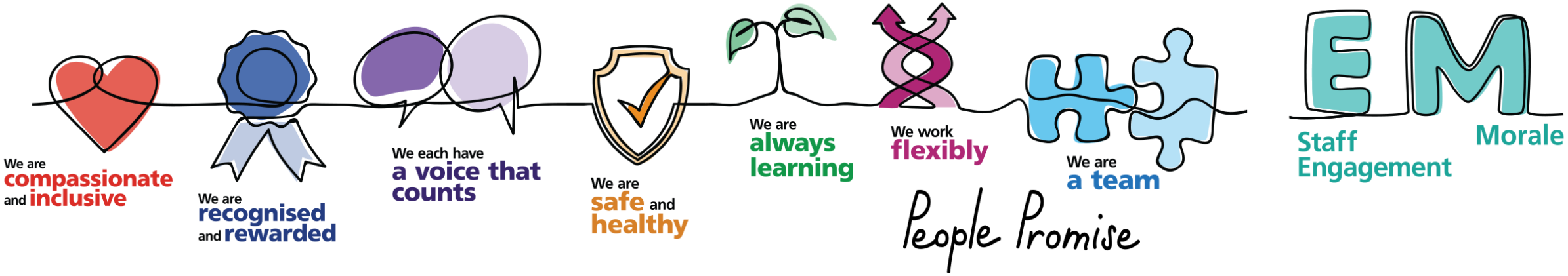

People Promise elements, themes and sub-score results

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.

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People Promise elements, themes and sub-scores: Overview

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.

People Promise elements and themes: Overview

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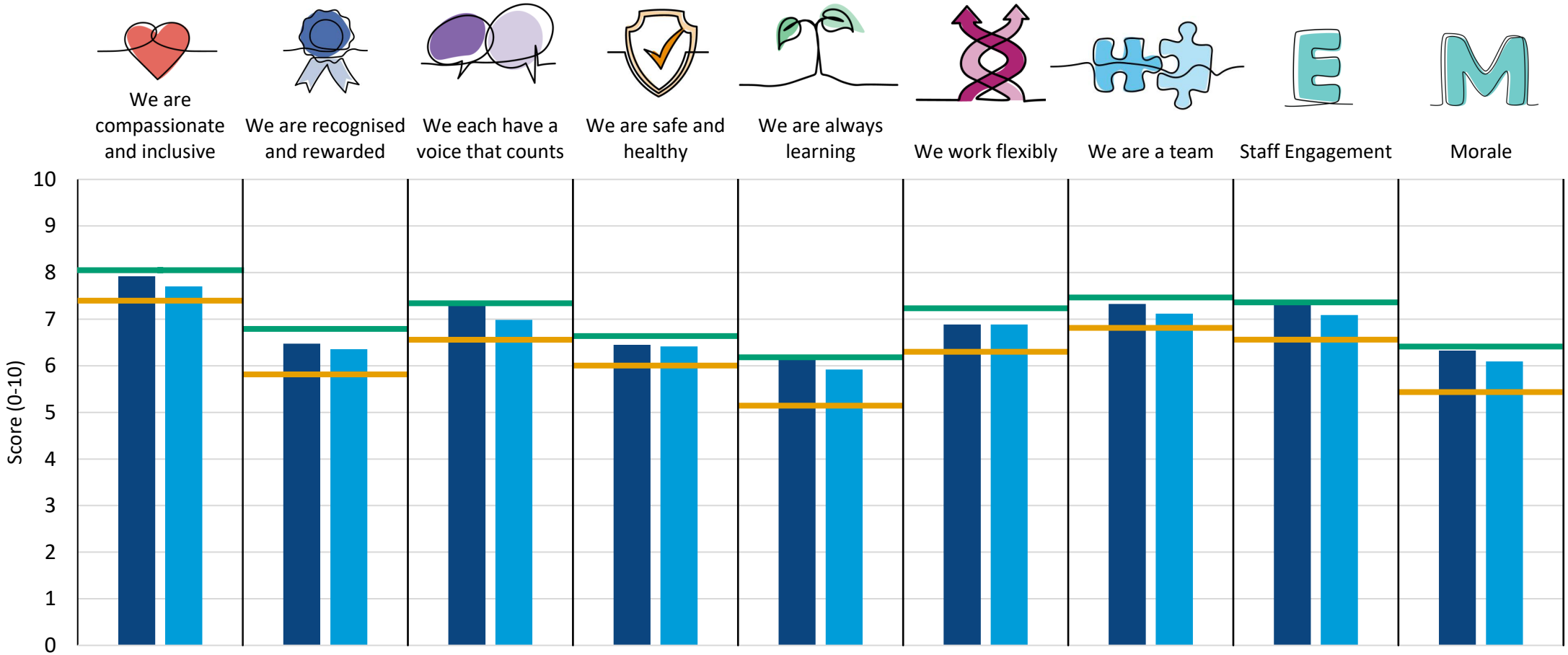
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

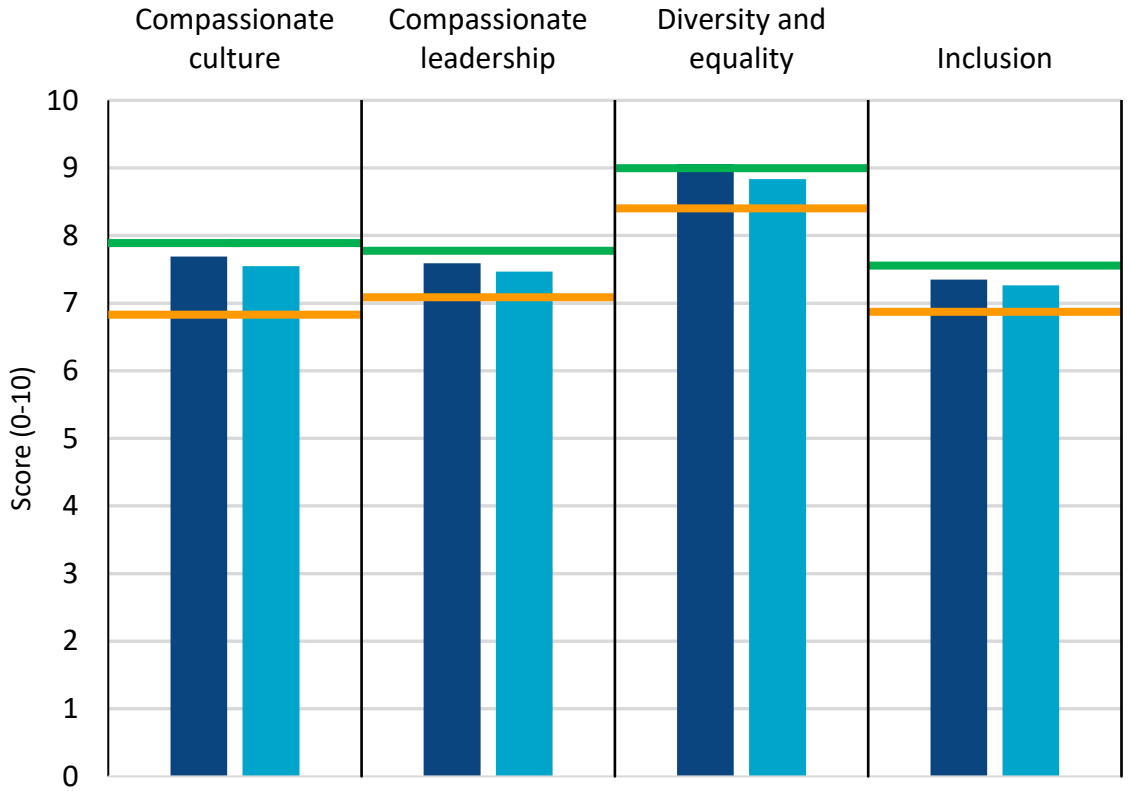


	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Your org	7.92	6.47	7.30	6.45	6.14	6.89	7.33	7.32	6.33
Best result	8.05	6.79	7.34	6.64	6.18	7.23	7.47	7.36	6.41
Average result	7.70	6.36	6.98	6.41	5.92	6.89	7.12	7.09	6.09
Worst result	7.40	5.82	6.56	6.00	5.14	6.30	6.81	6.56	5.44
Responses	439	439	437	438	418	435	437	440	440

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

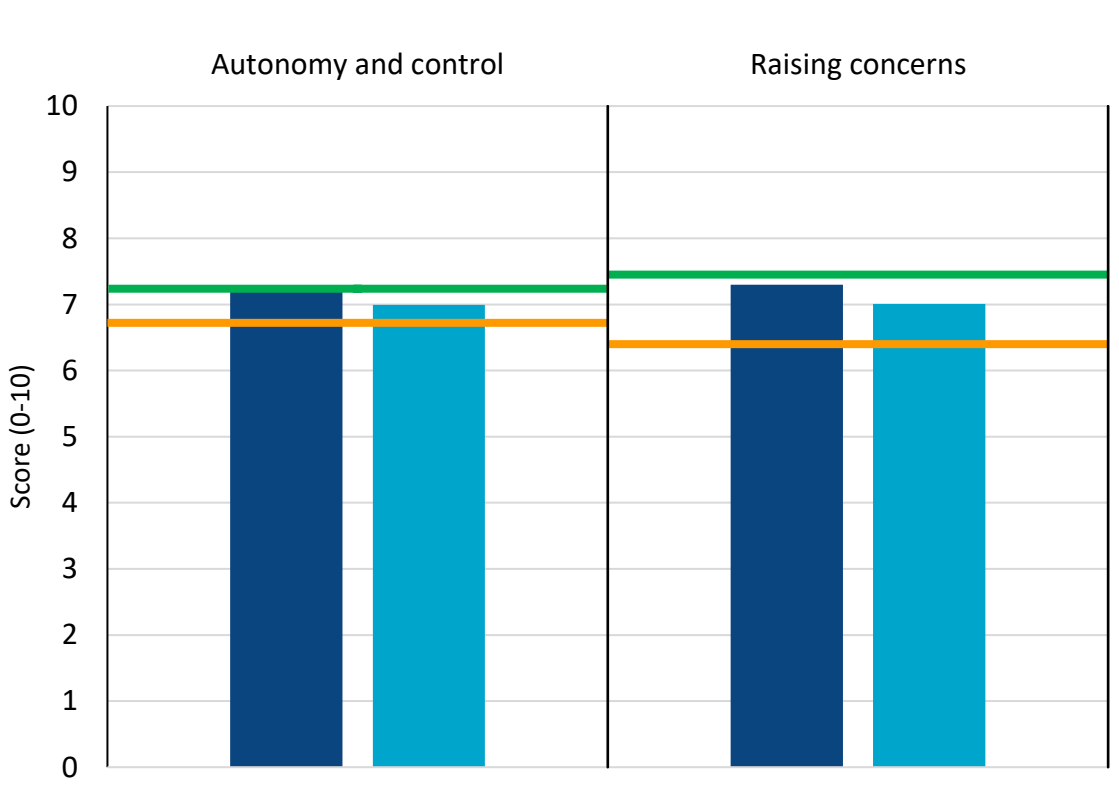
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 1: We are compassionate and inclusive



	Compassionate culture	Compassionate leadership	Diversity and equality	Inclusion
Your org	7.69	7.59	9.05	7.35
Best result	7.89	7.77	9.00	7.56
Average result	7.55	7.47	8.83	7.26
Worst result	6.83	7.09	8.40	6.87
Responses	438	439	439	437

Promise element 3: We each have a voice that counts



	Autonomy and control	Raising concerns
Your org	7.28	7.30
Best result	7.24	7.45
Average result	6.99	7.01
Worst result	6.72	6.40
Responses	440	437

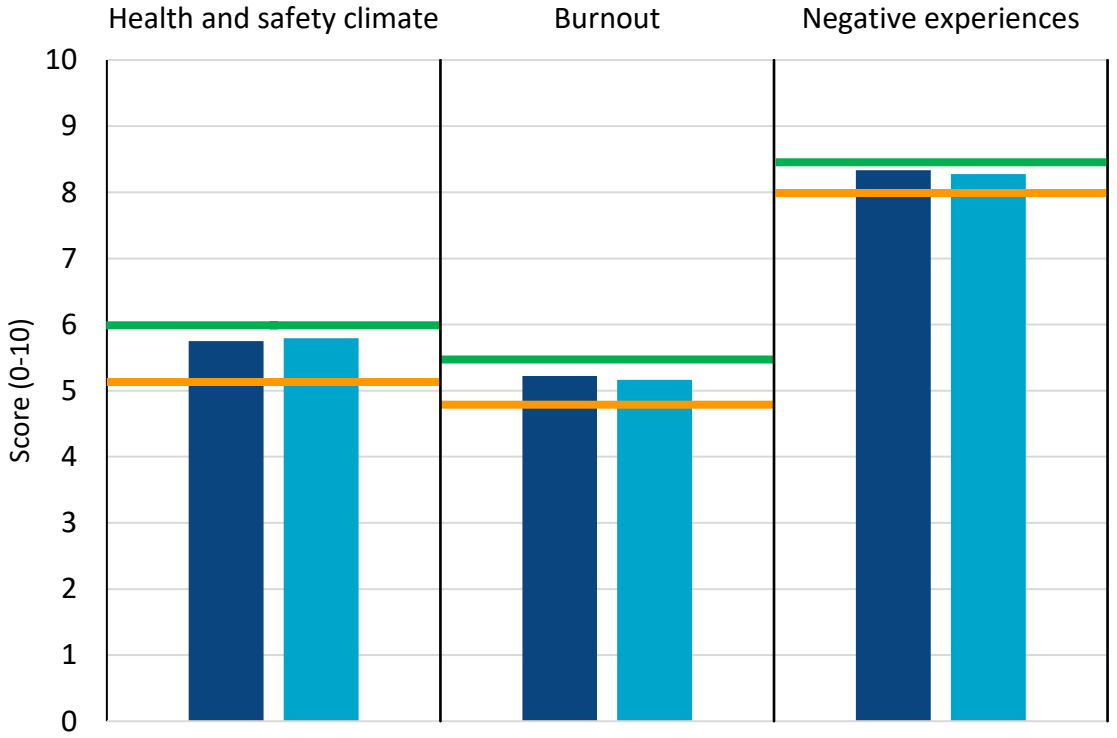
Note: People Promise element 2 'We are recognised and rewarded' does not have any sub-scores. Overall trend score data for this element is reported on slide 21.

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

Survey Coordination Centre NHS

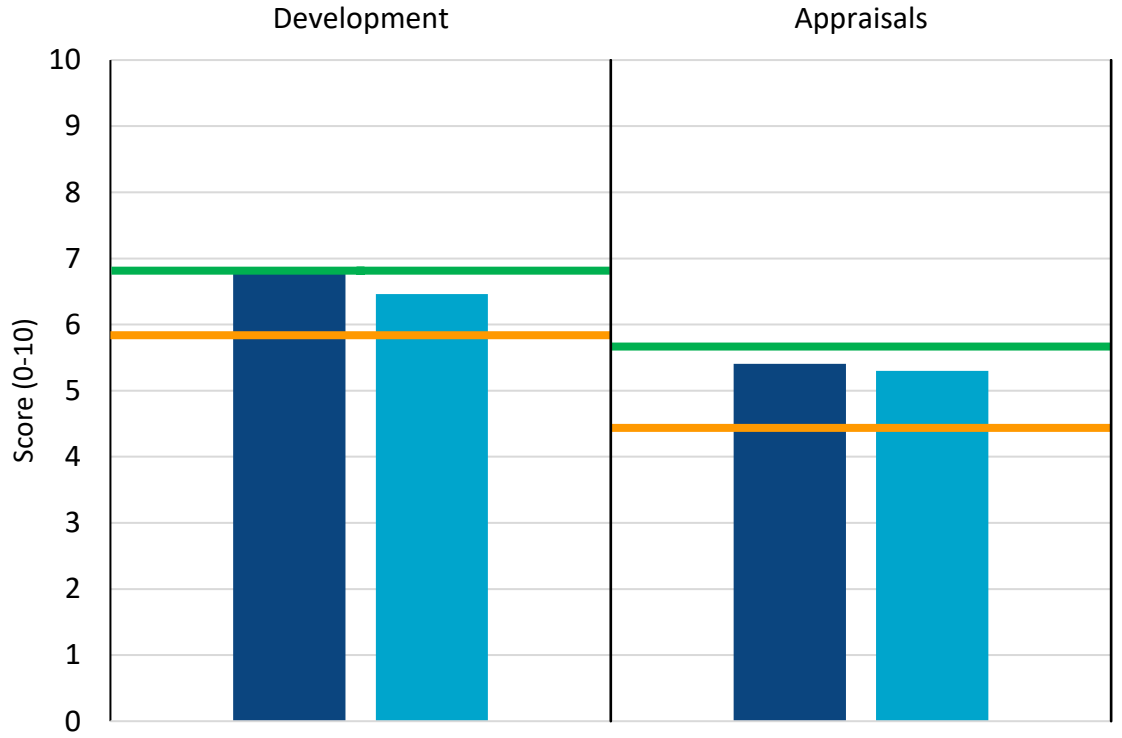
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 4: We are safe and healthy



	Health and safety climate	Burnout	Negative experiences
Your org	5.75	5.22	8.34
Best result	5.99	5.47	8.45
Average result	5.79	5.16	8.27
Worst result	5.13	4.79	7.99
Responses	440	440	438

Promise element 5: We are always learning



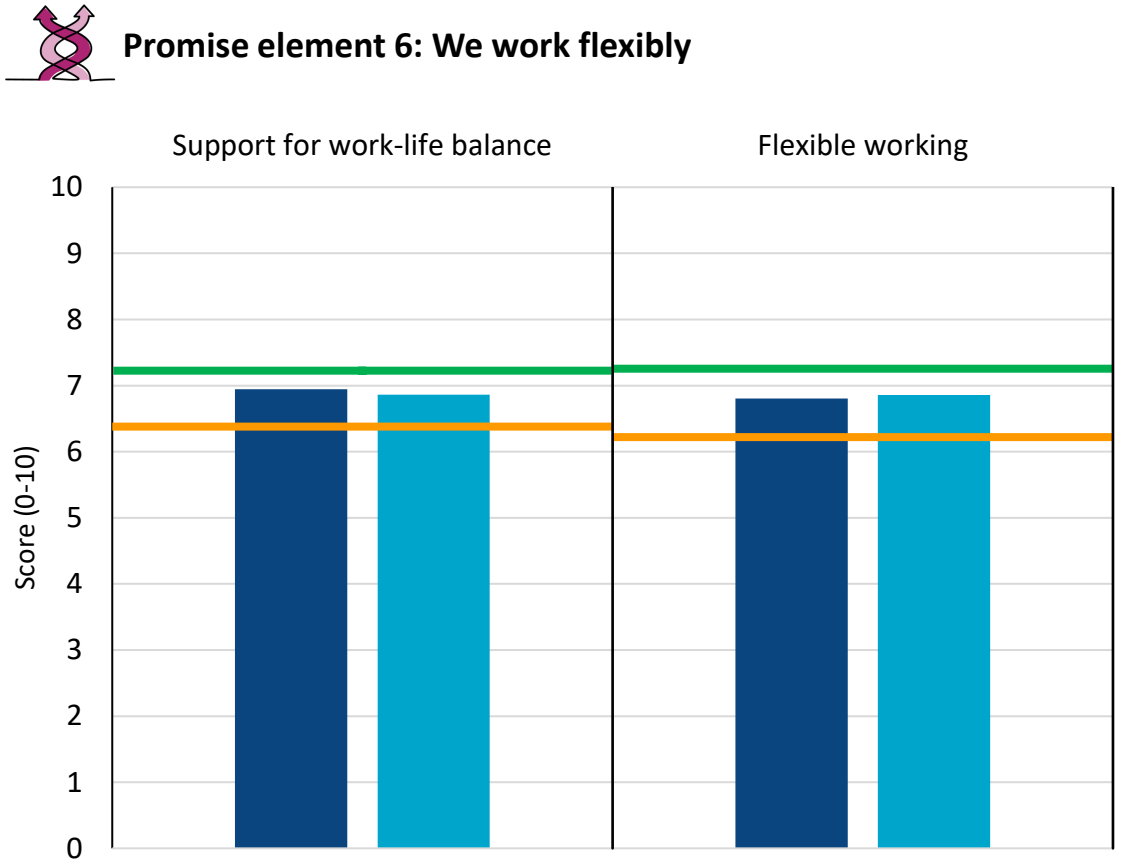
	Development	Appraisals
Your org	6.84	5.41
Best result	6.81	5.67
Average result	6.46	5.30
Worst result	5.84	4.44
Responses	439	418

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

Survey Coordination Centre NHS

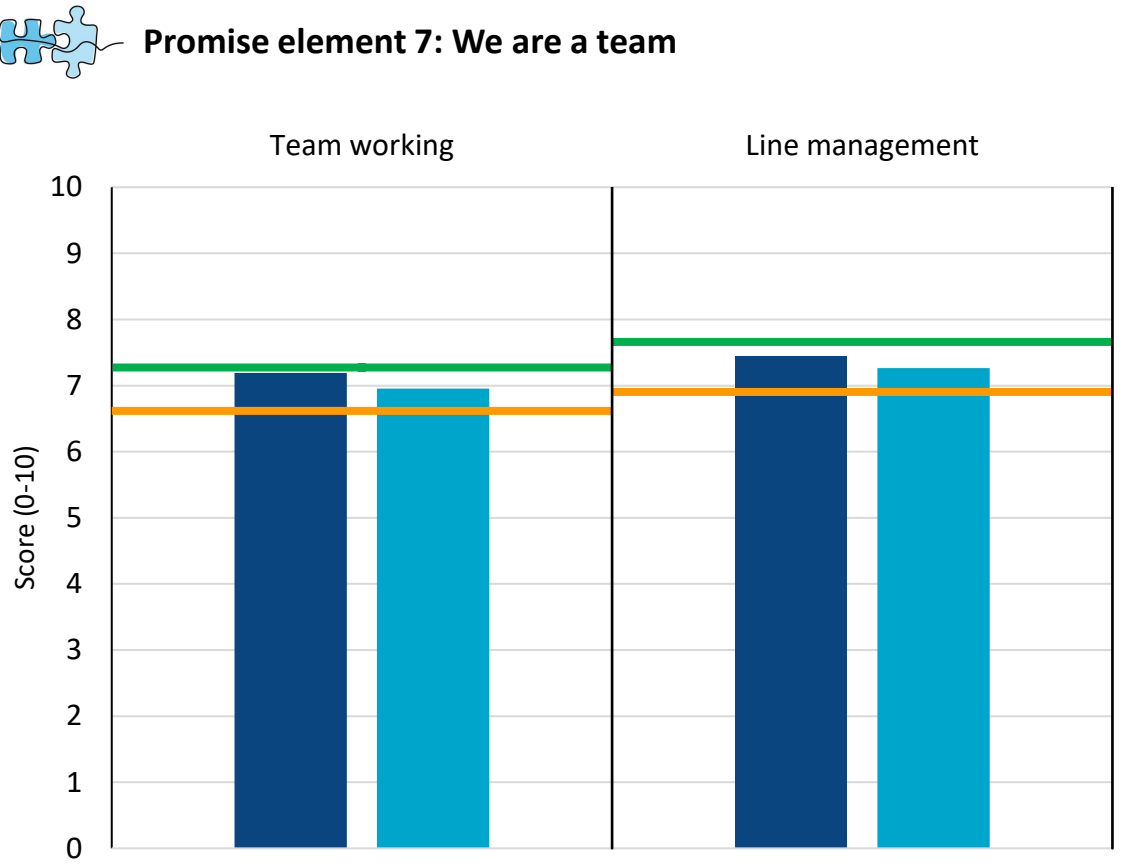
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 6: We work flexibly



	Support for work-life balance	Flexible working
Your org	6.95	6.80
Best result	7.23	7.26
Average result	6.86	6.86
Worst result	6.38	6.22
Responses	438	437

Promise element 7: We are a team



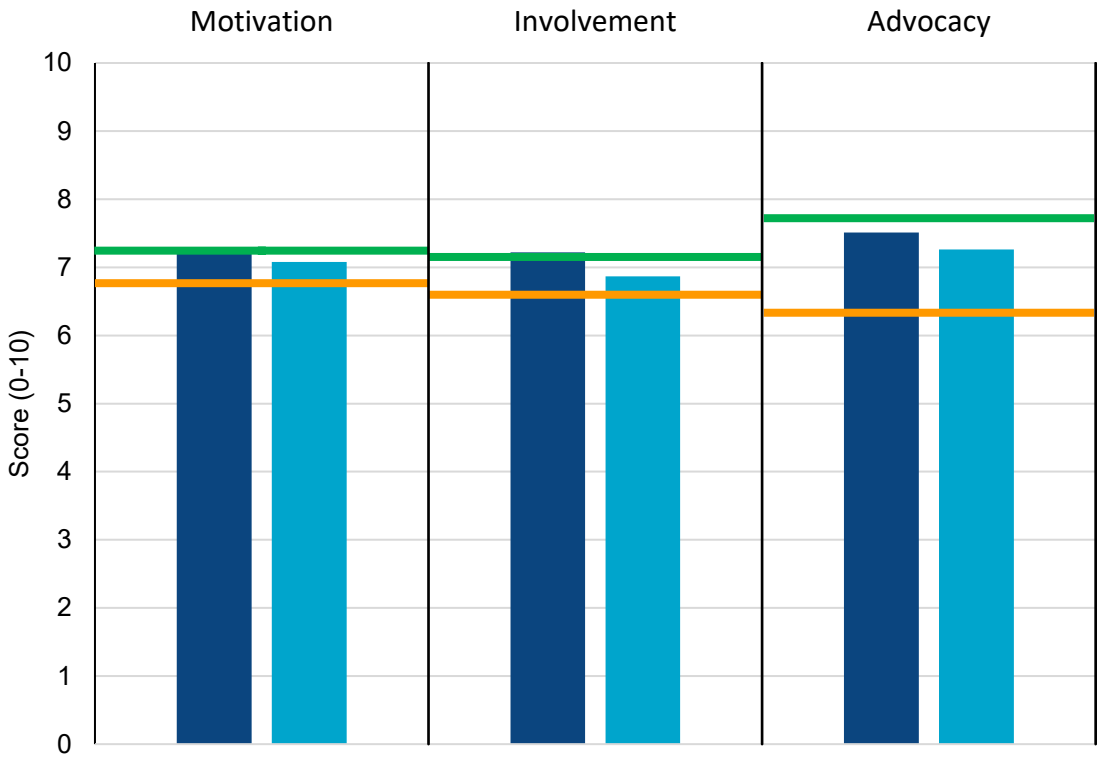
	Team working	Line management
Your org	7.19	7.45
Best result	7.27	7.66
Average result	6.95	7.27
Worst result	6.62	6.90
Responses	437	439

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

Survey Coordination Centre NHS

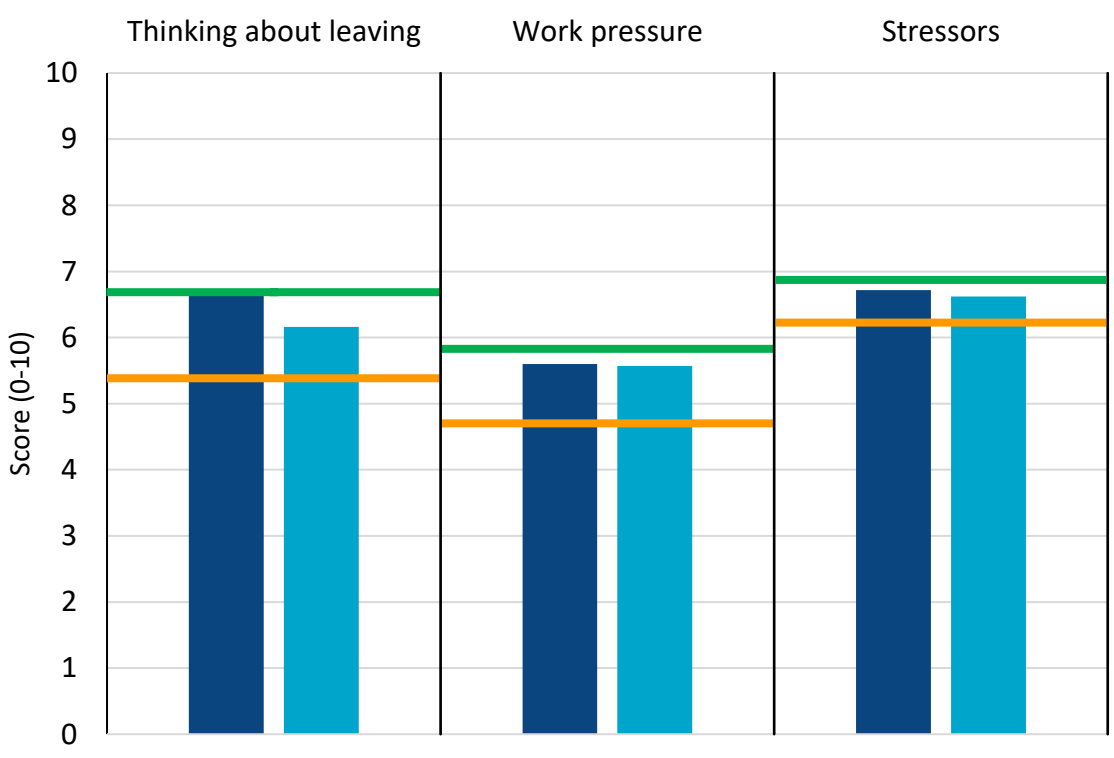
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Theme: Staff engagement



	Motivation	Involvement	Advocacy
Your org	7.24	7.22	7.51
Best result	7.24	7.15	7.72
Average result	7.08	6.87	7.26
Worst result	6.77	6.60	6.33
Responses	437	440	438

Theme: Morale



	Thinking about leaving	Work pressure	Stressors
Your org	6.68	5.60	6.72
Best result	6.69	5.83	6.87
Average result	6.16	5.57	6.62
Worst result	5.38	4.70	6.23
Responses	438	440	440

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People Promise elements, themes and sub-scores: Trends

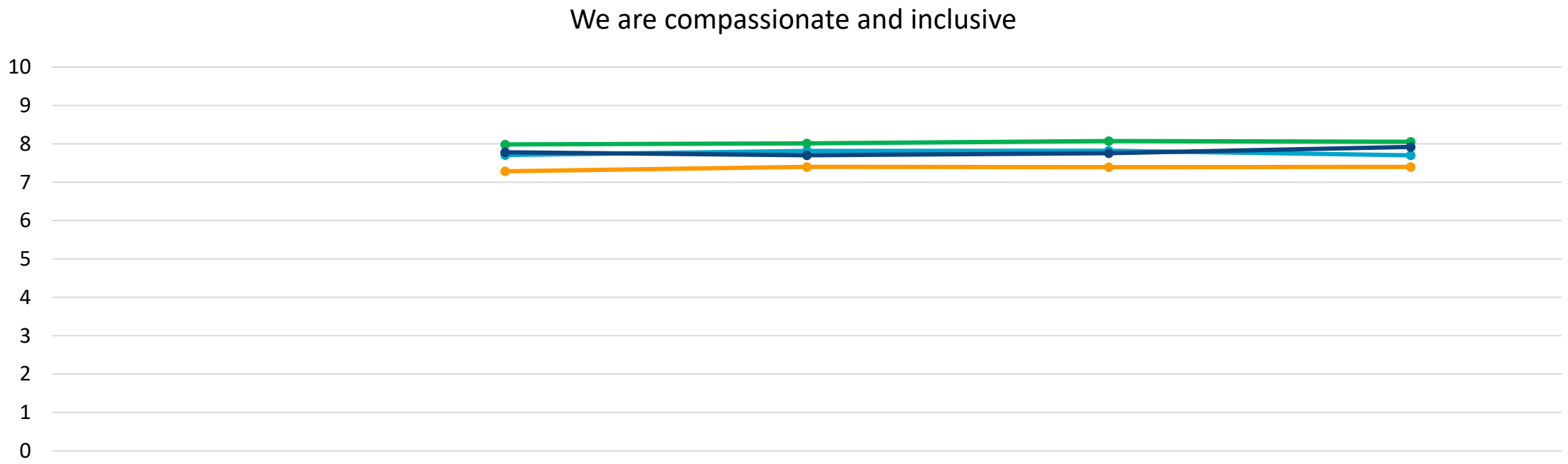
Note: where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

People Promise elements and themes: Trends

Survey Coordination Centre

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



	2021	2022	2023	2024	2025
Your org	-	7.78	7.70	7.76	7.92
Best result	-	7.98	8.02	8.07	8.05
Average result	-	7.71	7.82	7.82	7.70
Worst result	-	7.29	7.40	7.40	7.40
Responses	-	424	456	414	439

Note: Due to changes in the Q15 question wording in 2025, reported results for 'We are compassionate and inclusive' have been recalculated to exclude Q15 for all years. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

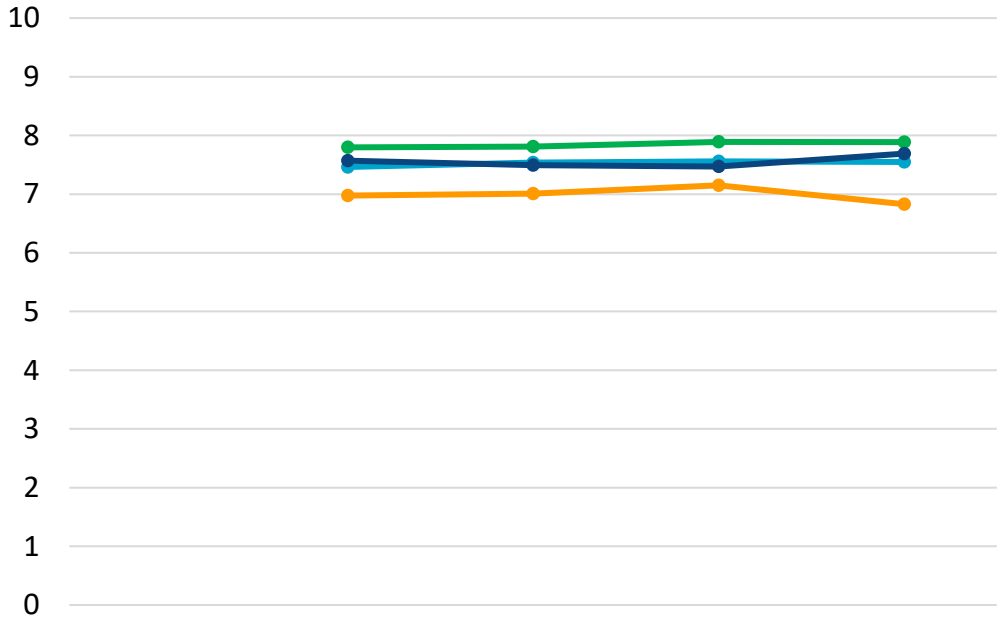
People Promise elements, themes and sub-scores: Sub-score trends

Survey Coordination Centre NHS

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**.

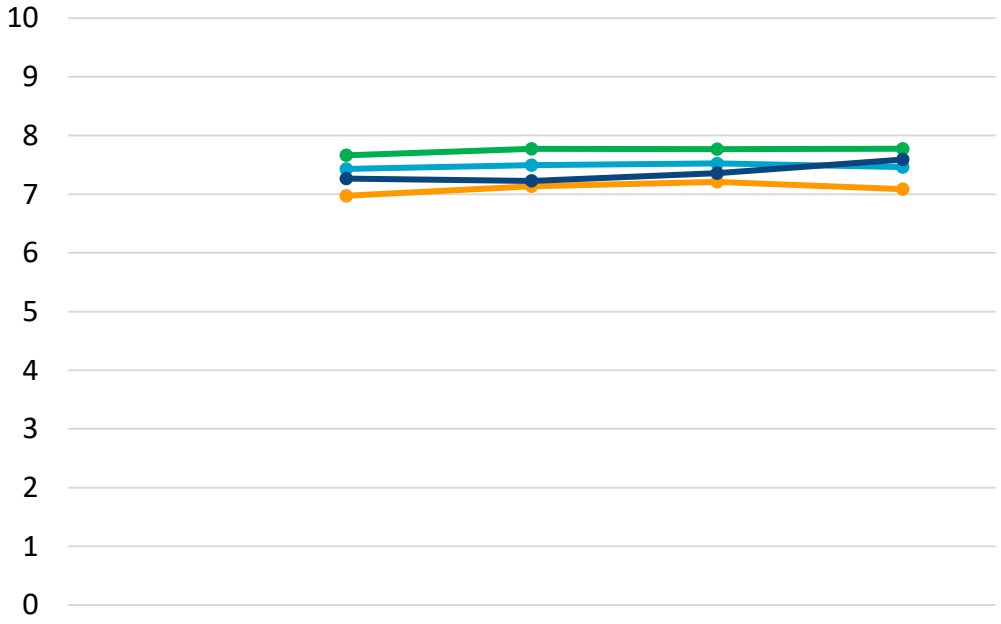
Promise element 1: We are compassionate and inclusive (1)

Compassionate culture



	2021	2022	2023	2024	2025
Your org	-	7.57	7.49	7.47	7.69
Best result	-	7.80	7.81	7.89	7.89
Average result	-	7.46	7.54	7.56	7.55
Worst result	-	6.98	7.01	7.15	6.83
Responses	-	424	456	412	438

Compassionate leadership



	2021	2022	2023	2024	2025
Your org	-	7.26	7.23	7.36	7.59
Best result	-	7.66	7.77	7.77	7.77
Average result	-	7.43	7.49	7.52	7.47
Worst result	-	6.97	7.14	7.21	7.09
Responses	-	424	455	414	439

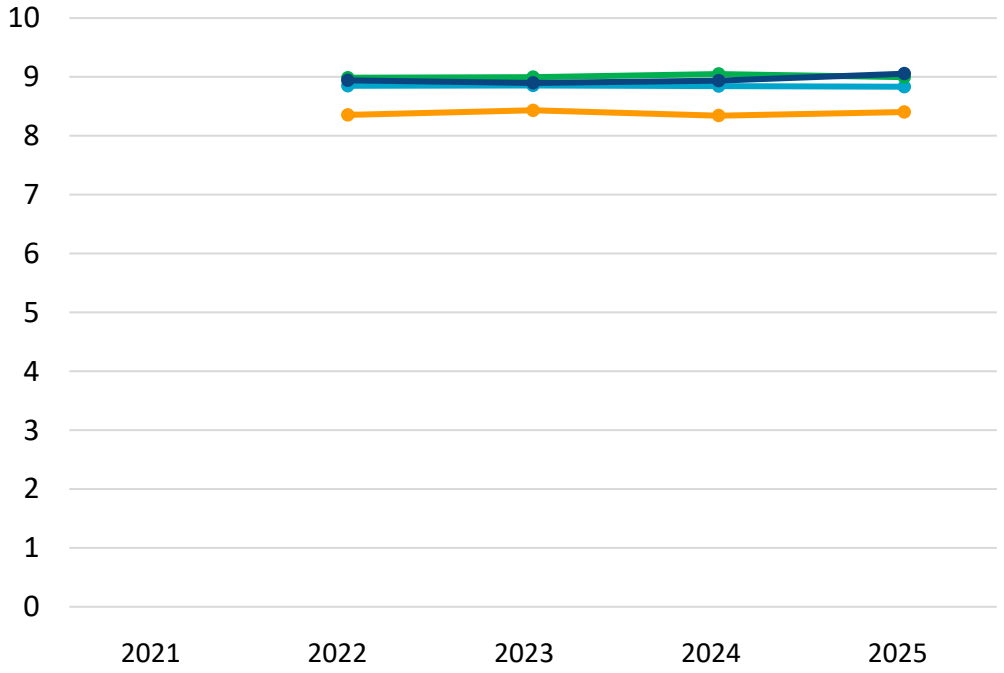
People Promise elements, themes and sub-scores: Sub-score trends

Survey Coordination Centre

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**.

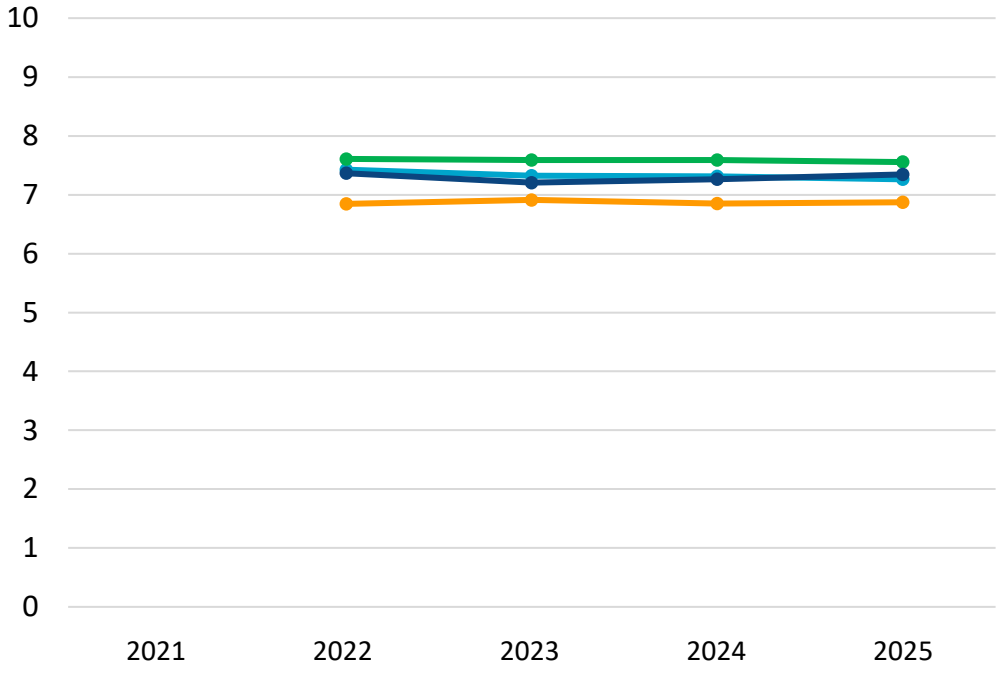
Promise element 1: We are compassionate and inclusive (2)

Diversity and equality



	2021	2022	2023	2024	2025
Your org	-	8.94	8.90	8.93	9.05
Best result	-	8.99	9.00	9.05	9.00
Average result	-	8.85	8.85	8.84	8.83
Worst result	-	8.35	8.43	8.34	8.40
Responses	-	423	455	414	439

Inclusion



	2021	2022	2023	2024	2025
Your org	-	7.37	7.21	7.26	7.35
Best result	-	7.61	7.59	7.59	7.56
Average result	-	7.43	7.32	7.31	7.26
Worst result	-	6.85	6.91	6.85	6.87
Responses	-	424	456	413	437

Note: Due to changes in the Q15 question wording in 2025, reported results for 'Diversity and equality' have been recalculated to exclude Q15 for all years. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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

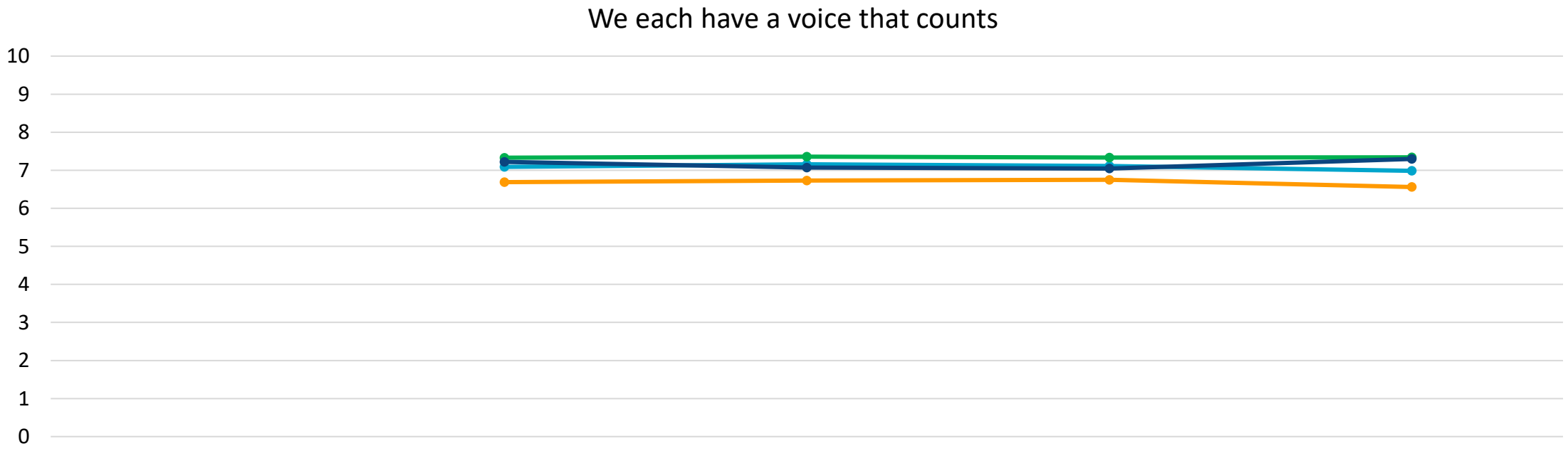
	2021	2022	2023	2024	2025
Your org	-	6.11	6.31	6.29	6.47
Best result	-	6.67	6.76	6.79	6.79
Average result	-	6.35	6.50	6.42	6.36
Worst result	-	5.77	5.99	6.00	5.82
Responses	-	424	457	414	439

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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



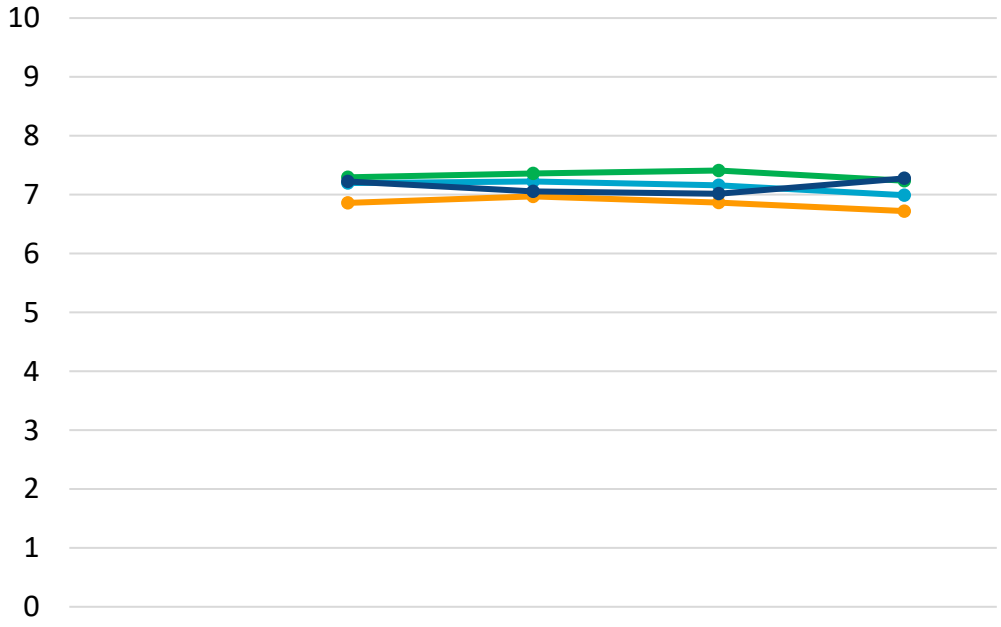
	2021	2022	2023	2024	2025
Your org	-	7.22	7.07	7.04	7.30
Best result	-	7.33	7.36	7.34	7.34
Average result	-	7.09	7.16	7.11	6.98
Worst result	-	6.69	6.73	6.75	6.56
Responses	-	424	453	411	437

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**.

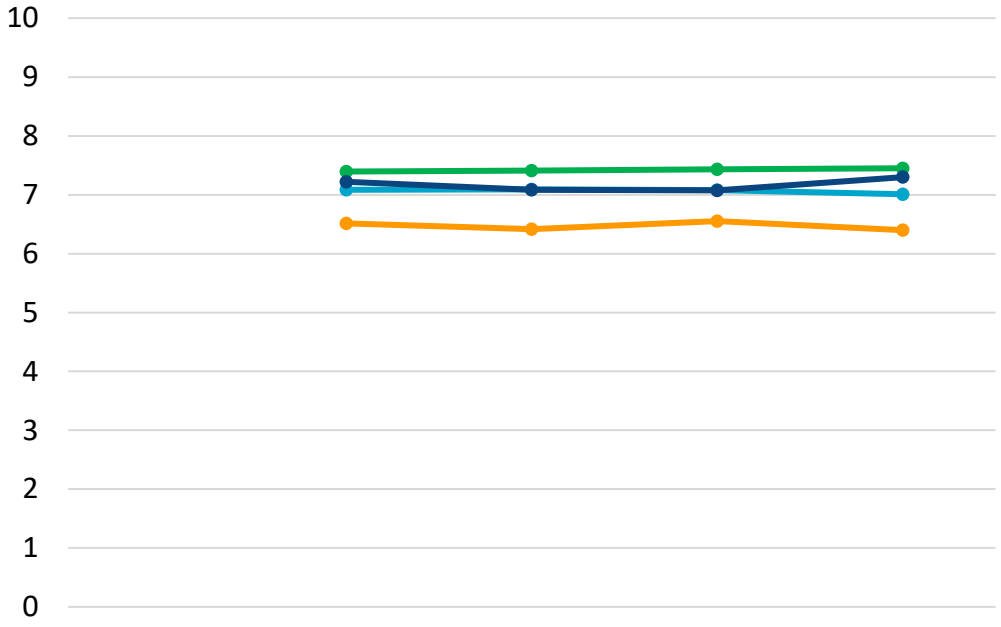
Promise element 3: We each have a voice that counts

Autonomy and control



	2021	2022	2023	2024	2025
Your org	-	7.22	7.06	7.02	7.28
Best result	-	7.29	7.36	7.41	7.24
Average result	-	7.20	7.22	7.16	6.99
Worst result	-	6.86	6.97	6.86	6.72
Responses	-	425	456	413	440

Raising concerns



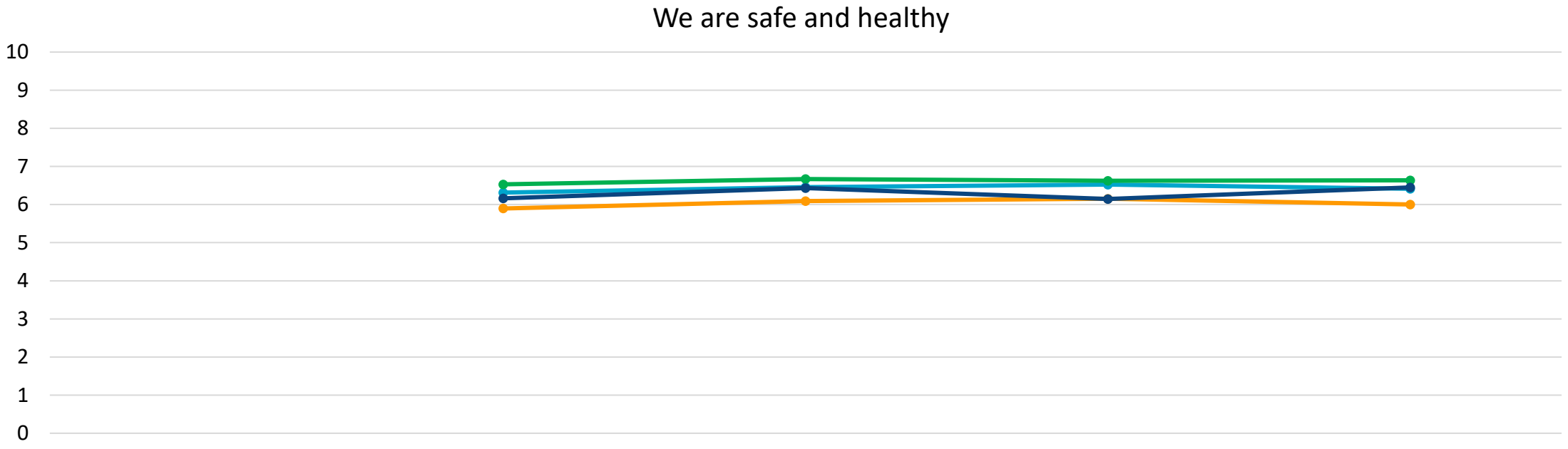
	2021	2022	2023	2024	2025
Your org	-	7.22	7.09	7.08	7.30
Best result	-	7.39	7.41	7.43	7.45
Average result	-	7.09	7.09	7.08	7.01
Worst result	-	6.51	6.42	6.55	6.40
Responses	-	424	454	412	437

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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



	2021	2022	2023	2024	2025
Your org	-	6.16	6.43	6.15	6.45
Best result	-	6.53	6.67	6.62	6.64
Average result	-	6.31	6.46	6.52	6.41
Worst result	-	5.90	6.09	6.15	6.00
Responses	-	424	450	412	438

Note: 2023 results for 'We are safe and healthy' are reported using corrected data. In addition, due to changes in the Q11b question wording in 2025, reported results for 'We are safe and healthy' have been recalculated to exclude Q11b for all years. Please see *Additional Information regarding NSS23 data collection issue* and *Technical Guide* at https://www.nhsstaffsurveys.com/survey-documents/ for more details.

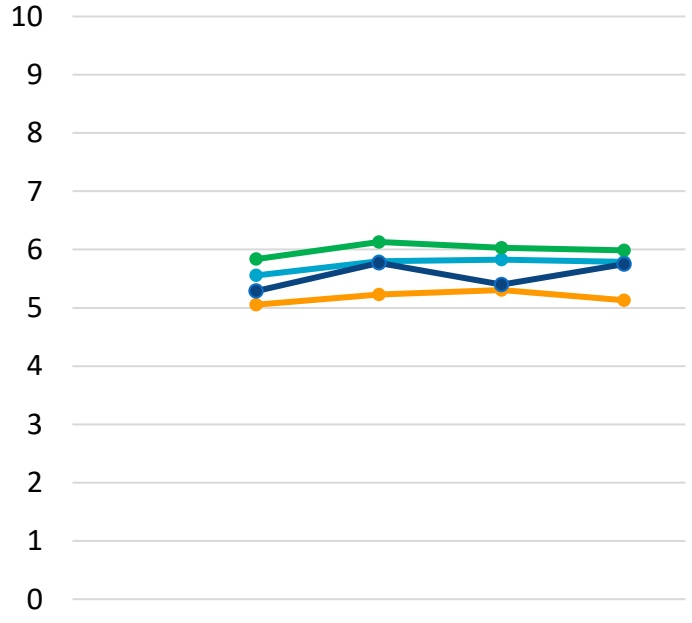
People Promise elements, themes and sub-scores: Sub-score trends

Survey Coordination Centre

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

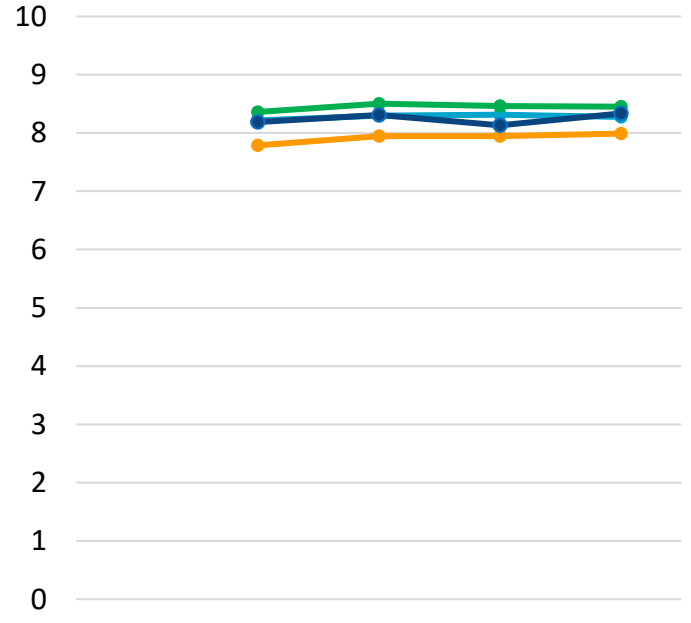


	2021	2022	2023	2024	2025
Your org	-	5.29	5.77	5.40	5.75
Best result	-	5.84	6.13	6.03	5.99
Average result	-	5.56	5.80	5.83	5.79
Worst result	-	5.05	5.23	5.30	5.13
Responses	-	425	452	413	440

Burnout

	2021	2022	2023	2024	2025
Your org	-	5.00	5.22	4.89	5.22
Best result	-	5.43	5.48	5.52	5.47
Average result	-	5.19	5.28	5.40	5.16
Worst result	-	4.80	4.97	5.05	4.79
Responses	-	424	456	414	440

Negative experiences



	2021	2022	2023	2024	2025
Your org	-	8.19	8.31	8.13	8.34
Best result	-	8.36	8.50	8.46	8.45
Average result	-	8.22	8.30	8.31	8.27
Worst result	-	7.79	7.94	7.95	7.99
Responses	-	424	451	413	438

Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are reported using corrected data. In addition, due to changes in the Q11b question wording in 2025, reported results for 'Negative experiences' have been recalculated to exclude Q11b for all years. Please see *Additional Information regarding NSS23 data collection issue* and *Technical Guide* at https://www.nhsstaffsurveys.com/survey-documents/ for more details.

People Promise elements and themes: 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 5: We are always learning

	2021	2022	2023	2024	2025
Your org	-	5.40	5.93	5.88	6.14
Best result	-	6.08	6.32	6.20	6.18
Average result	-	5.87	6.04	5.97	5.92
Worst result	-	5.29	5.55	5.62	5.14
Responses	-	406	443	397	418

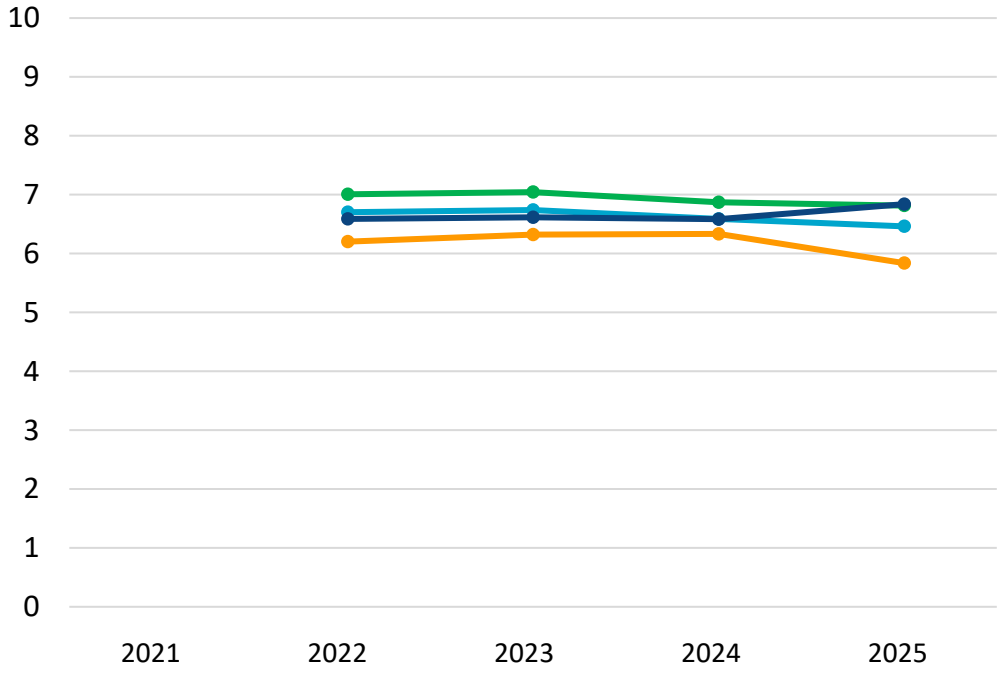
People Promise elements, themes and sub-scores: Sub-score trends

Survey Coordination Centre

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**.

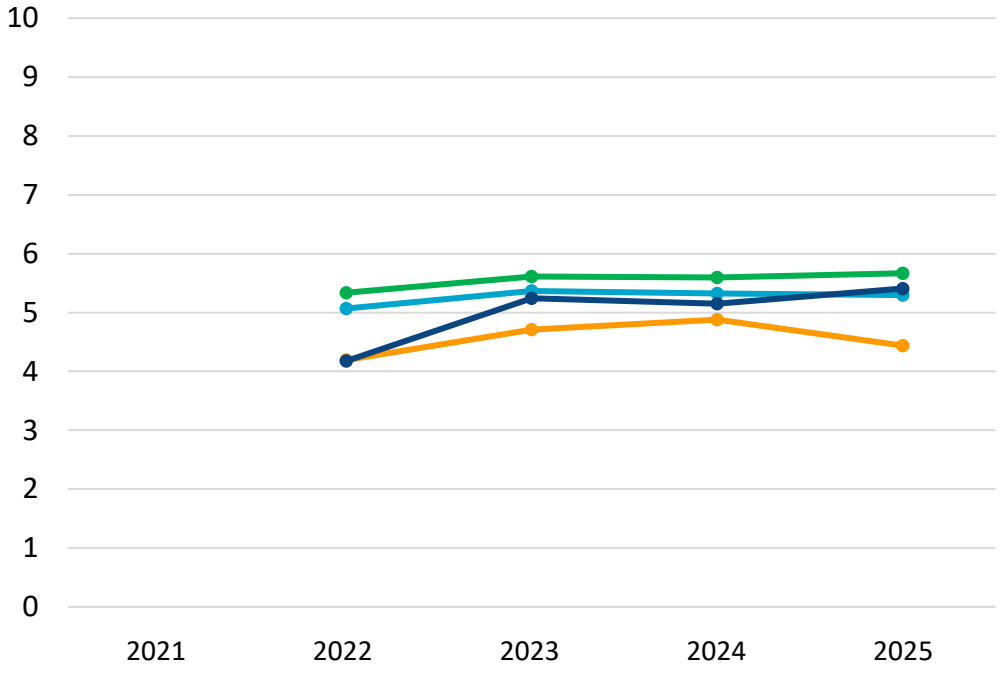
Promise element 5: We are always learning

Development



	2021	2022	2023	2024	2025
Your org	-	6.59	6.61	6.58	6.84
Best result	-	7.00	7.04	6.87	6.81
Average result	-	6.70	6.74	6.59	6.46
Worst result	-	6.20	6.32	6.33	5.84
Responses	-	424	456	414	439

Appraisals



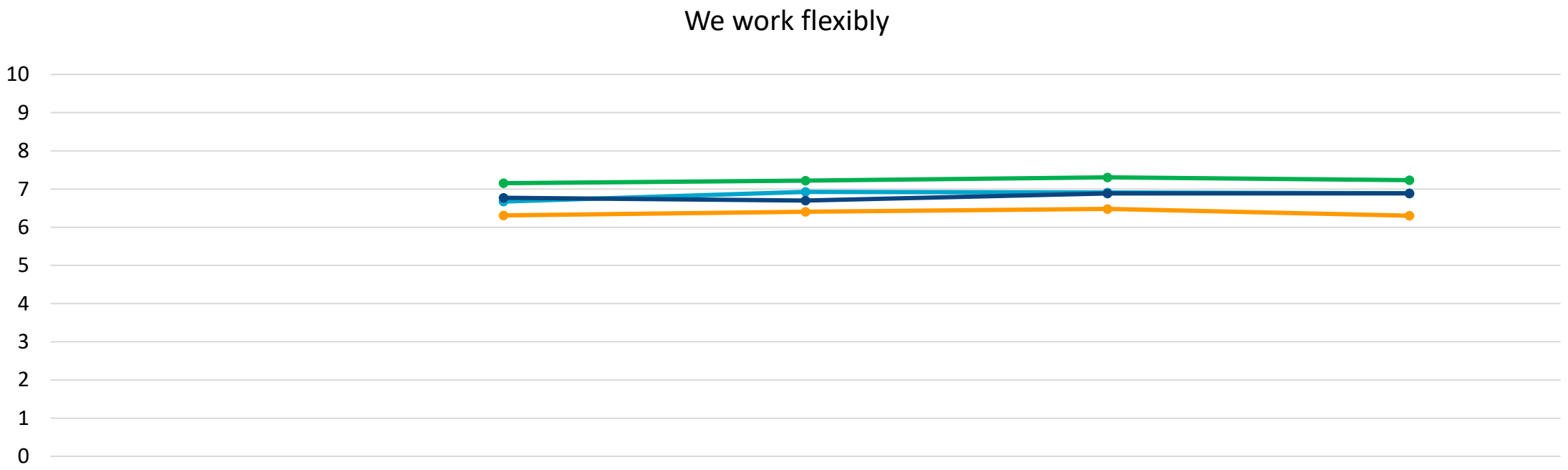
	2021	2022	2023	2024	2025
Your org	-	4.18	5.24	5.15	5.41
Best result	-	5.34	5.61	5.60	5.67
Average result	-	5.07	5.37	5.33	5.30
Worst result	-	4.19	4.71	4.88	4.44
Responses	-	406	443	397	418

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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



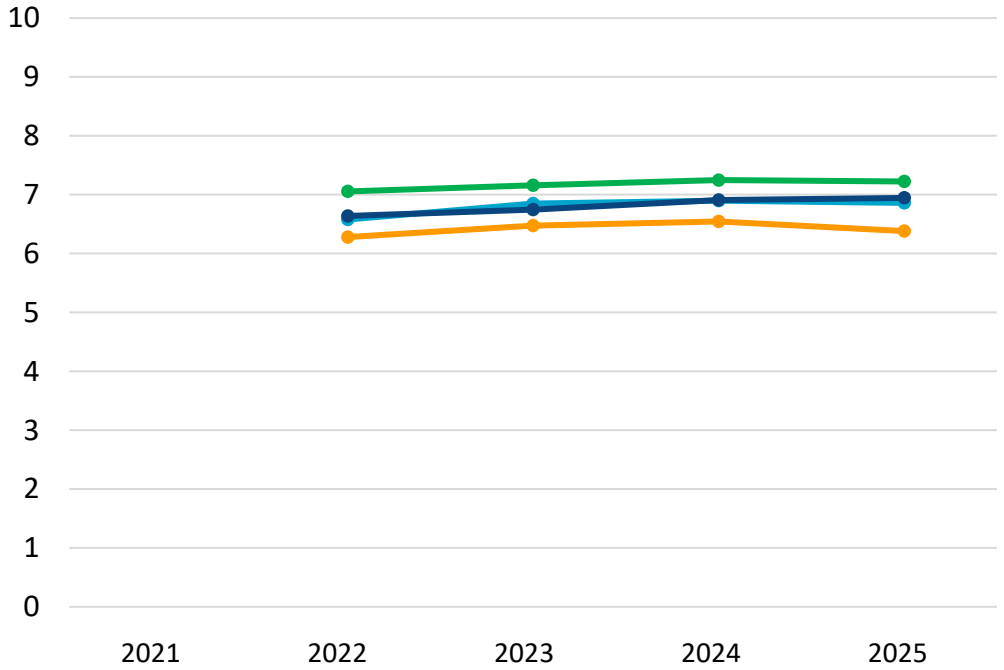
	2021	2022	2023	2024	2025
Your org	-	6.77	6.70	6.89	6.89
Best result	-	7.15	7.22	7.31	7.23
Average result	-	6.67	6.92	6.91	6.89
Worst result	-	6.31	6.41	6.48	6.30
Responses	-	424	455	409	435

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**.

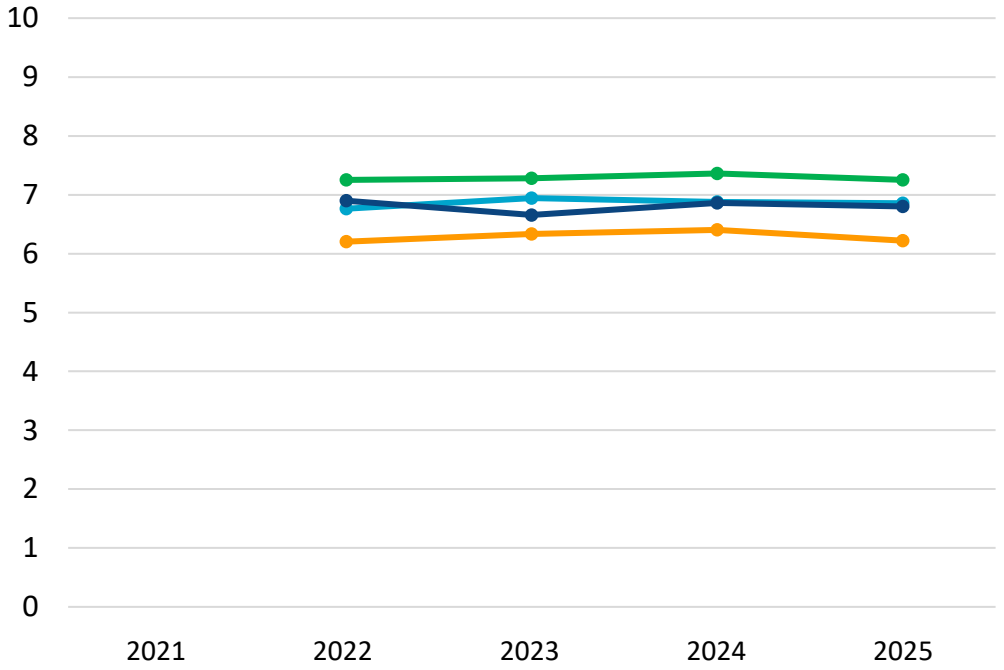
Promise element 6: We work flexibly

Support for work-life balance



	2021	2022	2023	2024	2025
Your org	-	6.64	6.75	6.91	6.95
Best result	-	7.05	7.16	7.25	7.23
Average result	-	6.58	6.85	6.90	6.86
Worst result	-	6.28	6.47	6.54	6.38
Responses	-	425	457	412	438

Flexible working



	2021	2022	2023	2024	2025
Your org	-	6.90	6.66	6.86	6.80
Best result	-	7.25	7.28	7.36	7.26
Average result	-	6.76	6.94	6.88	6.86
Worst result	-	6.20	6.33	6.40	6.22
Responses	-	424	455	411	437

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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

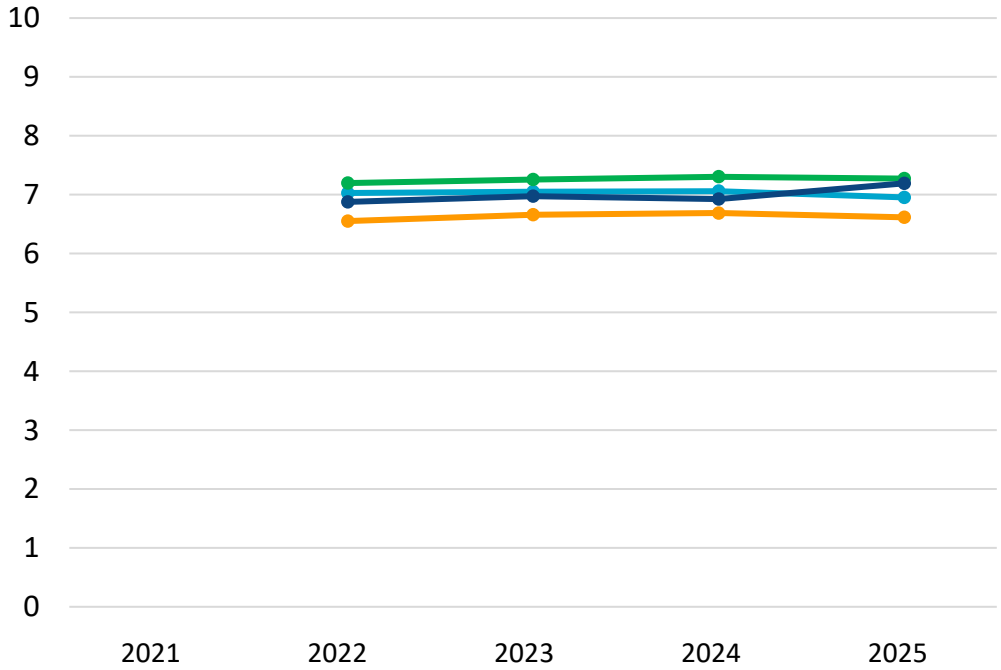
	2021	2022	2023	2024	2025
Your org	-	6.96	7.06	7.08	7.33
Best result	-	7.35	7.41	7.44	7.47
Average result	-	7.12	7.20	7.21	7.12
Worst result	-	6.70	6.82	6.85	6.81
Responses	-	424	456	413	437

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**.

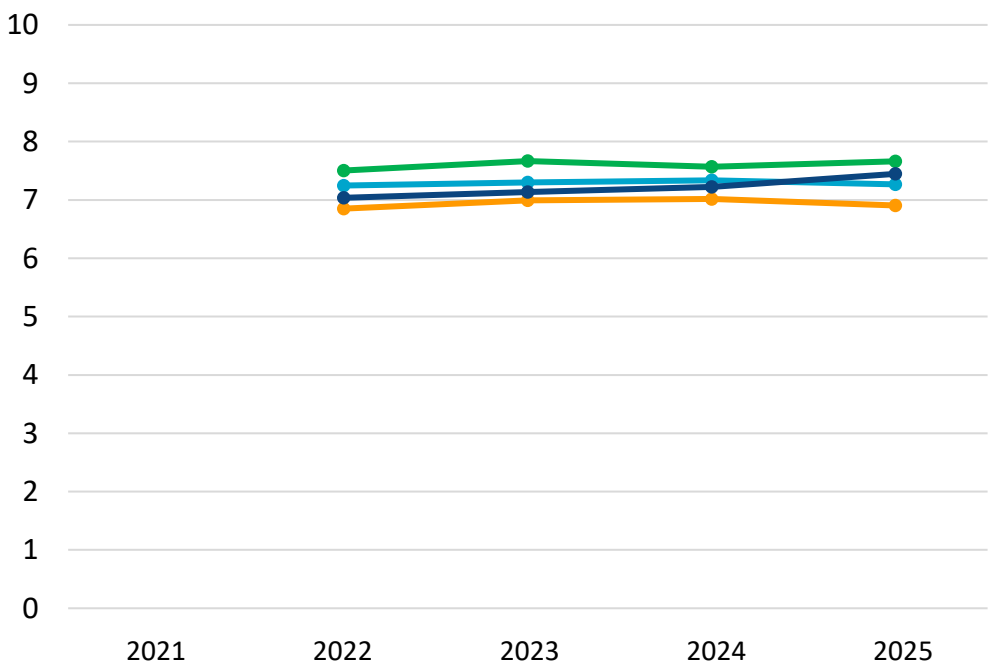
Promise element 7: We are a team

Team working



	2021	2022	2023	2024	2025
Your org	-	6.88	6.98	6.92	7.19
Best result	-	7.20	7.26	7.30	7.27
Average result	-	7.03	7.05	7.06	6.95
Worst result	-	6.55	6.66	6.69	6.62
Responses	-	424	457	413	437

Line management



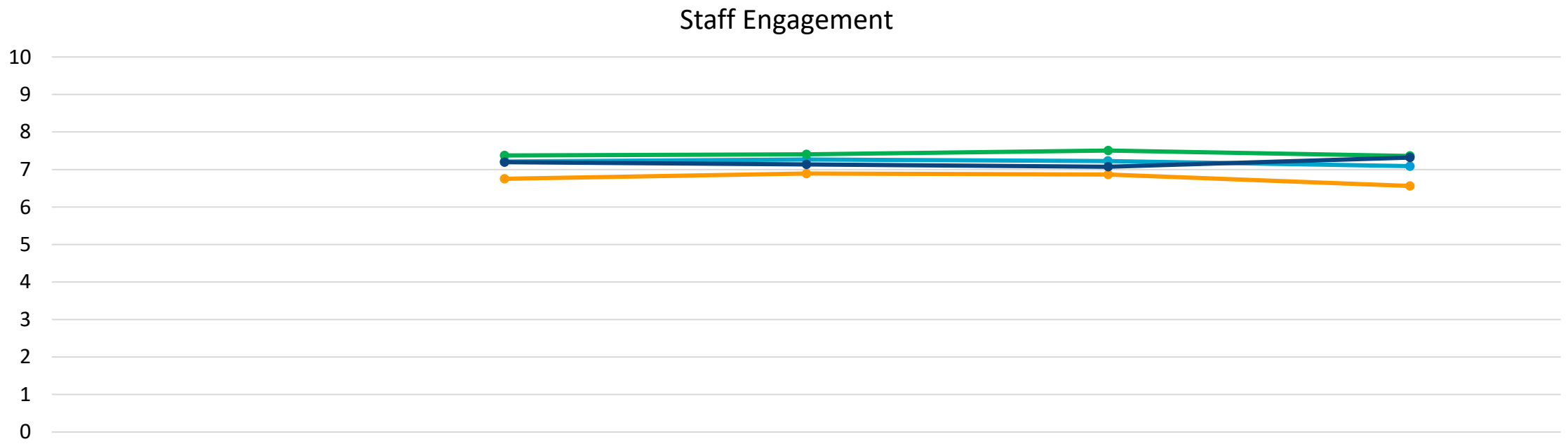
	2021	2022	2023	2024	2025
Your org	-	7.04	7.13	7.22	7.45
Best result	-	7.50	7.67	7.57	7.66
Average result	-	7.25	7.30	7.34	7.27
Worst result	-	6.85	6.99	7.02	6.90
Responses	-	424	456	414	439

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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



	2021	2022	2023	2024	2025
Your org	-	7.20	7.13	7.07	7.32
Best result	-	7.38	7.40	7.50	7.36
Average result	-	7.21	7.27	7.23	7.09
Worst result	-	6.75	6.89	6.87	6.56
Responses	-	425	456	414	440

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

Survey Coordination Centre NHS

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

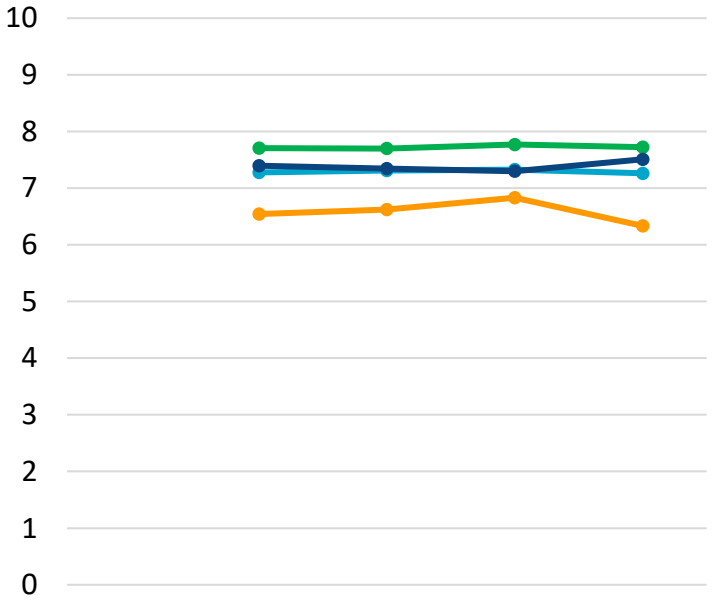
Motivation

	2021	2022	2023	2024	2025
Your org	-	7.12	7.12	7.09	7.24
Best result	-	7.54	7.49	7.44	7.24
Average result	-	7.32	7.30	7.24	7.08
Worst result	-	6.92	6.99	6.94	6.77
Responses	-	422	451	408	437

Involvement

	2021	2022	2023	2024	2025
Your org	-	7.07	6.93	6.85	7.22
Best result	-	7.27	7.31	7.38	7.15
Average result	-	7.10	7.13	7.07	6.87
Worst result	-	6.71	6.87	6.80	6.60
Responses	-	425	456	413	440

Advocacy



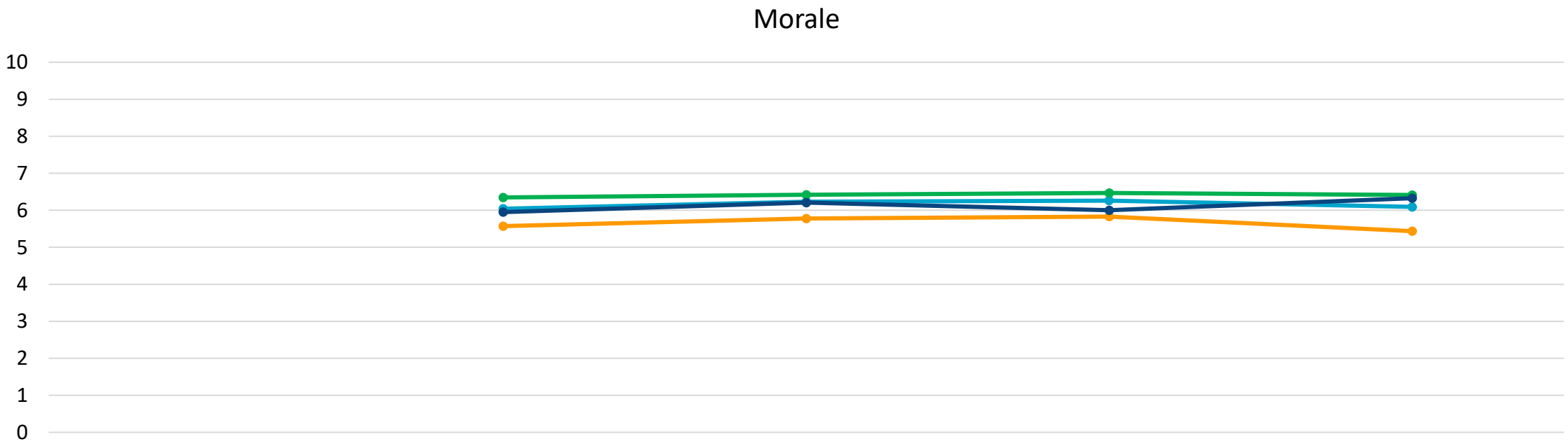
	2021	2022	2023	2024	2025
Your org	-	7.40	7.34	7.30	7.51
Best result	-	7.71	7.70	7.77	7.72
Average result	-	7.28	7.31	7.33	7.26
Worst result	-	6.55	6.62	6.83	6.33
Responses	-	424	456	412	438

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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



	2021	2022	2023	2024	2025
Your org	-	5.95	6.21	6.00	6.33
Best result	-	6.35	6.42	6.47	6.41
Average result	-	6.04	6.23	6.26	6.09
Worst result	-	5.57	5.78	5.83	5.44
Responses	-	425	457	413	440

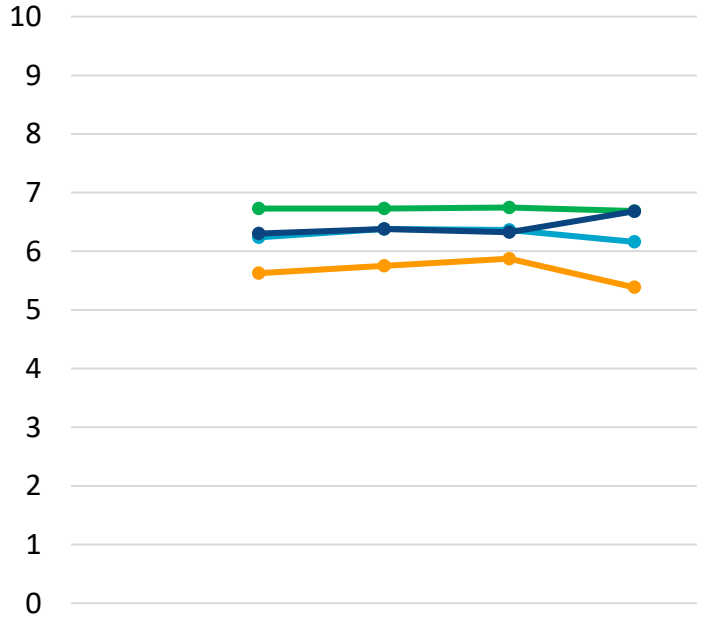
People Promise elements, themes and sub-scores: Sub-score trends

Survey Coordination Centre

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**.

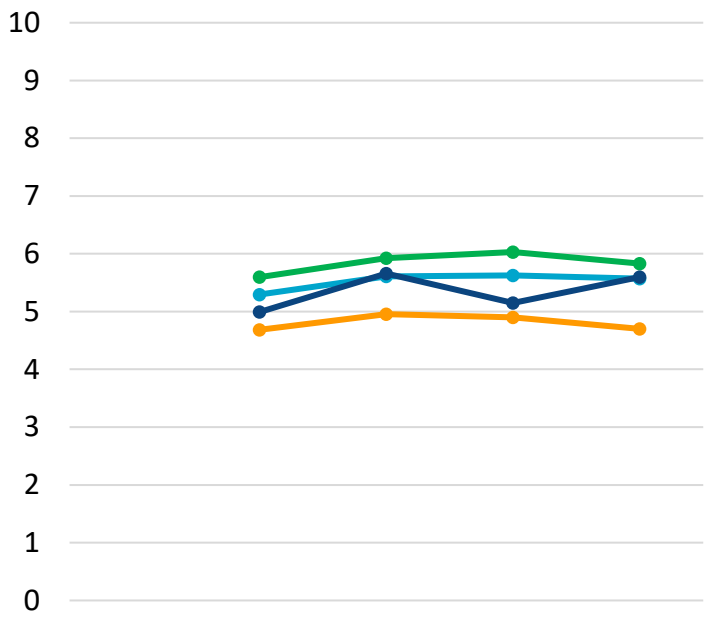
Theme: Morale

Thinking about leaving



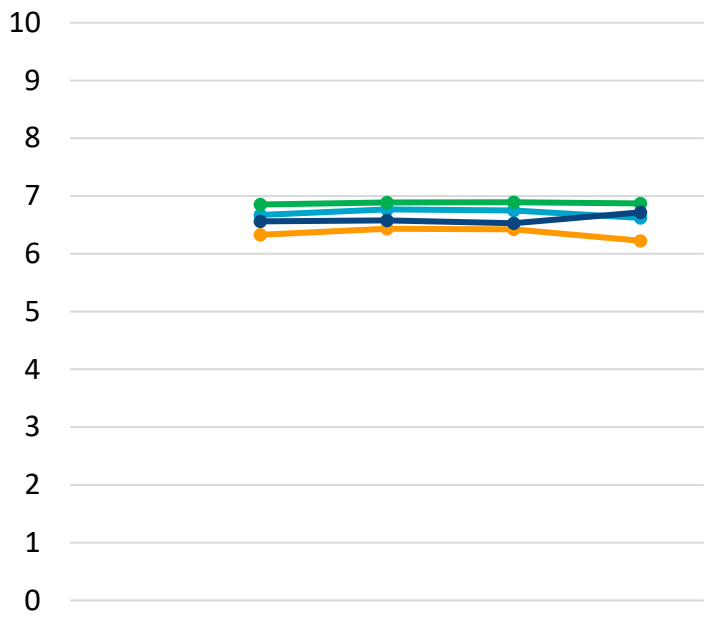
	2021	2022	2023	2024	2025
Your org	-	6.30	6.38	6.33	6.68
Best result	-	6.73	6.73	6.75	6.69
Average result	-	6.24	6.38	6.36	6.16
Worst result	-	5.63	5.75	5.87	5.38
Responses	-	424	456	414	438

Work pressure



	2021	2022	2023	2024	2025
Your org	-	4.99	5.66	5.15	5.60
Best result	-	5.60	5.92	6.03	5.83
Average result	-	5.30	5.61	5.63	5.57
Worst result	-	4.69	4.96	4.90	4.70
Responses	-	425	456	413	440

Stressors



	2021	2022	2023	2024	2025
Your org	-	6.56	6.58	6.53	6.72
Best result	-	6.85	6.89	6.89	6.87
Average result	-	6.67	6.77	6.75	6.62
Worst result	-	6.33	6.43	6.42	6.23
Responses	-	424	457	413	440

Survey Coordination Centre

NHS

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

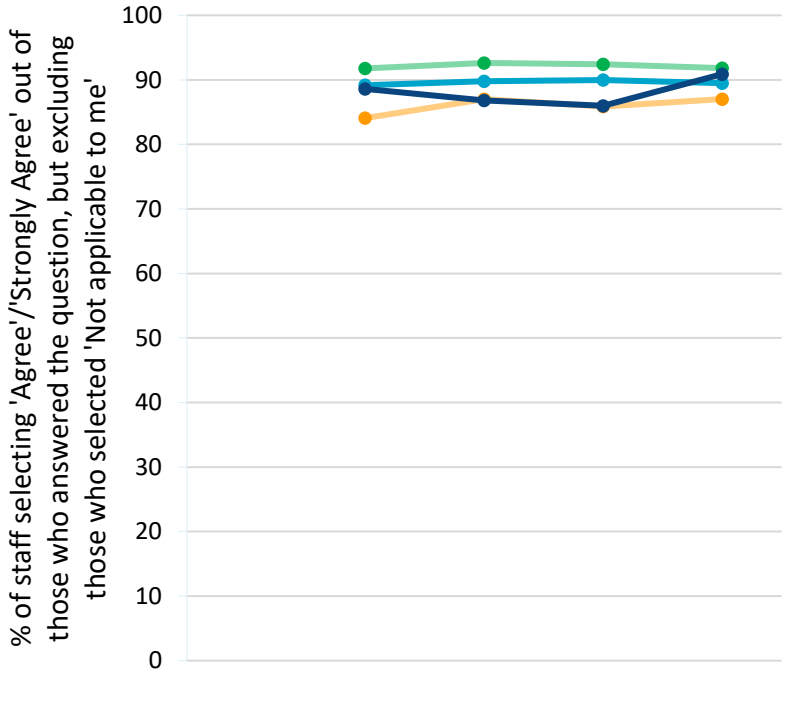
Inclusion – Q7h, Q7i, Q8b, Q8c

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.

Survey Coordination Centre

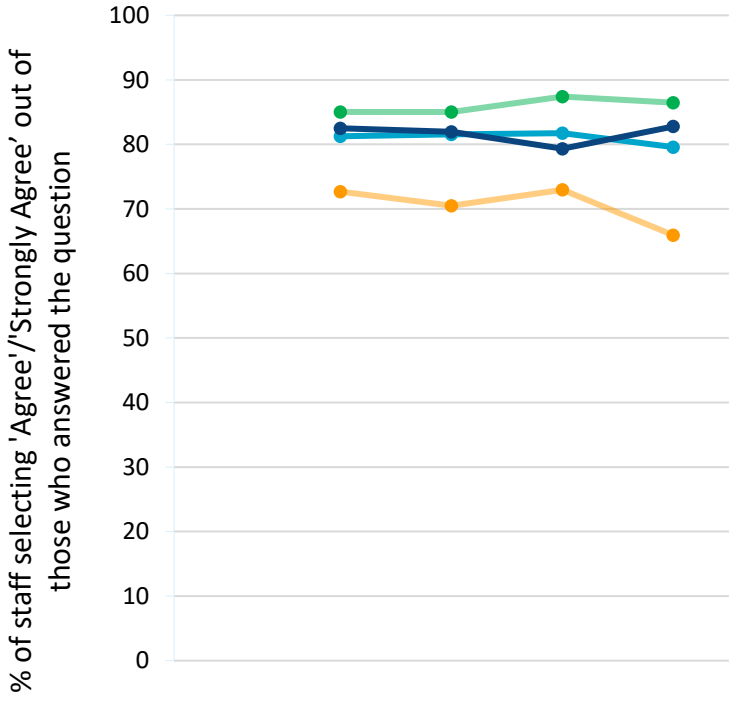
NHS

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



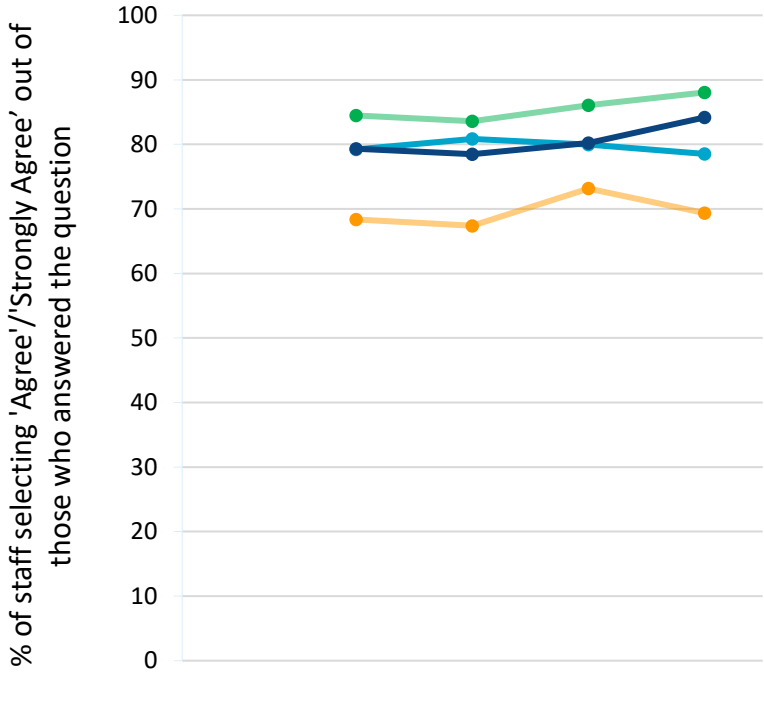
	2021	2022	2023	2024	2025
Your org	-	88.62%	86.83%	85.99%	90.89%
Best result	-	91.78%	92.62%	92.41%	91.83%
Average result	-	89.17%	89.76%	89.97%	89.48%
Worst result	-	84.08%	86.99%	85.86%	87.02%
Responses	-	407	437	391	422

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



	2021	2022	2023	2024	2025
Your org	-	82.49%	81.96%	79.34%	82.77%
Best result	-	85.04%	85.02%	87.41%	86.47%
Average result	-	81.27%	81.55%	81.74%	79.58%
Worst result	-	72.68%	70.50%	72.96%	65.93%
Responses	-	424	456	412	438

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

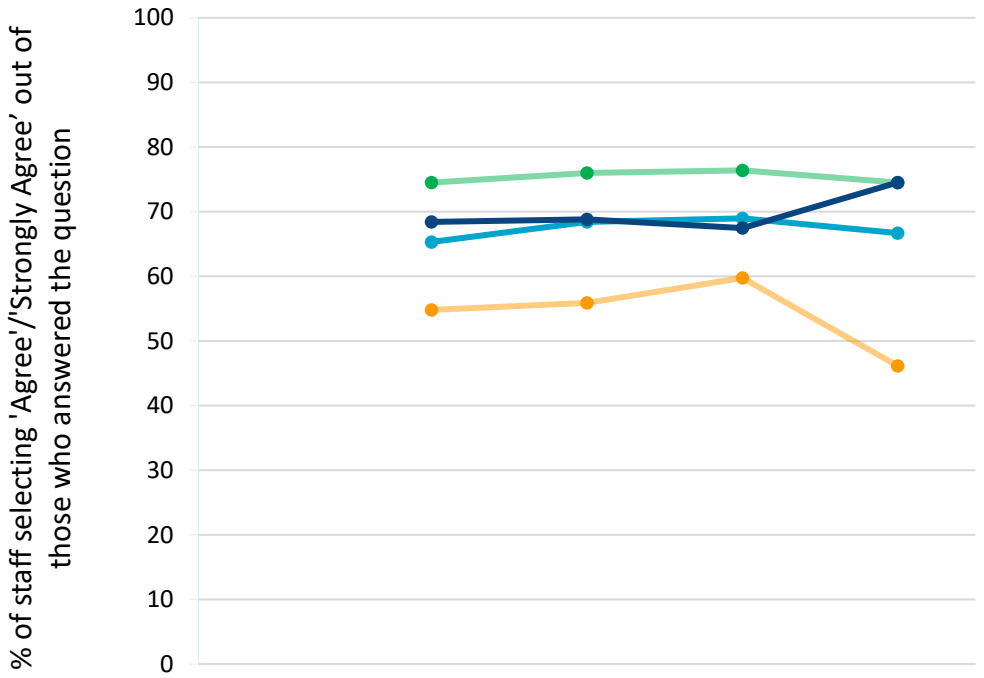


	2021	2022	2023	2024	2025
Your org	-	79.32%	78.48%	80.23%	84.17%
Best result	-	84.49%	83.59%	86.04%	88.05%
Average result	-	79.23%	80.85%	79.97%	78.53%
Worst result	-	68.38%	67.40%	73.15%	69.36%
Responses	-	422	456	412	438

Survey Coordination Centre

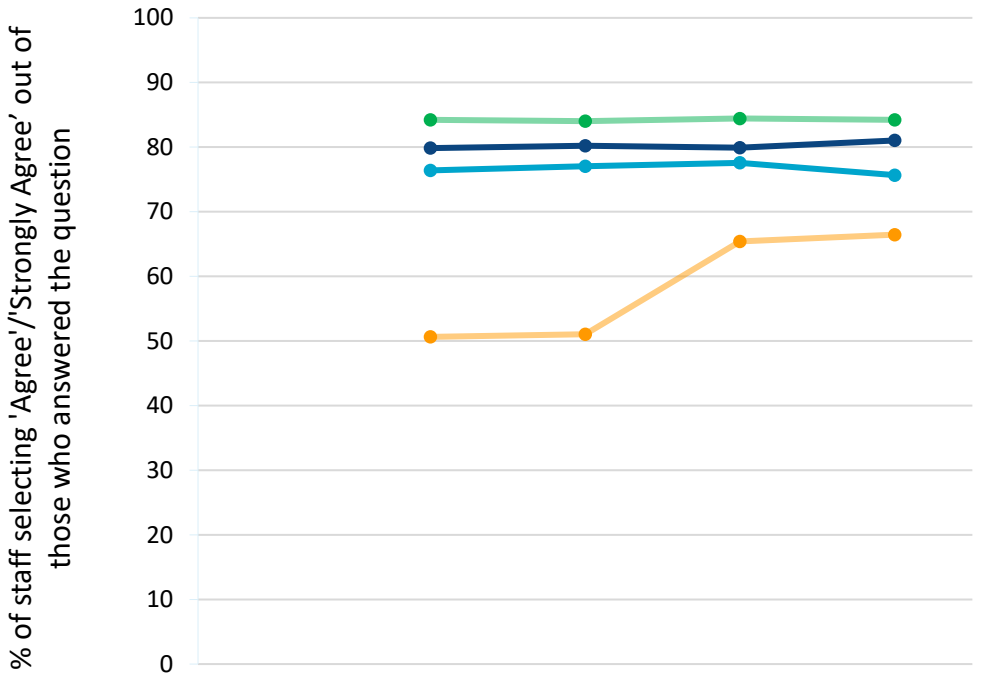
NHS

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



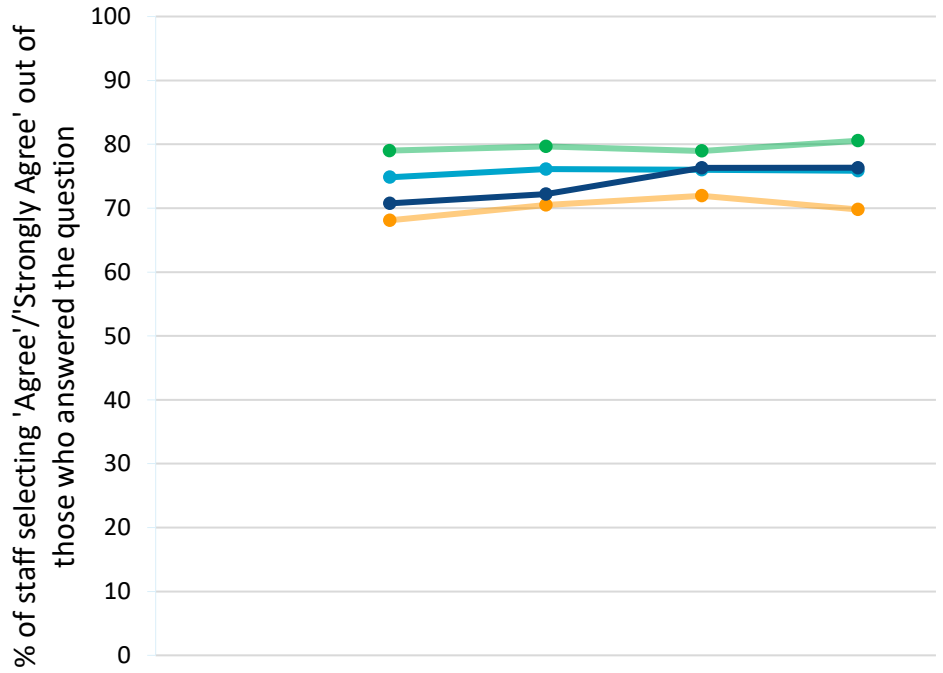
	2021	2022	2023	2024	2025
Your org	-	68.42%	68.85%	67.47%	74.53%
Best result	-	74.51%	76.01%	76.41%	74.52%
Average result	-	65.33%	68.41%	68.98%	66.68%
Worst result	-	54.83%	55.90%	59.76%	46.14%
Responses	-	424	456	411	437

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



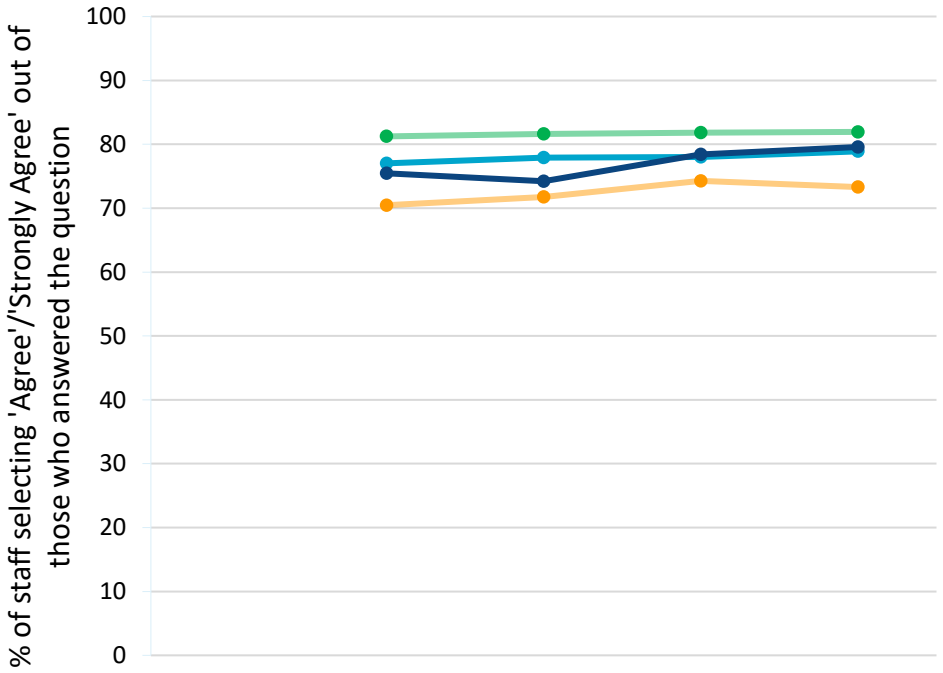
	2021	2022	2023	2024	2025
Your org	-	79.85%	80.19%	79.92%	81.03%
Best result	-	84.21%	84.02%	84.44%	84.24%
Average result	-	76.42%	77.04%	77.57%	75.67%
Worst result	-	50.63%	51.06%	65.41%	66.46%
Responses	-	424	456	411	438

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



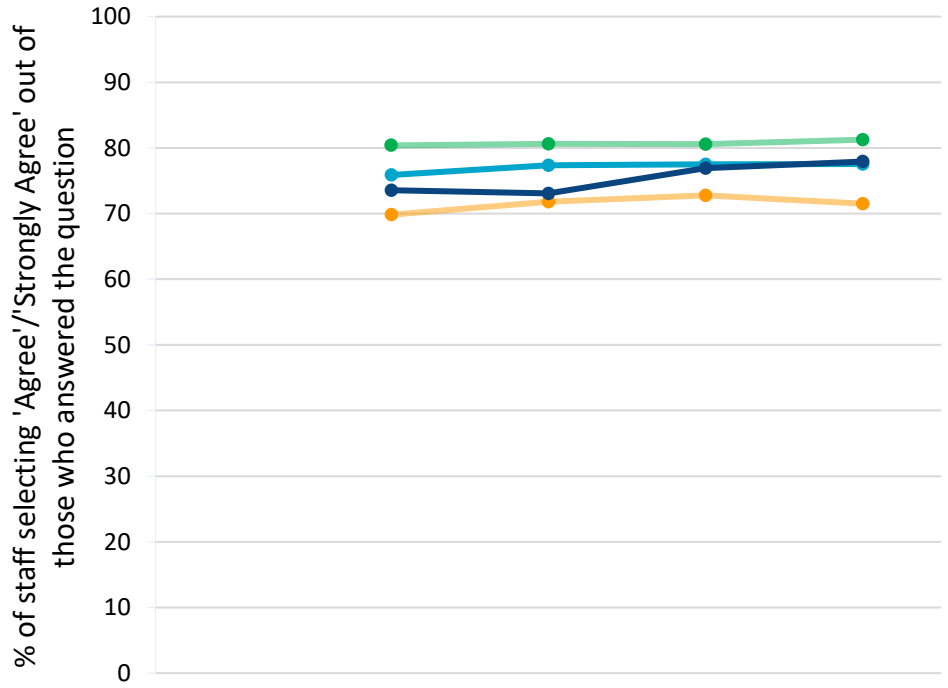
	2021	2022	2023	2024	2025
Your org	-	70.75%	72.19%	76.31%	76.33%
Best result	-	78.99%	79.67%	78.94%	80.55%
Average result	-	74.83%	76.12%	76.00%	75.83%
Worst result	-	68.10%	70.49%	71.93%	69.81%
Responses	-	424	456	413	438

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



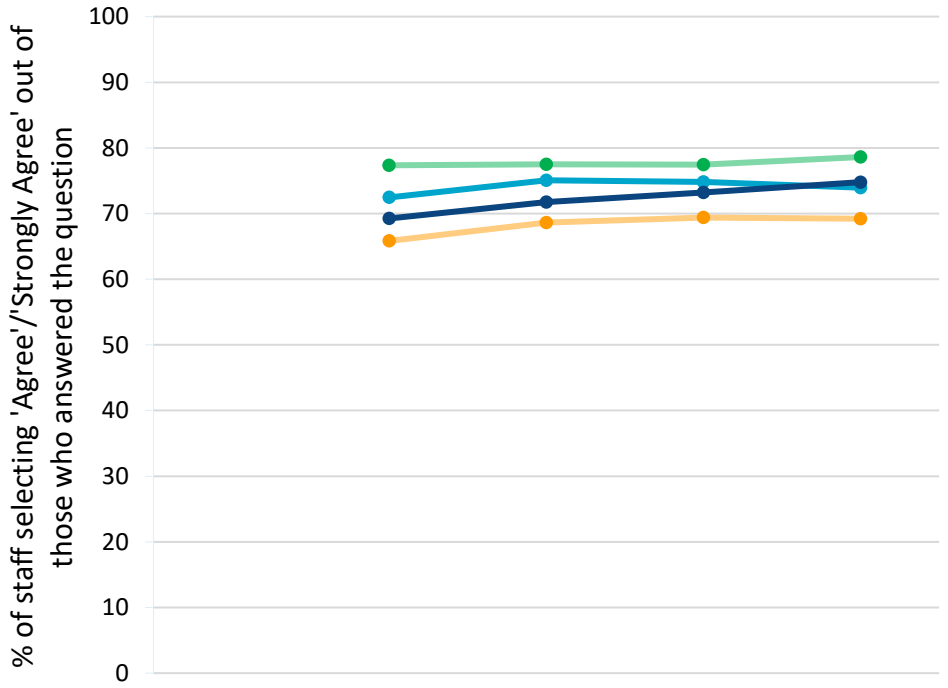
	2021	2022	2023	2024	2025
Your org	-	75.44%	74.22%	78.42%	79.58%
Best result	-	81.24%	81.64%	81.83%	81.94%
Average result	-	77.02%	77.90%	78.00%	78.89%
Worst result	-	70.46%	71.75%	74.28%	73.29%
Responses	-	424	454	414	438

Q9h My immediate manager cares about my concerns.



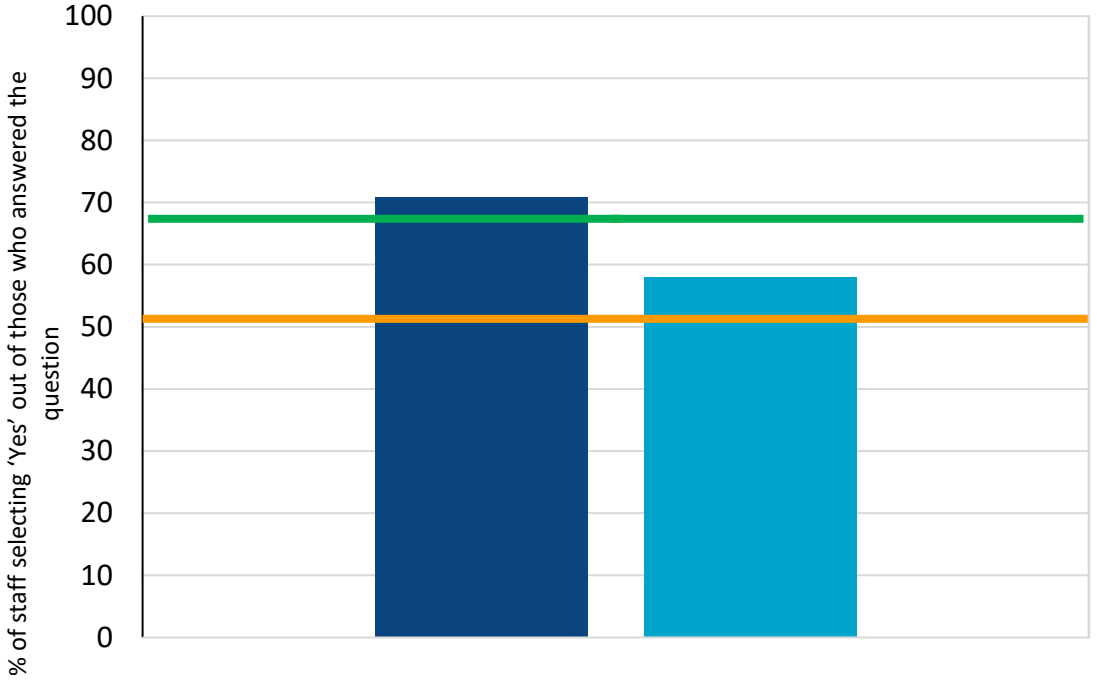
	2021	2022	2023	2024	2025
Your org	-	73.53%	73.07%	76.93%	77.92%
Best result	-	80.38%	80.61%	80.58%	81.25%
Average result	-	75.88%	77.37%	77.50%	77.55%
Worst result	-	69.83%	71.82%	72.77%	71.51%
Responses	-	424	455	414	439

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



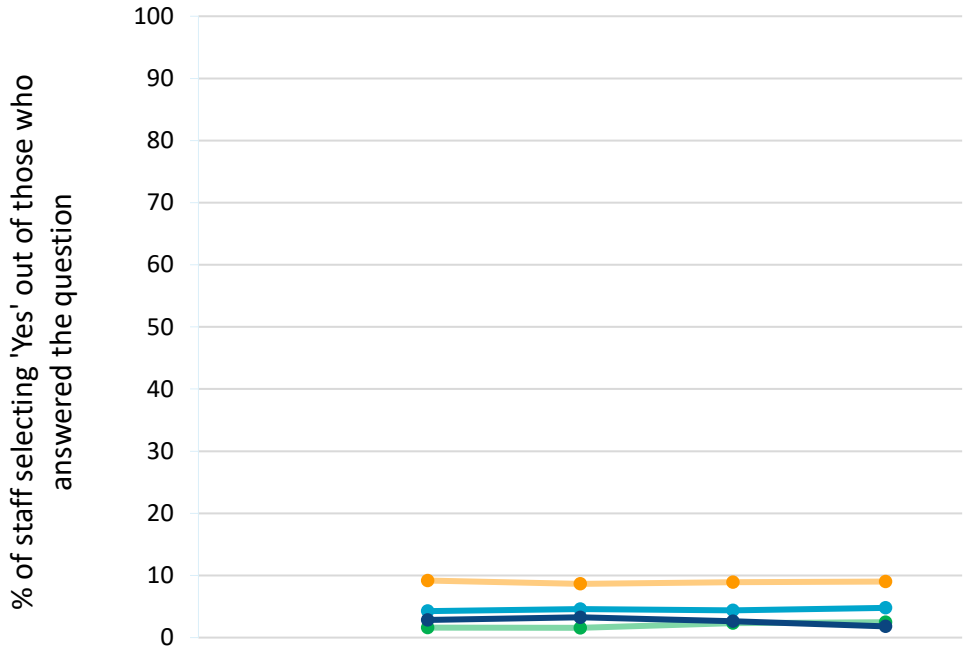
	2021	2022	2023	2024	2025
Your org	-	69.25%	71.74%	73.20%	74.79%
Best result	-	77.35%	77.49%	77.47%	78.61%
Average result	-	72.46%	75.07%	74.82%	73.94%
Worst result	-	65.83%	68.62%	69.39%	69.24%
Responses	-	423	454	414	438

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



	2025
Your org	70.89%
Best result	67.38%
Average result	58.05%
Worst result	51.29%
Responses	439

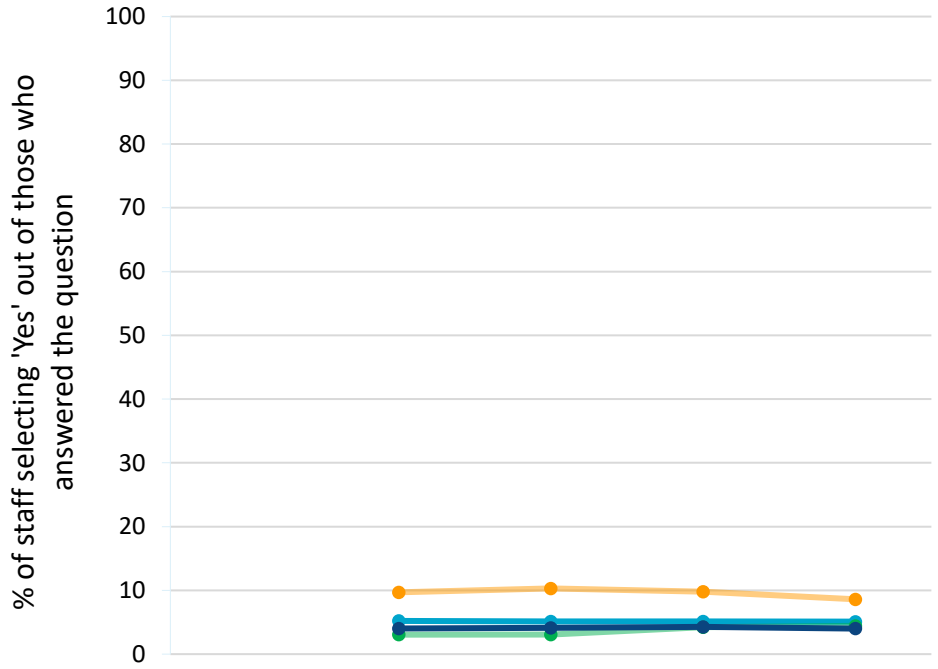
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2021	2022	2023	2024	2025
Your org	-	2.84%	3.27%	2.61%	1.80%
Best result	-	1.60%	1.57%	2.30%	2.48%
Average result	-	4.25%	4.61%	4.39%	4.78%
Worst result	-	9.18%	8.64%	8.90%	9.01%
Responses	-	421	454	414	439

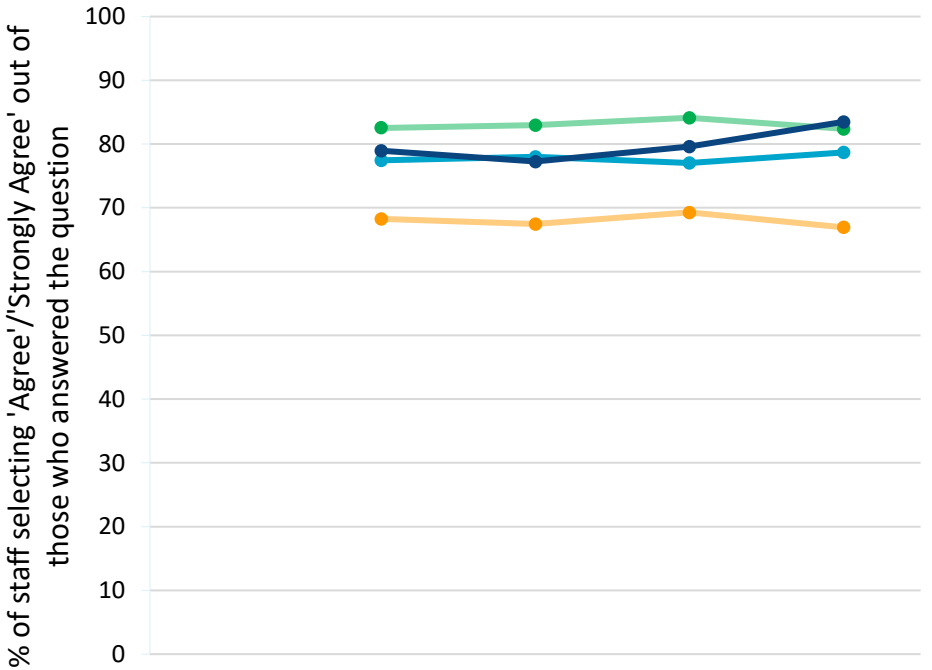
Note: Due to changes in the question wording in 2025, previous years' results for Q15 are not reported. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

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



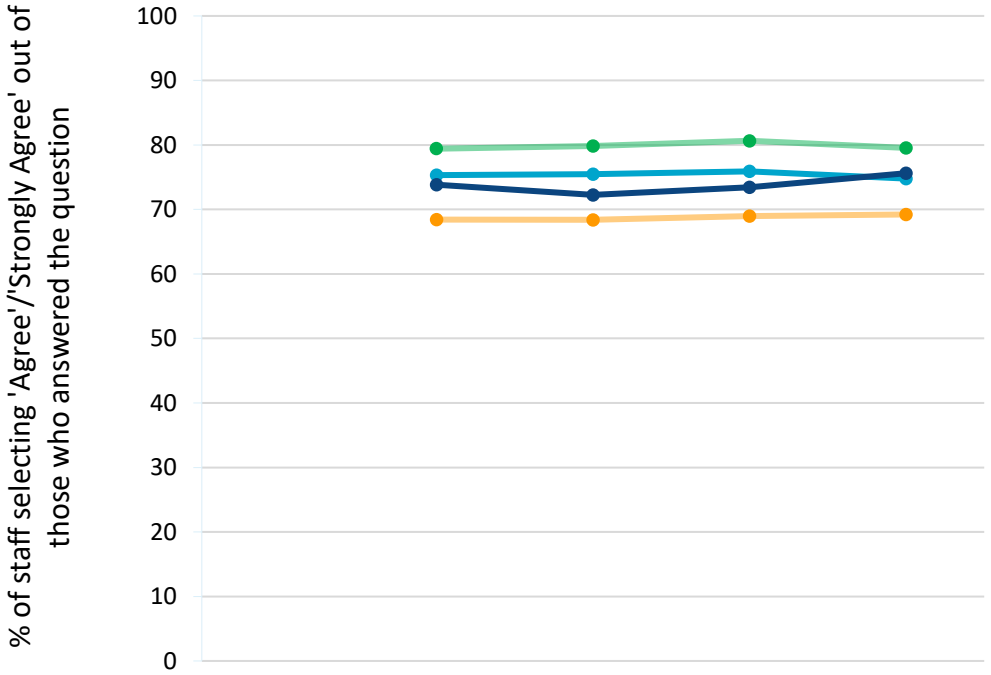
	2021	2022	2023	2024	2025
Your org	-	4.01%	4.15%	4.28%	4.01%
Best result	-	3.05%	3.08%	4.23%	4.44%
Average result	-	5.21%	5.15%	5.12%	5.10%
Worst result	-	9.69%	10.31%	9.79%	8.60%
Responses	-	423	453	409	437

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



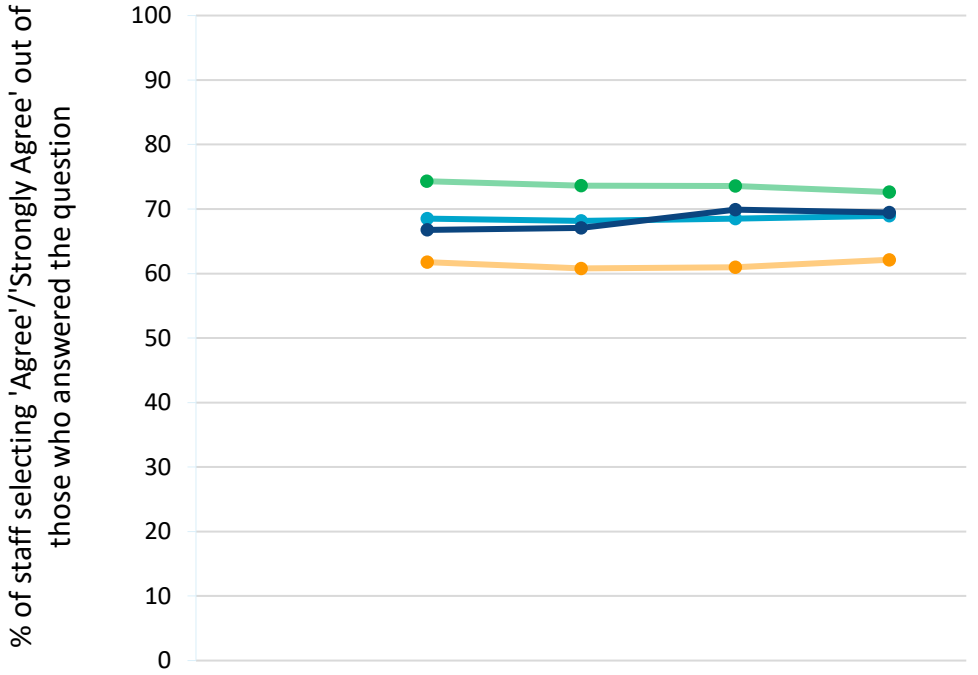
	2021	2022	2023	2024	2025
Your org	-	78.97%	77.27%	79.59%	83.48%
Best result	-	82.54%	83.00%	84.12%	82.39%
Average result	-	77.47%	78.01%	77.03%	78.69%
Worst result	-	68.25%	67.47%	69.29%	66.94%
Responses	-	422	456	414	439

Q7h I feel valued by my team.



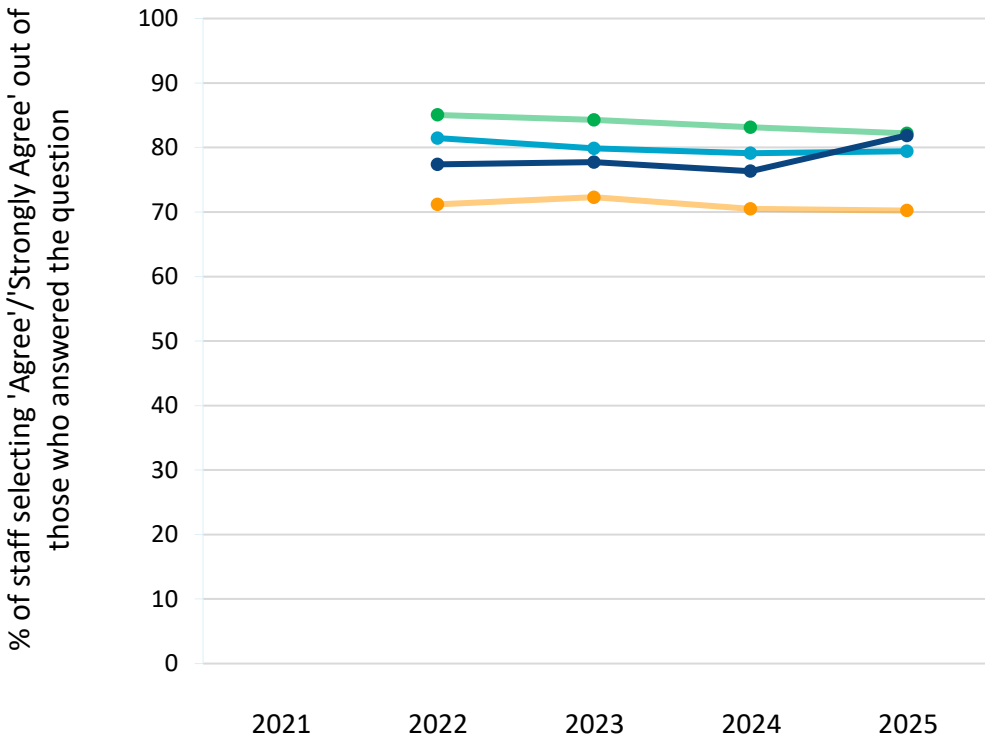
	2021	2022	2023	2024	2025
Your org	-	73.83%	72.26%	73.42%	75.62%
Best result	-	79.41%	79.83%	80.65%	79.54%
Average result	-	75.30%	75.45%	75.90%	74.78%
Worst result	-	68.43%	68.40%	68.98%	69.22%
Responses	-	424	456	414	437

Q7i I feel a strong personal attachment to my team.



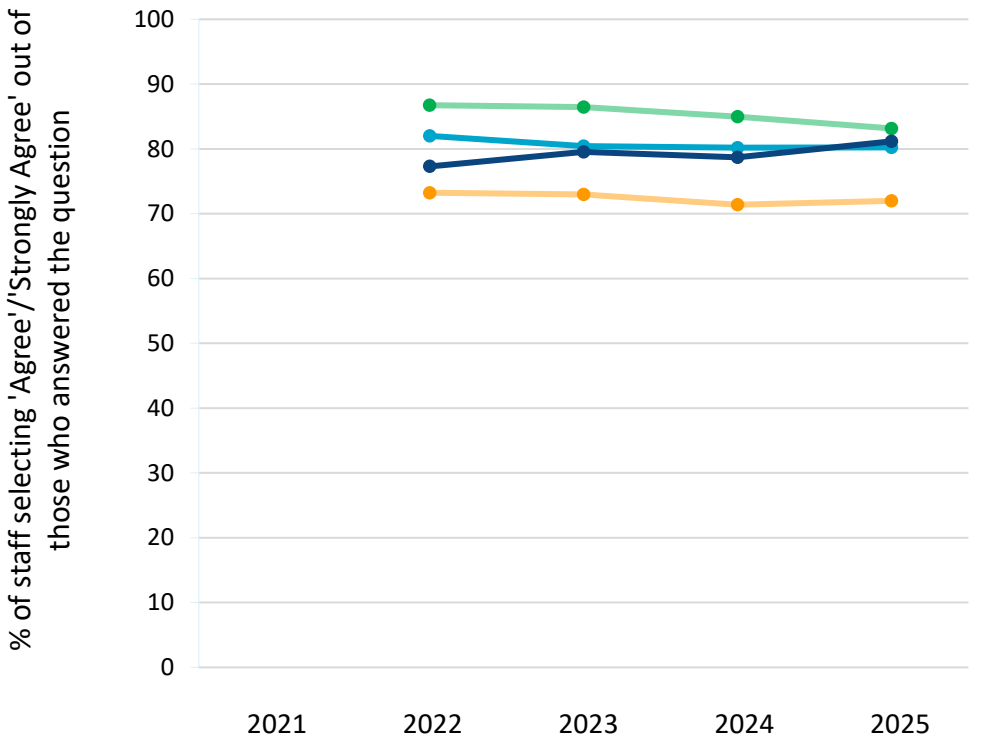
	2021	2022	2023	2024	2025
Your org	-	66.77%	67.09%	69.91%	69.45%
Best result	-	74.31%	73.63%	73.59%	72.63%
Average result	-	68.51%	68.16%	68.50%	68.96%
Worst result	-	61.78%	60.80%	60.97%	62.14%
Responses	-	424	456	412	435

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



	2021	2022	2023	2024	2025
Your org	-	77.40%	77.72%	76.33%	81.88%
Best result	-	85.05%	84.29%	83.14%	82.20%
Average result	-	81.47%	79.89%	79.12%	79.41%
Worst result	-	71.17%	72.31%	70.51%	70.23%
Responses	-	424	456	413	437

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



	2021	2022	2023	2024	2025
Your org	-	77.30%	79.55%	78.73%	81.17%
Best result	-	86.74%	86.44%	84.96%	83.16%
Average result	-	82.01%	80.44%	80.19%	80.22%
Worst result	-	73.24%	72.96%	71.39%	71.97%
Responses	-	424	455	413	437

Survey Coordination Centre

NHS

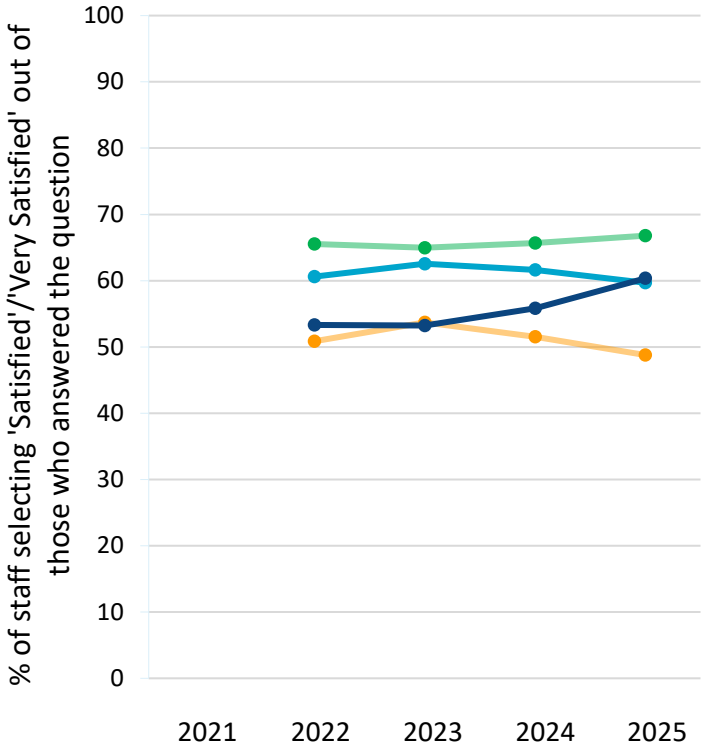
People Promise element – We are recognised and rewarded

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

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.

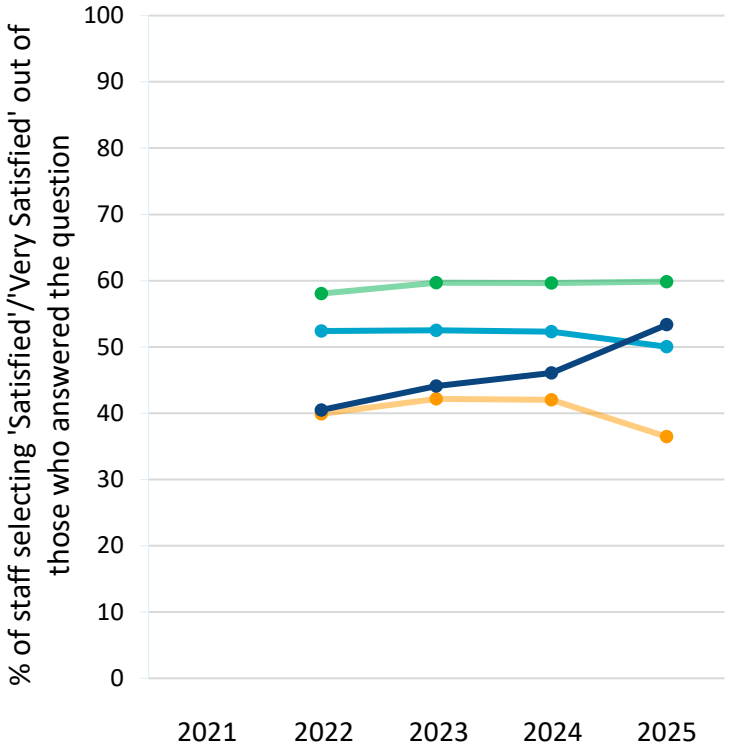
Survey Coordination Centre NHS

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



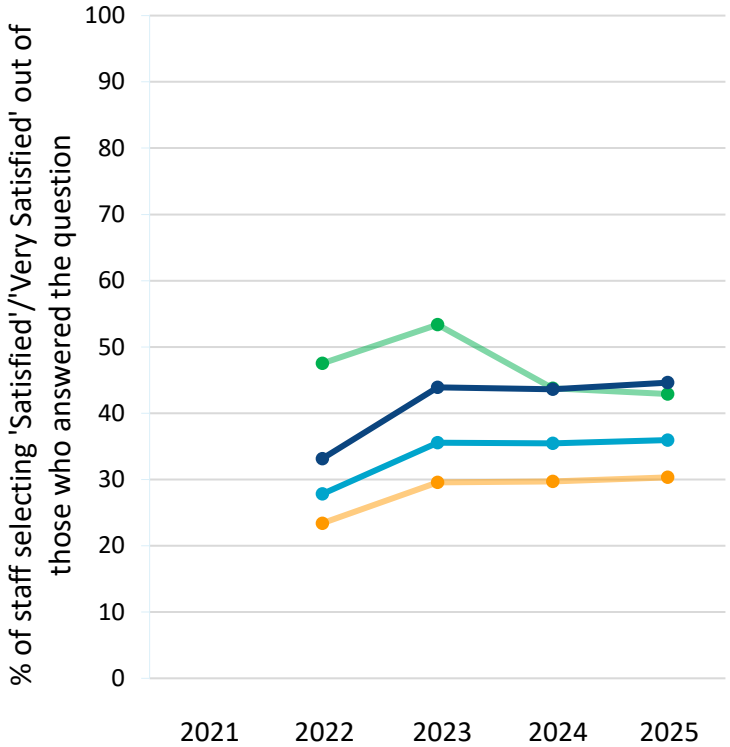
	2021	2022	2023	2024	2025
Your org	-	53.33%	53.24%	55.81%	60.35%
Best result	-	65.52%	64.98%	65.68%	66.79%
Average result	-	60.59%	62.56%	61.61%	59.68%
Worst result	-	50.84%	53.71%	51.53%	48.78%
Responses	-	424	457	414	439

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



	2021	2022	2023	2024	2025
Your org	-	40.49%	44.10%	46.10%	53.35%
Best result	-	58.05%	59.70%	59.67%	59.86%
Average result	-	52.42%	52.52%	52.29%	50.03%
Worst result	-	39.91%	42.16%	42.03%	36.46%
Responses	-	424	456	413	438

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

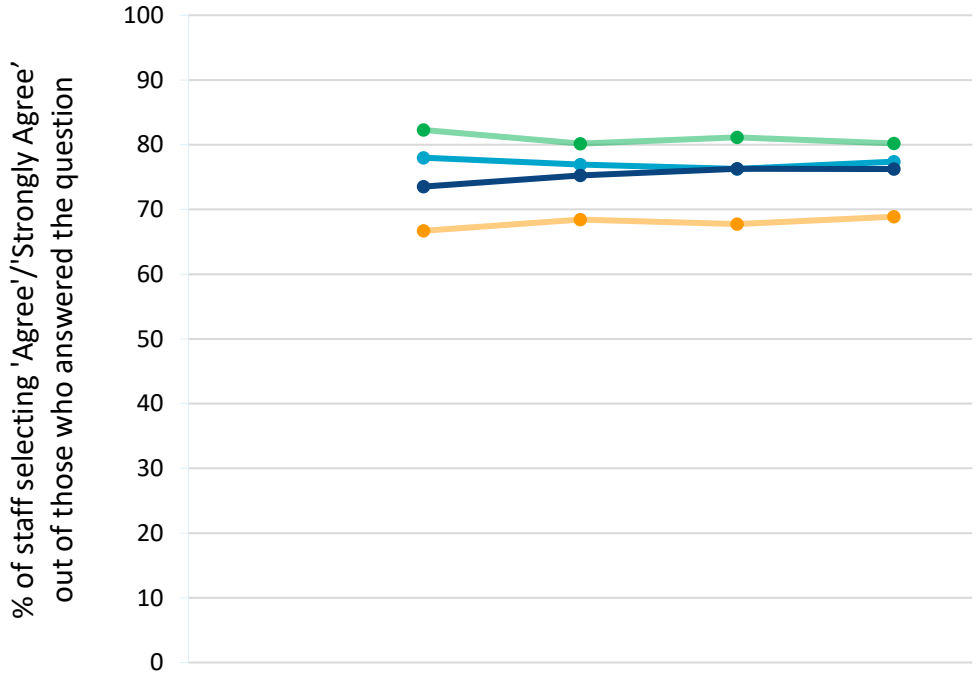


	2021	2022	2023	2024	2025
Your org	-	33.15%	43.92%	43.60%	44.62%
Best result	-	47.52%	53.36%	43.77%	42.90%
Average result	-	27.82%	35.57%	35.45%	35.95%
Worst result	-	23.41%	29.57%	29.71%	30.32%
Responses	-	424	456	414	439

Survey Coordination Centre

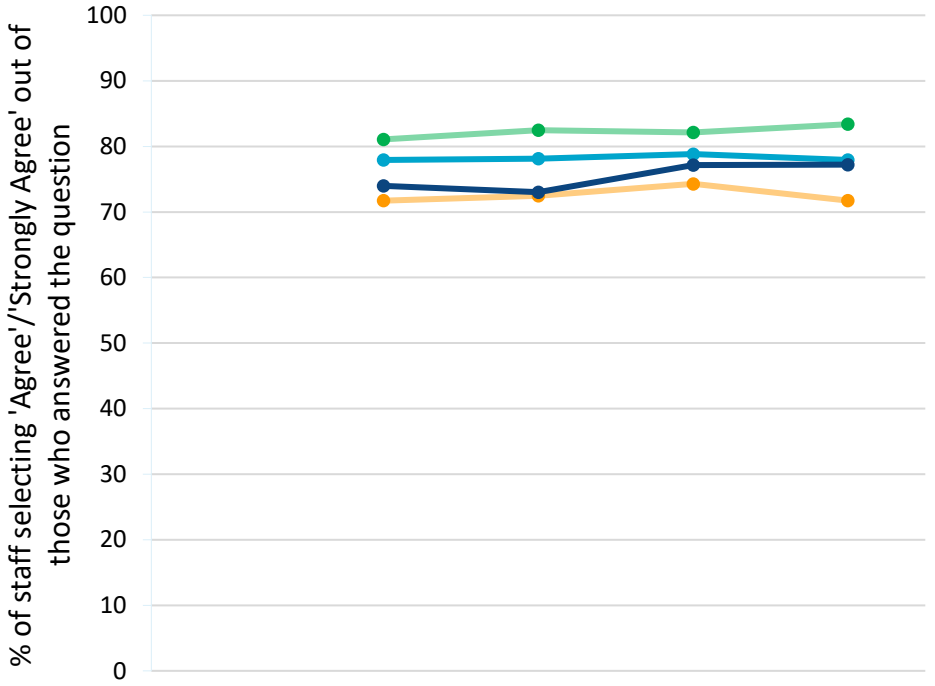
NHS

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



	2021	2022	2023	2024	2025
Your org	-	73.53%	75.26%	76.28%	76.22%
Best result	-	82.27%	80.17%	81.13%	80.19%
Average result	-	78.00%	76.95%	76.26%	77.38%
Worst result	-	66.70%	68.41%	67.75%	68.87%
Responses	-	424	456	413	436

Q9e My immediate manager values my work.



	2021	2022	2023	2024	2025
Your org	-	73.96%	73.02%	77.16%	77.22%
Best result	-	81.07%	82.49%	82.15%	83.38%
Average result	-	77.94%	78.11%	78.83%	77.93%
Worst result	-	71.72%	72.46%	74.29%	71.74%
Responses	-	424	454	414	439

Survey Coordination Centre

NHS

People Promise element – We each have a voice that counts

Questions included:

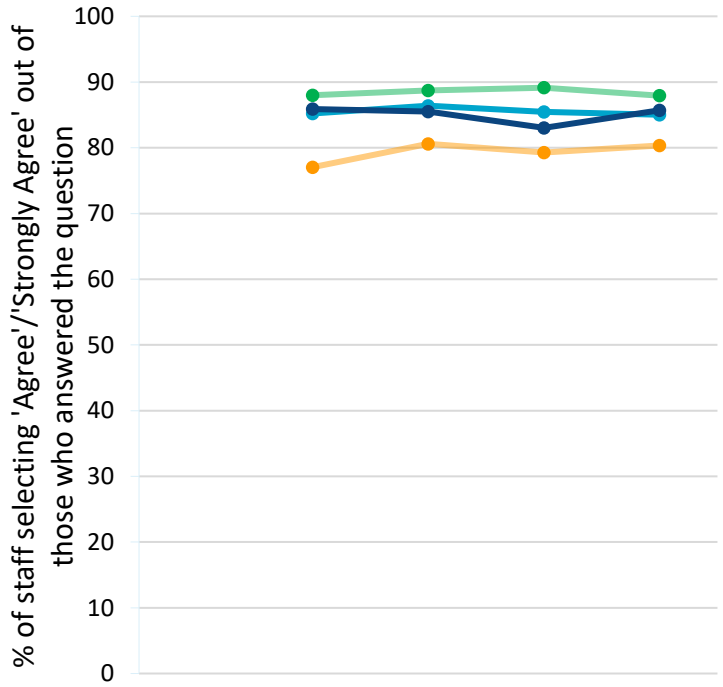
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f

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.

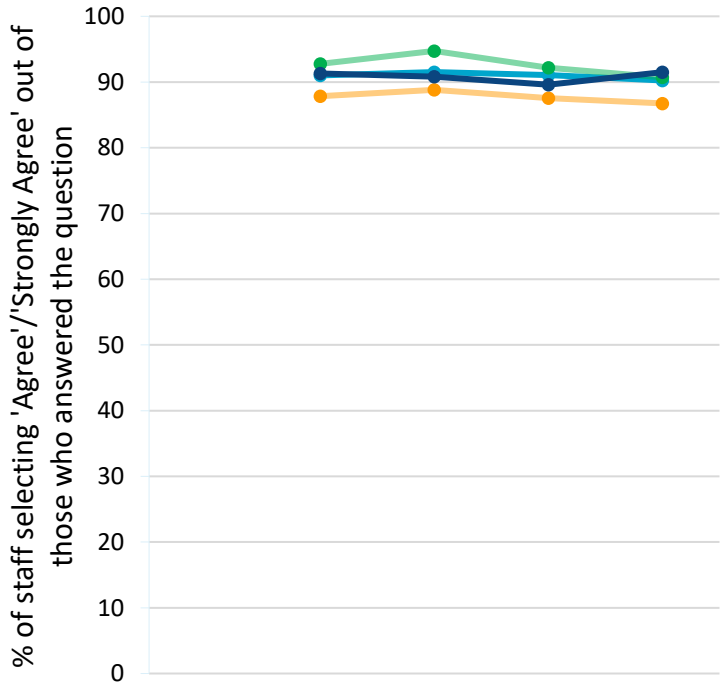
Survey Coordination Centre NHS

Q3a I always know what my work responsibilities are.



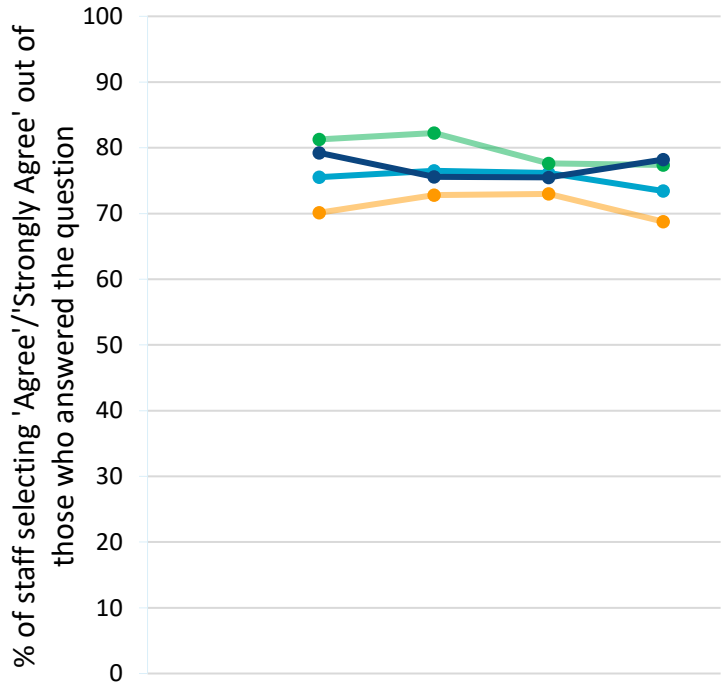
	2021	2022	2023	2024	2025
Your org	-	85.89%	85.52%	83.03%	85.69%
Best result	-	88.01%	88.73%	89.14%	87.93%
Average result	-	85.21%	86.40%	85.48%	85.02%
Worst result	-	77.04%	80.60%	79.28%	80.34%
Responses	-	424	457	413	440

Q3b I am trusted to do my job.



	2021	2022	2023	2024	2025
Your org	-	91.29%	90.81%	89.60%	91.50%
Best result	-	92.79%	94.73%	92.17%	90.71%
Average result	-	91.02%	91.51%	91.06%	90.24%
Worst result	-	87.85%	88.81%	87.56%	86.75%
Responses	-	424	455	411	440

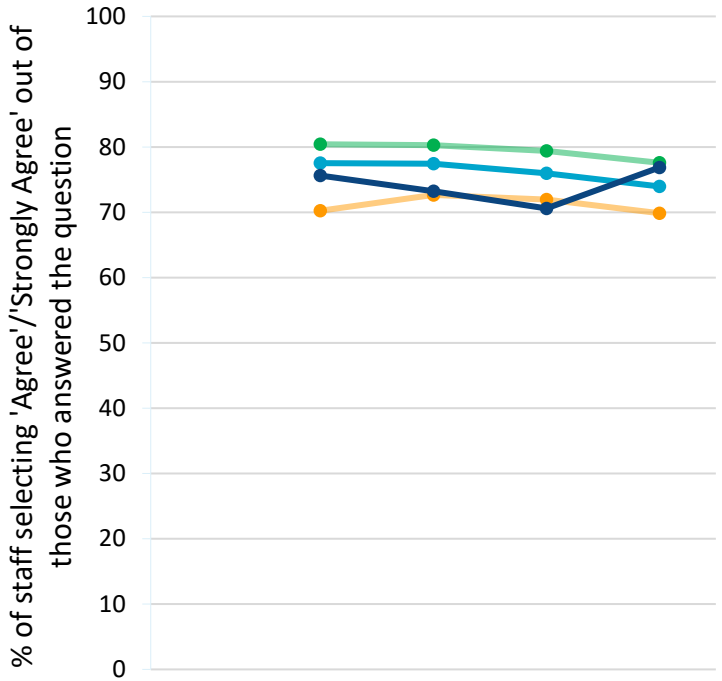
Q3c There are frequent opportunities for me to show initiative in my role.



	2021	2022	2023	2024	2025
Your org	-	79.22%	75.56%	75.49%	78.18%
Best result	-	81.25%	82.24%	77.62%	77.38%
Average result	-	75.54%	76.49%	76.16%	73.42%
Worst result	-	70.13%	72.78%	72.98%	68.76%
Responses	-	425	455	413	440

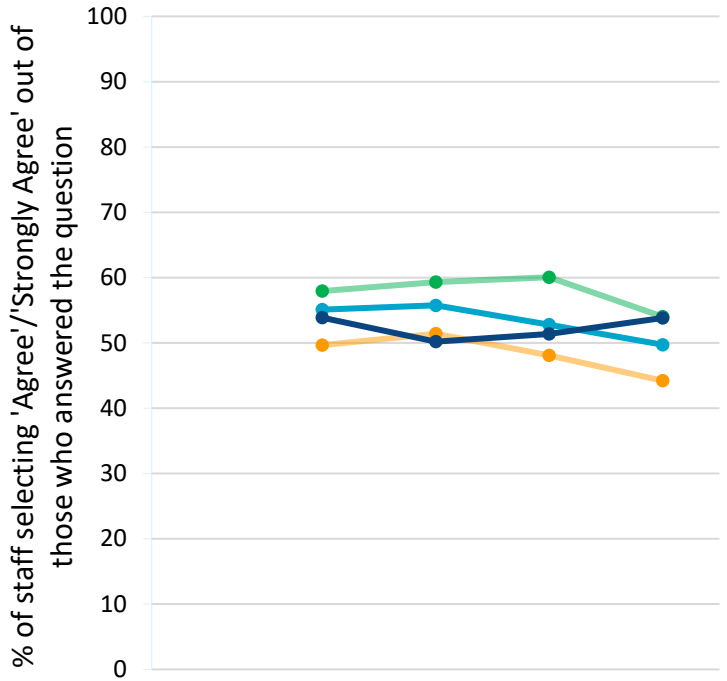
Survey Coordination Centre NHS

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



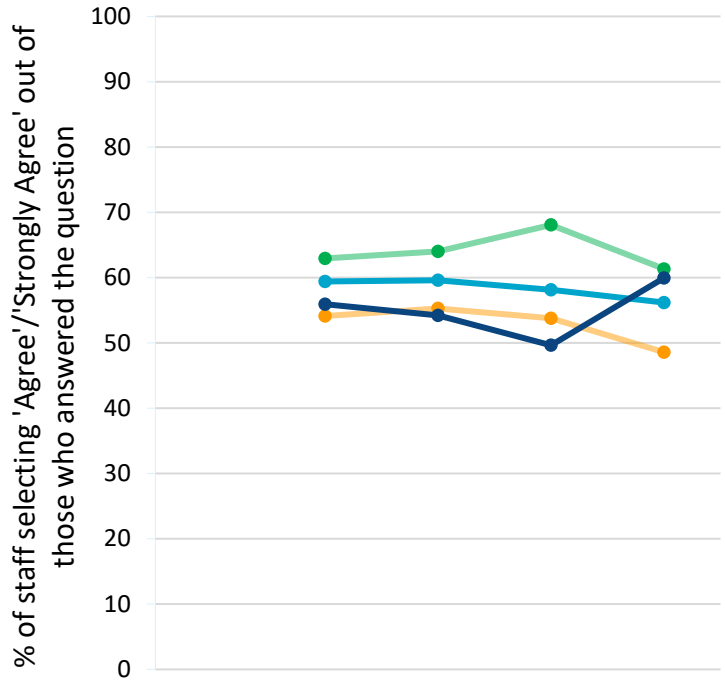
	2021	2022	2023	2024	2025
Your org	-	75.65%	73.25%	70.60%	76.86%
Best result	-	80.42%	80.30%	79.41%	77.59%
Average result	-	77.53%	77.45%	75.99%	73.97%
Worst result	-	70.24%	72.66%	71.96%	69.87%
Responses	-	425	456	412	440

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



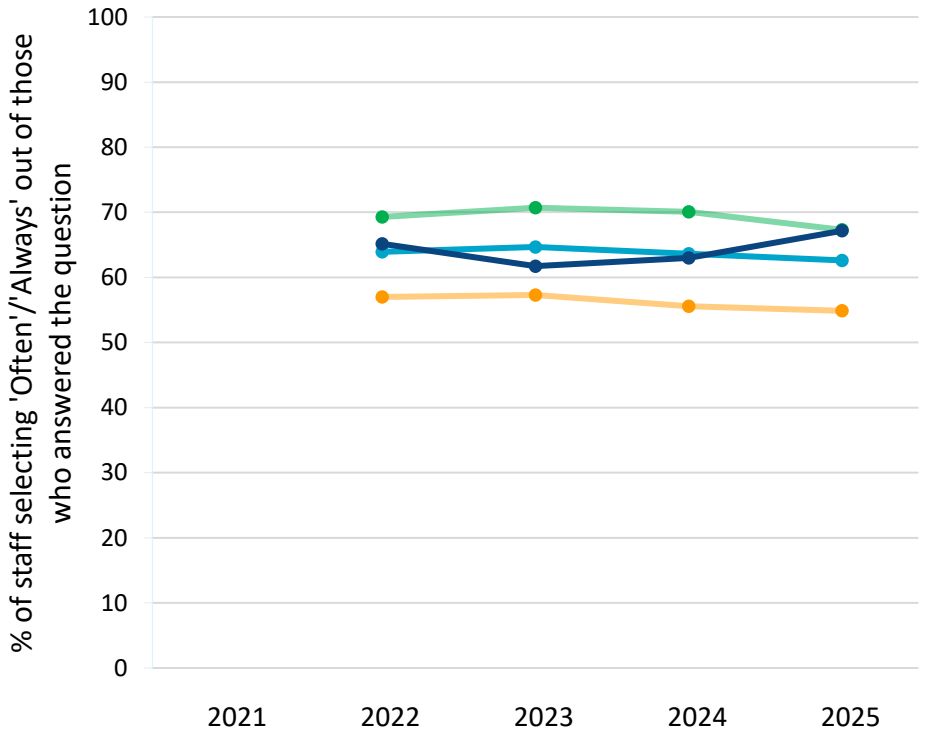
	2021	2022	2023	2024	2025
Your org	-	53.87%	50.19%	51.39%	53.81%
Best result	-	57.94%	59.32%	60.06%	54.02%
Average result	-	55.10%	55.76%	52.78%	49.72%
Worst result	-	49.66%	51.41%	48.09%	44.21%
Responses	-	425	456	412	439

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



	2021	2022	2023	2024	2025
Your org	-	55.93%	54.22%	49.64%	59.94%
Best result	-	62.95%	64.00%	68.06%	61.33%
Average result	-	59.41%	59.59%	58.15%	56.18%
Worst result	-	54.09%	55.27%	53.78%	48.58%
Responses	-	424	456	413	440

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

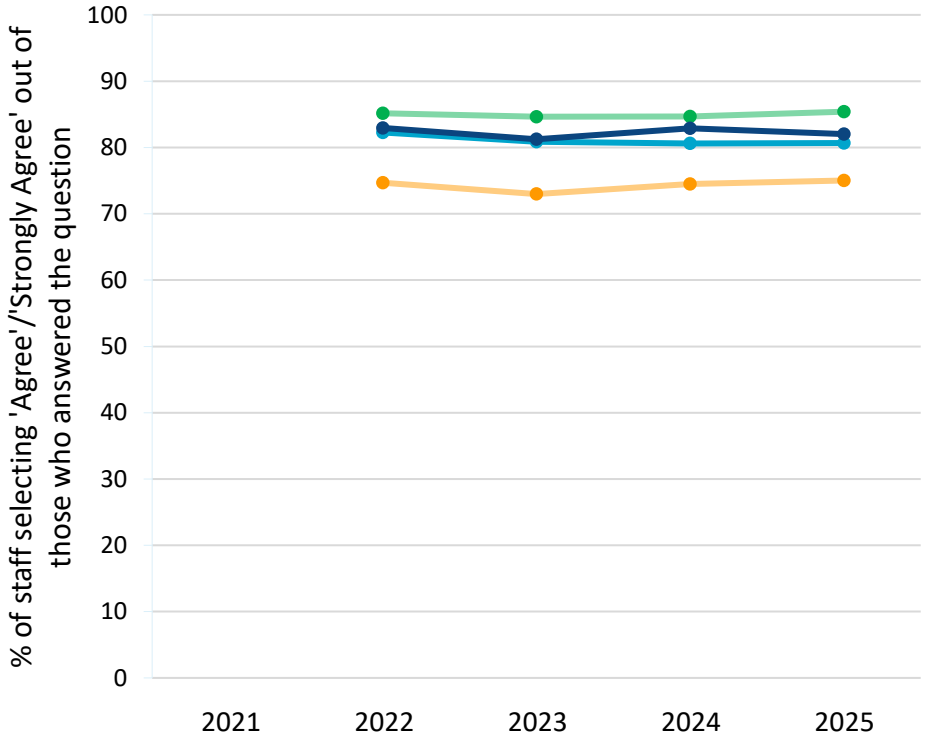


	2021	2022	2023	2024	2025
Your org	-	65.17%	61.73%	63.02%	67.16%
Best result	-	69.27%	70.71%	70.10%	67.31%
Average result	-	63.91%	64.68%	63.63%	62.61%
Worst result	-	57.01%	57.30%	55.58%	54.86%
Responses	-	424	456	412	440

Survey Coordination Centre

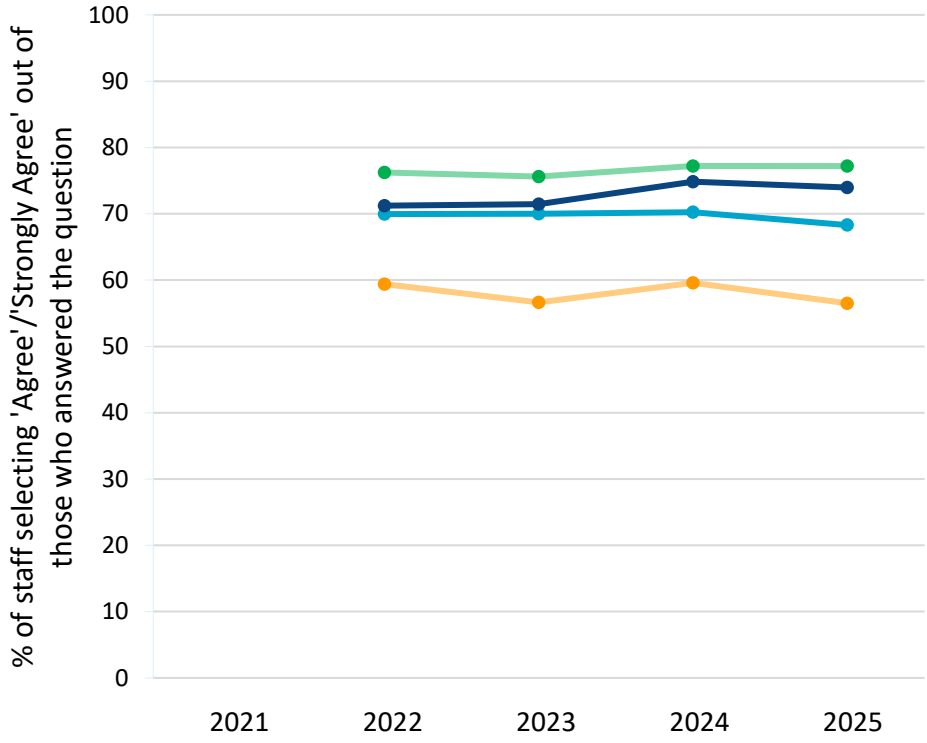
NHS

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



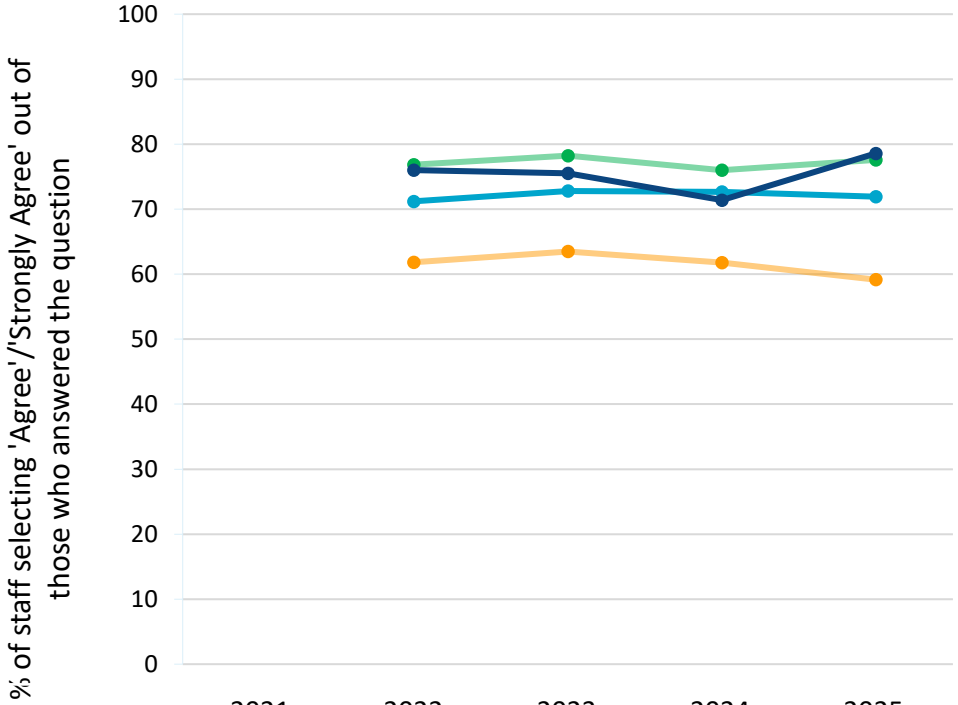
	2021	2022	2023	2024	2025
Your org	-	82.95%	81.24%	82.90%	82.04%
Best result	-	85.16%	84.65%	84.68%	85.40%
Average result	-	82.27%	80.88%	80.61%	80.70%
Worst result	-	74.68%	72.98%	74.49%	75.02%
Responses	-	424	455	414	438

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



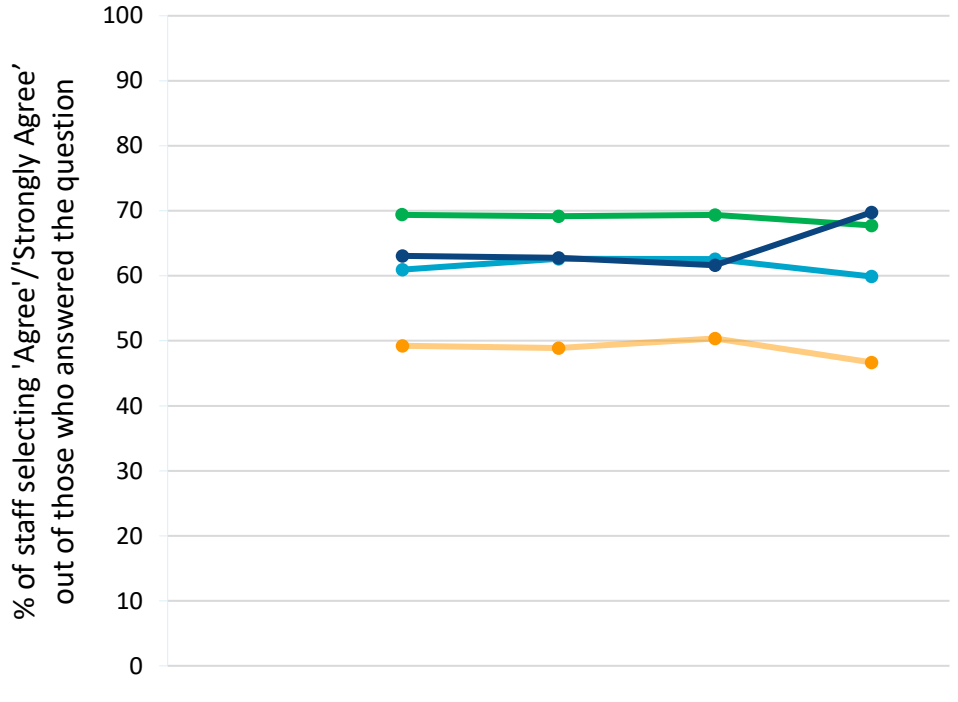
	2021	2022	2023	2024	2025
Your org	-	71.23%	71.46%	74.84%	73.94%
Best result	-	76.22%	75.61%	77.21%	77.18%
Average result	-	69.96%	70.02%	70.23%	68.29%
Worst result	-	59.38%	56.63%	59.58%	56.51%
Responses	-	424	455	414	437

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



	2021	2022	2023	2024	2025
Your org	-	76.00%	75.53%	71.39%	78.59%
Best result	-	76.84%	78.24%	75.99%	77.56%
Average result	-	71.21%	72.79%	72.64%	71.93%
Worst result	-	61.82%	63.48%	61.79%	59.15%
Responses	-	423	456	412	438

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



	2021	2022	2023	2024	2025
Your org	-	63.07%	62.78%	61.63%	69.76%
Best result	-	69.37%	69.17%	69.36%	67.75%
Average result	-	60.97%	62.62%	62.59%	59.90%
Worst result	-	49.22%	48.91%	50.37%	46.68%
Responses	-	424	456	412	438

Survey Coordination Centre

NHS

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

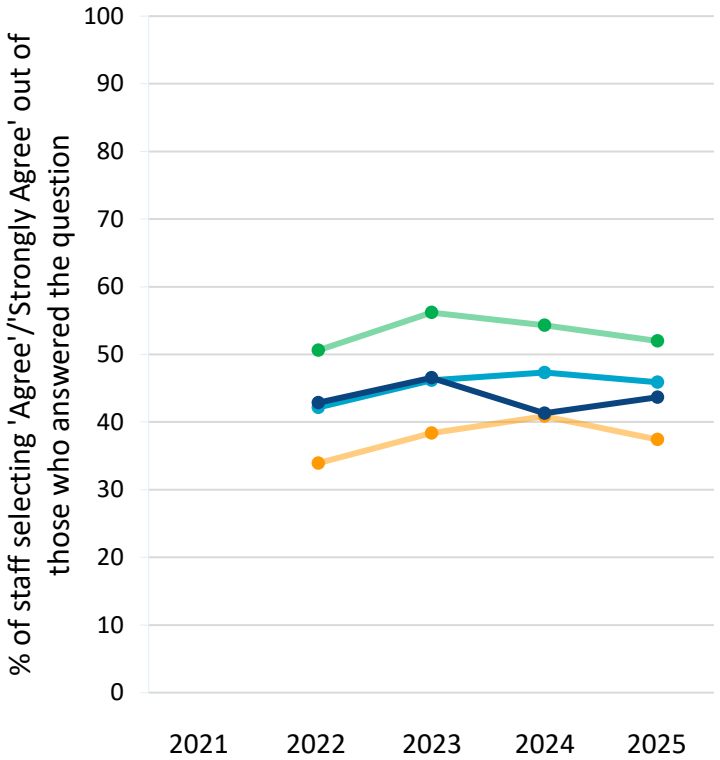
Negative experiences: Q11b, Q11c, Q11d, Q13a, Q13b, Q13c, Q14a, Q14b, Q14c

Other questions:* Q17a, Q17b, Q22

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

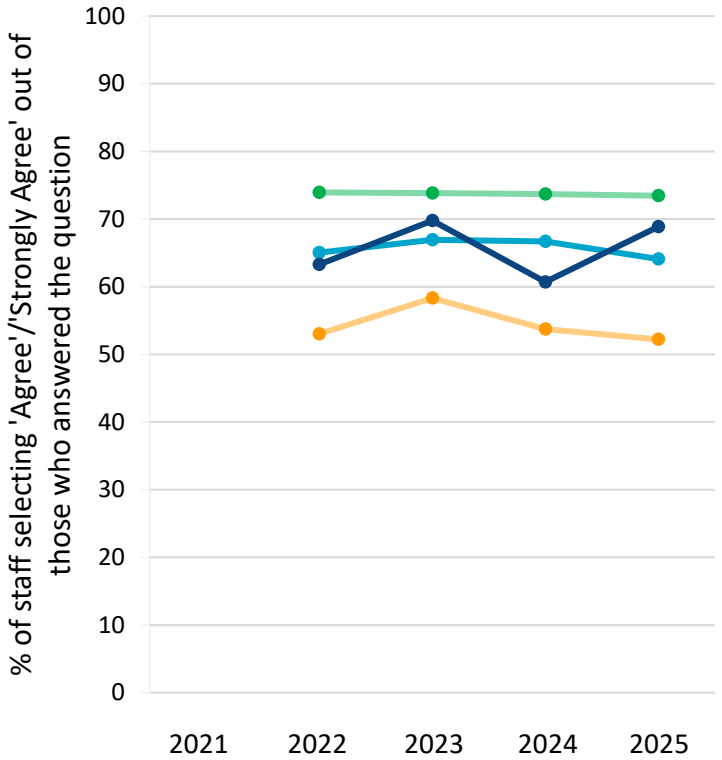
Note: where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

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



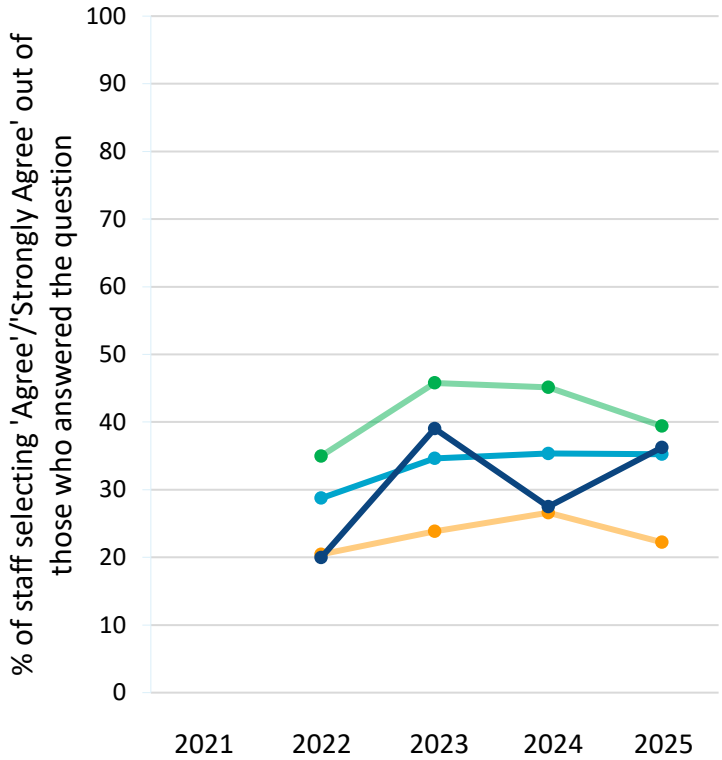
	2021	2022	2023	2024	2025
Your org	-	42.85%	46.53%	41.30%	43.67%
Best result	-	50.60%	56.18%	54.31%	52.00%
Average result	-	42.15%	46.14%	47.32%	45.88%
Worst result	-	33.92%	38.35%	40.85%	37.43%
Responses	-	424	454	413	438

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



	2021	2022	2023	2024	2025
Your org	-	63.30%	69.77%	60.70%	68.88%
Best result	-	73.94%	73.86%	73.72%	73.45%
Average result	-	65.04%	66.94%	66.69%	64.09%
Worst result	-	53.00%	58.31%	53.74%	52.21%
Responses	-	425	455	413	440

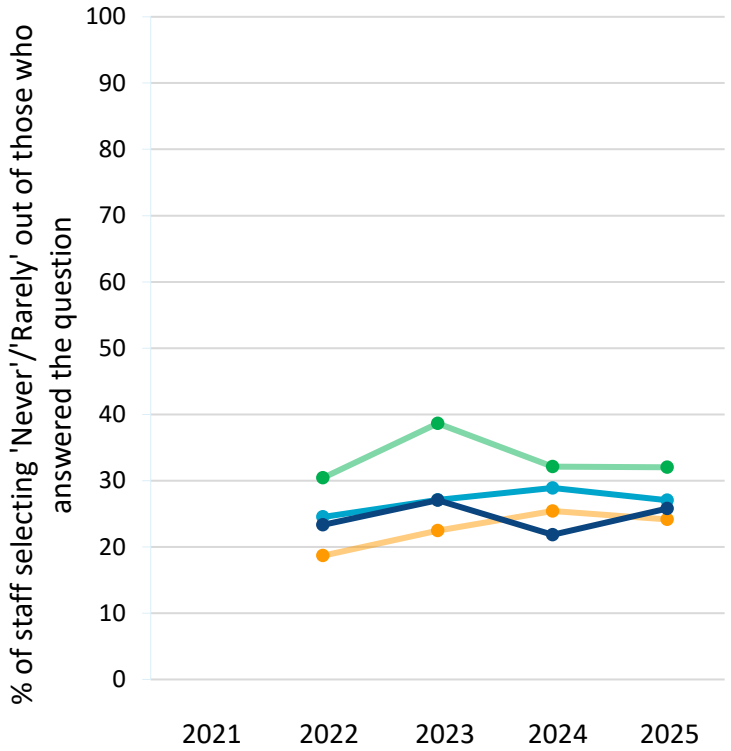
Q3i There are enough staff at this organisation for me to do my job properly.



	2021	2022	2023	2024	2025
Your org	-	19.96%	39.02%	27.48%	36.23%
Best result	-	34.98%	45.77%	45.15%	39.40%
Average result	-	28.74%	34.61%	35.36%	35.22%
Worst result	-	20.44%	23.85%	26.60%	22.24%
Responses	-	425	456	412	440

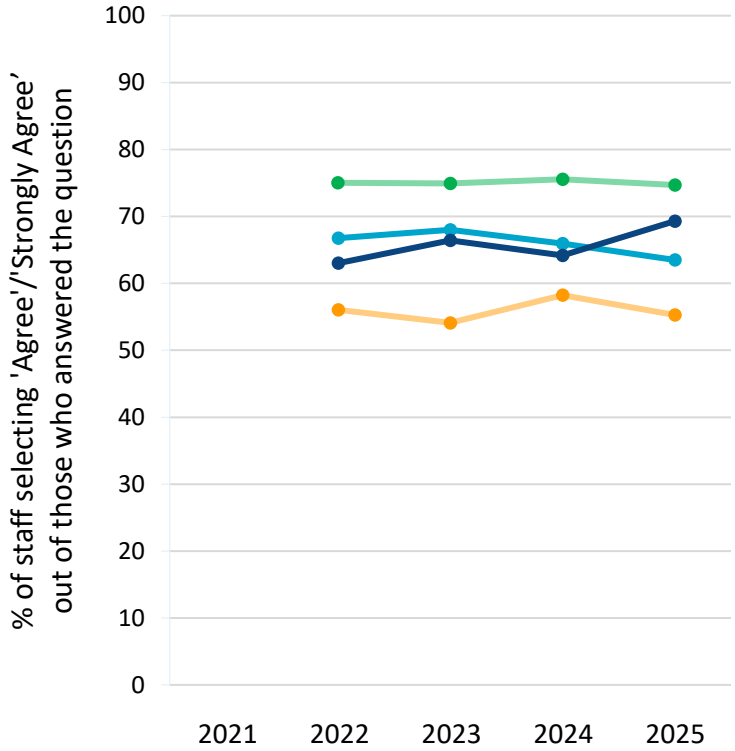
Survey Coordination Centre NHS

Q5a I have unrealistic time pressures.



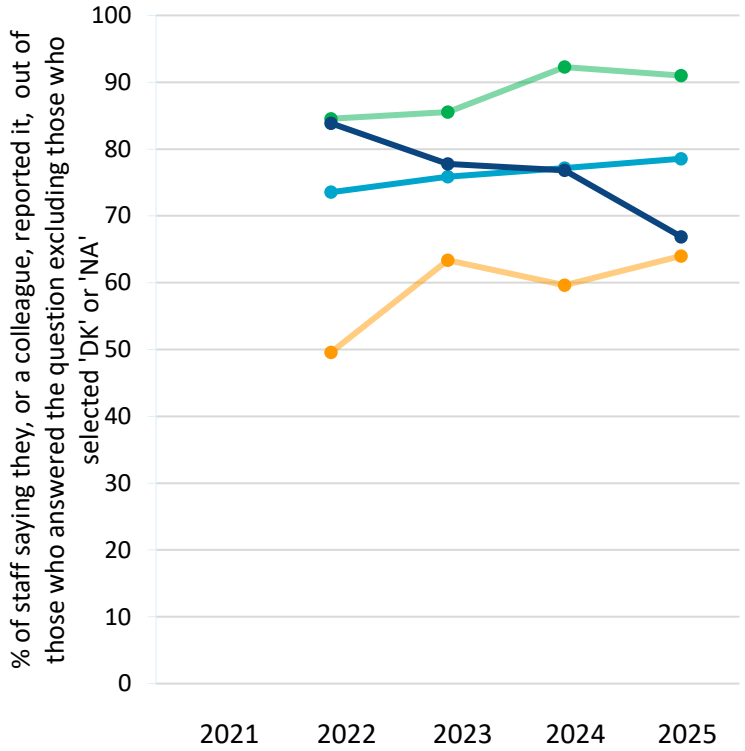
		2021	2022	2023	2024	2025
Your org	-		23.32%	27.05%	21.84%	25.81%
Best result	-		30.41%	38.64%	32.10%	32.03%
Average result	-		24.52%	27.08%	28.90%	27.03%
Worst result	-		18.67%	22.45%	25.42%	24.13%
Responses	-		423	457	413	440

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



		2021	2022	2023	2024	2025
Your org	-		63.01%	66.44%	64.16%	69.31%
Best result	-		75.02%	74.91%	75.56%	74.70%
Average result	-		66.75%	68.01%	65.94%	63.50%
Worst result	-		56.07%	54.11%	58.24%	55.29%
Responses	-		420	455	413	440

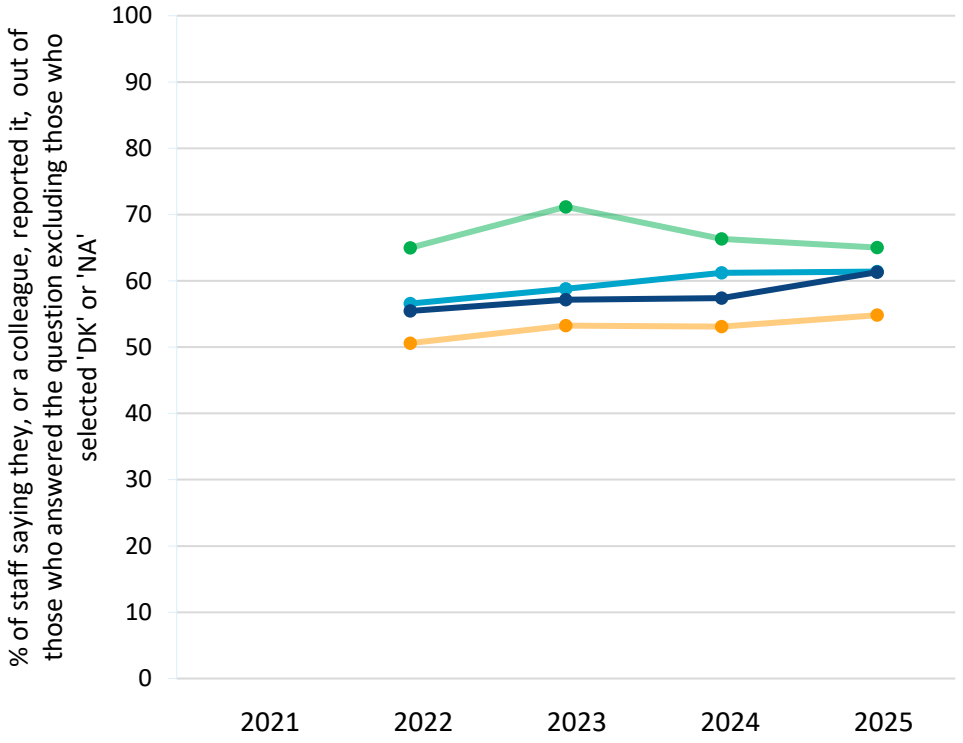
Q13d The last time you experienced physical violence at work, did you or a colleague report it?



		2021	2022	2023	2024	2025
Your org	-		83.85%	77.77%	76.83%	66.87%
Best result	-		84.54%	85.51%	92.26%	91.01%
Average result	-		73.54%	75.88%	77.16%	78.55%
Worst result	-		49.59%	63.37%	59.62%	64.00%
Responses	-		18	29	23	19

Note: 2023 results for Q13d are 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?

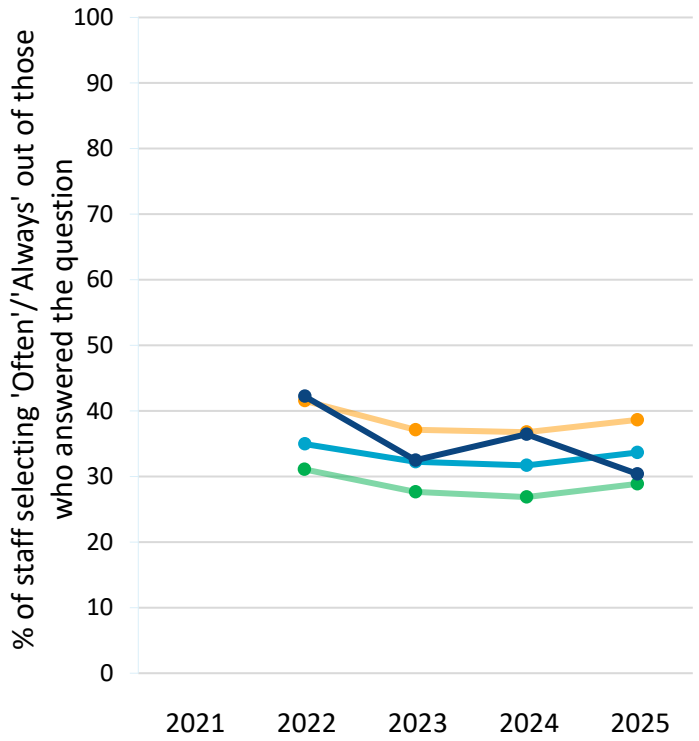


	2021	2022	2023	2024	2025
Your org	-	55.46%	57.14%	57.42%	61.31%
Best result	-	64.99%	71.17%	66.31%	65.05%
Average result	-	56.57%	58.79%	61.21%	61.40%
Worst result	-	50.61%	53.22%	53.11%	54.82%
Responses	-	103	106	93	100

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

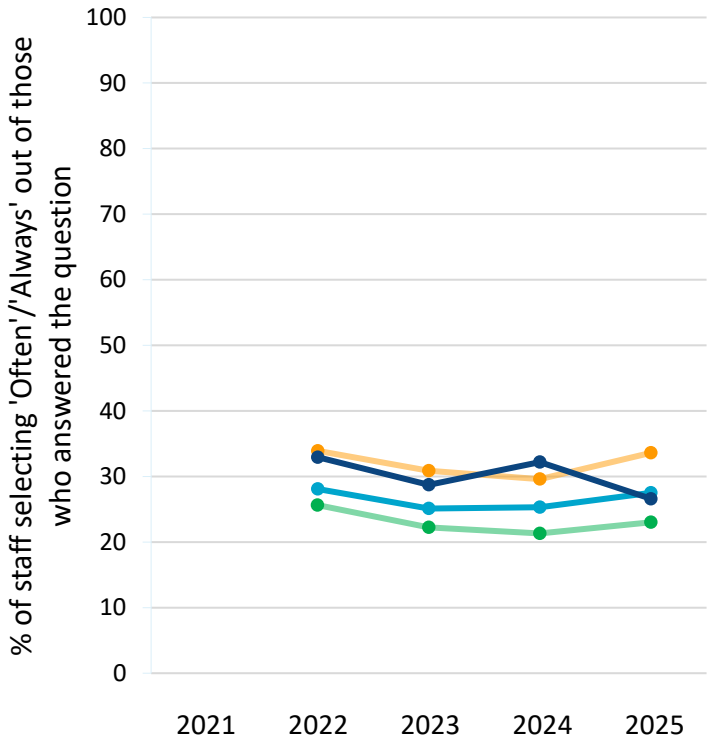
Survey Coordination Centre NHS

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



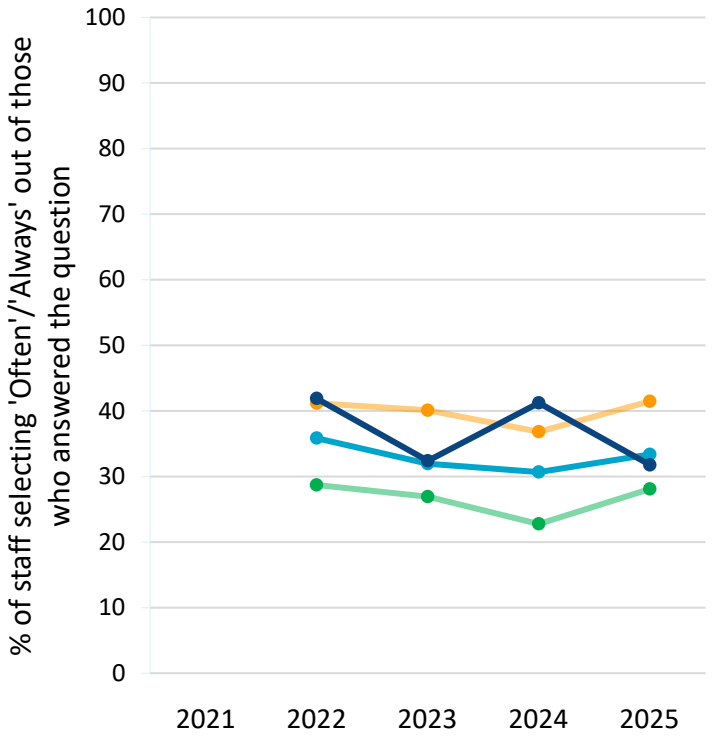
	2021	2022	2023	2024	2025
Your org	-	42.23%	32.50%	36.45%	30.40%
Best result	-	31.08%	27.64%	26.86%	28.86%
Average result	-	34.95%	32.24%	31.69%	33.67%
Worst result	-	41.54%	37.14%	36.75%	38.63%
Responses	-	424	456	414	440

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



	2021	2022	2023	2024	2025
Your org	-	32.94%	28.73%	32.18%	26.60%
Best result	-	25.63%	22.24%	21.32%	23.01%
Average result	-	28.09%	25.11%	25.29%	27.51%
Worst result	-	33.91%	30.87%	29.59%	33.59%
Responses	-	424	456	414	440

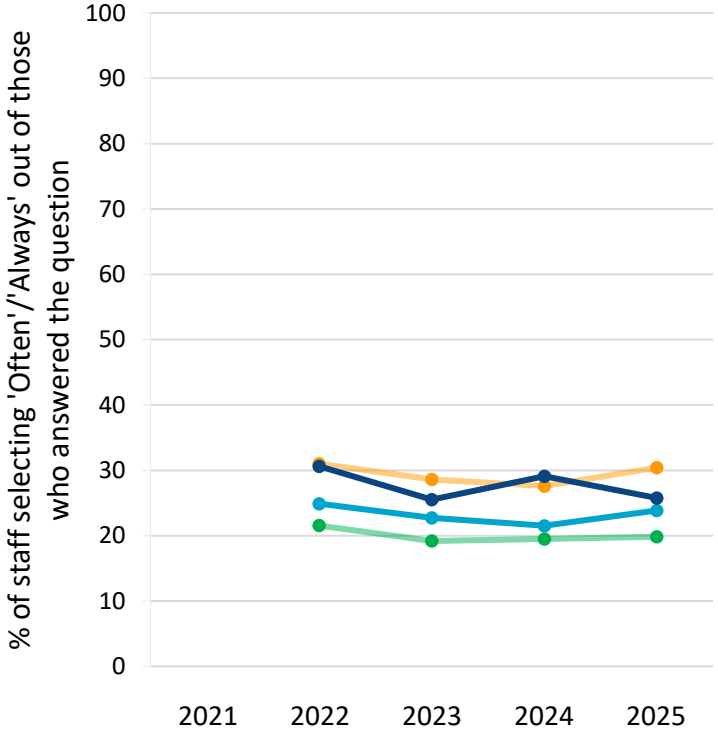
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024	2025
Your org	-	41.88%	32.40%	41.20%	31.77%
Best result	-	28.70%	26.90%	22.75%	28.09%
Average result	-	35.84%	31.95%	30.67%	33.37%
Worst result	-	41.15%	40.11%	36.82%	41.47%
Responses	-	424	456	412	440

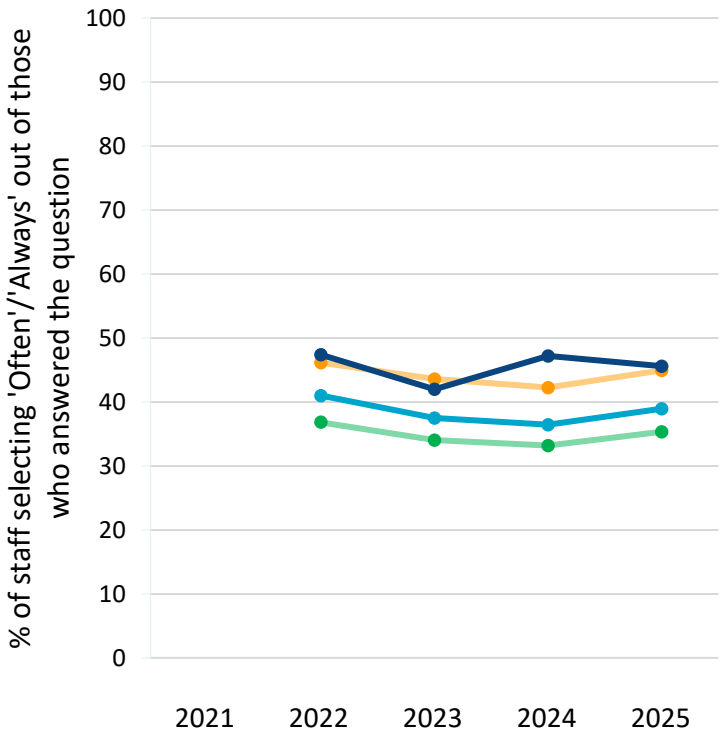
Survey Coordination Centre NHS

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



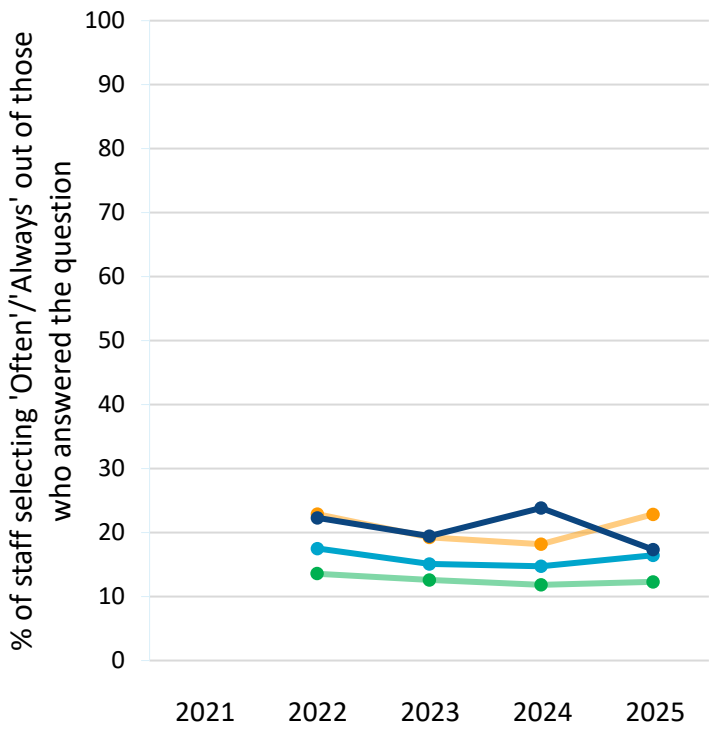
	2021	2022	2023	2024	2025
Your org	-	30.61%	25.52%	29.09%	25.75%
Best result	-	21.55%	19.19%	19.50%	19.85%
Average result	-	24.89%	22.71%	21.53%	23.85%
Worst result	-	31.01%	28.60%	27.60%	30.42%
Responses	-	423	456	413	440

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



	2021	2022	2023	2024	2025
Your org	-	47.36%	41.97%	47.21%	45.61%
Best result	-	36.80%	34.03%	33.18%	35.32%
Average result	-	40.99%	37.49%	36.44%	38.95%
Worst result	-	46.13%	43.57%	42.25%	44.94%
Responses	-	423	453	414	440

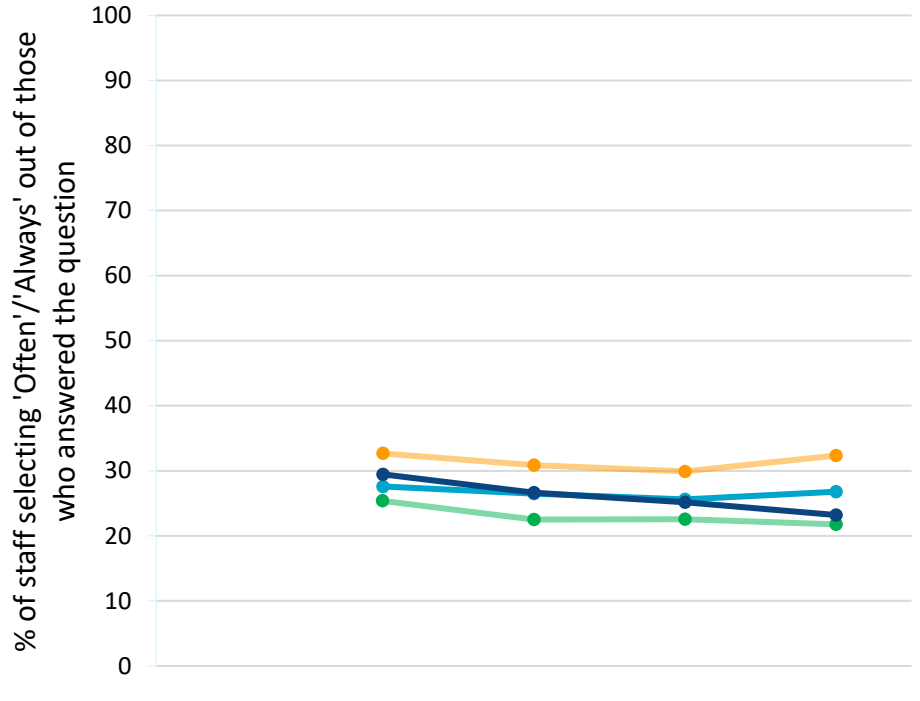
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024	2025
Your org	-	22.28%	19.44%	23.84%	17.34%
Best result	-	13.56%	12.60%	11.83%	12.30%
Average result	-	17.51%	15.11%	14.73%	16.44%
Worst result	-	22.88%	19.27%	18.18%	22.83%
Responses	-	422	455	414	439

Survey Coordination Centre NHS

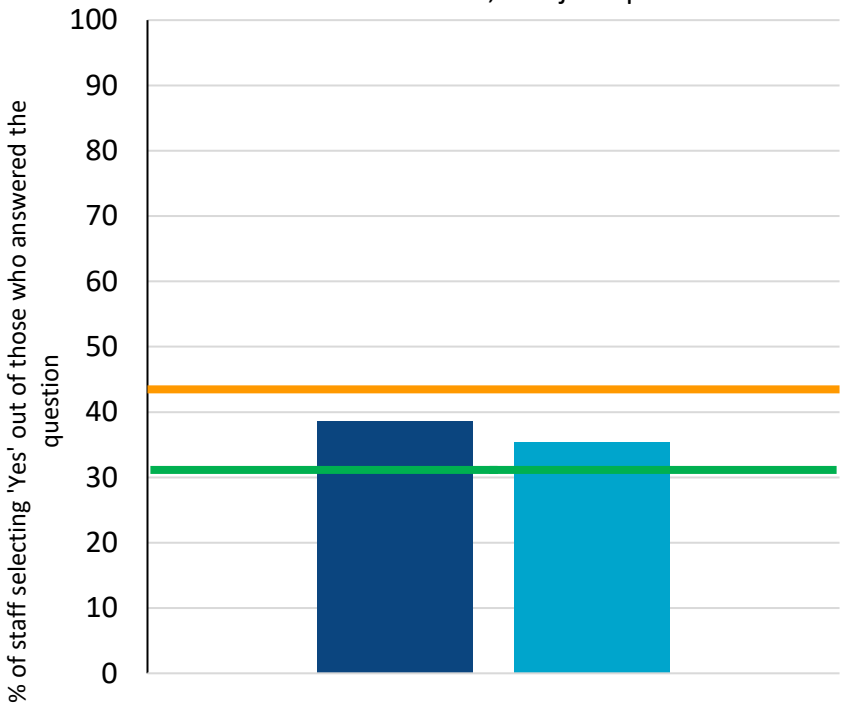
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024	2025
Your org	-	29.45%	26.63%	25.14%	23.20%
Best result	-	25.36%	22.50%	22.54%	21.77%
Average result	-	27.59%	26.48%	25.60%	26.80%
Worst result	-	32.66%	30.84%	29.91%	32.34%
Responses	-	422	456	414	439

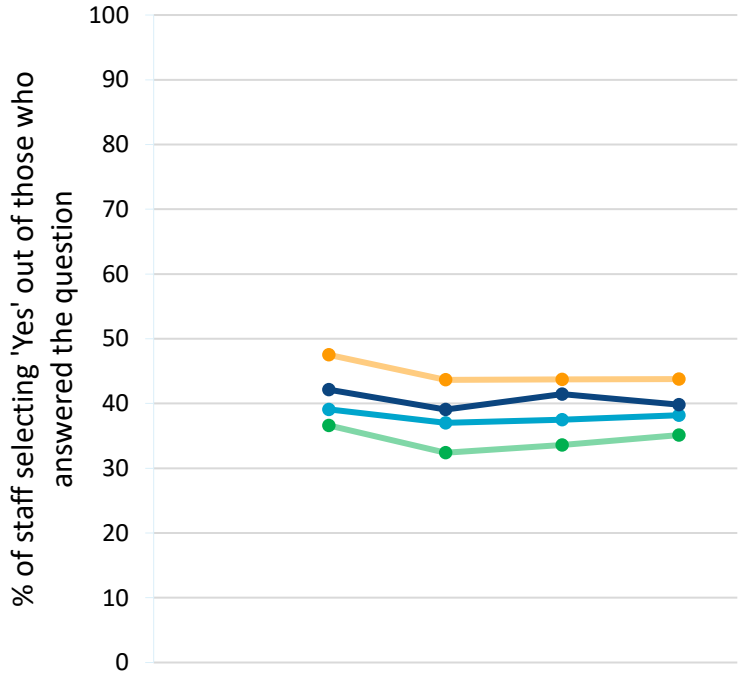
Survey Coordination Centre NHS

Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities? Examples may include back pain, neck or arm strains, and joint pain.



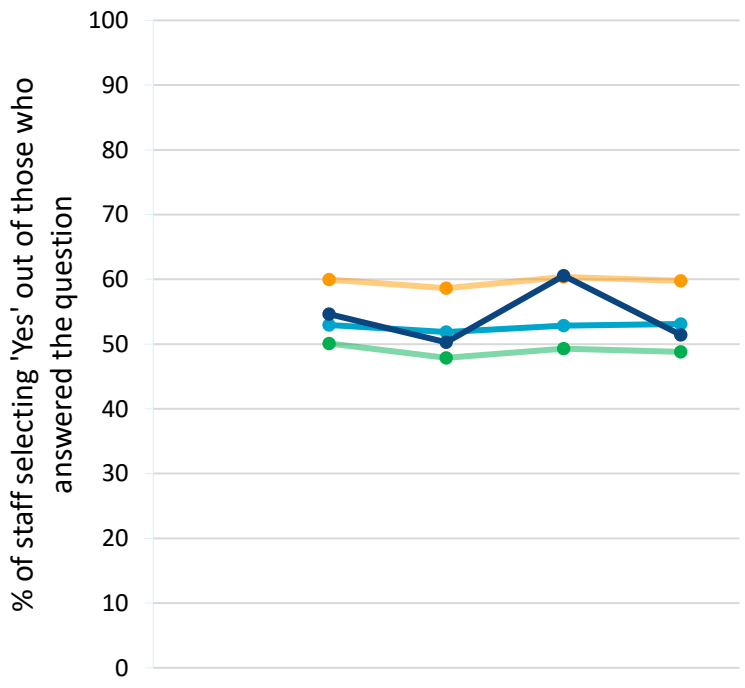
	2025
Your org	38.58%
Best result	31.14%
Average result	35.36%
Worst result	43.47%
Responses	439

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



	2021	2022	2023	2024	2025
Your org	-	42.14%	39.07%	41.44%	39.80%
Best result	-	36.62%	32.40%	33.58%	35.14%
Average result	-	39.10%	37.02%	37.48%	38.21%
Worst result	-	47.52%	43.65%	43.71%	43.80%
Responses	-	424	456	413	440

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

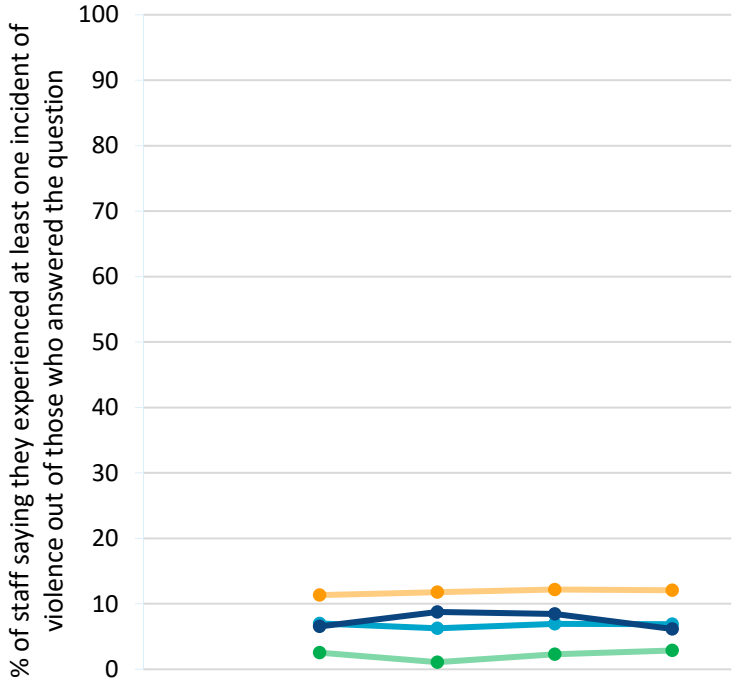


	2021	2022	2023	2024	2025
Your org	-	54.63%	50.28%	60.57%	51.40%
Best result	-	50.10%	47.88%	49.28%	48.81%
Average result	-	52.97%	51.86%	52.88%	53.11%
Worst result	-	59.96%	58.63%	60.36%	59.78%
Responses	-	424	455	414	439

Note: Due to changes in the question wording in 2025, previous years' results for Q11b are not reported. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

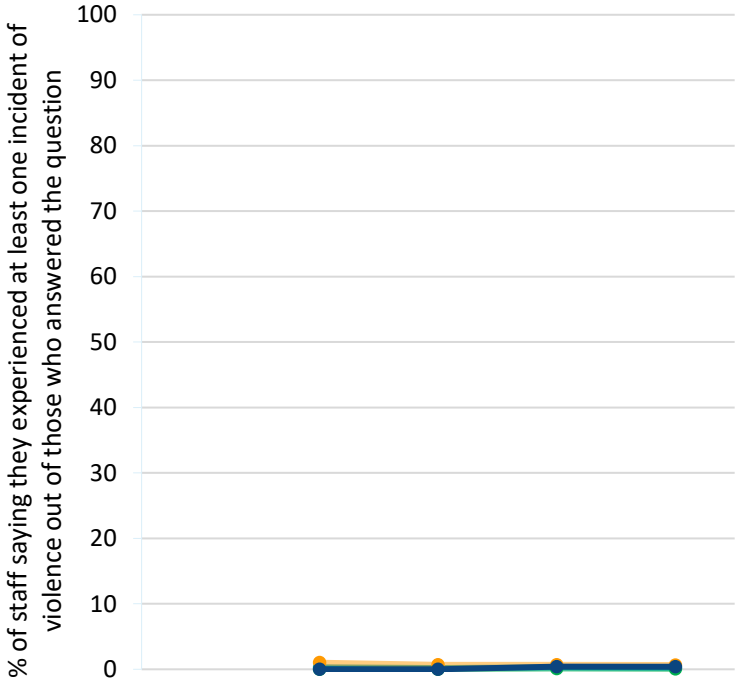
Survey Coordination Centre NHS

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.



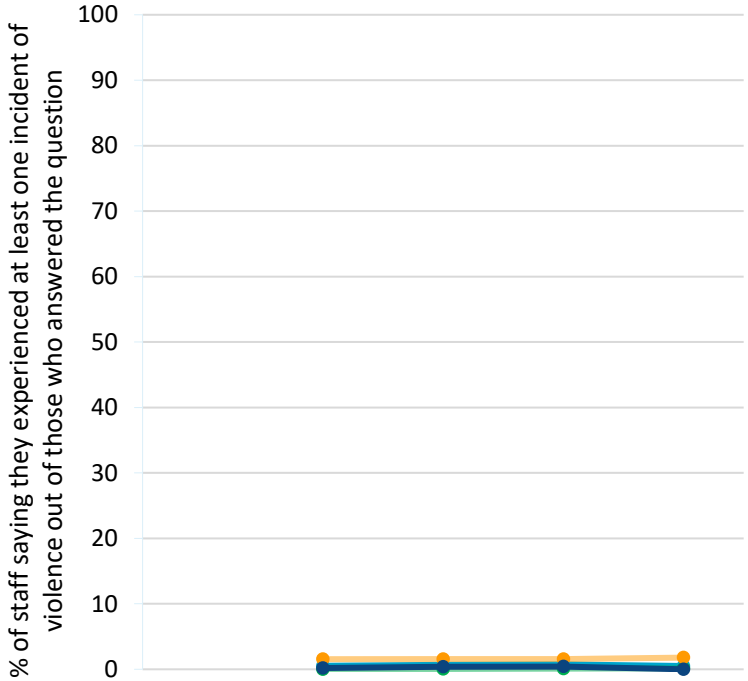
	2021	2022	2023	2024	2025
Your org	-	6.56%	8.76%	8.44%	6.16%
Best result	-	2.55%	1.09%	2.28%	2.88%
Average result	-	7.00%	6.26%	6.95%	6.89%
Worst result	-	11.34%	11.79%	12.19%	12.09%
Responses	-	423	451	411	439

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



	2021	2022	2023	2024	2025
Your org	-	0.00%	0.00%	0.41%	0.38%
Best result	-	0.00%	0.00%	0.10%	0.07%
Average result	-	0.28%	0.19%	0.29%	0.26%
Worst result	-	1.00%	0.70%	0.66%	0.66%
Responses	-	422	444	408	437

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

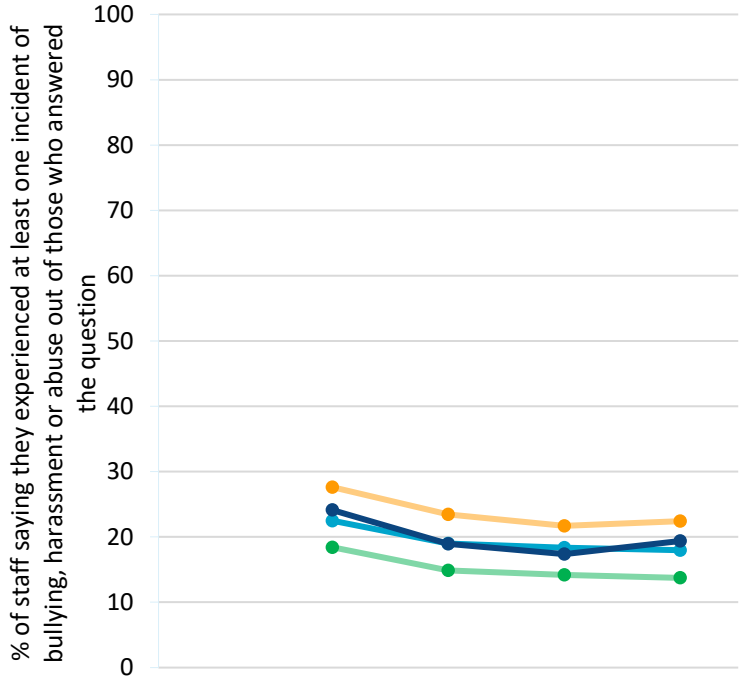


	2021	2022	2023	2024	2025
Your org	-	0.20%	0.39%	0.41%	0.00%
Best result	-	0.00%	0.06%	0.11%	0.15%
Average result	-	0.54%	0.66%	0.75%	0.51%
Worst result	-	1.55%	1.55%	1.58%	1.79%
Responses	-	420	443	401	423

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

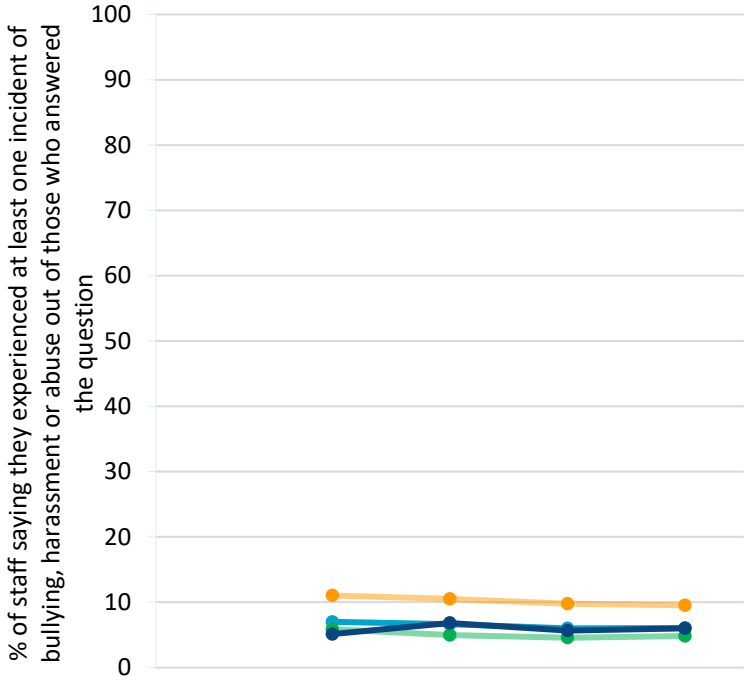
Survey Coordination Centre NHS

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.



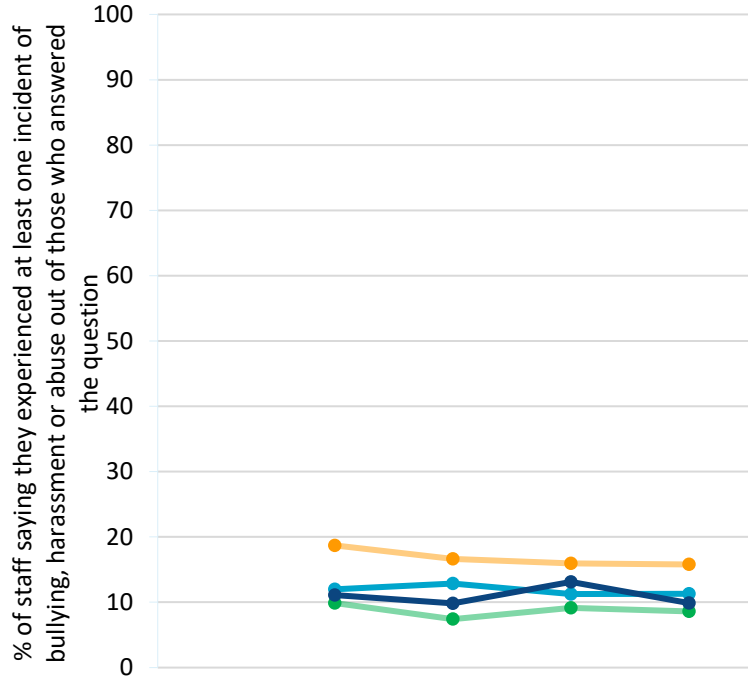
	2021	2022	2023	2024	2025
Your org	-	24.11%	18.93%	17.37%	19.40%
Best result	-	18.42%	14.88%	14.17%	13.73%
Average result	-	22.49%	18.98%	18.35%	17.97%
Worst result	-	27.62%	23.47%	21.70%	22.44%
Responses	-	422	450	412	437

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



	2021	2022	2023	2024	2025
Your org	-	5.13%	6.82%	5.65%	6.00%
Best result	-	5.86%	4.96%	4.57%	4.84%
Average result	-	7.01%	6.64%	6.01%	6.05%
Worst result	-	11.04%	10.52%	9.80%	9.53%
Responses	-	422	445	406	436

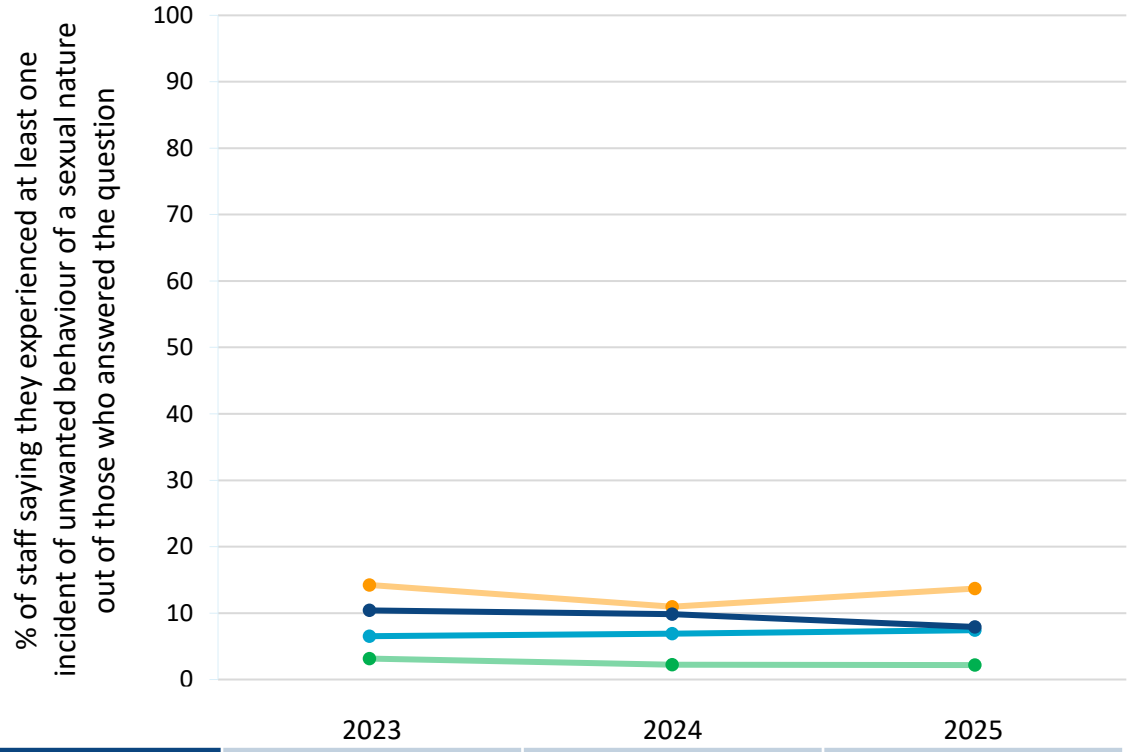
Q14c In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Other colleagues.



	2021	2022	2023	2024	2025
Your org	-	11.13%	9.83%	13.12%	9.88%
Best result	-	9.89%	7.41%	9.14%	8.61%
Average result	-	11.99%	12.86%	11.26%	11.28%
Worst result	-	18.71%	16.64%	15.94%	15.79%
Responses	-	421	443	406	435

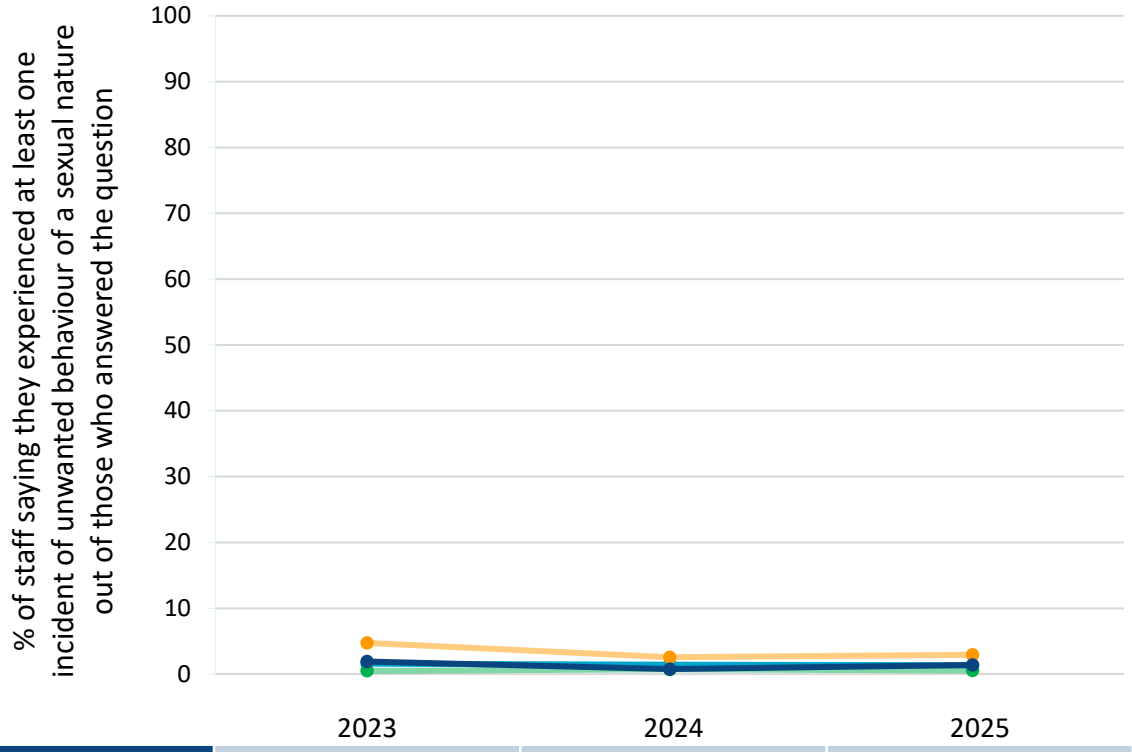
Note: 2023 results for Q14a-c are reported using corrected data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

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



	2023	2024	2025
Your org	10.40%	9.82%	7.91%
Best result	3.15%	2.22%	2.17%
Average result	6.52%	6.88%	7.43%
Worst result	14.24%	10.96%	13.68%
Responses	456	414	439

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



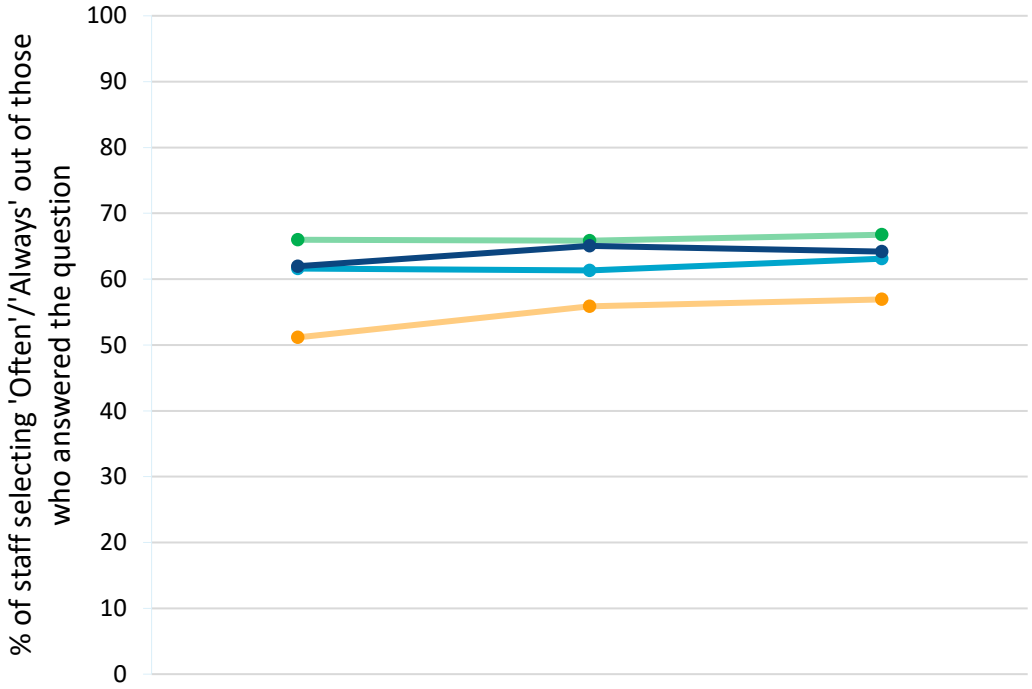
	2023	2024	2025
Your org	1.91%	0.76%	1.38%
Best result	0.50%	0.72%	0.53%
Average result	1.58%	1.43%	1.34%
Worst result	4.73%	2.56%	2.92%
Responses	455	413	438

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

Survey Coordination Centre

NHS

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



	2023	2024	2025
Your org	61.96%	65.05%	64.18%
Best result	66.01%	65.84%	66.74%
Average result	61.61%	61.33%	63.10%
Worst result	51.15%	55.88%	56.92%
Responses	455	414	439

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

Survey Coordination Centre

NHS

People Promise element – We are always learning

Questions included:

Development – Q24a, Q24b, Q24c, Q24d, Q24e

Appraisals – Q23a*, Q23b, Q23c, Q23d

Other questions** - Q24f

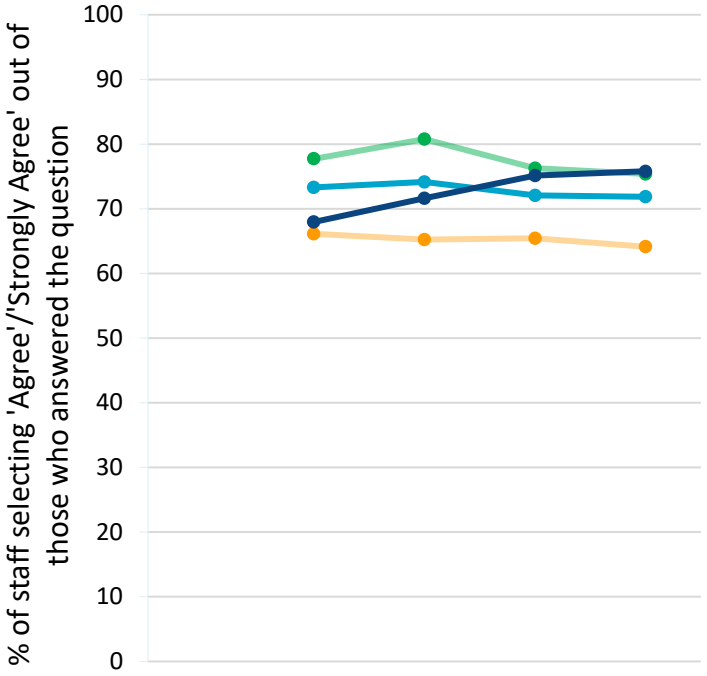
*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

**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.

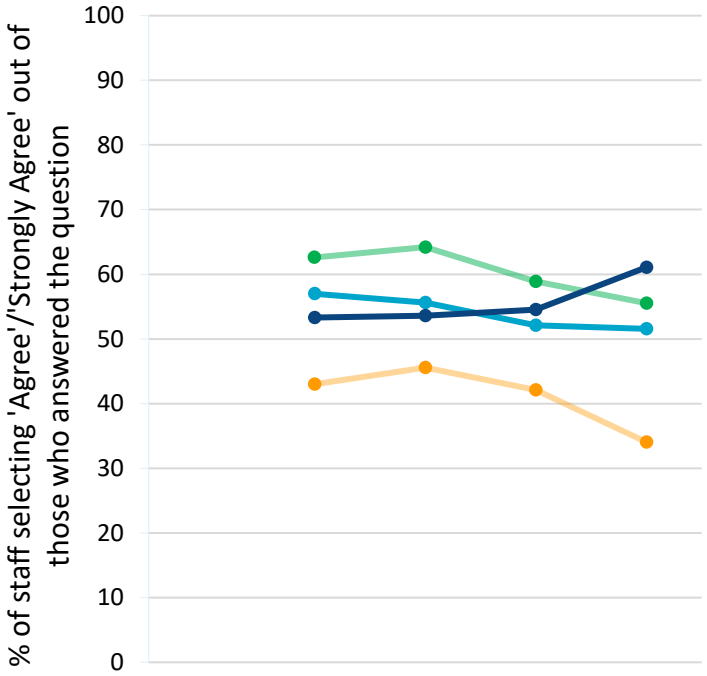
Survey Coordination Centre NHS

Q24a This organisation offers me challenging work.



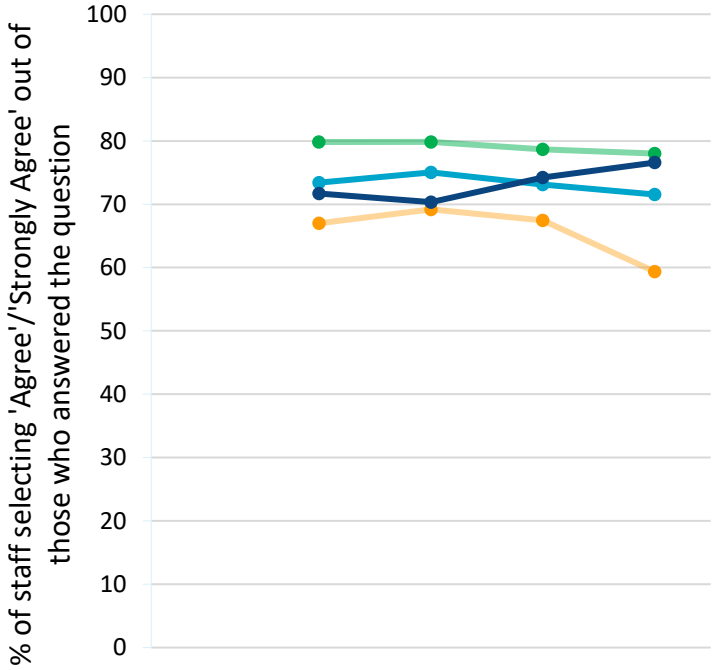
	2021	2022	2023	2024	2025
Your org	-	67.95%	71.60%	75.13%	75.80%
Best result	-	77.72%	80.76%	76.29%	75.38%
Average result	-	73.28%	74.15%	72.09%	71.85%
Worst result	-	66.12%	65.23%	65.45%	64.12%
Responses	-	424	456	414	438

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



	2021	2022	2023	2024	2025
Your org	-	53.31%	53.60%	54.54%	61.08%
Best result	-	62.62%	64.21%	58.90%	55.53%
Average result	-	56.99%	55.63%	52.12%	51.57%
Worst result	-	43.00%	45.57%	42.12%	34.05%
Responses	-	424	456	414	439

Q24c I have opportunities to improve my knowledge and skills.

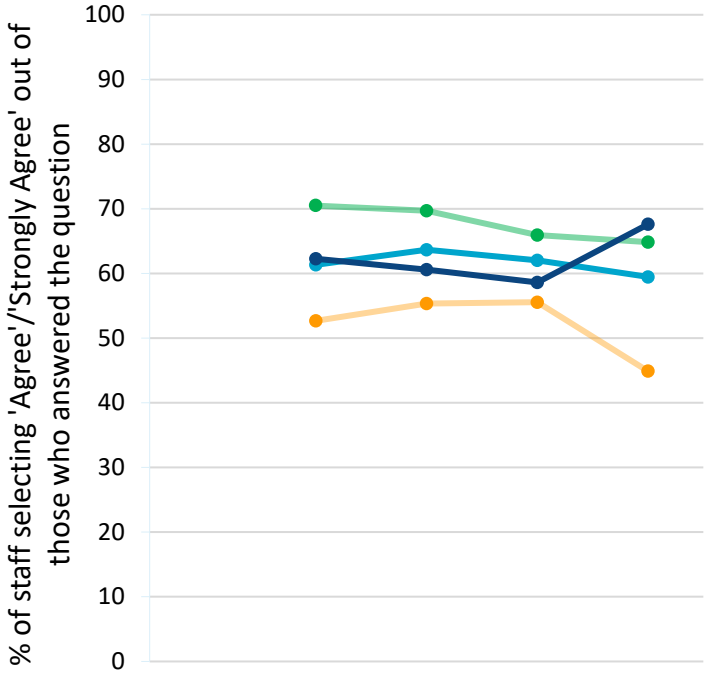


	2021	2022	2023	2024	2025
Your org	-	71.67%	70.33%	74.23%	76.58%
Best result	-	79.82%	79.85%	78.68%	78.01%
Average result	-	73.42%	75.03%	73.11%	71.54%
Worst result	-	66.99%	69.19%	67.46%	59.36%
Responses	-	424	456	413	439

Survey Coordination Centre

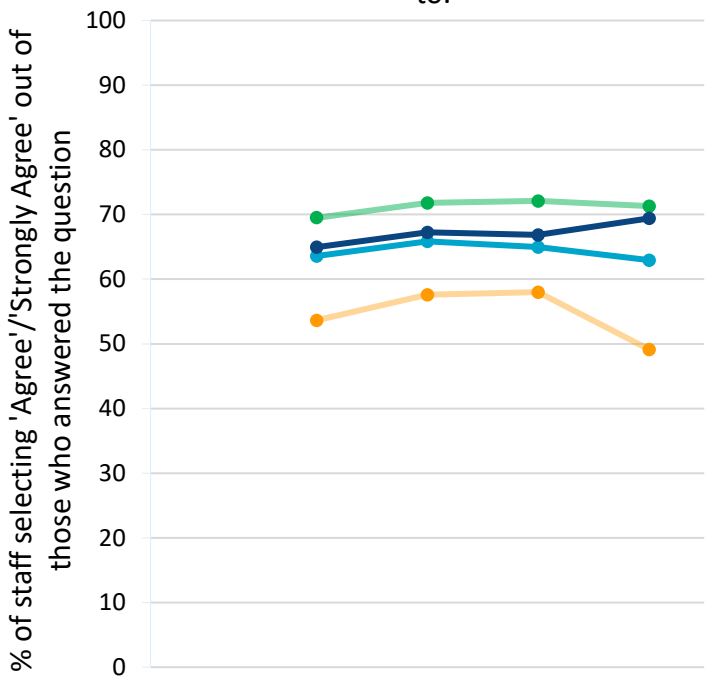
NHS

Q24d I feel supported to develop my potential.



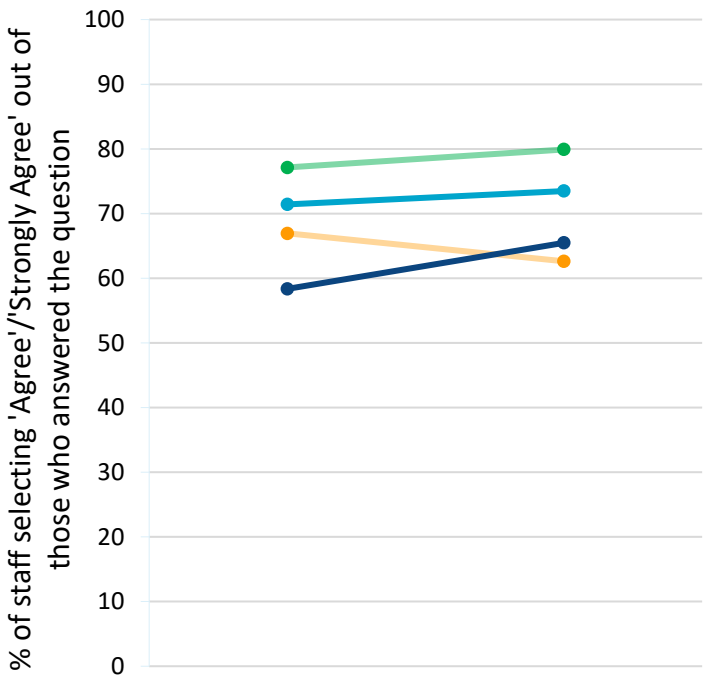
	2021	2022	2023	2024	2025
Your org	-	62.26%	60.61%	58.61%	67.60%
Best result	-	70.49%	69.72%	65.95%	64.85%
Average result	-	61.34%	63.67%	62.03%	59.47%
Worst result	-	52.65%	55.36%	55.56%	44.89%
Responses	-	424	456	414	436

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



	2021	2022	2023	2024	2025
Your org	-	64.95%	67.25%	66.83%	69.40%
Best result	-	69.48%	71.81%	72.11%	71.31%
Average result	-	63.57%	65.84%	64.97%	62.95%
Worst result	-	53.65%	57.61%	58.00%	49.16%
Responses	-	424	455	413	439

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



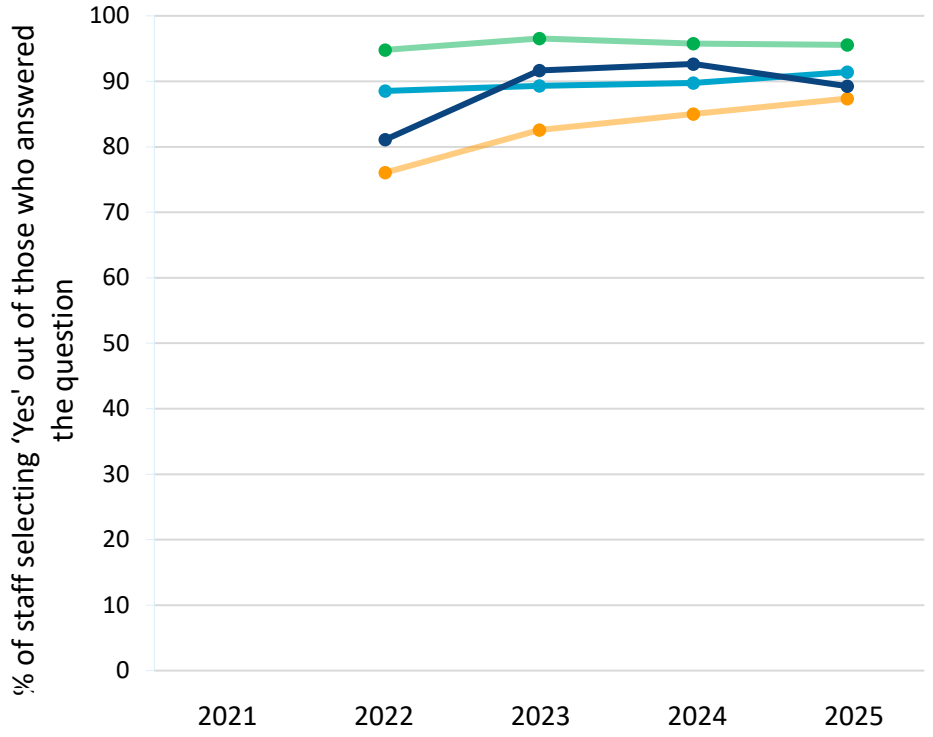
	2024	2025
Your org	58.36%	65.47%
Best result	77.13%	79.91%
Average result	71.41%	73.48%
Worst result	66.94%	62.62%
Responses	345	361

*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.

Survey Coordination Centre

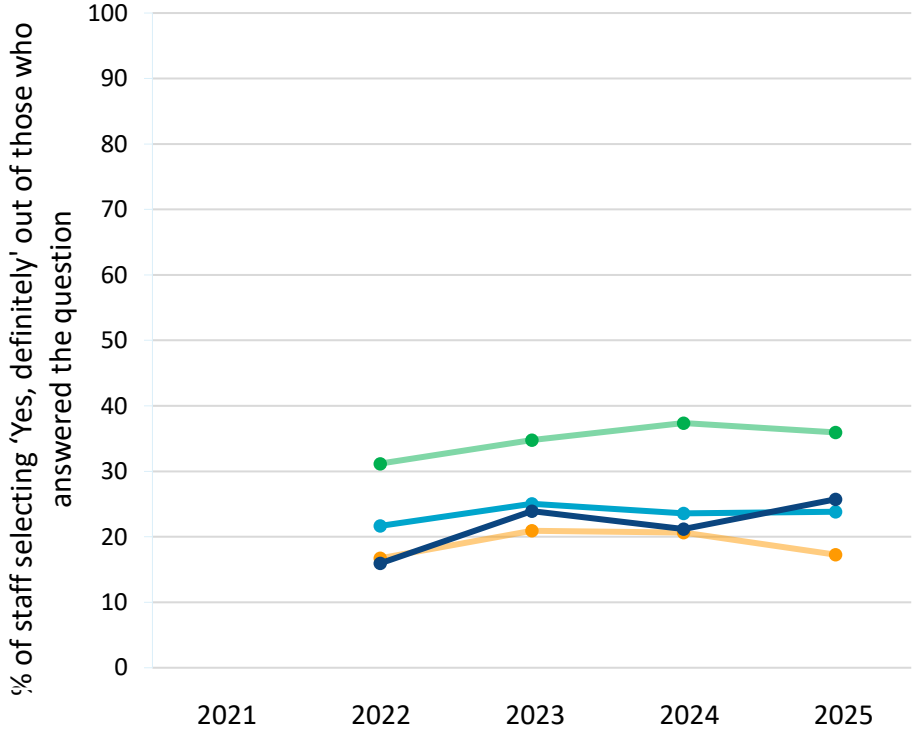
NHS

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	2025
Your org	-	81.09%	91.65%	92.65%	89.28%
Best result	-	94.81%	96.55%	95.75%	95.54%
Average result	-	88.53%	89.29%	89.75%	91.42%
Worst result	-	76.06%	82.55%	84.99%	87.38%
Responses	-	423	451	411	440

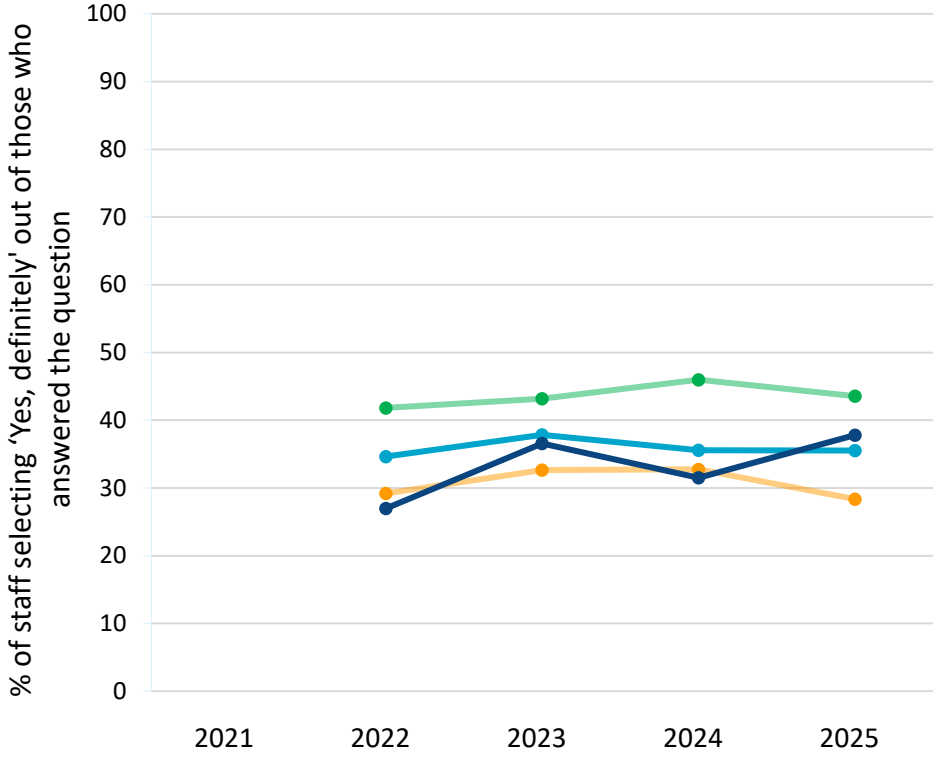
Q23b It helped me to improve how I do my job.



	2021	2022	2023	2024	2025
Your org	-	15.95%	23.92%	21.18%	25.72%
Best result	-	31.18%	34.78%	37.38%	35.96%
Average result	-	21.66%	25.04%	23.61%	23.81%
Worst result	-	16.72%	20.92%	20.66%	17.28%
Responses	-	345	413	381	396

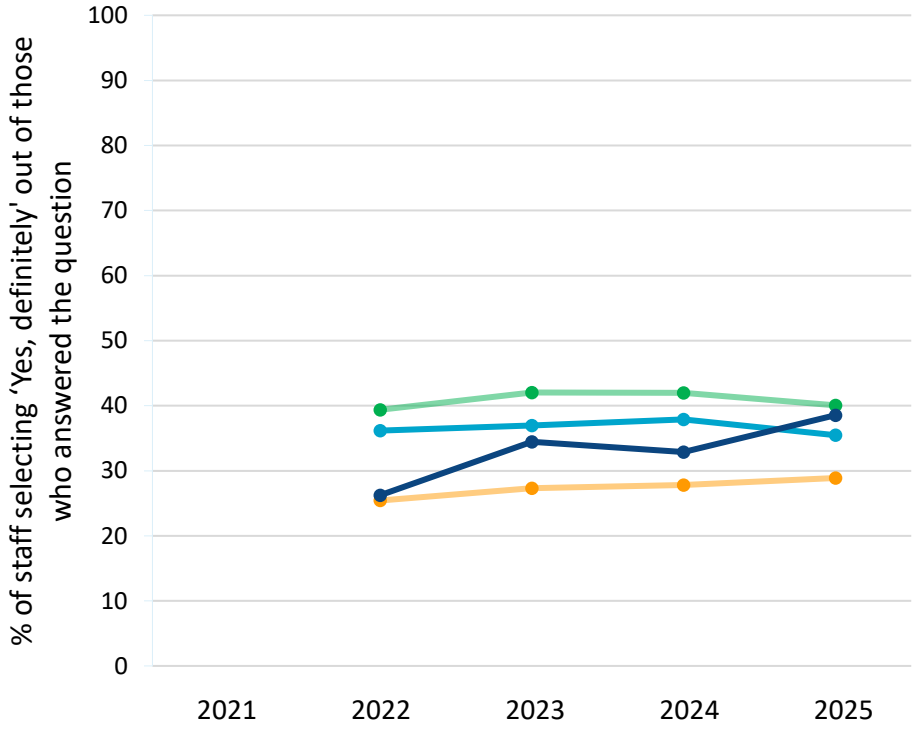
*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

Q23c It helped me agree clear objectives for my work.



Your org	-	26.97%	36.57%	31.52%	37.80%
Best result	-	41.83%	43.18%	45.98%	43.53%
Average result	-	34.63%	37.84%	35.56%	35.53%
Worst result	-	29.19%	32.64%	32.75%	28.36%
Responses	-	346	415	381	396

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



Your org	-	26.24%	34.47%	32.88%	38.54%
Best result	-	39.37%	42.03%	41.98%	40.04%
Average result	-	36.20%	36.95%	37.89%	35.47%
Worst result	-	25.43%	27.30%	27.81%	28.88%
Responses	-	346	414	381	396

Survey Coordination Centre

NHS

People Promise element – We work flexibly

Questions included:

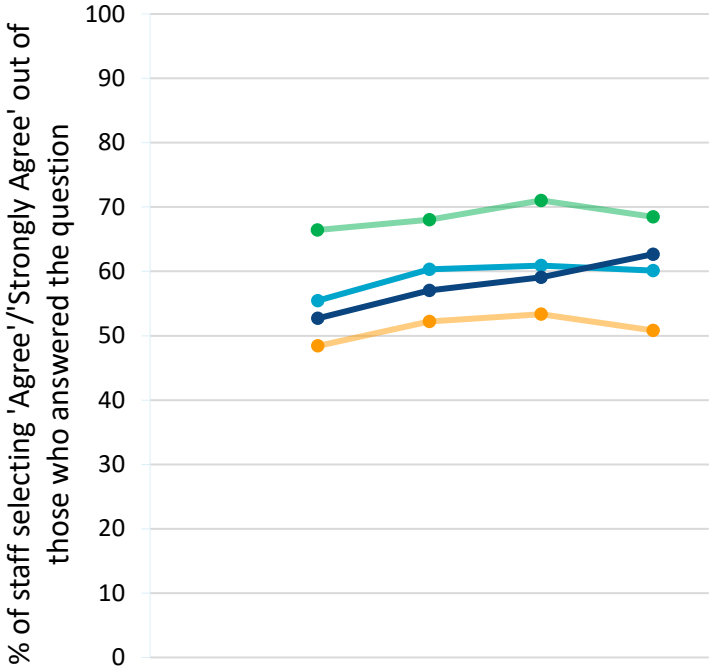
Support for work-life balance – Q6b, Q6c, Q6d

Flexible working – Q4d

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.

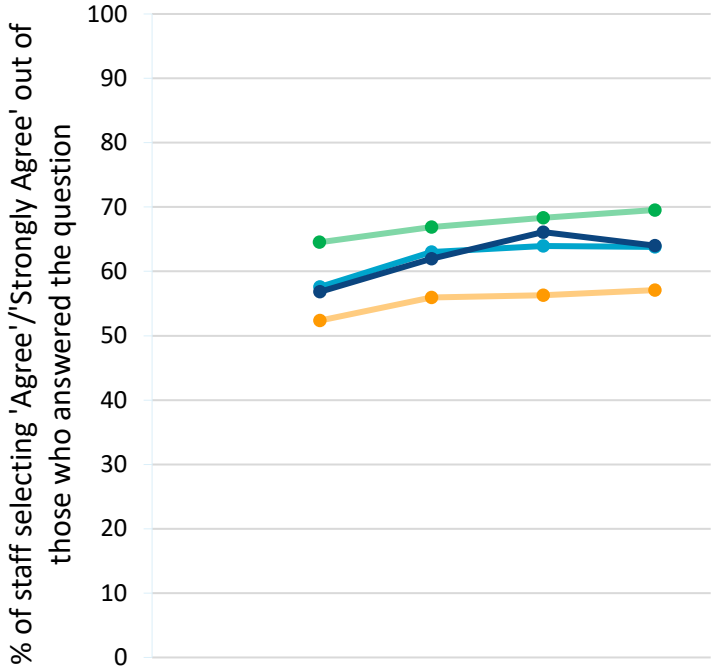
Survey Coordination Centre NHS

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



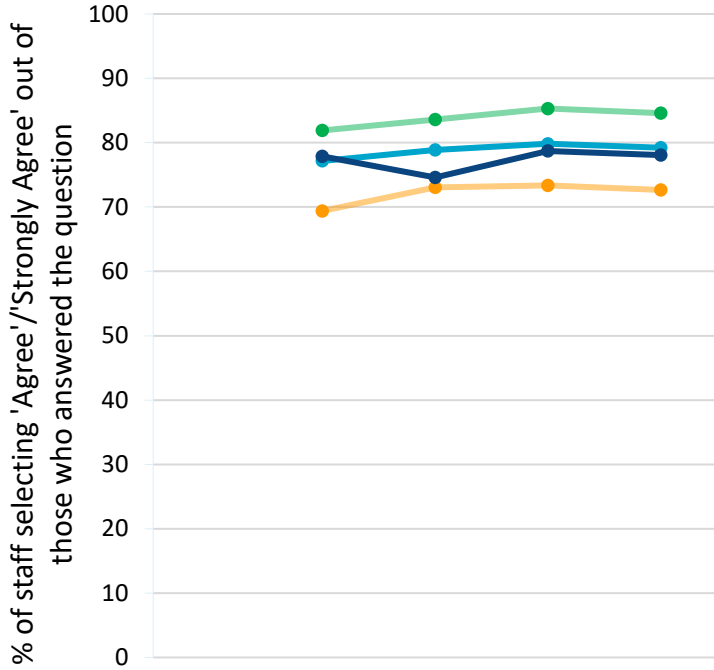
	2021	2022	2023	2024	2025
Your org	-	52.70%	57.06%	59.06%	62.67%
Best result	-	66.43%	68.04%	71.03%	68.50%
Average result	-	55.45%	60.31%	60.90%	60.12%
Worst result	-	48.41%	52.23%	53.34%	50.81%
Responses	-	425	456	412	438

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



	2021	2022	2023	2024	2025
Your org	-	56.82%	61.96%	66.11%	64.01%
Best result	-	64.52%	66.86%	68.34%	69.54%
Average result	-	57.57%	63.02%	63.94%	63.82%
Worst result	-	52.35%	55.95%	56.28%	57.09%
Responses	-	423	457	410	436

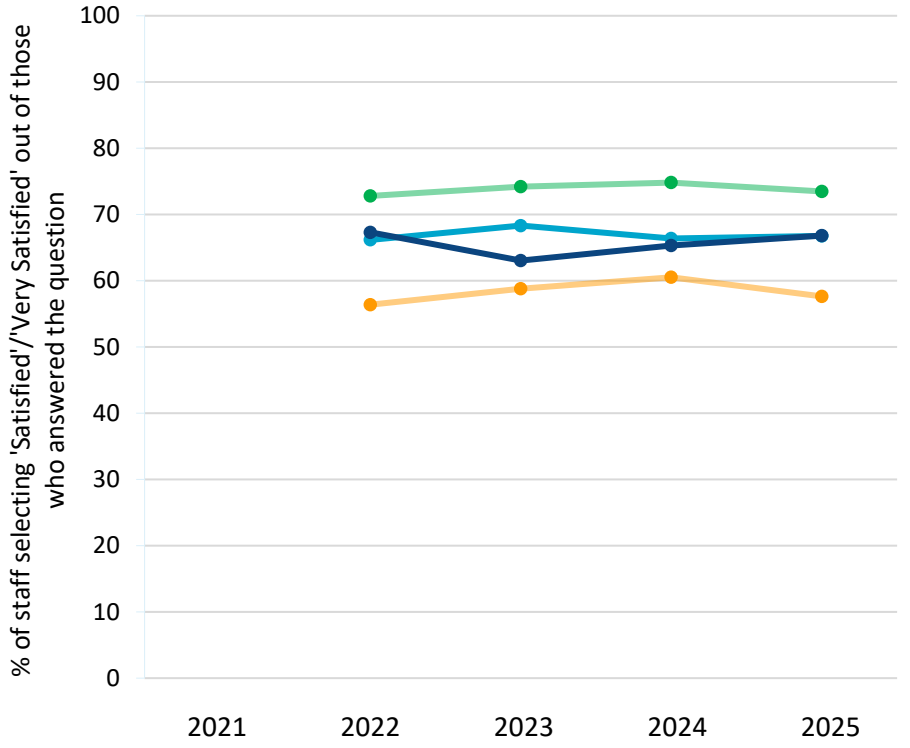
Q6d I can approach my immediate manager to talk openly about flexible working.



	2021	2022	2023	2024	2025
Your org	-	77.88%	74.60%	78.70%	78.10%
Best result	-	81.90%	83.62%	85.31%	84.61%
Average result	-	77.16%	78.88%	79.84%	79.21%
Worst result	-	69.40%	73.07%	73.36%	72.67%
Responses	-	425	456	412	437

Survey Coordination Centre NHS

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

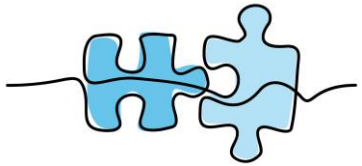


	2021	2022	2023	2024	2025
Your org	-	67.31%	63.04%	65.31%	66.84%
Best result	-	72.80%	74.18%	74.82%	73.46%
Average result	-	66.16%	68.33%	66.38%	66.75%
Worst result	-	56.38%	58.80%	60.52%	57.63%
Responses	-	424	455	411	437

Survey Coordination Centre

NHS

People Promise element – We are a team



Questions included:

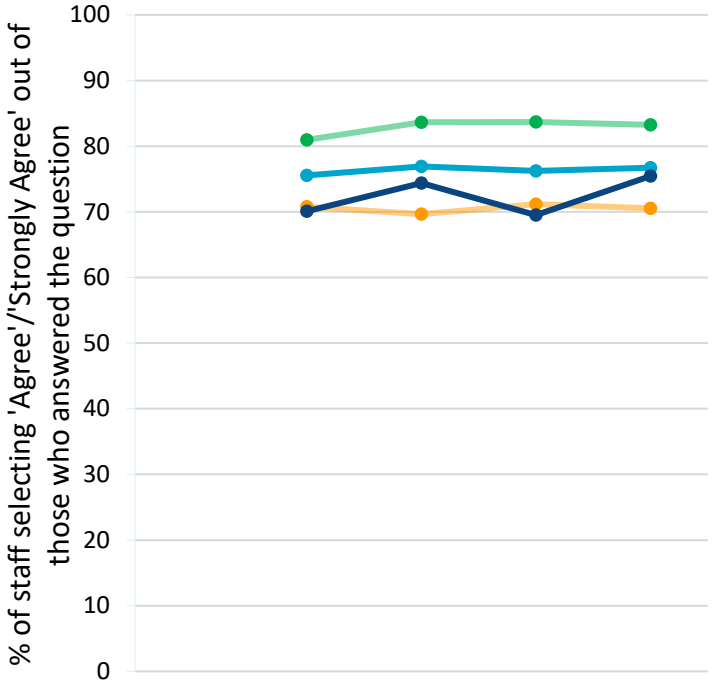
Team working – Q7a, Q7b, Q7c, Q7d, Q7e, Q7f, Q7g, Q8a

Line management – Q9a, Q9b, Q9c, Q9d

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.

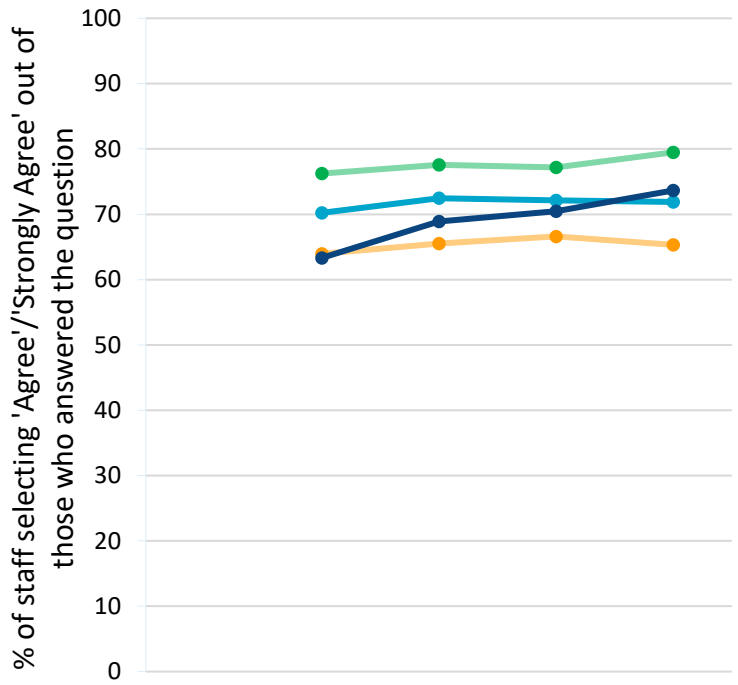
Survey Coordination Centre NHS

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



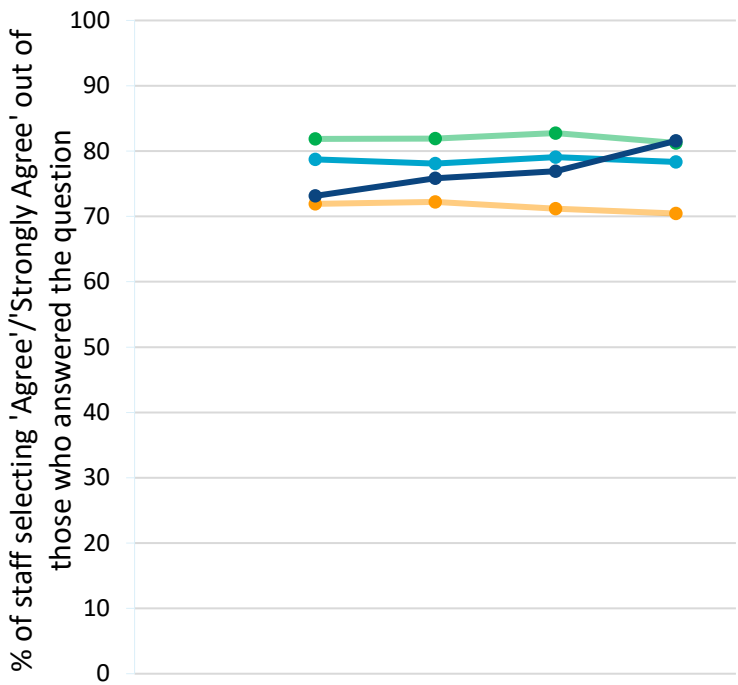
	2021	2022	2023	2024	2025
Your org	-	70.09%	74.36%	69.50%	75.45%
Best result	-	80.97%	83.66%	83.68%	83.25%
Average result	-	75.55%	76.91%	76.21%	76.70%
Worst result	-	70.80%	69.64%	71.17%	70.51%
Responses	-	424	457	413	438

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



	2021	2022	2023	2024	2025
Your org	-	63.32%	68.92%	70.46%	73.65%
Best result	-	76.24%	77.59%	77.17%	79.49%
Average result	-	70.22%	72.46%	72.14%	71.91%
Worst result	-	63.95%	65.52%	66.62%	65.30%
Responses	-	424	457	413	437

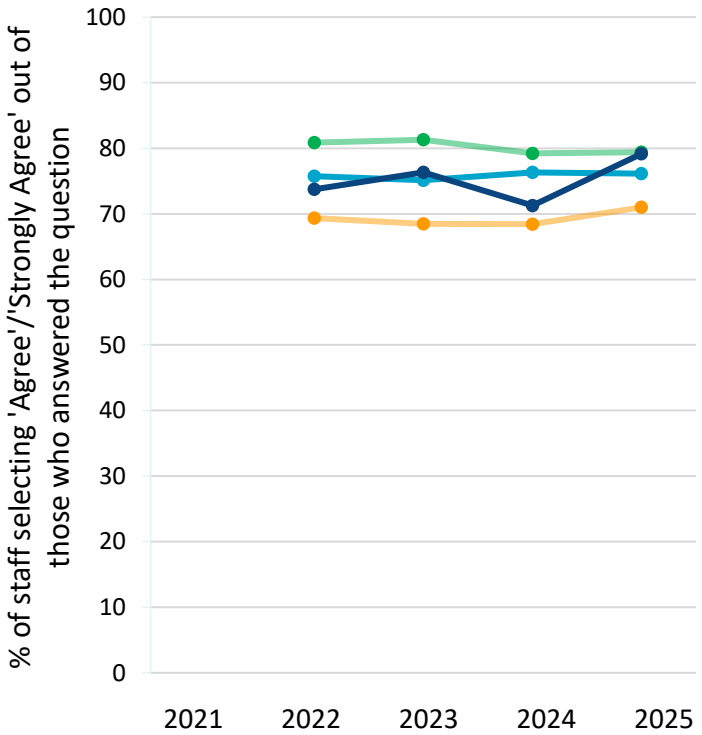
Q7c I receive the respect I deserve from my colleagues at work.



	2021	2022	2023	2024	2025
Your org	-	73.14%	75.83%	76.90%	81.57%
Best result	-	81.86%	81.90%	82.76%	81.25%
Average result	-	78.72%	78.09%	79.08%	78.33%
Worst result	-	71.92%	72.23%	71.19%	70.45%
Responses	-	424	457	412	436

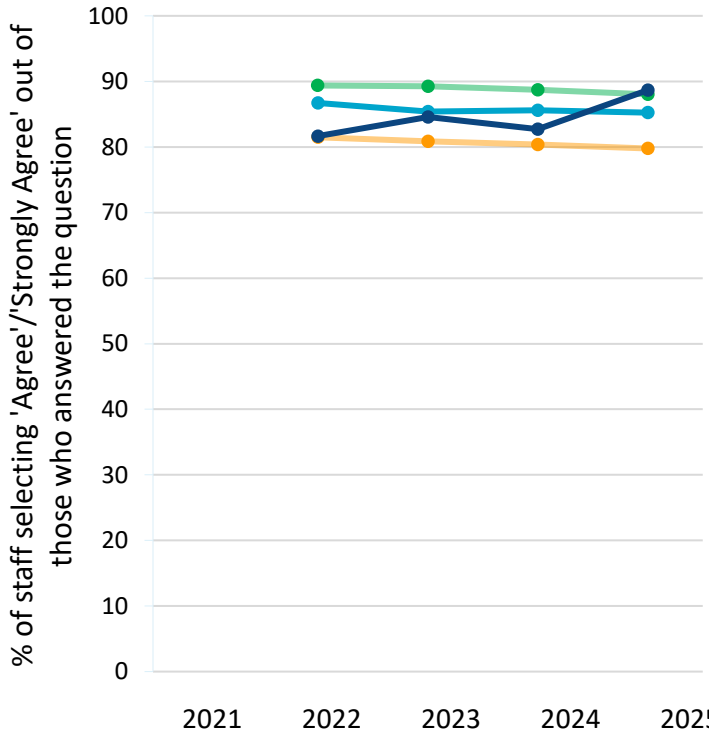
Survey Coordination Centre NHS

Q7d Team members understand each other's roles.



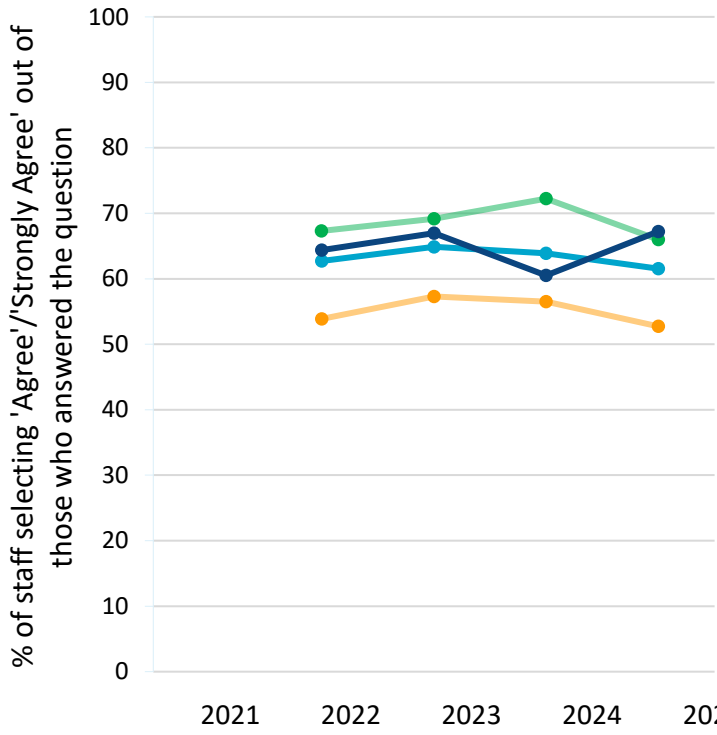
		2022	2023	2024	2025
Your org	-	73.74%	76.31%	71.26%	79.16%
Best result	-	80.85%	81.29%	79.22%	79.39%
Average result	-	75.76%	75.13%	76.31%	76.12%
Worst result	-	69.32%	68.49%	68.43%	70.99%
Responses	-	423	457	412	437

Q7e I enjoy working with the colleagues in my team.



		2022	2023	2024	2025
Your org	-	81.67%	84.56%	82.74%	88.66%
Best result	-	89.38%	89.25%	88.72%	88.03%
Average result	-	86.71%	85.41%	85.59%	85.24%
Worst result	-	81.48%	80.85%	80.39%	79.77%
Responses	-	422	456	412	438

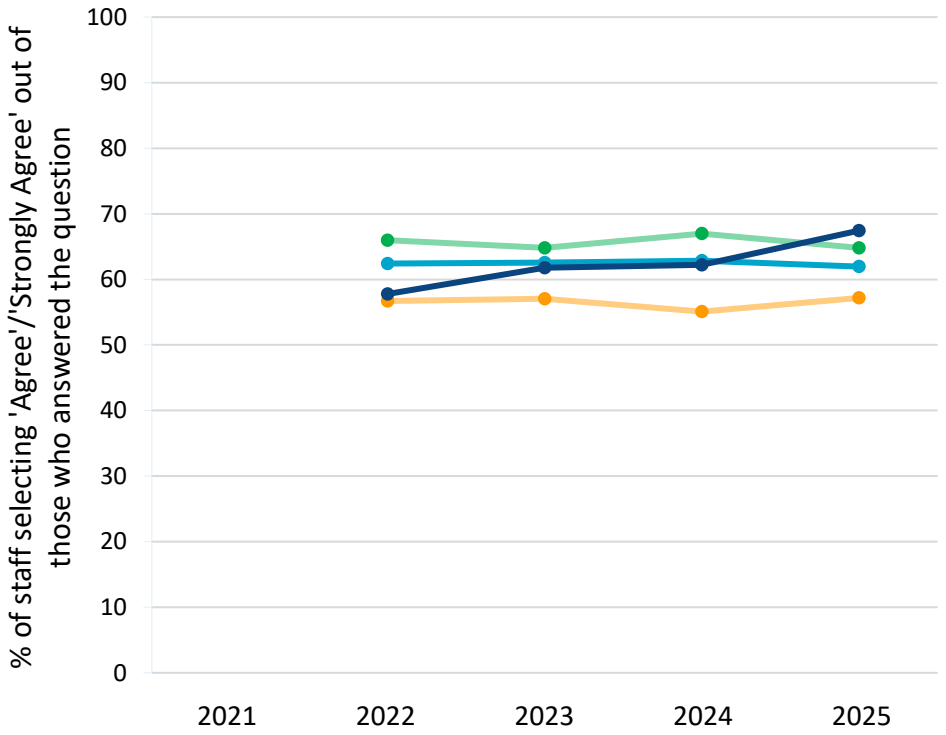
Q7f My team has enough freedom in how to do its work.



		2022	2023	2024	2025
Your org	-	64.36%	66.99%	60.51%	67.23%
Best result	-	67.29%	69.17%	72.24%	65.98%
Average result	-	62.71%	64.89%	63.89%	61.55%
Worst result	-	53.85%	57.30%	56.52%	52.73%
Responses	-	424	455	412	437

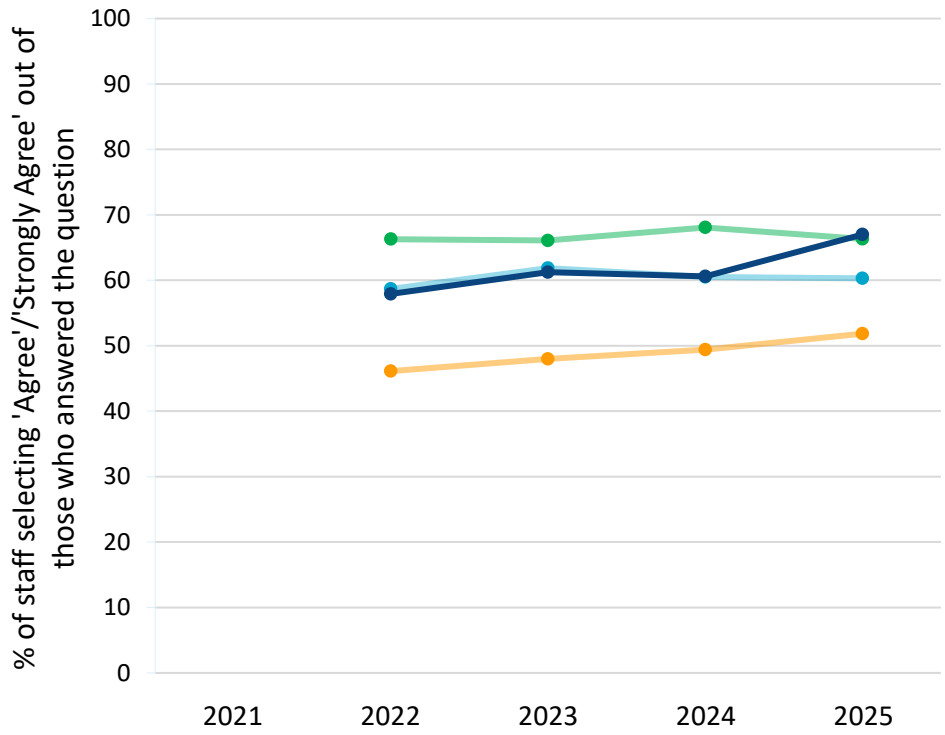
Survey Coordination Centre NHS

Q7g In my team disagreements are dealt with constructively.



	2021	2022	2023	2024	2025
Your org	-	57.78%	61.76%	62.20%	67.44%
Best result	-	65.95%	64.81%	66.98%	64.83%
Average result	-	62.42%	62.57%	62.85%	61.95%
Worst result	-	56.72%	57.06%	55.09%	57.17%
Responses	-	423	456	413	437

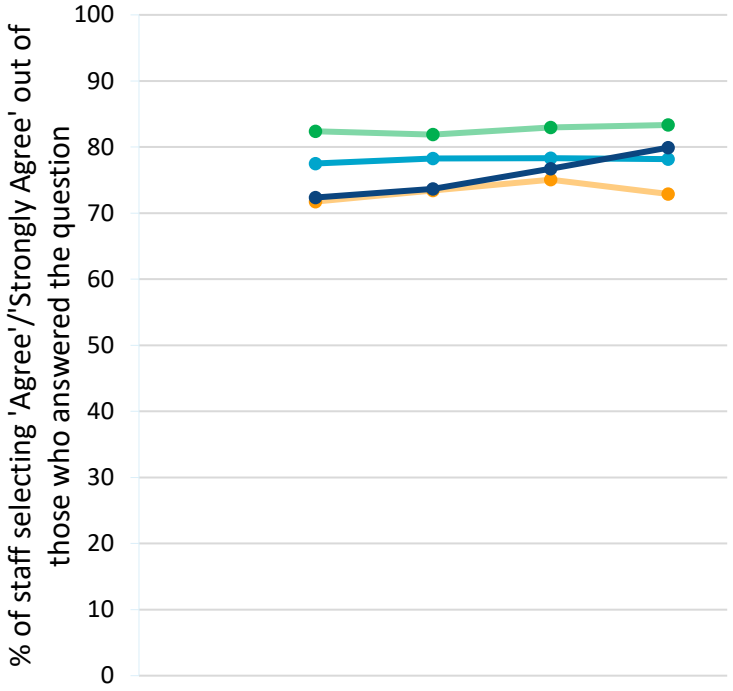
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024	2025
Your org	-	57.92%	61.22%	60.61%	66.99%
Best result	-	66.29%	66.09%	68.07%	66.32%
Average result	-	58.69%	61.86%	60.50%	60.29%
Worst result	-	46.13%	47.98%	49.42%	51.84%
Responses	-	424	456	412	437

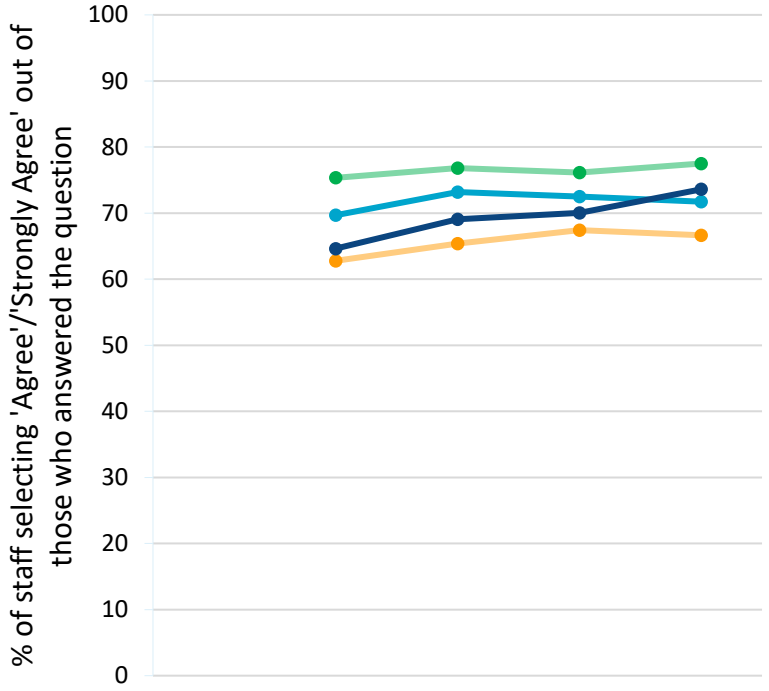
Survey Coordination Centre NHS

Q9a My immediate manager encourages me at work.



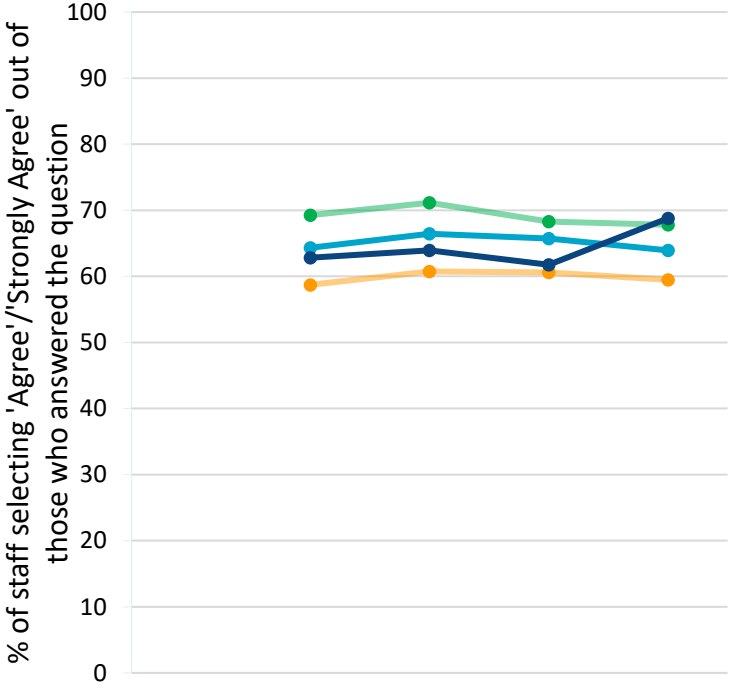
	2021	2022	2023	2024	2025
Your org	-	72.36%	73.66%	76.73%	79.91%
Best result	-	82.40%	81.88%	82.96%	83.34%
Average result	-	77.51%	78.26%	78.31%	78.18%
Worst result	-	71.74%	73.44%	75.06%	72.90%
Responses	-	423	454	414	439

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



	2021	2022	2023	2024	2025
Your org	-	64.63%	69.09%	70.02%	73.60%
Best result	-	75.34%	76.80%	76.15%	77.51%
Average result	-	69.68%	73.19%	72.50%	71.74%
Worst result	-	62.78%	65.39%	67.42%	66.63%
Responses	-	424	456	413	437

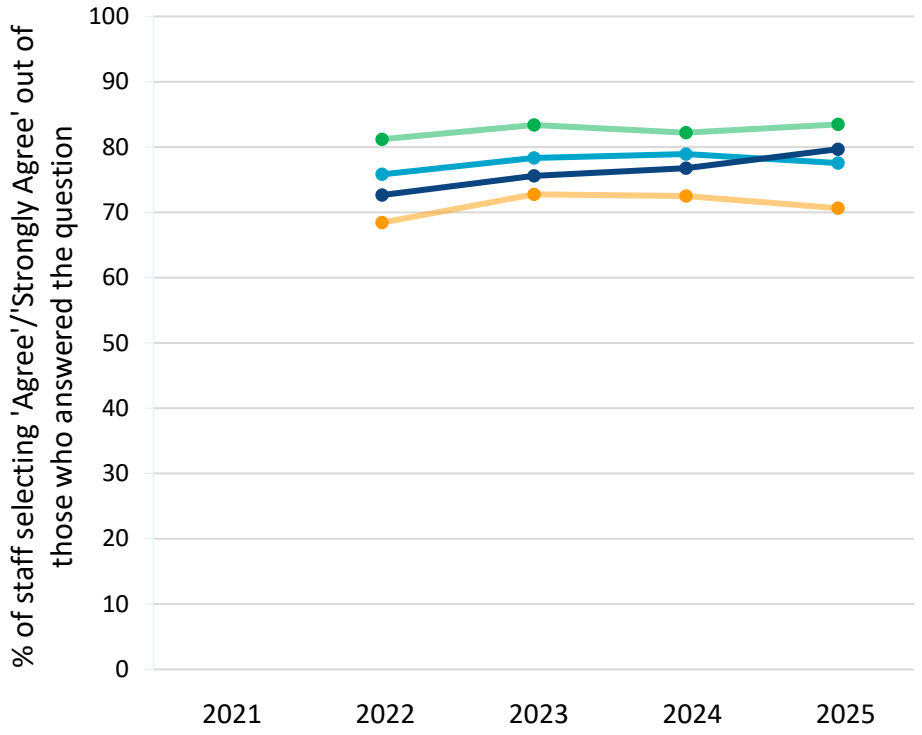
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



	2021	2022	2023	2024	2025
Your org	-	62.83%	63.95%	61.76%	68.78%
Best result	-	69.28%	71.15%	68.31%	67.81%
Average result	-	64.35%	66.45%	65.72%	63.94%
Worst result	-	58.73%	60.75%	60.60%	59.49%
Responses	-	424	456	414	439

Survey Coordination Centre NHS

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



	2021	2022	2023	2024	2025
Your org	-	72.64%	75.60%	76.75%	79.67%
Best result	-	81.19%	83.35%	82.20%	83.46%
Average result	-	75.80%	78.31%	78.92%	77.54%
Worst result	-	68.42%	72.75%	72.47%	70.62%
Responses	-	424	456	414	439

Survey Coordination Centre

NHS

Theme – Staff engagement

Questions included:

Motivation – Q2a, Q2b, Q2c

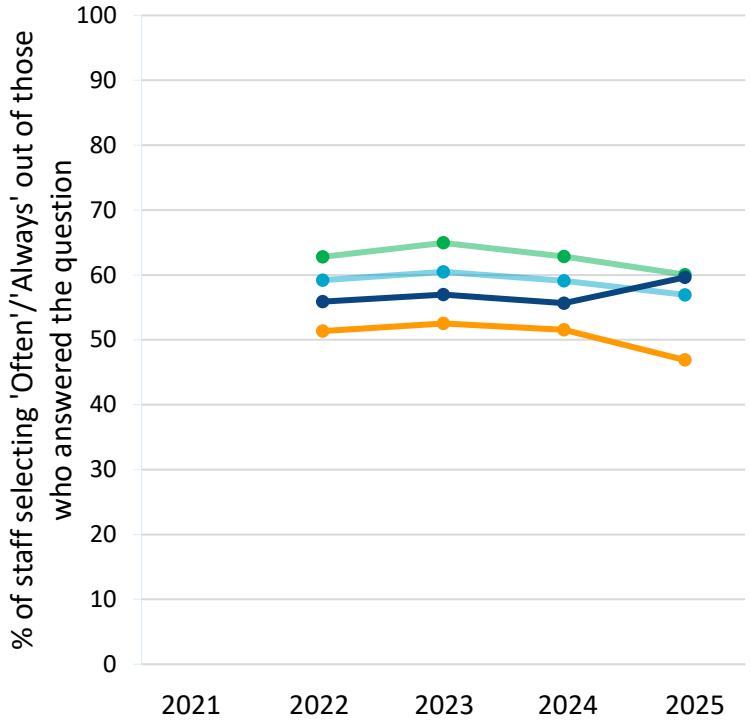
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d

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.

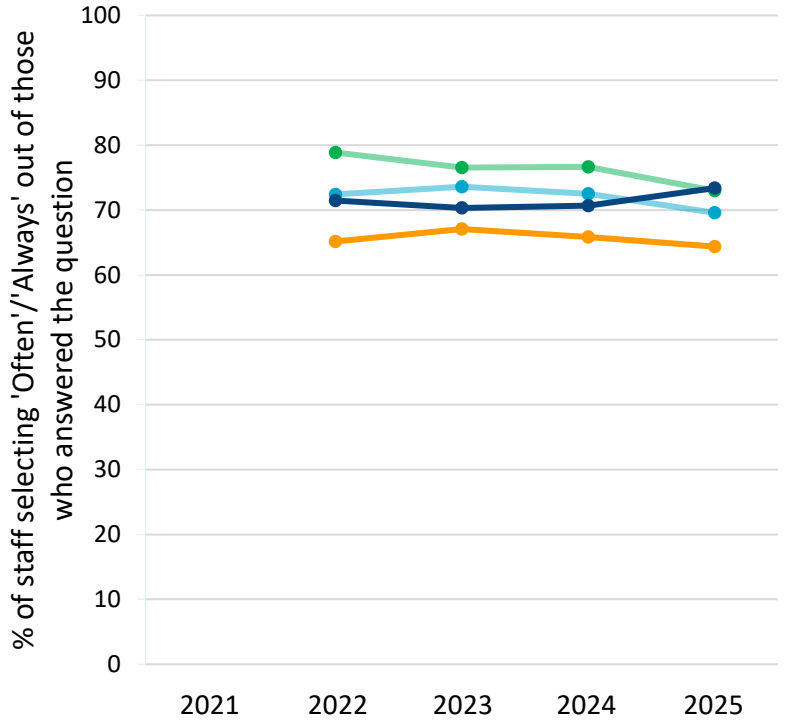
Survey Coordination Centre NHS

Q2a I look forward to going to work.



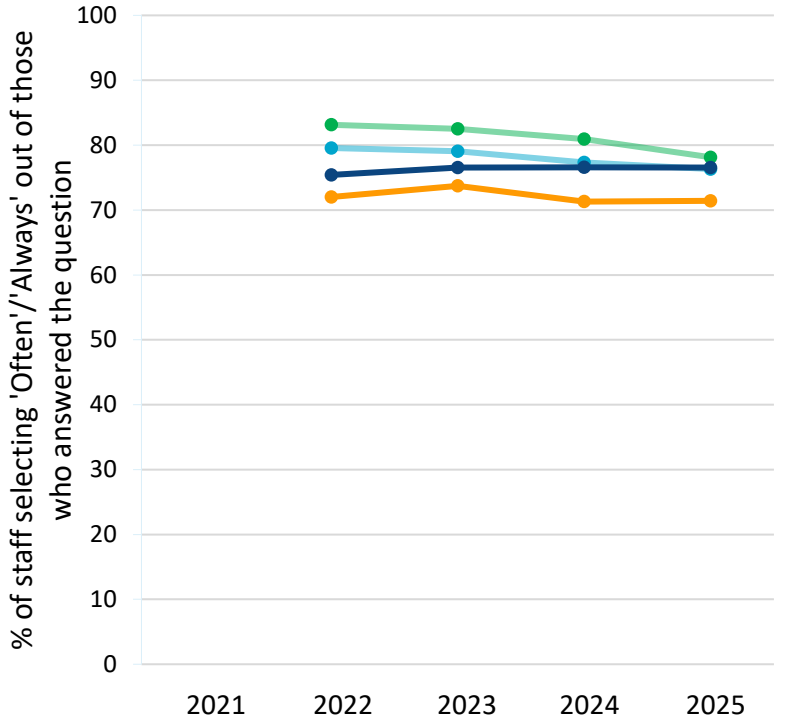
	2021	2022	2023	2024	2025
Your org	-	55.86%	56.96%	55.65%	59.62%
Best result	-	62.78%	64.93%	62.85%	60.04%
Average result	-	59.19%	60.47%	59.07%	56.94%
Worst result	-	51.36%	52.52%	51.55%	46.88%
Responses	-	423	457	410	439

Q2b I am enthusiastic about my job.



	2021	2022	2023	2024	2025
Your org	-	71.46%	70.31%	70.69%	73.38%
Best result	-	78.87%	76.53%	76.66%	72.97%
Average result	-	72.42%	73.59%	72.48%	69.57%
Worst result	-	65.16%	67.07%	65.86%	64.36%
Responses	-	423	451	410	438

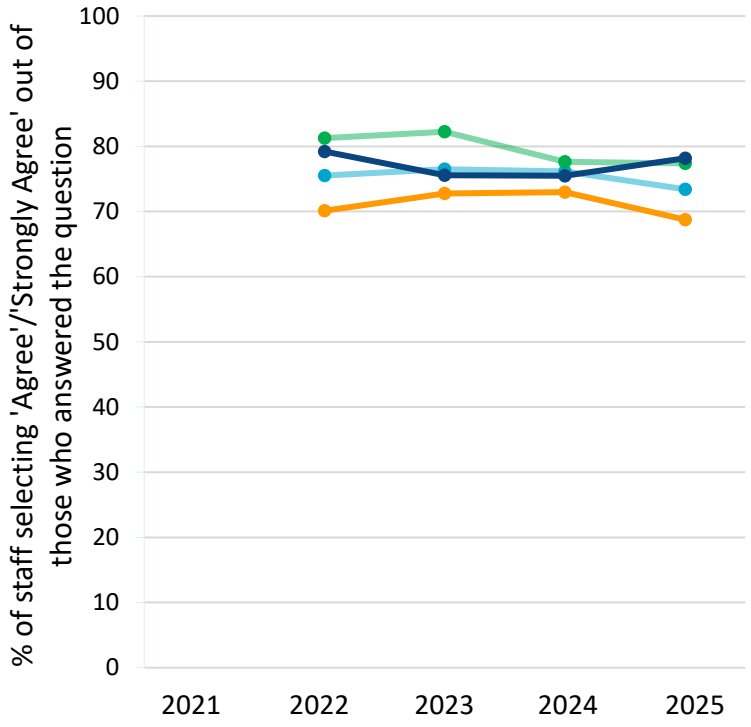
Q2c Time passes quickly when I am working.



	2021	2022	2023	2024	2025
Your org	-	75.41%	76.54%	76.58%	76.55%
Best result	-	83.13%	82.50%	80.94%	78.13%
Average result	-	79.56%	79.05%	77.35%	76.31%
Worst result	-	72.00%	73.72%	71.30%	71.44%
Responses	-	423	451	409	437

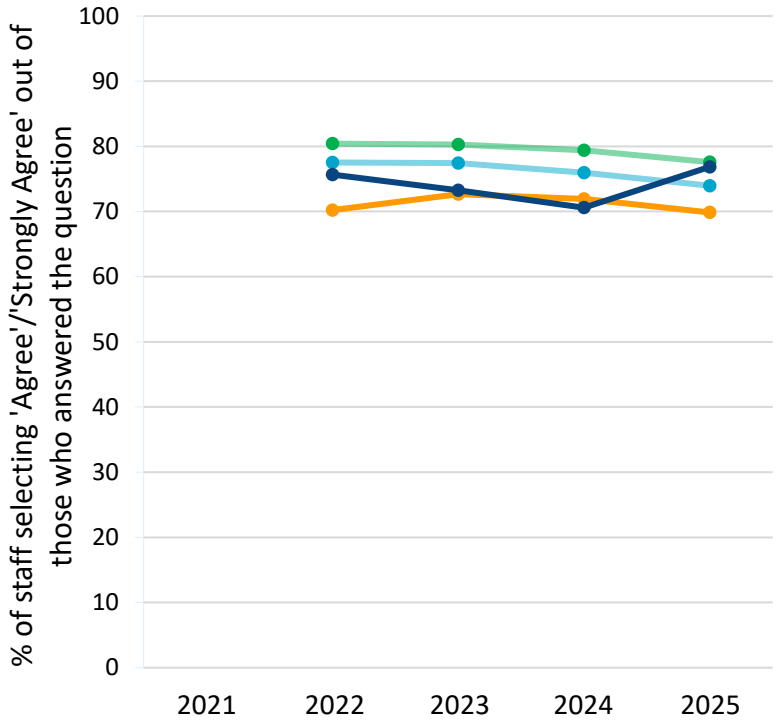
Survey Coordination Centre NHS

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



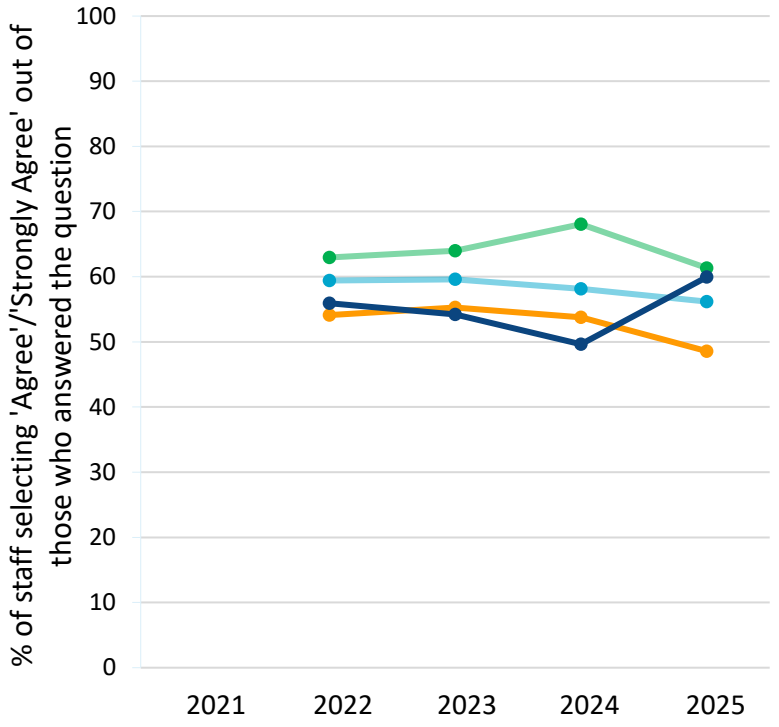
Your org	-	79.22%	75.56%	75.49%	78.18%
Best result	-	81.25%	82.24%	77.62%	77.38%
Average result	-	75.54%	76.49%	76.16%	73.42%
Worst result	-	70.13%	72.78%	72.98%	68.76%
Responses	-	425	455	413	440

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



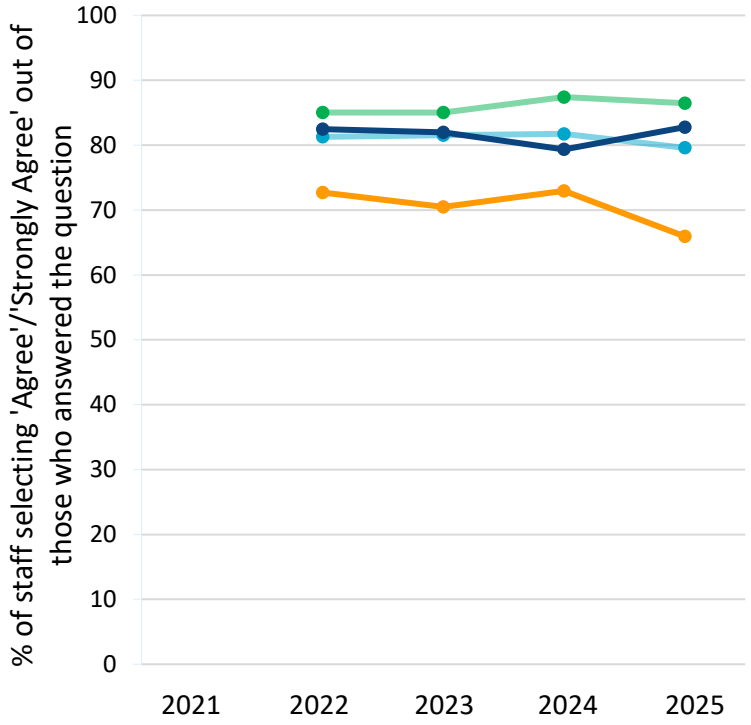
Your org	-	75.65%	73.25%	70.60%	76.86%
Best result	-	80.42%	80.30%	79.41%	77.59%
Average result	-	77.53%	77.45%	75.99%	73.97%
Worst result	-	70.24%	72.66%	71.96%	69.87%
Responses	-	425	456	412	440

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



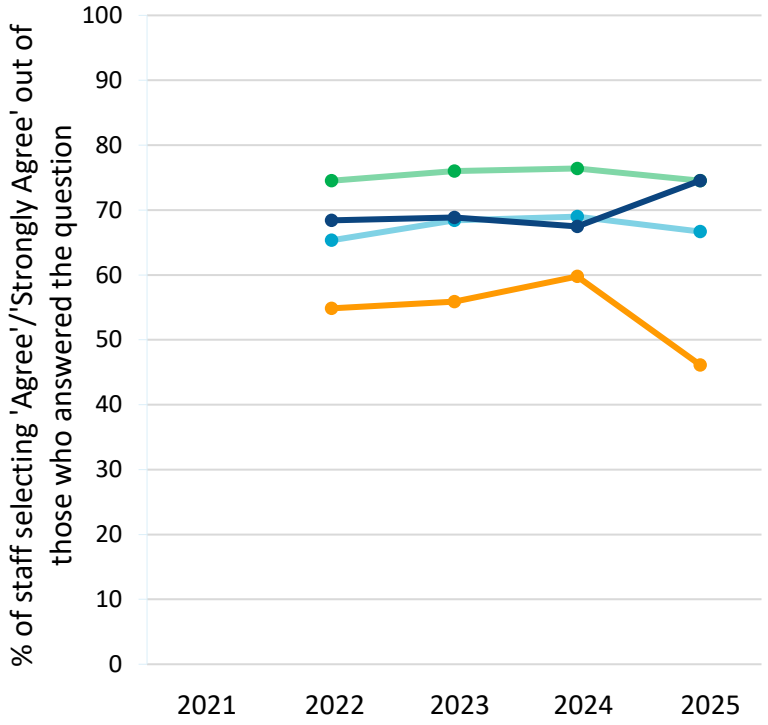
Your org	-	55.93%	54.22%	49.64%	59.94%
Best result	-	62.95%	64.00%	68.06%	61.33%
Average result	-	59.41%	59.59%	58.15%	56.18%
Worst result	-	54.09%	55.27%	53.78%	48.58%
Responses	-	424	456	413	440

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



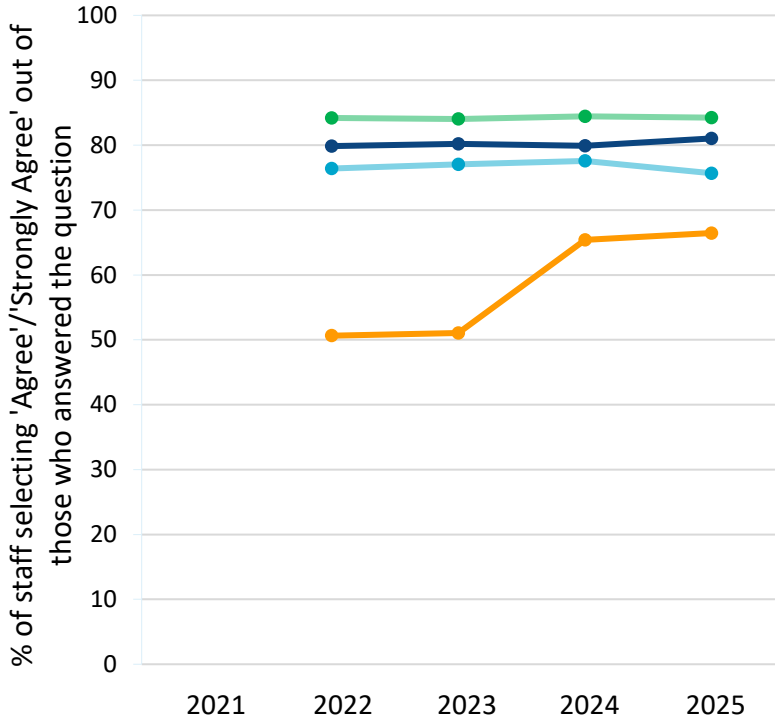
	2021	2022	2023	2024	2025
Your org	-	82.49%	81.96%	79.34%	82.77%
Best result	-	85.04%	85.02%	87.41%	86.47%
Average result	-	81.27%	81.55%	81.74%	79.58%
Worst result	-	72.68%	70.50%	72.96%	65.93%
Responses	-	424	456	412	438

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



	2021	2022	2023	2024	2025
Your org	-	68.42%	68.85%	67.47%	74.53%
Best result	-	74.51%	76.01%	76.41%	74.52%
Average result	-	65.33%	68.41%	68.98%	66.68%
Worst result	-	54.83%	55.90%	59.76%	46.14%
Responses	-	424	456	411	437

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



	2021	2022	2023	2024	2025
Your org	-	79.85%	80.19%	79.92%	81.03%
Best result	-	84.21%	84.02%	84.44%	84.24%
Average result	-	76.42%	77.04%	77.57%	75.67%
Worst result	-	50.63%	51.06%	65.41%	66.46%
Responses	-	424	456	411	438

Survey Coordination Centre

NHS

Theme - Morale

Questions included:

Thinking about leaving – Q26a, Q26b, Q26c

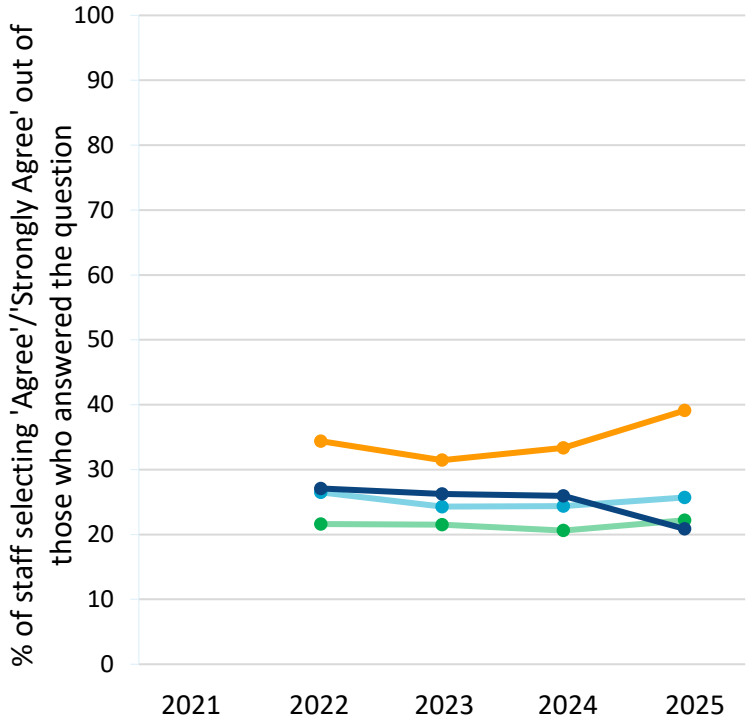
Work pressure – Q3g, Q3h, Q3i

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

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.

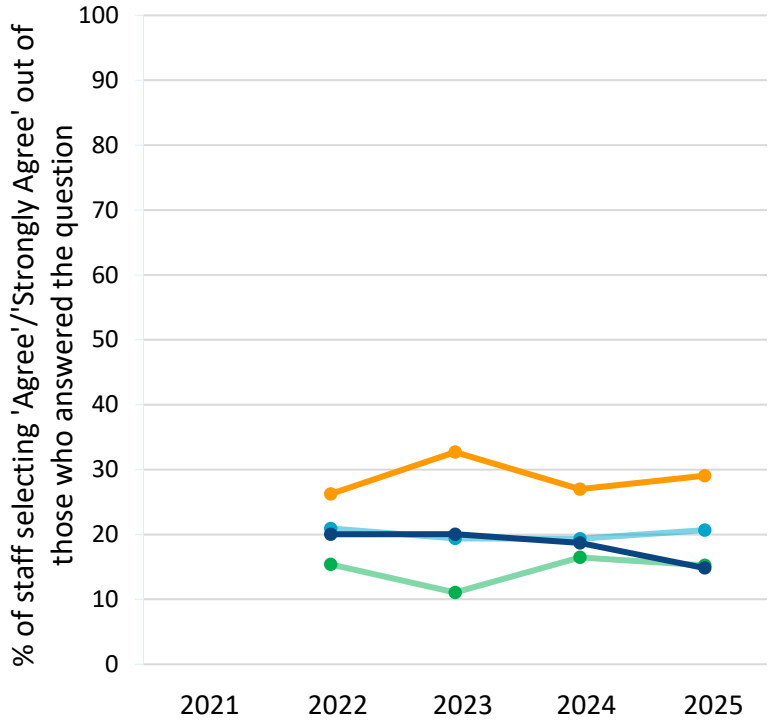
Survey Coordination Centre NHS

Q26a I often think about leaving this organisation.



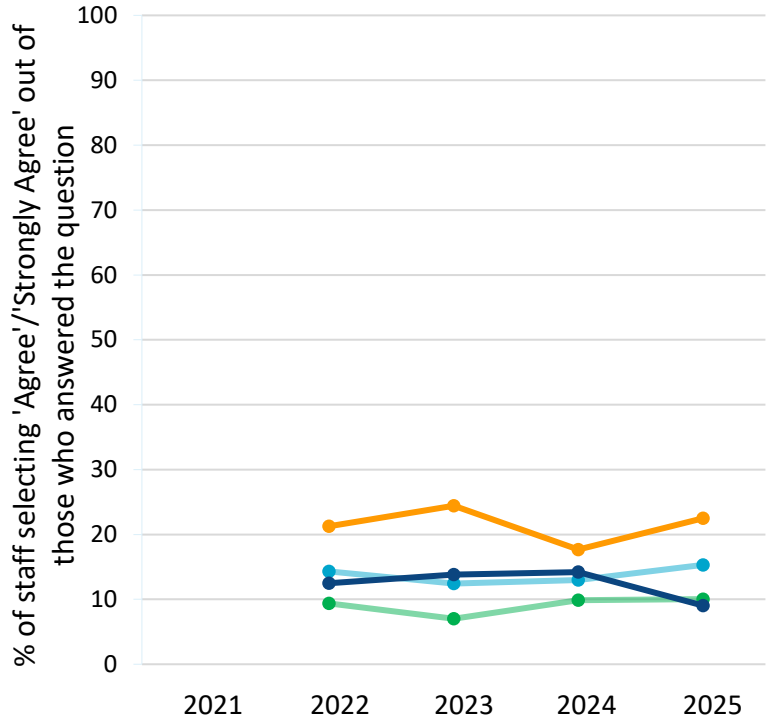
Your org	-	27.09%	26.25%	25.96%	20.86%
Best result	-	21.58%	21.49%	20.60%	22.19%
Average result	-	26.49%	24.30%	24.35%	25.70%
Worst result	-	34.40%	31.45%	33.33%	39.09%
Responses	-	424	456	414	438

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



Your org	-	20.01%	20.04%	18.71%	14.83%
Best result	-	15.38%	11.06%	16.46%	15.24%
Average result	-	20.93%	19.38%	19.34%	20.68%
Worst result	-	26.23%	32.70%	26.98%	29.05%
Responses	-	424	456	414	438

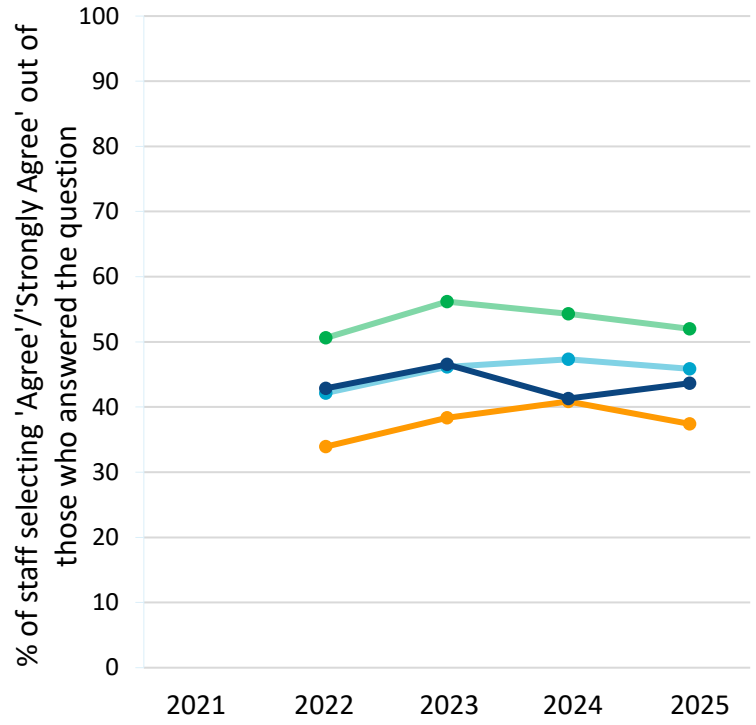
Q26c As soon as I can find another job, I will leave this organisation.



Your org	-	12.49%	13.81%	14.20%	9.04%
Best result	-	9.40%	7.02%	9.89%	10.04%
Average result	-	14.30%	12.44%	12.97%	15.31%
Worst result	-	21.25%	24.43%	17.68%	22.49%
Responses	-	422	456	414	438

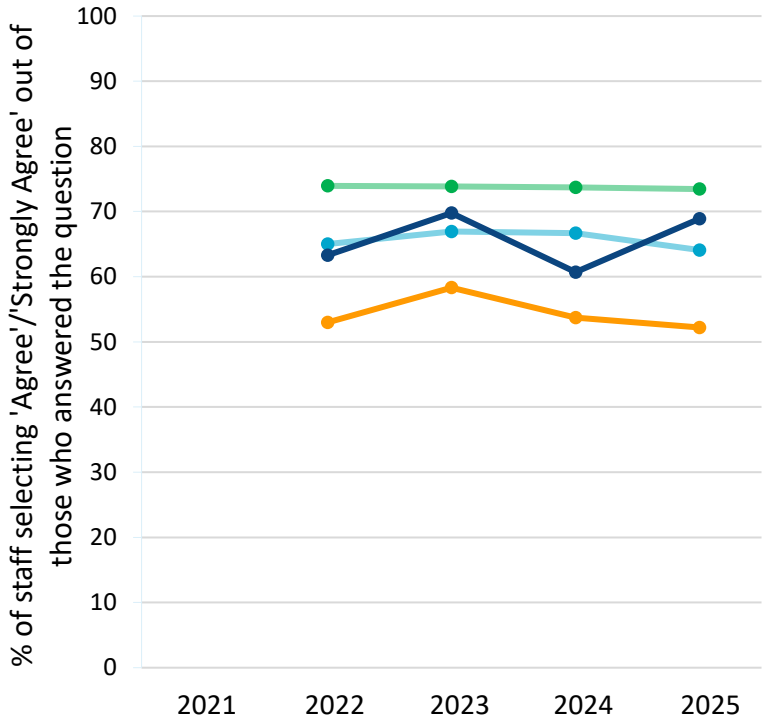
Survey Coordination Centre NHS

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



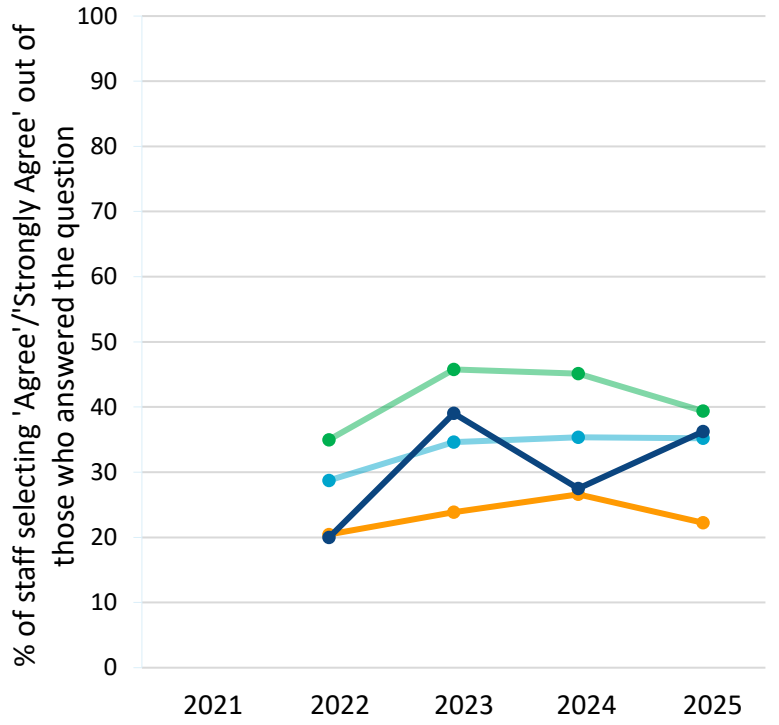
		2022	2023	2024	2025
Your org	-	42.85%	46.53%	41.30%	43.67%
Best result	-	50.60%	56.18%	54.31%	52.00%
Average result	-	42.15%	46.14%	47.32%	45.88%
Worst result	-	33.92%	38.35%	40.85%	37.43%
Responses	-	424	454	413	438

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



		2022	2023	2024	2025
Your org	-	63.30%	69.77%	60.70%	68.88%
Best result	-	73.94%	73.86%	73.72%	73.45%
Average result	-	65.04%	66.94%	66.69%	64.09%
Worst result	-	53.00%	58.31%	53.74%	52.21%
Responses	-	425	455	413	440

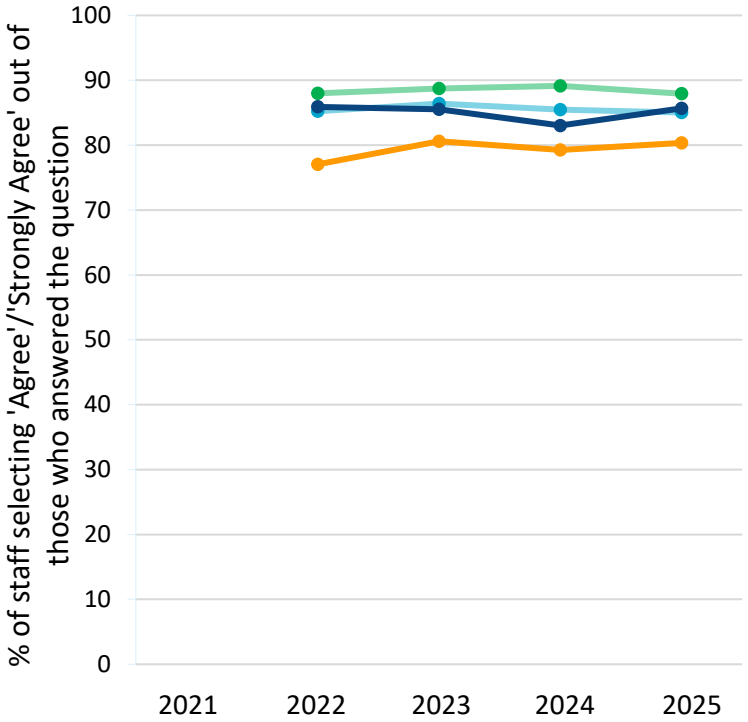
Q3i There are enough staff at this organisation for me to do my job properly.



		2022	2023	2024	2025
Your org	-	19.96%	39.02%	27.48%	36.23%
Best result	-	34.98%	45.77%	45.15%	39.40%
Average result	-	28.74%	34.61%	35.36%	35.22%
Worst result	-	20.44%	23.85%	26.60%	22.24%
Responses	-	425	456	412	440

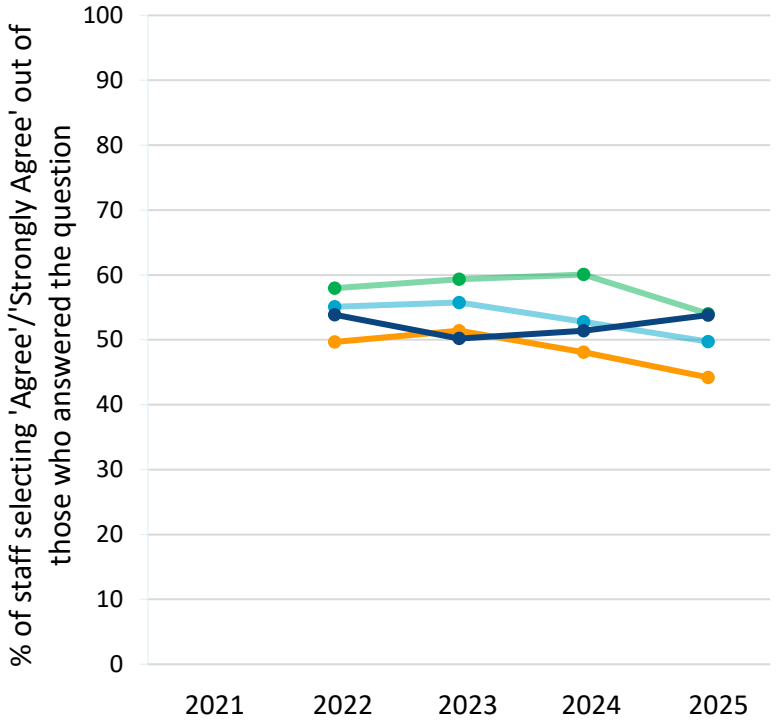
Survey Coordination Centre NHS

Q3a I always know what my work responsibilities are.



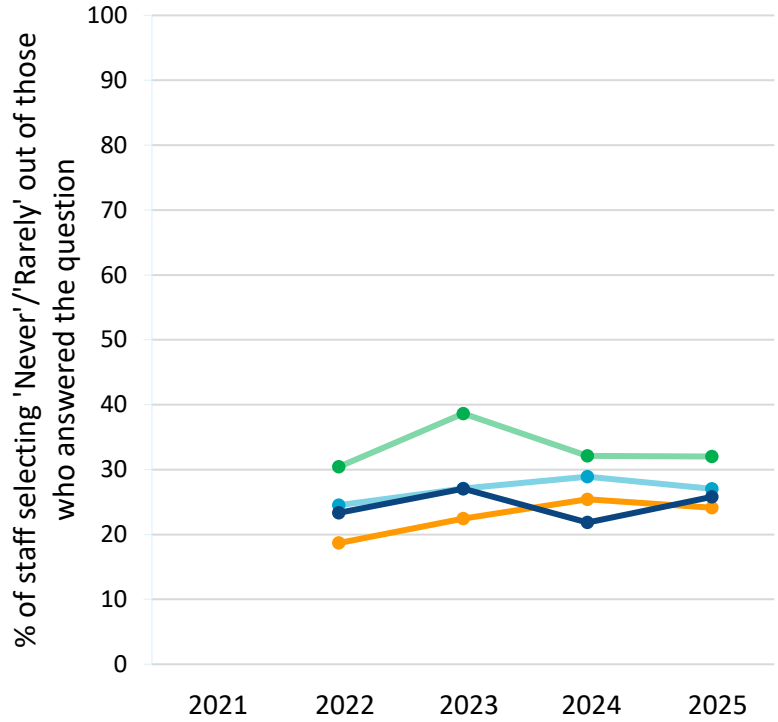
		2022	2023	2024	2025
Your org	-	85.89%	85.52%	83.03%	85.69%
Best result	-	88.01%	88.73%	89.14%	87.93%
Average result	-	85.21%	86.40%	85.48%	85.02%
Worst result	-	77.04%	80.60%	79.28%	80.34%
Responses	-	424	457	413	440

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



		2022	2023	2024	2025
Your org	-	53.87%	50.19%	51.39%	53.81%
Best result	-	57.94%	59.32%	60.06%	54.02%
Average result	-	55.10%	55.76%	52.78%	49.72%
Worst result	-	49.66%	51.41%	48.09%	44.21%
Responses	-	425	456	412	439

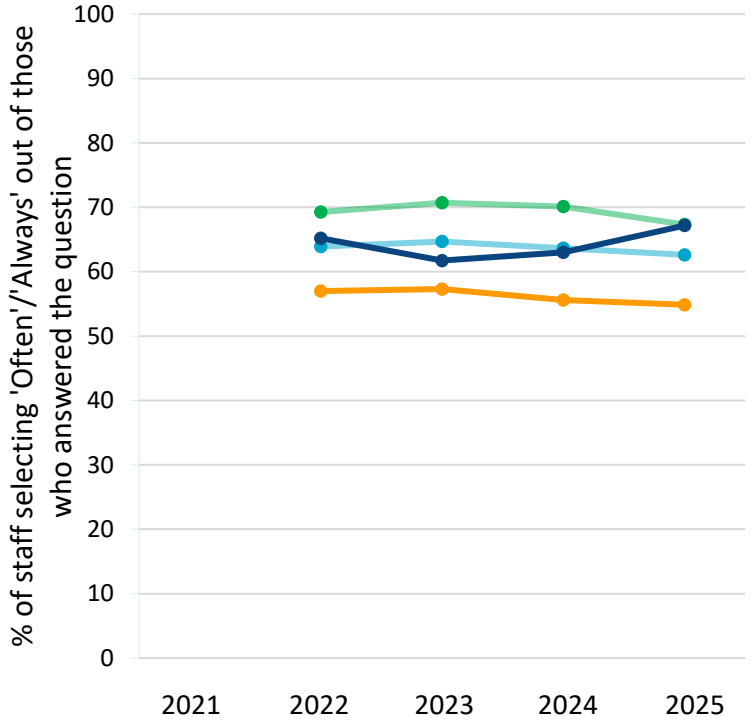
Q5a I have unrealistic time pressures.



		2022	2023	2024	2025
Your org	-	23.32%	27.05%	21.84%	25.81%
Best result	-	30.41%	38.64%	32.10%	32.03%
Average result	-	24.52%	27.08%	28.90%	27.03%
Worst result	-	18.67%	22.45%	25.42%	24.13%
Responses	-	423	457	413	440

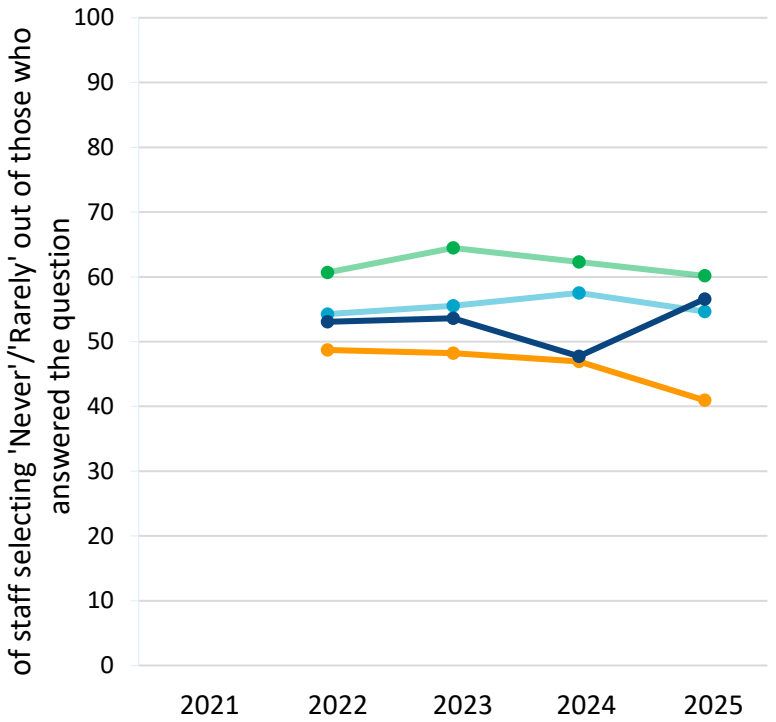
Survey Coordination Centre NHS

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



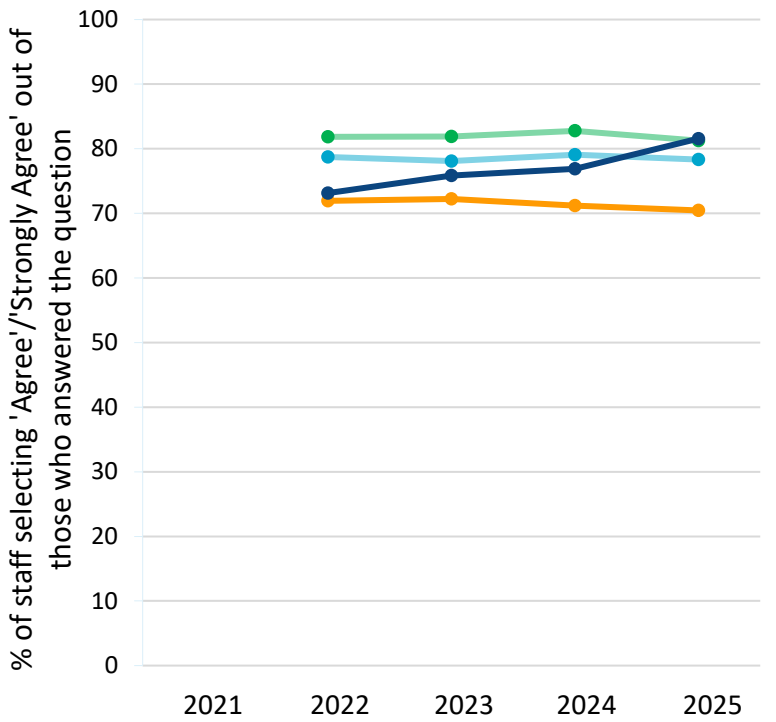
Your org	-	65.17%	61.73%	63.02%	67.16%
Best result	-	69.27%	70.71%	70.10%	67.31%
Average result	-	63.91%	64.68%	63.63%	62.61%
Worst result	-	57.01%	57.30%	55.58%	54.86%
Responses	-	424	456	412	440

Q5c Relationships at work are strained.



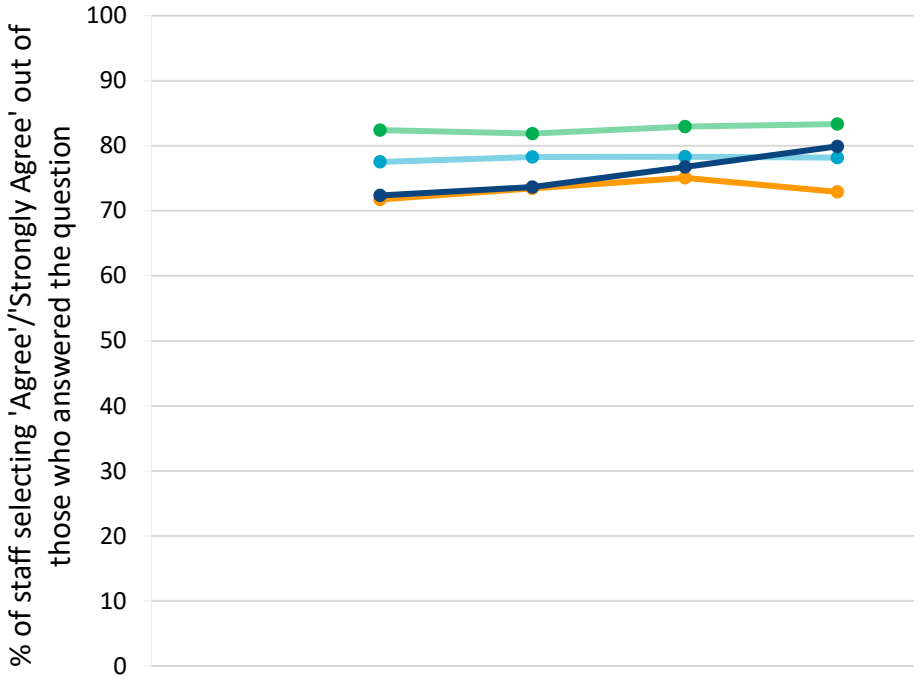
Your org	-	53.07%	53.62%	47.74%	56.57%
Best result	-	60.67%	64.46%	62.29%	60.16%
Average result	-	54.25%	55.53%	57.52%	54.64%
Worst result	-	48.71%	48.24%	46.96%	40.95%
Responses	-	424	456	413	439

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



Your org	-	73.14%	75.83%	76.90%	81.57%
Best result	-	81.86%	81.90%	82.76%	81.25%
Average result	-	78.72%	78.09%	79.08%	78.33%
Worst result	-	71.92%	72.23%	71.19%	70.45%
Responses	-	424	457	412	436

Q9a My immediate manager encourages me at work.



	2021	2022	2023	2024	2025
Your org	-	72.36%	73.66%	76.73%	79.91%
Best result	-	82.40%	81.88%	82.96%	83.34%
Average result	-	77.51%	78.26%	78.31%	78.18%
Worst result	-	71.74%	73.44%	75.06%	72.90%
Responses	-	423	454	414	439

Questions not linked to People Promise elements or themes

Questions included:*

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

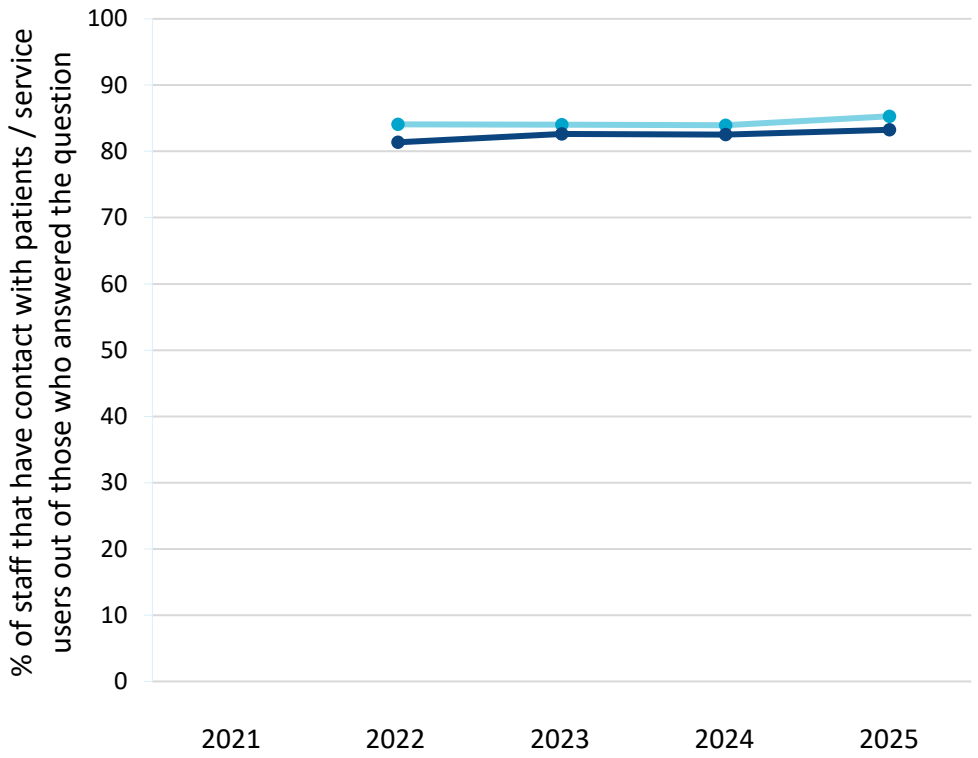
*The results for Q17a, Q17b and Q22 are reported in the section for People Promise element 4: We are safe and healthy. The results for Q24f are reported in the section for People Promise element 5: We are always learning. These questions do not contribute to any score or sub-score calculations.

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.

Survey Coordination Centre

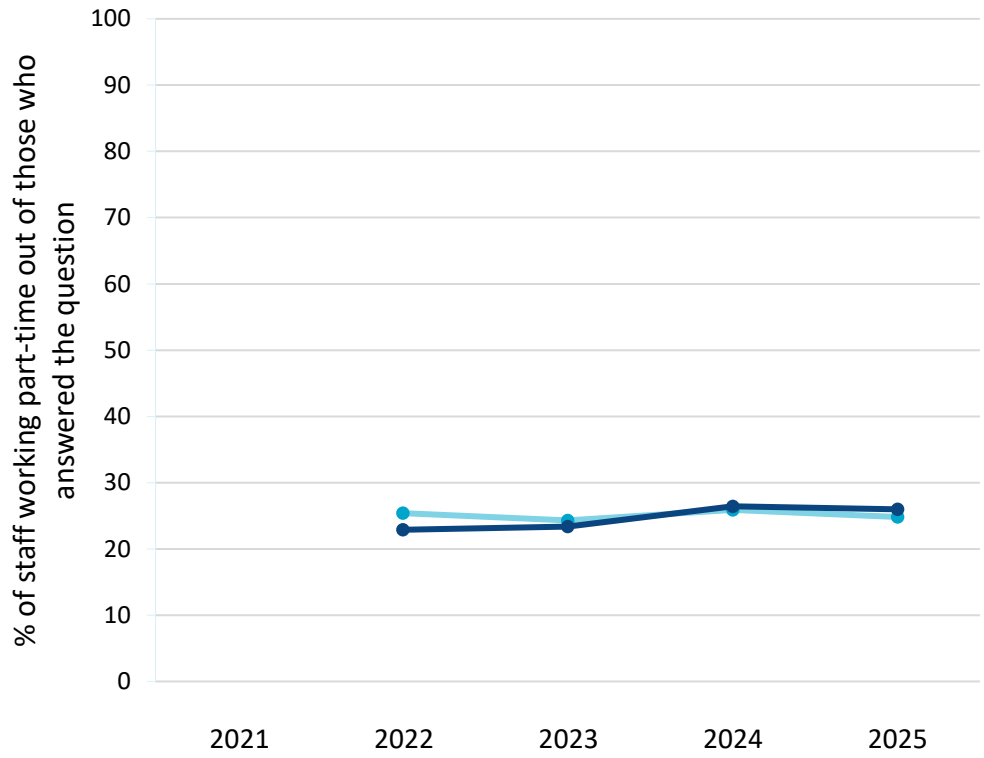
NHS

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



	2021	2022	2023	2024	2025
Your org	-	81.37%	82.64%	82.52%	83.26%
Average	-	84.08%	84.05%	83.95%	85.30%
Responses	-	424	455	412	436

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

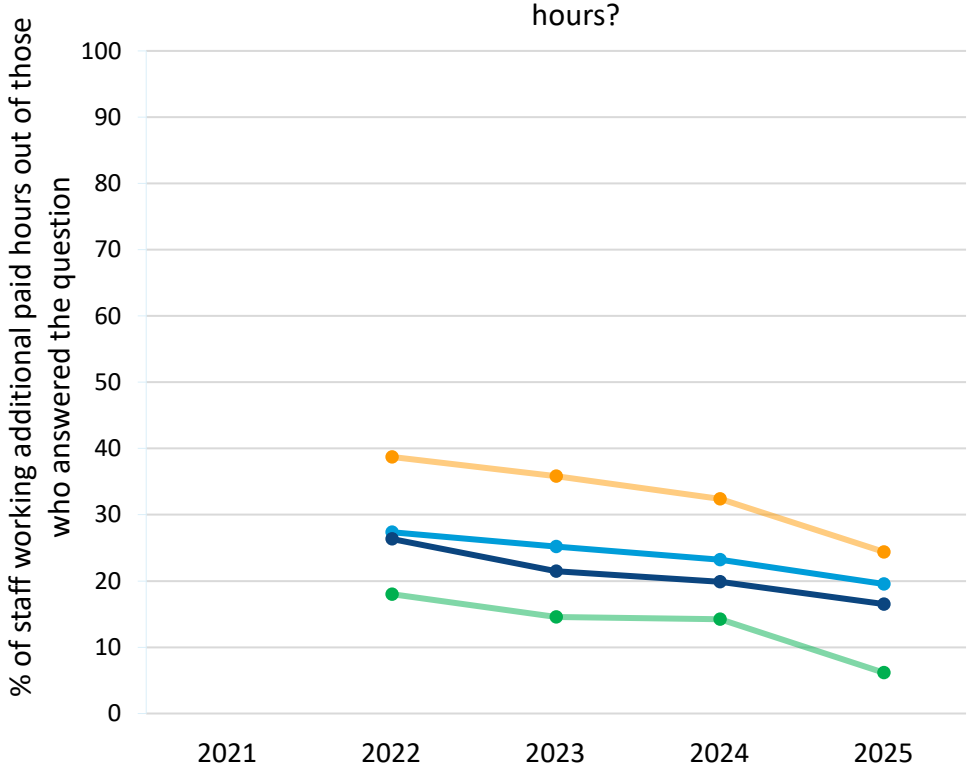


	2021	2022	2023	2024	2025
Your org	-	22.89%	23.37%	26.43%	25.99%
Average	-	25.40%	24.30%	25.89%	24.80%
Responses	-	415	445	401	431

Survey Coordination Centre

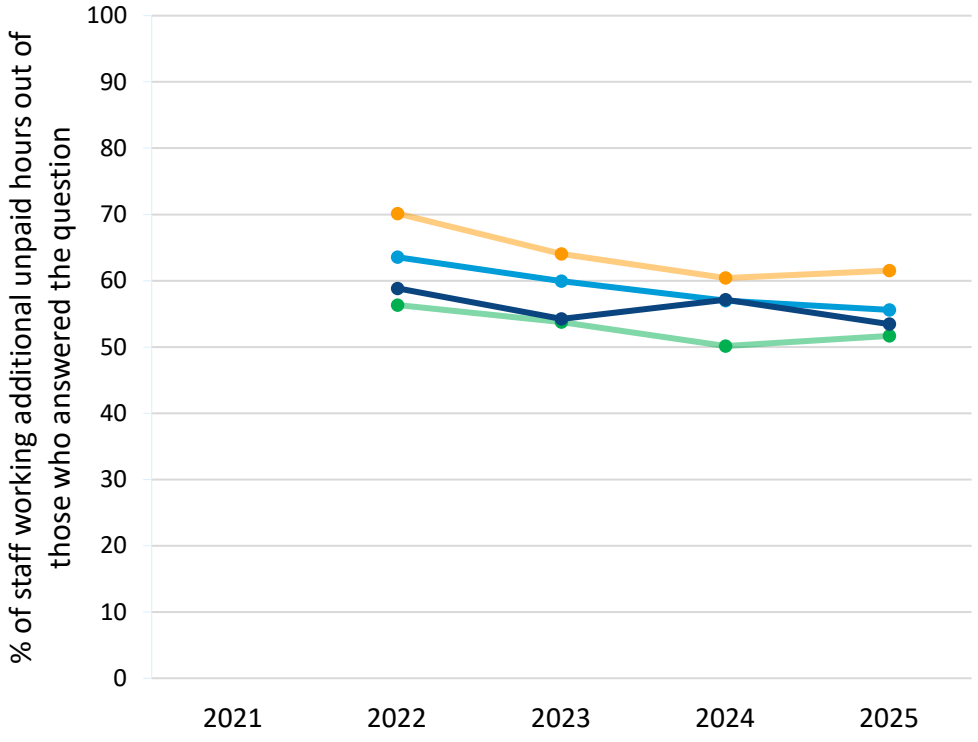
NHS

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



Your org	-	26.33%	21.49%	19.87%	16.51%
Lowest	-	18.01%	14.55%	14.25%	6.15%
Average	-	27.36%	25.21%	23.20%	19.54%
Highest	-	38.72%	35.80%	32.40%	24.39%
Responses	-	423	455	413	440

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

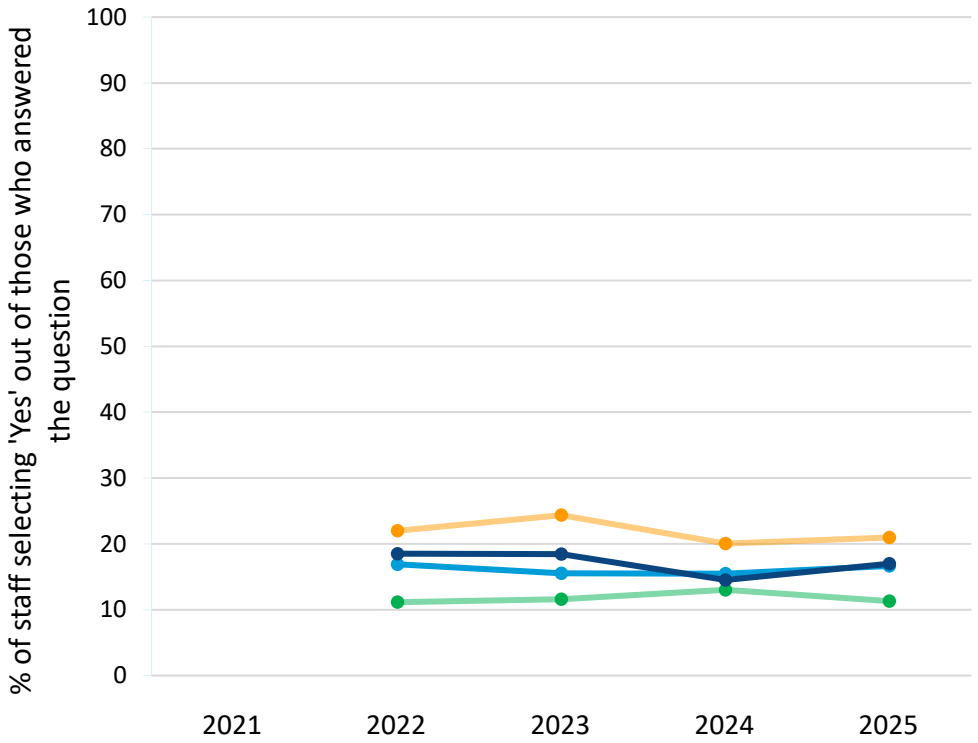


Your org	-	58.84%	54.23%	57.14%	53.44%
Lowest	-	56.33%	53.75%	50.14%	51.66%
Average	-	63.54%	59.95%	56.99%	55.59%
Highest	-	70.13%	64.02%	60.40%	61.53%
Responses	-	424	453	412	436

Survey Coordination Centre

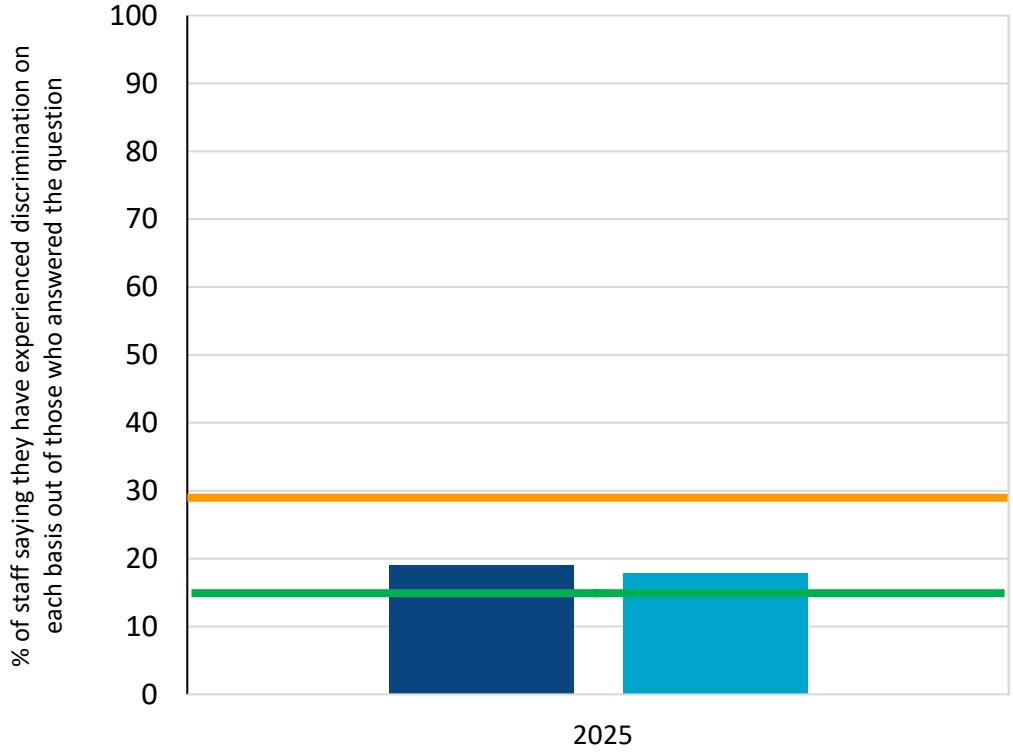
NHS

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



Your org	-	18.51%	18.42%	14.52%	16.99%
Best result	-	11.14%	11.60%	13.02%	11.32%
Average result	-	16.90%	15.55%	15.47%	16.64%
Worst result	-	22.00%	24.35%	20.05%	20.98%
Responses	-	230	218	242	213

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

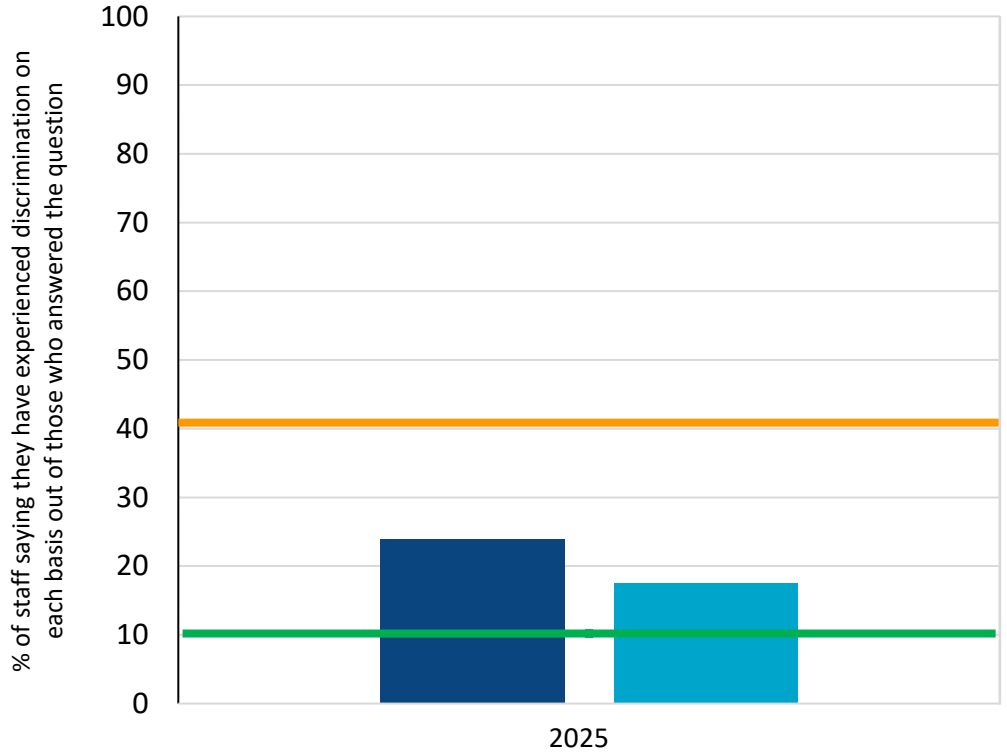


Your org	19.11%
Best result	14.90%
Average result	17.90%
Worst result	28.97%
Responses	25

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

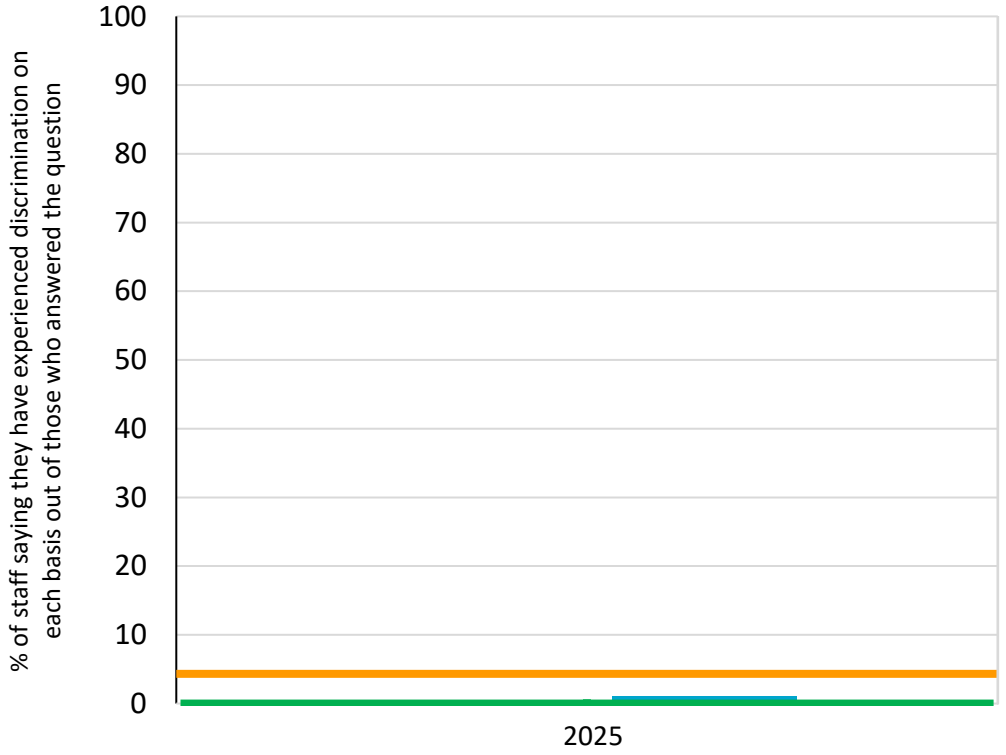
Note: Due to changes in the question options in 2025, previous years' results for Q16c are not reported. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

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



Your org	23.94%
Best result	10.19%
Average result	17.60%
Worst result	40.88%
Responses	25

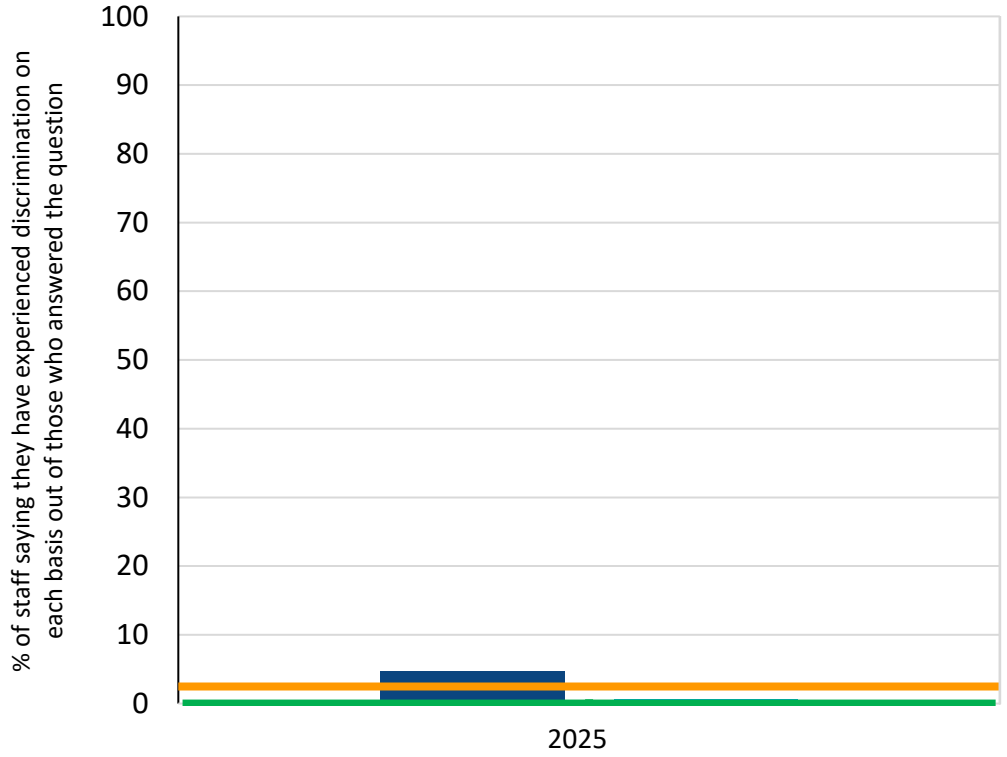
Q16c.3 On what grounds have you experienced discrimination? – Gender reassignment.



Your org	0.00%
Best result	0.00%
Average result	1.00%
Worst result	4.33%
Responses	25

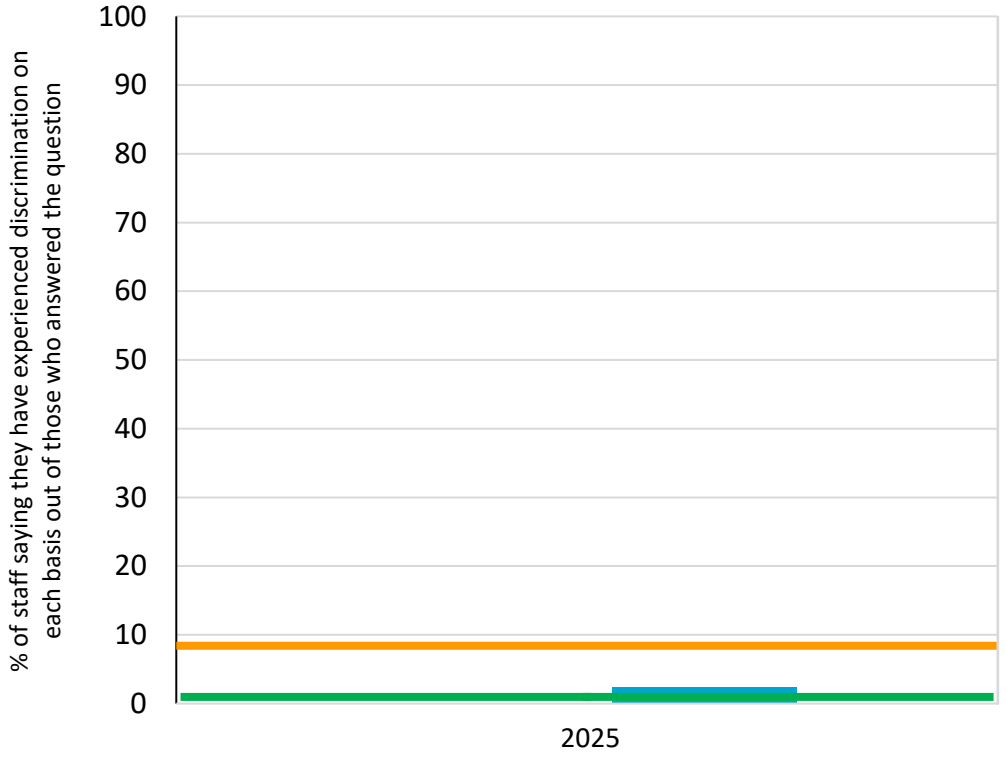
Note: Due to changes in the question options in 2025, previous years' results for Q16c are not reported. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

Q16c.4 On what grounds have you experienced discrimination? – Marriage and civil partnership.



Your org	4.75%
Best result	0.00%
Average result	0.60%
Worst result	2.48%
Responses	25

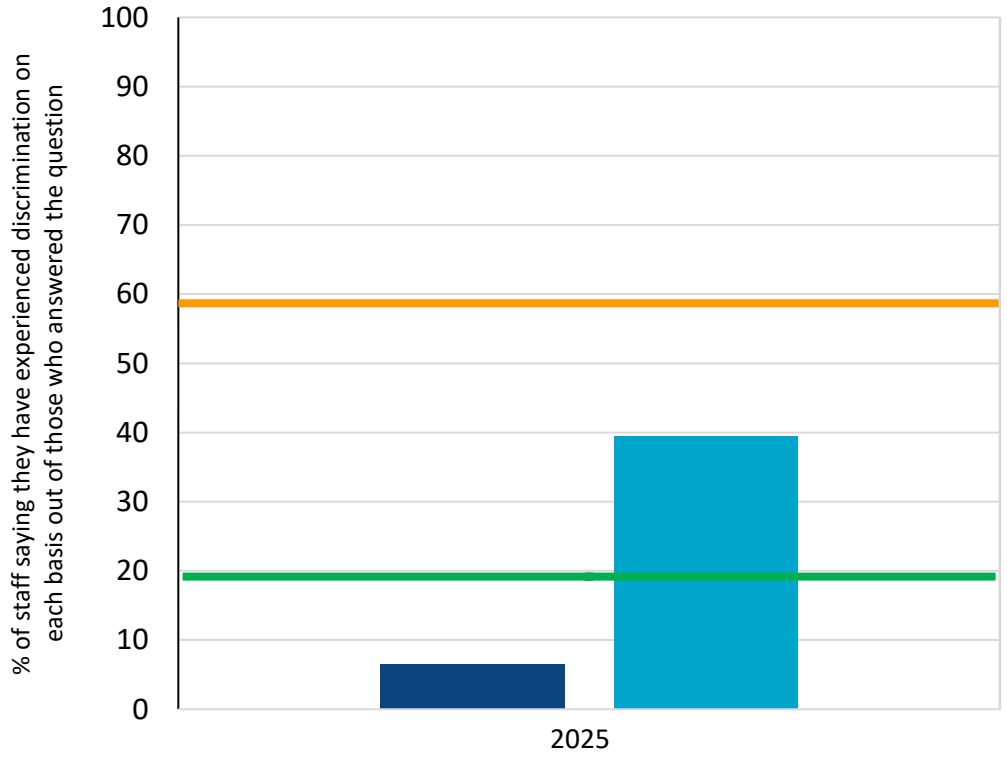
Q16c.5 On what grounds have you experienced discrimination? – Pregnancy and maternity.



Your org	0.00%
Best result	0.97%
Average result	2.37%
Worst result	8.41%
Responses	25

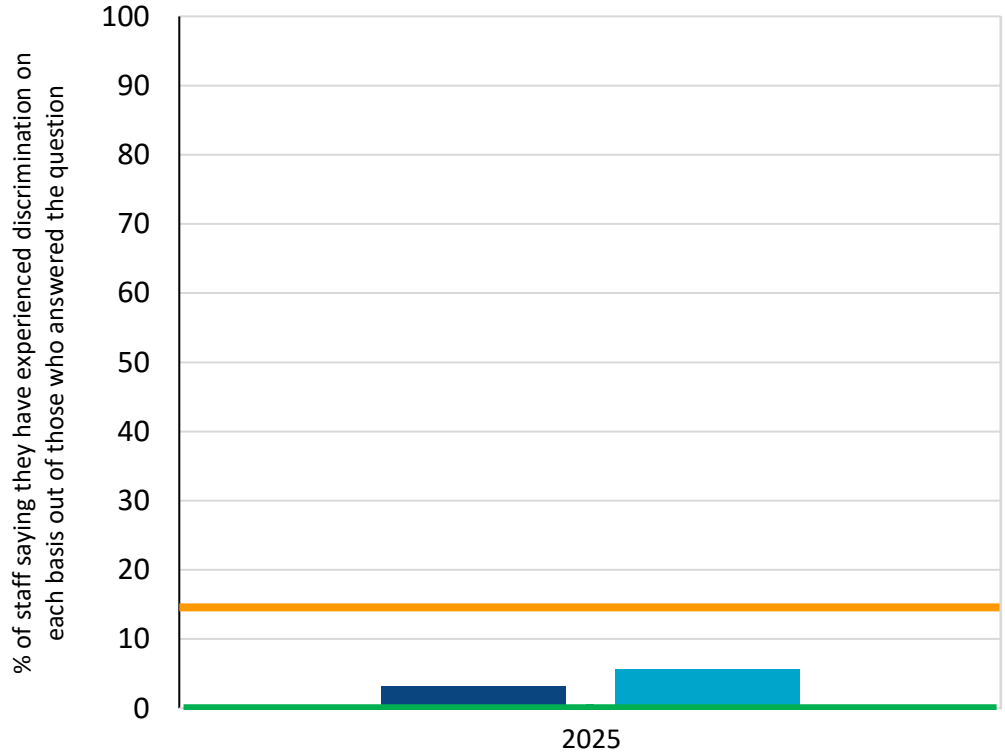
Note: Due to changes in the question options in 2025, previous years' results for Q16c are not reported. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

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



Your org	6.45%
Best result	19.17%
Average result	39.50%
Worst result	58.67%
Responses	25

Q16c.7 On what grounds have you experienced discrimination? – Religion or belief.



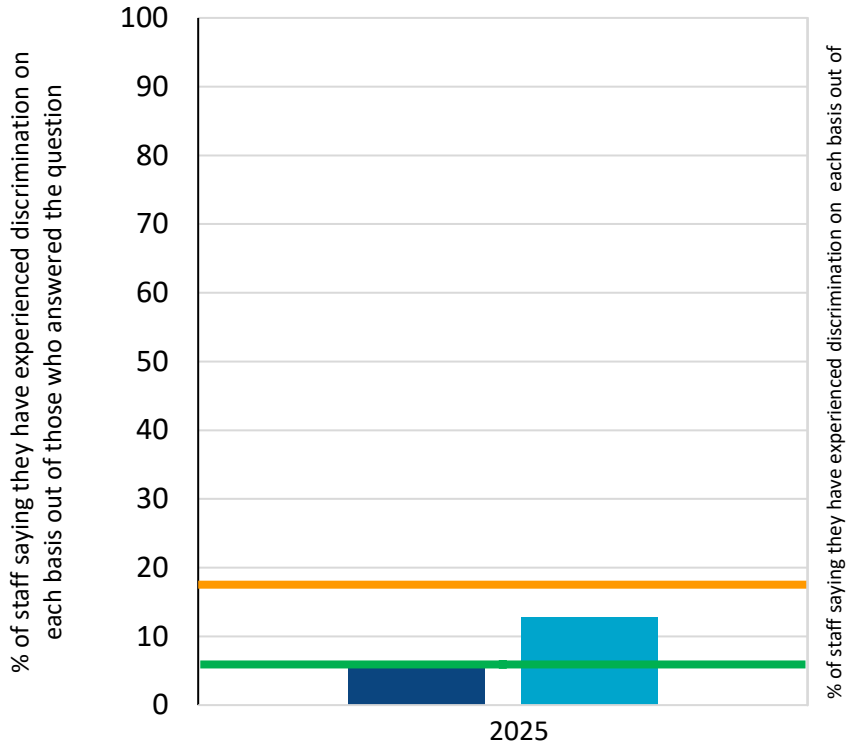
Your org	3.23%
Best result	0.00%
Average result	5.68%
Worst result	14.58%
Responses	25

Note: Due to changes in the question options in 2025, previous years' results for Q16c are not reported. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

Survey Coordination Centre

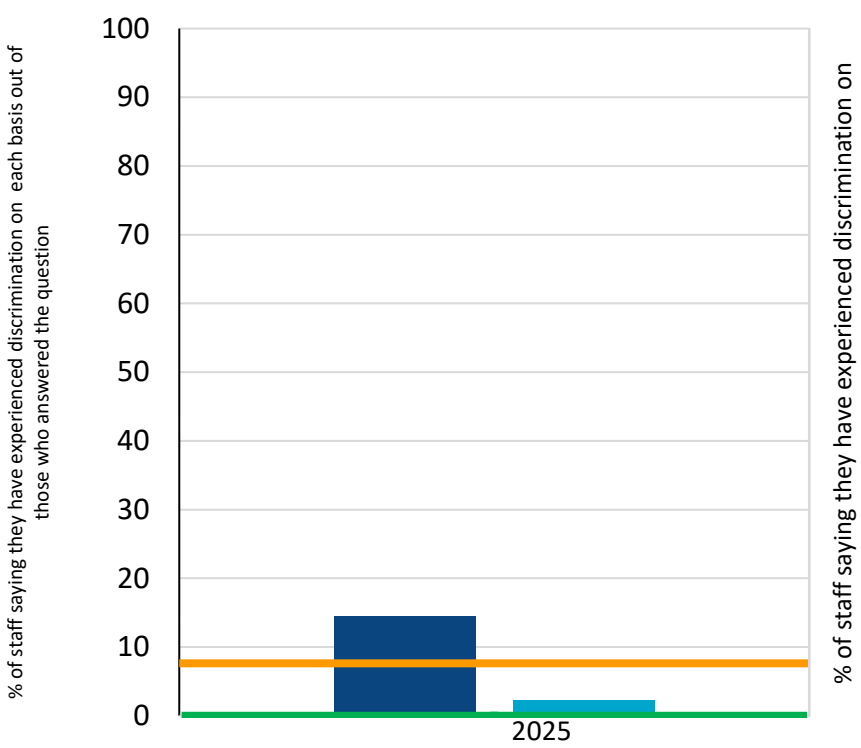
NHS

Q16c.8 On what grounds have you experienced discrimination? -- Sex.



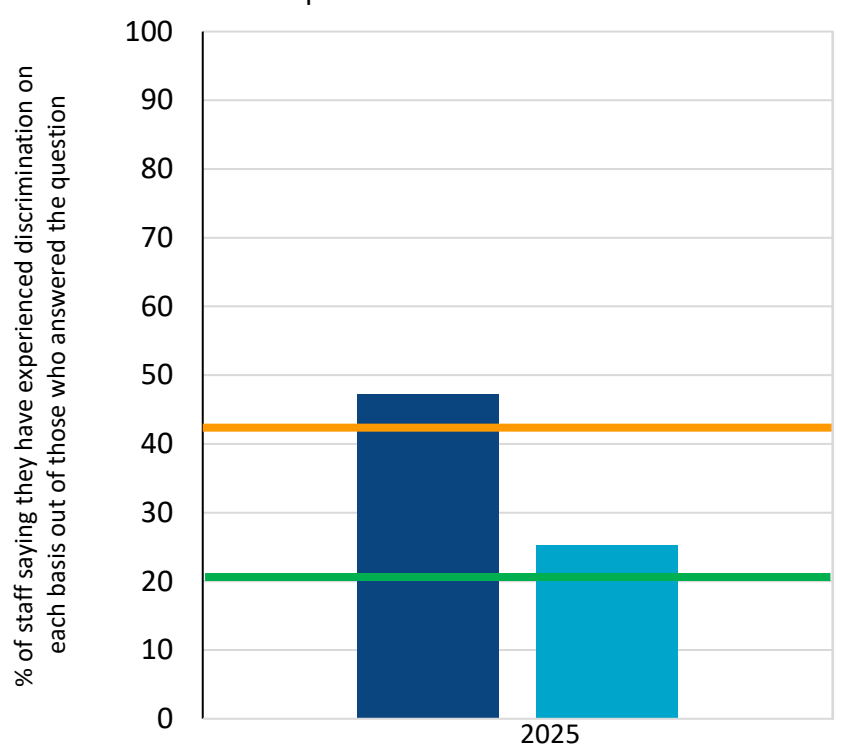
Your org	6.38%
Best result	5.91%
Average result	12.68%
Worst result	17.52%
Responses	25

Q16c.9 On what grounds have you experienced discrimination? -- Sexual orientation.



Your org	14.43%
Best result	0.00%
Average result	2.18%
Worst result	7.63%
Responses	25

Q16c.10 On what grounds have you experienced discrimination? -- Other.



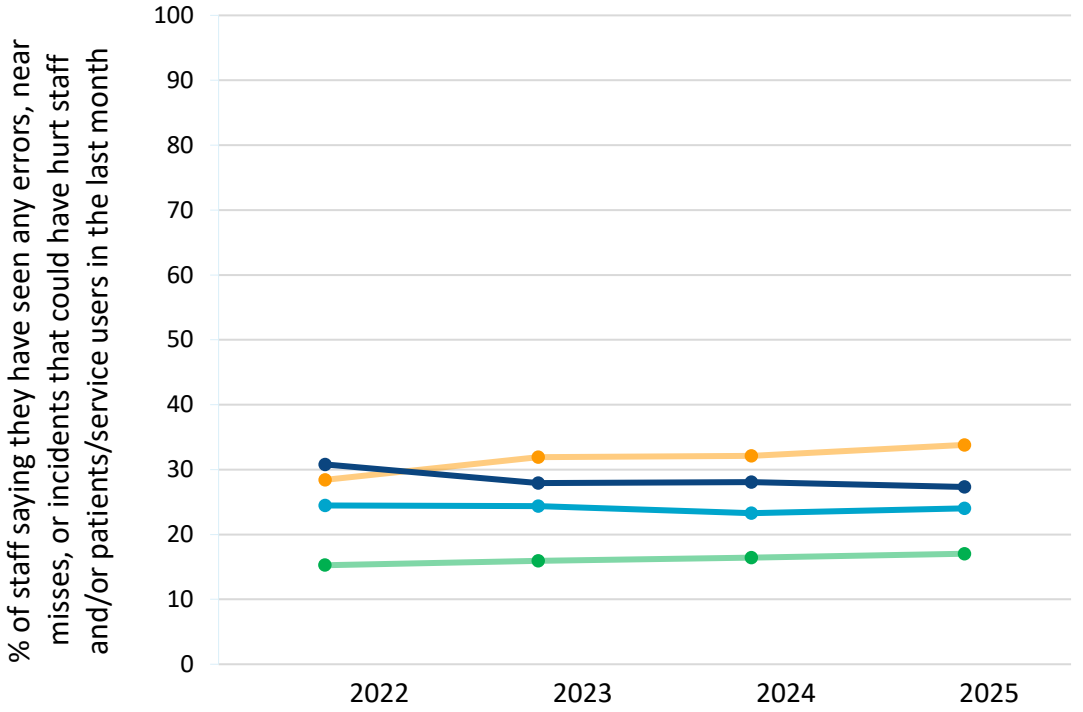
Your org	47.27%
Best result	20.63%
Average result	25.20%
Worst result	42.36%
Responses	25

Note: Due to changes in the question options in 2025, previous years' results for Q16c are not reported. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

Survey Coordination Centre

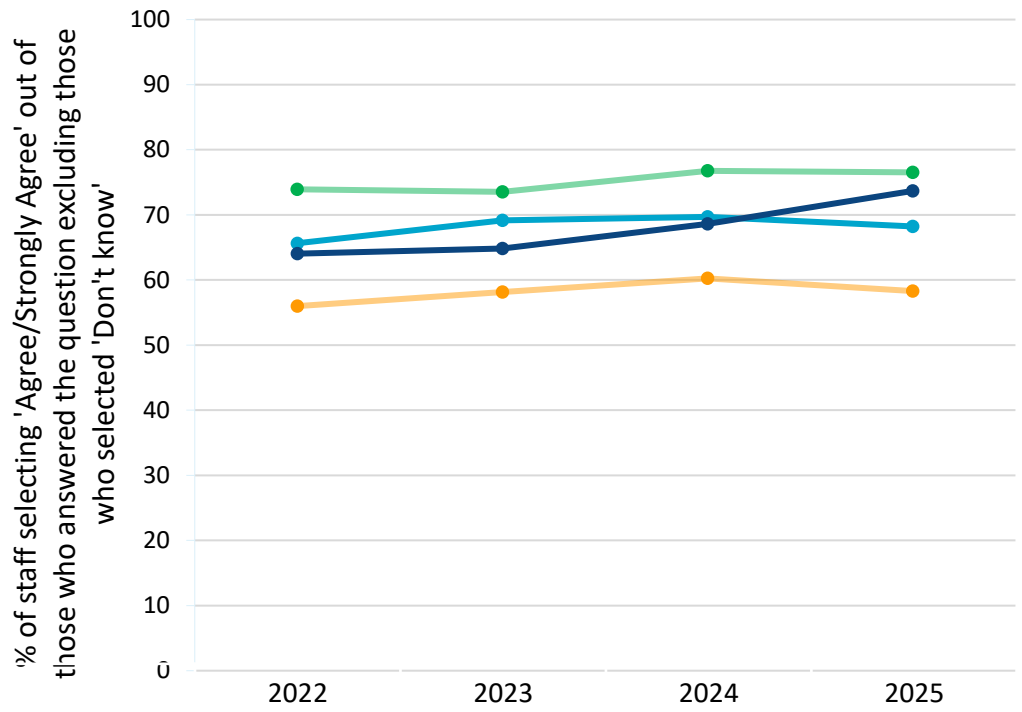
NHS

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



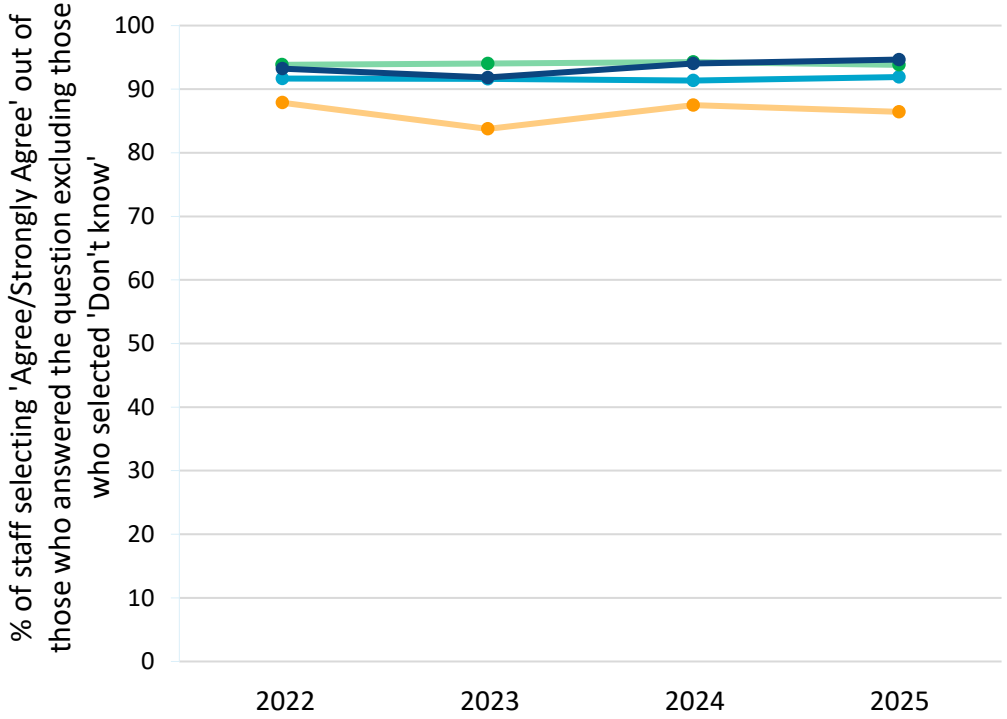
	2022	2023	2024	2025
Your org	30.79%	27.93%	28.09%	27.32%
Best result	15.26%	15.92%	16.42%	17.03%
Average result	24.47%	24.38%	23.28%	24.04%
Worst result	28.42%	31.92%	32.10%	33.80%
Responses	420	444	405	428

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



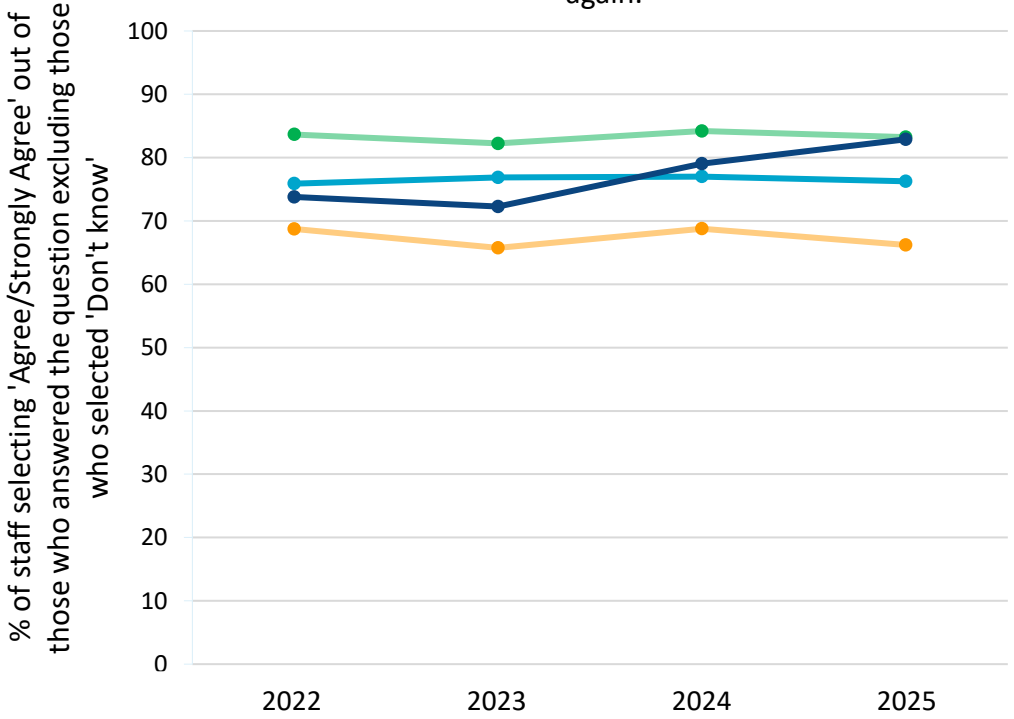
	2022	2023	2024	2025
Your org	64.05%	64.82%	68.61%	73.69%
Best result	73.92%	73.54%	76.76%	76.51%
Average result	65.65%	69.17%	69.69%	68.21%
Worst result	55.99%	58.15%	60.25%	58.28%
Responses	321	364	337	358

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



	2022	2023	2024	2025
Your org	93.25%	91.84%	94.02%	94.65%
Best result	93.84%	94.03%	94.26%	93.82%
Average result	91.68%	91.63%	91.35%	91.90%
Worst result	87.87%	83.74%	87.51%	86.44%
Responses	420	451	408	431

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

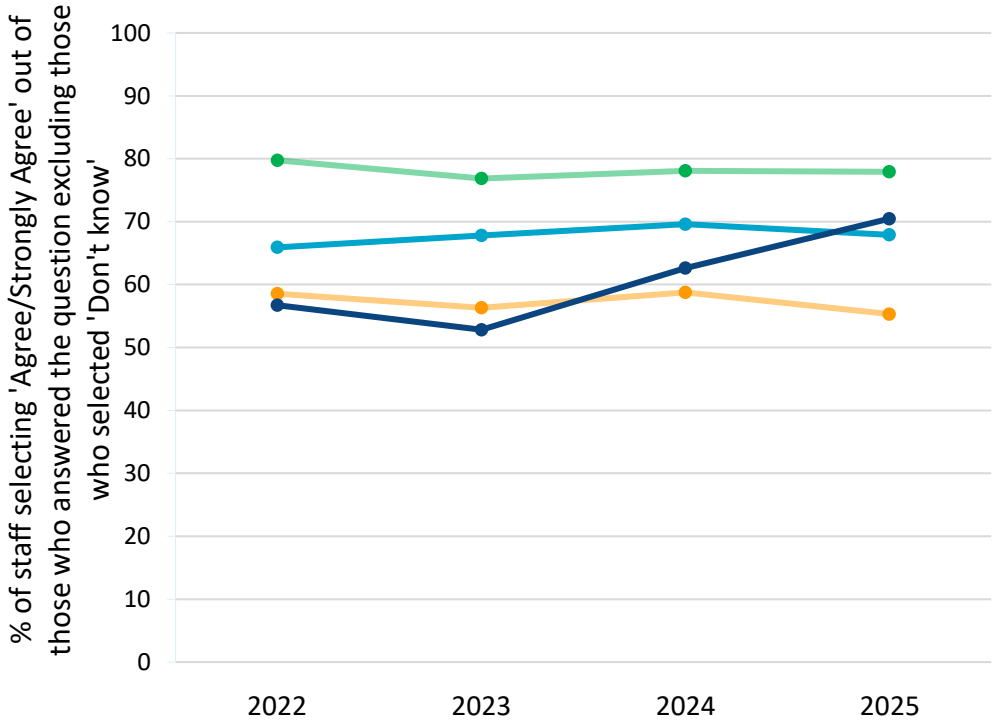


	2022	2023	2024	2025
Your org	73.79%	72.28%	79.03%	82.89%
Best result	83.66%	82.25%	84.20%	83.22%
Average result	75.89%	76.85%	77.00%	76.24%
Worst result	68.72%	65.74%	68.77%	66.20%
Responses	378	417	383	400

Survey Coordination Centre

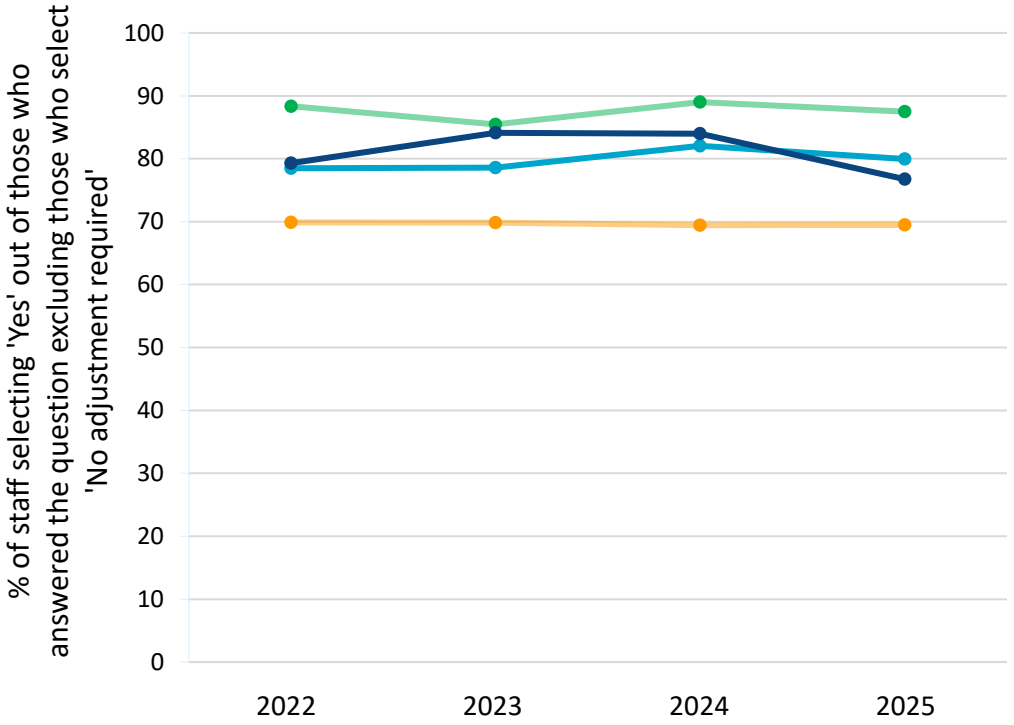
NHS

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



	2022	2023	2024	2025
Your org	56.73%	52.82%	62.61%	70.46%
Best result	79.76%	76.86%	78.10%	77.93%
Average result	65.92%	67.81%	69.60%	67.92%
Worst result	58.53%	56.29%	58.76%	55.32%
Responses	393	414	386	407

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

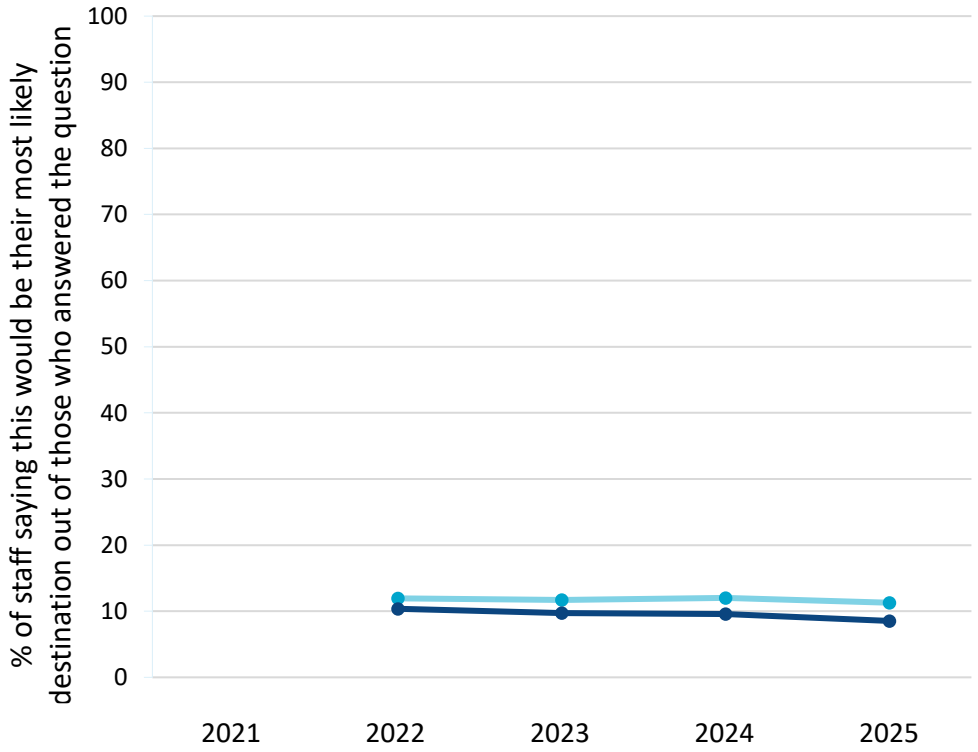


	2022	2023	2024	2025
Your org	79.32%	84.12%	83.97%	76.76%
Best result	88.34%	85.47%	89.00%	87.47%
Average result	78.49%	78.57%	82.06%	79.94%
Worst result	69.88%	69.84%	69.44%	69.51%
Responses	55	76	79	72

Survey Coordination Centre

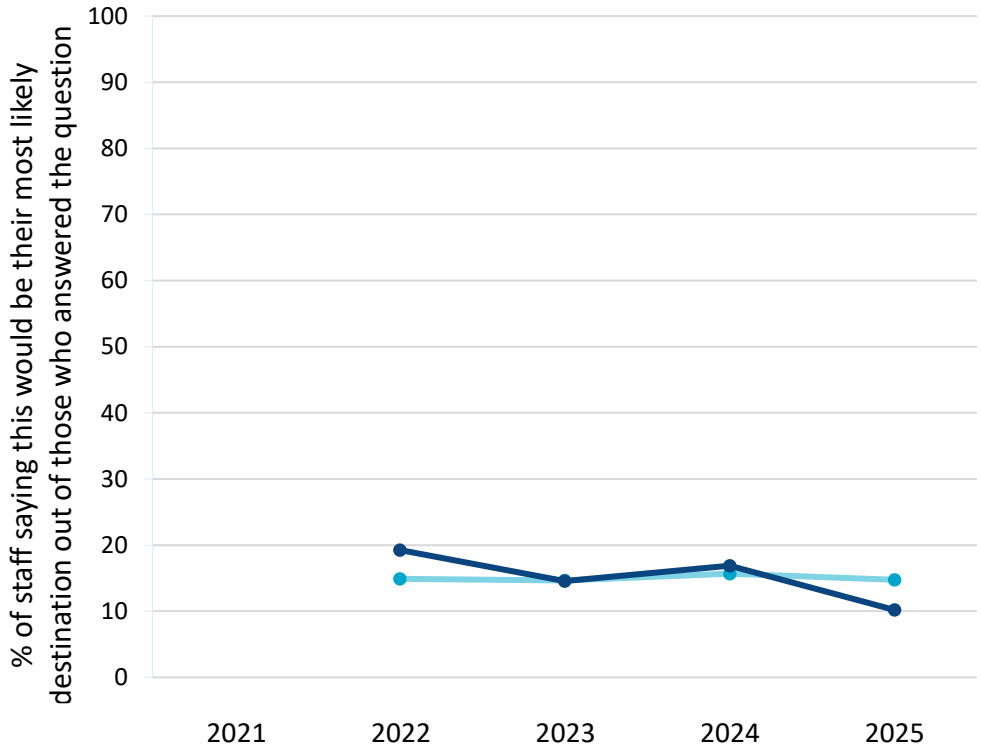
NHS

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.



	2021	2022	2023	2024	2025
Your org	-	10.37%	9.70%	9.57%	8.53%
Average	-	11.94%	11.68%	12.01%	11.28%
Responses	-	405	433	397	422

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.

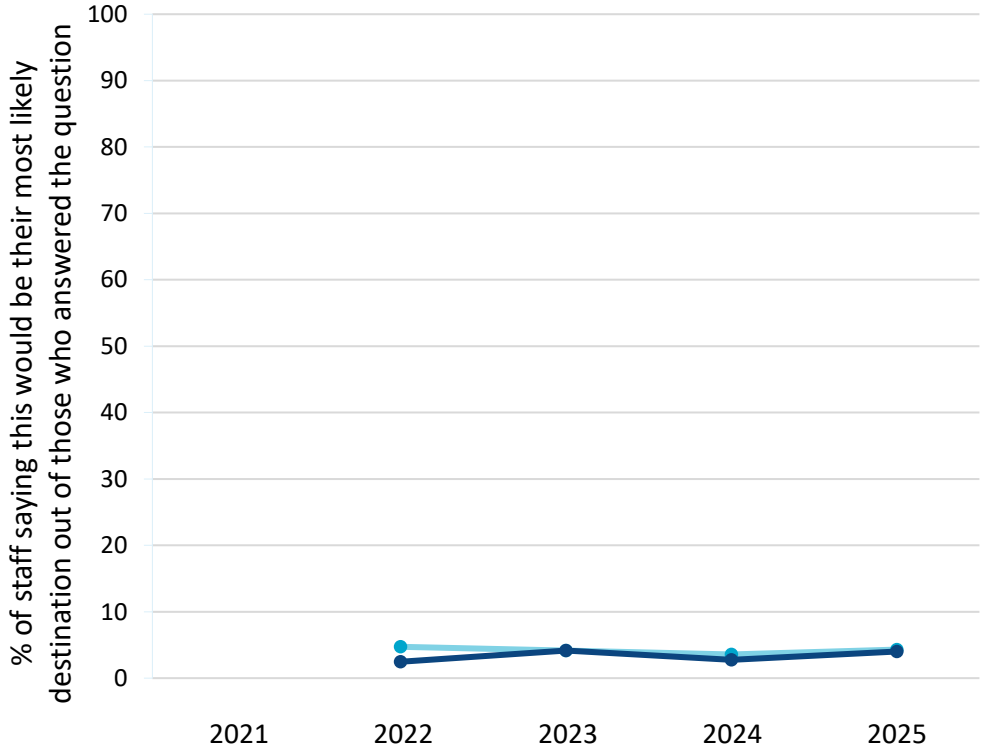


	2021	2022	2023	2024	2025
Your org	-	19.26%	14.55%	16.88%	10.19%
Average	-	14.89%	14.65%	15.68%	14.76%
Responses	-	405	433	397	422

Survey Coordination Centre

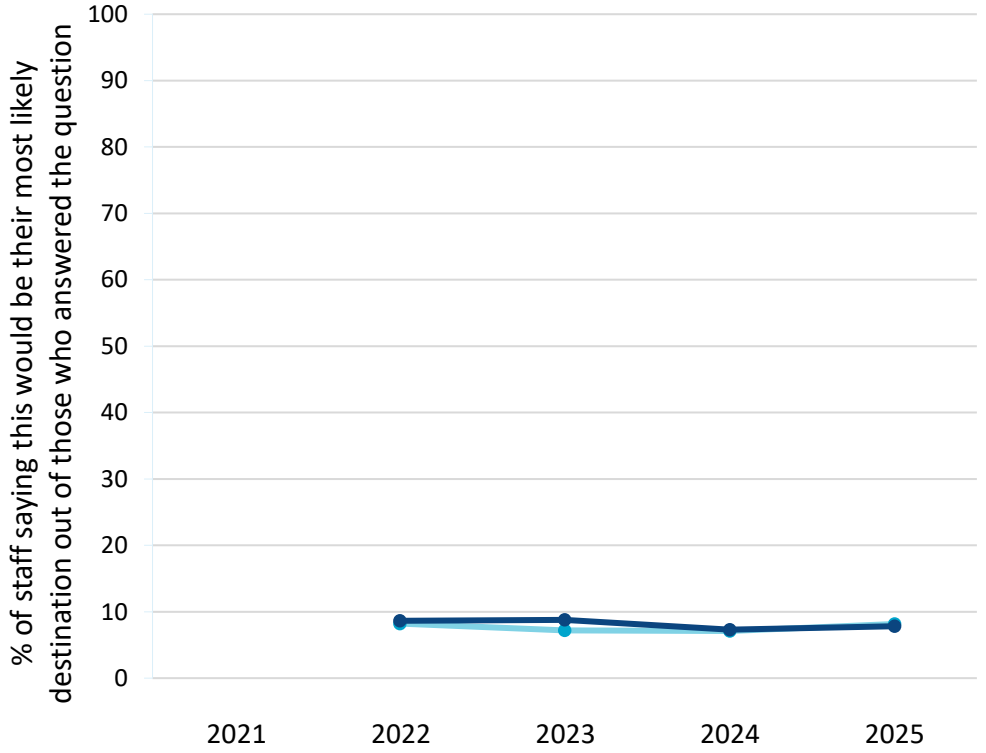
NHS

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.



	2021	2022	2023	2024	2025
Your org	-	2.47%	4.16%	2.77%	4.03%
Average	-	4.72%	4.15%	3.57%	4.30%
Responses	-	405	433	397	422

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.

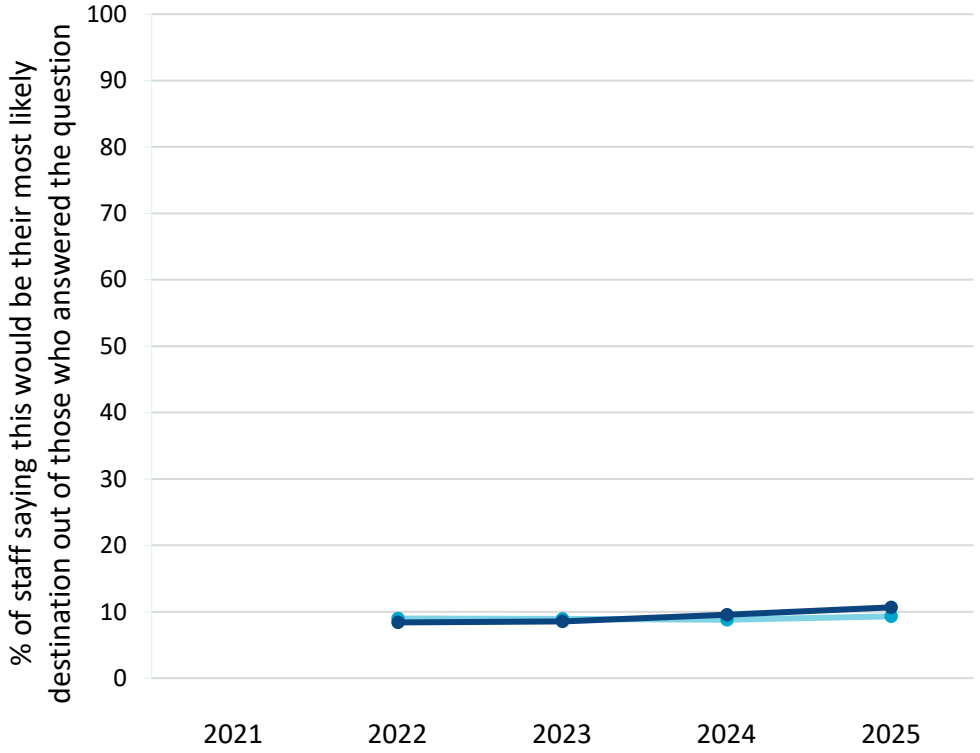


	2021	2022	2023	2024	2025
Your org	-	8.64%	8.78%	7.30%	7.82%
Average	-	8.22%	7.20%	7.10%	8.15%
Responses	-	405	433	397	422

Survey Coordination Centre

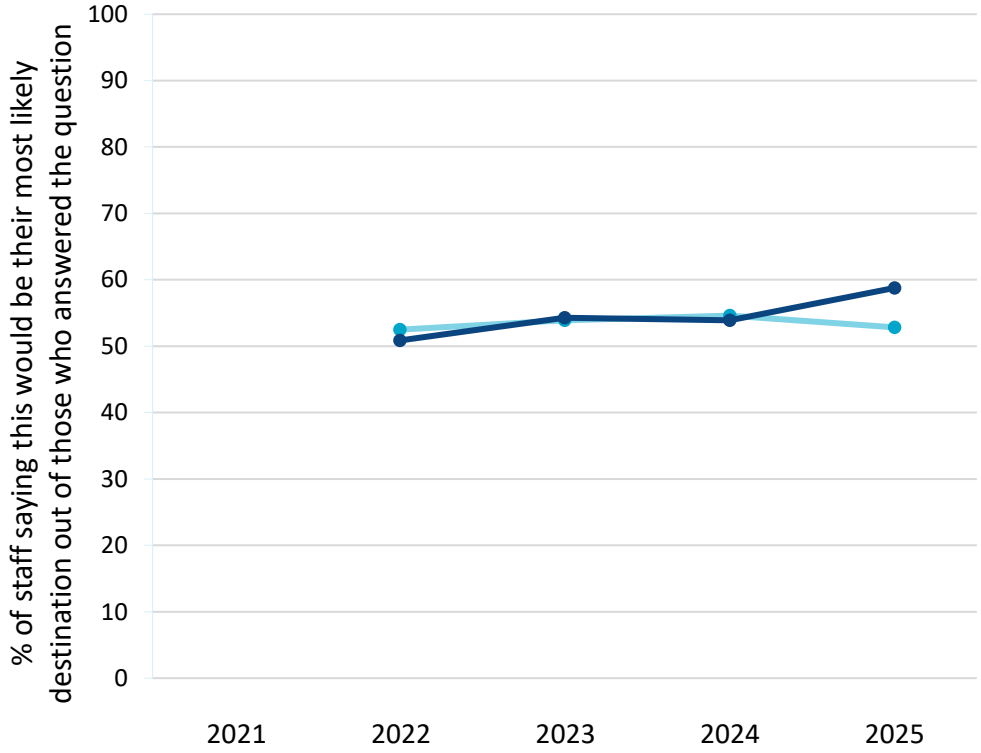
NHS

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.



	2021	2022	2023	2024	2025
Your org	-	8.40%	8.55%	9.57%	10.66%
Average	-	8.99%	8.91%	8.80%	9.31%
Responses	-	405	433	397	422

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.



	2021	2022	2023	2024	2025
Your org	-	50.86%	54.27%	53.90%	58.77%
Average	-	52.49%	53.91%	54.60%	52.82%
Responses	-	405	433	397	422

Survey Coordination Centre

NHS

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 Equality Standards

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 2021-2025 organisation and benchmarking group median results for q13a, q13b&c combined, and q16b split by ethnicity (by white staff / staff from all other ethnic groups combined). Organisation and benchmarking group median results for q15 are included for 2025 only*.

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 2021-2025 organisation and benchmarking group median results for q4b, q11e, and q14a-d split by staff with a long lasting health condition or illness compared to staff without a long lasting health condition or illness. Organisation and benchmarking group median results for q15 split by staff with a long lasting health condition or illness compared to staff without a long lasting health condition or illness are shown for 2025 only*. 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?

*Due to changes in the question wording in 2025, previous years’ results for WRES indicator 7 and WDES metric 5 (Q15) are not reported. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

Workforce Equality Standards

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

Workforce Race Equality Standards (WRES)

Indicator	Qu No	Workforce Race Equality Standard
		For each of the following indicators, compare the outcomes of the responses for white staff and staff from all other ethnic groups combined
5	Q14a	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months
6	Q14b & Q14c	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months
7	Q15	Percentage believing that their organisation provides equal opportunities for career progression or promotion (2025 only)
8	Q16b	In the last 12 months have you personally experienced discrimination at work from any of the following? b) Manager/team leader or other colleagues

Workforce Disability Equality Standards (WDES)

Metric	Qu No	Workforce Disability Equality Standard
		For each of the following metrics, compare the responses for staff with a LTC* or illness vs staff without a LTC or illness
4a	Q14a	Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or other members of the public
4b	Q14b	Percentage of staff experiencing harassment, bullying or abuse from managers
4c	Q14c	Percentage of staff experiencing harassment, bullying or abuse from other colleagues
4d	Q14d	Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it
5	Q15	Percentage believing that their organisation provides equal opportunities for career progression or promotion (2025 only)
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

Survey Coordination Centre

NHS

Workforce Race Equality Standards (WRES)

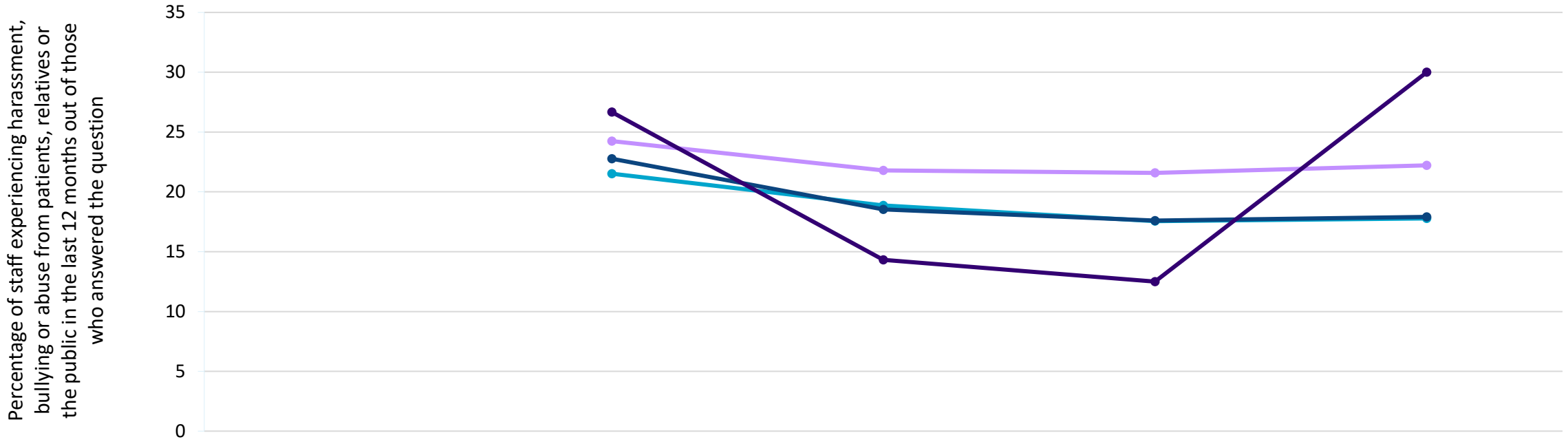
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.
Data shown in the WRES charts are unweighted.
Averages are calculated as the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

Workforce Race Equality Standard (WRES)

Survey Coordination Centre NHS

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



	2021	2022	2023	2024	2025
White staff: Your org	-	22.77%	18.54%	17.60%	17.92%
All other ethnic groups*: Your org	-	26.67%	14.31%	12.50%	30.00%
White staff: Average	-	21.52%	18.86%	17.55%	17.78%
All other ethnic groups*: Average	-	24.24%	21.80%	21.59%	22.22%
White staff: Responses	-	404	421	392	413
All other ethnic groups*: Responses	-	15	21	16	20

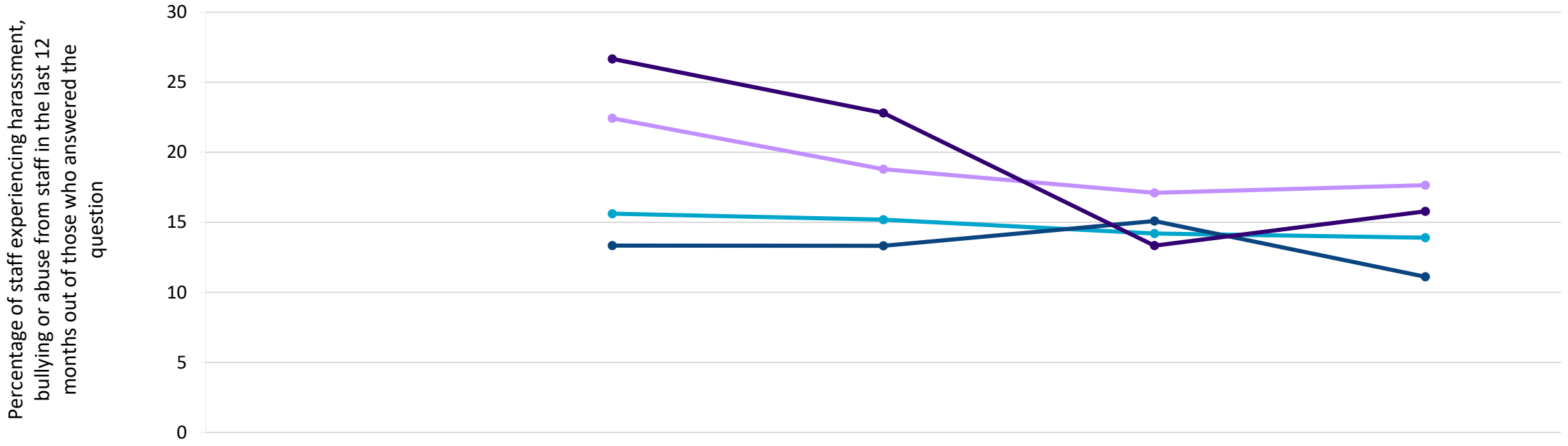
*Staff from all other ethnic groups combined

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

Workforce Race Equality Standard (WRES)

Survey Coordination Centre NHS

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



	2021	2022	2023	2024	2025
White staff: Your org	-	13.33%	13.32%	15.09%	11.11%
All other ethnic groups*: Your org	-	26.67%	22.81%	13.33%	15.79%
White staff: Average	-	15.62%	15.19%	14.21%	13.90%
All other ethnic groups*: Average	-	22.42%	18.79%	17.10%	17.65%
White staff: Responses	-	405	421	391	414
All other ethnic groups*: Responses	-	15	22	15	19

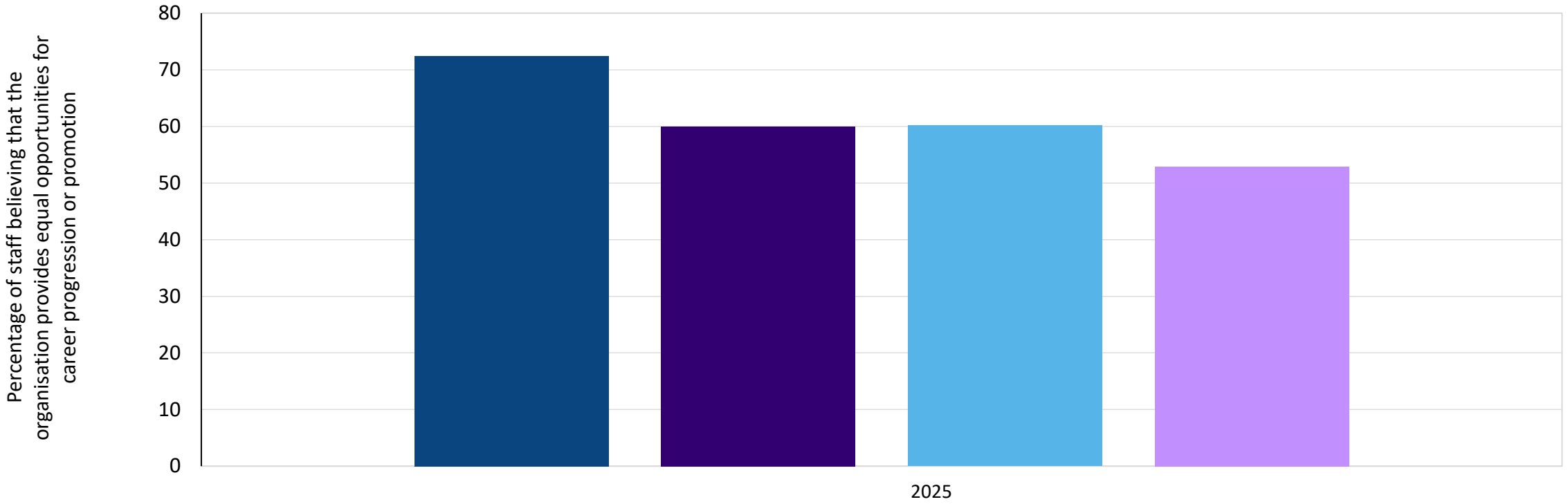
*Staff from all other ethnic groups combined

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

Workforce Race Equality Standard (WRES)

Survey Coordination Centre NHS

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



White staff: Your org	72.46%
All other ethnic groups*: Your org	60.00%
White staff: Average	60.20%
All other ethnic groups*: Average	52.91%
White staff: Responses	414
All other ethnic groups*: Responses	20

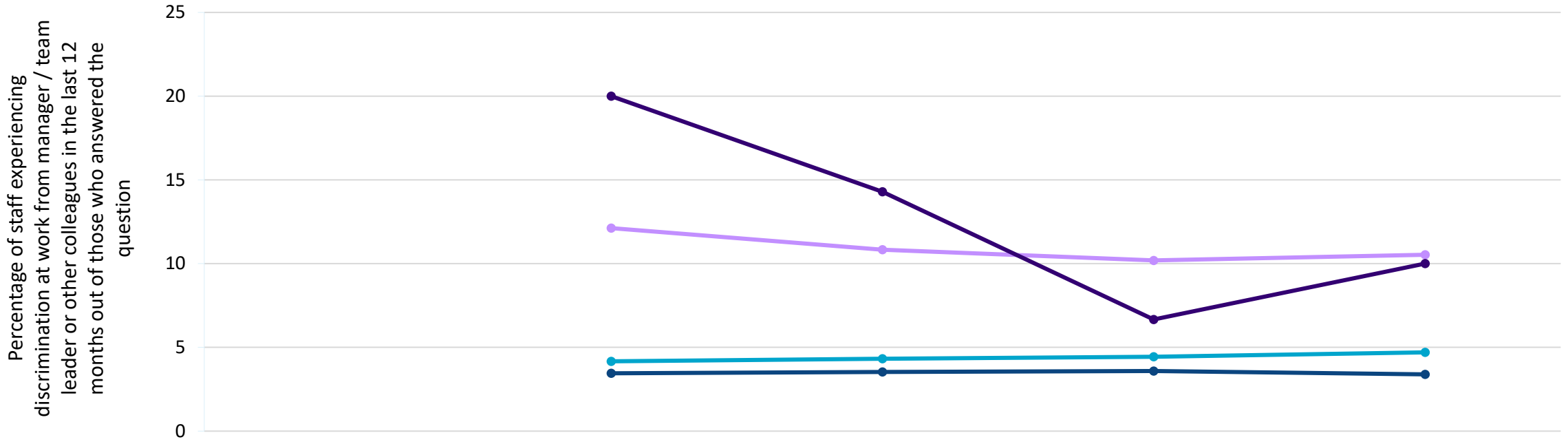
*Staff from all other ethnic groups combined.

Note: Due to changes in the question wording in 2025, previous years' results for WRES indicator 7 (Q15) are not reported. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

Workforce Race Equality Standard (WRES)

Survey Coordination Centre NHS

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



	2021	2022	2023	2024	2025
White staff: Your org	-	3.46%	3.54%	3.59%	3.39%
All other ethnic groups*: Your org	-	20.00%	14.29%	6.67%	10.00%
White staff: Average	-	4.17%	4.33%	4.44%	4.70%
All other ethnic groups*: Average	-	12.12%	10.83%	10.19%	10.53%
White staff: Responses	-	405	424	390	413
All other ethnic groups*: Responses	-	15	21	15	20

*Staff from all other ethnic groups combined

Survey Coordination Centre

NHS

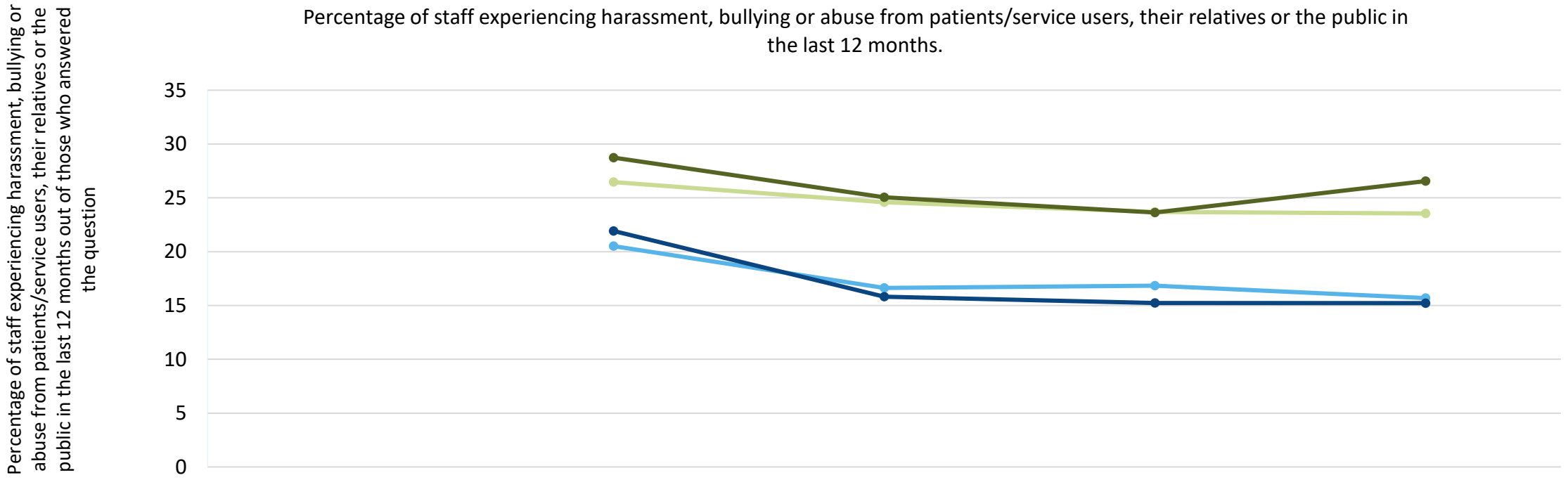
Workforce Disability Equality Standards (WDES)

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.

Workforce Disability Equality Standards

Survey Coordination Centre NHS

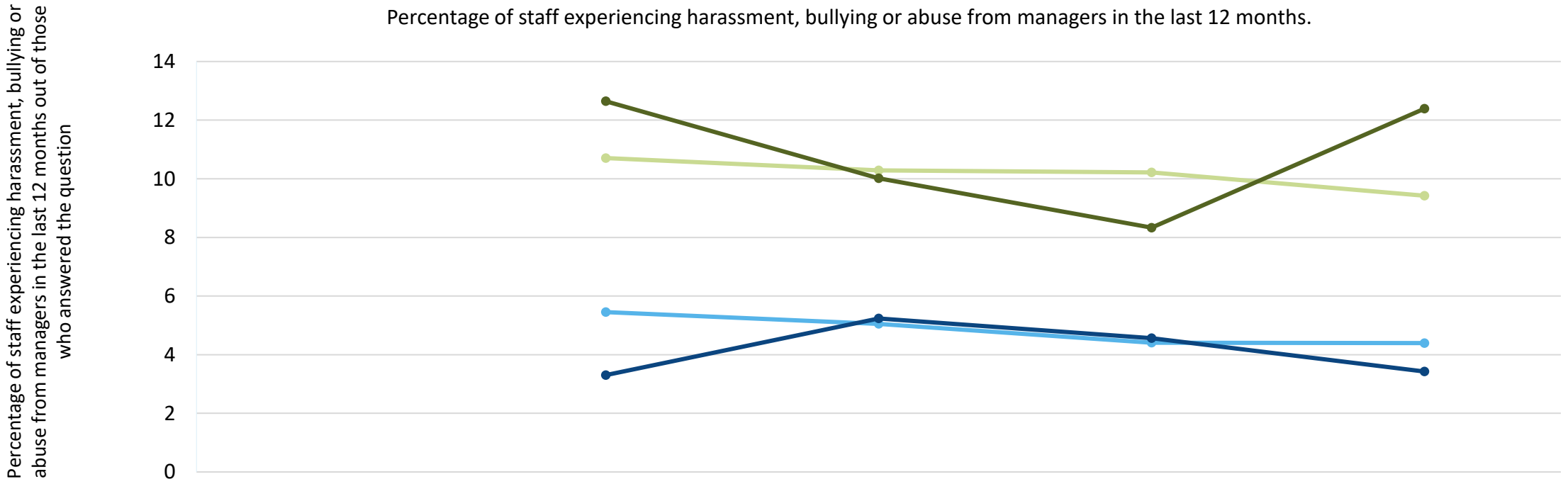


	2021	2022	2023	2024	2025
Staff with a LTC or illness: Your org	-	28.74%	25.04%	23.64%	26.55%
Staff without a LTC or illness: Your org	-	21.92%	15.81%	15.22%	15.22%
Staff with a LTC or illness: Average	-	26.46%	24.59%	23.69%	23.55%
Staff without a LTC or illness: Average	-	20.51%	16.64%	16.83%	15.69%
Staff with a LTC or illness: Responses	-	87	112	110	113
Staff without a LTC or illness: Responses	-	333	329	289	322

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

Workforce Disability Equality Standards

Survey Coordination Centre NHS

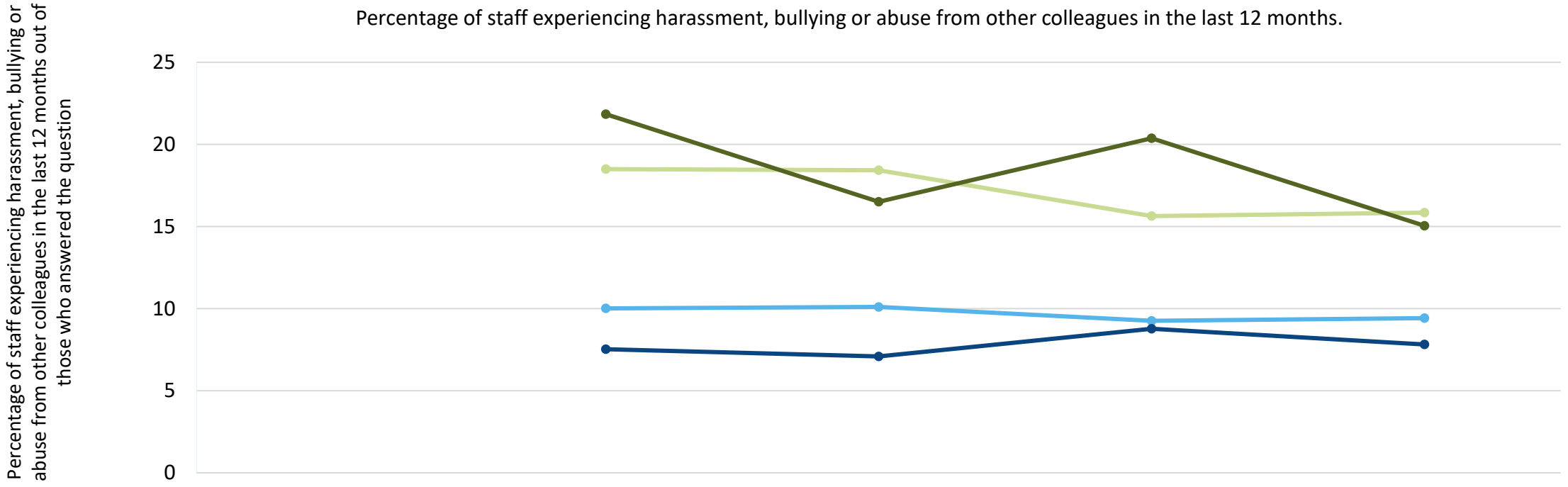


	2021	2022	2023	2024	2025
Staff with a LTC or illness: Your org	-	12.64%	10.02%	8.33%	12.39%
Staff without a LTC or illness: Your org	-	3.30%	5.23%	4.56%	3.43%
Staff with a LTC or illness: Average	-	10.71%	10.28%	10.22%	9.42%
Staff without a LTC or illness: Average	-	5.45%	5.05%	4.41%	4.40%
Staff with a LTC or illness: Responses	-	87	110	108	113
Staff without a LTC or illness: Responses	-	333	326	285	321

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

Workforce Disability Equality Standards

Survey Coordination Centre NHS

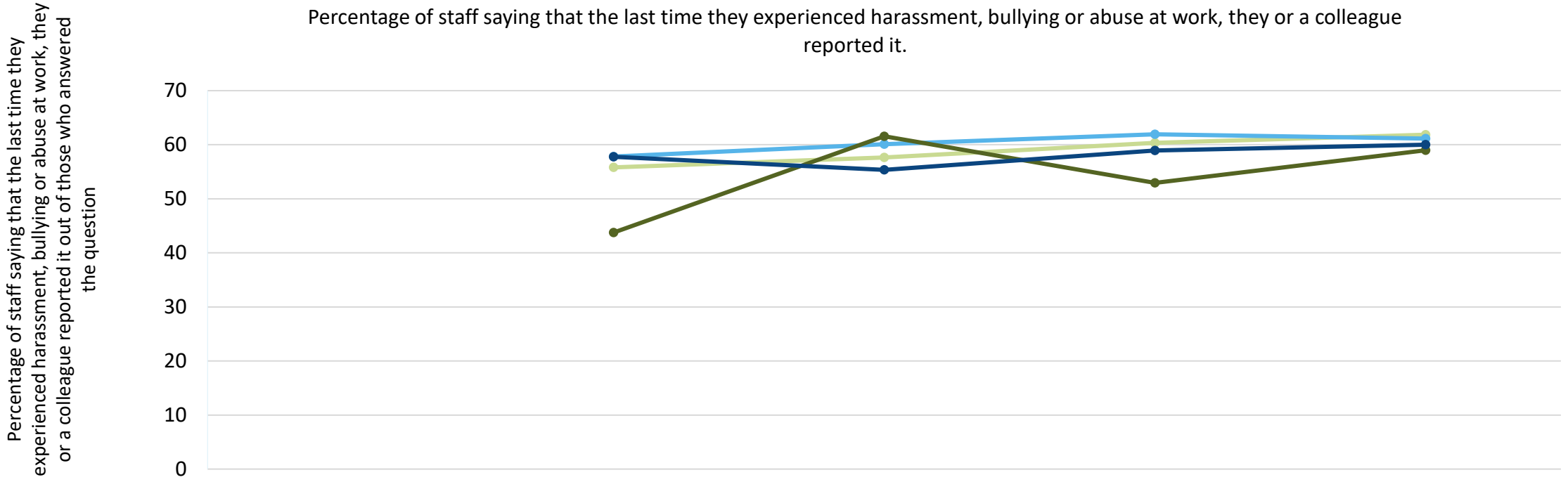


	2021	2022	2023	2024	2025
Staff with a LTC or illness: Your org	-	21.84%	16.51%	20.37%	15.04%
Staff without a LTC or illness: Your org	-	7.53%	7.09%	8.77%	7.81%
Staff with a LTC or illness: Average	-	18.49%	18.43%	15.63%	15.85%
Staff without a LTC or illness: Average	-	10.01%	10.10%	9.26%	9.42%
Staff with a LTC or illness: Responses	-	87	109	108	113
Staff without a LTC or illness: Responses	-	332	325	285	320

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

Workforce Disability Equality Standards

Survey Coordination Centre NHS



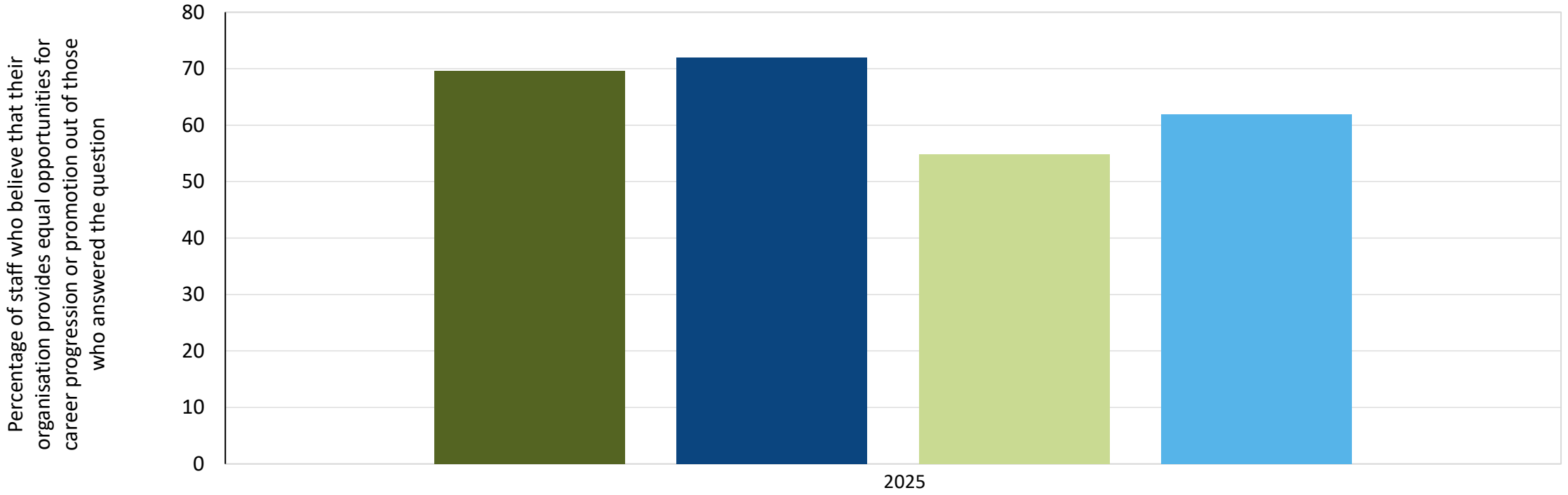
	2021	2022	2023	2024	2025
Staff with a LTC or illness: Your org	-	43.75%	61.56%	52.94%	58.97%
Staff without a LTC or illness: Your org	-	57.75%	55.35%	58.93%	60.00%
Staff with a LTC or illness: Average	-	55.80%	57.63%	60.34%	61.85%
Staff without a LTC or illness: Average	-	57.82%	60.10%	61.93%	61.15%
Staff with a LTC or illness: Responses	-	32	39	34	39
Staff without a LTC or illness: Responses	-	71	65	56	60

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

Workforce Disability Equality Standards

Survey Coordination Centre NHS

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

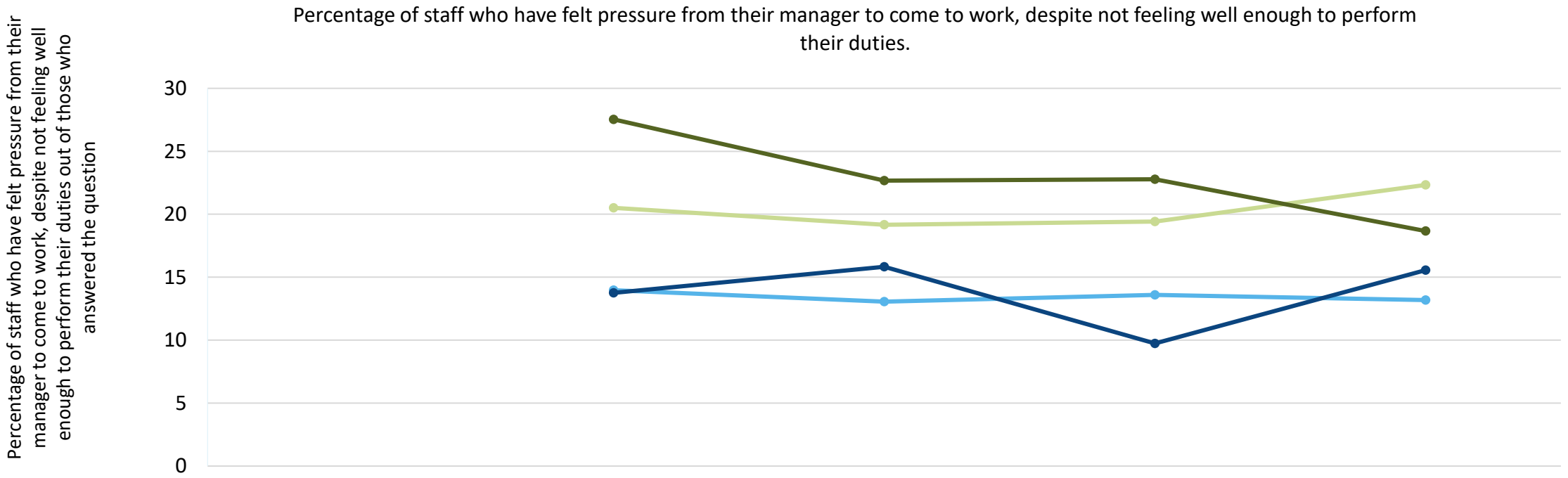


Staff with a LTC or illness: Your org	69.64%
Staff without a LTC or illness: Your org	71.91%
Staff with a LTC or illness: Average	54.82%
Staff without a LTC or illness: Average	61.90%
Staff with a LTC or illness: Responses	112
Staff without a LTC or illness: Responses	324

Note: Due to changes in the question wording in 2025, previous years' results for WDES metric 5 (Q15) are not reported. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

Workforce Disability Equality Standards

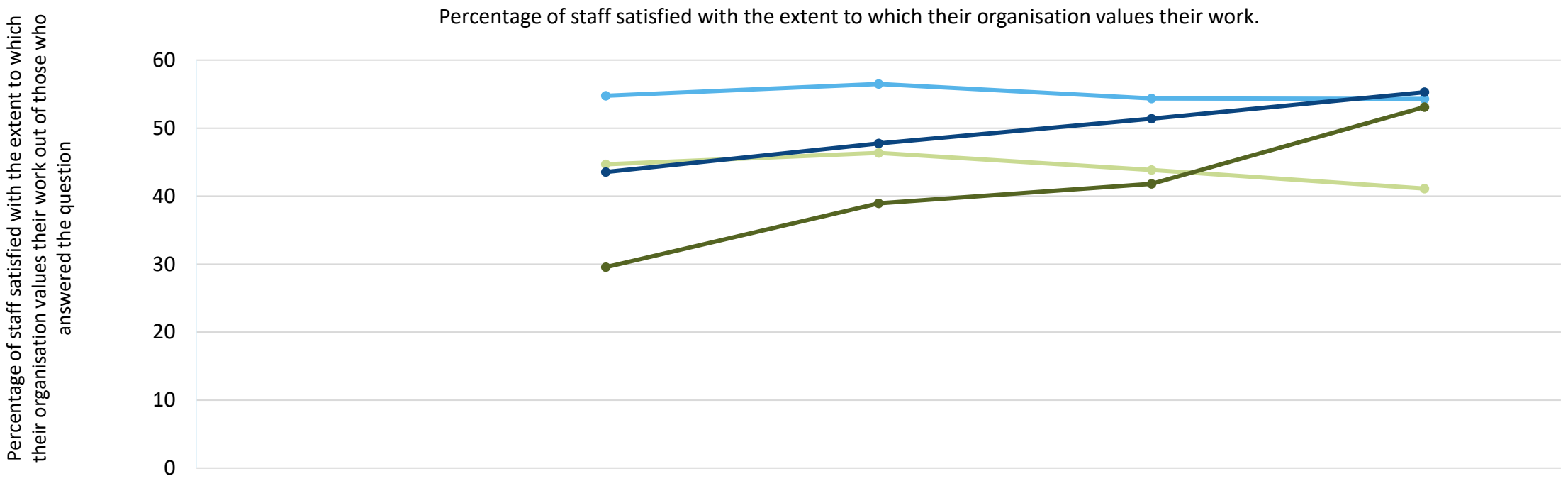
Survey Coordination Centre NHS



	2021	2022	2023	2024	2025
Staff with a LTC or illness: Your org	-	27.54%	22.67%	22.78%	18.67%
Staff without a LTC or illness: Your org	-	13.75%	15.83%	9.74%	15.56%
Staff with a LTC or illness: Average	-	20.51%	19.16%	19.41%	22.33%
Staff without a LTC or illness: Average	-	13.97%	13.06%	13.60%	13.19%
Staff with a LTC or illness: Responses	-	69	75	79	75
Staff without a LTC or illness: Responses	-	160	139	154	135

Workforce Disability Equality Standards

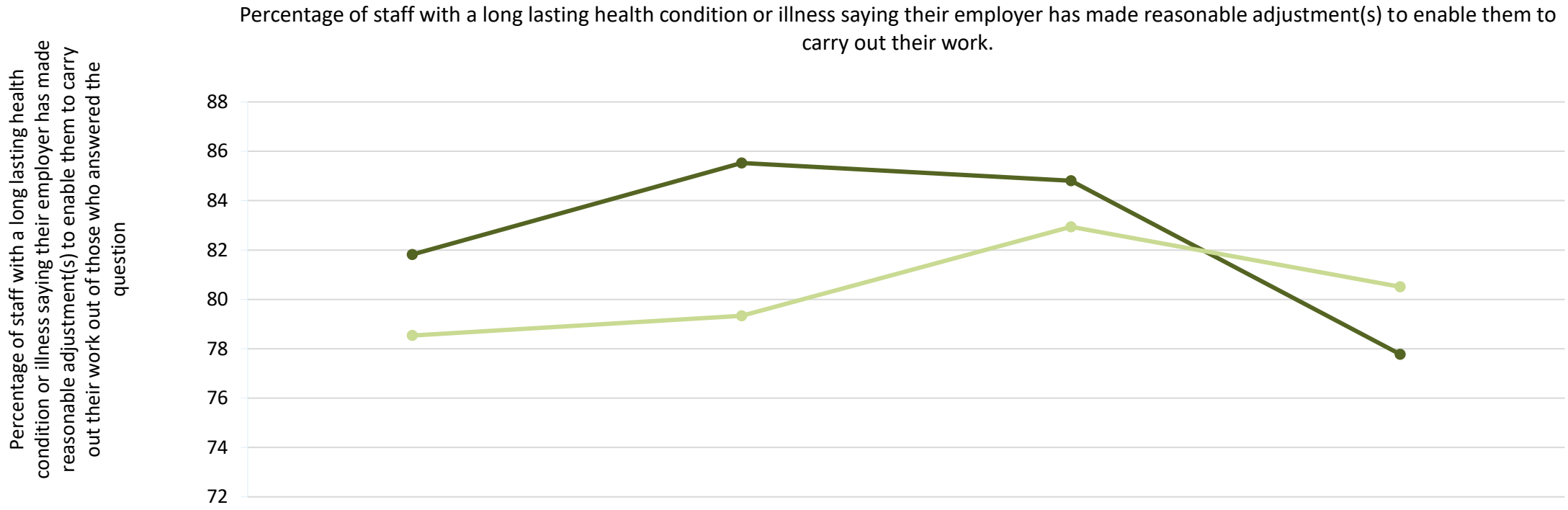
Survey Coordination Centre NHS



	2021	2022	2023	2024	2025
Staff with a LTC or illness: Your org	-	29.55%	38.94%	41.82%	53.10%
Staff without a LTC or illness: Your org	-	43.54%	47.75%	51.38%	55.28%
Staff with a LTC or illness: Average	-	44.69%	46.35%	43.85%	41.11%
Staff without a LTC or illness: Average	-	54.77%	56.49%	54.36%	54.29%
Staff with a LTC or illness: Responses	-	88	113	110	113
Staff without a LTC or illness: Responses	-	333	333	290	322

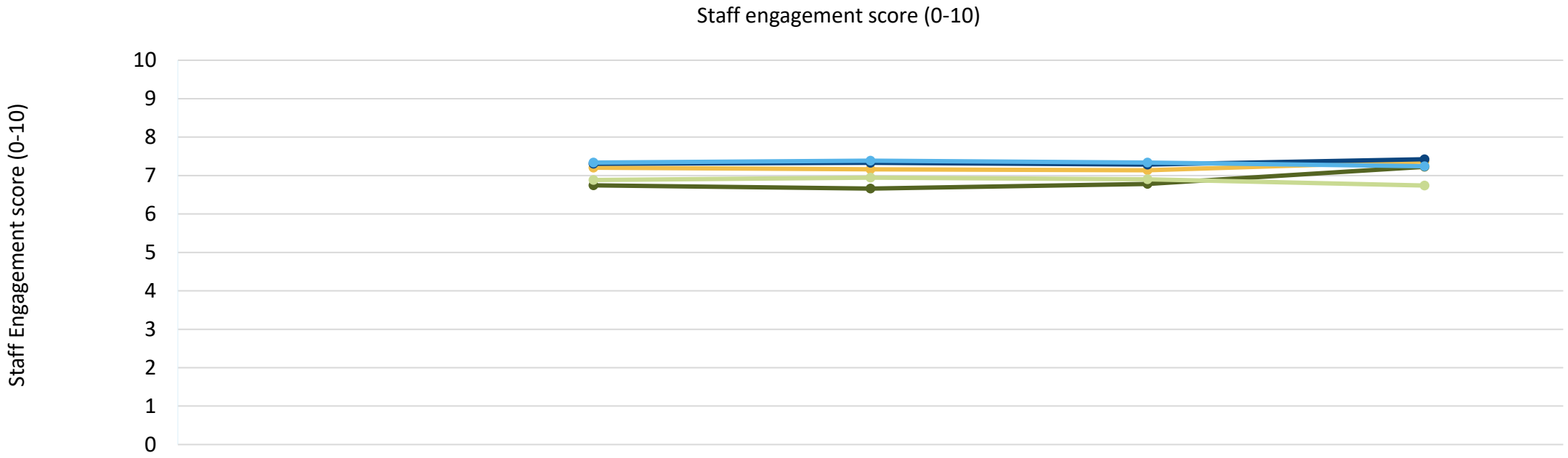
Workforce Disability Equality Standards

Survey Coordination Centre NHS



	2022	2023	2024	2025
Staff with a LTC or illness: Your org	81.82%	85.53%	84.81%	77.78%
Staff with a LTC or illness: Average	78.54%	79.34%	82.94%	80.51%
Staff with a LTC or illness: Responses	55	76	79	72

Workforce Disability Equality Standards



	2021	2022	2023	2024	2025
Organisation average	-	7.20	7.16	7.14	7.37
Staff with a LTC or illness: Your org	-	6.74	6.66	6.78	7.23
Staff without a LTC or illness: Your org	-	7.31	7.33	7.29	7.42
Staff with a LTC or illness: Average	-	6.88	6.95	6.90	6.74
Staff without a LTC or illness: Average	-	7.34	7.39	7.34	7.24
Staff with a LTC or illness: Responses	-	88	113	110	113
Staff without a LTC or illness: Responses	-	334	333	291	324

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

Survey Coordination Centre

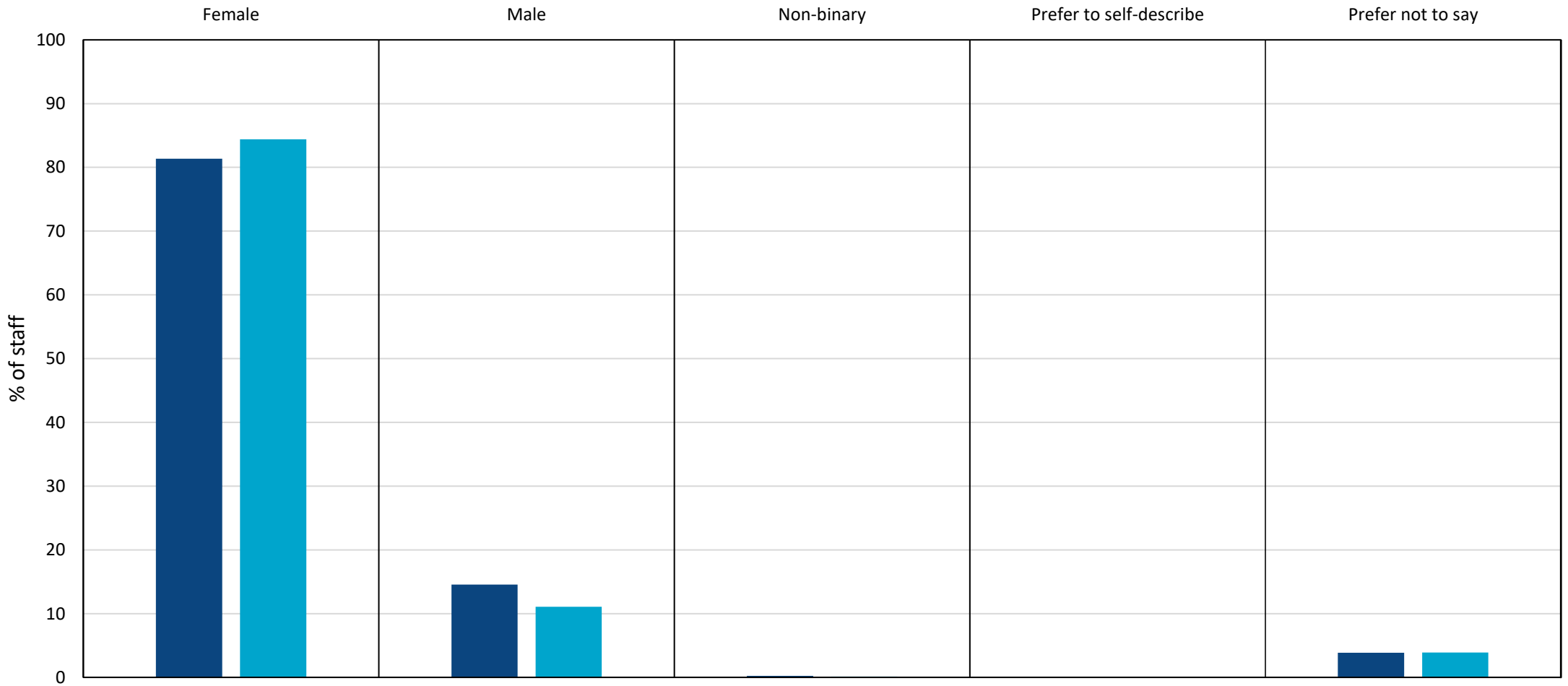
NHS

About your respondents

This section shows demographic and other background information for 2025.

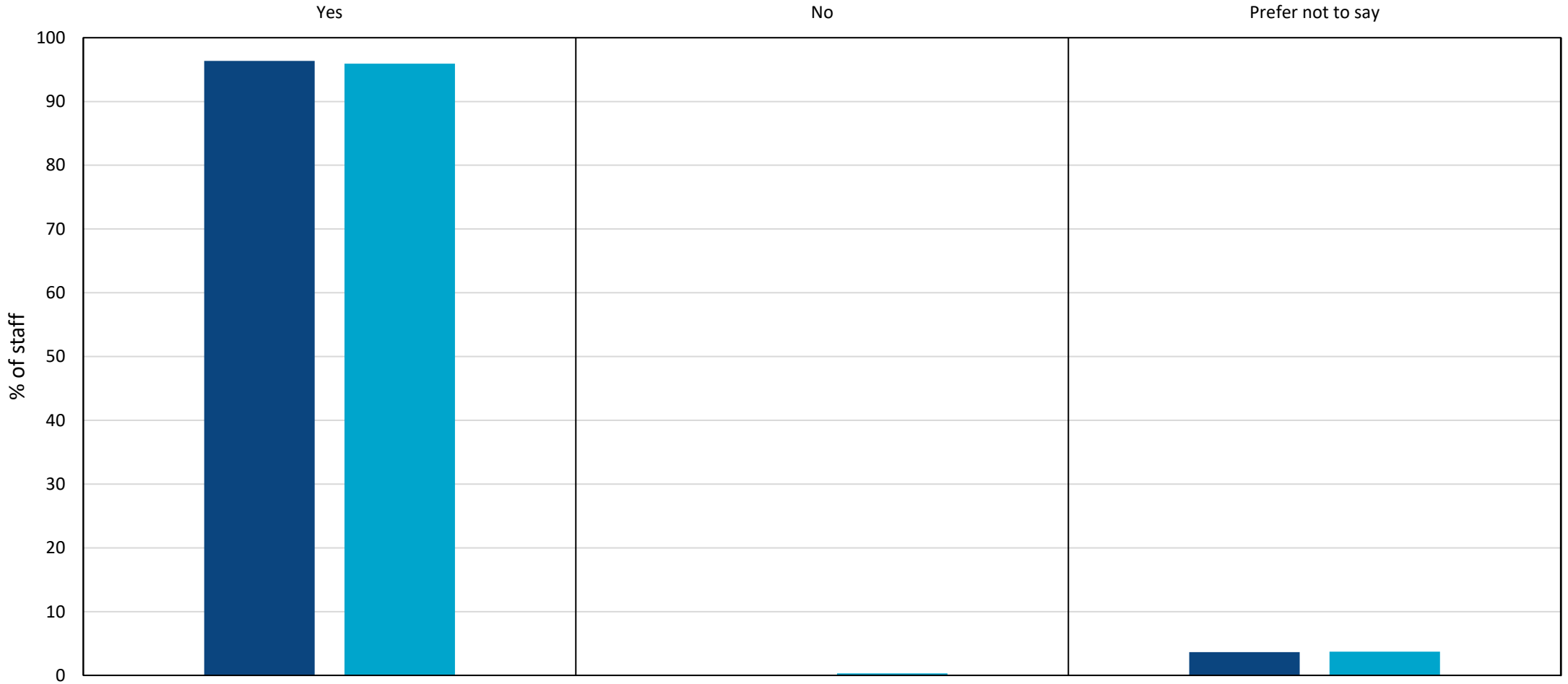
Note: where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Background details - Which of the following best describes you?



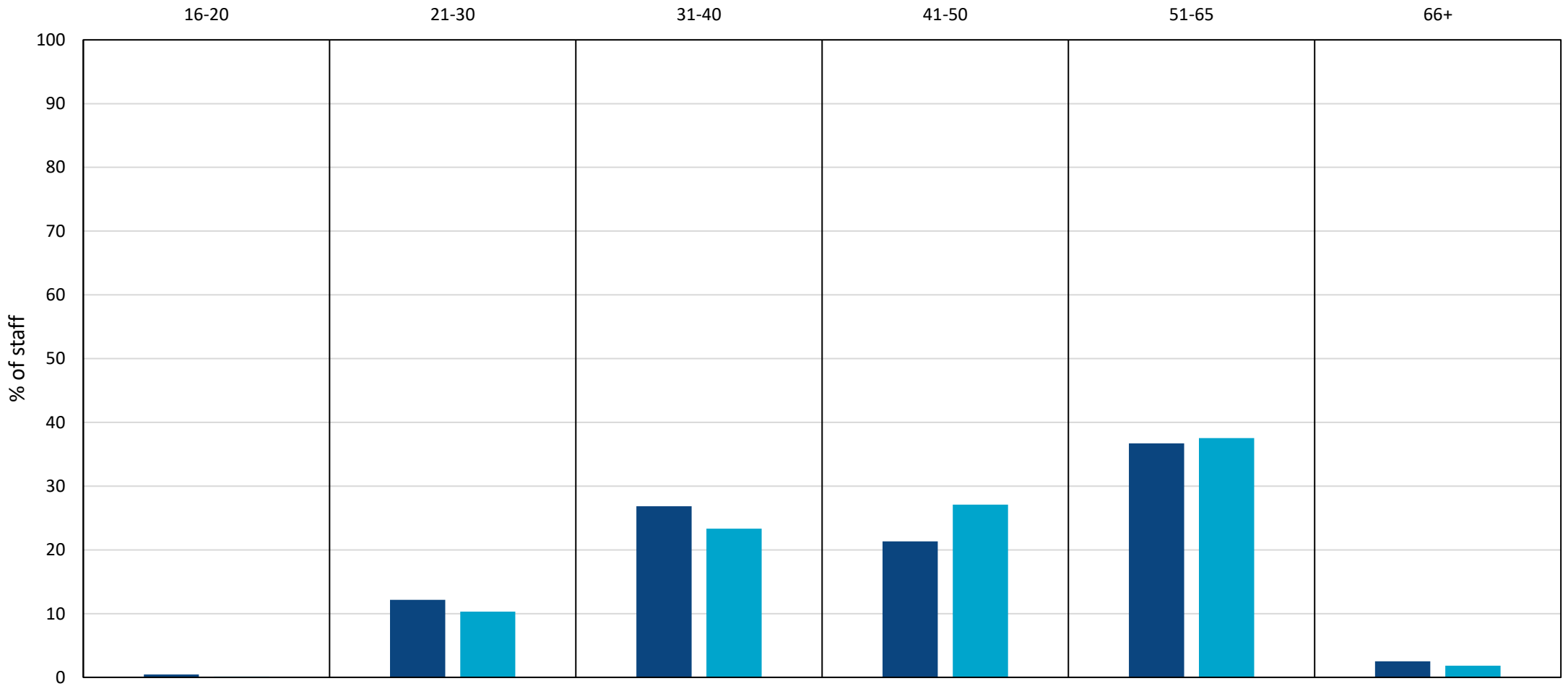
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
Your org	81.36%	14.55%	0.23%	0.00%	3.86%
Average	84.39%	11.08%	0.13%	0.00%	3.91%
Responses	440	440	440	440	440

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



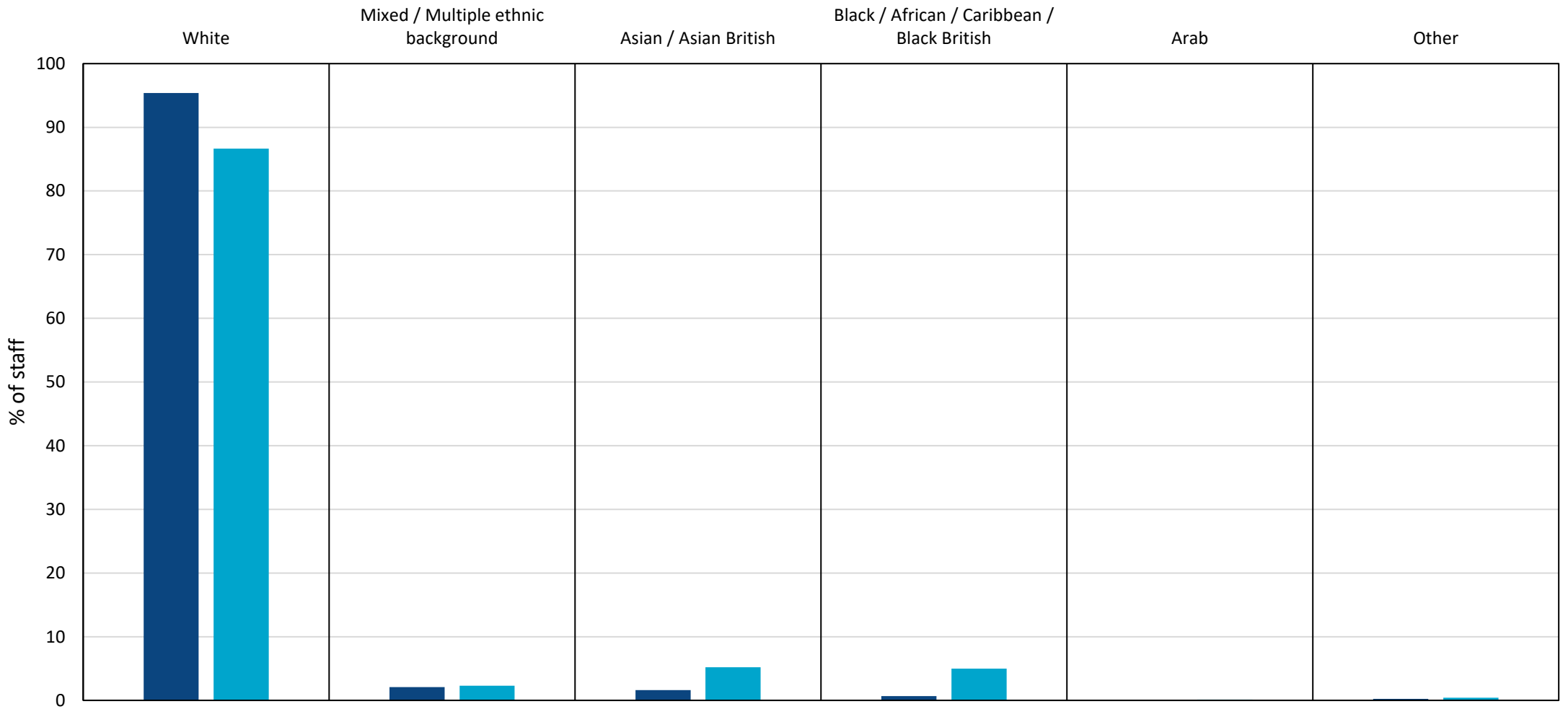
	Yes	No	Prefer not to say
Your org	96.36%	0.00%	3.64%
Average	95.92%	0.30%	3.73%
Responses	439	439	439

Background details - Age



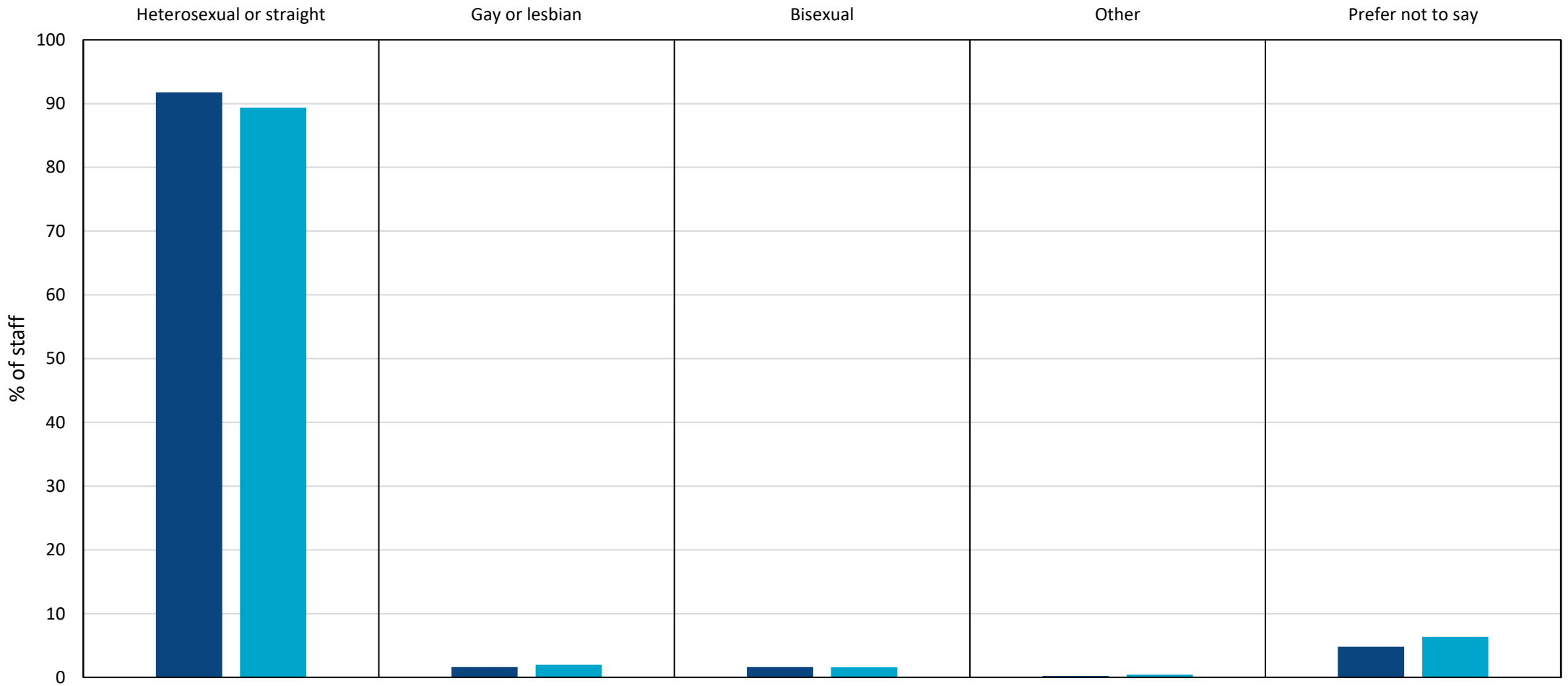
	16-20	21-30	31-40	41-50	51-65	66+
Your org	0.46%	12.16%	26.83%	21.33%	36.70%	2.52%
Average	0.12%	10.32%	23.32%	27.09%	37.54%	1.83%
Responses	436	436	436	436	436	436

Background details - Ethnic group



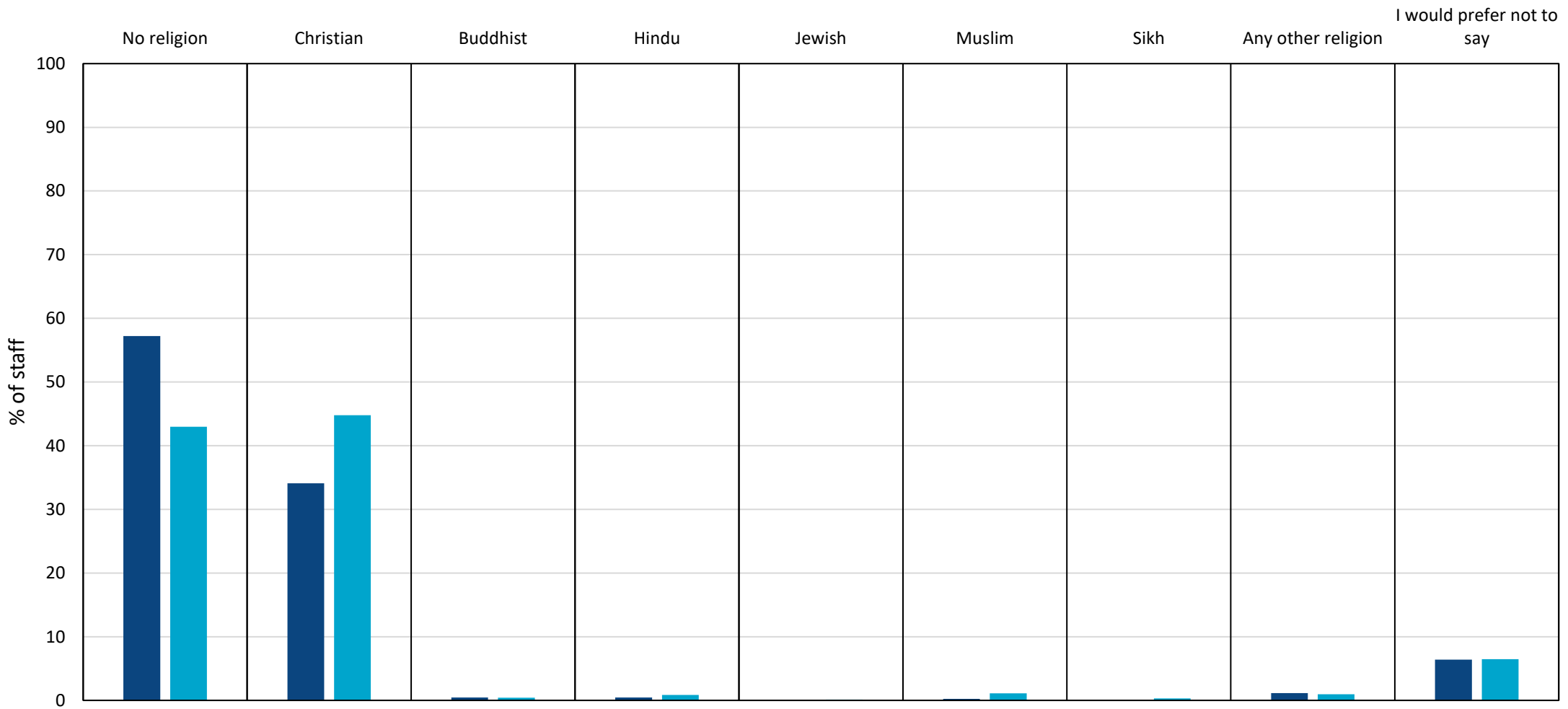
	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
Your org	95.40%	2.07%	1.61%	0.69%	0.00%	0.23%
Average	86.63%	2.31%	5.19%	4.99%	0.12%	0.43%
Responses	435	435	435	435	435	435

Background details - Sexual orientation



	Heterosexual or straight	Gay or lesbian	Bisexual	Other	Prefer not to say
Your org	91.76%	1.60%	1.60%	0.23%	4.81%
Average	89.36%	1.97%	1.59%	0.43%	6.38%
Responses	437	437	437	437	437

Background details - Religion or belief



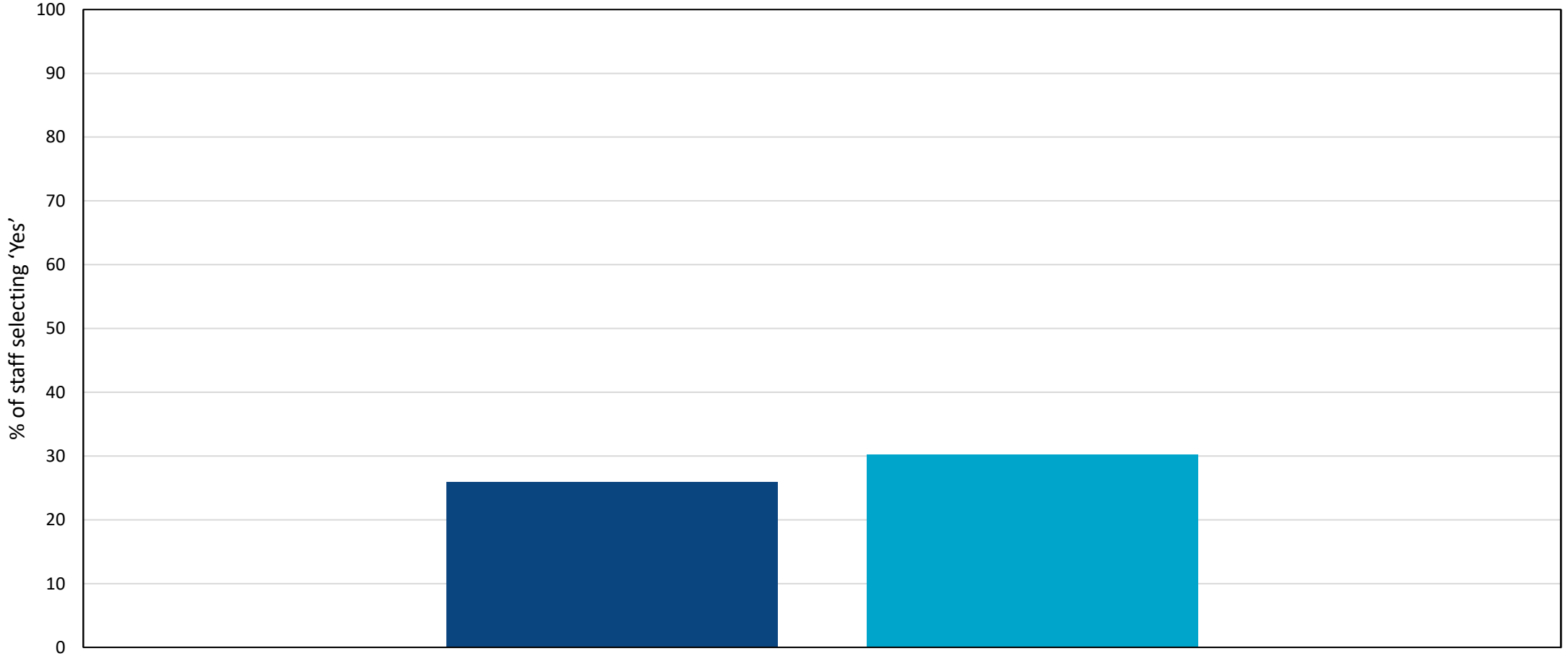
	No religion	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Any other religion	I would prefer not to say
Your org	57.21%	34.10%	0.46%	0.46%	0.00%	0.23%	0.00%	1.14%	6.41%
Average	42.98%	44.79%	0.42%	0.84%	0.12%	1.10%	0.30%	0.96%	6.47%
Responses	437	437	437	437	437	437	437	437	437

Background details - Long lasting health condition or illness

Survey Coordination Centre

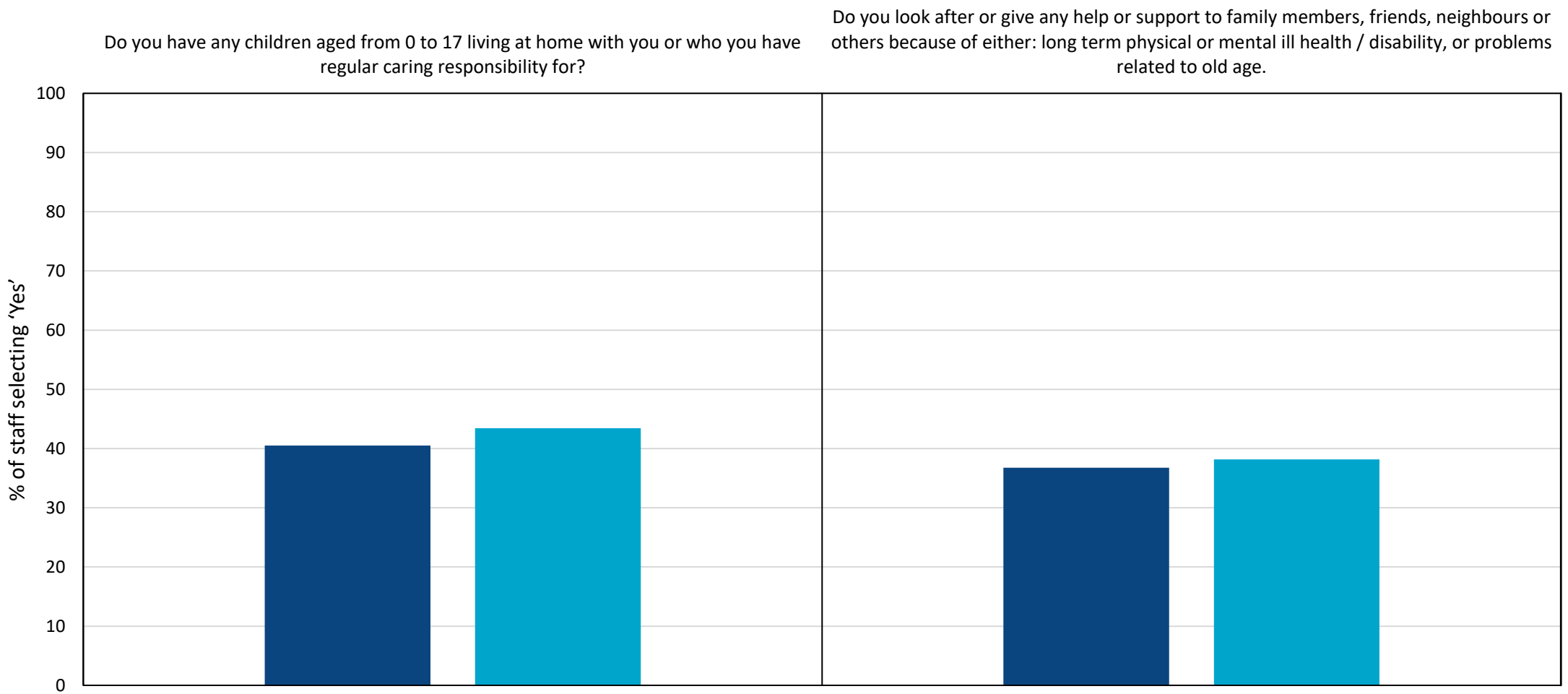
NHS

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



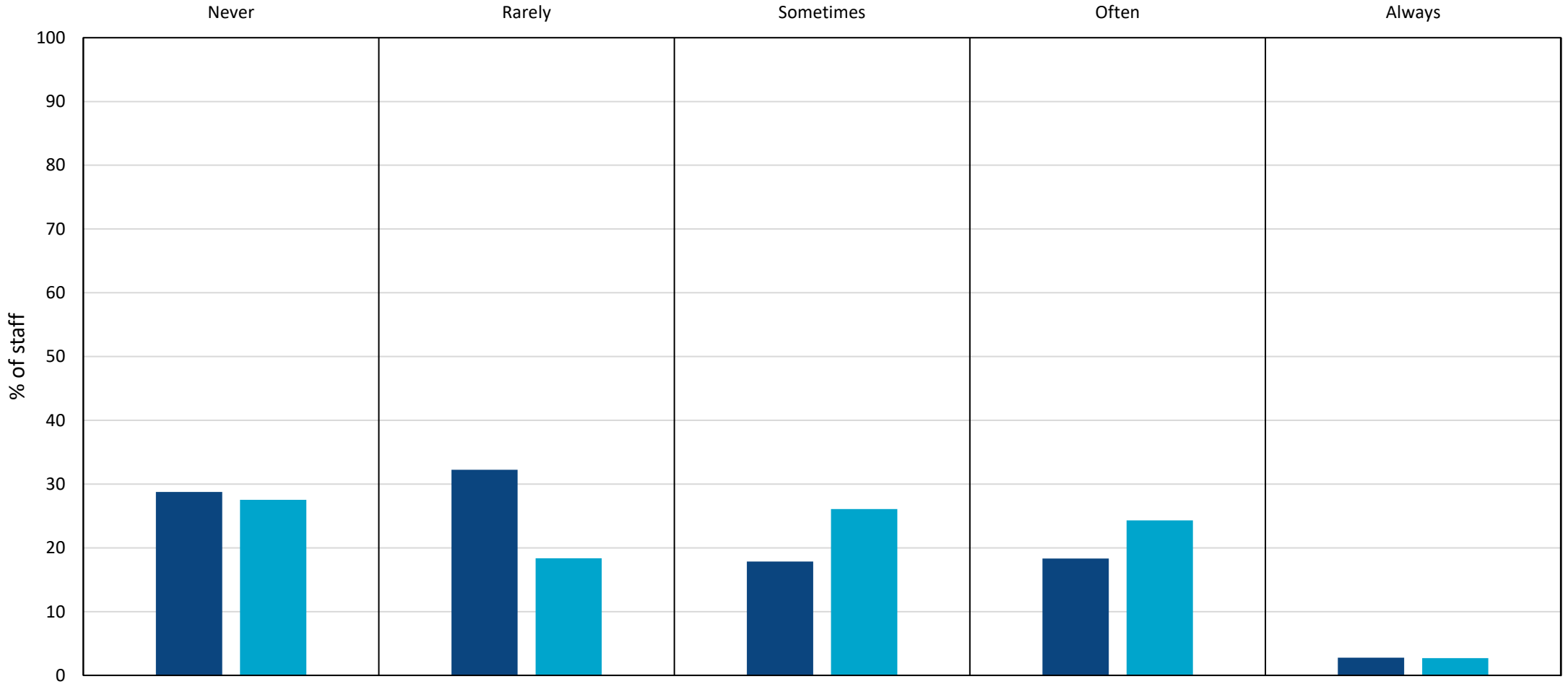
Your org	25.86%
Average	30.14%
Responses	437

Background details - Parental / caring responsibilities



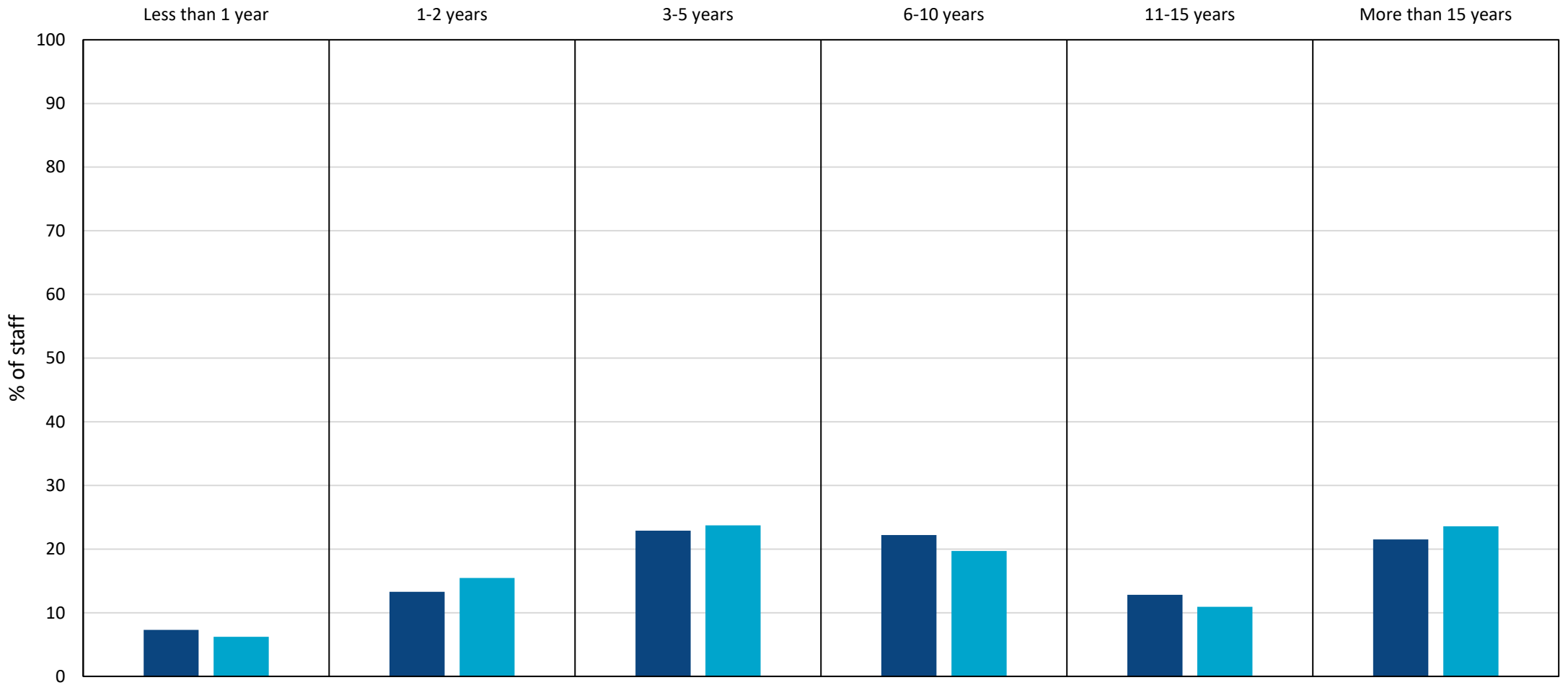
Your org	40.50%	36.76%
Average	43.42%	38.15%
Responses	437	438

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



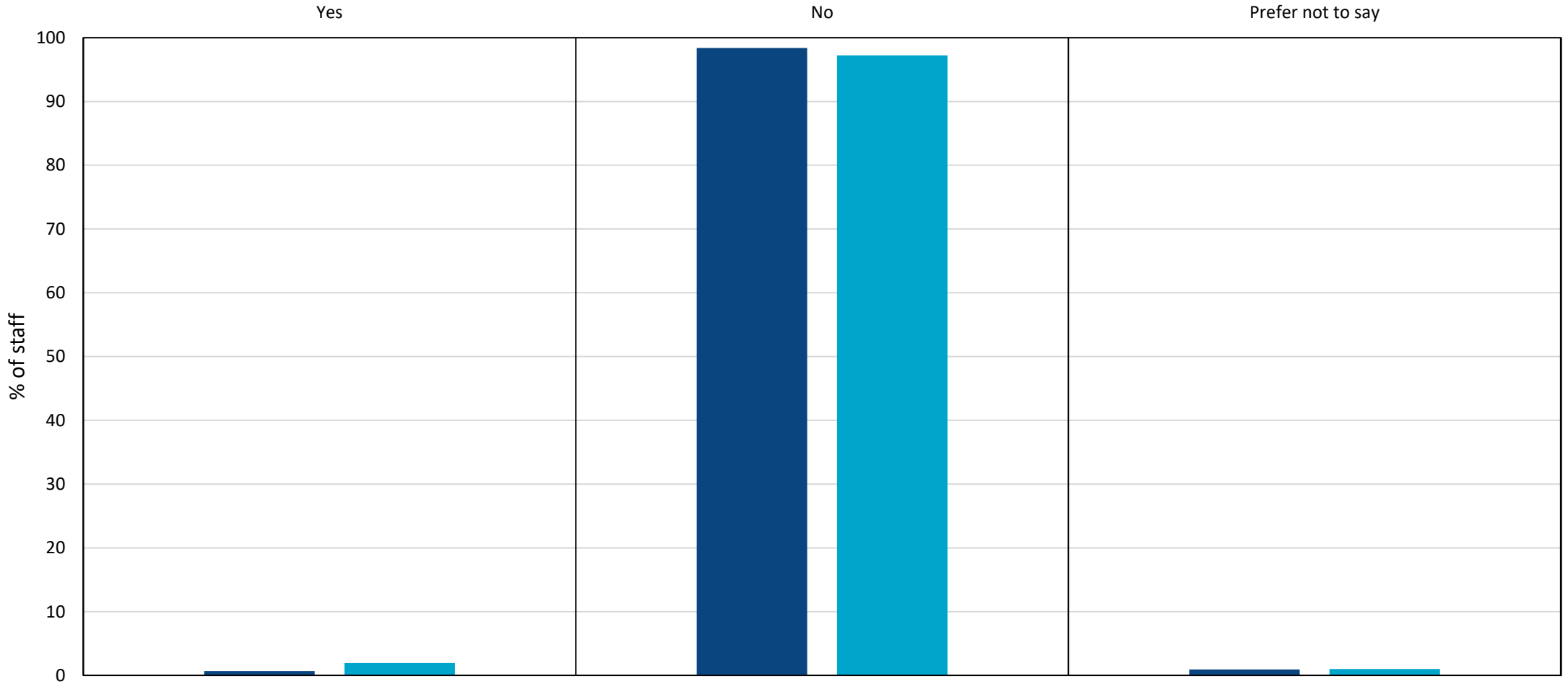
	Never	Rarely	Sometimes	Often	Always
Your org	28.77%	32.25%	17.87%	18.33%	2.78%
Average	27.52%	18.35%	26.07%	24.31%	2.71%
Responses	431	431	431	431	431

Background details - Length of service



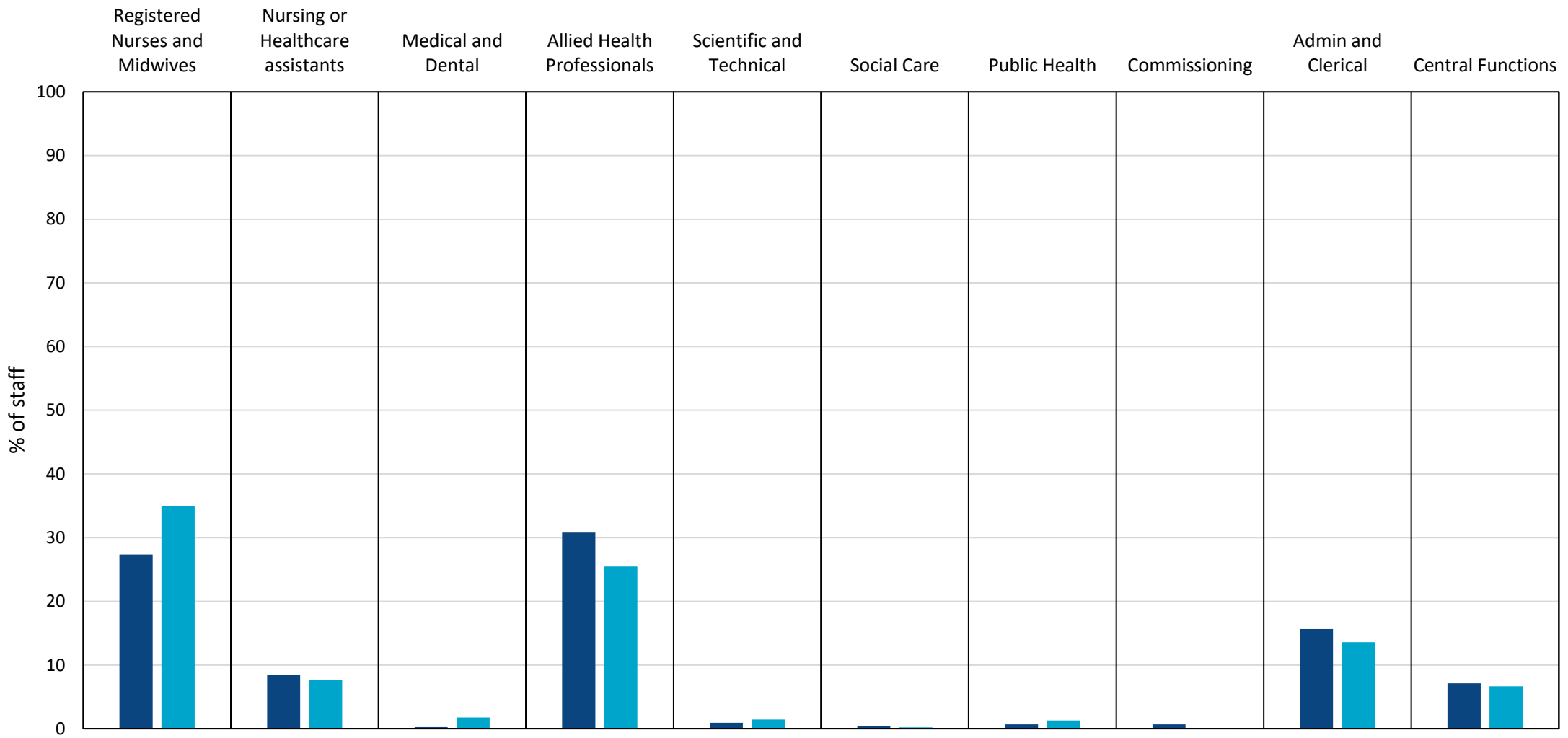
	Less than 1 year	1-2 years	3-5 years	6-10 years	11-15 years	More than 15 years
Your org	7.32%	13.27%	22.88%	22.20%	12.81%	21.51%
Average	6.22%	15.47%	23.74%	19.70%	10.95%	23.57%
Responses	437	437	437	437	437	437

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



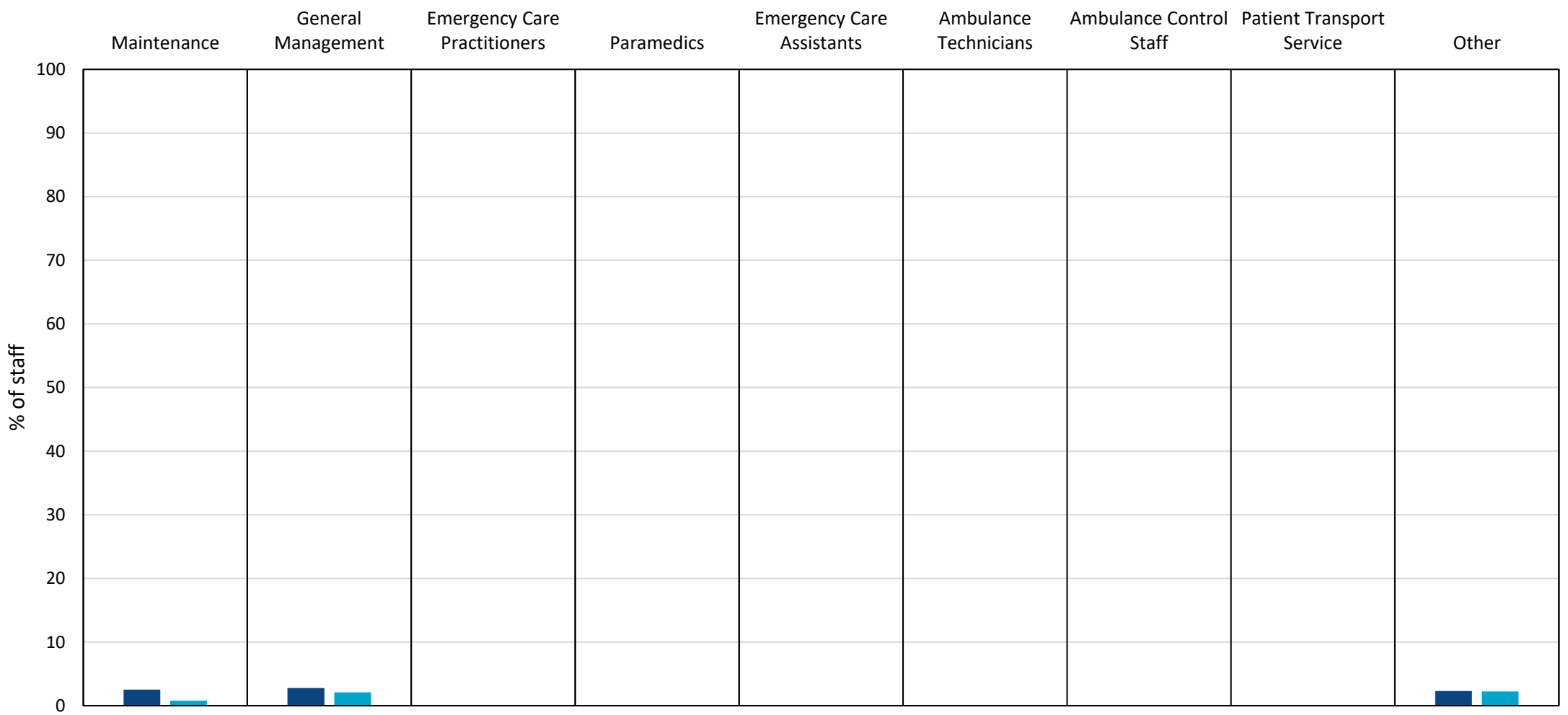
	Yes	No	Prefer not to say
Your org	0.69%	98.39%	0.92%
Average	1.93%	97.22%	0.99%
Responses	436	436	436

Background details - Occupational group



	Registered Nurses and Midwives	Nursing or Healthcare assistants	Medical and Dental	Allied Health Professionals	Scientific and Technical	Social Care	Public Health	Commissioning	Admin and Clerical	Central Functions
Your org	27.36%	8.51%	0.23%	30.80%	0.92%	0.46%	0.69%	0.69%	15.63%	7.13%
Average	34.99%	7.71%	1.76%	25.46%	1.42%	0.19%	1.28%	0.07%	13.58%	6.67%
Responses	435	435	435	435	435	435	435	435	435	435

Background details - Occupational group



	Maintenance	General Management	Emergency Care Practitioners	Paramedics	Emergency Care Assistants	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service	Other
Your org	2.53%	2.76%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.30%
Average	0.80%	2.08%	0.00%	0.10%	0.00%	0.00%	0.00%	0.00%	2.22%
Responses	435	435	435	435	435	435	435	435	435

Survey Coordination Centre

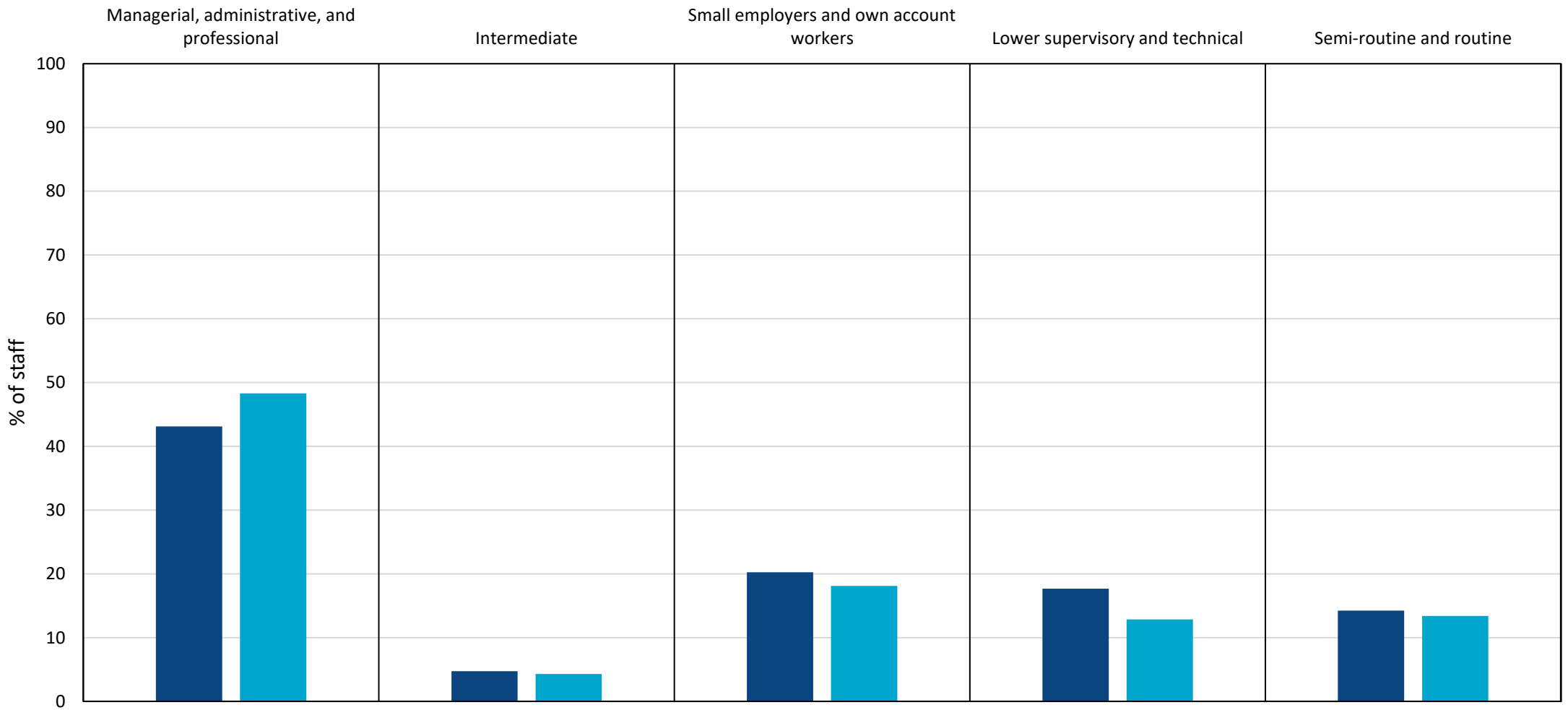
NHS

Socio-economic Background

This section shows information about the socio-economic background of staff and People Promise scores by socio-economic background. These questions are only included in the online questionnaire and were not answered by those responding to the paper questionnaire.

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.

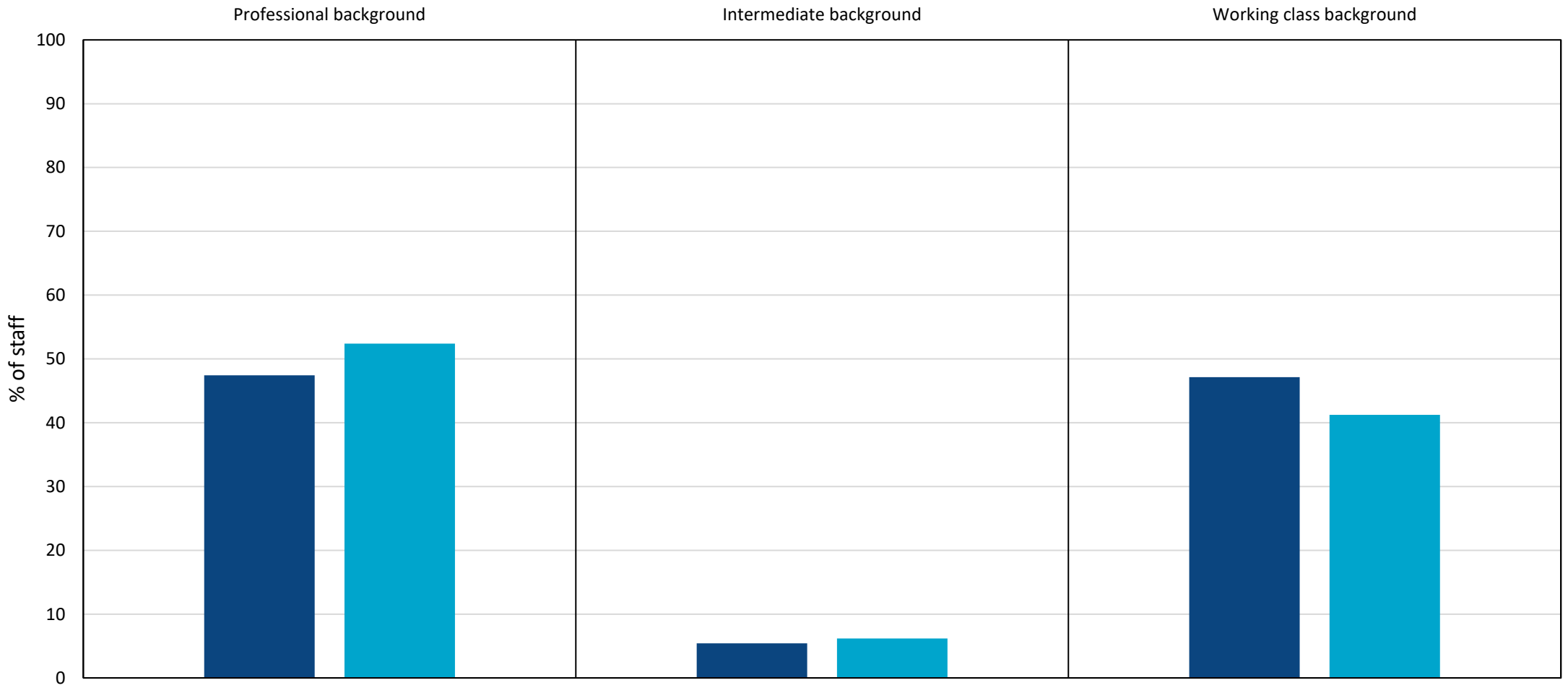
Socio-economic background: Five classes



	Managerial, administrative, and professional	Intermediate	Small employers and own account workers	Lower supervisory and technical	Semi-routine and routine
Your org	43.10%	4.74%	20.26%	17.67%	14.22%
Average	48.31%	4.31%	18.10%	12.87%	13.41%
Responses	232	232	232	232	232

Please note – These questions are online only.
There was a higher than typical level of non-response to the socio-economic background questions, which resulted in 48.02% of respondents not receiving a Five class score at the national level. For more information about socio-economic background, please see appendix D.

Socio-economic background: Three classes



	Professional background	Intermediate background	Working class background
Your org	47.43%	5.44%	47.13%
Average	52.39%	6.19%	41.24%
Responses	331	331	331

Please note – These questions are online only.
There was a higher than typical level of non-response to the socio-economic background questions, which resulted in 28.32% of respondents not receiving a Three class score at the national level. For more information about socio-economic background, please see appendix D.

Socio-economic background: People Promise elements and themes

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People Promise elements and themes in your organisation by socio-economic background (Five class)	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff engagement	Morale
1 Managerial, administrative and professional	8.15	6.87	7.60	6.45	6.64	7.34	7.61	7.56	6.32
2 Intermediate	8.14	6.77	7.94	6.81	6.99	7.39	7.71	7.60	6.47
3 Small employers and own account workers	7.98	6.56	7.39	6.36	6.17	6.94	7.42	7.42	6.43
4 Lower supervisory and technical	7.93	6.78	7.57	6.74	6.39	7.02	7.46	7.57	6.78
5 Semi-routine and routine	8.18	6.79	7.45	6.70	6.87	6.82	7.63	7.47	6.79

People Promise elements and themes in your organisation by socio-economic background (Three class)	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff engagement	Morale
1 Professional	8.10	6.68	7.50	6.47	6.40	7.32	7.58	7.52	6.41
2 Intermediate	7.88	6.56	7.61	6.68	6.56	6.99	7.53	7.28	6.53
3 Working class	8.07	6.75	7.47	6.59	6.38	7.03	7.48	7.50	6.62

Please note – These questions are online only.
There was a higher than typical level of non-response to the socio-economic background questions. For more information about interpreting socio-economic background data, please see appendix D.

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Appendices

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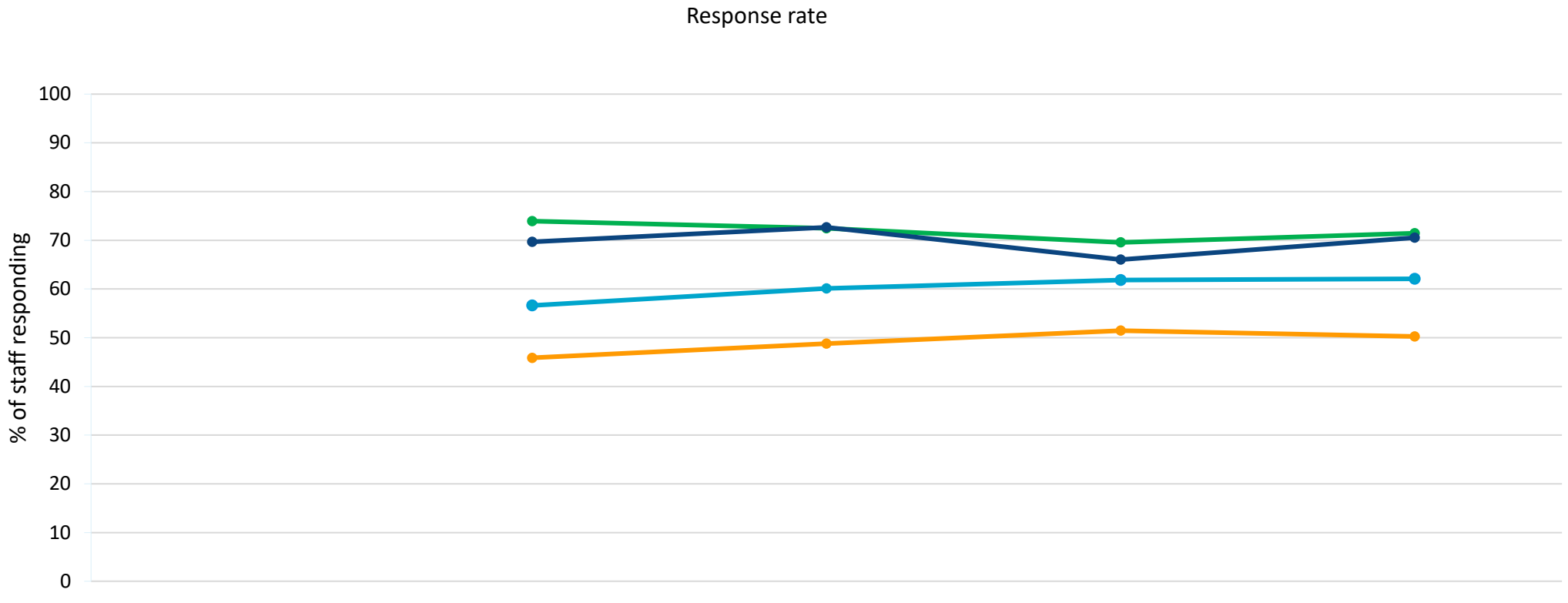
Appendix A: Response rate

Appendix A: Response rate



	2021	2022	2023	2024	2025
Your org	-	69.67%	72.66%	66.03%	70.51%
Highest	-	73.93%	72.47%	69.55%	71.42%
Average	-	56.61%	60.10%	61.85%	62.08%
Lowest	-	45.87%	48.80%	51.44%	50.25%
Responses	-	425	457	414	440

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Appendix B: Significance testing 2024 vs 2025

Appendix B: Significance testing – 2024 vs 2025

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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 2024 and 2025*. For more details, please see the Technical Guide.

People Promise elements	2024 score	2024 respondents	2025 score	2025 respondents	Statistically significant change?
We are compassionate and inclusive	7.76	414	7.92	439	Not significant
We are recognised and rewarded	6.29	414	6.47	439	Not significant
We each have a voice that counts	7.04	411	7.30	437	Significantly higher
We are safe and healthy	6.15	412	6.45	438	Significantly higher
We are always learning	5.88	397	6.14	418	Not significant
We work flexibly	6.89	409	6.89	435	Not significant
We are a team	7.08	413	7.33	437	Significantly higher
Themes					
Staff Engagement	7.07	414	7.32	440	Significantly higher
Morale	6.00	413	6.33	440	Significantly higher

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

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Appendix C: Tips on using your benchmark report

Appendix C: Data in the benchmark reports

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 Guide 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.

Appendix C: 1. Reviewing People Promise and theme results

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.

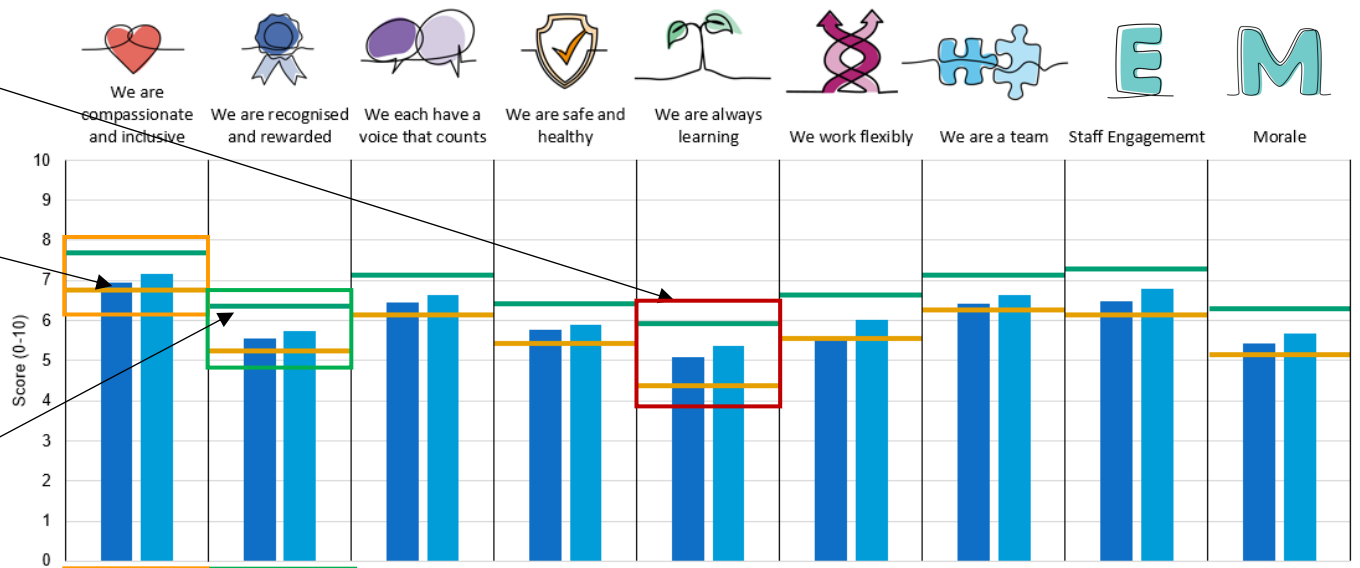
It is important to **consider each result within the range of its benchmarking group 'Best result' and 'Worst result'**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another point of reference.

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'.



	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagememt	Morale
Your org	7.0	5.5	6.4	5.8	5.1	5.6	6.4	6.5	5.4
Best	7.7	6.4	7.1	6.4	5.9	6.6	7.1	7.3	6.3
Average	7.2	5.7	6.6	5.9	5.4	6.0	6.6	6.8	5.7
Worst	6.8	5.2	6.2	5.4	4.4	5.6	6.3	6.1	5.2
Responses	8284	8225	8175	8244	7877	8187	8264	8288	8294

Only one example is highlighted for each point

Appendix C: 2. Reviewing results in more detail

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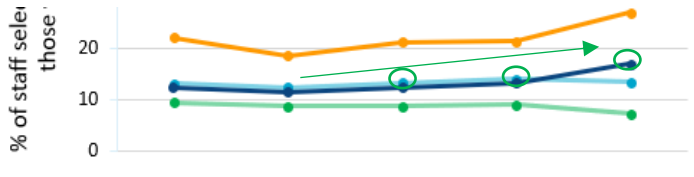
Review trend data

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.



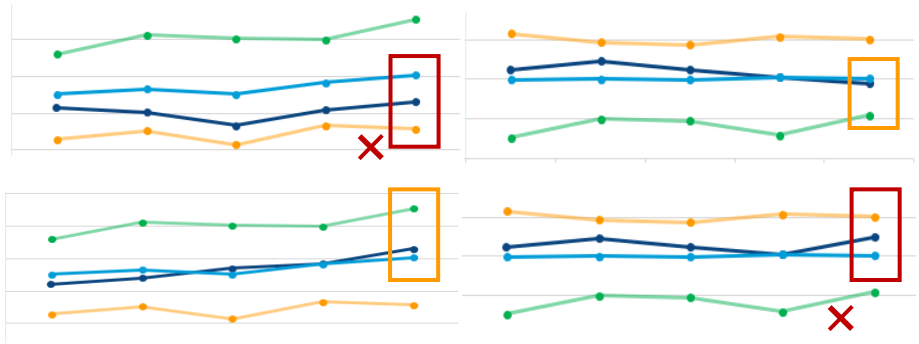
	2020	2021	2022	2023	2024
Your org	12.4%	11.5%	12.5%	13.4%	17.0%
Best result	9.5%	8.7%	8.7%	9.1%	7.3%
Average result	13.2%	12.5%	13.4%	14.1%	13.5%
Worst result	22.2%	18.6%	21.3%	21.4%	27.0%
Responses	1200	1115	1200	1200	595

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

Appendix C: 3. Reviewing question results

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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.

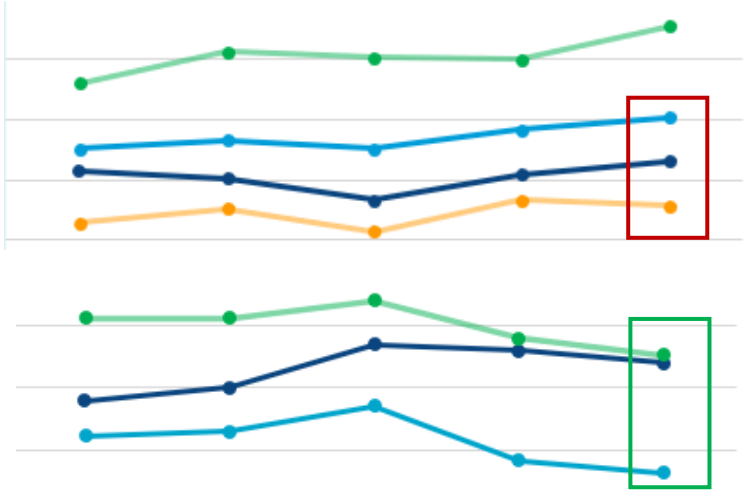
Identifying questions of interest

- **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.

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Appendix D: Socio-economic background

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.

Appendix D: Socio-economic background

Starting in 2025, the online NHS Staff Survey includes questions on staff members' socio-economic background. The questionnaire included questions (Q33-37) from the Socio-economic background harmonised standard from the Government Statistical Service (GSS) Harmonisation Team.

What is socio-economic background?

The Socio-economic background harmonised standard uses the Social Mobility Commission's definition of socio-economic background, which is:

> "[…] the particular set of social and economic circumstances that an individual has come from. It permits objective discussion of the influence of these circumstances on individuals' educational and career trajectories; and it can be objectively measured by capturing information on parental occupation and level of education."

Measuring socio-economic background

The NHS Staff Survey used the self-coded question set designed to place respondents into five classes, the Five Class System of National Statistics Socio-economic Classification (NS-SEC). During quality assurance processes, analysts at the Survey Coordination Centre (SCC) identified a high rate of non-response or non-substantive responses, resulting in 48.02% of respondents from across the country not being allocated a score with the Five Class System. This includes 4.85% that said their parents/guardians were not employed. Using an alternative Three Class System (that is derived only using *Q37 - When you were aged about 14, what was the occupation of the main or highest income earner?*) reduced the proportion without a score to 28.32%.

SCC also found the rate of responses not resulting in a score varied between demographic groups. This occurs with both the Five and Three Class Systems, though to lesser extent for the Three Class System. Groups less likely to produce a score include:

- People from **Mixed / multiple**, **Asian / Asian British**, **Black / African / Caribbean / Black British**, **Arab** or **Other** ethnic backgrounds (as compared to people from **White** backgrounds)
- **Younger people (**particularly those aged 16-30)
- People **recruited from abroad**

National results are shown in more detail on the following page.

Appendix D: Socio-economic background

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Comparison of Three and Five Class approaches

The following tables show the proportion of respondents that are excluded from scoring using the Five and Three Class Systems using national data.

	Total
Five Class (No Score)	48.02%
Three Class (No Score)	28.32%

Ethnic background / group	White	Mixed / multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
Five Class (No Score)	43.10%	52.19%	61.15%	57.92%	52.65%	63.00%
Three Class (No Score)	22.27%	33.96%	44.78%	39.38%	31.19%	48.15%

Age	16-20	21-30	31-40	41-50	51-65	66+
Five Class (No Score)	59.53%	50.72%	49.32%	46.39%	45.51%	49.12%
Three Class (No Score)	36.00%	29.37%	29.11%	27.12%	26.44%	29.81%

Recruited from aboard	Yes	No
Five Class (No Score)	59.67%	46.42%
Three Class (No Score)	42.17%	26.36%

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Appendix E: Additional reporting outputs

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.

Appendix E: Additional reporting outputs

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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 Guide.

Supporting documents

Guide to Understanding and Using Results: Provides a brief overview of the NHS Staff Survey data and details on what is contained in each of the reporting outputs.

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

Other reporting outputs

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

Breakdown reports: Reports containing People Promise and theme results split by breakdown (locality) for East Coast Community Healthcare CIC.

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.