

# Hampshire and Isle of Wight Healthcare NHS Foundation Trust

## 2025 NHS Staff Survey Benchmark Report



<b>Introduction</b>	<b>3</b>
<u>Organisation details</u>	<u>8</u>
<b>People Promise element, theme and sub-score results</b>	<b>10</b>
<u>Overview</u>	<u>11</u>
<u>Sub-score overview</u>	<u>13</u>
<u>2025 results</u>	<u>17</u>
<u>We are compassionate and inclusive</u>	<u>18</u>
<u>We are recognised and rewarded</u>	<u>21</u>
<u>We each have a voice that counts</u>	<u>22</u>
<u>We are safe and healthy</u>	<u>24</u>
<u>We are always learning</u>	<u>26</u>
<u>We work flexibly</u>	<u>28</u>
<u>We are a team</u>	<u>30</u>
<u>Staff Engagement</u>	<u>32</u>
<u>Morale</u>	<u>34</u>
<b>People Promise element, theme and sub-score results – detailed information</b>	<b>36</b>
<u>We are compassionate and inclusive</u>	<u>36</u>
<u>We are recognised and rewarded</u>	<u>45</u>
<u>We each have a voice that counts</u>	<u>48</u>
<u>We are safe and healthy</u>	<u>54</u>
<u>We are always learning</u>	<u>66</u>
<u>We work flexibly</u>	<u>71</u>
<u>We are a team</u>	<u>74</u>
<u>Staff Engagement</u>	<u>80</u>
<u>Morale</u>	<u>84</u>

<b>Questions not linked to the People Promise elements or themes</b>	<b>90</b>
<b>Workforce Equality Standards</b>	<b>104</b>
<u>Workforce Race Equality Standards (WRES)</u>	<u>107</u>
<u>Workforce Disability Equality Standards (WDES)</u>	<u>112</u>
<b>About your respondents</b>	<b>122</b>
<b>Socio-economic Background</b>	<b>136</b>
<b>Appendices</b>	<b>140</b>
<u>A – Response rate</u>	<u>141</u>
<u>B – Significance testing (2024 v 2025) People Promise and theme results</u>	<u>143</u>
<u>C – Tips on using your benchmark report</u>	<u>145</u>
<u>D – Socio-economic background</u>	<u>150</u>
<u>E – Additional reporting outputs</u>	<u>153</u>

# Introduction

## About this report

This benchmark report for Hampshire and Isle of Wight Healthcare NHS Foundation Trust contains results for the 2025 NHS Staff Survey. 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 of the themes reported in previous years (Staff Engagement and Morale). The reporting also includes sub-scores, which feed into the People Promise elements and themes. The next slide shows how the People Promise elements, themes and sub scores are related and mapped to individual survey questions.

# People Promise elements, themes and sub-scores

People Promise elements	Sub-scores	Questions
We are compassionate and inclusive	Compassionate culture	Q6a, Q25a, Q25b, Q25c, Q25d
	Compassionate leadership	Q9f, Q9g, Q9h, Q9i
	Diversity and equality	Q15*, Q16a, Q16b, Q21 *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

## Introduction

This section provides a brief introduction to the report, including how questions map to the People Promise elements, 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: 2025 results

This section provides 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.

**All of 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, 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 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 results.
- Information about the socio-economic background questions.
- Additional reporting outputs.

Note this is example data

## Key features

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

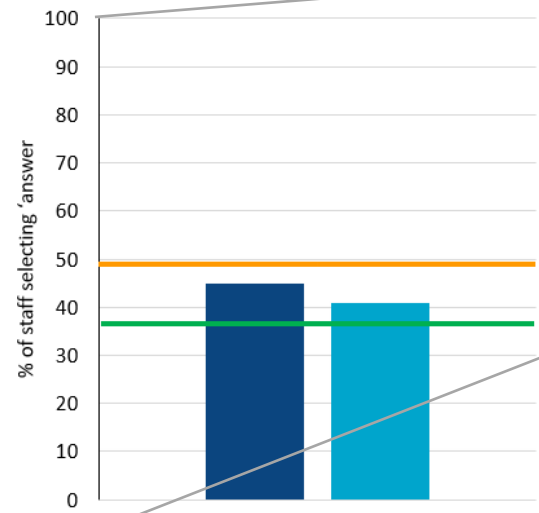
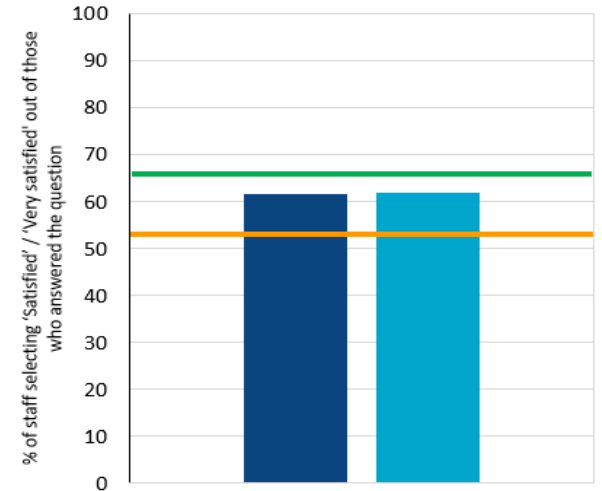
Question-level results are always reported as percentages; the **meaning of the value** is outlined along the axis. Summary measures and sub-scores are always on a 0-10pt scale where 10 is the best score attainable.

**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 nationally.

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

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



Your org	45.05%
Best result	36.66%
Average result	40.77%
Worst result	48.88%
Responses	258

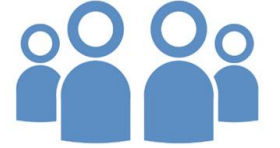
2024	
Your org	61.50%
Best result	65.80%
Average result	61.69%
Worst result	52.94%
Responses	258

Tips on how to read, interpret and use the data are included in the [Appendices](#)

## Organisation details

Hampshire and Isle of Wight Healthcare NHS Foundation Trust

## 2025 NHS Staff Survey



### Organisation details

Completed questionnaires **6776**

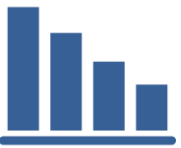
2025 response rate **51%**

### Survey details

Survey mode **Mixed**

### This organisation is benchmarked against:

Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts



### 2025 benchmarking group details

Organisations in group: 48

Median response rate: 52%

No. of completed questionnaires: 145759

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

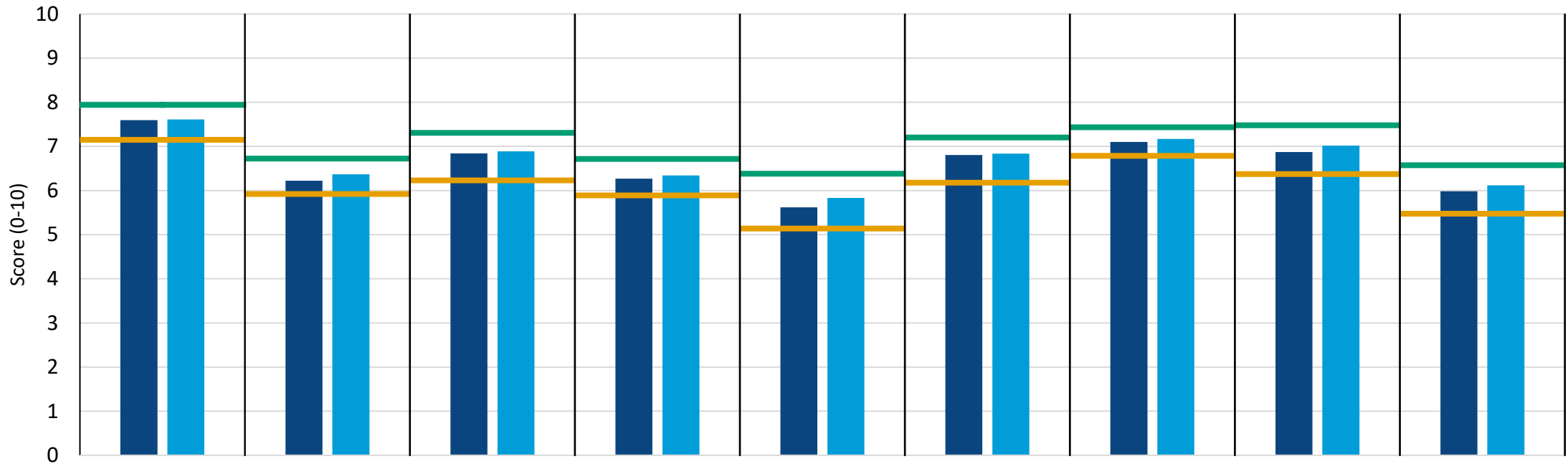


## People Promise elements, themes and sub-score results

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

# People Promise elements and themes: Overview

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

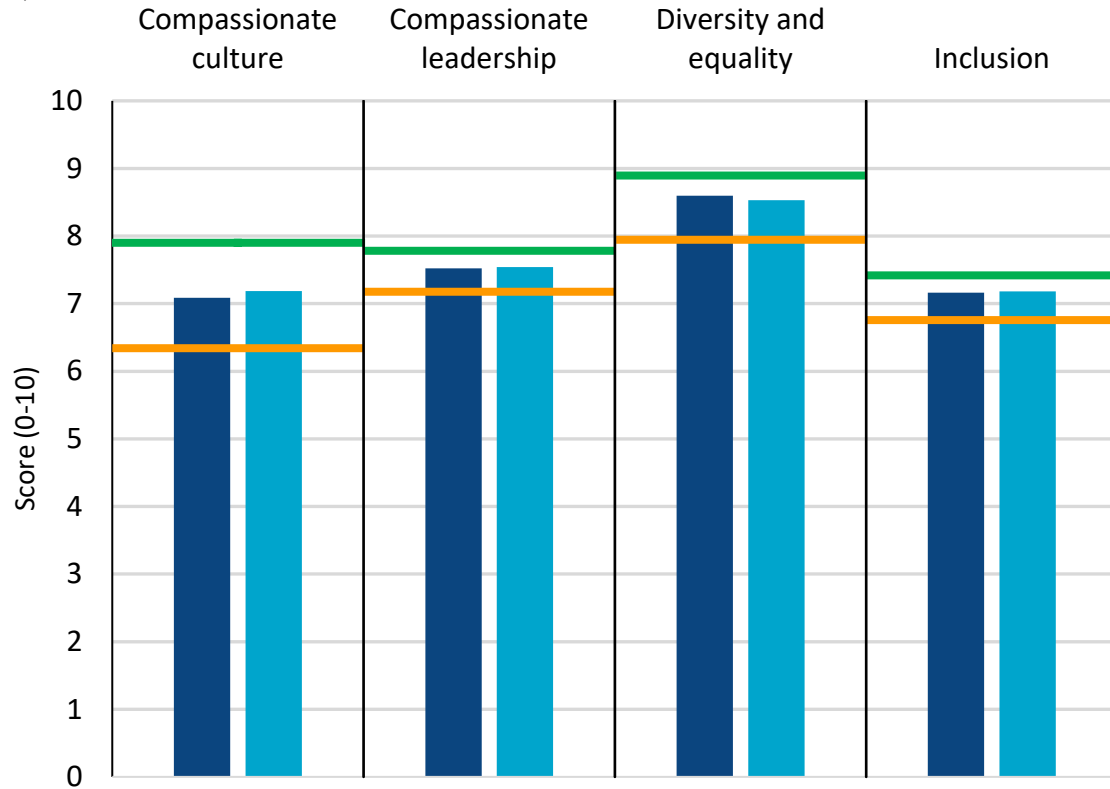


Your org	7.59	6.22	6.84	6.27	5.62	6.80	7.10	6.87	5.98
Best result	7.94	6.72	7.31	6.72	6.38	7.20	7.43	7.48	6.57
Average result	7.61	6.37	6.89	6.34	5.83	6.84	7.17	7.02	6.12
Worst result	7.15	5.92	6.23	5.89	5.14	6.18	6.79	6.37	5.48
Responses	6763	6764	6717	6720	6515	6723	6756	6765	6765

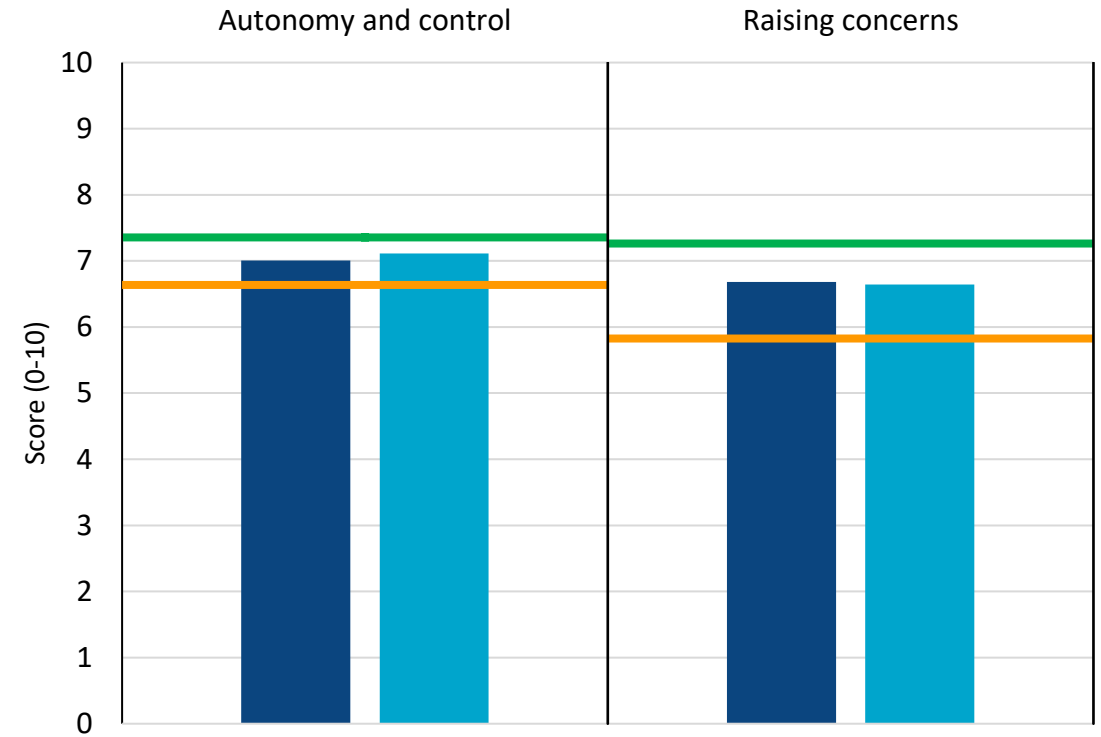
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



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



Your org	7.09	7.52	8.60	7.16
Best result	7.90	7.78	8.90	7.42
Average result	7.19	7.54	8.53	7.18
Worst result	6.34	7.18	7.95	6.76
Responses	6754	6762	6748	6733

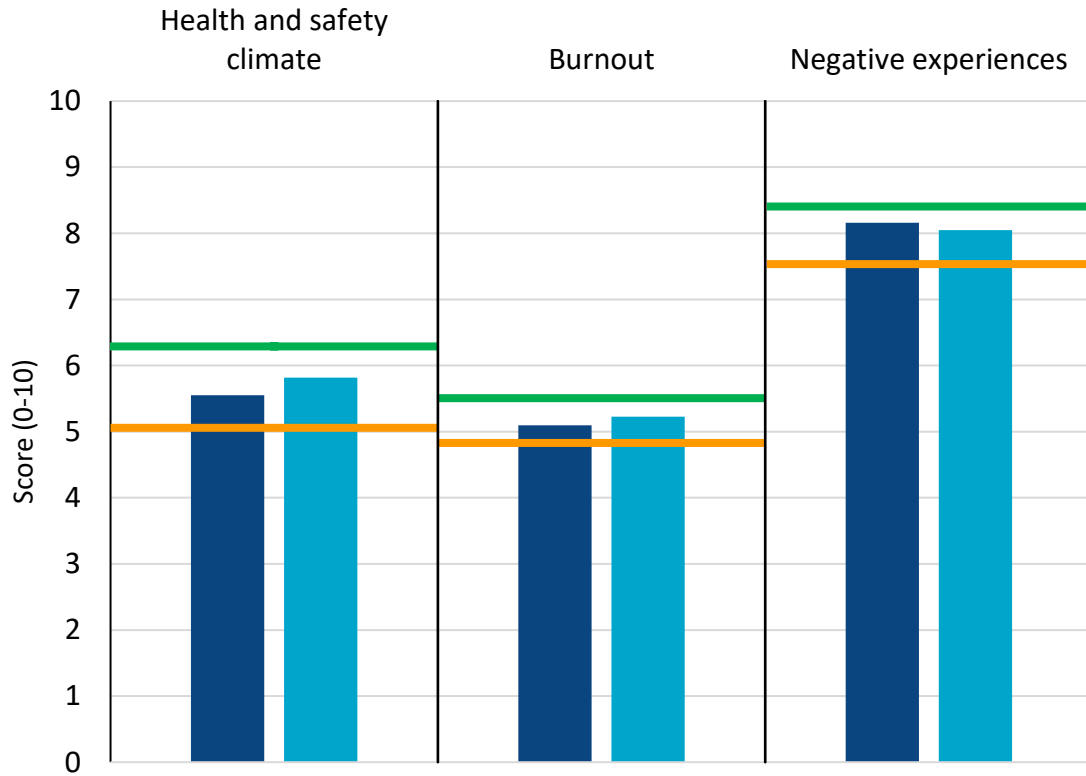
Your org	7.00	6.68
Best result	7.36	7.26
Average result	7.11	6.64
Worst result	6.64	5.83
Responses	6762	6726

Note: People Promise element 2 'We are recognised and rewarded' does not have any sub-scores. Overall score data for this element is reported on slide 12.

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.



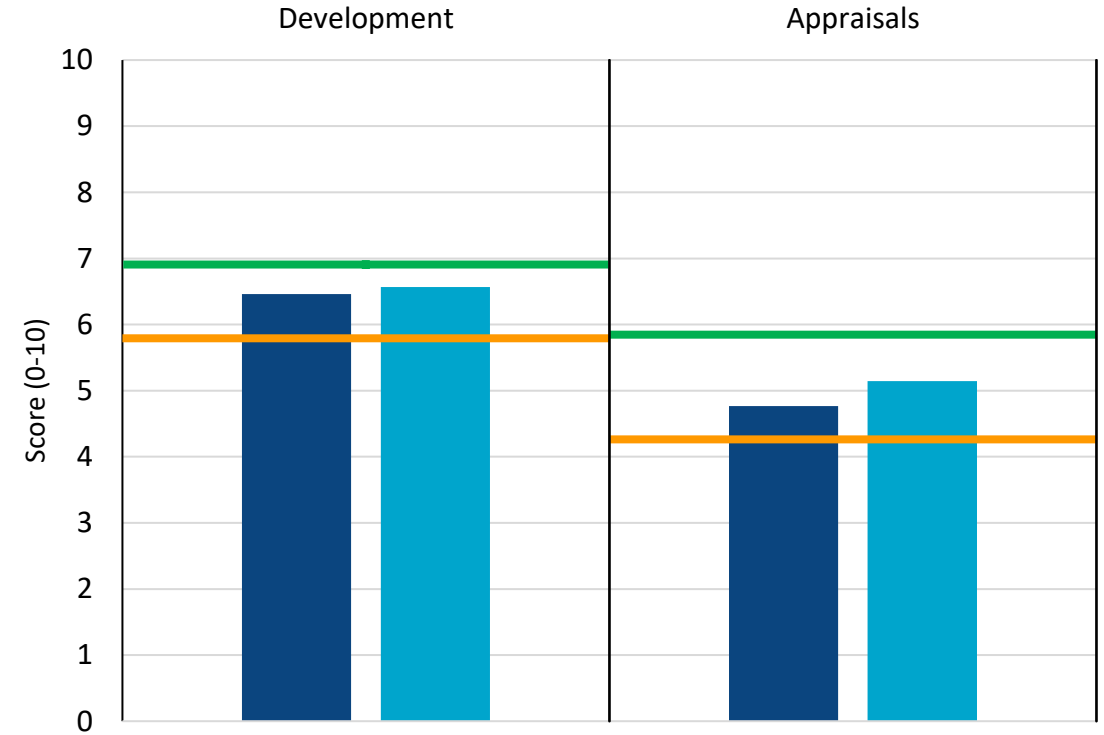
## Promise element 4: We are safe and healthy



Your org	5.55	5.10	8.16
Best result	6.29	5.51	8.40
Average result	5.82	5.23	8.05
Worst result	5.06	4.83	7.53
Responses	6761	6763	6733



## Promise element 5: We are always learning

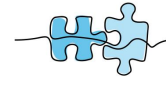


Your org	6.46	4.77
Best result	6.91	5.85
Average result	6.57	5.14
Worst result	5.79	4.26
Responses	6757	6519

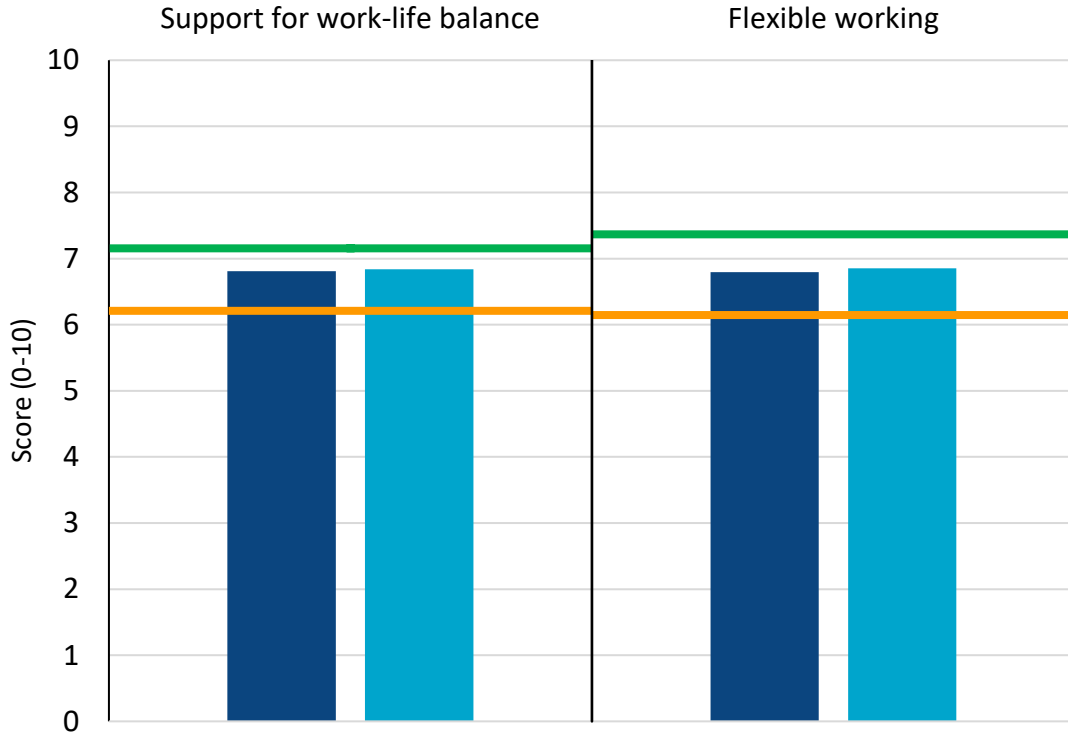
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 6: We work flexibly



## Promise element 7: We are a team



	Support for work-life balance	Flexible working
Your org	6.81	6.79
Best result	7.15	7.37
Average result	6.84	6.85
Worst result	6.21	6.15
Responses	6756	6735

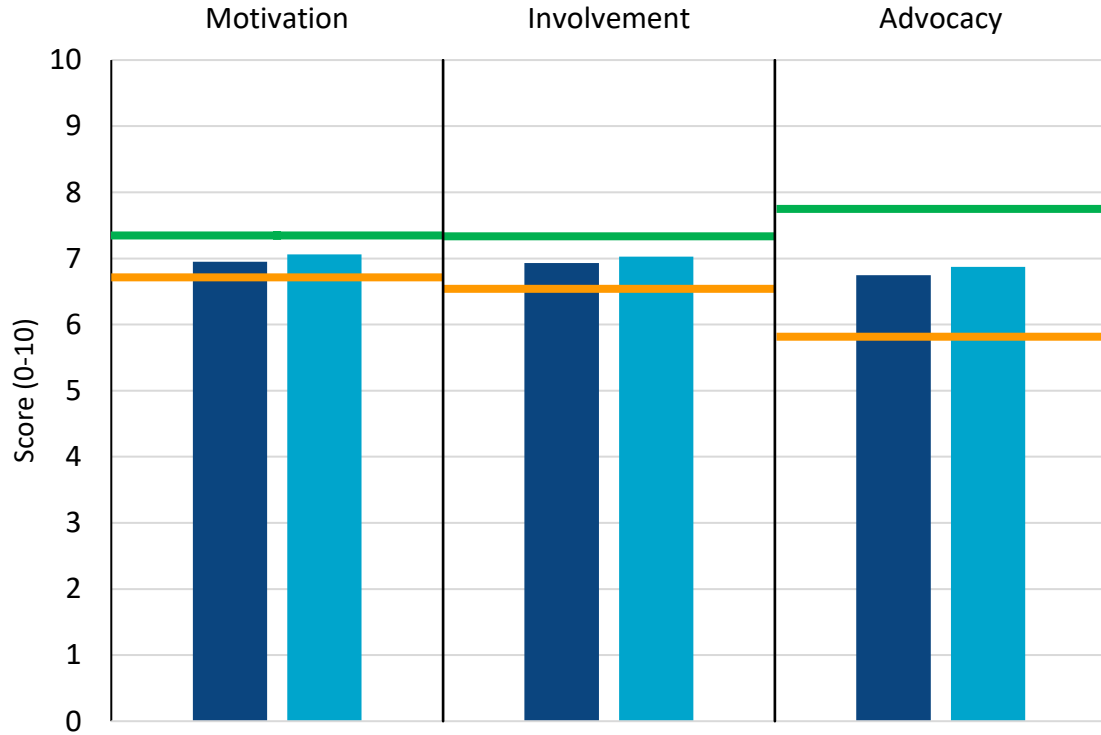


	Team working	Line management
Your org	6.86	7.35
Best result	7.26	7.66
Average result	6.94	7.40
Worst result	6.52	7.05
Responses	6760	6761

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



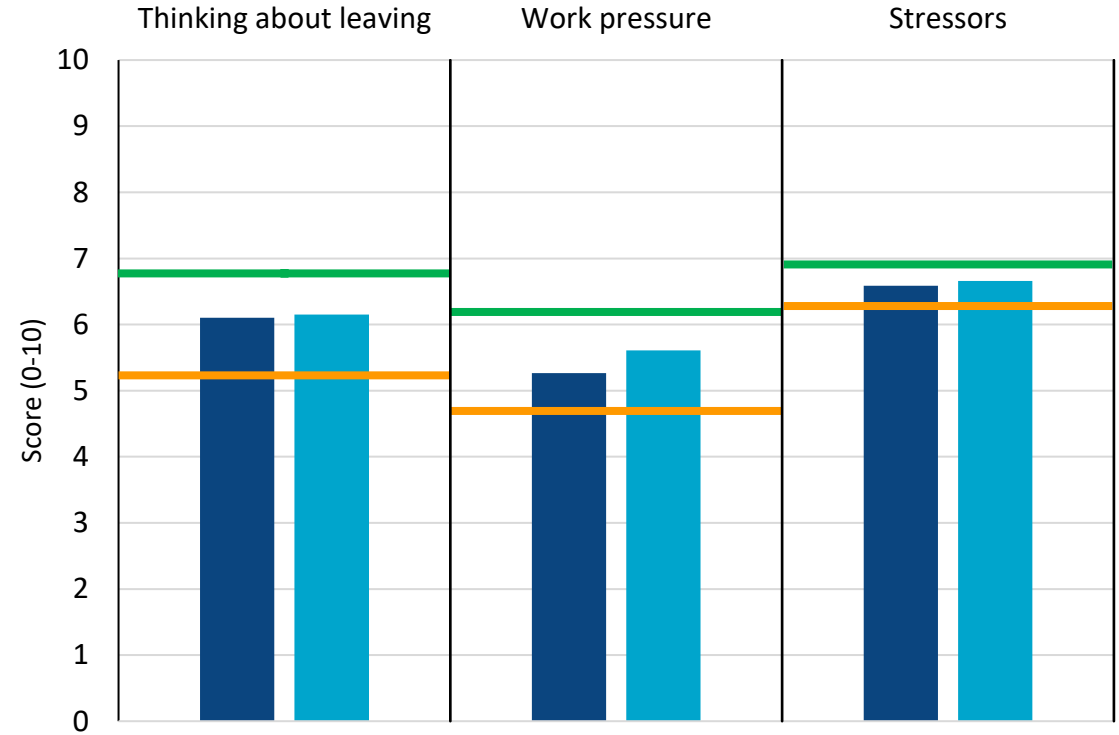
## Theme: Staff engagement



Your org	6.95	6.93	6.75
Best result	7.35	7.33	7.75
Average result	7.06	7.03	6.87
Worst result	6.71	6.54	5.82
Responses	6698	6761	6753



## Theme: Morale



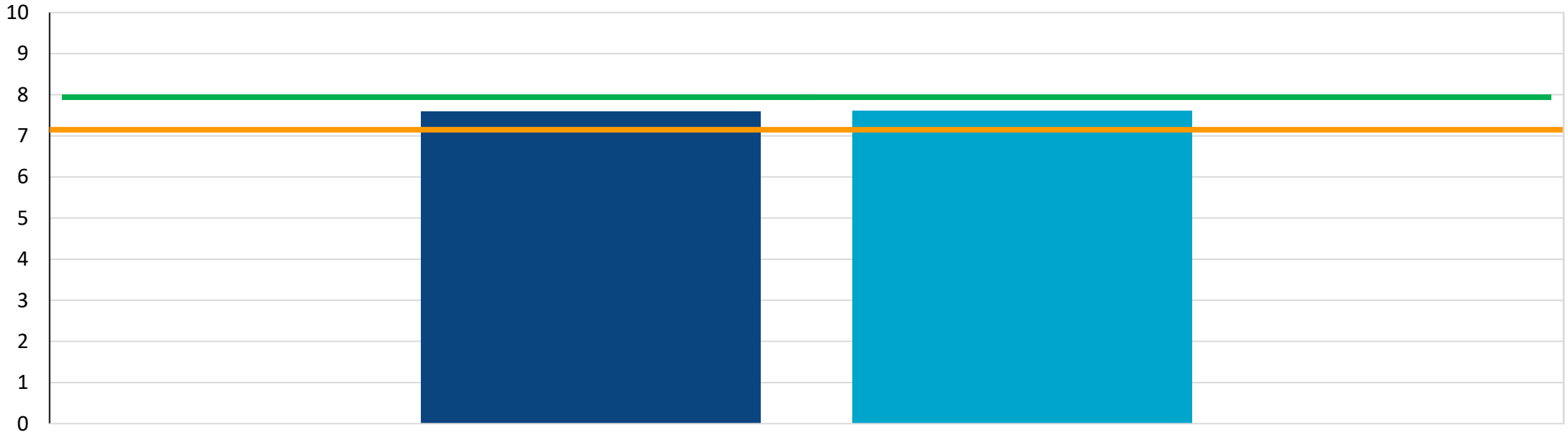
Your org	6.10	5.26	6.59
Best result	6.77	6.19	6.91
Average result	6.15	5.61	6.66
Worst result	5.23	4.69	6.28
Responses	6756	6760	6756

## People Promise elements, themes and sub-scores: 2025 results

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

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

We are compassionate and inclusive



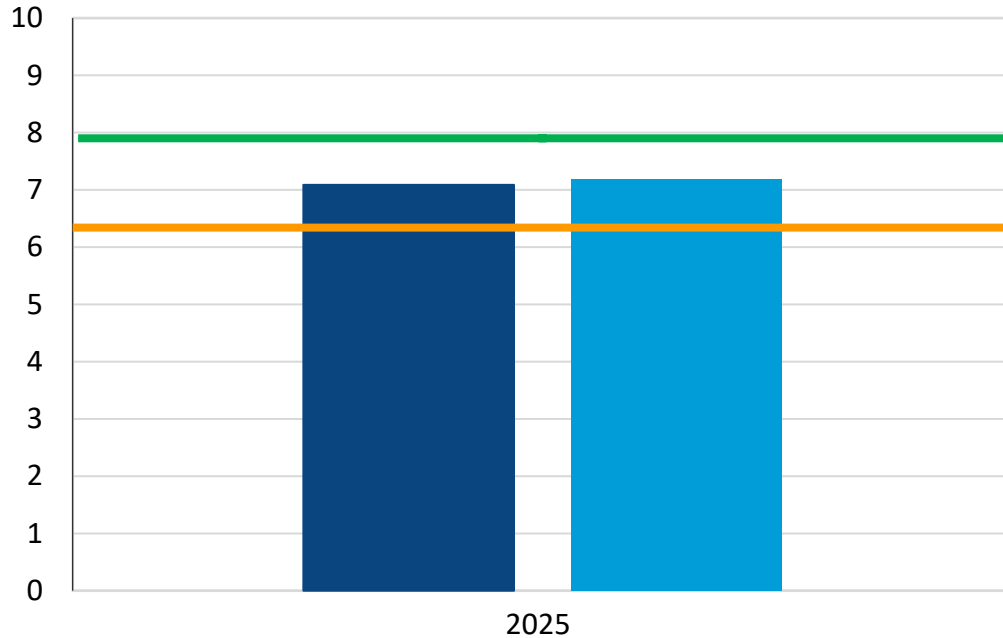
	2025
Your org	7.59
Best result	7.94
Average result	7.61
Worst result	7.15
Responses	6763

Note: Due to changes in the Q15 question wording in 2025, reported results for 'We are compassionate and inclusive' no longer includes Q15. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>

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.

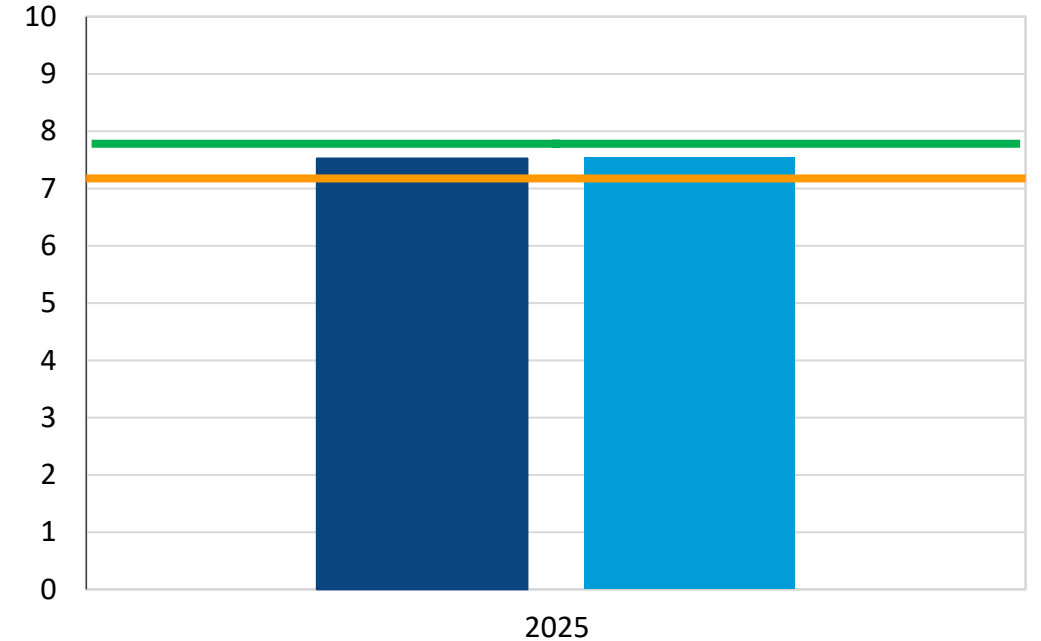
 **Promise element 1: We are compassionate and inclusive (1)**

Compassionate culture



Your org	7.09
Best result	7.90
Average result	7.19
Worst result	6.34
Responses	6754

Compassionate leadership

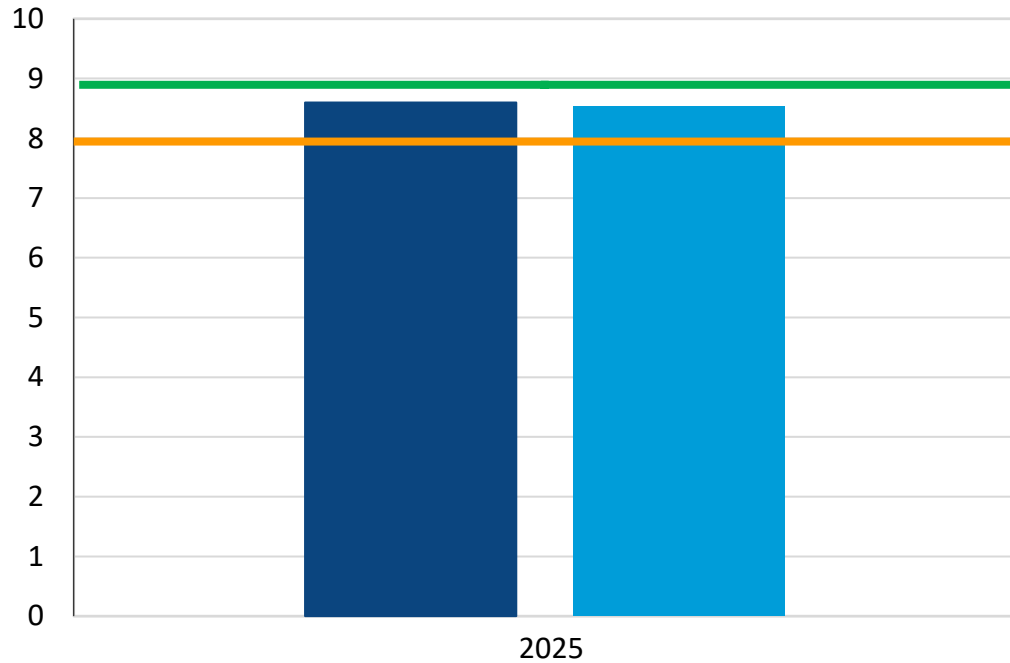


Your org	7.52
Best result	7.78
Average result	7.54
Worst result	7.18
Responses	6762

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.

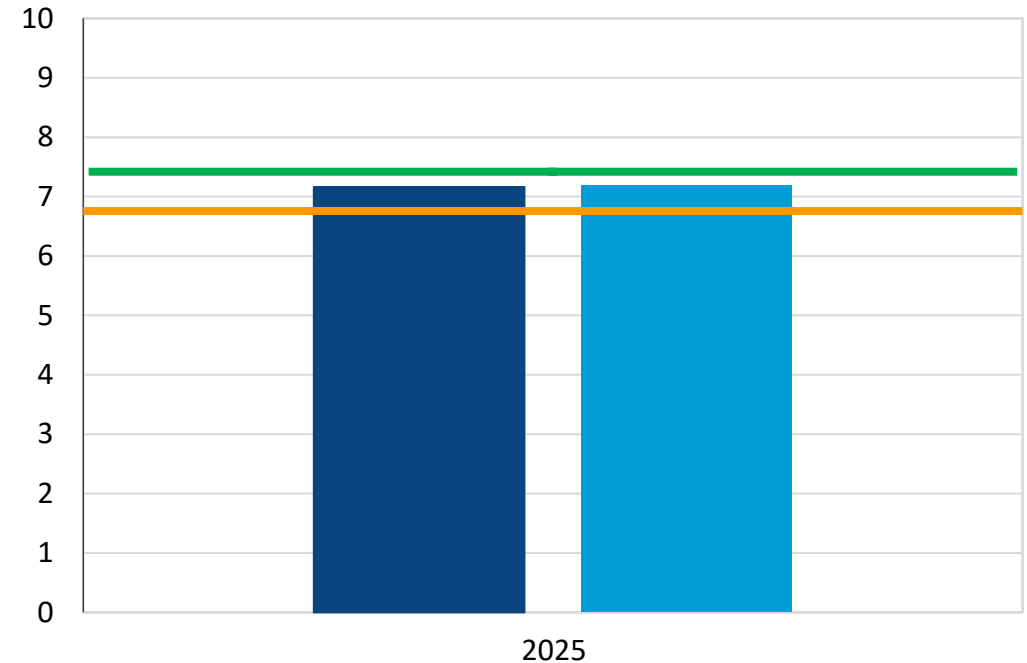
 **Promise element 1: We are compassionate and inclusive (2)**

Diversity and equality



Your org	8.60
Best result	8.90
Average result	8.53
Worst result	7.95
Responses	6748

Inclusion



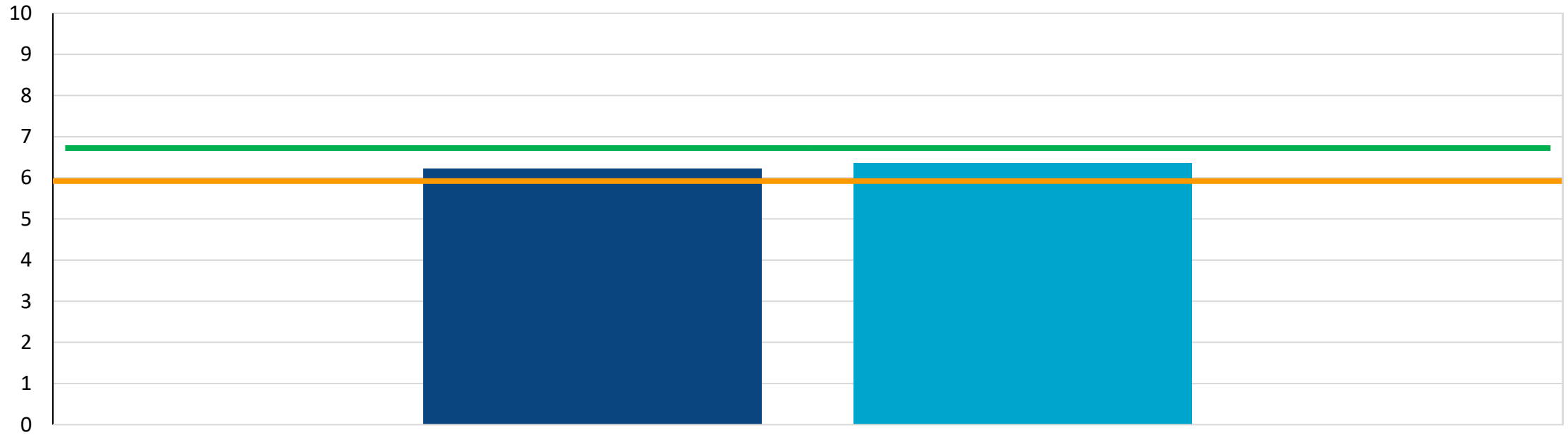
Your org	7.16
Best result	7.42
Average result	7.18
Worst result	6.76
Responses	6733

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



## Promise element 2: We are recognised and rewarded

### We are recognised and rewarded



2025

Your org	6.22
Best result	6.72
Average result	6.37
Worst result	5.92

Responses

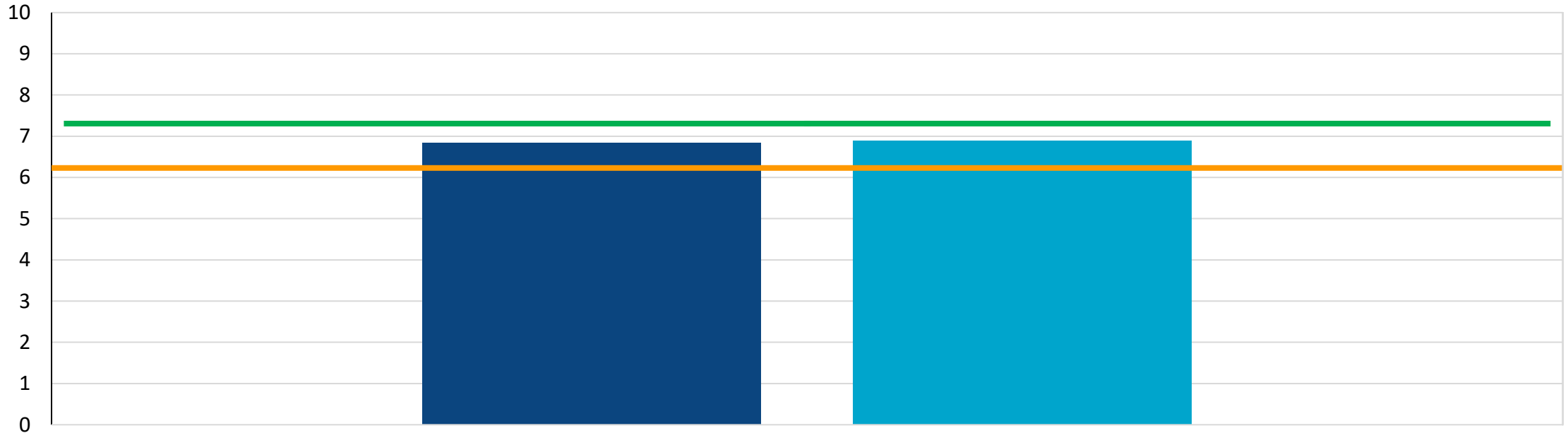
6764

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



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

### We each have a voice that counts



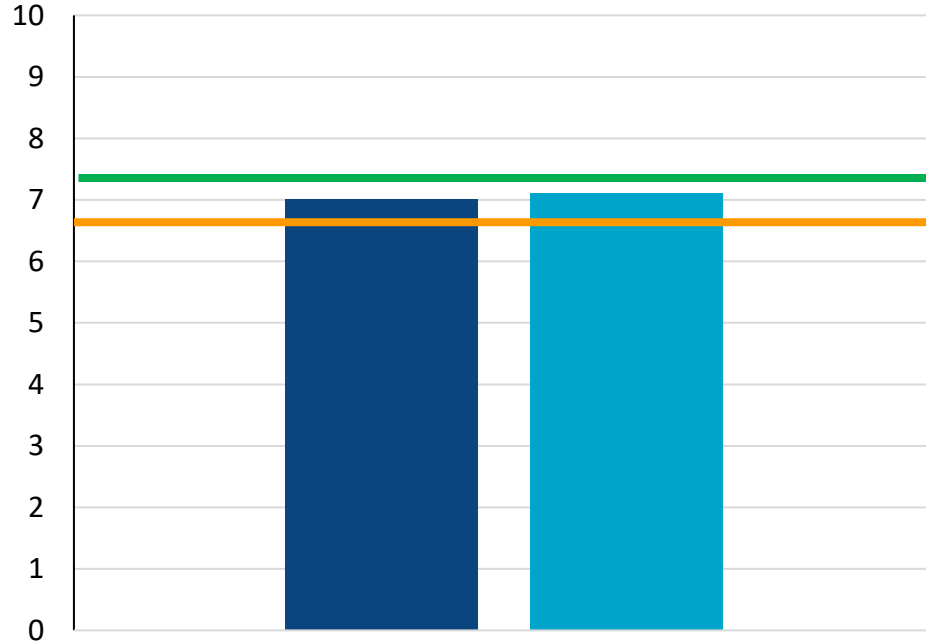
	2025
Your org	6.84
Best result	7.31
Average result	6.89
Worst result	6.23
Responses	6717

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

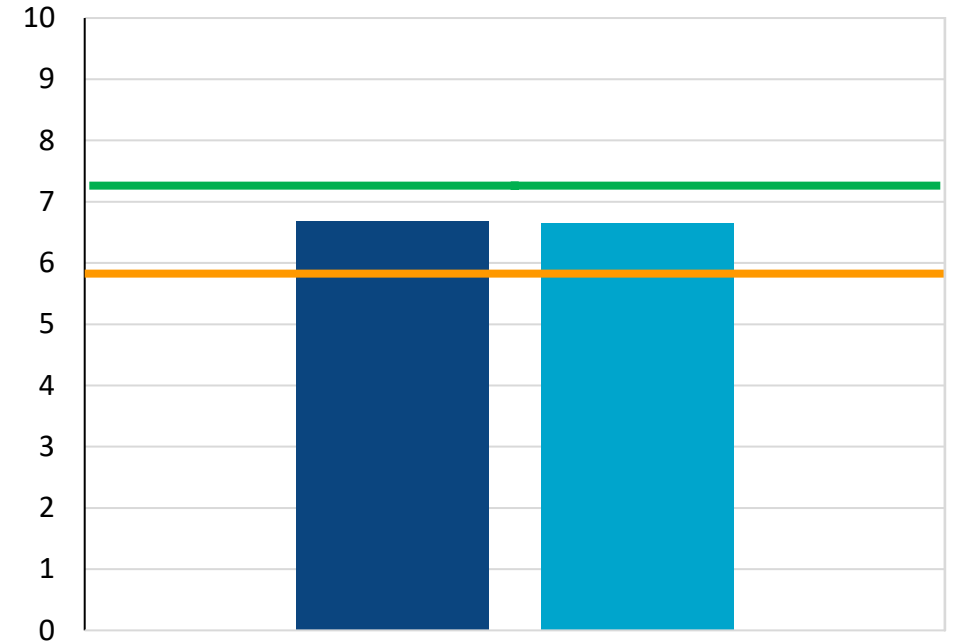


2025

Your org	7.00
Best result	7.36
Average result	7.11
Worst result	6.64

Responses 6762

Raising concerns



2025

Your org	6.68
Best result	7.26
Average result	6.64
Worst result	5.83

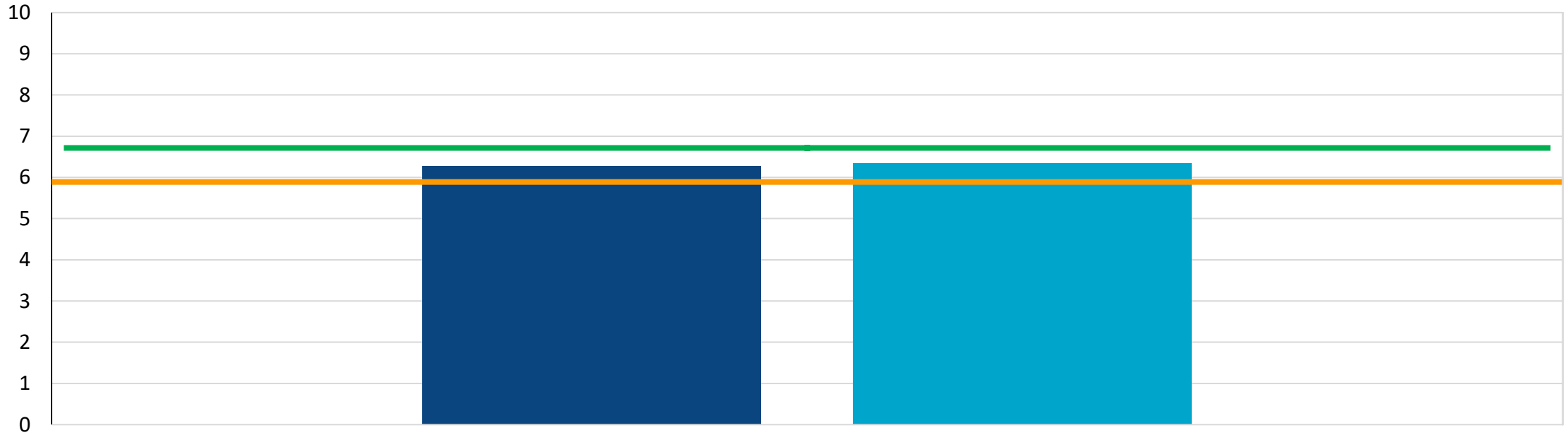
Responses 6726

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



## Promise element 4: We are safe and healthy

### We are safe and healthy



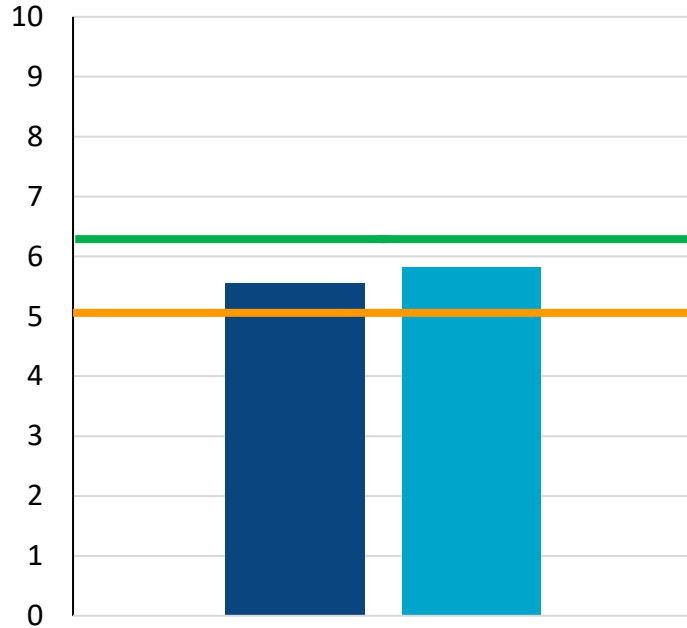
	2025
Your org	6.27
Best result	6.72
Average result	6.34
Worst result	5.89
Responses	6720

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.



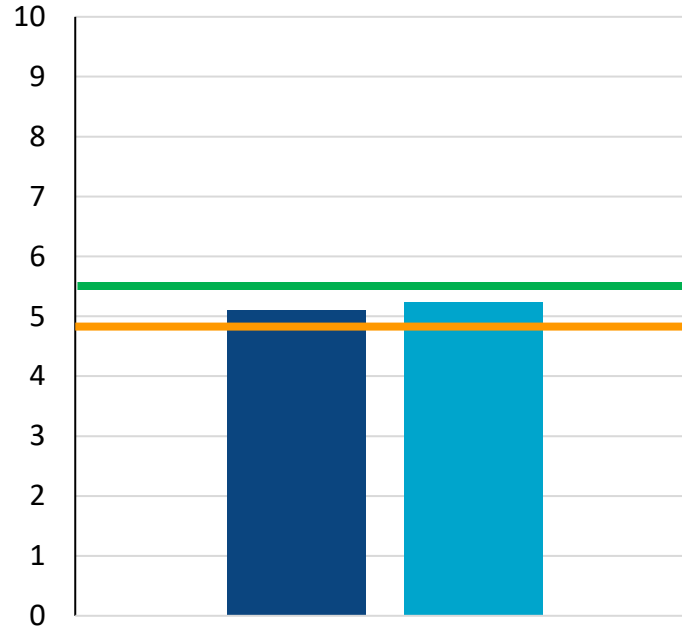
## Promise element 4: We are safe and healthy

Health and safety climate



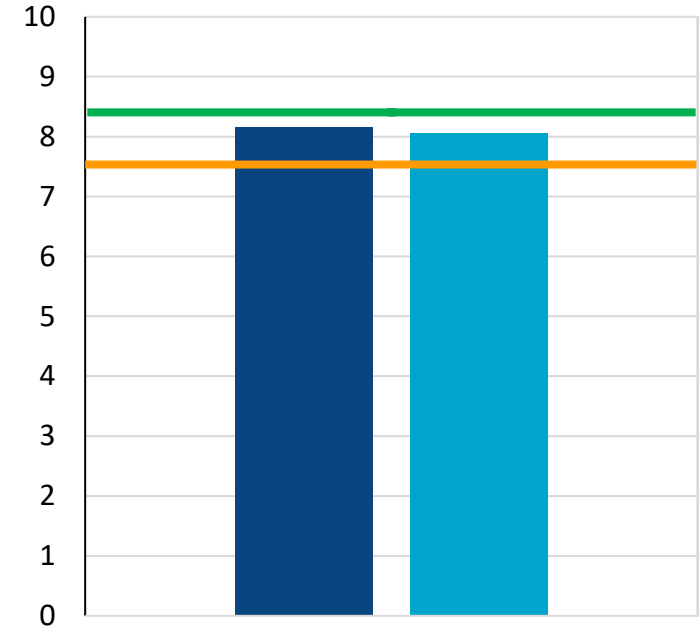
	2025
Your org	5.55
Best result	6.29
Average result	5.82
Worst result	5.06
Responses	6761

Burnout



	2025
Your org	5.10
Best result	5.51
Average result	5.23
Worst result	4.83
Responses	6763

Negative experiences



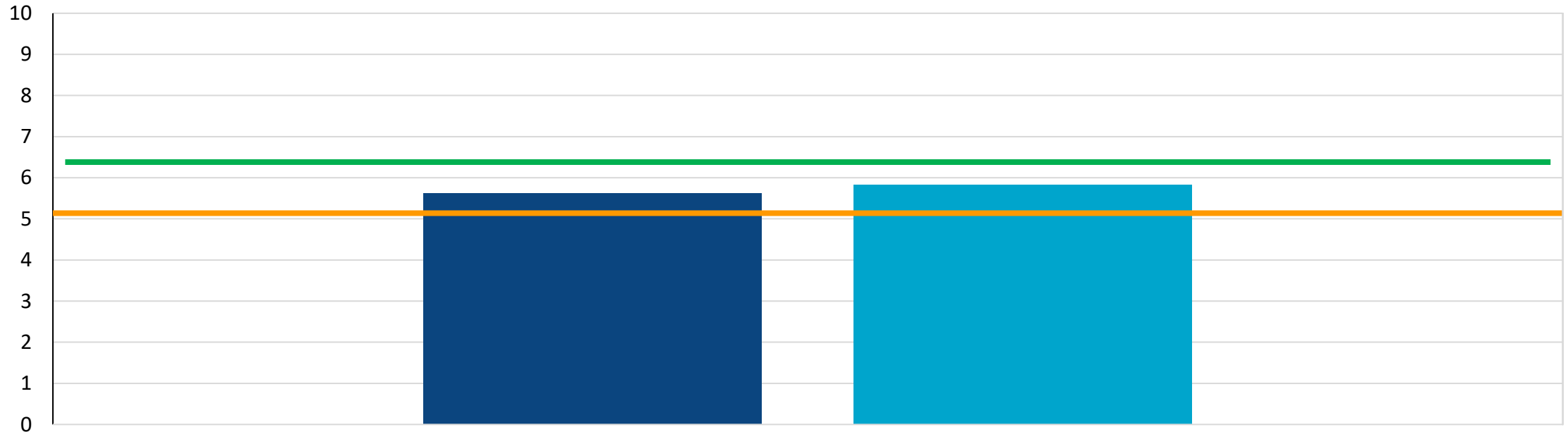
	2025
Your org	8.16
Best result	8.40
Average result	8.05
Worst result	7.53
Responses	6733

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



## Promise element 5: We are always learning

### We are always learning



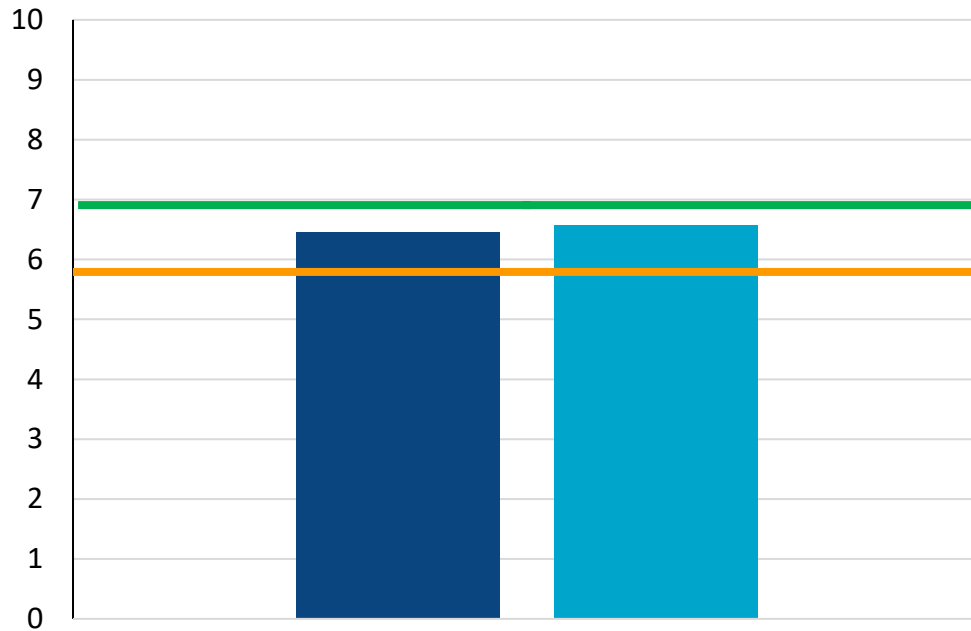
	2025
Your org	5.62
Best result	6.38
Average result	5.83
Worst result	5.14
Responses	6515

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

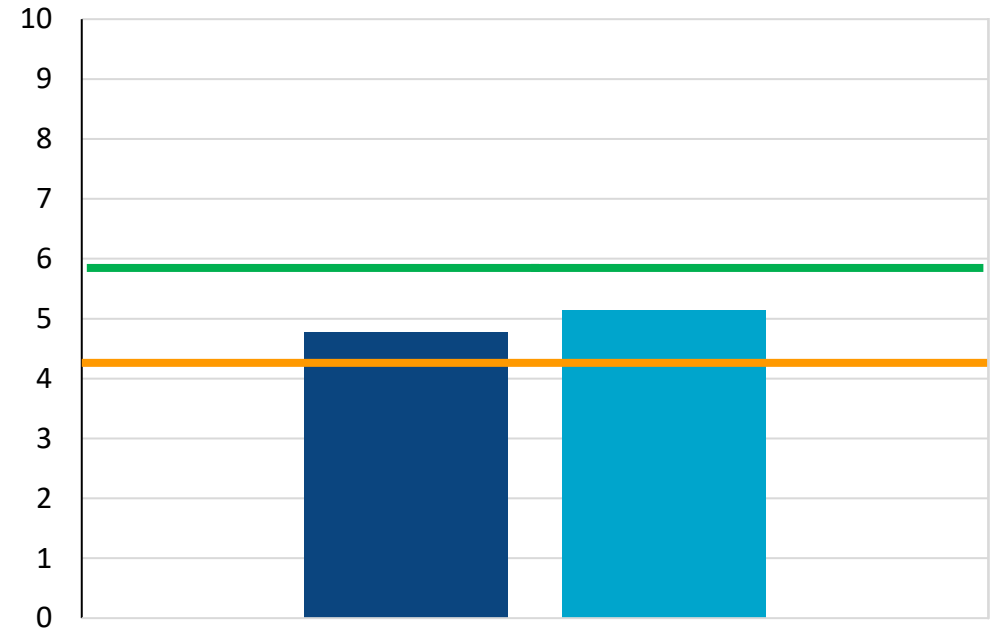


2025

Your org	6.46
Best result	6.91
Average result	6.57
Worst result	5.79

Responses 6757

Appraisals



2025

Your org	4.77
Best result	5.85
Average result	5.14
Worst result	4.26

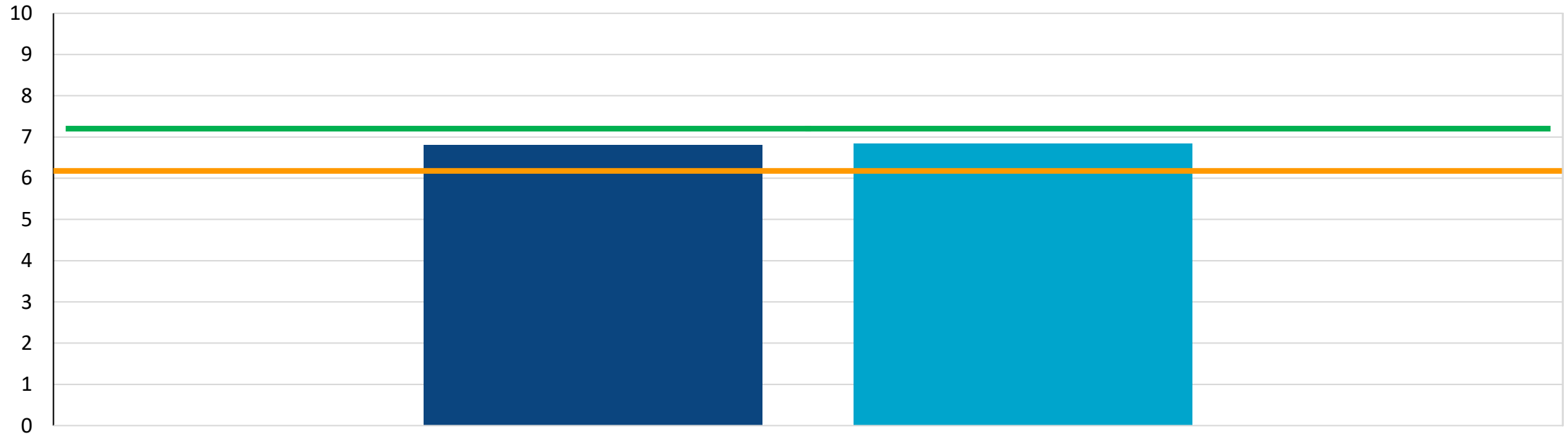
Responses 6519

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



## Promise element 6: We work flexibly

### We work flexibly



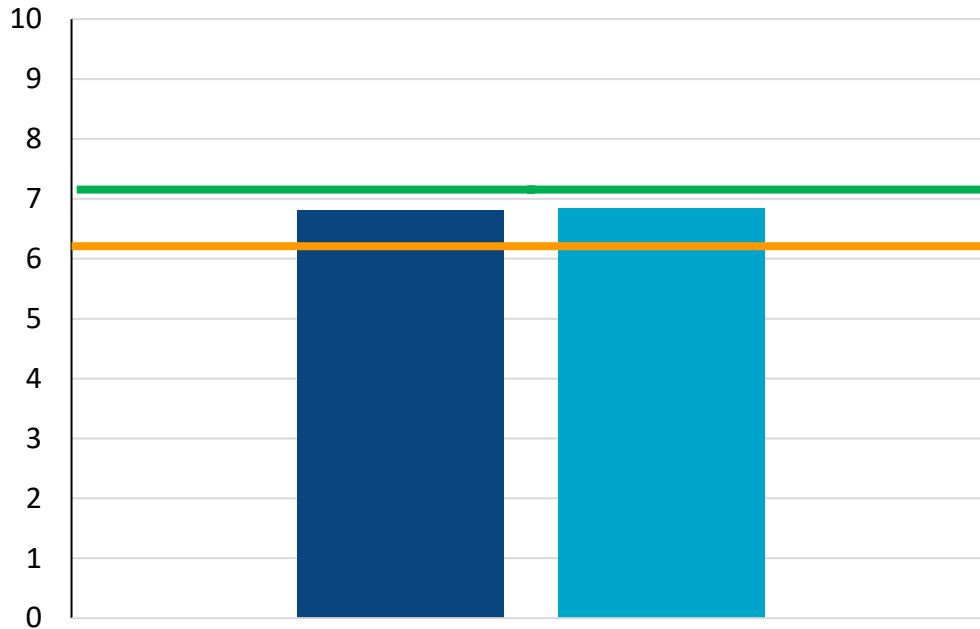
	2025
Your org	6.80
Best result	7.20
Average result	6.84
Worst result	6.18
Responses	6723

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

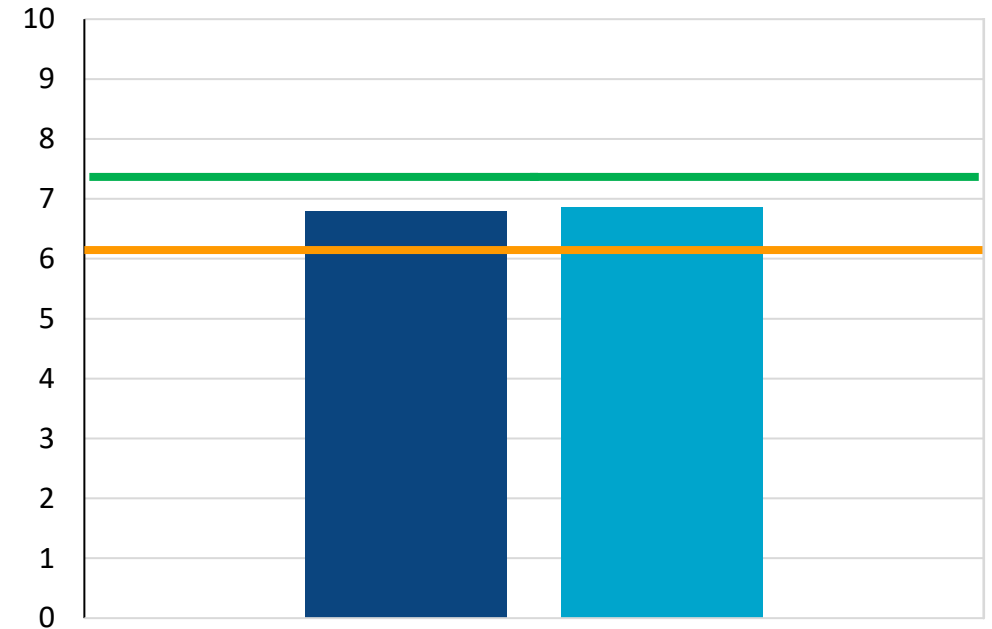


2025

Your org	6.81
Best result	7.15
Average result	6.84
Worst result	6.21

Responses 6756

Flexible working

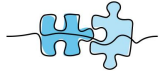


2025

Your org	6.79
Best result	7.37
Average result	6.85
Worst result	6.15

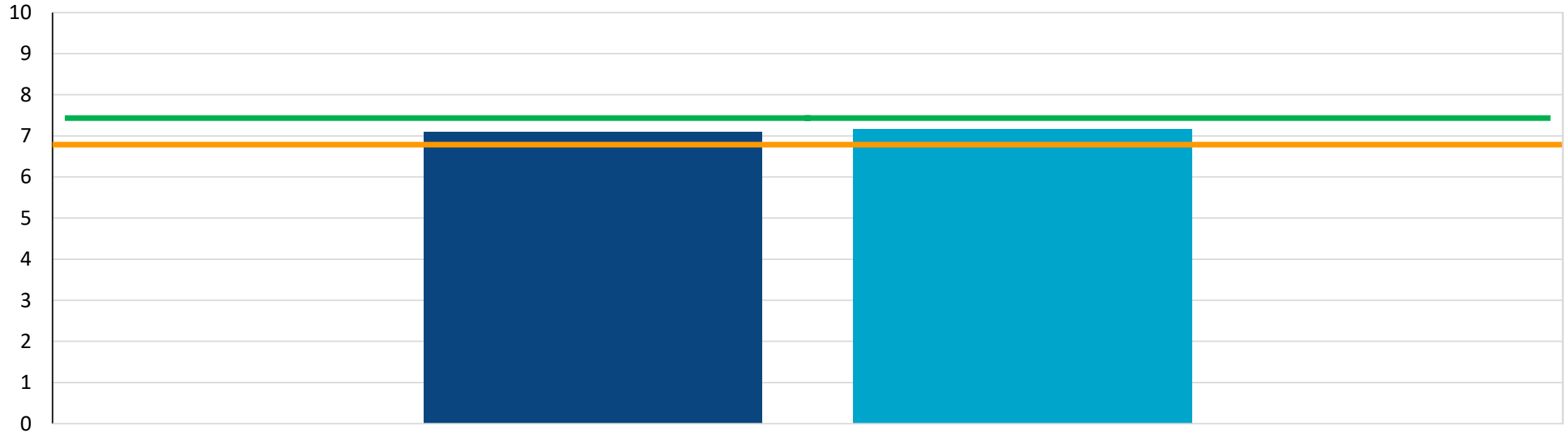
Responses 6735

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



## Promise element 7: We are a team

### We are a team

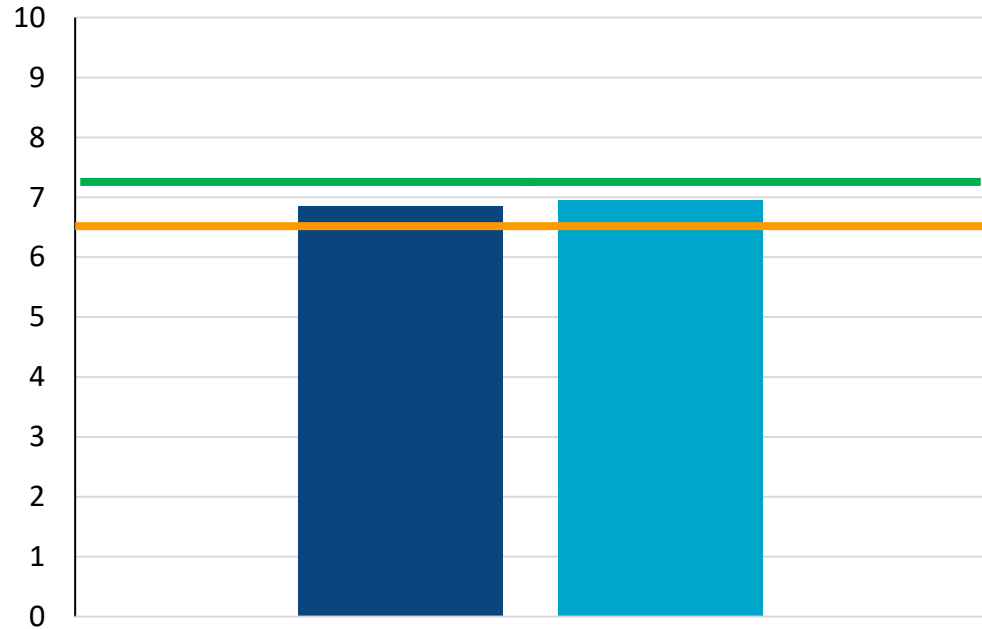


	2025
Your org	7.10
Best result	7.43
Average result	7.17
Worst result	6.79
Responses	6756

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.

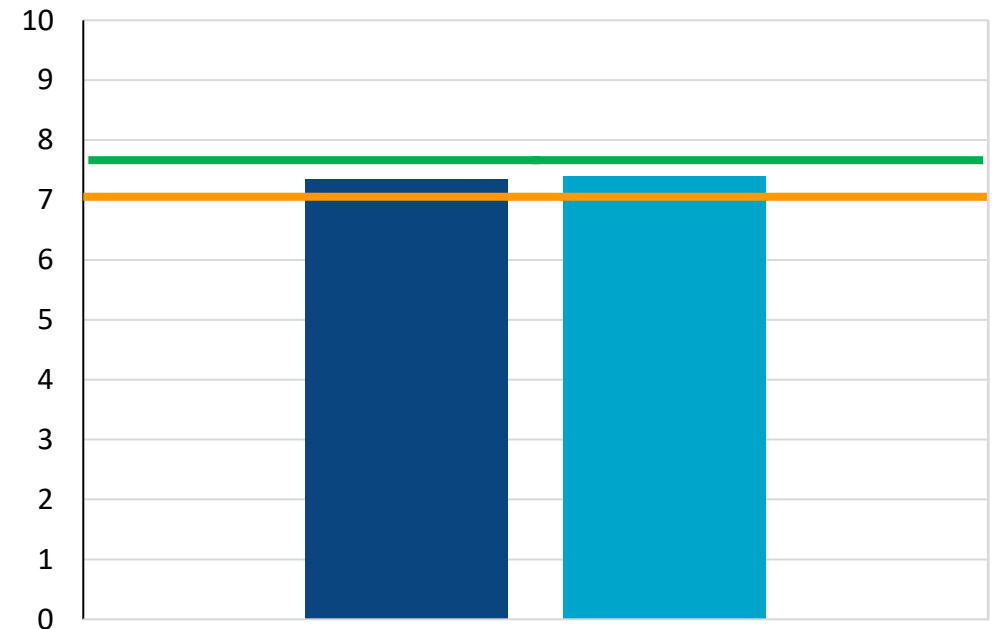
 **Promise element 7: We are a team**

Team working



	2025
Your org	6.86
Best result	7.26
Average result	6.94
Worst result	6.52
Responses	6760

Line management



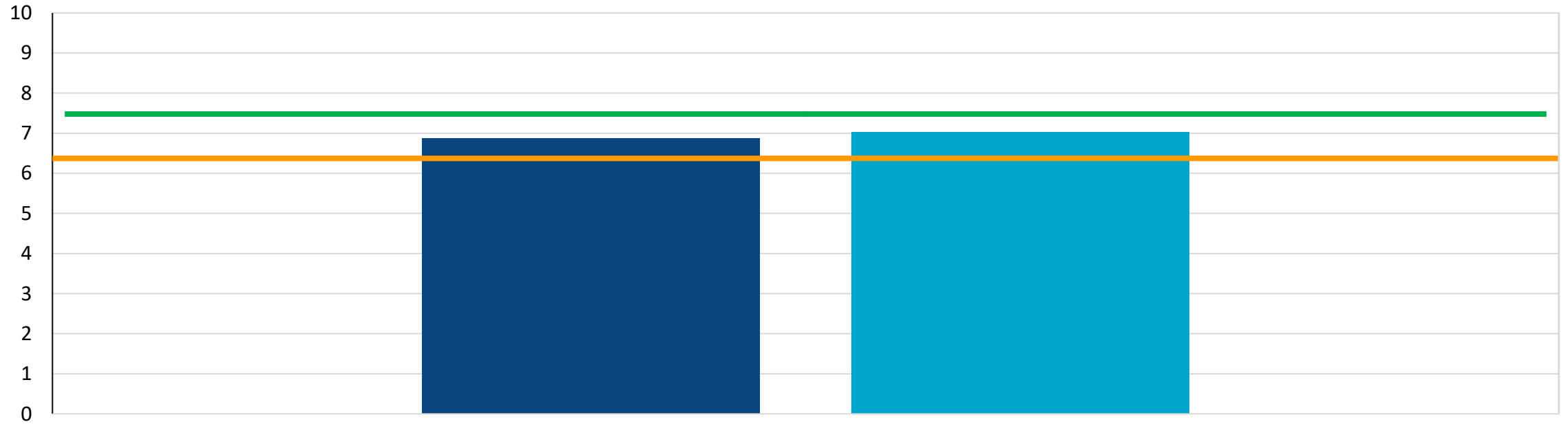
	2025
Your org	7.35
Best result	7.66
Average result	7.40
Worst result	7.05
Responses	6761

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



## Theme: Staff Engagement

### Staff Engagement



2025

Your org	6.87
Best result	7.48
Average result	7.02
Worst result	6.37

Responses

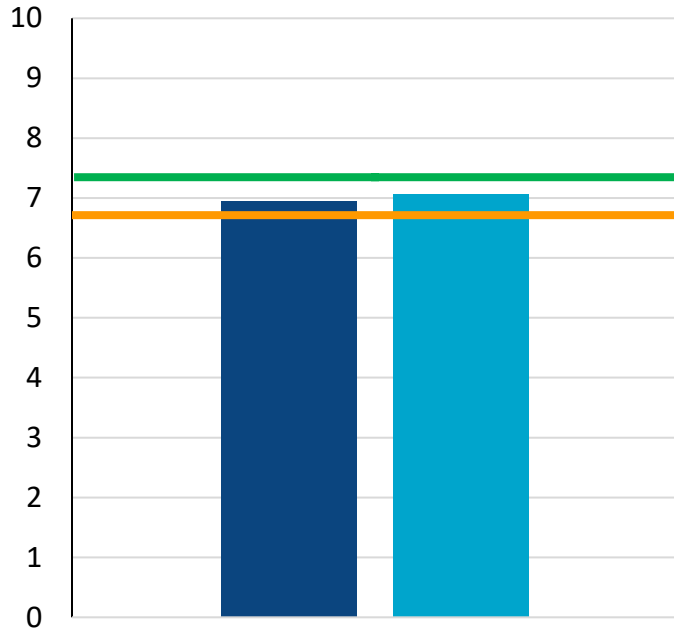
6765

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

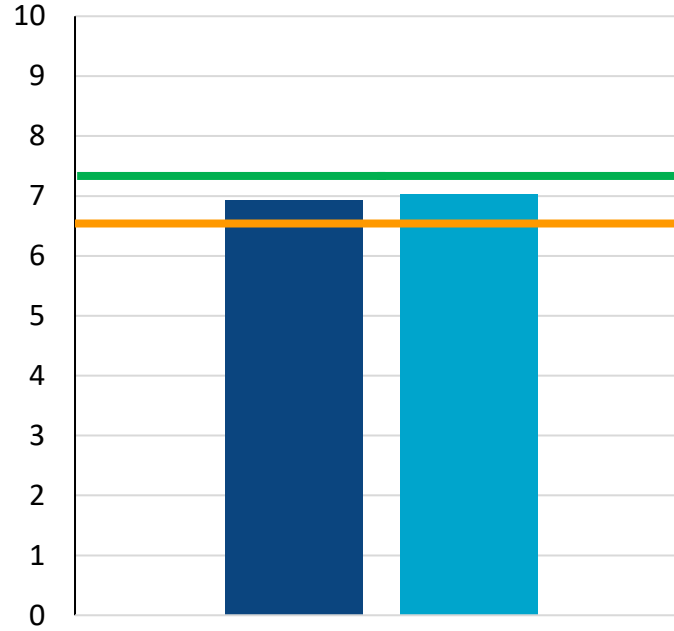


2025

Your org	6.95
Best result	7.35
Average result	7.06
Worst result	6.71

Responses 6698

### Involvement

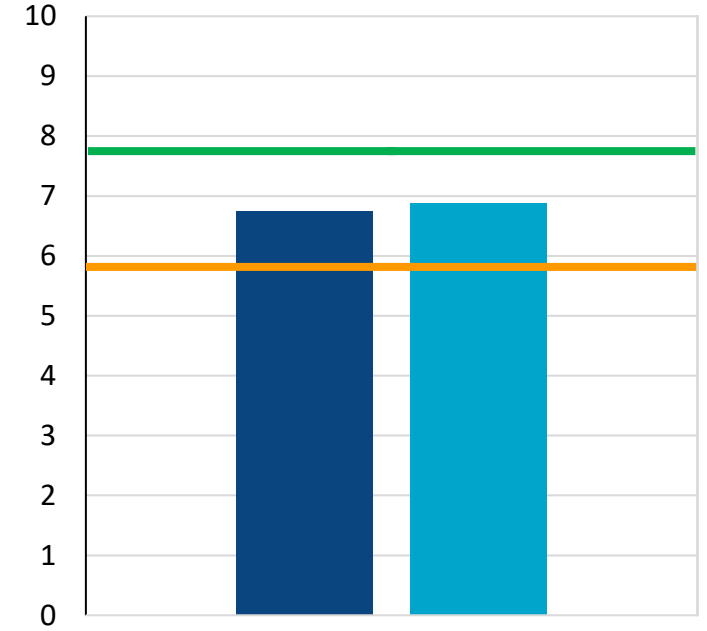


2025

Your org	6.93
Best result	7.33
Average result	7.03
Worst result	6.54

Responses 6761

### Advocacy



2025

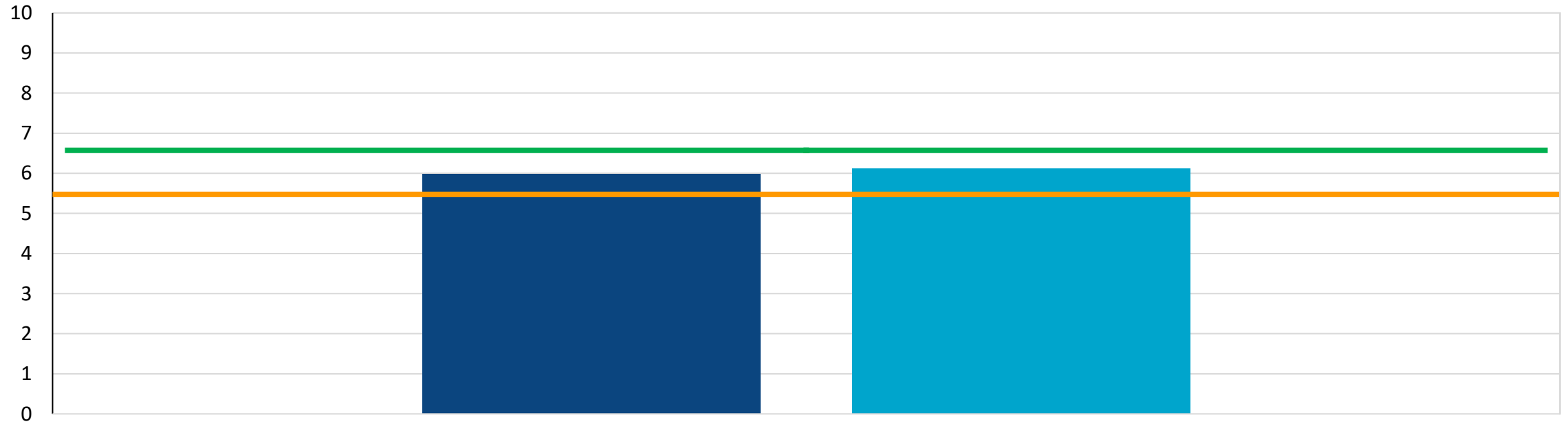
Your org	6.75
Best result	7.75
Average result	6.87
Worst result	5.82

Responses 6753

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

## Theme: Morale

### Morale

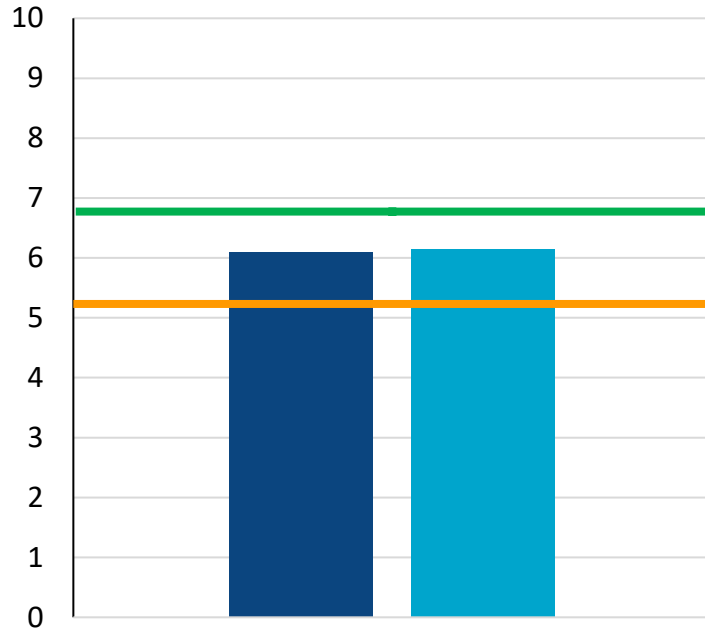


	2025
Your org	5.98
Best result	6.57
Average result	6.12
Worst result	5.48
Responses	6765

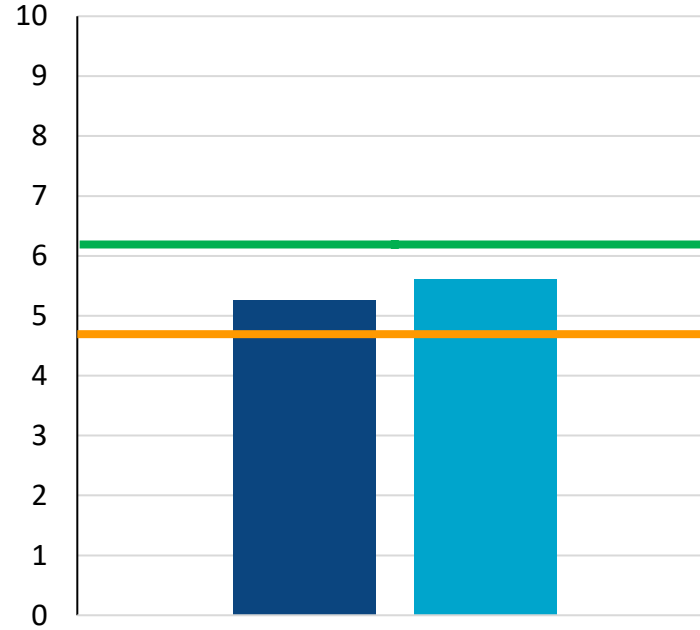
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

## Theme: Morale

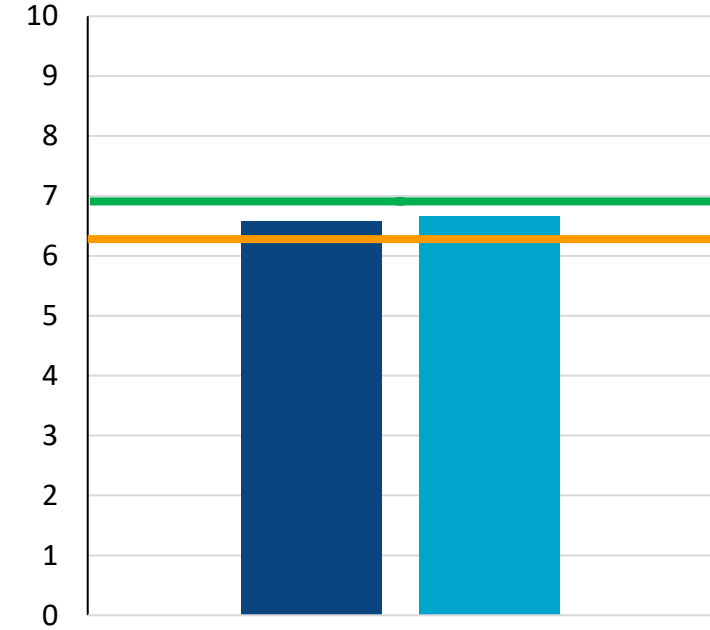
Thinking about leaving



Work pressure



Stressors



2025

Your org	6.10
Best result	6.77
Average result	6.15
Worst result	5.23
Responses	6756

2025

Your org	5.26
Best result	6.19
Average result	5.61
Worst result	4.69
Responses	6760

2025

Your org	6.59
Best result	6.91
Average result	6.66
Worst result	6.28
Responses	6756

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

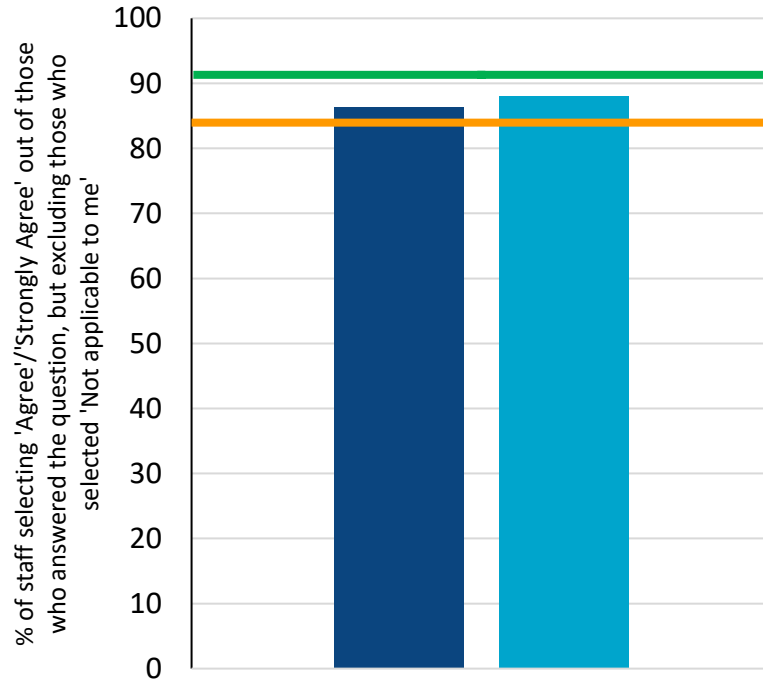
Diversity and equality – Q15, Q16a, Q16b, Q21

Inclusion – Q7h, Q7i, Q8b, Q8c

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



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

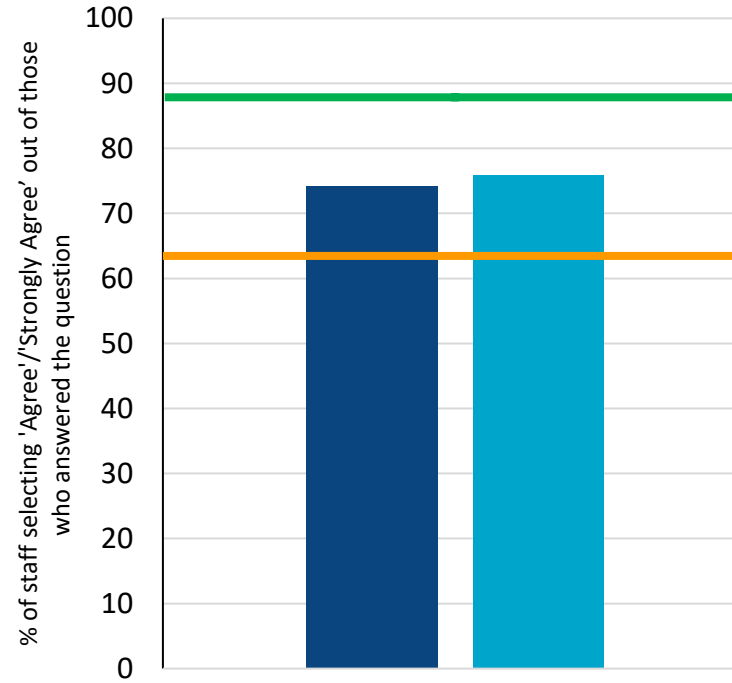


2025

Your org	86.32%
Best result	91.31%
Average result	88.09%
Worst result	83.96%

Responses 6534

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

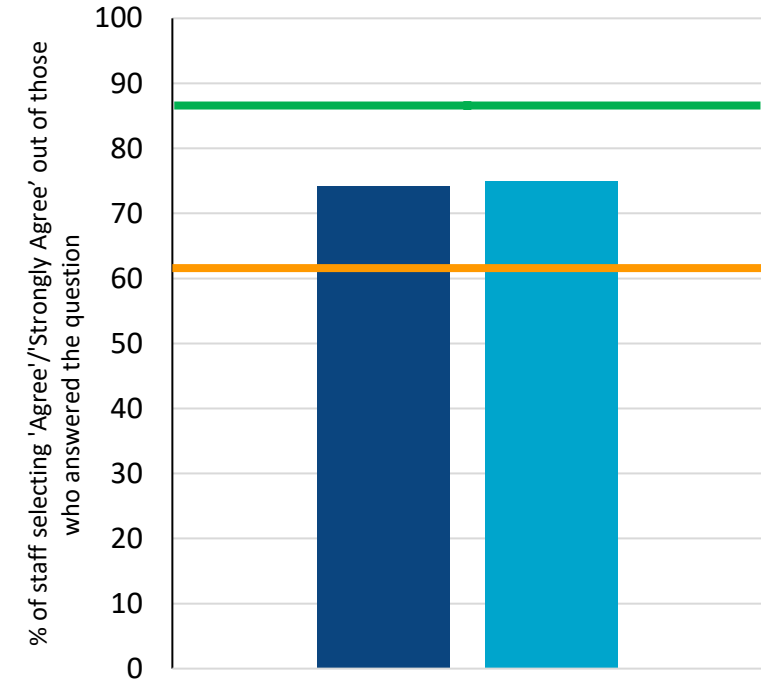


2025

Your org	74.22%
Best result	87.85%
Average result	75.94%
Worst result	63.46%

Responses 6750

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



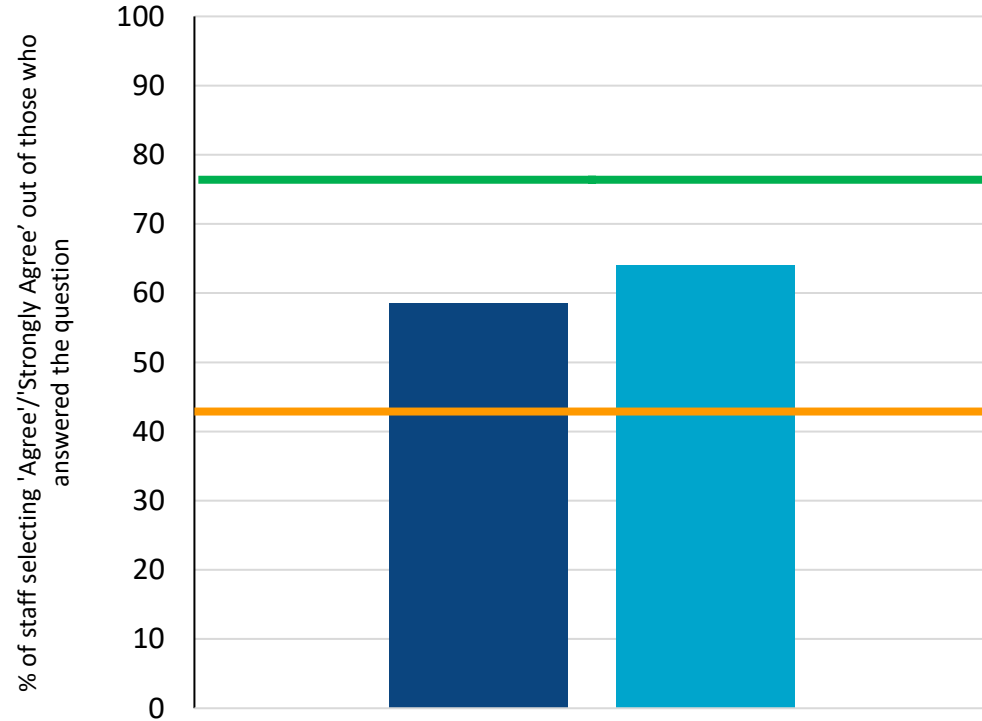
2025

Your org	74.15%
Best result	86.59%
Average result	75.03%
Worst result	61.59%

Responses 6742

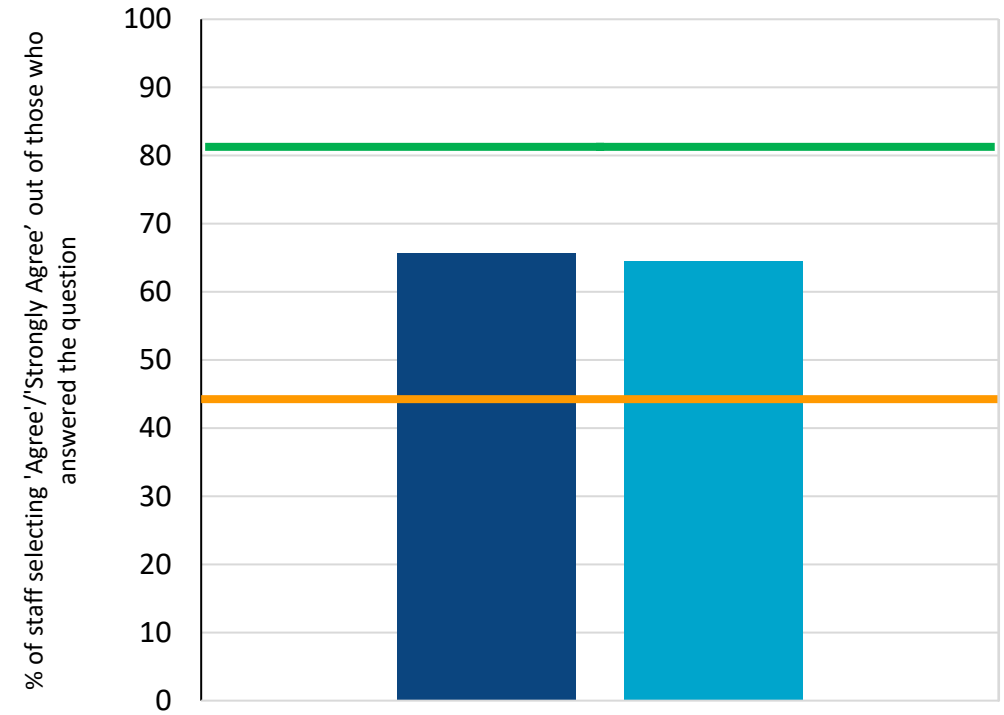


Q25c I would recommend my organisation as a place to work.



	2025
Your org	58.51%
Best result	76.39%
Average result	64.00%
Worst result	42.89%
Responses	6745

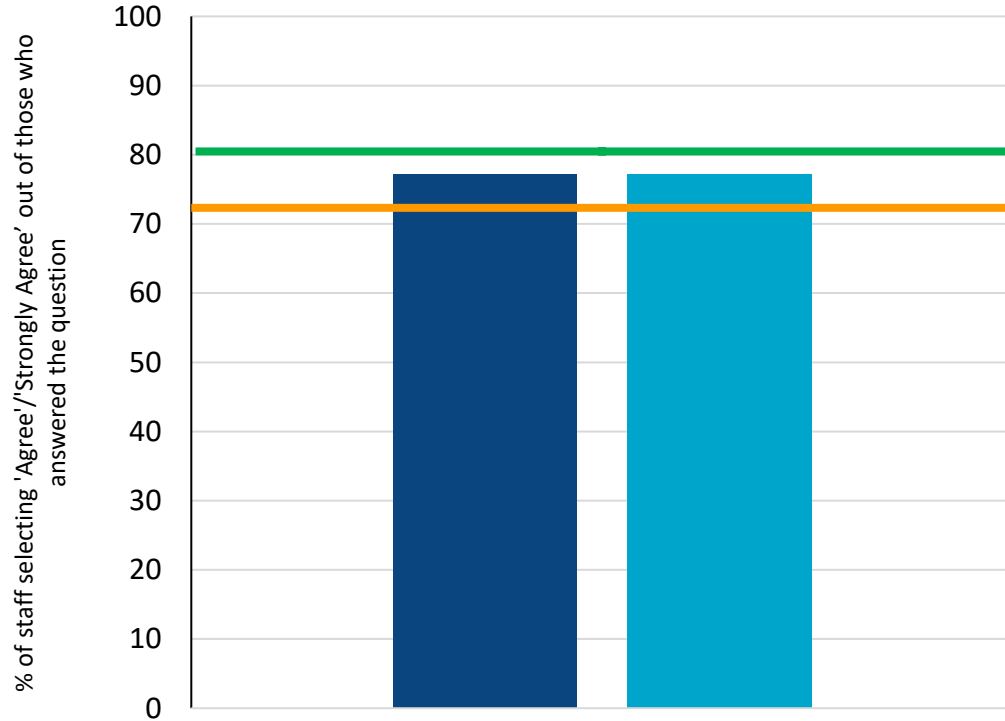
Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2025
Your org	65.68%
Best result	81.28%
Average result	64.45%
Worst result	44.25%
Responses	6740



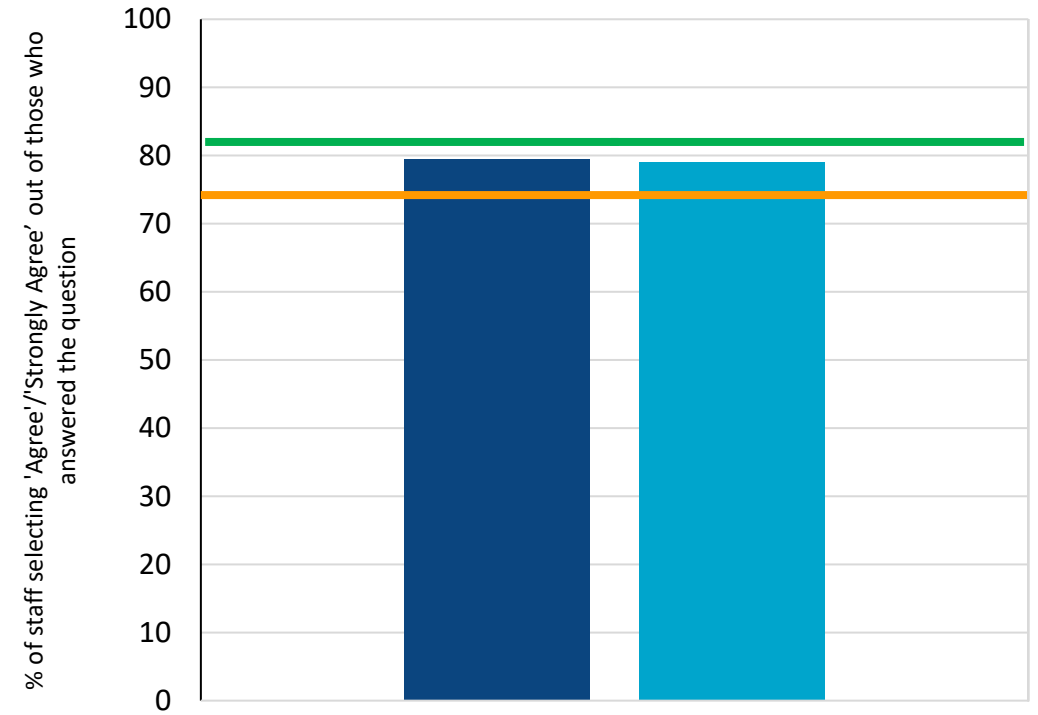
Q9f My immediate manager works together with me to come to an understanding of problems.



	2025
Your org	77.24%
Best result	80.49%
Average result	77.25%
Worst result	72.33%

Responses 6747

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

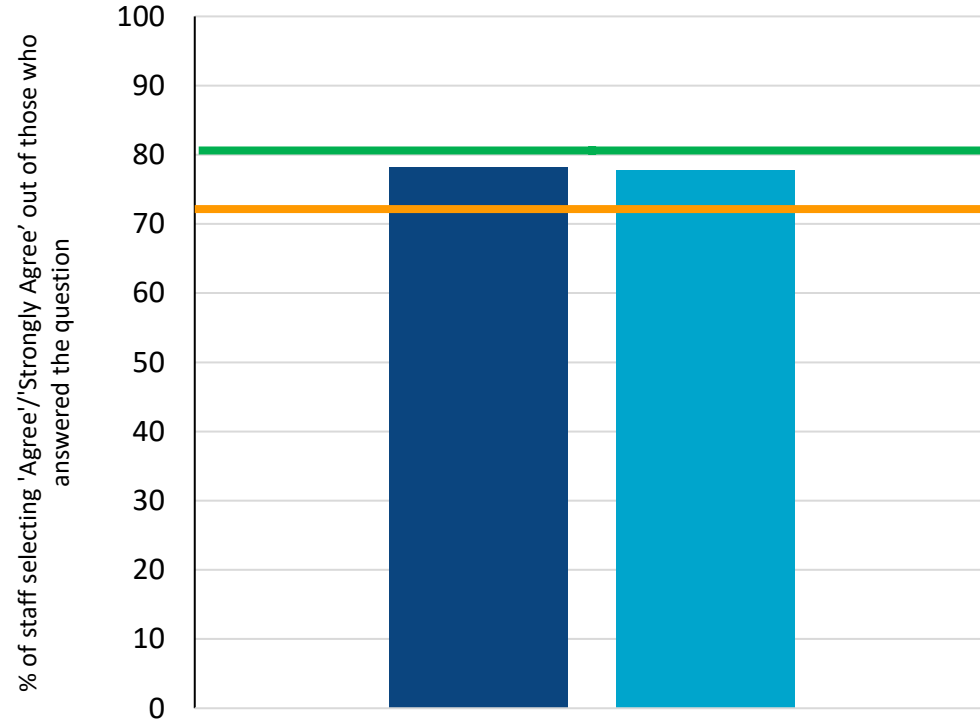


	2025
Your org	79.46%
Best result	81.99%
Average result	79.06%
Worst result	74.20%

Responses 6751



Q9h My immediate manager cares about my concerns.



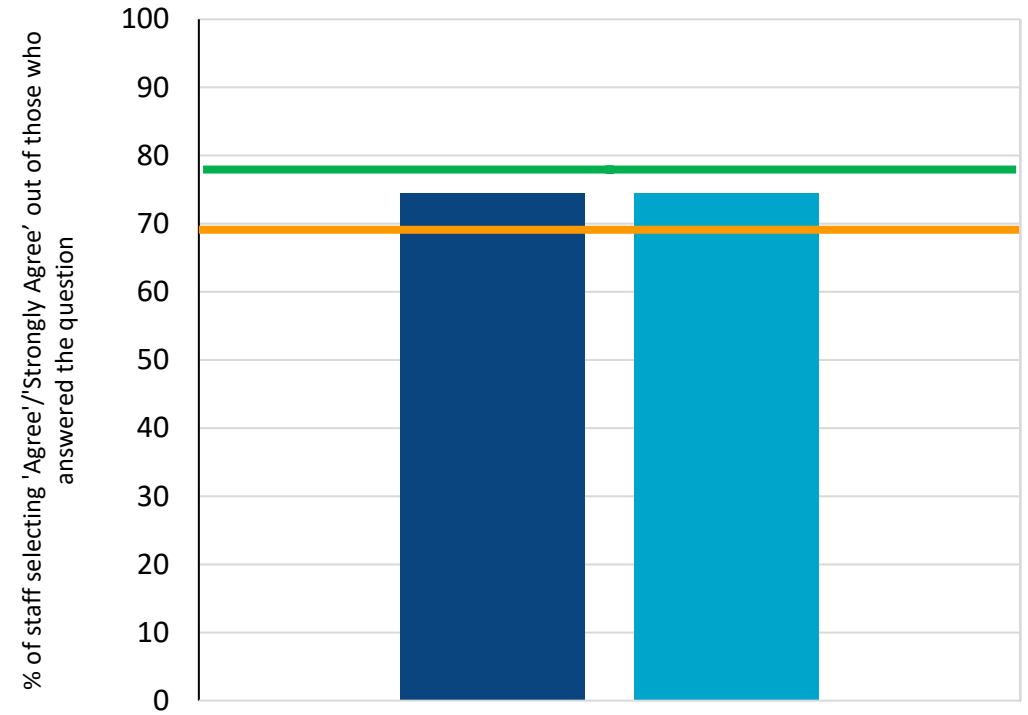
2025

Your org	78.22%
Best result	80.62%
Average result	77.74%
Worst result	72.15%

Responses

6744

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



2025

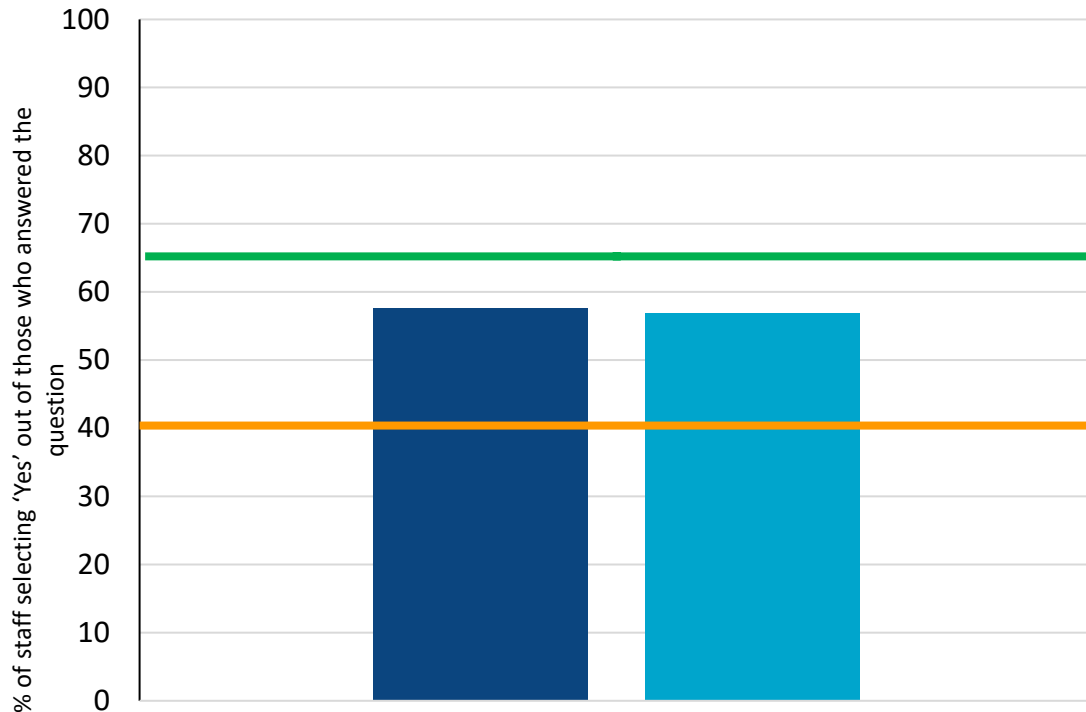
Your org	74.41%
Best result	77.94%
Average result	74.50%
Worst result	69.11%

Responses

6744



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



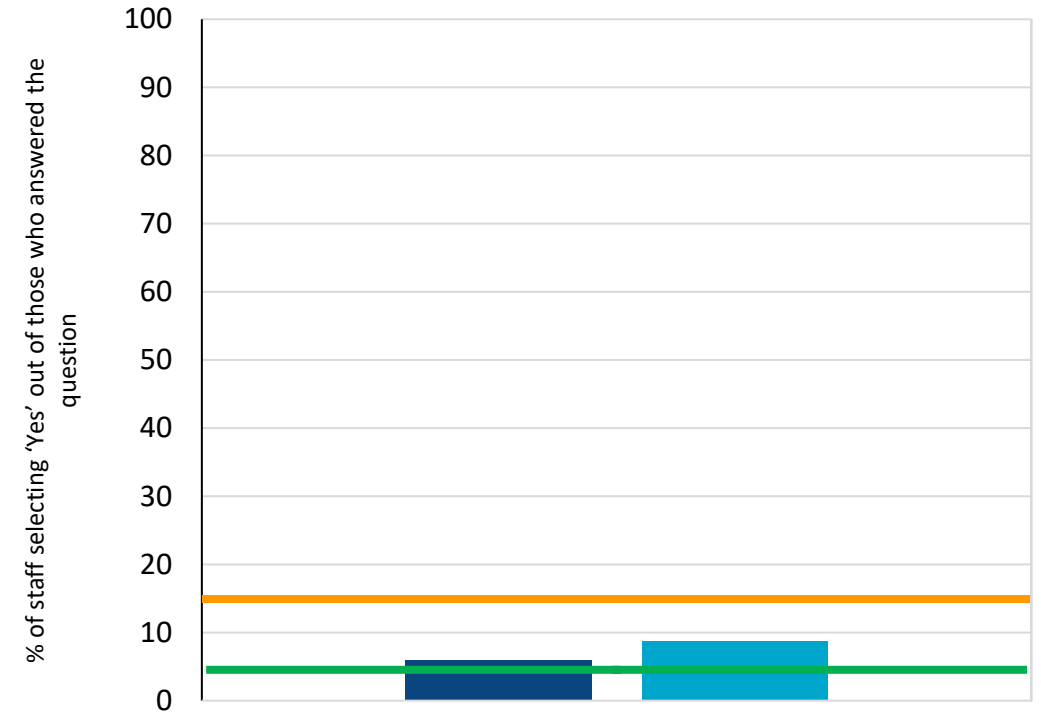
2025

Your org	57.61%
Best result	65.22%
Average result	56.86%
Worst result	40.40%

Responses

6723

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?



2025

Your org	6.00%
Best result	4.53%
Average result	8.69%
Worst result	14.92%

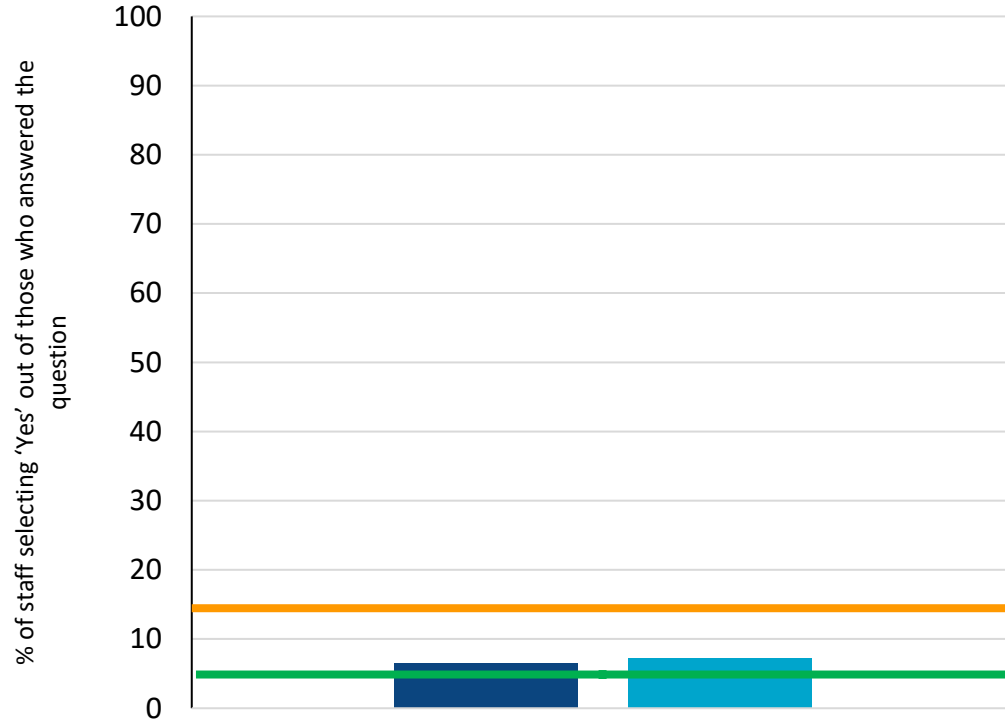
Responses

6733

Note: The examples given for Q15 have been updated. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>

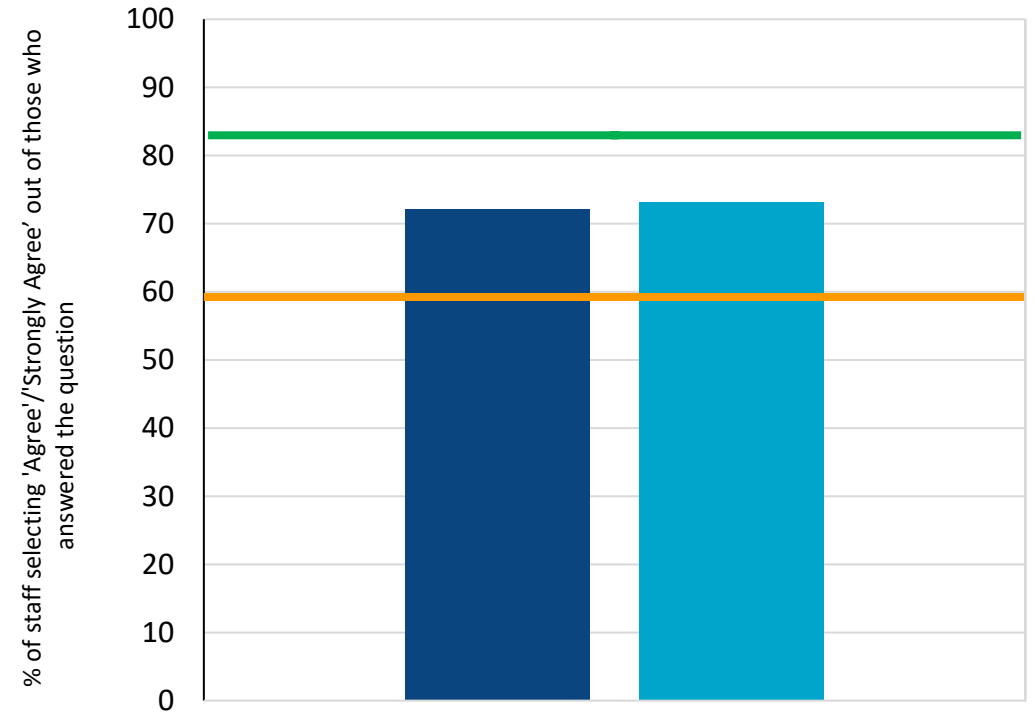


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2025
Your org	6.45%
Best result	4.87%
Average result	7.25%
Worst result	14.46%
Responses	6684

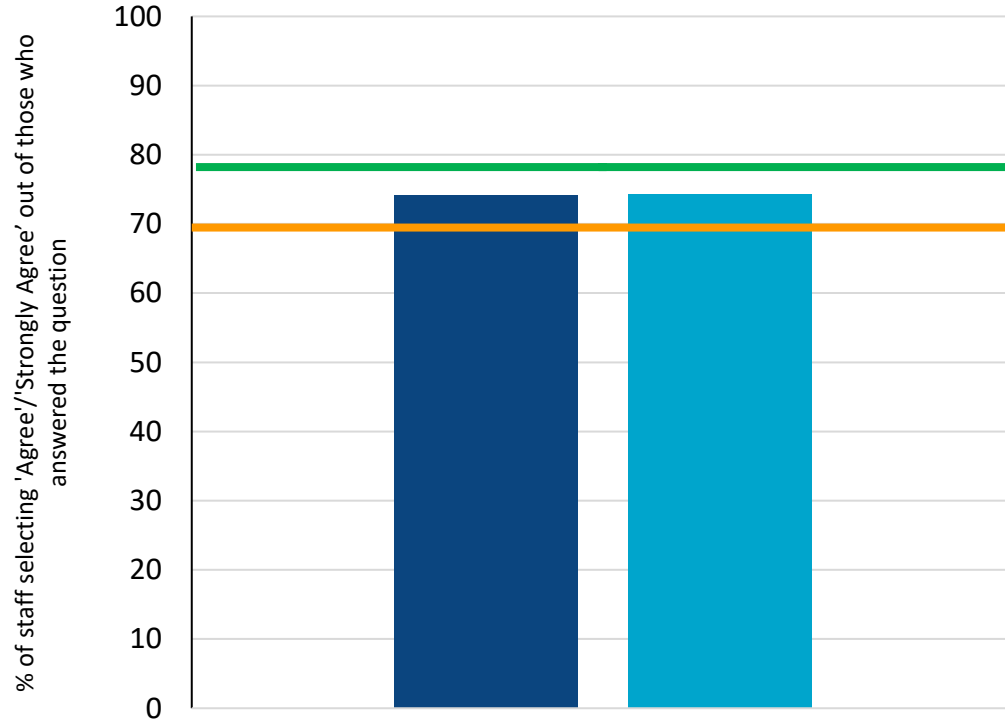
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2025
Your org	72.13%
Best result	82.98%
Average result	73.22%
Worst result	59.25%
Responses	6731



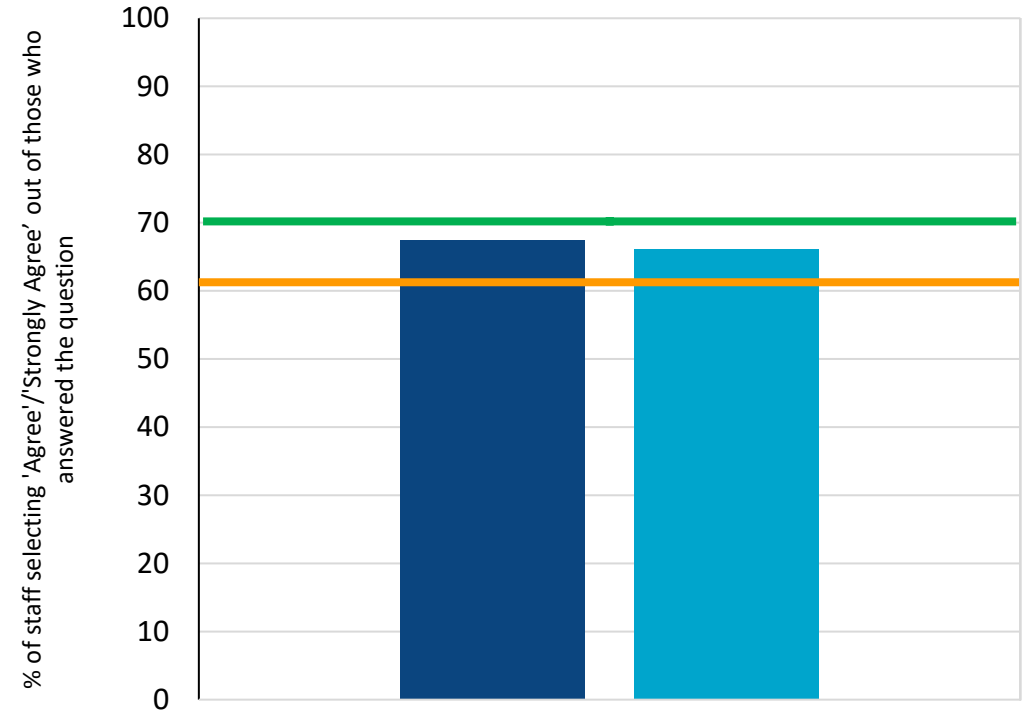
Q7h I feel valued by my team.



	2025
Your org	74.22%
Best result	78.22%
Average result	74.37%
Worst result	69.48%

Responses 6714

Q7i I feel a strong personal attachment to my team.

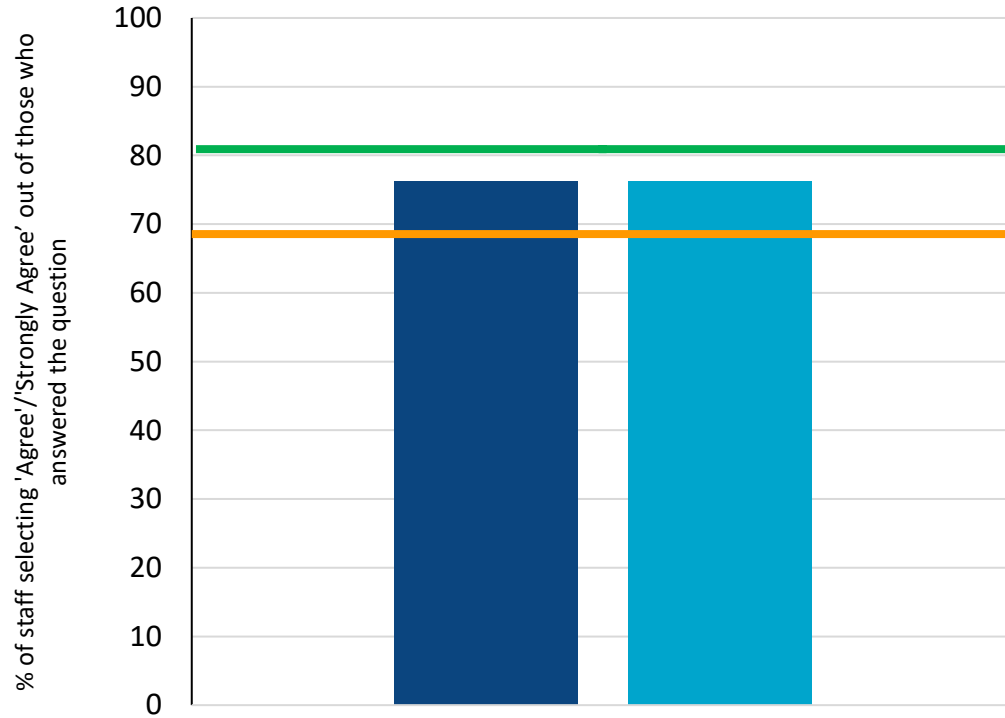


	2025
Your org	67.36%
Best result	70.19%
Average result	66.08%
Worst result	61.26%

Responses 6743



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

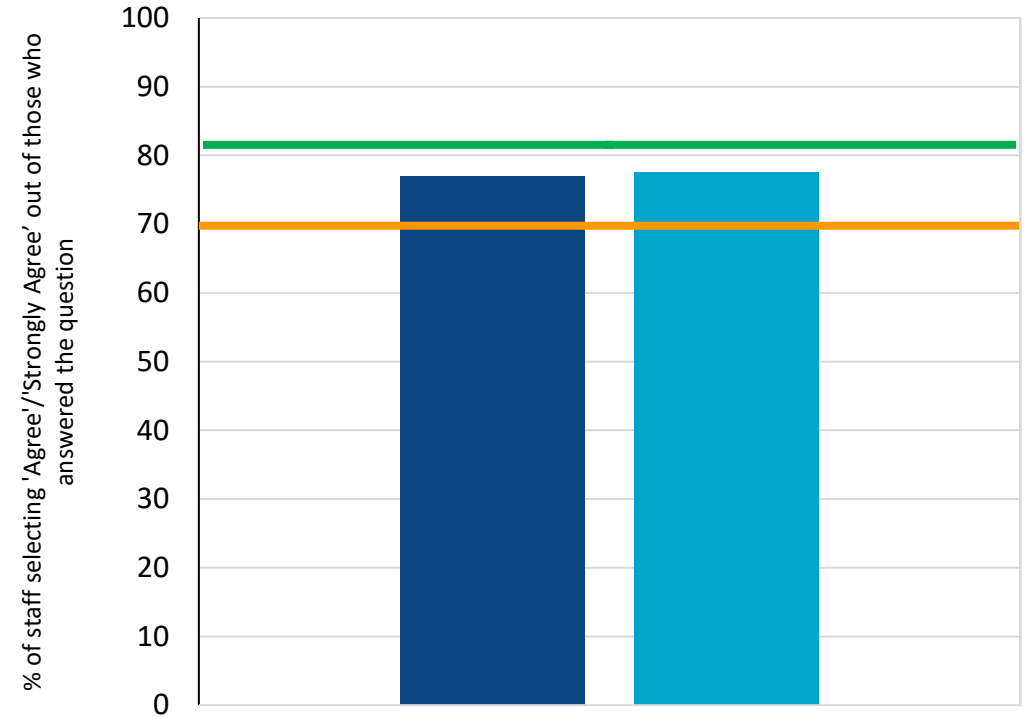


2025

Your org	76.22%
Best result	80.91%
Average result	76.15%
Worst result	68.55%

Responses 6737

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

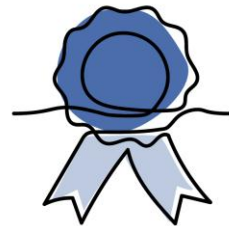


2025

Your org	76.99%
Best result	81.54%
Average result	77.56%
Worst result	69.77%

Responses 6726

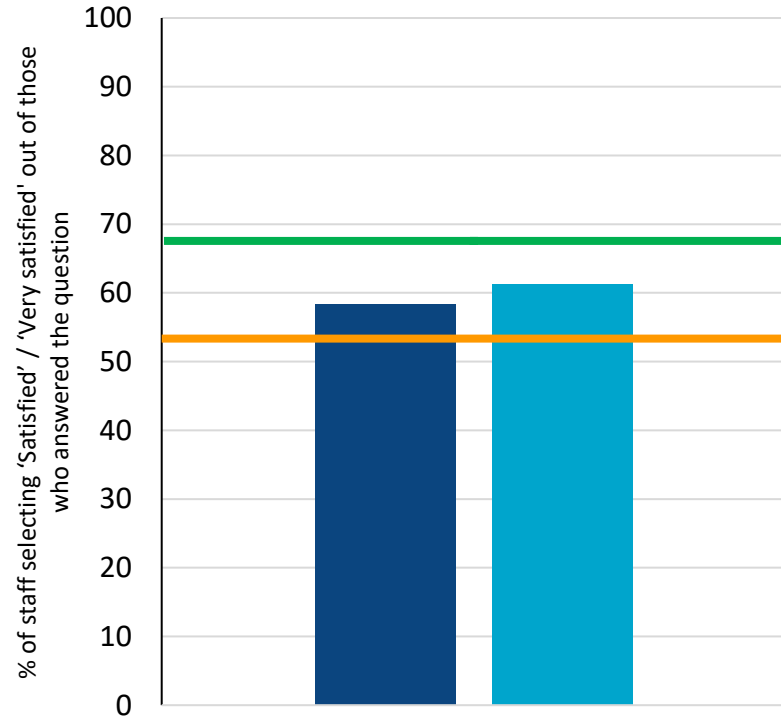
## People Promise element – We are recognised and rewarded



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



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

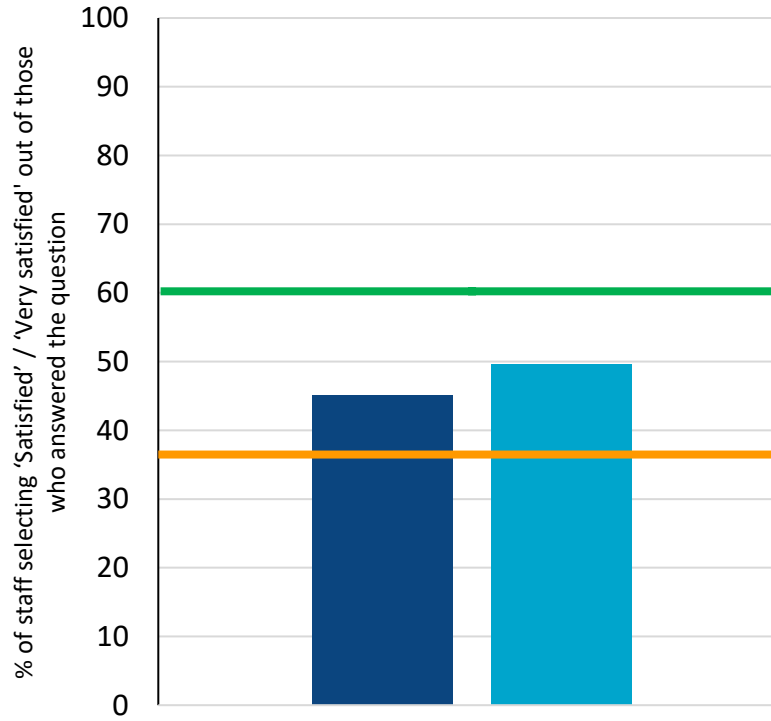


2025

Your org	58.28%
Best result	67.56%
Average result	61.20%
Worst result	53.35%

Responses 6752

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

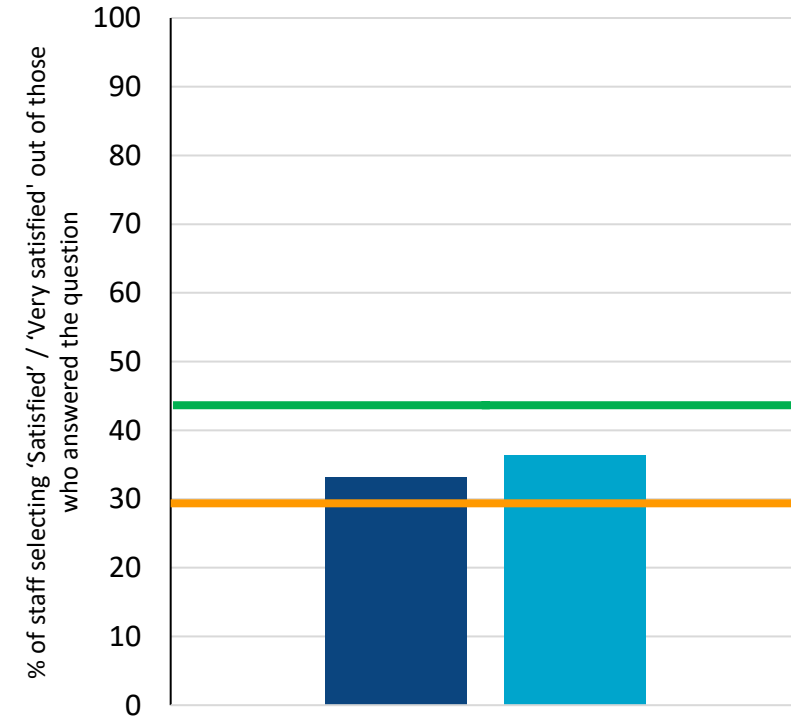


2025

Your org	45.00%
Best result	60.23%
Average result	49.65%
Worst result	36.47%

Responses 6731

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



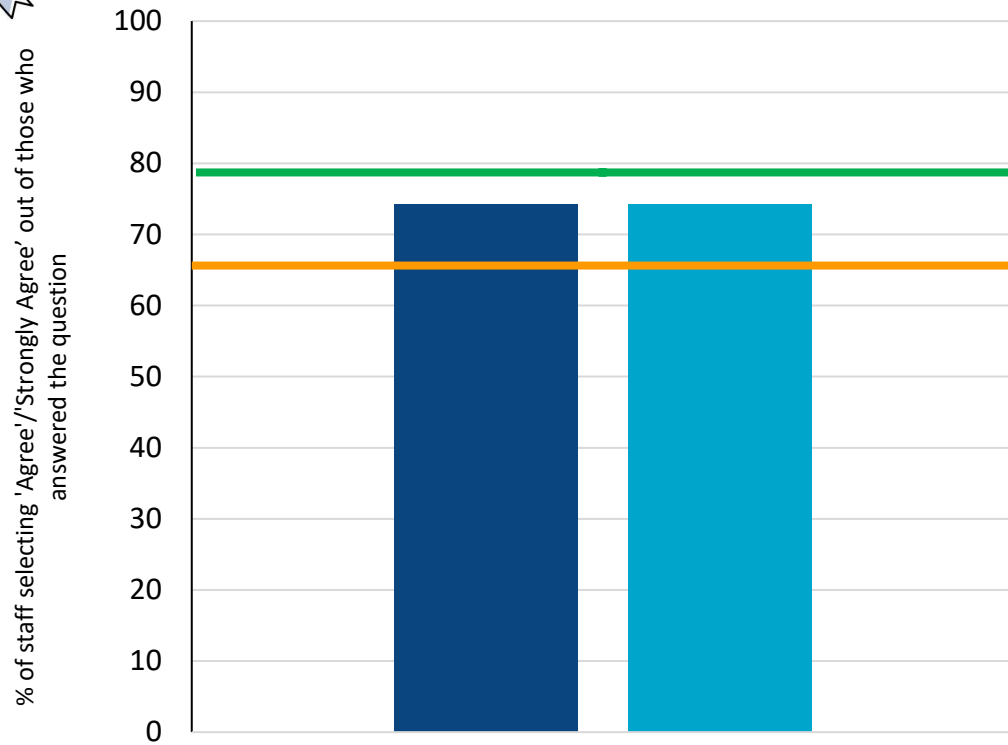
2025

Your org	33.09%
Best result	43.65%
Average result	36.35%
Worst result	29.38%

Responses 6739



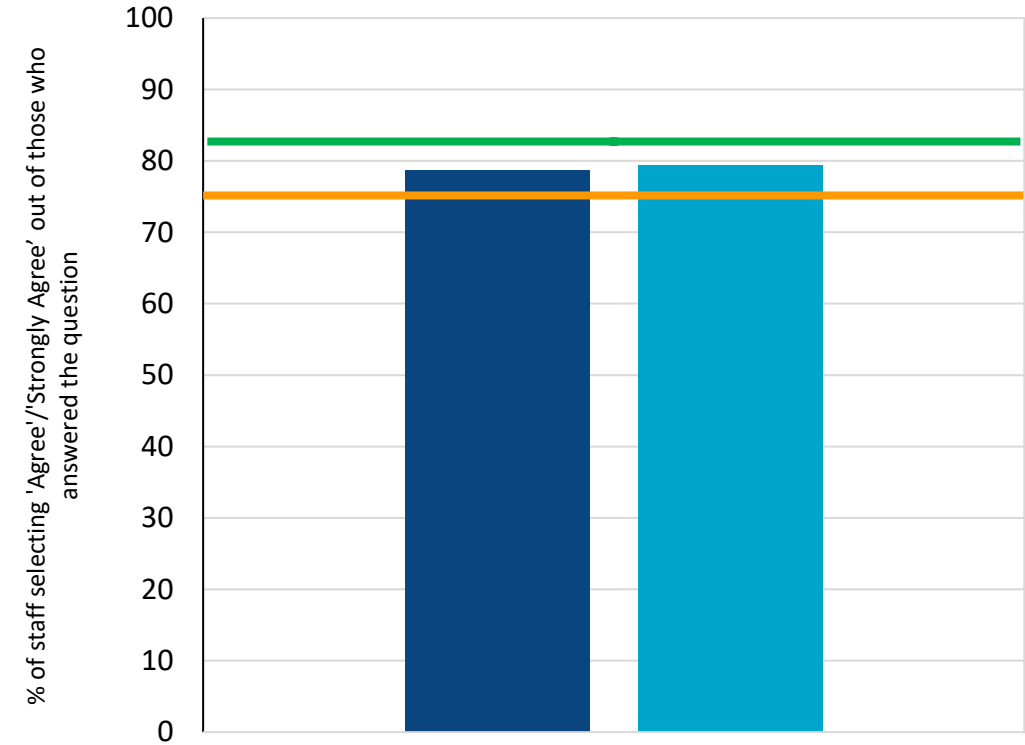
Q8d The people I work with show appreciation to one another.



Your org	74.27%
Best result	78.71%
Average result	74.24%
Worst result	65.62%

Responses 6726

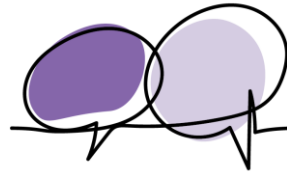
Q9e My immediate manager values my work.



Your org	78.73%
Best result	82.71%
Average result	79.40%
Worst result	75.16%

Responses 6750

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



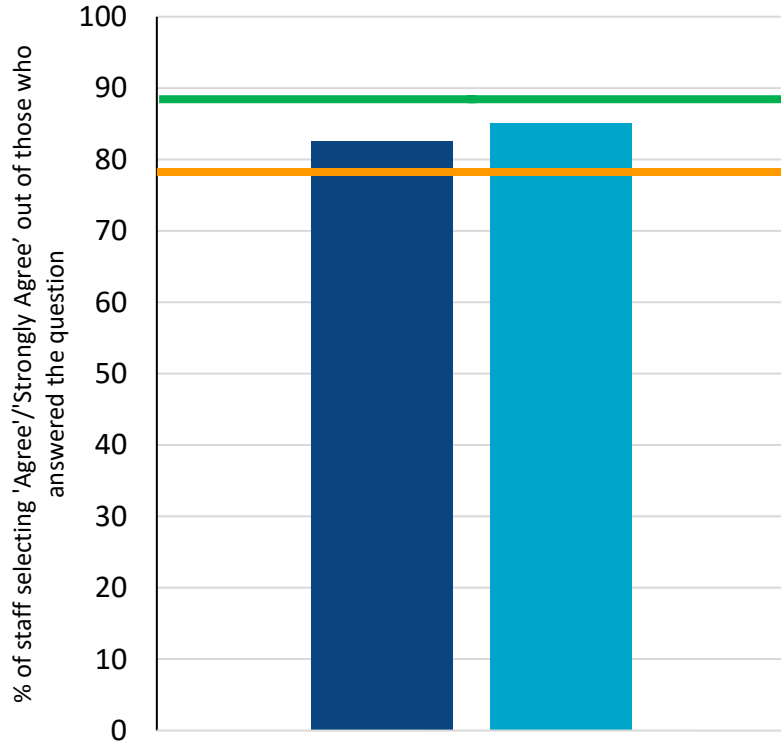
### Questions included:

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

Raising concerns – Q20a, Q20b, Q25e, Q25f



Q3a I always know what my work responsibilities are.

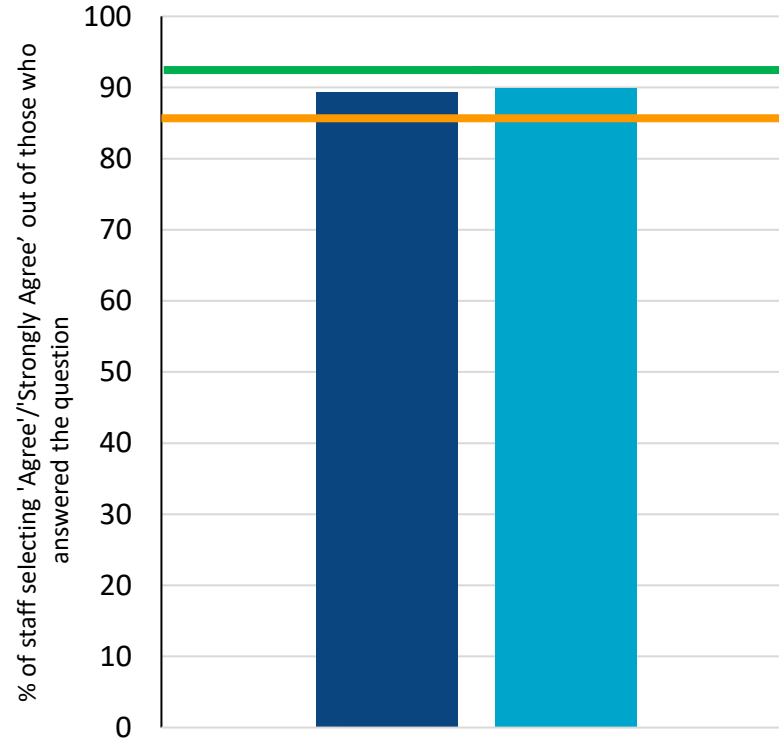


2025

Your org	82.59%
Best result	88.44%
Average result	85.06%
Worst result	78.25%

Responses 6761

Q3b I am trusted to do my job.

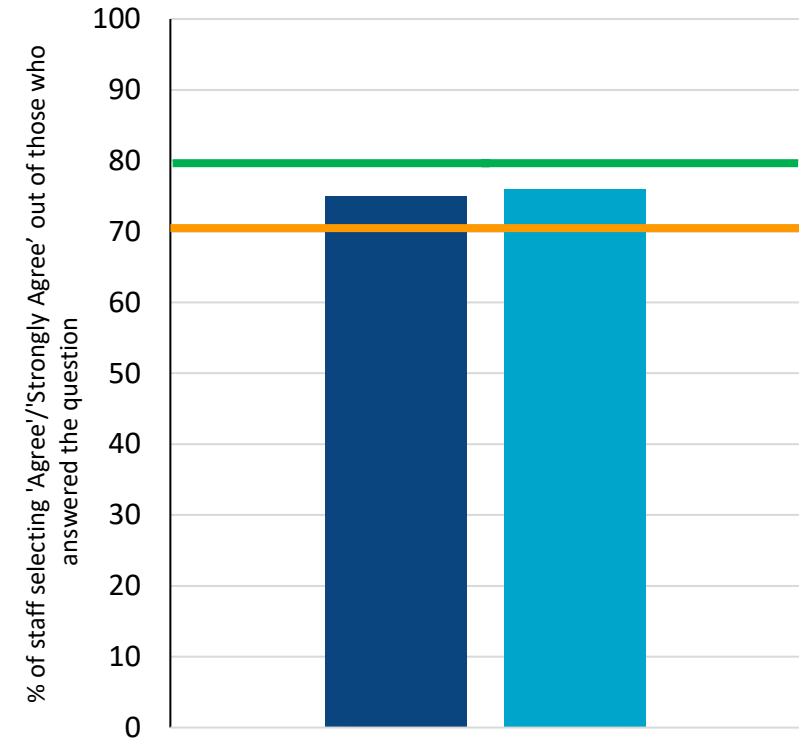


2025

Your org	89.42%
Best result	92.46%
Average result	89.87%
Worst result	85.67%

Responses 6748

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



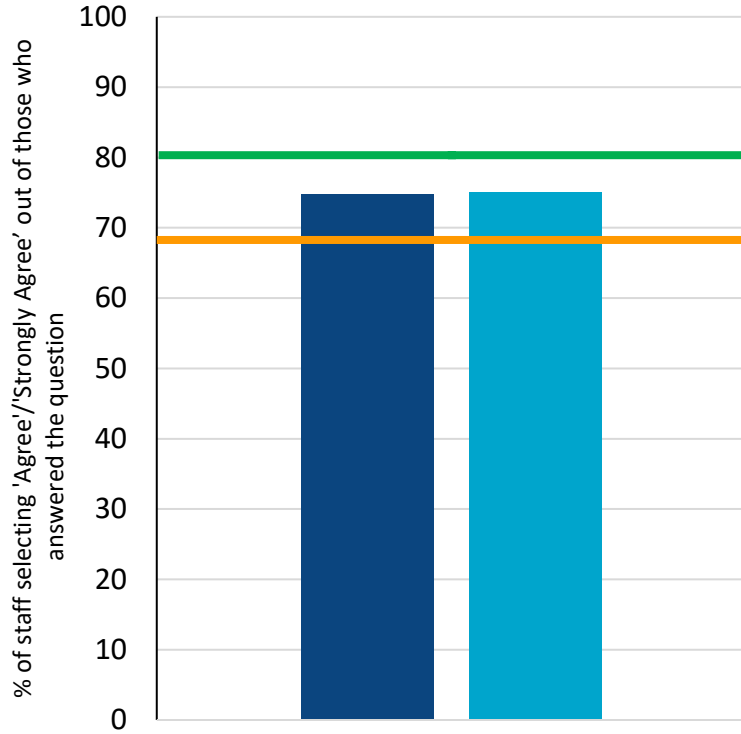
2025

Your org	75.11%
Best result	79.65%
Average result	76.00%
Worst result	70.50%

Responses 6745



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

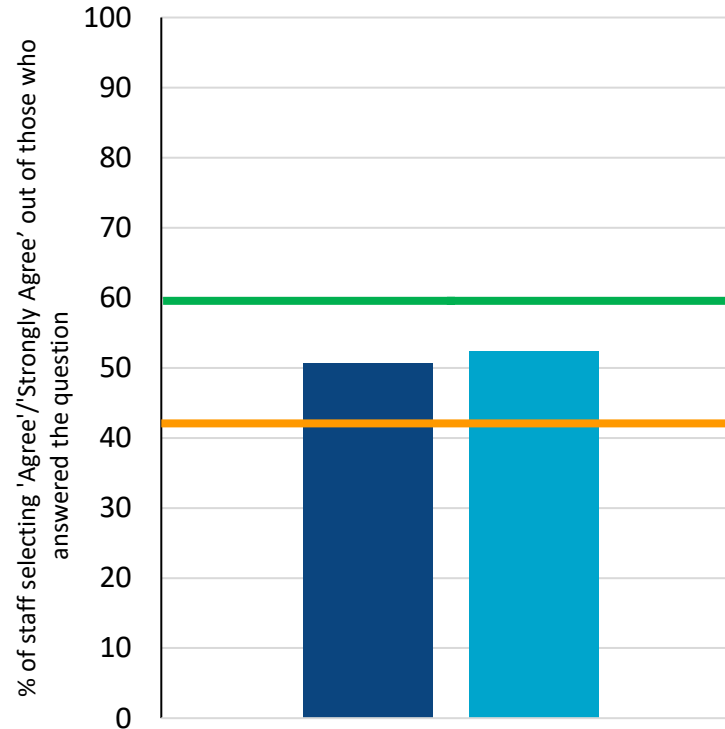


2025

Your org	74.78%
Best result	80.32%
Average result	75.07%
Worst result	68.27%

Responses 6735

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

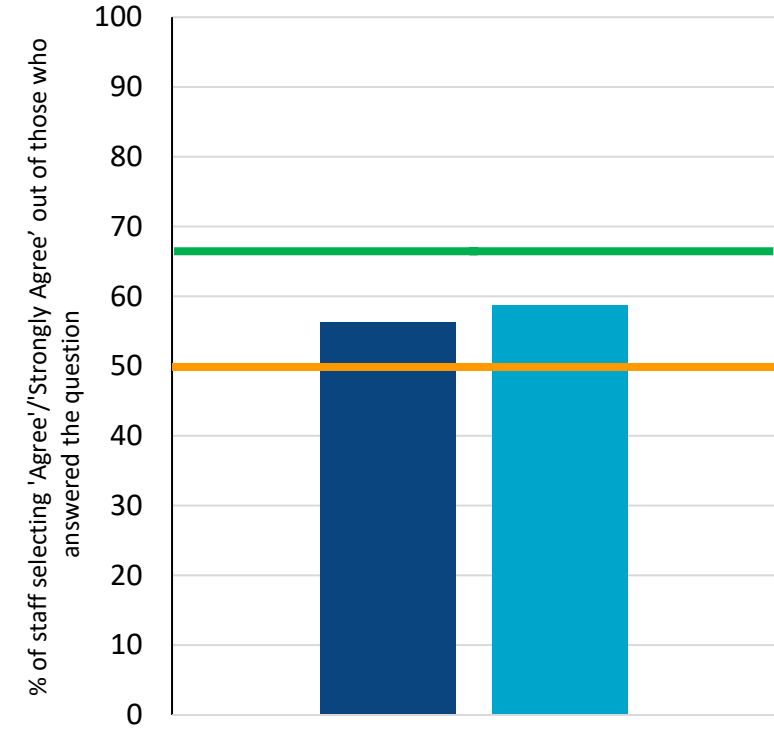


2025

Your org	50.67%
Best result	59.56%
Average result	52.40%
Worst result	42.07%

Responses 6740

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



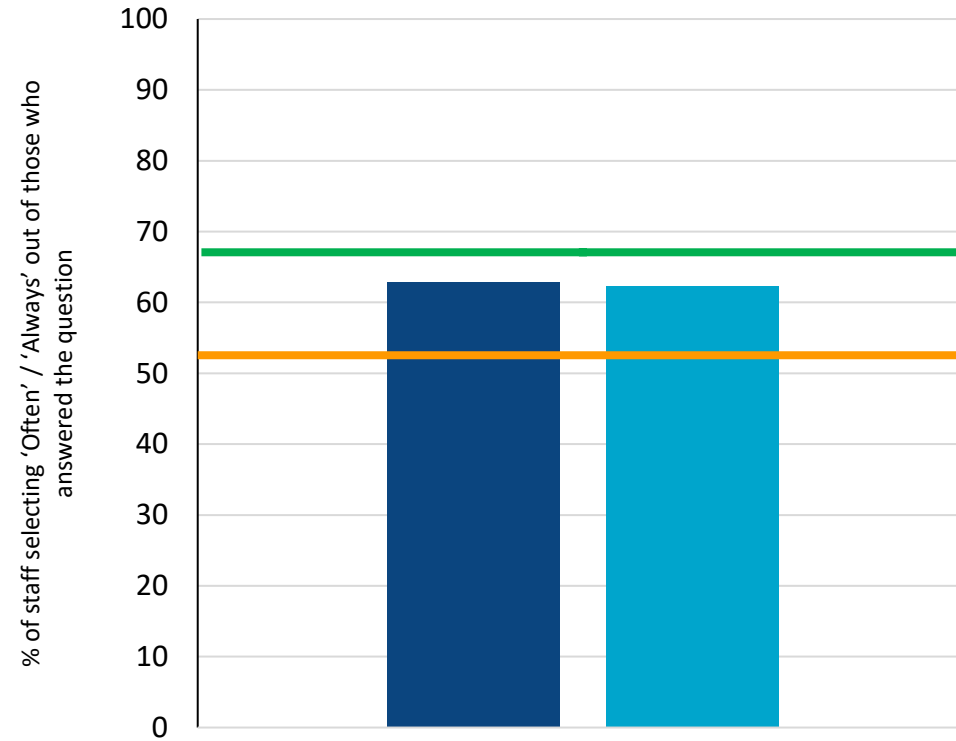
2025

Your org	56.27%
Best result	66.45%
Average result	58.65%
Worst result	49.87%

Responses 6716



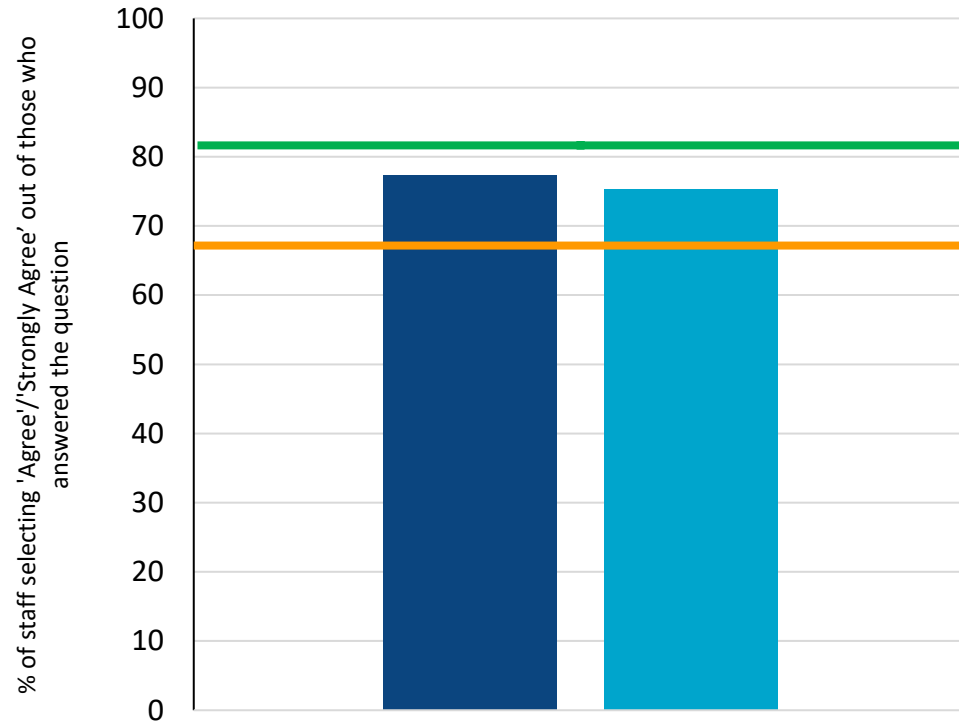
Q5b I have a choice in deciding how to do my work.



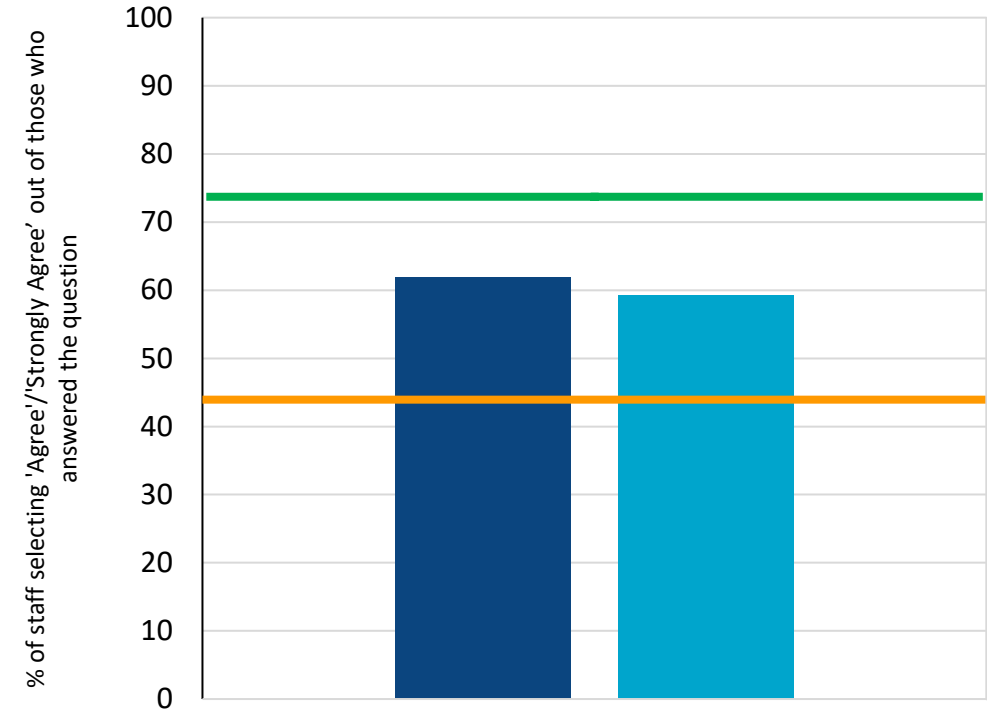
	2025
Your org	62.84%
Best result	67.08%
Average result	62.31%
Worst result	52.55%
Responses	6725



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



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



	2025
Your org	77.32%
Best result	81.64%
Average result	75.37%
Worst result	67.17%

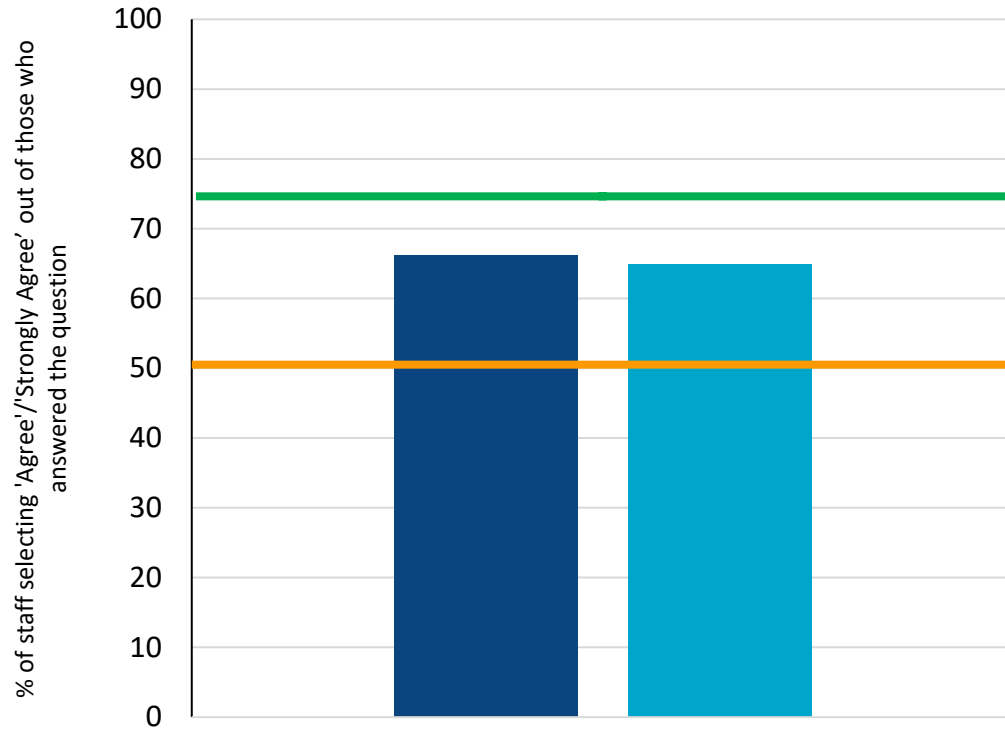
	2025
Your org	61.87%
Best result	73.72%
Average result	59.29%
Worst result	43.94%

Responses 6735

Responses 6711



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



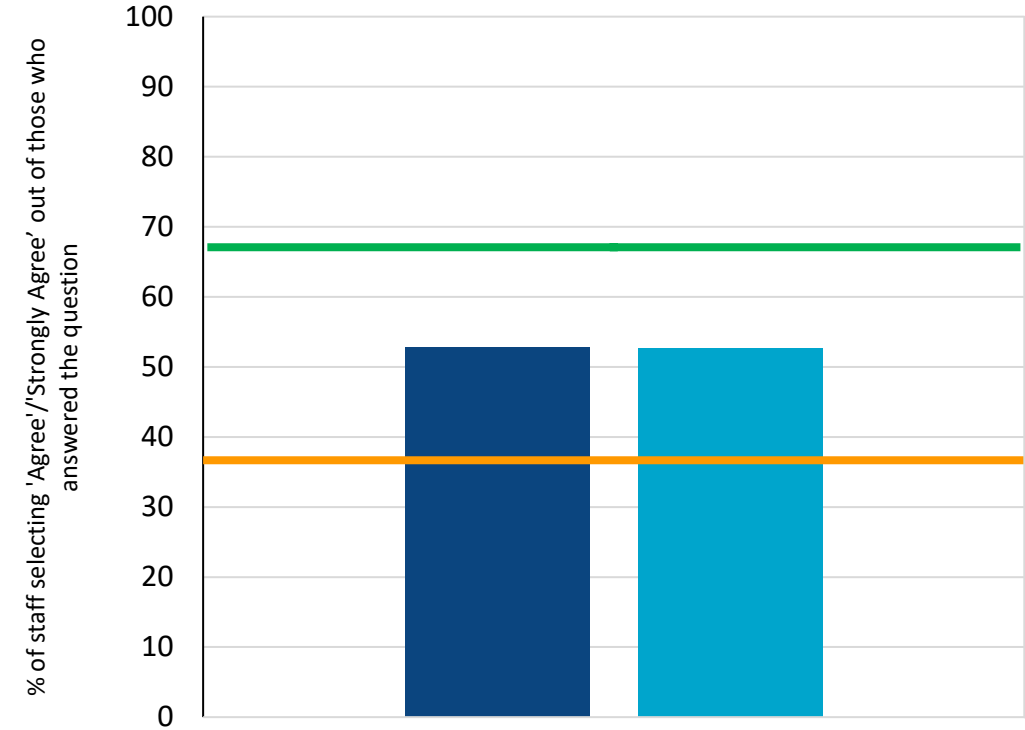
2025

Your org	66.23%
Best result	74.63%
Average result	64.89%
Worst result	50.51%

Responses

6735

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



2025

Your org	52.72%
Best result	67.08%
Average result	52.62%
Worst result	36.67%

Responses

6729

## 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

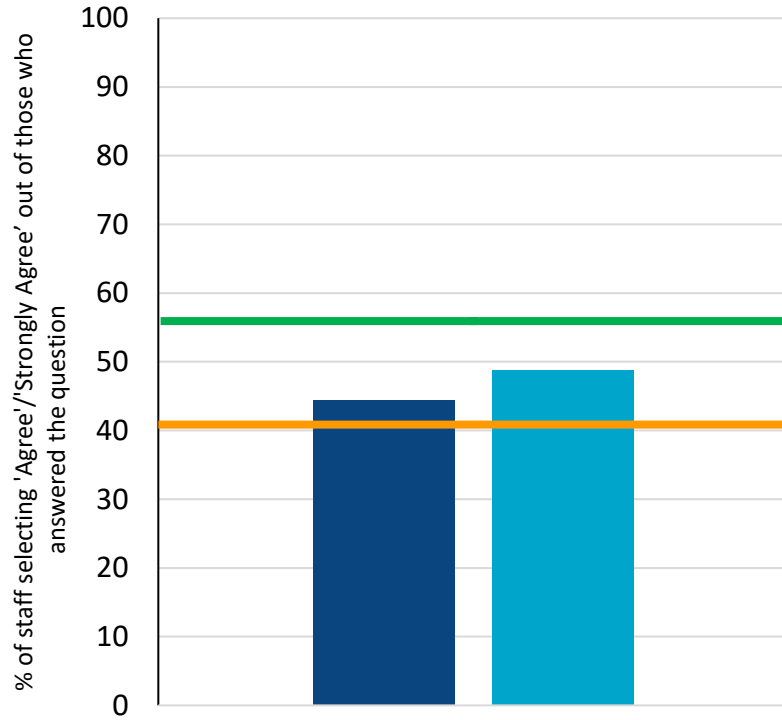
Other questions:\* Q17a, Q17b, Q22

\*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.

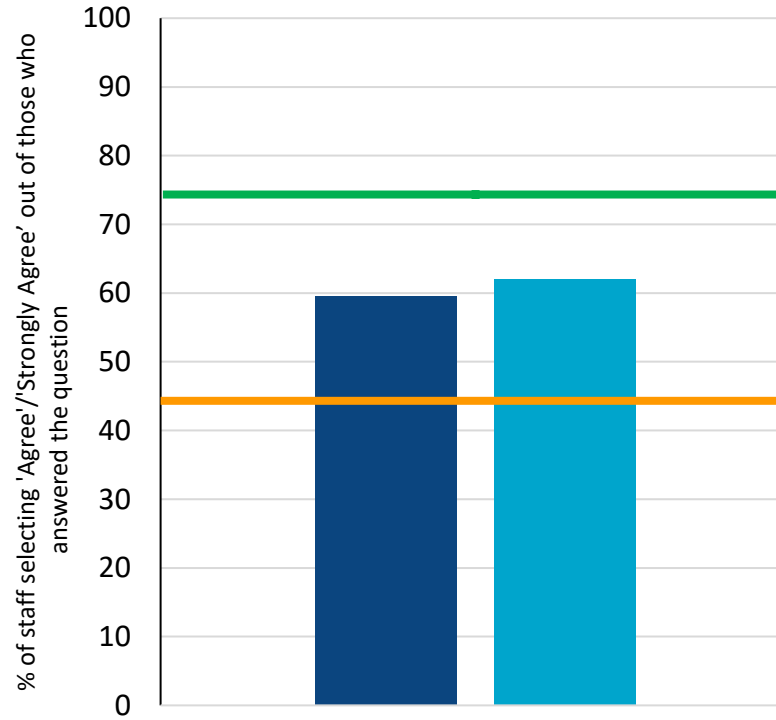


Q3g I am able to meet all the conflicting demands on my time at work.



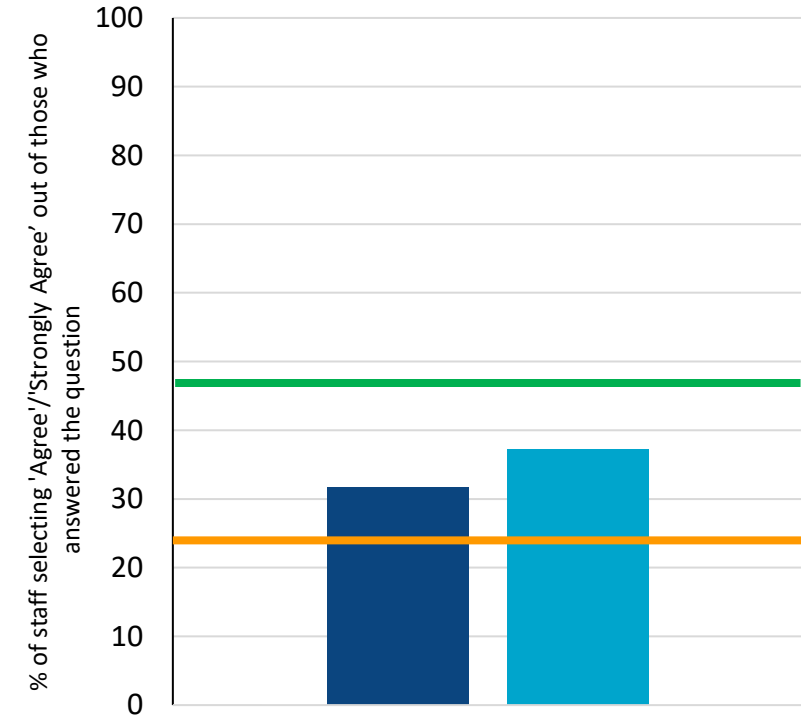
	2025
Your org	44.46%
Best result	55.93%
Average result	48.87%
Worst result	40.86%
Responses	6730

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



	2025
Your org	59.50%
Best result	74.34%
Average result	61.98%
Worst result	44.32%
Responses	6708

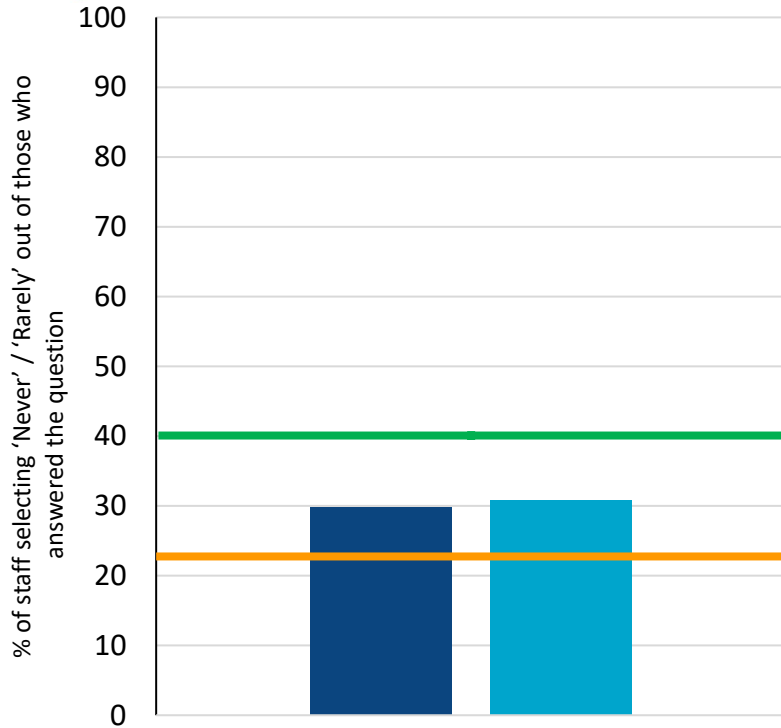
Q3i There are enough staff at this organisation for me to do my job properly.



	2025
Your org	31.71%
Best result	46.88%
Average result	37.21%
Worst result	23.97%
Responses	6749



Q5a I have unrealistic time pressures.

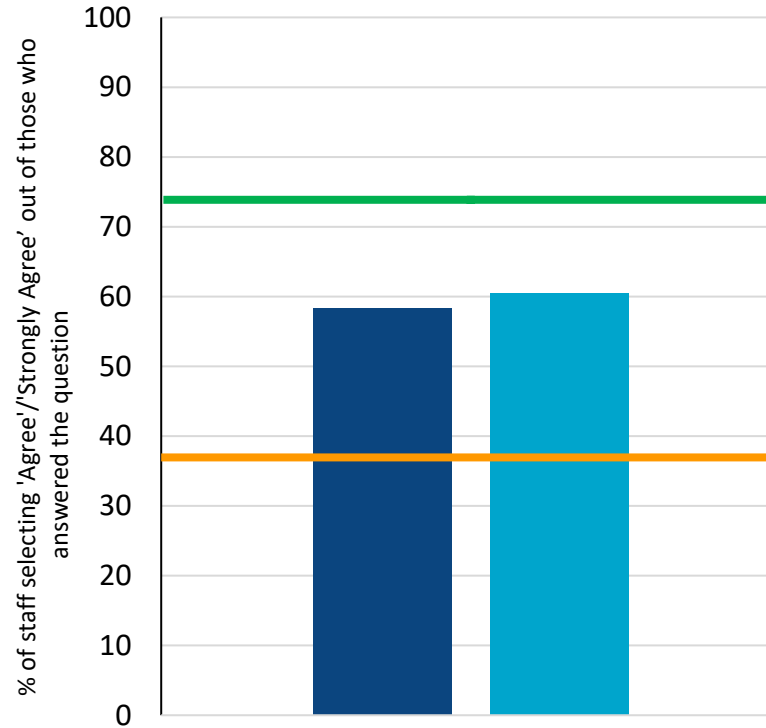


2025

Your org	29.87%
Best result	40.08%
Average result	30.76%
Worst result	22.75%

Responses 6747

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

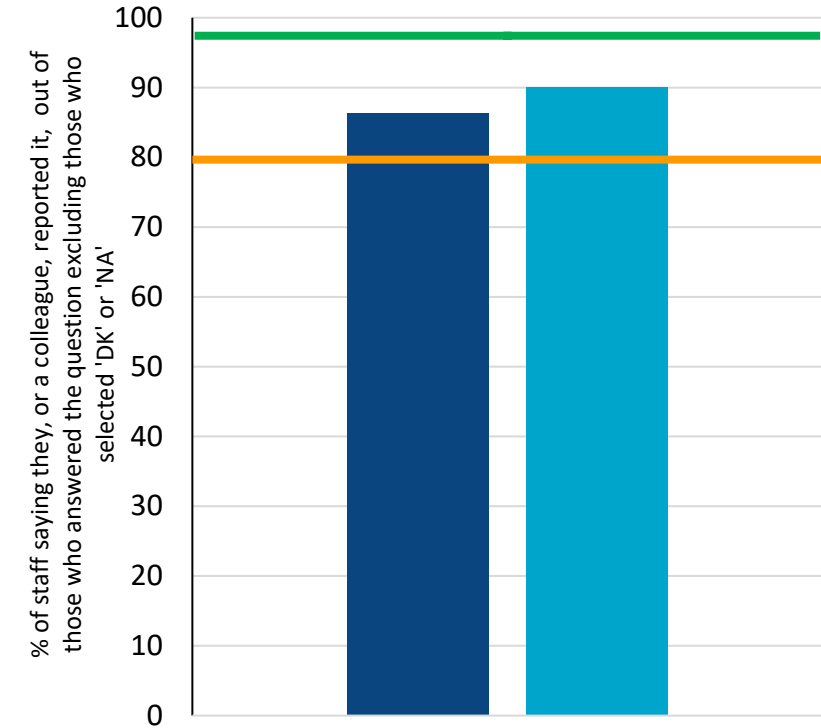


2025

Your org	58.26%
Best result	73.86%
Average result	60.47%
Worst result	36.94%

Responses 6667

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



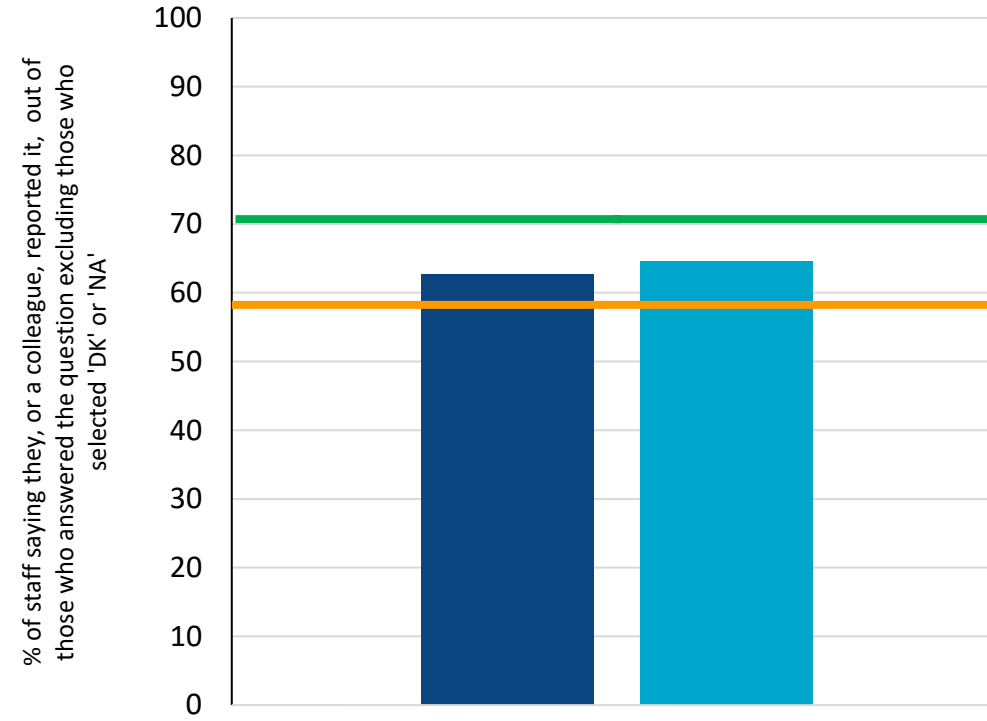
2025

Your org	86.26%
Best result	97.42%
Average result	90.13%
Worst result	79.66%

Responses 554



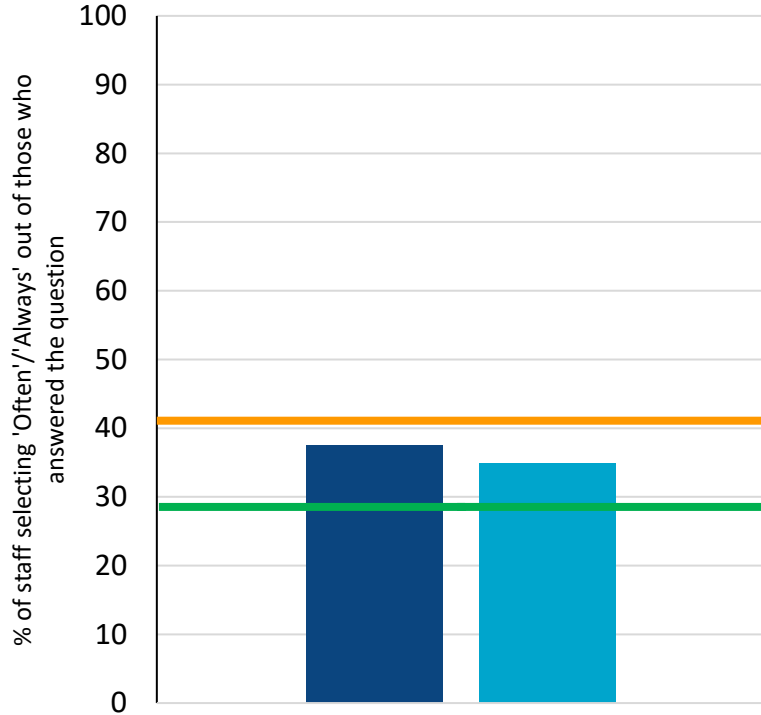
Q14d The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?



	2025
Your org	62.67%
Best result	70.72%
Average result	64.55%
Worst result	58.25%
Responses	1885

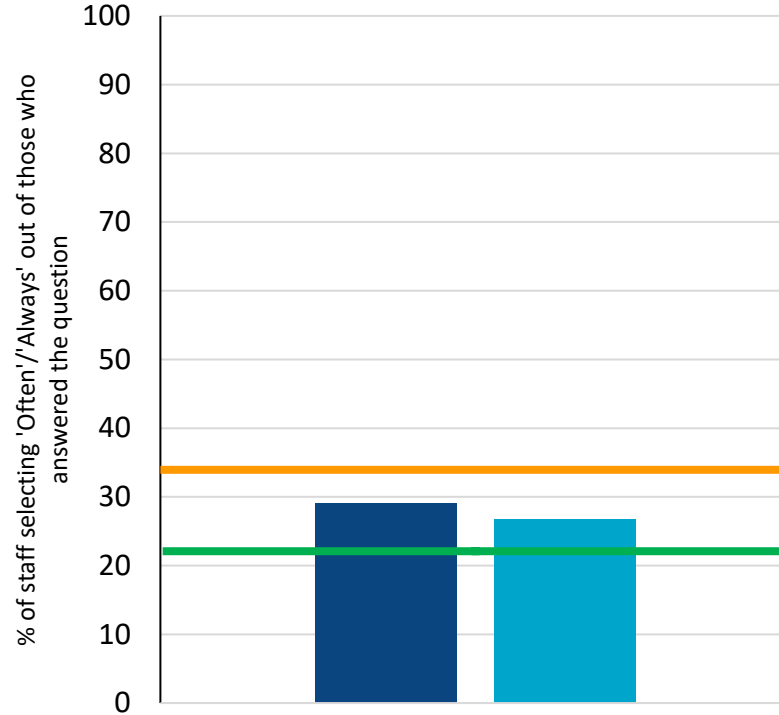


Q12a How often, if at all, do you find your work emotionally exhausting?



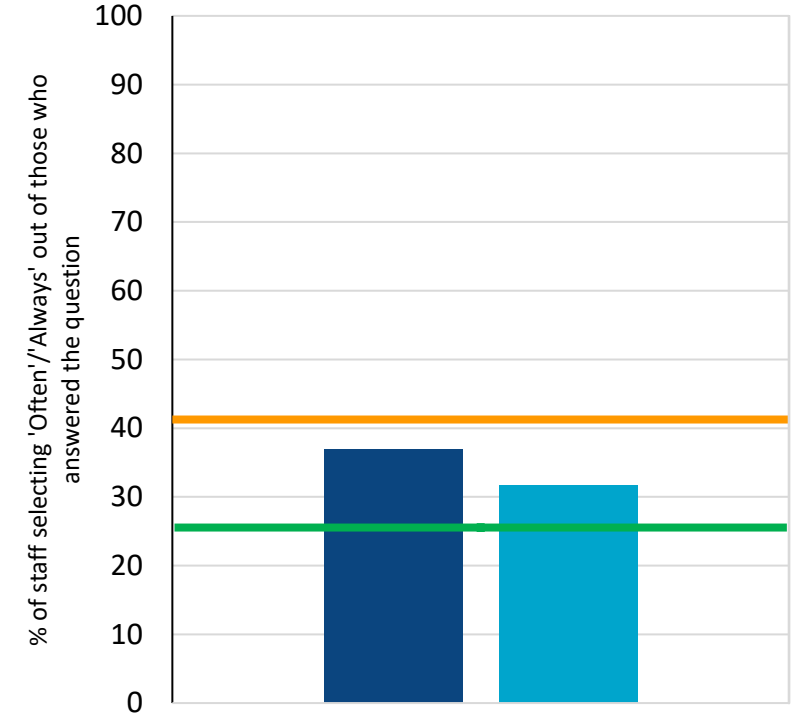
	2025
Your org	37.44%
Best result	28.54%
Average result	34.81%
Worst result	41.09%
Responses	6761

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



	2025
Your org	29.08%
Best result	22.09%
Average result	26.70%
Worst result	33.94%
Responses	6752

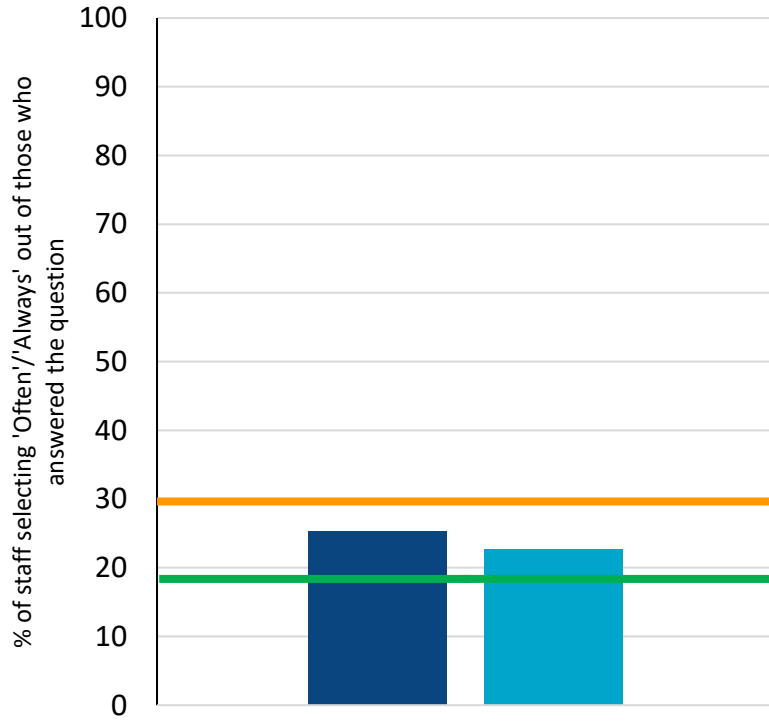
Q12c How often, if at all, does your work frustrate you?



	2025
Your org	36.85%
Best result	25.54%
Average result	31.68%
Worst result	41.26%
Responses	6752



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

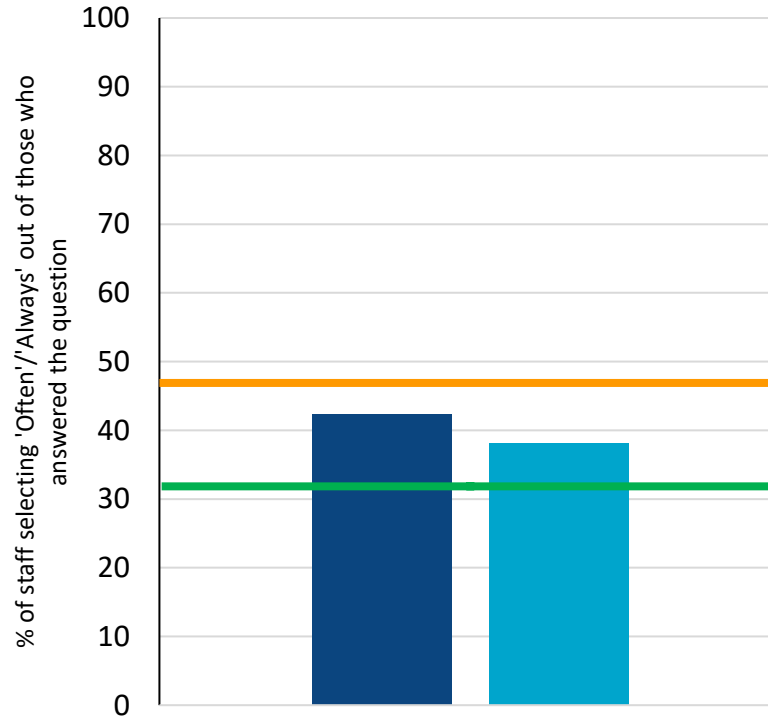


2025

Your org	25.22%
Best result	18.38%
Average result	22.70%
Worst result	29.64%

Responses 6738

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

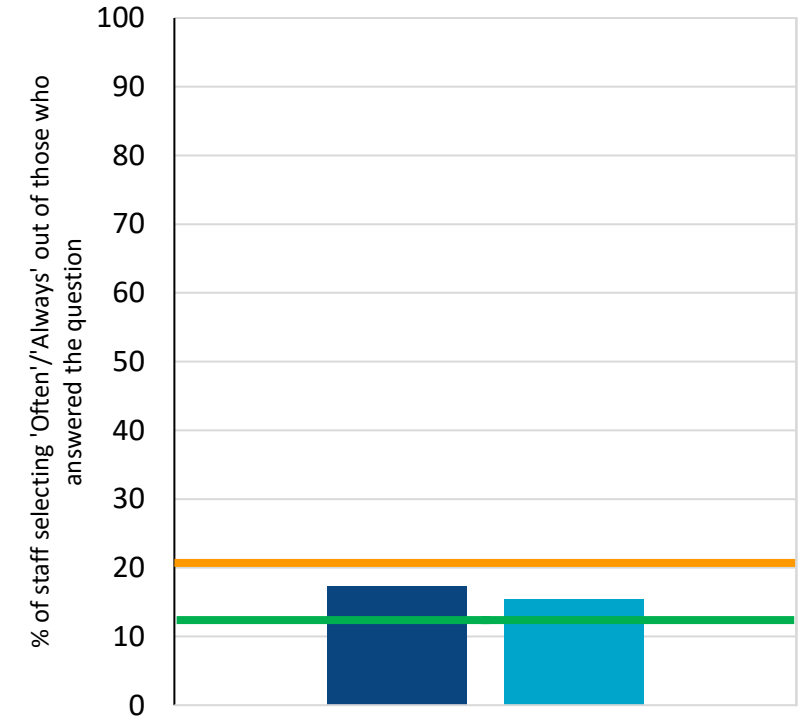


2025

Your org	42.35%
Best result	31.85%
Average result	38.14%
Worst result	46.89%

Responses 6733

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



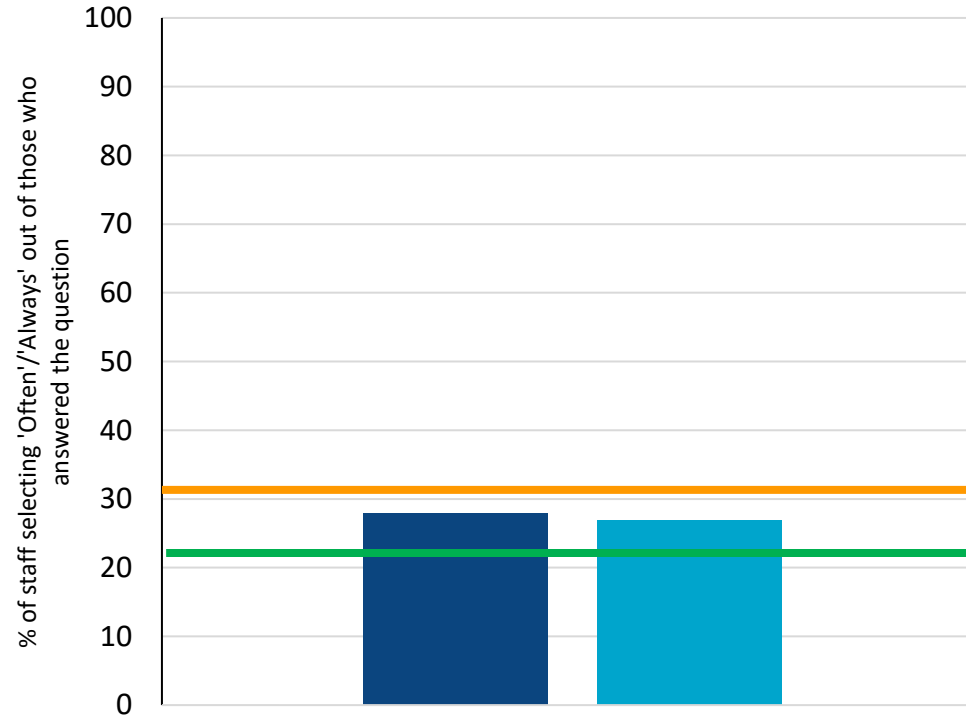
2025

Your org	17.33%
Best result	12.38%
Average result	15.41%
Worst result	20.70%

Responses 6738



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



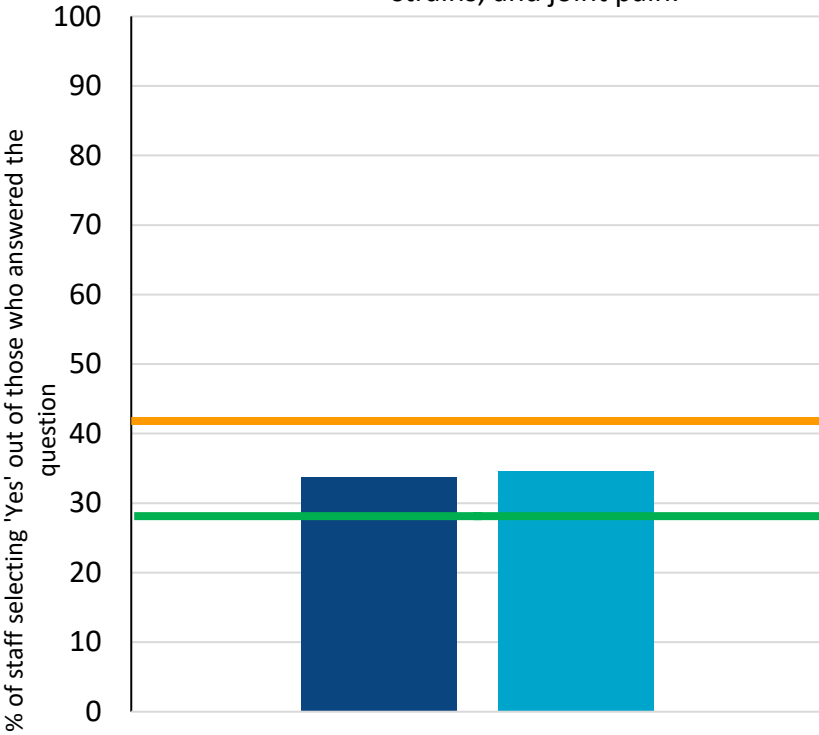
	2025
Your org	27.92%
Best result	22.14%
Average result	26.82%
Worst result	31.32%
Responses	6751



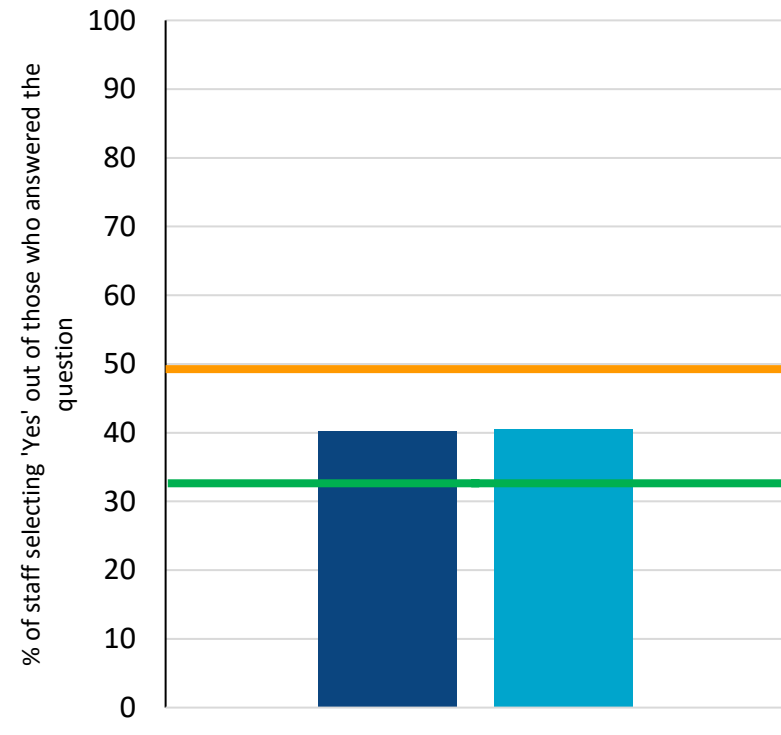
Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities? Examples may include back pain, neck or arm strains, and joint pain.

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

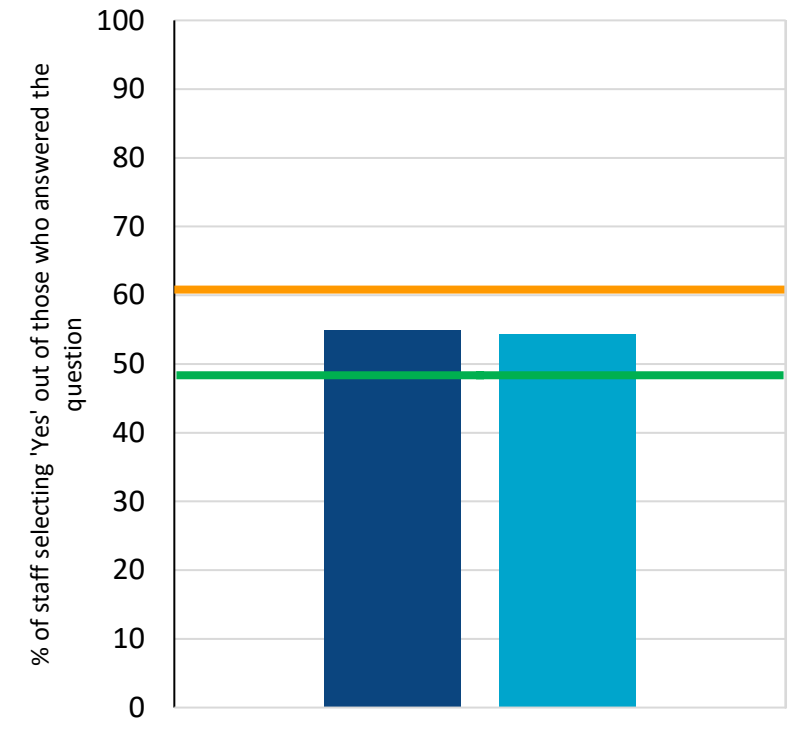
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2025
Your org	33.66%
Best result	28.13%
Average result	34.54%
Worst result	41.81%
Responses	6738



	2025
Your org	40.23%
Best result	32.64%
Average result	40.48%
Worst result	49.25%
Responses	6734

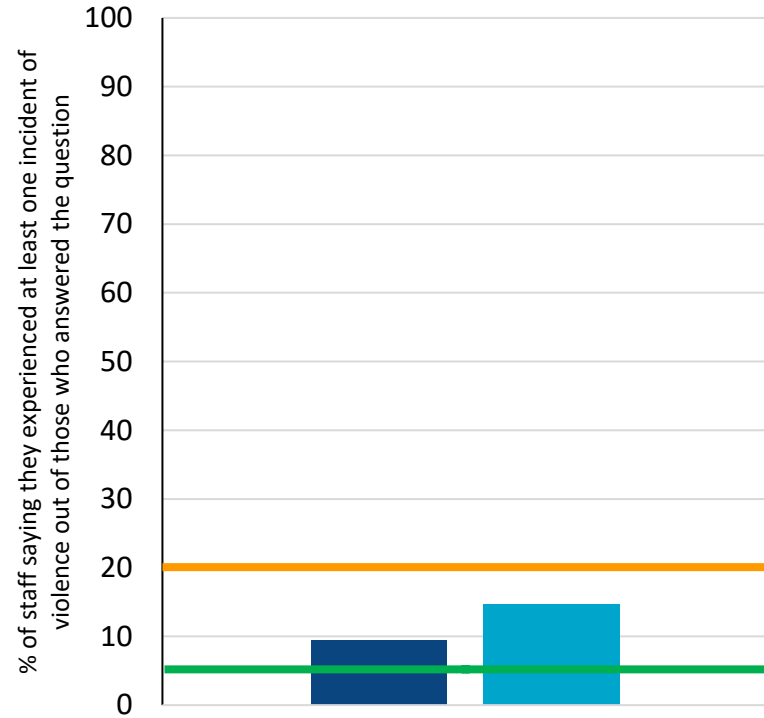


	2025
Your org	54.94%
Best result	48.36%
Average result	54.30%
Worst result	60.83%
Responses	6726

Note: Q11b has been updated to include examples. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>



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

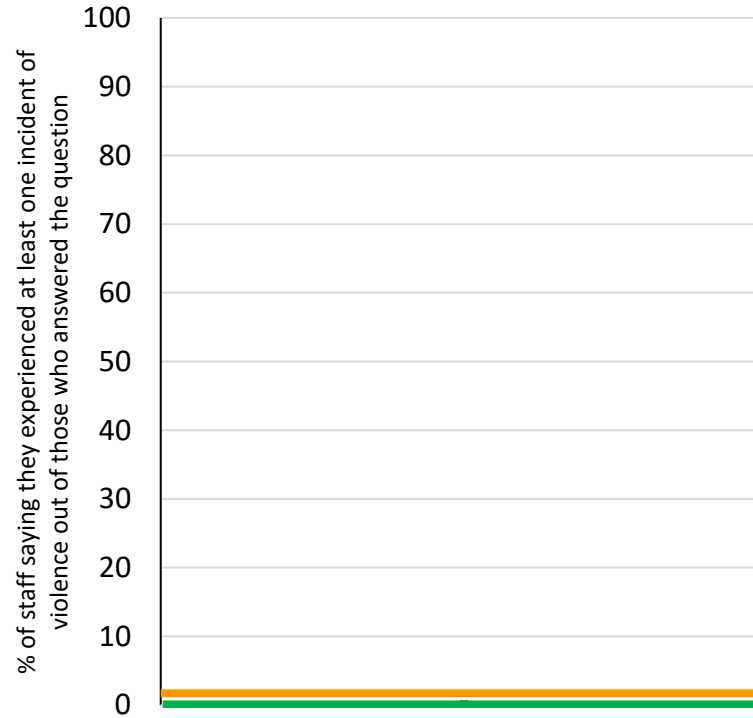


2025

Your org	9.42%
Best result	5.20%
Average result	14.71%
Worst result	20.08%

Responses 6730

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

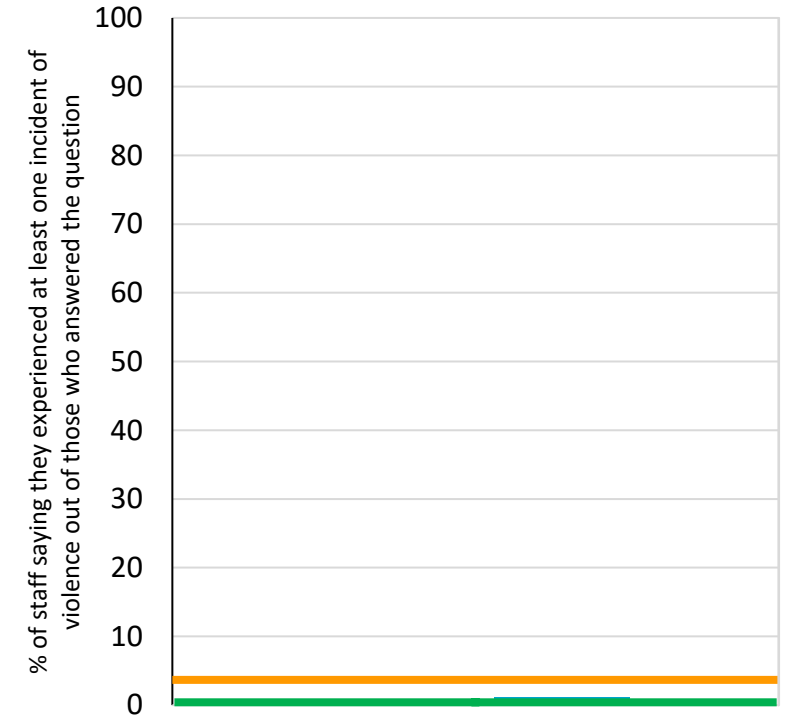


2025

Your org	0.24%
Best result	0.09%
Average result	0.42%
Worst result	1.71%

Responses 6702

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



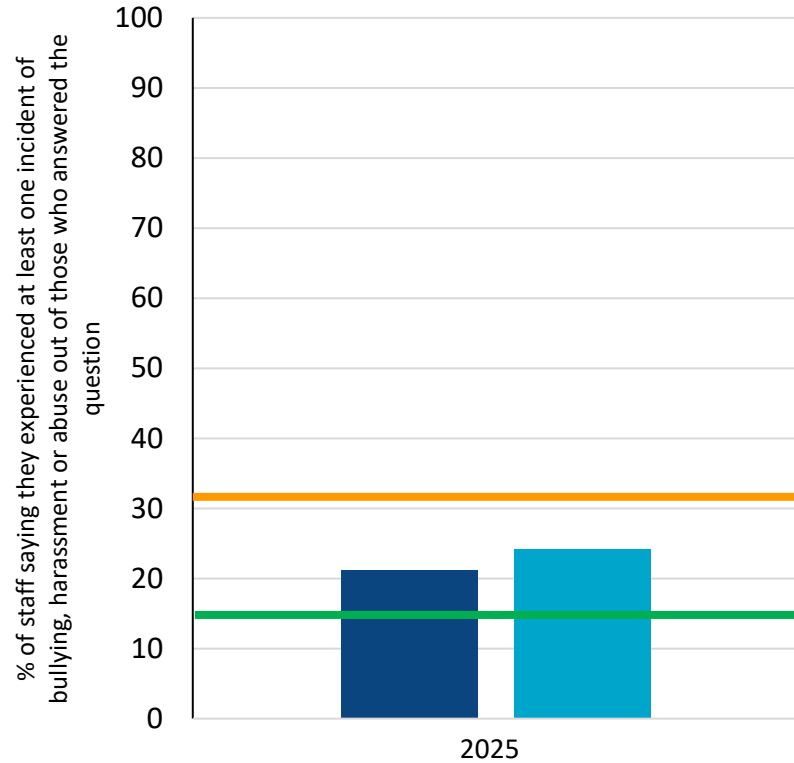
2025

Your org	0.51%
Best result	0.41%
Average result	1.15%
Worst result	3.67%

Responses 6645

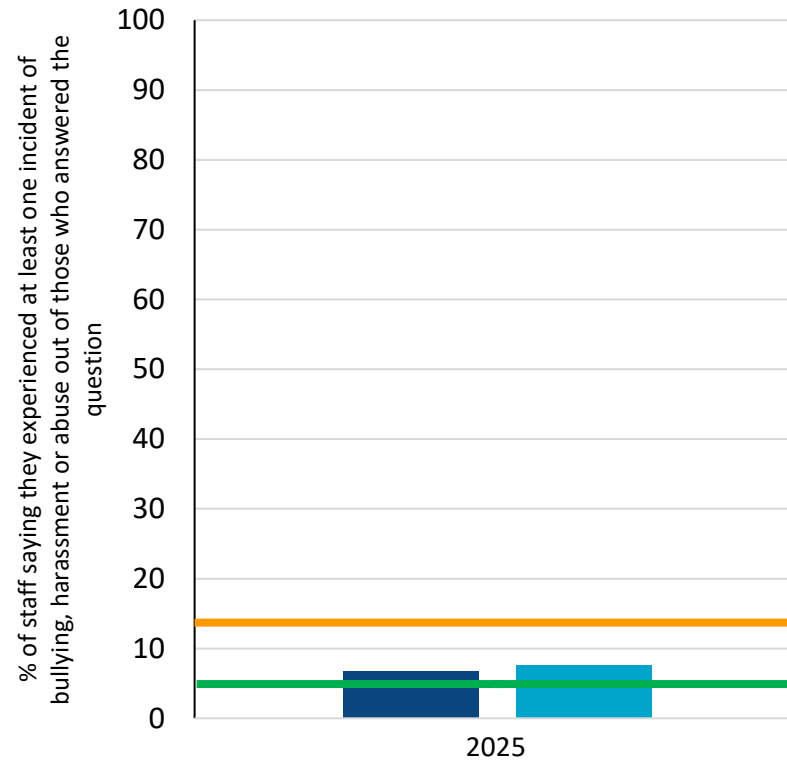


Q14a In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Patients / service users, their relatives or other members of the public



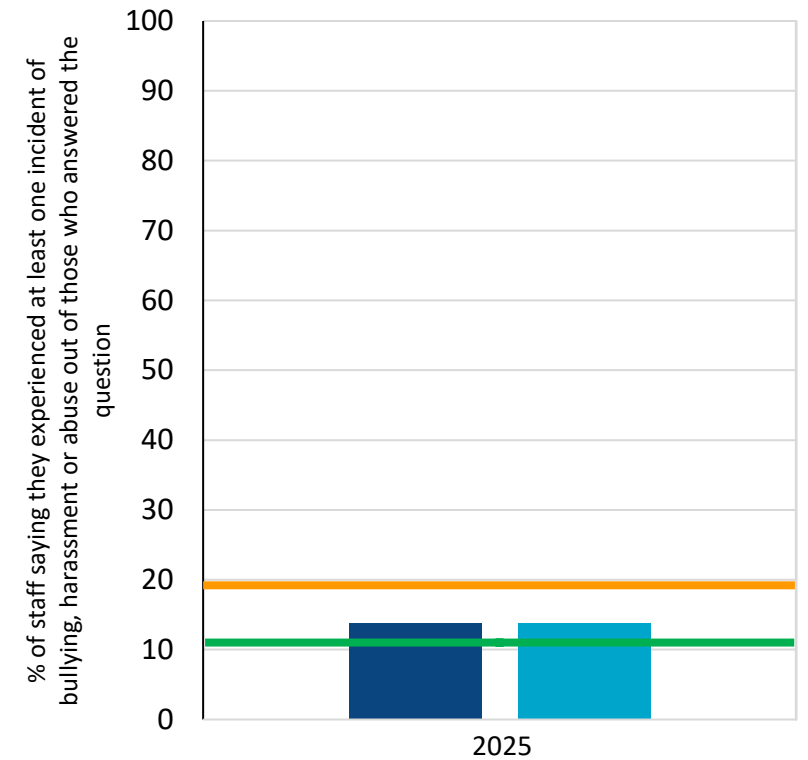
Your org	21.19%
Best result	14.80%
Average result	24.24%
Worst result	31.65%
Responses	6722

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



Your org	6.70%
Best result	4.90%
Average result	7.65%
Worst result	13.71%
Responses	6698

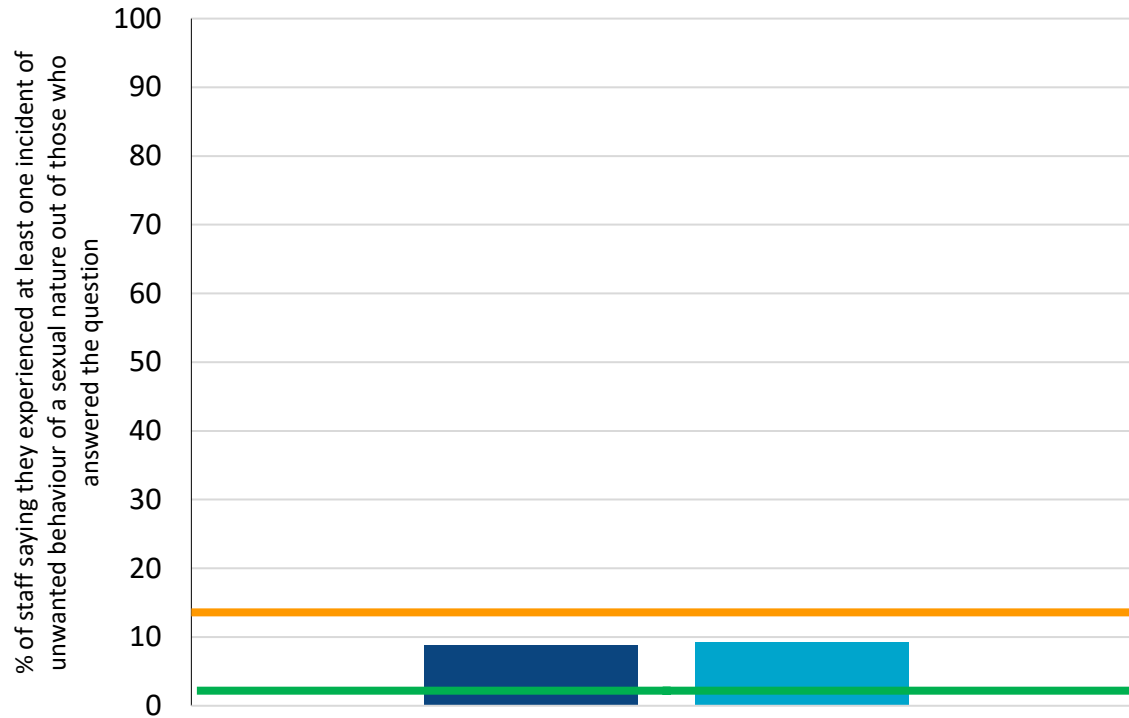
Q14c In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Other colleagues



Your org	13.85%
Best result	11.02%
Average result	13.87%
Worst result	19.22%
Responses	6691



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

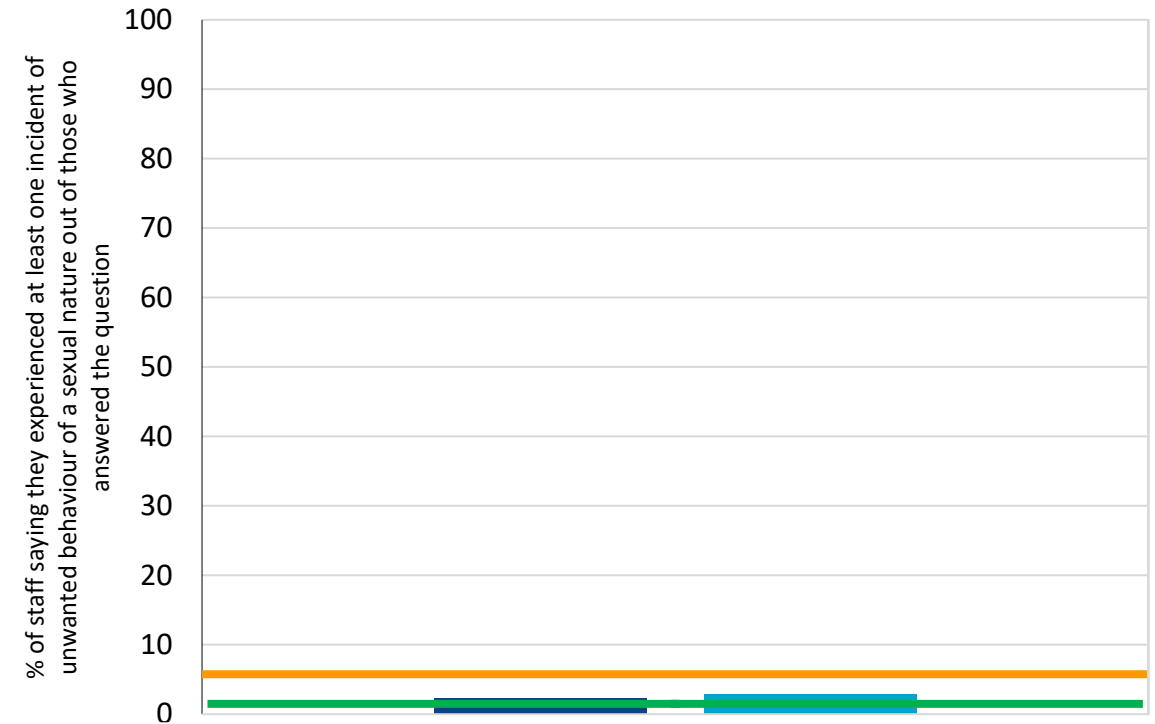


2025

Your org	8.80%
Best result	2.20%
Average result	9.23%
Worst result	13.59%

Responses 6752

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



2025

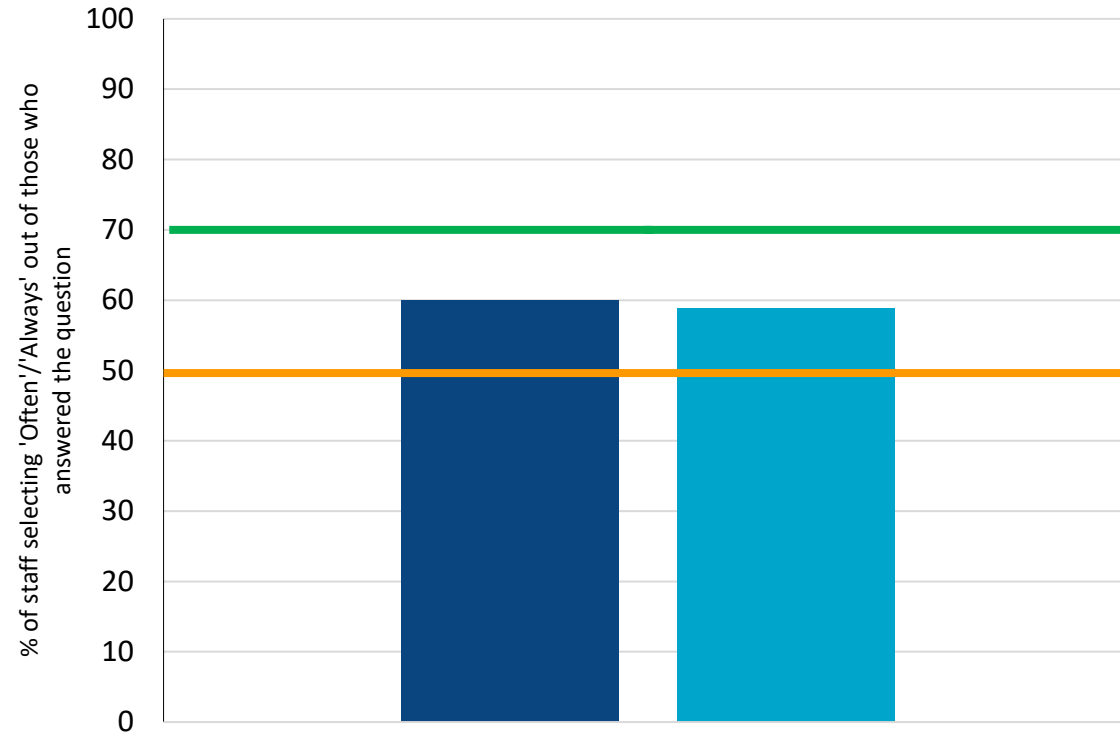
Your org	2.36%
Best result	1.49%
Average result	2.82%
Worst result	5.75%

Responses 6739

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



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



	2025
Your org	59.87%
Best result	69.99%
Average result	58.85%
Worst result	49.63%
Responses	6753

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

## People Promise element – We are always learning



### Questions included:

Development – Q24a, Q24b, Q24c, Q24d, Q24e

Appraisals – Q23a\*, Q23b, Q23c, Q23d

Other questions\*\* – Q24f

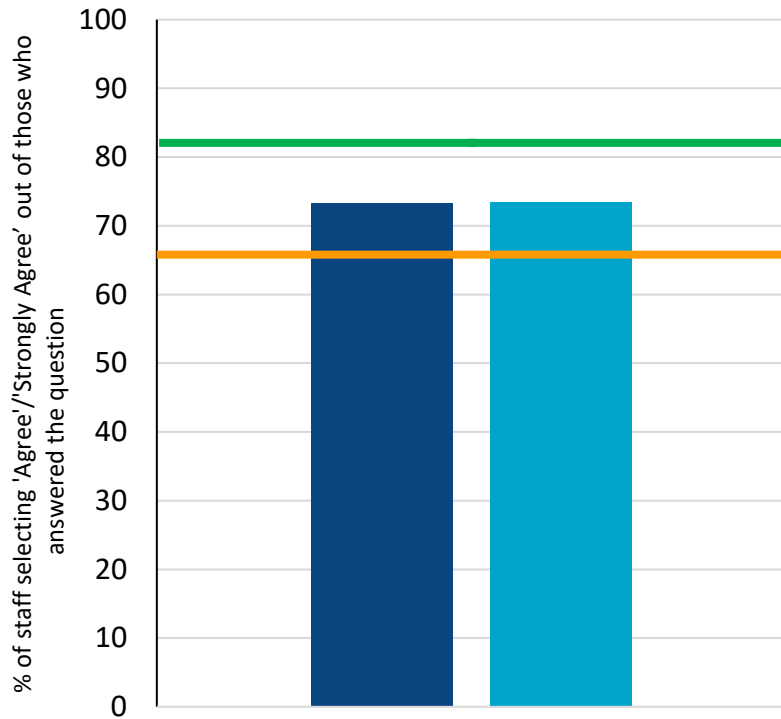
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

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

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



Q24a This organisation offers me challenging work.

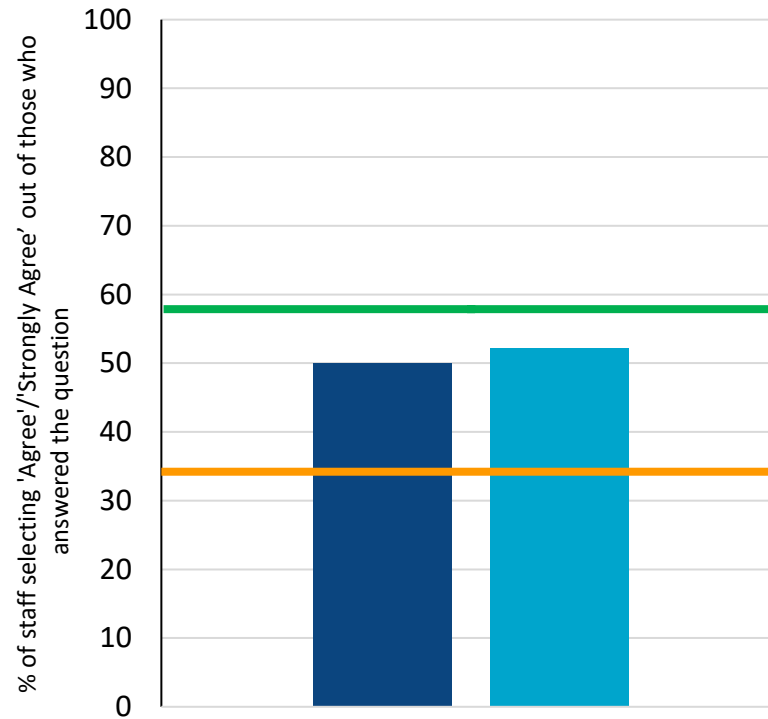


2025

Your org	73.23%
Best result	82.07%
Average result	73.34%
Worst result	65.80%

Responses 6749

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

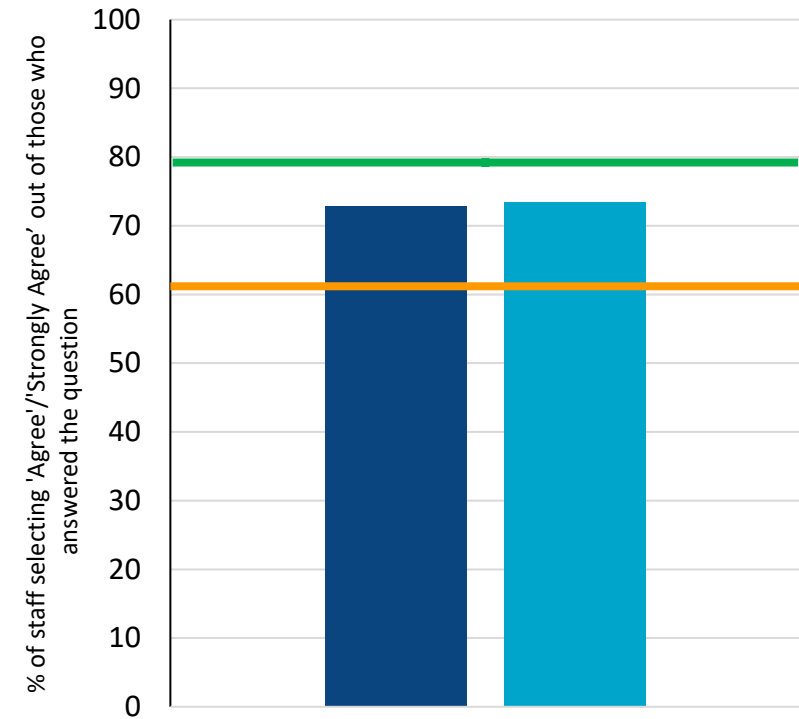


2025

Your org	49.97%
Best result	57.87%
Average result	52.16%
Worst result	34.21%

Responses 6744

Q24c I have opportunities to improve my knowledge and skills.



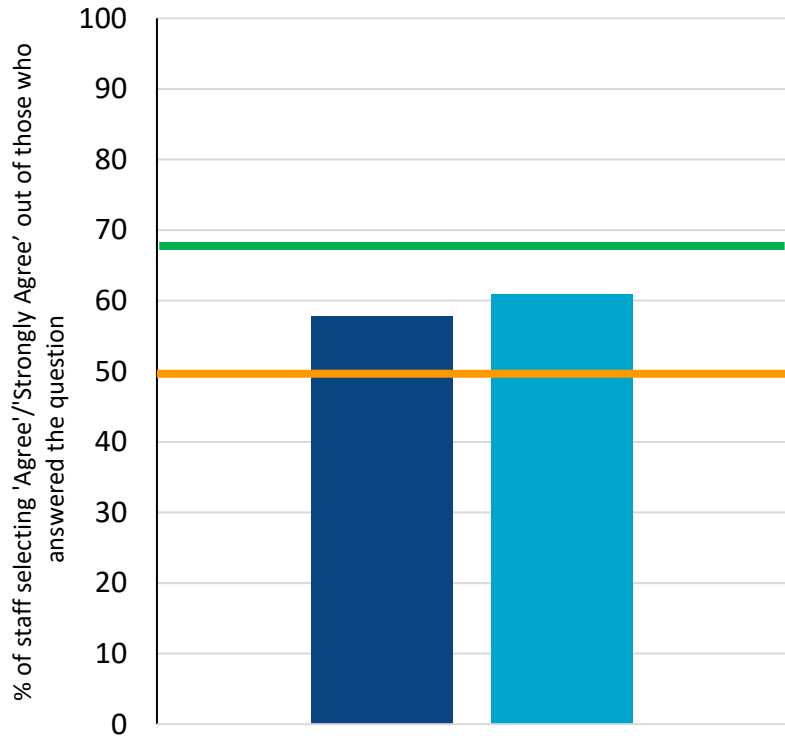
2025

Your org	72.83%
Best result	79.21%
Average result	73.37%
Worst result	61.20%

Responses 6736



Q24d I feel supported to develop my potential.

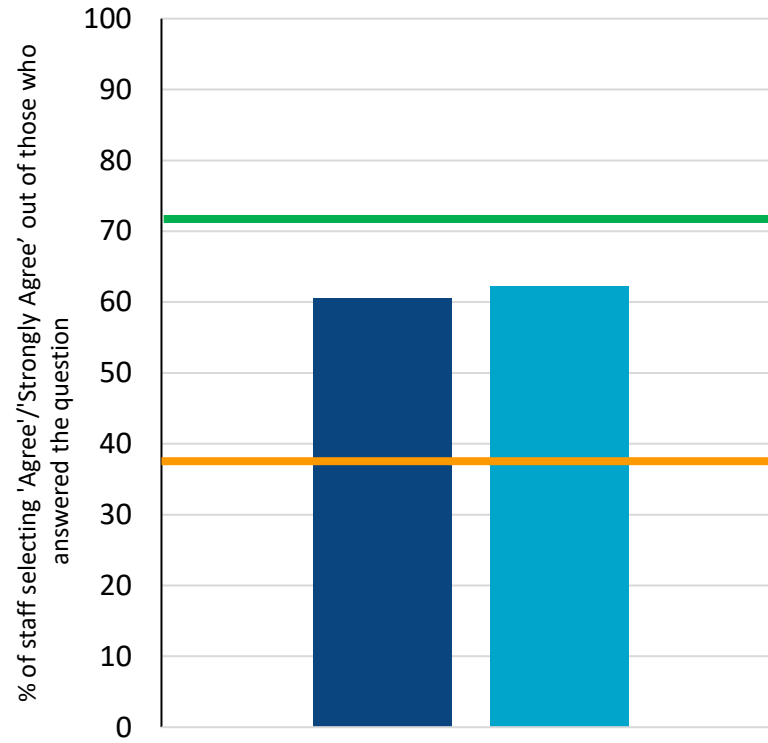


2025

Your org	57.84%
Best result	67.75%
Average result	60.87%
Worst result	49.65%

Responses 6723

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

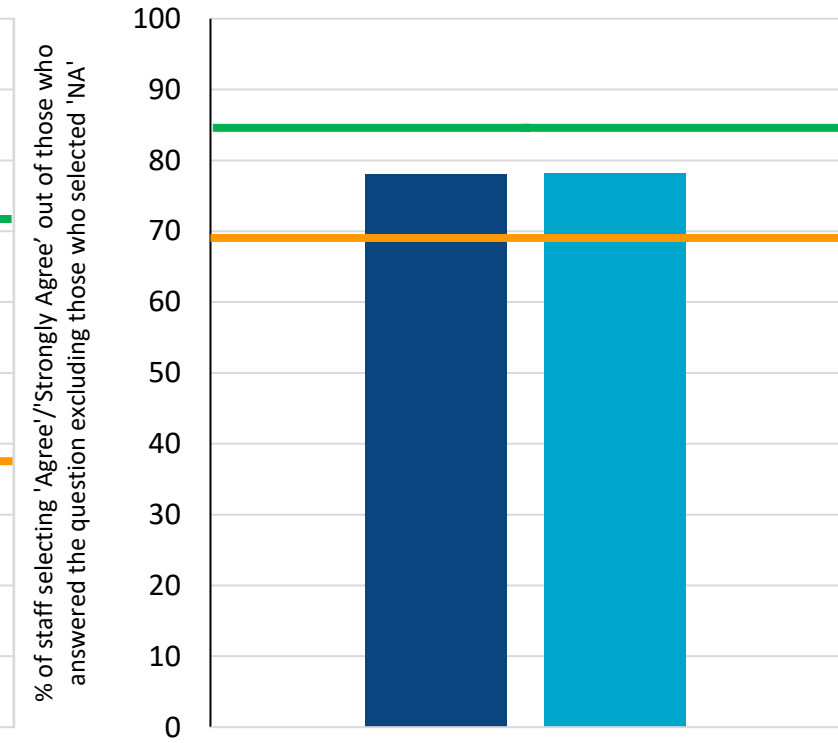


2025

Your org	60.53%
Best result	71.73%
Average result	62.17%
Worst result	37.54%

Responses 6680

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



2025

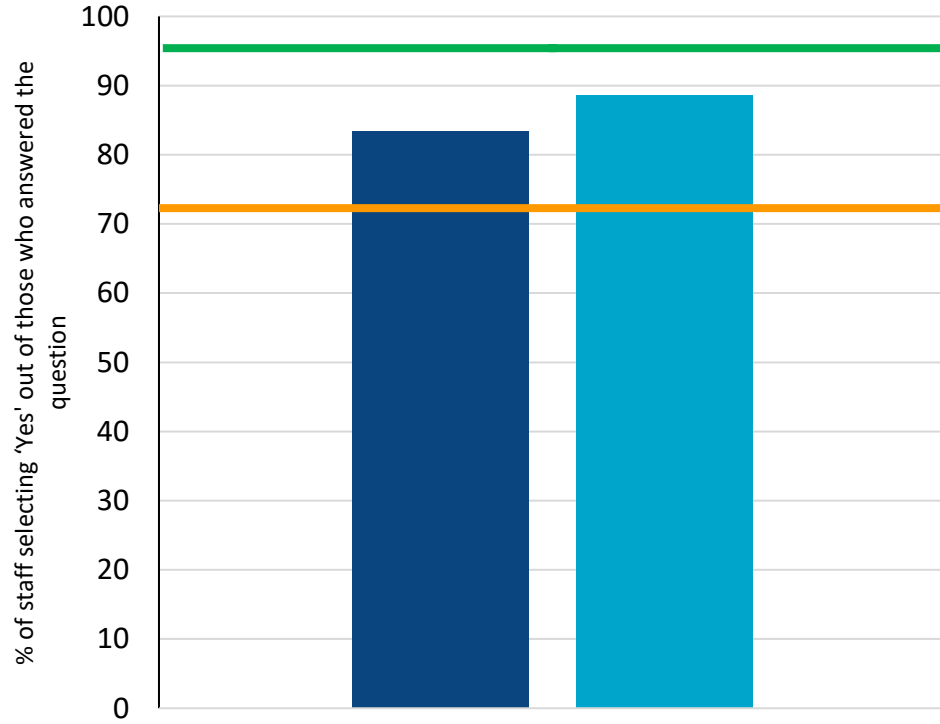
Your org	78.04%
Best result	84.60%
Average result	78.16%
Worst result	69.05%

Responses 5432

\*Q24f does not contribute towards any People Promise element score, theme score or sub-score

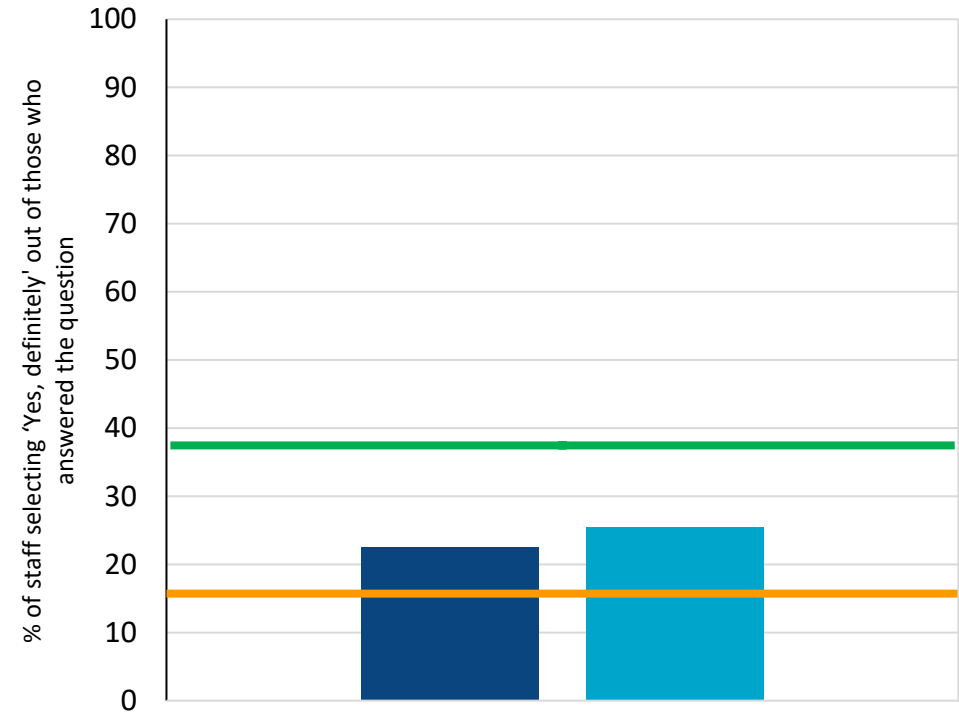


Q23a In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2025
Your org	83.47%
Best result	95.41%
Average result	88.60%
Worst result	72.29%
Responses	6718

Q23b It helped me to improve how I do my job

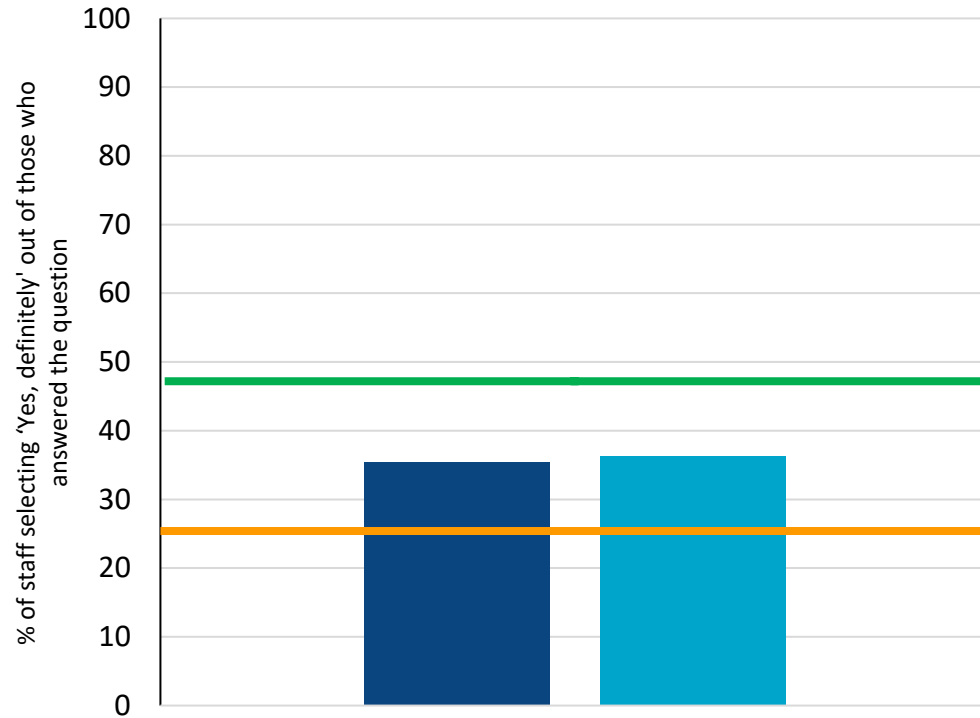


	2025
Your org	22.58%
Best result	37.46%
Average result	25.45%
Worst result	15.71%
Responses	5590

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

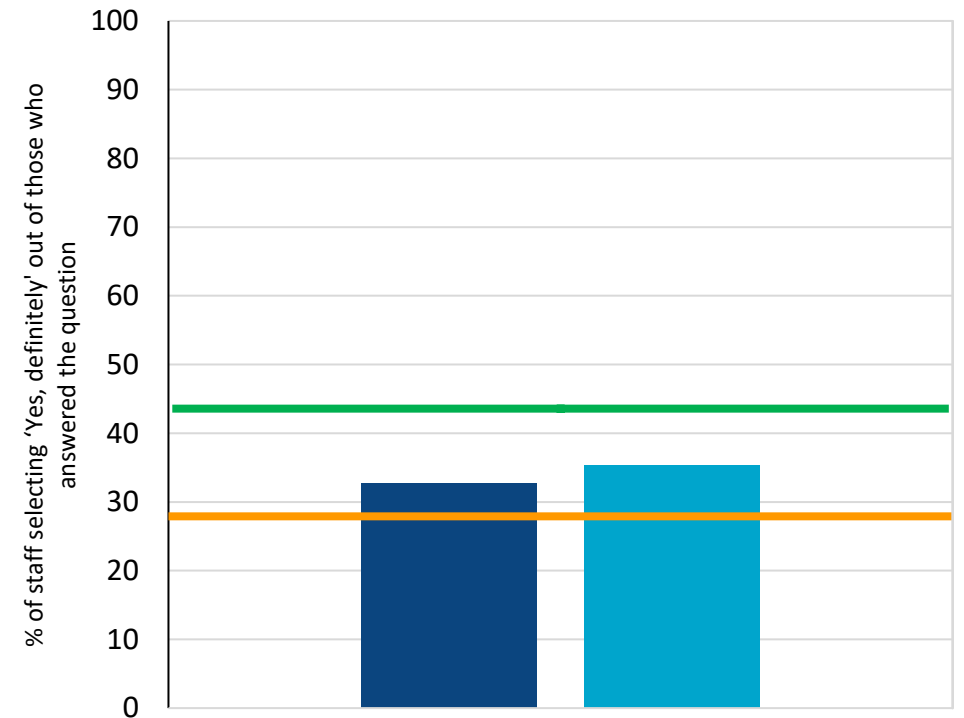


Q23c It helped me agree clear objectives for my work.



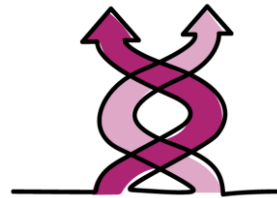
	2025
Your org	35.38%
Best result	47.20%
Average result	36.37%
Worst result	25.40%
Responses	5581

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



	2025
Your org	32.64%
Best result	43.58%
Average result	35.35%
Worst result	27.91%
Responses	5584

## People Promise element – We work flexibly



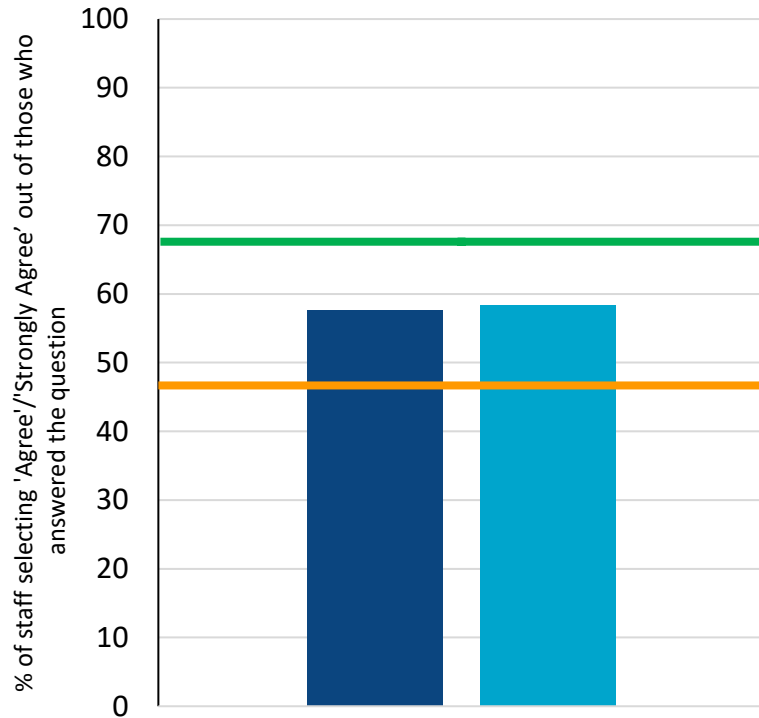
Questions included:

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

Flexible working – Q4d



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

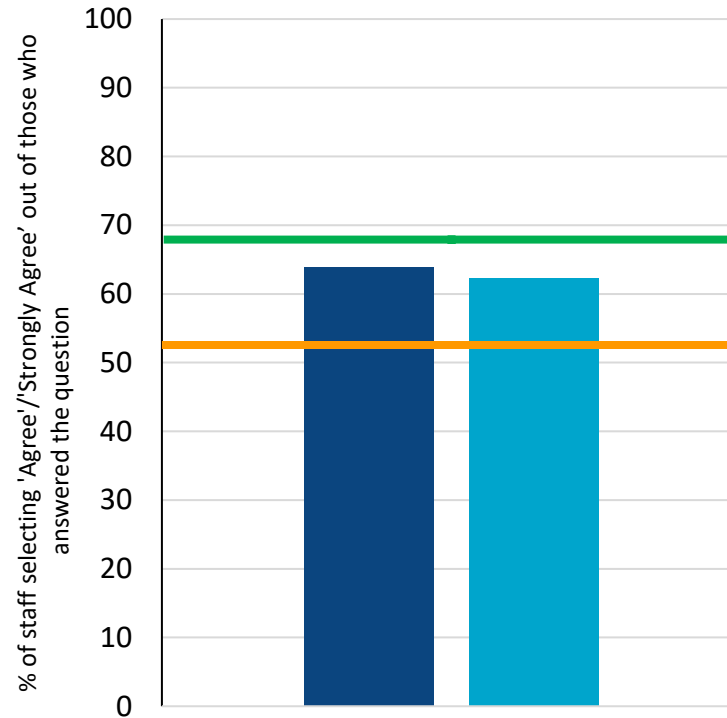


2025

Your org	57.59%
Best result	67.60%
Average result	58.41%
Worst result	46.68%

Responses 6750

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

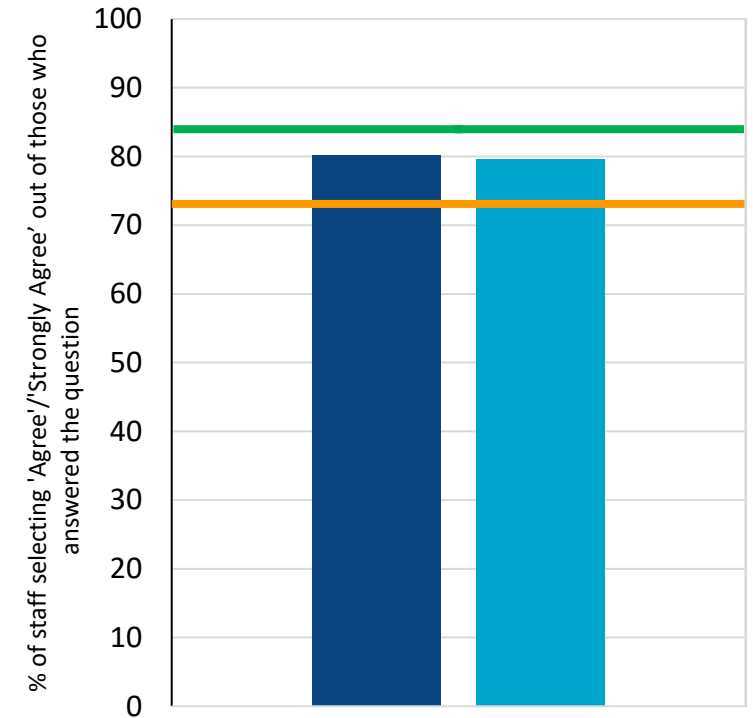


2025

Your org	63.86%
Best result	67.91%
Average result	62.29%
Worst result	52.57%

Responses 6736

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



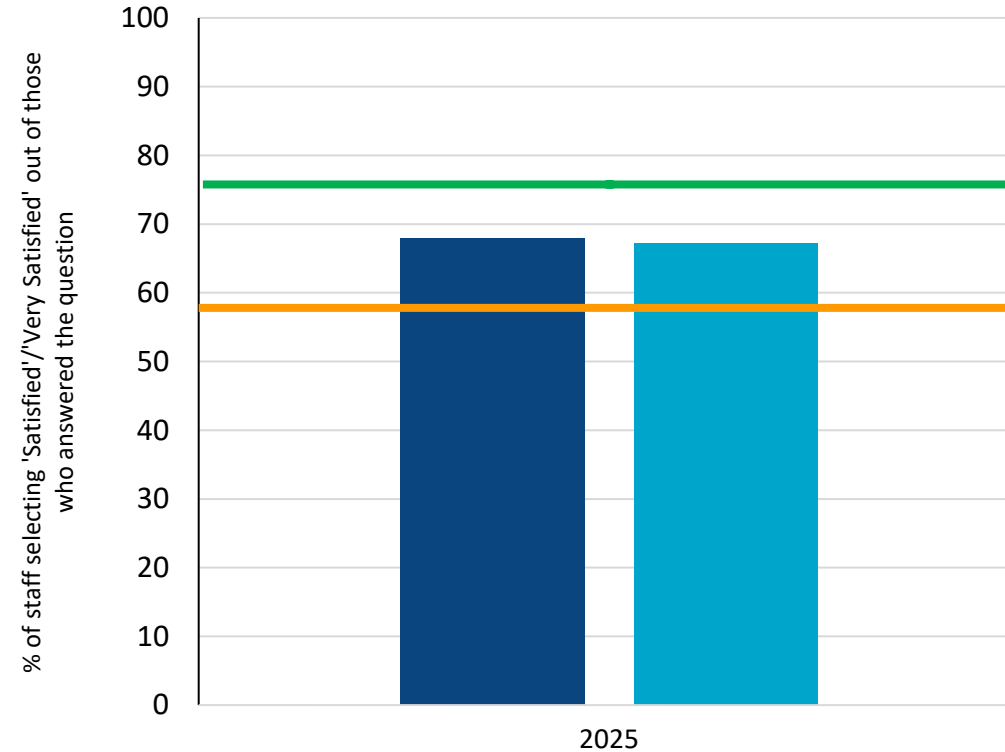
2025

Your org	80.19%
Best result	83.97%
Average result	79.62%
Worst result	73.10%

Responses 6745

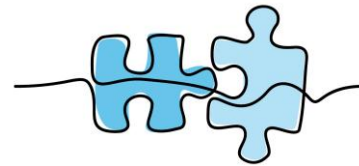


Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.



Your org	67.92%
Best result	75.77%
Average result	67.21%
Worst result	57.81%
Responses	6735

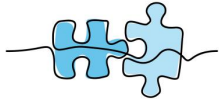
## People Promise element – We are a team



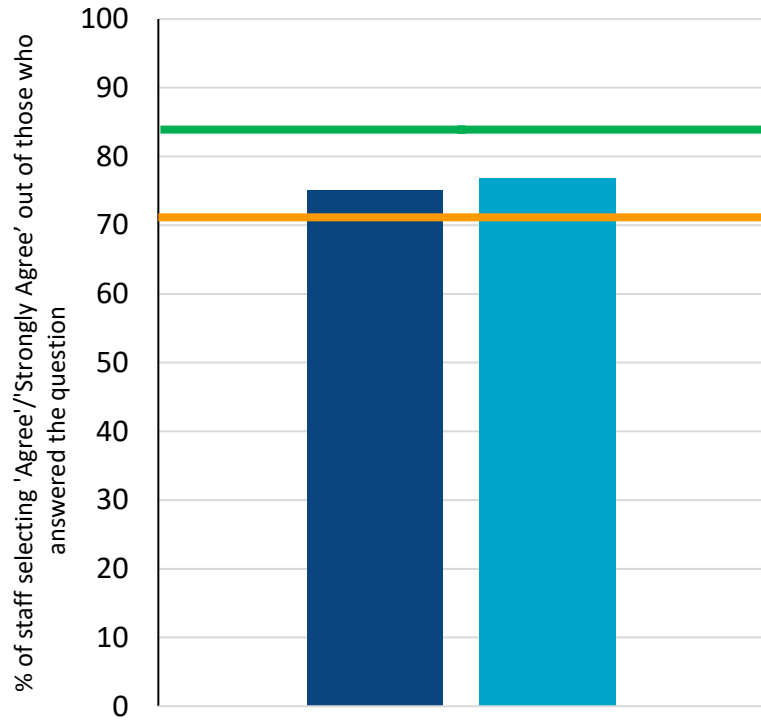
### Questions included:

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

Line management – Q9a, Q9b, Q9c, Q9d



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

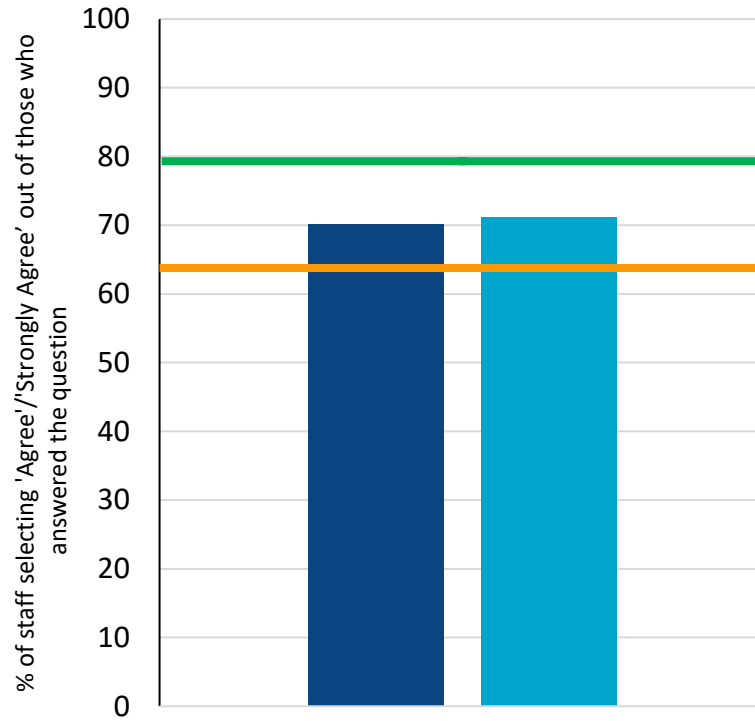


2025

Your org	75.11%
Best result	83.91%
Average result	76.78%
Worst result	71.15%

Responses 6752

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

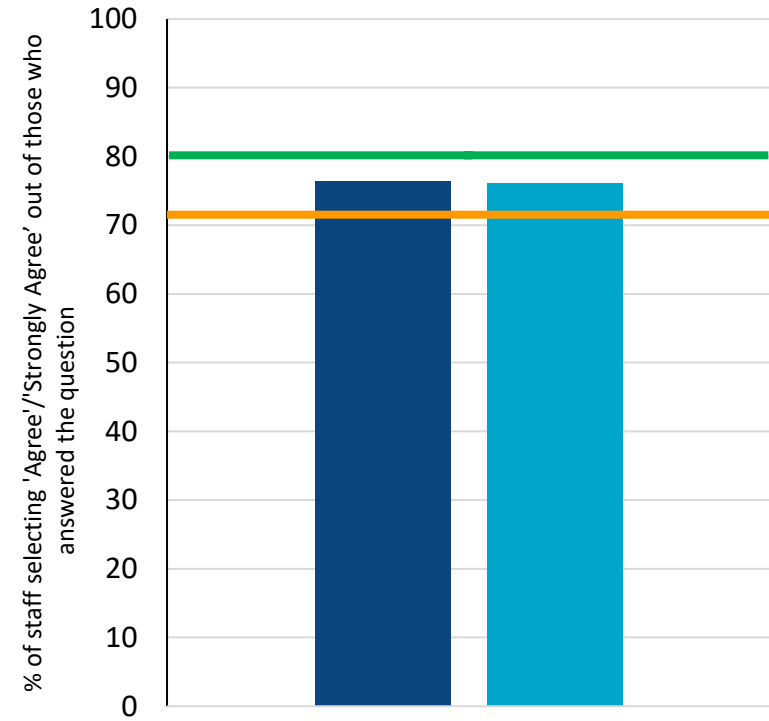


2025

Your org	70.13%
Best result	79.31%
Average result	71.21%
Worst result	63.77%

Responses 6747

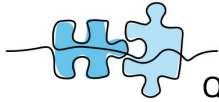
Q7c I receive the respect I deserve from my colleagues at work.



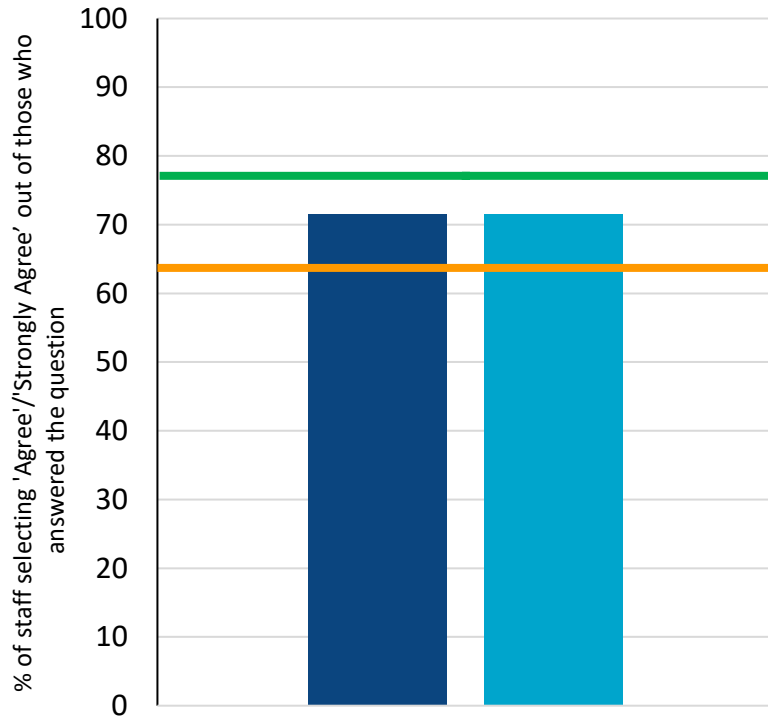
2025

Your org	76.37%
Best result	80.17%
Average result	76.14%
Worst result	71.53%

Responses 6744

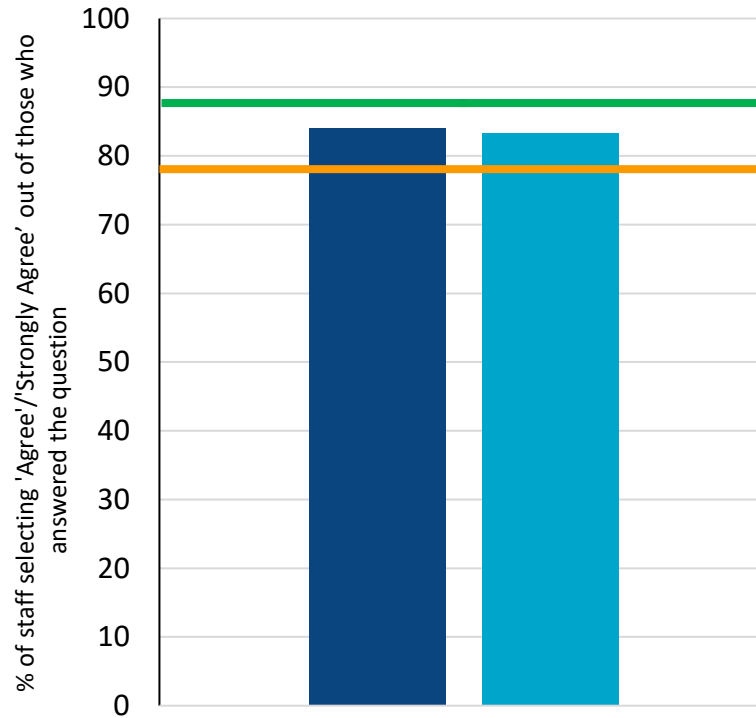


Q7d Team members understand each other's roles.



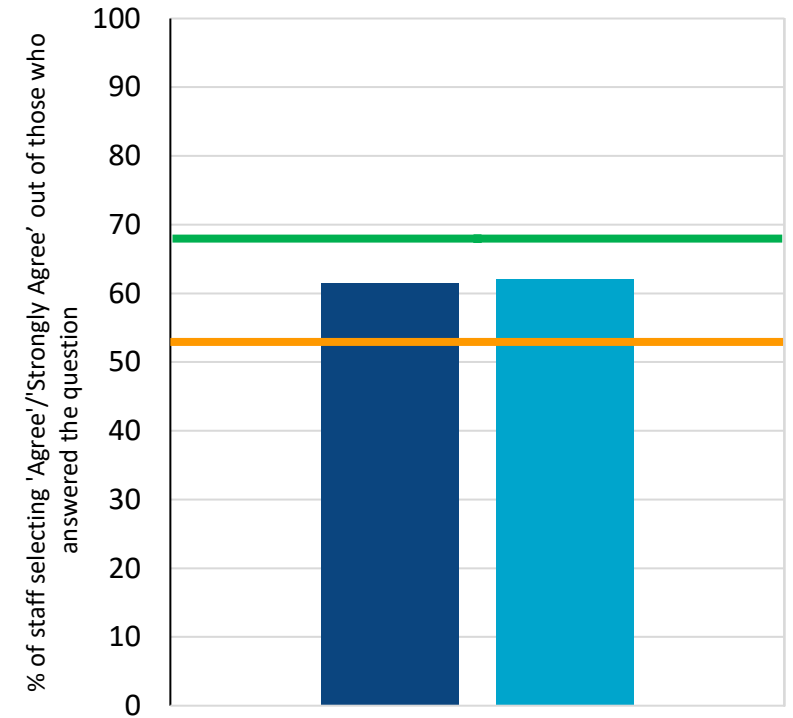
Your org	71.56%
Best result	77.11%
Average result	71.47%
Worst result	63.71%
Responses	6746

Q7e I enjoy working with the colleagues in my team.

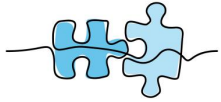


Your org	83.96%
Best result	87.70%
Average result	83.36%
Worst result	78.08%
Responses	6734

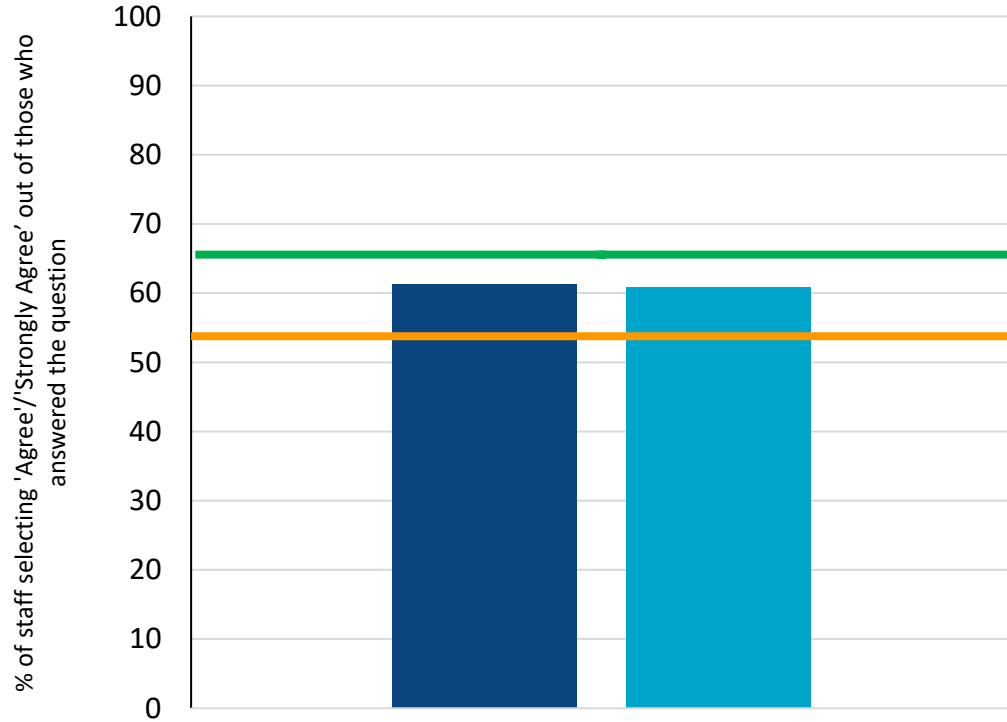
Q7f My team has enough freedom in how to do its work.



Your org	61.53%
Best result	67.97%
Average result	62.07%
Worst result	52.93%
Responses	6740

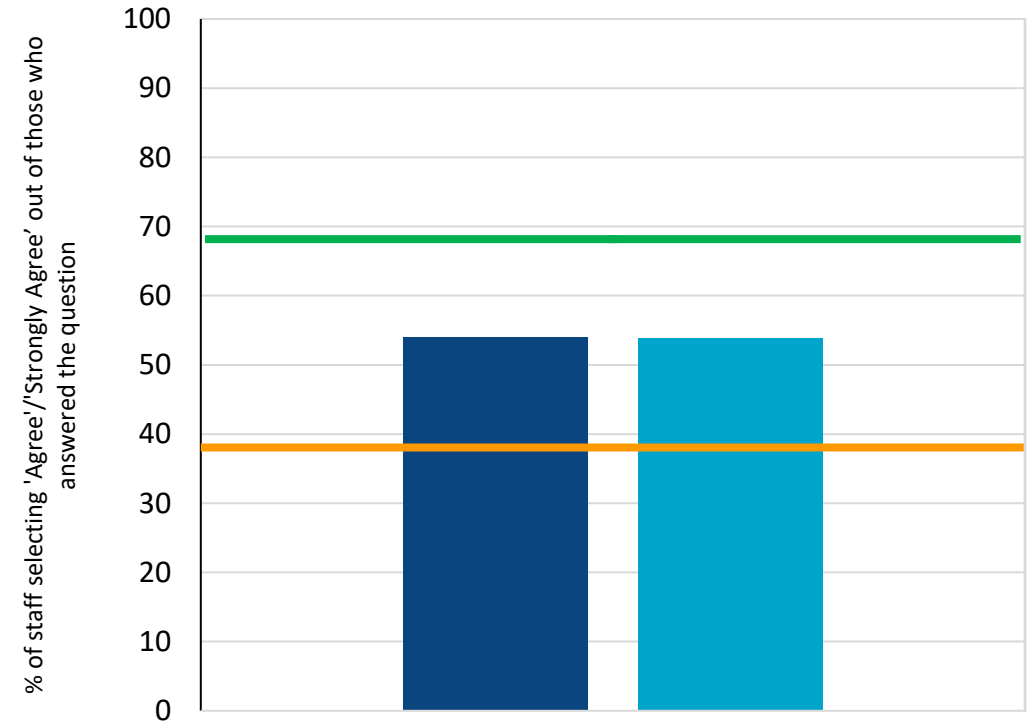


Q7g In my team disagreements are dealt with constructively.

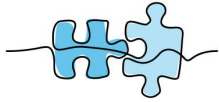


	2025
Your org	61.28%
Best result	65.57%
Average result	60.84%
Worst result	53.78%
Responses	6729

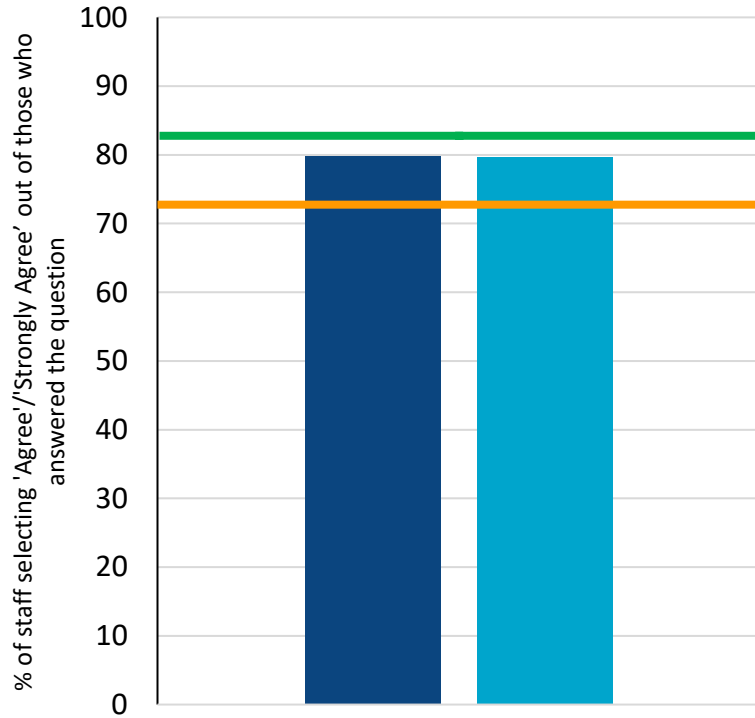
Q8a Teams within this organisation work well together to achieve their objectives.



	2025
Your org	54.07%
Best result	68.18%
Average result	53.77%
Worst result	38.06%
Responses	6741

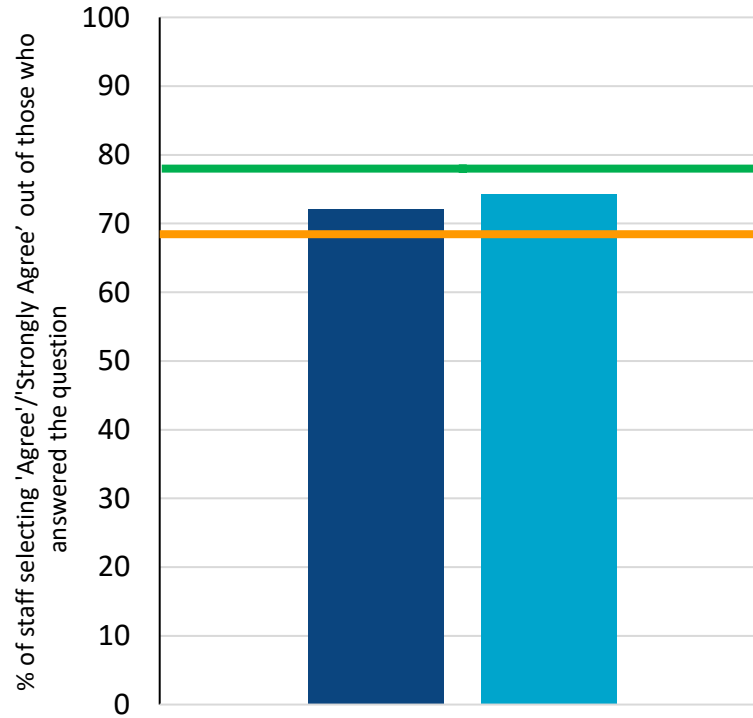


Q9a My immediate manager encourages me at work.



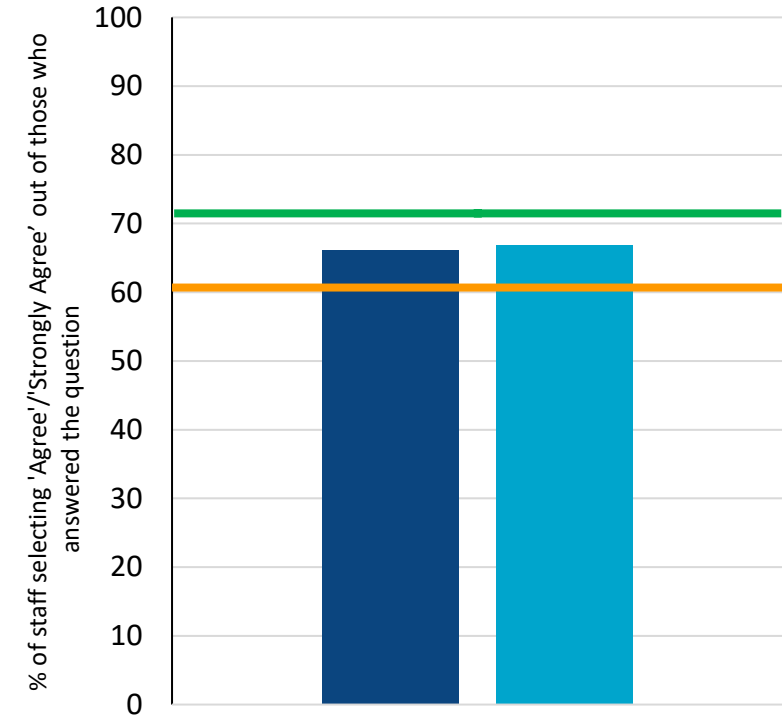
2025	
Your org	79.80%
Best result	82.77%
Average result	79.72%
Worst result	72.75%
Responses	6753

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

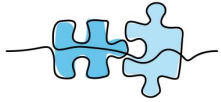


2025	
Your org	72.15%
Best result	78.00%
Average result	74.31%
Worst result	68.45%
Responses	6741

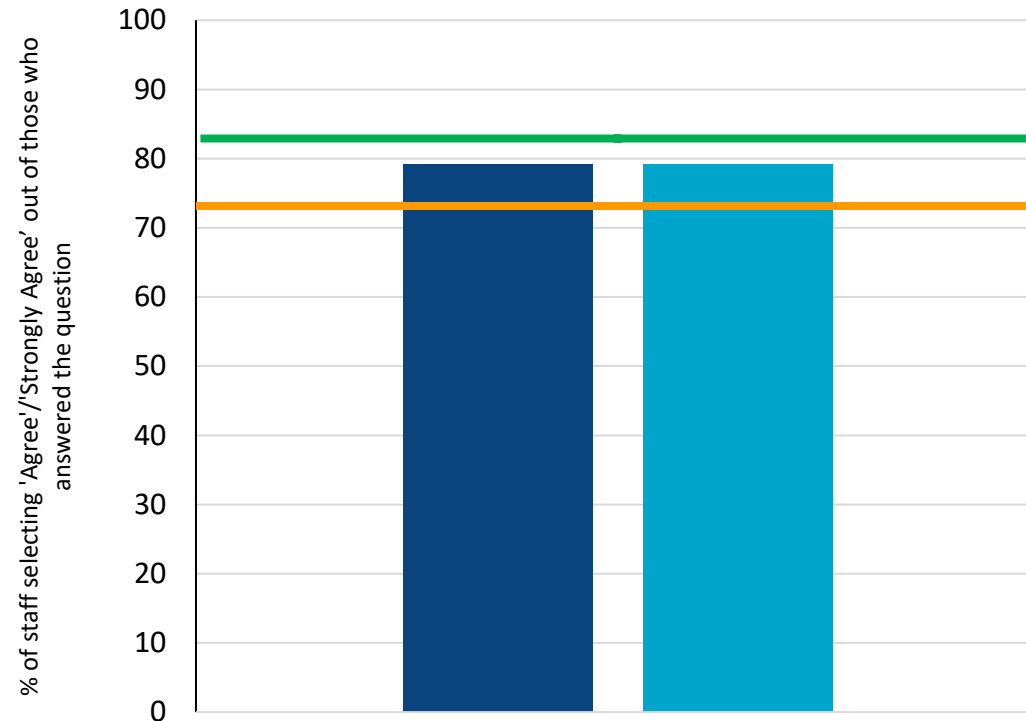
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



2025	
Your org	66.17%
Best result	71.48%
Average result	66.84%
Worst result	60.69%
Responses	6749



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



	2025
Your org	79.10%
Best result	82.91%
Average result	79.18%
Worst result	73.16%
Responses	6754

## Theme – Staff engagement



### Questions included:

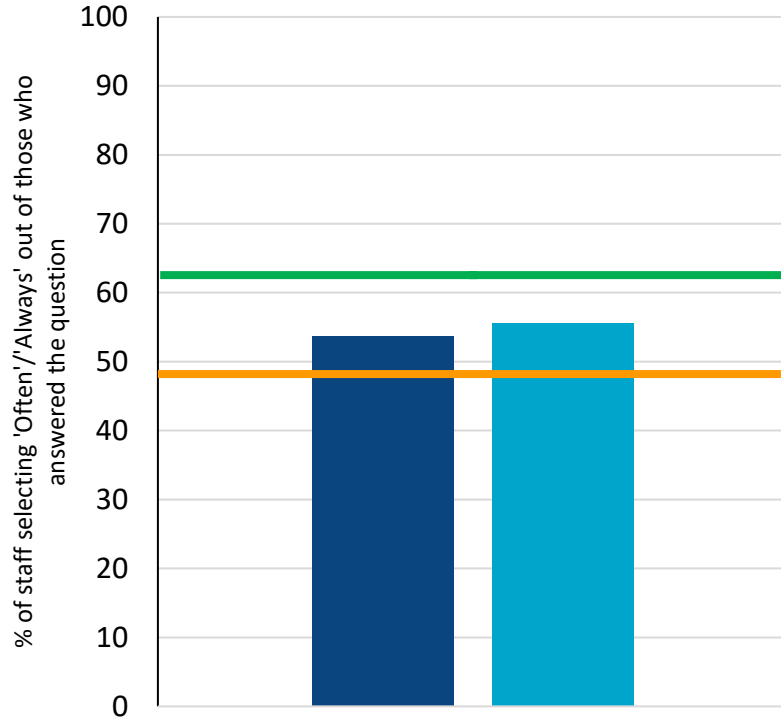
Motivation – Q2a, Q2b, Q2c

Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d

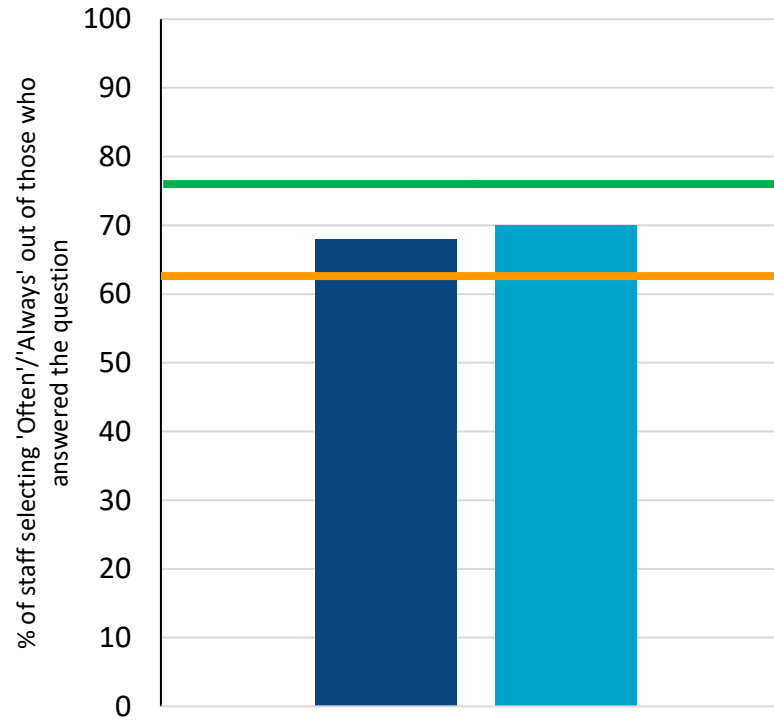


Q2a I look forward to going to work.



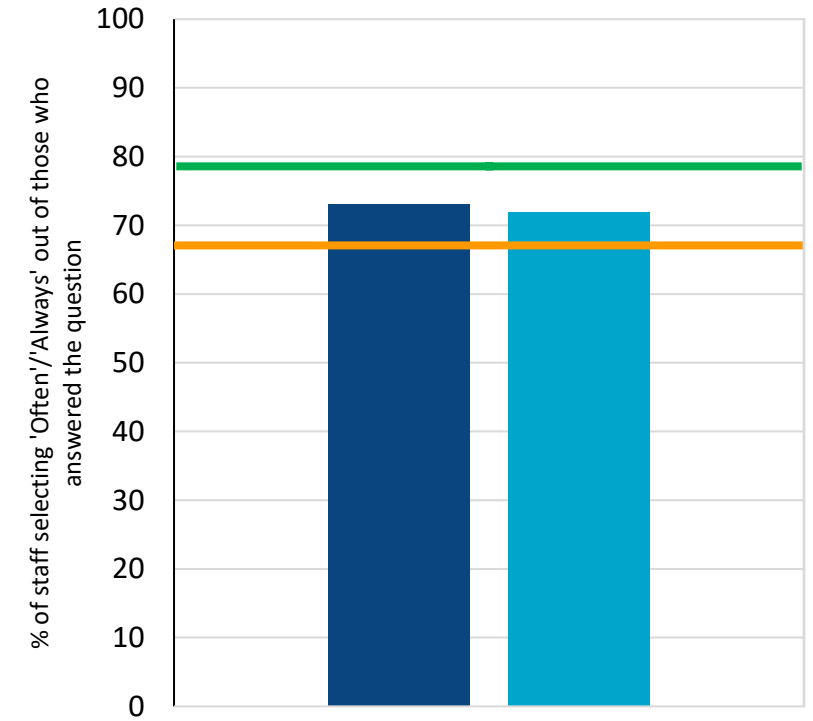
	2025
Your org	53.76%
Best result	62.55%
Average result	55.55%
Worst result	48.20%
Responses	6729

Q2b I am enthusiastic about my job.



	2025
Your org	68.00%
Best result	76.01%
Average result	70.05%
Worst result	62.62%
Responses	6691

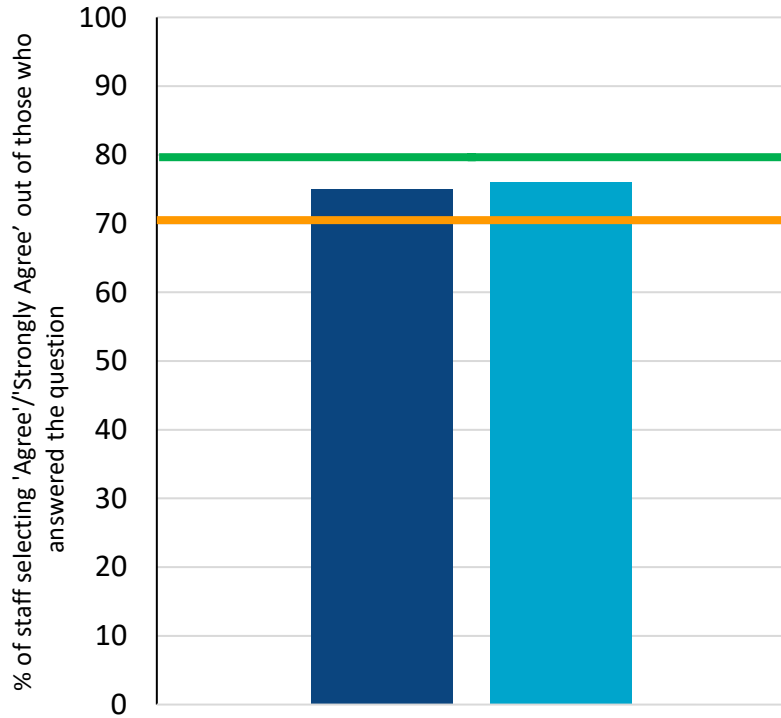
Q2c Time passes quickly when I am working.



	2025
Your org	73.06%
Best result	78.59%
Average result	71.97%
Worst result	67.08%
Responses	6695

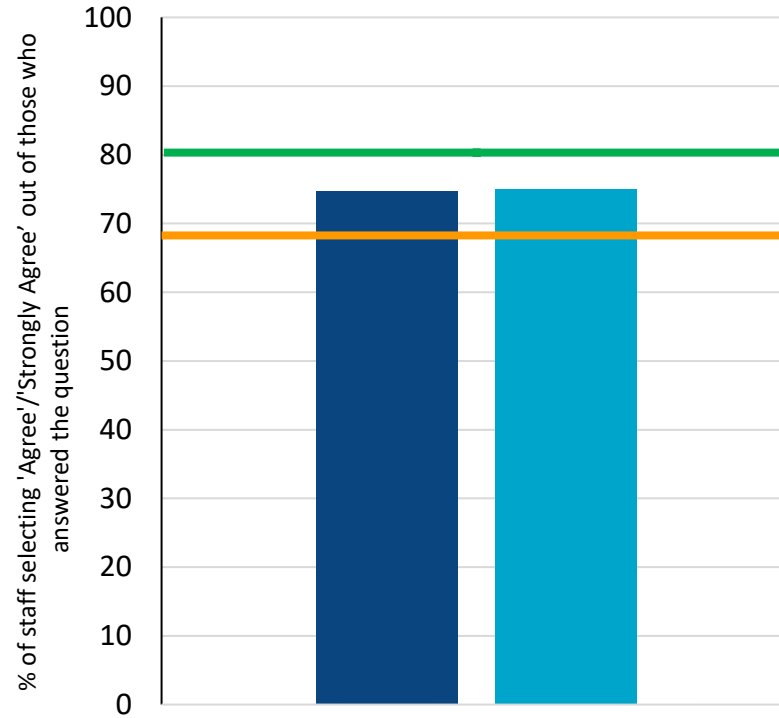


Q3c There are frequent opportunities for me to show initiative in my role.



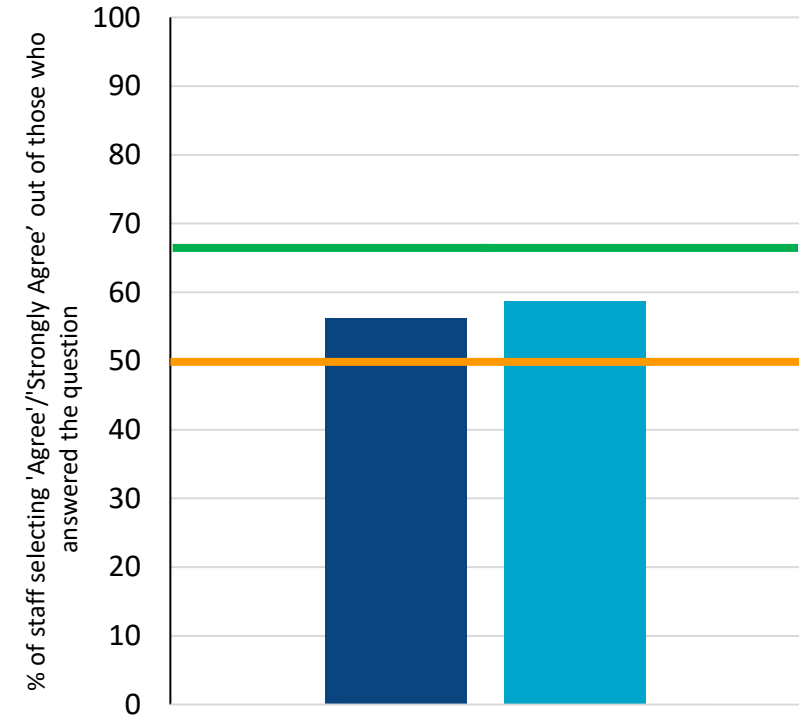
Your org	75.11%
Best result	79.65%
Average result	76.00%
Worst result	70.50%
Responses	6745

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



Your org	74.78%
Best result	80.32%
Average result	75.07%
Worst result	68.27%
Responses	6735

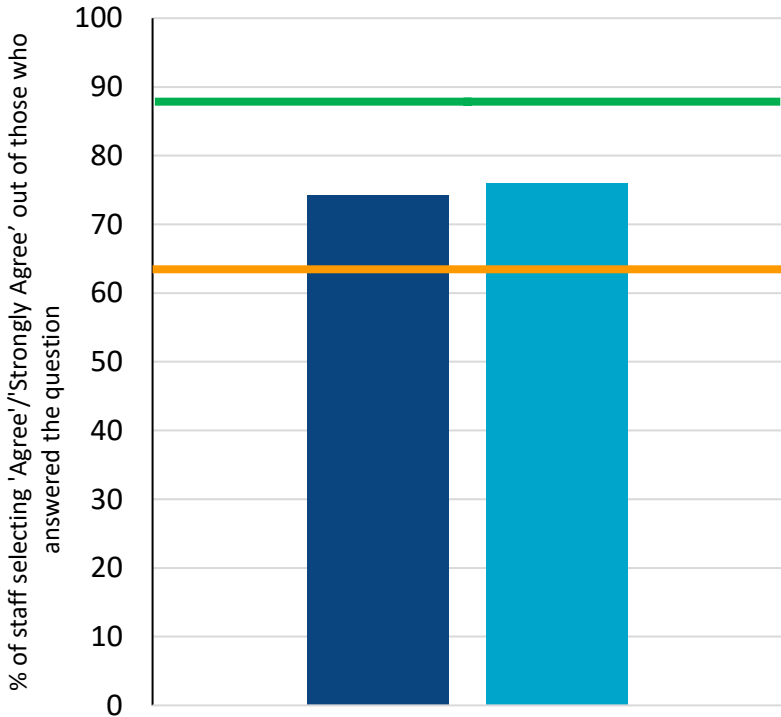
Q3f I am able to make improvements happen in my area of work.



Your org	56.27%
Best result	66.45%
Average result	58.65%
Worst result	49.87%
Responses	6716

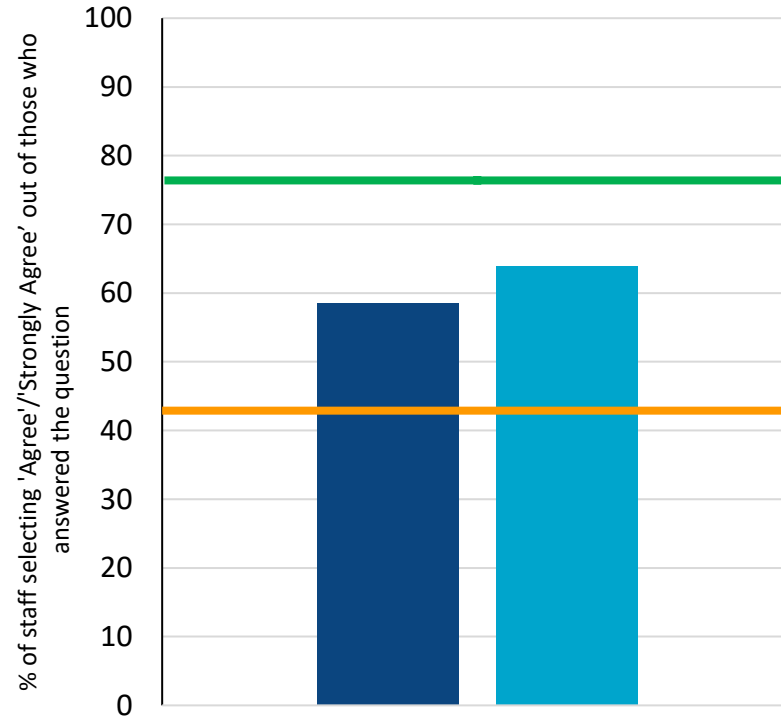


Q25a Care of patients / service users is my organisation's top priority.



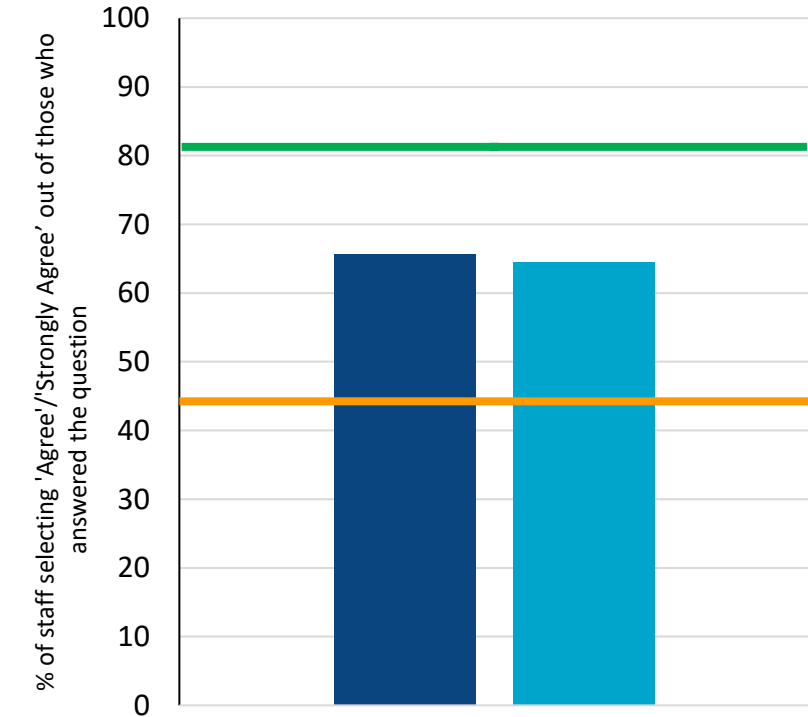
	2025
Your org	74.22%
Best result	87.85%
Average result	75.94%
Worst result	63.46%
Responses	6750

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



	2025
Your org	58.51%
Best result	76.39%
Average result	64.00%
Worst result	42.89%
Responses	6745

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



	2025
Your org	65.68%
Best result	81.28%
Average result	64.45%
Worst result	44.25%
Responses	6740

## Theme - Morale



### Questions included:

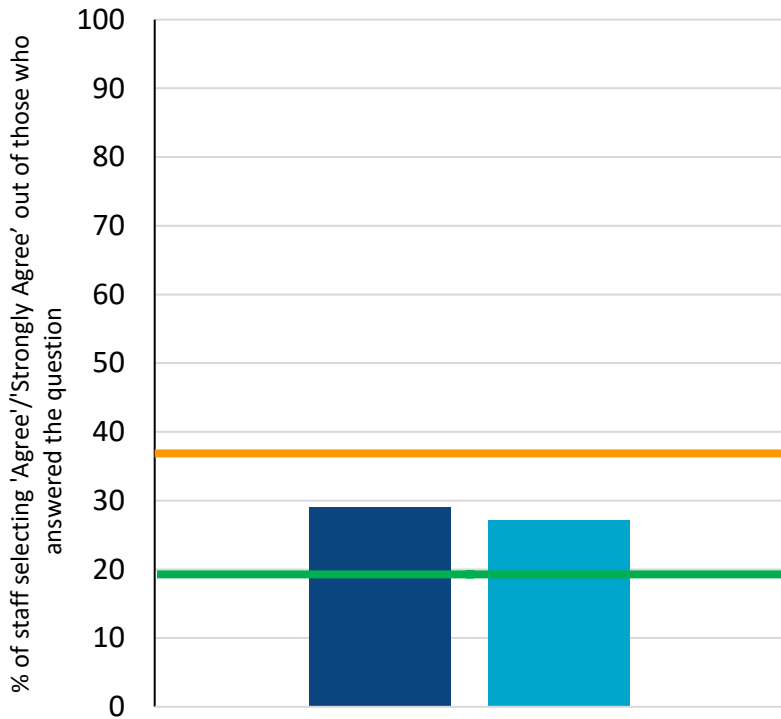
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

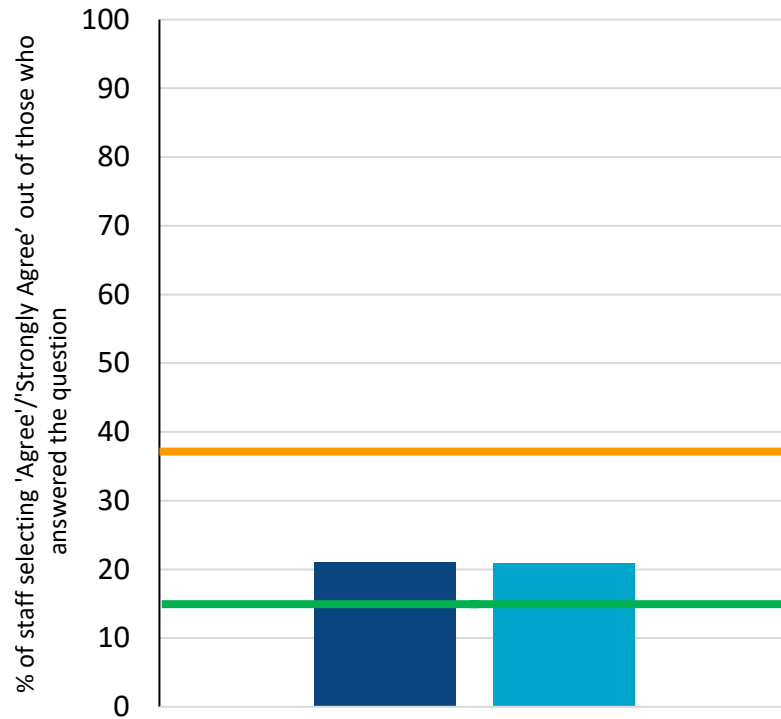


Q26a I often think about leaving this organisation.



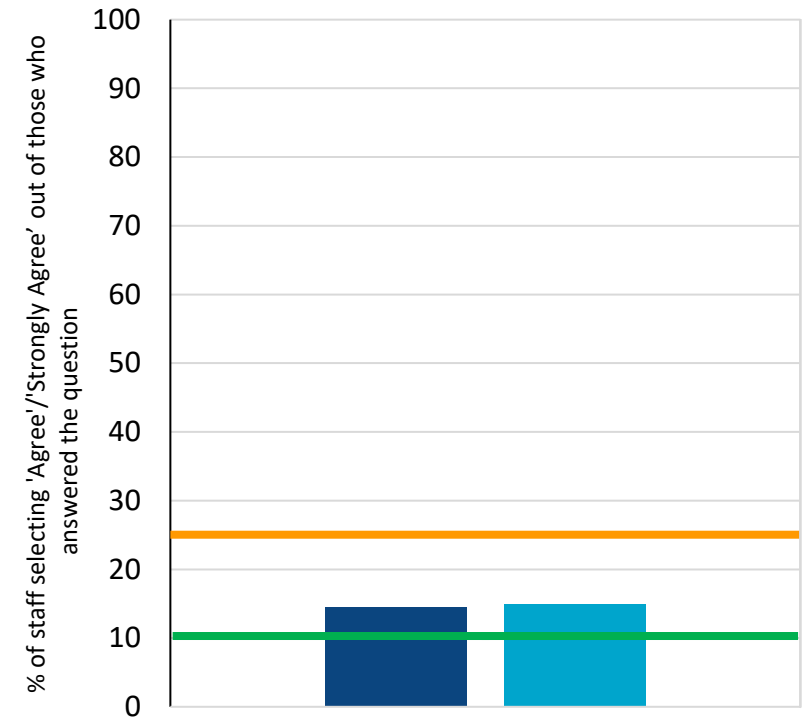
Your org	28.97%
Best result	19.27%
Average result	27.11%
Worst result	36.87%
Responses	6757

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



Your org	21.03%
Best result	14.94%
Average result	20.84%
Worst result	37.14%
Responses	6734

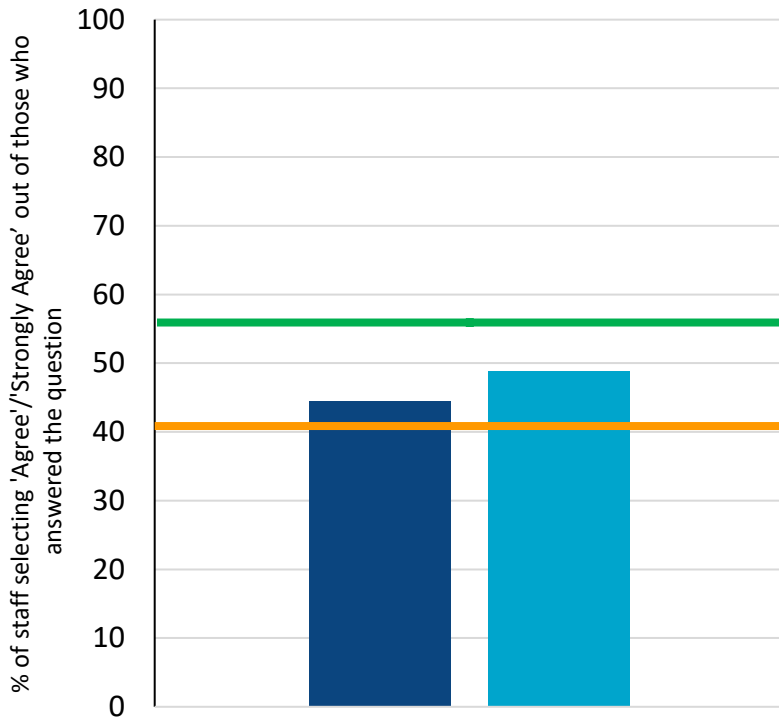
Q26c As soon as I can find another job, I will leave this organisation.



Your org	14.53%
Best result	10.30%
Average result	14.93%
Worst result	25.04%
Responses	6715



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

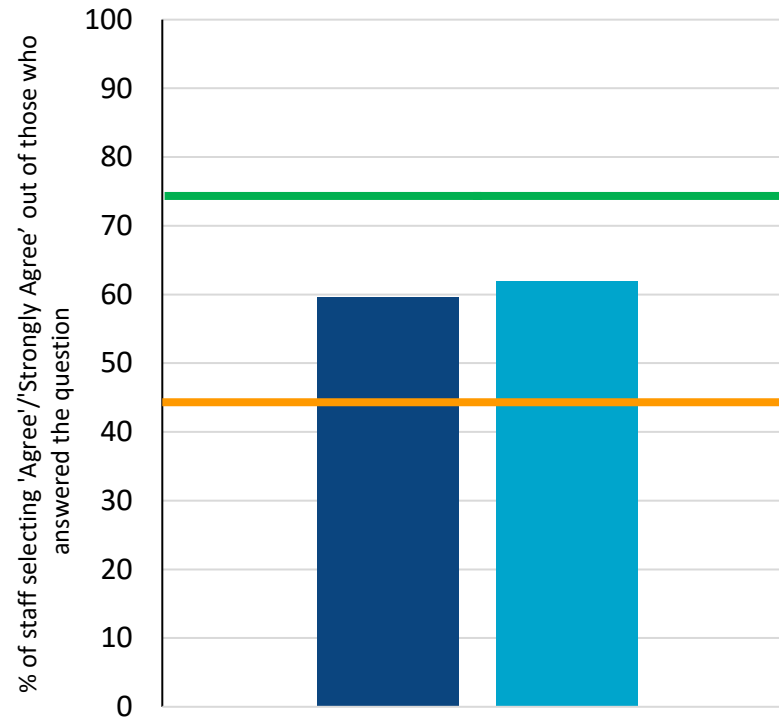


2025

Your org	44.46%
Best result	55.93%
Average result	48.87%
Worst result	40.86%

Responses 6730

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

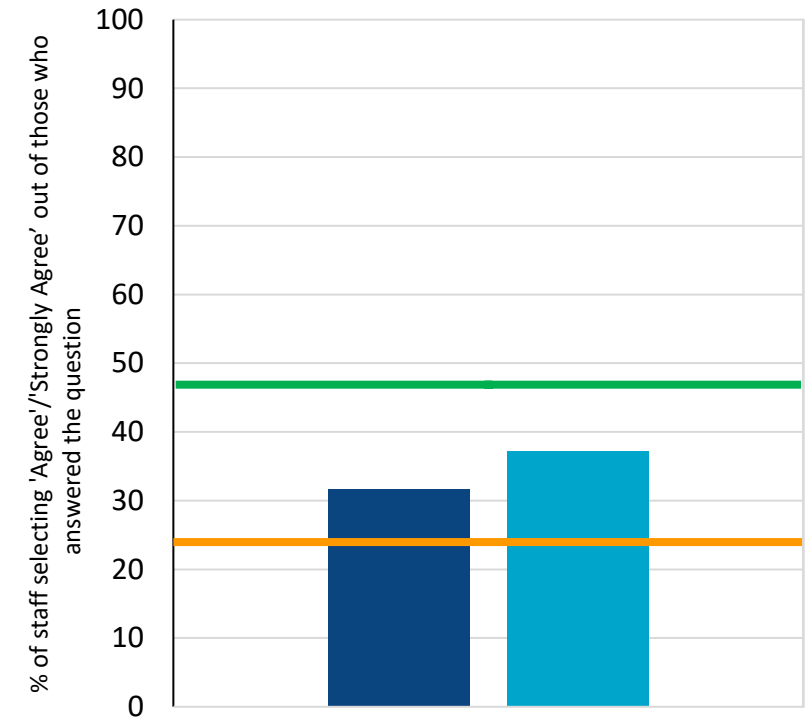


2025

Your org	59.50%
Best result	74.34%
Average result	61.98%
Worst result	44.32%

Responses 6708

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



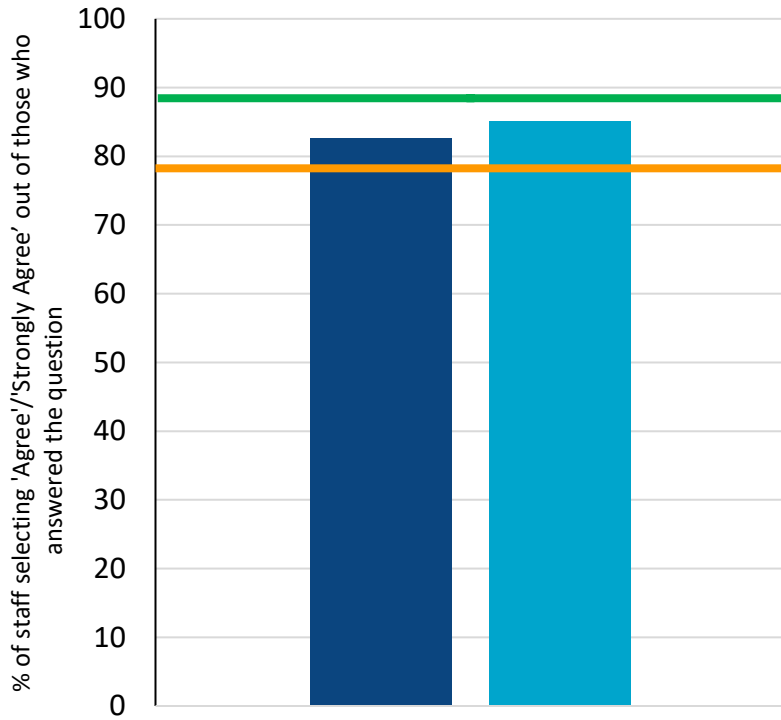
2025

Your org	31.71%
Best result	46.88%
Average result	37.21%
Worst result	23.97%

Responses 6749

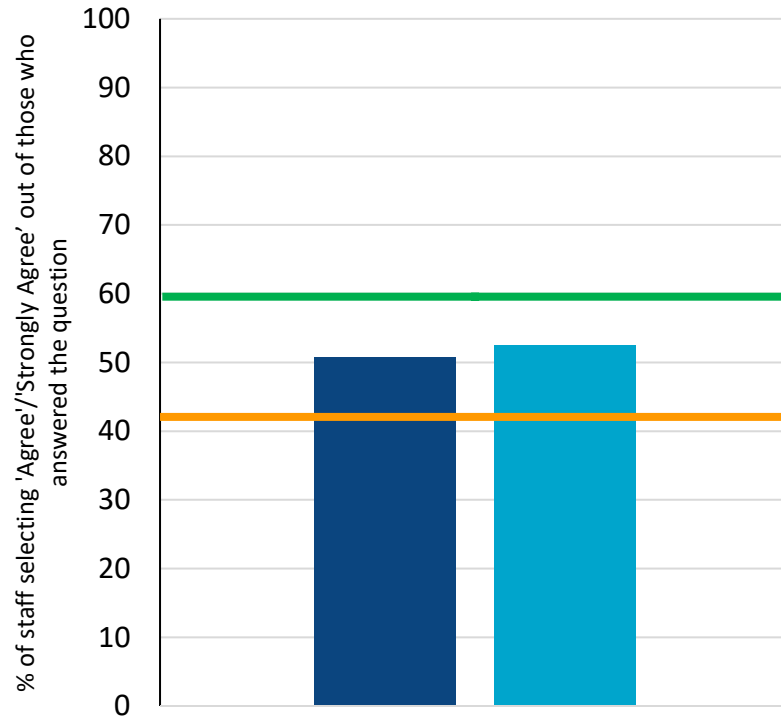


Q3a I always know what my work responsibilities are.



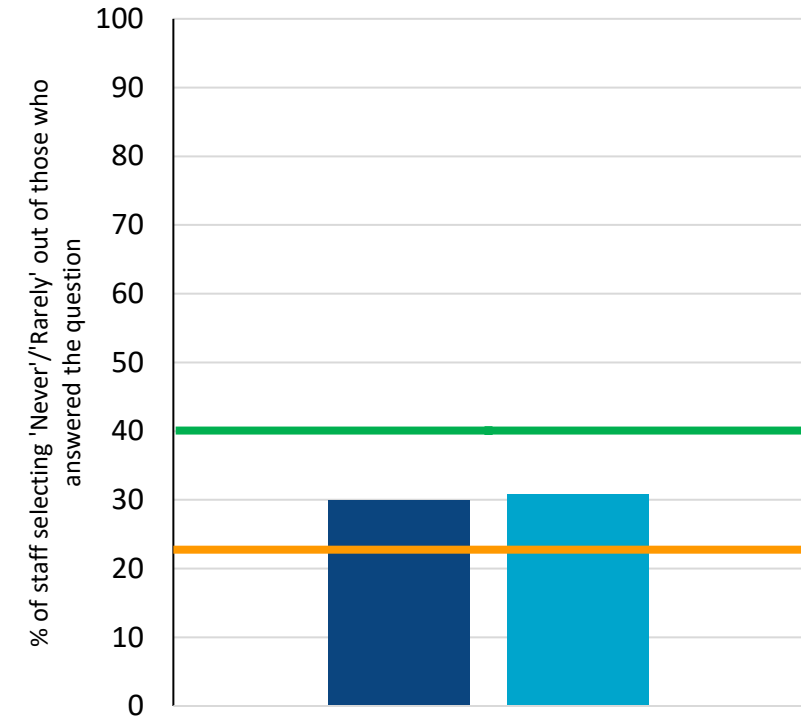
Your org	82.59%
Best result	88.44%
Average result	85.06%
Worst result	78.25%
Responses	6761

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



Your org	50.67%
Best result	59.56%
Average result	52.40%
Worst result	42.07%
Responses	6740

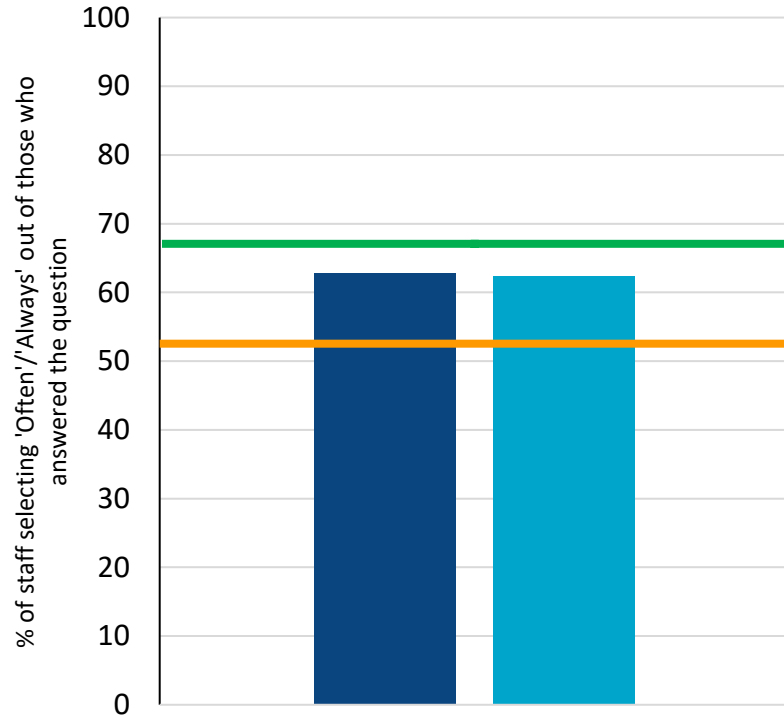
Q5a I have unrealistic time pressures.



Your org	29.87%
Best result	40.08%
Average result	30.76%
Worst result	22.75%
Responses	6747



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



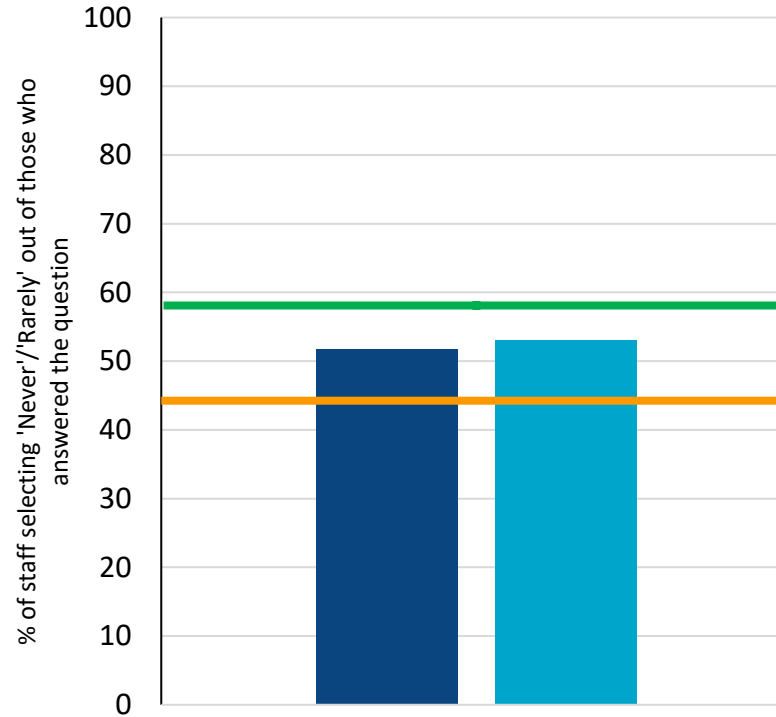
2025

Your org	62.84%
Best result	67.08%
Average result	62.31%
Worst result	52.55%

Responses

6725

Q5c Relationships at work are strained.



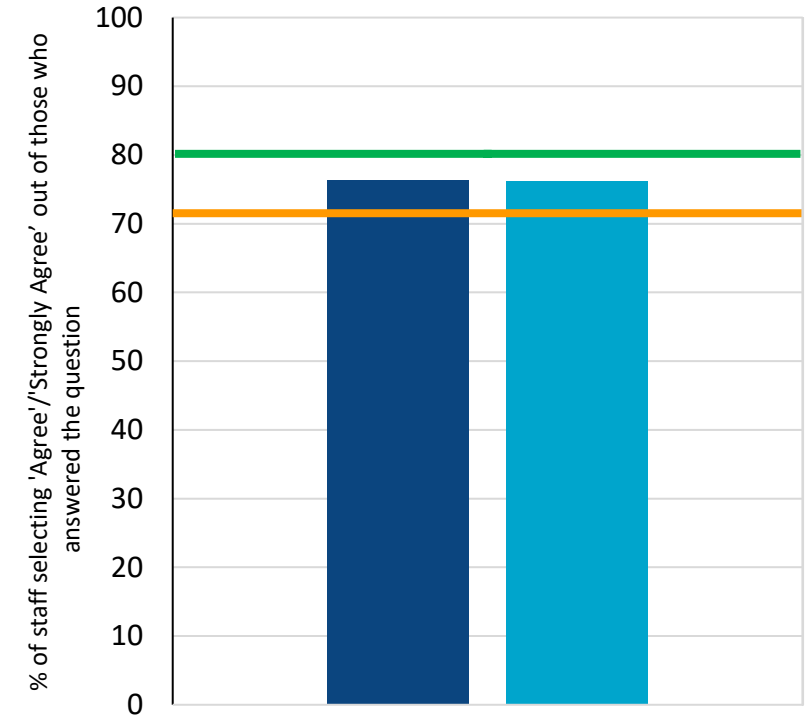
2025

Your org	51.69%
Best result	58.10%
Average result	53.09%
Worst result	44.25%

Responses

6740

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



2025

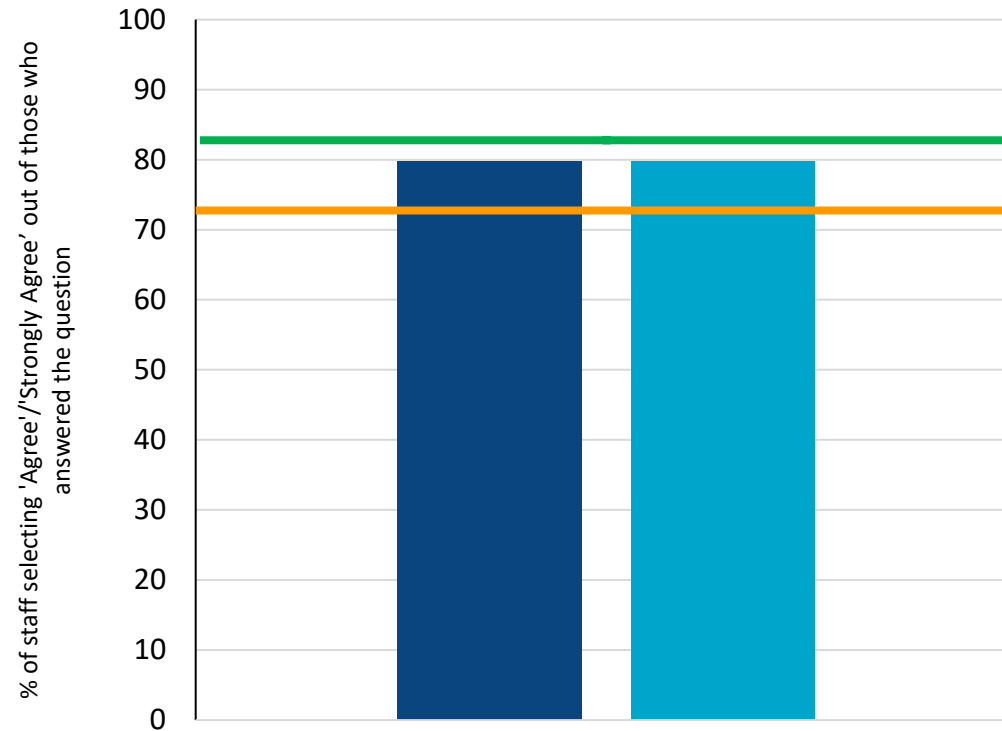
Your org	76.37%
Best result	80.17%
Average result	76.14%
Worst result	71.53%

Responses

6744



Q9a My immediate manager encourages me at work.



	2025
Your org	79.80%
Best result	82.77%
Average result	79.72%
Worst result	72.75%
Responses	6753

## Questions not linked to People Promise elements or themes

Questions included:\*

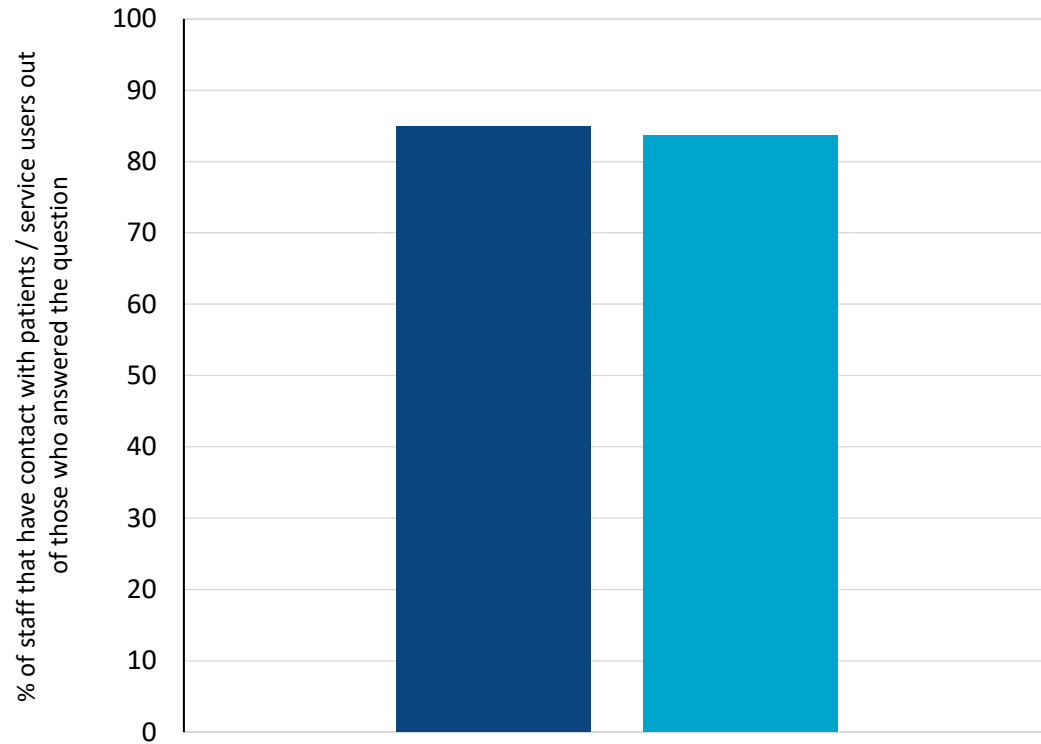
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

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

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



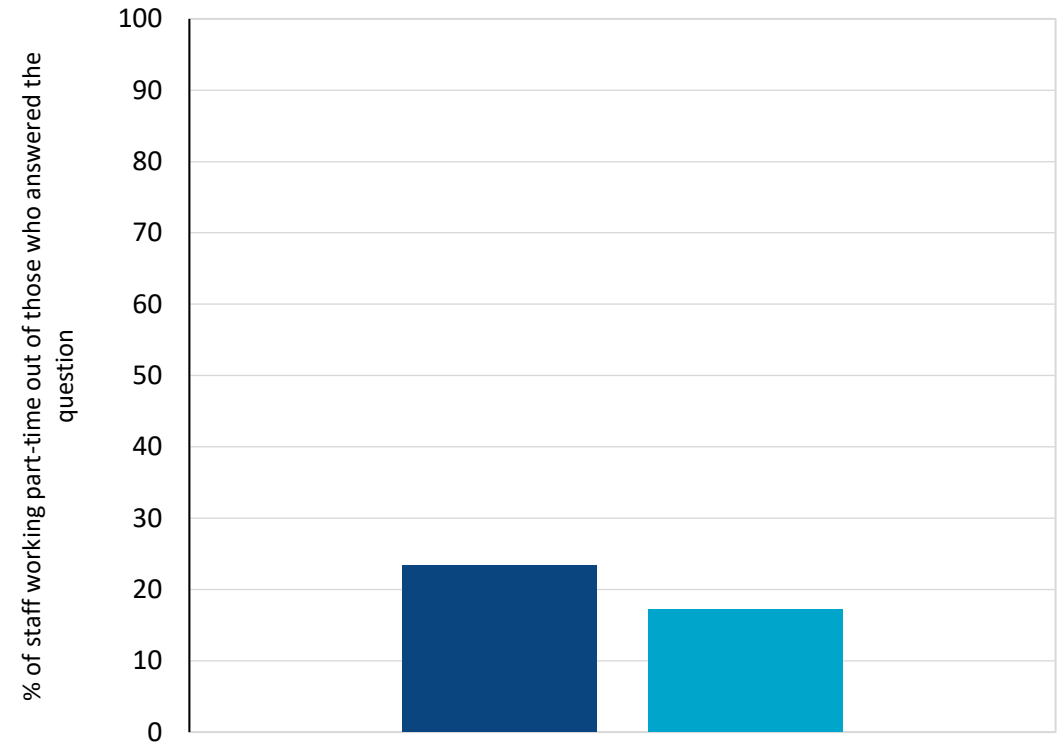
Q1 Do you have face-to-face, video or telephone contact with patients / service users as part of your job?



2025

Your org	84.96%
Average	83.60%
Responses	6728

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

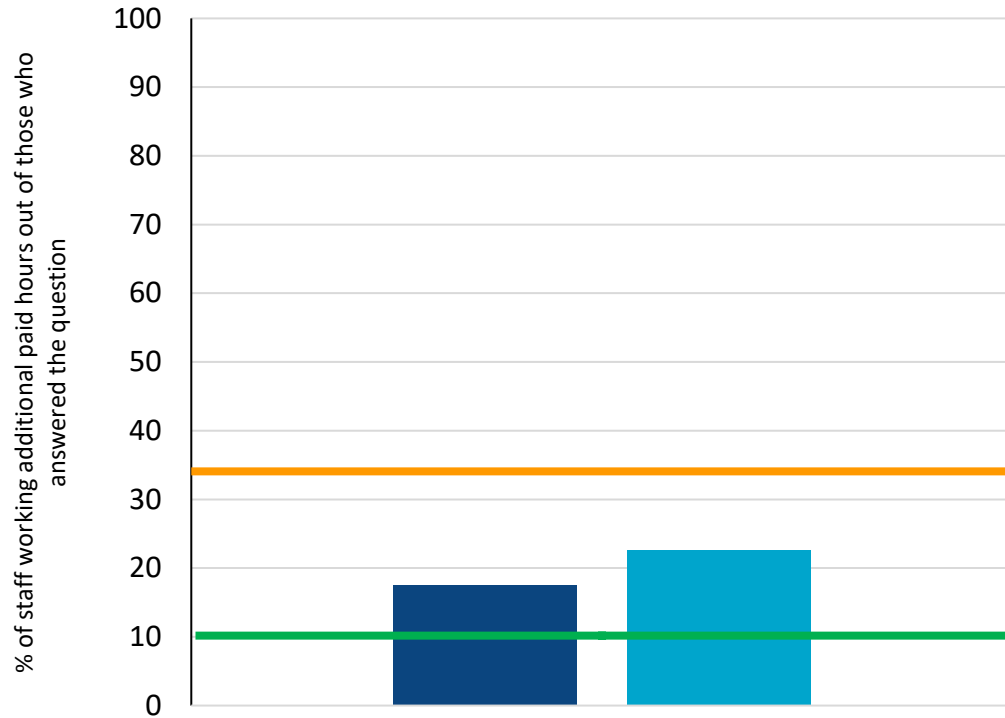


2025

Your org	23.31%
Average	17.20%
Responses	6294



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



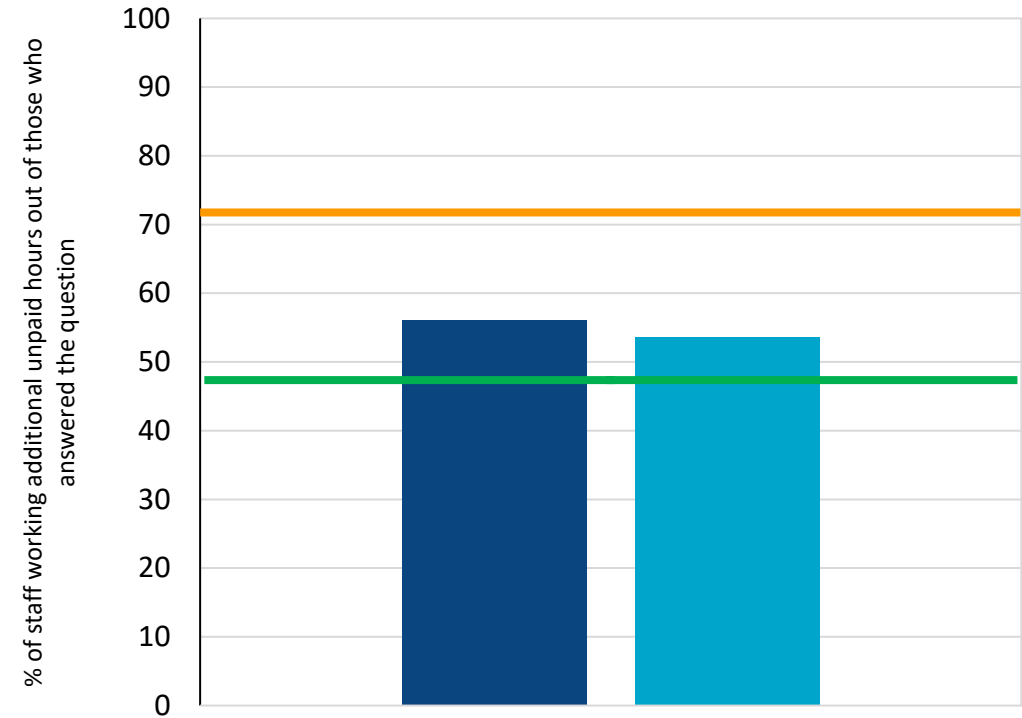
2025

Your org	17.60%
Lowest	10.18%
Average	22.66%
Highest	34.08%

Responses

6564

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



2025

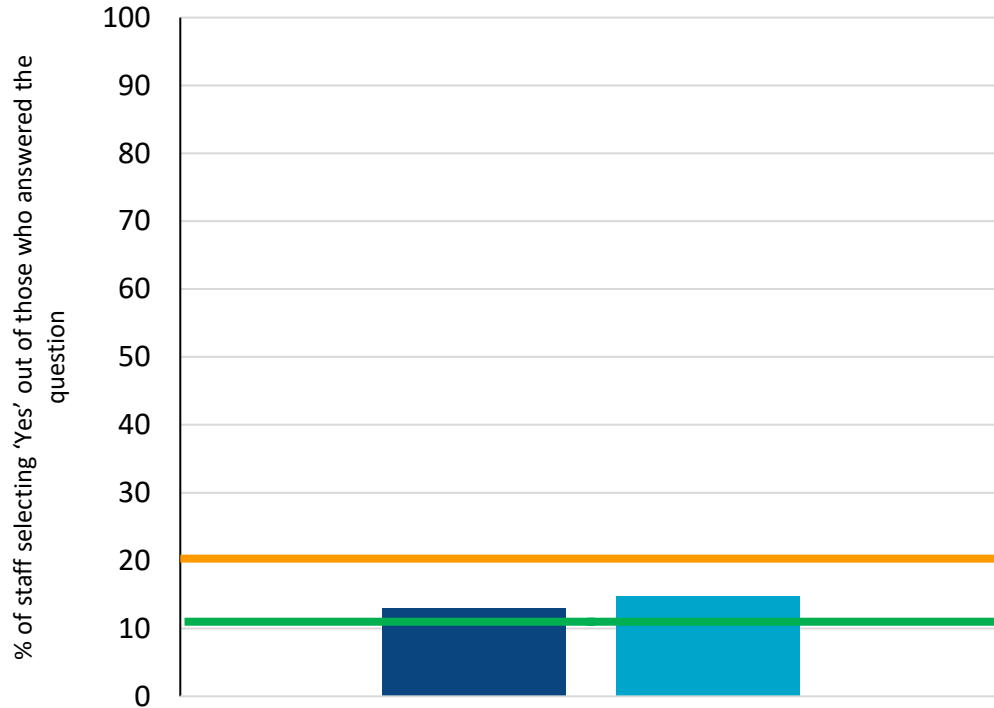
Your org	56.09%
Lowest	47.36%
Average	53.71%
Highest	71.76%

Responses

6609



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

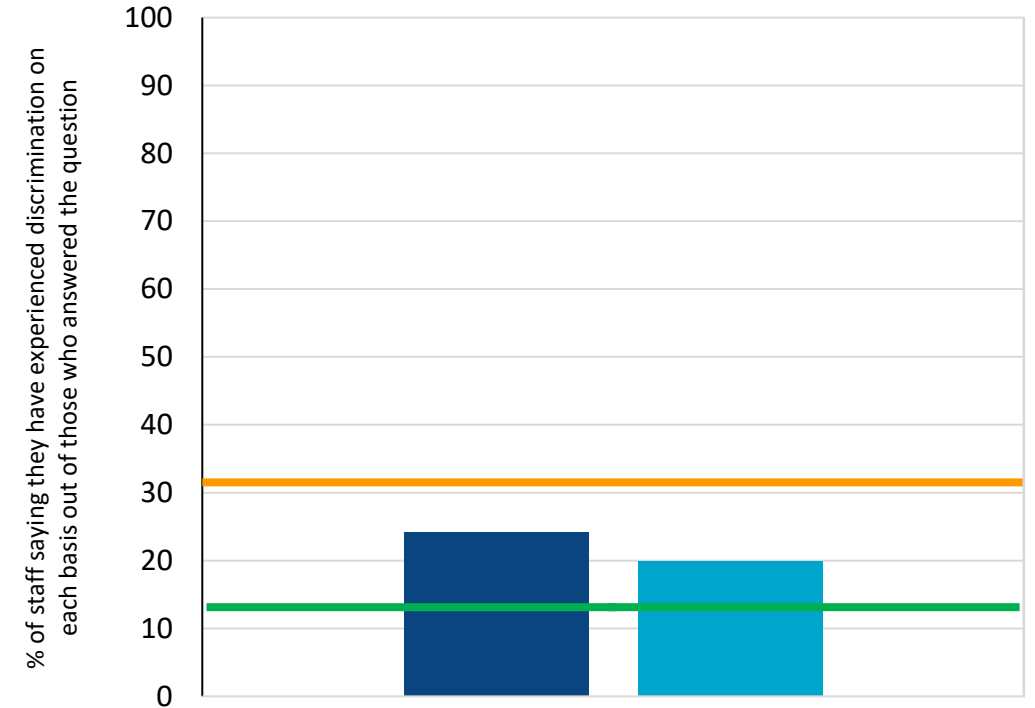


2025

Your org	13.08%
Best result	11.00%
Average result	14.81%
Worst result	20.29%

Responses 3662

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



2025

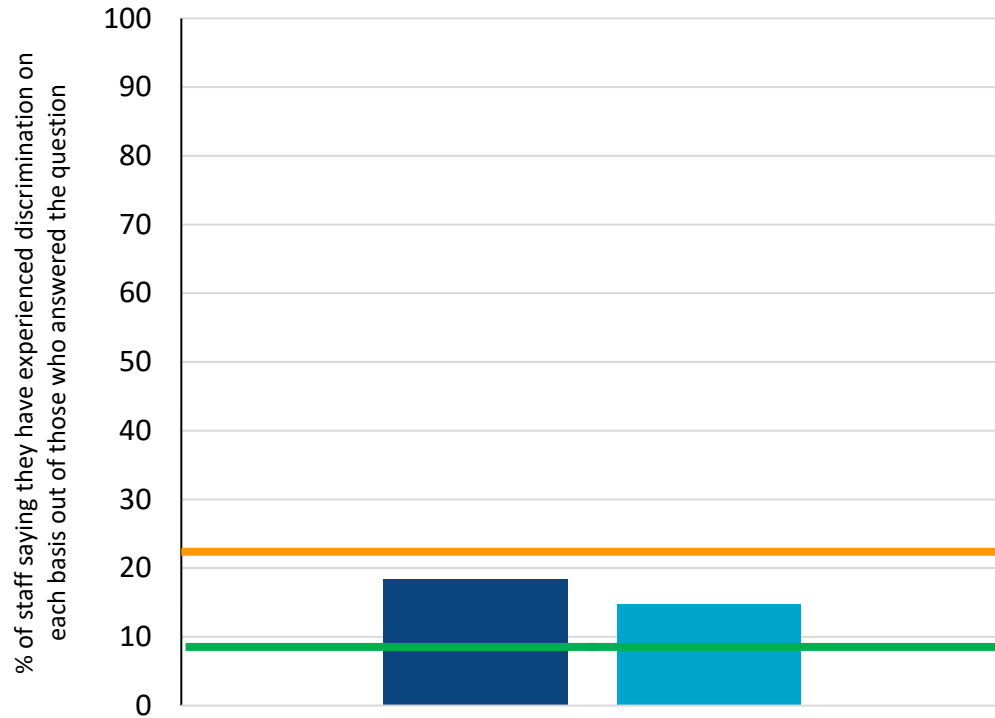
Your org	24.25%
Best result	13.14%
Average result	19.99%
Worst result	31.53%

Responses 695

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



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



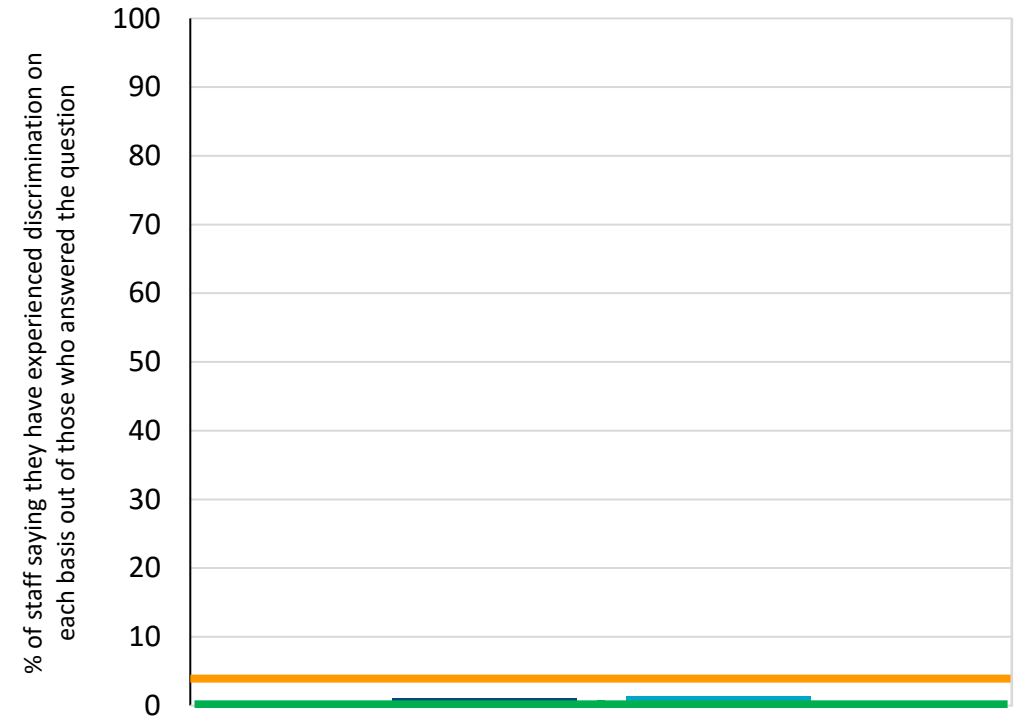
2025

Your org	18.39%
Best result	8.53%
Average result	14.78%
Worst result	22.39%

Responses

695

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



2025

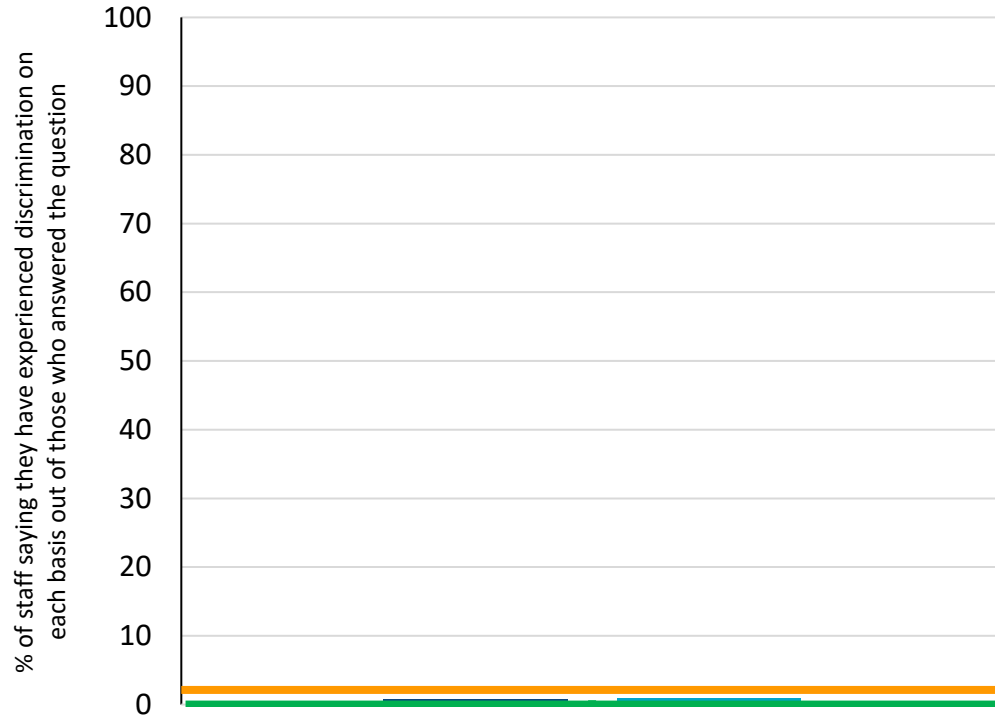
Your org	1.14%
Best result	0.18%
Average result	1.46%
Worst result	3.92%

Responses

695



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



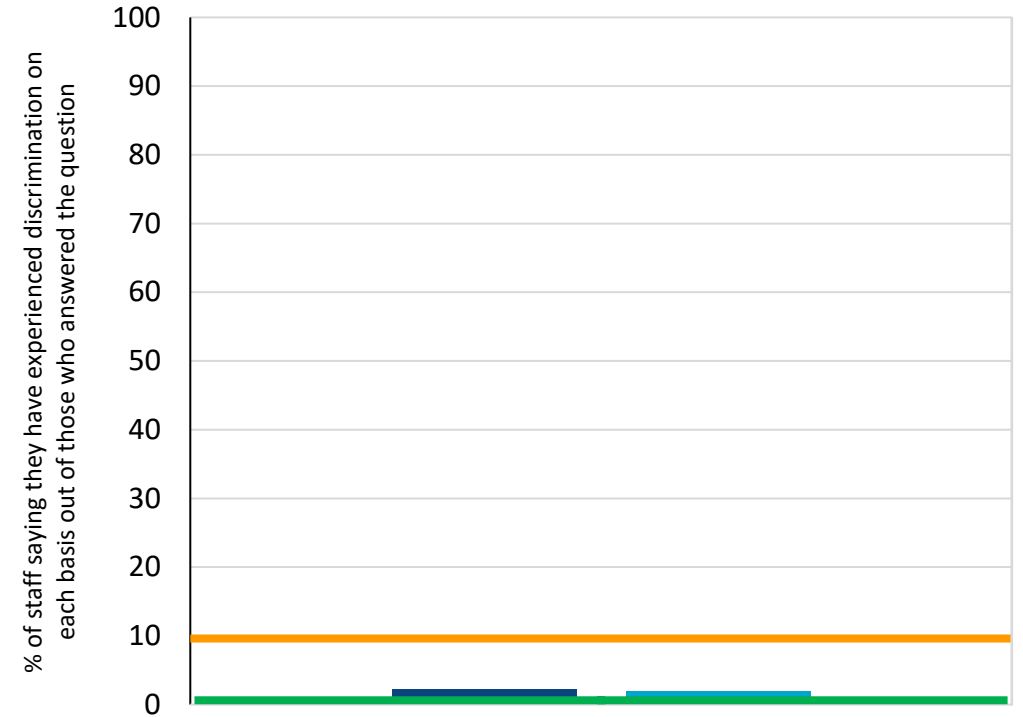
2025

Your org	0.73%
Best result	0.00%
Average result	0.90%
Worst result	2.13%

Responses

695

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



2025

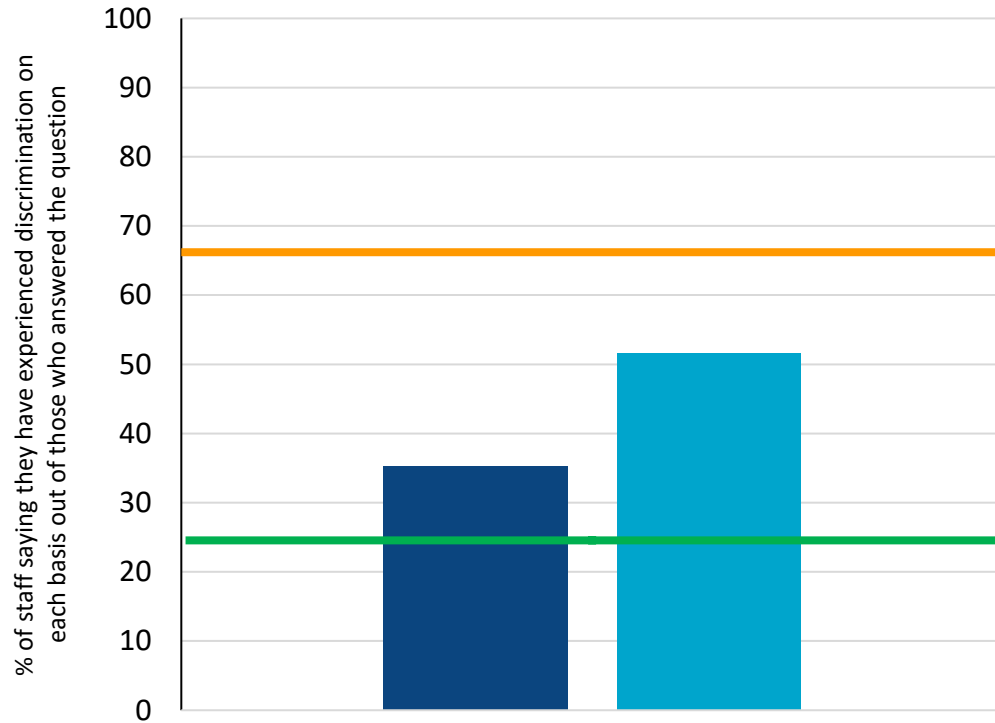
Your org	2.33%
Best result	0.63%
Average result	1.91%
Worst result	9.61%

Responses

695

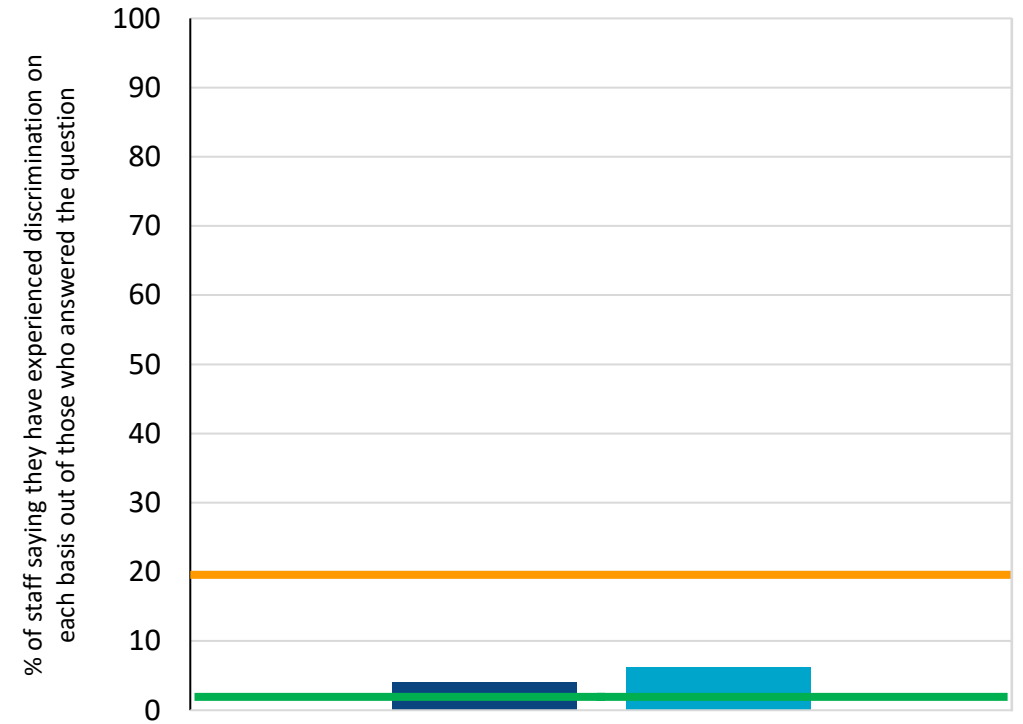


Q16c.6 On what grounds have you experienced discrimination?  
– Race.



2025	
Your org	35.24%
Best result	24.55%
Average result	51.59%
Worst result	66.20%
Responses	695

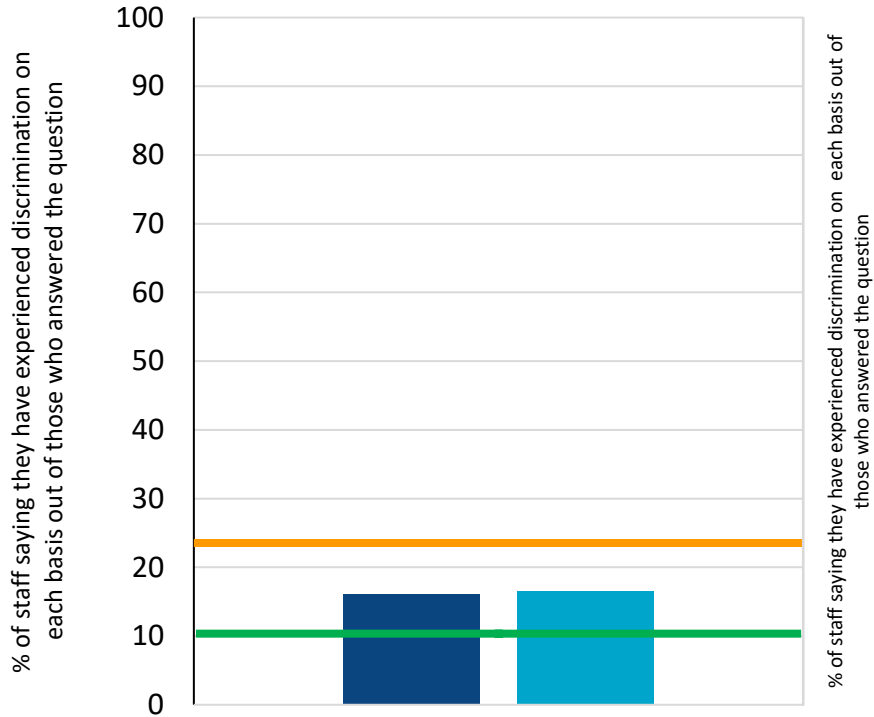
Q16c.7 On what grounds have you experienced discrimination?  
– Religion or belief.



2025	
Your org	4.12%
Best result	1.93%
Average result	6.29%
Worst result	19.57%
Responses	695



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

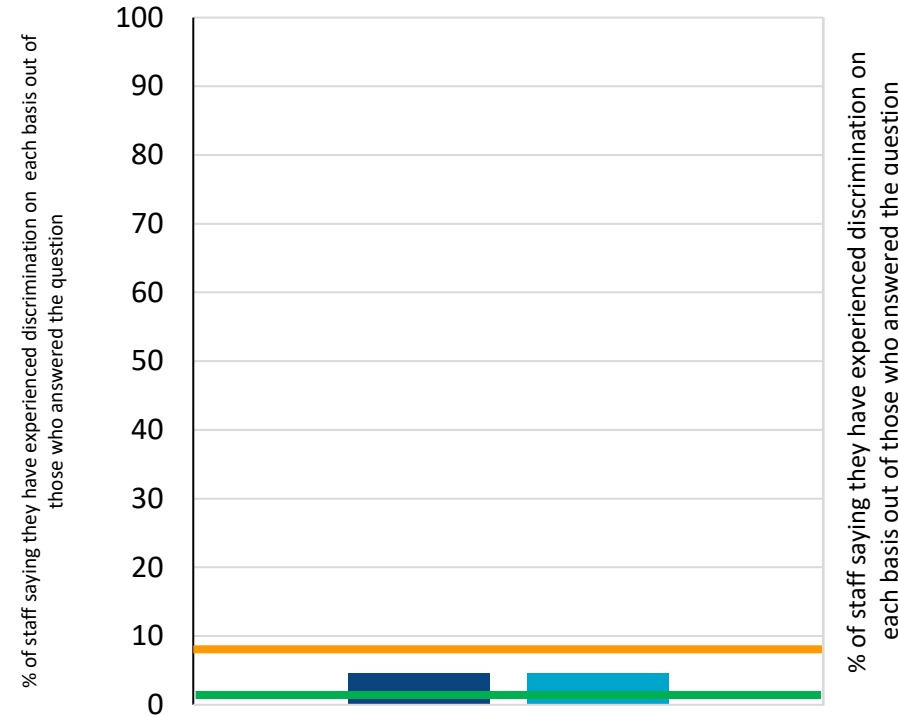


2025

Your org	16.03%
Best result	10.35%
Average result	16.48%
Worst result	23.54%

Responses 695

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

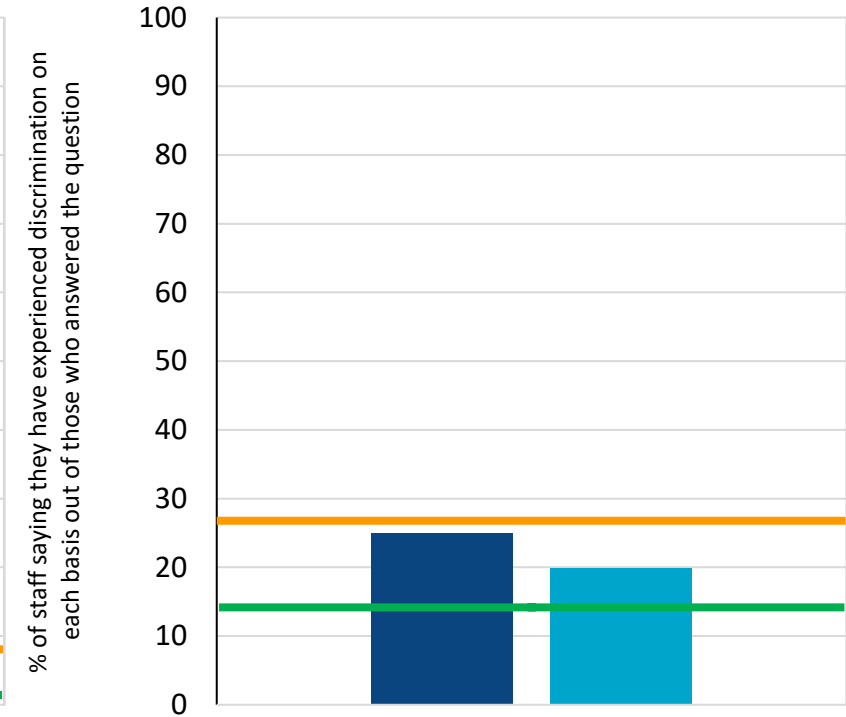


2025

Your org	4.58%
Best result	1.42%
Average result	4.54%
Worst result	8.07%

Responses 695

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



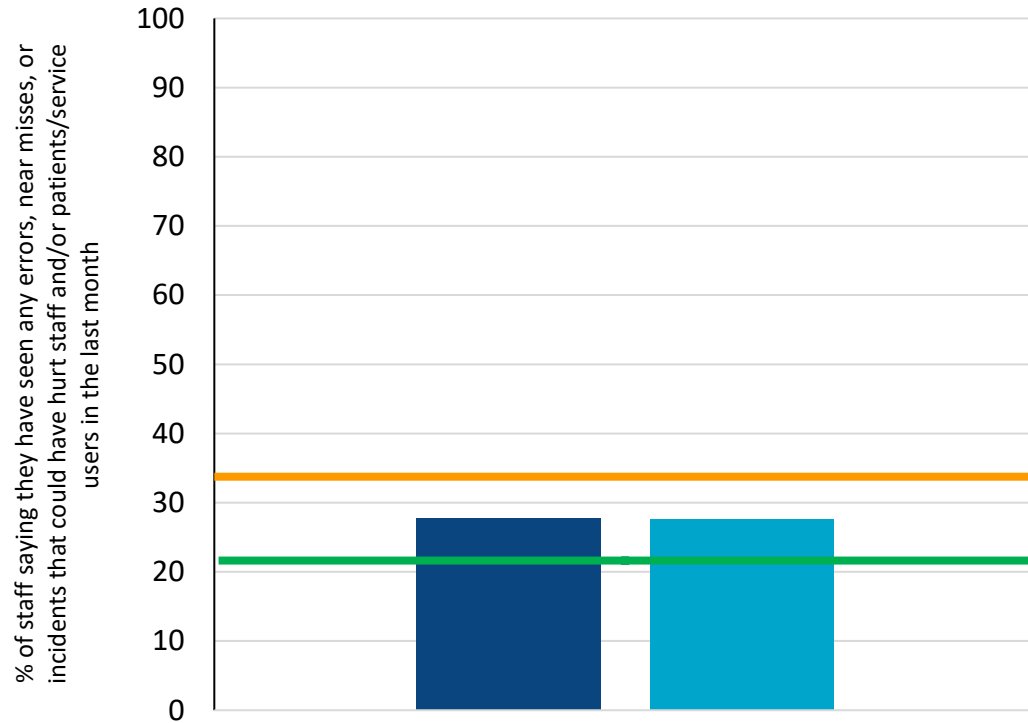
2025

Your org	25.02%
Best result	14.17%
Average result	19.88%
Worst result	26.78%

Responses 695



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



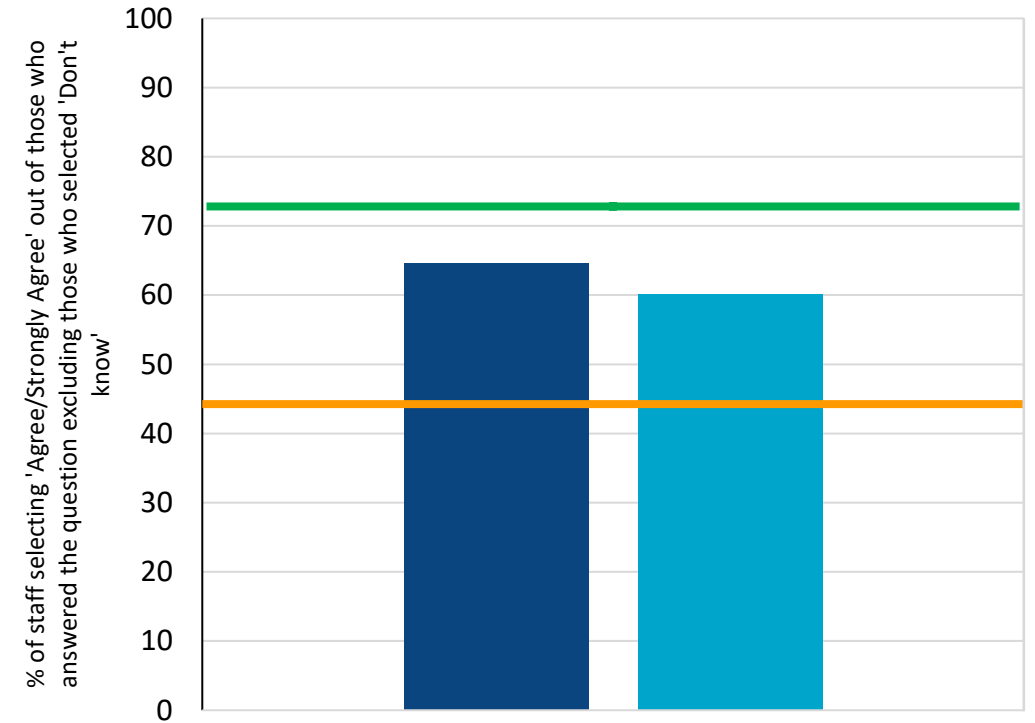
2025

Your org	27.74%
Best result	21.63%
Average result	27.64%
Worst result	33.76%

Responses

6627

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



2025

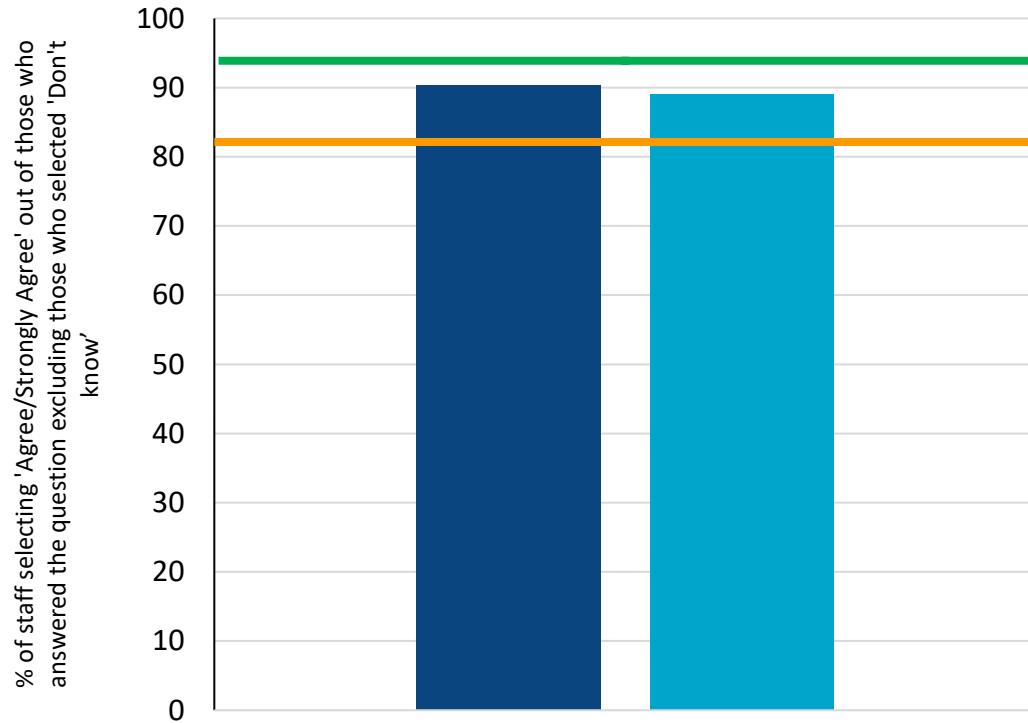
Your org	64.66%
Best result	72.82%
Average result	60.14%
Worst result	44.25%

Responses

5333



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



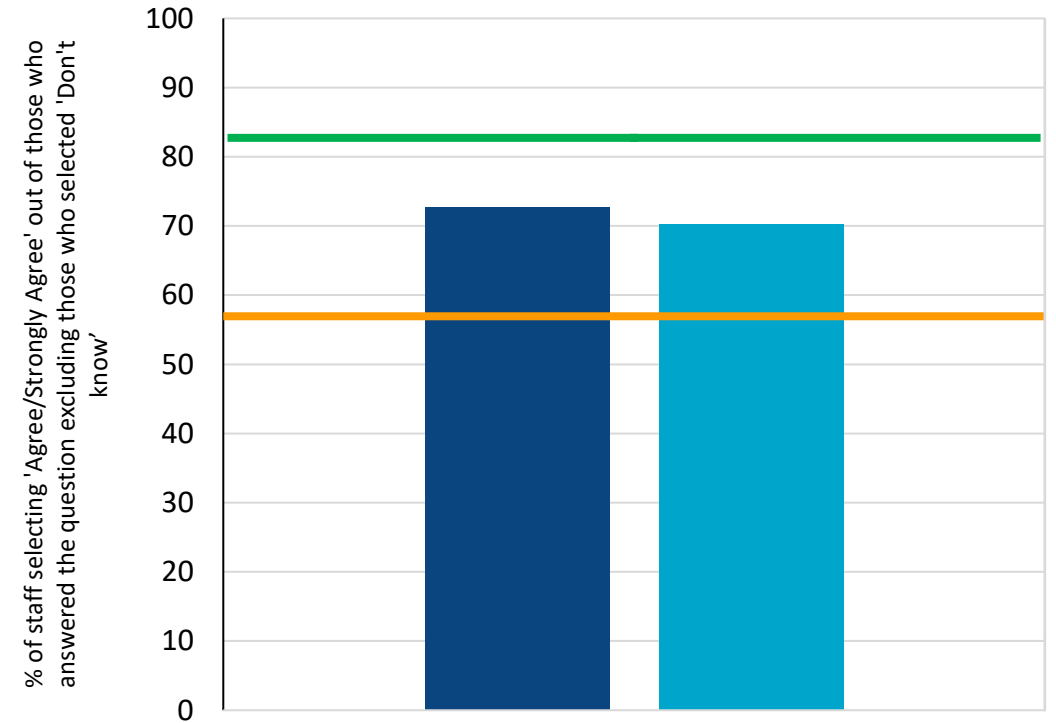
2025

Your org	90.40%
Best result	93.88%
Average result	89.08%
Worst result	82.13%

Responses

6491

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



2025

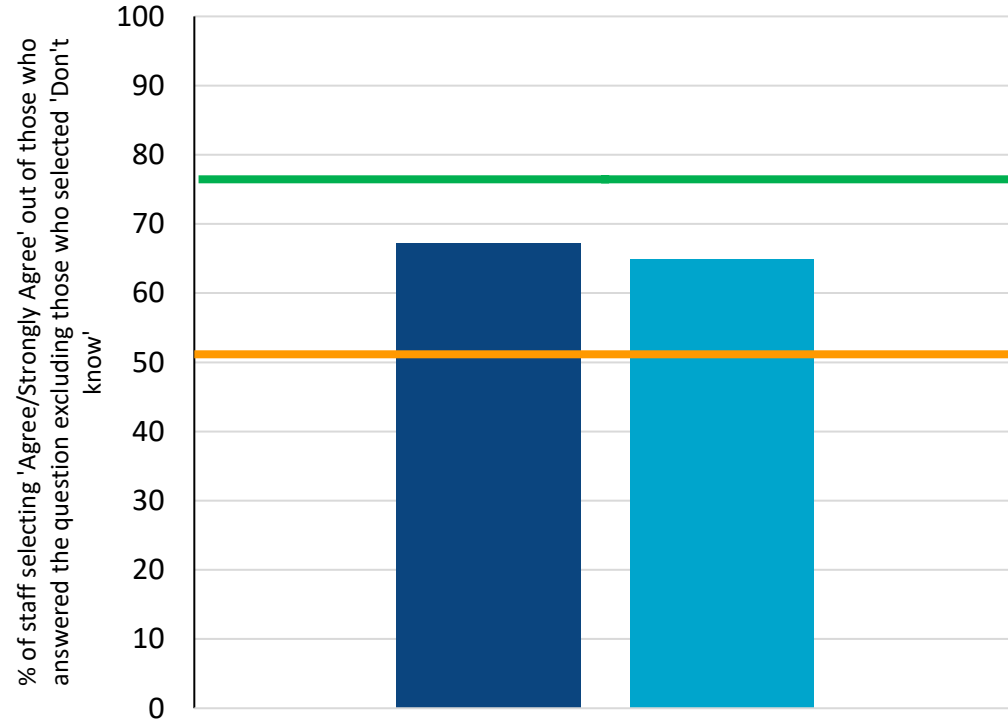
Your org	72.73%
Best result	82.74%
Average result	70.31%
Worst result	56.95%

Responses

5995

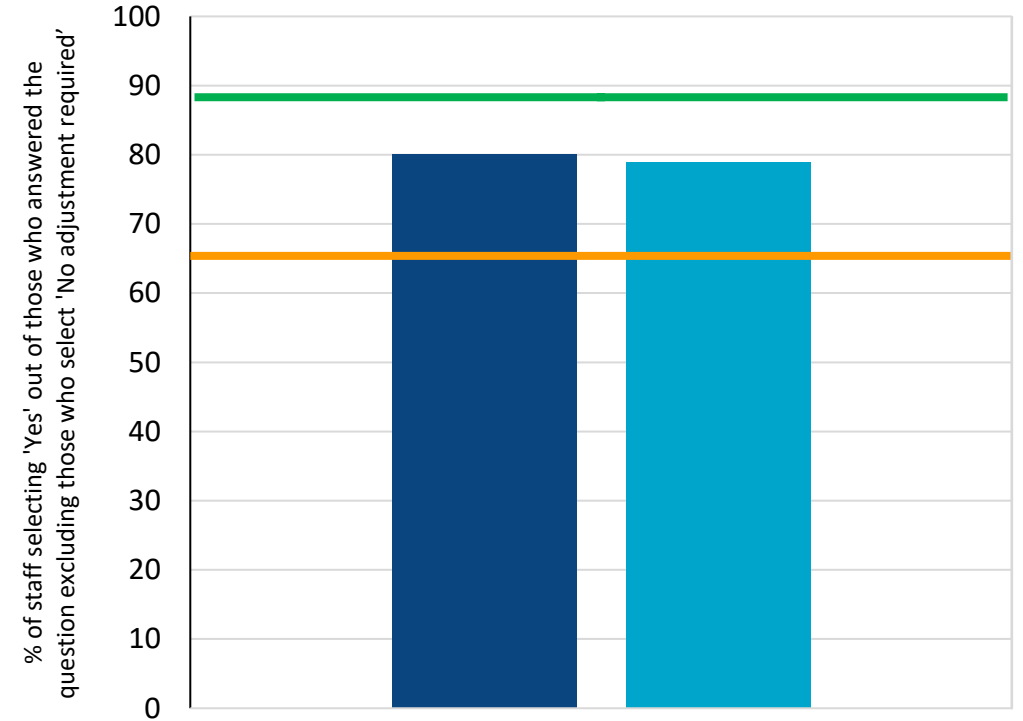


Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.



2025	
Your org	67.17%
Best result	76.45%
Average result	64.82%
Worst result	51.16%
Responses	6084

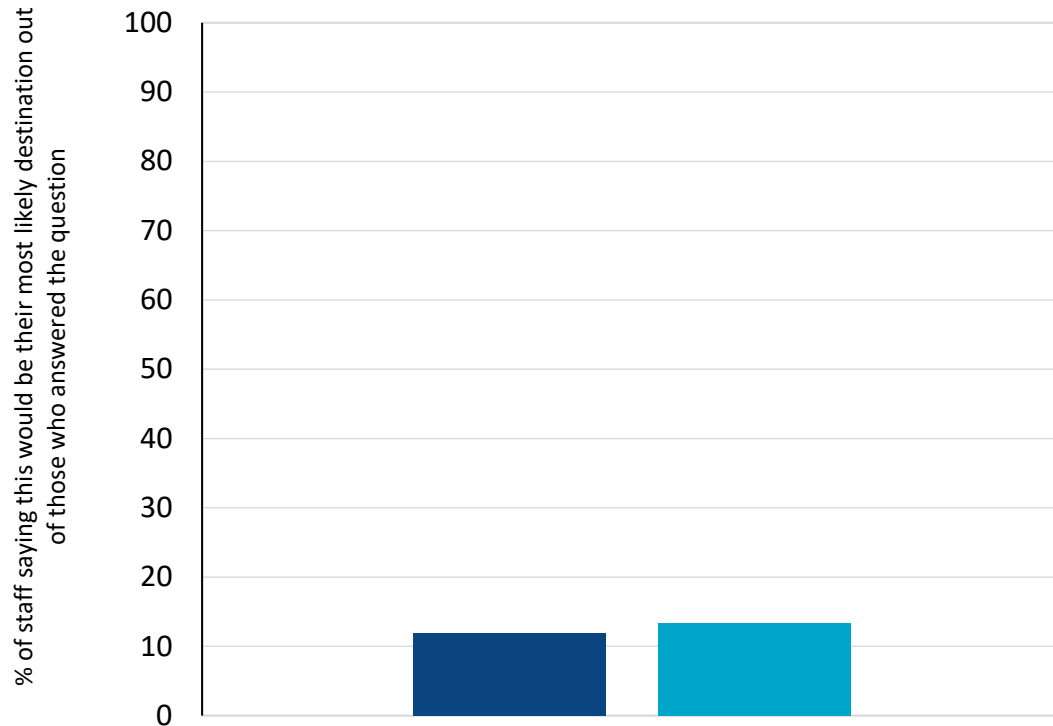
Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?



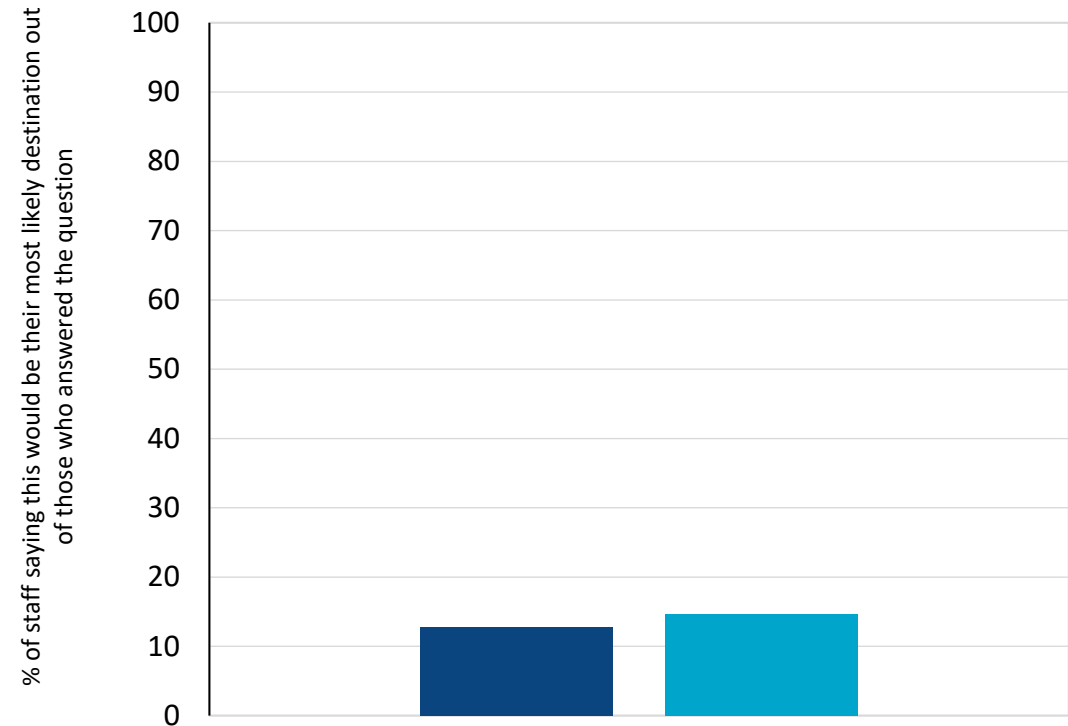
2025	
Your org	80.16%
Best result	88.32%
Average result	78.92%
Worst result	65.39%
Responses	1259



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.



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.



Your org	11.93%
Average	13.42%

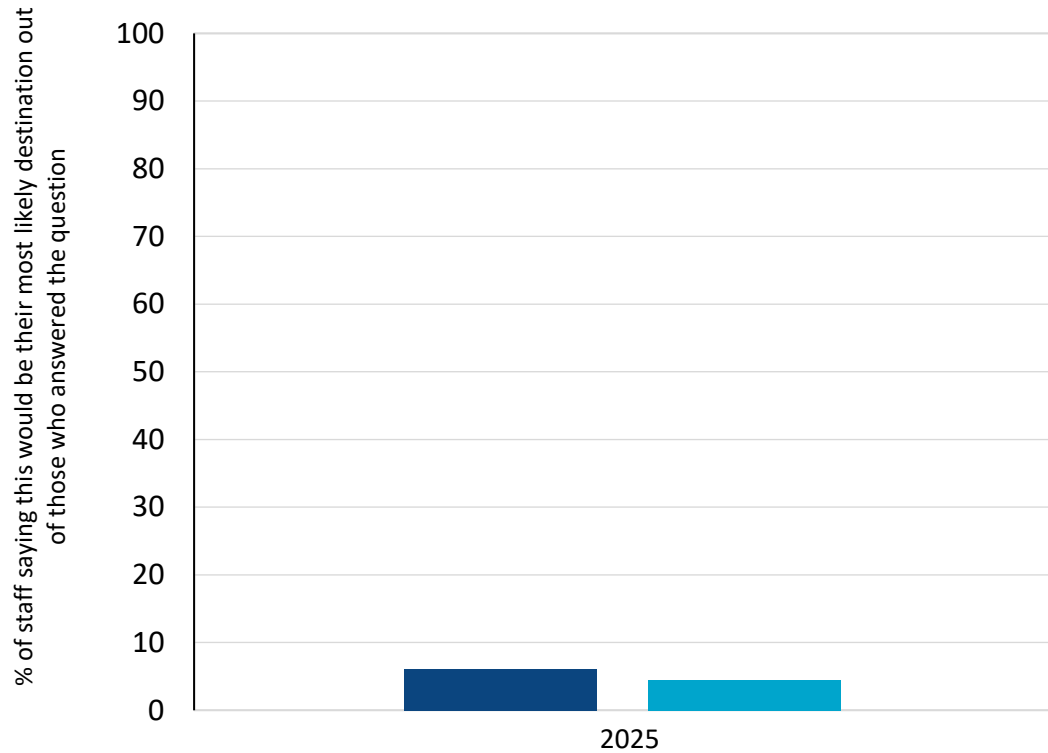
Responses 6060

Your org	12.81%
Average	14.58%

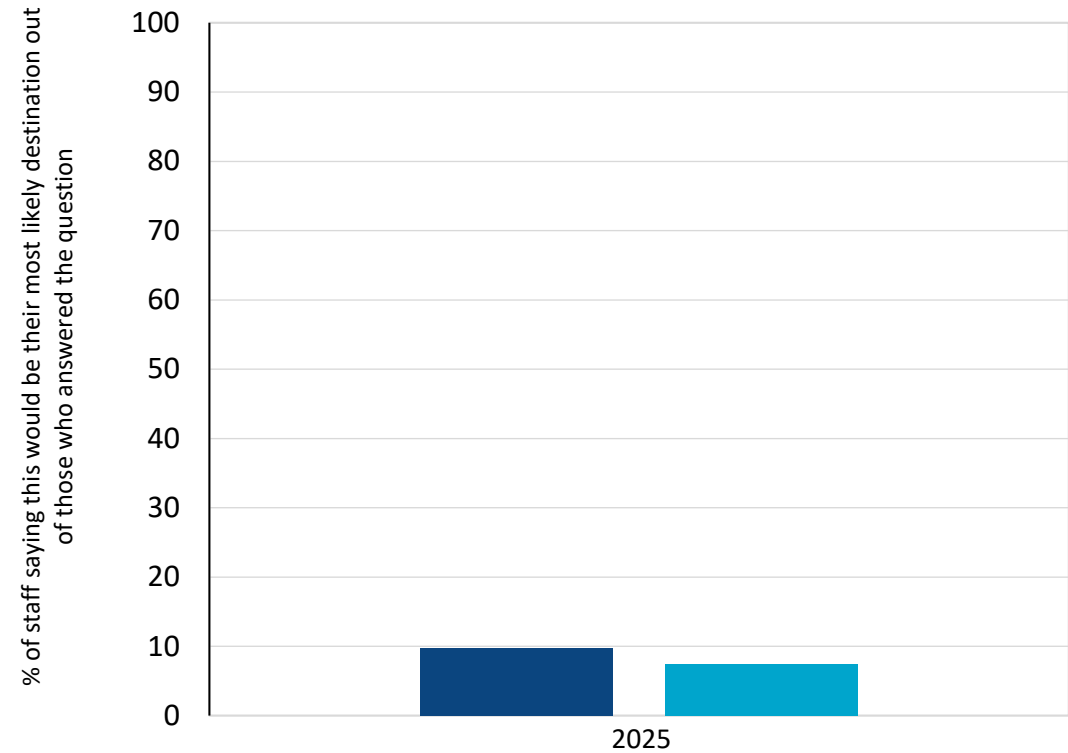
Responses 6060



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.



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.

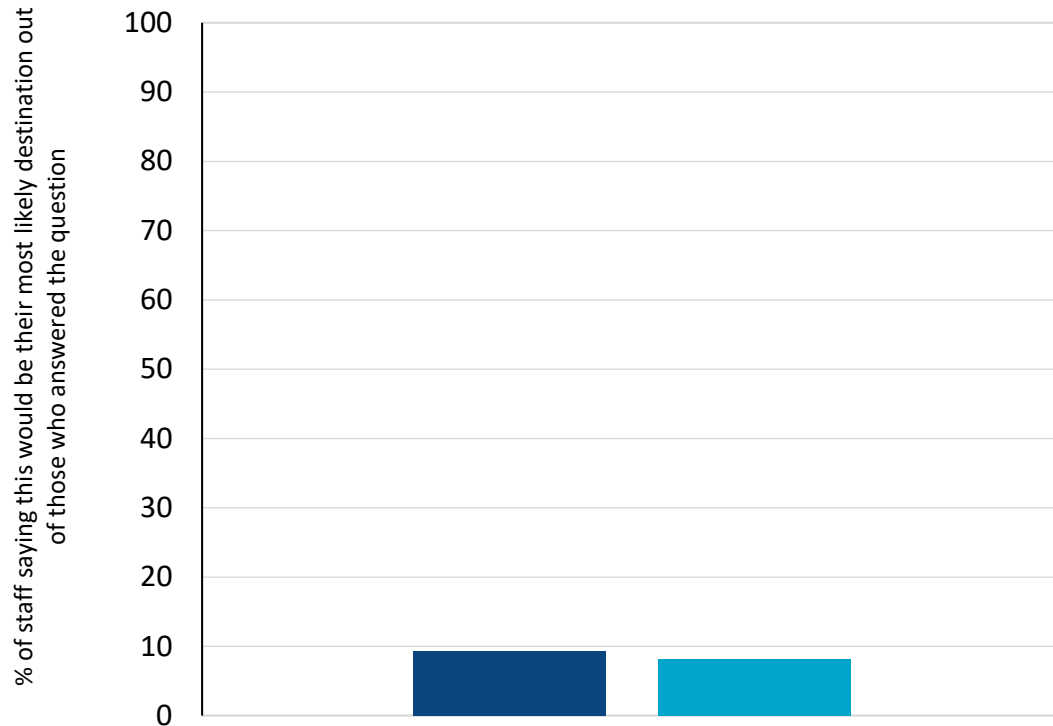


Your org	6.09%
Average	4.51%
Responses	6060

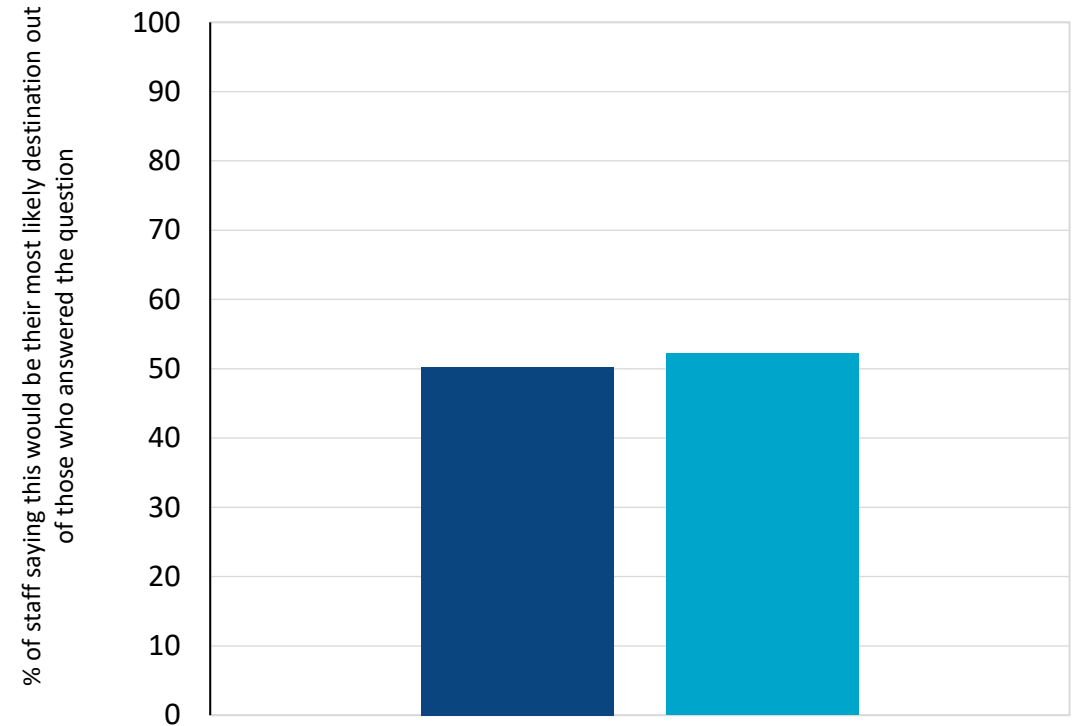
Your org	9.69%
Average	7.50%
Responses	6060



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.



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.



Your org	9.26%
Average	8.10%

Responses 6060

Your org	50.23%
Average	52.17%

Responses 6060

## Workforce Equality Standards

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

## Workforce Race Equality Standards (WRES)

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

## Workforce Disability Equality Standards (WDES)

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

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

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

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

## Workforce Race Equality Standards (WRES)

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

## Workforce Disability Equality Standards (WDES)

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

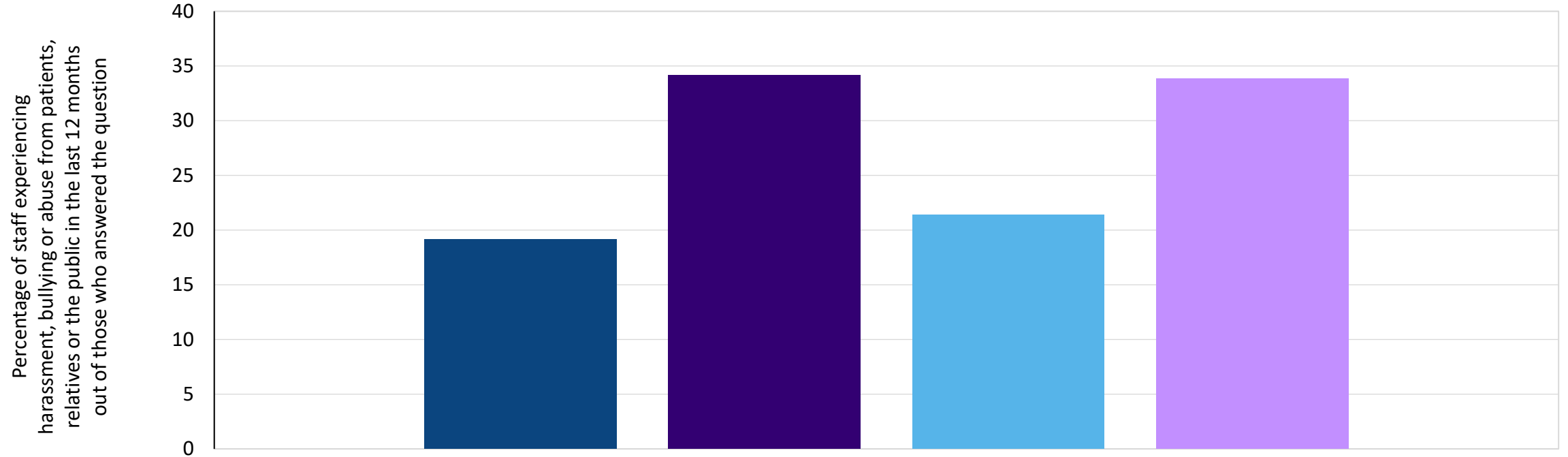
\*Staff with a long term condition

## Workforce Race Equality Standards (WRES)

Note.  
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed.  
Data shown in the WRES charts are unweighted.  
Averages are calculated as the median for the benchmark group.

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

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



2025

White staff: Your org	19.15%
All other ethnic groups*: Your org	34.15%
White staff: Average	21.38%
All other ethnic groups*: Average	33.83%

White staff: Responses

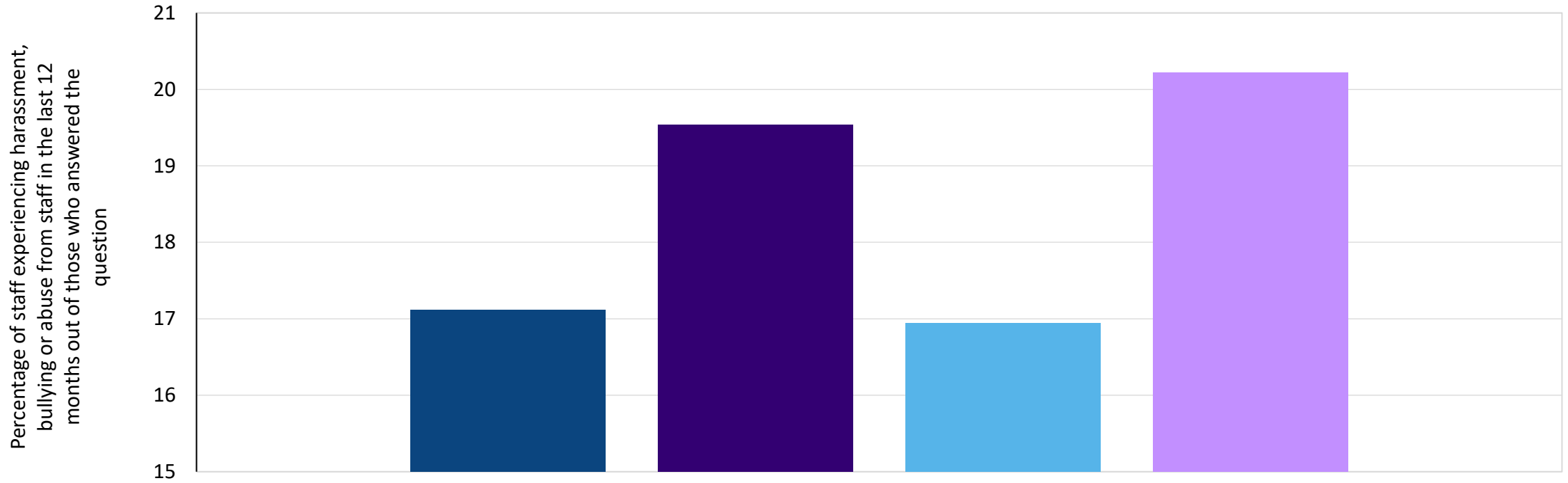
5917

All other ethnic groups\*: Responses

732

\*Staff from all other ethnic groups combined

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



White staff: Your org	17.12%
All other ethnic groups*: Your org	19.54%
White staff: Average	16.94%
All other ethnic groups*: Average	20.22%

White staff: Responses

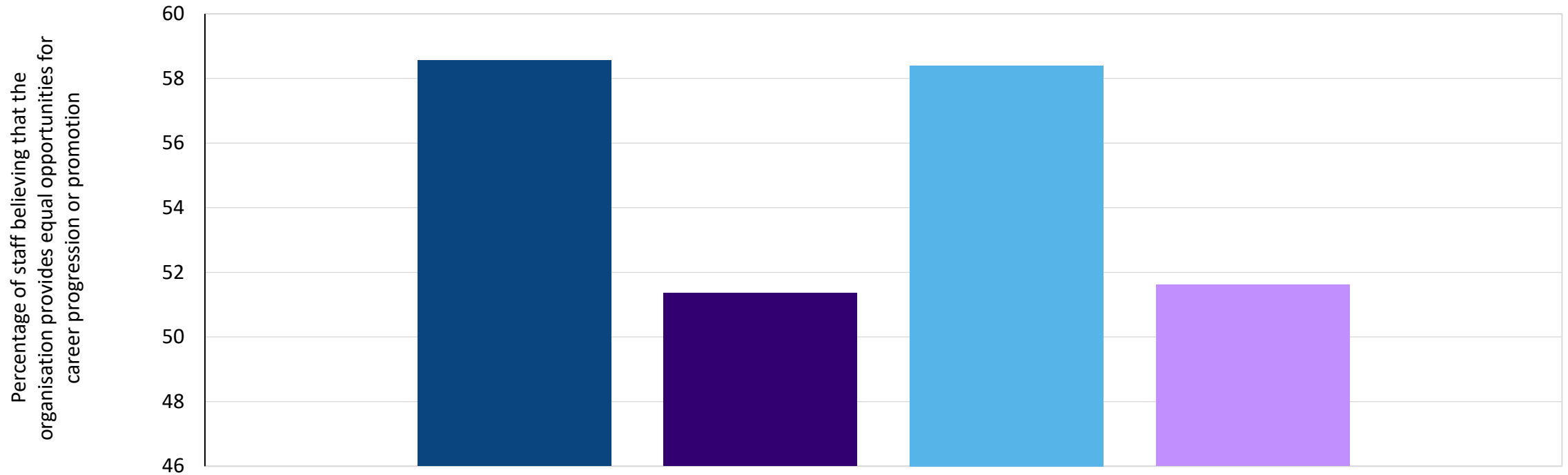
5918

All other ethnic groups\*: Responses

732

\*Staff from all other ethnic groups combined

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



2025

White staff: Your org	58.56%
All other ethnic groups*: Your org	51.36%
White staff: Average	58.40%
All other ethnic groups*: Average	51.61%

White staff: Responses

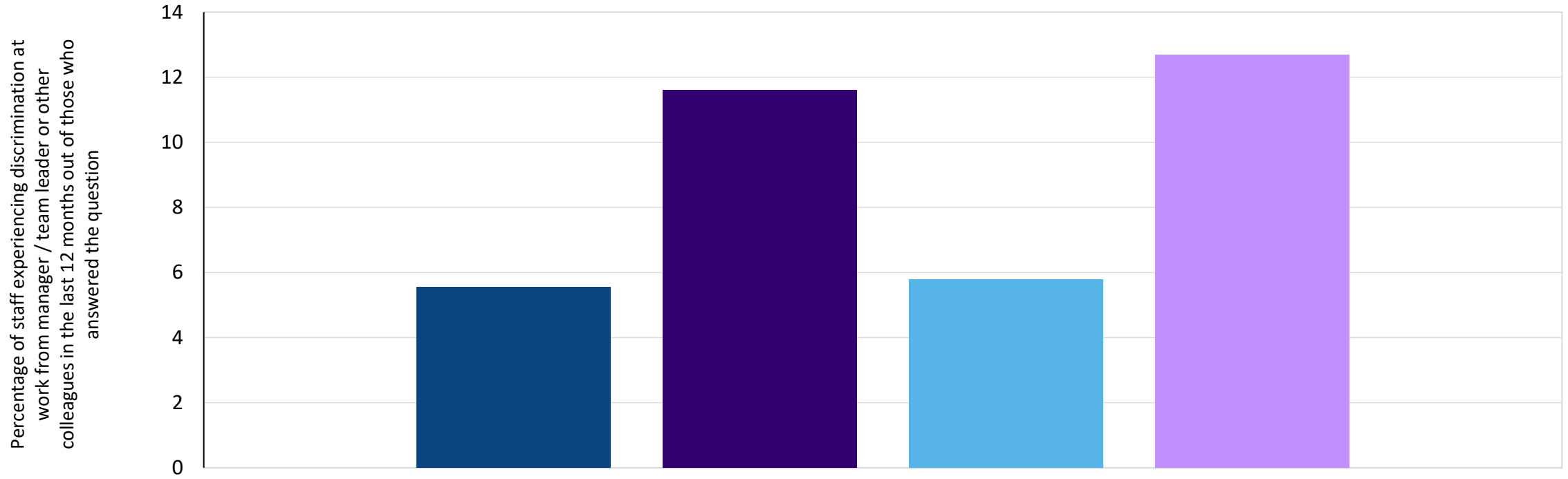
5912

All other ethnic groups\*: Responses

738

\*Staff from all other ethnic groups combined

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



2025

White staff: Your org	5.55%
All other ethnic groups*: Your org	11.60%
White staff: Average	5.80%
All other ethnic groups*: Average	12.69%

White staff: Responses

5887

All other ethnic groups\*: Responses

724

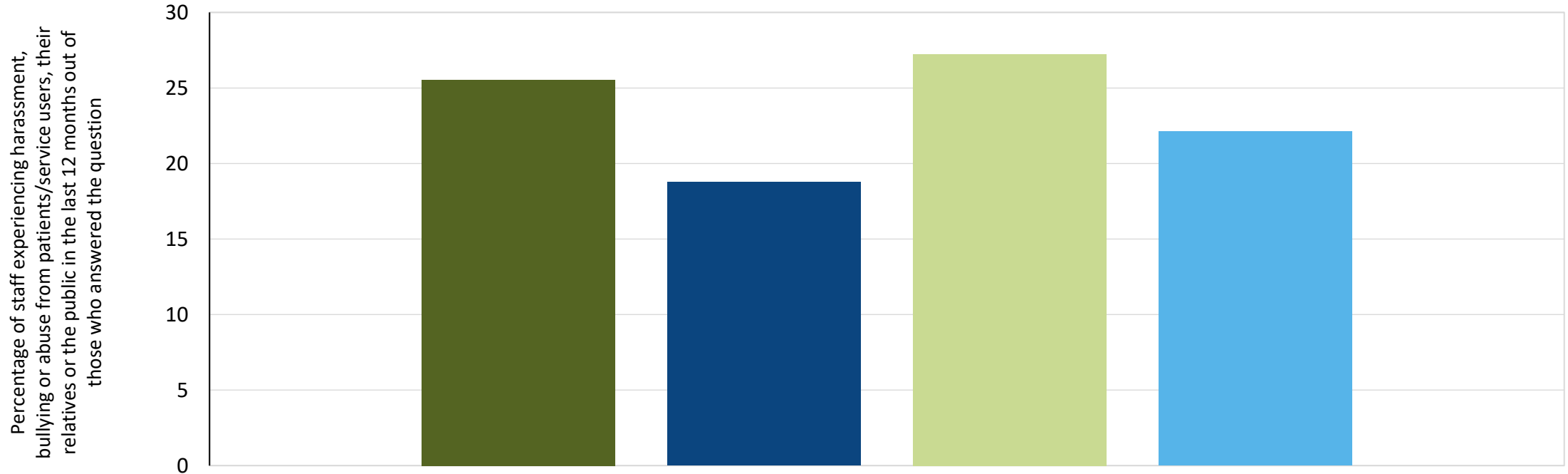
\*Staff from all other ethnic groups combined

## Workforce Disability Equality Standards (WDES)

Note.  
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed.  
Data shown in the WDES charts are unweighted.

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

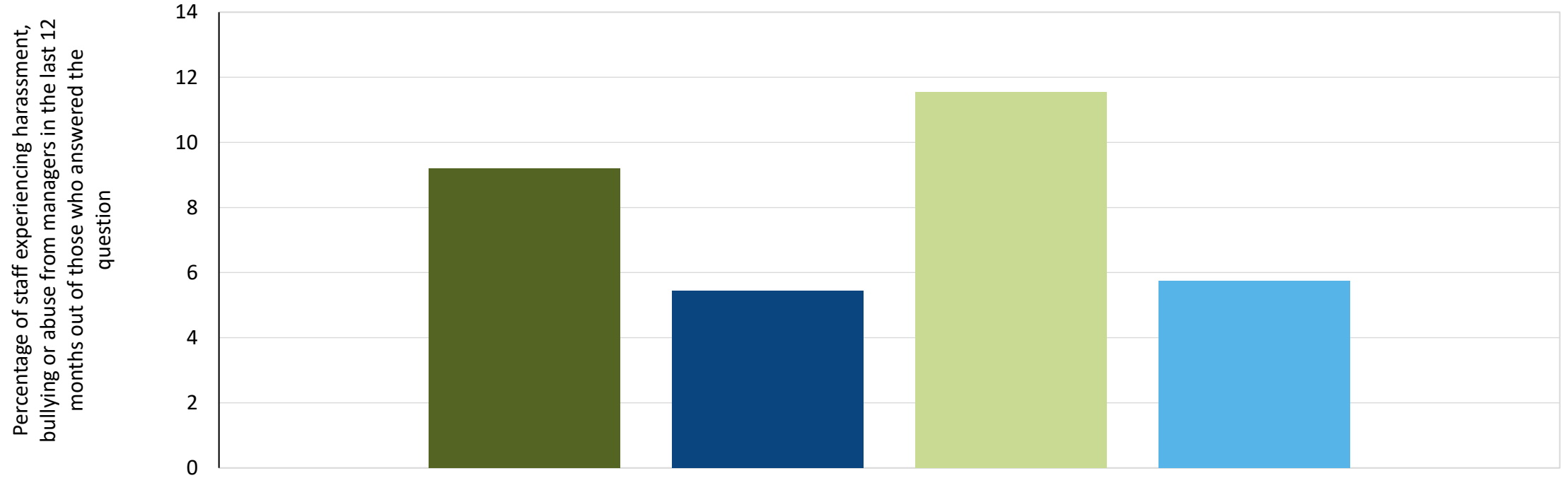
Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months.



2025

Staff with a LTC or illness: Your org	25.54%
Staff without a LTC or illness: Your org	18.77%
Staff with a LTC or illness: Average	27.24%
Staff without a LTC or illness: Average	22.13%
Staff with a LTC or illness: Responses	2009
Staff without a LTC or illness: Responses	4608

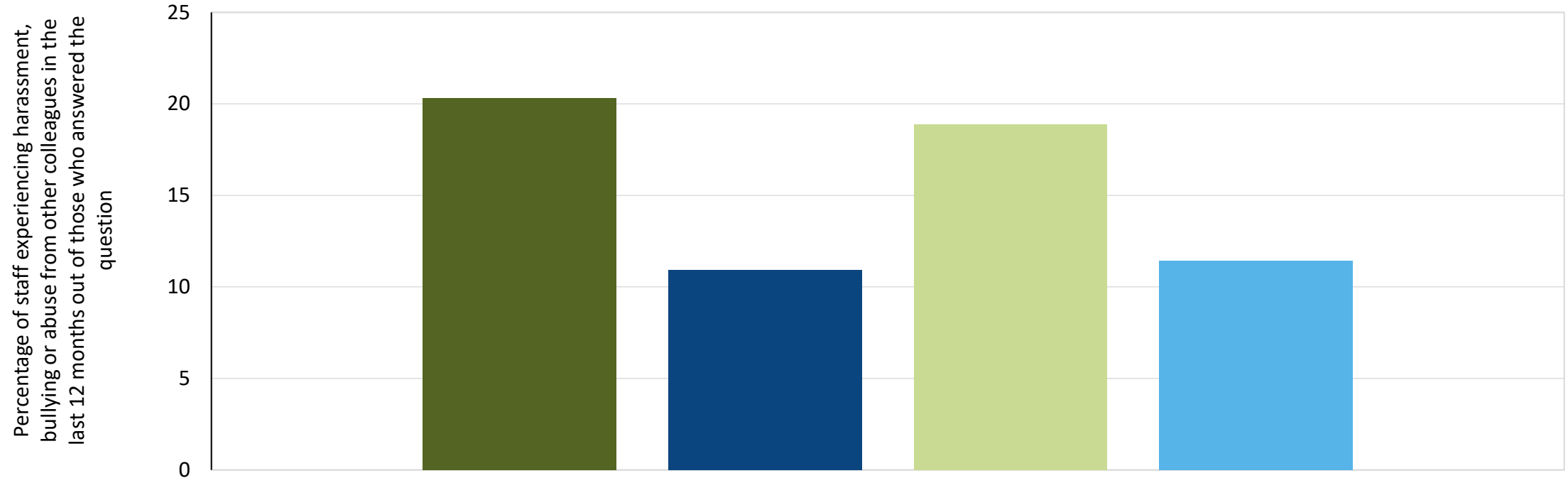
Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months.



2025

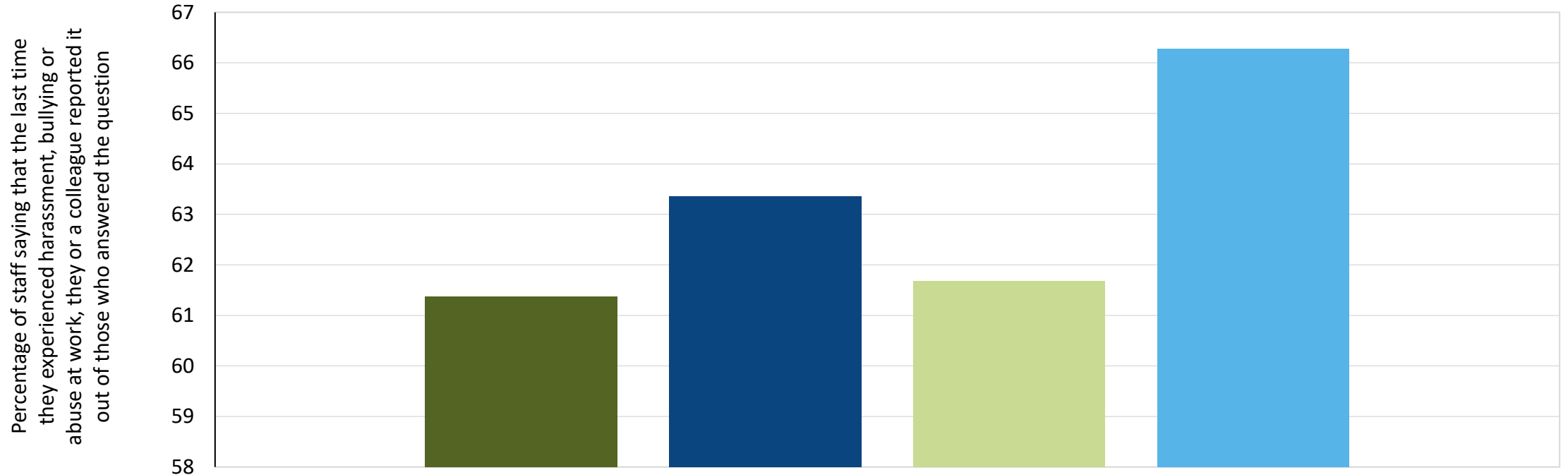
Staff with a LTC or illness: Your org	9.20%
Staff without a LTC or illness: Your org	5.44%
Staff with a LTC or illness: Average	11.55%
Staff without a LTC or illness: Average	5.74%
Staff with a LTC or illness: Responses	2001
Staff without a LTC or illness: Responses	4593

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



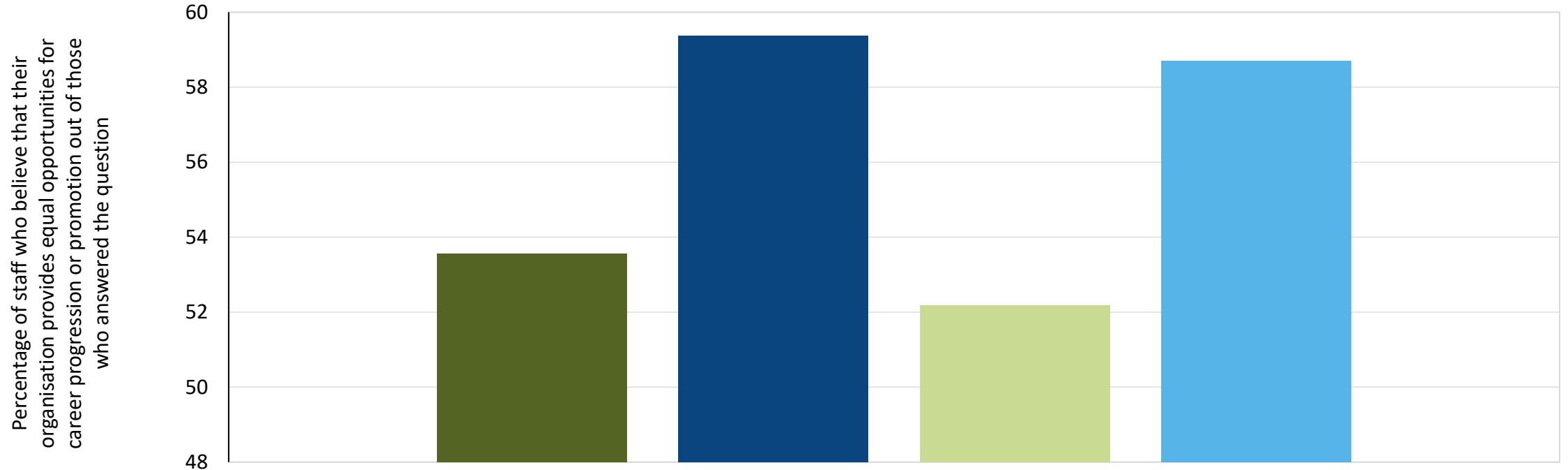
Staff with a LTC or illness: Your org	20.33%
Staff without a LTC or illness: Your org	10.94%
Staff with a LTC or illness: Average	18.87%
Staff without a LTC or illness: Average	11.45%
Staff with a LTC or illness: Responses	1997
Staff without a LTC or illness: Responses	4590

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



Staff with a LTC or illness: Your org	61.37%
Staff without a LTC or illness: Your org	63.35%
Staff with a LTC or illness: Average	61.68%
Staff without a LTC or illness: Average	66.28%
Staff with a LTC or illness: Responses	730
Staff without a LTC or illness: Responses	1116

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

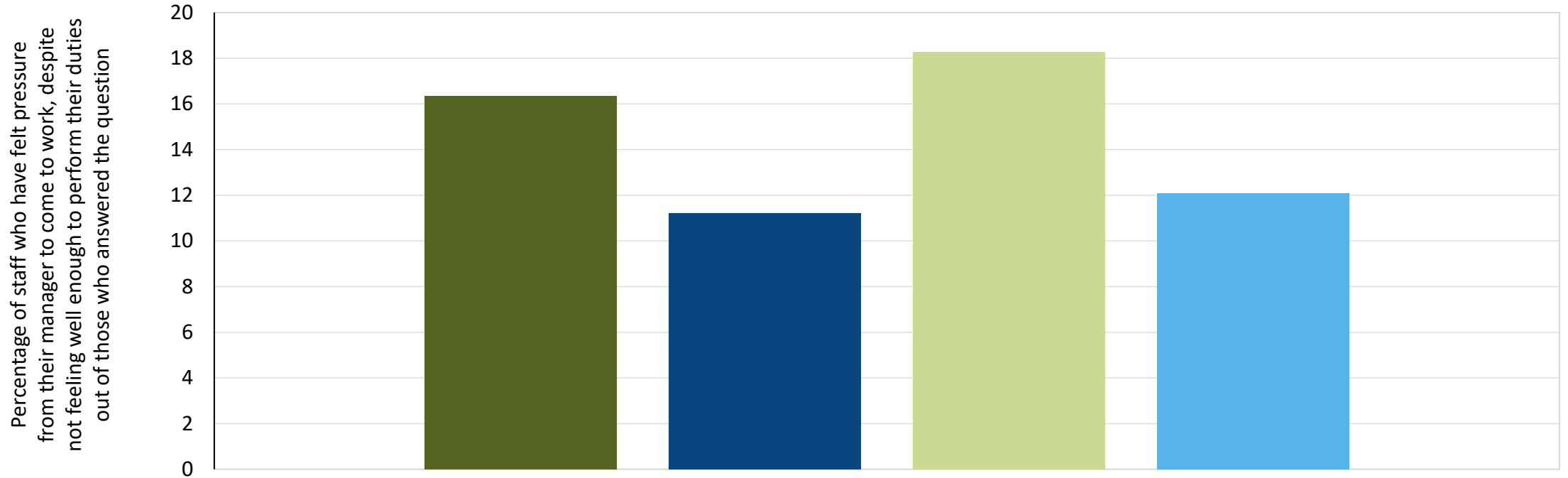


Staff with a LTC or illness: Your org	53.57%
Staff without a LTC or illness: Your org	59.37%
Staff with a LTC or illness: Average	52.19%
Staff without a LTC or illness: Average	58.71%

Staff with a LTC or illness: Responses 2018

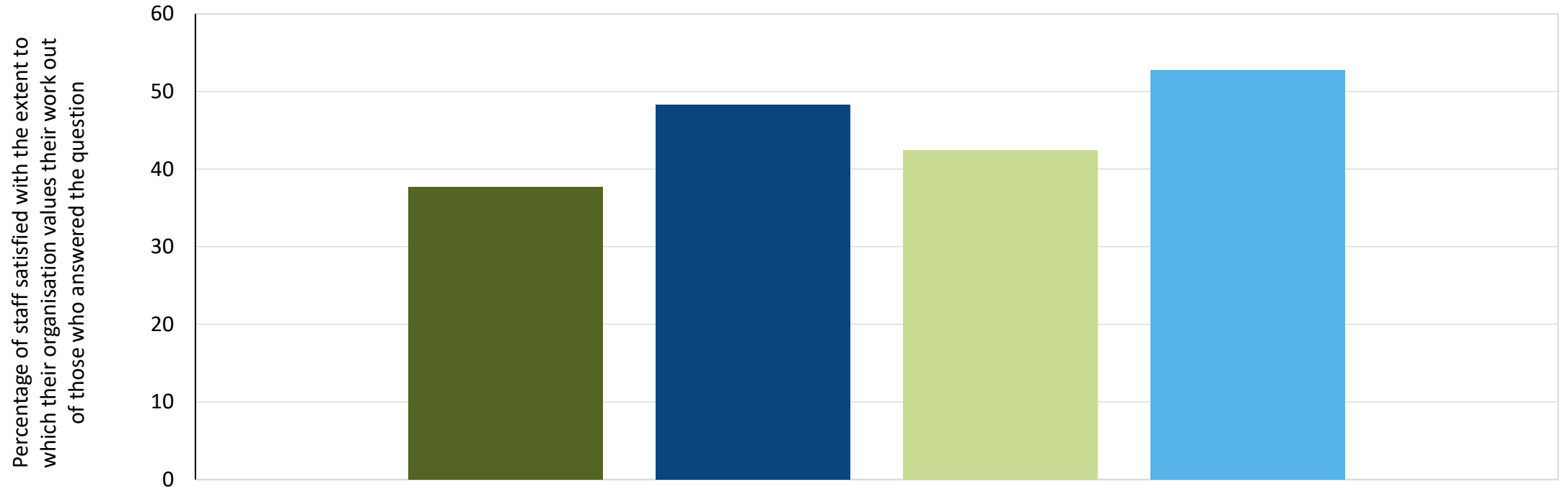
Staff without a LTC or illness: Responses 4600

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



Staff with a LTC or illness: Your org	16.36%
Staff without a LTC or illness: Your org	11.21%
Staff with a LTC or illness: Average	18.26%
Staff without a LTC or illness: Average	12.09%
Staff with a LTC or illness: Responses	1357
Staff without a LTC or illness: Responses	2239

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



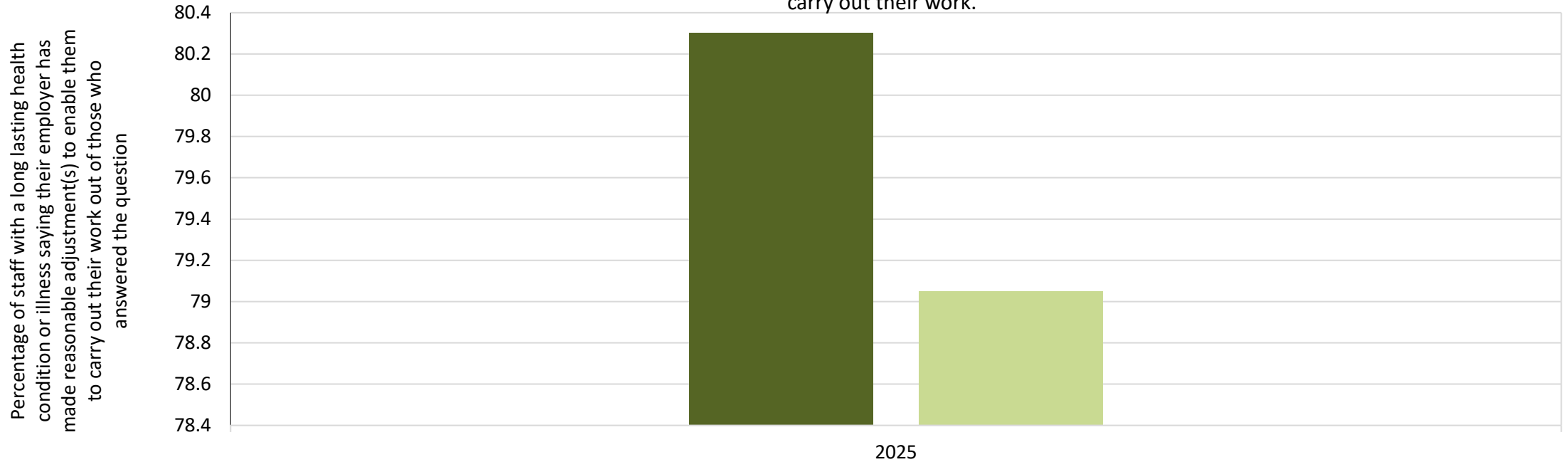
2025

Staff with a LTC or illness: Your org	37.70%
Staff without a LTC or illness: Your org	48.29%
Staff with a LTC or illness: Average	42.47%
Staff without a LTC or illness: Average	52.81%

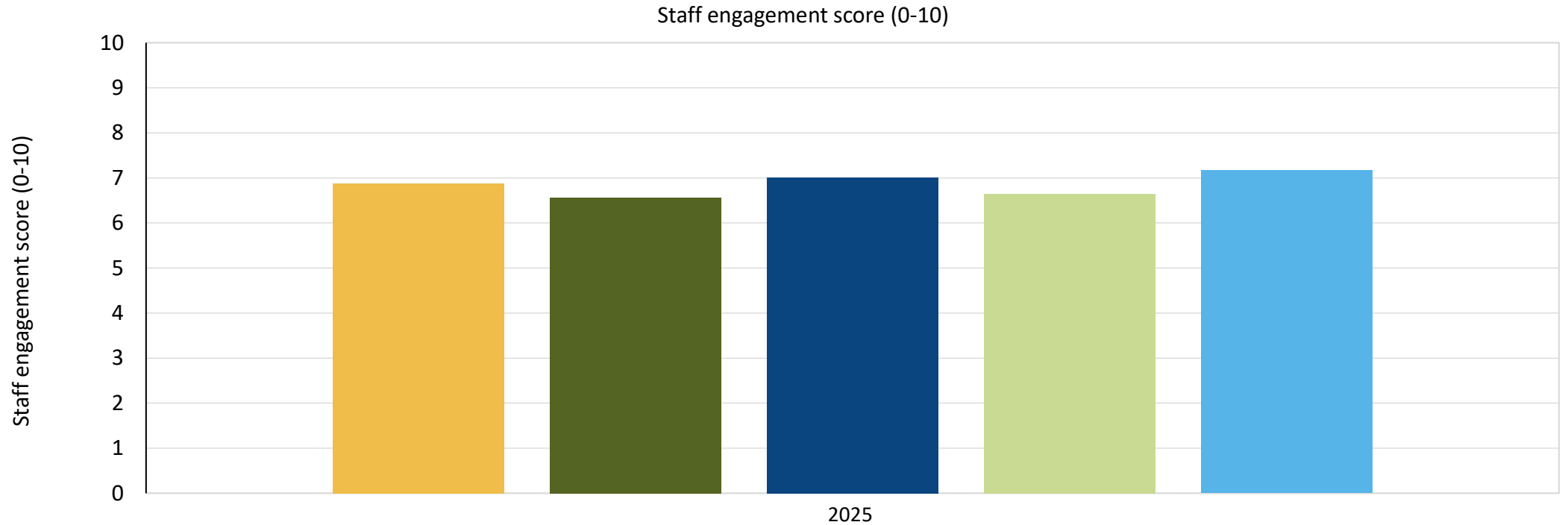
Staff with a LTC or illness: Responses 2016

Staff without a LTC or illness: Responses 4610

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.



Staff with a LTC or illness: Your org	80.30%
Staff with a LTC or illness: Average	79.05%
Staff with a LTC or illness: Responses	1259



Organisation average	6.87
Staff with a LTC or illness: Your org	6.57
Staff without a LTC or illness: Your org	7.01
Staff with a LTC or illness: Average	6.64
Staff without a LTC or illness: Average	7.17

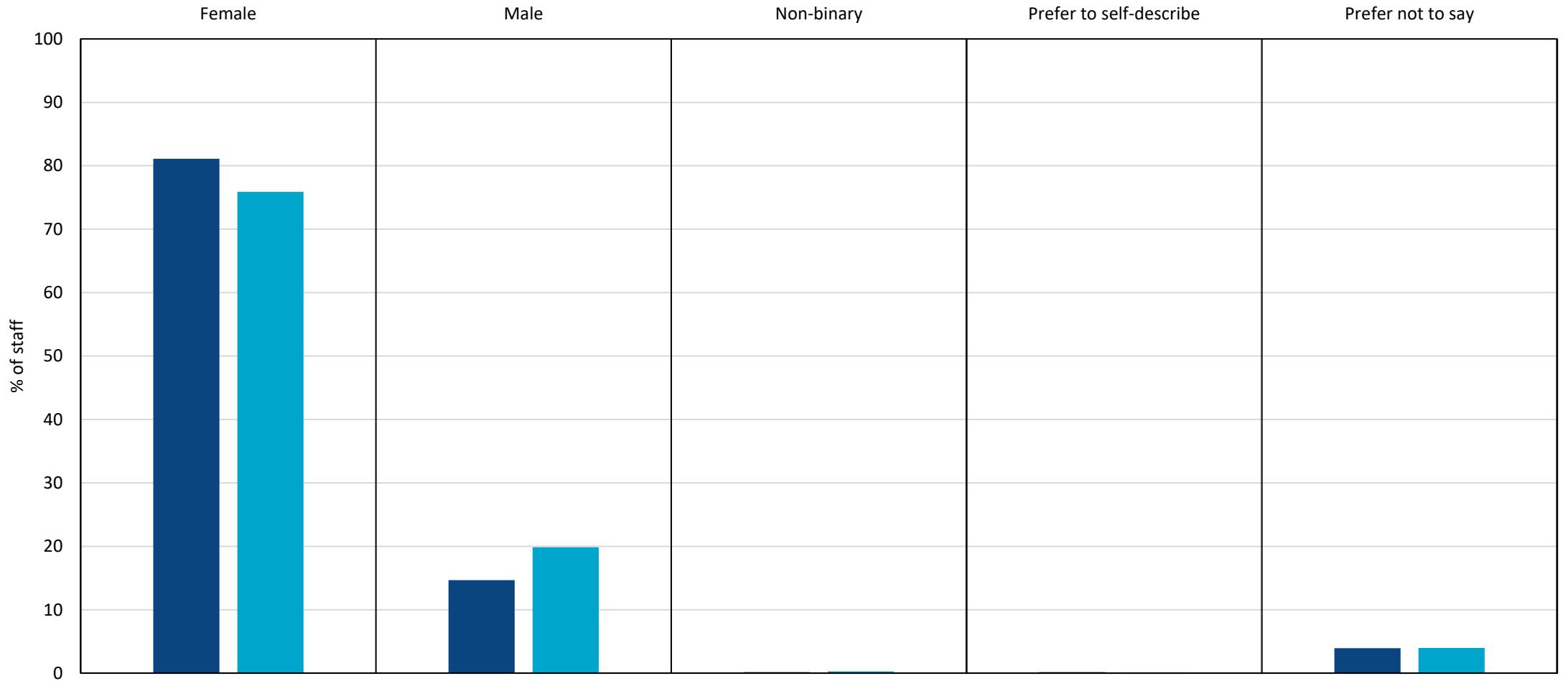
Staff with a LTC or illness: Responses 2025  
 Staff without a LTC or illness: Responses 4632

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

## About your respondents

This section shows demographic and other background information for 2025.

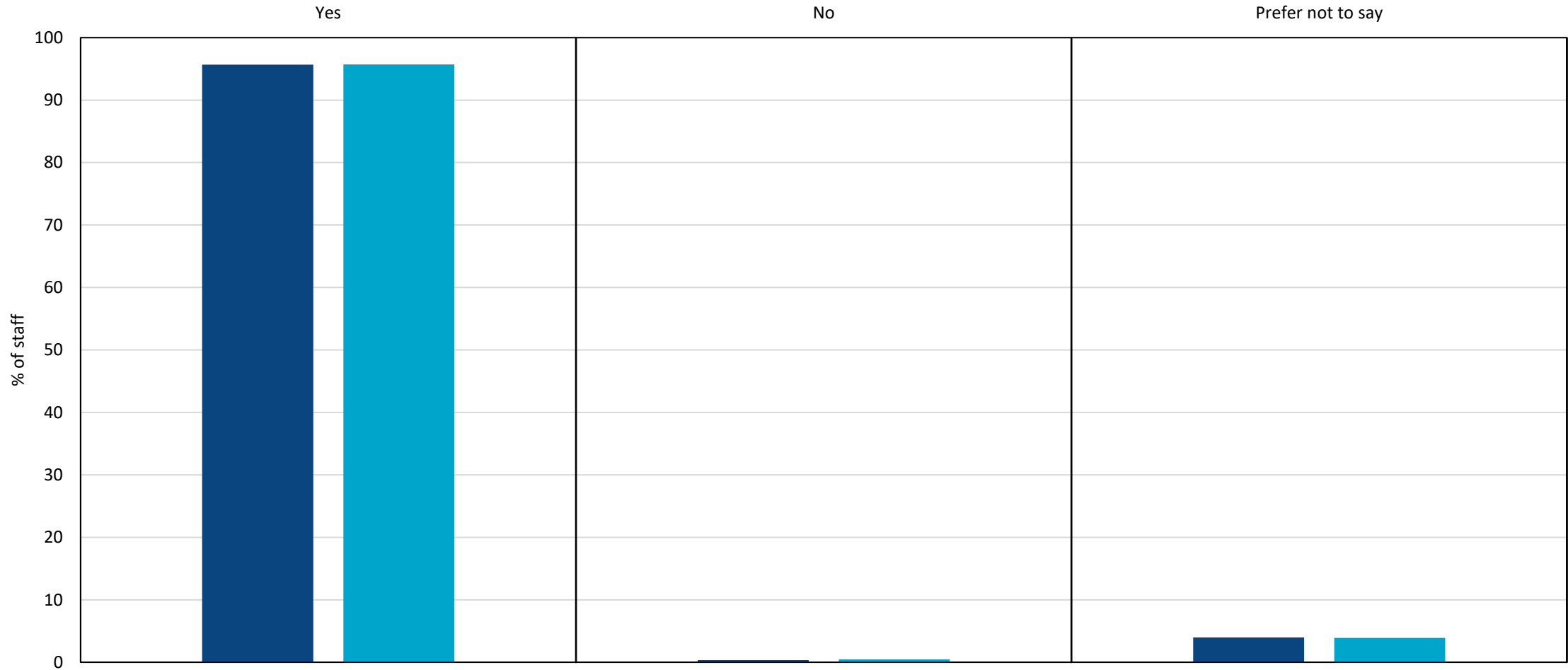
# Background details – Which of the following best describes you?



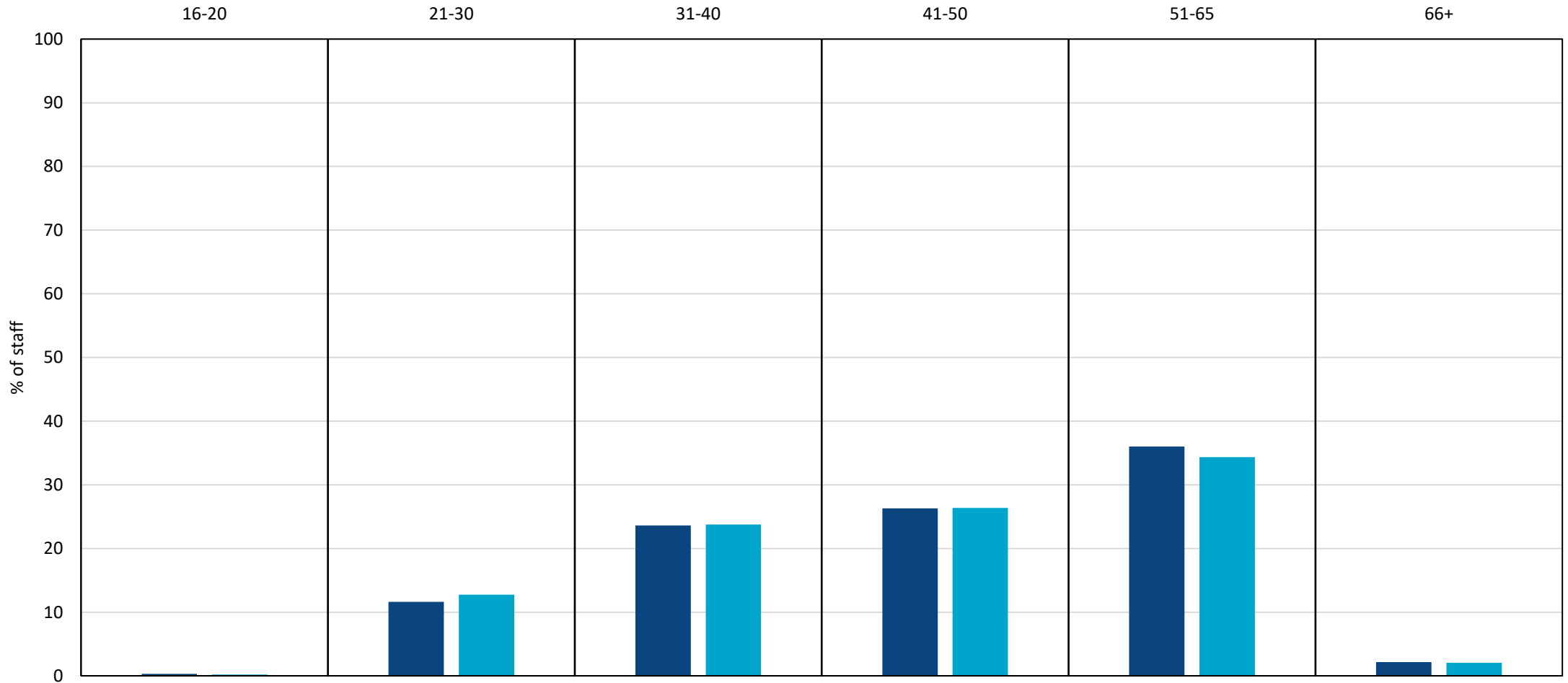
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
<b>Your org</b>	81.09%	14.68%	0.16%	0.15%	3.92%
<b>Average</b>	75.87%	19.86%	0.27%	0.13%	3.97%
<b>Responses</b>	6711	6711	6711	6711	6711



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

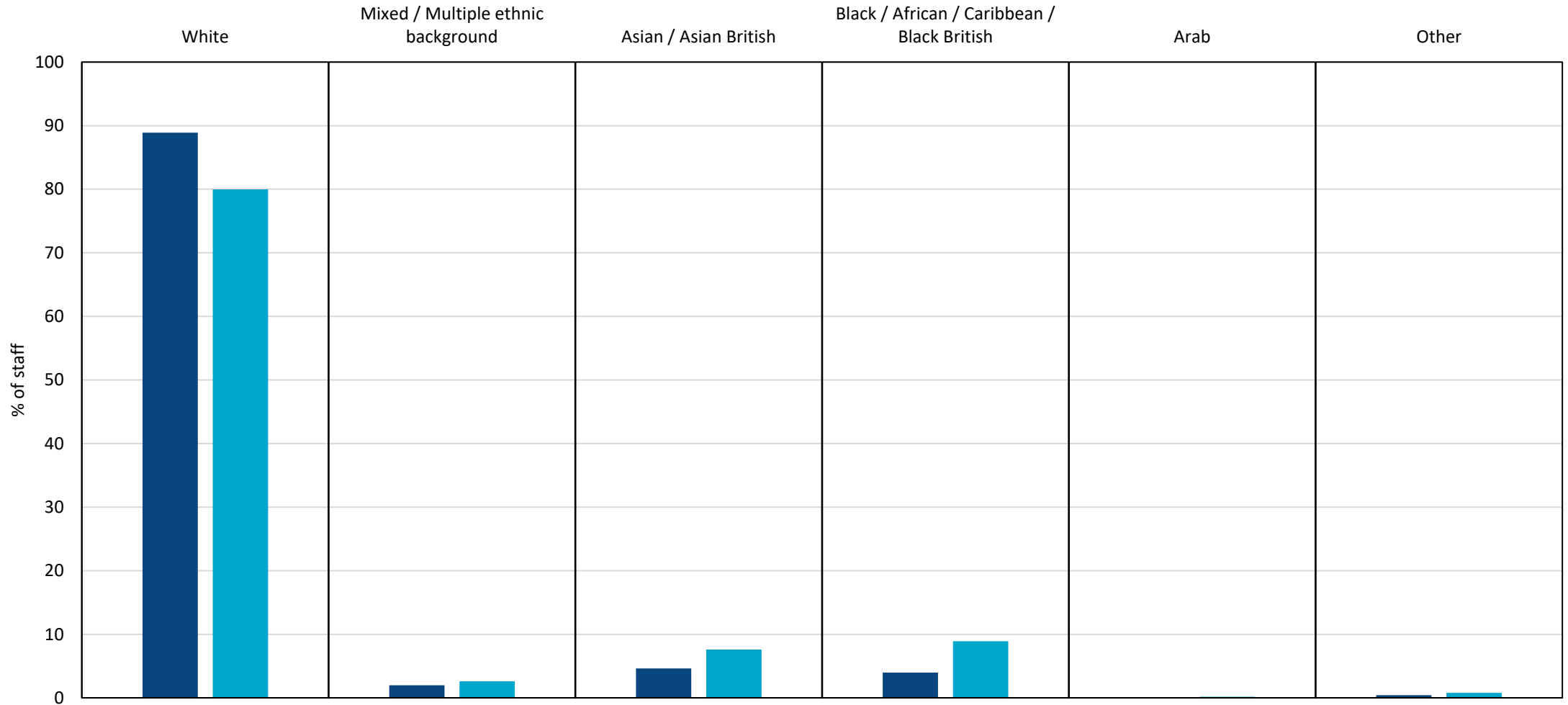


Responses	6360	6360	6360
<b>Your org</b>	95.69%	0.35%	3.96%
<b>Average</b>	95.70%	0.46%	3.91%



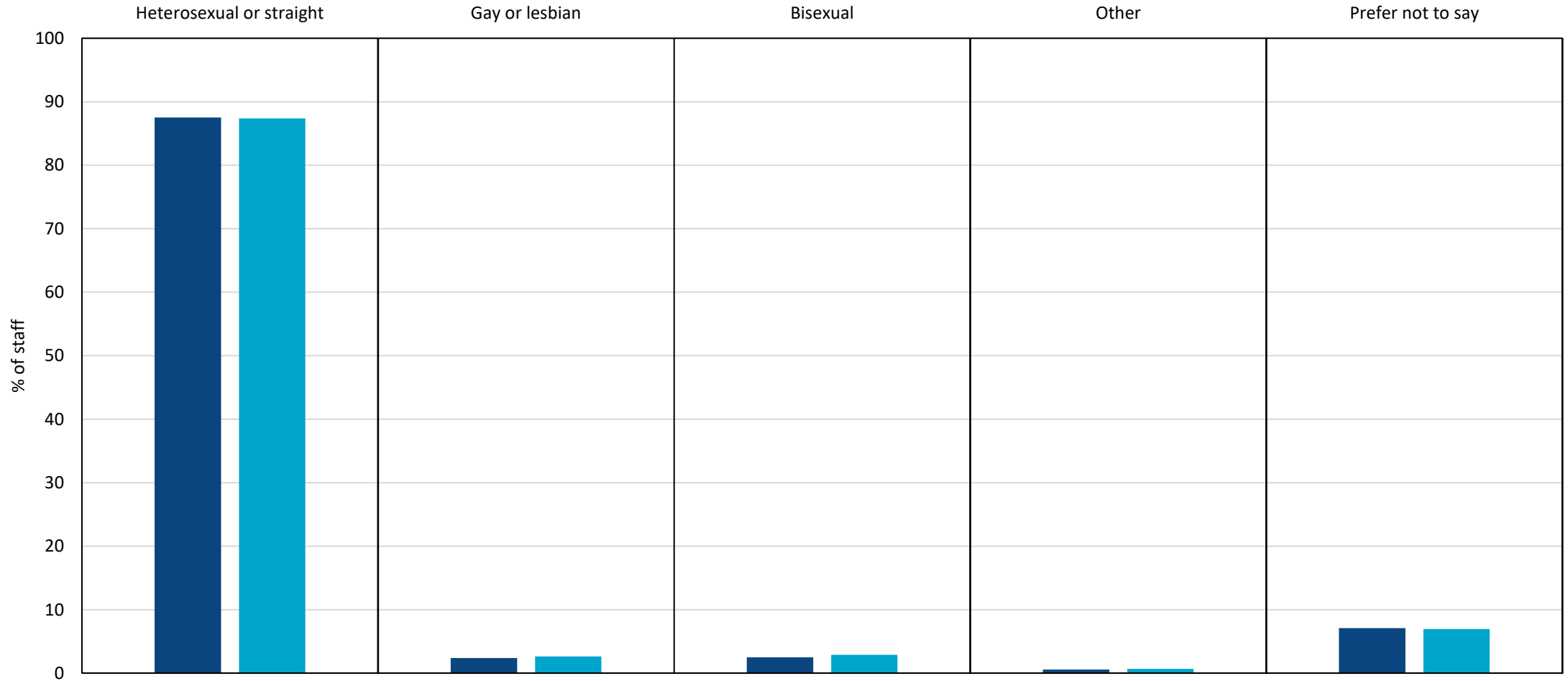
<b>Your org</b>	0.32%	11.61%	23.63%	26.30%	36.00%	2.15%
<b>Average</b>	0.20%	12.74%	23.77%	26.37%	34.34%	2.04%
<b>Responses</b>	6658	6658	6658	6658	6658	6658

# Background details - Ethnic group



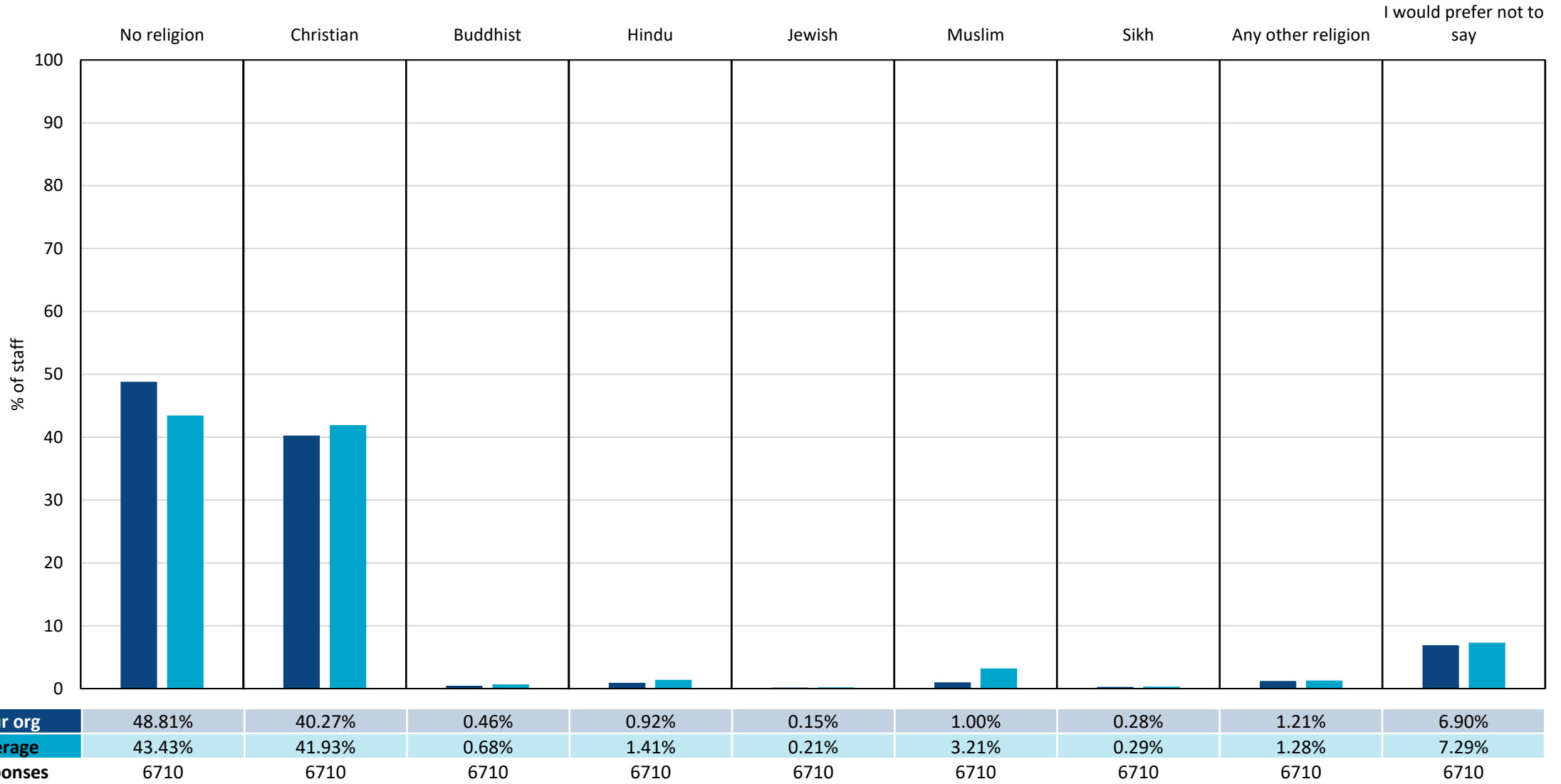
	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
<b>Your org</b>	88.91%	1.99%	4.61%	3.99%	0.09%	0.42%
<b>Average</b>	79.97%	2.61%	7.60%	8.89%	0.18%	0.77%
<b>Responses</b>	6698	6698	6698	6698	6698	6698

# Background details - Sexual orientation

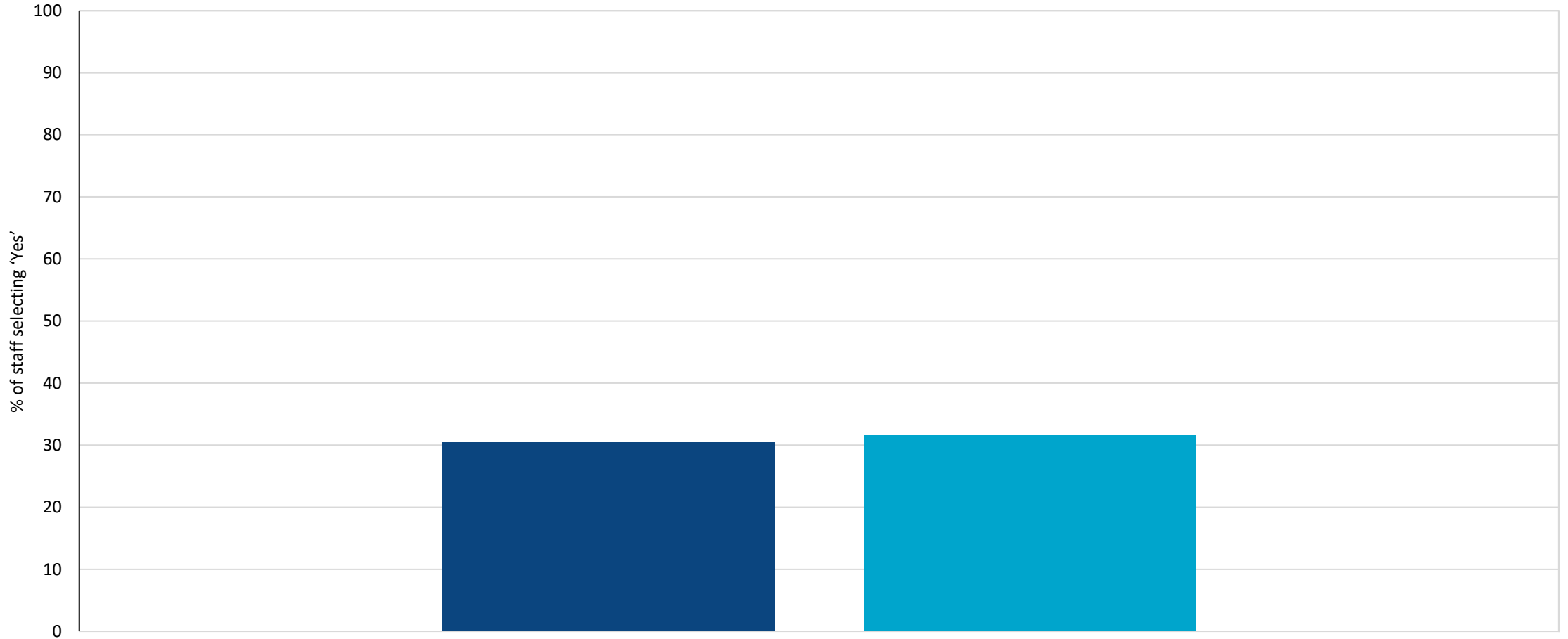


Responses	6715	6715	6715	6715	6715
<b>Your org</b>	87.51%	2.37%	2.47%	0.55%	7.10%
<b>Average</b>	87.38%	2.62%	2.87%	0.66%	6.95%

# Background details - Religion or belief



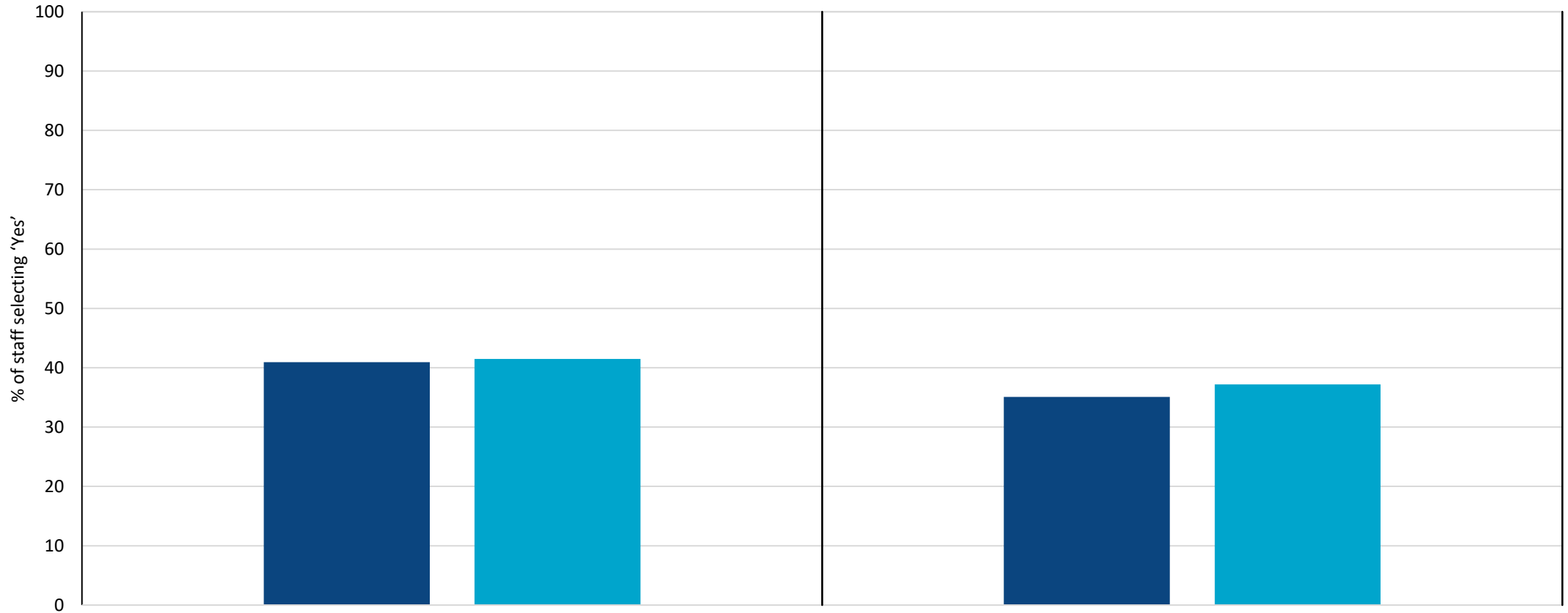
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?



<b>Your org</b>	30.40%
<b>Average</b>	31.53%
<b>Responses</b>	6667

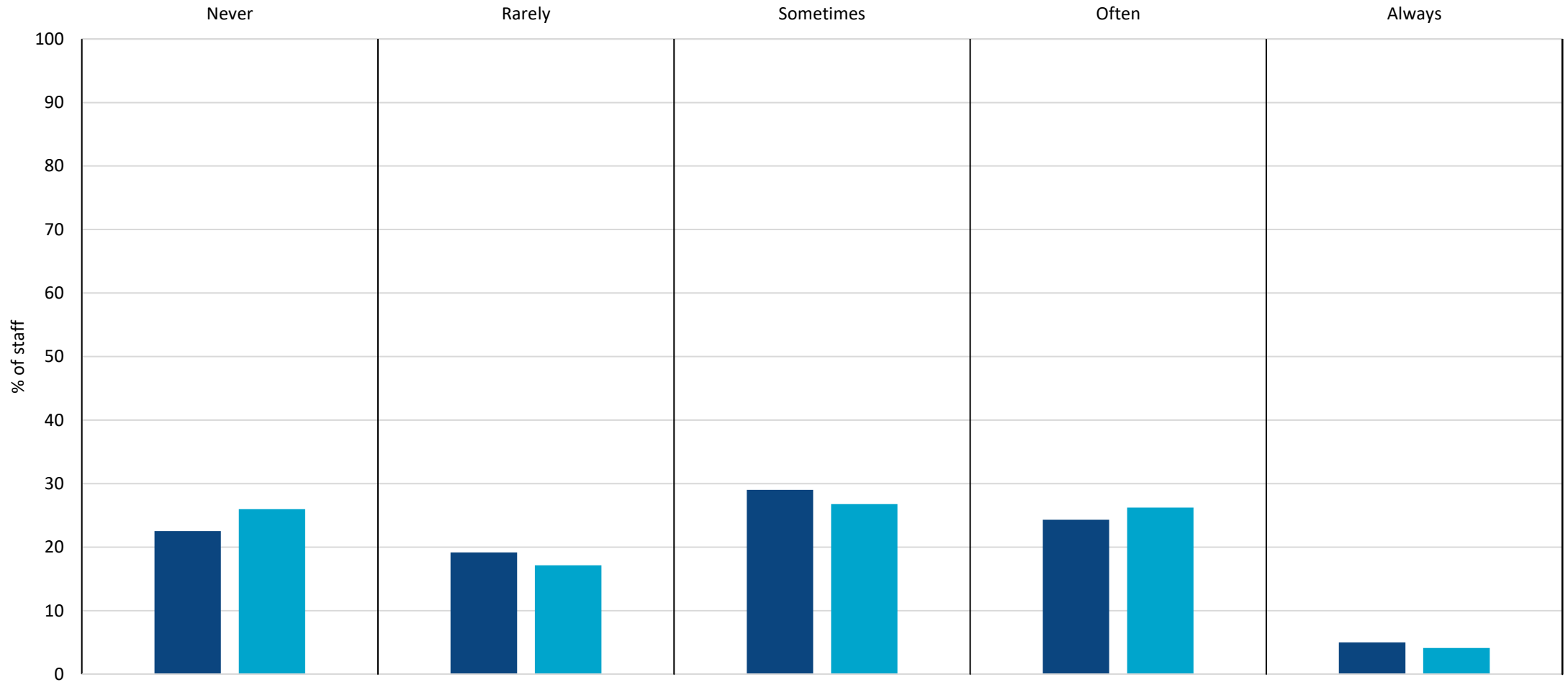
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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



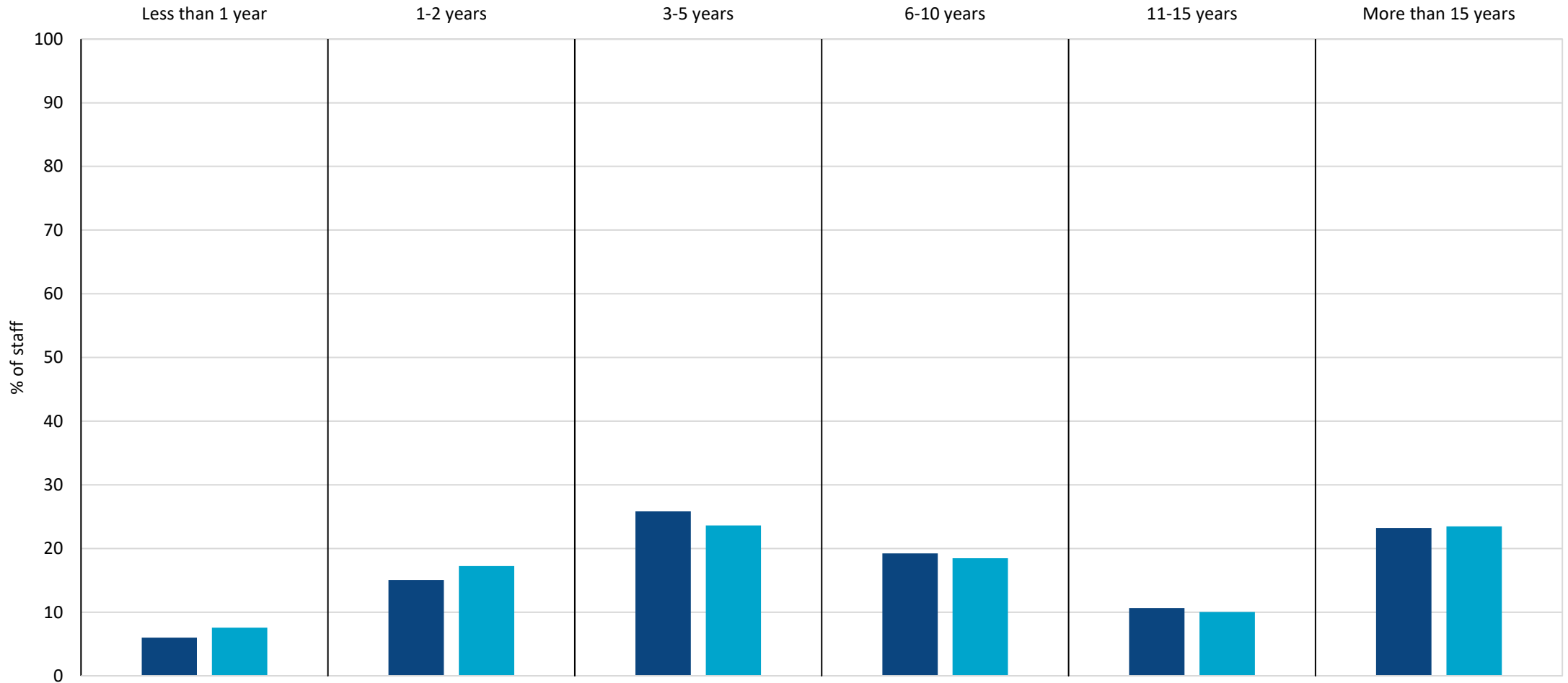
<b>Your org</b>	40.94%	35.10%
<b>Average</b>	41.47%	37.17%
<b>Responses</b>	6669	6704

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



Responses	Never	Rarely	Sometimes	Often	Always
<b>Your org</b>	22.54%	19.16%	29.01%	24.31%	4.99%
<b>Average</b>	25.98%	17.11%	26.78%	26.24%	4.11%
<b>Responses</b>	6718	6718	6718	6718	6718

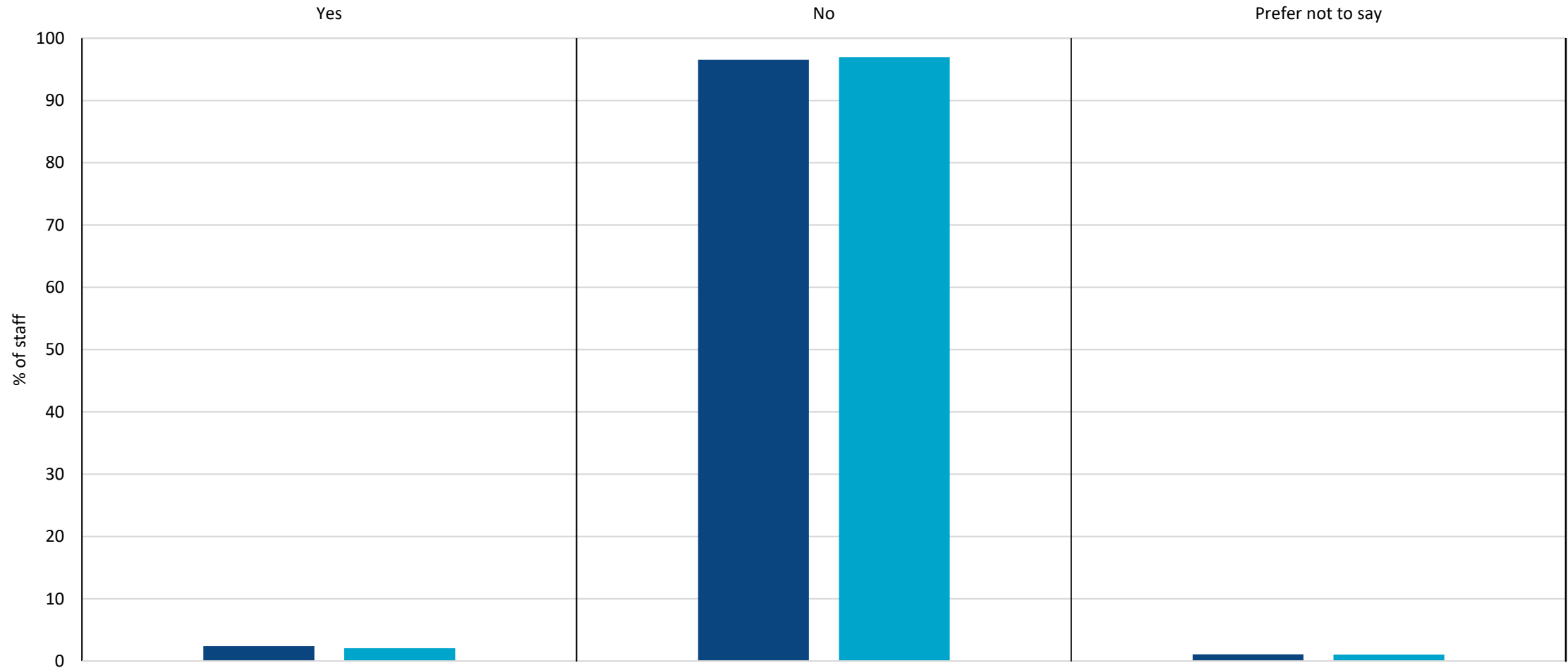
# Background details - Length of service



Responses	6749	6749	6749	6749	6749	6749
<b>Your org</b>	5.99%	15.05%	25.84%	19.25%	10.64%	23.23%
<b>Average</b>	7.57%	17.24%	23.62%	18.45%	10.03%	23.49%

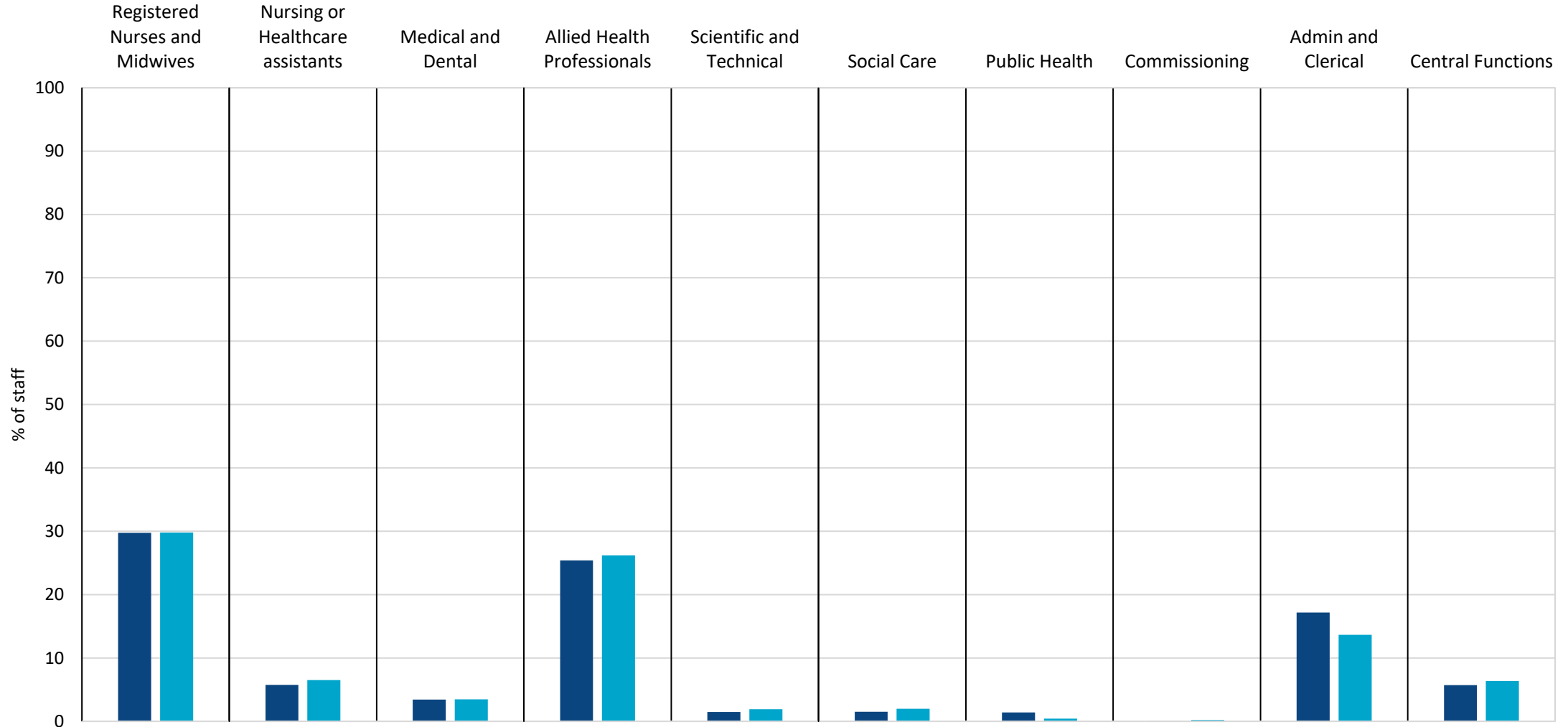


# Background details - When you joined this organisation were you recruited from outside of the UK?



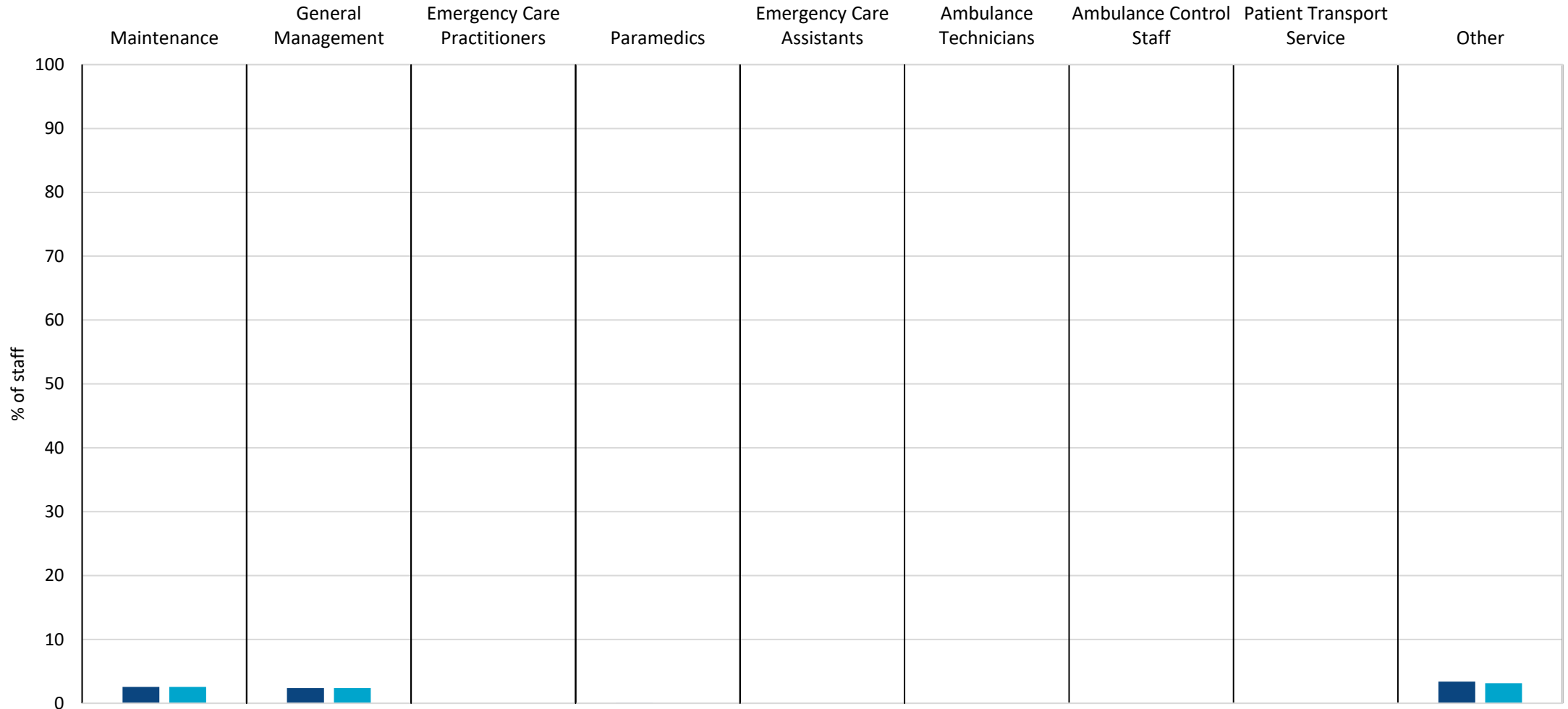
Responses	6660	6660	6660
<b>Your org</b>	2.39%	96.53%	1.08%
<b>Average</b>	2.05%	96.93%	1.02%

# Background details - Occupational group



<b>Your org</b>	29.74%	5.73%	3.41%	25.39%	1.47%	1.50%	1.40%	0.03%	17.18%	5.72%
<b>Average</b>	29.78%	6.52%	3.47%	26.18%	1.91%	1.99%	0.41%	0.20%	13.66%	6.35%
<b>Responses</b>	6648	6648	6648	6648	6648	6648	6648	6648	6648	6648

# Background details - Occupational group



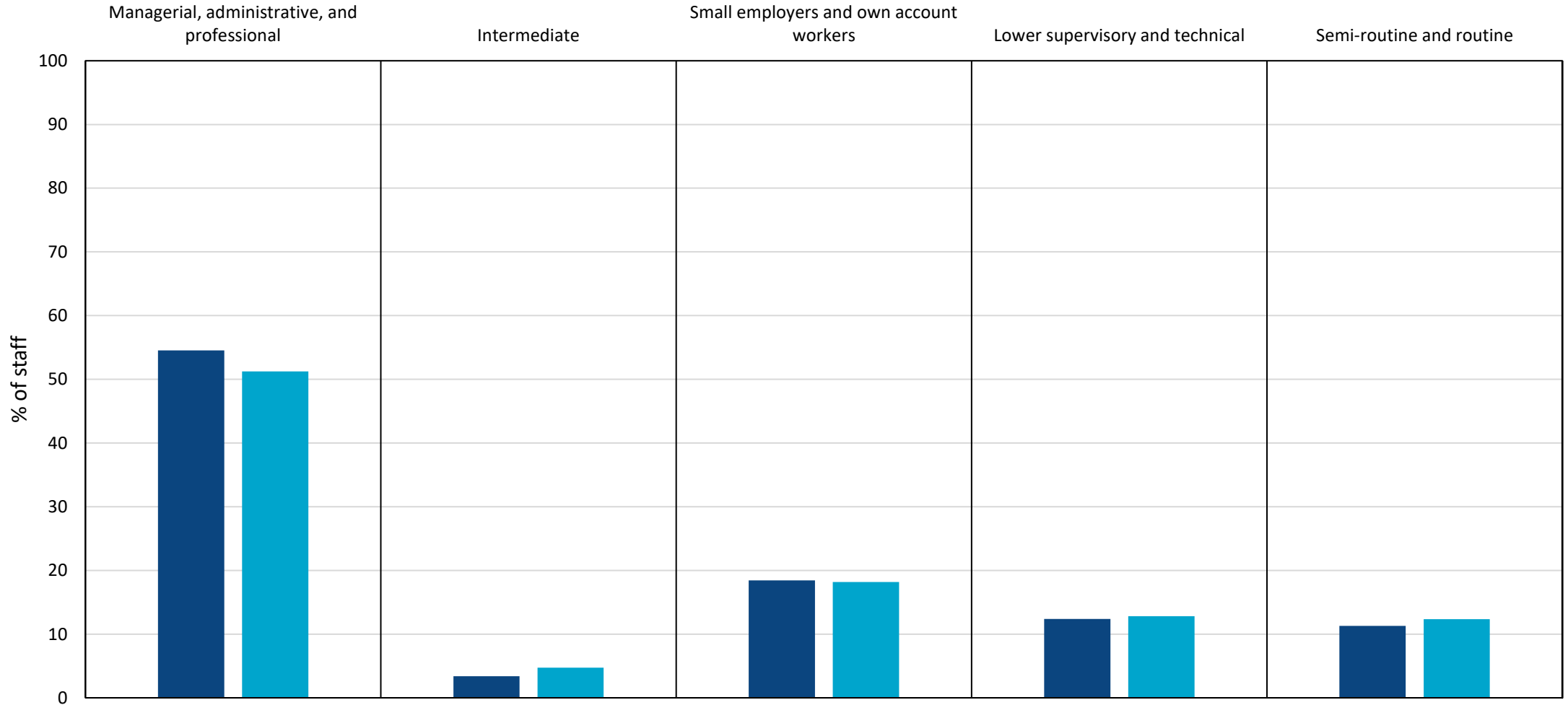
Occupational Group	Your org (%)	Average (%)	Responses
Maintenance	2.56%	2.55%	6648
General Management	2.39%	2.39%	6648
Emergency Care Practitioners	0.00%	0.00%	6648
Paramedics	0.08%	0.00%	6648
Emergency Care Assistants	0.00%	0.00%	6648
Ambulance Technicians	0.00%	0.00%	6648
Ambulance Control Staff	0.00%	0.00%	6648
Patient Transport Service	0.00%	0.00%	6648
Other	3.40%	3.15%	6648

## 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

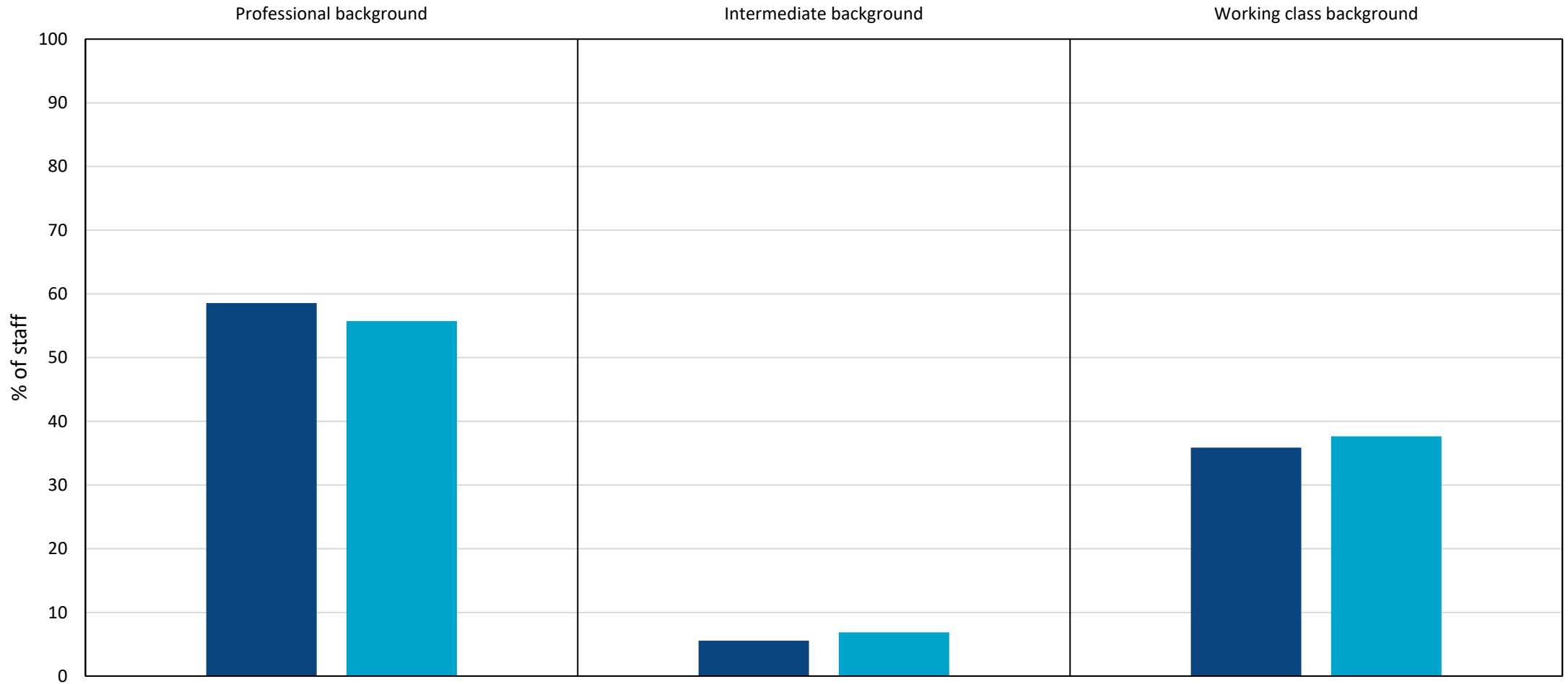


Responses	3622	3622	3622	3622	3622
<b>Your org</b>	54.53%	3.40%	18.42%	12.37%	11.29%
<b>Average</b>	51.24%	4.73%	18.19%	12.82%	12.35%

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



<b>Your org</b>	58.55%	5.58%	35.87%
<b>Average</b>	55.73%	6.86%	37.66%
<b>Responses</b>	5129	5129	5129

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

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	7.67	6.31	6.91	6.21	5.73	6.85	7.16	6.91	5.98
2 Intermediate	8.07	6.65	7.26	6.50	5.71	7.17	7.59	7.27	6.40
3 Small employers and own account workers	7.74	6.38	7.02	6.40	5.88	6.85	7.28	7.08	6.12
4 Lower supervisory and technical	7.83	6.52	7.04	6.46	5.75	7.06	7.30	7.04	6.22
5 Semi-routine and routine	7.72	6.38	6.99	6.36	5.59	7.02	7.25	6.98	6.09

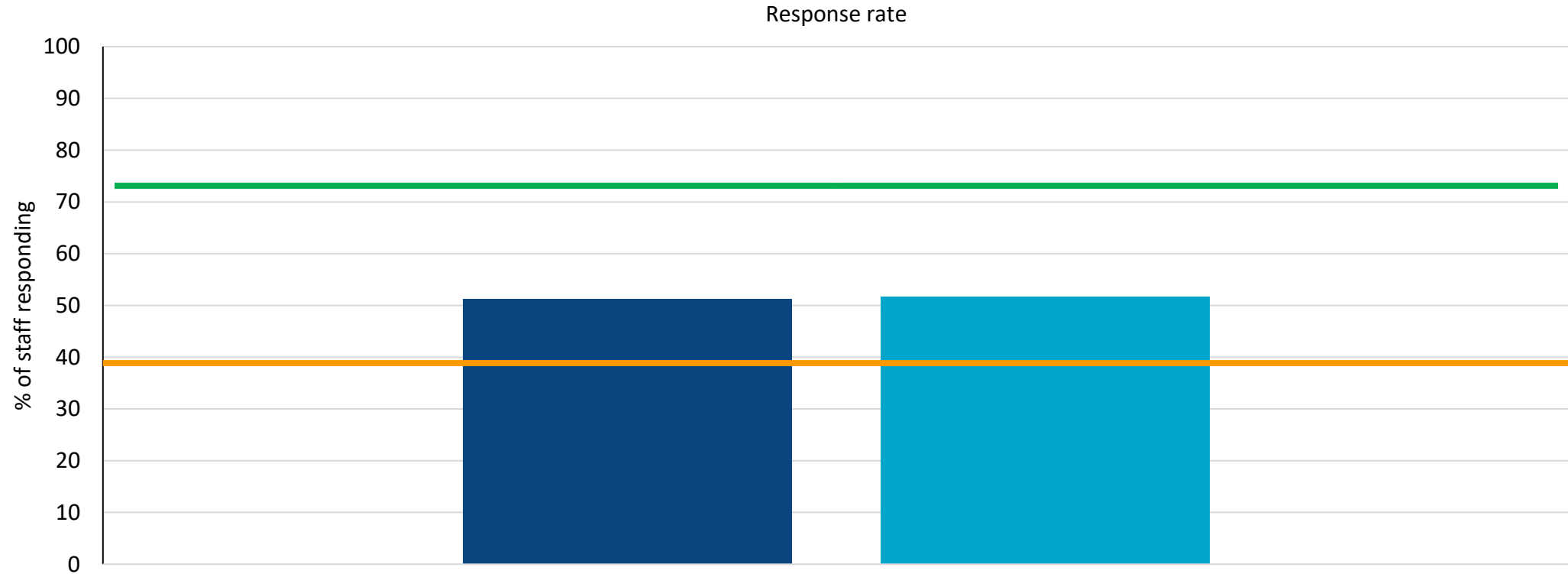
People Promise elements and themes in your organisation by socio-economic background (Three class)	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff engagement	Morale
1 Professional	7.62	6.28	6.85	6.22	5.68	6.83	7.12	6.86	5.95
2 Intermediate	7.91	6.49	7.07	6.45	5.76	6.95	7.43	7.11	6.24
3 Working class	7.76	6.39	7.00	6.41	5.76	6.94	7.28	7.02	6.15

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](#).

## Appendices

## Appendix A: Response rate



2025

Your org	51.20%
Highest	73.12%
Average	51.72%
Lowest	38.85%

Responses

6776

## Appendix B: Significance testing 2024 vs 2025

## Appendix B: Significance testing – 2024 vs 2025

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	-	-	7.59	6763	N/A
We are recognised and rewarded	-	-	6.22	6764	N/A
We each have a voice that counts	-	-	6.84	6717	N/A
We are safe and healthy	-	-	6.27	6720	N/A
We are always learning	-	-	5.62	6515	N/A
We work flexibly	-	-	6.80	6723	N/A
We are a team	-	-	7.10	6756	N/A
<b>Themes</b>					
Staff Engagement	-	-	6.87	6765	N/A
Morale	-	-	5.98	6765	N/A

\* Statistical significance is tested using a two-tailed t-test with a 95% level of confidence. Significance testing is only available for organisations with trend data.

## Appendix C: Tips on using your benchmark report

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

### Key points to note



The seven People Promise elements, the two themes and the sub-scores that feed into them cover key areas of staff experience and present results in these areas in a clear and consistent way. All 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](#).



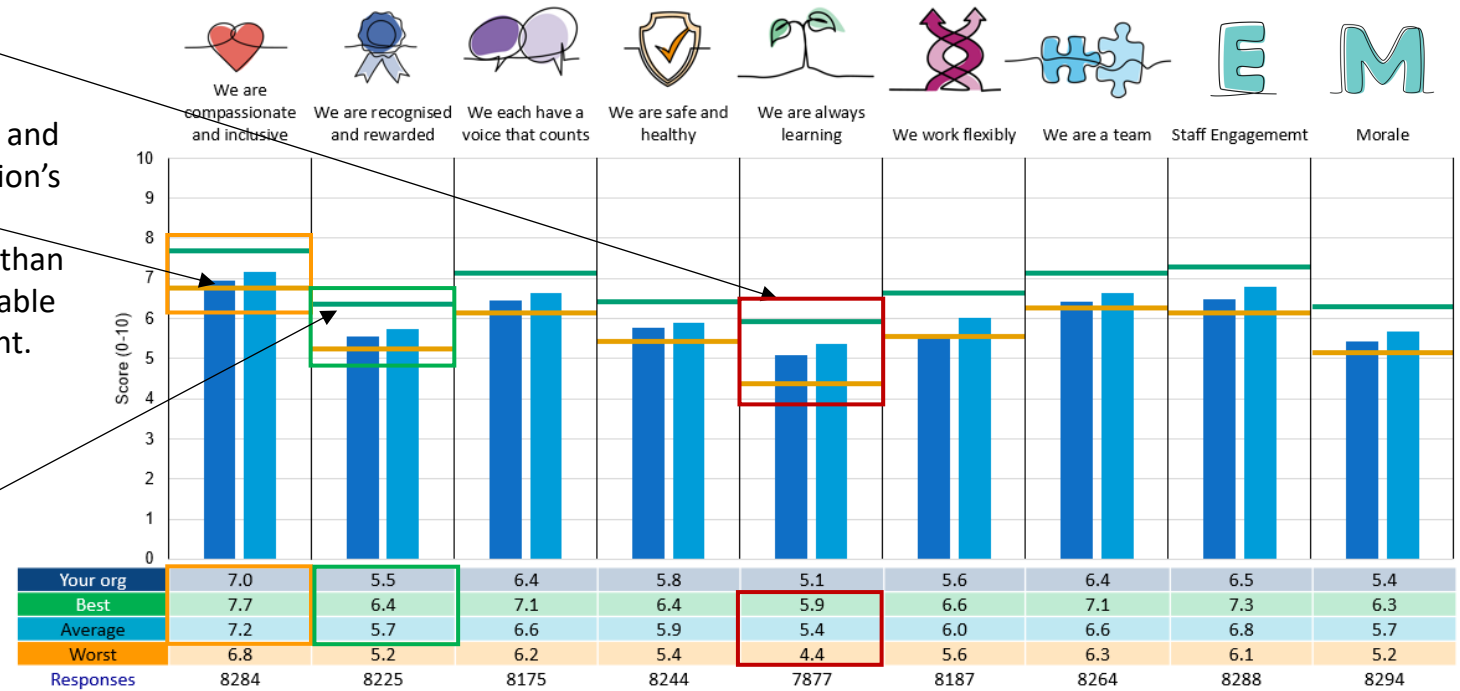
People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern.

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 important point of reference.

## Areas to improve

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



Only one example is highlighted for each point

## Positive outcomes

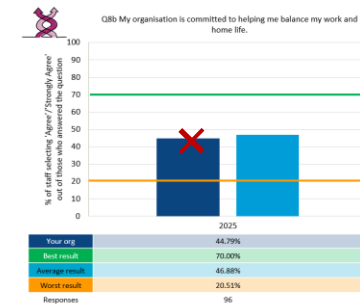
- Similarly, using the overview page it is easy to identify People Promise elements and themes which show a positive outcome for your organisation, where 'Your org' results are distinctly higher than the benchmarking group 'Average result'.
- Positive stories to report could be ones where your organisation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

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

To understand 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. 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 & worst benchmarking group result for question

This benchmark report displays results for all questions in the questionnaire, including any available data. 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.

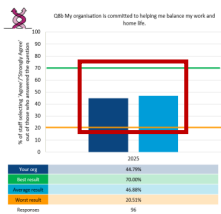
## Identifying questions of interest

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

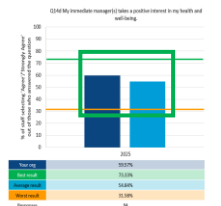
Most organisations will have questions which are a focus for them - questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can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

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

The methods recommended to review your People Promise element 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.



➤ **When looking for positive outcomes:** search for results where your organisation is closest to the benchmarking group best result.

## 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.

## 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%

## Appendix E: Additional reporting outputs

Below are links to other key reporting outputs that complement this report. A full list and more detailed explanation of the reporting outputs is included in the Technical 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 Hampshire and Isle of Wight Healthcare NHS Foundation Trust.



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



**[Detailed spreadsheets](#)** Contain detailed weighted results for all participating organisations, all trusts nationally, and for each region and ICS.