

Hertfordshire Community NHS Trust

2025 NHS Staff Survey Benchmark Report



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Introduction

About this report

This benchmark report for Hertfordshire Community NHS Trust contains results for the 2025 NHS Staff Survey, and historical results back to 2021 where possible. These results are presented in the context of best, average and worst results for similar organisations where appropriate. Data in this report are weighted to allow for fair comparisons between organisations.

Results for Q1, Q10a, Q26d, Q27a-c, Q28, Q29, Q30, Q31a, Q32a-b, Q33, Q34, Q35 , Q36, Q37, Q38, Q39a-b and Q40 are not weighted or benchmarked because these questions ask for demographic or factual information.

How results are reported

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



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

People Promise elements, themes and sub-scores

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, the themes and sub-scores, as well as features of the charts used throughout.

Organisation details

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

People Promise elements, themes and sub-scores: Overview

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

People Promise elements, themes and sub-scores: Trends

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

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



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

People Promise elements, themes and sub-scores: Questions

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

Questions not linked to People Promise

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

Workforce Equality Standards

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

About your respondents

This section provides details of the staff responding to the survey, including their **demographic and other classification questions**. It also includes the socio-economic background questions.

Appendices

Here you will find:

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

Key features

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

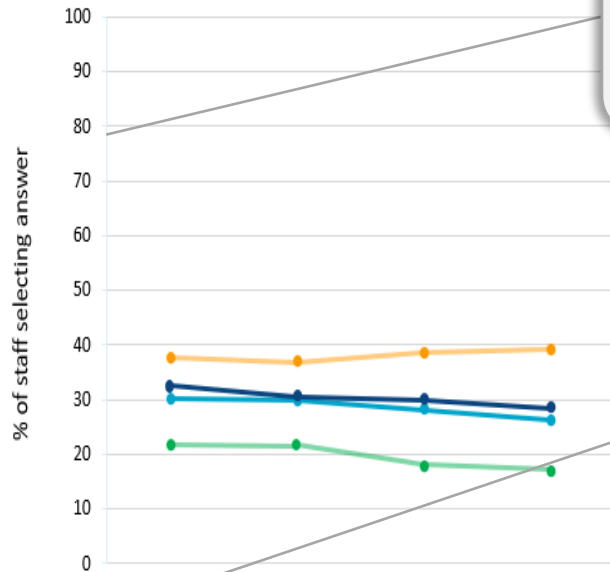
Question number and text (or summary measure) specified at the top of each slide.

Note this is example data

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

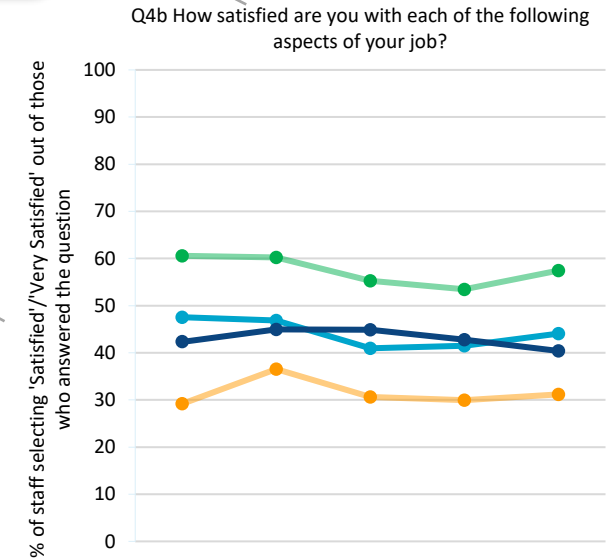
'Best result', 'Average result', and 'Worst result' refer to the **benchmarking group's** best, average and worst results.

Number of responses for the organisation for the given question.



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

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



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

Organisation details

Hertfordshire Community NHS Trust

2025 NHS Staff Survey



Organisation details

Completed questionnaires **1663**

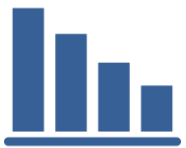
2025 response rate **59%**

Survey details

Survey mode **Online**

This organisation is benchmarked against:

Community Trusts



2025 benchmarking group details

Organisations in group: 13

Median response rate: 62%

No. of completed questionnaires: 28256

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

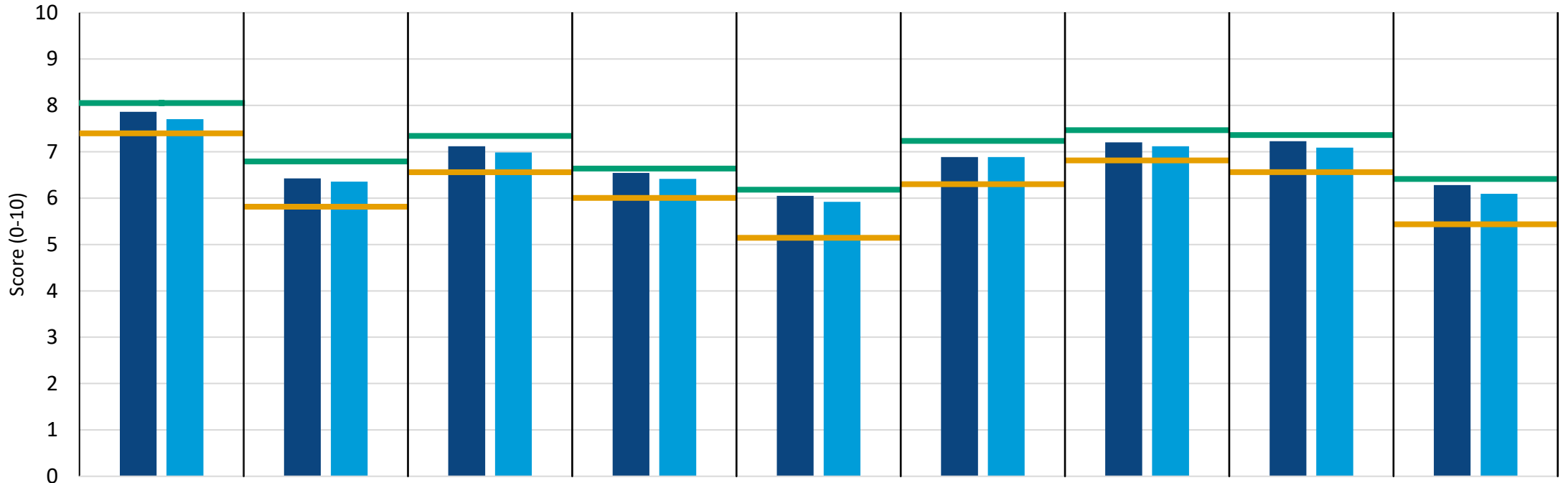


People Promise elements, themes and sub-score results

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.

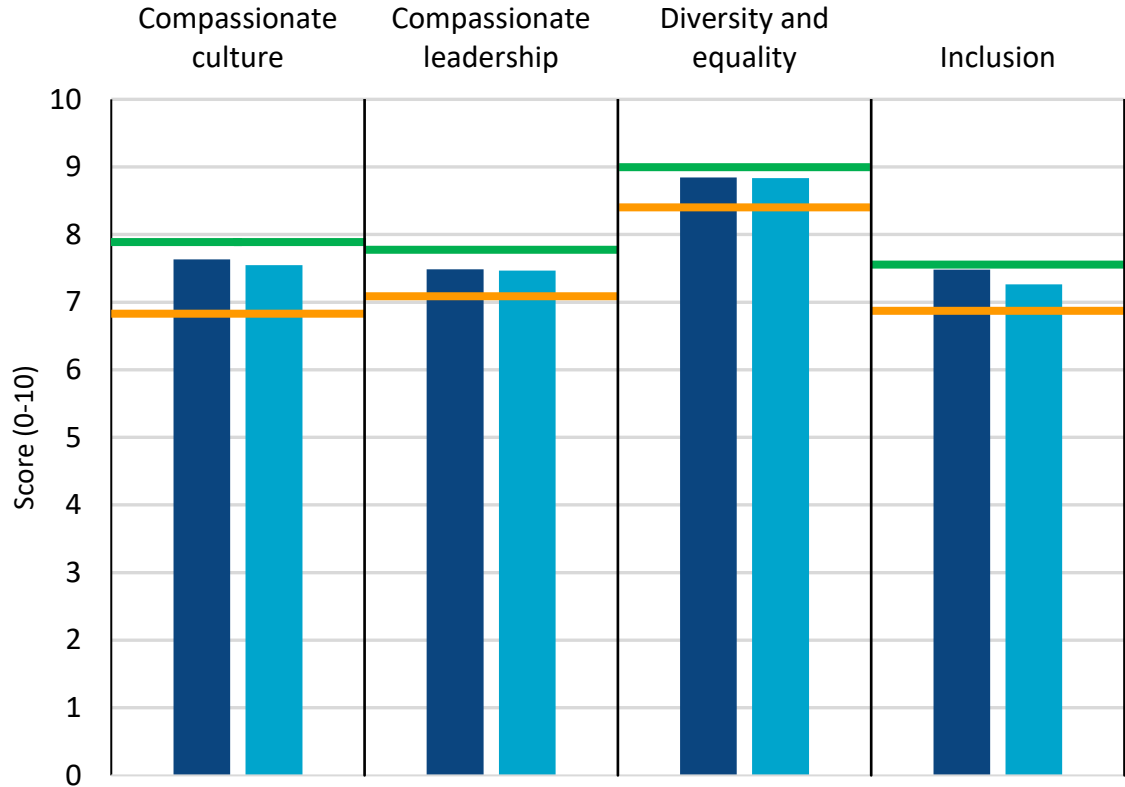


Your org	7.86	6.42	7.12	6.54	6.05	6.89	7.20	7.23	6.28
Best result	8.05	6.79	7.34	6.64	6.18	7.23	7.47	7.36	6.41
Average result	7.70	6.36	6.98	6.41	5.92	6.89	7.12	7.09	6.09
Worst result	7.40	5.82	6.56	6.00	5.14	6.30	6.81	6.56	5.44
Responses	1662	1661	1652	1656	1600	1660	1661	1662	1662

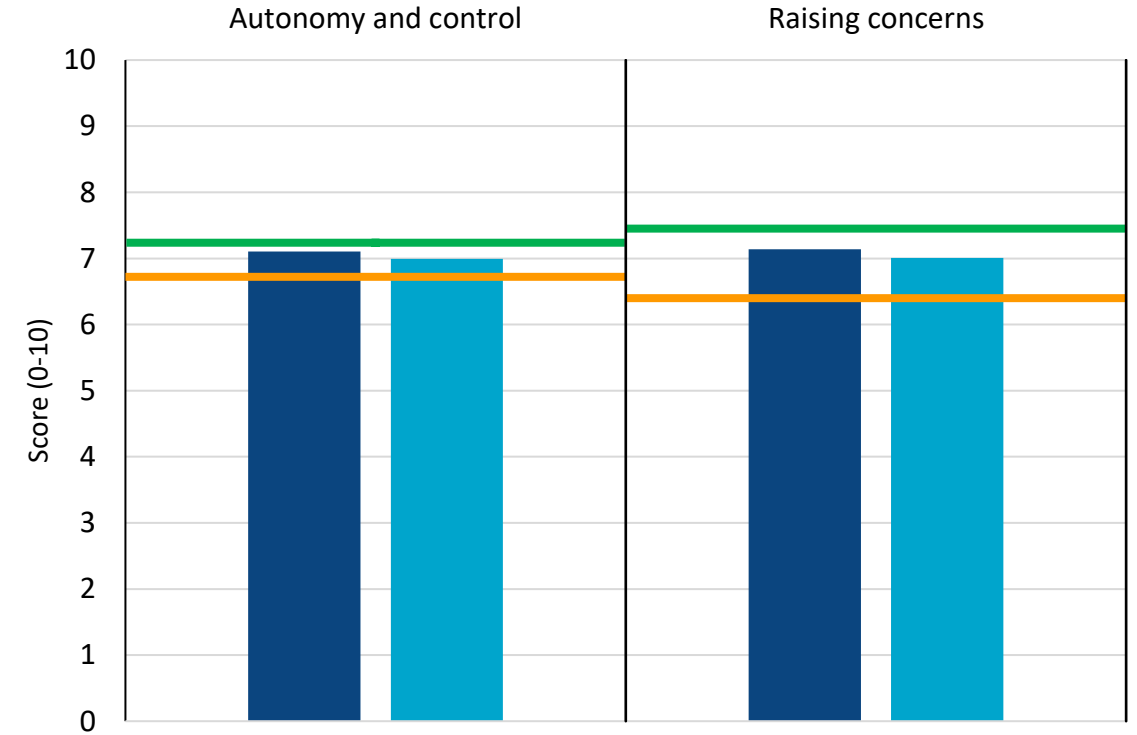
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 1: We are compassionate and inclusive



Promise element 3: We each have a voice that counts



Your org	7.63	7.48	8.85	7.48
Best result	7.89	7.77	9.00	7.56
Average result	7.55	7.47	8.83	7.26
Worst result	6.83	7.09	8.40	6.87
Responses	1661	1661	1658	1655

Your org	7.10	7.14
Best result	7.24	7.45
Average result	6.99	7.01
Worst result	6.72	6.40
Responses	1661	1654

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

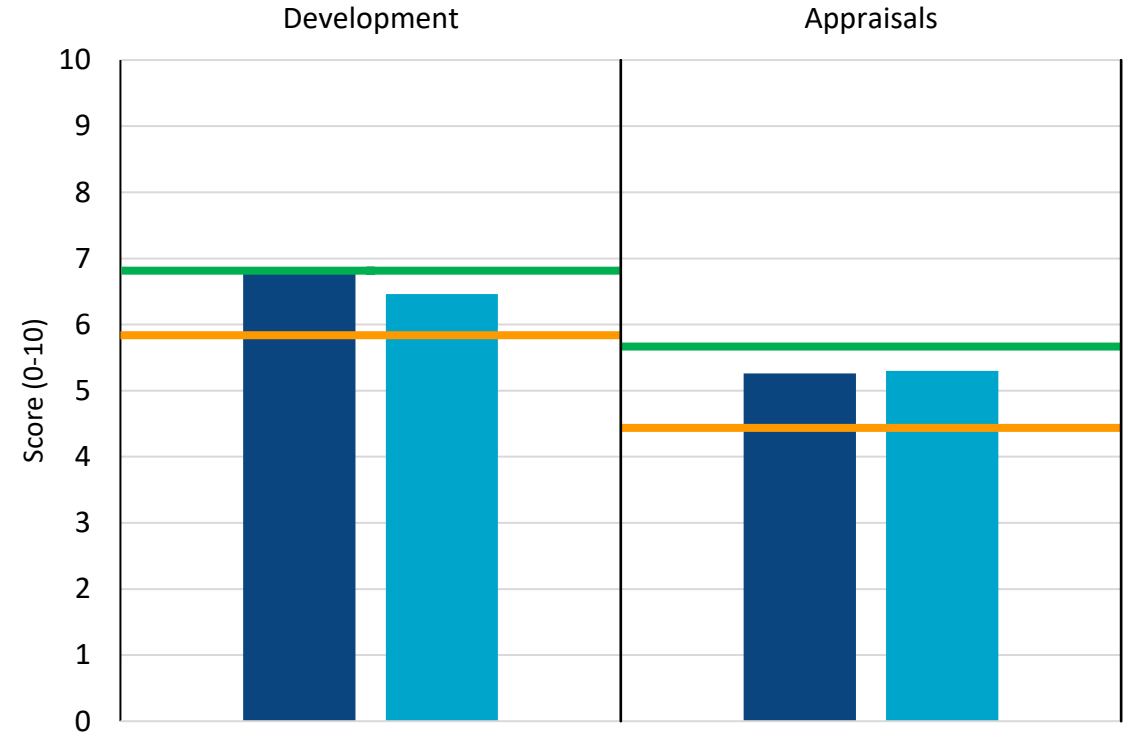
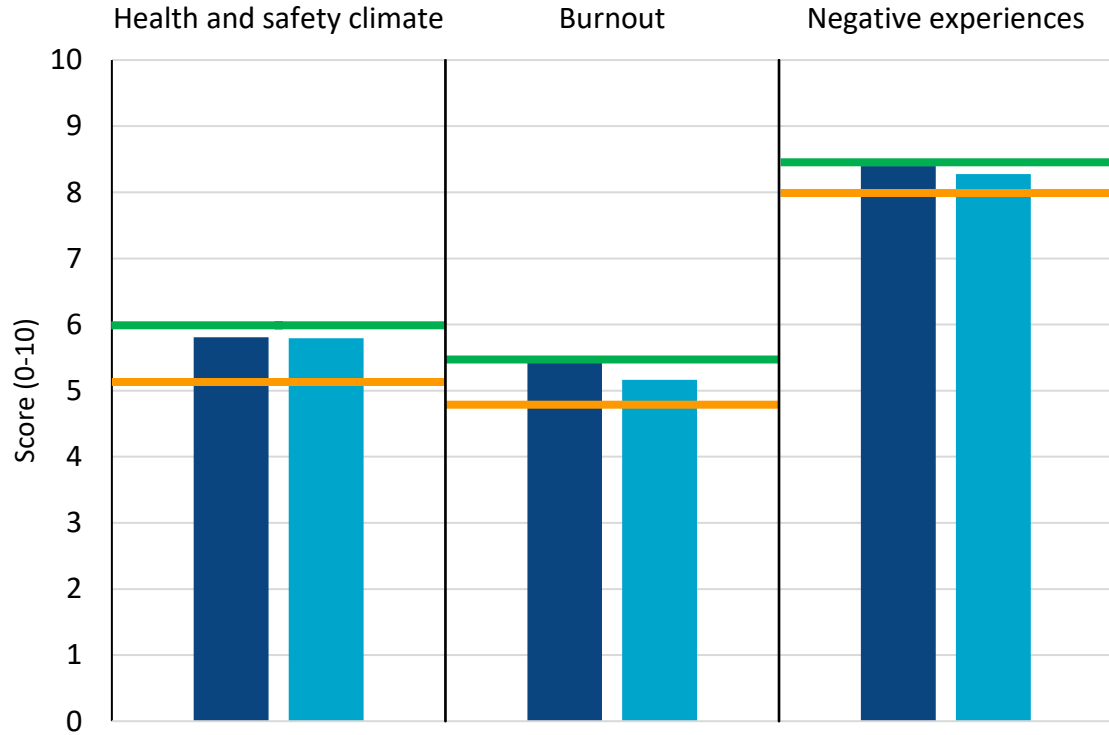
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 4: We are safe and healthy



Promise element 5: We are always learning



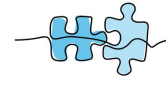
Theme	Your org	Average result	Best result	Worst result
Health and safety climate	5.81	5.79	5.99	5.13
Burnout	5.43	5.16	5.47	4.79
Negative experiences	8.39	8.27	8.45	7.99
Responses	1661	1662		1658

Theme	Your org	Average result	Best result	Worst result
Development	6.81	6.46	6.81	5.84
Appraisals	5.26	5.30	5.67	4.44
Responses	1659	1602		

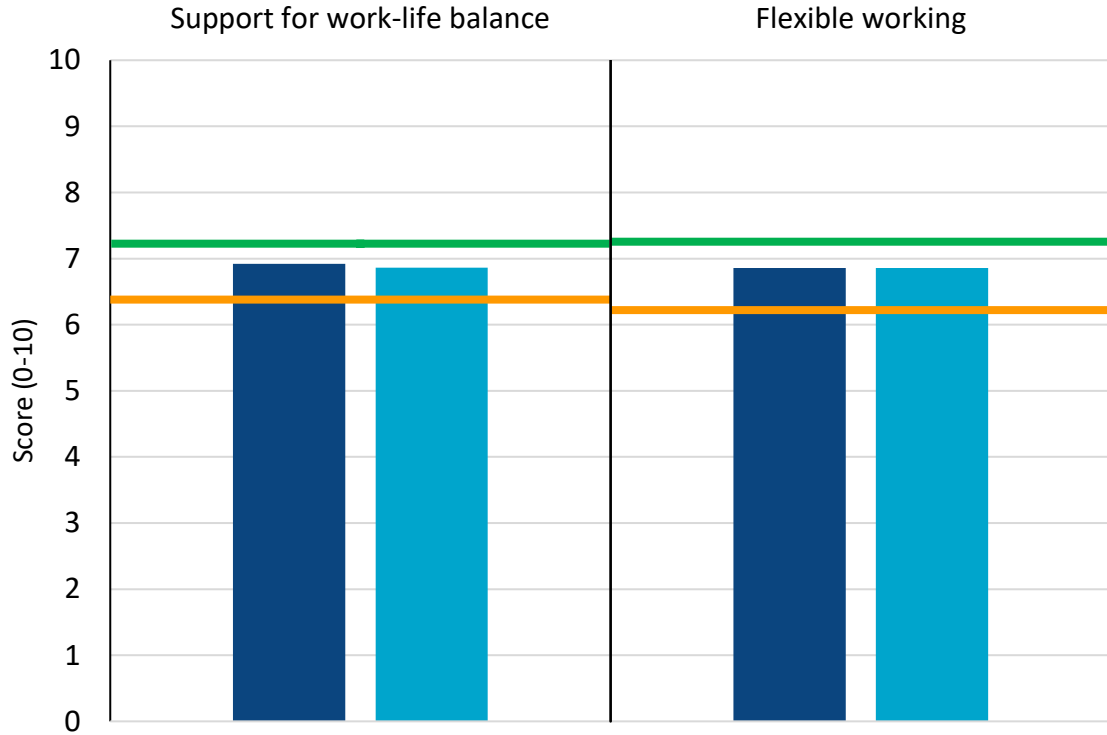
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



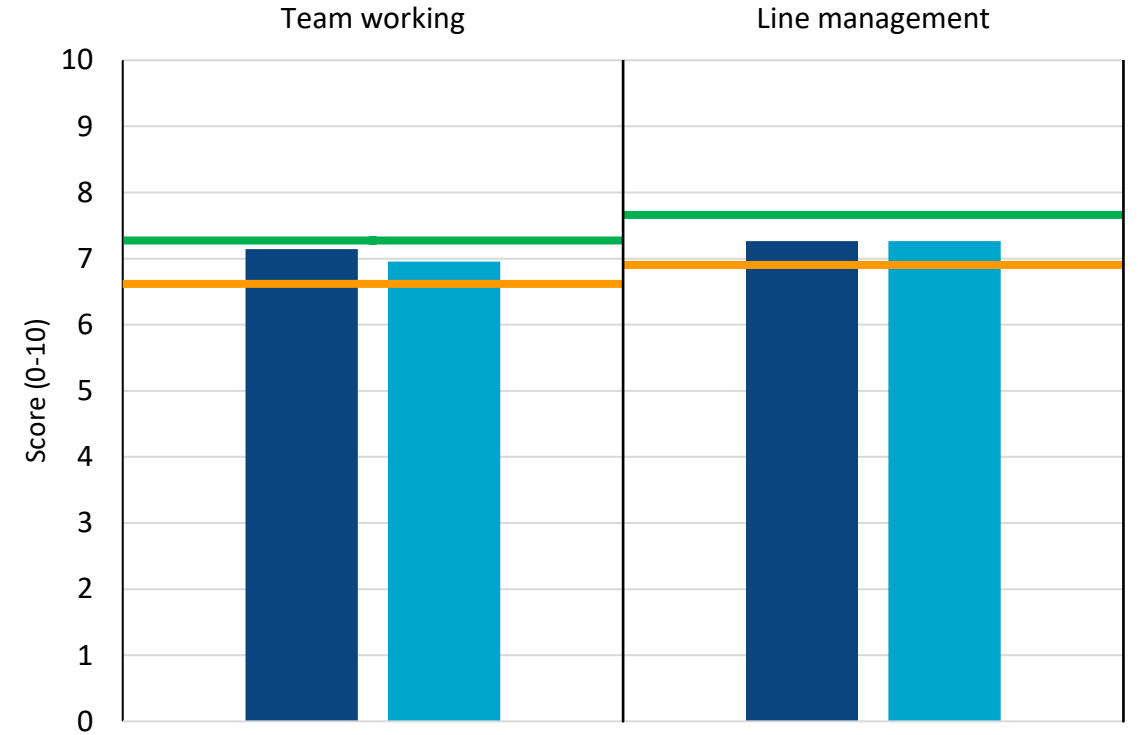
Promise element 6: We work flexibly



Promise element 7: We are a team



Your org	6.92	6.86
Best result	7.23	7.26
Average result	6.86	6.86
Worst result	6.38	6.22
Responses	1662	1660

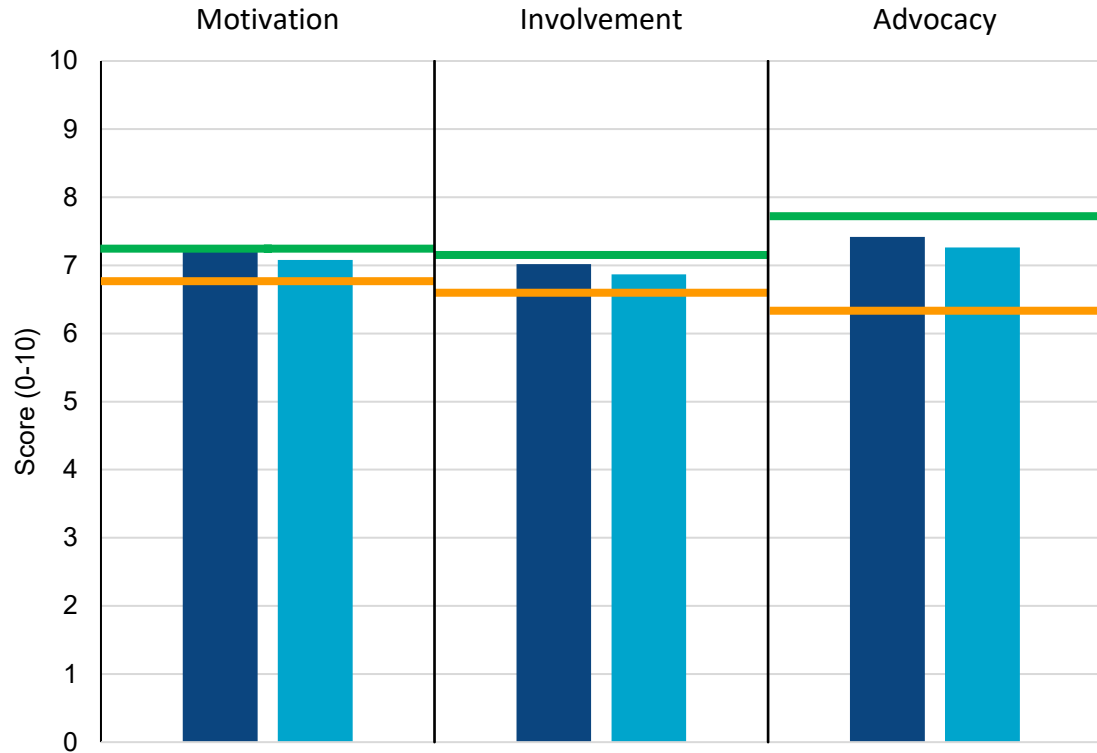


Your org	7.14	7.27
Best result	7.27	7.66
Average result	6.95	7.27
Worst result	6.62	6.90
Responses	1662	1661

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.



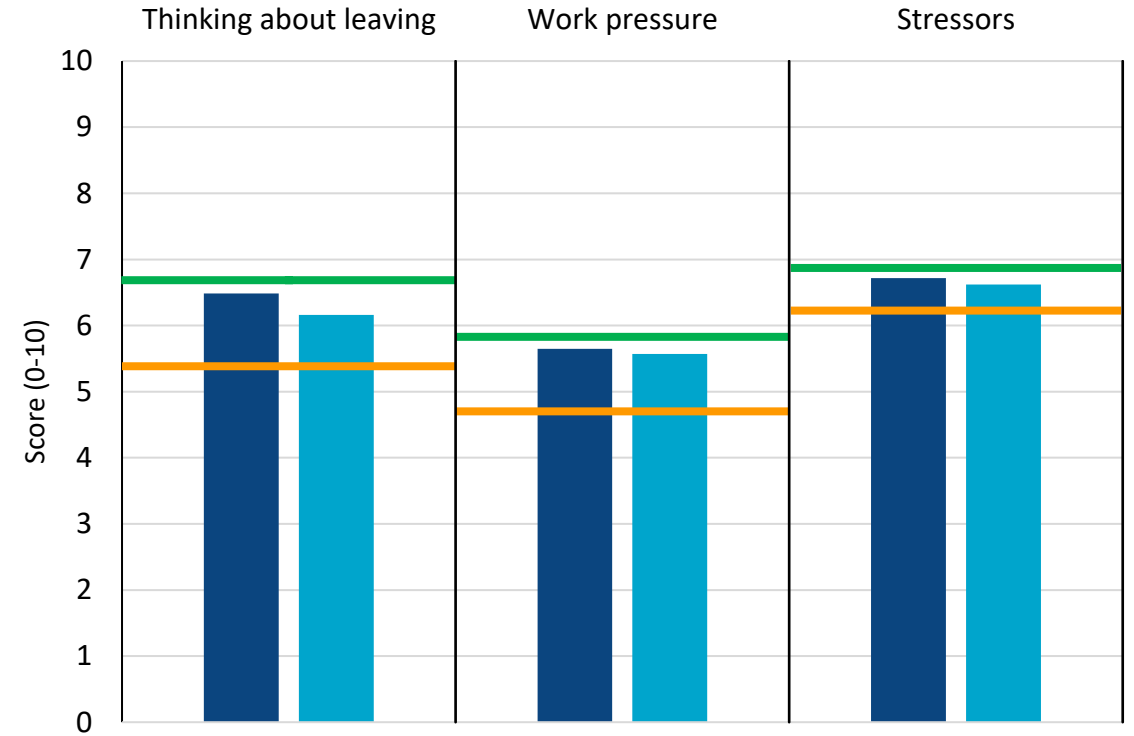
Theme: Staff engagement



Your org	7.24	7.02	7.42
Best result	7.24	7.15	7.72
Average result	7.08	6.87	7.26
Worst result	6.77	6.60	6.33
Responses	1651	1661	1661



Theme: Morale



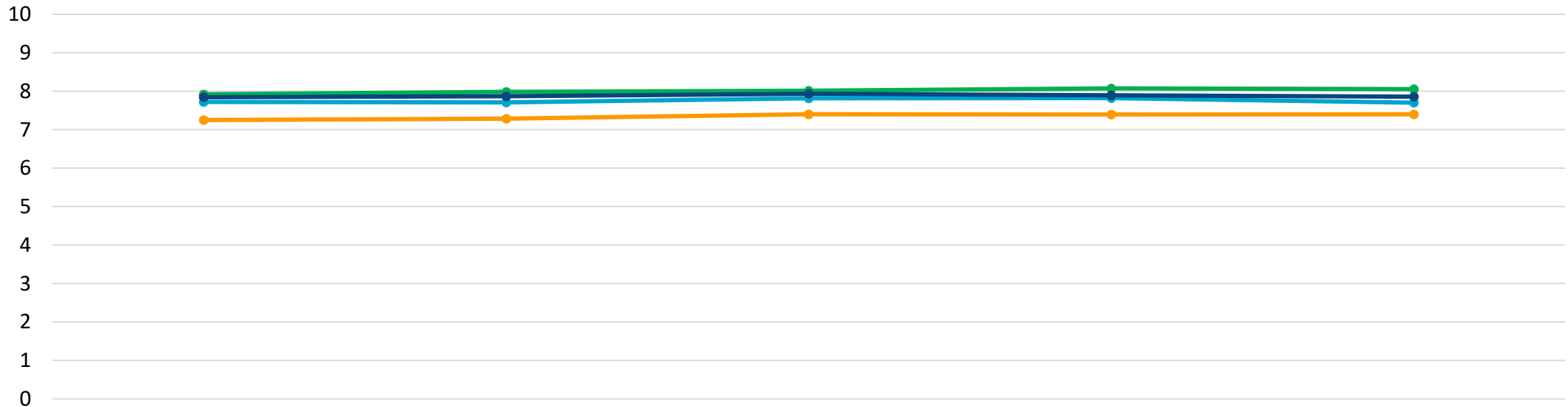
Your org	6.48	5.65	6.72
Best result	6.69	5.83	6.87
Average result	6.16	5.57	6.62
Worst result	5.38	4.70	6.23
Responses	1659	1661	1661

People Promise elements, themes and sub-scores: Trends

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

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

We are compassionate and inclusive



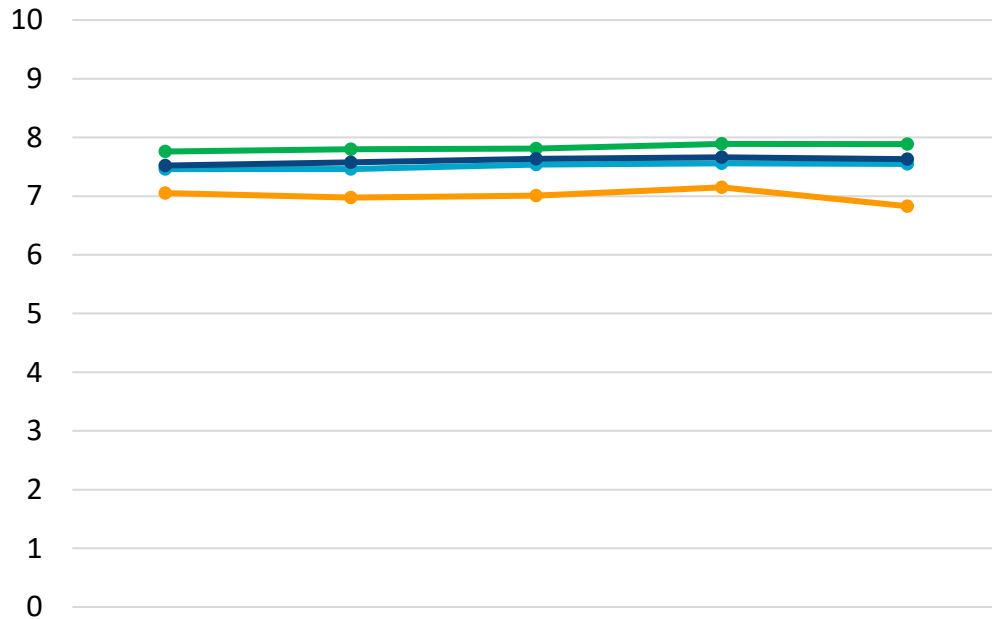
	2021	2022	2023	2024	2025
Your org	7.84	7.87	7.93	7.89	7.86
Best result	7.92	7.98	8.02	8.07	8.05
Average result	7.72	7.71	7.82	7.82	7.70
Worst result	7.25	7.29	7.40	7.40	7.40
Responses	1430	1388	1560	1650	1662

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

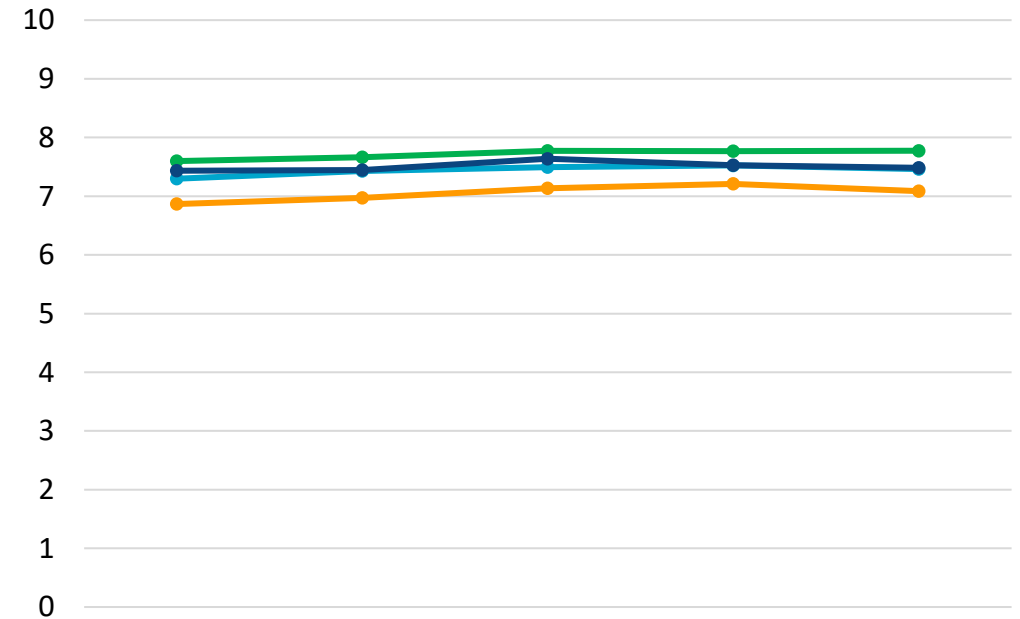
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



2021 2022 2023 2024 2025

2021 2022 2023 2024 2025

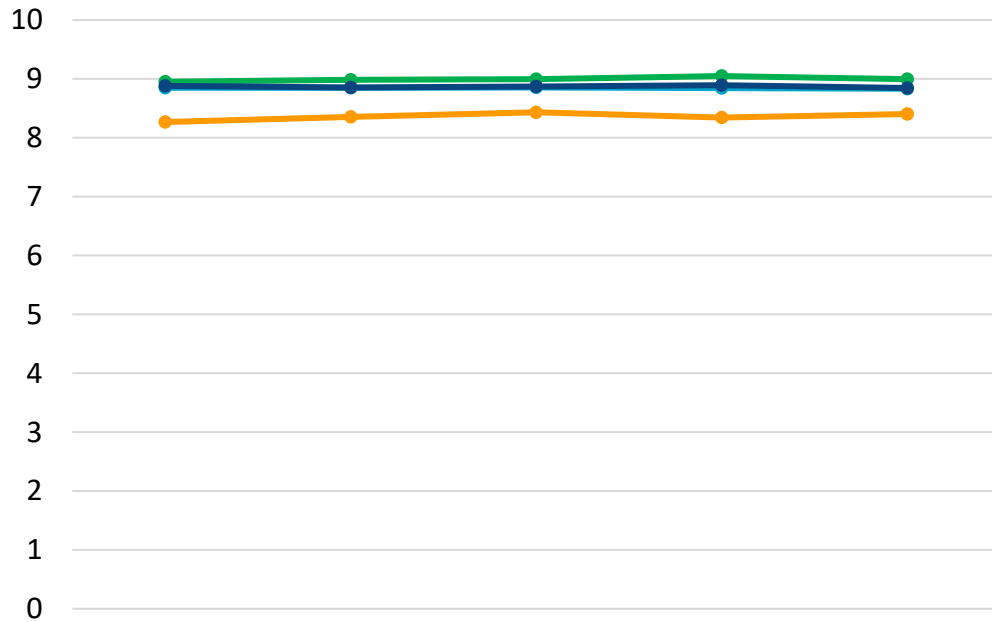
Your org	7.52	7.57	7.63	7.66	7.63
Best result	7.76	7.80	7.81	7.89	7.89
Average result	7.46	7.46	7.54	7.56	7.55
Worst result	7.05	6.98	7.01	7.15	6.83
Responses	1421	1383	1559	1644	1661

Your org	7.43	7.45	7.64	7.53	7.48
Best result	7.60	7.66	7.77	7.77	7.77
Average result	7.30	7.43	7.49	7.52	7.47
Worst result	6.87	6.97	7.14	7.21	7.09
Responses	1429	1387	1560	1650	1661

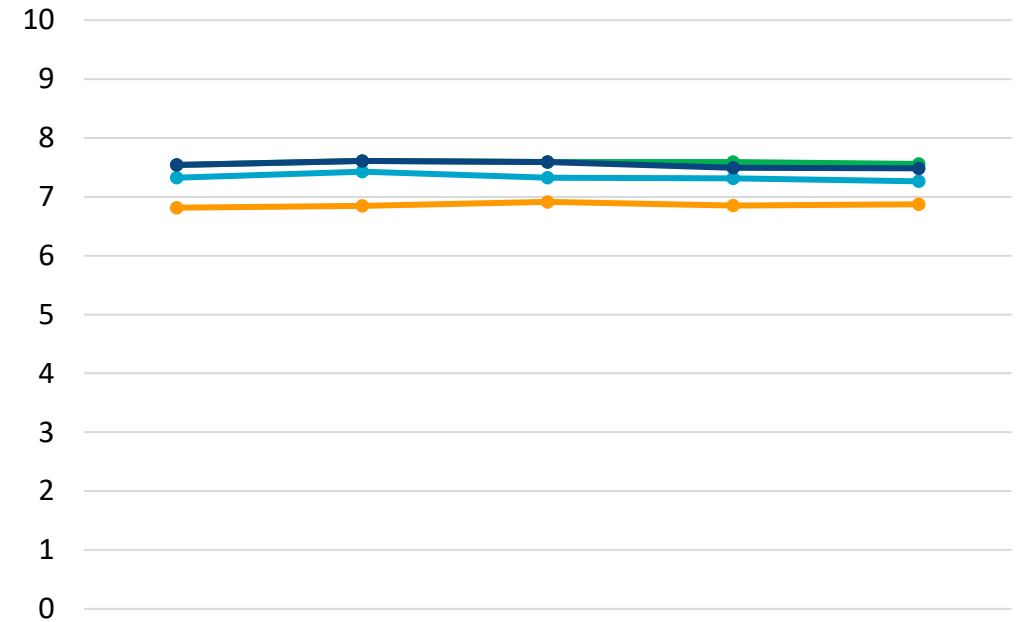
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



	2021	2022	2023	2024	2025
Your org	8.88	8.86	8.87	8.89	8.85
Best result	8.95	8.99	9.00	9.05	9.00
Average result	8.85	8.85	8.85	8.84	8.83
Worst result	8.27	8.35	8.43	8.34	8.40
Responses	1430	1385	1562	1650	1658

	2021	2022	2023	2024	2025
Your org	7.54	7.61	7.59	7.49	7.48
Best result	7.54	7.61	7.59	7.59	7.56
Average result	7.32	7.43	7.32	7.31	7.26
Worst result	6.81	6.85	6.91	6.85	6.87
Responses	1436	1386	1555	1648	1655

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

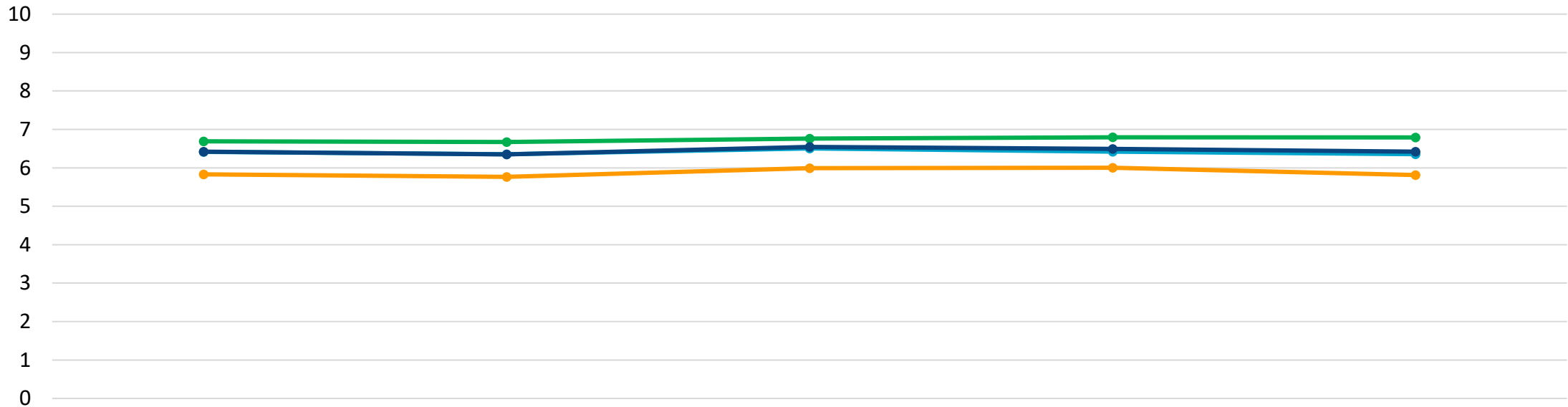
<https://www.nhsstaffsurveys.com/survey-documents/>

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



Promise element 2: We are recognised and rewarded

We are recognised and rewarded



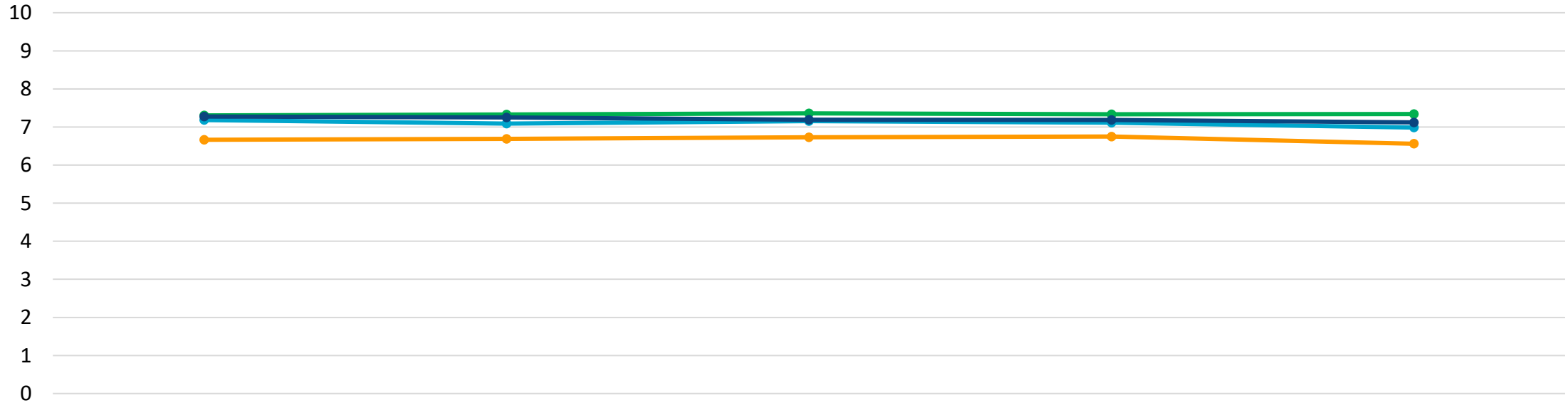
	2021	2022	2023	2024	2025
Your org	6.42	6.35	6.54	6.50	6.42
Best result	6.69	6.67	6.76	6.79	6.79
Average result	6.41	6.35	6.50	6.42	6.36
Worst result	5.83	5.77	5.99	6.00	5.82
Responses	1446	1388	1559	1647	1661

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



Promise element 3: We each have a voice that counts

We each have a voice that counts



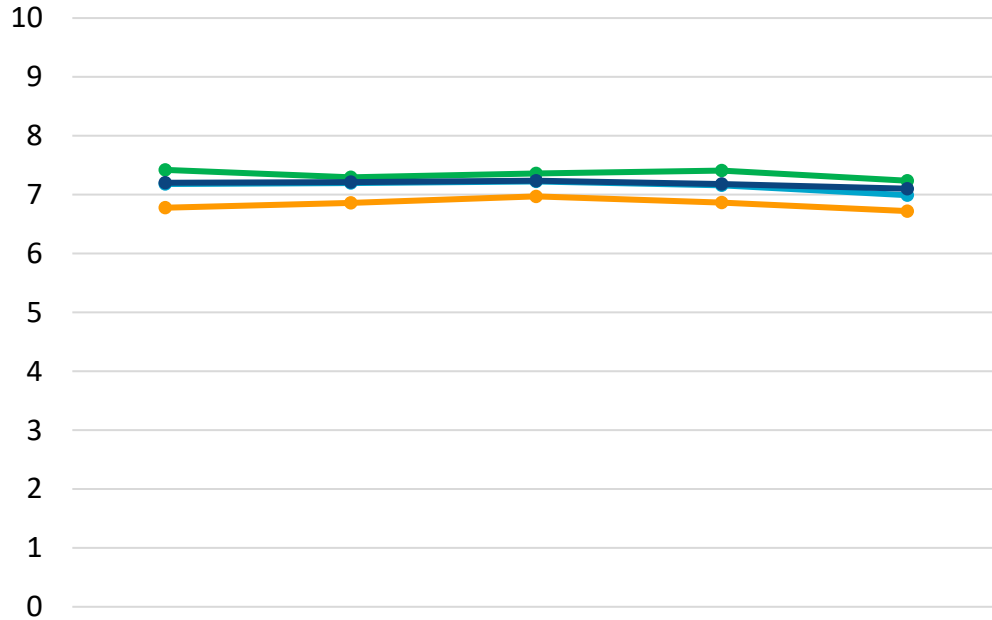
	2021	2022	2023	2024	2025
Your org	7.27	7.25	7.19	7.18	7.12
Best result	7.30	7.33	7.36	7.34	7.34
Average result	7.18	7.09	7.16	7.11	6.98
Worst result	6.67	6.69	6.73	6.75	6.56
Responses	1417	1382	1554	1632	1652

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

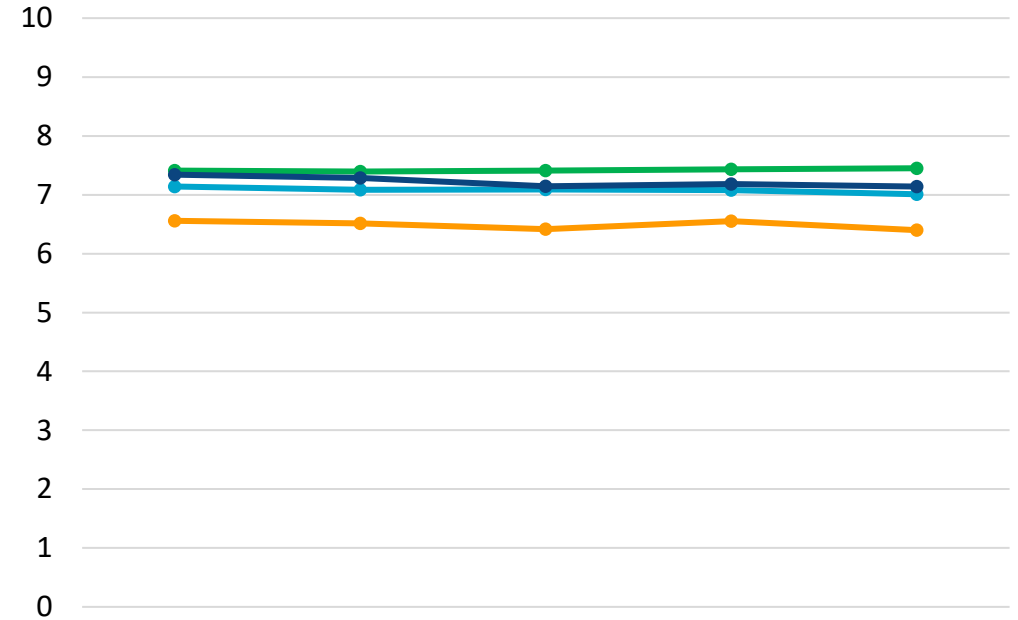


Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023	2024	2025
Your org	7.20	7.21	7.24	7.18	7.10
Best result	7.42	7.29	7.36	7.41	7.24
Average result	7.18	7.20	7.22	7.16	6.99
Worst result	6.78	6.86	6.97	6.86	6.72
Responses	1447	1389	1561	1648	1661

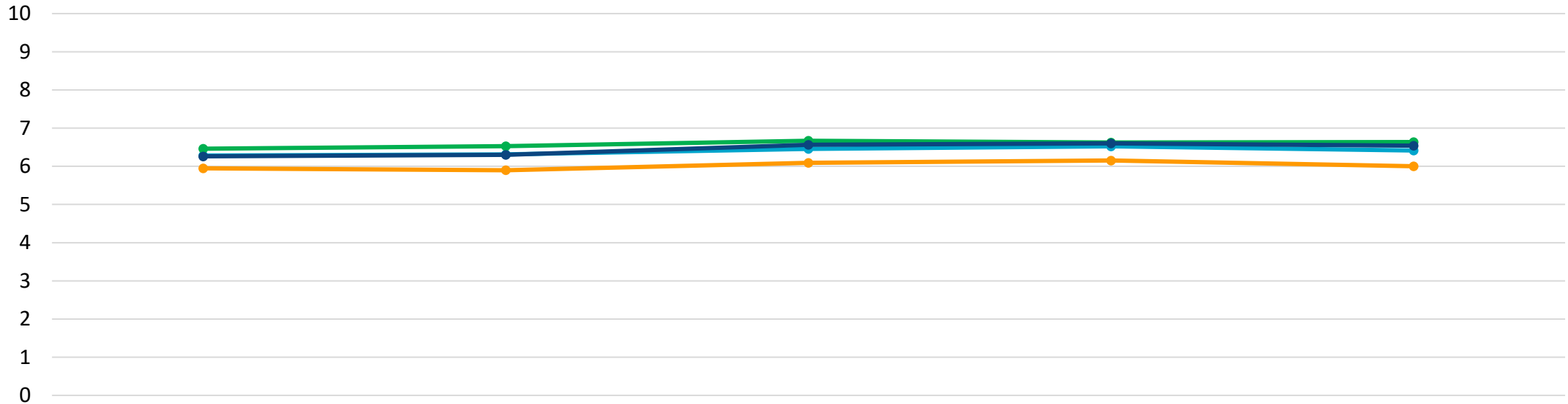
	2021	2022	2023	2024	2025
Your org	7.34	7.29	7.15	7.18	7.14
Best result	7.41	7.39	7.41	7.43	7.45
Average result	7.14	7.09	7.09	7.08	7.01
Worst result	6.56	6.51	6.42	6.55	6.40
Responses	1418	1382	1555	1635	1654

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



Promise element 4: We are safe and healthy

We are safe and healthy



	2021	2022	2023	2024	2025
Your org	6.26	6.30	6.56	6.60	6.54
Best result	6.46	6.53	6.67	6.62	6.64
Average result	6.28	6.31	6.46	6.52	6.41
Worst result	5.95	5.90	6.09	6.15	6.00
Responses	1423	1386	1494	1647	1656

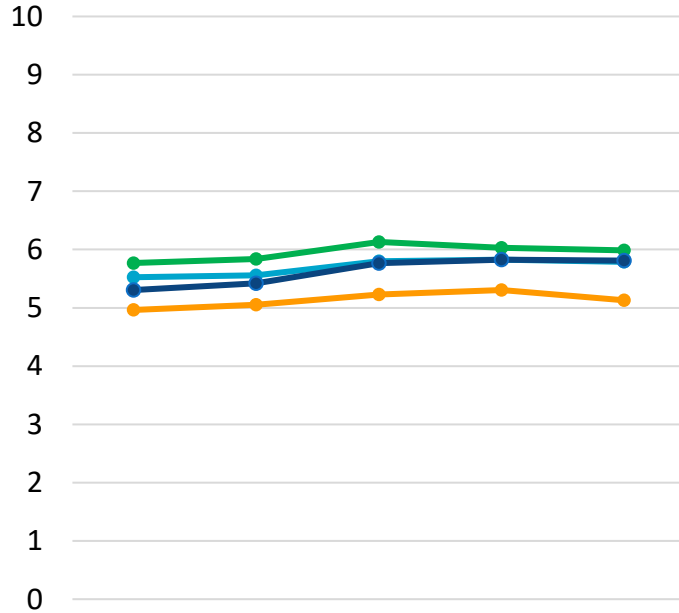
Note: 2023 results for 'We are safe and healthy' are reported using corrected data. In addition, due to changes in the Q11b question wording in 2025, reported results for 'We are safe and healthy' have been recalculated to exclude Q11b for all years. Please see *Additional Information regarding NSS23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

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



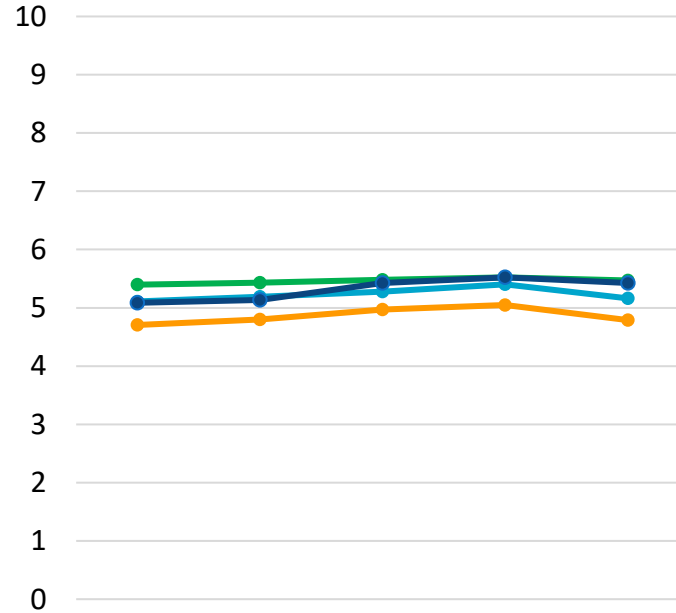
Promise element 4: We are safe and healthy

Health and safety climate



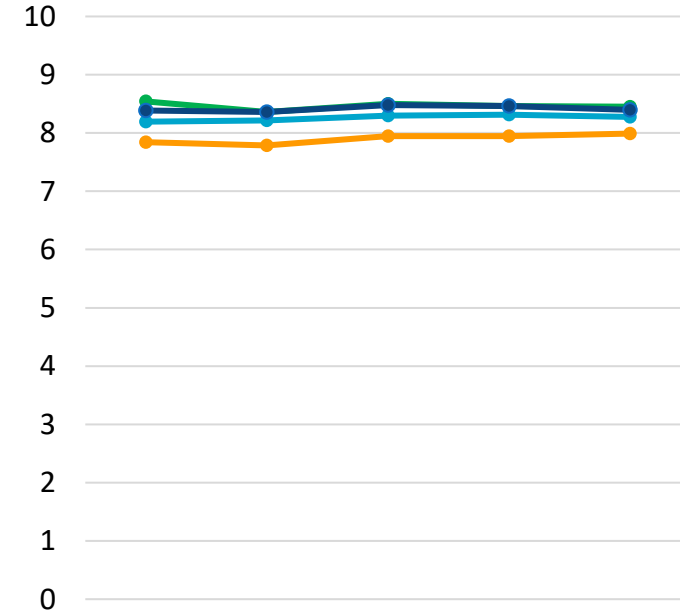
	2021	2022	2023	2024	2025
Your org	5.31	5.42	5.76	5.83	5.81
Best result	5.77	5.84	6.13	6.03	5.99
Average result	5.53	5.56	5.80	5.83	5.79
Worst result	4.96	5.05	5.23	5.30	5.13
Responses	1447	1389	1501	1650	1661

Burnout



	2021	2022	2023	2024	2025
Your org	5.09	5.13	5.43	5.52	5.43
Best result	5.40	5.43	5.48	5.52	5.47
Average result	5.11	5.19	5.28	5.40	5.16
Worst result	4.71	4.80	4.97	5.05	4.79
Responses	1432	1388	1560	1651	1662

Negative experiences



	2021	2022	2023	2024	2025
Your org	8.39	8.36	8.48	8.46	8.39
Best result	8.54	8.36	8.50	8.46	8.45
Average result	8.19	8.22	8.30	8.31	8.27
Worst result	7.84	7.79	7.94	7.95	7.99
Responses	1426	1387	1499	1648	1658

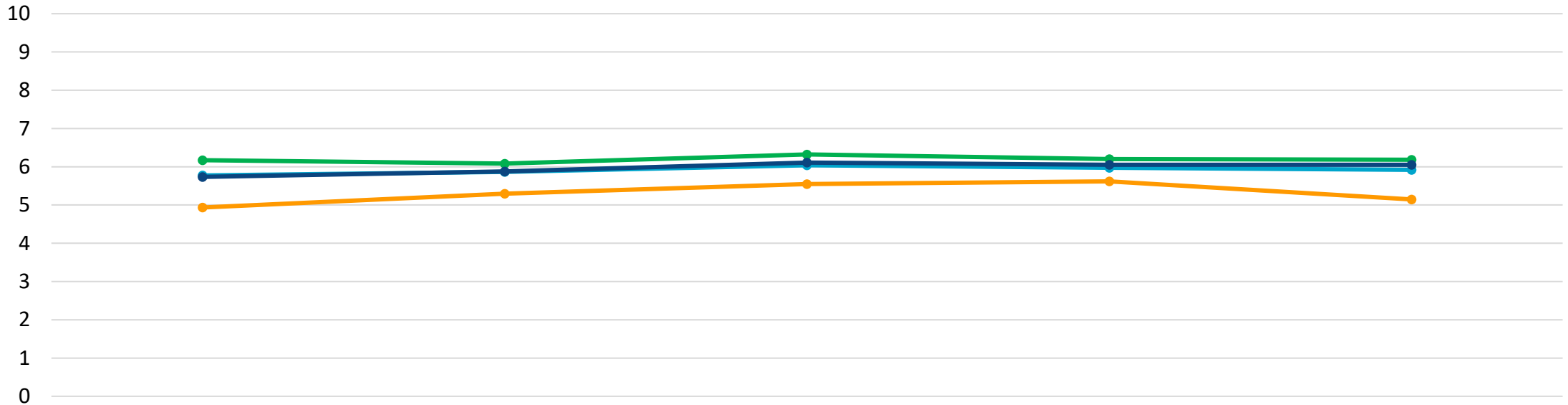
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are reported using corrected data. In addition, due to changes in the Q11b question wording in 2025, reported results for 'Negative experiences' have been recalculated to exclude Q11b for all years. Please see *Additional Information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

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



Promise element 5: We are always learning

We are always learning



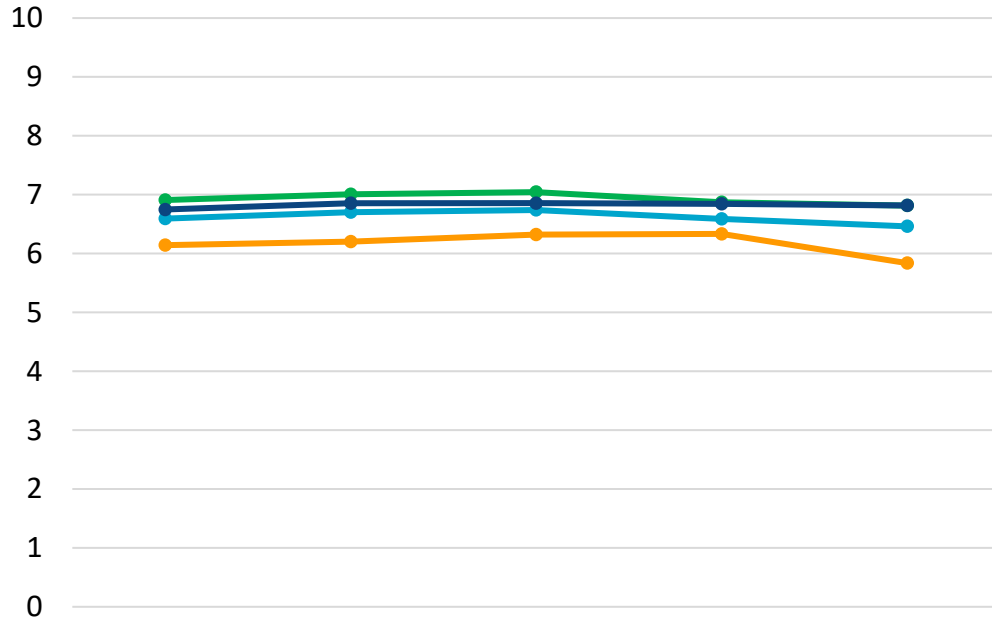
	2021	2022	2023	2024	2025
Your org	5.73	5.88	6.11	6.05	6.05
Best result	6.17	6.08	6.32	6.20	6.18
Average result	5.77	5.87	6.04	5.97	5.92
Worst result	4.93	5.29	5.55	5.62	5.14
Responses	1374	1339	1474	1581	1600

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

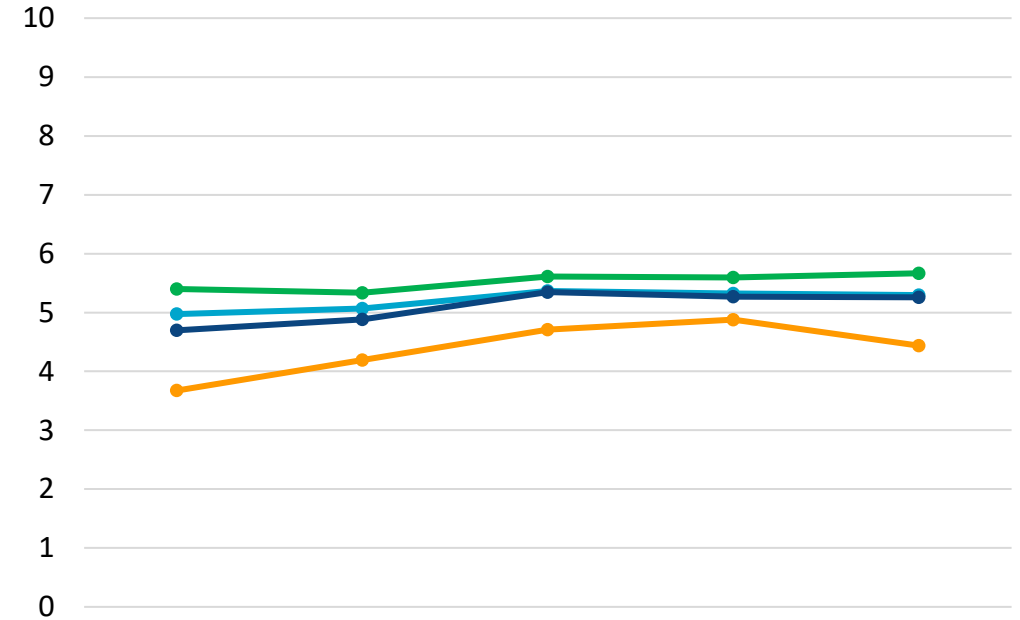


Promise element 5: We are always learning

Development



Appraisals



2021 2022 2023 2024 2025

2021 2022 2023 2024 2025

Your org	6.75	6.86	6.86	6.84	6.81
Best result	6.91	7.00	7.04	6.87	6.81
Average result	6.59	6.70	6.74	6.59	6.46
Worst result	6.14	6.20	6.32	6.33	5.84
Responses	1426	1387	1560	1645	1659

Your org	4.70	4.88	5.35	5.27	5.26
Best result	5.40	5.34	5.61	5.60	5.67
Average result	4.97	5.07	5.37	5.33	5.30
Worst result	3.67	4.19	4.71	4.88	4.44
Responses	1378	1340	1476	1583	1602

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



Promise element 6: We work flexibly

We work flexibly



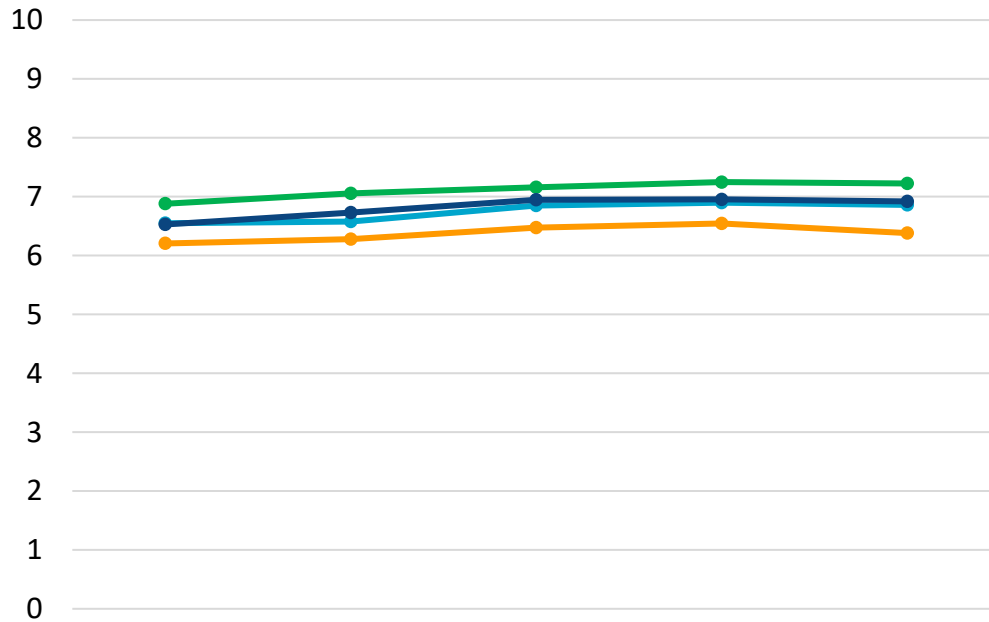
	2021	2022	2023	2024	2025
Your org	6.62	6.83	7.00	6.97	6.89
Best result	7.00	7.15	7.22	7.31	7.23
Average result	6.61	6.67	6.92	6.91	6.89
Worst result	6.30	6.31	6.41	6.48	6.30
Responses	1438	1388	1555	1645	1660

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

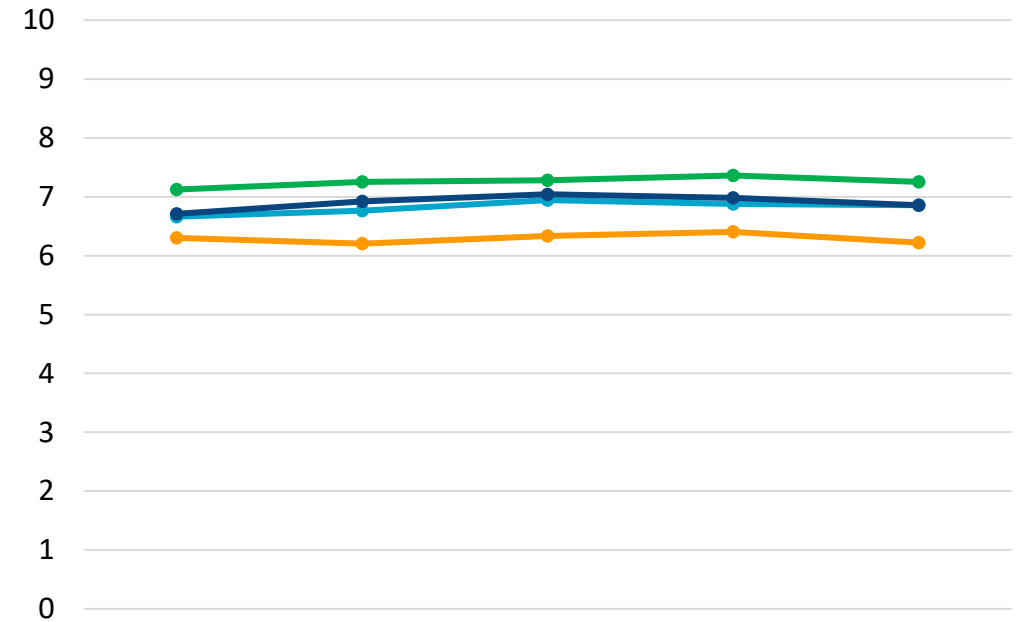


Promise element 6: We work flexibly

Support for work-life balance



Flexible working



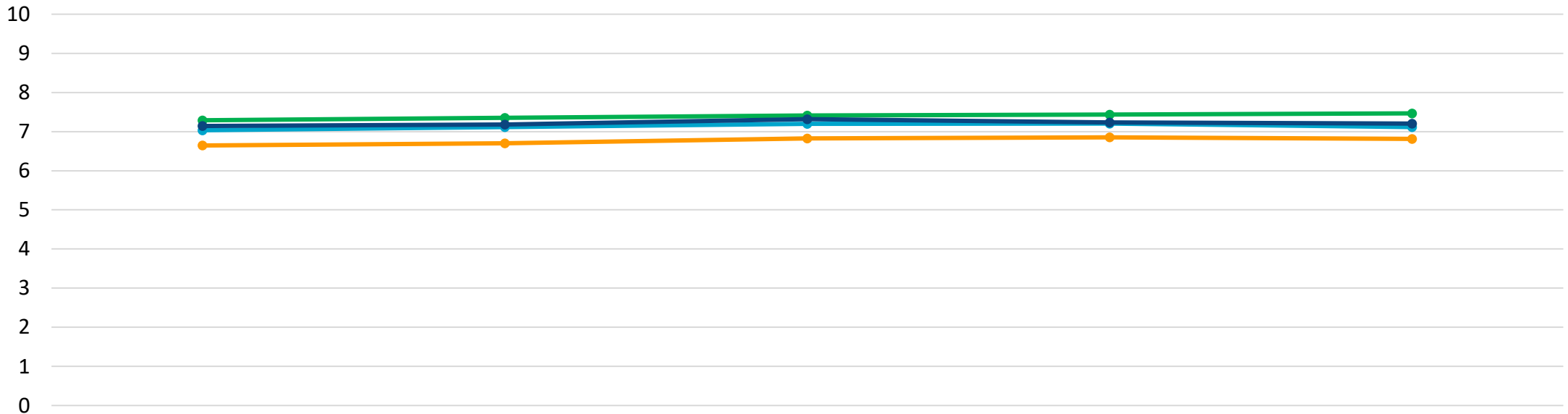
	2021	2022	2023	2024	2025
Your org	6.53	6.73	6.95	6.95	6.92
Best result	6.88	7.05	7.16	7.25	7.23
Average result	6.55	6.58	6.85	6.90	6.86
Worst result	6.21	6.28	6.47	6.54	6.38
Responses	1438	1389	1561	1649	1662

	2021	2022	2023	2024	2025
Your org	6.71	6.92	7.04	6.98	6.86
Best result	7.12	7.25	7.28	7.36	7.26
Average result	6.66	6.76	6.94	6.88	6.86
Worst result	6.30	6.20	6.33	6.40	6.22
Responses	1445	1388	1557	1646	1660

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

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

We are a team



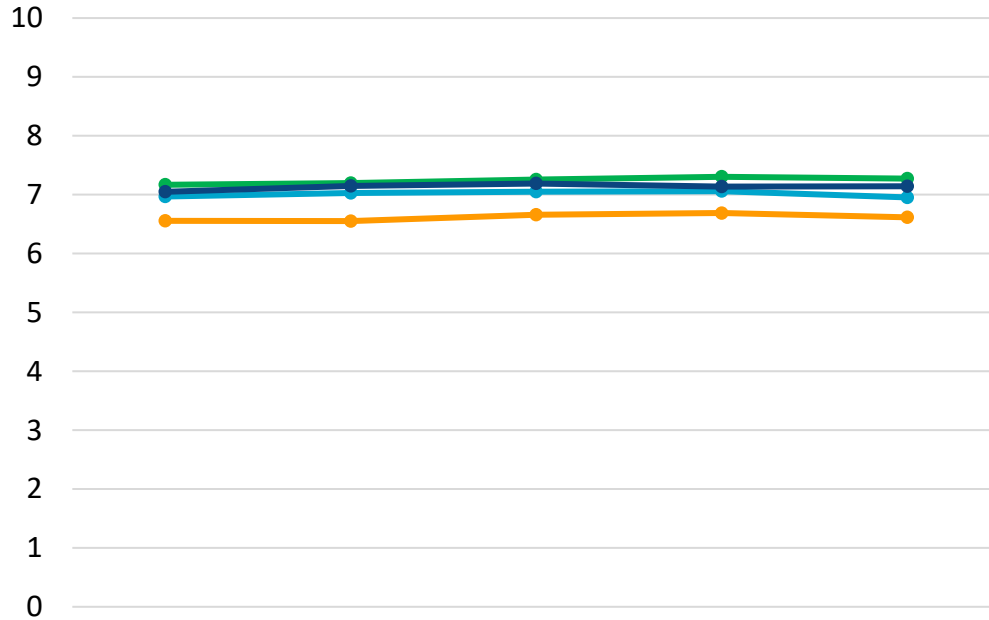
	2021	2022	2023	2024	2025
Your org	7.14	7.18	7.32	7.23	7.20
Best result	7.29	7.35	7.41	7.44	7.47
Average result	7.04	7.12	7.20	7.21	7.12
Worst result	6.65	6.70	6.82	6.85	6.81
Responses	1428	1387	1559	1649	1661

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



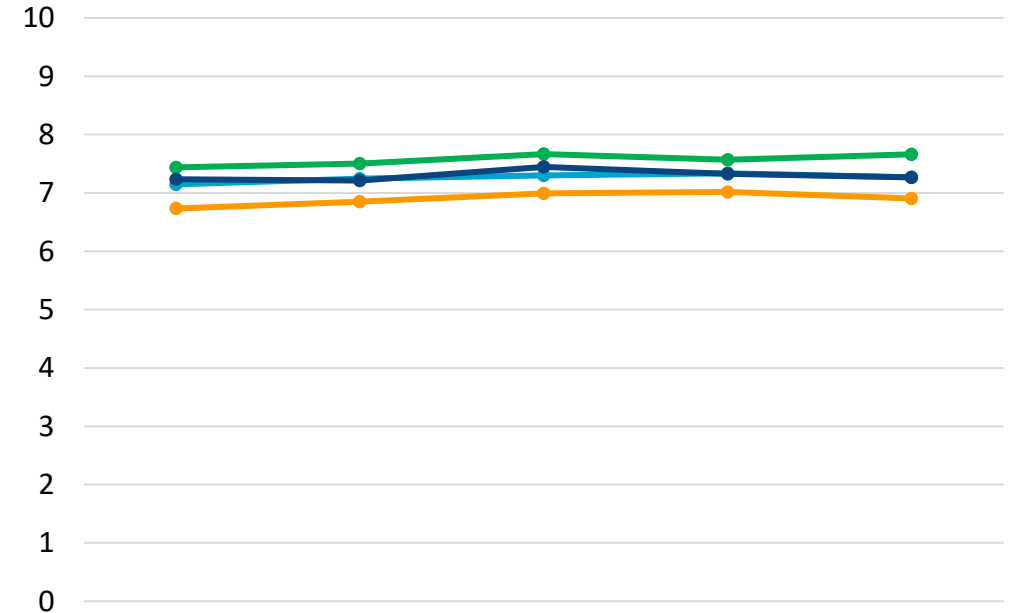
Promise element 7: We are a team

Team working



	2021	2022	2023	2024	2025
Your org	7.05	7.15	7.19	7.14	7.14
Best result	7.17	7.20	7.26	7.30	7.27
Average result	6.97	7.03	7.05	7.06	6.95
Worst result	6.56	6.55	6.66	6.69	6.62
Responses	1436	1389	1559	1650	1662

Line management



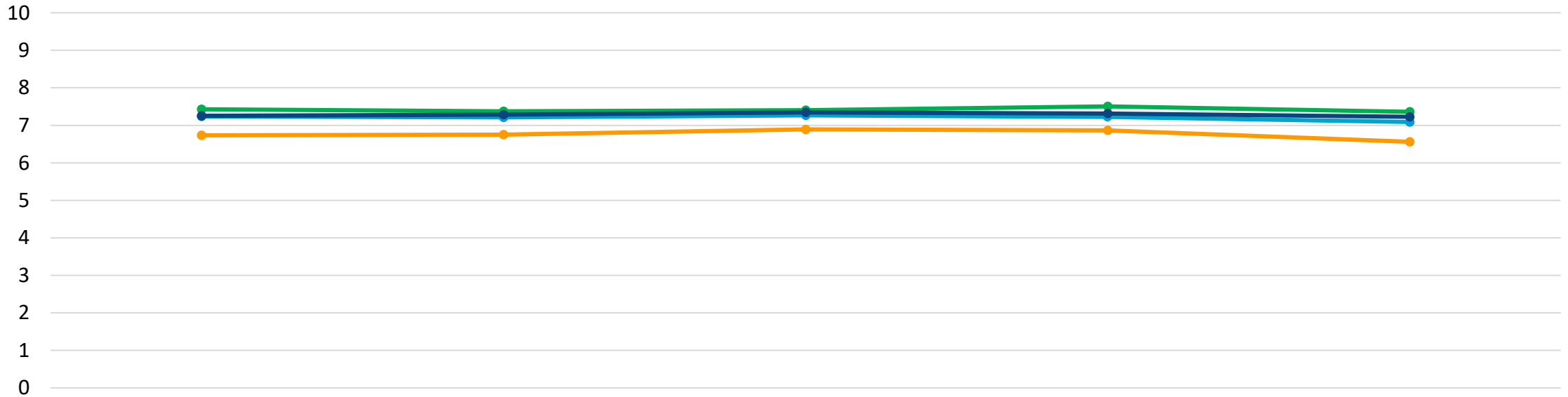
	2021	2022	2023	2024	2025
Your org	7.24	7.21	7.45	7.33	7.27
Best result	7.44	7.50	7.67	7.57	7.66
Average result	7.15	7.25	7.30	7.34	7.27
Worst result	6.73	6.85	6.99	7.02	6.90
Responses	1431	1387	1560	1649	1661

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



	2021	2022	2023	2024	2025
Your org	7.25	7.28	7.34	7.32	7.23
Best result	7.43	7.38	7.40	7.50	7.36
Average result	7.24	7.21	7.27	7.23	7.09
Worst result	6.73	6.75	6.89	6.87	6.56
Responses	1449	1389	1562	1650	1662



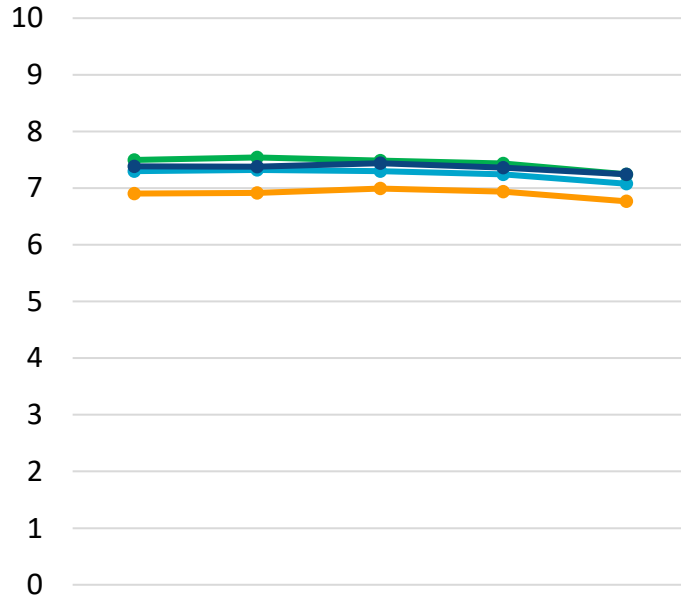
People Promise elements, themes and sub-scores: Sub-score trends

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



Theme: Staff Engagement

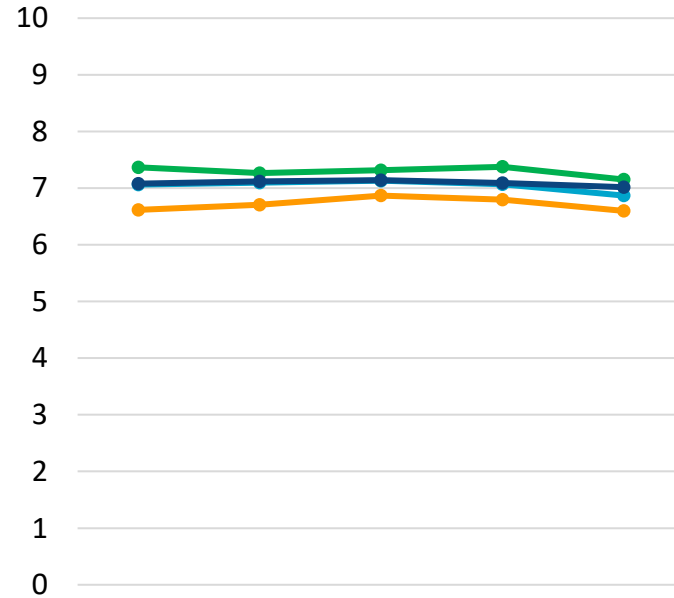
Motivation



2021 2022 2023 2024 2025

Your org	7.39	7.38	7.44	7.36	7.24
Best result	7.50	7.54	7.49	7.44	7.24
Average result	7.30	7.32	7.30	7.24	7.08
Worst result	6.90	6.92	6.99	6.94	6.77
Responses	1441	1381	1545	1639	1651

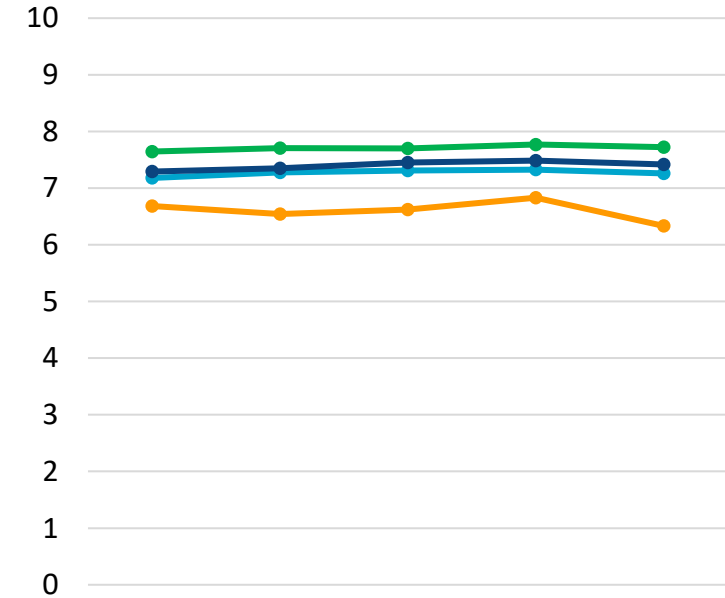
Involvement



2021 2022 2023 2024 2025

Your org	7.08	7.12	7.14	7.09	7.02
Best result	7.37	7.27	7.31	7.38	7.15
Average result	7.06	7.10	7.13	7.07	6.87
Worst result	6.62	6.71	6.87	6.80	6.60
Responses	1448	1389	1561	1648	1661

Advocacy



2021 2022 2023 2024 2025

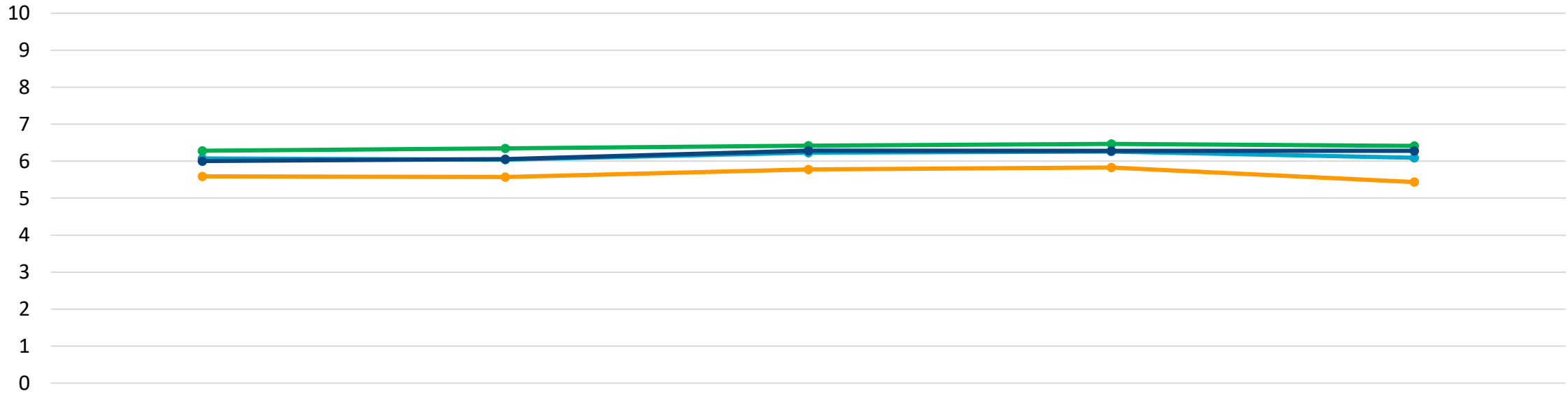
Your org	7.29	7.35	7.45	7.49	7.42
Best result	7.65	7.71	7.70	7.77	7.72
Average result	7.18	7.28	7.31	7.33	7.26
Worst result	6.68	6.55	6.62	6.83	6.33
Responses	1421	1383	1559	1644	1661

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



	2021	2022	2023	2024	2025
Your org	6.00	6.05	6.29	6.28	6.28
Best result	6.28	6.35	6.42	6.47	6.41
Average result	6.07	6.04	6.23	6.26	6.09
Worst result	5.59	5.57	5.78	5.83	5.44
Responses	1444	1389	1562	1650	1662



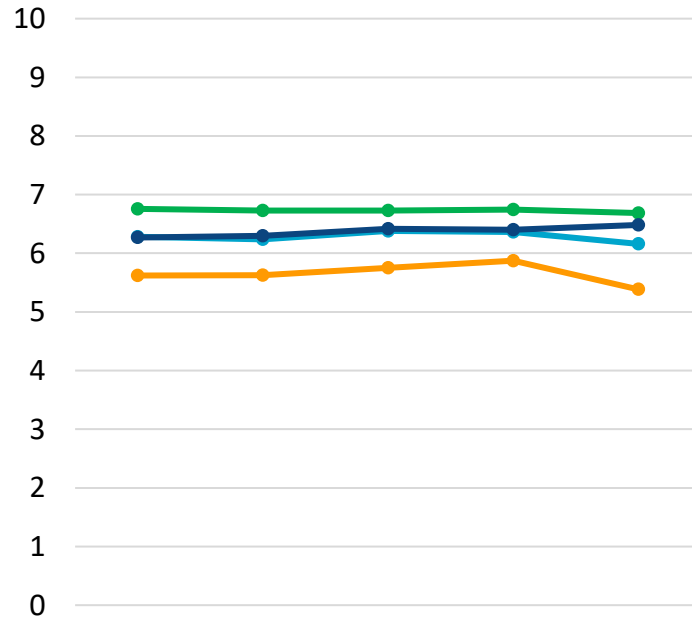
People Promise elements, themes and sub-scores: Sub-score trends

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



Theme: Morale

Thinking about leaving

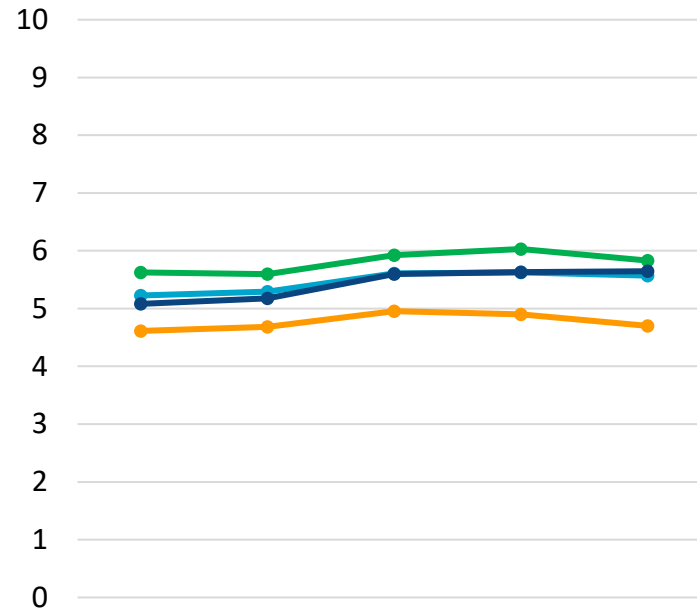


2021 2022 2023 2024 2025

Your org	6.27	6.30	6.42	6.40	6.48
Best result	6.76	6.73	6.73	6.75	6.69
Average result	6.28	6.24	6.38	6.36	6.16
Worst result	5.62	5.63	5.75	5.87	5.38

Responses 1415 1385 1556 1645 1659

Work pressure

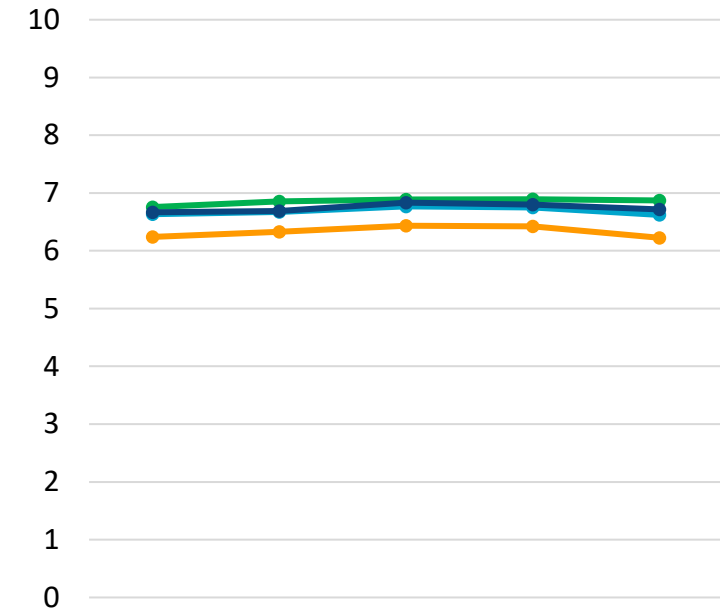


2021 2022 2023 2024 2025

Your org	5.08	5.18	5.60	5.63	5.65
Best result	5.63	5.60	5.92	6.03	5.83
Average result	5.23	5.30	5.61	5.63	5.57
Worst result	4.61	4.69	4.96	4.90	4.70

Responses 1446 1388 1559 1648 1661

Stressors



2021 2022 2023 2024 2025

Your org	6.67	6.69	6.83	6.80	6.72
Best result	6.76	6.85	6.89	6.89	6.87
Average result	6.63	6.67	6.77	6.75	6.62
Worst result	6.24	6.33	6.43	6.42	6.23

Responses 1440 1388 1558 1650 1661

People Promise element – We are compassionate and inclusive



Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

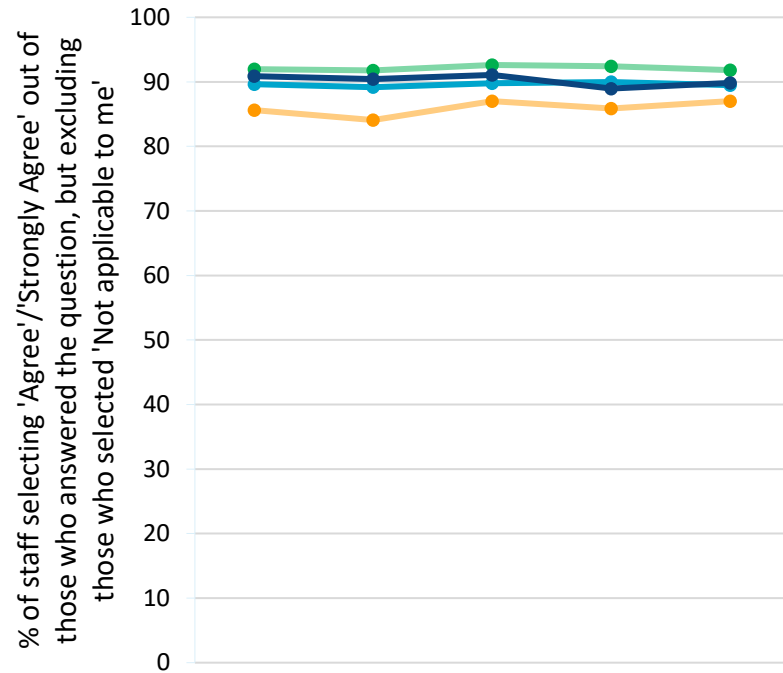
Diversity and equality – Q15, Q16a, Q16b, Q21

Inclusion – Q7h, Q7i, Q8b, Q8c

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

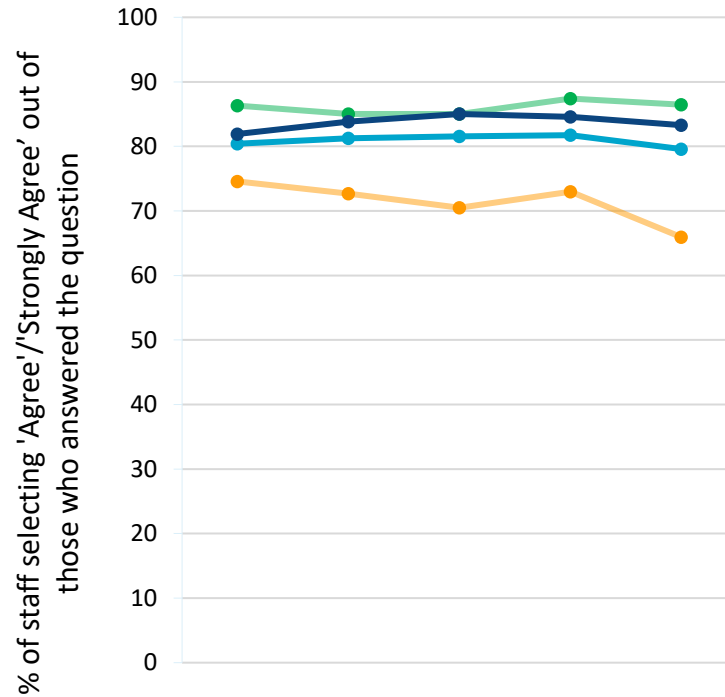


Q6a I feel that my role makes a difference to patients / service users.



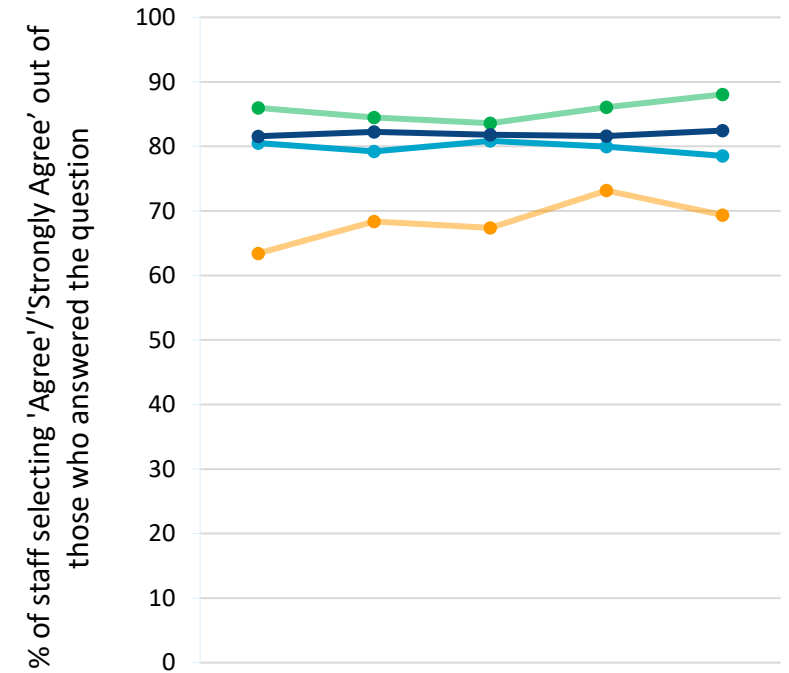
	2021	2022	2023	2024	2025
Your org	90.85%	90.43%	91.07%	88.96%	89.84%
Best result	91.94%	91.78%	92.62%	92.41%	91.83%
Average result	89.61%	89.17%	89.76%	89.97%	89.48%
Worst result	85.64%	84.08%	86.99%	85.86%	87.02%
Responses	1401	1362	1534	1619	1616

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



	2021	2022	2023	2024	2025
Your org	81.92%	83.82%	85.02%	84.59%	83.31%
Best result	86.32%	85.04%	85.02%	87.41%	86.47%
Average result	80.40%	81.27%	81.55%	81.74%	79.58%
Worst result	74.57%	72.68%	70.50%	72.96%	65.93%
Responses	1421	1380	1555	1642	1661

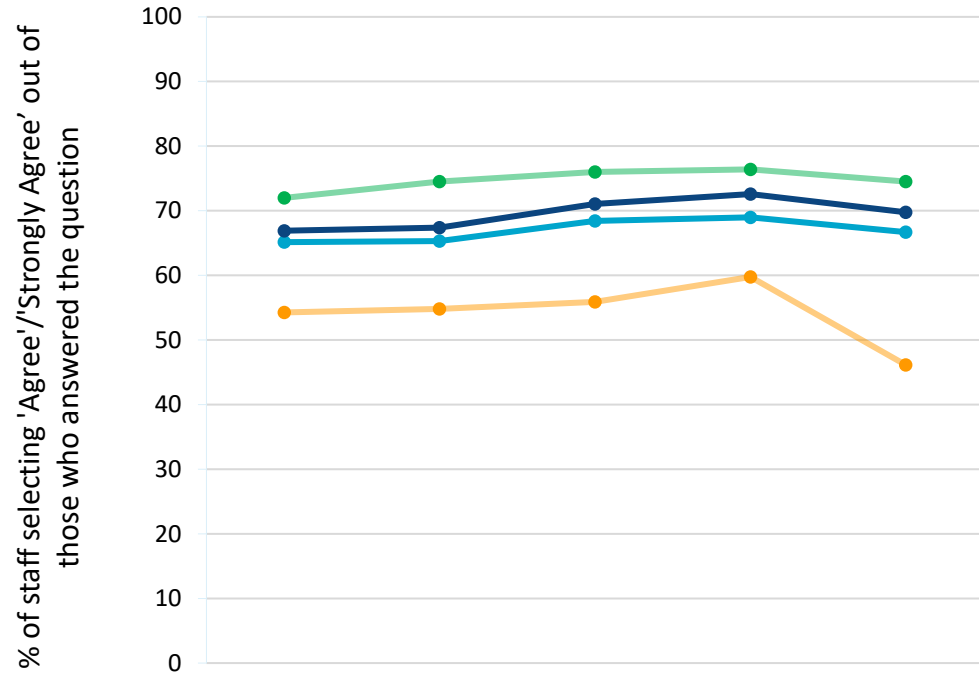
Q25b My organisation acts on concerns raised by patients / service users.



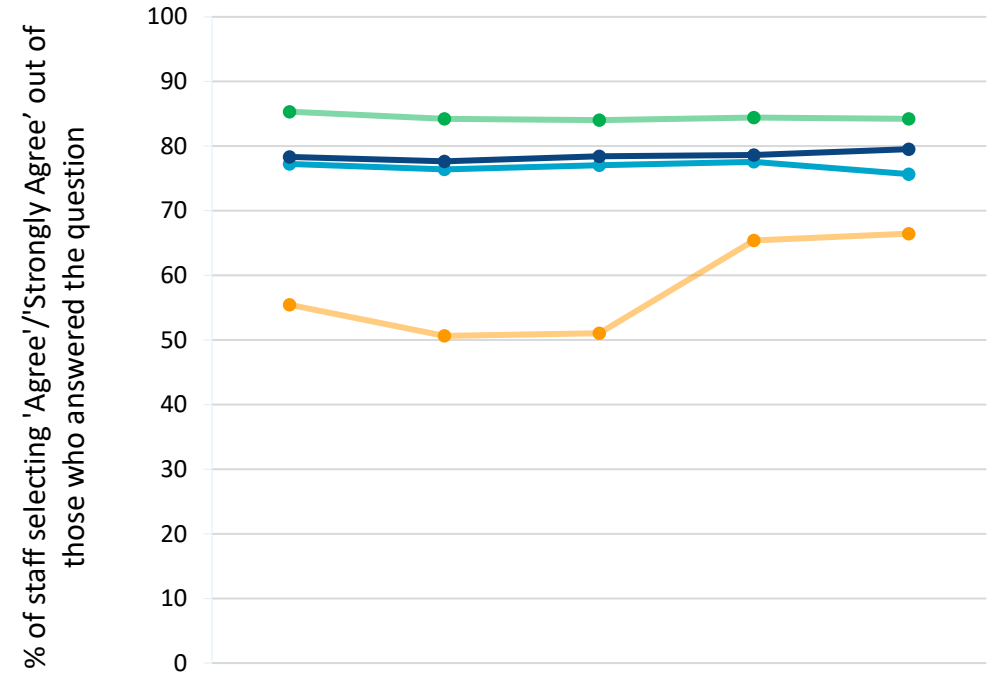
	2021	2022	2023	2024	2025
Your org	81.57%	82.23%	81.78%	81.62%	82.45%
Best result	85.99%	84.49%	83.59%	86.04%	88.05%
Average result	80.51%	79.23%	80.85%	79.97%	78.53%
Worst result	63.43%	68.38%	67.40%	73.15%	69.36%
Responses	1417	1377	1558	1640	1661



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



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

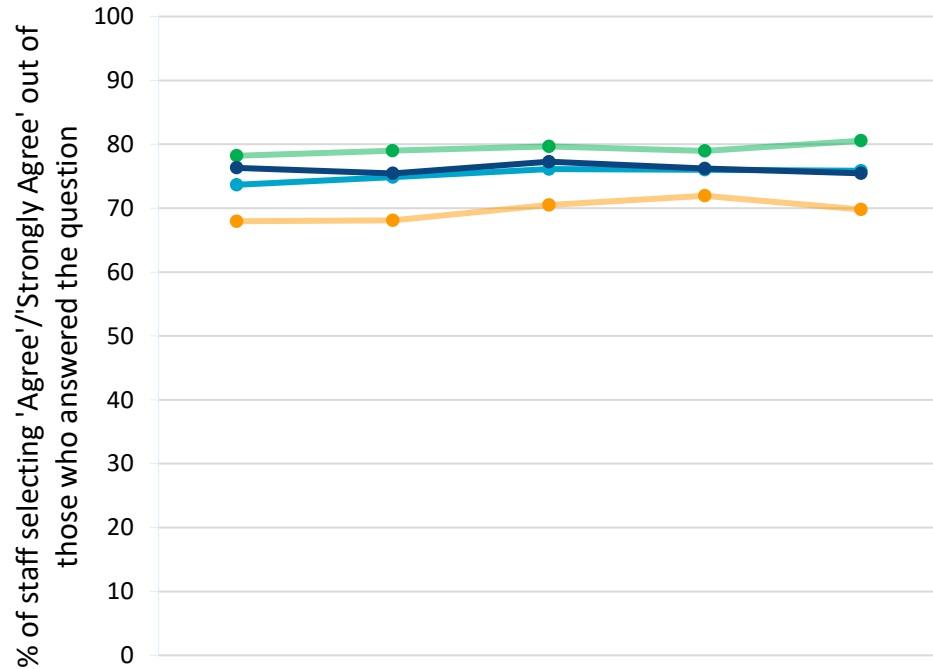


	2021	2022	2023	2024	2025
Your org	66.91%	67.39%	71.06%	72.58%	69.78%
Best result	71.99%	74.51%	76.01%	76.41%	74.52%
Average result	65.14%	65.33%	68.41%	68.98%	66.68%
Worst result	54.25%	54.83%	55.90%	59.76%	46.14%
Responses	1419	1383	1556	1643	1661

	2021	2022	2023	2024	2025
Your org	78.31%	77.65%	78.45%	78.62%	79.53%
Best result	85.33%	84.21%	84.02%	84.44%	84.24%
Average result	77.25%	76.42%	77.04%	77.57%	75.67%
Worst result	55.44%	50.63%	51.06%	65.41%	66.46%
Responses	1417	1380	1557	1644	1660

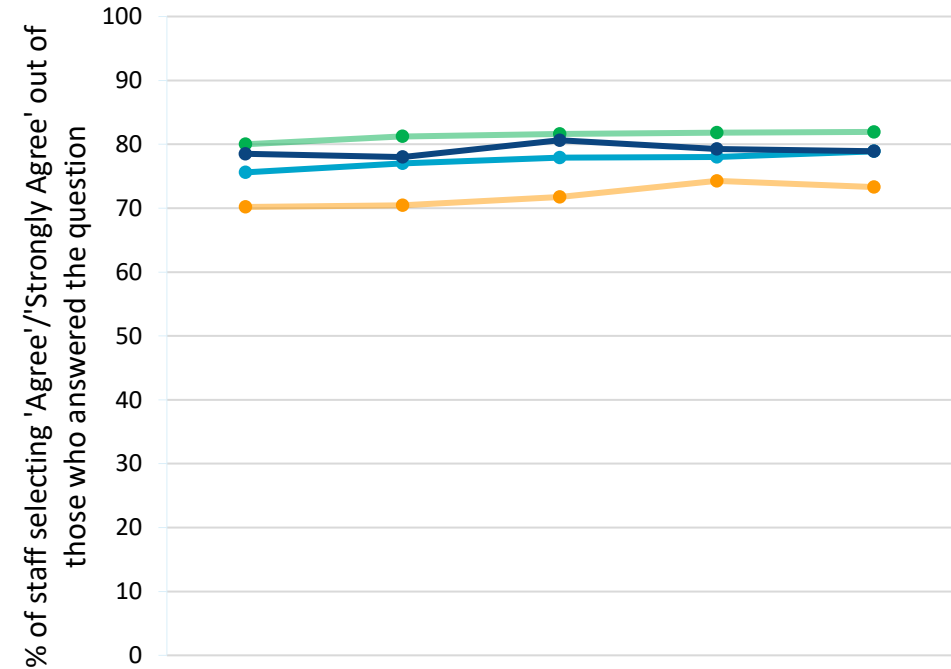


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024	2025
Your org	76.32%	75.43%	77.28%	76.19%	75.44%
Best result	78.20%	78.99%	79.67%	78.94%	80.55%
Average result	73.66%	74.83%	76.12%	76.00%	75.83%
Worst result	67.96%	68.10%	70.49%	71.93%	69.81%
Responses	1429	1386	1558	1647	1660

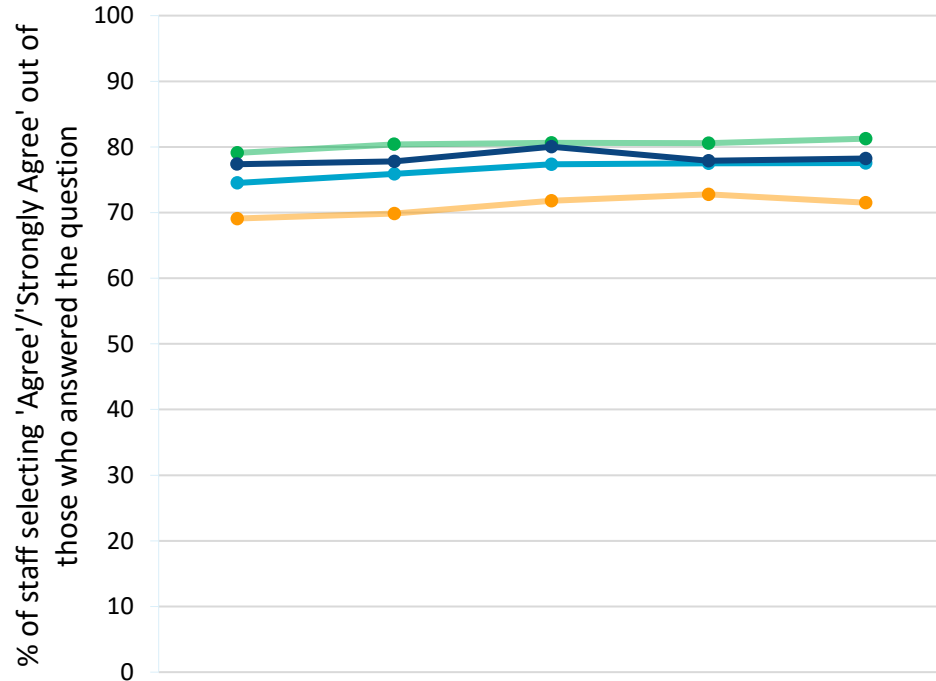
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024	2025
Your org	78.51%	78.00%	80.63%	79.27%	78.89%
Best result	80.00%	81.24%	81.64%	81.83%	81.94%
Average result	75.60%	77.02%	77.90%	78.00%	78.89%
Worst result	70.19%	70.46%	71.75%	74.28%	73.29%
Responses	1427	1387	1559	1647	1661

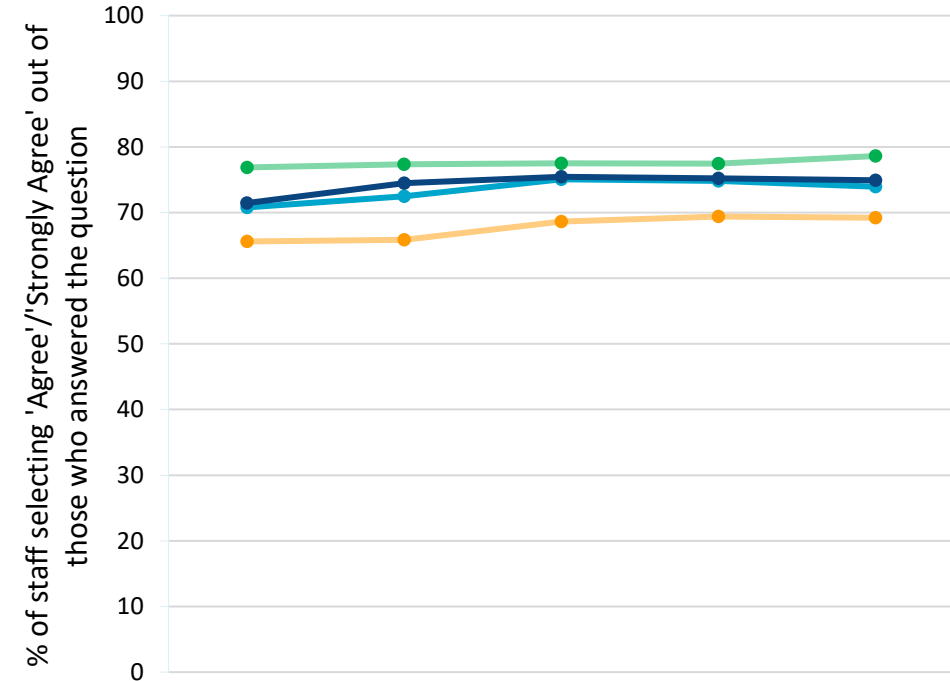


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024	2025
Your org	77.36%	77.82%	80.03%	77.90%	78.22%
Best result	79.09%	80.38%	80.61%	80.58%	81.25%
Average result	74.51%	75.88%	77.37%	77.50%	77.55%
Worst result	69.09%	69.83%	71.82%	72.77%	71.51%
Responses	1427	1385	1557	1648	1661

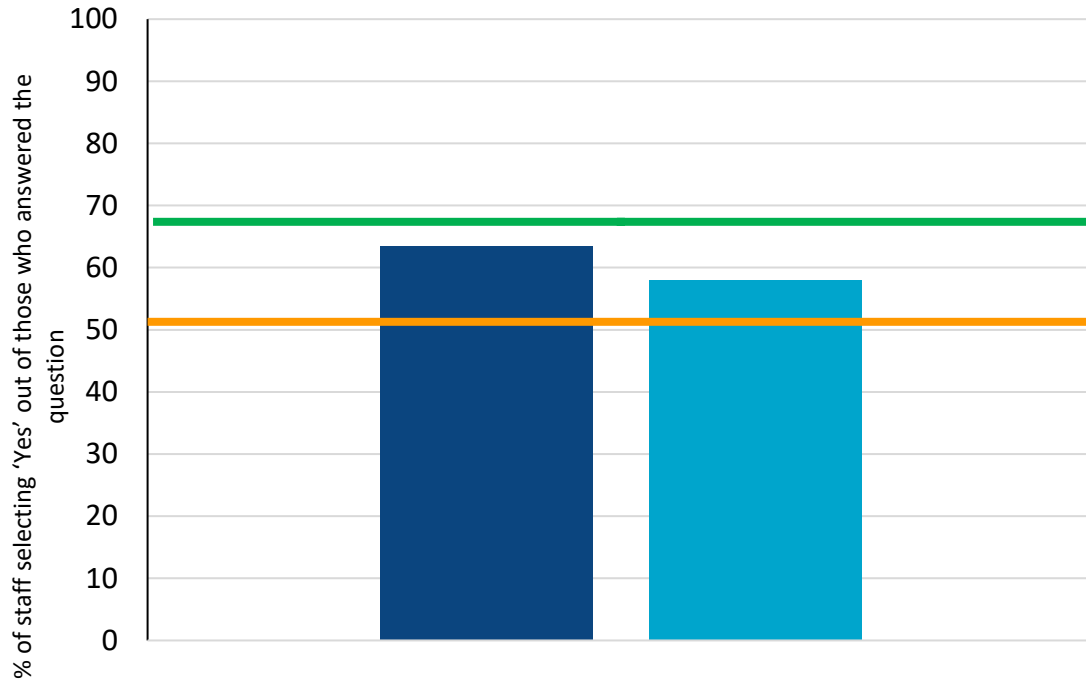
Q9i My immediate manager takes effective action to help me with any problems I face.



	2021	2022	2023	2024	2025
Your org	71.46%	74.46%	75.45%	75.23%	74.91%
Best result	76.88%	77.35%	77.49%	77.47%	78.61%
Average result	70.79%	72.46%	75.07%	74.82%	73.94%
Worst result	65.60%	65.83%	68.62%	69.39%	69.24%
Responses	1426	1388	1560	1646	1661

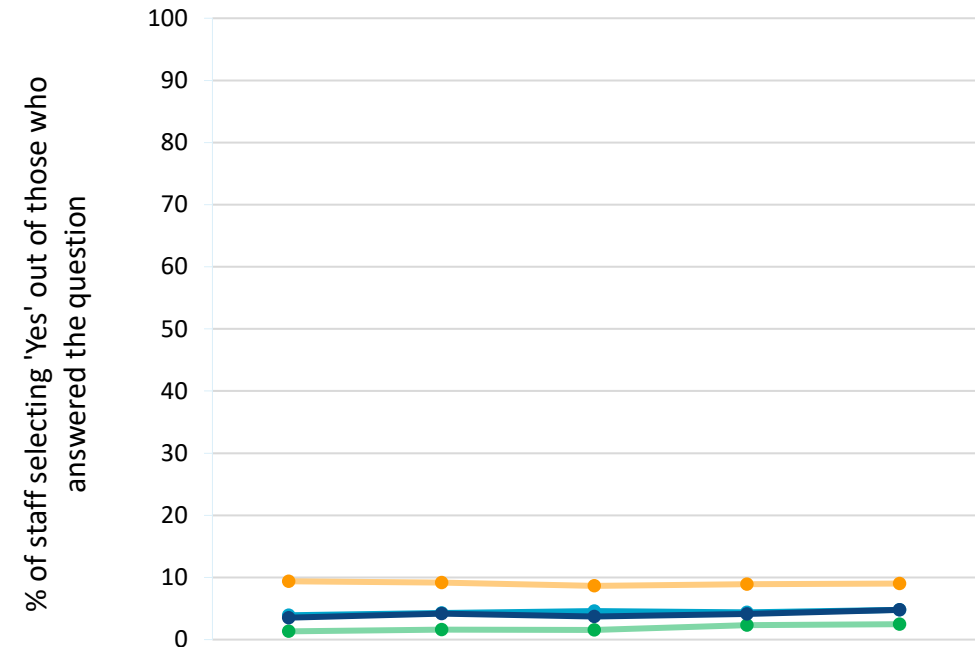


Q15 Does your organisation act fairly with regard to career progression/promotion, regardless of e.g. age, disability, ethnic background, gender reassignment, religion, sex, or sexual orientation?



	2025
Your org	63.55%
Best result	67.38%
Average result	58.05%
Worst result	51.29%
Responses	1656

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

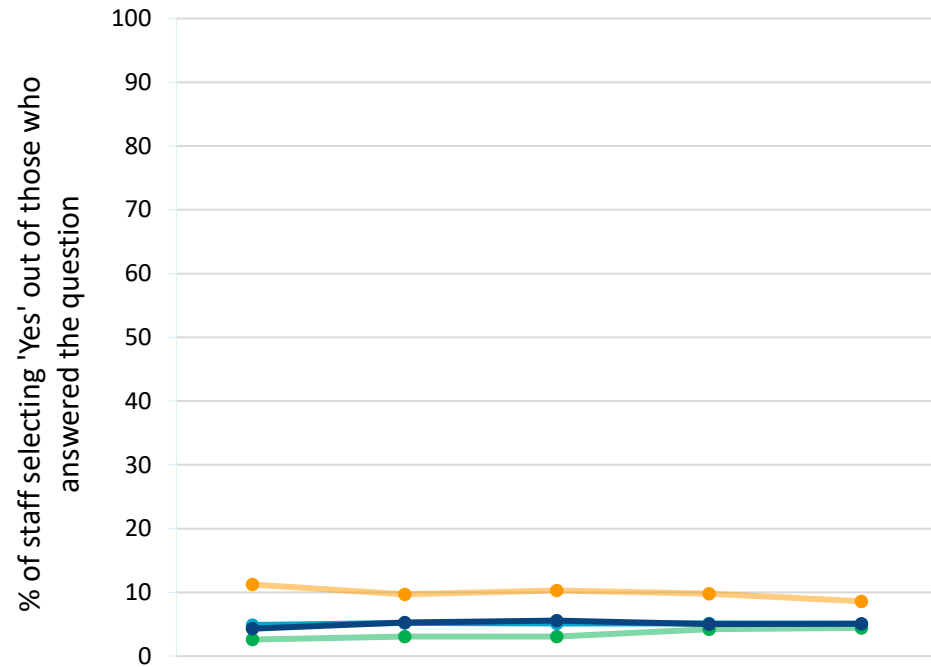


	2021	2022	2023	2024	2025
Your org	3.53%	4.17%	3.70%	4.10%	4.78%
Best result	1.32%	1.60%	1.57%	2.30%	2.48%
Average result	3.91%	4.25%	4.61%	4.39%	4.78%
Worst result	9.38%	9.18%	8.64%	8.90%	9.01%
Responses	1428	1382	1562	1647	1654

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

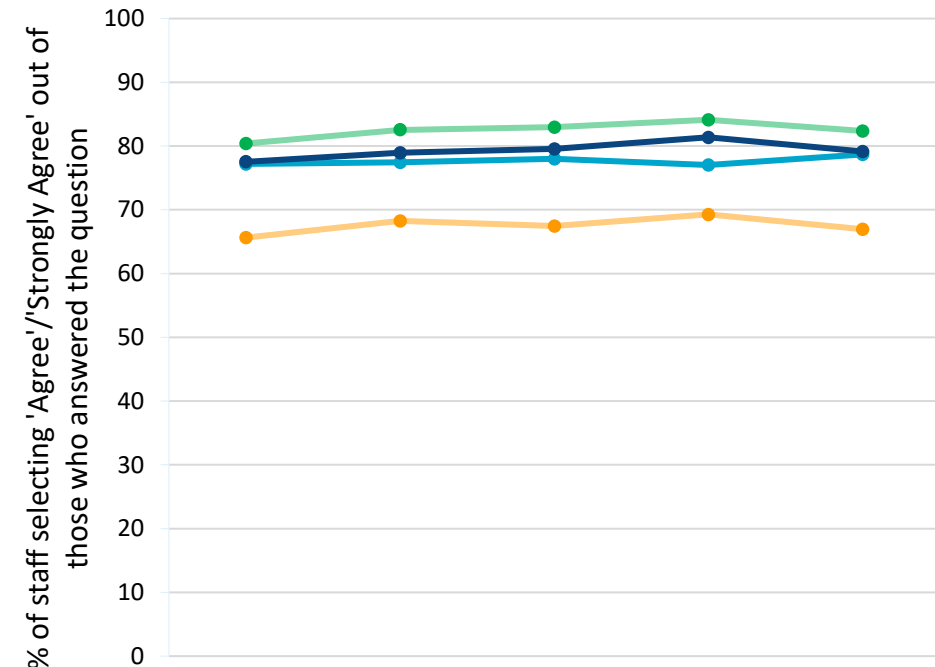


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2021	2022	2023	2024	2025
Your org	4.30%	5.26%	5.57%	5.03%	5.10%
Best result	2.60%	3.05%	3.08%	4.23%	4.44%
Average result	4.88%	5.21%	5.15%	5.12%	5.10%
Worst result	11.23%	9.69%	10.31%	9.79%	8.60%
Responses	1424	1377	1529	1617	1640

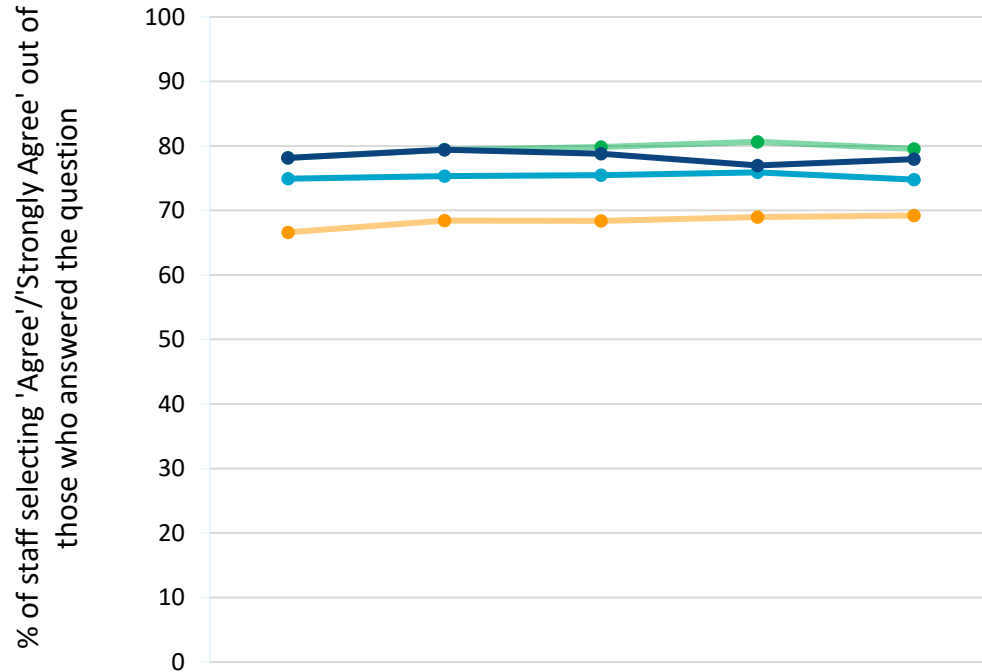
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024	2025
Your org	77.53%	78.97%	79.56%	81.38%	79.14%
Best result	80.40%	82.54%	83.00%	84.12%	82.39%
Average result	77.20%	77.47%	78.01%	77.03%	78.69%
Worst result	65.64%	68.25%	67.47%	69.29%	66.94%
Responses	1427	1381	1557	1647	1660

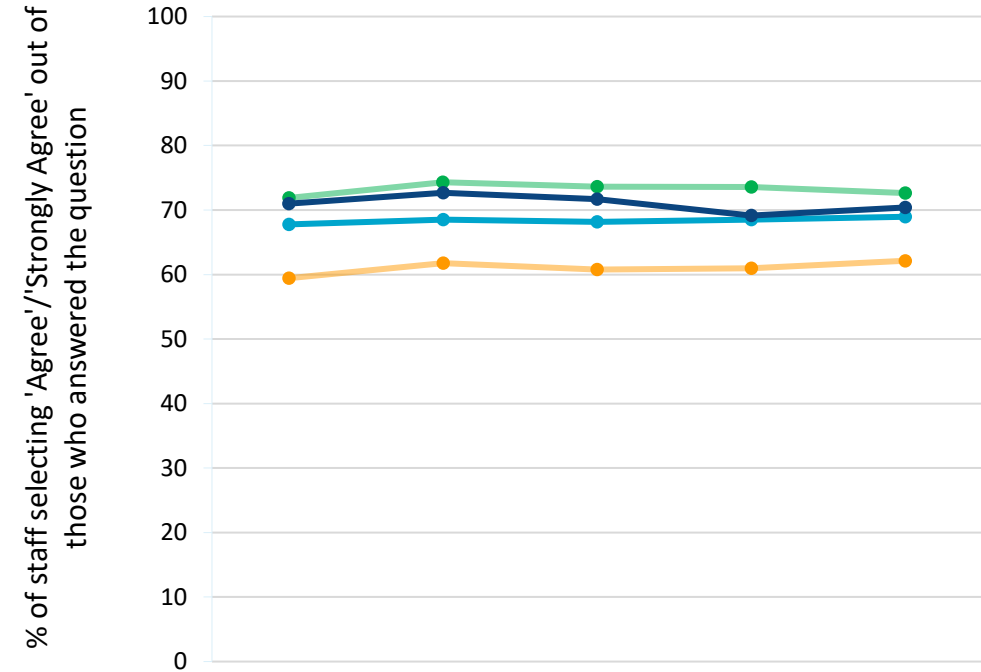


Q7h I feel valued by my team.



	2021	2022	2023	2024	2025
Your org	78.14%	79.41%	78.80%	76.98%	77.96%
Best result	78.14%	79.41%	79.83%	80.65%	79.54%
Average result	74.94%	75.30%	75.45%	75.90%	74.78%
Worst result	66.61%	68.43%	68.40%	68.98%	69.22%
Responses	1435	1386	1552	1647	1658

Q7i I feel a strong personal attachment to my team.

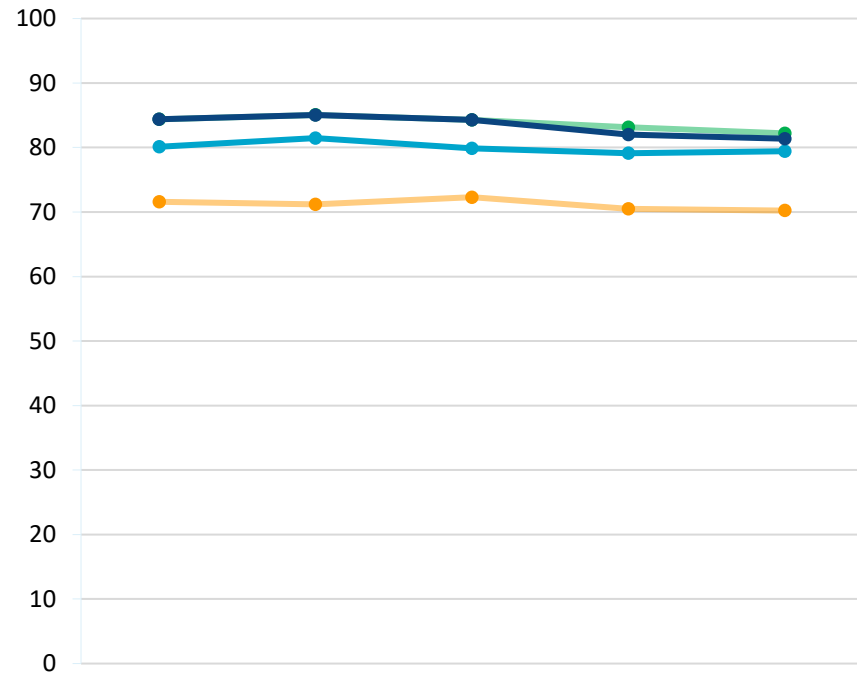


	2021	2022	2023	2024	2025
Your org	70.99%	72.68%	71.71%	69.14%	70.39%
Best result	71.88%	74.31%	73.63%	73.59%	72.63%
Average result	67.78%	68.51%	68.16%	68.50%	68.96%
Worst result	59.44%	61.78%	60.80%	60.97%	62.14%
Responses	1436	1388	1554	1647	1656



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

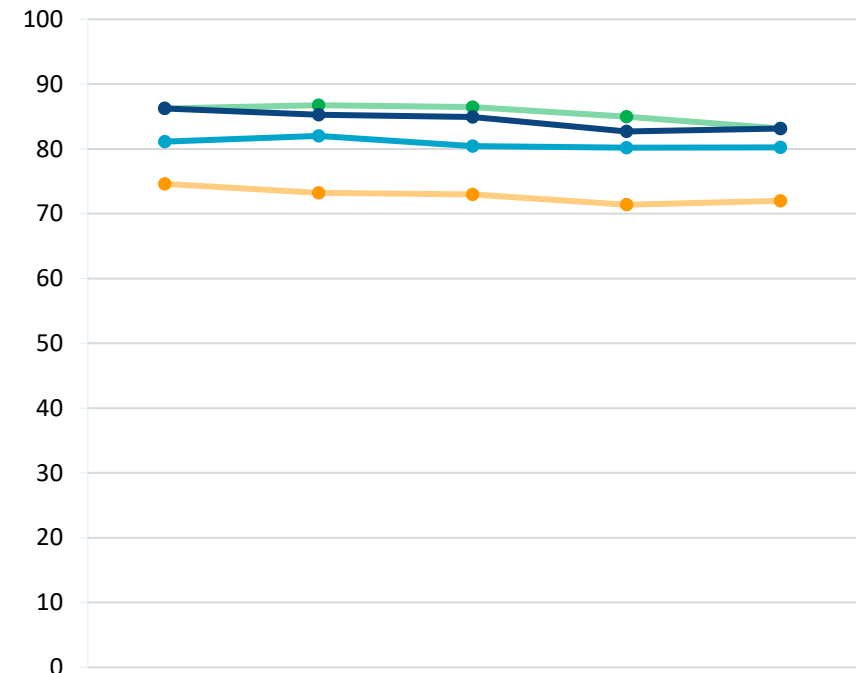
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023	2024	2025
Your org	84.38%	85.05%	84.29%	81.98%	81.37%
Best result	84.38%	85.05%	84.29%	83.14%	82.20%
Average result	80.13%	81.47%	79.89%	79.12%	79.41%
Worst result	71.59%	71.17%	72.31%	70.51%	70.23%
Responses	1434	1386	1557	1648	1658

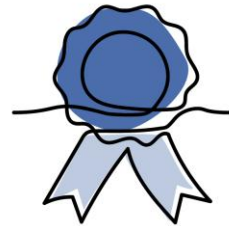
Q8c The people I work with are polite and treat each other with respect.

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



	2021	2022	2023	2024	2025
Your org	86.24%	85.29%	84.94%	82.69%	83.16%
Best result	86.24%	86.74%	86.44%	84.96%	83.16%
Average result	81.11%	82.01%	80.44%	80.19%	80.22%
Worst result	74.61%	73.24%	72.96%	71.39%	71.97%
Responses	1436	1385	1557	1649	1658

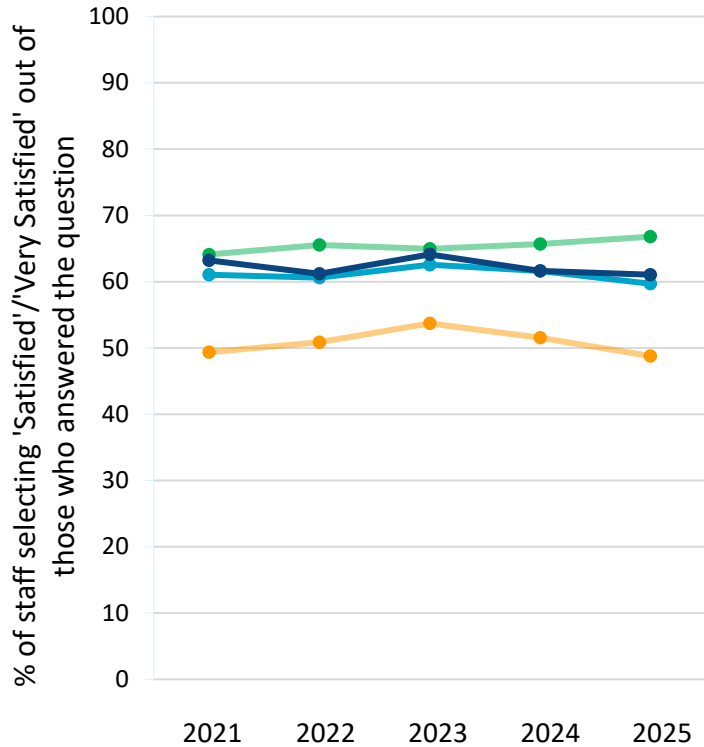
People Promise element – We are recognised and rewarded



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

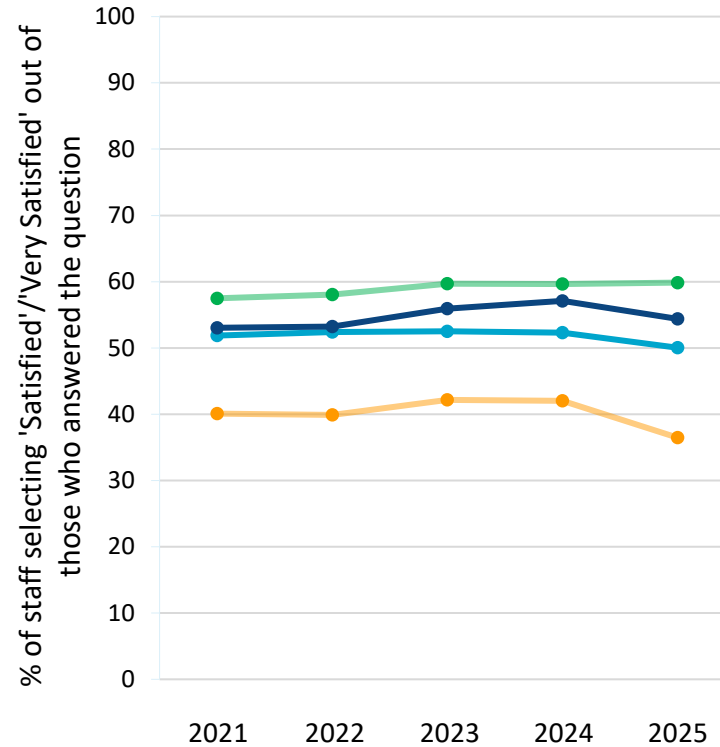


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



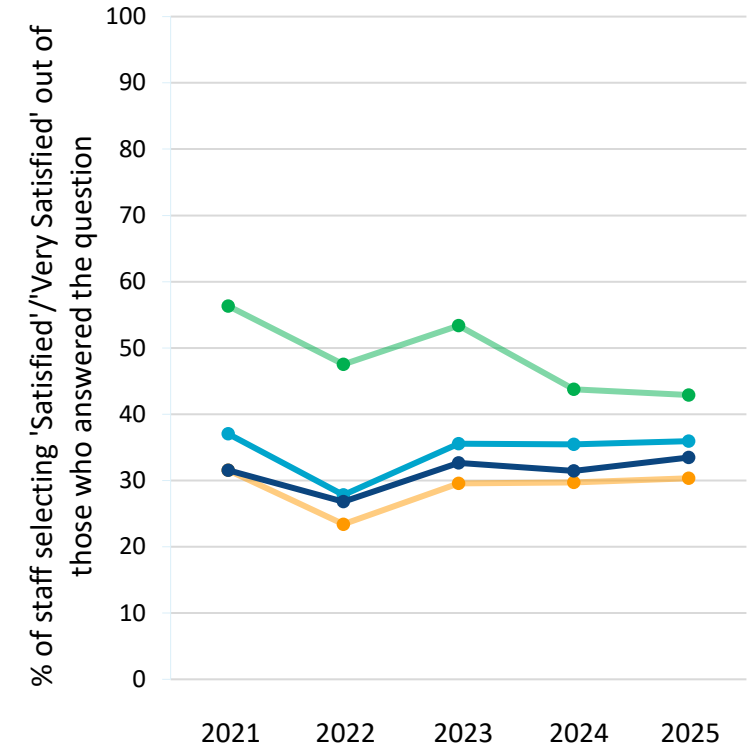
Your org	63.21%	61.18%	64.12%	61.63%	61.06%
Best result	64.10%	65.52%	64.98%	65.68%	66.79%
Average result	61.07%	60.59%	62.56%	61.61%	59.68%
Worst result	49.36%	50.84%	53.71%	51.53%	48.78%
Responses	1445	1387	1558	1645	1661

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



Your org	53.05%	53.24%	55.93%	57.11%	54.39%
Best result	57.49%	58.05%	59.70%	59.67%	59.86%
Average result	51.85%	52.42%	52.52%	52.29%	50.03%
Worst result	40.09%	39.91%	42.16%	42.03%	36.46%
Responses	1444	1388	1558	1646	1660

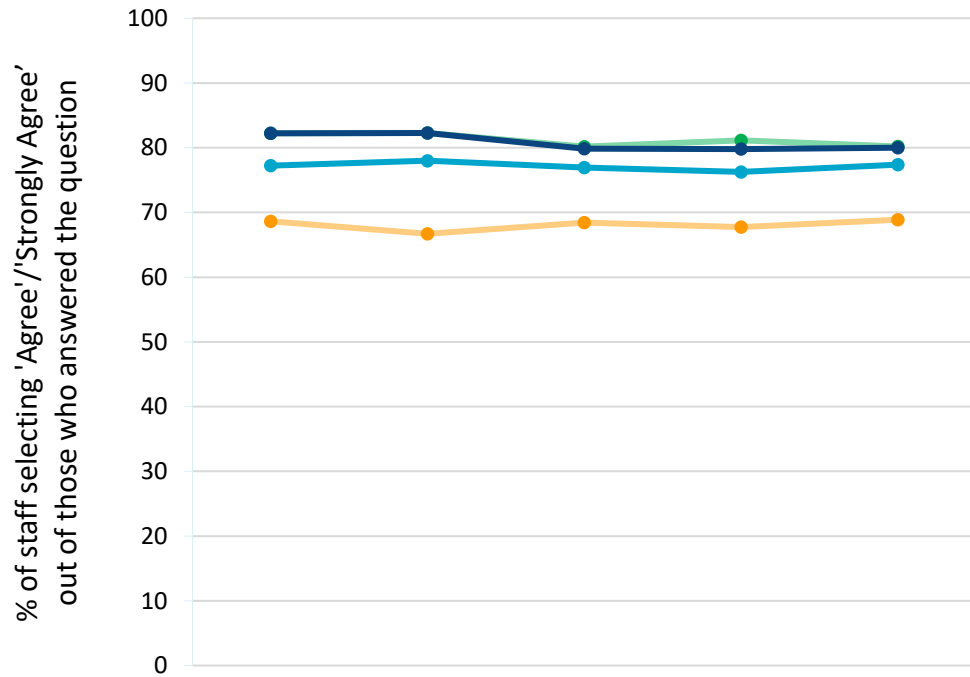
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



Your org	31.54%	26.80%	32.67%	31.46%	33.47%
Best result	56.33%	47.52%	53.36%	43.77%	42.90%
Average result	37.03%	27.82%	35.57%	35.45%	35.95%
Worst result	31.54%	23.41%	29.57%	29.71%	30.32%
Responses	1442	1386	1557	1644	1660

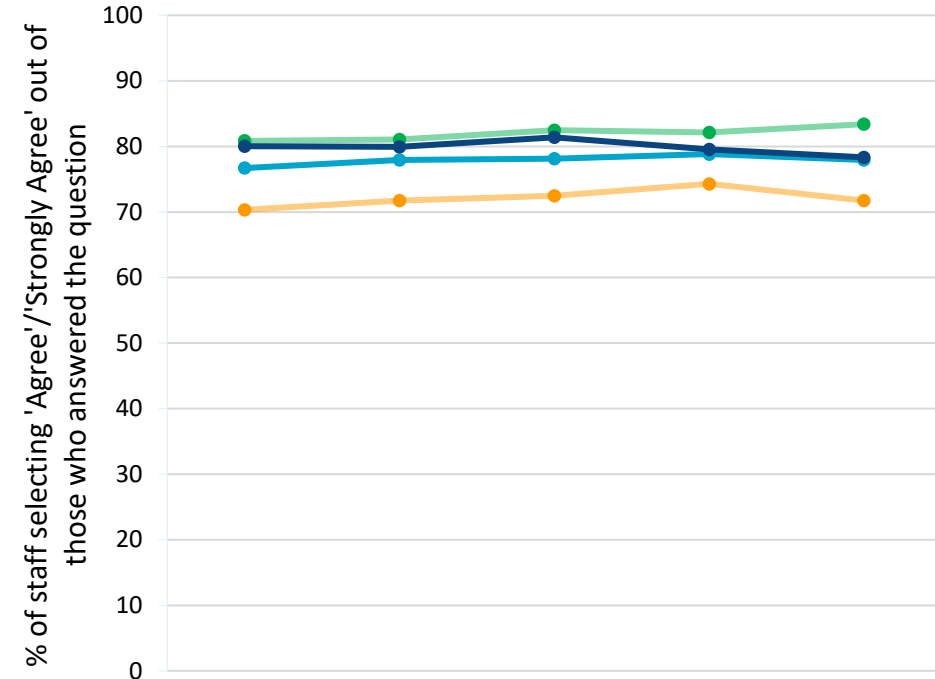


Q8d The people I work with show appreciation to one another.



	2021	2022	2023	2024	2025
Your org	82.22%	82.27%	79.85%	79.78%	79.98%
Best result	82.22%	82.27%	80.17%	81.13%	80.19%
Average result	77.25%	78.00%	76.95%	76.26%	77.38%
Worst result	68.62%	66.70%	68.41%	67.75%	68.87%
Responses	1436	1385	1554	1645	1658

Q9e My immediate manager values my work.



	2021	2022	2023	2024	2025
Your org	80.01%	79.92%	81.38%	79.55%	78.33%
Best result	80.84%	81.07%	82.49%	82.15%	83.38%
Average result	76.69%	77.94%	78.11%	78.83%	77.93%
Worst result	70.33%	71.72%	72.46%	74.29%	71.74%
Responses	1427	1386	1555	1646	1661

People Promise element – We each have a voice that counts



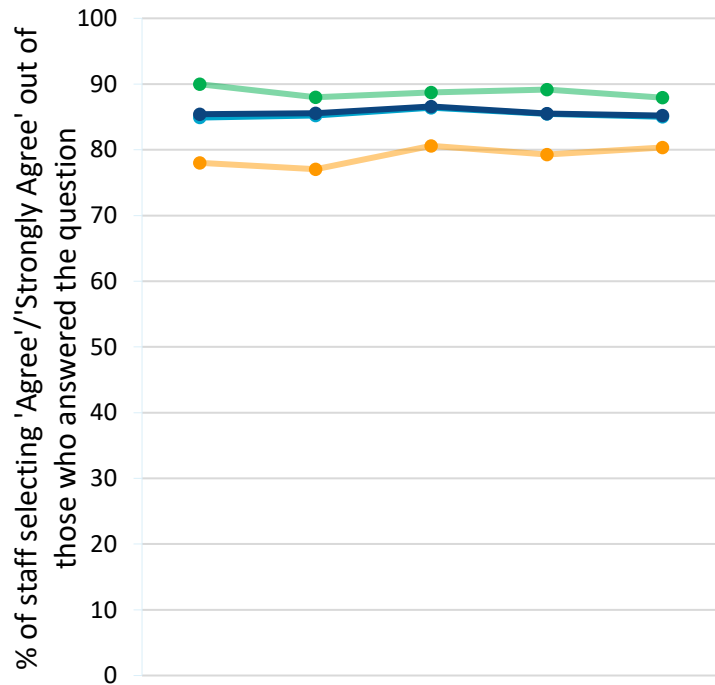
Questions included:

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

Raising concerns – Q20a, Q20b, Q25e, Q25f

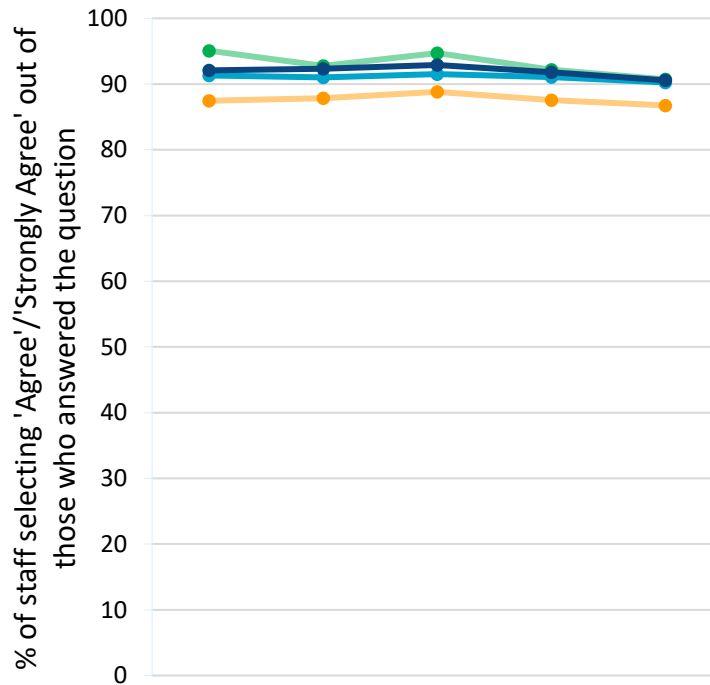


Q3a I always know what my work responsibilities are.



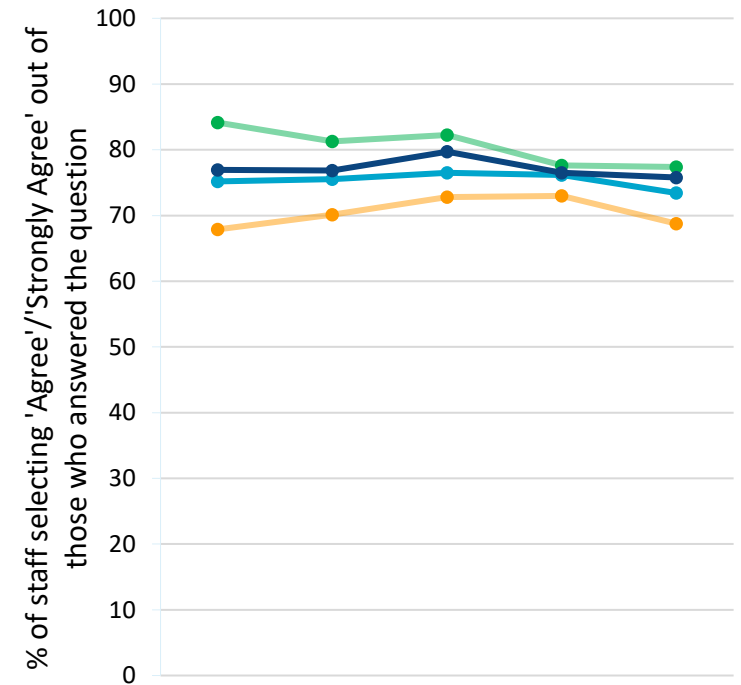
	2021	2022	2023	2024	2025
Your org	85.41%	85.54%	86.59%	85.49%	85.20%
Best result	89.97%	88.01%	88.73%	89.14%	87.93%
Average result	84.90%	85.21%	86.40%	85.48%	85.02%
Worst result	78.03%	77.04%	80.60%	79.28%	80.34%
Responses	1444	1387	1562	1647	1662

Q3b I am trusted to do my job.



	2021	2022	2023	2024	2025
Your org	92.08%	92.33%	92.90%	91.77%	90.57%
Best result	95.07%	92.79%	94.73%	92.17%	90.71%
Average result	91.32%	91.02%	91.51%	91.06%	90.24%
Worst result	87.47%	87.85%	88.81%	87.56%	86.75%
Responses	1446	1385	1562	1648	1655

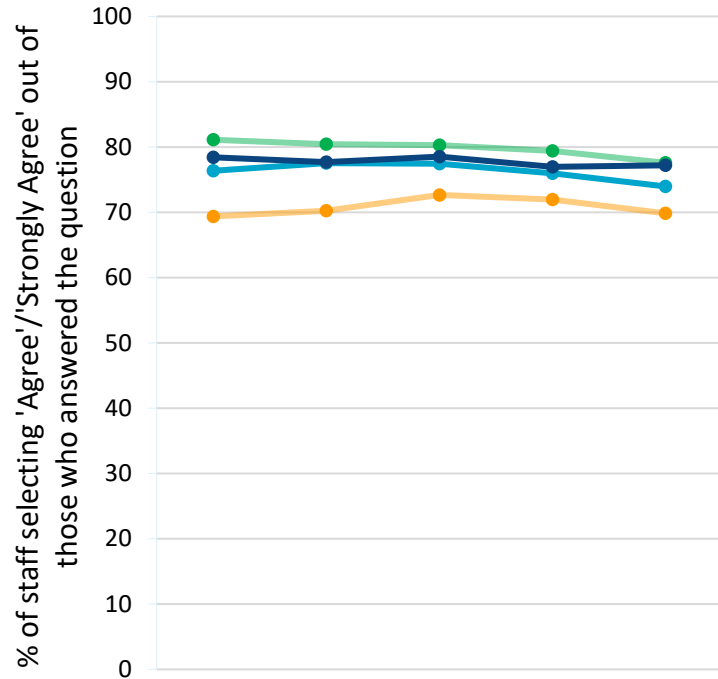
Q3c There are frequent opportunities for me to show initiative in my role.



	2021	2022	2023	2024	2025
Your org	76.92%	76.84%	79.70%	76.50%	75.78%
Best result	84.13%	81.25%	82.24%	77.62%	77.38%
Average result	75.19%	75.54%	76.49%	76.16%	73.42%
Worst result	67.88%	70.13%	72.78%	72.98%	68.76%
Responses	1446	1387	1559	1641	1657

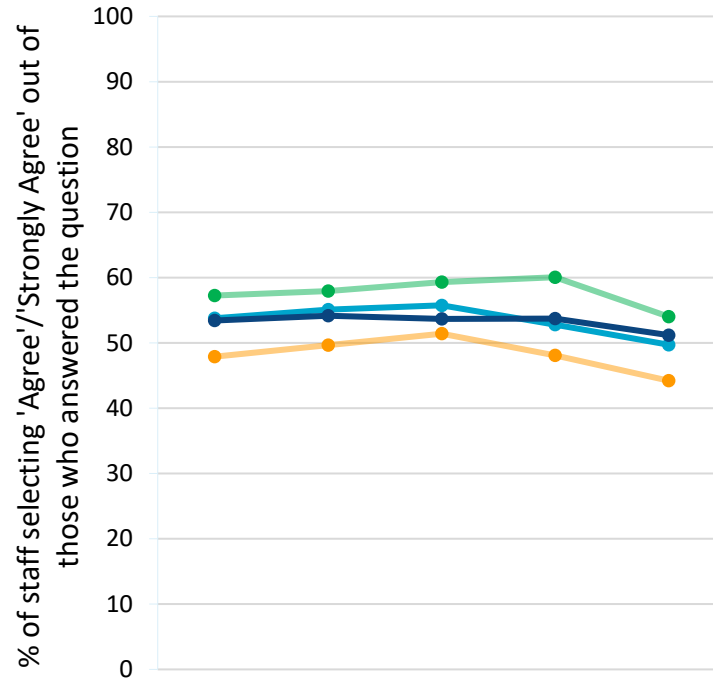


Q3d I am able to make suggestions to improve the work of my team / department.



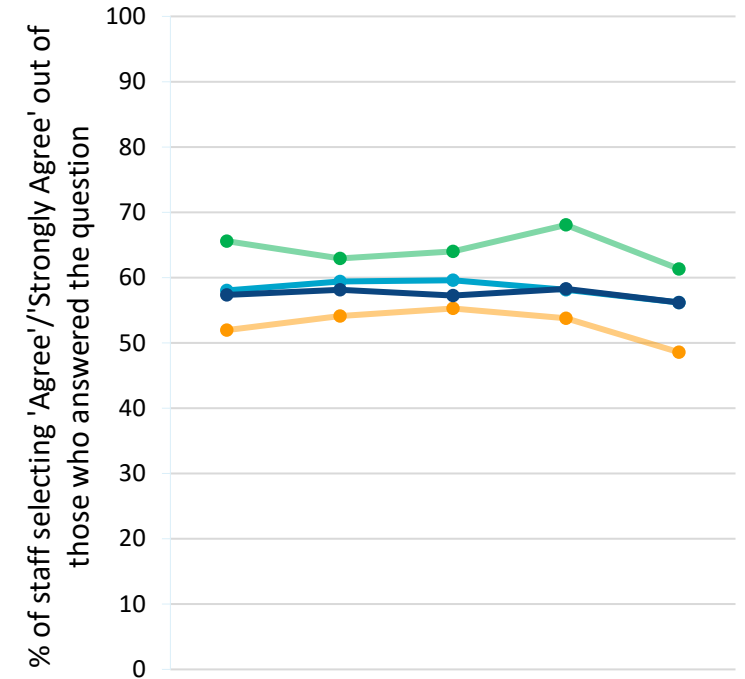
	2021	2022	2023	2024	2025
Your org	78.41%	77.66%	78.53%	76.96%	77.20%
Best result	81.11%	80.42%	80.30%	79.41%	77.59%
Average result	76.35%	77.53%	77.45%	75.99%	73.97%
Worst result	69.37%	70.24%	72.66%	71.96%	69.87%
Responses	1448	1389	1558	1649	1661

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



	2021	2022	2023	2024	2025
Your org	53.44%	54.16%	53.66%	53.74%	51.19%
Best result	57.25%	57.94%	59.32%	60.06%	54.02%
Average result	53.79%	55.10%	55.76%	52.78%	49.72%
Worst result	47.87%	49.66%	51.41%	48.09%	44.21%
Responses	1445	1386	1560	1642	1661

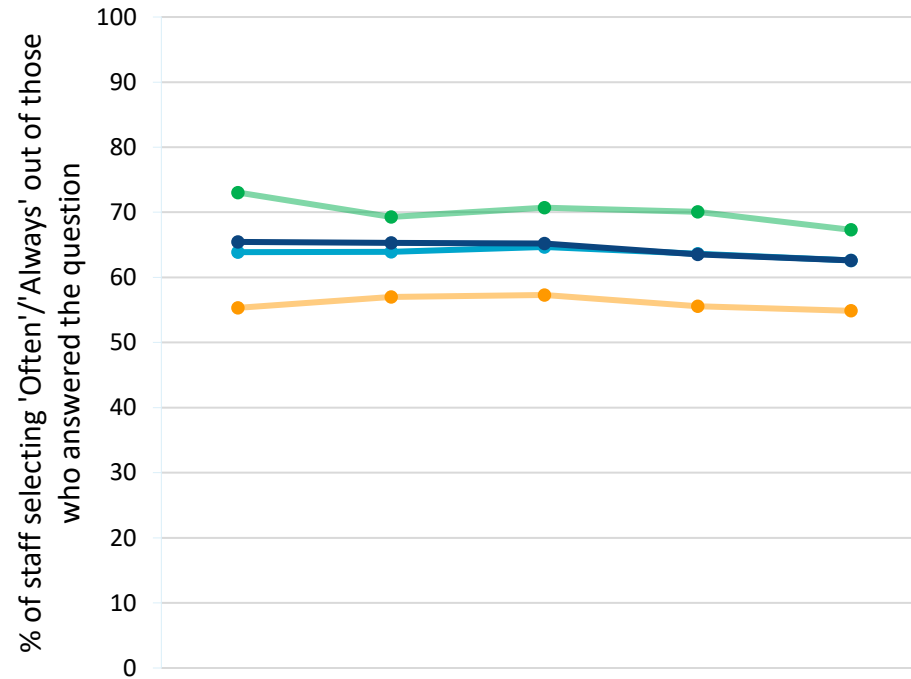
Q3f I am able to make improvements happen in my area of work.



	2021	2022	2023	2024	2025
Your org	57.34%	58.12%	57.24%	58.27%	56.19%
Best result	65.58%	62.95%	64.00%	68.06%	61.33%
Average result	58.01%	59.41%	59.59%	58.15%	56.18%
Worst result	51.96%	54.09%	55.27%	53.78%	48.58%
Responses	1446	1387	1558	1646	1658



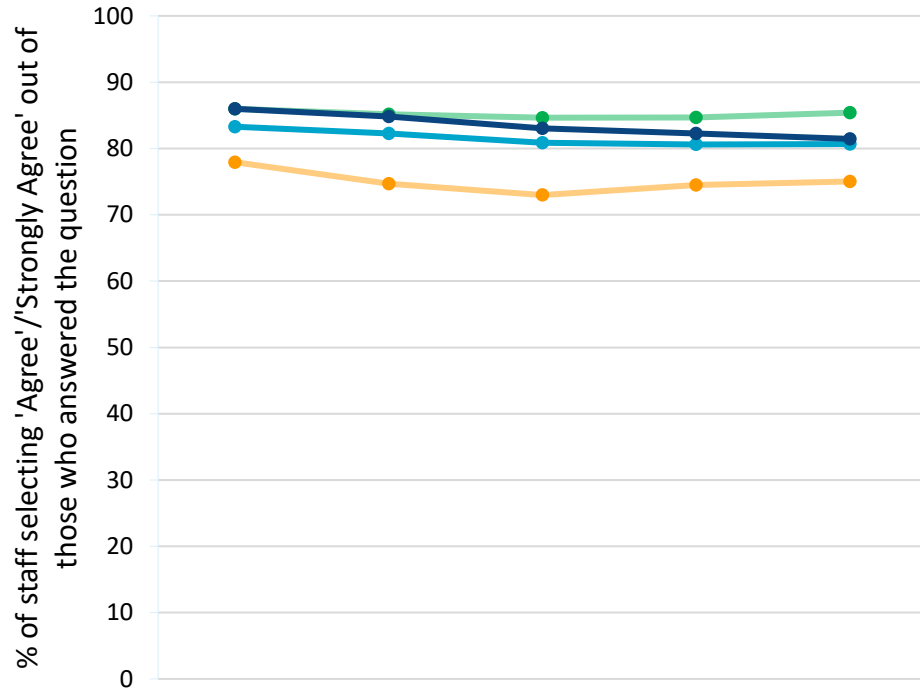
Q5b I have a choice in deciding how to do my work.



	2021	2022	2023	2024	2025
Your org	65.45%	65.30%	65.21%	63.54%	62.61%
Best result	73.04%	69.27%	70.71%	70.10%	67.31%
Average result	63.86%	63.91%	64.68%	63.63%	62.61%
Worst result	55.34%	57.01%	57.30%	55.58%	54.86%
Responses	1439	1384	1555	1647	1660

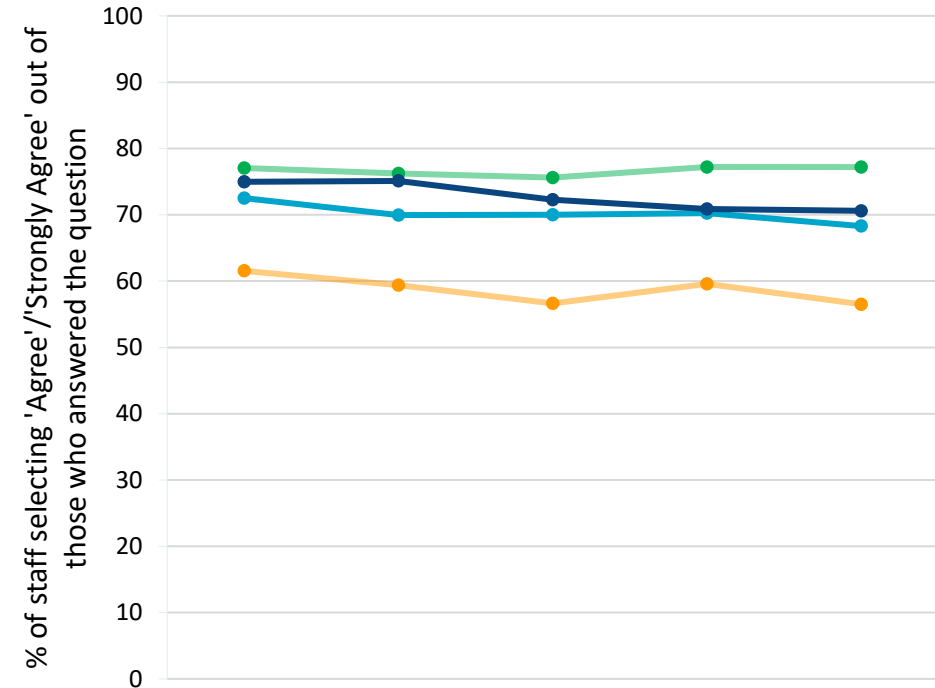


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2021	2022	2023	2024	2025
Your org	85.98%	84.85%	83.02%	82.28%	81.44%
Best result	85.98%	85.16%	84.65%	84.68%	85.40%
Average result	83.28%	82.27%	80.88%	80.61%	80.70%
Worst result	77.93%	74.68%	72.98%	74.49%	75.02%
Responses	1427	1385	1557	1643	1658

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

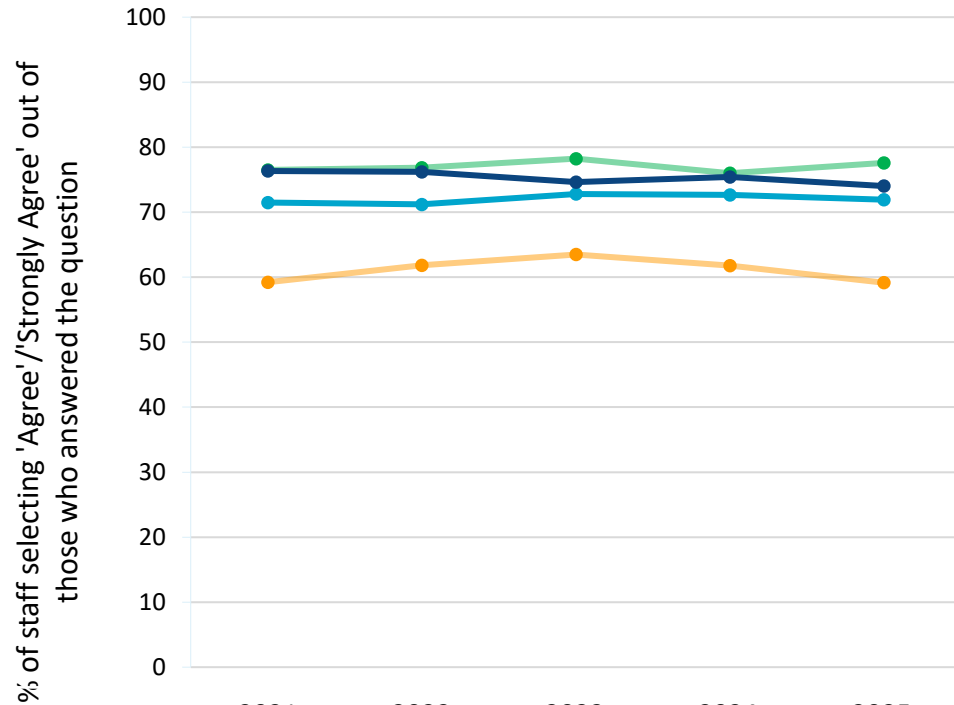


	2021	2022	2023	2024	2025
Your org	74.99%	75.10%	72.27%	70.87%	70.60%
Best result	77.04%	76.22%	75.61%	77.21%	77.18%
Average result	72.51%	69.96%	70.02%	70.23%	68.29%
Worst result	61.54%	59.38%	56.63%	59.58%	56.51%
Responses	1427	1386	1556	1641	1657



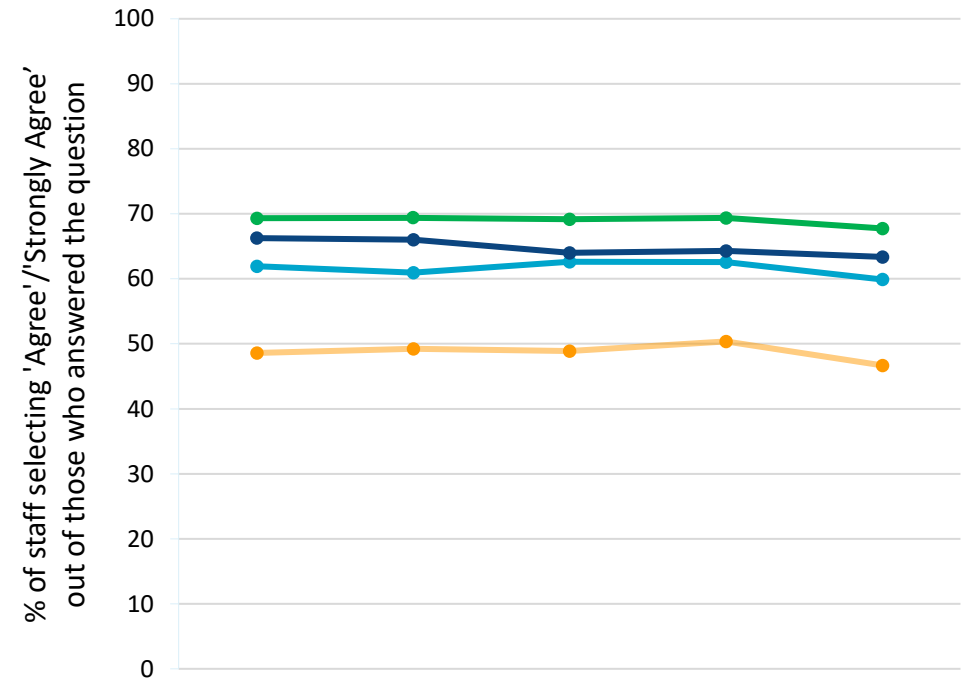
Q25e I feel safe to speak up about anything that concerns me in this organisation.

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



Your org	76.33%	76.21%	74.65%	75.41%	74.02%
Best result	76.51%	76.84%	78.24%	75.99%	77.56%
Average result	71.46%	71.21%	72.79%	72.64%	71.93%
Worst result	59.23%	61.82%	63.48%	61.79%	59.15%

Responses 1418 1380 1558 1640 1658



Your org	66.26%	66.04%	64.02%	64.28%	63.37%
Best result	69.33%	69.37%	69.17%	69.36%	67.75%
Average result	61.91%	60.97%	62.62%	62.59%	59.90%
Worst result	48.60%	49.22%	48.91%	50.37%	46.68%

Responses 1421 1380 1557 1640 1656

People Promise element – We are safe and healthy



Questions included:

Health and safety climate: Q3g, Q3h, Q3i, Q5a, Q11a, Q13d, Q14d

Burnout: Q12a, Q12b, Q12c, Q12d, Q12e, Q12f, Q12g

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

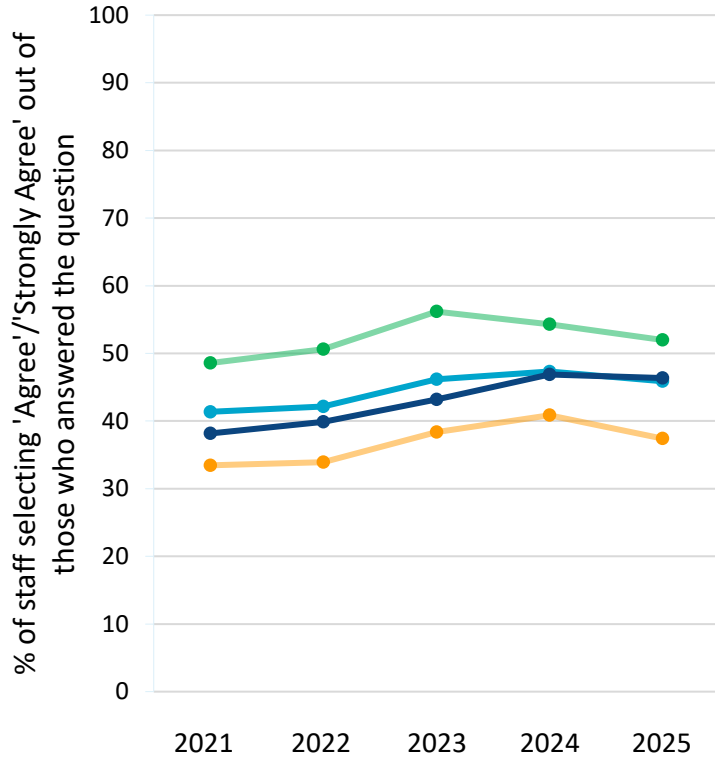
Other questions:* Q17a, Q17b, Q22

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

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

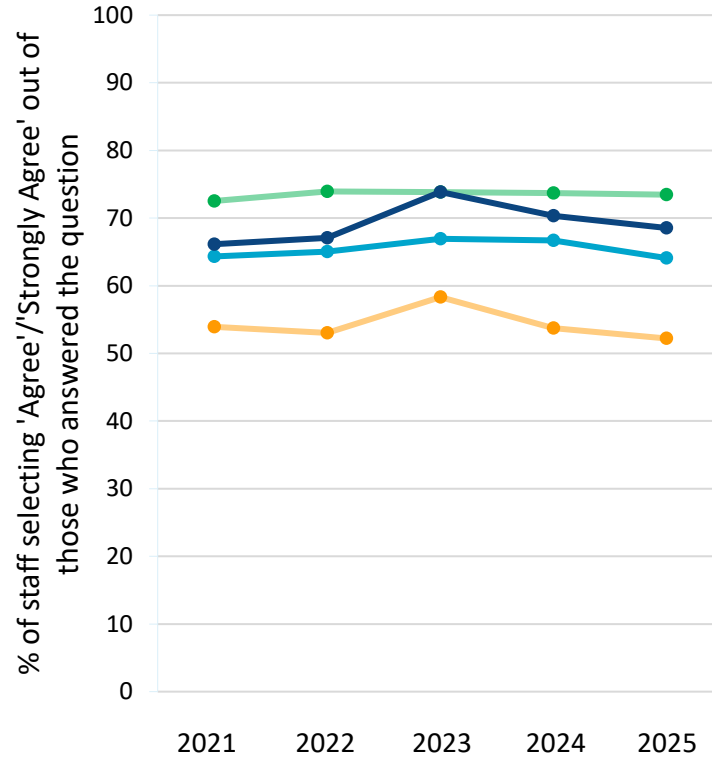


Q3g I am able to meet all the conflicting demands on my time at work.



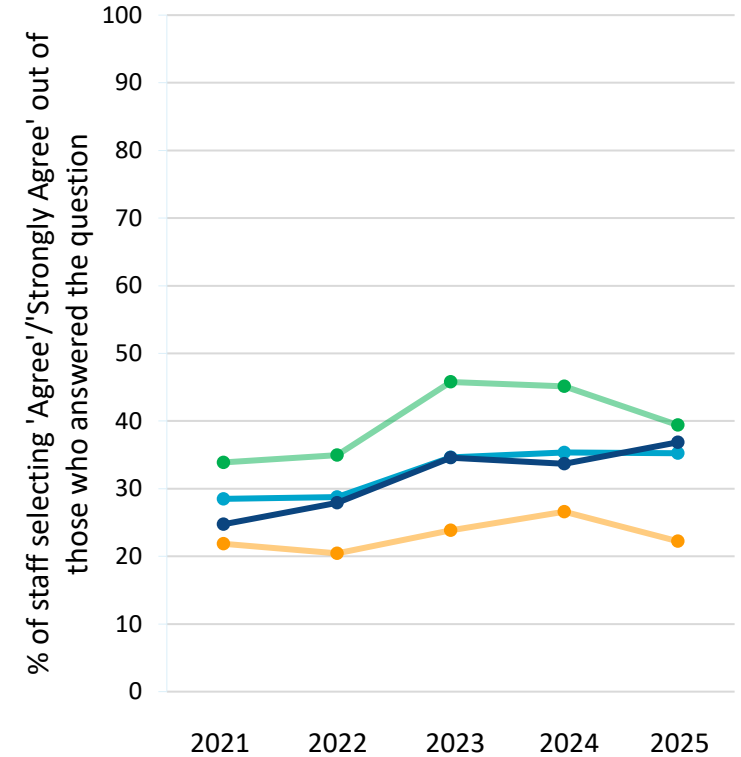
	2021	2022	2023	2024	2025
Your org	38.16%	39.86%	43.17%	46.88%	46.36%
Best result	48.57%	50.60%	56.18%	54.31%	52.00%
Average result	41.37%	42.15%	46.14%	47.32%	45.88%
Worst result	33.45%	33.92%	38.35%	40.85%	37.43%
Responses	1441	1385	1553	1646	1656

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



	2021	2022	2023	2024	2025
Your org	66.14%	67.06%	73.86%	70.32%	68.55%
Best result	72.52%	73.94%	73.86%	73.72%	73.45%
Average result	64.35%	65.04%	66.94%	66.69%	64.09%
Worst result	53.93%	53.00%	58.31%	53.74%	52.21%
Responses	1443	1385	1554	1641	1661

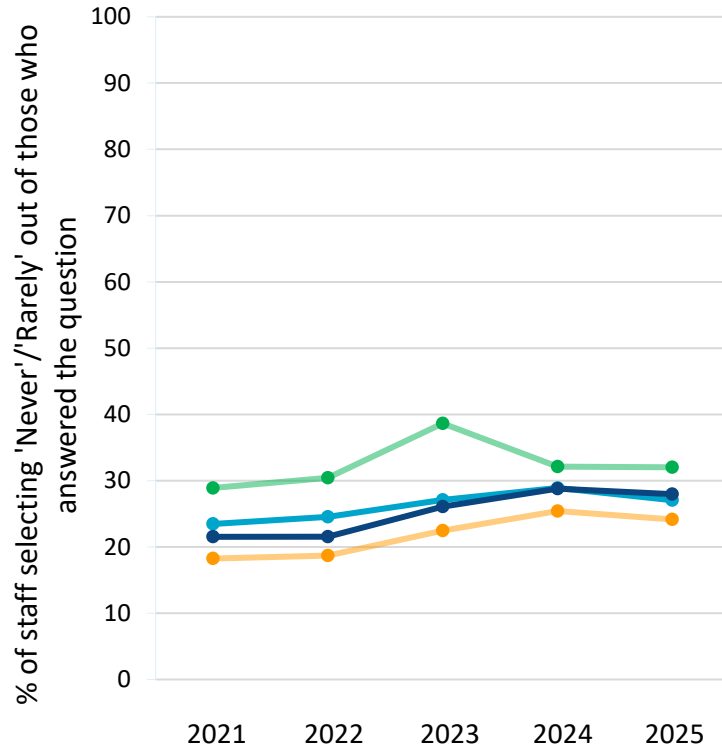
Q3i There are enough staff at this organisation for me to do my job properly.



	2021	2022	2023	2024	2025
Your org	24.74%	27.91%	34.60%	33.70%	36.86%
Best result	33.88%	34.98%	45.77%	45.15%	39.40%
Average result	28.49%	28.74%	34.61%	35.36%	35.22%
Worst result	21.83%	20.44%	23.85%	26.60%	22.24%
Responses	1445	1384	1558	1648	1661

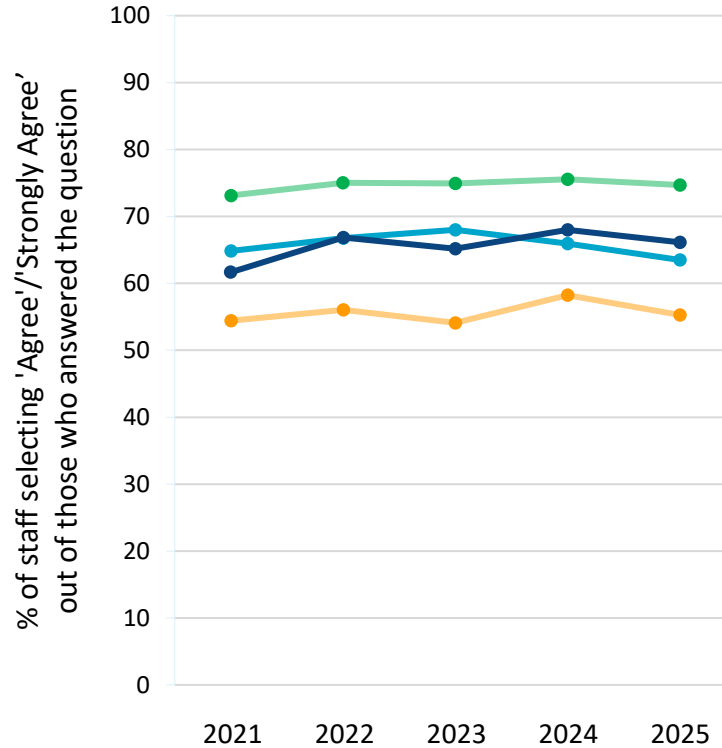


Q5a I have unrealistic time pressures.



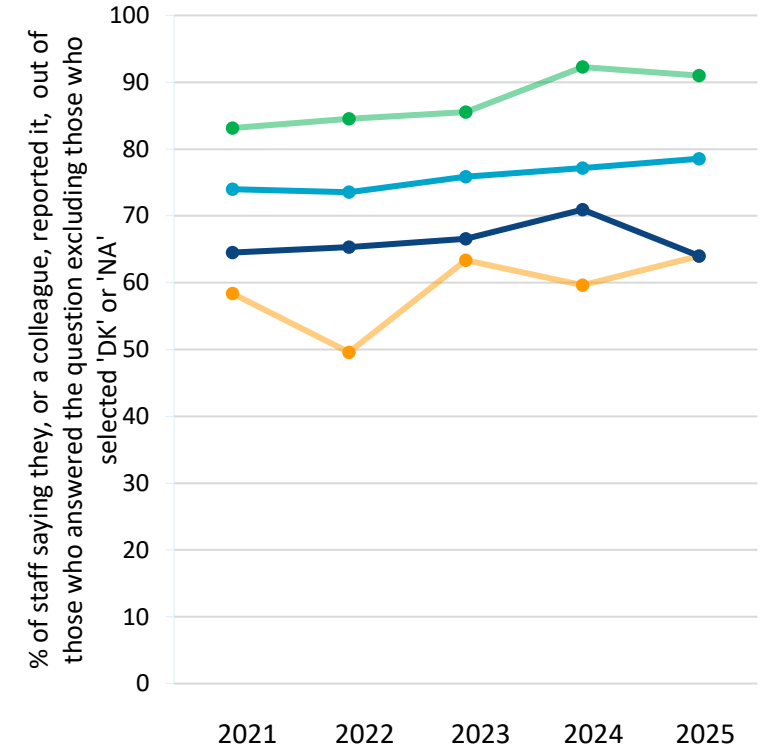
Responses	1440	1387	1556	1649	1661
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Q11a My organisation takes positive action on health and well-being.



Responses	1426	1369	1558	1649	1660
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Q13d The last time you experienced physical violence at work, did you or a colleague report it?

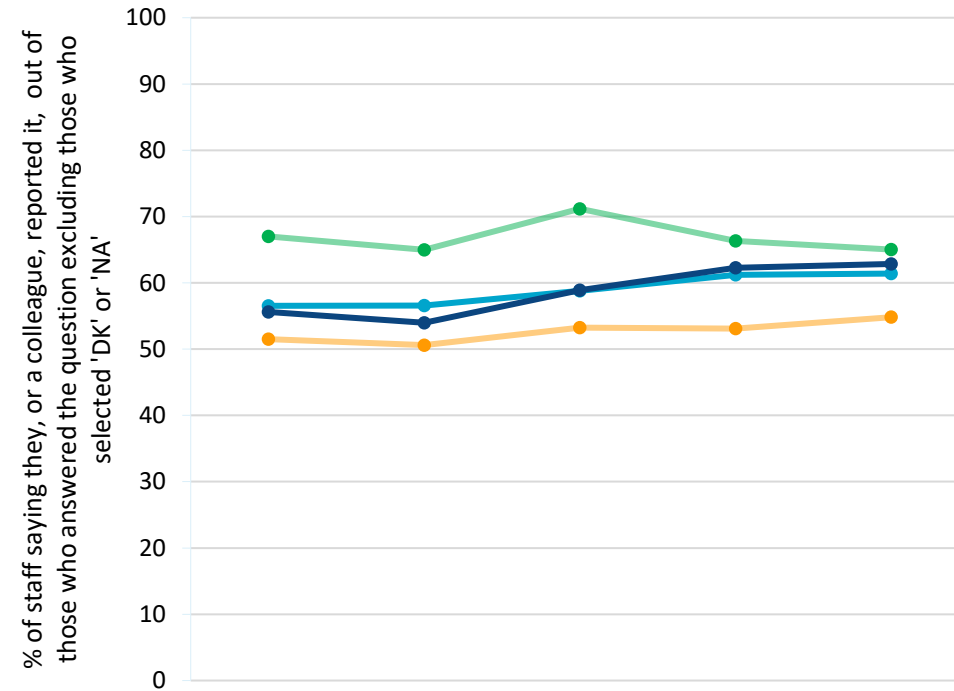


Responses	73	70	76	82	90
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Note: 2023 results for Q13d are reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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

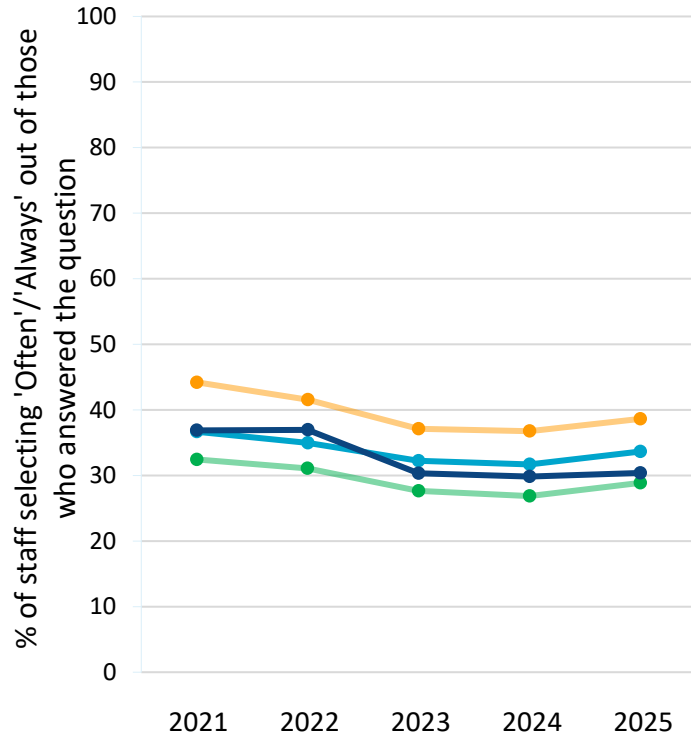


	2021	2022	2023	2024	2025
Your org	55.62%	53.98%	58.88%	62.27%	62.85%
Best result	67.02%	64.99%	71.17%	66.31%	65.05%
Average result	56.54%	56.57%	58.79%	61.21%	61.40%
Worst result	51.51%	50.61%	53.22%	53.11%	54.82%
Responses	326	309	334	350	380

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

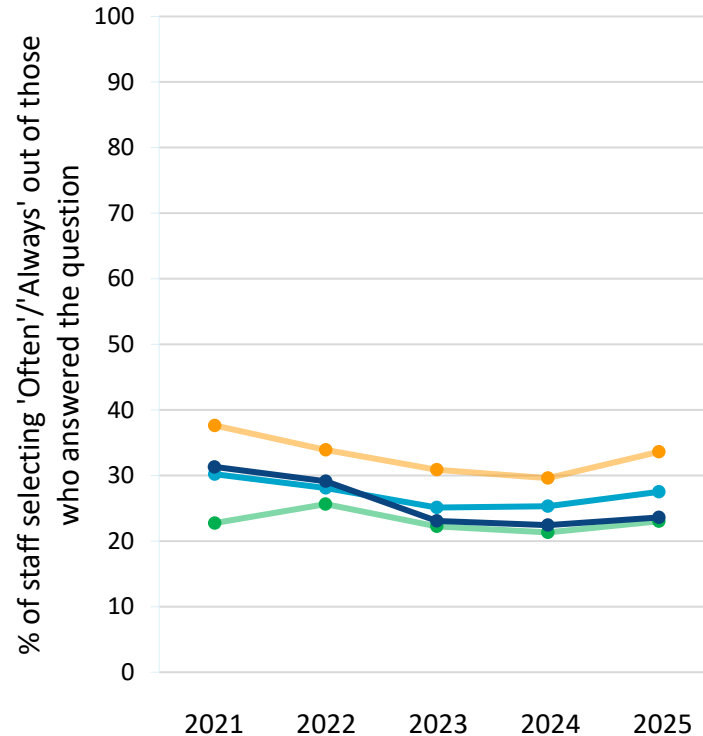


Q12a How often, if at all, do you find your work emotionally exhausting?



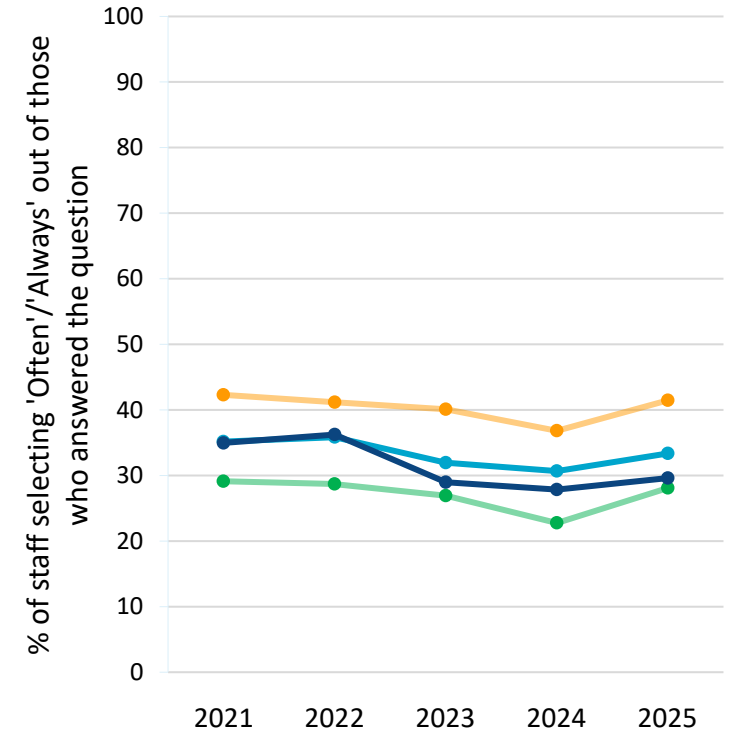
	2021	2022	2023	2024	2025
Your org	36.90%	36.95%	30.36%	29.84%	30.38%
Best result	32.45%	31.08%	27.64%	26.86%	28.86%
Average result	36.67%	34.95%	32.24%	31.69%	33.67%
Worst result	44.21%	41.54%	37.14%	36.75%	38.63%
Responses	1431	1387	1560	1651	1661

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



	2021	2022	2023	2024	2025
Your org	31.31%	29.12%	23.08%	22.43%	23.59%
Best result	22.74%	25.63%	22.24%	21.32%	23.01%
Average result	30.20%	28.09%	25.11%	25.29%	27.51%
Worst result	37.63%	33.91%	30.87%	29.59%	33.59%
Responses	1430	1387	1560	1649	1657

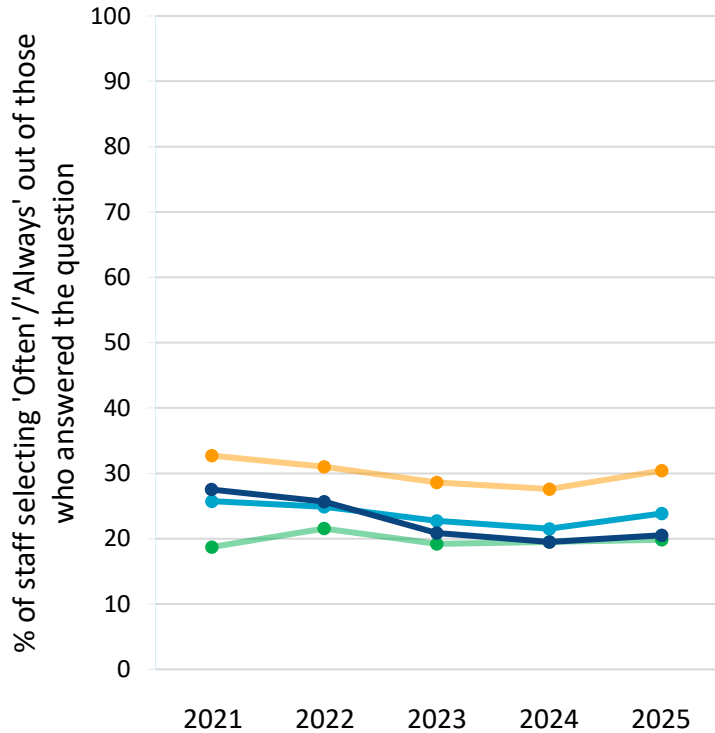
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024	2025
Your org	34.96%	36.24%	29.00%	27.85%	29.63%
Best result	29.12%	28.70%	26.90%	22.75%	28.09%
Average result	35.15%	35.84%	31.95%	30.67%	33.37%
Worst result	42.30%	41.15%	40.11%	36.82%	41.47%
Responses	1429	1385	1560	1647	1657

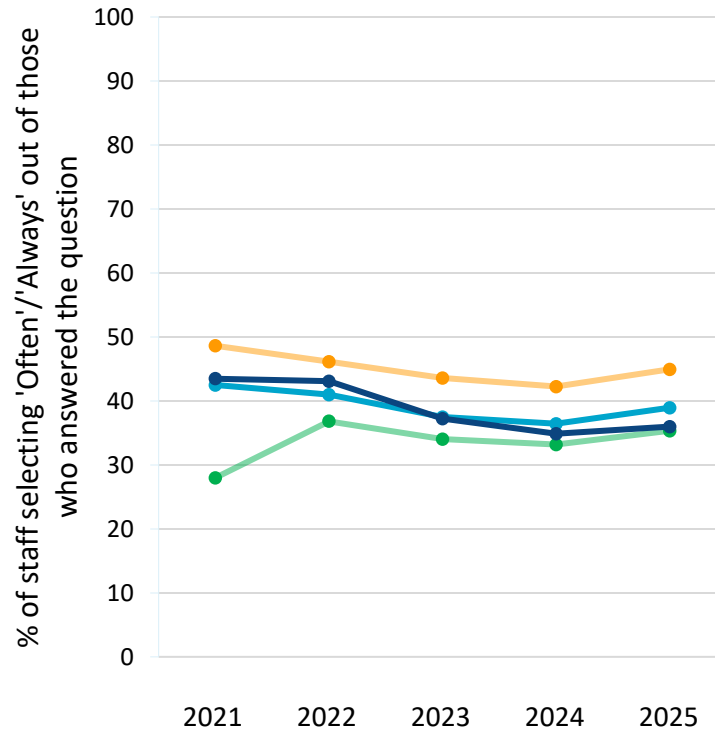


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



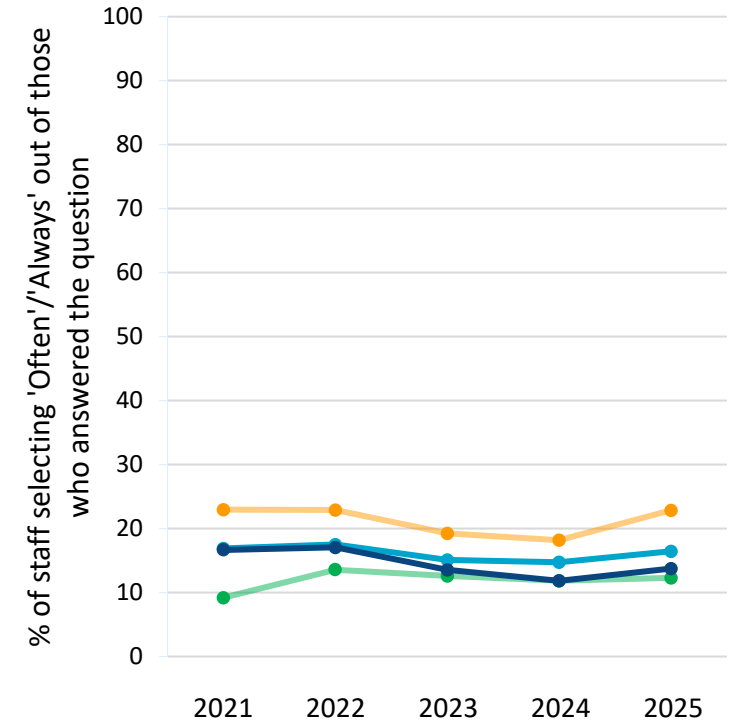
Your org	27.51%	25.66%	20.85%	19.50%	20.55%
Best result	18.72%	21.55%	19.19%	19.50%	19.85%
Average result	25.74%	24.89%	22.71%	21.53%	23.85%
Worst result	32.72%	31.01%	28.60%	27.60%	30.42%
Responses	1430	1386	1559	1648	1658

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



Your org	43.46%	43.07%	37.22%	34.87%	35.99%
Best result	27.98%	36.80%	34.03%	33.18%	35.32%
Average result	42.49%	40.99%	37.49%	36.44%	38.95%
Worst result	48.62%	46.13%	43.57%	42.25%	44.94%
Responses	1429	1388	1556	1649	1661

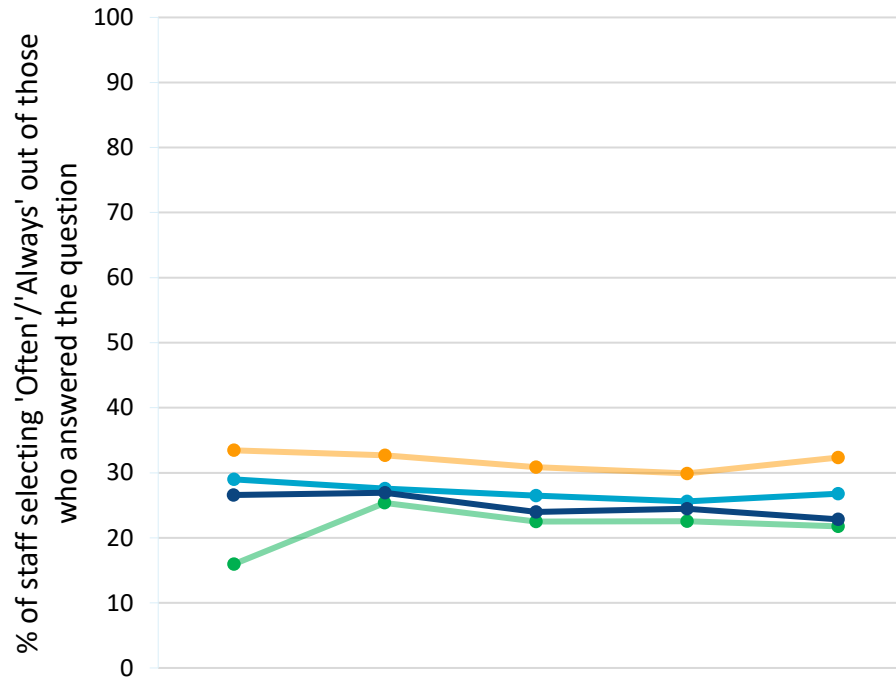
Q12f How often, if at all, do you feel that every working hour is tiring for you?



Your org	16.66%	17.07%	13.53%	11.83%	13.74%
Best result	9.20%	13.56%	12.60%	11.83%	12.30%
Average result	16.89%	17.51%	15.11%	14.73%	16.44%
Worst result	22.96%	22.88%	19.27%	18.18%	22.83%
Responses	1432	1384	1557	1649	1662



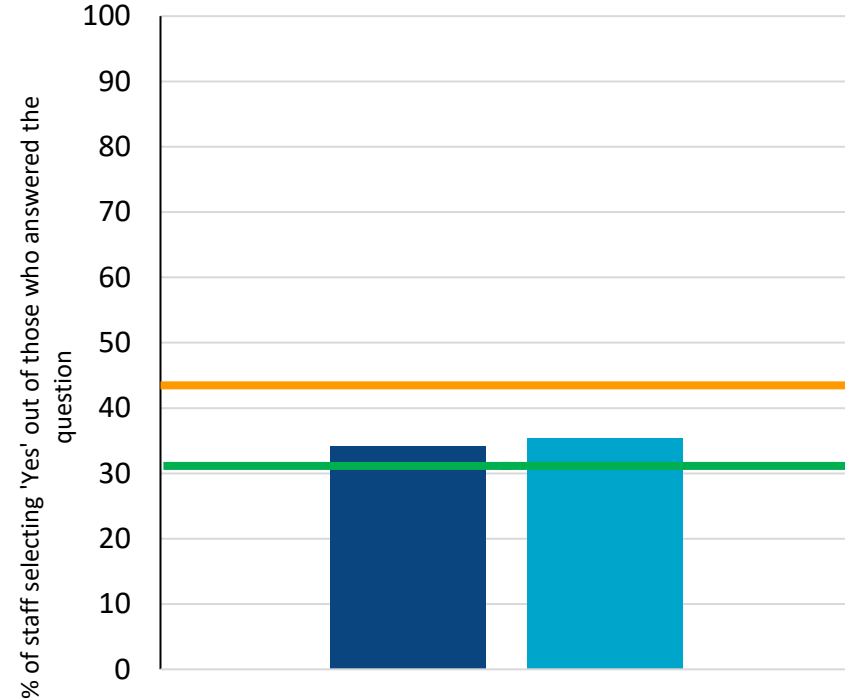
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024	2025
Your org	26.59%	26.93%	23.96%	24.47%	22.84%
Best result	15.94%	25.36%	22.50%	22.54%	21.77%
Average result	28.99%	27.59%	26.48%	25.60%	26.80%
Worst result	33.45%	32.66%	30.84%	29.91%	32.34%
Responses	1431	1386	1560	1649	1661

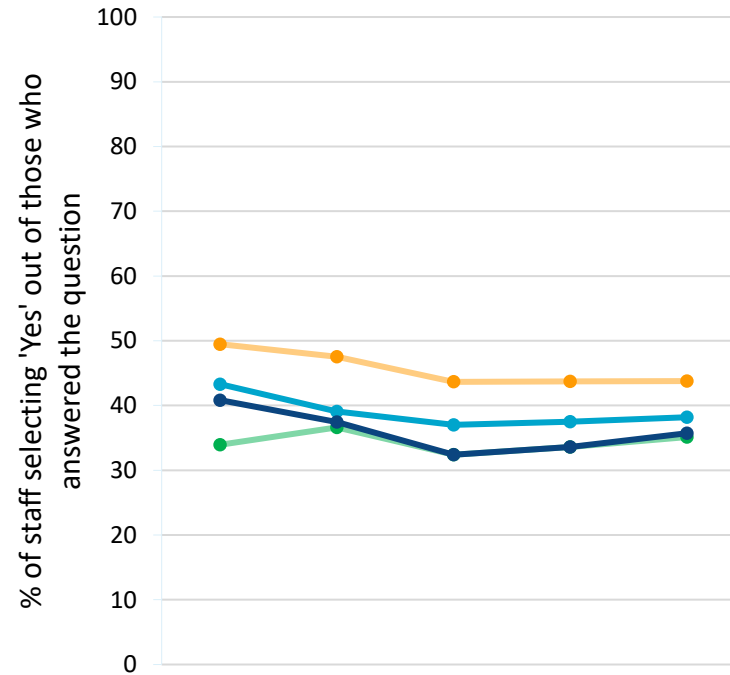


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities? Examples may include back pain, neck or arm strains, and joint pain.



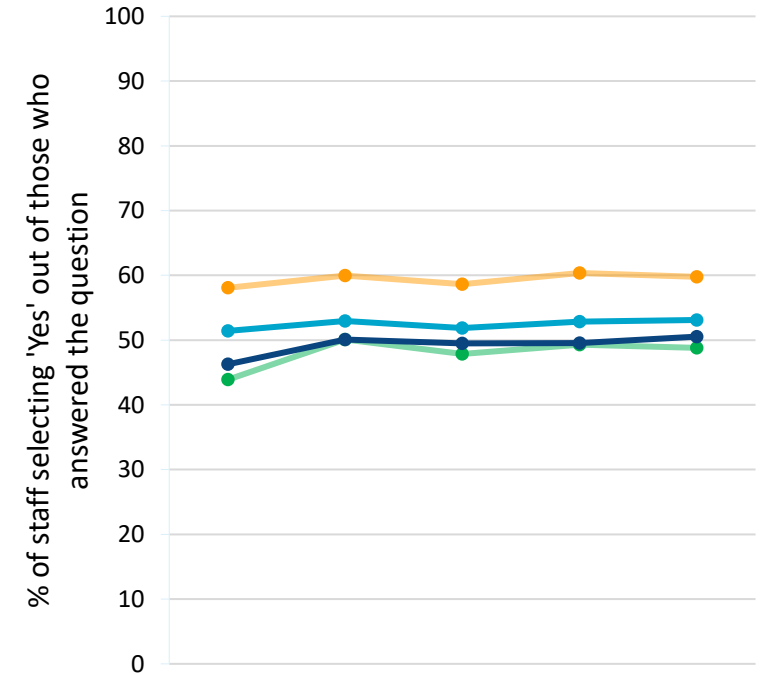
	2025
Your org	34.12%
Best result	31.14%
Average result	35.36%
Worst result	43.47%
Responses	1660

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



	2021	2022	2023	2024	2025
Your org	40.83%	37.47%	32.40%	33.58%	35.73%
Best result	33.92%	36.62%	32.40%	33.58%	35.14%
Average result	43.30%	39.10%	37.02%	37.48%	38.21%
Worst result	49.48%	47.52%	43.65%	43.71%	43.80%
Responses	1431	1383	1557	1647	1654

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

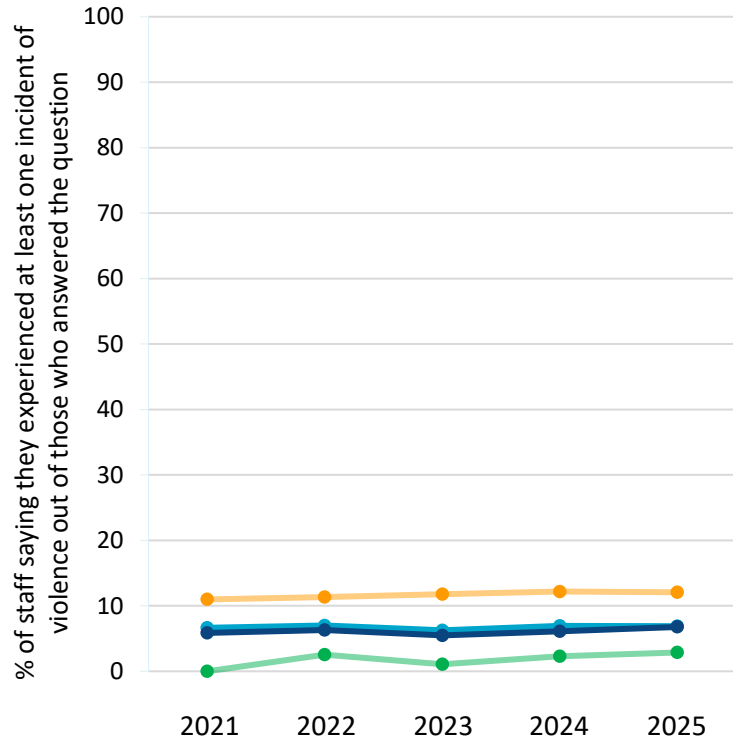


	2021	2022	2023	2024	2025
Your org	46.26%	50.10%	49.48%	49.52%	50.54%
Best result	43.89%	50.10%	47.88%	49.28%	48.81%
Average result	51.42%	52.97%	51.86%	52.88%	53.11%
Worst result	58.07%	59.96%	58.63%	60.36%	59.78%
Responses	1431	1388	1559	1648	1658

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

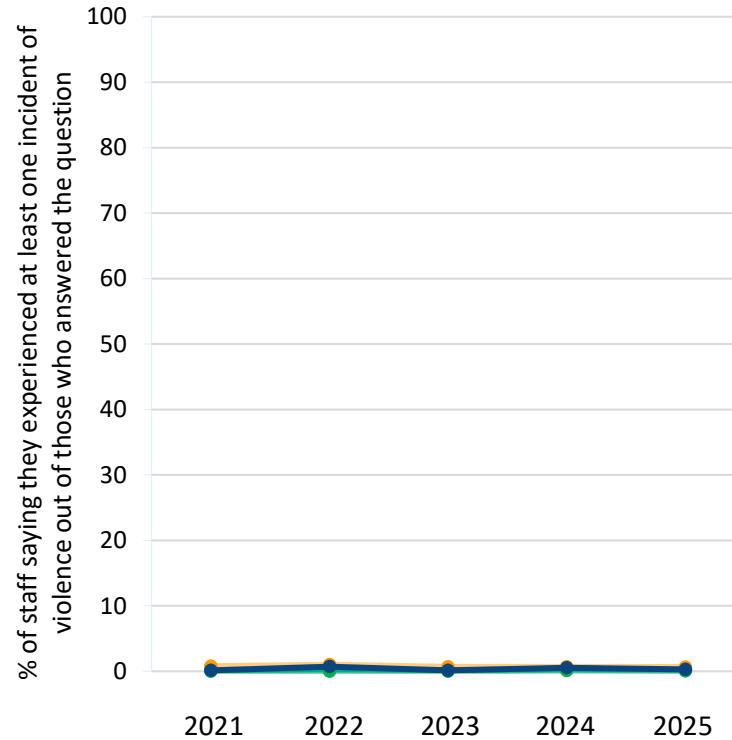


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



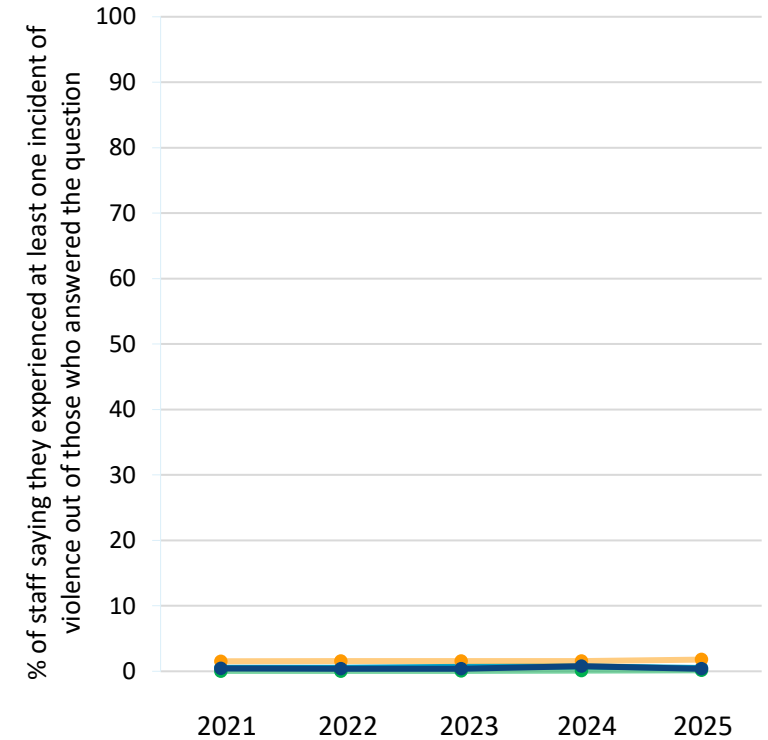
Responses	1431	1386	1493	1646	1659
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Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



Responses	1424	1360	1477	1629	1637
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Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

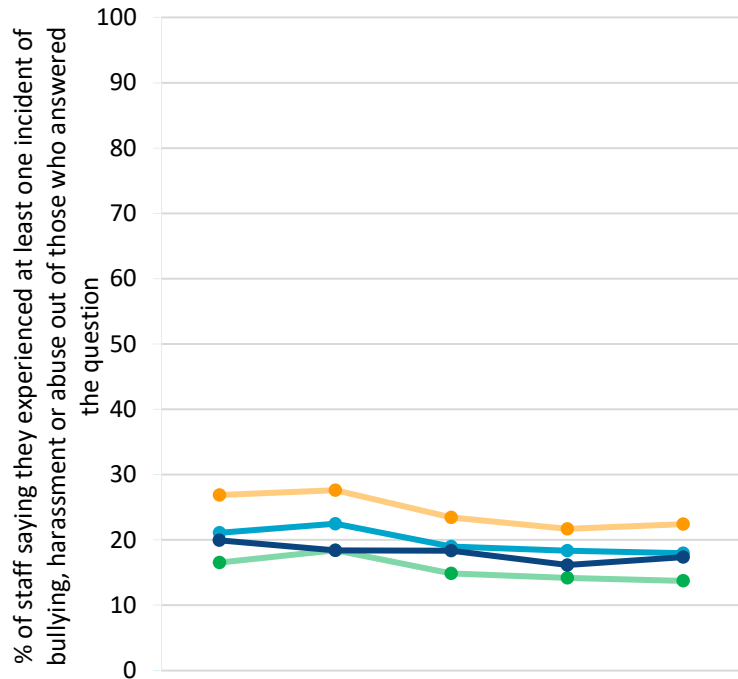


Responses	1418	1346	1455	1554	1588
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Note: 2023 results for Q13a-c are reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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

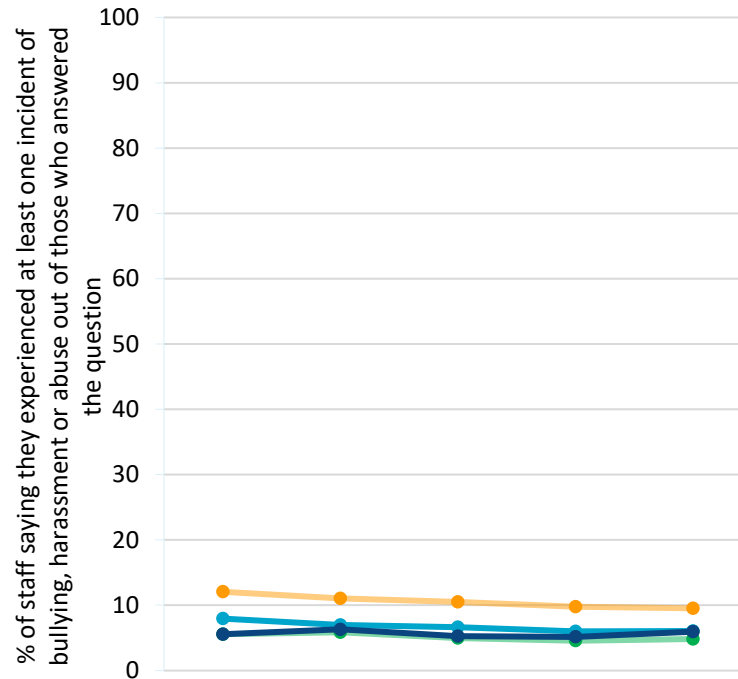


2021 2022 2023 2024 2025

Your org	19.94%	18.42%	18.35%	16.17%	17.35%
Best result	16.54%	18.42%	14.88%	14.17%	13.73%
Average result	21.09%	22.49%	18.98%	18.35%	17.97%
Worst result	26.87%	27.62%	23.47%	21.70%	22.44%

Responses 1364 1385 1496 1646 1657

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

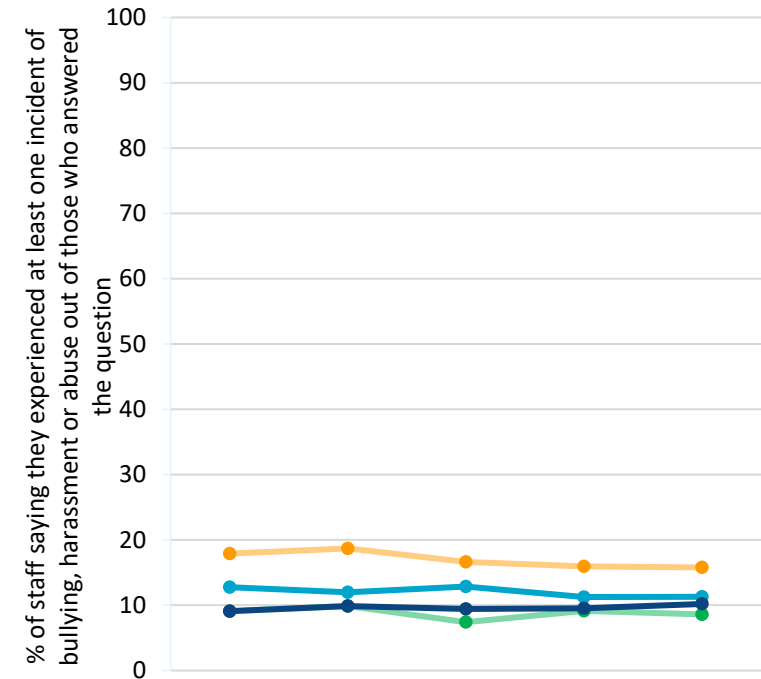


2021 2022 2023 2024 2025

Your org	5.59%	6.32%	5.28%	5.15%	5.96%
Best result	5.59%	5.86%	4.96%	4.57%	4.84%
Average result	7.96%	7.01%	6.64%	6.01%	6.05%
Worst result	12.06%	11.04%	10.52%	9.80%	9.53%

Responses 1353 1374 1486 1633 1649

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



2021 2022 2023 2024 2025

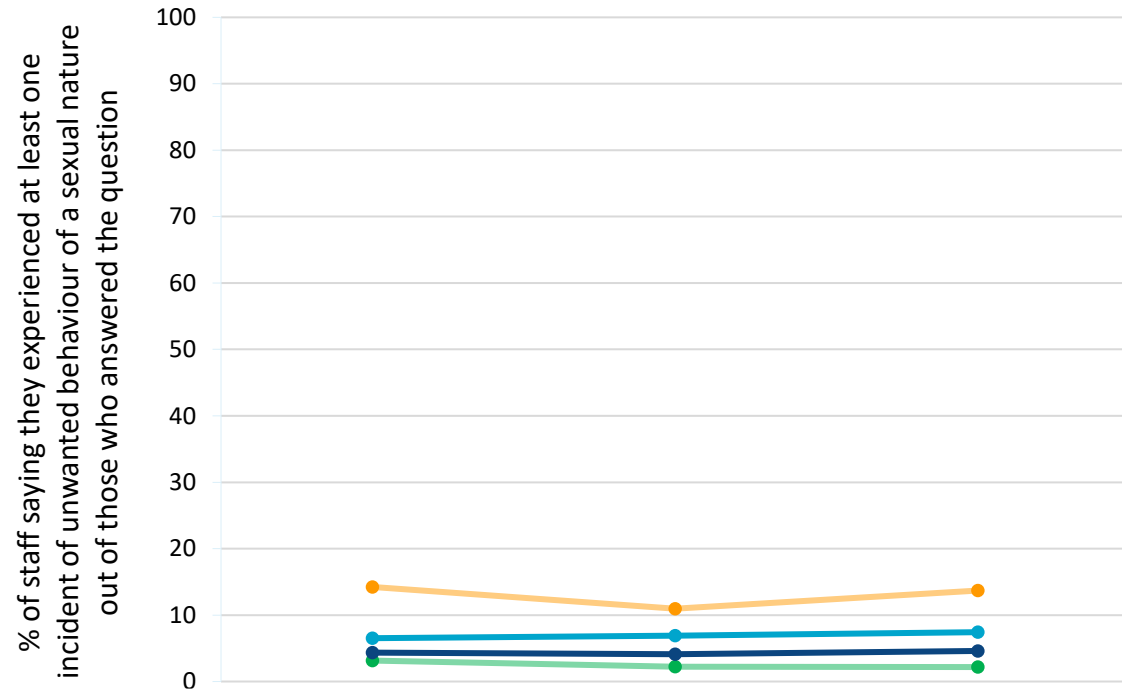
Your org	9.10%	9.89%	9.42%	9.51%	10.20%
Best result	9.10%	9.89%	7.41%	9.14%	8.61%
Average result	12.78%	11.99%	12.86%	11.26%	11.28%
Worst result	17.90%	18.71%	16.64%	15.94%	15.79%

Responses 1353 1361 1482 1616 1641

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



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

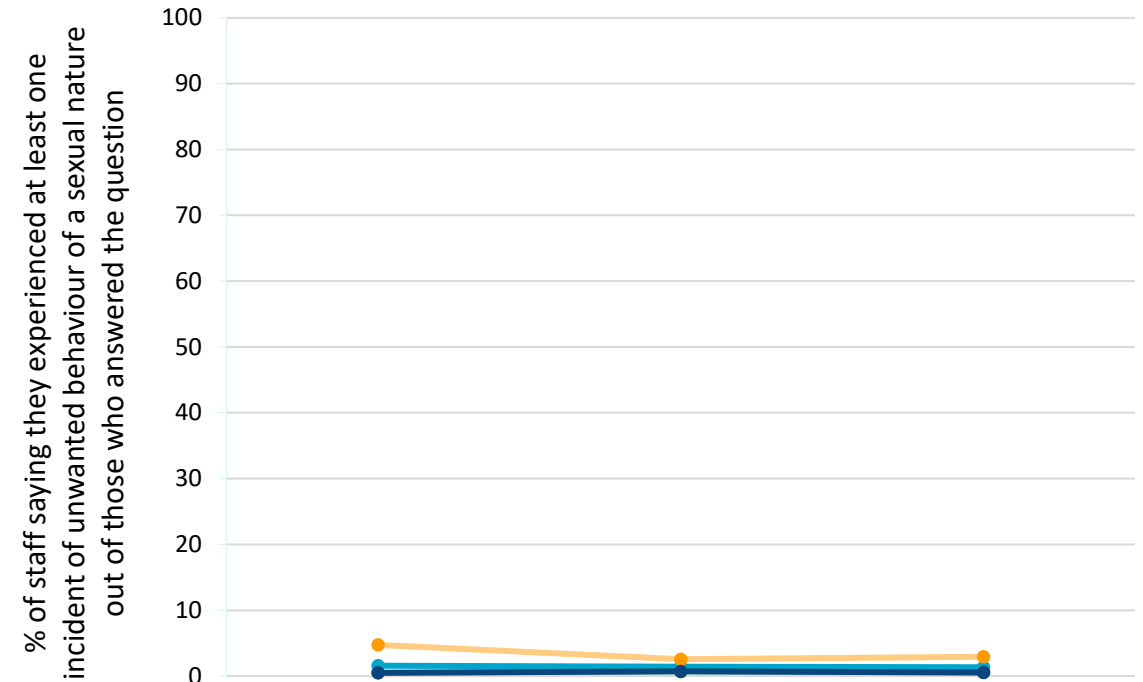


2023 2024 2025

Your org	4.34%	4.11%	4.60%
Best result	3.15%	2.22%	2.17%
Average result	6.52%	6.88%	7.43%
Worst result	14.24%	10.96%	13.68%

Responses 1562 1651 1660

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



2023 2024 2025

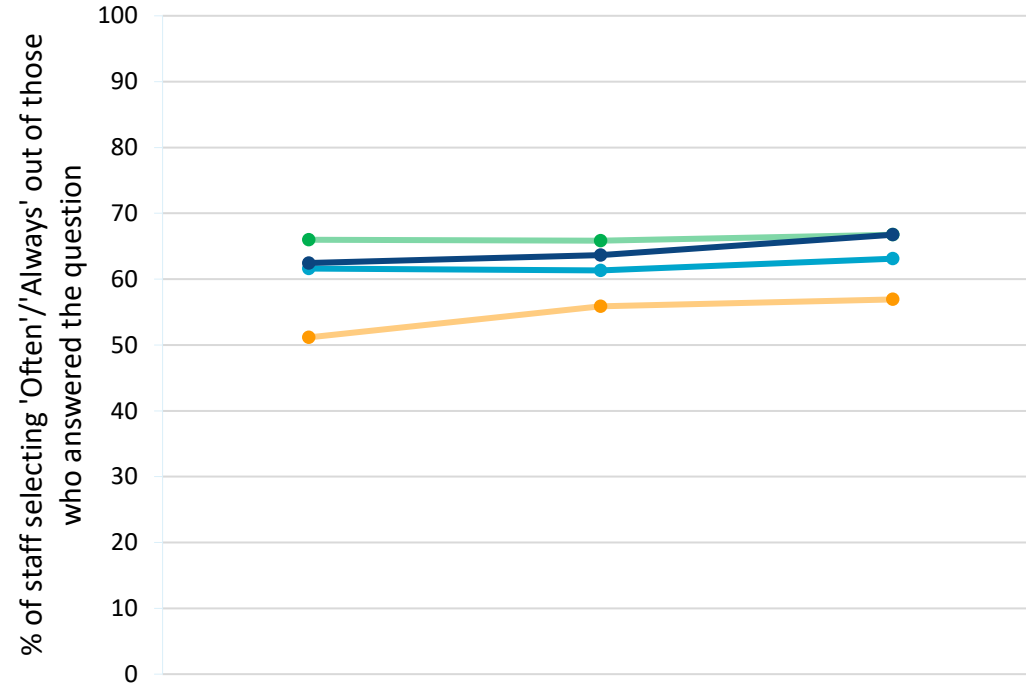
Your org	0.50%	0.72%	0.53%
Best result	0.50%	0.72%	0.53%
Average result	1.58%	1.43%	1.34%
Worst result	4.73%	2.56%	2.92%

Responses 1559 1647 1655

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



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



	2023	2024	2025
Your org	62.45%	63.63%	66.74%
Best result	66.01%	65.84%	66.74%
Average result	61.61%	61.33%	63.10%
Worst result	51.15%	55.88%	56.92%
Responses	1561	1647	1660

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

People Promise element – We are always learning



Questions included:

Development – Q24a, Q24b, Q24c, Q24d, Q24e

Appraisals – Q23a*, Q23b, Q23c, Q23d

Other questions** - Q24f

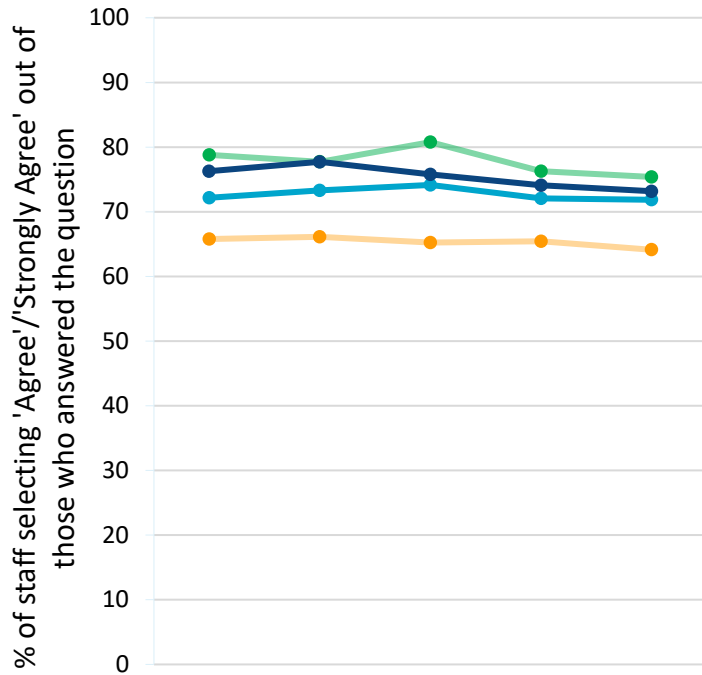
*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

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

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

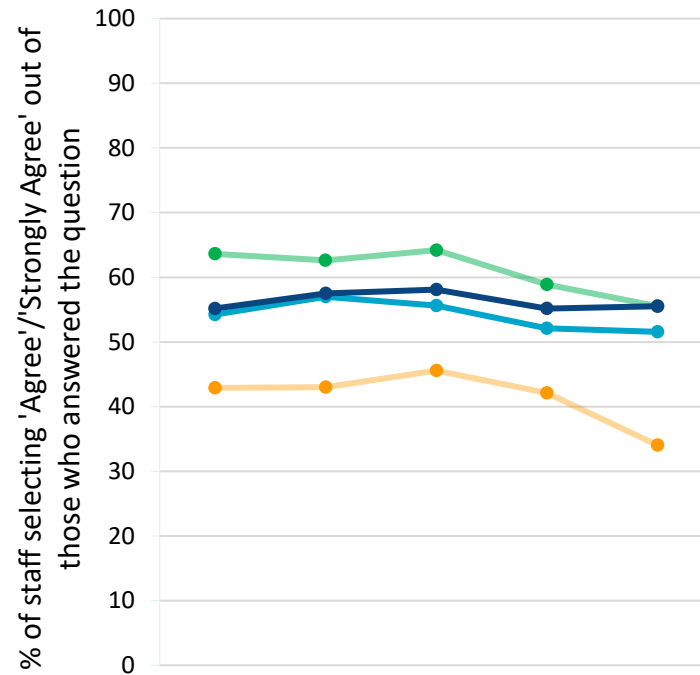


Q24a This organisation offers me challenging work.



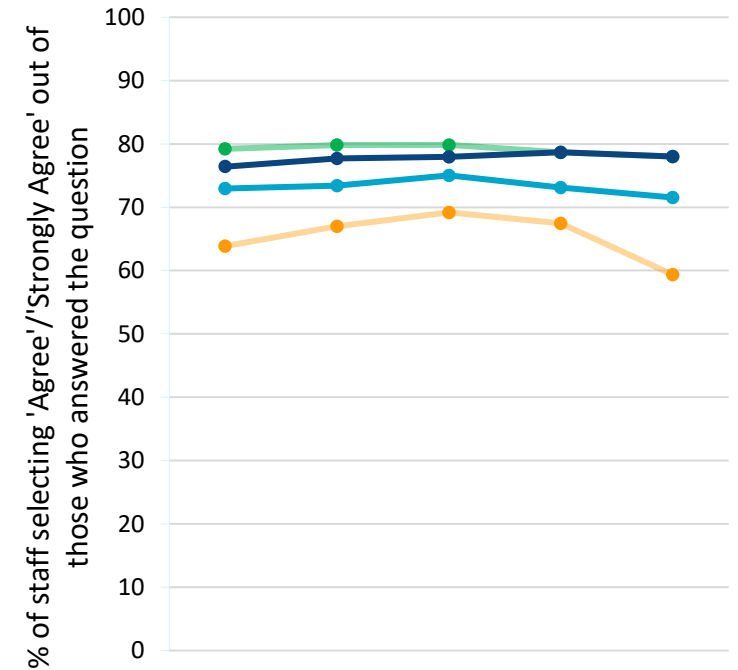
	2021	2022	2023	2024	2025
Your org	76.25%	77.72%	75.76%	74.07%	73.18%
Best result	78.79%	77.72%	80.76%	76.29%	75.38%
Average result	72.18%	73.28%	74.15%	72.09%	71.85%
Worst result	65.77%	66.12%	65.23%	65.45%	64.12%
Responses	1423	1386	1559	1642	1656

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



	2021	2022	2023	2024	2025
Your org	55.17%	57.51%	58.10%	55.16%	55.53%
Best result	63.62%	62.62%	64.21%	58.90%	55.53%
Average result	54.23%	56.99%	55.63%	52.12%	51.57%
Worst result	42.92%	43.00%	45.57%	42.12%	34.05%
Responses	1424	1387	1560	1640	1658

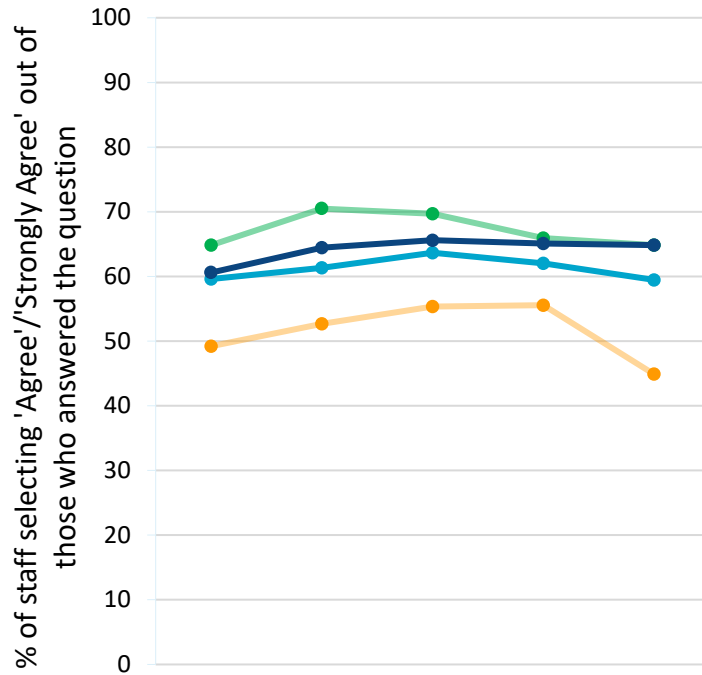
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024	2025
Your org	76.40%	77.69%	77.98%	78.68%	78.01%
Best result	79.21%	79.82%	79.85%	78.68%	78.01%
Average result	72.94%	73.42%	75.03%	73.11%	71.54%
Worst result	63.84%	66.99%	69.19%	67.46%	59.36%
Responses	1423	1386	1560	1642	1659

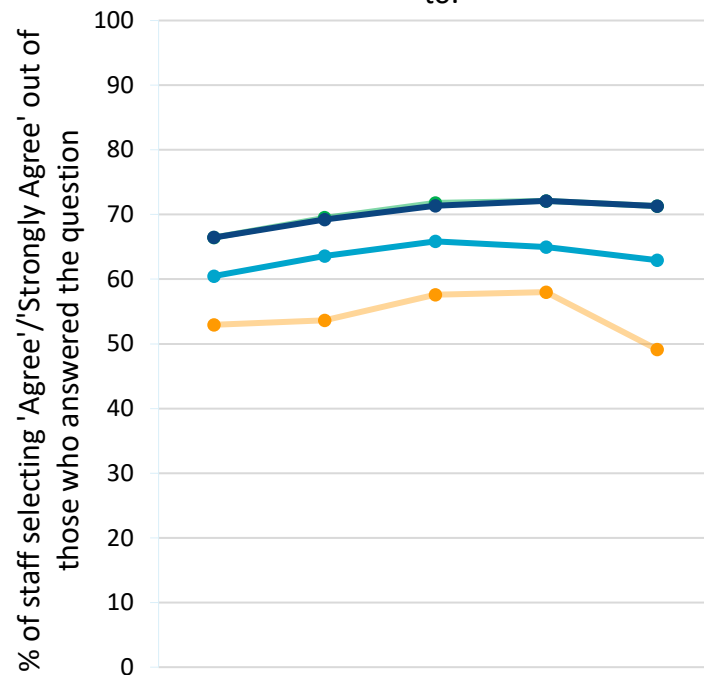


Q24d I feel supported to develop my potential.



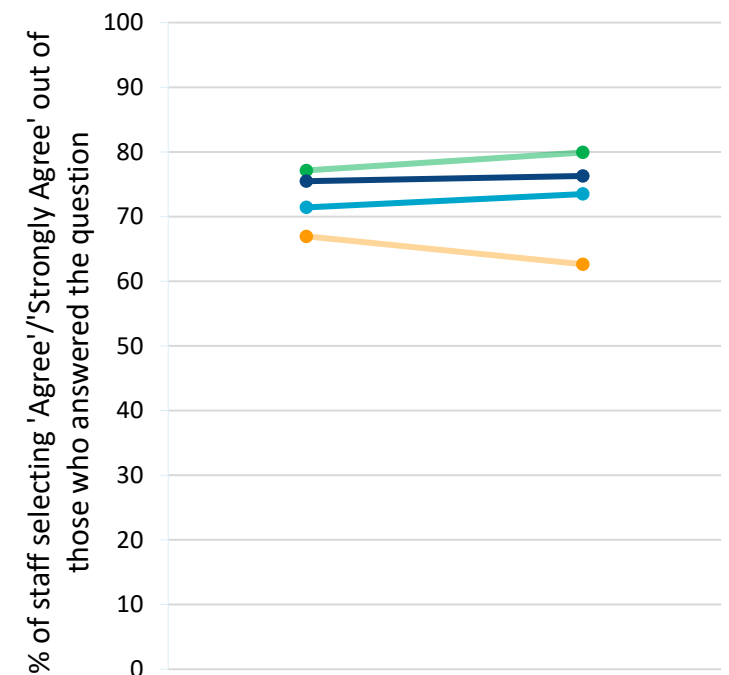
	2021	2022	2023	2024	2025
Your org	60.60%	64.44%	65.61%	65.10%	64.85%
Best result	64.83%	70.49%	69.72%	65.95%	64.85%
Average result	59.59%	61.34%	63.67%	62.03%	59.47%
Worst result	49.20%	52.65%	55.36%	55.56%	44.89%
Responses	1424	1387	1560	1640	1659

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



	2021	2022	2023	2024	2025
Your org	66.44%	69.23%	71.37%	72.11%	71.31%
Best result	66.44%	69.48%	71.81%	72.11%	71.31%
Average result	60.49%	63.57%	65.84%	64.97%	62.95%
Worst result	52.96%	53.65%	57.61%	58.00%	49.16%
Responses	1423	1387	1559	1641	1660

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

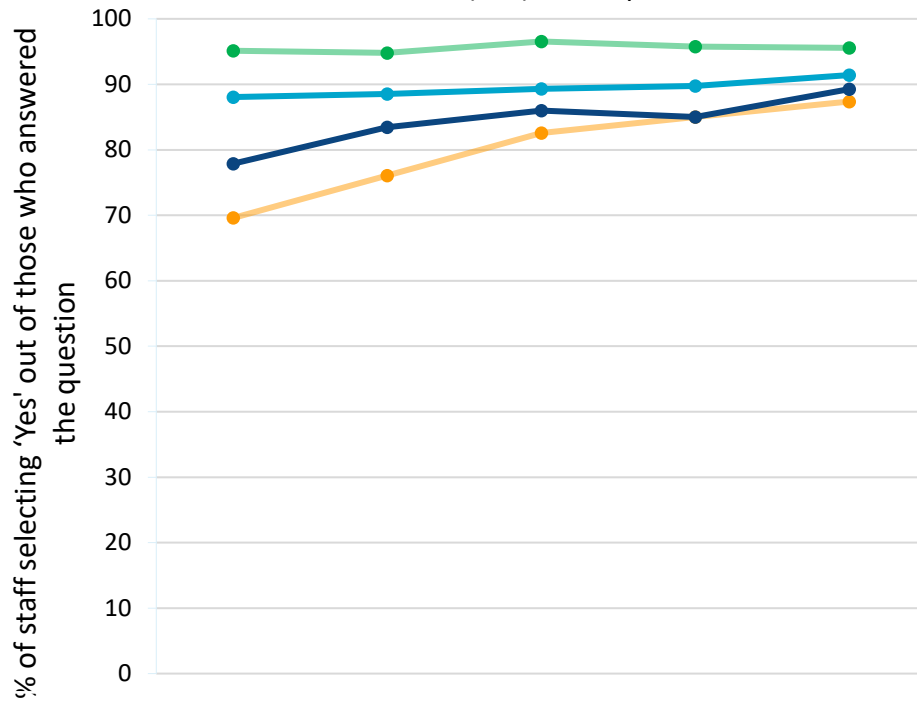


	2024	2025
Your org	75.47%	76.28%
Best result	77.13%	79.91%
Average result	71.41%	73.48%
Worst result	66.94%	62.62%
Responses	1414	1427

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

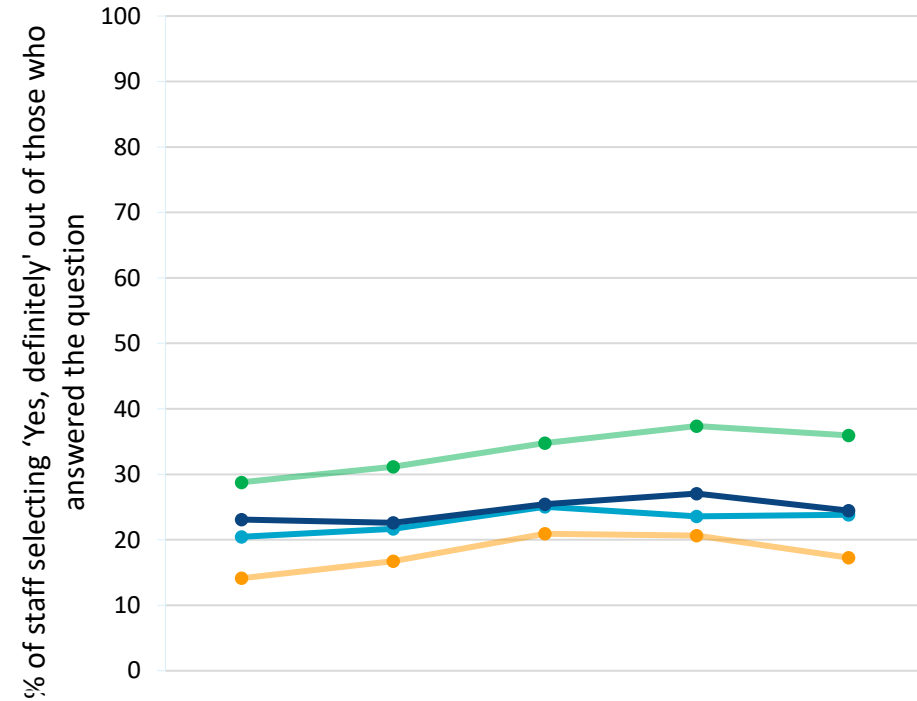


Q23a* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024	2025
Your org	77.89%	83.43%	85.99%	84.99%	89.26%
Best result	95.15%	94.81%	96.55%	95.75%	95.54%
Average result	88.06%	88.53%	89.29%	89.75%	91.42%
Worst result	69.60%	76.06%	82.55%	84.99%	87.38%
Responses	1429	1381	1535	1638	1645

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

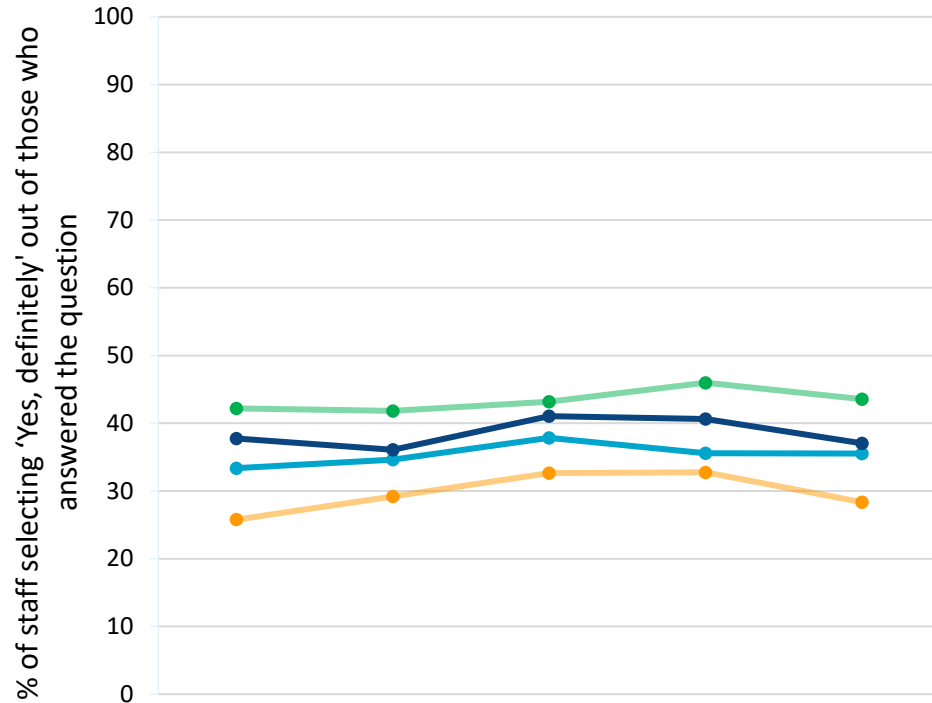


	2021	2022	2023	2024	2025
Your org	23.08%	22.60%	25.44%	27.06%	24.48%
Best result	28.78%	31.18%	34.78%	37.38%	35.96%
Average result	20.46%	21.66%	25.04%	23.61%	23.81%
Worst result	14.13%	16.72%	20.92%	20.66%	17.28%
Responses	1116	1154	1314	1378	1455

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

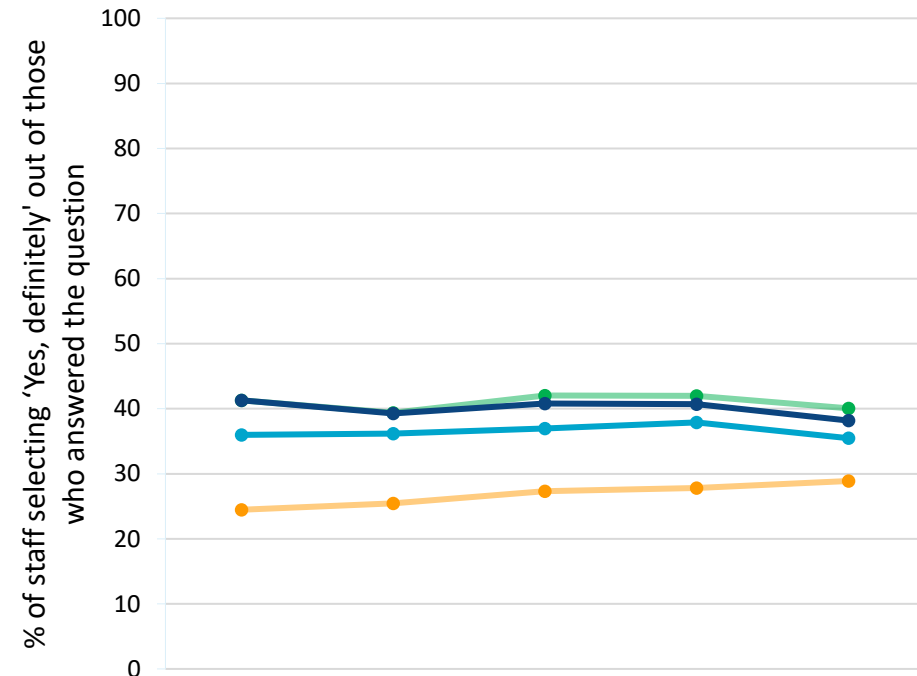


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024	2025
Your org	37.72%	36.08%	41.04%	40.63%	37.03%
Best result	42.19%	41.83%	43.18%	45.98%	43.53%
Average result	33.37%	34.63%	37.84%	35.56%	35.53%
Worst result	25.77%	29.19%	32.64%	32.75%	28.36%
Responses	1117	1155	1316	1375	1456

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



	2021	2022	2023	2024	2025
Your org	41.29%	39.26%	40.79%	40.71%	38.18%
Best result	41.29%	39.37%	42.03%	41.98%	40.04%
Average result	35.96%	36.20%	36.95%	37.89%	35.47%
Worst result	24.47%	25.43%	27.30%	27.81%	28.88%
Responses	1118	1154	1314	1378	1456

People Promise element – We work flexibly



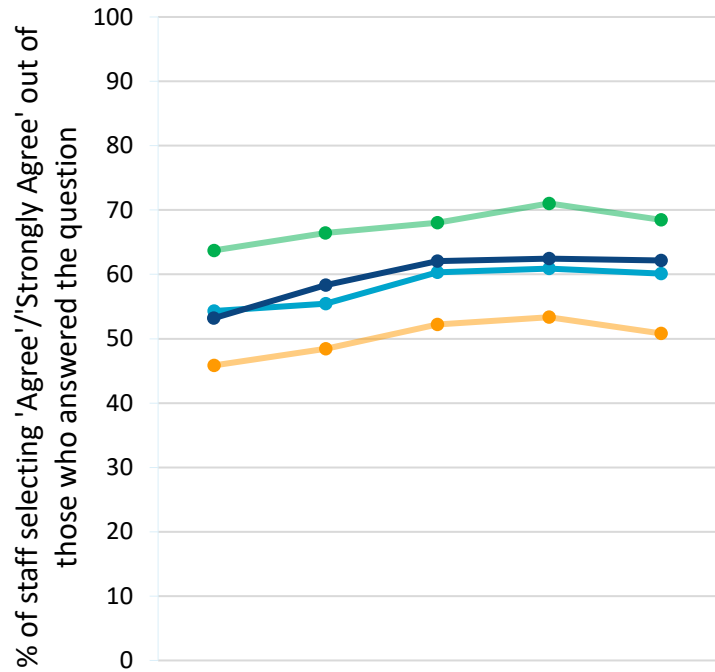
Questions included:

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

Flexible working – Q4d

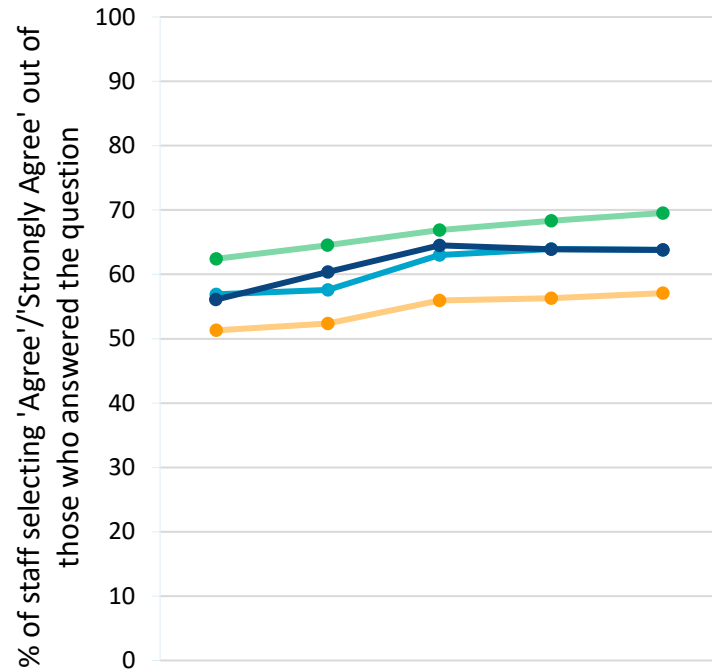


Q6b My organisation is committed to helping me balance my work and home life.



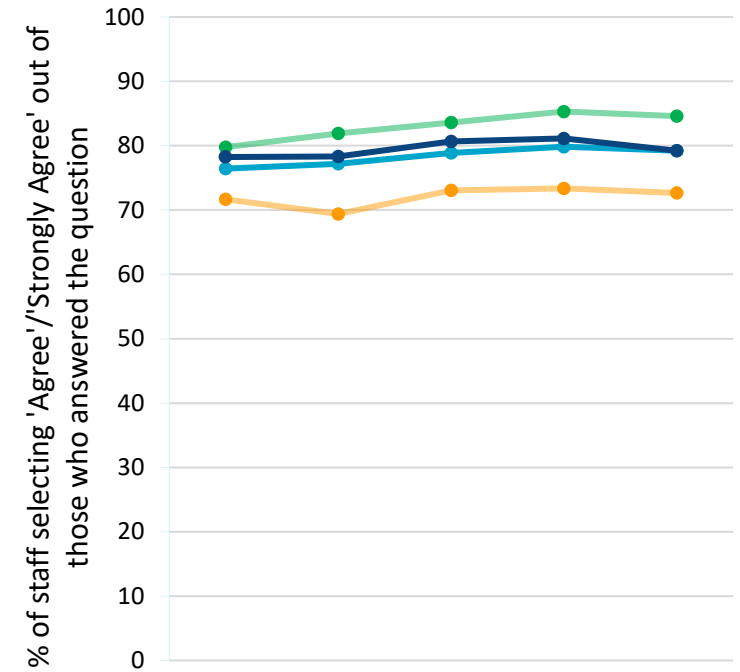
	2021	2022	2023	2024	2025
Your org	53.20%	58.35%	62.04%	62.45%	62.14%
Best result	63.72%	66.43%	68.04%	71.03%	68.50%
Average result	54.31%	55.45%	60.31%	60.90%	60.12%
Worst result	45.85%	48.41%	52.23%	53.34%	50.81%
Responses	1436	1388	1560	1648	1662

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



	2021	2022	2023	2024	2025
Your org	56.07%	60.35%	64.51%	63.89%	63.82%
Best result	62.41%	64.52%	66.86%	68.34%	69.54%
Average result	56.90%	57.57%	63.02%	63.94%	63.82%
Worst result	51.30%	52.35%	55.95%	56.28%	57.09%
Responses	1438	1389	1558	1646	1662

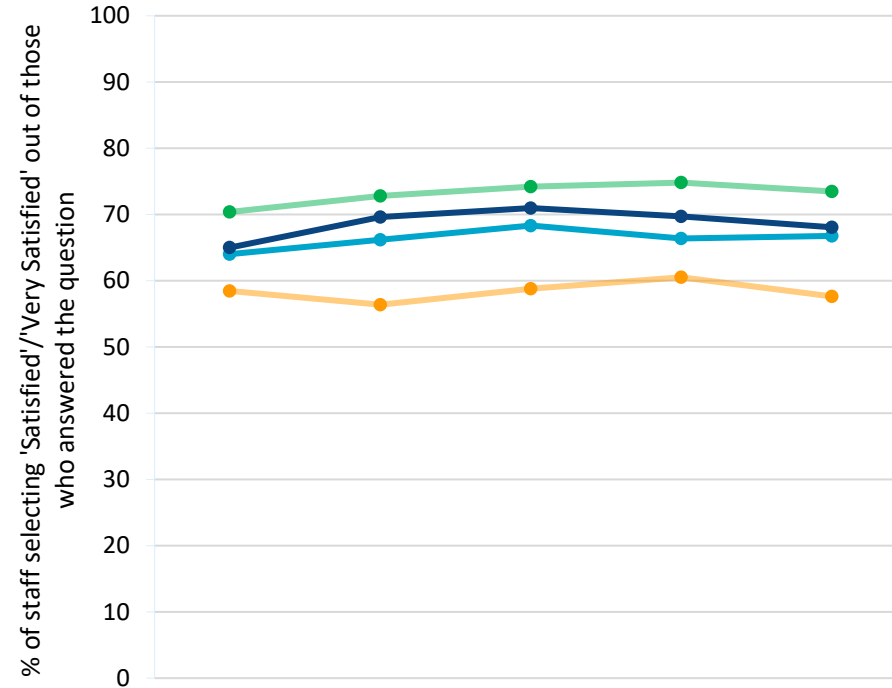
Q6d I can approach my immediate manager to talk openly about flexible working.



	2021	2022	2023	2024	2025
Your org	78.23%	78.33%	80.66%	81.13%	79.21%
Best result	79.77%	81.90%	83.62%	85.31%	84.61%
Average result	76.44%	77.16%	78.88%	79.84%	79.21%
Worst result	71.68%	69.40%	73.07%	73.36%	72.67%
Responses	1438	1389	1560	1648	1662



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



	2021	2022	2023	2024	2025
Your org	65.01%	69.60%	70.97%	69.74%	68.06%
Best result	70.39%	72.80%	74.18%	74.82%	73.46%
Average result	64.02%	66.16%	68.33%	66.38%	66.75%
Worst result	58.47%	56.38%	58.80%	60.52%	57.63%
Responses	1445	1388	1557	1646	1660

People Promise element – We are a team



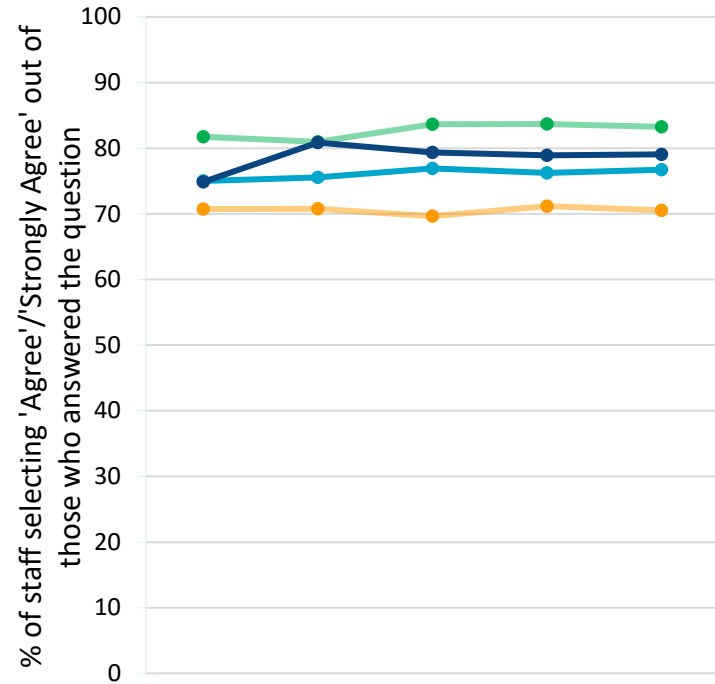
Questions included:

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.

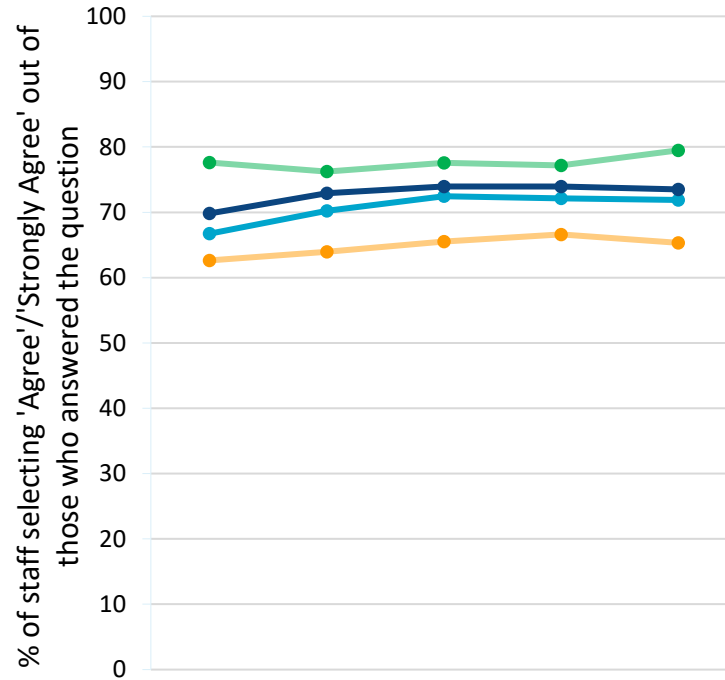


2021 2022 2023 2024 2025

Your org	74.86%	80.85%	79.36%	78.90%	79.04%
Best result	81.74%	80.97%	83.66%	83.68%	83.25%
Average result	75.00%	75.55%	76.91%	76.21%	76.70%
Worst result	70.73%	70.80%	69.64%	71.17%	70.51%

Responses 1434 1389 1558 1650 1660

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

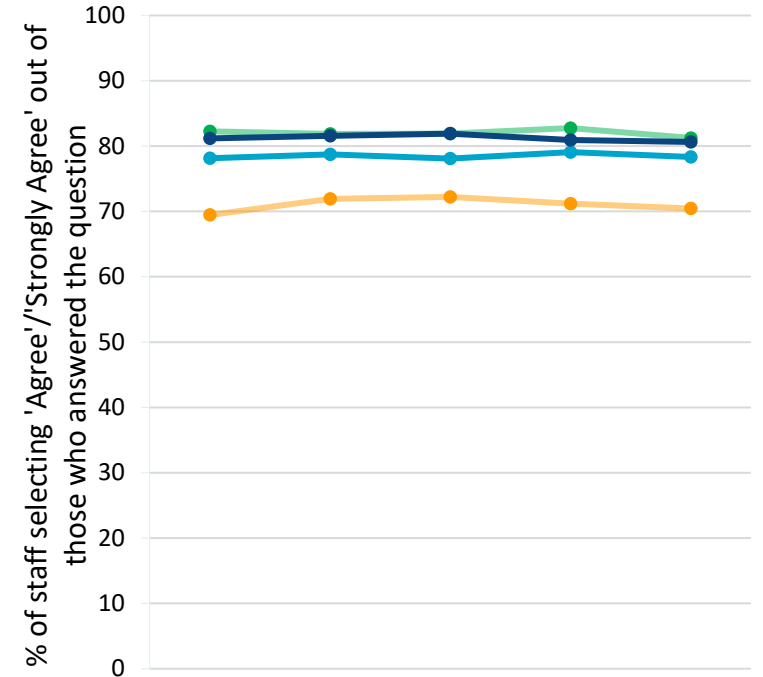


2021 2022 2023 2024 2025

Your org	69.82%	72.94%	73.95%	73.94%	73.52%
Best result	77.62%	76.24%	77.59%	77.17%	79.49%
Average result	66.72%	70.22%	72.46%	72.14%	71.91%
Worst result	62.63%	63.95%	65.52%	66.62%	65.30%

Responses 1434 1386 1556 1649 1662

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



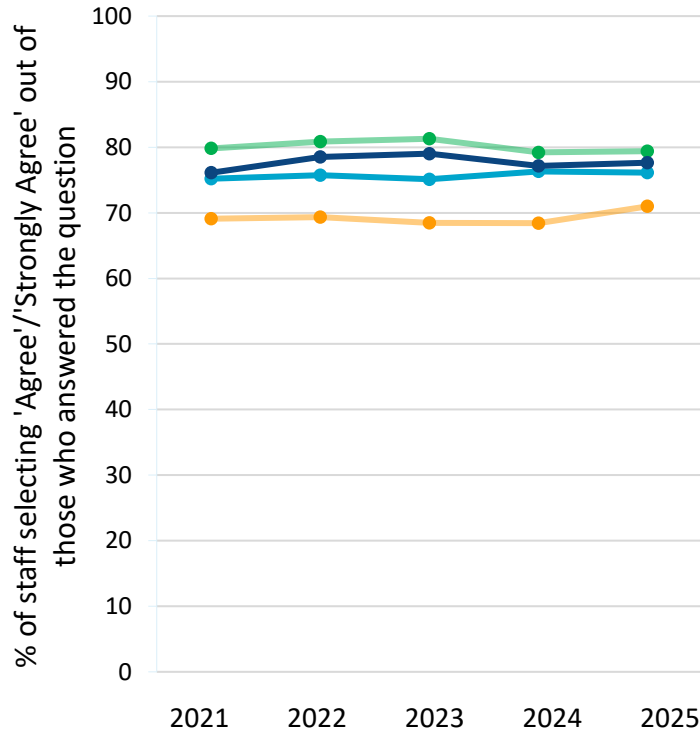
2021 2022 2023 2024 2025

Your org	81.17%	81.59%	81.90%	80.94%	80.64%
Best result	82.24%	81.86%	81.90%	82.76%	81.25%
Average result	78.13%	78.72%	78.09%	79.08%	78.33%
Worst result	69.45%	71.92%	72.23%	71.19%	70.45%

Responses 1435 1389 1559 1648 1661

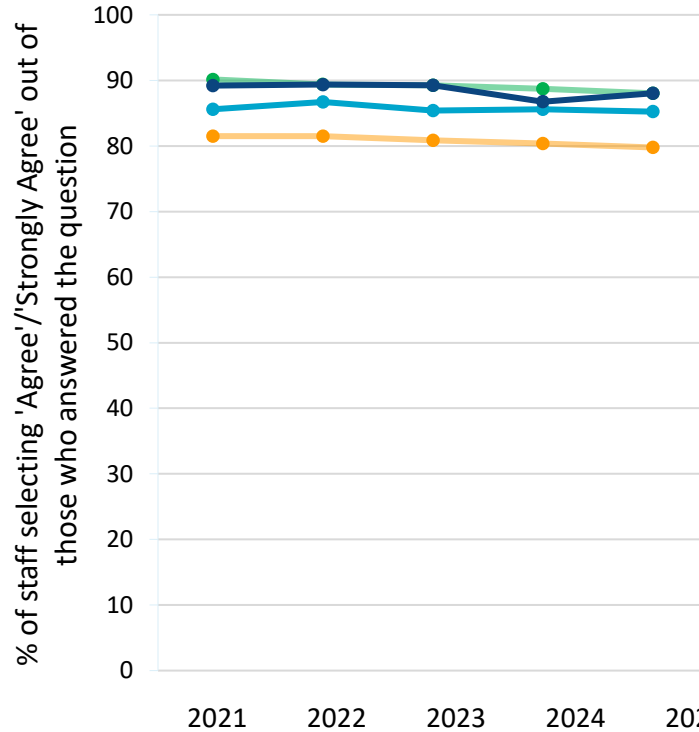


Q7d Team members understand each other's roles.



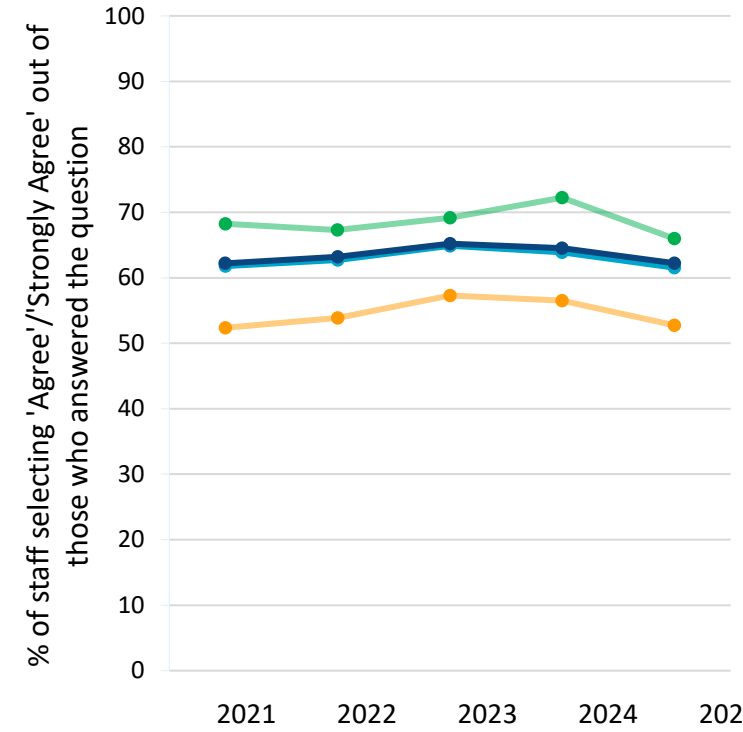
	2021	2022	2023	2024	2025
Your org	76.11%	78.51%	79.02%	77.16%	77.66%
Best result	79.82%	80.85%	81.29%	79.22%	79.39%
Average result	75.20%	75.76%	75.13%	76.31%	76.12%
Worst result	69.08%	69.32%	68.49%	68.43%	70.99%
Responses	1436	1388	1559	1647	1661

Q7e I enjoy working with the colleagues in my team.



	2021	2022	2023	2024	2025
Your org	89.20%	89.38%	89.25%	86.75%	88.03%
Best result	90.15%	89.38%	89.25%	88.72%	88.03%
Average result	85.60%	86.71%	85.41%	85.59%	85.24%
Worst result	81.51%	81.48%	80.85%	80.39%	79.77%
Responses	1433	1388	1559	1647	1662

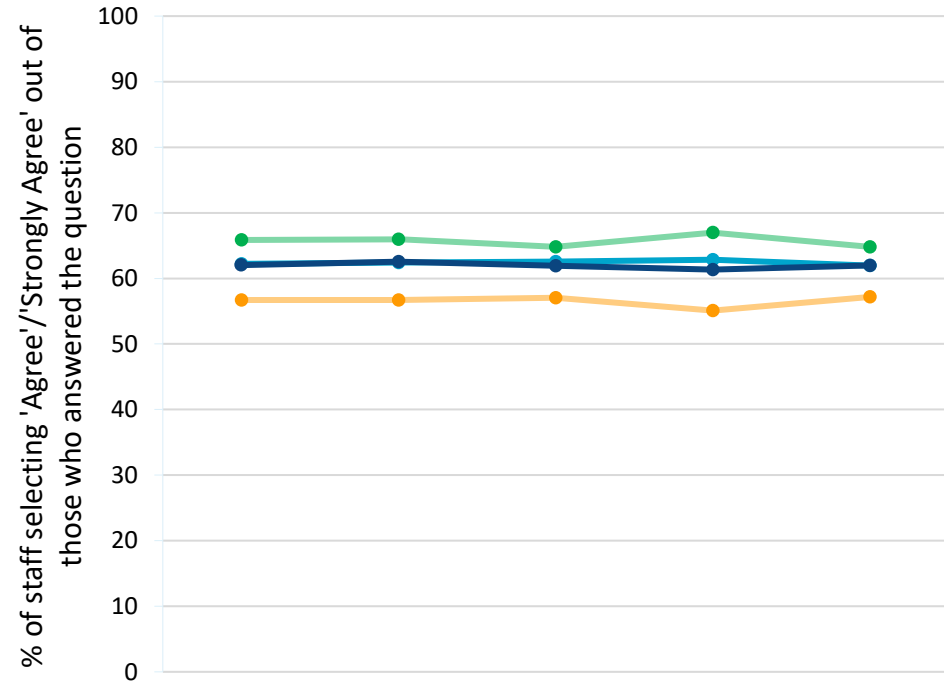
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023	2024	2025
Your org	62.21%	63.20%	65.21%	64.55%	62.25%
Best result	68.26%	67.29%	69.17%	72.24%	65.98%
Average result	61.77%	62.71%	64.89%	63.89%	61.55%
Worst result	52.37%	53.85%	57.30%	56.52%	52.73%
Responses	1433	1385	1556	1645	1658

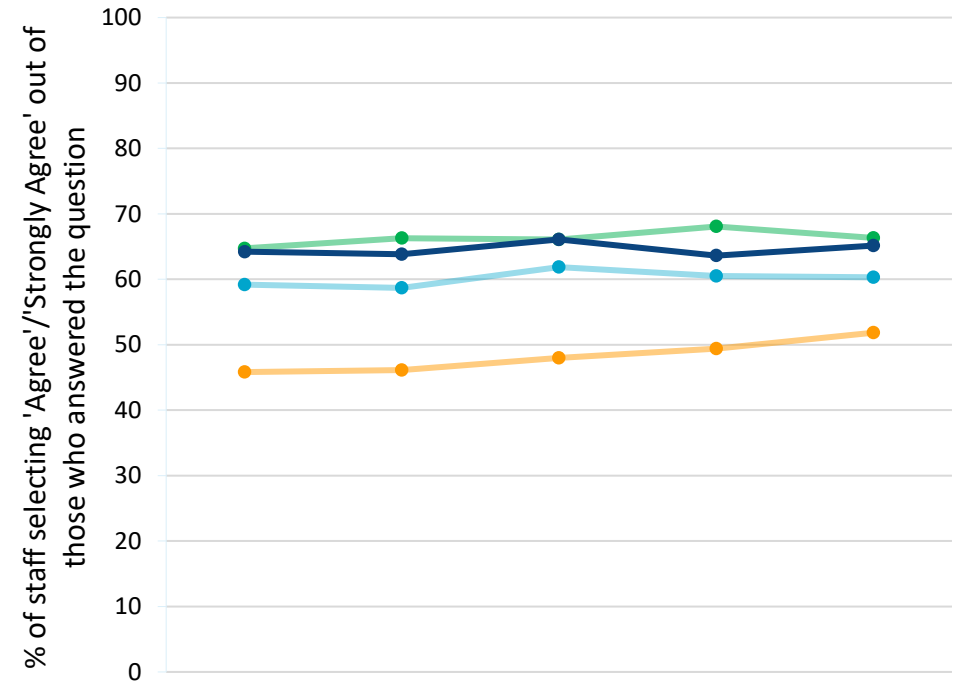


Q7g In my team disagreements are dealt with constructively.



	2021	2022	2023	2024	2025
Your org	62.03%	62.55%	61.93%	61.34%	61.95%
Best result	65.86%	65.95%	64.81%	66.98%	64.83%
Average result	62.24%	62.42%	62.57%	62.85%	61.95%
Worst result	56.68%	56.72%	57.06%	55.09%	57.17%
Responses	1434	1389	1553	1645	1657

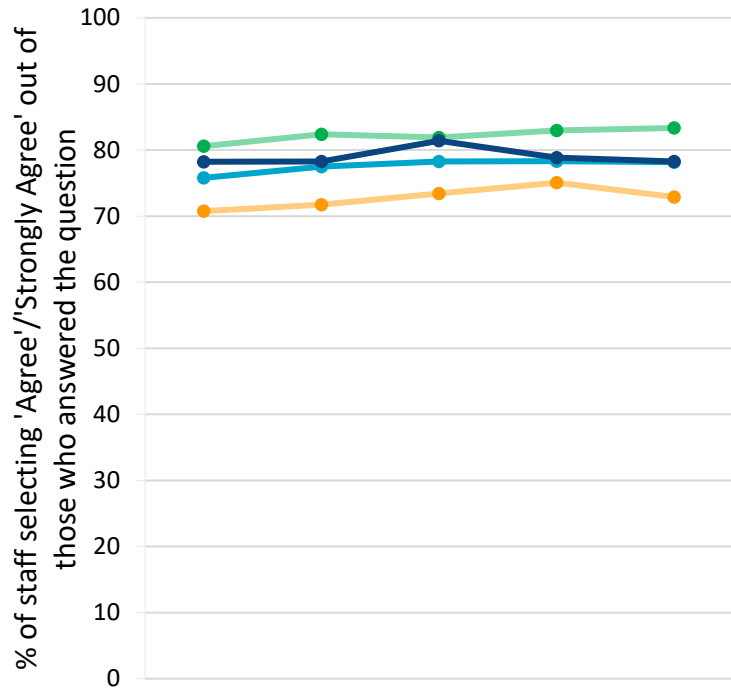
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024	2025
Your org	64.22%	63.81%	66.09%	63.62%	65.17%
Best result	64.74%	66.29%	66.09%	68.07%	66.32%
Average result	59.18%	58.69%	61.86%	60.50%	60.29%
Worst result	45.82%	46.13%	47.98%	49.42%	51.84%
Responses	1433	1386	1555	1649	1659

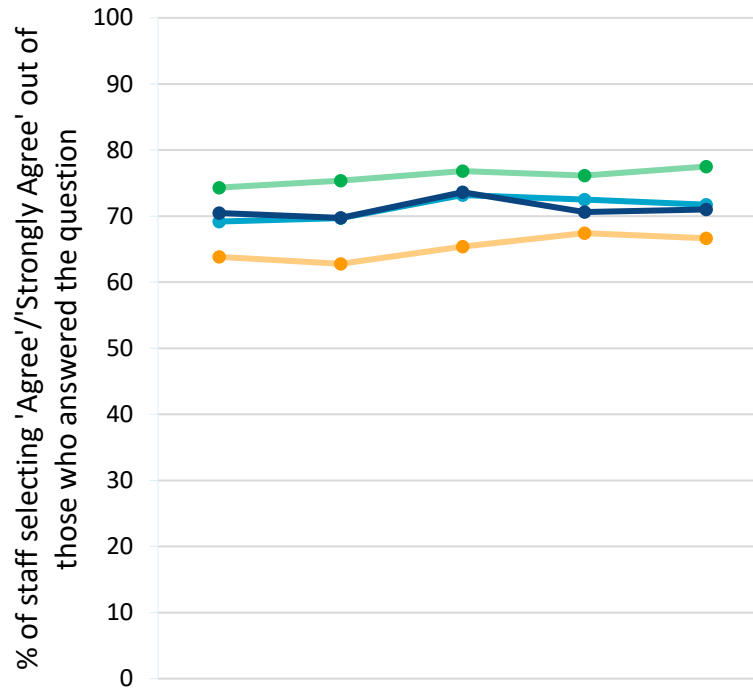


Q9a My immediate manager encourages me at work.



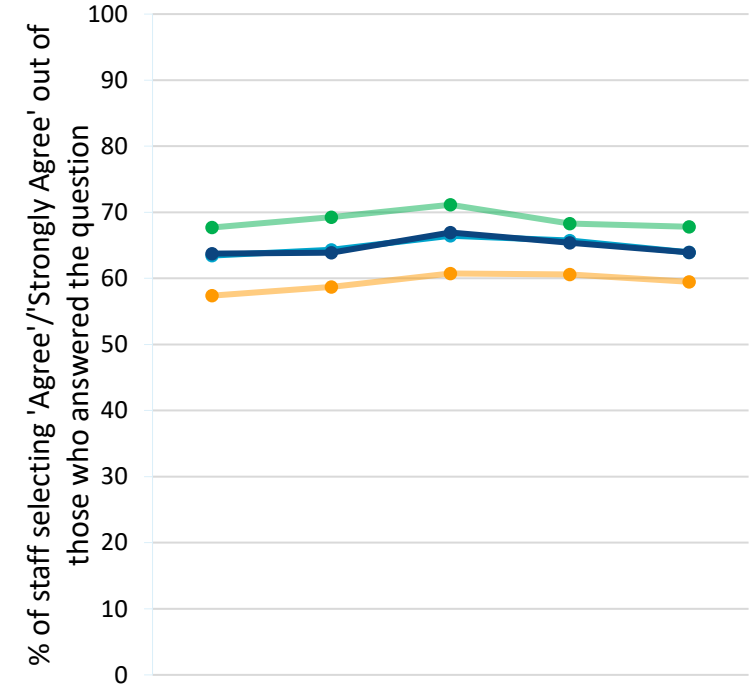
	2021	2022	2023	2024	2025
Your org	78.23%	78.29%	81.40%	78.83%	78.25%
Best result	80.58%	82.40%	81.88%	82.96%	83.34%
Average result	75.79%	77.51%	78.26%	78.31%	78.18%
Worst result	70.75%	71.74%	73.44%	75.06%	72.90%
Responses	1428	1385	1559	1648	1660

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



	2021	2022	2023	2024	2025
Your org	70.47%	69.73%	73.62%	70.63%	71.03%
Best result	74.31%	75.34%	76.80%	76.15%	77.51%
Average result	69.18%	69.68%	73.19%	72.50%	71.74%
Worst result	63.82%	62.78%	65.39%	67.42%	66.63%
Responses	1432	1382	1557	1647	1658

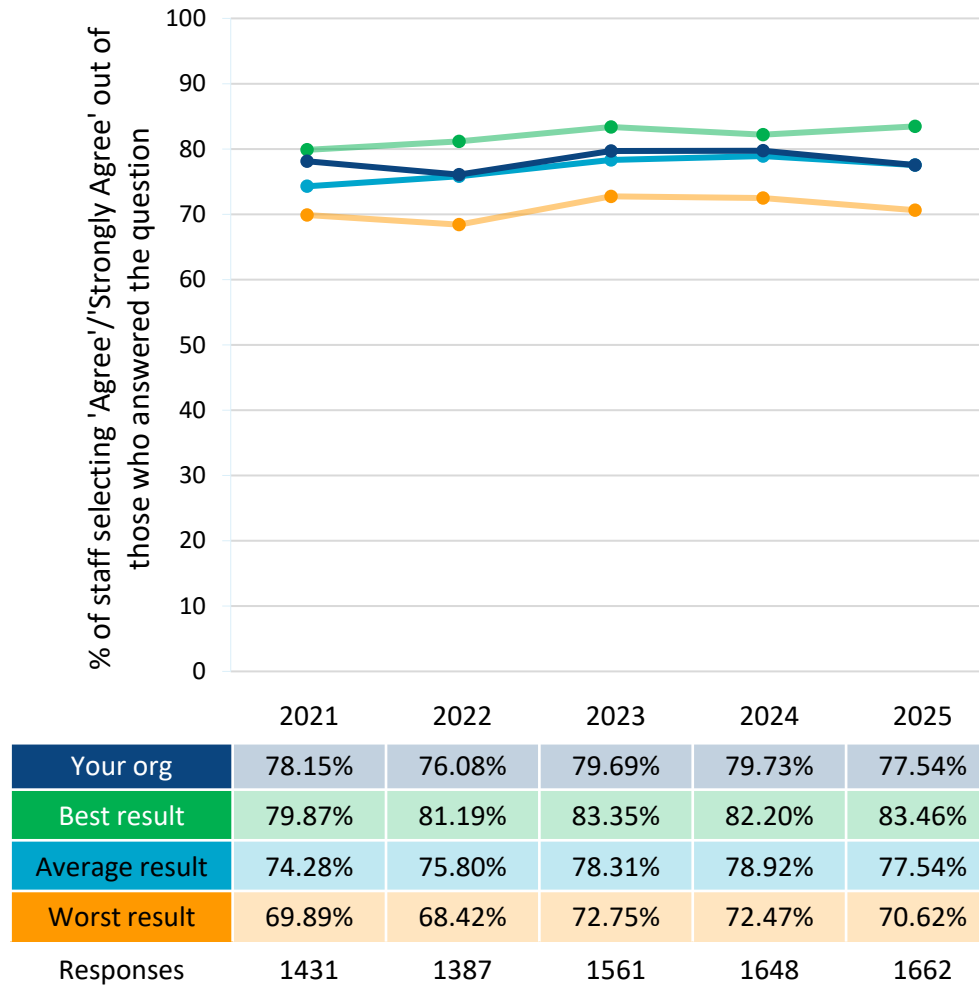
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



	2021	2022	2023	2024	2025
Your org	63.75%	63.88%	66.94%	65.40%	63.94%
Best result	67.70%	69.28%	71.15%	68.31%	67.81%
Average result	63.46%	64.35%	66.45%	65.72%	63.94%
Worst result	57.39%	58.73%	60.75%	60.60%	59.49%
Responses	1431	1387	1559	1648	1660



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



Theme – Staff engagement



Questions included:

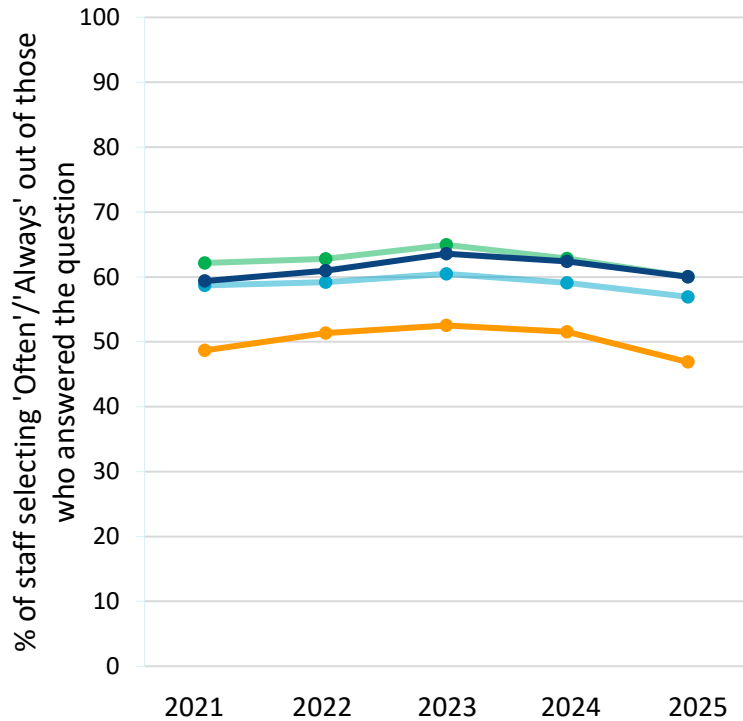
Motivation – Q2a, Q2b, Q2c

Involvement – Q3c, Q3d, Q3f

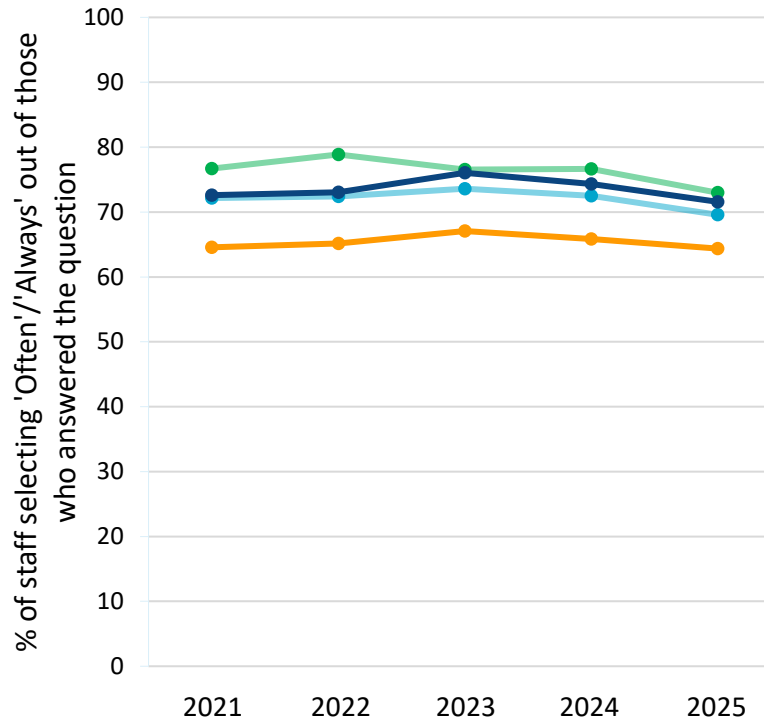
Advocacy – Q25a, Q25c, Q25d



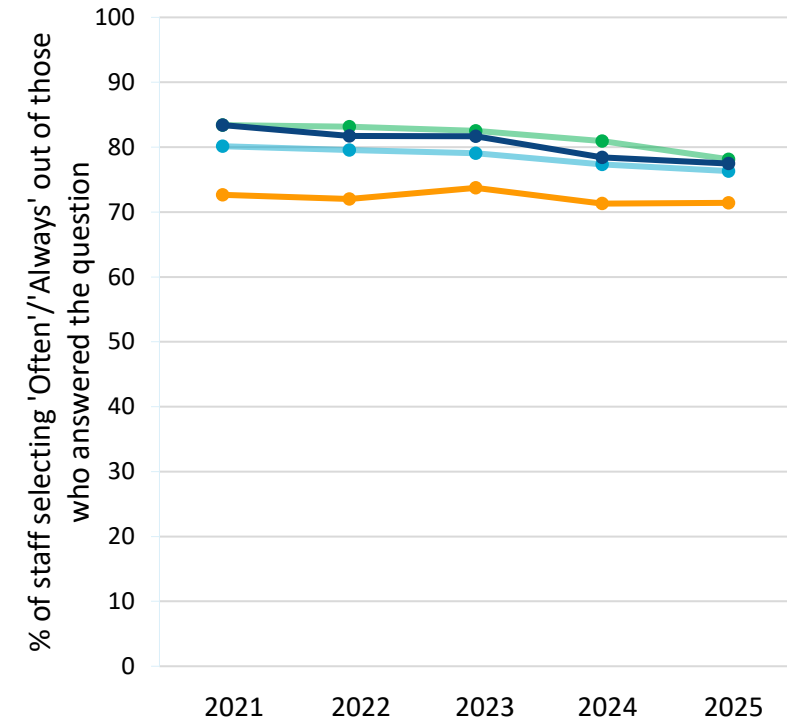
Q2a I look forward to going to work.



Q2b I am enthusiastic about my job.



Q2c Time passes quickly when I am working.



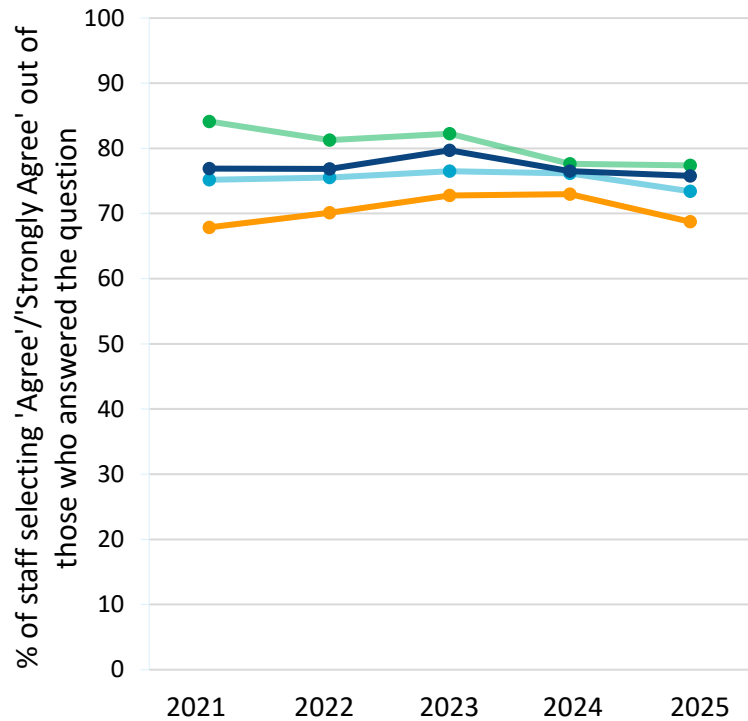
	2021	2022	2023	2024	2025
Your org	59.36%	60.94%	63.57%	62.39%	60.04%
Best result	62.17%	62.78%	64.93%	62.85%	60.04%
Average result	58.69%	59.19%	60.47%	59.07%	56.94%
Worst result	48.70%	51.36%	52.52%	51.55%	46.88%
Responses	1449	1387	1554	1644	1658

	2021	2022	2023	2024	2025
Your org	72.59%	73.06%	76.04%	74.35%	71.57%
Best result	76.67%	78.87%	76.53%	76.66%	72.97%
Average result	72.14%	72.42%	73.59%	72.48%	69.57%
Worst result	64.55%	65.16%	67.07%	65.86%	64.36%
Responses	1439	1379	1547	1640	1651

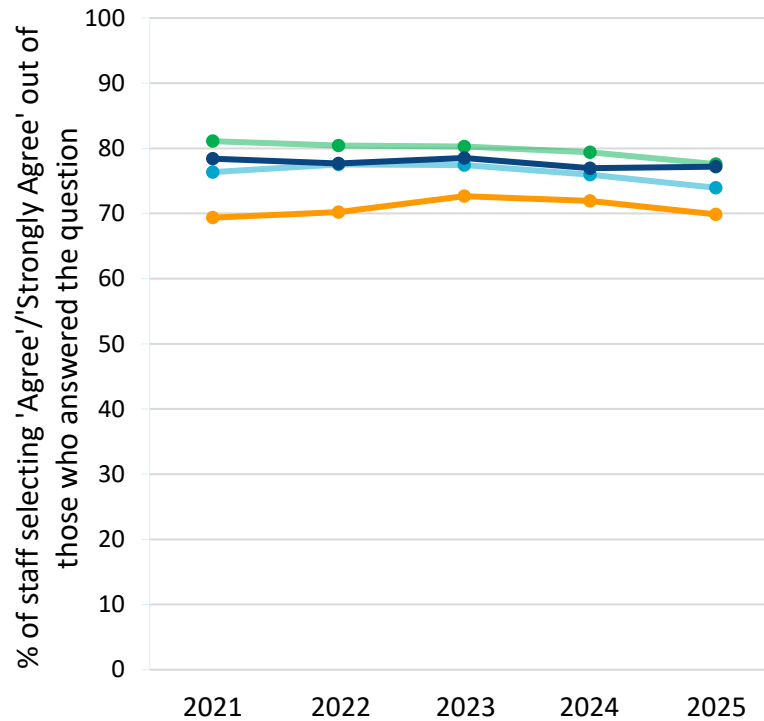
	2021	2022	2023	2024	2025
Your org	83.40%	81.74%	81.65%	78.44%	77.47%
Best result	83.40%	83.13%	82.50%	80.94%	78.13%
Average result	80.14%	79.56%	79.05%	77.35%	76.31%
Worst result	72.67%	72.00%	73.72%	71.30%	71.44%
Responses	1444	1381	1547	1636	1650



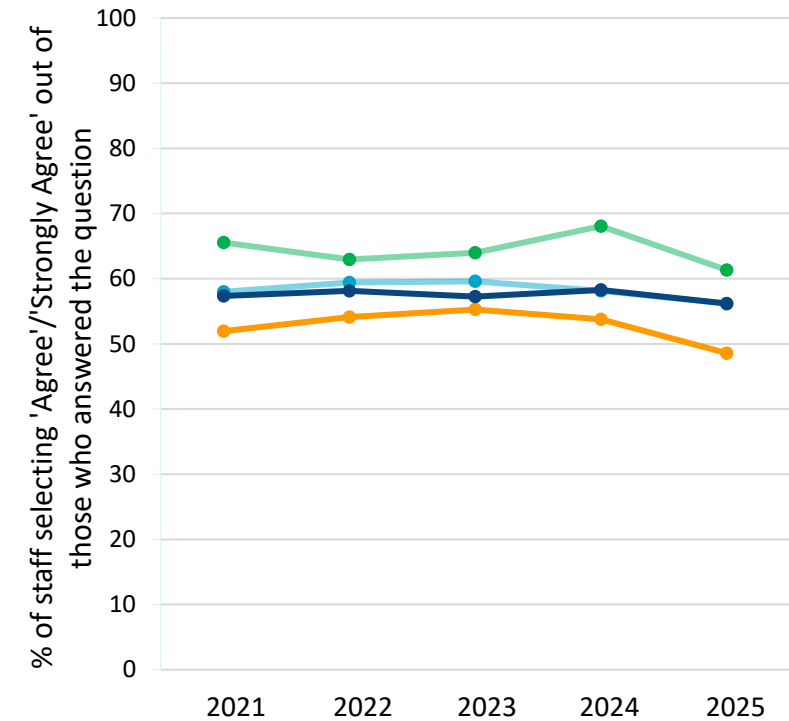
Q3c There are frequent opportunities for me to show initiative in my role.



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



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



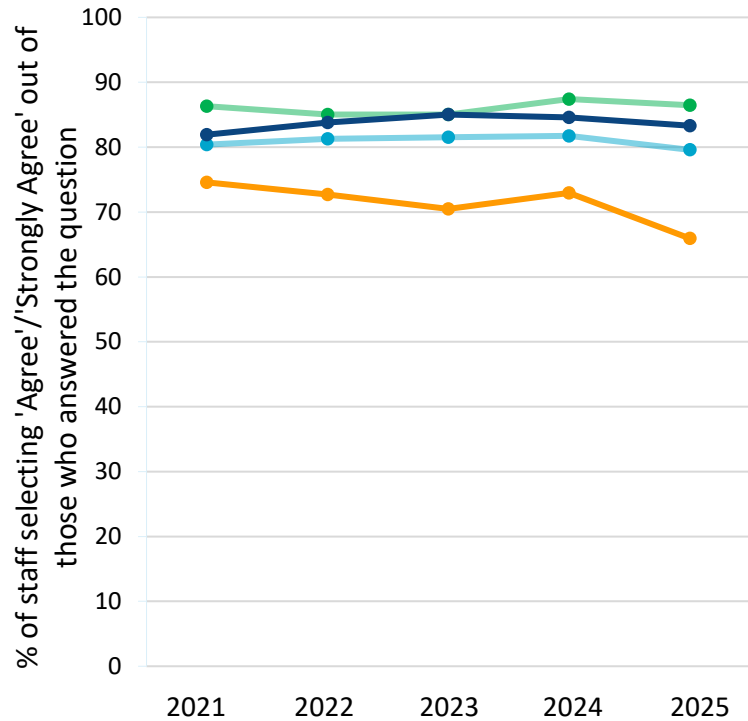
Your org	2021	2022	2023	2024	2025
Best result	84.13%	81.25%	82.24%	77.62%	77.38%
Average result	75.19%	75.54%	76.49%	76.16%	73.42%
Worst result	67.88%	70.13%	72.78%	72.98%	68.76%
Responses	1446	1387	1559	1641	1657

Your org	2021	2022	2023	2024	2025
Best result	81.11%	80.42%	80.30%	79.41%	77.59%
Average result	76.35%	77.53%	77.45%	75.99%	73.97%
Worst result	69.37%	70.24%	72.66%	71.96%	69.87%
Responses	1448	1389	1558	1649	1661

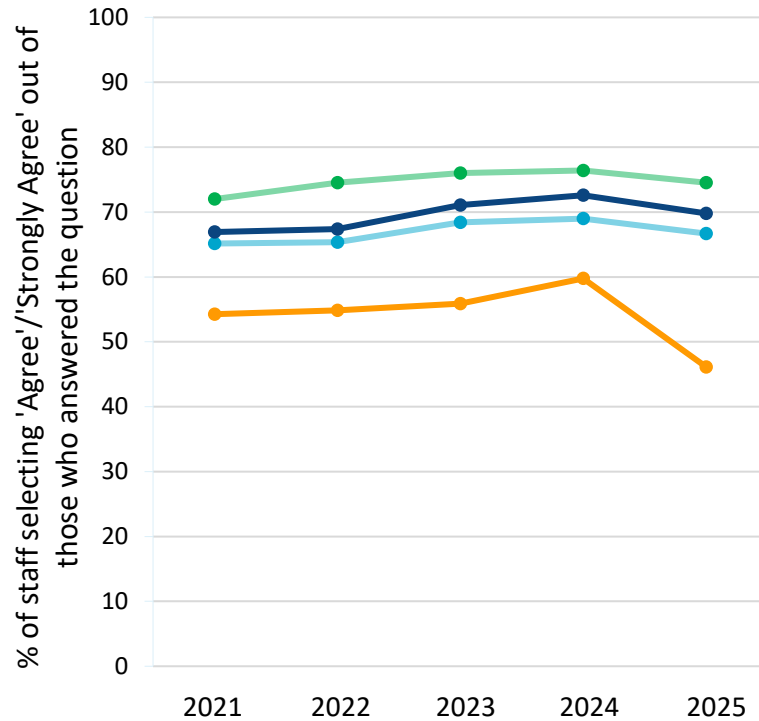
Your org	2021	2022	2023	2024	2025
Best result	65.58%	62.95%	64.00%	68.06%	61.33%
Average result	58.01%	59.41%	59.59%	58.15%	56.18%
Worst result	51.96%	54.09%	55.27%	53.78%	48.58%
Responses	1446	1387	1558	1646	1658



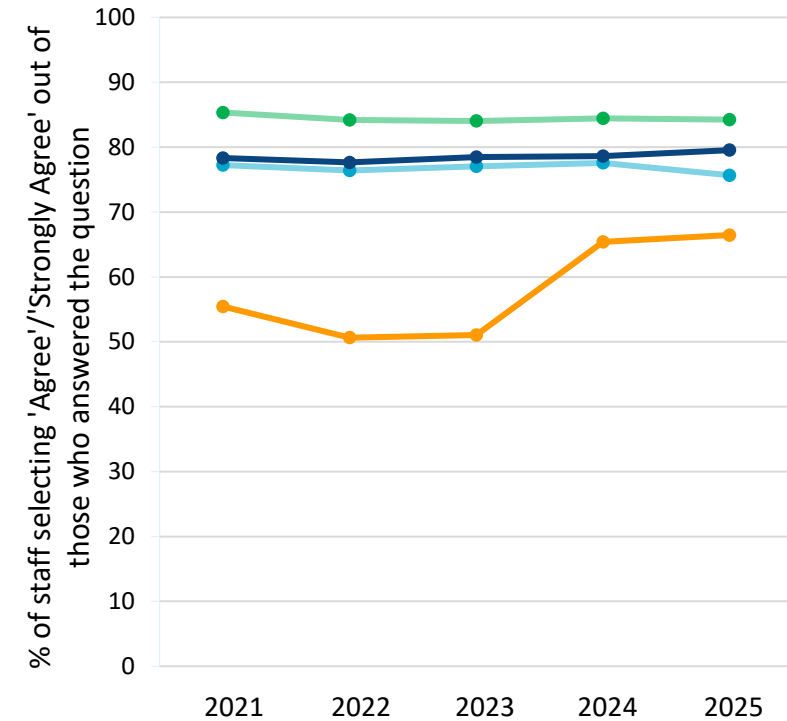
Q25a Care of patients / service users is my organisation's top priority.



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



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



Your org	2021	2022	2023	2024	2025
Best result	86.32%	85.04%	85.02%	87.41%	86.47%
Average result	80.40%	81.27%	81.55%	81.74%	79.58%
Worst result	74.57%	72.68%	70.50%	72.96%	65.93%
Responses	1421	1380	1555	1642	1661

Your org	2021	2022	2023	2024	2025
Best result	71.99%	74.51%	76.01%	76.41%	74.52%
Average result	65.14%	65.33%	68.41%	68.98%	66.68%
Worst result	54.25%	54.83%	55.90%	59.76%	46.14%
Responses	1419	1383	1556	1643	1661

Your org	2021	2022	2023	2024	2025
Best result	85.33%	84.21%	84.02%	84.44%	84.24%
Average result	77.25%	76.42%	77.04%	77.57%	75.67%
Worst result	55.44%	50.63%	51.06%	65.41%	66.46%
Responses	1417	1380	1557	1644	1660

Theme - Morale



Questions included:

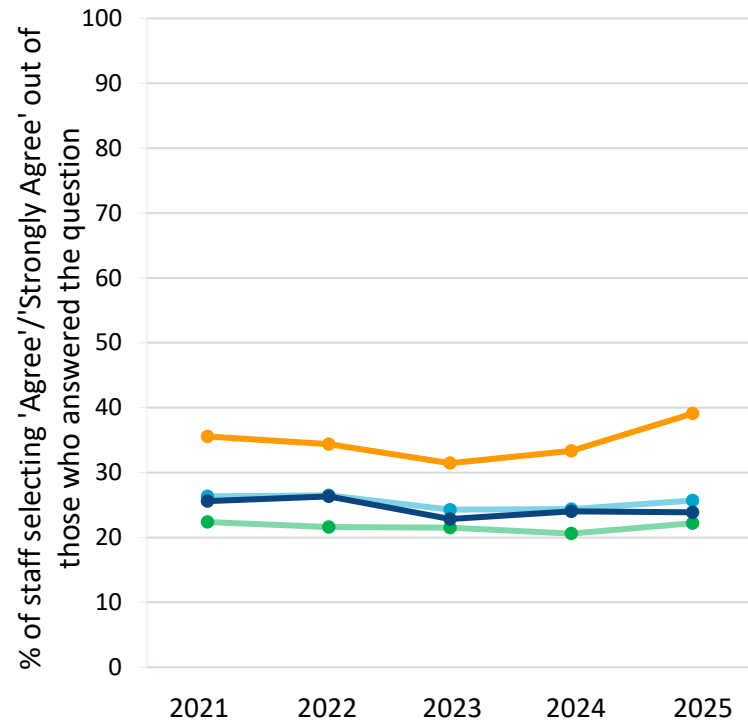
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

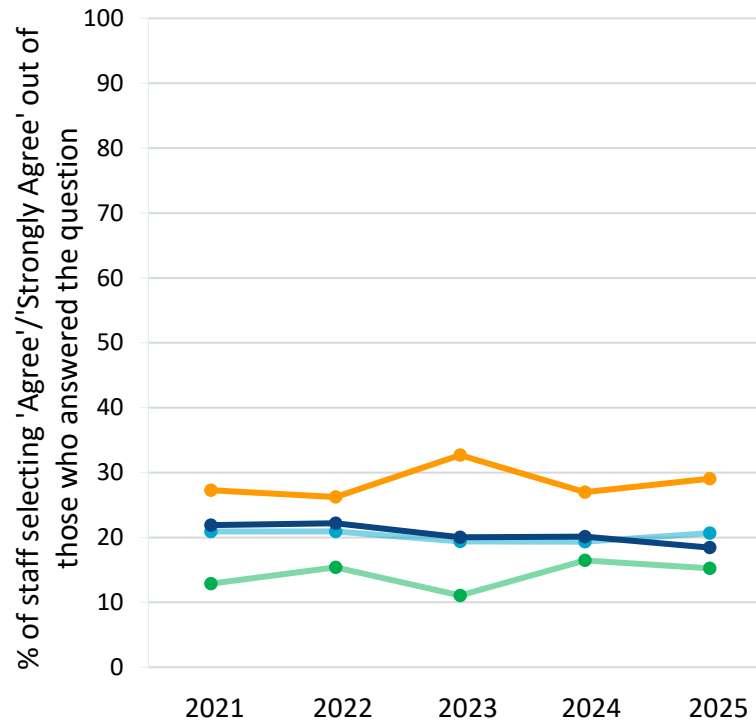


Q26a I often think about leaving this organisation.



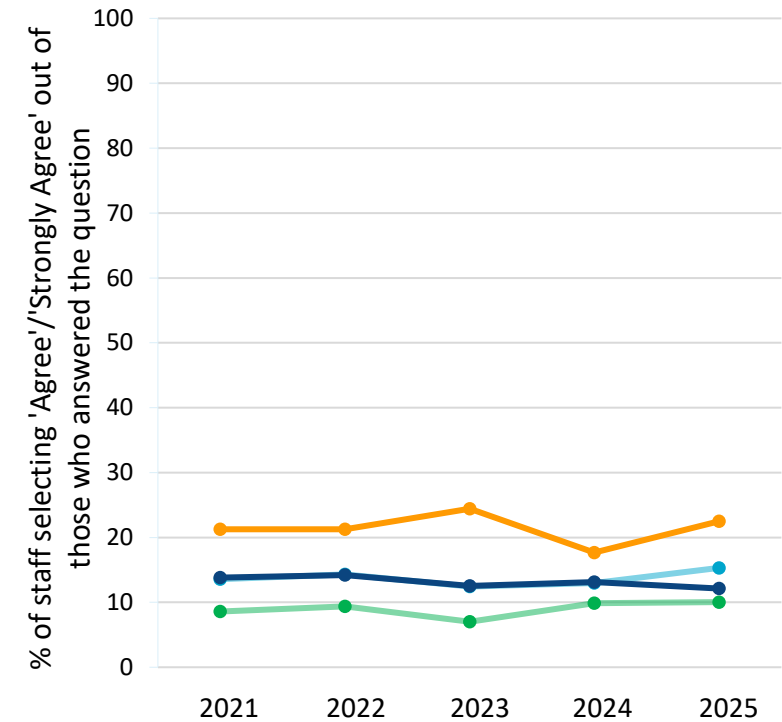
Year	Your org	Best result	Average result	Worst result
2021	25.62%	22.38%	26.36%	35.55%
2022	26.32%	21.58%	26.49%	34.40%
2023	22.85%	21.49%	24.30%	31.45%
2024	24.03%	20.60%	24.35%	33.33%
2025	23.89%	22.19%	25.70%	39.09%

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



Year	Your org	Best result	Average result	Worst result
2021	21.92%	12.88%	20.90%	27.28%
2022	22.19%	15.38%	20.93%	26.23%
2023	20.03%	11.06%	19.38%	32.70%
2024	20.11%	16.46%	19.34%	26.98%
2025	18.44%	15.24%	20.68%	29.05%

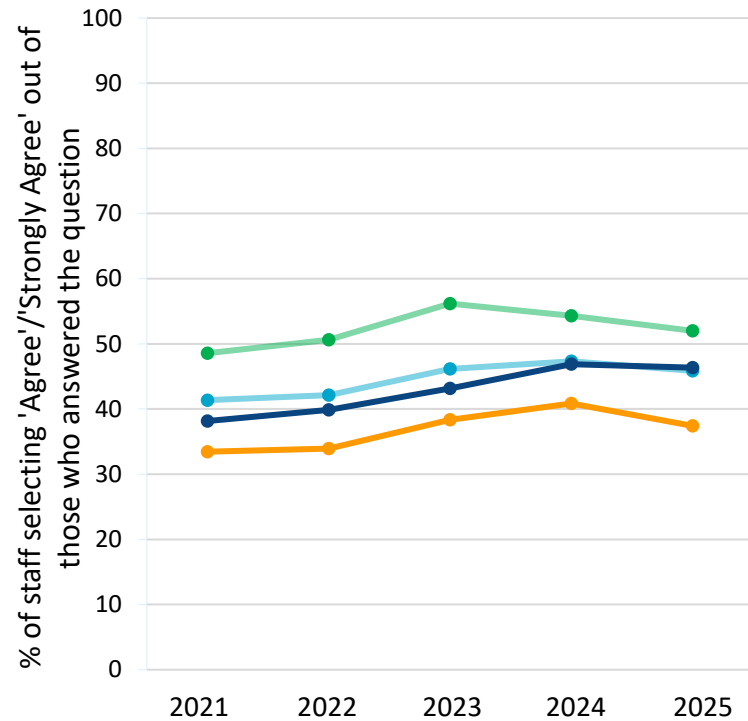
Q26c As soon as I can find another job, I will leave this organisation.



Year	Your org	Best result	Average result	Worst result
2021	13.79%	8.56%	13.56%	21.29%
2022	14.20%	9.40%	14.30%	21.25%
2023	12.55%	7.02%	12.44%	24.43%
2024	13.14%	9.89%	12.97%	17.68%
2025	12.13%	10.04%	15.31%	22.49%

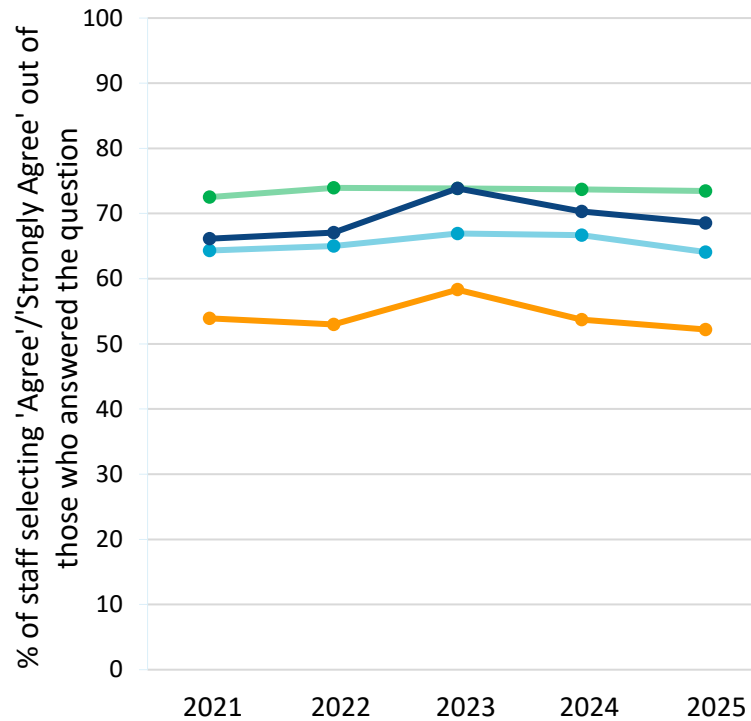


Q3g I am able to meet all the conflicting demands on my time at work.



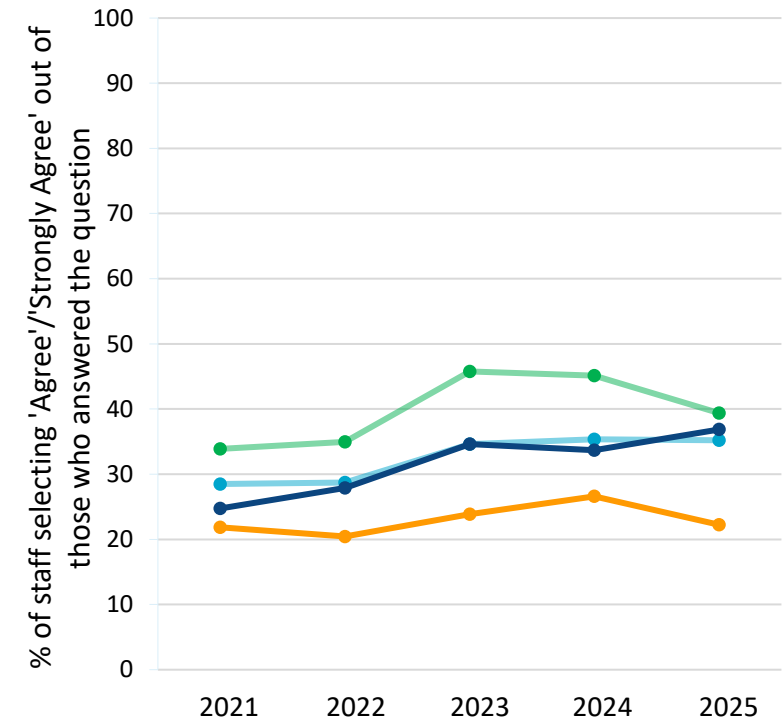
Your org	38.16%	39.86%	43.17%	46.88%	46.36%
Best result	48.57%	50.60%	56.18%	54.31%	52.00%
Average result	41.37%	42.15%	46.14%	47.32%	45.88%
Worst result	33.45%	33.92%	38.35%	40.85%	37.43%
Responses	1441	1385	1553	1646	1656

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



Your org	66.14%	67.06%	73.86%	70.32%	68.55%
Best result	72.52%	73.94%	73.86%	73.72%	73.45%
Average result	64.35%	65.04%	66.94%	66.69%	64.09%
Worst result	53.93%	53.00%	58.31%	53.74%	52.21%
Responses	1443	1385	1554	1641	1661

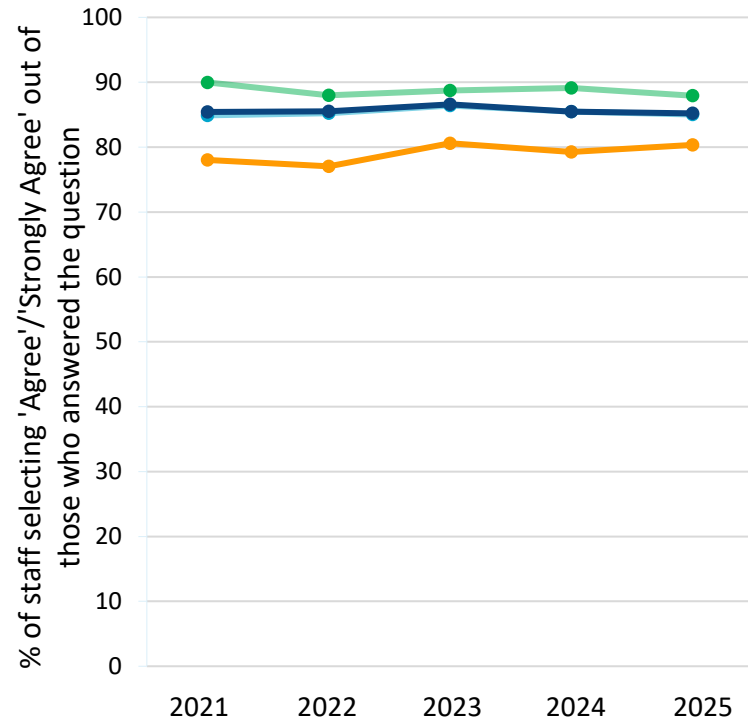
Q3i There are enough staff at this organisation for me to do my job properly.



Your org	24.74%	27.91%	34.60%	33.70%	36.86%
Best result	33.88%	34.98%	45.77%	45.15%	39.40%
Average result	28.49%	28.74%	34.61%	35.36%	35.22%
Worst result	21.83%	20.44%	23.85%	26.60%	22.24%
Responses	1445	1384	1558	1648	1661

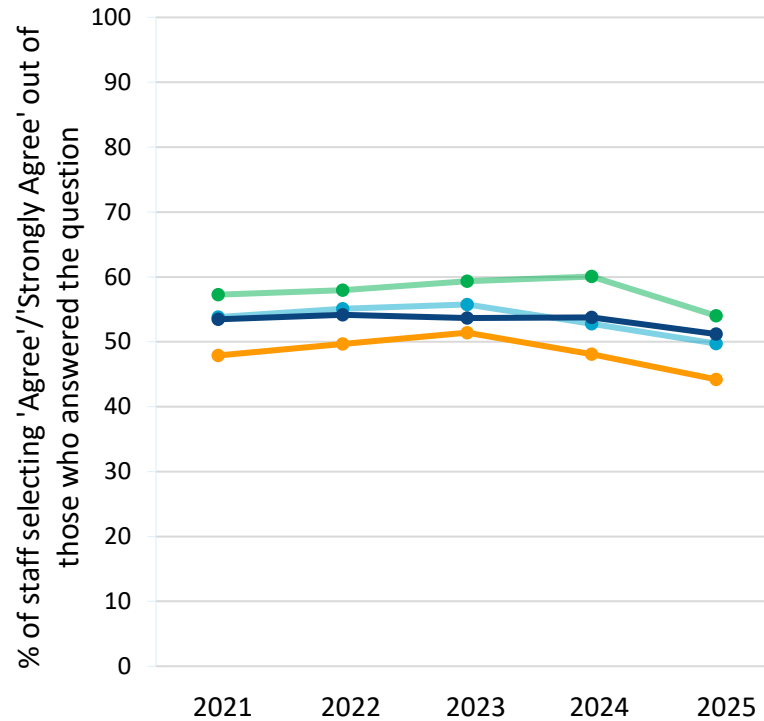


Q3a I always know what my work responsibilities are.



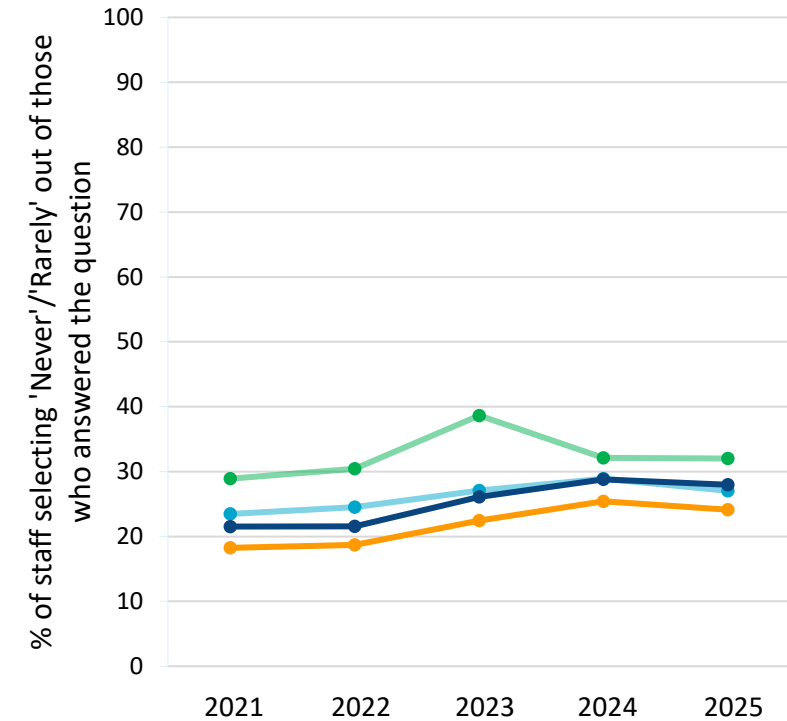
Your org	2021	2022	2023	2024	2025
Your org	85.41%	85.54%	86.59%	85.49%	85.20%
Best result	89.97%	88.01%	88.73%	89.14%	87.93%
Average result	84.90%	85.21%	86.40%	85.48%	85.02%
Worst result	78.03%	77.04%	80.60%	79.28%	80.34%
Responses	1444	1387	1562	1647	1662

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



Your org	2021	2022	2023	2024	2025
Your org	53.44%	54.16%	53.66%	53.74%	51.19%
Best result	57.25%	57.94%	59.32%	60.06%	54.02%
Average result	53.79%	55.10%	55.76%	52.78%	49.72%
Worst result	47.87%	49.66%	51.41%	48.09%	44.21%
Responses	1445	1386	1560	1642	1661

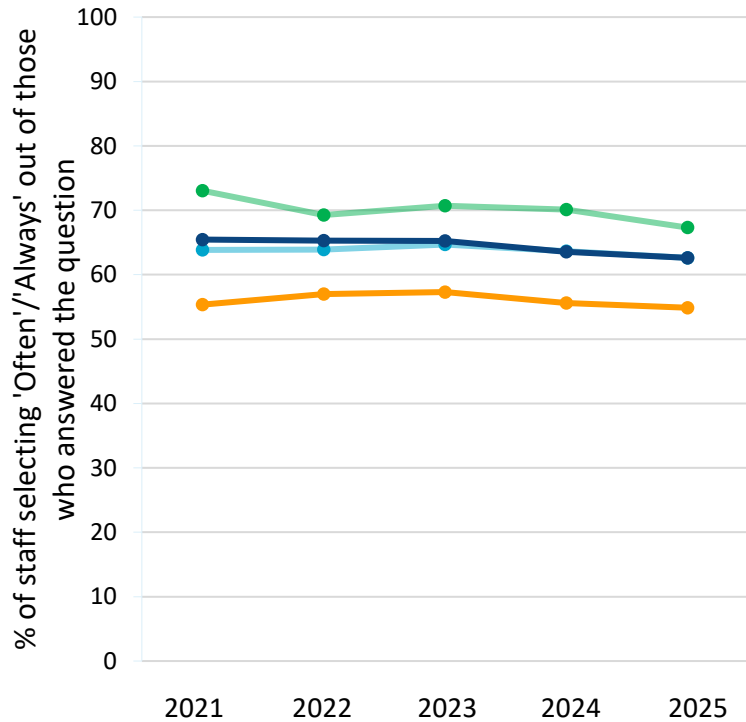
Q5a I have unrealistic time pressures.



Your org	2021	2022	2023	2024	2025
Your org	21.52%	21.54%	26.10%	28.79%	27.95%
Best result	28.90%	30.41%	38.64%	32.10%	32.03%
Average result	23.47%	24.52%	27.08%	28.90%	27.03%
Worst result	18.25%	18.67%	22.45%	25.42%	24.13%
Responses	1440	1387	1556	1649	1661

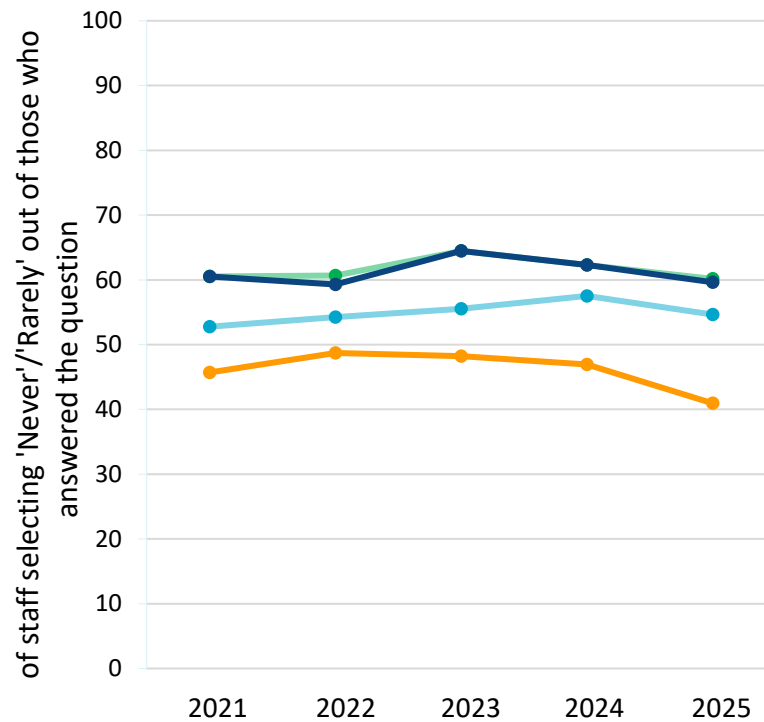


Q5b I have a choice in deciding how to do my work.



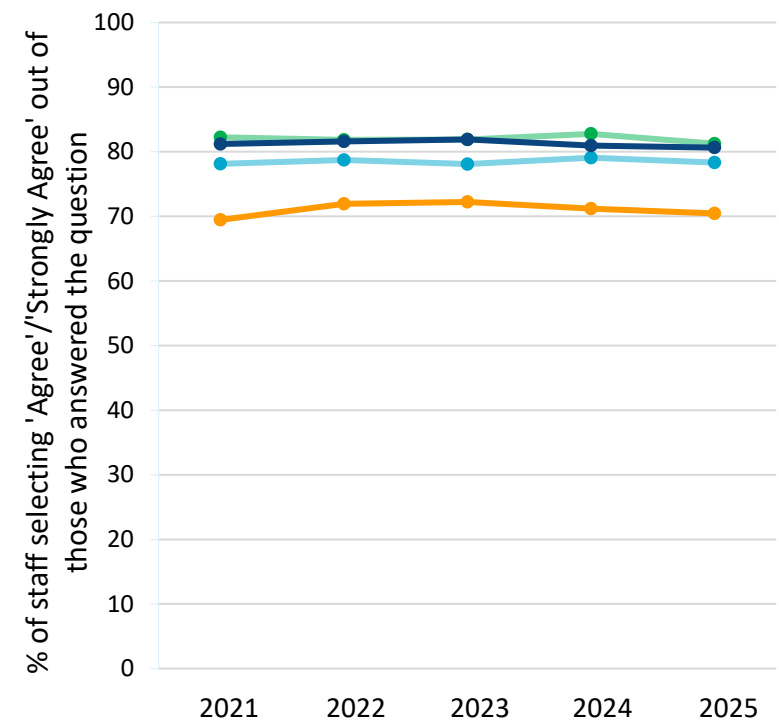
Year	2021	2022	2023	2024	2025
Your org	65.45%	65.30%	65.21%	63.54%	62.61%
Best result	73.04%	69.27%	70.71%	70.10%	67.31%
Average result	63.86%	63.91%	64.68%	63.63%	62.61%
Worst result	55.34%	57.01%	57.30%	55.58%	54.86%
Responses	1439	1384	1555	1647	1660

Q5c Relationships at work are strained.



Year	2021	2022	2023	2024	2025
Your org	60.53%	59.29%	64.46%	62.29%	59.63%
Best result	60.53%	60.67%	64.46%	62.29%	60.16%
Average result	52.77%	54.25%	55.53%	57.52%	54.64%
Worst result	45.72%	48.71%	48.24%	46.96%	40.95%
Responses	1439	1386	1557	1645	1657

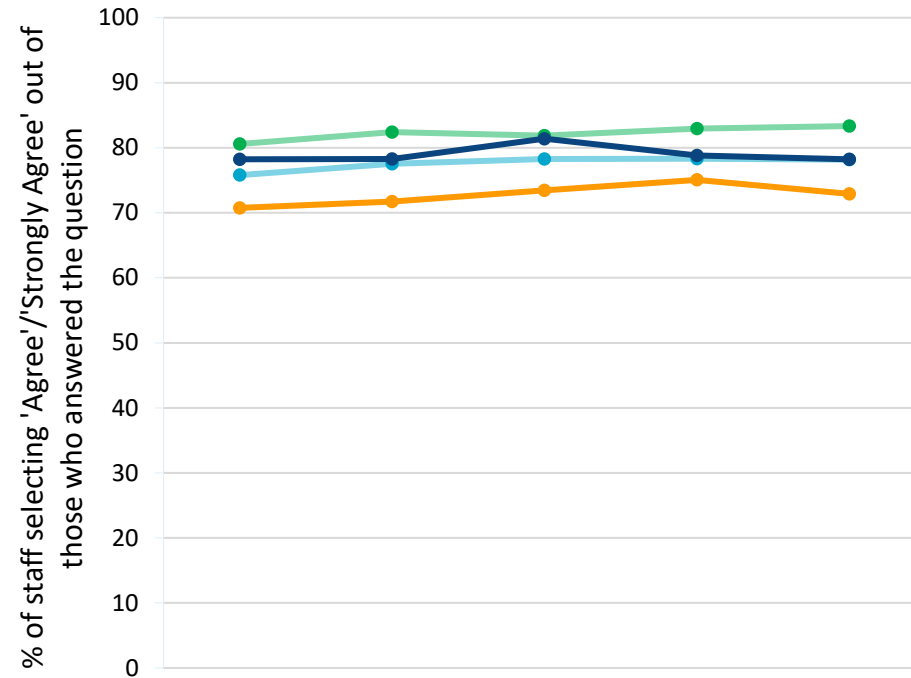
Q7c I receive the respect I deserve from my colleagues at work.



Year	2021	2022	2023	2024	2025
Your org	81.17%	81.59%	81.90%	80.94%	80.64%
Best result	82.24%	81.86%	81.90%	82.76%	81.25%
Average result	78.13%	78.72%	78.09%	79.08%	78.33%
Worst result	69.45%	71.92%	72.23%	71.19%	70.45%
Responses	1435	1389	1559	1648	1661



Q9a My immediate manager encourages me at work.



	2021	2022	2023	2024	2025
Your org	78.23%	78.29%	81.40%	78.83%	78.25%
Best result	80.58%	82.40%	81.88%	82.96%	83.34%
Average result	75.79%	77.51%	78.26%	78.31%	78.18%
Worst result	70.75%	71.74%	73.44%	75.06%	72.90%
Responses	1428	1385	1559	1648	1660

Questions not linked to People Promise elements or themes

Questions included:*

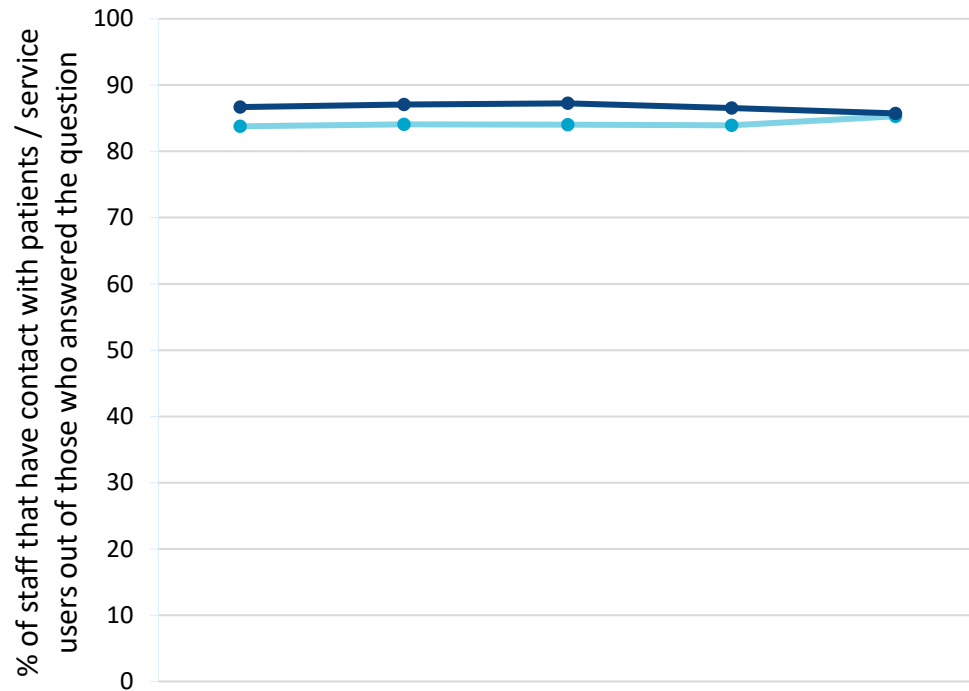
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

*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?

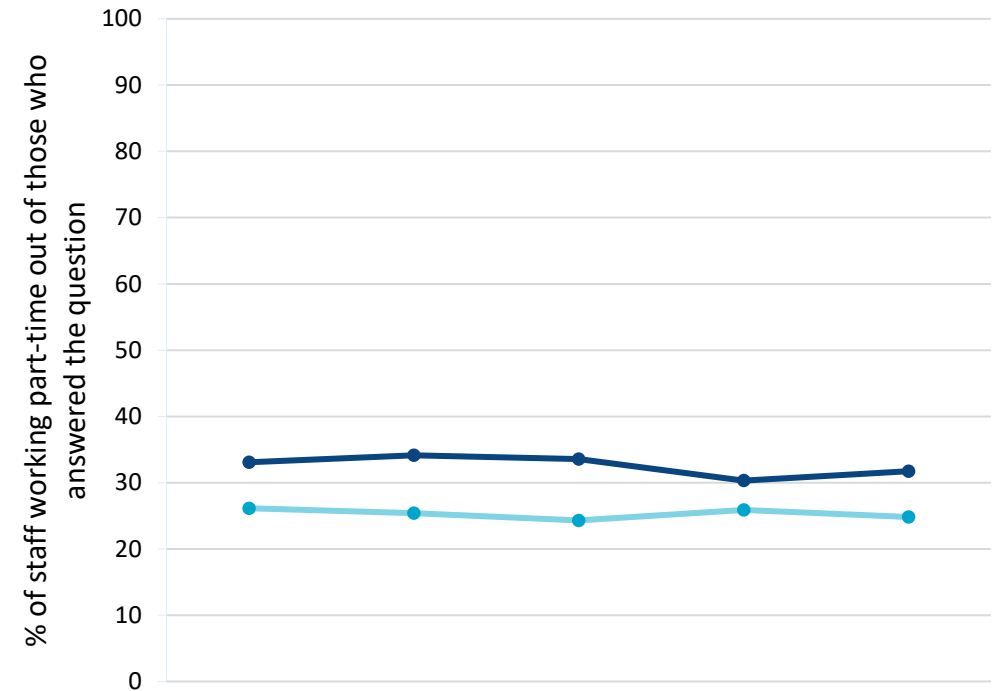


2021 2022 2023 2024 2025

Your org	86.70%	87.08%	87.24%	86.55%	85.73%
Average	83.78%	84.08%	84.05%	83.95%	85.30%

Responses 1444 1378 1560 1650 1654

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



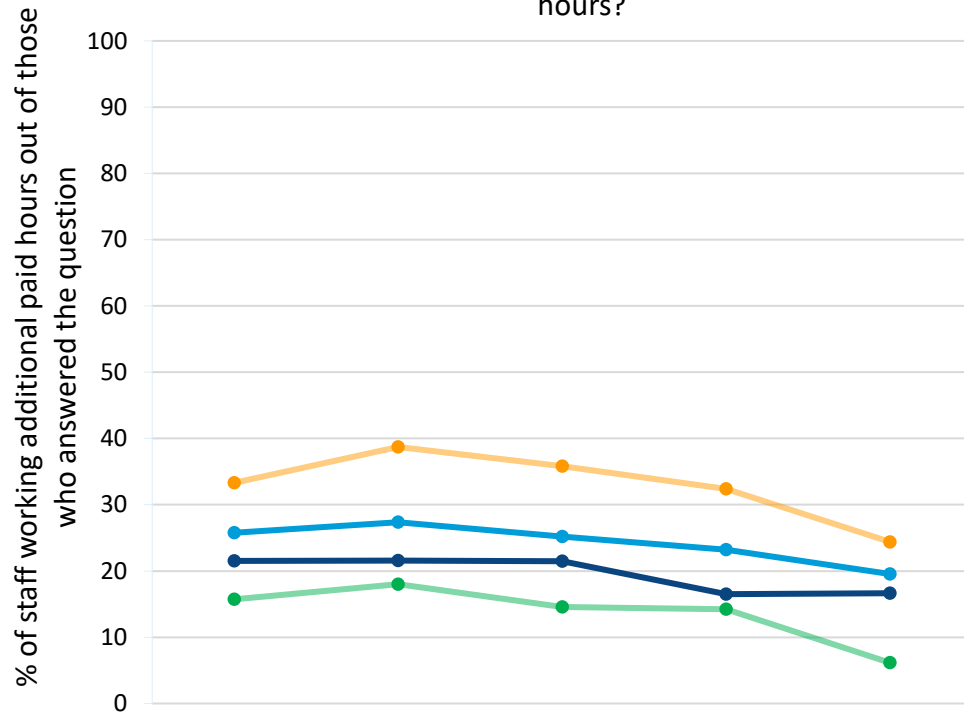
2021 2022 2023 2024 2025

Your org	33.07%	34.13%	33.55%	30.31%	31.74%
Average	26.14%	25.40%	24.30%	25.89%	24.80%

Responses 1382 1342 1526 1620 1632



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

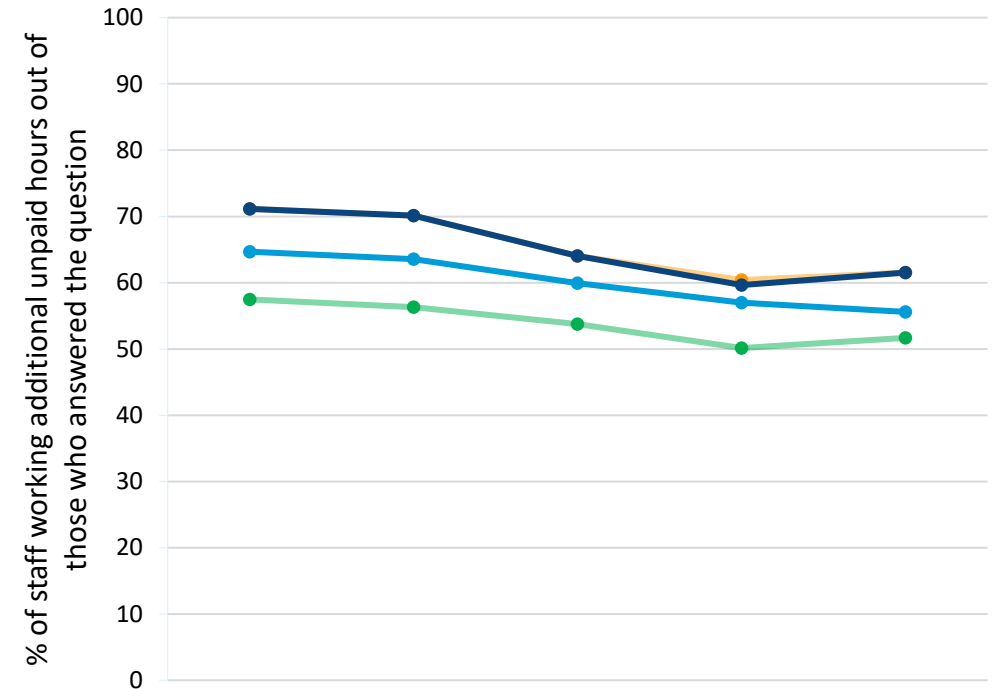


2021 2022 2023 2024 2025

Your org	21.53%	21.57%	21.49%	16.51%	16.63%
Lowest	15.74%	18.01%	14.55%	14.25%	6.15%
Average	25.79%	27.36%	25.21%	23.20%	19.54%
Highest	33.33%	38.72%	35.80%	32.40%	24.39%

Responses 1422 1378 1550 1643 1654

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



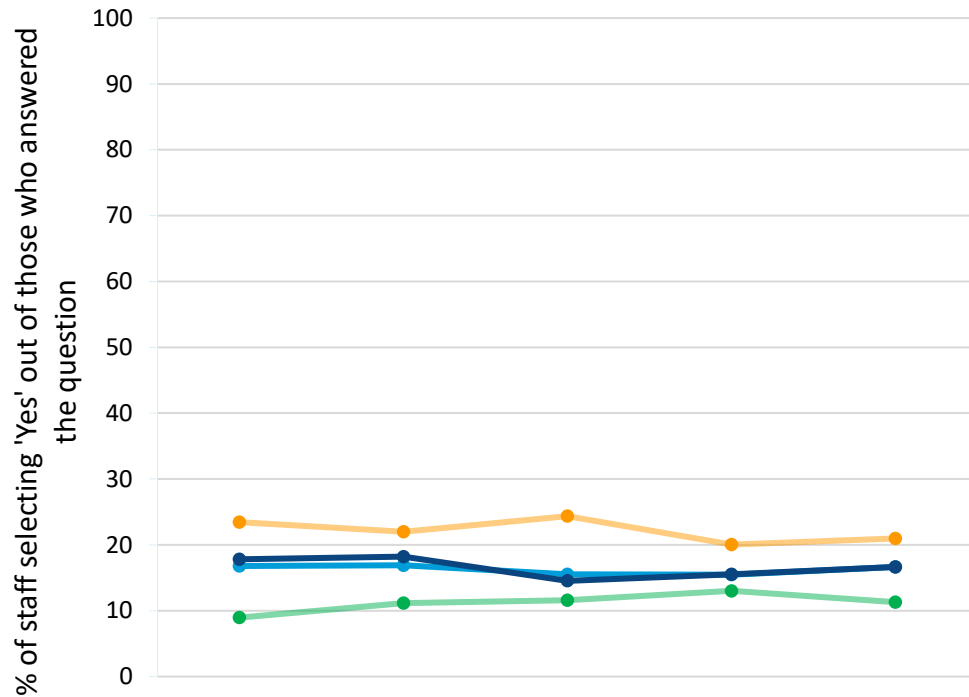
2021 2022 2023 2024 2025

Your org	71.14%	70.13%	64.02%	59.65%	61.53%
Lowest	57.48%	56.33%	53.75%	50.14%	51.66%
Average	64.68%	63.54%	59.95%	56.99%	55.59%
Highest	71.14%	70.13%	64.02%	60.40%	61.53%

Responses 1425 1380 1554 1647 1656

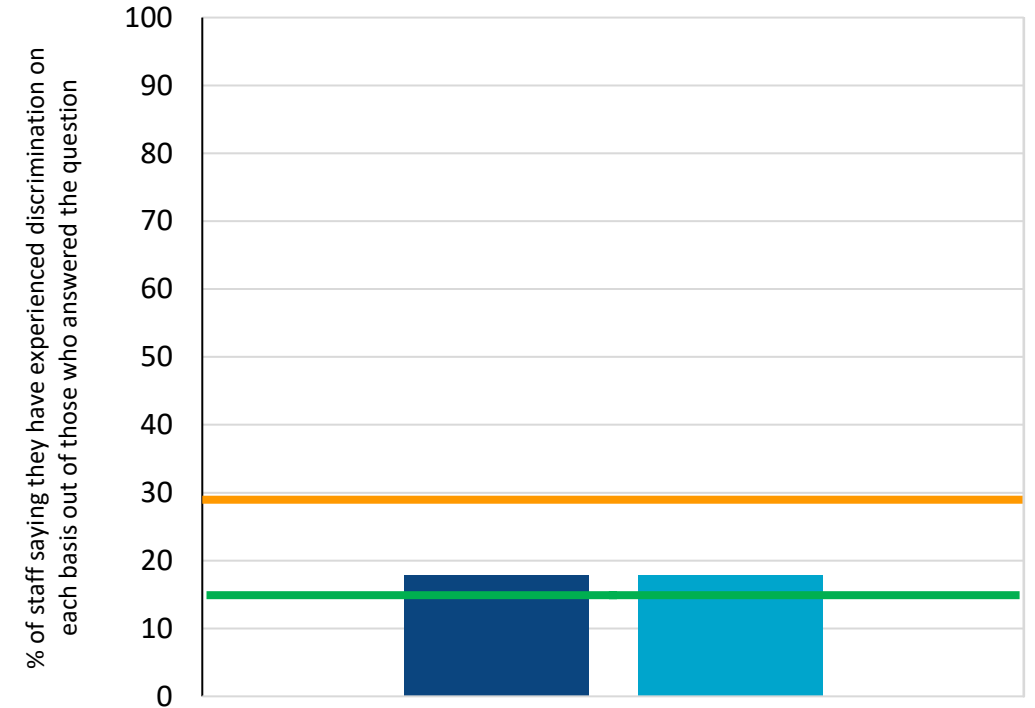


Q11e* Have you felt pressure from your manager to come to work?



	2021	2022	2023	2024	2025
Your org	17.82%	18.21%	14.53%	15.51%	16.64%
Best result	8.95%	11.14%	11.60%	13.02%	11.32%
Average result	16.79%	16.90%	15.55%	15.47%	16.64%
Worst result	23.46%	22.00%	24.35%	20.05%	20.98%
Responses	659	697	746	794	805

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



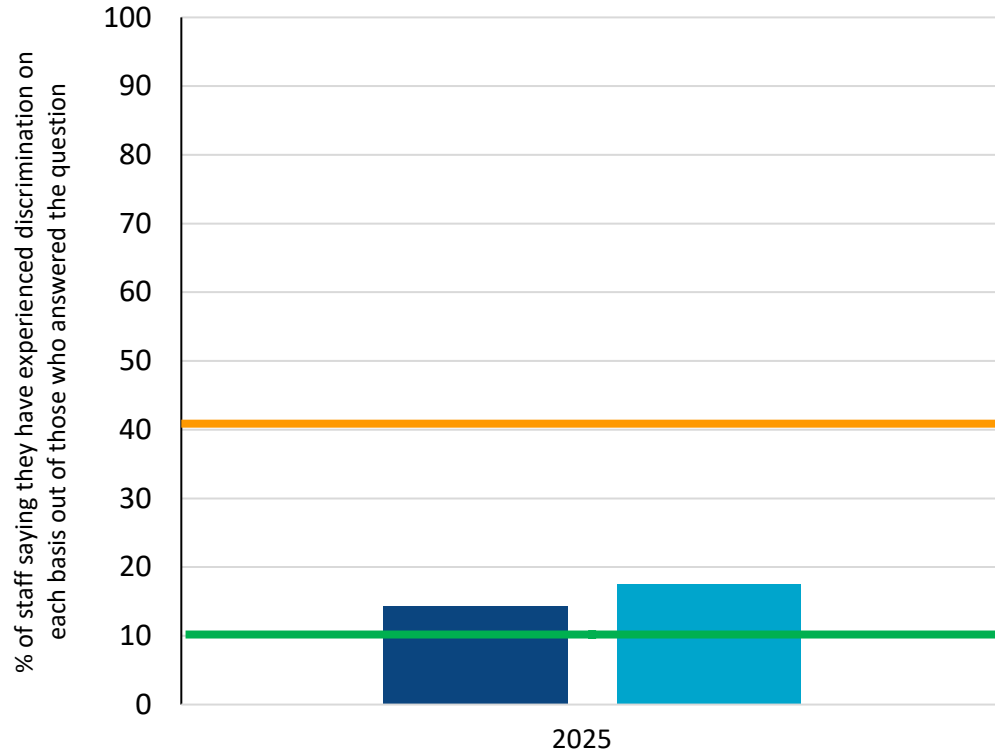
	2025
Your org	17.90%
Best result	14.90%
Average result	17.90%
Worst result	28.97%
Responses	132

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

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

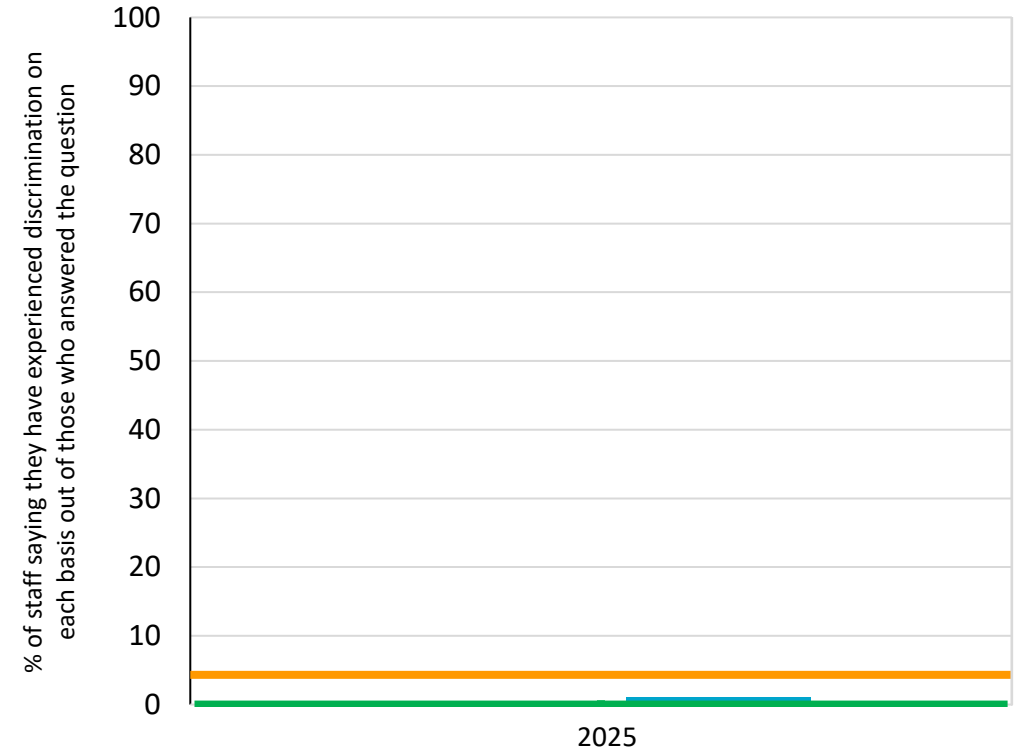


Q16c.2 On what grounds have you experienced discrimination? – Disability.



Your org	14.28%
Best result	10.19%
Average result	17.60%
Worst result	40.88%
Responses	132

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

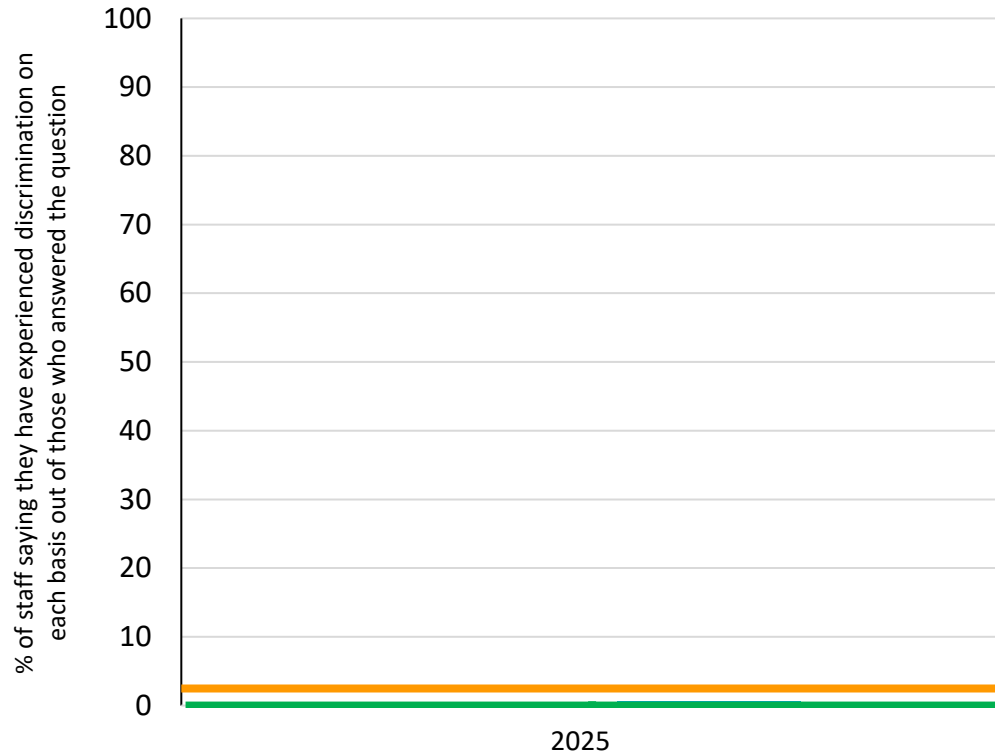


Your org	0.00%
Best result	0.00%
Average result	1.00%
Worst result	4.33%
Responses	132

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

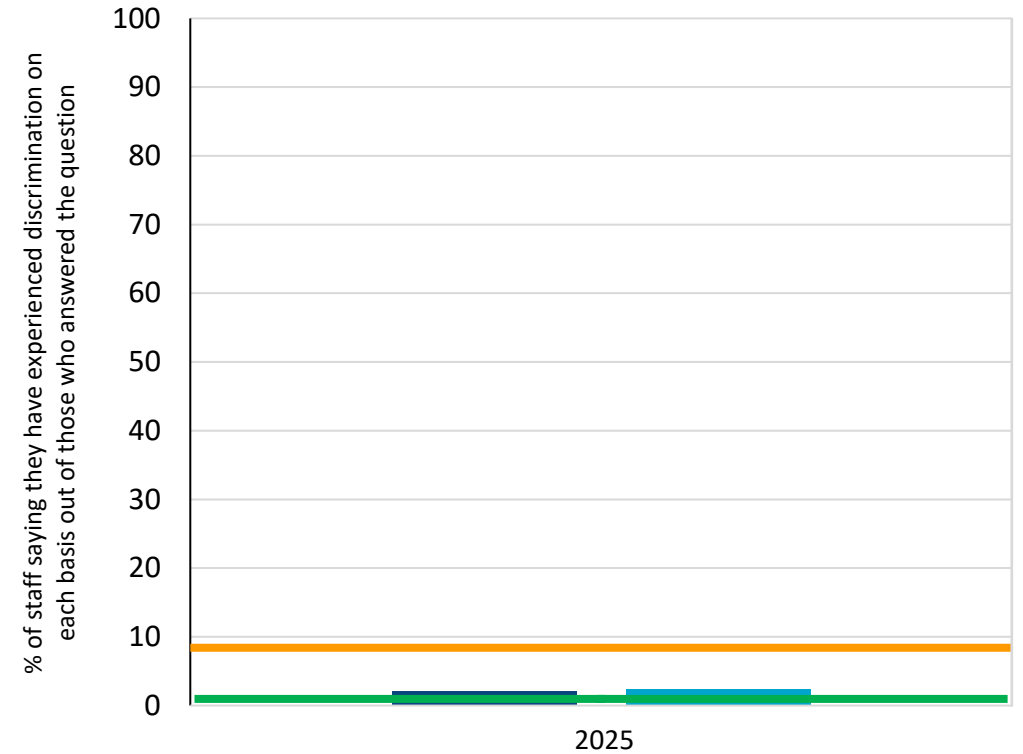


Q16c.4 On what grounds have you experienced discrimination?
– Marriage and civil partnership.



Your org	0.55%
Best result	0.00%
Average result	0.60%
Worst result	2.48%
Responses	132

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

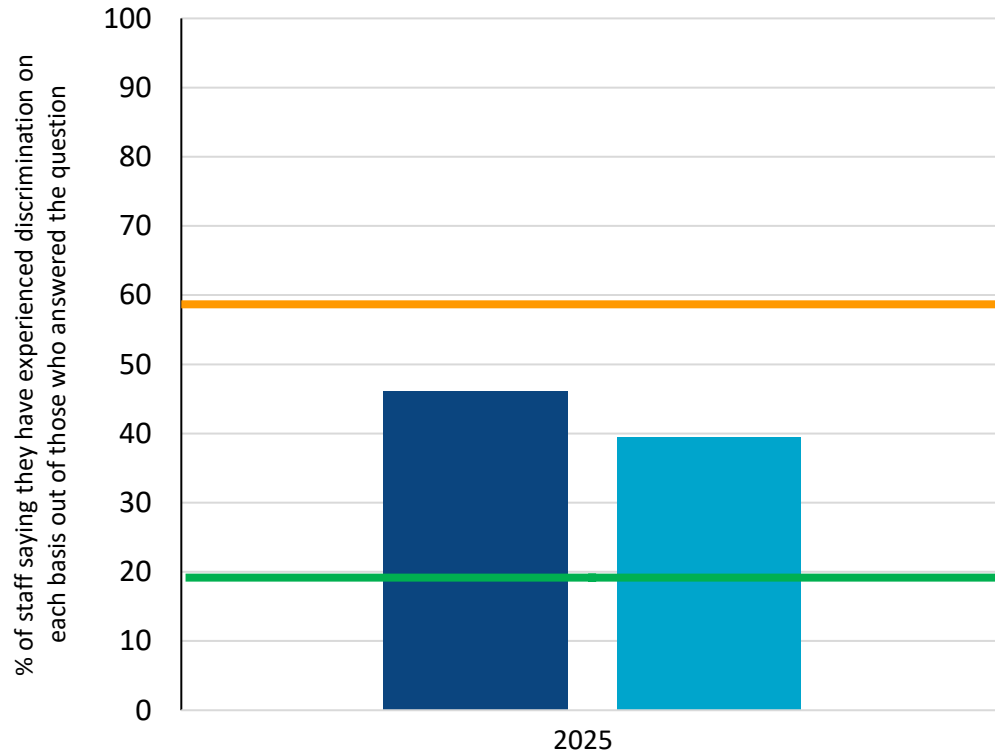


Your org	2.03%
Best result	0.97%
Average result	2.37%
Worst result	8.41%
Responses	132

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

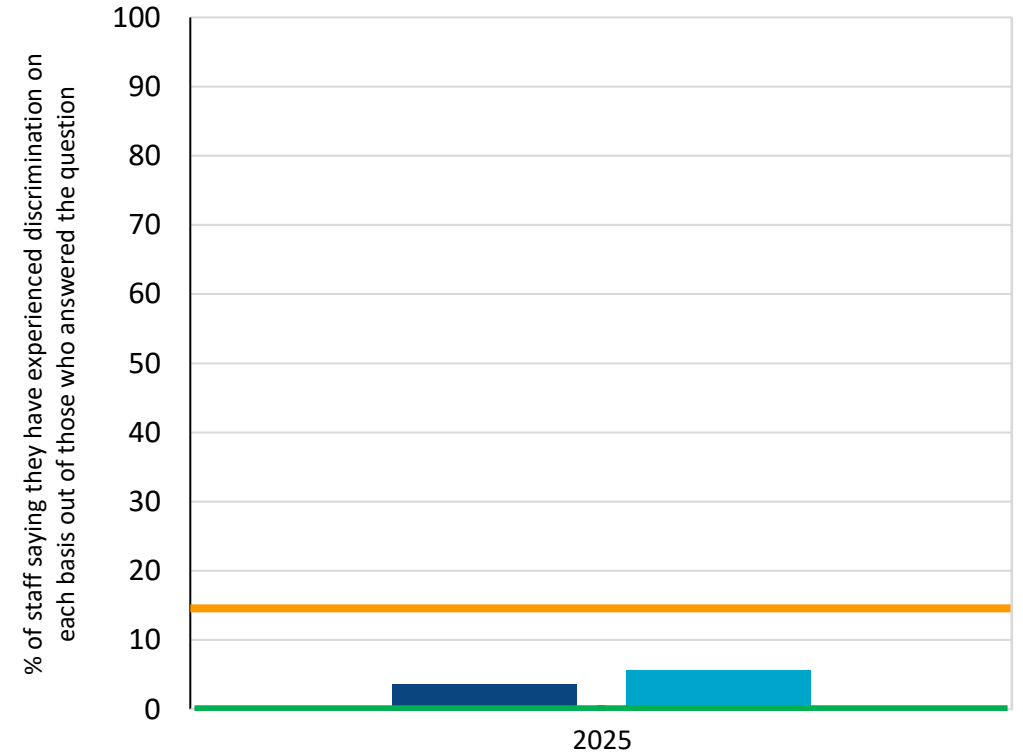


Q16c.6 On what grounds have you experienced discrimination?
– Race.



Your org	46.11%
Best result	19.17%
Average result	39.50%
Worst result	58.67%
Responses	132

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

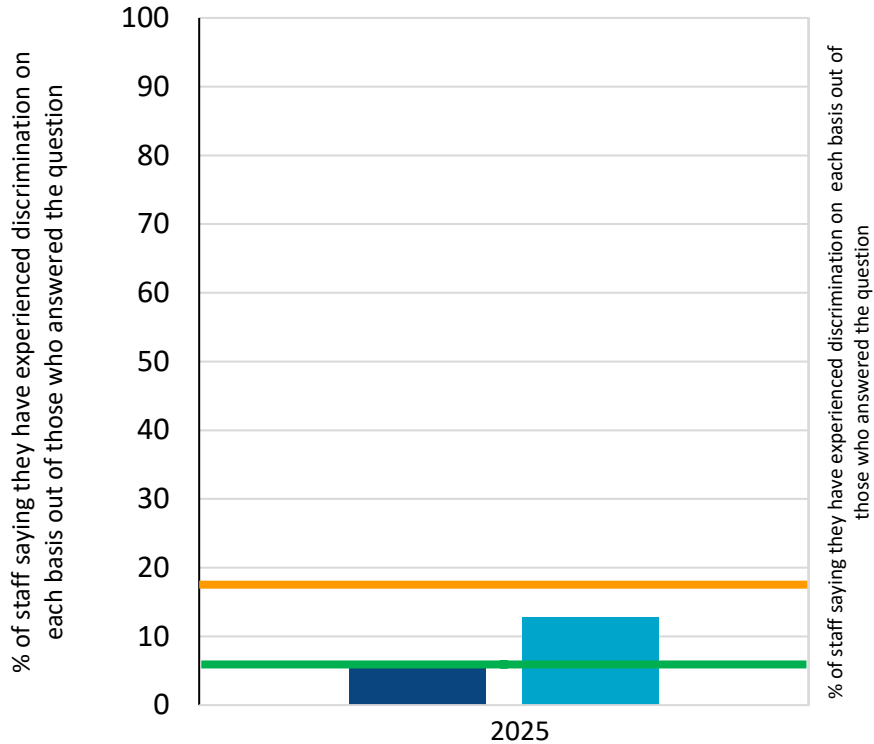


Your org	3.65%
Best result	0.00%
Average result	5.68%
Worst result	14.58%
Responses	132

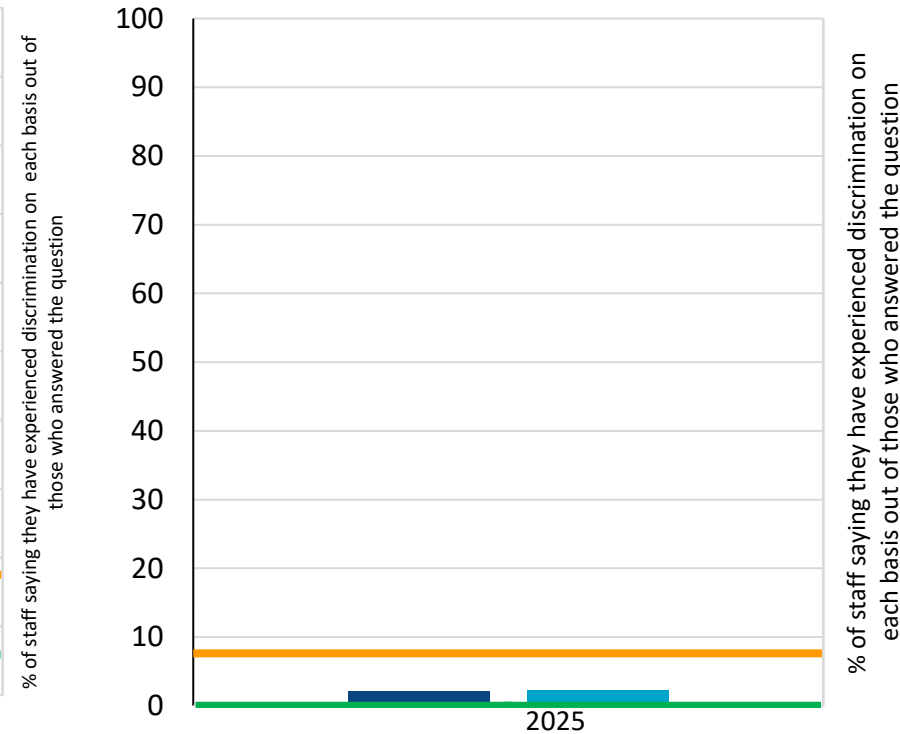
Note: Due to changes in the question options in 2025, previous years' results for Q16c are not reported. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>



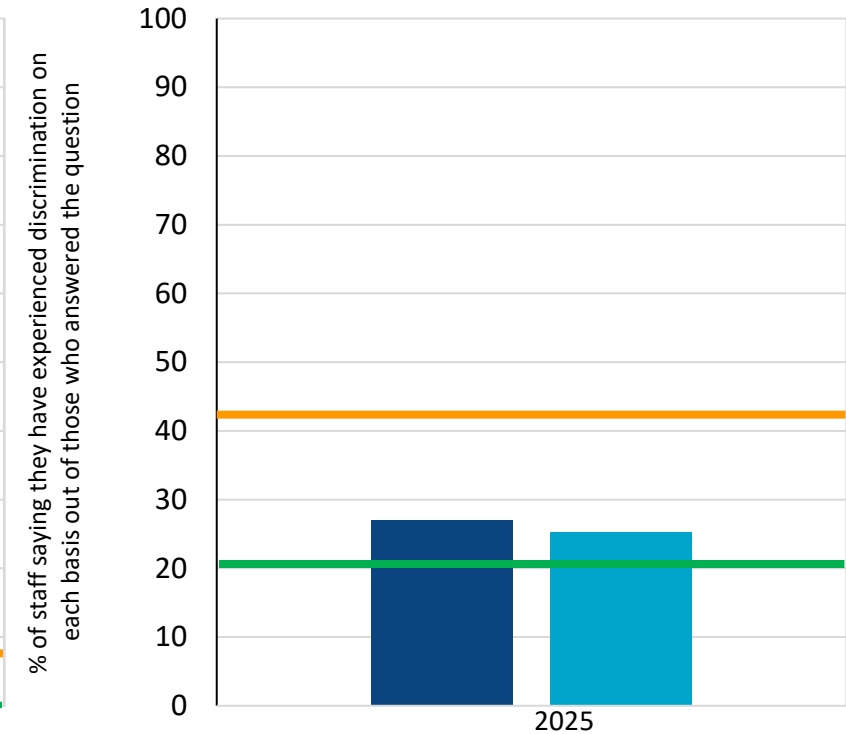
Q16c.8 On what grounds have you experienced discrimination? -- Sex.



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



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



Your org	5.91%
Best result	5.91%
Average result	12.68%
Worst result	17.52%
Responses	132

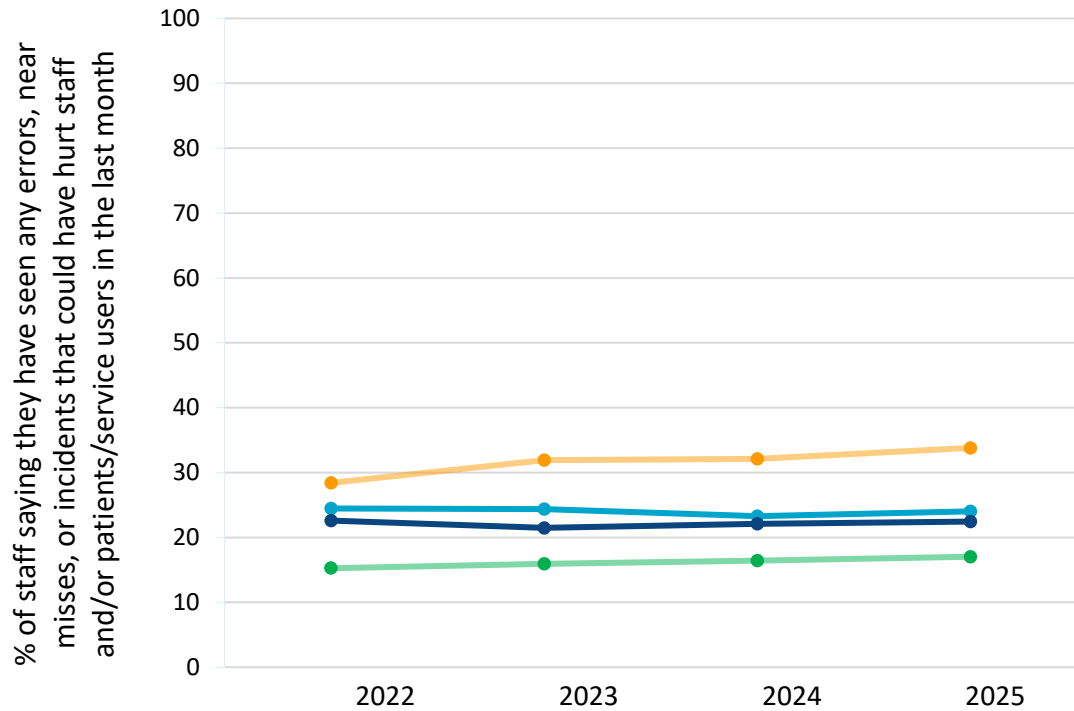
Your org	2.08%
Best result	0.00%
Average result	2.18%
Worst result	7.63%
Responses	132

Your org	27.00%
Best result	20.63%
Average result	25.20%
Worst result	42.36%
Responses	132

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



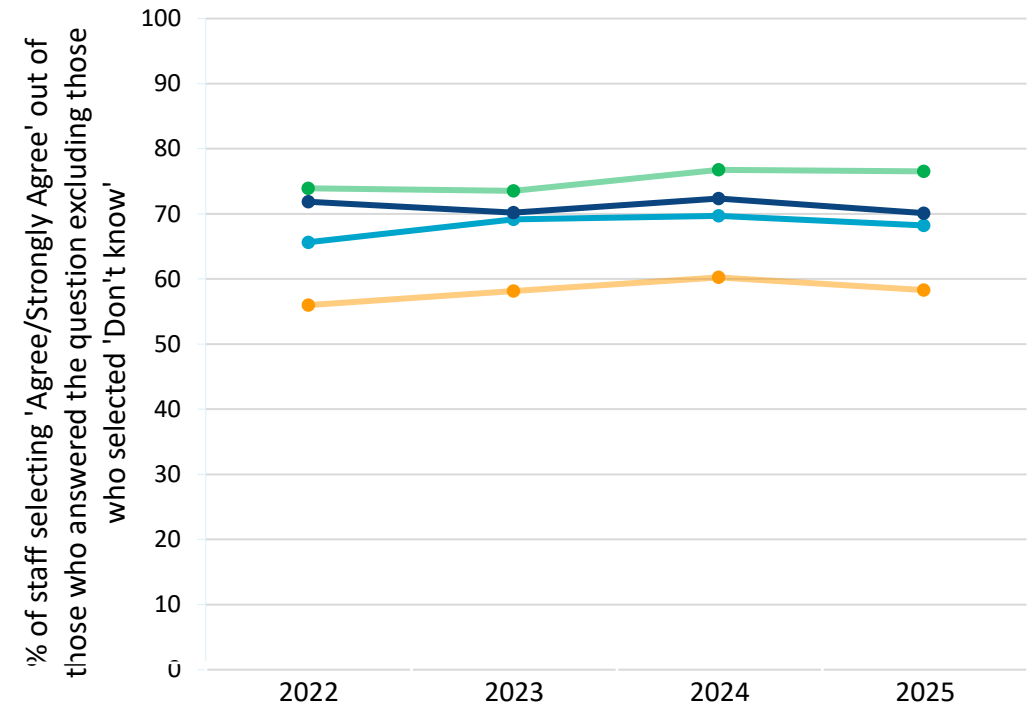
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



	2022	2023	2024	2025
Your org	22.60%	21.48%	22.08%	22.45%
Best result	15.26%	15.92%	16.42%	17.03%
Average result	24.47%	24.38%	23.28%	24.04%
Worst result	28.42%	31.92%	32.10%	33.80%

Responses 1366 1527 1616 1638

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

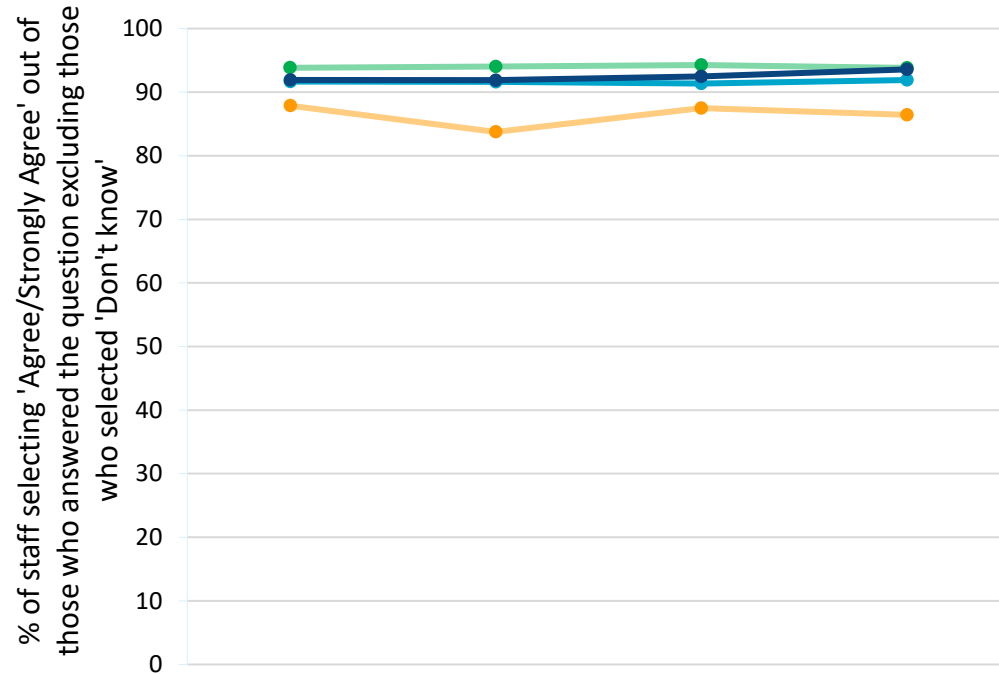


	2022	2023	2024	2025
Your org	71.88%	70.19%	72.36%	70.12%
Best result	73.92%	73.54%	76.76%	76.51%
Average result	65.65%	69.17%	69.69%	68.21%
Worst result	55.99%	58.15%	60.25%	58.28%

Responses 1015 1148 1207 1254

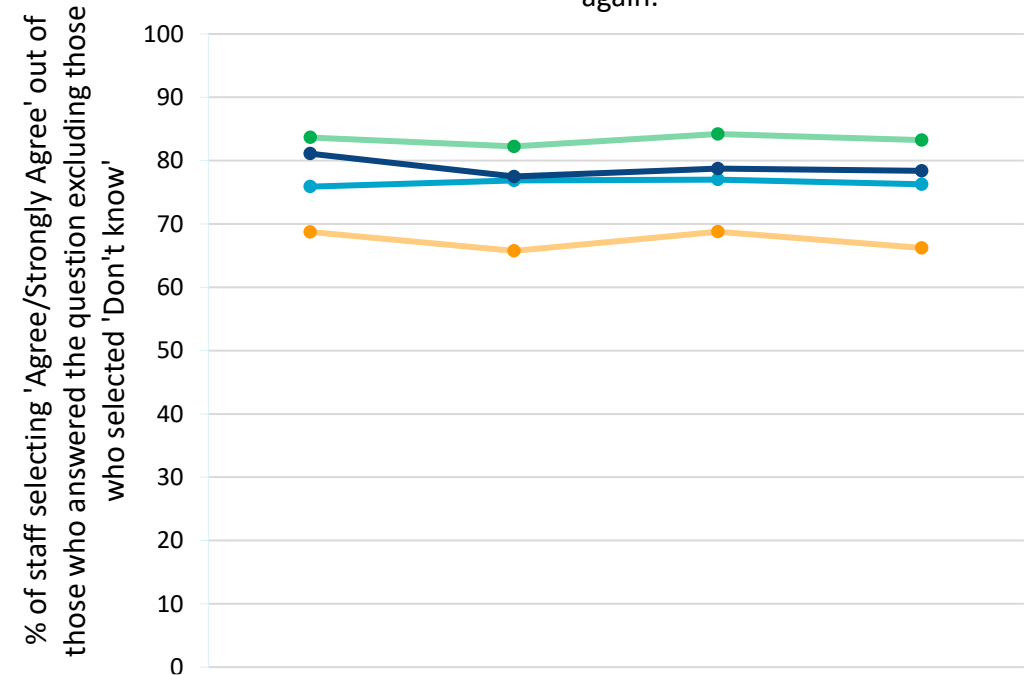


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024	2025
Your org	91.93%	91.89%	92.47%	93.58%
Best result	93.84%	94.03%	94.26%	93.82%
Average result	91.68%	91.63%	91.35%	91.90%
Worst result	87.87%	83.74%	87.51%	86.44%
Responses	1337	1505	1601	1611

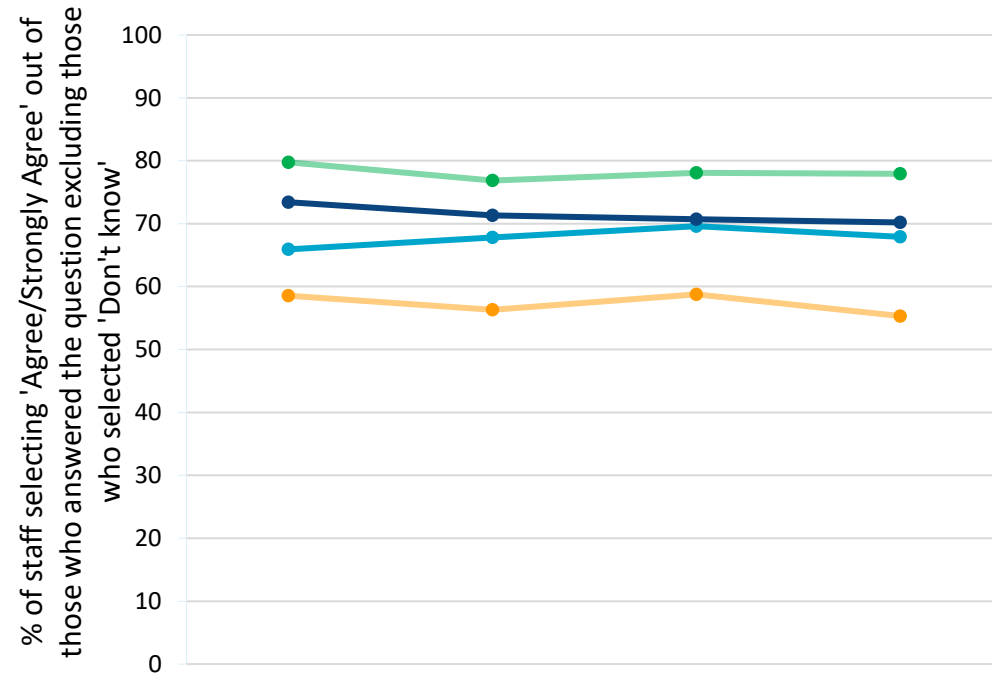
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



	2022	2023	2024	2025
Your org	81.09%	77.50%	78.73%	78.40%
Best result	83.66%	82.25%	84.20%	83.22%
Average result	75.89%	76.85%	77.00%	76.24%
Worst result	68.72%	65.74%	68.77%	66.20%
Responses	1207	1359	1441	1439

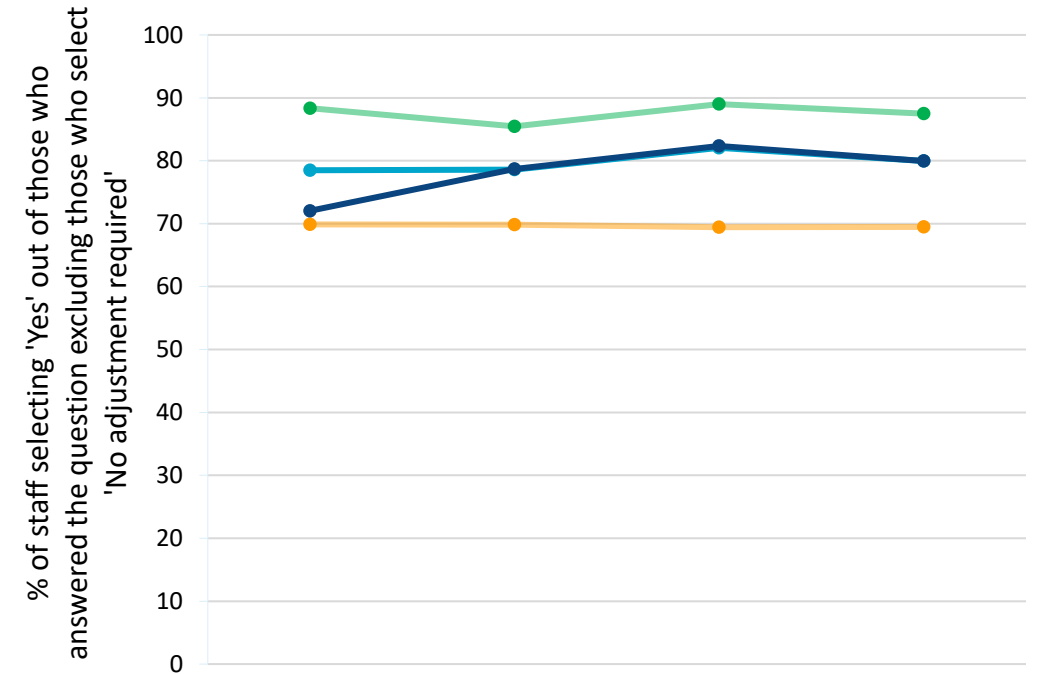


Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.



	2022	2023	2024	2025
Your org	73.41%	71.32%	70.70%	70.19%
Best result	79.76%	76.86%	78.10%	77.93%
Average result	65.92%	67.81%	69.60%	67.92%
Worst result	58.53%	56.29%	58.76%	55.32%
Responses	1222	1369	1466	1489

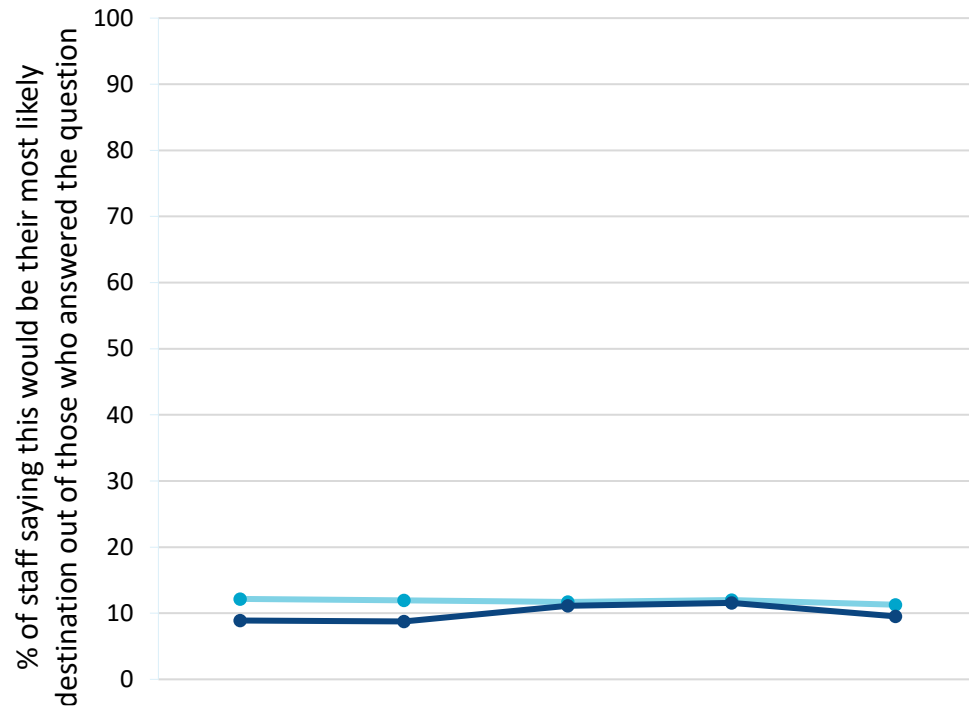
Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?



	2022	2023	2024	2025
Your org	72.05%	78.69%	82.35%	79.94%
Best result	88.34%	85.47%	89.00%	87.47%
Average result	78.49%	78.57%	82.06%	79.94%
Worst result	69.88%	69.84%	69.44%	69.51%
Responses	180	194	227	268



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

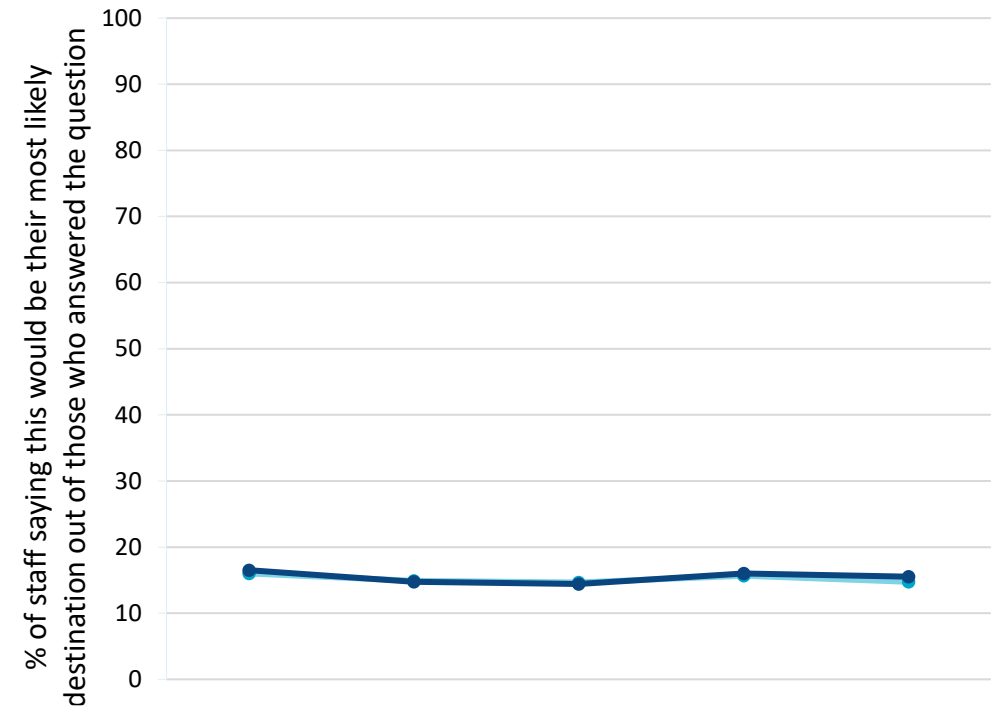


2021 2022 2023 2024 2025

Your org	8.89%	8.76%	11.10%	11.56%	9.50%
Average	12.16%	11.94%	11.68%	12.01%	11.28%

Responses 1339 1302 1477 1574 1589

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



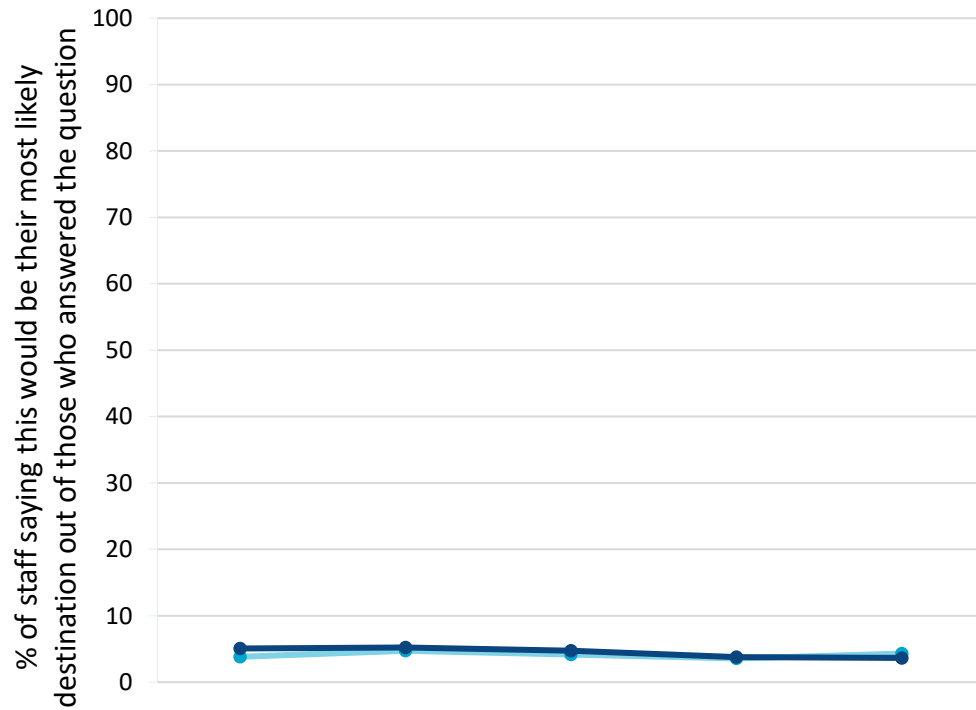
2021 2022 2023 2024 2025

Your org	16.50%	14.75%	14.42%	16.01%	15.54%
Average	16.02%	14.89%	14.65%	15.68%	14.76%

Responses 1339 1302 1477 1574 1589

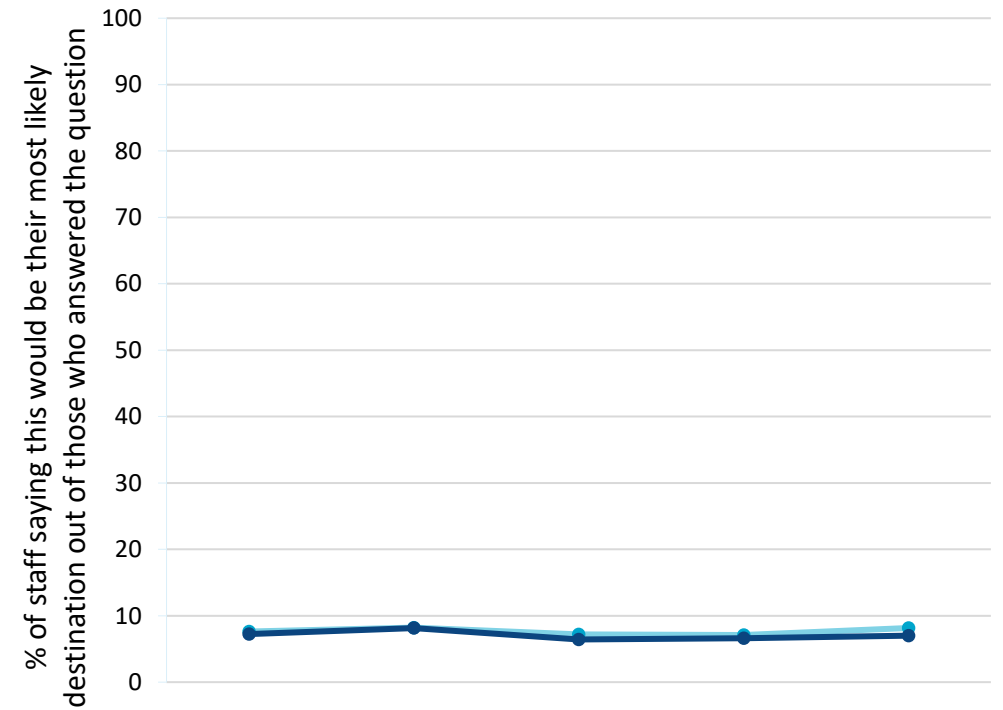


Q26d.3 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job in healthcare, but outside the NHS.



	2021	2022	2023	2024	2025
Your org	5.08%	5.22%	4.74%	3.75%	3.65%
Average	3.84%	4.72%	4.15%	3.57%	4.30%
Responses	1339	1302	1477	1574	1589

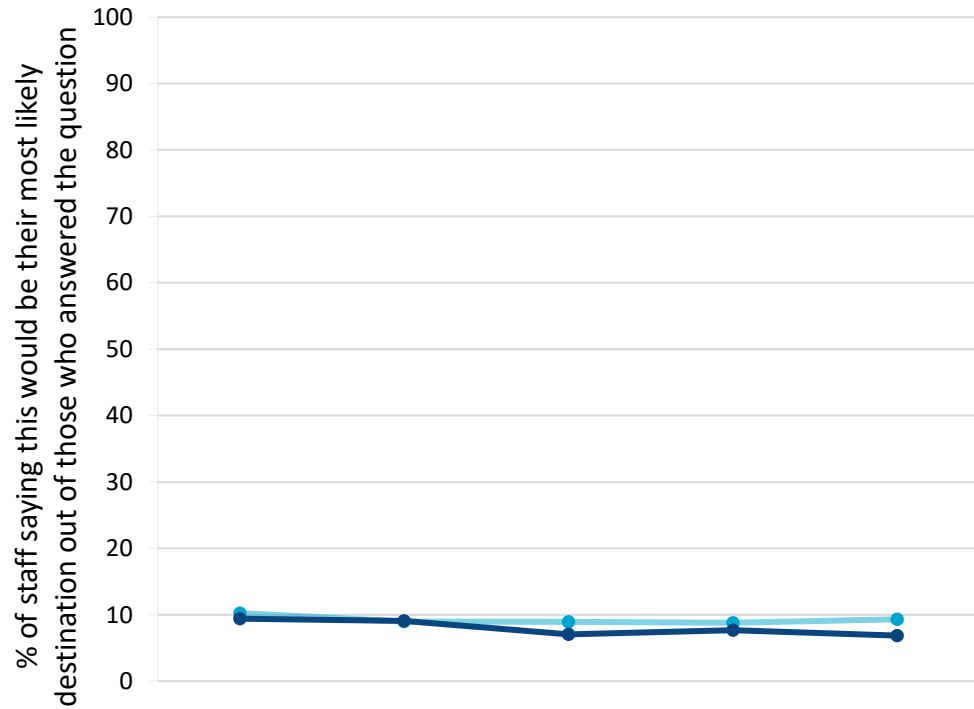
Q26d.4 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job outside healthcare.



	2021	2022	2023	2024	2025
Your org	7.24%	8.14%	6.43%	6.61%	6.99%
Average	7.62%	8.22%	7.20%	7.10%	8.15%
Responses	1339	1302	1477	1574	1589



Q26d.5 If you are considering leaving your current job, what would be your most likely destination? - I would retire or take a career break.

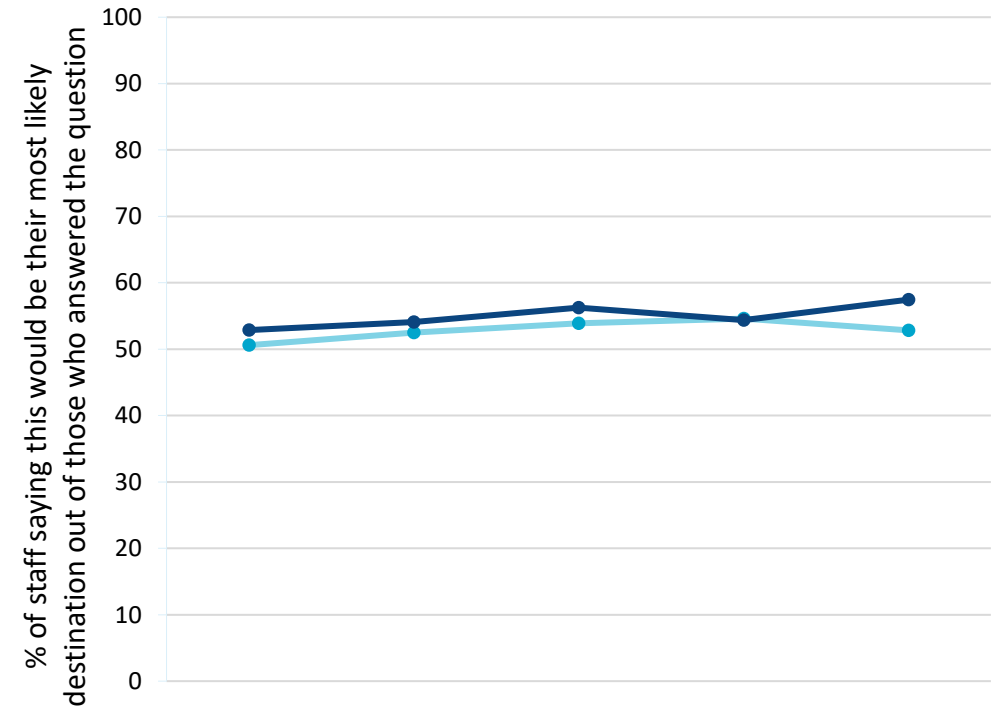


2021 2022 2023 2024 2025

Your org	9.41%	9.06%	7.04%	7.69%	6.86%
Average	10.25%	8.99%	8.91%	8.80%	9.31%

Responses 1339 1302 1477 1574 1589

Q26d.9 If you are considering leaving your current job, what would be your most likely destination? - I am not considering leaving my current job.



2021 2022 2023 2024 2025

Your org	52.88%	54.07%	56.26%	54.38%	57.46%
Average	50.60%	52.49%	53.91%	54.60%	52.82%

Responses 1339 1302 1477 1574 1589

Workforce Equality Standards

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

Workforce Race Equality Standards (WRES)

This section contains data for the organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2021-2025 organisation and benchmarking group median results for q13a, q13b&c combined, and q16b split by ethnicity (by white staff / staff from all other ethnic groups combined). Organisation and benchmarking group median results for q15 are included for 2025 only*.

Workforce Disability Equality Standards (WDES)

This section contains data for the organisation required for the NHS Staff Survey metrics used in the Workforce Disability Equality Standard (WDES). It includes the 2021-2025 organisation and benchmarking group median results for q4b, q11e, and q14a-d split by staff with a long lasting health condition or illness compared to staff without a long lasting health condition or illness. Organisation and benchmarking group median results for q15 split by staff with a long lasting health condition or illness compared to staff without a long lasting health condition or illness are shown for 2025 only*. It also shows results for q31b (for staff with a long lasting health condition or illness only), and the staff engagement score for staff with a long lasting health condition or illness, compared to staff without a long lasting health condition or illness and the overall engagement score for the organisation.

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

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

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

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

Workforce Race Equality Standards (WRES)

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

Workforce Disability Equality Standards (WDES)

Metric	Qu No	Workforce Disability Equality Standard
For each of the following metrics, compare the responses for staff with a LTC* or illness vs staff without a LTC or illness		
4a	Q14a	Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or other members of the public
4b	Q14b	Percentage of staff experiencing harassment, bullying or abuse from managers
4c	Q14c	Percentage of staff experiencing harassment, bullying or abuse from other colleagues
4d	Q14d	Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it
5	Q15	Percentage believing that their organisation provides equal opportunities for career progression or promotion (2025 only)
6	Q11e	Percentage of staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties
7	Q4b	Percentage staff saying that they are satisfied with the extent to which their organisation values their work
8	Q31b	Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work
9a	theme_engagement	The staff engagement score for staff with LTC or illness vs staff without a LTC or illness

*Staff with a long term condition

Workforce Race Equality Standards (WRES)

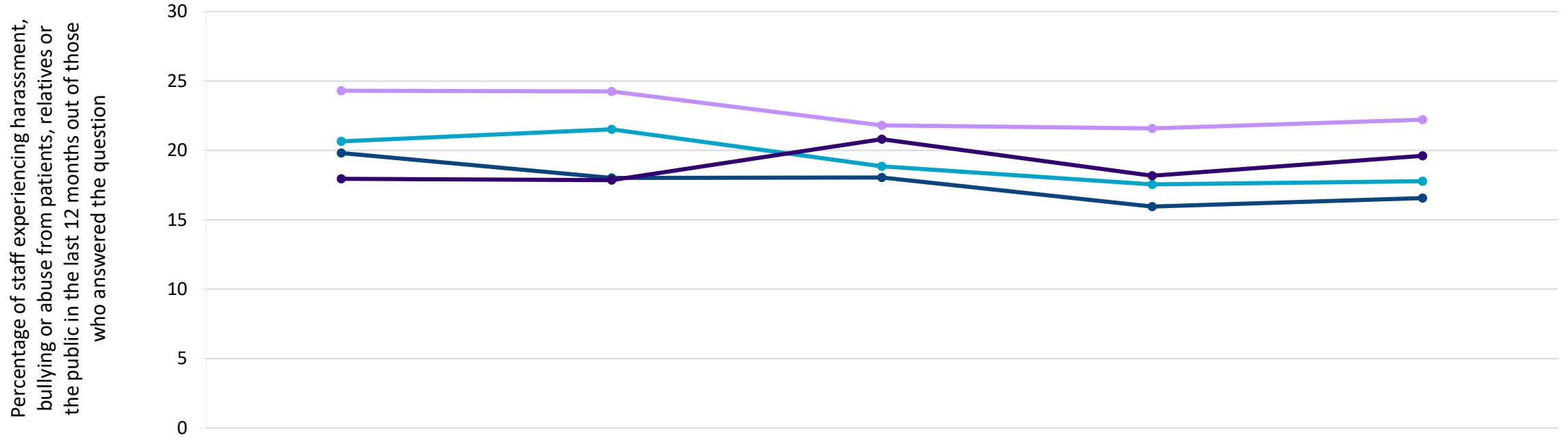
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

Data shown in the WRES charts are unweighted.

Averages are calculated as the median for the benchmark group.

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

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

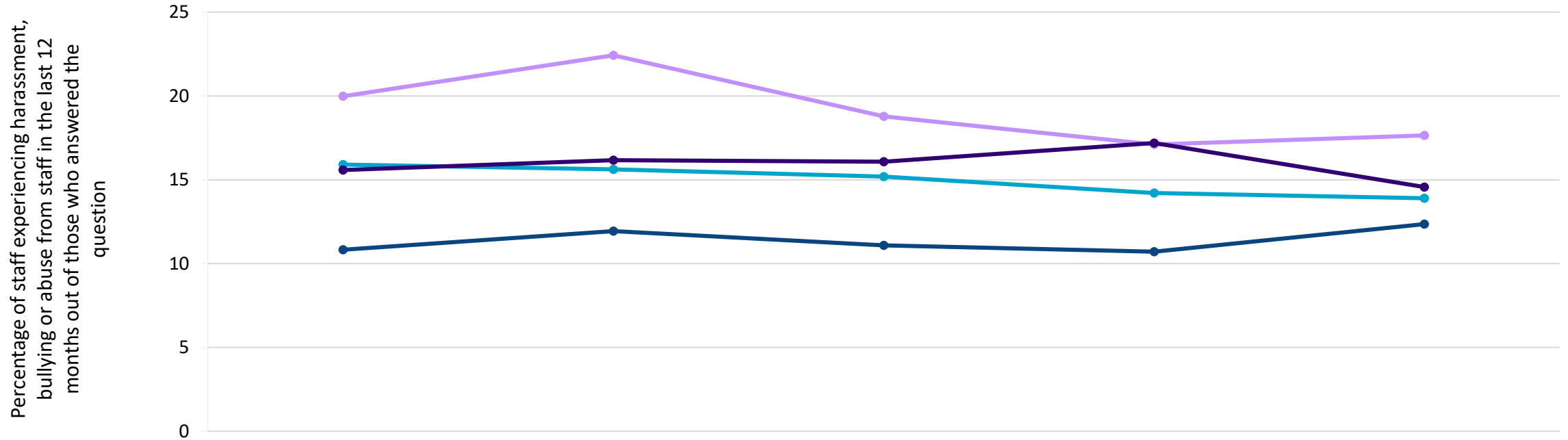


	2021	2022	2023	2024	2025
White staff: Your org	19.81%	18.02%	18.05%	15.96%	16.56%
All other ethnic groups*: Your org	17.95%	17.86%	20.81%	18.18%	19.61%
White staff: Average	20.65%	21.52%	18.86%	17.55%	17.78%
All other ethnic groups*: Average	24.30%	24.24%	21.80%	21.59%	22.22%
White staff: Responses	1176	1199	1258	1335	1383
All other ethnic groups*: Responses	156	168	217	286	255

*Staff from all other ethnic groups combined

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

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

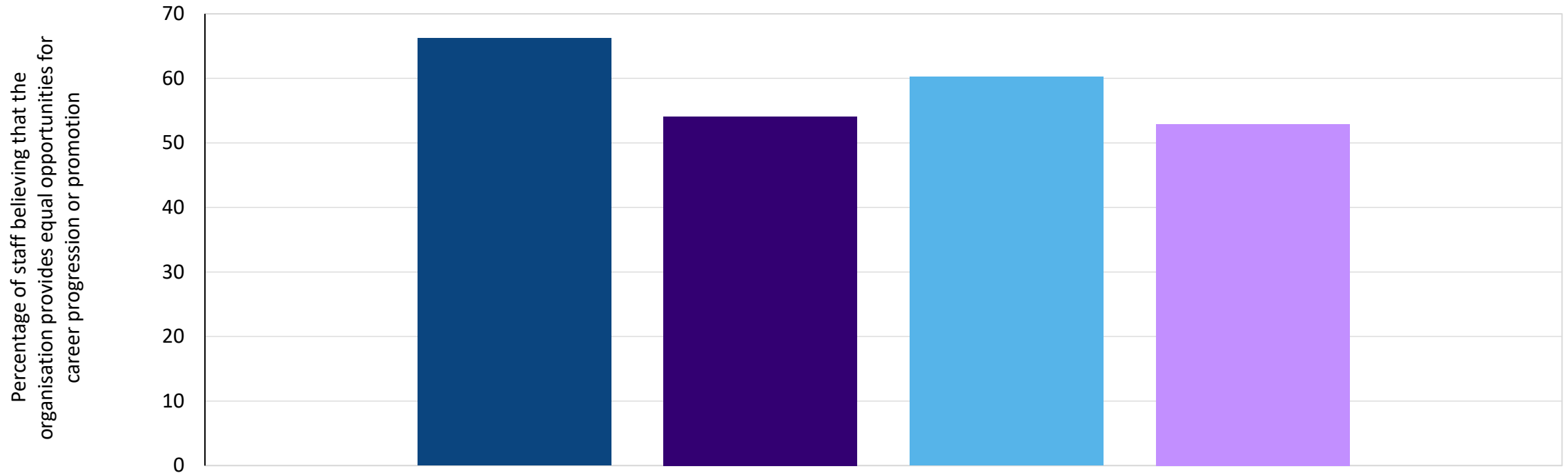


	2021	2022	2023	2024	2025
White staff: Your org	10.83%	11.94%	11.09%	10.71%	12.36%
All other ethnic groups*: Your org	15.58%	16.17%	16.08%	17.19%	14.57%
White staff: Average	15.91%	15.62%	15.19%	14.21%	13.90%
All other ethnic groups*: Average	19.99%	22.42%	18.79%	17.10%	17.65%
White staff: Responses	1173	1198	1261	1335	1384
All other ethnic groups*: Responses	154	167	218	285	254

*Staff from all other ethnic groups combined

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

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



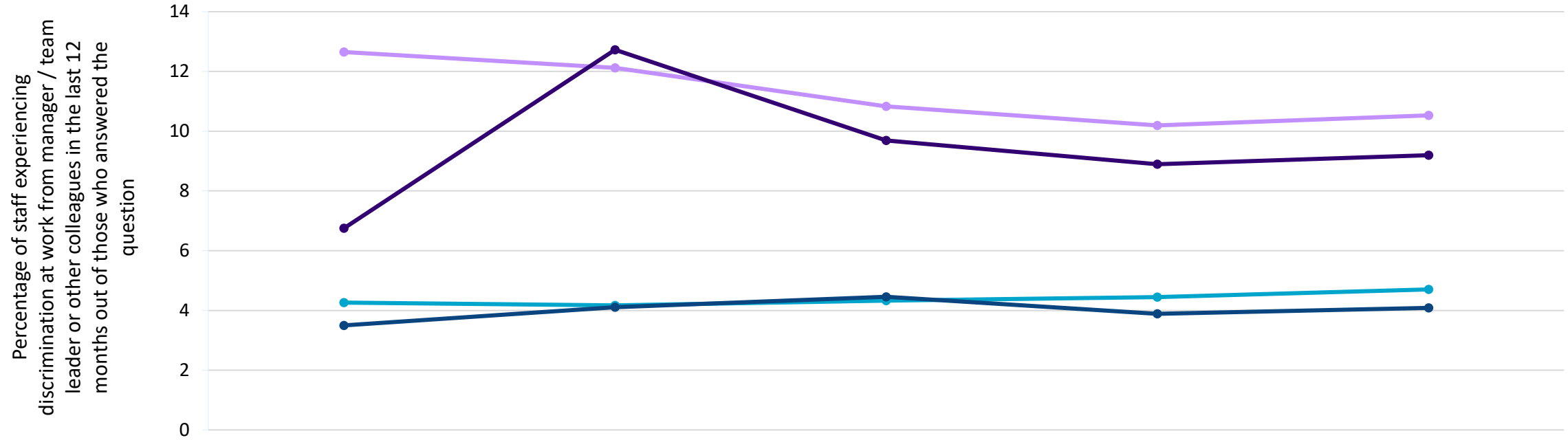
2025

White staff: Your org	66.21%
All other ethnic groups*: Your org	54.12%
White staff: Average	60.20%
All other ethnic groups*: Average	52.91%
White staff: Responses	1382
All other ethnic groups*: Responses	255

*Staff from all other ethnic groups combined.

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

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



	2021	2022	2023	2024	2025
White staff: Your org	3.50%	4.10%	4.46%	3.89%	4.08%
All other ethnic groups*: Your org	6.75%	12.73%	9.69%	8.90%	9.20%
White staff: Average	4.26%	4.17%	4.33%	4.44%	4.70%
All other ethnic groups*: Average	12.65%	12.12%	10.83%	10.19%	10.53%
White staff: Responses	1229	1194	1279	1312	1372
All other ethnic groups*: Responses	163	165	227	281	250

*Staff from all other ethnic groups combined

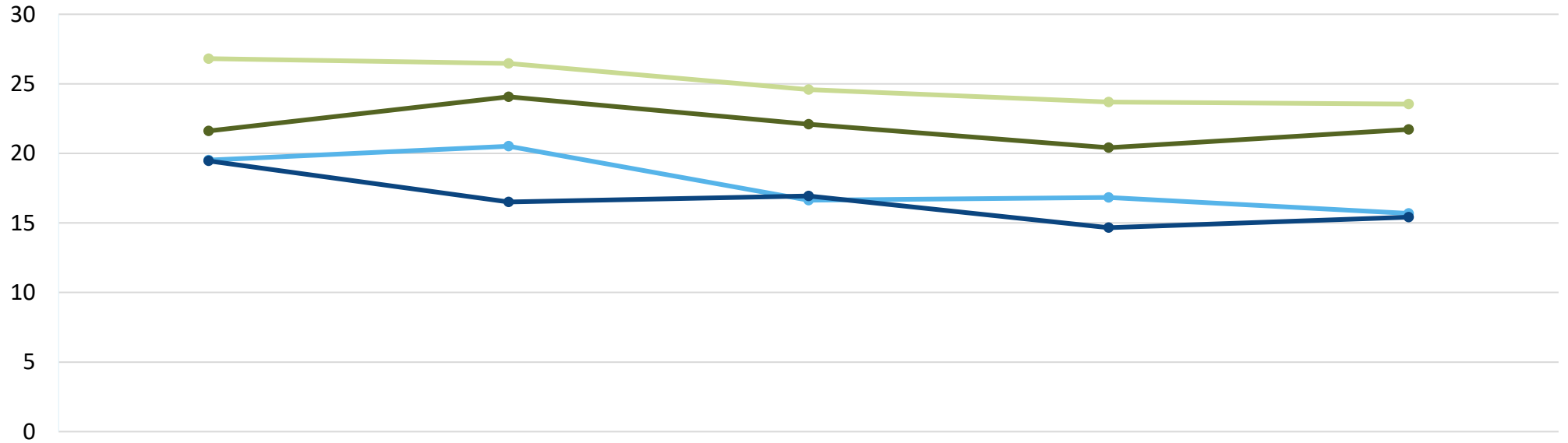
Workforce Disability Equality Standards (WDES)

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

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

Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months out of those who answered the question

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

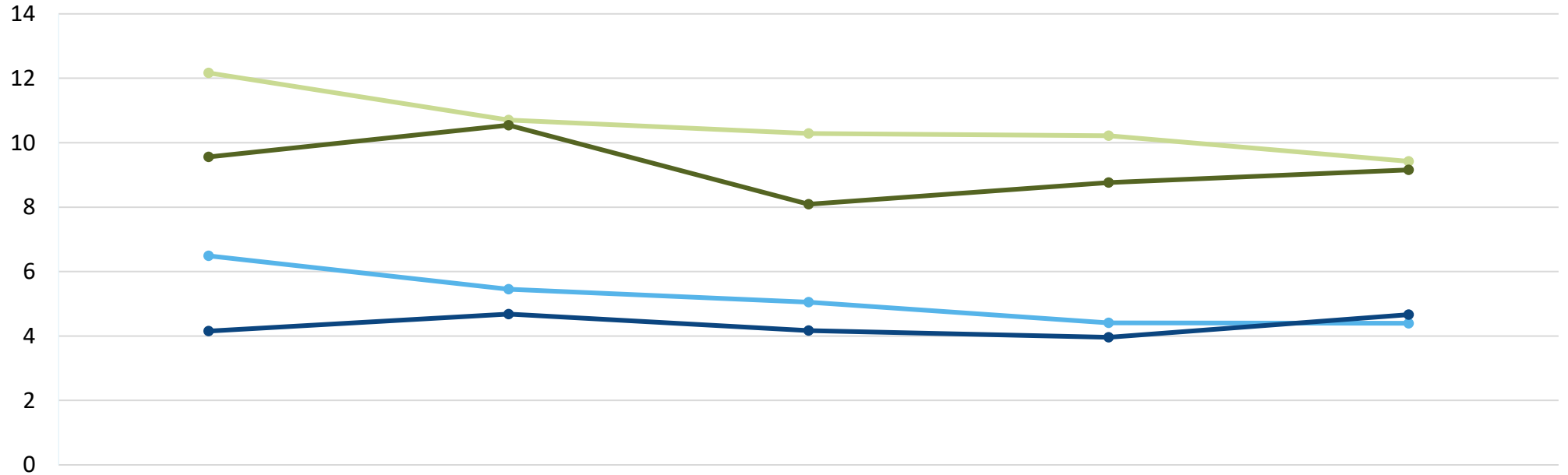


	2021	2022	2023	2024	2025
Staff with a LTC or illness: Your org	21.61%	24.07%	22.09%	20.41%	21.73%
Staff without a LTC or illness: Your org	19.46%	16.51%	16.94%	14.66%	15.42%
Staff with a LTC or illness: Average	26.81%	26.46%	24.59%	23.69%	23.55%
Staff without a LTC or illness: Average	19.53%	20.51%	16.64%	16.83%	15.69%
Staff with a LTC or illness: Responses	273	295	337	392	428
Staff without a LTC or illness: Responses	1069	1078	1120	1221	1206

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

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

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

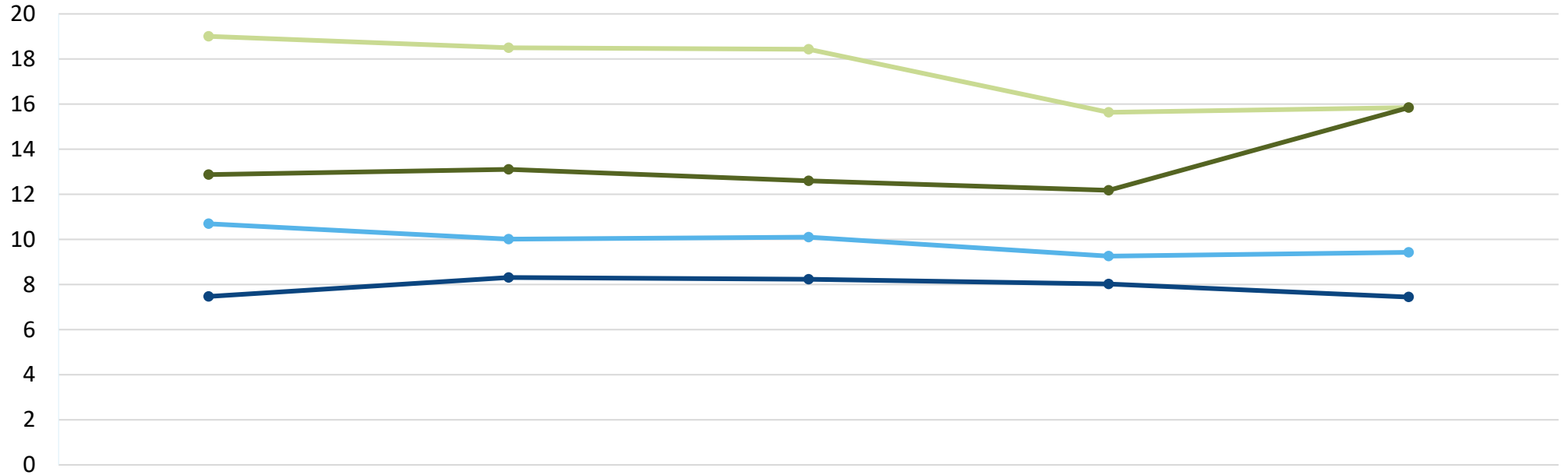


	2021	2022	2023	2024	2025
Staff with a LTC or illness: Your org	9.56%	10.54%	8.09%	8.76%	9.15%
Staff without a LTC or illness: Your org	4.15%	4.68%	4.17%	3.96%	4.67%
Staff with a LTC or illness: Average	12.17%	10.71%	10.28%	10.22%	9.42%
Staff without a LTC or illness: Average	6.49%	5.45%	5.05%	4.41%	4.40%
Staff with a LTC or illness: Responses	272	294	335	388	426
Staff without a LTC or illness: Responses	1059	1068	1112	1212	1200

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

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

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

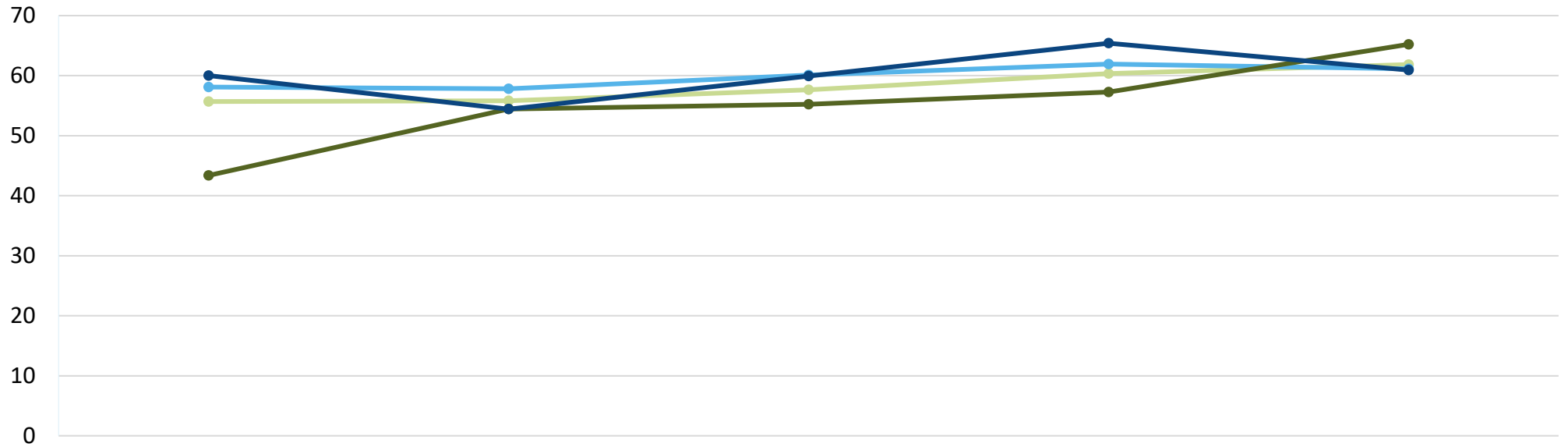


	2021	2022	2023	2024	2025
Staff with a LTC or illness: Your org	12.87%	13.10%	12.60%	12.18%	15.84%
Staff without a LTC or illness: Your org	7.47%	8.31%	8.23%	8.02%	7.44%
Staff with a LTC or illness: Average	19.00%	18.49%	18.43%	15.63%	15.85%
Staff without a LTC or illness: Average	10.69%	10.01%	10.10%	9.26%	9.42%
Staff with a LTC or illness: Responses	272	290	334	386	423
Staff without a LTC or illness: Responses	1058	1059	1110	1197	1196

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

Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it out of those who answered the question

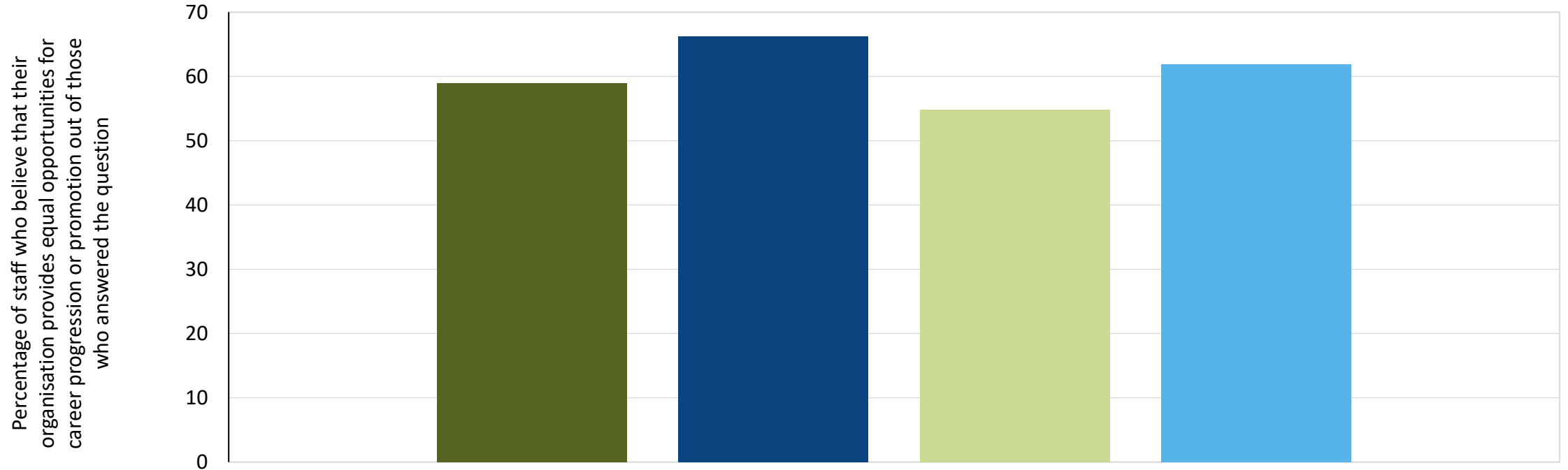
Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.



	2021	2022	2023	2024	2025
Staff with a LTC or illness: Your org	43.37%	54.44%	55.24%	57.28%	65.22%
Staff without a LTC or illness: Your org	60.00%	54.42%	59.94%	65.40%	60.92%
Staff with a LTC or illness: Average	55.68%	55.80%	57.63%	60.34%	61.85%
Staff without a LTC or illness: Average	58.08%	57.82%	60.10%	61.93%	61.15%
Staff with a LTC or illness: Responses	83	90	98	103	138
Staff without a LTC or illness: Responses	235	215	227	237	238

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

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

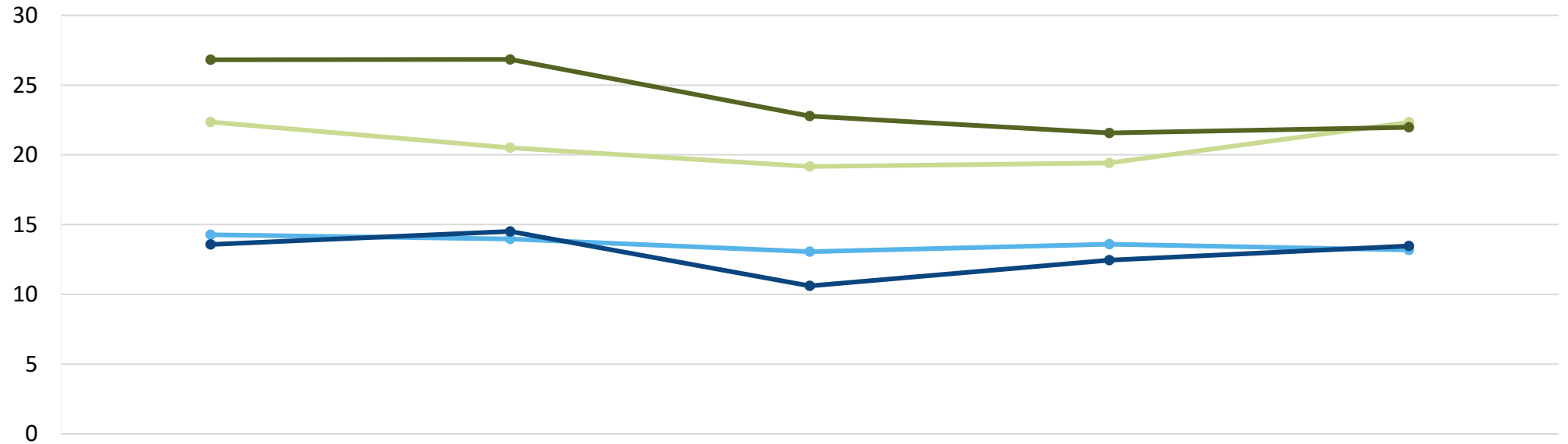


Staff with a LTC or illness: Your org	58.93%
Staff without a LTC or illness: Your org	66.22%
Staff with a LTC or illness: Average	54.82%
Staff without a LTC or illness: Average	61.90%
Staff with a LTC or illness: Responses	431
Staff without a LTC or illness: Responses	1202

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

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

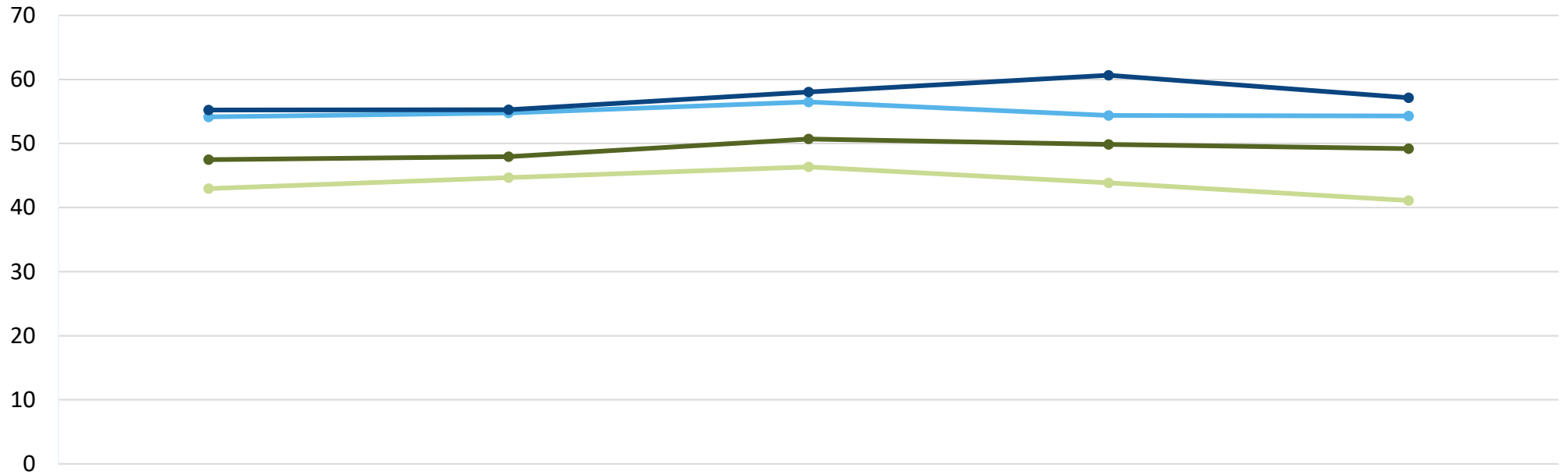
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2021	2022	2023	2024	2025
Staff with a LTC or illness: Your org	26.82%	26.84%	22.77%	21.57%	21.98%
Staff without a LTC or illness: Your org	13.58%	14.51%	10.61%	12.45%	13.46%
Staff with a LTC or illness: Average	22.35%	20.51%	19.16%	19.41%	22.33%
Staff without a LTC or illness: Average	14.27%	13.97%	13.06%	13.60%	13.19%
Staff with a LTC or illness: Responses	179	190	202	255	273
Staff without a LTC or illness: Responses	464	503	528	522	520

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

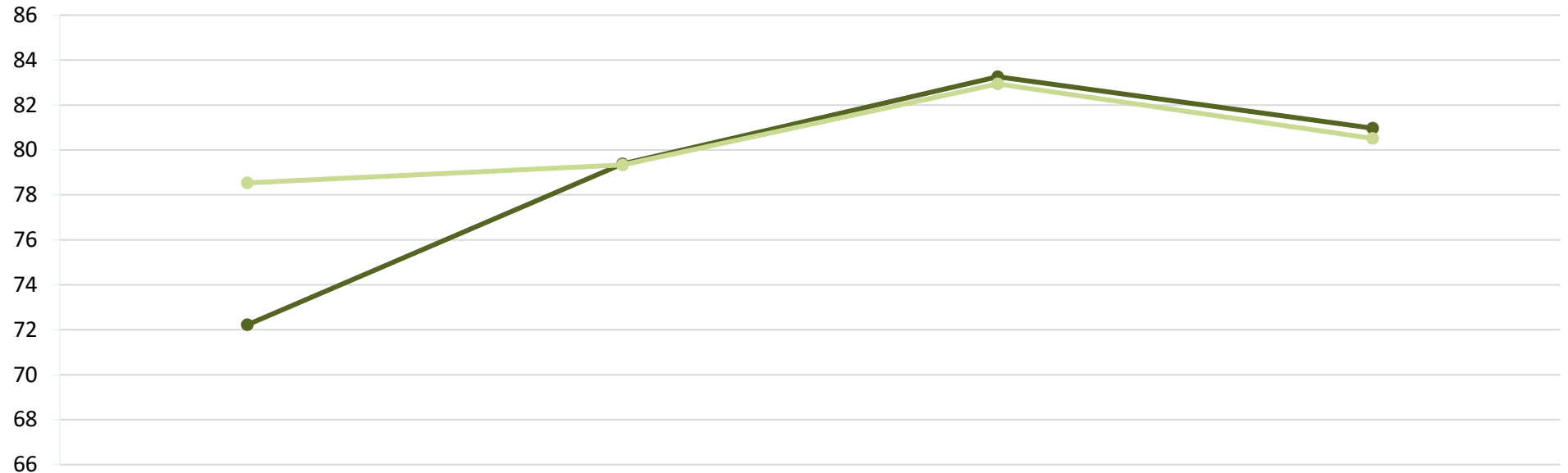
Percentage of staff satisfied with the extent to which their organisation values their work.



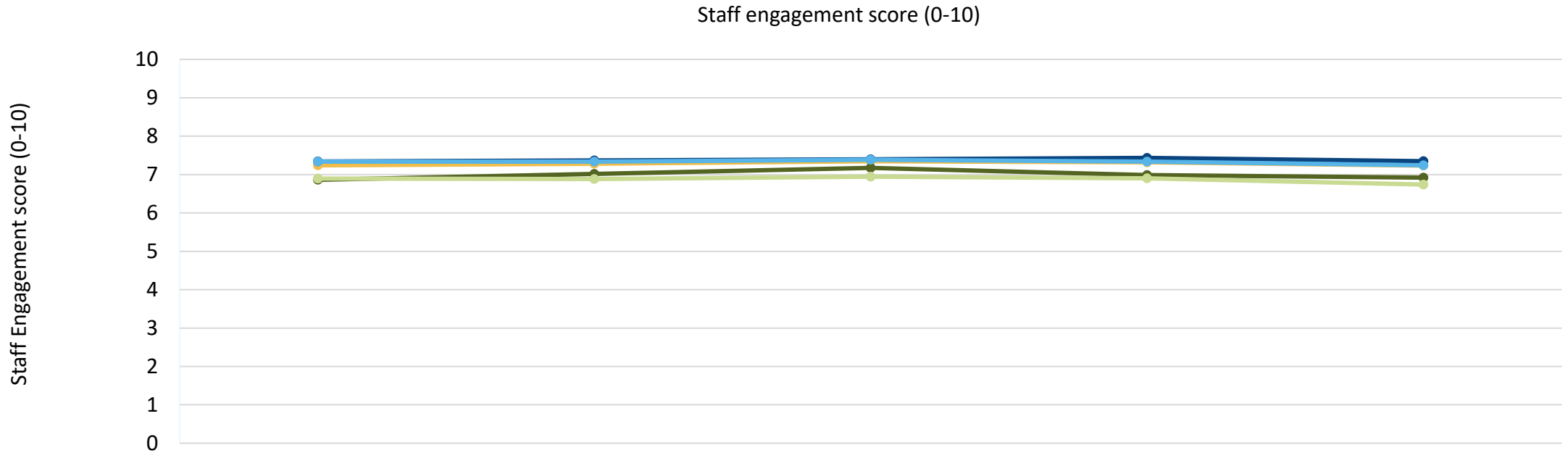
	2021	2022	2023	2024	2025
Staff with a LTC or illness: Your org	47.48%	47.97%	50.70%	49.87%	49.19%
Staff without a LTC or illness: Your org	55.23%	55.28%	58.04%	60.66%	57.13%
Staff with a LTC or illness: Average	42.95%	44.69%	46.35%	43.85%	41.11%
Staff without a LTC or illness: Average	54.16%	54.77%	56.49%	54.36%	54.29%
Staff with a LTC or illness: Responses	278	296	355	393	431
Staff without a LTC or illness: Responses	1128	1080	1163	1220	1206

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

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



	2022	2023	2024	2025
Staff with a LTC or illness: Your org	72.22%	79.38%	83.26%	80.97%
Staff with a LTC or illness: Average	78.54%	79.34%	82.94%	80.51%
Staff with a LTC or illness: Responses	180	194	227	268



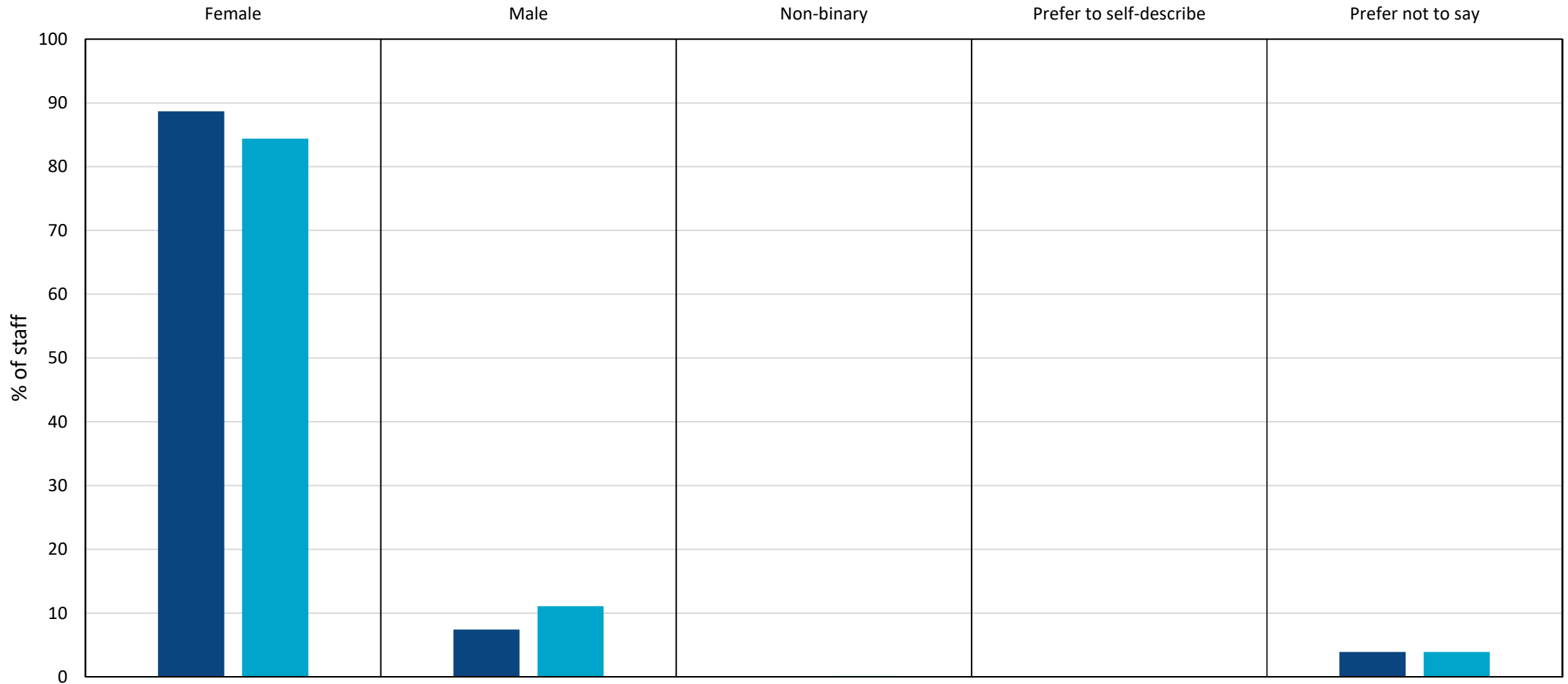
	2021	2022	2023	2024	2025
Organisation average	7.24	7.28	7.35	7.32	7.23
Staff with a LTC or illness: Your org	6.86	7.01	7.17	6.99	6.92
Staff without a LTC or illness: Your org	7.34	7.37	7.40	7.43	7.35
Staff with a LTC or illness: Average	6.89	6.88	6.95	6.90	6.74
Staff without a LTC or illness: Average	7.34	7.34	7.39	7.34	7.24
Staff with a LTC or illness: Responses	280	296	356	393	431
Staff without a LTC or illness: Responses	1129	1081	1165	1224	1207

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.

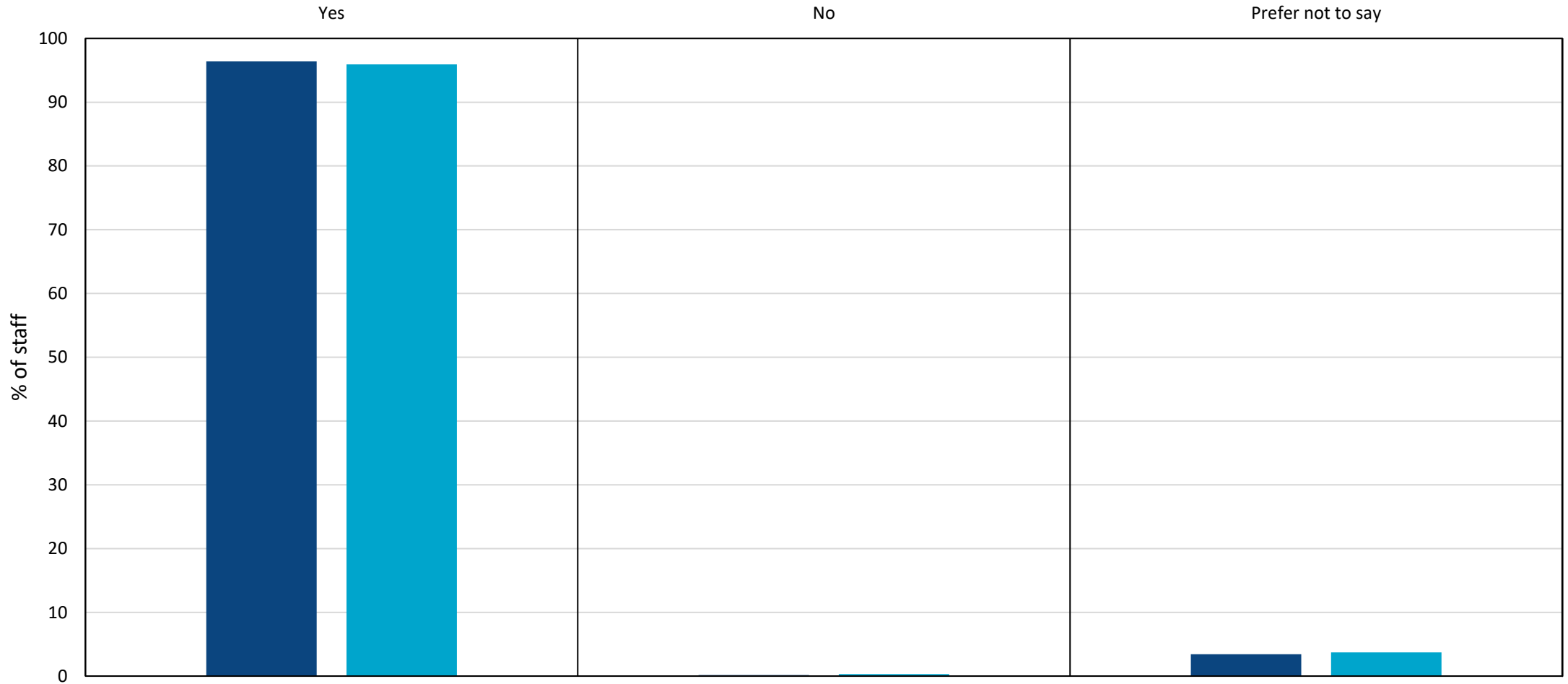
Background details - Which of the following best describes you?



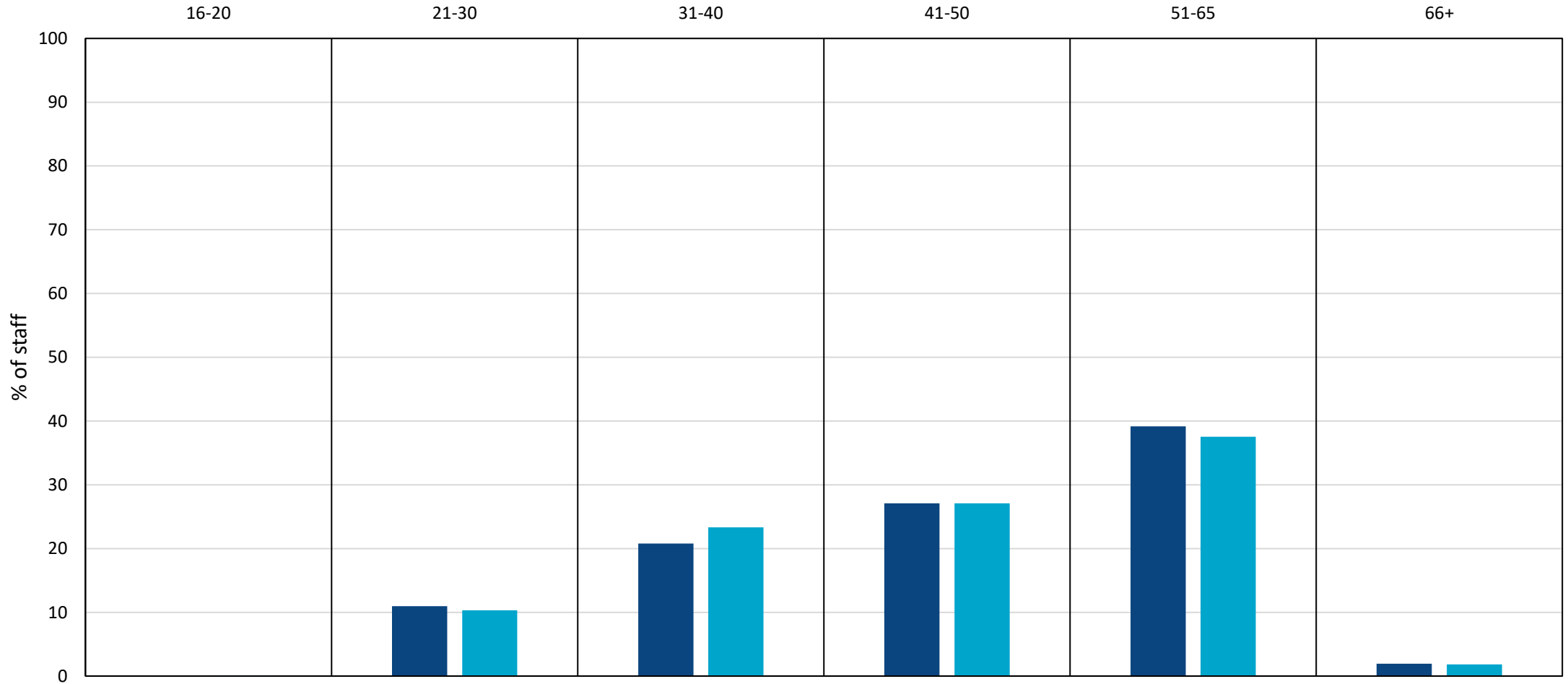
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
Your org	88.68%	7.41%	0.00%	0.00%	3.91%
Average	84.39%	11.08%	0.13%	0.00%	3.91%
Responses	1661	1661	1661	1661	1661



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



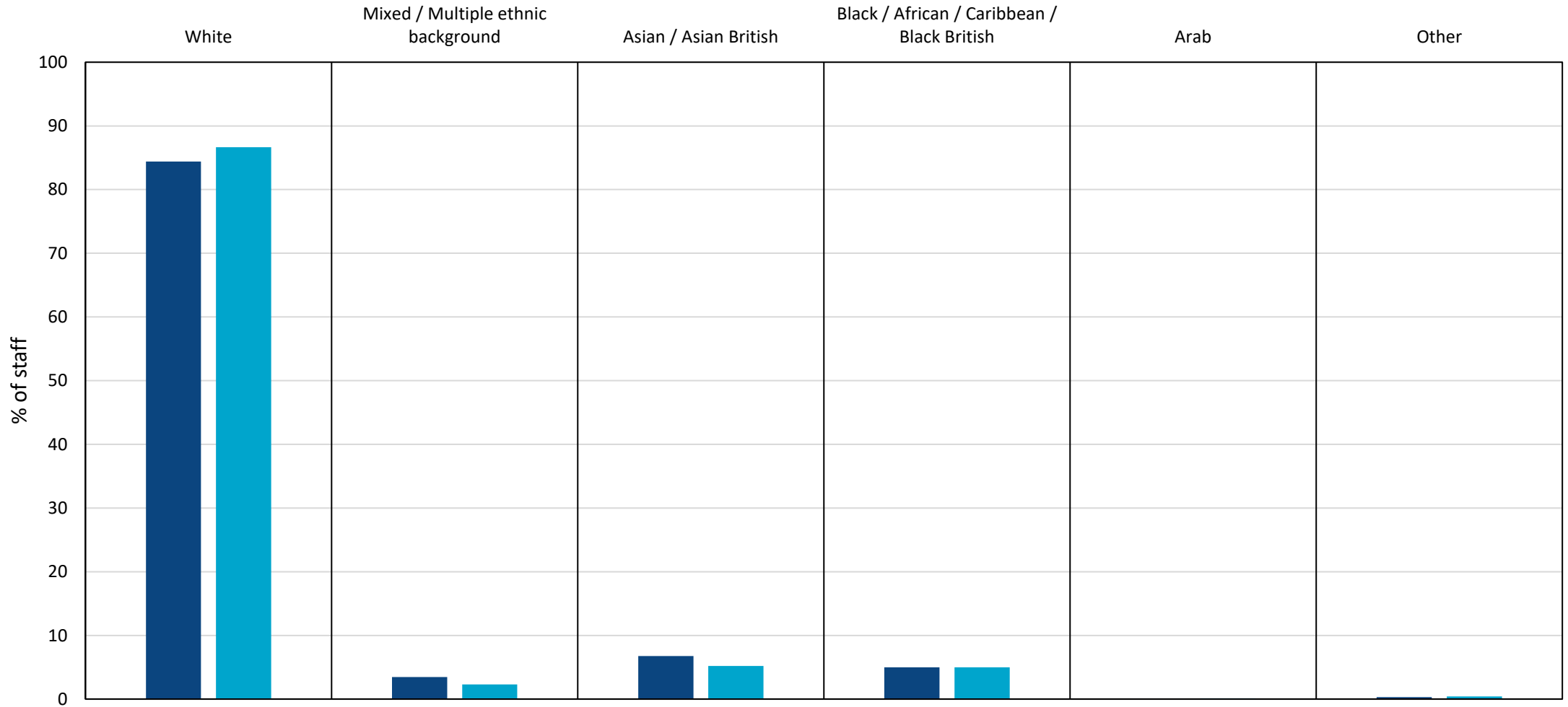
Your org	96.39%	0.18%	3.43%
Average	95.92%	0.30%	3.73%
Responses	1660	1660	1660



Your org	0.06%	10.97%	20.79%	27.09%	39.15%	1.94%
Average	0.12%	10.32%	23.32%	27.09%	37.54%	1.83%
Responses	1650	1650	1650	1650	1650	1650

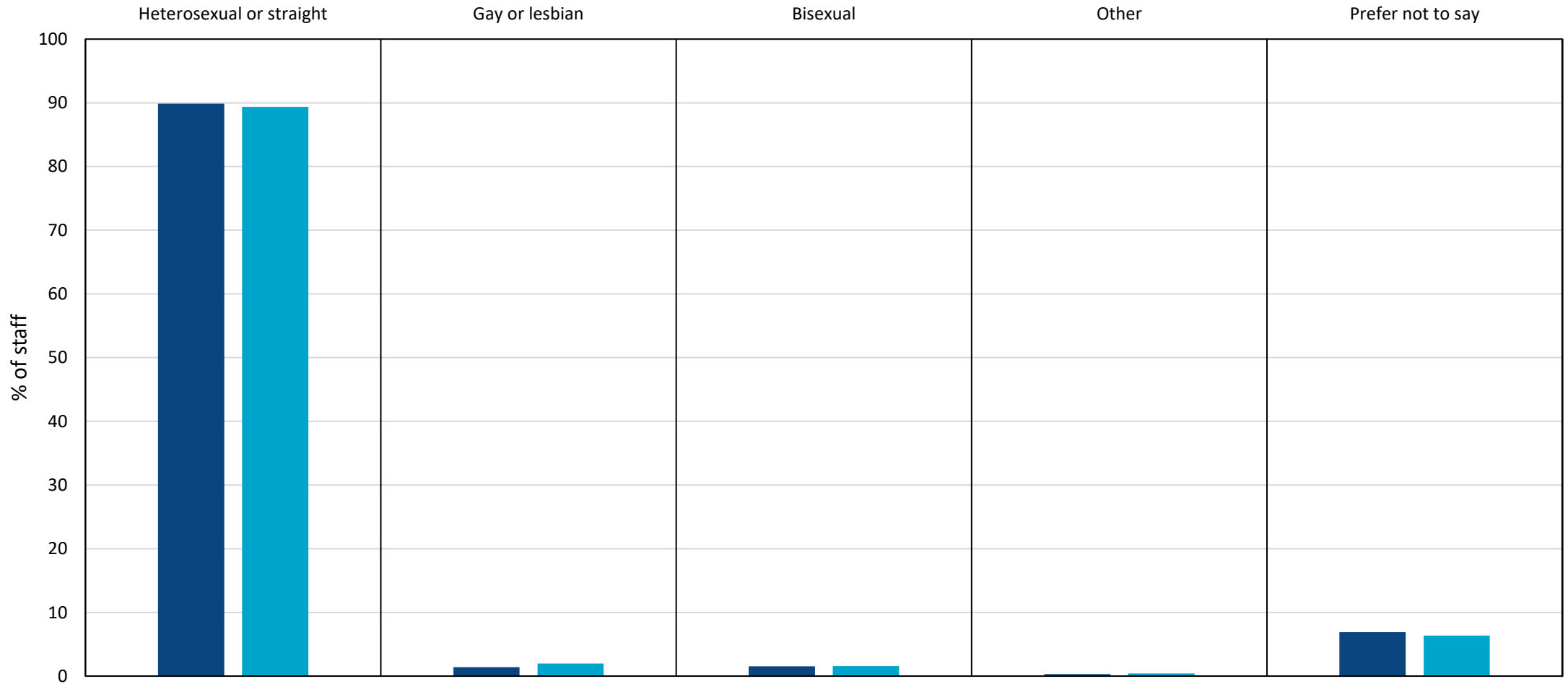


Background details - Ethnic group



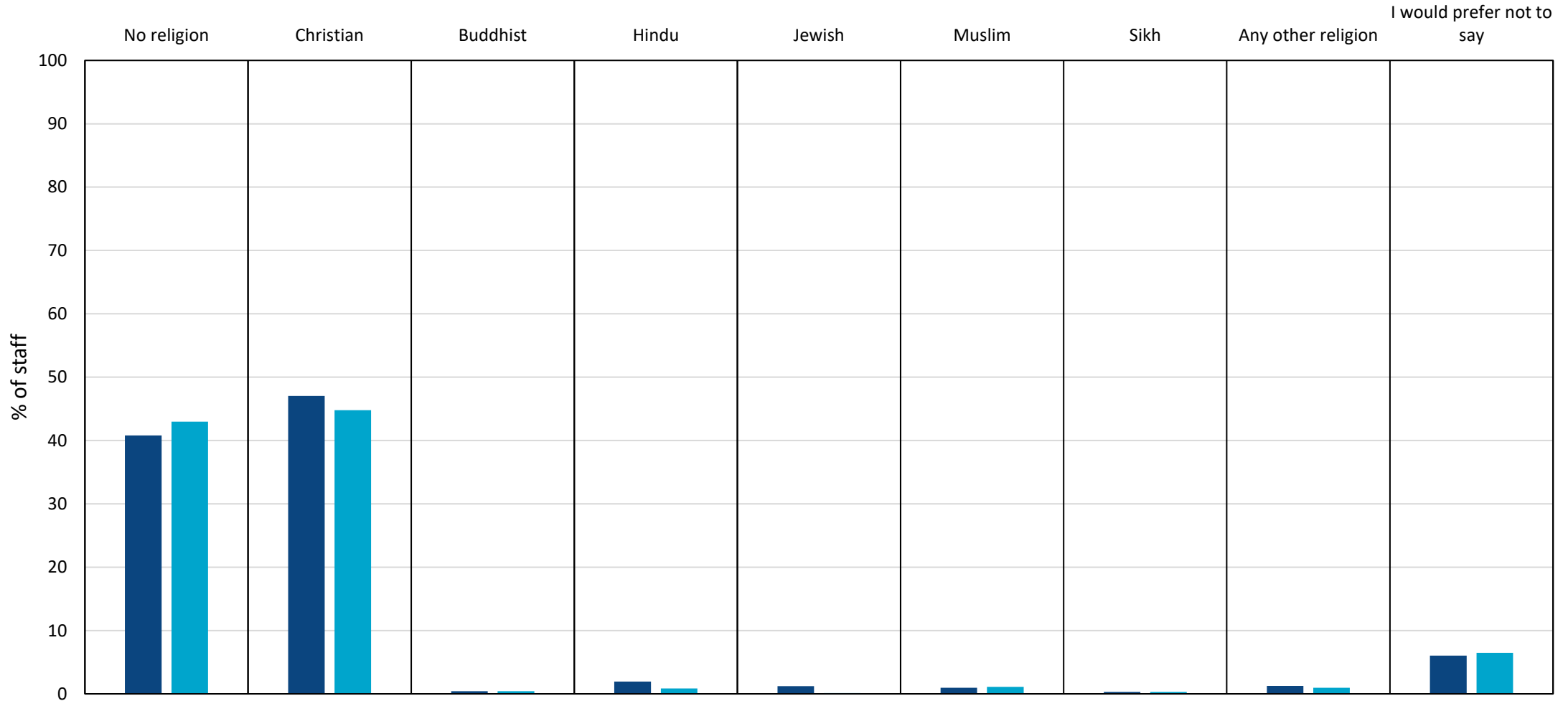
Your org	84.42%	3.47%	6.76%	4.99%	0.06%	0.30%
Average	86.63%	2.31%	5.19%	4.99%	0.12%	0.43%
Responses	1643	1643	1643	1643	1643	1643

Background details - Sexual orientation



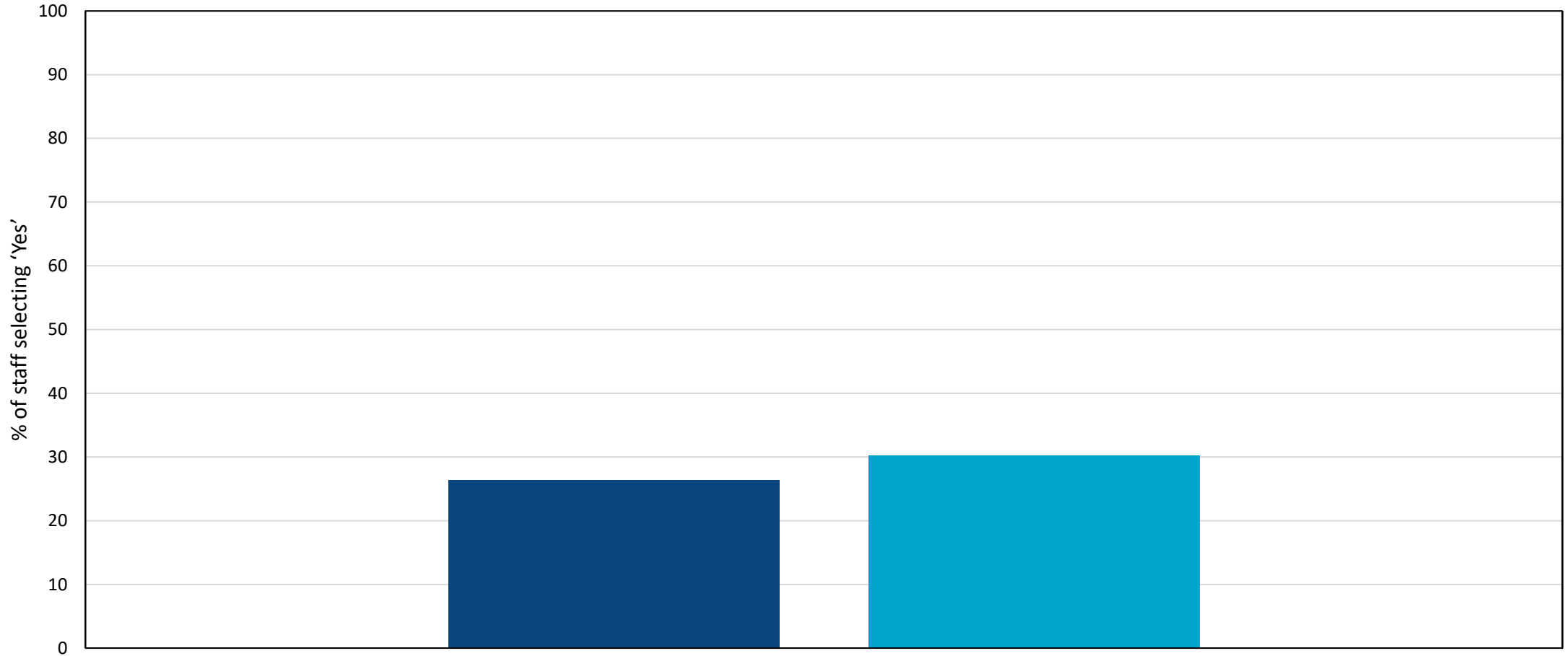
Responses	1640	1640	1640	1640	1640
Your org	89.88%	1.40%	1.52%	0.30%	6.89%
Average	89.36%	1.97%	1.59%	0.43%	6.38%

Background details - Religion or belief



Your org	40.81%	47.04%	0.42%	1.93%	1.21%	0.97%	0.30%	1.27%	6.05%
Average	42.98%	44.79%	0.42%	0.84%	0.12%	1.10%	0.30%	0.96%	6.47%
Responses	1654	1654	1654	1654	1654	1654	1654	1654	1654

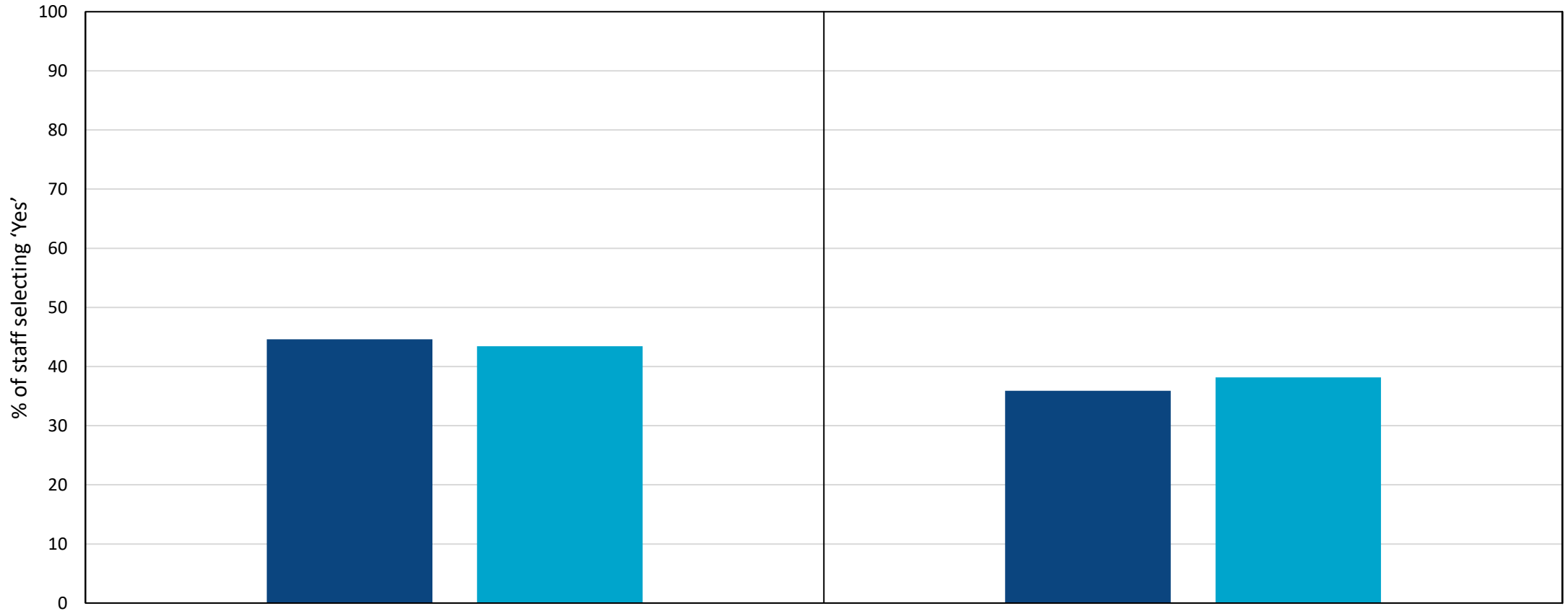
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?



Your org	26.30%
Average	30.14%
Responses	1639

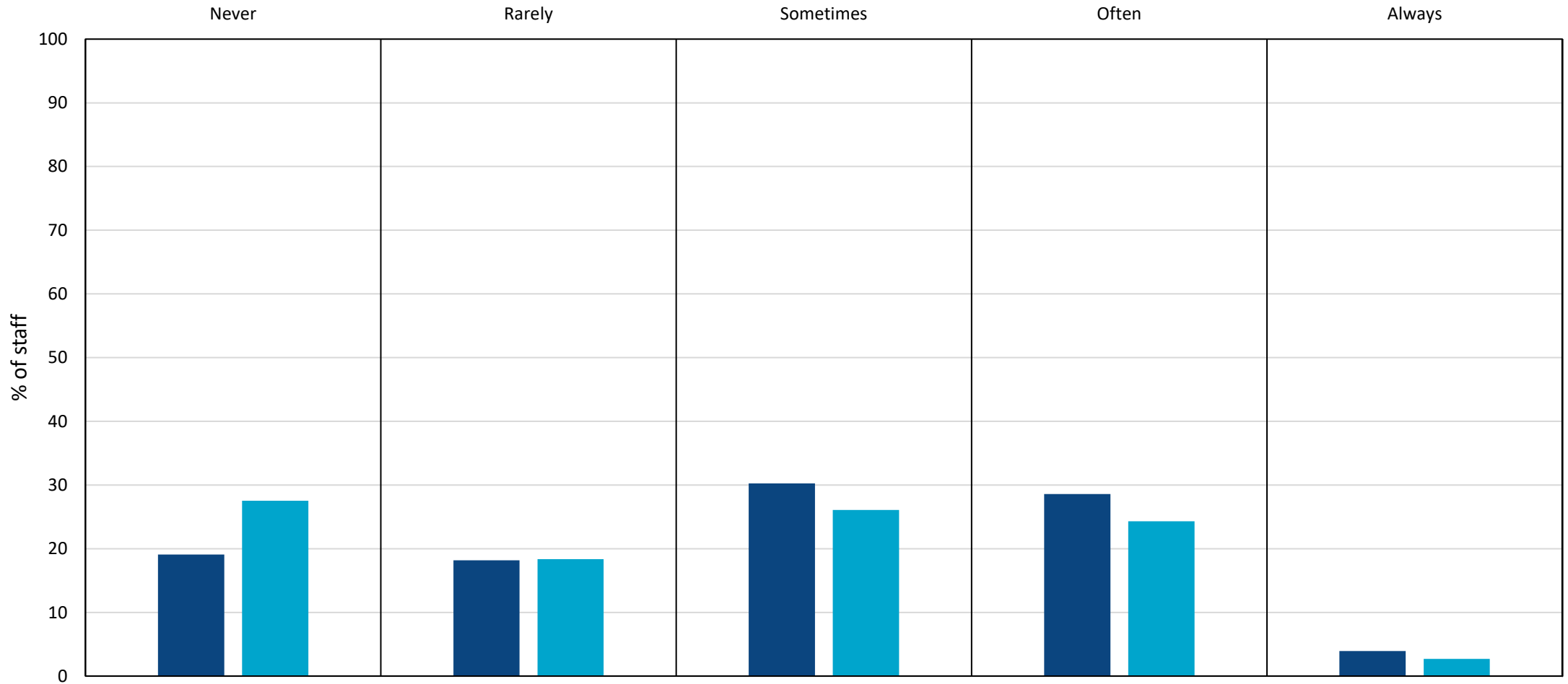
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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



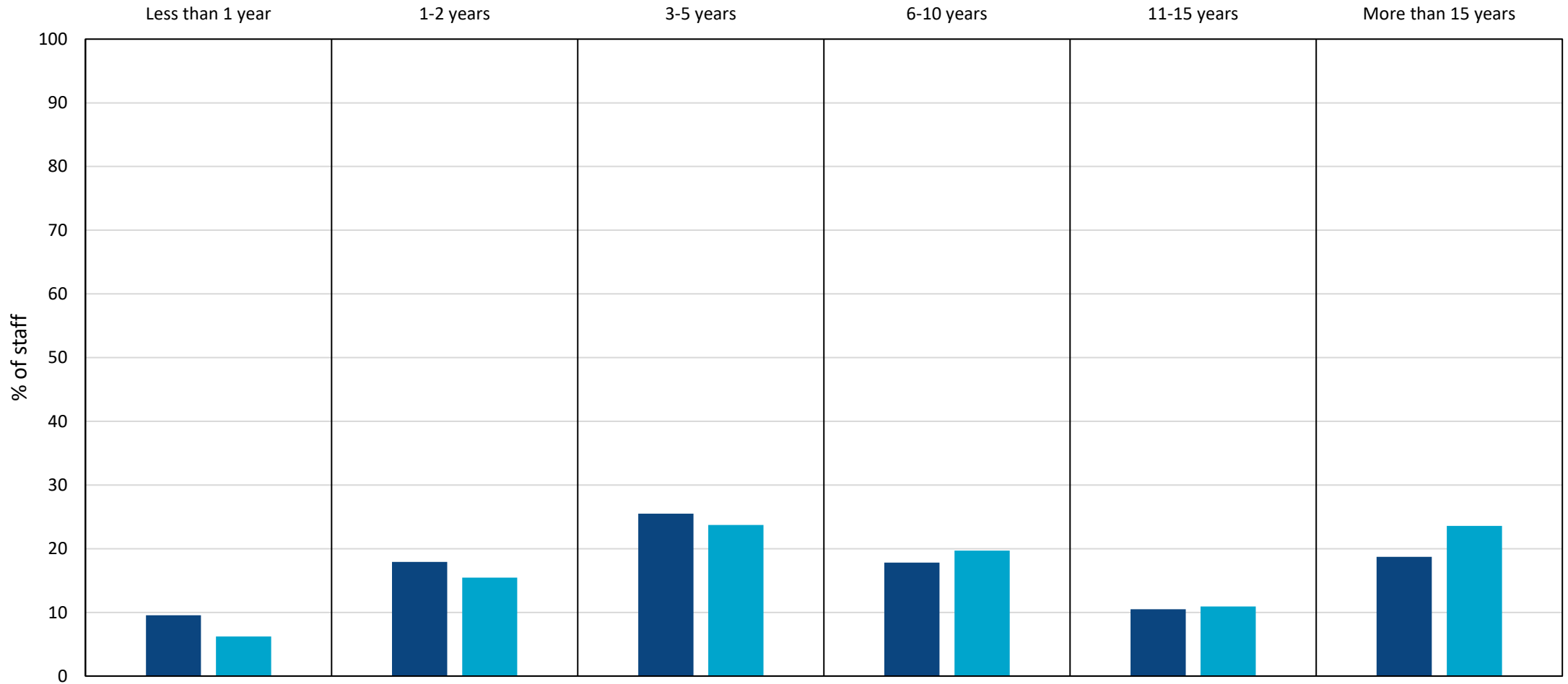
Your org	44.61%	35.92%
Average	43.42%	38.15%
Responses	1650	1651

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



	Never	Rarely	Sometimes	Often	Always
Your org	19.09%	18.17%	30.23%	28.57%	3.94%
Average	27.52%	18.35%	26.07%	24.31%	2.71%
Responses	1624	1624	1624	1624	1624

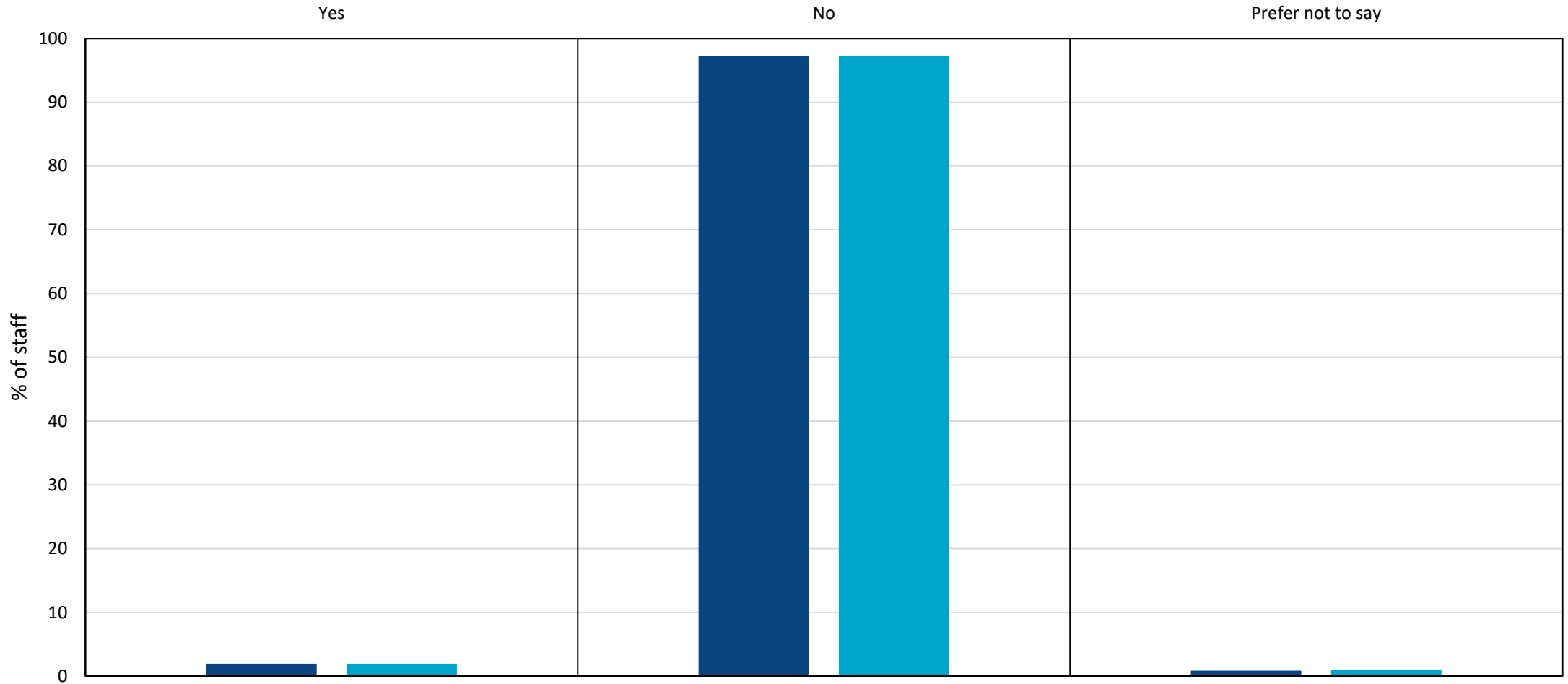
Background details - Length of service



Responses	1656	1656	1656	1656	1656	1656
Your org	9.54%	17.93%	25.48%	17.81%	10.51%	18.72%
Average	6.22%	15.47%	23.74%	19.70%	10.95%	23.57%

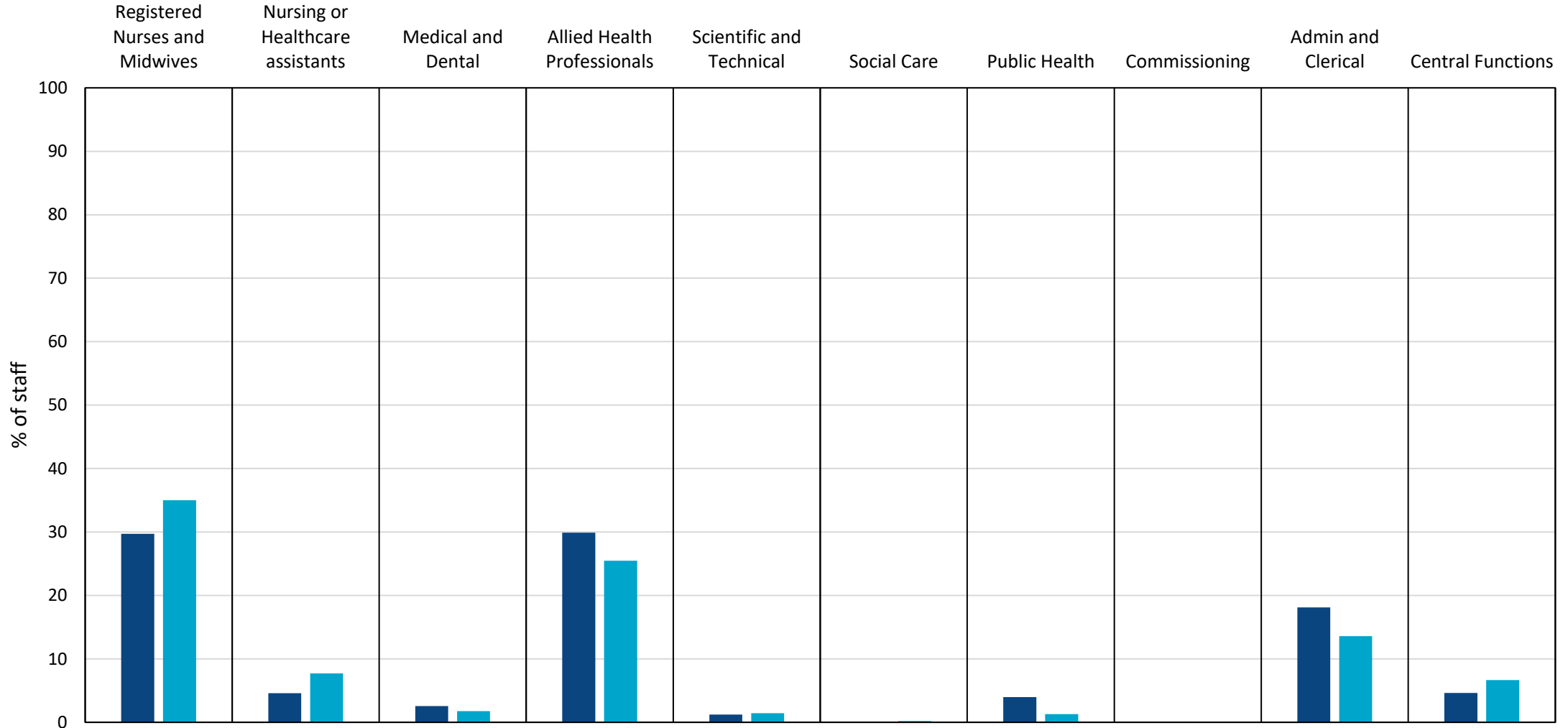


Background details - When you joined this organisation, were you recruited from outside of the UK?



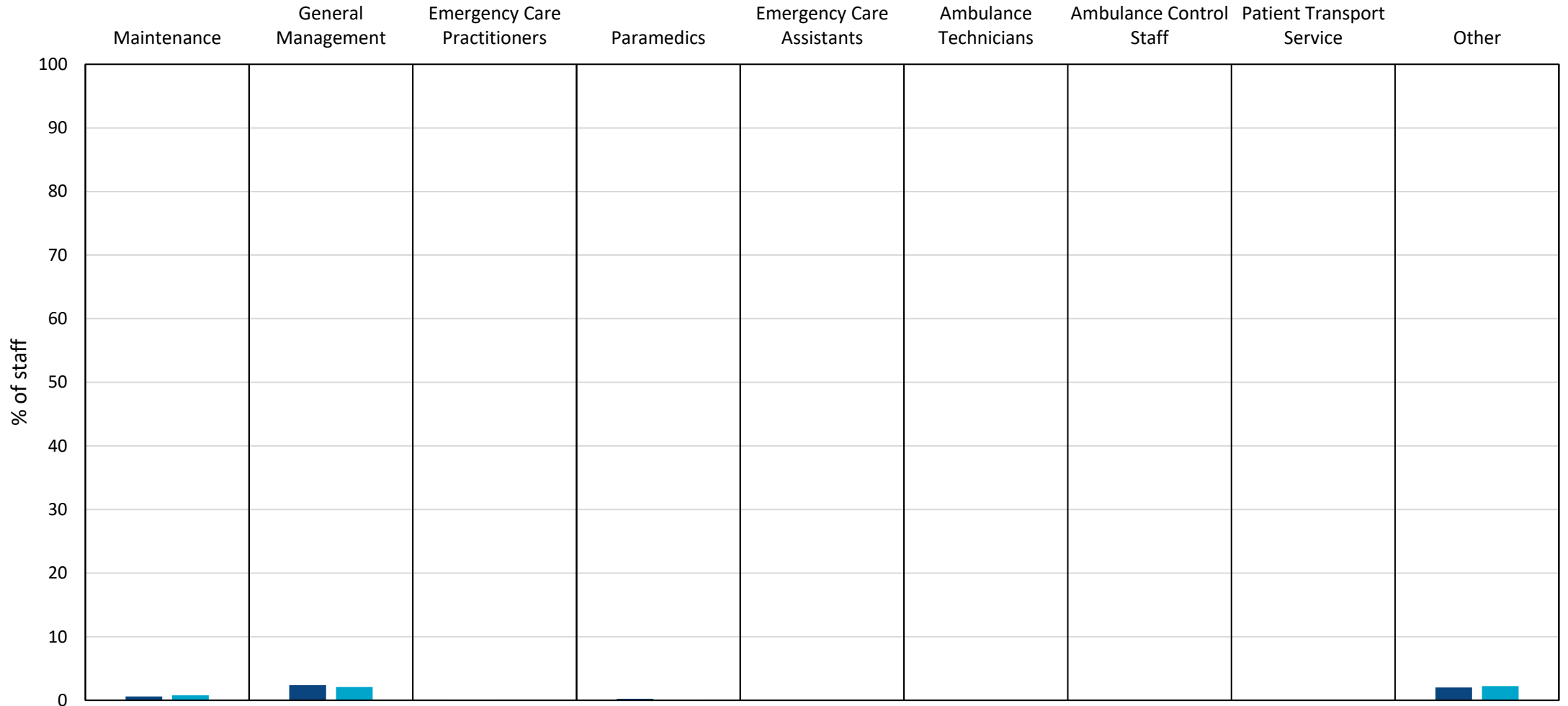
	Yes	No	Prefer not to say
Your org	1.93%	97.22%	0.85%
Average	1.93%	97.22%	0.99%
Responses	1654	1654	1654

Background details - Occupational group



Occupational Group	Your org (%)	Average (%)	Responses
Registered Nurses and Midwives	29.70%	34.99%	1640
Nursing or Healthcare assistants	4.57%	7.71%	1640
Medical and Dental	2.56%	1.76%	1640
Allied Health Professionals	29.88%	25.46%	1640
Scientific and Technical	1.22%	1.42%	1640
Social Care	0.00%	0.19%	1640
Public Health	3.96%	1.28%	1640
Commissioning	0.06%	0.07%	1640
Admin and Clerical	18.11%	13.58%	1640
Central Functions	4.63%	6.67%	1640

Background details - Occupational group



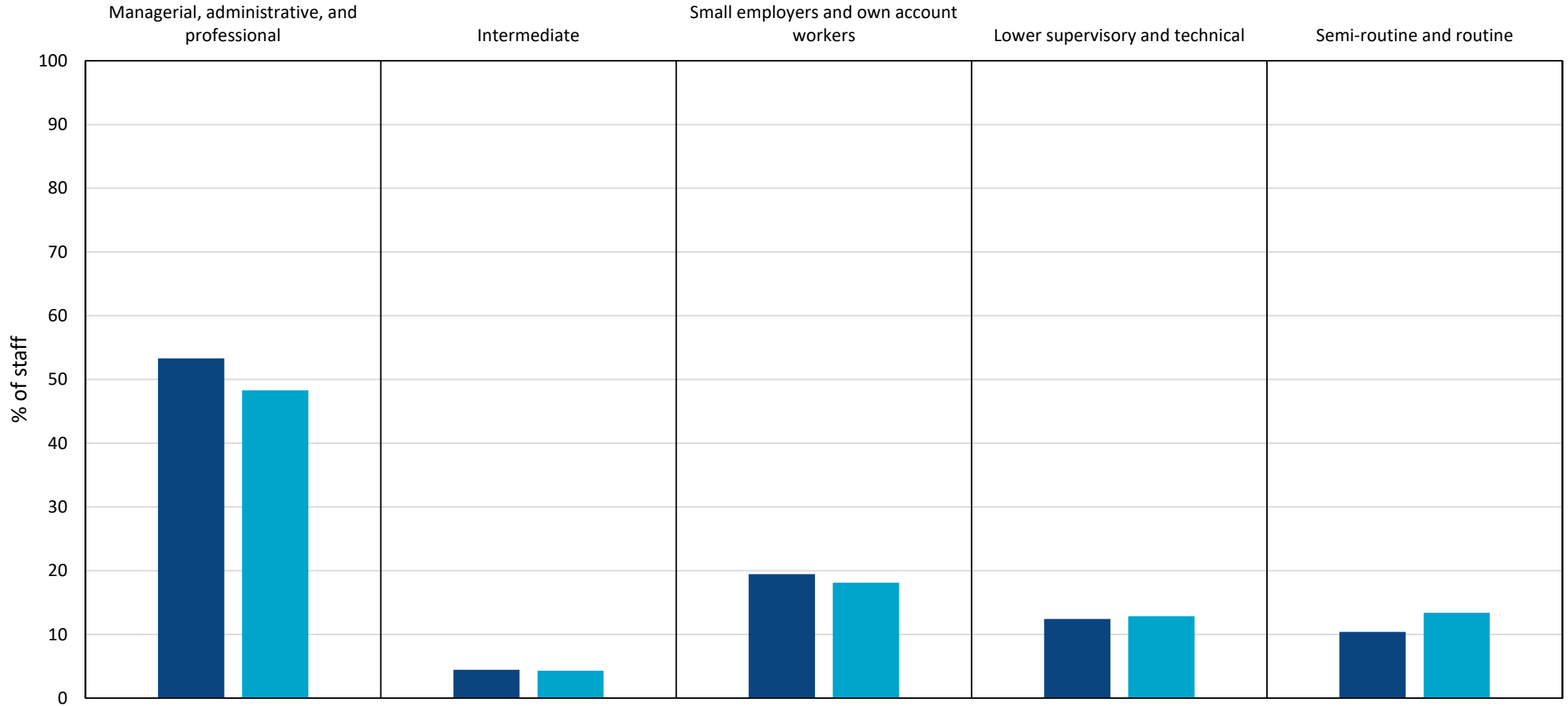
Your org	0.61%	2.38%	0.06%	0.24%	0.00%	0.00%	0.00%	0.00%	2.01%
Average	0.80%	2.08%	0.00%	0.10%	0.00%	0.00%	0.00%	0.00%	2.22%
Responses	1640	1640	1640	1640	1640	1640	1640	1640	1640

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

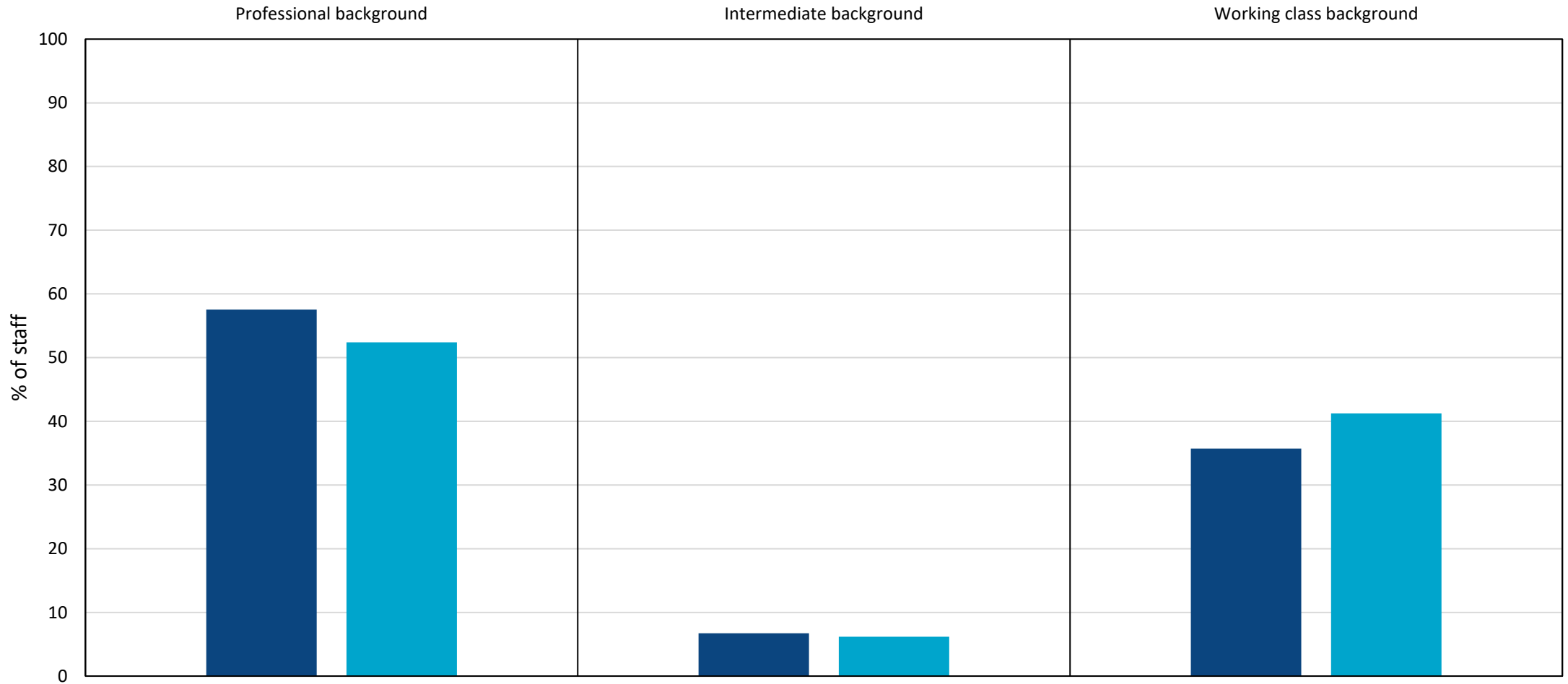


Responses	925	925	925	925	925
Your org	53.30%	4.43%	19.46%	12.43%	10.38%
Average	48.31%	4.31%	18.10%	12.87%	13.41%

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



Your org	57.54%	6.72%	35.73%
Average	52.39%	6.19%	41.24%
Responses	1279	1279	1279

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	8.03	6.68	7.34	6.66	6.31	7.19	7.37	7.46	6.45
2 Intermediate	7.90	6.33	7.21	6.49	5.93	6.93	7.01	7.37	6.43
3 Small employers and own account workers	7.98	6.46	7.27	6.55	6.16	6.82	7.34	7.29	6.24
4 Lower supervisory and technical	7.96	6.56	7.14	6.69	6.02	7.24	7.24	7.30	6.50
5 Semi-routine and routine	8.08	6.62	7.31	6.71	6.15	6.63	7.36	7.33	6.33

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	7.95	6.57	7.26	6.60	6.20	7.04	7.28	7.34	6.36
2 Intermediate	7.96	6.49	7.16	6.51	6.11	6.86	7.29	7.30	6.35
3 Working class	7.94	6.52	7.15	6.64	6.02	6.92	7.27	7.22	6.36

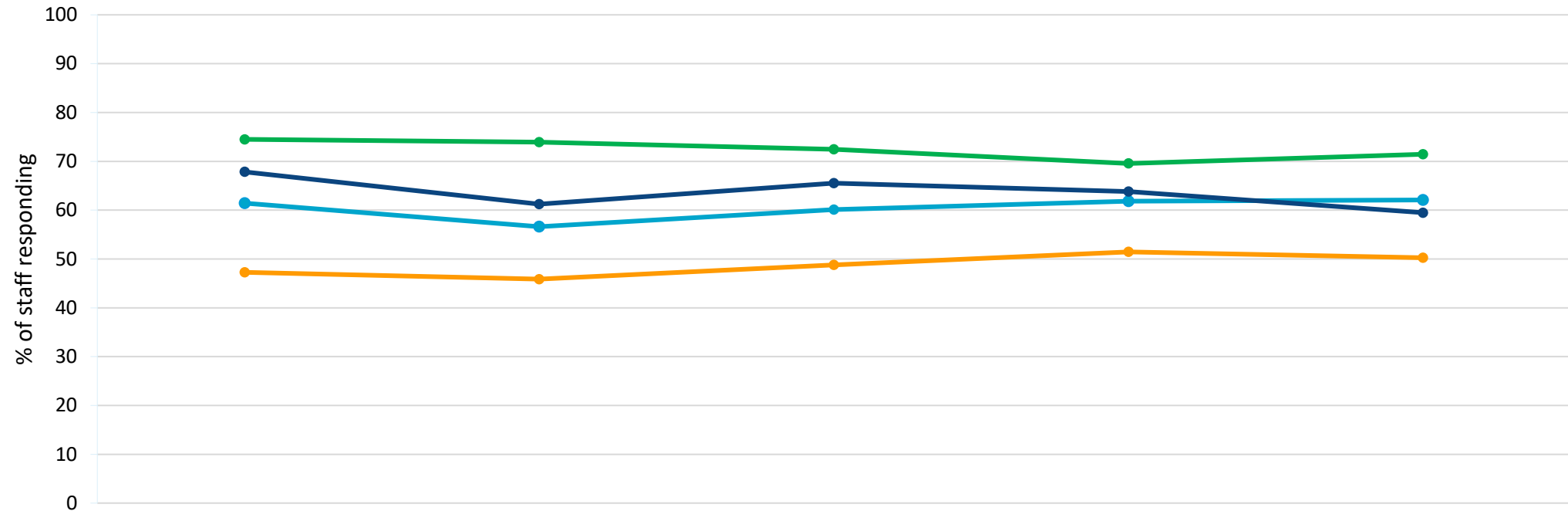
Please note – These questions are online only.

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

Response rate



	2021	2022	2023	2024	2025
Your org	67.83%	61.22%	65.55%	63.78%	59.48%
Highest	74.50%	73.93%	72.47%	69.55%	71.42%
Average	61.43%	56.61%	60.10%	61.85%	62.08%
Lowest	47.25%	45.87%	48.80%	51.44%	50.25%
Responses	1455	1389	1564	1652	1663

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	7.89	1650	7.86	1662	Not significant
We are recognised and rewarded	6.50	1647	6.42	1661	Not significant
We each have a voice that counts	7.18	1632	7.12	1652	Not significant
We are safe and healthy	6.60	1647	6.54	1656	Not significant
We are always learning	6.05	1581	6.05	1600	Not significant
We work flexibly	6.97	1645	6.89	1660	Not significant
We are a team	7.23	1649	7.20	1661	Not significant
Themes					
Staff Engagement	7.32	1650	7.23	1662	Not significant
Morale	6.28	1650	6.28	1662	Not significant

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

Appendix C: Tips on using your benchmark report

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

Key points to note



The seven People Promise elements, the two themes and the sub-scores that feed into them cover key areas of staff experience and present results in these areas in a clear and consistent way. The People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher result is more positive than a lower result. These results are created by scoring questions linked to these areas of experience and grouping these results together. Details of how the results are calculated can be found in the Technical Guide available on the [Staff Survey website](#).



A key feature of the reports is that they **provide organisations with up to five years of trend data**. Trend data provides a much more reliable indication of whether the most recent results represent a change from the norm for an organisation than comparing the most recent results only to those from the previous year. Taking a longer-term view will help organisations to identify trends over several years that may have been missed when comparisons are drawn solely between the current and previous year.



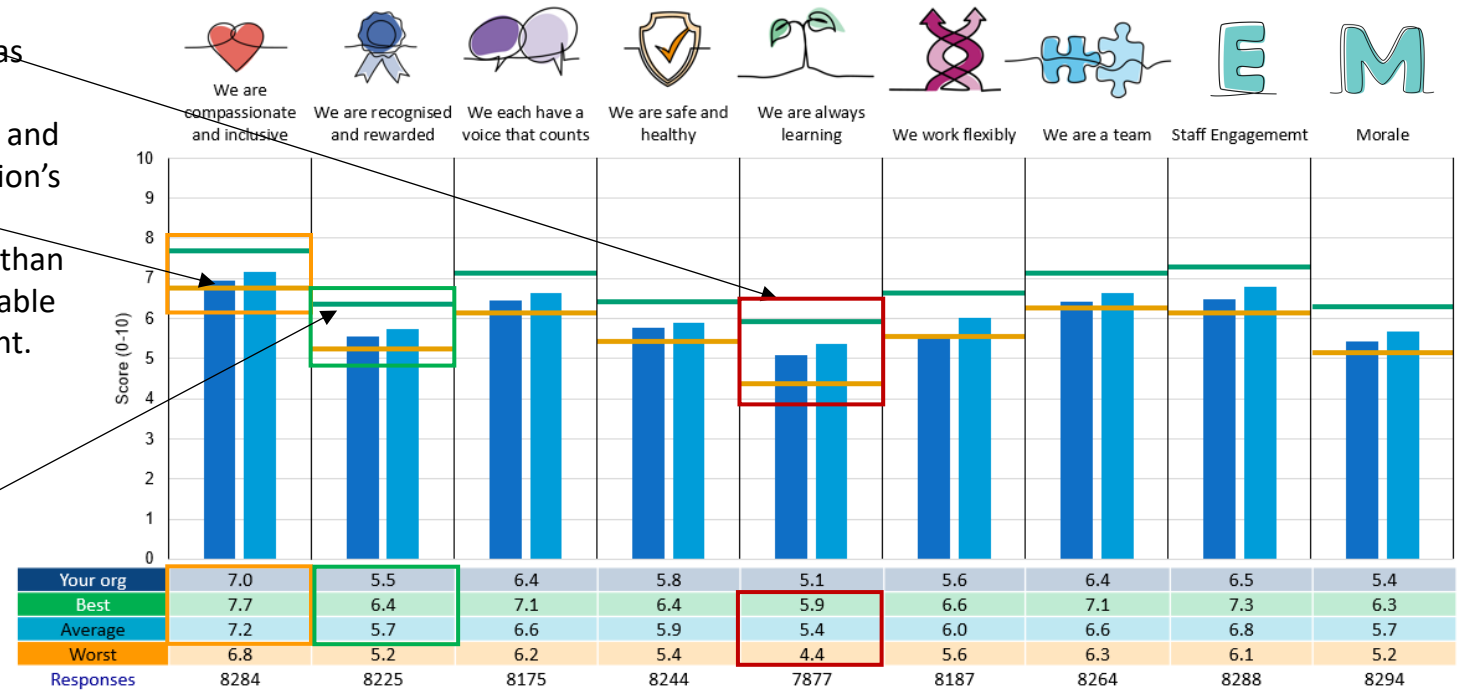
People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are benchmarked so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single chart.

When analysing People Promise element and theme results, it is easiest to start with the [overview](#) page to quickly identify areas of interest which can then be compared to the best, average, and worst result in the benchmarking group.

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

Areas to improve

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



Only one example is highlighted for each point

Positive outcomes

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

Review trend data

Trend data can be used to identify measures which have been consistently improving for your organisation (i.e. showing an upward trend) over the past years and ones which have been declining over time. These charts can help establish if there is genuine change in the results (if the results are consistently improving or declining over time), or whether a change between years is just a minor year-on-year fluctuation.

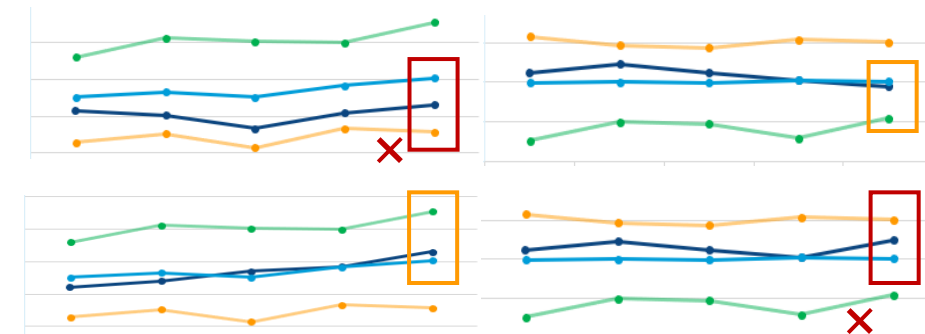


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

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

In order to understand exactly which factors are driving your organisation’s People Promise element and theme results, you should review the sub-scores and questions feeding into these results. The **sub-score results** and the ‘**Question results**’ section contain the sub-scores and questions contributing to each People Promise element and theme, grouped together. By comparing ‘Your org’ results to the benchmarking group ‘Average’, ‘Best’ and ‘Worst’ results for each question, the **questions which are driving your organisation’s People Promise element and theme results can be identified**.

For areas of experience where results need improvement, action plans can be formulated to **focus on the questions where the organisation’s results fall between the benchmarking group average and worst results**. Remember to keep an eye out for questions where a lower percentage is a better outcome – such as questions on violence or harassment, bullying and abuse.



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

This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 140 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data.

Identifying questions of interest

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

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

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

The methods recommended to review your People Promise and theme results can also be applied to pick out question level results of interest. However, **unlike People Promise elements, themes and sub-scores where a higher result always indicates a better result, it is important to keep an eye out for questions where a lower percentage relates to a better outcome** (see details on the 'Using the report' page in the 'Introduction' section).



➤ **To identify areas of concern:** look for questions where the organisation value falls between the benchmarking group average and the worst result, particularly questions where your organisation result is very close to the worst result. Review changes in the trend data to establish if there has been a decline or stagnation in results across multiple years but consider the context of how the organisation has performed in comparison to its benchmarking group over this period. A positive trend for a question that is still below the average result can be seen as good progress to build on further in the future.

➤ **When looking for positive outcomes:** search for results where your organisation is closest to the benchmarking group best result (but remember to consider results for previous years), or ones where there is a clear trend of continued improvement over multiple years.

Appendix D: 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 abroad	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 Hertfordshire Community NHS 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.