

TECHNICAL GUIDE TO THE 2025 STAFF SURVEY DATA

NHS STAFF SURVEY COORDINATION CENTRE

Version 2

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1 Introduction

The NHS Staff Survey provides an opportunity for organisations to survey their staff in a consistent and systematic manner. This makes it possible to build up a picture of staff experience and, with care, to compare and monitor change over time and to identify variations between different staff groups. Obtaining feedback from staff, and taking account of their views and priorities, is vital for driving real service improvements in the NHS.

The national outputs for the 2025 Staff Survey are published by the Survey Coordination Centre (SCC) in spring 2026. The results are primarily intended to be used by organisations to help review and improve staff experience. The Care Quality Commission use the results from the survey to monitor ongoing compliance with essential standards of quality and safety. The survey also supports accountability of the Secretary of State for Health and Social Care to Parliament for delivery of the NHS Constitution.

This guide contains detailed, technical information on how results are calculated and what data are presented in each output file. For a brief overview of the Staff Survey data and the reports produced, please refer to 'A Guide to Understanding and Using Results', which is also available to download from www.nhsstaffsurveys.com/survey-documents/.

Any organisations with at least 200 active in-house bank workers are mandated to take part in the NHS Staff Survey for bank only workers (NSSB), which is tailored for bank only workers. Information relating to the results for bank only workers is reported separately, and this technical guide relates only to the survey results for staff with substantive contracts. Any comparisons between results for bank only and substantive staff should be made with caution due to differences in the survey methodology/questions asked and differences in the profile of bank workers and staff with a substantive contract. **Please see the [NSSB Technical Guide](#) for further information about the version of the survey for bank only workers.**

Furthermore, this document relates only to results in the outputs produced by the SCC. A full list and details of these outputs can be found in [Section 7](#). Organisations referring to the results produced by their contractors should note that certain details in this document will not be applicable to those results (e.g. weighting).

Please note that there have been some minor changes to the questionnaire since 2024. A summary of these changes is available to download from the [Survey Documents section](#) of the website.

Data from previous years published as part of the 2025 survey have been re-calculated where necessary to enable fair historical comparisons. Details of the criteria used by NHS organisations to determine staff eligibility for inclusion in the survey are provided in [Appendix A](#).

1.1 Note on sex, gender and gender identity in the NHS Staff Survey

Sex, gender and gender identity are complex and important topics. The Office for National Statistics (ONS) has published information¹ regarding its reporting of some of this data, and there are ongoing processes seeking clarification to existing legislation. Existing questions are retained until question design, cognitive testing, user engagement and observance of advice and guidance from formal sources has taken place to avoid using untested questions in large national surveys. The Government Statistical Service (a community for all UK civil servants working in the collection, production and communication of official statistics) are undertaking priority work² to develop best practice harmonised standards for gender identity, sex and other protected characteristics. This work will feed into future Staff Survey developments. The survey questions are continually reviewed against any changes to legislation or guidance.

2 Data cleaning

2.1 Cleaning by contractors

Before submitting their data to the SCC, contractors carry out data cleaning according to instructions in the data cleaning and submission guidance. The cleaning process carried out by contractors is outlined below.

For most questions that require a single answer only, the data is treated as missing (i.e. left blank) if respondents have ticked more than one response option. There are a few exceptions to this general rule, as specified below.

For the occupational group question (q40, labelled as q35 in the paper questionnaire), priority coding applies to multiple responses:

- Within the Registered Nurses and Midwives section, Midwives, Health Visitors or District/Community options are prioritised over Adult/General, Mental Health, Learning Disabilities and Children.
 - All other types of multiple responses in the Registered Nurses and Midwives section are recoded as Other Registered Nurses.
- If General Management and any other occupational group are ticked, General Management is set as blank leaving the other response selected.

For the questions on reporting physical violence (q13d) and reporting harassment, bullying and abuse (q14d), the following cleaning is applied to multiple responses:

- If the respondent has ticked **BOTH** “Yes, I reported it” **AND** “Yes, a colleague reported it”, this is entered as a code 6, indicating “Reported both by self and a colleague”, regardless of what else is selected.

¹ For more information, please see <https://osr.statisticsauthority.gov.uk/publication/review-of-statistics-on-gender-identity-based-on-data-collected-as-part-of-the-2021-england-and-wales-census-final-report/>

² For more information, please see [Government Statistical Service \(GSS\) Harmonisation Team workplan 2024 – Government Analysis Function](#)

- If the respondent has ticked **EITHER** “Yes, I reported it” **OR** “Yes, a colleague reported it” **AND ALSO** ticked “Don’t know” **AND/OR** “Not applicable” then the former two responses (“Yes”) are kept and the “Don’t know” and/or “Not applicable” codes removed.
- If the respondent has ticked any other combination of responses, then this question is coded as missing (i.e. blank).

2.2 Cleaning of the national dataset

Data collected and cleaned by survey contractors (as outlined in [Section 2.1](#)) is submitted to the SCC which carries out additional cleaning as described below.

Out of range responses (e.g. a value of ‘4’ for a question that only has 3 response options) are cleaned out for all questions.

For q16c, if a respondent has entered a free text comment for response option 10 (‘Other’) but did not tick the response box, this is set to ticked in cleaning.

There are also a number of filtered questions in the core questionnaire, i.e. questions which should not have been answered if a certain response is ticked on a preceding routing question. The SCC applies a common set of editing instructions to clean these filtered questions, as detailed below:

- If the response to q11d is “No” or missing, then q11e is set to missing.
- If the respondent did not select any of codes 2, 3, 4 or 5 at q13a OR q13b OR q13c then their response to q13d is set to missing.
- If the respondent did not select any of codes 2, 3, 4 or 5 at q14a OR q14b OR q14c then their response to q14d is set to missing.
- If the response to both q16a and q16b is “No” or missing, then q16c is set to missing.
- If the respondent did not select code 1 at q23a then their responses to q23b, q23c and q23d are set to missing.
- If the response to q31a is “No” or missing, then q31b is set to missing.
- If the response to q33 is “Employee” then q35 is set to missing.
- If the response to q33 is “Self-employed with employees” then q34 and q36 are set to missing.
- If the response to q33 is “Self-employed or freelancer without employees” then q34-36 are set to missing.
- If the response to q33 is “They were not working” or “Prefer not to say” then q34-37 are set to missing.
- If the response to q33 is missing then q34-36 are all set to missing.

Data cleaning rules are applied retrospectively, so all historical data reported in 2025 will be cleaned according to the current rules, rendering the trend results comparable.

3 People Promise elements and theme scores

The People Promise summary indicators provide an overview of staff experience in relation to the seven elements of the People Promise:

1. *We are compassionate and inclusive*

2. *We are recognised and rewarded*
3. *We each have a voice that counts*
4. *We are safe and healthy*
5. *We are always learning*
6. *We work flexibly*
7. *We are a team*

Summary scores are also calculated for the long-standing themes:

- Staff Engagement
- Morale

Each People Promise element score and theme score is based on between two and four sub-scores³, with each sub-score calculated from the responses to between one and nine questions (see [Section 3.2](#)).

All summary indicators - the People Promise element scores, theme scores and sub-scores - are scored on a scale of 0-10 and reported as mean scores. A higher score always indicates a more favourable result.

In order to achieve a scale of 0-10 for these measures, all responses for the contributing questions are rescored to fit this scale. Details of how the responses are scored for each of the questions feeding into the summary indicators can be found in [Section 3.3](#).

3.1 Changes to question wording and historical comparability

In 2025, question wording was updated for q11b, q15, and q16c. The updates to these questions help to ensure that the questions are inclusive and, in the case of q15 and q16c, cover protected characteristics from the Equality Act 2010. Due to these changes, previous years' results for these questions are not comparable to 2025 results and reporting will not include trend data for these questions.

Scores and affected sub-scores for People Promise element 1 ('We are compassionate and inclusive') and People Promise element 4 ('We are safe and healthy') will be recalculated for 2025 and previous years to exclude q11b and q15 from scoring calculations.

Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES) measures related to q15 will also not include trend data (see [Appendix B](#)).

3.2 Contributing questions

The questions contributing to each People Promise element and theme are shown in Table 1 below, along with the sub-scores they feed into.

PP element 1: *We are compassionate and inclusive*

Compassionate culture

³ With the exception of People Promise element 2 "We are recognised and rewarded" where the score is calculated directly from the question responses.

- Q6a "I feel that my role makes a difference to patients / service users."
- Q25a "Care of patients / service users is my organisation's top priority."
- Q25b "My organisation acts on concerns raised by patients / service users."
- 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."

Compassionate leadership

- Q9f "My immediate manager works together with me to come to an understanding of problems."
- Q9g "My immediate manager is interested in listening to me when I describe challenges I face."
- Q9h "My immediate manager cares about my concerns."
- Q9i "My immediate manager takes effective action to help me with any problems I face."

Diversity and equality⁴

- 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?"
- Q16b "In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?"
- Q21 "I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)."

Inclusion

- Q7h "I feel valued by my team."
- Q7i "I feel a strong personal attachment to my team."
- Q8b "The people I work with are understanding and kind to one another."
- Q8c "The people I work with are polite and treat each other with respect."

PP element 2: *We are recognised and rewarded*

- Q4a "The recognition I get for good work."
- Q4b "The extent to which my organisation values my work."
- Q4c "My level of pay."
- Q8d "The people I work with show appreciation to one another."
- Q9e "My immediate manager values my work."

PP element 3: *We each have a voice that counts*

Autonomy and control

- Q3a "I always know what my work responsibilities are."
- Q3b "I am trusted to do my job."
- 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."
- Q3e "I am involved in deciding on changes introduced that affect my work area / team / department."
- Q3f "I am able to make improvements happen in my area of work."
- Q5b "I have a choice in deciding how to do my work."

Raising concerns

- Q20a "I would feel secure raising concerns about unsafe clinical practice."
- Q20b "I am confident that my organisation would address my concern."

⁴ Due to changes in question wording in 2025, reported results for 'Diversity and equality' exclude q15.

- 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.”

PP element 4: *We are safe and healthy*

Health and safety climate

- Q3g “I am able to meet all the conflicting demands on my time at work.”
- Q3h “I have adequate materials, supplies and equipment to do my work.”
- Q3i “There are enough staff at this organisation for me to do my job properly.”
- Q5a “I have unrealistic time pressures.”
- Q11a “My organisation takes positive action on health and well-being.”
- Q13d “The last time you experienced physical violence at work, did you or a colleague report it?”
- Q14d “The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?”

Burnout

- Q12a “How often, if at all, do you find your work emotionally exhausting?”
- Q12b “How often, if at all, do you feel burnt out because of your work?”
- Q12c “How often, if at all, does your work frustrate you?”
- Q12d “How often, if at all, are you exhausted at the thought of another day/shift at work?”
- Q12e “How often, if at all, do you feel worn out at the end of your working day/shift?”
- Q12f “How often, if at all, do you feel that every working hour is tiring for you?”
- Q12g “How often, if at all, do you not have enough energy for family and friends during leisure time?”

Negative experiences⁵

- Q11c “During the last 12 months have you felt unwell as a result of work related stress?”
- Q11d “In the last three months have you ever come to work despite not feeling well enough to perform your duties?”
- 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?”
- Q13b “In the last 12 months how many times have you personally experienced physical violence at work from...Managers?”
- Q13c “In the last 12 months how many times have you personally experienced physical violence at work from...Other colleagues?”
- 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?”
- Q14b “In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...Managers?”
- Q14c “In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...Other colleagues?”

PP element 5: *We are always learning*

Development

- Q24a “This organisation offers me challenging work.”
- Q24b “There are opportunities for me to develop my career in this organisation.”

⁵ Due to changes in question wording in 2025, reported results for 'Negative experiences' exclude q11b.

- Q24c "I have opportunities to improve my knowledge and skills."
- Q24d "I feel supported to develop my potential."
- Q24e "I am able to access the right learning and development opportunities when I need to."

Appraisals

- Q23a "In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skill Framework (KSF) development review?"
- Q23b "It helped me to improve how I do my job."
- Q23c "It helped me agree clear objectives for my work."
- Q23d "It left me feeling that my work is valued by my organisation."

PP element 6: *We work flexibly*

Support for work-life balance

- Q6b "My organisation is committed to helping me balance my work and home life."
- Q6c "I achieve a good balance between my work life and my home life."
- Q6d "I can approach my immediate manager to talk openly about flexible working."

Flexible working

- Q4d "The opportunities for flexible working patterns."

PP element 7: *We are a team*

Team working

- Q7a "The team I work in has a set of shared objectives."
- Q7b "The team I work in often meets to discuss the team's effectiveness."
- Q7c "I receive the respect I deserve from my colleagues at work."
- Q7d "Team members understand each other's roles."
- Q7e "I enjoy working with the colleagues in my team."
- Q7f "My team has enough freedom in how to do its work."
- Q7g "In my team disagreements are dealt with constructively."
- Q8a "Teams within this organisation work well together to achieve their objectives."

Line management

- Q9a "My immediate manager encourages me at work."
- Q9b "My immediate manager gives me clear feedback on my work."
- Q9c "My immediate manager asks for my opinion before making decisions that affect my work."
- Q9d "My immediate manager takes a positive interest in my health and well-being."

Staff Engagement (theme)

Motivation

- Q2a "I look forward to going to work."
- Q2b "I am enthusiastic about my job."
- Q2c "Time passes quickly when I am working."

Involvement

- 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."

Advocacy

- 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.”

Morale (theme)

Thinking about leaving

- Q26a “I often think about leaving this organisation.”
- Q26b “I will probably look for a job at a new organisation in the next 12 months.”
- Q26c “As soon as I can find another job, I will leave this organisation.”

Work pressure

- Q3g “I am able to meet all the conflicting demands on my time at work.”
- Q3h “I have adequate materials, supplies and equipment to do my work.”
- Q3i “There are enough staff at this organisation for me to do my job properly.”

Stressors

- Q3a “I always know what my work responsibilities are.”
- Q3e “I am involved in deciding on changes introduced that affect my work area / team / department.”
- Q5a “I have unrealistic time pressures.”
- Q5b “I have a choice in deciding how to do my work.”
- Q5c “Relationships at work are strained.”
- Q7c “I receive the respect I deserve from my colleagues at work.”
- Q9a “My immediate manager encourages me at work.”

3.3 Calculation of summary indicators (PP elements, themes, and sub-scores) from the contributing questions

As mentioned earlier, responses for all questions contributing to the summary indicators are rescored to achieve a scale of 0-10. Table 2 below details the scores allocated to each response option. The scores are assigned based on outcome, so the most favourable response will be scored 10, while the least favourable will be scored 0. This means that scoring is different depending on how the question is phrased. For example a response of “Always” can either be the most positive result (for example in response to “*I look forward to going to work*”) or the least positive result (e.g. in response to “*I have unrealistic time pressures*”). Where a respondent selects a response option which does not have a score assigned (labelled ‘ns’), when reporting results they will not be included in the base size for that particular question, i.e. they are treated as if they had not answered the question.

Table 2 also details how the sub-scores, People Promise elements and themes are calculated from the question scores. Sub-scores are calculated where an individual has answered sufficient contributing questions. People Promise element and theme scores are calculated where sufficient sub-scores have been calculated for that individual.

Table 2: Response scoring for People Promise elements, themes and sub-scores

People Promise Element / Theme	Sub-score	Q no.	Score for response option...					9
			1	2	3	4	5	
<p><i>Element 1</i> We are compassionate and inclusive Calculated as the mean of the sub-scores where at least three of the four sub-scores have been assigned.</p>	<p>Compassionate culture Calculated as the mean of the question scores where at least three of the five questions are answered.</p>	q6a	0	2.5	5	7.5	10	ns
		q25a	0	2.5	5	7.5	10	
		q25b	0	2.5	5	7.5	10	
		q25c	0	2.5	5	7.5	10	
		q25d	0	2.5	5	7.5	10	
	<p>Compassionate leadership Calculated as the mean where at least three of the four questions are answered.</p>	q9f	0	2.5	5	7.5	10	
		q9g	0	2.5	5	7.5	10	
		q9h	0	2.5	5	7.5	10	
		q9i	0	2.5	5	7.5	10	
	<p>Diversity and equality Calculated as the mean where at least two of the three questions are answered.</p>	q21	0	2.5	5	7.5	10	
		q16a	0	10				
		q16b	0	10				
	<p>Inclusion Calculated as the mean where at least three of the four questions are answered</p>	q7h	0	2.5	5	7.5	10	
		q7i	0	2.5	5	7.5	10	
		q8b	0	2.5	5	7.5	10	
		q8c	0	2.5	5	7.5	10	
<p><i>Element 2</i> We are recognised and rewarded Score calculated as a mean where at least three of the five questions are answered.</p>	None	q4a	0	2.5	5	7.5	10	
		q4b	0	2.5	5	7.5	10	
		q4c	0	2.5	5	7.5	10	
		q8d	0	2.5	5	7.5	10	
		q9e	0	2.5	5	7.5	10	
<p><i>Element 3</i> We each have a voice that counts Calculated as the mean of the sub-scores where both of the sub-scores have been assigned.</p>	<p>Autonomy and control Calculated as the mean where at least five of the seven questions are answered</p>	q3a	0	2.5	5	7.5	10	
		q3b	0	2.5	5	7.5	10	
		q3c	0	2.5	5	7.5	10	
		q3d	0	2.5	5	7.5	10	
		q3e	0	2.5	5	7.5	10	
		q3f	0	2.5	5	7.5	10	
		q5b	0	2.5	5	7.5	10	
	<p>Raising concerns Calculated as the mean where at least three of the four questions are answered</p>	q20a	0	2.5	5	7.5	10	
		q20b	0	2.5	5	7.5	10	
		q25e	0	2.5	5	7.5	10	
		q25f	0	2.5	5	7.5	10	

People Promise Element / Theme	Sub-score	Q no.	Score for response option...					9
			1	2	3	4	5	
<p>Element 4 We are safe and healthy Calculated as the mean of the sub-scores where all of the sub-scores have been assigned.</p>	<p>Health and safety climate Calculated as the mean across seven questions, but only scored where at least three of the first five questions are answered.</p>	q3g	0	2.5	5	7.5	10	
		q3h	0	2.5	5	7.5	10	
		q3i	0	2.5	5	7.5	10	
		q5a	10	7.5	5	2.5	0	
		q11a	0	2.5	5	7.5	10	
		q13d*	10	10	0	ns		ns
		q14d*	10	10	0	ns		ns
	<p>*Note: If a respondent selects both response option 1 (“Yes, I reported”) and 2 (“Yes, a colleague reported it”) for q13d and/or q14d a response code of 6 is assigned. Response code 6 for q13d and/or q14d given a score of 10.</p>							
	<p>Burnout Calculated as the mean where at least five of the seven questions are answered.</p>	q12a	10	7.5	5	2.5	0	
		q12b	10	7.5	5	2.5	0	
		q12c	10	7.5	5	2.5	0	
		q12d	10	7.5	5	2.5	0	
		q12e	10	7.5	5	2.5	0	
		q12f	10	7.5	5	2.5	0	
		q12g	10	7.5	5	2.5	0	
	<p>Negative experiences Calculated as the mean where at least five of the eight questions are answered.</p>	q13a	10	0	0	0	0	
		q13b	10	0	0	0	0	
		q13c	10	0	0	0	0	
		q14a	10	0	0	0	0	
		q14b	10	0	0	0	0	
		q14c	10	0	0	0	0	
q11c		0	10					
q11d		0	10					
<p>Element 5 We are always learning Calculated as the mean of the sub-scores where both of the sub-scores have been assigned.</p>	<p>Development Calculated as the mean where at least three of the five questions are answered.</p>	q24a	0	2.5	5	7.5	10	
		q24b	0	2.5	5	7.5	10	
		q24c	0	2.5	5	7.5	10	
		q24d	0	2.5	5	7.5	10	
		q24e	0	2.5	5	7.5	10	
	<p>Appraisals* Calculated as the mean where at least two of the three questions are answered</p>	q23b	10	5	0			
		q23c	10	5	0			
		q23d	10	5	0			
	<p>*Note: If a respondent has not received an appraisal (“No” at Q23a) an Appraisals sub-score of 0 (zero) is assigned.</p>							

People Promise Element / Theme	Sub-score	Q no.	Score for response option...					9
			1	2	3	4	5	
<p><i>Element 6</i> We work flexibly Calculated as the mean of the sub-scores where both of the sub-scores have been assigned.</p>	<p>Support for work-life balance Calculated as the mean where at least two of the three questions are answered.</p>	q6b	0	2.5	5	7.5	10	
		q6c	0	2.5	5	7.5	10	
		q6d	0	2.5	5	7.5	10	
	<p>Flexible working Calculated as the mean where the single question is answered.</p>	q4d	0	2.5	5	7.5	10	
<p><i>Element 7</i> We are a team Calculated as the mean of the sub-scores where both of the sub-scores have been assigned.</p>	<p>Teamworking Calculated as the mean where at least five of the eight questions are answered.</p>	q7a	0	2.5	5	7.5	10	
		q7b	0	2.5	5	7.5	10	
		q7c	0	2.5	5	7.5	10	
		q7d	0	2.5	5	7.5	10	
		q7e	0	2.5	5	7.5	10	
		q7f	0	2.5	5	7.5	10	
		q7g	0	2.5	5	7.5	10	
		q8a	0	2.5	5	7.5	10	
	<p>Line management Calculated as the mean where at least three of the four questions are answered.</p>	q9a	0	2.5	5	7.5	10	
		q9b	0	2.5	5	7.5	10	
		q9c	0	2.5	5	7.5	10	
		q9d	0	2.5	5	7.5	10	
<p><i>Theme</i> Staff engagement Calculated as the mean of the sub-scores where at least two of the three sub-scores have been assigned.</p>	<p>Motivation Calculated as the mean where at least two of the three questions are answered.</p>	q2a	0	2.5	5	7.5	10	
		q2b	0	2.5	5	7.5	10	
		q2c	0	2.5	5	7.5	10	
	<p>Involvement Calculated as the mean where at least two of the three questions are answered.</p>	q3c	0	2.5	5	7.5	10	
		q3d	0	2.5	5	7.5	10	
		q3f	0	2.5	5	7.5	10	
	<p>Advocacy Calculated as the mean where at least two of the three questions are answered.</p>	q25a	0	2.5	5	7.5	10	
		q25c	0	2.5	5	7.5	10	
		q25d	0	2.5	5	7.5	10	
<p><i>Theme</i> Morale Calculated as the mean of the sub-scores where at least two of the three</p>	<p>Thinking about leaving Calculated as the mean where at least two of the three questions are answered.</p>	q26a	10	7.5	5	2.5	0	
		q26b	10	7.5	5	2.5	0	
		q26c	10	7.5	5	2.5	0	

People Promise Element / Theme	Sub-score	Q no.	Score for response option...					
			1	2	3	4	5	9
sub-scores have been assigned.	Work pressure Calculated as the mean where at least two of the three questions are answered.	q3g	0	2.5	5	7.5	10	
		q3h	0	2.5	5	7.5	10	
		q3i	0	2.5	5	7.5	10	
	Stressors Calculated as the mean where at least five of the seven questions are answered.	q3a	0	2.5	5	7.5	10	
		q3e	0	2.5	5	7.5	10	
		q5a	10	7.5	5	2.5	0	
		q5b	0	2.5	5	7.5	10	
		q5c	10	7.5	5	2.5	0	
		q7c	0	2.5	5	7.5	10	
		q9a	0	2.5	5	7.5	10	

4 Question level results

The reporting outputs contain question level results for the questions included in the questionnaire. The online dashboards show the full breakdown of all response options for the questions. However, in much of the reporting question level results are reported as a single percentage. While the meaning of the percentage reported for a given question is specified in the reporting outputs, a more detailed explanation of how the reported percentage is calculated for each question is provided in the table below.

Certain questions are never weighted or benchmarked in the reports, either because a higher or lower value does not relate to a better or worse result or because they are demographic or factual questions. The questions which are not weighted or benchmarked are: q1, q10a, q26d, q27a-c, q28, q29, q30, q31a, q32a-b, q38, q39a-b and q40.

Responses to q33-37 are used to assign each respondent a National Statistics Socio-economic classification (NS-SEC) class. NS-SEC classes have values 1-5 and further information about the meanings of these values is available in the [socio-economic background harmonised standard](#). The Five Class socio-economic background variable is derived using the self-coded derivation method. The Three Class socio-economic background variable is derived by re-coding responses to Q37. Results for the Five or Three Class variables are not weighted or benchmarked. Results for each of q33-37 are not reported.

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
q1	% of staff that have contact with patients / service users out of those who answered the question	1 & 2
q2a-c	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
q3a-i	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q4a-d	% of staff selecting 'Satisfied'/'Very Satisfied' out of those who answered the question	4 & 5
q5a	% of staff selecting 'Never'/'Rarely' out of those who answered the question	1 & 2
q5b	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
q5c	% of staff selecting 'Never'/'Rarely' out of those who answered the question	1 & 2
q6a	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question, but excluding those who selected 'Not applicable to me'	4 & 5
q6b-d	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q7a-i	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q8a-d	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
q9a-i	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q10a	% of staff working part-time out of those who answered the question	1
q10b*	% of staff working additional paid hours out of those who answered the question	2 to 4
q10c*	% of staff working additional unpaid hours out of those who answered the question	2 to 4
q11a	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q11b-e*	% of staff selecting 'Yes' out of those who answered the question	1
q12a-g*	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
q13a-c*	% of staff saying they experienced at least one incident of violence at work out of those who answered the question	2 to 5
q13d	% of staff saying they, or a colleague, reported it, out of those who answered the question excluding those who selected 'DK' or 'NA'	1, 2 & 6 ⁶
q14a-c*	% of staff saying they experienced at least one incident of bullying, harassment or abuse at work out of those who answered the question	2 to 5
q14d	% of staff saying they, or a colleague, reported it, out of those who answered the question excluding those who selected 'DK' or 'NA'	1, 2 & 6 ⁶
15	% of staff selecting 'Yes' out of those who answered the question	1
q16a-b*	% of staff selecting 'Yes' out of those who answered the question	1
q16c*	% of staff saying they have experienced discrimination on each basis out of those who answered the question	1 (for each code)
q17a-b*	% of staff saying they have been the target of at least one incident of unwanted behaviour of a sexual nature in the workplace out of those who answered the question	2 to 5
q18*	% of staff saying they have seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users in the last month	1
q19a-d	% of staff selecting 'Agree/Strongly Agree' out of those who answered the question excluding those who selected 'Don't know'	4 & 5
q20a-b	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5

⁶ See [Section 2.1](#) for how code 6 is assigned

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
q21	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q22	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
q23a	% of staff selecting 'Yes' out of those who answered the question	1
q23b-d	% of staff selecting 'Yes, definitely' out of those who answered the question	1
q24a-e	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q24f	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question excluding those who selected 'Not applicable'	4 & 5
q25a-f	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q26a-c*	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q26d	% of staff saying this would be their most likely destination out of those who answered the question	1/2/3/4/5/9
q27a-c	% of staff selecting each response option out of those who answered the question	each code
q28	% of staff selecting a response falling into each of the following categories, out of those who answered the question Categories: White Mixed/Multiple ethnic background Asian/Asian British Black/African/Caribbean/Black British Other ethnic group	White: 1 to 4 Mixed/Multiple ethnic background: 5 to 8 Asian/Asian British: 9 to 14 Black/African/Caribbean/Black British: 15 to 17 Other ethnic group: 18 & 19
q29	% of staff selecting each response option out of those who answered the question	each code
q30	% of staff selecting each response option out of those who answered the question	each code
q31a	% of staff selecting 'Yes' out of those who answered the question	1
q31b	% of staff selecting 'Yes' out of those who answered the question excluding those who select 'No adjustment required'	1
q32a-b	% of staff selecting 'Yes' out of those who answered the question	1
q33-37	Responses to these questions used to assign National Statistics Socio-economic classification (NS-SEC) class using the self-coded derivation method. See the Harmonised Standard guidance for more information.	Managerial, administrative and professional: 1 Intermediate: 2

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
		<p>Small employers and own account workers: 3</p> <p>Lower supervisory and technical: 4</p> <p>Semi-routine and routine: 5</p>
q37	<p>% of staff selecting a response falling into each of the following categories, out of those who answered the question</p> <p>Categories: Professional Intermediate Working class</p>	<p>Professional: 1 & 2 Intermediate: 3 Working class: 4 & 5</p>
q38	<p>% of staff selecting each response option out of those who answered the question</p>	<p>each code</p>
q39a-b	<p>% of staff selecting each response option out of those who answered the question</p>	<p>each code</p>
q40	<p>% of staff selecting a response falling into each of the following categories, out of those who answered the question (response codes from questionnaire shown in brackets)</p> <p>Categories: Registered nurses & midwives (26 to 33) Nursing or healthcare assistants (34) Medical or dental (13 to 17) Allied health professionals (1 to 3 & 5 to 10) Scientific and technical (4 & 11 to 12) Social care (35 to 37) Public health (24) Commissioning (25) Admin and clerical (38) Central functions (39) Maintenance (40)</p>	<p>Response codes included in column to left</p>

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
	General management (41) Other (42) Emergency care practitioner (18) Paramedic (19) Emergency care assistant (20) Ambulance technician (21) Ambulance control staff (22) Patient transport service (23)	

* Questions marked with one asterisk are reverse scored, i.e. a lower percentage indicates a better result.

5 Benchmarking groups

Each organisation that participates in the survey is assigned to a benchmarking group that includes organisations of a similar type, based on the services they offer, which ensures that any comparisons made between organisations are as fair and as reasonable as possible, recognising that some variation across organisations likely exists even within benchmarking groups. Such comparisons use weighted data. In the benchmark reports, organisations' results are presented in the context of their benchmarking group's best, average and worst results.

The benchmarking groups for 2025 are:

- Acute and Acute & Community Trusts
- Acute Specialist Trusts
- Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts⁷
- Community Trusts
- Ambulance Trusts
- Integrated Care Boards (ICBs)
- Social Enterprises – Mental Health
- Social Enterprises – Community
- Community Surgical Services

Trusts are assigned to benchmarking groups according to the following criteria:

- Ambulance Trusts – includes the eleven regional Ambulance trusts.
- Acute Specialist Trusts are those which meet BOTH the following criteria:
 - Offer services only to a certain population (e.g. women or children) or for a specific clinical condition (e.g. cancer, cardiothoracic).
 - Do not have a type 1 A&E (although they may offer a limited emergency service related to the condition they specialise in).
- All other trusts which offer acute services are assigned to the Acute and Acute & Community benchmark group.
- All trusts which do not offer acute services but offer mental health and/or learning disability services are assigned to the Mental Health/Learning Disability and Mental Health/Learning Disability & Community benchmarking group.
- All trusts which offer community services but neither MH/LD nor acute services are assigned to the Community Trusts benchmarking group.

The remaining five benchmarking groups are used for organisations whose participation in the survey each year is voluntary.

In the benchmark reports, the results for social enterprises are benchmarked against the most relevant trust benchmarking groups (Community Trusts or Mental Health & Learning Disability and

⁷ For the purposes of reporting in the dashboards, benchmark data excel and detailed spreadsheets, this group is abbreviated to 'MH & LD, MH, LD & Community Trusts'. It is written in full in the benchmark reports.

Mental Health, Learning Disability & Community Trusts as appropriate). Data for the single Community Surgical Services organisation is benchmarked against the Community Trusts group.

6 Methods used for weighting scores

In order to allow for reasonable comparisons between organisations and to account for trust size when calculating national results, the Staff Survey data are weighted. Three types of weights are used in the outputs produced by the SCC:

- The **occupational group weight** is used for the benchmarking groups, and allows for a fair comparison between organisations of a similar type.
- The **trust size weight** is used to account for trust size in the national breakdowns, to ensure trust results have an impact according to the number of staff working at each trust.
- Finally, the **combined weight** combines the two above weights, thus allowing for a fair comparison between organisations of a similar type, whilst also accounting for trust size in the national results.

Details of each of these three weights and how they are calculated are provided below.

Note: Certain questions and measures are never weighted or benchmarked in the reports as they ask for demographic or factual information. The questions and measures which are not weighted or benchmarked are: q1, q10a, q26d, q27a-c, q28, q29, q30, q31a, q32a-b, q38, q39a-b, q40, Three Class socio-economic background and Five Class socio-economic background.

6.1 Occupational group weight

NHS organisations of the same type are likely to have different numbers of employees in each occupational group. This can be due to a number of reasons, for example, some organisations issue contracts for services such as catering and cleaning, while other organisations supply them in-house. These differences can have a notable effect on organisation results, as it is known that different occupational groups tend to answer some questions in different ways. For instance, managers are known to respond more positively than other groups to some questions, and an organisation that has a particularly large number of managers may have more positive results overall due to this imbalance. This is why the data are weighted. The weighting procedure described below ensures that no organisation will appear better or worse than others of a comparable type because of any occupational group differences.

In order to make one organisation's scores comparable with other organisations of the same type, individuals' scores within each organisation (with the exception of ICBs and Community Surgical Services) are weighted so that the occupational group profile of the organisation reflects that of a typical organisation of its type. Occupational groups are collapsed into thirteen broad categories,⁸ where 'All Nurses' includes all types of registered and unregistered nurses and midwives, and

⁸ The thirteen occupational categories used for weighting are: All Nurses, Medical/Dental, Allied Health Professionals, General Management, Other Scientific and Technical including pharmacy, Admin and Clerical, Paramedics, Ambulance Technician, Ambulance Control, Patient Transport Service, Central Functions, Social Care Staff, and Other.

'Medical / Dental' includes consultants and other medical and dental staff, including those in training.

The weights applied for each type of organisation are determined by the frequency of responses in an average organisation of that type. The calculations are conducted in three steps:

1. First, the proportion of each occupational group within each trust is calculated; this is the '**trust proportion**'.
2. Next, the average proportion of each occupational group within each benchmark group is calculated; this is the '**benchmark group proportion**'.
3. Finally, the benchmark group proportion (step 2) is divided by the trust proportion (step 1) for each occupational group at each trust, to create the occupational group weight.

For example, if 25% of eligible staff at an acute trust are nurses, but the average proportion of nurses across acute trusts as a whole is 40% then the weight for the nurses at this trust would be calculated as follows: $40 / 25 = 1.6$. This means that all nurses' responses at this given acute trust would be weighted by 1.6.

Please note that occupational group weights are capped at 5.

The occupational group weight is only applied to social enterprises and the five trust benchmarking groups.

Data for organisations in the 'Social enterprises – mental health' group are weighted using the average occupational group proportions from the 'Mental Health/Learning Disability and Mental Health/Learning Disability & Community trusts' group.

Data for organisations in the 'Social enterprises – community' group are weighted using the average occupational group proportions from the 'Community trusts' group.

For **ICBs and Community Surgical Services the data reported in the organisation benchmark reports are unweighted** (i.e. their occupational group weight is one). This is because of the relatively small size and nature of the occupational group profile within these organisations.

For historical trend data (2021 to 2024), the data are re-weighted according to the 2025 benchmark group proportions.

6.2 Trust size weight

In order to account for trusts' size in the national results, another weight called the 'trust size weight' is also calculated, and is applied to the national, regional and system level outputs.

The trust size weight is calculated for all trusts that participate in the survey. The calculation for this weight is: total number of eligible staff / number of respondents.

For example, if a trust had a total eligible population of 11,000 staff and received 6,500 responses then the trust size weight that would be applied to each respondent at this trust would be:

$$11,000 / 6,500 = 1.69$$

Trust size weights are uncapped.

6.3 Combined weight

National level outputs which also contain results for benchmarking groups need a combined weight applied to the data, utilising both the occupational group weight and the trust size weight. This means that both occupational group differences within benchmarking groups and differences in trust size are accounted for, allowing for a representative national overview of the results.

The combined weight is produced using the following calculation: trust size weight x occupational group weight.

For example, if a case had a trust size weight of 2.1 and an occupational group weight of 1.6 then the combined weight for this case would be: $2.1 \times 1.6 = 3.36$.

The combined weight is uncapped.

6.4 Corrective weight for 2023

To address a data collection issue in 2023, alternative organisational group, trust size and combined weights have been applied to the following affected measures for 2023:

- 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.
- Q13b – In the last 12 months how many times have you personally experienced physical violence at work from managers.
- Q13c – In the last 12 months how many times have you personally experienced physical violence at work from other colleagues.
- Q13d – The last time you experienced physical violence at work, did you or a colleague report it.
- Q14a – In the last 12 months how many times have you personally experienced bullying, harassment or abuse at work from patients/service users, their relatives, or other members of the public.
- Q14b – In the last 12 months how many times have you personally experienced bullying, harassment or abuse at work from managers.
- Q14c – In the last 12 months how many times have you personally experienced bullying, harassment or abuse at work from other colleagues.
- Q14d – The last time you experienced bullying, harassment, or abuse at work, did you or a colleague report it.

- The People Promise element sub-score “Negative experiences” which uses questions 13a, 13b and 13c in its calculation.
- The People Promise element sub-score “Health and safety climate” which uses question 13d in its calculation.
- The People Promise score “We are safe and healthy”, which uses the “Negative experiences” and “Health and safety climate” sub-scores in its calculation.

For further details about the data collection issue in 2023, please see <https://www.nhsstaffsurveys.com/survey-documents/>.

7 Outputs

Outputs produced by the SCC fall into three categories: national results, local results and regional/system-level results.

National outputs:

- National dashboards
- National briefing
- National Workforce Equality Standards Tables
- Detailed spreadsheets

Local outputs:

- Benchmark reports and optional breakdown reports
- Benchmark data
- Organisational dashboards
- Detailed spreadsheets

Region and system-level outputs:

- Region/system dashboards
- Detailed spreadsheets

The content of each of these outputs is outlined below.

7.1 National outputs

Please note national outputs are based on data from participating *trusts* only. They exclude organisations that participate voluntarily (i.e. ICBs, Social Enterprises etc.).

National dashboards

Published online, these dashboards provide the national results for all participating trusts on all People Promise elements, themes, sub-scores and questions, including trend data for 2021-2025 where available.

Results are presented for all trusts combined (national average) as well as for each individual trust benchmarking group.

Data points reported are mean scores for all the case level (individual response) data that feeds into a given result. The exception to this is the response rate, which is the mean score of trusts' overall response rates.

Several of the dashboards allow for background information variables to be applied as breakdowns to the results. Up to two breakdowns can be applied at a time. The breakdowns that can be applied are:

1. Age
2. Ethnicity – summary (white staff / staff from all other ethnic groups combined)
3. Ethnicity – detailed (all responses)

4. Full time / Part time
5. Which of the following best describes you? (Female, Male, Non-binary, Prefer to self-describe, Prefer not to say)
6. Gender identity
7. Home working
8. International recruitment
9. Length of service
10. Long-lasting health conditions or illnesses
11. Look after others with LTC
12. Three Class socio-economic background
13. Five Class socio-economic background
14. Occupational group – summary
15. Occupational group – detailed (all responses)
16. Occupational group – medical and all other occupations
17. Patient facing role
18. Religion
19. Responsibility for caring for children
20. Sexual orientation

The data are weighted, except for the response rates and those questions where weighting does not apply (see [Section 6](#)).

This group of outputs consists of five dashboards, as follows:

Name	Description	Weights applied
Summary – scores	Summary view of the 2025 People Promise element and theme scores.	Combined weight
Scores	People Promise element, theme and sub-score results which can be broken down by the background information variables listed above this table.	Combined weight when no breakdowns are applied. Trust size weight only ⁹ when breakdowns are applied. Corrective weight for affected measures for 2023.
Questions	Results for each question, showing the summary result, e.g. '% agreeing', which includes staff selecting both "Agree" and "Strongly agree". These results can be broken down by the background information variables listed above this table.	Combined weight when no breakdowns are applied. Trust size weight only ⁵ when breakdowns are applied. Corrective weight for affected measures for 2023.

⁹ The purpose of the occupation weight is for benchmarking purposes (i.e. to allow organisation's scores to be comparable with other organisations of the same type). There is no benchmarking in the national breakdowns so this weight is not necessary.

Name	Description	Weights applied
Detailed - questions	Results for each question showing the proportion of staff selecting each individual response option.	Combined weight Corrective weight for affected measures for 2023.
Response rates	Average (mean) of the trusts' response rates.	None

Further information about using the dashboards is available on the [How to use the dashboards](#) page of the NSS dashboards site.

National briefing

Published in PDF format, these slides provide a summary of the key national results (trusts only) with commentary.

Results included in the National briefing are based on results published in the National dashboards. The base size for each of the questions and scores included is not specified in the briefing, but the number of responses each result is based on can be found in the National dashboards. Results are weighted as in the dashboards.

The only exceptions are the response rates reported in the briefing, which are based on the total number of eligible responses divided by the total number of eligible staff invited to participate, rather than averaging organisation response rates.

National Workforce Equality Standards Tables

Published in Excel format, these tables provide the national results (trusts only) for the NSS indicators and metrics used in the Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES) for the last five years.

The national WRES tables include the results for each indicator for white staff and the results of each indicator for staff from all other ethnic groups combined, as well as the base sizes for these two groups of staff. The tables include the difference in the value of each indicator compared to the previous year's value for both staff groups.

The national WRES tables also show the difference between the value of each indicator for white staff and the value of each indicator for staff from all other ethnic groups for each year.

The national WDES tables include the results for each metric for staff with a long-lasting health condition and staff without a long-lasting health condition, as well as the base sizes for these two groups of staff. The tables include the difference in the value of each metric compared to the previous year's value for both staff groups.

The national WDES tables also show the difference between the value of each metric for staff with a long-lasting health condition and the value of each metric for staff without a long-lasting health condition.

7.2 Local outputs

Local results are produced for all participating organisations.

Local reports

Reports are provided for each participating organisation as follows:

- Benchmark report
- Breakdown report (optional)

Benchmark reports

A PDF report is produced for every organisation and contains organisation results for People Promise elements, themes, sub-scores & questions. Five-year trends are shown for all People Promise elements, themes and sub-scores and any questions where comparative trend data are available. All results are weighted & benchmarked where appropriate (i.e. non-evaluative questions are not weighted or benchmarked).

Results relating to WRES indicators and WDES metrics are shown towards the end of the report.

The People Promise element and theme results for 2024 vs 2025 are tested for statistical significance and included in the appendix of the report.

Values reported in the benchmark reports:

- Organisation results:
 - **'Your org'**: the organisation mean result based on all the individual responses to a given question or based on all the individual scores for a given summary indicator (People Promise element, theme or sub-score).
 - **'Responses'**: the number of responses from which a result is calculated. When there are less than 10 responses for the organisation, results are suppressed to protect staff confidentiality and to ensure robustness of the results.
- Benchmarking group results:
 - **'Average result'**: the median result from all the organisation mean results within the given benchmarking group.
 - **'Best result'**: the best organisational mean result from all organisation mean results in the given benchmarking group.
 - **'Worst result'**: the worst organisational mean result from all organisation mean results in the given benchmarking group.

The occupational group weight is applied in the benchmark reporting for organisations where applicable, except for questions where weighting does not apply (see [Section 6](#)), including the response rate and WRES/WDES indicators.

Breakdown reports

An additional breakdown report, with up to two breakdowns (e.g. by directorate, staff group etc) for People Promise elements and theme scores, is optional for every organisation. The optional

breakdown reports include unweighted data, and each organisation specifies its own categories to be included in the report. They provide the following results:

- **'Breakdowns'**: the mean score for each People Promise element and theme by the organisation-specific breakdown.
- **'Responses'**: the number of responses from which a result is calculated. When there are less than 10 responses in a group, results are suppressed to protect staff confidentiality and to ensure robustness of the results.
- **'Your org'**: the unweighted organisation mean result, based on all the individual scores for a given People Promise element or theme.

Benchmark report Excel data

The 2021-2025 datasets used to create the benchmark reports are available in Excel format. This includes the list of organisations within each benchmarking group. Each tab shows the question and summary score results for each organisation within the different benchmarking groups.

Organisational dashboards

Published online, these dashboards provide the results for each participating organisation and benchmark data on all People Promise elements, themes, sub-scores and questions, including trend data for 2021-2025 where available.

Several of the dashboards allow for background information variables to be applied as breakdowns to the results. One breakdown can be applied at a time. The breakdowns that can be applied are:

1. Age
2. Ethnicity – summary (white staff / staff from all other ethnic groups combined)
3. Ethnicity – detailed (all responses)
4. Full time / Part time
5. Which of the following best describes you? (Female, Male, Non-binary, Prefer to self-describe, Prefer not to say)
6. Gender identity
7. Home working
8. International recruitment
9. Length of service
10. Long-lasting health conditions or illnesses
11. Look after others with LTC
12. Three Class socio-economic background
13. Five Class socio-economic background
14. Occupational group – summary
15. Occupational group – detailed (all responses)
16. Occupational group – medical and all other occupations
17. Patient facing role
18. Religion
19. Responsibility for caring for children
20. Sexual orientation

The occupation group weight is applied, except for those questions where weighting does not apply (see [Section 6](#)), the response rates, and where no benchmark data are shown (in the breakdowns dashboards).

This output consists of seven dashboards, as follows:

Name	Description	Weights applied
Summary – scores	Summary view of the 2025 People Promise element and theme scores.	Occupation group weight
Scores	People Promise element, theme and sub-score results which can be broken down by the background information variables listed above the table.	Occupation group weight when no breakdowns are applied. No weight when breakdowns are applied. Corrective weight for affected measures for 2023.
Questions	Results for each question, showing the summary result, e.g. '% agreeing', which includes staff selecting both “Agree” and “Strongly agree”. These results can be broken down by the background information variables listed above the table.	Occupation group weight when no breakdowns are applied. No weight when breakdowns are applied. Corrective weight for affected measures for 2023.
Detailed - questions	Results for each question showing the proportion of staff selecting each individual response option.	Occupation group weight Corrective weight for affected measures for 2023.
WRES	Data for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2021-2025 results for indicators 5, 6, 7 and 8 split by ethnicity (White staff / Staff from all other ethnic groups combined). These results are reported as four indicators which are detailed, along with their calculation, in Appendix B.	Corrective weight for affected measures for 2023.
WDES	Data for the NHS Staff Survey metrics used in the Workforce Disability Equality Standard (WDES). It includes 2021-2025 results for indicators 4a-d, 5, 6, 7, 8 and 9a split by staff with a long-lasting health condition or illness and staff without a long-lasting health condition or illness. These results are reported	Corrective weight for affected measures for 2023.

Name	Description	Weights applied
	as seven metrics which are detailed, along with their calculation in Appendix B.	
Response rates	Average (mean) of the trusts' response rates.	None

Further information about using the dashboards is available on the [How to use the dashboards](#) page of the NSS dashboards site.

Detailed spreadsheets

These are a series of spreadsheets that contain question results broken down by individual response options (split by questionnaire section), People Promise element, theme and sub-score results.

The sheets contain the results for each organisation, the results for each benchmarking group (the mean of all the constituent organisation results), and the results for all trusts (the mean of all trust responses). In addition, they also contain breakdowns by all of the demographic variables across organisations and within the benchmarking groups.

Results included in these spreadsheets are weighted to match those reported in the outputs detailed above. The weighting used for a given result is also shown within the output itself.

7.3 Region/system-level outputs

The region and system-level outputs are displayed across dashboards:

Region dashboards

- The region dashboards incorporate disaggregated organisation level results with benchmarking for People Promise elements, themes and sub-scores and aggregated whole region results for People Promise elements, themes, sub-scores, questions, and response rates.

ICS dashboards

- The ICS dashboards incorporate disaggregated organisation level results with benchmarking for People Promise elements, themes and sub-scores and aggregated whole ICS results for People Promise elements, themes, sub-scores, questions, and response rates.
- Data for Ambulance trusts are not included in ICS results as these trusts can cover more than one ICS.

Note that data for organisations that complete the survey voluntarily (ICBs, other non-trust organisations) are not included in either the region or system-level dashboards.

Results by organisation (disaggregated results)

Occupational group weighting is applied to the disaggregated organisation level data, which shows the results for each trust, the relevant benchmark group average and the best and worst trust

results for the appropriate benchmark group, as reported in the benchmark reports. Trust weighting is applied to the aggregated data for a whole region/ICS in either the region or system-level dashboards.

Aggregated results for regions/ICSs

Trend data for 2021-2025 are presented where appropriate.

Data points reported are mean scores for all the case level (individual) data which qualifies for a given group.

Several of the dashboards allow for background information variables to be applied as breakdowns to the results. Up to two breakdowns can be applied at a time. The breakdowns that can be applied are:

1. Age
2. Ethnicity – summary (white staff / staff from all other ethnic groups combined)
3. Ethnicity – detailed (all responses)
4. Full time / Part time
5. Which of the following best describes you? (Female, Male, Non-binary, Prefer to self-describe, Prefer not to say)
6. Gender identity
7. Home working
8. International recruitment
9. Length of service
10. Long-lasting health conditions or illnesses
11. Look after others with LTC
12. Three Class socio-economic background
13. Five Class socio-economic background
14. Occupational group – summary
15. Occupational group – detailed (all responses)
16. Occupational group – medical and all other occupations
17. Patient facing role
18. Religion
19. Responsibility for caring for children
20. Sexual orientation

The data are weighted where appropriate using the Trust size weight only, except for the response rates and for those questions where weighting does not apply (see [Section 6](#)).

The regional and ICS outputs consist of six dashboards, as follows:

Name	Description	Weights applied
Summary - scores	A view of all of the People Promise Element and Theme scores for 2025	Trust size weight

Name	Description	Weights applied
Scores	People Promise element, theme and sub-score results which can be broken down by the background information variables listed above the table.	Trust size weight Corrective weight for affected measures for 2023.
Questions	Results for each question, showing the summary result, e.g. '% agreeing', which includes staff selecting both "Agree" and "Strongly agree". These results can be broken down by the background information variables listed above the table.	Trust size weight Corrective weight for affected measures for 2023.
Detailed questions	Results for each question showing the proportion of staff selecting each individual response option.	Trust size weight Corrective weight for affected measures for 2023.
Scores by organisation	A view of the scores for the trusts within a region/ICS	Occupational group weight Corrective weight for affected measures for 2023.
Response rates	Average (mean) of the trusts' response rates.	None

Further information about using the dashboards is available on the [How to use the dashboards](#) page of the NHS Staff Survey dashboards site.

8 Organisation historical comparability

As part of Staff Survey reporting, historical comparisons are provided for most organisations (i.e. 2021–2025 figures are provided so that organisations can understand how their performance has changed over time). However, it is not appropriate or possible for some organisations to receive historical comparisons due to changes in their circumstances (e.g. mergers) or because they have not participated in the survey before. Organisations which will not be receiving historical comparisons for the 2025 survey are listed in [Section 8.1](#) below.

8.1 Organisations with no historical comparisons

Organisation code	Organisation name	Reason for non-comparability
G6V2S	NORTH LONDON NHS FOUNDATION TRUST	Formed by the acquisition of Barnet, Enfield and Haringey NHS Trust (RRP) by Camden and Islington NHS Foundation Trust (TAF).
NDJ	FIRST COMMUNITY HEALTH AND CARE	Substantial change in workforce size meaning that the data for this organisation will not be comparable prior to 2025.
NQV	MEDWAY COMMUNITY HEALTHCARE	Organisation did not take part in NSS in 2024.
NTV	CSH SURREY	Substantial change in workforce size meaning that the data for this organisation will not be comparable prior to 2025.
QE1	NHS LANCASHIRE AND SOUTH CUMBRIA ICB	Organisation did not take part in NSS in 2024.
QHM	NHS NORTH EAST AND NORTH CUMBRIA ICB	Substantial change in workforce size meaning that the data for this organisation will not be comparable prior to 2025.
QNC	NHS STAFFORDSHIRE AND STOKE-ON-TRENT ICB	Substantial change in workforce size meaning that the data for this organisation will not be comparable prior to 2025.
RAL	ROYAL FREE LONDON NHS FOUNDATION TRUST	Formed by the acquisition of North Middlesex University Hospital NHS Trust (RAP) by Royal Free London NHS Foundation Trust (RAL).
RAX	KINGSTON AND RICHMOND NHS FOUNDATION TRUST	Formed by the acquisition of Hounslow and Richmond NHS Trust (RY9) by Kingston Hospital NHS Foundation Trust (RAX).
RQ3	BIRMINGHAM WOMEN'S AND CHILDREN'S NHS FOUNDATION TRUST	Transfer of Children and Young People's Mental Health Services (CAMHS) in Birmingham from Birmingham Women's and Children's NHS Foundation Trust (RQ3) to Birmingham and Solihull Mental Health NHS Foundation Trust (RXT).
RTX	UNIVERSITY HOSPITALS OF MORECAMBE BAY NHS FOUNDATION TRUST	Substantial change in workforce size meaning that the data for this organisation will not be comparable prior to 2025.

Organisation code	Organisation name	Reason for non-comparability
RW1	HAMPSHIRE AND ISLE OF WIGHT HEALTHCARE NHS FOUNDATION TRUST	Formed by the acquisition of Solent NHS Trust (R1C) by Southern Health NHS Trust (RW1).
RXL	BLACKPOOL TEACHING HOSPITALS NHS FOUNDATION TRUST	Transfer of staff from Blackpool Teaching Hospitals NHS Foundation Trust (RXL) to East Lancashire Hospitals NHS Trust (RXR) for OneLSC.
RXR	EAST LANCASHIRE HOSPITALS NHS TRUST	Transfer of staff from Blackpool Teaching Hospitals NHS Foundation Trust (RXL) to East Lancashire Hospitals NHS Trust (RXR) for OneLSC.
RXT	BIRMINGHAM AND SOLIHULL MENTAL HEALTH NHS FOUNDATION TRUST	Transfer of Children and Young People's Mental Health Services (CAMHS) in Birmingham from Birmingham Women's and Children's NHS Foundation Trust (RQ3) to Birmingham and Solihull Mental Health NHS Foundation Trust (RXT).

9 Changes to historical data

Due to q11b and q15 not being comparable in 2025, results for People Promise element 1 ('We are compassionate and inclusive') and People Promise element 4 ('We are safe and healthy') will be recalculated to exclude q11b and q15 for all years.

10 Questionnaire comparability and survey changes

To view the **changes made to the 2025 core questionnaire** please see the document in the Questionnaire section of our website. A full list of comparable questions can be found in table 3.

The vast majority of the questionnaire remained unchanged between 2024 and 2025.

However, the following caveats should be kept in mind:

- Question 11b ("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.") has new wording for 2025 and is not comparable.
- Question 15 ("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?") has new wording for 2025 and is not comparable.
- Question 16c ("On what grounds have you experienced discrimination?") has updated response options for 2025 and is not comparable. Response options: "Age", "Disability", "Gender reassignment", "Marriage and civil partnership", "Pregnancy and maternity", "Race", "Religion or belief", "Sex", "Sexual orientation", "Other (please specify)".
- Question 28 ("What is your ethnic group?") response option 13 ("Filipino") is new for 2025.

- For 2025, the online questionnaire includes the following new questions about socio-economic background (SEB):
 - Question 33 (“When you were aged about 14, was the main or highest income earner in your household an employee, self-employed, or not working?”)
 - Question 34 (“When you were aged about 14, how many people worked for the main or highest income earner’s employer?”)
 - Question 35 (“When you were aged about 14, how many people did the main or highest income earner employ?”)
 - Question 36 (“When you were aged about 14, did the main or highest income earner formally supervise any other employees?”)
 - Question 37 (“When you were aged about 14, what was the occupation of the main or highest income earner?”)

Table 3: Questionnaire comparability (2024-2025)

2024	2025	2025 Question wording	Comparable
q1	q1	Do you have face-to-face, video or telephone contact with patients / service users as part of your job?	Yes
q2a	q2a	I look forward to going to work.	Yes
q2b	q2b	I am enthusiastic about my job.	Yes
q2c	q2c	Time passes quickly when I am working.	Yes
q3a	q3a	I always know what my work responsibilities are.	Yes
q3b	q3b	I am trusted to do my job.	Yes
q3c	q3c	There are frequent opportunities for me to show initiative in my role.	Yes
q3d	q3d	I am able to make suggestions to improve the work of my team / department.	Yes
q3e	q3e	I am involved in deciding on changes introduced that affect my work area / team / department.	Yes
q3f	q3f	I am able to make improvements happen in my area of work.	Yes
q3g	q3g	I am able to meet all the conflicting demands on my time at work.	Yes
q3h	q3h	I have adequate materials, supplies and equipment to do my work.	Yes
q3i	q3i	There are enough staff at this organisation for me to do my job properly.	Yes
q4a	q4a	The recognition I get for good work.	Yes
q4b	q4b	The extent to which my organisation values my work.	Yes
q4c	q4c	My level of pay.	Yes
q4d	q4d	The opportunities for flexible working patterns.	Yes
q5a	q5a	I have unrealistic time pressures.	Yes

2024	2025	2025 Question wording	Comparable
q5b	q5b	I have a choice in deciding how to do my work.	Yes
q5c	q5c	Relationships at work are strained.	Yes
q6a	q6a	I feel that my role makes a difference to patients / service users.	Yes
q6b	q6b	My organisation is committed to helping me balance my work and home life.	Yes
q6c	q6c	I achieve a good balance between my work life and my home life.	Yes
q6d	q6d	I can approach my immediate manager to talk openly about flexible working.	Yes
q7a	q7a	The team I work in has a set of shared objectives.	Yes
q7b	q7b	The team I work in often meets to discuss the team's effectiveness.	Yes
q7c	q7c	I receive the respect I deserve from my colleagues at work.	Yes
q7d	q7d	Team members understand each other's roles.	Yes
q7e	q7e	I enjoy working with the colleagues in my team.	Yes
q7f	q7f	My team has enough freedom in how to do its work.	Yes
q7g	q7g	In my team disagreements are dealt with constructively.	Yes
q7h	q7h	I feel valued by my team.	Yes
q7i	q7i	I feel a strong personal attachment to my team.	Yes
q8a	q8a	Teams within this organisation work well together to achieve their objectives.	Yes
q8b	q8b	The people I work with are understanding and kind to one another.	Yes
q8c	q8c	The people I work with are polite and treat each other with respect.	Yes
q8d	q8d	The people I work with show appreciation to one another.	Yes
q9a	q9a	My immediate manager encourages me at work.	Yes
q9b	q9b	My immediate manager gives me clear feedback on my work.	Yes
q9c	q9c	My immediate manager asks for my opinion before making decisions that affect my work.	Yes
q9d	q9d	My immediate manager takes a positive interest in my health and well-being.	Yes
q9e	q9e	My immediate manager values my work.	Yes
q9f	q9f	My immediate manager works together with me to come to an understanding of problems.	Yes
q9g	q9g	My immediate manager is interested in listening to me when I describe challenges I face.	Yes

2024	2025	2025 Question wording	Comparable
q9h	q9h	My immediate manager cares about my concerns	Yes
q9i	q9i	My immediate manager takes effective action to help me with any problems I face	Yes
q10a	q10a	How many hours a week are you contracted to work?	Yes
q10b	q10b	On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?	Yes
q10c	q10c	On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?	Yes
q11a	q11a	My organisation takes positive action on health and well-being.	Yes
q11b	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.	No
q11c	q11c	During the last 12 months have you felt unwell as a result of work related stress?	Yes
q11d	q11d	In the last three months have you ever come to work despite not feeling well enough to perform your duties?	Yes
q11e	q11e	Have you felt pressure from your manager to come to work?	Yes
q12a	q12a	How often, if at all, do you find your work emotionally exhausting?	Yes
q12b	q12b	How often, if at all, do you feel burnt out because of your work?	Yes
q12c	q12c	How often, if at all, does your work frustrate you?	Yes
q12d	q12d	How often, if at all, are you exhausted at the thought of another day/shift at work?	Yes
q12e	q12e	How often, if at all, do you feel worn out at the end of your working day/shift?	Yes
q12f	q12f	How often, if at all, do you feel that every working hour is tiring for you?	Yes
q12g	q12g	How often, if at all, do you not have enough energy for family and friends during leisure time?	Yes
q13a	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?	Yes
q13b	q13b	In the last 12 months how many times have you personally experienced physical violence at work from managers?	Yes
q13c	q13c	In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?	Yes
q13d	q13d	The last time you experienced physical violence at work, did you or a colleague report it?	Yes
q14a	q14a	In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from	Yes

2024	2025	2025 Question wording	Comparable
		patients / service users, their relatives or other members of the public?	
q14b	q14b	In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?	Yes
q14c	q14c	In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?	Yes
q14d	q14d	The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?	Yes
q15	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?	No
q16a	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?	Yes
q16b	q16b	In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?	Yes
q16c	q16c	On what grounds have you experienced discrimination?	No
q17a	q17a	In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? This may include offensive or inappropriate sexualised conversation (including jokes), touching or assault. From patients / service users, their relatives or other members of the public	Yes
q17b	q17b	In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? This may include offensive or inappropriate sexualised conversation (including jokes), touching or assault. From staff / colleagues	Yes
q18	q18	In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?	Yes
q19a	q19a	My organisation treats staff who are involved in an error, near miss or incident fairly.	Yes
q19b	q19b	My organisation encourages us to report errors, near misses or incidents.	Yes
q19c	q19c	When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.	Yes
q19d	q19d	We are given feedback about changes made in response to reported errors, near misses and incidents.	Yes
q20a	q20a	I would feel secure raising concerns about unsafe clinical practice.	Yes

2024	2025	2025 Question wording	Comparable
q20b	q20b	I am confident that my organisation would address my concern.	Yes
q21	q21	I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).	Yes
q22	q22	I can eat nutritious and affordable food while I am working.	Yes
q23a	q23a	In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?	Yes
q23b	q23b	It helped me to improve how I do my job.	Yes
q23c	q23c	It helped me agree clear objectives for my work.	Yes
q23d	q23d	It left me feeling that my work is valued by my organisation.	Yes
q24a	q24a	This organisation offers me challenging work.	Yes
q24b	q24b	There are opportunities for me to develop my career in this organisation.	Yes
q24c	q24c	I have opportunities to improve my knowledge and skills.	Yes
q24d	q24d	I feel supported to develop my potential.	Yes
q24e	q24e	I am able to access the right learning and development opportunities when I need to.	Yes
q24f	q24f	I am able to access clinical supervision opportunities when I need to.	Yes
q25a	q25a	Care of patients / service users is my organisation's top priority.	Yes
q25b	q25b	My organisation acts on concerns raised by patients / service users.	Yes
q25c	q25c	I would recommend my organisation as a place to work.	Yes
q25d	q25d	If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.	Yes
q23e	q23e	I feel safe to speak up about anything that concerns me in this organisation.	Yes
q25f	q25f	If I spoke up about something that concerned me I am confident my organisation would address my concern	Yes
q26a	q26a	I often think about leaving this organisation.	Yes
q26b	q26b	I will probably look for a job at a new organisation in the next 12 months.	Yes
q26c	q26c	As soon as I can find another job, I will leave this organisation.	Yes
q26d	q26d	If you are considering leaving your current job, what would be your most likely destination?	Yes
q27a	q27a	Which of the following best describes you?	Yes
q27b	q27b	Is your gender identity the same as the sex you were registered at birth?	Yes

2024	2025	2025 Question wording	Comparable
q27c	q27c	Age	Yes
q28	q28	What is your ethnic group? (Choose one option that best describes your ethnic group or background)	Yes
q29	q29	Which of the following best describes how you think of yourself?	Yes
q30	q30	What is your religion? Are you...	Yes
q31a	q31a	Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?	Yes
q31b	q31b	Has your employer made reasonable adjustment(s) to enable you to carry out your work?	Yes
q32a	q32a	Do you have any children aged from 0 to 17 living at home with you, or who you have regular caring responsibility for?	Yes
q32b	q32b	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?	Yes
-	q33	When you were aged about 14, was the main or highest income earner in your household an employee, self-employed, or not working?	No
-	q34	When you were aged about 14, how many people worked for the main or highest income earner's employer?	No
-	q35	When you were aged about 14, how many people did the main or highest income earner employ?	No
-	q36	When you were aged about 14, did the main or highest income earner formally supervise any other employees?	No
-	q37	When you were aged about 14, what was the occupation of the main or highest income earner?	No
q33	q38	Thinking about your current role, how often, if at all, do you work at/from home?	Yes
q34a	q39a	How many years have you worked for this organisation?	Yes
q34b	q39b	When you joined this organisation, were you recruited from outside of the UK?	Yes
q35	q40	What is your occupational group?	Yes

11 Respondent burden calculation

The NSS complies with the Code of Practice for Statistics. Within the code, Practice V5.5 requires producers of statistics to monitor the burden on respondents providing their information. In order to achieve this, the following calculation is completed for the NSS:

Number of respondents x Average time spent completing the survey

There were 766,285 responses to the 2025 NSS. The median completion time based on online completions was 17 minutes 3 seconds (17.05 minutes) per survey. Therefore, respondent burden calculation results for the 2025 NSS are:

766,285 respondents x 17.05 minutes = 217,753 hours spent completing the survey

Appendix A: Eligibility criteria

The following criteria were applied by NHS organisations when drawing the list of staff eligible¹⁰ for inclusion in the survey.

The staff list included:

- All full time and part-time staff who are directly employed by the organisation on **1 September 2025** (even if the sample is drawn after this date);
- Staff on fixed term contracts;
- Student nurses, as long as they are employed by the organisation on 1 September 2025;
- Clinical trainees, as long as they are employed by the organisation on 1 September 2025;
- Staff working in general practice who are directly employed by the organisation on 1 September 2025;
- Staff on secondment to a different organisation, but only if they are still being paid by the participating organisation **and** have been out on secondment for less than one year;
- Hosted staff (staff seconded to the participating organisation from elsewhere, e.g., social care staff seconded from the local authority) who have a substantive contract with the organisation, and are currently being paid by the participating organisation;
- Staff seconded to the participating organisation from another NHS organisation who **do not** have a substantive contract with the participating organisation and/or **are not** on the organisation's payroll **BUT have been seconded to the organisation for at least 12 months**. If the organisation does not hold ESR records for these staff then they should look to identify them by other means. Organisations should notify their contractor if they are unsure how to identify and include any staff who meet these criteria.
- Any staff meeting the above criteria who are on sickness leave of up to 12 months on 1 September 2025.
- Any staff member meeting the above criteria who is on parental leave (maternity or paternity leave)
- Any staff member meeting the above criteria who is suspended.

The staff list excluded:

- Staff who started working at the organisation **after** 1 September 2025;
- Staff on **unpaid** career breaks;
- All staff employed by sub-contracted organisations or outside contractors (this includes staff employed through wholly owned subsidiaries);

¹⁰ In some cases, survey contractors may have surveyed groups of staff not eligible for the national survey e.g. staff working for wholly owned subsidiaries, but their results are excluded from the national reporting.

- Locum staff (unless they have substantive organisation contracts);
- Staff who have been on sickness leave of more than 12 months on 1 September 2025;
- Seconded staff who are **not** being paid by the participating organisation **unless** these staff have been seconded from another NHS organisation and have been working at the participating organisation for at least 12 months;
- Student nurses who are not employed by the organisation on 1 September 2025
 - Please note: **other 'student' and trainee/training staff**, such as student health visitors and midwives **should be included**, as long as they are on the payroll **and** not classified as student nurses;
- Non-executive directors (e.g. typically "Chair", "Chairman" are in this category);
- Staff who work under a 'retention of employment' (RoE) model – these are staff who hold a contract with an organisation but are paid and managed day to day by an independent contractor.

Appendix B: Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES)

WRES data

The local reporting includes data for each organisation required for the NSS indicators used in the Workforce Race Equality Standard (WRES). It includes the 2021-2025 organisation and benchmarking group median results for q14a, q14b&c combined, and q16b split by ethnicity (by White staff / Staff from all other ethnic groups combined). Due to changes in question comparability, organisation and benchmarking group median results for q15 are reported for 2025 only. These results are reported as four indicators which are outlined below, along with their calculation:

- **Indicator 5:** Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months.
 - Calculation: Those who answered any of “1-2”, “3-5”, “6-10” or “More than 10” to q14a (i.e. any of response options 2-5), out of all those who responded to the question.
- **Indicator 6:** Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months.
 - Calculation: Those who answered any of “1-2”, “3-5”, “6-10” or “More than 10” to q14b or q14c (i.e. any of response options 2-5), out of all those who answered either or both questions.
- **Indicator 7:** Percentage of staff believing that organisation provides equal opportunities for career progression or promotion.¹¹
 - Calculation: Those who answered “Yes” to q15, out of all those who answered the question.
- **Indicator 8:** In the last 12 months have you personally experienced discrimination at work from any of the following? – Manager / team leader or other colleagues.
 - Calculation: Those who answered “Yes” to q16b, out of all those who answered the question.

Organisation results presented are unweighted. National results are weighted to account for trust size.

WDES data

The local reporting also includes data for each organisation required for the NSS 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

¹¹ Due to changes in the question wording in 2025, previous years' results for WRES indicator 7 (q15) are not reported.

health condition or illness compared to staff without a long-lasting health condition or illness. Due to changes in question comparability, organisation and benchmarking group median results for q15 are reported for 2025 only.

It also shows results for 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, including results for q31b for staff who have long-lasting health conditions. Please note the WDES metrics will only show trend results for q31b (for staff with a long-lasting health condition or illness only) from 2022 due to a change in the question wording for 2022.

The Workforce Disability Equality Standards are reported as seven indicators which are outlined below, along with their calculation:

- **Metric 4a:** Percentage of staff with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness experiencing harassment, bullying or abuse from patients / service users, their relatives or other members of the public (q14a).
 - Calculation: Those who answered any of “1-2”, “3-5”, “6-10” or “More than 10” to q14a (i.e. any of response options 2-5) out of all those who answered the question.
- **Metric 4b:** Percentage of staff with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness experiencing harassment, bullying or abuse from managers (q14b).
 - Calculation: Those who answered any of “1-2”, “3-5”, “6-10” or “More than 10” to q14b (i.e. any of response options 2-5) out of all those who answered the question.
- **Metric 4c:** Percentage of staff with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness experiencing harassment, bullying or abuse from other colleagues (q14c).
 - Calculation: Those who answered any of “1-2”, “3-5”, “6-10” or “More than 10” to q14c (i.e. any of response options 2-5) out of all those who answered the question.
- **Metric 4d:** Percentage of staff with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.
 - Calculation: Those who answered “Yes, I reported it”, “Yes, a colleague reported it”, or both of those responses to q14d out of all those who answered either “Yes” or “No” to q14d.
- **Metric 5:** Percentage of staff with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness believing that their organisation provides equal opportunities for career progression or promotion.¹²
 - Calculation: Those who answered “Yes” to q15, out of all those who answered the question.

¹² Due to changes in the question wording in 2025, previous years’ results for WDES metric 5 (q15) are not reported.

- **Metric 6:** Percentage of staff with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.
 - Calculation: Those who answered “Yes” to q11e, out of all those who answered the question.
- **Metric 7:** Percentage of staff with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness saying that they are satisfied with the extent to which their organisation values their work.
 - Calculation: Those who answered “Satisfied” or “Very Satisfied” to q4b, out of those who answered the question.
- **Metric 8**¹³: Percentage of staff with a long-lasting health condition or illness saying that their employer has made reasonable adjustment(s) to enable them to carry out their work.
 - Calculation: Those who answered “Yes” to q31b out of those who answered the question, excluding those who answered “No adjustment required”.
- **Metric 9a**¹⁴: 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.
 - Calculation: for the calculation of the staff engagement score, please refer to the details outlined for theme 10 – Staff engagement in [Section 3](#).

Organisation results are presented unweighted. National results are weighted to account for trust size.

Please note 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?’

¹³ Due to the change in the question wording to q31b for 2022, data published prior to 2022 for Metric 8 will not be comparable.

¹⁴ Please note that the calculation of this score means that the results based on all staff may differ from those presented in other outputs where weighting has been applied.