

South East Coast Ambulance Service NHS Foundation Trust

2018 NHS Staff Survey

Benchmark Report

Contents

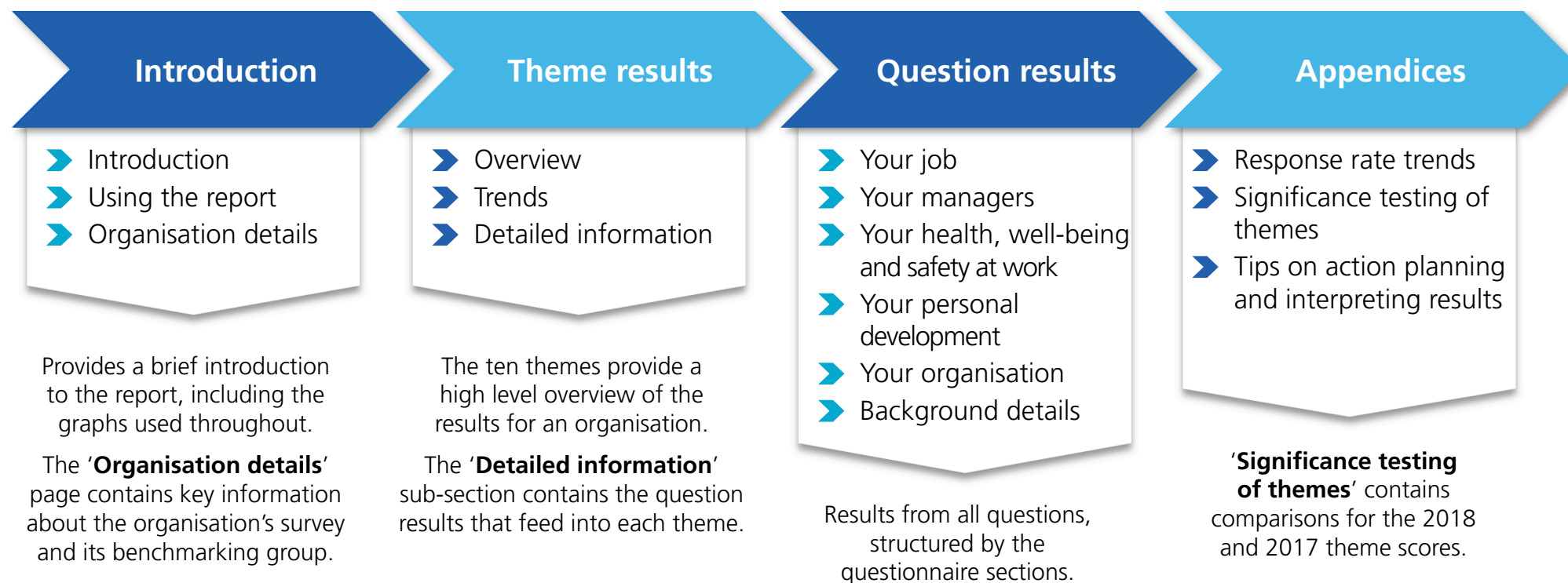
Introduction	3	Safe environment - Violence	33
Theme results	6	Safety culture	34
Overview	7	Staff engagement	36
Theme results – Trends	8	Question results	39
Equality, diversity & inclusion	9	Your job	40
Health & wellbeing	10	Your managers	72
Immediate managers	11	Your health, well-being and safety at work	84
Morale	12	Your personal development	123
Quality of appraisals	13	Your organisation	132
Quality of care	14	Background details	148
Safe environment - Bullying & harassment	15	Appendices	159
Safe environment - Violence	16	A – Response rate	161
Safety culture	17	B – Significance testing - 2017 v 2018 theme results	163
Staff engagement	18	C – Tips on using your benchmark report	164
Theme results – Detailed information	19	D – Additional reporting outputs	170
Equality, diversity & inclusion	20		
Health & wellbeing	22		
Immediate managers	24		
Morale	26		
Quality of appraisals	29		
Quality of care	31		
Safe environment - Bullying & harassment	32		

This benchmark report for South East Coast Ambulance Service NHS Foundation Trust contains results for themes and questions from the 2018 NHS Staff Survey, and historical results back to 2014 where possible. These results are presented in the context of the best, average and worst results for similar organisations where appropriate. Data in this report is weighted to allow for fair comparisons between organisations.

Please note: q1, q10a, q19f, q23d-q28a and q29-q31b are not weighted or benchmarked because these questions ask for demographic or factual information.

Full details of how the data is calculated and weighted are included in the Technical Document, available to download from our [results website](#).

The structure of this report



Key features

Question number and text
(or the theme) specified
at the top of each slide

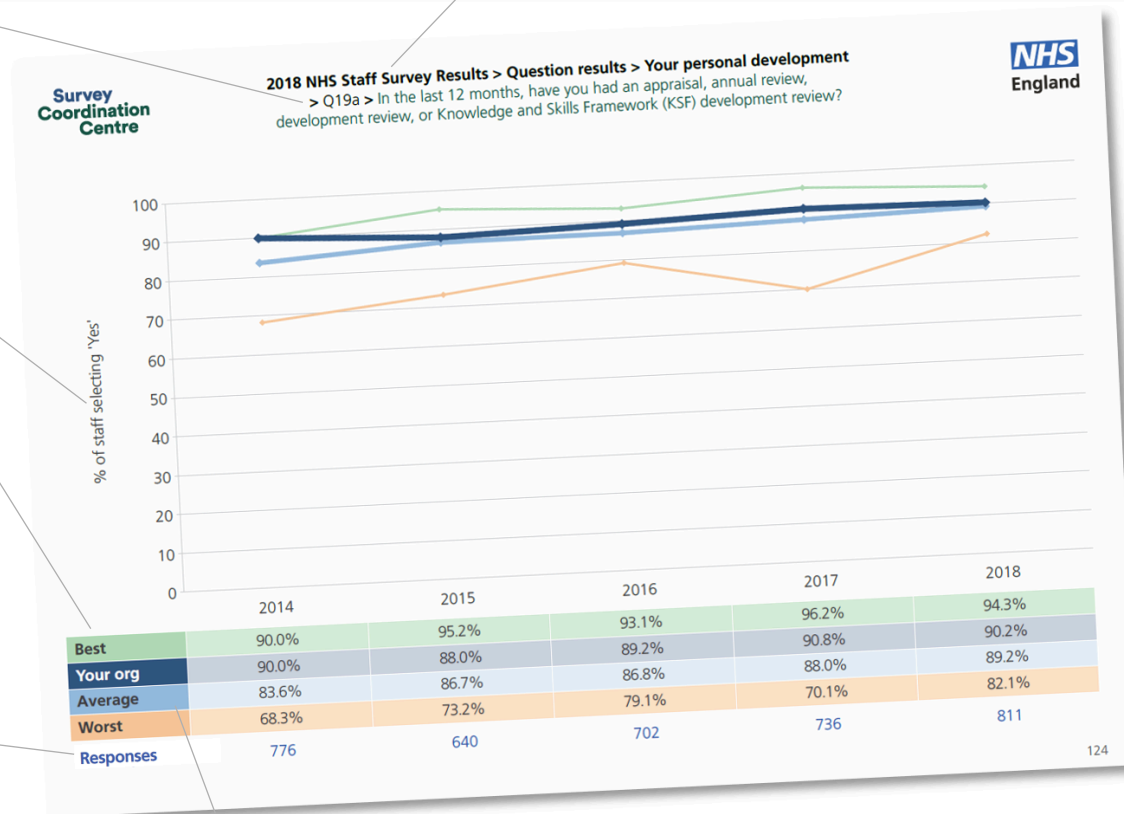
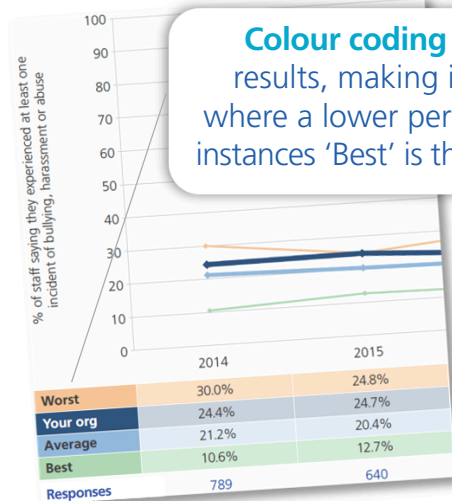
Question-level results are always
reported as percentages; the **meaning
of the value** is outlined along the axis.
Themes are always on a 0-10pt scale
where 10 is the best score attainable

Colour coding highlights best / worst
results, making it easy to spot questions
where a lower percentage is better – in such
instances 'Best' is the bottom line in the table

 **Keep an eye out!**

Number of responses
for the organisation
for the given question

Slide headers are **hyperlinked** throughout the document. '2018
NHS Staff Survey Results' takes you back to the contents page
(which is also hyperlinked to each section), while the rest of the text
highlighted in bold can be used to navigate to sections and sub-sections



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

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

South East Coast Ambulance Service NHS Foundation Trust

2018 NHS Staff Survey



Organisation details

Completed questionnaires **1,768**

2018 response rate **53%**

➤ [See response rate trend for the last 5 years](#)

Survey details

Survey mode **Online**

Sample type **Census**

This organisation is benchmarked against:

Ambulance Trusts



2018 benchmarking group details

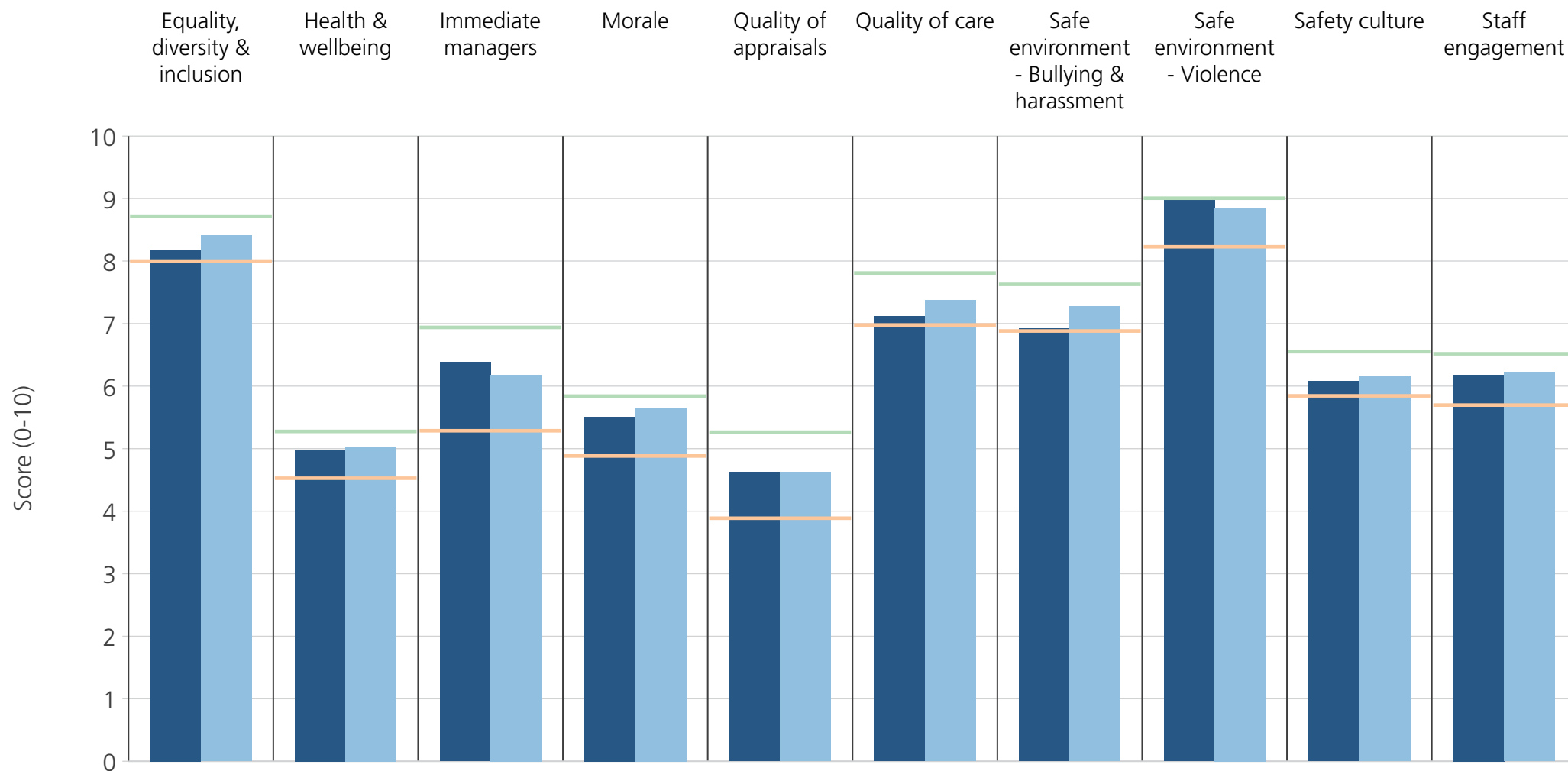
Organisations in group: **11**

Average response rate: **49%**

No. of completed questionnaires:
21,644

Theme results

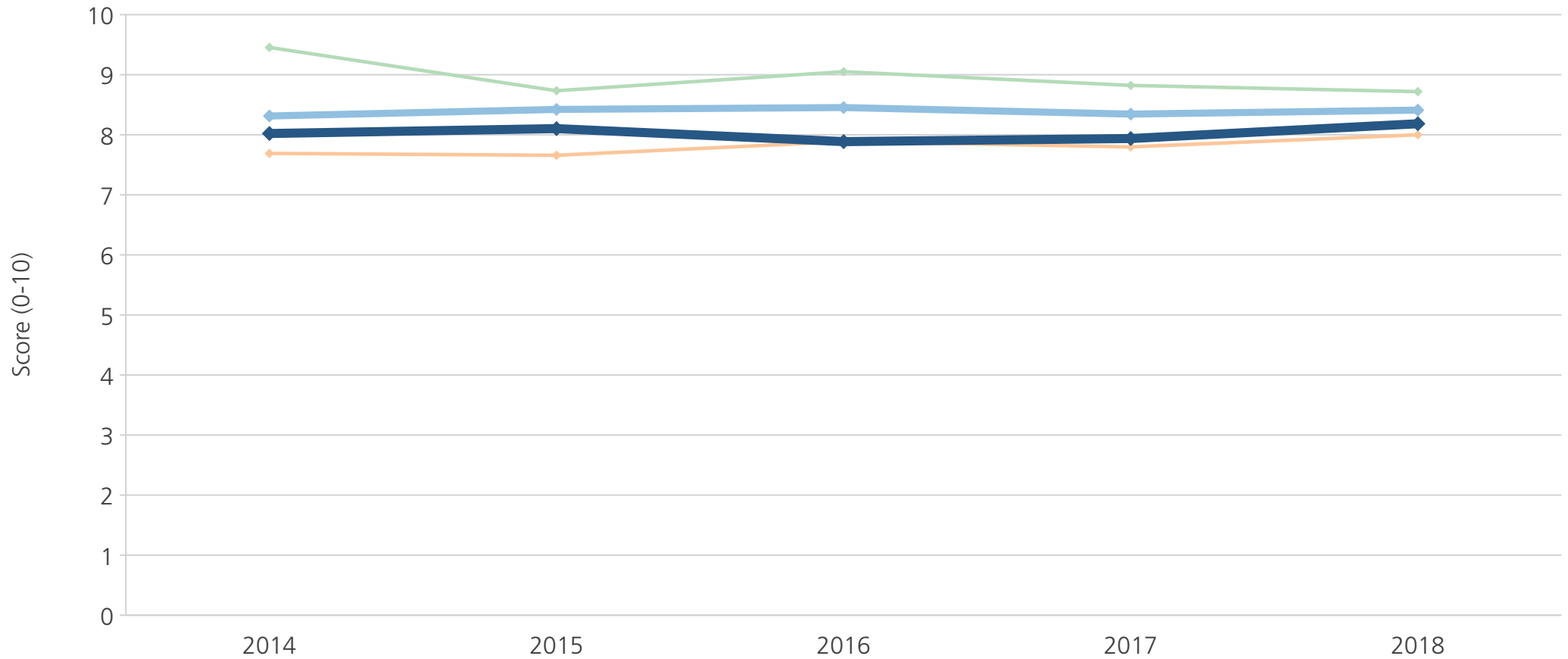
South East Coast Ambulance Service NHS Foundation Trust
2018 NHS Staff Survey Results



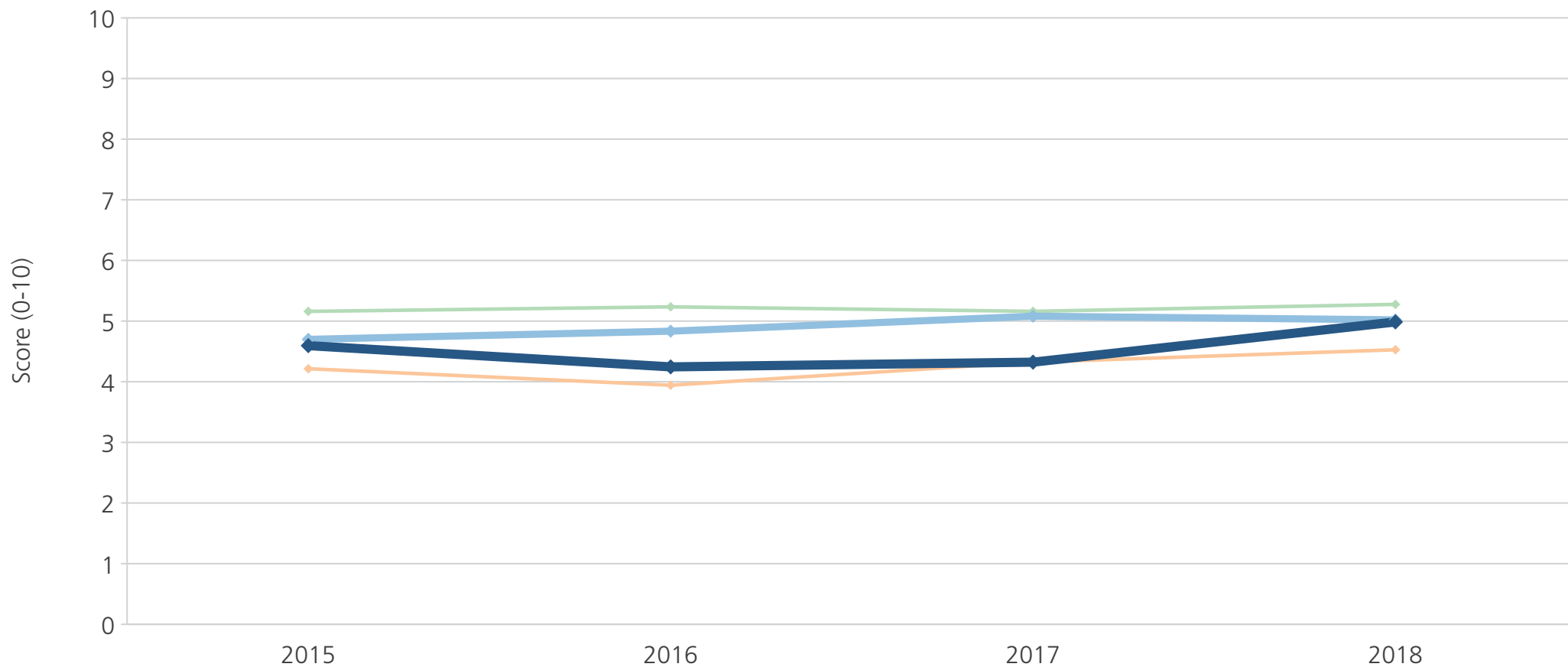
Best	8.7	5.3	6.9	5.8	5.3	7.8	7.6	9.0	6.5	6.5
Your org	8.2	5.0	6.4	5.5	4.6	7.1	6.9	9.0	6.1	6.2
Average	8.4	5.0	6.2	5.7	4.6	7.4	7.3	8.8	6.2	6.2
Worst	8.0	4.5	5.3	4.9	3.9	7.0	6.9	8.2	5.8	5.7
Responses	1,733	1,753	1,754	1,740	1,372	1,601	1,742	1,747	1,740	1,768

Theme results – Trends

South East Coast Ambulance Service NHS Foundation Trust
2018 NHS Staff Survey Results



Best	9.5	8.7	9.1	8.8	8.7
Your org	8.0	8.1	7.9	7.9	8.2
Average	8.3	8.4	8.5	8.3	8.4
Worst	7.7	7.7	7.9	7.8	8.0
Responses	1,129	1,314	1,259	1,369	1,733



Best	5.2	5.2	5.2	5.3
Your org	4.6	4.2	4.3	5.0
Average	4.7	4.8	5.1	5.0
Worst	4.2	3.9	4.3	4.5

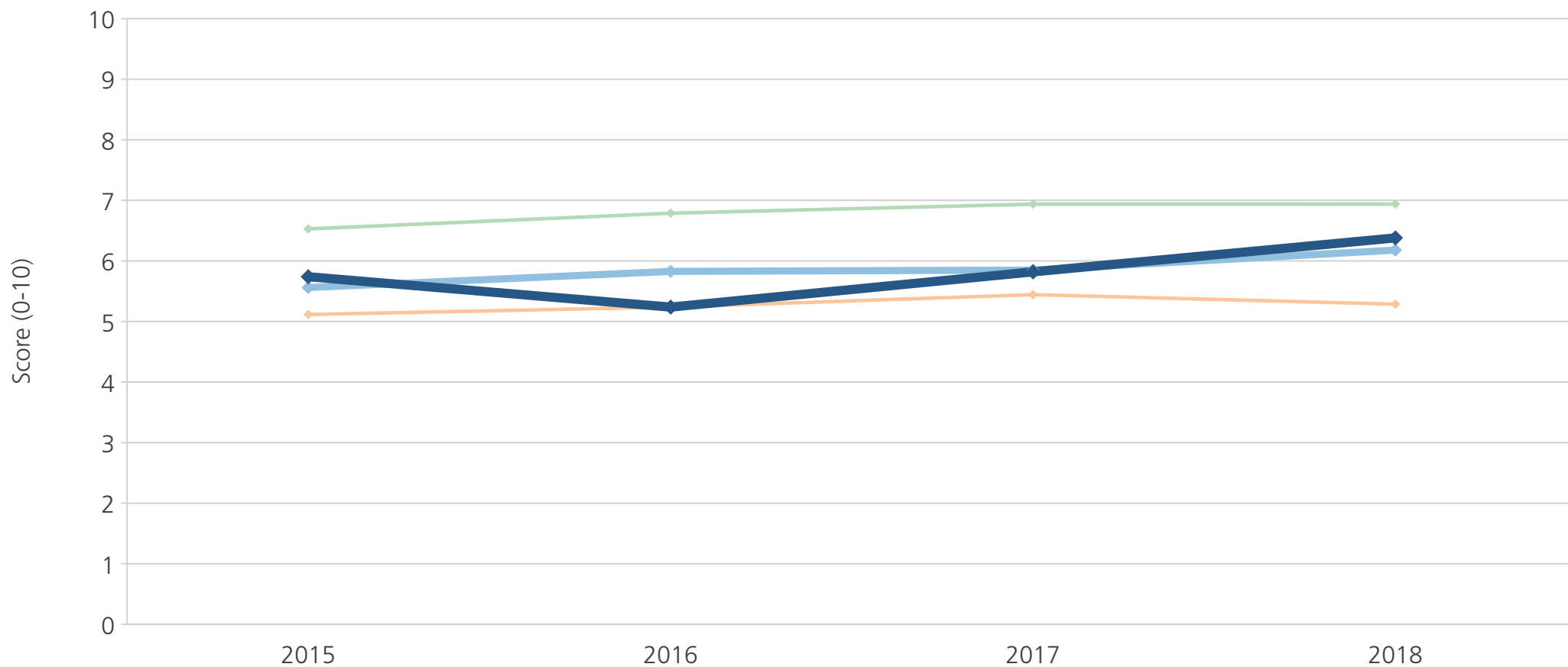
Responses

1,333

1,278

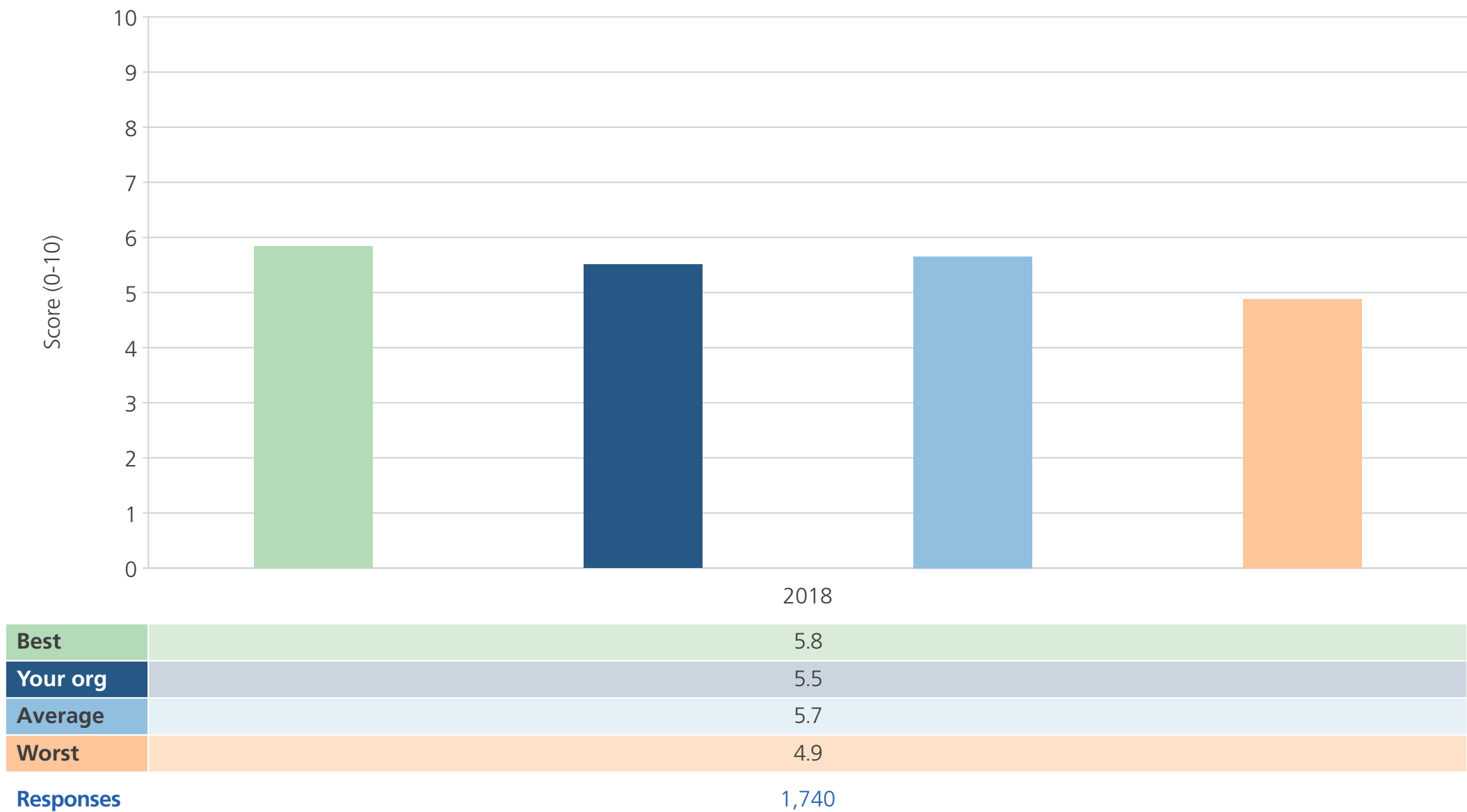
1,386

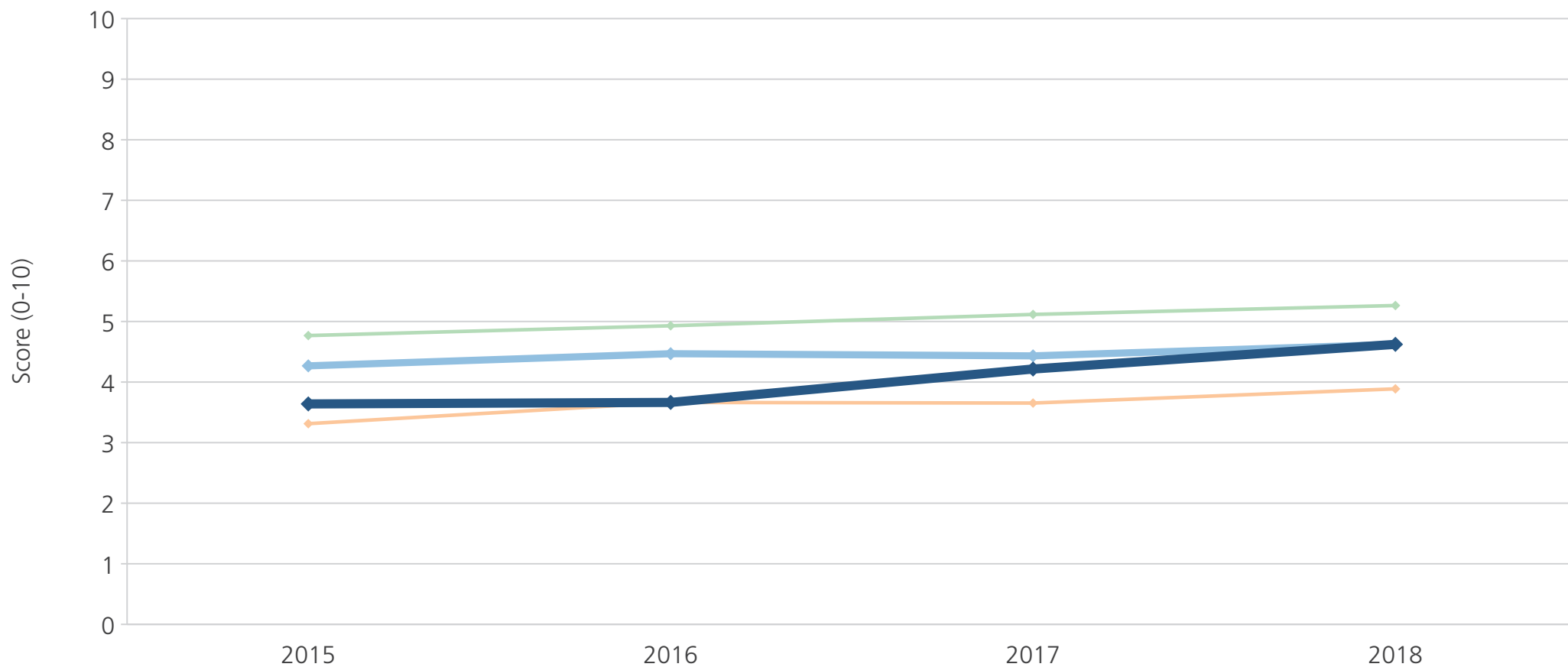
1,753



Best	6.5	6.8	6.9	6.9
Your org	5.7	5.2	5.8	6.4
Average	5.6	5.8	5.8	6.2
Worst	5.1	5.2	5.4	5.3

Responses	1,333	1,275	1,385	1,754
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Best	4.8	4.9	5.1	5.3
Your org	3.6	3.7	4.2	4.6
Average	4.3	4.5	4.4	4.6
Worst	3.3	3.7	3.7	3.9

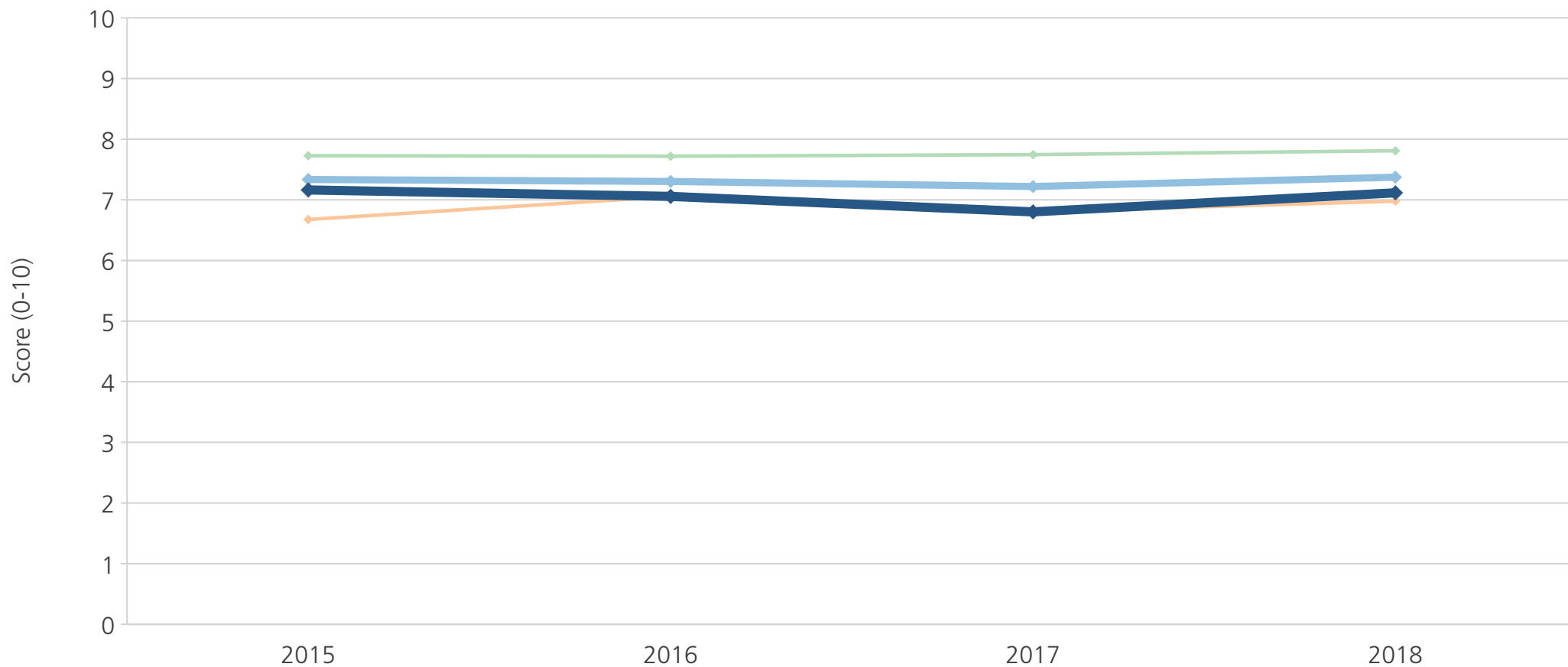
Responses

1,114

948

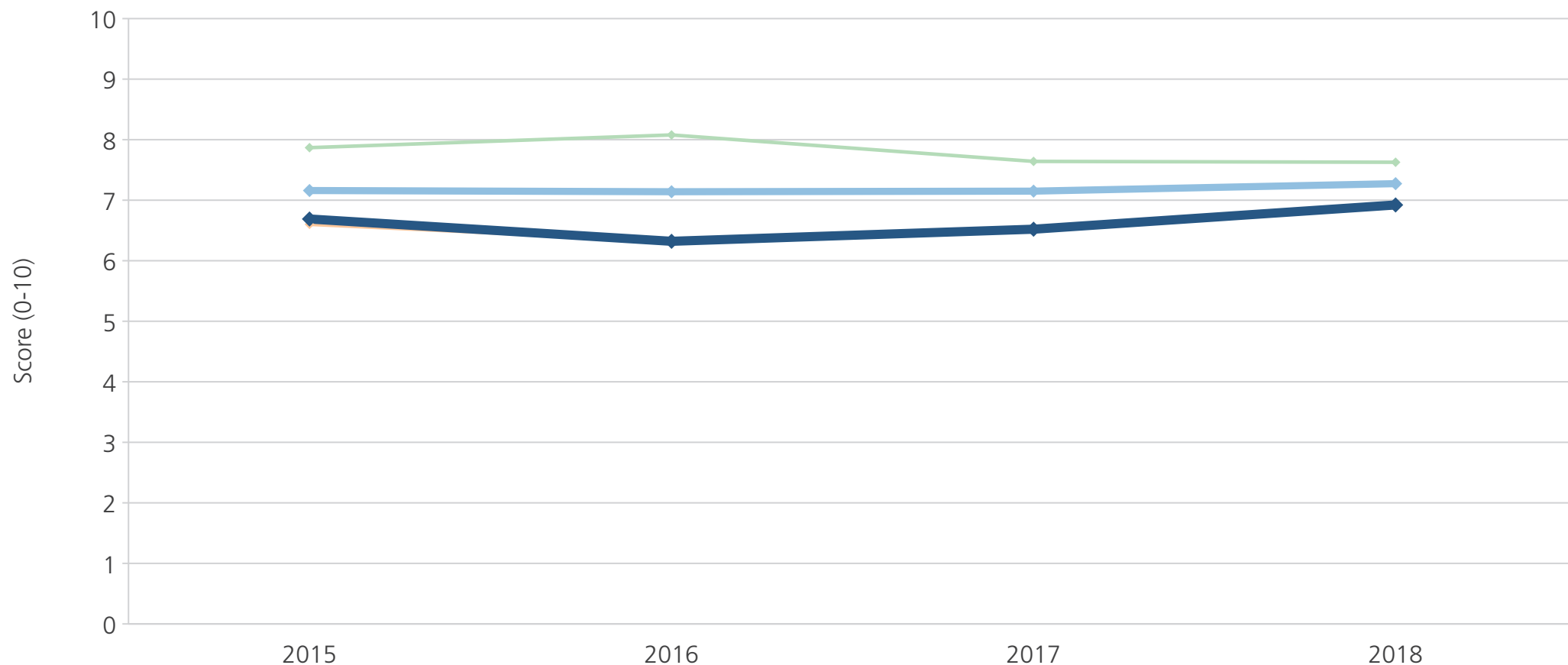
724

1,372



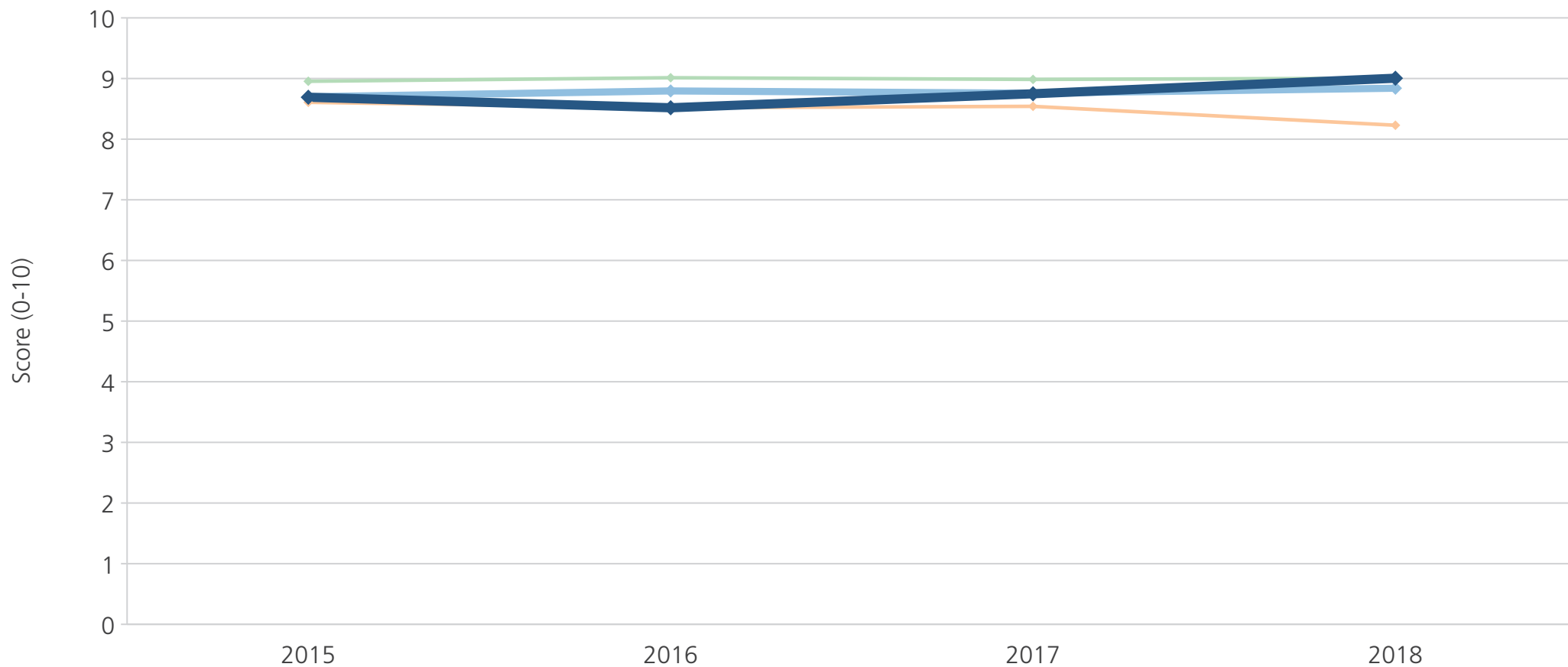
Best	7.7	7.7	7.7	7.8
Your org	7.2	7.1	6.8	7.1
Average	7.3	7.3	7.2	7.4
Worst	6.7	7.1	6.8	7.0

Responses	1,233	1,176	1,238	1,601
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Best	7.9	8.1	7.6	7.6
Your org	6.7	6.3	6.5	6.9
Average	7.2	7.1	7.1	7.3
Worst	6.6	6.3	6.5	6.9

Responses 1,311 1,257 1,362 1,742



Best	9.0	9.0	9.0	9.0
Your org	8.7	8.5	8.7	9.0
Average	8.7	8.8	8.8	8.8
Worst	8.6	8.5	8.5	8.2

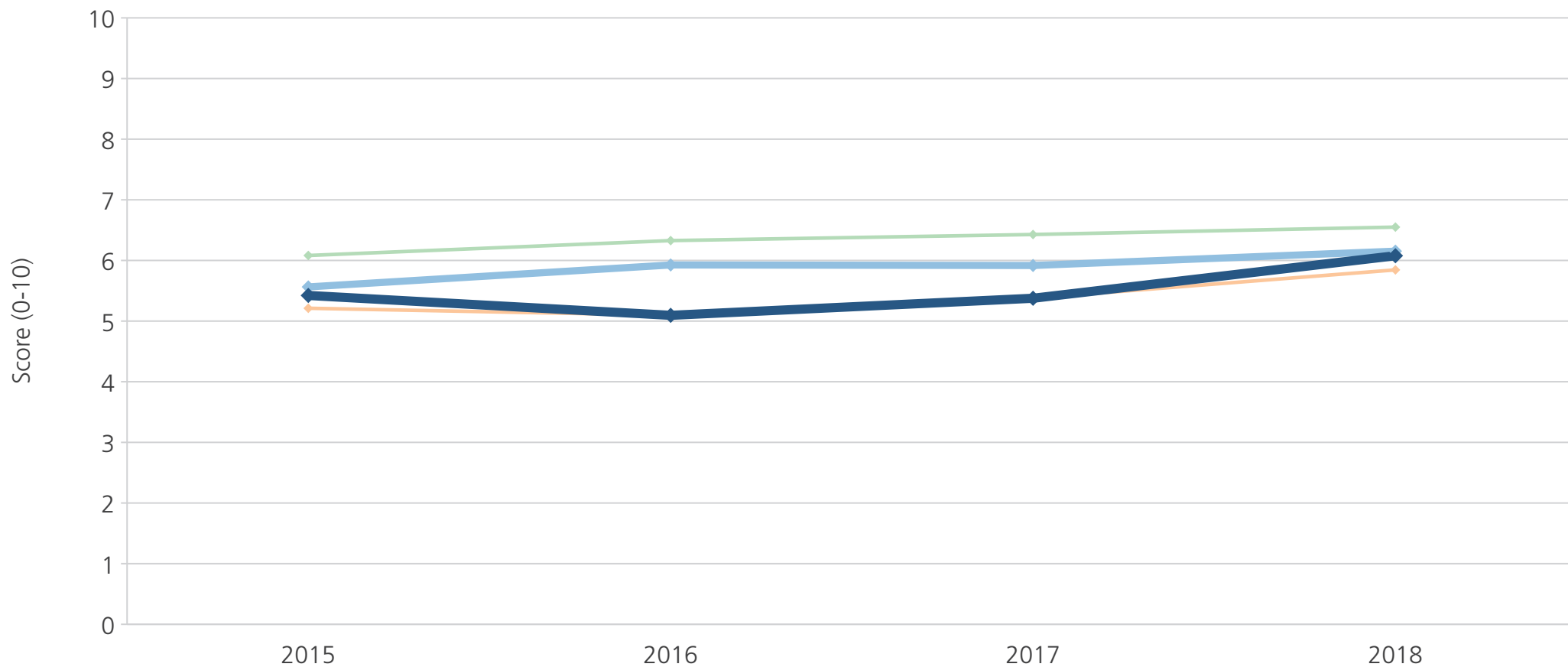
Responses

1,308

1,257

1,368

1,747



Best	6.1	6.3	6.4	6.5
Your org	5.4	5.1	5.4	6.1
Average	5.6	5.9	5.9	6.2
Worst	5.2	5.1	5.4	5.8

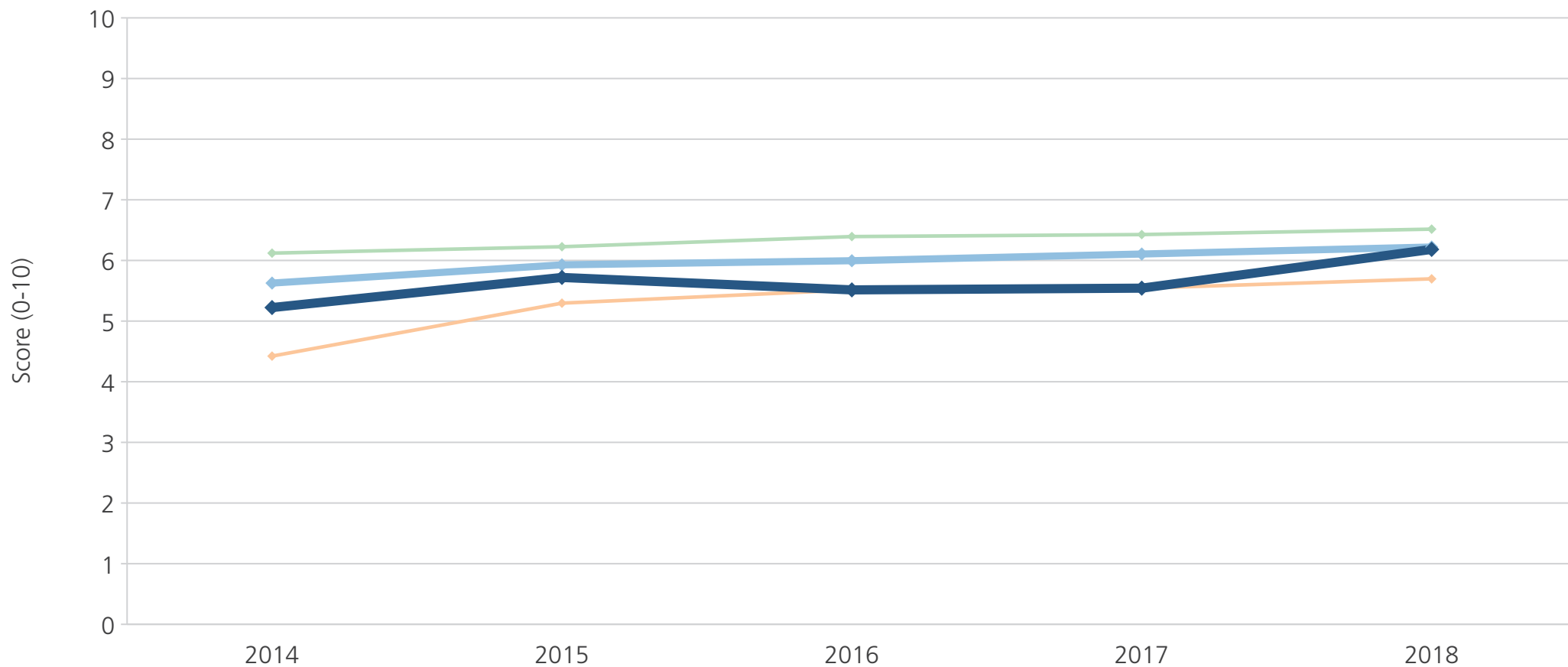
Responses

1,316

1,258

1,376

1,740



Best	6.1	6.2	6.4	6.4	6.5
Your org	5.2	5.7	5.5	5.5	6.2
Average	5.6	5.9	6.0	6.1	6.2
Worst	4.4	5.3	5.5	5.5	5.7

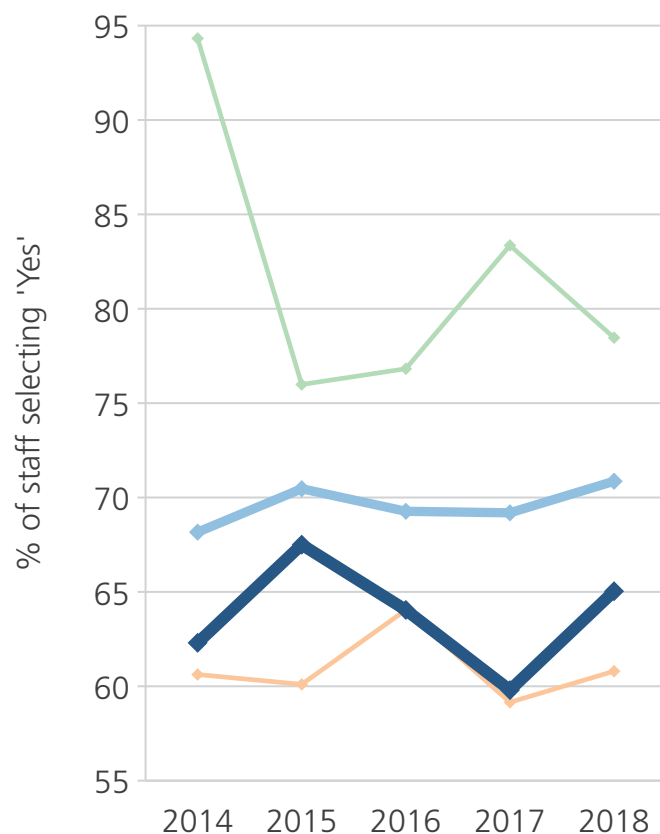
Responses	1,142	1,334	1,278	1,403	1,768
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Theme results – Detailed information

South East Coast Ambulance Service NHS Foundation Trust
2018 NHS Staff Survey Results

Q14

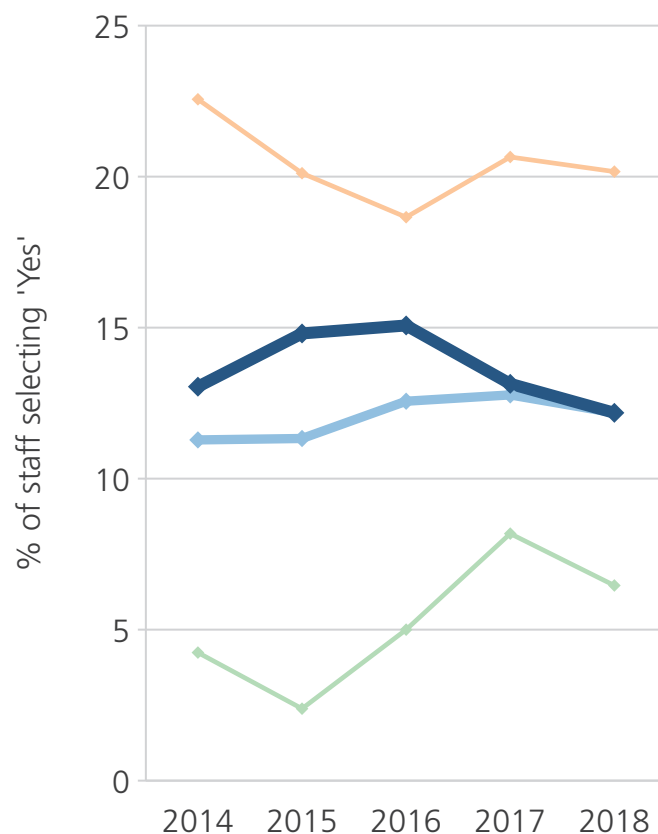
Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



Best	94.3%	76.0%	76.8%	83.4%	78.5%
Your org	62.3%	67.5%	64.0%	59.8%	65.0%
Average	68.2%	70.5%	69.3%	69.2%	70.9%
Worst	60.6%	60.1%	64.0%	59.2%	60.8%

Q15a

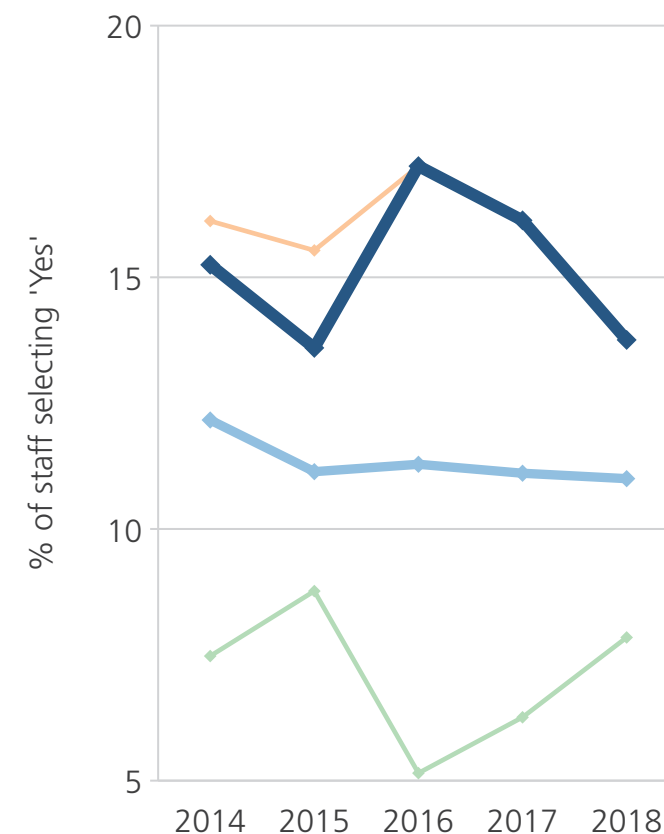
In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



Worst	22.6%	20.1%	18.7%	20.7%	20.2%
Your org	13.0%	14.8%	15.1%	13.1%	12.2%
Average	11.3%	11.3%	12.6%	12.8%	12.2%
Best	4.2%	2.4%	5.0%	8.2%	6.5%

Q15b

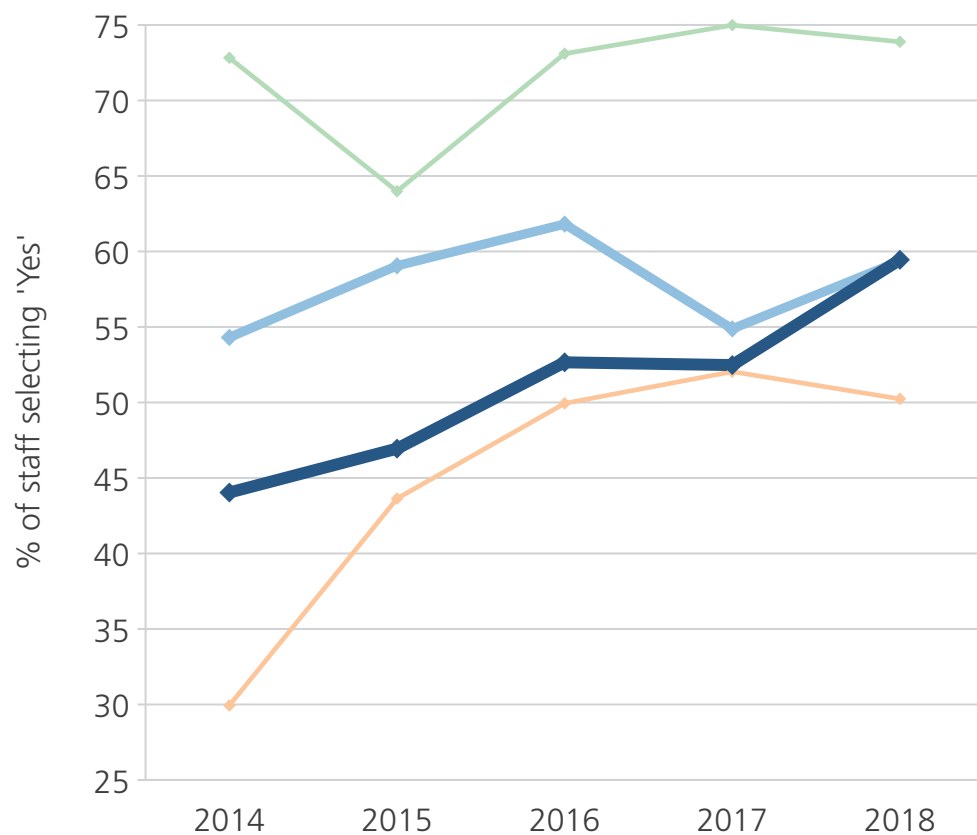
In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



Worst	16.1%	15.5%	17.2%	16.1%	13.8%
Your org	15.2%	13.6%	17.2%	16.1%	13.8%
Average	12.2%	11.1%	11.3%	11.1%	11.0%
Best	7.5%	8.8%	5.1%	6.3%	7.8%

Q28b

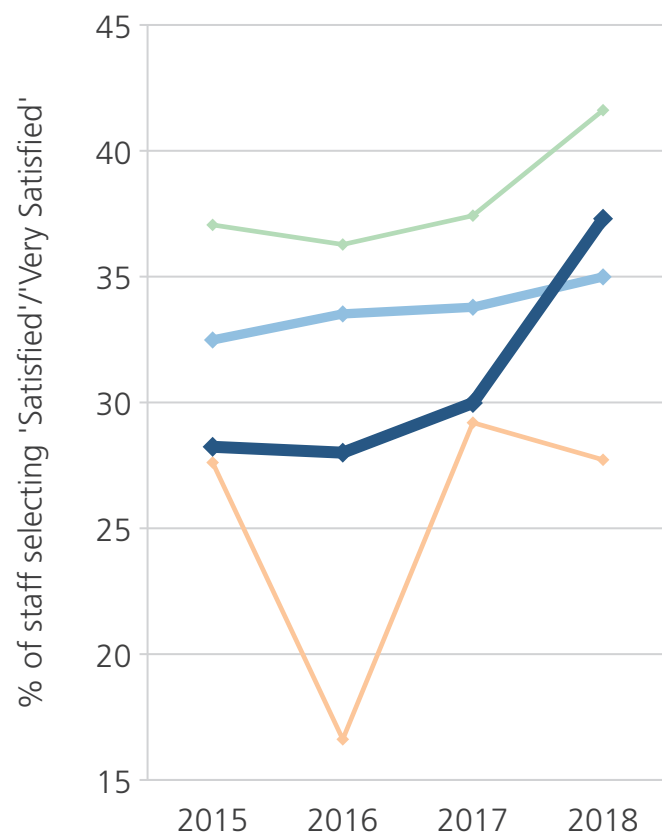
Has your employer made adequate adjustment(s)
to enable you to carry out your work?



Best	72.8%	64.0%	73.1%	75.0%	73.9%
Your org	44.0%	46.9%	52.7%	52.5%	59.5%
Average	54.3%	59.1%	61.8%	54.9%	59.4%
Worst	29.9%	43.6%	49.9%	52.0%	50.2%

Q5h

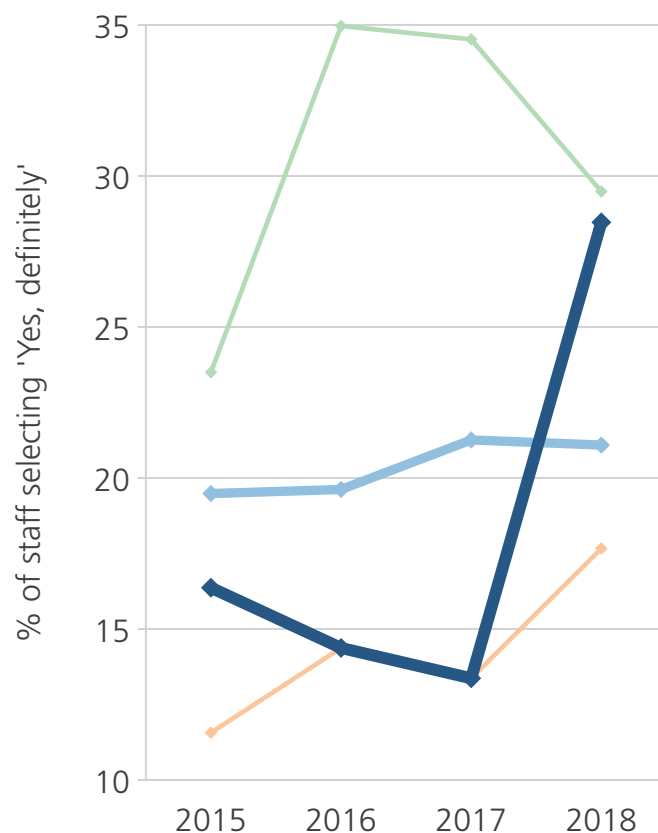
The opportunities for flexible working patterns



Best	37.1%	36.3%	37.4%	41.6%
Your org	28.2%	28.0%	30.0%	37.3%
Average	32.5%	33.5%	33.8%	35.0%
Worst	27.6%	16.6%	29.2%	27.7%

Q11a

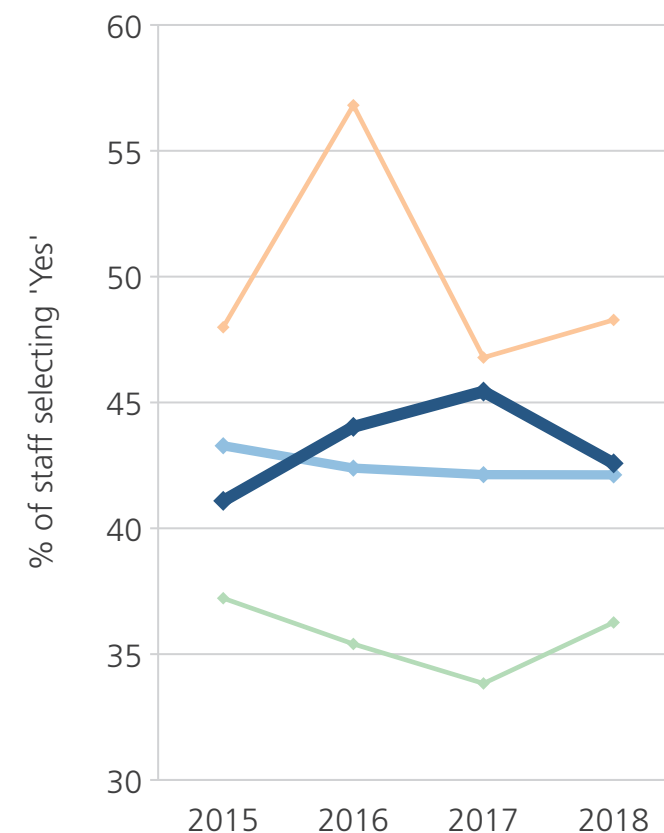
Does your organisation take positive action on health and well-being?



Best	23.5%	35.0%	34.5%	29.5%
Your org	16.4%	14.4%	13.4%	28.5%
Average	19.5%	19.6%	21.3%	21.1%
Worst	11.6%	14.4%	13.4%	17.7%

Q11b

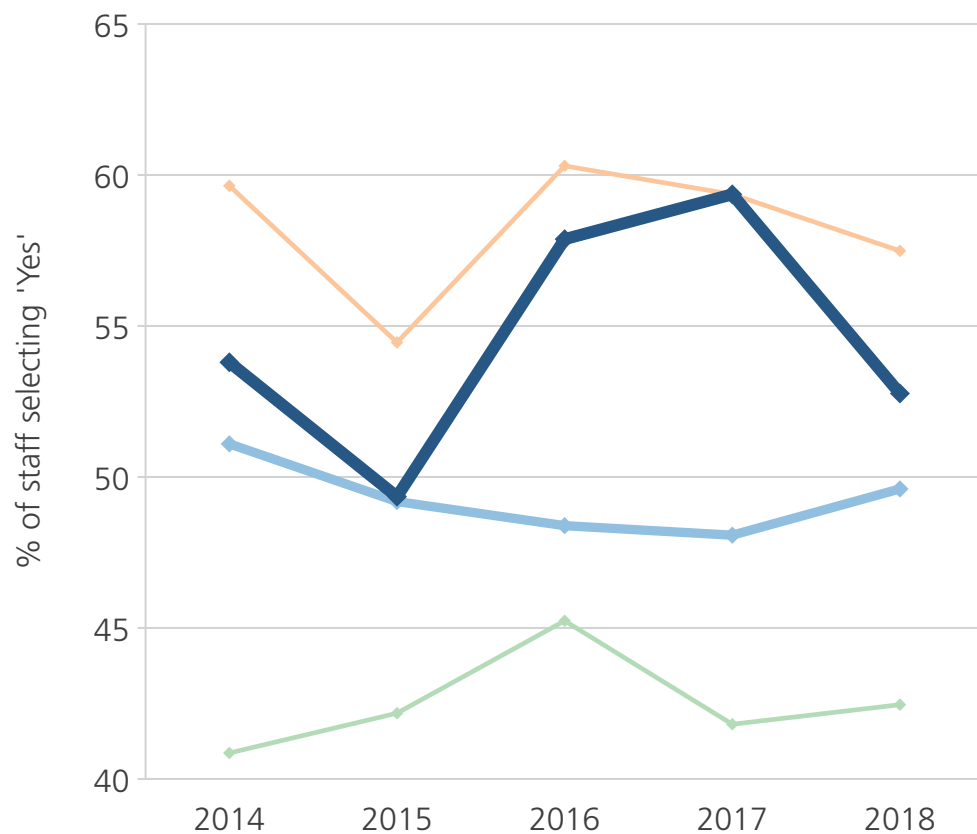
In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



Worst	48.0%	56.8%	46.8%	48.3%
Your org	41.1%	44.0%	45.4%	42.6%
Average	43.3%	42.4%	42.1%	42.1%
Best	37.2%	35.4%	33.8%	36.3%

Q11c

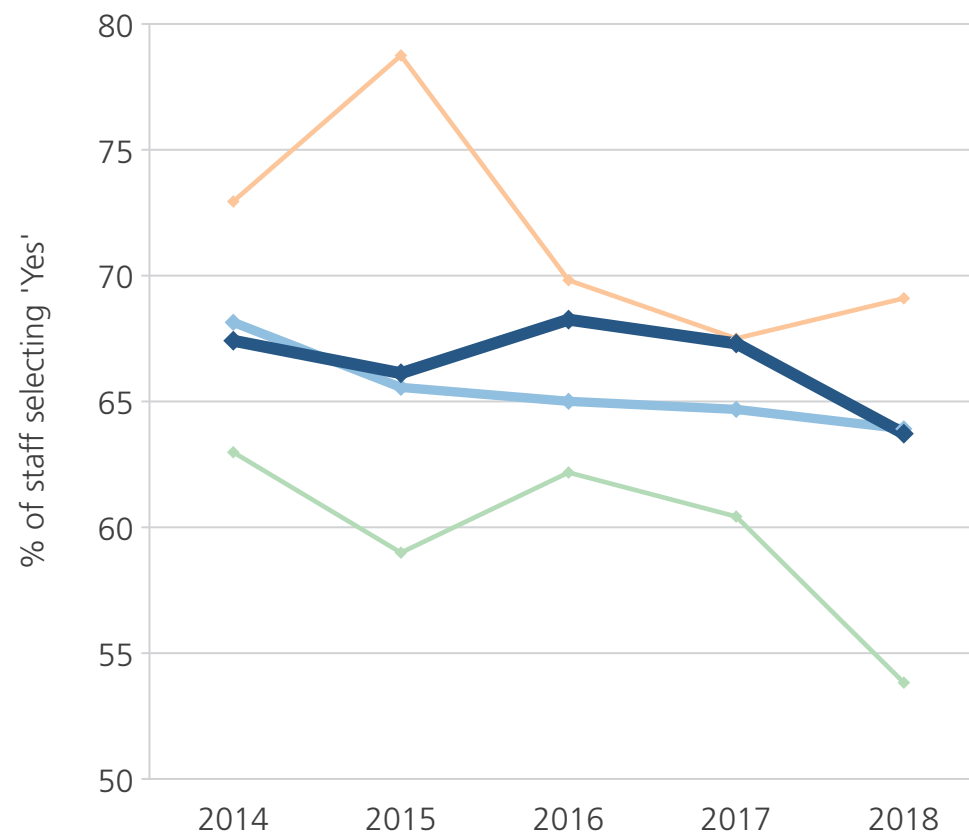
During the last 12 months have you felt unwell as a result of work related stress?



Worst	59.6%	54.5%	60.3%	59.4%	57.5%
Your org	53.8%	49.3%	57.9%	59.4%	52.8%
Average	51.1%	49.2%	48.4%	48.1%	49.6%
Best	40.9%	42.2%	45.2%	41.8%	42.5%

Q11d

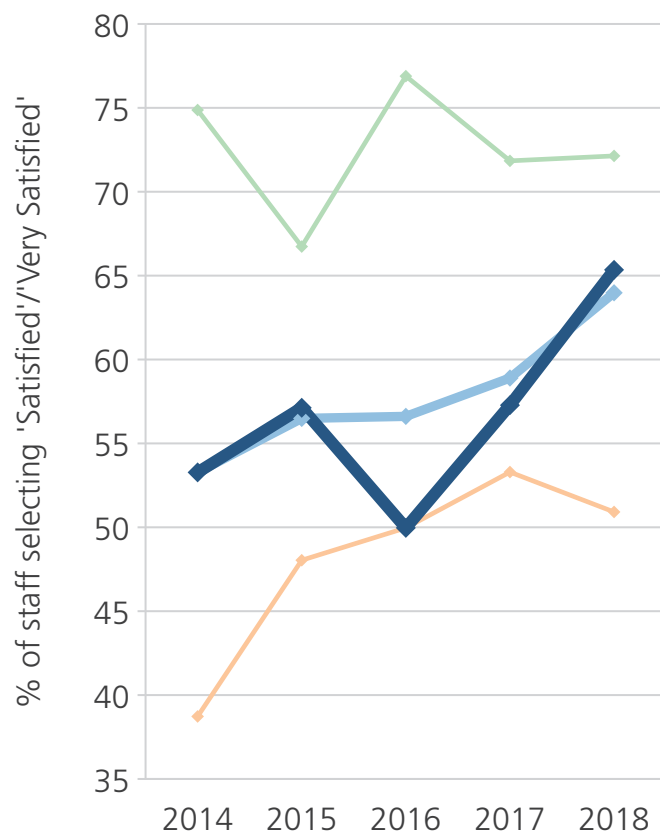
In the last three months have you ever come to work despite not feeling well enough to perform your duties?



Worst	72.9%	78.7%	69.8%	67.5%	69.1%
Your org	67.4%	66.1%	68.3%	67.3%	63.7%
Average	68.1%	65.6%	65.0%	64.7%	63.9%
Best	63.0%	59.0%	62.2%	60.4%	53.8%

Q5b

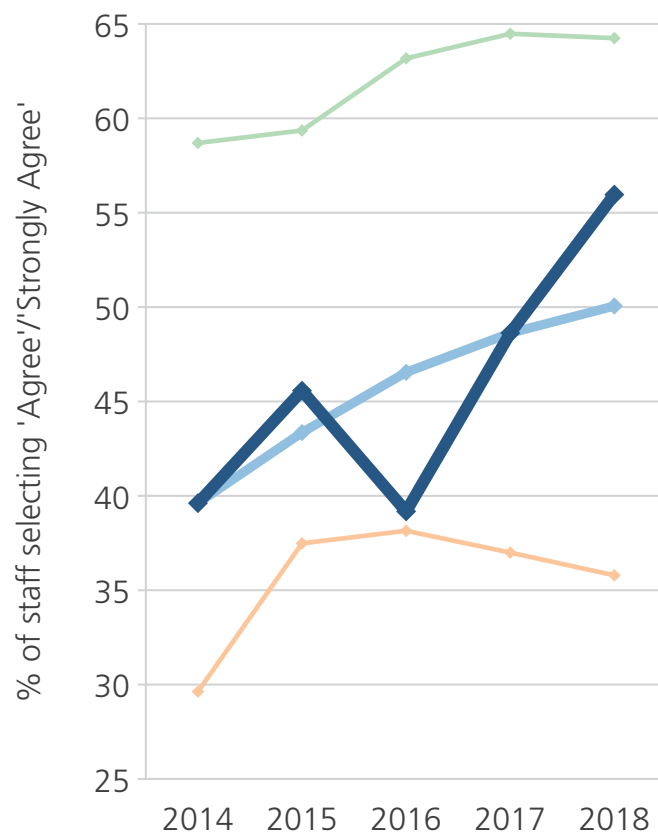
The support I get from my immediate manager



Best	74.9%	66.7%	76.9%	71.8%	72.1%
Your org	53.3%	57.1%	50.0%	57.3%	65.3%
Average	53.3%	56.5%	56.6%	58.9%	64.0%
Worst	38.7%	48.0%	50.0%	53.3%	50.9%

Q8c

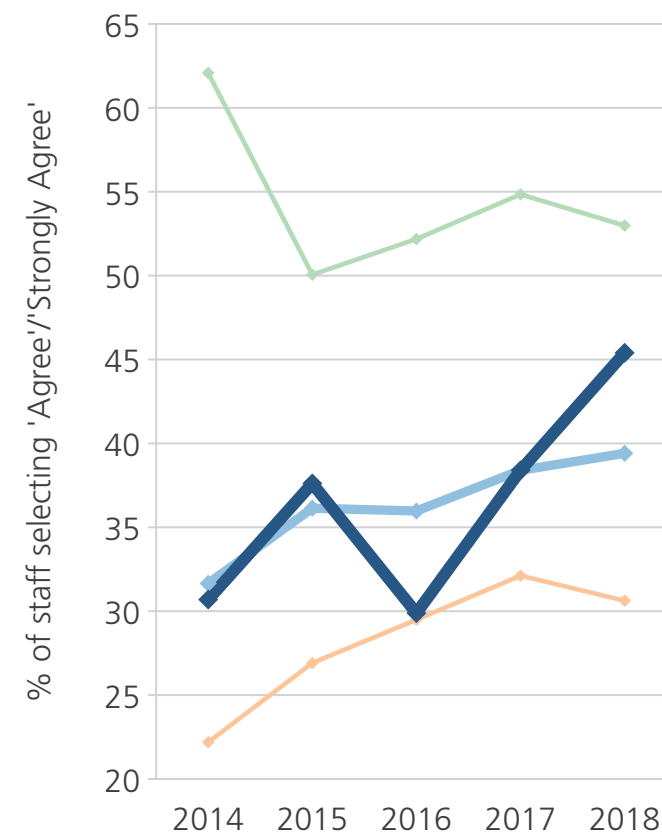
My immediate manager gives me clear feedback on my work



Best	58.7%	59.4%	63.2%	64.5%	64.2%
Your org	39.6%	45.6%	39.2%	48.6%	56.0%
Average	39.6%	43.4%	46.5%	48.6%	50.1%
Worst	29.6%	37.5%	38.1%	37.0%	35.8%

Q8d

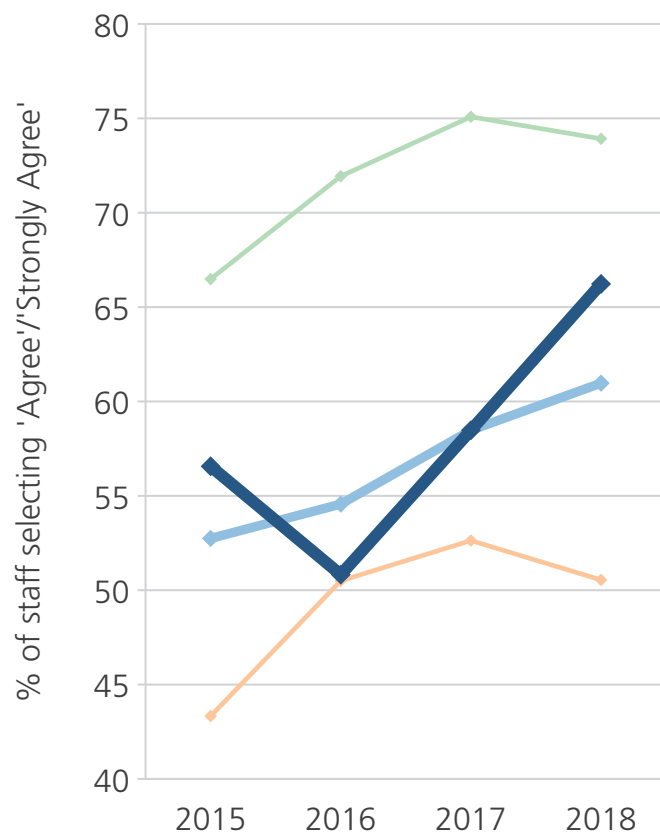
My immediate manager asks for my opinion before making decisions that affect my work



Best	62.1%	50.1%	52.2%	54.8%	53.0%
Your org	30.7%	37.6%	29.9%	38.4%	45.4%
Average	31.7%	36.1%	36.0%	38.4%	39.4%
Worst	22.2%	26.9%	29.5%	32.1%	30.6%

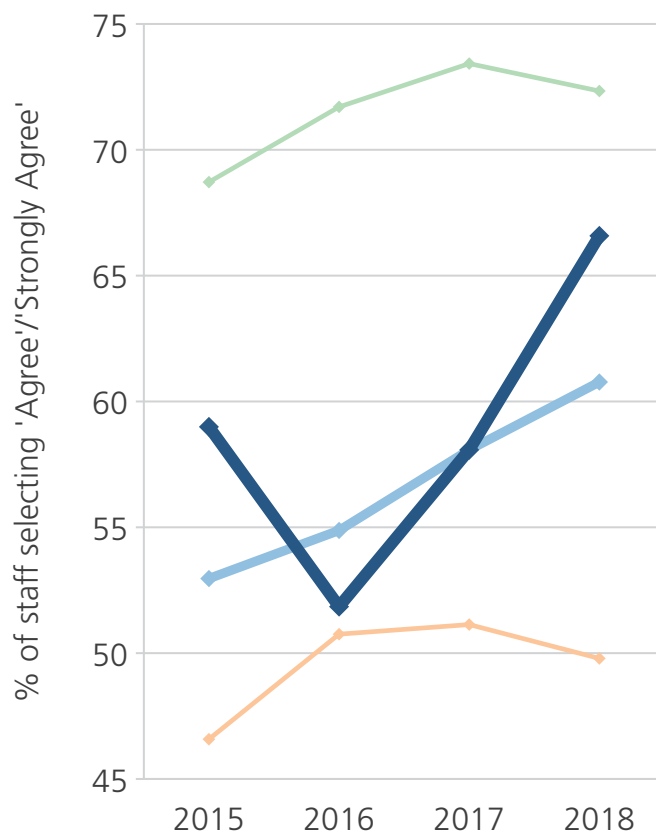
Q8f

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



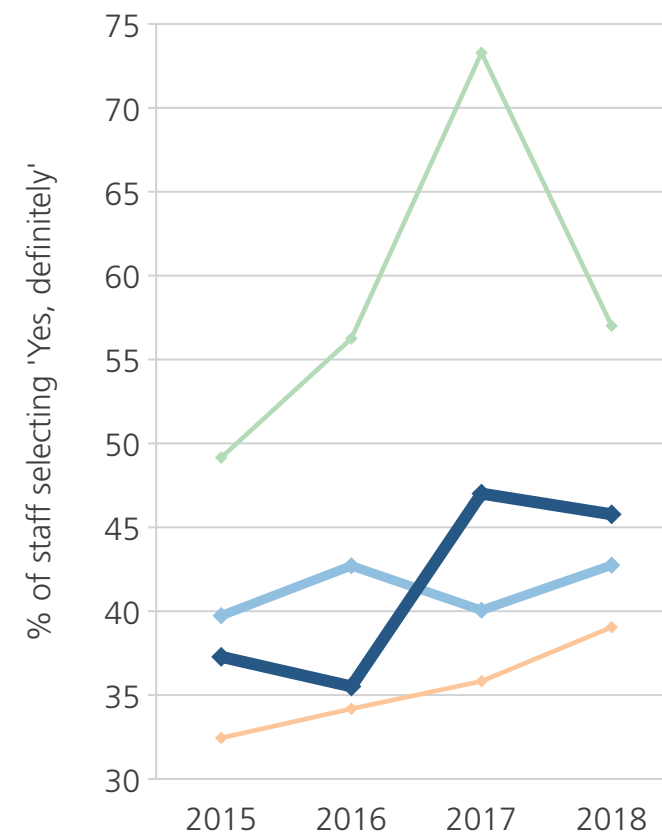
Q8g

My immediate manager values my work



Q19g

My manager supported me to receive this training, learning or development



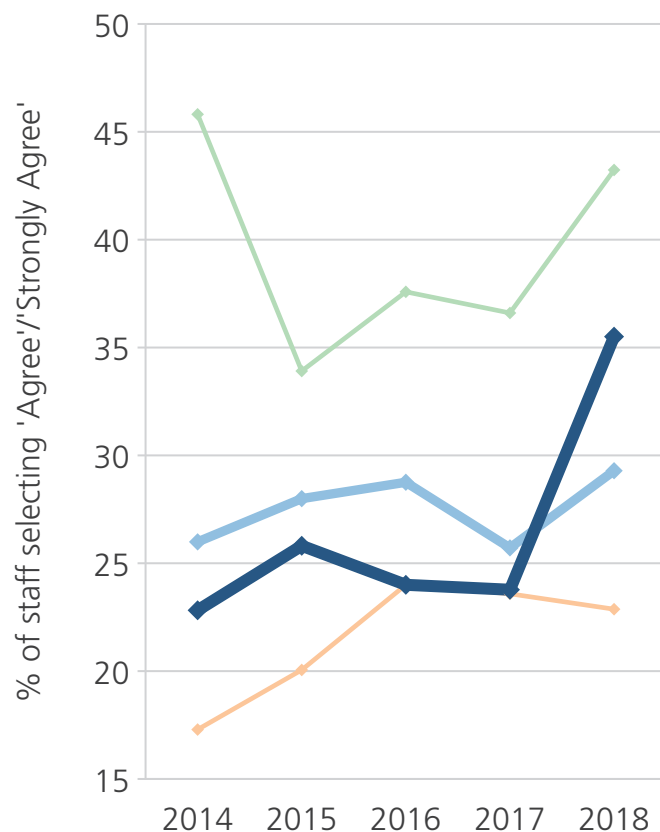
Best	66.5%	71.9%	75.1%	73.9%
Your org	56.6%	50.8%	58.5%	66.2%
Average	52.7%	54.6%	58.5%	61.0%
Worst	43.3%	50.5%	52.6%	50.5%

Best	68.7%	71.7%	73.4%	72.3%
Your org	59.0%	51.8%	58.1%	66.6%
Average	53.0%	54.9%	58.1%	60.8%
Worst	46.6%	50.8%	51.1%	49.8%

Best	49.2%	56.3%	73.3%	57.0%
Your org	37.3%	35.5%	47.0%	45.8%
Average	39.7%	42.7%	40.1%	42.7%
Worst	32.4%	34.2%	35.8%	39.0%

Q4c

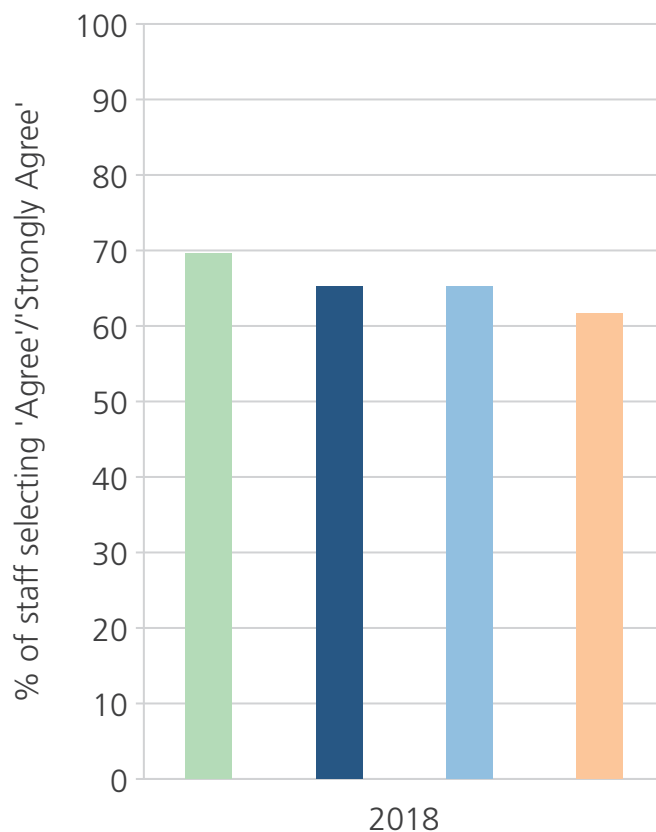
I am involved in deciding on changes introduced that affect my work area / team / department



Best	45.8%	33.9%	37.6%	36.6%	43.2%
Your org	22.8%	25.8%	24.0%	23.8%	35.5%
Average	26.0%	28.0%	28.8%	25.7%	29.3%
Worst	17.3%	20.1%	24.0%	23.6%	22.9%

Q4j

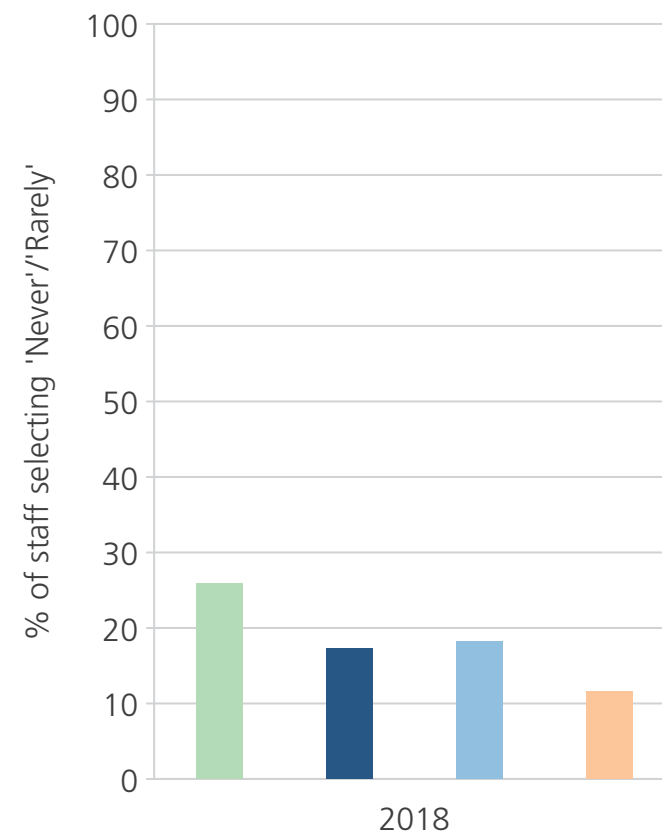
I receive the respect I deserve from my colleagues at work



Best	69.6%
Your org	65.2%
Average	65.2%
Worst	61.7%

Q6a

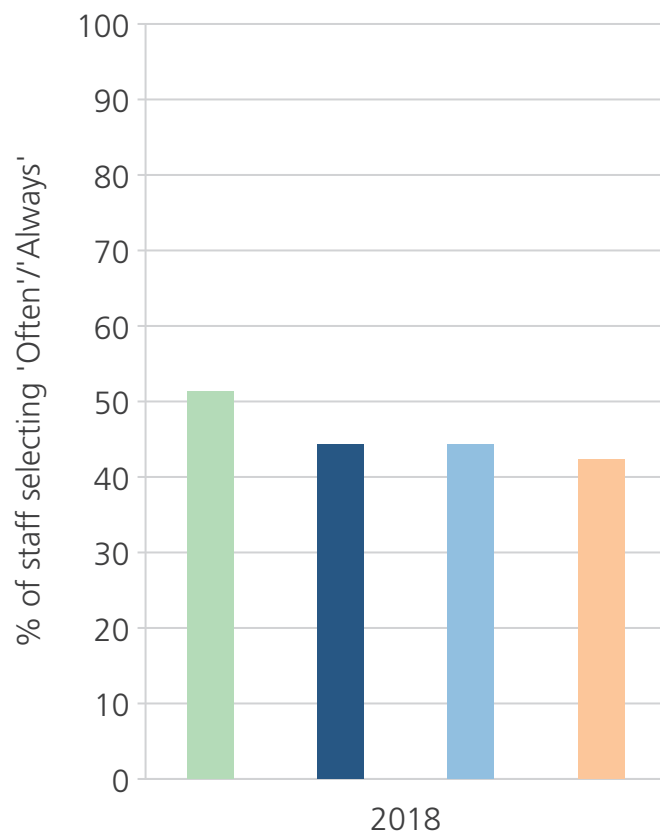
I have unrealistic time pressures



Best	25.9%
Your org	17.3%
Average	18.2%
Worst	11.5%

Q6b

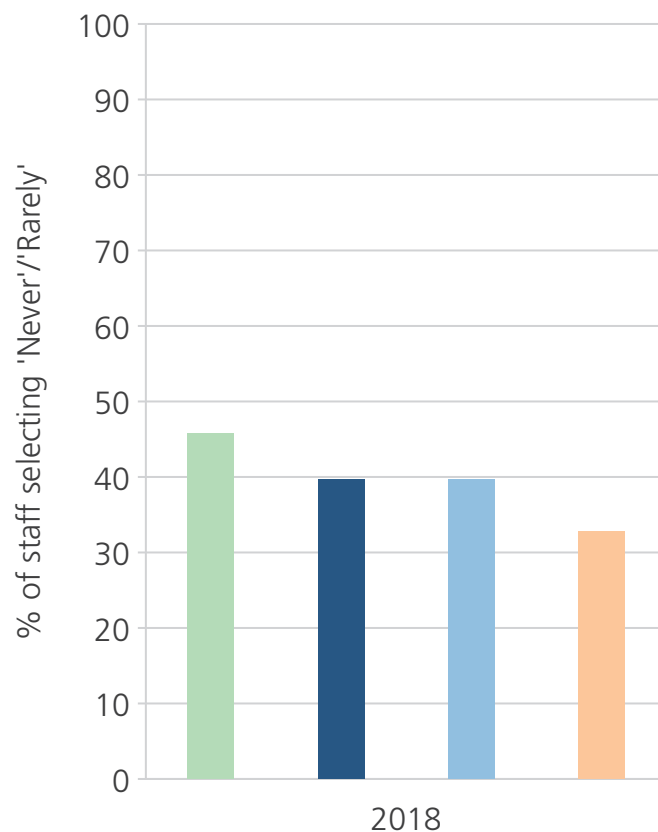
I have a choice in deciding
how to do my work



Best	51.3%
Your org	44.3%
Average	44.3%
Worst	42.3%

Q6c

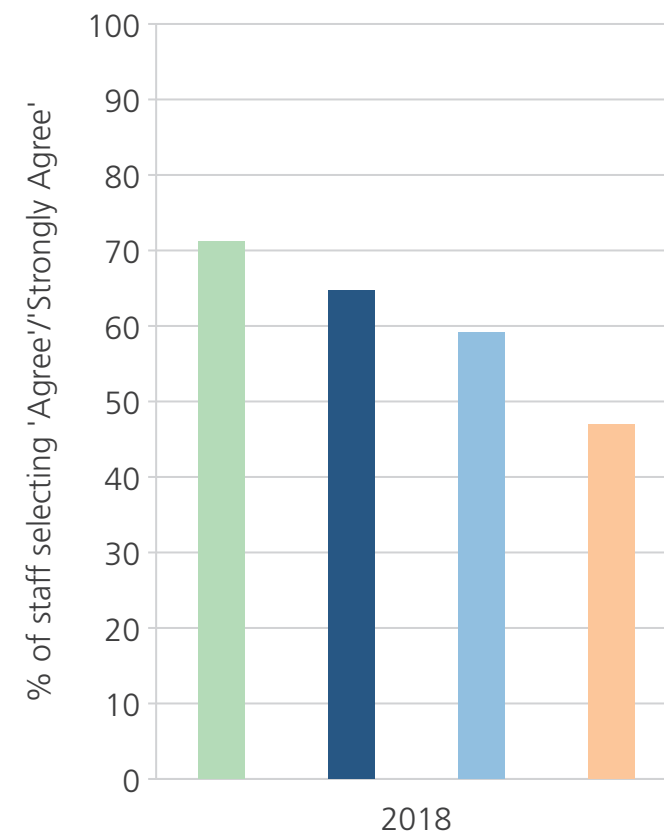
Relationships at work are strained



Best	45.8%
Your org	39.7%
Average	39.7%
Worst	32.8%

Q8a

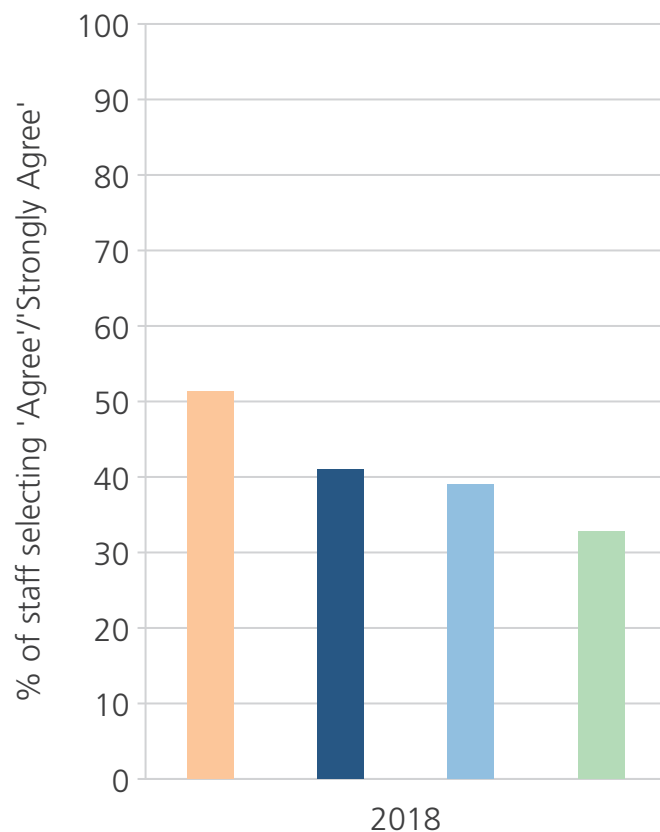
My immediate manager
encourages me at work



Best	71.2%
Your org	64.7%
Average	59.2%
Worst	47.0%

Q23a

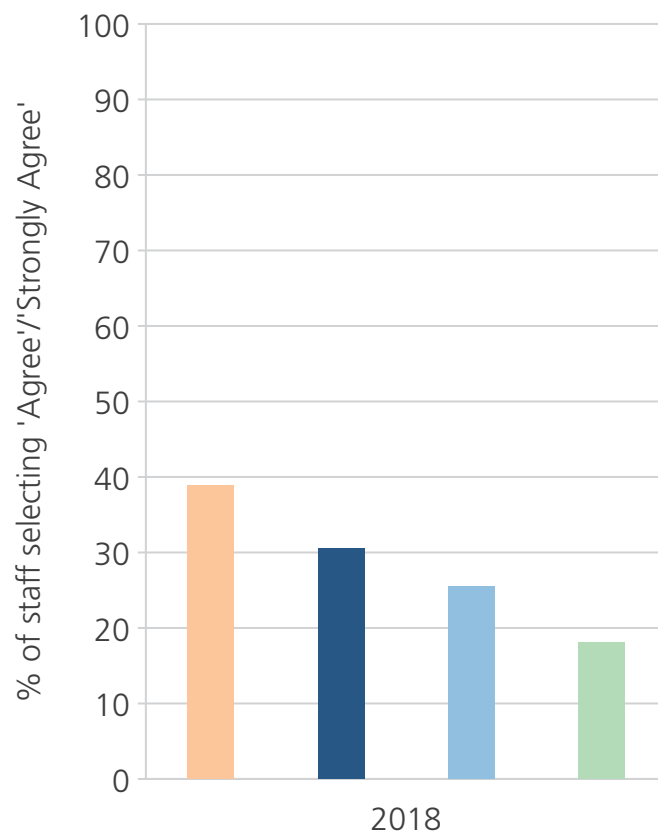
I often think about
leaving this organisation



Worst	51.3%
Your org	41.0%
Average	38.9%
Best	32.7%

Q23b

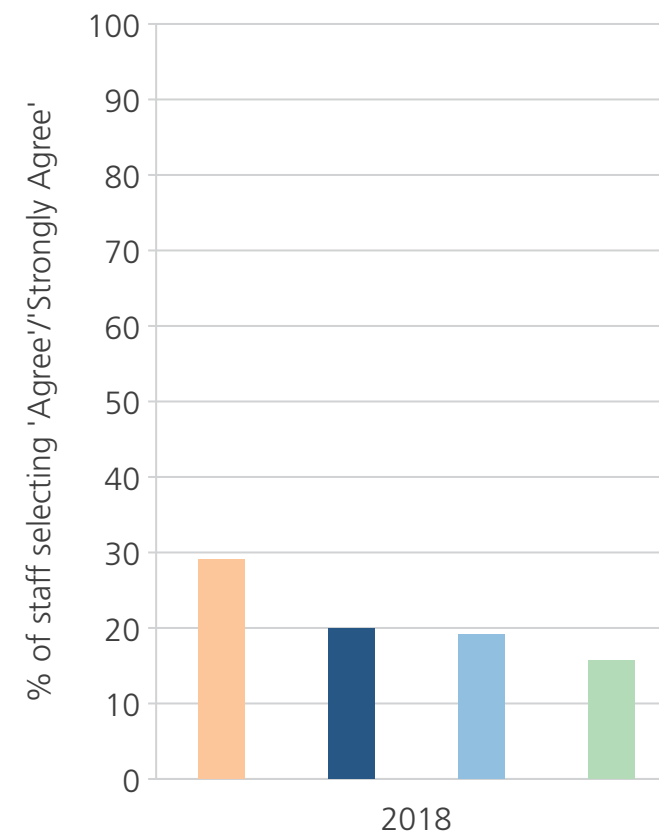
I will probably look for a job at a new
organisation in the next 12 months



Worst	38.8%
Your org	30.5%
Average	25.4%
Best	18.1%

Q23c

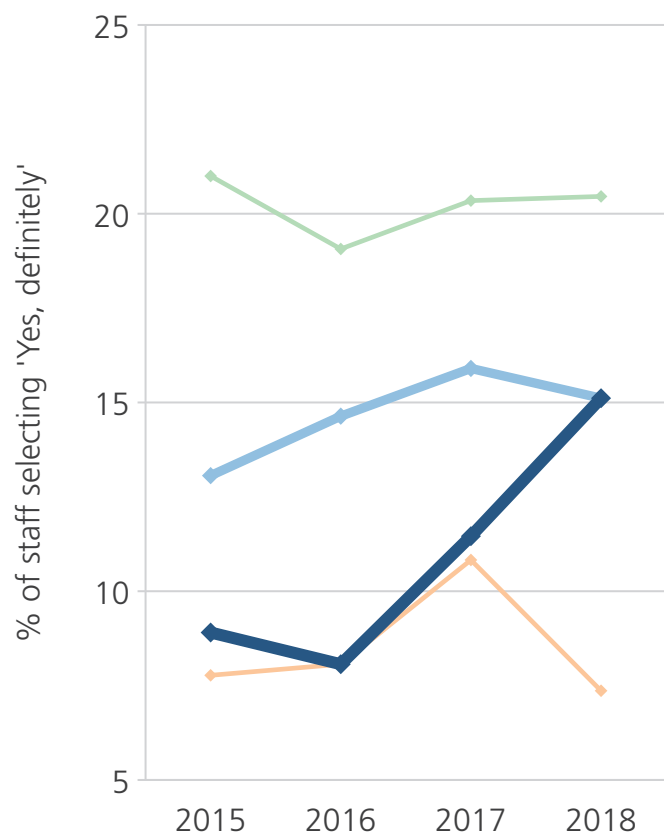
As soon as I can find another
job, I will leave this organisation



Worst	29.1%
Your org	20.0%
Average	19.1%
Best	15.7%

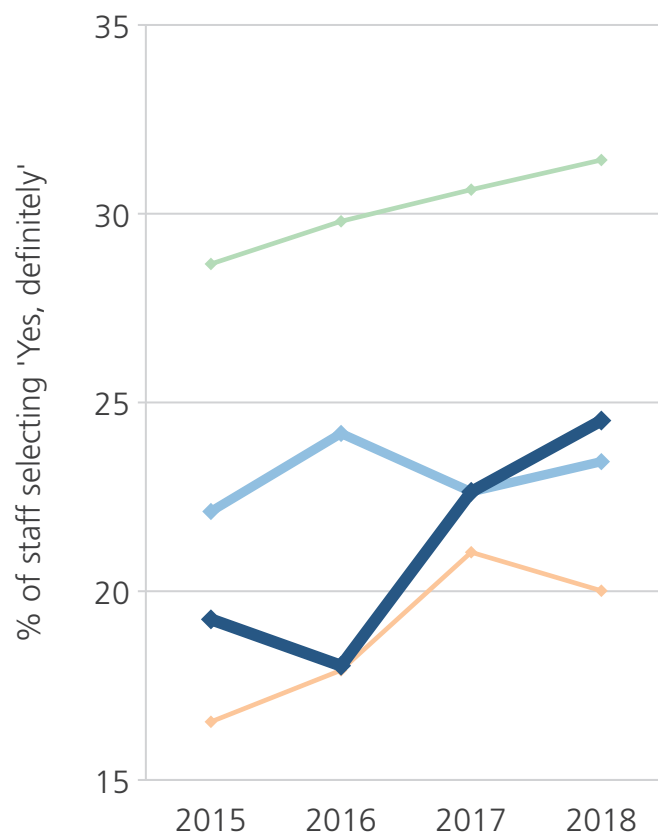
Q19b

It helped me to improve how I do my job



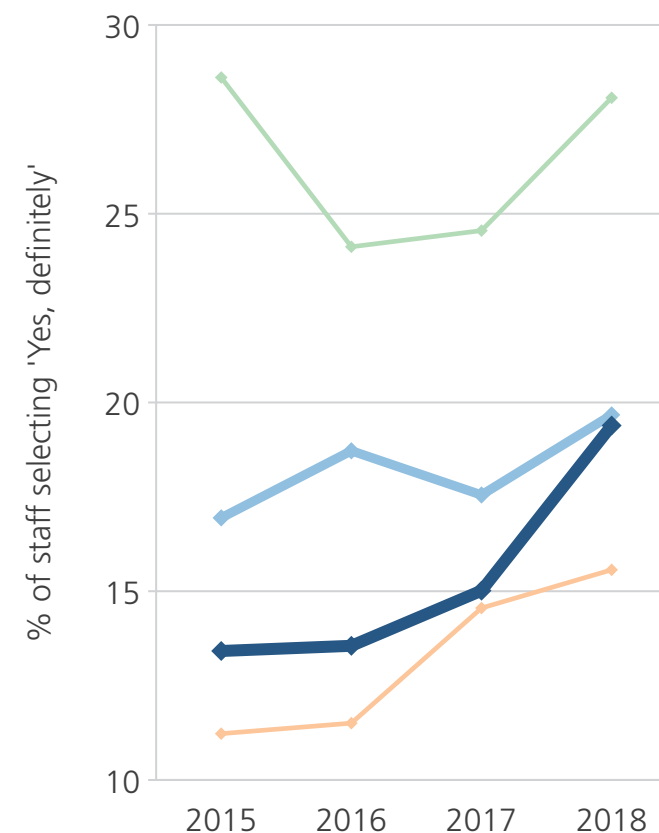
Q19c

It helped me agree clear objectives for my work



Q19d

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



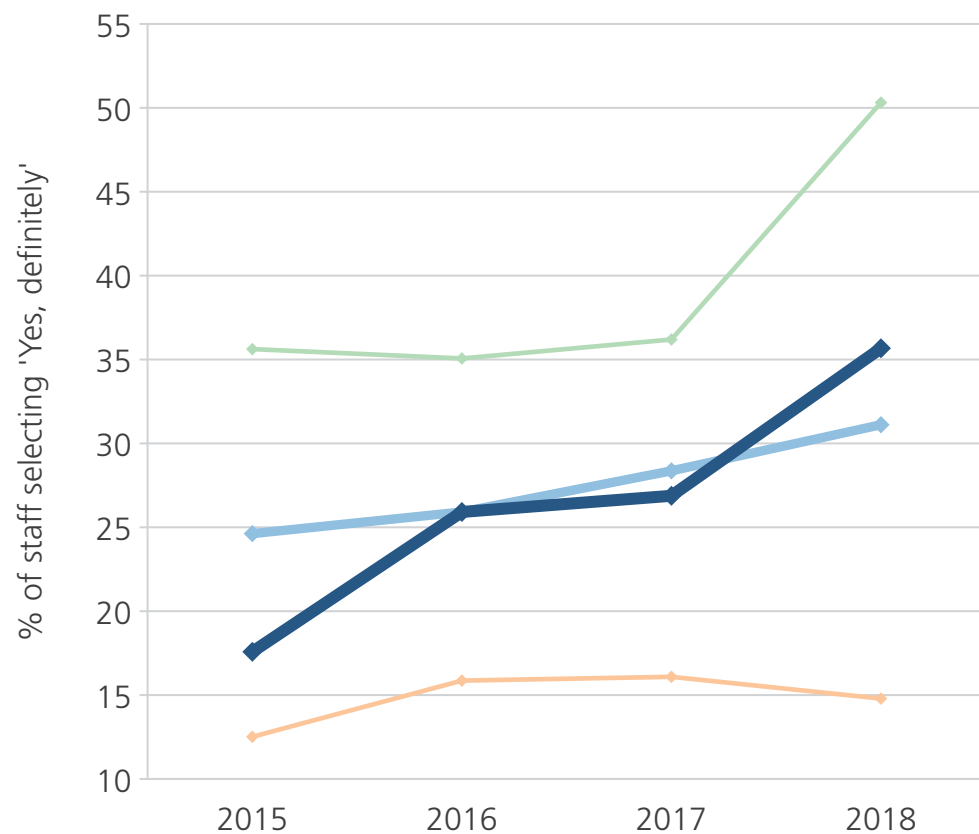
Best	21.0%	19.1%	20.3%	20.5%
Your org	8.9%	8.1%	11.5%	15.1%
Average	13.1%	14.6%	15.9%	15.1%
Worst	7.8%	8.1%	10.8%	7.4%

Best	28.7%	29.8%	30.6%	31.4%
Your org	19.3%	18.0%	22.6%	24.5%
Average	22.1%	24.2%	22.6%	23.4%
Worst	16.5%	17.9%	21.0%	20.0%

Best	28.6%	24.1%	24.6%	28.1%
Your org	13.4%	13.6%	15.0%	19.4%
Average	16.9%	18.7%	17.5%	19.7%
Worst	11.2%	11.5%	14.6%	15.6%

Q19e

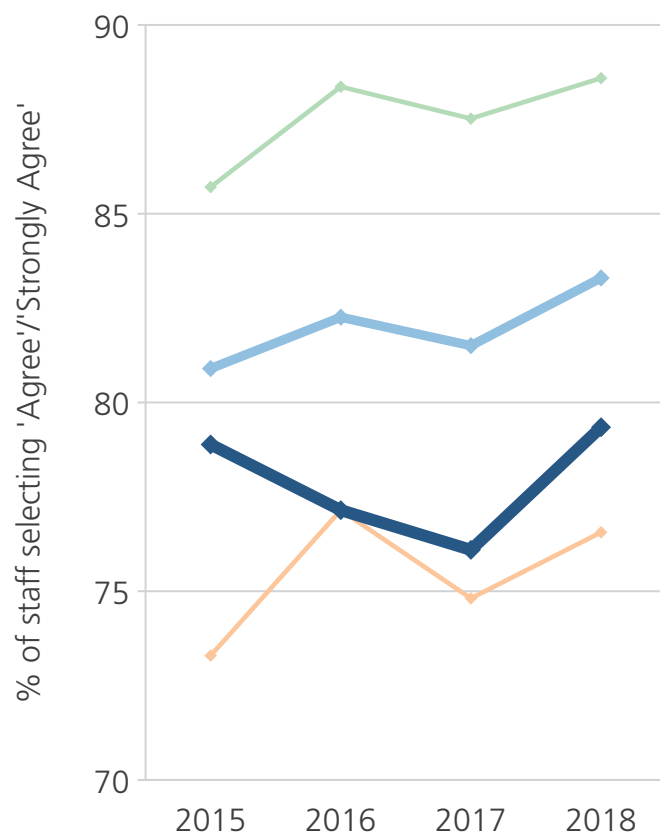
The values of my organisation were discussed as part of the appraisal process



Best	35.6%	35.1%	36.2%	50.3%
Your org	17.6%	25.9%	26.9%	35.7%
Average	24.6%	25.9%	28.4%	31.1%
Worst	12.5%	15.9%	16.1%	14.8%

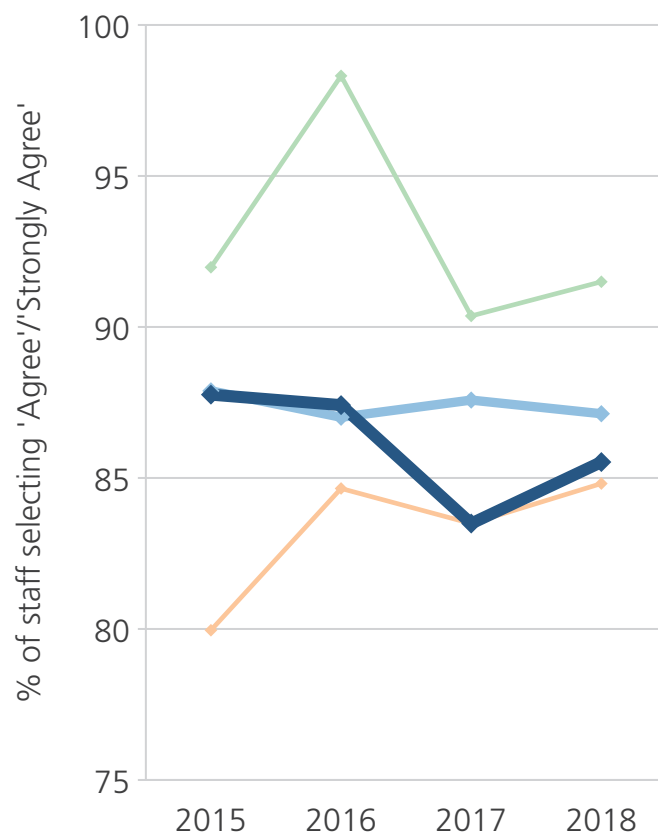
Q7a

I am satisfied with the quality of care I give to patients / service users



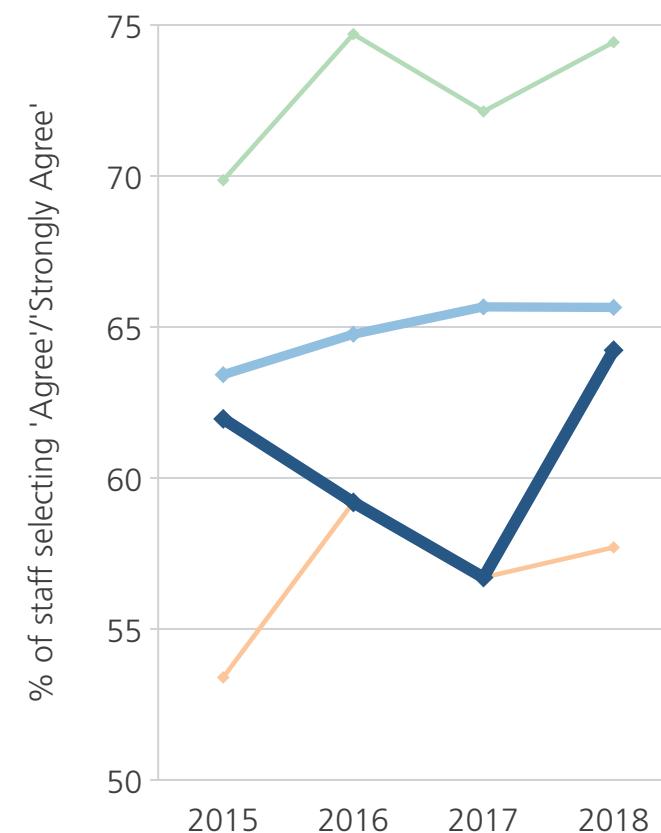
Q7b

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



Q7c

I am able to deliver the care I aspire to



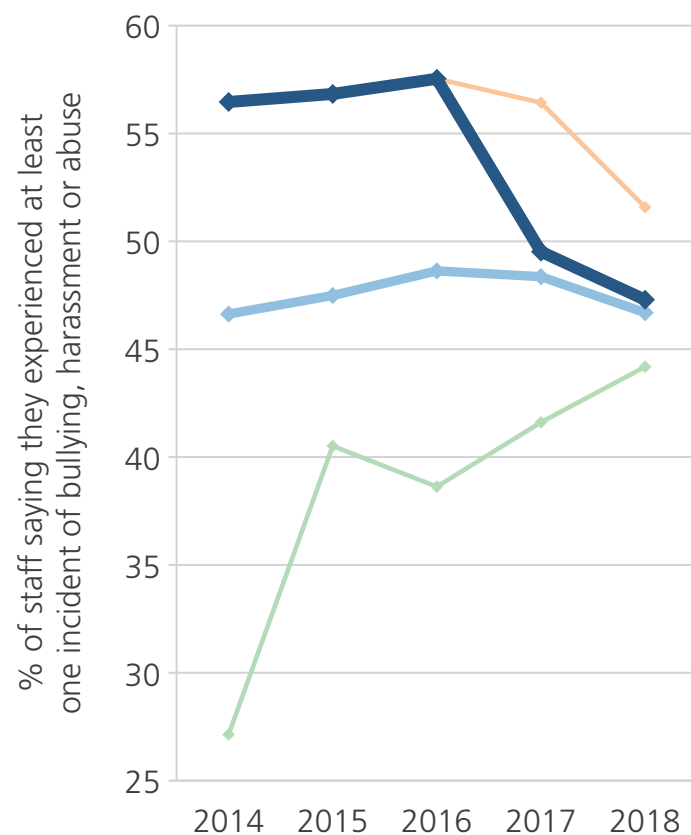
Best	85.7%	88.4%	87.5%	88.6%
Your org	78.9%	77.1%	76.1%	79.3%
Average	80.9%	82.3%	81.5%	83.3%
Worst	73.3%	77.1%	74.8%	76.6%

Best	92.0%	98.3%	90.4%	91.5%
Your org	87.8%	87.4%	83.5%	85.5%
Average	87.9%	87.0%	87.6%	87.1%
Worst	80.0%	84.7%	83.5%	84.8%

Best	69.9%	74.7%	72.1%	74.4%
Your org	62.0%	59.2%	56.7%	64.2%
Average	63.4%	64.8%	65.7%	65.6%
Worst	53.4%	59.2%	56.7%	57.7%

Q13a

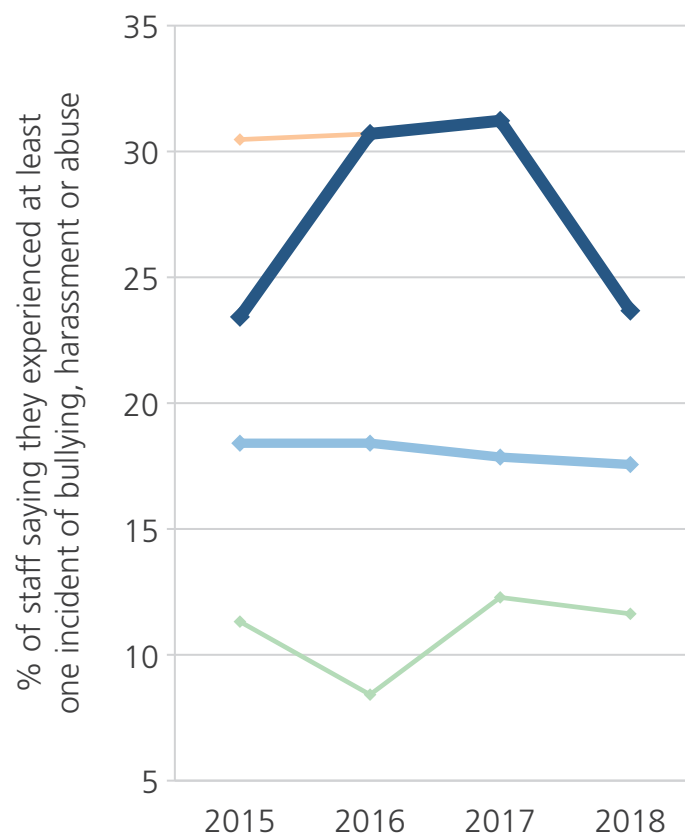
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?



Worst	56.5%	56.8%	57.5%	56.4%	51.6%
Your org	56.5%	56.8%	57.5%	49.5%	47.3%
Average	46.6%	47.5%	48.6%	48.4%	46.7%
Best	27.1%	40.5%	38.6%	41.6%	44.2%

Q13b

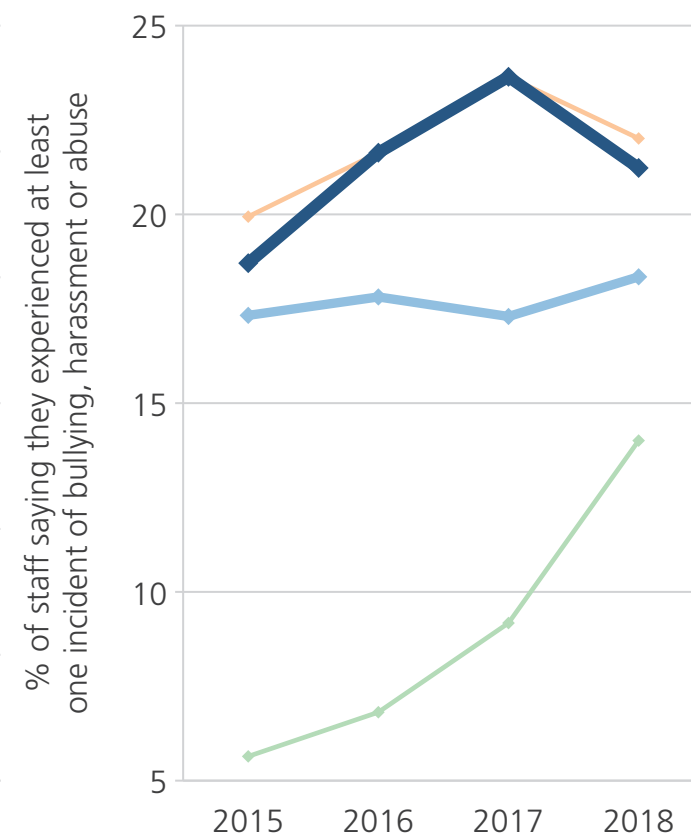
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?



Worst	30.5%	30.7%	31.2%	23.7%
Your org	23.4%	30.7%	31.2%	23.7%
Average	18.4%	18.4%	17.9%	17.6%
Best	11.3%	8.4%	12.3%	11.6%

Q13c

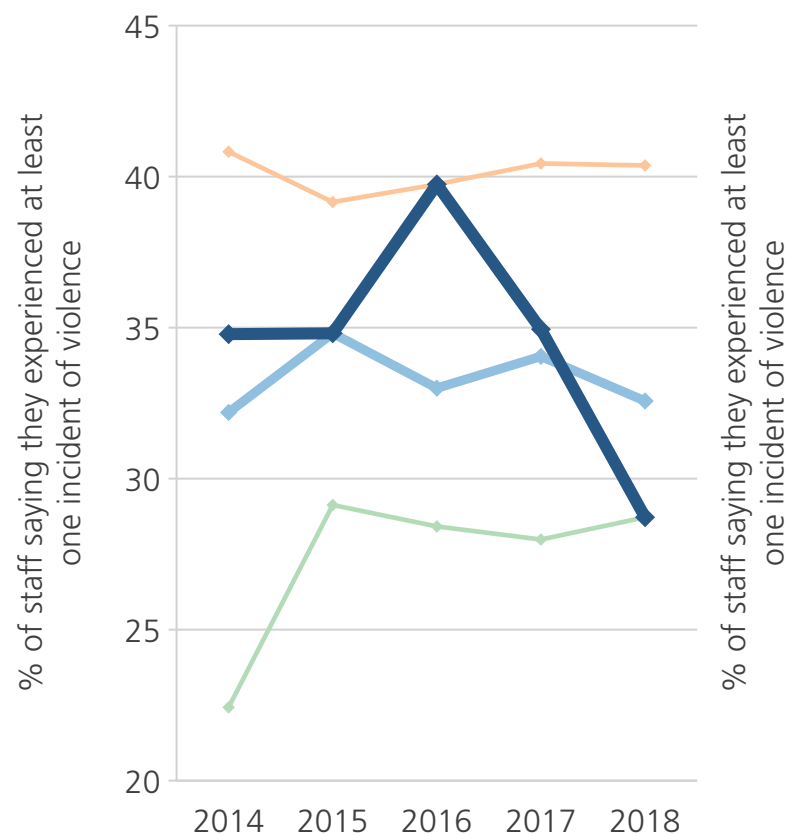
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?



Worst	19.9%	21.6%	23.6%	22.0%
Your org	18.7%	21.6%	23.6%	21.2%
Average	17.3%	17.8%	17.3%	18.3%
Best	5.6%	6.8%	9.2%	14.0%

Q12a

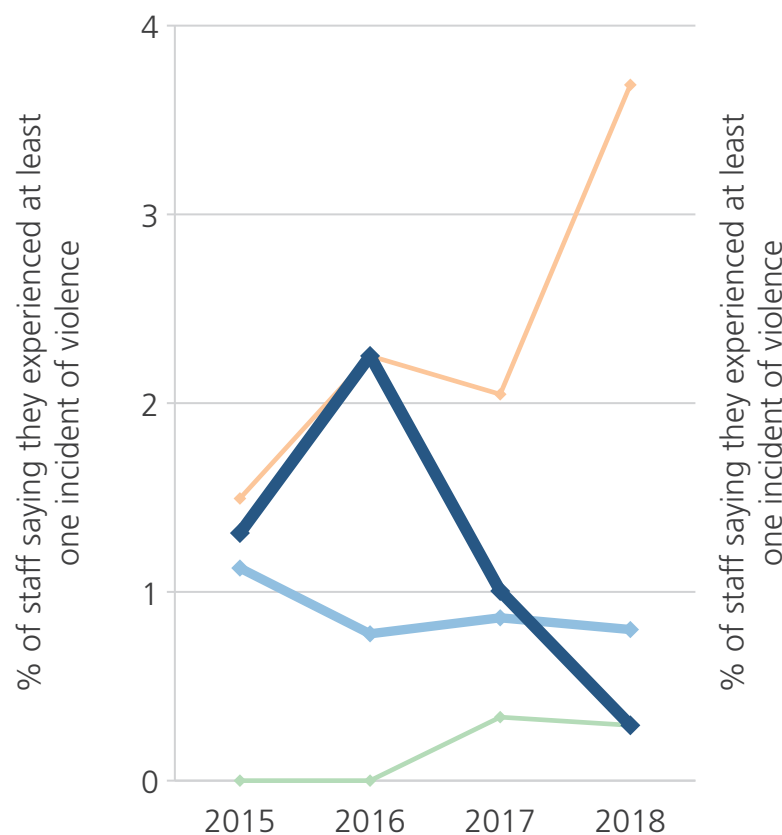
In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?



Worst	40.8%	39.2%	39.7%	40.4%	40.4%
Your org	34.8%	34.8%	39.7%	34.9%	28.7%
Average	32.2%	34.8%	33.0%	34.0%	32.6%
Best	22.4%	29.1%	28.4%	28.0%	28.7%

Q12b

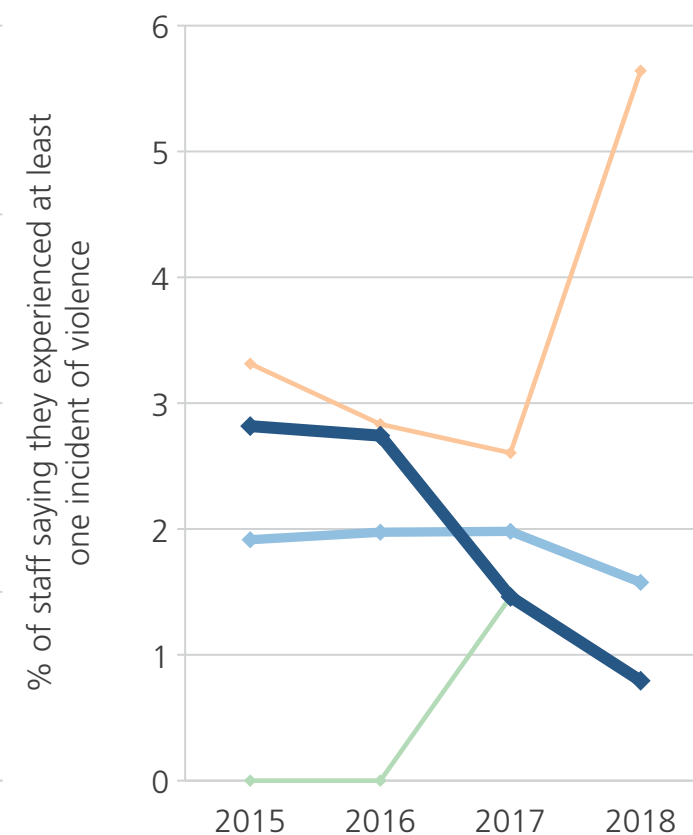
In the last 12 months how many times have you personally experienced physical violence at work from managers?



Worst	1.5%	2.3%	2.0%	3.7%
Your org	1.3%	2.3%	1.0%	0.3%
Average	1.1%	0.8%	0.9%	0.8%
Best	0.0%	0.0%	0.3%	0.3%

Q12c

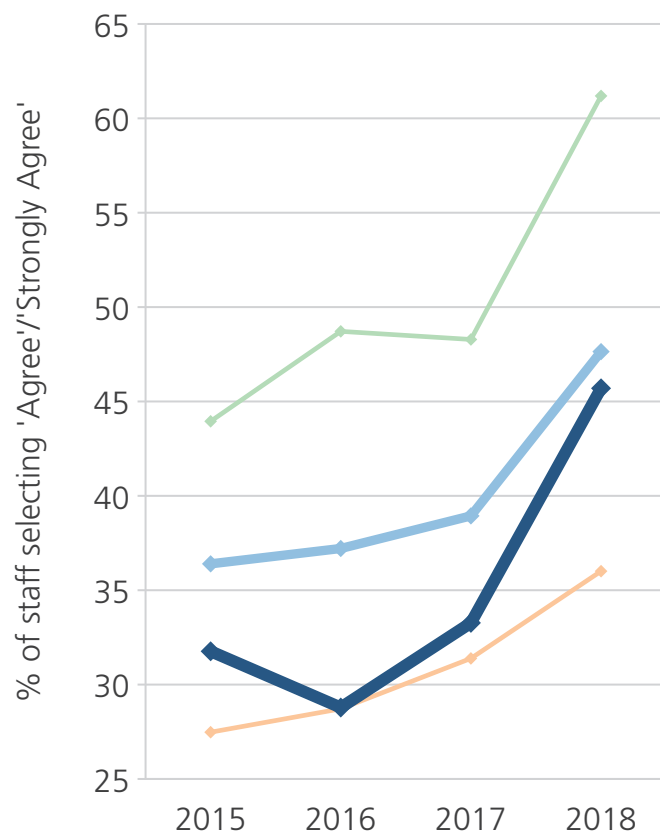
In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?



Worst	3.3%	2.8%	2.6%	5.6%
Your org	2.8%	2.7%	1.5%	0.8%
Average	1.9%	2.0%	2.0%	1.6%
Best	0.0%	0.0%	1.5%	0.8%

Q17a

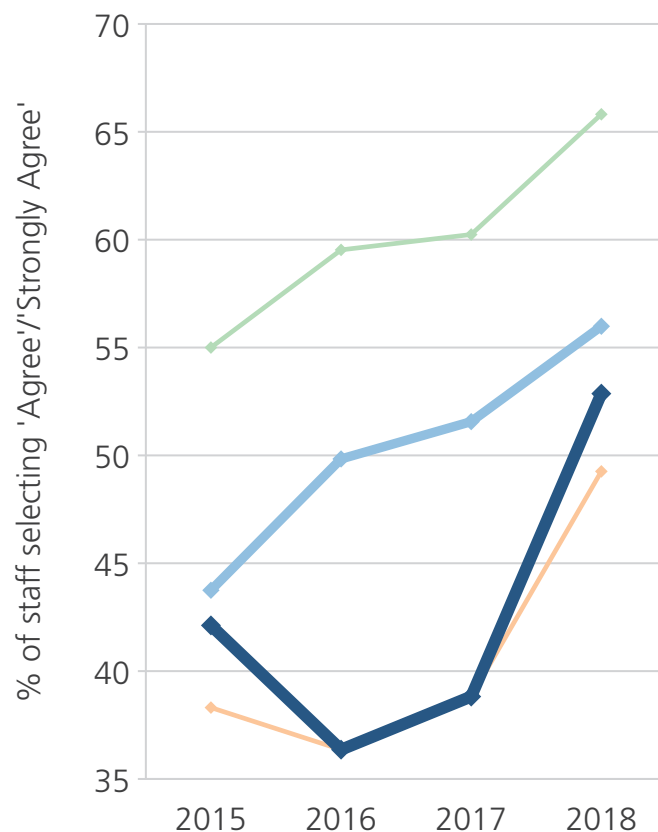
My organisation treats staff who are involved in an error, near miss or incident fairly



Best	43.9%	48.7%	48.3%	61.2%
Your org	31.8%	28.8%	33.3%	45.7%
Average	36.4%	37.2%	38.9%	47.6%
Worst	27.5%	28.7%	31.4%	36.0%

Q17c

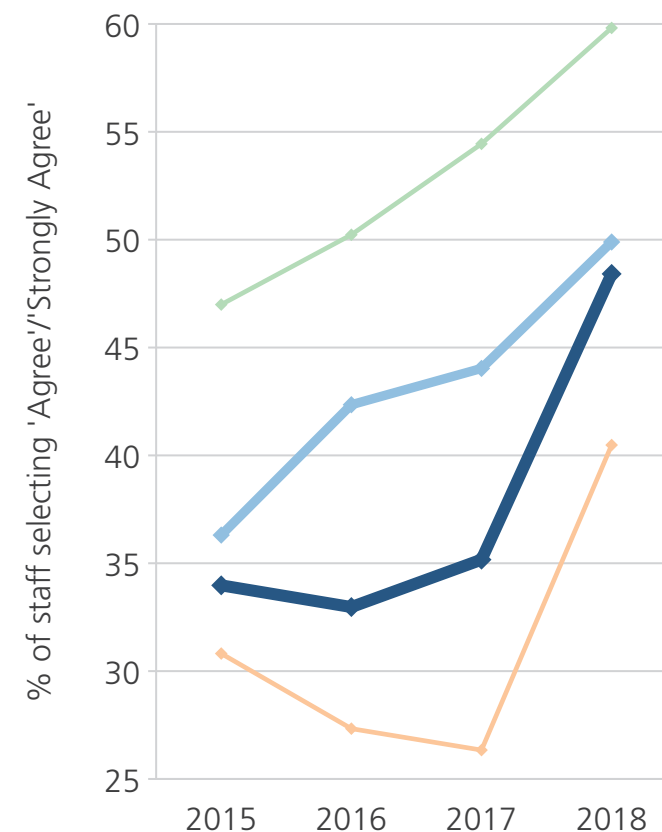
When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again



Best	55.0%	59.5%	60.2%	65.8%
Your org	42.1%	36.4%	38.8%	52.9%
Average	43.7%	49.8%	51.6%	56.0%
Worst	38.3%	36.4%	38.8%	49.3%

Q17d

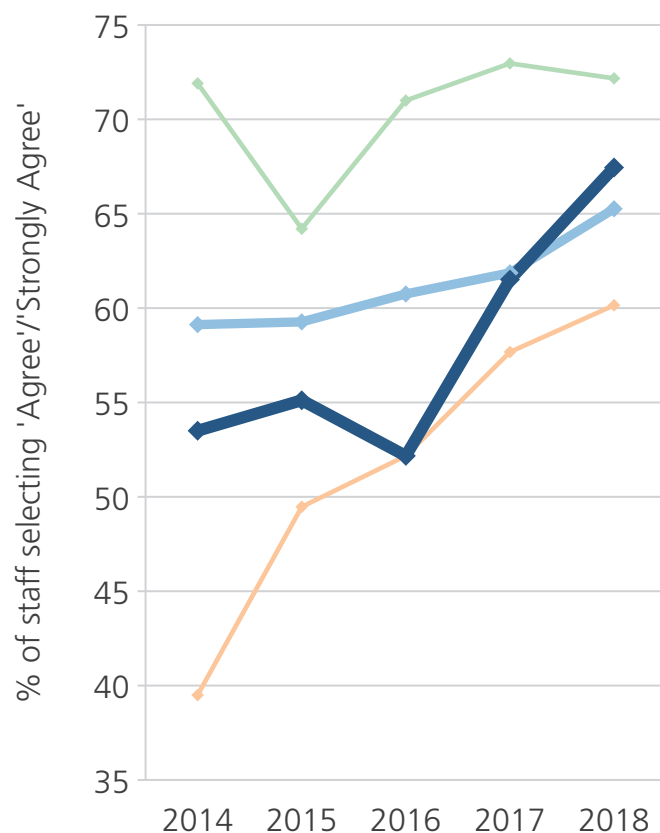
We are given feedback about changes made in response to reported errors, near misses and incidents



Best	47.0%	50.2%	54.4%	59.8%
Your org	34.0%	33.0%	35.2%	48.4%
Average	36.3%	42.3%	44.0%	49.9%
Worst	30.8%	27.3%	26.3%	40.5%

Q18b

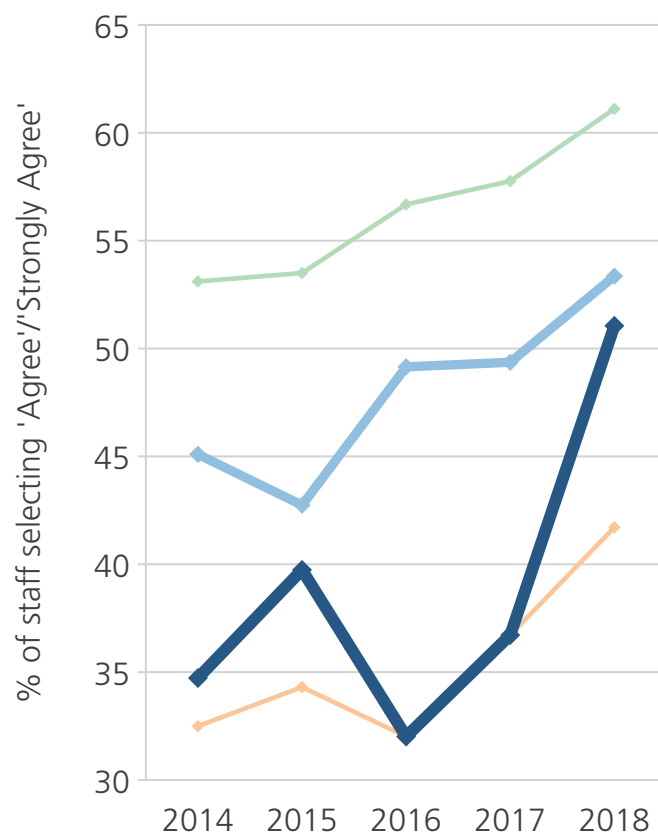
I would feel secure raising concerns about unsafe clinical practice



Best	71.9%	64.2%	71.0%	73.0%	72.2%
Your org	53.5%	55.1%	52.2%	61.5%	67.4%
Average	59.1%	59.3%	60.7%	61.9%	65.3%
Worst	39.5%	49.5%	52.2%	57.7%	60.1%

Q18c

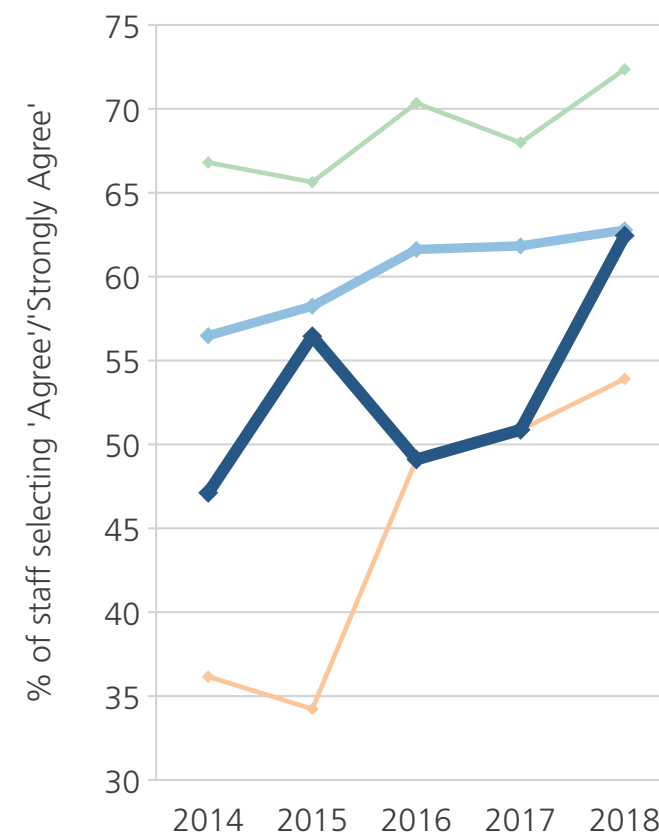
I am confident that my organisation would address my concern



Best	53.1%	53.5%	56.7%	57.8%	61.1%
Your org	34.7%	39.7%	32.0%	36.7%	51.1%
Average	45.1%	42.7%	49.2%	49.4%	53.4%
Worst	32.5%	34.3%	32.0%	36.7%	41.7%

Q21b

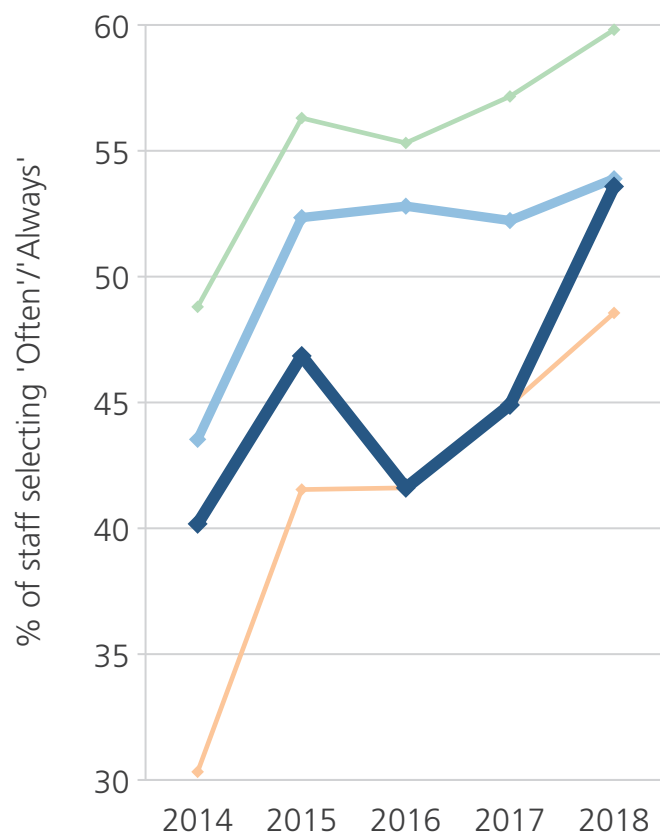
My organisation acts on concerns raised by patients / service users



Best	66.8%	65.6%	70.3%	68.0%	72.4%
Your org	47.1%	56.4%	49.1%	50.9%	62.4%
Average	56.5%	58.2%	61.6%	61.8%	62.8%
Worst	36.2%	34.2%	49.1%	50.9%	53.9%

Q2a

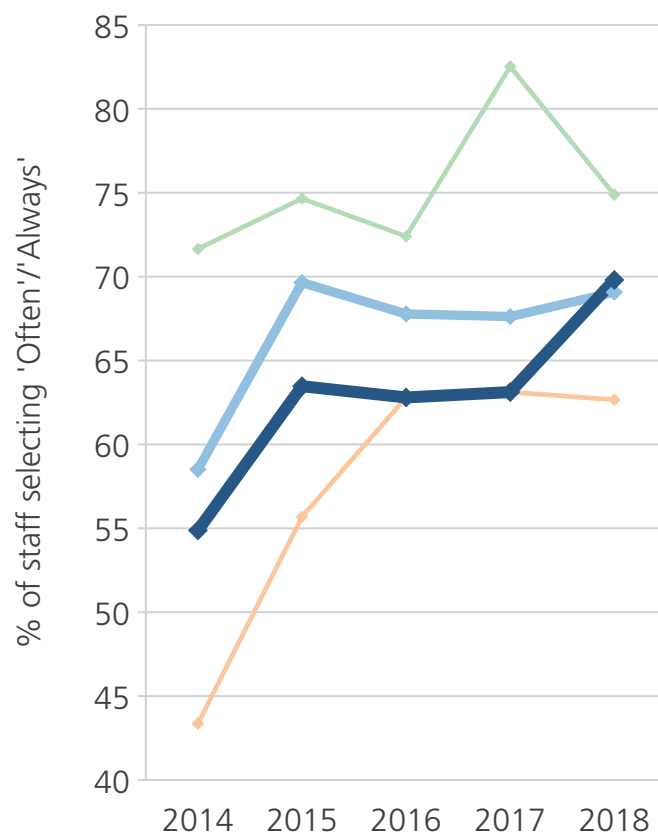
I look forward to going to work



Best	48.8%	56.3%	55.3%	57.2%	59.8%
Your org	40.2%	46.8%	41.6%	44.9%	53.6%
Average	43.5%	52.3%	52.8%	52.2%	53.9%
Worst	30.3%	41.5%	41.6%	44.9%	48.6%

Q2b

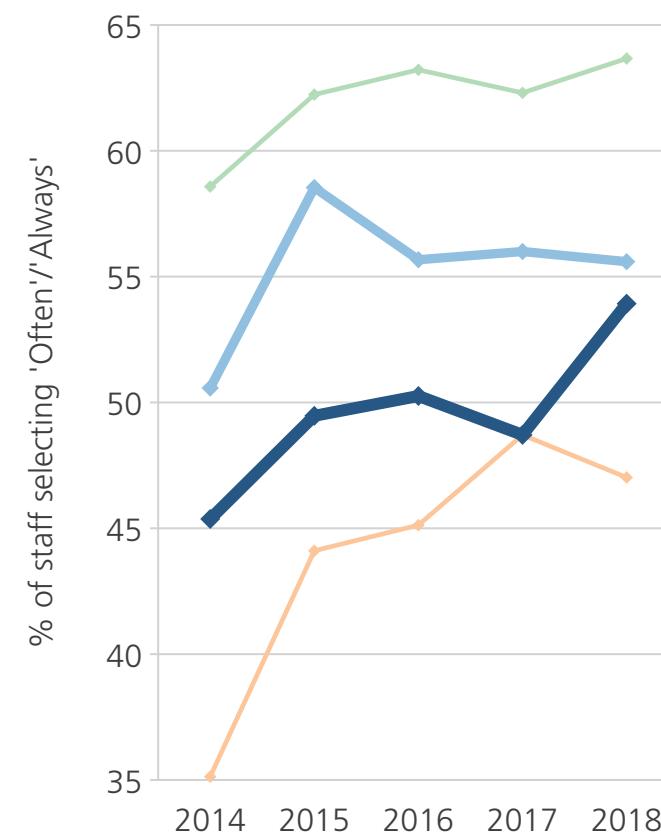
I am enthusiastic about my job



Best	71.6%	74.7%	72.4%	82.5%	74.9%
Your org	54.9%	63.5%	62.8%	63.1%	69.8%
Average	58.5%	69.6%	67.8%	67.6%	69.1%
Worst	43.4%	55.7%	62.8%	63.1%	62.7%

Q2c

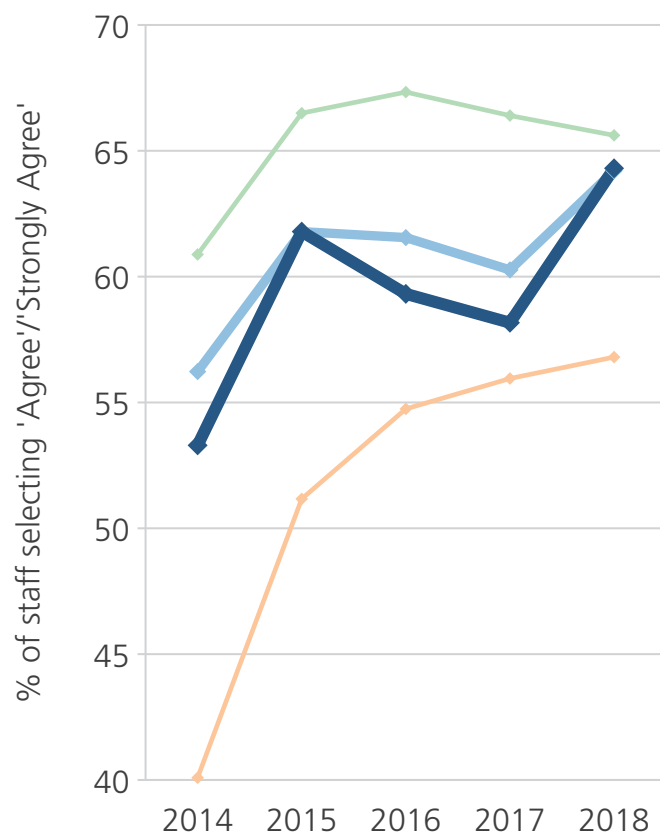
Time passes quickly when I am working



Best	58.6%	62.2%	63.2%	62.3%	63.7%
Your org	45.4%	49.5%	50.3%	48.7%	53.9%
Average	50.6%	58.5%	55.7%	56.0%	55.6%
Worst	35.1%	44.1%	45.1%	48.7%	47.0%

Q4a

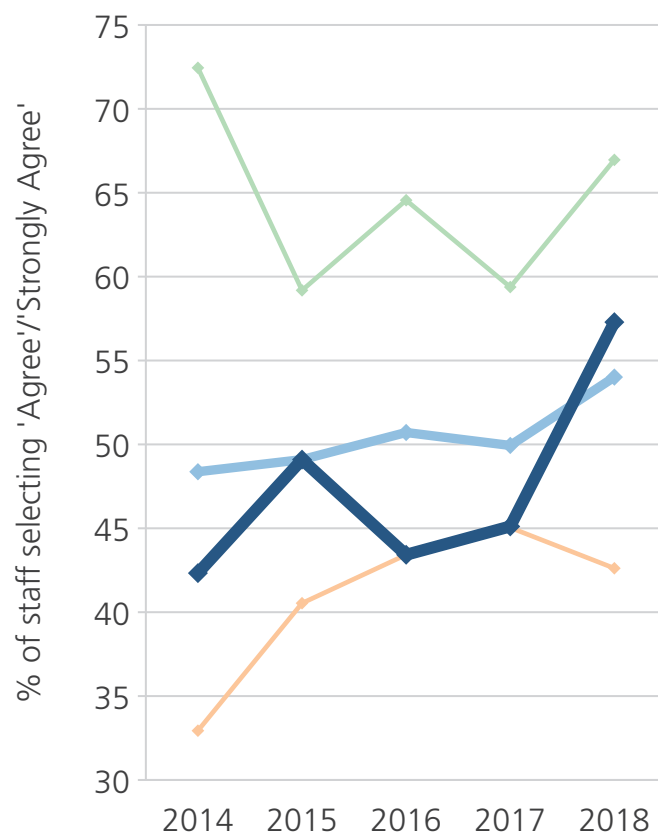
There are frequent opportunities
for me to show initiative in my role



Best	60.9%	66.5%	67.3%	66.4%	65.6%
Your org	53.3%	61.8%	59.3%	58.2%	64.3%
Average	56.2%	61.8%	61.6%	60.3%	64.2%
Worst	40.1%	51.2%	54.7%	56.0%	56.8%

Q4b

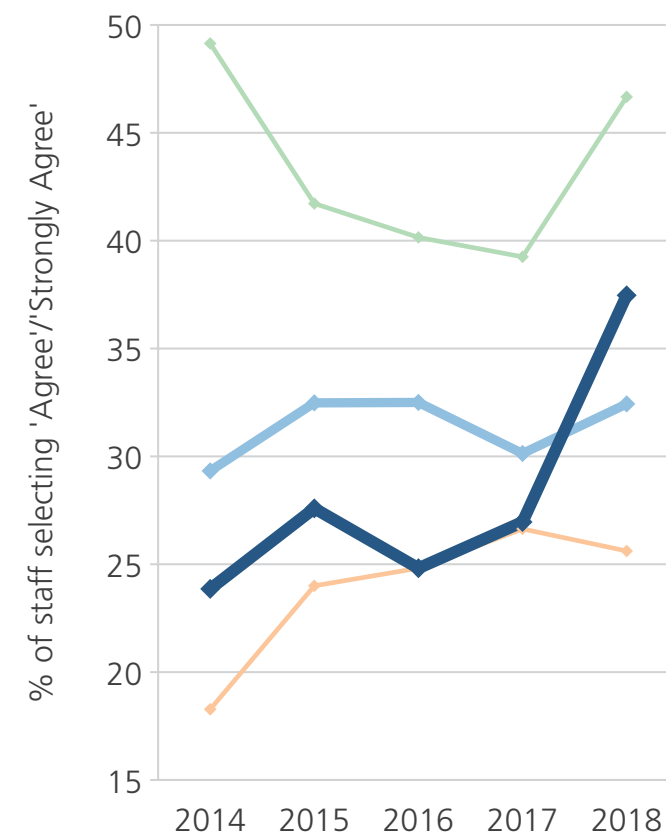
I am able to make suggestions
to improve the work of
my team / department



Best	72.4%	59.2%	64.6%	59.4%	67.0%
Your org	42.3%	49.1%	43.4%	45.1%	57.3%
Average	48.4%	49.1%	50.7%	49.9%	54.0%
Worst	32.9%	40.5%	43.4%	45.0%	42.6%

Q4d

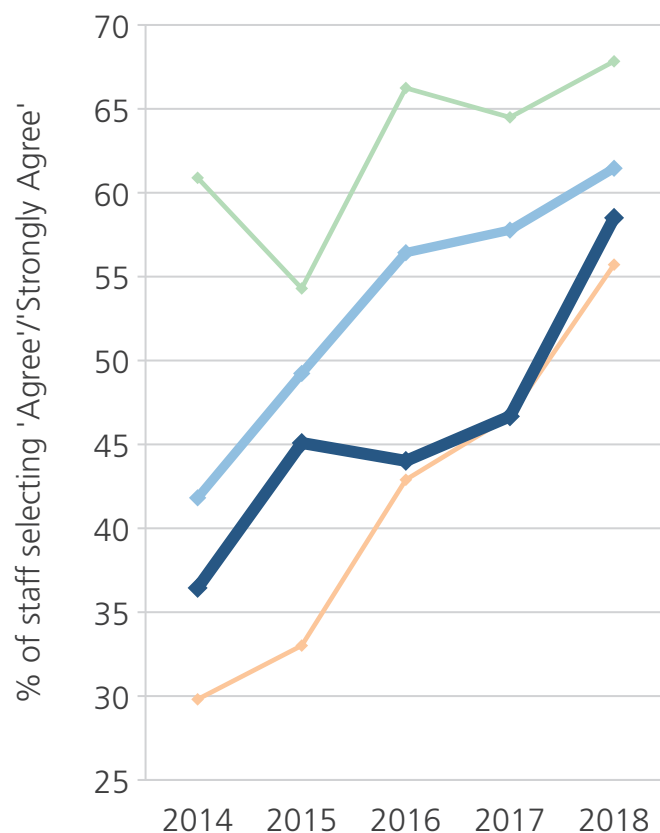
I am able to make improvements
happen in my area of work



Best	49.1%	41.7%	40.2%	39.3%	46.7%
Your org	23.9%	27.6%	24.8%	27.0%	37.5%
Average	29.3%	32.5%	32.5%	30.1%	32.4%
Worst	18.3%	24.0%	24.8%	26.6%	25.6%

Q21a

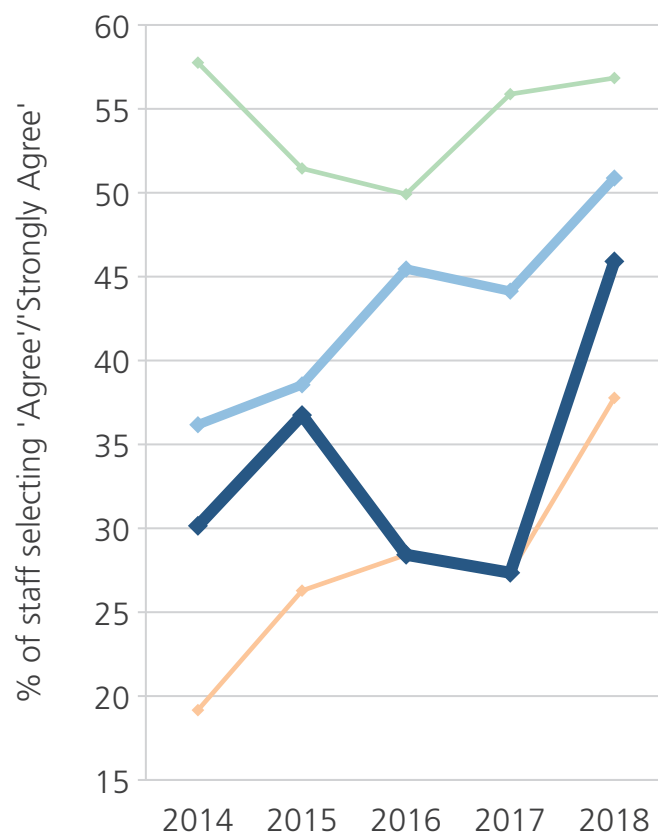
Care of patients / service users
is my organisation's top priority



Best	60.9%	54.3%	66.2%	64.5%	67.8%
Your org	36.4%	45.1%	44.0%	46.7%	58.5%
Average	41.8%	49.2%	56.4%	57.8%	61.5%
Worst	29.8%	33.0%	42.9%	46.7%	55.7%

Q21c

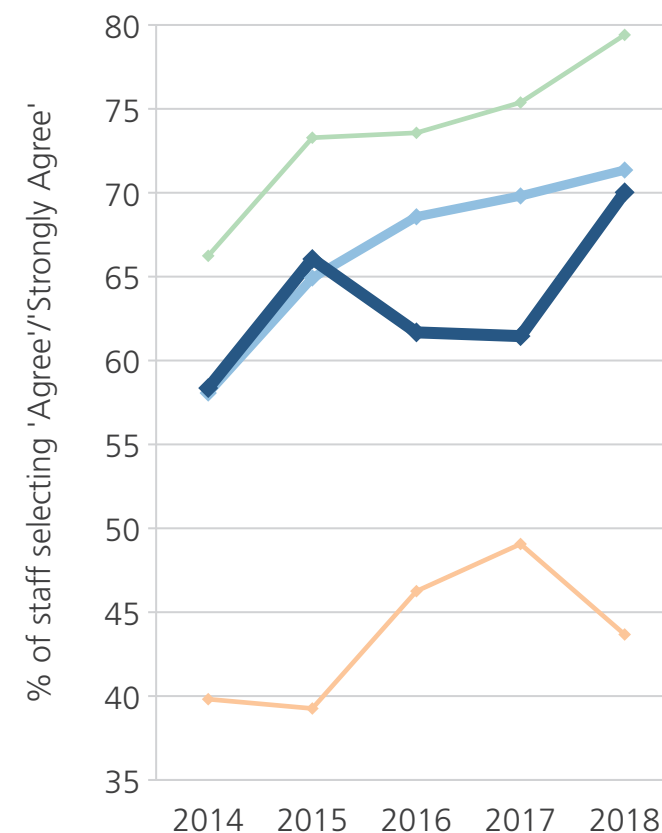
I would recommend my
organisation as a place to work



Best	57.8%	51.4%	49.9%	55.9%	56.8%
Your org	30.1%	36.7%	28.4%	27.3%	45.9%
Average	36.2%	38.5%	45.5%	44.1%	50.9%
Worst	19.2%	26.3%	28.4%	27.3%	37.8%

Q21d

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



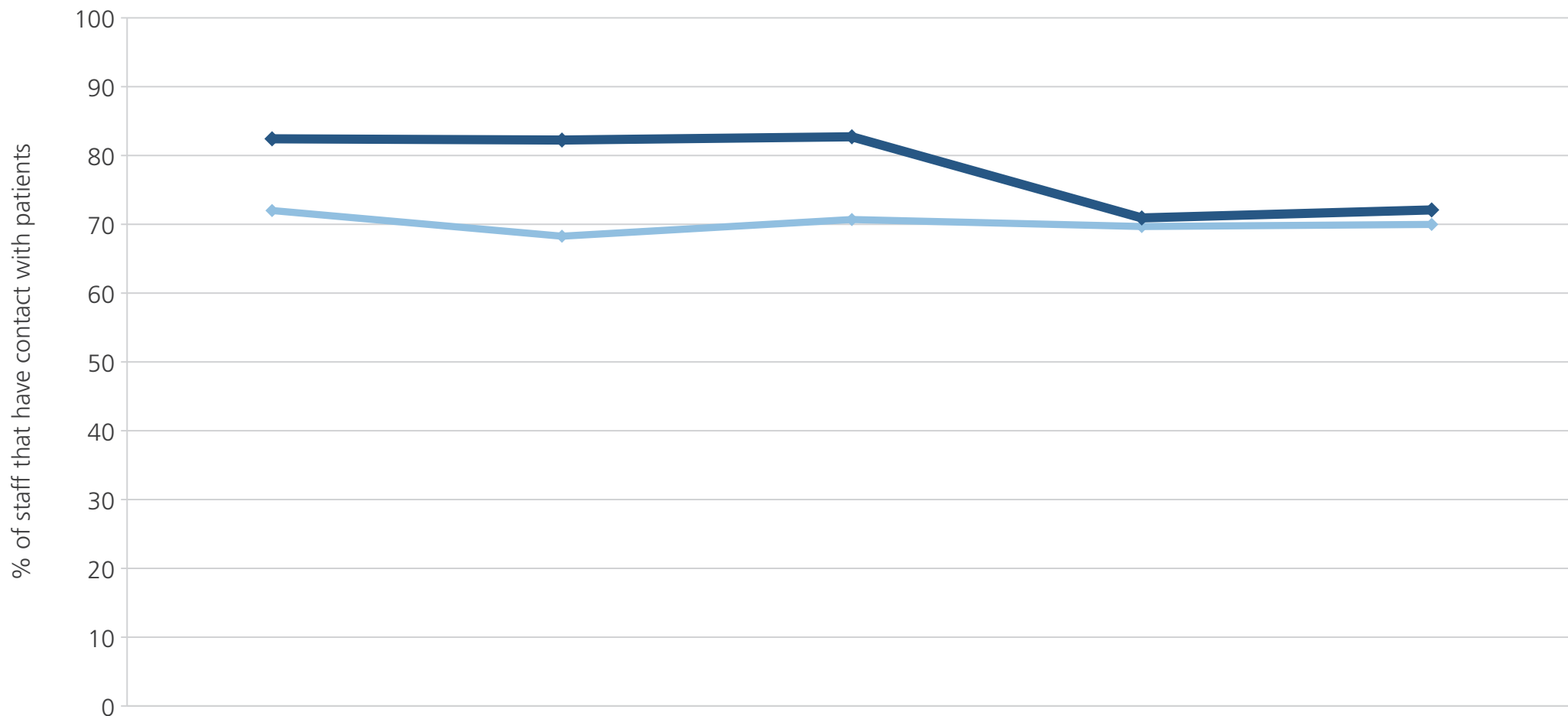
Best	66.2%	73.3%	73.6%	75.4%	79.4%
Your org	58.4%	66.1%	61.7%	61.5%	70.0%
Average	58.1%	64.9%	68.6%	69.8%	71.4%
Worst	39.8%	39.3%	46.3%	49.1%	43.7%

Question results

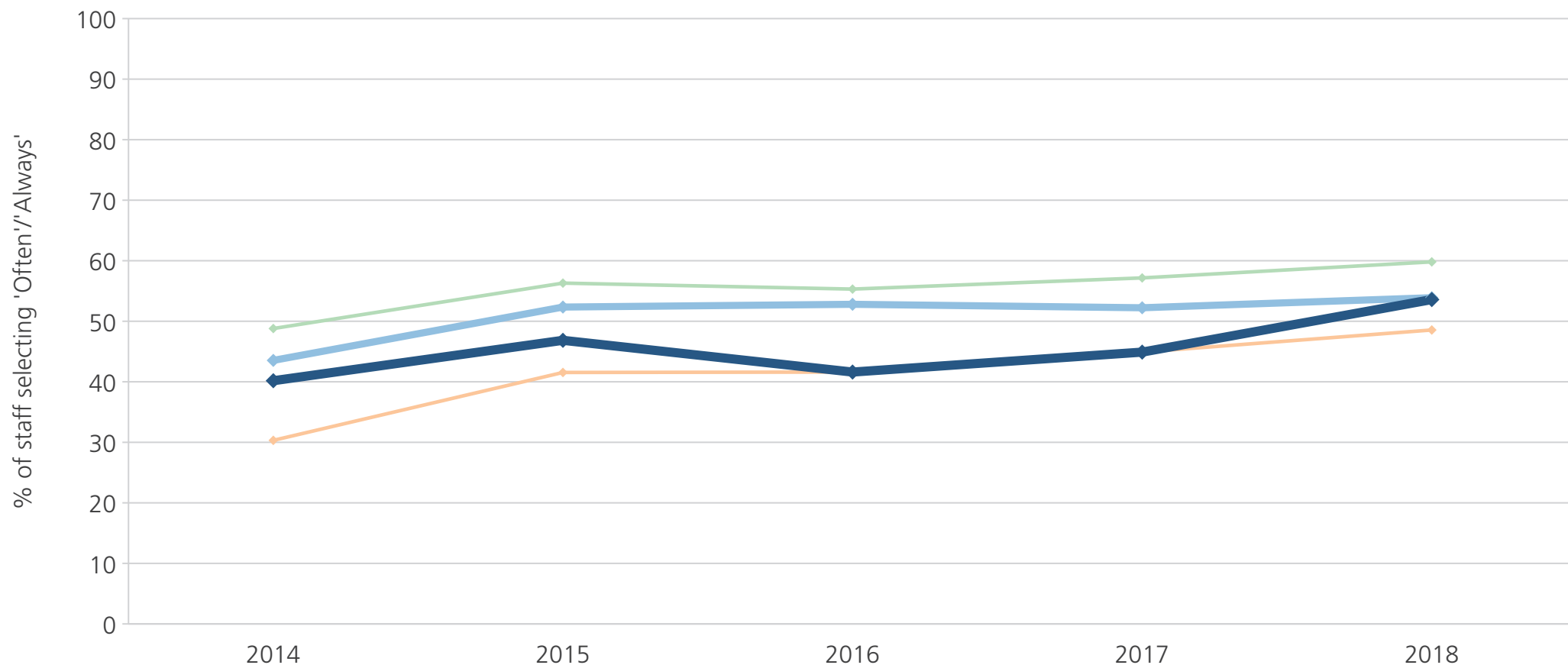
South East Coast Ambulance Service NHS Foundation Trust
2018 NHS Staff Survey Results

Question results – Your job

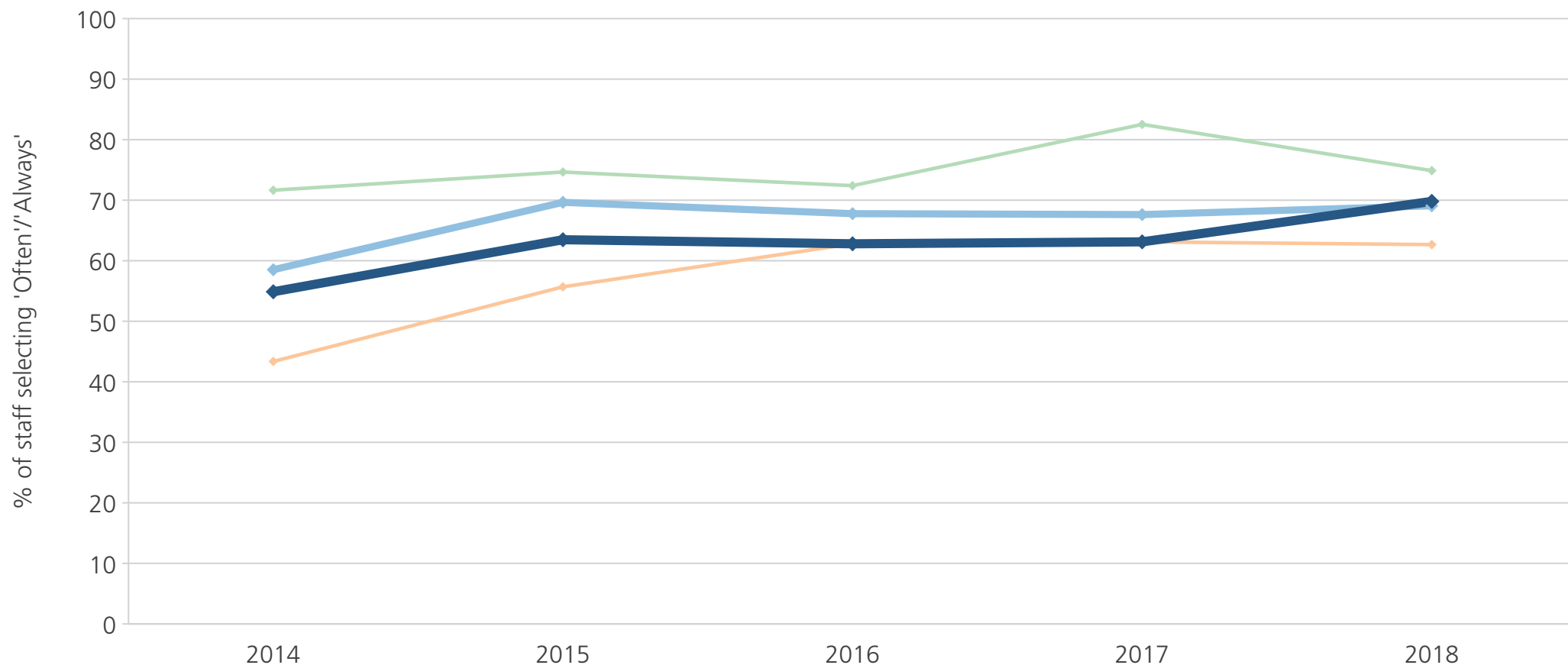
South East Coast Ambulance Service NHS Foundation Trust
2018 NHS Staff Survey Results



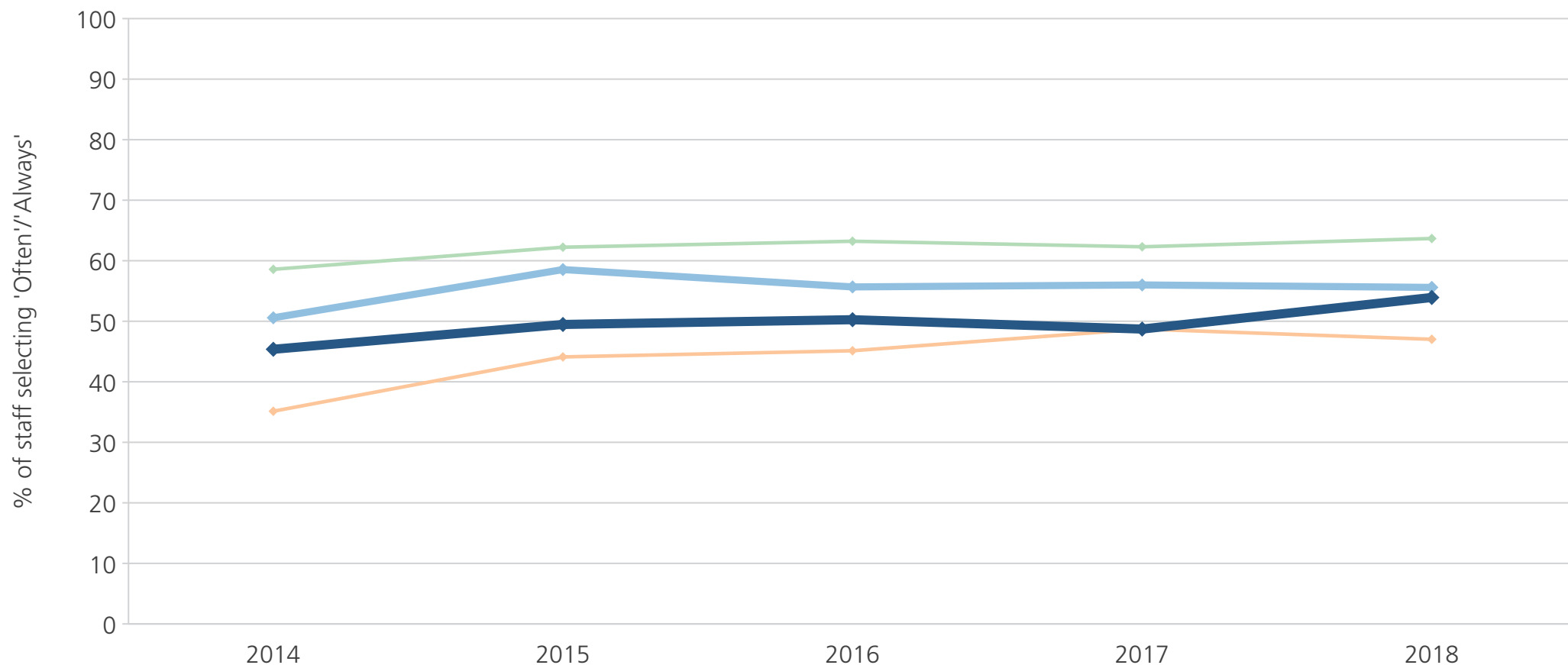
Your org	82.4%	82.2%	82.7%	70.9%	72.1%
Average	72.0%	68.3%	70.7%	69.7%	70.0%
Responses	1,138	1,318	1,273	1,393	1,752



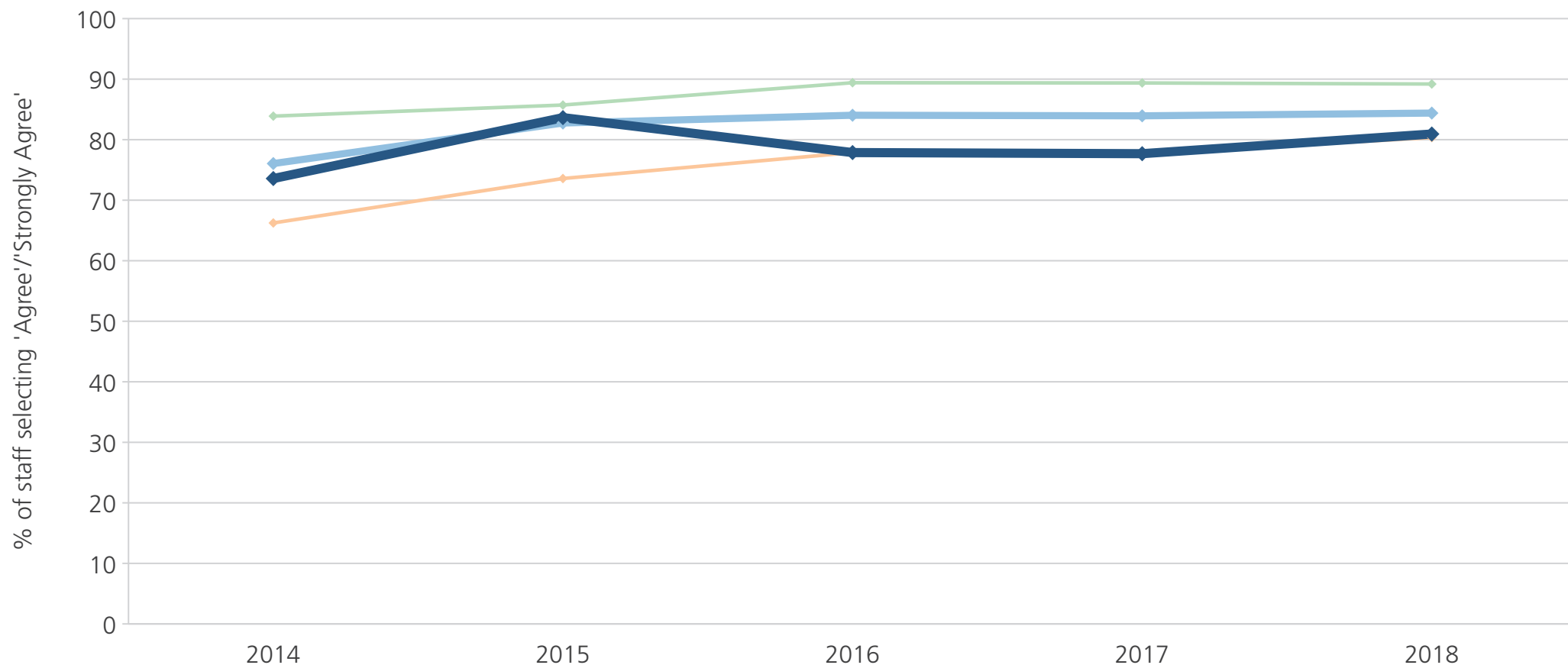
Best	48.8%	56.3%	55.3%	57.2%	59.8%
Your org	40.2%	46.8%	41.6%	44.9%	53.6%
Average	43.5%	52.3%	52.8%	52.2%	53.9%
Worst	30.3%	41.5%	41.6%	44.9%	48.6%
Responses	1,140	1,330	1,270	1,397	1,763



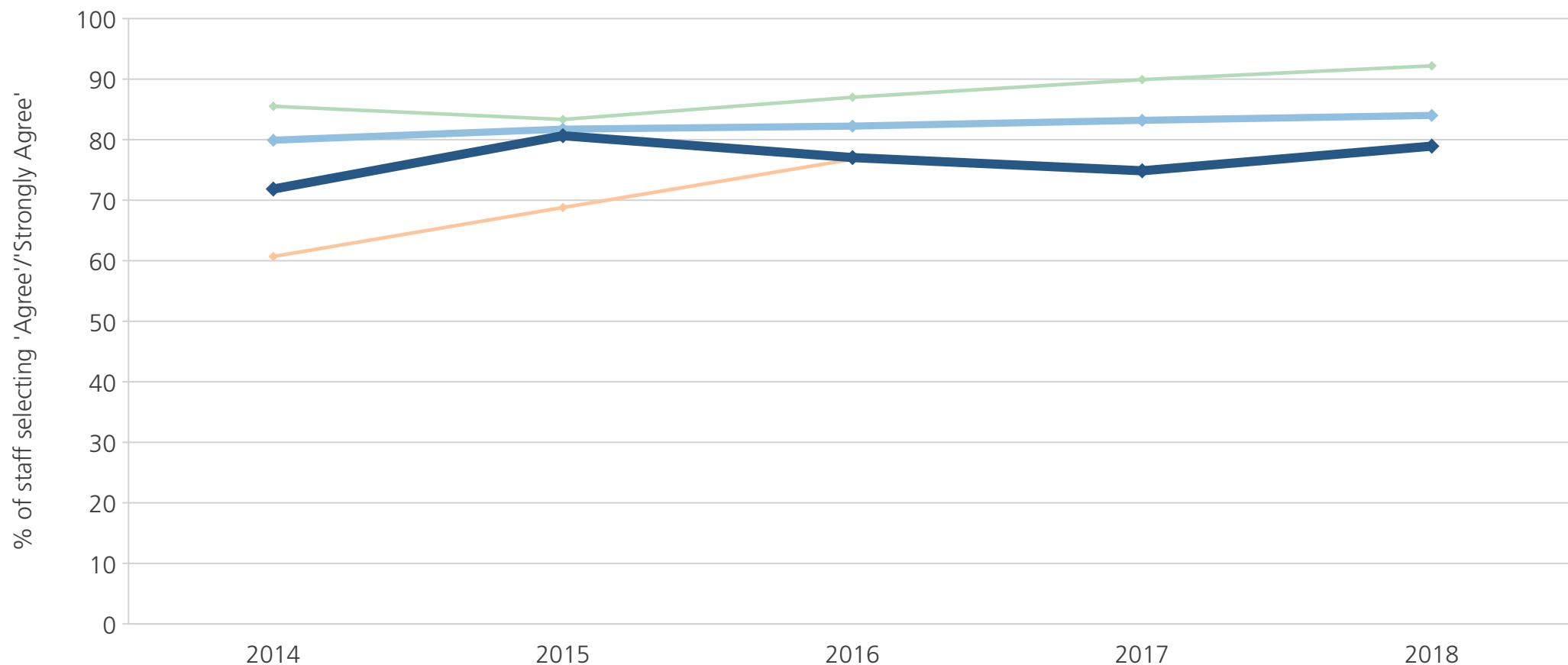
Best	71.6%	74.7%	72.4%	82.5%	74.9%
Your org	54.9%	63.5%	62.8%	63.1%	69.8%
Average	58.5%	69.6%	67.8%	67.6%	69.1%
Worst	43.4%	55.7%	62.8%	63.1%	62.7%
Responses	1,140	1,320	1,268	1,392	1,757



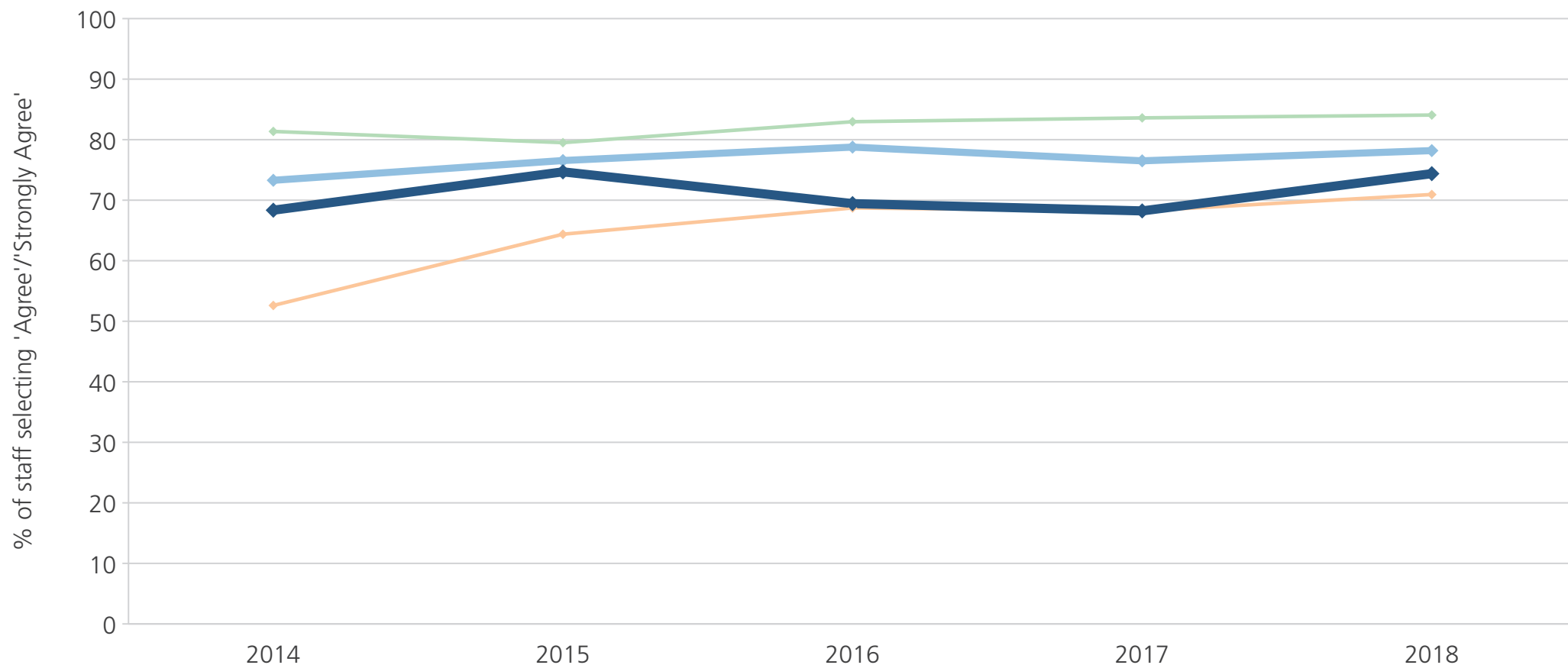
Best	58.6%	62.2%	63.2%	62.3%	63.7%
Your org	45.4%	49.5%	50.3%	48.7%	53.9%
Average	50.6%	58.5%	55.7%	56.0%	55.6%
Worst	35.1%	44.1%	45.1%	48.7%	47.0%
Responses	1,140	1,323	1,267	1,393	1,757



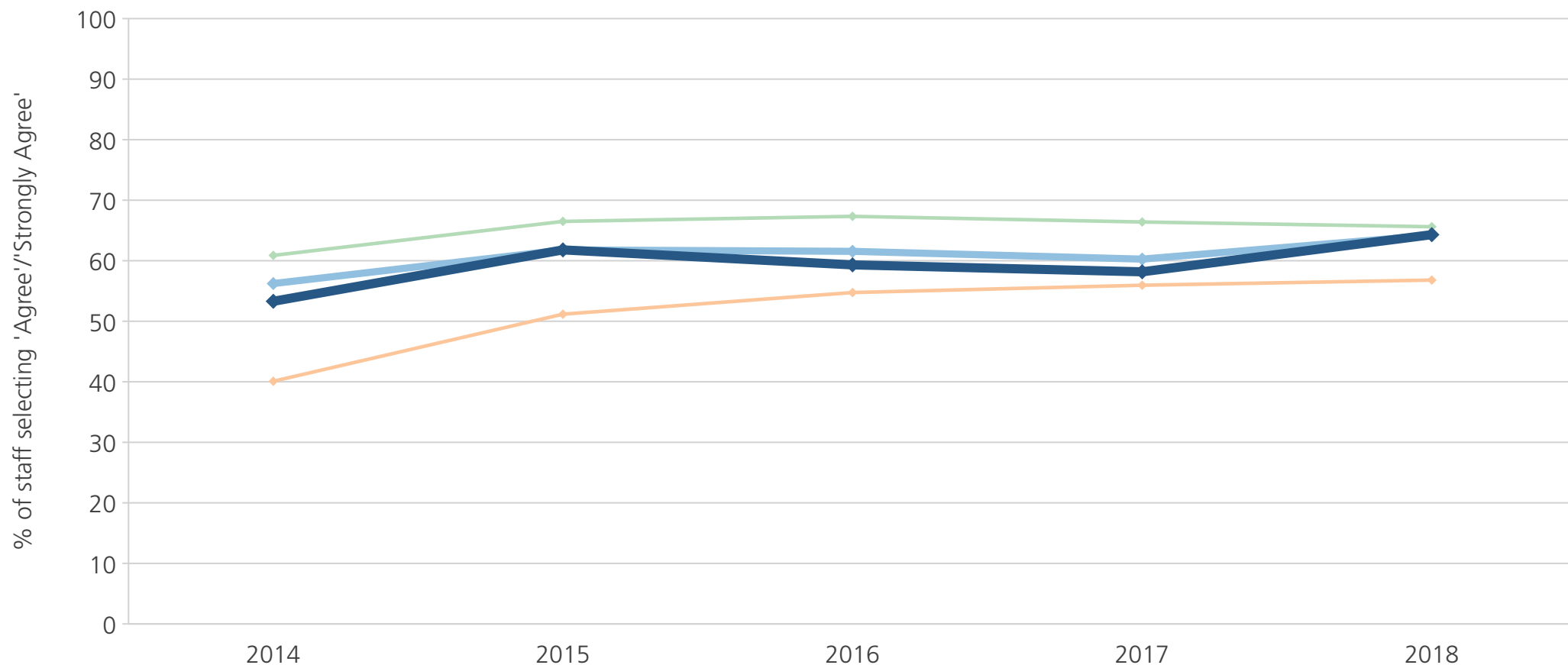
Best	83.9%	85.7%	89.4%	89.4%	89.2%
Your org	73.6%	83.6%	77.9%	77.7%	80.9%
Average	76.1%	82.8%	84.0%	83.9%	84.4%
Worst	66.2%	73.6%	77.9%	77.7%	80.3%
Responses	1,141	1,334	1,276	1,397	1,760



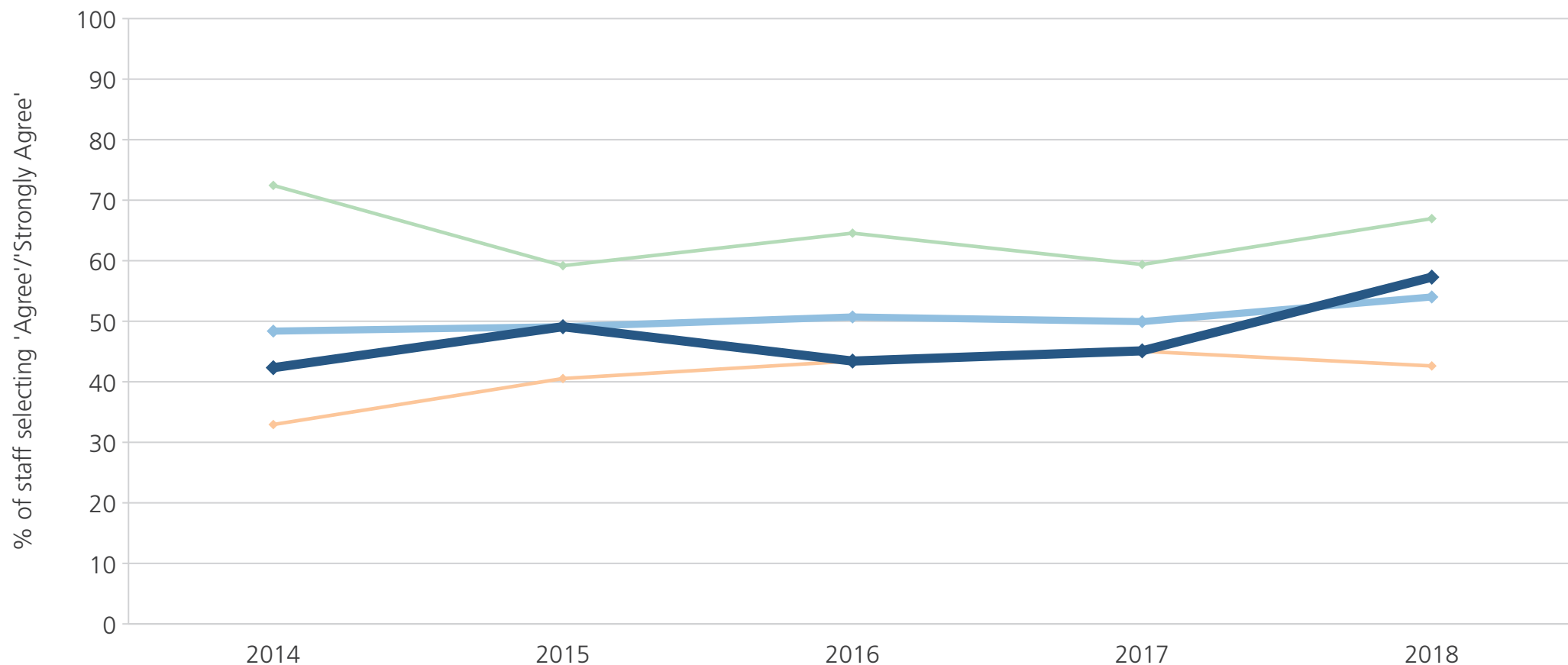
Best	85.5%	83.3%	87.0%	89.9%	92.2%
Your org	71.8%	80.7%	77.0%	74.9%	78.9%
Average	79.9%	81.7%	82.2%	83.2%	84.0%
Worst	60.7%	68.8%	76.8%	74.9%	78.9%
Responses	1,142	1,332	1,277	1,392	1,753



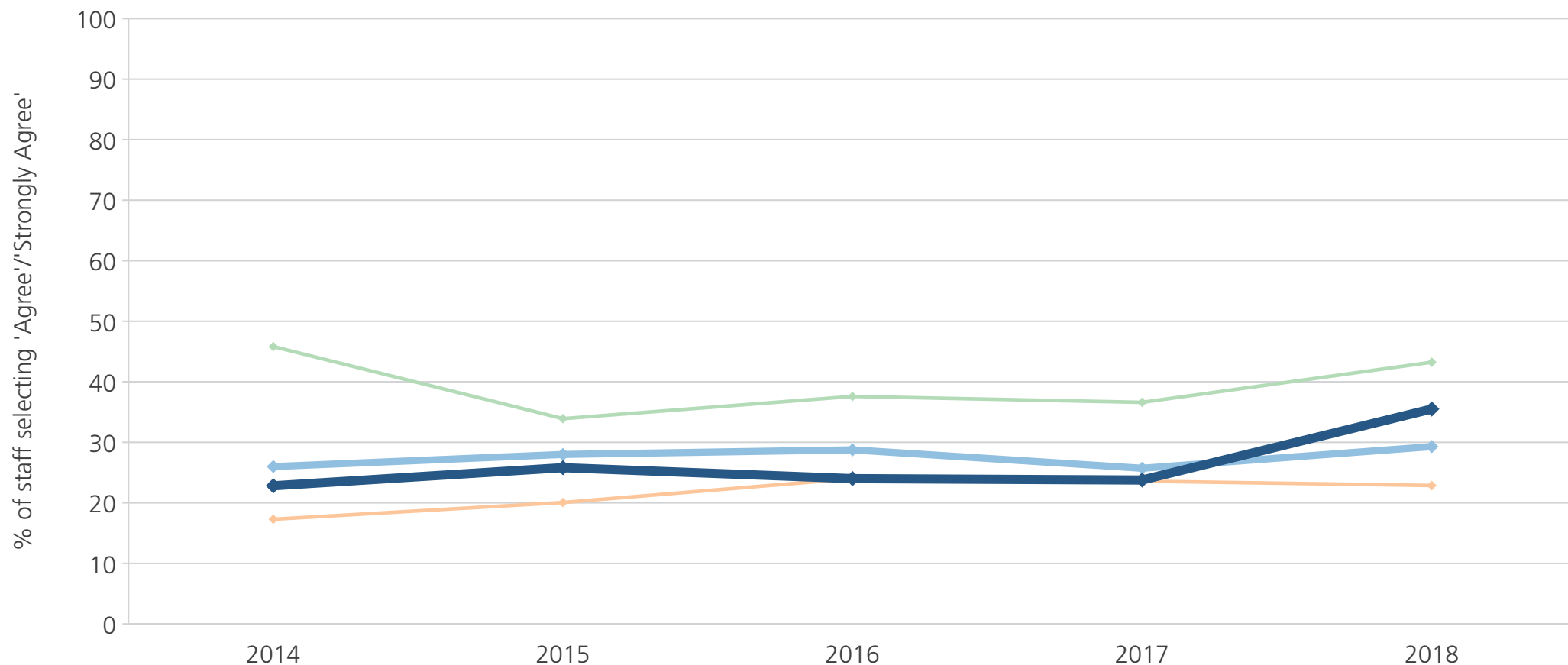
Best	81.4%	79.5%	83.0%	83.6%	84.1%
Your org	68.3%	74.7%	69.4%	68.2%	74.4%
Average	73.3%	76.6%	78.8%	76.5%	78.2%
Worst	52.6%	64.4%	68.7%	68.2%	70.9%
Responses	1,141	1,332	1,275	1,389	1,755



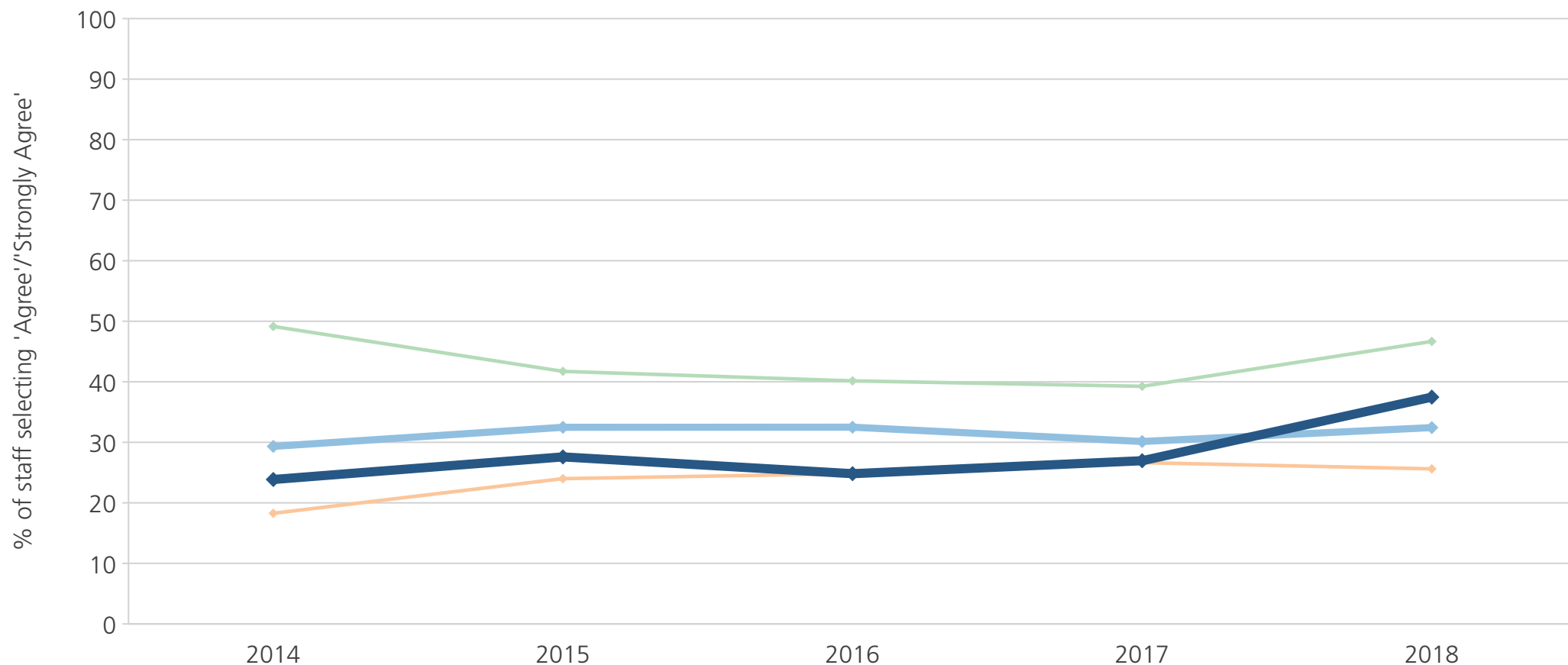
Best	60.9%	66.5%	67.3%	66.4%	65.6%
Your org	53.3%	61.8%	59.3%	58.2%	64.3%
Average	56.2%	61.8%	61.6%	60.3%	64.2%
Worst	40.1%	51.2%	54.7%	56.0%	56.8%
Responses	1,140	1,334	1,276	1,399	1,762



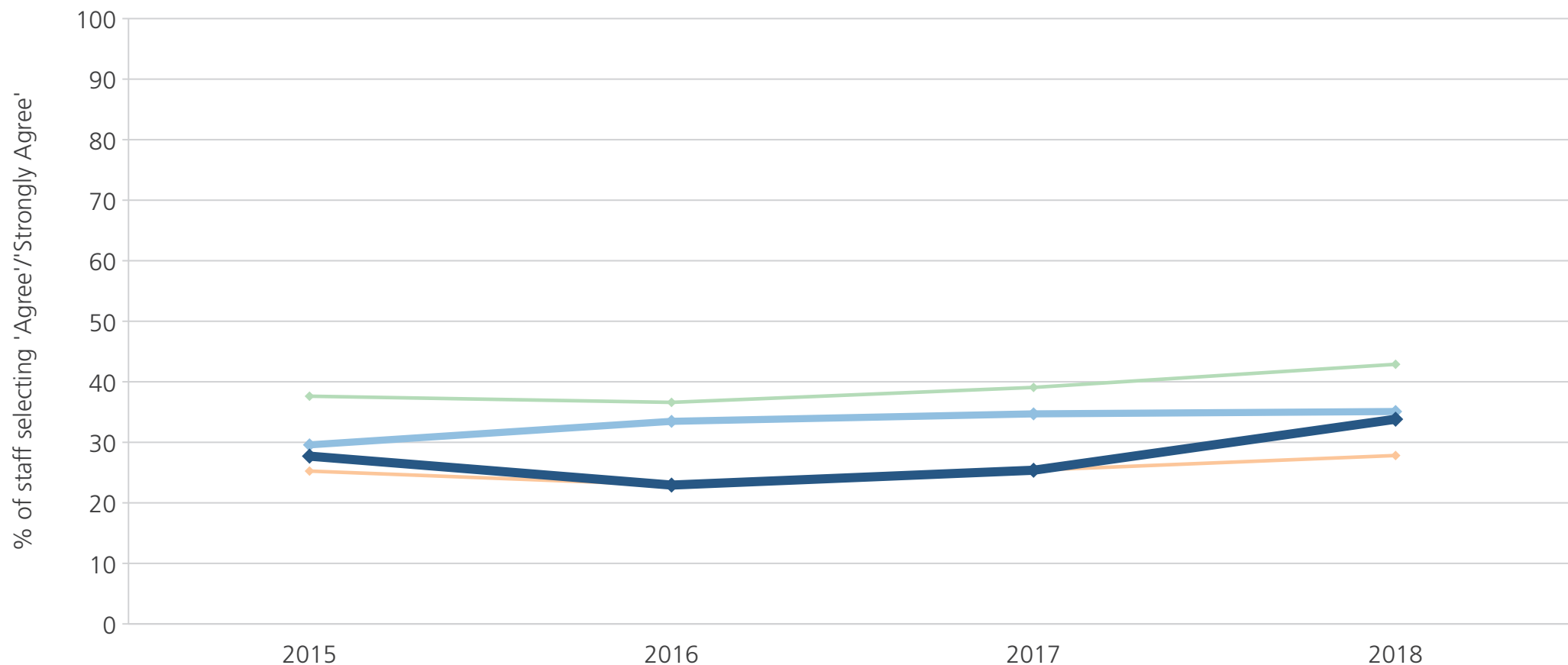
Best	72.4%	59.2%	64.6%	59.4%	67.0%
Your org	42.3%	49.1%	43.4%	45.1%	57.3%
Average	48.4%	49.1%	50.7%	49.9%	54.0%
Worst	32.9%	40.5%	43.4%	45.0%	42.6%
Responses	1,141	1,331	1,278	1,398	1,760



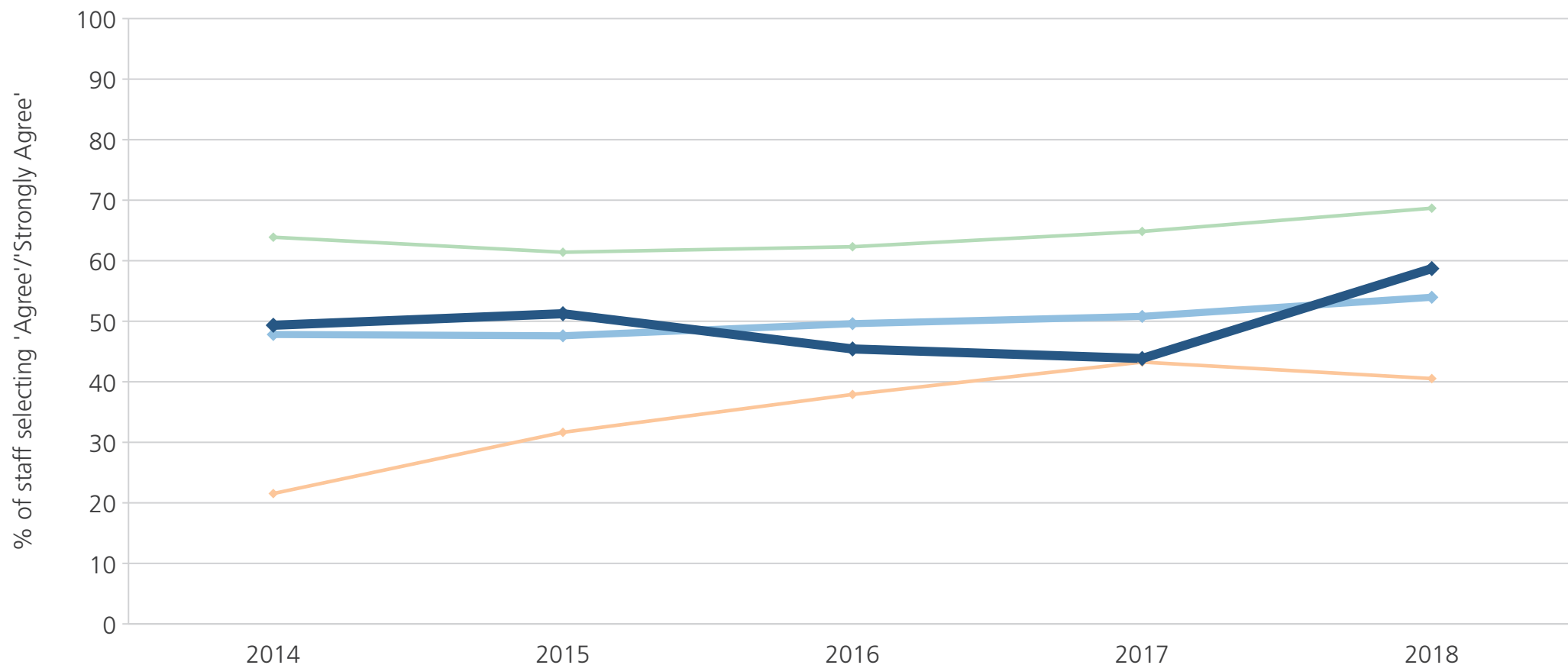
Best	45.8%	33.9%	37.6%	36.6%	43.2%
Your org	22.8%	25.8%	24.0%	23.8%	35.5%
Average	26.0%	28.0%	28.8%	25.7%	29.3%
Worst	17.3%	20.1%	24.0%	23.6%	22.9%
Responses	1,141	1,330	1,277	1,402	1,767



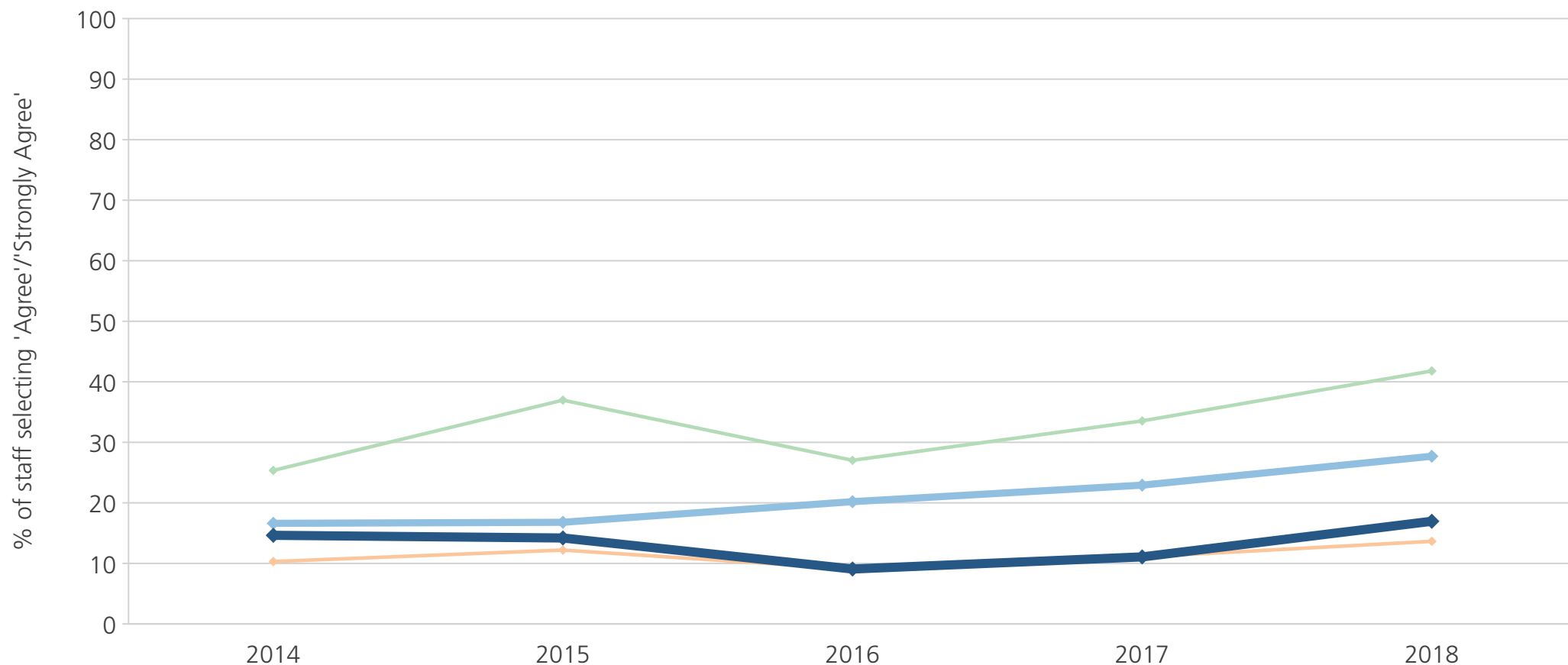
Best	49.1%	41.7%	40.2%	39.3%	46.7%
Your org	23.9%	27.6%	24.8%	27.0%	37.5%
Average	29.3%	32.5%	32.5%	30.1%	32.4%
Worst	18.3%	24.0%	24.8%	26.6%	25.6%
Responses	1,141	1,329	1,271	1,396	1,762



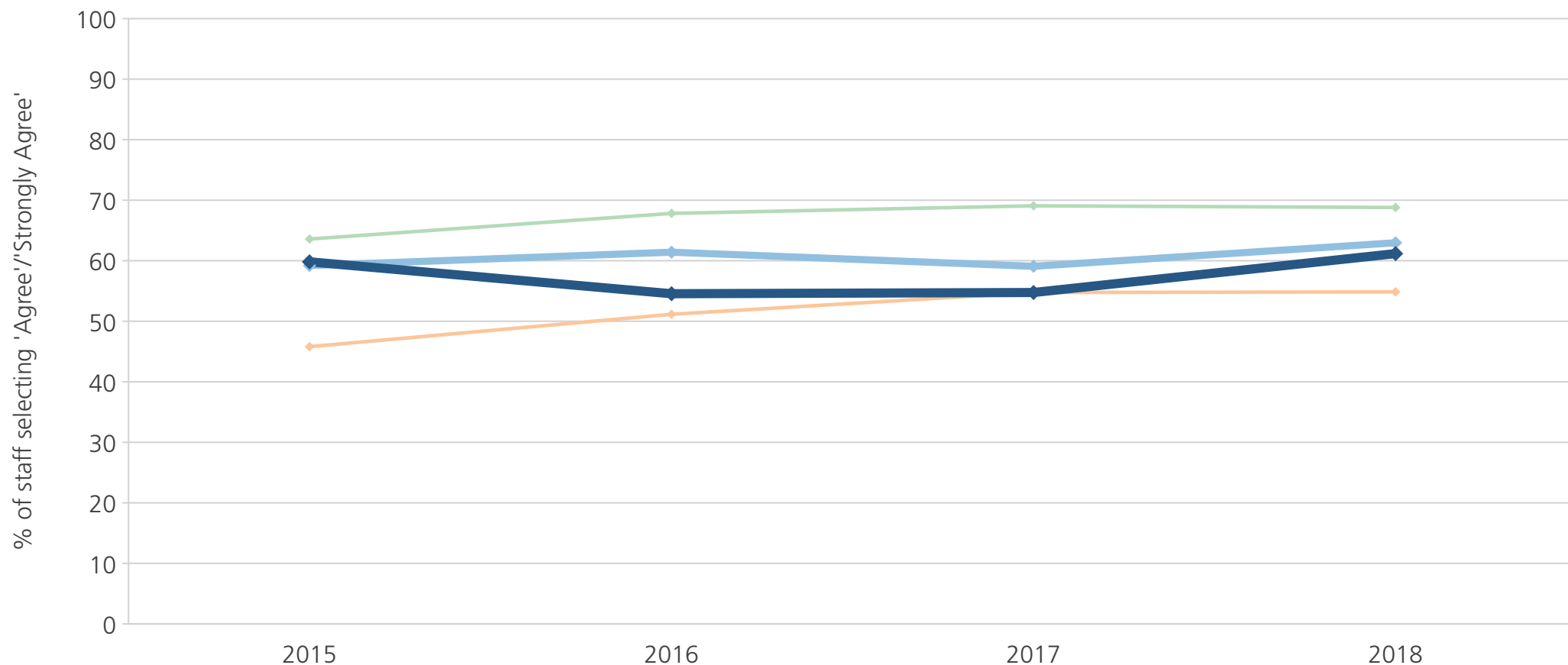
	2015	2016	2017	2018
Best	37.6%	36.6%	39.1%	42.9%
Your org	27.7%	22.9%	25.4%	33.8%
Average	29.6%	33.5%	34.7%	35.1%
Worst	25.3%	22.9%	25.4%	27.8%
Responses	1,330	1,272	1,395	1,762



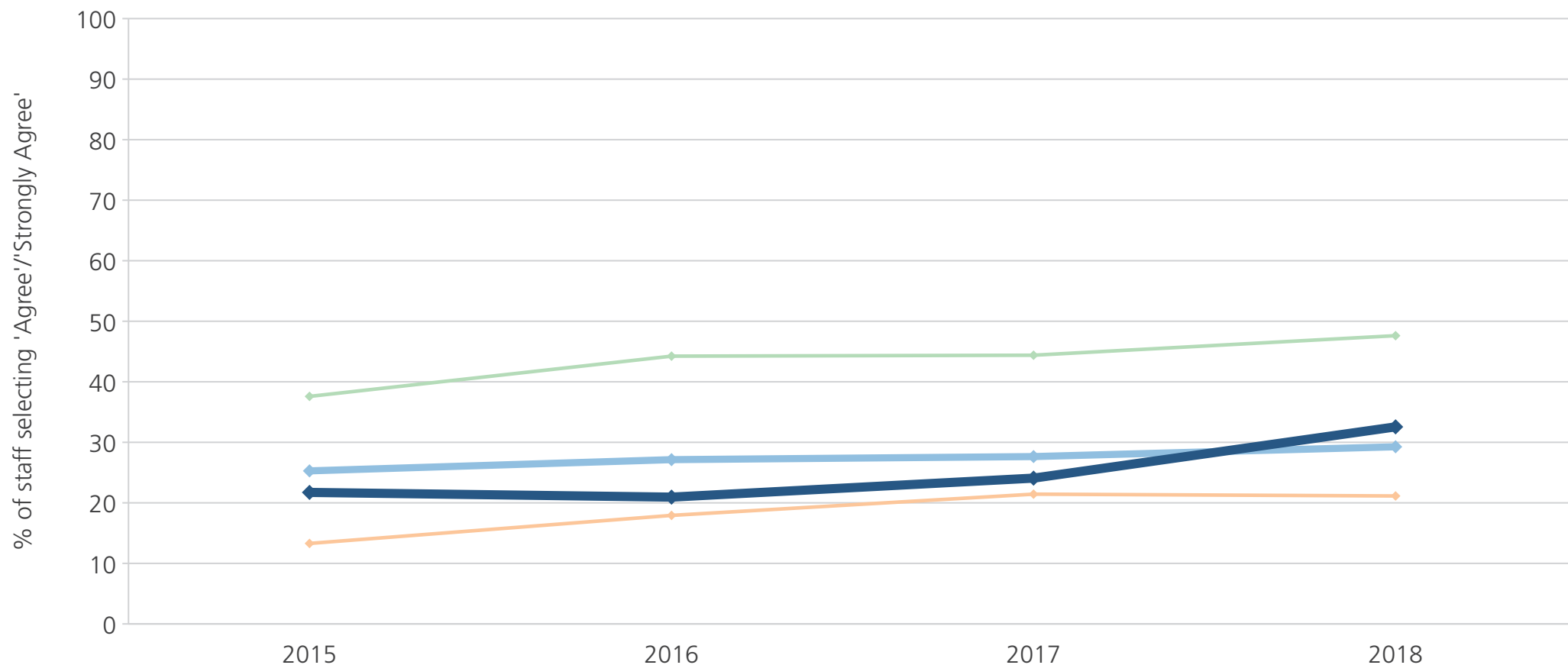
Best	63.9%	61.4%	62.3%	64.8%	68.7%
Your org	49.3%	51.2%	45.4%	43.8%	58.7%
Average	47.8%	47.6%	49.6%	50.8%	54.0%
Worst	21.5%	31.7%	37.9%	43.3%	40.5%
Responses	1,139	1,329	1,276	1,397	1,754



Best	25.4%	37.0%	27.0%	33.5%	41.8%
Your org	14.6%	14.2%	9.1%	11.1%	17.0%
Average	16.6%	16.8%	20.2%	22.9%	27.7%
Worst	10.3%	12.2%	9.1%	11.1%	13.6%
Responses	1,138	1,331	1,276	1,398	1,762

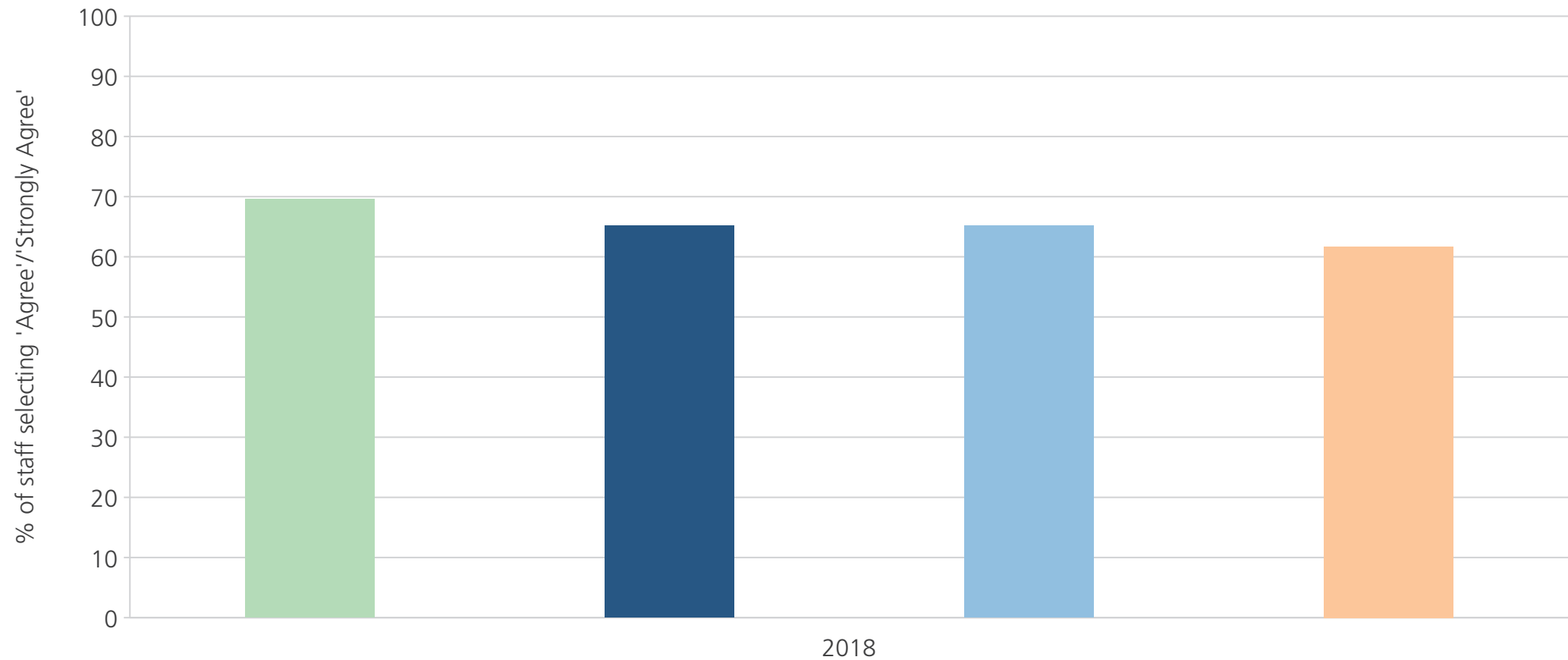


	2015	2016	2017	2018
Best	63.6%	67.8%	69.1%	68.8%
Your org	59.8%	54.5%	54.7%	61.2%
Average	59.2%	61.4%	59.1%	63.0%
Worst	45.8%	51.2%	54.7%	54.9%
Responses	1,327	1,275	1,391	1,751



Best	37.6%	44.2%	44.4%	47.6%
Your org	21.7%	20.9%	24.1%	32.6%
Average	25.3%	27.1%	27.6%	29.3%
Worst	13.3%	17.9%	21.4%	21.1%

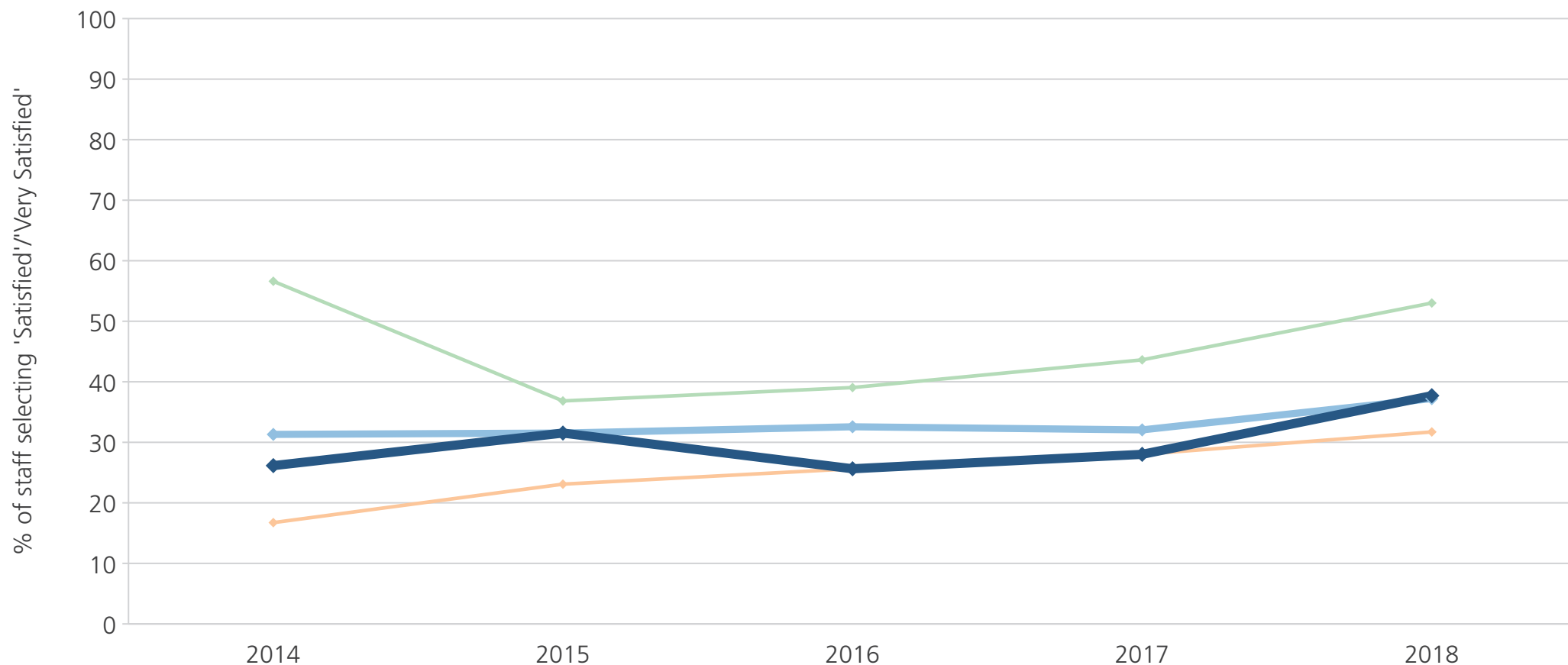
Responses	1,331	1,274	1,393	1,759
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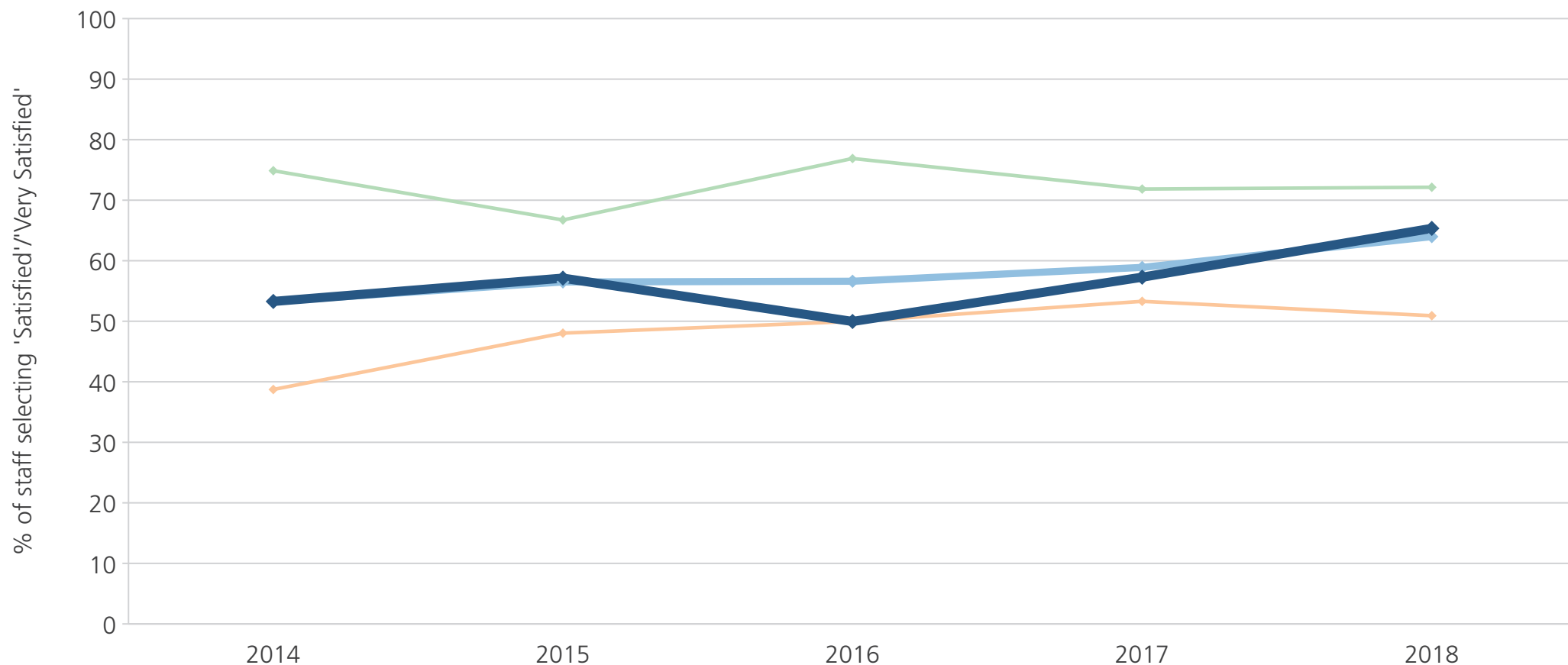
Best	69.6%
Your org	65.2%
Average	65.2%
Worst	61.7%

Responses

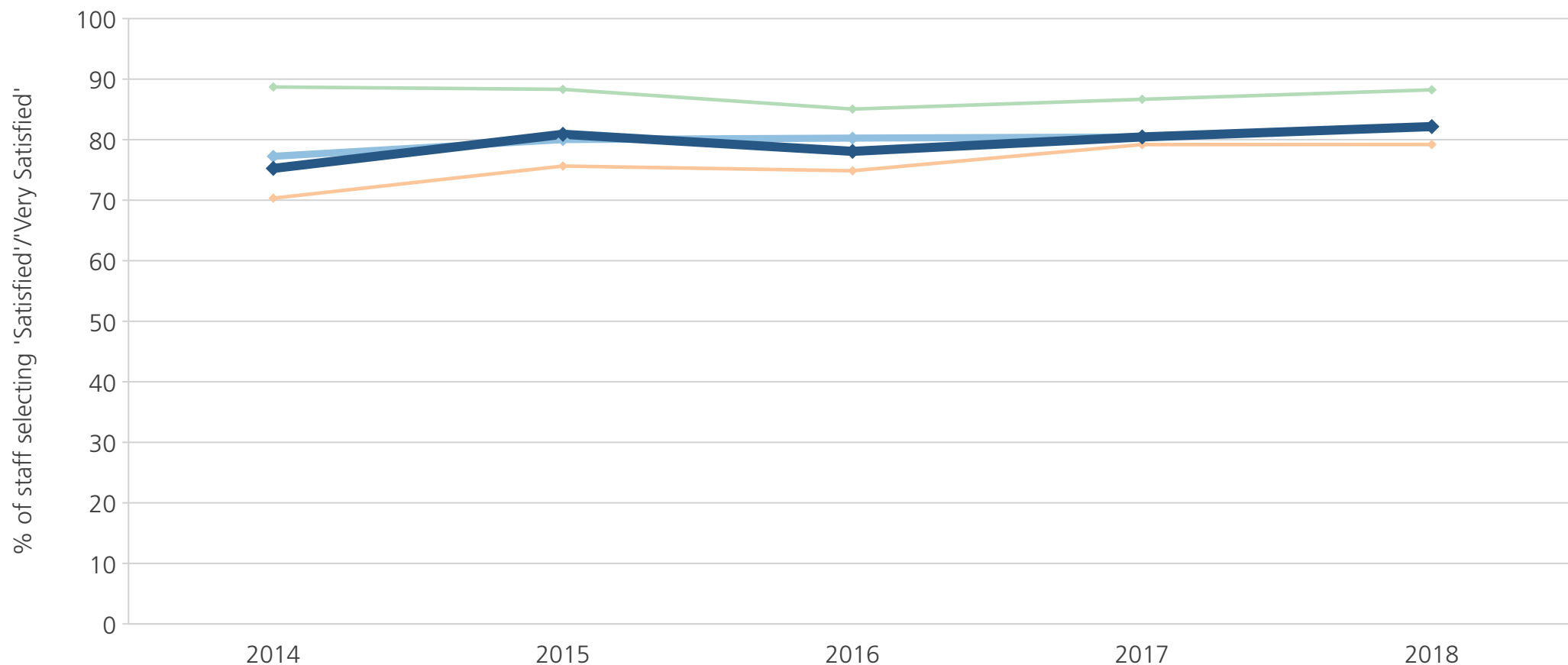
1,762



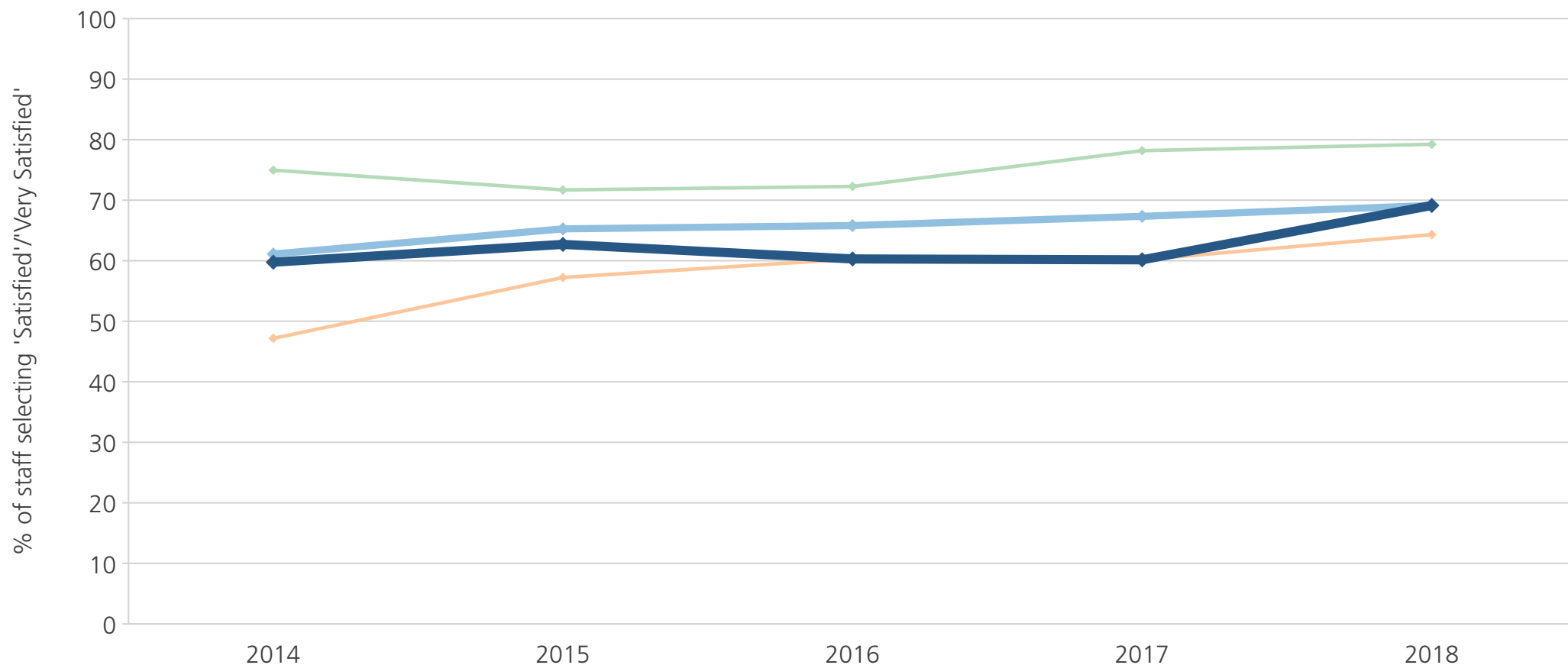
Best	56.6%	36.8%	39.0%	43.6%	53.0%
Your org	26.1%	31.5%	25.6%	28.0%	37.7%
Average	31.3%	31.5%	32.6%	32.1%	37.2%
Worst	16.7%	23.1%	25.6%	28.0%	31.7%
Responses	1,140	1,330	1,276	1,398	1,758



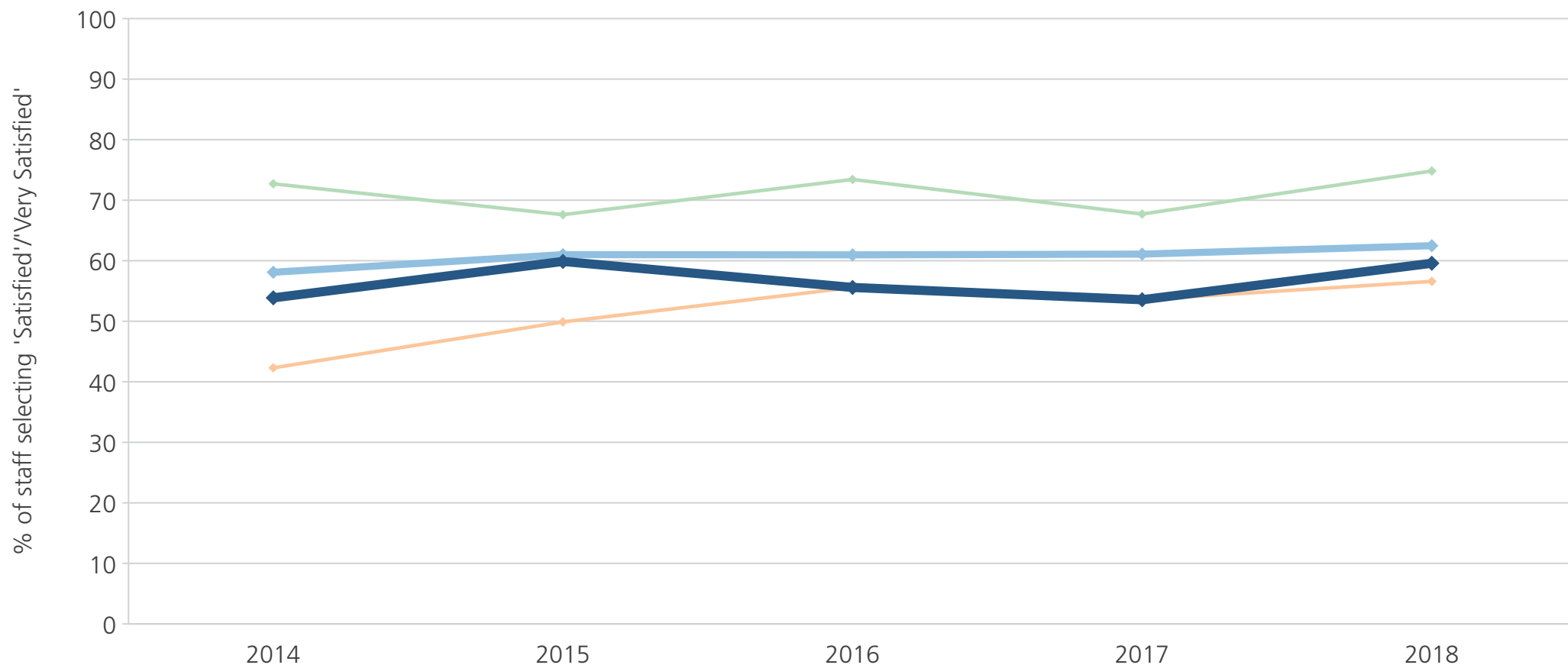
Best	74.9%	66.7%	76.9%	71.8%	72.1%
Your org	53.3%	57.1%	50.0%	57.3%	65.3%
Average	53.3%	56.5%	56.6%	58.9%	64.0%
Worst	38.7%	48.0%	50.0%	53.3%	50.9%
Responses	1,142	1,332	1,277	1,398	1,758



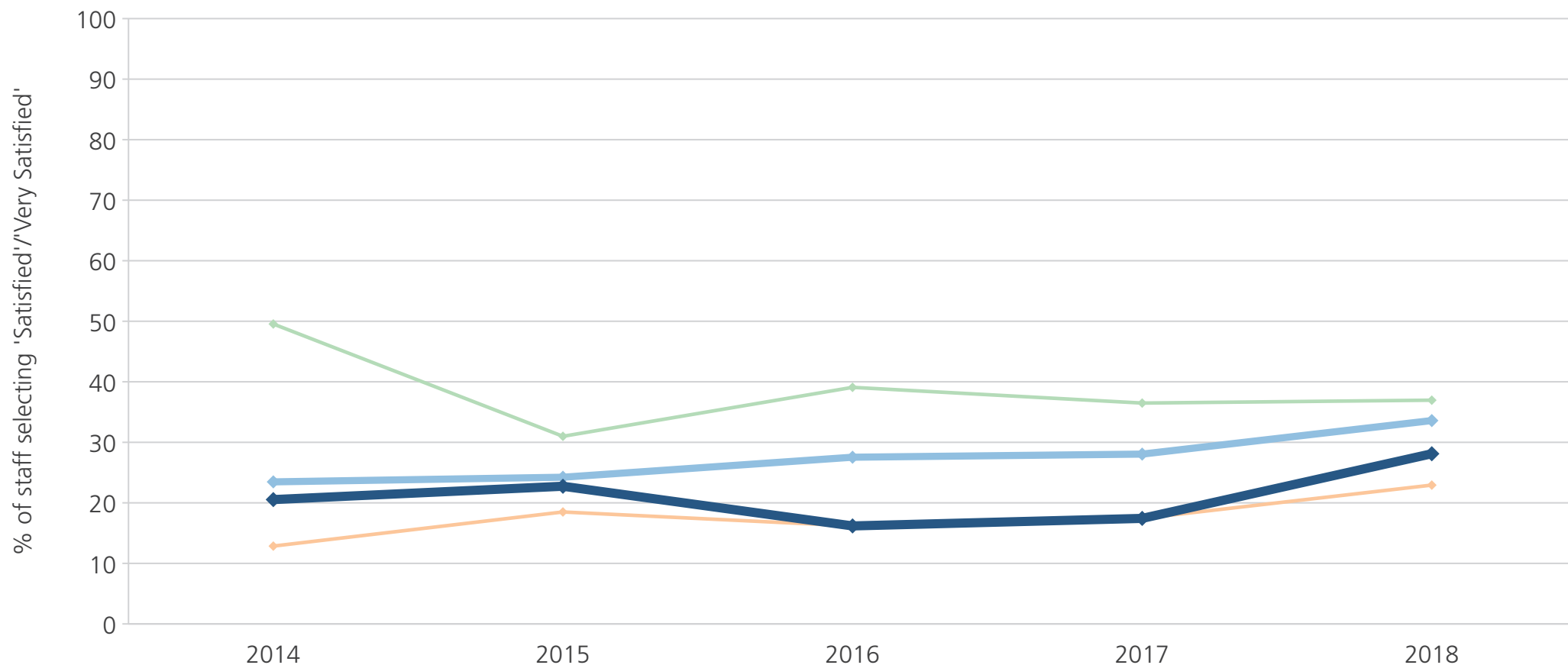
	2014	2015	2016	2017	2018
Best	88.7%	88.3%	85.1%	86.7%	88.2%
Your org	75.3%	80.9%	78.1%	80.4%	82.2%
Average	77.3%	80.0%	80.3%	80.4%	82.2%
Worst	70.3%	75.6%	74.9%	79.2%	79.2%
Responses	1,142	1,330	1,278	1,395	1,755



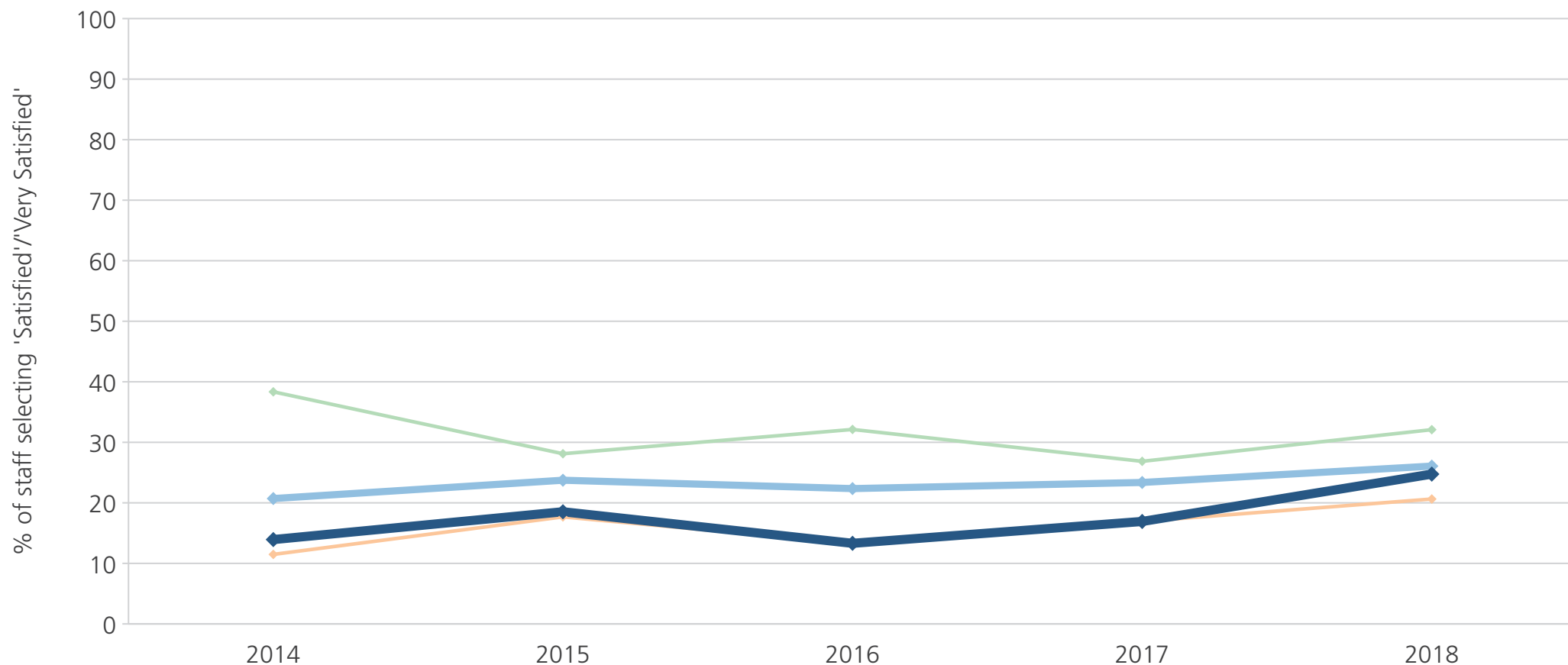
Best	75.0%	71.7%	72.3%	78.2%	79.2%
Your org	59.8%	62.7%	60.3%	60.1%	69.1%
Average	61.1%	65.3%	65.8%	67.3%	69.1%
Worst	47.2%	57.2%	60.3%	60.1%	64.3%
Responses	1,141	1,333	1,272	1,398	1,757



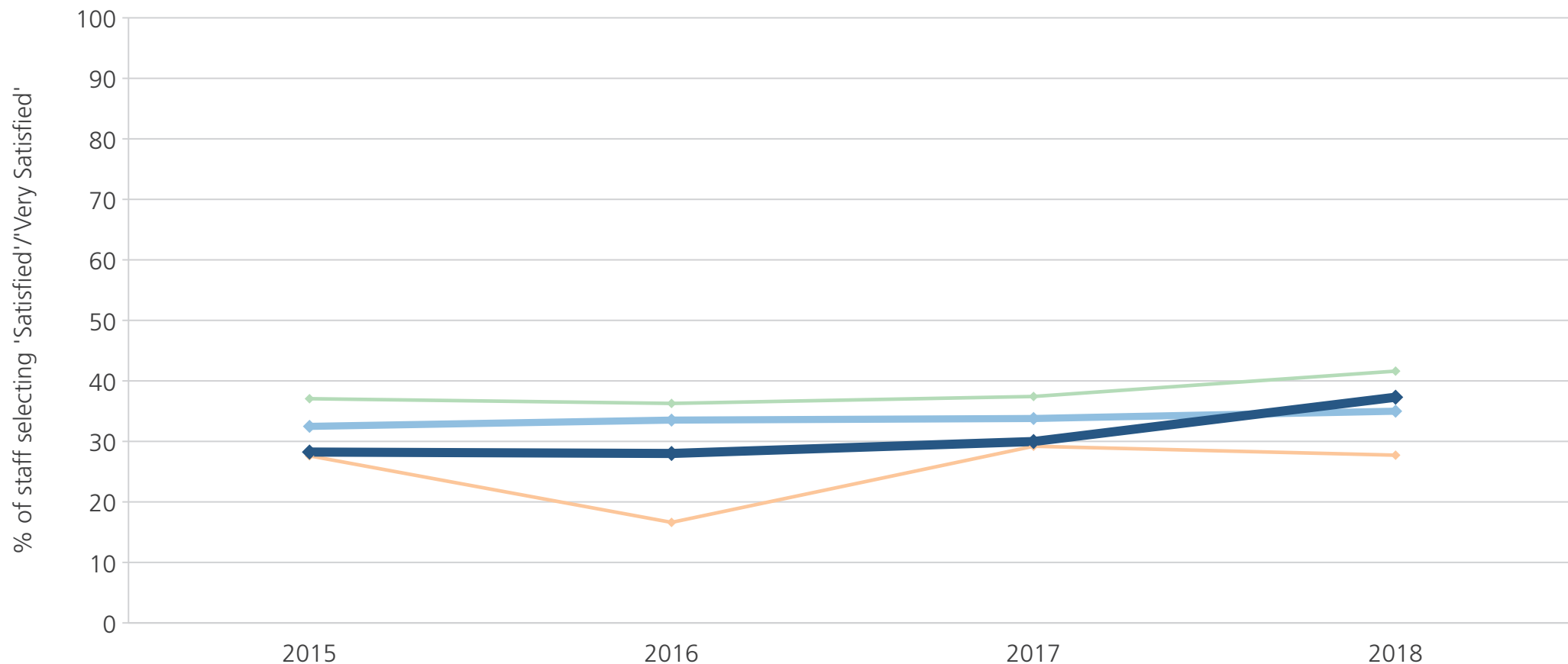
Best	72.7%	67.6%	73.4%	67.7%	74.8%
Your org	53.9%	59.9%	55.6%	53.6%	59.6%
Average	58.1%	61.0%	61.0%	61.1%	62.5%
Worst	42.3%	49.9%	55.6%	53.6%	56.6%
Responses	1,140	1,332	1,272	1,394	1,750



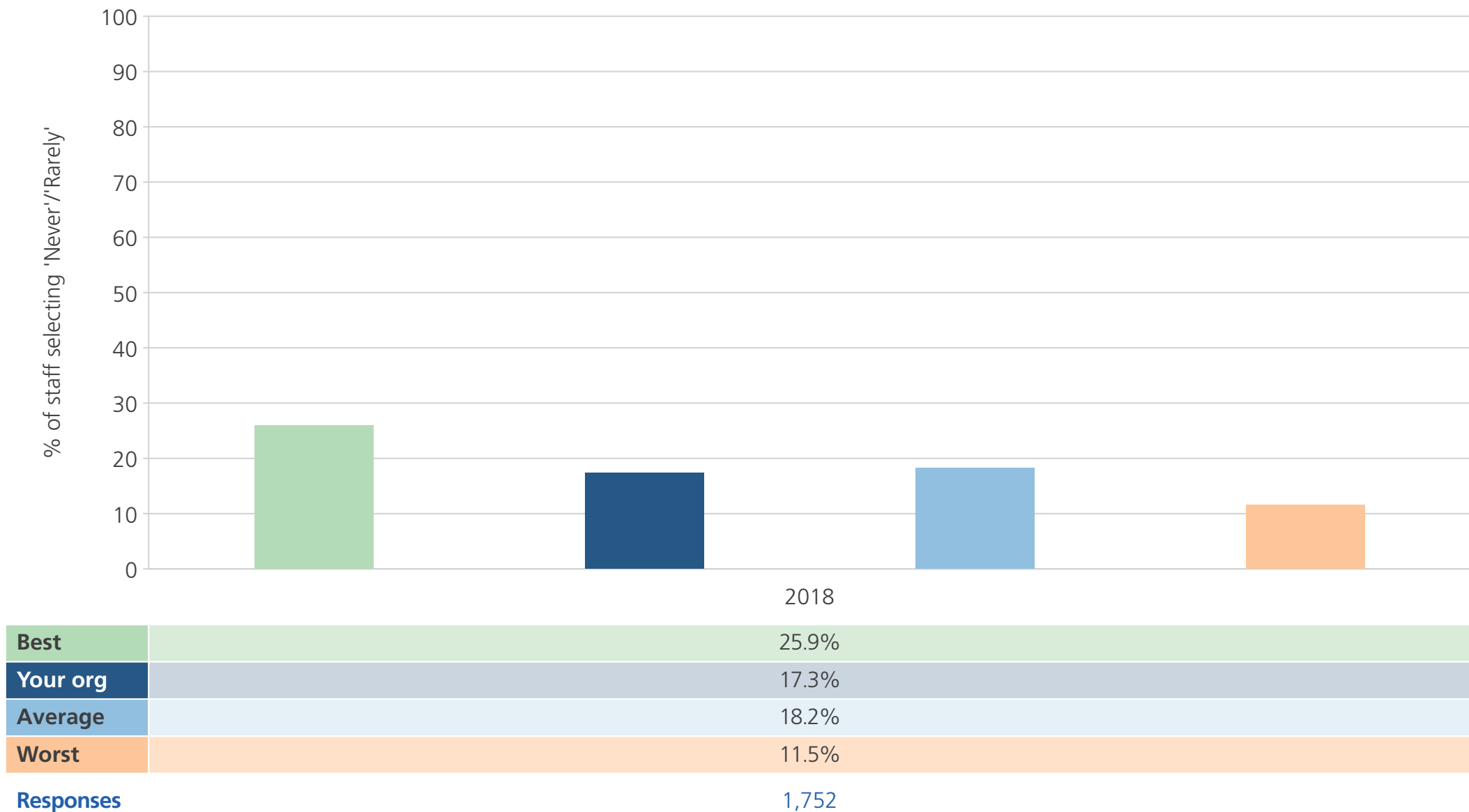
Best	49.5%	31.0%	39.1%	36.5%	37.0%
Your org	20.5%	22.7%	16.2%	17.4%	28.1%
Average	23.5%	24.2%	27.5%	28.1%	33.6%
Worst	12.9%	18.5%	16.2%	17.4%	22.9%
Responses	1,140	1,330	1,276	1,396	1,754

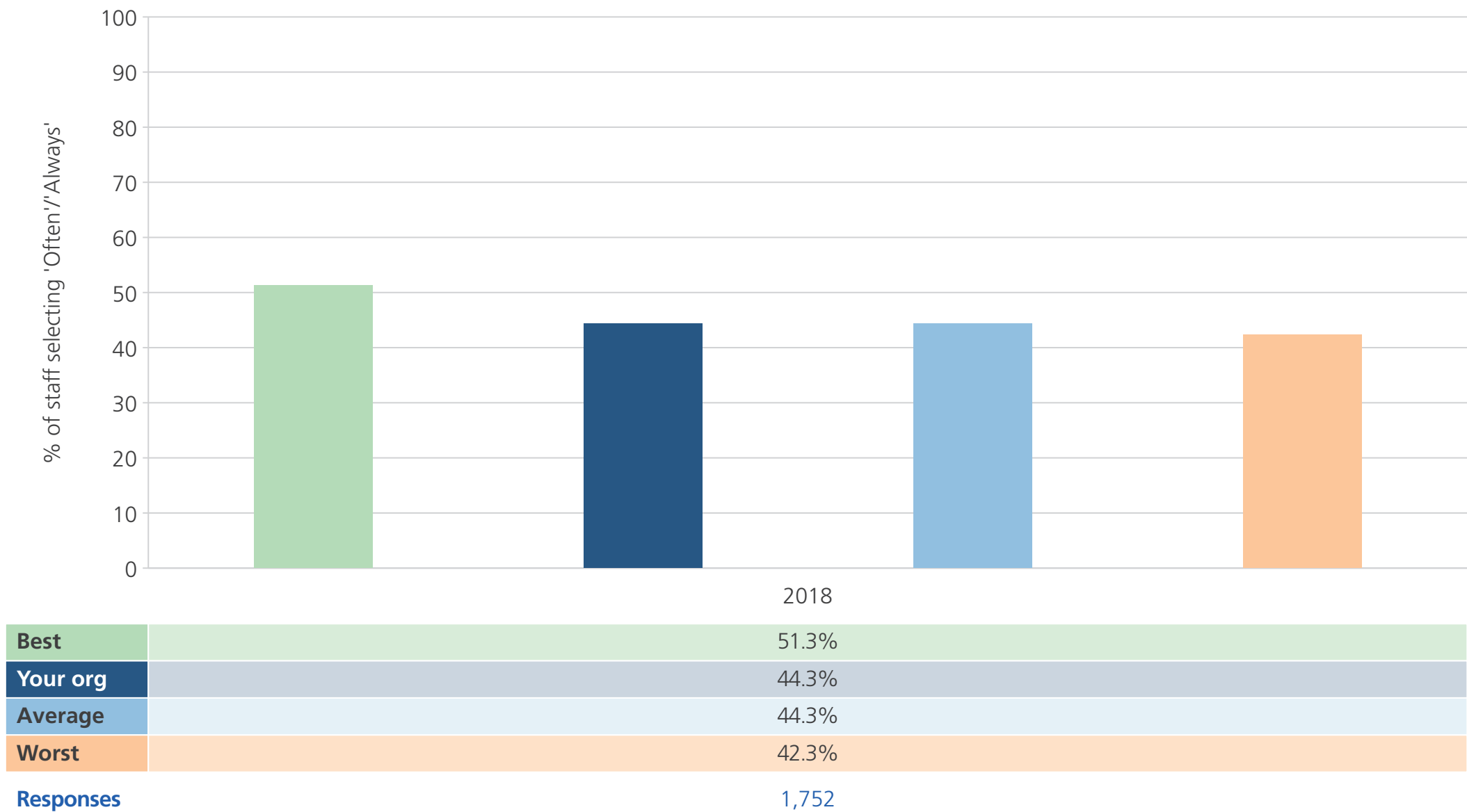


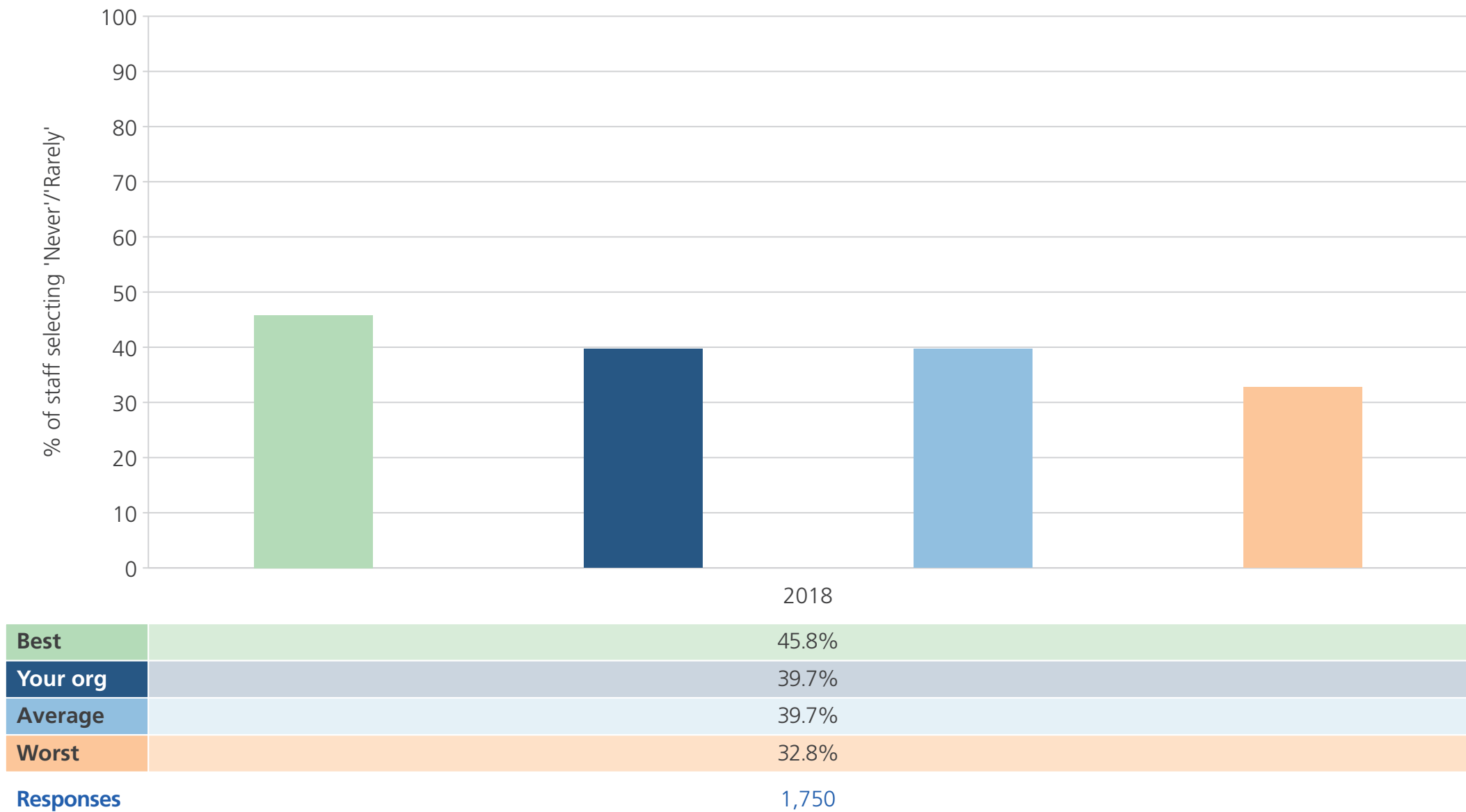
Best	38.3%	28.1%	32.1%	26.9%	32.1%
Your org	13.9%	18.5%	13.3%	16.9%	24.7%
Average	20.7%	23.7%	22.4%	23.4%	26.1%
Worst	11.5%	17.7%	13.3%	16.9%	20.6%
Responses	1,142	1,331	1,274	1,395	1,752

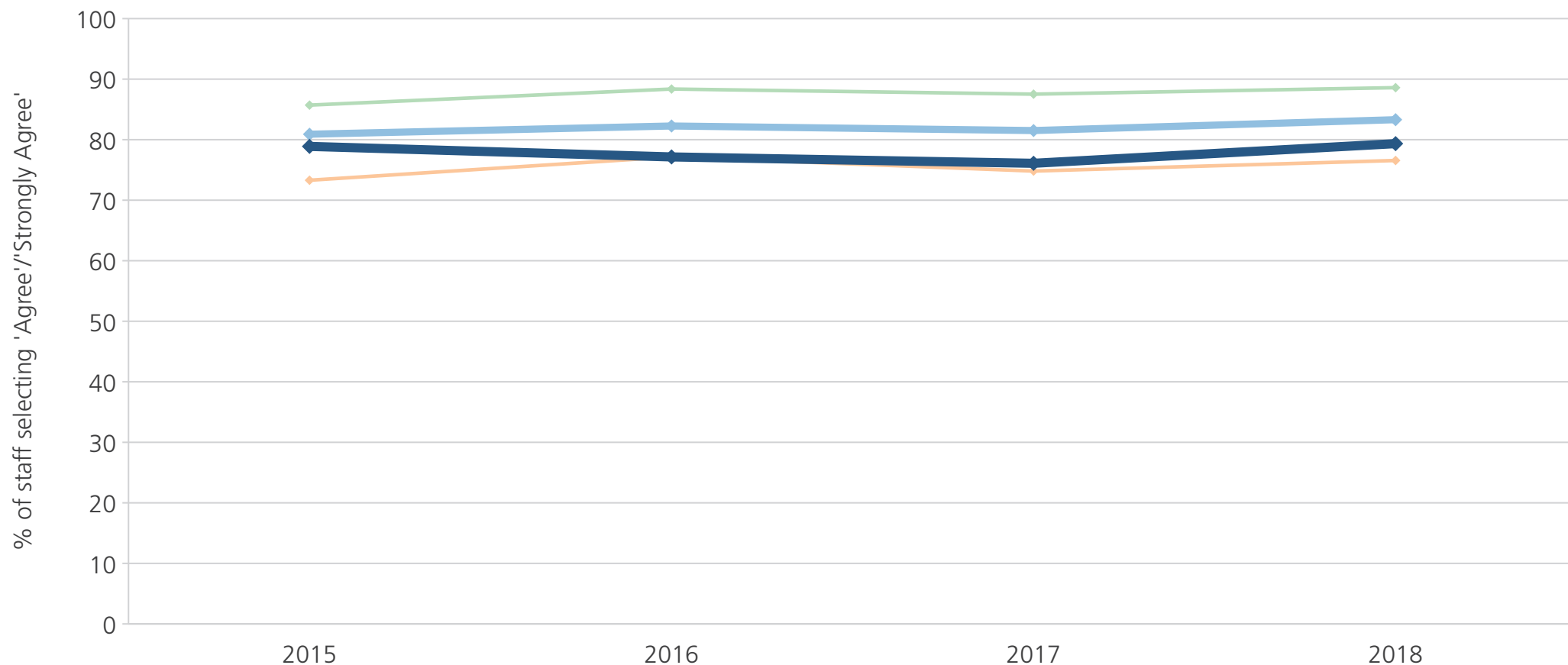


	2015	2016	2017	2018
Best	37.1%	36.3%	37.4%	41.6%
Your org	28.2%	28.0%	30.0%	37.3%
Average	32.5%	33.5%	33.8%	35.0%
Worst	27.6%	16.6%	29.2%	27.7%
Responses	1,332	1,274	1,390	1,756

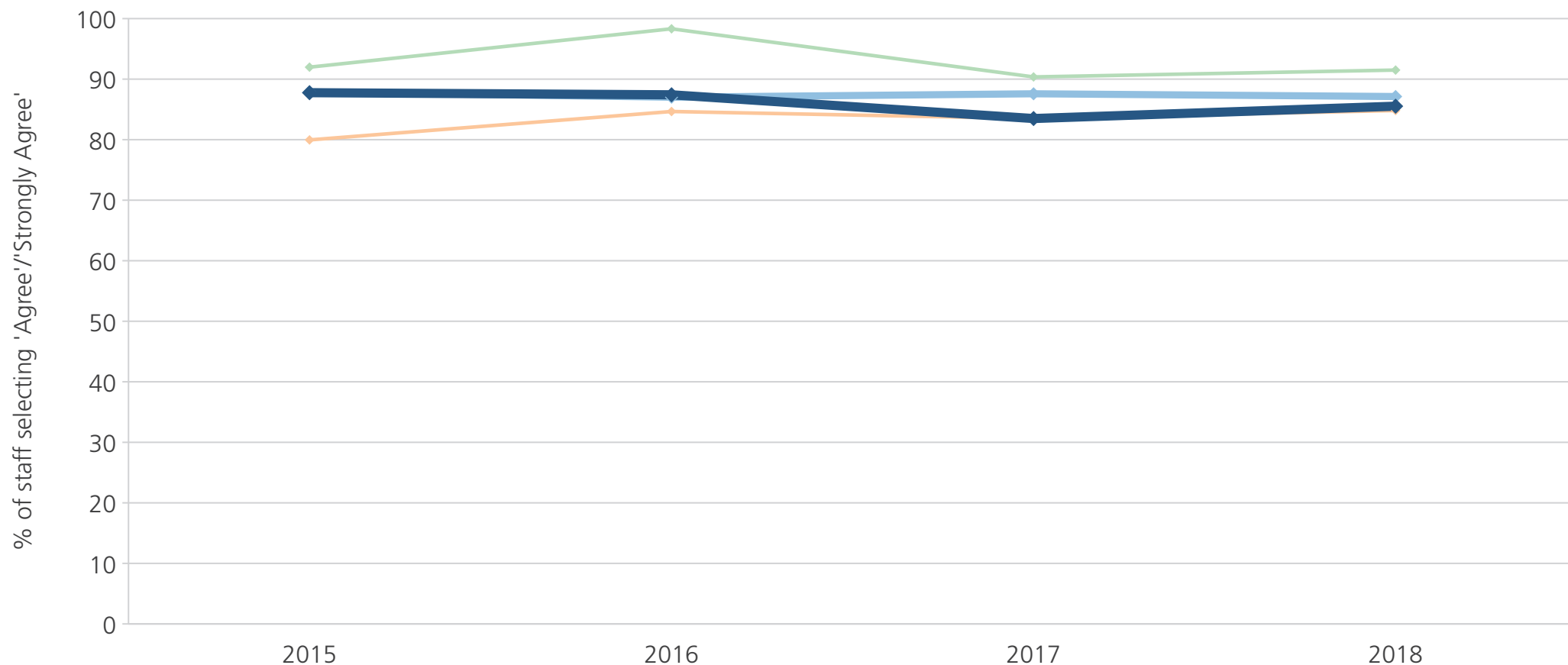




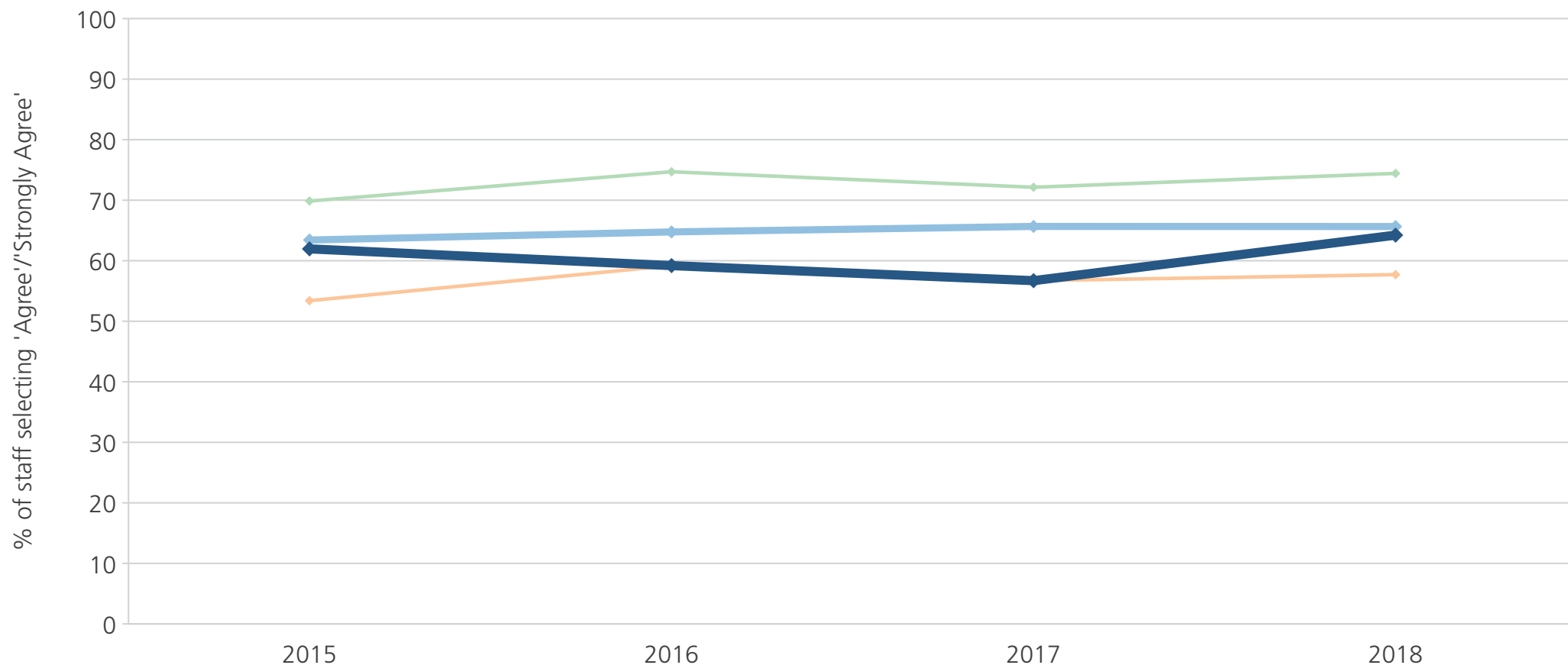




	2015	2016	2017	2018
Best	85.7%	88.4%	87.5%	88.6%
Your org	78.9%	77.1%	76.1%	79.3%
Average	80.9%	82.3%	81.5%	83.3%
Worst	73.3%	77.1%	74.8%	76.6%
Responses	1,229	1,164	1,220	1,579



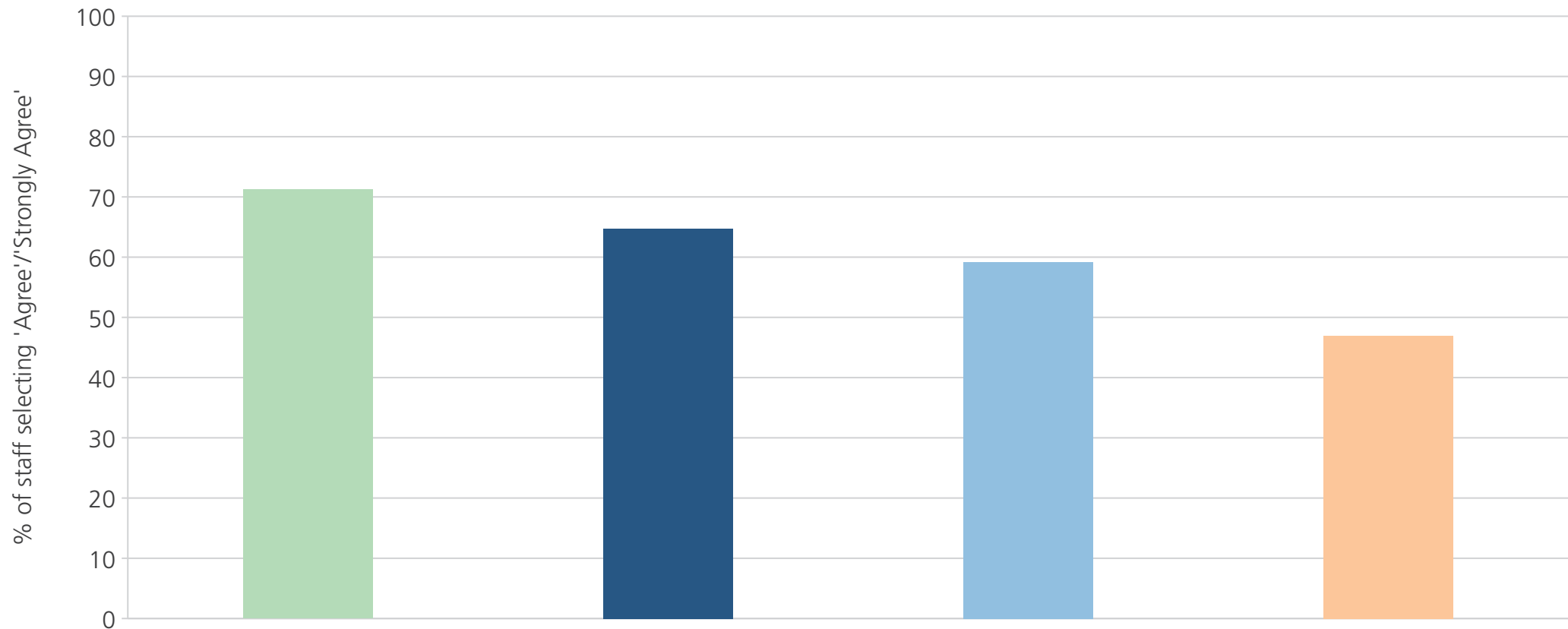
	2015	2016	2017	2018
Best	92.0%	98.3%	90.4%	91.5%
Your org	87.8%	87.4%	83.5%	85.5%
Average	87.9%	87.0%	87.6%	87.1%
Worst	80.0%	84.7%	83.5%	84.8%
Responses	1,268	1,211	1,303	1,665



	2015	2016	2017	2018
Best	69.9%	74.7%	72.1%	74.4%
Your org	62.0%	59.2%	56.7%	64.2%
Average	63.4%	64.8%	65.7%	65.6%
Worst	53.4%	59.2%	56.7%	57.7%
Responses	1,224	1,164	1,228	1,594

Question results – Your managers

South East Coast Ambulance Service NHS Foundation Trust
2018 NHS Staff Survey Results

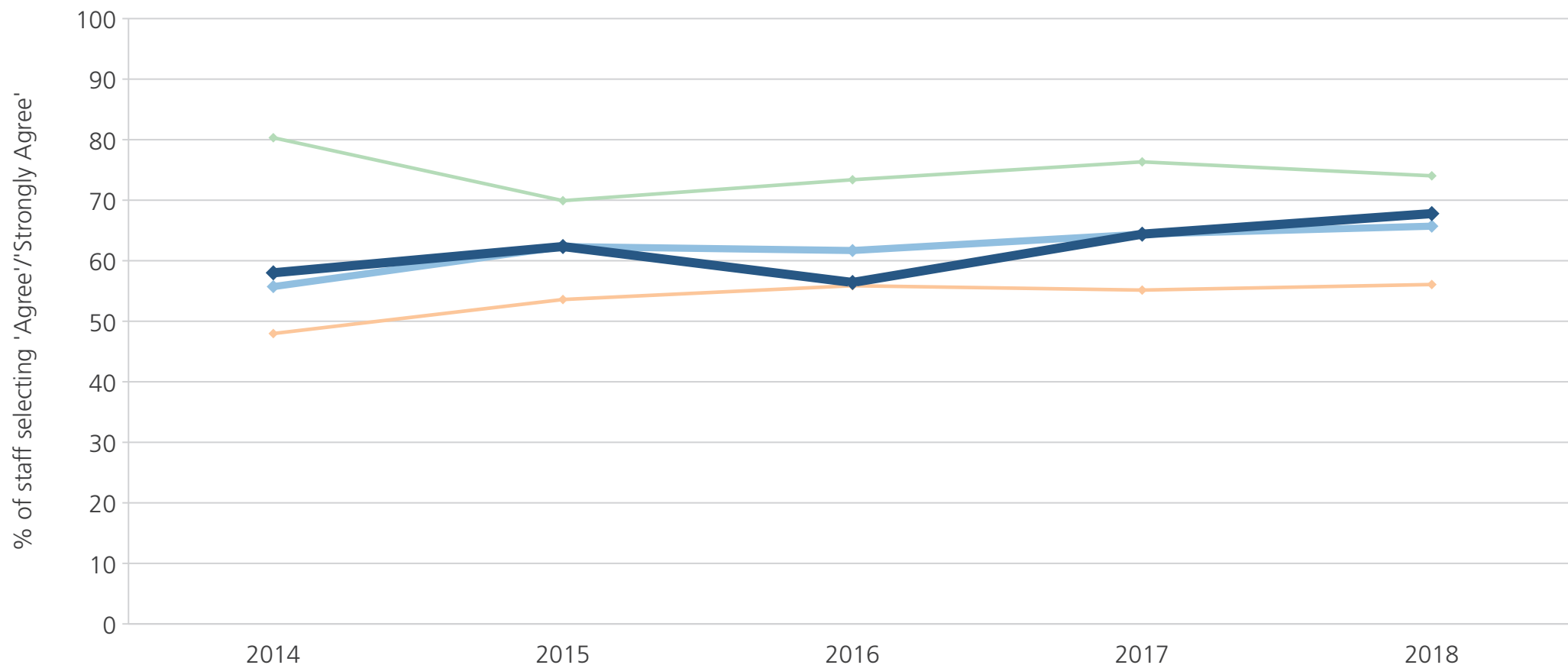


2018

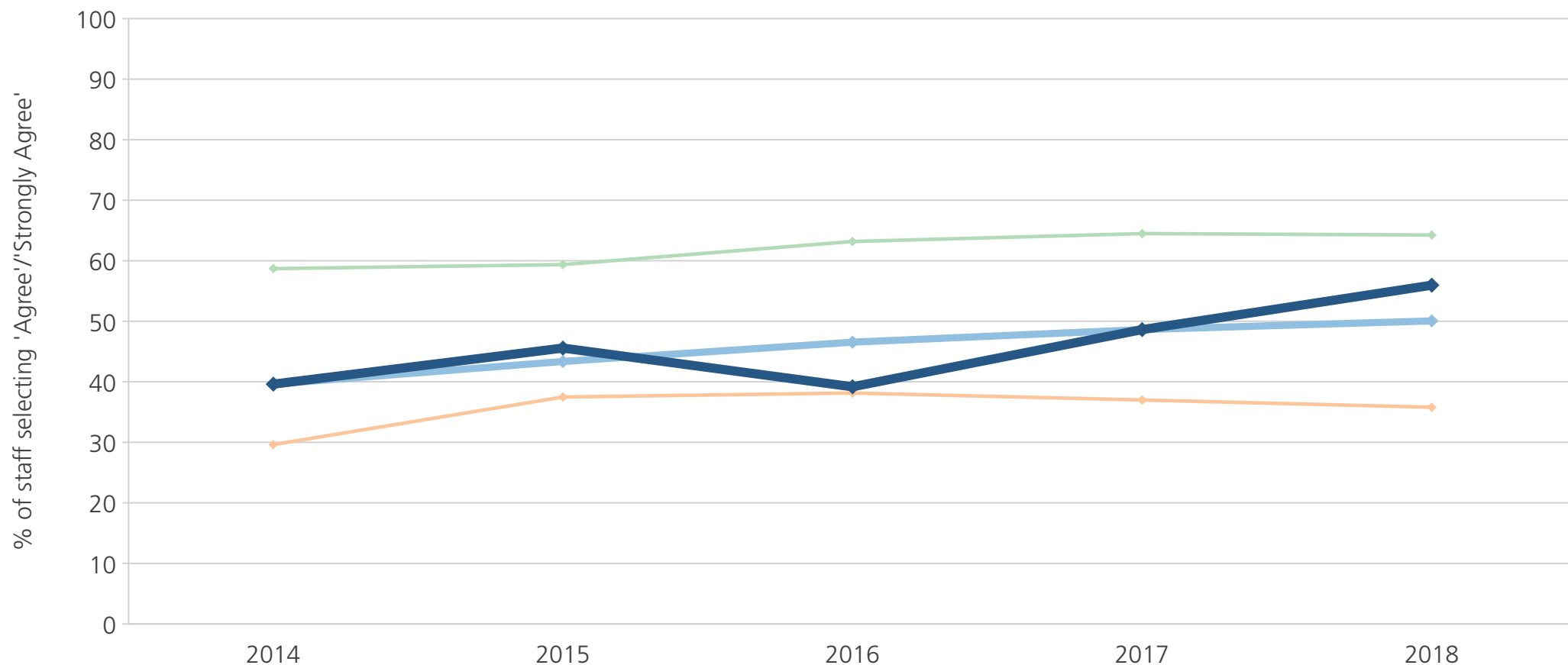
Best	71.2%
Your org	64.7%
Average	59.2%
Worst	47.0%

Responses

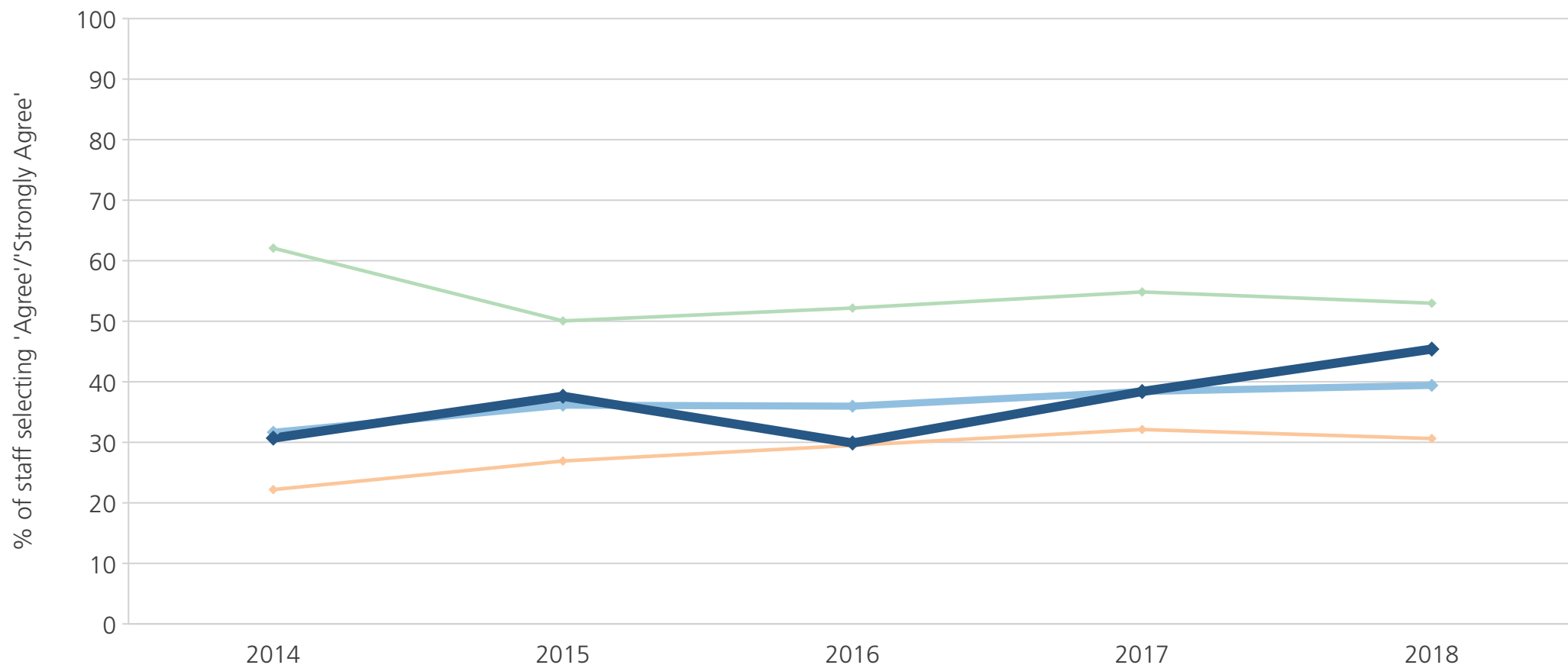
1,754



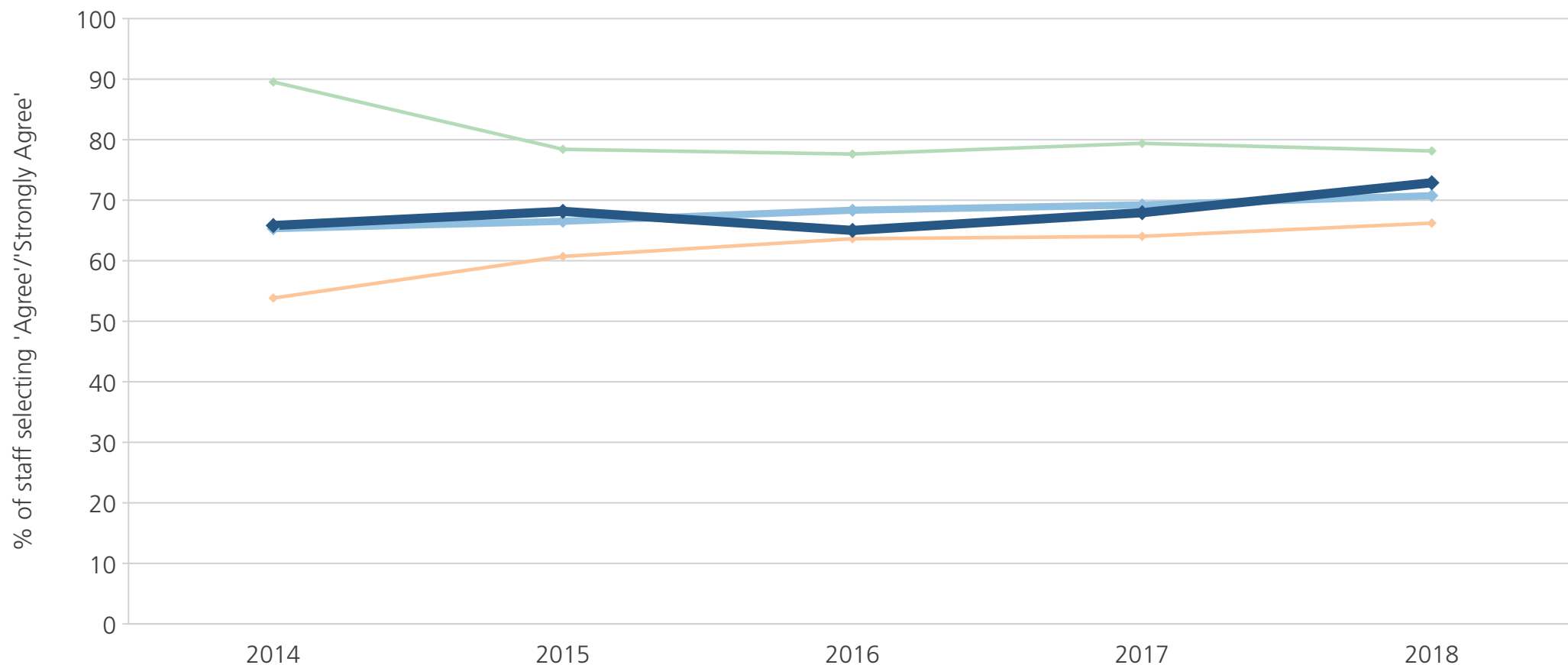
	2014	2015	2016	2017	2018
Best	80.3%	69.9%	73.4%	76.3%	74.0%
Your org	58.0%	62.3%	56.4%	64.4%	67.8%
Average	55.7%	62.3%	61.7%	64.4%	65.7%
Worst	48.0%	53.6%	55.9%	55.1%	56.1%
Responses	1,136	1,331	1,274	1,386	1,754



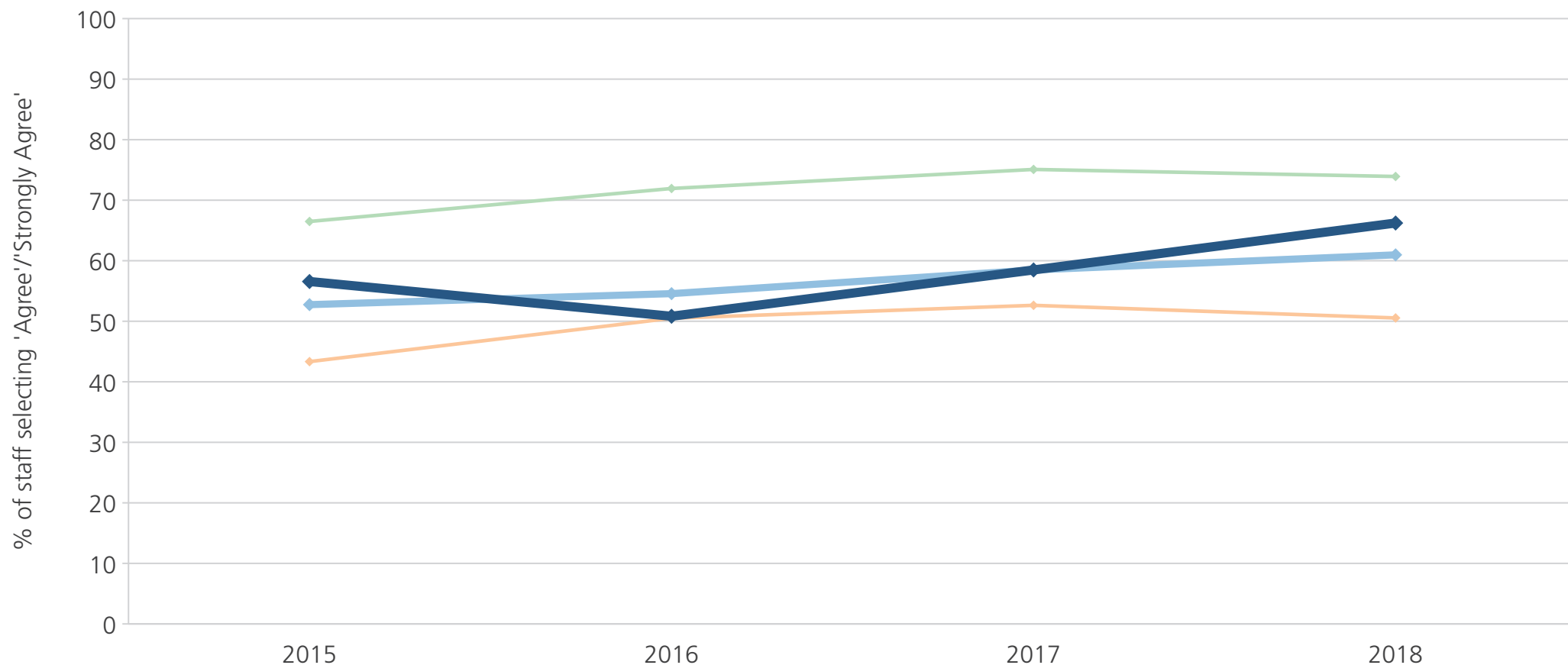
Best	58.7%	59.4%	63.2%	64.5%	64.2%
Your org	39.6%	45.6%	39.2%	48.6%	56.0%
Average	39.6%	43.4%	46.5%	48.6%	50.1%
Worst	29.6%	37.5%	38.1%	37.0%	35.8%
Responses	1,136	1,328	1,273	1,383	1,746



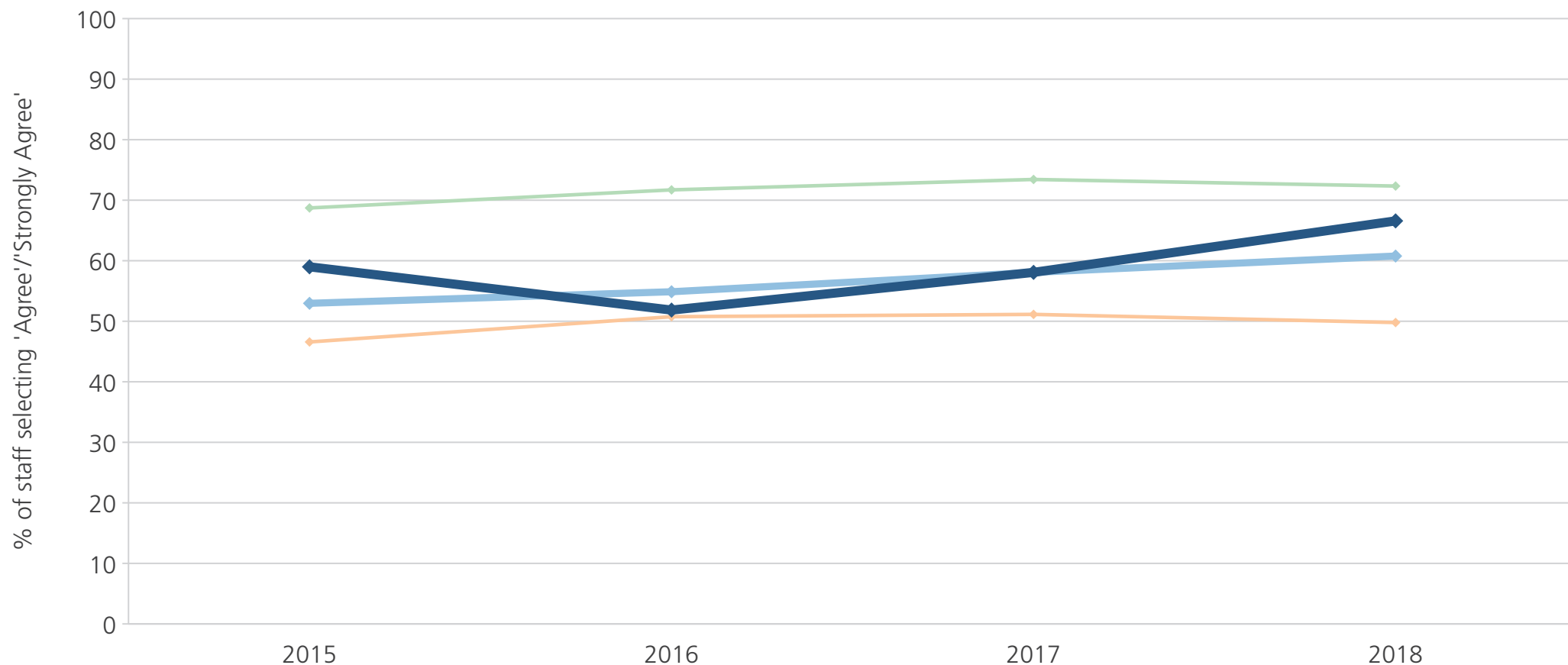
Best	62.1%	50.1%	52.2%	54.8%	53.0%
Your org	30.7%	37.6%	29.9%	38.4%	45.4%
Average	31.7%	36.1%	36.0%	38.4%	39.4%
Worst	22.2%	26.9%	29.5%	32.1%	30.6%
Responses	1,139	1,325	1,272	1,381	1,749



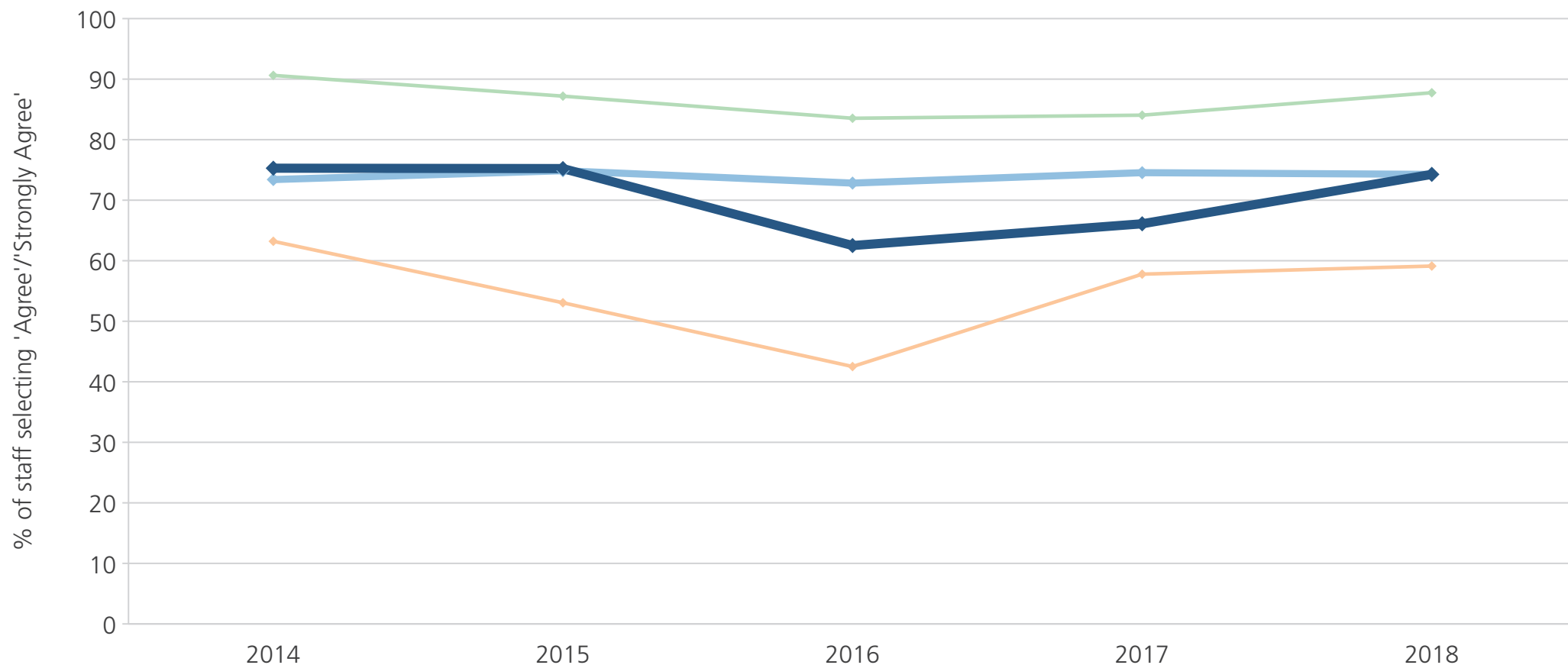
	2014	2015	2016	2017	2018
Best	89.5%	78.4%	77.6%	79.4%	78.1%
Your org	65.8%	68.2%	65.0%	67.9%	72.9%
Average	65.3%	66.5%	68.3%	69.2%	70.7%
Worst	53.8%	60.7%	63.6%	64.0%	66.2%
Responses	1,135	1,330	1,271	1,383	1,752



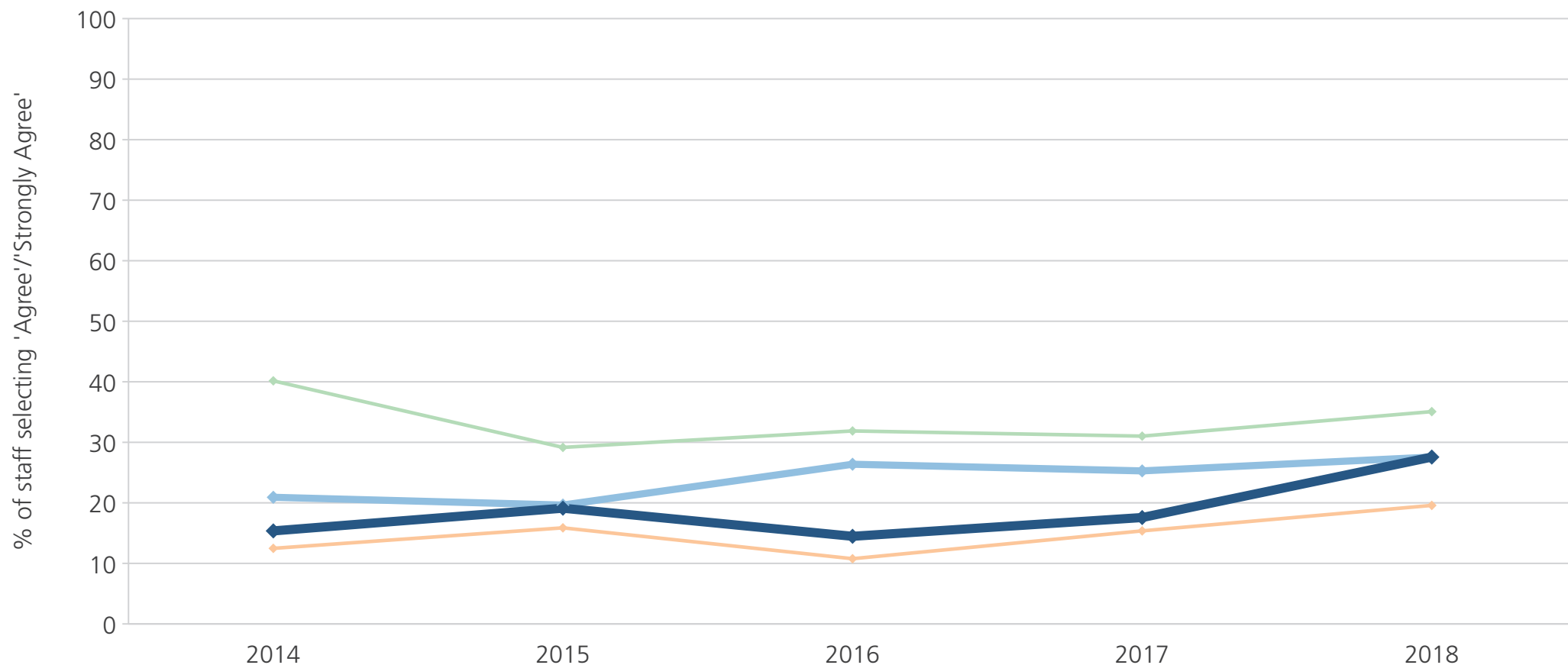
	2015	2016	2017	2018
Best	66.5%	71.9%	75.1%	73.9%
Your org	56.6%	50.8%	58.5%	66.2%
Average	52.7%	54.6%	58.5%	61.0%
Worst	43.3%	50.5%	52.6%	50.5%
Responses	1,326	1,273	1,380	1,750



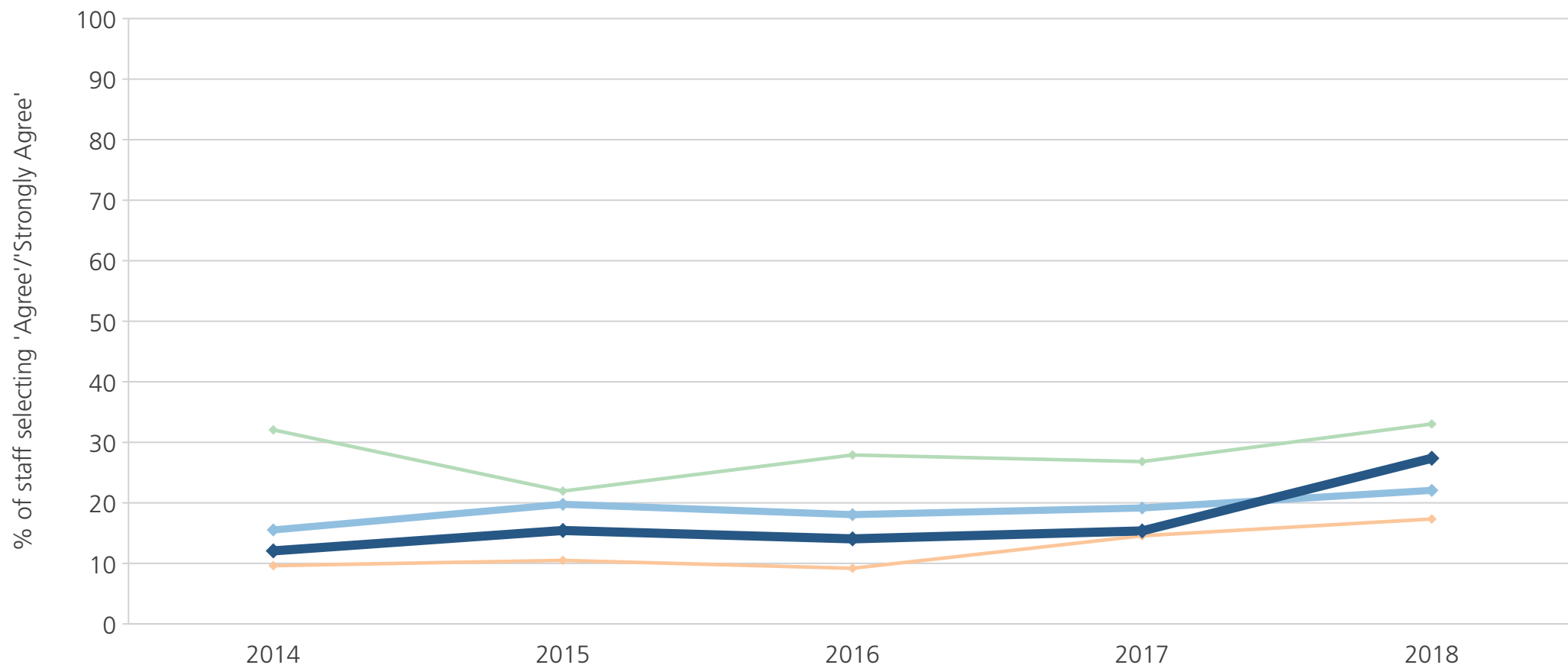
	2015	2016	2017	2018
Best	68.7%	71.7%	73.4%	72.3%
Your org	59.0%	51.8%	58.1%	66.6%
Average	53.0%	54.9%	58.1%	60.8%
Worst	46.6%	50.8%	51.1%	49.8%
Responses	1,324	1,275	1,380	1,750



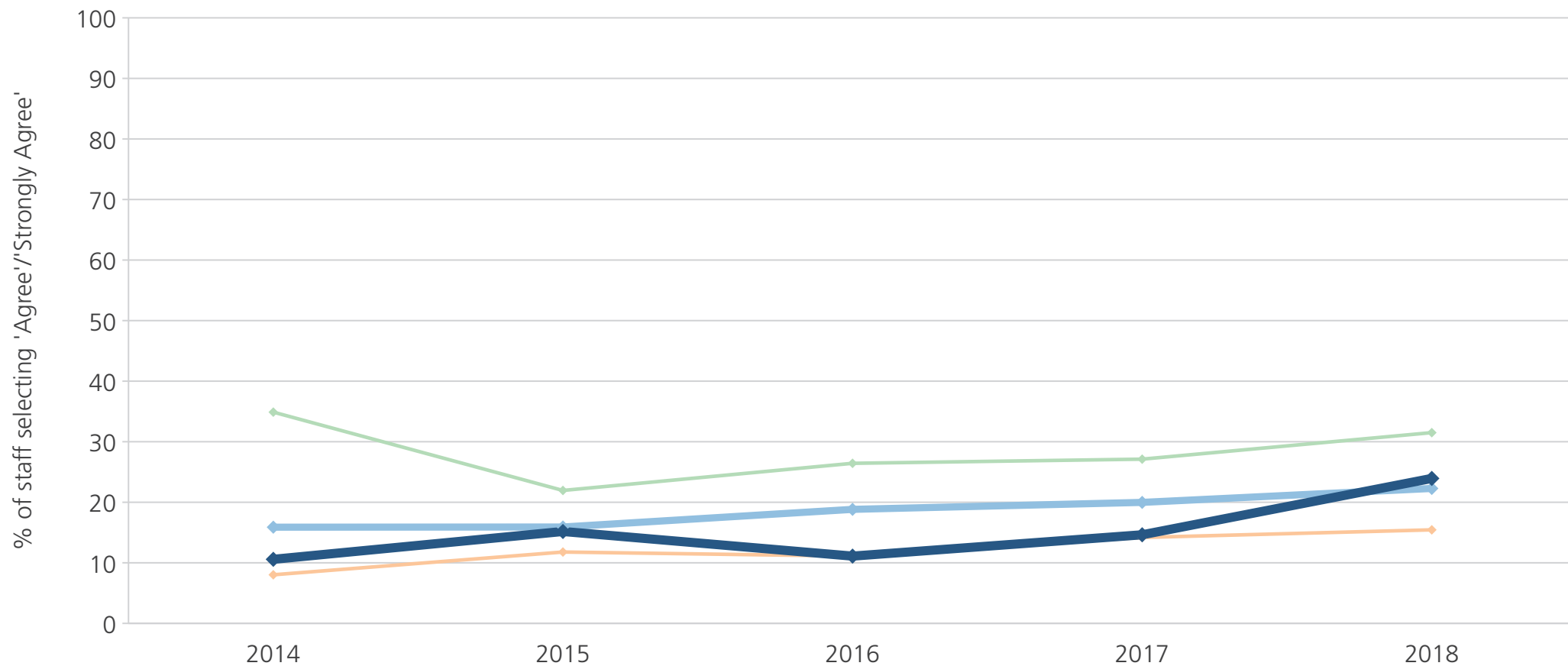
	2014	2015	2016	2017	2018
Best	90.6%	87.2%	83.5%	84.0%	87.8%
Your org	75.3%	75.2%	62.5%	66.1%	74.3%
Average	73.4%	74.9%	72.8%	74.5%	74.3%
Worst	63.2%	53.1%	42.5%	57.8%	59.1%
Responses	1,140	1,334	1,278	1,382	1,753



Best	40.2%	29.2%	31.9%	31.0%	35.1%
Your org	15.4%	19.1%	14.5%	17.6%	27.6%
Average	20.9%	19.6%	26.4%	25.3%	27.6%
Worst	12.5%	15.9%	10.8%	15.4%	19.6%
Responses	1,138	1,331	1,276	1,386	1,754



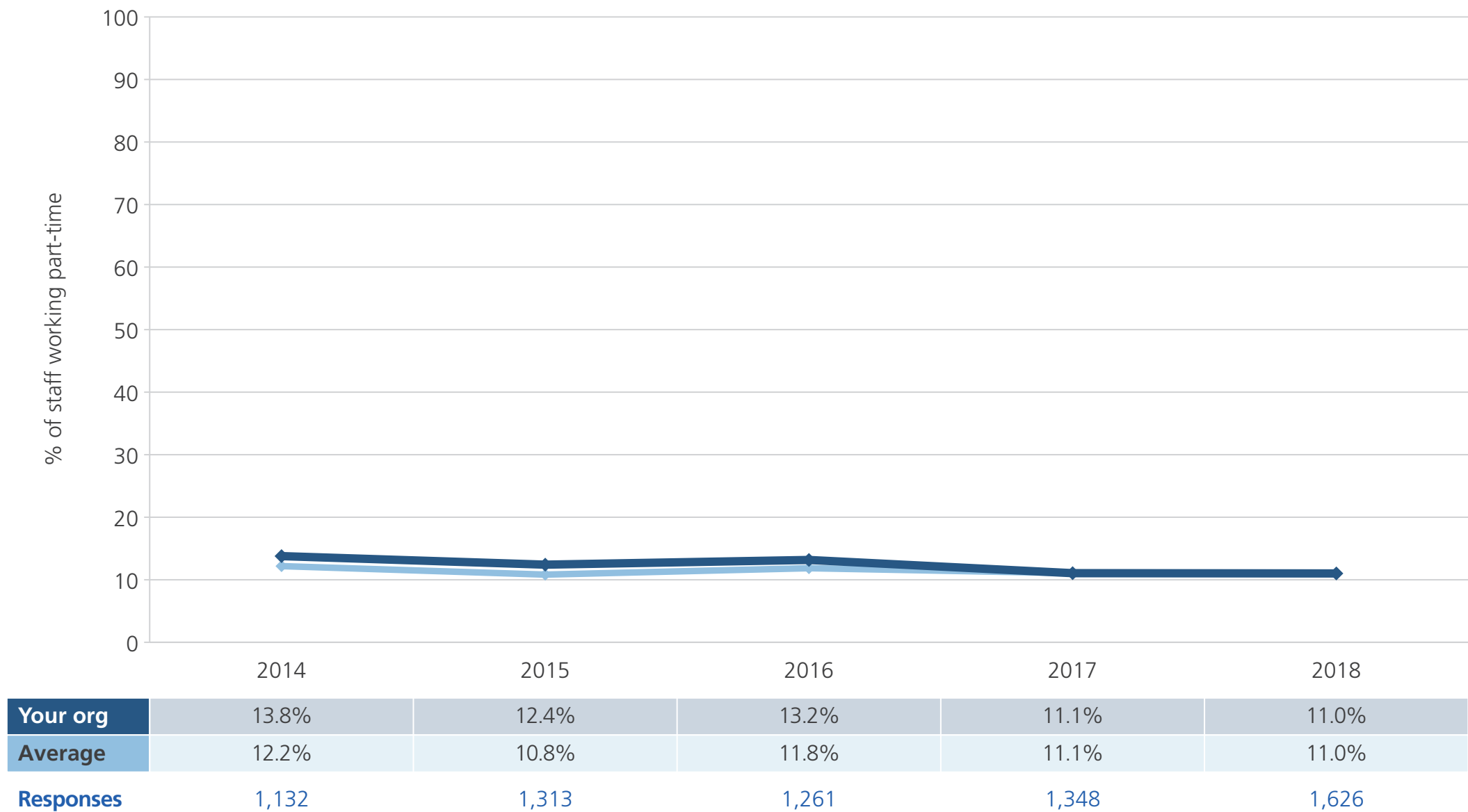
Best	32.1%	21.9%	27.9%	26.8%	33.0%
Your org	12.1%	15.4%	14.1%	15.4%	27.4%
Average	15.5%	19.8%	18.1%	19.2%	22.1%
Worst	9.6%	10.5%	9.2%	14.6%	17.3%
Responses	1,138	1,331	1,277	1,384	1,756

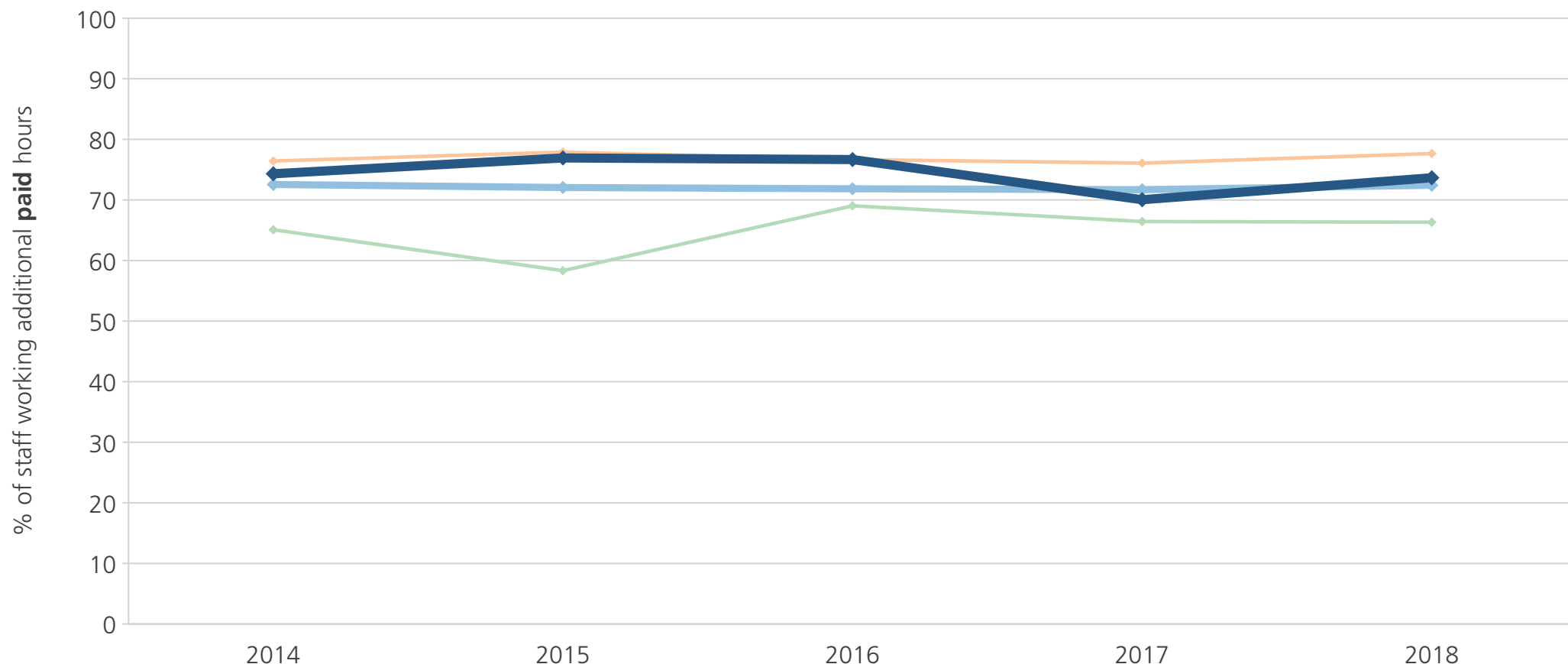


Best	34.9%	21.9%	26.4%	27.1%	31.5%
Your org	10.6%	15.2%	11.1%	14.6%	23.9%
Average	15.9%	15.9%	18.8%	20.0%	22.3%
Worst	8.0%	11.8%	11.1%	14.2%	15.4%
Responses	1,140	1,333	1,276	1,385	1,751

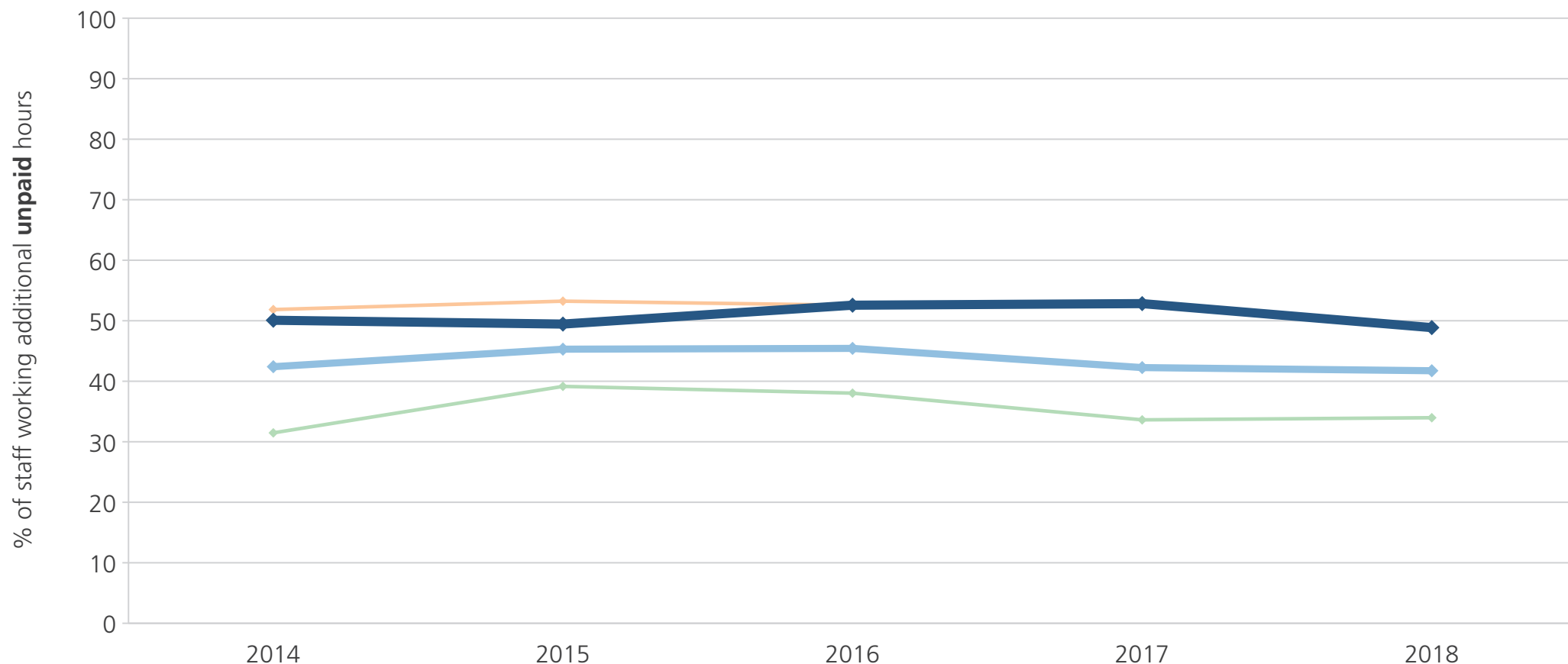
Question results – Your health, well-being and safety at work

South East Coast Ambulance Service NHS Foundation Trust
2018 NHS Staff Survey Results

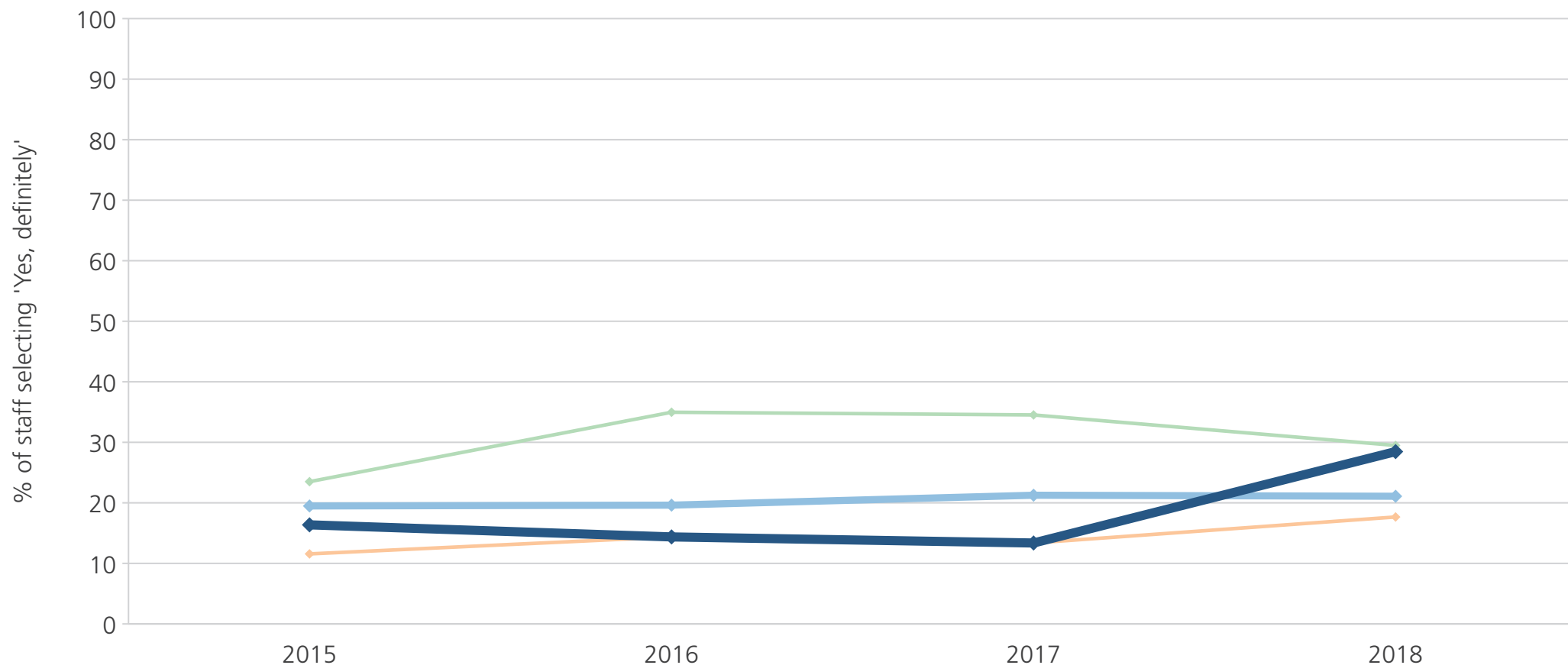




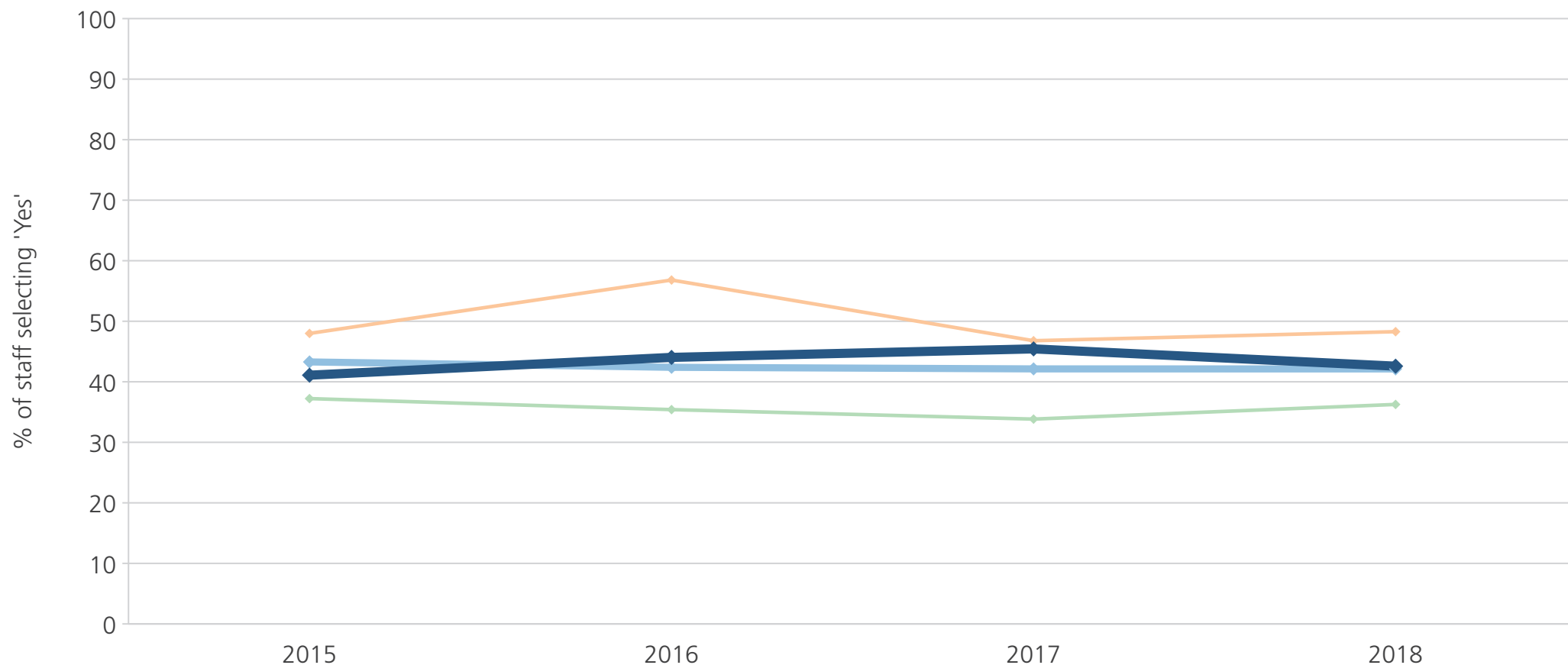
	2014	2015	2016	2017	2018
Worst	76.4%	77.9%	76.7%	76.1%	77.7%
Your org	74.3%	76.9%	76.7%	70.0%	73.7%
Average	72.6%	72.1%	71.8%	71.7%	72.4%
Best	65.1%	58.3%	69.0%	66.4%	66.3%
Responses	1,124	1,281	1,238	1,356	1,719



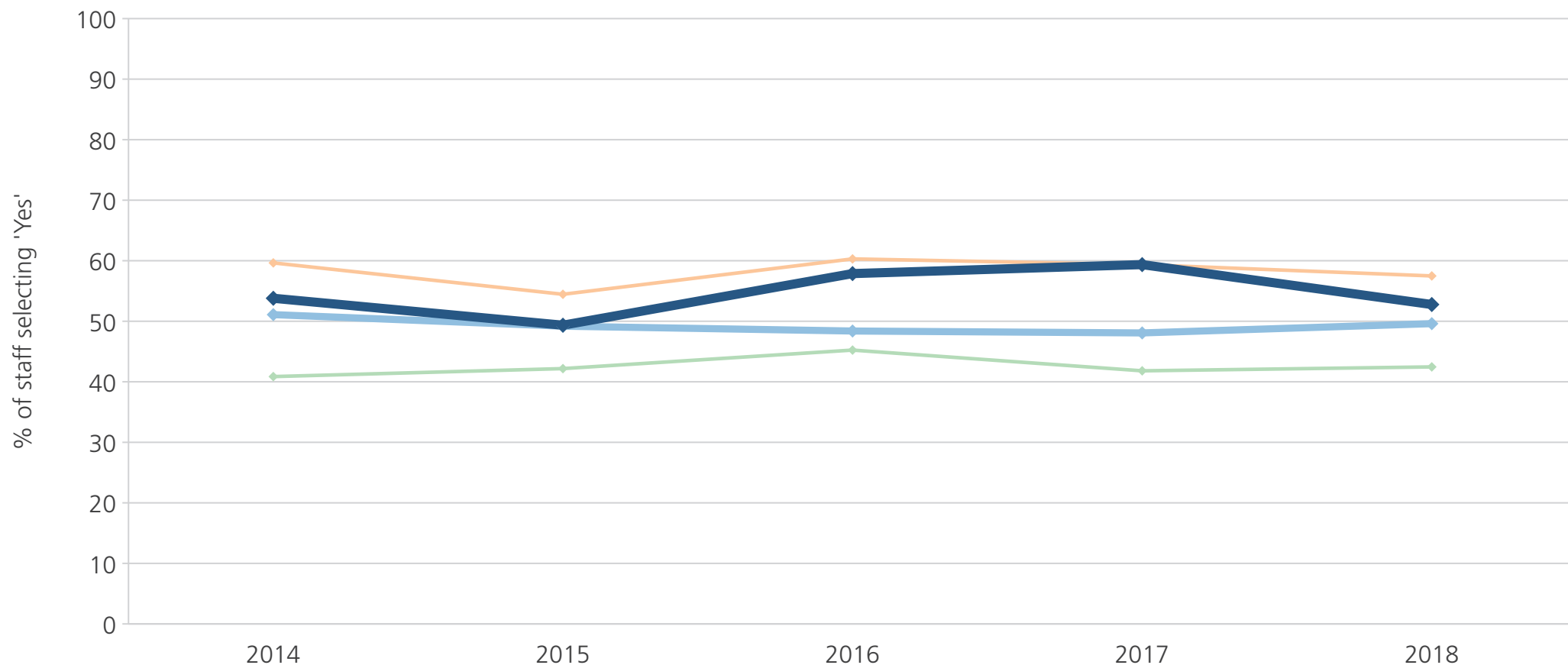
	2014	2015	2016	2017	2018
Worst	51.8%	53.2%	52.6%	52.8%	48.9%
Your org	50.1%	49.4%	52.6%	52.8%	48.9%
Average	42.4%	45.3%	45.4%	42.3%	41.7%
Best	31.5%	39.2%	38.0%	33.6%	34.0%
Responses	1,091	1,278	1,224	1,354	1,704



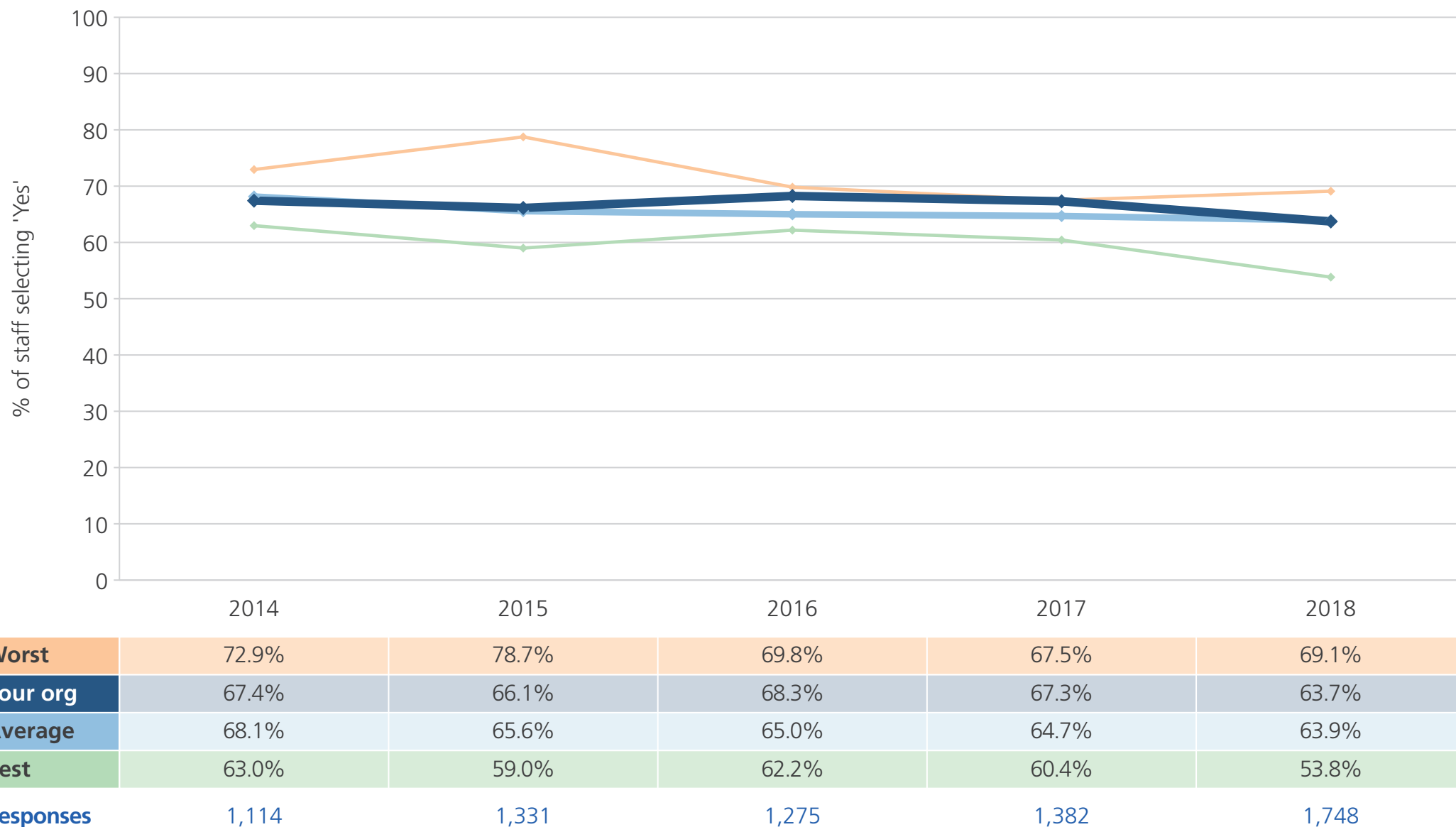
	2015	2016	2017	2018
Best	23.5%	35.0%	34.5%	29.5%
Your org	16.4%	14.4%	13.4%	28.5%
Average	19.5%	19.6%	21.3%	21.1%
Worst	11.6%	14.4%	13.4%	17.7%
Responses	1,329	1,276	1,377	1,742



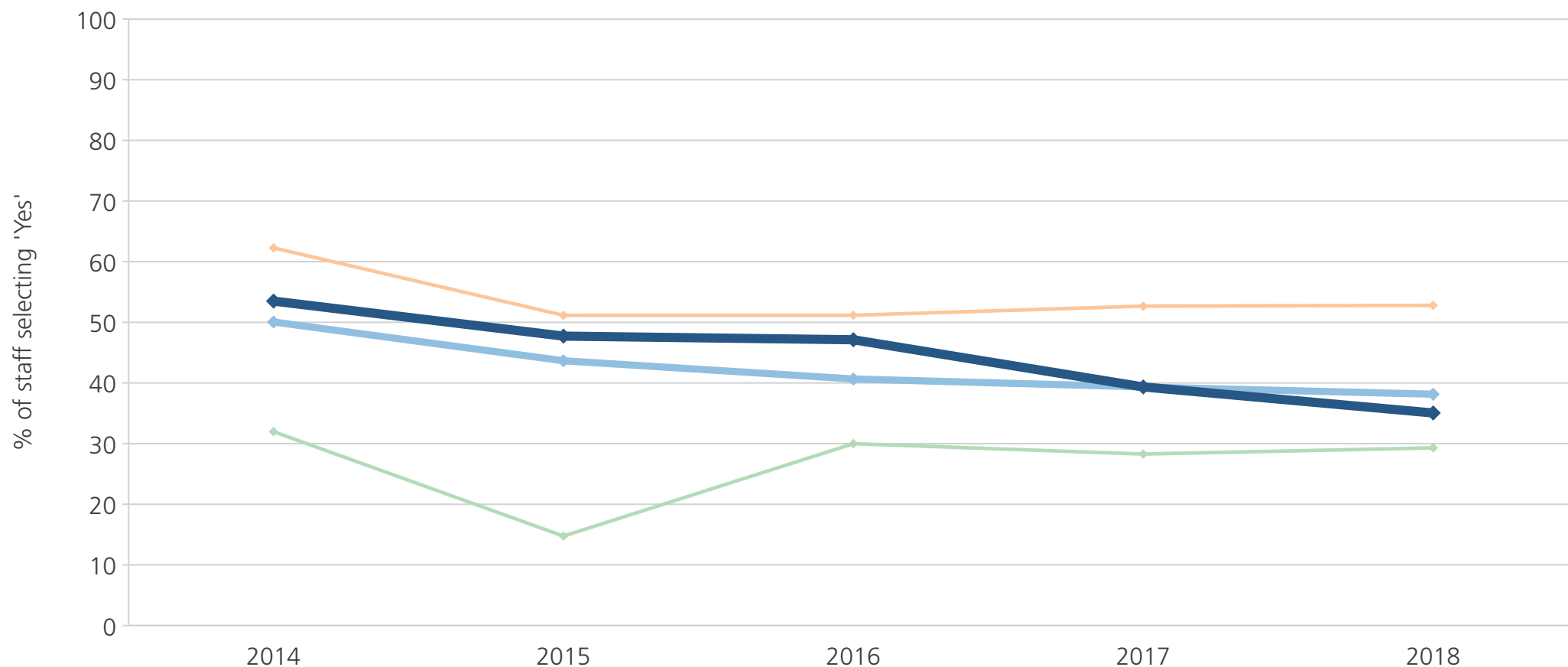
	2015	2016	2017	2018
Worst	48.0%	56.8%	46.8%	48.3%
Your org	41.1%	44.0%	45.4%	42.6%
Average	43.3%	42.4%	42.1%	42.1%
Best	37.2%	35.4%	33.8%	36.3%
Responses	1,330	1,276	1,380	1,746



	2014	2015	2016	2017	2018
Worst	59.6%	54.5%	60.3%	59.4%	57.5%
Your org	53.8%	49.3%	57.9%	59.4%	52.8%
Average	51.1%	49.2%	48.4%	48.1%	49.6%
Best	40.9%	42.2%	45.2%	41.8%	42.5%
Responses	1,128	1,331	1,277	1,381	1,753

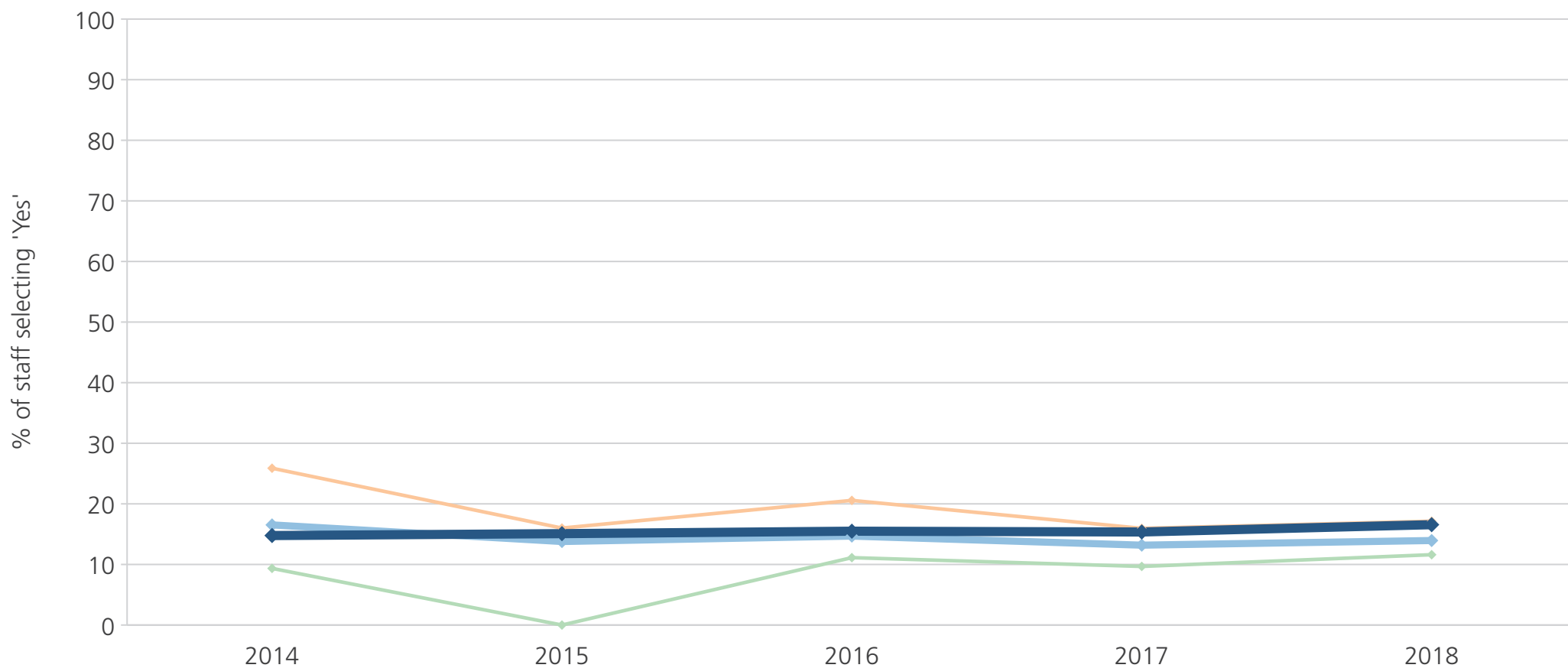


Note: This question was only answered by staff who selected 'Yes' on q11d.



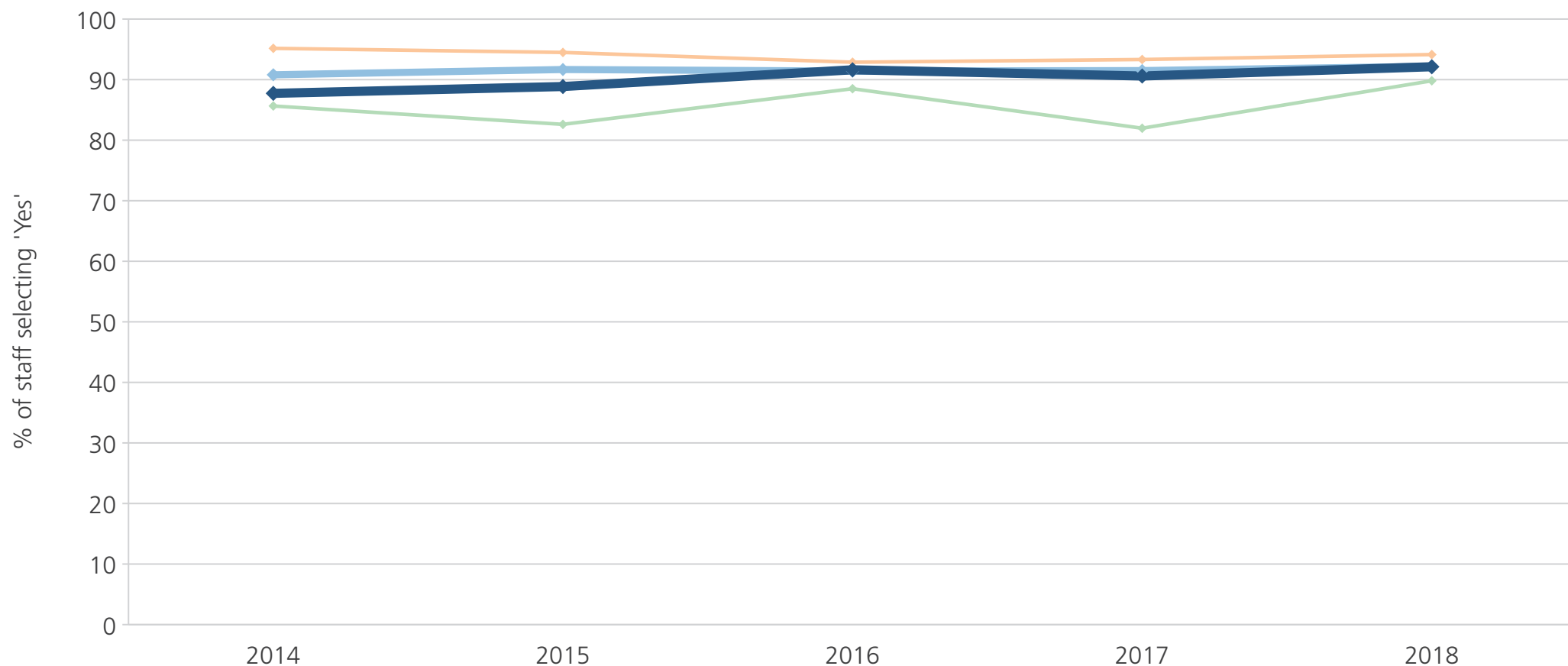
	2014	2015	2016	2017	2018
Worst	62.3%	51.2%	51.2%	52.7%	52.8%
Your org	53.5%	47.7%	47.1%	39.3%	35.1%
Average	50.1%	43.7%	40.7%	39.3%	38.1%
Best	32.0%	14.7%	30.0%	28.3%	29.3%
Responses	750	893	869	927	1,114

Note: This question was only answered by staff who selected 'Yes' on q11d.

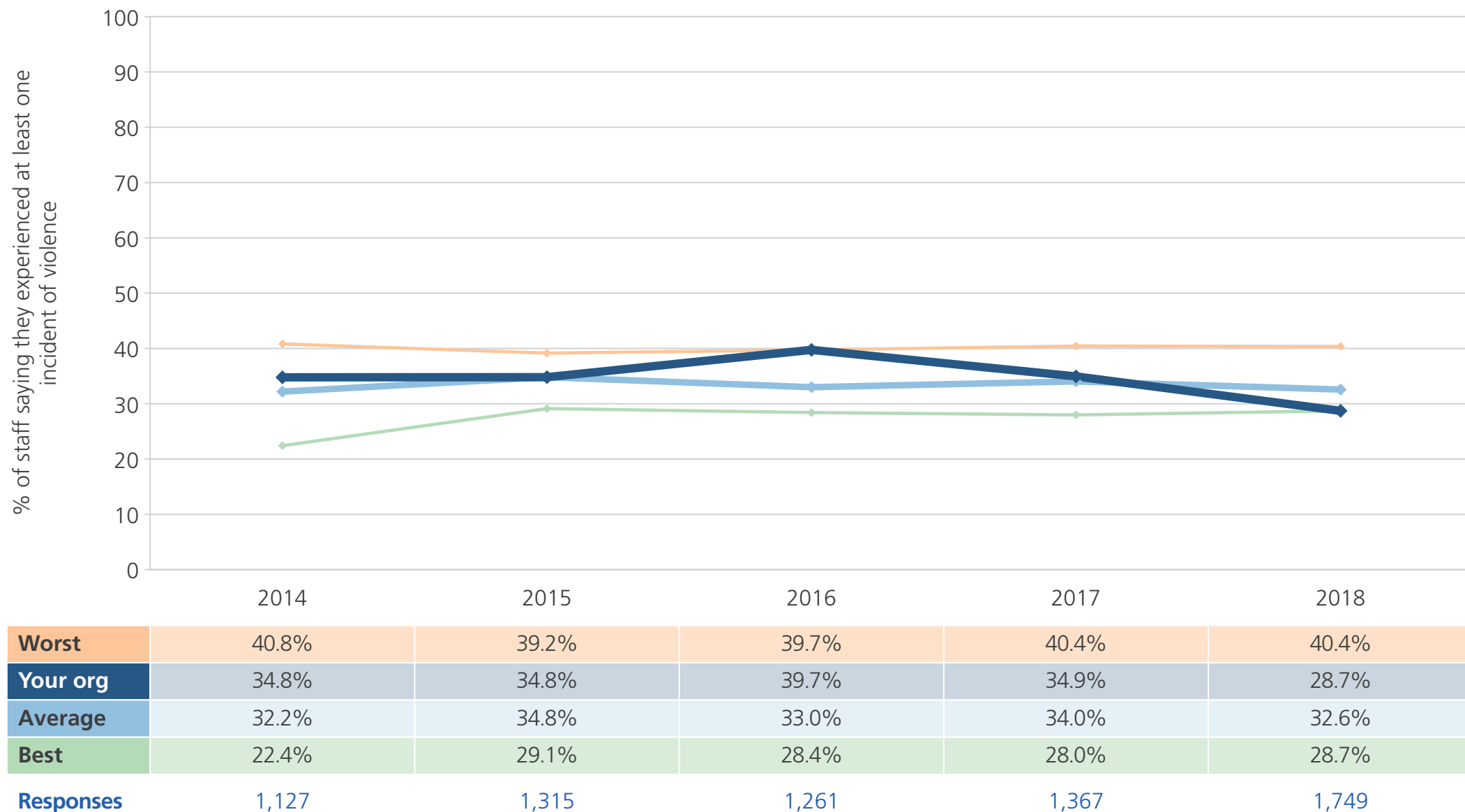


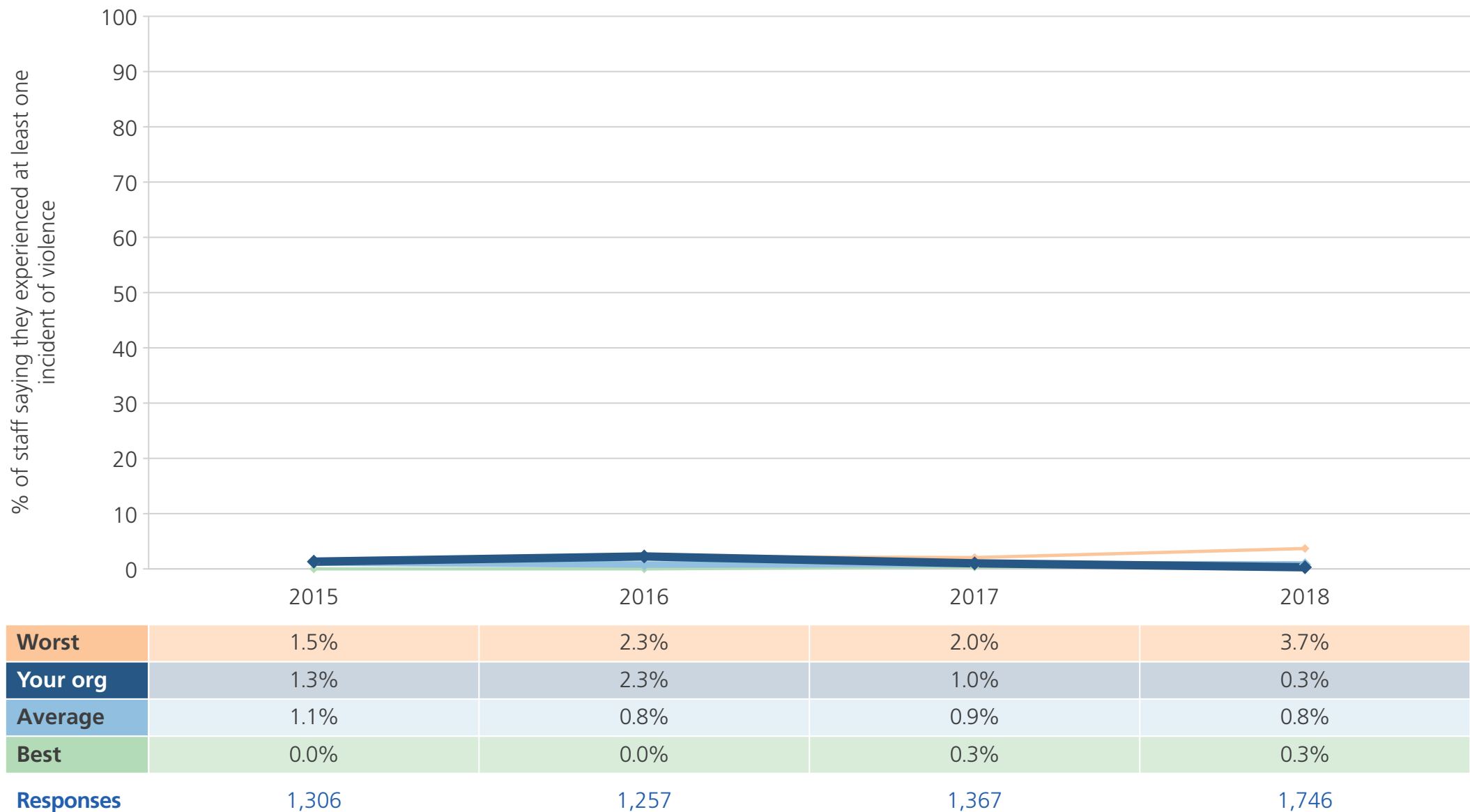
Worst	25.9%	16.0%	20.6%	16.0%	17.1%
Your org	14.8%	15.1%	15.5%	15.4%	16.6%
Average	16.5%	13.8%	14.7%	13.2%	13.9%
Best	9.3%	0.0%	11.1%	9.7%	11.6%
Responses	748	887	869	925	1,113

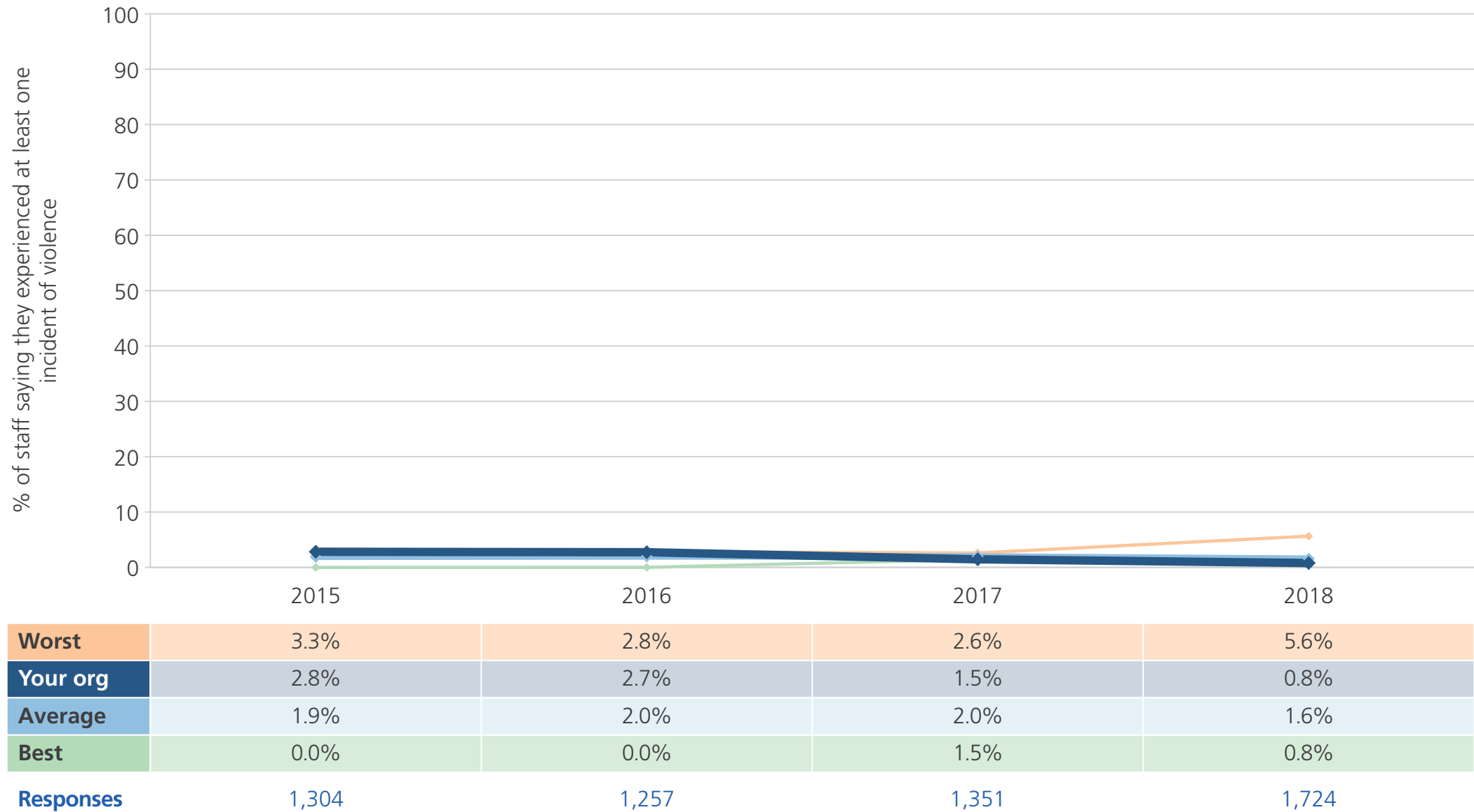
Note: This question was only answered by staff who selected 'Yes' on q11d.



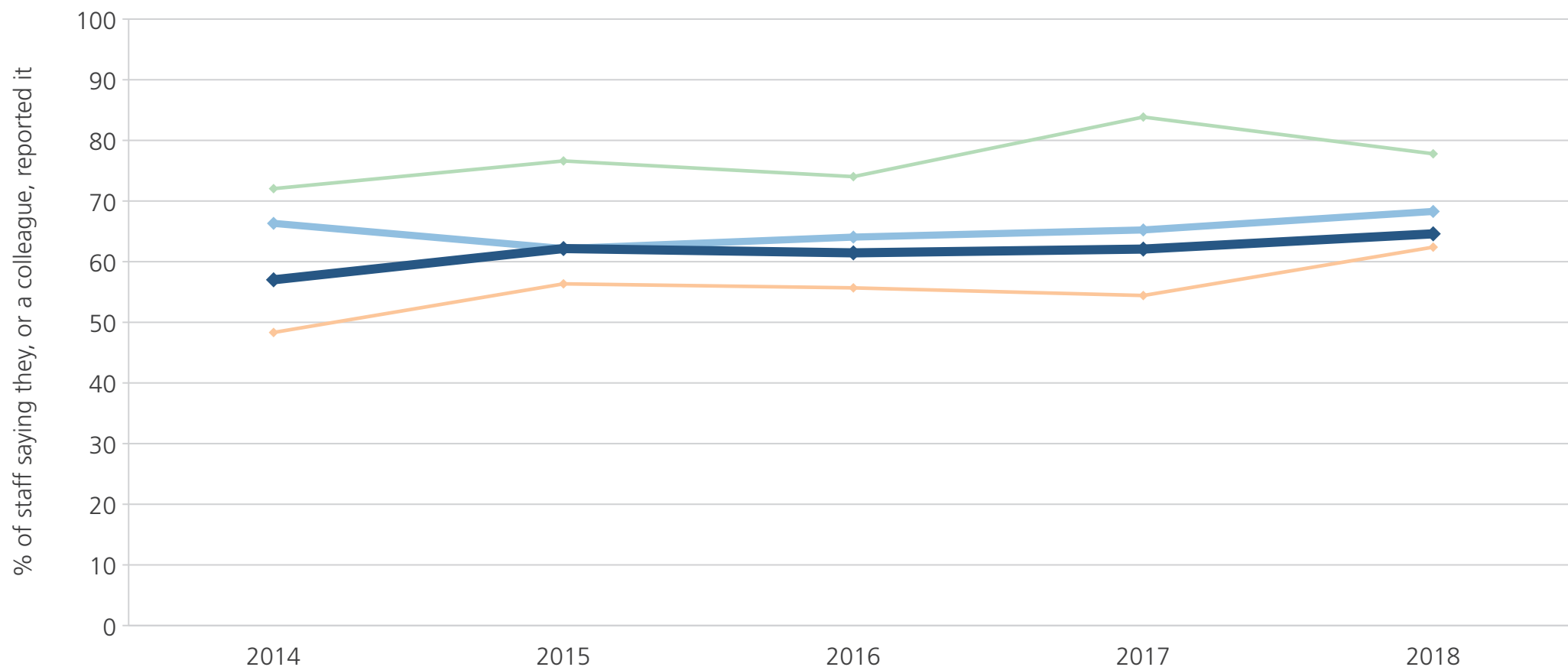
	2014	2015	2016	2017	2018
Worst	95.2%	94.5%	92.9%	93.3%	94.1%
Your org	87.7%	88.9%	91.6%	90.6%	92.1%
Average	90.8%	91.7%	91.4%	91.5%	92.2%
Best	85.6%	82.6%	88.5%	82.0%	89.8%
Responses	756	894	873	926	1,115



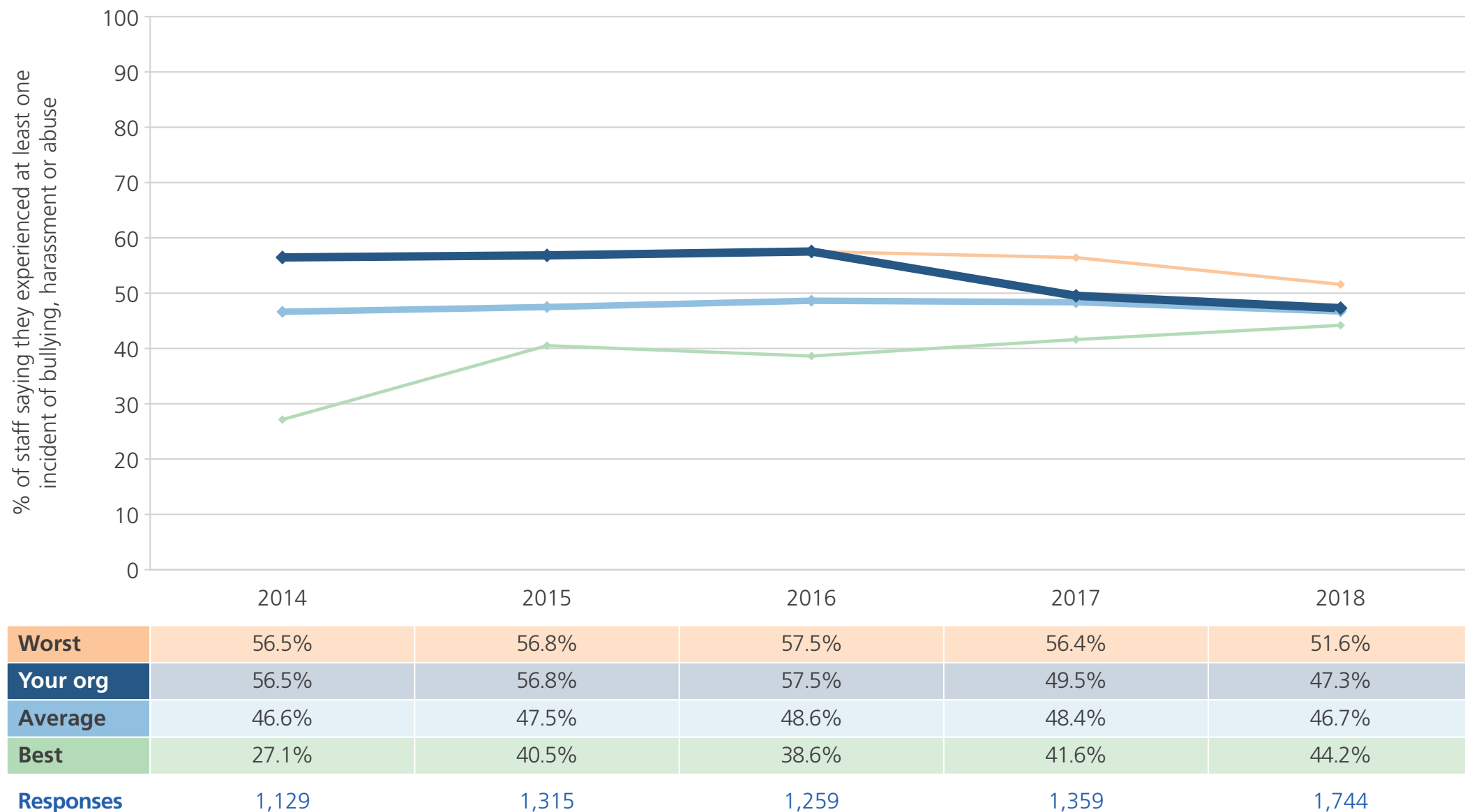


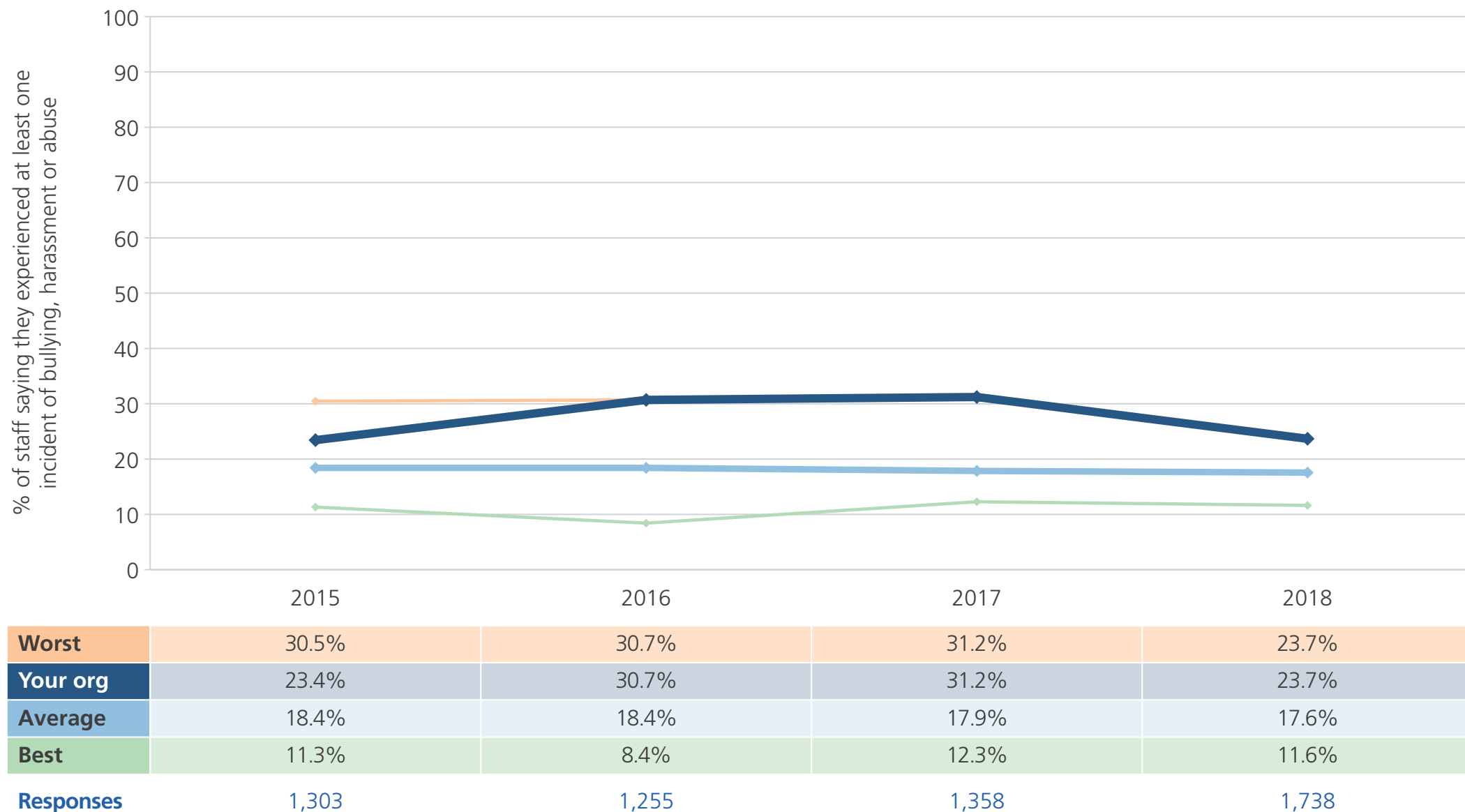


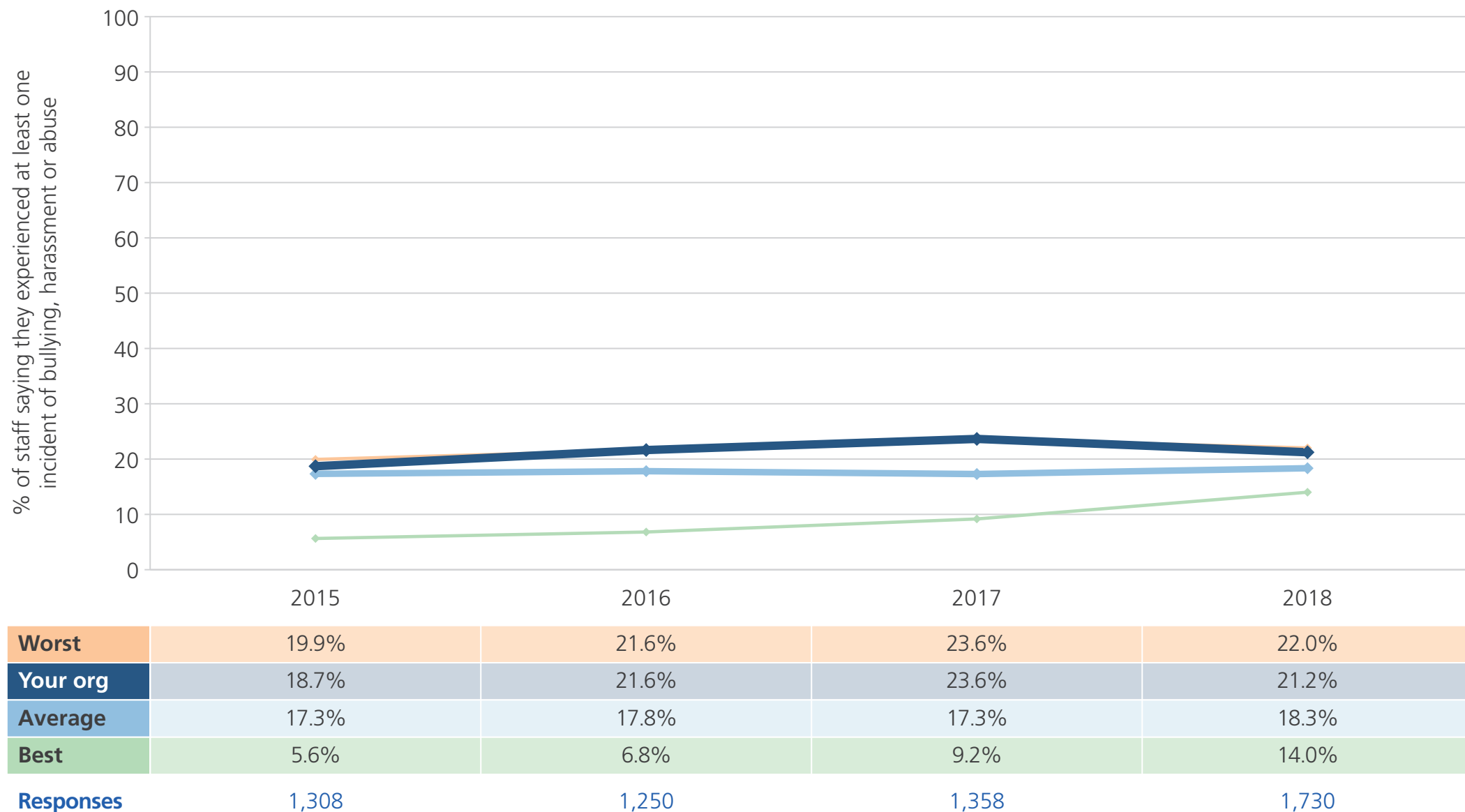
Note: This question was only answered by staff who reported experiencing at least one incident of violence in the last 12 months.



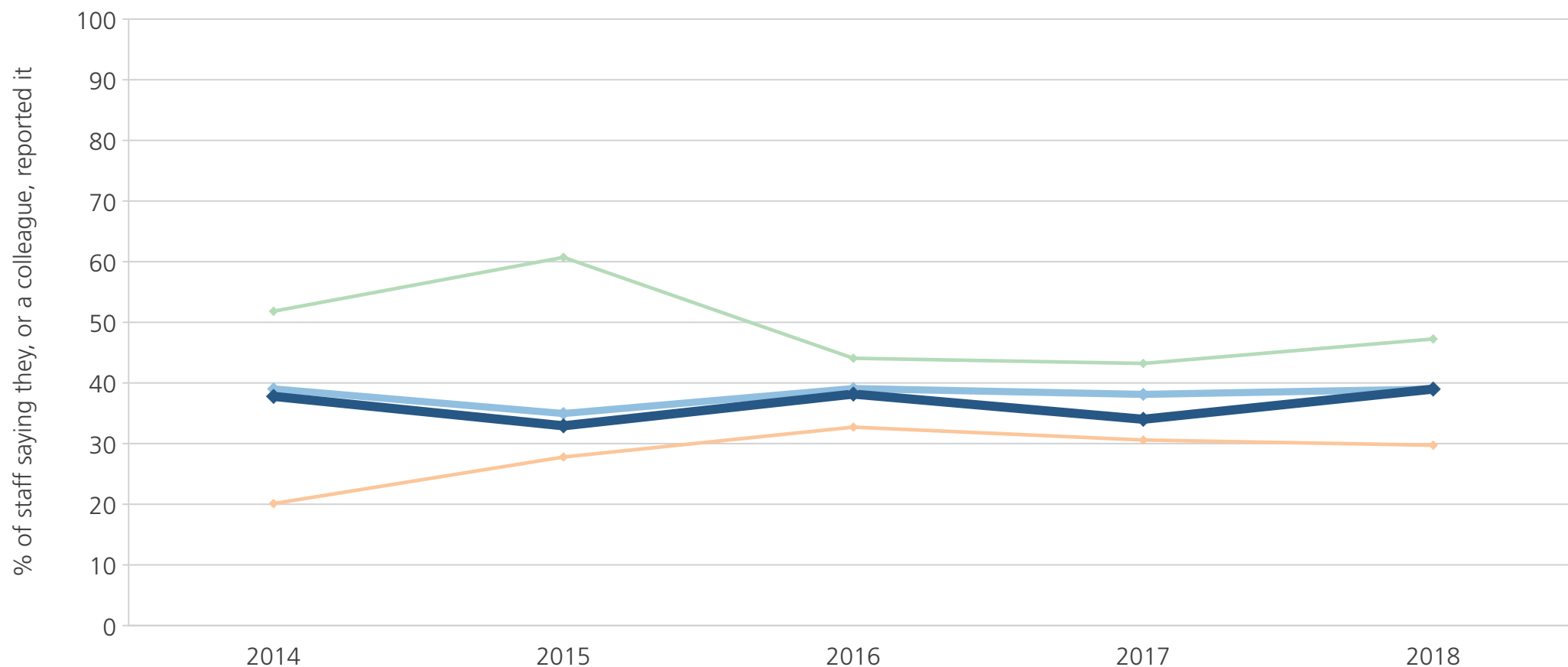
Best	72.0%	76.6%	74.0%	83.8%	77.8%
Your org	57.0%	62.2%	61.5%	62.1%	64.6%
Average	66.3%	62.2%	64.1%	65.2%	68.3%
Worst	48.3%	56.3%	55.7%	54.4%	62.4%
Responses	402	483	521	435	430



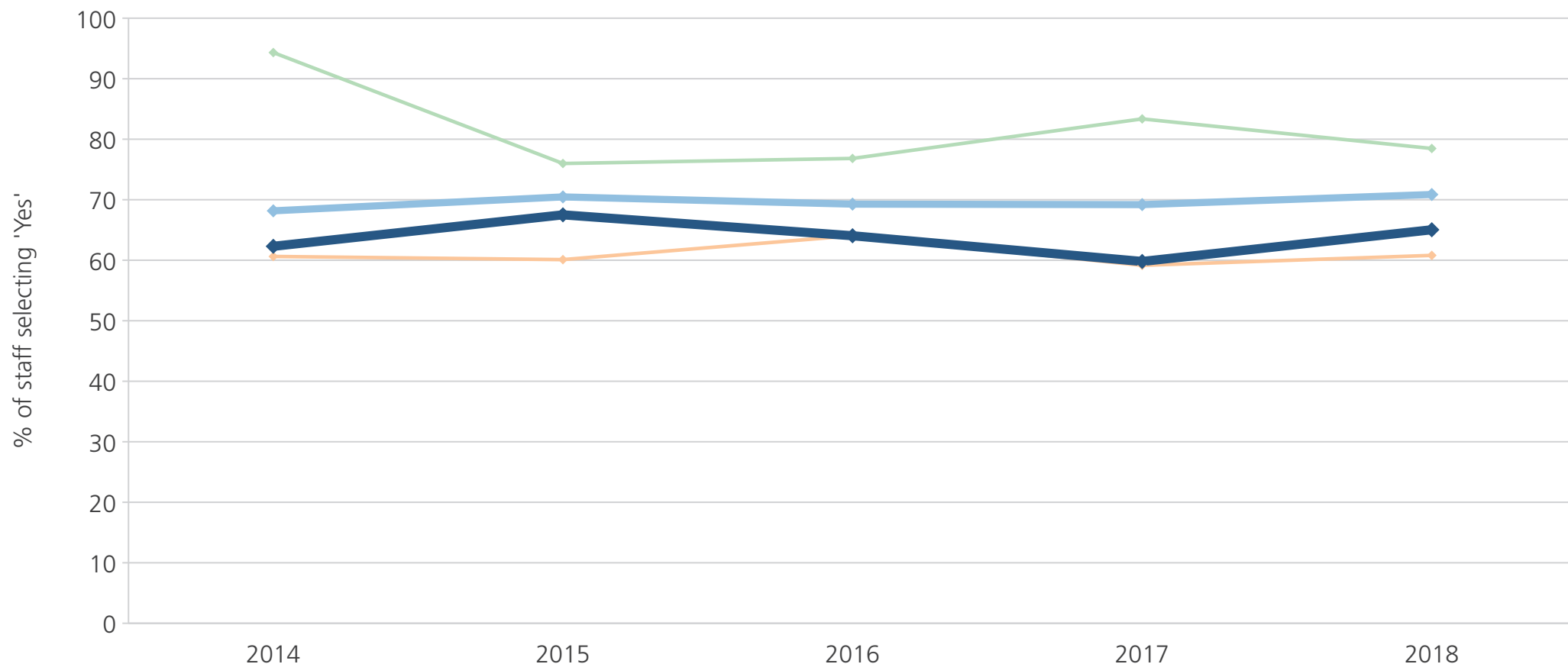




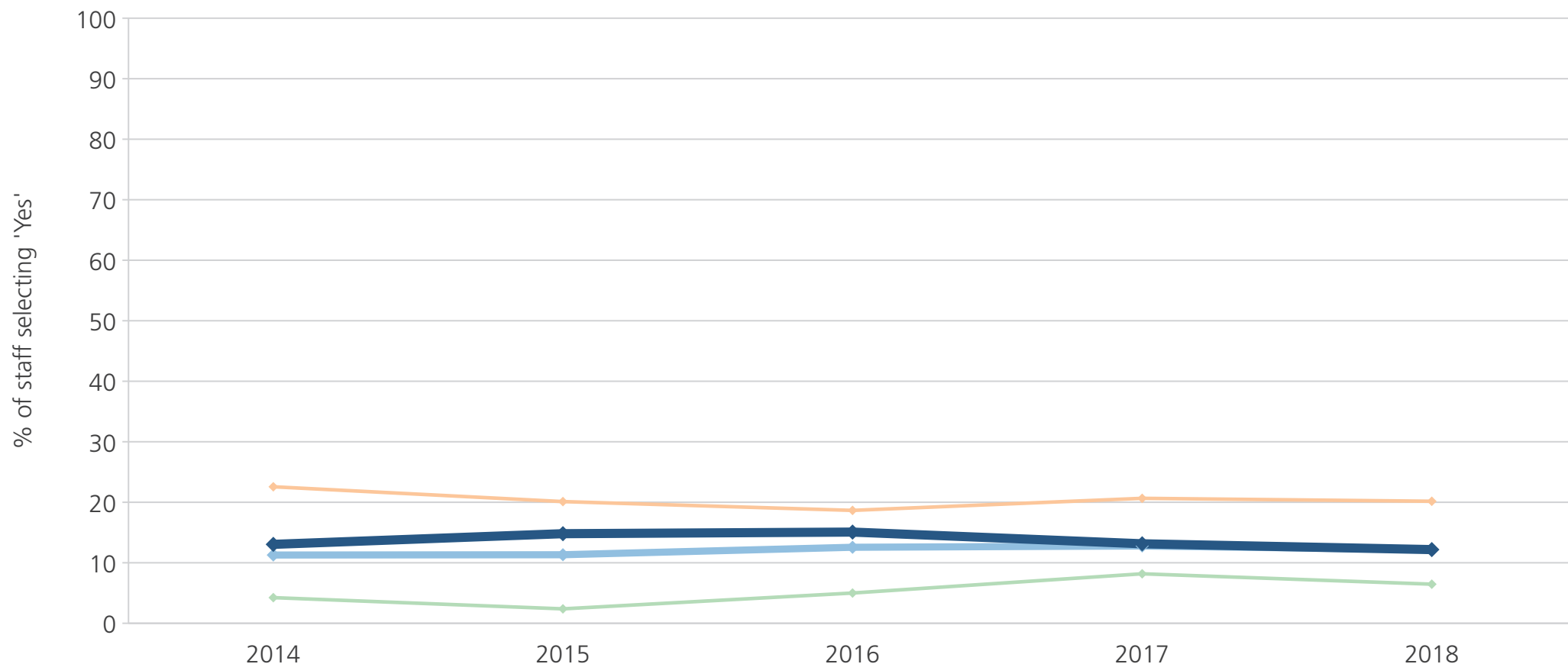
Note: This question was only answered by staff who reported experiencing at least one incident of harassment, bullying or abuse in the last 12 months.



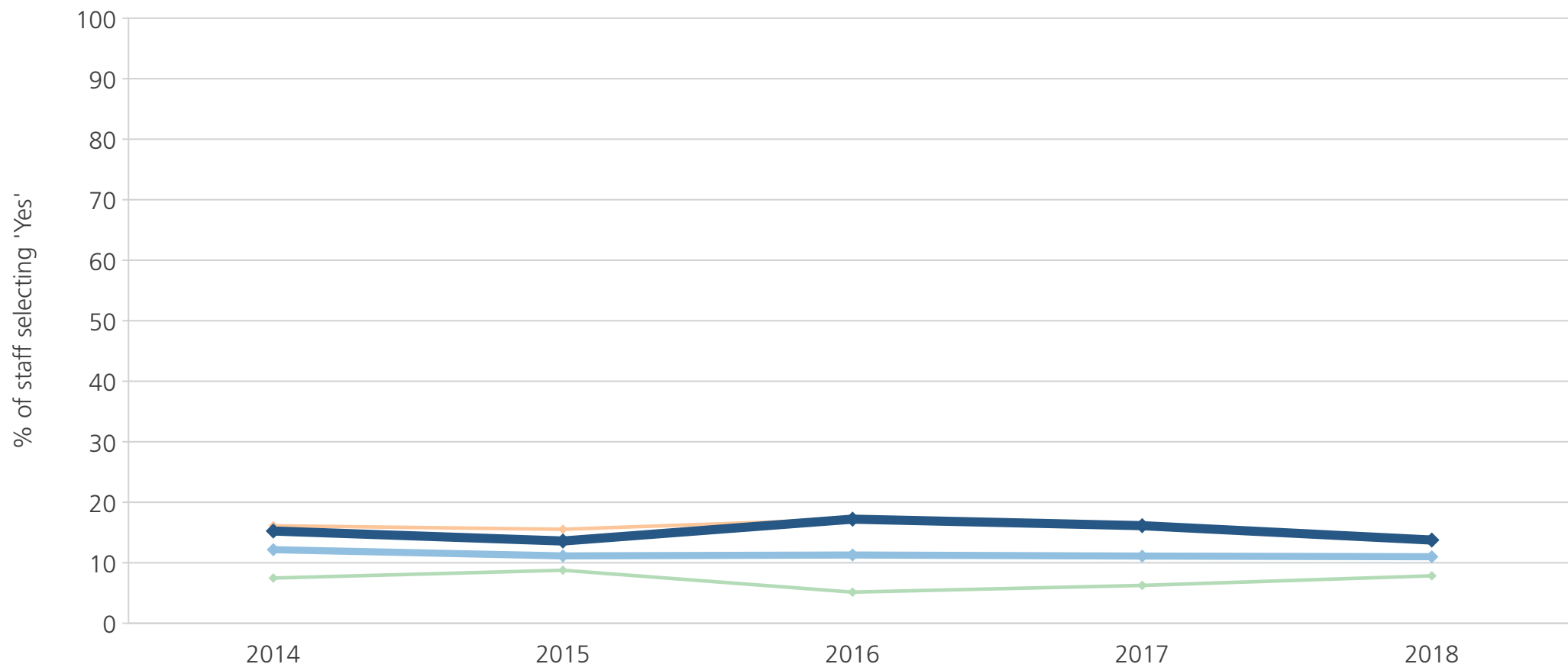
Best	51.8%	60.7%	44.1%	43.2%	47.3%
Your org	37.8%	32.9%	38.2%	34.0%	39.0%
Average	39.0%	35.0%	39.1%	38.1%	39.0%
Worst	20.1%	27.8%	32.7%	30.6%	29.7%
Responses	591	795	846	808	906



	2014	2015	2016	2017	2018
Best	94.3%	76.0%	76.8%	83.4%	78.5%
Your org	62.3%	67.5%	64.0%	59.8%	65.0%
Average	68.2%	70.5%	69.3%	69.2%	70.9%
Worst	60.6%	60.1%	64.0%	59.2%	60.8%
Responses	785	937	899	946	1,224

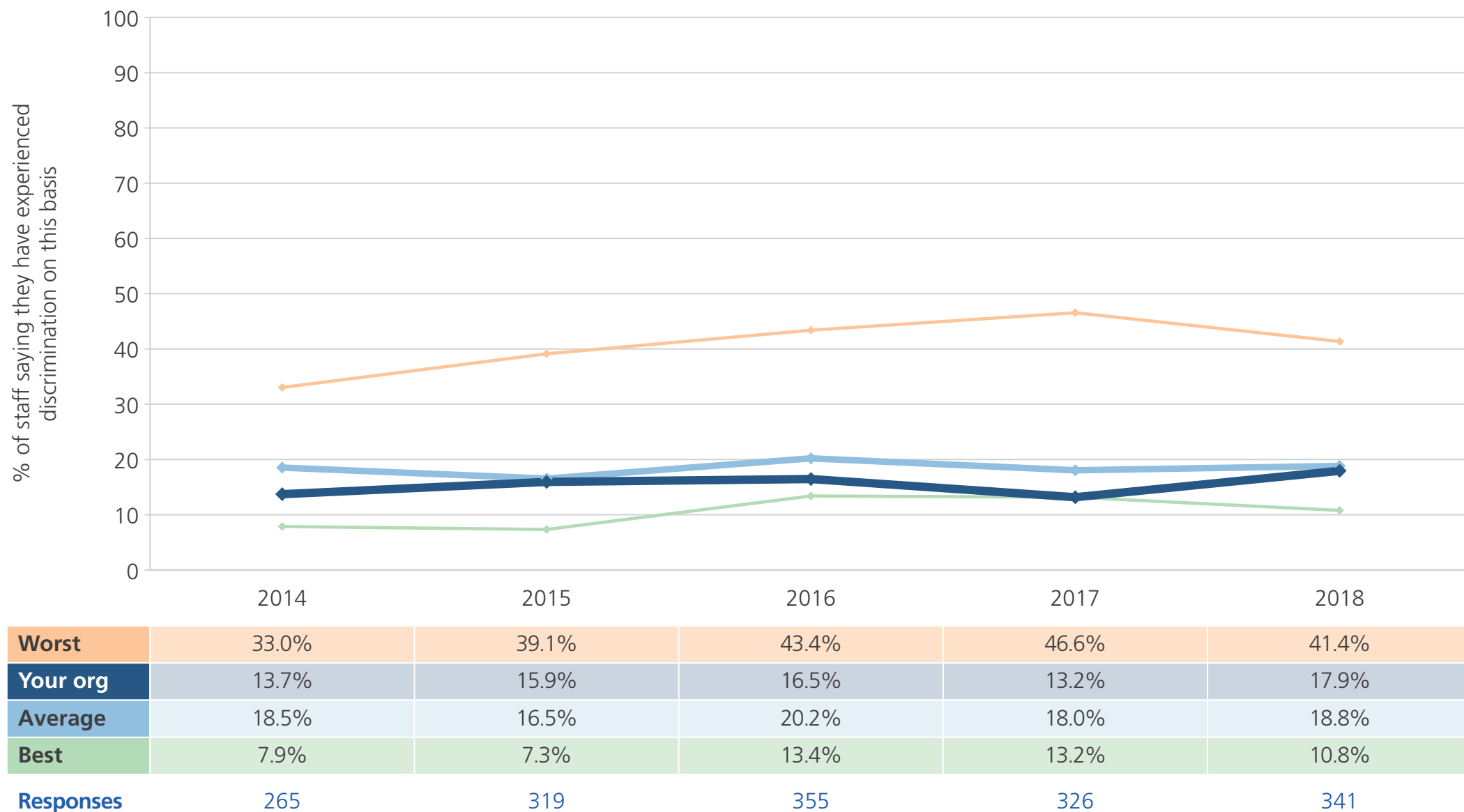


Worst	22.6%	20.1%	18.7%	20.7%	20.2%
Your org	13.0%	14.8%	15.1%	13.1%	12.2%
Average	11.3%	11.3%	12.6%	12.8%	12.2%
Best	4.2%	2.4%	5.0%	8.2%	6.5%
Responses	1,130	1,314	1,259	1,365	1,734

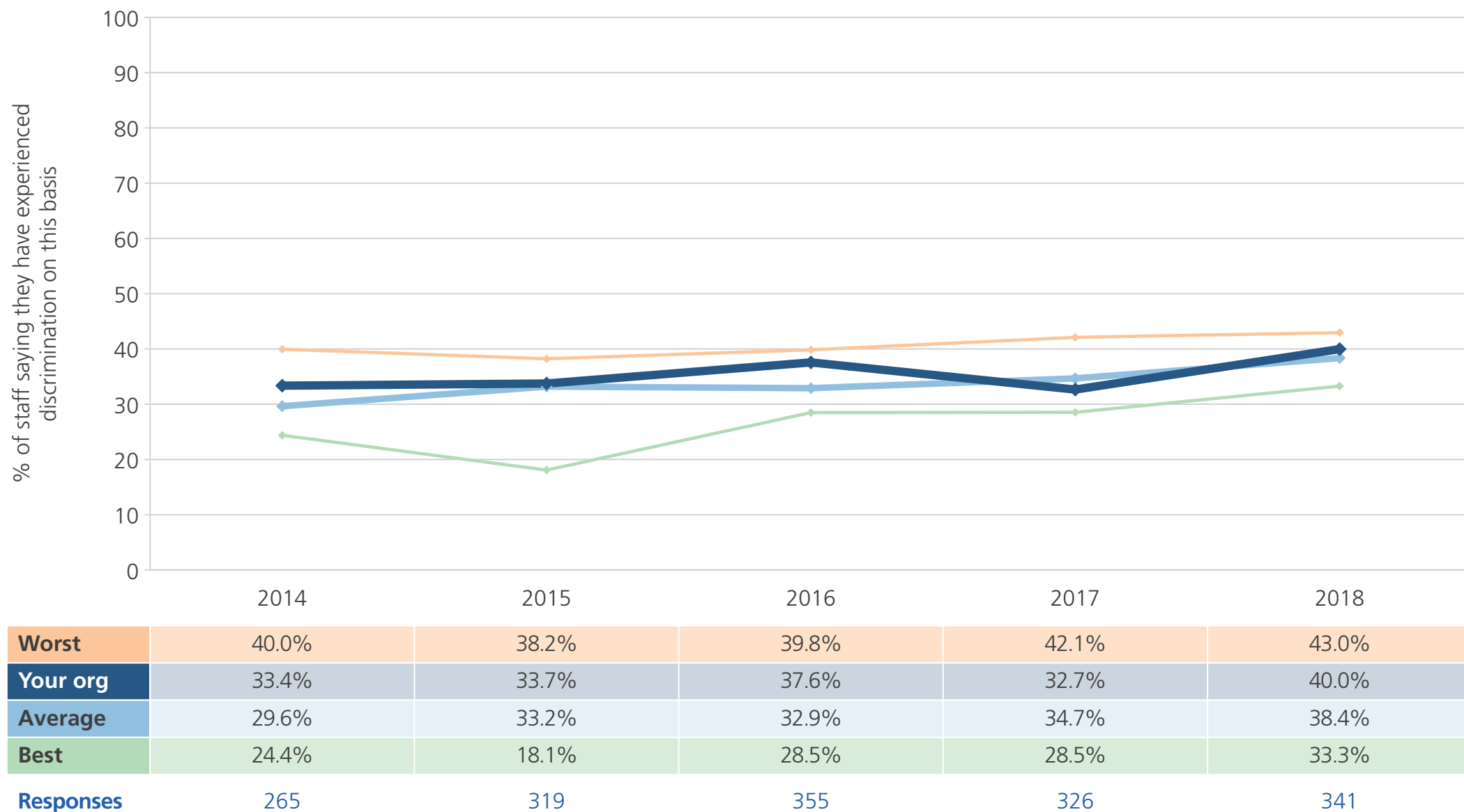


	2014	2015	2016	2017	2018
Worst	16.1%	15.5%	17.2%	16.1%	13.8%
Your org	15.2%	13.6%	17.2%	16.1%	13.8%
Average	12.2%	11.1%	11.3%	11.1%	11.0%
Best	7.5%	8.8%	5.1%	6.3%	7.8%
Responses	1,125	1,309	1,258	1,367	1,718

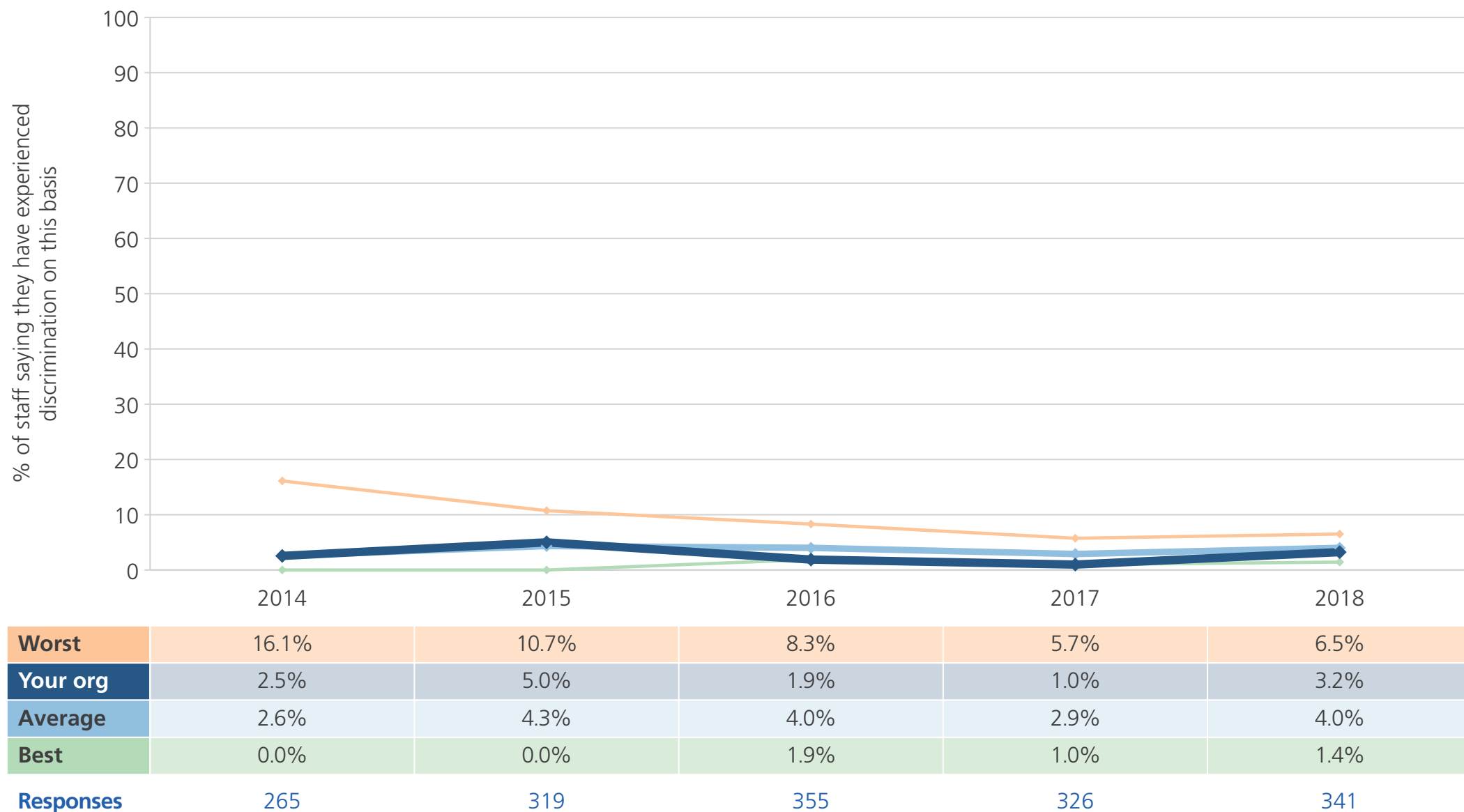
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



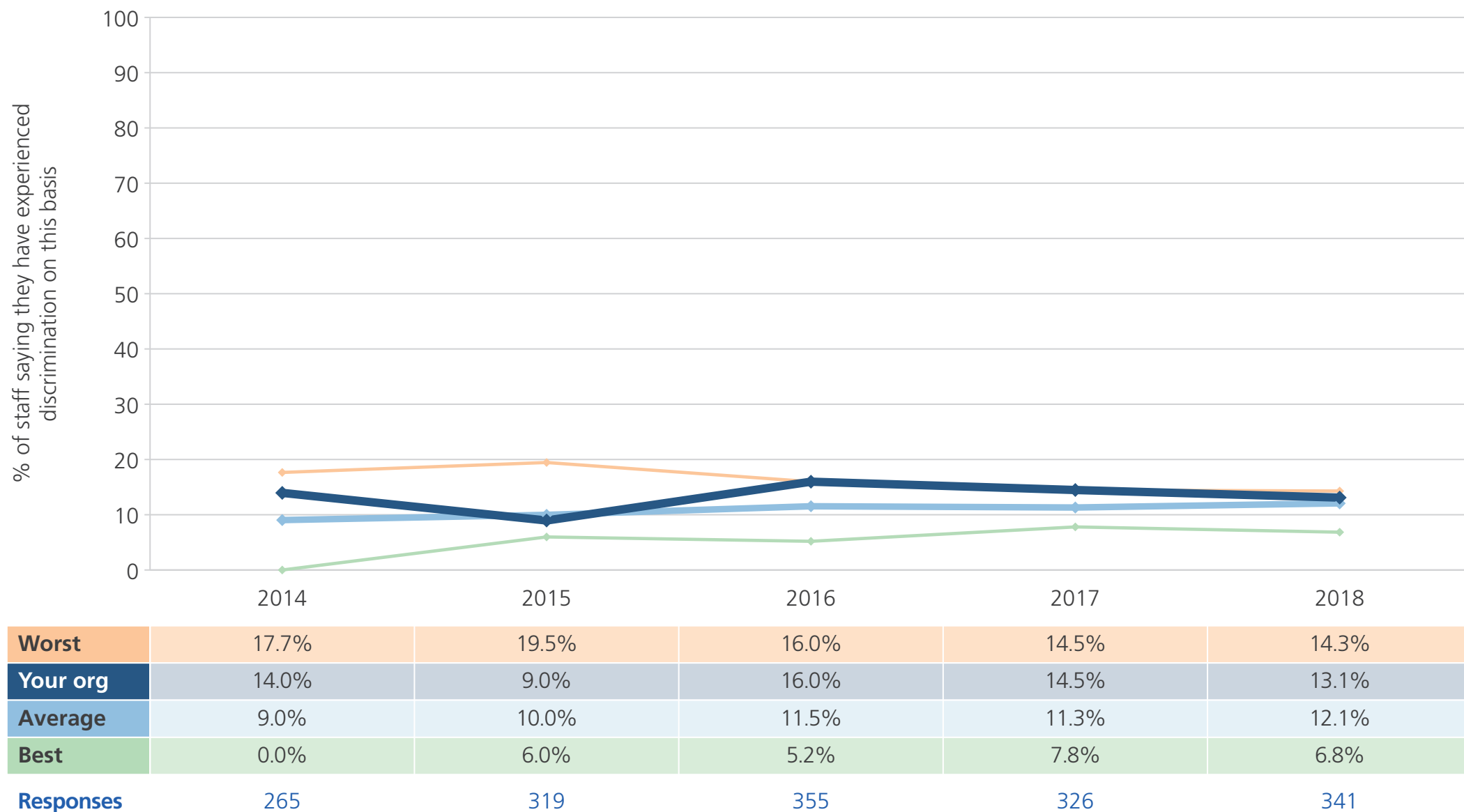
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



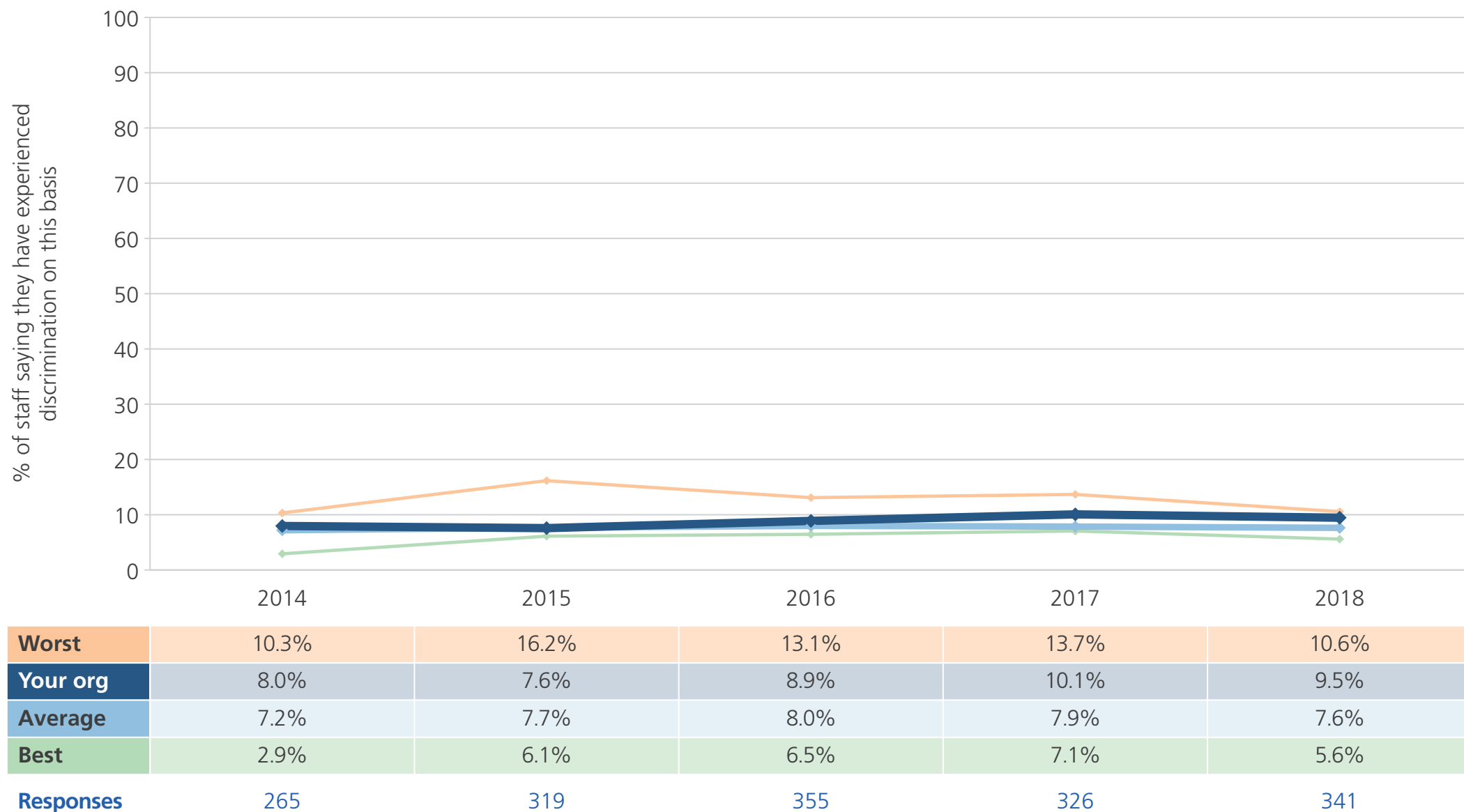
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



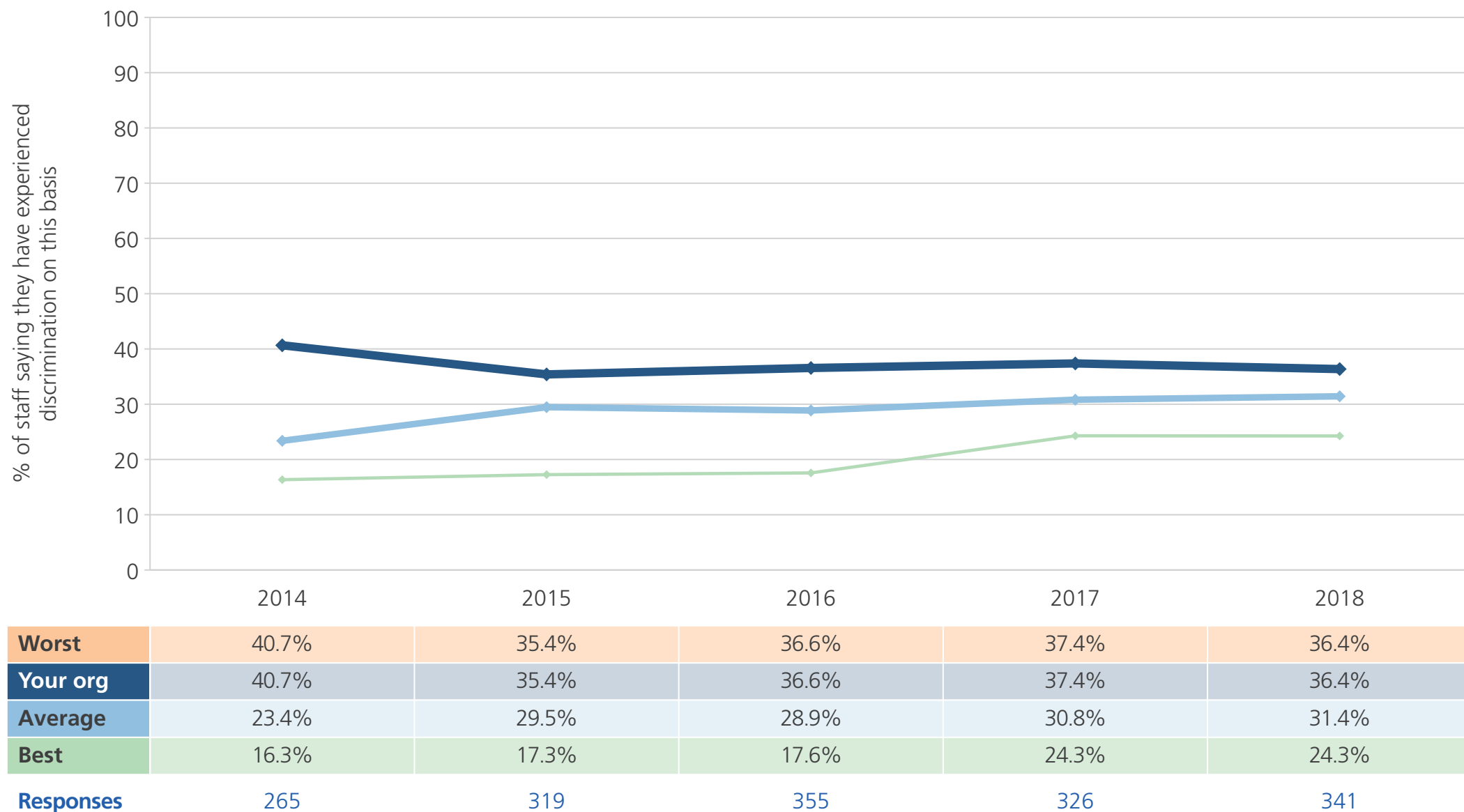
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



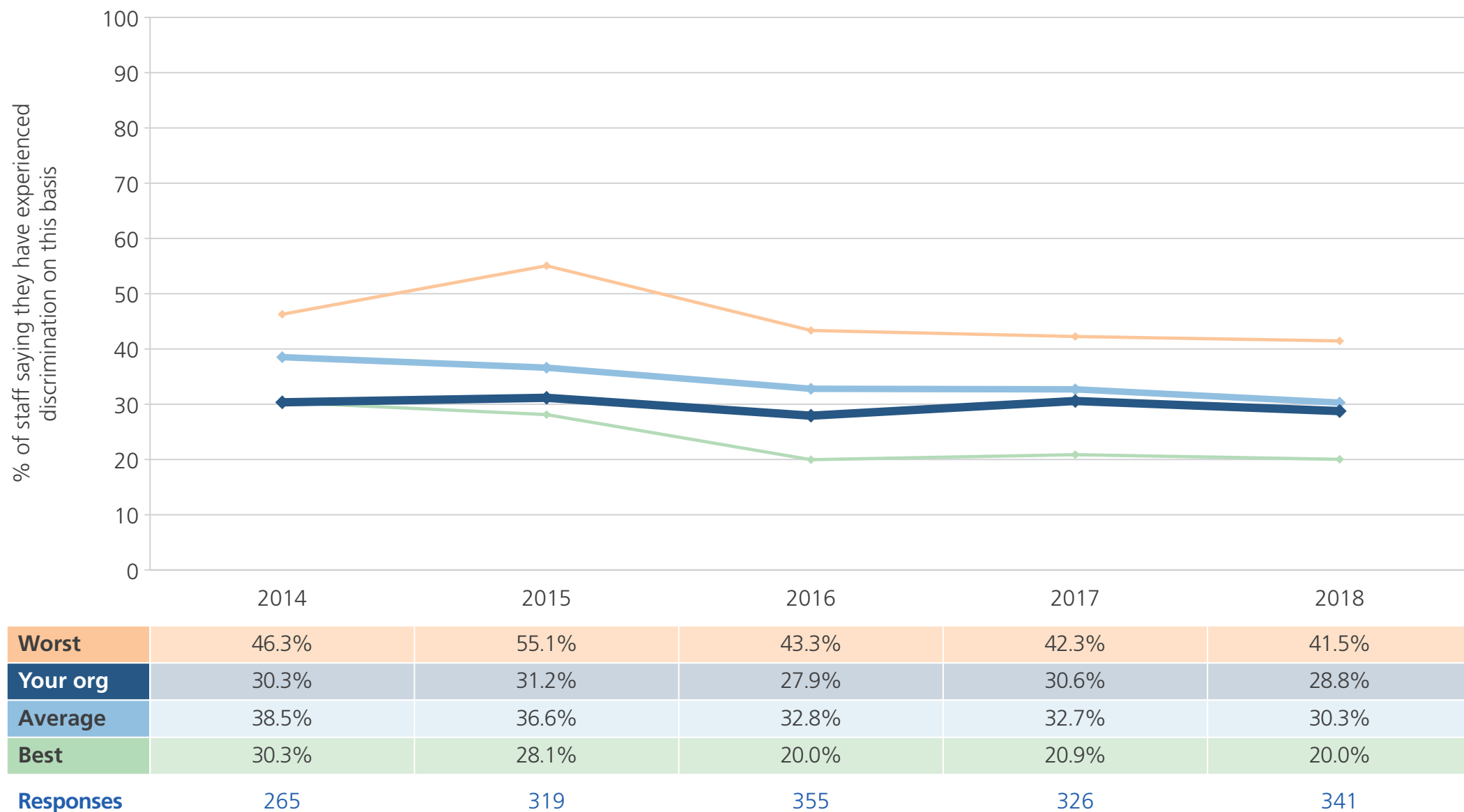
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

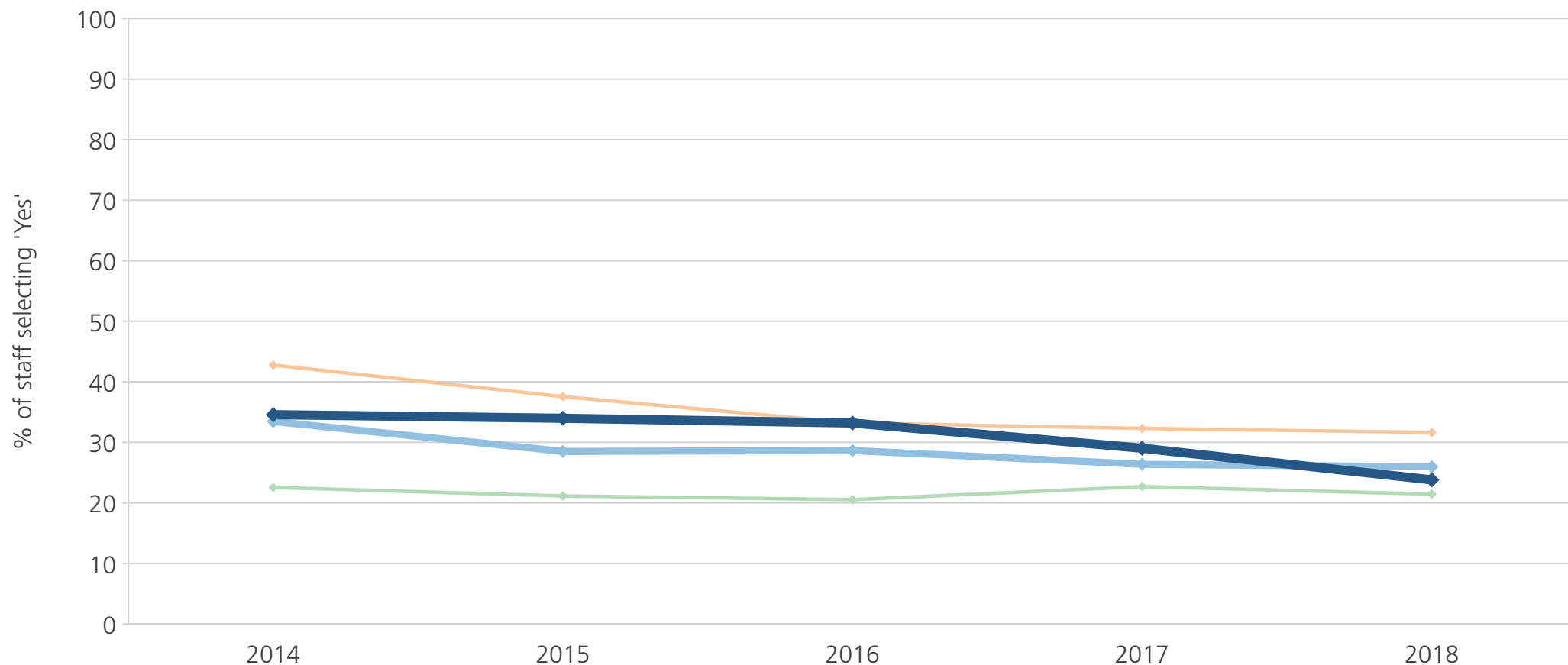


Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

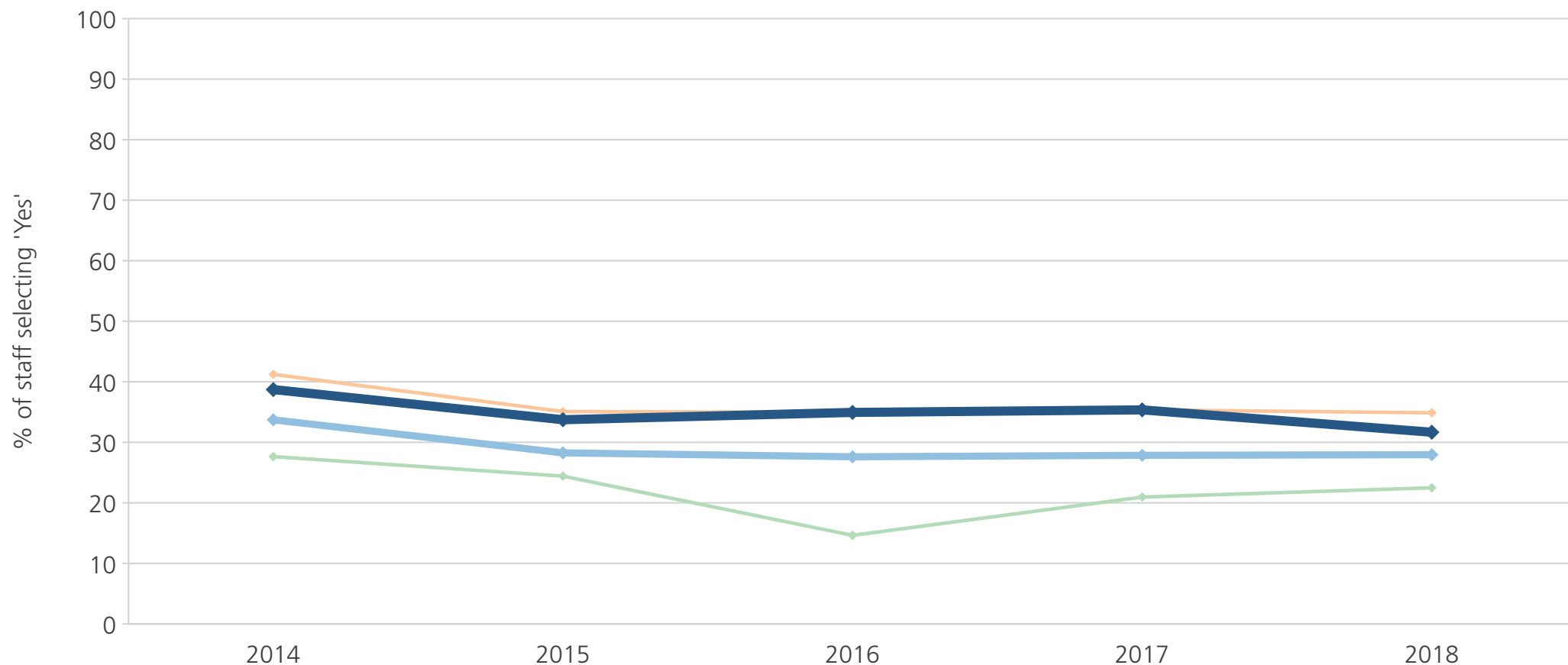


Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



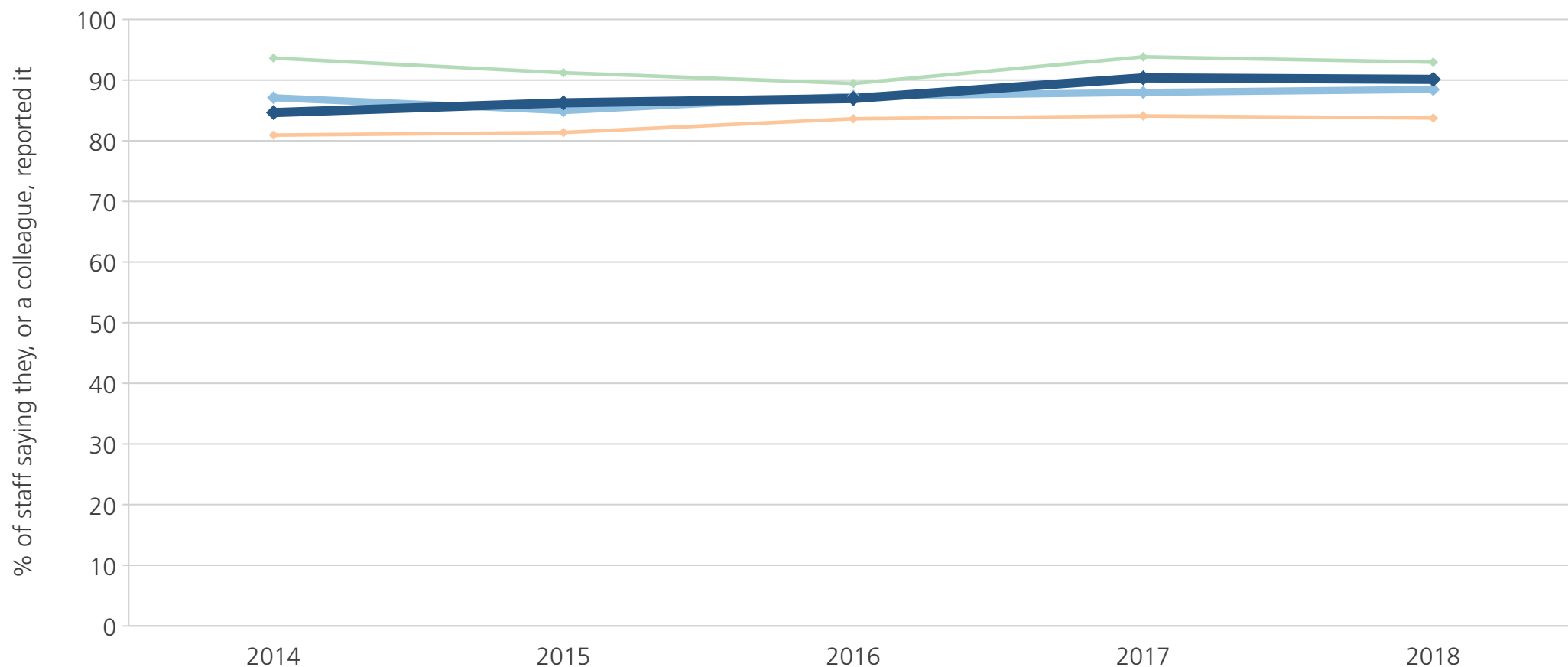


Worst	42.8%	37.6%	33.2%	32.3%	31.6%
Your org	34.6%	34.0%	33.2%	29.0%	23.8%
Average	33.4%	28.5%	28.6%	26.4%	26.0%
Best	22.5%	21.1%	20.5%	22.7%	21.4%
Responses	1,127	1,308	1,251	1,372	1,731

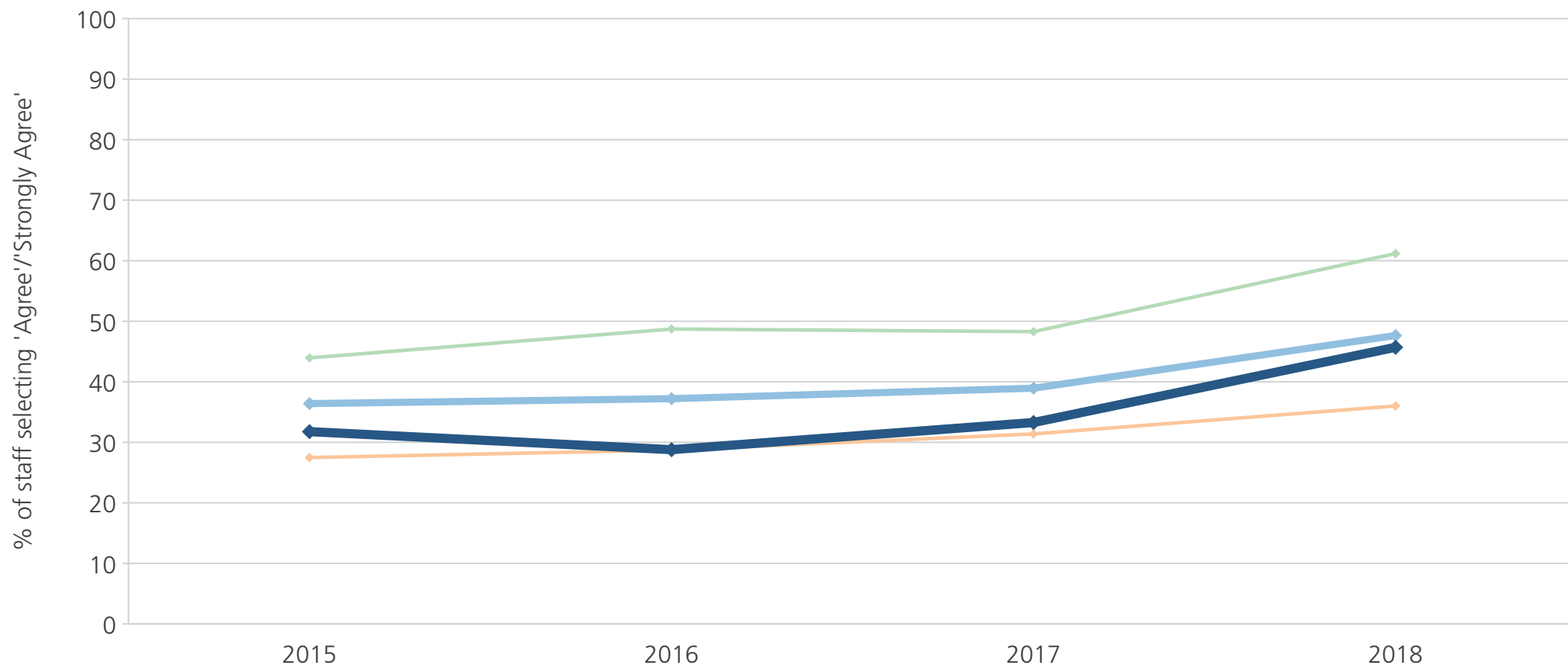


Worst	41.2%	35.1%	34.9%	35.4%	34.9%
Your org	38.7%	33.7%	34.9%	35.4%	31.7%
Average	33.7%	28.3%	27.6%	27.9%	28.0%
Best	27.6%	24.4%	14.6%	21.0%	22.5%
Responses	1,106	1,299	1,247	1,374	1,725

Note: This question was only answered by staff who reported observing at least one error, near miss or incident in the last month.

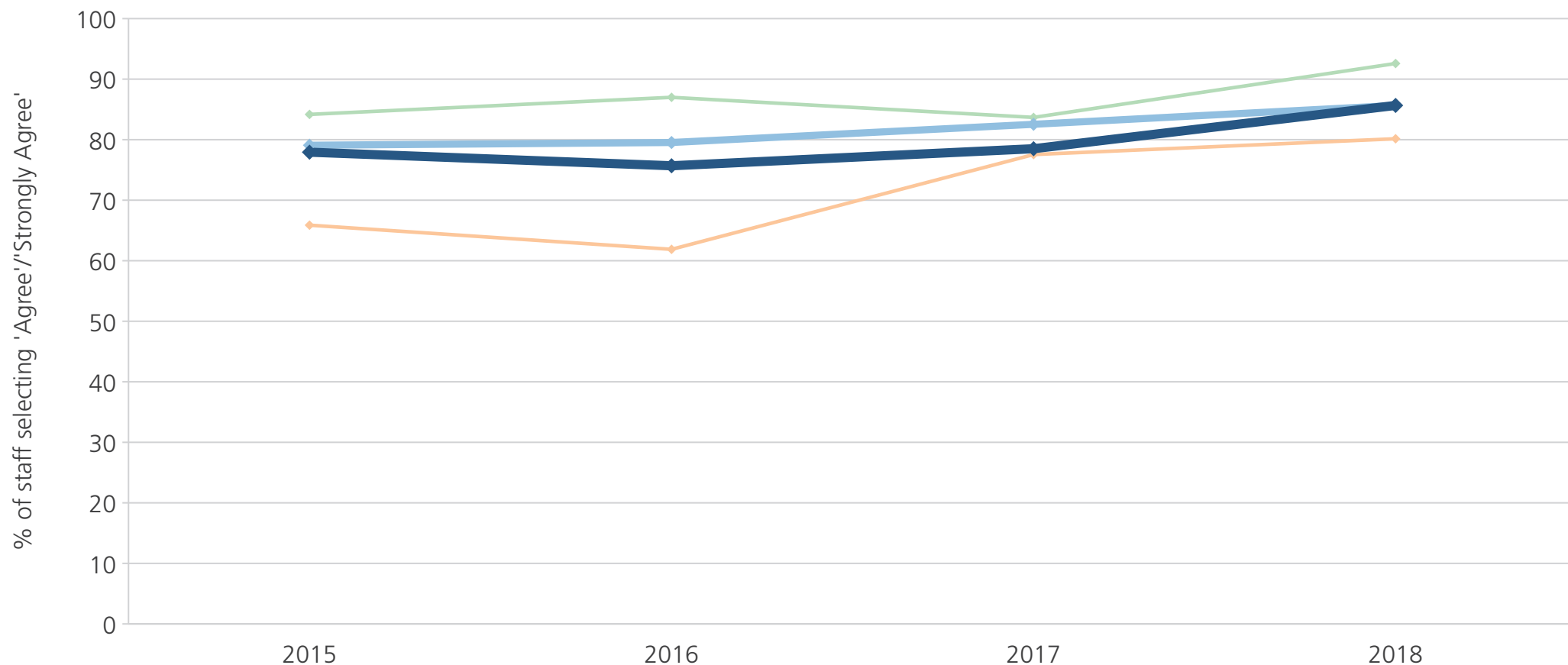


Best	93.6%	91.2%	89.4%	93.8%	93.0%
Your org	84.6%	86.2%	87.0%	90.4%	90.1%
Average	87.1%	85.0%	87.3%	88.0%	88.5%
Worst	80.9%	81.4%	83.6%	84.1%	83.8%
Responses	506	537	515	550	565

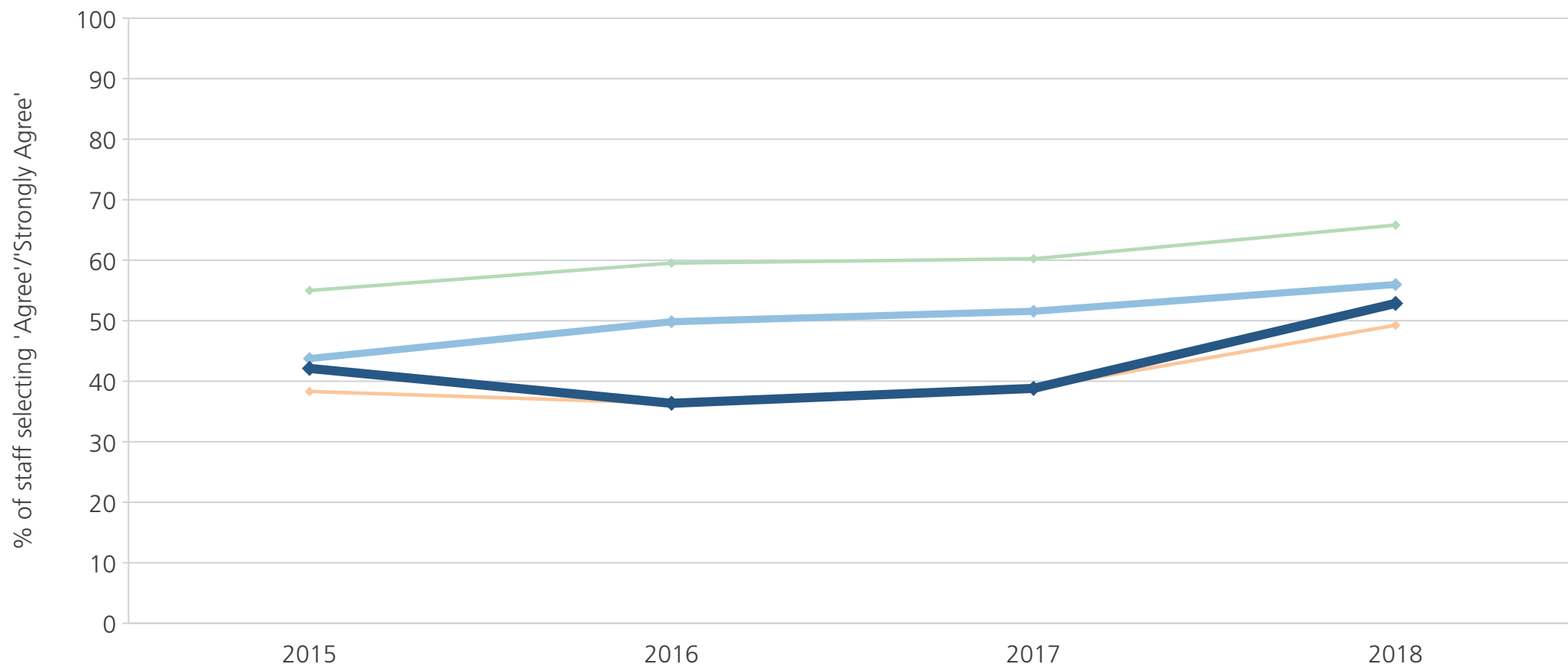


Best	43.9%	48.7%	48.3%	61.2%
Your org	31.8%	28.8%	33.3%	45.7%
Average	36.4%	37.2%	38.9%	47.6%
Worst	27.5%	28.7%	31.4%	36.0%

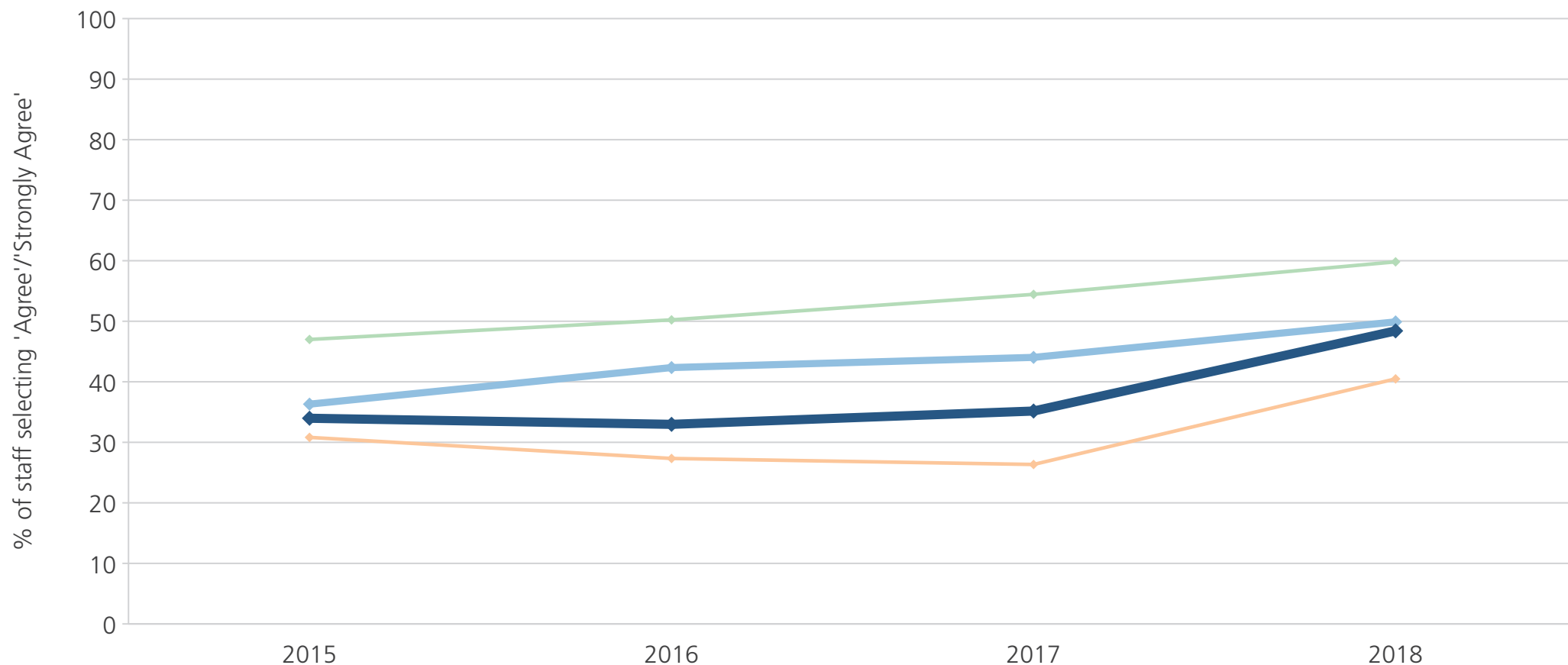
Responses	1,181	1,117	1,163	1,440
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	2015	2016	2017	2018
Best	84.2%	87.0%	83.7%	92.6%
Your org	77.9%	75.7%	78.5%	85.7%
Average	79.1%	79.5%	82.5%	85.7%
Worst	65.9%	61.9%	77.5%	80.1%
Responses	1,297	1,234	1,335	1,687

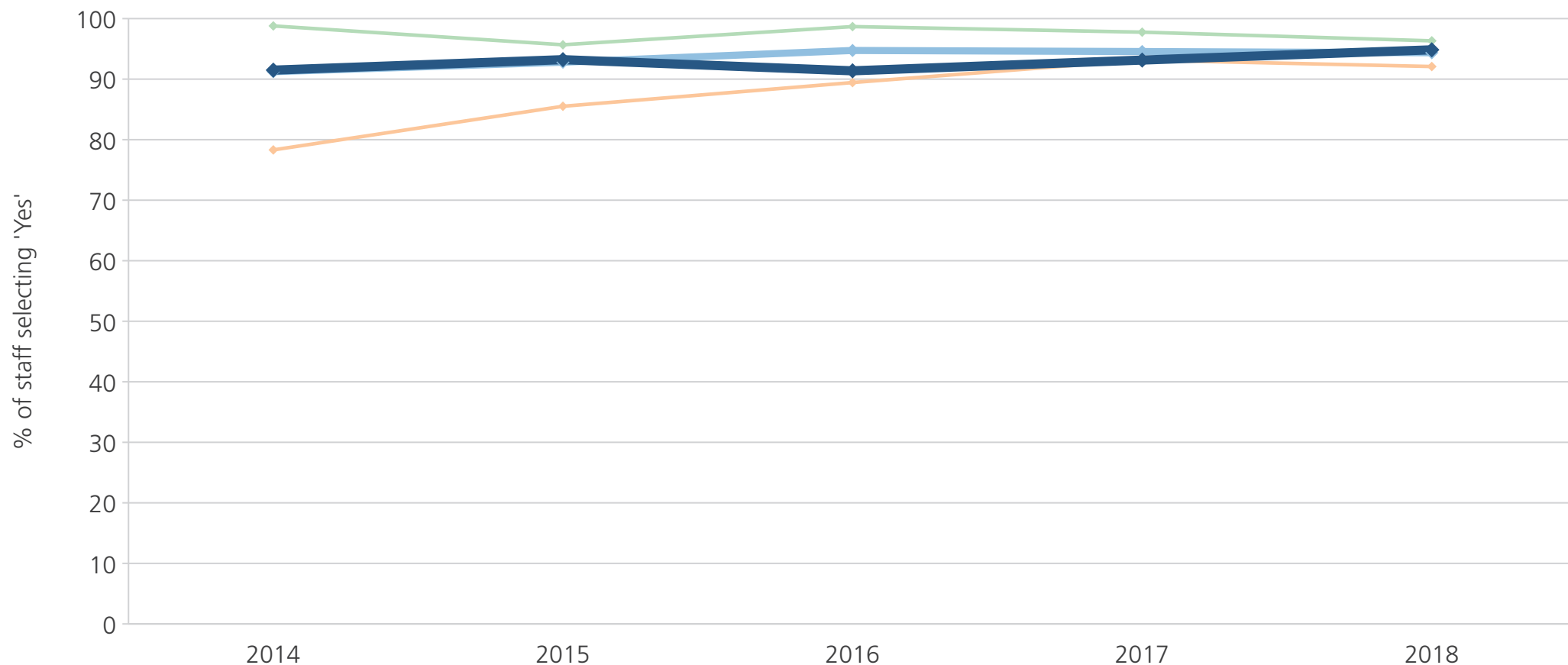


	2015	2016	2017	2018
Best	55.0%	59.5%	60.2%	65.8%
Your org	42.1%	36.4%	38.8%	52.9%
Average	43.7%	49.8%	51.6%	56.0%
Worst	38.3%	36.4%	38.8%	49.3%
Responses	1,208	1,150	1,234	1,543

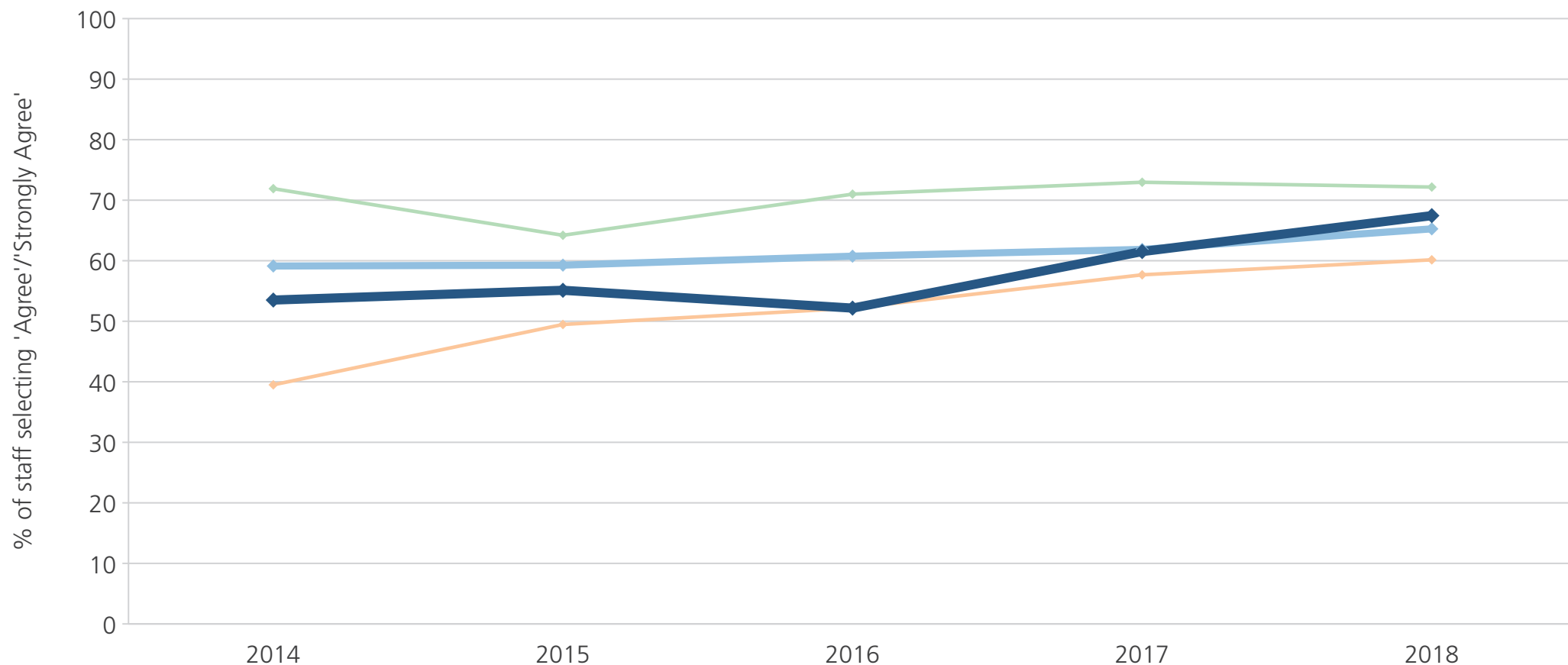


Best	47.0%	50.2%	54.4%	59.8%
Your org	34.0%	33.0%	35.2%	48.4%
Average	36.3%	42.3%	44.0%	49.9%
Worst	30.8%	27.3%	26.3%	40.5%

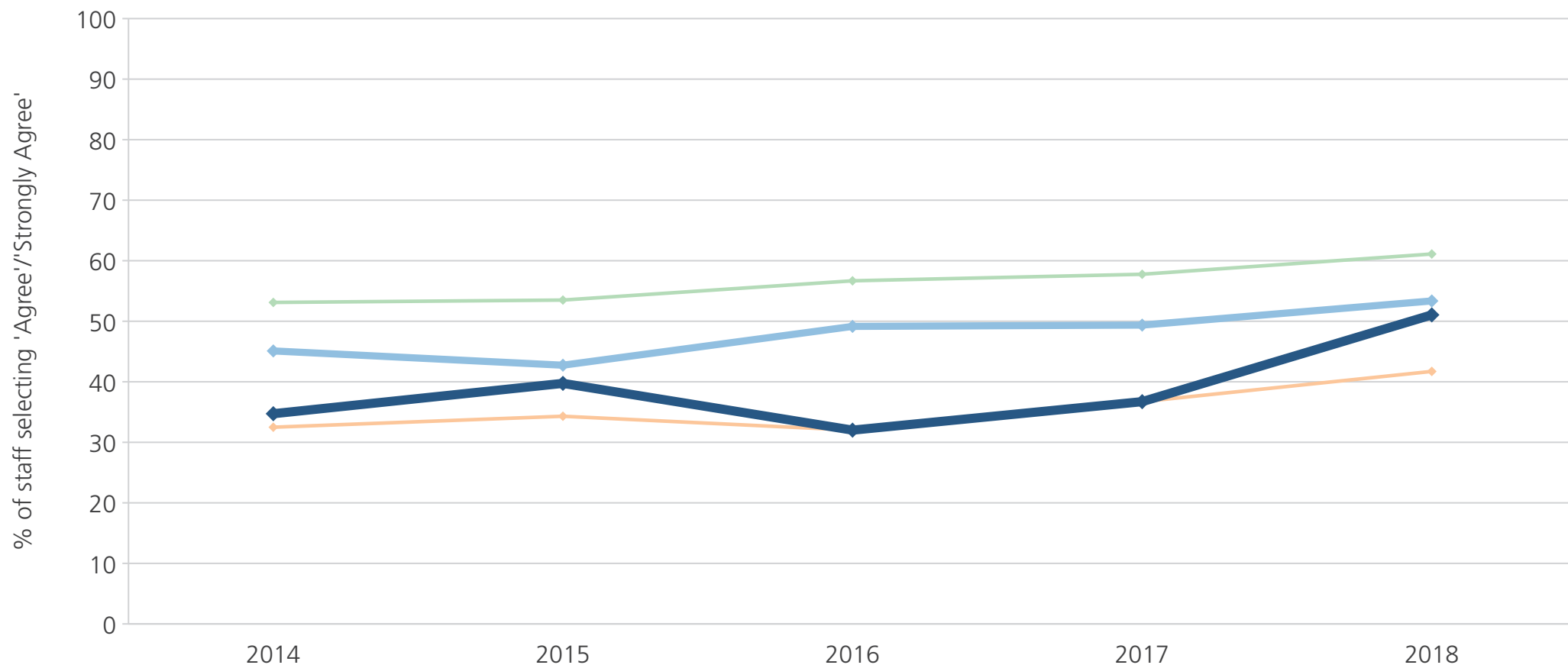
Responses	1,228	1,155	1,260	1,571
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	2014	2015	2016	2017	2018
Best	98.8%	95.7%	98.7%	97.8%	96.3%
Your org	91.5%	93.2%	91.4%	93.1%	94.8%
Average	91.2%	92.8%	94.7%	94.6%	94.4%
Worst	78.3%	85.5%	89.4%	93.1%	92.1%
Responses	1,046	1,203	1,169	1,266	1,615



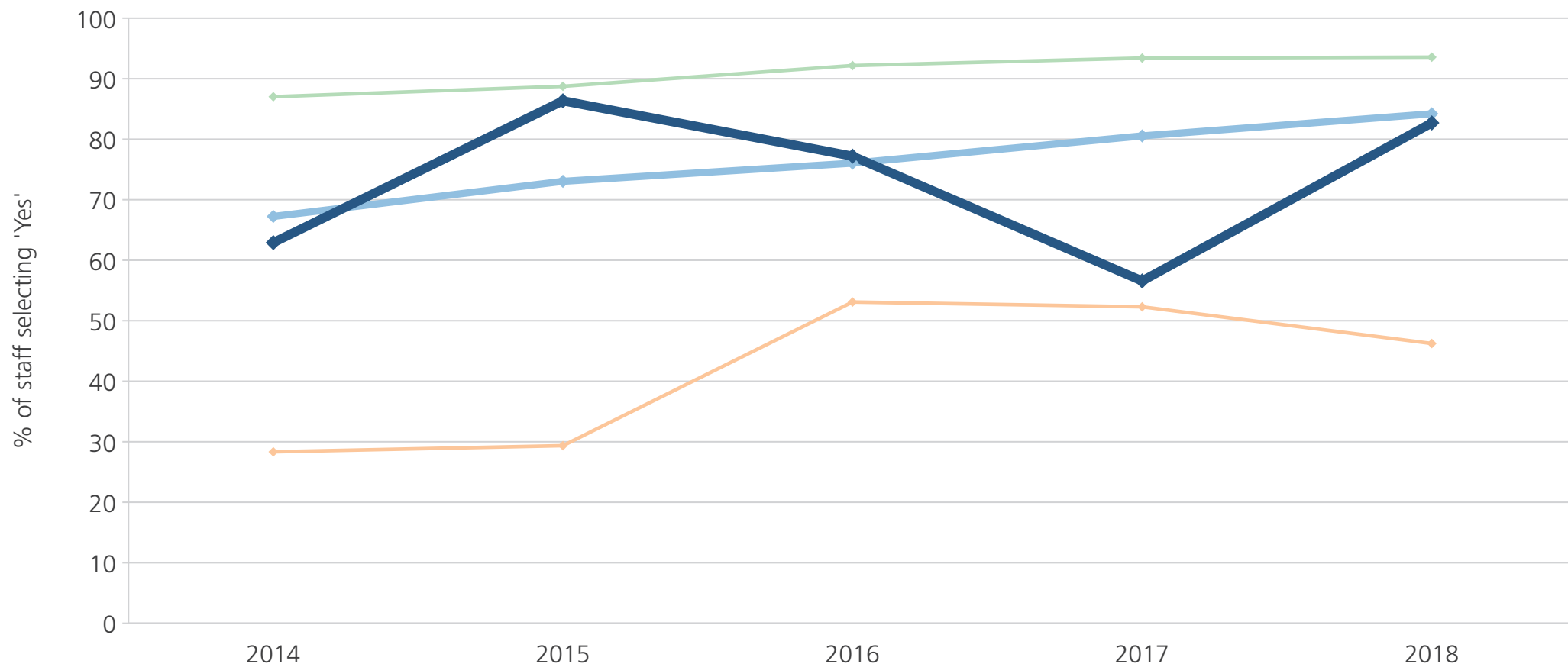
Best	71.9%	64.2%	71.0%	73.0%	72.2%
Your org	53.5%	55.1%	52.2%	61.5%	67.4%
Average	59.1%	59.3%	60.7%	61.9%	65.3%
Worst	39.5%	49.5%	52.2%	57.7%	60.1%
Responses	1,129	1,305	1,253	1,378	1,738



Best	53.1%	53.5%	56.7%	57.8%	61.1%
Your org	34.7%	39.7%	32.0%	36.7%	51.1%
Average	45.1%	42.7%	49.2%	49.4%	53.4%
Worst	32.5%	34.3%	32.0%	36.7%	41.7%
Responses	1,128	1,306	1,252	1,374	1,733

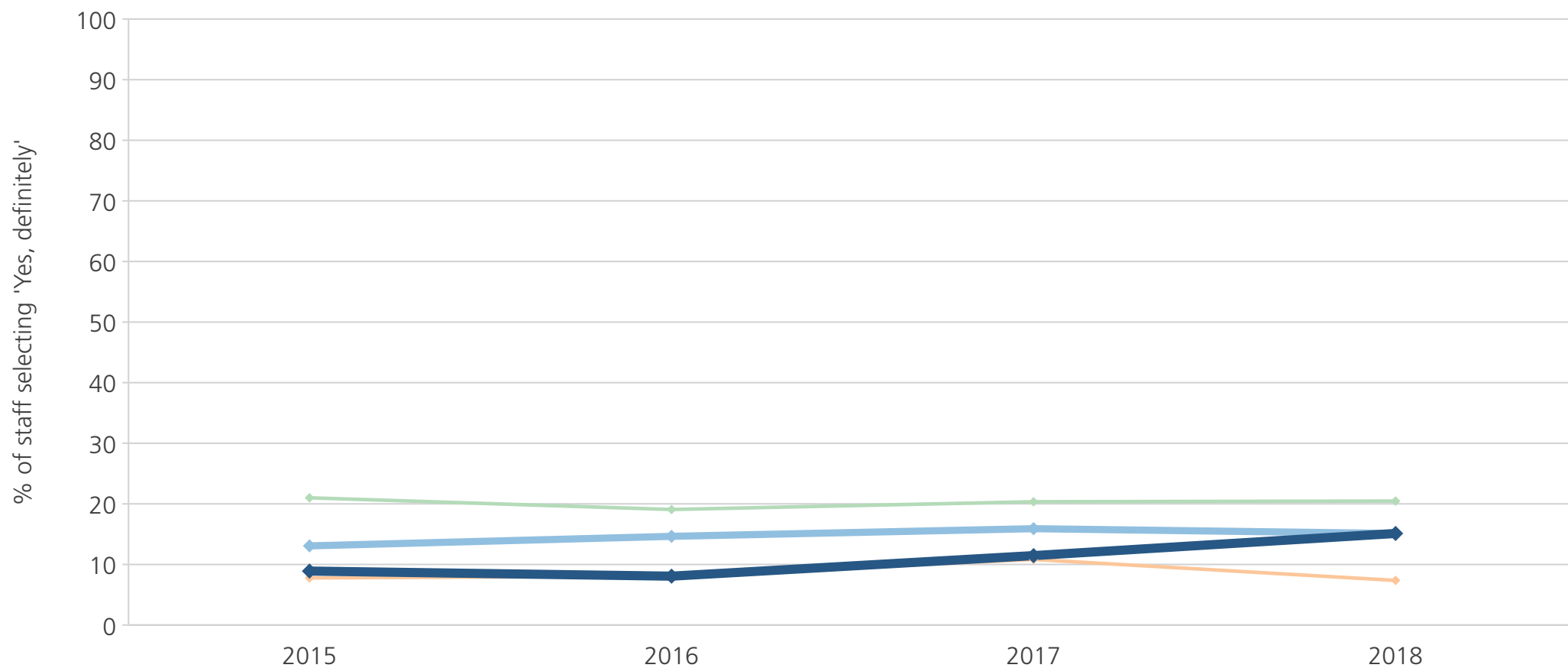
Question results – Your personal development

South East Coast Ambulance Service NHS Foundation Trust
2018 NHS Staff Survey Results



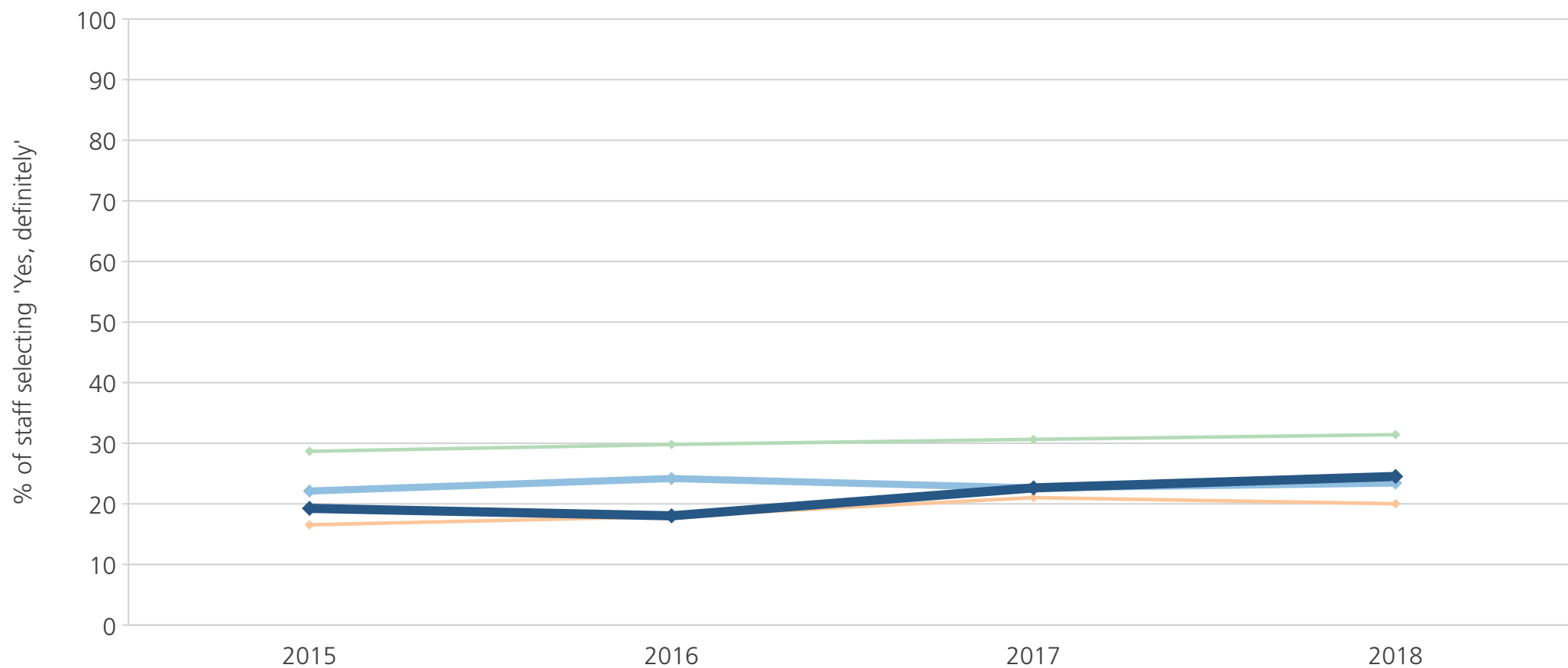
	2014	2015	2016	2017	2018
Best	87.0%	88.7%	92.2%	93.4%	93.6%
Your org	62.9%	86.3%	77.2%	56.6%	82.7%
Average	67.2%	73.0%	76.0%	80.5%	84.2%
Worst	28.3%	29.4%	53.1%	52.3%	46.2%
Responses	1,105	1,290	1,246	1,299	1,665

Note: This question was only answered by staff who selected 'Yes' on q19a.



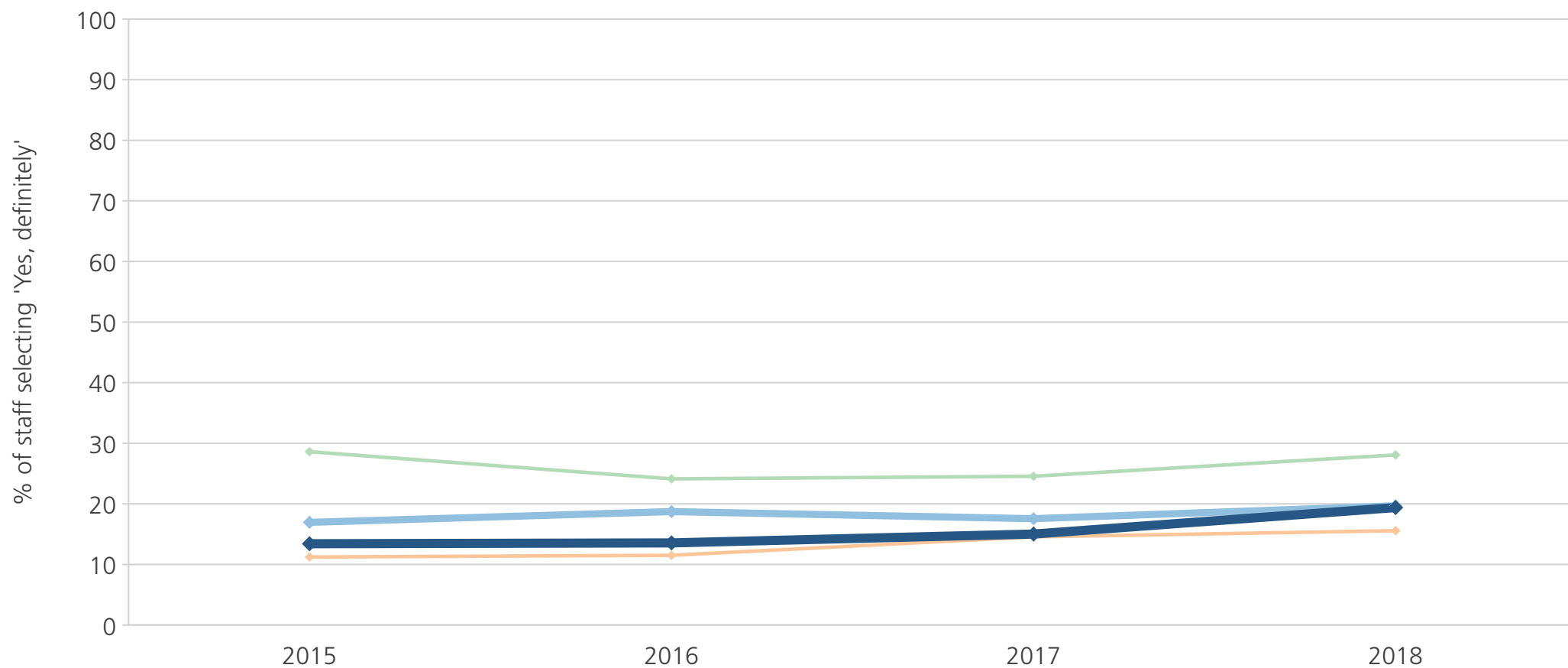
Best	21.0%	19.1%	20.3%	20.5%
Your org	8.9%	8.1%	11.5%	15.1%
Average	13.1%	14.6%	15.9%	15.1%
Worst	7.8%	8.1%	10.8%	7.4%
Responses	1,113	950	723	1,371

Note: This question was only answered by staff who selected 'Yes' on q19a.



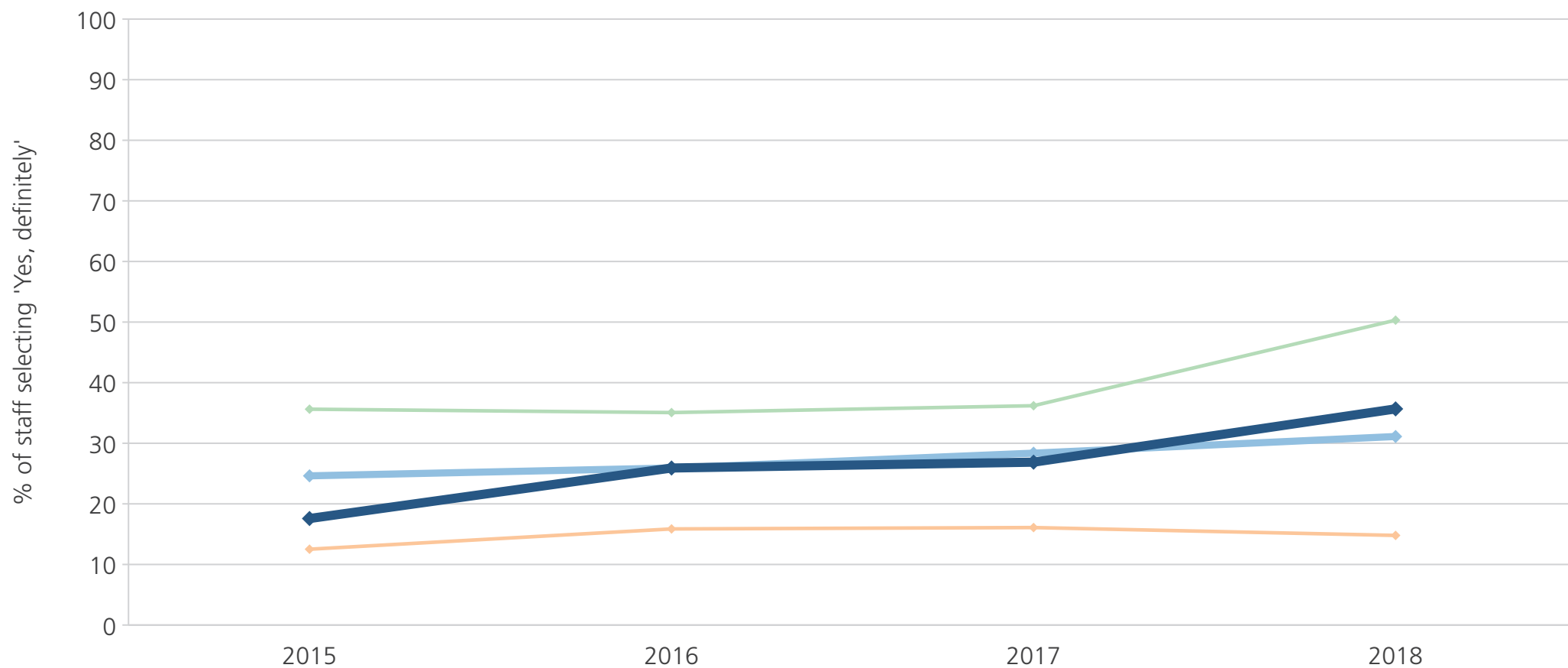
Best	28.7%	29.8%	30.6%	31.4%
Your org	19.3%	18.0%	22.6%	24.5%
Average	22.1%	24.2%	22.6%	23.4%
Worst	16.5%	17.9%	21.0%	20.0%
Responses	1,112	947	721	1,369

Note: This question was only answered by staff who selected 'Yes' on q19a.



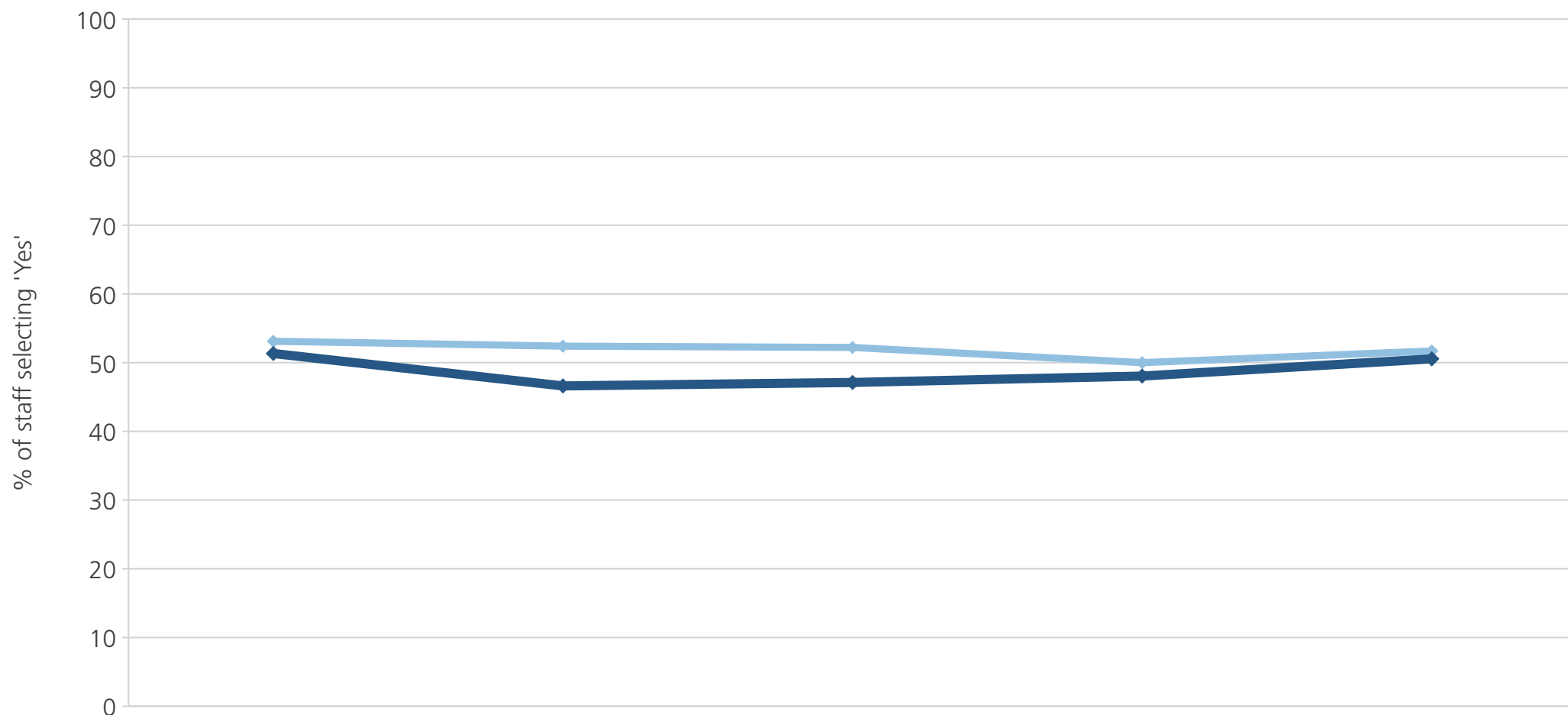
Best	28.6%	24.1%	24.6%	28.1%
Your org	13.4%	13.6%	15.0%	19.4%
Average	16.9%	18.7%	17.5%	19.7%
Worst	11.2%	11.5%	14.6%	15.6%
Responses	1,108	948	722	1,369

Note: This question was only answered by staff who selected 'Yes' on q19a.



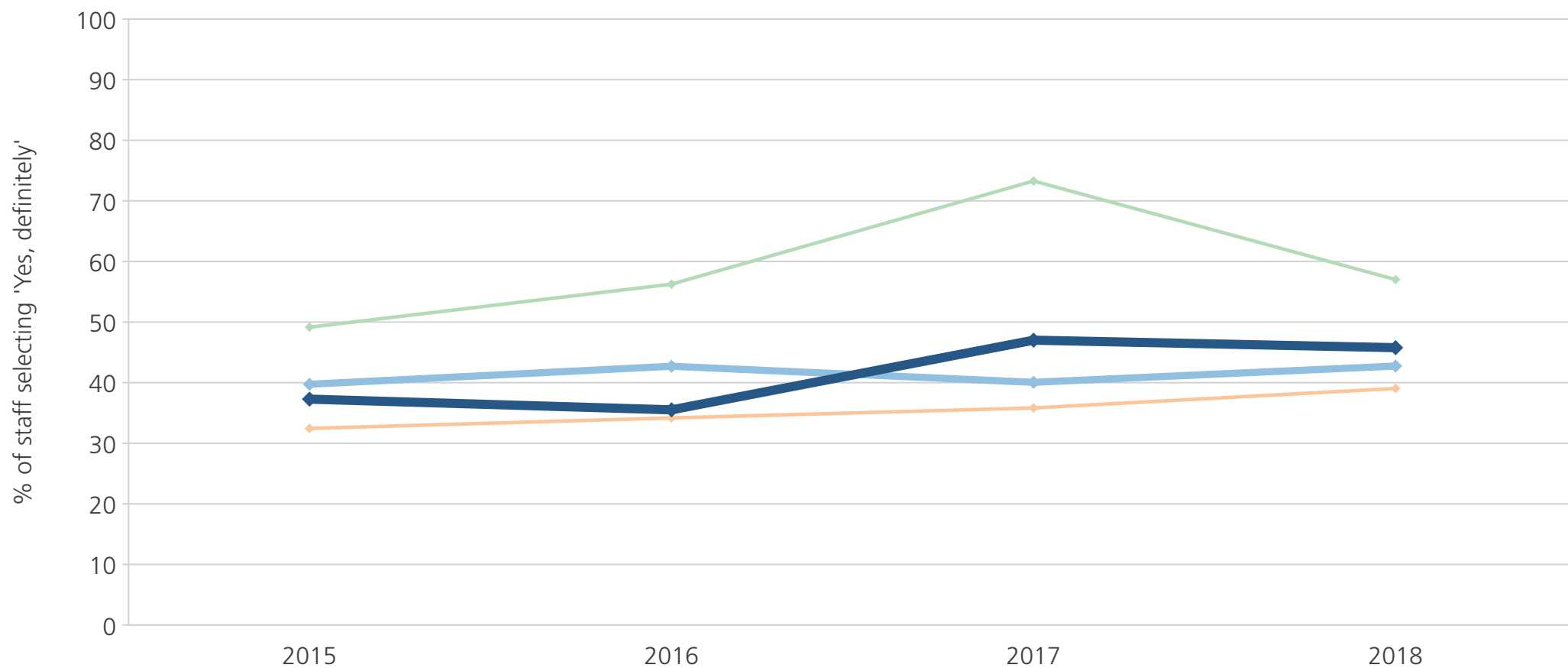
Best	35.6%	35.1%	36.2%	50.3%
Your org	17.6%	25.9%	26.9%	35.7%
Average	24.6%	25.9%	28.4%	31.1%
Worst	12.5%	15.9%	16.1%	14.8%
Responses	1,104	939	721	1,362

Note: This question was only answered by staff who selected 'Yes' on q19a.



Your org	51.3%	46.6%	47.1%	48.0%	50.6%
Average	53.1%	52.4%	52.2%	50.0%	51.7%
Responses	676	1,107	936	716	1,361

Note: This question was only answered by staff who selected 'Yes' on q19f.



Best	49.2%	56.3%	73.3%	57.0%
Your org	37.3%	35.5%	47.0%	45.8%
Average	39.7%	42.7%	40.1%	42.7%
Worst	32.4%	34.2%	35.8%	39.0%

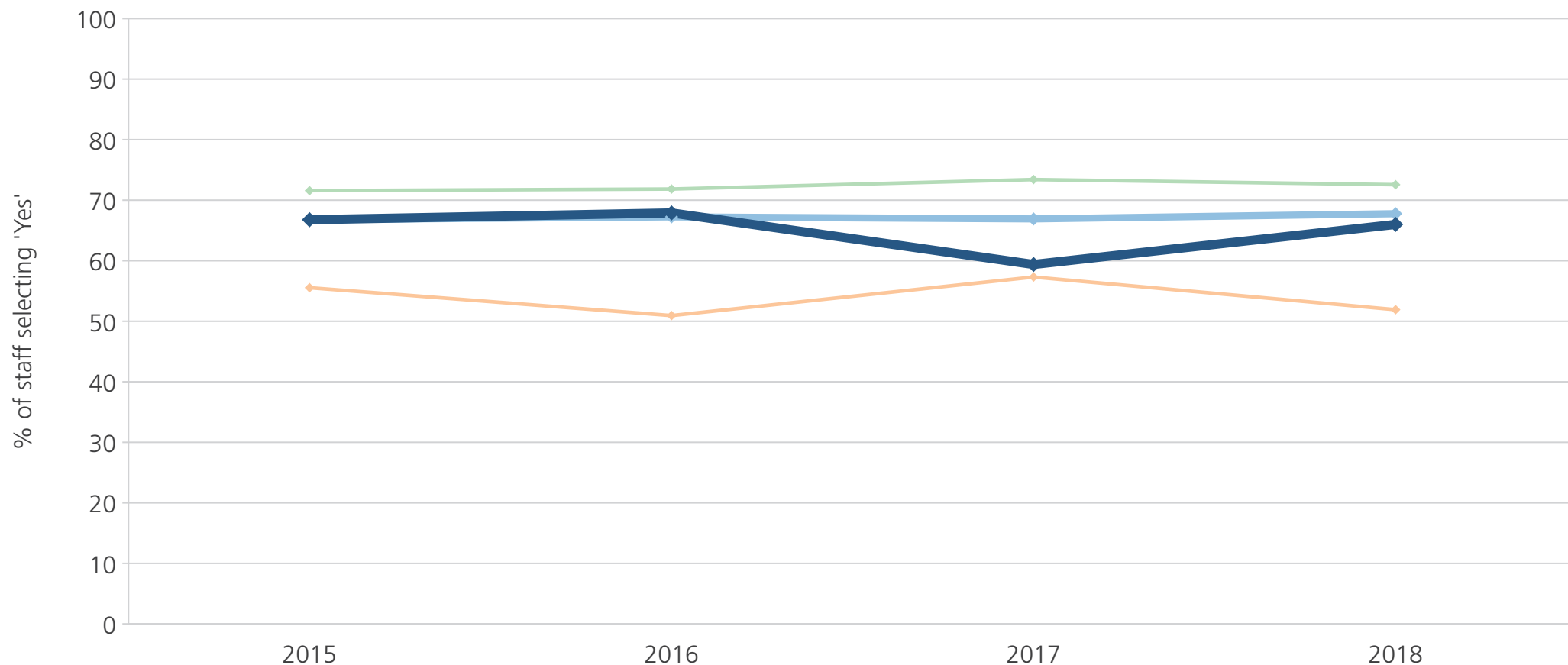
Responses

510

430

341

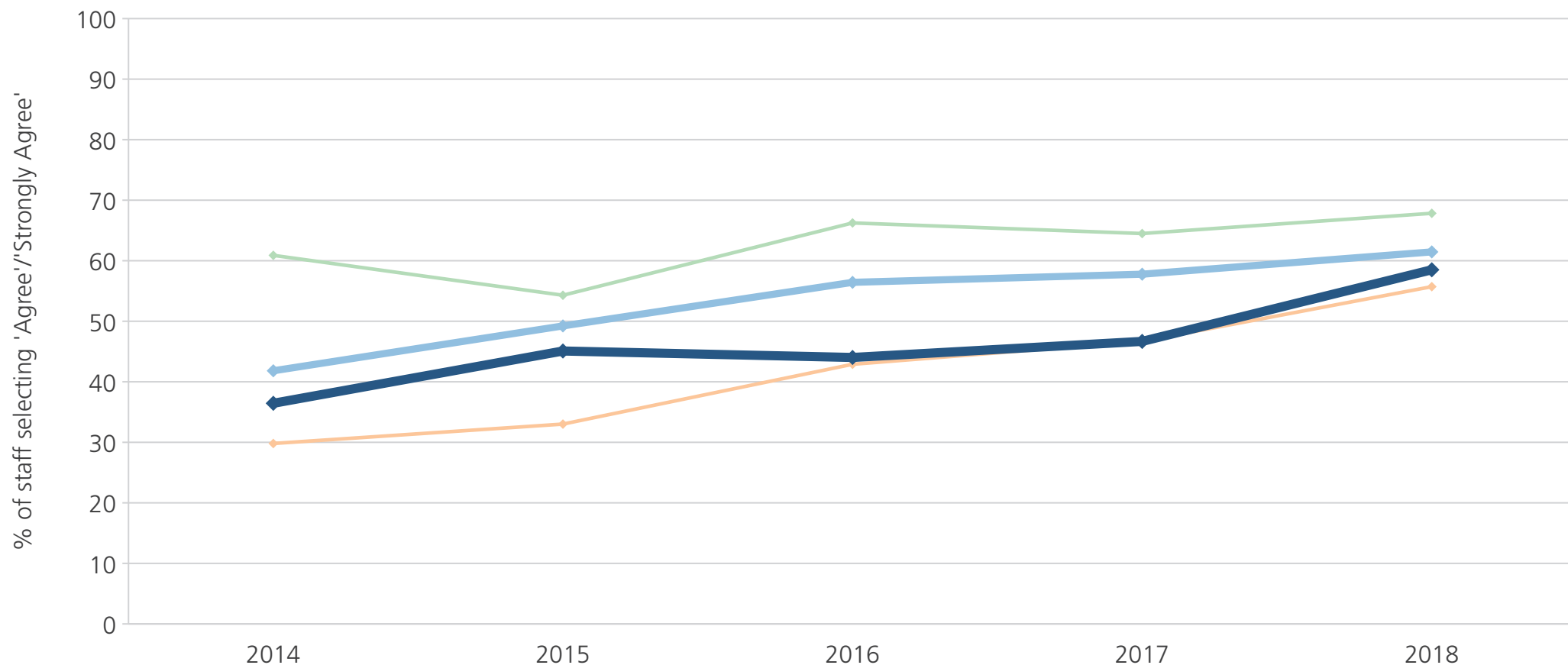
683



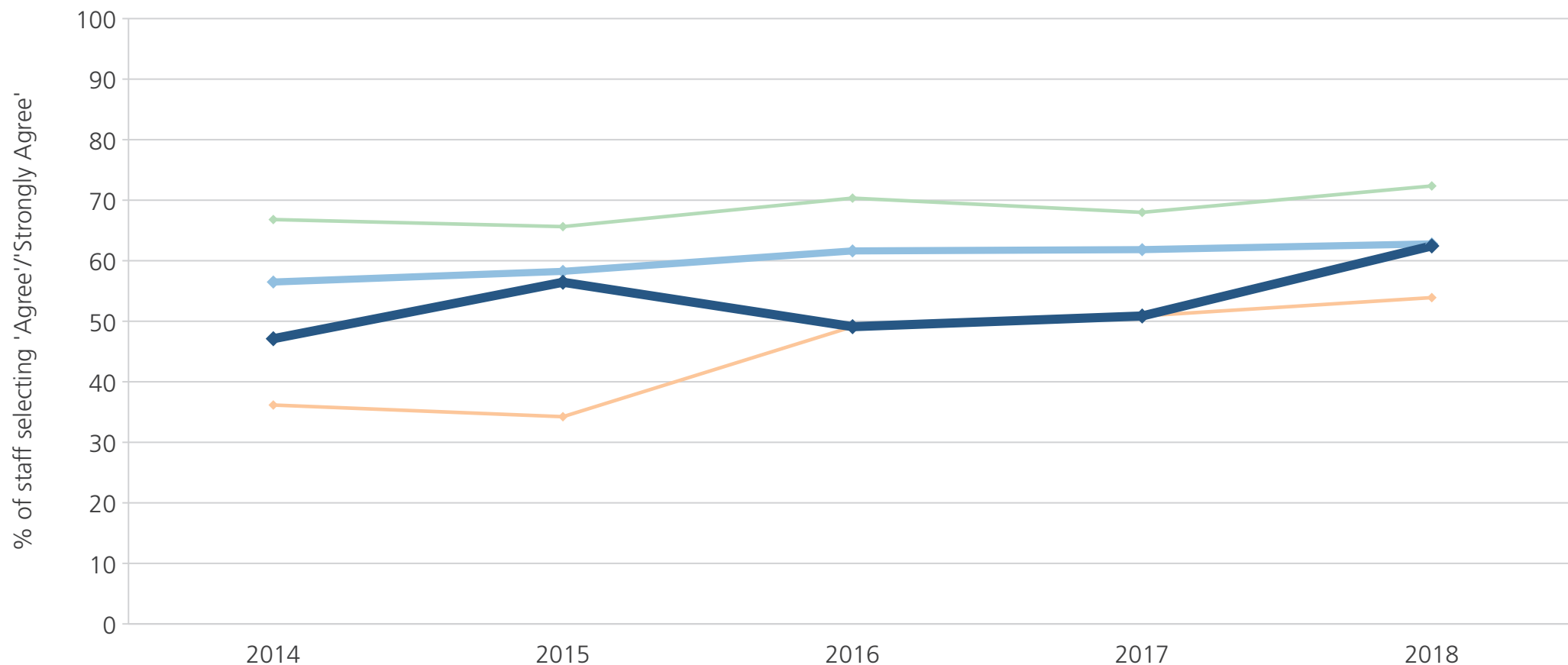
	2015	2016	2017	2018
Best	71.6%	71.8%	73.4%	72.6%
Your org	66.8%	67.9%	59.4%	66.0%
Average	66.8%	67.2%	66.9%	67.8%
Worst	55.5%	50.9%	57.3%	51.9%
Responses	1,297	1,249	1,336	1,700

Question results – Your organisation

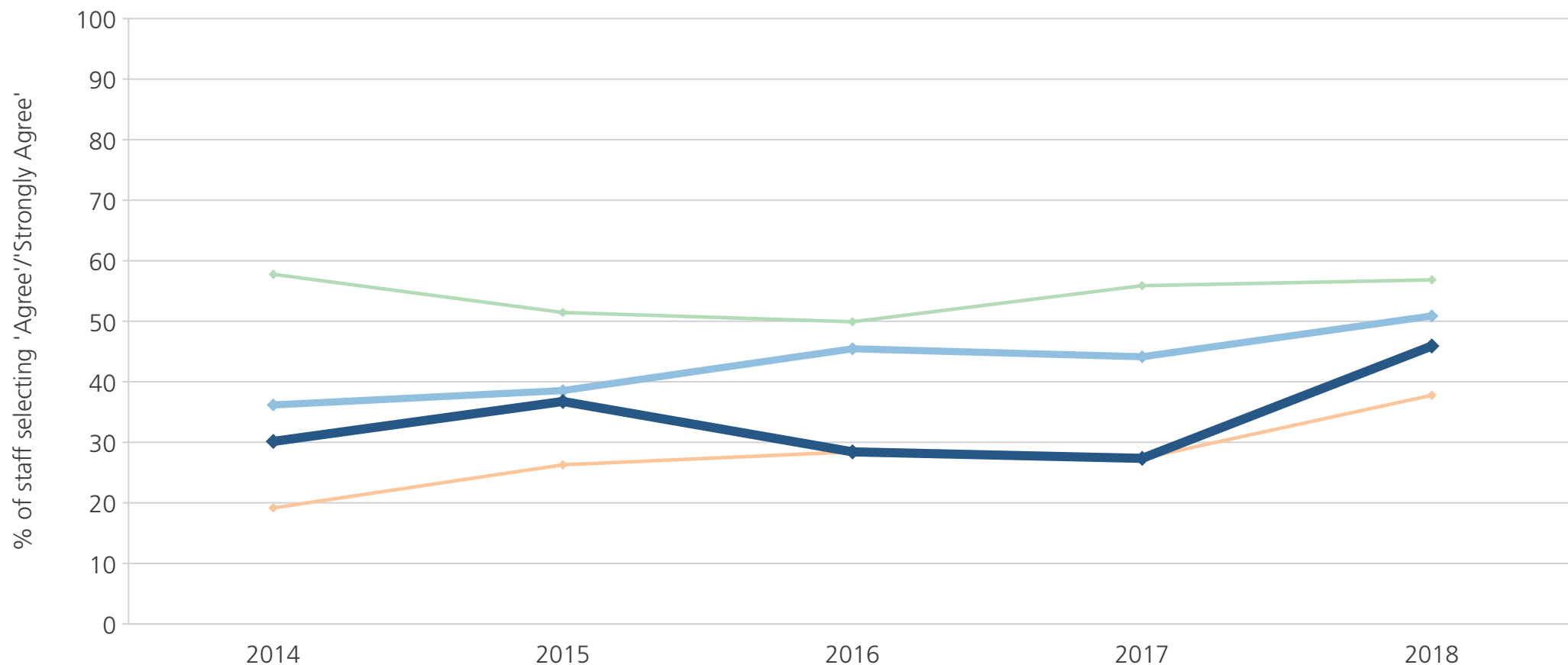
South East Coast Ambulance Service NHS Foundation Trust
2018 NHS Staff Survey Results



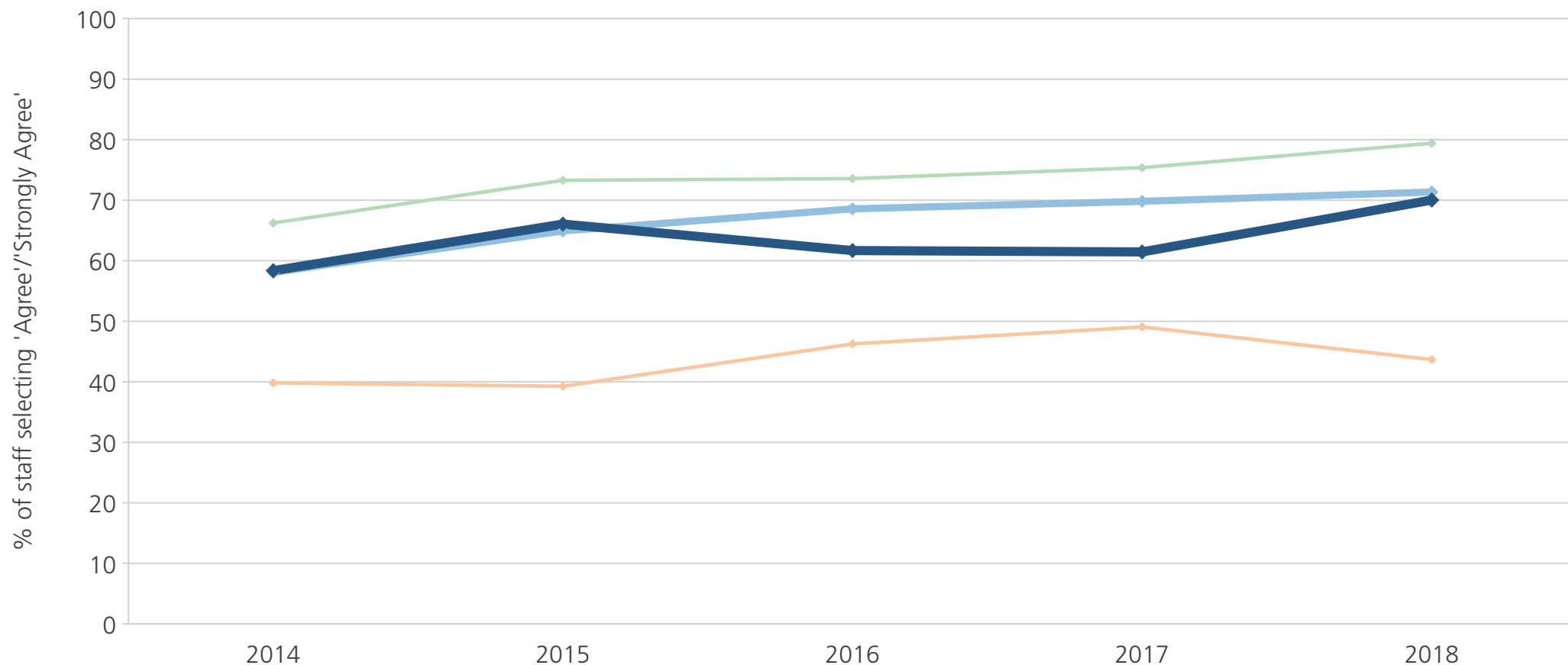
Best	60.9%	54.3%	66.2%	64.5%	67.8%
Your org	36.4%	45.1%	44.0%	46.7%	58.5%
Average	41.8%	49.2%	56.4%	57.8%	61.5%
Worst	29.8%	33.0%	42.9%	46.7%	55.7%
Responses	1,138	1,320	1,269	1,356	1,737



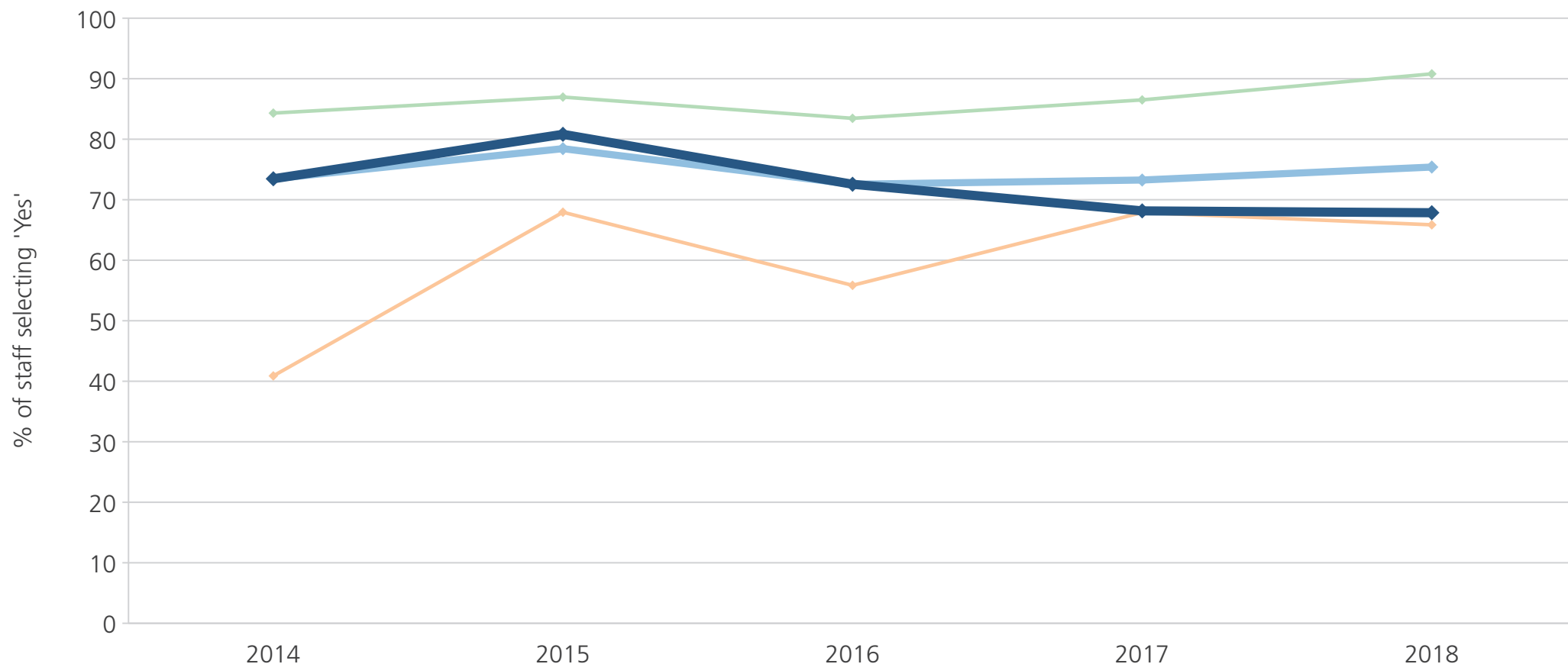
	2014	2015	2016	2017	2018
Best	66.8%	65.6%	70.3%	68.0%	72.4%
Your org	47.1%	56.4%	49.1%	50.9%	62.4%
Average	56.5%	58.2%	61.6%	61.8%	62.8%
Worst	36.2%	34.2%	49.1%	50.9%	53.9%
Responses	1,137	1,320	1,270	1,352	1,730



Best	57.8%	51.4%	49.9%	55.9%	56.8%
Your org	30.1%	36.7%	28.4%	27.3%	45.9%
Average	36.2%	38.5%	45.5%	44.1%	50.9%
Worst	19.2%	26.3%	28.4%	27.3%	37.8%
Responses	1,137	1,320	1,271	1,354	1,735

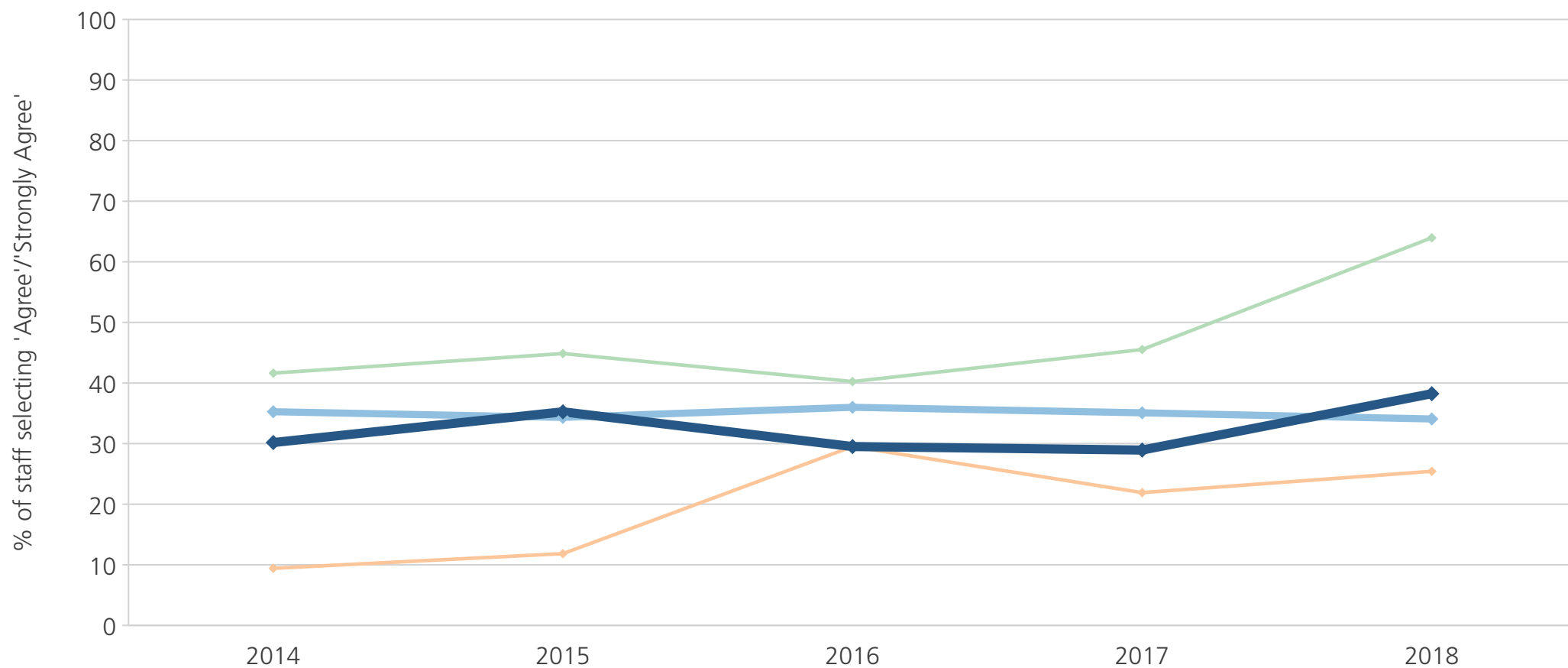


Best	66.2%	73.3%	73.6%	75.4%	79.4%
Your org	58.4%	66.1%	61.7%	61.5%	70.0%
Average	58.1%	64.9%	68.6%	69.8%	71.4%
Worst	39.8%	39.3%	46.3%	49.1%	43.7%
Responses	1,135	1,316	1,270	1,348	1,729



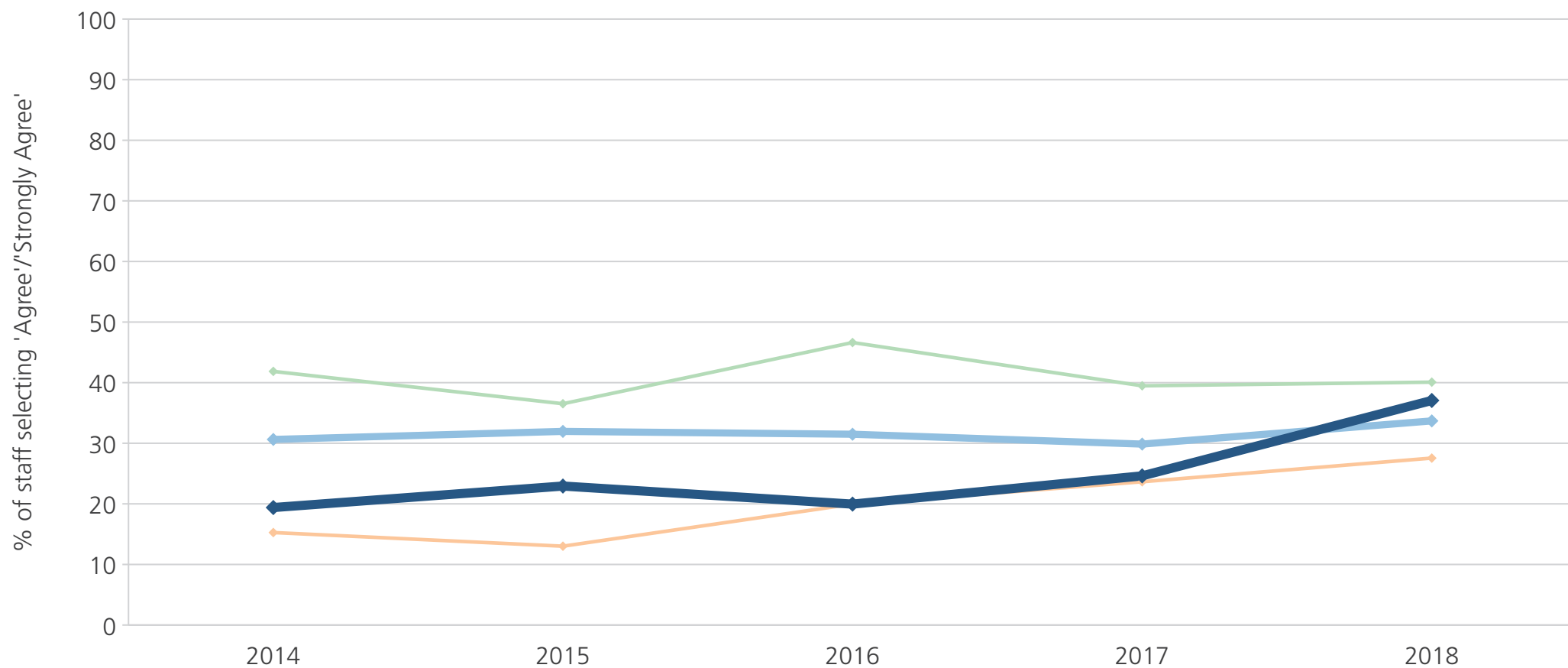
	2014	2015	2016	2017	2018
Best	84.3%	87.0%	83.5%	86.5%	90.8%
Your org	73.5%	80.8%	72.6%	68.2%	67.9%
Average	73.5%	78.4%	72.6%	73.3%	75.4%
Worst	40.9%	67.9%	55.8%	67.9%	65.9%
Responses	627	775	694	597	663

Note: This question was only answered by staff who selected 'Yes' on q22a.

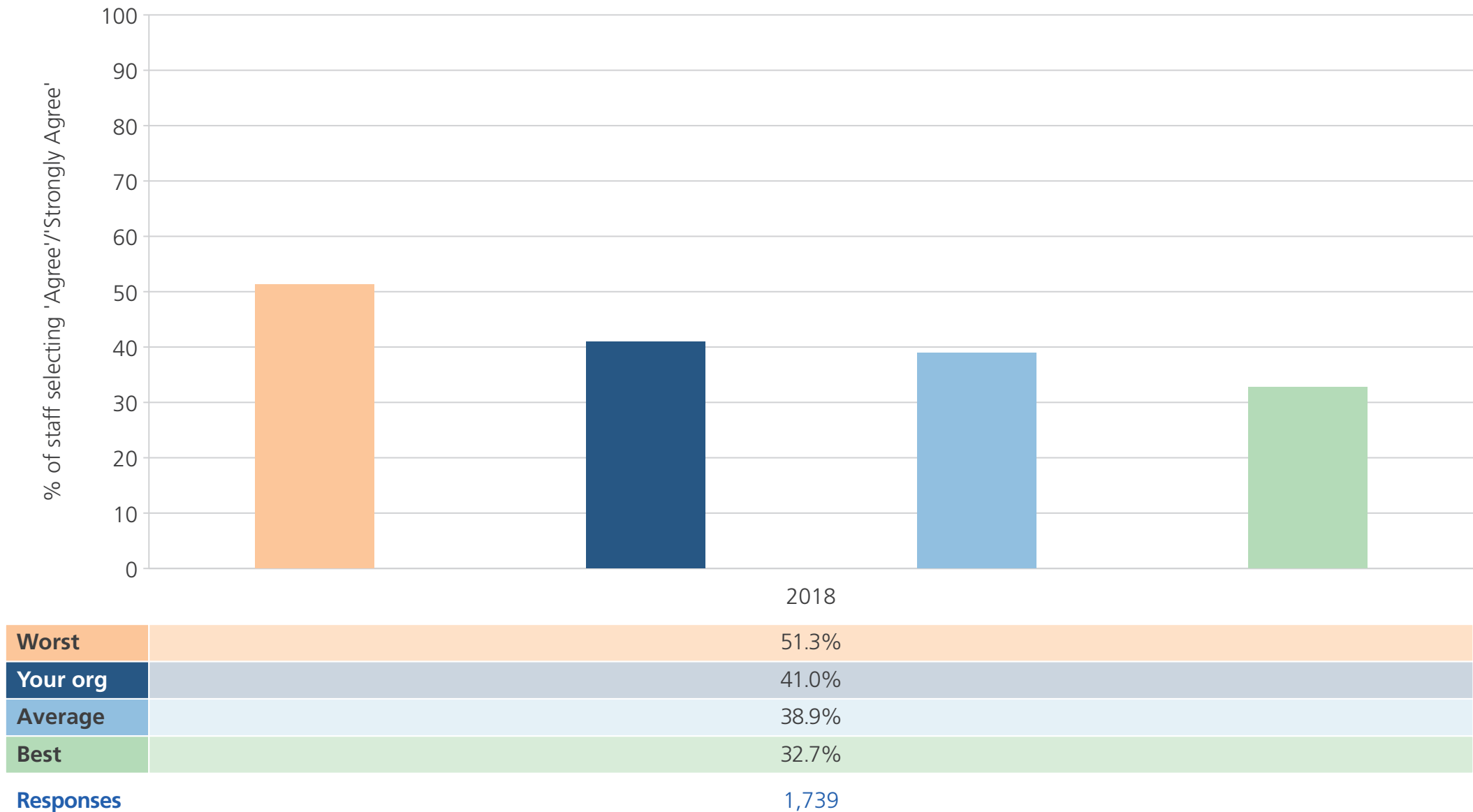


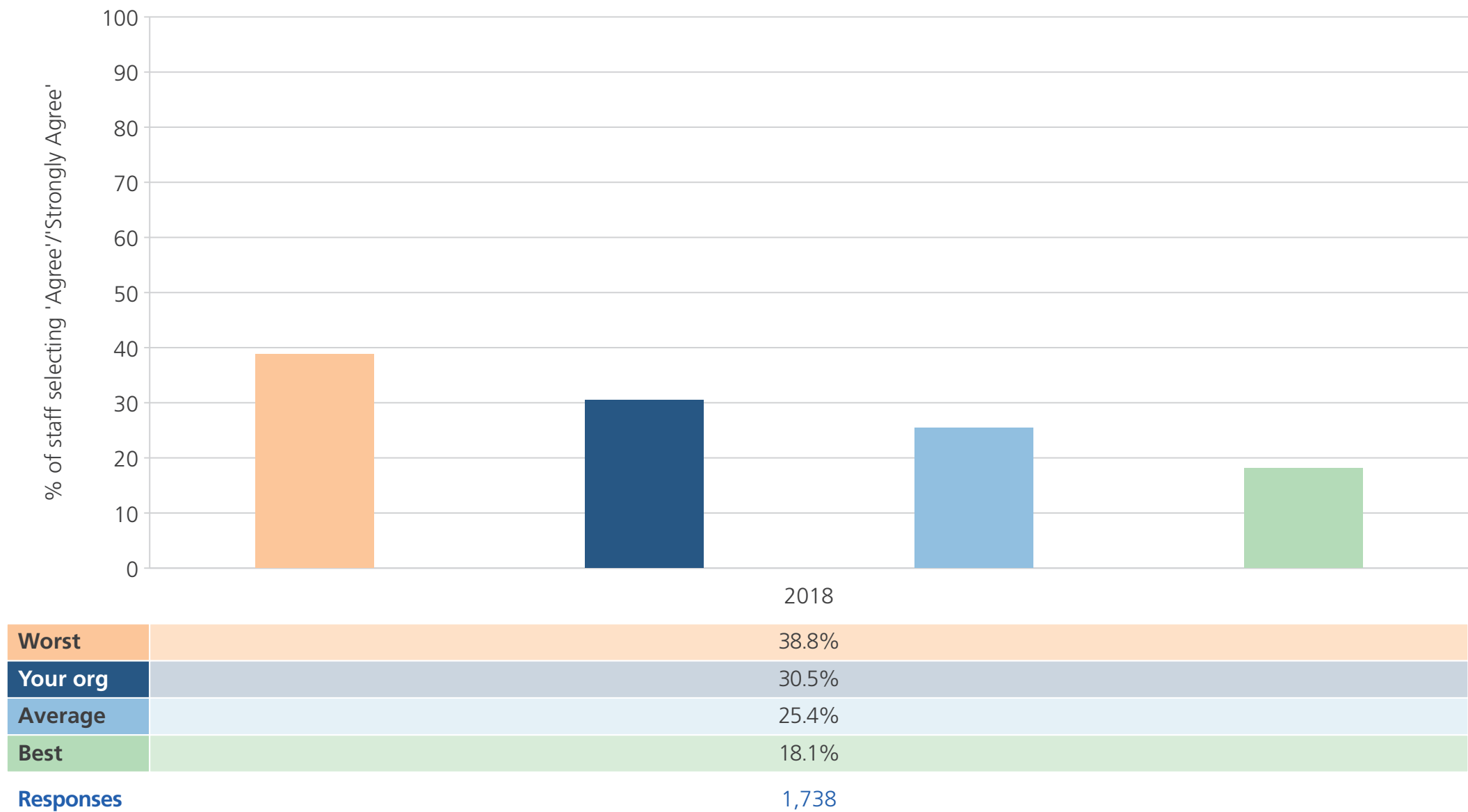
Best	41.6%	44.9%	40.2%	45.5%	64.0%
Your org	30.2%	35.2%	29.5%	28.9%	38.2%
Average	35.3%	34.3%	36.0%	35.1%	34.1%
Worst	9.4%	11.8%	29.5%	21.9%	25.4%
Responses	438	606	502	383	433

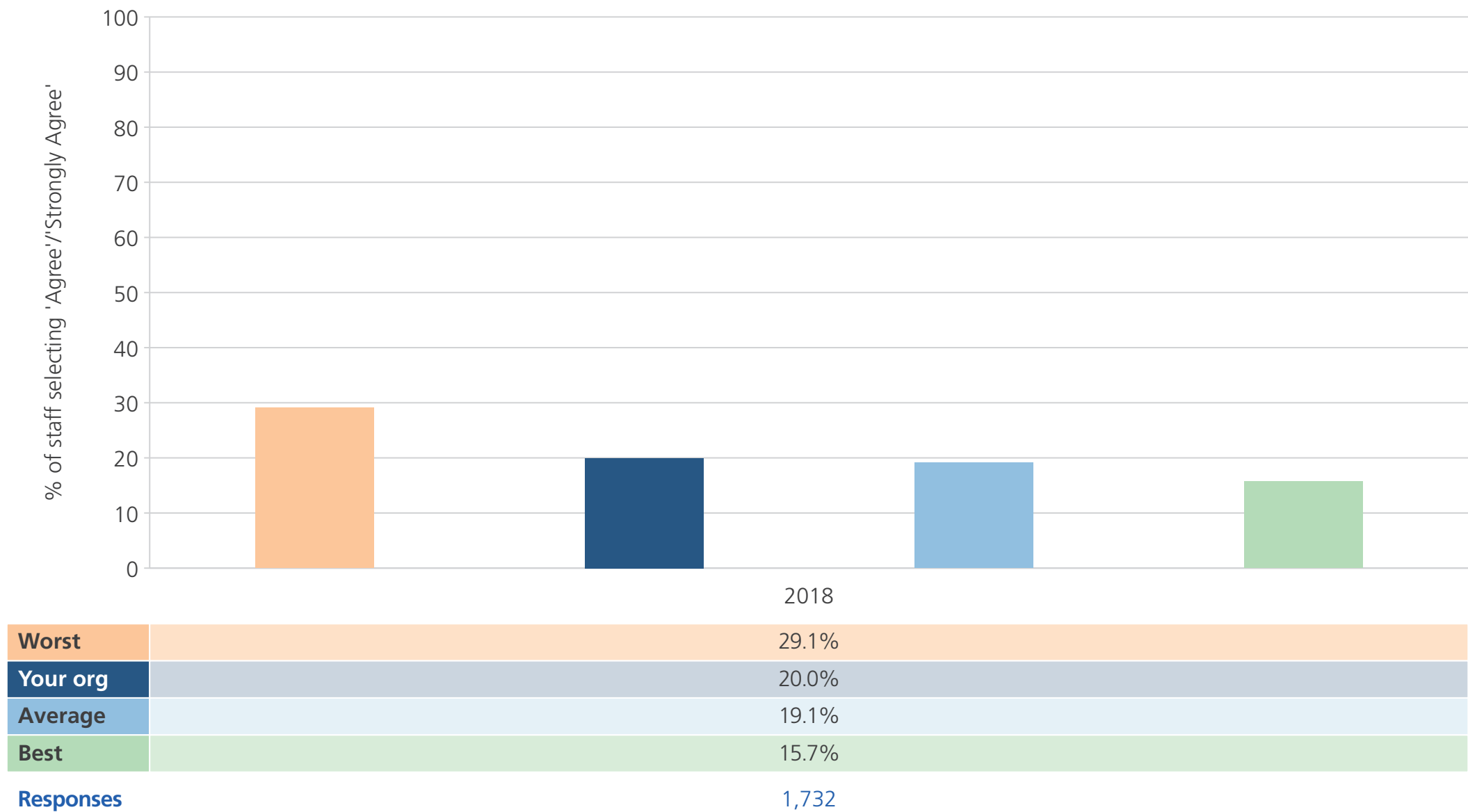
Note: This question was only answered by staff who selected 'Yes' on q22a.

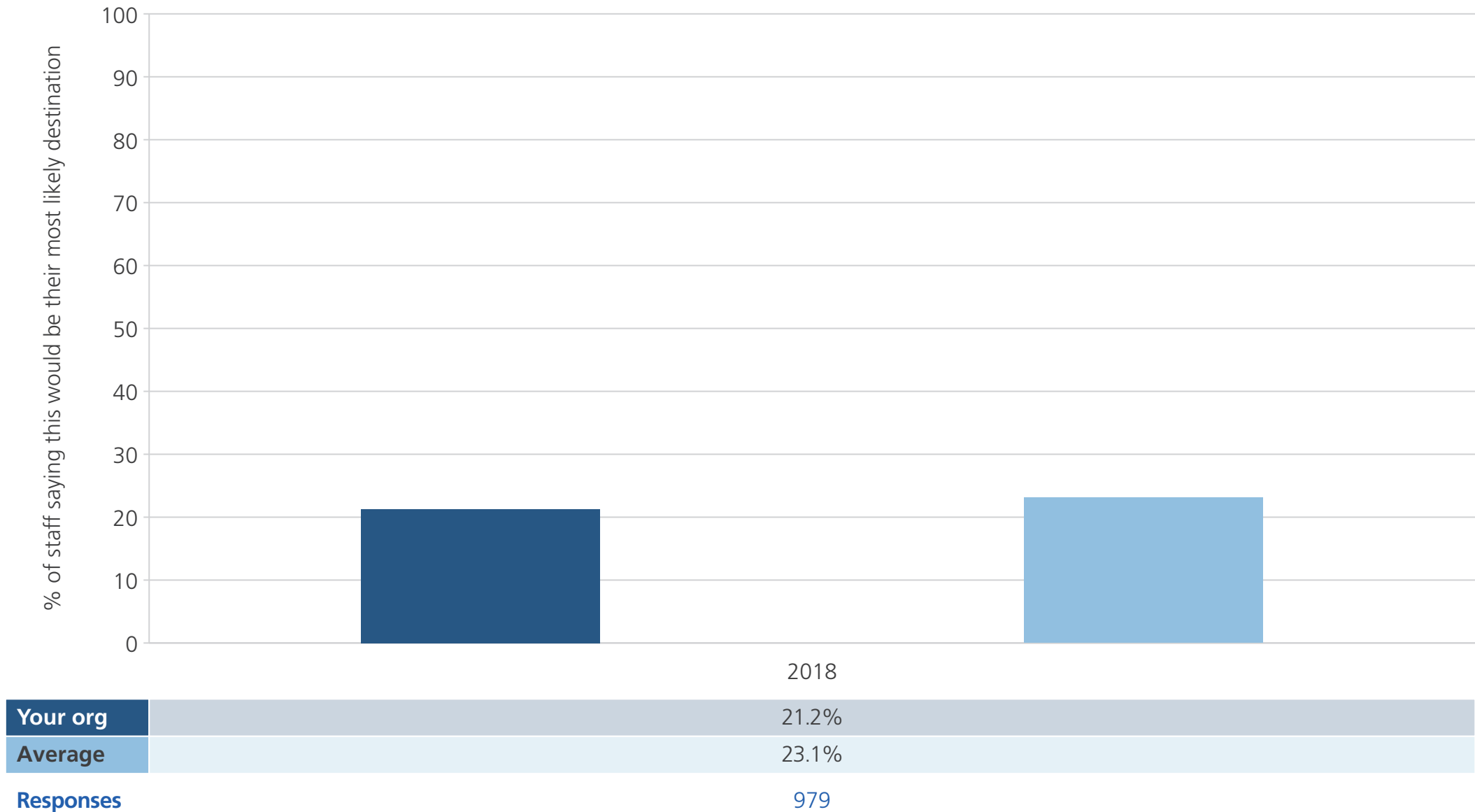


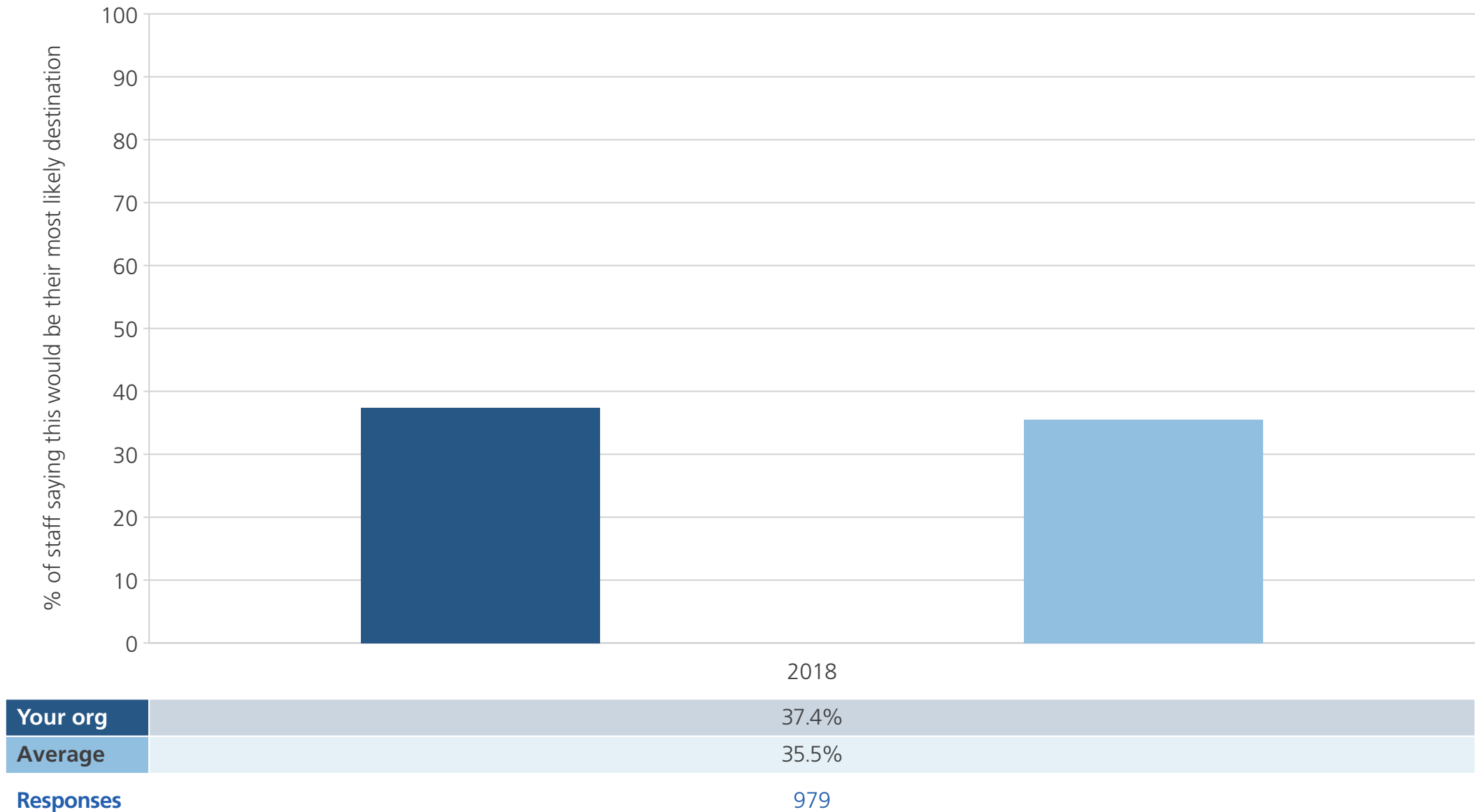
Best	41.9%	36.5%	46.6%	39.5%	40.1%
Your org	19.4%	22.9%	20.0%	24.6%	37.1%
Average	30.6%	32.0%	31.5%	29.9%	33.7%
Worst	15.3%	13.0%	20.0%	23.6%	27.6%
Responses	380	505	425	334	358

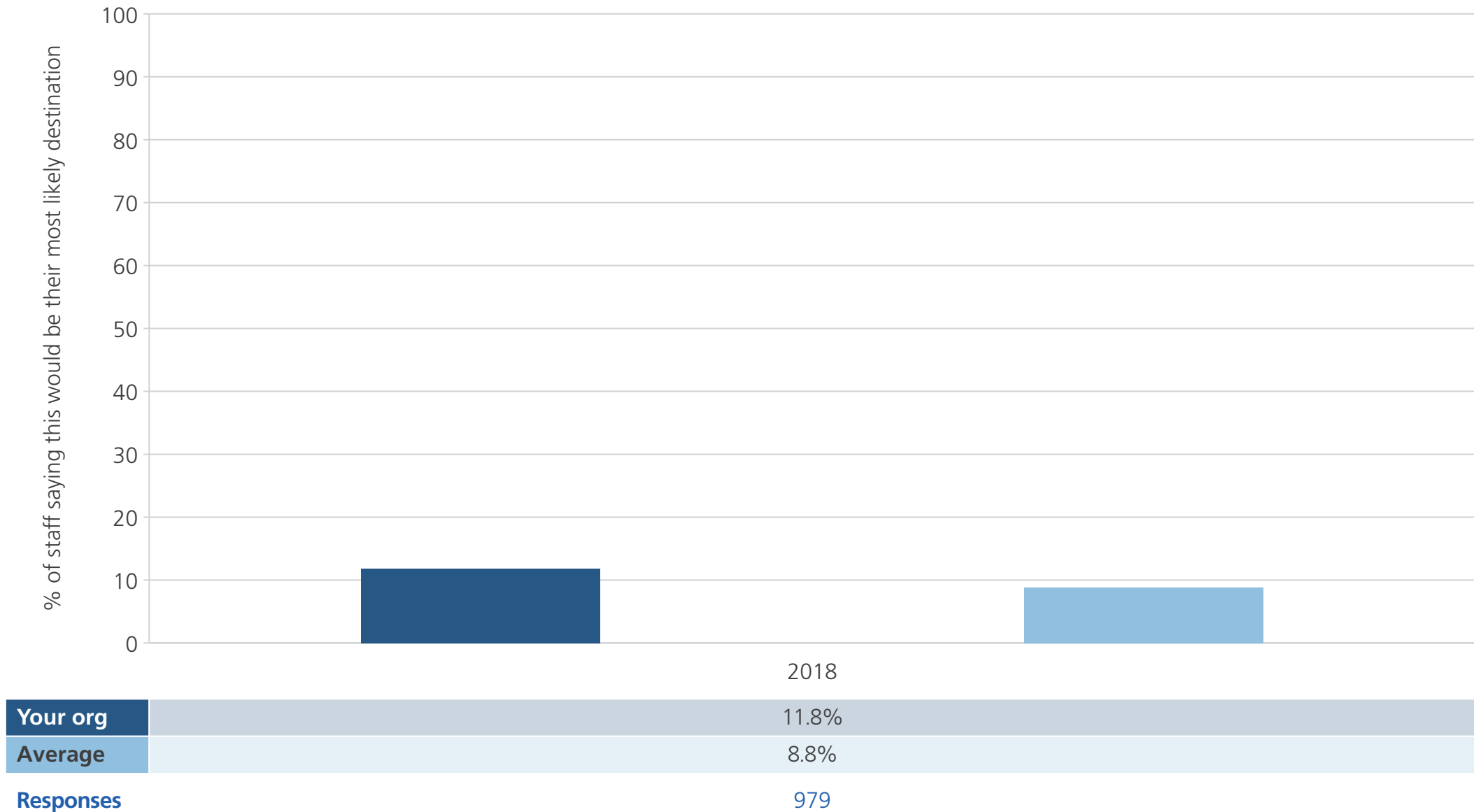


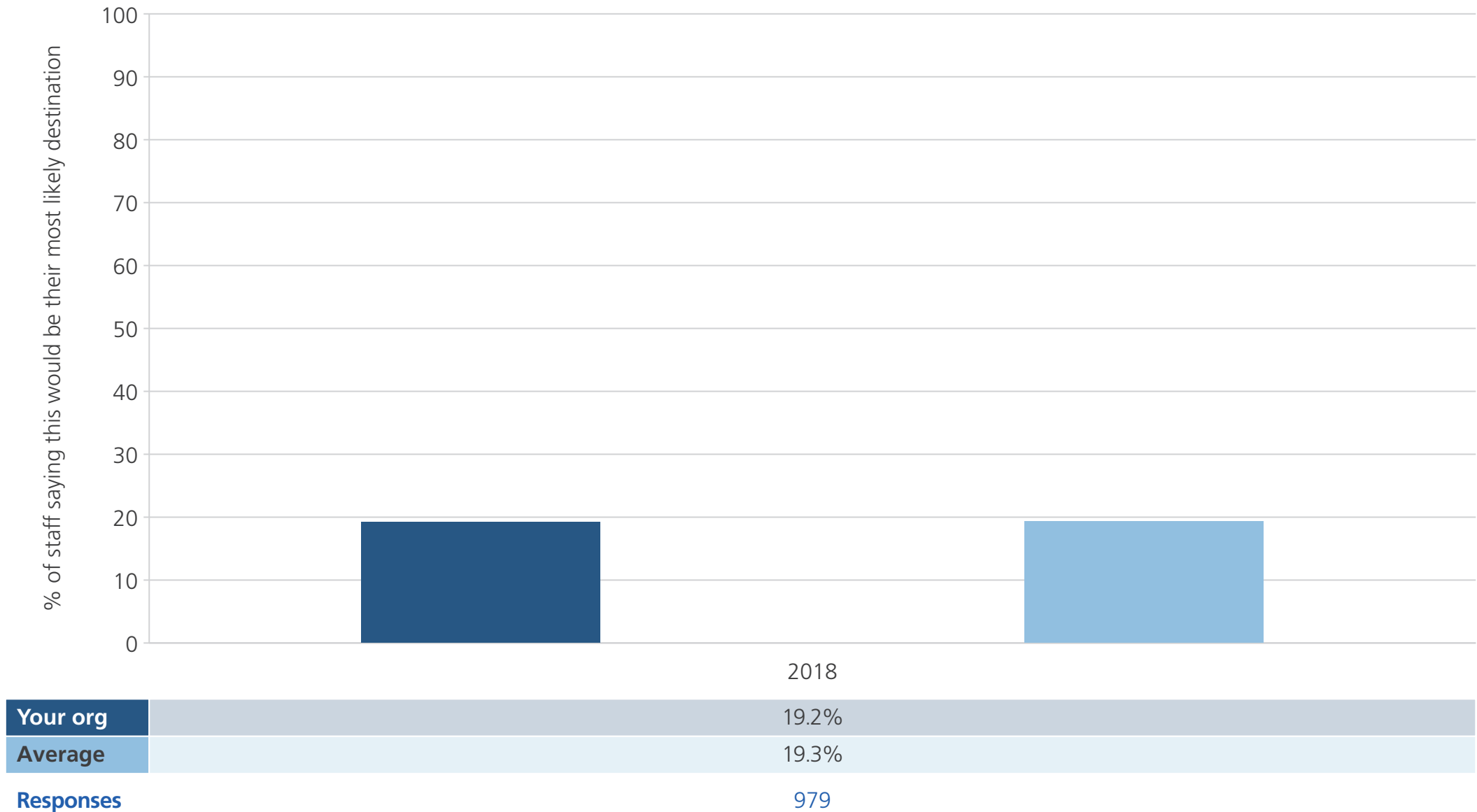


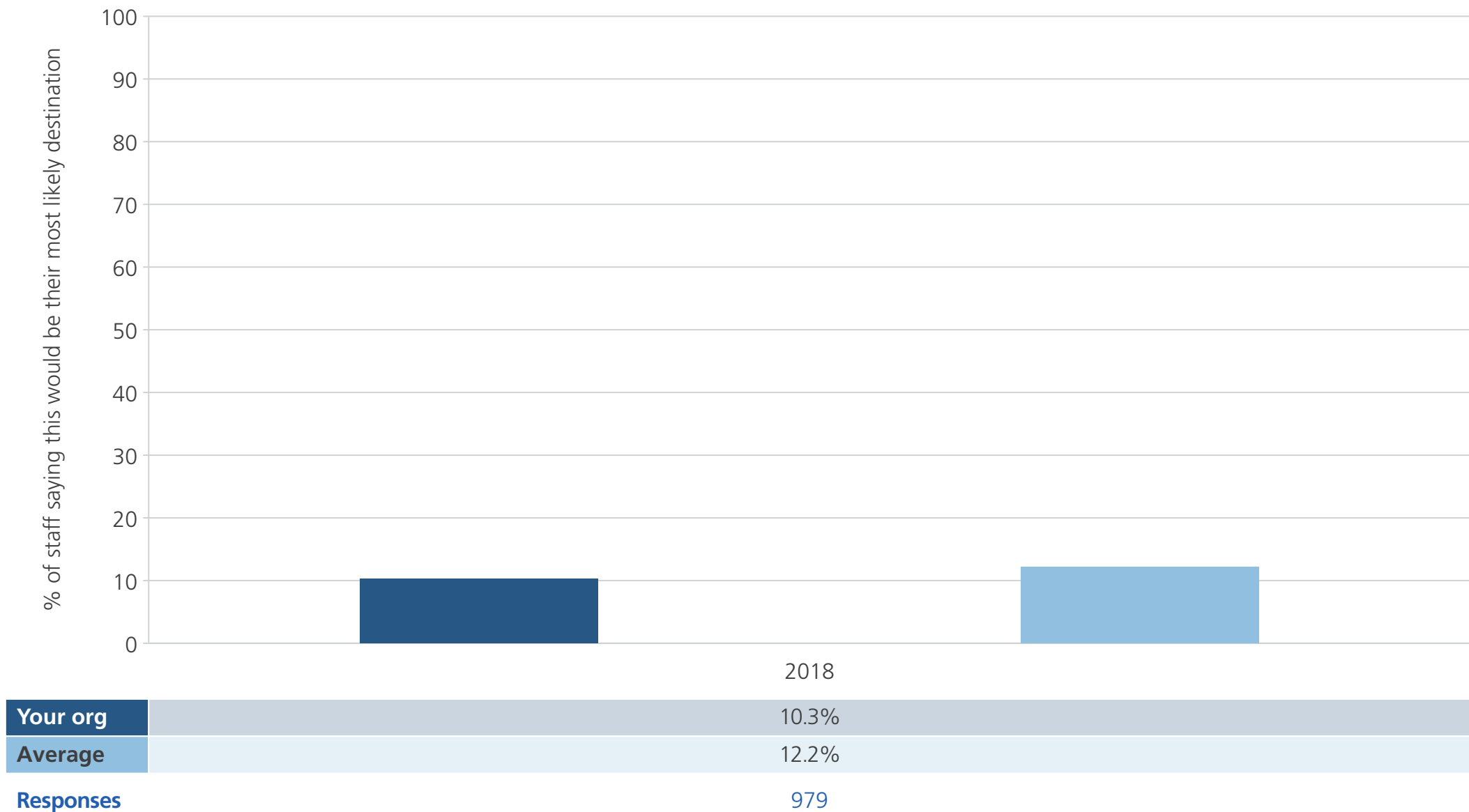






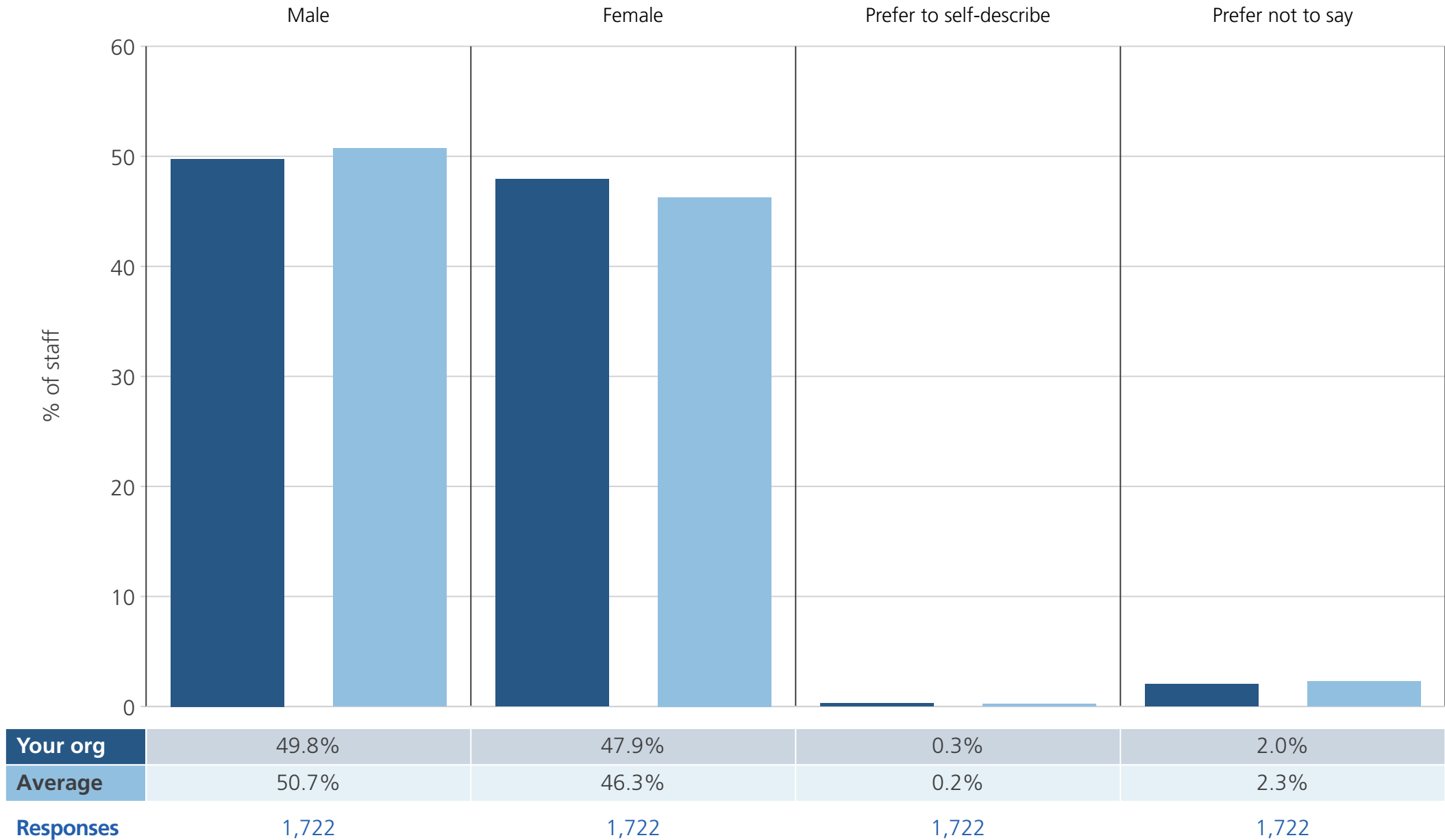


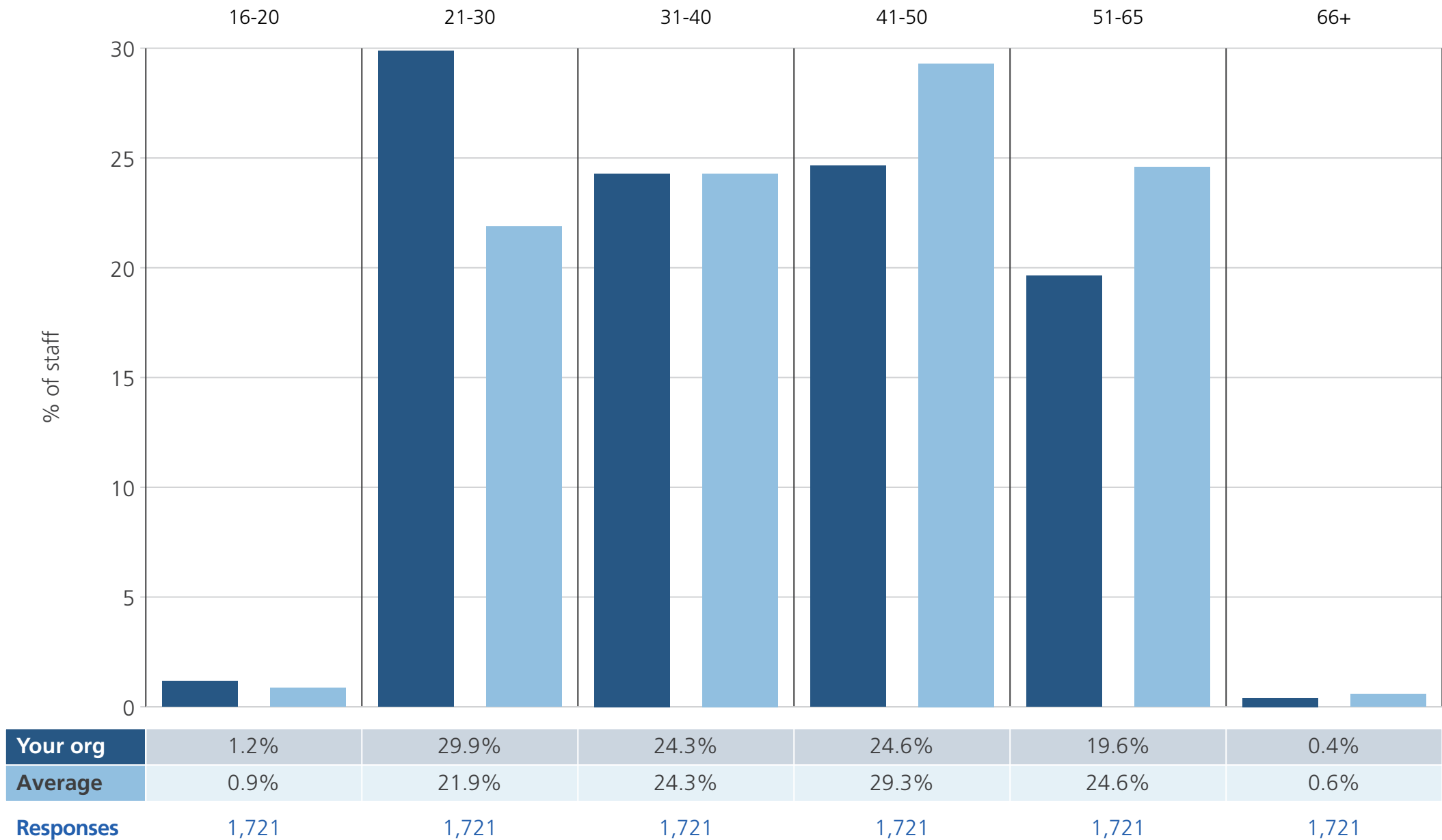


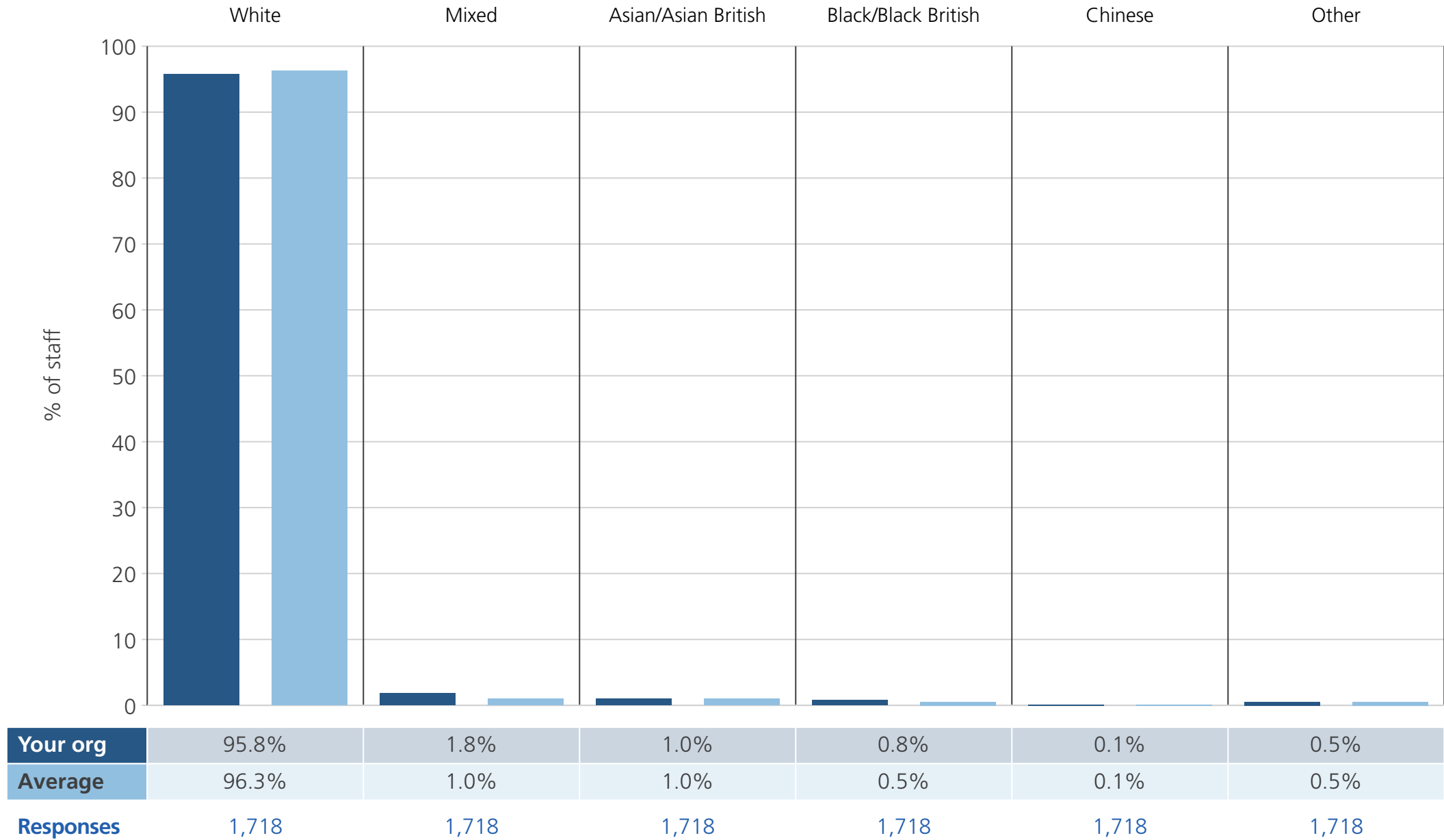


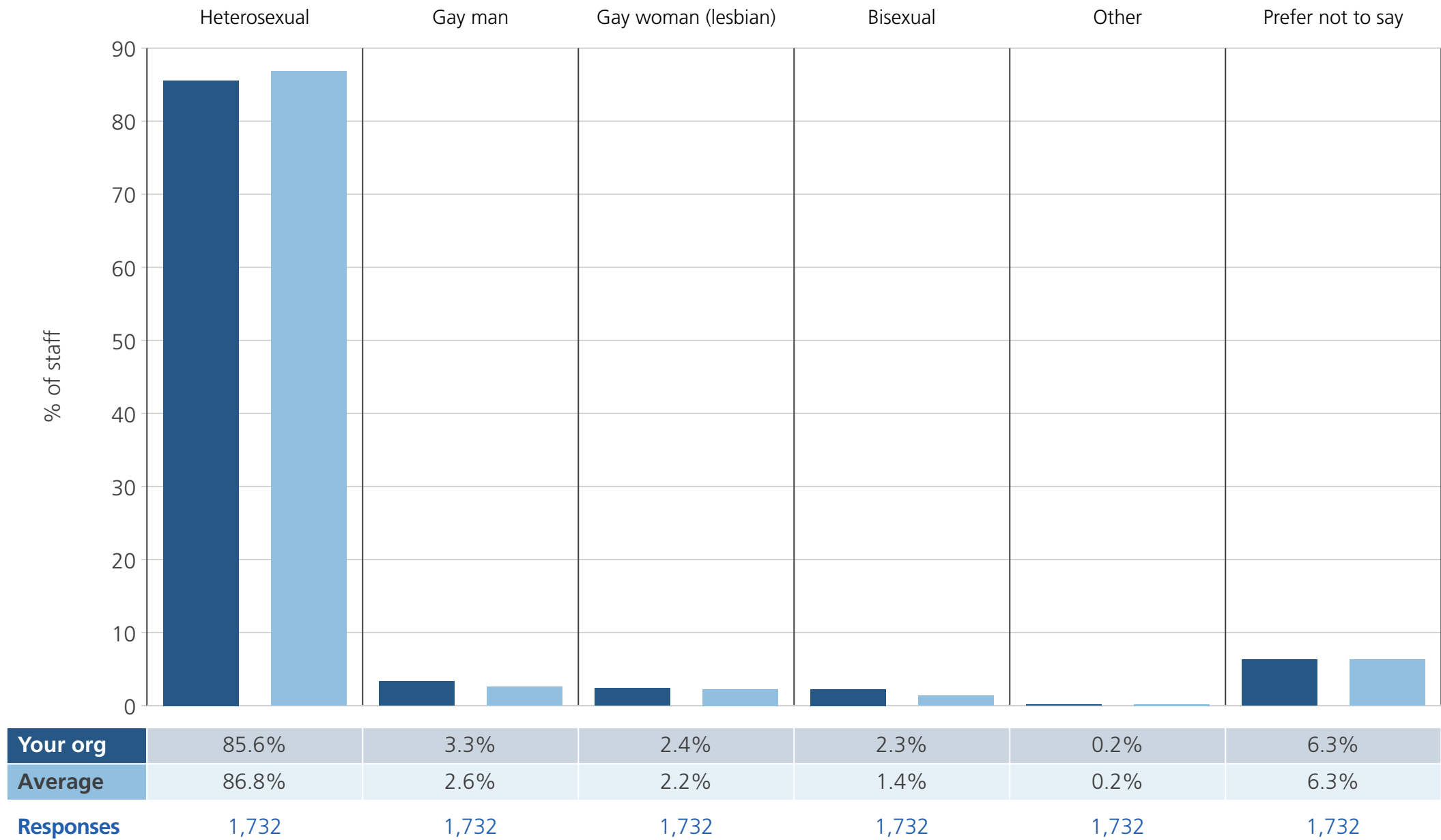
Question results – Background details

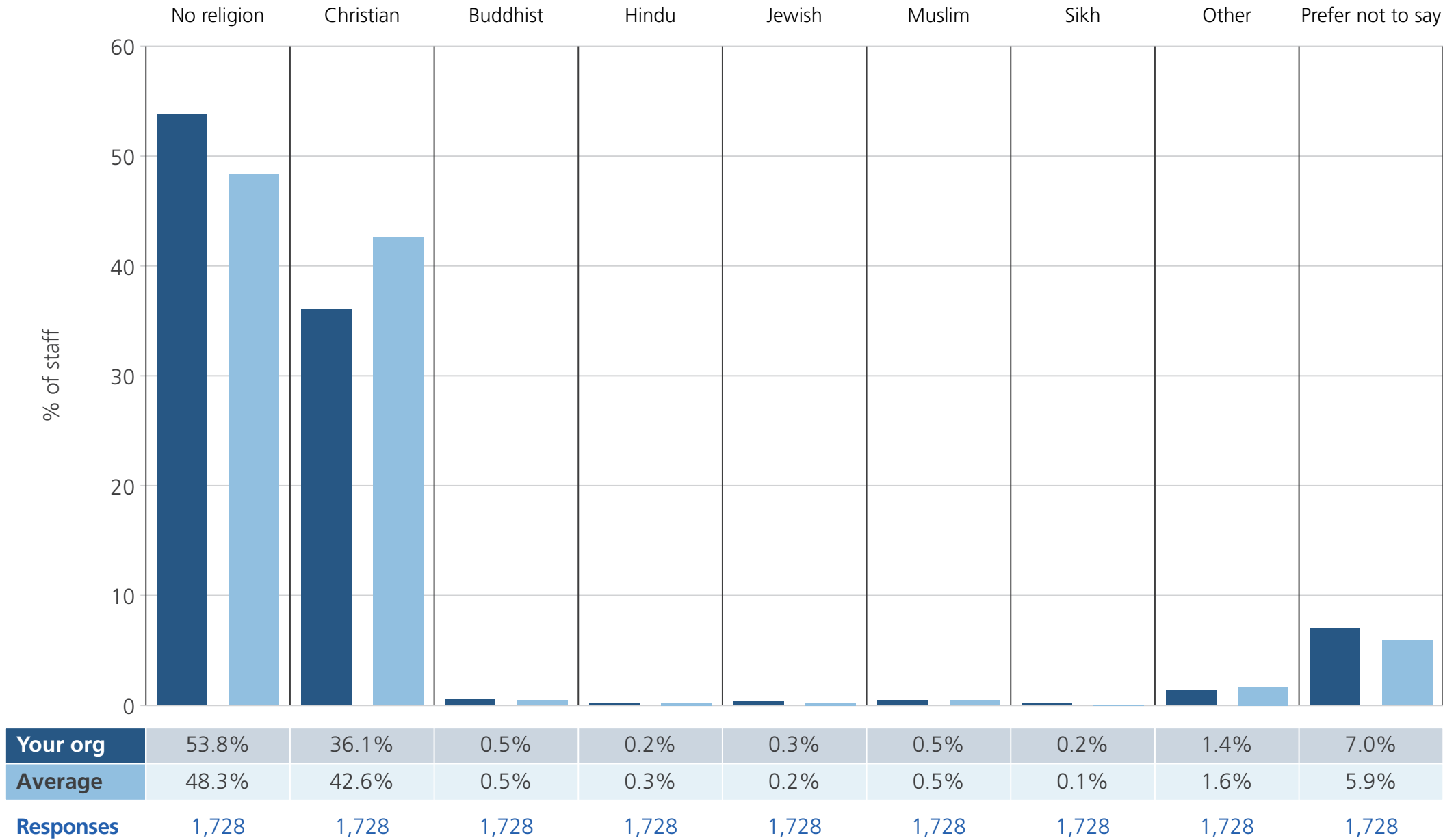
South East Coast Ambulance Service NHS Foundation Trust
2018 NHS Staff Survey Results





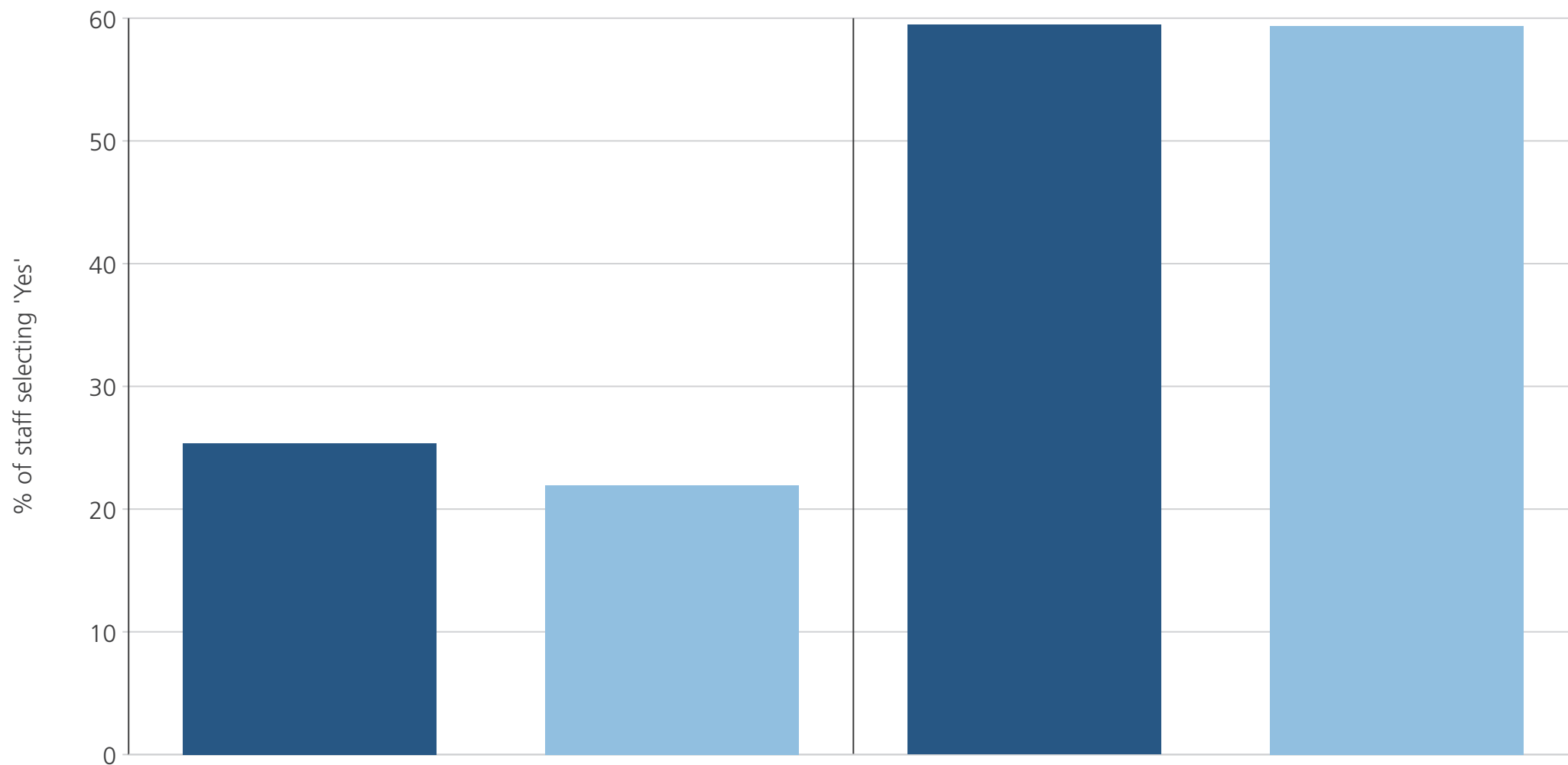




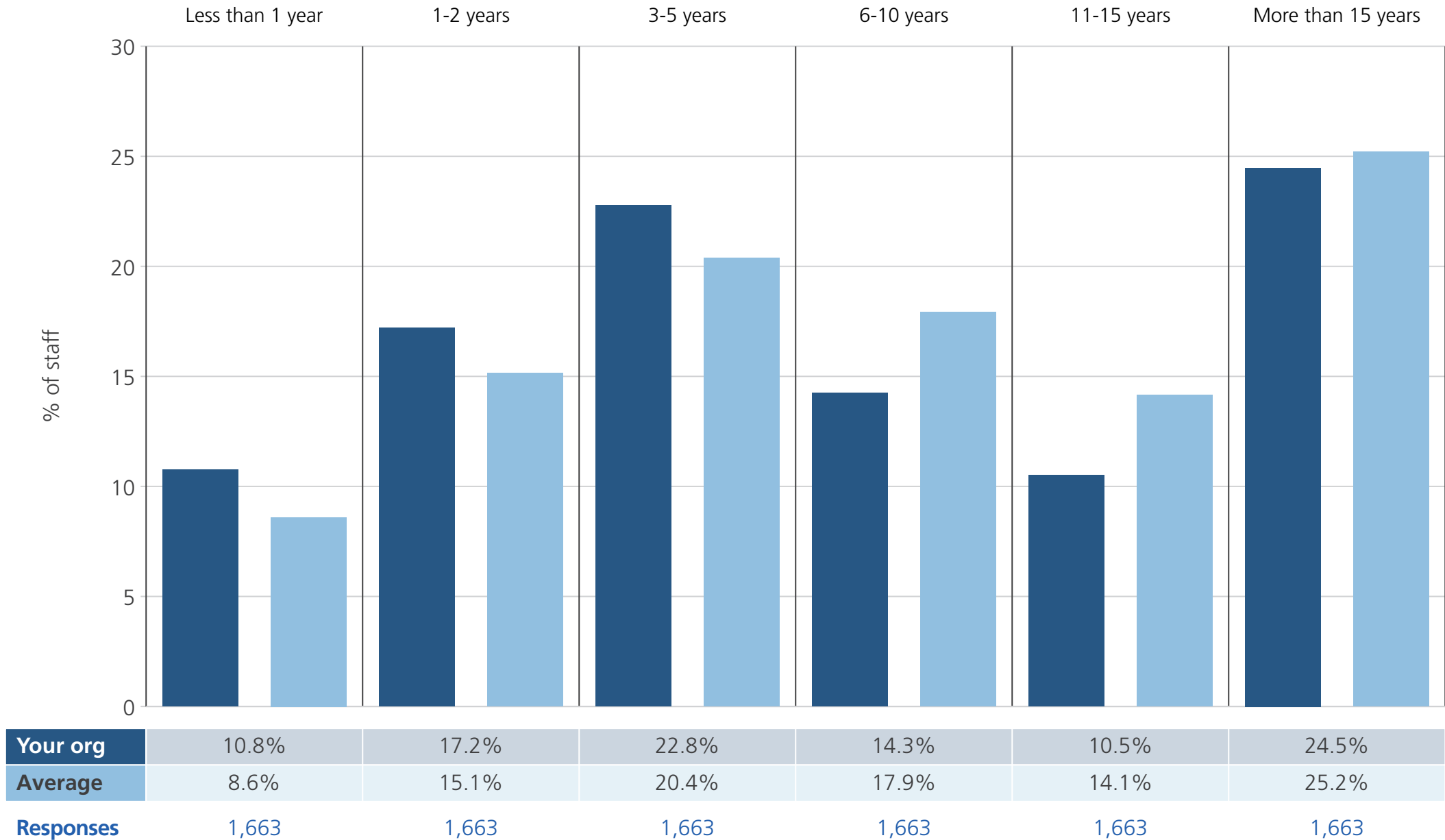


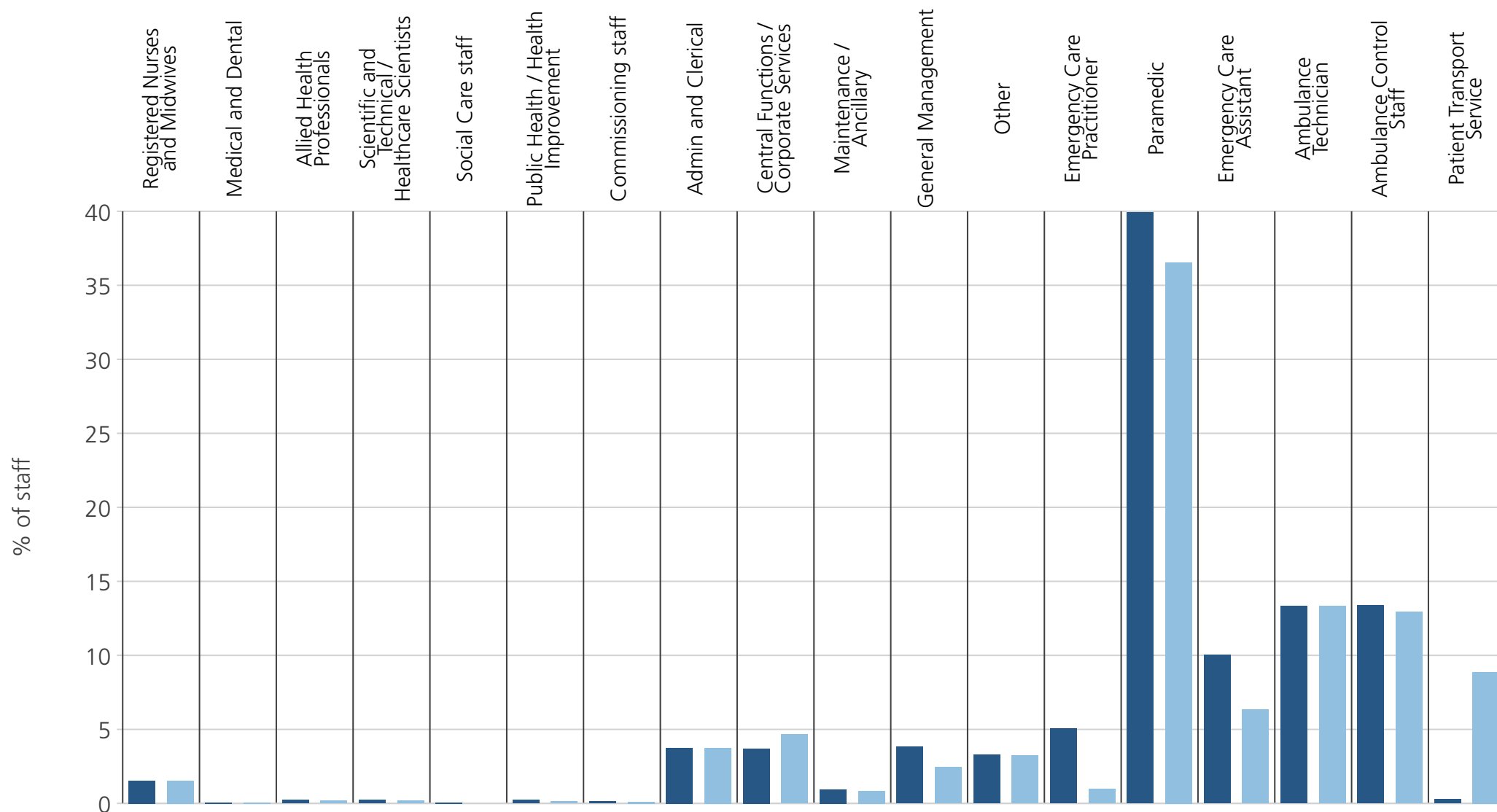
Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?

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



Your org	25.4%	59.5%
Average	21.9%	59.4%
Responses	1,730	263

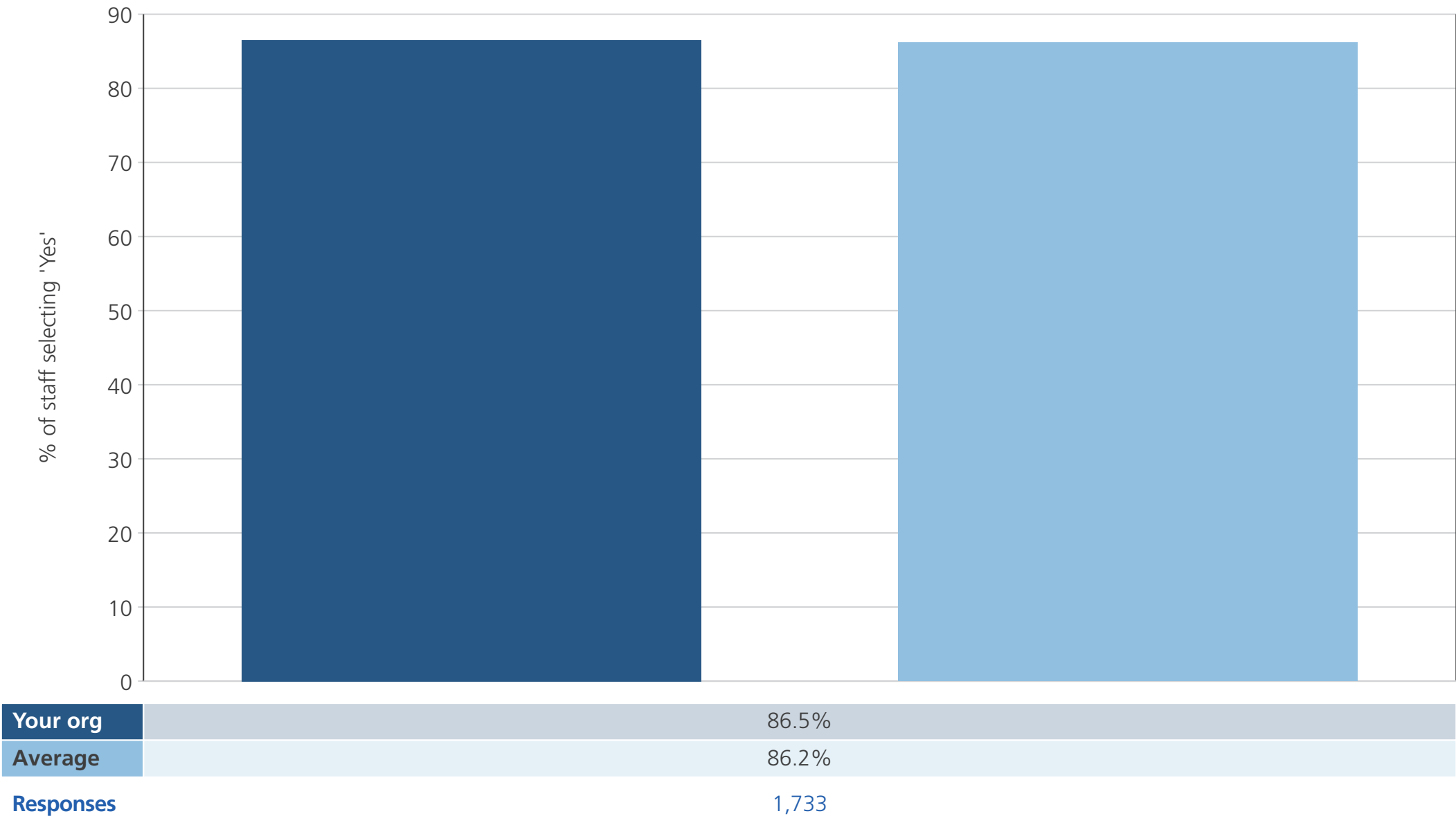


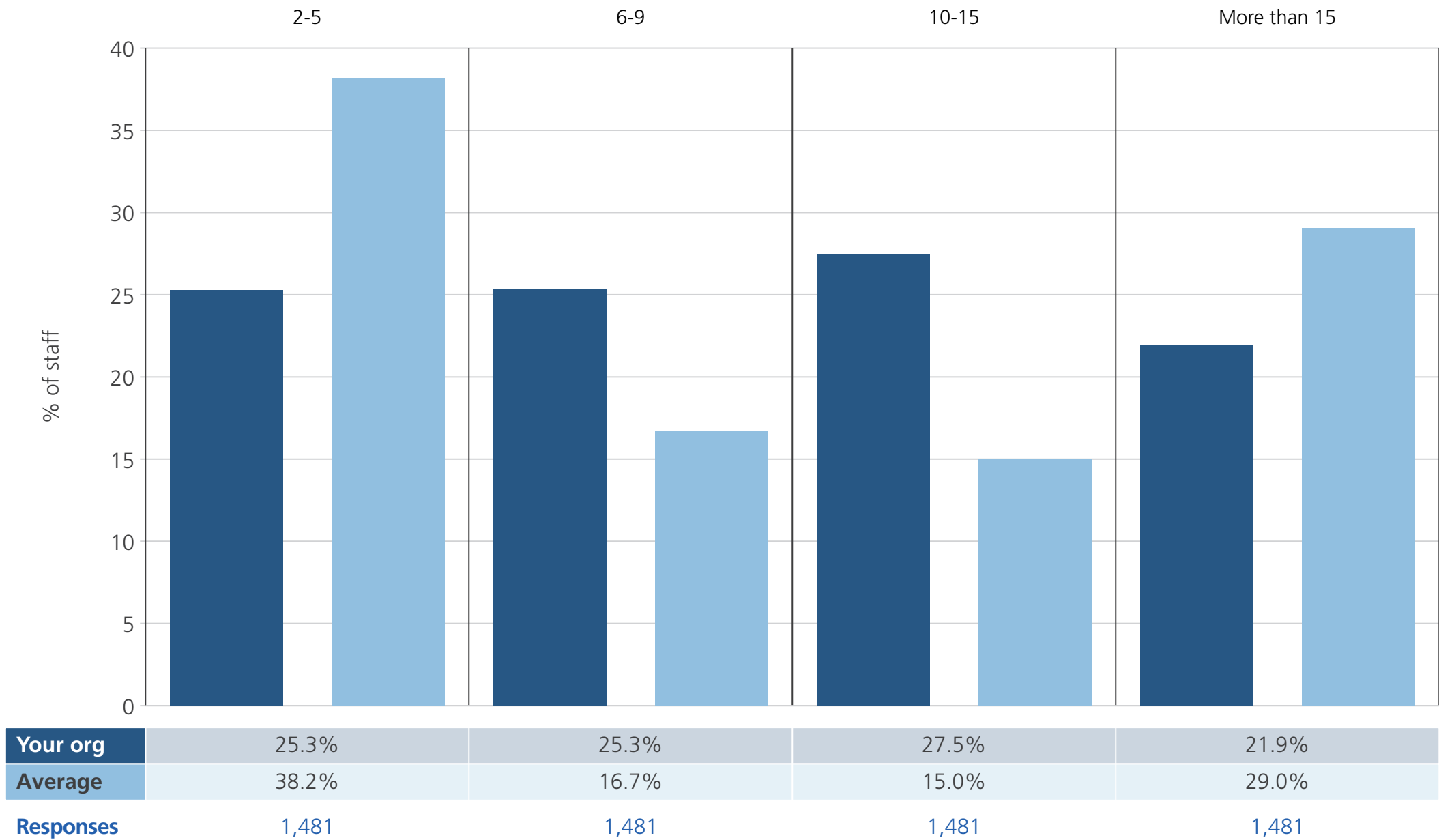


Your org	1.5%	0.1%	0.2%	0.2%	0.1%	0.2%	0.1%	3.8%	3.7%	0.9%	3.8%	3.3%	5.0%	39.9%	10.0%	13.3%	13.4%	0.3%
Average	1.5%	0.1%	0.2%	0.2%	0.0%	0.1%	0.1%	3.8%	4.6%	0.8%	2.4%	3.2%	1.0%	36.5%	6.3%	13.3%	12.9%	8.9%

Responses	1,703	1,703	1,703	1,703	1,703	1,703	1,703	1,703	1,703	1,703	1,703	1,703	1,703	1,703	1,703	1,703	1,703	1,703
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Do you work in a team?



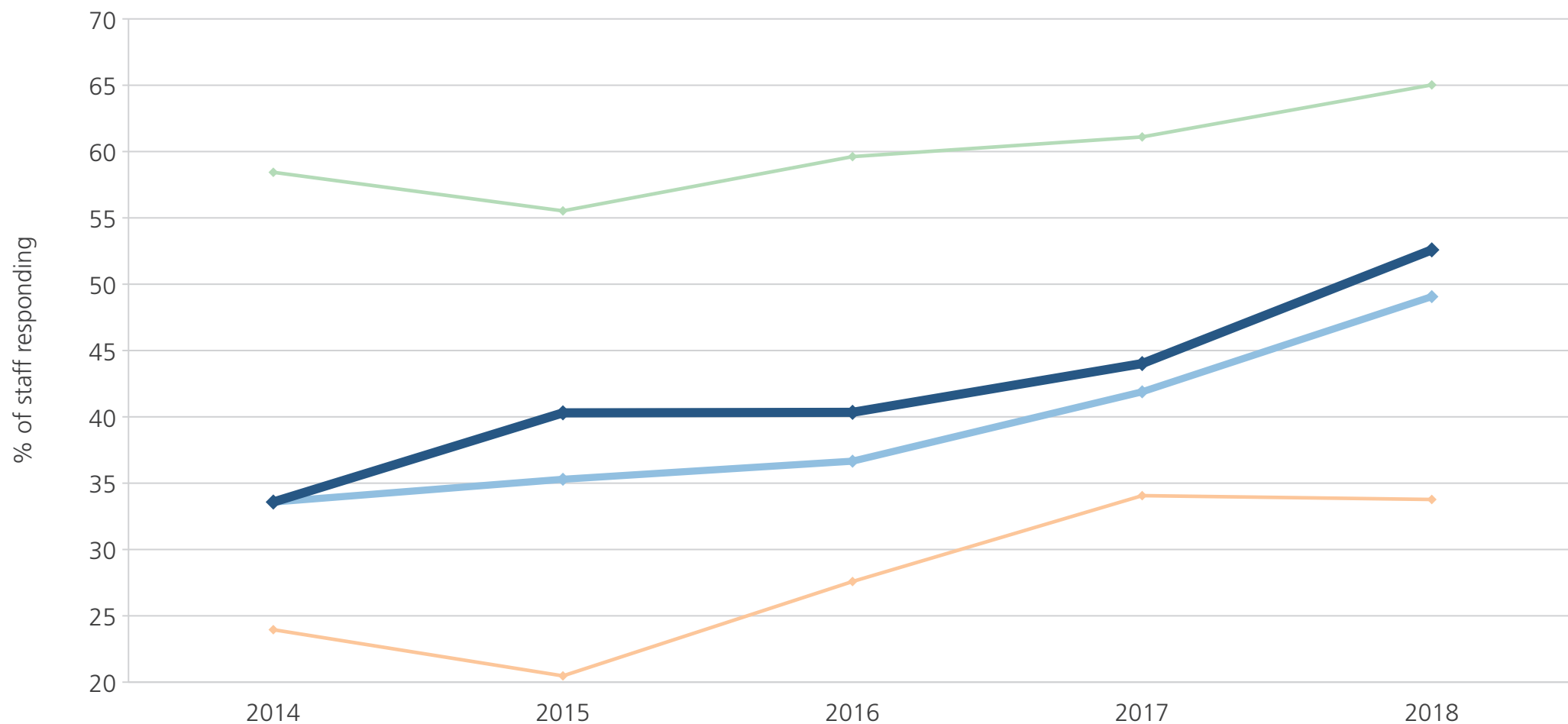


Appendices

South East Coast Ambulance Service NHS Foundation Trust
2018 NHS Staff Survey Results

Appendix A: Response rate

South East Coast Ambulance Service NHS Foundation Trust
2018 NHS Staff Survey Results



Best	58.4%	55.5%	59.6%	61.1%	65.0%
Your org	33.6%	40.3%	40.3%	44.0%	52.6%
Average	33.6%	35.3%	36.7%	41.9%	49.1%
Worst	24.0%	20.5%	27.6%	34.1%	33.8%

Appendix B: Significance testing - 2017 v 2018 theme results

South East Coast Ambulance Service NHS Foundation Trust
2018 NHS Staff Survey Results

The table below presents the results of significance testing conducted on this year's theme scores and those from last year*. It details the organisation's theme scores for both years and the number of responses each of these are based on.

The final column contains the outcome of the significance testing: ↑ indicates that the 2018 score is significantly higher than last year's, whereas ↓ indicates that the 2018 score is significantly lower. If there is no statistically significant difference, you will see 'Not significant'. When there is no comparable data from the past survey year, you will see 'N/A'.

Theme	2017 score	2017 respondents	2018 score	2018 respondents	Statistically significant change?
Equality, diversity & inclusion	7.9	1369	8.2	1733	↑
Health & wellbeing	4.3	1386	5.0	1753	↑
Immediate managers	5.8	1385	6.4	1754	↑
Morale		0	5.5	1740	N/A
Quality of appraisals	4.2	724	4.6	1372	↑
Quality of care	6.8	1238	7.1	1601	↑
Safe environment - Bullying & harassment	6.5	1362	6.9	1742	↑
Safe environment - Violence	8.7	1368	9.0	1747	↑
Safety culture	5.4	1376	6.1	1740	↑
Staff engagement	5.5	1403	6.2	1768	↑

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

Appendix C: Tips on using your benchmark report

South East Coast Ambulance Service NHS Foundation Trust
2018 NHS Staff Survey Results

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



Key changes to note

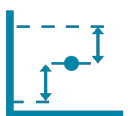
There are a number of differences in this benchmark report compared to the old style of benchmark reports, that was used prior to the 2018 survey, which are worth noting



- Key Findings have been replaced by themes. The themes cover ten areas of staff experience and present results in these areas in a clear and consistent way. All of the ten themes are scored on a 0-10 scale, where a higher score is more positive than a lower score. These theme scores are created by scoring question results and grouping these results together. **Please note that you cannot directly compare Key Finding results to theme results.**



- A key feature of the new reports is that they **provide organisations with up to 5 years of trend data** across theme and question results. Trend data provides a much **more reliable indication of whether the most recent results represent a change from the norm** for an organisation than comparing the most recent results to those from the previous year. Taking a longer term view will help organisations to identify trends over several years that may have been missed when comparisons were drawn solely between the current and previous year.



- **Question results are now benchmarked** so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. This benchmarking has been extended to the trend data that is available so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single graph.

When analysing theme results, it is easiest to start with the **theme overview** page to quickly identify areas which are doing better or worse in comparison to other organisations in the given benchmarking group.

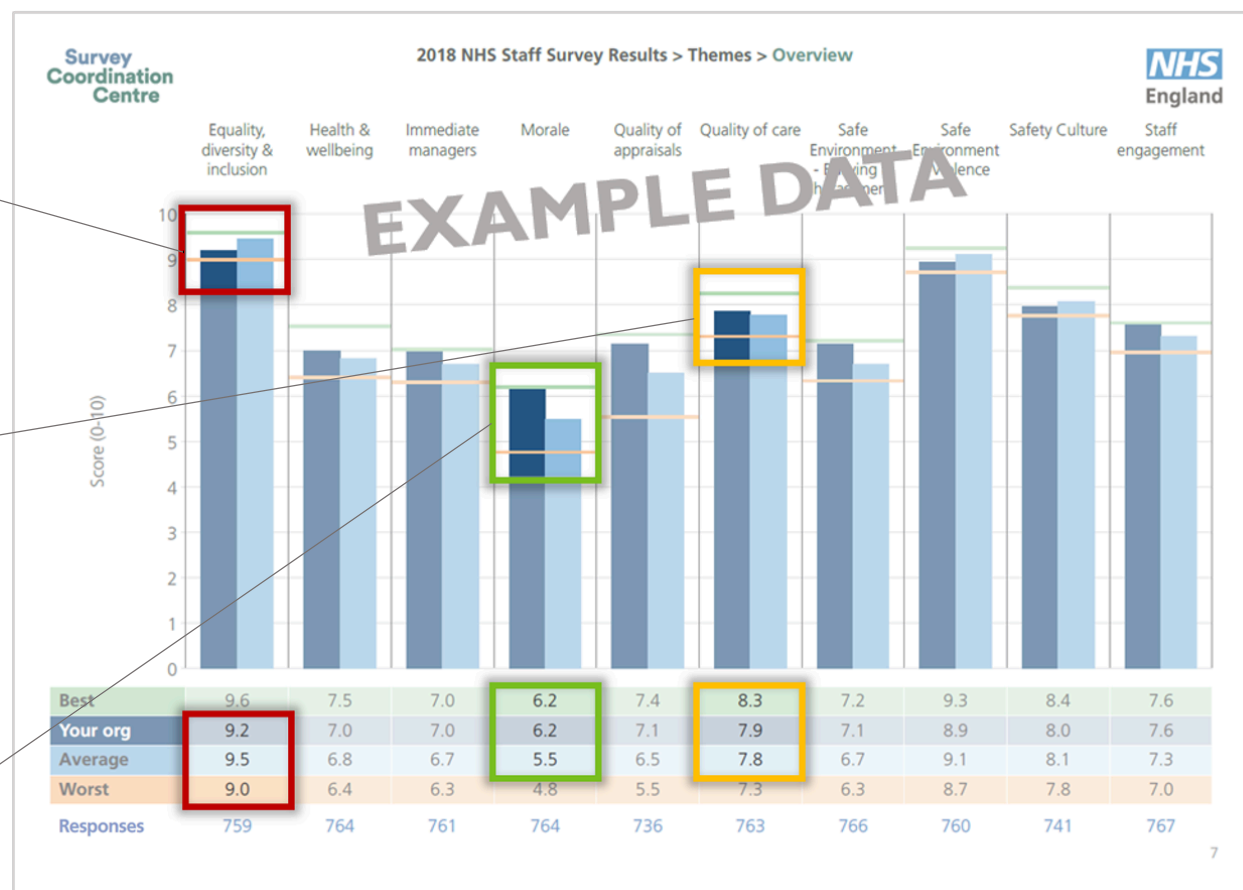
It is important to **consider each theme result within the range of its benchmarking group 'Best' and 'Worst' scores**, rather than comparing theme scores to one another. Comparing organisation scores to the benchmarking group average is another important point of reference.

Areas to improve

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

Positive outcomes

- Similarly, using the overview page it is easy to identify themes which show a positive outcome for your organisation, where 'Your org' scores are distinctly higher than the benchmarking group 'Average' score.

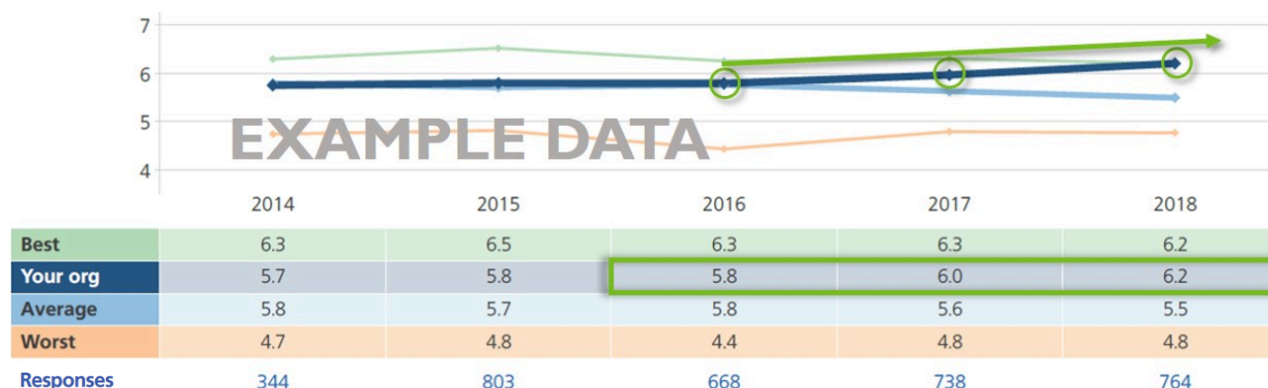


Only one example is highlighted for each point

- Positive stories to report could be ones where your organisation approaches or matches the benchmarking group's 'Best' score.

Review trend data

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

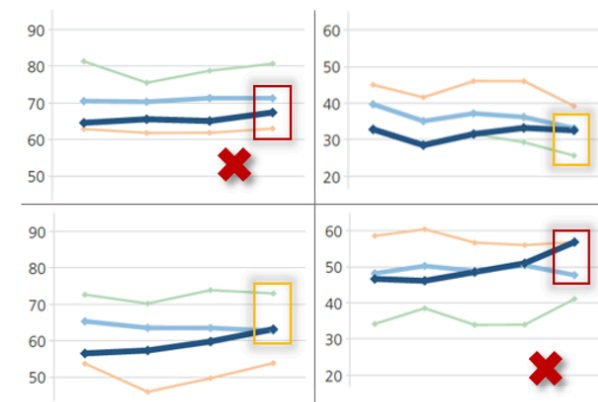


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

Review questions feeding into the themes

In order to understand exactly which factors are driving your organisation's theme score, you should review the questions feeding into the theme. The **'Detailed information'** section contains the questions contributing to each theme, grouped together, thus they can be reviewed easily without the need to search through the 'Question results' section. By comparing 'Your org' scores to the benchmarking group 'Average', 'Best' and 'Worst' scores for each question, the **questions which are driving your organisation's theme results can be identified**.

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



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

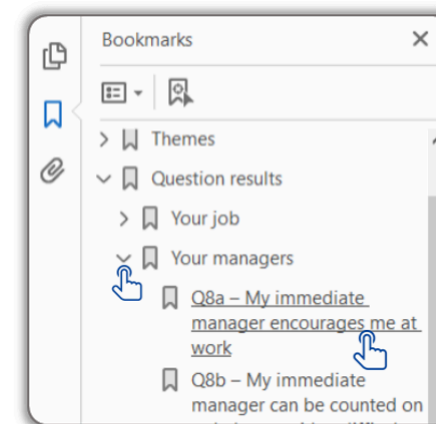
This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 110 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data.

Identifying questions of interest

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

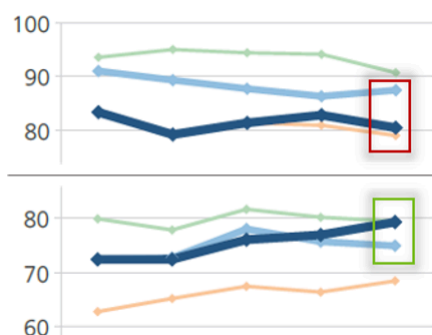
- Most organisations will have questions which have traditionally been a focus for them. Questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can now be assessed on the backdrop of benchmark and historical trend data.
- **Note:** The bookmarks bar allows for easy navigation through the report, allowing subsections of the report to be folded, for quick access to questions through hyperlinks.

Use the bookmarks bar to navigate directly to questions of interest



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

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





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

Appendix D: Additional reporting outputs




South East Coast Ambulance Service NHS Foundation Trust
2018 NHS Staff Survey Results

Below are links to other key reporting outputs which complement this report. A full list and more detailed explanation of the reporting outputs is included in the Technical Document.

Supporting documents

-  **[Basic Guide](#)**: Provides a brief overview of the NHS Staff Survey data and details on what is contained in each of the reporting outputs.
-  **[Technical Document](#)**: Contains technical details about the NHS Staff Survey data, including: data cleaning, weighting, benchmarking, theme/KF calculations, historical comparability of organisations and questions in the survey.

Other local results

-  **[Key Finding results spreadsheet](#)**: Response rate & KF results for every organisation (2017 & 2018). The results are compared and the difference between years is tested for statistical significance.
-  **[Local Breakdowns](#)**: Dashboards containing results for each organisation broken down by demographic characteristics. Data is available for up to five years where possible.
-  **[Directorate Reports](#)**: Reports containing theme results split by directorate (locality) for South East Coast Ambulance Service NHS Foundation Trust.

National results

-  **[National Trend Data](#)** and **[National Breakdowns](#)**: Dashboards containing national results – data available for five years where possible.