

Yorkshire Ambulance Service NHS Trust

2020 NHS Staff Survey

Directorate Report

Contents

Introduction	3
Themes – Directorates 1	4
A&E (Operations)	5
Chief Executive	6
Clinical Directorate	7
Finance Directorate	8
Quality, Governance & Performance Assurance	9
Urgent Care & Integration Directorate	10
Workforce & Organisational Development	11
Themes – Directorates 2	12
Additional Clinical Services	13
Administrative And Clerical	14
Allied Health Professionals	15
Estates And Ancillary	16
Nursing And Midwifery Registered	17

This directorate report for Yorkshire Ambulance Service NHS Trust contains results by directorate for themes from the 2020 NHS Staff Survey. These results are compared to the unweighted average for your organisation.

Please note: It is possible that there are differences between the 'Your org' scores reported in this directorate report and those in the benchmark report. This is because the results in the benchmark report are weighted to allow for fair comparisons between organisations of a similar type. However, in this report comparisons are made within your organisation so the unweighted organisation result is a more appropriate point of comparison.

The directorate breakdowns used in this report were provided and defined by Yorkshire Ambulance Service NHS Trust. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

Key features

Breakdown type and **directorate name** are specified in the header. Black text in the header is hyperlinked: clicking on '2020 NHS Staff Survey Results' navigates back to the contents page.

Directorate results are presented in the context of the (unweighted) **organisation average ('Your org')**, so it is easy to tell if a directorate is performing better or worse than the organisation average. For all themes, a higher score is a better result than a lower score.

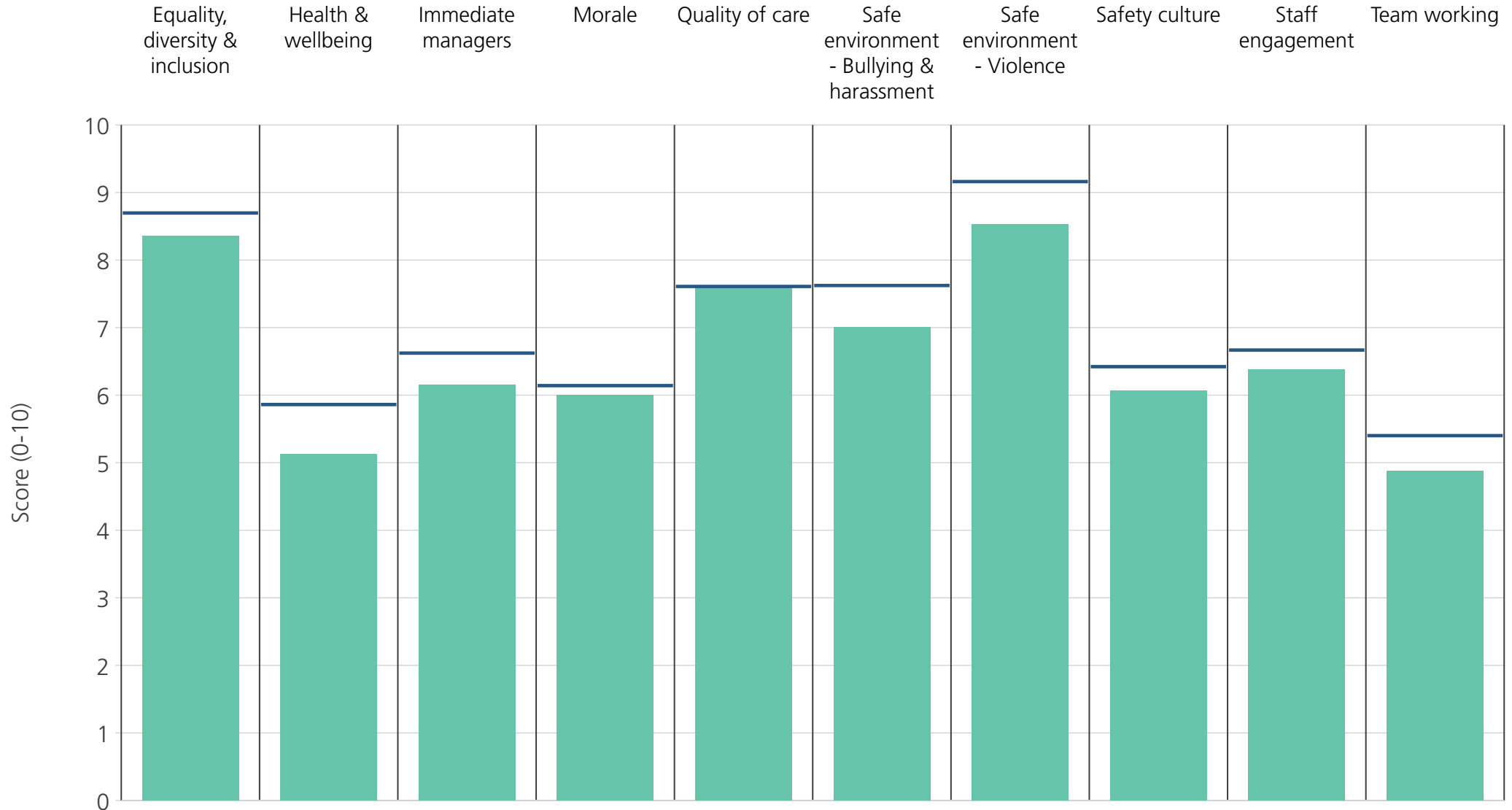
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



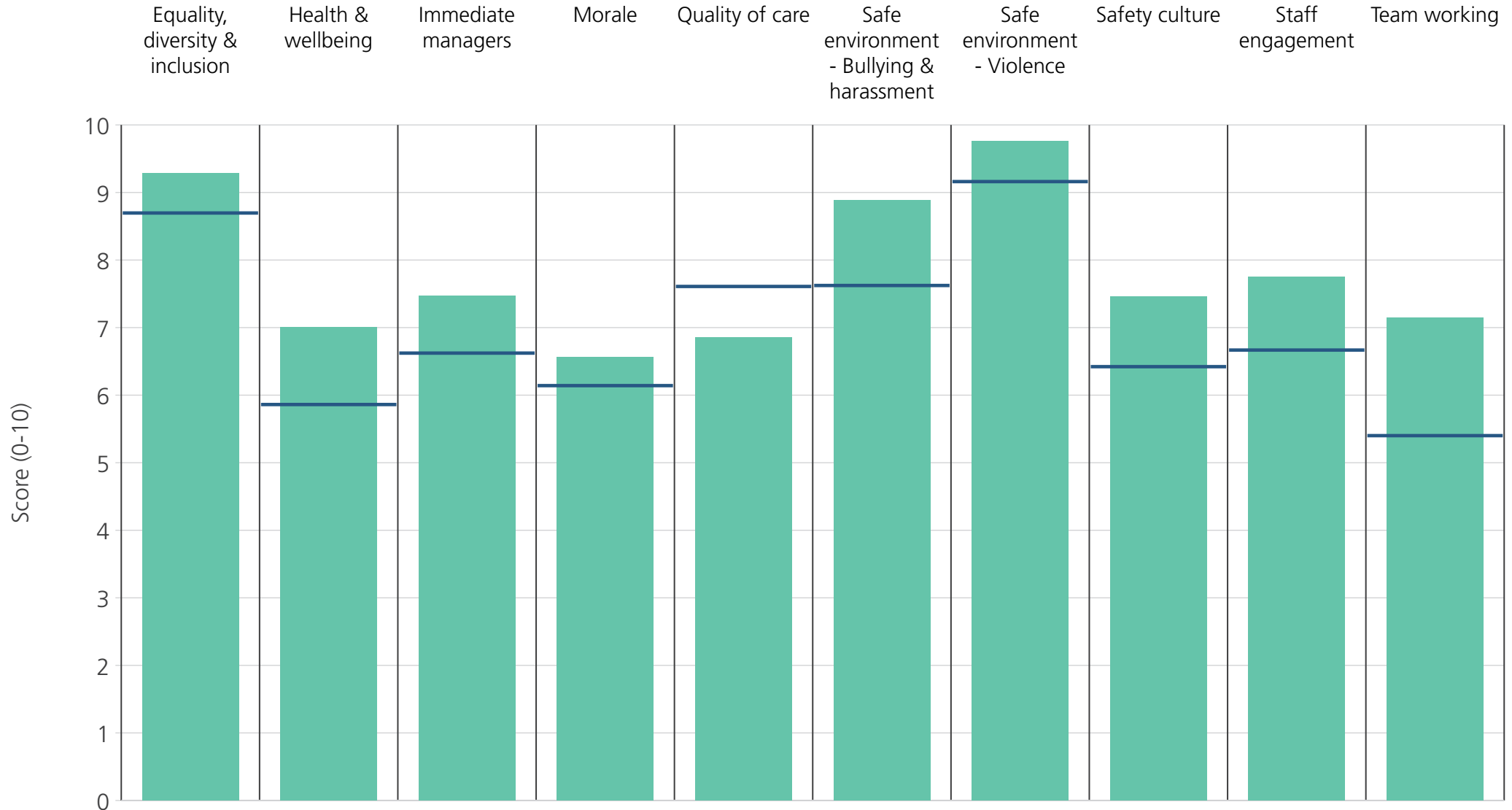
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

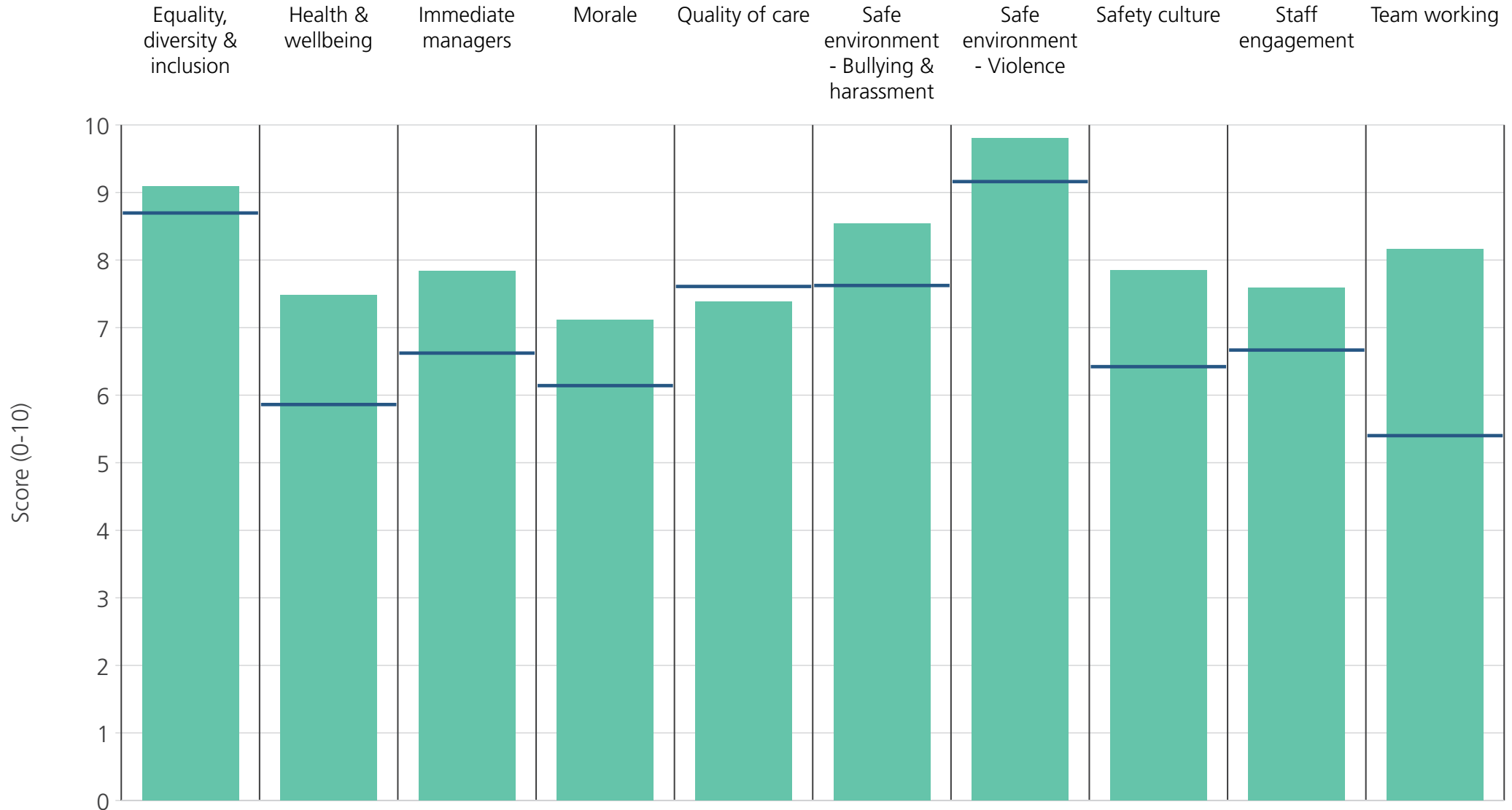
Yorkshire Ambulance Service NHS Trust
2020 NHS Staff Survey Results



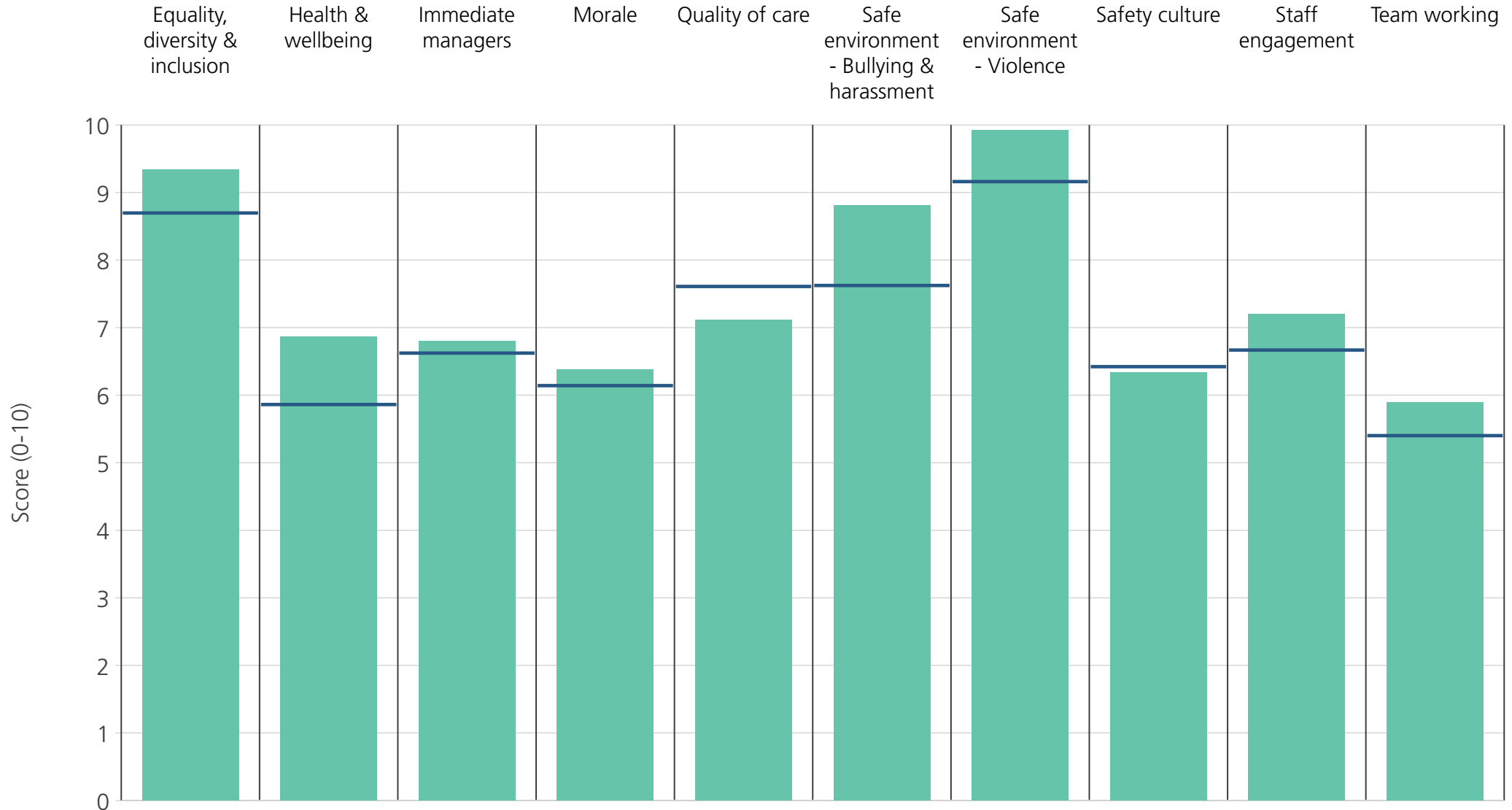
Directorate	8.4	5.1	6.2	6.0	7.6	7.0	8.5	6.1	6.4	4.9
Your org	8.7	5.9	6.6	6.1	7.6	7.6	9.2	6.4	6.7	5.4
Responses	1032	1032	1037	1037	987	1036	1034	1035	1038	1022



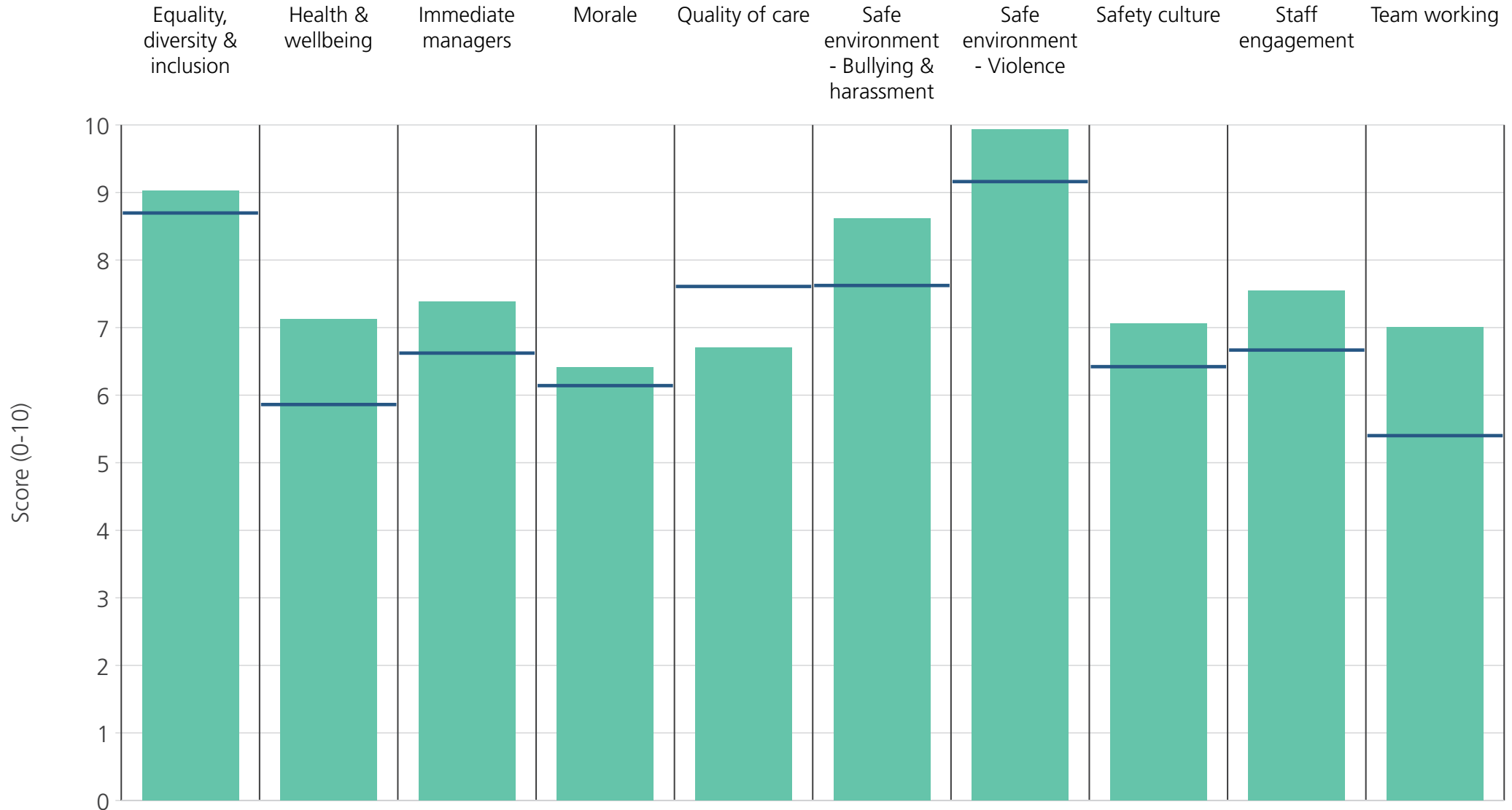
Directorate	9.3	7.0	7.5	6.6	6.8	8.9	9.8	7.5	7.8	7.1
Your org	8.7	5.9	6.6	6.1	7.6	7.6	9.2	6.4	6.7	5.4
Responses	42	42	42	42	16	42	42	42	42	42



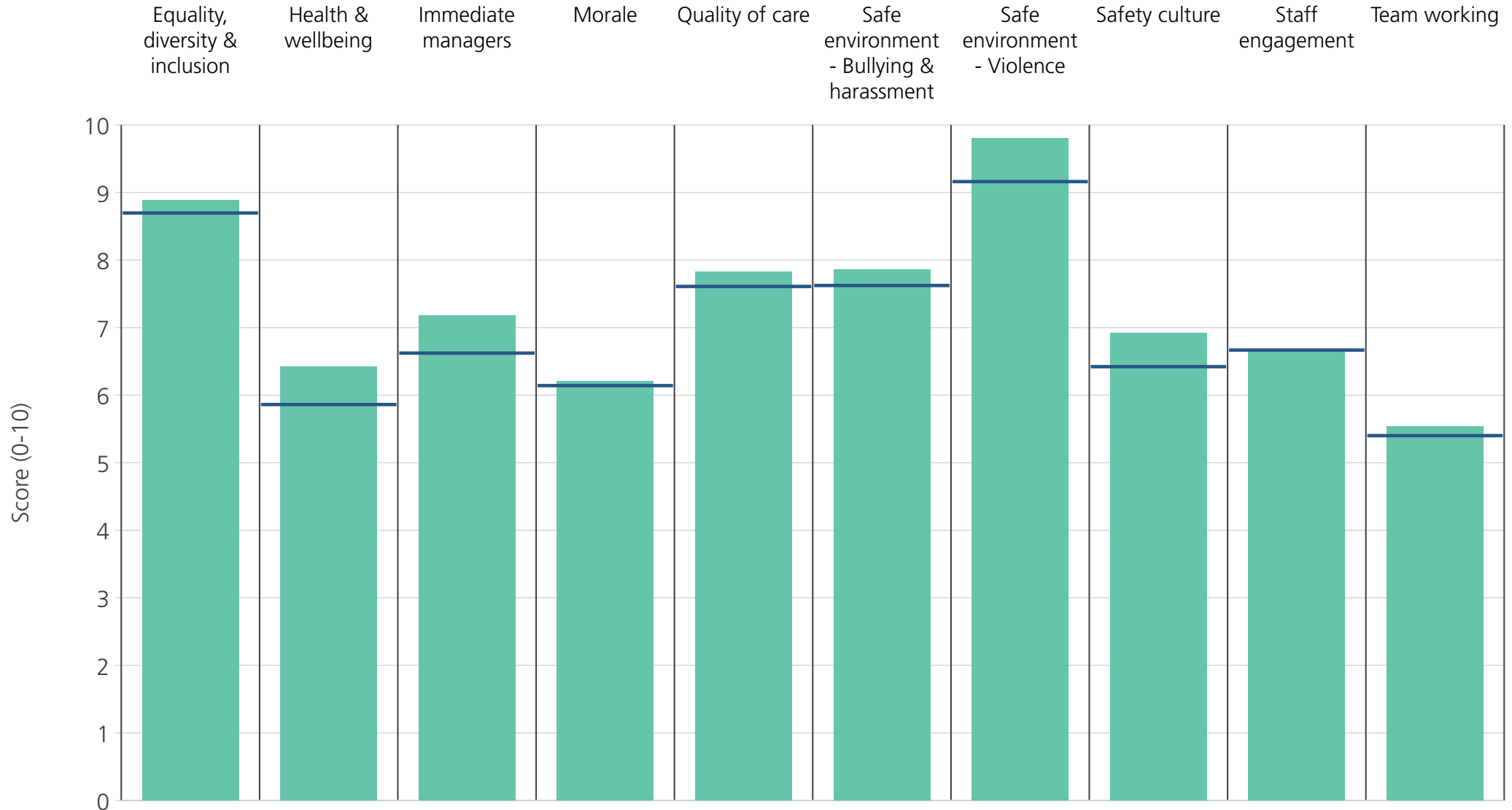
Directorate	9.1	7.5	7.8	7.1	7.4	8.5	9.8	7.8	7.6	8.2
Your org	8.7	5.9	6.6	6.1	7.6	7.6	9.2	6.4	6.7	5.4
Responses	33	33	33	33	22	33	33	32	33	32



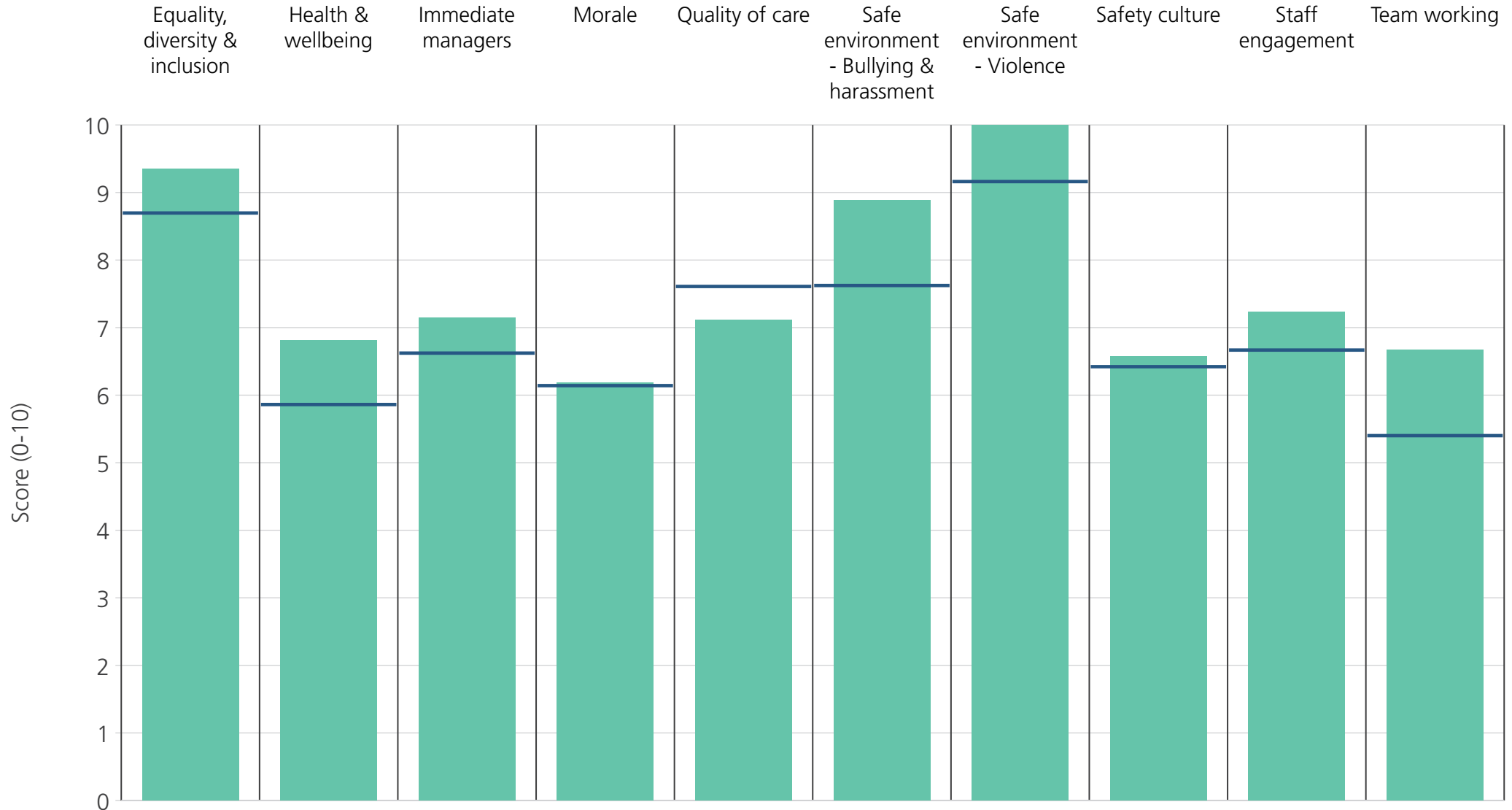
Directorate	9.3	6.9	6.8	6.4	7.1	8.8	9.9	6.3	7.2	5.9
Your org	8.7	5.9	6.6	6.1	7.6	7.6	9.2	6.4	6.7	5.4
Responses	225	226	227	226	73	223	224	221	227	223



Directorate	9.0	7.1	7.4	6.4	6.7	8.6	9.9	7.1	7.5	7.0
Your org	8.7	5.9	6.6	6.1	7.6	7.6	9.2	6.4	6.7	5.4
Responses	47	48	48	48	25	48	48	47	48	48



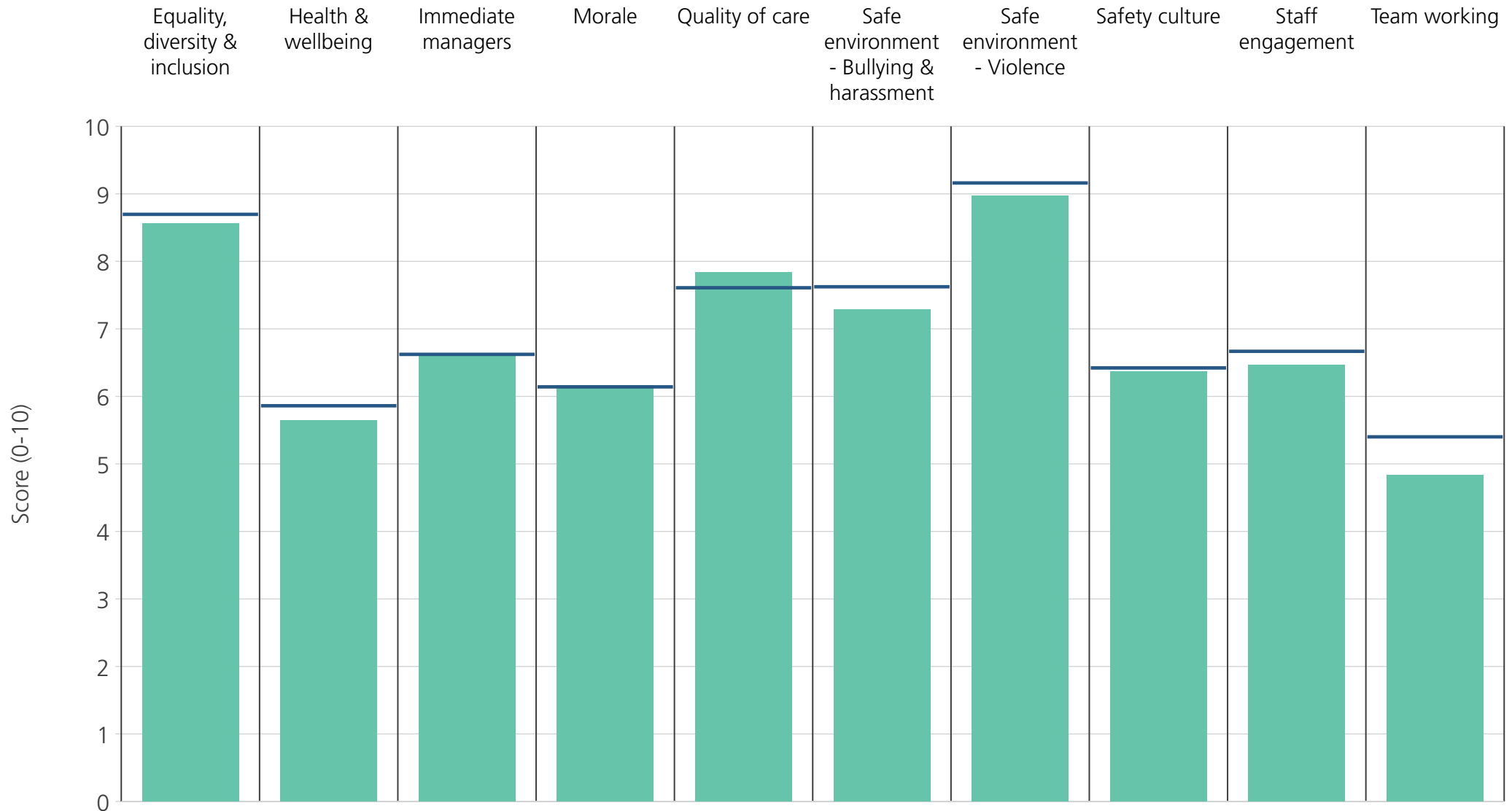
Directorate	8.9	6.4	7.2	6.2	7.8	7.9	9.8	6.9	6.7	5.5
Your org	8.7	5.9	6.6	6.1	7.6	7.6	9.2	6.4	6.7	5.4
Responses	502	503	504	504	473	500	504	500	503	495



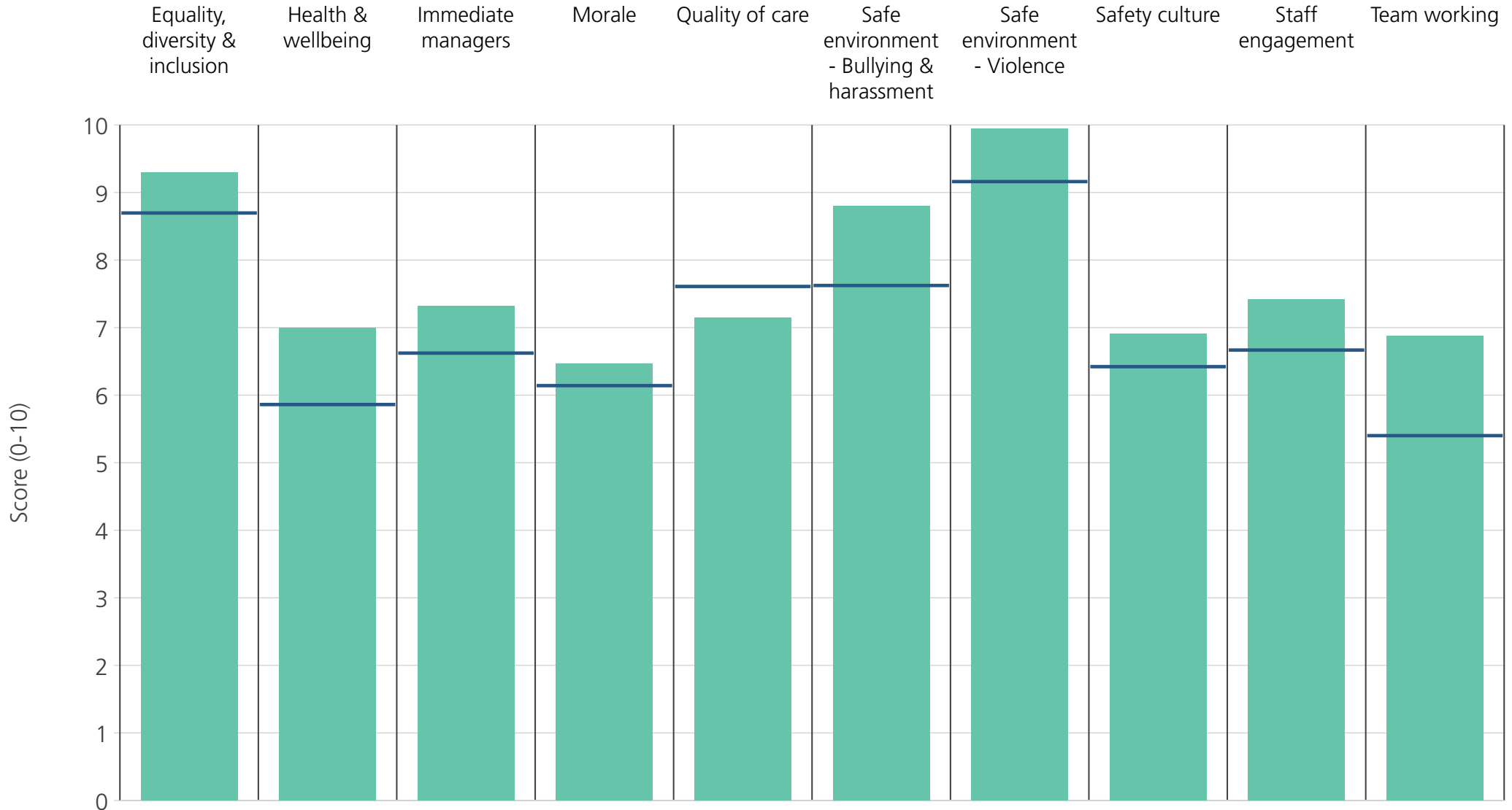
Directorate	9.4	6.8	7.1	6.2	7.1	8.9	10.0	6.6	7.2	6.7
Your org	8.7	5.9	6.6	6.1	7.6	7.6	9.2	6.4	6.7	5.4
Responses	98	98	98	98	41	97	98	98	98	97

Directorates 2

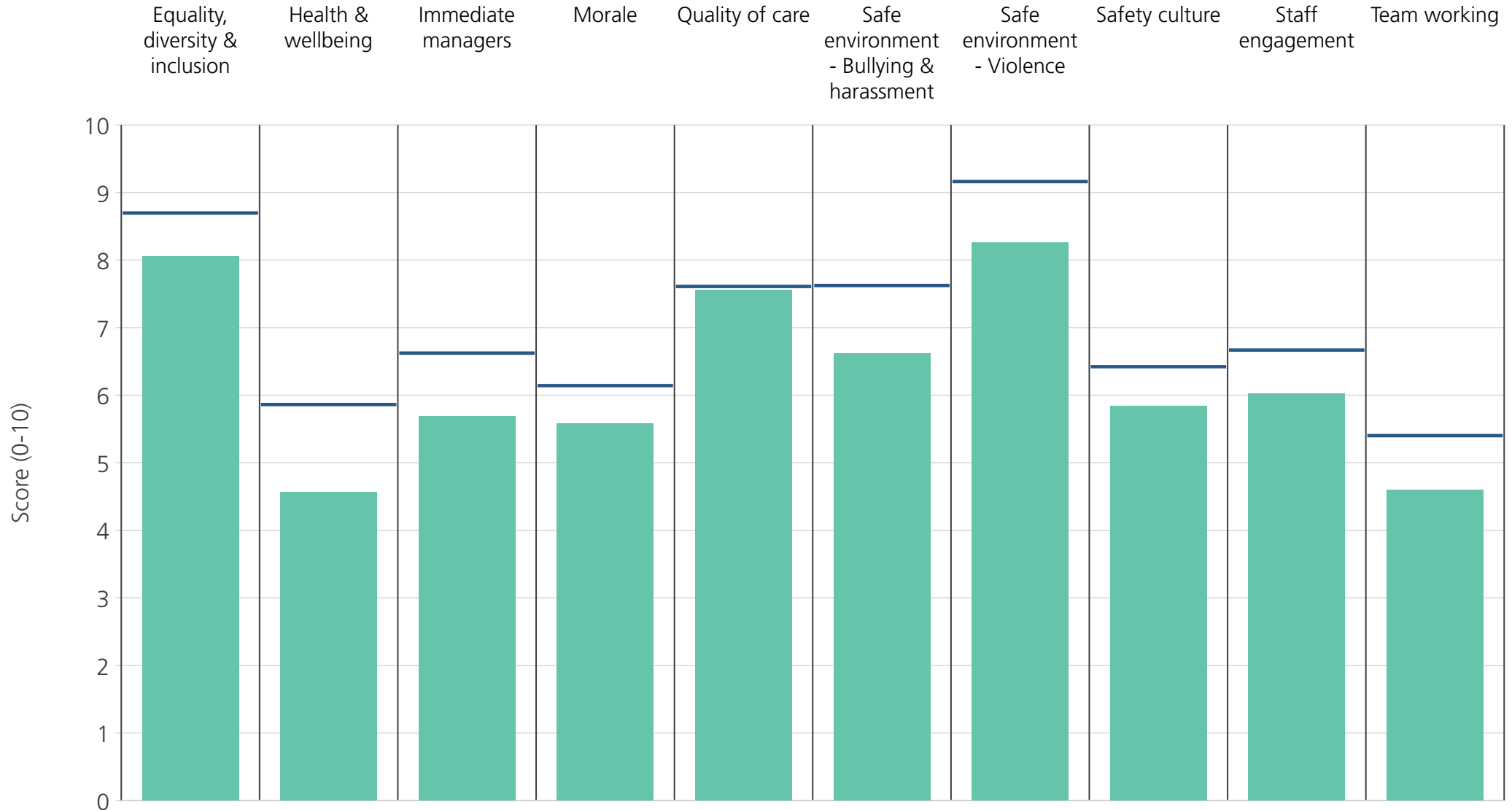
Yorkshire Ambulance Service NHS Trust
2020 NHS Staff Survey Results



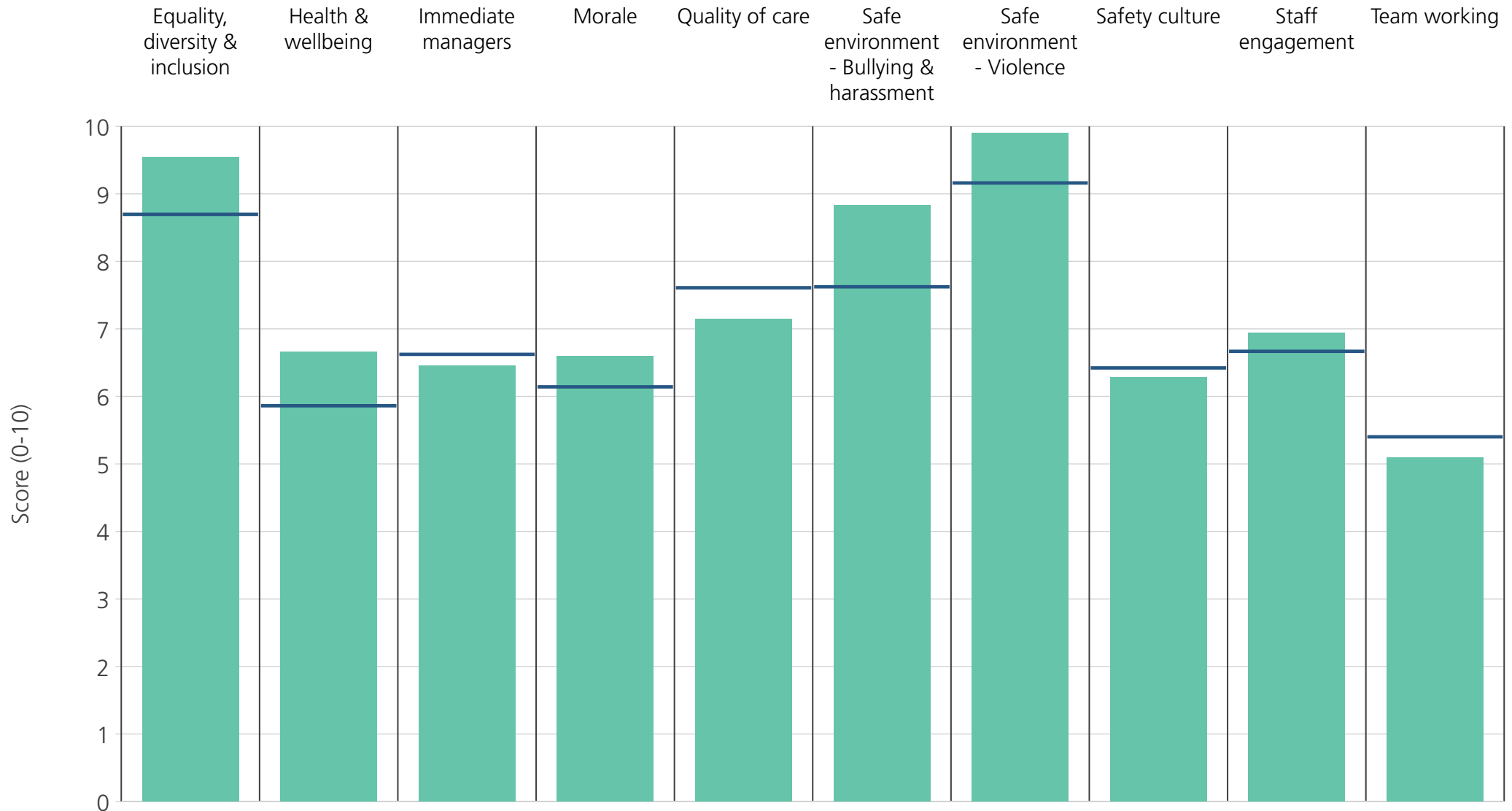
Directorate	8.6	5.6	6.6	6.2	7.8	7.3	9.0	6.4	6.5	4.8
Your org	8.7	5.9	6.6	6.1	7.6	7.6	9.2	6.4	6.7	5.4
Responses	803	804	807	806	801	805	806	802	807	794



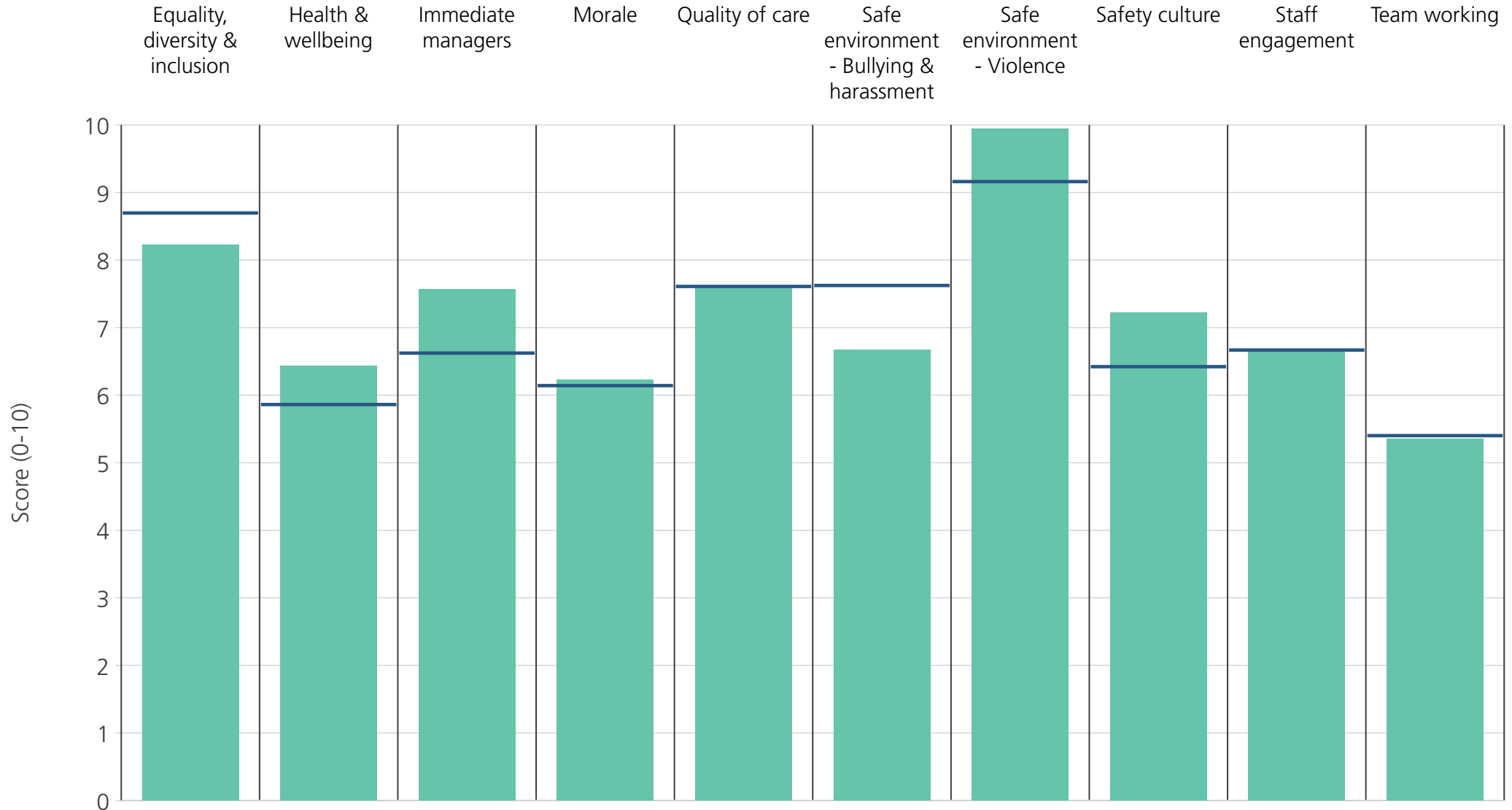
Directorate	9.3	7.0	7.3	6.5	7.1	8.8	9.9	6.9	7.4	6.9
Your org	8.7	5.9	6.6	6.1	7.6	7.6	9.2	6.4	6.7	5.4
Responses	572	572	574	574	296	569	573	567	574	568



Directorate	8.0	4.6	5.7	5.6	7.6	6.6	8.3	5.8	6.0	4.6
Your org	8.7	5.9	6.6	6.1	7.6	7.6	9.2	6.4	6.7	5.4
Responses	451	452	454	455	452	454	452	454	455	447



Directorate	9.5	6.7	6.5	6.6	7.1	8.8	9.9	6.3	6.9	5.1
Your org	8.7	5.9	6.6	6.1	7.6	7.6	9.2	6.4	6.7	5.4
Responses	98	99	99	98	34	97	97	97	99	96



Directorate	8.2	6.4	7.6	6.2	7.6	6.7	9.9	7.2	6.6	5.3
Your org	8.7	5.9	6.6	6.1	7.6	7.6	9.2	6.4	6.7	5.4
Responses	55	55	55	55	54	54	55	55	54	54