

# West Midlands Ambulance Service University NHS Foundation Trust

2020 NHS Staff Survey

**Directorate Report**

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This directorate report for West Midlands Ambulance Service University NHS Foundation 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.

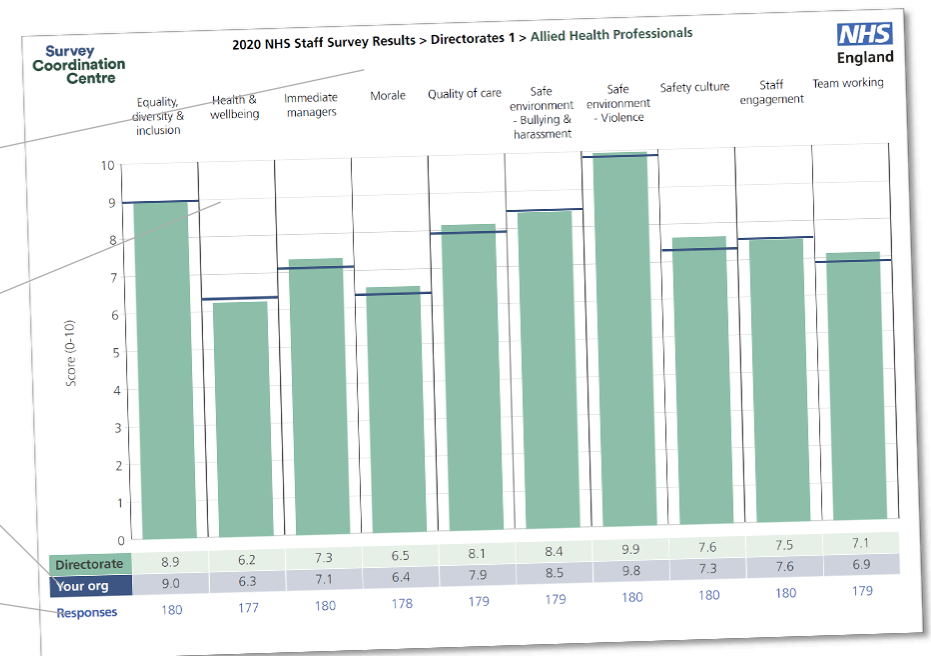
The directorate breakdowns used in this report were provided and defined by West Midlands Ambulance Service University NHS Foundation Trust. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

## 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.

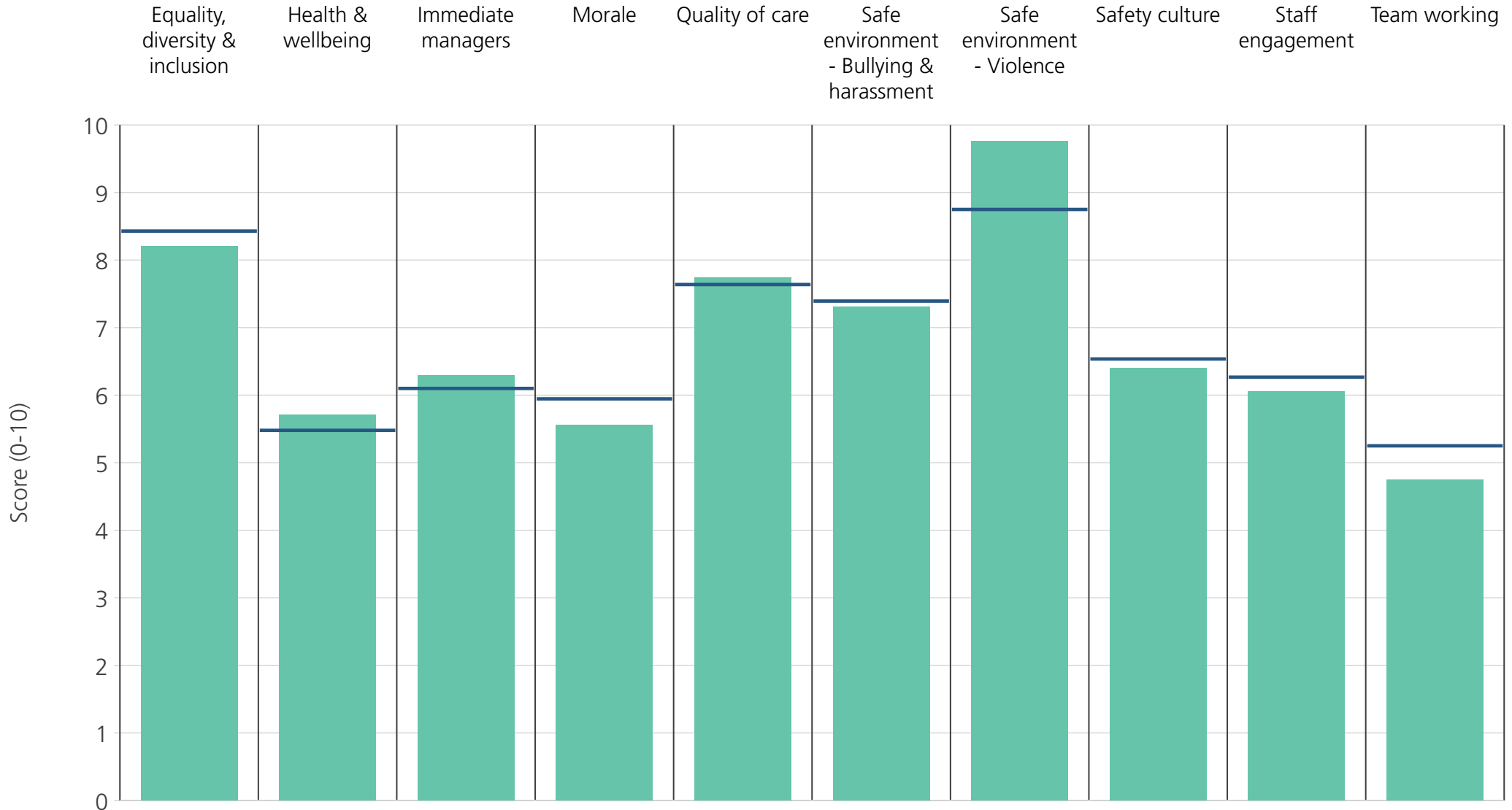
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



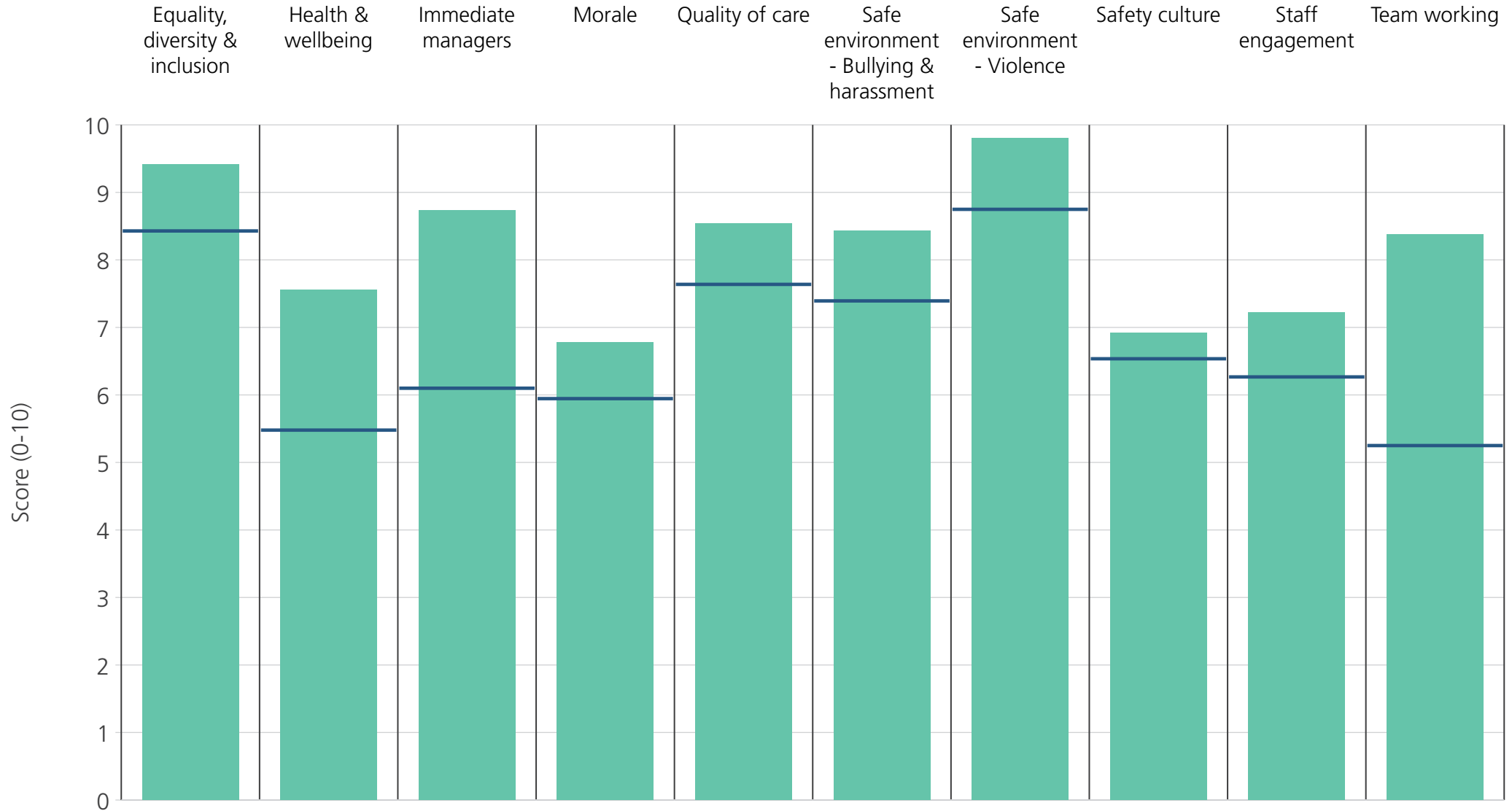
**! Note:** when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

# Directorates 1

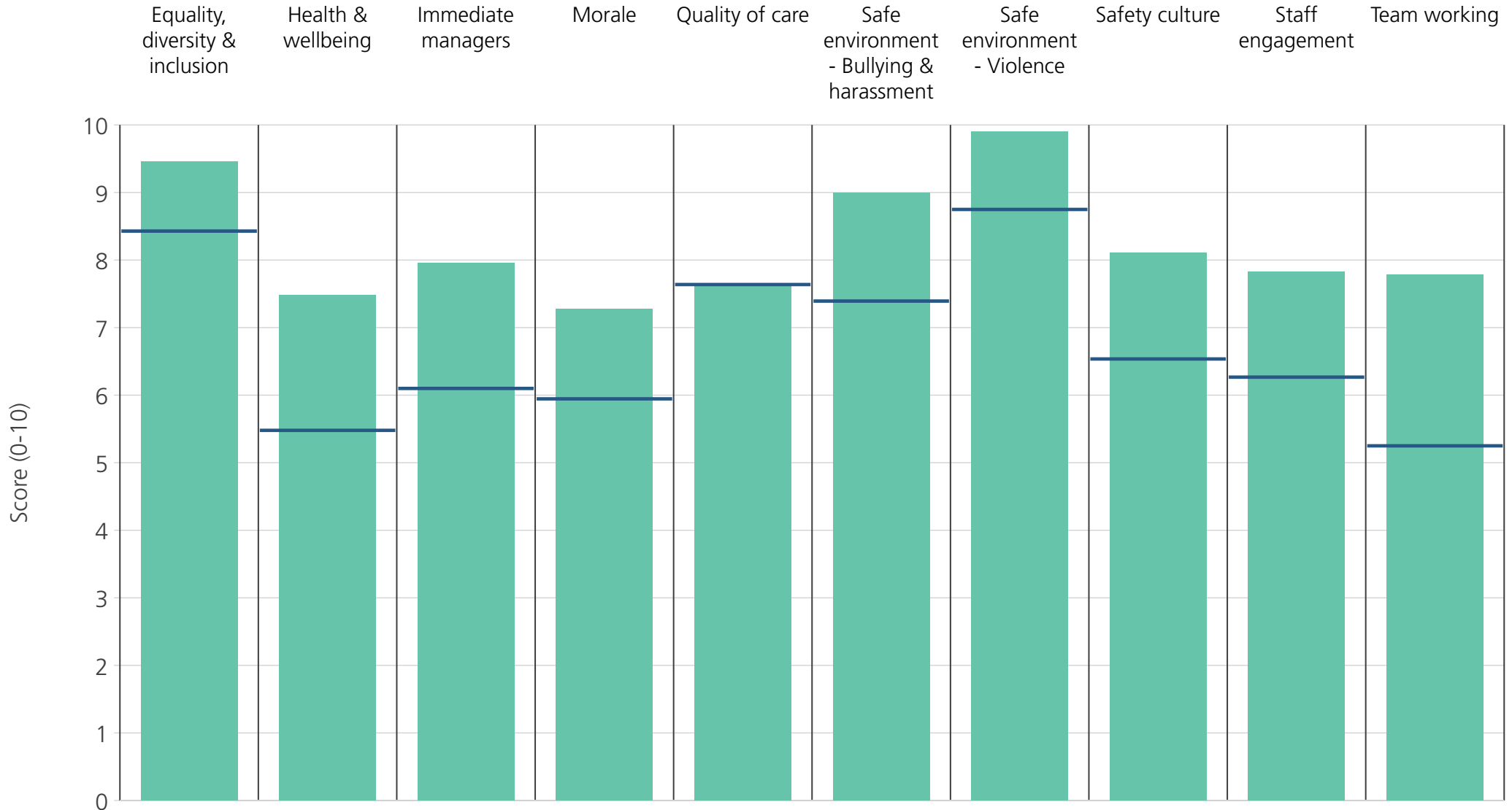
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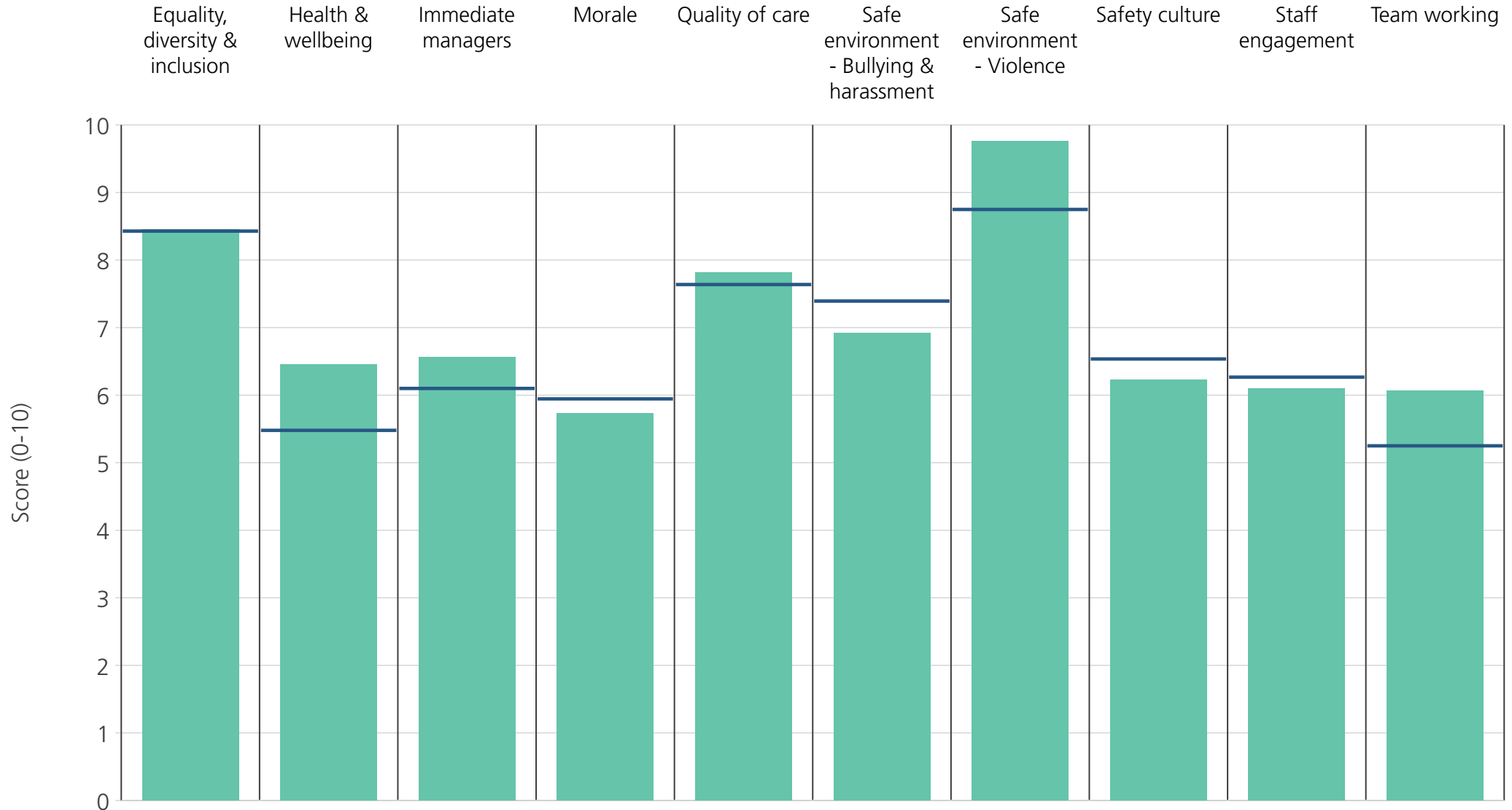
<b>Directorate</b>	8.2	5.7	6.3	5.6	7.7	7.3	9.8	6.4	6.1	4.8
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	485	487	488	481	481	479	487	482	500	497



<b>Directorate</b>	9.4	7.6	8.7	6.8	8.5	8.4	9.8	6.9	7.2	8.4
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	17	17	17	17	16	17	17	17	17	17

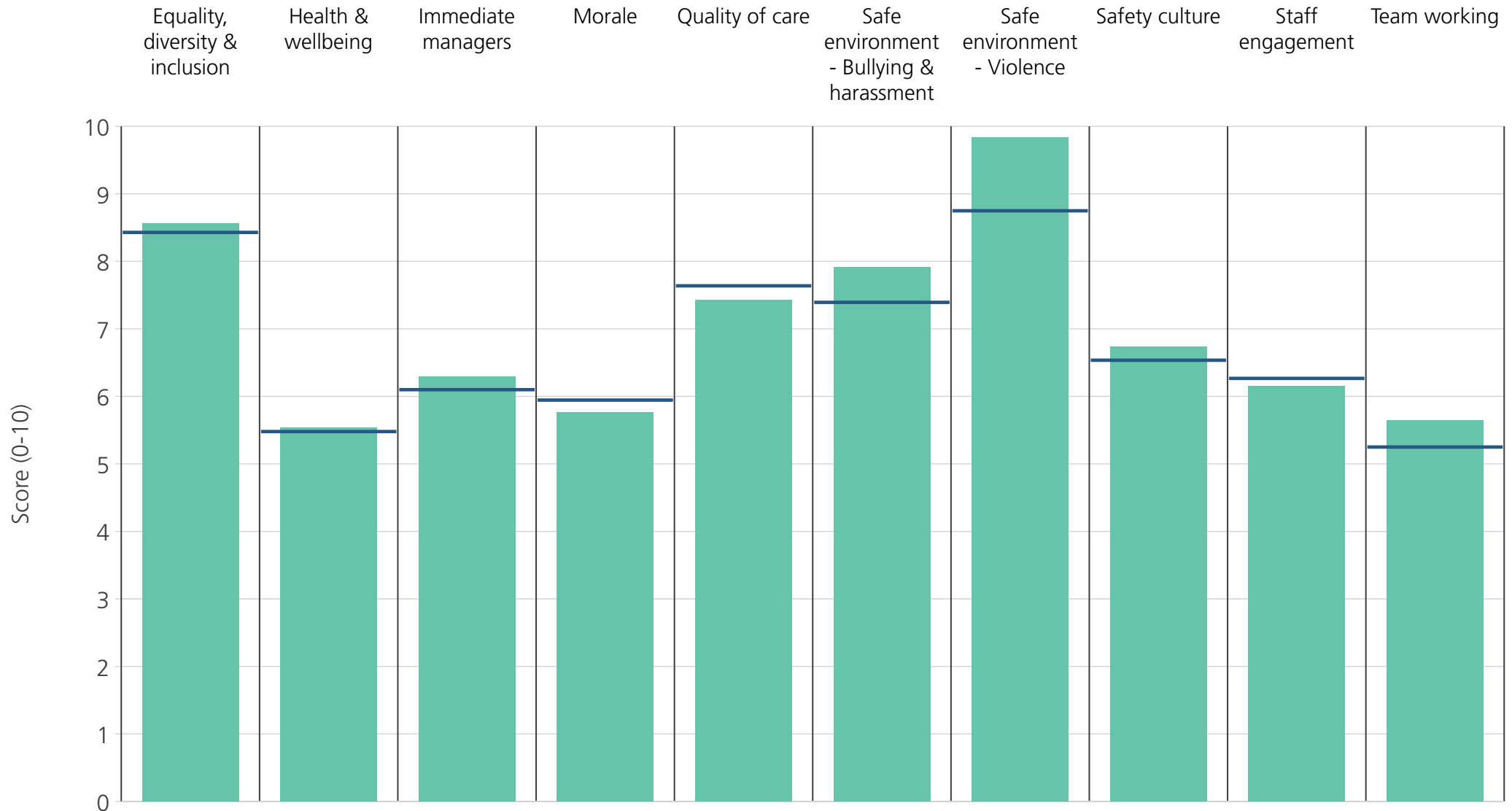


<b>Directorate</b>	9.5	7.5	8.0	7.3	7.6	9.0	9.9	8.1	7.8	7.8
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	34	34	34	34	17	33	34	34	35	35

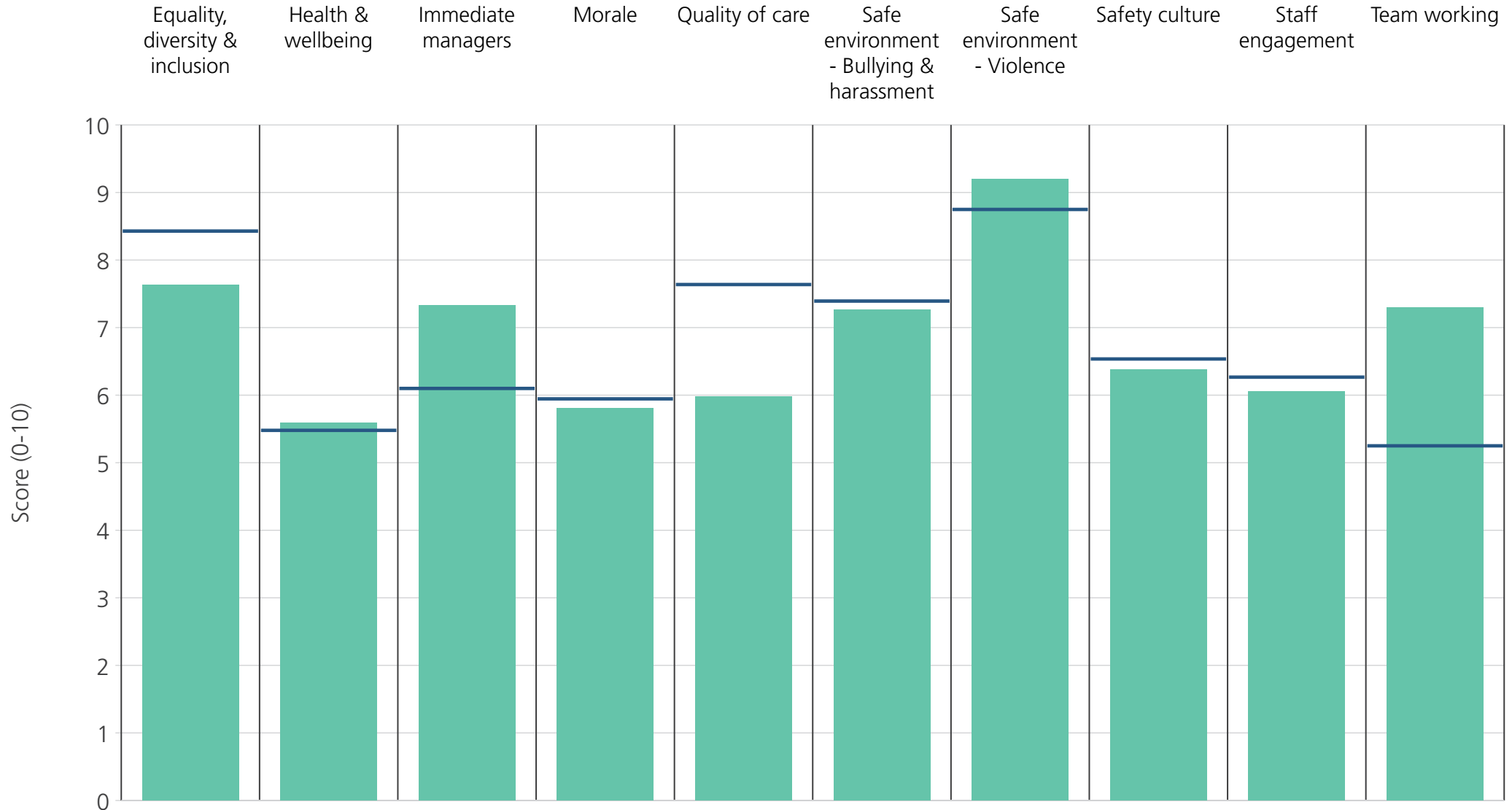


<b>Directorate</b>	8.5	6.5	6.6	5.7	7.8	6.9	9.8	6.2	6.1	6.1
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	41	41	41	41	37	40	41	41	41	40

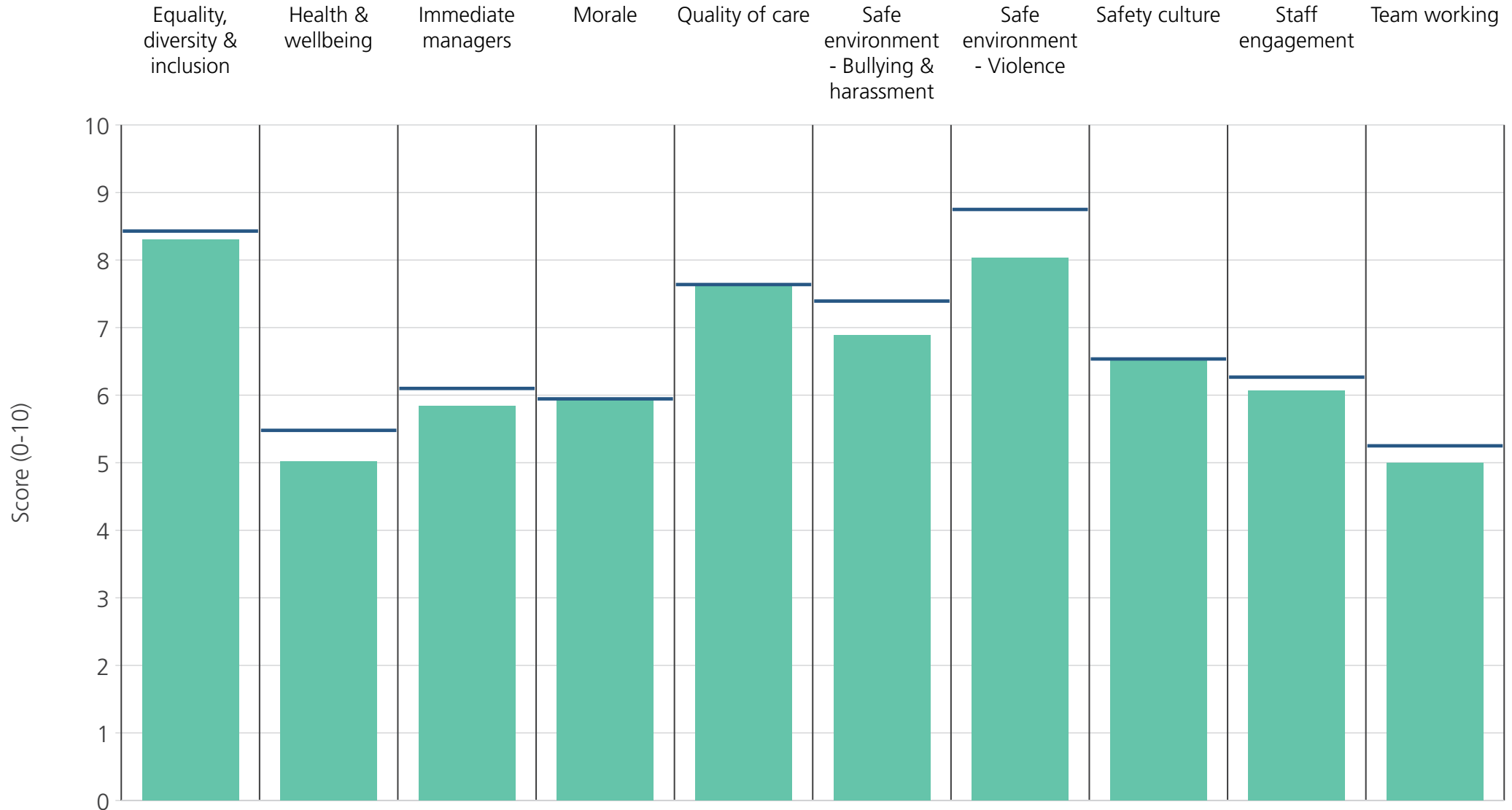




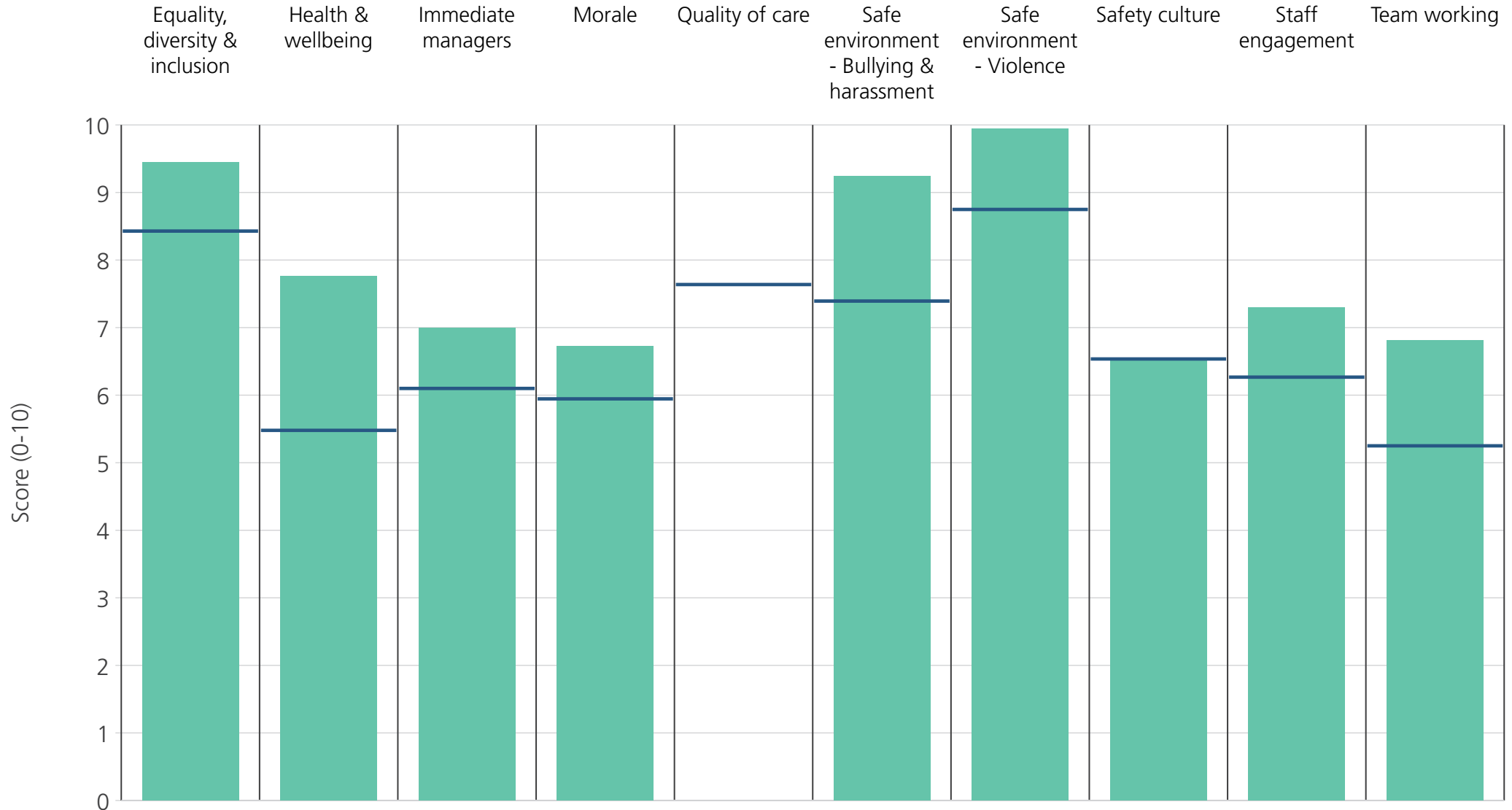
<b>Directorate</b>	8.6	5.5	6.3	5.8	7.4	7.9	9.8	6.7	6.2	5.6
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	333	334	334	330	329	327	334	332	342	338



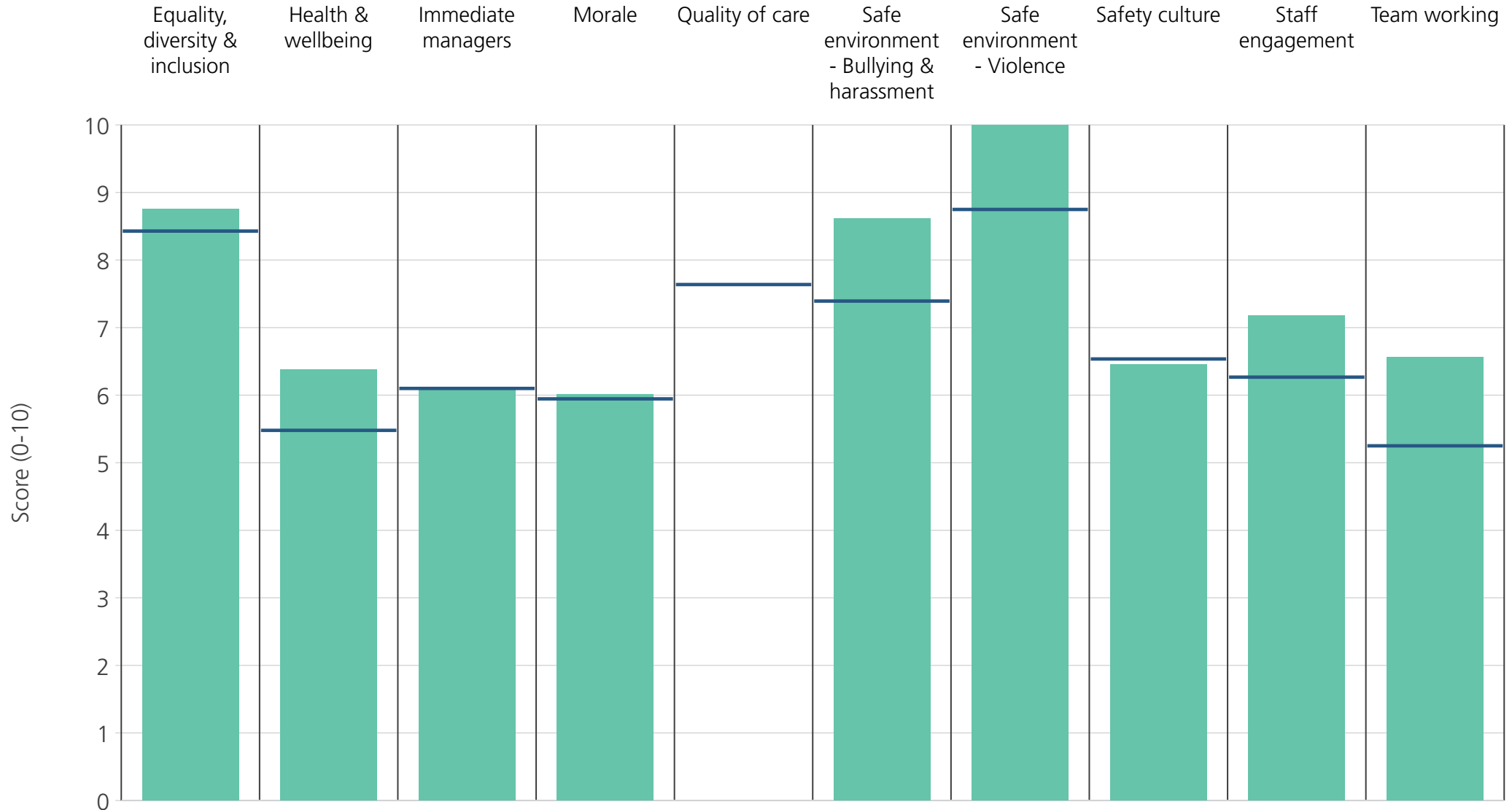
<b>Directorate</b>	7.6	5.6	7.3	5.8	6.0	7.3	9.2	6.4	6.1	7.3
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	61	63	63	63	62	61	62	63	63	63



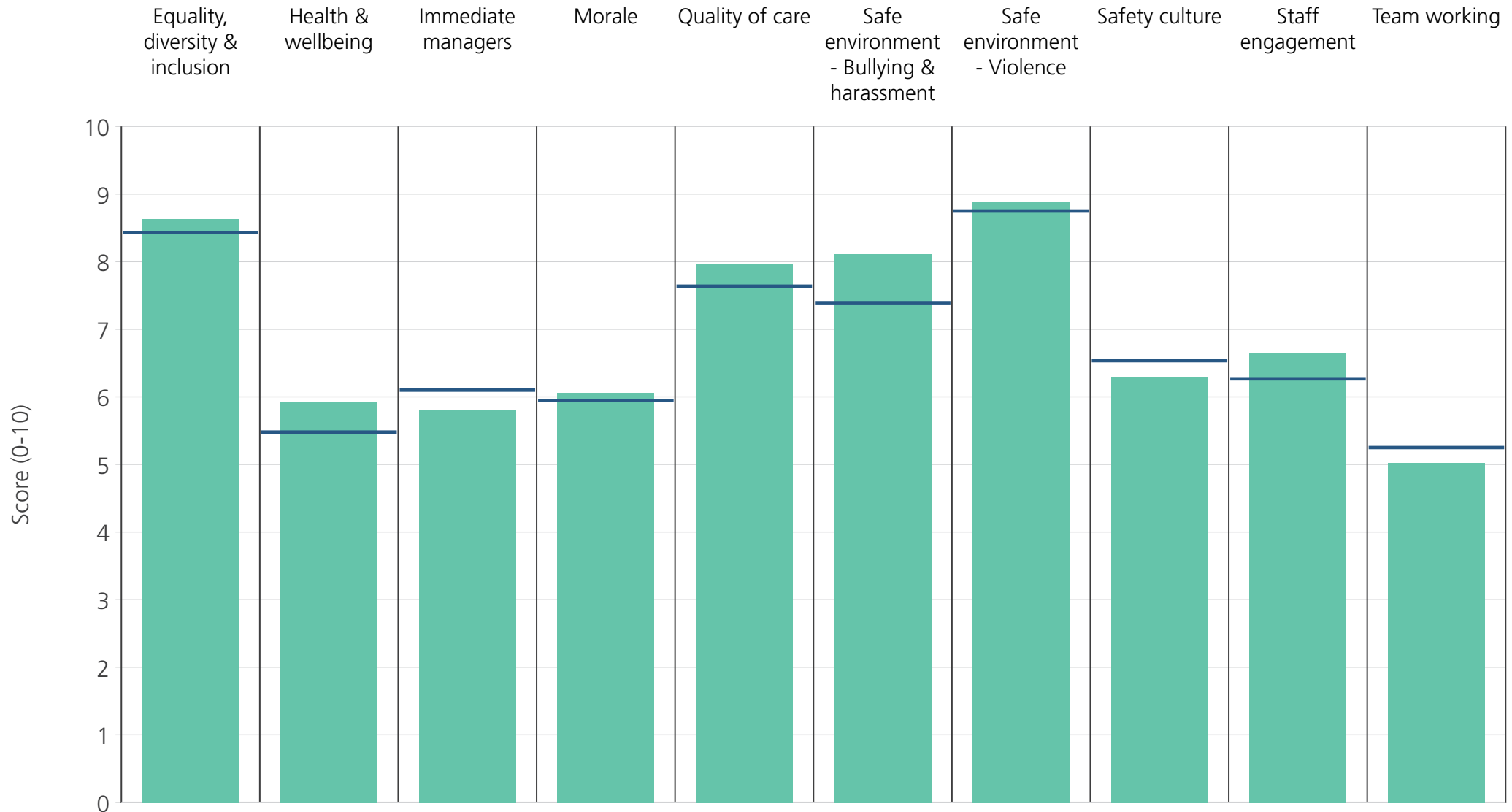
<b>Directorate</b>	8.3	5.0	5.8	5.9	7.6	6.9	8.0	6.5	6.1	5.0
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	1906	1916	1921	1894	1876	1896	1908	1902	1938	1927



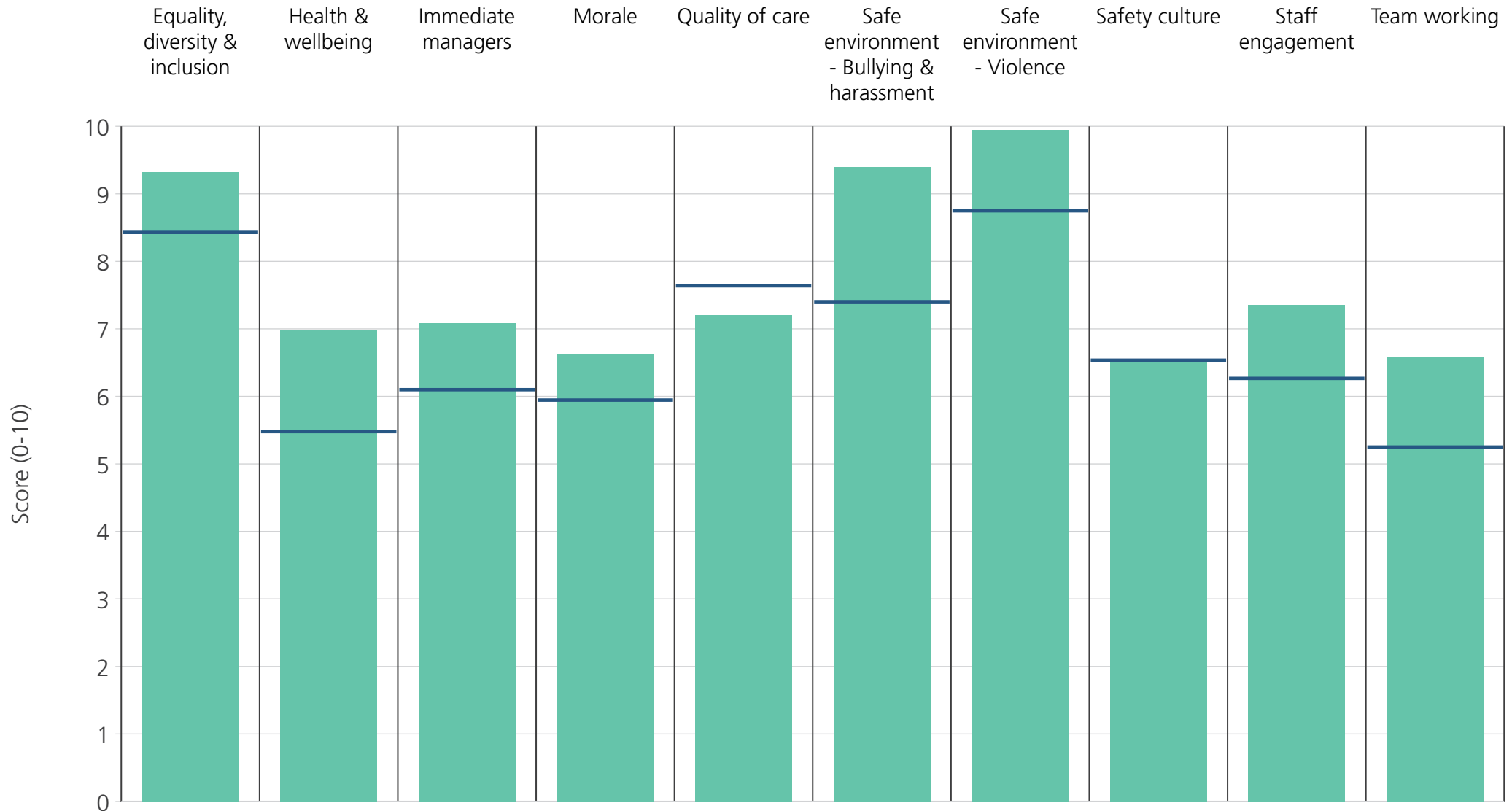
<b>Directorate</b>	9.4	7.8	7.0	6.7	7.6	9.2	9.9	6.5	7.3	6.8
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	54	54	54	54	10	53	54	54	54	54



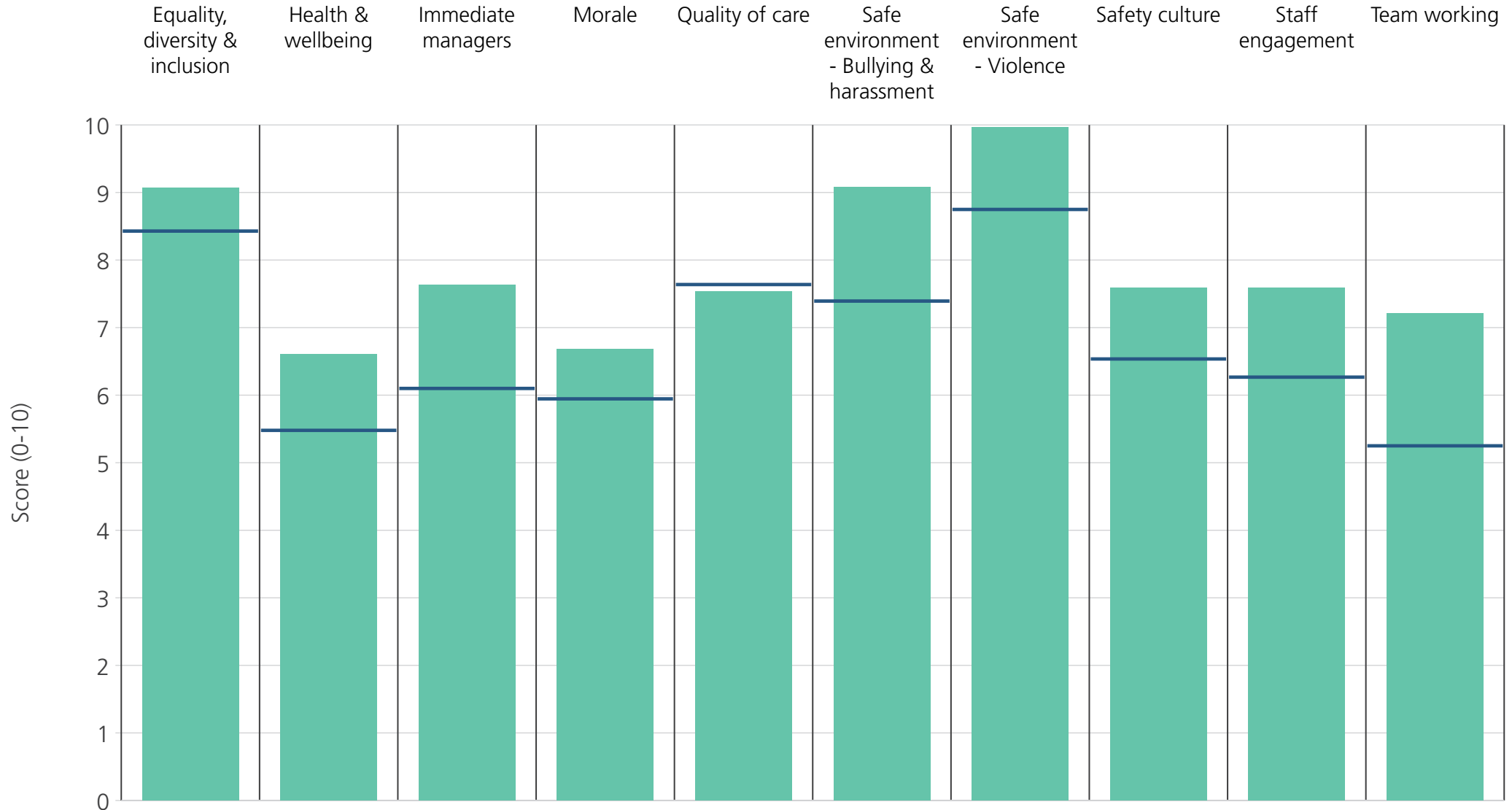
<b>Directorate</b>	8.8	6.4	6.1	6.0		8.6	10.0	6.5	7.2	6.6
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	12	12	12	12	6	12	12	12	12	12



<b>Directorate</b>	8.6	5.9	5.8	6.1	8.0	8.1	8.9	6.3	6.6	5.0
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	480	481	482	474	466	464	476	481	483	472



<b>Directorate</b>	9.3	7.0	7.1	6.6	7.2	9.4	9.9	6.5	7.4	6.6
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	110	110	110	110	43	109	110	110	110	109

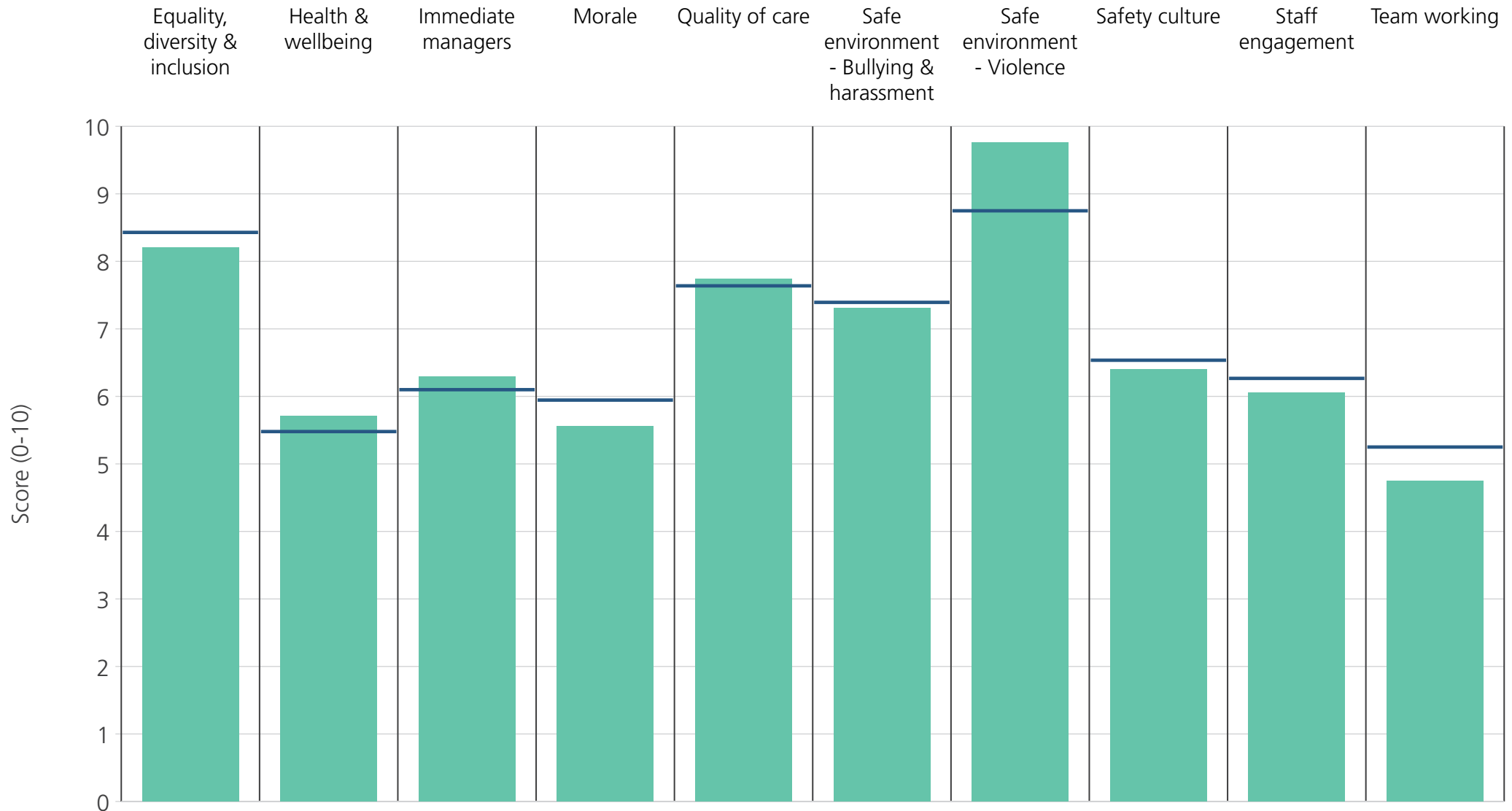


<b>Directorate</b>	9.1	6.6	7.6	6.7	7.5	9.1	10.0	7.6	7.6	7.2
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	83	83	83	83	45	81	83	83	83	83

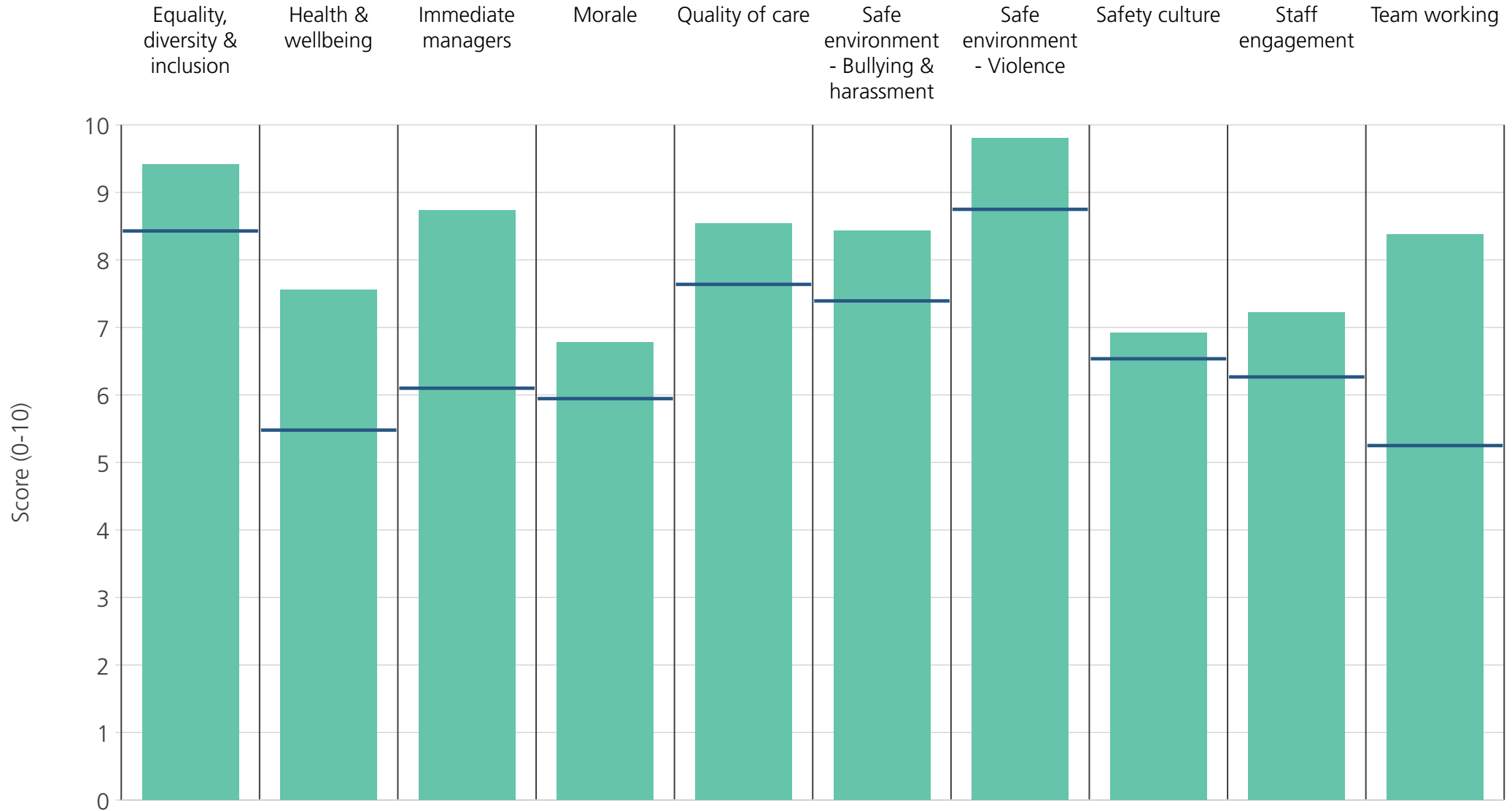


# Directorates 2

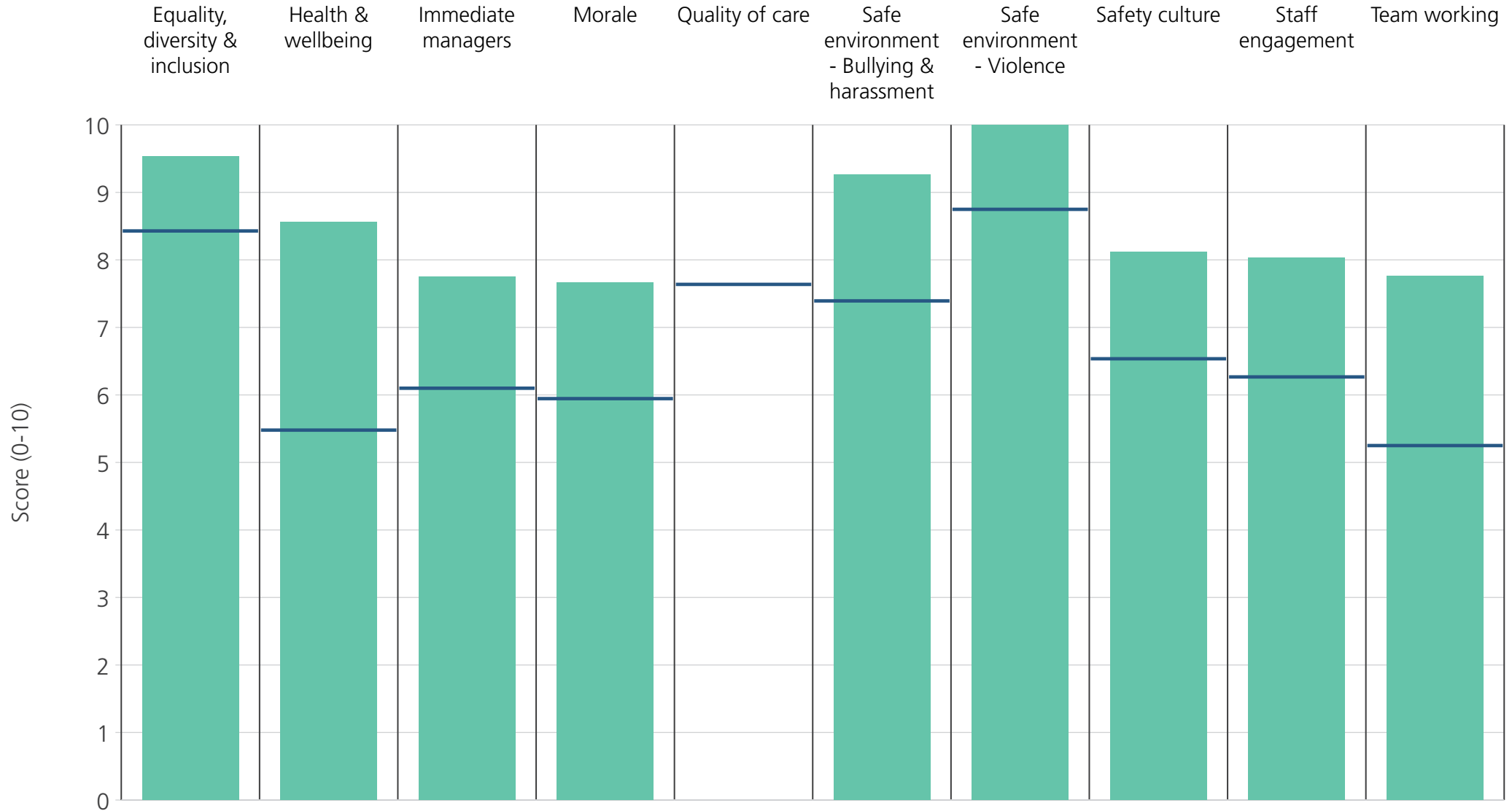
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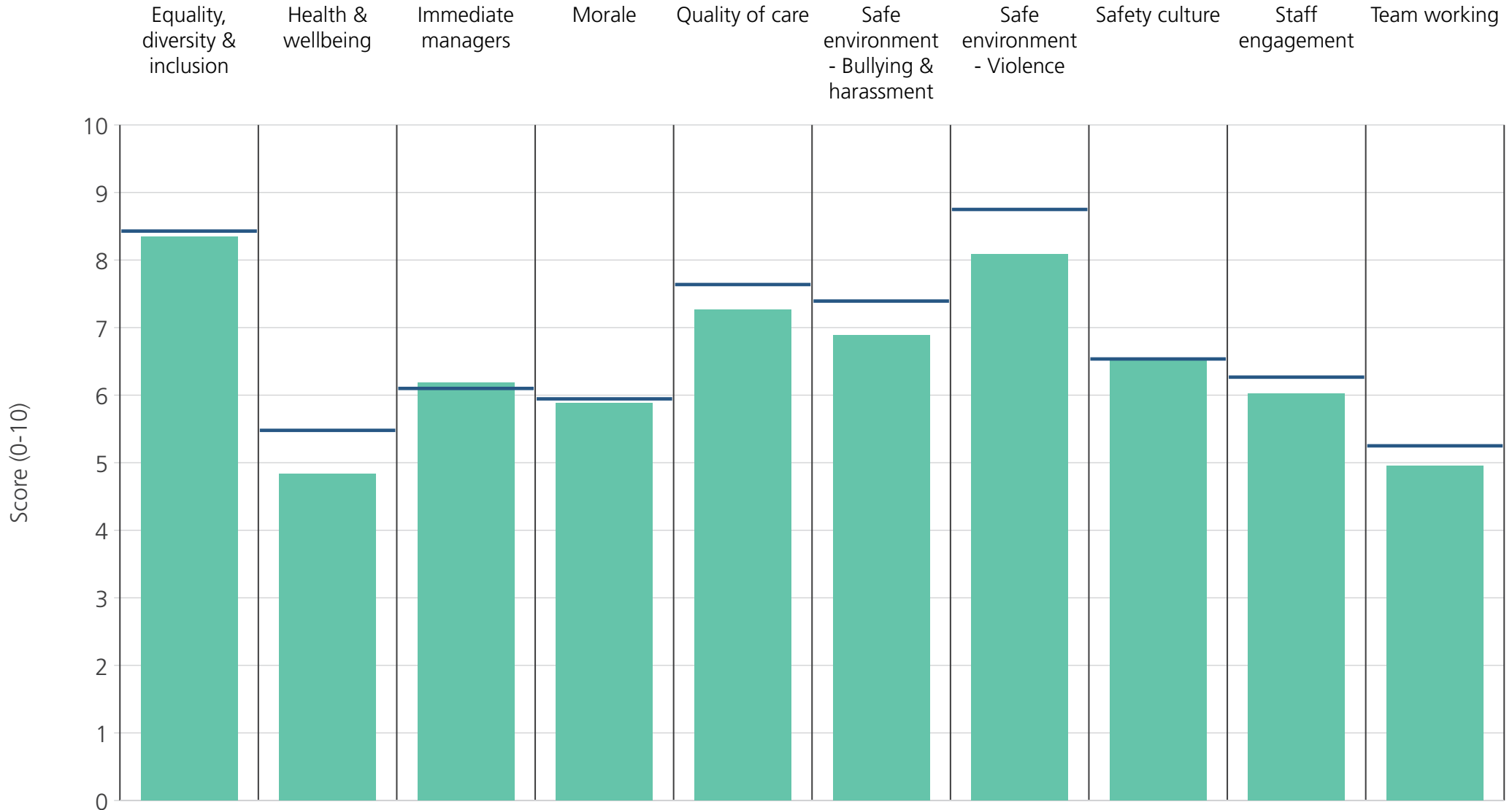
<b>Directorate</b>	8.2	5.7	6.3	5.6	7.7	7.3	9.8	6.4	6.1	4.8
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	485	487	488	481	481	479	487	482	500	497



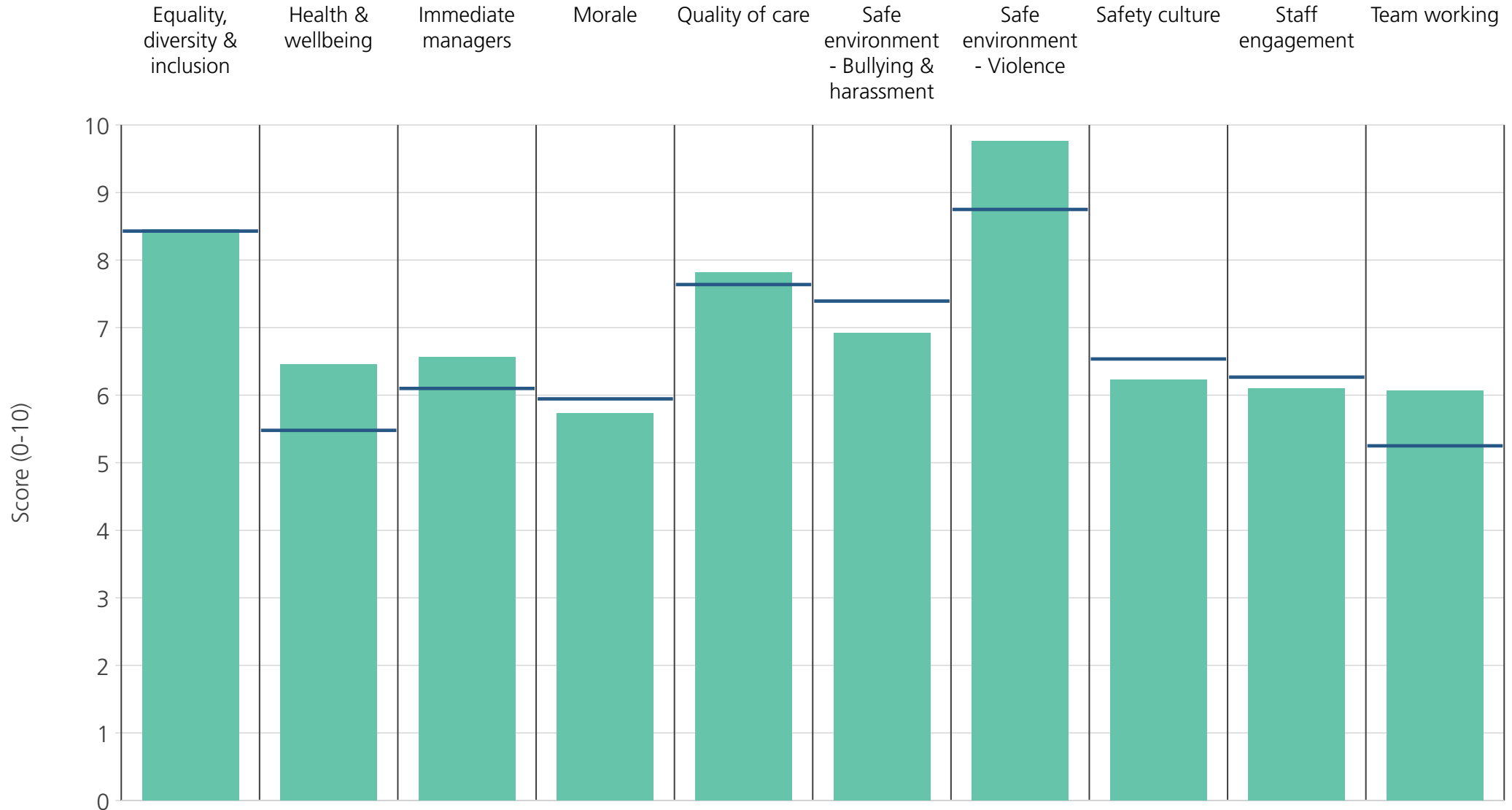
<b>Directorate</b>	9.4	7.6	8.7	6.8	8.5	8.4	9.8	6.9	7.2	8.4
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	17	17	17	17	16	17	17	17	17	17



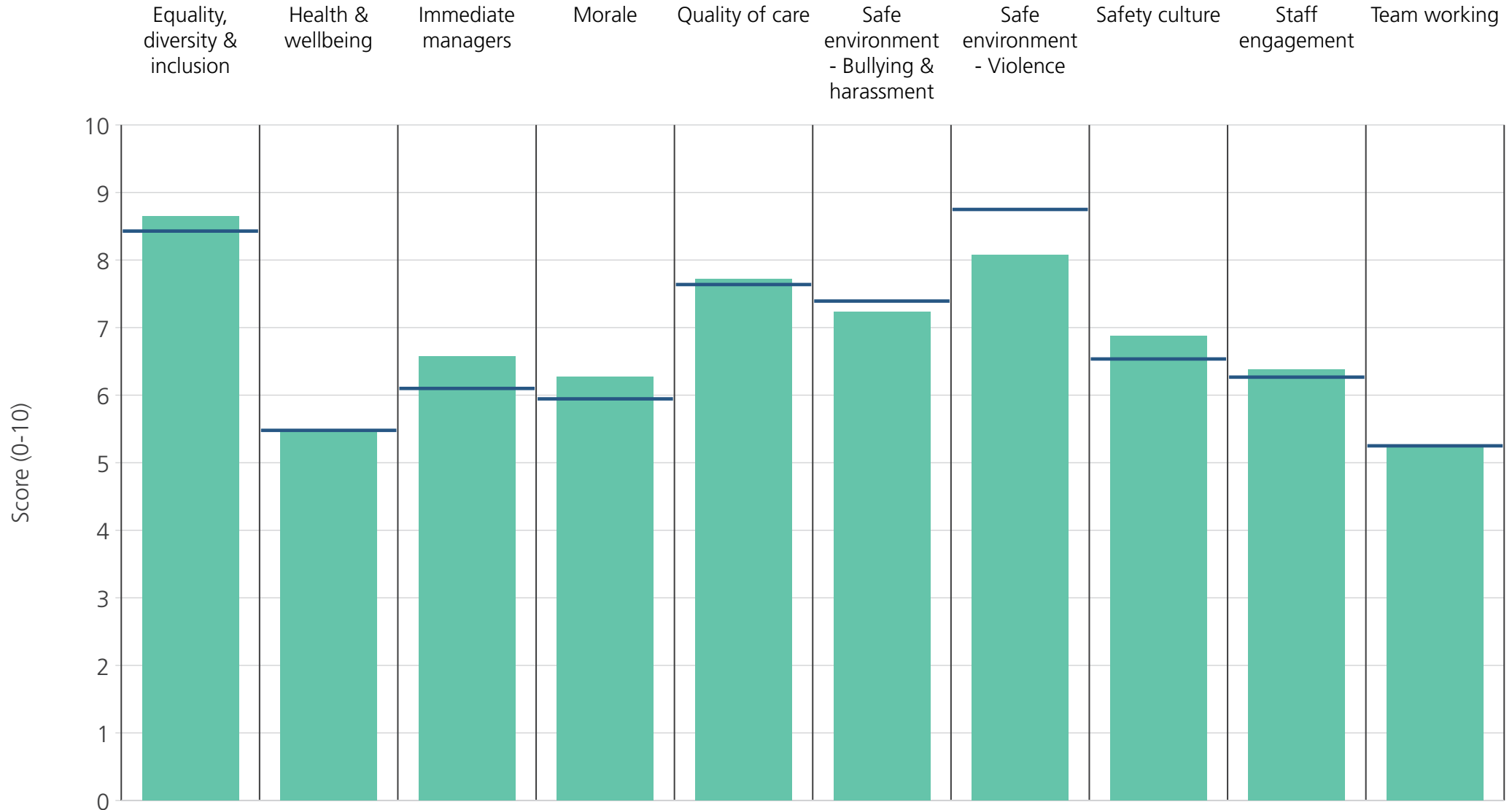
<b>Directorate</b>	9.5	8.6	7.8	7.7	7.6	9.3	10.0	8.1	8.0	7.8
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	18	18	18	18	6	18	18	18	19	19



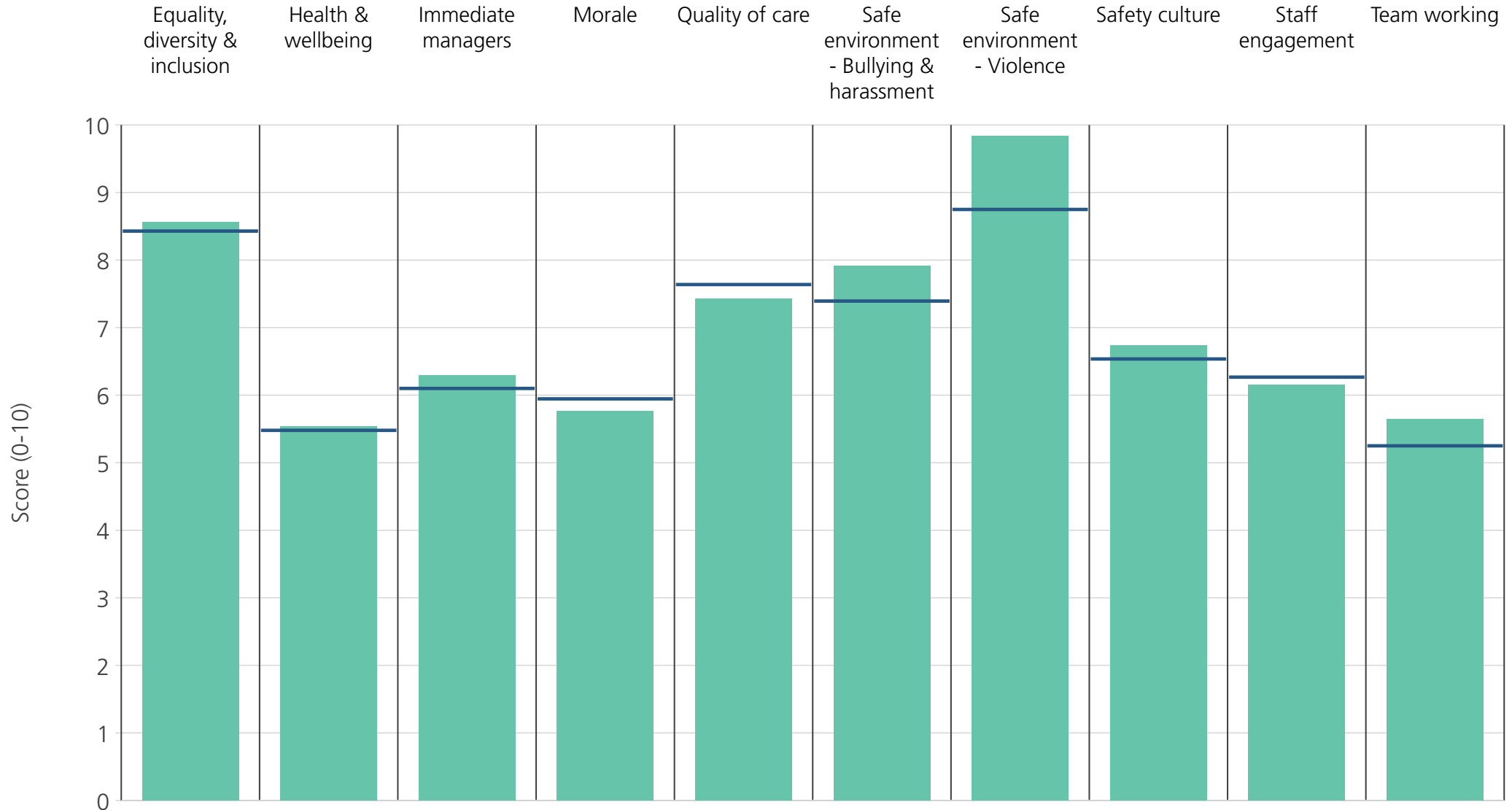
<b>Directorate</b>	8.3	4.8	6.2	5.9	7.3	6.9	8.1	6.6	6.0	5.0
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	221	222	222	217	221	220	221	219	224	223



<b>Directorate</b>	8.5	6.5	6.6	5.7	7.8	6.9	9.8	6.2	6.1	6.1
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	41	41	41	41	37	40	41	41	41	40

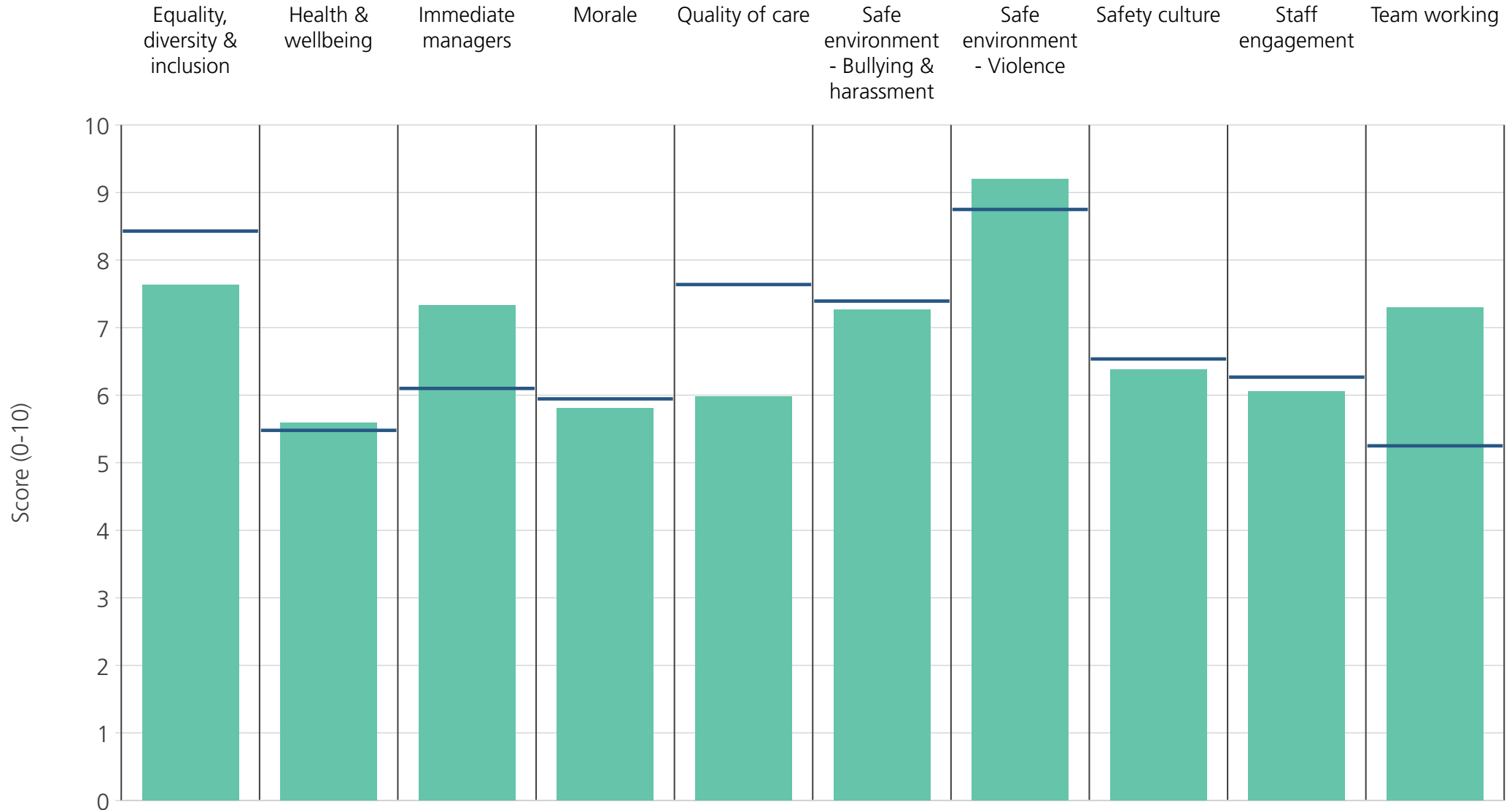


<b>Directorate</b>	8.7	5.5	6.6	6.3	7.7	7.2	8.1	6.9	6.4	5.2
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	244	244	245	241	238	242	243	244	246	245

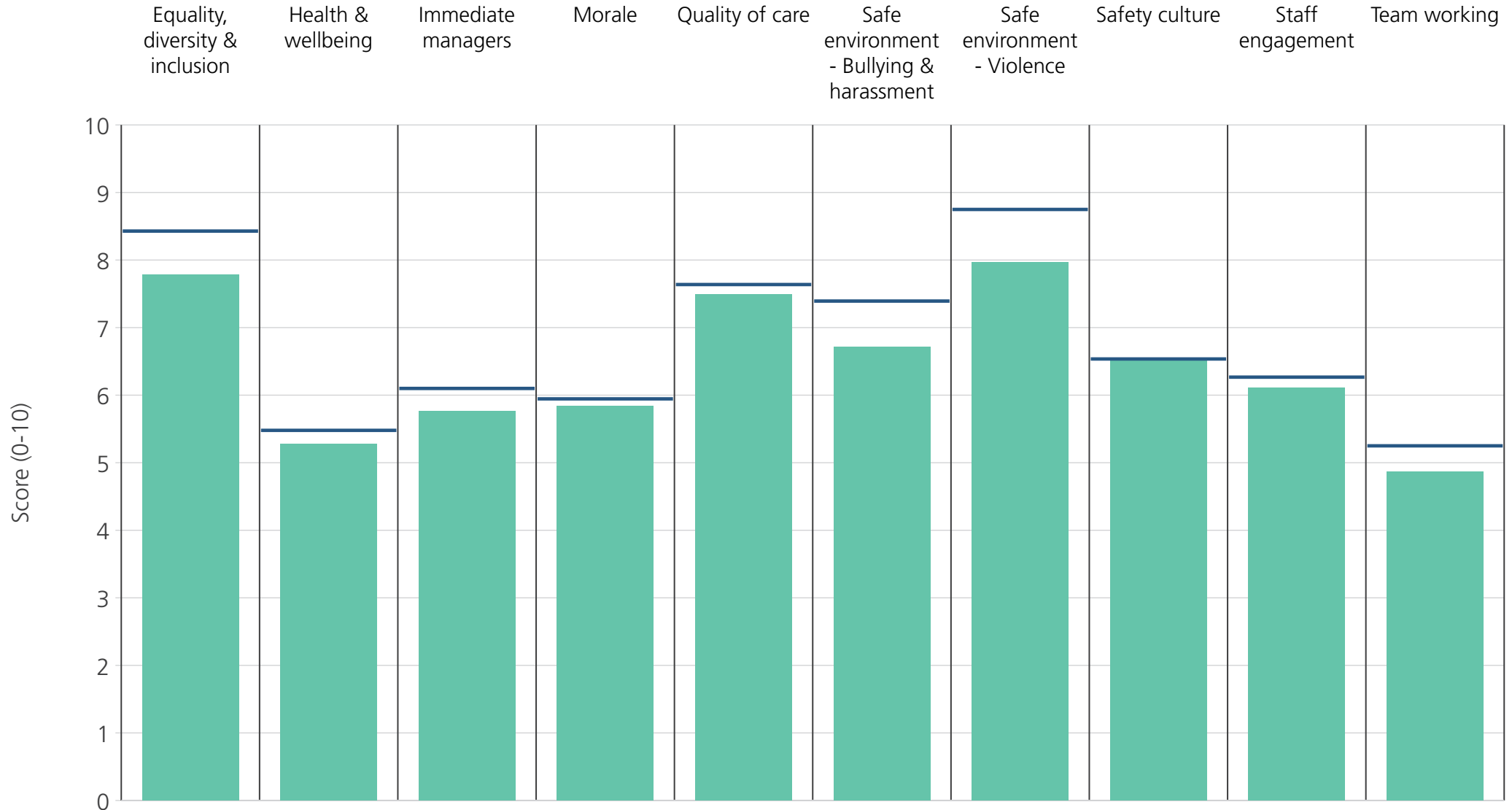


Directorate	8.6	5.5	6.3	5.8	7.4	7.9	9.8	6.7	6.2	5.6
Your org	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
Responses	333	334	334	330	329	327	334	332	342	338

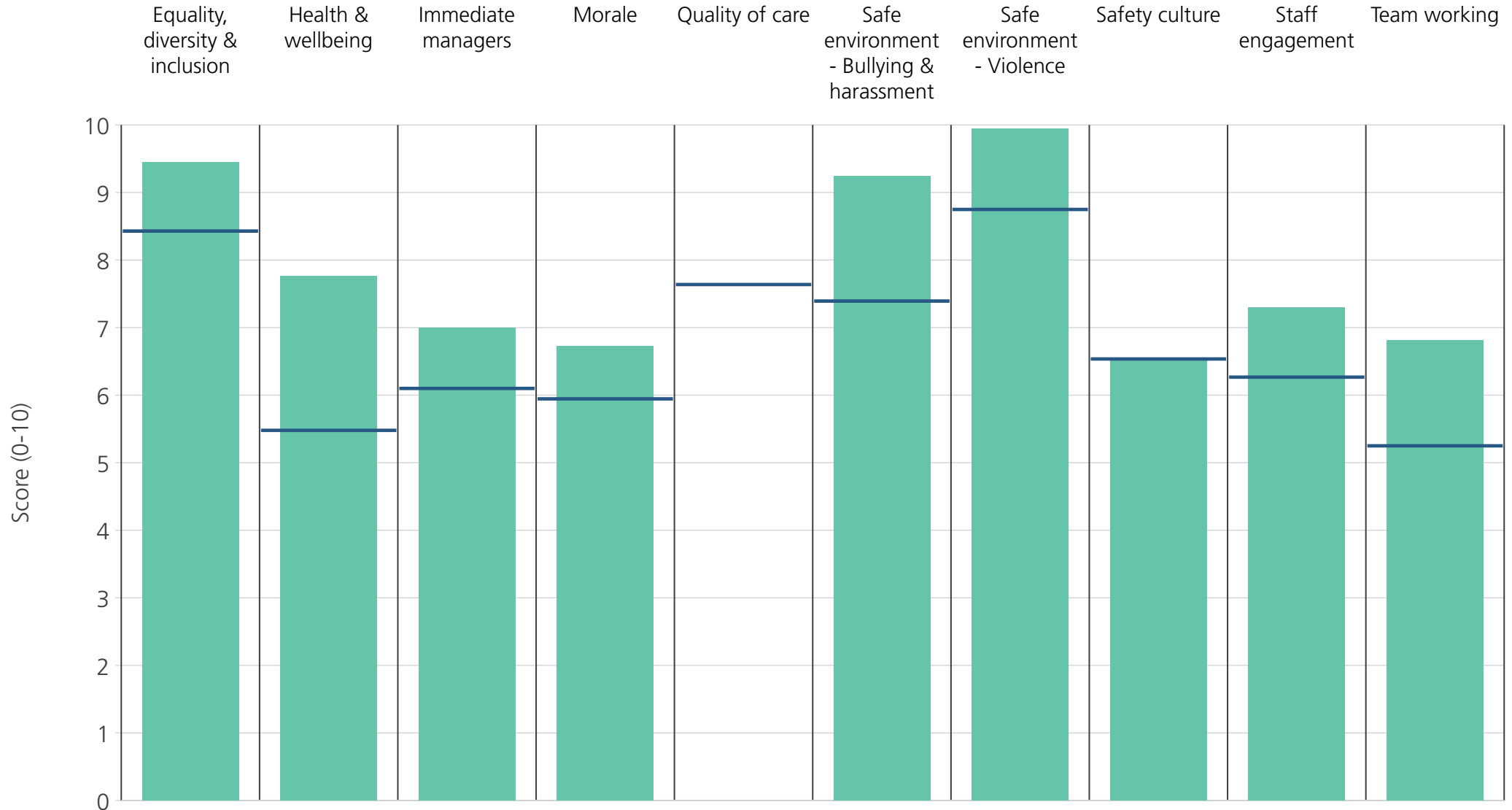




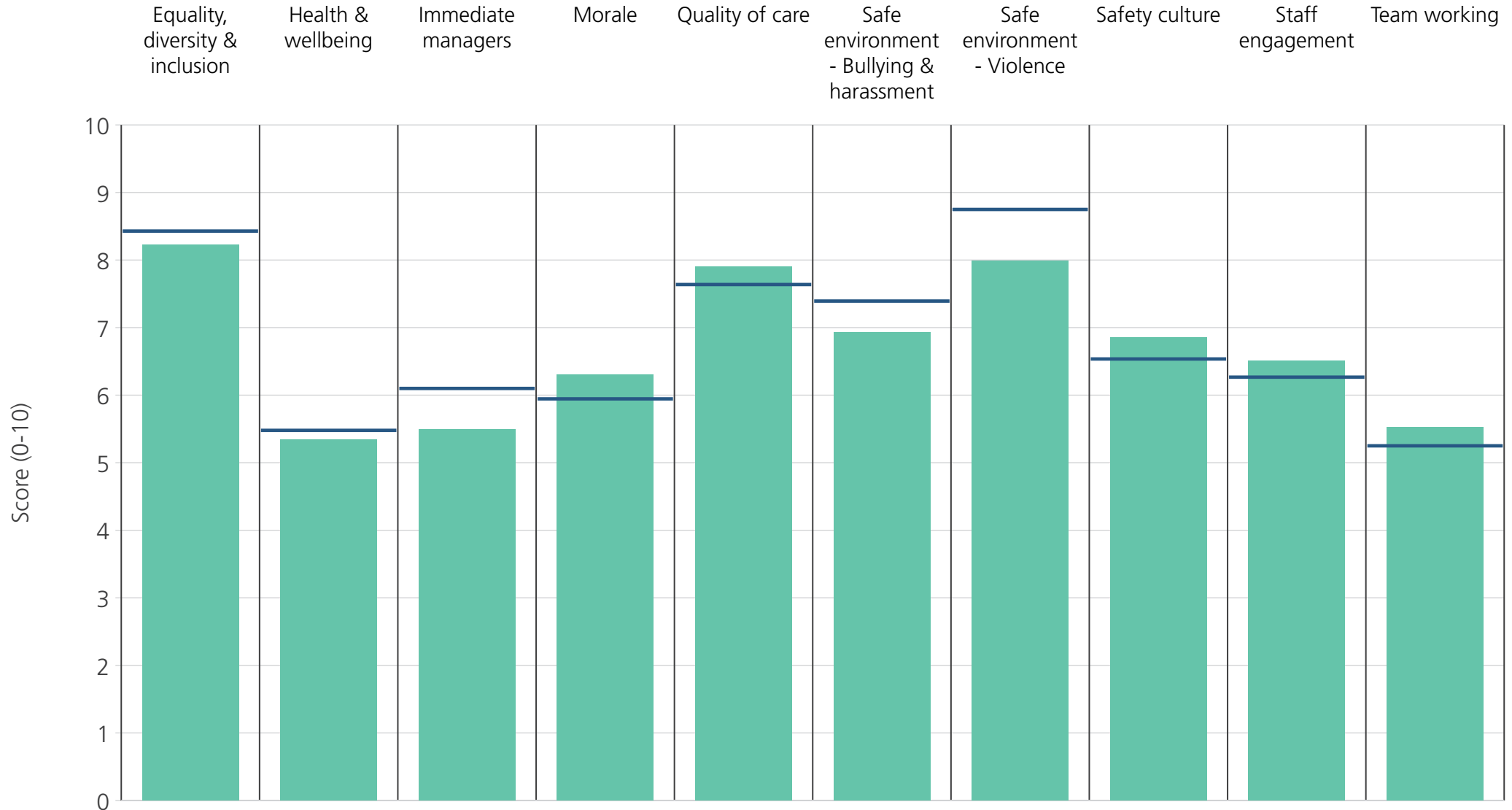
<b>Directorate</b>	7.6	5.6	7.3	5.8	6.0	7.3	9.2	6.4	6.1	7.3
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	61	63	63	63	62	61	62	63	63	63



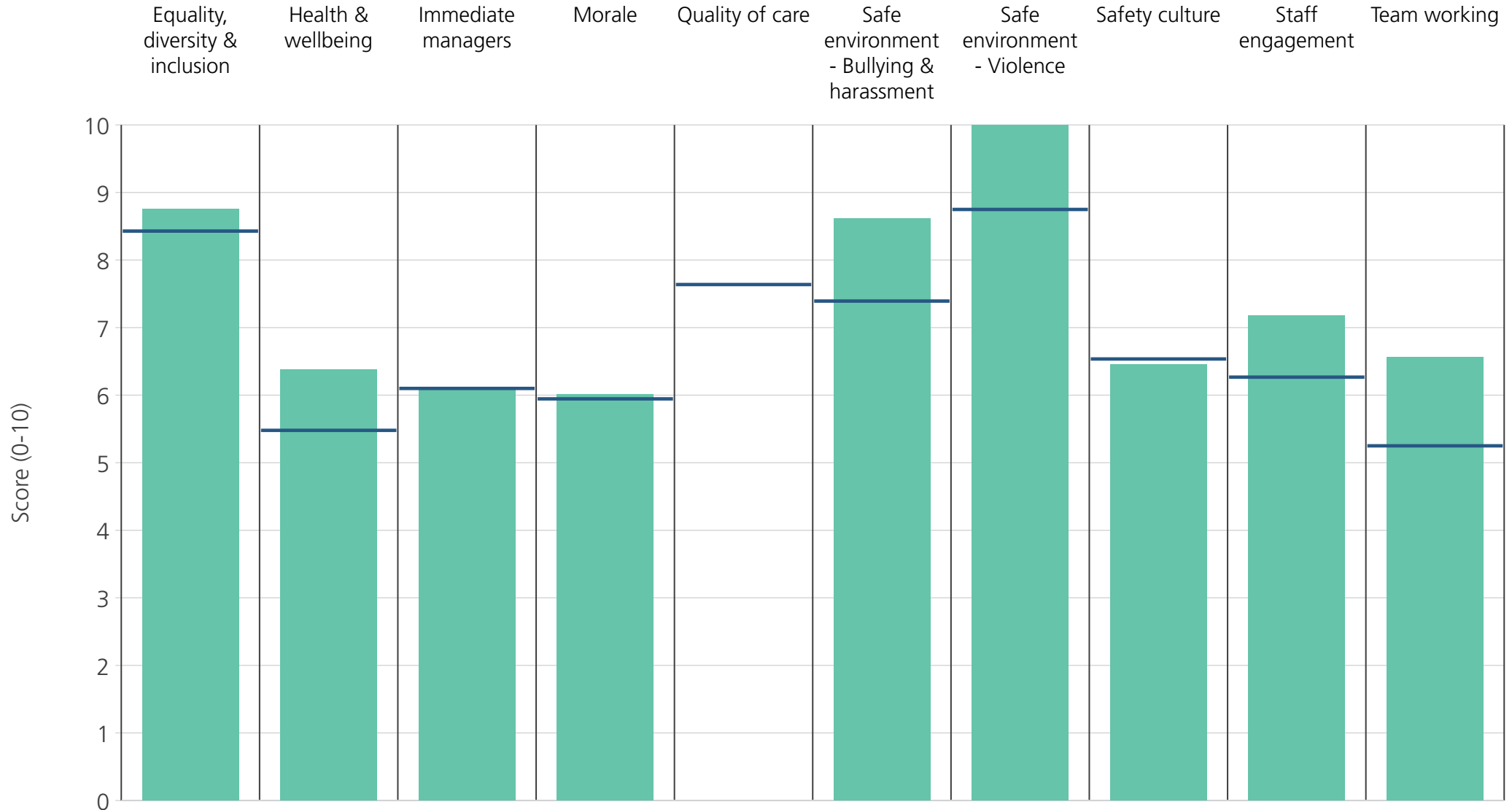
<b>Directorate</b>	7.8	5.3	5.8	5.8	7.5	6.7	8.0	6.5	6.1	4.9
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	220	221	222	217	218	221	221	217	223	223



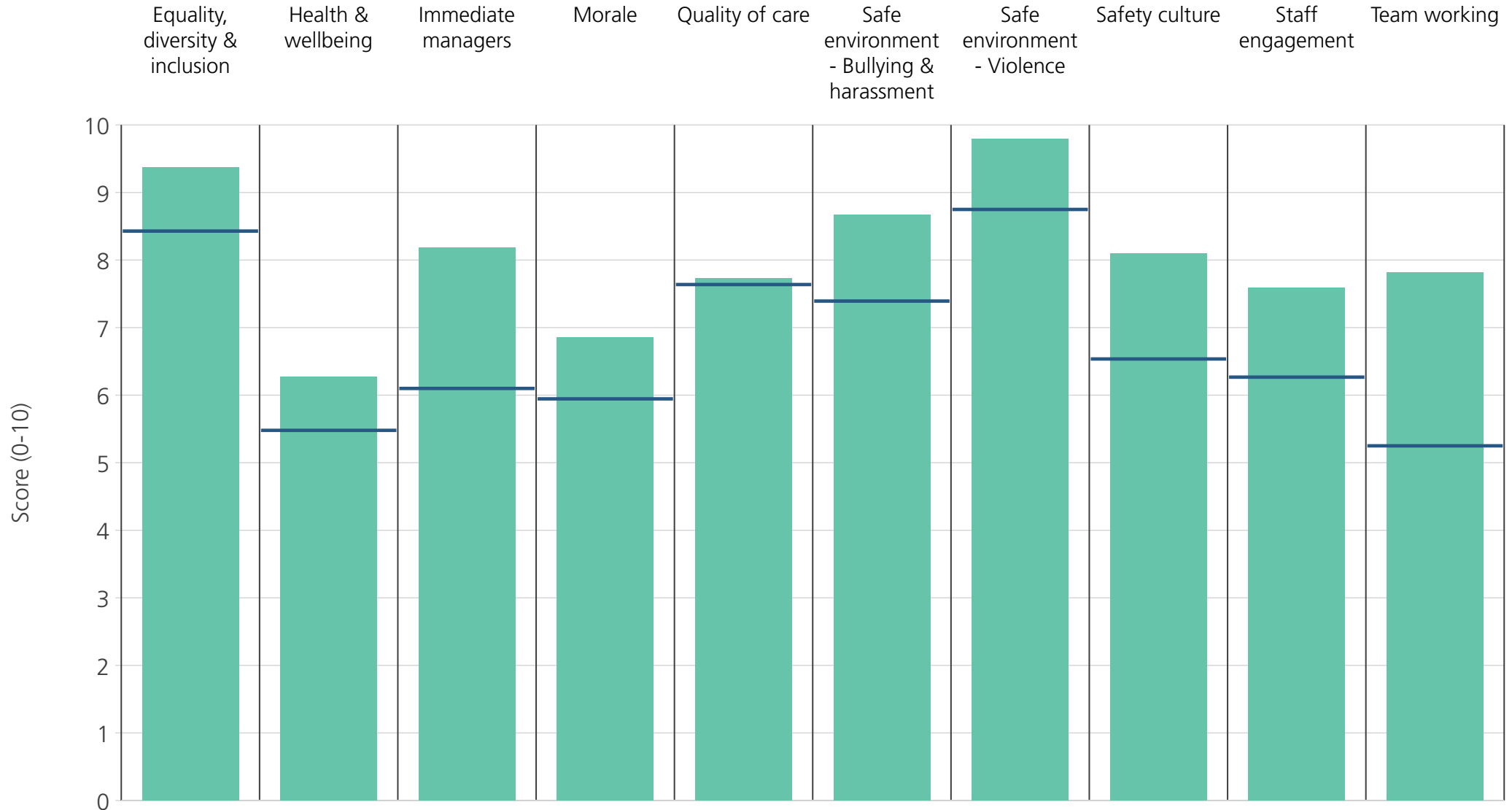
<b>Directorate</b>	9.4	7.8	7.0	6.7	7.6	9.2	9.9	6.5	7.3	6.8
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	54	54	54	54	10	53	54	54	54	54



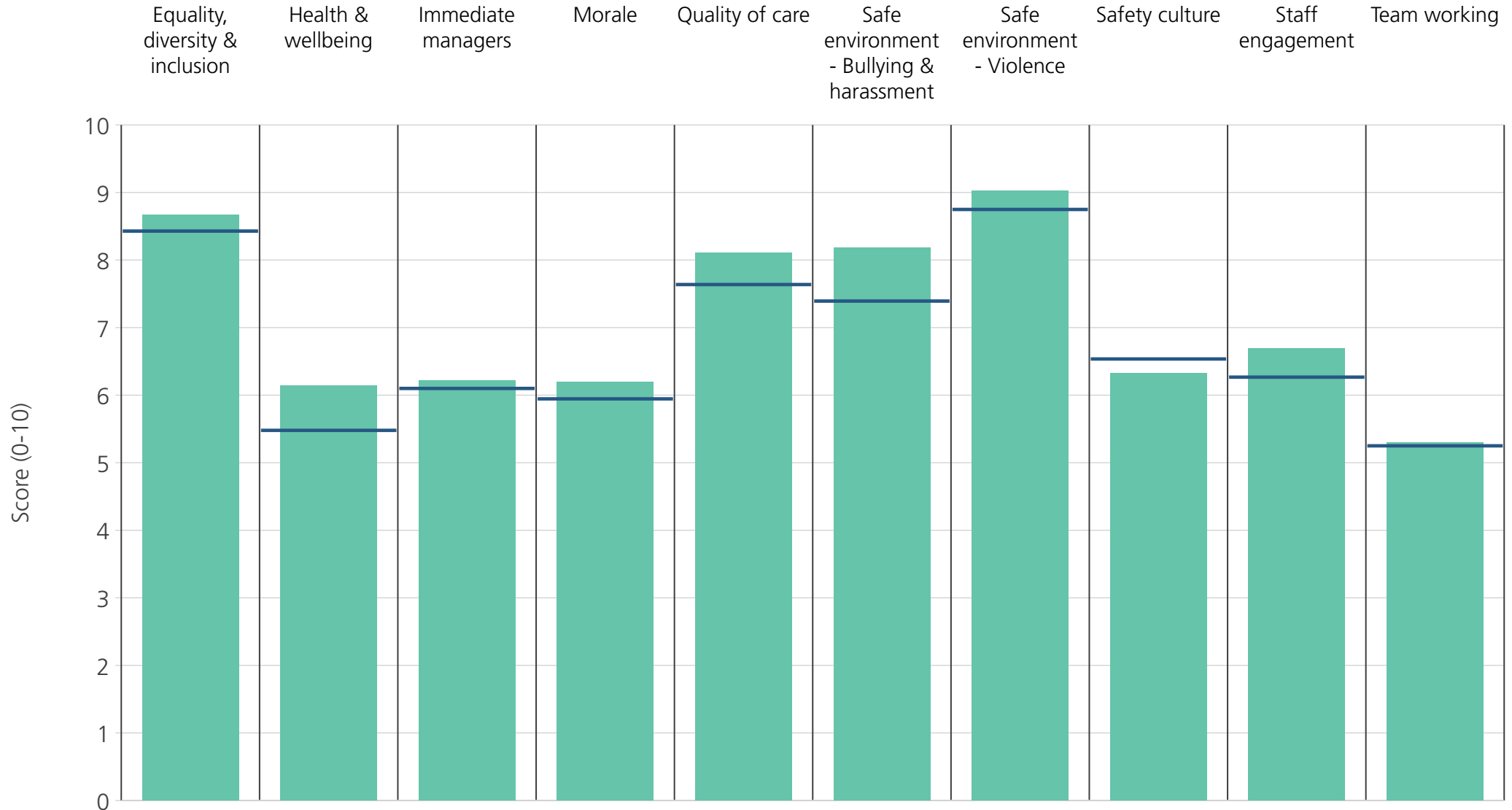
<b>Directorate</b>	8.2	5.3	5.5	6.3	7.9	6.9	8.0	6.9	6.5	5.5
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	201	203	204	201	198	200	202	201	205	205



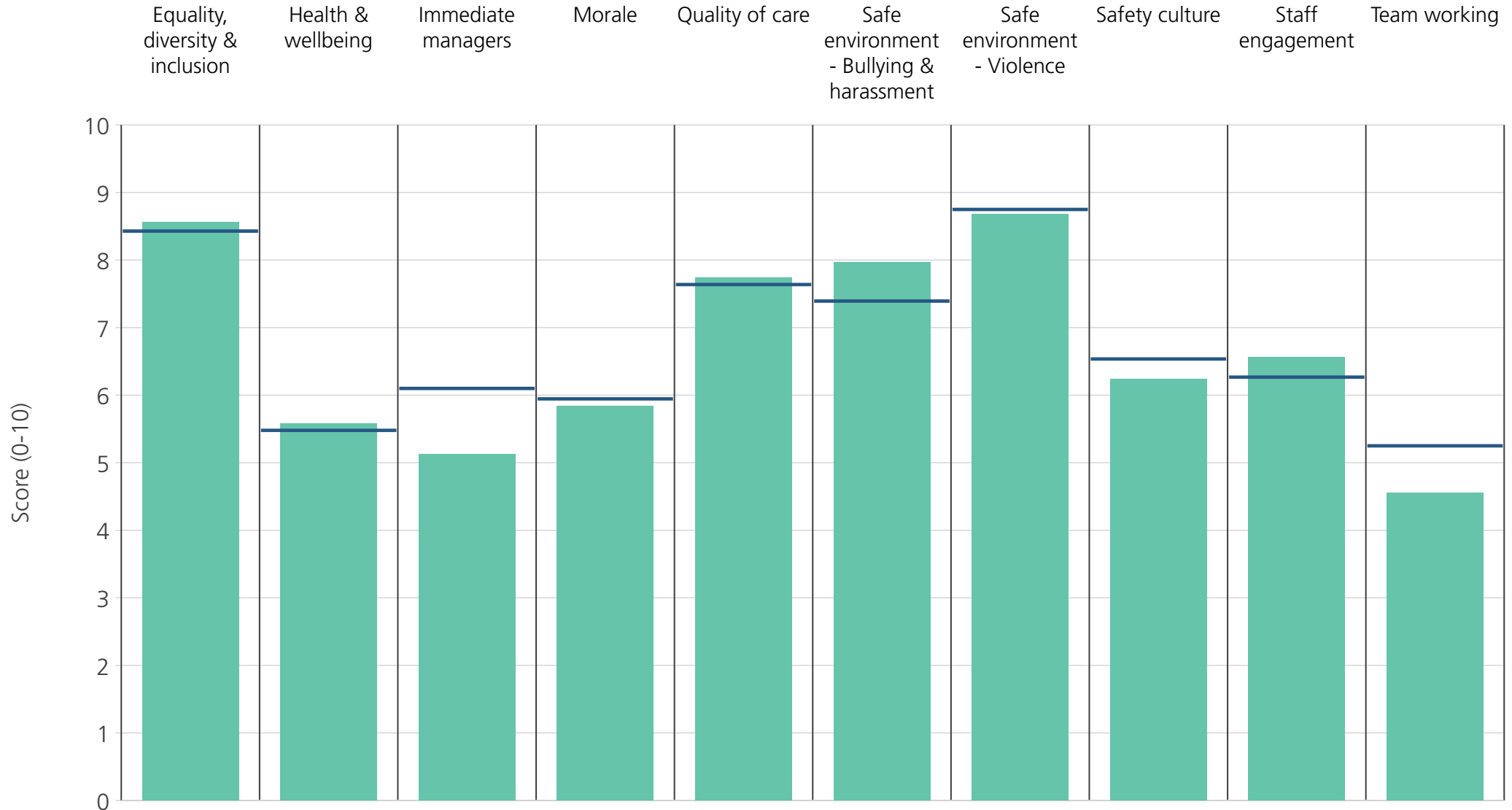
<b>Directorate</b>	8.8	6.4	6.1	6.0		8.6	10.0	6.5	7.2	6.6
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	12	12	12	12	6	12	12	12	12	12



<b>Directorate</b>	9.4	6.3	8.2	6.8	7.7	8.7	9.8	8.1	7.6	7.8
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	16	16	16	16	11	15	16	16	16	16

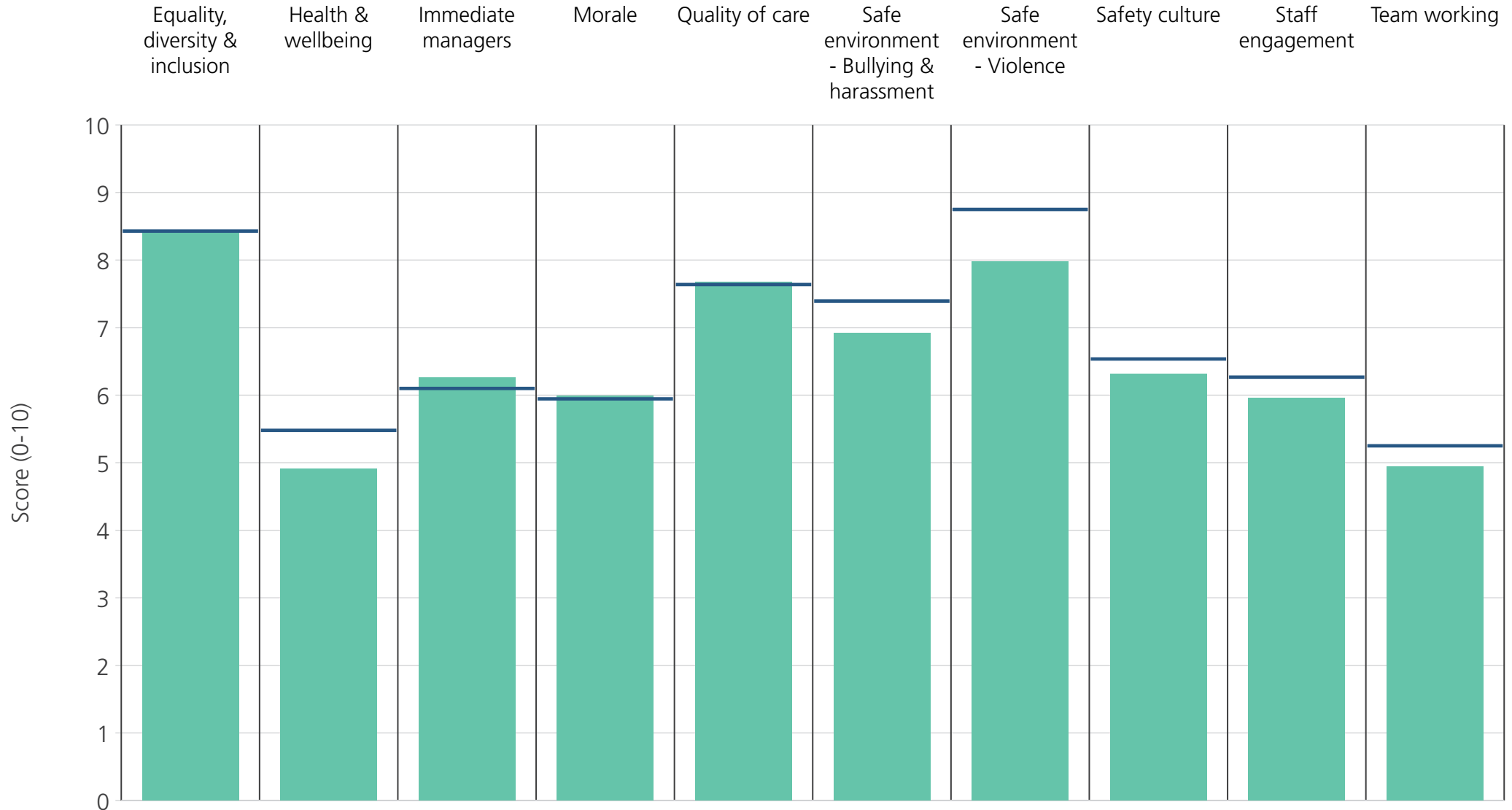


<b>Directorate</b>	8.7	6.1	6.2	6.2	8.1	8.2	9.0	6.3	6.7	5.3
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	294	295	296	290	284	285	291	295	295	289

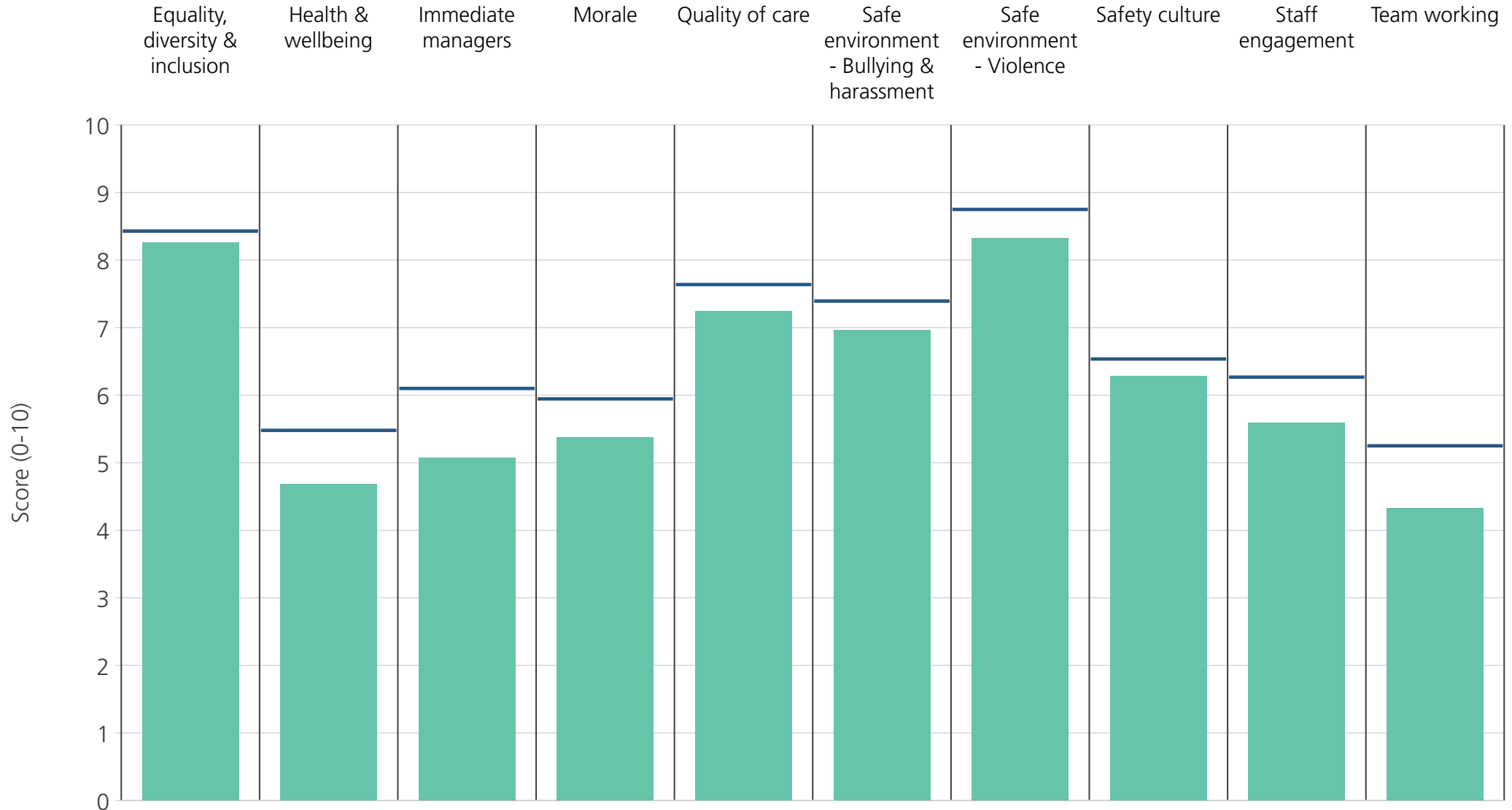


<b>Directorate</b>	8.6	5.6	5.1	5.8	7.7	8.0	8.7	6.2	6.6	4.6
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	186	186	186	184	182	179	185	186	188	183

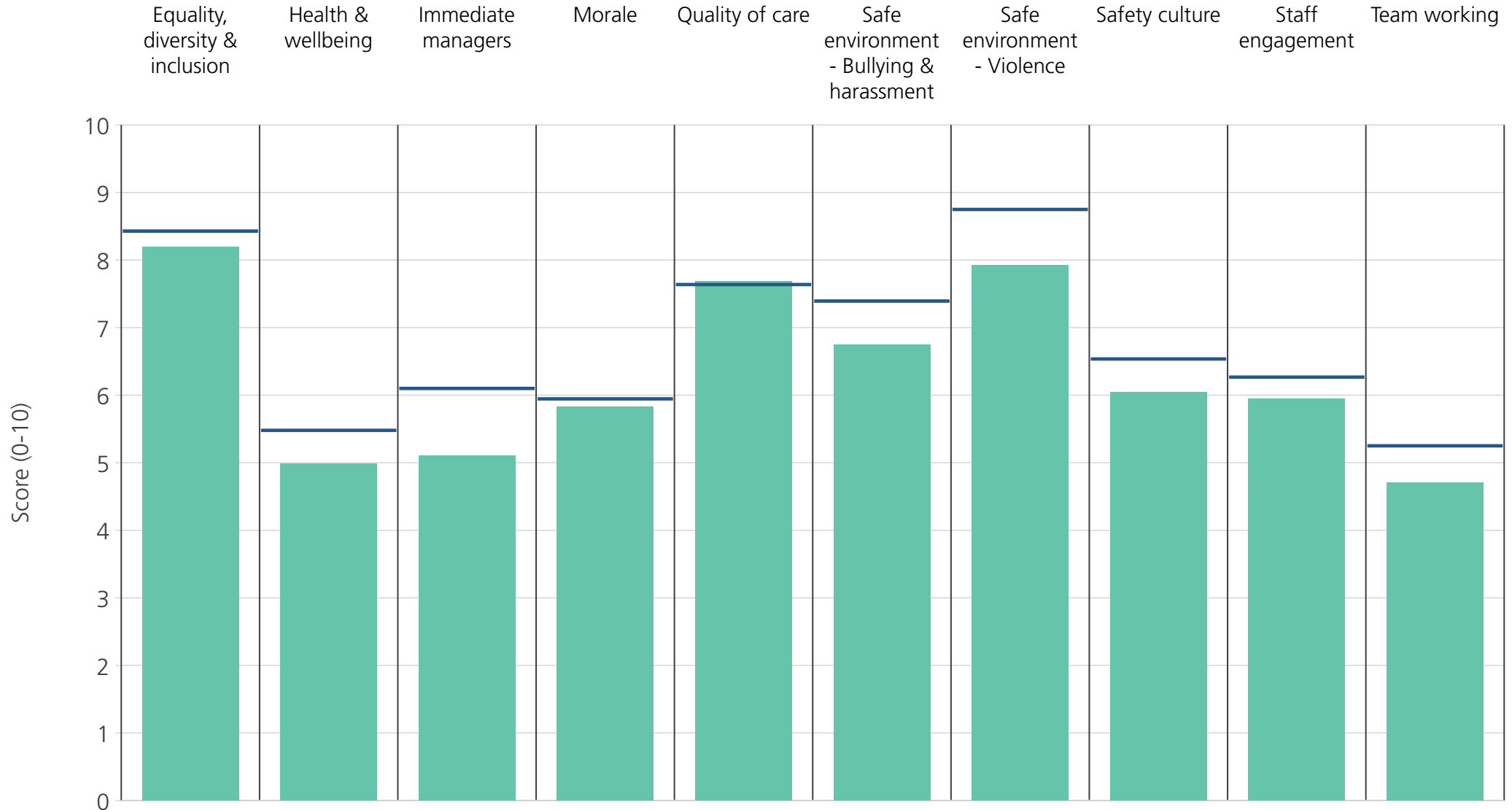




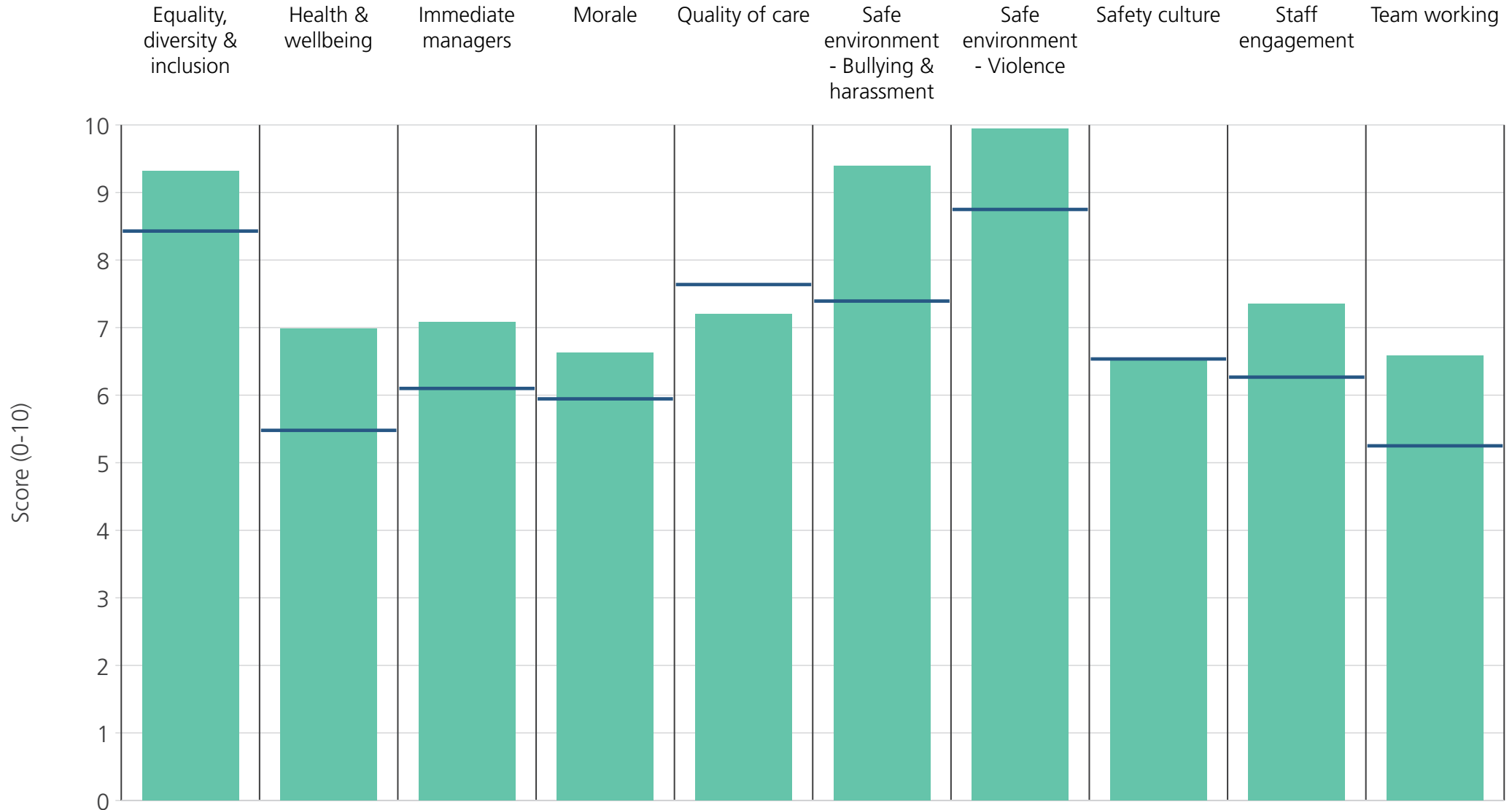
<b>Directorate</b>	8.4	4.9	6.3	6.0	7.7	6.9	8.0	6.3	6.0	4.9
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	199	199	199	198	194	198	197	199	201	200



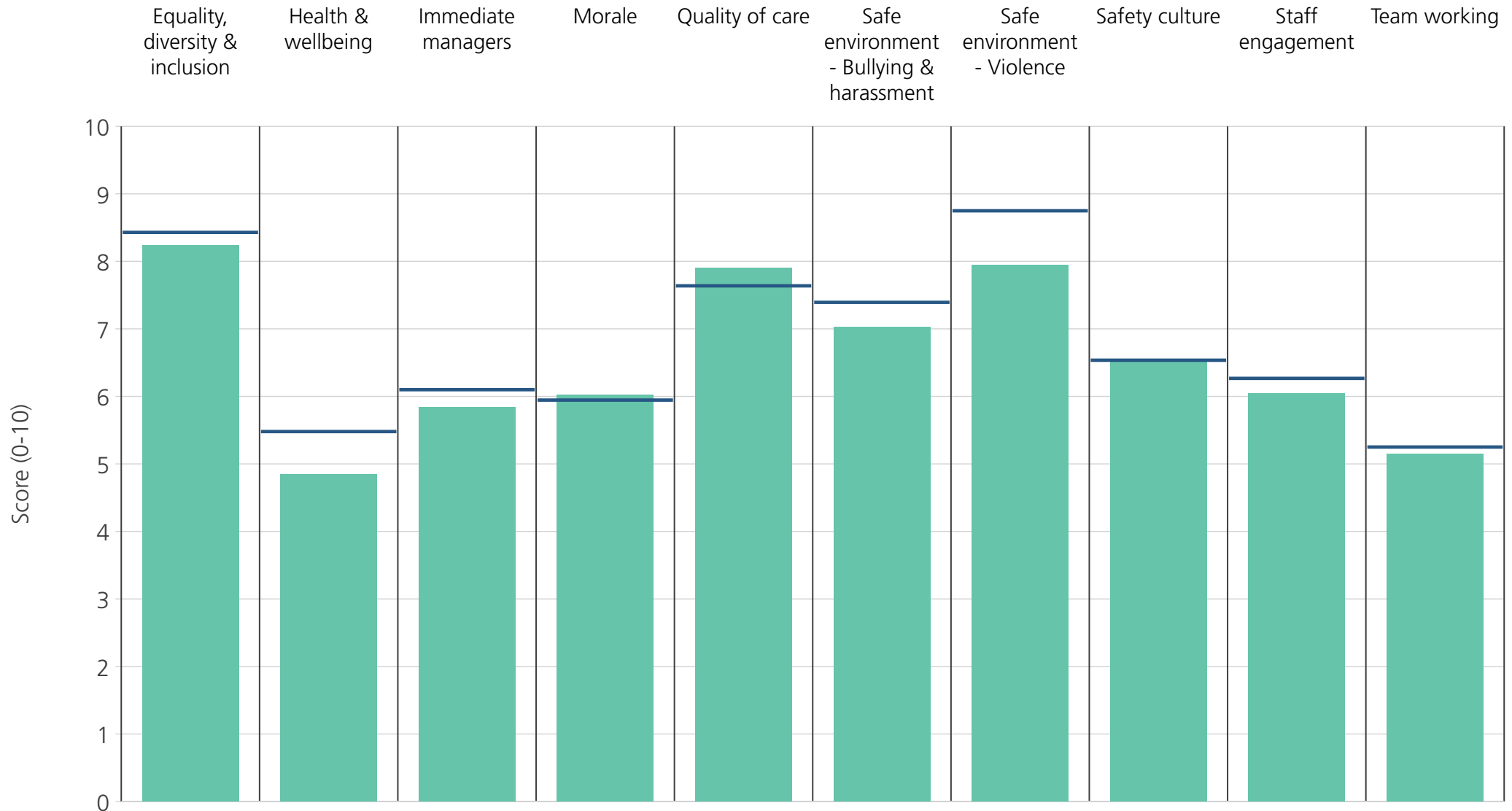
<b>Directorate</b>	8.3	4.7	5.1	5.4	7.2	7.0	8.3	6.3	5.6	4.3
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	149	152	152	149	147	150	152	149	152	151



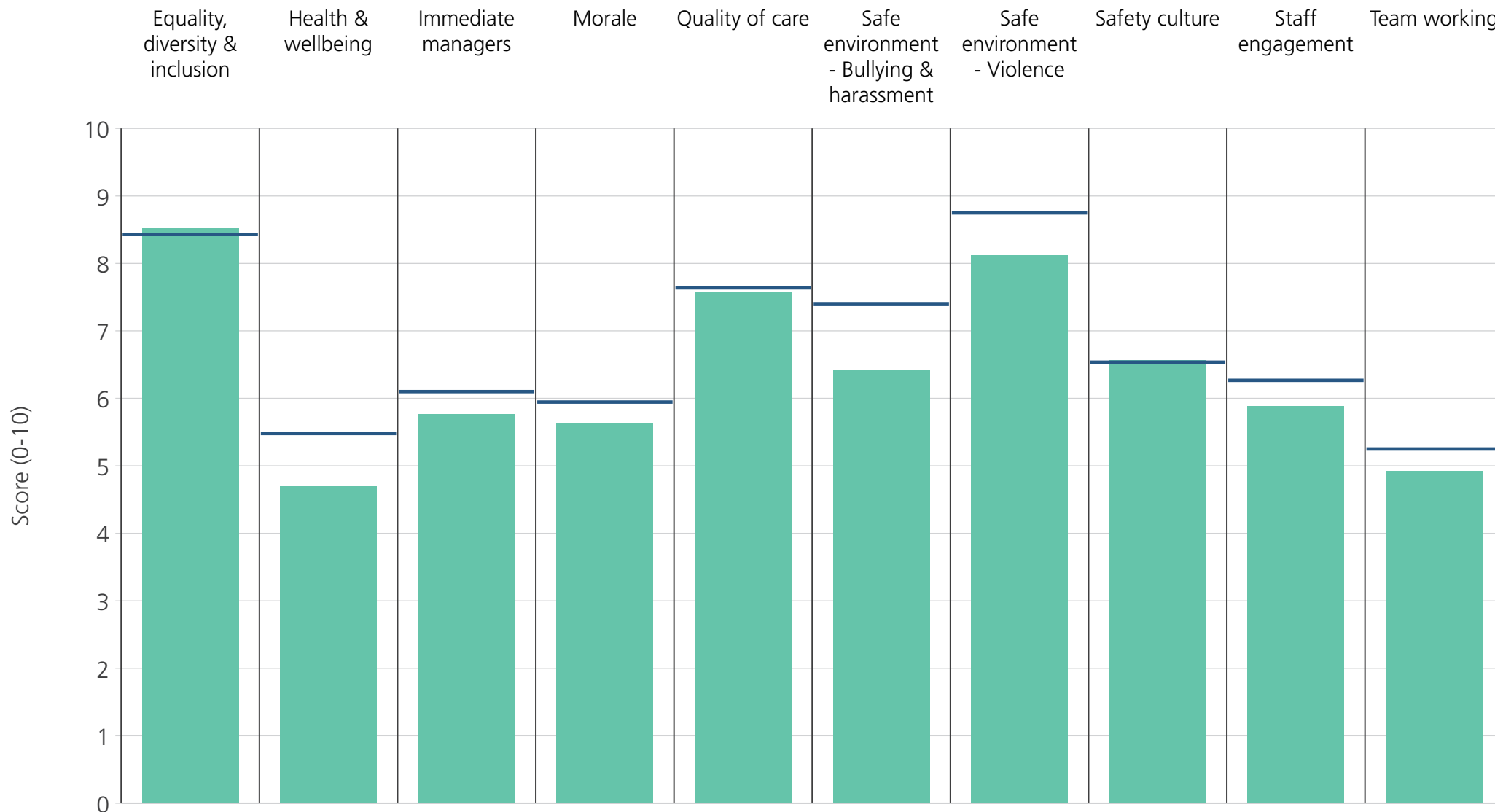
<b>Directorate</b>	8.2	5.0	5.1	5.8	7.7	6.7	7.9	6.0	5.9	4.7
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	158	160	160	158	155	154	159	159	160	157



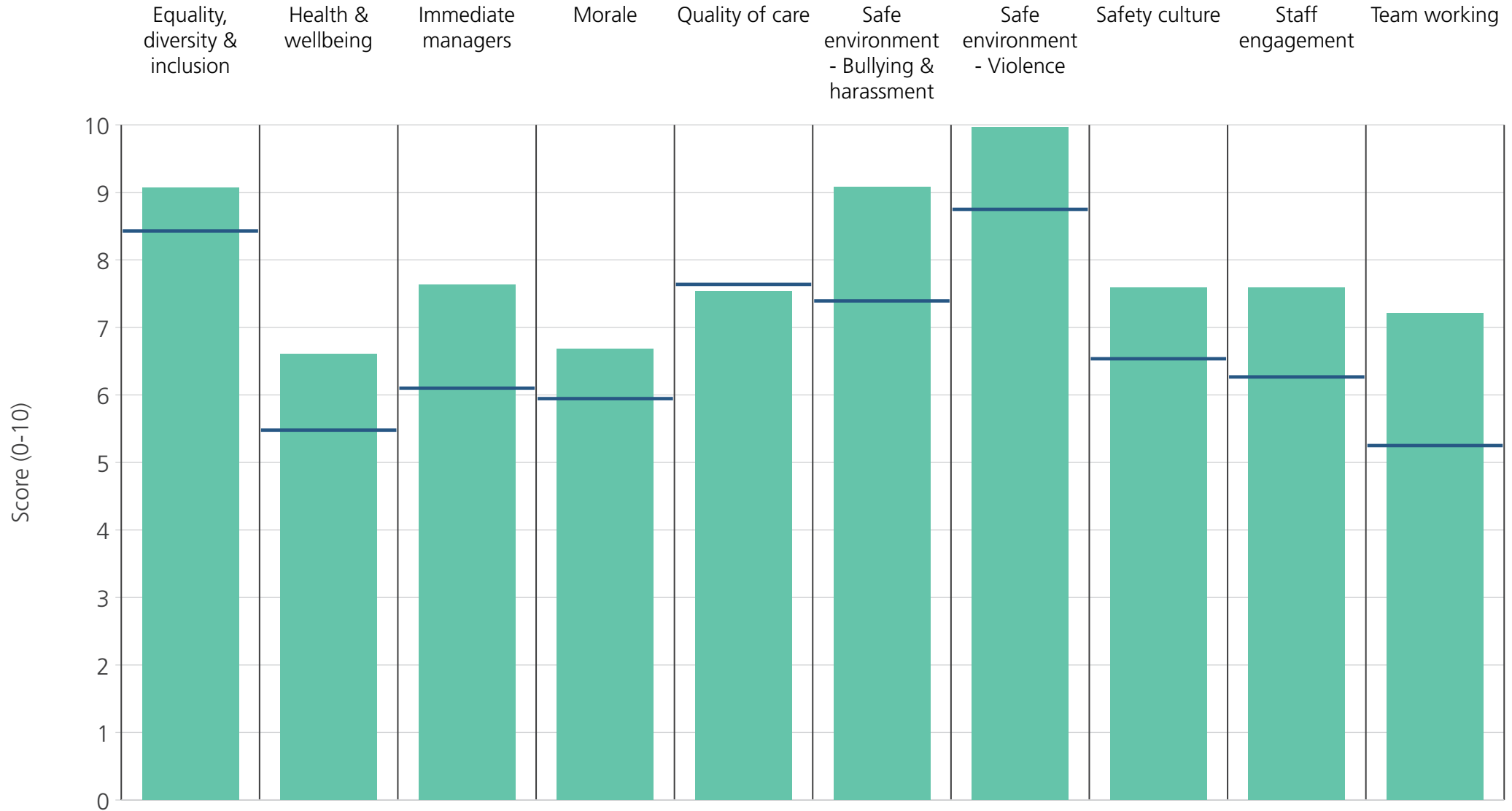
<b>Directorate</b>	9.3	7.0	7.1	6.6	7.2	9.4	9.9	6.5	7.4	6.6
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	110	110	110	110	43	109	110	110	110	109



<b>Directorate</b>	8.2	4.8	5.8	6.0	7.9	7.0	7.9	6.5	6.0	5.2
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	300	301	303	300	298	299	301	301	309	306



<b>Directorate</b>	8.5	4.7	5.8	5.6	7.6	6.4	8.1	6.6	5.9	4.9
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	214	214	214	213	207	212	212	213	218	217



<b>Directorate</b>	9.1	6.6	7.6	6.7	7.5	9.1	10.0	7.6	7.6	7.2
<b>Your org</b>	8.4	5.5	6.1	5.9	7.6	7.4	8.7	6.5	6.3	5.2
<b>Responses</b>	83	83	83	83	45	81	83	83	83	83