

All People Survey - the results are in! - 23 June 2025

Today I'm pleased to share the results of this year's All People Survey, which 54% of you took the time to complete. Thank you for sharing your views and suggestions which will be invaluable as we start to plan for the year ahead. You can access the results [here](#).

The survey closed just under three weeks ago, and all the data has been collated on the Culture Amp platform so it's available to you quickly and we can start work to address your feedback.

This year's completion rate is lower than the last two years (65% in 2023 and 2024), which is disappointing but not unexpected. I recognise that we're going through a period of significant change, with the Establishment Reset and Optimised Policing Model, and this will have impacted our results this time around, and that's entirely understandable. Benchmark data from Culture Amp shows that this correlation is found in other organisations going through periods of substantial change, so it isn't unusual and I'm sure once we have come through the current uncertainties, this will recover.

I take heart from the positives in this year's results, which show improvements in the areas we targeted as a result of feedback from the last survey and reflect the hard work of many teams. For example, there are significant uplifts in positive responses on uniform and equipment (fit for purpose up 6%), appropriate training to do your job (up 3%), technology improvements (up 2%) and timely occupational health support is up by a fantastic 25% since bringing the service in-house.

However, the results also clearly show that we still have work to do and leaders in our organisation will spend the next few weeks reading and reflecting on what has been said so that priority areas can be agreed and action plans drawn up.

One area I do want us to look at closely is our organisational culture and how we can break down the barriers that still exist in some areas of the Force, for example how police staff roles are seen by some police officers, and disconnects between senior leadership and other levels of the Force. I see so many examples of success when we respect each other and work as one BTP, and that's the energy and attitude we need to harness to build a modern and inclusive Force. If you have suggestions for how you think we can tackle this issue, I'd be very pleased to hear from you via this form.

We received 15,062 comments this year and have redacted 71 of those due to them being attributable, or unacceptable in tone and/or language. It's really disappointing to see that because the survey is anonymous, some people have taken the opportunity to write really quite offensive comments. With that in mind, when you look through the comments, please consider the good as well as the bad and focus on the key messages. I know it can be disheartening to read negative feedback, and reading through the comments may affect some more than others, so try to focus on what we can do to make things better. If you've been affected by anything shared and you want to get support, please speak to your line manager or a colleague rather than dwelling on it alone. Your Divisional Wellbeing Advisor is available for confidential advice or you can find out about all the support services available on the Wellbeing Hub.

By working together, whatever our role, we can all play a part in building a world-leading police force.

Lucy D'Orsi CVO QPM

Chief Constable

The All People Survey results are in! - 19 August 2024

Today we're pleased to share the results of this year's All People Survey, which 65% of you took the time to complete. Thank you.

The survey closed just under three weeks ago, and all the data has been collated on the Culture Amp platform so it's available to you quickly and we can start work to address your feedback.

There are lots of positives in these results, which reflect improvements we've made over the past 12 months and the hard work of many teams. For example, there's an uplift in positive responses on wellbeing and mental health support, recognition, the quality and availability of uniform, and how we're modernising our processes to support your work.

However, we still have a lot of work to do and the results make this very clear. Leaders in our organisation will spend the next few weeks reading and reflecting on what has been said so that next steps and priority areas can be agreed.

When you look through the comments, please look at both the good and the bad and the key takeaways. It can be a bit disheartening to read negative feedback, and reading through the comments may affect some more than others, so try to focus on what we can do to make things better. (We've redacted 96 out of 18,526 comments due to them being attributable). If you've been affected by anything shared and you want to get support, please reach out to the Wellbeing team for confidential advice or alternatively you could visit the Wellbeing Hub.

Working together, and in our individual roles, we can all play a part in building a world-leading police force.

Accessing the results

You should have received an email this morning from Chief Constable Lucy D'Orsi from 'notifications@cultureamp.com' with a link to the results. Please check your inbox to see if you have it or you can view the results [here](#).

To understand how to use the report, please see the instructions below.

To look at all the results, head to the Questions tab at the top of the page. For more of a deep dive into the results, you can add a filter (see left hand side). There are lots of different filters including Division, Sub-Division, Department, Location and more.

Next to the questions, there is a comparison. This allows you to see how the score has changed since our last All People Survey in 2023. If the score is minus, and red, it means the question has been marked less favourably than last year. If the score is plus, and green, it means the question has been responded to as more favourable than last year. You can also change the comparison to 'overall organisation' in the top right by clicking on 'compared to'. This allows you to see how a specific filter (department, team etc) scores compared to the rest of the Force.

To access all the comments, go to the Comments tab. As a reminder, we've shared all comments (except the ones that have been redacted due to being attributable). There is only one filter available on the comments to protect anonymity.

If you need any help or guidance, please get in touch with Internal Communications.

The All People Survey results are in - 21 August 2023

The All People Survey results are in!

For the second year in a row, we achieved a record response rate to the All People Survey, with 65% of you sharing how it feels to work at BTP. In just four weeks that's really pleasing and I'm grateful to all of you who took the time to share your views on a range of topics.

The survey closed only a fortnight ago, but the results are ready to share. It's important to share these quickly and widely, so we can all make the most of this rich insight and take action together. An area many of you commented on was how long it takes for change to happen, so I'm hoping that by sharing quickly we'll be set up to deliver meaningful change.

Along with all leaders in the organisation I'll be spending the next few weeks reading and reflecting on what has been said. With over 16,000 comments and lots of data, I will be making time to absorb this feedback and encourage all leaders to do the same. I have read a lot of the comments already and it was refreshing to see that you have been open and honest as asked. As you would expect I want to ensure we understand the results and reflect on the comments so that we can agree priority areas to take action on. These will be shared with you and I hope that many of you will want to get involved to ensure we deliver quickly and appropriately on these priorities.

Regrettably, I do need to give a warning about some of the comments. While we have shared the vast majority of comments (approx. 30 were redacted entirely or in part) which, in the main, are constructive, there are views which some colleagues may find triggering, unconstructive, divisive and disheartening particularly on topics involving inclusion and diversity.

Listening to you, our people, is important and with over 5,000 of us we aren't going to all share the same view and that's okay. I do however think it's important that we can all read the comments and know the feelings of our colleagues, and that they remain anonymous. If you don't wish to read all comments, or just some, that's fine. If you're affected by anything shared and you want to get support, reach out to the Wellbeing team for confidential guidance and advice or alternatively you could read some guidance including How to best handle negative feedback and How to Respond to Negative Employee Engagement Survey Comments.

I will share more in September when we've all had time to digest these results so we can work together to keep momentum on making our Force a great place to work.

To understand how to use the report (you will receive this by email) please see instructions below. If you have any queries please get in touch with Internal Communications who'll be happy to help.

Lucy D'Orsi CVO QPM
Chief Constable

To look at all of the results of the questions, head to the questions tab at the top of the page. For more of a deep dive into the results, you can add a filter (please see left hand side). Choose from: Division, Sub-Division, Department or Location.

Next to the questions, there is a comparison. This allows you to see how the score has changed since our last All People Survey in 2022. If the score is minus, and red, it means the question has been marked less favourably than last year. If the score is plus, and green, it means the question has been responded to as more favourable than last year. There are some questions with no comparison, that's because we didn't ask those questions last year.

To access all of the comments, go to the comments tab. As a reminder, we've shared all comments (except the ones that have been redacted due to being attributable).

If you need any help, or guidance, please get in touch with Internal Communications.

All People Survey results now available - 05 September 2022

All People Survey results now available

Thank you to the 63% of you who gave us your feedback in the All People Survey last month. To be as open and transparent as possible, we have released all of the results and comments.

Click [here](#) to look at the All People Survey results, both Force wide and by Division. You will also be able to find all the comments. Please note that 37 of the 17010 comments have been redacted due to them not being in line our values e.g., naming specific people in a negative or harmful way or comments we believe to be harmful or discriminatory to other colleagues. If you have any questions about this, please contact internal.comms@btp.police.uk

We have had some great Have Your Say sessions over the last week and have heard from many of our people about what they think of the All People Survey results. If you haven't yet had chance to attend one of the sessions, then please do as it is a great chance to deep dive into the results and comments and give your feedback on them directly to the Chief Constable.

To attend your chosen session, register now using the links below. You only need to register for one session:

Tuesday 6 September at 09:00 (A deep dive session designed for line managers)

NEW: Friday 9 September 14:00

Sunday 11 September at 09:00 (For Specials and volunteers)

NEW: Wednesday 21 September at 09:00

We look forward to welcoming you for what will be an informative and engaging event. If you have any questions about registration, or the Have Your Say sessions, please contact the Internal Communications team.