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Coordination
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NHS

Lancashire and South Cumbria NHS Foundation Trust

NHS Staff Survey Benchmark report 2024
Bank only workers

Contents

Introduction

Background

- The NHS Staff Survey is one of the largest workforce surveys in the world and has been conducted every year since 2003. To support inclusion and the People Promise commitment that "we each have a voice that counts", in 2022 NHS England extended eligibility to members of the NHS workforce who do not have a substantive contract but work for an in-house bank.

- Expanding eligibility to take part in the NHS Staff Survey to bank only workers ensures their voices are heard and increases understanding of working experience for this group, providing insight into any inequalities and helping to promote a compassionate and inclusive culture.

- A new version of the NHS Staff Survey was created specifically for bank workers in 2022. Participation was voluntary in the first year, but then became mandated for any organisation participating in the NHS Staff Survey for Bank only workers (NSSB) which had a minimum of 200 eligible staff. Other organisations are still welcome to participate in the survey.

Participation

- Bank workers were deemed eligible according to the following criteria:

  - Having been paid by the organisation for any work or training in the past 6 months (as at 1st September)
  - Working on bank only – without a substantive or fixed term contract at the organisation
  - Excludes external bank workers, such as those paid or directly supplied by external providers of bank services

Benchmarking comparisons

- This benchmark report for Lancashire and South Cumbria NHS Foundation Trust contains organisation results for People Promise elements/themes, sub-scores, and questions from 2024 back to 2022 (where possible). These results are presented in the context of best, average and worst results for similar organisations nationally where appropriate.*

- Unlike the NHS Staff Survey results for substantive staff, the results for bank only workers are not weighted by occupation group. When making comparisons against the benchmarking group results, it should be noted that the occupation group profile of the bank workforce at the organisation may be different from the average for the benchmarking group, and any differences should be considered when interpreting the results in this report. The profile of responses by occupation group is shown for the organisation and the benchmarking group in the 'Organisation details' section of this report.

- Results for Q1-3, Q10, Q13, Q15, Q33-40a and Q41a-46 are not benchmarked because these questions ask for demographic or factual information.

Comparing NHS Staff Survey results

- It is important to note the NSSB results are not directly comparable with the NHS Staff Survey results. Any read across between results for bank only and substantive staff should be made with caution due to differences in the survey methodology/questions asked and differences in the profile of bank workers and staff with a substantive contract.

* Benchmarking groups are aligned to those reported for the NHS Staff Survey and are based on the services provided by the organisation. Benchmarking results for 2022 are not available as survey participation was voluntary and the 2022 aggregated results are not nationally representative.

People Promise elements/themes

- The questions in NSSB are aligned to the People Promise elements. This sets out, in the words of NHS staff, the things that would most improve their working experience, and is made up of seven elements:

- In support, the results are measured against the seven People Promise elements and against two themes (Staff Engagement and Morale).

Sub-scores/questions

- Reporting also includes sub-scores, which feed into the People Promise elements and themes. Each People Promise element score and theme score is based on one to four sub-scores, with each sub-score calculation dependent on the responses given to between one and nine questions*.

- Results for individual questions are often reported as the sum of two response options. For example, the percentage of staff reported as agreeing with a question will include those who responded either "agree strongly" or "agree".

- It is worth noting that for certain questions, a higher percentage is a worse result than a lower percentage: for example, when looking at the "% of staff experiencing physical violence", the lower the percentage, the better the results.

- The next slide shows how the People Promise elements, themes and sub-scores are related and mapped to individual survey questions.

* Except for the People Promise element of 'We are recognised and rewarded' which has no sub-scores.

6

People Promise elements	Sub-scores	Questions
We are compassionate and inclusive	Compassionate culture	Q8a, Q30a, Q30b, Q30c, Q30d
	Compassionate leadership	Q14f, Q14g, Q14h, Q14i
	Diversity and equality	Q20, Q21a, Q21b, Q26
	Inclusion	Q11f, Q11g, Q12b, Q12c
We are recognised and rewarded	No sub-score	Q6a, Q6b, Q6c, Q12d, Q14e
We each have a voice that counts	Autonomy and control	Q5a, Q5b, Q5c, Q5d, Q5e, Q5f, Q7b
	Raising concerns	Q25a, Q25b, Q30e, Q30f
We are safe and healthy	Health and safety climate	Q5g, Q5h, Q5i, Q7a, Q16a, Q18d, Q19d
	Burnout	Q17a, Q17b, Q17c, Q17d, Q17e, Q17f, Q17g
	Negative experiences	Q16b, Q16c, Q16d, Q18a, Q18b, Q18c, Q19a, Q19b, Q19c
We are always learning	Development	Q29a, Q29b, Q29c, Q29d, Q29e
We work flexibly	Support for work-life balance	Q8b, Q8c
We are a team	Team working	Q11a, Q11b, Q11c, Q11d, Q11e, Q12a
	Line management	Q14a, Q14b, Q14c, Q14d

Themes	Sub-scores	Questions
Staff Engagement	Motivation	Q4a, Q4b, Q4c
	Involvement	Q5c, Q5d, Q5f
	Advocacy	Q30a, Q30c, Q30d
Morale	Future intentions (Summary)	Q31
	Work pressure	Q5g, Q5h, Q5i
	Stressors	Q5a, Q5e, Q7a, Q7b, Q7c, Q11a, Q14a

Questions not linked to the People Promise elements or themes
Q1, Q2, Q3, Q9, Q15, Q16e, Q21c, Q22a, Q22b, Q23, Q24a-d, Q27, Q28, Q29f, Q29g, Q32a-c, Q40b

Introduction

This section provides a brief introduction to the report, including how questions map to the People Promise elements, themes and sub-scores, as well as features of the charts used throughout.

Organisation details

This slide contains **key information** about the NHS organisations participating in this survey and details for your own organisation, such as response rate and staff profile.

People Promise elements, themes and sub-scores: Overview

This section provides a high-level **overview** of the results for the seven elements of the People Promise and the two themes, followed by the results for each of the **sub-scores** that feed into these measures.

People Promise elements, themes and sub-scores: Trends

This section provides your organisation's trend results for the seven elements of the People Promise and the two themes, followed by the trend results for each of the sub-scores that feed into these measures.

All People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score. For example, the Burnout sub-score, a higher score (closer to 10) means a lower proportion of staff are experiencing burnout from their work. These scores are created by scoring questions linked to these areas of experience and grouping these results together. Your organisation's 2023 and 2024 survey results are benchmarked against the benchmarking group average, the best scoring organisation and the worst scoring organisation. These charts are reported as percentages. The meaning of the value is outlined along the y axis. The questions that feed into each sub-score are detailed on slide 7.

Note: Where there are fewer than 10 responses for a question this data is not shown to protect the confidentiality of staff and reliability of results.

People Promise elements, themes and sub-scores: Questions

This section provides your organisation's trend results for **questions**. The questions are presented in sections for each People Promise element and each theme.
Not all questions reported within the section for a People Promise element or theme feed into its score and any sub-scores. The first slide in the section for each People Promise element or theme lists which of the questions in that section feed into the score and sub-scores, and which do not.

Questions not linked to People Promise

Results for the questions that do not contribute to the result for any People Promise element or theme are included in this section.

Workforce Equality Standards

This section shows key data against indicators used in the **Bank Workforce Race Equality Standard (BWRES) and the Workforce Disability Equality Standard (WDES).**

About your respondents

This section provides details of the staff responding to the survey, including their **demographic and other classification questions**.

Appendices

Here you will find:
- Response rate.
- Data in the benchmark reports.
- Significance testing of the People Promise element and theme results for 2023 vs 2024.
- Additional reporting outputs.
- Tips on action planning and interpreting results.
- Contact information.

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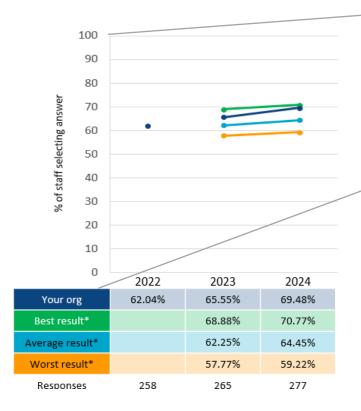
Note this is example data

Key features

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

Question number and text (or summary measure) specified at the top of each slide.

Colour coding highlights best / worst results, making it easy to spot questions where a lower percentage is a better or worse result.

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

Number of responses for the organisation for the given question.

Q6a How satisfied are you with each of the following aspects of your job?

% of staff selecting 'Satisfied/Very Satisfied' out of those who answered

	2022	2023	2024
Your org	62.04%	65.55%	69.48%
Best result*		68.88%	70.77%
Average result*		62.25%	64.45%
Worst result*		57.77%	59.22%
Responses	258	265	277

% of staff selecting answer

	2022	2023	2024
Your org	62.04%	65.55%	69.48%
Best result*		68.88%	70.77%
Average result*		62.25%	64.45%
Worst result*		57.77%	59.22%
Responses	258	265	277

Tips on how to read, interpret and use the data are included in the Appendices

* Note: Benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

Organisation details

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Lancashire and South Cumbria NHS Foundation Trust

2024 NHS Staff Survey
Bank only workers

Organisation details

Completed questionnaires	**290**
2024 response rate	**28%**

Survey details

Survey mode	**Mixed**

This organisation is benchmarked against:

Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts

2024 benchmarking group details

Organisations in group: 36

Median response rate: 22%
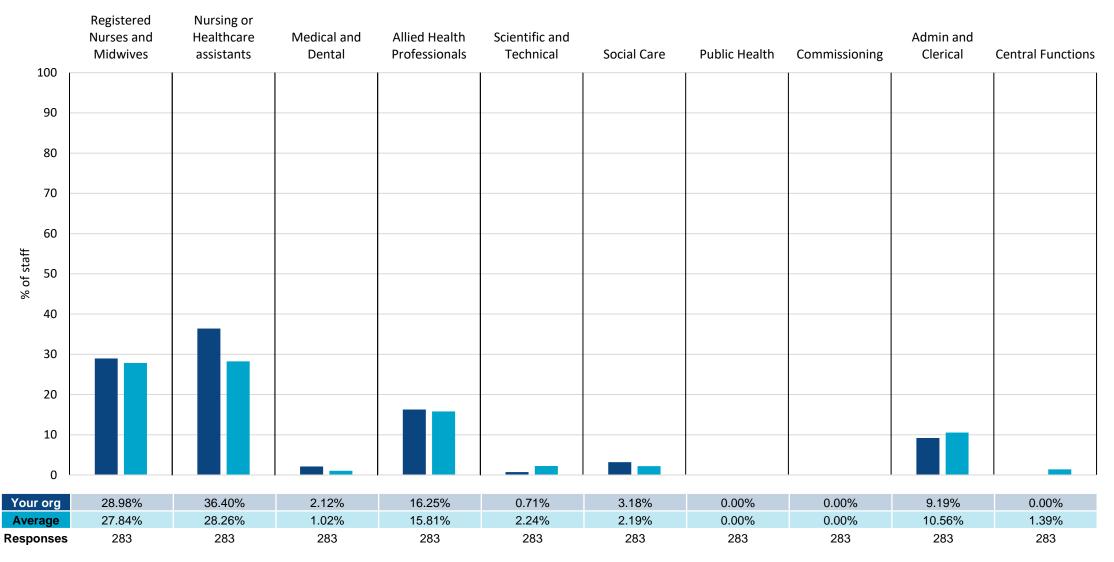
No. of completed questionnaires: 5830

For more information on benchmarking group definitions please see the Technical guide for bank only workers document.

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This chart compares the occupation group profile of your organisation with the average for the benchmarking group. When reviewing this report, you should bear in mind the potential impact of any differences between your organisation's occupation group profile and that of its benchmarking group.

	Registered Nurses and Midwives	Nursing or Healthcare assistants	Medical and Dental	Allied Health Professionals	Scientific and Technical	Social Care	Public Health	Commissioning	Admin and Clerical	Central Functions
Your org	28.98%	36.40%	2.12%	16.25%	0.71%	3.18%	0.00%	0.00%	9.19%	0.00%
Average	27.84%	28.26%	1.02%	15.81%	2.24%	2.19%	0.00%	0.00%	10.56%	1.39%
Responses	283	283	283	283	283	283	283	283	283	283

This chart compares the occupation group profile of your organisation with the average for the benchmarking group. When reviewing this report, you should bear in mind the potential impact of any differences between your organisation's occupation group profile and that of its benchmarking group.

	Maintenance	General Management	Emergency Care Practitioners	Paramedics	Emergency Care Assistants	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service	Other
Your org	0.35%	0.71%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.12%
Average	1.18%	0.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.67%
Responses	283	283	283	283	283	283	283	283	283
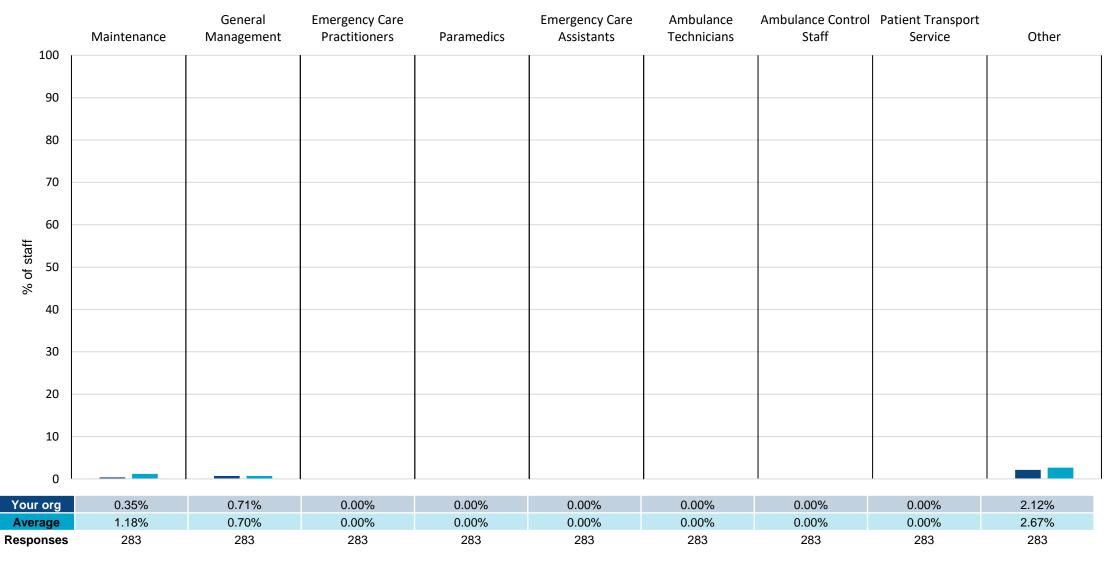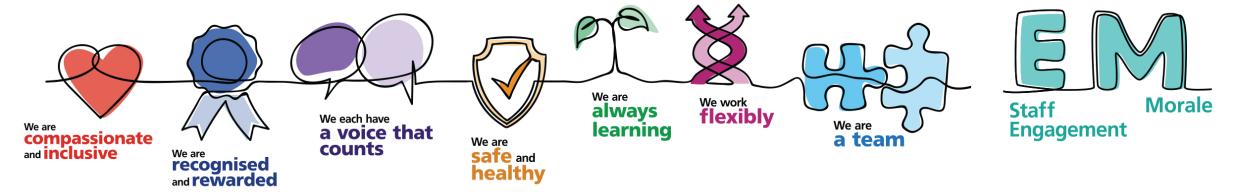
People Promise elements, themes and sub-score results

People Promise elements, themes and sub-scores: Overview
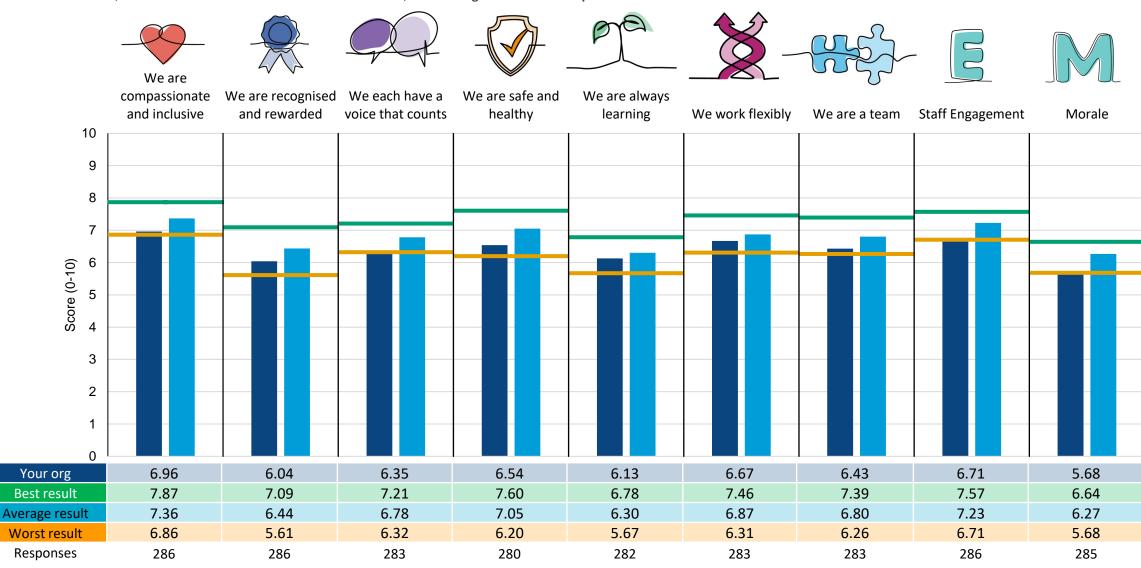
People Promise elements and themes: Overview

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Your org	6.96	6.04	6.35	6.54	6.13	6.67	6.43	6.71	5.68
Best result	7.87	7.09	7.21	7.60	6.78	7.46	7.39	7.57	6.64
Average result	7.36	6.44	6.78	7.05	6.30	6.87	6.80	7.23	6.27
Worst result	6.86	5.61	6.32	6.20	5.67	6.31	6.26	6.71	5.68
Responses	286	286	283	280	282	283	283	286	285

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People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 1: We are compassionate and inclusive

	Compassionate culture	Compassionate leadership	Diversity and equality	Inclusion
Your org	7.29	6.22	7.49	6.83
Best result	8.00	7.56	8.60	7.68
Average result	7.64	6.76	7.84	7.14
Worst result	7.05	6.10	6.95	6.47
Responses	286	287	287	286

Promise element 3: We each have a voice that counts

	Autonomy and control	Raising concerns
Your org	6.36	6.37
Best result	7.28	7.24
Average result	6.74	6.84
Worst result	6.31	6.30
Responses	285	286

Note People Promise element 2 'We are recognised and rewarded' does not have any sub-scores. Overall trend score data for this element is reported on slide 25.

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 4: We are safe and healthy

Promise element 5: We are always learning

	Health and safety climate	Burnout	Negative experiences
Your org	6.07	5.98	7.58
Best result	7.18	6.92	9.02
Average result	6.55	6.27	8.25
Worst result	5.91	5.51	7.07
Responses	286	288	283

	Development
Your org	6.13
Best result	6.78
Average result	6.30
Worst result	5.67
Responses	282

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 6: We work flexibly

Support for work-life balance

	Support for work-life balance
Your org	6.67
Best result	7.46
Average result	6.87
Worst result	6.31
Responses	283

Promise element 7: We are a team

	Team working	Line management
Your org	6.88	5.96
Best result	7.52	7.35
Average result	7.07	6.55
Worst result	6.44	5.79
Responses	285	285

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People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.
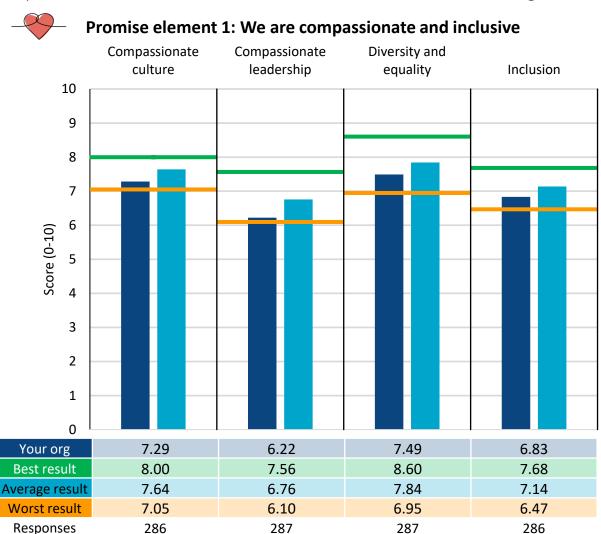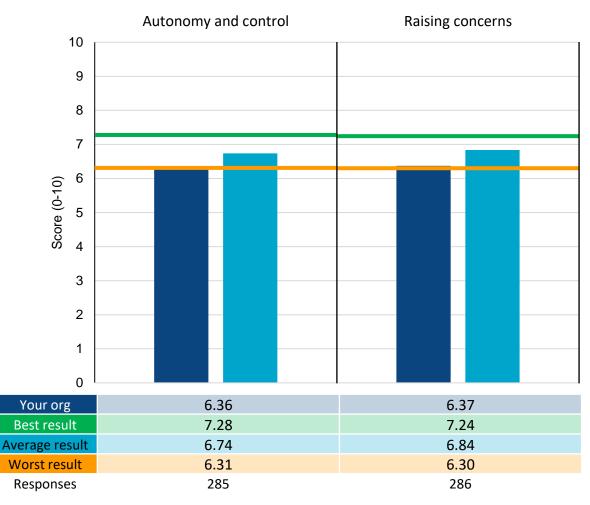
E   Theme: Staff engagement

	Motivation	Involvement	Advocacy
Your org	7.07	6.14	6.94
Best result	8.14	7.14	7.94
Average result	7.66	6.60	7.44
Worst result	6.89	6.13	6.66
Responses	272	286	286

M   Theme: Morale

	Future intentions	Work pressure	Stressors
Your org	5.15	5.66	6.23
Best result	6.34	7.33	7.10
Average result	5.75	6.41	6.56
Worst result	5.00	5.47	5.99
Responses	269	285	286

People Promise elements, themes and sub-scores: Trends

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

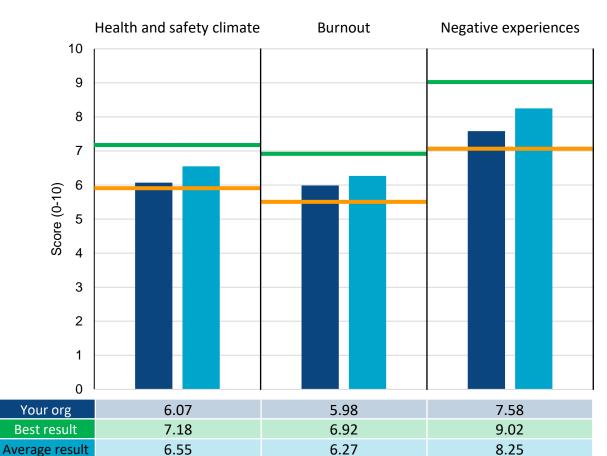## Promise element 1: We are compassionate and inclusive

We are compassionate and inclusive

	2022	2023	2024
Your org	6.70	7.06	6.96
Best result*	-	8.00	7.87
Average result*	-	7.36	7.36
Worst result*	-	6.62	6.86
Responses	305	173	286

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.
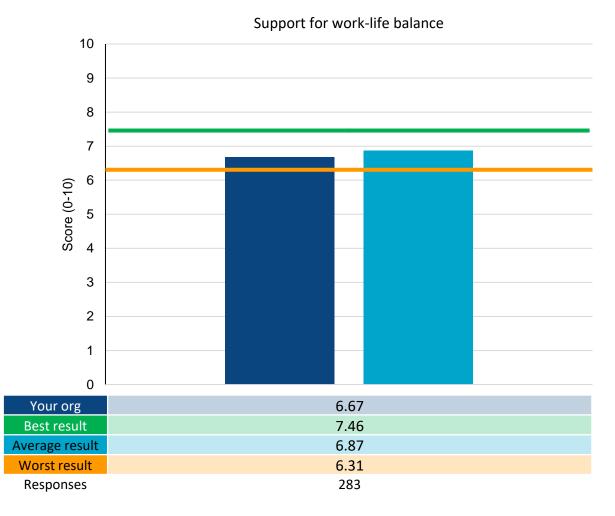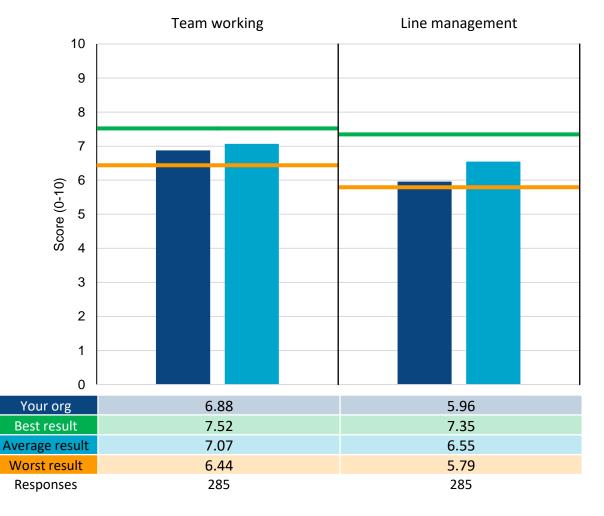
Promise element 1: We are compassionate and inclusive (1)

Compassionate culture

	2022	2023	2024
Your org	6.89	7.24	7.29
Best result*	-	8.15	8.00
Average result*	-	7.55	7.64
Worst result*	-	6.41	7.05
Responses	301	175	286

Compassionate leadership

	2022	2023	2024
Your org	5.85	6.37	6.22
Best result*	-	7.93	7.56
Average result*	-	6.84	6.76
Worst result*	-	6.07	6.10
Responses	302	172	287

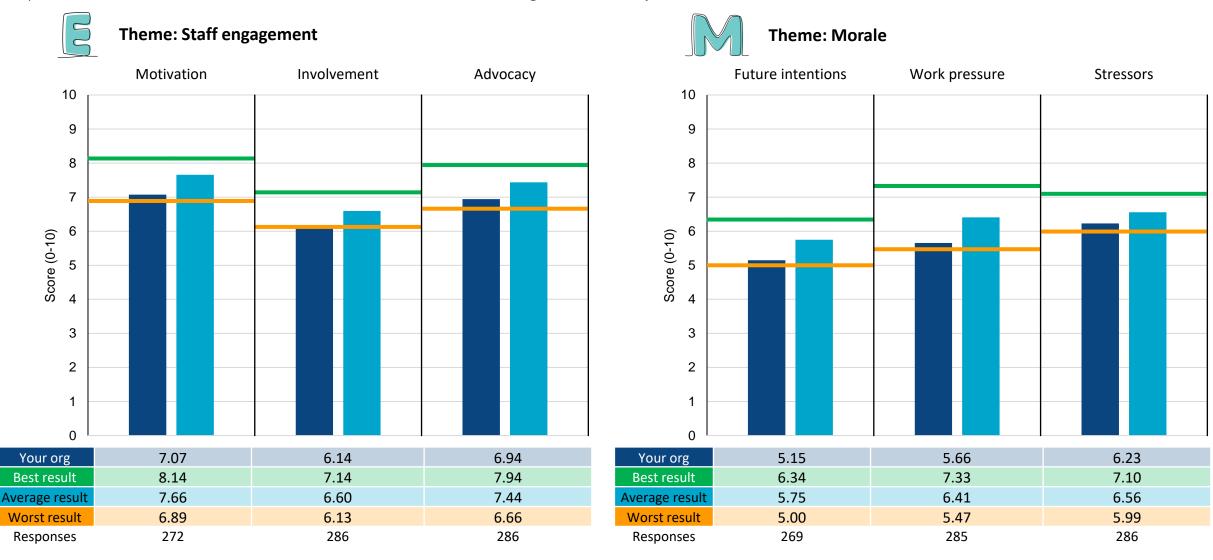* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
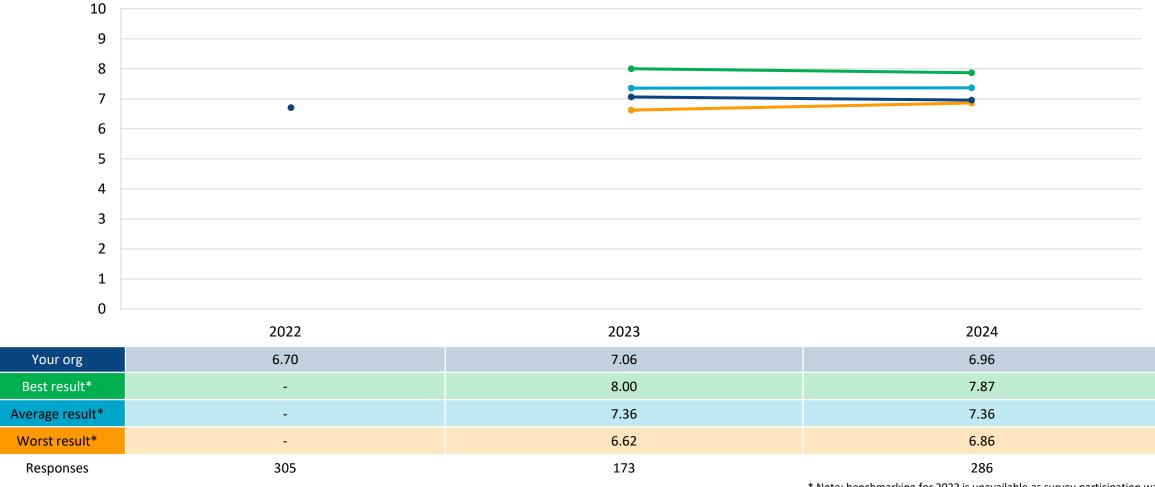
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 1: We are compassionate and inclusive (2)

Diversity and equality

	2022	2023	2024
Your org	7.49	7.79	7.49
Best result*	-	8.93	8.60
Average result*	-	7.96	7.84
Worst result*	-	6.60	6.95
Responses	307	176	287

Inclusion

	2022	2023	2024
Your org	6.58	6.87	6.83
Best result*	-	7.63	7.68
Average result*	-	7.17	7.14
Worst result*	-	6.53	6.47
Responses	300	173	286

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
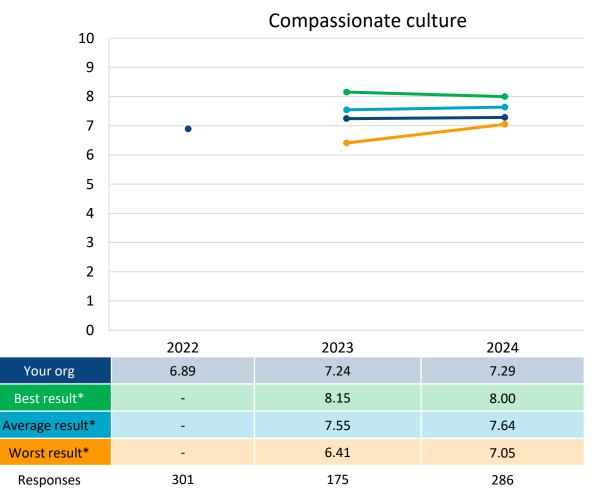
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 2: We are recognised and rewarded

We are recognised and rewarded

	2022	2023	2024
Your org	5.46	5.90	6.04
Best result*	-	6.99	7.09
Average result*	-	6.37	6.44
Worst result*	-	5.61	5.61
Responses	304	175	286

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
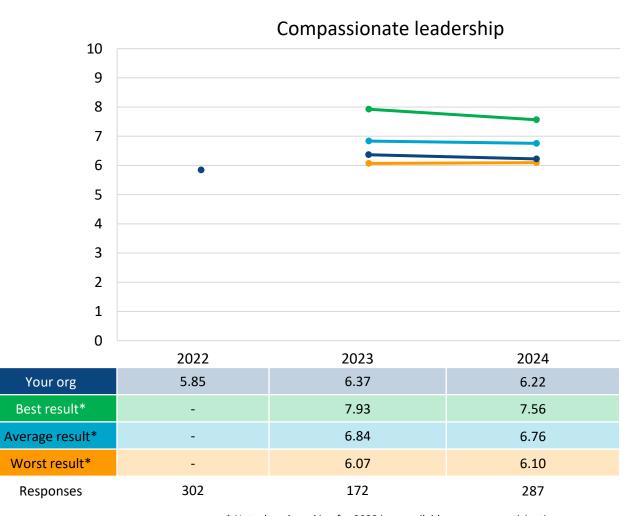
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People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 3: We each have a voice that counts

We each have a voice that counts

	2022	2023	2024
Your org	6.19	6.56	6.35
Best result*	-	7.38	7.21
Average result*	-	6.70	6.78
Worst result*	-	6.16	6.32
Responses	301	173	283

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
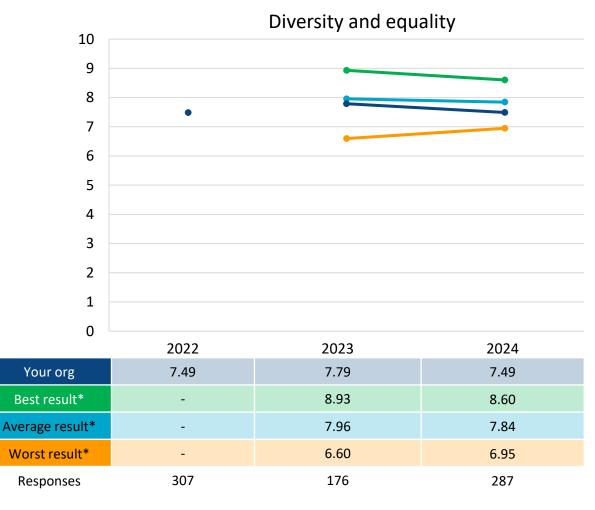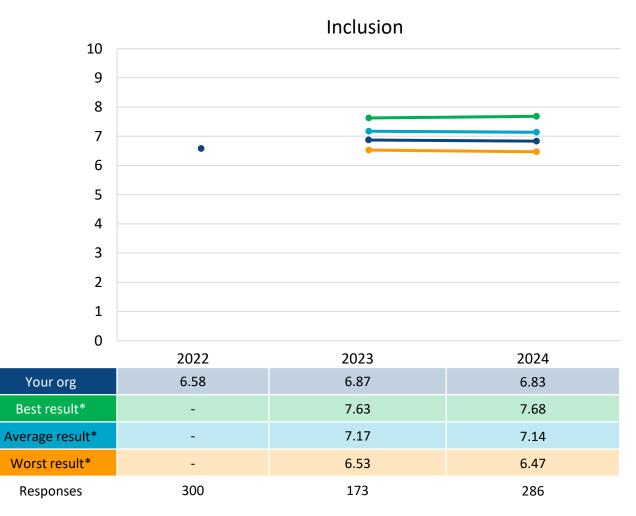
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 3: We each have a voice that counts

Autonomy and control

	2022	2023	2024
Your org	6.08	6.56	6.36
Best result*	-	7.62	7.28
Average result*	-	6.77	6.74
Worst result*	-	6.29	6.31
Responses	305	175	285

Raising concerns

	2022	2023	2024
Your org	6.26	6.55	6.37
Best result*	-	7.42	7.24
Average result*	-	6.68	6.84
Worst result*	-	5.51	6.30
Responses	301	174	286

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
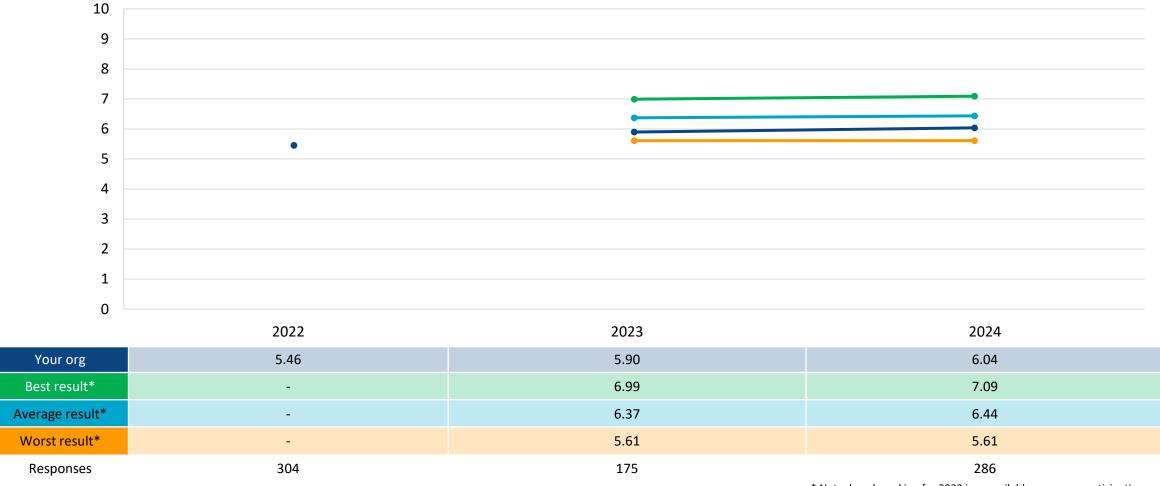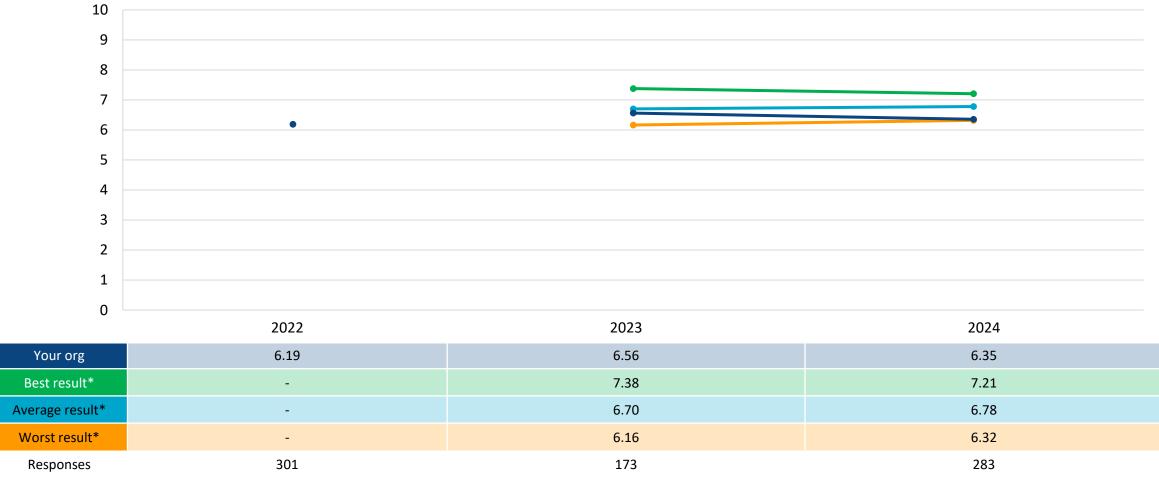
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 4: We are safe and healthy

We are safe and healthy

	2022	2023	2024
Your org	6.33	6.59	6.54
Best result*	-	7.58	7.60
Average result*	-	6.98	7.05
Worst result*	-	6.28	6.20
Responses	303	172	280

Note: 2023 results for 'We are safe and healthy' have corrective weighting applied following an issue with the data.
Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
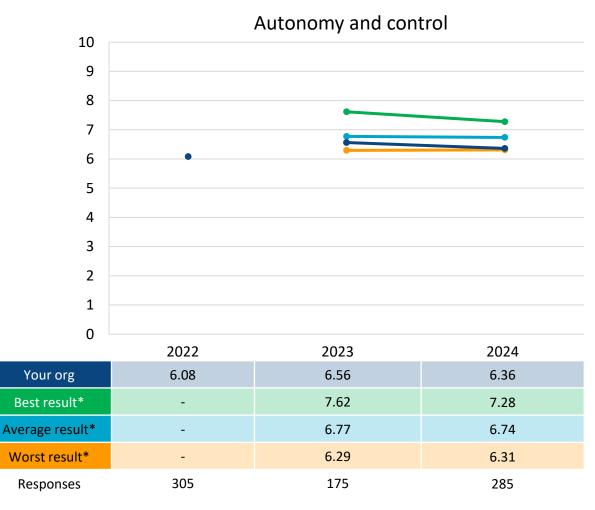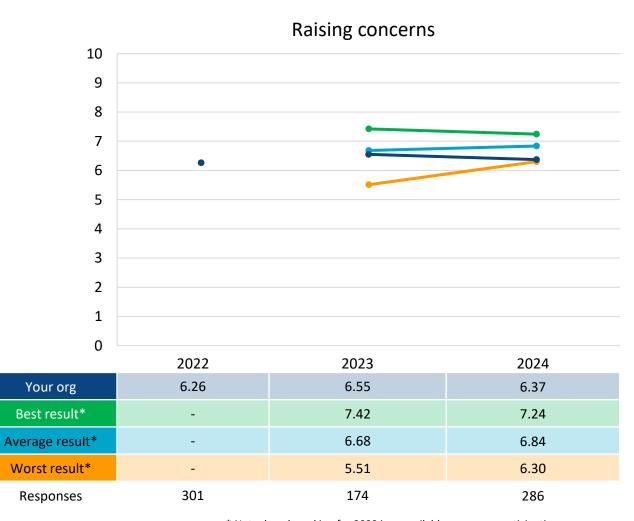
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 4: We are safe and healthy

Health and safety climate

	2022	2023	2024
Your org	5.95	6.15	6.07
Best result*	-	7.15	7.18
Average result*	-	6.53	6.55
Worst result*	-	6.02	5.91
Responses	305	175	286

Burnout

	2022	2023	2024
Your org	5.59	5.89	5.98
Best result*	-	7.05	6.92
Average result*	-	6.26	6.27
Worst result*	-	5.18	5.51
Responses	305	174	288

Negative experiences

	2022	2023	2024
Your org	7.44	7.75	7.58
Best result*	-	9.00	9.02
Average result*	-	8.13	8.25
Worst result*	-	7.28	7.07
Responses	304	172	283

Note: 2023 results for 'Health and safety climate' and 'Negative experiences' have corrective weighting applied following an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
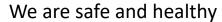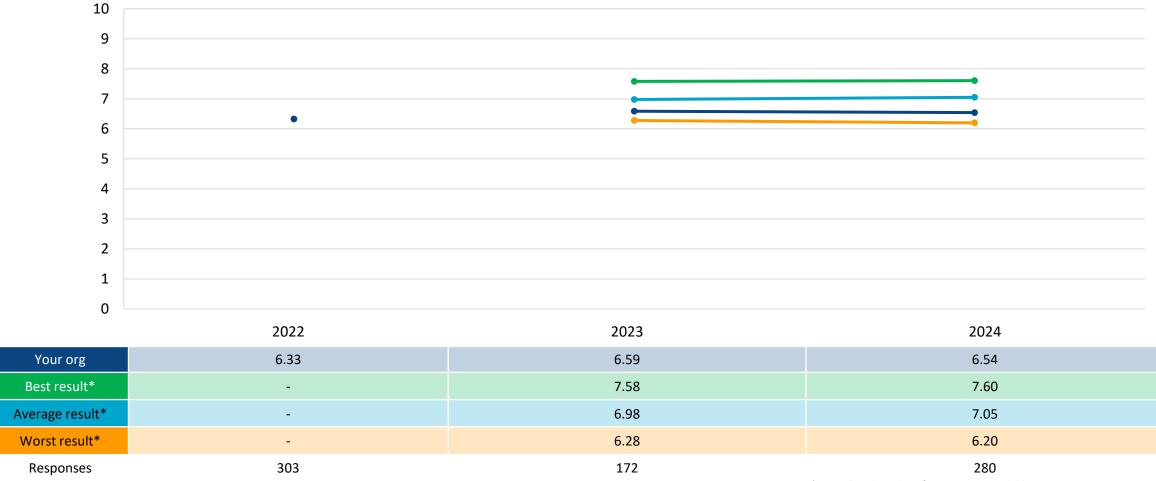
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 5: We are always learning: Development*

We are always learning: Development

	2022	2023	2024
Your org	5.93	6.15	6.13
Best result*	-	6.78	6.78
Average result*	-	6.34	6.30
Worst result*	-	5.60	5.67
Responses	303	175	282

* The above chart displays both the score for 'We are always learning' and its sub-score for 'Development'.

** Note: your organisation's 2022 results for 'We are always learning' have been re-calculated based on its sub-score for 'Development' used in 2023.
*** Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
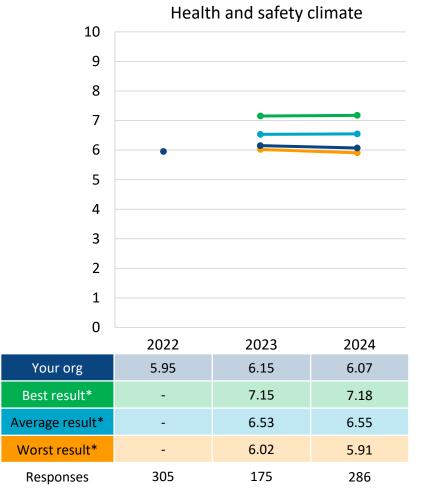
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People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 6: We work flexibly: Support for work-life balance*

We work flexibly: Support for work-life balance

	2022	2023	2024
Your org	6.08	6.45	6.67
Best result**	-	7.38	7.46
Average result**	-	6.80	6.87
Worst result**	-	6.02	6.31
Responses	301	172	283

* This chart displays both the score for 'We work flexibly' and its sub-score for 'Support for work-life balance'.

** Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
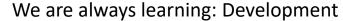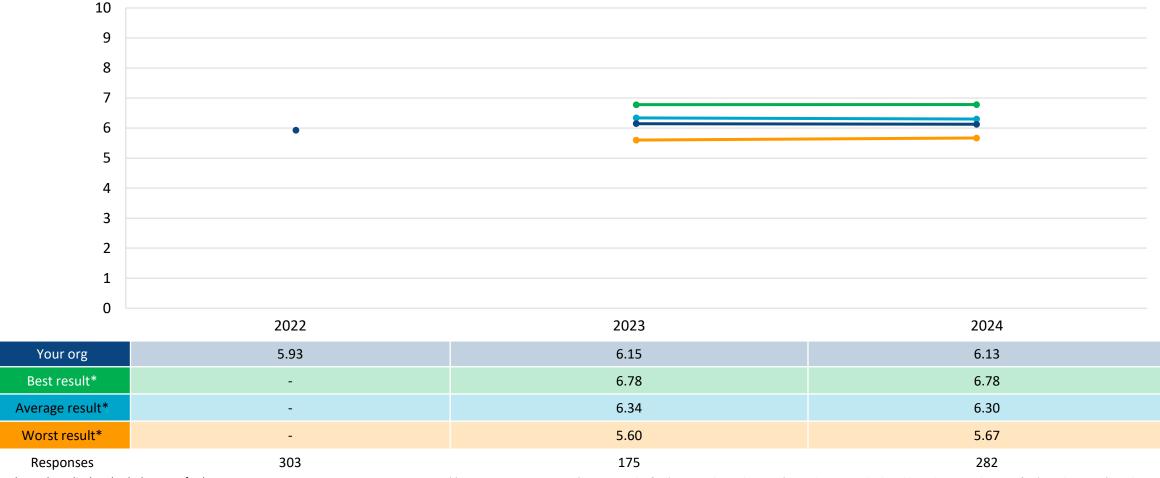
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 7: We are a team

We are a team

	2022	2023	2024
Your org	6.01	6.55	6.43
Best result*	-	7.61	7.39
Average result*	-	6.83	6.80
Worst result*	-	6.24	6.26
Responses	299	173	283

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
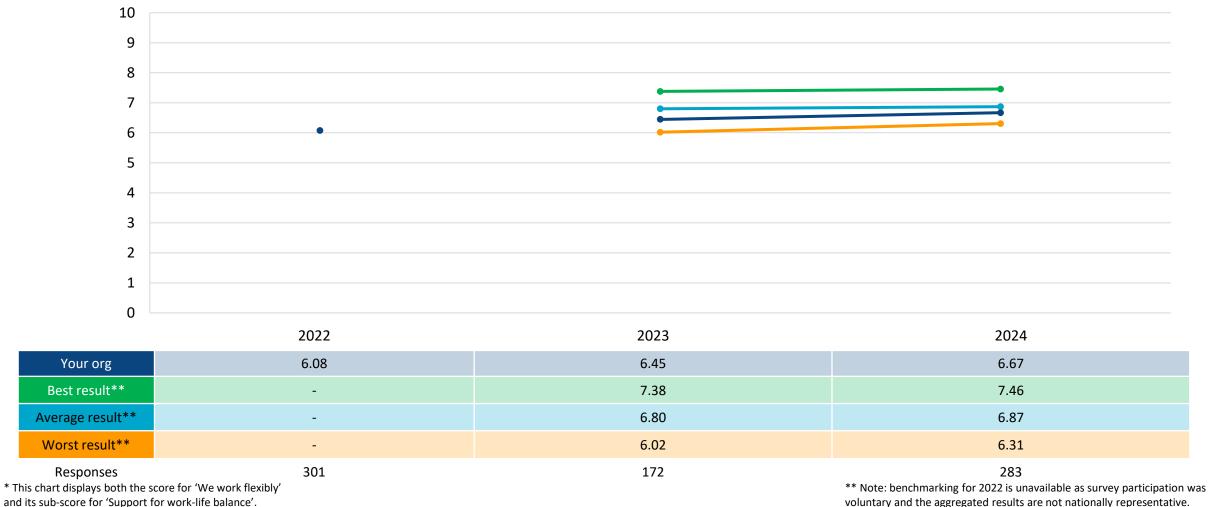
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 7: We are a team

Team working

	2022	2023	2024
Your org	6.60	6.92	6.88
Best result*	-	7.62	7.52
Average result*	-	7.06	7.07
Worst result*	-	6.69	6.44
Responses	303	174	285

Line management

	2022	2023	2024
Your org	5.41	6.18	5.96
Best result*	-	7.79	7.35
Average result*	-	6.57	6.55
Worst result*	-	5.81	5.79
Responses	301	174	285

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
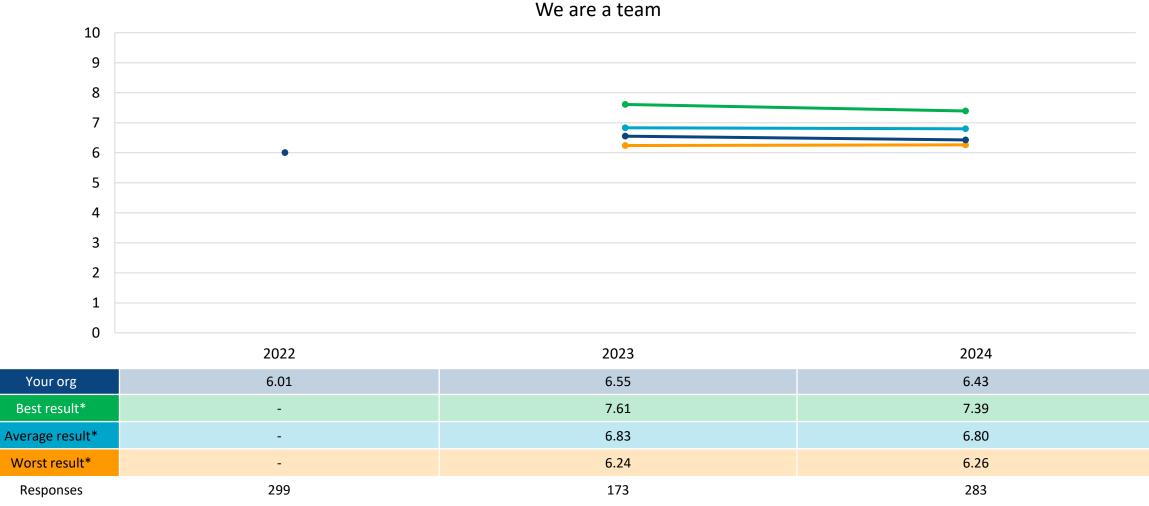
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Theme: Staff Engagement

Staff Engagement

	2022	2023	2024
Your org	6.47	6.83	6.71
Best result*	-	7.77	7.57
Average result*	-	7.14	7.23
Worst result*	-	6.54	6.71
Responses	303	175	286

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

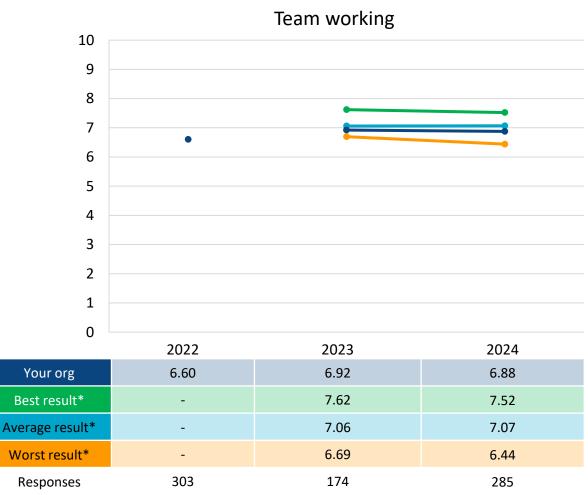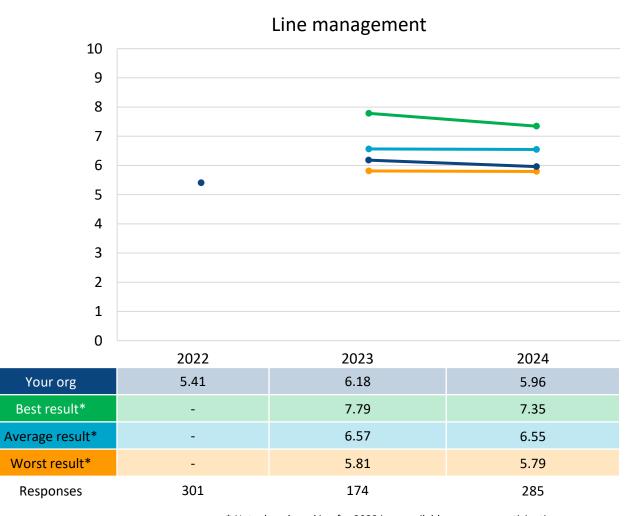People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Theme: Staff Engagement

Motivation

	2022	2023	2024
Your org	6.98	7.18	7.07
Best result*	-	8.05	8.14
Average result*	-	7.66	7.66
Worst result*	-	6.80	6.89
Responses	299	166	272

Involvement

	2022	2023	2024
Your org	5.86	6.38	6.14
Best result*	-	7.52	7.14
Average result*	-	6.59	6.60
Worst result*	-	6.02	6.13
Responses	305	175	286

Advocacy

	2022	2023	2024
Your org	6.54	6.97	6.94
Best result*	-	8.01	7.94
Average result*	-	7.29	7.44
Worst result*	-	6.21	6.66
Responses	301	175	286

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
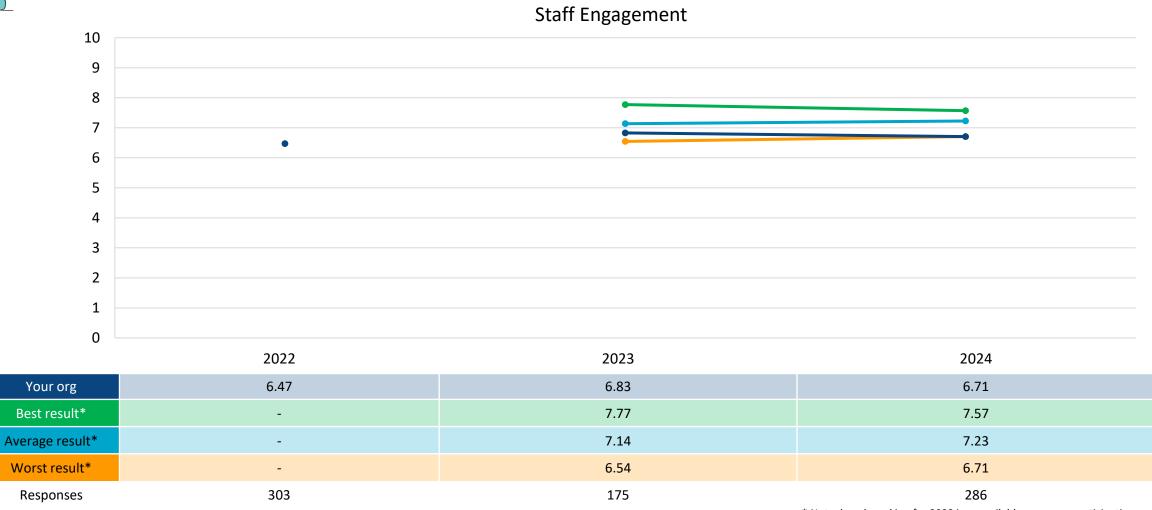
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People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Theme: Morale

Morale

	2022	2023	2024
Your org	5.54	5.81	5.68
Best result*	-	6.62	6.64
Average result*	-	6.19	6.27
Worst result*	-	5.81	5.68
Responses	305	175	285

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
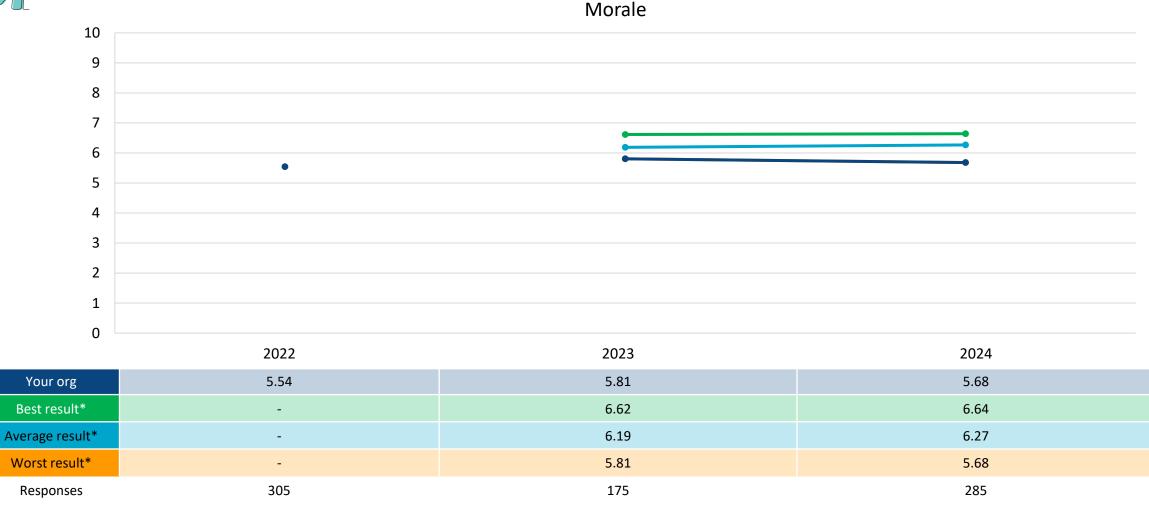
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Theme: Morale

Future intentions

	2022	2023	2024
Your org	5.25	5.28	5.15
Best result*	-	6.81	6.34
Average result*	-	5.66	5.75
Worst result*	-	4.93	5.00
Responses	273	163	269

Work pressure

	2022	2023	2024
Your org	5.40	5.79	5.66
Best result*	-	6.92	7.33
Average result*	-	6.37	6.41
Worst result*	-	5.54	5.47
Responses	305	175	285

Stressors

	2022	2023	2024
Your org	5.95	6.33	6.23
Best result*	-	7.28	7.10
Average result*	-	6.61	6.56
Worst result*	-	6.07	5.99
Responses	305	175	286

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

People Promise element – We are compassionate and inclusive

Questions included:

Compassionate culture – Q8a, Q30a, Q30b, Q30c, Q30d

Compassionate leadership – Q14f, Q14g, Q14h, Q14i

Diversity and equality – Q20, Q21a, Q21b, Q26

Inclusion – Q11f, Q11g, Q12b, Q12c

Note: where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.
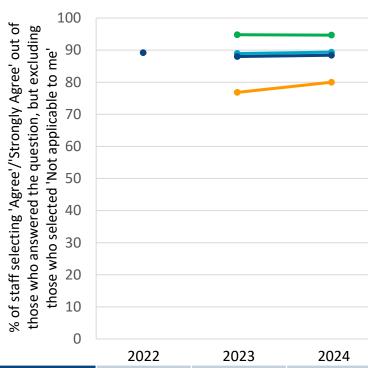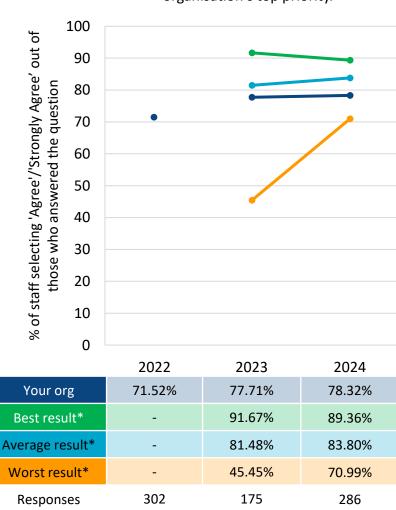
Q8a I feel that my role makes a difference to patients / service users.
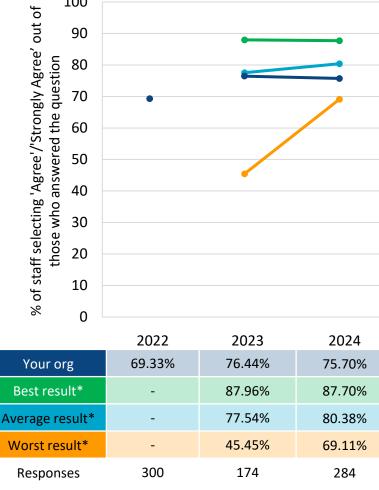
	2022	2023	2024
Your org	89.19%	88.00%	88.41%
Best result*	-	94.80%	94.67%
Average result*	-	88.94%	89.37%
Worst result*	-	76.83%	80.00%
Responses	296	175	276

Q30a Care of patients / service users is my organisation's top priority.

	2022	2023	2024
Your org	71.52%	77.71%	78.32%
Best result*	-	91.67%	89.36%
Average result*	-	81.48%	83.80%
Worst result*	-	45.45%	70.99%
Responses	302	175	286

Q30b My organisation acts on concerns raised by patients / service users.

	2022	2023	2024
Your org	69.33%	76.44%	75.70%
Best result*	-	87.96%	87.70%
Average result*	-	77.54%	80.38%
Worst result*	-	45.45%	69.11%
Responses	300	174	284

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

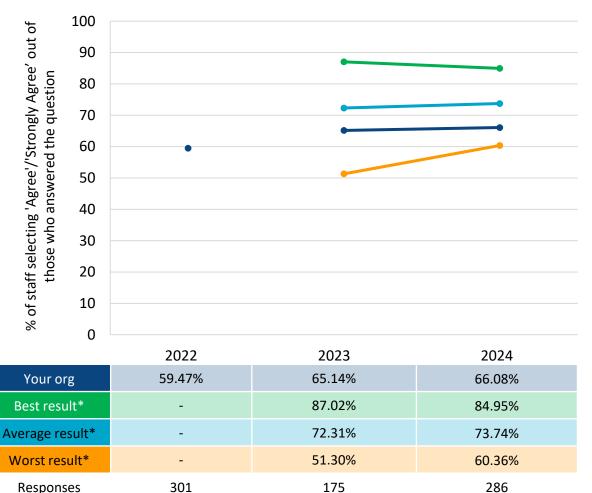**Q30c I would recommend my organisation as a place to work.**

	2022	2023	2024
Your org	59.47%	65.14%	66.08%
Best result*	-	87.02%	84.95%
Average result*	-	72.31%	73.74%
Worst result*	-	51.30%	60.36%
Responses	301	175	286

Q30d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.

	2022	2023	2024
Your org	56.67%	60.57%	61.75%
Best result*	-	84.85%	81.91%
Average result*	-	68.30%	71.98%
Worst result*	-	45.45%	59.26%
Responses	300	175	285

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
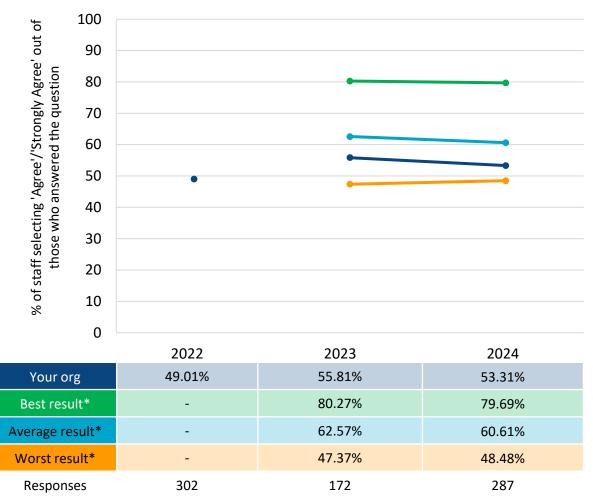
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Q14f My immediate manager(s) works together with me to come to an understanding of problems.

	2022	2023	2024
Your org	49.01%	55.81%	53.31%
Best result*	-	80.27%	79.69%
Average result*	-	62.57%	60.61%
Worst result*	-	47.37%	48.48%
Responses	302	172	287

Q14g My immediate manager(s) is interested in listening to me when I describe challenges I face.

	2022	2023	2024
Your org	49.17%	57.80%	52.10%
Best result*	-	81.82%	80.25%
Average result*	-	65.91%	64.94%
Worst result*	-	55.26%	52.10%
Responses	301	173	286

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
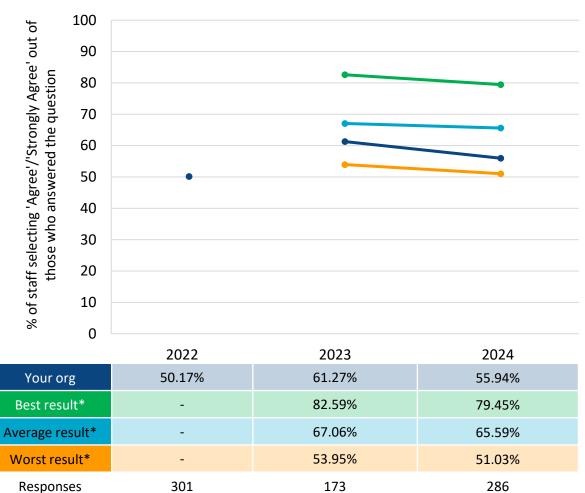
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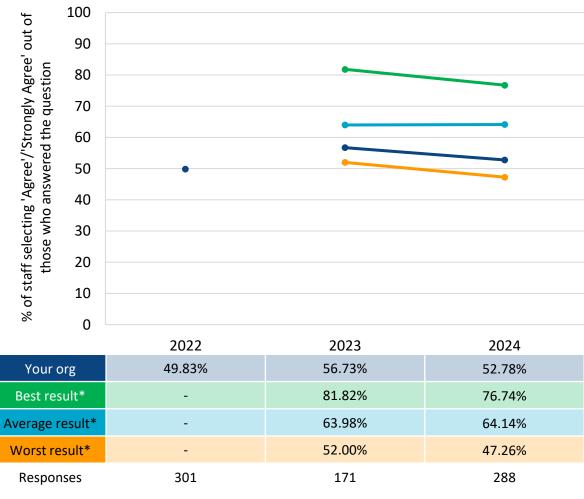
Q14h My immediate manager(s) cares about my concerns.

	2022	2023	2024
Your org	50.17%	61.27%	55.94%
Best result*	-	82.59%	79.45%
Average result*	-	67.06%	65.59%
Worst result*	-	53.95%	51.03%
Responses	301	173	286

Q14i My immediate manager(s) takes effective action to help me with any problems I face.

	2022	2023	2024
Your org	49.83%	56.73%	52.78%
Best result*	-	81.82%	76.74%
Average result*	-	63.98%	64.14%
Worst result*	-	52.00%	47.26%
Responses	301	171	288

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
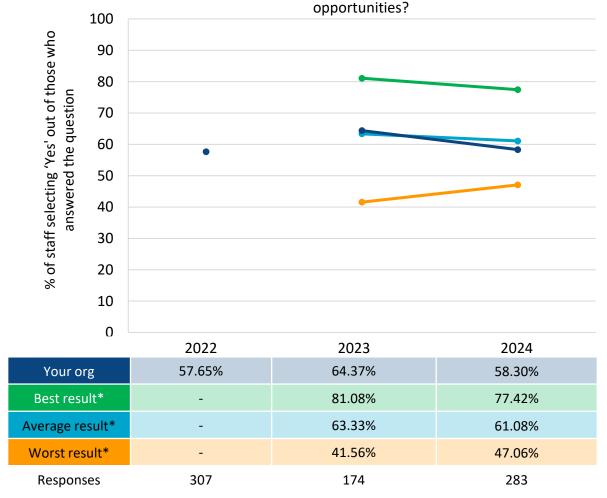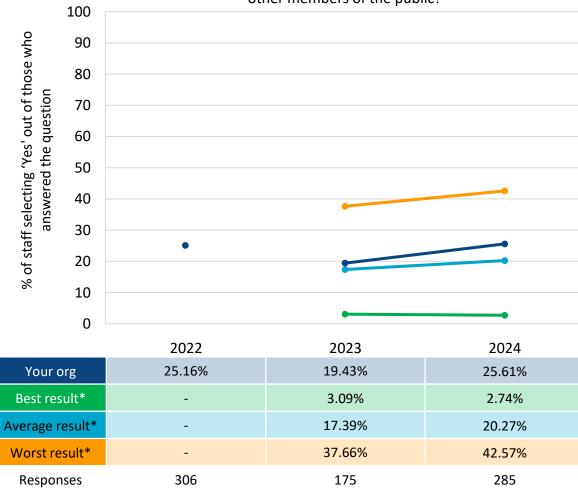
Q20 Does your organisation act fairly towards staff regardless of ethnic background, gender, religion, sexual orientation, disability or age, for example with regards to career progression or development opportunities?

% of staff selecting 'Yes' out of those who answered the question

	2022	2023	2024
Your org	57.65%	64.37%	58.30%
Best result*	-	81.08%	77.42%
Average result*	-	63.33%	61.08%
Worst result*	-	41.56%	47.06%
Responses	307	174	283

Q21a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?
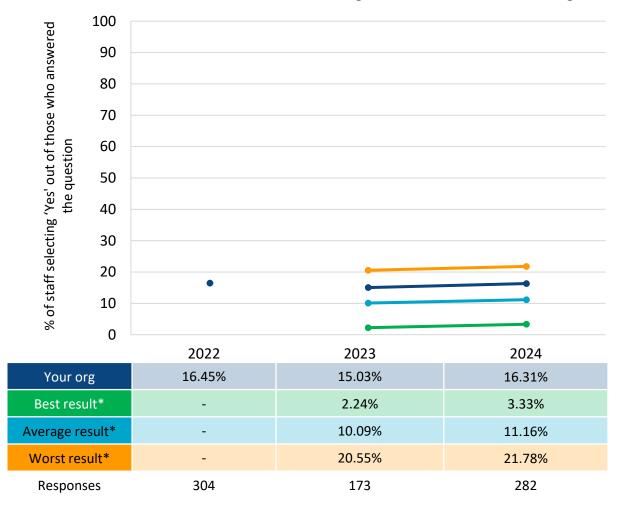
% of staff selecting 'Yes' out of those who answered the question

	2022	2023	2024
Your org	25.16%	19.43%	25.61%
Best result*	-	3.09%	2.74%
Average result*	-	17.39%	20.27%
Worst result*	-	37.66%	42.57%
Responses	306	175	285

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
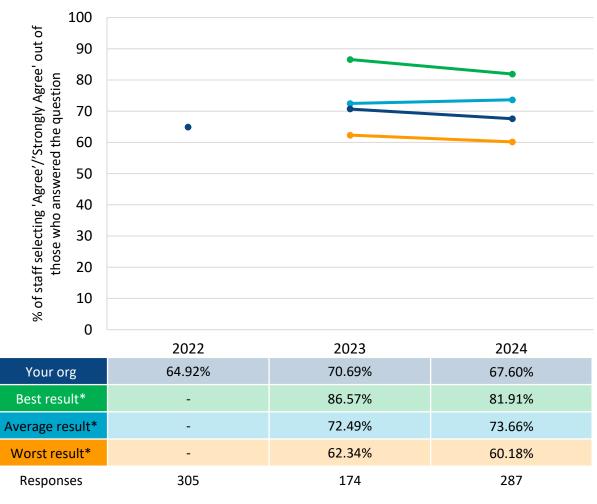
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Q21b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?

% of staff selecting 'Yes' out of those who answered the question

	2022	2023	2024
Your org	16.45%	15.03%	16.31%
Best result*	-	2.24%	3.33%
Average result*	-	10.09%	11.16%
Worst result*	-	20.55%	21.78%
Responses	304	173	282

Q26 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question

	2022	2023	2024
Your org	64.92%	70.69%	67.60%
Best result*	-	86.57%	81.91%
Average result*	-	72.49%	73.66%
Worst result*	-	62.34%	60.18%
Responses	305	174	287

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
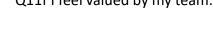
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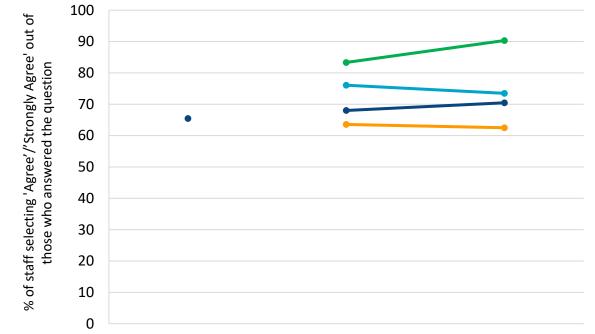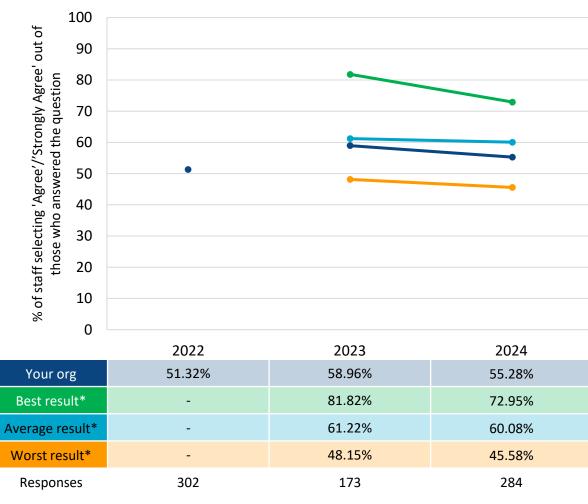
Q11f I feel valued by my team.

	2022	2023	2024
Your org	65.45%	68.00%	70.46%
Best result*	-	83.33%	90.32%
Average result*	-	76.07%	73.48%
Worst result*	-	63.55%	62.50%
Responses	301	175	281

Q11g I feel a strong personal attachment to my team.

	2022	2023	2024
Your org	51.32%	58.96%	55.28%
Best result*	-	81.82%	72.95%
Average result*	-	61.22%	60.08%
Worst result*	-	48.15%	45.58%
Responses	302	173	284

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
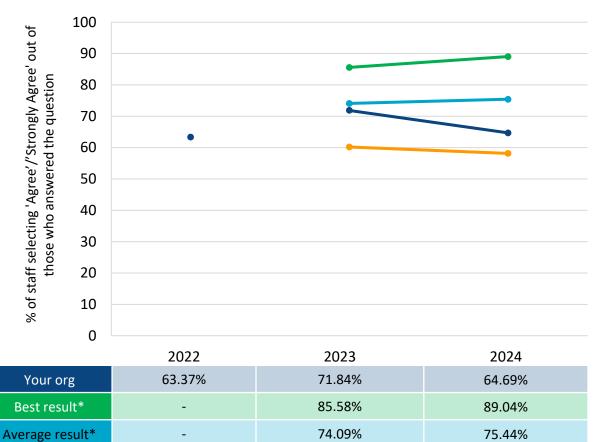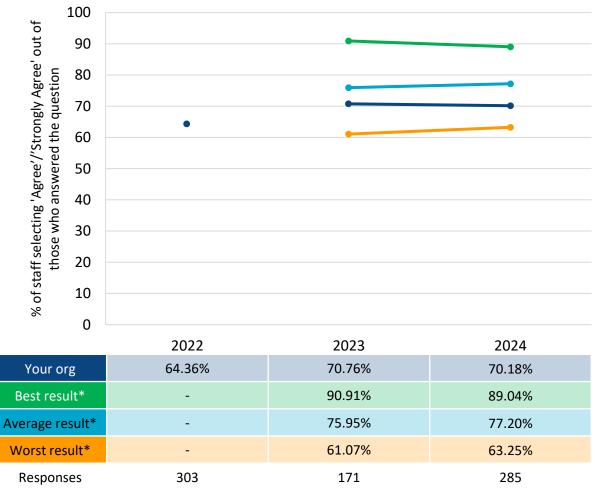
Q12b The people I work with are understanding and kind to one another.

	2022	2023	2024
Your org	63.37%	71.84%	64.69%
Best result*	-	85.58%	89.04%
Average result*	-	74.09%	75.44%
Worst result*	-	60.19%	58.14%
Responses	303	174	286

Q12c The people I work with are polite and treat each other with respect.

	2022	2023	2024
Your org	64.36%	70.76%	70.18%
Best result*	-	90.91%	89.04%
Average result*	-	75.95%	77.20%
Worst result*	-	61.07%	63.25%
Responses	303	171	285

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

People Promise element – We are recognised and rewarded

Questions included:

Q6a, Q6b, Q6c, Q12d, Q14e
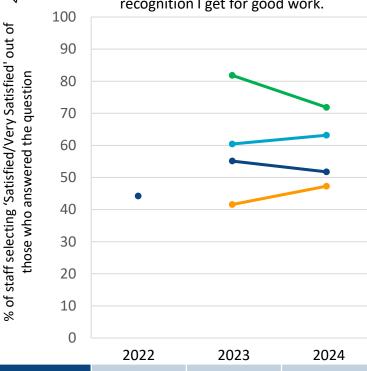
Q6a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.

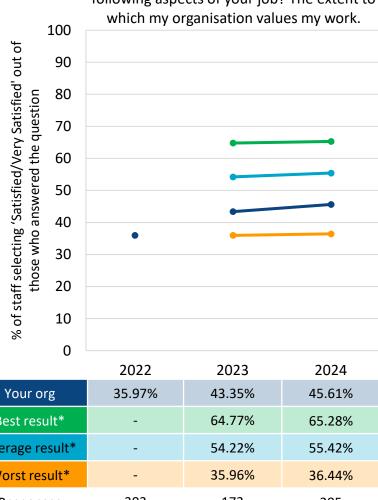|	2022	2023	2024
Your org	44.26%	55.11%	51.75%
Best result*	-	81.82%	71.88%
Average result*	-	60.45%	63.16%
Worst result*	-	41.59%	47.29%
Responses	305	176	286

Q6b How satisfied are you with each of the following aspects of your job? The extent to which my organisation values my work.

	2022	2023	2024
Your org	35.97%	43.35%	45.61%
Best result*	-	64.77%	65.28%
Average result*	-	54.22%	55.42%
Worst result*	-	35.96%	36.44%
Responses	303	173	285

Q6c How satisfied are you with each of the following aspects of your job? My level of pay.

	2022	2023	2024
Your org	30.79%	36.78%	40.35%
Best result*	-	57.67%	66.67%
Average result*	-	36.79%	39.73%
Worst result*	-	20.78%	21.52%
Responses	302	174	285

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
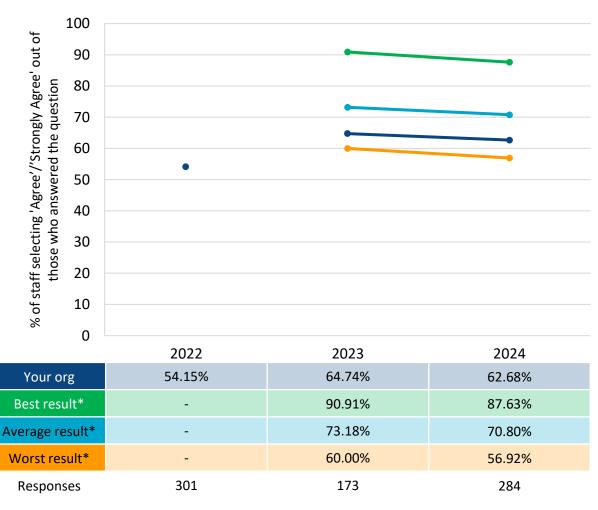
Q12d The people I work with show appreciation to one another.

	2022	2023	2024
Your org	60.47%	66.86%	65.73%
Best result*	-	81.82%	82.80%
Average result*	-	71.43%	73.54%
Worst result*	-	61.47%	60.68%
Responses	301	172	286

Q14e My immediate manager(s) values my work.

	2022	2023	2024
Your org	54.15%	64.74%	62.68%
Best result*	-	90.91%	87.63%
Average result*	-	73.18%	70.80%
Worst result*	-	60.00%	56.92%
Responses	301	173	284

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

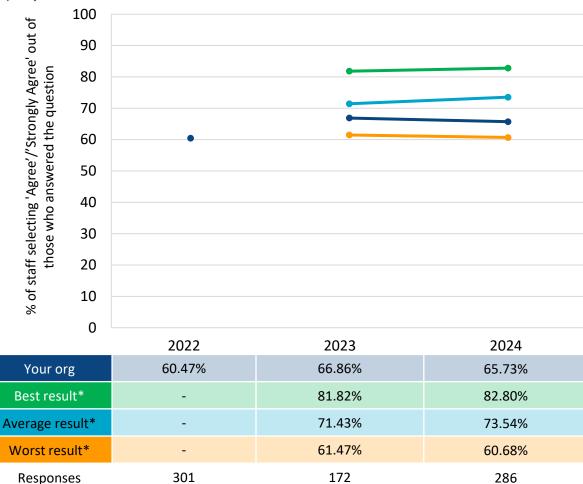# People Promise element – We each have a voice that counts

Questions included:

Autonomy and control – Q5a, Q5b, Q5c, Q5d, Q5e, Q5f, Q7b

Raising concerns – Q25a, Q25b, Q30e, Q30f

Q5a I always know what my work responsibilities are.

	2022	2023	2024
Your org	82.95%	86.86%	83.97%
Best result*	-	97.92%	92.90%
Average result*	-	87.27%	87.63%
Worst result*	-	78.79%	82.22%
Responses	305	175	287
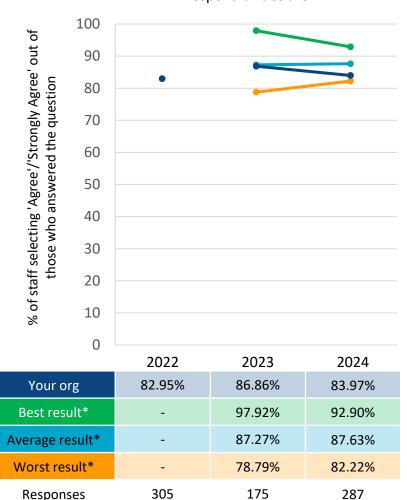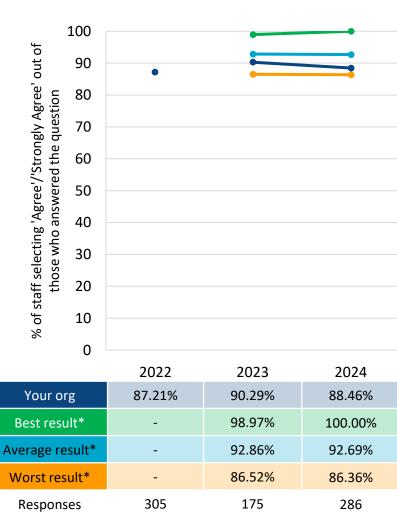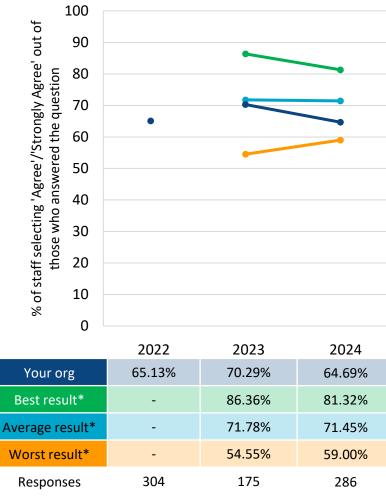
Q5b I am trusted to do my job.

	2022	2023	2024
Your org	87.21%	90.29%	88.46%
Best result*	-	98.97%	100.00%
Average result*	-	92.86%	92.69%
Worst result*	-	86.52%	86.36%
Responses	305	175	286

Q5c There are frequent opportunities for me to show initiative in my role.

	2022	2023	2024
Your org	65.13%	70.29%	64.69%
Best result*	-	86.36%	81.32%
Average result*	-	71.78%	71.45%
Worst result*	-	54.55%	59.00%
Responses	304	175	286

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

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Q5d I am able to make suggestions to improve the work we do.

	2022	2023	2024
Your org	51.32%	65.32%	52.11%
Best result*	-	82.06%	76.54%
Average result*	-	63.64%	62.03%
Worst result*	-	49.41%	49.31%
Responses	302	173	284

Q5e I am involved in deciding on changes introduced that affect my work.

	2022	2023	2024
Your org	25.83%	36.21%	28.87%
Best result*	-	55.91%	50.68%
Average result*	-	36.21%	37.85%
Worst result*	-	24.68%	25.17%
Responses	302	174	284

Q5f I am able to make improvements happen at work.

	2022	2023	2024
Your org	35.86%	40.23%	37.89%
Best result*	-	66.04%	61.29%
Average result*	-	43.83%	47.78%
Worst result*	-	32.69%	35.64%
Responses	304	174	285

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

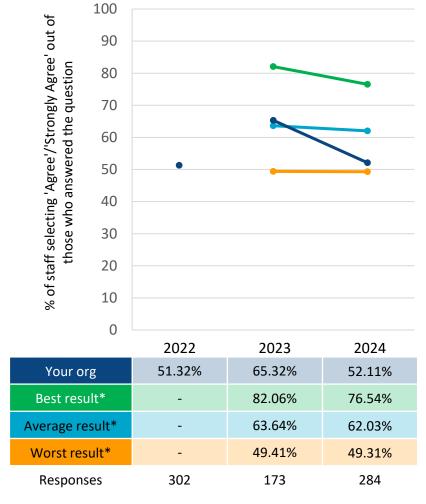Q7b I have a choice in deciding how to do my work.

	2022	2023	2024
Your org	33.01%	36.93%	35.66%
Best result*	-	81.82%	66.67%
Average result*	-	43.65%	43.43%
Worst result*	-	25.22%	24.75%
Responses	306	176	286

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

Q25a I would feel secure raising concerns about unsafe clinical practice.

Q25b I am confident that my organisation would address my concern.

	2022	2023	2024
Your org	67.97%	72.83%	66.55%
Best result*	-	89.69%	83.87%
Average result*	-	72.83%	72.87%
Worst result*	-	60.53%	63.51%
Responses	306	173	287

	2022	2023	2024
Your org	48.03%	60.57%	54.04%
Best result*	-	78.13%	75.80%
Average result*	-	61.90%	63.32%
Worst result*	-	50.52%	52.00%
Responses	304	175	285

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
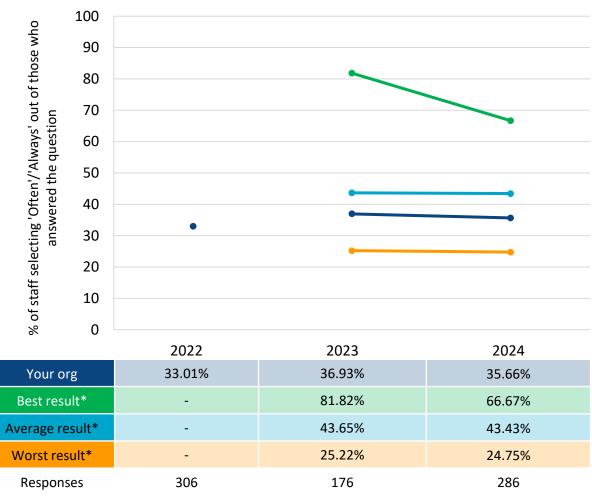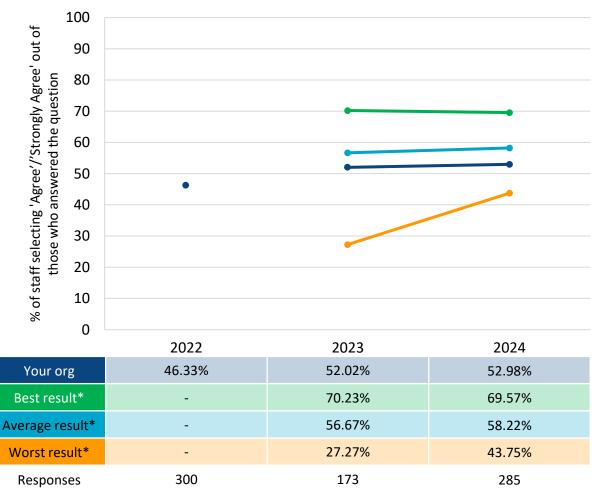
Q30e I feel safe to speak up about anything that concerns me in this organisation.

	2022	2023	2024
Your org	59.80%	61.27%	60.84%
Best result*	-	79.55%	75.12%
Average result*	-	66.18%	66.14%
Worst result*	-	54.55%	54.73%
Responses	301	173	286

Q30f If I spoke up about something that concerned me I am confident my organisation would address my concern.

	2022	2023	2024
Your org	46.33%	52.02%	52.98%
Best result*	-	70.23%	69.57%
Average result*	-	56.67%	58.22%
Worst result*	-	27.27%	43.75%
Responses	300	173	285

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

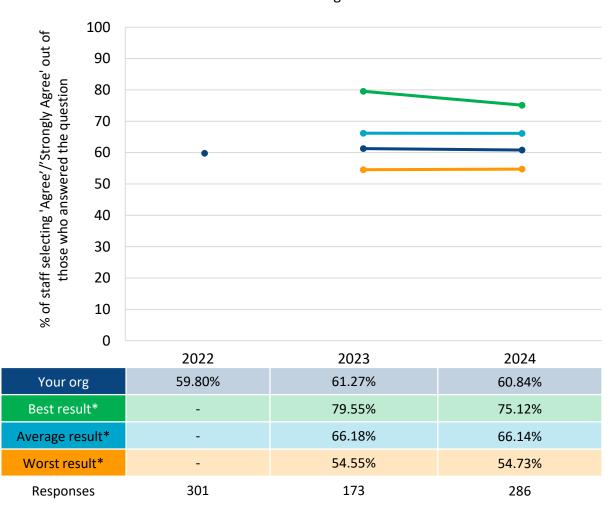# People Promise element – We are safe and healthy

Questions included:

Health and safety climate: Q5g, Q5h, Q5i, Q7a, Q16a, Q18d, Q19d

Burnout: Q17a, Q17b, Q17c, Q17d, Q17e, Q17f, Q17g

Negative experiences: Q16b, Q16c, Q16d, Q18a, Q18b, Q18c, Q19a, Q19b, Q19c

Other questions*: Q22a, Q22b, Q27

*Q22a, Q22b and Q27 do not contribute to the calculation of any scores or sub-scores.
Note: where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.
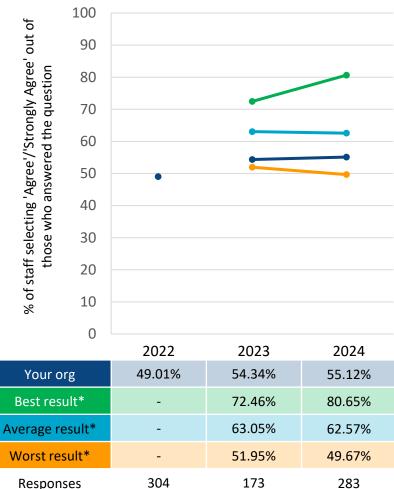
Q5g I am able to meet all the conflicting demands on my time at work.

	2022	2023	2024
Your org	49.01%	54.34%	55.12%
Best result*	-	72.46%	80.65%
Average result*	-	63.05%	62.57%
Worst result*	-	51.95%	49.67%
Responses	304	173	283

Q5h I have adequate materials, supplies and equipment to do my work.

	2022	2023	2024
Your org	56.62%	63.22%	54.80%
Best result*	-	79.76%	86.30%
Average result*	-	70.53%	71.04%
Worst result*	-	56.92%	54.80%
Responses	302	174	281

Q5i When I am at work, there are enough staff for me to do my job properly.

	2022	2023	2024
Your org	26.89%	34.29%	33.22%
Best result*	-	59.56%	68.49%
Average result*	-	45.19%	45.45%
Worst result*	-	23.68%	26.56%
Responses	305	175	286
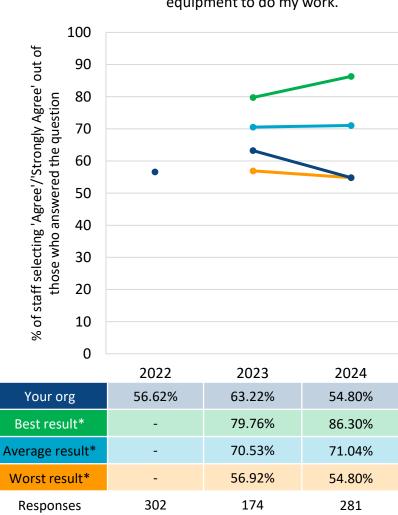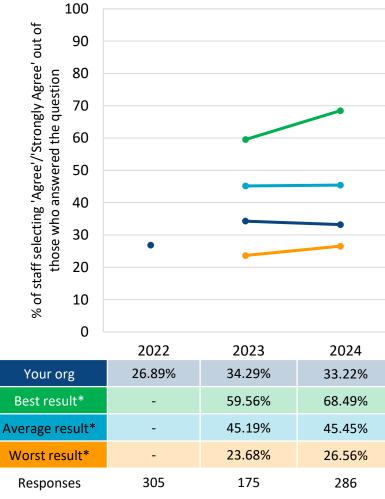
* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

Q7a I have unrealistic time pressures.

	2022	2023	2024
Your org	36.39%	35.26%	31.60%
Best result*	-	68.89%	62.63%
Average result*	-	40.45%	42.77%
Worst result*	-	27.27%	28.29%
Responses	305	173	288

Q16a My organisation takes positive action on health and well-being.

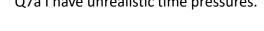|	2022	2023	2024
Your org	48.52%	50.29%	50.53%
Best result*	-	76.87%	73.37%
Average result*	-	61.11%	62.25%
Worst result*	-	43.86%	47.56%
Responses	305	173	281

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
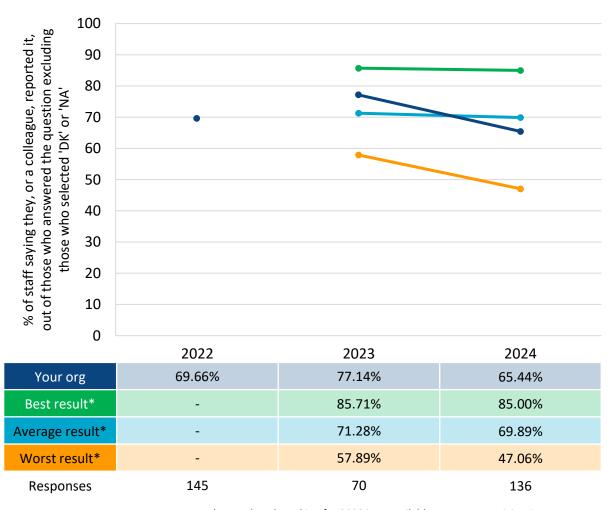
Q18d The last time you experienced physical violence at work, did you or a colleague report it?

Q19d The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?

	2022	2023	2024
Your org	90.14%	95.24%	92.44%
Best result*	-	100.00%	100.00%
Average result*	-	92.59%	92.31%
Worst result*	-	73.68%	70.00%
Responses	142	63	119

	2022	2023	2024
Your org	69.66%	77.14%	65.44%
Best result*	-	85.71%	85.00%
Average result*	-	71.28%	69.89%
Worst result*	-	57.89%	47.06%
Responses	145	70	136

Note: 2023 results for Q18d and Q19d have corrective weighting applied following an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
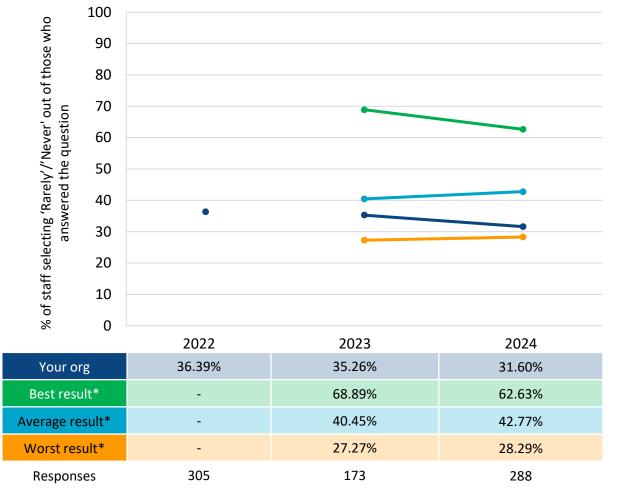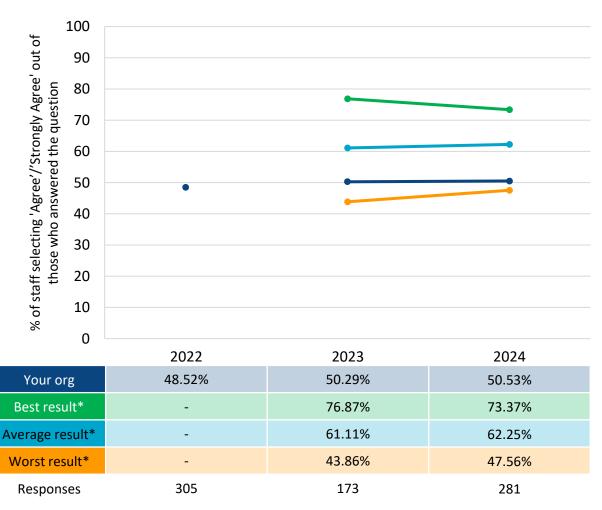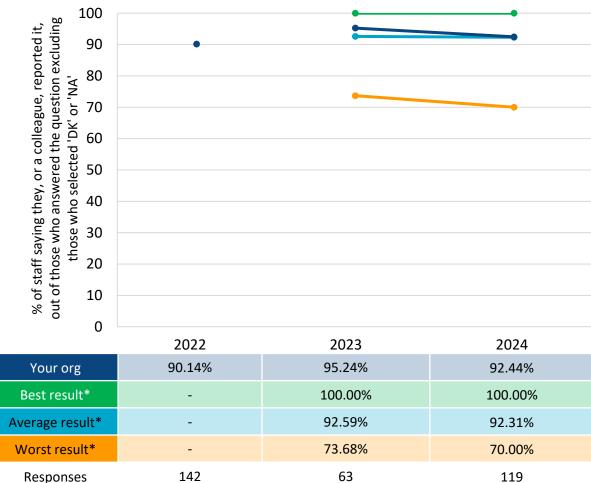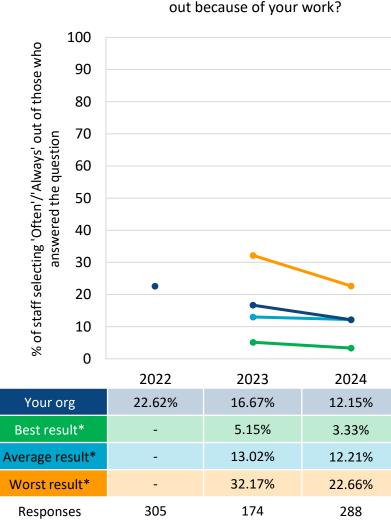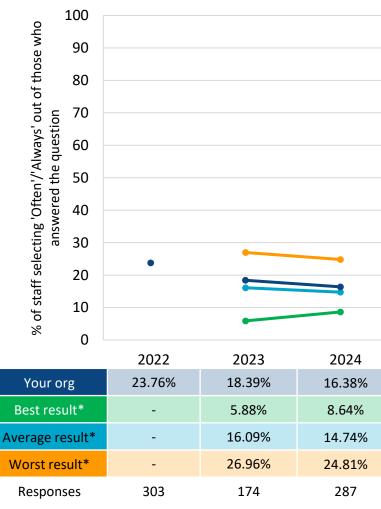
Q17a How often, if at all, do you find your work emotionally exhausting?

	2022	2023	2024
Your org	33.55%	25.14%	20.56%
Best result*	-	9.09%	9.55%
Average result*	-	18.69%	17.94%
Worst result*	-	37.39%	34.11%
Responses	307	175	287

Q17b How often, if at all, do you feel burnt out because of your work?

	2022	2023	2024
Your org	22.62%	16.67%	12.15%
Best result*	-	5.15%	3.33%
Average result*	-	13.02%	12.21%
Worst result*	-	32.17%	22.66%
Responses	305	174	288

Q17c How often, if at all, does your work frustrate you?

	2022	2023	2024
Your org	23.76%	18.39%	16.38%
Best result*	-	5.88%	8.64%
Average result*	-	16.09%	14.74%
Worst result*	-	26.96%	24.81%
Responses	303	174	287

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
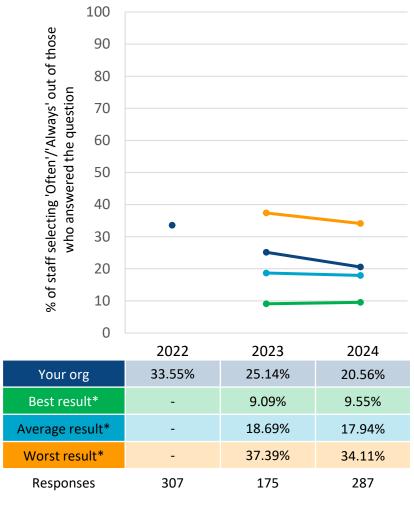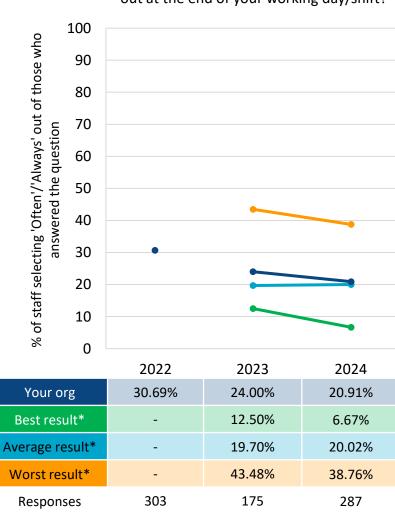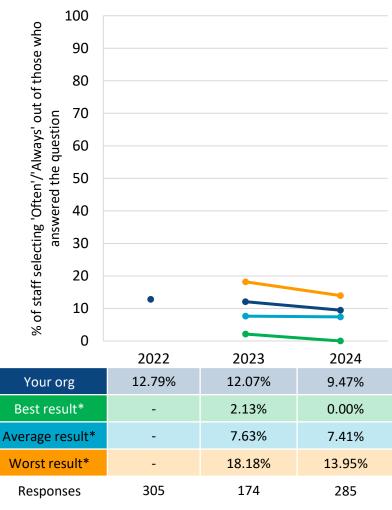
Q17d How often, if at all, are you exhausted at the thought of another day/shift at work?

	2022	2023	2024
Your org	22.95%	16.18%	12.89%
Best result*	-	2.94%	4.09%
Average result*	-	10.10%	10.60%
Worst result*	-	25.22%	18.11%
Responses	305	173	287

Q17e How often, if at all, do you feel worn out at the end of your working day/shift?

	2022	2023	2024
Your org	30.69%	24.00%	20.91%
Best result*	-	12.50%	6.67%
Average result*	-	19.70%	20.02%
Worst result*	-	43.48%	38.76%
Responses	303	175	287

Q17f How often, if at all, do you feel that every working hour is tiring for you?

	2022	2023	2024
Your org	12.79%	12.07%	9.47%
Best result*	-	2.13%	0.00%
Average result*	-	7.63%	7.41%
Worst result*	-	18.18%	13.95%
Responses	305	174	285

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
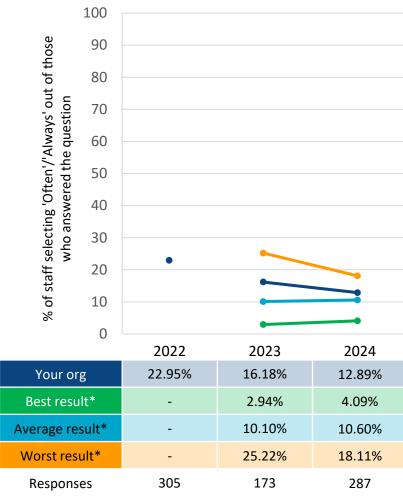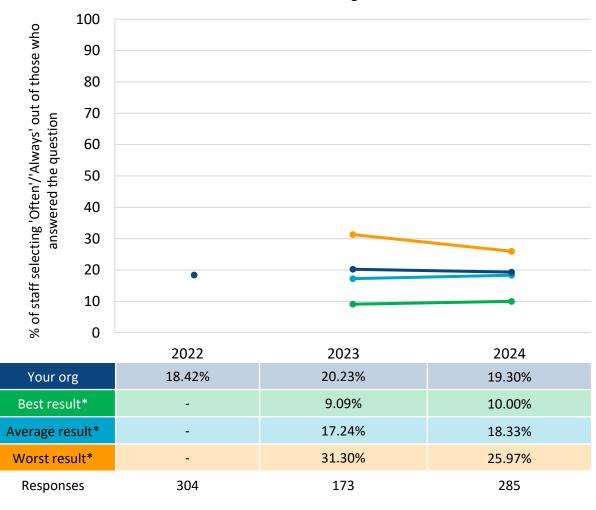
Q17g How often, if at all, do you not have enough energy for family and friends during leisure time?

	2022	2023	2024
Your org	18.42%	20.23%	19.30%
Best result*	-	9.09%	10.00%
Average result*	-	17.24%	18.33%
Worst result*	-	31.30%	25.97%
Responses	304	173	285

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
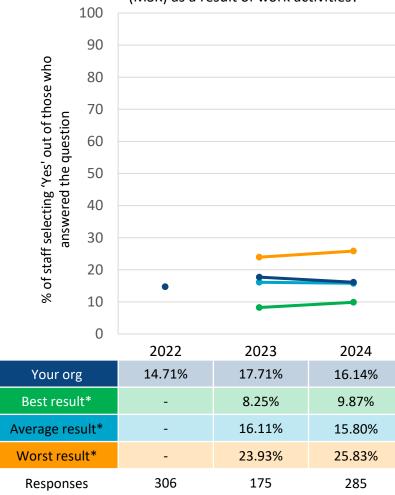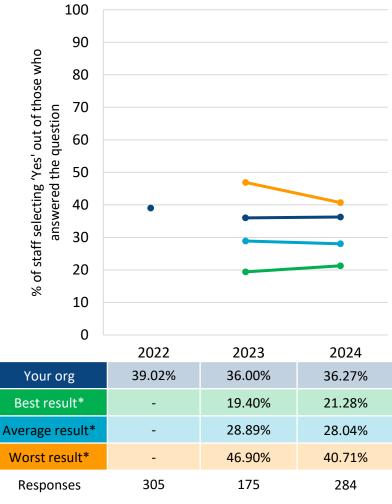
Q16b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?

% of staff selecting 'Yes' out of those who answered the question

	2022	2023	2024
Your org	14.71%	17.71%	16.14%
Best result*	-	8.25%	9.87%
Average result*	-	16.11%	15.80%
Worst result*	-	23.93%	25.83%
Responses	306	175	285

Q16c During the last 12 months have you felt unwell as a result of work related stress?

% of staff selecting 'Yes' out of those who answered the question

	2022	2023	2024
Your org	32.68%	28.16%	29.72%
Best result*	-	11.34%	11.34%
Average result*	-	22.56%	21.21%
Worst result*	-	45.13%	39.06%
Responses	306	174	286

Q16d In the last three months have you ever come to work despite not feeling well enough to perform your duties?

% of staff selecting 'Yes' out of those who answered the question

	2022	2023	2024
Your org	39.02%	36.00%	36.27%
Best result*	-	19.40%	21.28%
Average result*	-	28.89%	28.04%
Worst result*	-	46.90%	40.71%
Responses	305	175	284

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
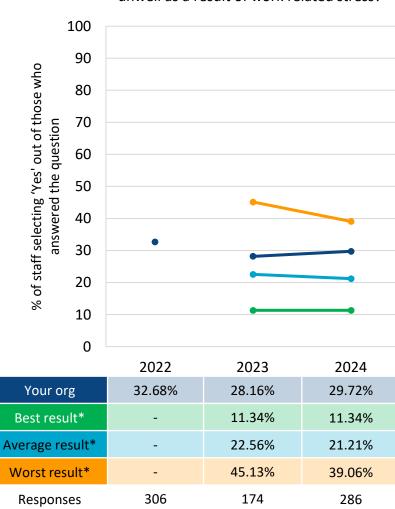
Q18a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients/service users, their relatives or other members of the public.

	2022	2023	2024
Your org	50.98%	40.00%	46.67%
Best result*	-	8.54%	6.94%
Average result*	-	29.47%	32.07%
Worst result*	-	62.13%	71.09%
Responses	306	175	285

Q18b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.

	2022	2023	2024
Your org	2.64%	2.98%	1.81%
Best result*	-	0.00%	0.00%
Average result*	-	1.52%	2.09%
Worst result*	-	7.03%	6.86%
Responses	303	168	276

Q18c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

	2022	2023	2024
Your org	7.95%	7.74%	5.45%
Best result*	-	0.00%	0.00%
Average result*	-	3.49%	4.36%
Worst result*	-	11.25%	10.95%
Responses	302	168	275

Note: 2023 results for Q18a-c have corrective weighting applied following an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
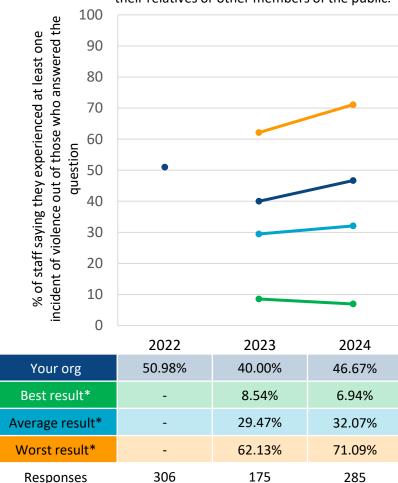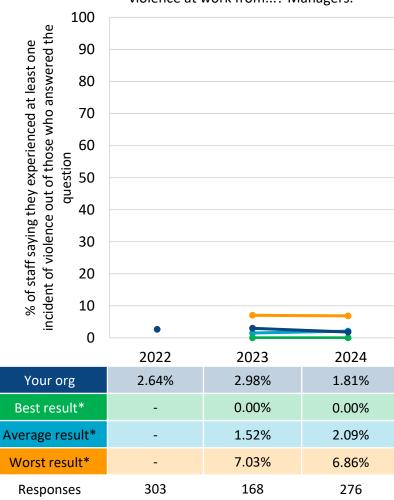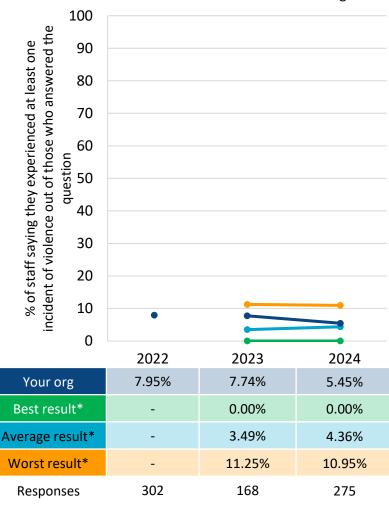
Survey Coordination Centre

NHS

Q19a 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.

	2022	2023	2024
Your org	47.23%	36.57%	49.48%
Best result*	-	10.23%	17.71%
Average result*	-	34.13%	35.20%
Worst result*	-	49.71%	53.13%
Responses	307	175	289

Note: 2023 results for Q19a-c have corrective weighting applied following an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.
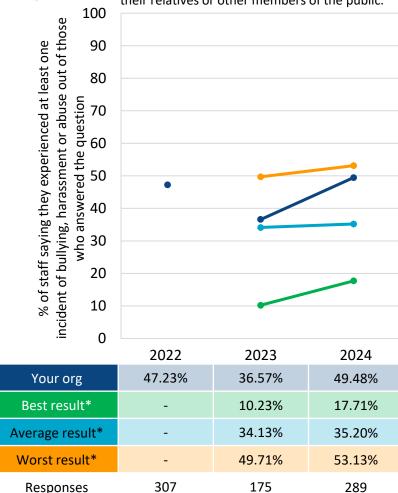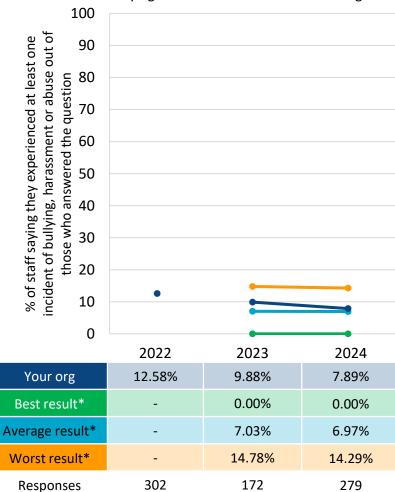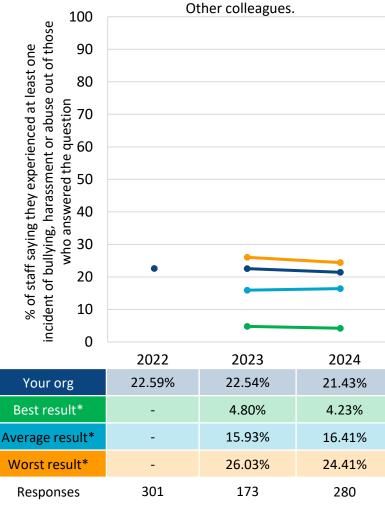
Q19b In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Managers.

	2022	2023	2024
Your org	12.58%	9.88%	7.89%
Best result*	-	0.00%	0.00%
Average result*	-	7.03%	6.97%
Worst result*	-	14.78%	14.29%
Responses	302	172	279

Q19c In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Other colleagues.

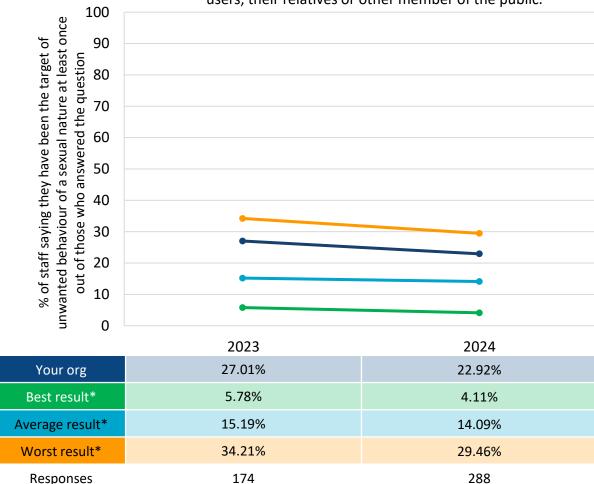|	2022	2023	2024
Your org	22.59%	22.54%	21.43%
Best result*	-	4.80%	4.23%
Average result*	-	15.93%	16.41%
Worst result*	-	26.03%	24.41%
Responses	301	173	280

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

Q22a In the last 12 months, have you been the target of unwanted behaviour of a sexual nature in the workplace from… ? Patients / service users, their relatives or other member of the public.

Q22b In the last 12 months, have you been the target of unwanted behaviour of a sexual nature in the workplace from… ? Staff / colleagues.
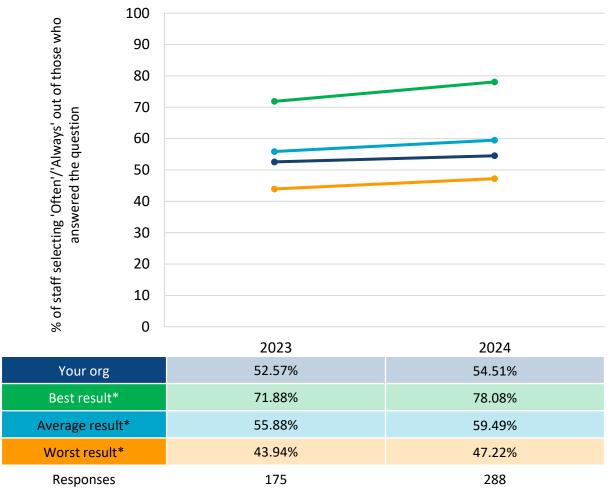
	2023	2024
Your org	27.01%	22.92%
Best result*	5.78%	4.11%
Average result*	15.19%	14.09%
Worst result*	34.21%	29.46%
Responses	174	288

	2023	2024
Your org	6.40%	6.97%
Best result*	0.00%	1.02%
Average result*	4.26%	4.29%
Worst result*	10.77%	10.73%
Responses	172	287

* These questions do not contribute towards any People Promise element score, theme score or sub-score.

Q27 I can eat nutritious and affordable food while I am working.
Please note, this could be food you buy or prepare yourself.

y-axis label: % of staff selecting 'Often'/'Always' out of those who answered the question

	2023	2024
Your org	52.57%	54.51%
Best result*	71.88%	78.08%
Average result*	55.88%	59.49%
Worst result*	43.94%	47.22%
Responses	175	288

* This question does not contribute towards any People Promise element score, theme score or sub-score.

People Promise element – We are always learning

Questions included:

Development – Q29a, Q29b, Q29c, Q29d, Q29e

Other questions*: Q29f, Q29g and Q28

*Q29f, Q29g and Q28 do not contribute to the calculation of any scores or sub-scores.

Note: where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.
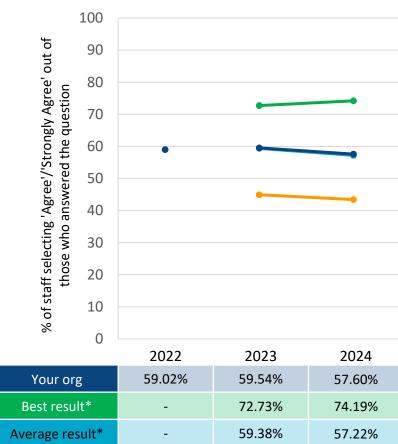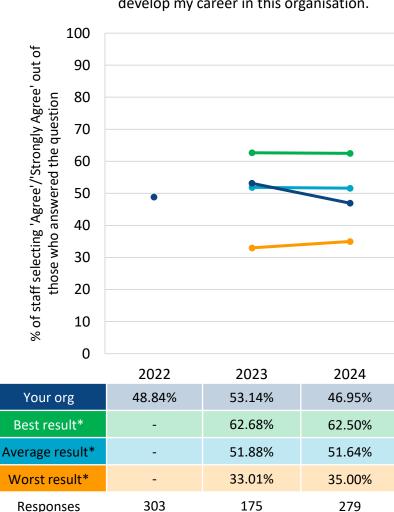
Q29a This organisation offers me challenging work.

Q29b There are opportunities for me to develop my career in this organisation.

Q29c I have opportunities to improve my knowledge and skills.
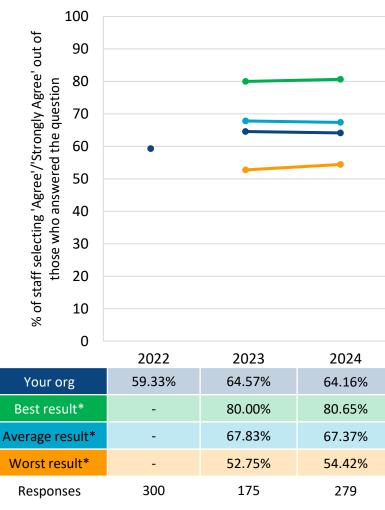
	2022	2023	2024
Your org	59.02%	59.54%	57.60%
Best result*	-	72.73%	74.19%
Average result*	-	59.38%	57.22%
Worst result*	-	44.94%	43.43%
Responses	305	173	283

	2022	2023	2024
Your org	48.84%	53.14%	46.95%
Best result*	-	62.68%	62.50%
Average result*	-	51.88%	51.64%
Worst result*	-	33.01%	35.00%
Responses	303	175	279

	2022	2023	2024
Your org	59.33%	64.57%	64.16%
Best result*	-	80.00%	80.65%
Average result*	-	67.83%	67.37%
Worst result*	-	52.75%	54.42%
Responses	300	175	279

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
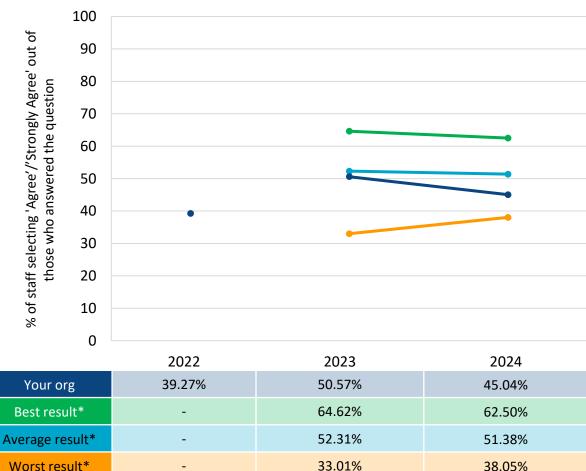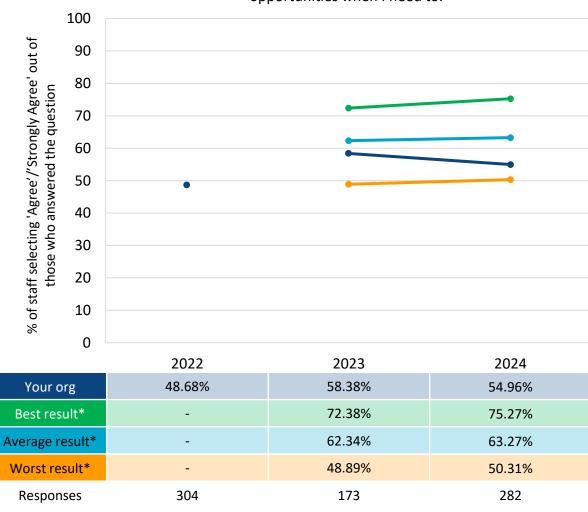
Q29d I feel supported to develop my potential.

	2022	2023	2024
Your org	39.27%	50.57%	45.04%
Best result*	-	64.62%	62.50%
Average result*	-	52.31%	51.38%
Worst result*	-	33.01%	38.05%
Responses	303	174	282

Q29e I am able to access the right learning and development opportunities when I need to.

	2022	2023	2024
Your org	48.68%	58.38%	54.96%
Best result*	-	72.38%	75.27%
Average result*	-	62.34%	63.27%
Worst result*	-	48.89%	50.31%
Responses	304	173	282

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
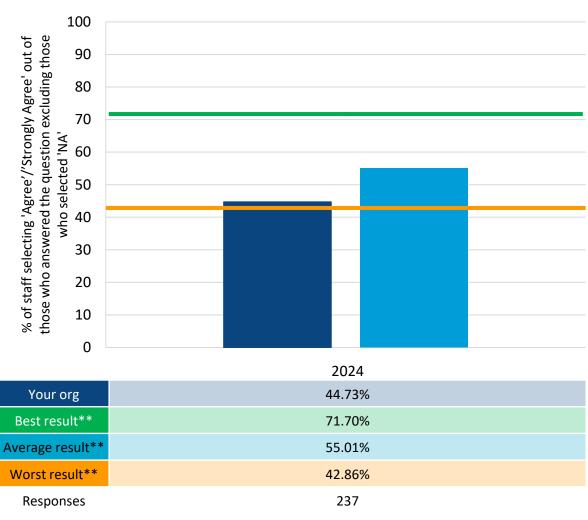
Q29f I can get the help and support I need if I have questions when I am at work.

	2023	2024
Your org	68.00%	68.93%
Best result**	87.63%	84.00%
Average result**	73.42%	76.12%
Worst result**	63.64%	56.30%
Responses	175	280

Q29g I am able to access clinical supervision opportunities when I need to.

	2024
Your org	44.73%
Best result**	71.70%
Average result**	55.01%
Worst result**	42.86%
Responses	237

*These questions do not contribute towards any People Promise element score, theme score or sub-score

** Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

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Q28 In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?

% of staff selecting 'Yes' out of those who answered the question

	2022	2023	2024
Your org	16.01%	17.14%	19.93%
Best result**	-	56.17%	65.22%
Average result**	-	25.75%	26.67%
Worst result**	-	11.66%	15.79%
Responses	306	175	286

*These questions do not contribute towards any People Promise element score, theme score or sub-score

** Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
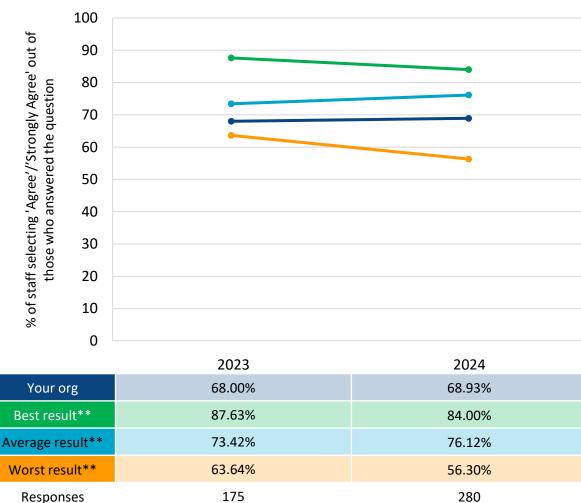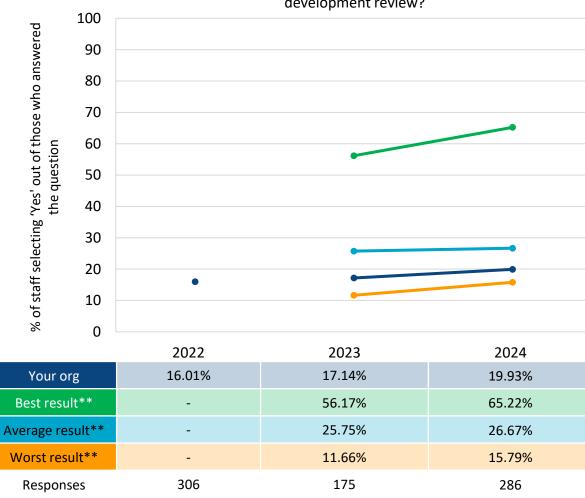
People Promise element – We work flexibly

Questions included:

Support for work-life balance – Q8b and Q8c
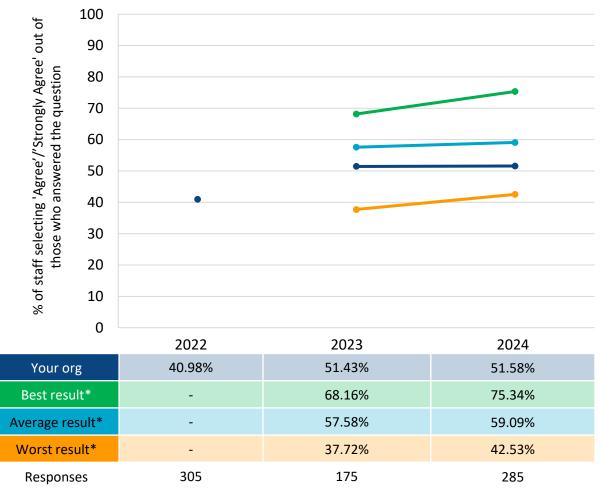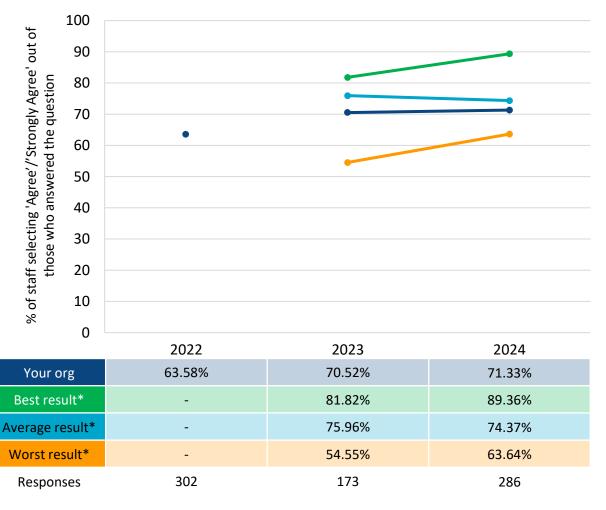
Q8b My organisation is committed to helping me balance my work and home life.

	2022	2023	2024
Your org	40.98%	51.43%	51.58%
Best result*	-	68.16%	75.34%
Average result*	-	57.58%	59.09%
Worst result*	-	37.72%	42.53%
Responses	305	175	285

Q8c I achieve a good balance between my work life and my home life.

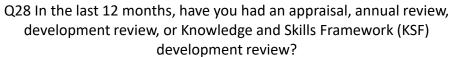|	2022	2023	2024
Your org	63.58%	70.52%	71.33%
Best result*	-	81.82%	89.36%
Average result*	-	75.96%	74.37%
Worst result*	-	54.55%	63.64%
Responses	302	173	286

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

People Promise element – We are a team

Questions included:

Team working – Q11a, Q11b, Q11c, Q11d, Q11e, Q12a

Line management – Q14a, Q14b, Q14c, Q14d

Note: where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Q11a I receive the respect I deserve from my colleagues at work.
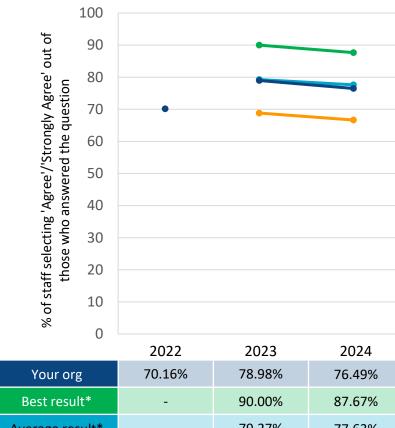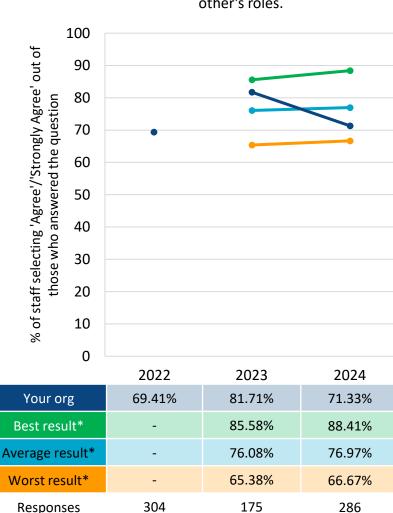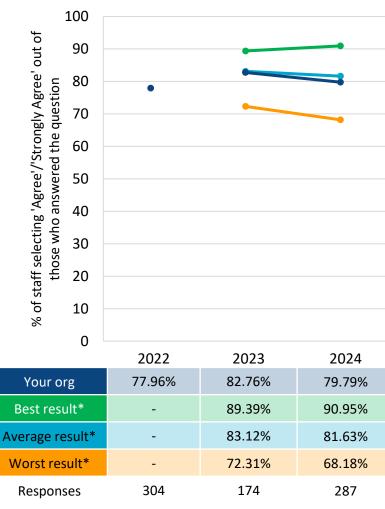
Q11b Team members understand each other's roles.

Q11c I enjoy working with the colleagues in my team.

	2022	2023	2024
Your org	70.16%	78.98%	76.49%
Best result*	-	90.00%	87.67%
Average result*	-	79.27%	77.63%
Worst result*	-	68.83%	66.67%
Responses	305	176	285

	2022	2023	2024
Your org	69.41%	81.71%	71.33%
Best result*	-	85.58%	88.41%
Average result*	-	76.08%	76.97%
Worst result*	-	65.38%	66.67%
Responses	304	175	286

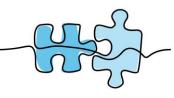|	2022	2023	2024
Your org	77.96%	82.76%	79.79%
Best result*	-	89.39%	90.95%
Average result*	-	83.12%	81.63%
Worst result*	-	72.31%	68.18%
Responses	304	174	287

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
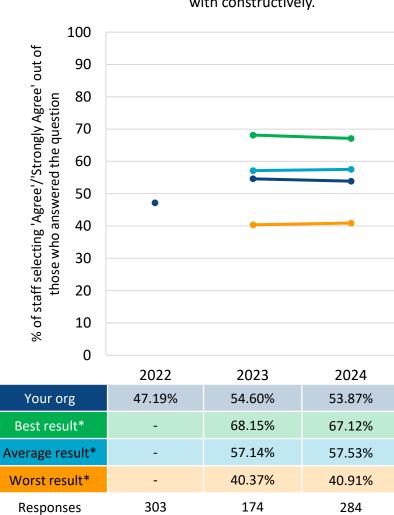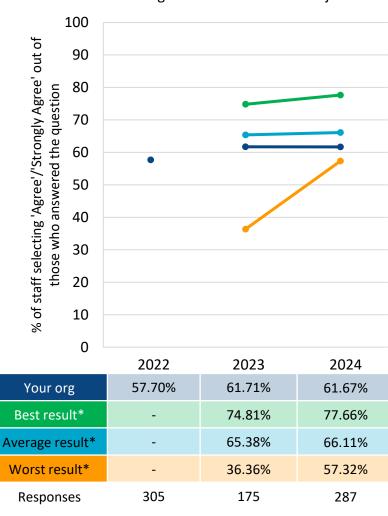
Q11d My team has enough freedom in how to do its work.

	2022	2023	2024
Your org	50.99%	51.72%	54.39%
Best result*	-	81.82%	69.82%
Average result*	-	59.90%	59.56%
Worst result*	-	44.74%	48.66%
Responses	302	174	285

Q11e In my team disagreements are dealt with constructively.

	2022	2023	2024
Your org	47.19%	54.60%	53.87%
Best result*	-	68.15%	67.12%
Average result*	-	57.14%	57.53%
Worst result*	-	40.37%	40.91%
Responses	303	174	284

Q12a Teams within this organisation work well together to achieve their objectives.

	2022	2023	2024
Your org	57.70%	61.71%	61.67%
Best result*	-	74.81%	77.66%
Average result*	-	65.38%	66.11%
Worst result*	-	36.36%	57.32%
Responses	305	175	287

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
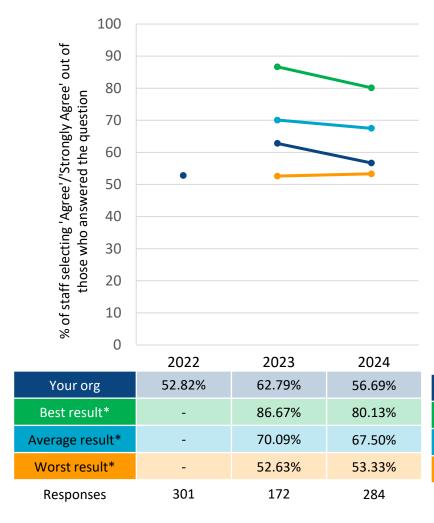
Q14a My immediate manager(s) encourages me at work.

Q14b My immediate manager(s) gives me clear feedback on my work.

Q14c My immediate manager(s) asks for my opinion before making decisions that affect my work.

	2022	2023	2024
Your org	52.82%	62.79%	56.69%
Best result*	-	86.67%	80.13%
Average result*	-	70.09%	67.50%
Worst result*	-	52.63%	53.33%
Responses	301	172	284

	2022	2023	2024
Your org	40.47%	53.18%	48.76%
Best result*	-	77.03%	73.05%
Average result*	-	60.85%	58.33%
Worst result*	-	48.62%	47.14%
Responses	299	173	283

	2022	2023	2024
Your org	34.44%	47.43%	41.05%
Best result*	-	72.73%	69.26%
Average result*	-	49.76%	48.39%
Worst result*	-	32.89%	32.67%
Responses	302	175	285

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
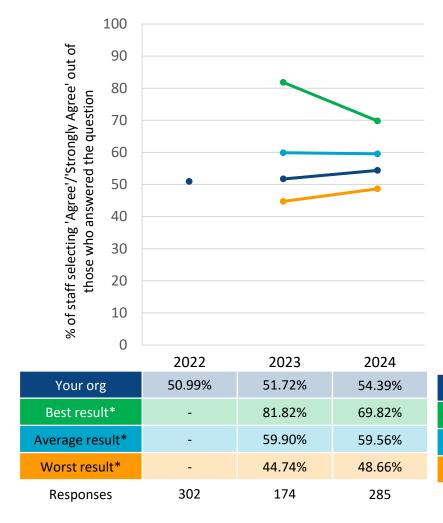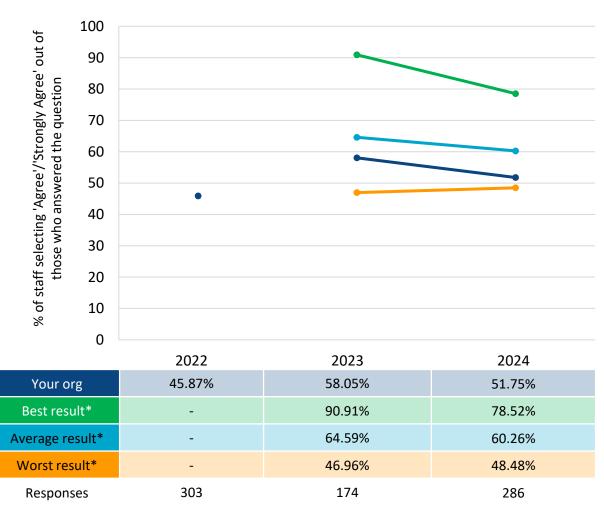
Q14d My immediate manager(s) takes a positive interest in my health and well-being.

	2022	2023	2024
Your org	45.87%	58.05%	51.75%
Best result*	-	90.91%	78.52%
Average result*	-	64.59%	60.26%
Worst result*	-	46.96%	48.48%
Responses	303	174	286

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

Theme – Staff engagement

Questions included:

Motivation – Q4a, Q4b, Q4c
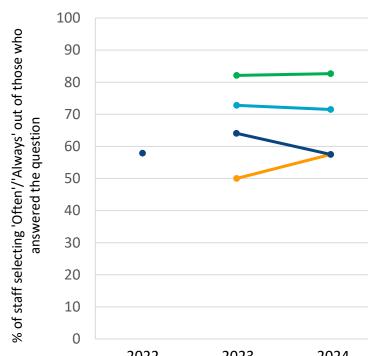
Involvement – Q5c, Q5d, Q5f

Advocacy – Q30a, Q30c, Q30d

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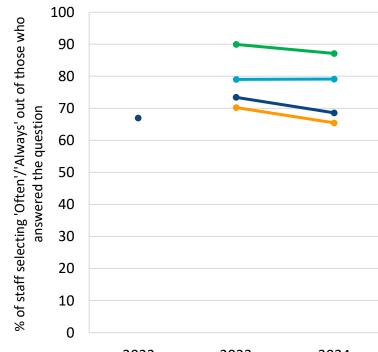
Q4a I look forward to going to work.
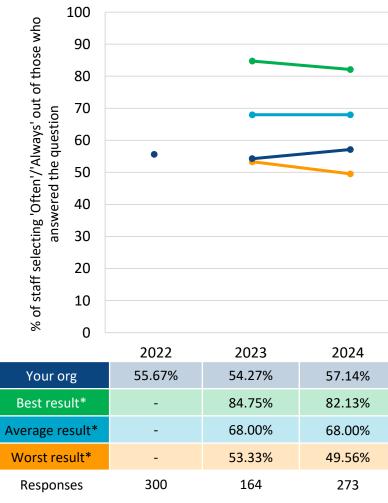
	2022	2023	2024
Your org	57.89%	64.07%	57.50%
Best result*	-	82.12%	82.67%
Average result*	-	72.80%	71.50%
Worst result*	-	50.00%	57.50%
Responses	304	167	280

Q4b I am enthusiastic about my job.

	2022	2023	2024
Your org	67.00%	73.41%	68.59%
Best result*	-	89.94%	87.11%
Average result*	-	79.02%	79.14%
Worst result*	-	70.24%	65.45%
Responses	300	173	277

Q4c Time passes quickly when I am working.

	2022	2023	2024
Your org	55.67%	54.27%	57.14%
Best result*	-	84.75%	82.13%
Average result*	-	68.00%	68.00%
Worst result*	-	53.33%	49.56%
Responses	300	164	273

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

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Q5c There are frequent opportunities for me to show initiative in my role.

	2022	2023	2024
Your org	65.13%	70.29%	64.69%
Best result*	-	86.36%	81.32%
Average result*	-	71.78%	71.45%
Worst result*	-	54.55%	59.00%
Responses	304	175	286

Q5d I am able to make suggestions to improve the work we do.
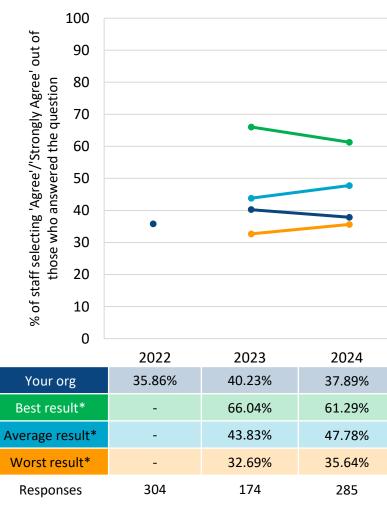
	2022	2023	2024
Your org	51.32%	65.32%	52.11%
Best result*	-	82.06%	76.54%
Average result*	-	63.64%	62.03%
Worst result*	-	49.41%	49.31%
Responses	302	173	284

Q5f I am able to make improvements happen at work.

	2022	2023	2024
Your org	35.86%	40.23%	37.89%
Best result*	-	66.04%	61.29%
Average result*	-	43.83%	47.78%
Worst result*	-	32.69%	35.64%
Responses	304	174	285

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

Q30a Care of patients / service users is my organisation's top priority.

	2022	2023	2024
Your org	71.52%	77.71%	78.32%
Best result*	-	91.67%	89.36%
Average result*	-	81.48%	83.80%
Worst result*	-	45.45%	70.99%
Responses	302	175	286

Q30c I would recommend my organisation as a place to work.

	2022	2023	2024
Your org	59.47%	65.14%	66.08%
Best result*	-	87.02%	84.95%
Average result*	-	72.31%	73.74%
Worst result*	-	51.30%	60.36%
Responses	301	175	286

Q30d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.

	2022	2023	2024
Your org	56.67%	60.57%	61.75%
Best result*	-	84.85%	81.91%
Average result*	-	68.30%	71.98%
Worst result*	-	45.45%	59.26%
Responses	300	175	285

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

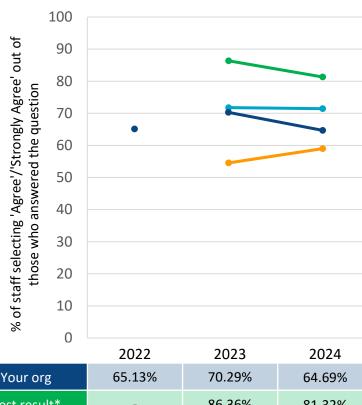**Theme - Morale**

Questions included:
Future intentions – Q31
Work pressure – Q5g, Q5h, Q5i
Stressors – Q5a, Q5e, Q7a, Q7b, Q7c, Q11a, Q14a
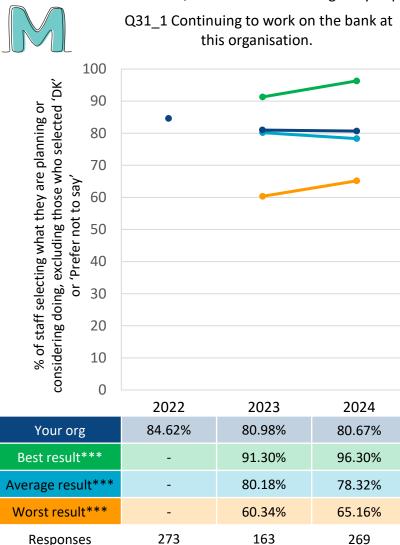
Q31 In the next 12 months, which of the following are you planning to do or considering doing? (Please tick all that apply)**

Q31_1 Continuing to work on the bank at this organisation.

	2022	2023	2024
Your org	84.62%	80.98%	80.67%
Best result***	-	91.30%	96.30%
Average result***	-	80.18%	78.32%
Worst result***	-	60.34%	65.16%
Responses	273	163	269

Q31_2 Continuing to do NHS bank work but not at this organisation.

	2022	2023	2024
Your org	8.79%	10.43%	7.06%
Best result***	-	11.35%	10.29%
Average result***	-	5.80%	5.92%
Worst result***	-	0.00%	1.10%
Responses	273	163	269

Q31_3 Moving to a permanent contract at this organisation.

	2022	2023	2024
Your org	19.41%	22.09%	21.93%
Best result***	-	58.62%	52.50%
Average result***	-	28.46%	35.31%
Worst result***	-	14.41%	14.81%
Responses	273	163	269

* More information regarding the Future intentions sub-score calculation is included in the Technical Guide for bank only workers document, found here.

** Nonspecific responses for q31, previously included in scoring, will be excluded starting in 2024 to align with standard NSS calculations.

*** Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
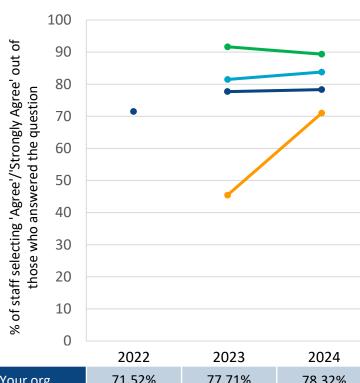
Q31 In the next 12 months, which of the following are you planning to do or considering doing? (Please tick all that apply)**

Q31_4 Moving to a permanent contract at another NHS organisation.

	2022	2023	2024
Your org	8.06%	6.75%	8.92%
Best result***	-	16.42%	20.00%
Average result***	-	9.18%	9.70%
Worst result***	-	0.00%	3.50%
Responses	273	163	269

Q31_5 Working in the NHS but paid by an external agency.

	2022	2023	2024
Your org	3.66%	3.68%	4.46%
Best result***	-	8.96%	6.47%
Average result***	-	2.47%	2.58%
Worst result***	-	0.00%	0.00%
Responses	273	163	269

Q31_6 Moving to a job in healthcare, but outside the NHS.

	2022	2023	2024
Your org	5.13%	5.52%	5.95%
Best result***	-	10.00%	8.79%
Average result***	-	3.90%	3.62%
Worst result***	-	1.63%	0.00%
Responses	273	163	269

* More information regarding the Future intentions sub-score calculation is included in the Technical Guide for bank only workers document, found here.

** Nonspecific responses for q31, previously included in scoring, will be excluded starting in 2024 to align with standard NSS calculations.

*** Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
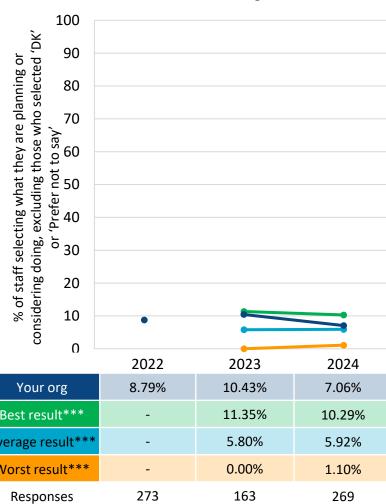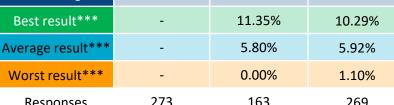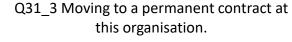
Q31 In the next 12 months, which of the following are you planning to do or considering doing? (Please tick all that apply)**
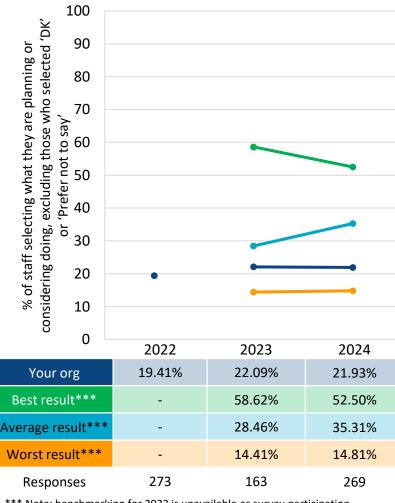
Q31_7 Moving to a job outside healthcare.

	2022	2023	2024
Your org	8.06%	6.75%	8.55%
Best result***	-	12.99%	16.18%
Average result***	-	5.69%	4.95%
Worst result***	-	0.00%	1.35%
Responses	273	163	269

Q31_8 Taking a career break.

	2022	2023	2024
Your org	1.83%	2.45%	3.35%
Best result***	-	3.87%	4.88%
Average result***	-	1.64%	1.75%
Worst result***	-	0.00%	0.00%
Responses	273	163	269

Q31_9 Retiring.

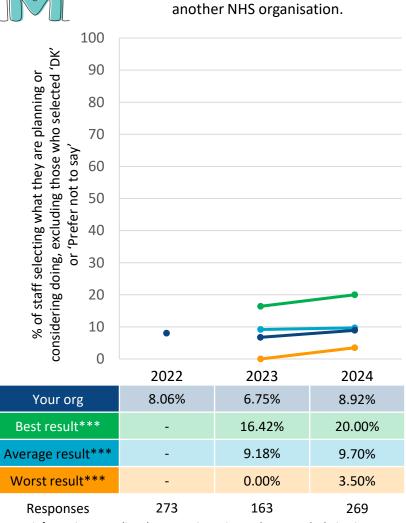|	2022	2023	2024
Your org	4.03%	6.75%	8.55%
Best result***	-	14.05%	14.29%
Average result***	-	6.05%	6.28%
Worst result***	-	0.00%	0.00%
Responses	273	163	269

* More information regarding the Future intentions sub-score calculation is included in the Technical Guide for bank only workers document, found here.

** Nonspecific responses for q31, previously included in scoring, will be excluded starting in 2024 to align with standard NSS calculations.
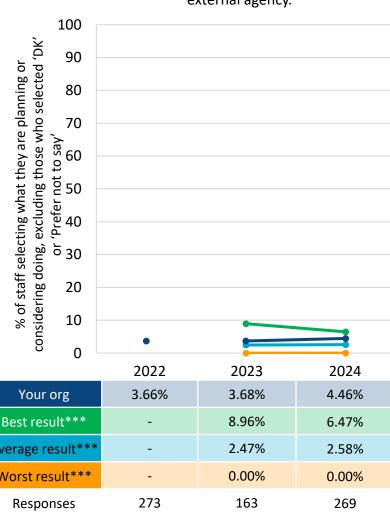
*** Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

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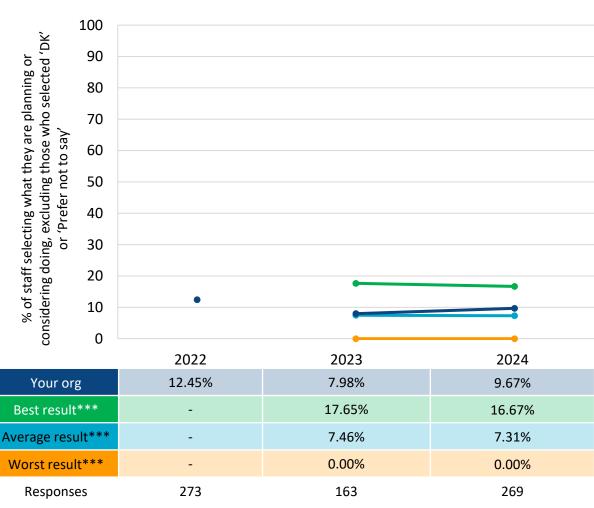
Q31 In the next 12 months, which of the following are you planning to do or considering doing? (Please tick all that apply)**

Q31_10 Going into full time training or studying.

	2022	2023	2024
Your org	12.45%	7.98%	9.67%
Best result***	-	17.65%	16.67%
Average result***	-	7.46%	7.31%
Worst result***	-	0.00%	0.00%
Responses	273	163	269

* More information regarding the Future intentions sub-score calculation is included in the Technical Guide for bank only workers document, found here.

** Nonspecific responses for q31, previously included in scoring, will be excluded starting in 2024 to align with standard NSS calculations.
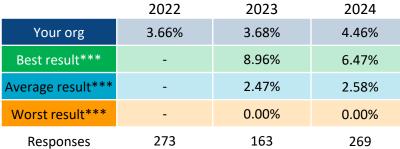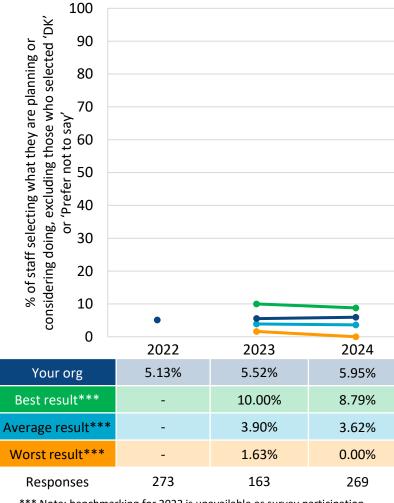
Lancashire and South Cumbria NHS Foundation Trust Benchmark report

*** Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
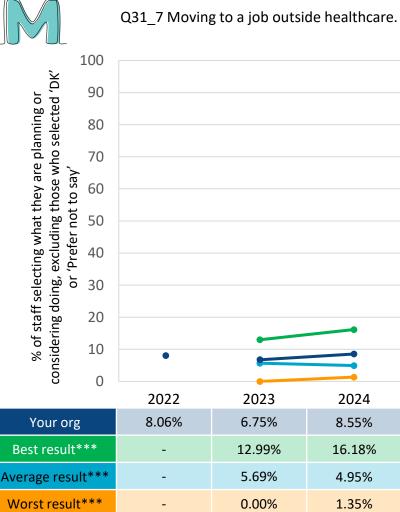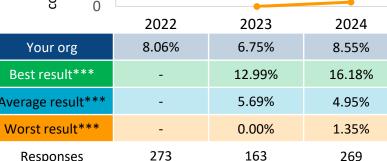
88

Q5g I am able to meet all the conflicting demands on my time at work.

	2022	2023	2024
Your org	49.01%	54.34%	55.12%
Best result*	-	72.46%	80.65%
Average result*	-	63.05%	62.57%
Worst result*	-	51.95%	49.67%
Responses	304	173	283

Q5h I have adequate materials, supplies and equipment to do my work.

	2022	2023	2024
Your org	56.62%	63.22%	54.80%
Best result*	-	79.76%	86.30%
Average result*	-	70.53%	71.04%
Worst result*	-	56.92%	54.80%
Responses	302	174	281

Q5i When I am at work, there are enough staff for me to do my job properly.

	2022	2023	2024
Your org	26.89%	34.29%	33.22%
Best result*	-	59.56%	68.49%
Average result*	-	45.19%	45.45%
Worst result*	-	23.68%	26.56%
Responses	305	175	286

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

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Q5a I always know what my work responsibilities are.

	2022	2023	2024
Your org	82.95%	86.86%	83.97%
Best result*	-	97.92%	92.90%
Average result*	-	87.27%	87.63%
Worst result*	-	78.79%	82.22%
Responses	305	175	287

Q5e I am involved in deciding on changes introduced that affect my work.

	2022	2023	2024
Your org	25.83%	36.21%	28.87%
Best result*	-	55.91%	50.68%
Average result*	-	36.21%	37.85%
Worst result*	-	24.68%	25.17%
Responses	302	174	284

Q7a I have unrealistic time pressures.

	2022	2023	2024
Your org	36.39%	35.26%	31.60%
Best result*	-	68.89%	62.63%
Average result*	-	40.45%	42.77%
Worst result*	-	27.27%	28.29%
Responses	305	173	288

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

Q7b I have a choice in deciding how to do my work.

	2022	2023	2024
Your org	33.01%	36.93%	35.66%
Best result*	-	81.82%	66.67%
Average result*	-	43.65%	43.43%
Worst result*	-	25.22%	24.75%
Responses	306	176	286
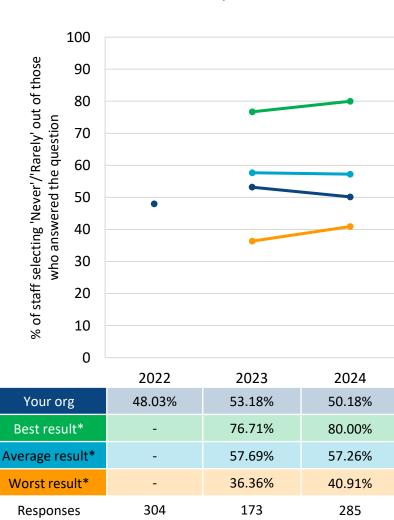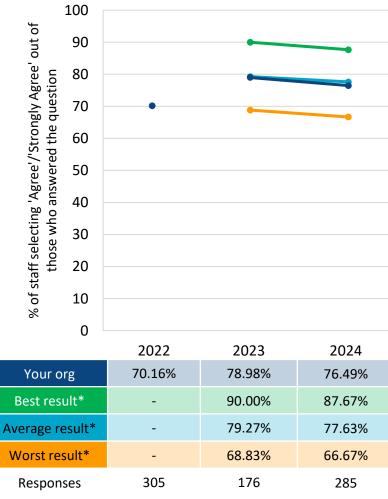
Q7c Relationships at work are strained.

	2022	2023	2024
Your org	48.03%	53.18%	50.18%
Best result*	-	76.71%	80.00%
Average result*	-	57.69%	57.26%
Worst result*	-	36.36%	40.91%
Responses	304	173	285

Q11a I receive the respect I deserve from my colleagues at work.

	2022	2023	2024
Your org	70.16%	78.98%	76.49%
Best result*	-	90.00%	87.67%
Average result*	-	79.27%	77.63%
Worst result*	-	68.83%	66.67%
Responses	305	176	285

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

Q14a My immediate manager(s) encourages me at work.

	2022	2023	2024
Your org	52.82%	62.79%	56.69%
Best result*	-	86.67%	80.13%
Average result*	-	70.09%	67.50%
Worst result*	-	52.63%	53.33%
Responses	301	172	284

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

Questions not linked to People Promise elements or themes

Questions included:
Q1, Q2, Q3, Q15, Q9, Q16e, Q21c, Q23, Q24a-d, Q32a-c

* The results for Q22a, Q22b and Q27 are reported in the section for People Promise element 4: We are safe and healthy. The results for Q28, Q29f and Q29g are reported in the section for People Promise element 5: We are always learning. These questions do not contribute to any score or sub-score calculations.
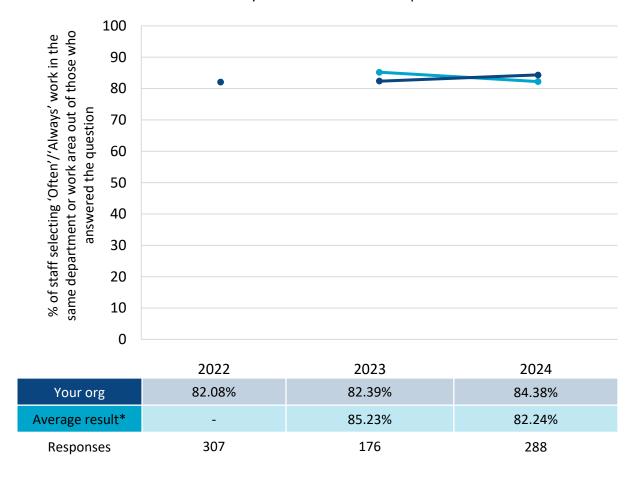
Note: where there are less than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.
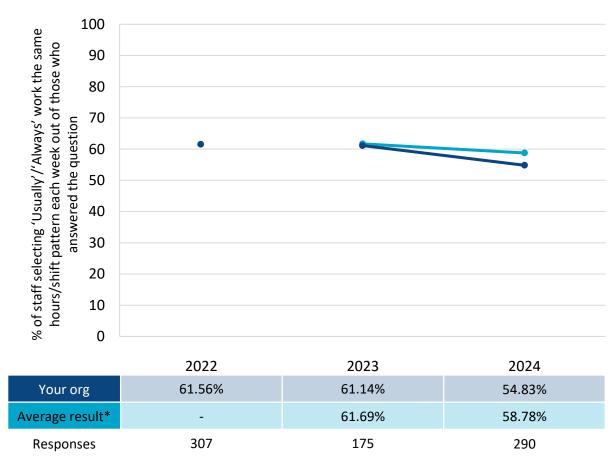
Q1 Thinking about the bank work you do within this organisation, how often do you work in the same department or work area?

	2022	2023	2024
Your org	82.08%	82.39%	84.38%
Average result*	-	85.23%	82.24%
Responses	307	176	288

Q2 Do you work the same hours / shift pattern each week?

	2022	2023	2024
Your org	61.56%	61.14%	54.83%
Average result*	-	61.69%	58.78%
Responses	307	175	290

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
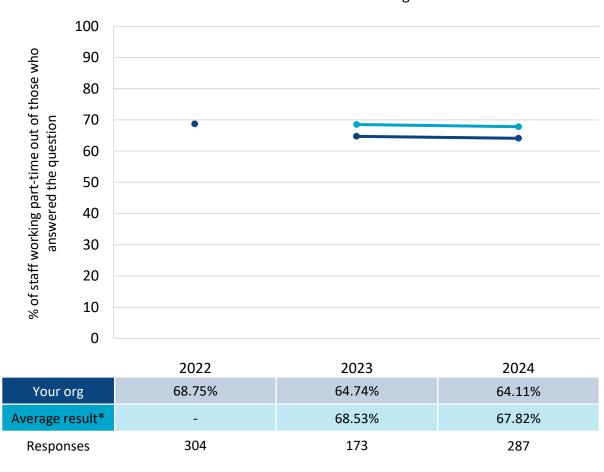
Q3 Do you have face-to-face, video or telephone contact with patients / service users as part of your job?

	2022	2023	2024
Your org	81.43%	77.84%	82.07%
Average result*	-	75.56%	76.28%
Responses	307	176	290
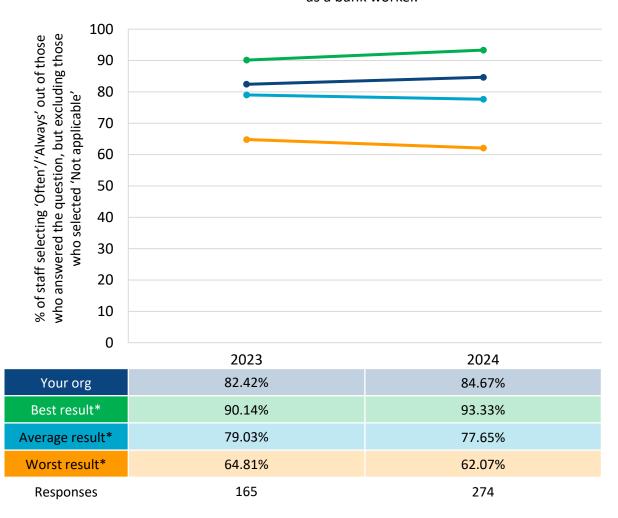
Q15 On average, how many hours per week do you usually undertake for bank in this organisation?
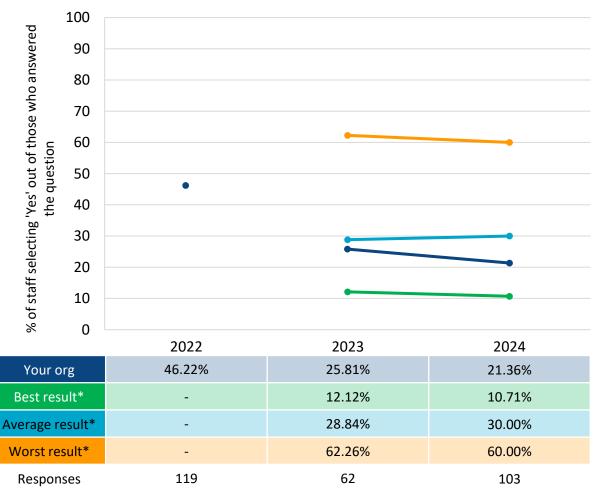
	2022	2023	2024
Your org	68.75%	64.74%	64.11%
Average result*	-	68.53%	67.82%
Responses	304	173	287

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

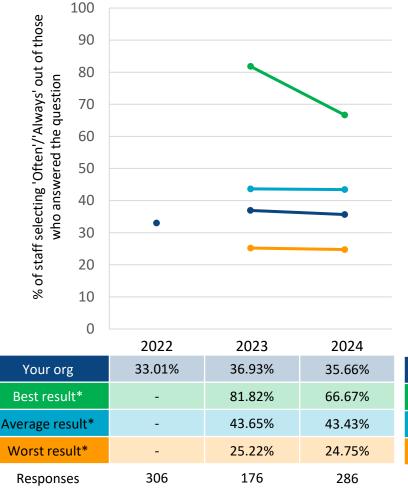## Q9 I am able to decide the hours/shift pattern I want to work as a bank worker.

% of staff selecting 'Often'/'Always' out of those who answered the question, but excluding those who selected 'Not applicable'

	2023	2024
Your org	82.42%	84.67%
Best result*	90.14%	93.33%
Average result*	79.03%	77.65%
Worst result*	64.81%	62.07%
Responses	165	274

Q16e Have you felt pressure from the organisation to come to work?*

% of staff selecting 'Yes' out of those who answered the question

	2022	2023	2024
Your org	46.22%	25.81%	21.36%
Best result*	-	12.12%	10.71%
Average result*	-	28.84%	30.00%
Worst result*	-	62.26%	60.00%
Responses	119	62	103

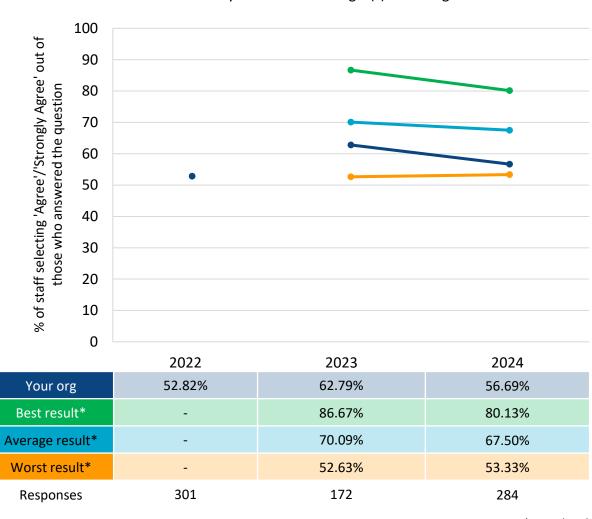*Q16e is only answered by staff who responded 'Yes' to Q16d.

** Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

Q21c.1 On what grounds have you experienced discrimination? - Ethnic background.

	2022	2023	2024
Your org	61.70%	73.81%	76.67%
Best result*	-	10.00%	46.15%
Average result*	-	72.62%	71.81%
Worst result*	-	96.77%	89.36%
Responses	94	42	90

Q21c.2 On what grounds have you experienced discrimination? – Gender.

	2022	2023	2024
Your org	18.09%	33.33%	12.22%
Best result*	-	10.00%	0.00%
Average result*	-	16.15%	15.10%
Worst result*	-	33.33%	25.00%
Responses	94	42	90

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
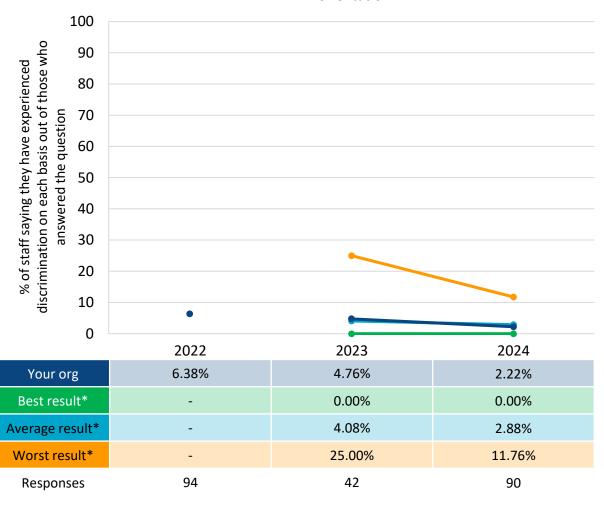
Q21c.3 On what grounds have you experienced discrimination? – Religion.

Q21c.4 On what grounds have you experienced discrimination? – Sexual orientation.

	2022	2023	2024
Your org	13.83%	14.29%	12.22%
Best result*	-	0.00%	0.00%
Average result*	-	6.13%	6.32%
Worst result*	-	19.35%	20.00%
Responses	94	42	90

	2022	2023	2024
Your org	6.38%	4.76%	2.22%
Best result*	-	0.00%	0.00%
Average result*	-	4.08%	2.88%
Worst result*	-	25.00%	11.76%
Responses	94	42	90

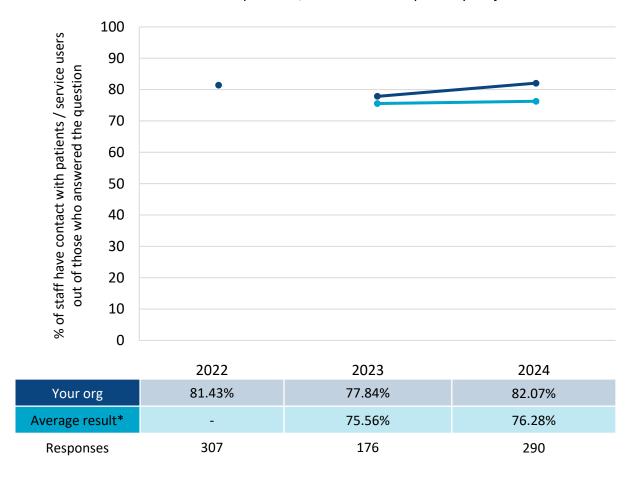* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

Q21c.5 On what grounds have you experienced discrimination? – Disability.

	2022	2023	2024
Your org	9.57%	7.14%	1.11%
Best result*	-	0.00%	0.00%
Average result*	-	3.01%	3.85%
Worst result*	-	15.38%	13.64%
Responses	94	42	90

Q21c.6 On what grounds have you experienced discrimination? – Age.

|	2022	2023	2024
Your org	23.40%	9.52%	8.89%
Best result*	-	2.17%	4.35%
Average result*	-	16.23%	12.15%
Worst result*	-	30.77%	40.00%
Responses	94	42	90

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

Survey Coordination Centre

NHS

Q21c.7 On what grounds have you experienced discrimination? – Other.

% of staff saying they have experienced discrimination on each basis out of those who answered the question

	2022	2023	2024
Your org	9.57%	9.52%	13.33%
Best result*	-	3.13%	2.94%
Average result*	-	16.00%	15.89%
Worst result*	-	70.00%	53.85%
Responses	94	42	90

Q23 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?

% of staff saying they have seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users in the last month

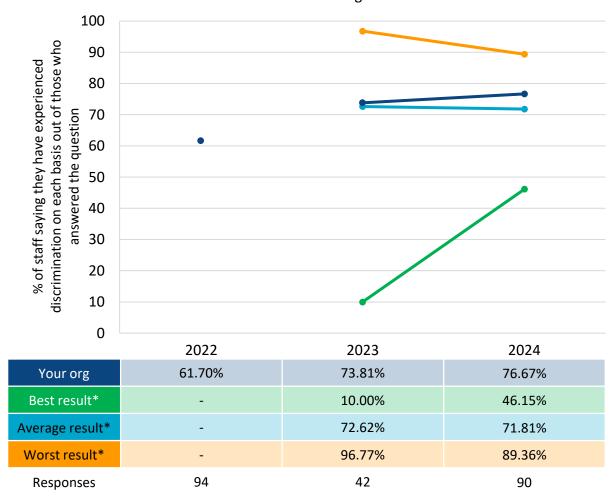|	2022	2023	2024
Your org	38.11%	39.88%	36.07%
Best result*	-	10.00%	15.71%
Average result*	-	27.37%	27.49%
Worst result*	-	50.46%	43.18%
Responses	307	168	280

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
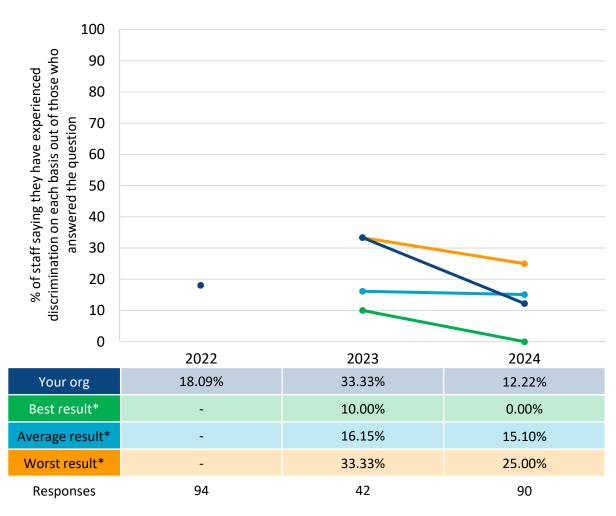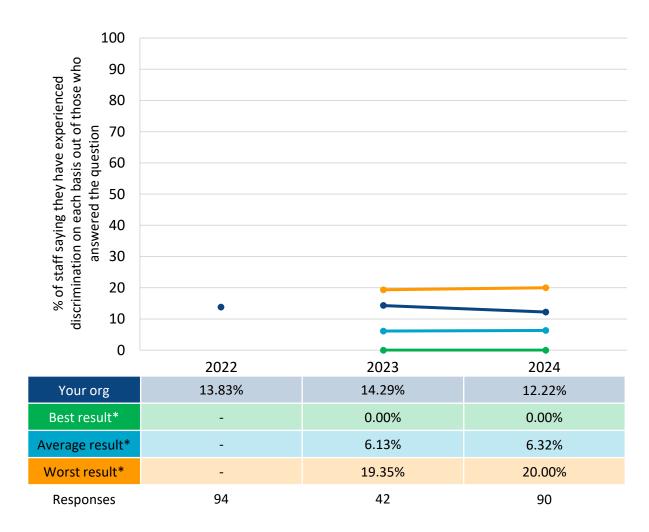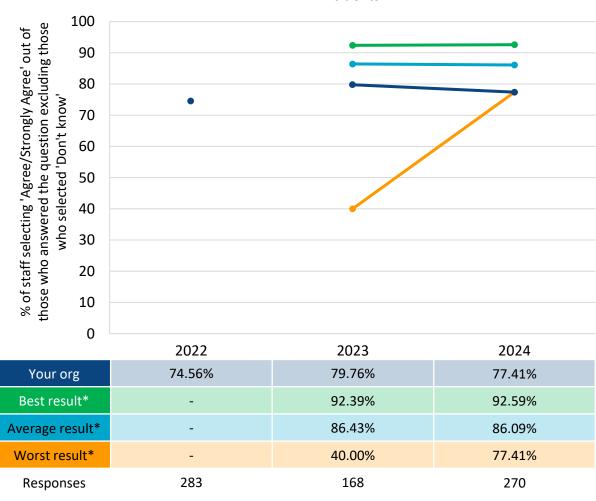
Q24a My organisation treats staff who are involved in an error, near miss or incident fairly.

	2022	2023	2024
Your org	45.09%	43.41%	48.62%
Best result*	-	69.52%	73.24%
Average result*	-	54.46%	54.92%
Worst result*	-	30.00%	38.46%
Responses	224	129	218

Q24b My organisation encourages us to report errors, near misses or incidents.

	2022	2023	2024
Your org	74.56%	79.76%	77.41%
Best result*	-	92.39%	92.59%
Average result*	-	86.43%	86.09%
Worst result*	-	40.00%	77.41%
Responses	283	168	270

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
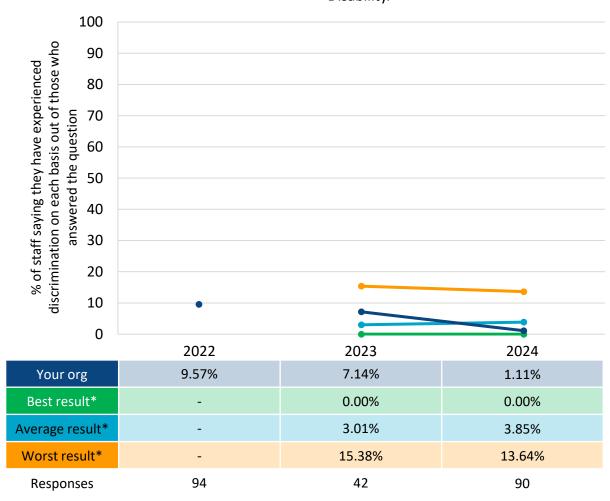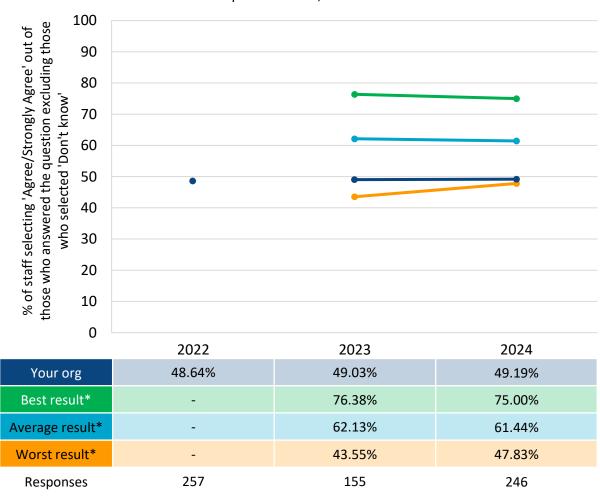
Q24c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.

	2022	2023	2024
Your org	56.76%	57.89%	58.59%
Best result*	-	83.16%	80.50%
Average result*	-	68.59%	70.70%
Worst result*	-	30.00%	58.59%
Responses	259	152	256

Q24d We are given feedback about changes made in response to reported errors, near misses and incidents.

	2022	2023	2024
Your org	48.64%	49.03%	49.19%
Best result*	-	76.38%	75.00%
Average result*	-	62.13%	61.44%
Worst result*	-	43.55%	47.83%
Responses	257	155	246

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
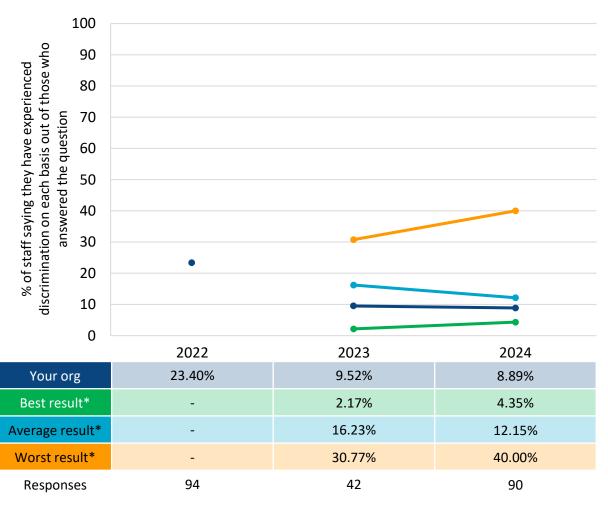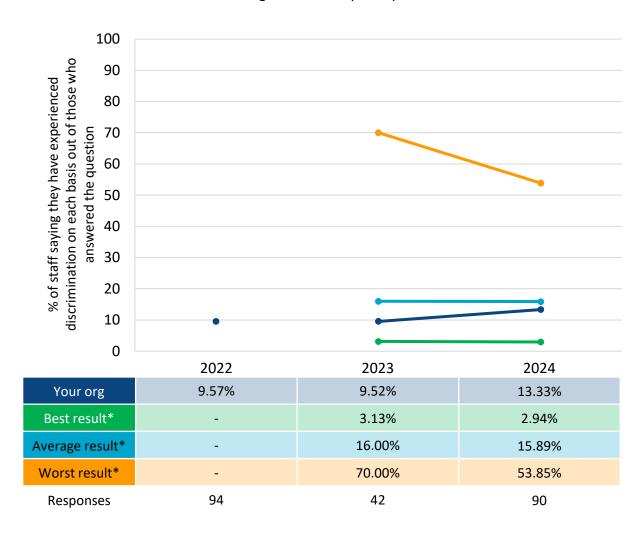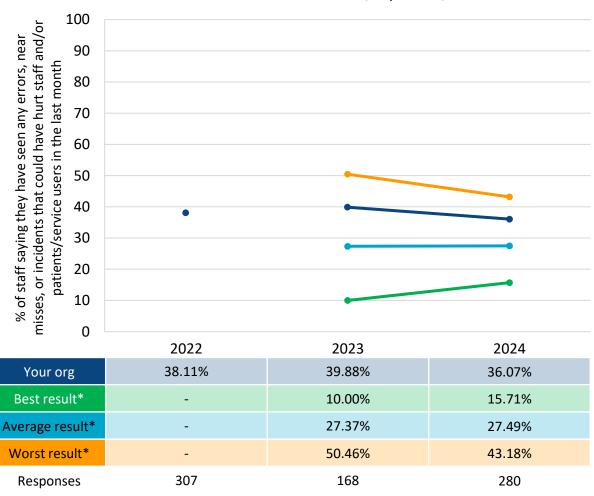
Survey Coordination Centre

NHS

Q32a It is easy to get hold of the bank team if I have a query.

% of staff selecting 'Agree/Strongly Agree' out of those who answered the question

	2022	2023	2024
Your org	60.00%	59.43%	70.49%
Best result*	-	85.45%	88.82%
Average result*	-	60.92%	63.48%
Worst result*	-	9.09%	35.14%
Responses	305	175	288

Q32b When I contact the bank team with a query, I can quickly get the answers I need.

% of staff selecting 'Agree/Strongly Agree' out of those who answered the question

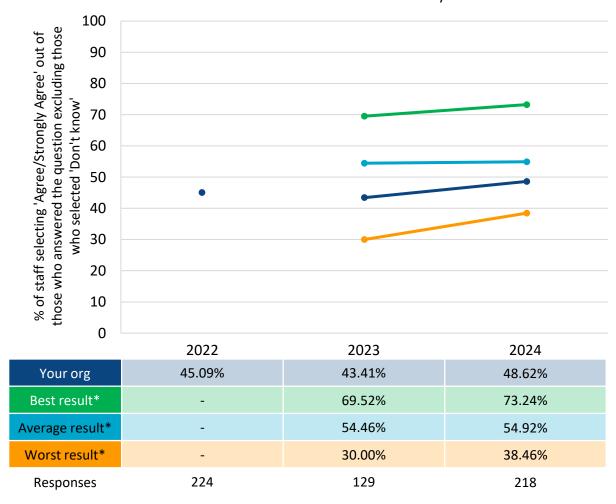|	2022	2023	2024
Your org	56.11%	55.43%	67.48%
Best result*	-	84.00%	85.53%
Average result*	-	58.33%	65.62%
Worst result*	-	9.09%	33.11%
Responses	303	175	286

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

Q32c I feel supported by the bank team.

	2023	2024
Your org	43.68%	56.10%
Best result*	78.13%	78.13%
Average result*	51.28%	55.63%
Worst result*	36.29%	28.57%
Responses	174	287

Q40b Has your employer made reasonable adjustment(s) to enable you to carry out your work?

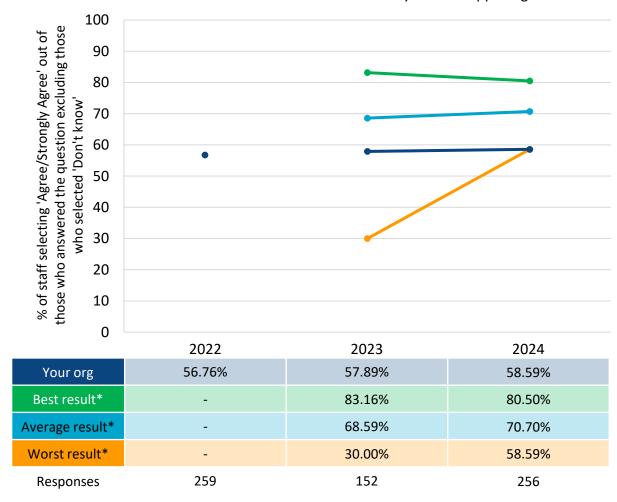|	2022	2023	2024
Your org	50.00%	66.67%	52.63%
Best result*	-	95.00%	91.67%
Average result*	-	70.00%	71.41%
Worst result*	-	27.27%	35.00%
Responses	26	12	19

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.
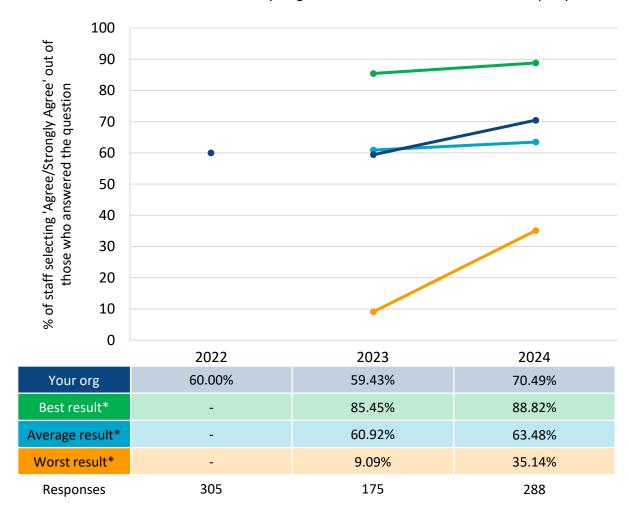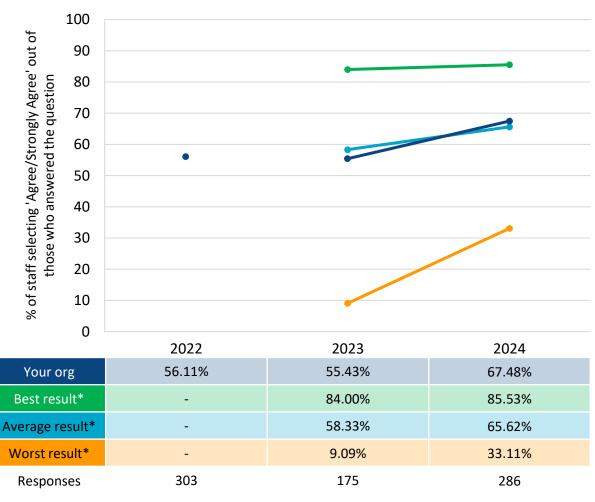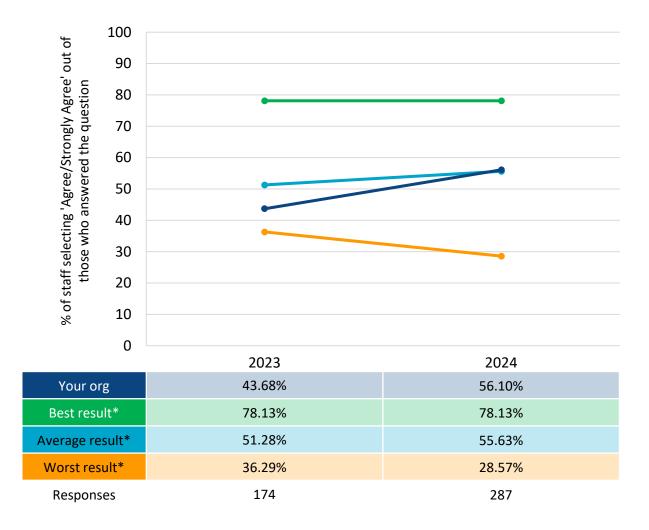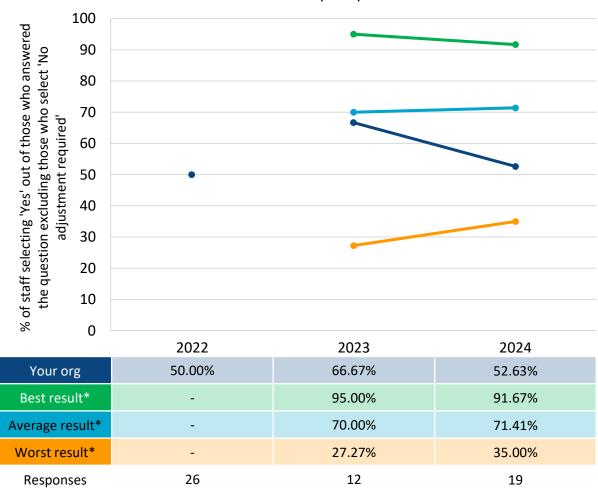
Workforce Equality Standards

Note: where there are fewer than 10 responses for a question, results are suppressed to protect staff confidentiality and reliability of data.

Workforce Equality Standards

Bank Workforce Race Equality Standard (Bank WRES)

This section shows key Bank WRES indicators for the organisation. The key data is aligned with the High Impact Actions (HIA) of the NHS Equality, Diversity and Inclusion (EDI) Improvement Plan. For organisations that extended the survey to bank only workers in 2022, those findings are included with your 2023 and 2024 data. Average results for 2022 are unavailable because survey participation was voluntary and therefore results are not nationally representative.

Data presented in this section are split by ethnicity (by white staff / staff from all other ethnic groups combined) and are unweighted.

In due course, NHS England's WRES team will provide further detailed reporting (including the intersect of gender across ethnicity).

Indicator	Qu No	HIA	Bank Workforce Race Equality Standard
			For each of the following indicators, compare the outcomes of the responses for white bank workers and bank workers from all other ethnic groups combined
4a	19a	6	Percentage of bank workers experiencing harassment, bullying or abuse from patients/service users, their relatives, or other members of the public in last 12 months
4b&c	19b&c	6&1	Percentage of bank workers experiencing harassment, bullying or abuse from managers/staff in last 12 months.
5a	18a	6&4	Percentage of bank workers that have personally experienced physical violence from patients/service users, their relatives, or other members of the public in the last 12 months.
6c	44	3	Percentage of workers whose main source of paid work is on the bank.
7a	21b	1,4 & 6	Percentage of bank workers that have personally experienced discrimination at work from managers/ team leader or colleagues in the last 12 months.
7b	21a	1,4 & 6	Percentage of bank workers that have personally experienced discrimination at work from patients/service users, their relatives, or other members of the public in last 12 months.
8a	6b	4	Percentage of bank workers saying that they are satisfied with the extent to which their organisation values their work.
8b	30e	4	Percentage of bank workers that feel safe to speak up about anything that concerns them in their organisation.
9	43b&44	5&2	Percentage of bank workers who were recruited to the NHS from outside of the UK and now whose main paid source of work is on the bank.

Workforce Disability Equality Standard (WDES)

This section looks at the bank workforce and self-reported long lasting health conditions or illnesses using Workforce Disability Equality Standard (WDES) data that directly aligns with the questions in NSSB. For organisations that extended the survey to bank only workers in 2022, findings are included with your 2023 and 2024 data. Average results for 2022 are unavailable because survey participation was voluntary and therefore results are not nationally representative.

The WDES breakdowns are based on the responses to q40a "Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?".

Data presented in this section are unweighted.

Metric	Qu No	Workforce Disability Equality Standard
		For each of the following metrics, compare the responses for bank workers with a LTC* or illness vs bank workers without a LTC or illness
4a	19a	Percentage of bank workers experiencing harassment, bullying or abuse from patients/service users, their relatives, or other members of the public in last 12 months**.**
4b	19b	Percentage of bank workers experiencing harassment, bullying or abuse from managers in last 12 months.
4c	19c	Percentage of bank workers experiencing harassment, bullying or abuse from other colleagues in last 12 months.
4d	19d	Percentage of bank workers that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it
5	20	Percentage of bank workers believing that organisation acts fairly towards staff regardless of ethnic background, gender, religion, sexual orientation, disability or age.
6	16e	Percentage of bank workers saying they have felt pressure from their organisation to come to work, despite not feeling well enough to perform their duties.**
7	6b	Percentage of bank workers saying that they are satisfied with the extent to which their organisation values their work.
8	40b	Percentage of bank workers with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.
9a	Theme engagement	The engagement score for bank workers with LTC or illness vs bank workers without a LTC or illness

*Bank workers with a long term condition
** For metric 6, note the question wording differs from the NHS Staff Survey for substantive staff, referring to "your organisation" rather than "your manager".

Workforce Race Equality Standard (Bank WRES)

Vertical scales on the following charts vary from slide to slide, which affects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.
Data shown in the WRES charts are unweighted.
Averages are calculated as the median for the benchmark group.
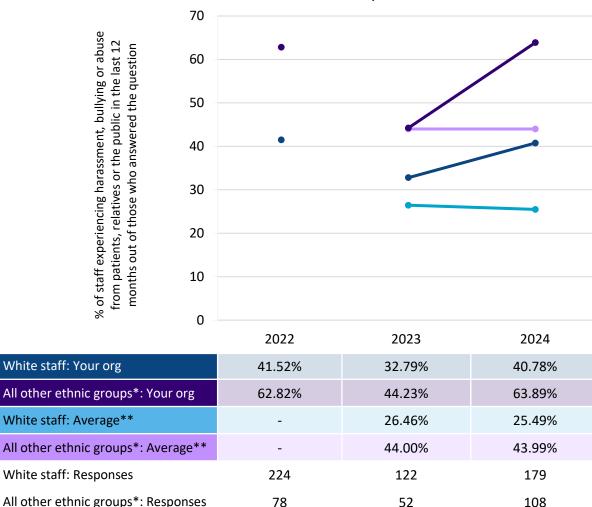
Note: where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months
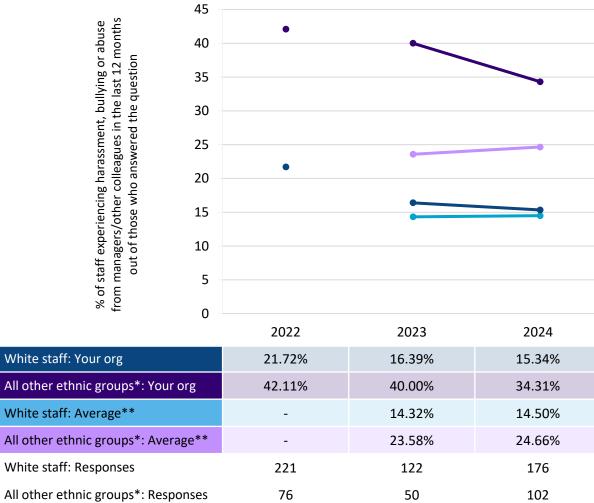
Staff experiencing harassment, bullying or abuse from managers/other colleagues in the last 12 months.

	2022	2023	2024
White staff: Your org	41.52%	32.79%	40.78%
All other ethnic groups*: Your org	62.82%	44.23%	63.89%
White staff: Average**	-	26.46%	25.49%
All other ethnic groups*: Average**	-	44.00%	43.99%
White staff: Responses	224	122	179
All other ethnic groups*: Responses	78	52	108

	2022	2023	2024
White staff: Your org	21.72%	16.39%	15.34%
All other ethnic groups*: Your org	42.11%	40.00%	34.31%
White staff: Average**	-	14.32%	14.50%
All other ethnic groups*: Average**	-	23.58%	24.66%
White staff: Responses	221	122	176
All other ethnic groups*: Responses	76	50	102

Note: 2023 results for Bank WRES indicators 4a (Q19a) and 4b&c (Q19b&c) have corrective weighting applied following an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

* Staff from all other ethnic groups combined
** Note: average results for 2022 are unavailable as survey participation was voluntary and aggregated results are not nationally representative.

Staff experiencing physical violence from patients, relatives or the public in the last 12 months.

% of staff experiencing physical violence from patients, relatives or the public in the last 12 months out of those who answered the question

	2022	2023	2024
White staff: Your org	47.98%	37.19%	39.55%
All other ethnic groups*: Your org	61.54%	45.28%	58.49%
White staff: Average**	-	23.22%	20.00%
All other ethnic groups*: Average**	-	43.00%	39.74%
White staff: Responses	223	121	177
All other ethnic groups*: Responses	78	53	106

Note: 2023 results for Bank WRES indicator 5a (Q18a) have corrective weighting applied following an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

Staff whose main source of paid work is on the bank.

% of staff whose main source of paid work is on the bank

	2022	2023	2024
White staff: Your org	70.54%	77.69%	73.18%
All other ethnic groups*: Your org	75.64%	66.67%	69.44%
White staff: Average**	-	71.52%	75.00%
All other ethnic groups*: Average**	-	72.47%	69.75%
White staff: Responses	224	121	179
All other ethnic groups*: Responses	78	51	108

*Staff from all other ethnic groups combined
** Note: average results for 2022 are unavailable as survey participation was voluntary and aggregated results are not nationally representative.

Staff experiencing discrimination at work from manager / team leader or other colleagues in the last 12 months.

% of staff experiencing discrimination at work from manager / team leader or other colleagues in the last 12 months out of those who answered the question

	2022	2023	2024
White staff: Your org	9.42%	6.56%	9.66%
All other ethnic groups*: Your org	35.06%	34.00%	26.92%
White staff: Average**	-	5.69%	6.43%
All other ethnic groups*: Average**	-	19.35%	18.20%
White staff: Responses	223	122	176
All other ethnic groups*: Responses	77	50	104

*Staff from all other ethnic groups combined

Staff experiencing discrimination at work from patients, relatives or the public in the last 12 months.

% of staff experiencing discrimination at work from patients, relatives or the public in the last 12 months out of those who answered the question

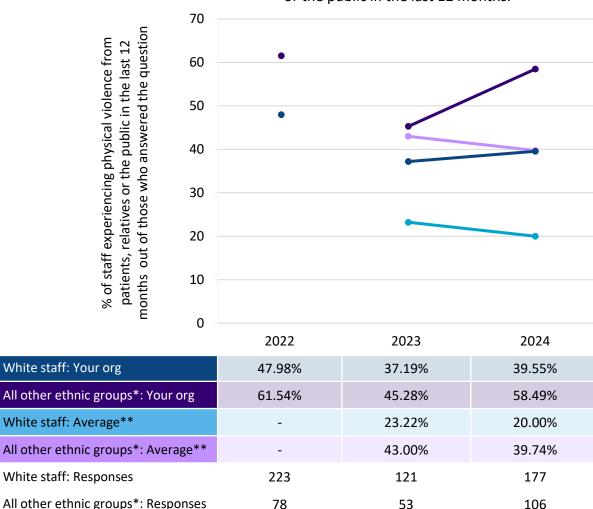|	2022	2023	2024
White staff: Your org	11.66%	8.20%	8.05%
All other ethnic groups*: Your org	62.82%	44.23%	53.21%
White staff: Average**	-	6.95%	6.60%
All other ethnic groups*: Average**	-	38.23%	38.30%
White staff: Responses	223	122	174
All other ethnic groups*: Responses	78	52	109

** Note: average results for 2022 are unavailable as survey participation was voluntary and aggregated results are not nationally representative.
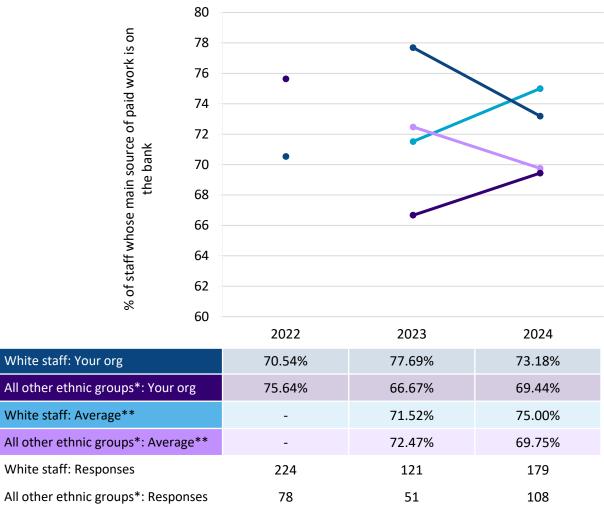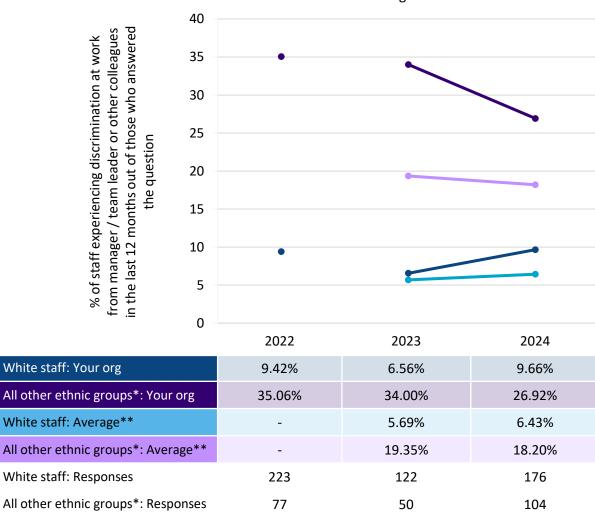
Staff satisfied with the extent to which their organisation values their work.

	2022	2023	2024
White staff: Your org	34.08%	44.26%	41.81%
All other ethnic groups*: Your org	39.47%	42.00%	51.89%
White staff: Average**	-	51.90%	53.67%
All other ethnic groups*: Average**	-	57.04%	56.94%
White staff: Responses	223	122	177
All other ethnic groups*: Responses	76	50	106

*Staff from all other ethnic groups combined

Staff that feel safe to speak up about anything that concerns them in their organisation.

	2022	2023	2024
White staff: Your org	60.54%	62.81%	62.92%
All other ethnic groups*: Your org	58.11%	58.82%	57.01%
White staff: Average**	-	66.44%	66.35%
All other ethnic groups*: Average**	-	66.06%	67.65%
White staff: Responses	223	121	178
All other ethnic groups*: Responses	74	51	107
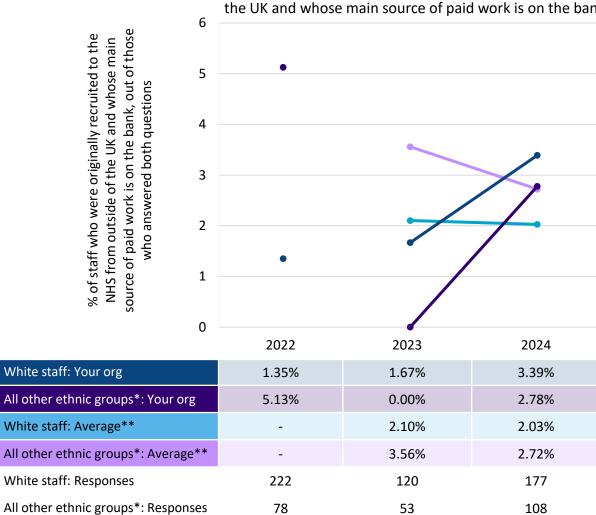
** Note: average results for 2022 are unavailable as survey participation was voluntary and aggregated results are not nationally representative.

Workforce Race Equality Standard (Bank WRES)

Staff who were originally recruited to the NHS from outside of the UK and whose main source of paid work is on the bank.

% of staff who were originally recruited to the NHS from outside of the UK and whose main source of paid work is on the bank, out of those who answered both questions

|	2022	2023	2024
White staff: Your org	1.35%	1.67%	3.39%
All other ethnic groups*: Your org	5.13%	0.00%	2.78%
White staff: Average**	-	2.10%	2.03%
All other ethnic groups*: Average**	-	3.56%	2.72%
White staff: Responses	222	120	177
All other ethnic groups*: Responses	78	53	108

*Staff from all other ethnic groups combined

** Note: average results for 2022 are unavailable as survey participation was voluntary and aggregated results are not nationally representative.

Workforce Disability Equality Standard (WDES)

Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.
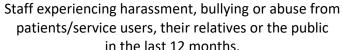Data shown in the WDES charts are unweighted.

Note: where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.
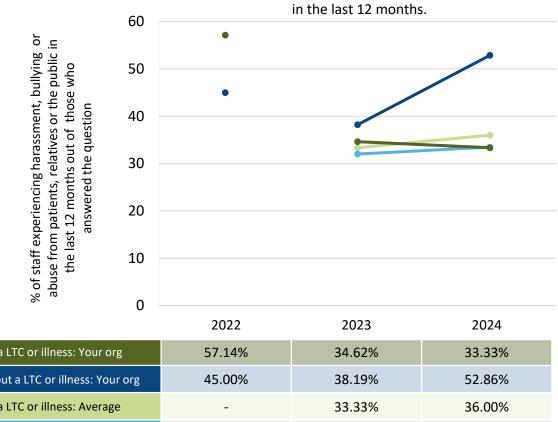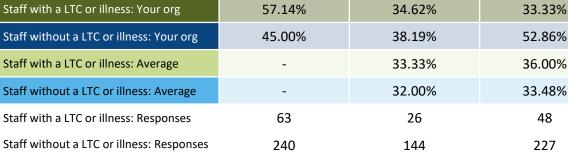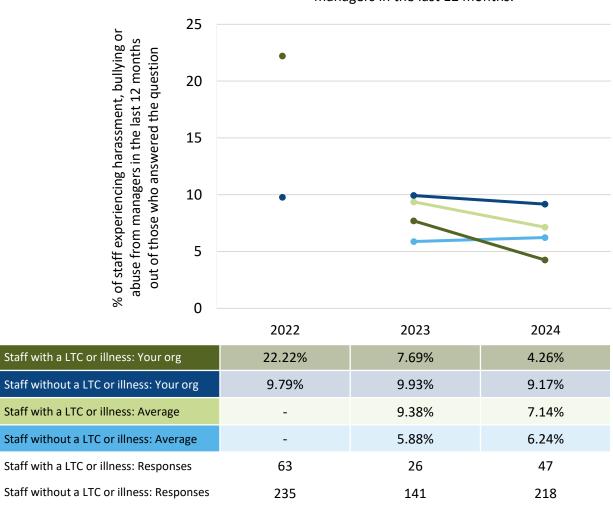
Staff experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months.

% of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months out of those who answered the question

	2022	2023	2024
Staff with a LTC or illness: Your org	57.14%	34.62%	33.33%
Staff without a LTC or illness: Your org	45.00%	38.19%	52.86%
Staff with a LTC or illness: Average	-	33.33%	36.00%
Staff without a LTC or illness: Average	-	32.00%	33.48%
Staff with a LTC or illness: Responses	63	26	48
Staff without a LTC or illness: Responses	240	144	227

Staff experiencing harassment, bullying or abuse from managers in the last 12 months.

% of staff experiencing harassment, bullying or abuse from managers in the last 12 months out of those who answered the question

	2022	2023	2024
Staff with a LTC or illness: Your org	22.22%	7.69%	4.26%
Staff without a LTC or illness: Your org	9.79%	9.93%	9.17%
Staff with a LTC or illness: Average	-	9.38%	7.14%
Staff without a LTC or illness: Average	-	5.88%	6.24%
Staff with a LTC or illness: Responses	63	26	47
Staff without a LTC or illness: Responses	235	141	218

Note: 2023 results for WDES metrics 4a (Q19a) and 4b (Q19b) have corrective weighting applied following an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

* Note: average results for 2022 are unavailable as survey participation was voluntary and aggregated results are not nationally representative.
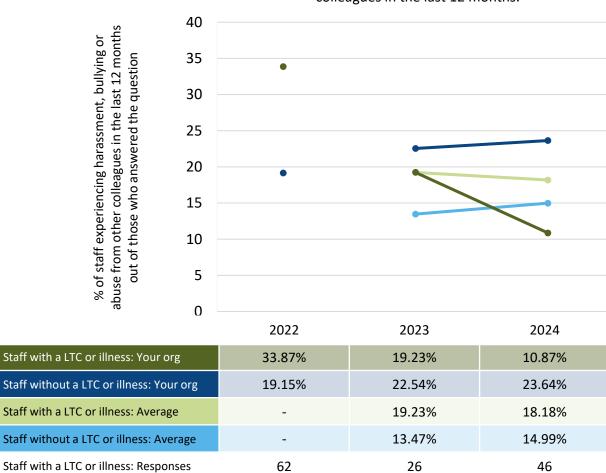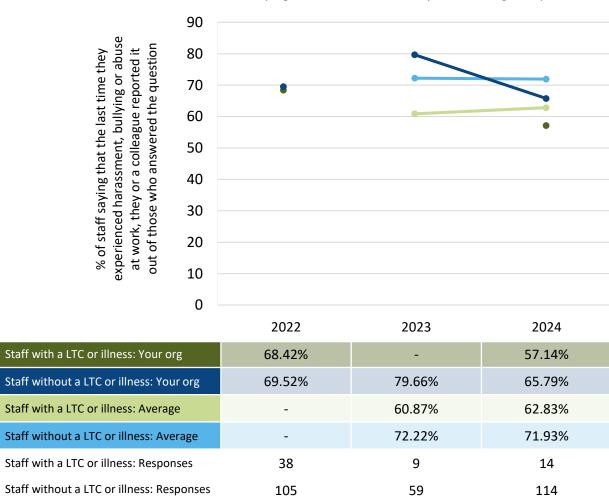
Staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months.

Staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.

	2022	2023	2024		2022	2023	2024
Staff with a LTC or illness: Your org	33.87%	19.23%	10.87%	Staff with a LTC or illness: Your org	68.42%	-	57.14%
Staff without a LTC or illness: Your org	19.15%	22.54%	23.64%	Staff without a LTC or illness: Your org	69.52%	79.66%	65.79%
Staff with a LTC or illness: Average	-	19.23%	18.18%	Staff with a LTC or illness: Average	-	60.87%	62.83%
Staff without a LTC or illness: Average	-	13.47%	14.99%	Staff without a LTC or illness: Average	-	72.22%	71.93%
Staff with a LTC or illness: Responses	62	26	46	Staff with a LTC or illness: Responses	38	9	14
Staff without a LTC or illness: Responses	235	142	220	Staff without a LTC or illness: Responses	105	59	114

Note: 2023 results for WDES metrics 4c (Q19c) and 4d (Q19d) have corrective weighting applied following an issue with the data.
Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

* Note: average results for 2022 are unavailable as survey participation was voluntary and aggregated results are not nationally representative.
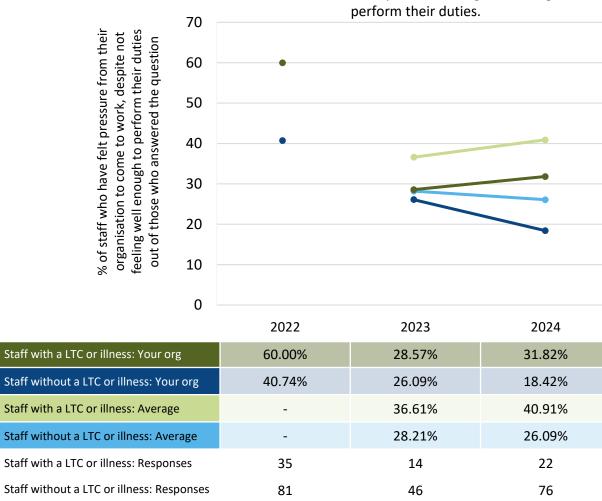
Staff believing your organisation acts fairly towards staff, for example with regards to career progression or development opportunities.

Staff saying they have felt pressure from their organisation to come to work, despite not feeling well enough to perform their duties.

	2022	2023	2024
Staff with a LTC or illness: Your org	49.21%	80.00%	61.70%
Staff without a LTC or illness: Your org	60.00%	63.89%	59.01%
Staff with a LTC or illness: Average	-	60.00%	57.50%
Staff without a LTC or illness: Average	-	63.12%	61.61%
Staff with a LTC or illness: Responses	63	25	47
Staff without a LTC or illness: Responses	240	144	222

	2022	2023	2024
Staff with a LTC or illness: Your org	60.00%	28.57%	31.82%
Staff without a LTC or illness: Your org	40.74%	26.09%	18.42%
Staff with a LTC or illness: Average	-	36.61%	40.91%
Staff without a LTC or illness: Average	-	28.21%	26.09%
Staff with a LTC or illness: Responses	35	14	22
Staff without a LTC or illness: Responses	81	46	76

* Note: average results for 2022 are unavailable as survey participation was voluntary and aggregated results are not nationally representative.
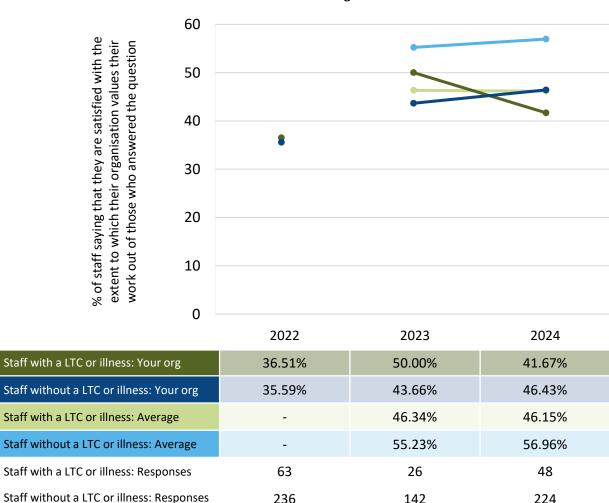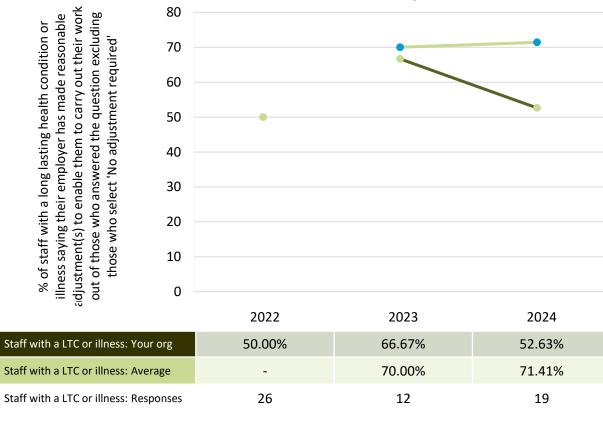
Workforce Disability Equality Standard

Staff saying that they are satisfied with the extent to which their organisation values their work.

|	2022	2023	2024
Staff with a LTC or illness: Your org	36.51%	50.00%	41.67%
Staff without a LTC or illness: Your org	35.59%	43.66%	46.43%
Staff with a LTC or illness: Average	-	46.34%	46.15%
Staff without a LTC or illness: Average	-	55.23%	56.96%
Staff with a LTC or illness: Responses	63	26	48
Staff without a LTC or illness: Responses	236	142	224

Staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

	2022	2023	2024
Staff with a LTC or illness: Your org	50.00%	66.67%	52.63%
Staff with a LTC or illness: Average	-	70.00%	71.41%
Staff with a LTC or illness: Responses	26	12	19
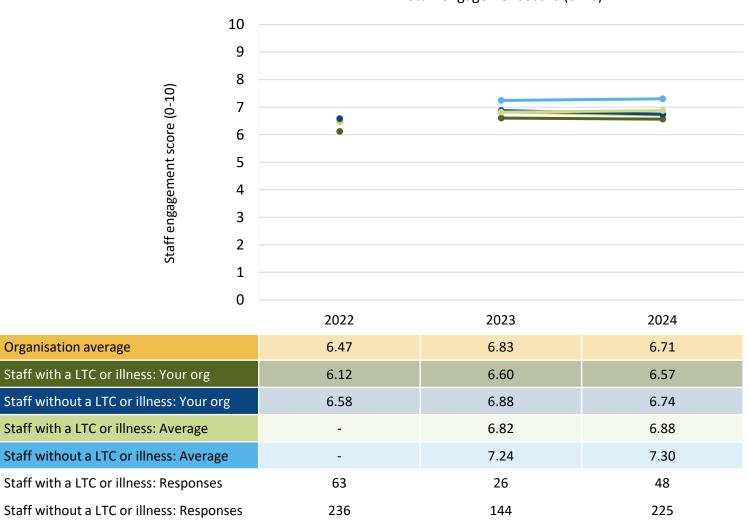
* Note: average results for 2022 are unavailable as survey participation was voluntary and aggregated results are not nationally representative.

Staff engagement score (0-10)

	2022	2023	2024
Organisation average	6.47	6.83	6.71
Staff with a LTC or illness: Your org	6.12	6.60	6.57
Staff without a LTC or illness: Your org	6.58	6.88	6.74
Staff with a LTC or illness: Average	-	6.82	6.88
Staff without a LTC or illness: Average	-	7.24	7.30
Staff with a LTC or illness: Responses	63	26	48
Staff without a LTC or illness: Responses	236	144	225

* Note: average results for 2022 are unavailable as survey participation was voluntary and aggregated results are not nationally representative.

About your respondents

This section shows demographic and other background information for 2024.
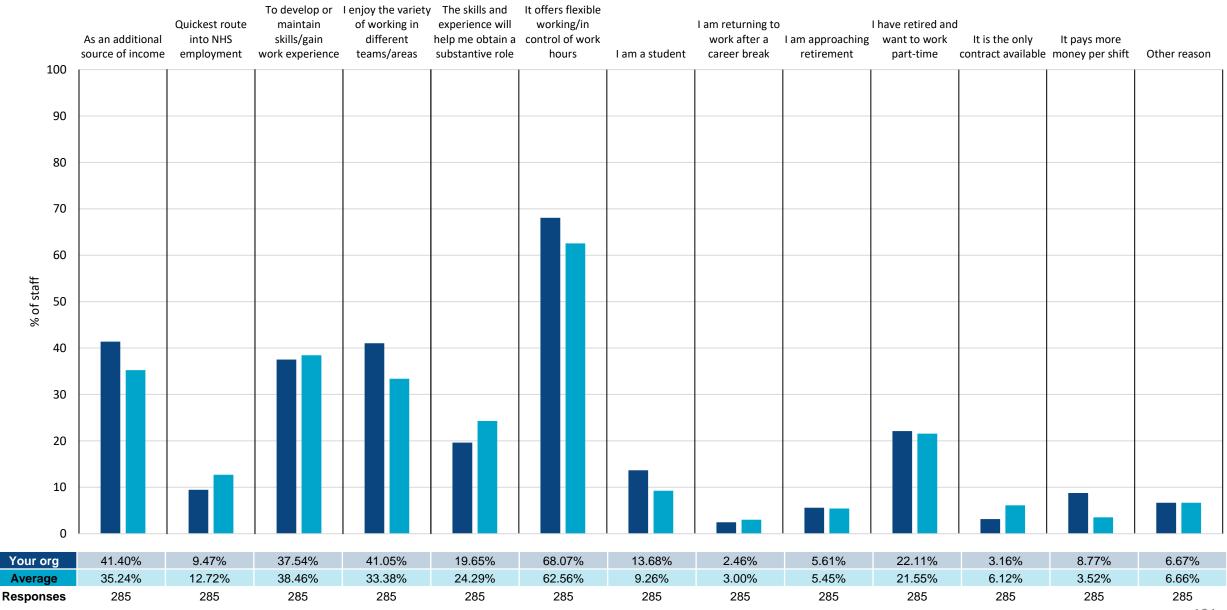
	As an additional source of income	Quickest route into NHS employment	To develop or maintain skills/gain work experience	I enjoy the variety of working in different teams/areas	The skills and experience will help me obtain a substantive role	It offers flexible working/in control of work hours	I am a student	I am returning to work after a career break	I am approaching retirement	I have retired and want to work part-time	It is the only contract available	It pays more money per shift	Other reason
Your org	41.40%	9.47%	37.54%	41.05%	19.65%	68.07%	13.68%	2.46%	5.61%	22.11%	3.16%	8.77%	6.67%
Average	35.24%	12.72%	38.46%	33.38%	24.29%	62.56%	9.26%	3.00%	5.45%	21.55%	6.12%	3.52%	6.66%
Responses	285	285	285	285	285	285	285	285	285	285	285	285	285

Lancashire and South Cumbria NHS Foundation Trust Benchmark report

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
Your org	71.68%	26.57%	0.00%	0.00%	1.75%
Average	68.59%	30.23%	0.00%	0.00%	2.17%
Responses	286	286	286	286	286

	Yes	No	Prefer not to say
Your org	98.15%	0.00%	1.85%
Average	97.38%	0.00%	2.38%
Responses	271	271	271

	16-20	21-30	31-40	41-50	51-65	66+
Your org	0.00%	9.41%	19.16%	24.74%	38.33%	8.36%
Average	0.49%	9.71%	16.75%	22.86%	40.67%	9.44%
Responses	287	287	287	287	287	287

Background details - Ethnicity

	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
Your org	62.15%	1.04%	9.38%	26.39%	0.69%	0.35%
Average	51.18%	2.71%	6.46%	30.72%	0.00%	0.45%
Responses	288	288	288	288	288	288

	Heterosexual or straight	Gay or lesbian	Bisexual	Other	Prefer not to say
Your org	89.55%	3.48%	1.39%	1.05%	4.53%
Average	89.10%	1.33%	2.06%	0.65%	6.08%
Responses	287	287	287	287	287

Lancashire and South Cumbria NHS Foundation Trust Benchmark report

126

	No religion	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Any other religion	I would prefer not to say
Your org	24.31%	62.15%	0.00%	0.69%	0.00%	8.68%	0.35%	0.69%	3.13%
Average	21.69%	62.13%	0.66%	1.07%	0.00%	4.19%	0.00%	1.01%	4.62%
Responses	288	288	288	288	288	288	288	288	288

Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

Your org	17.45%
Average	17.70%
Responses	275

Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

Do you look after or give any help or support to family members, friends, neighbours or others because of either: long term physical or mental ill health / disability, or problems related to old age.
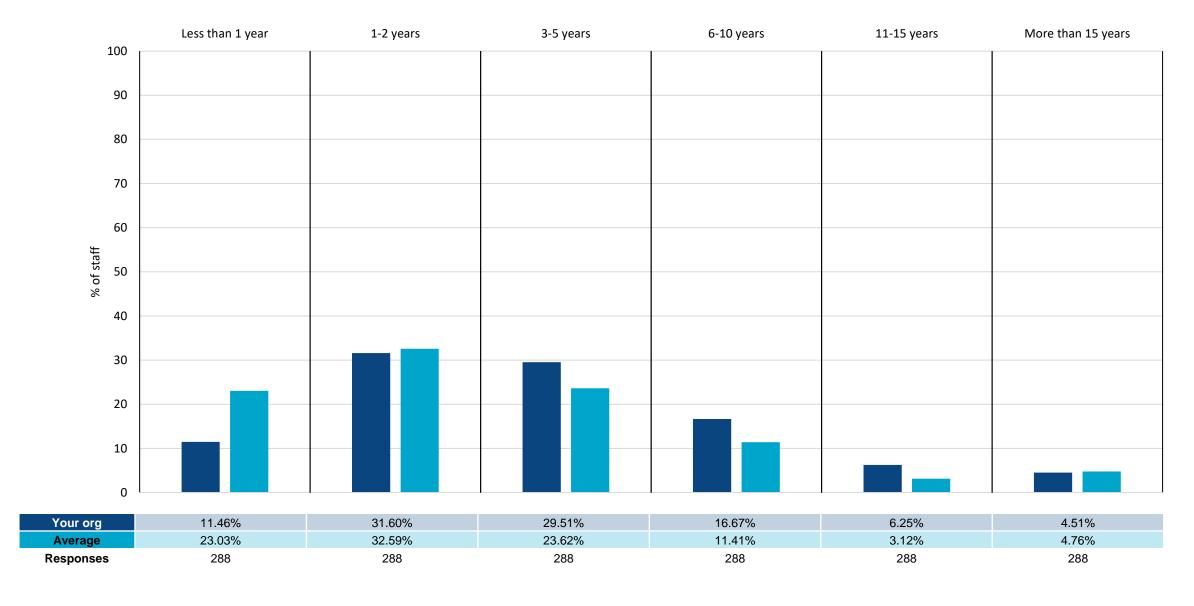
Your org	44.41%	35.09%
Average	37.67%	35.09%
Responses	286	285

	Never	Rarely	Sometimes	Often	Always
Your org	76.66%	6.62%	8.01%	4.88%	3.83%
Average	66.98%	8.78%	9.34%	9.18%	5.42%
Responses	287	287	287	287	287

	Less than 1 year	1-2 years	3-5 years	6-10 years	11-15 years	More than 15 years
Your org	11.46%	31.60%	29.51%	16.67%	6.25%	4.51%
Average	23.03%	32.59%	23.62%	11.41%	3.12%	4.76%
Responses	288	288	288	288	288	288

	Yes	No	Prefer not to say
Your org	3.15%	96.15%	0.70%
Average	3.39%	95.08%	1.28%
Responses	286	286	286

	Yes	No	Prefer not to say
Your org	71.88%	24.31%	3.82%
Average	71.76%	23.48%	4.81%
Responses	288	288	288
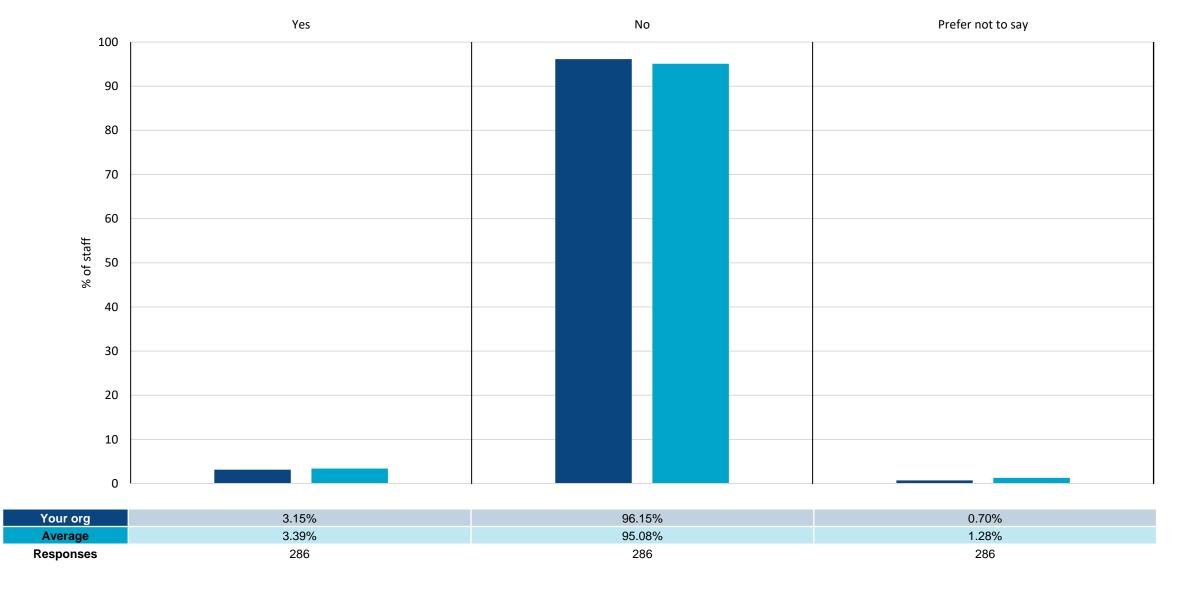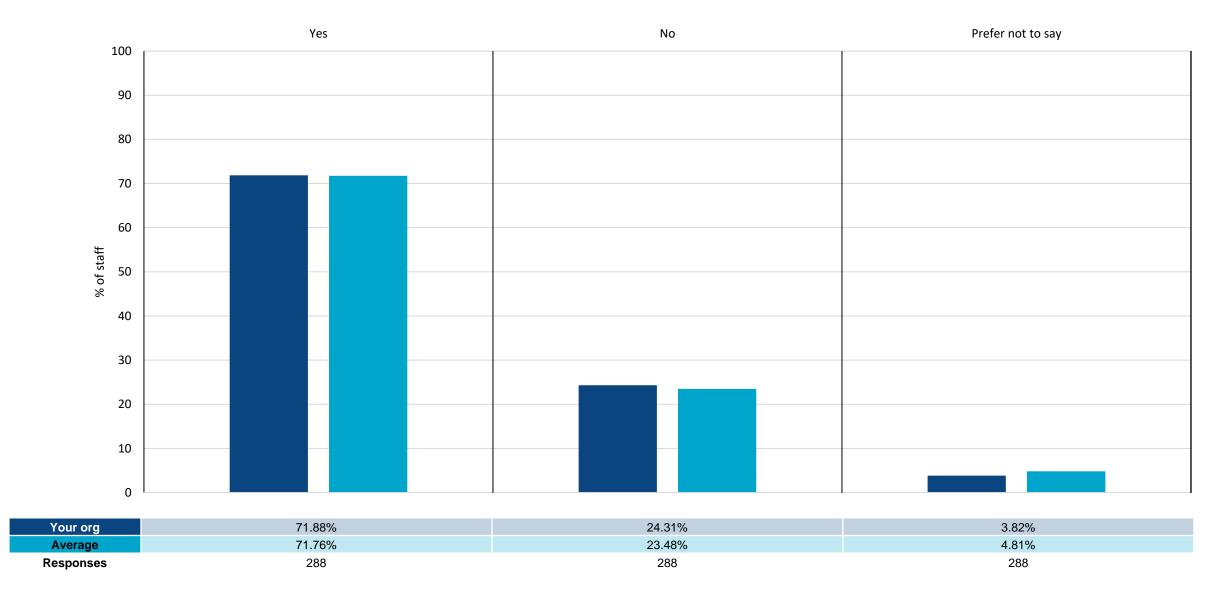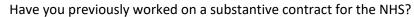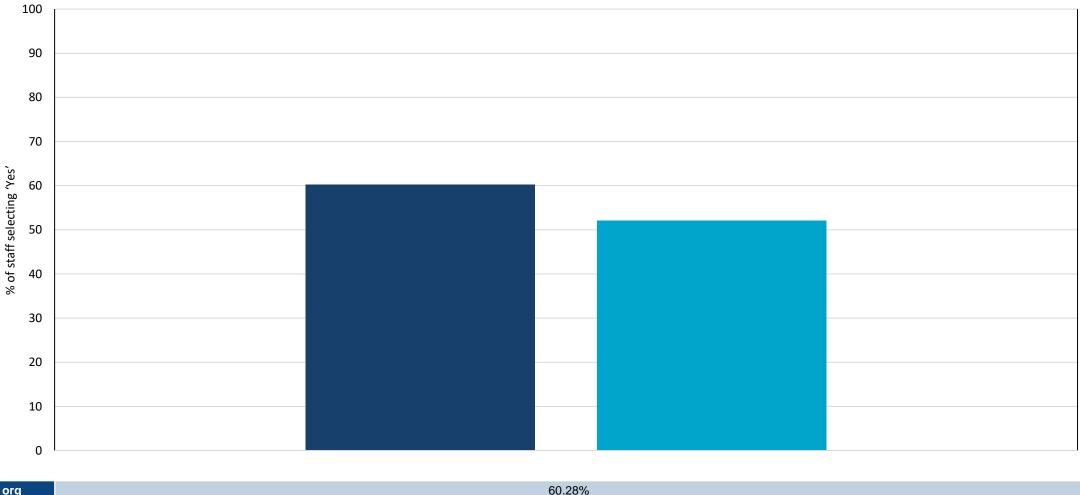
Have you previously worked on a substantive contract for the NHS?
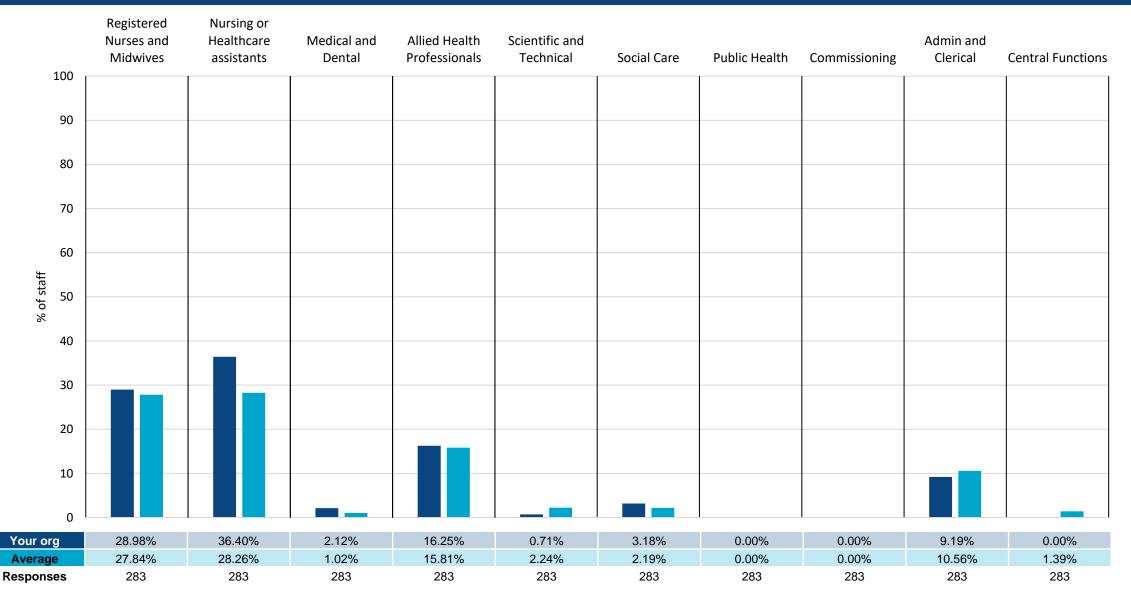
Your org		60.28%
Average		52.03%
Responses		287

	Registered Nurses and Midwives	Nursing or Healthcare assistants	Medical and Dental	Allied Health Professionals	Scientific and Technical	Social Care	Public Health	Commissioning	Admin and Clerical	Central Functions
Your org	28.98%	36.40%	2.12%	16.25%	0.71%	3.18%	0.00%	0.00%	9.19%	0.00%
Average	27.84%	28.26%	1.02%	15.81%	2.24%	2.19%	0.00%	0.00%	10.56%	1.39%
Responses	283	283	283	283	283	283	283	283	283	283

	Maintenance	General Management	Emergency Care Practitioners	Paramedics	Emergency Care Assistants	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service	Other
Your org	0.35%	0.71%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.12%
Average	1.18%	0.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.67%
Responses	283	283	283	283	283	283	283	283	283

Appendices

Appendix A: Response rate

Response rate

	2022	2023	2024
Your org	31.07%	16.68%	28.49%
Highest	-	34.28%	39.46%
Average	-	23.28%	22.49%
Lowest	-	7.73%	10.07%
Responses	307	176	290

* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

Appendix B: Significance testing 2023 vs 2024

Statistical significance helps quantify whether a result is likely due to chance or to some factor of interest. The table below presents the results of significance testing conducted on the theme scores calculated in both 2023 and 2024*. For more details, please see the Technical guide for bank only workers document.

People Promise elements	2023 score	2023 respondents	2024 score	2024 respondents	Statistically significant change?
We are compassionate and inclusive	7.06	173	6.96	286	Not significant
We are recognised and rewarded	5.90	175	6.04	286	Not significant
We each have a voice that counts	6.56	173	6.35	283	Not significant
We are safe and healthy	6.59	172	6.54	280	Not significant
We are always learning	6.15	175	6.13	282	Not significant
We work flexibly	6.45	172	6.67	283	Not significant
We are a team	6.55	173	6.43	283	Not significant
Themes					
Staff Engagement	6.83	175	6.71	286	Not significant
Morale	5.81	175	5.68	285	Not significant

Note: 2023 results for 'We are safe and healthy' have corrective weighting applied following an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

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

Appendix C: Tips on using your benchmark report

The following pages include tips on how to read, interpret and use the data in this report. **Suggestions are aimed at users who would like some guidance on how to understand the data** in this report. These are not the only way to analyse or use the data, but have been included to aid users.

Key points to note

The seven People Promise elements, the two themes and the sub-scores that feed into them cover key areas of staff experience and present results in these areas in a clear and consistent way. People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher result is more positive than a lower result. These results are created by scoring questions linked to these areas of experience and grouping these results together. Details of how the results are calculated can be found in the Technical guide for bank only workers document available on the Staff Survey website.

A key feature of the reports is that they currently **provide organisations with up to two years of trend data where available, but going forward, the number of years will be increased (up to 5 years) in line with the benchmarking reports for the NHS Staff Survey for substantive staff**. 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 only 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 are drawn solely between the current and previous year.

People Promise elements, themes and sub-scores are 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 areas of concern.

Note: 2023 results for People Promise element 4 ('We are safe and healthy'), two of its sub-scores ('Health and safety climate' and 'Negative experiences'), Q18a-d and Q19a-d have corrective weighting applied following an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

When analysing People Promise element and theme results, start with the **overview** page to quickly identify areas which are doing better or worse than benchmarking group results. When making these comparisons, users should note any differences between their organisation's occupation group profile and that of the benchmarking group as a whole. The profile of the bank workforce at each organisation may be different from the average for the benchmarking group, and any profile differences should be considered when interpreting these results (please refer to staff profile comparison slides included in the Organisation details section of this report).
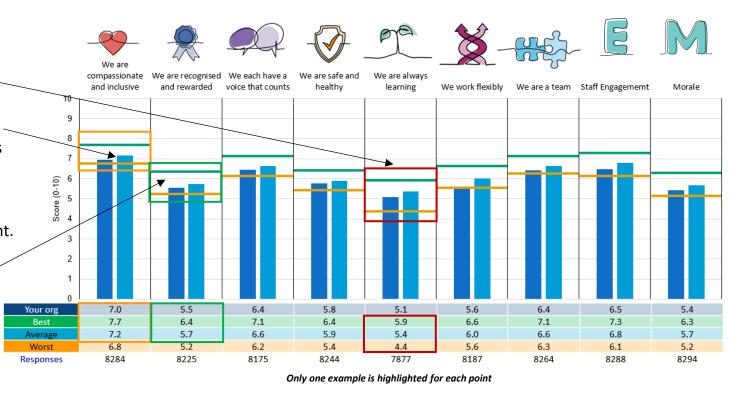
It is important to **consider each result within the range of its benchmarking group 'Best' and 'Worst' results**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another important point of reference.

Areas to improve

➤ Check where the 'Your org' column/value is lower than the benchmarking group 'Average' to quickly identify areas for improvement.
➤ Note the difference between the 'Your org' result and the benchmarking group 'Worst' result. The closer your organisation's result is to the worst result, the more concerning the result.
➤ Results where your organisation's result is only marginally better than the 'Average', but still 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 People Promise elements and themes which show a positive outcome for your organisation, where 'Your org' results are distinctly higher than the benchmarking group 'Average' result.
➤ Positive stories to report could be ones where your organisation approaches or matches the benchmarking group's 'Best' result.

	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagememt	Morale
Your org	7.0	5.5	6.4	5.8	5.1	5.6	6.4	6.5	5.4
Best	7.7	6.4	7.1	6.4	5.9	6.6	7.1	7.3	6.3
Average	7.2	5.7	6.6	5.9	5.4	6.0	6.6	6.8	5.7
Worst	6.8	5.2	6.2	5.4	4.4	5.6	6.3	6.1	5.2
Responses	8284	8225	8175	8244	7877	8187	8264	8288	8294

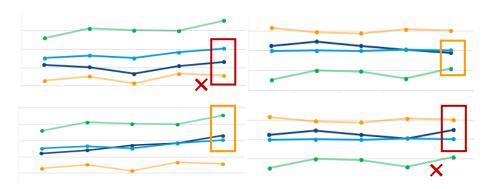*Only one example is highlighted for each point*

Review the sub-scores and questions feeding into the People Promise elements and themes

To understand which factors are driving your organisation's People Promise element and theme results, you should review the sub-scores and questions feeding into these results.

The **sub-score results** and the '**Question results**' section contain the sub-scores and questions contributing to each People Promise element and theme. By comparing 'Your org' results to the benchmarking group 'Average', 'Best' and 'Worst' results for each question, the **questions which are driving your organisation's People Promise element and theme results can be identified**.

For areas of experience where results need improvement, action plans can be formulated to **focus on the questions 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

Survey Coordination Centre

NHS

This benchmark report displays results for all questions in the questionnaire, including any available trend data. While this a key feature of the report, at first glance the amount of information contained on more than 140 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data.
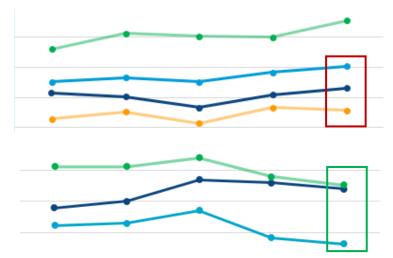
Identifying questions of interest

➢ **Pre-defined questions of interest – key questions for your organisation**

Most organisations will have questions which are 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 be assessed on the backdrop of benchmark and trend data.

➢ **Identifying questions of interest based on the results in this report**

The methods recommended to review your People Promise element and theme results can also be applied to pick out question level results of interest. However, **unlike People Promise elements, themes and sub-scores where a higher result 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 result, particularly questions where your organisation result is very close to the worst result.

➢ **When looking for positive outcomes:** search for results where your organisation is closest to the benchmarking group best result.

Appendix D: Additional reporting outputs

Appendix D: Additional reporting outputs

NHS

Below are links to other key reporting outputs that complement this report. A full list and more detailed explanation of the reporting outputs is included in the Technical guide for bank only workers document (see below).

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 guide for bank only workers document: Contains technical details about the NHS Staff Survey bank workers data, including: data cleaning, weighting, benchmarking, People Promise elements and questions in the survey.

Other reporting outputs

Online Dashboards: Interactive dashboards containing results for all trusts nationally, each participating organisation (local), and for each region and ICS. Results are shown with trend data and show the full breakdown of response options for each question.

National aggregate report for bank only workers document: Report containing the national results for the People Promise elements, themes and sub-scores.

National WRES and WDES tables: Contain unweighted national results for the Bank WRES and WDES indicators.