Survey Coordination Centre

NHS

Bradford Teaching Hospitals NHS Foundation Trust

2025 NHS Staff Survey for Bank Only Workers Benchmark Report

Contents

Survey Coordination Centre NHS

Introduction 3

Organisation details 10

People Promise element, theme and sub-score results 14

Overview 15
Sub-score overview 17
2025 results 21
We are compassionate and inclusive 22
We are recognised and rewarded 25
We each have a voice that counts 26
We are safe and healthy 28
We are always learning 30
We work flexibly 31
We are a team 32
Staff Engagement 34
Morale 36

People Promise element, theme and sub-score results – detailed information 38

We are compassionate and inclusive 38
We are recognised and rewarded 47
We each have a voice that counts 50
We are safe and healthy 56
We are always learning 68
We work flexibly 73
We are a team 75
Staff Engagement 80
Morale 84

Questions not linked to the People Promise elements or themes 93

Workforce Equality Standards 107

Workforce Race Equality Standards (WRES) 110
Workforce Disability Equality Standards (WDES) 116

About your respondents 122

Socio-economic background 139

Appendices 143

A – Response rate 144
B – Significance testing (2024 v 2025) People Promise and theme results 146
C – Tips on using your benchmark report 148
D – Socio-economic background 153
E – Additional reporting outputs 156

Survey Coordination Centre

NHS

Introduction

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.

Introduction

Survey Coordination Centre NHS

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 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

About this Report

Survey Coordination Centre NHS

Benchmarking comparisons

- This benchmark report for Bradford Teaching Hospitals NHS Foundation Trust contains organisation results for People Promise elements/themes, sub-scores, and questions. These results are presented in the context of best, average and worst results for similar organisations nationally where appropriate*.

- Unlike the main 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-51 are not benchmarked because these questions ask for demographic or factual information.

Comparing NHS Staff Survey results

- It is important to note the bank survey results are not directly comparable with the main 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 main NHS Staff Survey and are based on the services provided by the organisation.

How results are reported

Survey Coordination Centre NHS

People Promise elements/themes

- The questions in the NHS Staff Survey for bank only workers (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.

People Promise elements, themes and sub-scores

Survey Coordination Centre NHS

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

*Due to changes in the Q20 question wording in 2025, Q20 is not included in the score calculation for this theme or sub-score.

**Due to changes in the Q16b question wording in 2025, Q16b is not included in the score calculation for this theme or sub-score.

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

Report structure

Survey Coordination Centre NHS

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: 2025 results

This section provides your organisation's 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.

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 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 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**. It also includes the socio-economic background questions.

Appendices

Here you will find:

- Response rate.
- Significance testing of the People Promise element and theme results for 2024 vs 2025.
- Tips on action planning and interpreting results.
- Information about the socio-economic background questions.
- Additional reporting outputs.

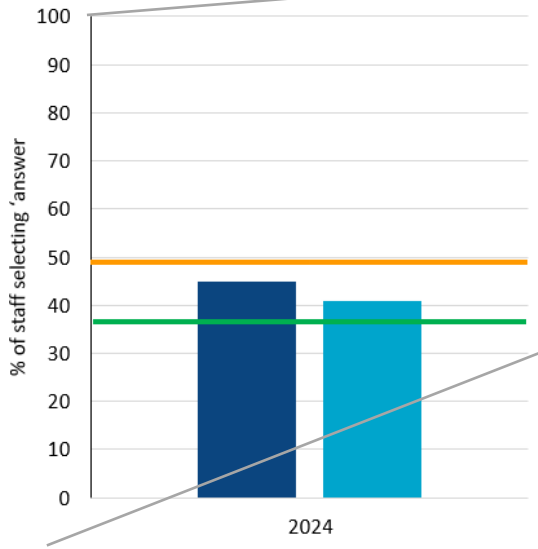
Using the report

Survey Coordination Centre NHS

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.



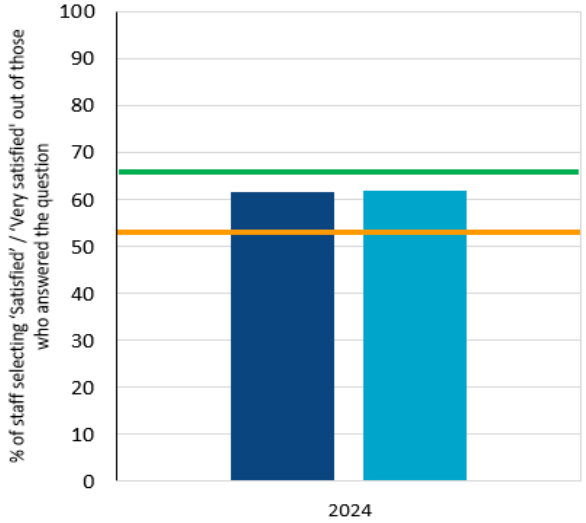
Your org	45.05%
Best result	36.66%
Average result	40.77%
Worst result	48.88%
Responses	258

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.**

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

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



Your org	61.50%
Best result	65.80%
Average result	61.69%
Worst result	52.94%
Responses	258

Number of responses for the organisation for the given question.

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

Survey Coordination Centre

NHS

Organisation details

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.

Organisation details

Survey Coordination Centre NHS

Bradford Teaching Hospitals NHS Foundation Trust

2025 NHS Staff Survey Bank only workers

Organisation details

Completed questionnaires	115
2025 response rate	13%

This organisation is benchmarked against:

Acute and Acute & Community Trusts

Survey details

Survey mode	Mixed

2025 benchmarking group details

Organisations in group: 87

Median response rate: 15%

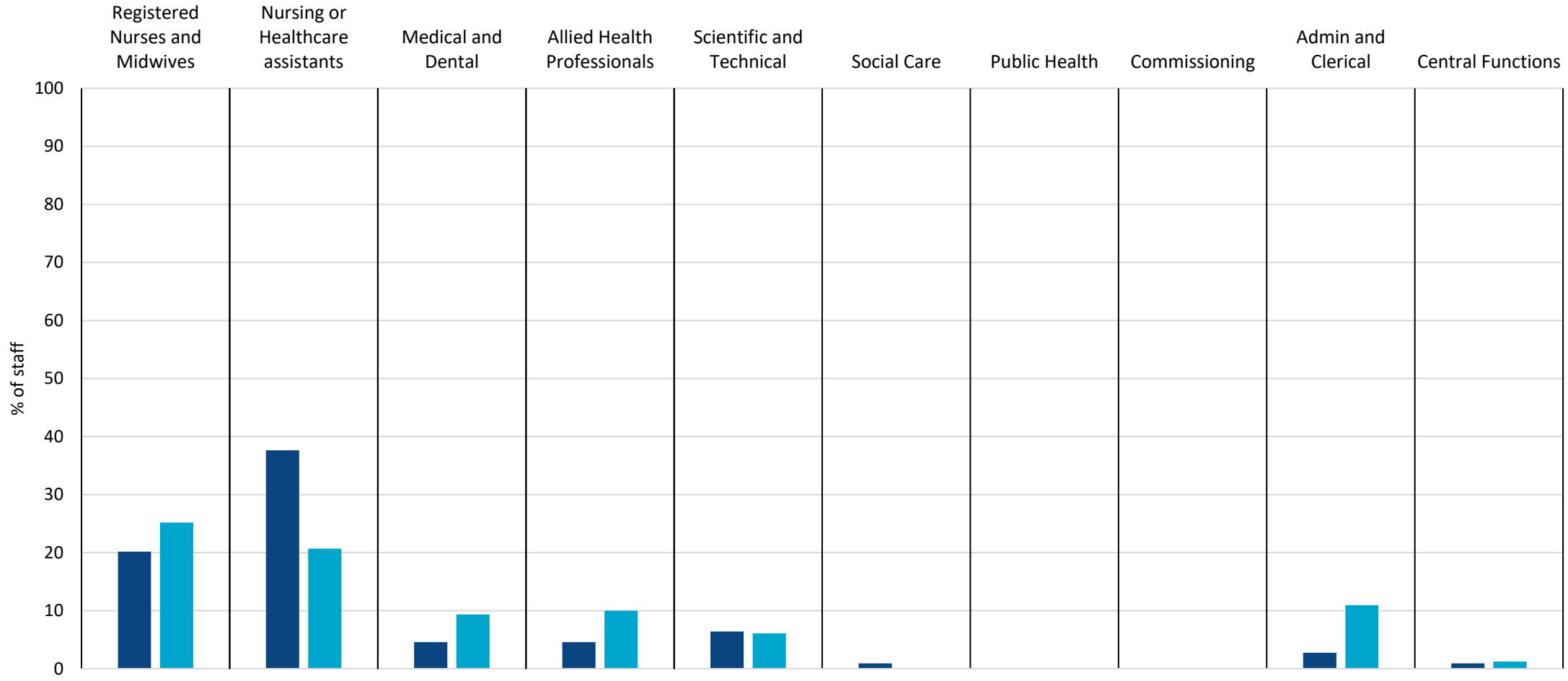
No. of completed questionnaires: 12291

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

Comparing staff profiles (1)

Survey Coordination Centre NHS

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.

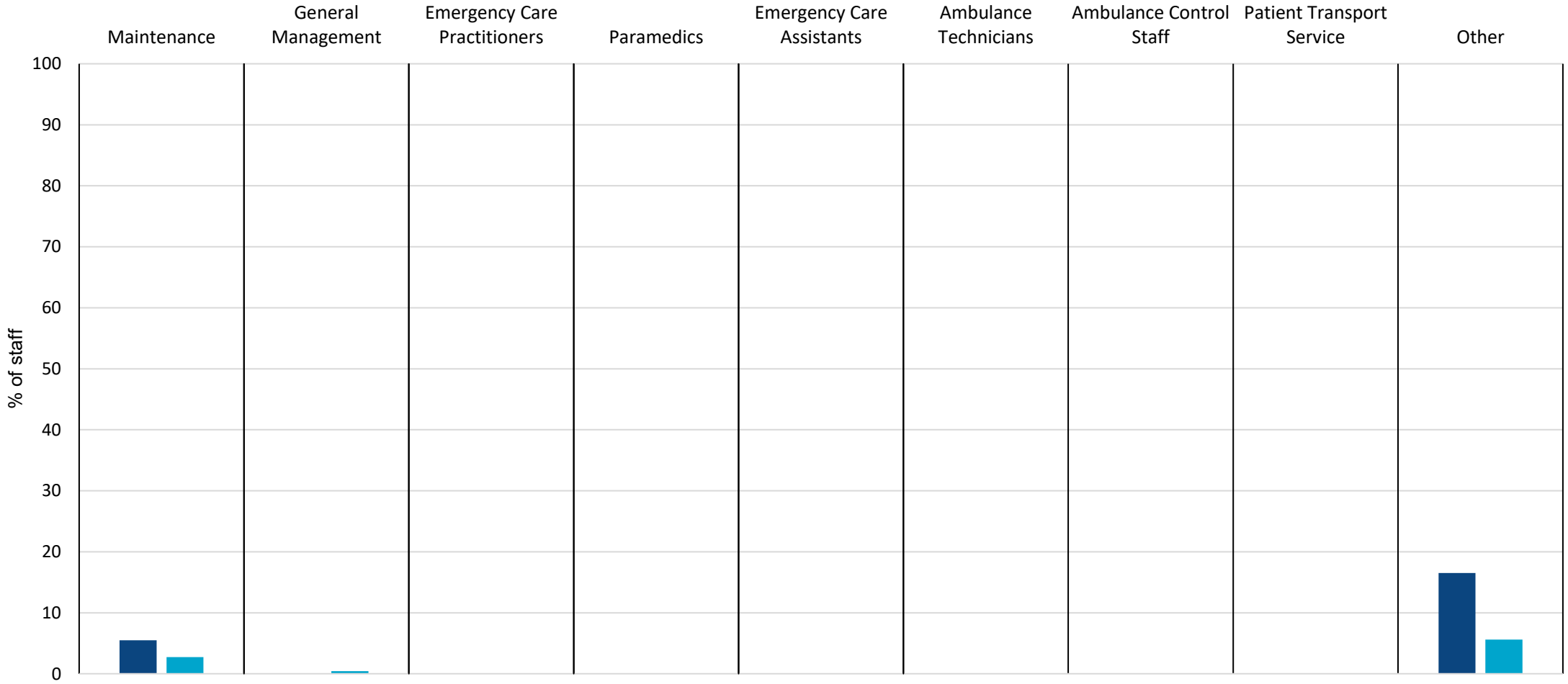


	Registered Nurses and Midwives	Nursing or Healthcare assistants	Medical and Dental	Allied Health Professionals	Scientific and Technical	Social Care	Public Health	Commissioning	Admin and Clerical	Central Functions
Your org	20.18%	37.61%	4.59%	4.59%	6.42%	0.92%	0.00%	0.00%	2.75%	0.92%
Average	25.17%	20.69%	9.37%	10.00%	6.09%	0.00%	0.00%	0.00%	10.96%	1.25%
Responses	109	109	109	109	109	109	109	109	109	109

Comparing staff profiles (2)

Survey Coordination Centre NHS

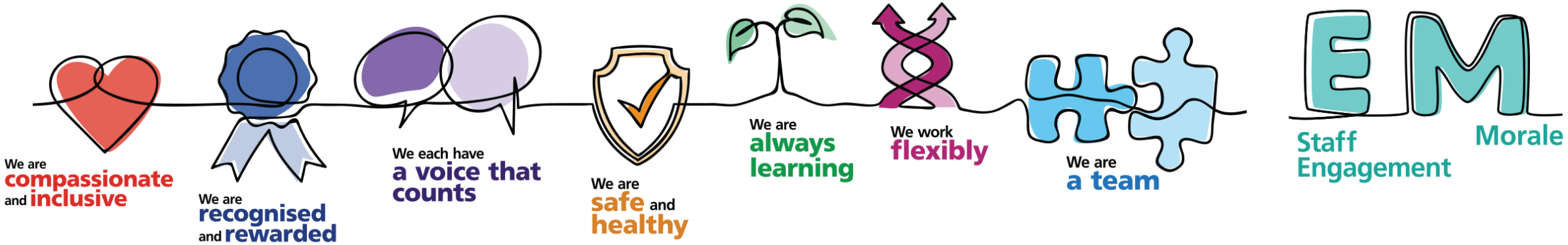
This chart compares the occupation group profile of your organisation with the average for the benchmarking group. When reviewing this report, you should bear in mind the potential impact of any differences between your organisation's occupation group profile and that of its benchmarking group.



	Maintenance	General Management	Emergency Care Practitioners	Paramedics	Emergency Care Assistants	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service	Other
Your org	5.50%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.51%
Average	2.72%	0.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	5.62%
Responses	109	109	109	109	109	109	109	109	109

Survey Coordination Centre

NHS



People Promise elements, themes and sub-score results

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.

Survey Coordination Centre

NHS

People Promise elements, themes and sub-scores: Overview

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.

People Promise elements and themes: Overview

Survey Coordination Centre NHS

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**.

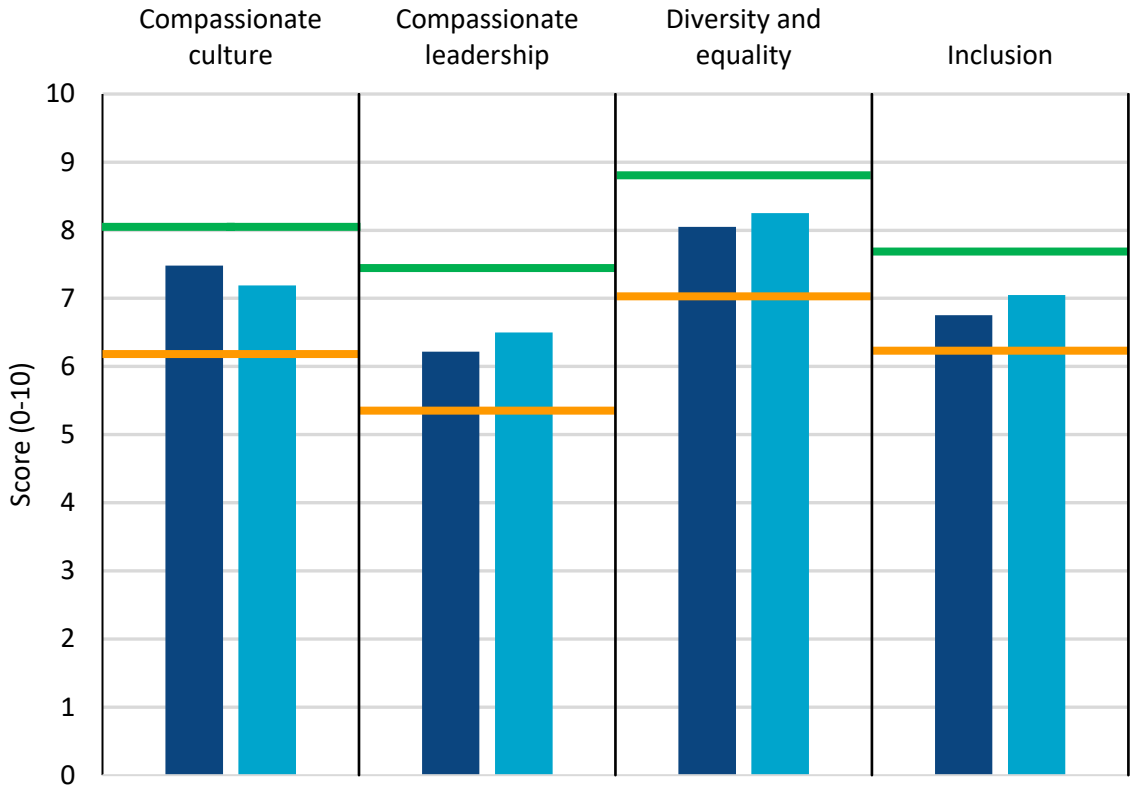
	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Your org	7.13	5.94	6.43	6.69	5.78	6.71	6.46	6.84	5.83
Best result	7.79	6.66	7.20	7.35	6.57	7.14	7.41	7.41	6.71
Average result	7.26	6.07	6.51	6.73	5.87	6.51	6.60	6.88	5.95
Worst result	6.38	5.06	5.69	5.96	5.20	5.72	5.83	6.05	5.10
Responses	114	115	113	113	115	113	113	113	114

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

Survey Coordination Centre NHS

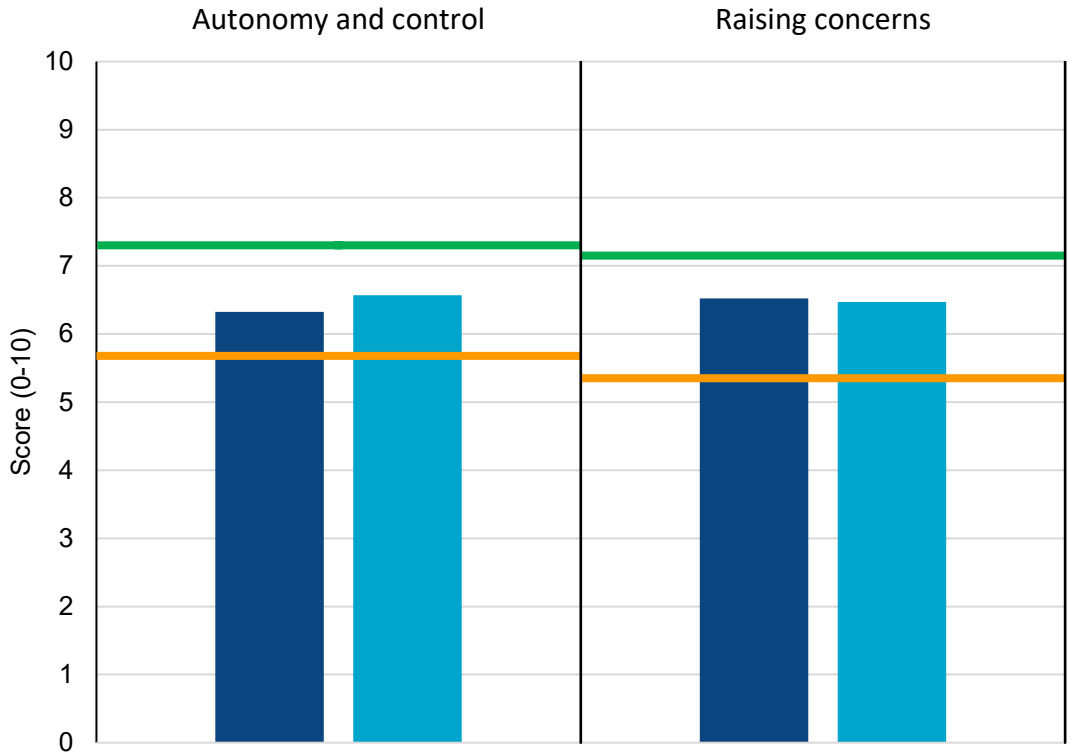
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 1: We are compassionate and inclusive



	Compassionate culture	Compassionate leadership	Diversity and equality	Inclusion
Your org	7.48	6.22	8.05	6.75
Best result	8.05	7.45	8.81	7.69
Average result	7.19	6.50	8.25	7.05
Worst result	6.18	5.35	7.03	6.23
Responses	115	114	114	114

Promise element 3: We each have a voice that counts



	Autonomy and control	Raising concerns
Your org	6.33	6.52
Best result	7.30	7.15
Average result	6.57	6.47
Worst result	5.68	5.35
Responses	113	114

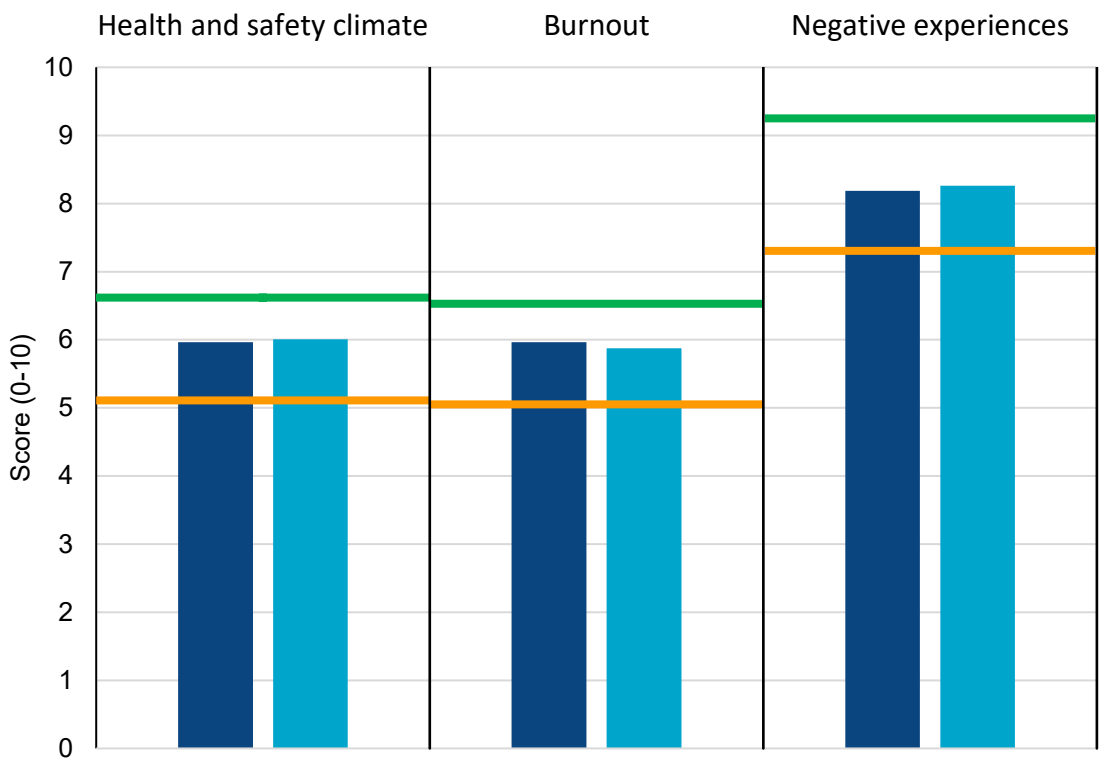
Note People Promise element 2 'We are recognised and rewarded' does not have any sub-scores. Overall score data for this element is reported on slide 16.

People Promise elements, themes and sub-scores: Sub-score overview

Survey Coordination Centre NHS

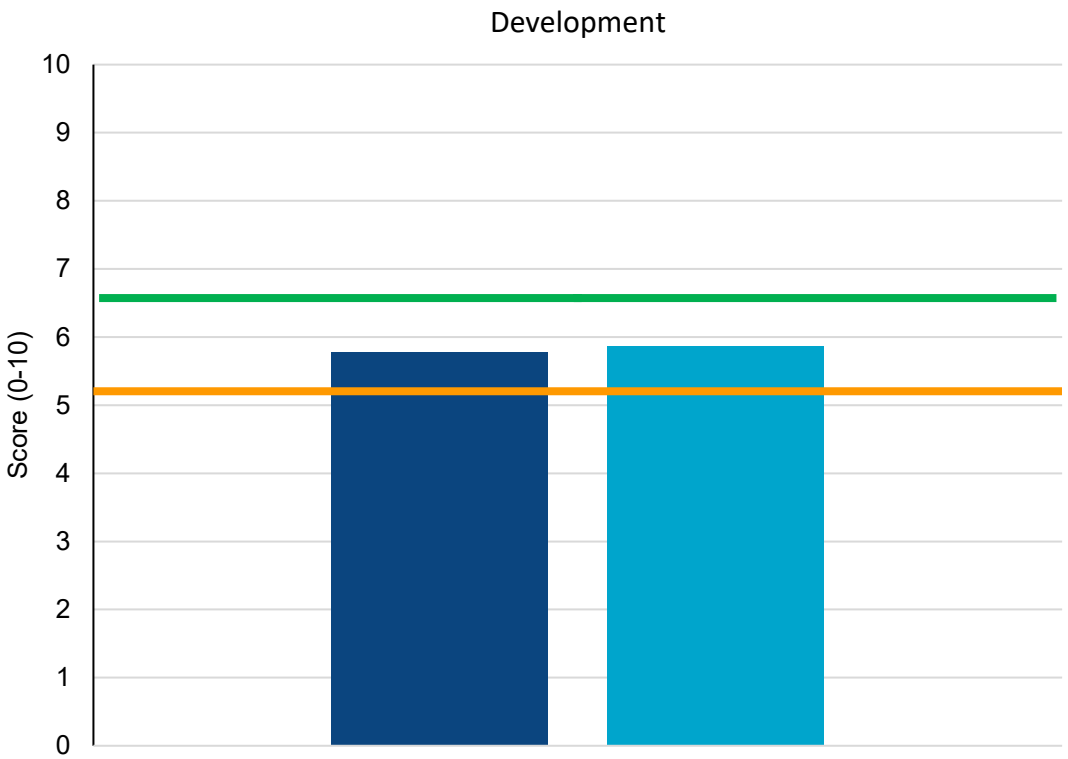
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 4: We are safe and healthy



	Health and safety climate	Burnout	Negative experiences
Your org	5.97	5.96	8.19
Best result	6.62	6.53	9.25
Average result	6.01	5.88	8.26
Worst result	5.11	5.05	7.30
Responses	113	115	115

Promise element 5: We are always learning



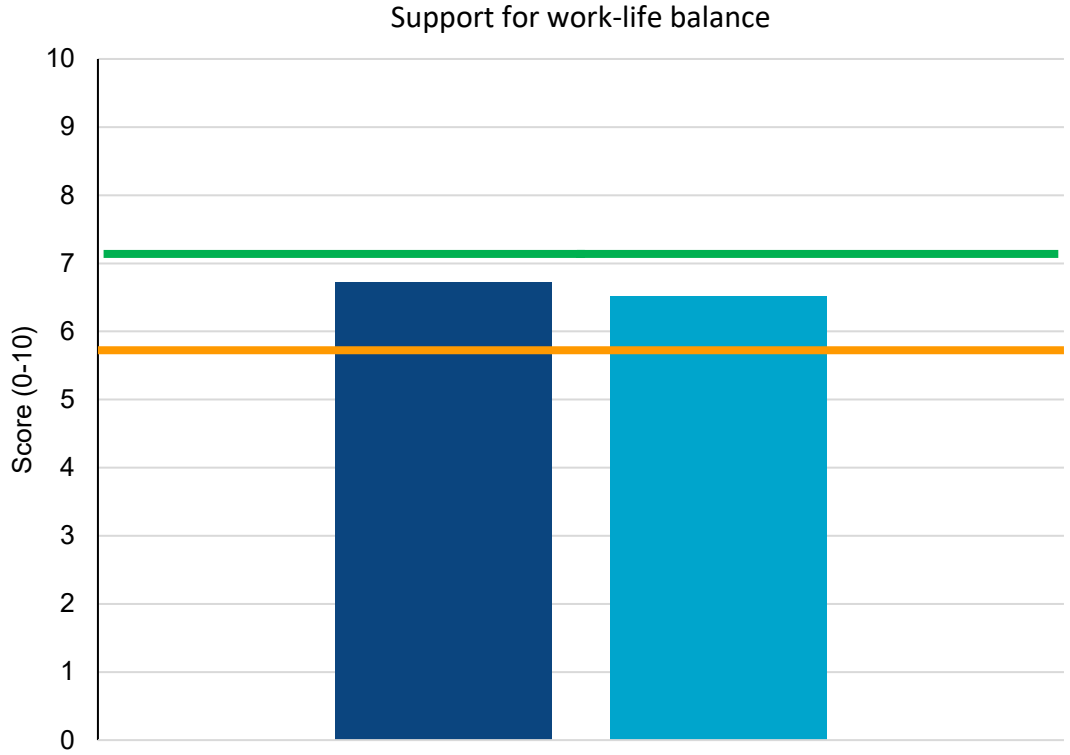
	Development
Your org	5.78
Best result	6.57
Average result	5.87
Worst result	5.20
Responses	115

People Promise elements, themes and sub-scores: Sub-score overview

Survey Coordination Centre NHS

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



Your org	6.71
Best result	7.14
Average result	6.51
Worst result	5.72
Responses	113

Promise element 7: We are a team

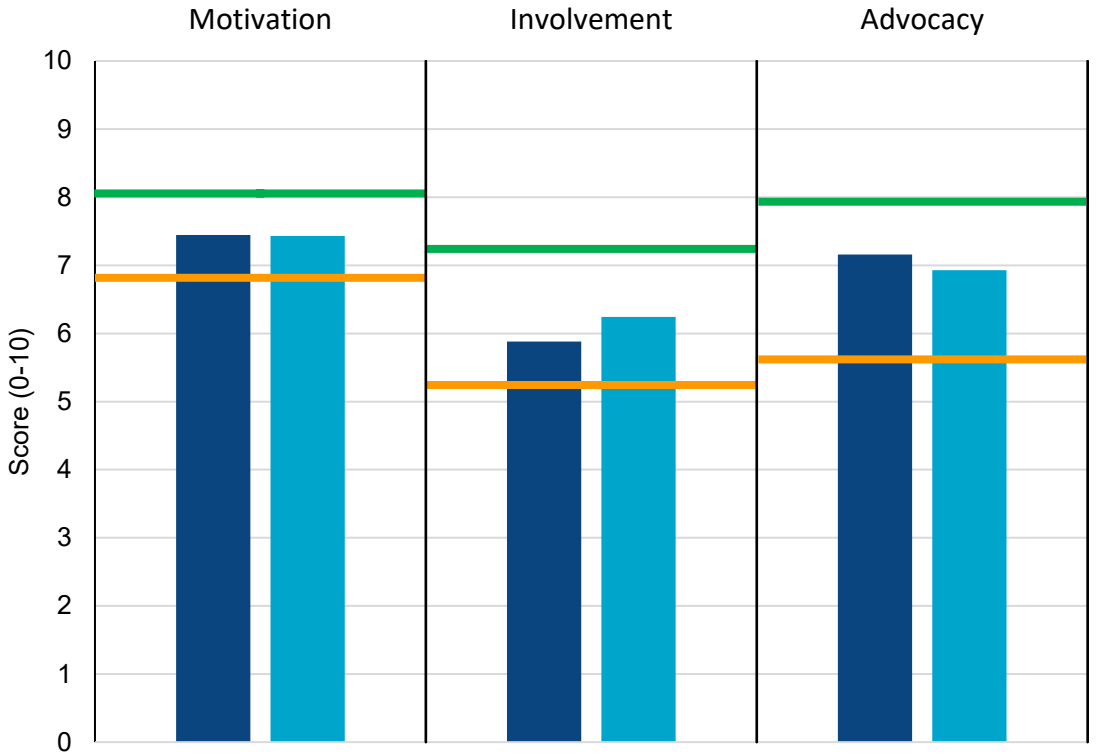
Your org	6.88	6.05
Best result	7.67	7.29
Average result	7.03	6.19
Worst result	6.38	5.15
Responses	114	113

People Promise elements, themes and sub-scores: Sub-score overview

Survey Coordination Centre NHS

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	Involvement	Advocacy
Your org	7.45	5.88	7.16
Best result	8.06	7.24	7.93
Average result	7.43	6.24	6.93
Worst result	6.82	5.24	5.62
Responses	104	113	115

Theme: Morale

	Future intentions	Work pressure	Stressors
Your org	5.35	6.04	6.11
Best result	6.93	6.77	6.97
Average result	5.46	6.04	6.38
Worst result	4.67	4.90	5.71
Responses	107	113	113

Survey Coordination Centre

NHS

People Promise elements, themes and sub-scores: 2025 results

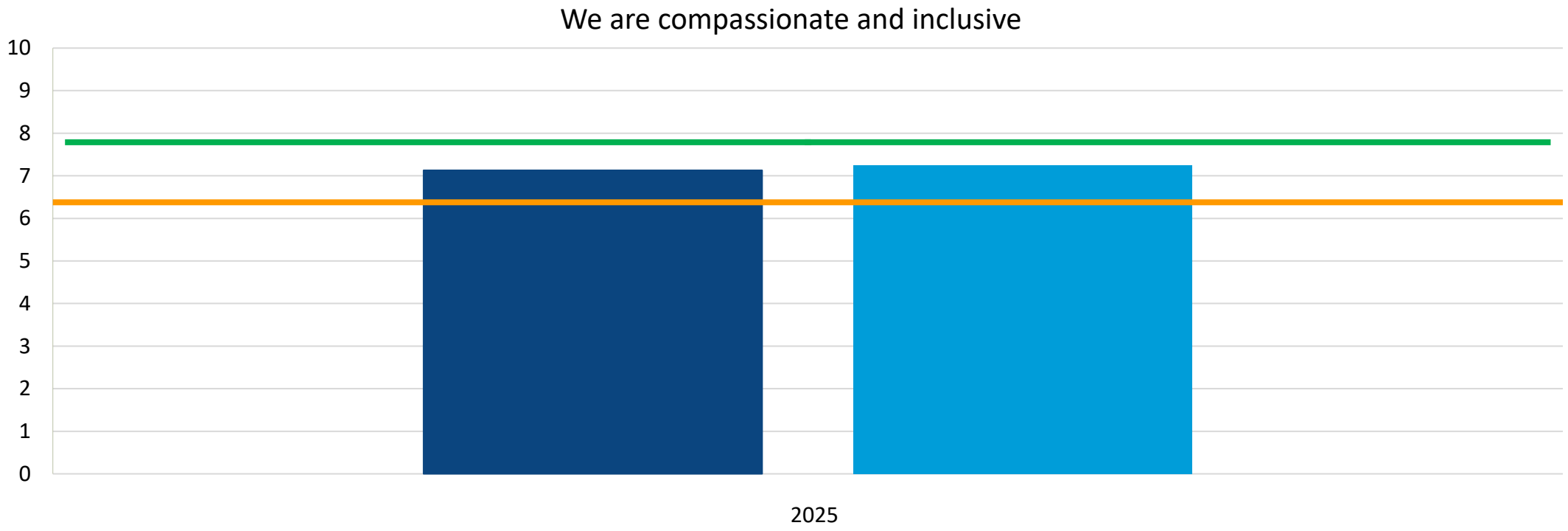
Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

People Promise elements and themes

Survey Coordination Centre NHS

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



	2025
Your org	7.13
Best result	7.79
Average result	7.26
Worst result	6.38
Responses	114

Note: Due to changes in the Q20 question wording in 2025, reported results for 'We are compassionate and inclusive' no longer include Q20. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

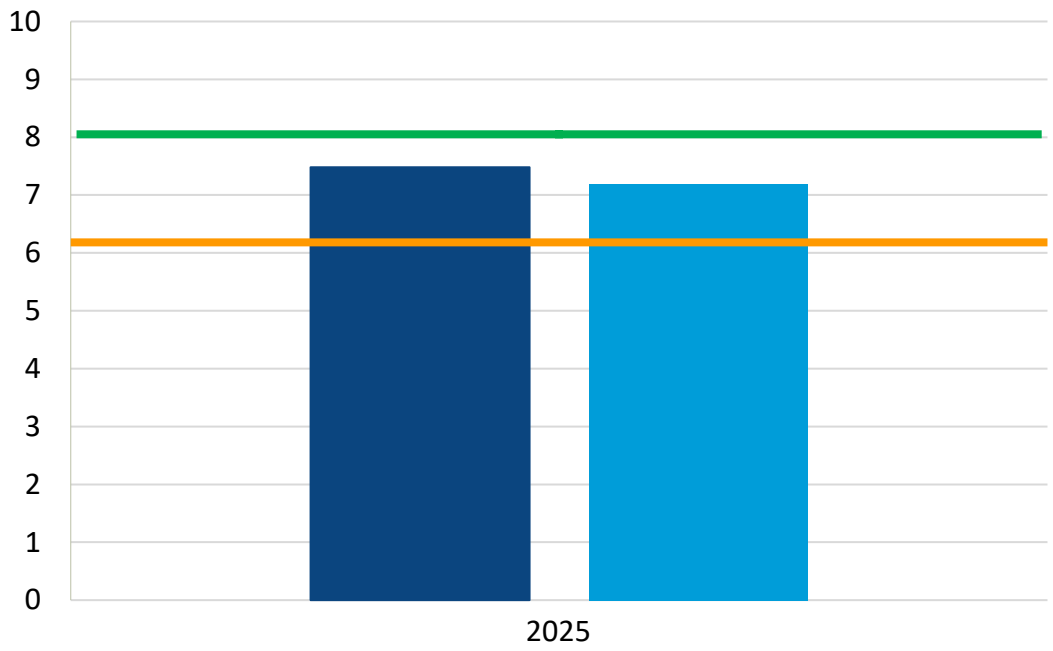
People Promise elements, themes and sub-scores: Sub-score

Survey Coordination Centre NHS

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**.

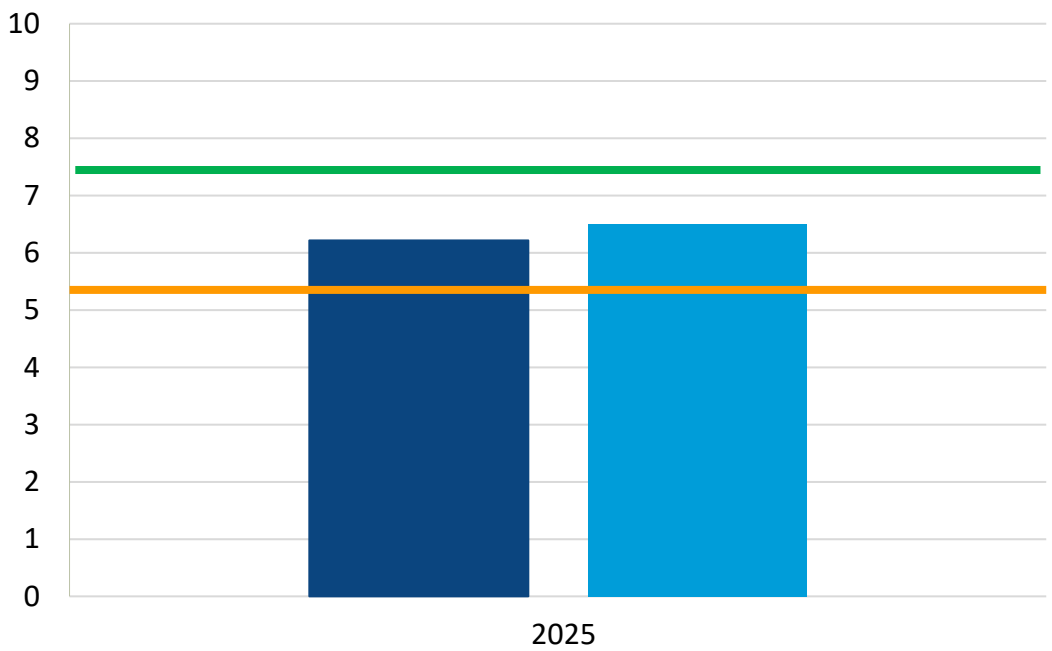
Promise element 1: We are compassionate and inclusive (1)

Compassionate culture



Your org	7.48
Best result	8.05
Average result	7.19
Worst result	6.18
Responses	115

Compassionate leadership



Your org	6.22
Best result	7.45
Average result	6.50
Worst result	5.35
Responses	114

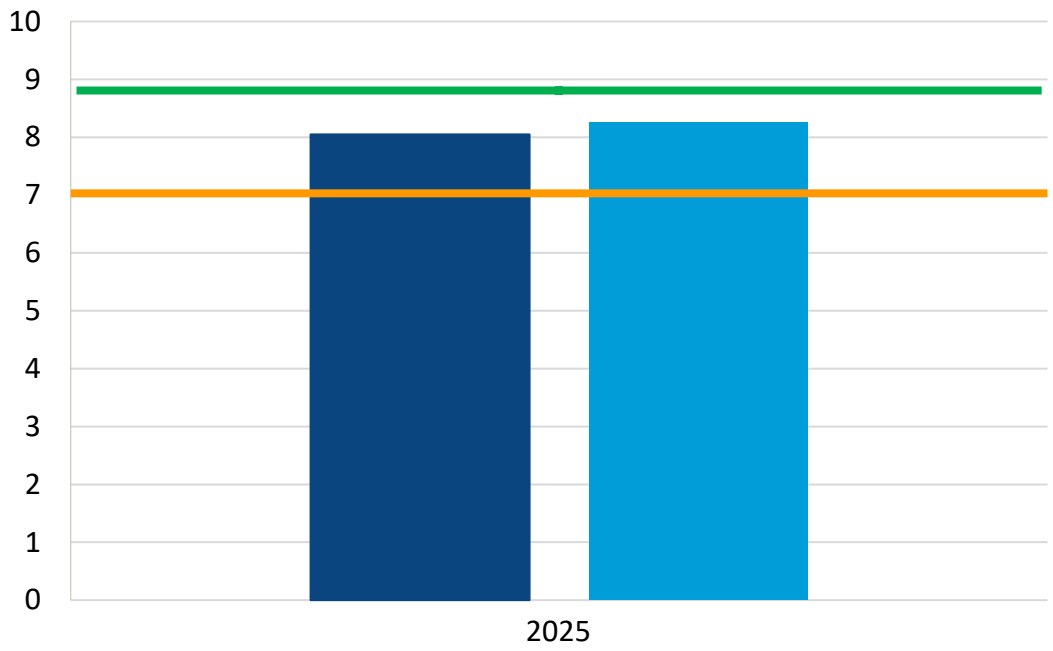
People Promise elements, themes and sub-scores: Sub-score

Survey Coordination Centre NHS

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**.

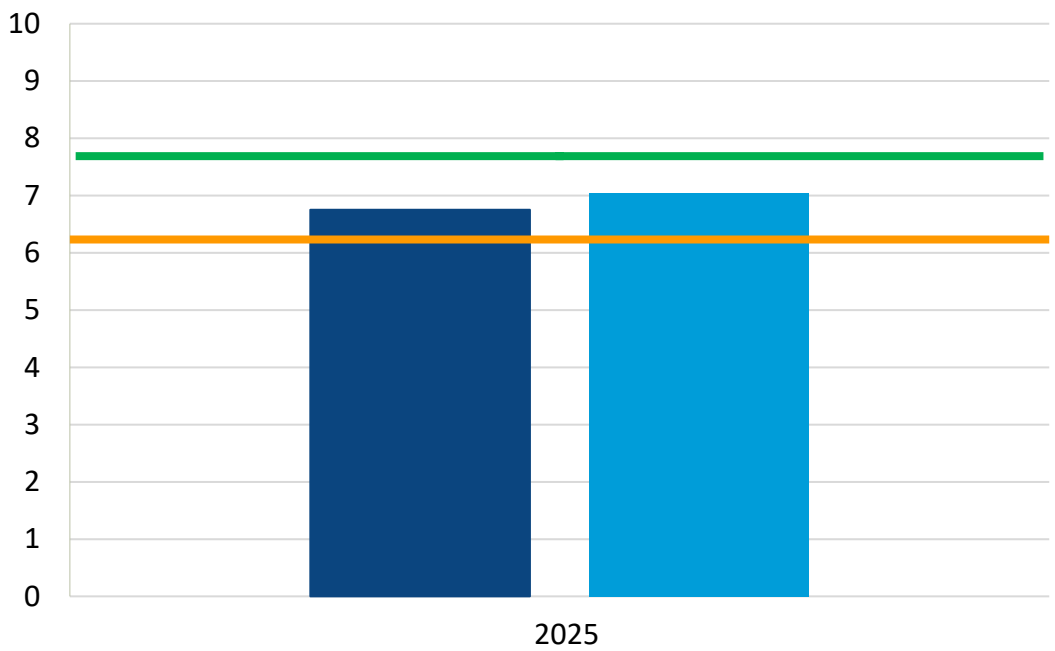
Promise element 1: We are compassionate and inclusive (2)

Diversity and equality



Your org	8.05
Best result	8.81
Average result	8.25
Worst result	7.03
Responses	114

Inclusion



Your org	6.75
Best result	7.69
Average result	7.05
Worst result	6.23
Responses	114

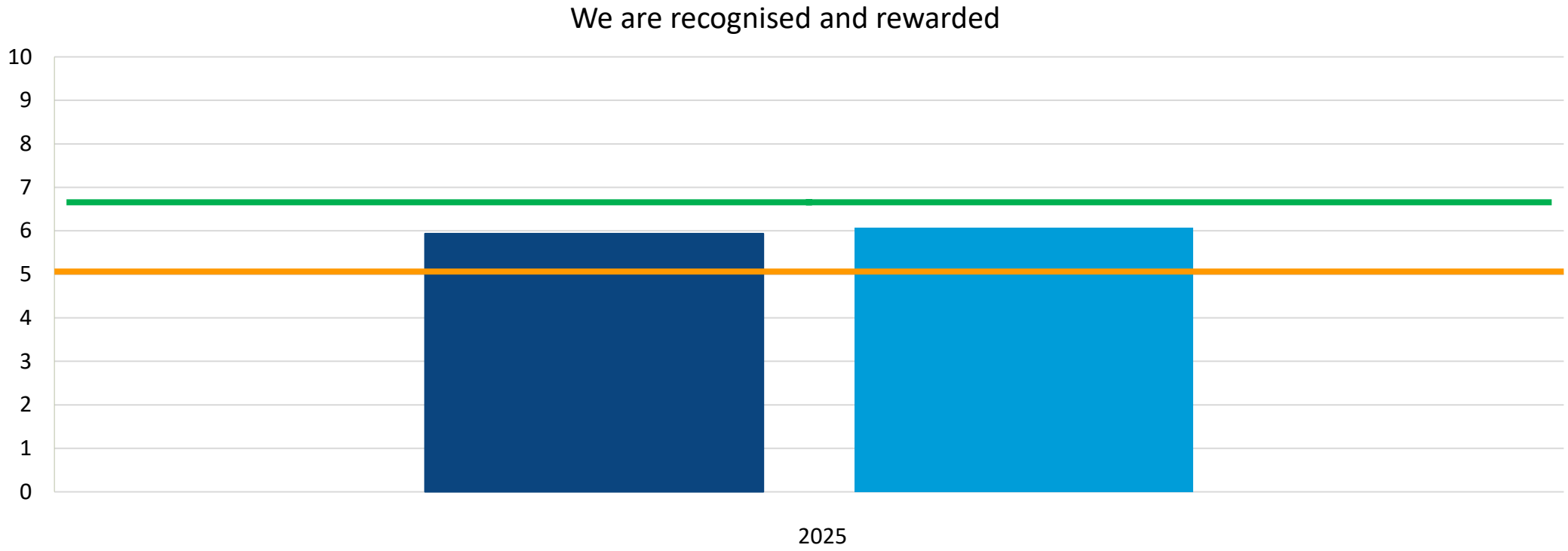
Due to changes in the Q20 question wording in 2025, reported results for 'Diversity and equality' no longer includes Q20. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

People Promise elements and themes

Survey Coordination Centre NHS

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



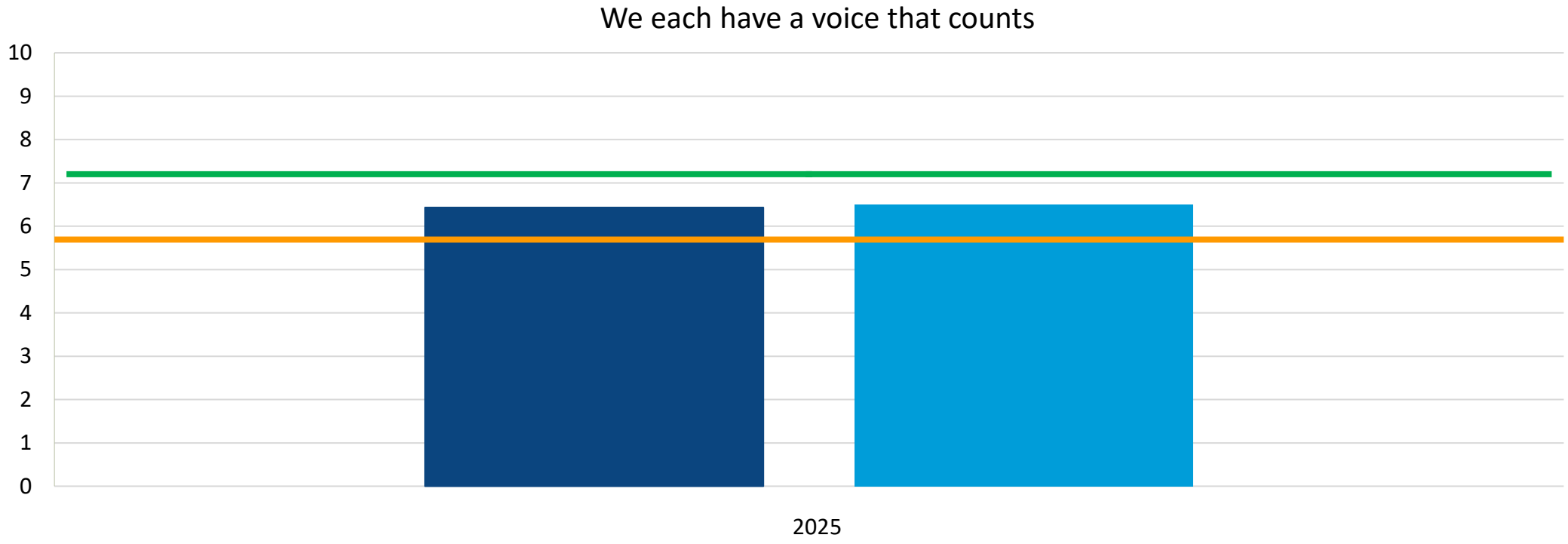
	2025
Your org	5.94
Best result	6.66
Average result	6.07
Worst result	5.06
Responses	115

People Promise elements and themes

Survey Coordination Centre NHS

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



	2025
Your org	6.43
Best result	7.20
Average result	6.51
Worst result	5.69
Responses	113

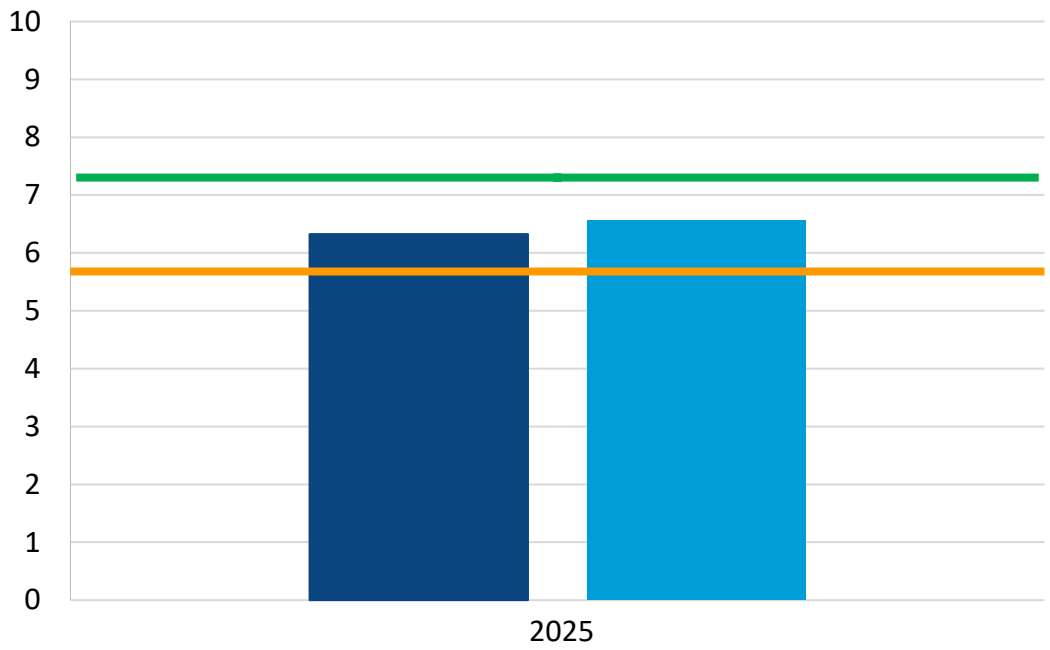
People Promise elements, themes and sub-scores: Sub-score

Survey Coordination Centre NHS

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**.

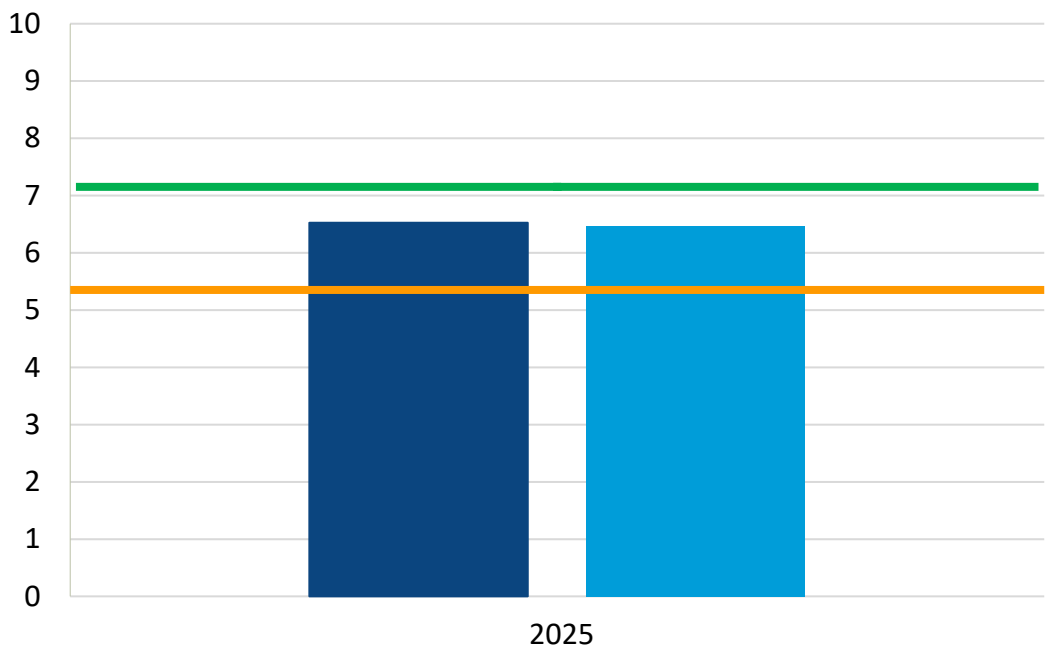
Promise element 3: We each have a voice that counts

Autonomy and control



Your org	6.33
Best result	7.30
Average result	6.57
Worst result	5.68
Responses	113

Raising concerns



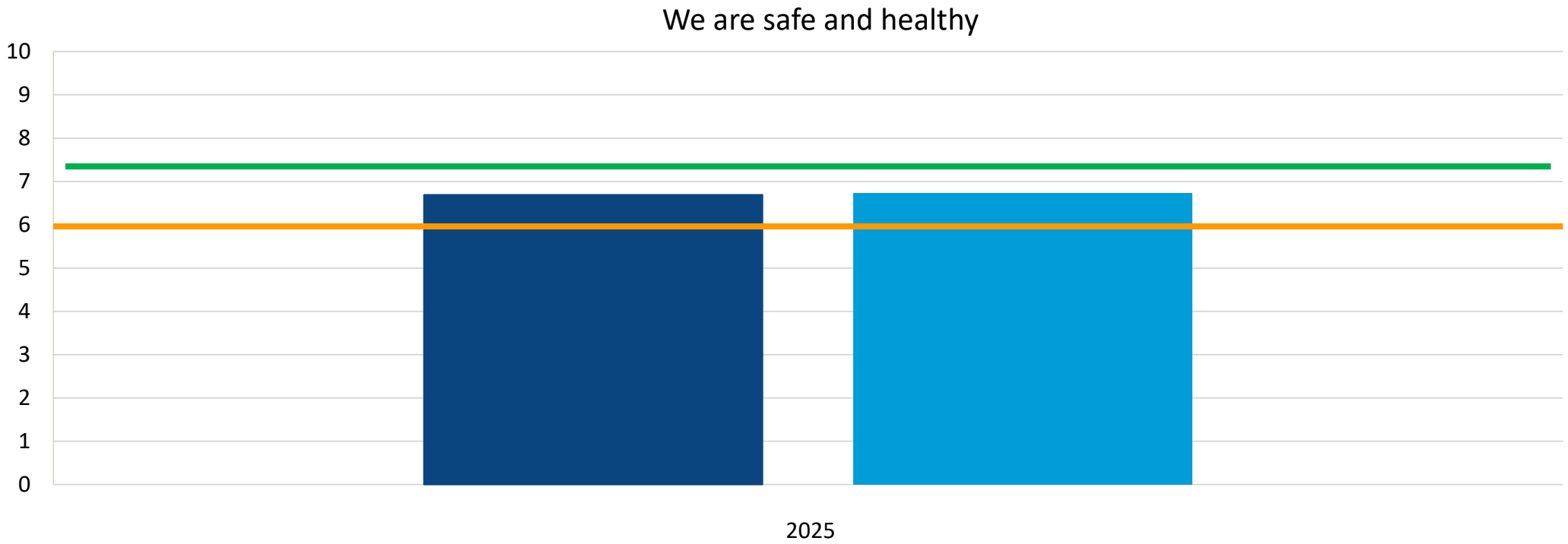
Your org	6.52
Best result	7.15
Average result	6.47
Worst result	5.35
Responses	114

People Promise elements and themes

Survey Coordination Centre NHS

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



	2025
Your org	6.69
Best result	7.35
Average result	6.73
Worst result	5.96
Responses	113

Note: Due to changes in the Q16b question wording in 2025, reported results for 'We are safe and healthy' no longer include Q16b. Please see the *Technical Guide* at https://www.nhsstaffsurveys.com/survey-documents/ for more details.

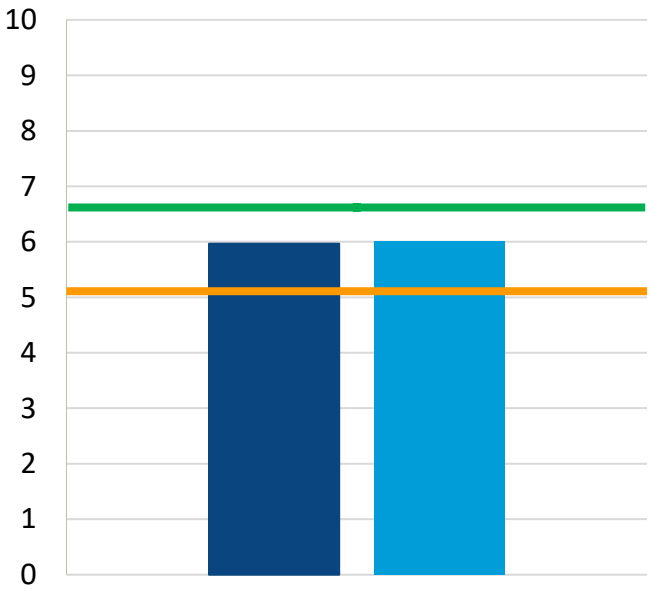
People Promise elements, themes and sub-scores: Sub-score

Survey Coordination Centre NHS

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**.

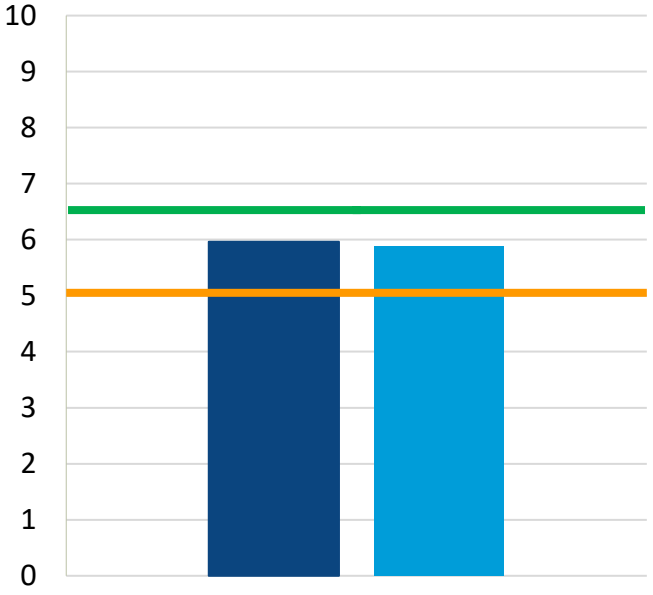
Promise element 4: We are safe and healthy

Health and safety climate



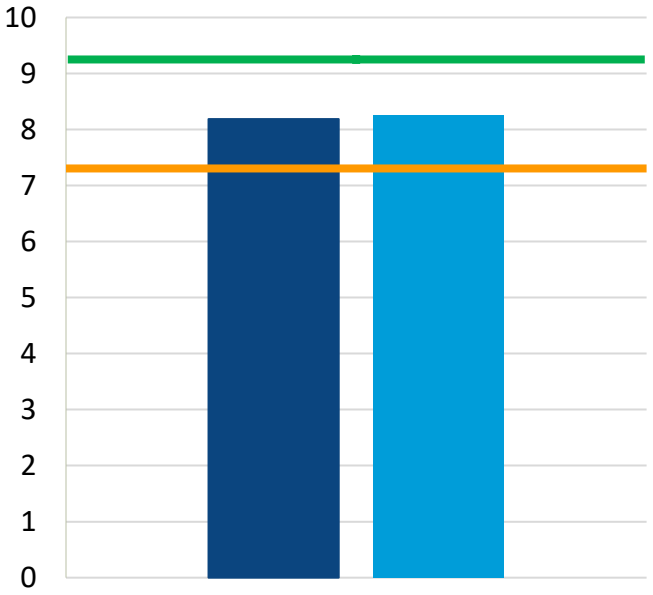
	2025
Your org	5.97
Best result	6.62
Average result	6.01
Worst result	5.11
Responses	113

Burnout



	2025
Your org	5.96
Best result	6.53
Average result	5.88
Worst result	5.05
Responses	115

Negative experiences



	2025
Your org	8.19
Best result	9.25
Average result	8.26
Worst result	7.30
Responses	115

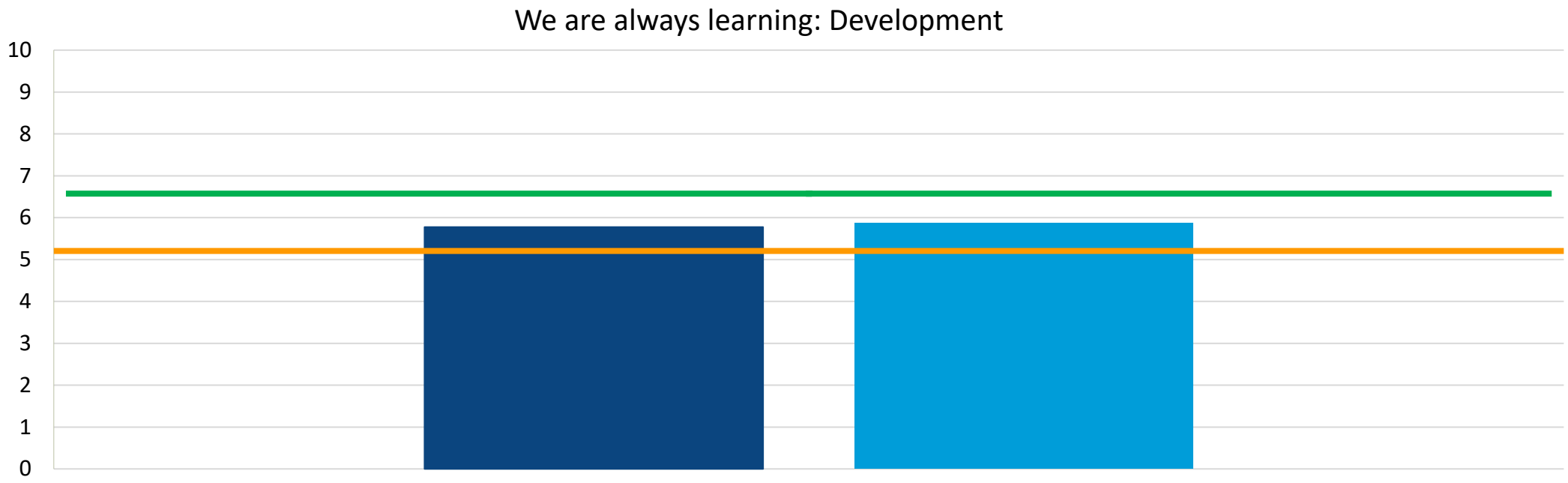
Note: Due to changes in the Q16b question wording in 2025, reported results for 'Negative experiences' no longer include Q16b. Please see the *Technical Guide* at https://www.nhsstaffsurveys.com/survey-documents/ for more details.

People Promise elements and themes

Survey Coordination Centre NHS

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*



	2025
Your org	5.78
Best result	6.57
Average result	5.87
Worst result	5.20
Responses	115

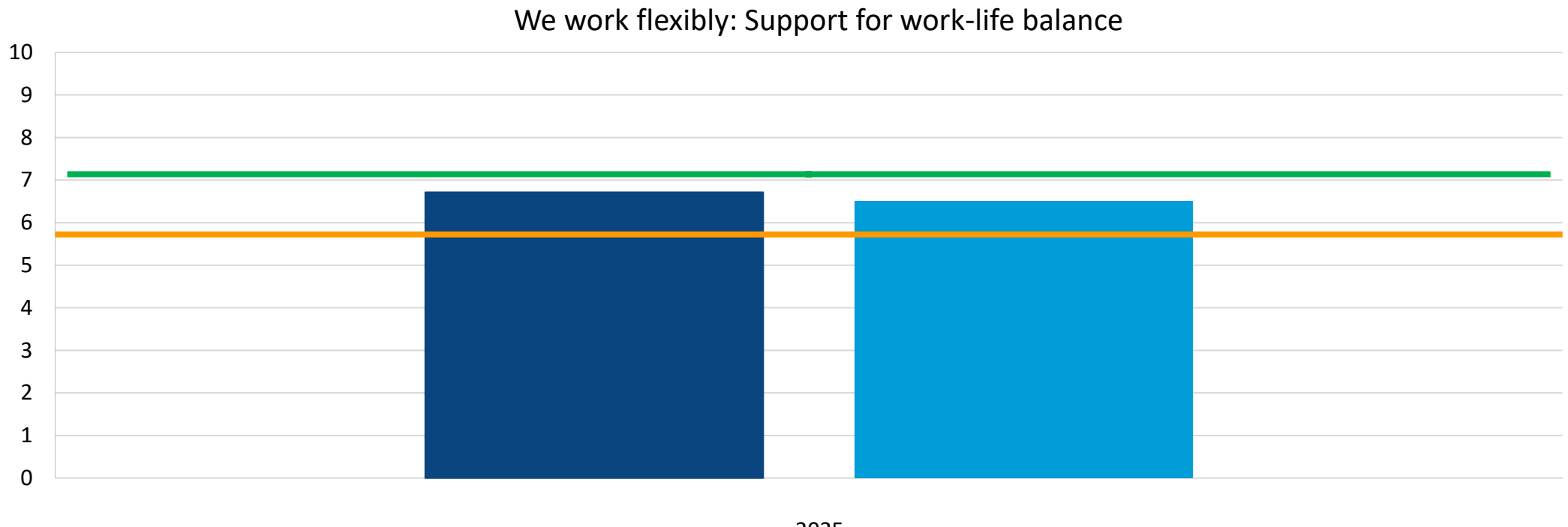
* The above chart displays both the score for 'We are always learning' and its sub-score for 'Development'.

People Promise elements, themes and sub-scores: Sub-score

Survey Coordination Centre NHS

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*



	2025
Your org	6.71
Best result	7.14
Average result	6.51
Worst result	5.72
Responses	113

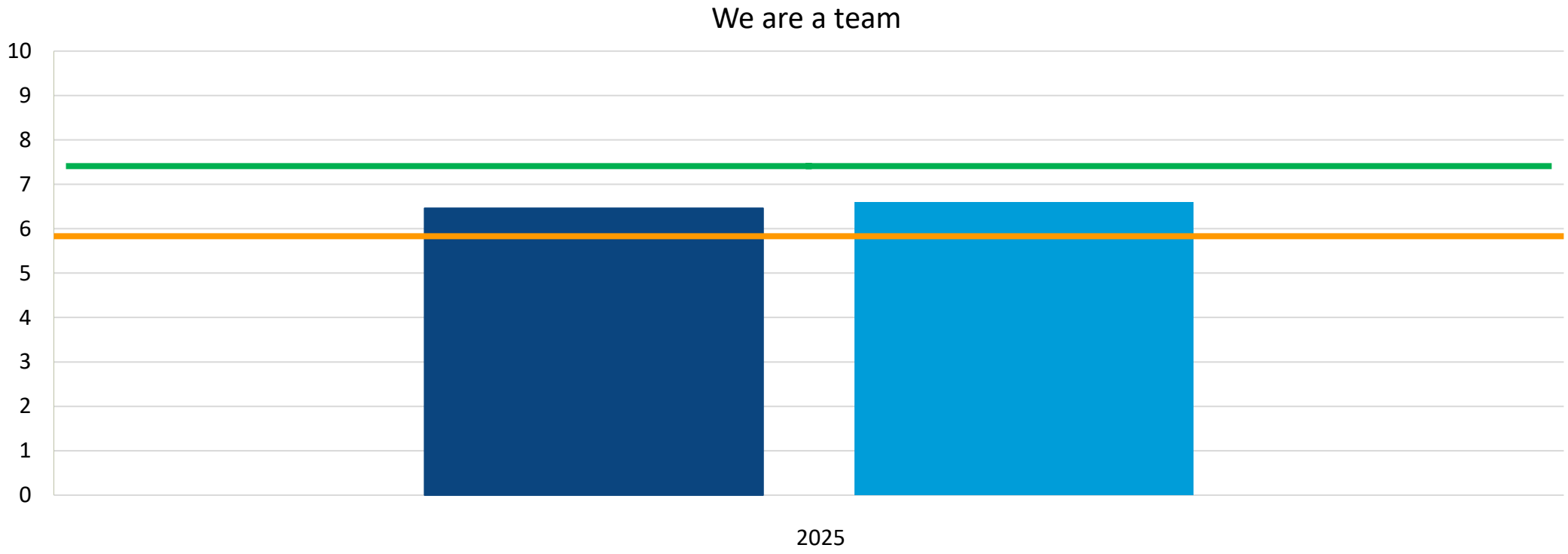
* This chart displays both the score for 'We work flexibly' and its sub-score for 'Support for work-life balance'.

People Promise elements and themes

Survey Coordination Centre NHS

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



	2025
Your org	6.46
Best result	7.41
Average result	6.60
Worst result	5.83
Responses	113

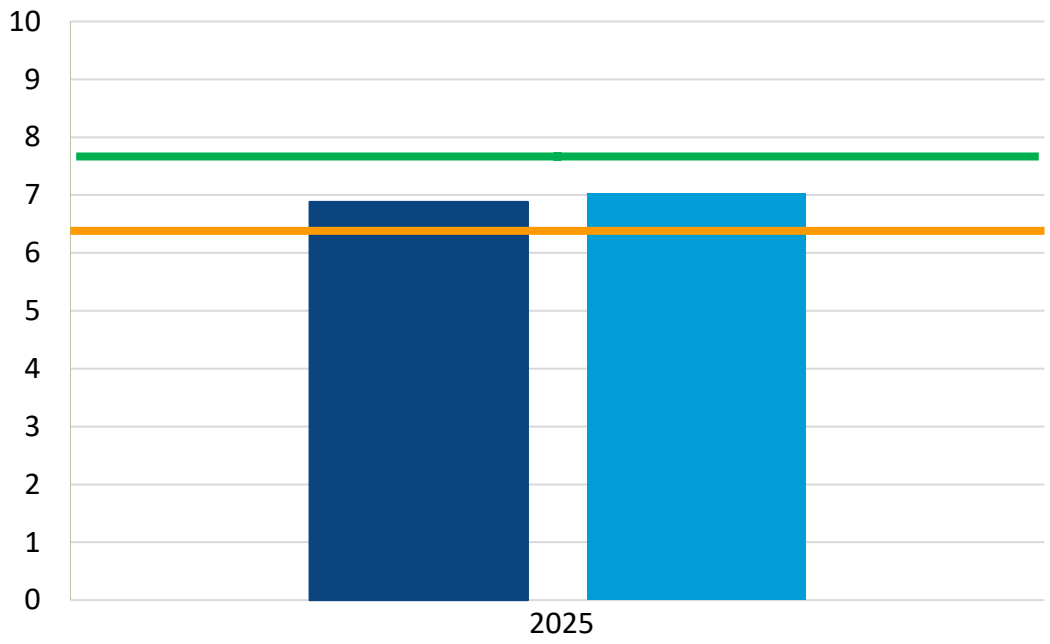
People Promise elements, themes and sub-scores: Sub-score

Survey Coordination Centre NHS

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**.

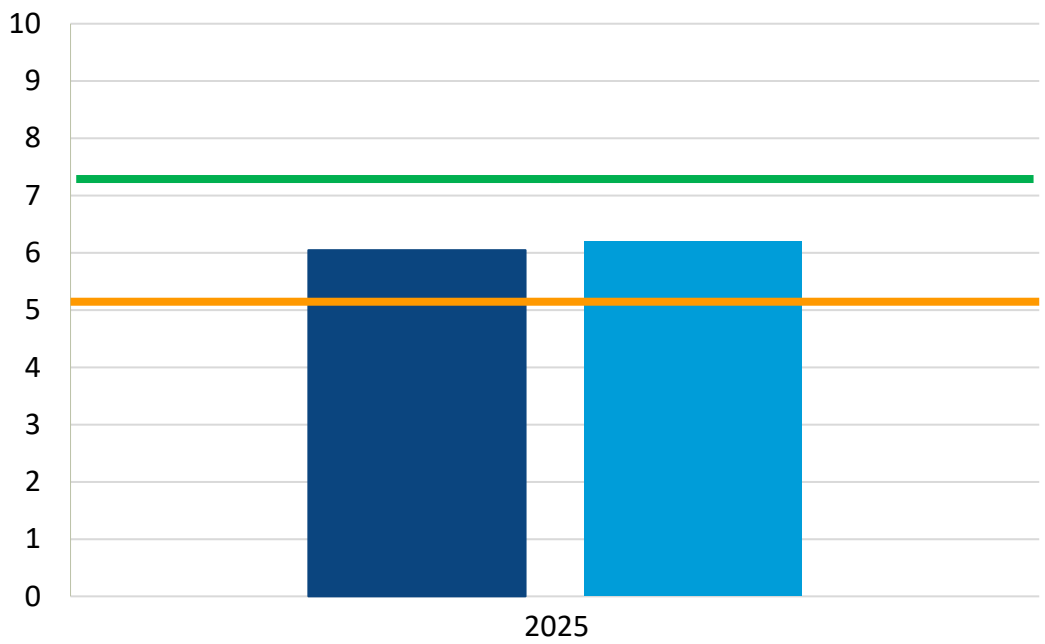
Promise element 7: We are a team

Team working



Your org	6.88
Best result	7.67
Average result	7.03
Worst result	6.38
Responses	114

Line management



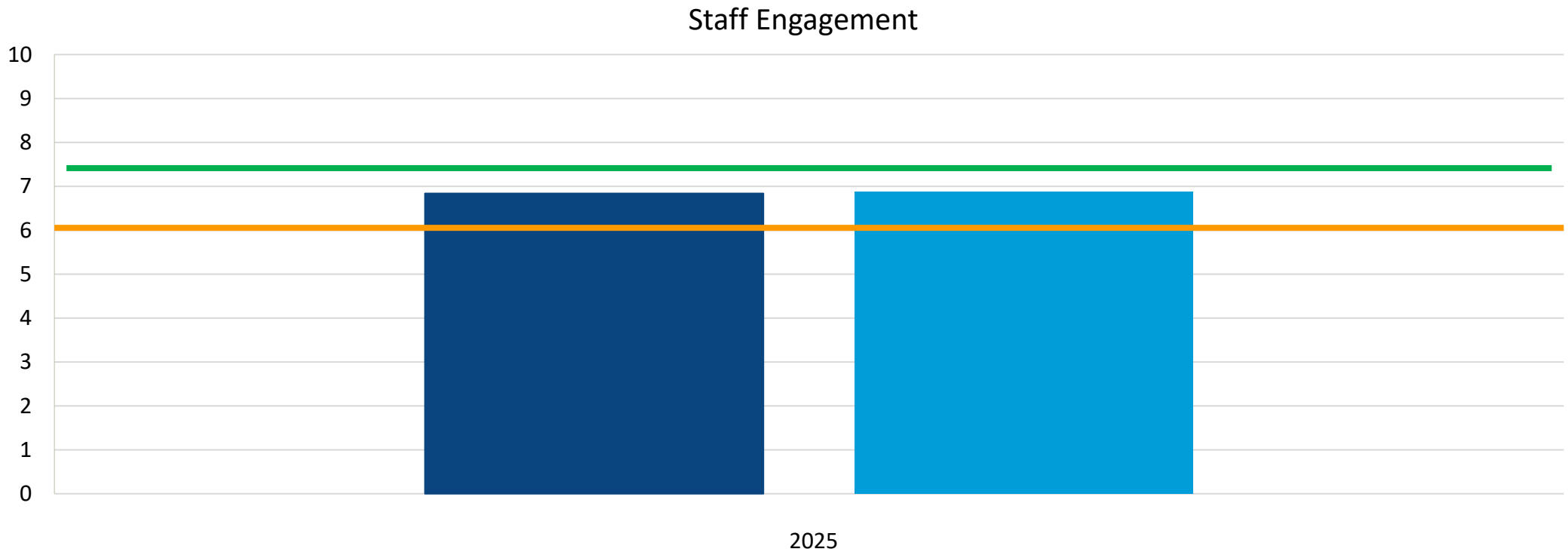
Your org	6.05
Best result	7.29
Average result	6.19
Worst result	5.15
Responses	113

People Promise elements and themes

Survey Coordination Centre NHS

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



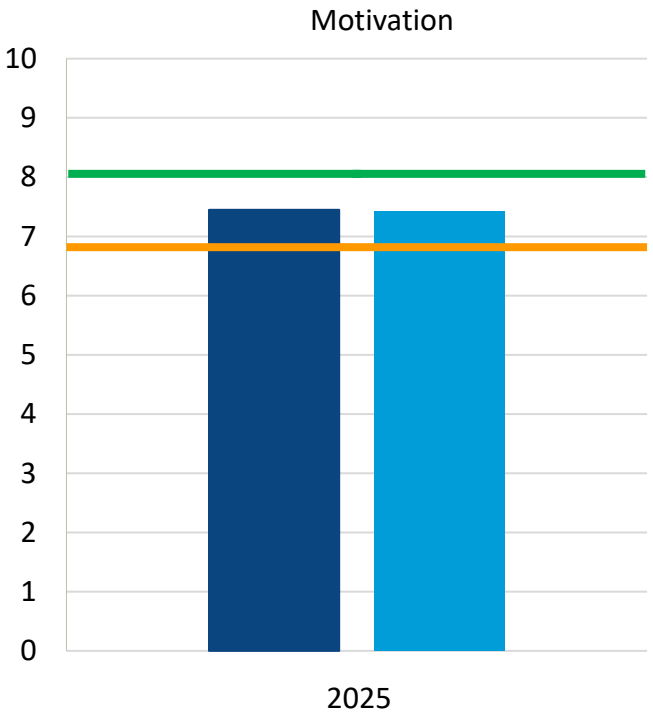
	2025
Your org	6.84
Best result	7.41
Average result	6.88
Worst result	6.05
Responses	113

People Promise elements, themes and sub-scores: Sub-score

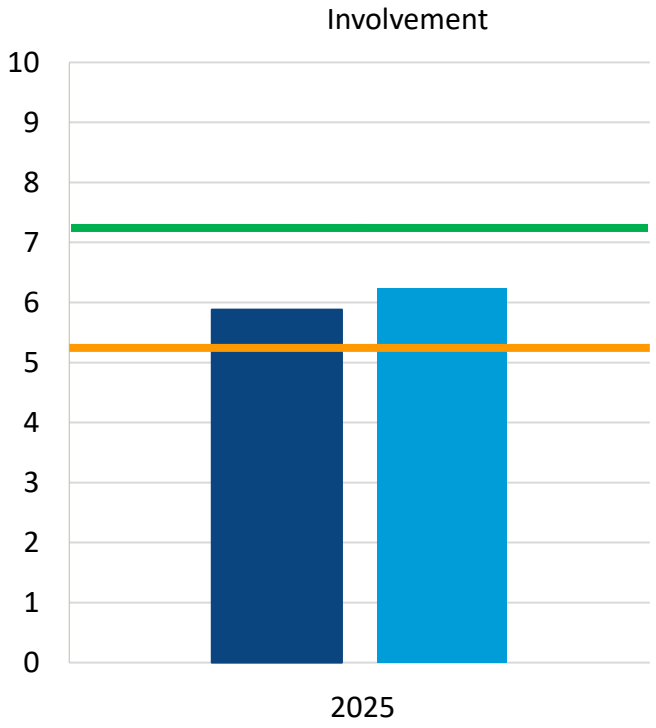
Survey Coordination Centre NHS

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**.

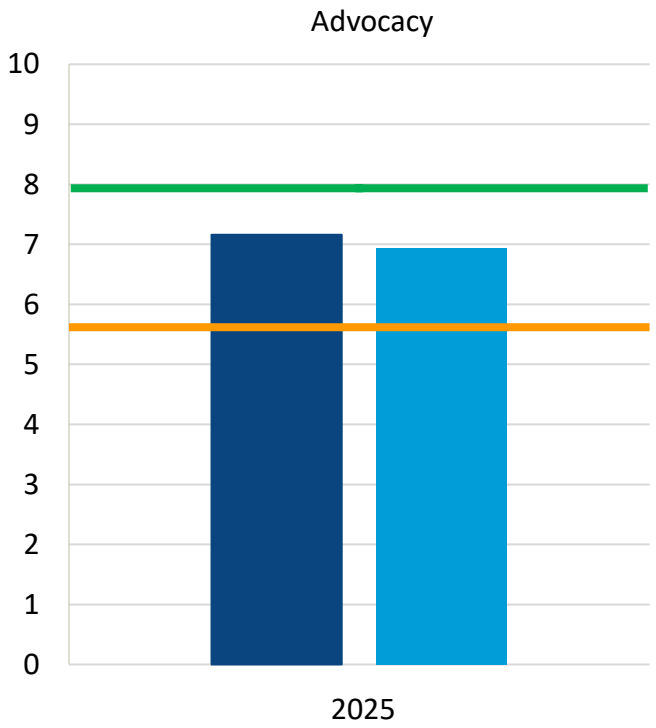
Theme: Staff Engagement



Your org	7.45
Best result	8.06
Average result	7.43
Worst result	6.82
Responses	104



Your org	5.88
Best result	7.24
Average result	6.24
Worst result	5.24
Responses	113



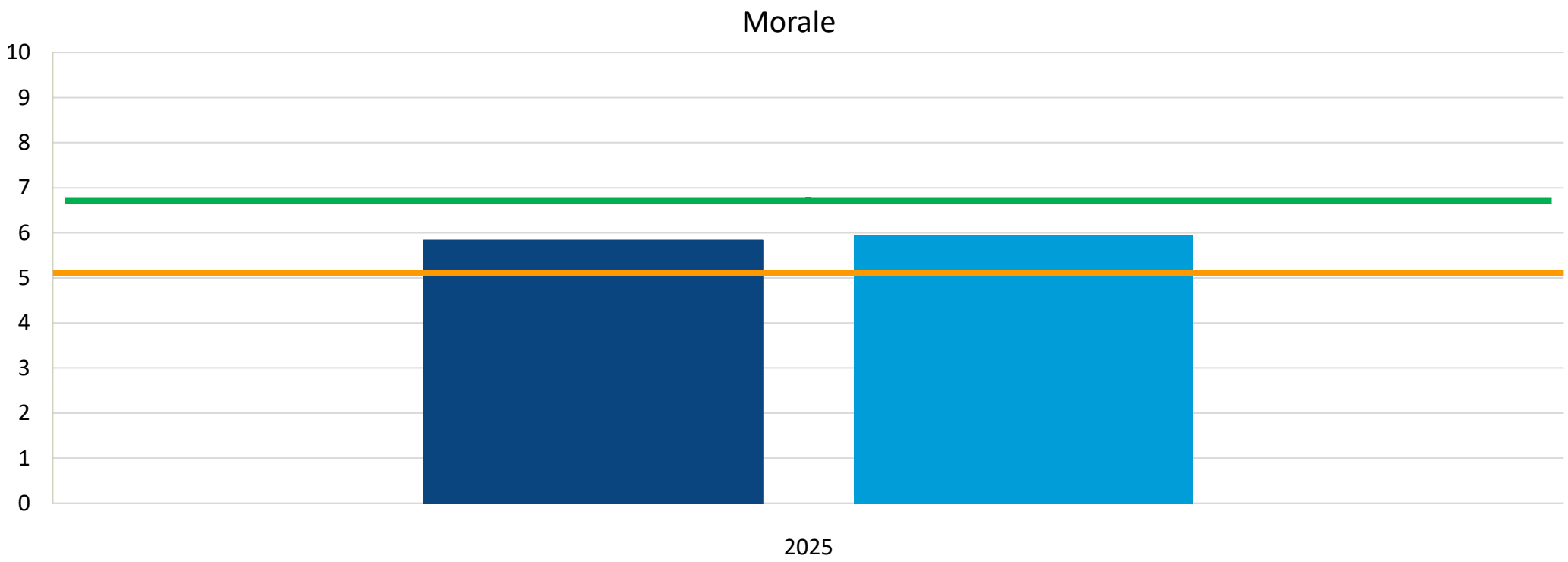
Your org	7.16
Best result	7.93
Average result	6.93
Worst result	5.62
Responses	115

People Promise elements and themes

Survey Coordination Centre NHS

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



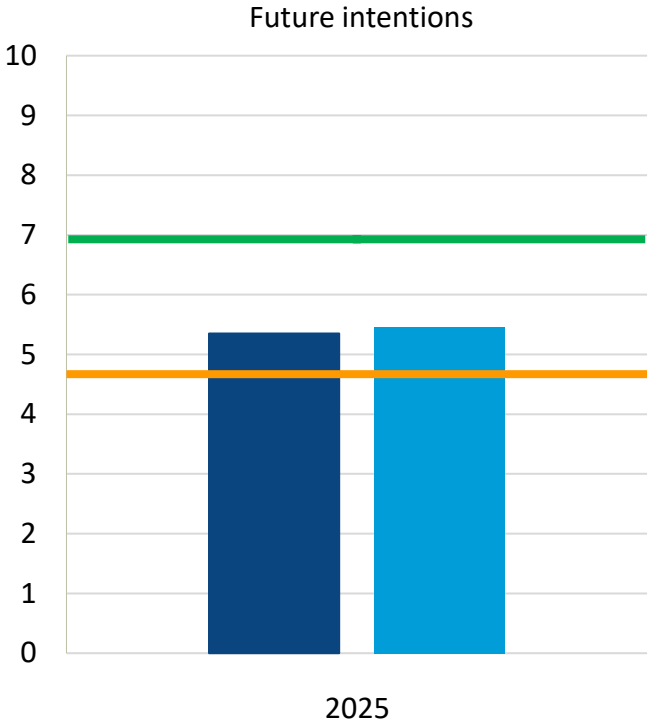
	2025
Your org	5.83
Best result	6.71
Average result	5.95
Worst result	5.10
Responses	114

People Promise elements, themes and sub-scores: Sub-score

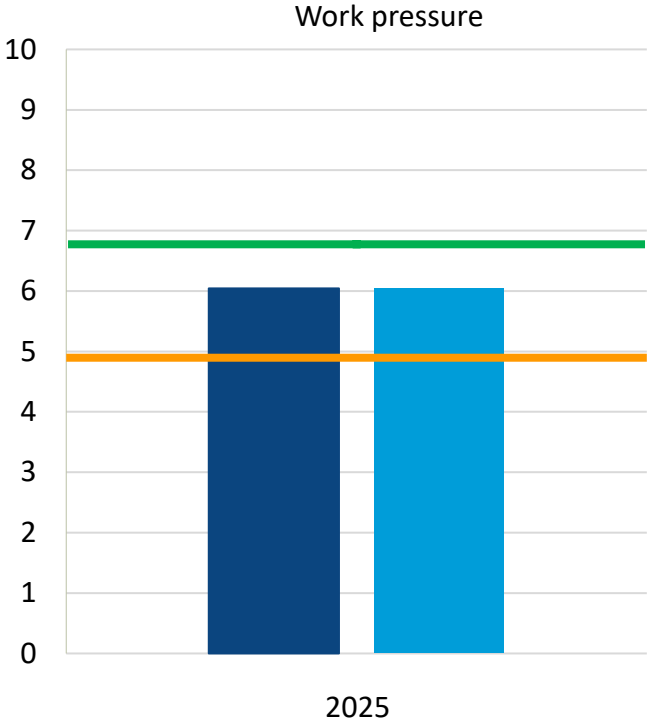
Survey Coordination Centre NHS

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**.

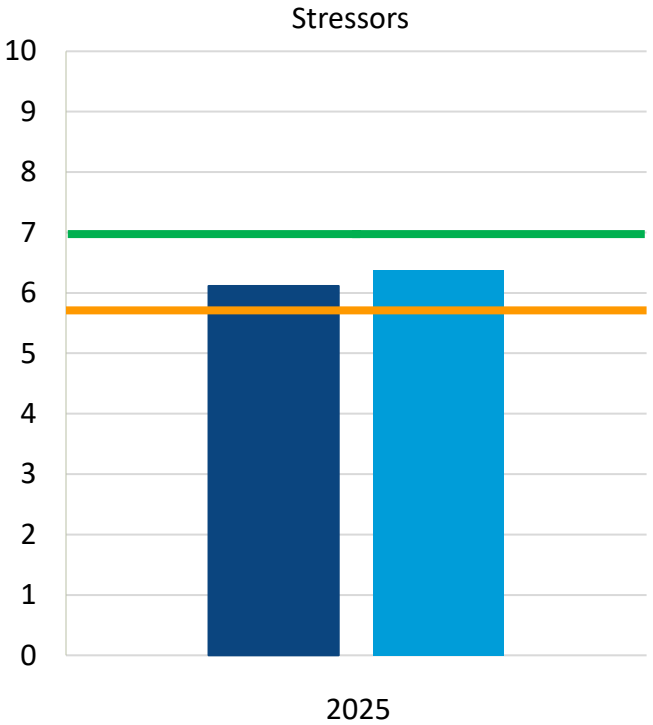
Theme: Morale



Your org	5.35
Best result	6.93
Average result	5.46
Worst result	4.67
Responses	107



Your org	6.04
Best result	6.77
Average result	6.04
Worst result	4.90
Responses	113



Your org	6.11
Best result	6.97
Average result	6.38
Worst result	5.71
Responses	113

Survey Coordination Centre

NHS

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

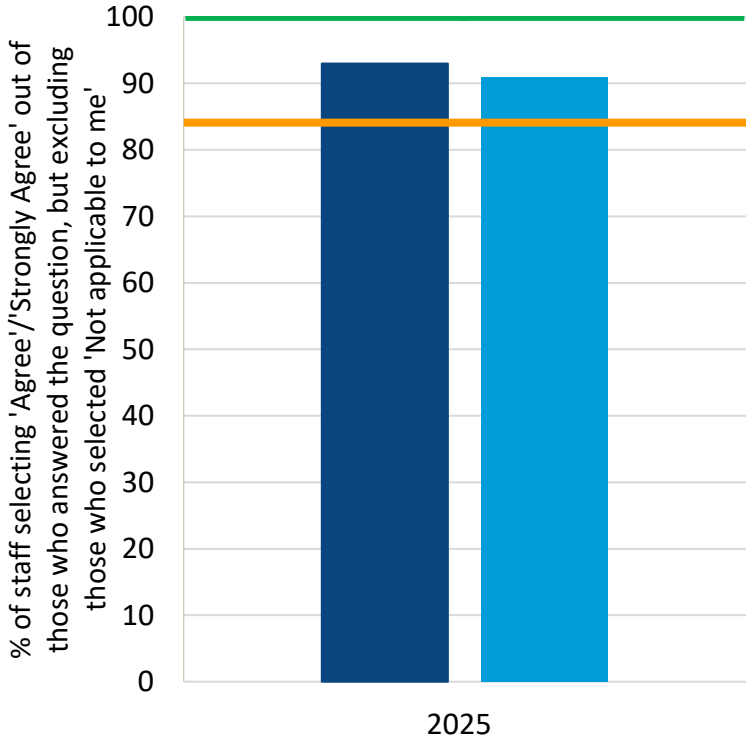
Inclusion – Q11f, Q11g, Q12b, Q12c

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.

People Promise elements and theme results – We are compassionate and inclusive: Compassionate culture

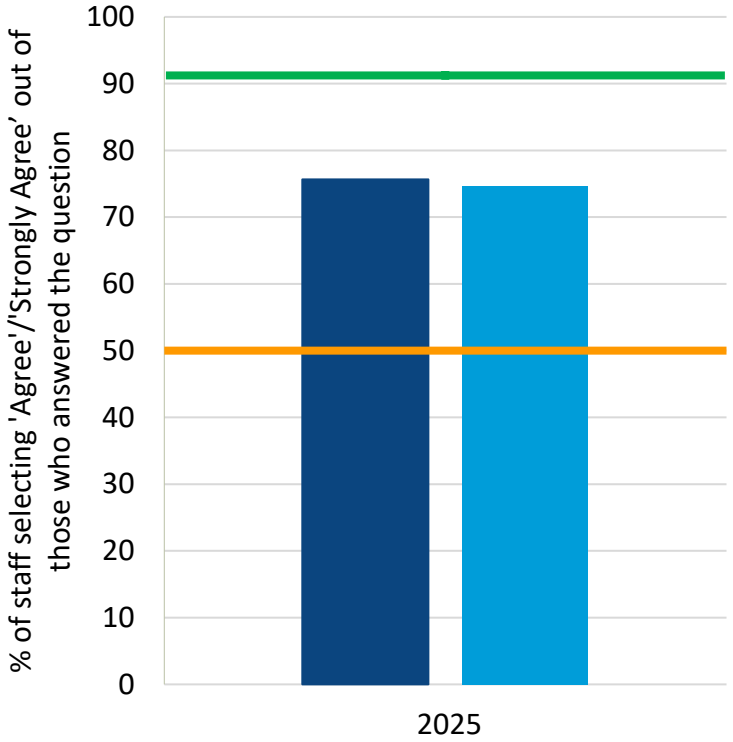
Survey Coordination Centre NHS

Q8a I feel that my role makes a difference to patients / service users.



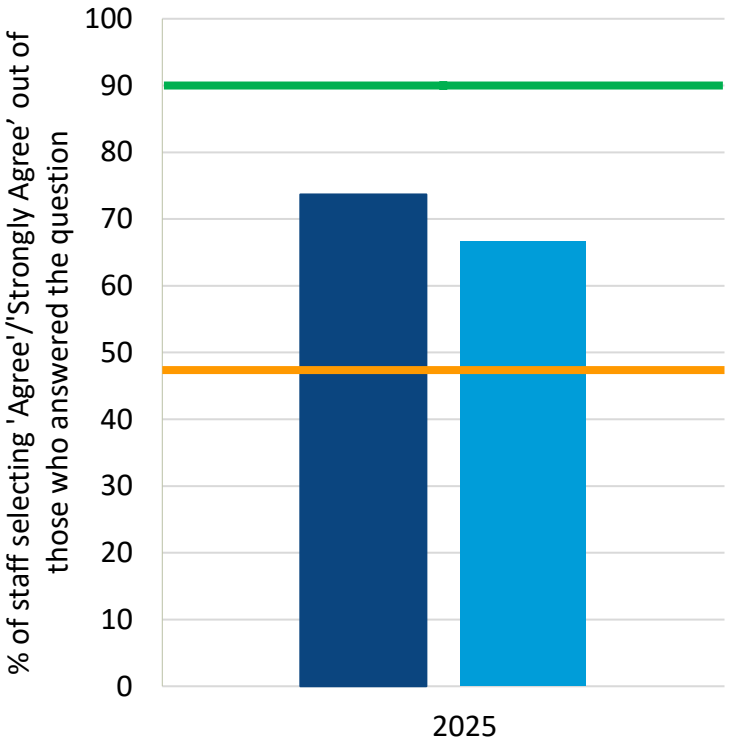
Your org	92.98%
Best result	100.00%
Average result	90.91%
Worst result	84.09%
Responses	114

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



Your org	75.65%
Best result	91.23%
Average result	74.61%
Worst result	50.00%
Responses	115

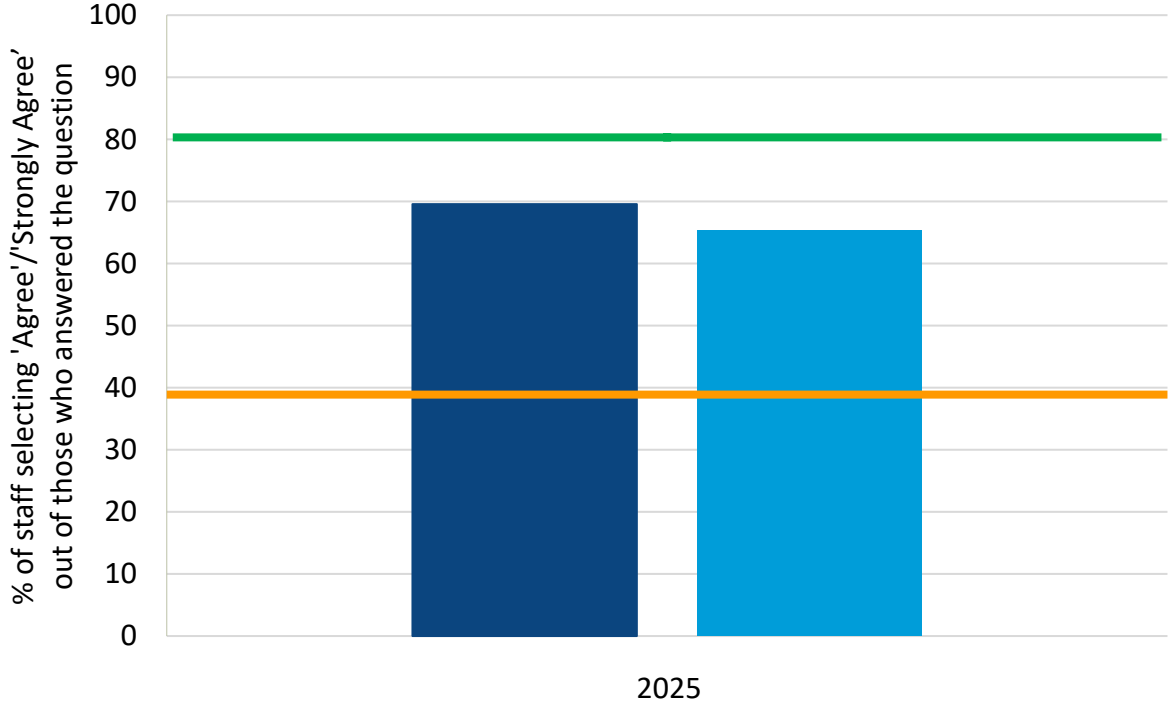
Q30b My organisation acts on concerns raised by patients / service users.



Your org	73.68%
Best result	90.00%
Average result	66.67%
Worst result	47.37%
Responses	114

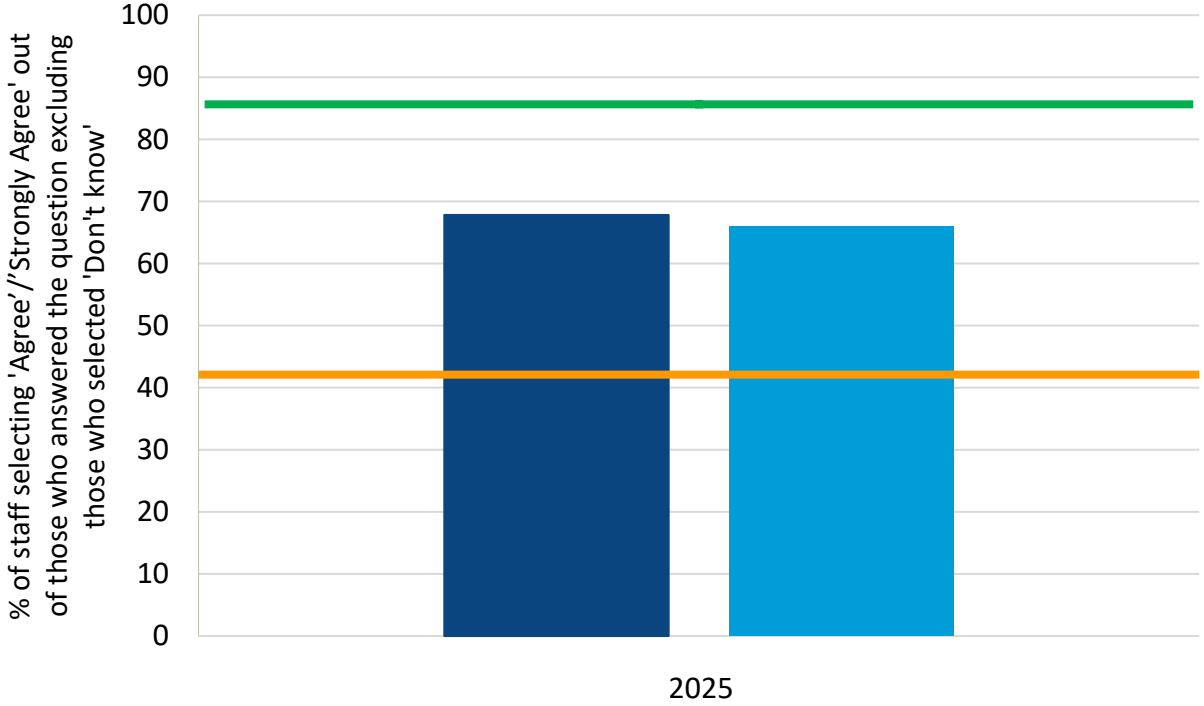
Survey Coordination Centre NHS

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



Your org	69.57%
Best result	80.32%
Average result	65.33%
Worst result	38.89%
Responses	115

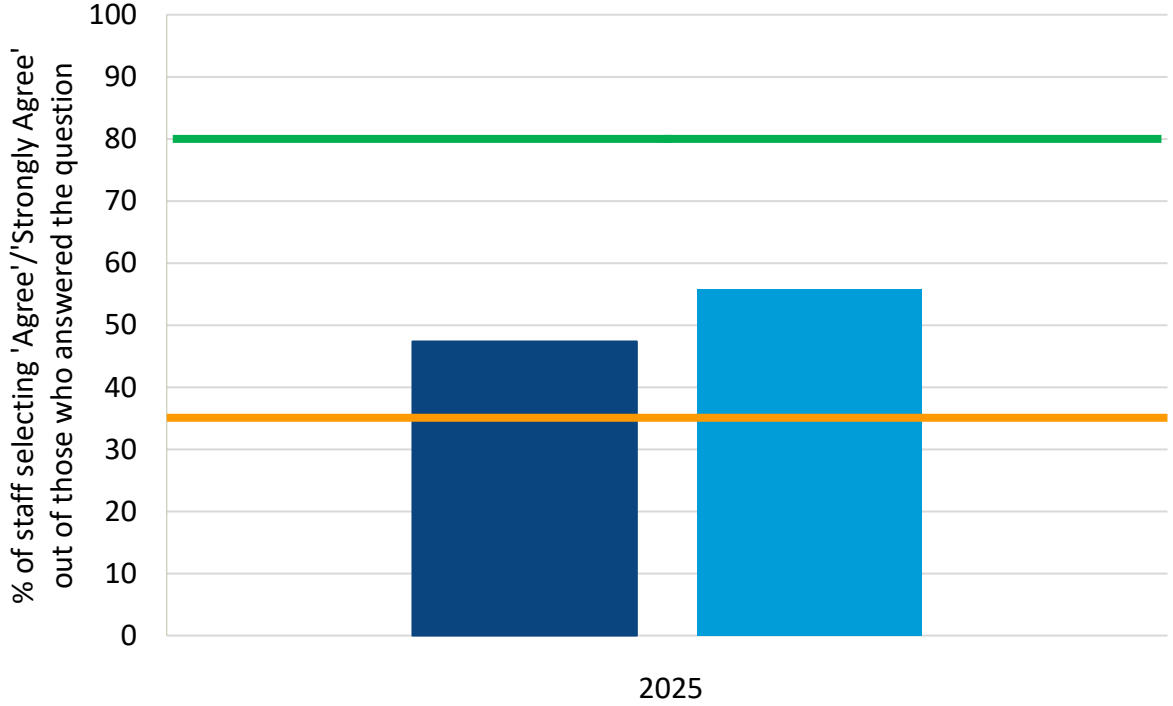
Q30d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



Your org	67.83%
Best result	85.64%
Average result	65.96%
Worst result	42.11%
Responses	115

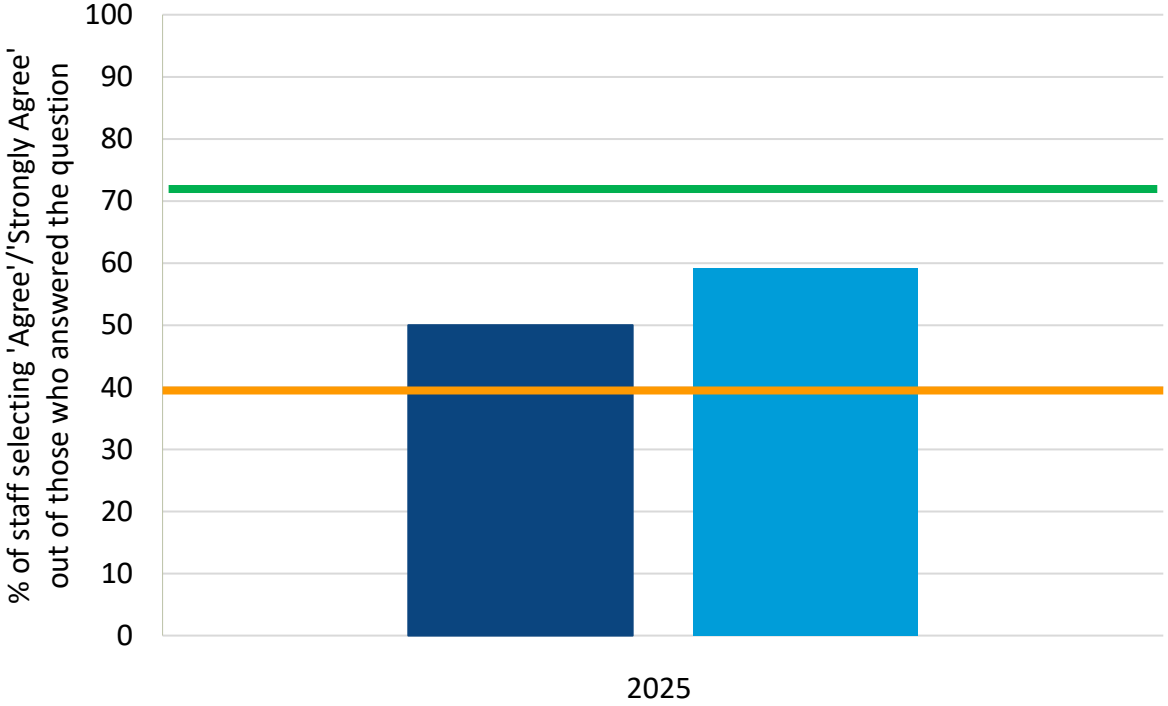
Survey Coordination Centre NHS

Q14f My immediate manager(s) works together with me to come to an understanding of problems.



Your org	47.37%
Best result	80.00%
Average result	55.74%
Worst result	35.09%
Responses	114

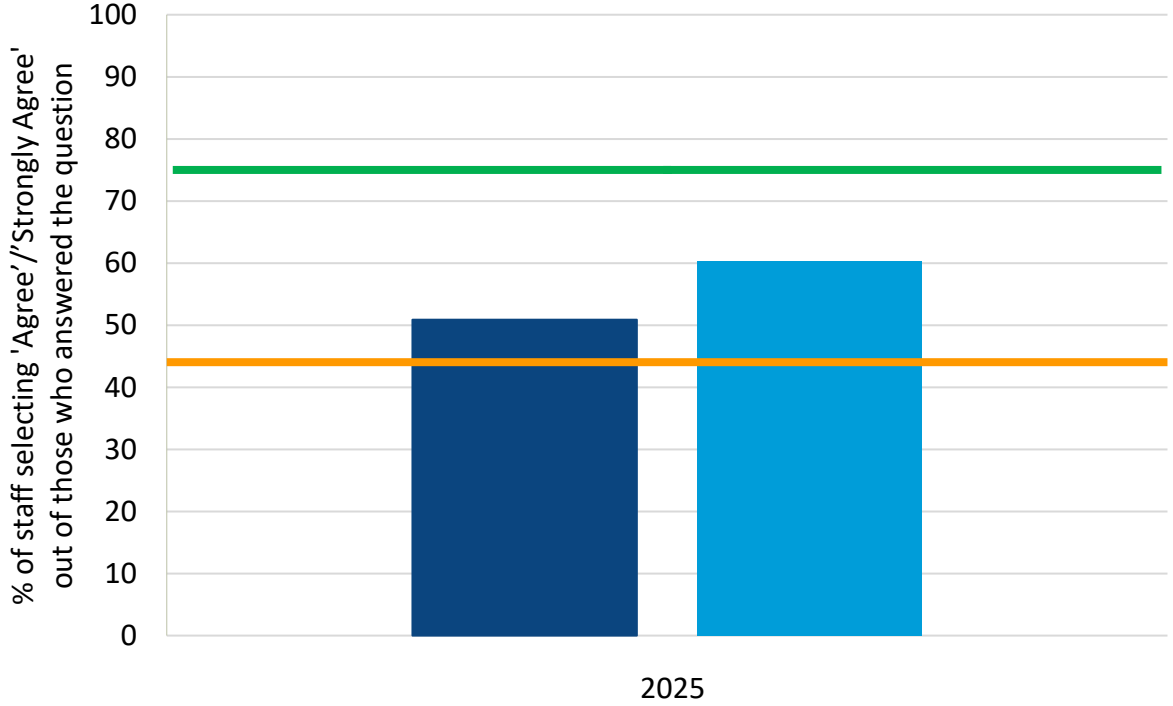
Q14g My immediate manager(s) is interested in listening to me when I describe challenges I face.



Your org	50.00%
Best result	71.93%
Average result	59.15%
Worst result	39.47%
Responses	112

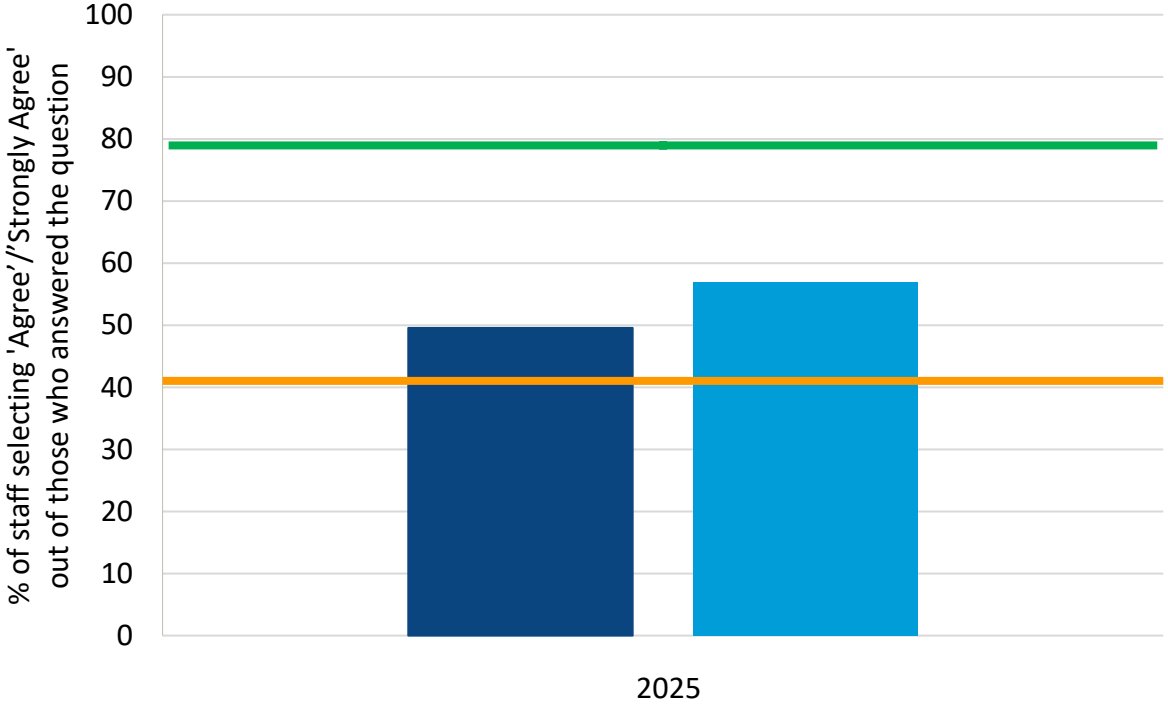
Survey Coordination Centre NHS

Q14h My immediate manager(s) cares about my concerns.



Your org	50.88%
Best result	75.00%
Average result	60.29%
Worst result	44.04%
Responses	114

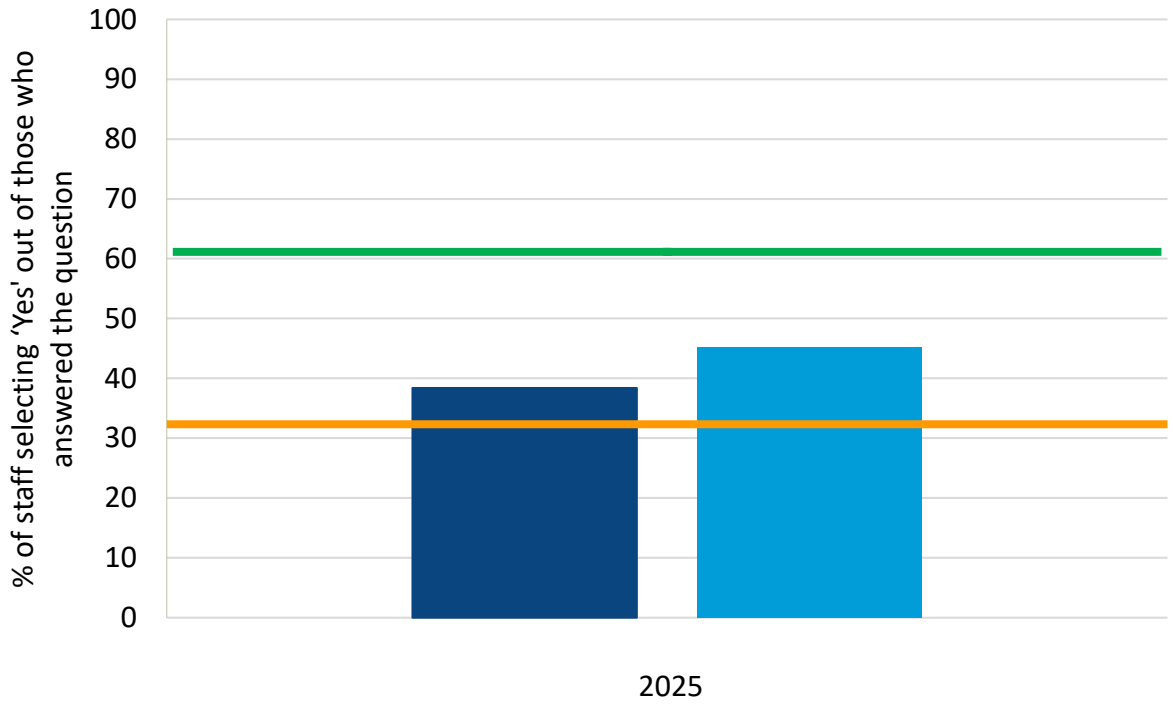
Q14i My immediate manager(s) takes effective action to help me with any problems I face.



Your org	49.56%
Best result	78.95%
Average result	57.01%
Worst result	41.03%
Responses	113

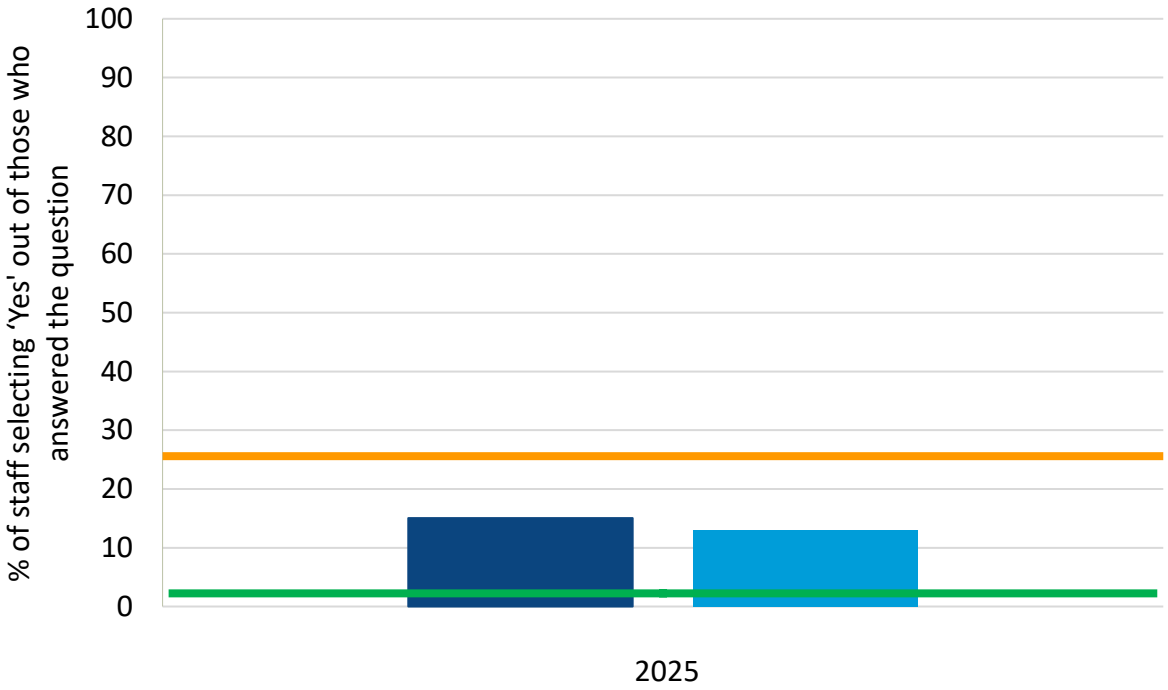
Survey Coordination Centre NHS

Q20 Does your organisation act fairly with regard to career progression / development, regardless of e.g. age, disability, ethnic background, gender reassignment, religion, sex, or sexual orientation?



Your org	38.39%
Best result	61.15%
Average result	45.16%
Worst result	32.33%
Responses	112

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?

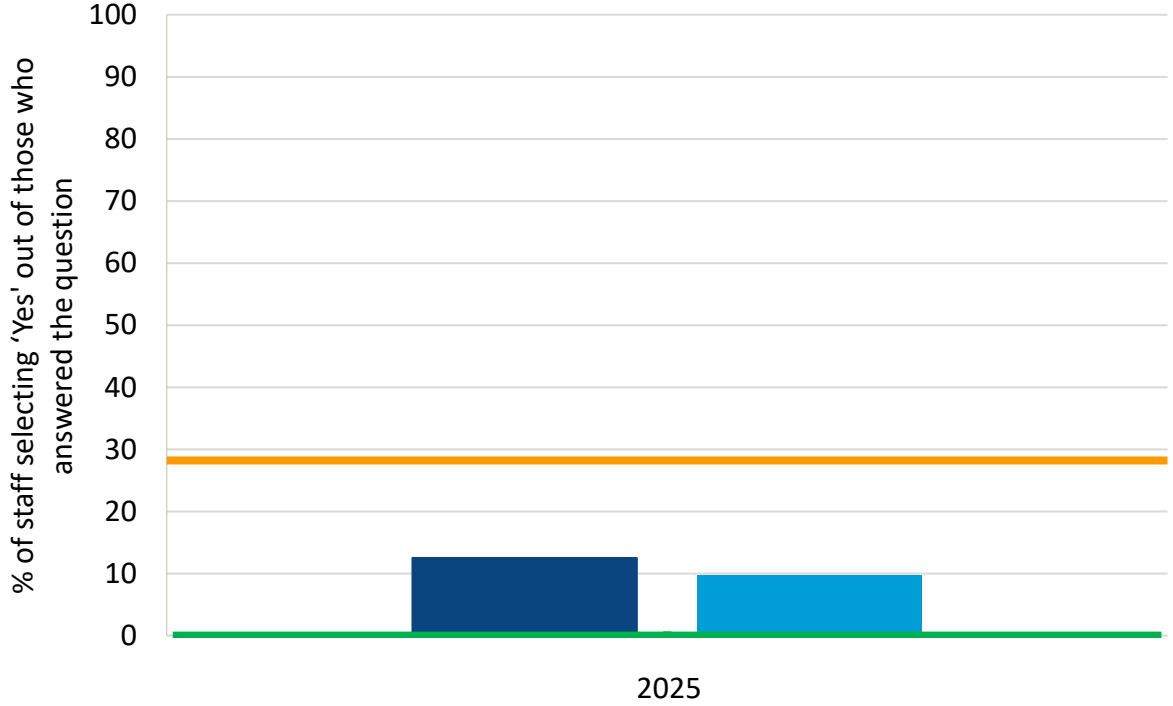


Your org	15.04%
Best result	2.24%
Average result	13.10%
Worst result	25.58%
Responses	113

Note: The examples given for Q20 have been updated. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

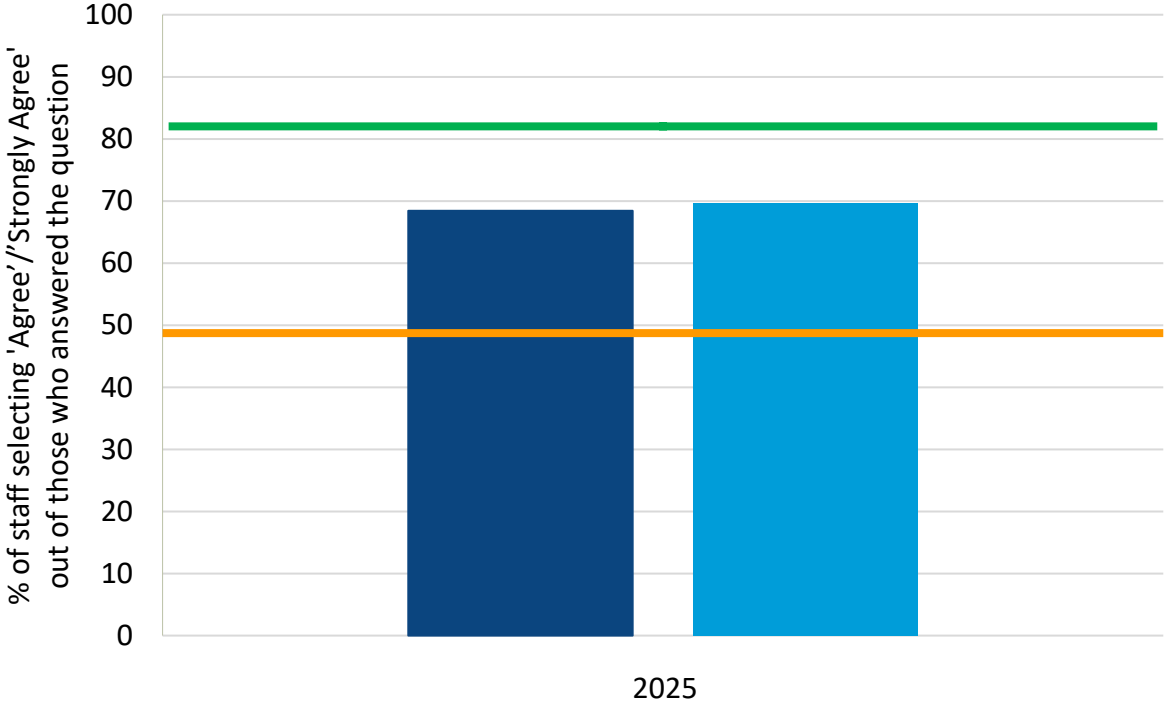
Survey Coordination Centre NHS

Q21b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



Your org	12.50%
Best result	0.00%
Average result	9.80%
Worst result	28.21%
Responses	112

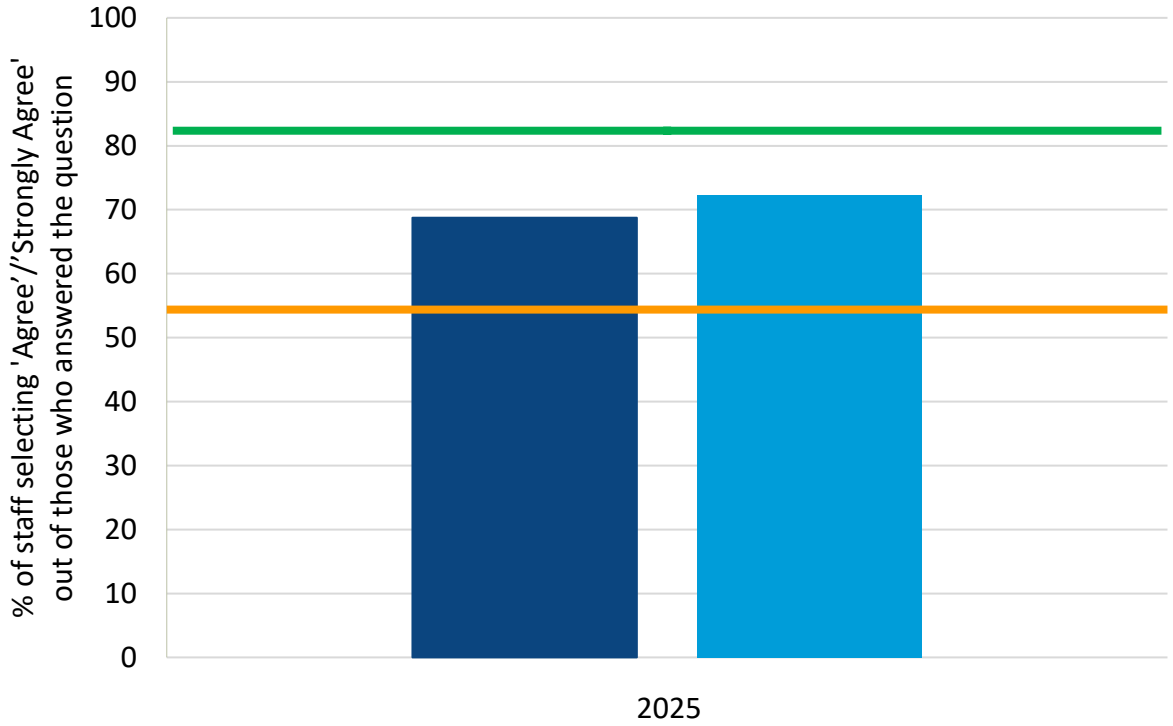
Q26 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



Your org	68.42%
Best result	82.02%
Average result	69.61%
Worst result	48.72%
Responses	114

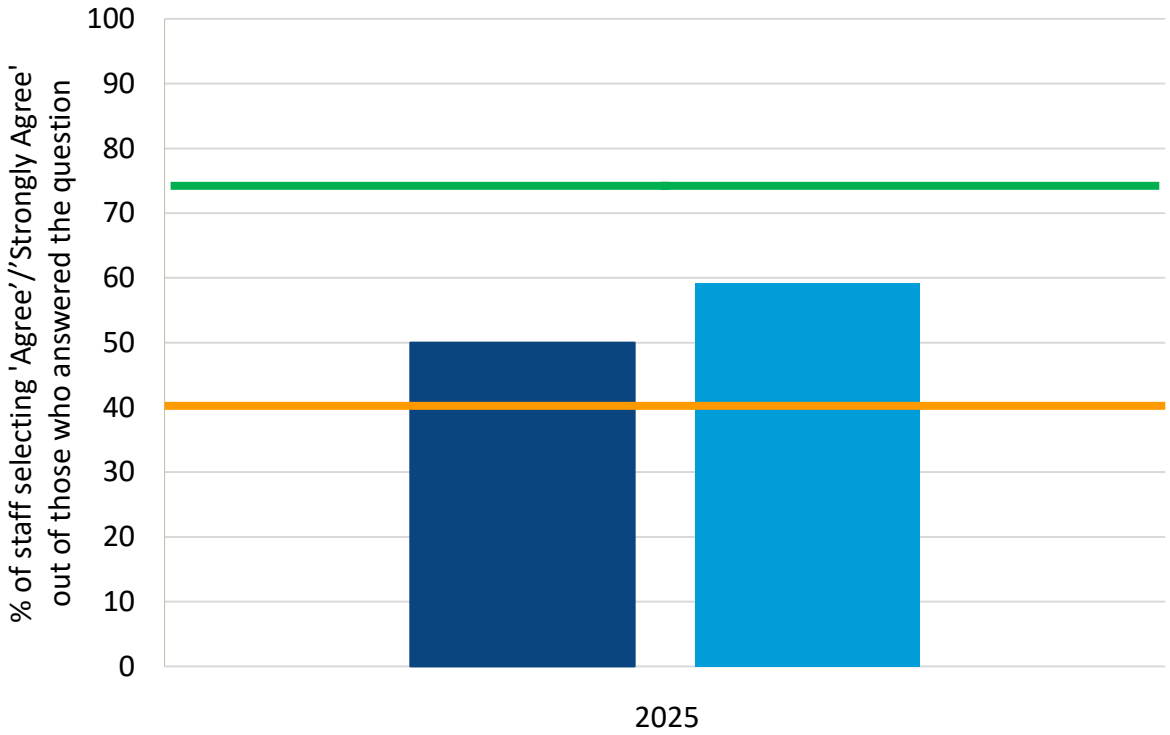
Survey Coordination Centre NHS

Q11f I feel valued by my team.



Your org	68.75%
Best result	82.35%
Average result	72.28%
Worst result	54.39%
Responses	112

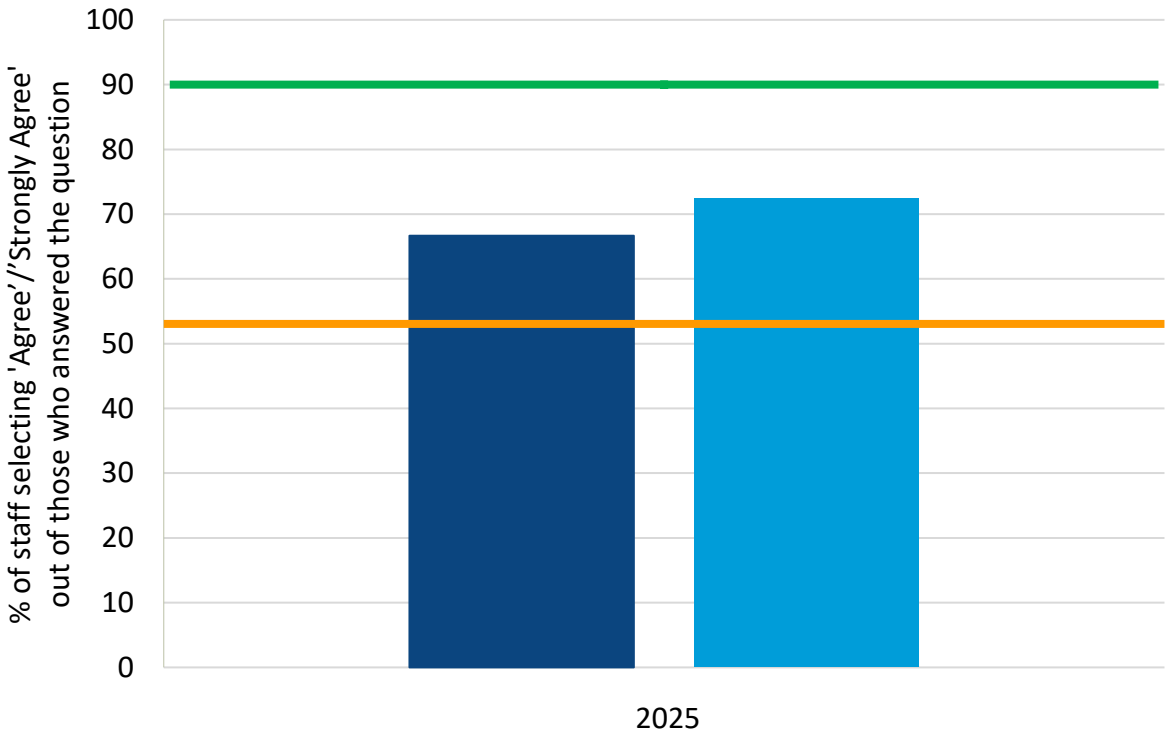
Q11g I feel a strong personal attachment to my team.



Your org	50.00%
Best result	74.22%
Average result	59.21%
Worst result	40.24%
Responses	112

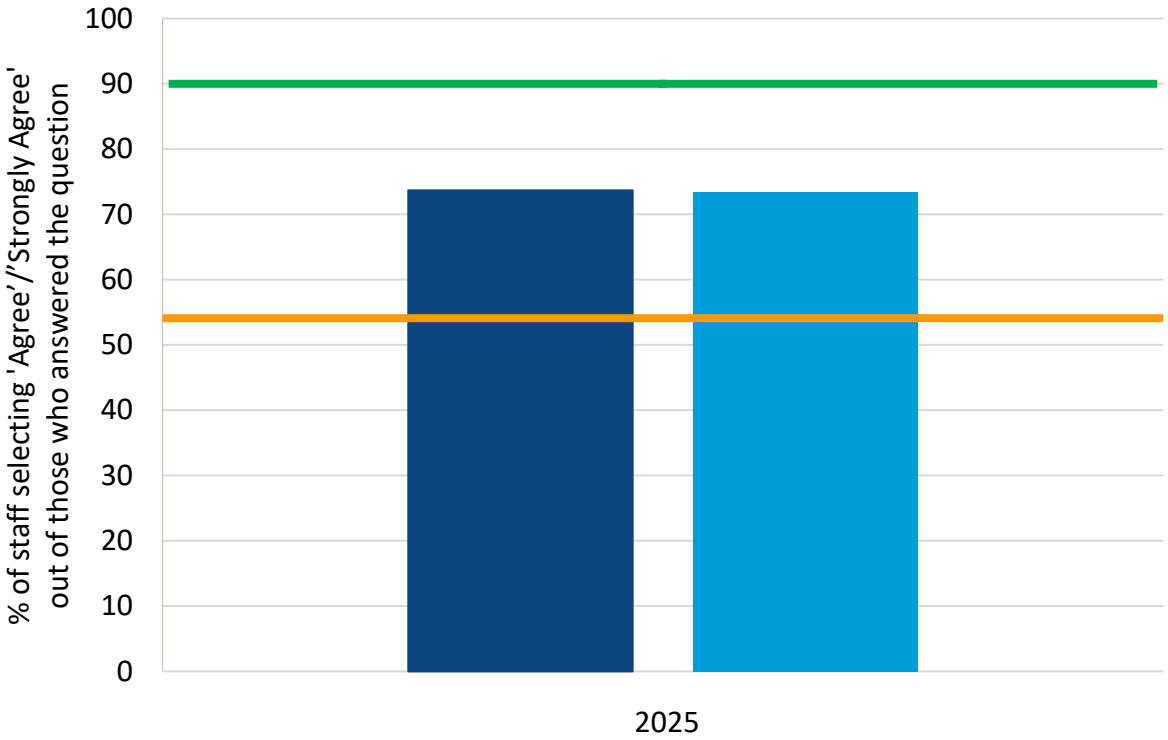
Survey Coordination Centre NHS

Q12b The people I work with are understanding and kind to one another.



Your org	66.67%
Best result	90.00%
Average result	72.41%
Worst result	53.04%
Responses	114

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



Your org	73.68%
Best result	90.00%
Average result	73.43%
Worst result	54.10%
Responses	114

Survey Coordination Centre

NHS

People Promise element – We are recognised and rewarded

Questions included:

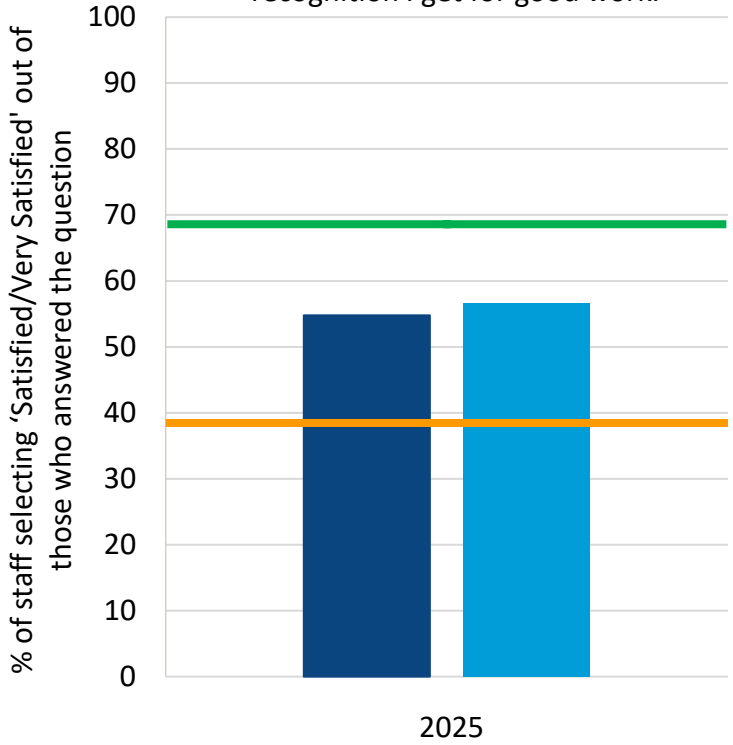
Q6a, Q6b, Q6c, Q12d, Q14e

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.

People Promise elements and theme results – We are recognised and rewarded

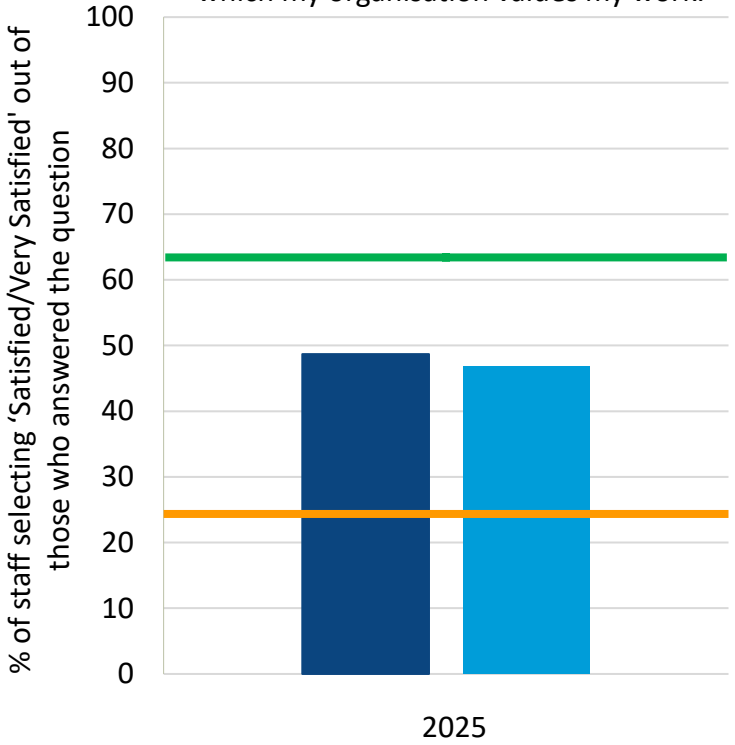
Survey Coordination Centre NHS

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



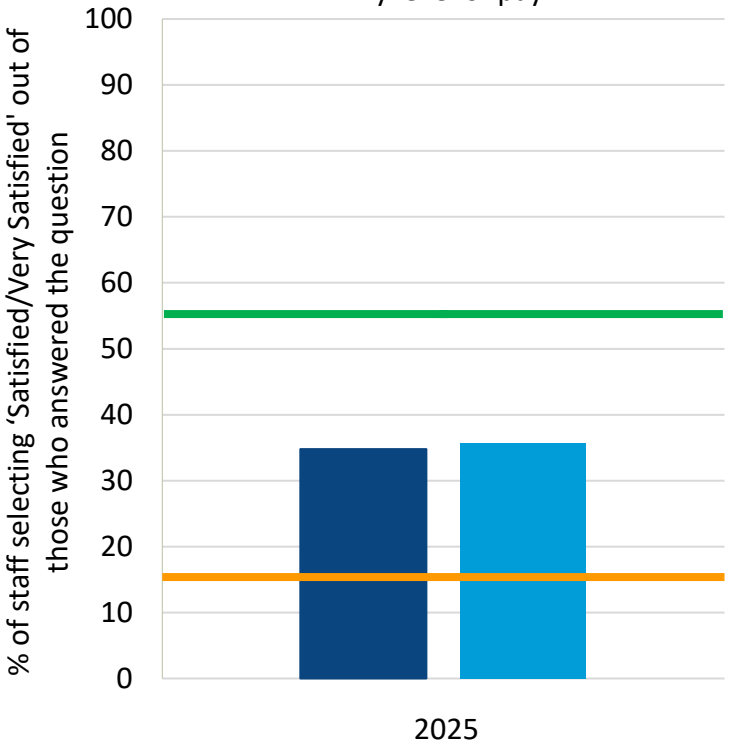
Your org	54.78%
Best result	68.60%
Average result	56.67%
Worst result	38.46%
Responses	115

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



Your org	48.70%
Best result	63.41%
Average result	46.82%
Worst result	24.36%
Responses	115

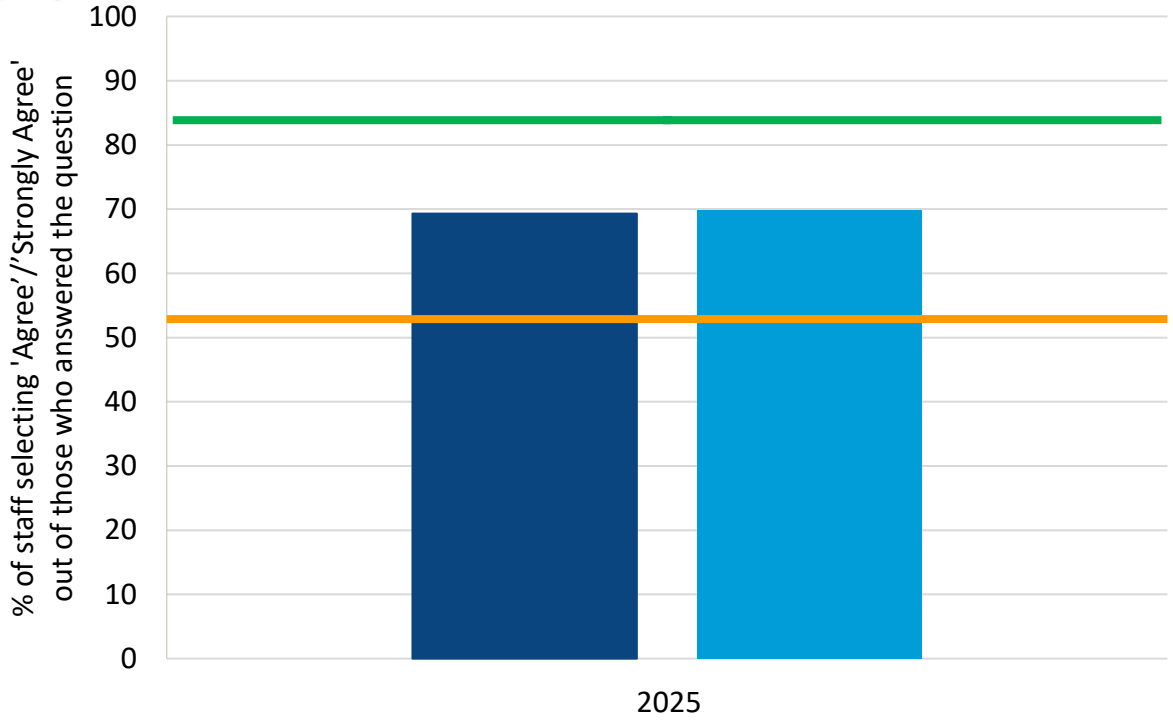
Q6c How satisfied are you with each of the following aspects of your job? My level of pay.



Your org	34.78%
Best result	55.26%
Average result	35.66%
Worst result	15.38%
Responses	115

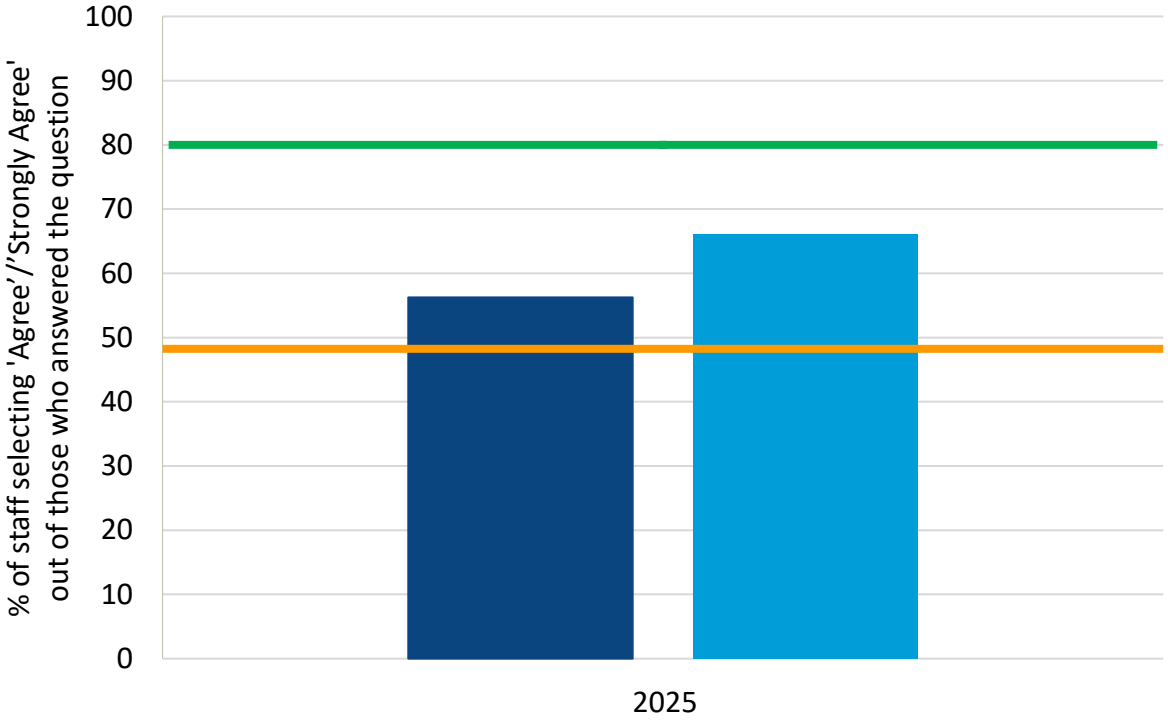
Survey Coordination Centre NHS

Q12d The people I work with show appreciation to one another.



Your org	69.30%
Best result	83.85%
Average result	69.83%
Worst result	52.87%
Responses	114

Q14e My immediate manager(s) values my work.



Your org	56.25%
Best result	80.00%
Average result	66.12%
Worst result	48.25%
Responses	112

Survey Coordination Centre

NHS

People Promise element – We each have a voice that counts

Questions included:

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

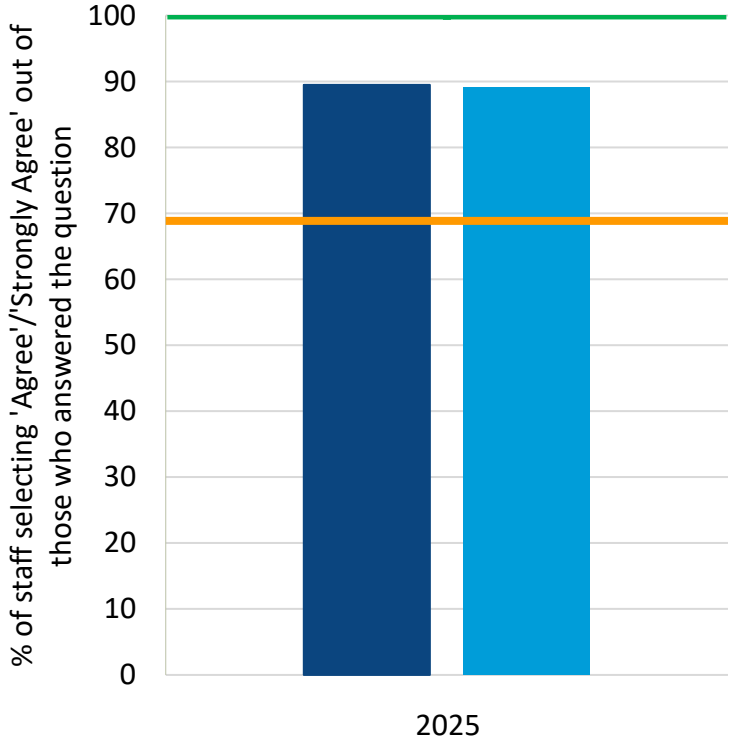
Raising concerns – Q25a, Q25b, Q30e, Q30f

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.

People Promise elements and theme results – We each have a voice that counts: Autonomy and control

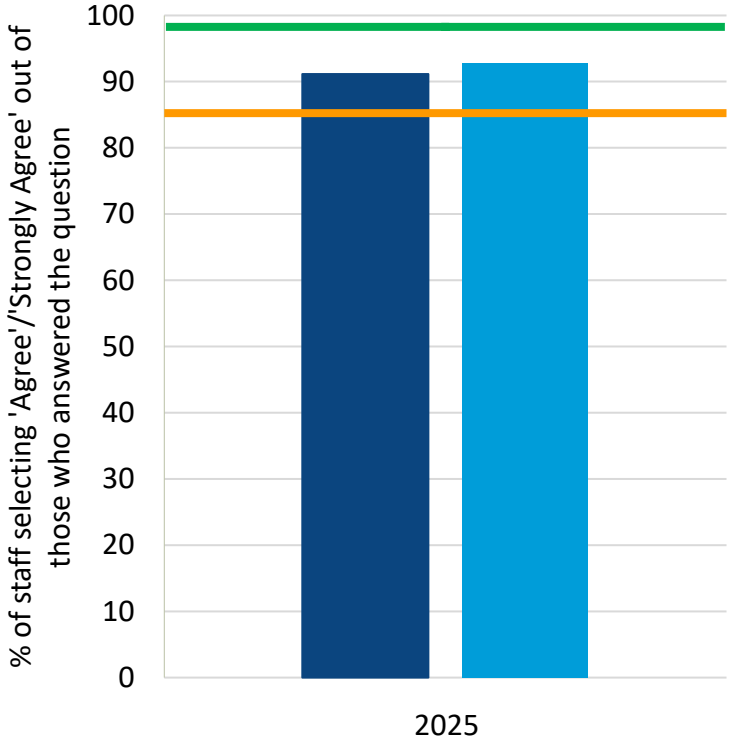
Survey Coordination Centre NHS

Q5a I always know what my work responsibilities are.



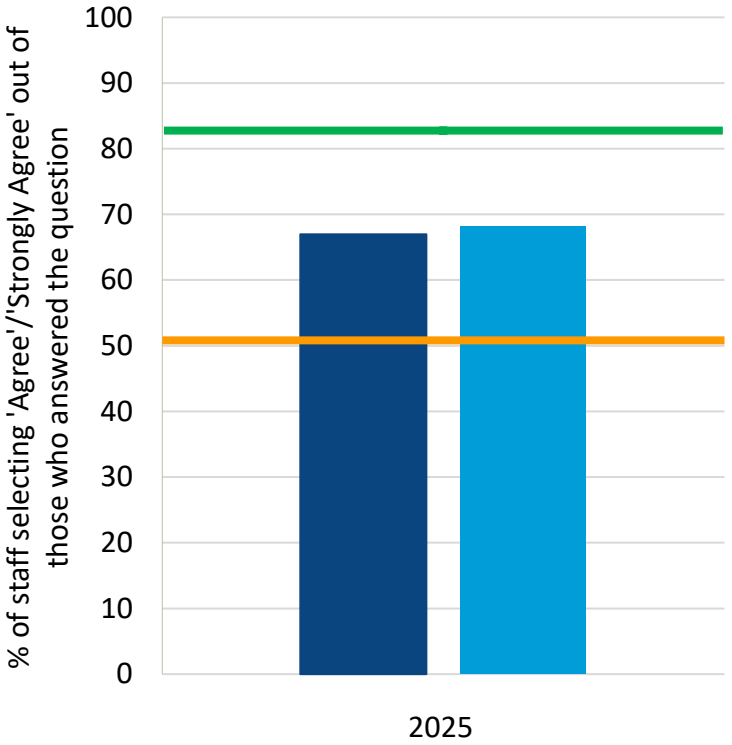
Your org	89.47%
Best result	100.00%
Average result	89.09%
Worst result	68.85%
Responses	114

Q5b I am trusted to do my job.



Your org	91.15%
Best result	98.28%
Average result	92.82%
Worst result	85.25%
Responses	113

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

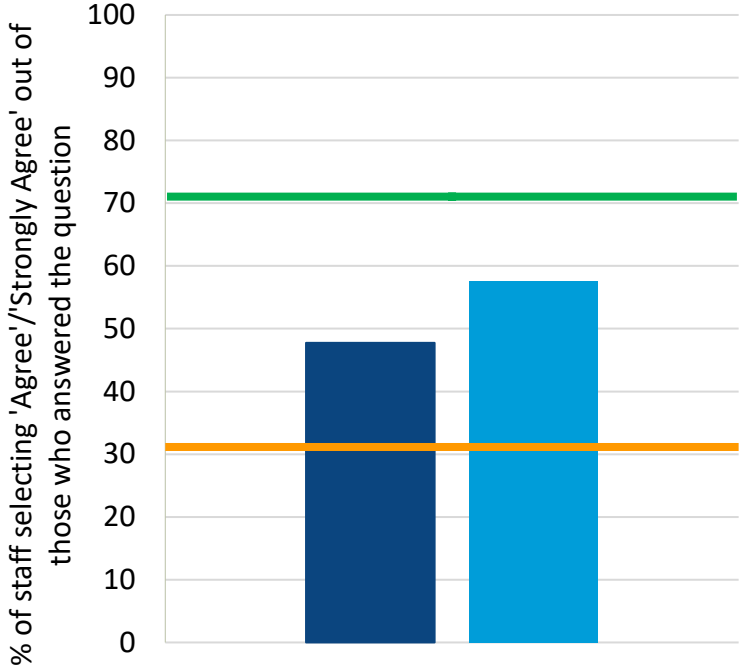


Your org	66.96%
Best result	82.76%
Average result	68.22%
Worst result	50.82%
Responses	112

People Promise elements and theme results – We each have a voice that counts: Autonomy and control

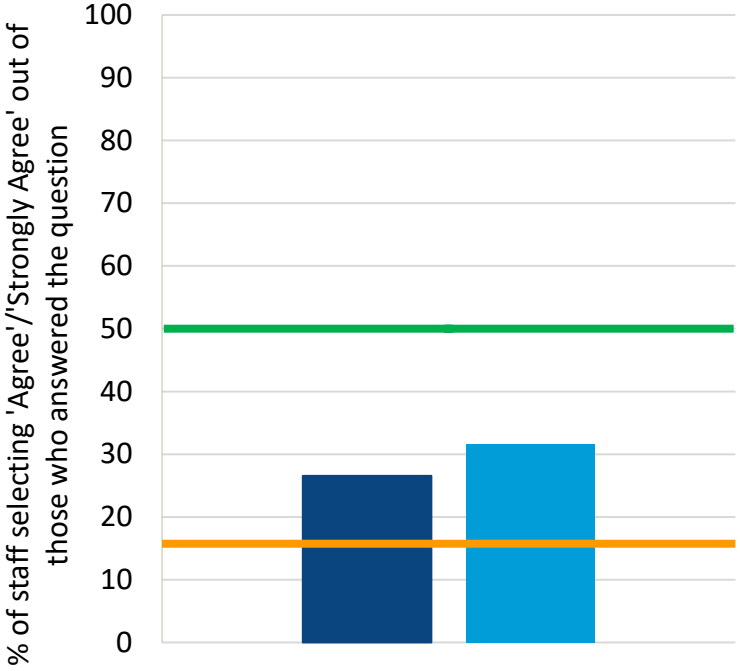
Survey Coordination Centre NHS

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



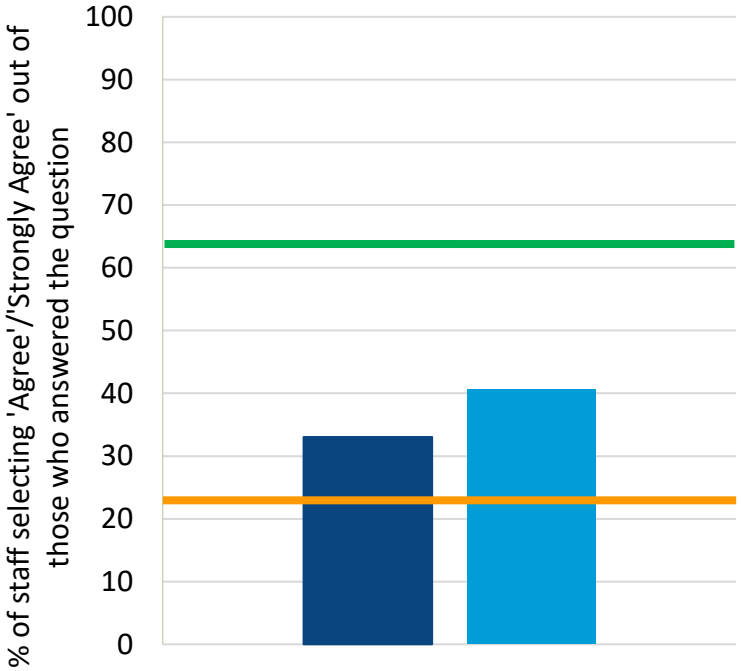
Your org	47.75%
Best result	71.05%
Average result	57.59%
Worst result	31.15%
Responses	111

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



Your org	26.55%
Best result	50.00%
Average result	31.58%
Worst result	15.73%
Responses	113

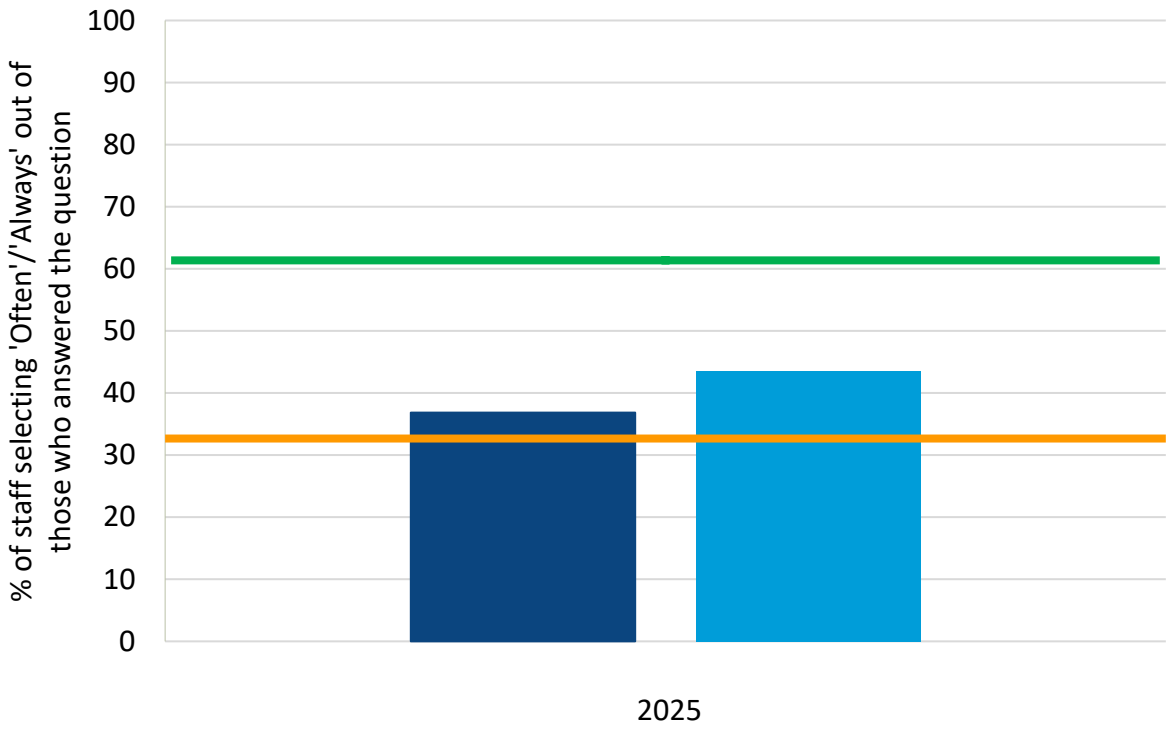
Q5f I am able to make improvements happen at work.



Your org	33.04%
Best result	63.79%
Average result	40.59%
Worst result	22.95%
Responses	112

Survey Coordination Centre NHS

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

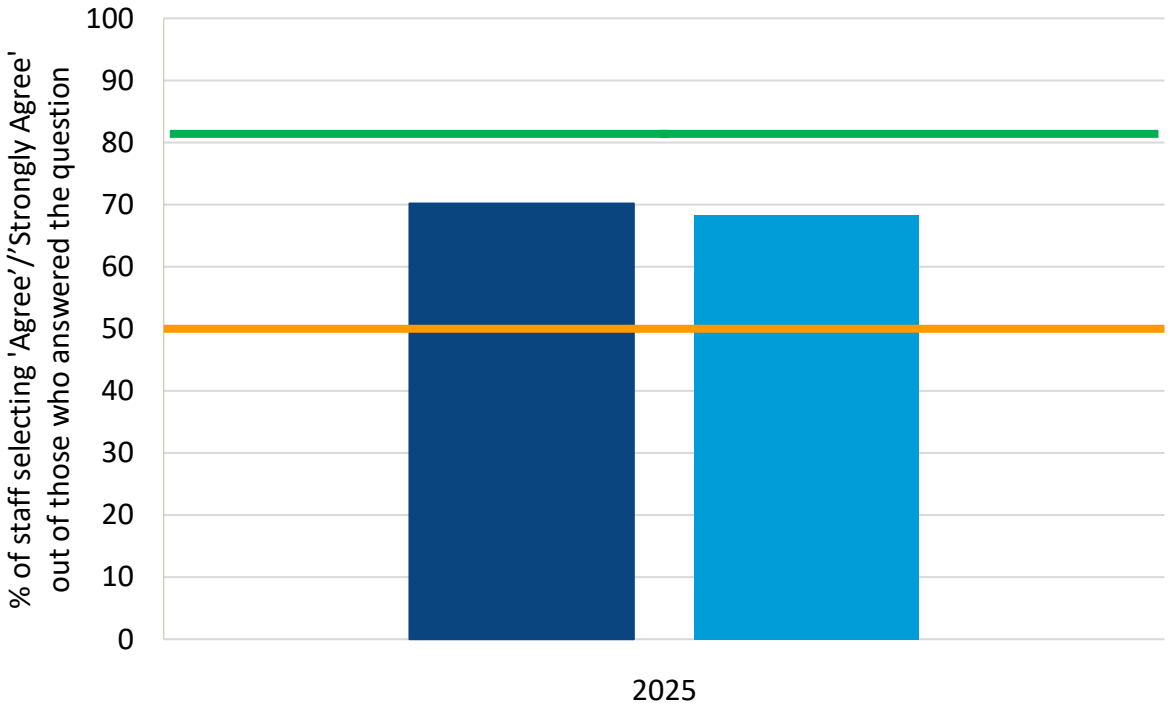


	2025
Your org	36.84%
Best result	61.36%
Average result	43.54%
Worst result	32.67%
Responses	114

People Promise elements and theme results – We each have a voice that counts: Raising concerns

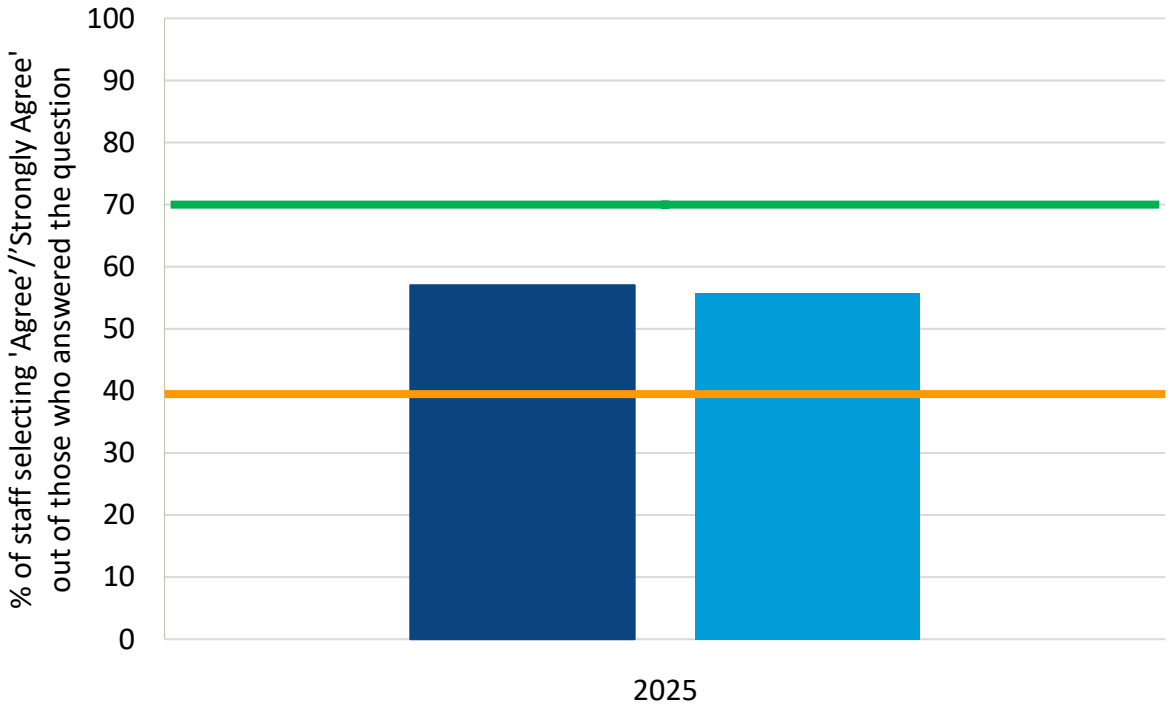
Survey Coordination Centre NHS

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



Your org	70.18%
Best result	81.40%
Average result	68.35%
Worst result	50.00%
Responses	114

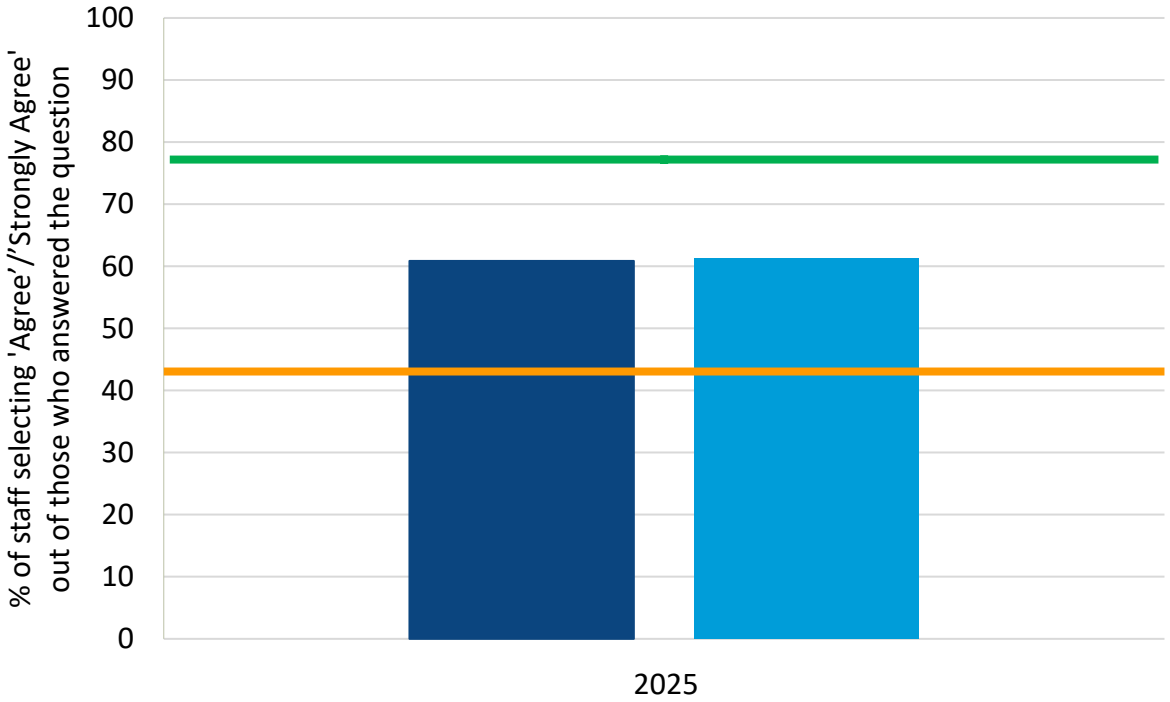
Q25b I am confident that my organisation would address my concern.



Your org	57.02%
Best result	70.00%
Average result	55.75%
Worst result	39.47%
Responses	114

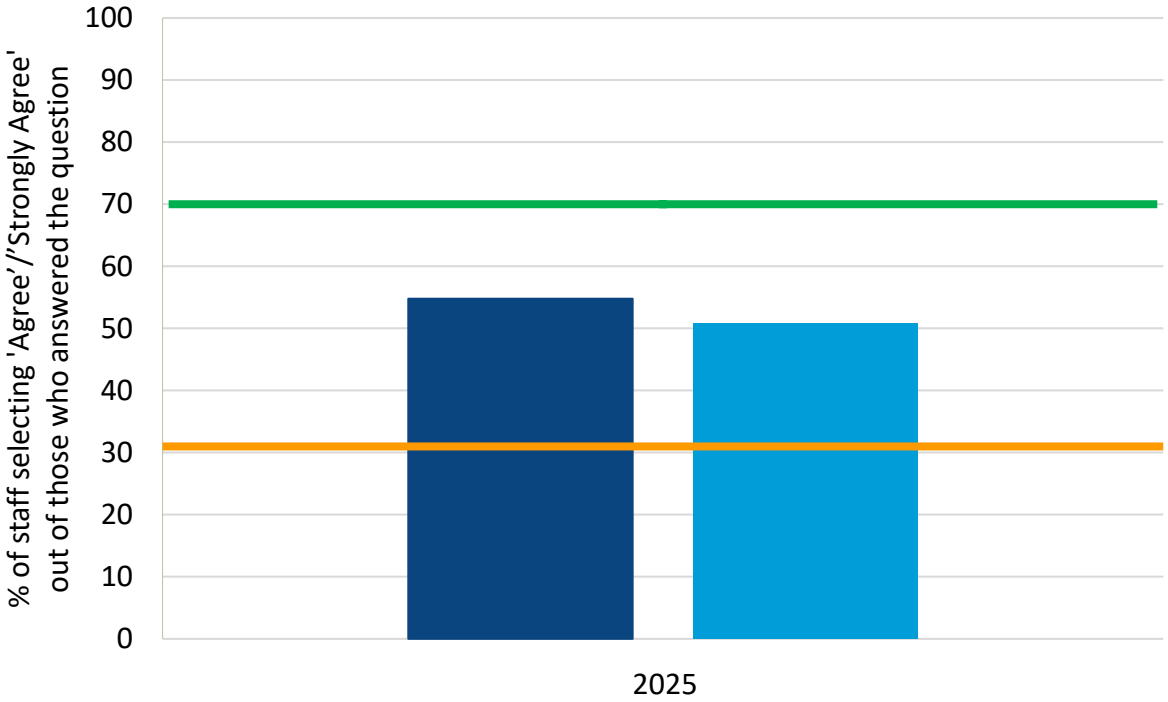
Survey Coordination Centre NHS

Q30e I feel safe to speak up about anything that concerns me in this organisation.



Your org	60.87%
Best result	77.19%
Average result	61.33%
Worst result	43.06%
Responses	115

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



Your org	54.78%
Best result	70.00%
Average result	50.86%
Worst result	30.99%
Responses	115

Survey Coordination Centre

NHS

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

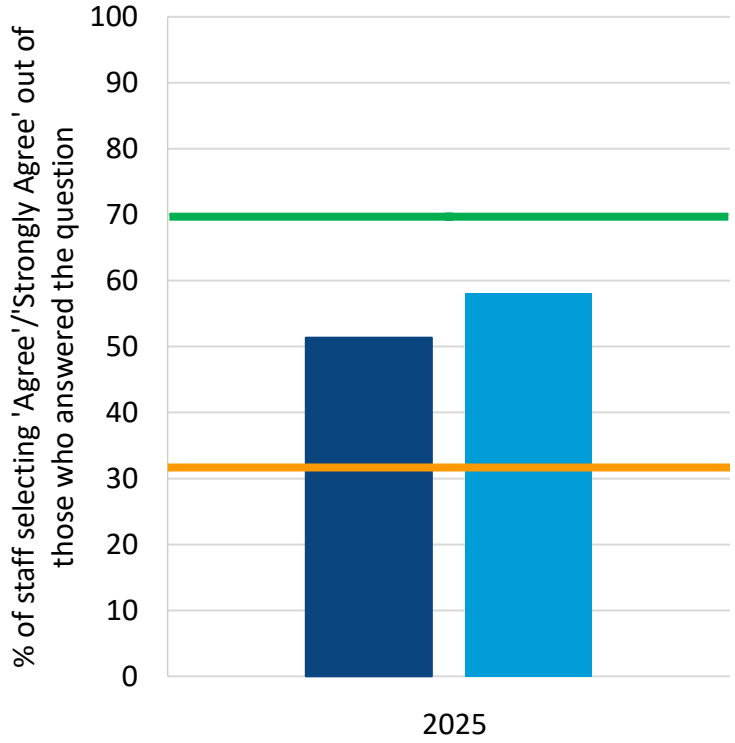
*Q22a, Q22b and Q27 do not contribute to the calculation of any scores or sub-scores.

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.

People Promise elements and theme results – We are safe and healthy: Health and safety climate

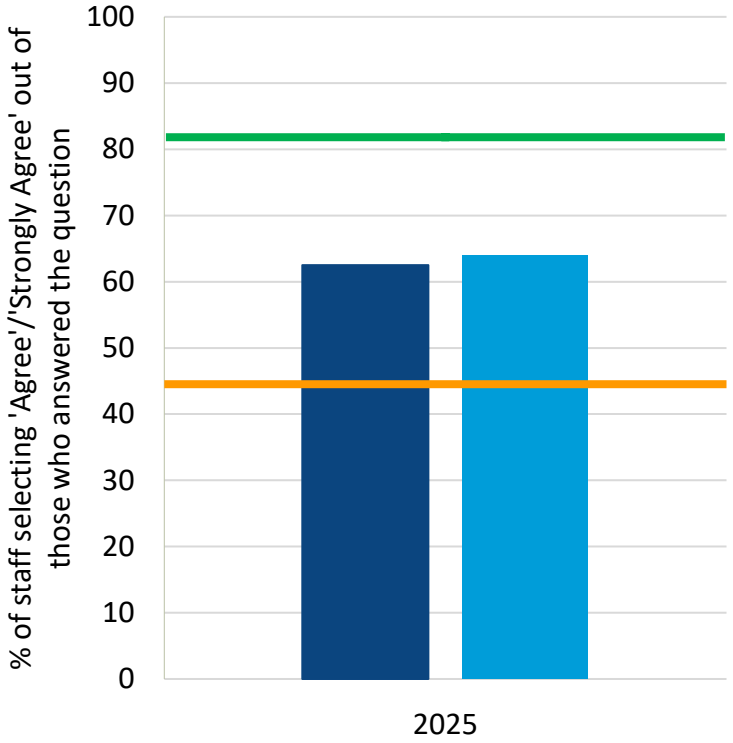
Survey Coordination Centre NHS

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



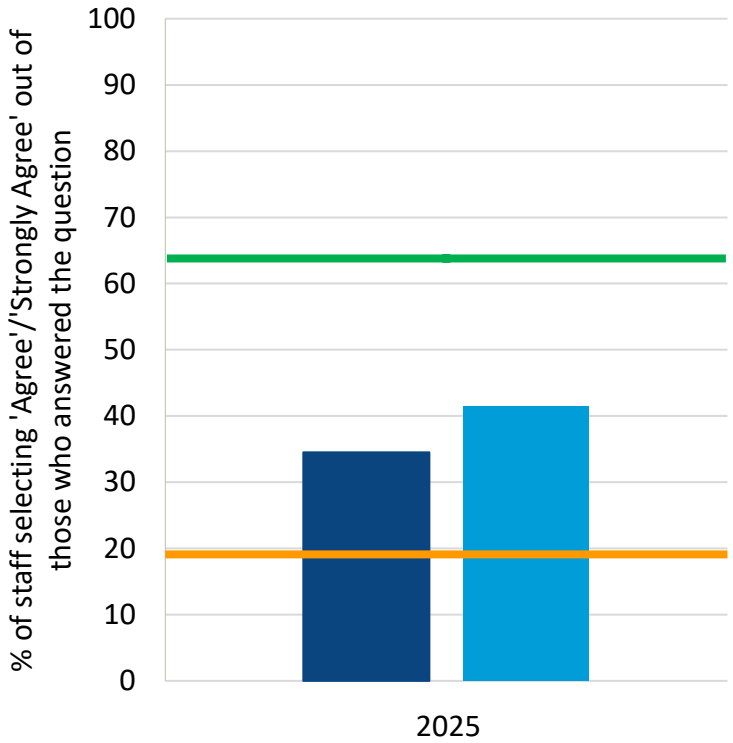
Your org	51.35%
Best result	69.70%
Average result	58.18%
Worst result	31.67%
Responses	111

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



Your org	62.50%
Best result	81.82%
Average result	64.00%
Worst result	44.52%
Responses	112

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

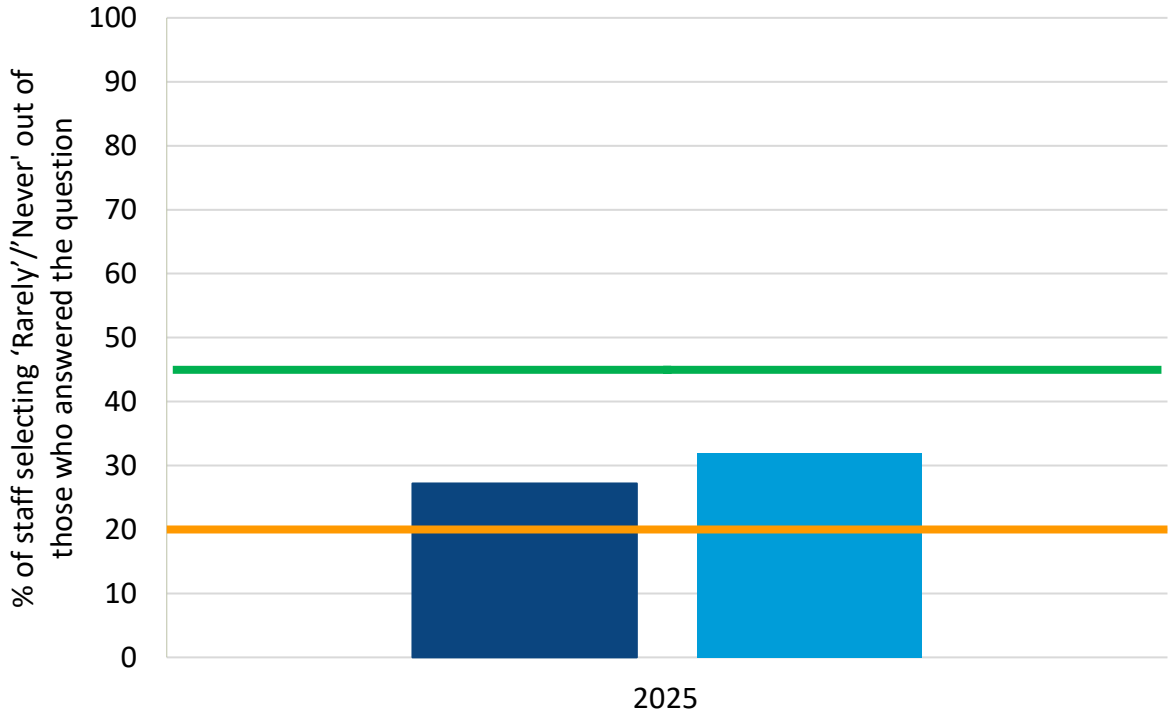


Your org	34.51%
Best result	63.79%
Average result	41.46%
Worst result	19.10%
Responses	113

People Promise elements and theme results – We are safe and healthy: Health and safety climate

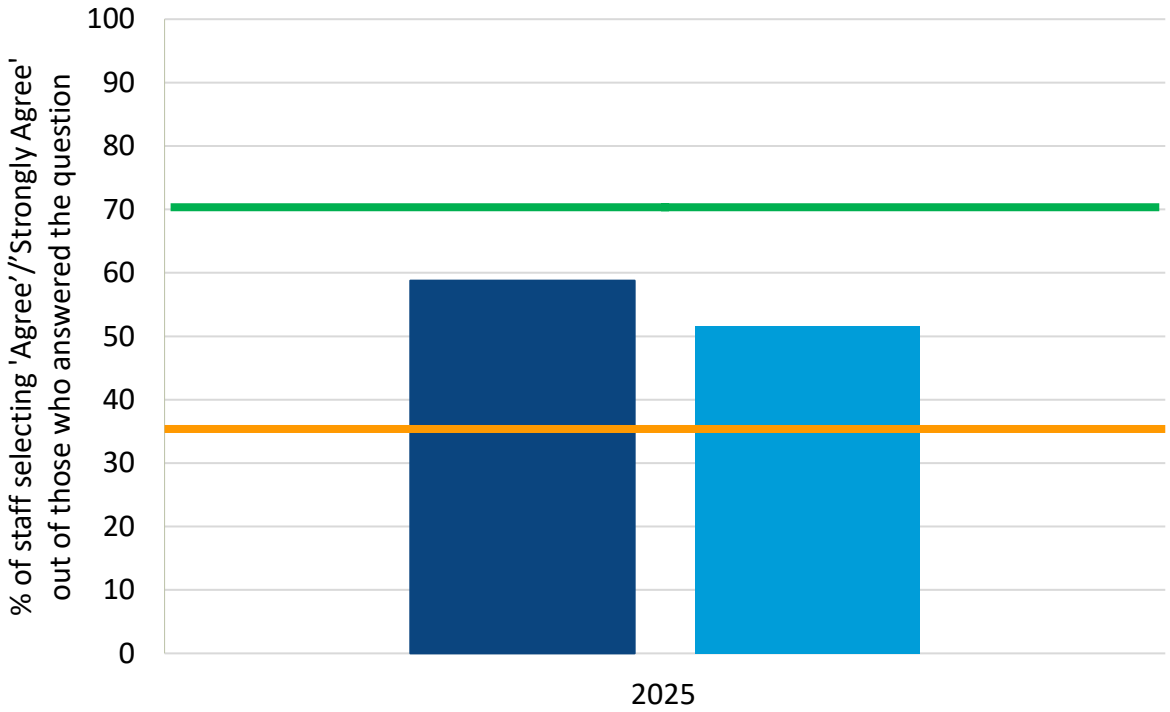
Survey Coordination Centre NHS

Q7a I have unrealistic time pressures.



Your org	27.19%
Best result	44.97%
Average result	31.97%
Worst result	20.00%
Responses	114

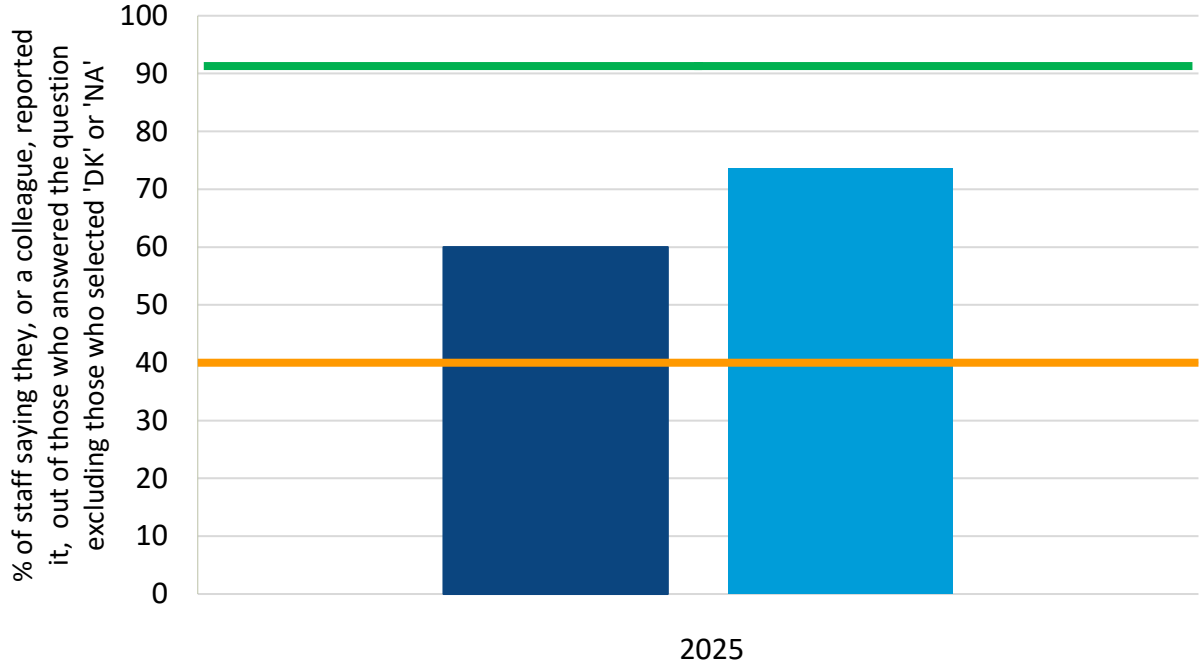
Q16a My organisation takes positive action on health and well-being.



Your org	58.77%
Best result	70.35%
Average result	51.61%
Worst result	35.38%
Responses	114

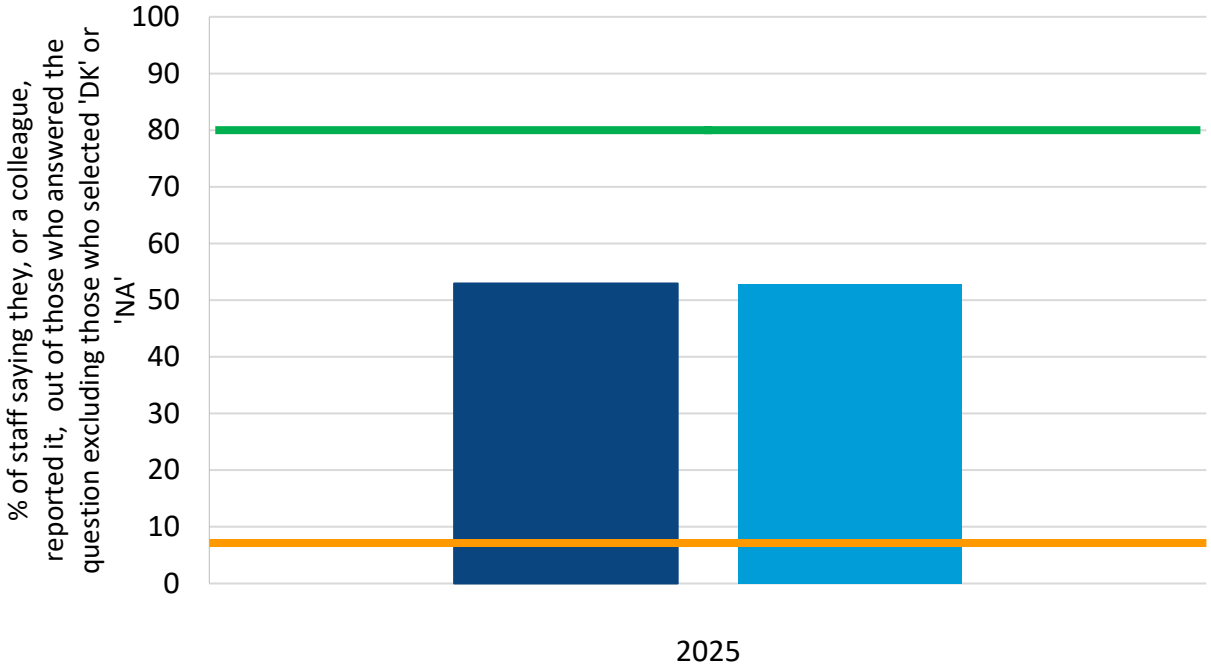
Survey Coordination Centre NHS

Q18d The last time you experienced physical violence at work, did you or a colleague report it?



Your org	60.00%
Best result	91.30%
Average result	73.51%
Worst result	40.00%
Responses	25

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



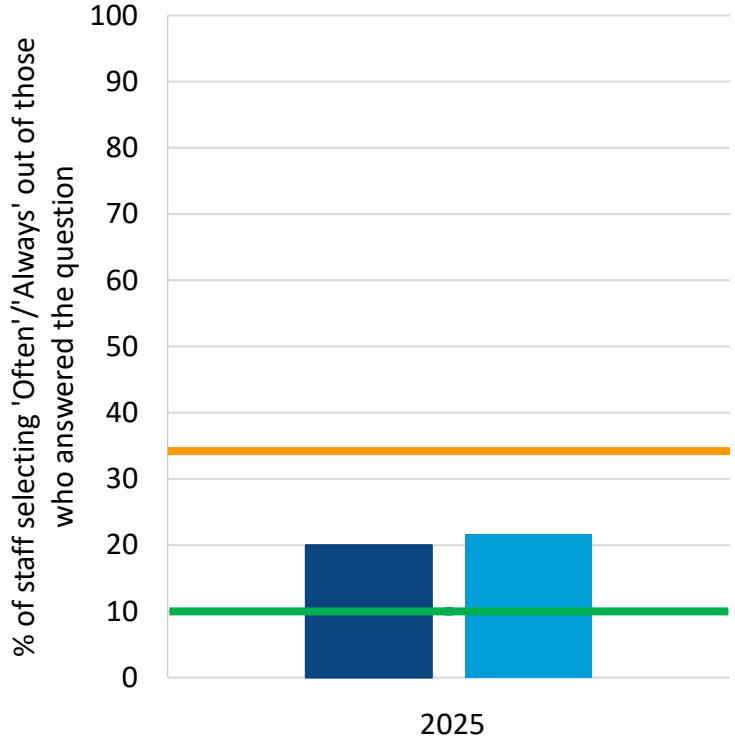
Your org	52.94%
Best result	80.00%
Average result	52.86%
Worst result	7.14%
Responses	34

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.

People Promise elements and theme results – We are safe and healthy: Burnout

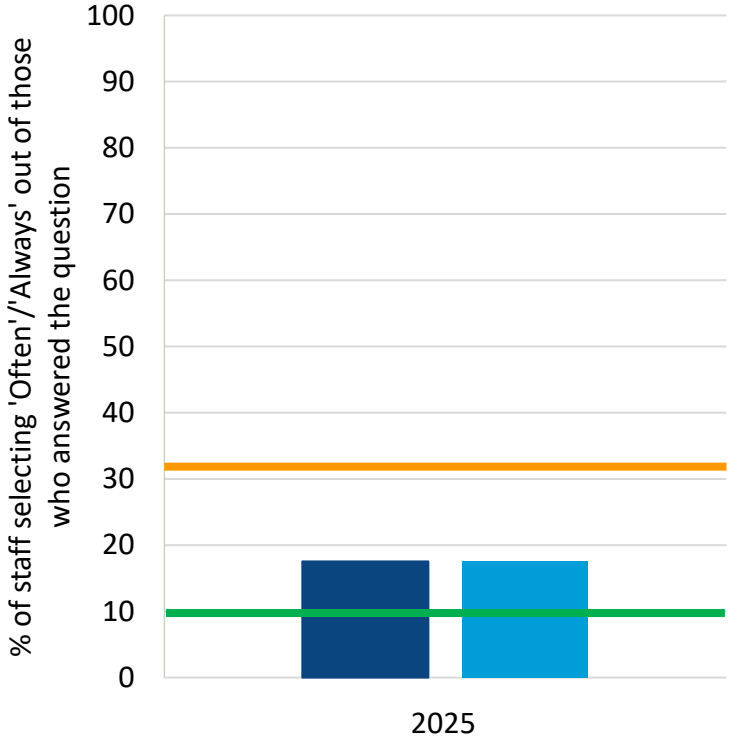
Survey Coordination Centre NHS

Q17a How often, if at all, do you find your work emotionally exhausting?



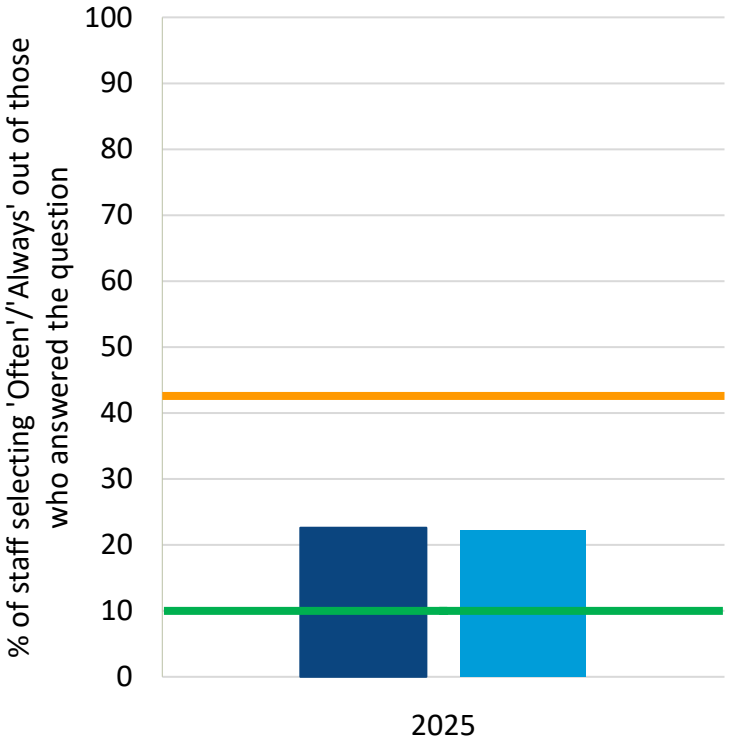
Your org	20.00%
Best result	10.00%
Average result	21.65%
Worst result	34.21%
Responses	115

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



Your org	17.54%
Best result	9.76%
Average result	17.57%
Worst result	31.86%
Responses	114

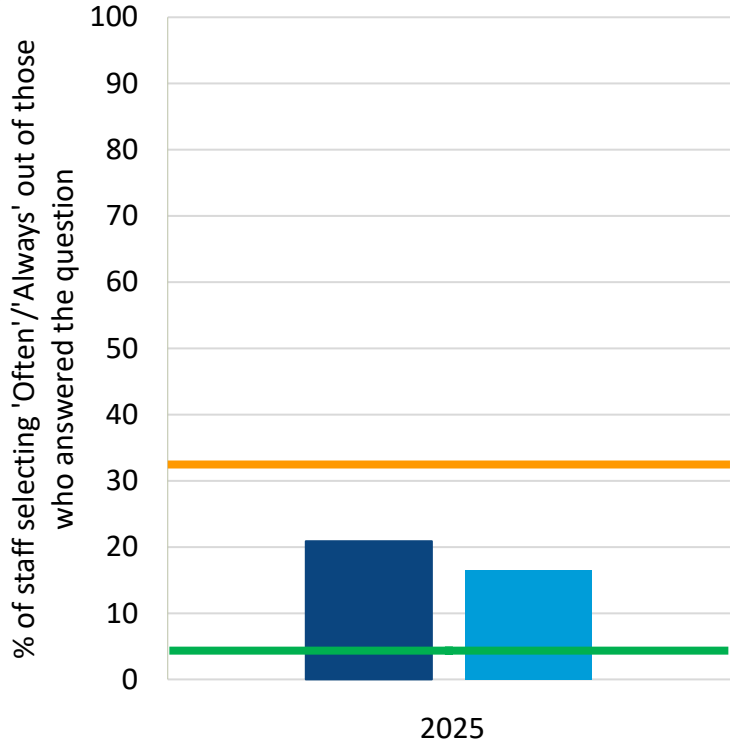
Q17c How often, if at all, does your work frustrate you?



Your org	22.61%
Best result	10.00%
Average result	22.13%
Worst result	42.59%
Responses	115

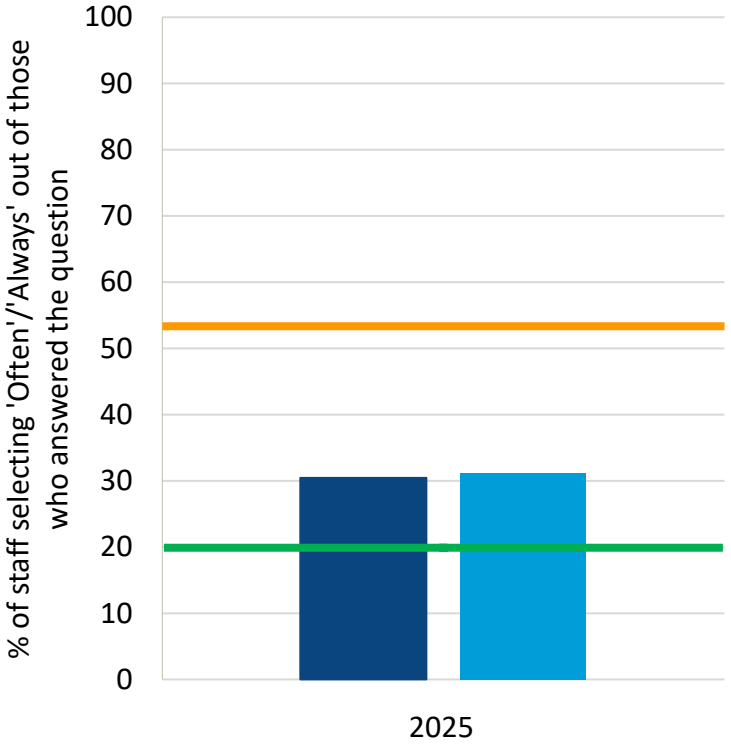
Survey Coordination Centre NHS

Q17d How often, if at all, are you exhausted at the thought of another day/shift at work?



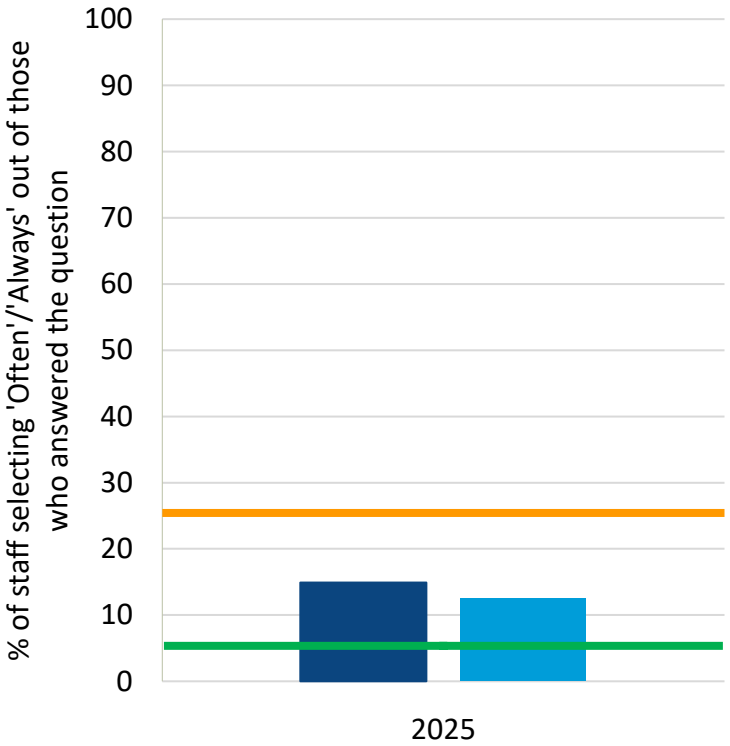
Your org	20.87%
Best result	4.35%
Average result	16.52%
Worst result	32.46%
Responses	115

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



Your org	30.43%
Best result	19.89%
Average result	31.12%
Worst result	53.33%
Responses	115

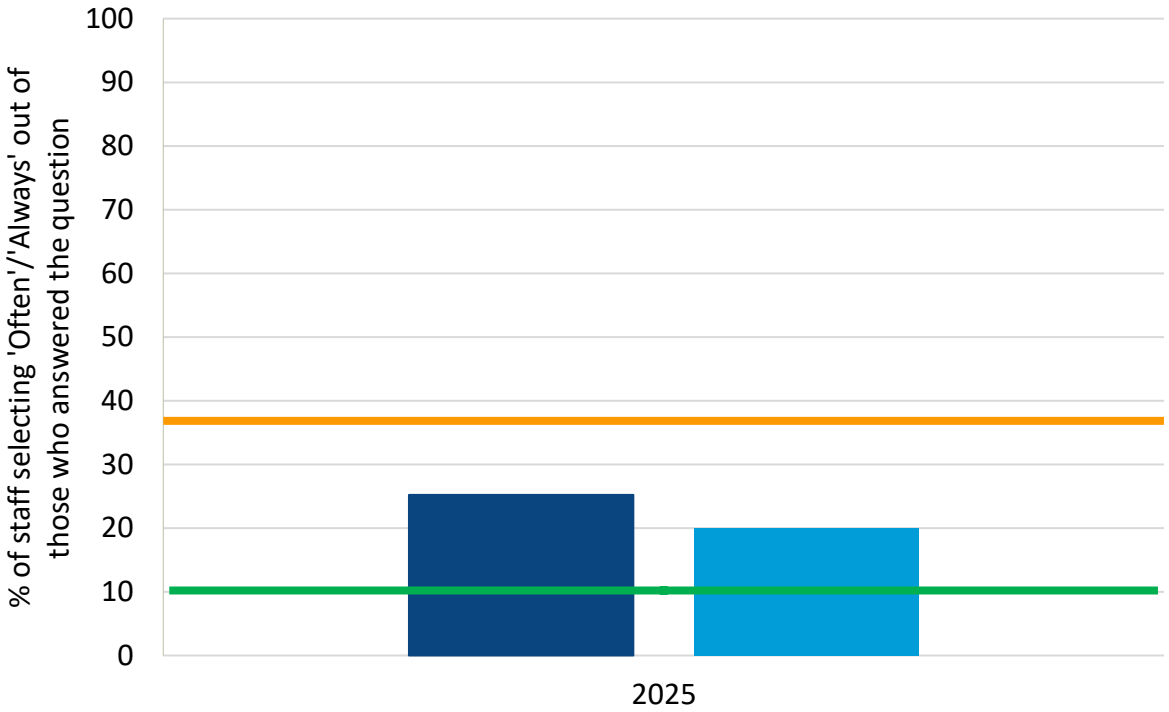
Q17f How often, if at all, do you feel that every working hour is tiring for you?



Your org	14.91%
Best result	5.36%
Average result	12.50%
Worst result	25.42%
Responses	114

Survey Coordination Centre NHS

Q17g How often, if at all, do you not have enough energy for family and friends during leisure time?

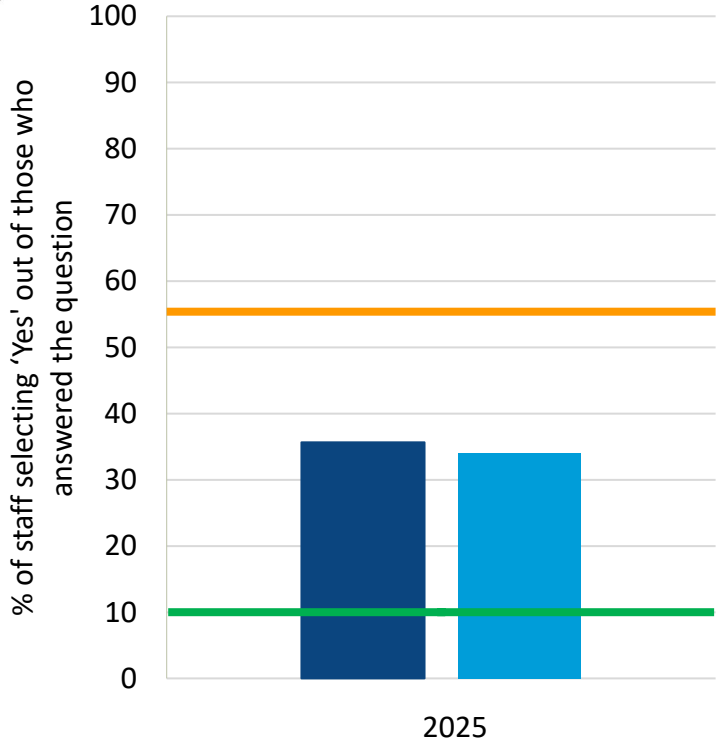


Your org	25.22%
Best result	10.20%
Average result	20.00%
Worst result	36.84%
Responses	115

People Promise elements and theme results – We are safe and healthy: Negative experiences

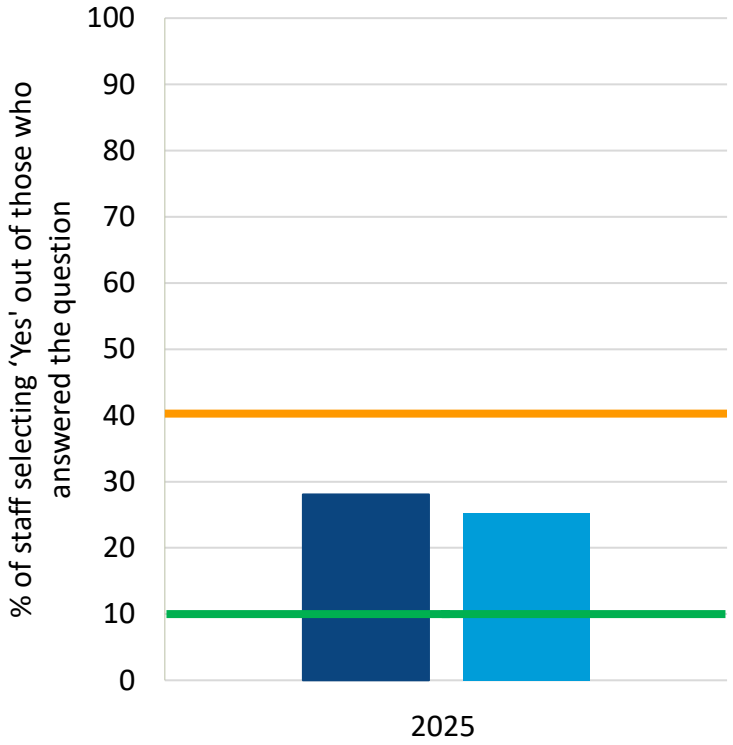
Survey Coordination Centre NHS

Q16b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities? Examples may include back pain, neck or arm strains, and joint pain.



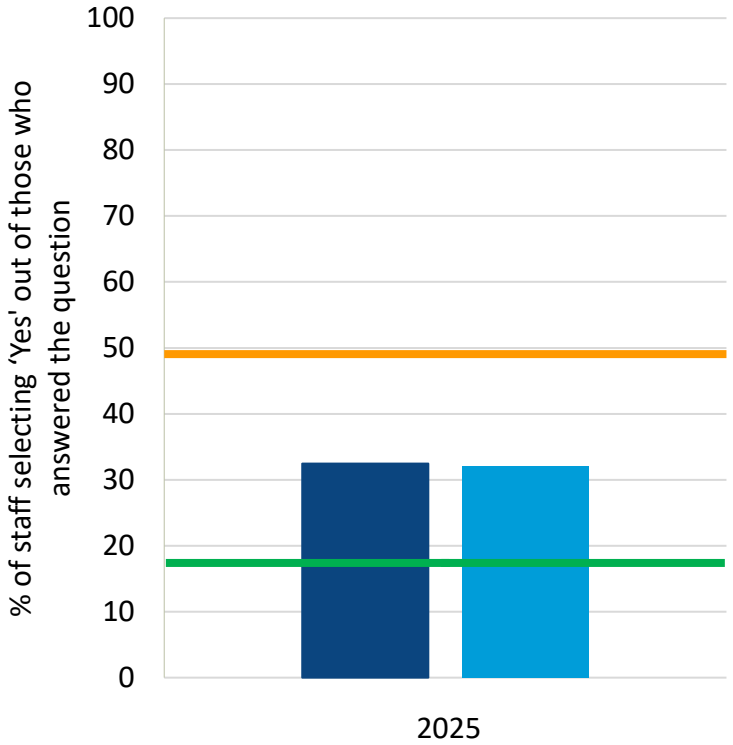
Your org	35.65%
Best result	10.00%
Average result	34.09%
Worst result	55.38%
Responses	115

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



Your org	28.07%
Best result	10.00%
Average result	25.31%
Worst result	40.28%
Responses	114

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



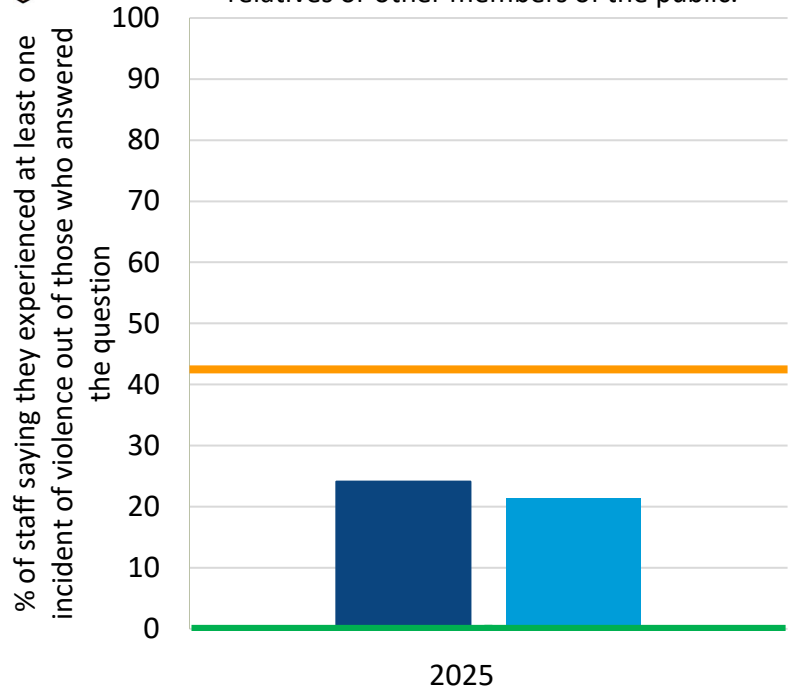
Your org	32.46%
Best result	17.39%
Average result	32.14%
Worst result	49.06%
Responses	114

Note: Q16b has been updated to include examples. For more information, please refer to the *Technical Guide:* https://www.nhsstaffsurveys.com/survey-documents/

People Promise elements and theme results – We are safe and healthy: Negative experiences

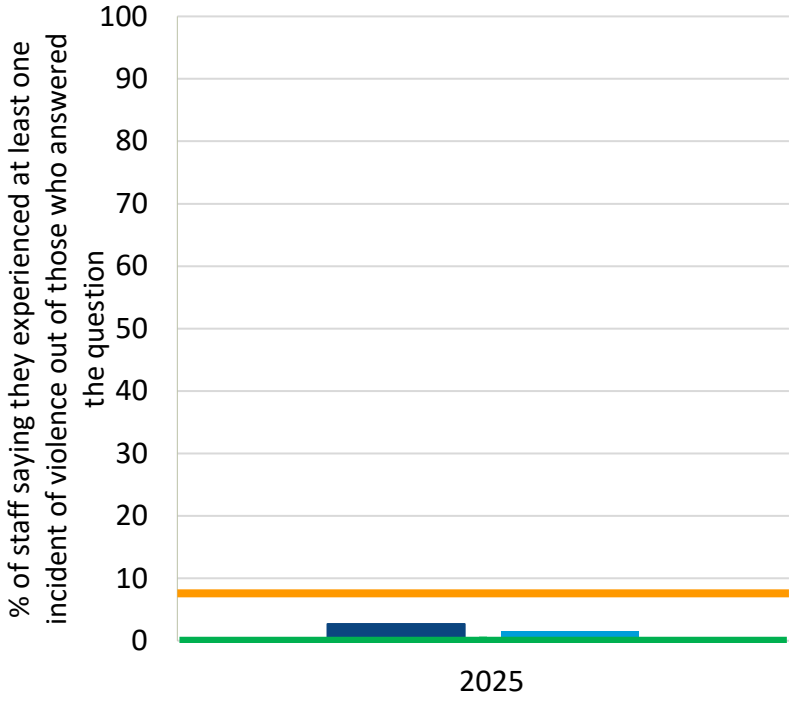
Survey Coordination Centre NHS

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.



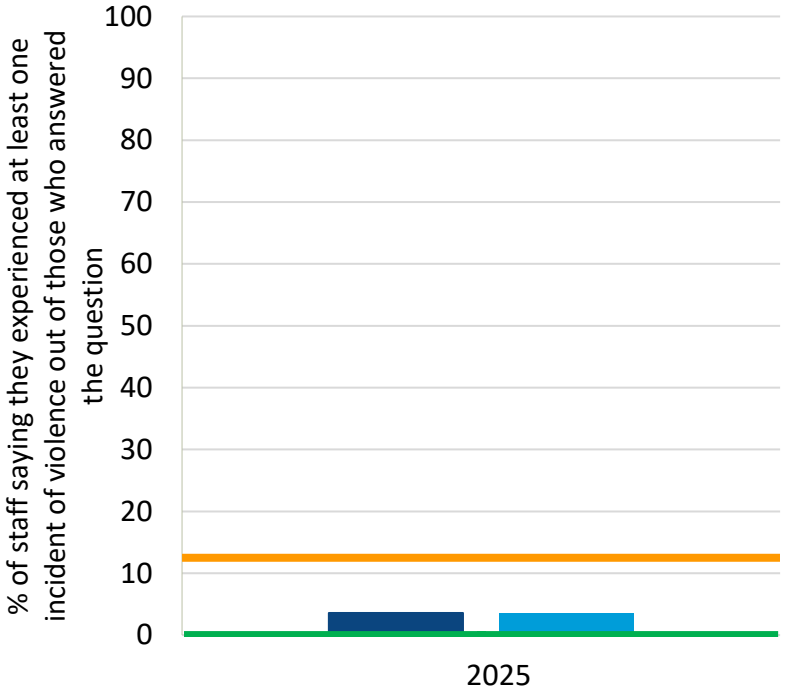
Your org	24.11%
Best result	0.00%
Average result	21.39%
Worst result	42.48%
Responses	112

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



Your org	2.68%
Best result	0.00%
Average result	1.47%
Worst result	7.59%
Responses	112

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



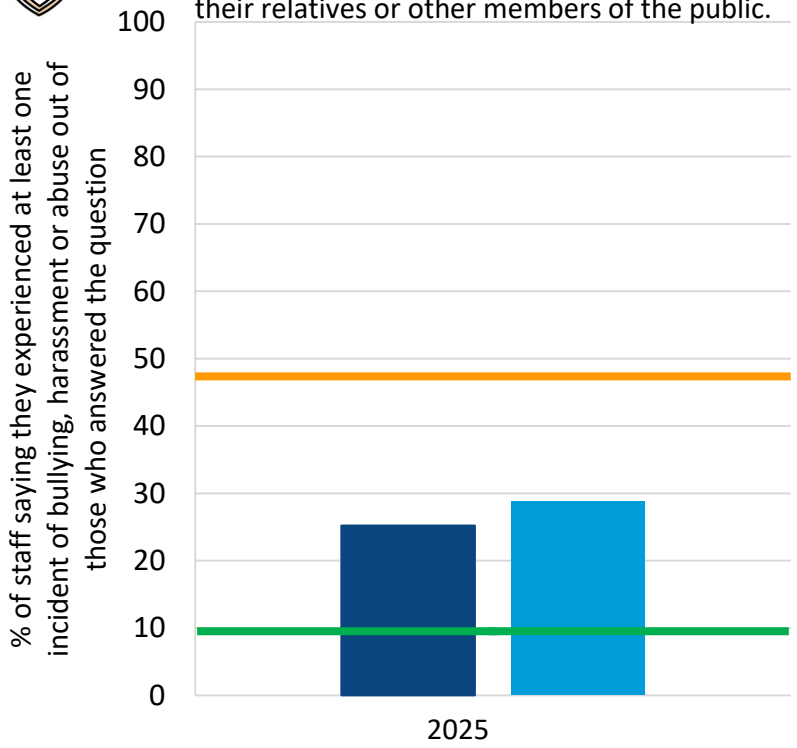
Your org	3.57%
Best result	0.00%
Average result	3.45%
Worst result	12.50%
Responses	112

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.

People Promise elements and theme results – We are safe and healthy: Negative experiences

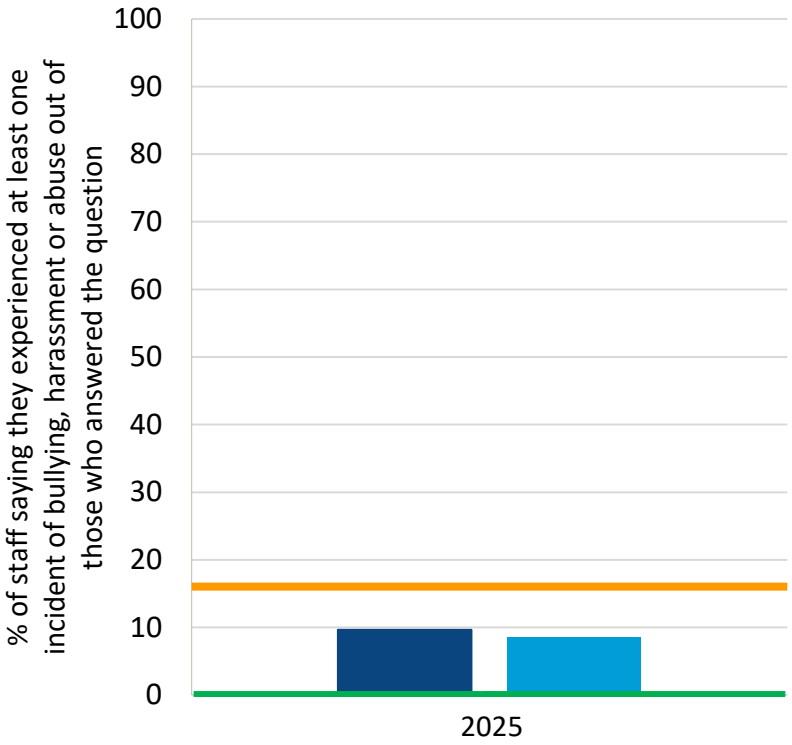
Survey Coordination Centre NHS

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.



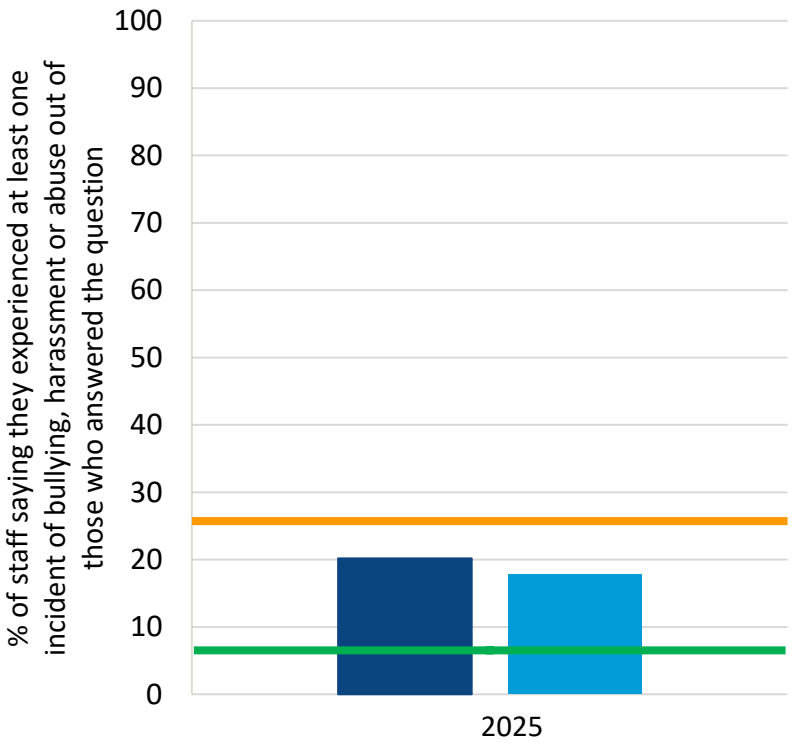
Your org	25.22%
Best result	9.52%
Average result	28.79%
Worst result	47.37%
Responses	115

Q19b In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Managers.



Your org	9.65%
Best result	0.00%
Average result	8.57%
Worst result	16.04%
Responses	114

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

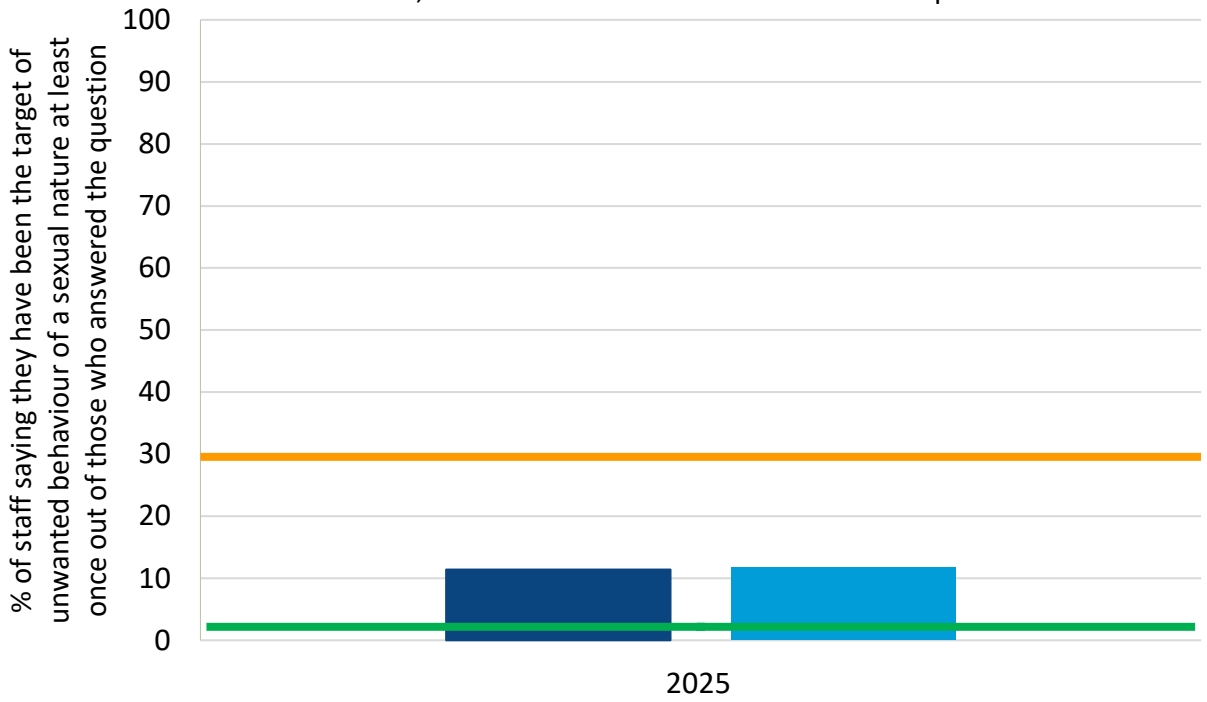


Your org	20.18%
Best result	6.52%
Average result	17.79%
Worst result	25.71%
Responses	114

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.

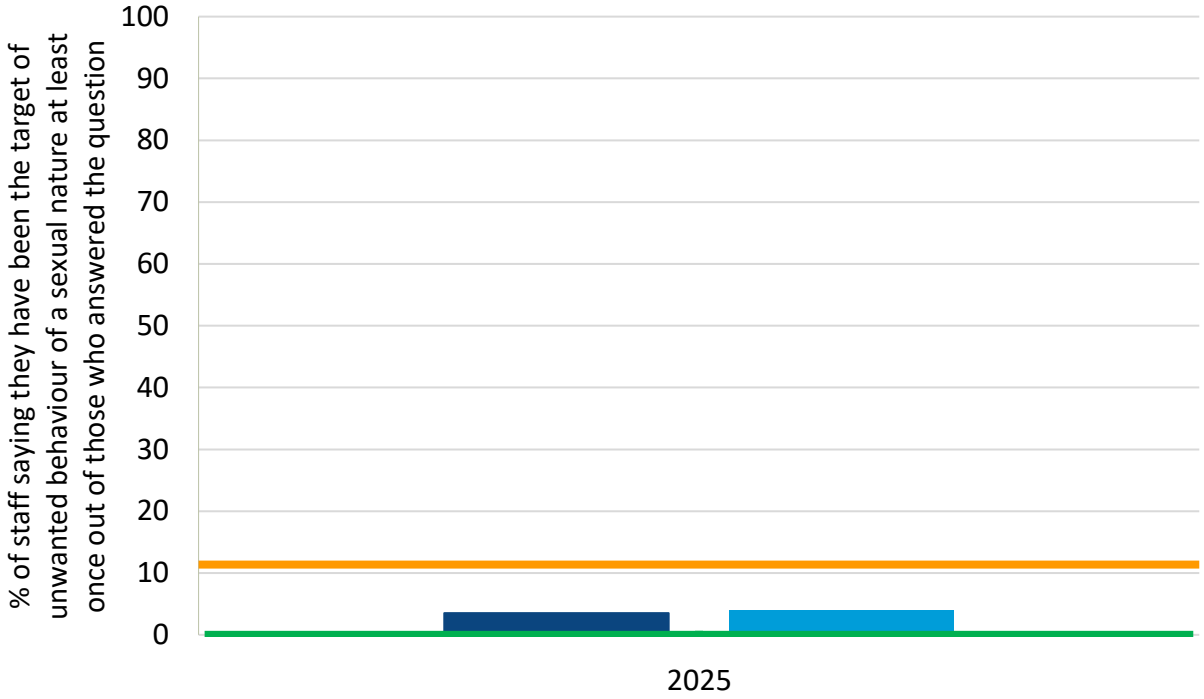
Survey Coordination Centre NHS

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.



Your org	11.40%
Best result	2.17%
Average result	11.76%
Worst result	29.57%
Responses	114

Q22b In the last 12 months, have you been the target of unwanted behaviour of a sexual nature in the workplace from… ? Staff / colleagues.



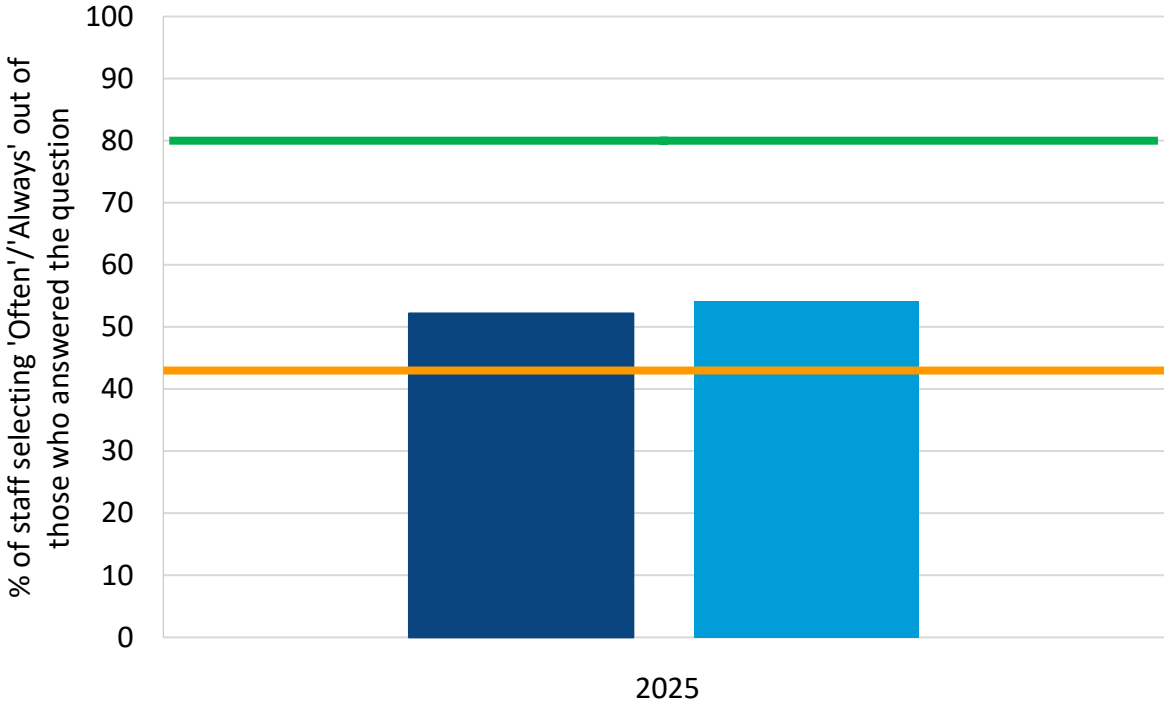
Your org	3.51%
Best result	0.00%
Average result	4.05%
Worst result	11.36%
Responses	114

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

People Promise elements and theme results – We are safe and healthy: Other questions*

Survey Coordination Centre NHS

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



Your org	52.17%
Best result	80.00%
Average result	54.19%
Worst result	42.98%
Responses	115

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

Survey Coordination Centre

NHS

People Promise element – We are always learning

Questions included:

Development – Q29a, Q29b, Q29c, Q29d, Q29e

Other questions*: Q28, Q29f, and Q29g

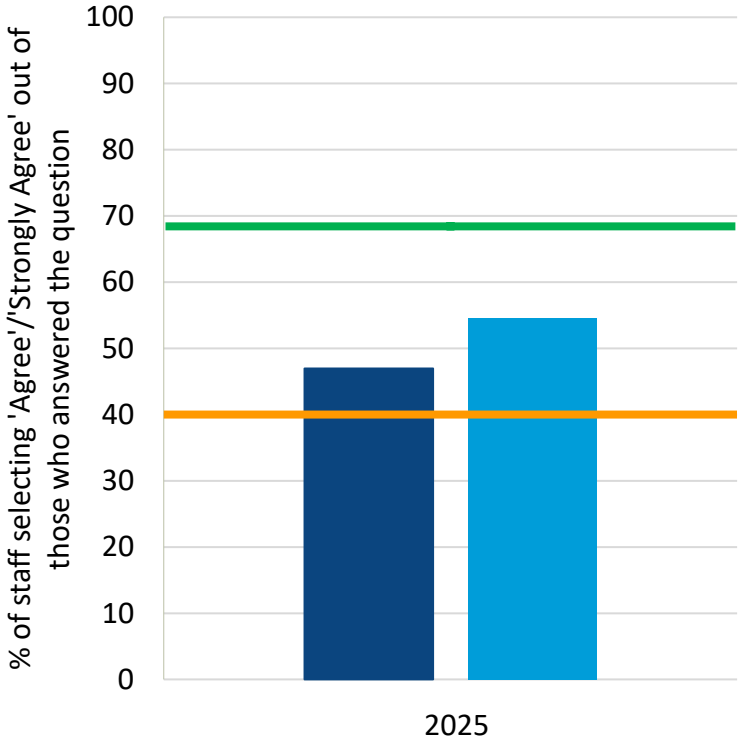
*Q28, Q29f and Q29g do not contribute to the calculation of any scores or sub-scores.

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.

People Promise elements and theme results – We are always learning: Development

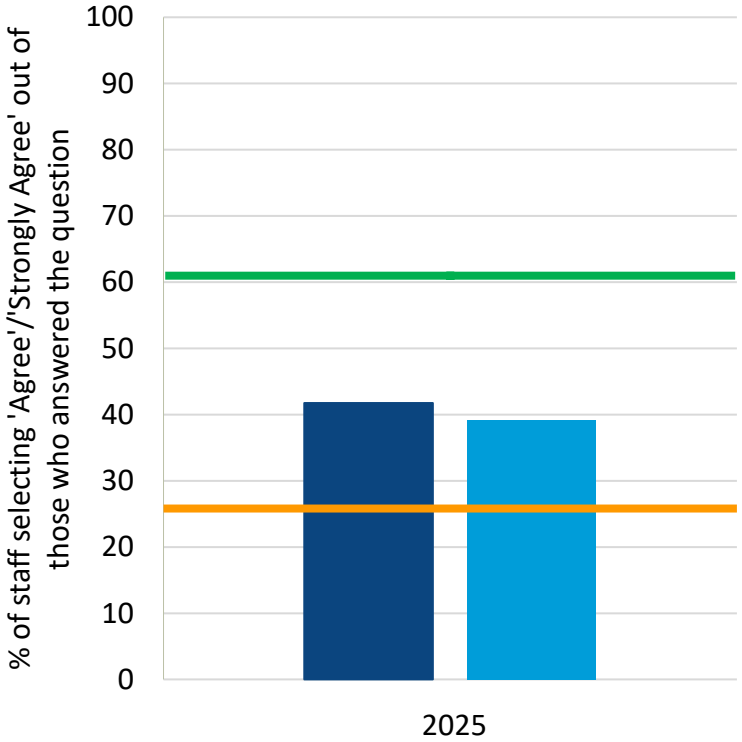
Survey Coordination Centre NHS

Q29a This organisation offers me challenging work.



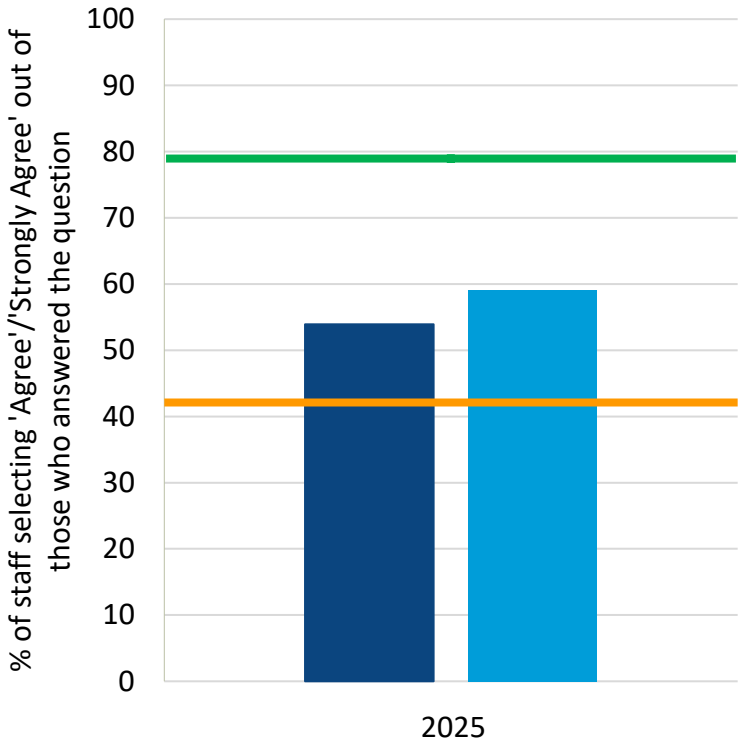
Your org	46.96%
Best result	68.42%
Average result	54.59%
Worst result	40.00%
Responses	115

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



Your org	41.74%
Best result	60.98%
Average result	39.22%
Worst result	25.81%
Responses	115

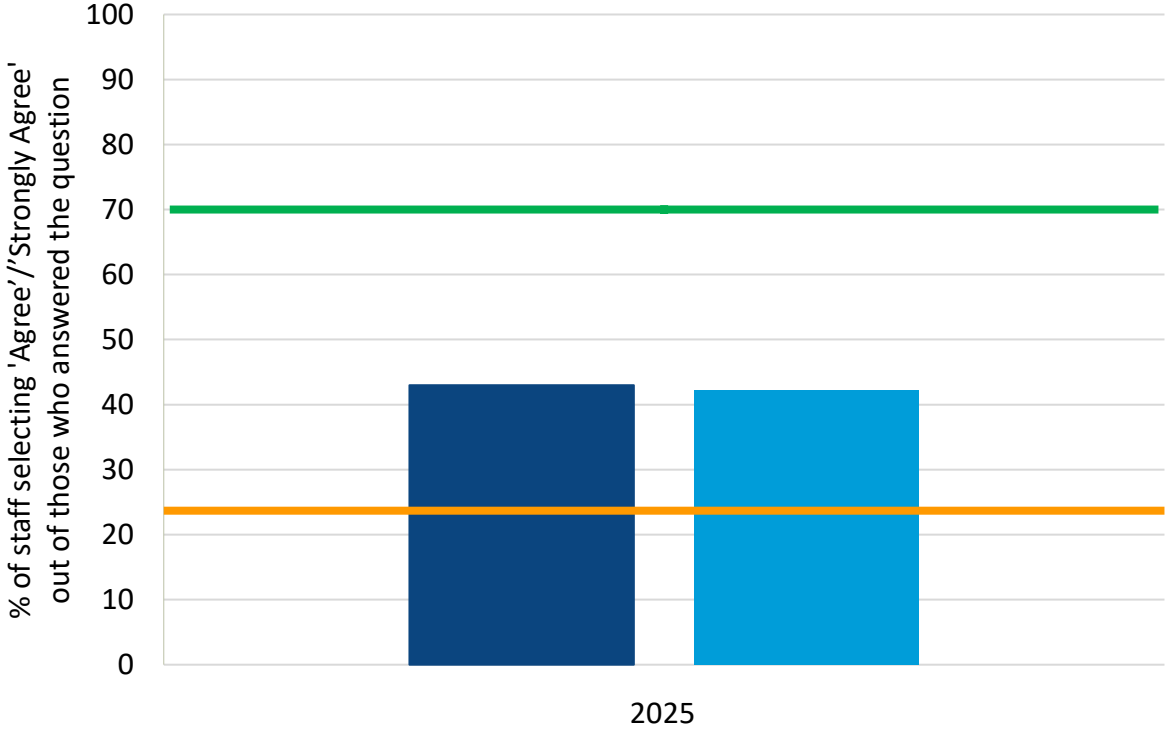
Q29c I have opportunities to improve my knowledge and skills.



Your org	53.91%
Best result	78.95%
Average result	59.09%
Worst result	42.11%
Responses	115

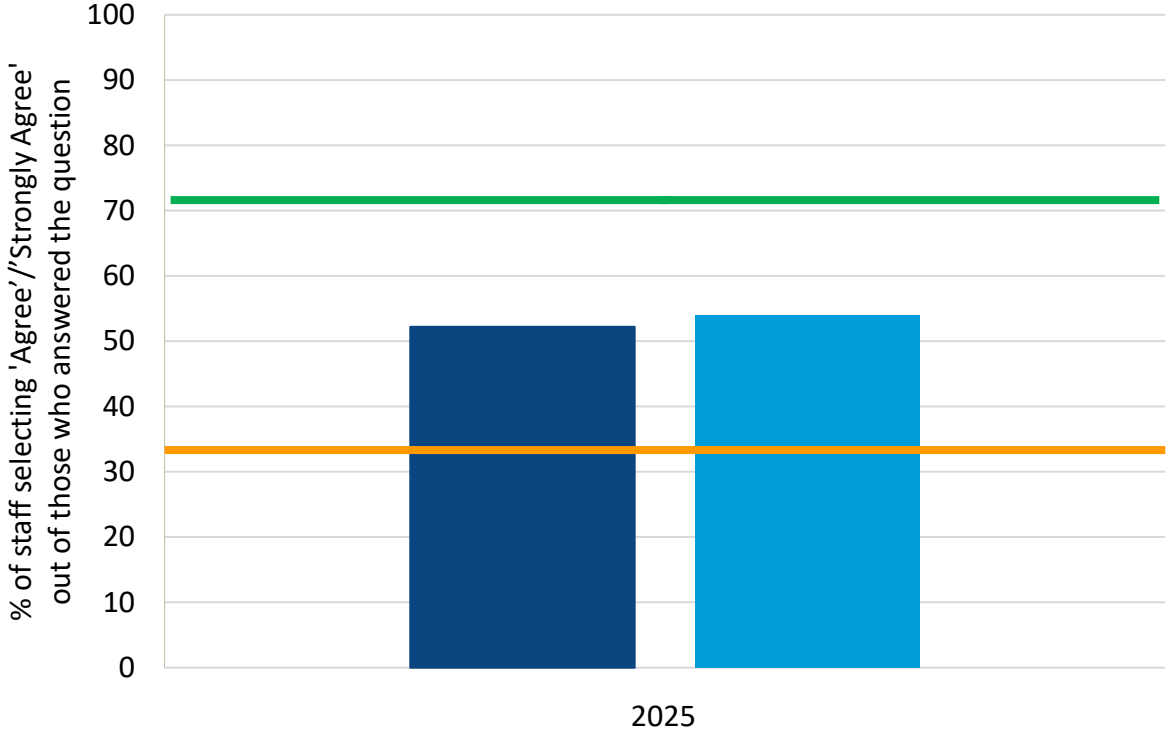
Survey Coordination Centre NHS

Q29d I feel supported to develop my potential.



Your org	42.98%
Best result	70.00%
Average result	42.20%
Worst result	23.68%
Responses	114

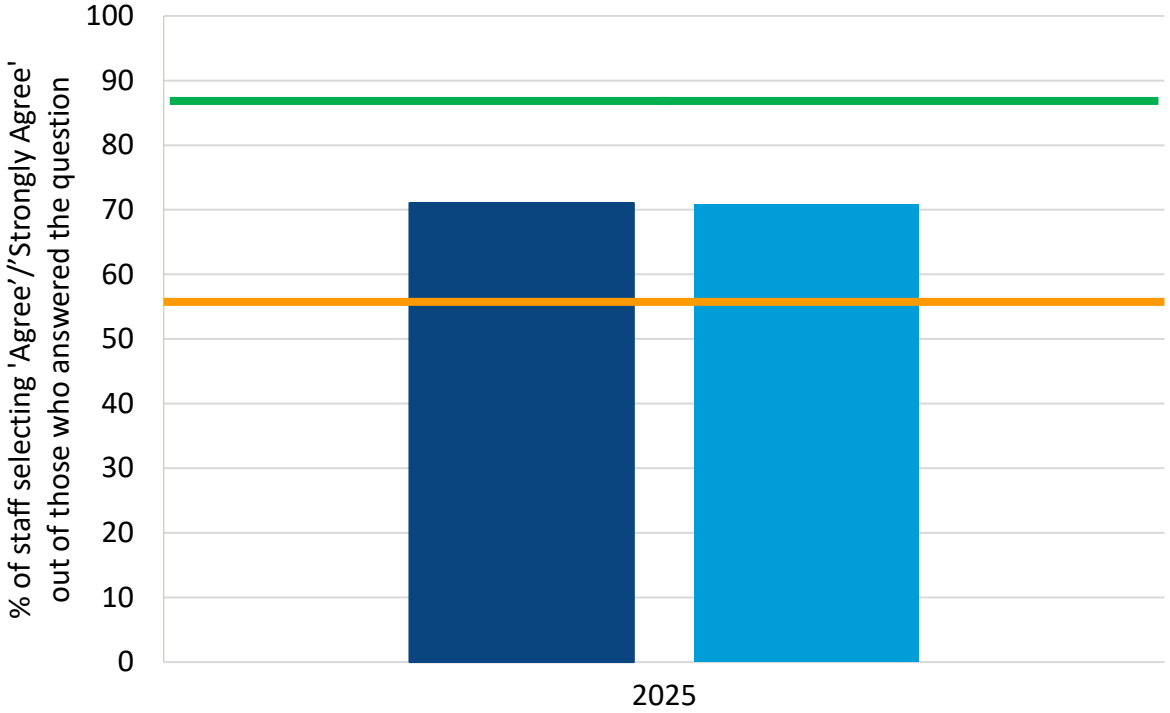
Q29e I am able to access the right learning and development opportunities when I need to.



Your org	52.21%
Best result	71.62%
Average result	54.00%
Worst result	33.33%
Responses	113

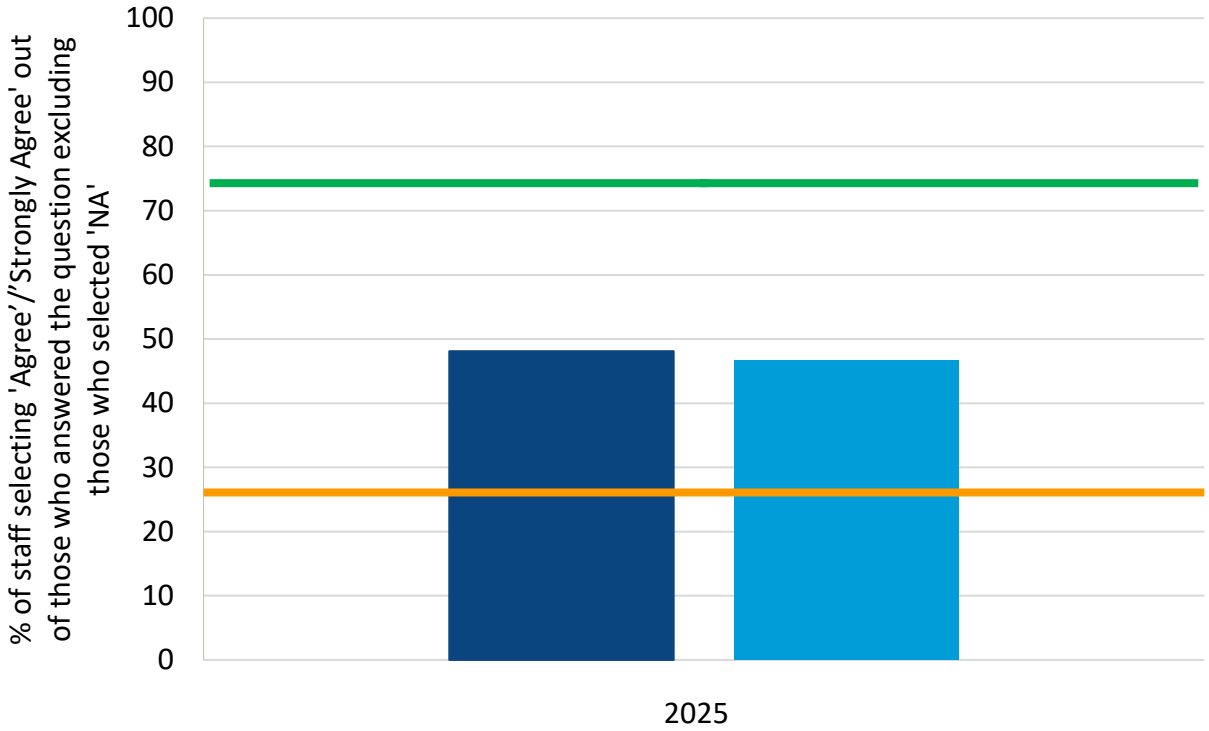
Survey Coordination Centre NHS

Q29f I can get the help and support I need if I have questions when I am at work.



Your org	71.05%
Best result	86.84%
Average result	70.80%
Worst result	55.75%
Responses	114

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

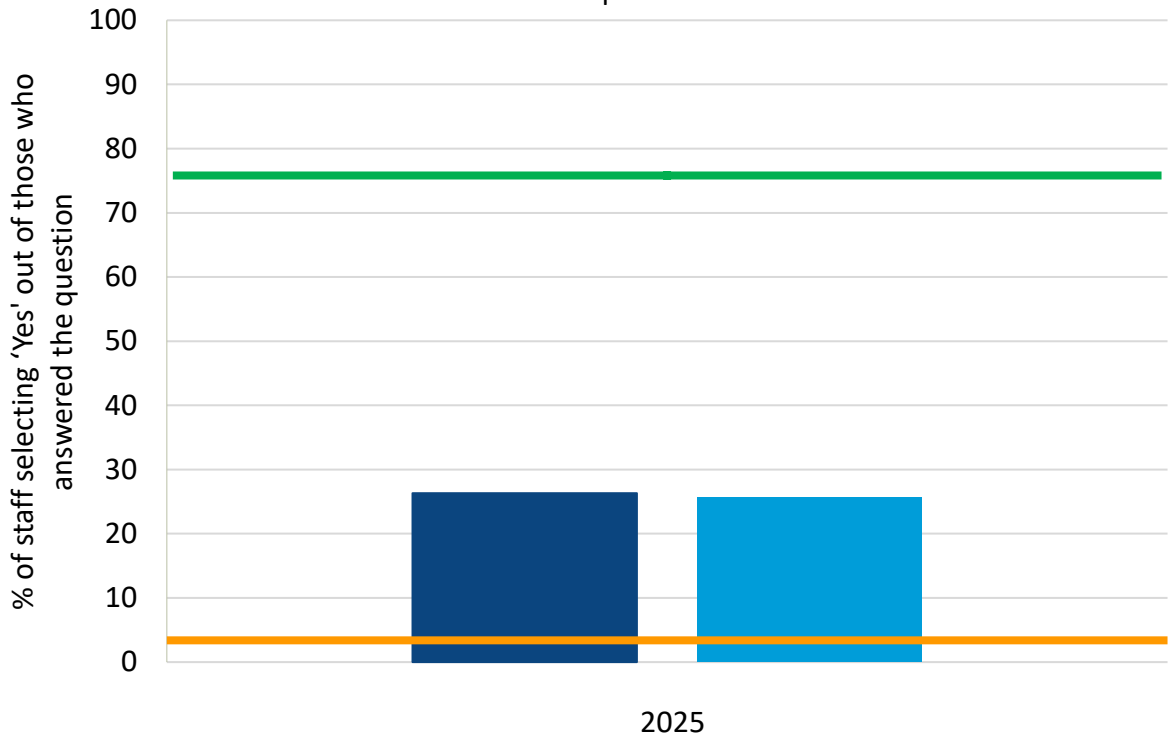


Your org	48.10%
Best result	74.29%
Average result	46.73%
Worst result	26.09%
Responses	79

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

Survey Coordination Centre NHS

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



	2025
Your org	26.32%
Best result	75.82%
Average result	25.69%
Worst result	3.39%
Responses	114

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

Survey Coordination Centre

NHS

People Promise element – We work flexibly

Questions included:

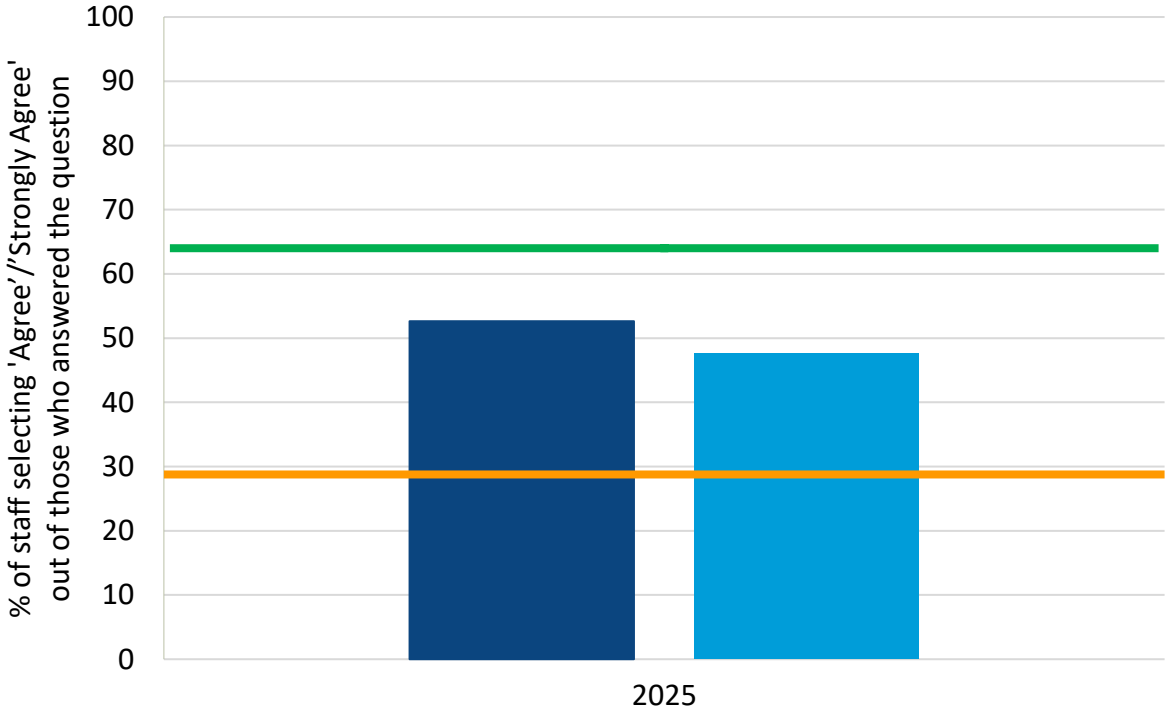
Support for work-life balance – Q8b and Q8c

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.

People Promise elements and theme results – We work flexibly: Support for work-life balance

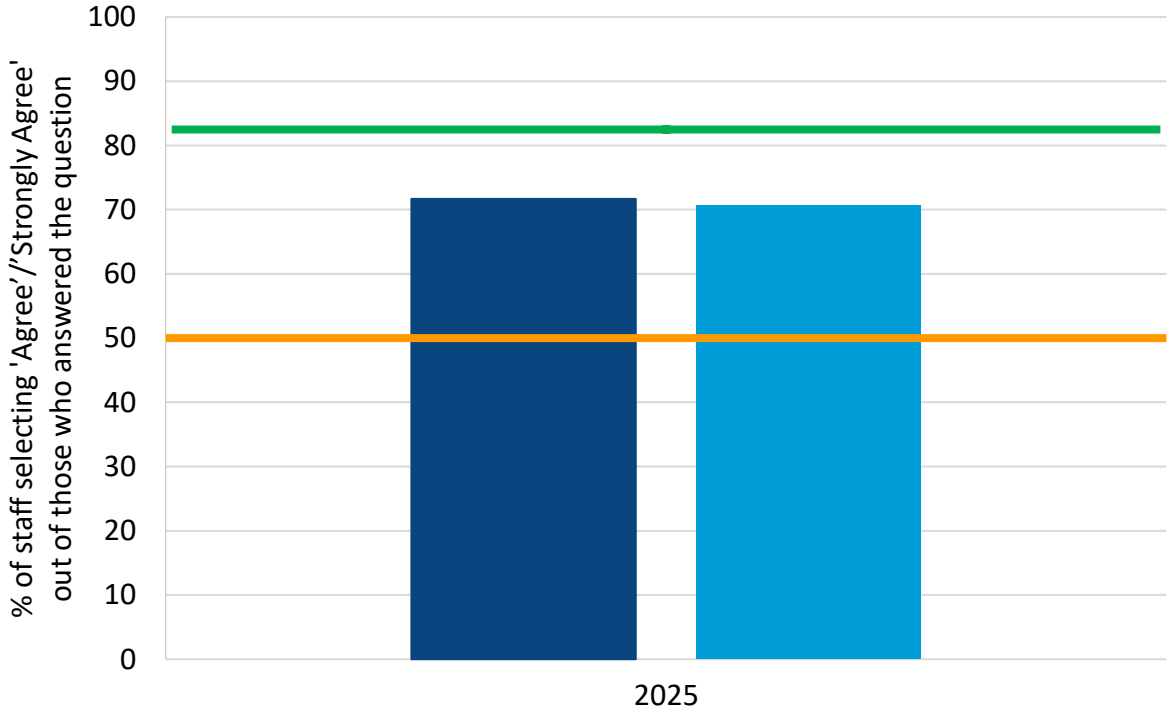
Survey Coordination Centre NHS

Q8b My organisation is committed to helping me balance my work and home life.



Your org	52.63%
Best result	64.00%
Average result	47.66%
Worst result	28.77%
Responses	114

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

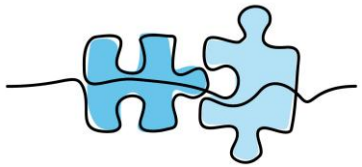


Your org	71.68%
Best result	82.48%
Average result	70.67%
Worst result	50.00%
Responses	113

Survey Coordination Centre

NHS

People Promise element – We are a team



Questions included:

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

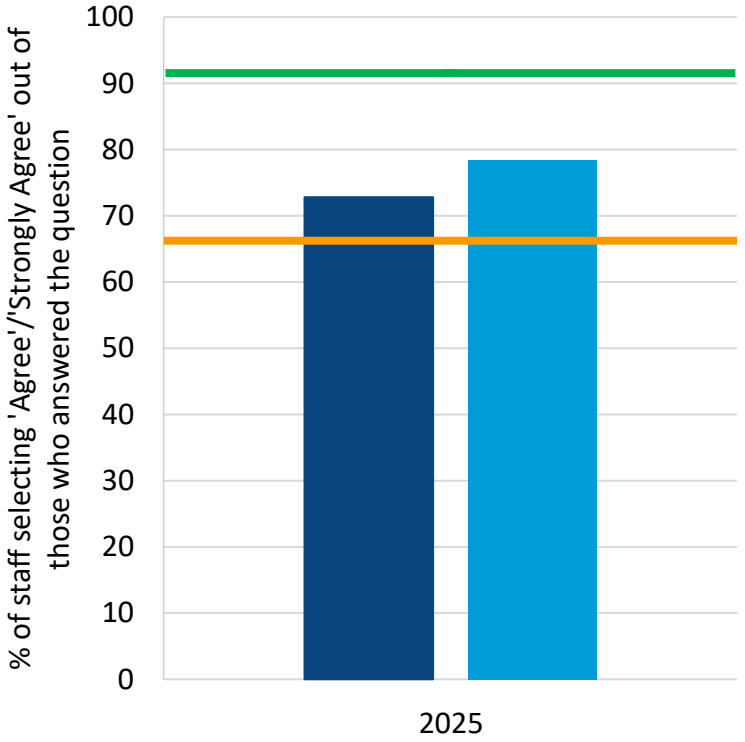
Line management – Q14a, Q14b, Q14c, Q14d

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.

People Promise elements and theme results – We are a team: Team working

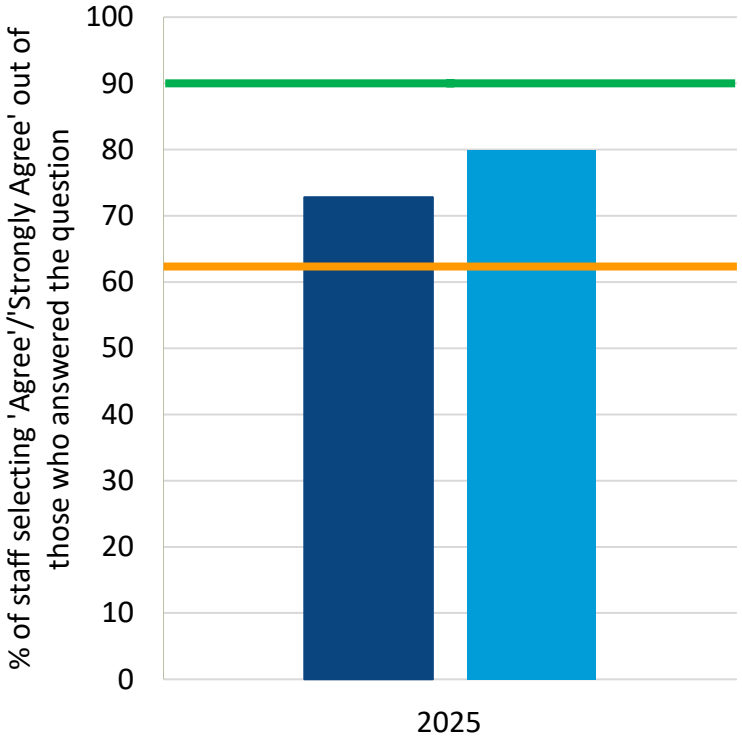
Survey Coordination Centre NHS

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



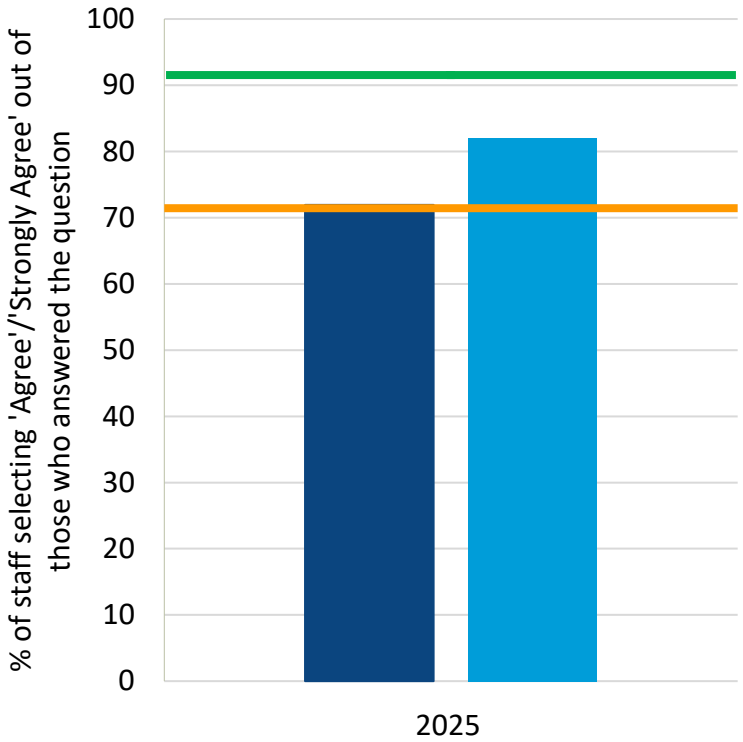
Your org	72.81%
Best result	91.54%
Average result	78.39%
Worst result	66.23%
Responses	114

Q11b Team members understand each other's roles.



Your org	72.81%
Best result	90.00%
Average result	79.91%
Worst result	62.34%
Responses	114

Q11c I enjoy working with the colleagues in my team.

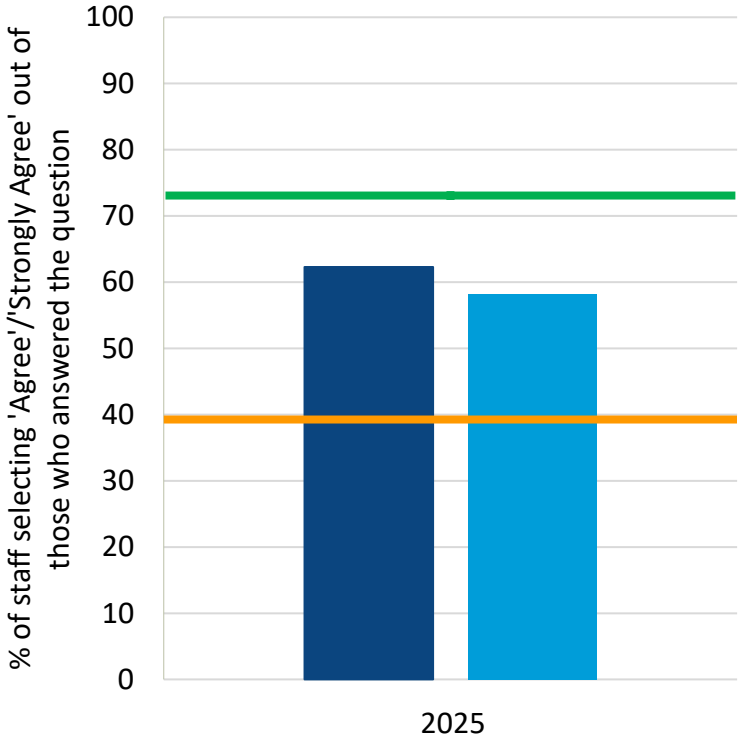


Your org	71.93%
Best result	91.54%
Average result	82.02%
Worst result	71.43%
Responses	114

People Promise elements and theme results – We are a team: Team working

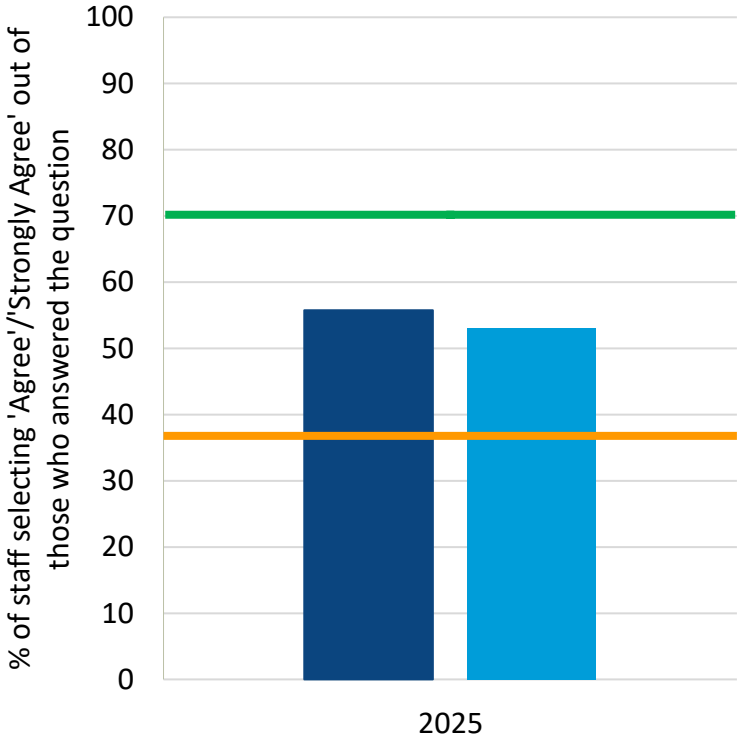
Survey Coordination Centre NHS

Q11d My team has enough freedom in how to do its work.



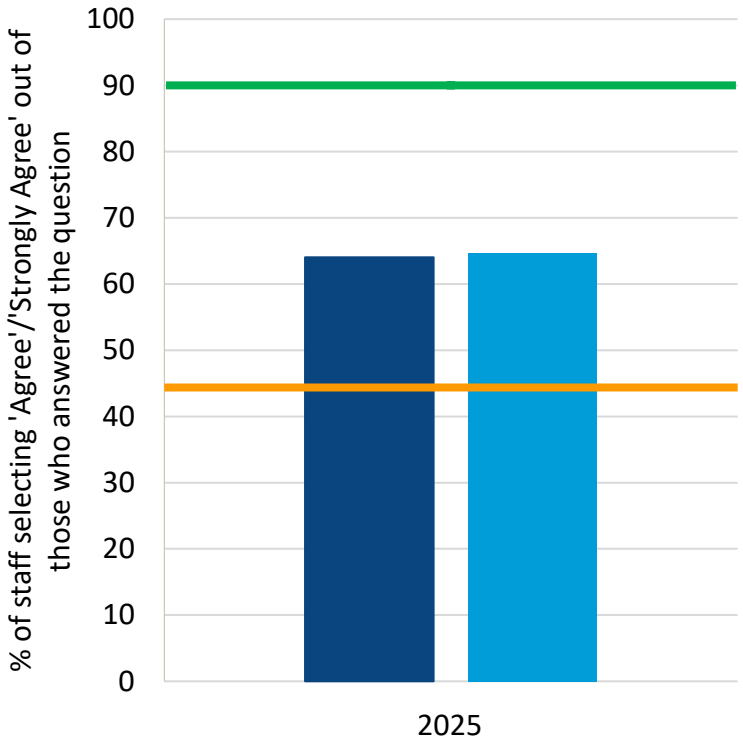
Your org	62.28%
Best result	73.08%
Average result	58.24%
Worst result	39.25%
Responses	114

Q11e In my team disagreements are dealt with constructively.



Your org	55.75%
Best result	70.18%
Average result	53.03%
Worst result	36.78%
Responses	113

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

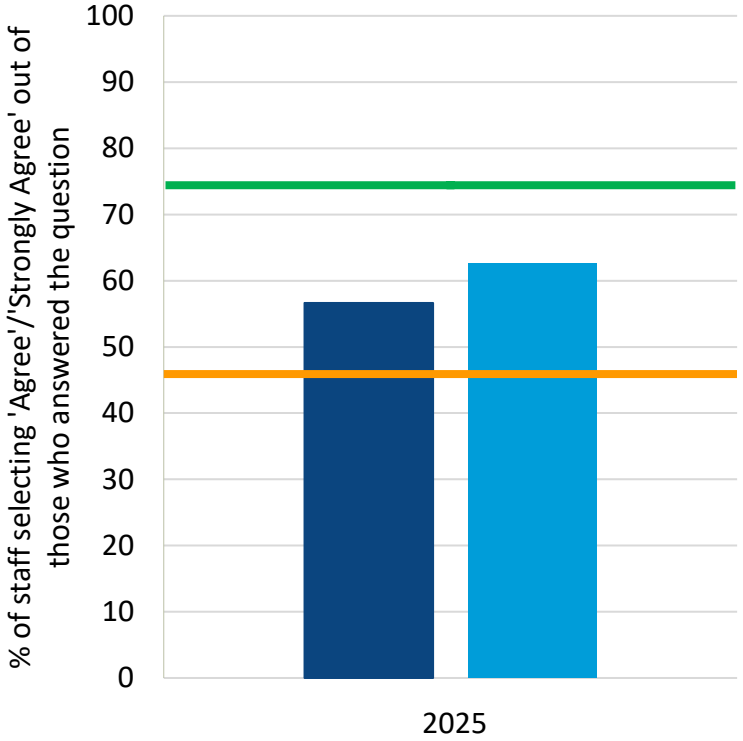


Your org	64.04%
Best result	90.00%
Average result	64.71%
Worst result	44.37%
Responses	114

People Promise elements and theme results – We are a team: Line management

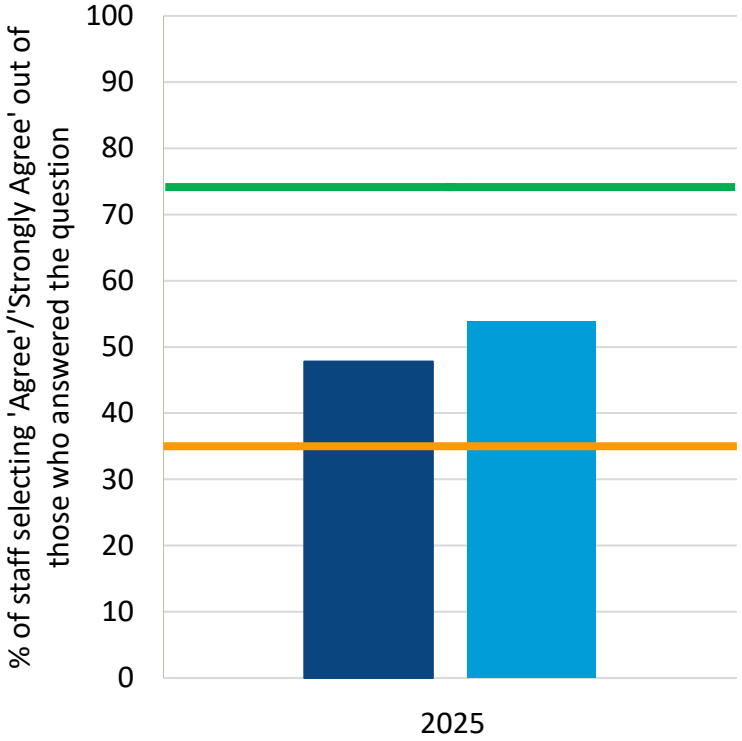
Survey Coordination Centre NHS

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



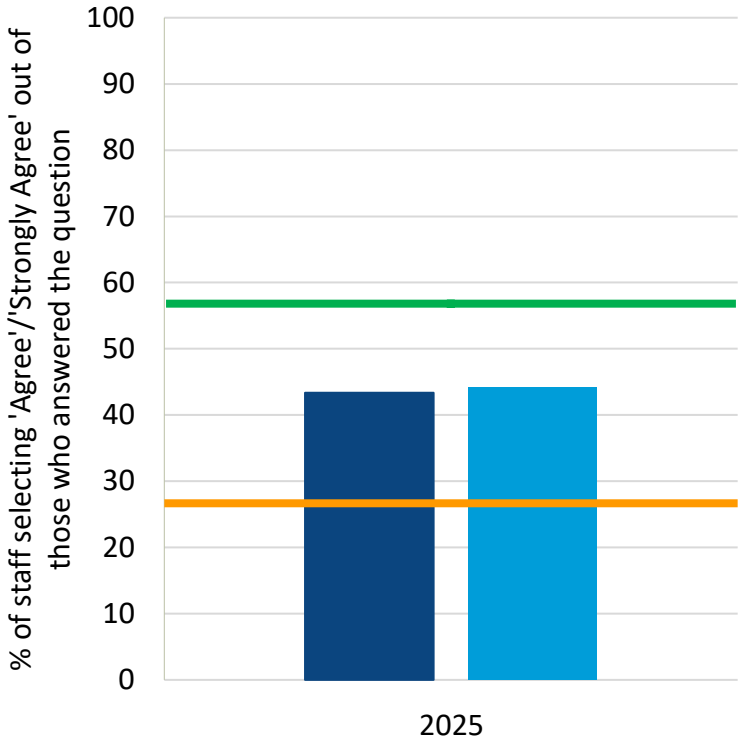
Your org	56.64%
Best result	74.42%
Average result	62.59%
Worst result	45.90%
Responses	113

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



Your org	47.79%
Best result	74.14%
Average result	53.85%
Worst result	35.00%
Responses	113

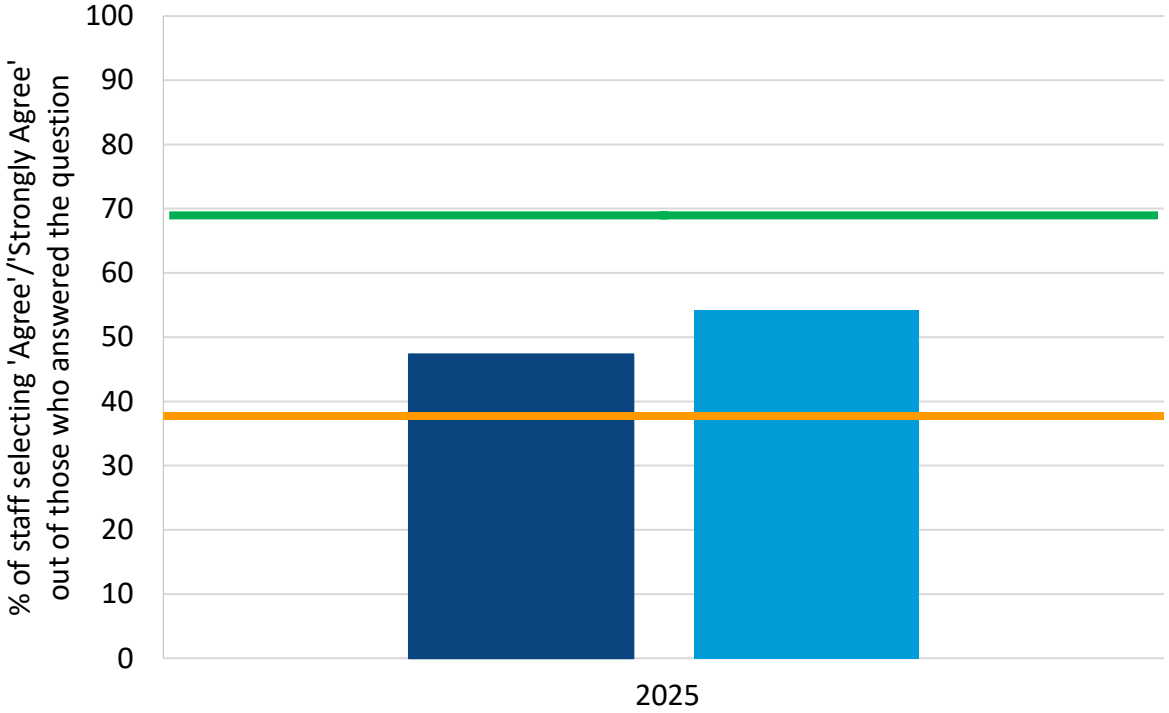
Q14c My immediate manager(s) asks for my opinion before making decisions that affect my work.



Your org	43.36%
Best result	56.82%
Average result	44.14%
Worst result	26.67%
Responses	113

Survey Coordination Centre NHS

Q14d My immediate manager(s) takes a positive interest in my health and well-being.



Your org	47.32%
Best result	68.97%
Average result	54.22%
Worst result	37.72%
Responses	112

Survey Coordination Centre

NHS

Theme – Staff engagement

Questions included:

Motivation – Q4a, Q4b, Q4c

Involvement – Q5c, Q5d, Q5f

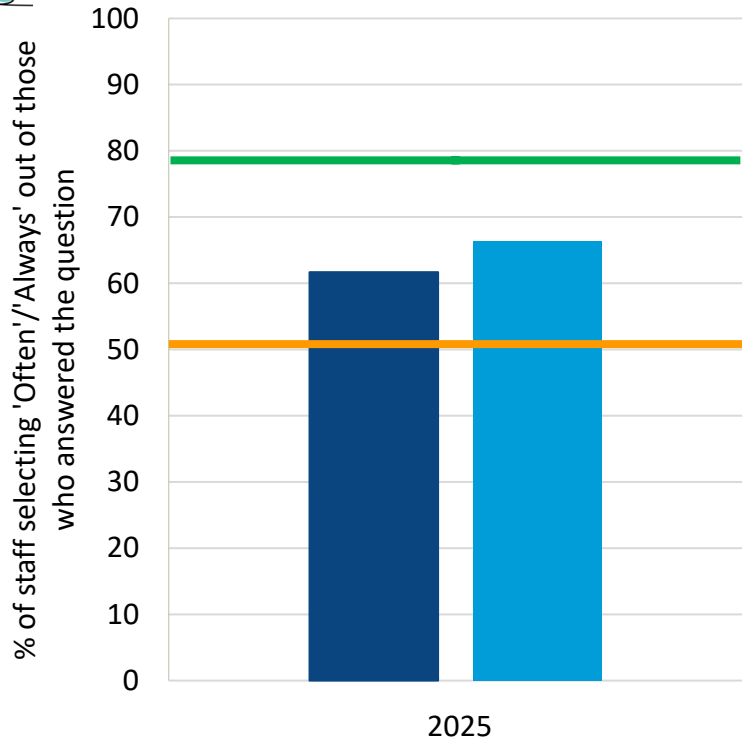
Advocacy – Q30a, Q30c, Q30d

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.

People Promise elements and theme results – Staff engagement: Motivation

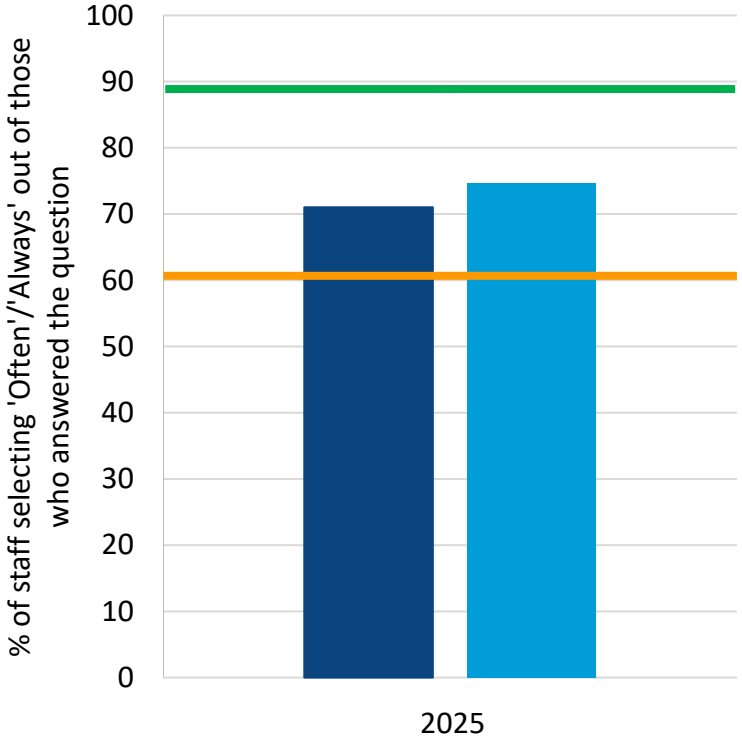
Survey Coordination Centre NHS

Q4a I look forward to going to work.



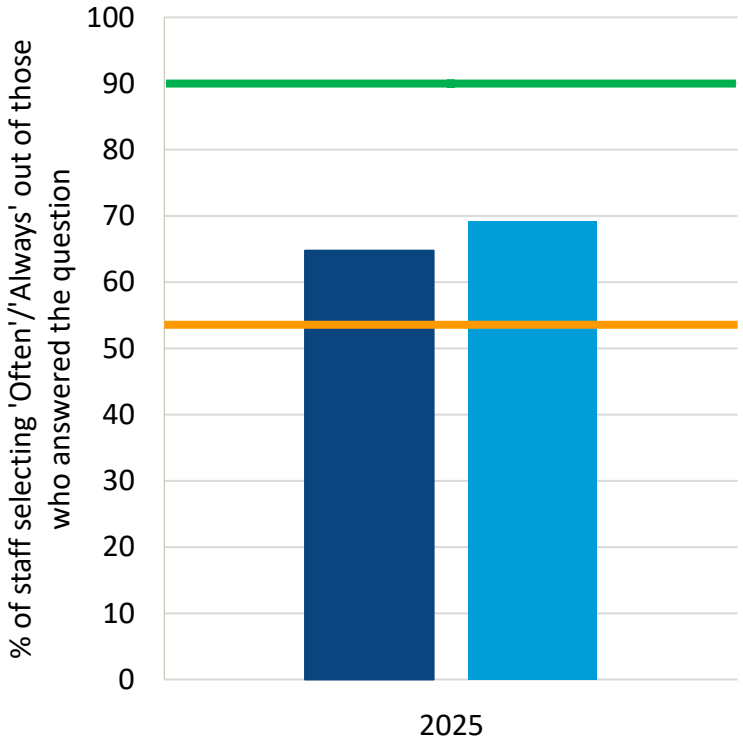
Your org	61.68%
Best result	78.57%
Average result	66.39%
Worst result	50.82%
Responses	107

Q4b I am enthusiastic about my job.



Your org	71.03%
Best result	88.89%
Average result	74.67%
Worst result	60.68%
Responses	107

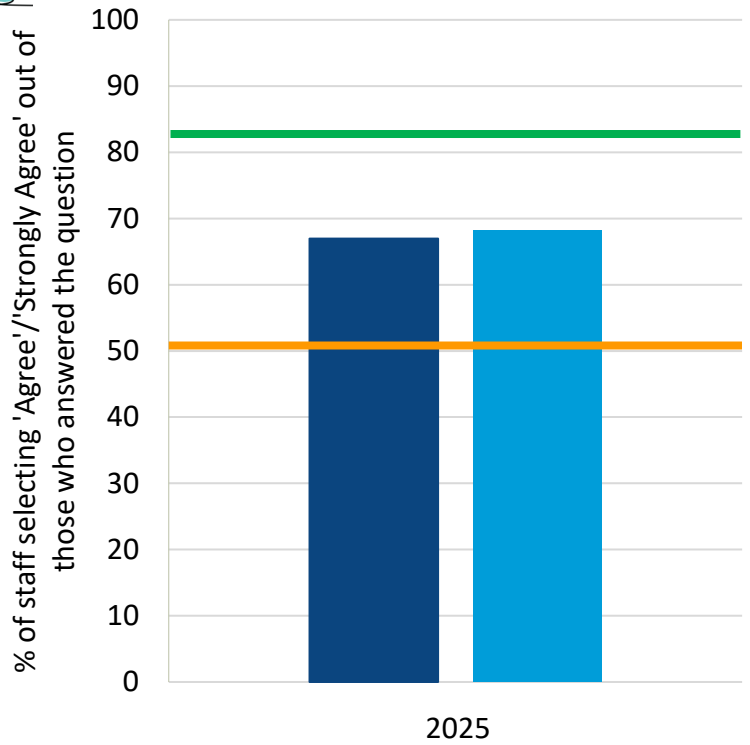
Q4c Time passes quickly when I am working.



Your org	64.76%
Best result	90.00%
Average result	69.23%
Worst result	53.57%
Responses	105

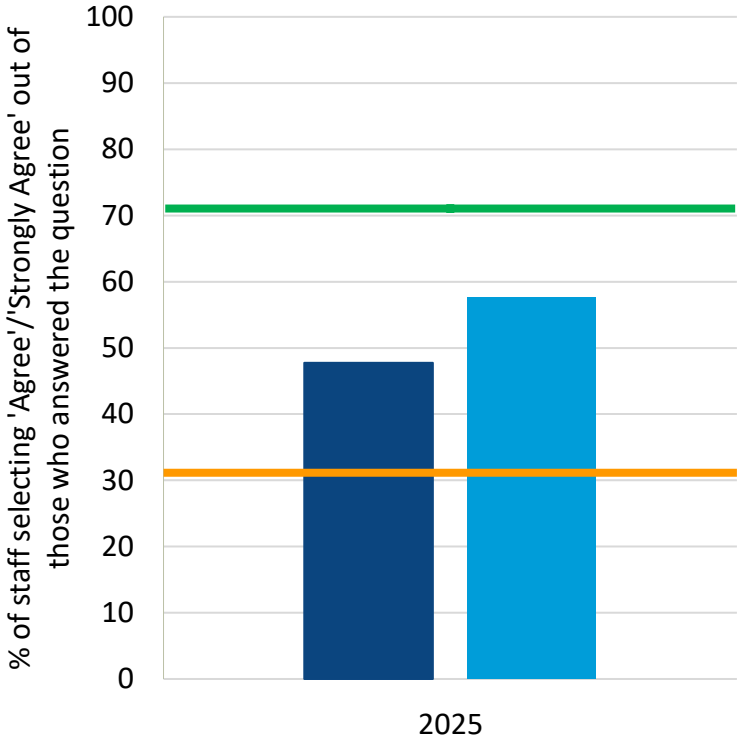
Survey Coordination Centre NHS

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



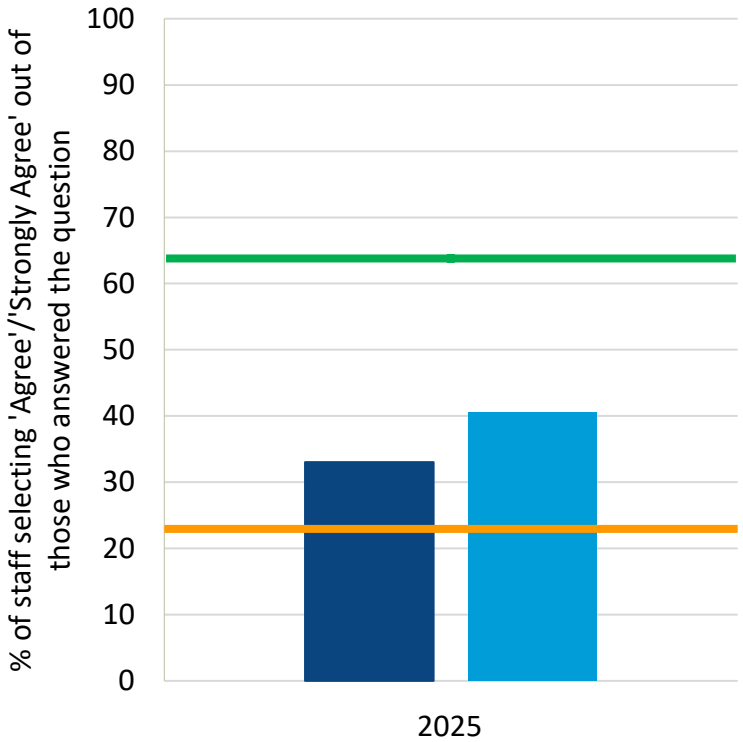
Your org	66.96%
Best result	82.76%
Average result	68.22%
Worst result	50.82%
Responses	112

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



Your org	47.75%
Best result	71.05%
Average result	57.59%
Worst result	31.15%
Responses	111

Q5f I am able to make improvements happen at work.

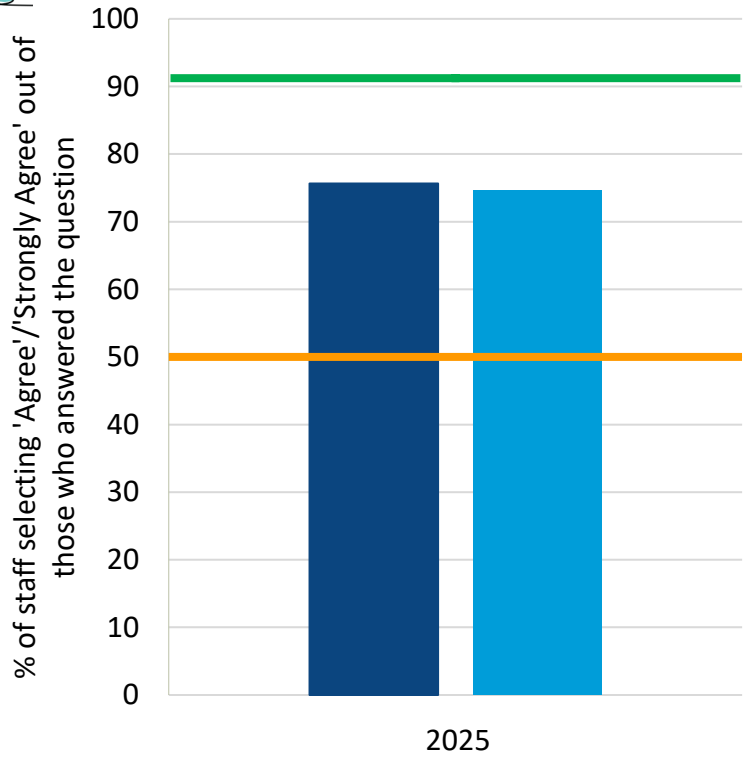


Your org	33.04%
Best result	63.79%
Average result	40.59%
Worst result	22.95%
Responses	112

People Promise elements and theme results – Staff engagement: Advocacy

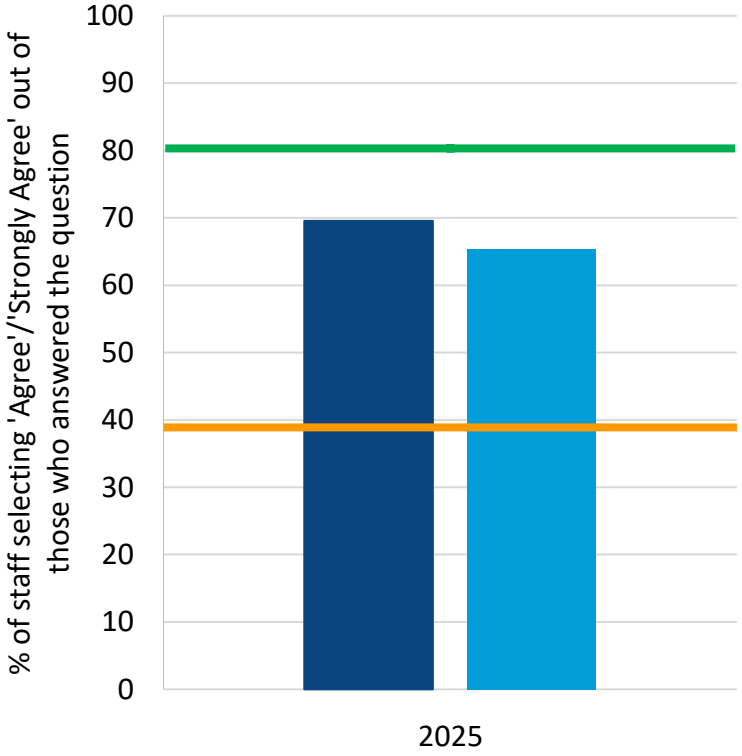
Survey Coordination Centre NHS

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



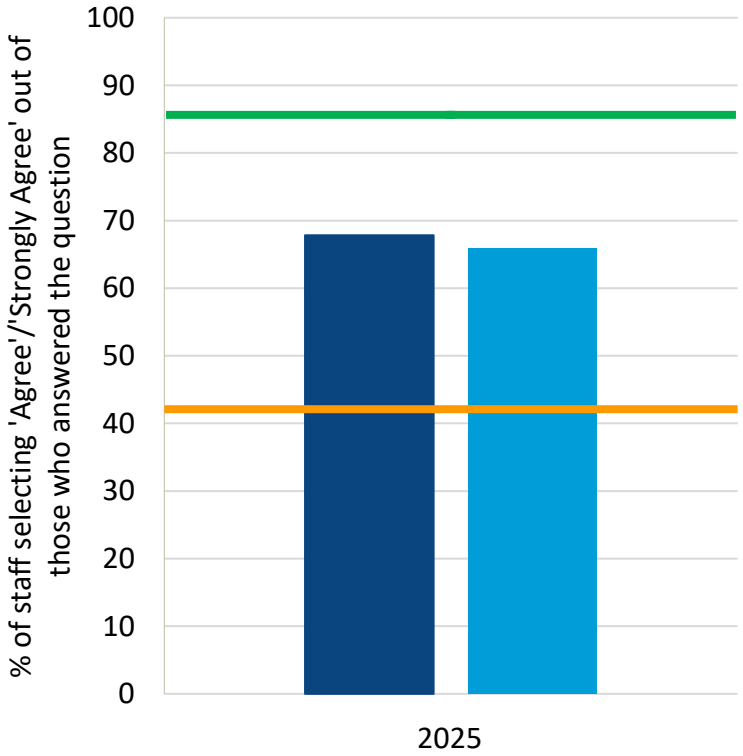
Your org	75.65%
Best result	91.23%
Average result	74.61%
Worst result	50.00%
Responses	115

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



Your org	69.57%
Best result	80.32%
Average result	65.33%
Worst result	38.89%
Responses	115

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



Your org	67.83%
Best result	85.64%
Average result	65.96%
Worst result	42.11%
Responses	115

Survey Coordination Centre

NHS

Theme - Morale

Questions included:

Future intentions – Q31

Work pressure – Q5g, Q5h, Q5i

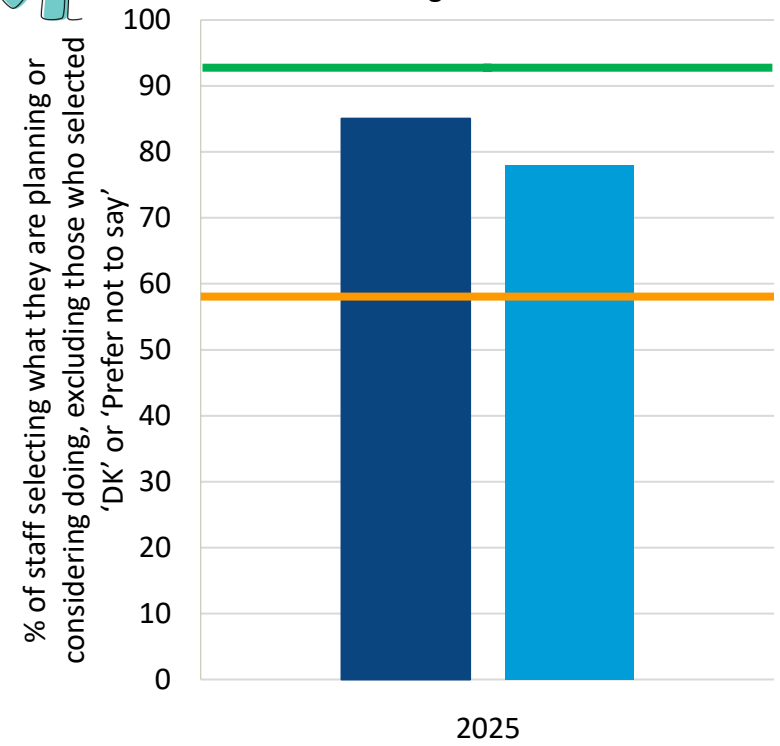
Stressors – Q5a, Q5e, Q7a, Q7b, Q7c, Q11a, Q14a

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.

Survey Coordination Centre NHS

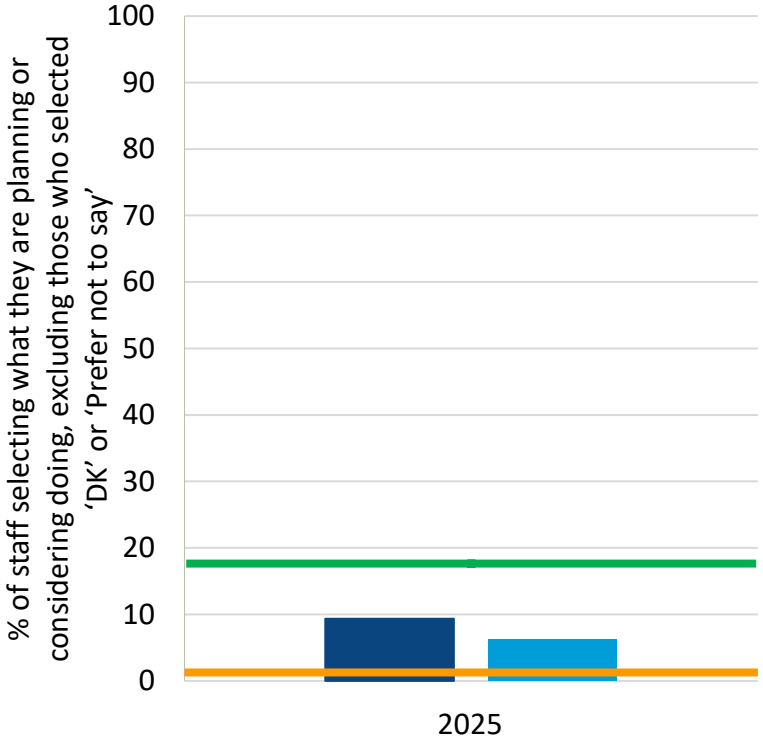
Q31 In the next 12 months, which of the following are you planning to do or considering doing? (Please tick all that apply)**

Q31_1 Continuing to work on the bank at this organisation.



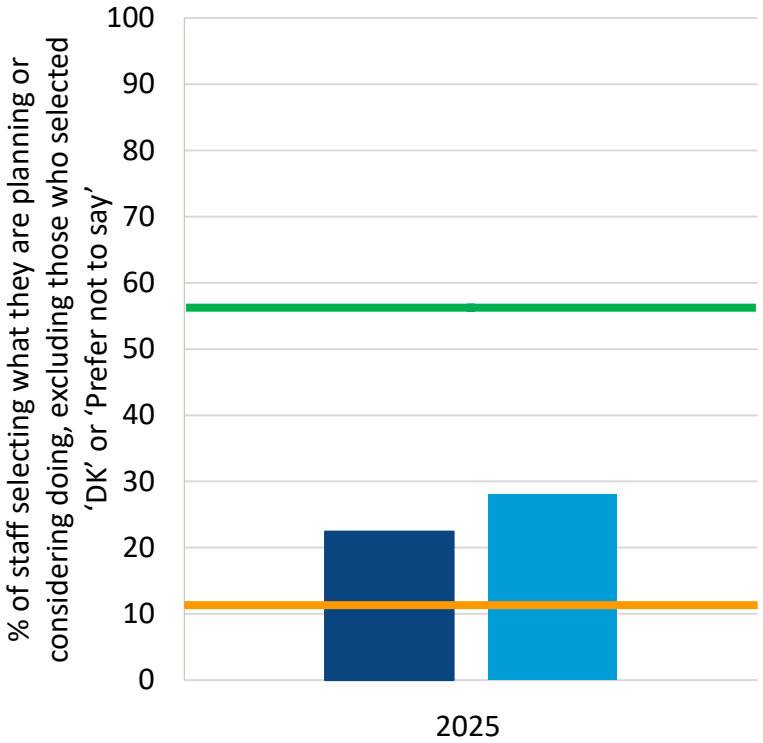
Your org	85.05%
Highest result	92.77%
Average result	78.01%
Lowest result	58.06%
Responses	107

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



Your org	9.35%
Highest result	17.65%
Average result	6.19%
Lowest result	1.27%
Responses	107

Q31_3 Moving to a permanent contract at this organisation.



Your org	22.43%
Highest result	56.25%
Average result	27.98%
Lowest result	11.32%
Responses	107

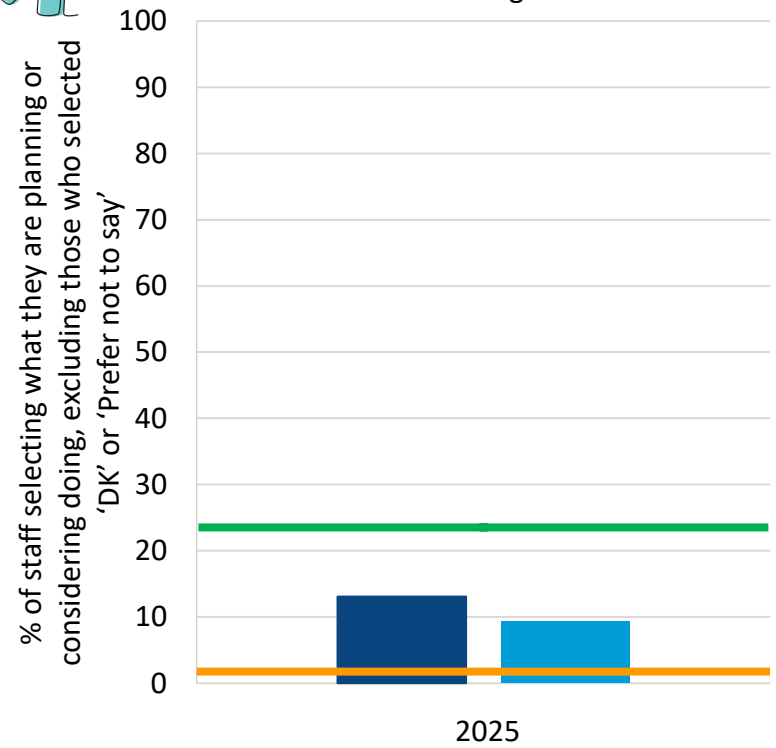
* More information regarding the Future intentions sub-score calculation is included in the Technical Guide for bank only workers document, found here.

** Nonspecific responses for q31, previously included in scoring, were excluded from 2024 onwards.

Survey Coordination Centre NHS

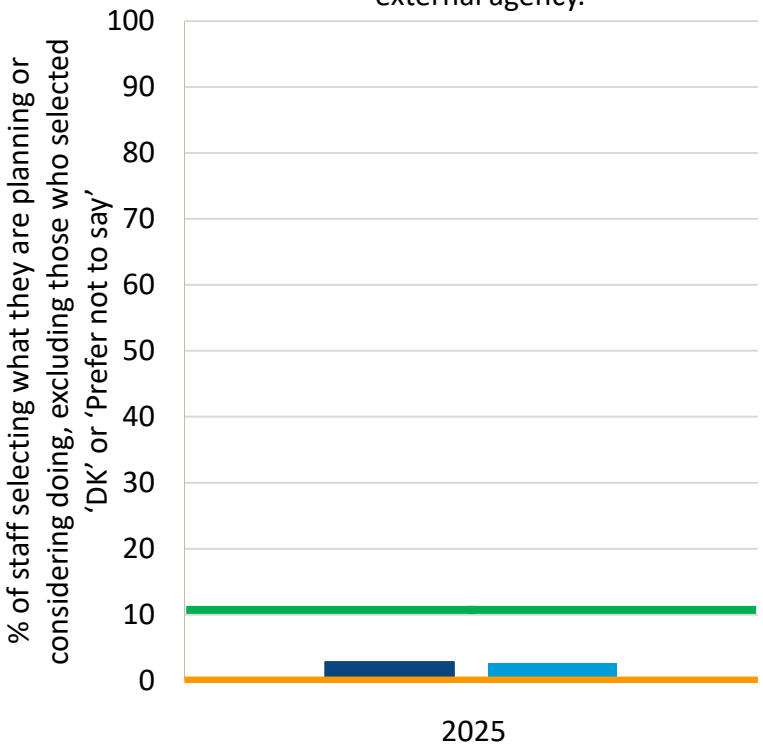
Q31 In the next 12 months, which of the following are you planning to do or considering doing? (Please tick all that apply)**

Q31_4 Moving to a permanent contract at another NHS organisation.



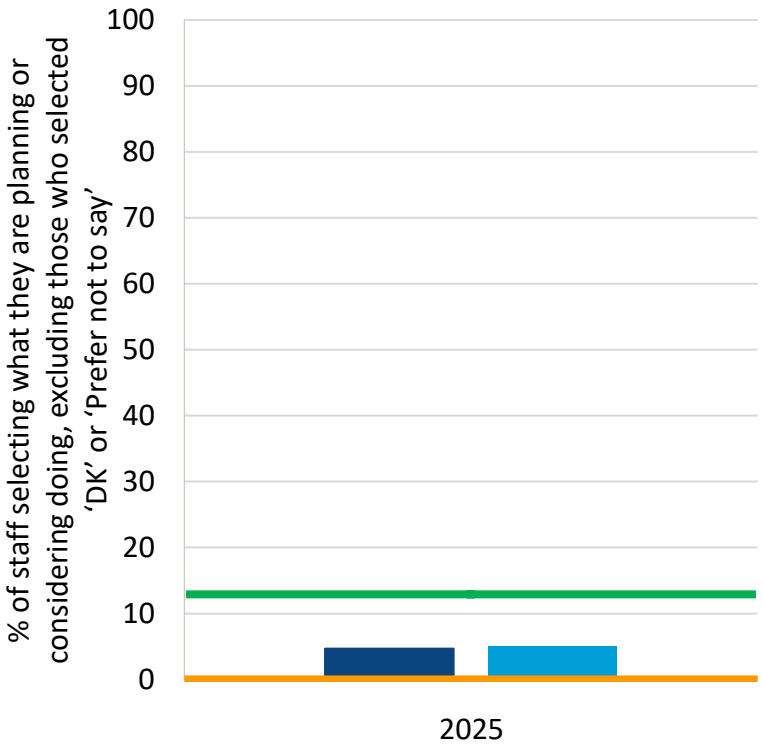
Your org	13.08%
Highest result	23.53%
Average result	9.26%
Lowest result	1.75%
Responses	107

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



Your org	2.80%
Highest result	10.71%
Average result	2.69%
Lowest result	0.00%
Responses	107

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



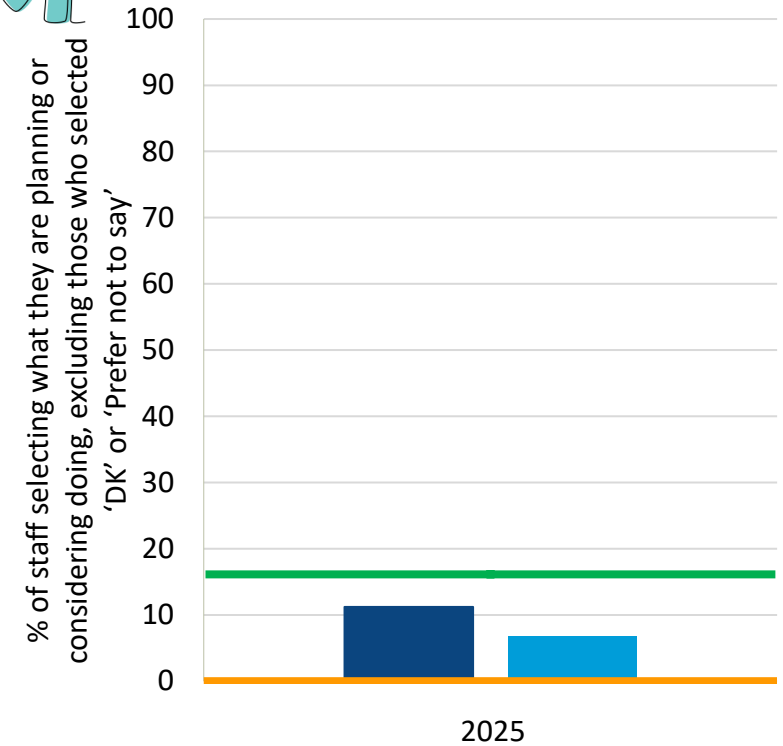
Your org	4.67%
Highest result	12.90%
Average result	5.07%
Lowest result	0.00%
Responses	107

* 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, were excluded from 2024 onwards.

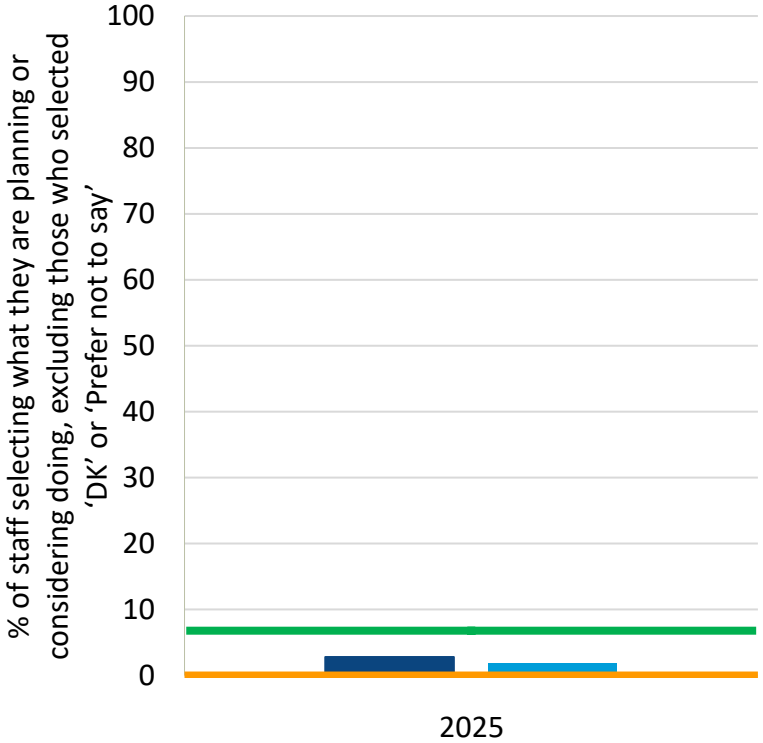
Q31 In the next 12 months, which of the following are you planning to do or considering doing? (Please tick all that apply)**

Q31_7 Moving to a job outside healthcare.



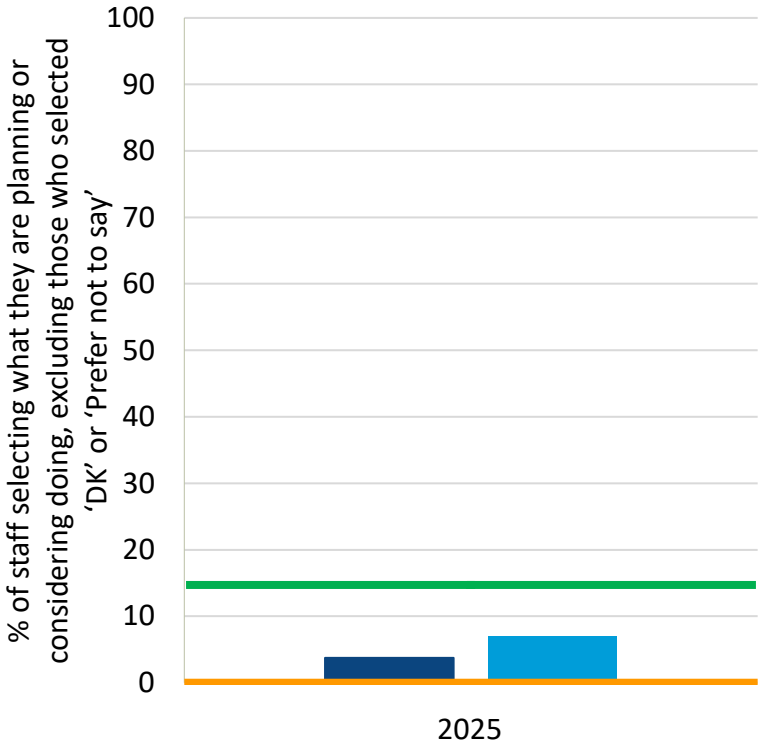
Your org	11.21%
Highest result	16.13%
Average result	6.72%
Lowest result	0.00%
Responses	107

Q31_8 Taking a career break.



Your org	2.80%
Highest result	6.80%
Average result	1.97%
Lowest result	0.00%
Responses	107

Q31_9 Retiring.



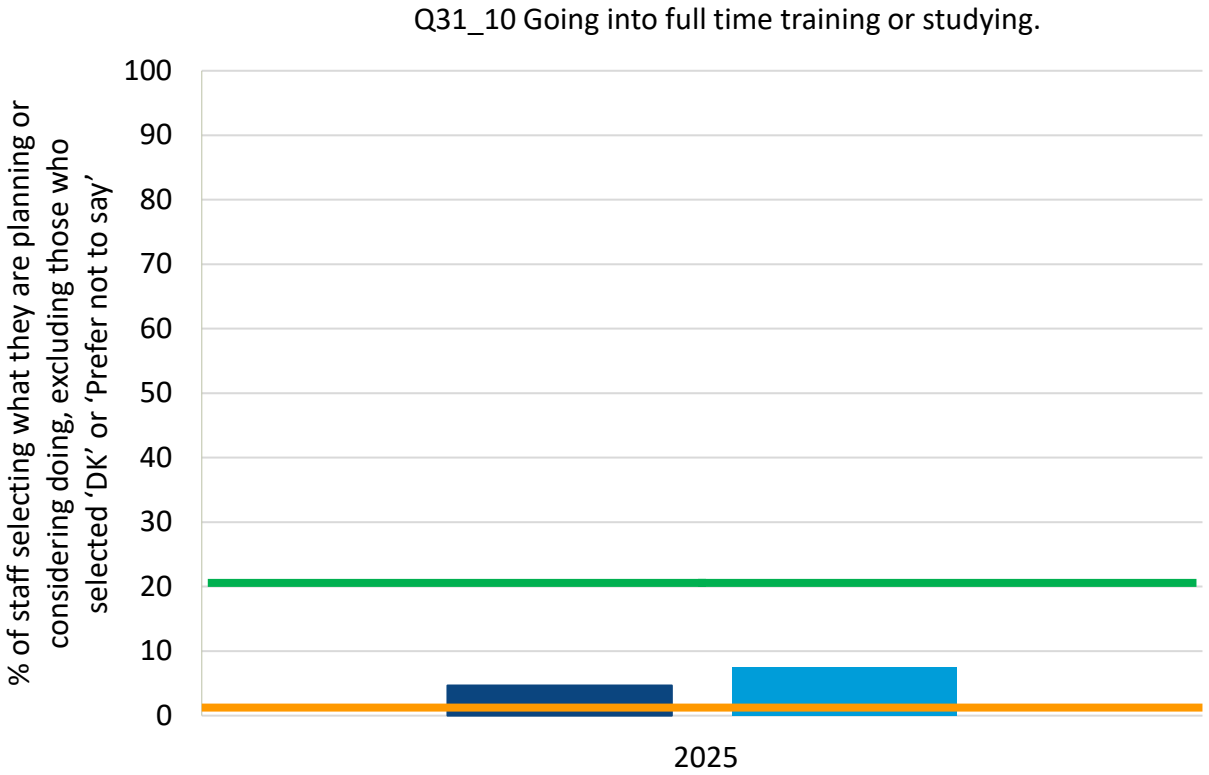
Your org	3.74%
Highest result	14.71%
Average result	6.93%
Lowest result	0.00%
Responses	107

* 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, were excluded from 2024 onwards.

Survey Coordination Centre NHS

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



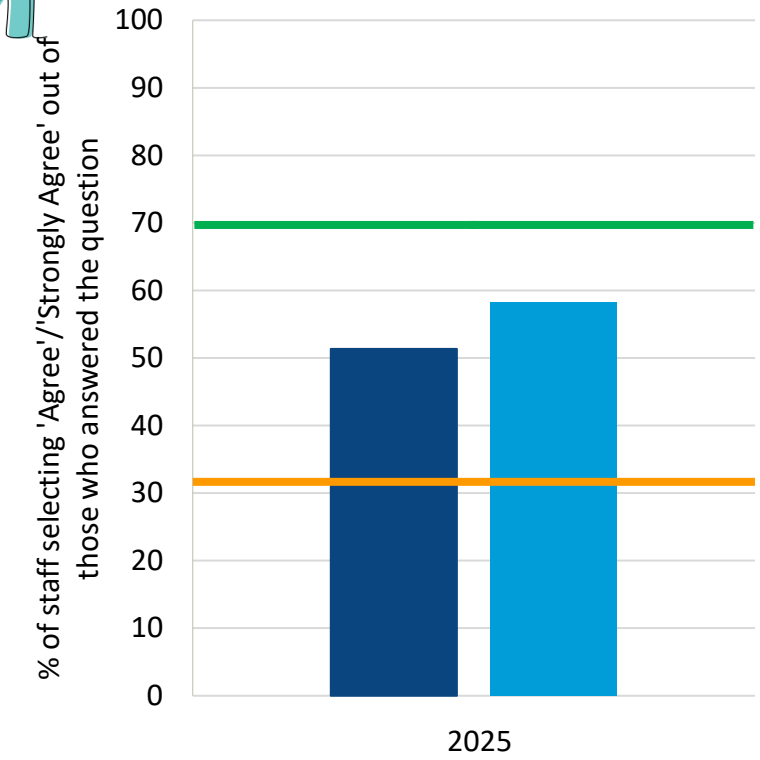
Your org	4.67%
Highest result	20.59%
Average result	7.57%
Lowest result	1.25%
Responses	107

* 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, were excluded from 2024 onwards.

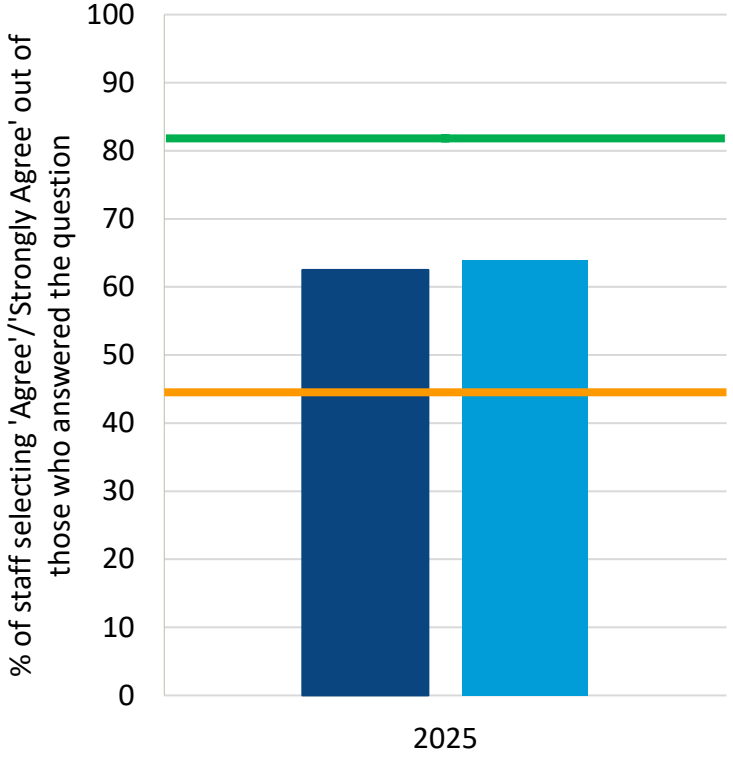
Survey Coordination Centre NHS

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



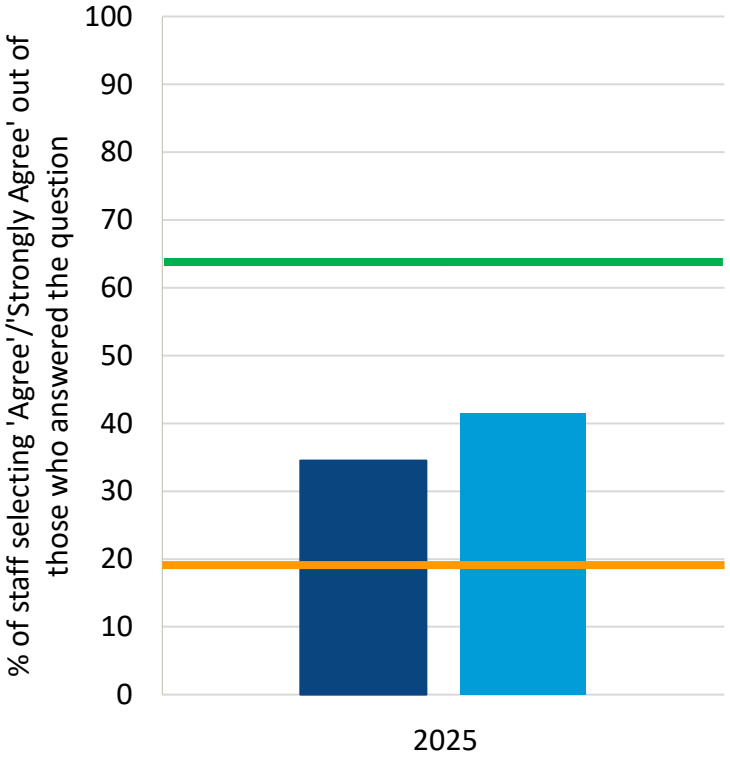
Your org	51.35%
Best result	69.70%
Average result	58.18%
Worst result	31.67%
Responses	111

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



Your org	62.50%
Best result	81.82%
Average result	64.00%
Worst result	44.52%
Responses	112

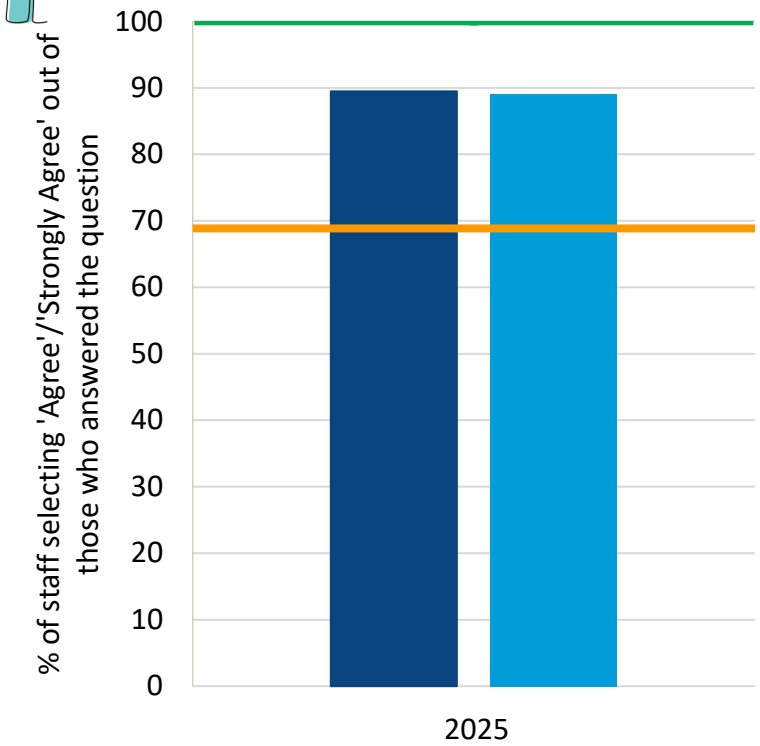
Q5i When I am at work, there are enough staff for me to do my job properly.



Your org	34.51%
Best result	63.79%
Average result	41.46%
Worst result	19.10%
Responses	113

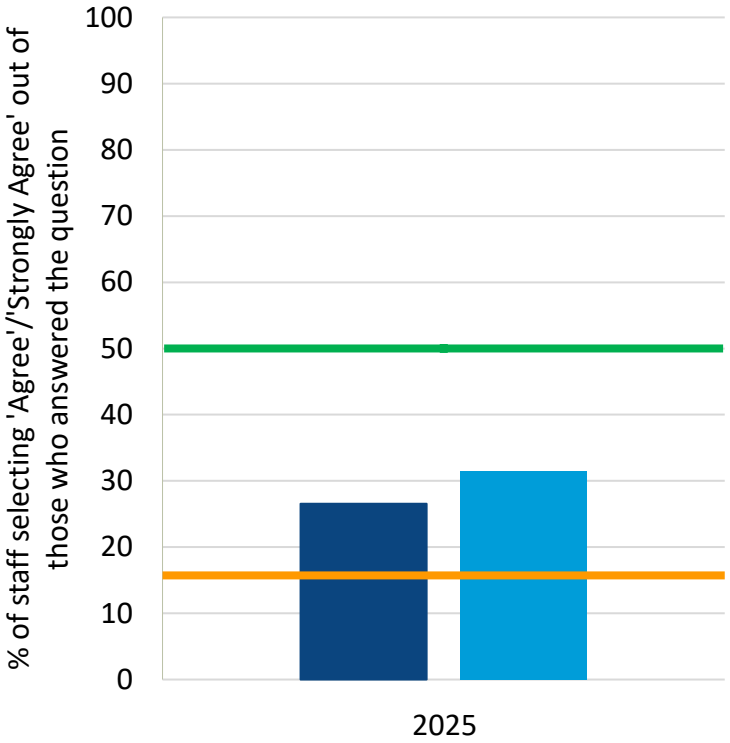
Survey Coordination Centre NHS

Q5a I always know what my work responsibilities are.



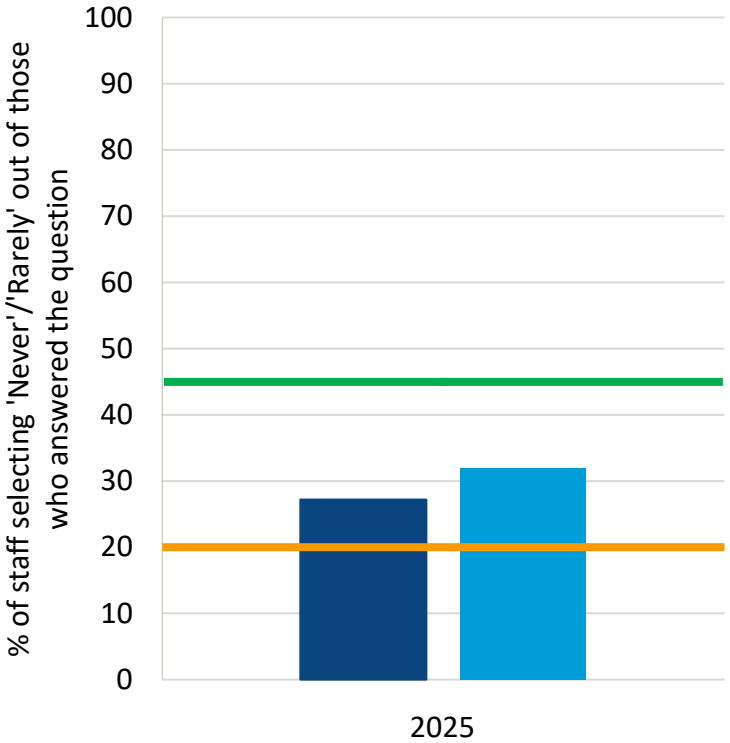
Your org	89.47%
Best result	100.00%
Average result	89.09%
Worst result	68.85%
Responses	114

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



Your org	26.55%
Best result	50.00%
Average result	31.58%
Worst result	15.73%
Responses	113

Q7a I have unrealistic time pressures.

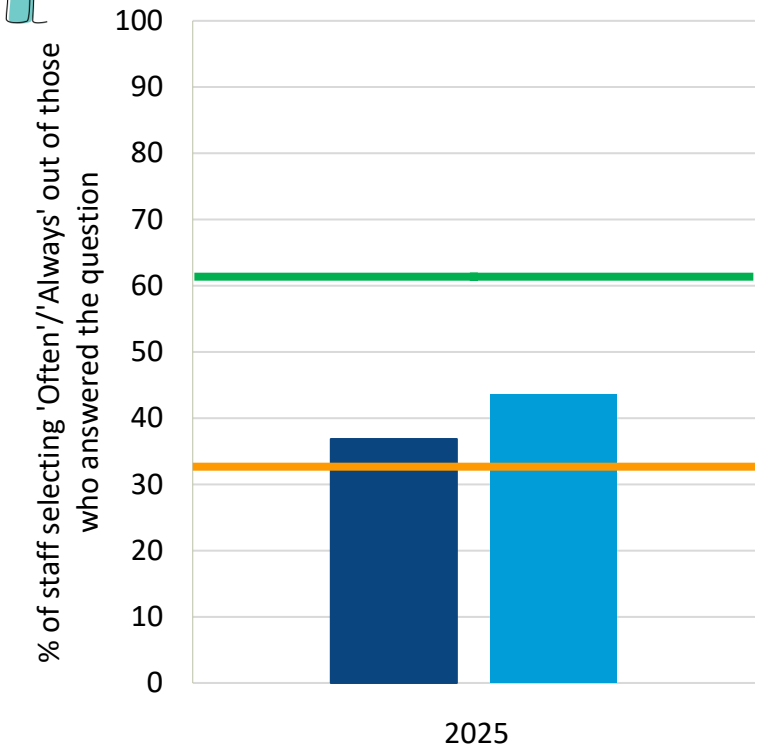


Your org	27.19%
Best result	44.97%
Average result	31.97%
Worst result	20.00%
Responses	114

Survey Coordination Centre NHS

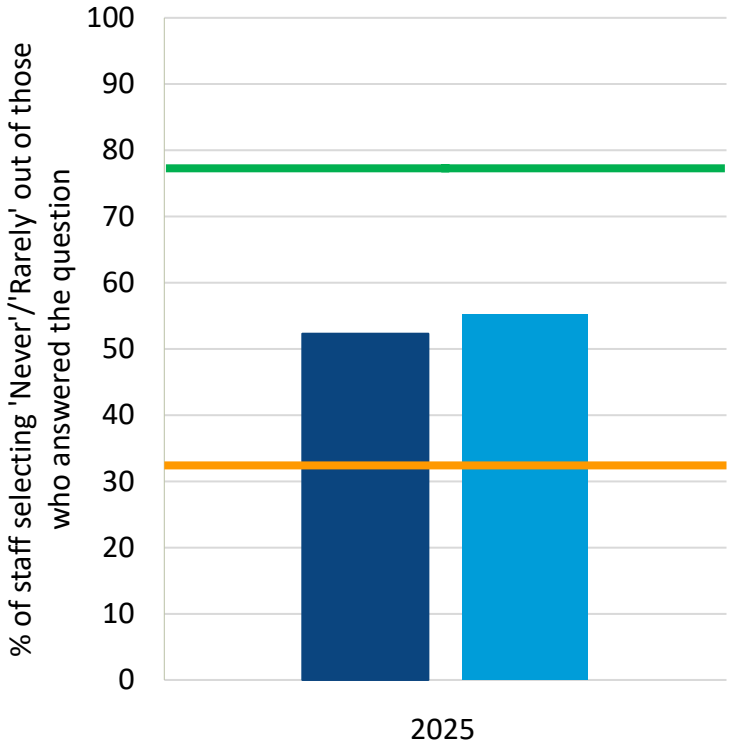
M

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



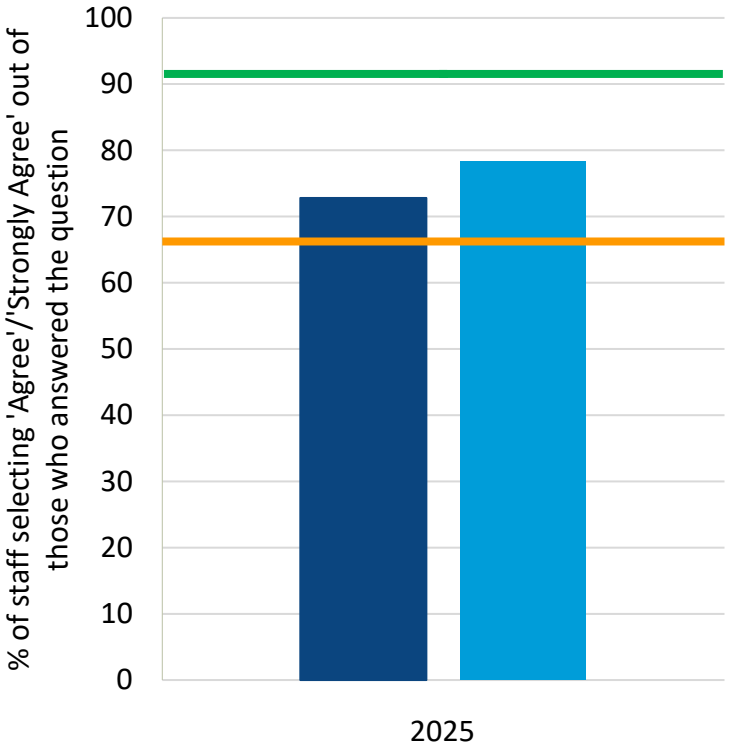
Your org	36.84%
Best result	61.36%
Average result	43.54%
Worst result	32.67%
Responses	114

Q7c Relationships at work are strained.



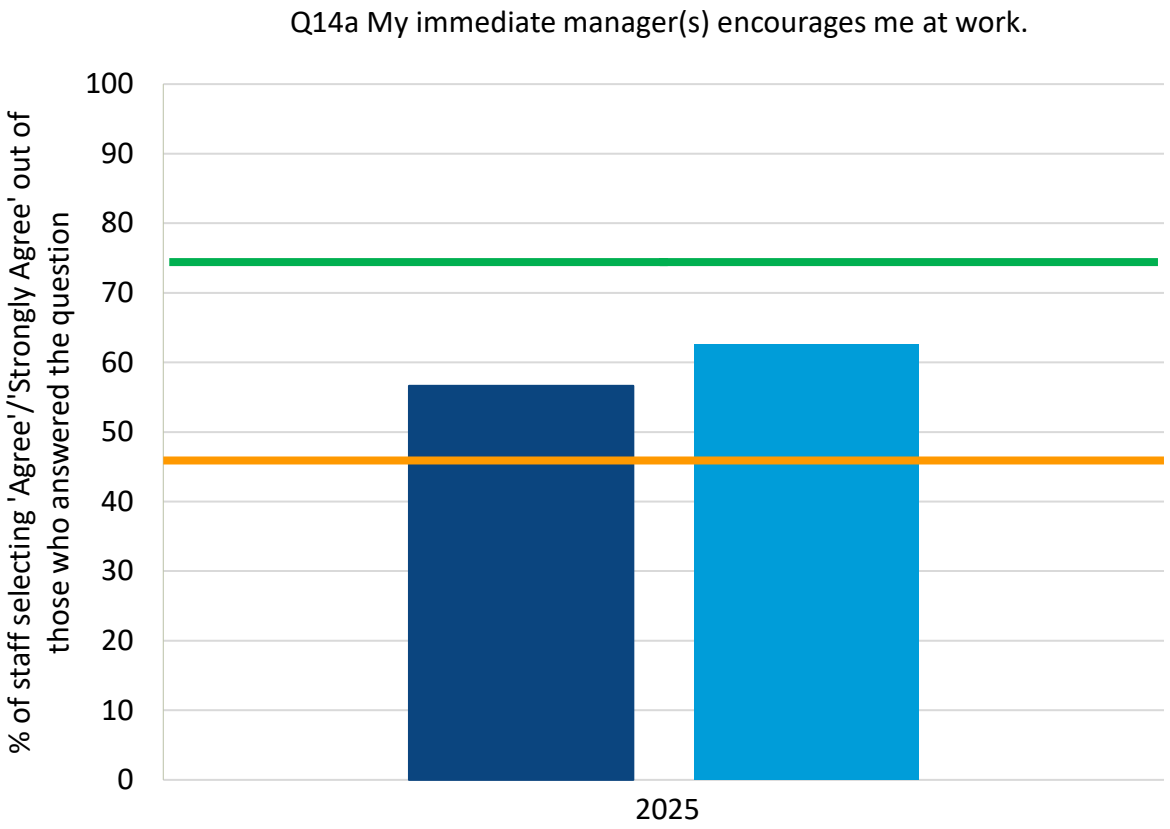
Your org	52.29%
Best result	77.27%
Average result	55.22%
Worst result	32.41%
Responses	109

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



Your org	72.81%
Best result	91.54%
Average result	78.39%
Worst result	66.23%
Responses	114

Survey Coordination Centre NHS



Your org	56.64%
Best result	74.42%
Average result	62.59%
Worst result	45.90%
Responses	113

Question not linked to People Promise elements or themes

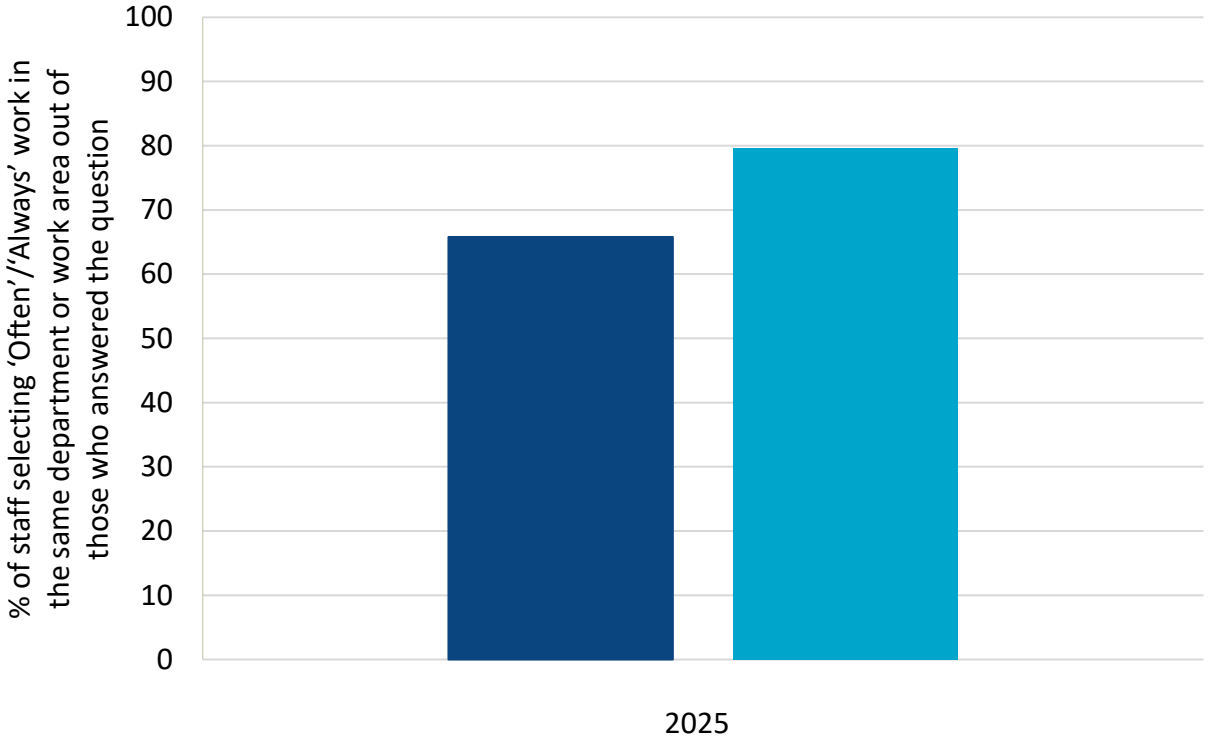
Questions included:
Q1, Q2, Q3, Q15, Q9, Q16e, Q21c, Q23, Q24a-d, Q32a-c

Results for Q22a, Q22b and Q27 are in the section for the People Promise element: We are safe and healthy. Results for Q28, Q29f and Q29g are in the section for the People Promise element: 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.

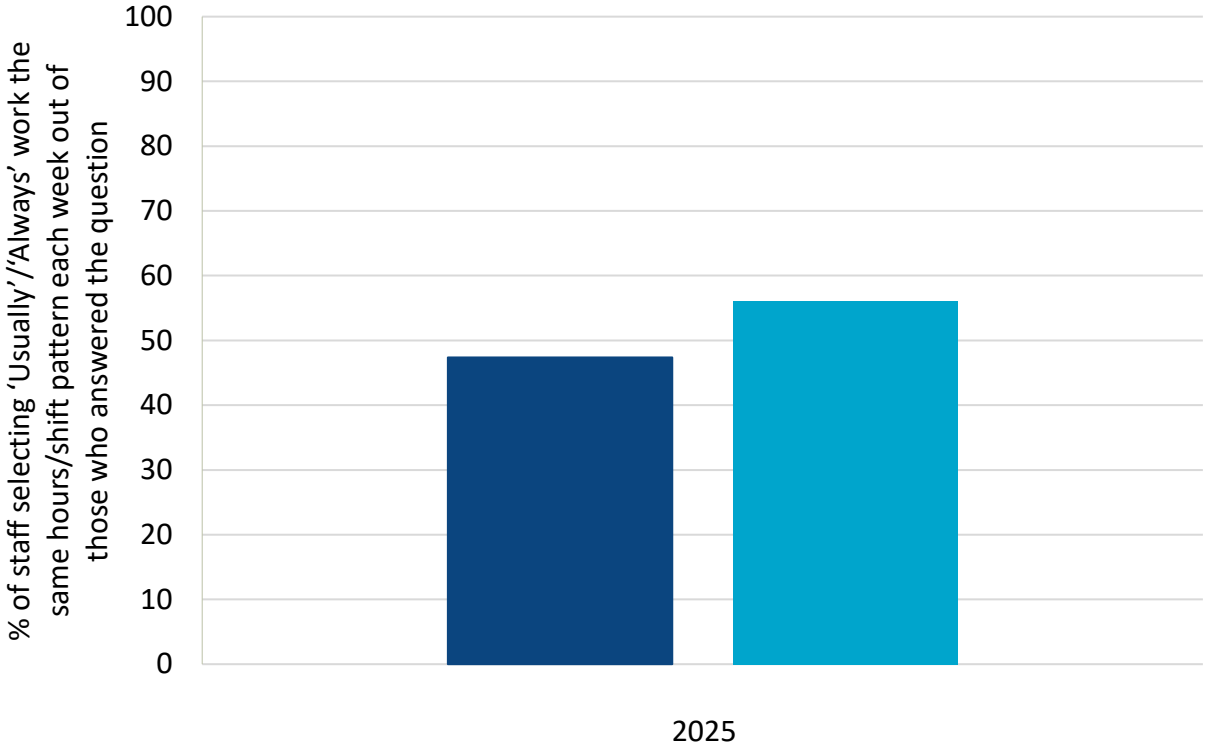
Survey Coordination Centre NHS

Q1 Thinking about the bank work you do within this organisation, how often do you work in the same department or work area?



	2025
Your org	65.79%
Average	79.69%
Responses	114

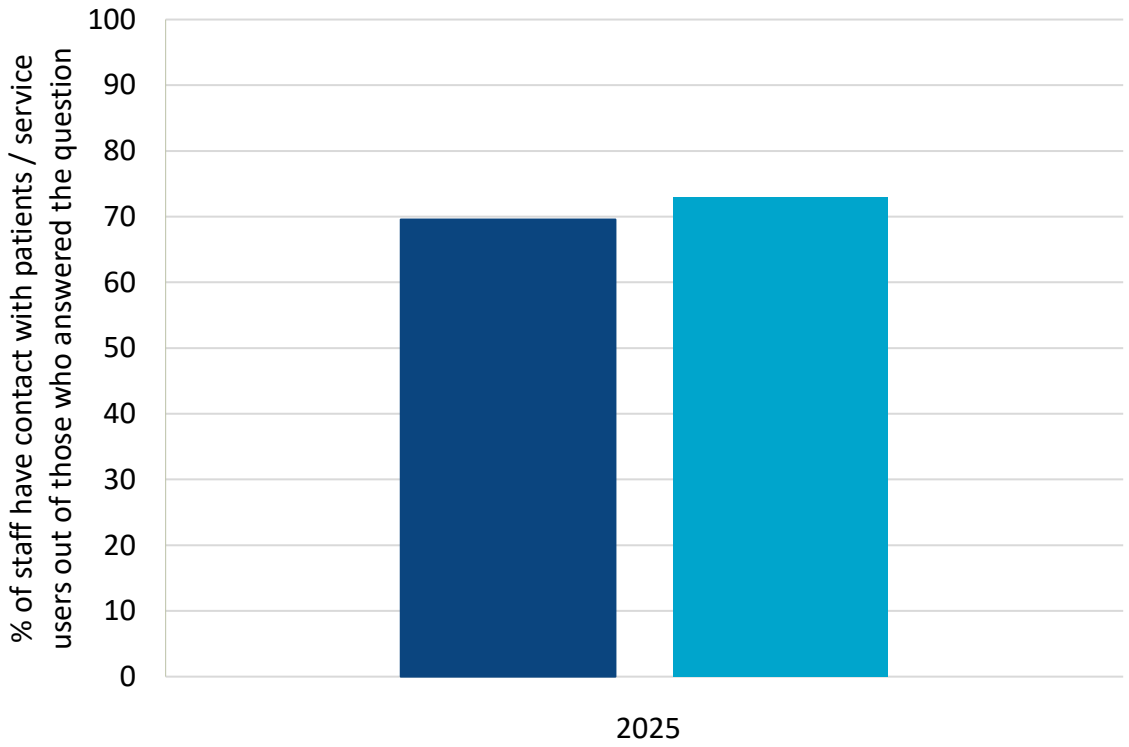
Q2 Do you work the same hours / shift pattern each week?



	2025
Your org	47.37%
Average	56.08%
Responses	114

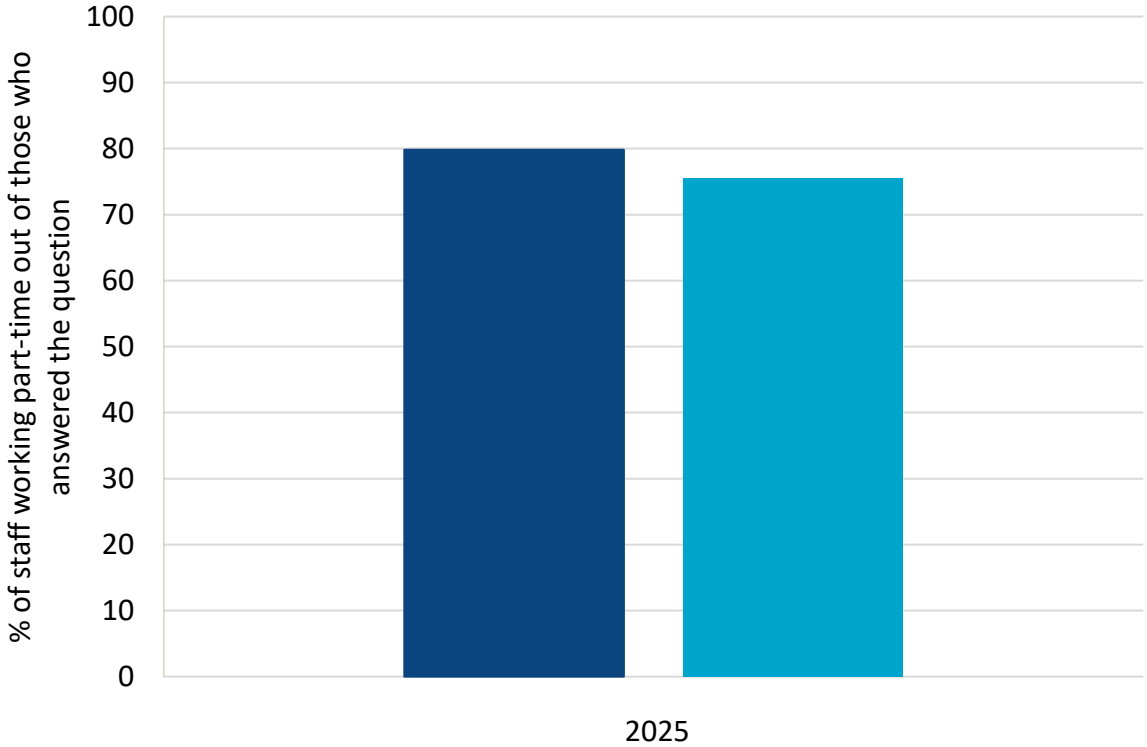
Survey Coordination Centre NHS

Q3 Do you have face-to-face, video or telephone contact with patients / service users as part of your job?



Your org	69.57%
Average	73.03%
Responses	115

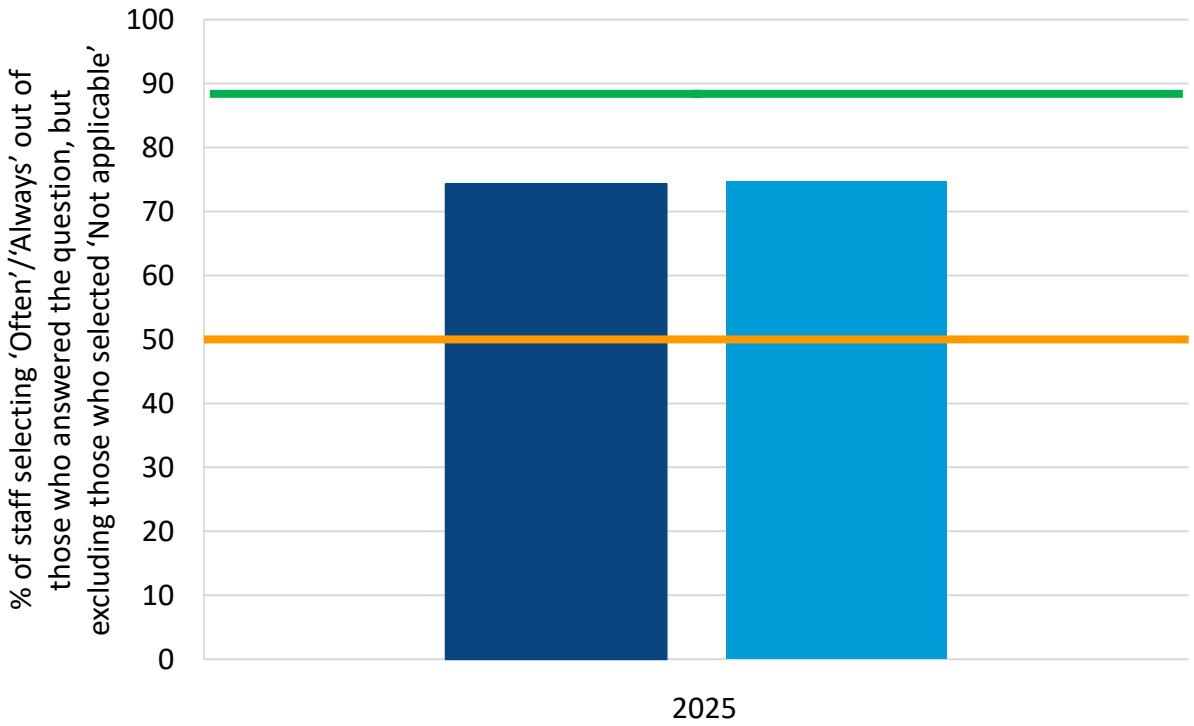
Q15 On average, how many hours per week do you usually undertake for bank in this organisation?



Your org	79.82%
Average	75.48%
Responses	114

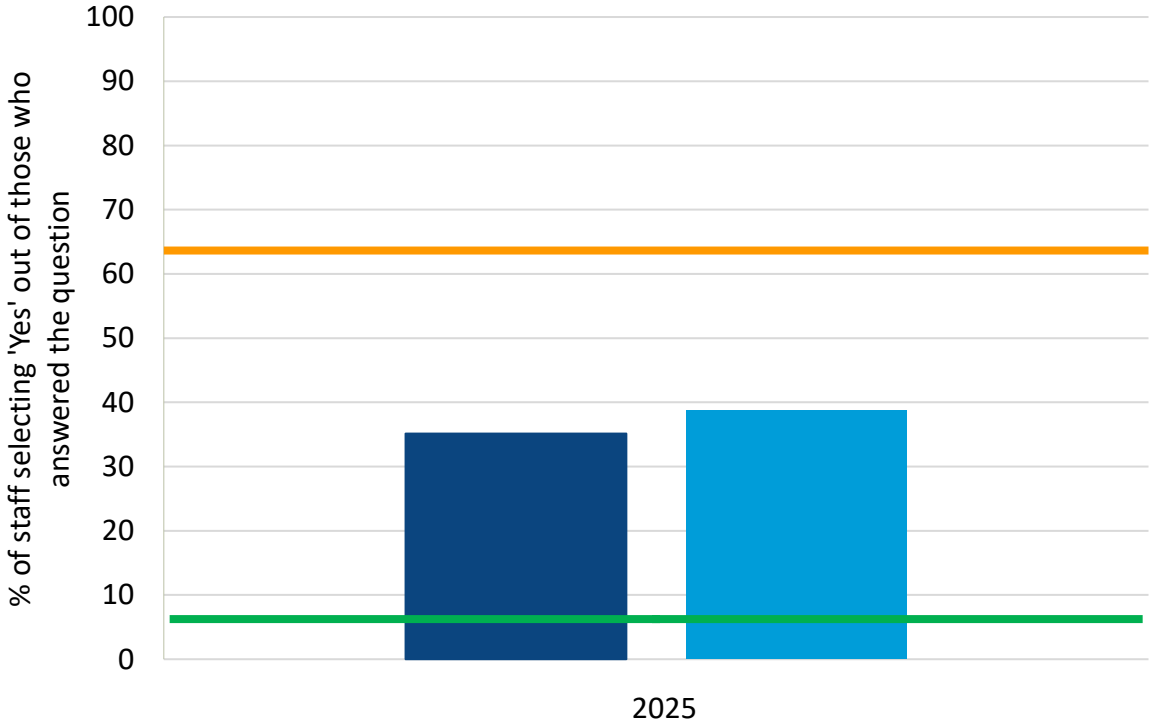
Survey Coordination Centre NHS

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



Your org	74.31%
Best result	88.41%
Average result	74.66%
Worst result	50.00%
Responses	109

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

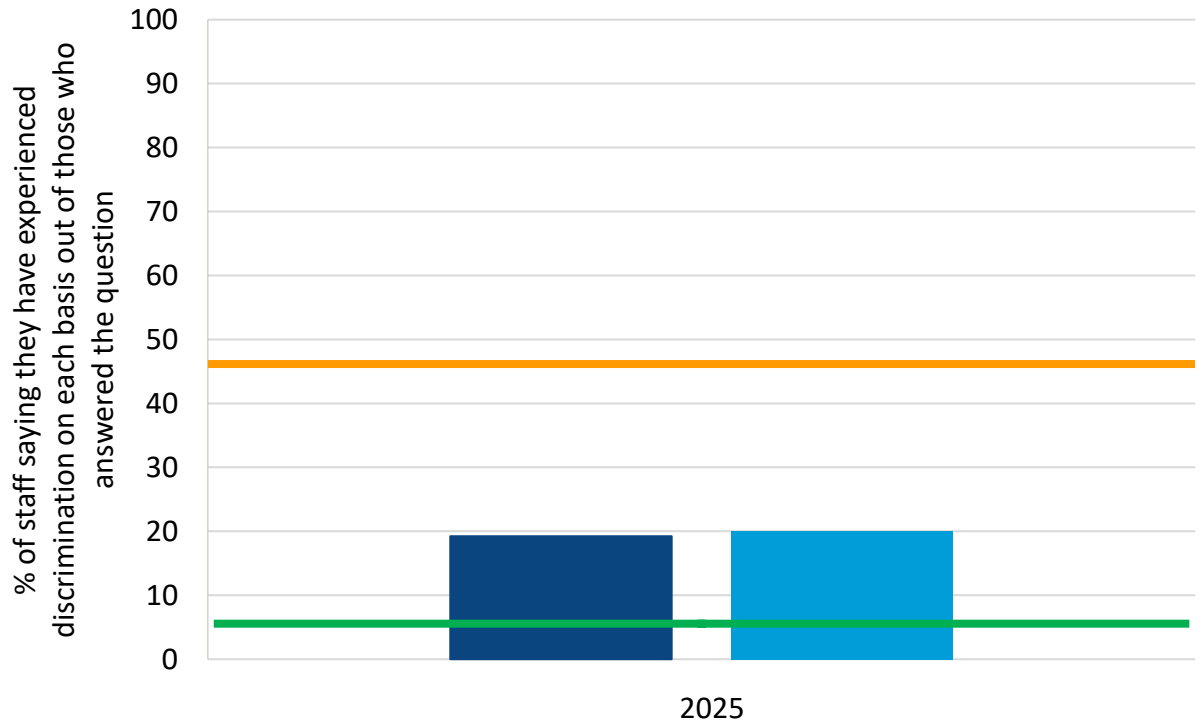


Your org	35.14%
Best result	6.25%
Average result	38.73%
Worst result	63.64%
Responses	37

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

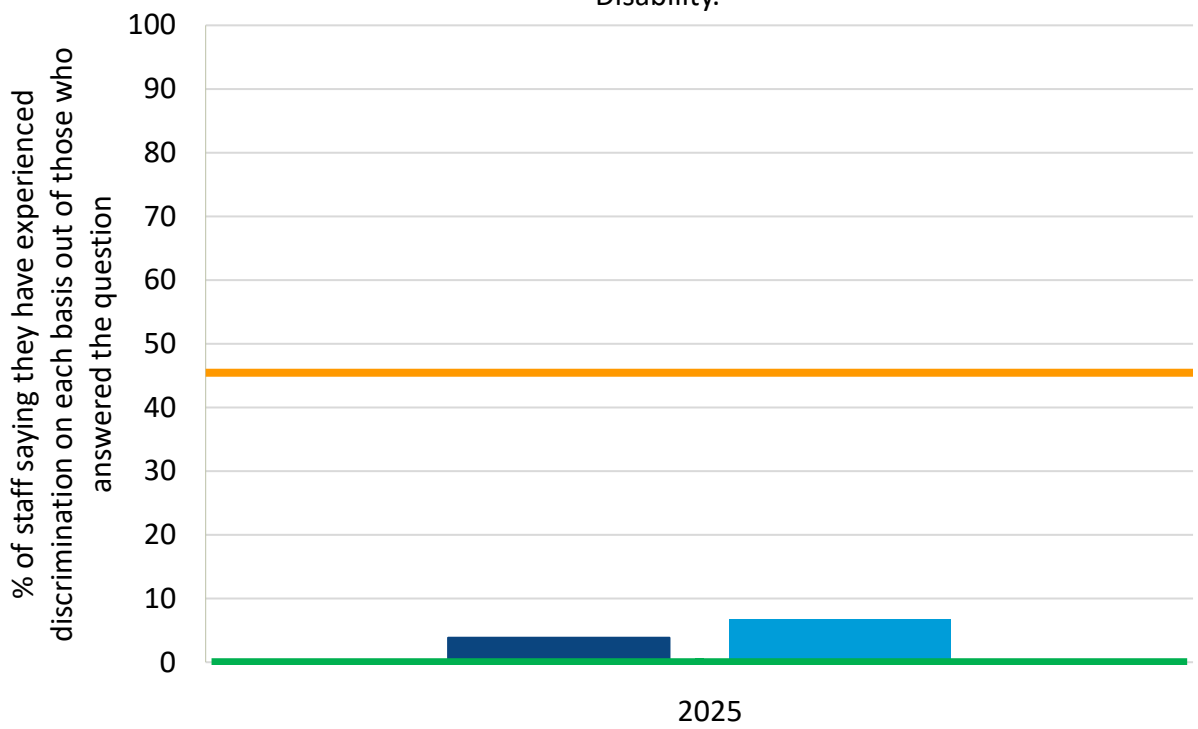
Survey Coordination Centre NHS

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



Your org	19.23%
Best result	5.56%
Average result	20.00%
Worst result	46.15%
Responses	26

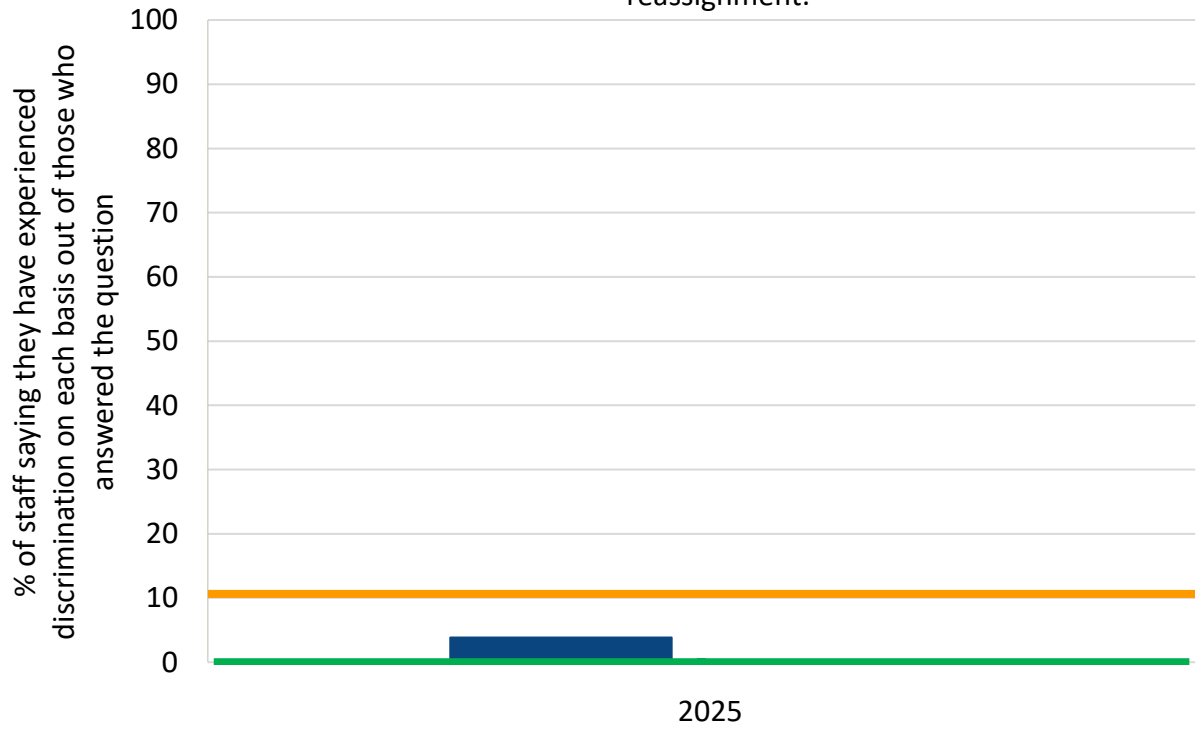
Q21c.2 On what grounds have you experienced discrimination? – Disability.



Your org	3.85%
Best result	0.00%
Average result	6.67%
Worst result	45.45%
Responses	26

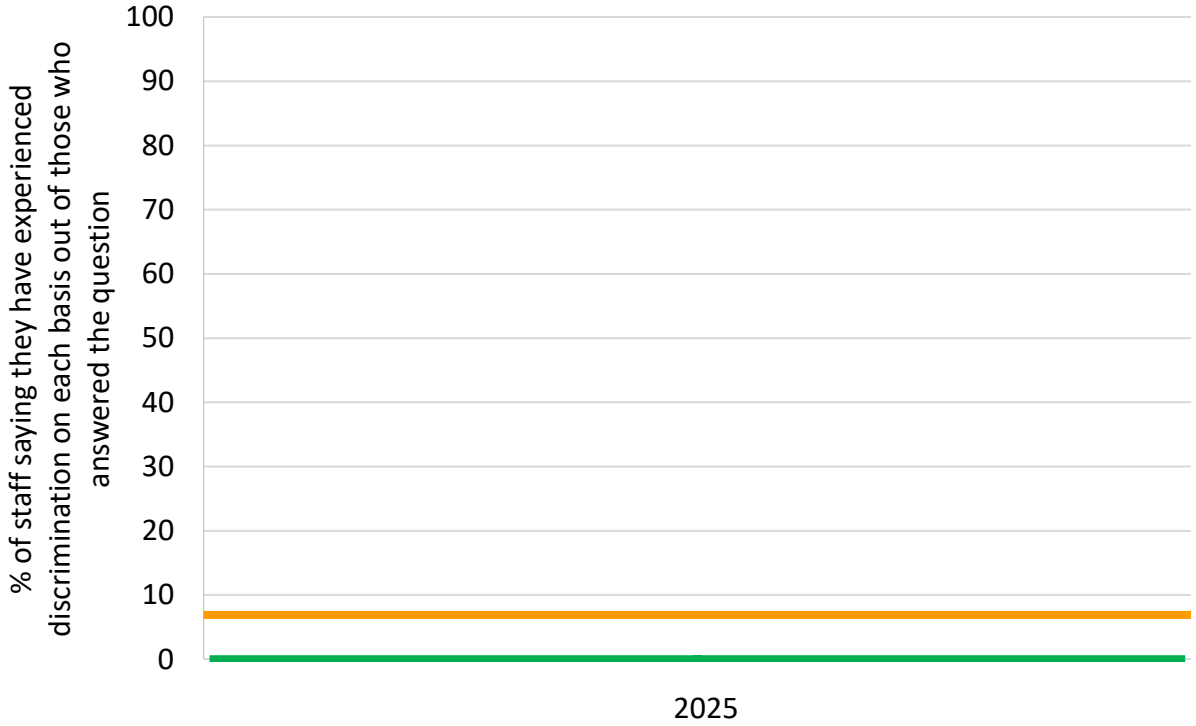
Survey Coordination Centre NHS

Q21c.3 On what grounds have you experienced discrimination? – Gender reassignment.



Your org	3.85%
Best result	0.00%
Average result	0.00%
Worst result	10.64%
Responses	26

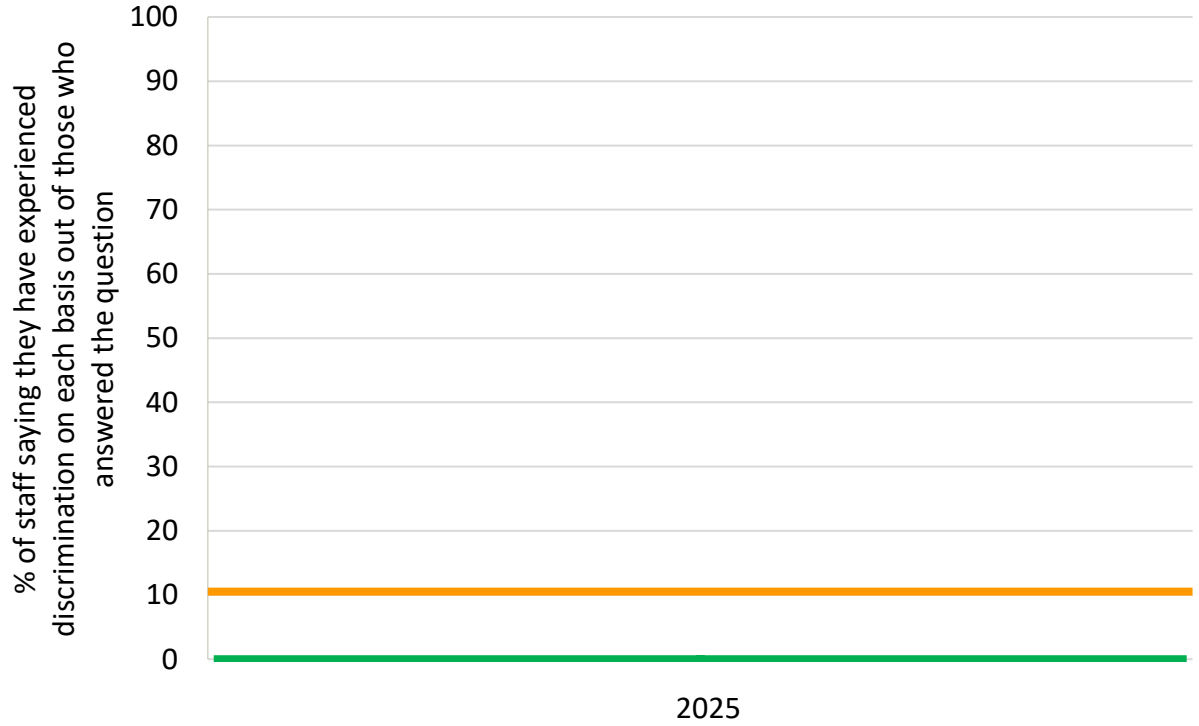
Q21c.4 On what grounds have you experienced discrimination? – Marriage and civil partnership.



Your org	0.00%
Best result	0.00%
Average result	0.00%
Worst result	6.90%
Responses	26

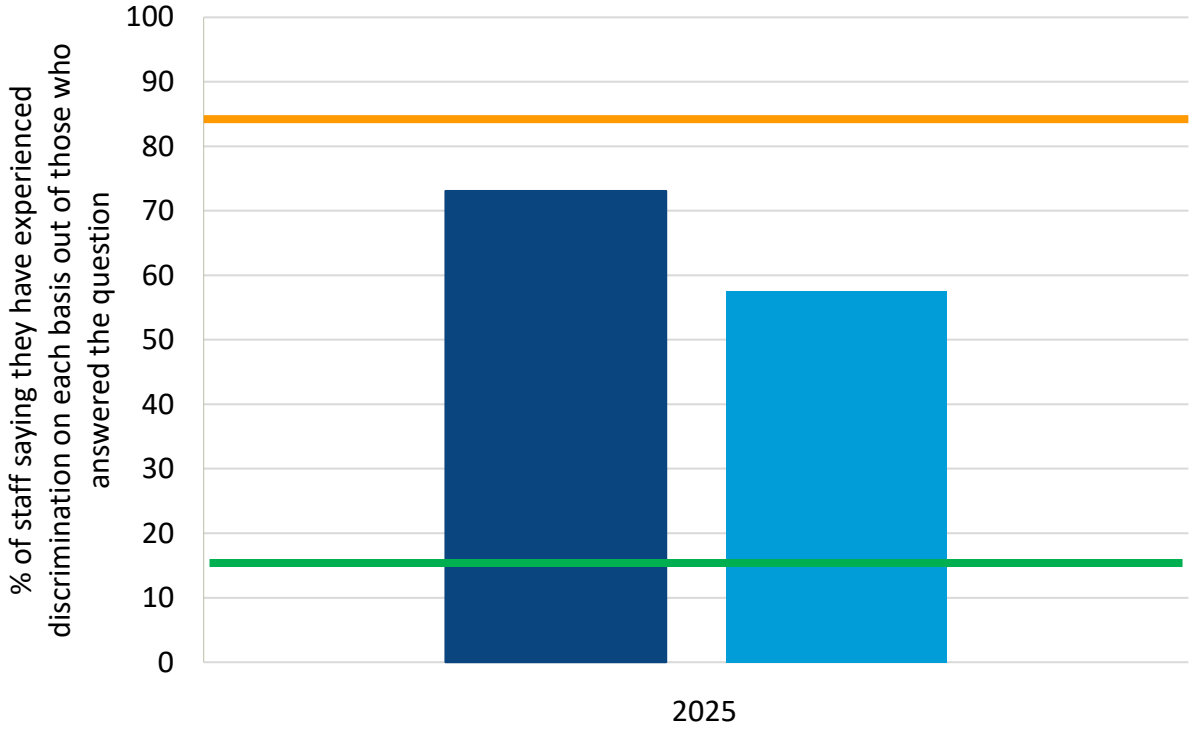
Survey Coordination Centre NHS

Q21c.5 On what grounds have you experienced discrimination? – Pregnancy and maternity.



Your org	0.00%
Best result	0.00%
Average result	0.00%
Worst result	10.53%
Responses	26

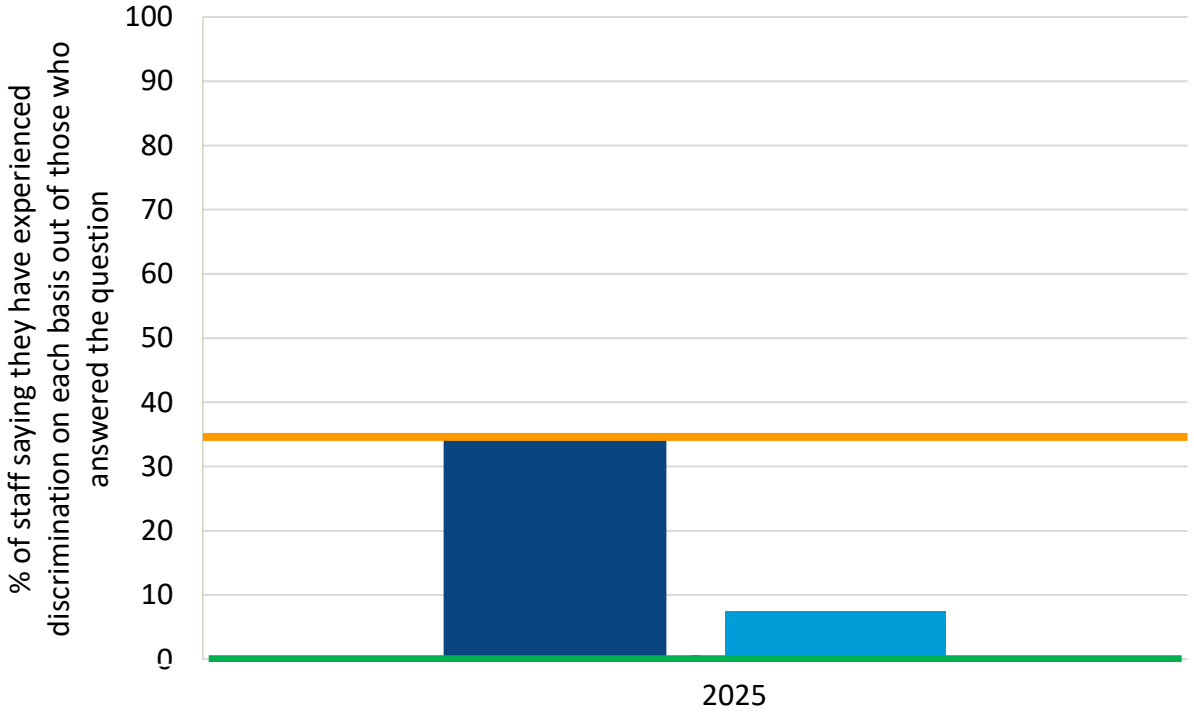
Q21c.6 On what grounds have you experienced discrimination? – Race.



Your org	73.08%
Best result	15.38%
Average result	57.58%
Worst result	84.21%
Responses	26

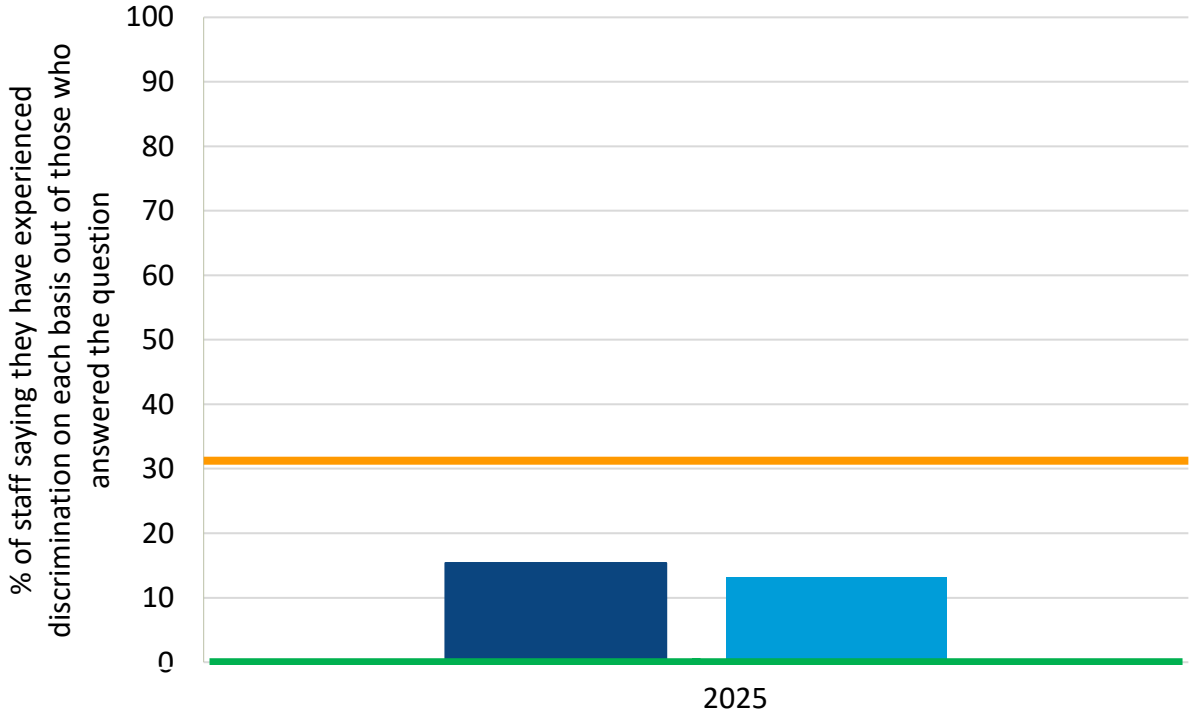
Survey Coordination Centre NHS

Q21c.7 On what grounds have you experienced discrimination? – Religion or belief.



Your org	34.62%
Best result	0.00%
Average result	7.41%
Worst result	34.62%
Responses	26

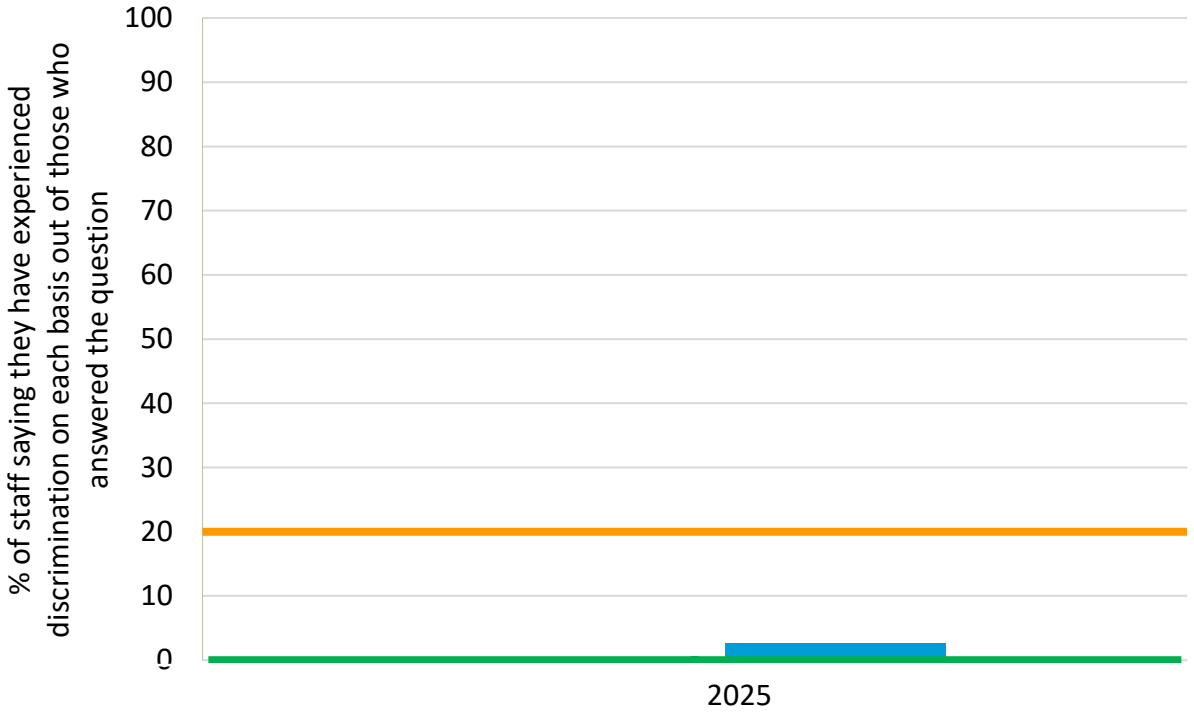
Q21c.8 On what grounds have you experienced discrimination? – Sex.



Your org	15.38%
Best result	0.00%
Average result	13.16%
Worst result	31.25%
Responses	26

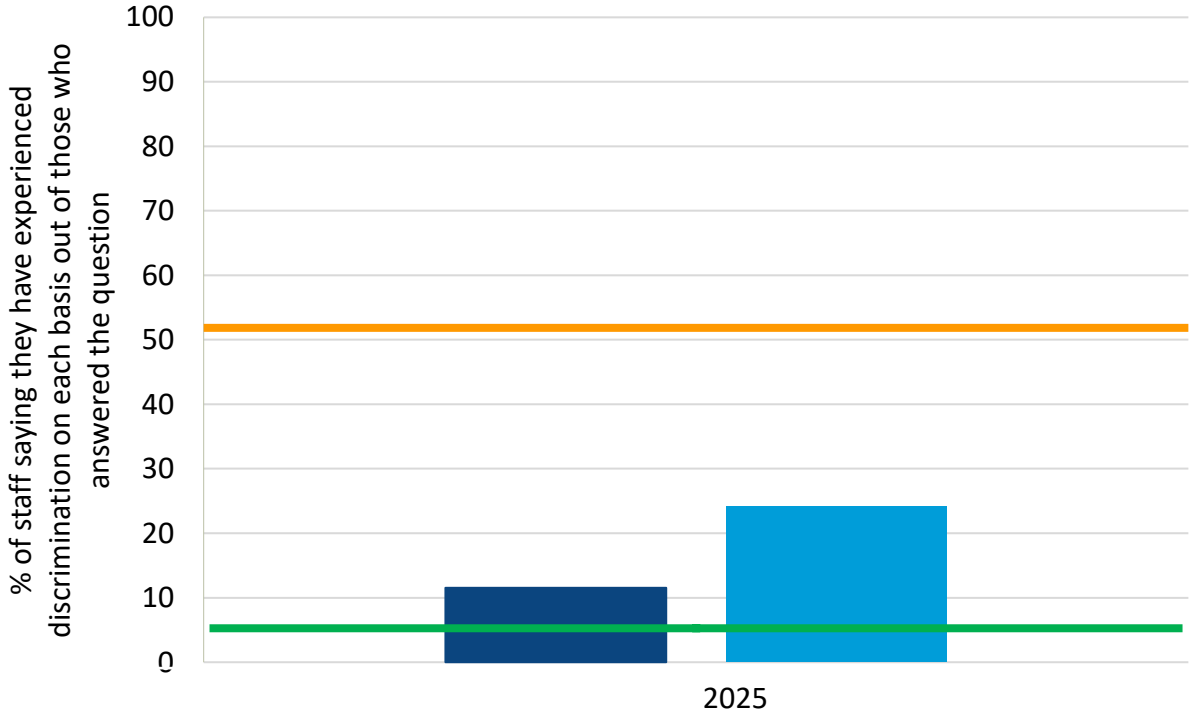
Survey Coordination Centre NHS

Q21c.9 On what grounds have you experienced discrimination? – Sexual orientation.



Your org	0.00%
Best result	0.00%
Average result	2.63%
Worst result	20.00%
Responses	26

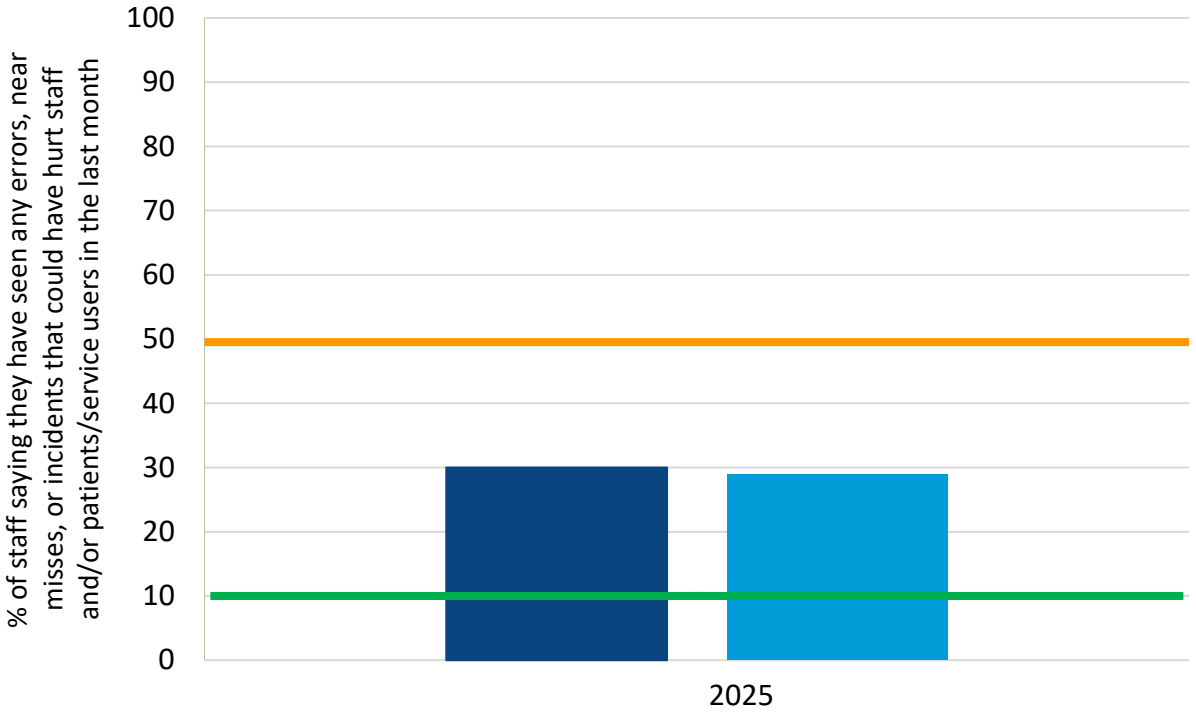
Q21c.10 On what grounds have you experienced discrimination? –Other.



Your org	11.54%
Best result	5.26%
Average result	24.14%
Worst result	51.85%
Responses	26

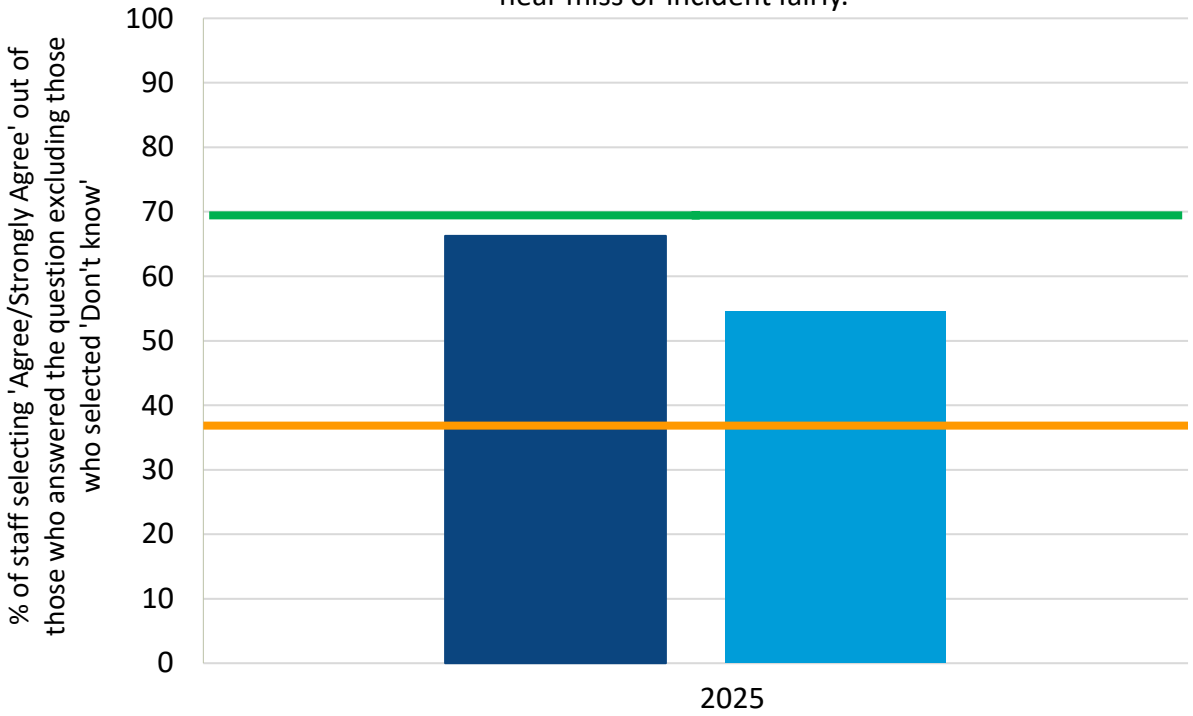
Survey Coordination Centre NHS

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



Your org	30.00%
Best result	10.00%
Average result	28.95%
Worst result	49.52%
Responses	110

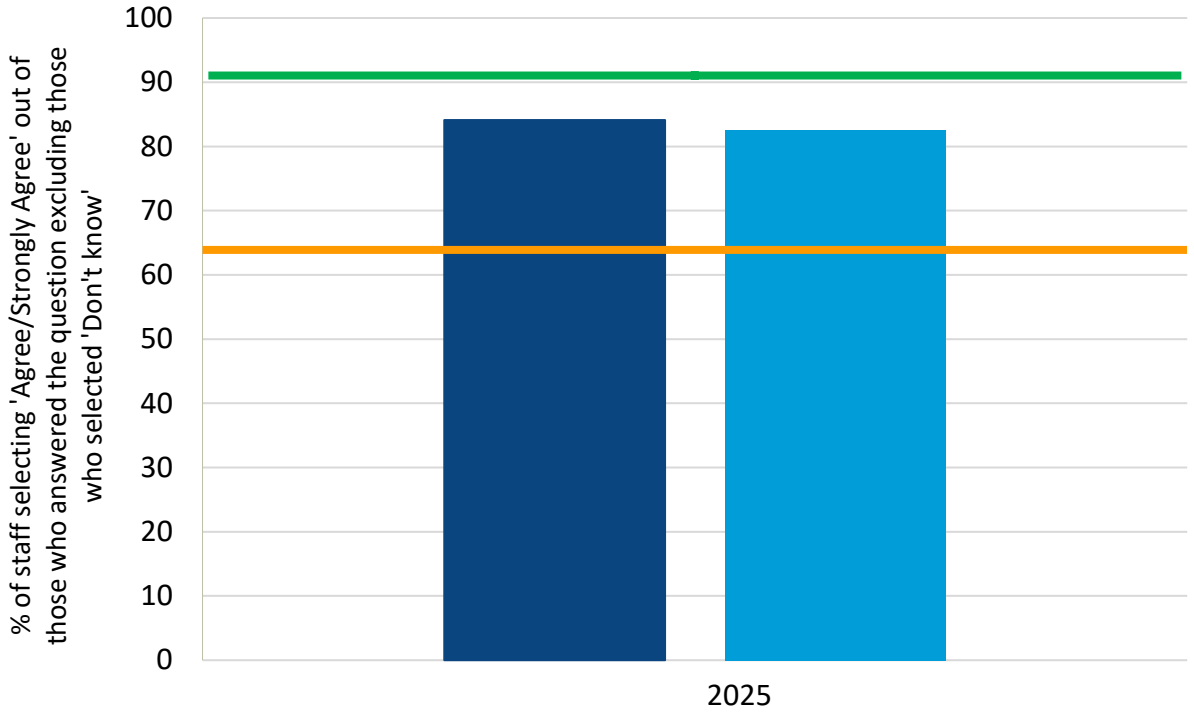
Q24a My organisation treats staff who are involved in an error, near miss or incident fairly.



Your org	66.27%
Best result	69.44%
Average result	54.55%
Worst result	36.84%
Responses	83

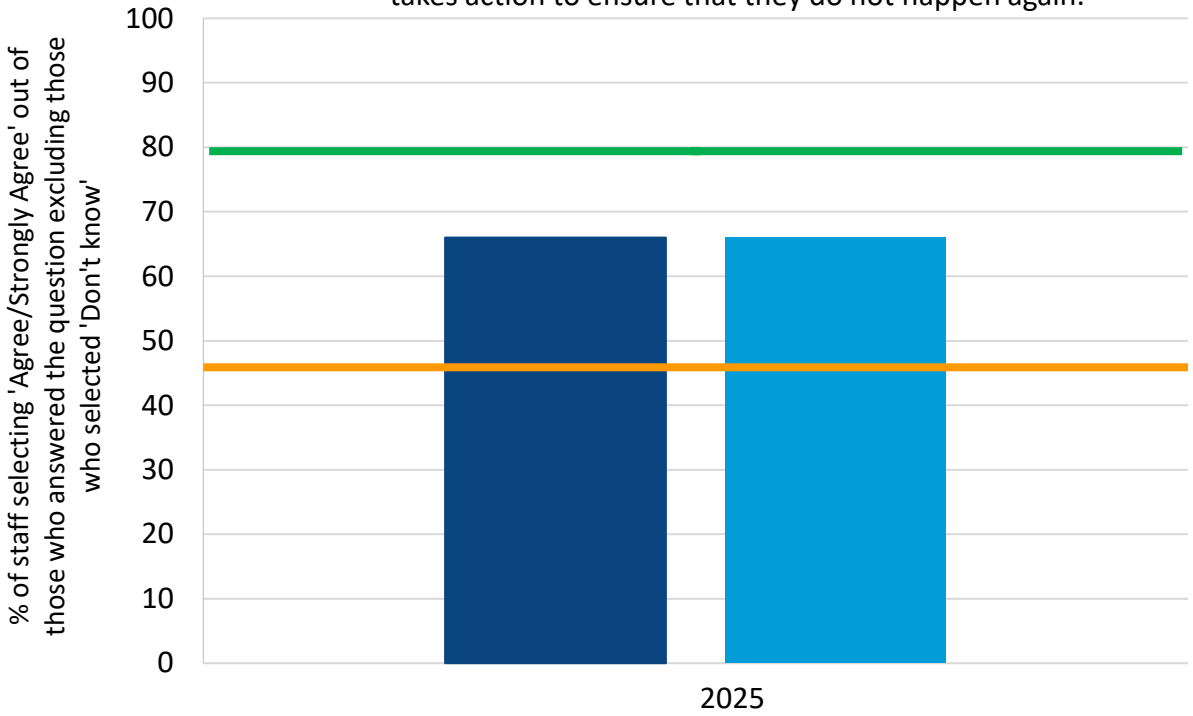
Survey Coordination Centre NHS

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



Your org	84.11%
Best result	91.04%
Average result	82.56%
Worst result	63.89%
Responses	107

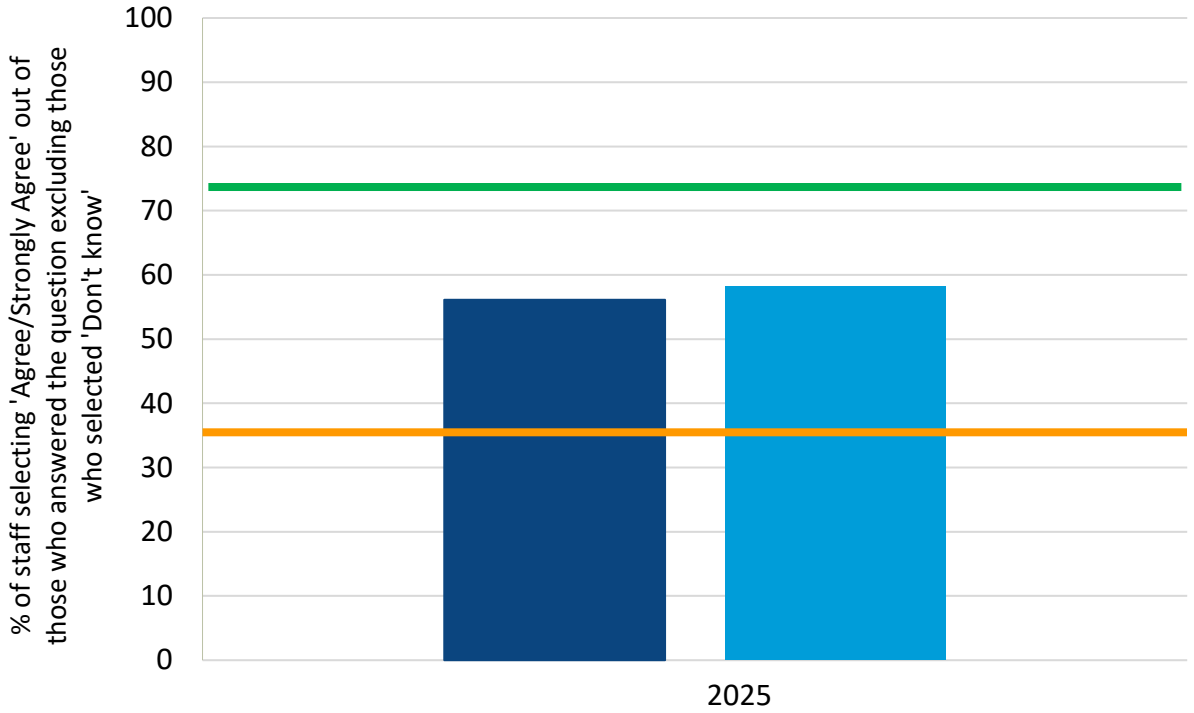
Q24c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



Your org	66.00%
Best result	79.39%
Average result	66.04%
Worst result	45.88%
Responses	100

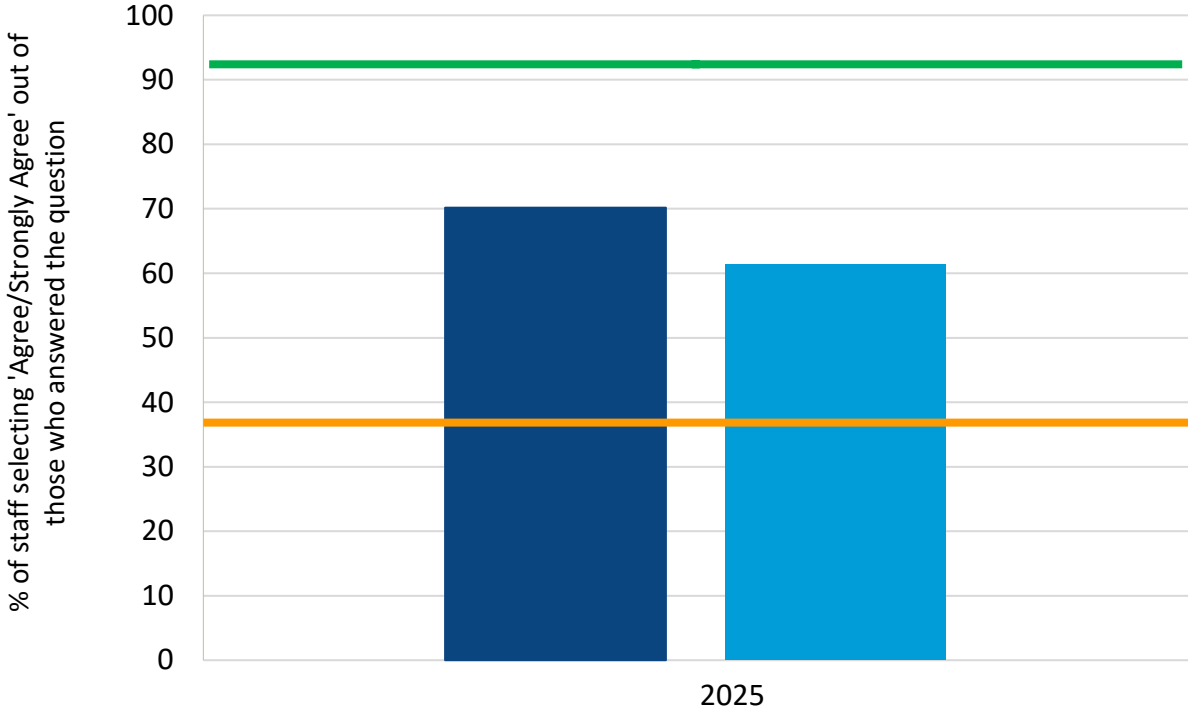
Survey Coordination Centre NHS

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



Your org	56.12%
Best result	73.68%
Average result	58.16%
Worst result	35.48%
Responses	98

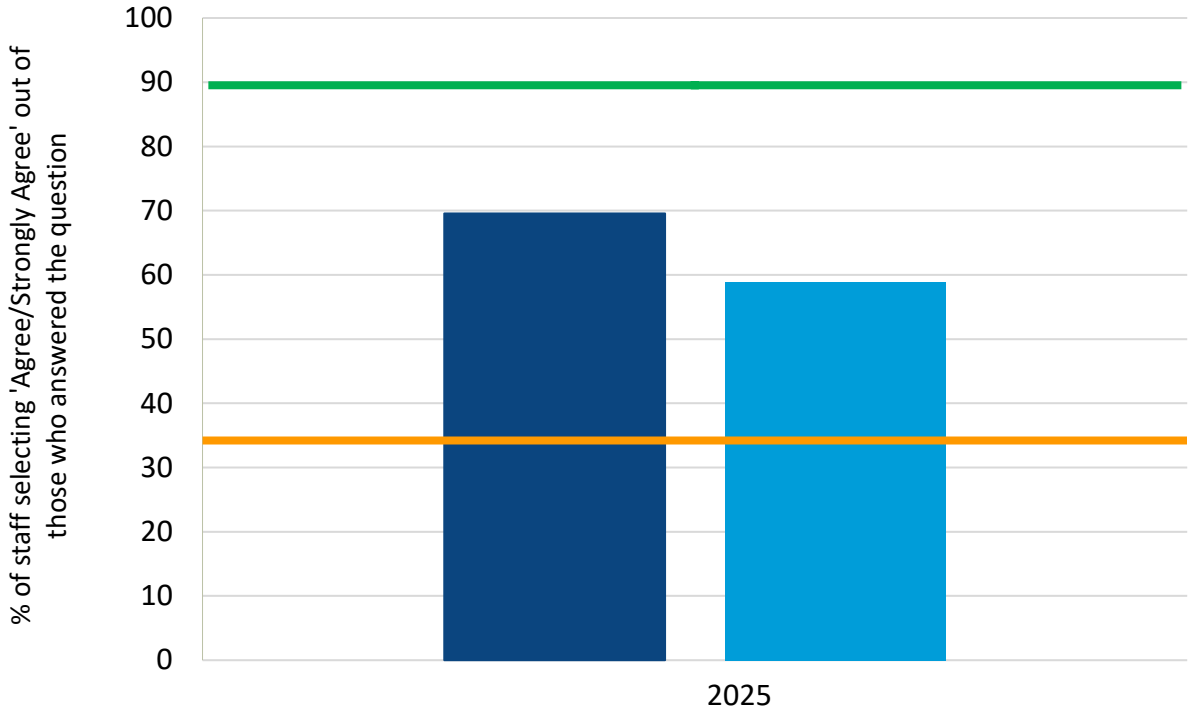
Q32a It is easy to get hold of the bank team if I have a query.



Your org	70.18%
Best result	92.41%
Average result	61.36%
Worst result	36.84%
Responses	114

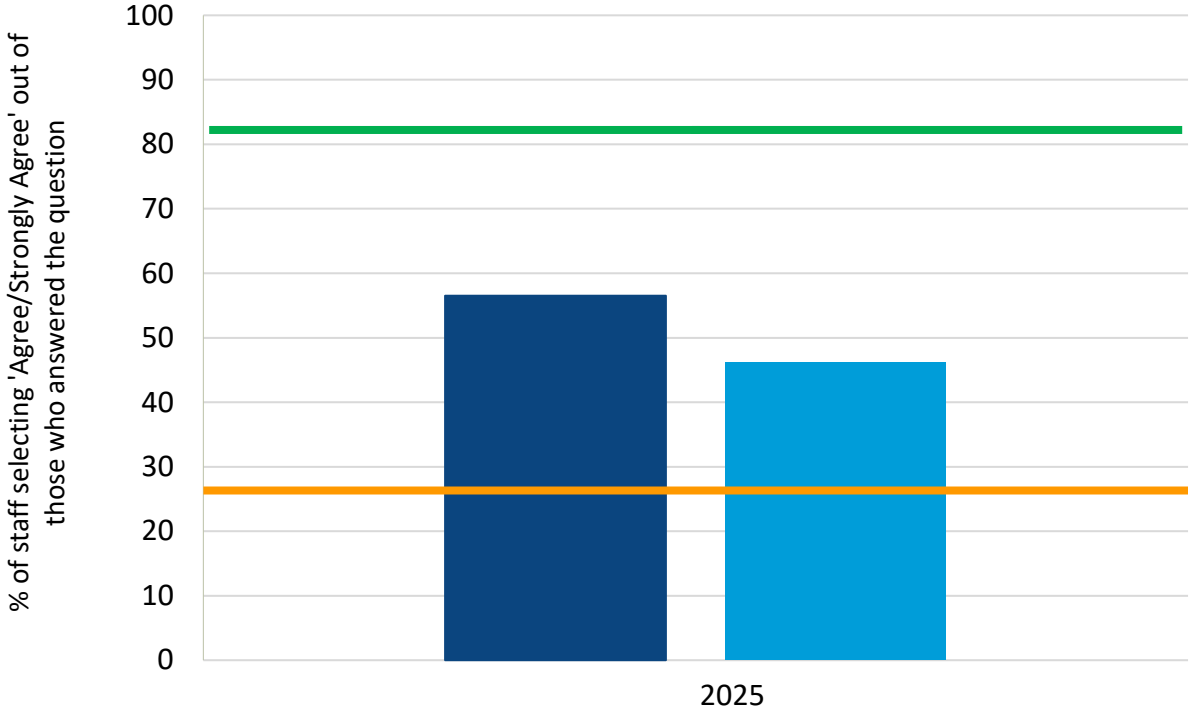
Survey Coordination Centre NHS

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



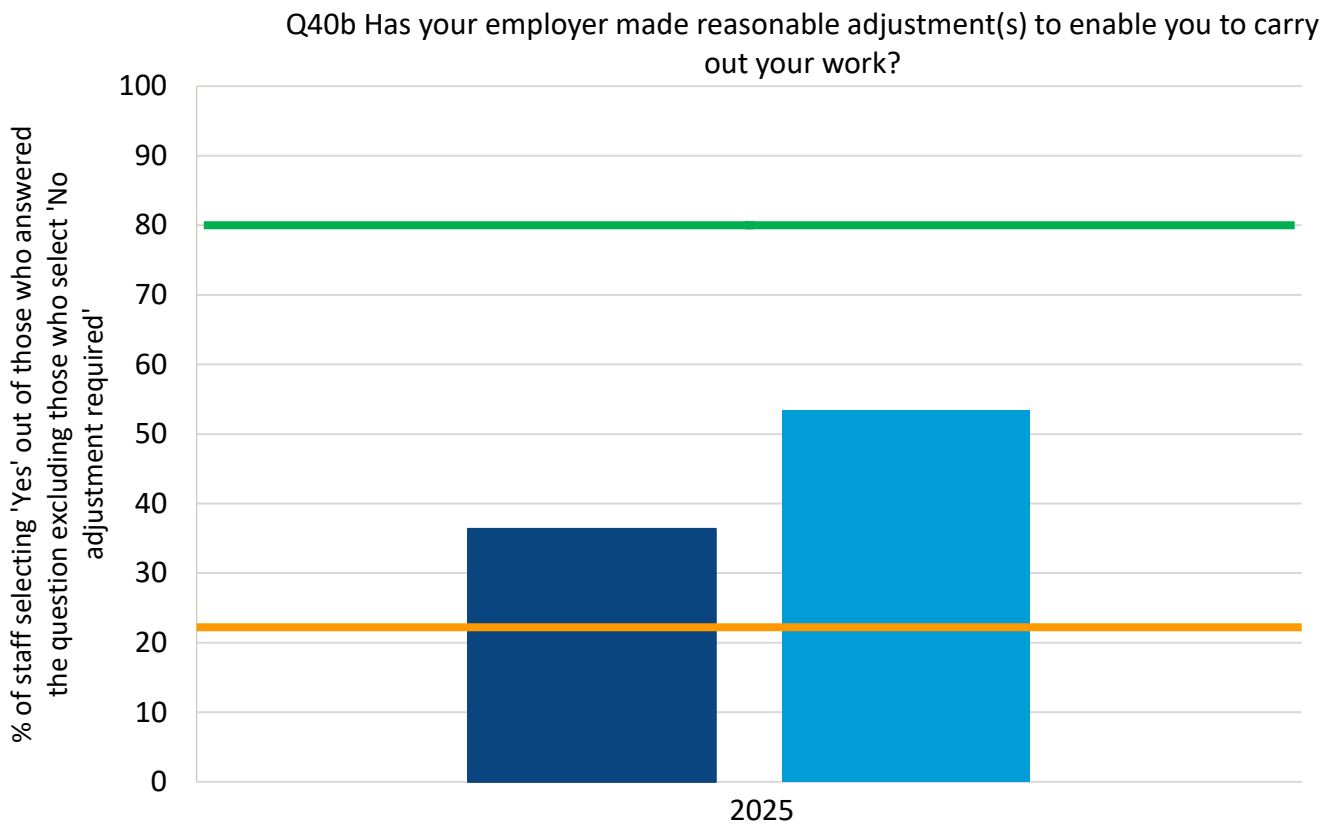
Your org	69.57%
Best result	89.52%
Average result	58.92%
Worst result	34.21%
Responses	115

Q32c I feel supported by the bank team.



Your org	56.52%
Best result	82.22%
Average result	46.19%
Worst result	26.32%
Responses	115

Survey Coordination Centre NHS



Your org	36.36%
Best result	80.00%
Average result	53.39%
Worst result	22.22%
Responses	11

Survey Coordination Centre

NHS

Workforce Equality Standards

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

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, 2024 and 2025 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 the NSSB. For organisations that extended the survey to bank only workers in 2022, findings are included with your 2023, 2024 and 2025 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?".

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 believing their organisation acts fairly with regard to career progression or development opportunities.
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".

Survey Coordination Centre

NHS

Workforce Race Equality Standard (Bank WRES)

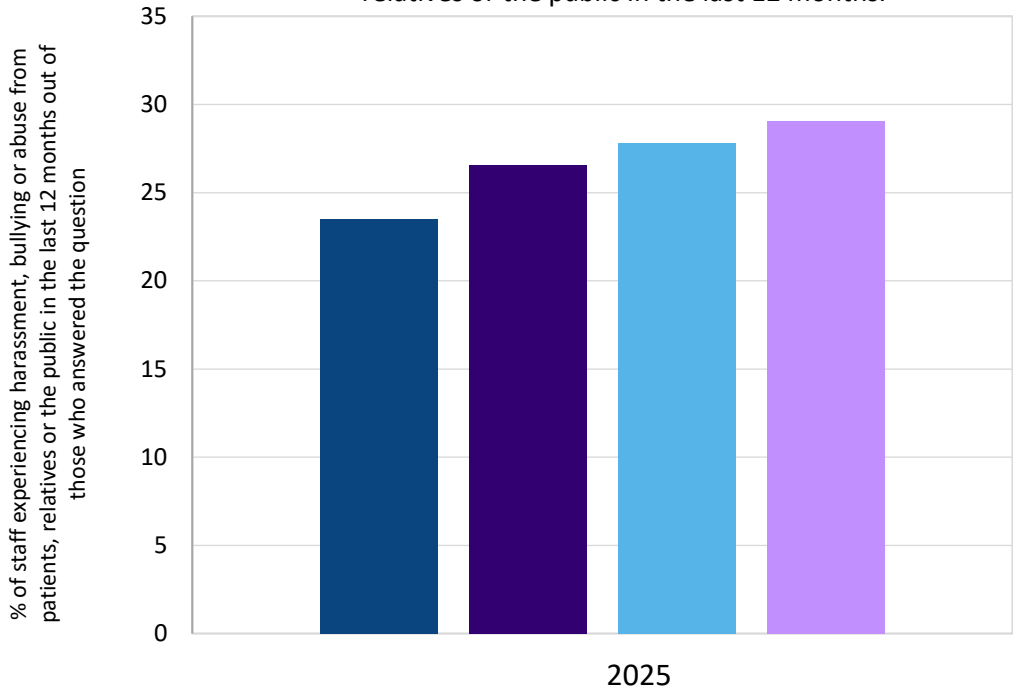
Vertical scales on the following charts vary from slide to slide, which affects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.
Data shown in the WRES charts are unweighted.
Averages are calculated as the median 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.

Workforce Race Equality Standard (WRES)

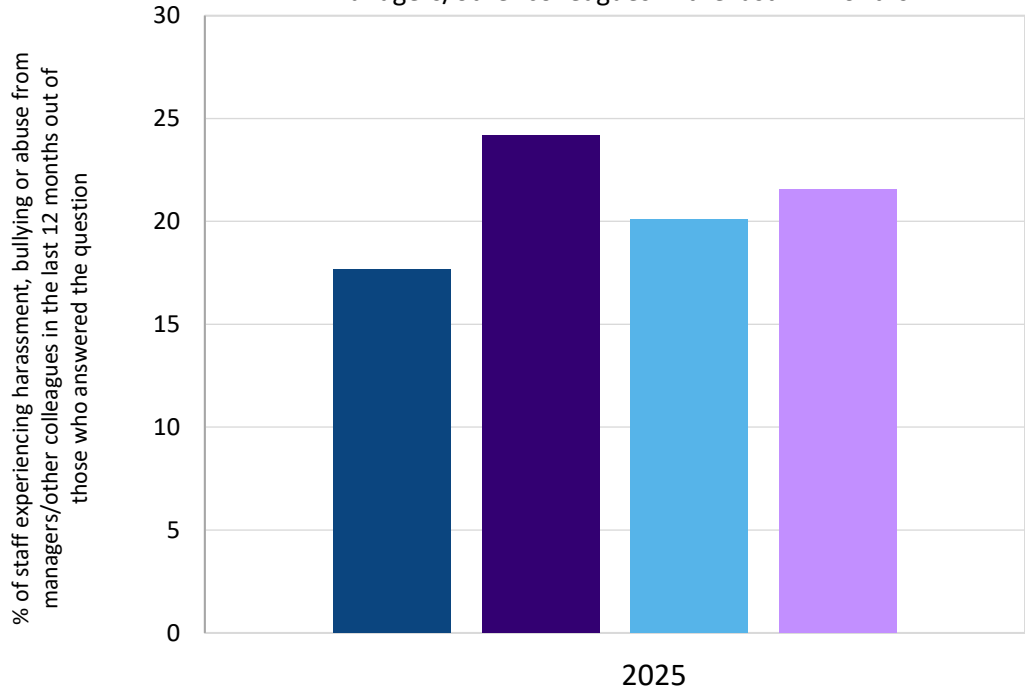
Survey Coordination Centre NHS

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



White staff: Your org	23.53%
All other ethnic groups*: Your org	26.56%
White staff: Average	27.85%
All other ethnic groups*: Average	29.08%
White staff: Responses	51
All other ethnic groups*: Responses	64

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



White staff: Your org	17.65%
All other ethnic groups*: Your org	24.19%
White staff: Average	20.09%
All other ethnic groups*: Average	21.57%
White staff: Responses	51
All other ethnic groups*: Responses	62

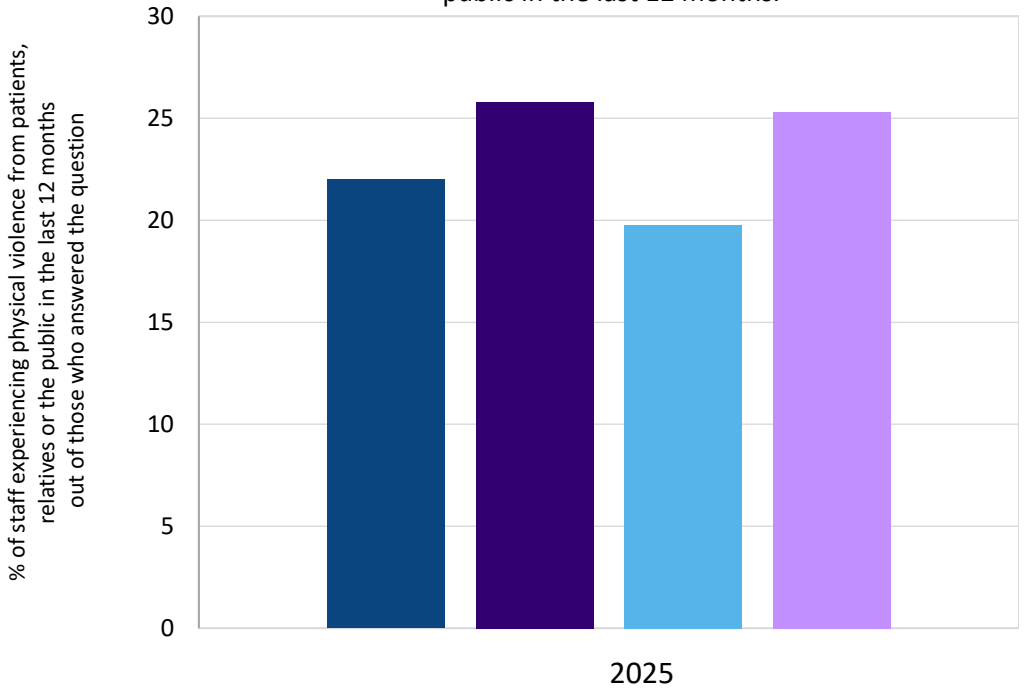
Note: 2023 results for Bank WRES indicator 4a (Q19a) and 4b&c (Q19b&c) have corrective weighting applied following an issue with the data.
Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

*Staff from all other ethnic groups combined

Workforce Race Equality Standard (WRES)

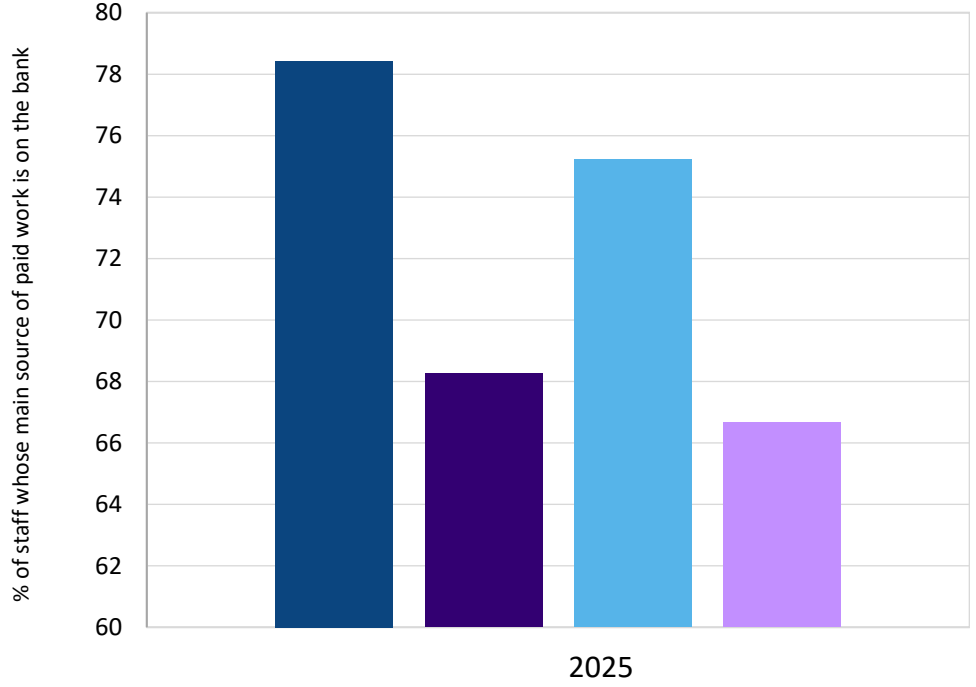
Survey Coordination Centre NHS

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



White staff: Your org	22.00%
All other ethnic groups*: Your org	25.81%
White staff: Average	19.76%
All other ethnic groups*: Average	25.30%
White staff: Responses	50
All other ethnic groups*: Responses	62

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



White staff: Your org	78.43%
All other ethnic groups*: Your org	68.25%
White staff: Average	75.23%
All other ethnic groups*: Average	66.67%
White staff: Responses	51
All other ethnic groups*: Responses	63

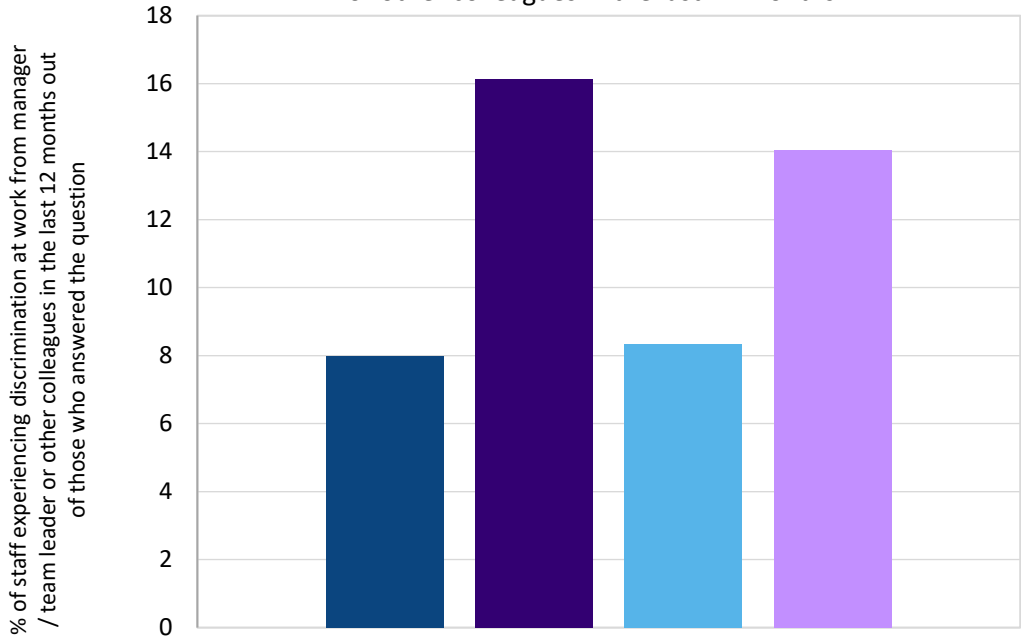
Note: 2023 results for Bank WRES indicator 5a (Q18a) have corrective weighting applied following an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

*Staff from all other ethnic groups combined

Workforce Race Equality Standard (WRES)

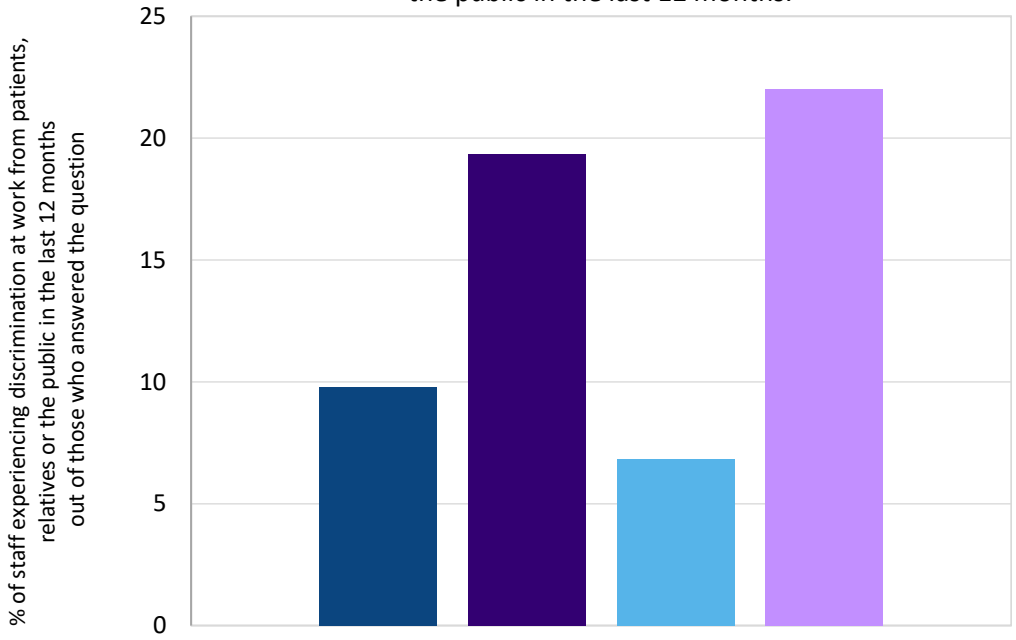
Survey Coordination Centre NHS

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



	2025
White staff: Your org	8.00%
All other ethnic groups*: Your org	16.13%
White staff: Average	8.33%
All other ethnic groups*: Average	14.07%
White staff: Responses	50
All other ethnic groups*: Responses	62

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



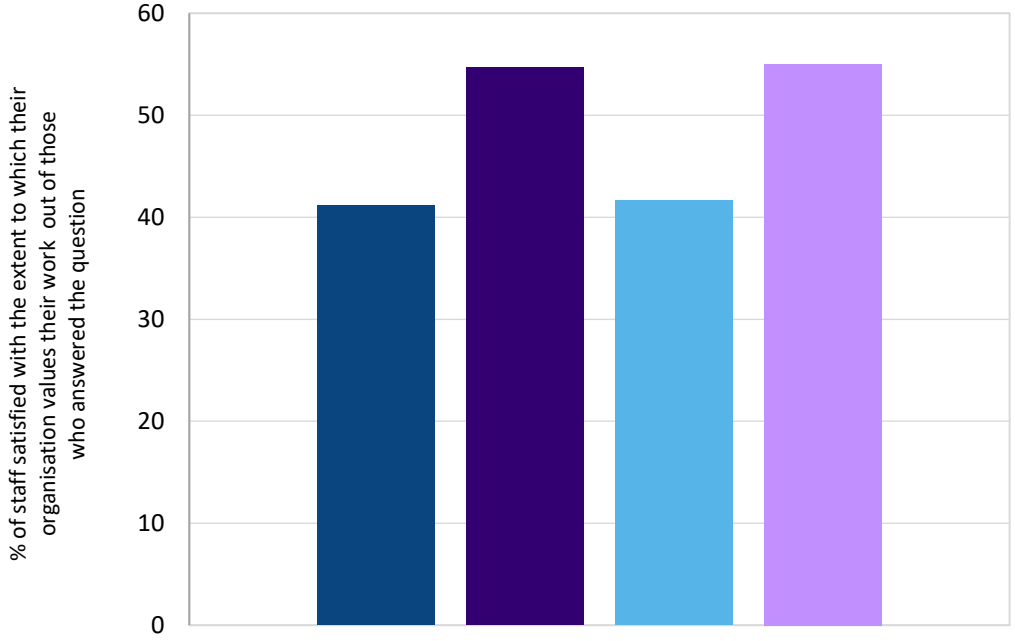
	2025
White staff: Your org	9.80%
All other ethnic groups*: Your org	19.35%
White staff: Average	6.81%
All other ethnic groups*: Average	22.00%
White staff: Responses	51
All other ethnic groups*: Responses	62

*Staff from all other ethnic groups combined

Workforce Race Equality Standard (WRES)

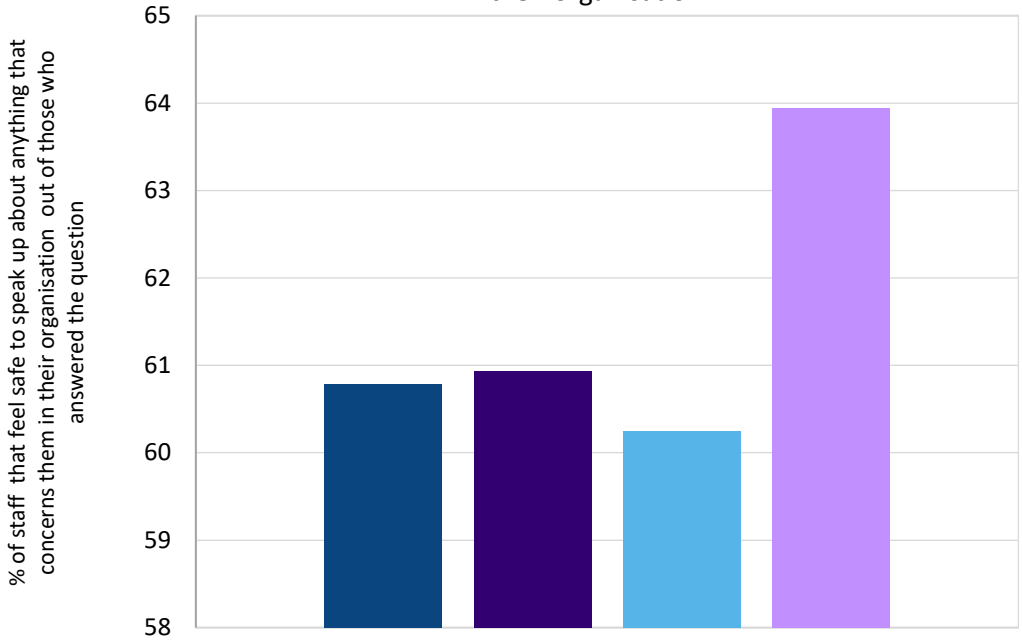
Survey Coordination Centre NHS

Staff satisfied with the extent to which their organisation values their work.



	2025
White staff: Your org	41.18%
All other ethnic groups*: Your org	54.69%
White staff: Average	41.63%
All other ethnic groups*: Average	55.03%
White staff: Responses	51
All other ethnic groups*: Responses	64

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

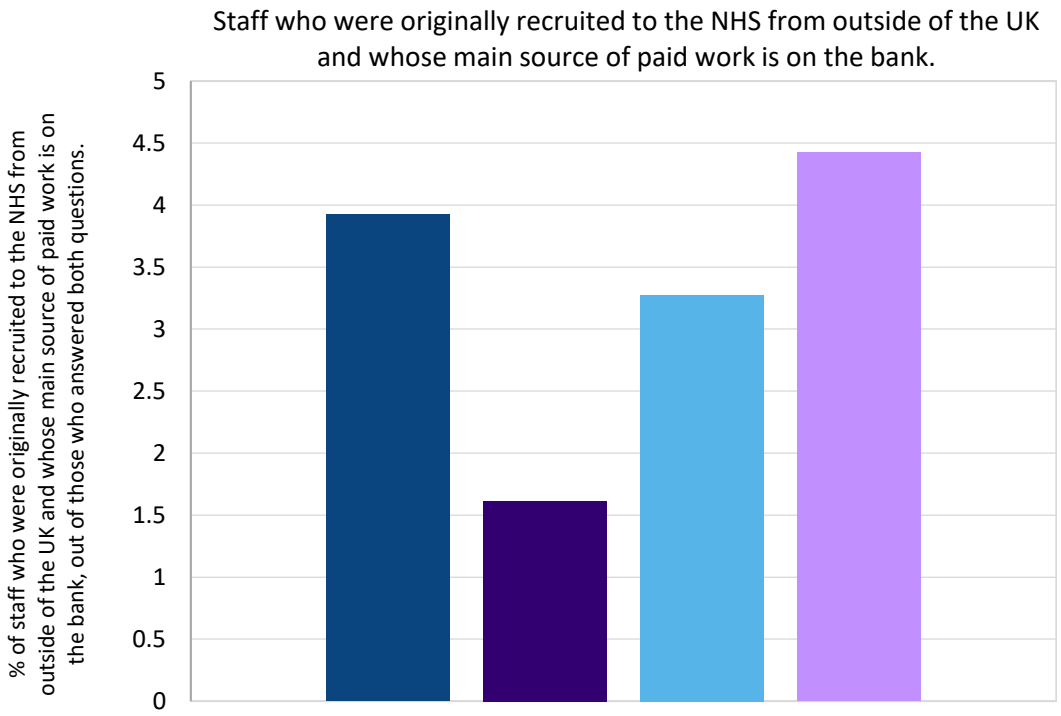


	2025
White staff: Your org	60.78%
All other ethnic groups*: Your org	60.94%
White staff: Average	60.24%
All other ethnic groups*: Average	63.95%
White staff: Responses	51
All other ethnic groups*: Responses	64

*Staff from all other ethnic groups combined

Workforce Race Equality Standard (WRES)

Survey Coordination Centre NHS



	2025
White staff: Your org	3.92%
All other ethnic groups*: Your org	1.61%
White staff: Average	3.28%
All other ethnic groups*: Average	4.42%
White staff: Responses	51
All other ethnic groups*: Responses	62

*Staff from all other ethnic groups combined

Survey Coordination Centre

NHS

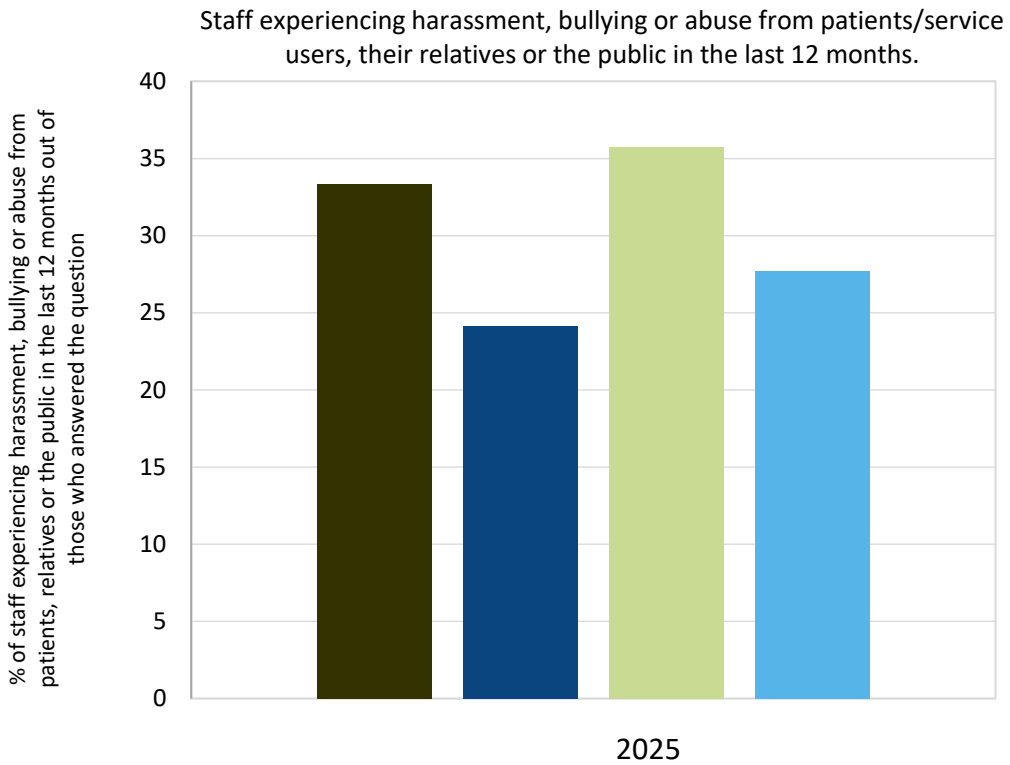
Workforce Disability Equality Standard (WDES)

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.

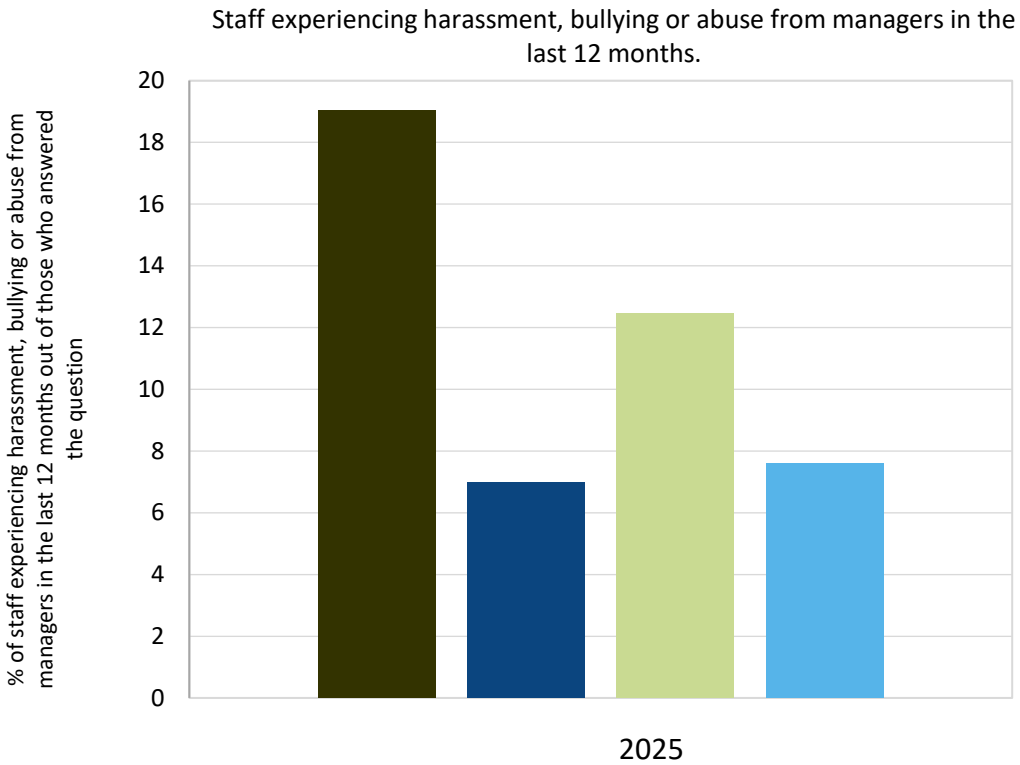
Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Workforce Disability Equality Standard

Survey Coordination Centre NHS



Staff with a LTC or illness: Your org	33.33%
Staff without a LTC or illness: Your org	24.14%
Staff with a LTC or illness: Average	35.71%
Staff without a LTC or illness: Average	27.73%
Staff with a LTC or illness: Responses	21
Staff without a LTC or illness: Responses	87



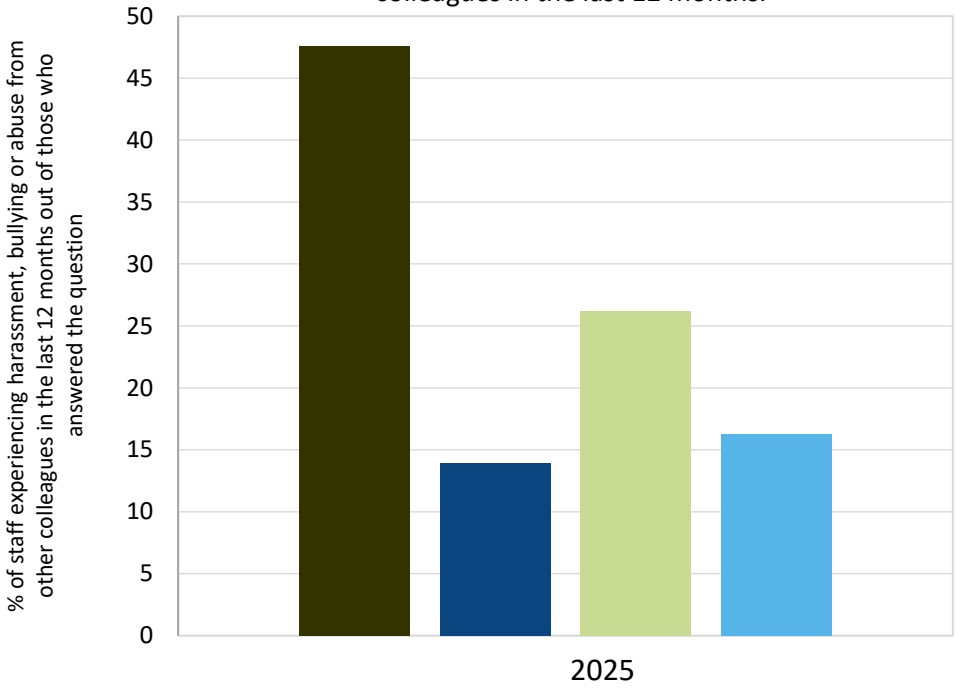
Staff with a LTC or illness: Your org	19.05%
Staff without a LTC or illness: Your org	6.98%
Staff with a LTC or illness: Average	12.47%
Staff without a LTC or illness: Average	7.59%
Staff with a LTC or illness: Responses	21
Staff without a LTC or illness: Responses	86

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.

Workforce Disability Equality Standard

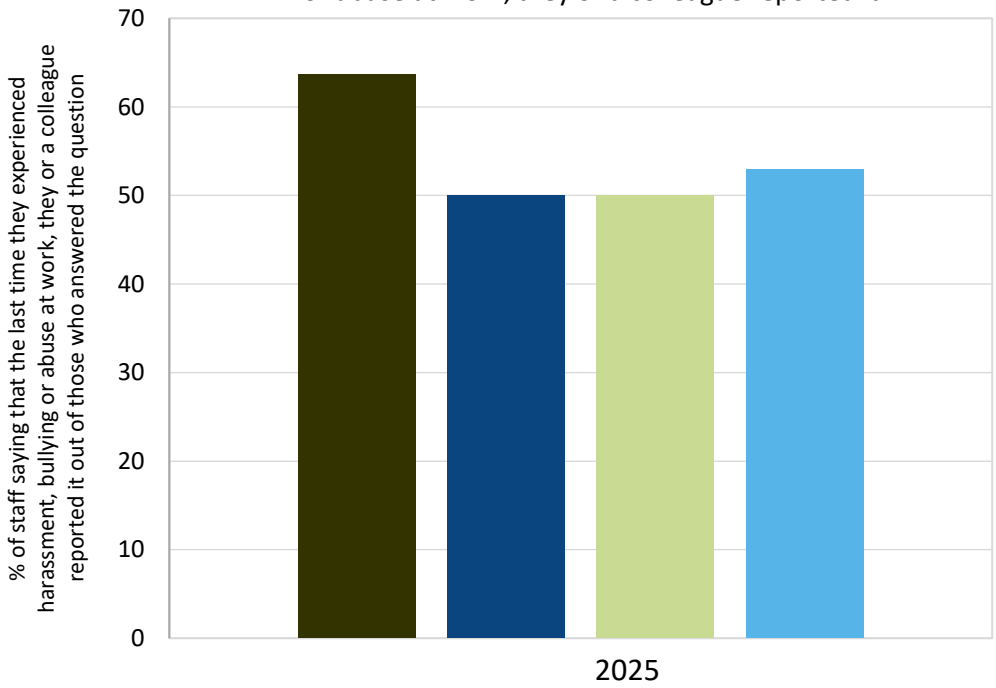
Survey Coordination Centre NHS

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



Staff with a LTC or illness: Your org	47.62%
Staff without a LTC or illness: Your org	13.95%
Staff with a LTC or illness: Average	26.20%
Staff without a LTC or illness: Average	16.30%
Staff with a LTC or illness: Responses	21
Staff without a LTC or illness: Responses	86

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



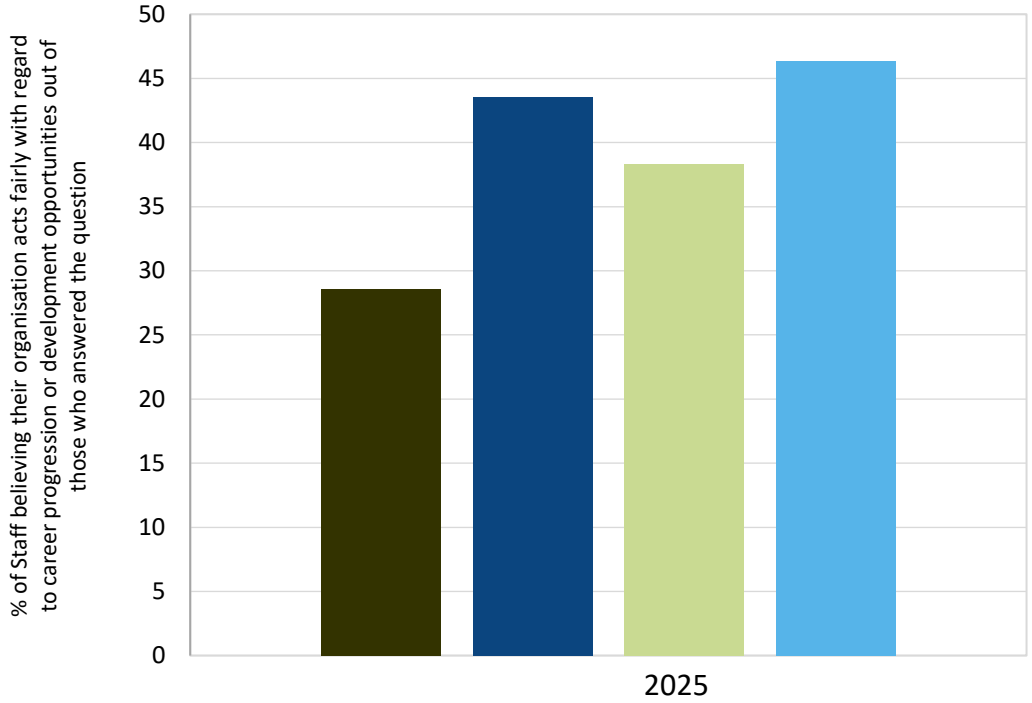
Staff with a LTC or illness: Your org	63.64%
Staff without a LTC or illness: Your org	50.00%
Staff with a LTC or illness: Average	50.00%
Staff without a LTC or illness: Average	52.94%
Staff with a LTC or illness: Responses	11
Staff without a LTC or illness: Responses	22

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.

Workforce Disability Equality Standard

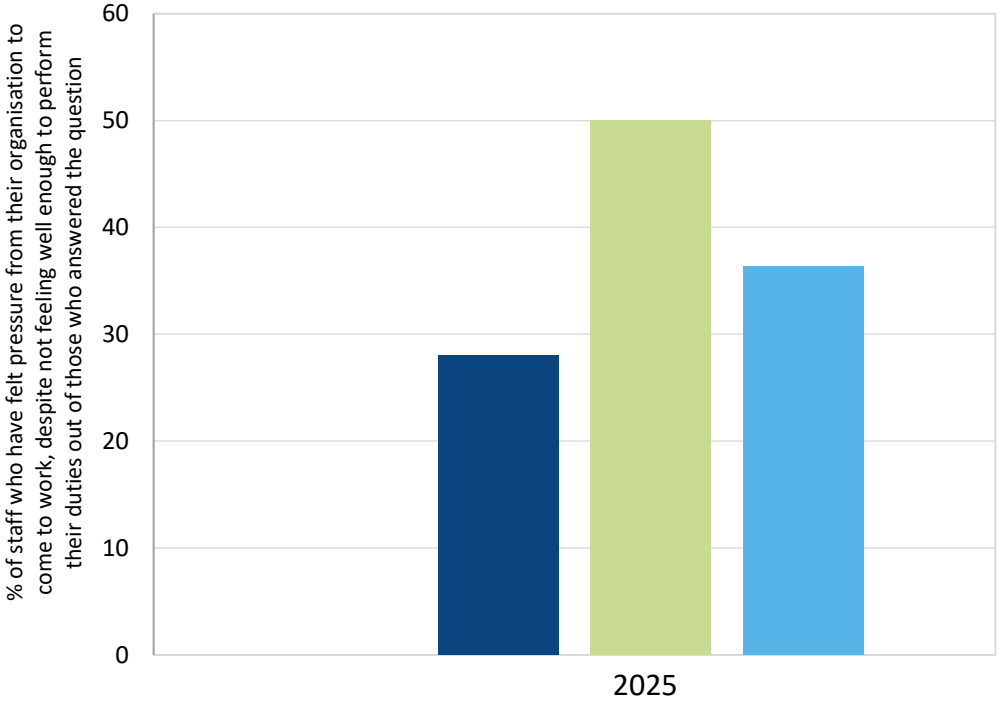
Survey Coordination Centre NHS

Staff believing their organisation acts fairly with regard to career progression or development opportunities.



Staff with a LTC or illness: Your org	28.57%
Staff without a LTC or illness: Your org	43.53%
Staff with a LTC or illness: Average	38.35%
Staff without a LTC or illness: Average	46.32%
Staff with a LTC or illness: Responses	21
Staff without a LTC or illness: Responses	85

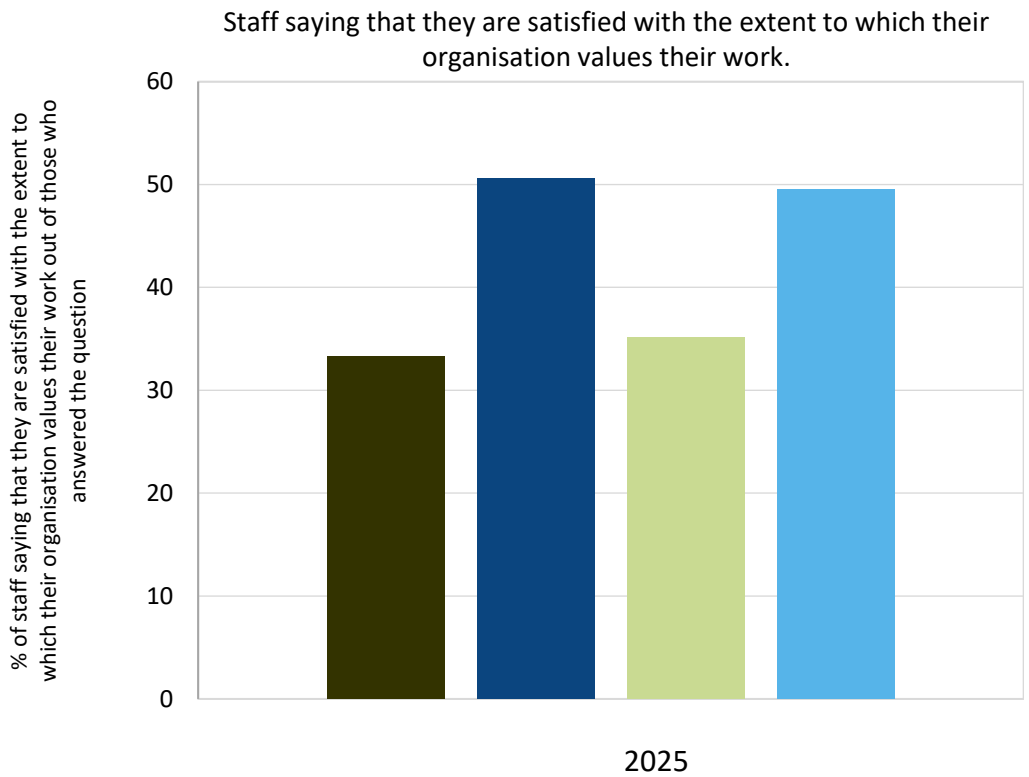
Staff saying they have felt pressure from their organisation to come to work, despite not feeling well enough to perform their duties.



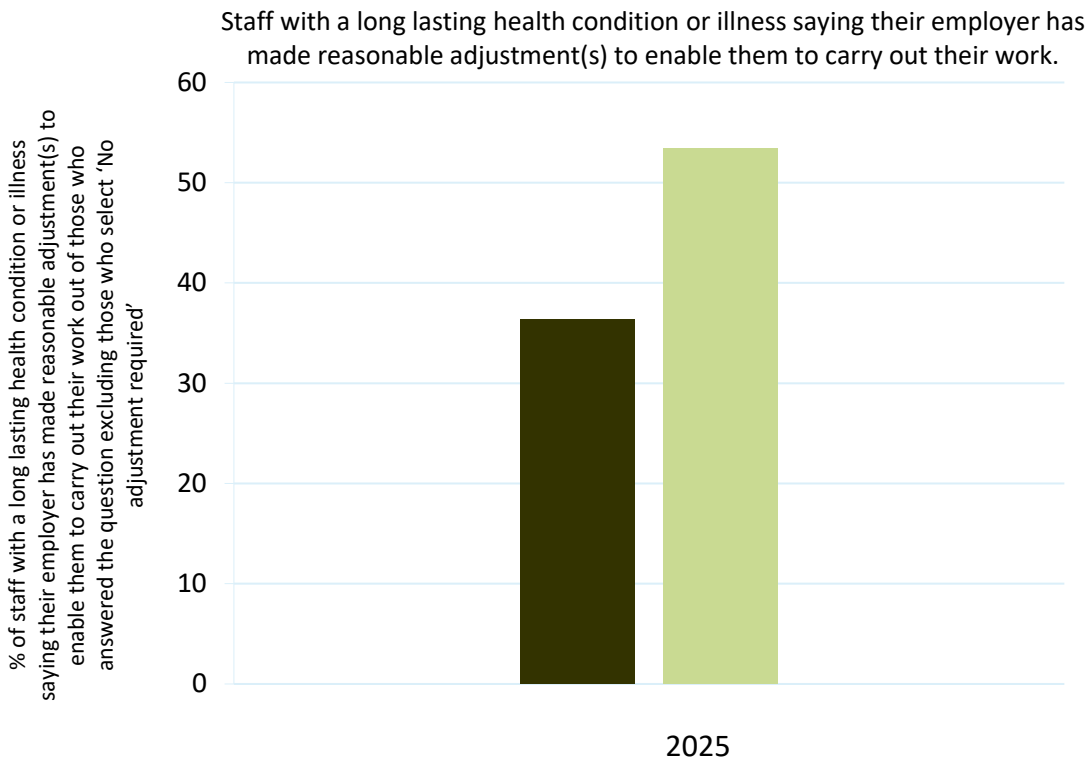
Staff with a LTC or illness: Your org	-
Staff without a LTC or illness: Your org	28.00%
Staff with a LTC or illness: Average	50.00%
Staff without a LTC or illness: Average	36.36%
Staff with a LTC or illness: Responses	9
Staff without a LTC or illness: Responses	25

Workforce Disability Equality Standard

Survey Coordination Centre NHS



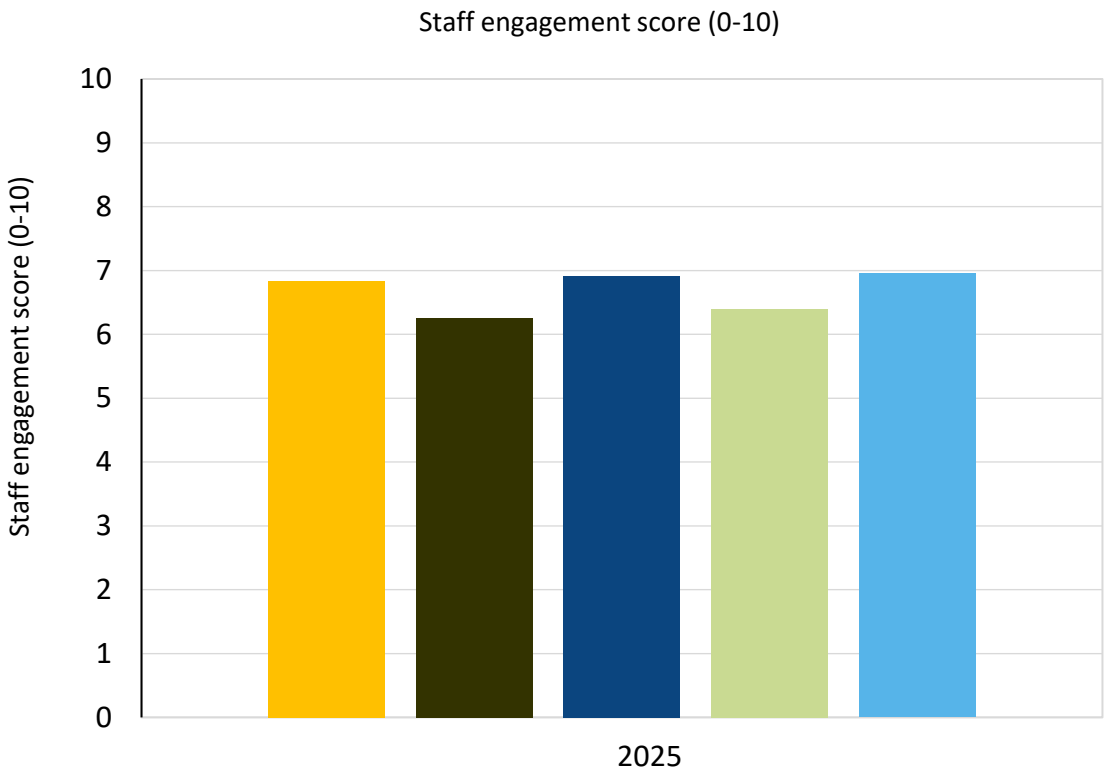
Staff with a LTC or illness: Your org	33.33%
Staff without a LTC or illness: Your org	50.57%
Staff with a LTC or illness: Average	35.15%
Staff without a LTC or illness: Average	49.56%
Staff with a LTC or illness: Responses	21
Staff without a LTC or illness: Responses	87



Staff with a LTC or illness: Your org	36.36%
Staff with a LTC or illness: Average	53.39%
Staff with a LTC or illness: Responses	11

Workforce Disability Equality Standard

Survey Coordination Centre NHS



All staff: Your org	6.84
Staff with a LTC or illness: Your org	6.26
Staff without a LTC or illness: Your org	6.92
Staff with a LTC or illness: Average	6.40
Staff without a LTC or illness: Average	6.95
Staff with a LTC or illness: Responses	21
Staff without a LTC or illness: Responses	86

Survey Coordination Centre

NHS

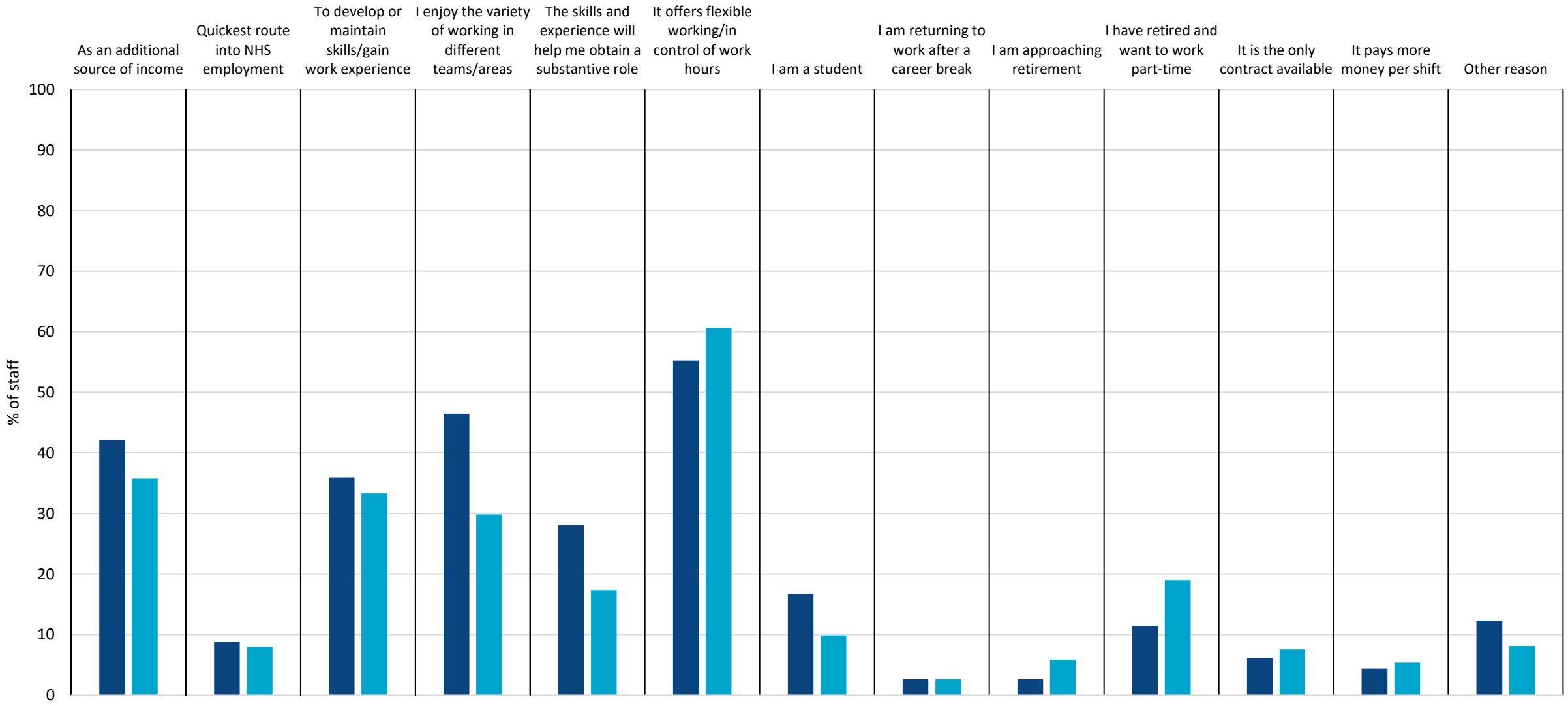
About your respondents

This section shows demographic and other background information for 2025.

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.

Background details - Reasons for working as a bank worker for the NHS

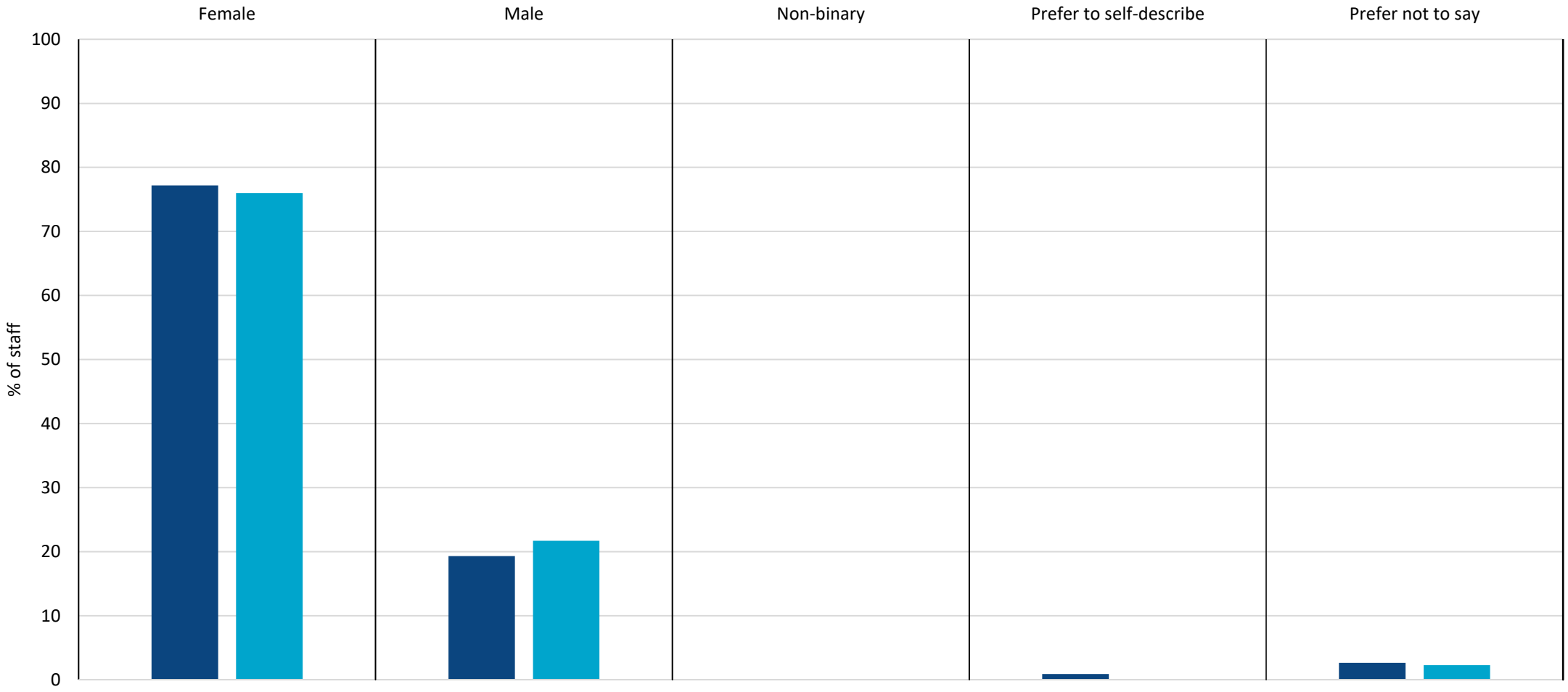
Survey Coordination Centre NHS



	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	42.11%	8.77%	35.96%	46.49%	28.07%	55.26%	16.67%	2.63%	2.63%	11.40%	6.14%	4.39%	12.28%
Average	35.78%	7.94%	33.33%	29.83%	17.35%	60.67%	9.88%	2.63%	5.86%	18.97%	7.58%	5.41%	8.11%
Responses	114	114	114	114	114	114	114	114	114	114	114	114	114

Background details – Which of the following best describes you?

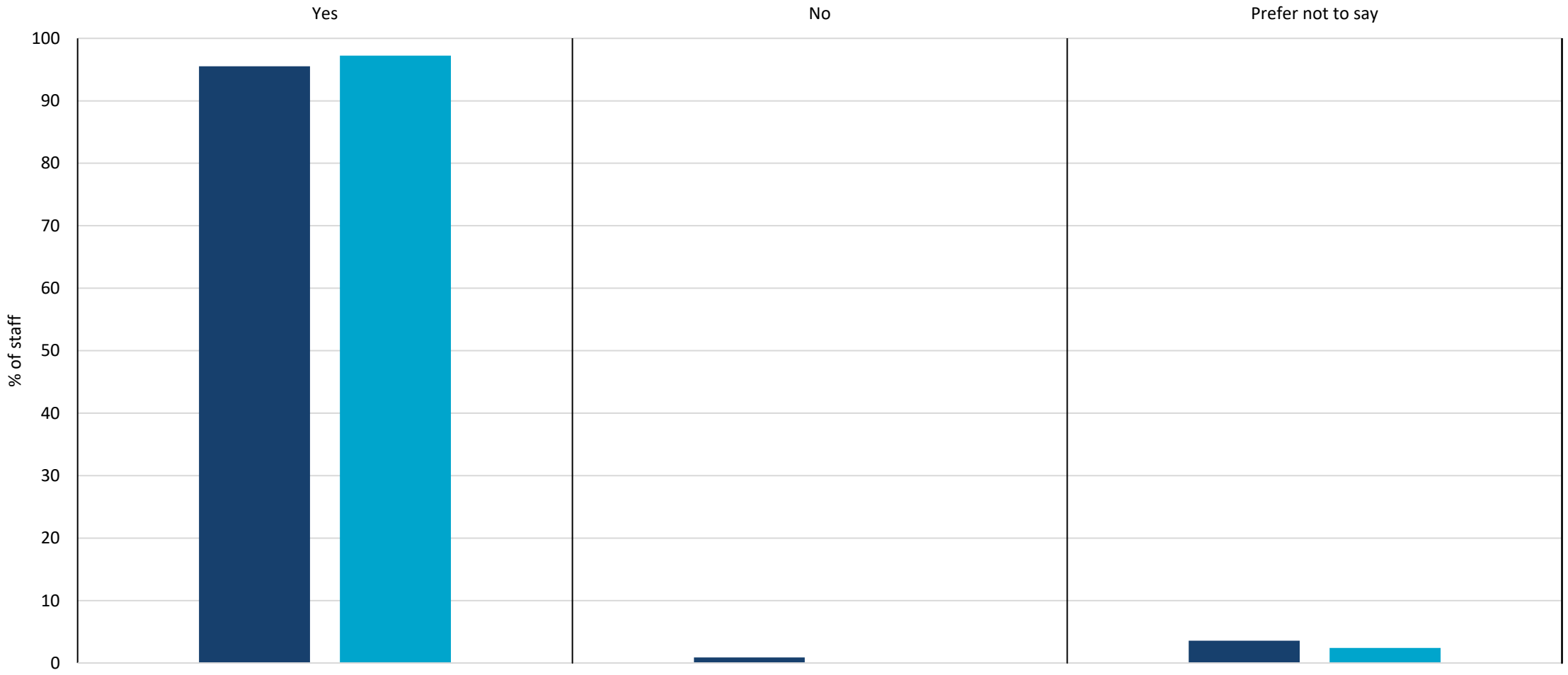
Survey Coordination Centre NHS



	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
Your org	77.19%	19.30%	0.00%	0.88%	2.63%
Average	76.00%	21.68%	0.00%	0.00%	2.27%
Responses	114	114	114	114	114

Background details - Is your gender identity the same as the sex you were registered at birth?

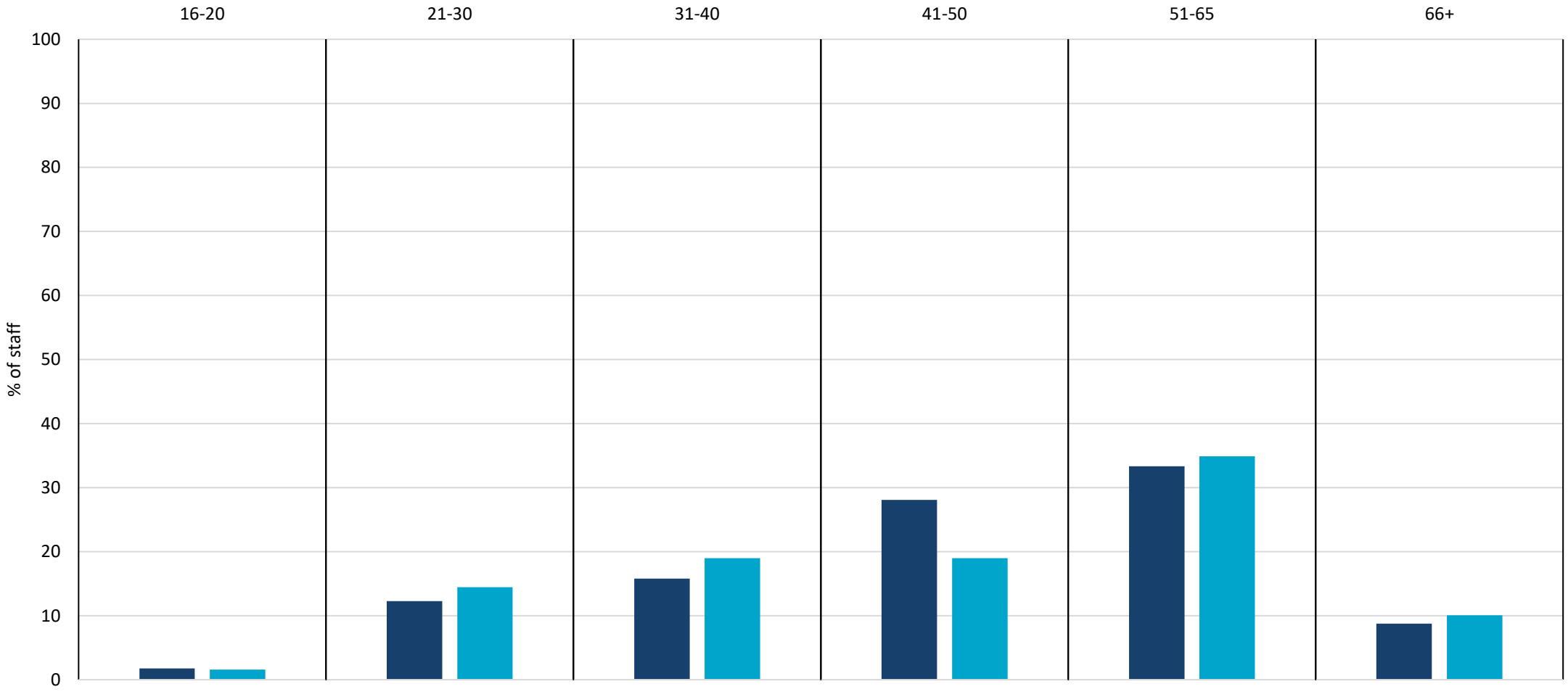
Survey Coordination Centre NHS



	Yes	No	Prefer not to say
Your org	95.54%	0.89%	3.57%
Average	97.25%	0.00%	2.41%
Responses	112	112	112

Background details - Age

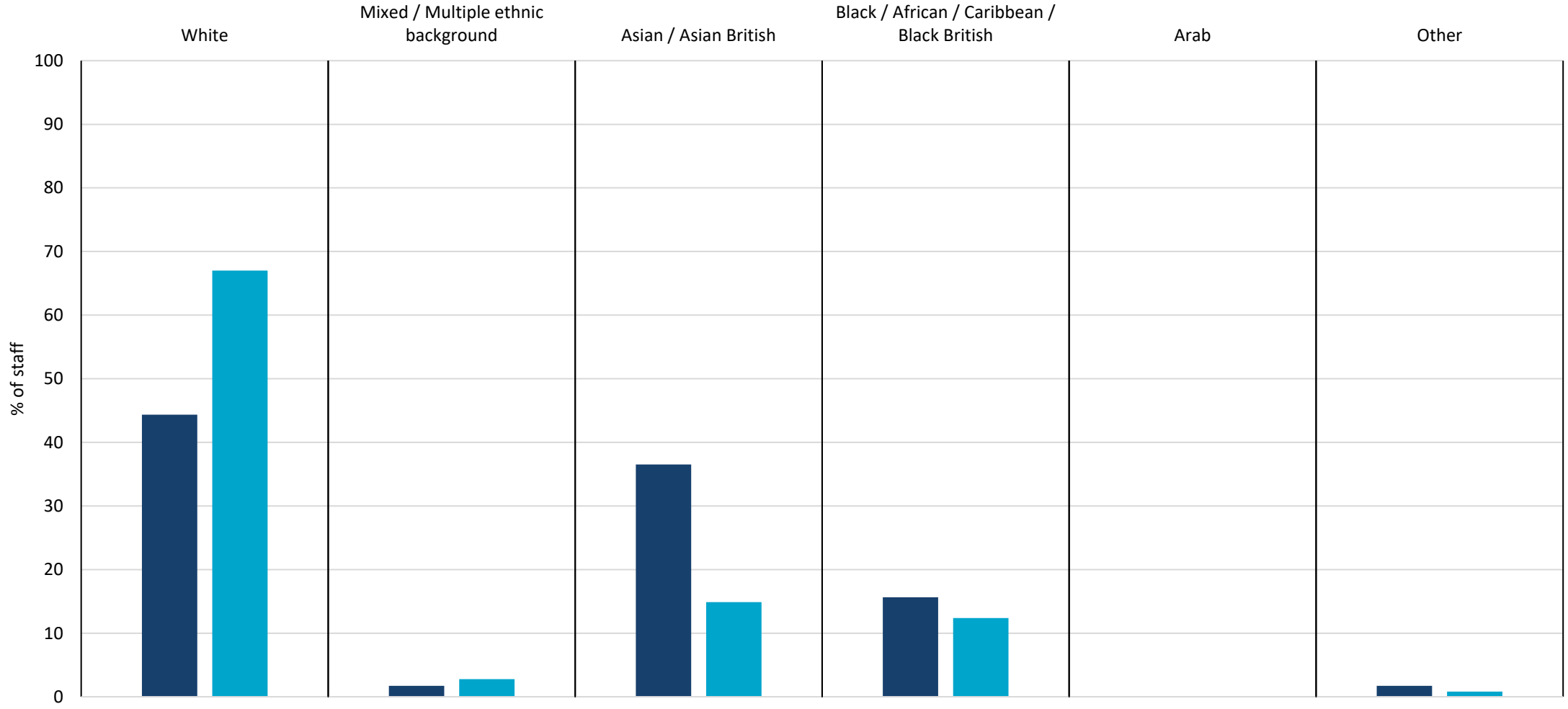
Survey Coordination Centre NHS



	16-20	21-30	31-40	41-50	51-65	66+
Your org	1.75%	12.28%	15.79%	28.07%	33.33%	8.77%
Average	1.57%	14.44%	18.97%	18.97%	34.88%	10.07%
Responses	114	114	114	114	114	114

Background details - Ethnic group

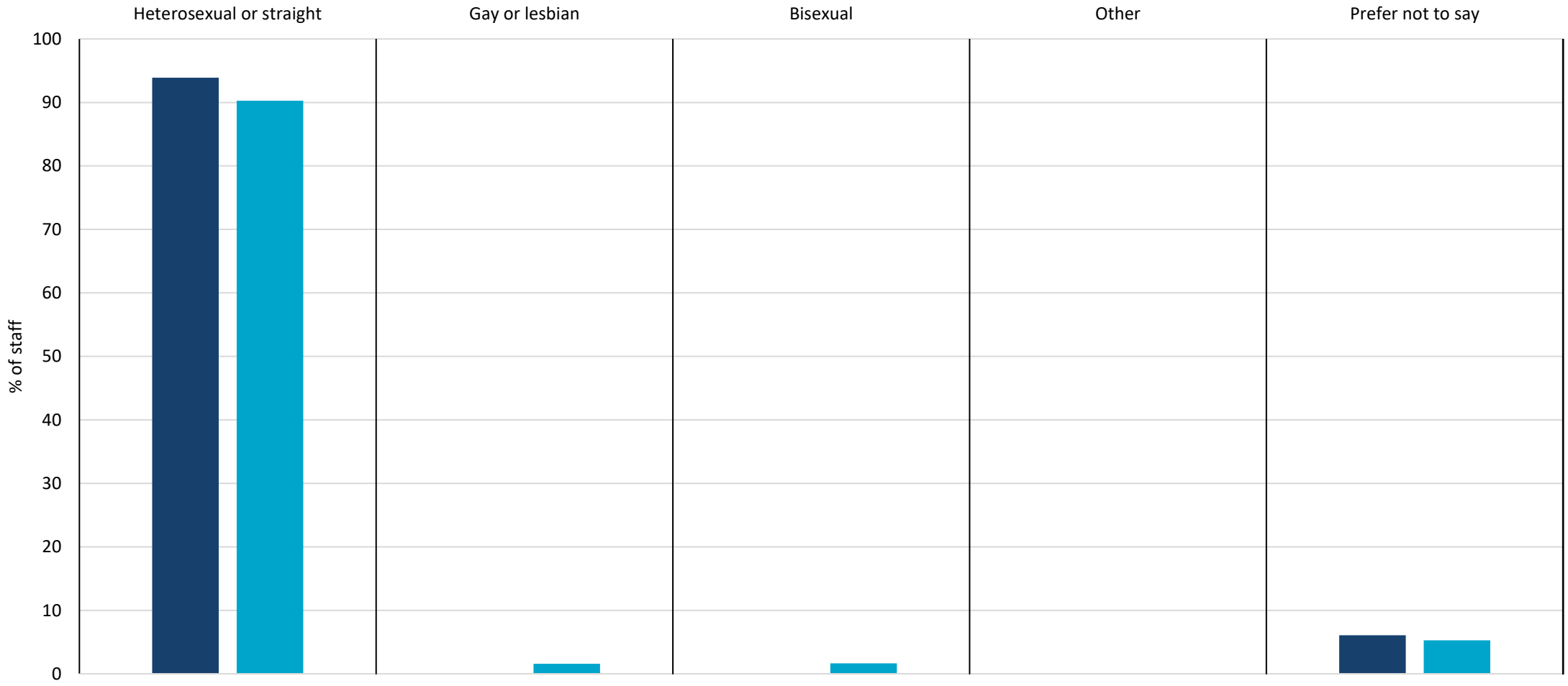
Survey Coordination Centre NHS



	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
Your org	44.35%	1.74%	36.52%	15.65%	0.00%	1.74%
Average	67.01%	2.78%	14.89%	12.37%	0.00%	0.83%
Responses	115	115	115	115	115	115

Background details - Sexual orientation

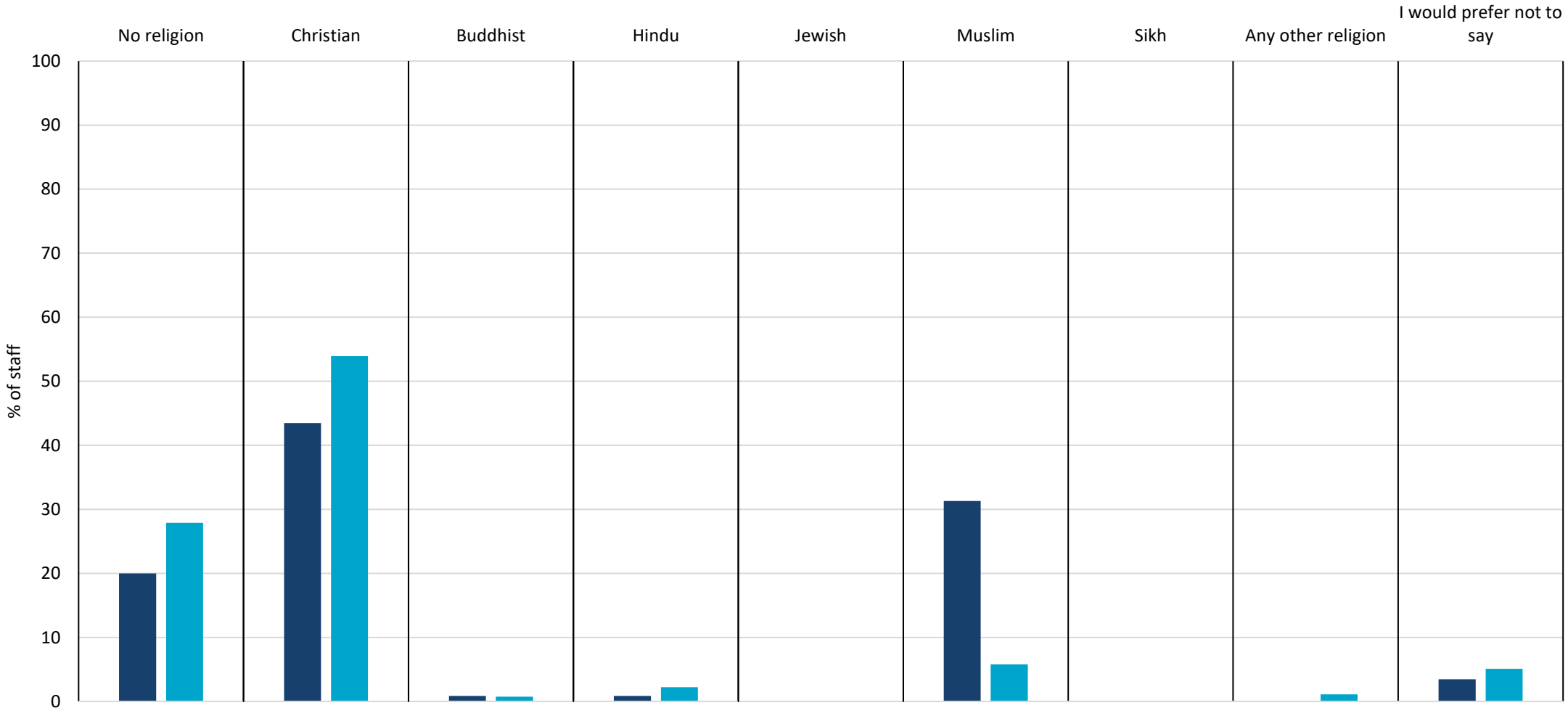
Survey Coordination Centre NHS



	Heterosexual or straight	Gay or lesbian	Bisexual	Other	Prefer not to say
Your org	93.91%	0.00%	0.00%	0.00%	6.09%
Average	90.27%	1.59%	1.64%	0.00%	5.26%
Responses	115	115	115	115	115

Background details - Religion or belief

Survey Coordination Centre NHS

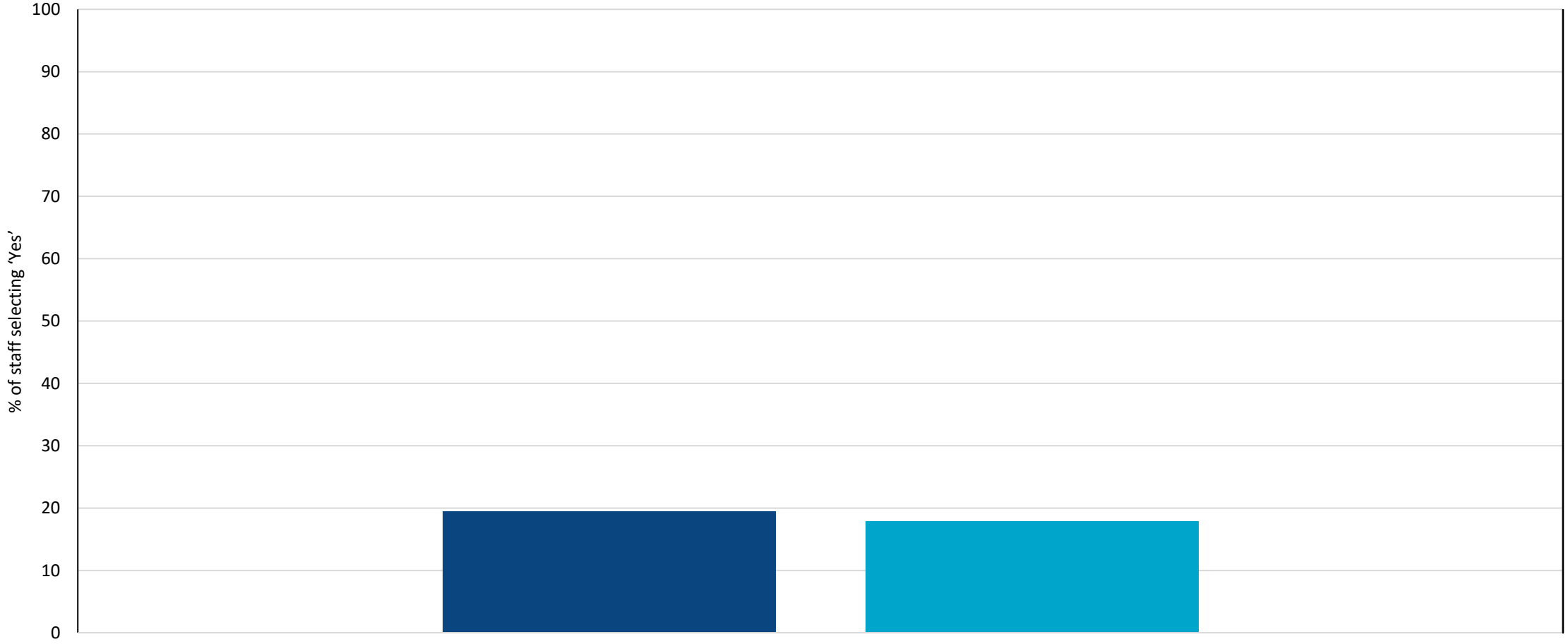


	No religion	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Any other religion	I would prefer not to say
Your org	20.00%	43.48%	0.87%	0.87%	0.00%	31.30%	0.00%	0.00%	3.48%
Average	27.88%	53.91%	0.75%	2.25%	0.00%	5.78%	0.00%	1.11%	5.11%
Responses	115	115	115	115	115	115	115	115	115

Background details - Long lasting health condition or illness

Survey Coordination Centre NHS

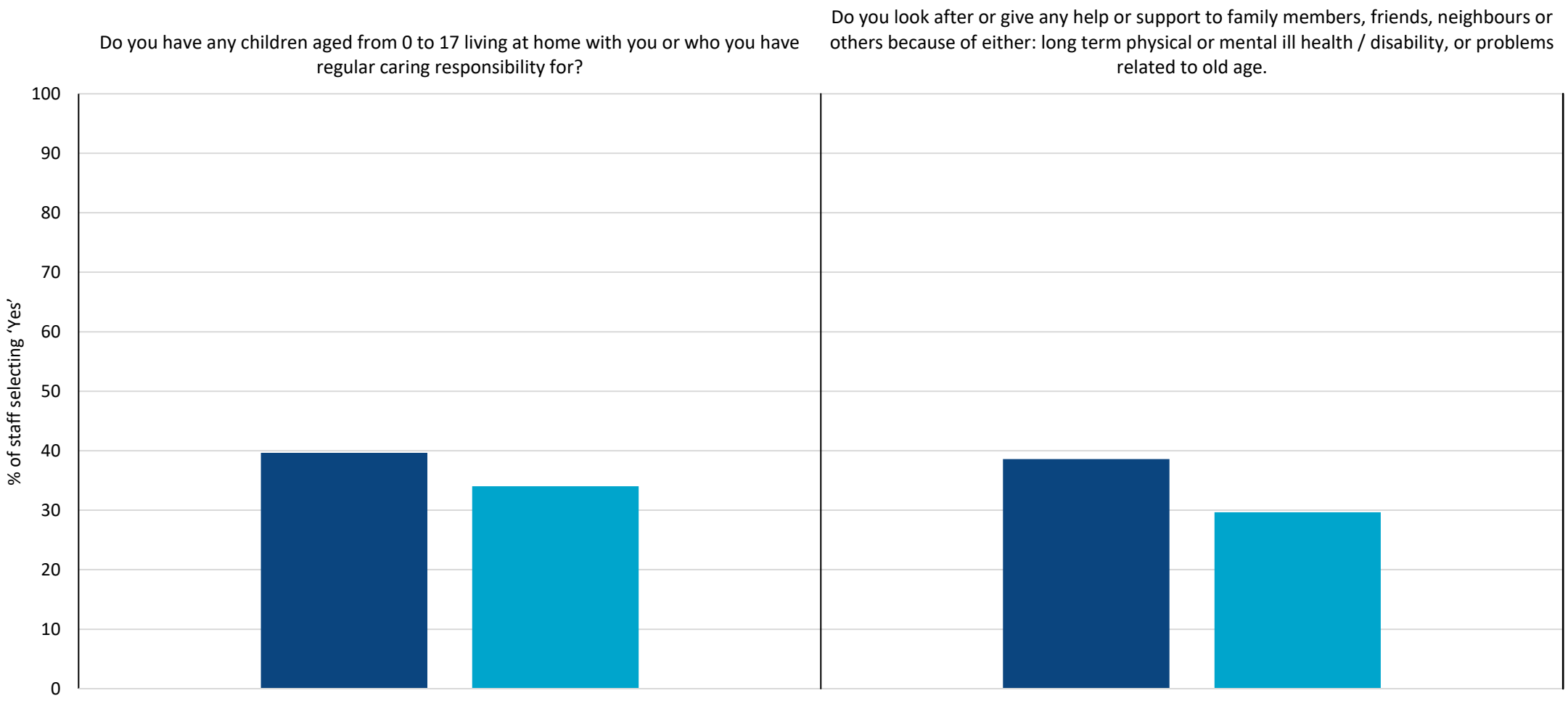
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?



Your org	19.44%
Average	17.83%
Responses	108

Background details - Parental / caring responsibilities

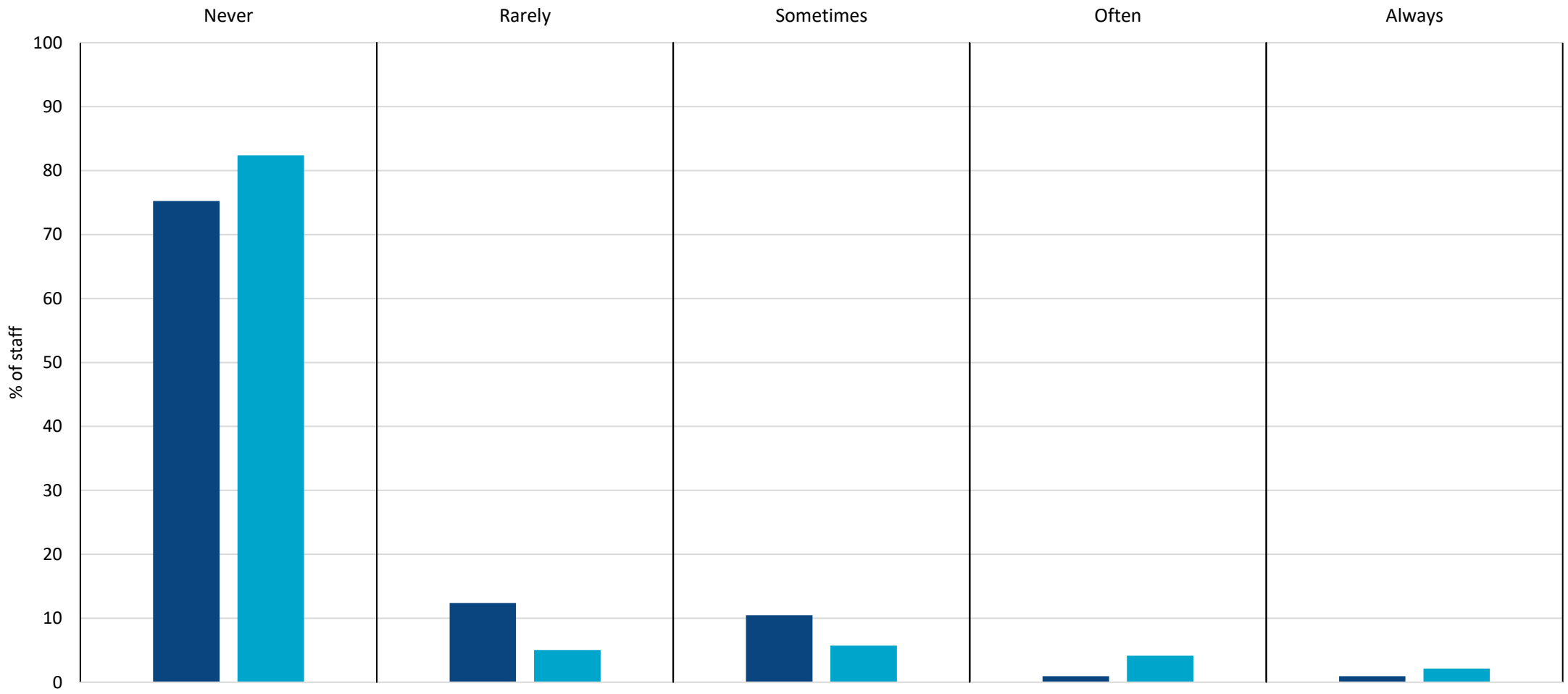
Survey Coordination Centre NHS



	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	39.64%	38.60%
Average	34.03%	29.64%
Responses	111	114

Background details - How often, if at all, do you work at/from home?

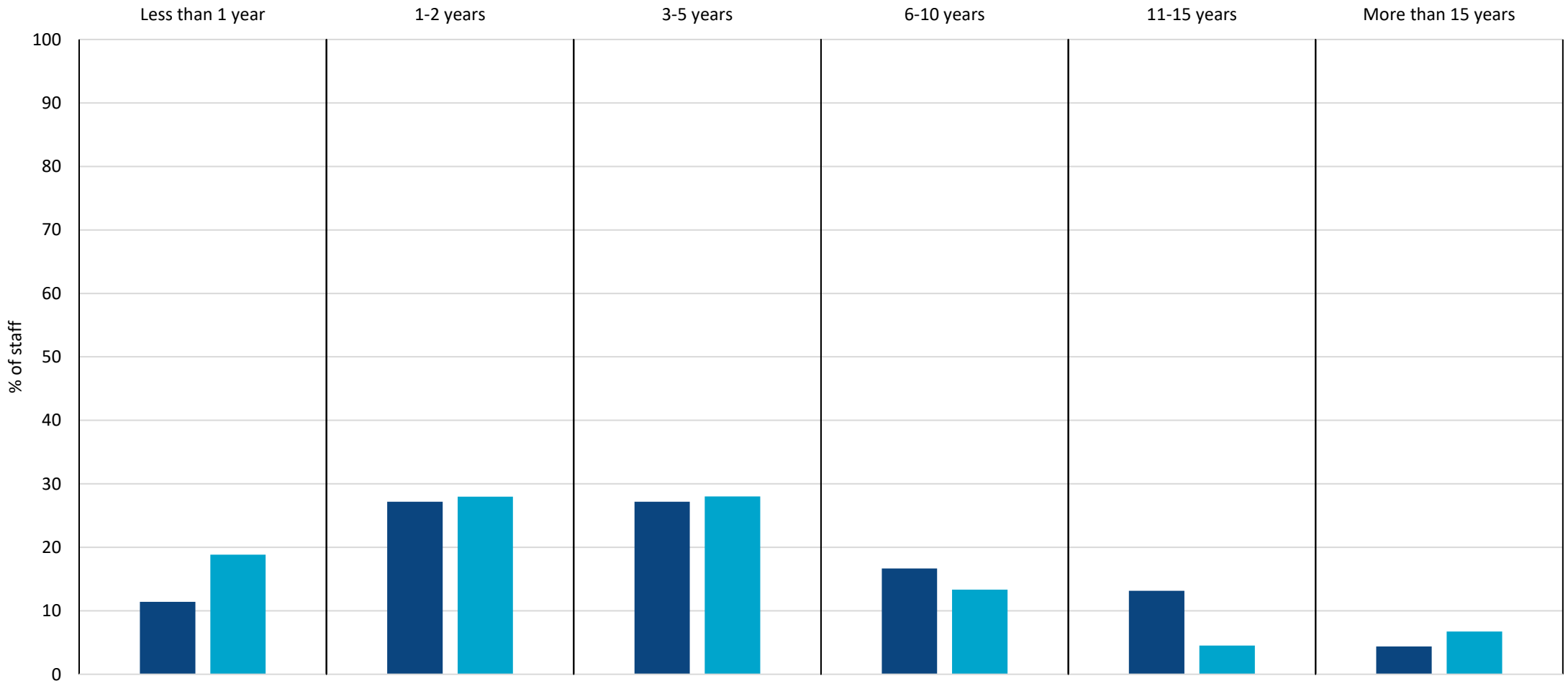
Survey Coordination Centre NHS



	Never	Rarely	Sometimes	Often	Always
Your org	75.24%	12.38%	10.48%	0.95%	0.95%
Average	82.39%	5.02%	5.74%	4.15%	2.13%
Responses	105	105	105	105	105

Background details - Length of service for this organisation in current role

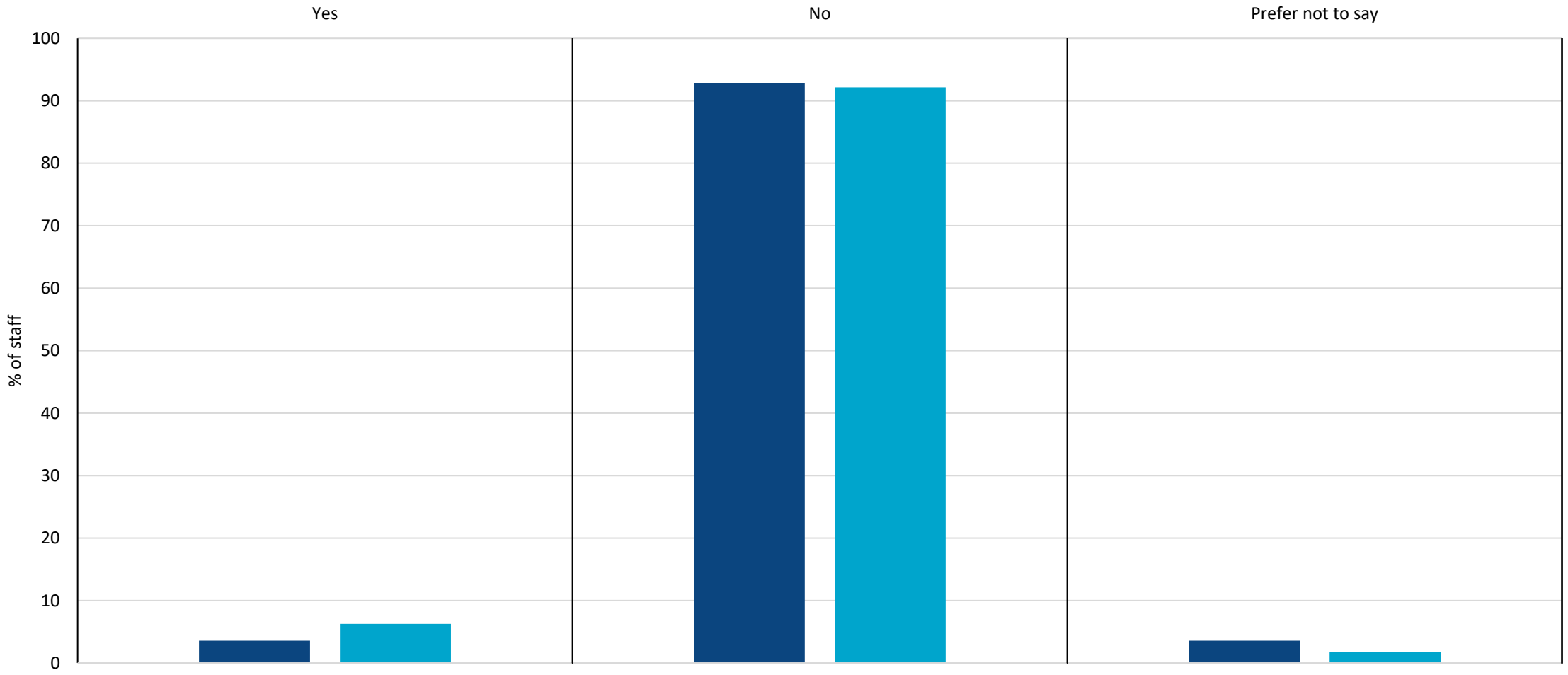
Survey Coordination Centre NHS



	Less than 1 year	1-2 years	3-5 years	6-10 years	11-15 years	More than 15 years
Your org	11.40%	27.19%	27.19%	16.67%	13.16%	4.39%
Average	18.86%	27.98%	28.02%	13.34%	4.53%	6.74%
Responses	114	114	114	114	114	114

Background details - Prior to working on the bank, were you recruited directly to the NHS from outside of the UK?

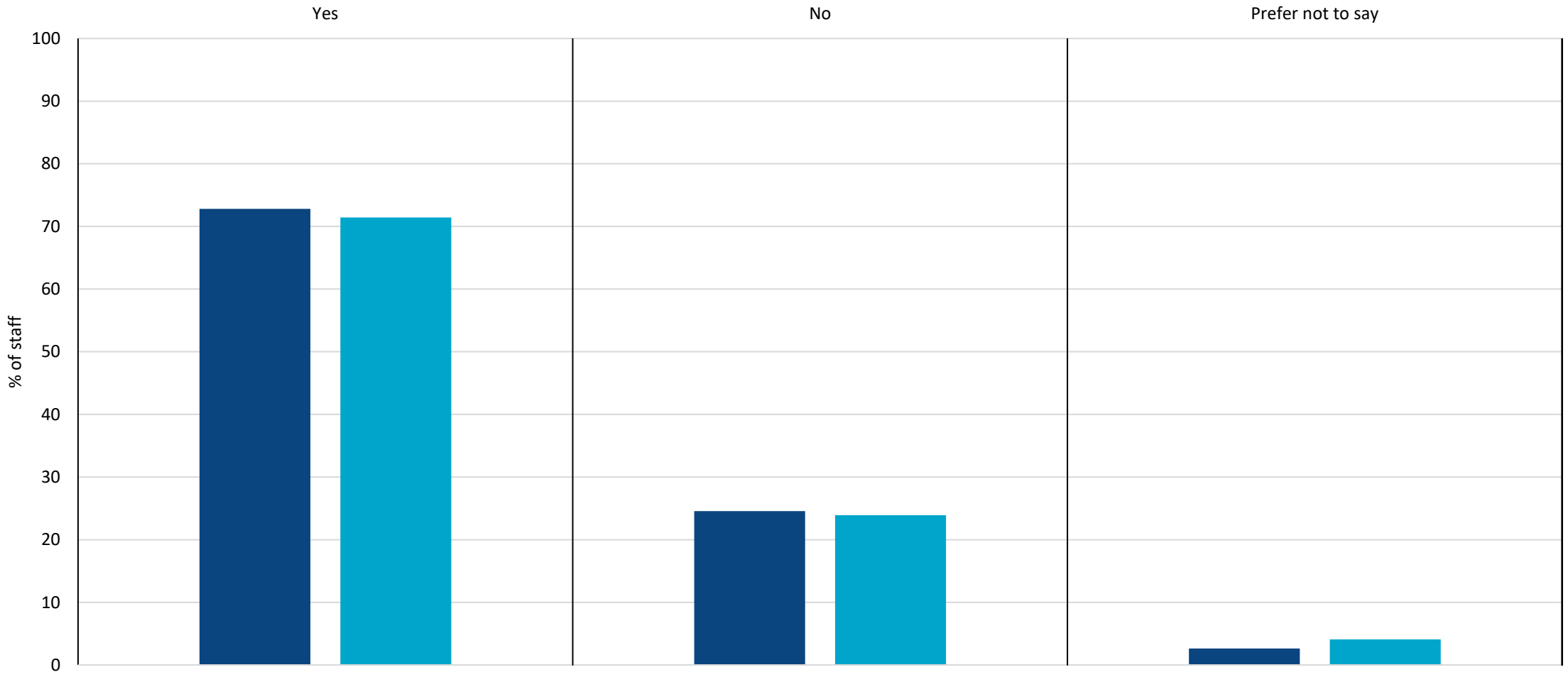
Survey Coordination Centre NHS



	Yes	No	Prefer not to say
Your org	3.57%	92.86%	3.57%
Average	6.25%	92.17%	1.72%
Responses	112	112	112

Background details - Is bank work in the NHS your main source of paid work?

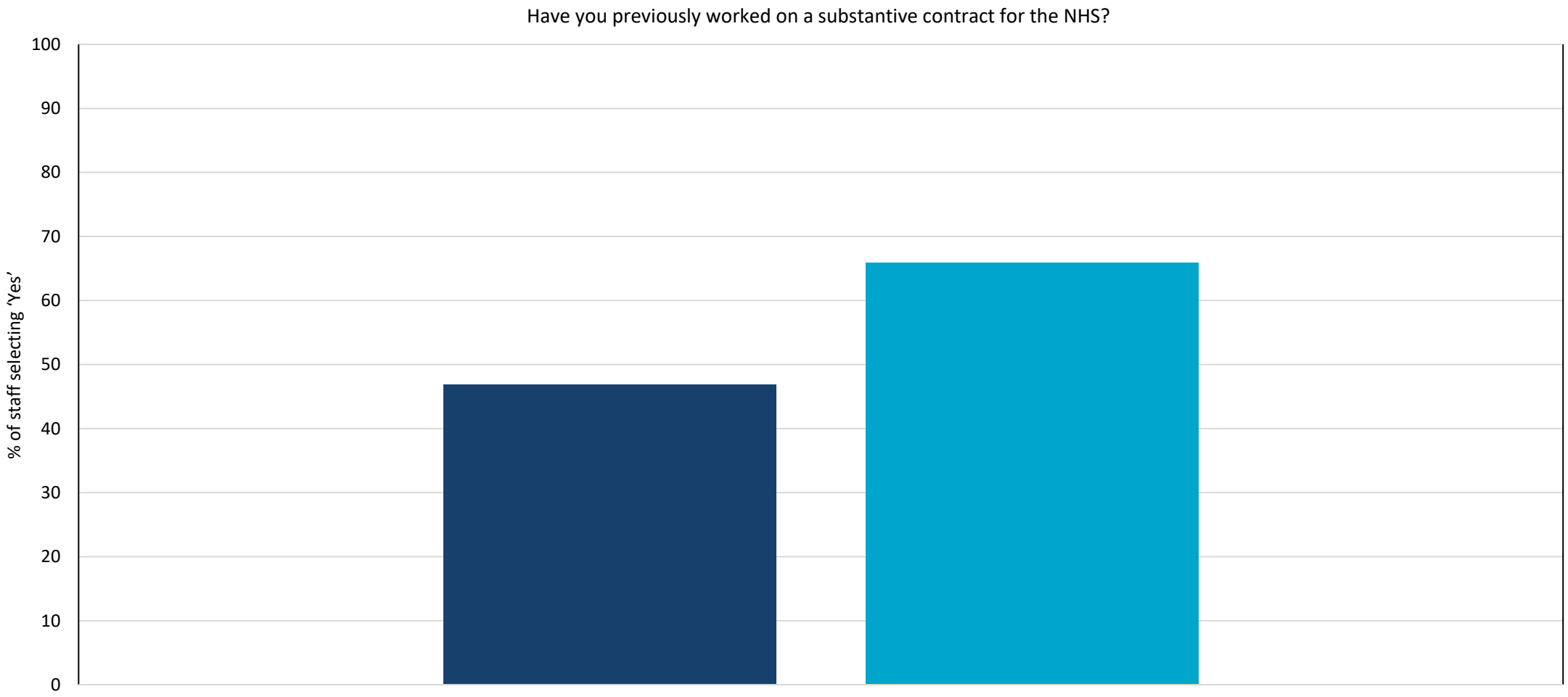
Survey Coordination Centre NHS



	Yes	No	Prefer not to say
Your org	72.81%	24.56%	2.63%
Average	71.43%	23.89%	4.08%
Responses	114	114	114

Background details - Previously worked on a substantive contract for the NHS

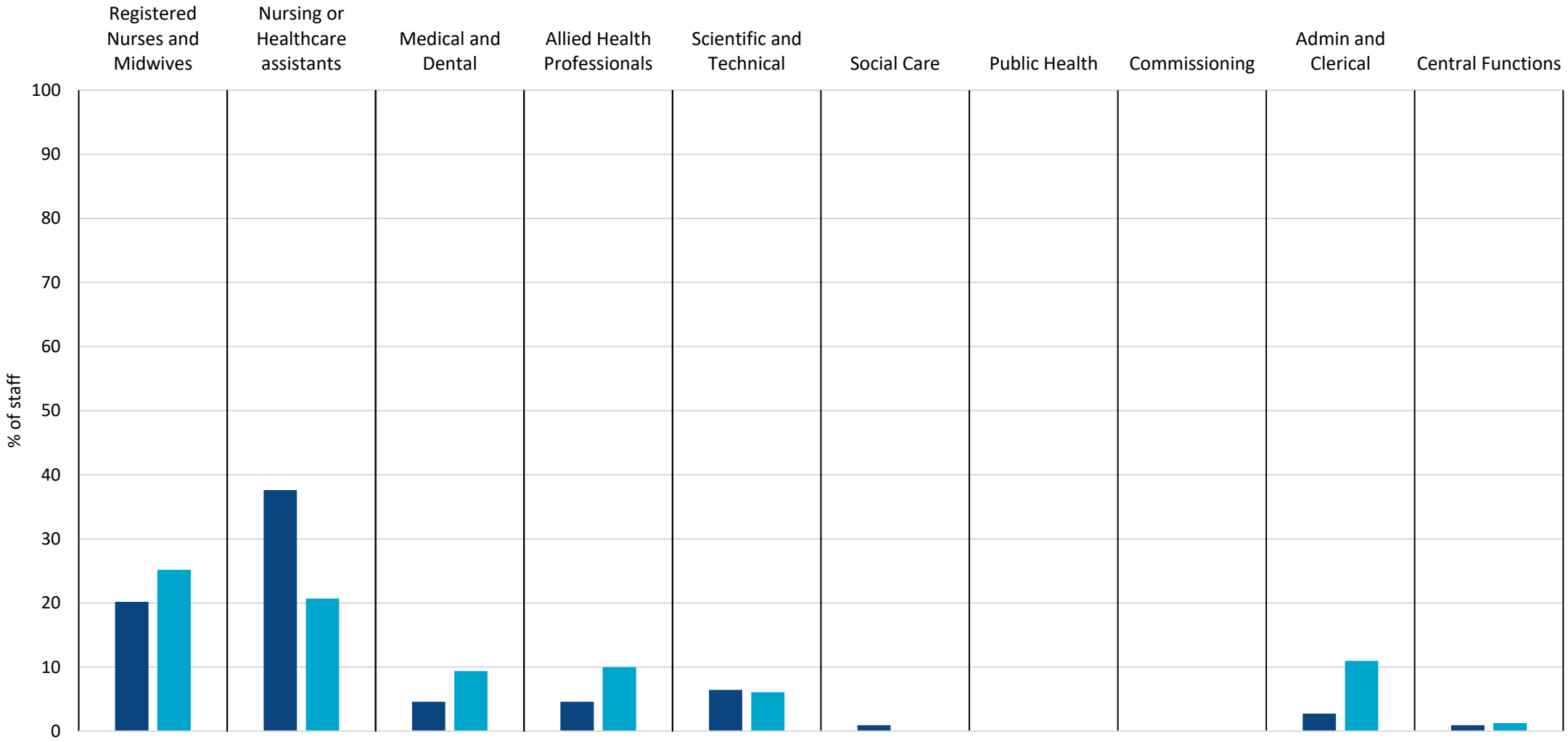
Survey Coordination Centre NHS



Your org	46.85%
Average	65.84%
Responses	111

Background details - Occupational group (1)

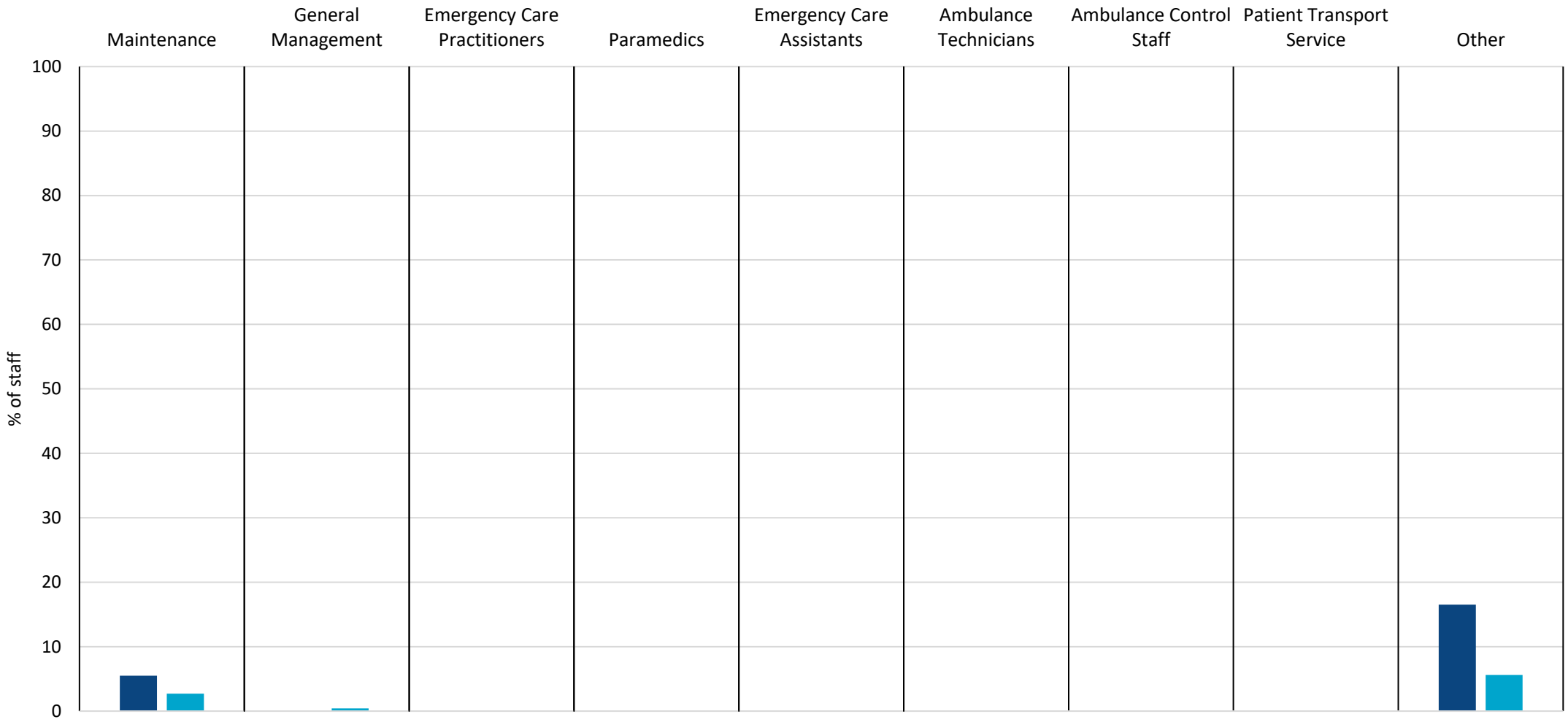
Survey Coordination Centre NHS



	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	20.18%	37.61%	4.59%	4.59%	6.42%	0.92%	0.00%	0.00%	2.75%	0.92%
Average	25.17%	20.69%	9.37%	10.00%	6.09%	0.00%	0.00%	0.00%	10.96%	1.25%
Responses	109	109	109	109	109	109	109	109	109	109

Background details - Occupational group (2)

Survey Coordination Centre NHS



	Maintenance	General Management	Emergency Care Practitioners	Paramedics	Emergency Care Assistants	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service	Other
Your org	5.50%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.51%
Average	2.72%	0.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	5.62%
Responses	109	109	109	109	109	109	109	109	109

Survey Coordination Centre

NHS

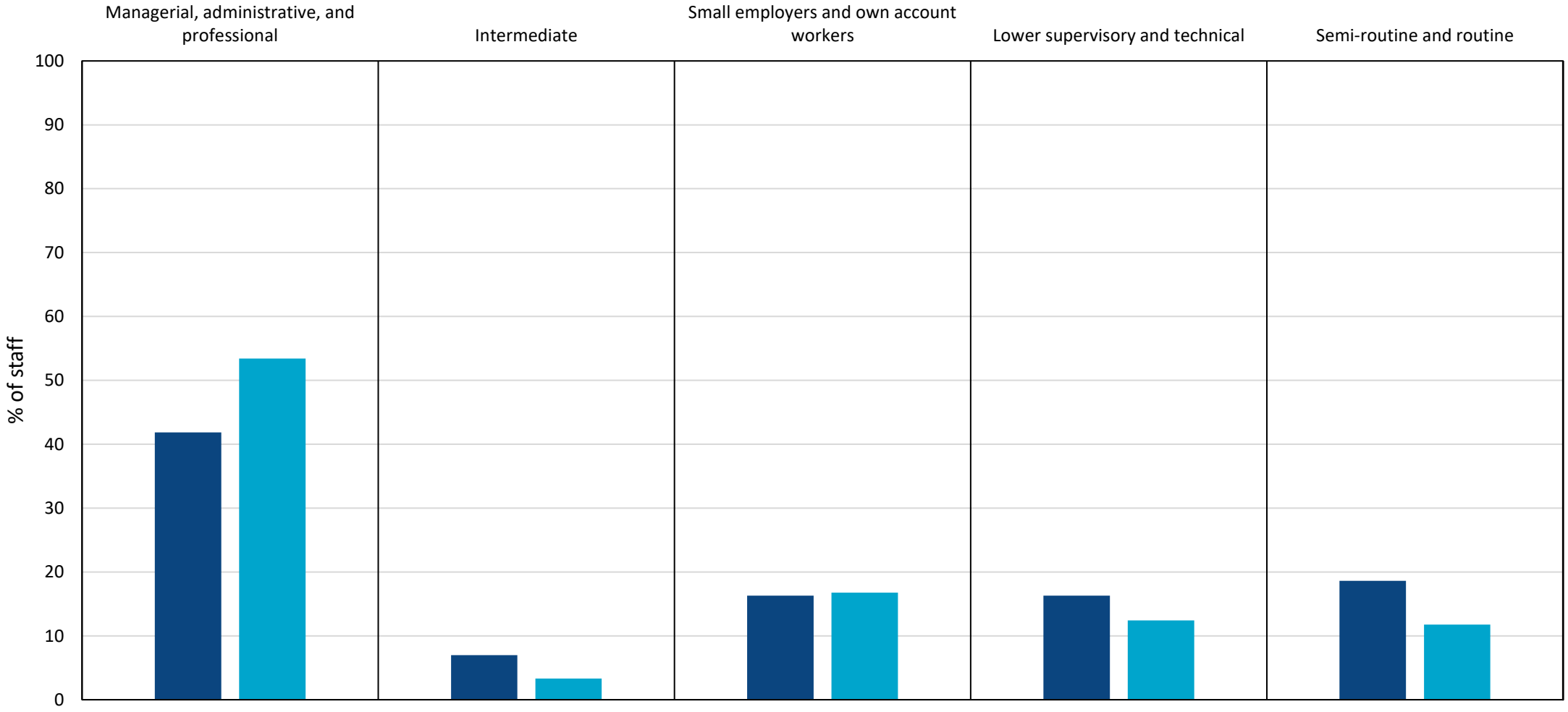
Socio-economic Background

This section shows information about the socio-economic background of staff and People Promise scores by socio-economic background.

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.

Socio-economic background: Five classes

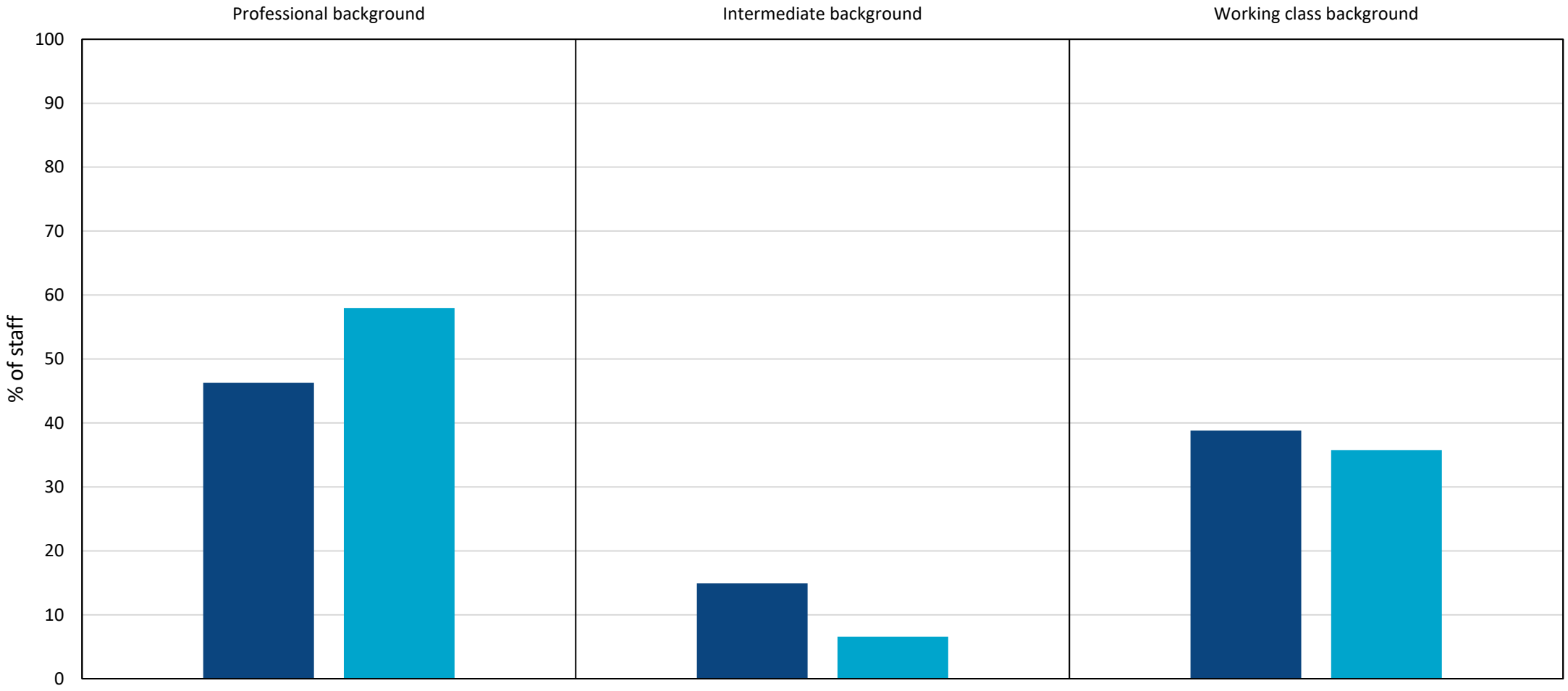
Survey Coordination Centre NHS



	Managerial, administrative, and professional	Intermediate	Small employers and own account workers	Lower supervisory and technical	Semi-routine and routine
Your org	41.86%	6.98%	16.28%	16.28%	18.60%
Average	53.40%	3.33%	16.75%	12.43%	11.76%
Responses	43	43	43	43	43

Please note – there was a higher than typical level of non-response to the socio-economic background questions, which resulted in 52.25% of respondents not receiving a Five class score at the national level. For more information about socio-economic background, please see appendix D.

Socio-economic background: Three classes



	Professional background	Intermediate background	Working class background
Your org	46.27%	14.93%	38.81%
Average	57.98%	6.58%	35.75%
Responses	67	67	67

Please note – there was a higher than typical level of non-response to the socio-economic background questions, which resulted in 32.75% of respondents not receiving a Three class score at the national level. For more information about socio-economic background, please see appendix D.

Socio-economic background: People Promise elements and themes

Survey Coordination Centre NHS

People Promise elements and themes in your organisation by socio-economic background (Five class)	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
1 Managerial, administrative and professional	6.82	5.10	5.91	6.49	5.64	5.07	6.09	6.54	5.43
2 Intermediate	-	-	-	-	-	-	-	-	-
3 Small employers and own account workers	-	-	-	-	-	-	-	-	-
4 Lower supervisory and technical	-	-	-	-	-	-	-	-	-
5 Semi-routine and routine	-	-	-	-	-	-	-	-	-

People Promise elements and themes in your organisation by socio-economic background (Three class)	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
1 Professional	7.15	6.00	6.35	6.67	5.81	5.92	6.63	6.78	5.80
2 Intermediate	-	5.63	6.64	7.64	5.25	7.25	-	7.39	6.46
3 Working class	6.92	5.60	6.38	6.46	5.40	7.02	6.19	6.53	5.62

Please note – there was a higher than typical level of non-response to the socio-economic background questions. For more information about interpreting socio-economic background data, please see appendix D.

Survey Coordination Centre

NHS

Appendices

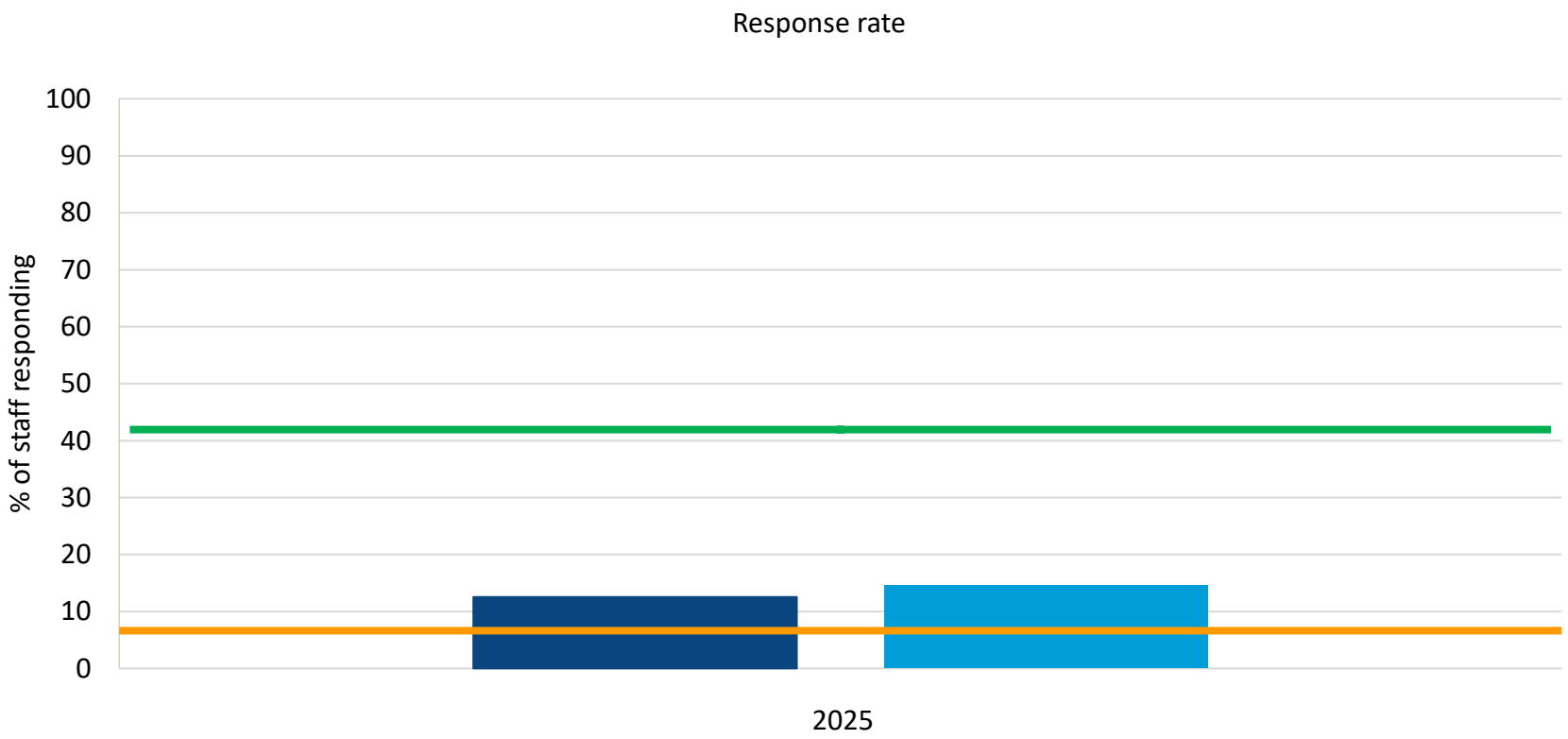
Survey Coordination Centre

NHS

Appendix A: Response rate

Appendix A: Response rate

Survey Coordination Centre NHS



Your org	12.54%
Highest rate	41.93%
Average rate	14.55%
Lowest rate	6.63%
Responses	115

Survey Coordination Centre

NHS

Appendix B: Significance testing 2024 vs 2025

Appendix B: Significance testing – 2024 vs 2025

Survey Coordination Centre NHS

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 2024 and 2025*. For more details, please see the Technical guide for bank only workers document.

People Promise elements	2024 score	2024 respondents	2025 score	2025 respondents	Statistically significant change?
We are compassionate and inclusive	-	-	7.13	114	N/A
We are recognised and rewarded	-	-	5.94	115	N/A
We each have a voice that counts	-	-	6.43	113	N/A
We are safe and healthy	-	-	6.69	113	N/A
We are always learning	-	-	5.78	115	N/A
We work flexibly	-	-	6.71	113	N/A
We are a team	-	-	6.46	113	N/A
Themes					
Staff Engagement	-	-	6.84	113	N/A
Morale	-	-	5.83	114	N/A

* Statistical significance is tested using a two-tailed t-test with a 95% level of confidence. Significance testing is only available for organisations with trend data.

Survey Coordination Centre

NHS

Appendix C: Tips on using your benchmark report

Appendix C: Data in the benchmark reports

Survey Coordination Centre NHS

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.

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 particular areas of concern.

Appendix C: 1. Reviewing People Promise element and theme results

Survey Coordination Centre NHS

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).

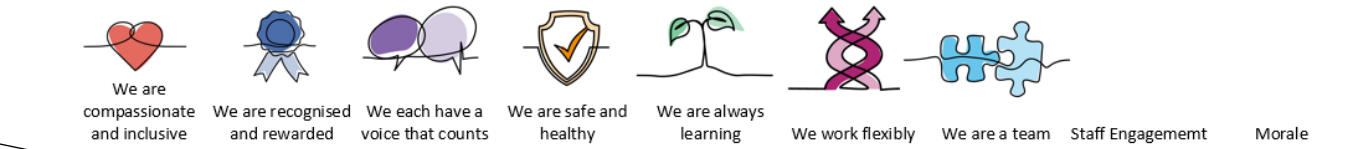
It is important to **consider each result within the range of its benchmarking group 'Best' and 'Worst' results**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another important point of reference.

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

Appendix C: 2. Reviewing results in more detail

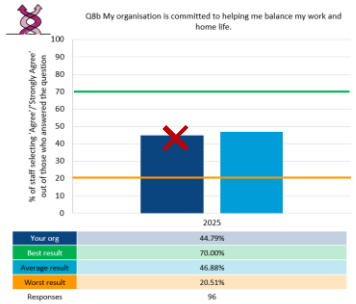
Survey Coordination Centre NHS

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

Appendix C: 3. Reviewing question results

Survey Coordination Centre NHS

This benchmark report displays results for all questions in the questionnaire, including any available 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.

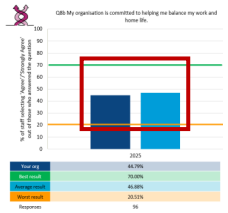
Identifying questions of interest

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

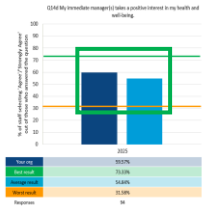
Most organisations will have questions which are a focus for them - questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can be assessed on the backdrop of benchmark and result 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.

Survey Coordination Centre

NHS

Appendix D: Socio-economic background

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.

Appendix D: Socio-economic background

Survey Coordination Centre NHS

Starting in 2025, the NHS Staff Survey for bank only workers includes questions on staff members' socio-economic background. The questionnaire included questions (Q42-46) from the Socio-economic background harmonised standard from the Government Statistical Service (GSS) Harmonisation Team.

What is socio-economic background?

The Socio-economic background harmonised standard uses the Social Mobility Commission's definition of socio-economic background, which is:

> "[…] the particular set of social and economic circumstances that an individual has come from. It permits objective discussion of the influence of these circumstances on individuals' educational and career trajectories; and it can be objectively measured by capturing information on parental occupation and level of education."

Measuring socio-economic background

The NHS Staff Survey for bank only workers used the self-coded question set designed to place respondents into five classes, the Five Class System of National Statistics Socio-economic Classification (NS-SEC). During quality assurance processes, analysts at the Survey Coordination Centre (SCC) identified a high rate of non-response or non-substantive responses, resulting in 52.25% of respondents from across the country not being allocated a score with the Five Class System. This includes 6.26% that said their parents/guardians were not employed. Using an alternative Three Class System (that is derived only using *Q46 - When you were aged about 14, what was the occupation of the main or highest income earner?*) reduced the proportion without a score to 32.75%.

SCC also found the rate of responses not resulting in a score varied between demographic groups. This occurs with both the Five and Three Class Systems, though to lesser extent for the Three Class System. Groups less likely to produce a score include:

- People from **Mixed / multiple**, **Asian / Asian British**, **Black / African / Caribbean / Black British**, **Arab** or **Other** ethnic backgrounds (as compared to people from **White** backgrounds)
- **Younger people (**particularly those aged 16-30)
- People **recruited from abroad**

National results are shown in more detail on the following page.

Survey Coordination Centre NHS

Comparison of Three and Five Class approaches

The following tables show the proportion of respondents that are excluded from scoring using the Five and Three Class Systems using national data.

	Total
Five Class (No Score)	52.25%
Three Class (No Score)	32.75%

Ethnic background / group	White	Mixed / multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
Five Class (No Score)	43.36%	60.89%	64.96%	64.19%	65.48%	67.02%
Three Class (No Score)	22.66%	40.71%	48.61%	45.63%	44.05%	49.74%

Age	16-20	21-30	31-40	41-50	51-65	66+
Five Class (No Score)	54.74%	55.72%	54.79%	57.10%	48.10%	45.89%
Three Class (No Score)	30.88%	33.96%	35.54%	39.14%	28.79%	25.19%

Recruited from aboard	Yes	No
Five Class (No Score)	59.70%	50.78%
Three Class (No Score)	41.81%	30.78%

Survey Coordination Centre

NHS

Appendix E: Additional reporting outputs

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.

Appendix E: Additional reporting outputs

Survey Coordination Centre 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

Guide to Understanding and Using Results: 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 data and 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.