

Barking, Havering and Redbridge University Hospitals NHS Trust

2025 NHS Staff Survey for Bank Only Workers Benchmark Report



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Introduction

Background

- The NHS Staff Survey is one of the largest workforce surveys in the world and has been conducted every year since 2003. To support inclusion and the People Promise commitment that “we each have a voice that counts”, in 2022 NHS England extended eligibility to members of the NHS workforce who do not have a substantive contract but work for an in-house bank.
- Expanding eligibility to take part in the NHS Staff Survey to bank only workers ensures their voices are heard and increases understanding of working experience for this group, providing insight into any inequalities and helping to promote a compassionate and inclusive culture.
- A new version of the NHS Staff Survey was created specifically for bank workers in 2022. Participation was voluntary in the first year, but then became mandated for any organisation participating in the NHS Staff Survey which had a minimum of 200 eligible staff. Other organisations are still welcome to participate in the survey.

Participation

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

Benchmarking comparisons

- This benchmark report for Barking, Havering and Redbridge University Hospitals NHS 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.

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

People Promise elements	Sub-scores	Questions
We are compassionate and inclusive	Compassionate culture	Q8a, Q30a, Q30b, Q30c, Q30d
	Compassionate leadership	Q14f, Q14g, Q14h, Q14i
	Diversity and equality	Q20*, Q21a, Q21b, Q26
	Inclusion	Q11f, Q11g, Q12b, Q12c
We are recognised and rewarded	No sub-score	Q6a, Q6b, Q6c, Q12d, Q14e
We each have a voice that counts	Autonomy and control	Q5a, Q5b, Q5c, Q5d, Q5e, Q5f, Q7b
	Raising concerns	Q25a, Q25b, Q30e, Q30f
We are safe and healthy	Health and safety climate	Q5g, Q5h, Q5i, Q7a, Q16a, Q18d, Q19d
	Burnout	Q17a, Q17b, Q17c, Q17d, Q17e, Q17f, Q17g
	Negative experiences	Q16b**, Q16c, Q16d, Q18a, Q18b, Q18c, Q19a, Q19b, Q19c
We are always learning	Development	Q29a, Q29b, Q29c, Q29d, Q29e
We work flexibly	Support for work-life balance	Q8b, Q8c
We are a team	Team working	Q11a, Q11b, Q11c, Q11d, Q11e, Q12a
	Line management	Q14a, Q14b, Q14c, Q14d
Themes	Sub-scores	Questions
Staff Engagement	Motivation	Q4a, Q4b, Q4c
	Involvement	Q5c, Q5d, Q5f
	Advocacy	Q30a, Q30c, Q30d
Morale	Future intentions (Summary)	Q31
	Work pressure	Q5g, Q5h, Q5i
	Stressors	Q5a, Q5e, Q7a, Q7b, Q7c, Q11a, Q14a

*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.

Questions not linked to the People Promise elements or themes

Q1, Q2, Q3, Q9, Q15, Q16e, Q21c, Q22a, Q22b, Q23, Q24a-d, Q27, Q28, Q29f, Q29g, Q32a-c, Q40b

Introduction

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

Organisation details

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

People Promise elements, themes and sub-scores: Overview

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

People Promise elements, themes and sub-scores: 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.

Key features

Note this is example data

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

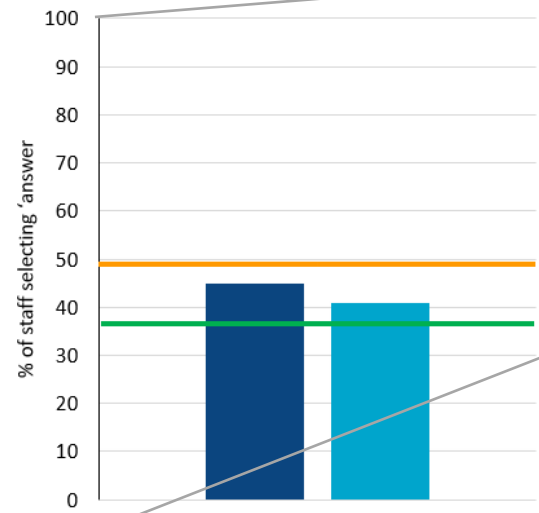
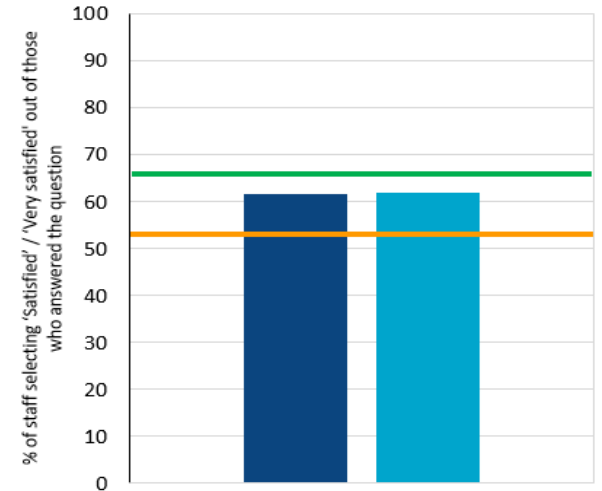
Question-level results are always reported as percentages; the **meaning of the value** is outlined along the axis. Summary measures and sub-scores are always on a 0-10pt scale where 10 is the best score attainable.

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

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

Number of responses for the organisation for the given question.

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



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

Tips on how to read, interpret and use the data are included in the [Appendices](#)

Organisation details

Barking, Havering and Redbridge University Hospitals NHS Trust

2025 NHS Staff Survey Bank only workers



Organisation details

Completed questionnaires **210**

2025 response rate **11%**

Survey details

Survey mode **Mixed**

This organisation is benchmarked against:

Acute and Acute & Community Trusts



2025 benchmarking group details

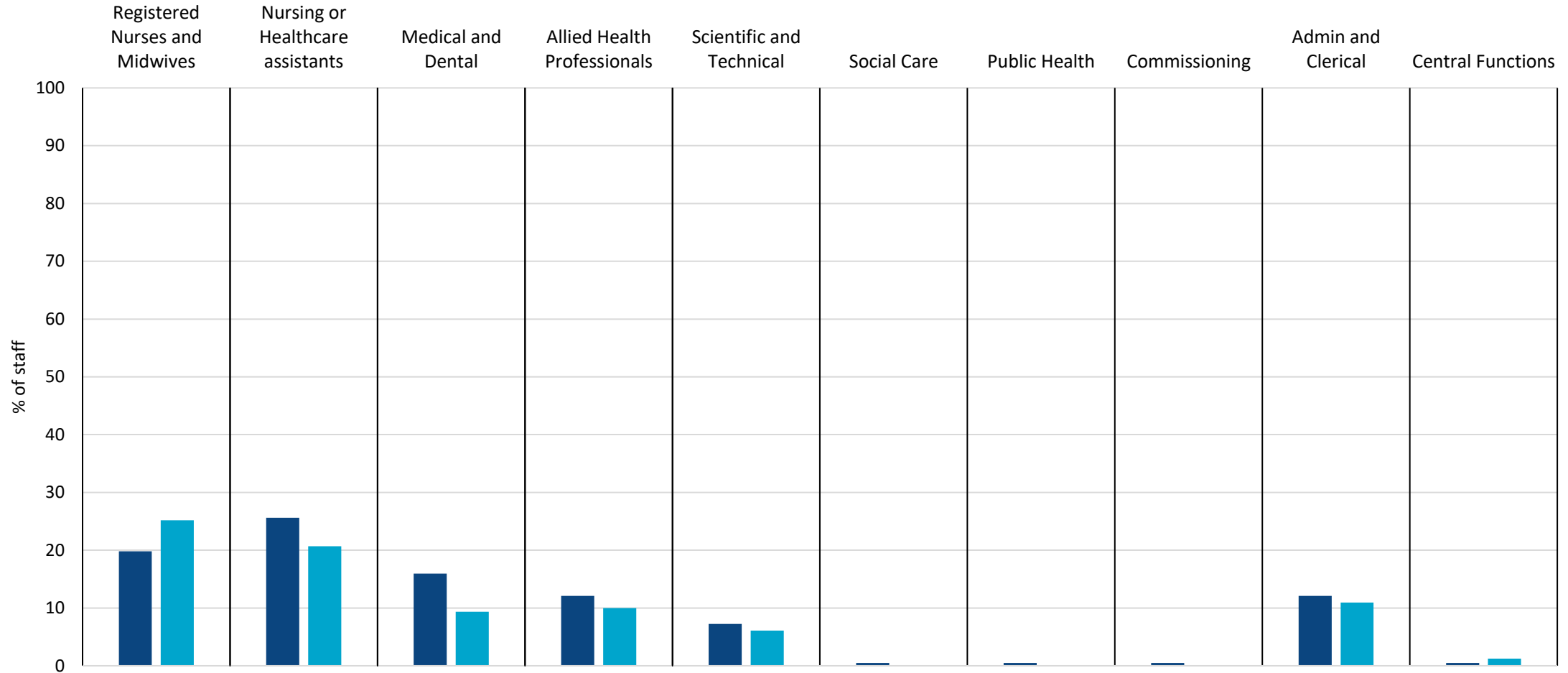
Organisations in group: 87

Median response rate: 15%

No. of completed questionnaires: 12291

➤ Comparing staff profiles (1)

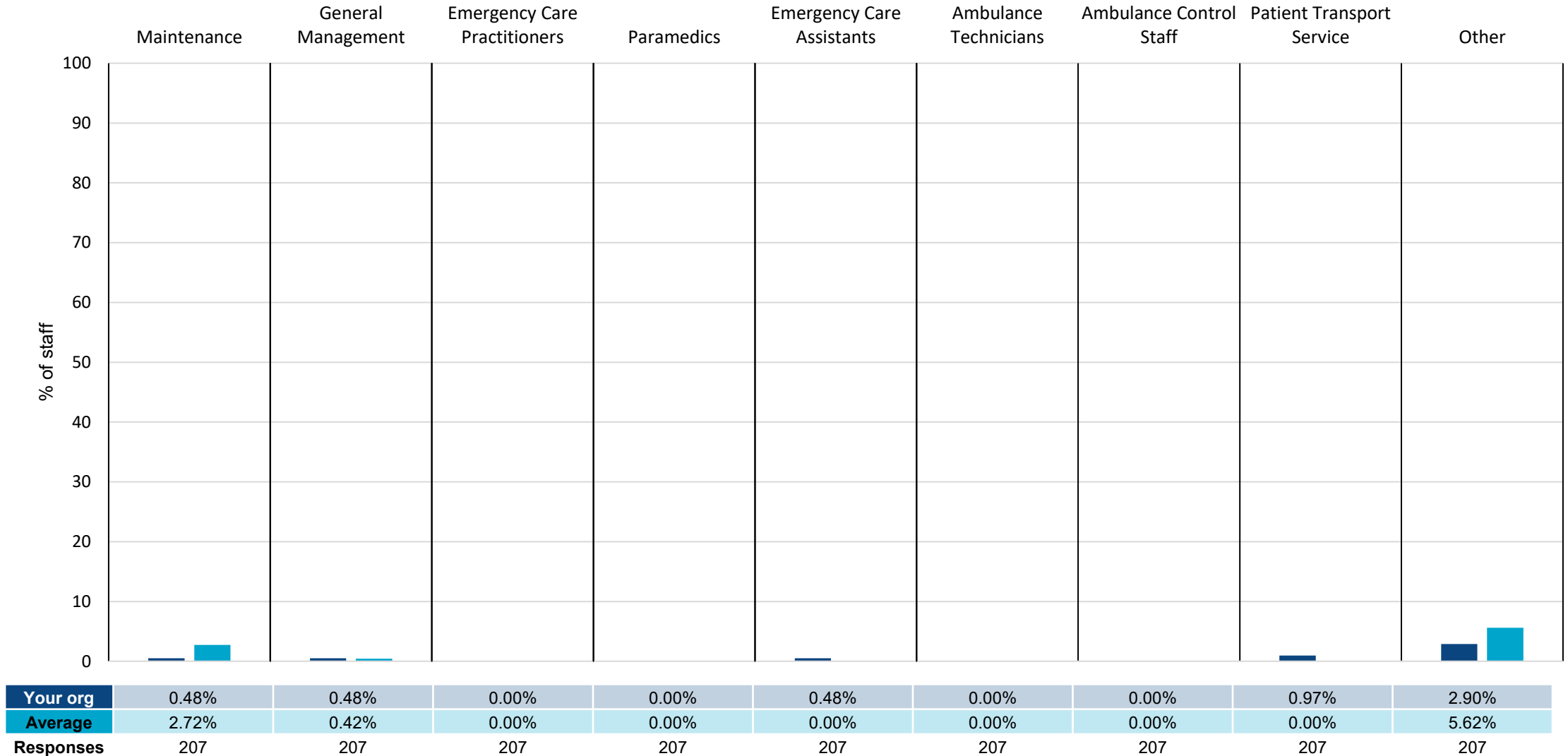
This chart compares the occupation group profile of your organisation with the average for the benchmarking group. When reviewing this report, you should bear in mind the potential impact of any differences between your organisation's occupation group profile and that of its benchmarking group.



Your org	19.81%	25.60%	15.94%	12.08%	7.25%	0.48%	0.48%	0.48%	12.08%	0.48%
Average	25.17%	20.69%	9.37%	10.00%	6.09%	0.00%	0.00%	0.00%	10.96%	1.25%
Responses	207	207	207	207	207	207	207	207	207	207

➤ Comparing staff profiles (2)

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.



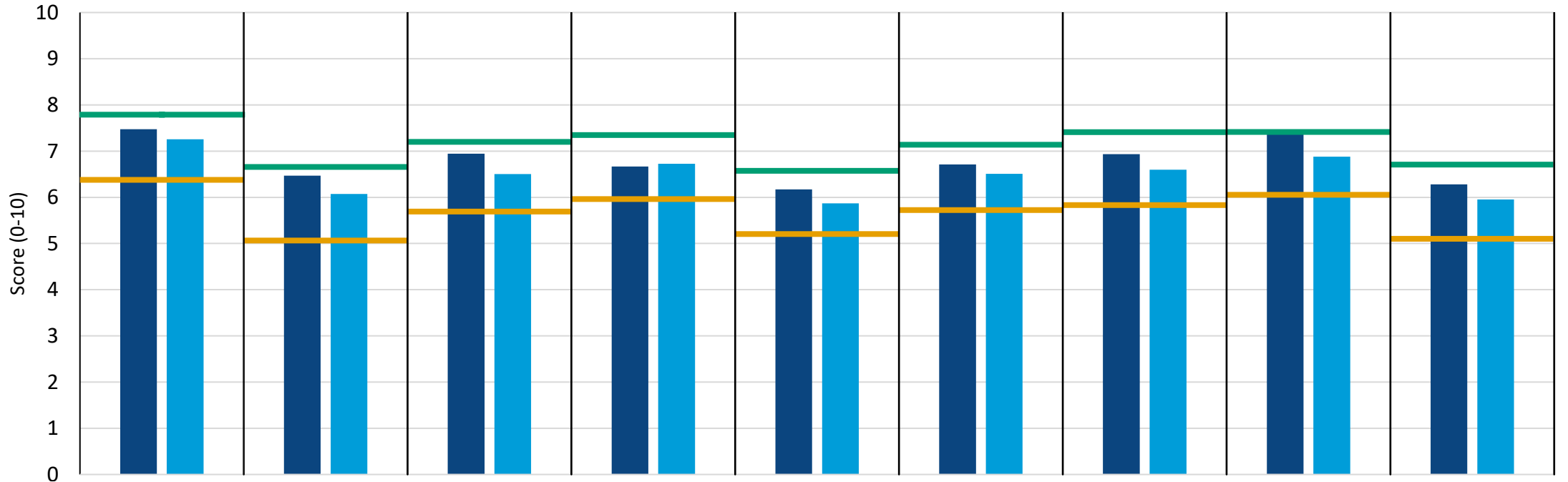


People Promise elements, themes and sub-score results

People Promise elements, themes and sub-scores: Overview

People Promise elements and themes: Overview

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

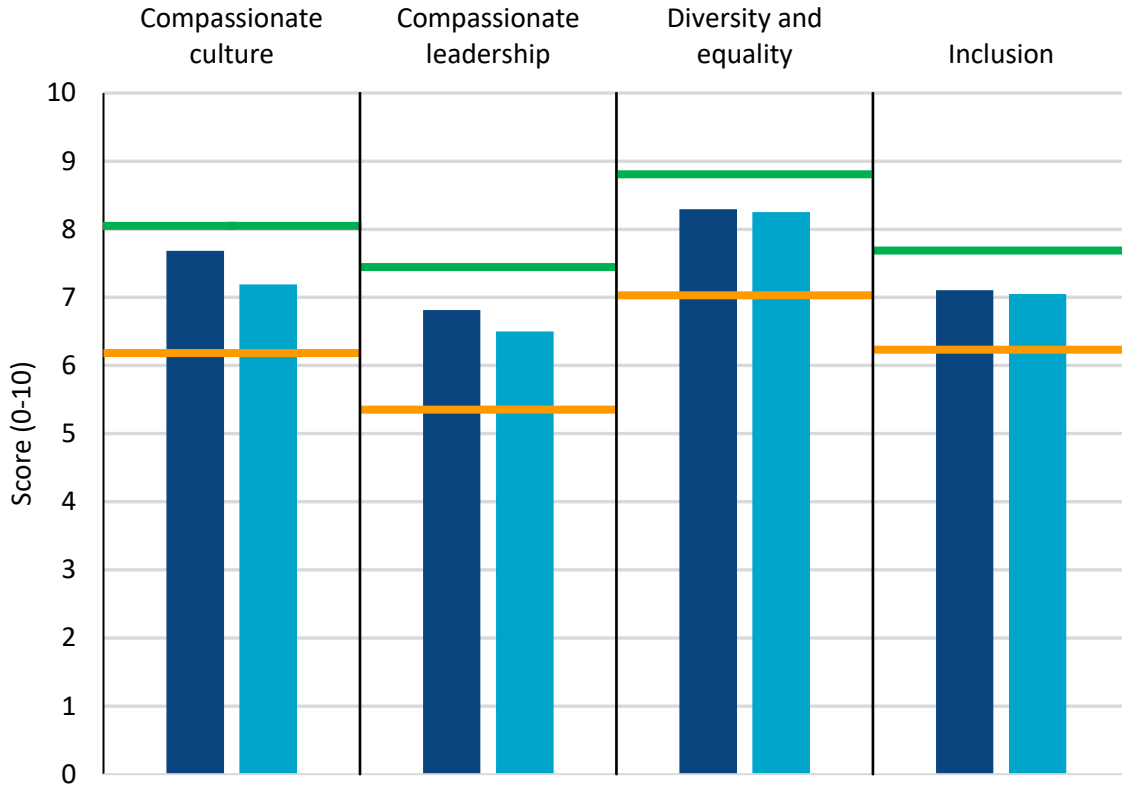


Your org	7.48	6.47	6.94	6.67	6.17	6.71	6.93	7.36	6.28
Best result	7.79	6.66	7.20	7.35	6.57	7.14	7.41	7.41	6.71
Average result	7.26	6.07	6.51	6.73	5.87	6.51	6.60	6.88	5.95
Worst result	6.38	5.06	5.69	5.96	5.20	5.72	5.83	6.05	5.10
Responses	206	206	202	200	208	207	204	207	206

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.



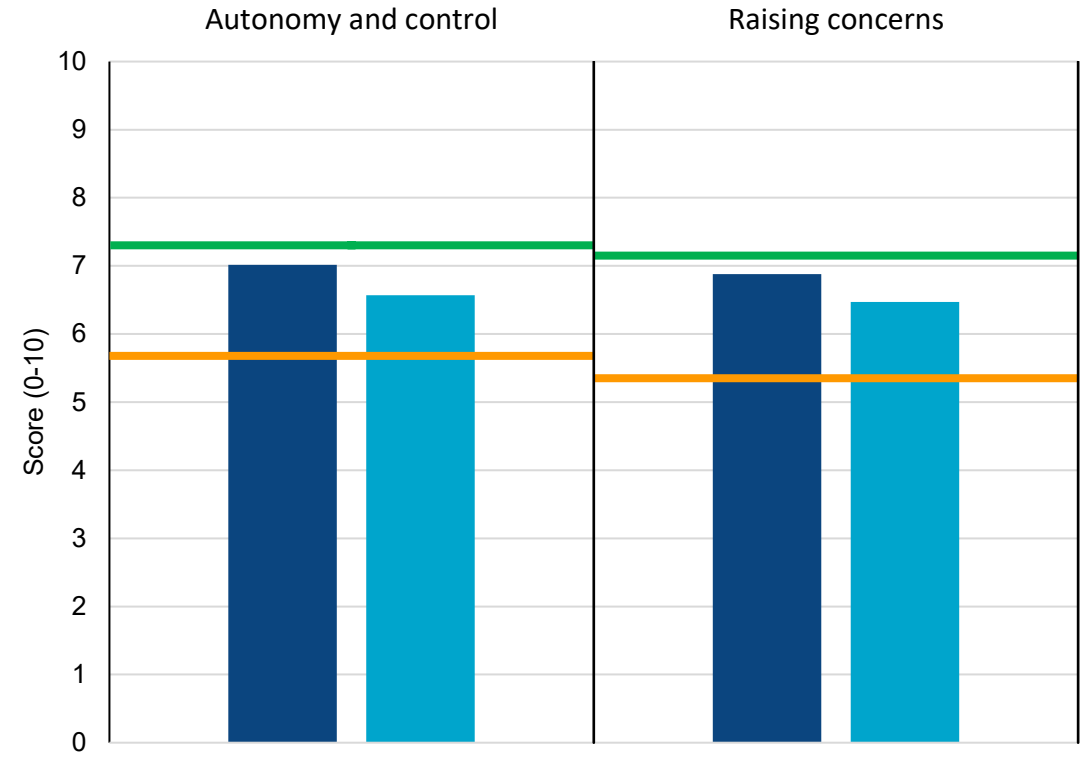
Promise element 1: We are compassionate and inclusive



Your org	7.68	6.81	8.30	7.10
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	206	203	208	205



Promise element 3: We each have a voice that counts



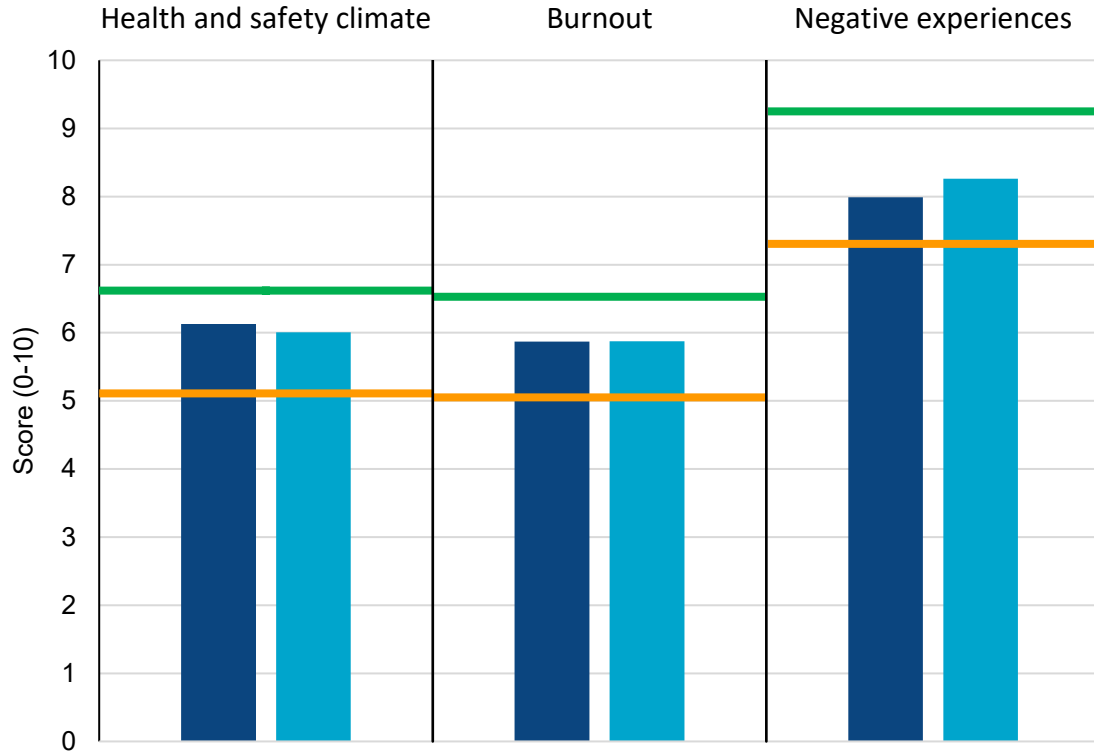
Your org	7.02	6.88
Best result	7.30	7.15
Average result	6.57	6.47
Worst result	5.68	5.35
Responses	205	204

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 are scored on a 0-10 scale, where a higher score is more positive than a lower score.



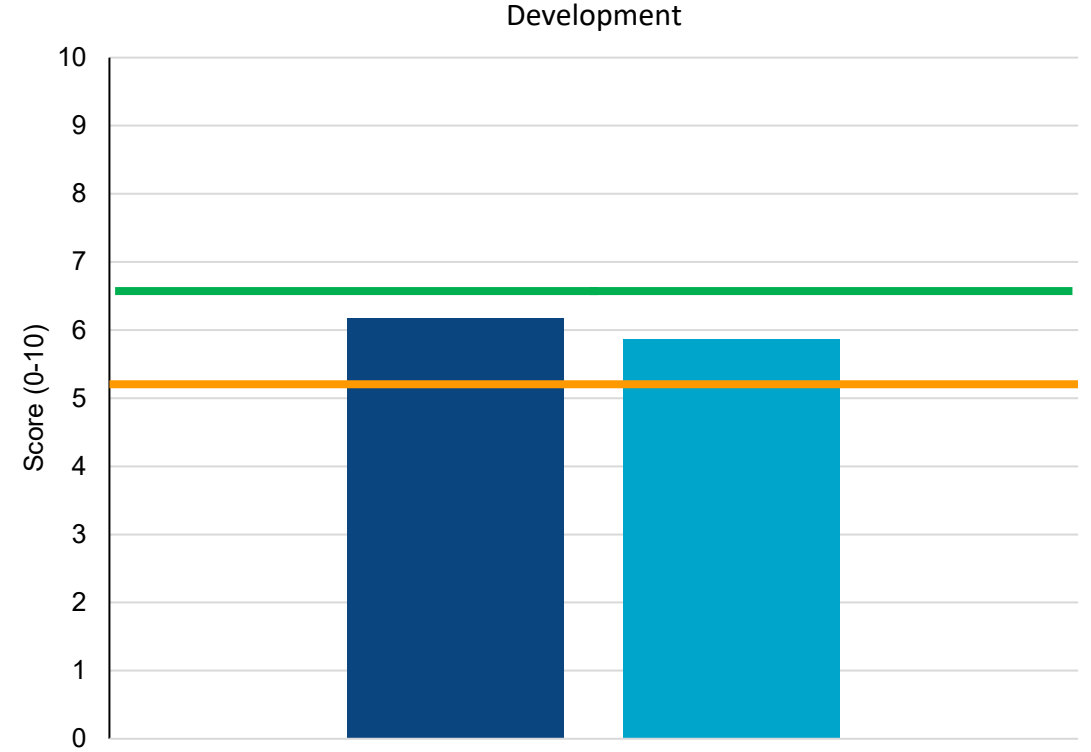
Promise element 4: We are safe and healthy



Your org	6.13	5.87	7.99
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	206	207	201



Promise element 5: We are always learning



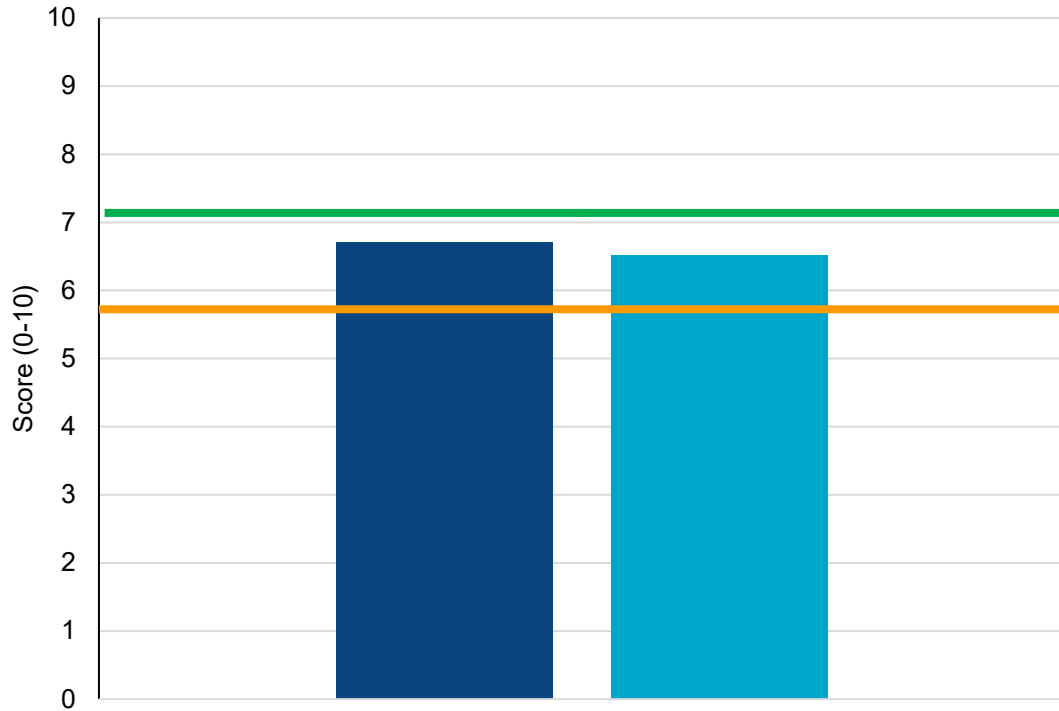
Your org	6.17
Best result	6.57
Average result	5.87
Worst result	5.20
Responses	208

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

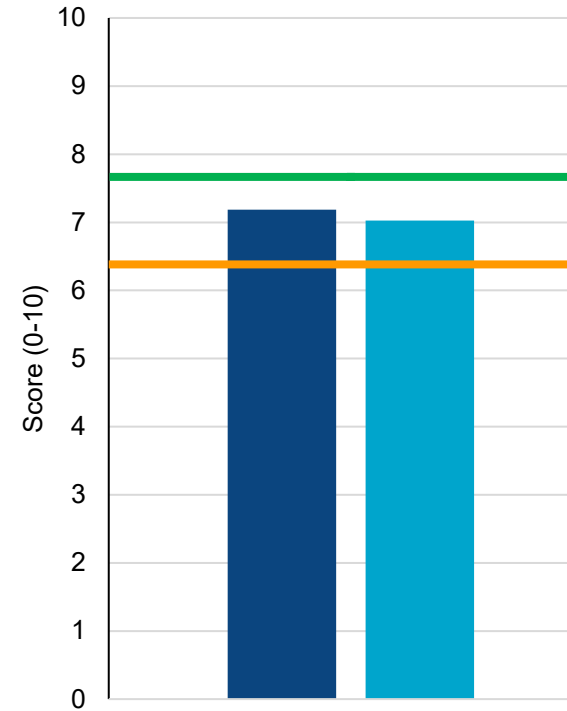


Your org	6.71
Best result	7.14
Average result	6.51
Worst result	5.72
Responses	207

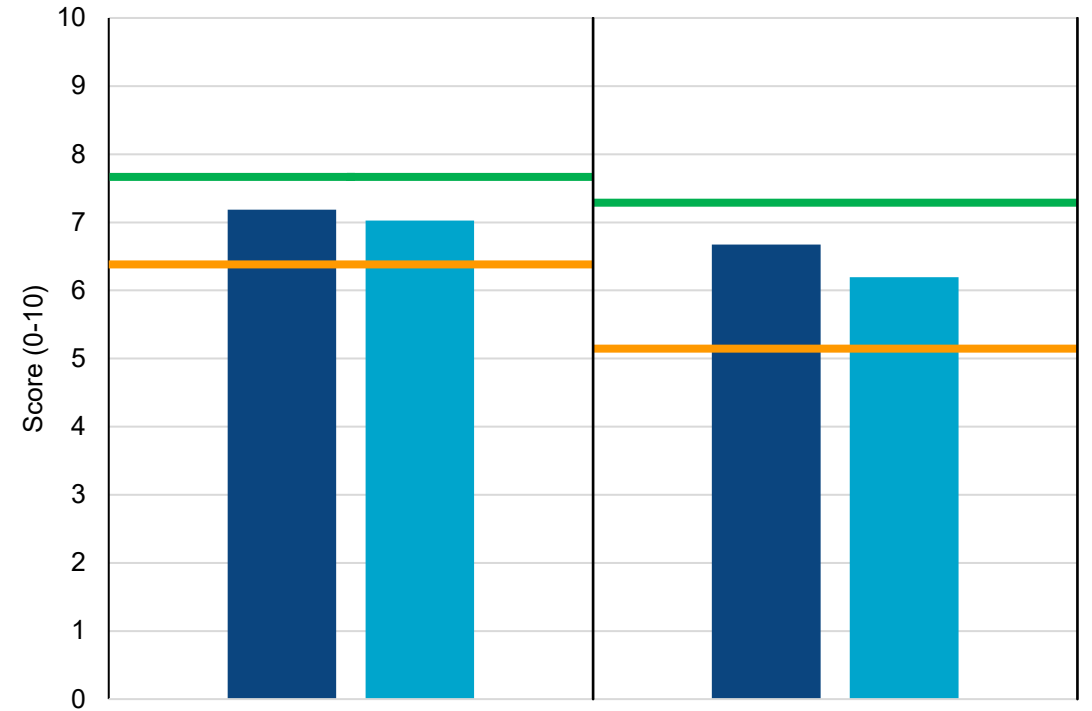


Promise element 7: We are a team

Team working



Line management

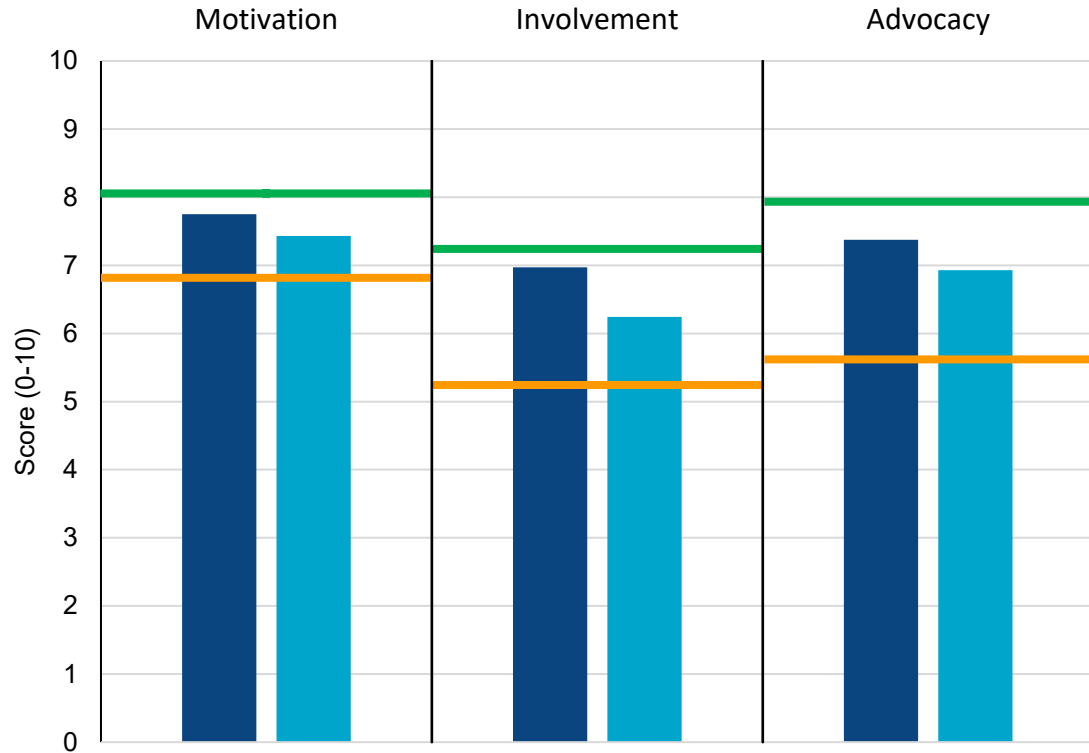


Your org	7.19	6.67
Best result	7.67	7.29
Average result	7.03	6.19
Worst result	6.38	5.15
Responses	205	205

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.



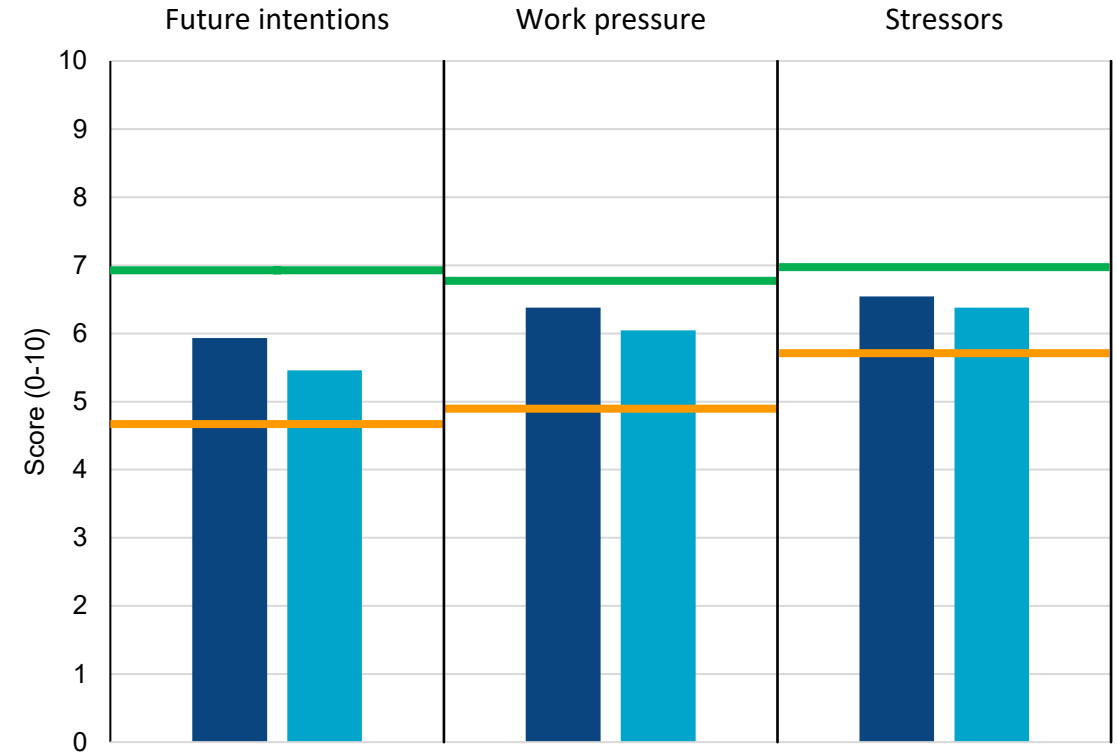
Theme: Staff engagement



Element	Score (0-10)	Responses
Your org	7.75	203
Best result	8.06	
Average result	7.43	
Worst result	6.82	
Responses		203



Theme: Morale



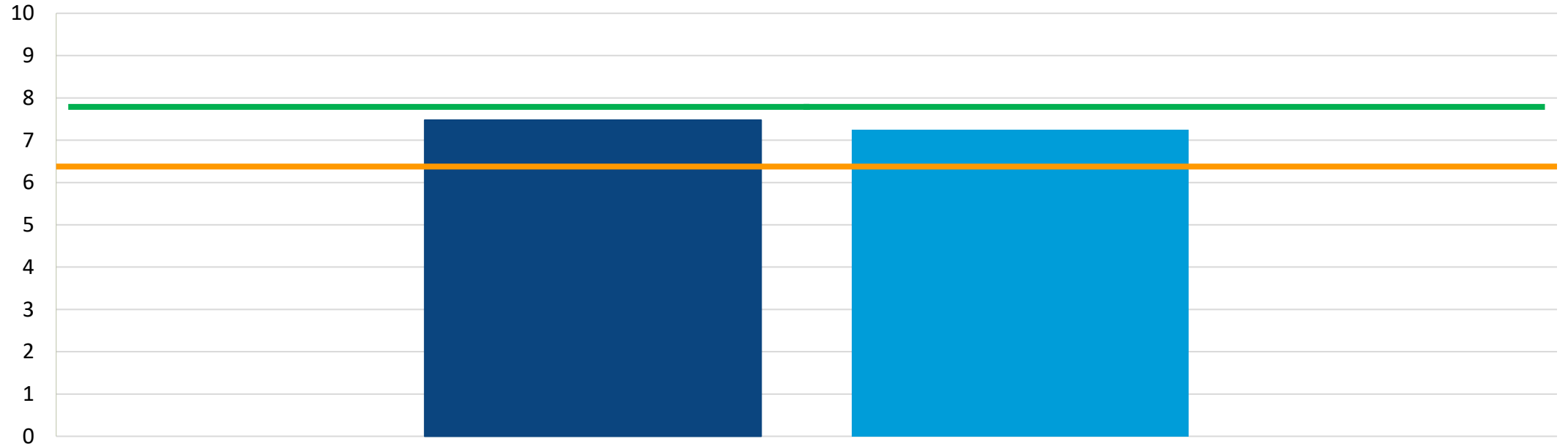
Element	Score (0-10)	Responses
Your org	5.93	182
Best result	6.93	
Average result	5.46	
Worst result	4.67	
Responses		182

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

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

 **Promise element 1: We are compassionate and inclusive**

We are compassionate and inclusive



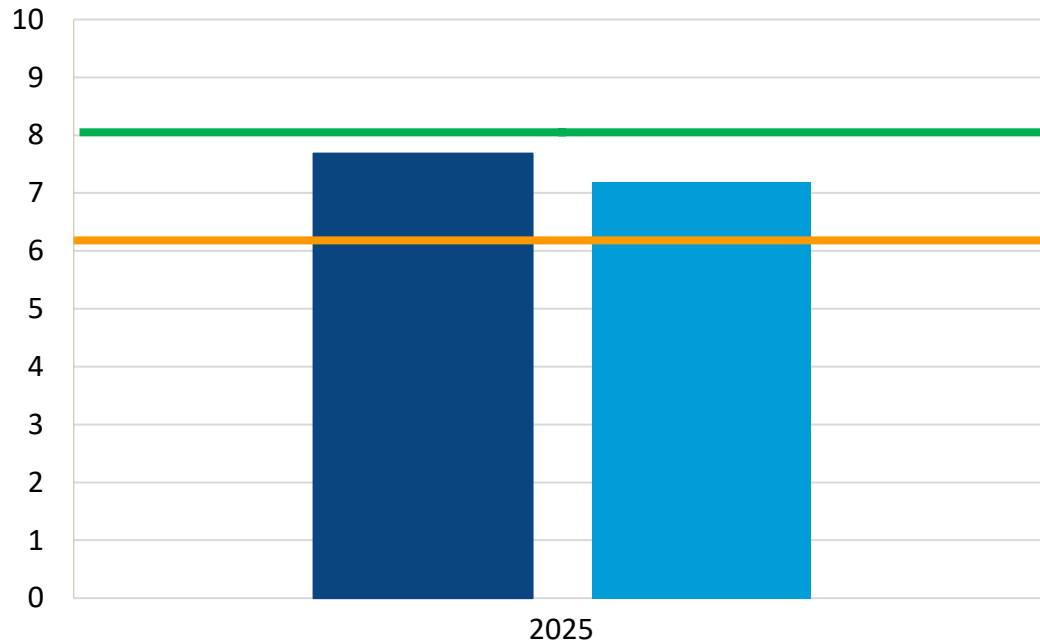
	2025
Your org	7.48
Best result	7.79
Average result	7.26
Worst result	6.38
Responses	206

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 are scored on a 0-10 scale, where a higher score is more positive than a lower score.

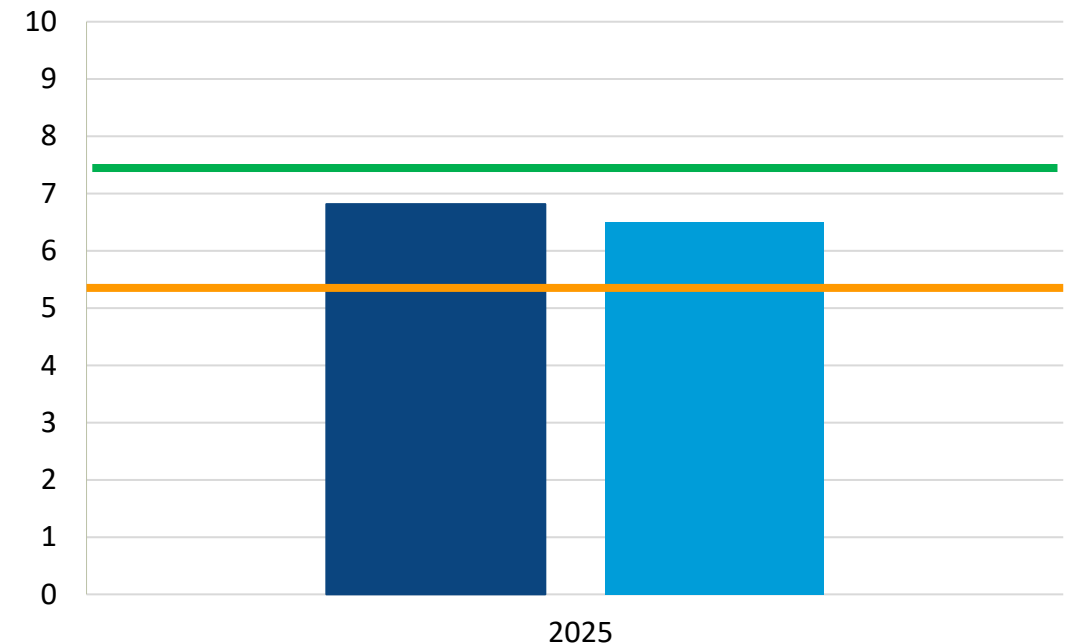
 **Promise element 1: We are compassionate and inclusive (1)**

Compassionate culture



Your org	7.68
Best result	8.05
Average result	7.19
Worst result	6.18
Responses	206

Compassionate leadership

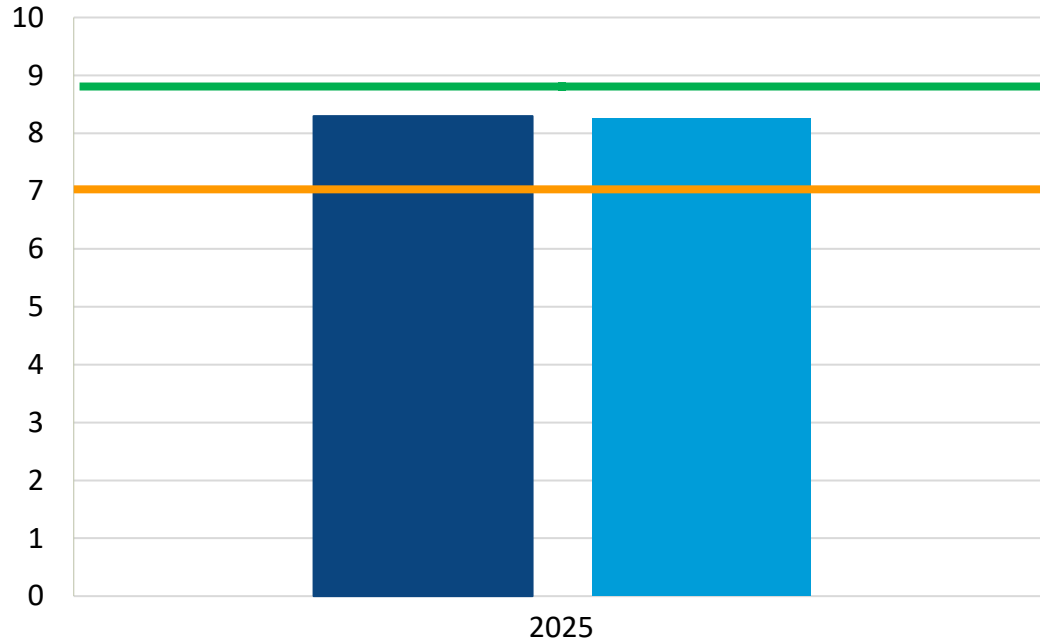


Your org	6.81
Best result	7.45
Average result	6.50
Worst result	5.35
Responses	203

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)**

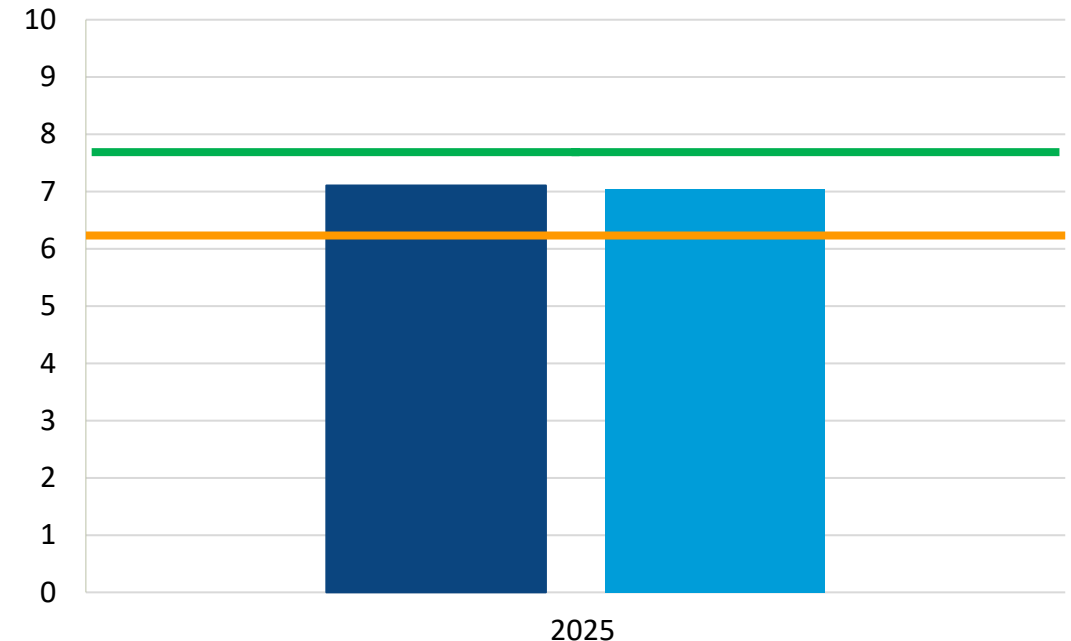
Diversity and equality



Your org	8.30
Best result	8.81
Average result	8.25
Worst result	7.03

Responses 208

Inclusion



Your org	7.10
Best result	7.69
Average result	7.05
Worst result	6.23

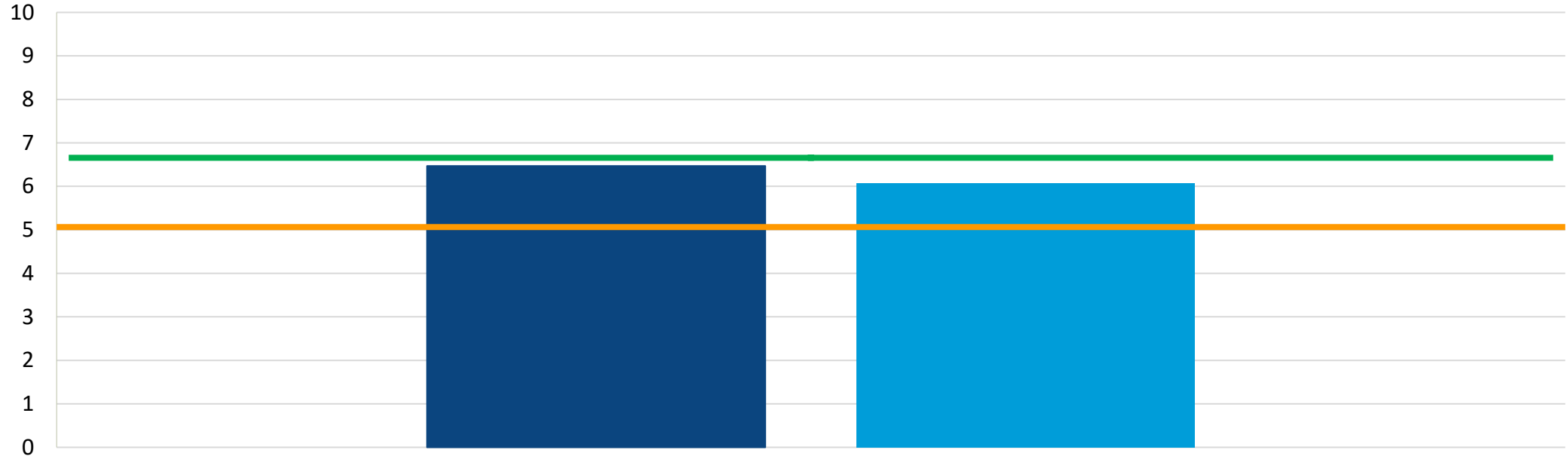
Responses 205

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



Promise element 2: We are recognised and rewarded

We are recognised and rewarded



2025

Your org	6.47
Best result	6.66
Average result	6.07
Worst result	5.06

Responses

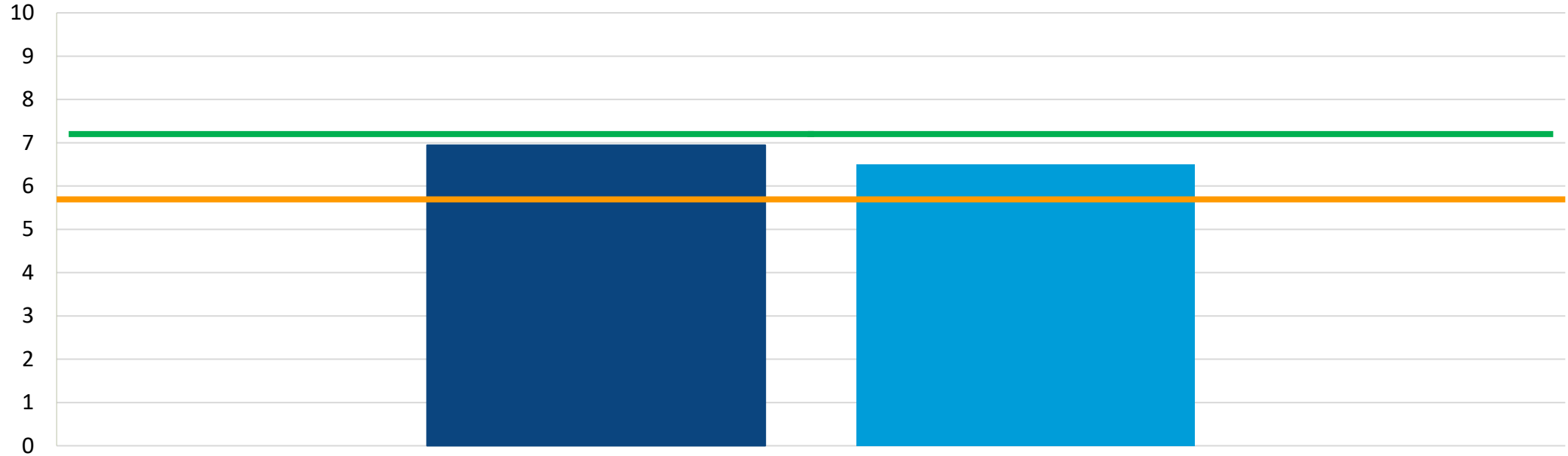
206

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



Promise element 3: We each have a voice that counts

We each have a voice that counts



2025

Your org	6.94
Best result	7.20
Average result	6.51
Worst result	5.69

Responses

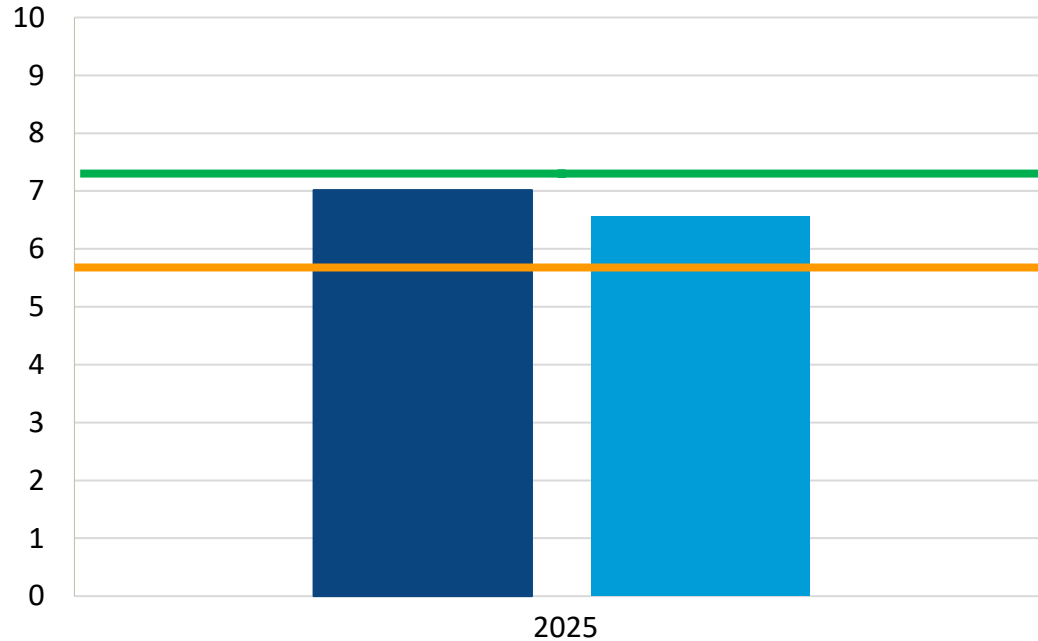
202

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

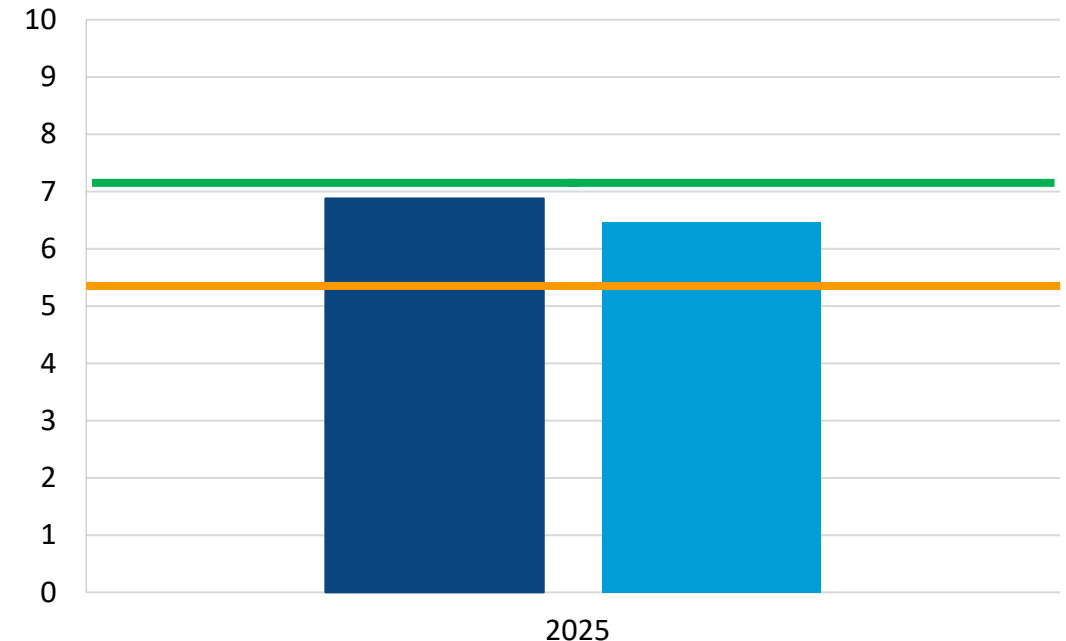
Autonomy and control



Your org	7.02
Best result	7.30
Average result	6.57
Worst result	5.68

Responses 205

Raising concerns



Your org	6.88
Best result	7.15
Average result	6.47
Worst result	5.35

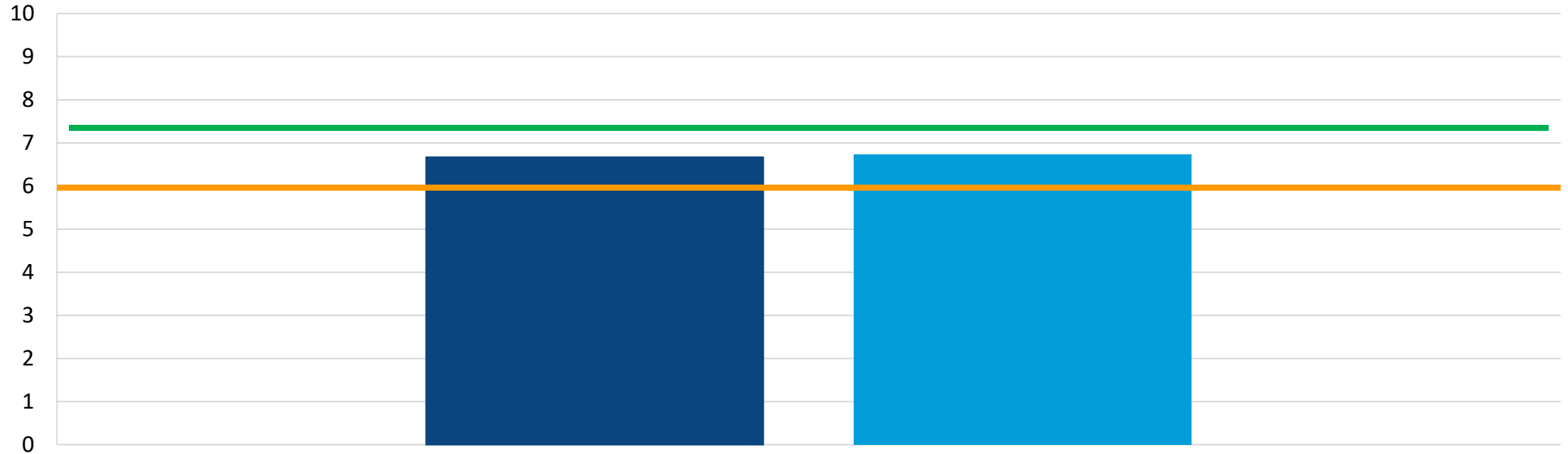
Responses 204

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



Promise element 4: We are safe and healthy

We are safe and healthy



	2025
Your org	6.67
Best result	7.35
Average result	6.73
Worst result	5.96
Responses	200

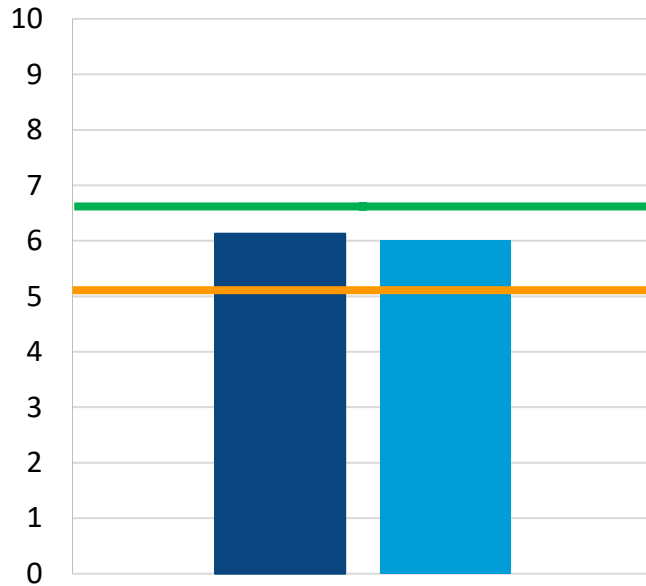
Note: Due to changes in the Q16b question wording in 2025, reported results for 'We are safe and healthy' no longer include Q16b. Please see the *Technical Guide* at <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

People Promise elements, themes and sub-scores 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



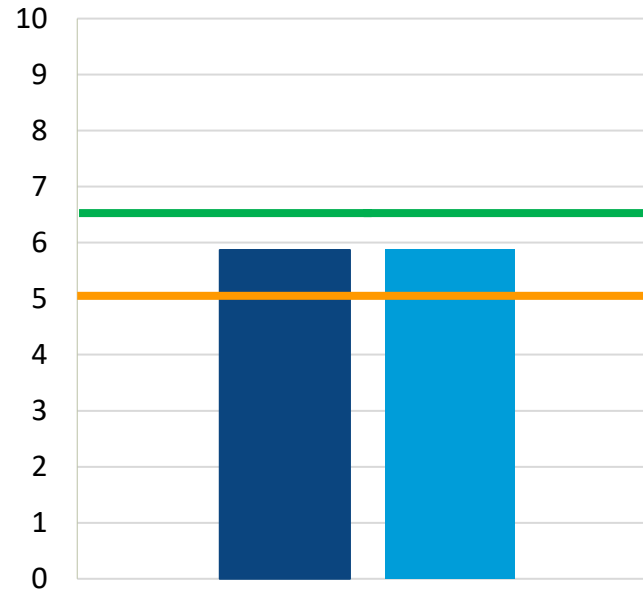
2025

Your org	6.13
Best result	6.62
Average result	6.01
Worst result	5.11

Responses

206

Burnout



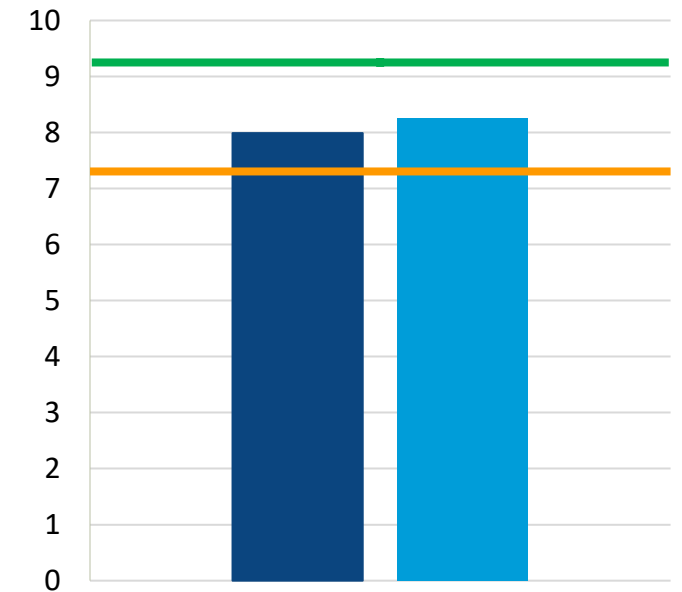
2025

Your org	5.87
Best result	6.53
Average result	5.88
Worst result	5.05

Responses

207

Negative experiences



2025

Your org	7.99
Best result	9.25
Average result	8.26
Worst result	7.30

Responses

201

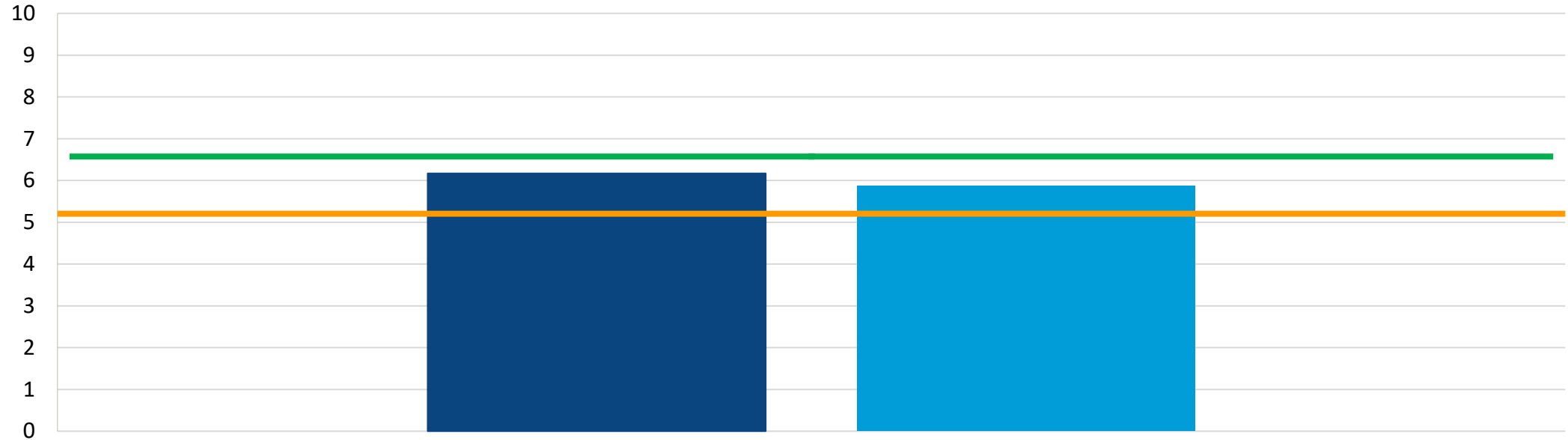
Note: Due to changes in the Q16b question wording in 2025, reported results for 'Negative experiences' no longer include Q16b. Please see the *Technical Guide* at <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



Promise element 5: We are always learning: Development*

We are always learning: Development



	2025
Your org	6.17
Best result	6.57
Average result	5.87
Worst result	5.20
Responses	208

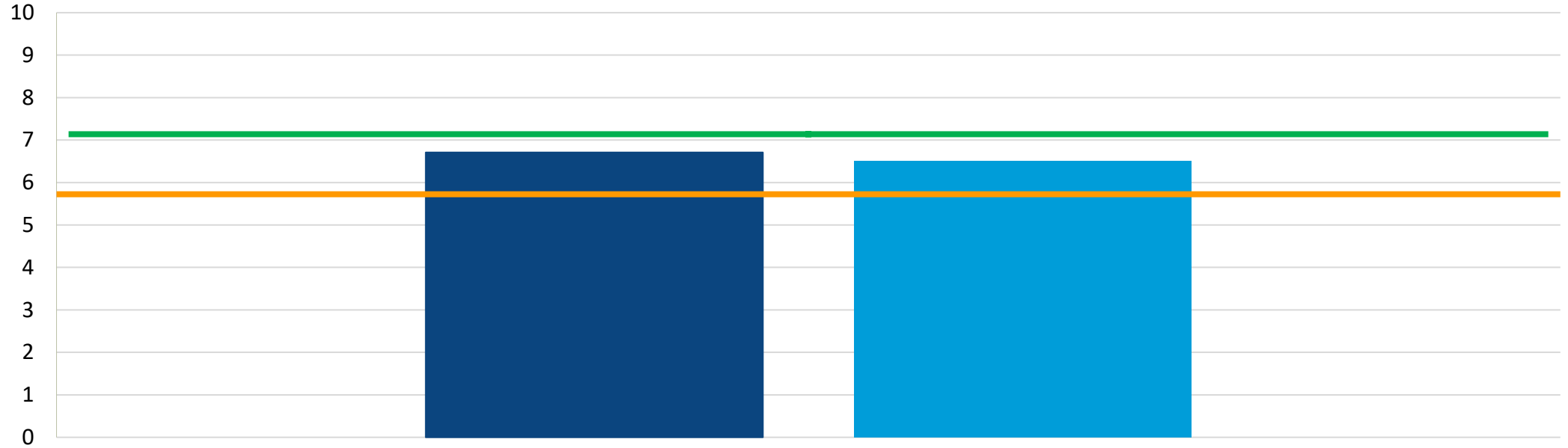
* The above chart displays both the score for 'We are always learning' and its sub-score for 'Development'.

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



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

We work flexibly: Support for work-life balance



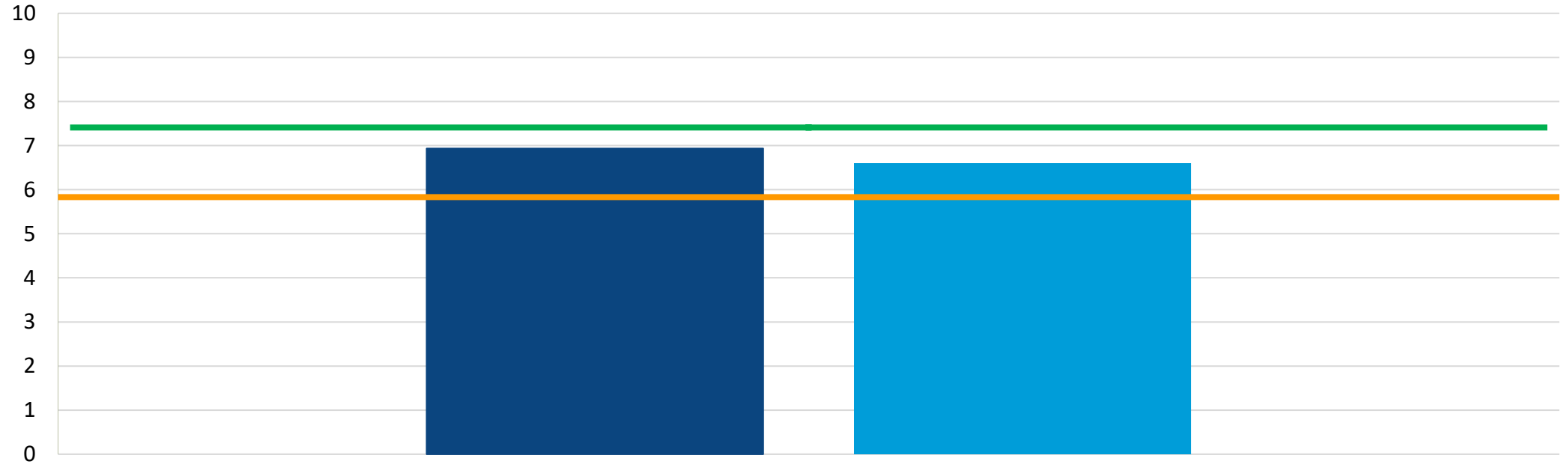
Responses	2025
Your org	6.71
Best result	7.14
Average result	6.51
Worst result	5.72

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

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

 **Promise element 7: We are a team**

We are a team



2025

Your org	6.93
Best result	7.41
Average result	6.60
Worst result	5.83

Responses

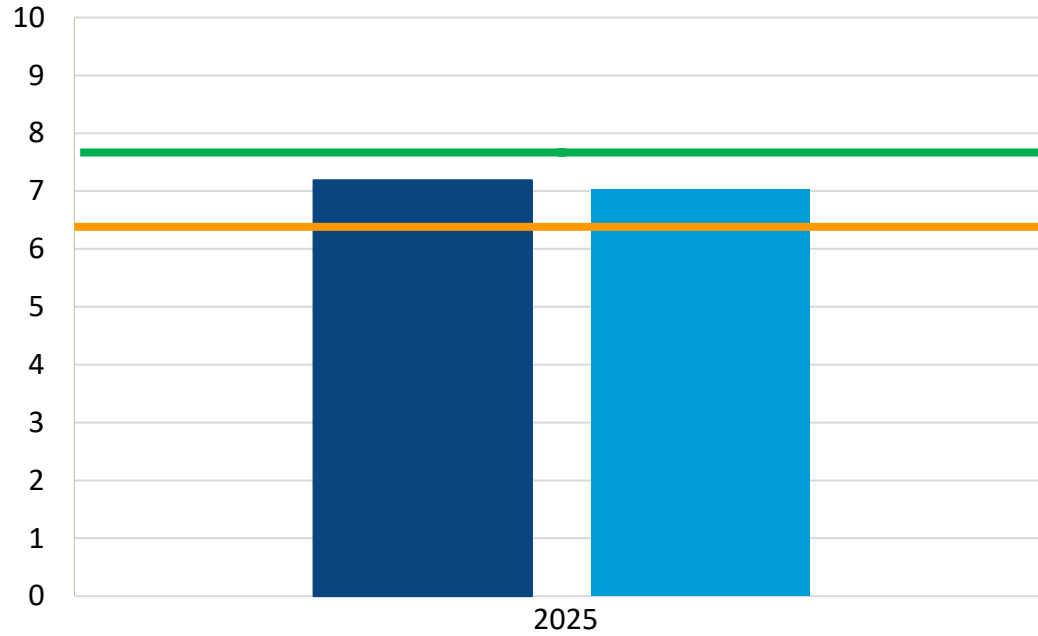
204

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.



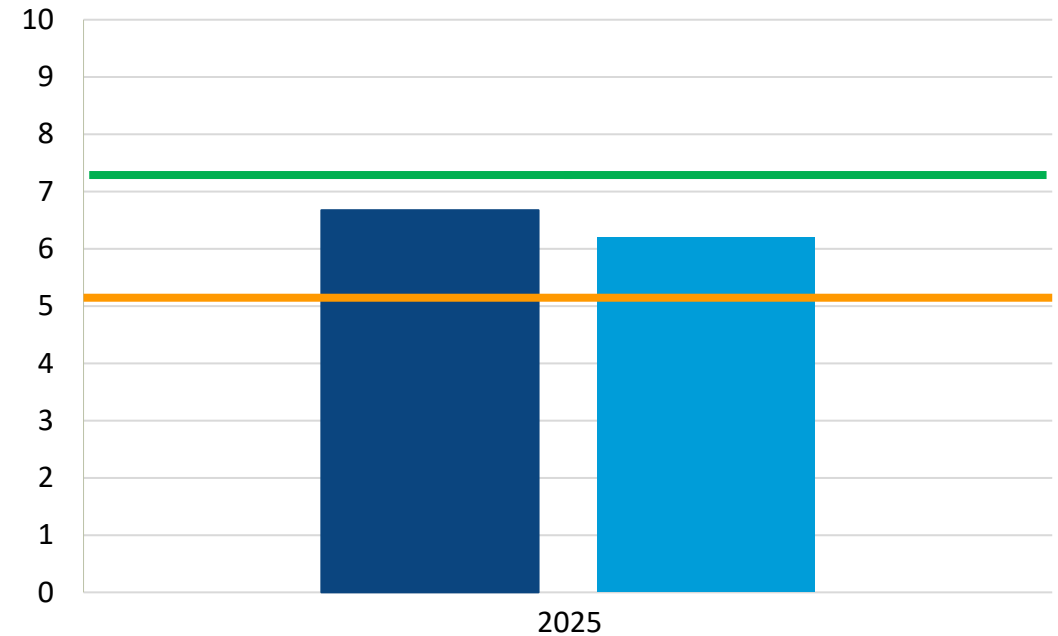
Promise element 7: We are a team

Team working



Your org	7.19
Best result	7.67
Average result	7.03
Worst result	6.38
Responses	205

Line management



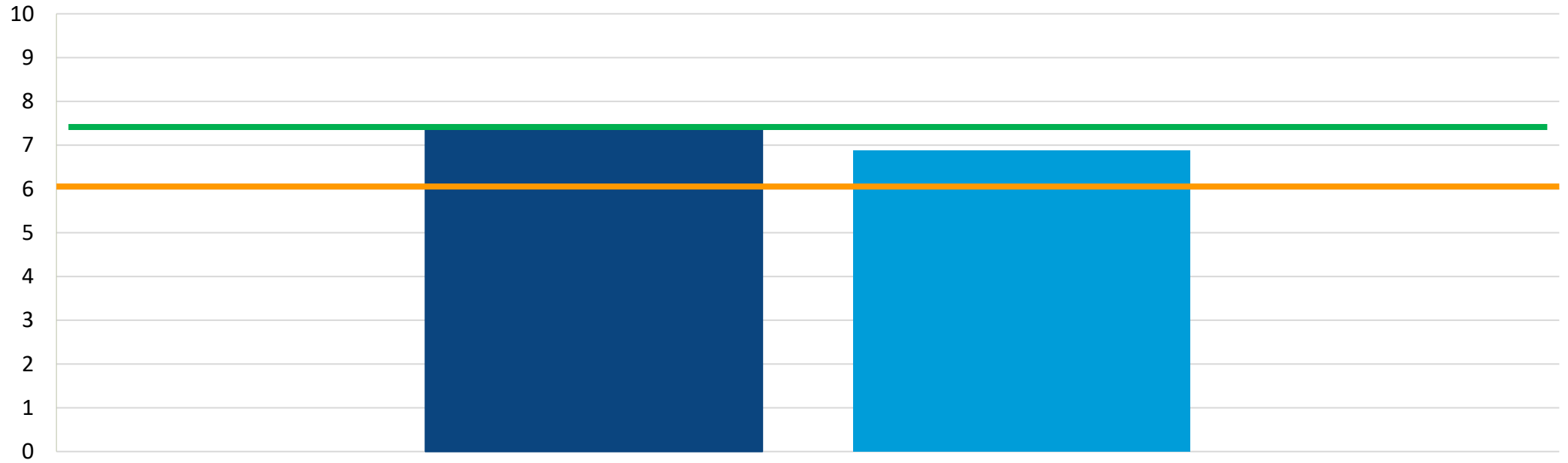
Your org	6.67
Best result	7.29
Average result	6.19
Worst result	5.15
Responses	205

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



Theme: Staff Engagement

Staff Engagement



2025

Your org	7.36
Best result	7.41
Average result	6.88
Worst result	6.05

Responses

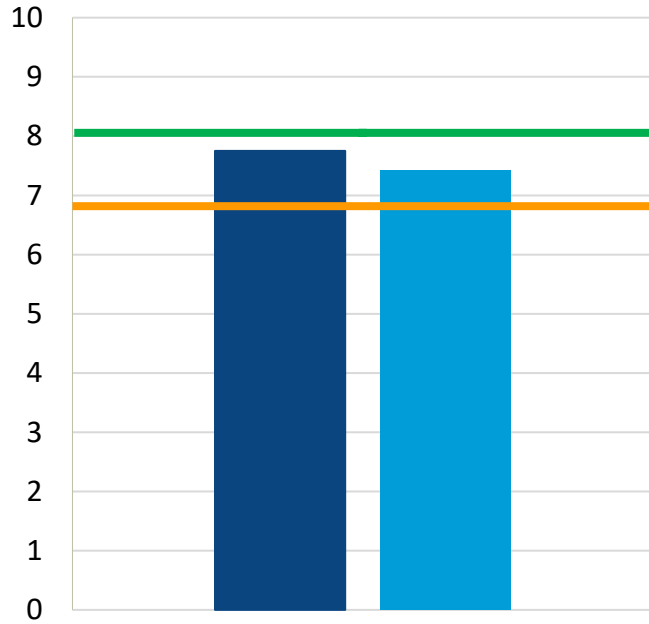
207

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

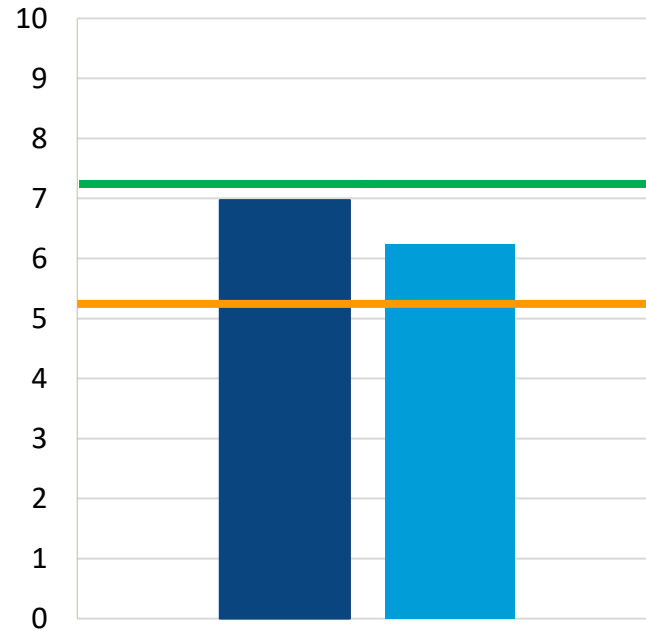


2025

Your org	7.75
Best result	8.06
Average result	7.43
Worst result	6.82

Responses 203

Involvement

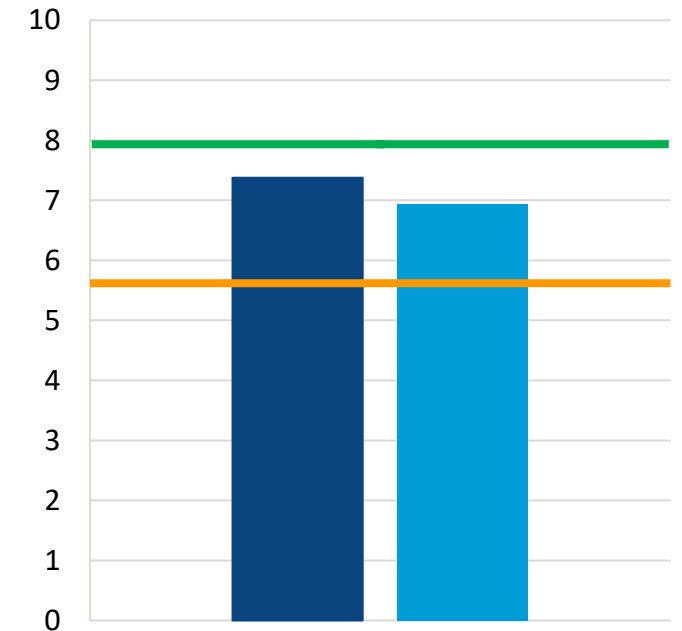


2025

Your org	6.97
Best result	7.24
Average result	6.24
Worst result	5.24

Responses 207

Advocacy



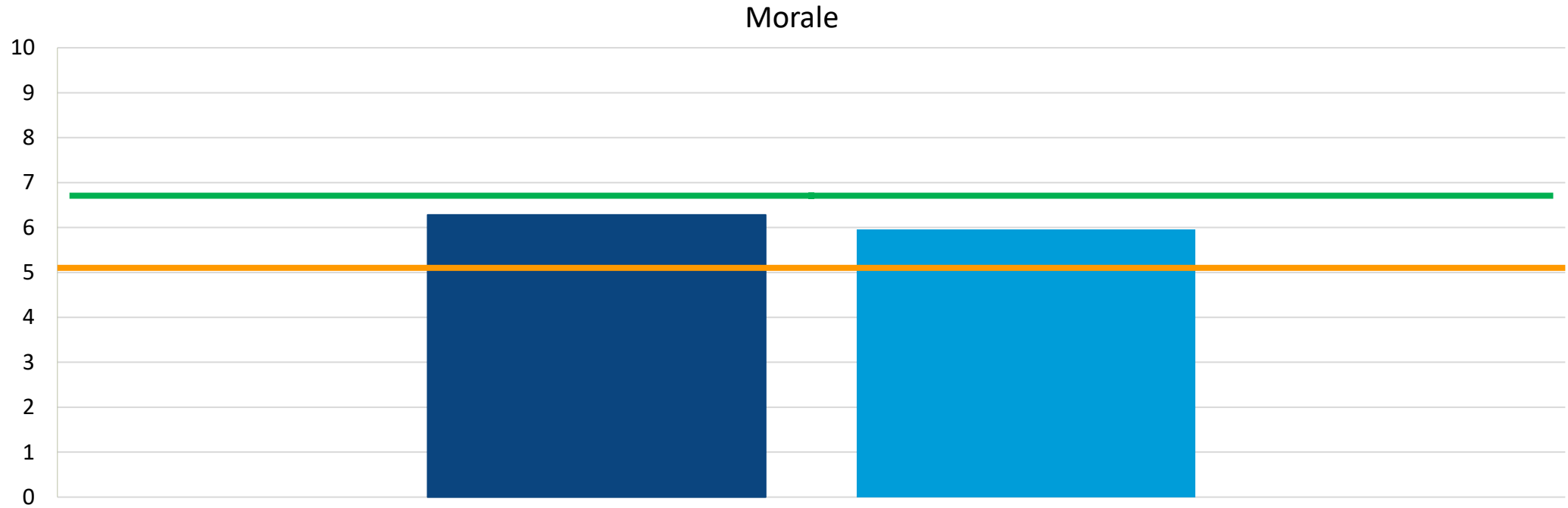
2025

Your org	7.38
Best result	7.93
Average result	6.93
Worst result	5.62

Responses 206

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



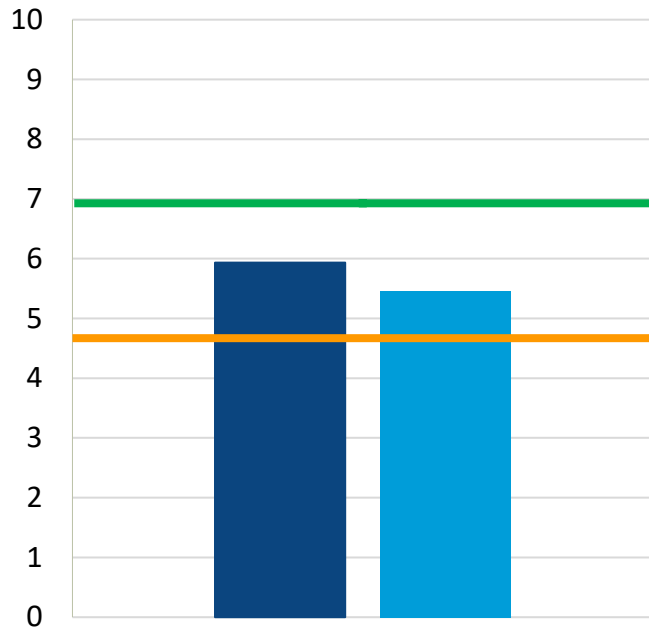
	2025
Your org	6.28
Best result	6.71
Average result	5.95
Worst result	5.10
Responses	206

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



Theme: Morale

Future intentions

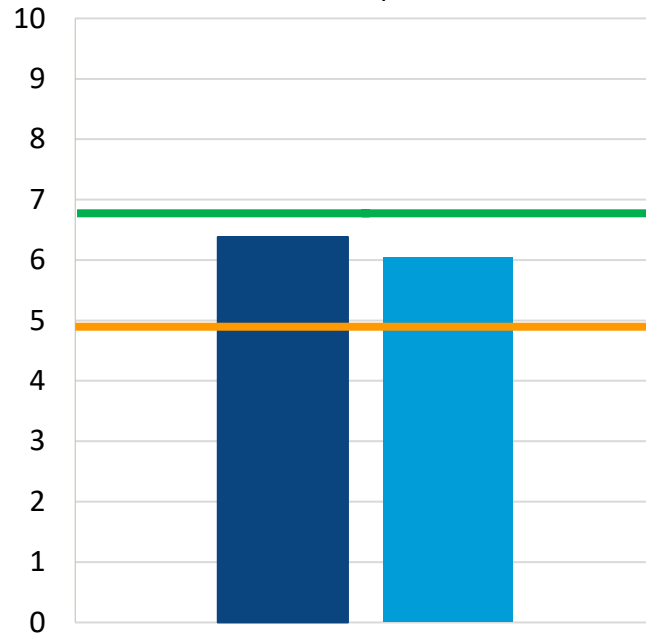


2025

Your org	5.93
Best result	6.93
Average result	5.46
Worst result	4.67

Responses 182

Work pressure

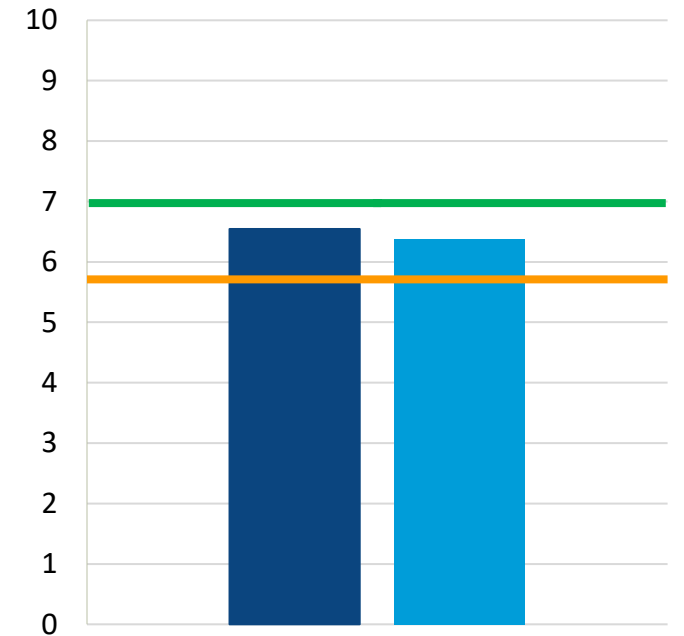


2025

Your org	6.38
Best result	6.77
Average result	6.04
Worst result	4.90

Responses 206

Stressors



2025

Your org	6.54
Best result	6.97
Average result	6.38
Worst result	5.71

Responses 207

People Promise element – We are compassionate and inclusive



Questions included:

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

Compassionate leadership – Q14f, Q14g, Q14h, Q14i

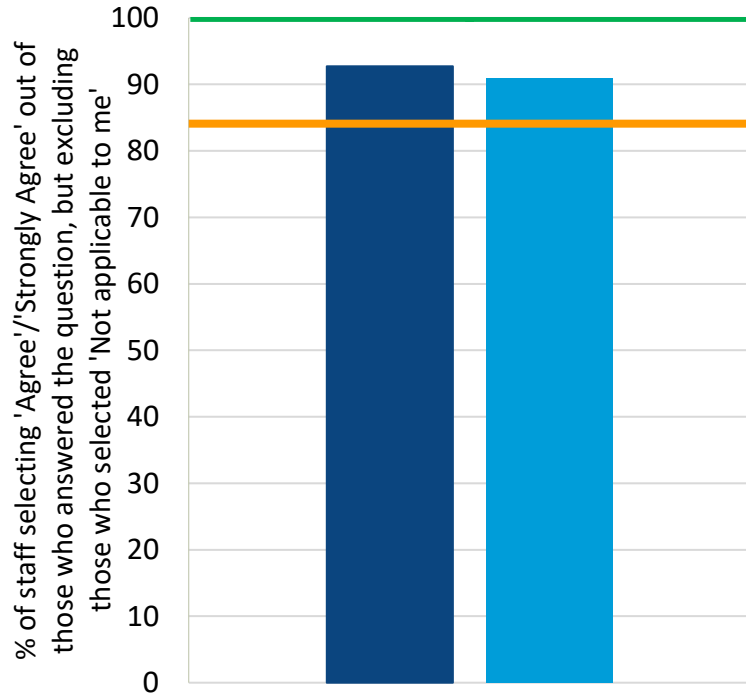
Diversity and equality – Q20, Q21a, Q21b, Q26

Inclusion – Q11f, Q11g, Q12b, Q12c

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



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



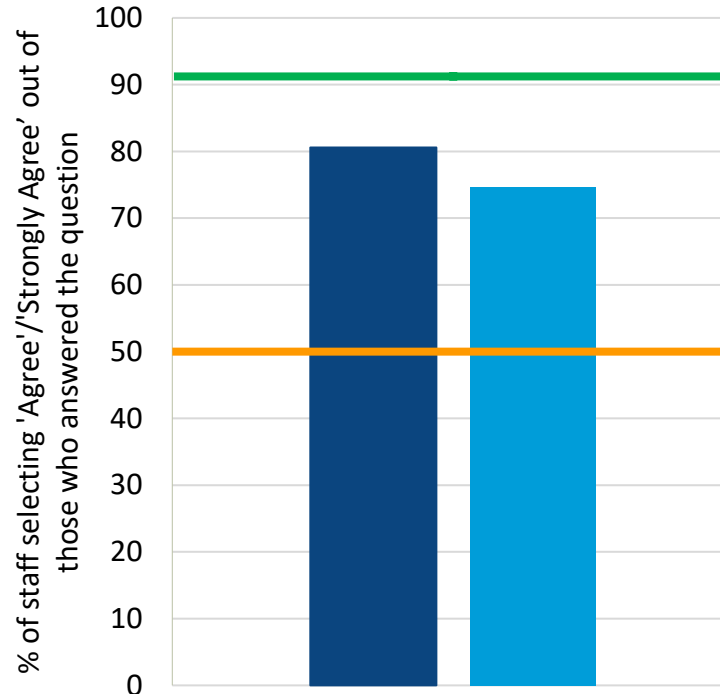
2025

Your org	92.72%
Best result	100.00%
Average result	90.91%
Worst result	84.09%

Responses

206

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



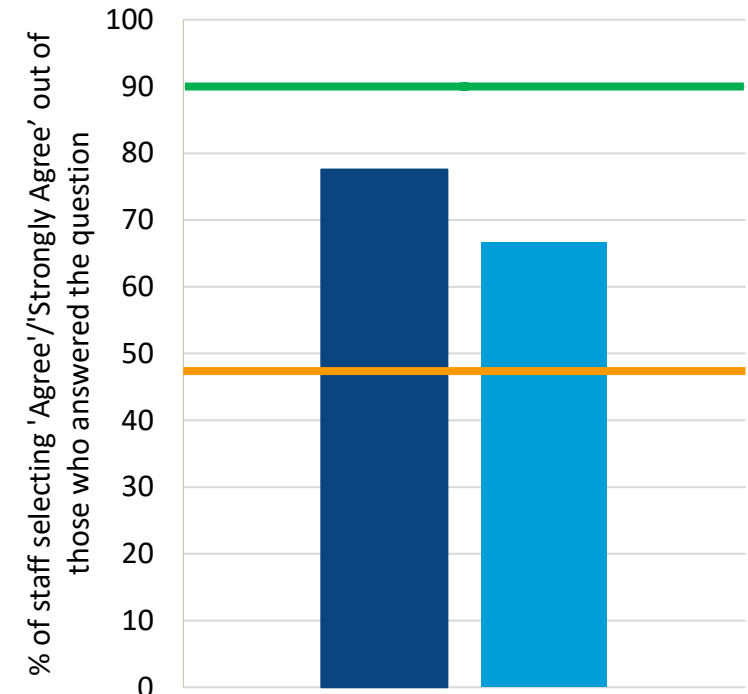
2025

Your org	80.58%
Best result	91.23%
Average result	74.61%
Worst result	50.00%

Responses

206

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



2025

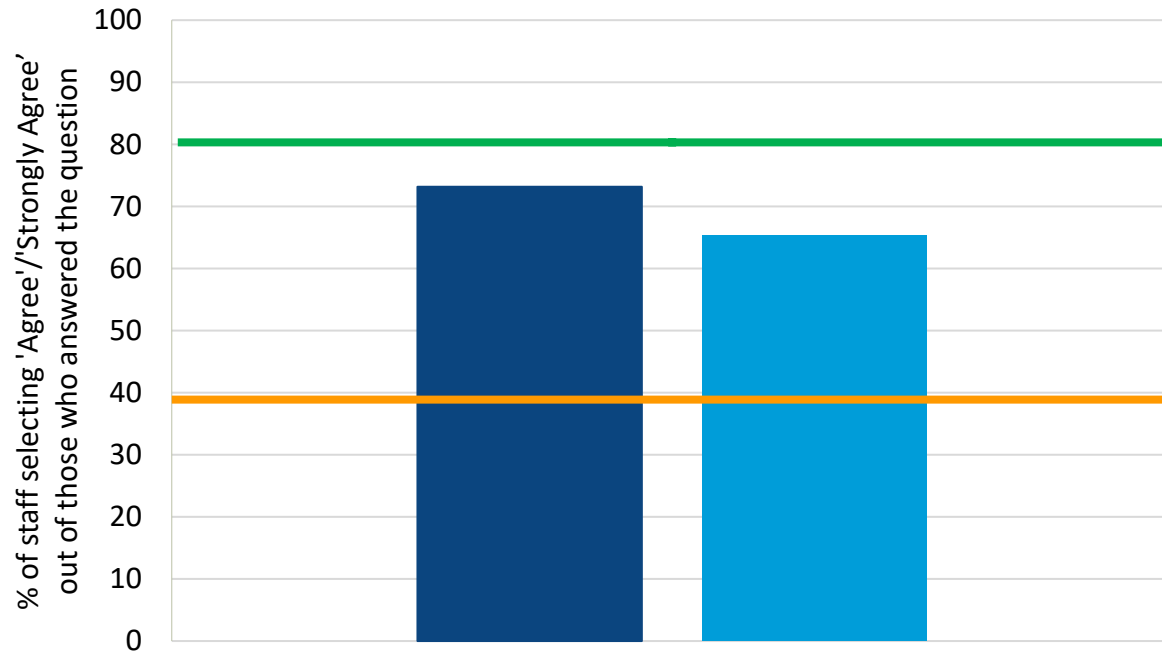
Your org	77.56%
Best result	90.00%
Average result	66.67%
Worst result	47.37%

Responses

205



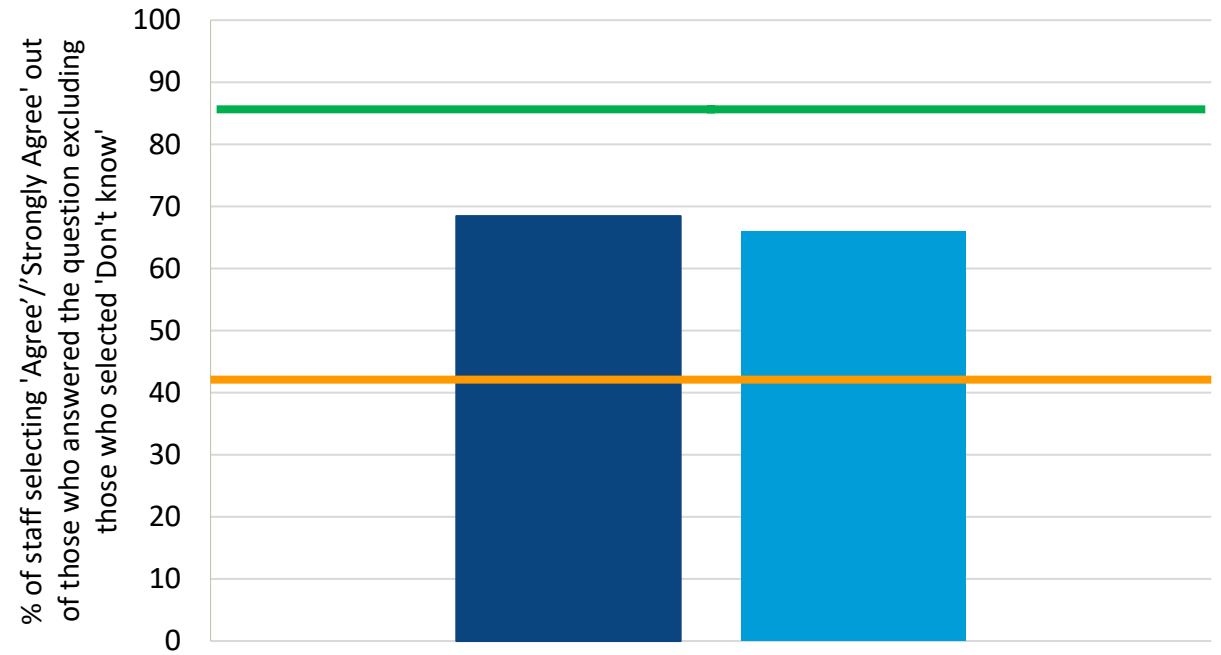
Q30c I would recommend my organisation as a place to work.



Your org	73.17%
Best result	80.32%
Average result	65.33%
Worst result	38.89%

Responses 205

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

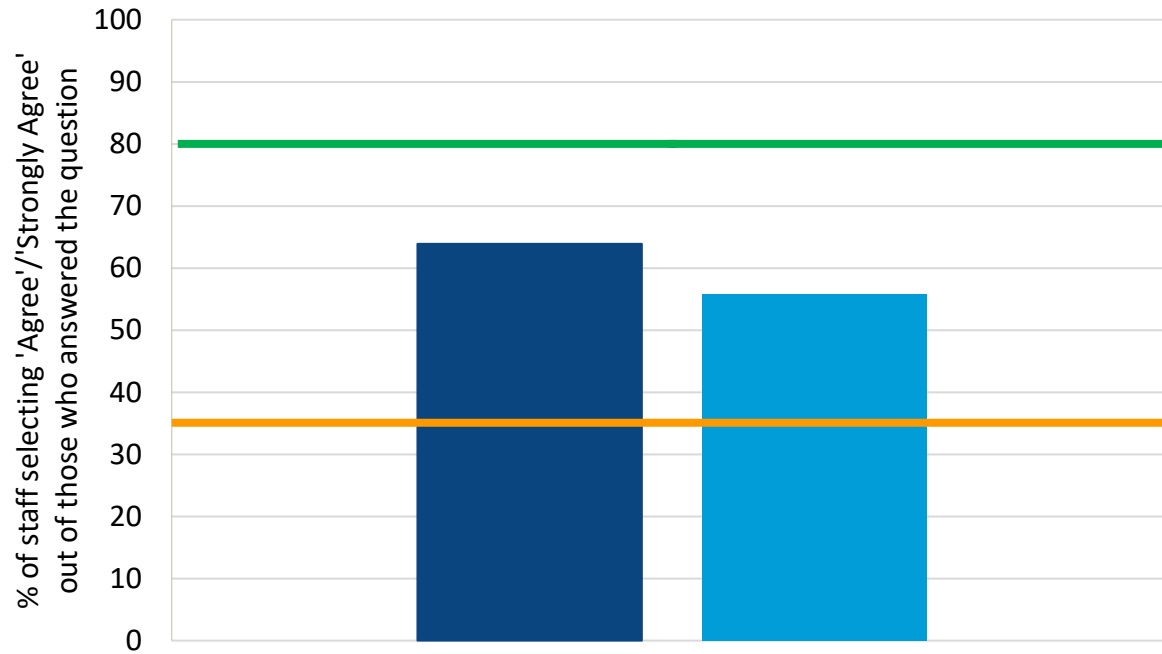


Your org	68.45%
Best result	85.64%
Average result	65.96%
Worst result	42.11%

Responses 206



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



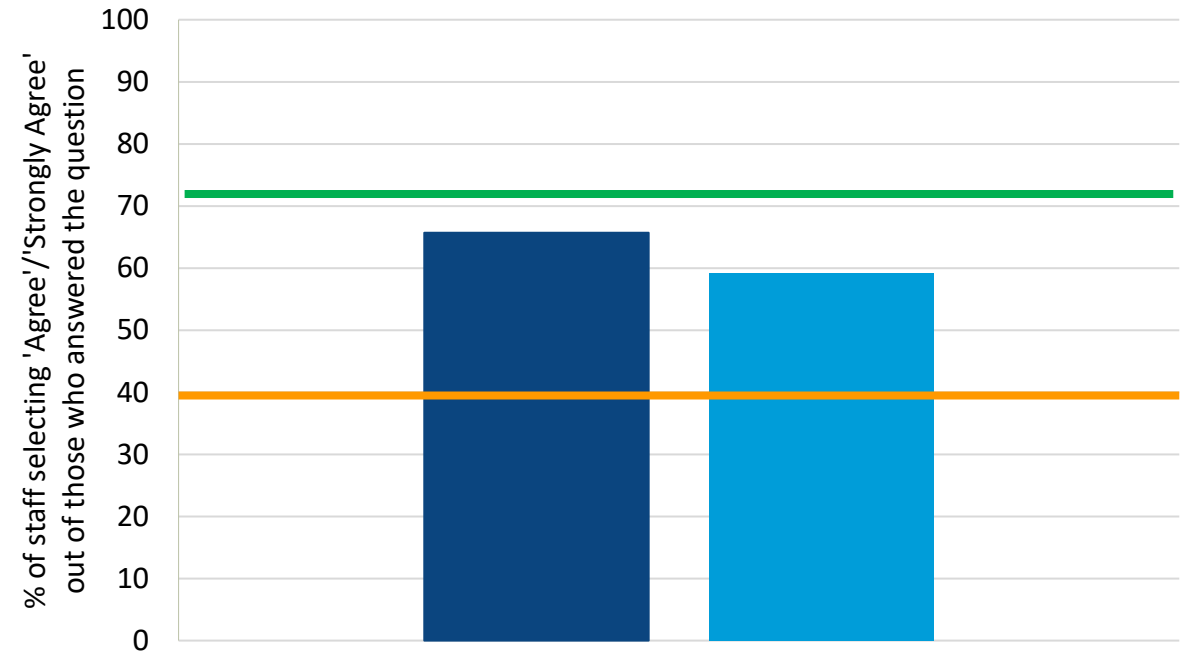
2025

Your org	63.90%
Best result	80.00%
Average result	55.74%
Worst result	35.09%

Responses

205

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



2025

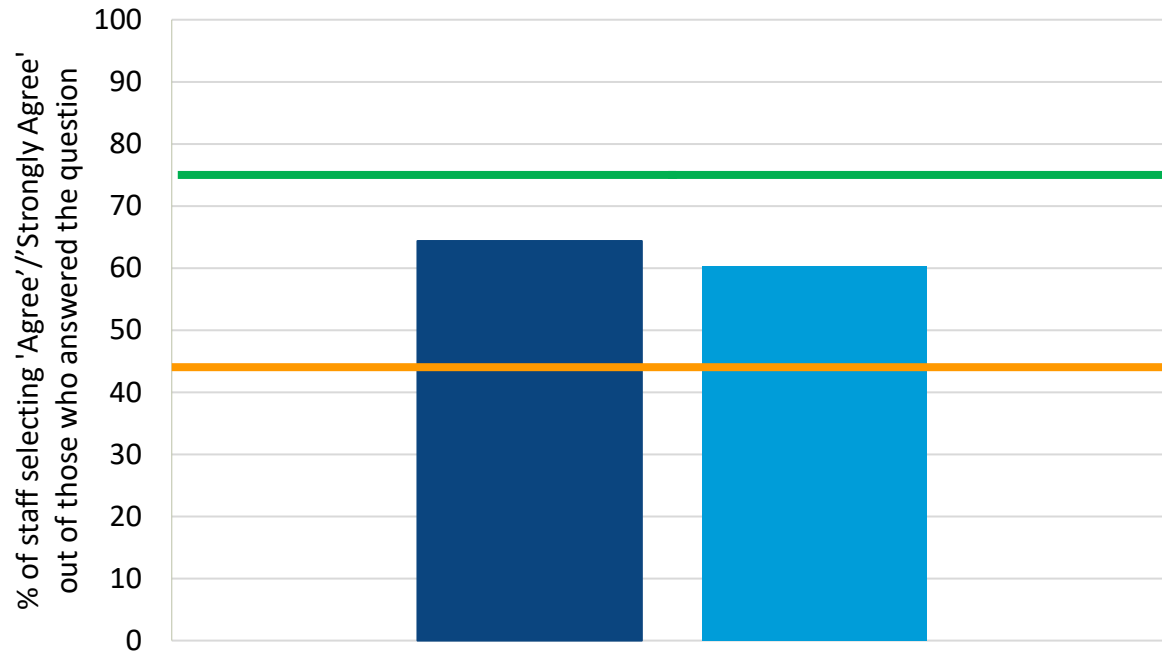
Your org	65.69%
Best result	71.93%
Average result	59.15%
Worst result	39.47%

Responses

204



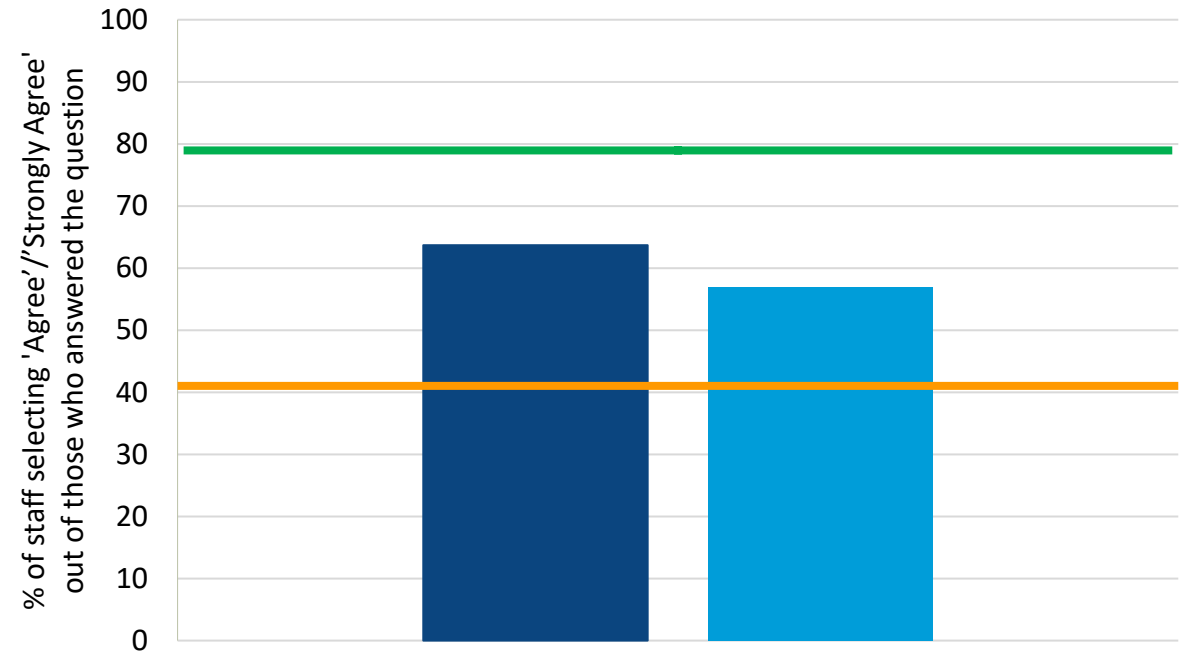
Q14h My immediate manager(s) cares about my concerns.



Your org	64.36%
Best result	75.00%
Average result	60.29%
Worst result	44.04%

Responses 202

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

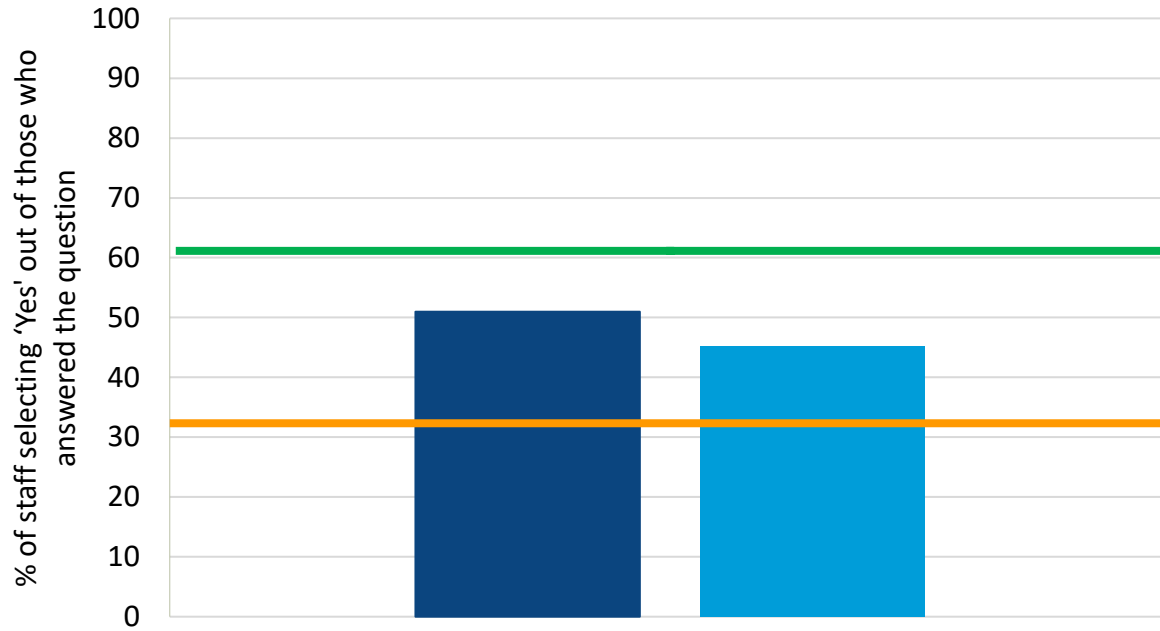


Your org	63.68%
Best result	78.95%
Average result	57.01%
Worst result	41.03%

Responses 201

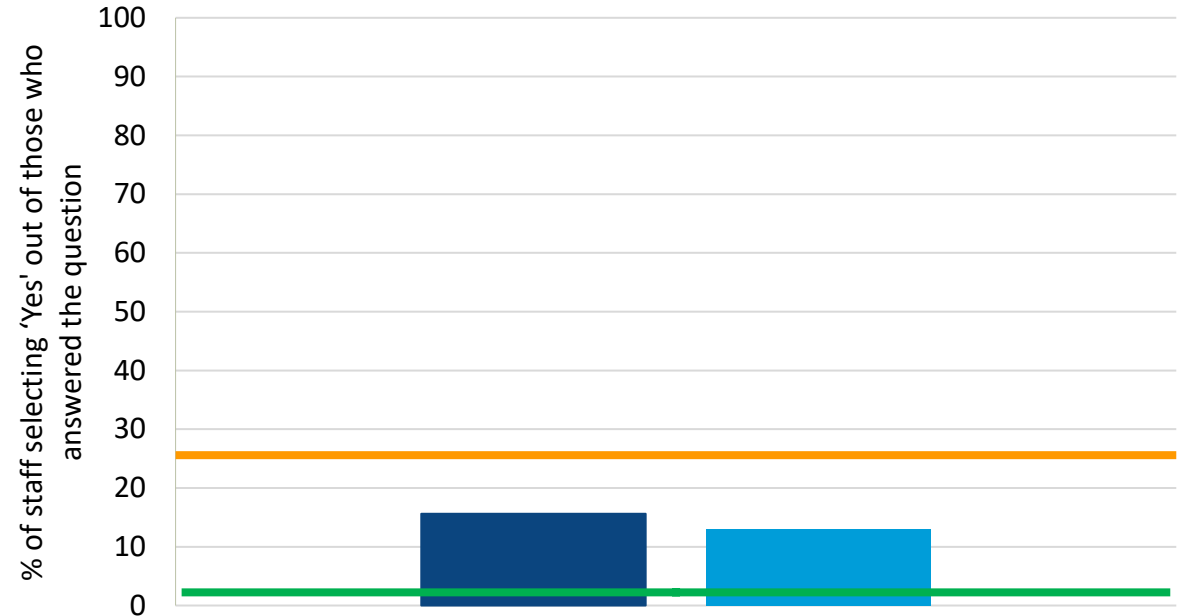


Q20 Does your organisation act fairly with regard to career progression / development, regardless of e.g. age, disability, ethnic background, gender reassignment, religion, sex, or sexual orientation?



2025	
Your org	50.97%
Best result	61.15%
Average result	45.16%
Worst result	32.33%
Responses	206

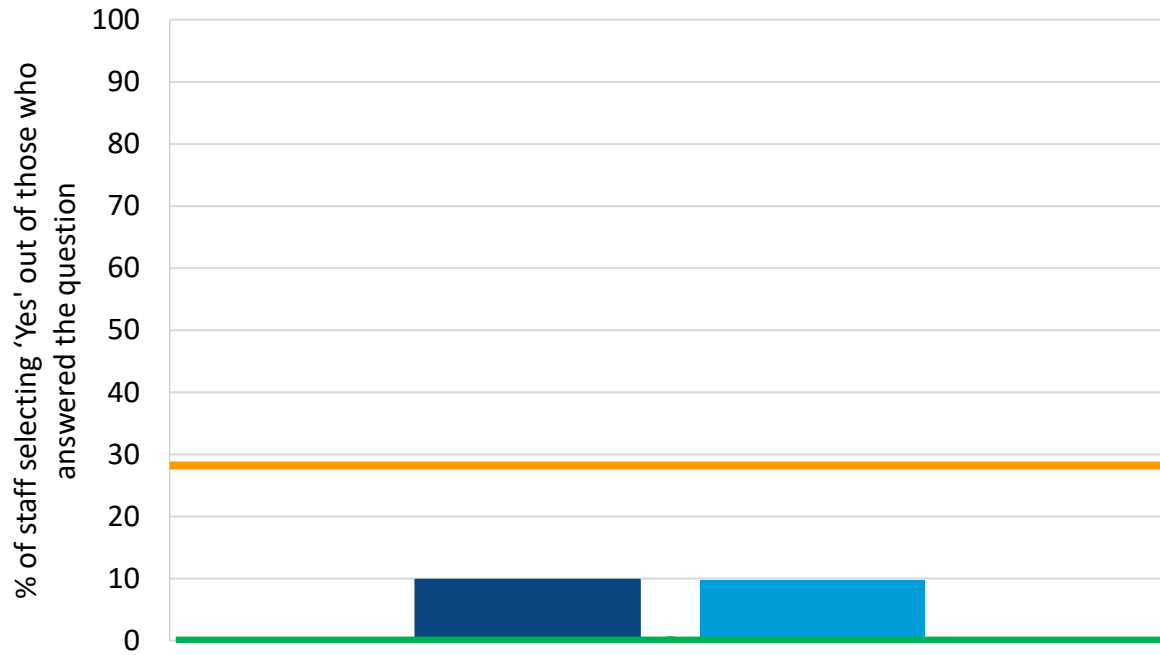
Q21a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



2025	
Your org	15.61%
Best result	2.24%
Average result	13.10%
Worst result	25.58%
Responses	205



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



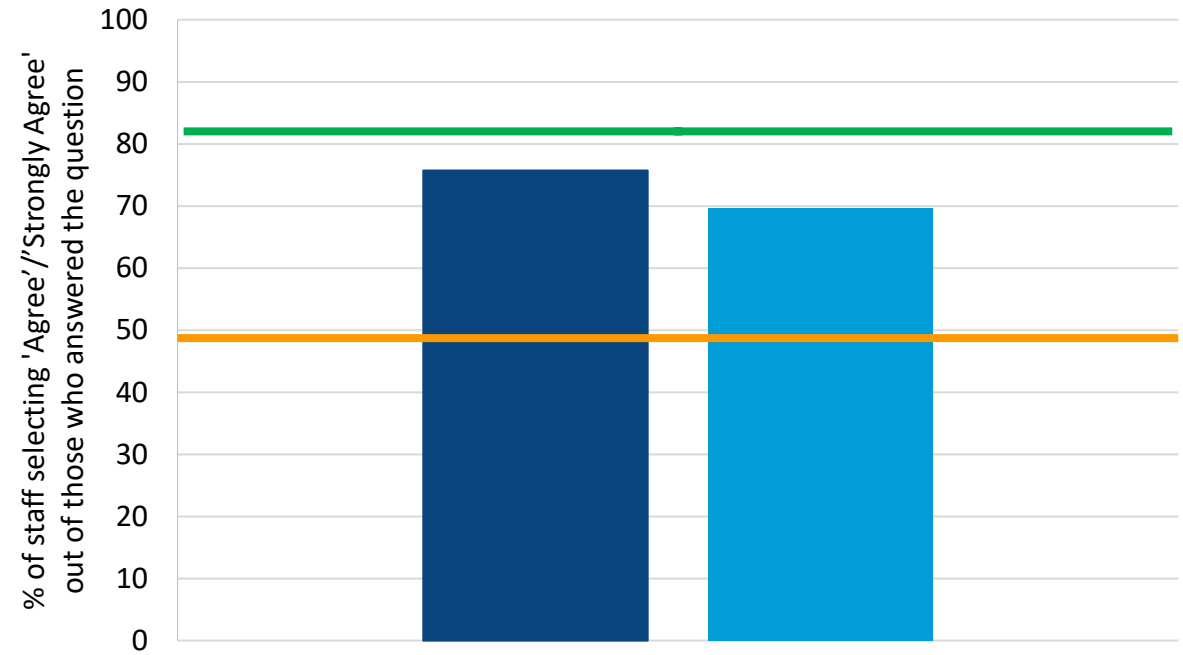
2025

Your org	9.80%
Best result	0.00%
Average result	9.80%
Worst result	28.21%

Responses

204

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



2025

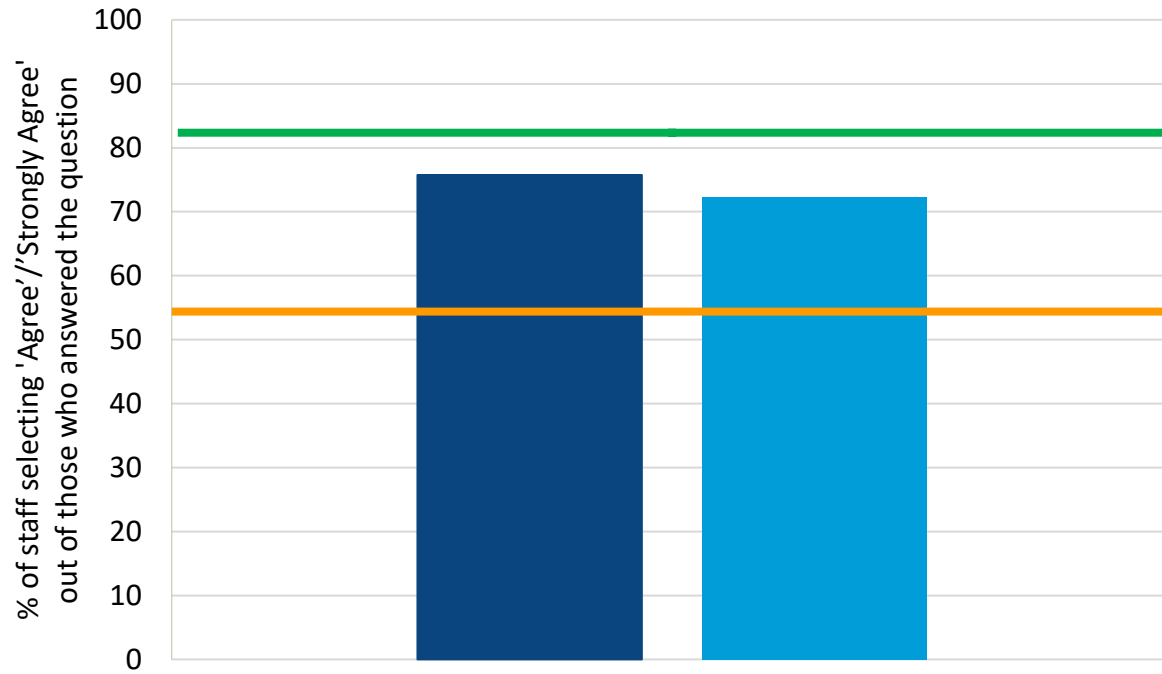
Your org	75.71%
Best result	82.02%
Average result	69.61%
Worst result	48.72%

Responses

210



Q11f I feel valued by my team.



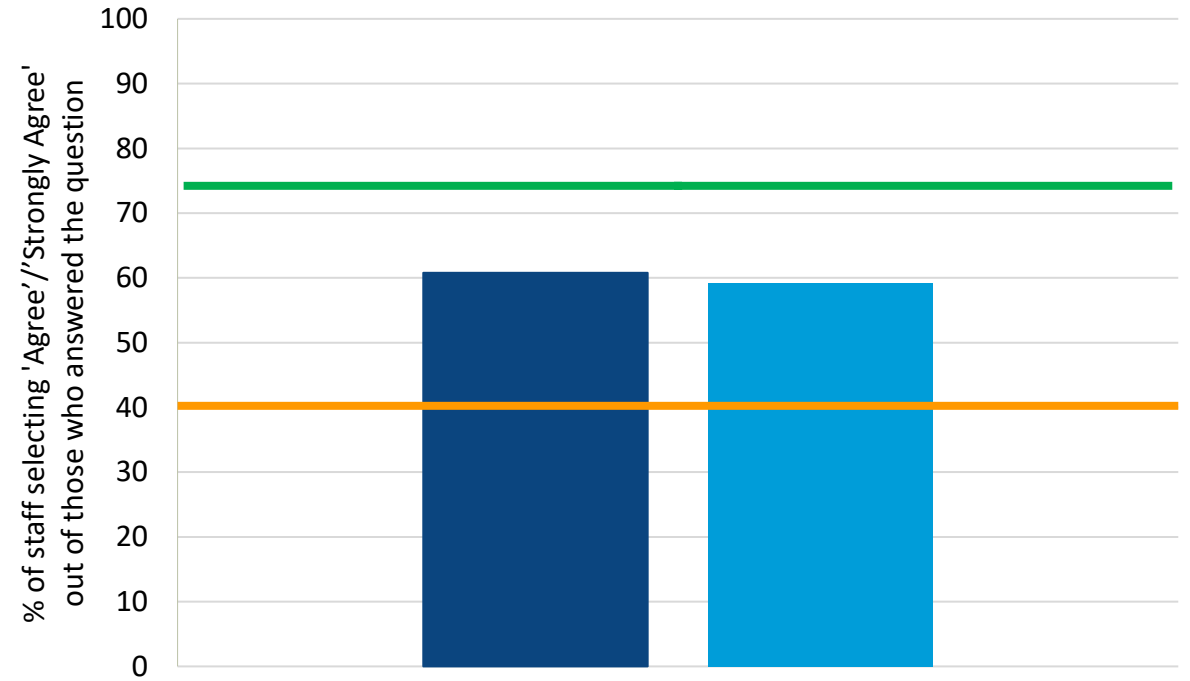
2025

Your org	75.74%
Best result	82.35%
Average result	72.28%
Worst result	54.39%

Responses

202

Q11g I feel a strong personal attachment to my team.



2025

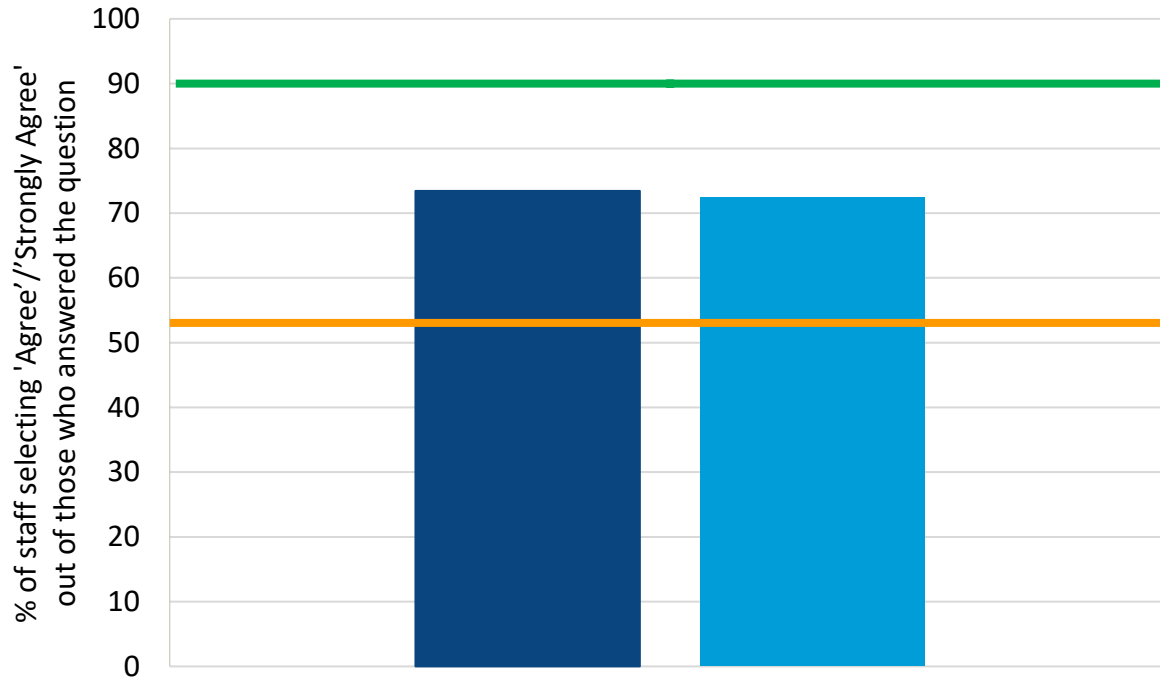
Your org	60.78%
Best result	74.22%
Average result	59.21%
Worst result	40.24%

Responses

204



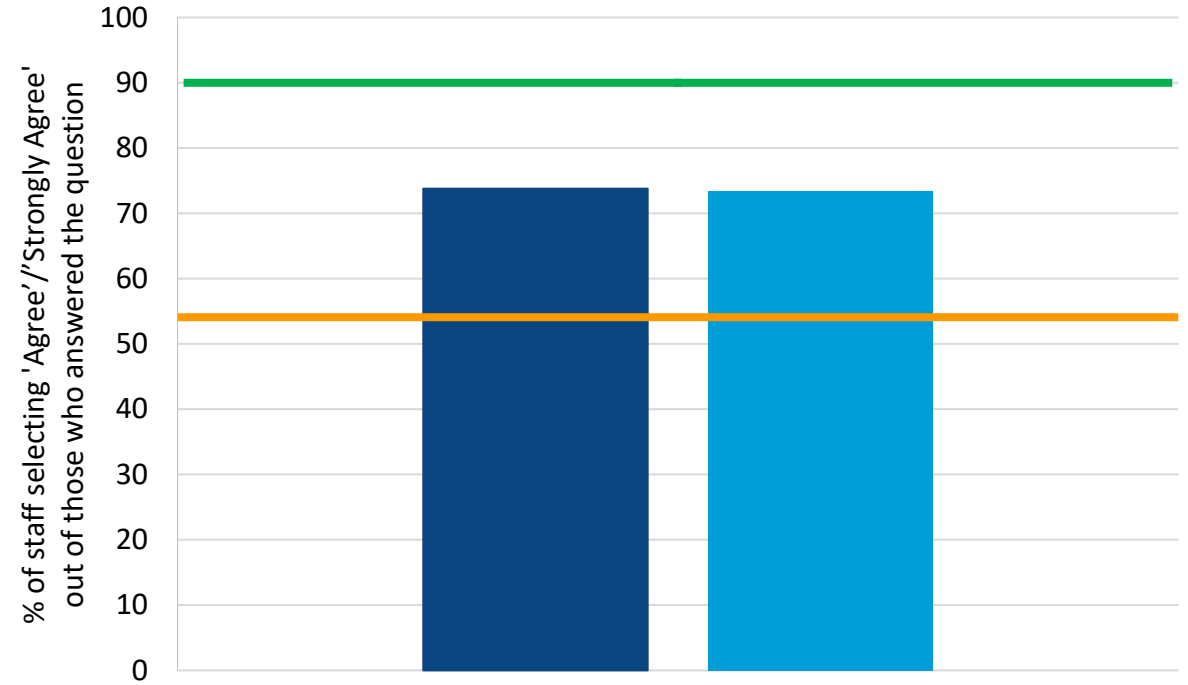
Q12b The people I work with are understanding and kind to one another.



Your org	73.43%
Best result	90.00%
Average result	72.41%
Worst result	53.04%

Responses 207

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



Your org	73.79%
Best result	90.00%
Average result	73.43%
Worst result	54.10%

Responses 206

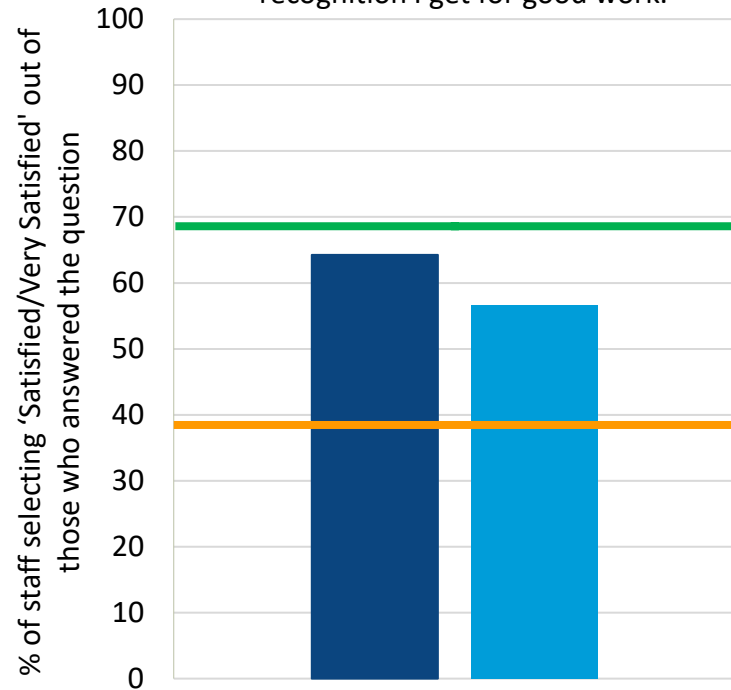
People Promise element – We are recognised and rewarded



Questions included:
Q6a, Q6b, Q6c, Q12d, Q14e



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



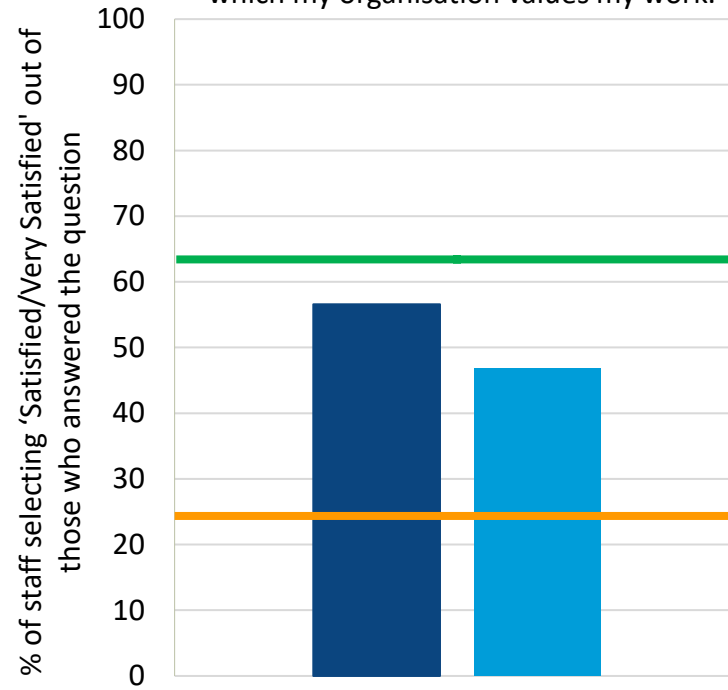
2025

Your org	64.25%
Best result	68.60%
Average result	56.67%
Worst result	38.46%

Responses

207

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



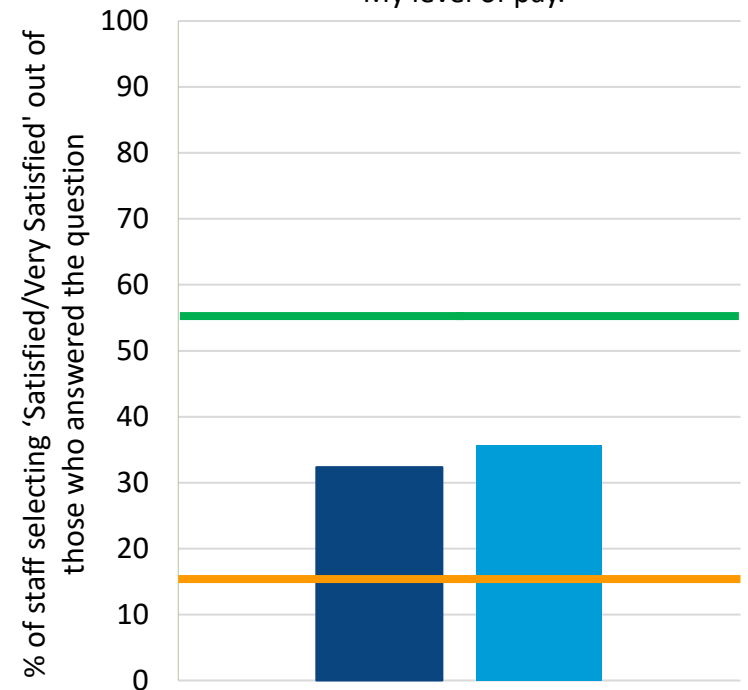
2025

Your org	56.59%
Best result	63.41%
Average result	46.82%
Worst result	24.36%

Responses

205

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



2025

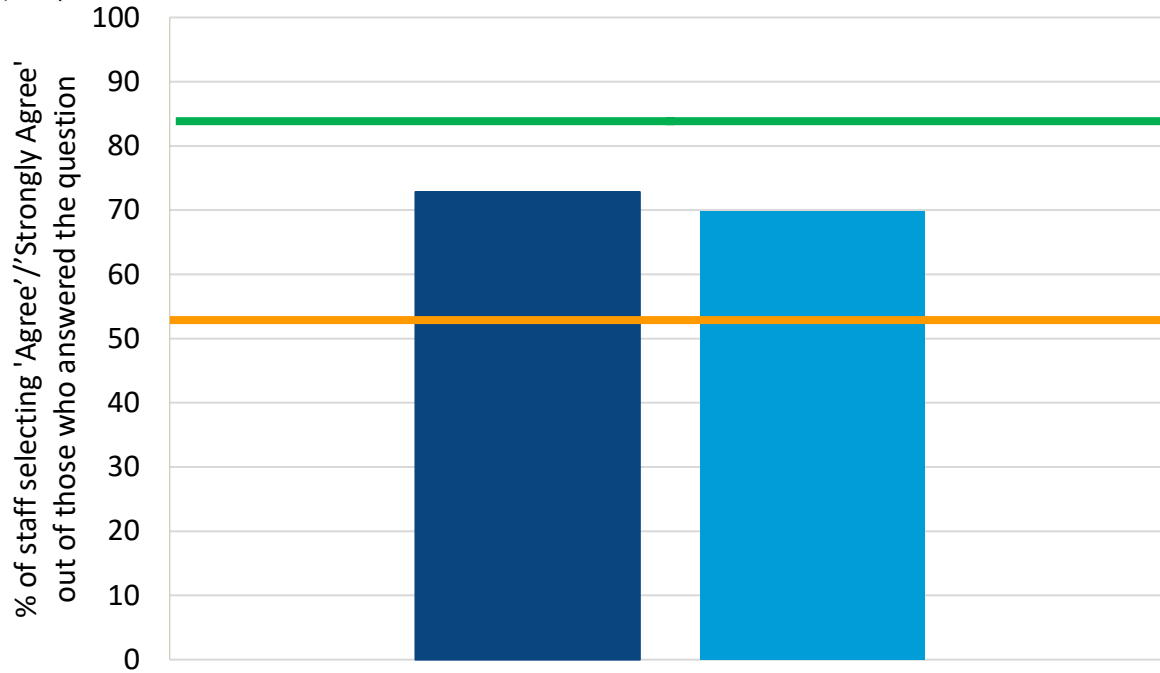
Your org	32.35%
Best result	55.26%
Average result	35.66%
Worst result	15.38%

Responses

204



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



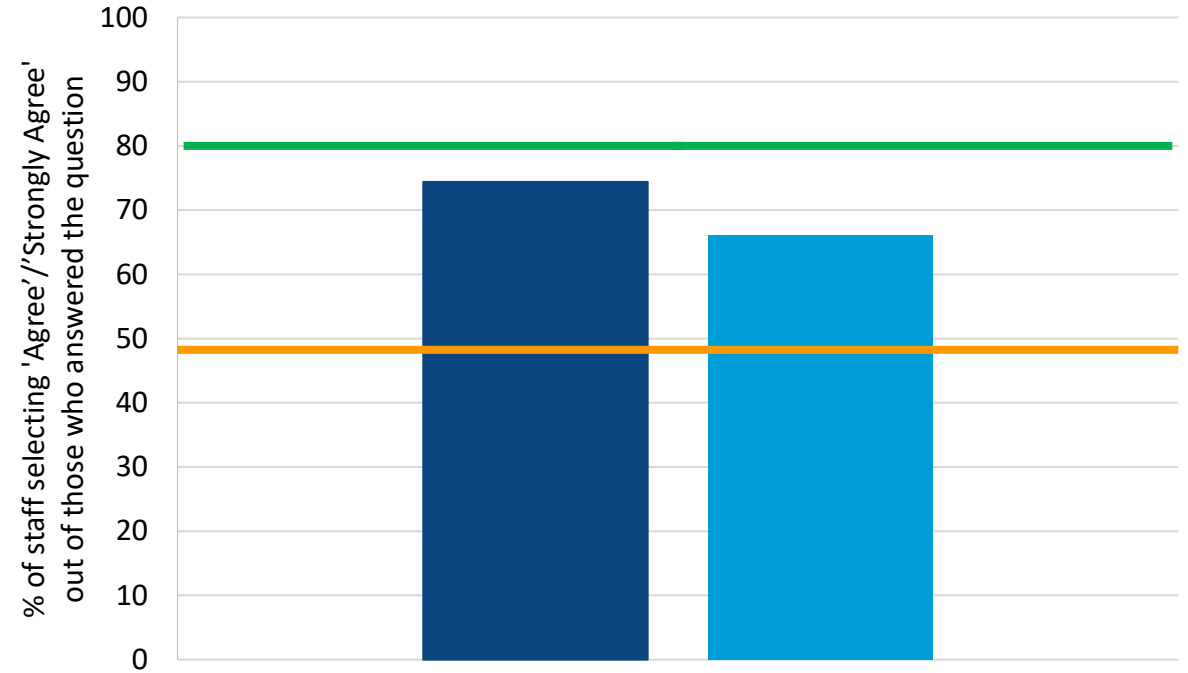
2025

Your org	72.82%
Best result	83.85%
Average result	69.83%
Worst result	52.87%

Responses

206

Q14e My immediate manager(s) values my work.



2025

Your org	74.38%
Best result	80.00%
Average result	66.12%
Worst result	48.25%

Responses

203

People Promise element – We each have a voice that counts



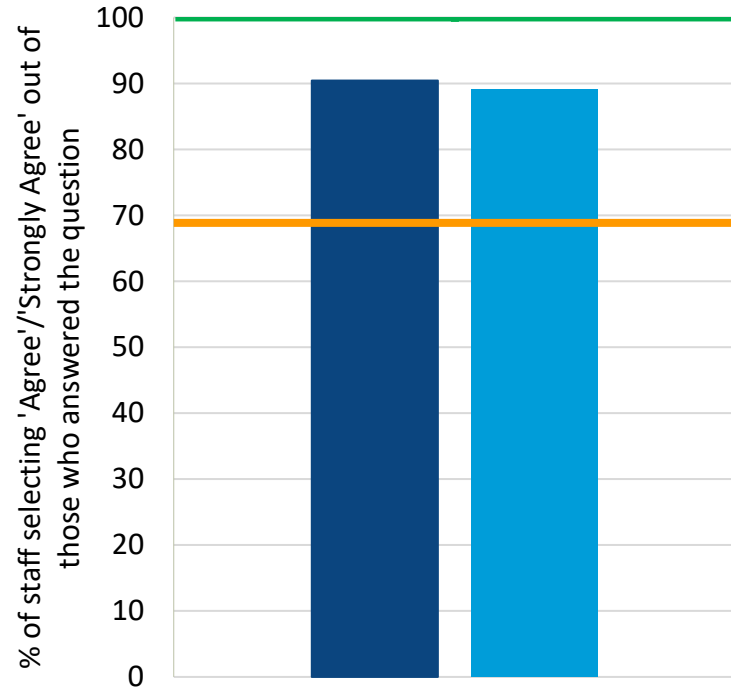
Questions included:

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

Raising concerns – Q25a, Q25b, Q30e, Q30f



Q5a I always know what my work responsibilities are.



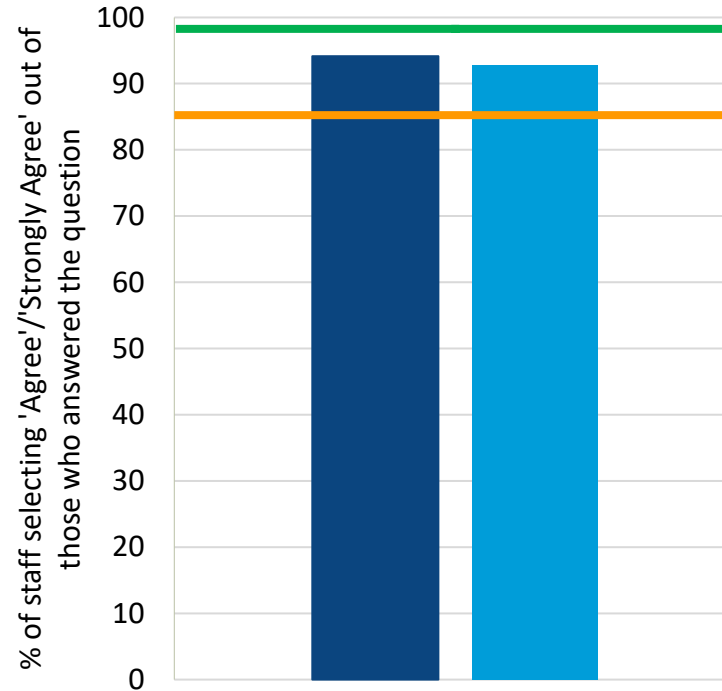
2025

Your org	90.43%
Best result	100.00%
Average result	89.09%
Worst result	68.85%

Responses

209

Q5b I am trusted to do my job.



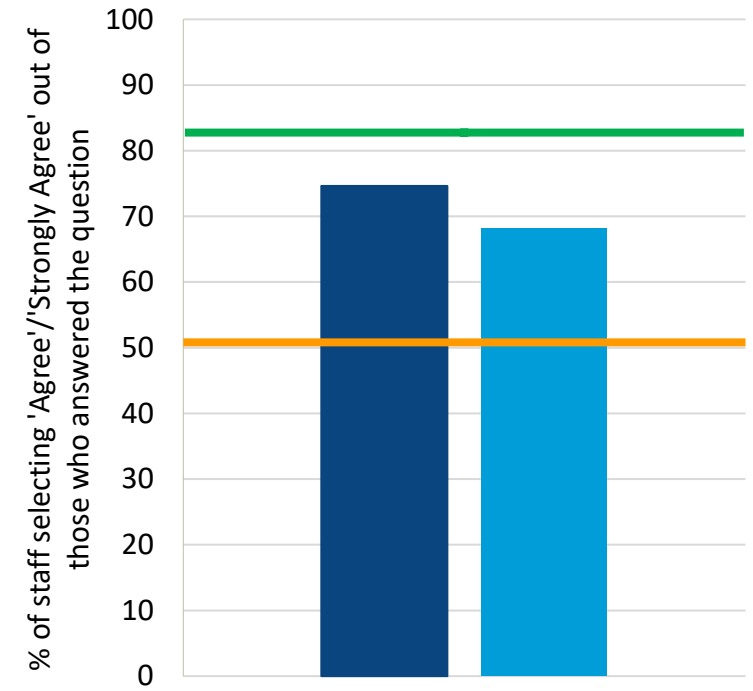
2025

Your org	94.15%
Best result	98.28%
Average result	92.82%
Worst result	85.25%

Responses

205

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



2025

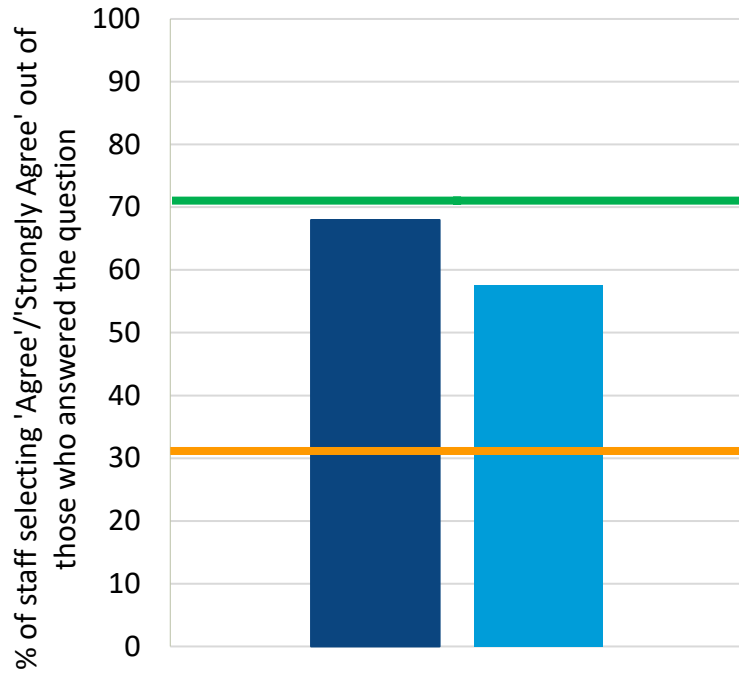
Your org	74.63%
Best result	82.76%
Average result	68.22%
Worst result	50.82%

Responses

205



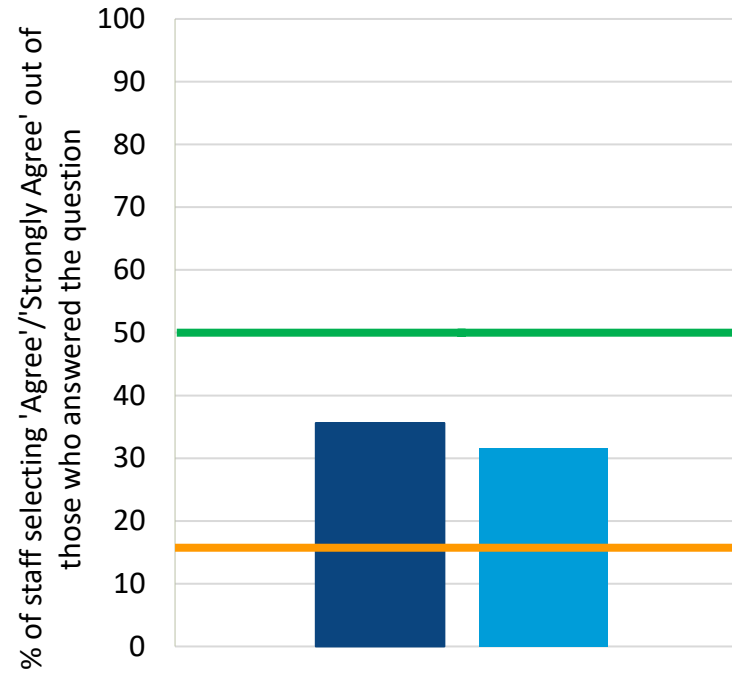
Q5d I am able to make suggestions to improve the work we do.



	2025
Your org	67.96%
Best result	71.05%
Average result	57.59%
Worst result	31.15%

Responses 206

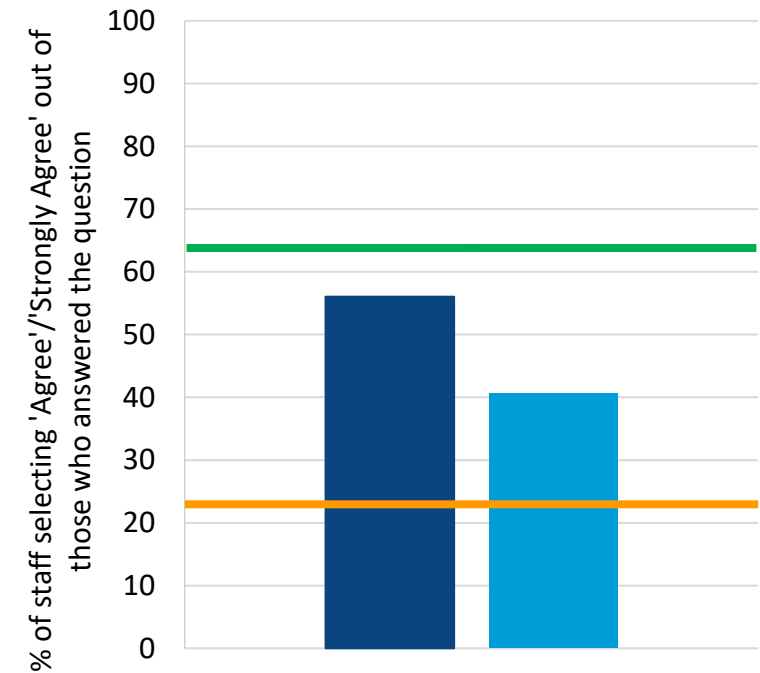
Q5e I am involved in deciding on changes introduced that affect my work.



	2025
Your org	35.61%
Best result	50.00%
Average result	31.58%
Worst result	15.73%

Responses 205

Q5f I am able to make improvements happen at work.

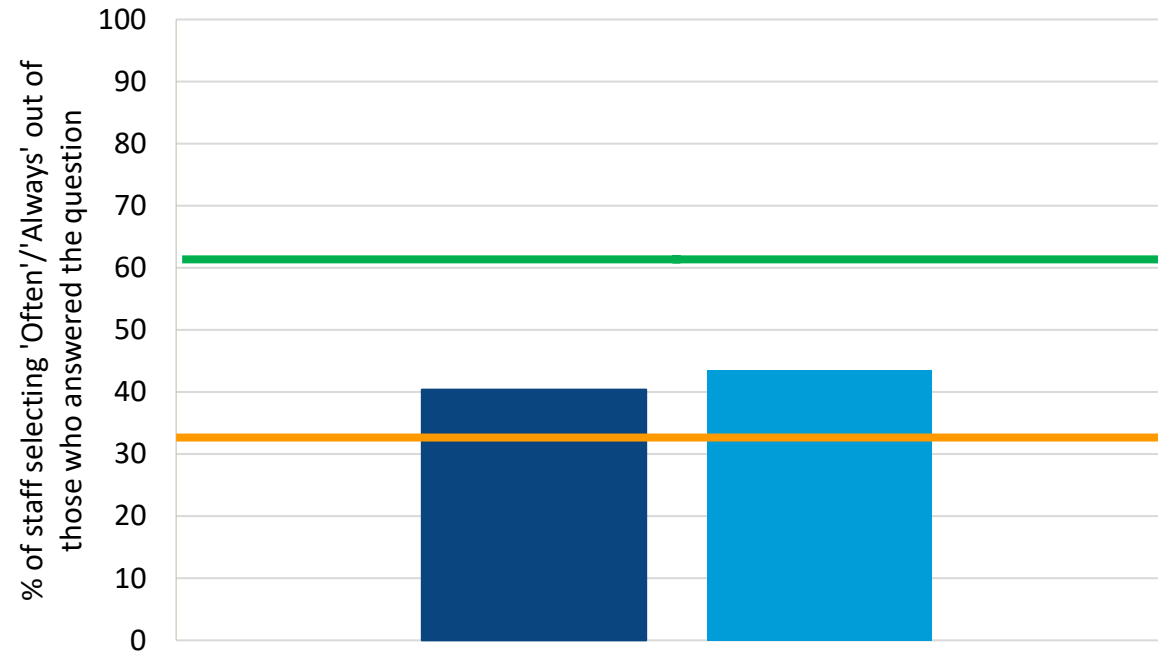


	2025
Your org	56.04%
Best result	63.79%
Average result	40.59%
Worst result	22.95%

Responses 207



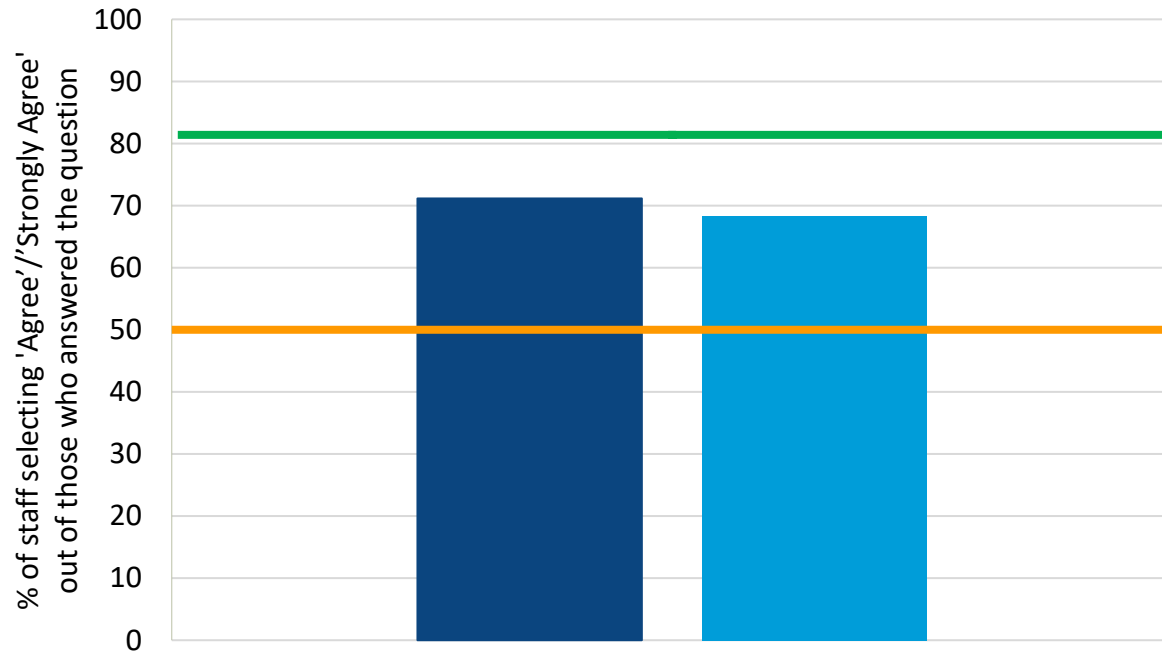
Q7b I have a choice in deciding how to do my work.



2025	
Your org	40.38%
Best result	61.36%
Average result	43.54%
Worst result	32.67%
Responses	208



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



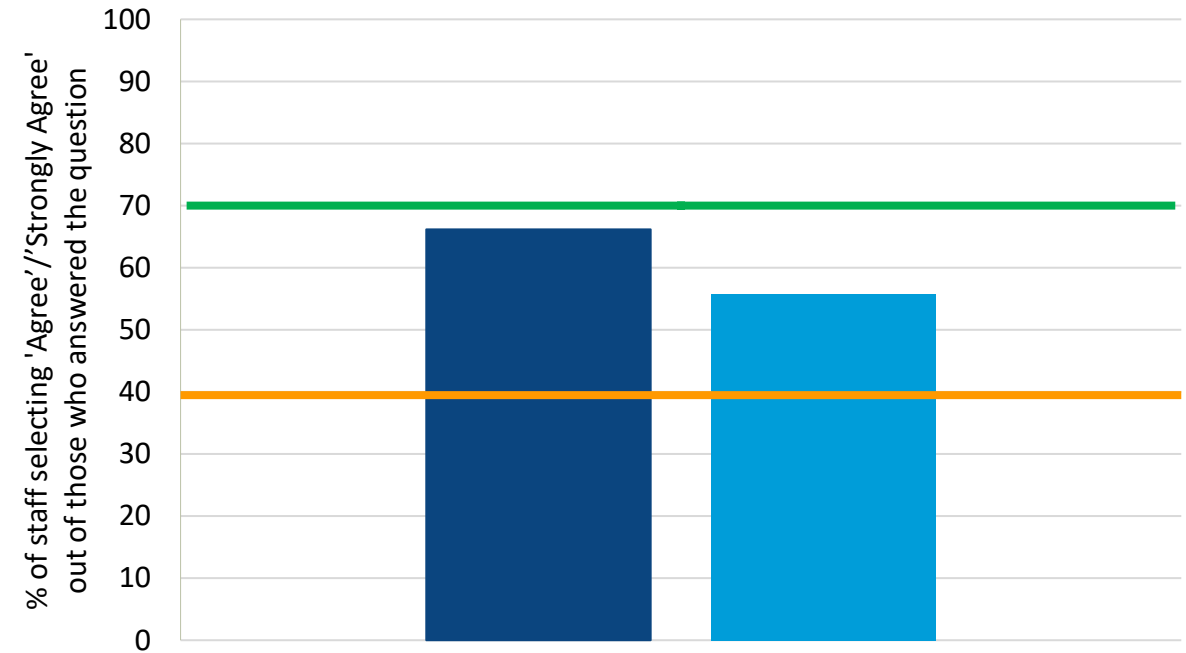
2025

Your org	71.15%
Best result	81.40%
Average result	68.35%
Worst result	50.00%

Responses

208

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



2025

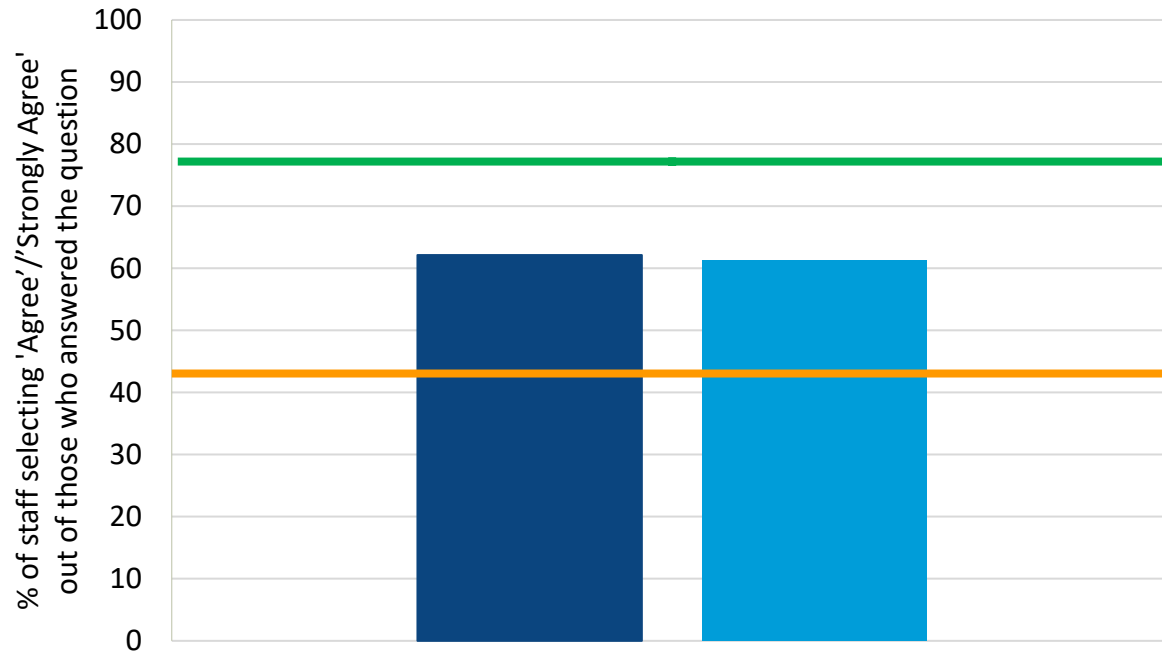
Your org	66.17%
Best result	70.00%
Average result	55.75%
Worst result	39.47%

Responses

201



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



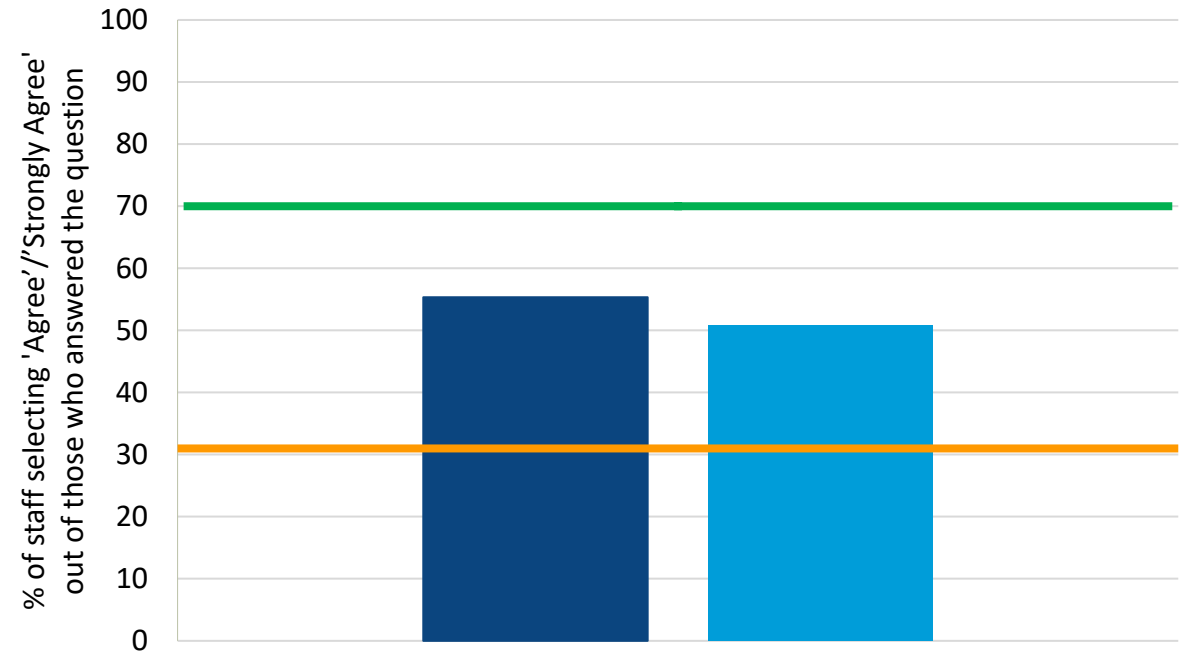
2025

Your org	62.14%
Best result	77.19%
Average result	61.33%
Worst result	43.06%

Responses

206

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



2025

Your org	55.34%
Best result	70.00%
Average result	50.86%
Worst result	30.99%

Responses

206

People Promise element – We are safe and healthy



Questions included:

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

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

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

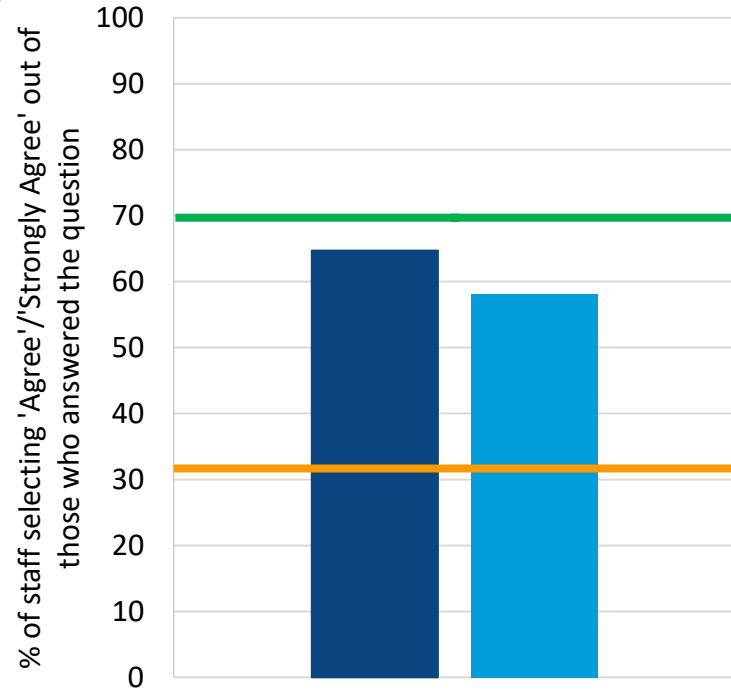
Other questions*: Q22a, Q22b, Q27

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

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



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



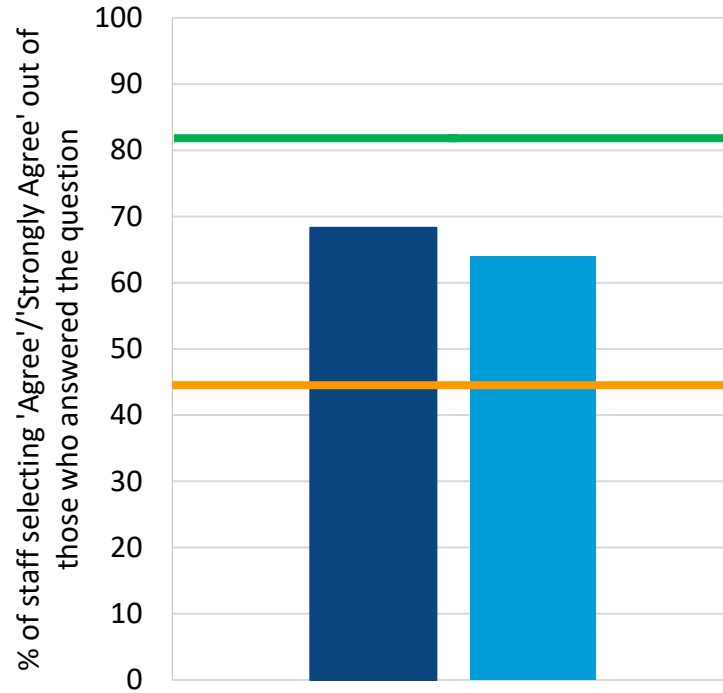
2025

Your org	64.71%
Best result	69.70%
Average result	58.18%
Worst result	31.67%

Responses

204

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



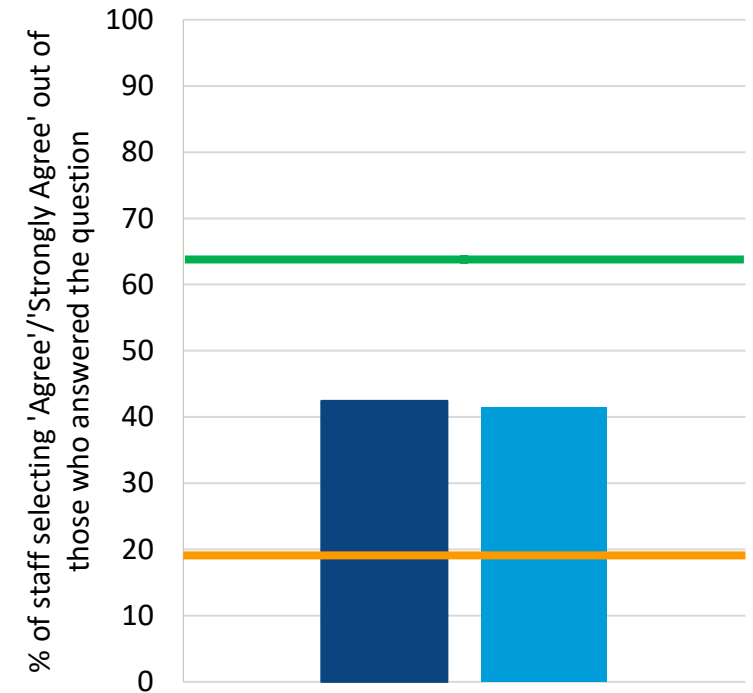
2025

Your org	68.29%
Best result	81.82%
Average result	64.00%
Worst result	44.52%

Responses

205

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



2025

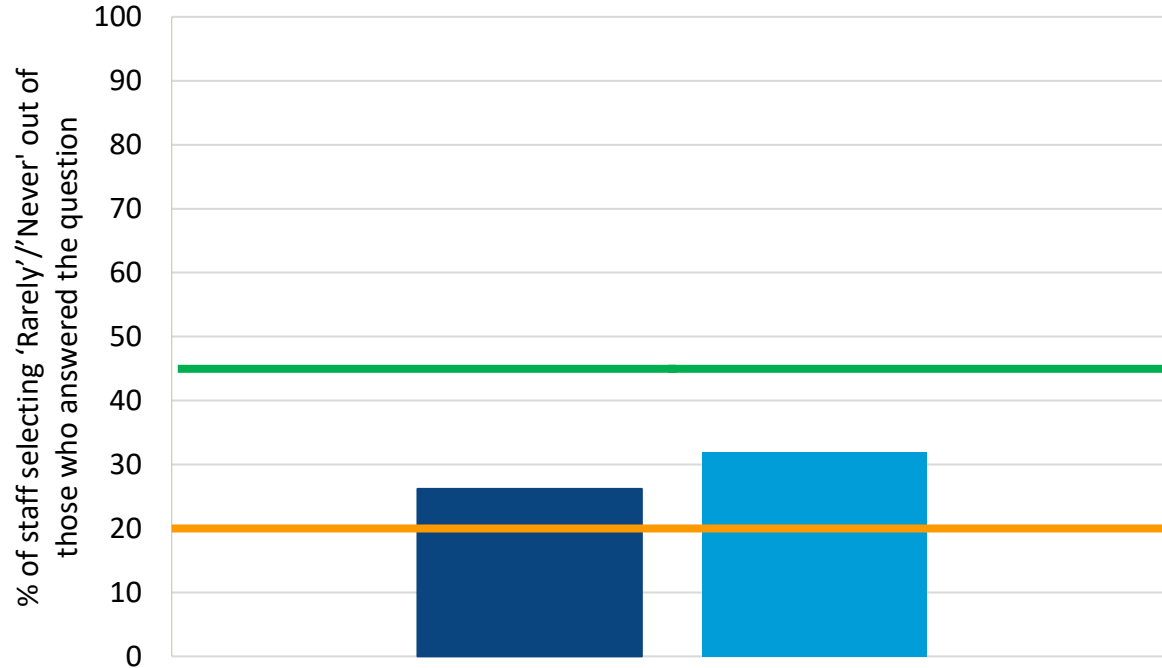
Your org	42.44%
Best result	63.79%
Average result	41.46%
Worst result	19.10%

Responses

205



Q7a I have unrealistic time pressures.



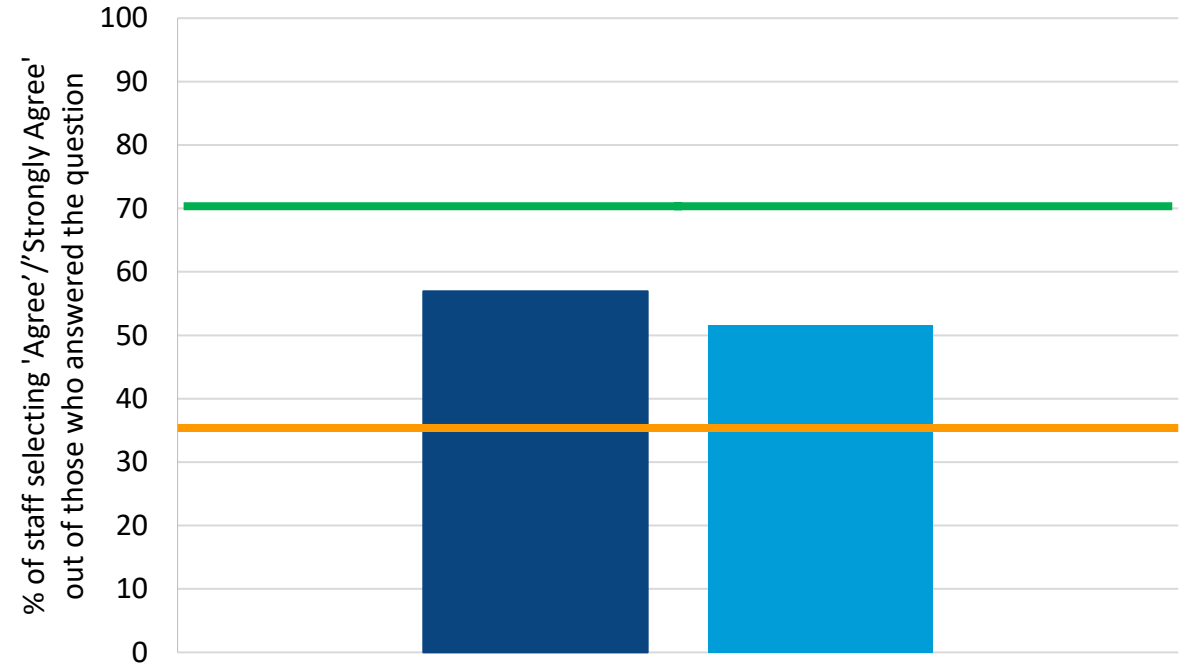
2025

Your org	26.19%
Best result	44.97%
Average result	31.97%
Worst result	20.00%

Responses

210

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



2025

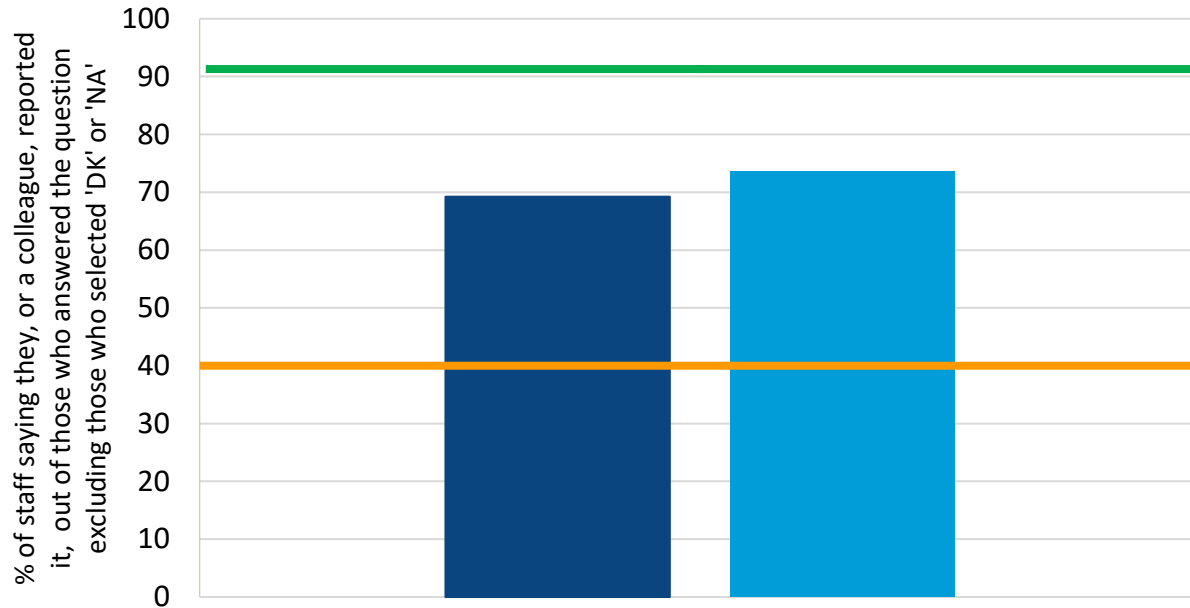
Your org	56.94%
Best result	70.35%
Average result	51.61%
Worst result	35.38%

Responses

209



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



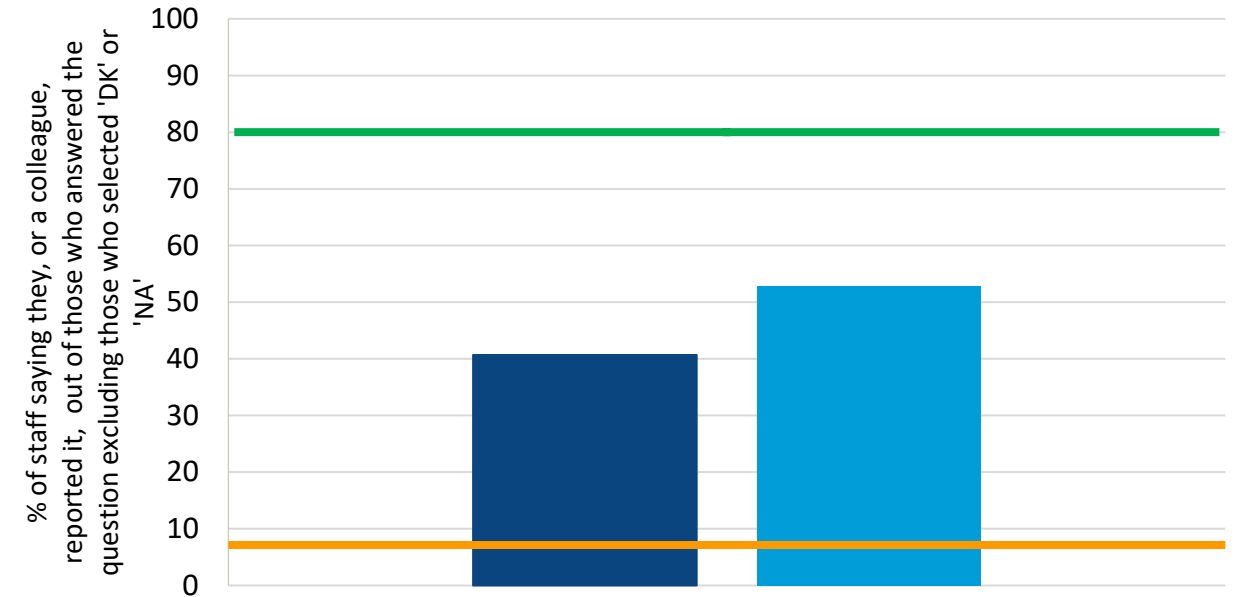
2025

Your org	69.23%
Best result	91.30%
Average result	73.51%
Worst result	40.00%

Responses

39

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



2025

Your org	40.68%
Best result	80.00%
Average result	52.86%
Worst result	7.14%

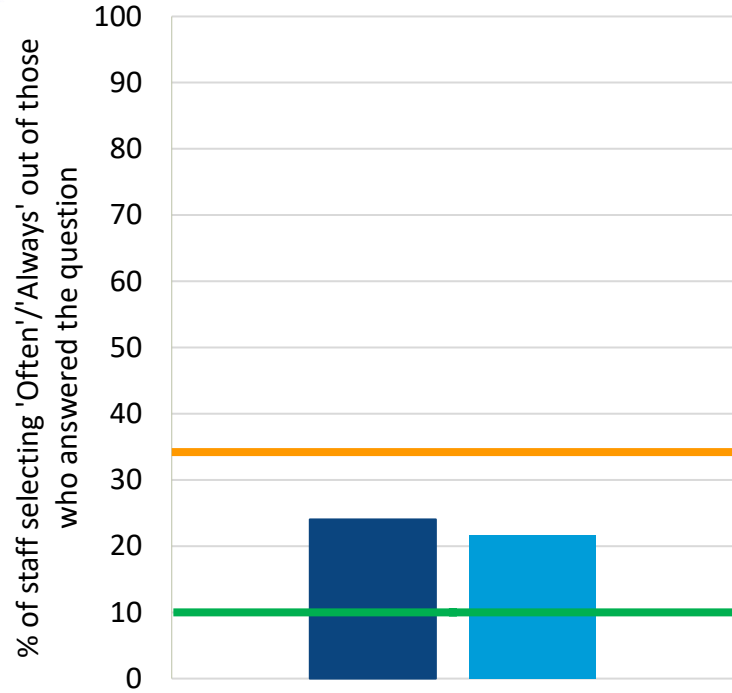
Responses

59

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.



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



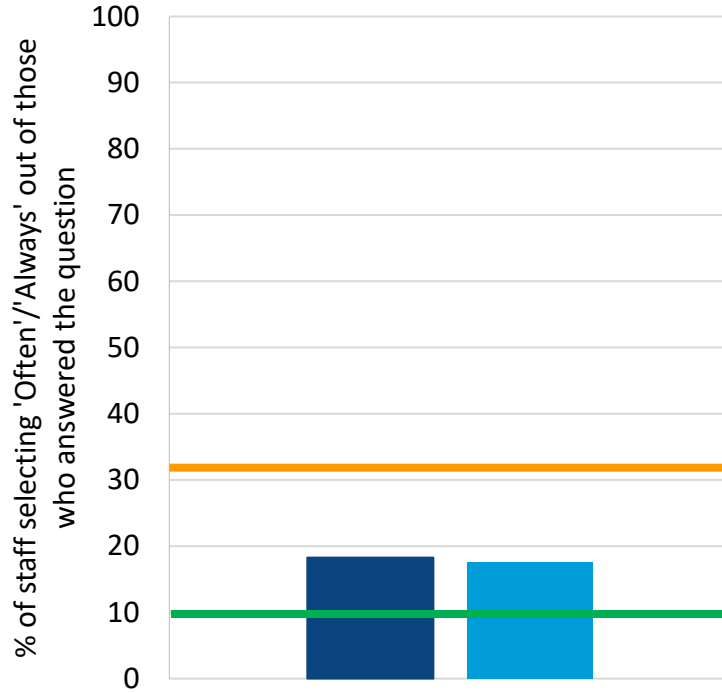
2025

Your org	24.04%
Best result	10.00%
Average result	21.65%
Worst result	34.21%

Responses

208

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



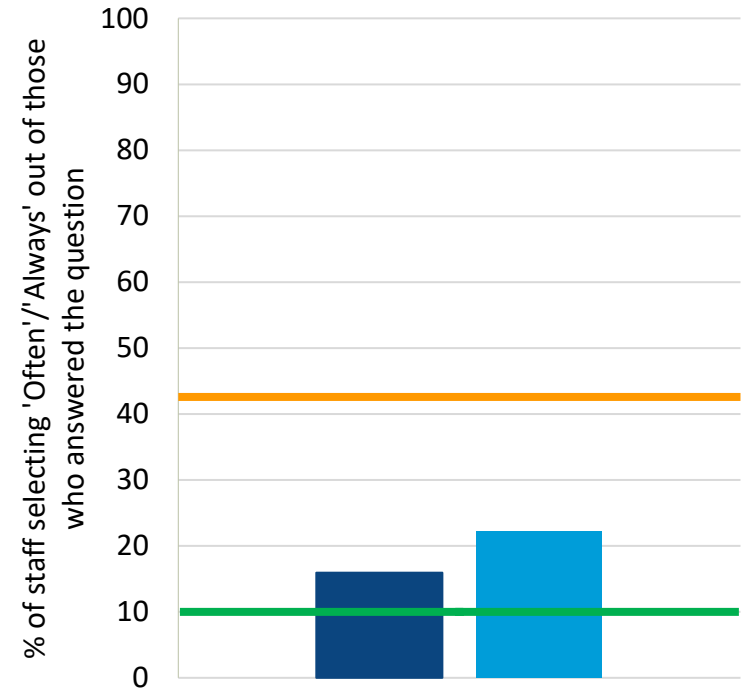
2025

Your org	18.27%
Best result	9.76%
Average result	17.57%
Worst result	31.86%

Responses

208

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



2025

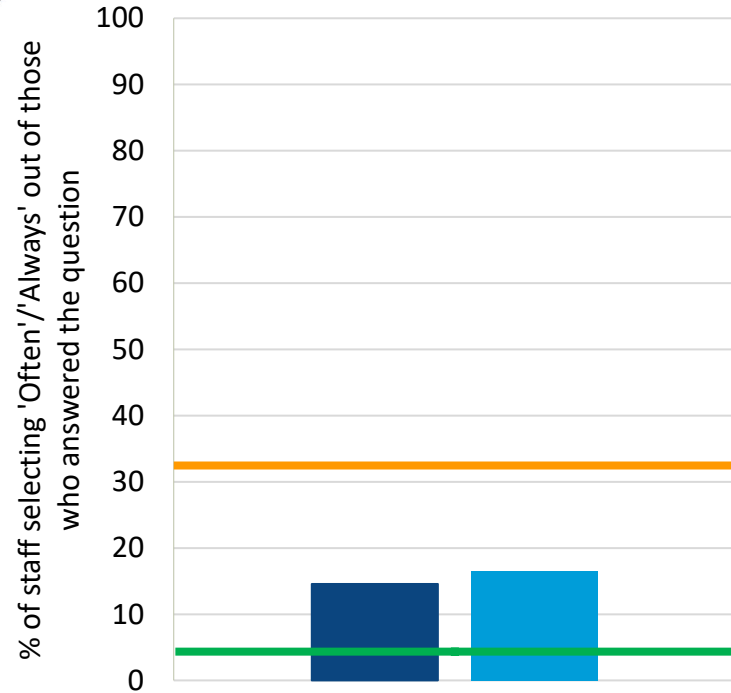
Your org	15.94%
Best result	10.00%
Average result	22.13%
Worst result	42.59%

Responses

207



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



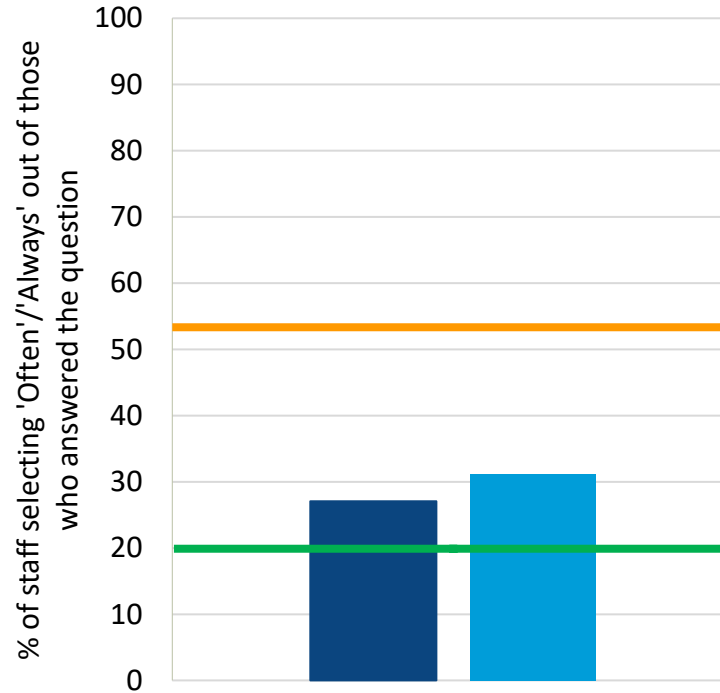
2025

Your org	14.56%
Best result	4.35%
Average result	16.52%
Worst result	32.46%

Responses

206

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



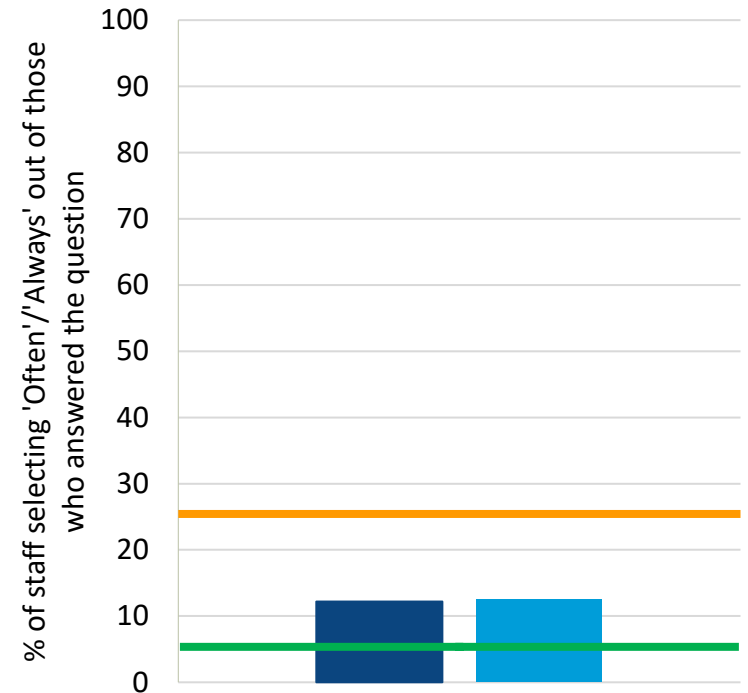
2025

Your org	27.05%
Best result	19.89%
Average result	31.12%
Worst result	53.33%

Responses

207

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



2025

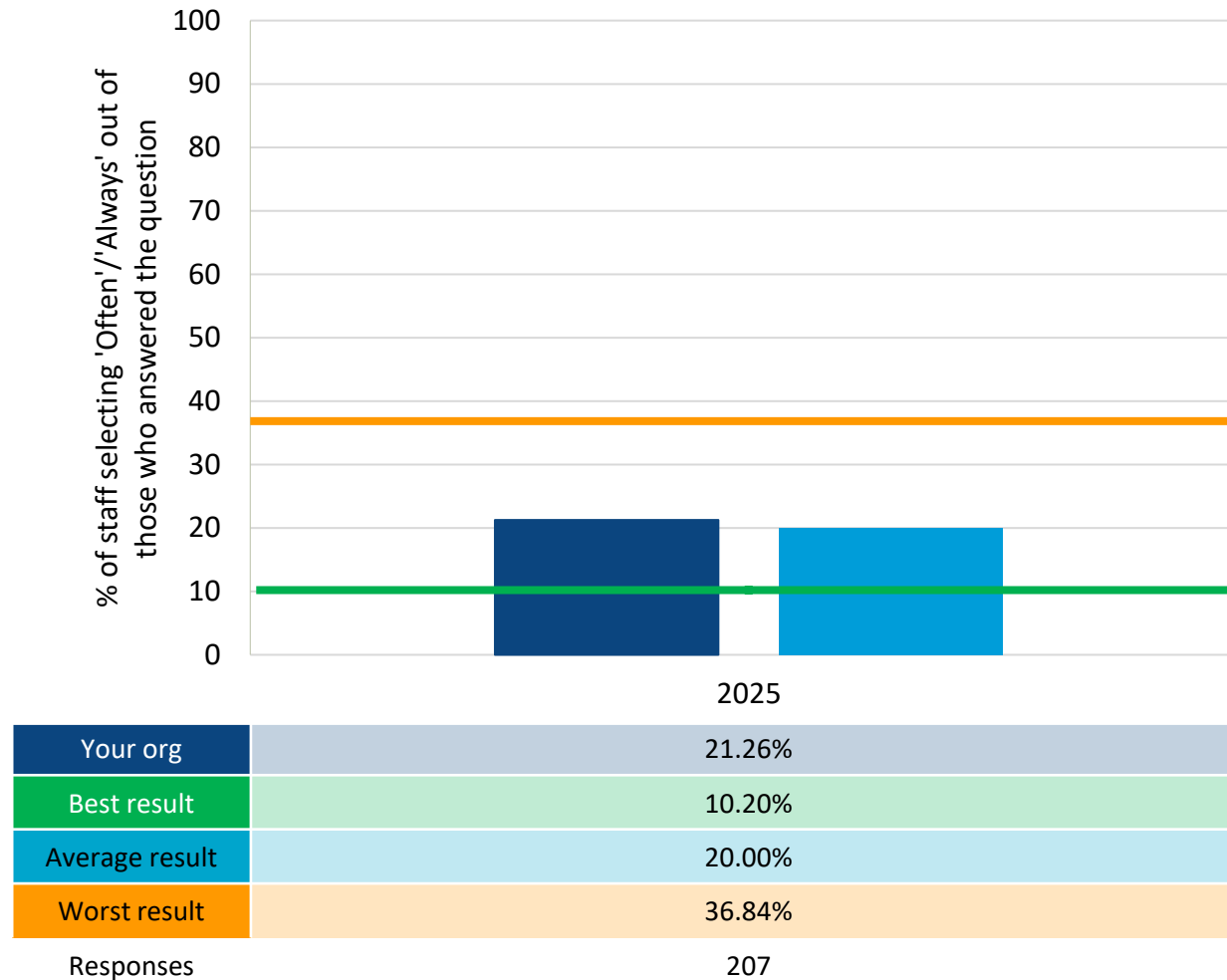
Your org	12.20%
Best result	5.36%
Average result	12.50%
Worst result	25.42%

Responses

205

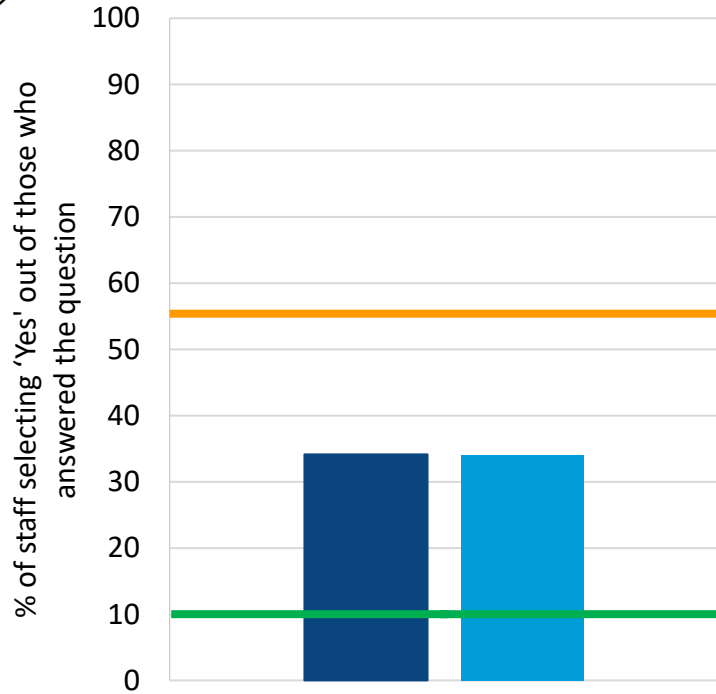


Q17g How often, if at all, do you not have enough energy for family and friends during leisure time?



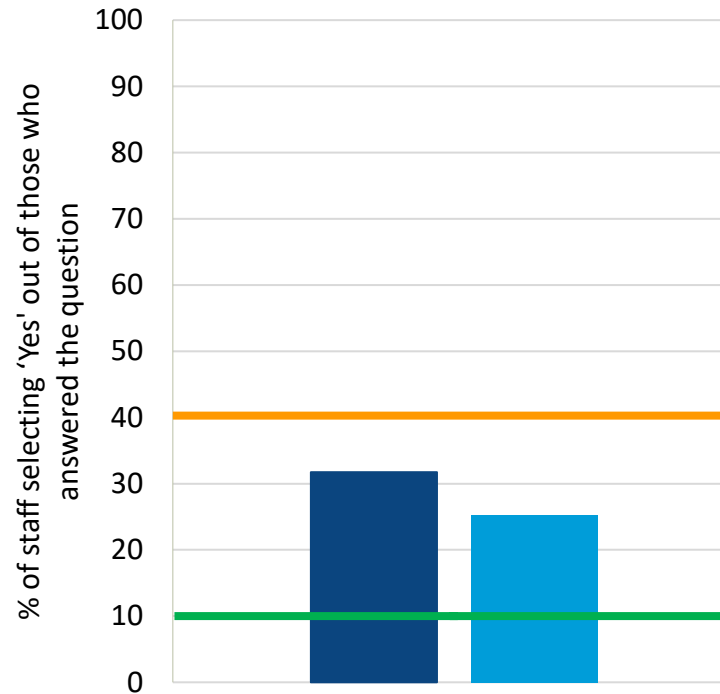


Q16b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities? Examples may include back pain, neck or arm strains, and joint pain.



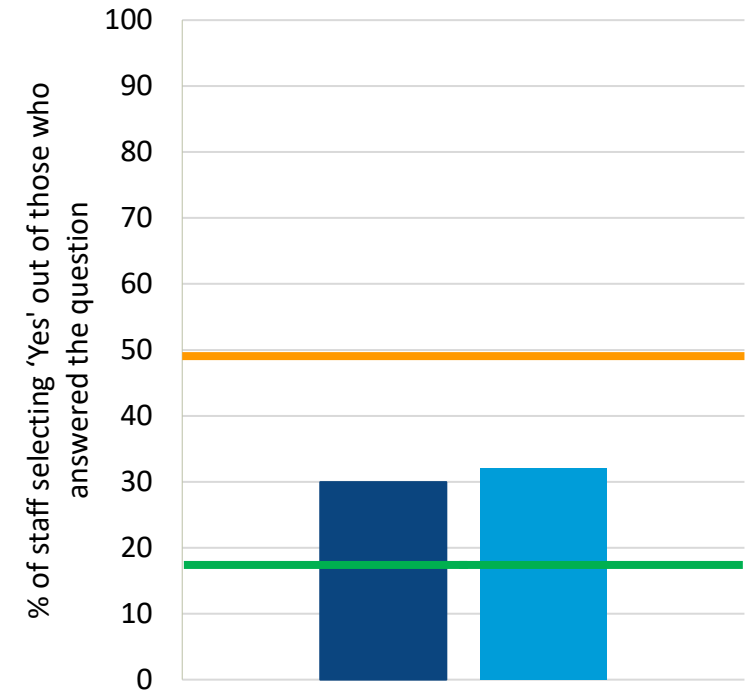
Responses	208
Your org	34.13%
Best result	10.00%
Average result	34.09%
Worst result	55.38%

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



Responses	208
Your org	31.73%
Best result	10.00%
Average result	25.31%
Worst result	40.28%

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



Responses	207
Your org	29.95%
Best result	17.39%
Average result	32.14%
Worst result	49.06%

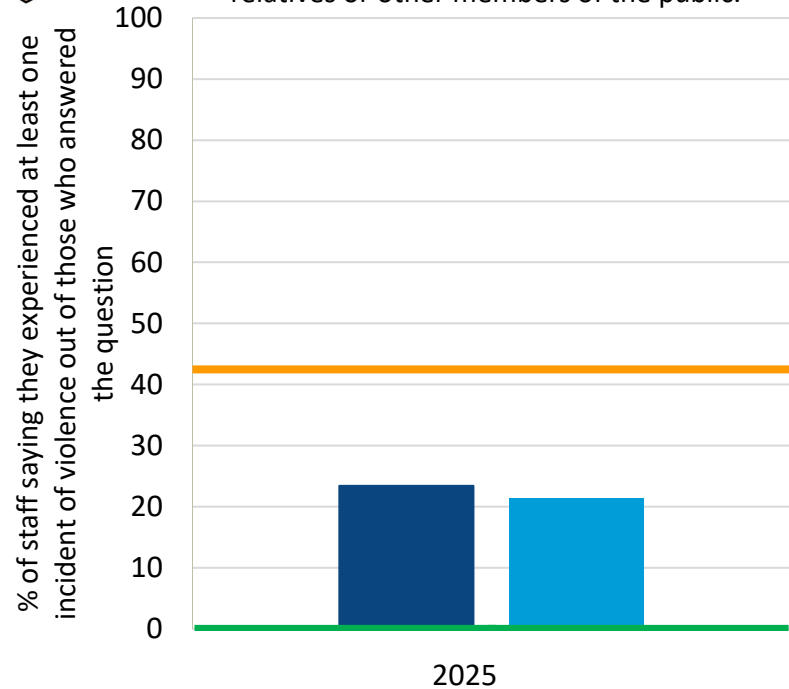
Note: Q16b has been updated to include examples. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>



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



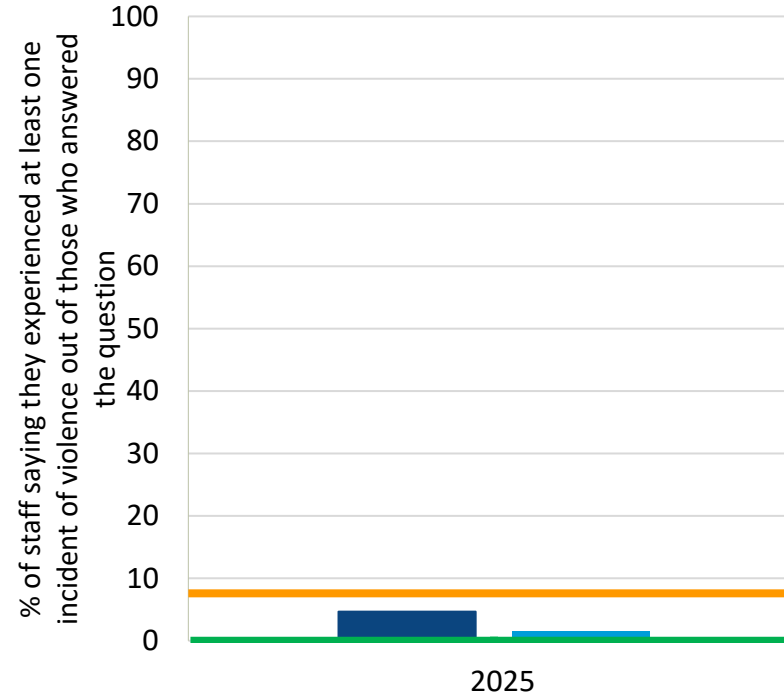
Q18a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients/service users, their relatives or other members of the public.



Your org	23.41%
Best result	0.00%
Average result	21.39%
Worst result	42.48%

Responses 205

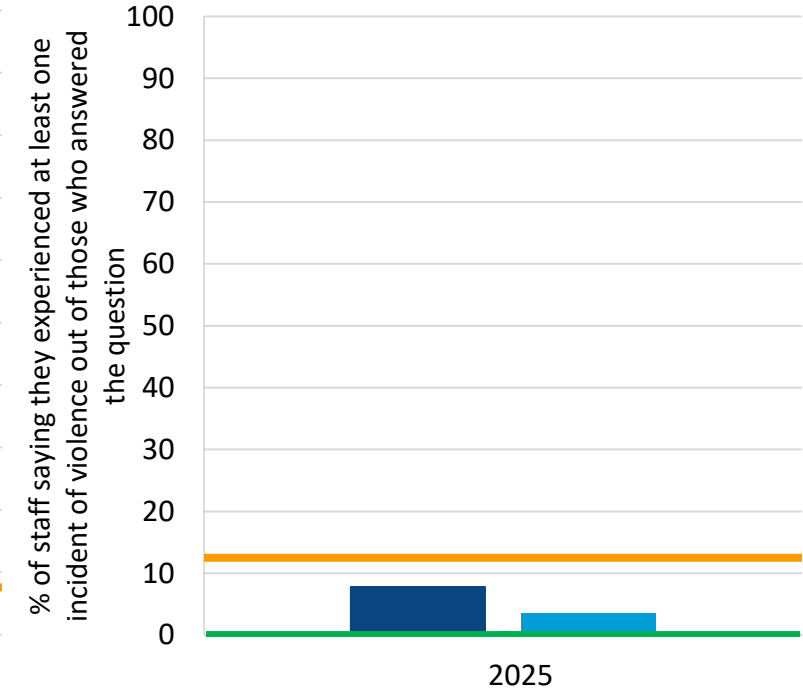
Q18b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



Your org	4.66%
Best result	0.00%
Average result	1.47%
Worst result	7.59%

Responses 193

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



Your org	7.77%
Best result	0.00%
Average result	3.45%
Worst result	12.50%

Responses 193

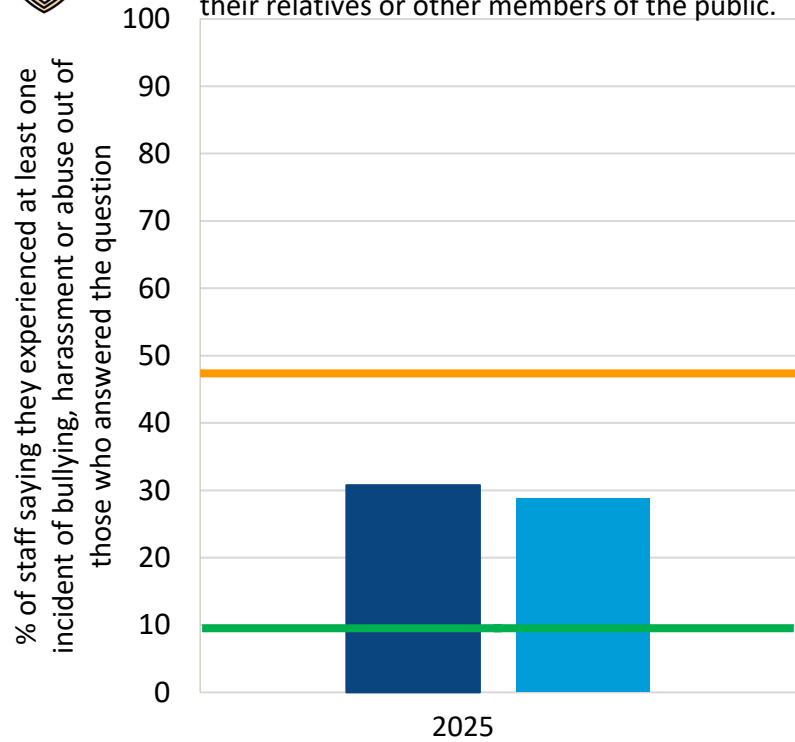
Note: 2023 results for Q18a-c have corrective weighting applied following an issue with the data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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

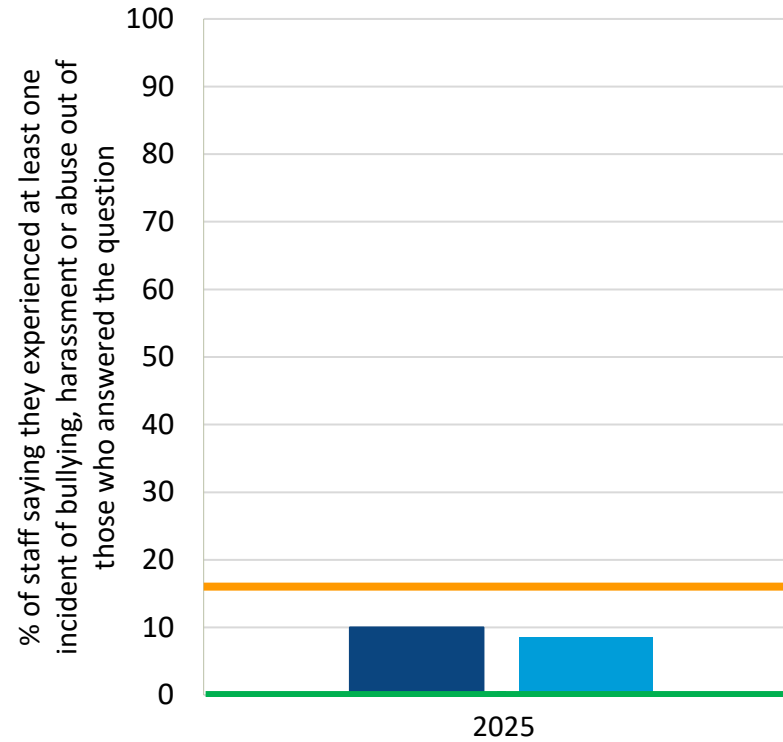


Q19a In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Patients / service users, their relatives or other members of the public.



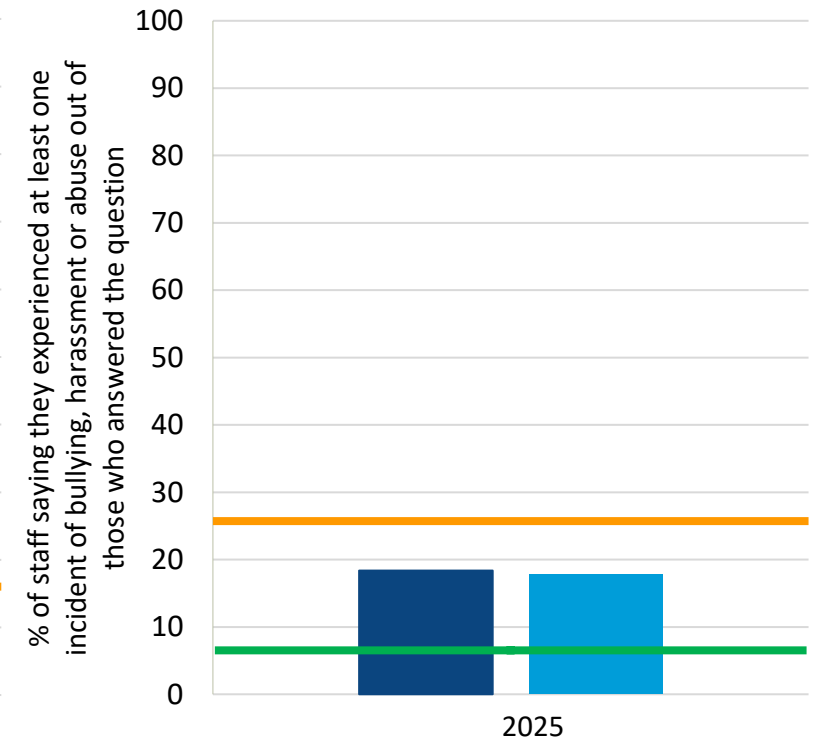
Your org	30.77%
Best result	9.52%
Average result	28.79%
Worst result	47.37%
Responses	208

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



Your org	10.00%
Best result	0.00%
Average result	8.57%
Worst result	16.04%
Responses	200

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

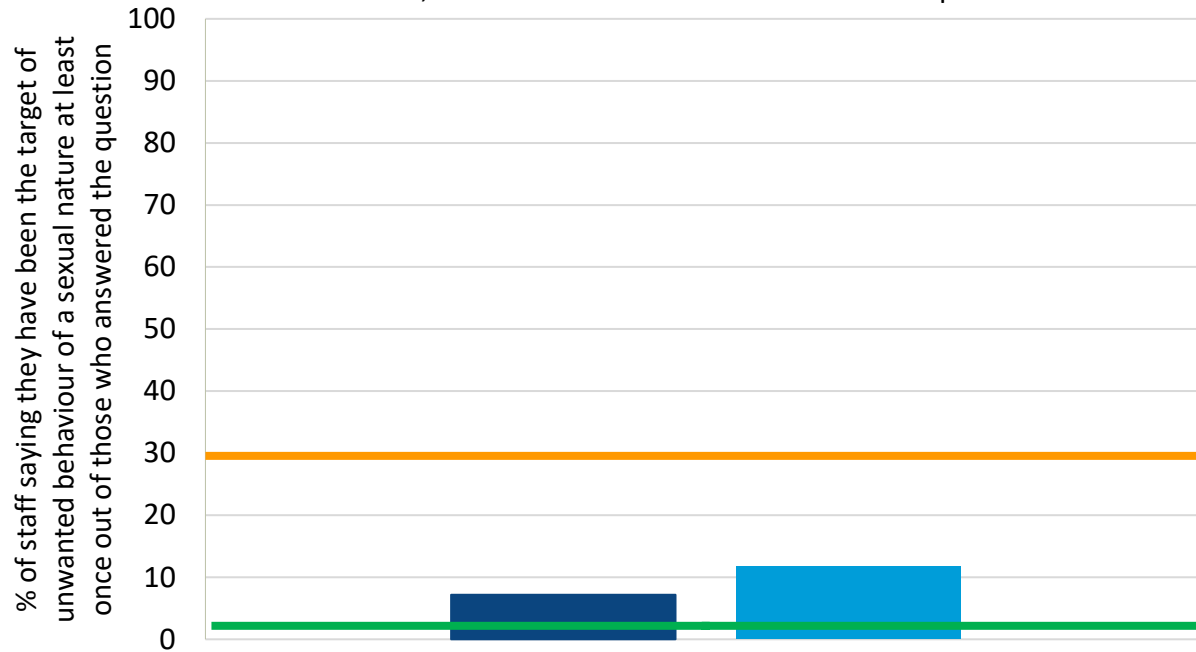


Your org	18.37%
Best result	6.52%
Average result	17.79%
Worst result	25.71%
Responses	196

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.



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.



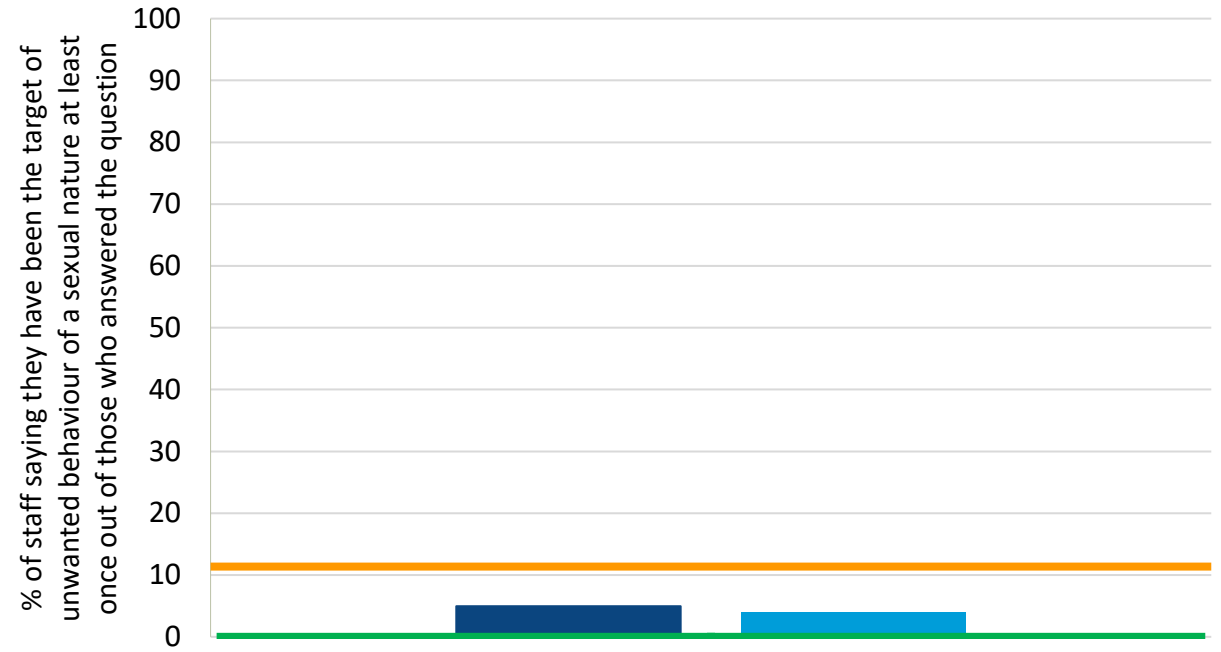
2025

Your org	7.18%
Best result	2.17%
Average result	11.76%
Worst result	29.57%

Responses

209

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



2025

Your org	4.95%
Best result	0.00%
Average result	4.05%
Worst result	11.36%

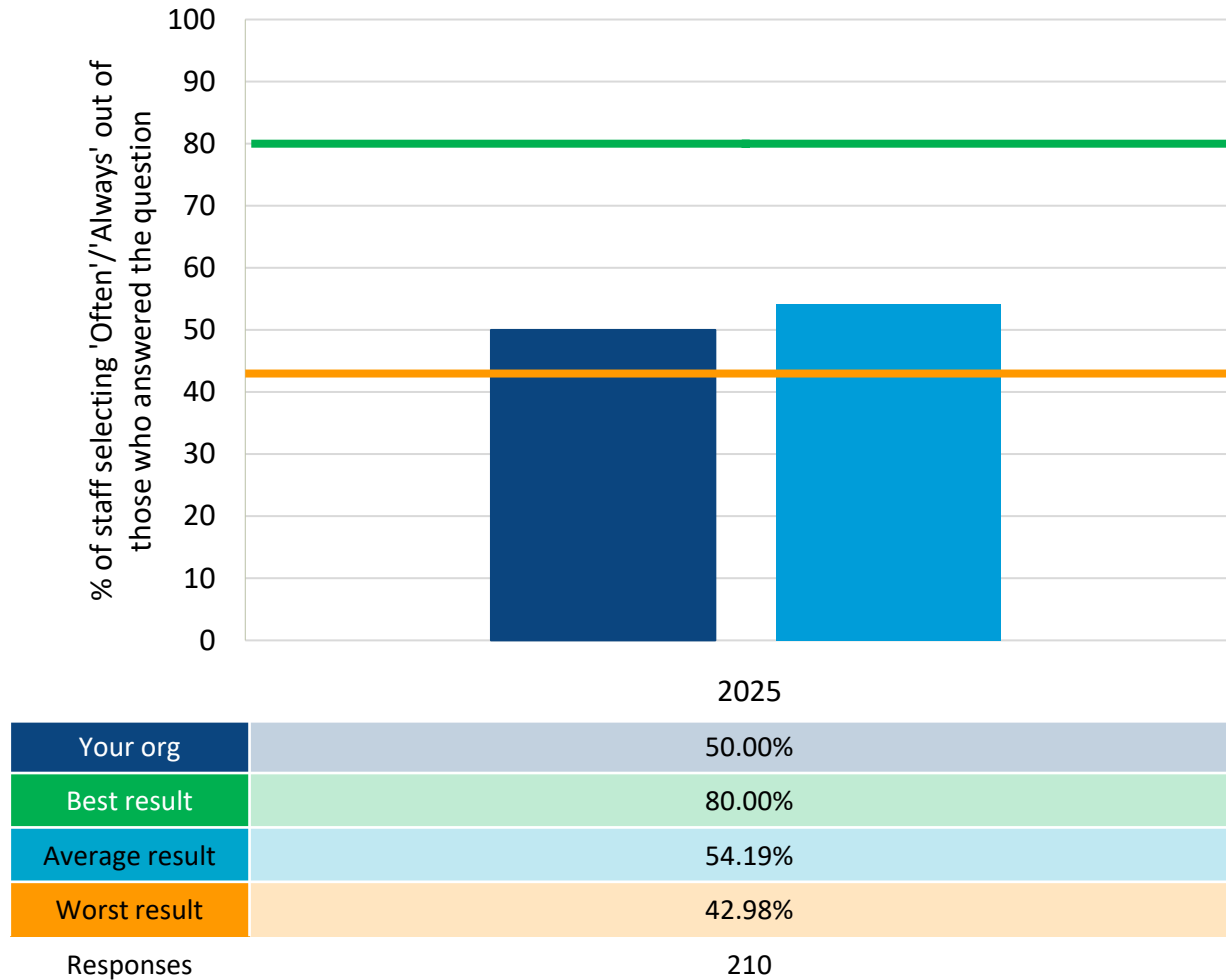
Responses

202

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



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



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

People Promise element – We are always learning



Questions included:

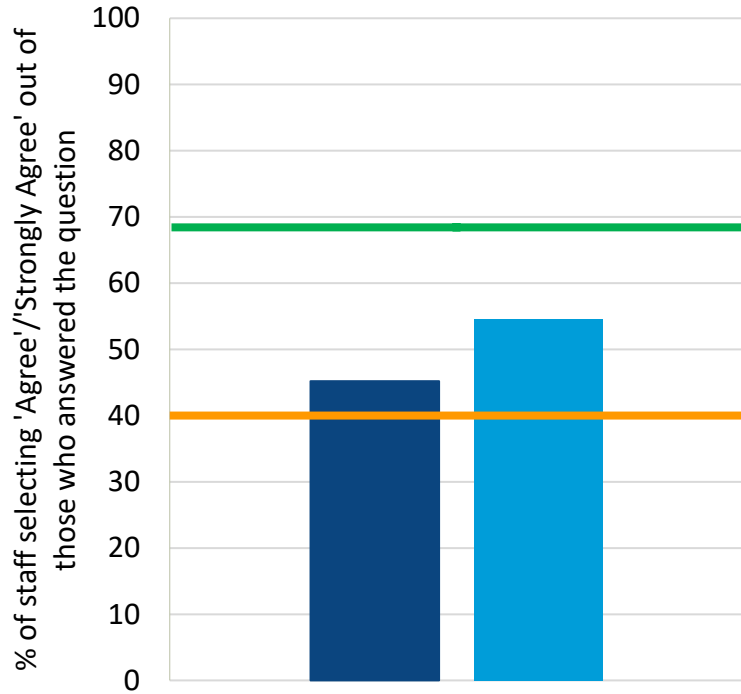
Development – Q29a, Q29b, Q29c, Q29d, Q29e

Other questions*: Q28, Q29f, and Q29g

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



Q29a This organisation offers me challenging work.



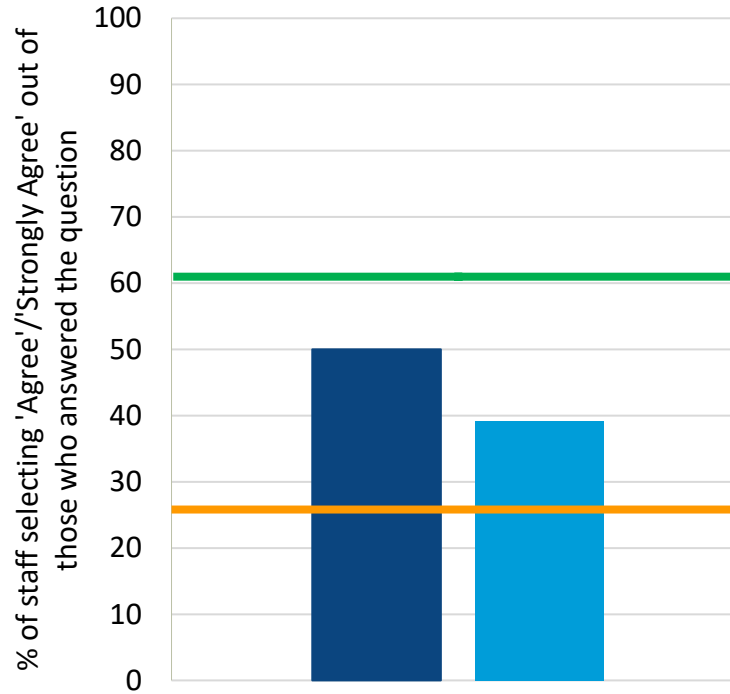
2025

Your org	45.19%
Best result	68.42%
Average result	54.59%
Worst result	40.00%

Responses

208

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



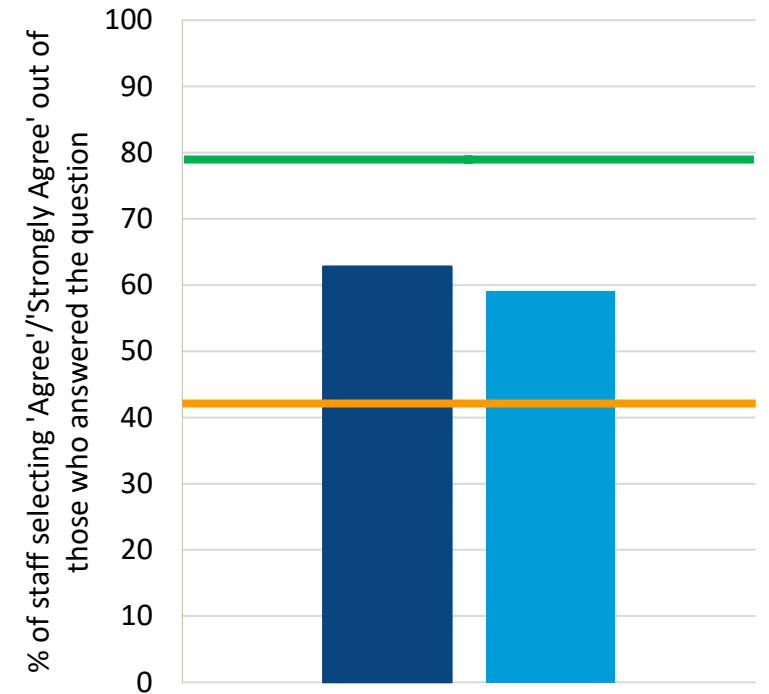
2025

Your org	50.00%
Best result	60.98%
Average result	39.22%
Worst result	25.81%

Responses

208

Q29c I have opportunities to improve my knowledge and skills.



2025

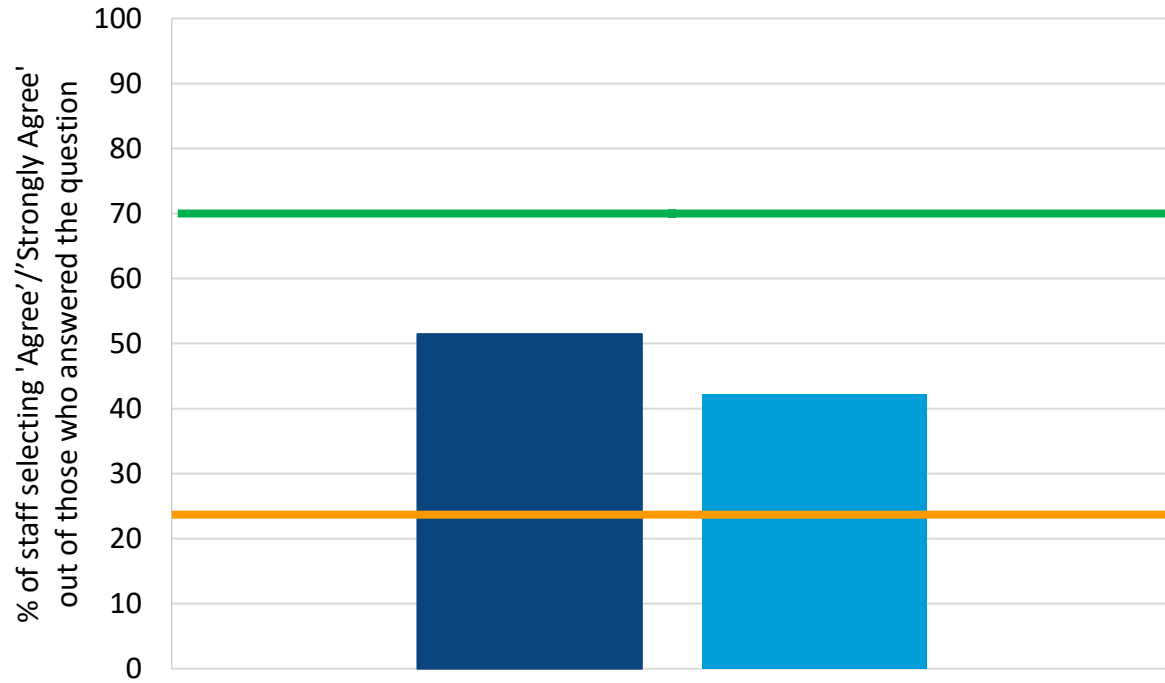
Your org	62.80%
Best result	78.95%
Average result	59.09%
Worst result	42.11%

Responses

207



Q29d I feel supported to develop my potential.

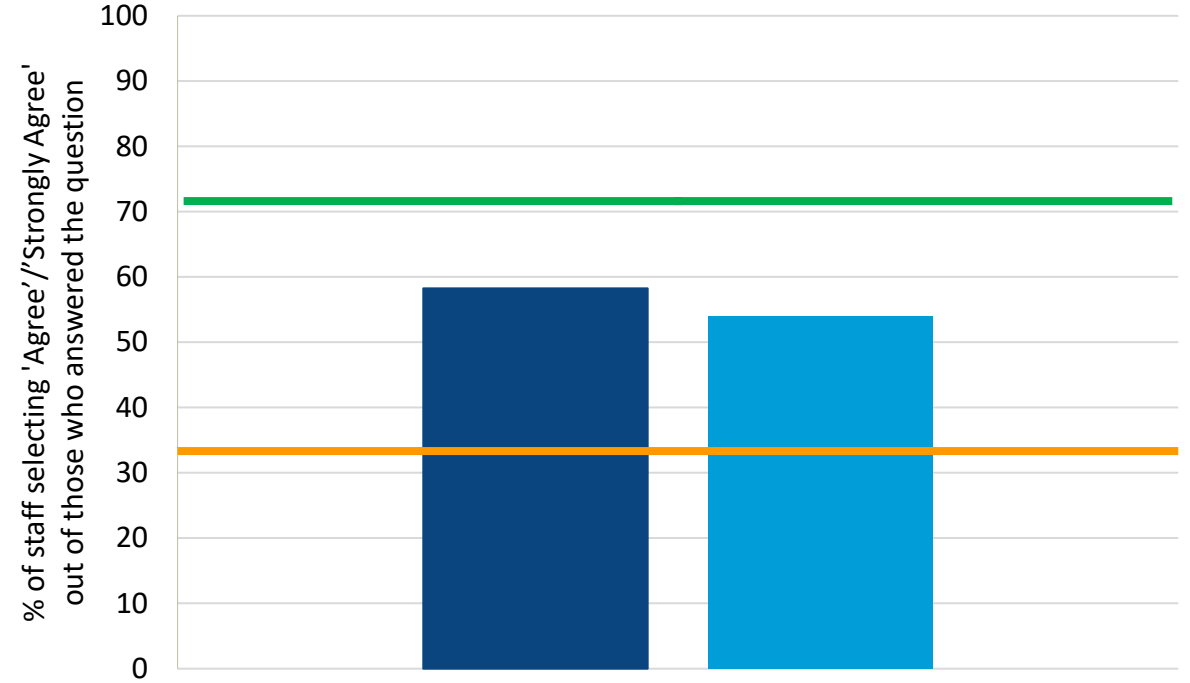


2025

Your org	51.46%
Best result	70.00%
Average result	42.20%
Worst result	23.68%

Responses 206

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



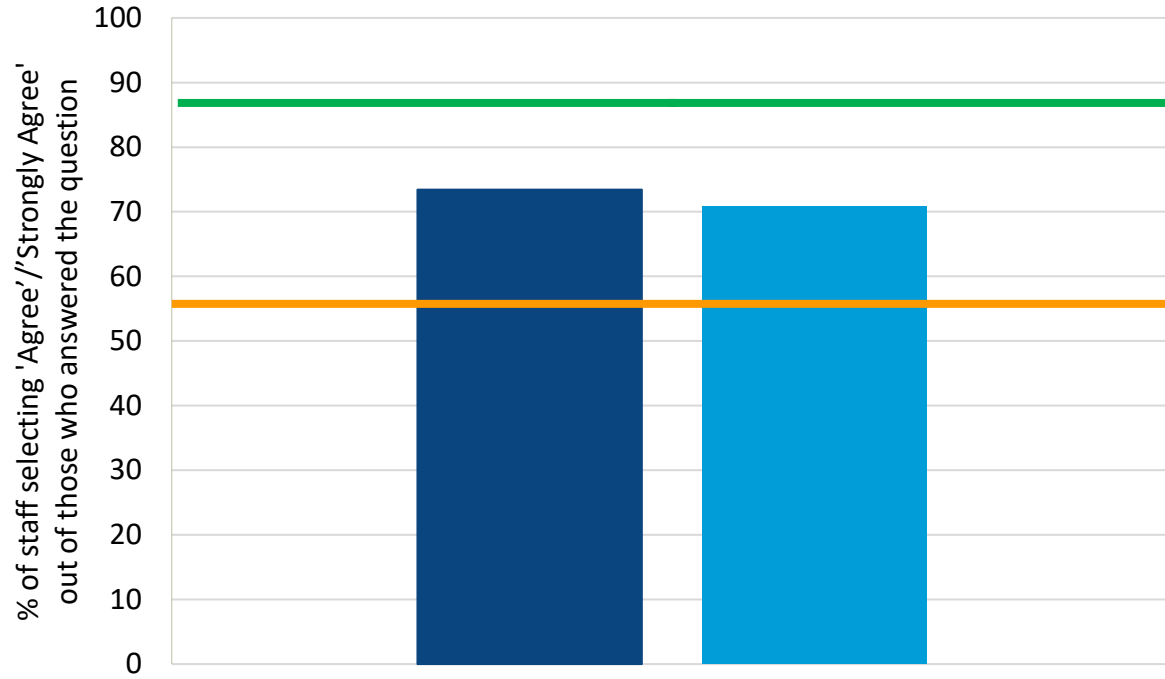
2025

Your org	58.25%
Best result	71.62%
Average result	54.00%
Worst result	33.33%

Responses 206



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



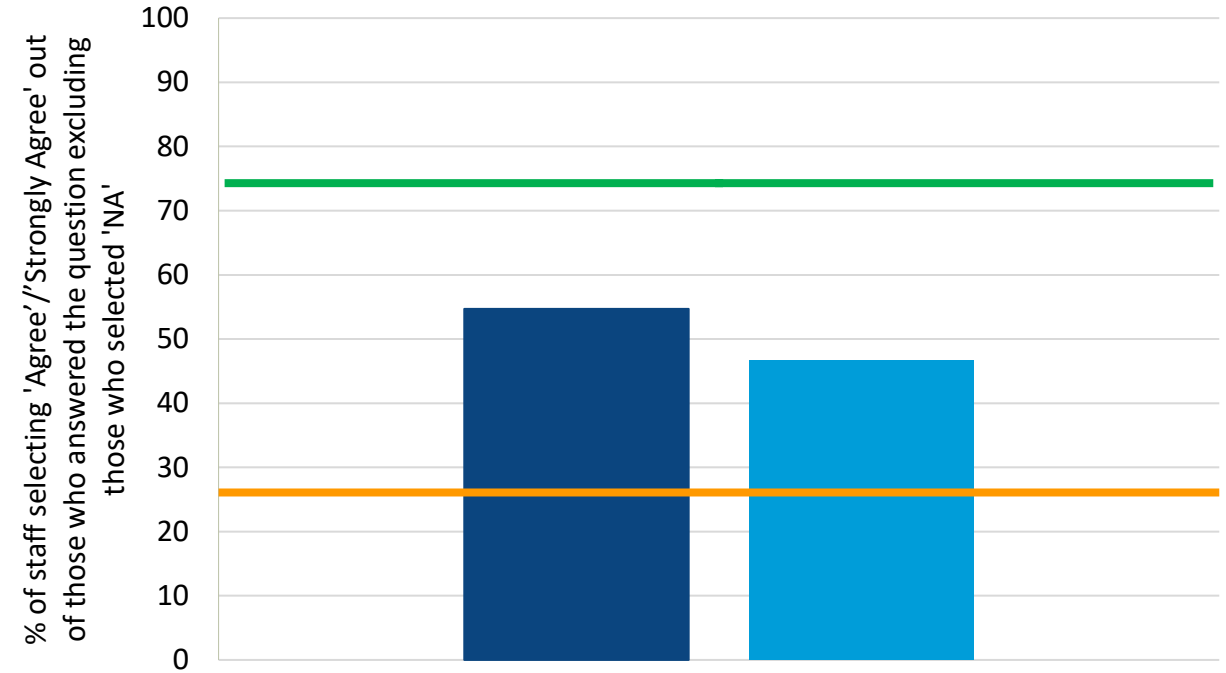
2025

Your org	73.43%
Best result	86.84%
Average result	70.80%
Worst result	55.75%

Responses

207

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



2025

Your org	54.70%
Best result	74.29%
Average result	46.73%
Worst result	26.09%

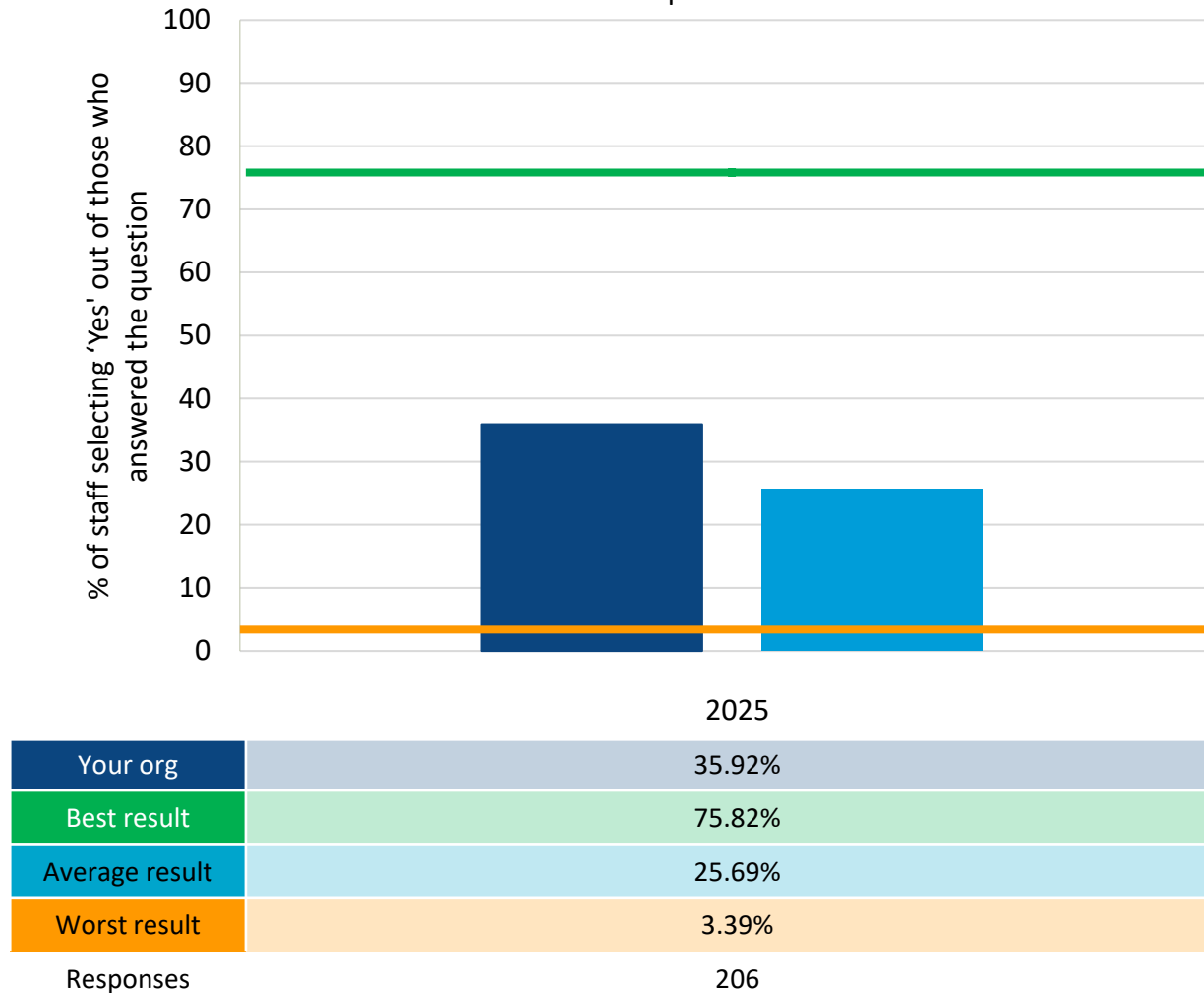
Responses

181

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

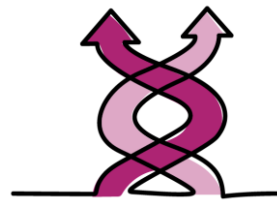


Q28 In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



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

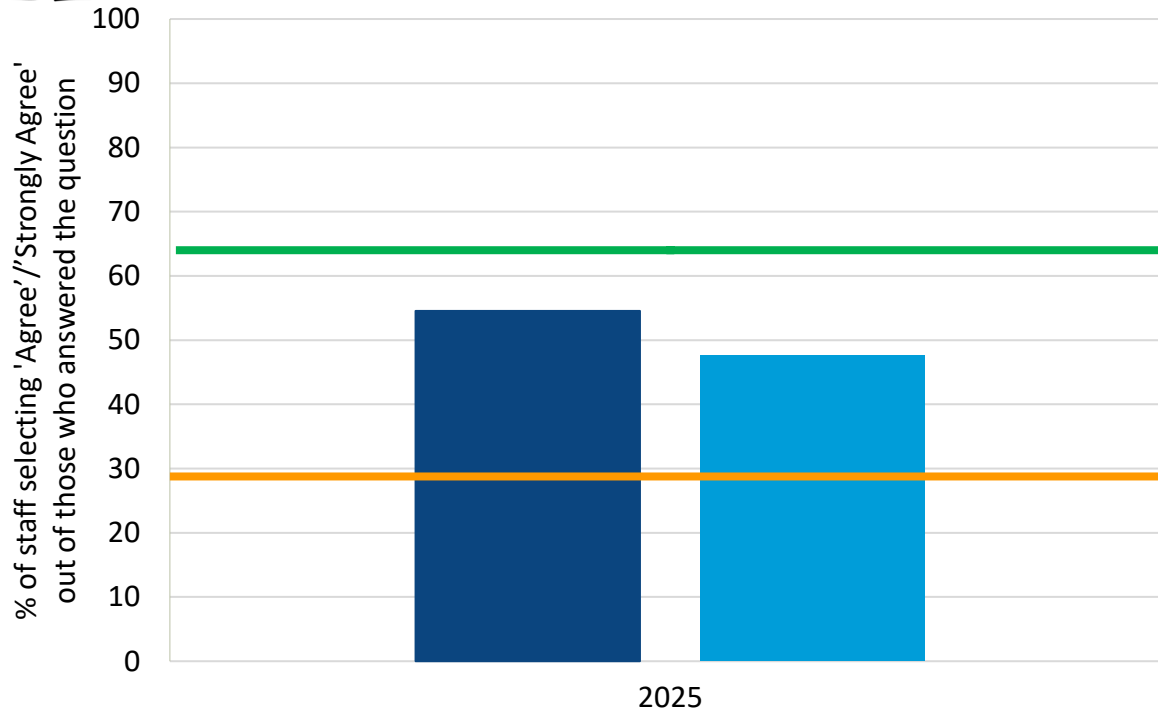
People Promise element – We work flexibly



Questions included:
Support for work-life balance – Q8b and Q8c



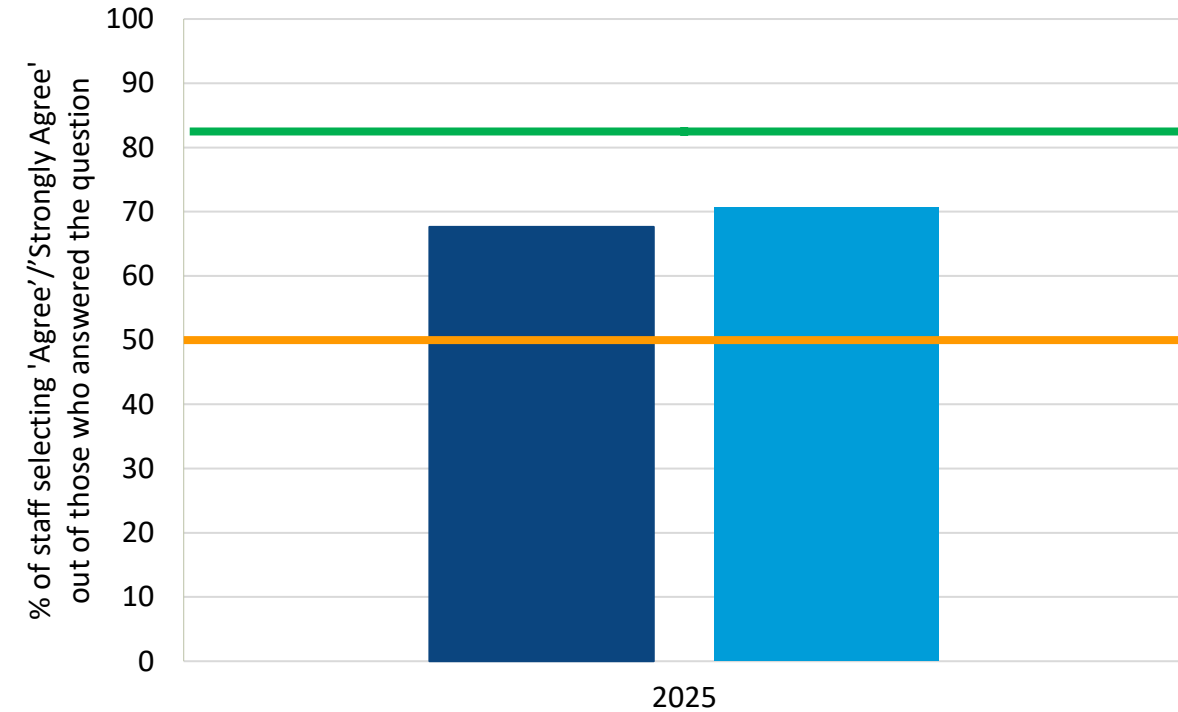
Q8b My organisation is committed to helping me balance my work and home life.



Your org	54.55%
Best result	64.00%
Average result	47.66%
Worst result	28.77%

Responses 209

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



Your org	67.63%
Best result	82.48%
Average result	70.67%
Worst result	50.00%

Responses 207

People Promise element – We are a team



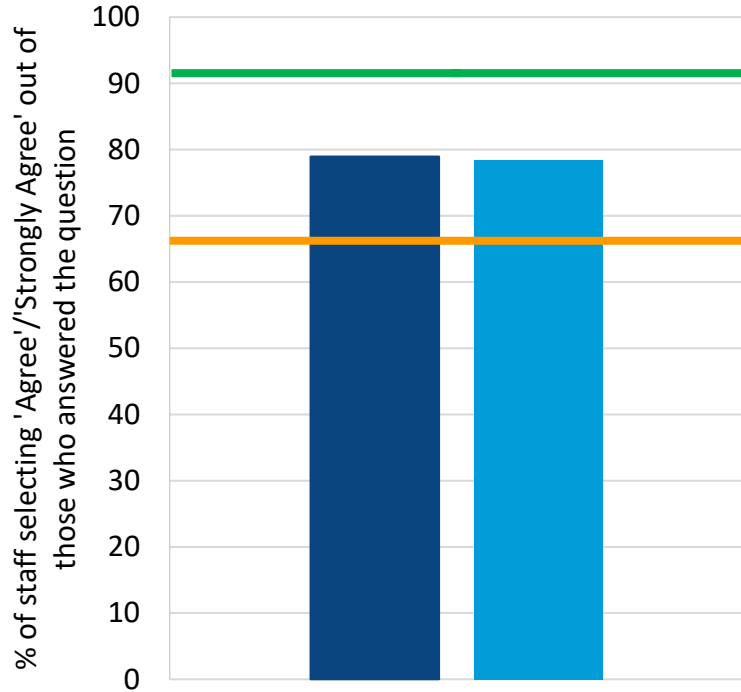
Questions included:

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

Line management – Q14a, Q14b, Q14c, Q14d



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



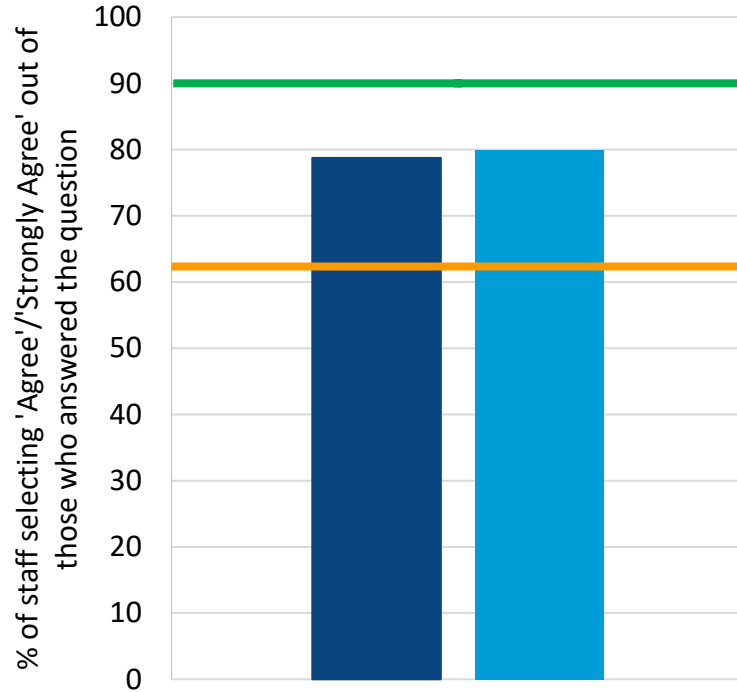
2025

Your org	78.95%
Best result	91.54%
Average result	78.39%
Worst result	66.23%

Responses

209

Q11b Team members understand each other's roles.



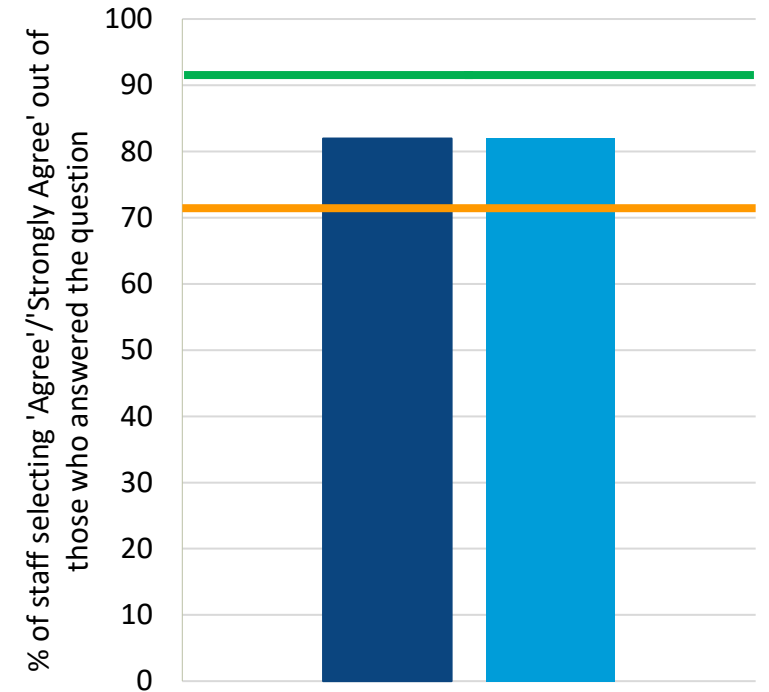
2025

Your org	78.74%
Best result	90.00%
Average result	79.91%
Worst result	62.34%

Responses

207

Q11c I enjoy working with the colleagues in my team.



2025

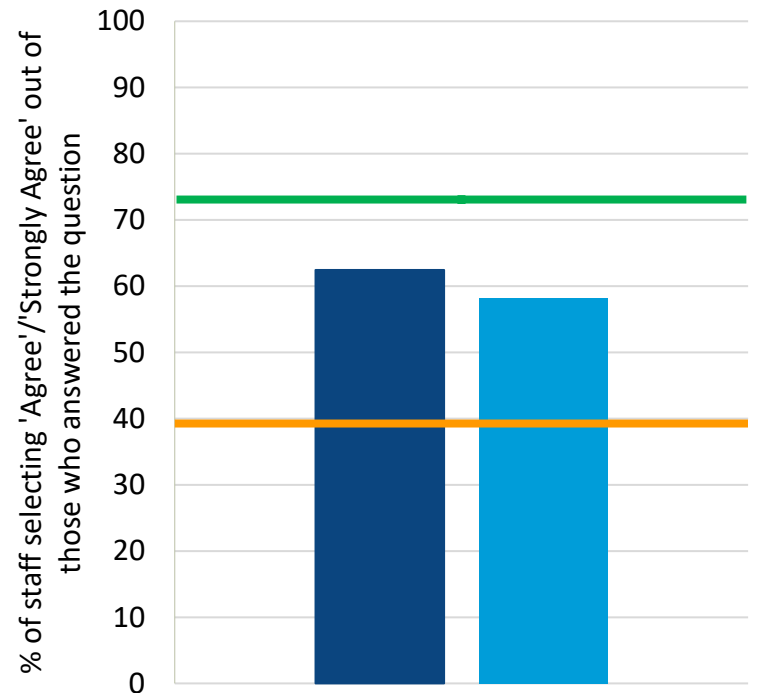
Your org	81.95%
Best result	91.54%
Average result	82.02%
Worst result	71.43%

Responses

205



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

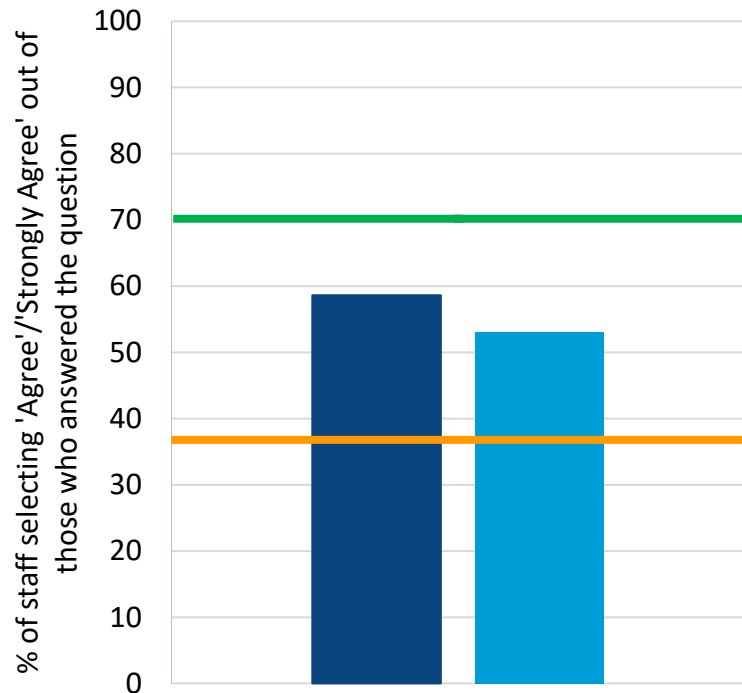


2025

Your org	62.44%
Best result	73.08%
Average result	58.24%
Worst result	39.25%

Responses 205

Q11e In my team disagreements are dealt with constructively.

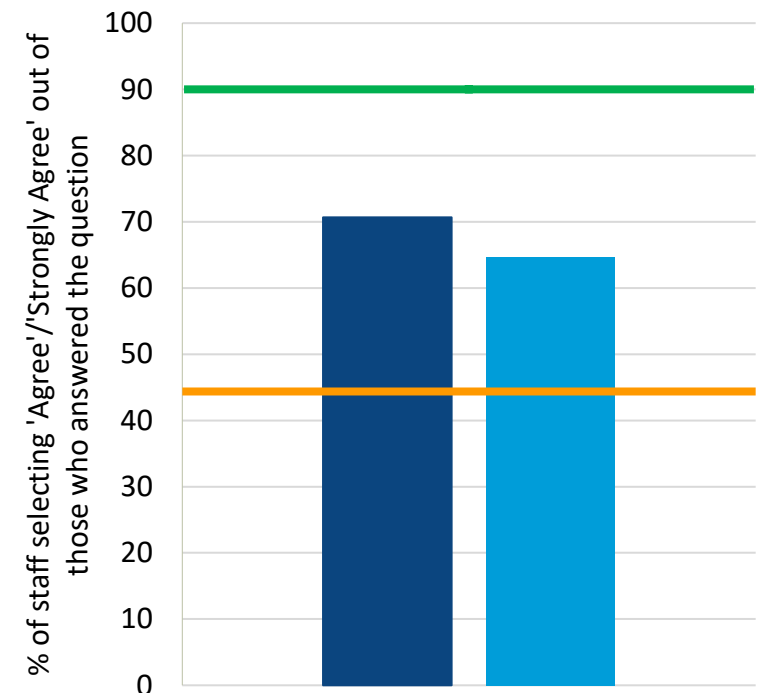


2025

Your org	58.62%
Best result	70.18%
Average result	53.03%
Worst result	36.78%

Responses 203

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



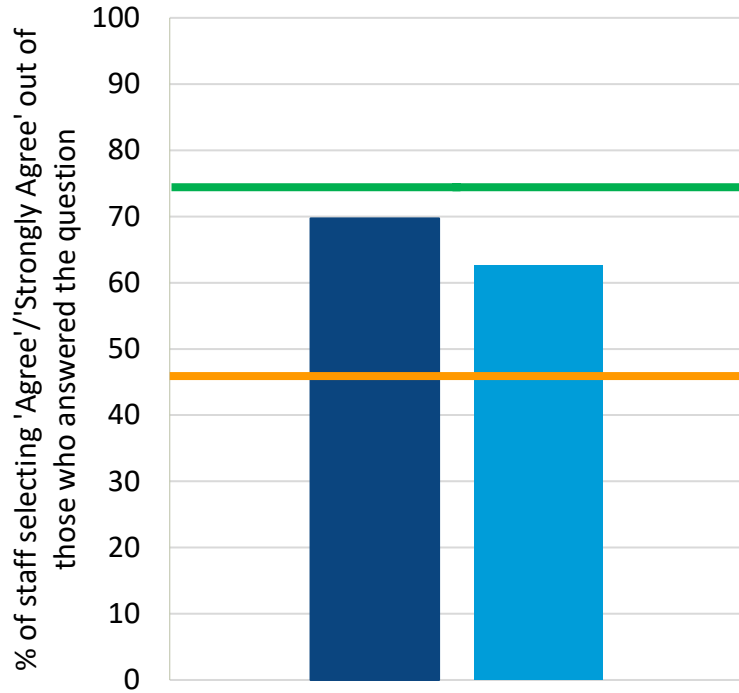
2025

Your org	70.67%
Best result	90.00%
Average result	64.71%
Worst result	44.37%

Responses 208



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



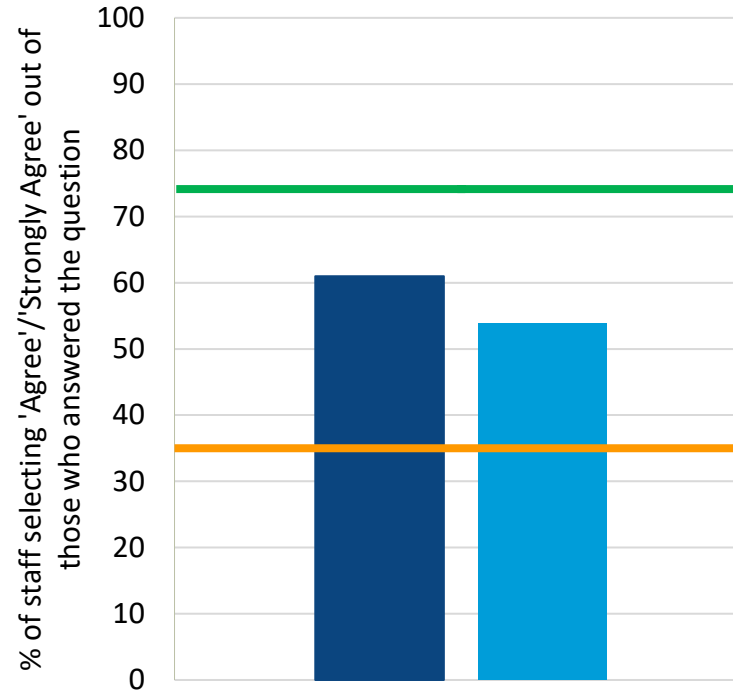
2025

Your org	69.71%
Best result	74.42%
Average result	62.59%
Worst result	45.90%

Responses

208

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



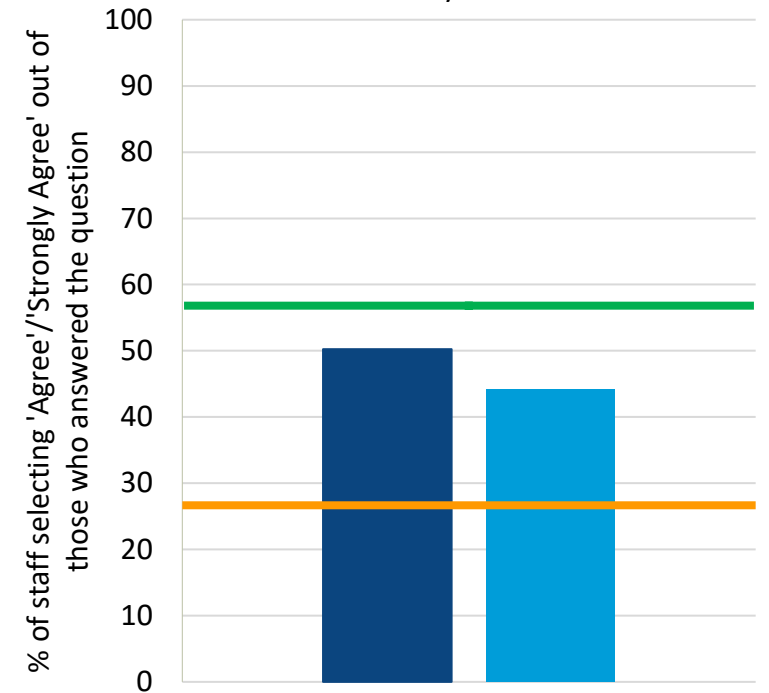
2025

Your org	60.98%
Best result	74.14%
Average result	53.85%
Worst result	35.00%

Responses

205

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



2025

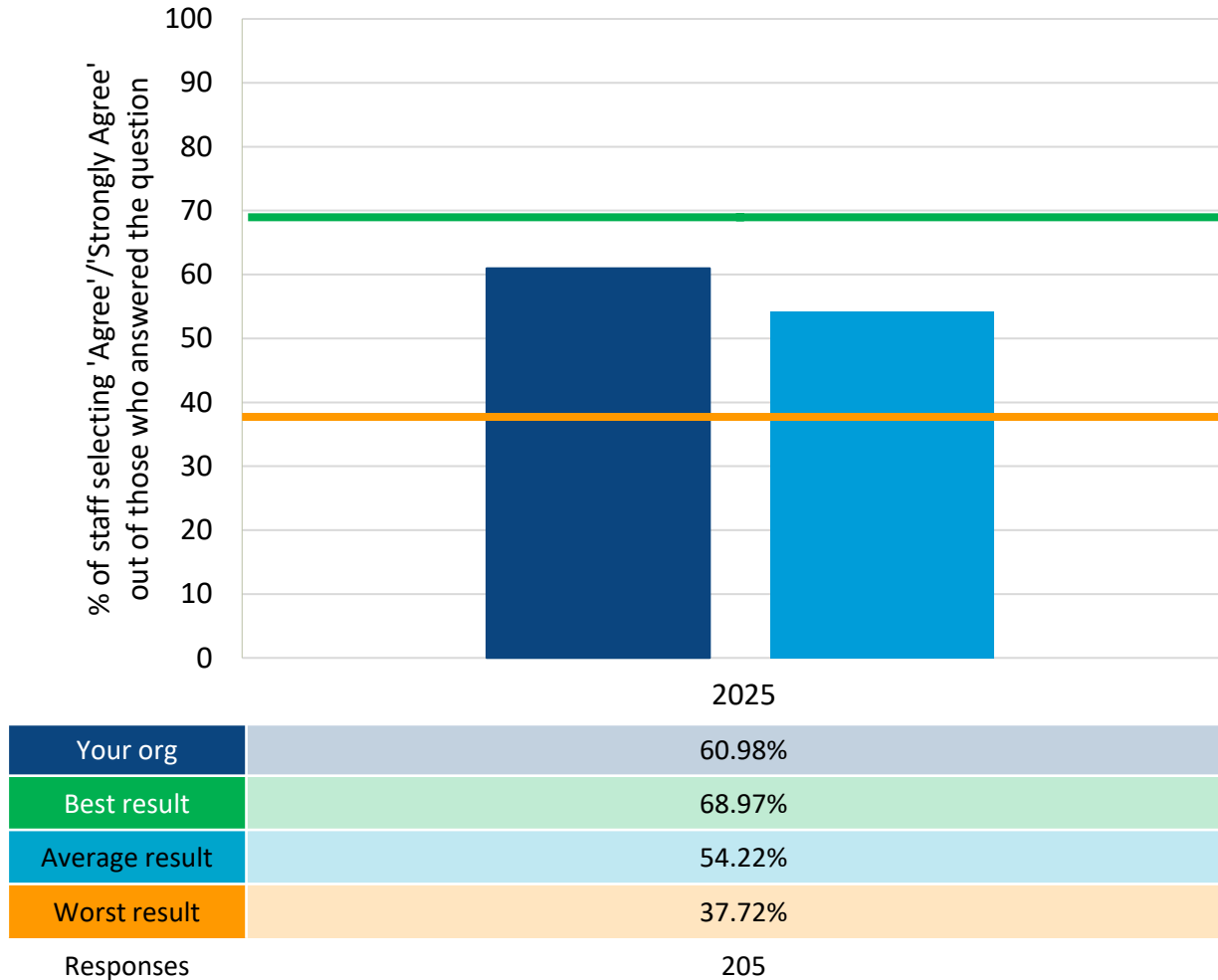
Your org	50.24%
Best result	56.82%
Average result	44.14%
Worst result	26.67%

Responses

205



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



Theme – Staff engagement



Questions included:

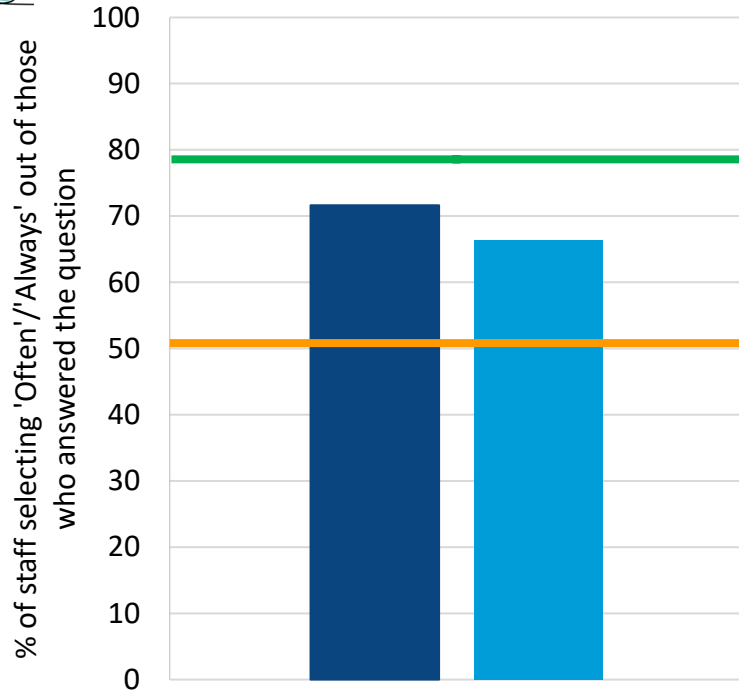
Motivation – Q4a, Q4b, Q4c

Involvement – Q5c, Q5d, Q5f

Advocacy – Q30a, Q30c, Q30d



Q4a I look forward to going to work.

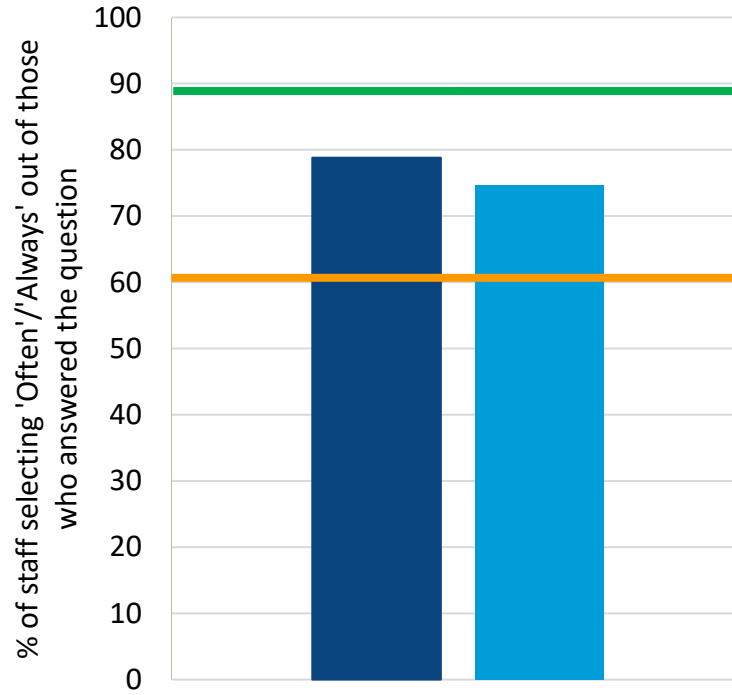


2025

Your org	71.63%
Best result	78.57%
Average result	66.39%
Worst result	50.82%

Responses 208

Q4b I am enthusiastic about my job.

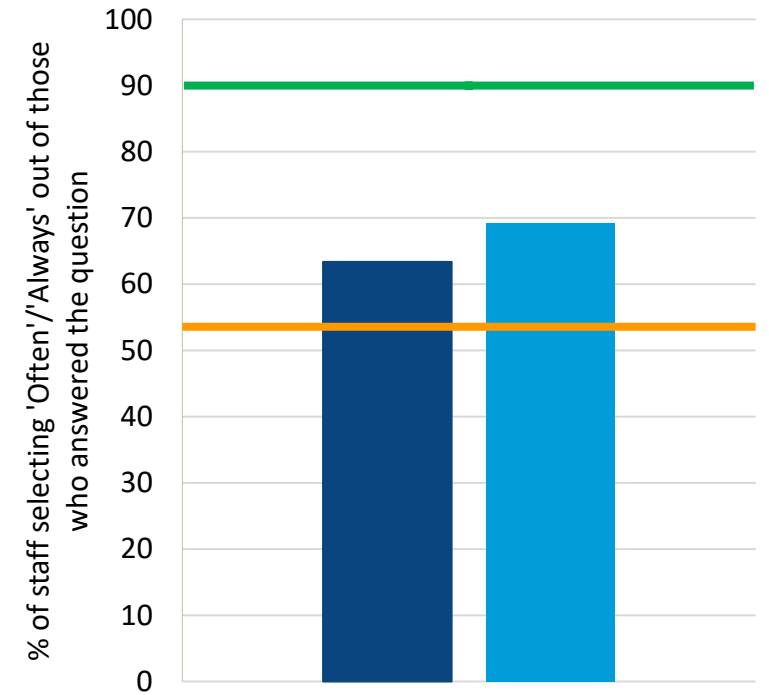


2025

Your org	78.82%
Best result	88.89%
Average result	74.67%
Worst result	60.68%

Responses 203

Q4c Time passes quickly when I am working.



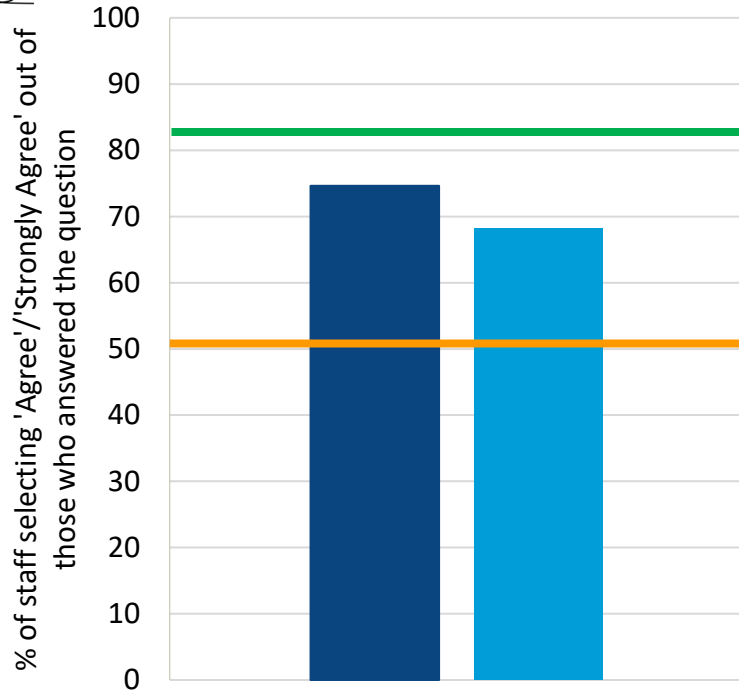
2025

Your org	63.37%
Best result	90.00%
Average result	69.23%
Worst result	53.57%

Responses 202



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



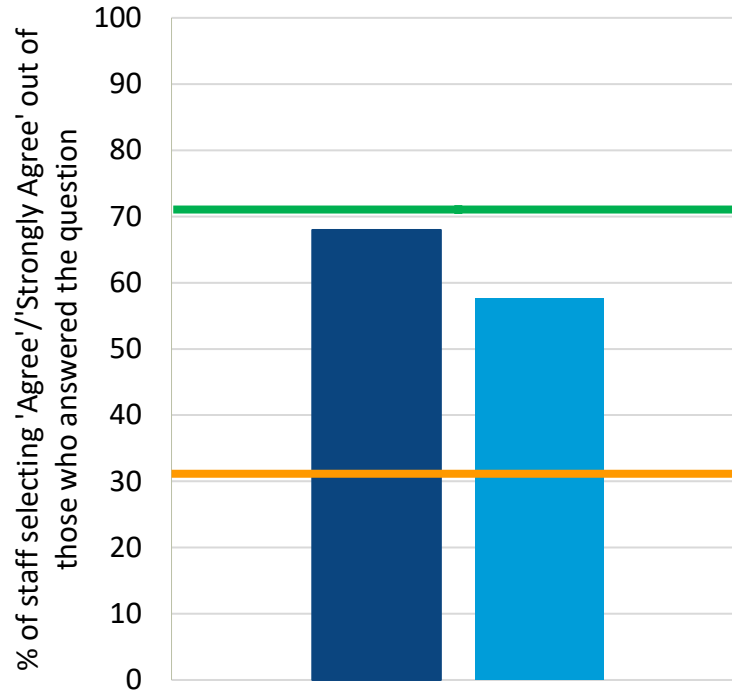
2025

Your org	74.63%
Best result	82.76%
Average result	68.22%
Worst result	50.82%

Responses

205

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



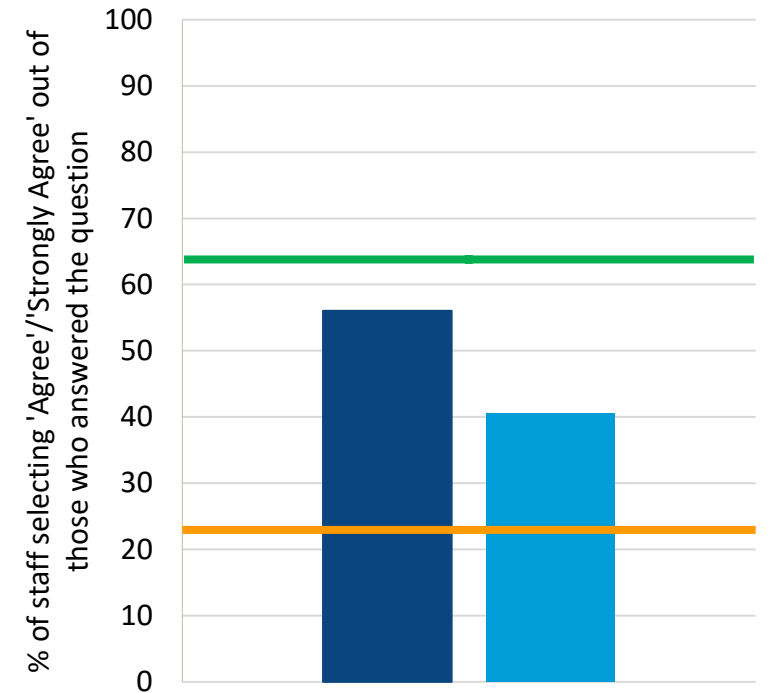
2025

Your org	67.96%
Best result	71.05%
Average result	57.59%
Worst result	31.15%

Responses

206

Q5f I am able to make improvements happen at work.



2025

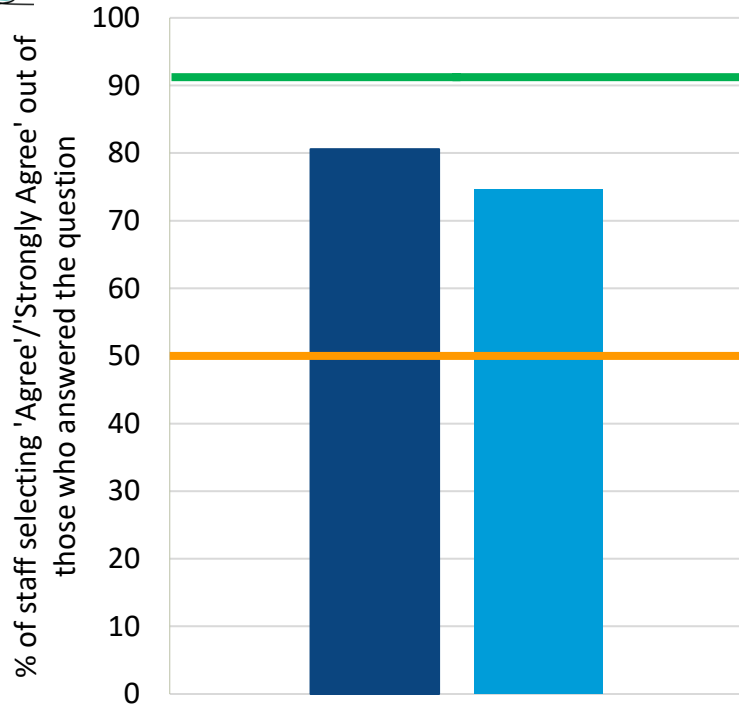
Your org	56.04%
Best result	63.79%
Average result	40.59%
Worst result	22.95%

Responses

207



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



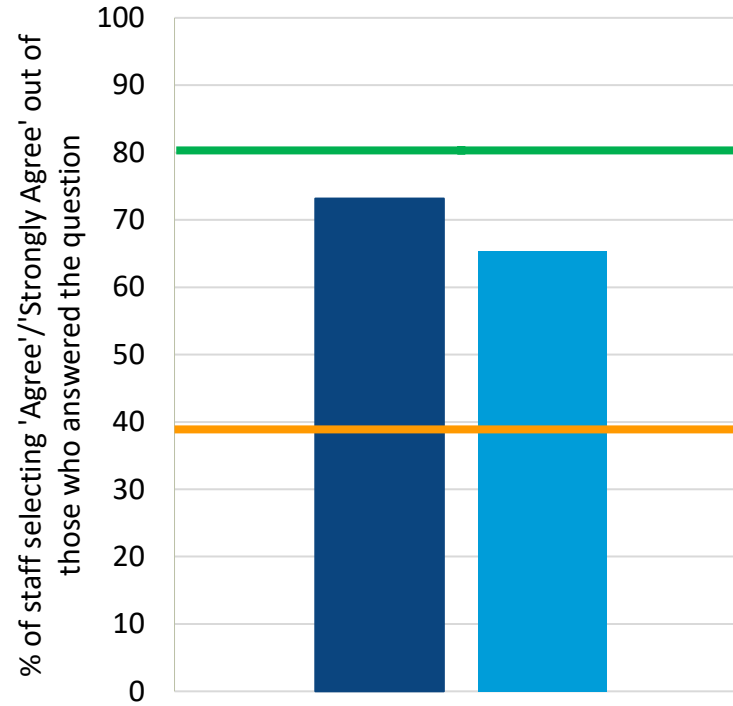
2025

Your org	80.58%
Best result	91.23%
Average result	74.61%
Worst result	50.00%

Responses

206

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



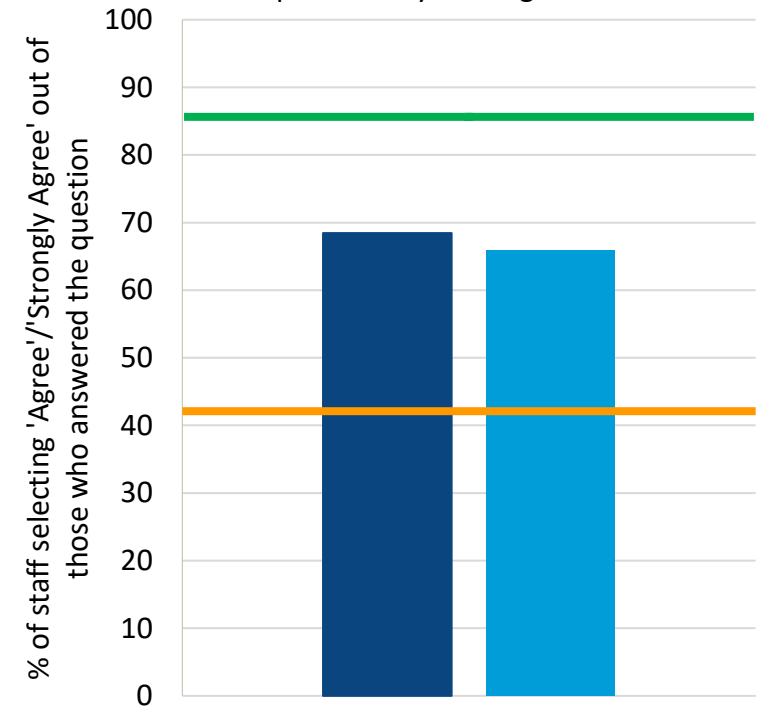
2025

Your org	73.17%
Best result	80.32%
Average result	65.33%
Worst result	38.89%

Responses

205

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



2025

Your org	68.45%
Best result	85.64%
Average result	65.96%
Worst result	42.11%

Responses

206

Theme - Morale



Questions included:

Future intentions – Q31

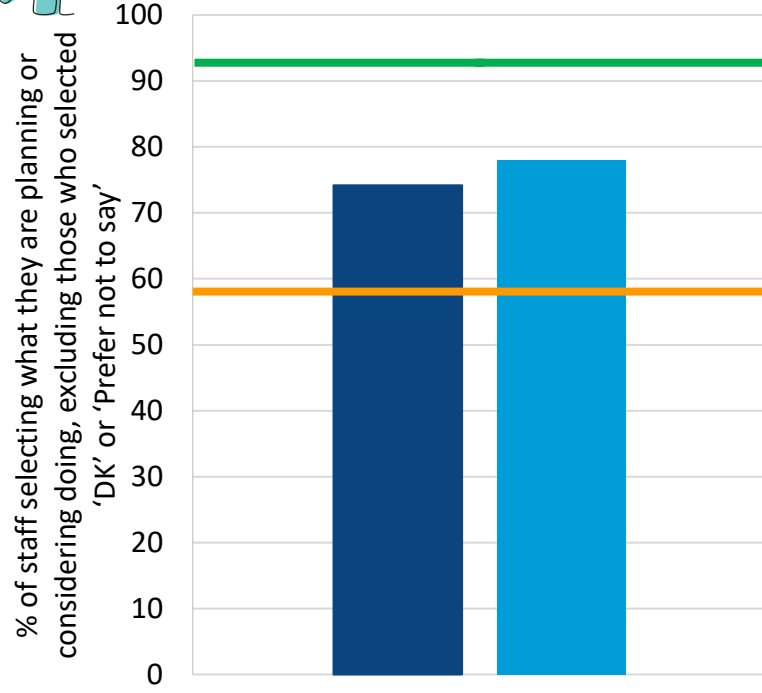
Work pressure – Q5g, Q5h, Q5i

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

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

M

Q31_1 Continuing to work on the bank at this organisation.



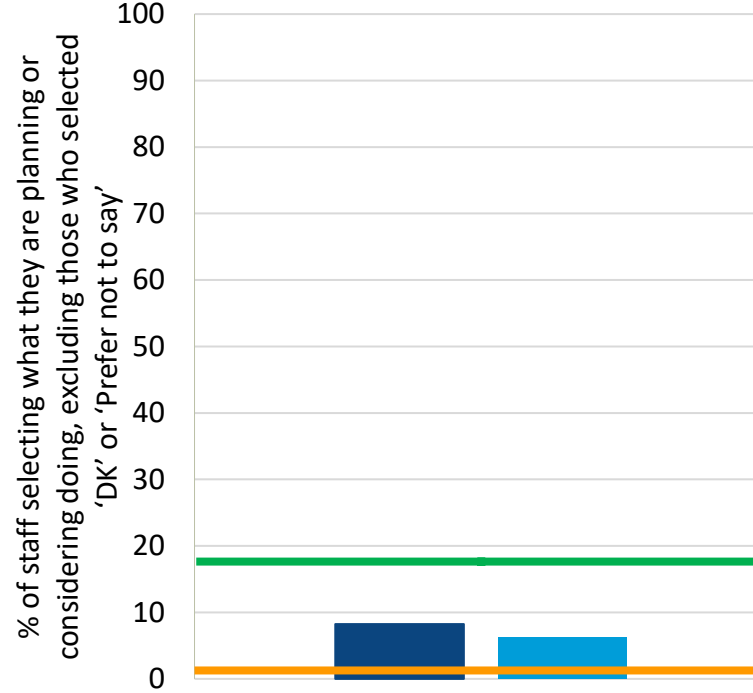
2025

Your org	74.18%
Highest result	92.77%
Average result	78.01%
Lowest result	58.06%

Responses

182

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



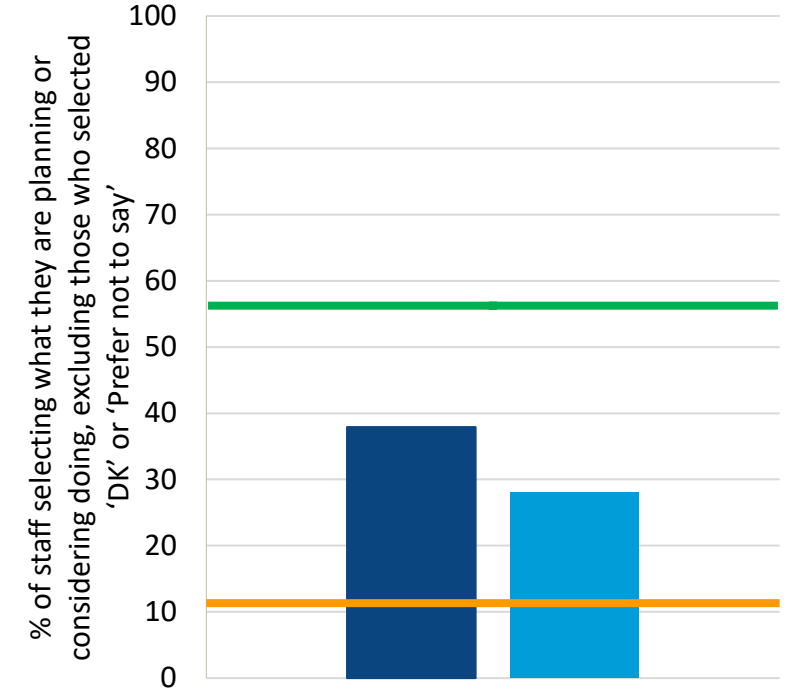
2025

Your org	8.24%
Highest result	17.65%
Average result	6.19%
Lowest result	1.27%

Responses

182

Q31_3 Moving to a permanent contract at this organisation.



2025

Your org	37.91%
Highest result	56.25%
Average result	27.98%
Lowest result	11.32%

Responses

182

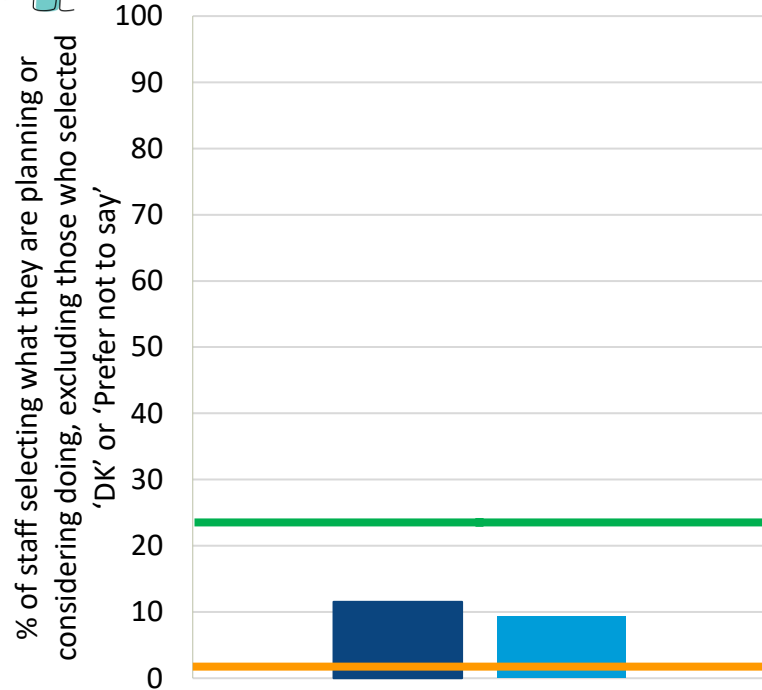
* More information regarding the Future intentions sub-score calculation is included in the Technical Guide for bank only workers document, found [here](#).

** 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_4 Moving to a permanent contract at another NHS organisation.



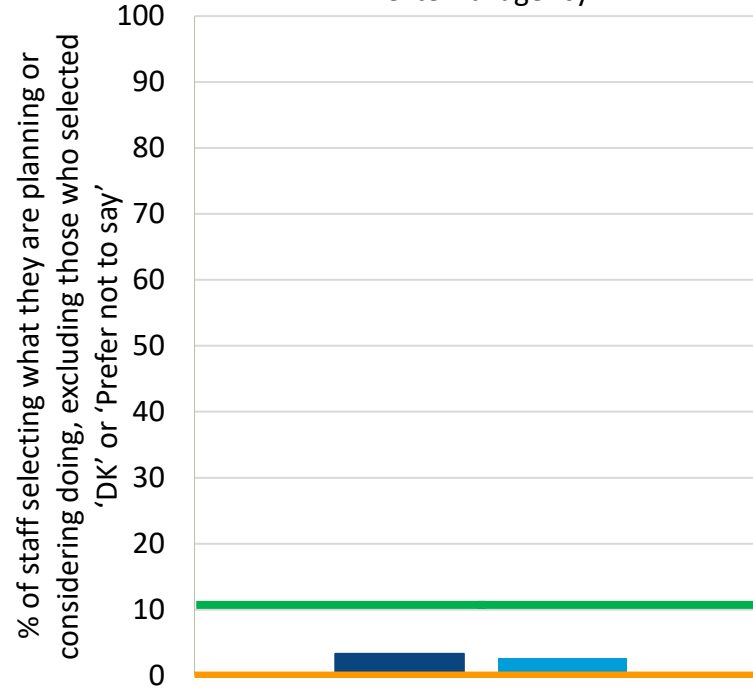
2025

Your org	11.54%
Highest result	23.53%
Average result	9.26%
Lowest result	1.75%

Responses

182

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



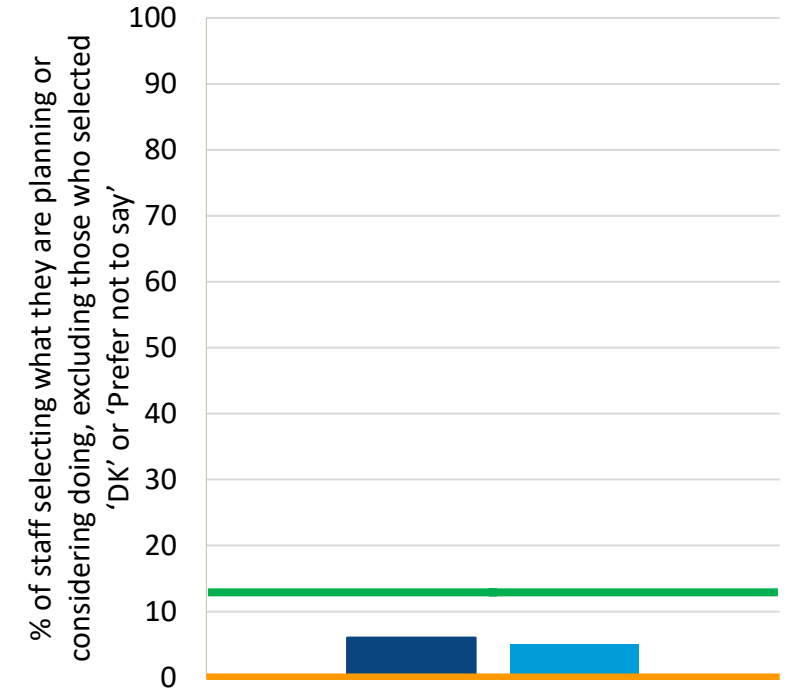
2025

Your org	3.30%
Highest result	10.71%
Average result	2.69%
Lowest result	0.00%

Responses

182

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



2025

Your org	6.04%
Highest result	12.90%
Average result	5.07%
Lowest result	0.00%

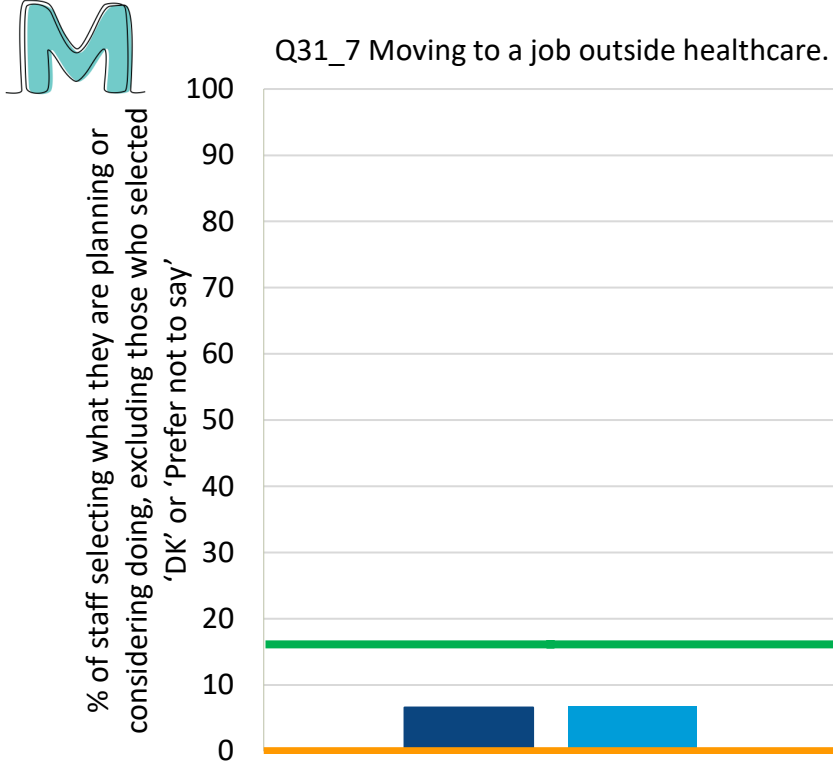
Responses

182

* 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.

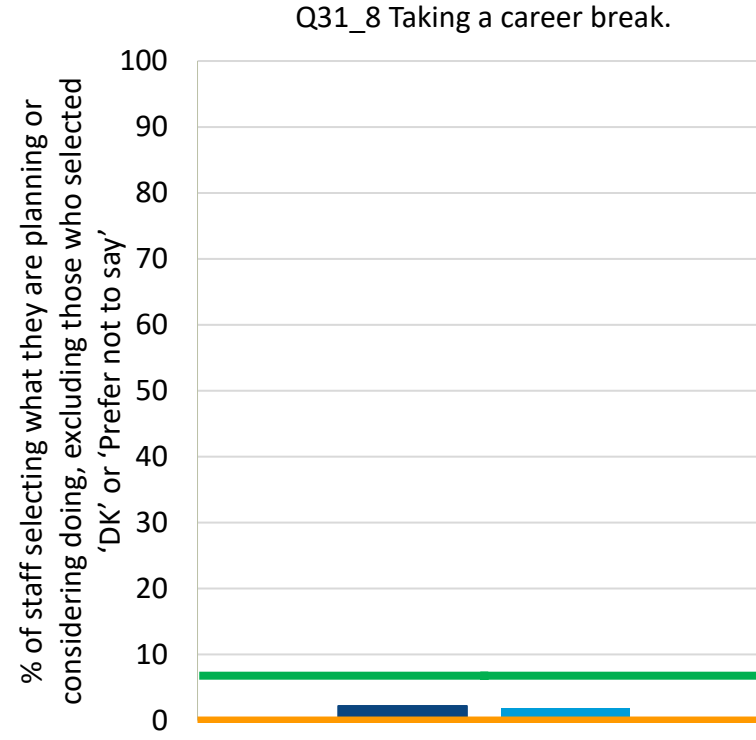
Q31 In the next 12 months, which of the following are you planning to do or considering doing? (Please tick all that apply)**



2025

Your org	6.59%
Highest result	16.13%
Average result	6.72%
Lowest result	0.00%

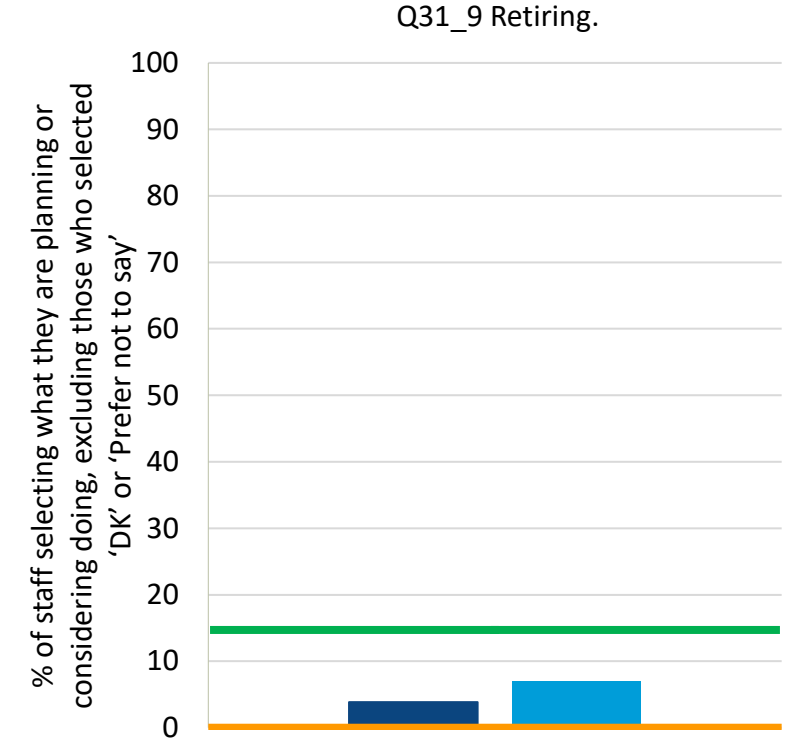
Responses 182



2025

Your org	2.20%
Highest result	6.80%
Average result	1.97%
Lowest result	0.00%

Responses 182



2025

Your org	3.85%
Highest result	14.71%
Average result	6.93%
Lowest result	0.00%

Responses 182

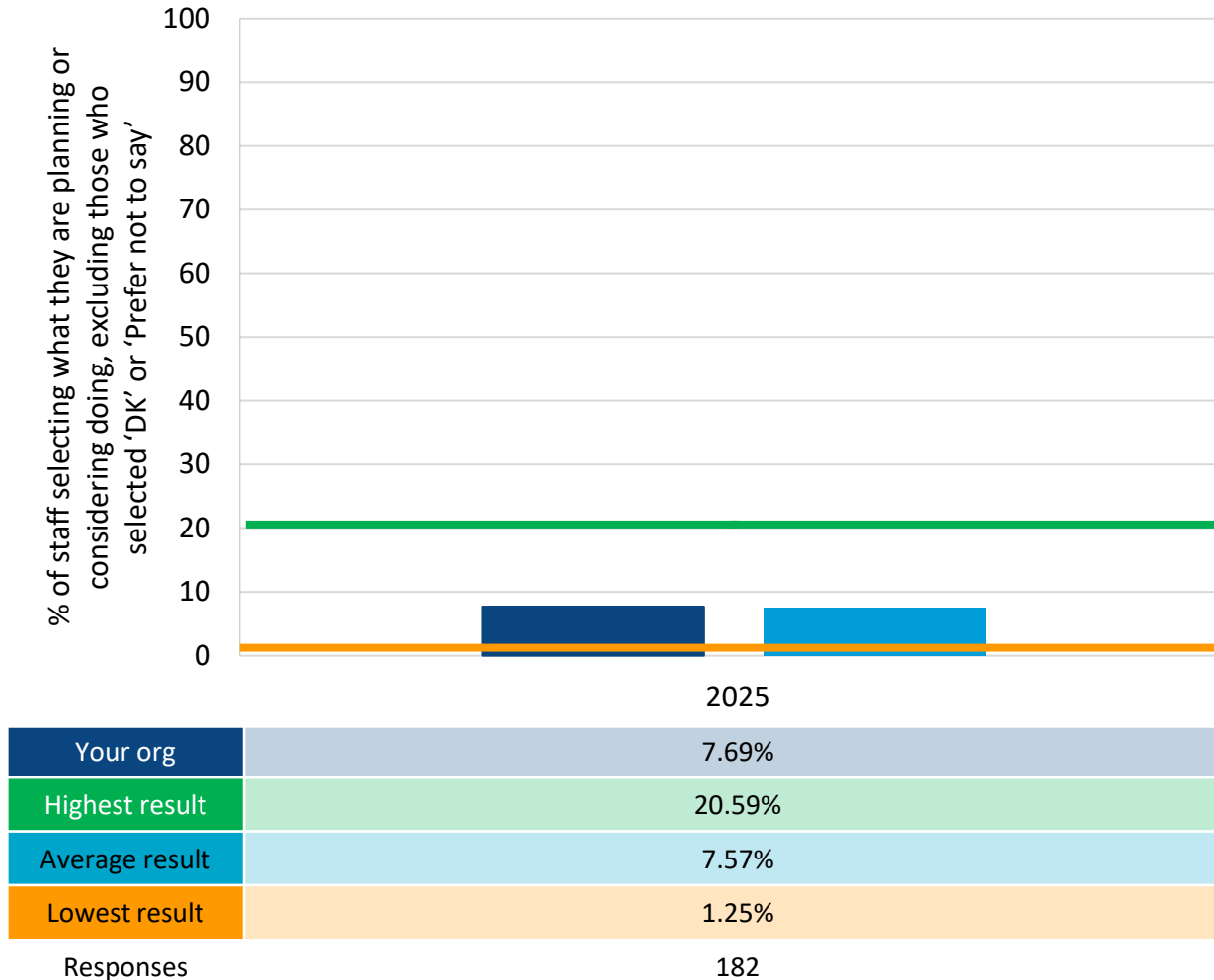
* More information regarding the Future intentions sub-score calculation is included in the Technical Guide for bank only workers document, found [here](#).

** 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)**



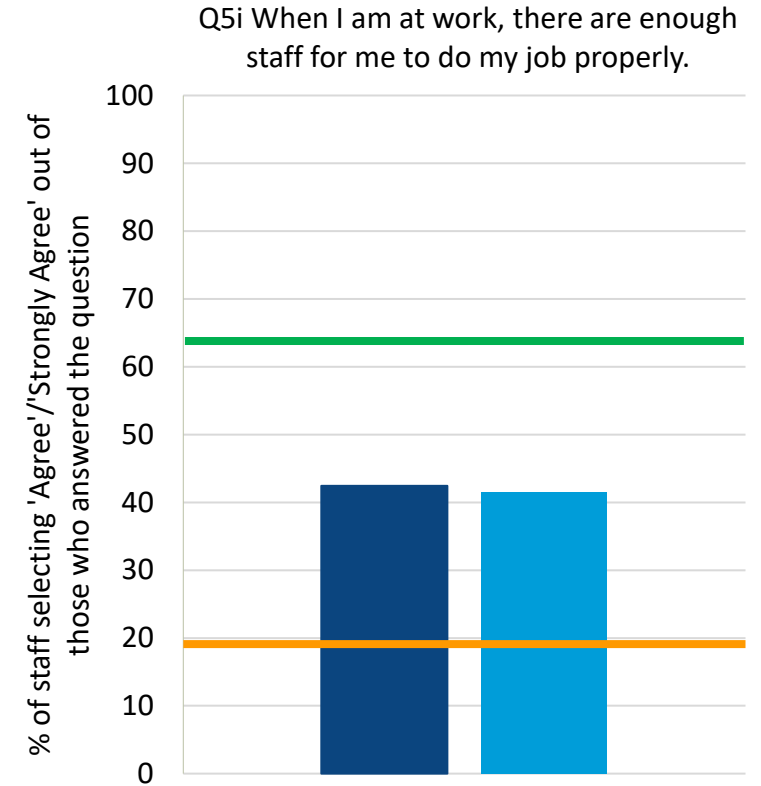
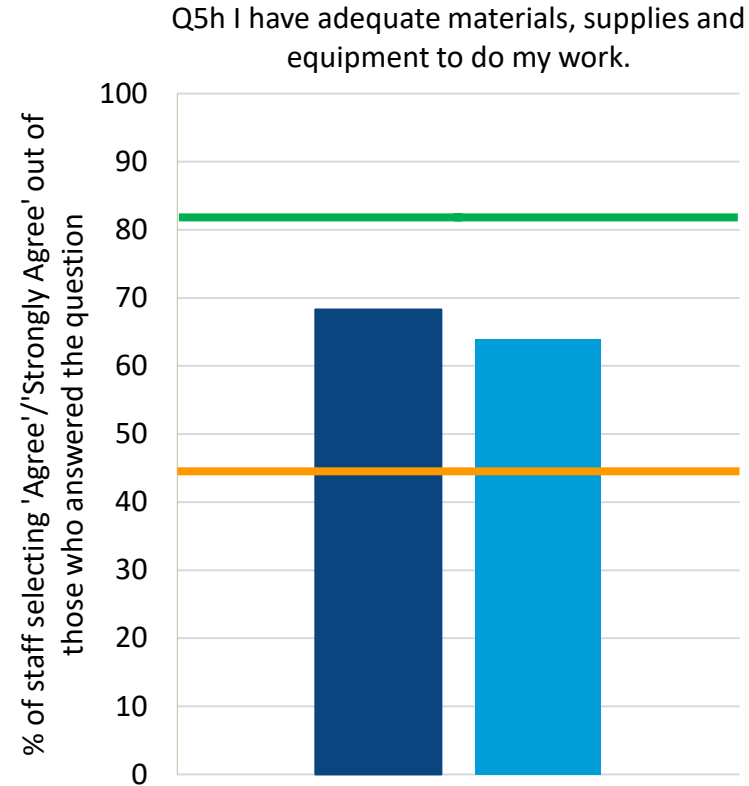
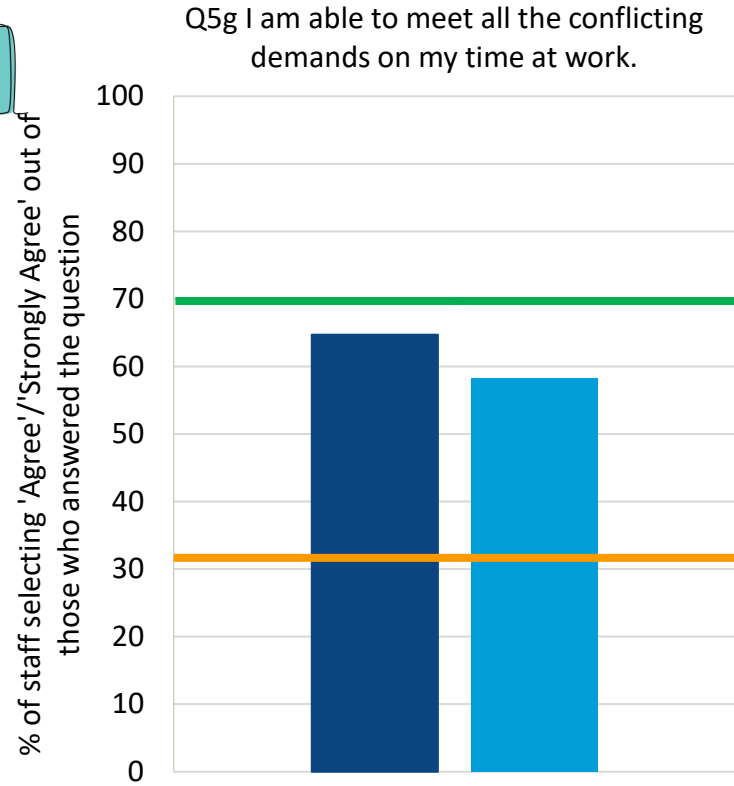
Q31_10 Going into full time training or studying.



* 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.

M



2025	
Your org	64.71%
Best result	69.70%
Average result	58.18%
Worst result	31.67%

Responses 204

2025	
Your org	68.29%
Best result	81.82%
Average result	64.00%
Worst result	44.52%

Responses 205

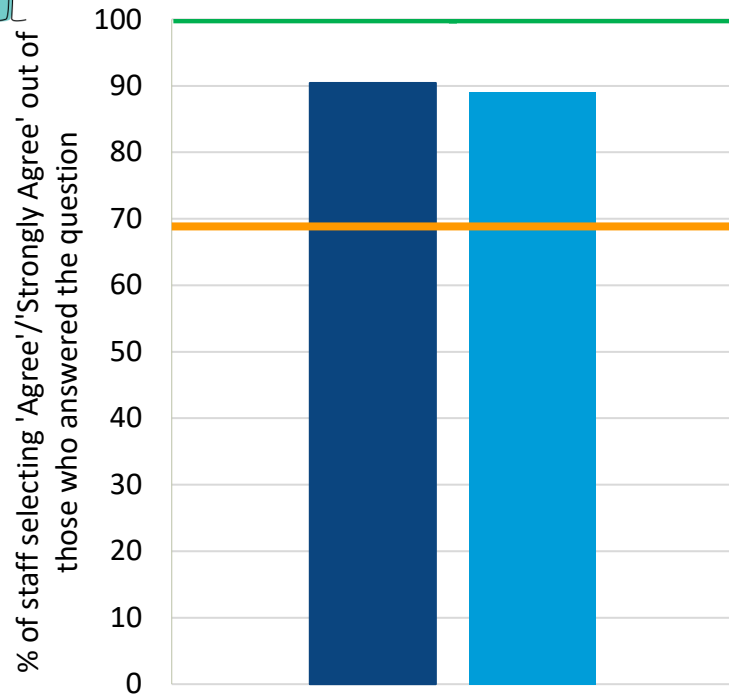
2025	
Your org	42.44%
Best result	63.79%
Average result	41.46%
Worst result	19.10%

Responses 205



M

Q5a I always know what my work responsibilities are.



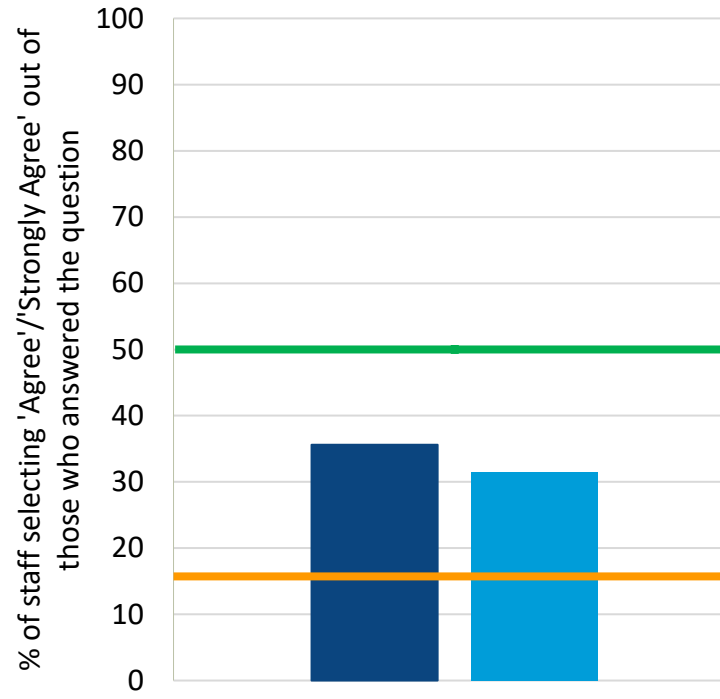
2025

Your org	90.43%
Best result	100.00%
Average result	89.09%
Worst result	68.85%

Responses

209

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



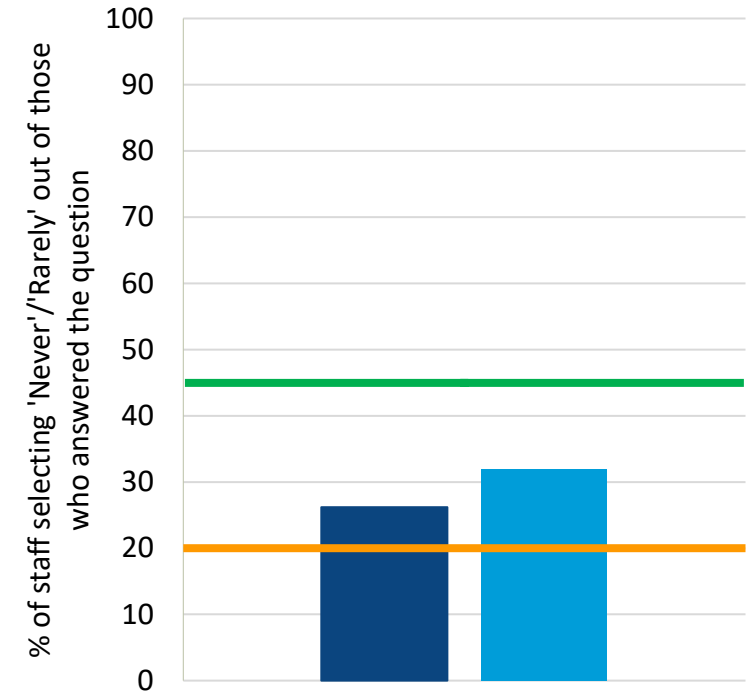
2025

Your org	35.61%
Best result	50.00%
Average result	31.58%
Worst result	15.73%

Responses

205

Q7a I have unrealistic time pressures.



2025

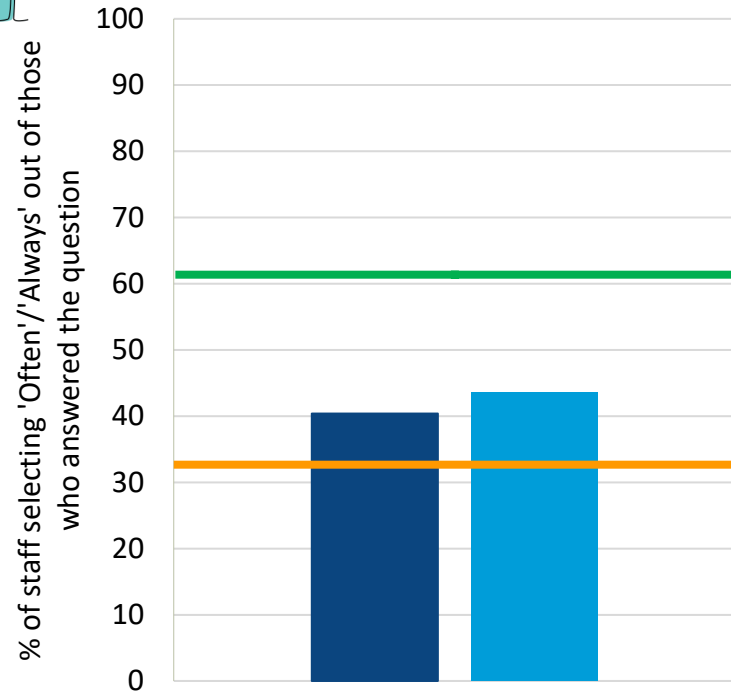
Your org	26.19%
Best result	44.97%
Average result	31.97%
Worst result	20.00%

Responses

210



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

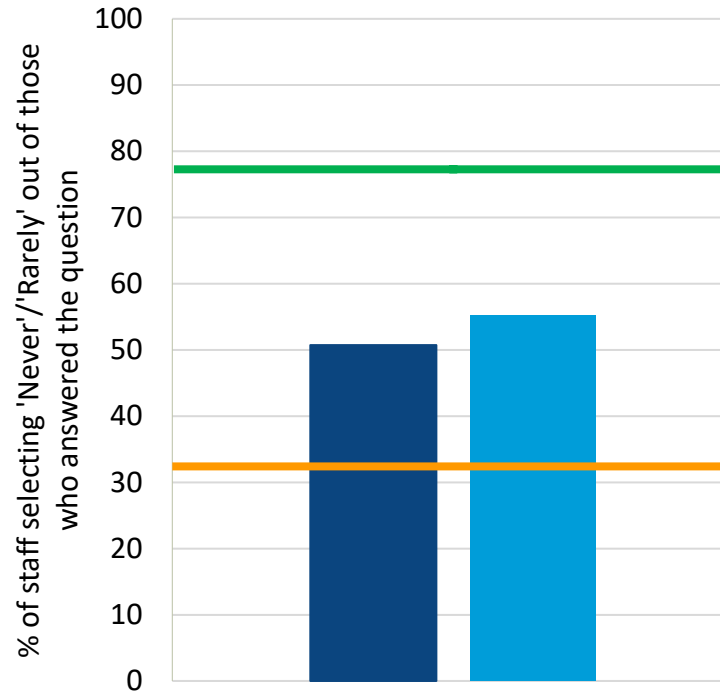


2025

Your org	40.38%
Best result	61.36%
Average result	43.54%
Worst result	32.67%

Responses 208

Q7c Relationships at work are strained.

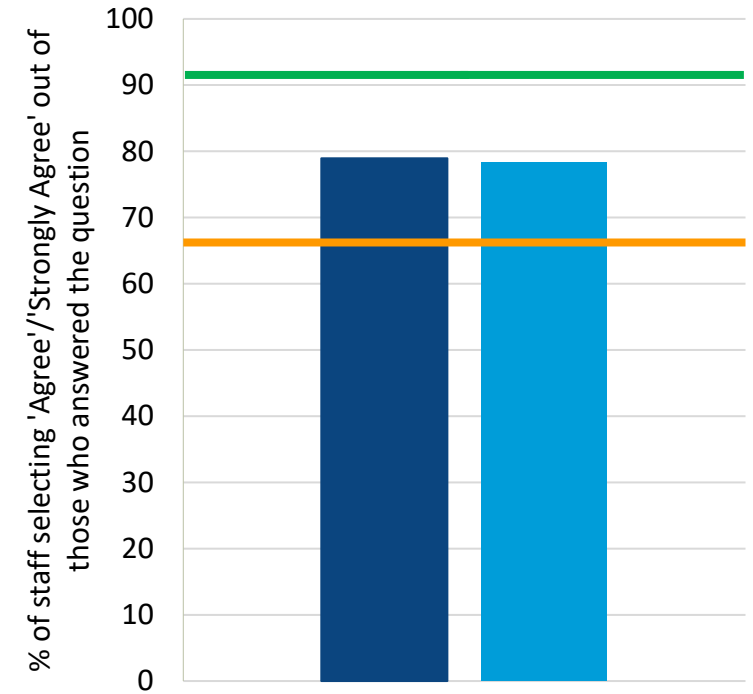


2025

Your org	50.72%
Best result	77.27%
Average result	55.22%
Worst result	32.41%

Responses 207

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



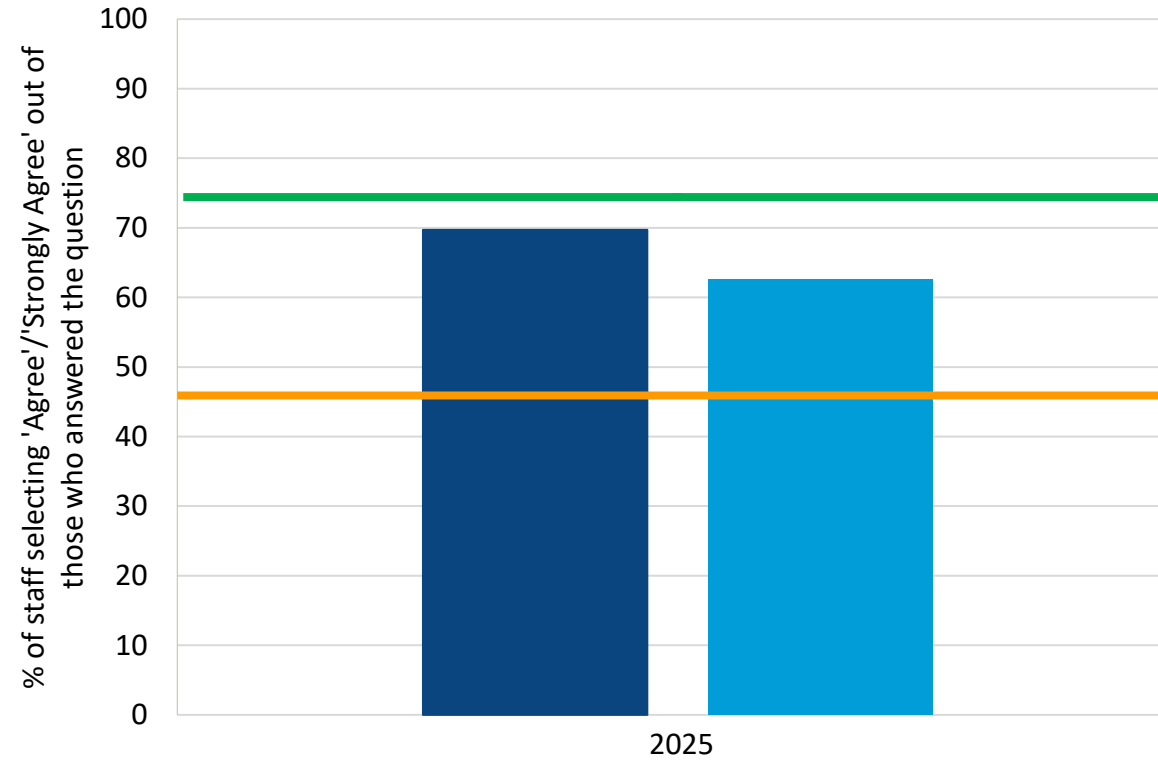
2025

Your org	78.95%
Best result	91.54%
Average result	78.39%
Worst result	66.23%

Responses 209



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



Your org	69.71%
Best result	74.42%
Average result	62.59%
Worst result	45.90%

Responses 208

Question not linked to People Promise elements or themes

Questions included:

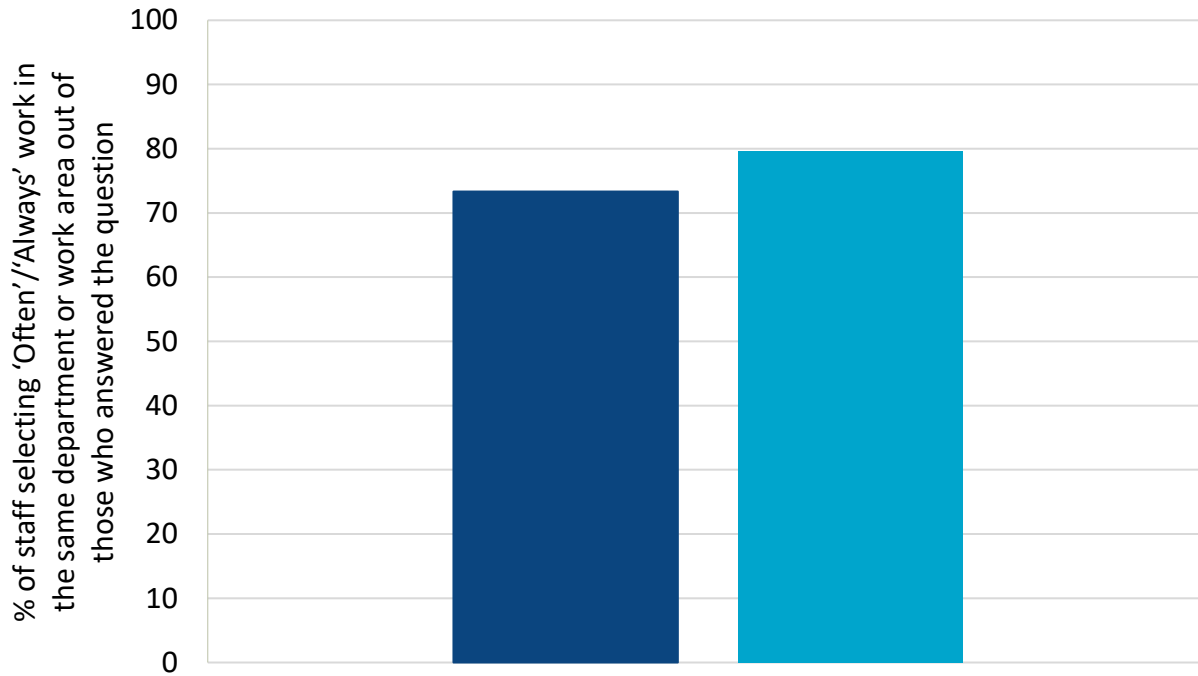
Q1, Q2, Q3, Q15, Q9, Q16e, Q21c, Q23, Q24a-d, Q32a-c

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.



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

73.33%

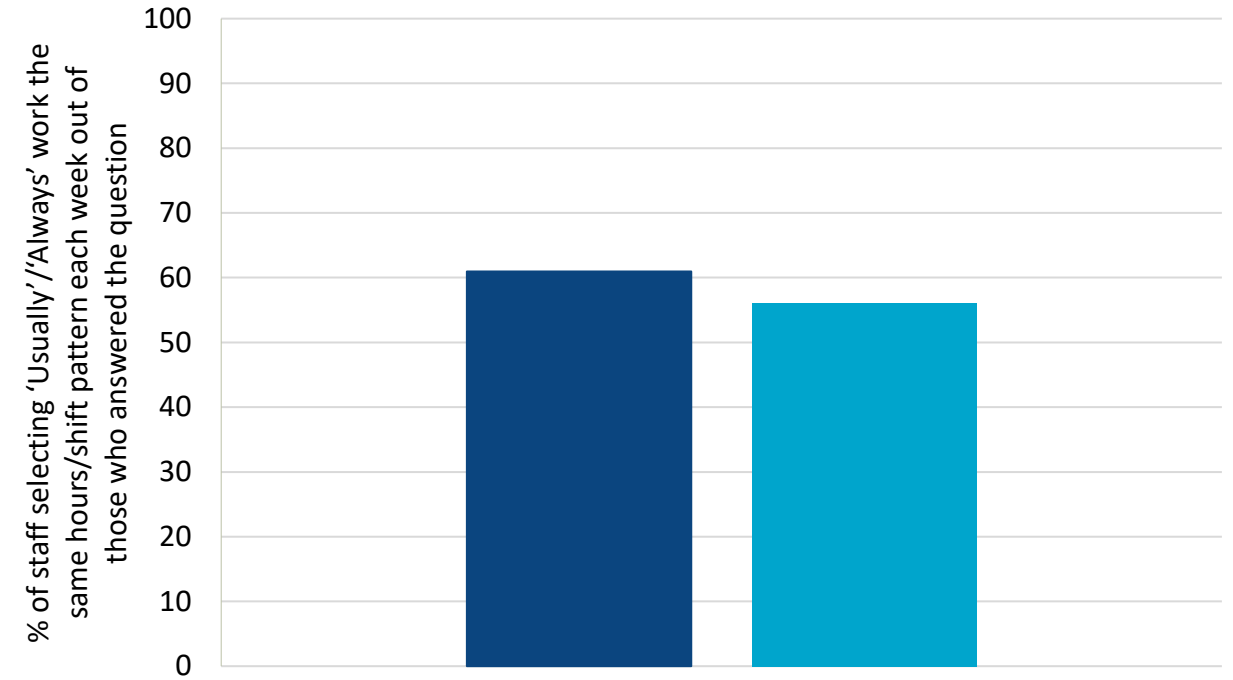
Average

79.69%

Responses

210

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



2025

Your org

60.95%

Average

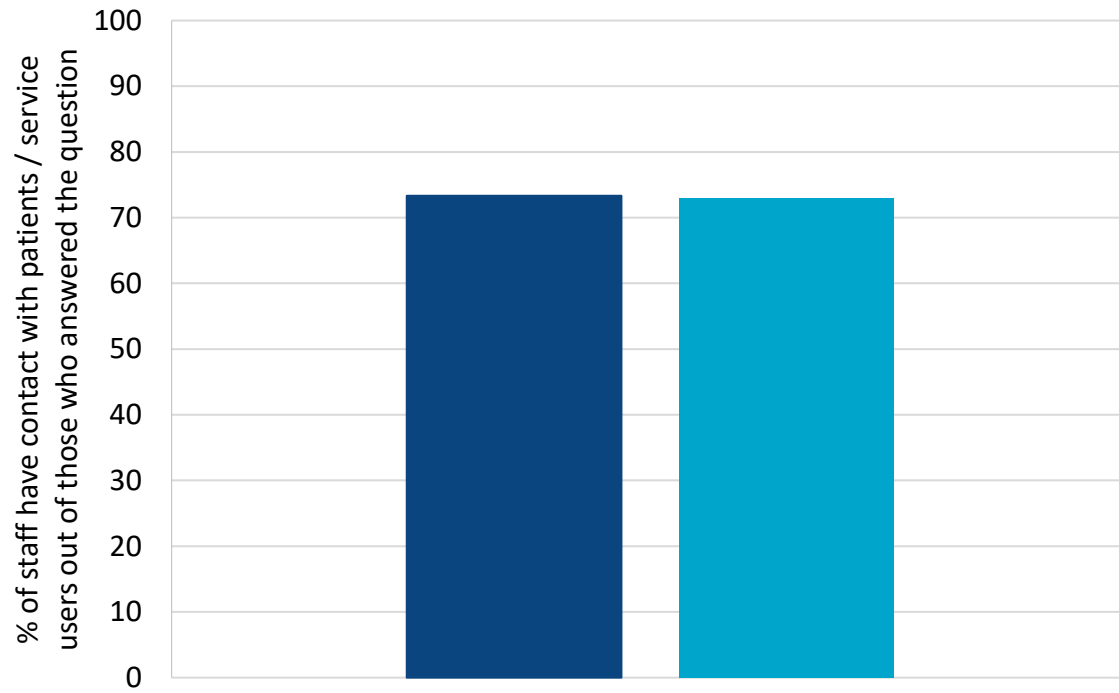
56.08%

Responses

210



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



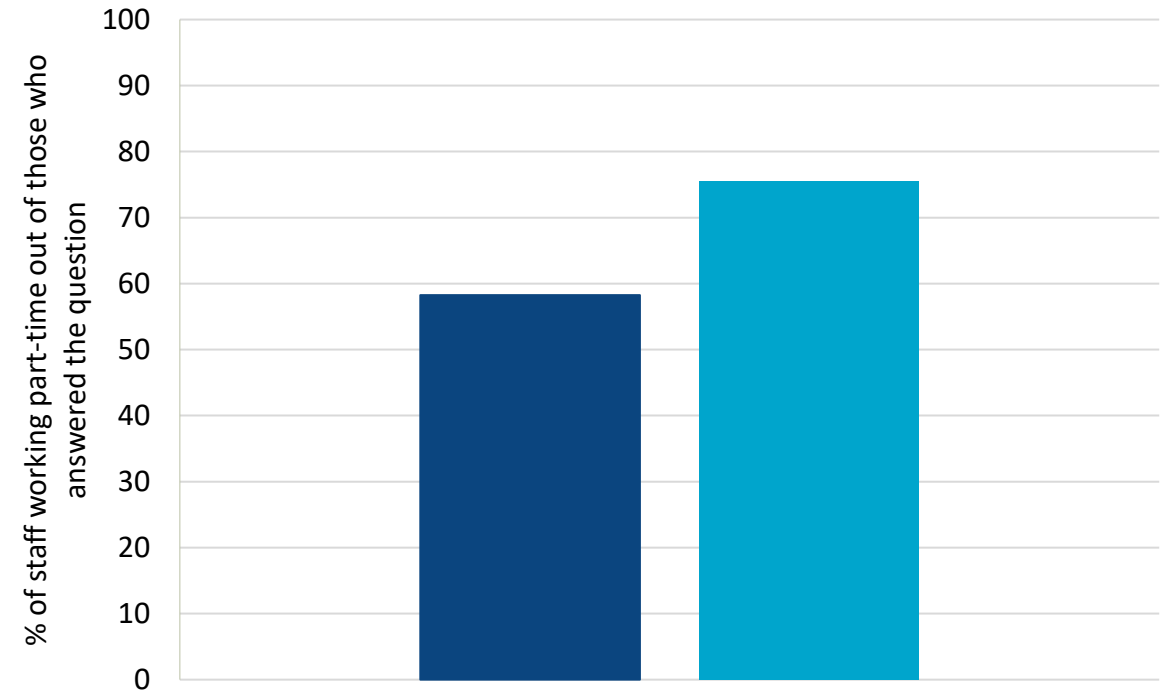
2025

Your org	73.33%
Average	73.03%

Responses

210

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



2025

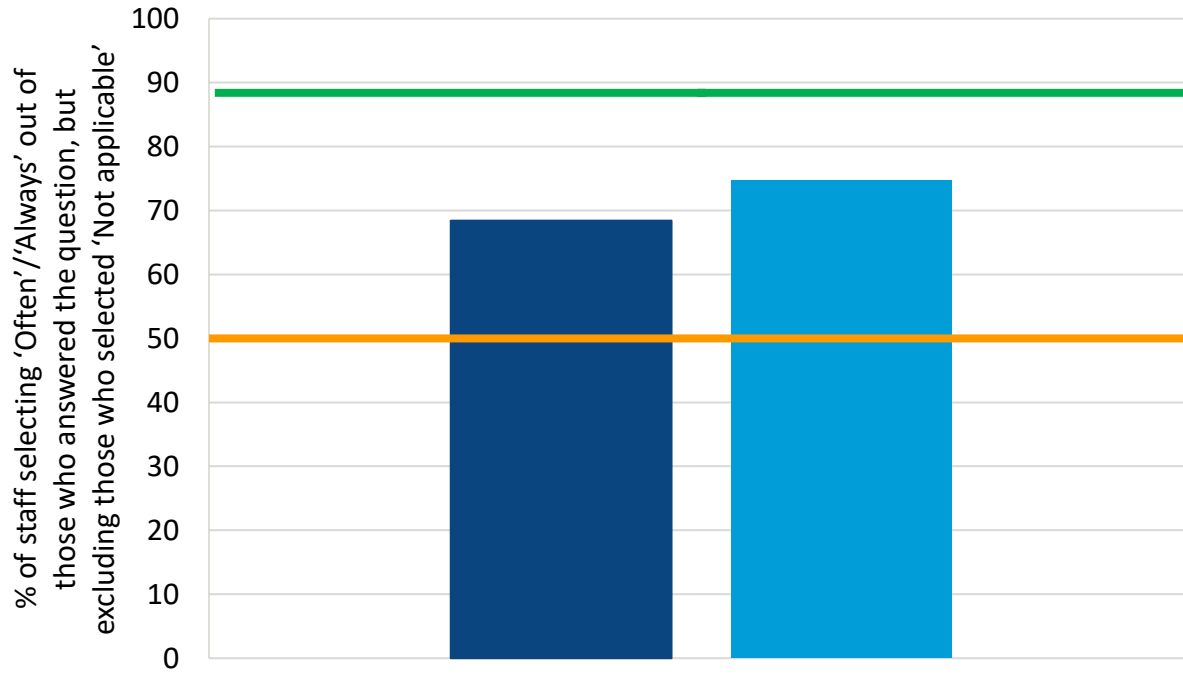
Your org	58.25%
Average	75.48%

Responses

206



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



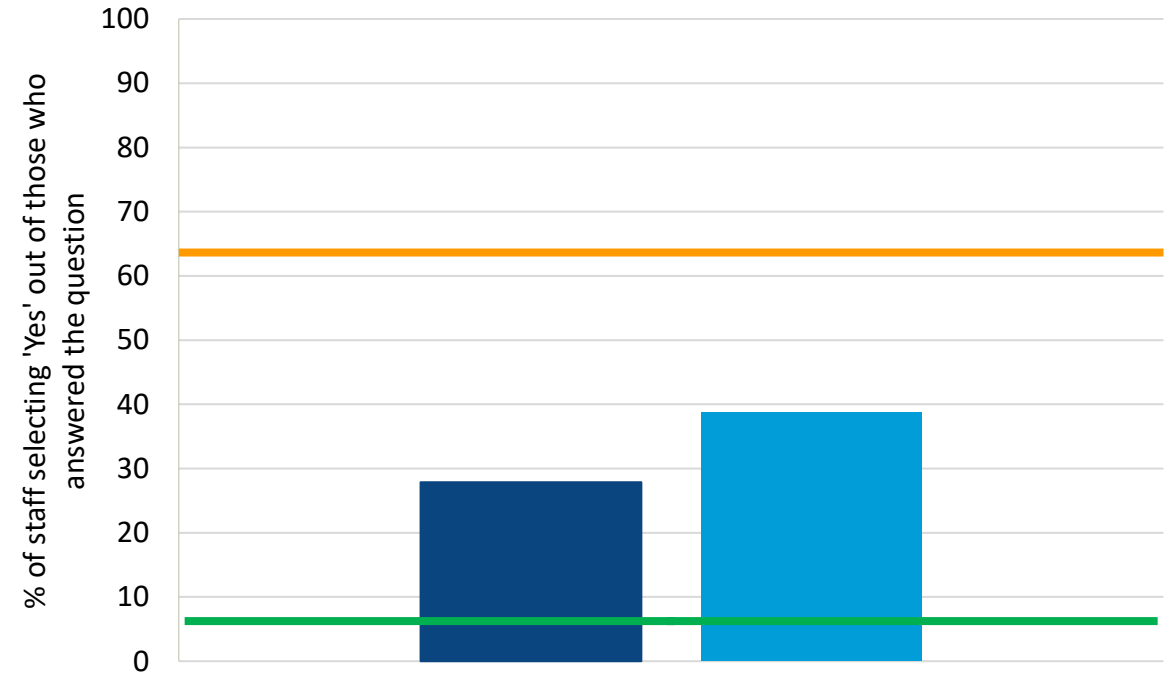
2025

Your org	68.42%
Best result	88.41%
Average result	74.66%
Worst result	50.00%

Responses

190

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



2025

Your org	27.87%
Best result	6.25%
Average result	38.73%
Worst result	63.64%

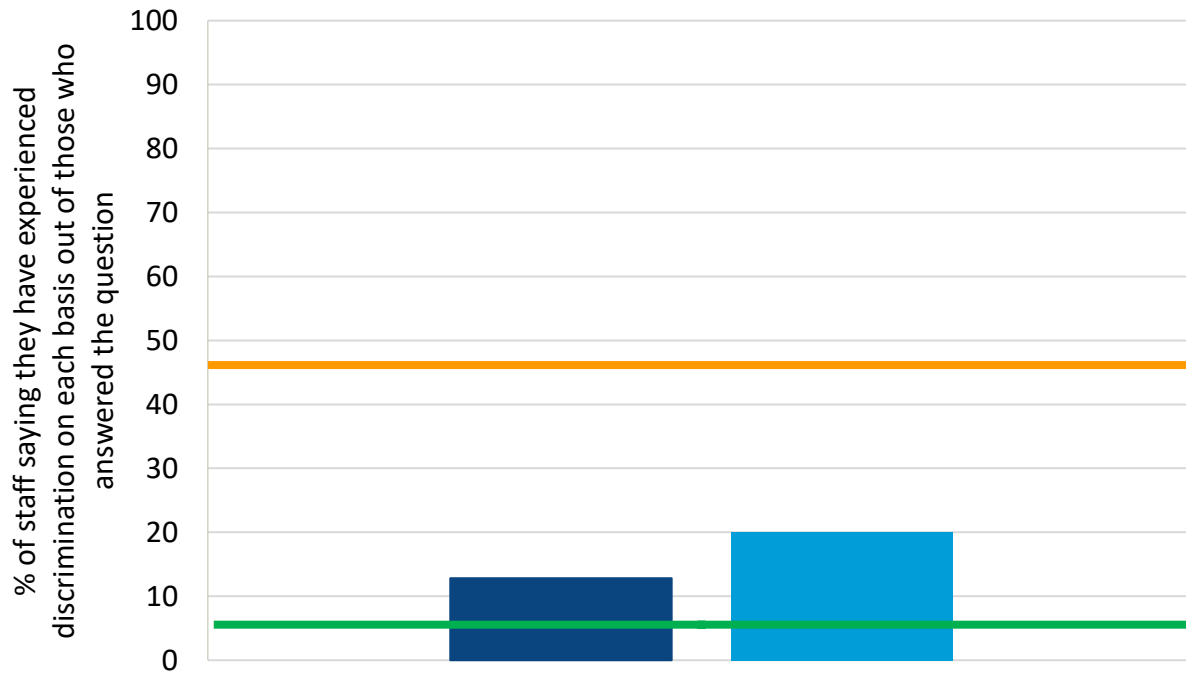
Responses

61

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



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



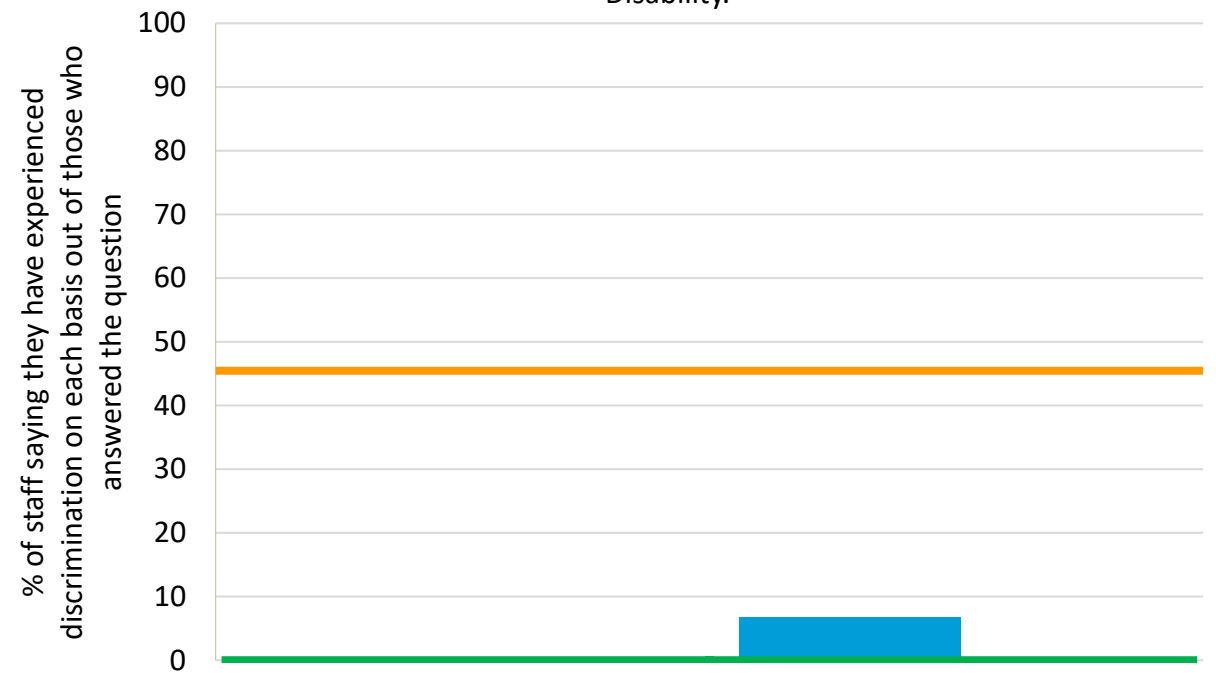
2025

Your org	12.82%
Best result	5.56%
Average result	20.00%
Worst result	46.15%

Responses

39

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



2025

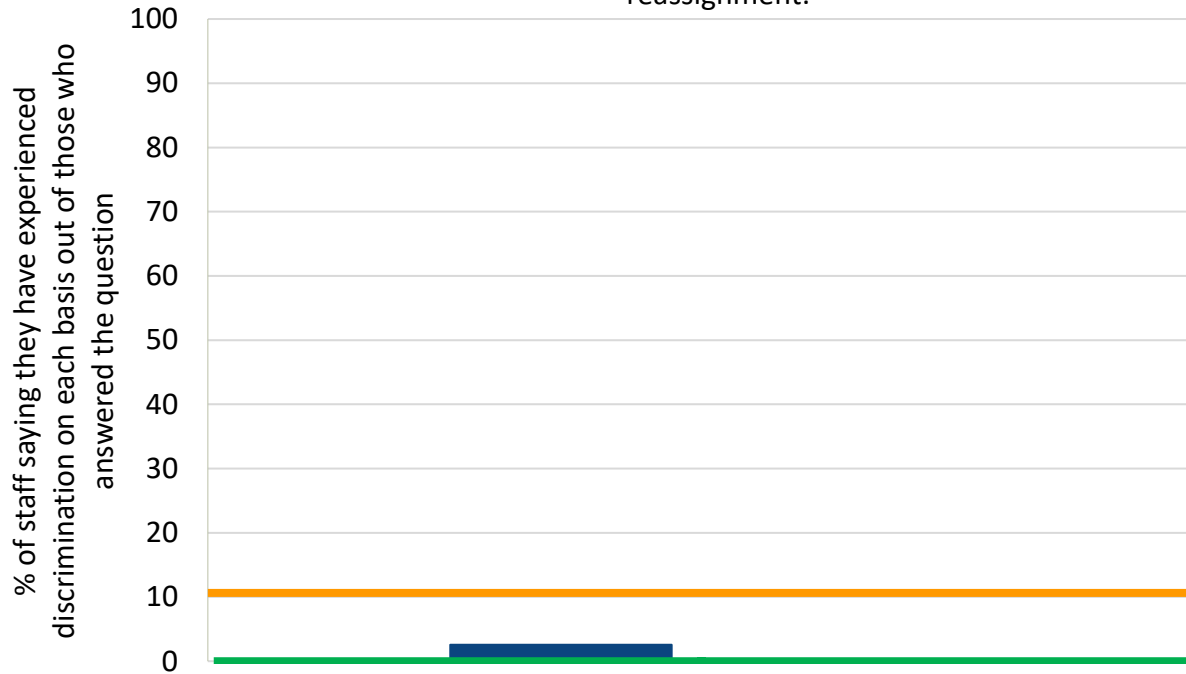
Your org	0.00%
Best result	0.00%
Average result	6.67%
Worst result	45.45%

Responses

39



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



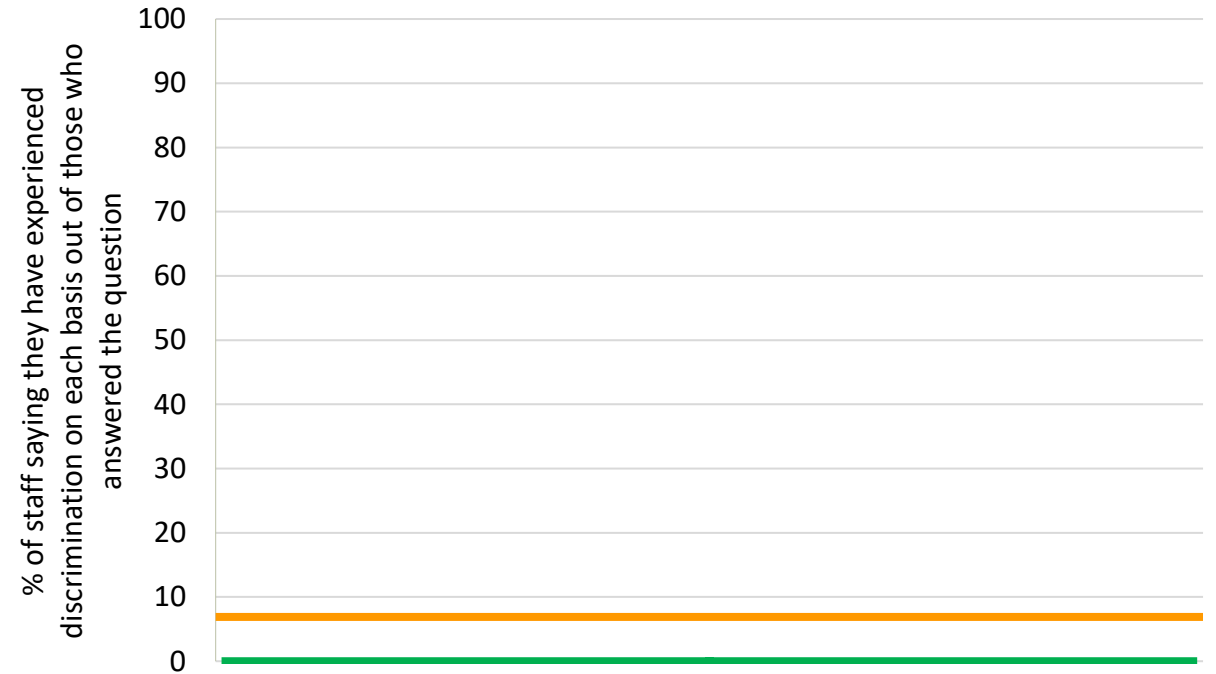
2025

Your org	2.56%
Best result	0.00%
Average result	0.00%
Worst result	10.64%

Responses

39

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



2025

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

Responses

39



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



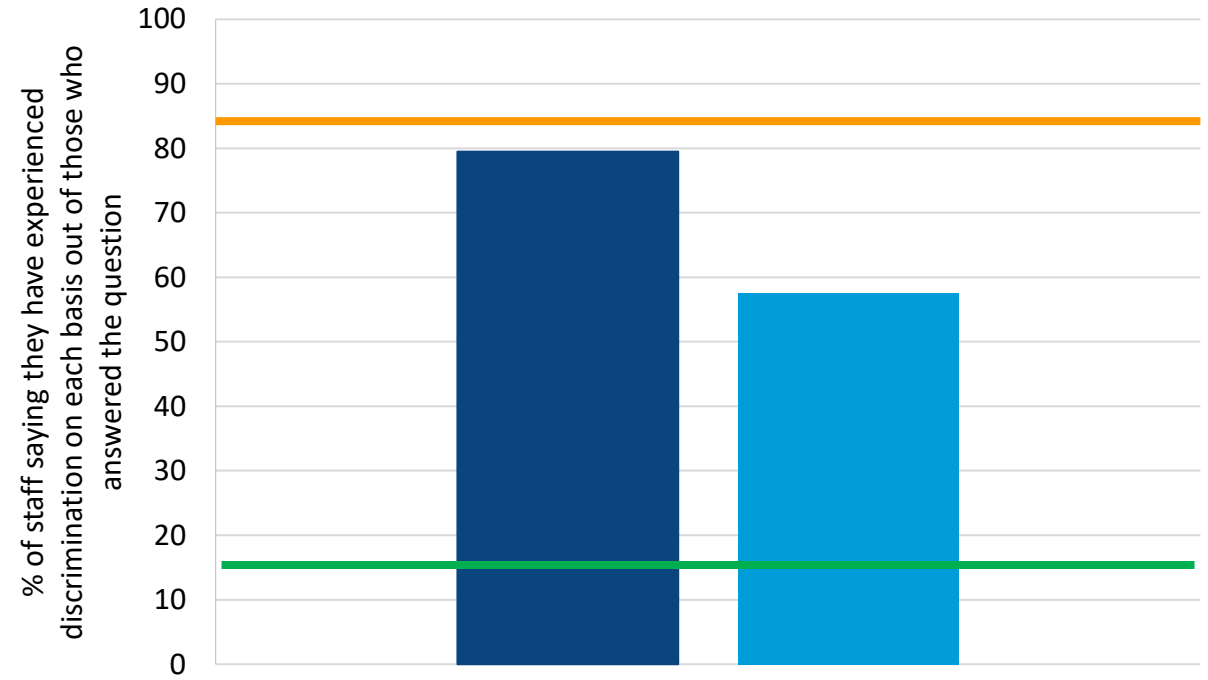
2025

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

Responses

39

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



2025

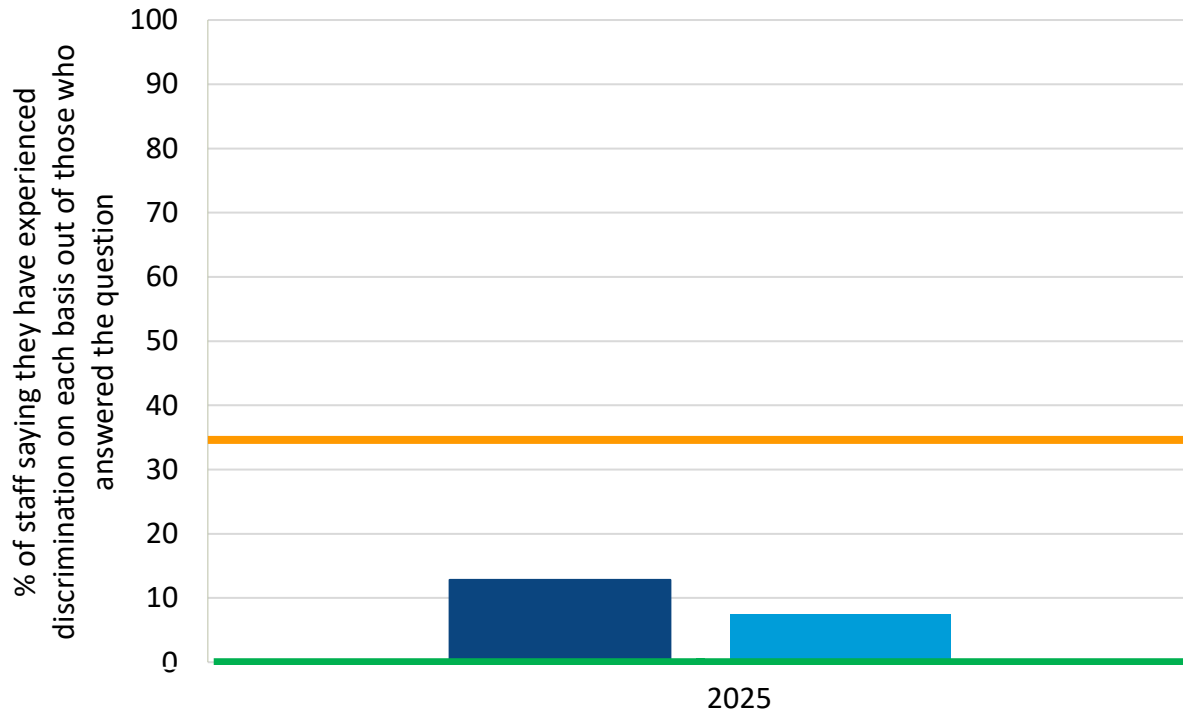
Your org	79.49%
Best result	15.38%
Average result	57.58%
Worst result	84.21%

Responses

39



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

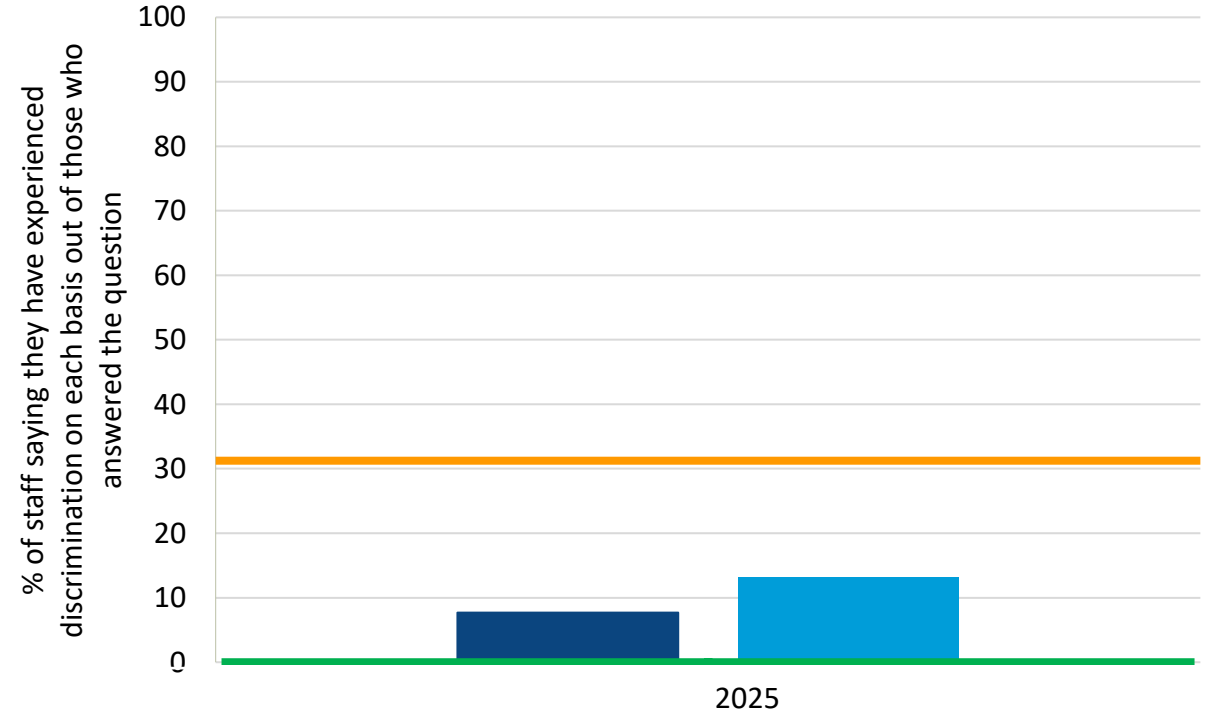


Your org	12.82%
Best result	0.00%
Average result	7.41%
Worst result	34.62%

Responses

39

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



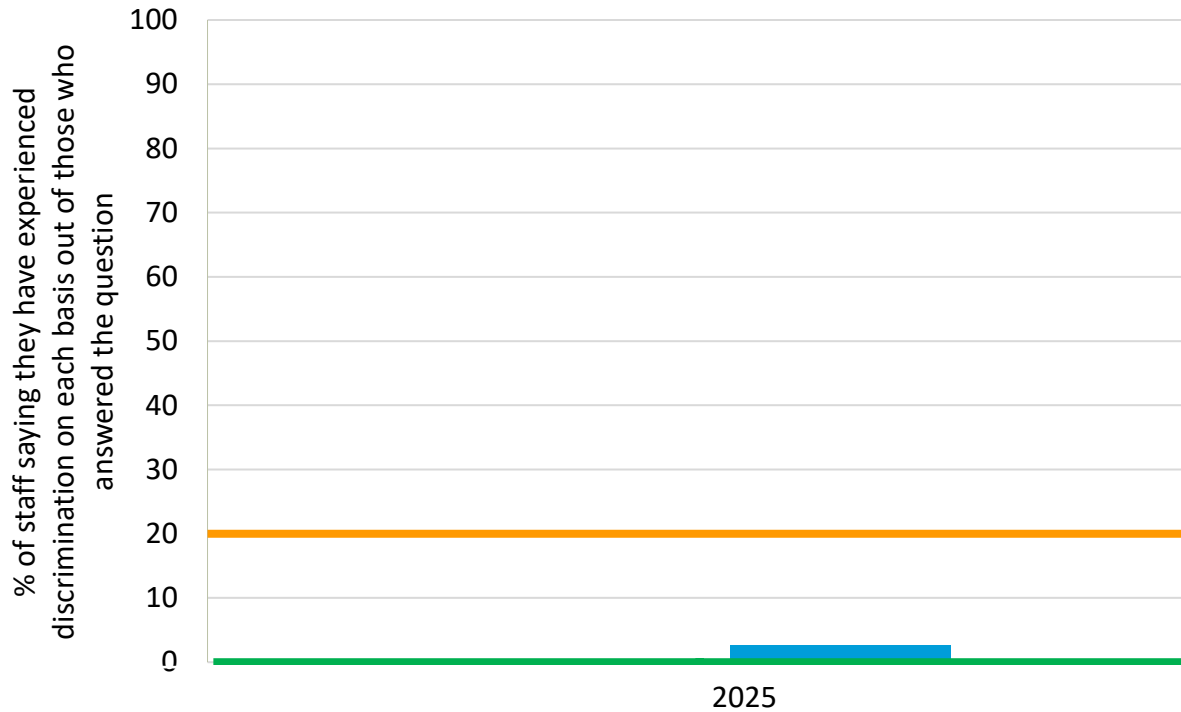
Your org	7.69%
Best result	0.00%
Average result	13.16%
Worst result	31.25%

Responses

39



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

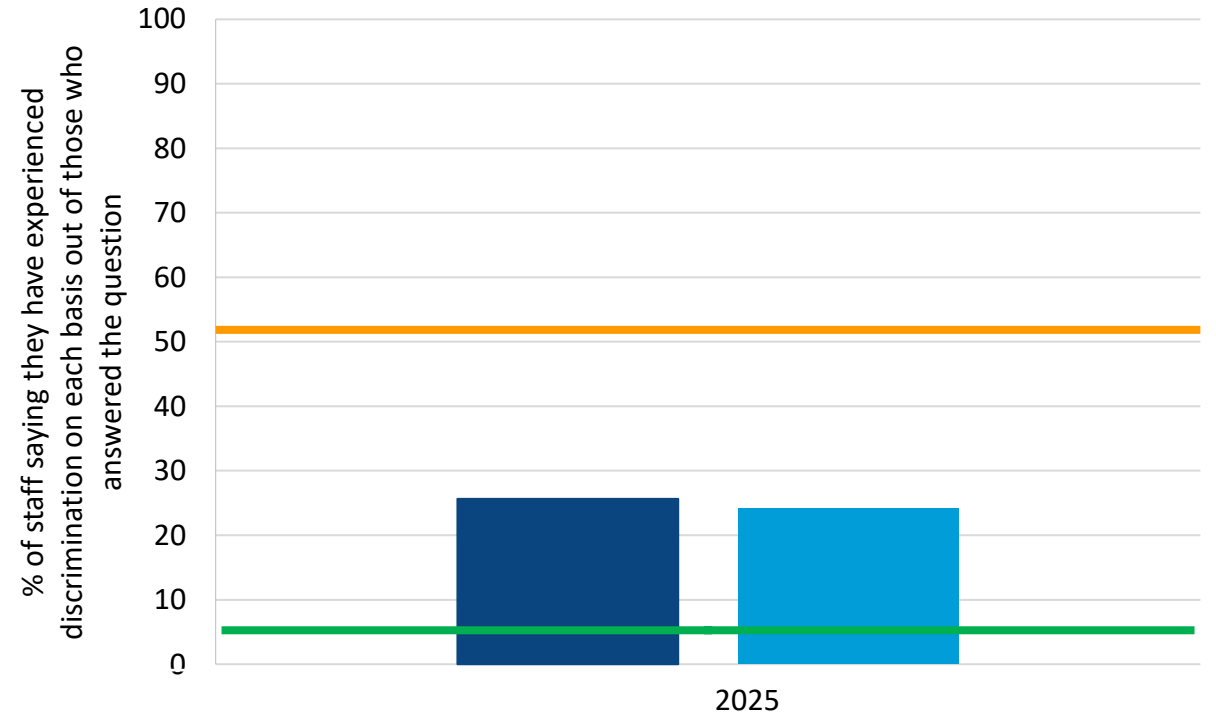


Your org	0.00%
Best result	0.00%
Average result	2.63%
Worst result	20.00%

Responses

39

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



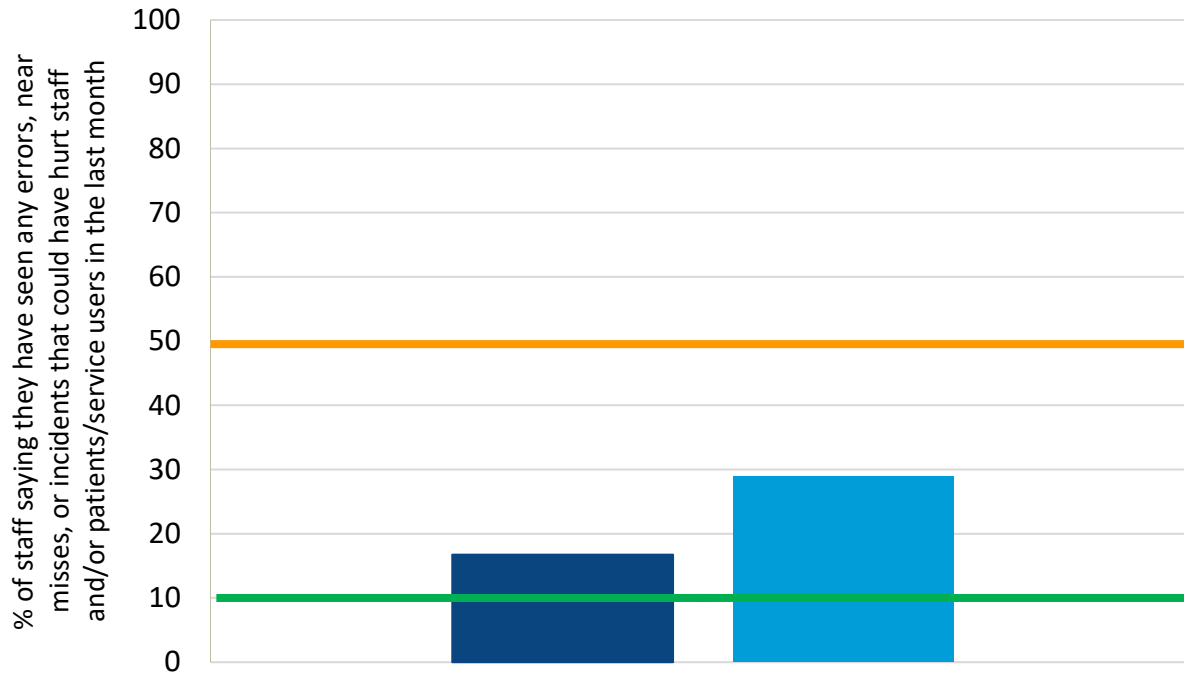
Your org	25.64%
Best result	5.26%
Average result	24.14%
Worst result	51.85%

Responses

39



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



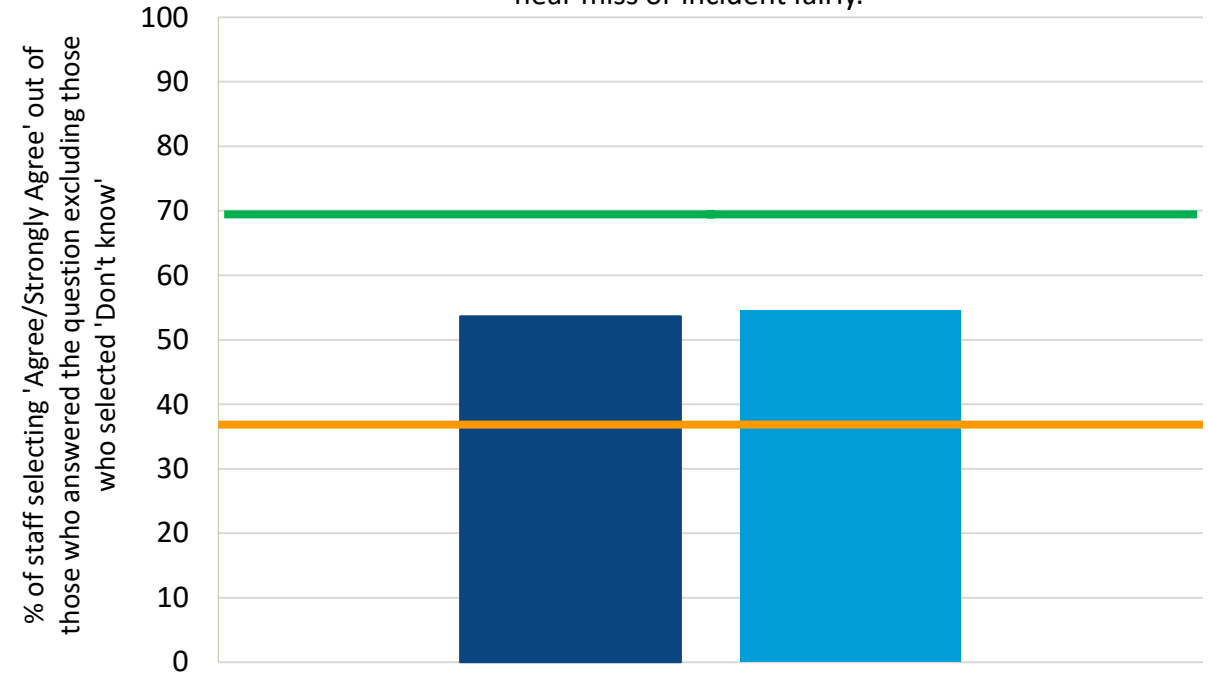
2025

Your org	16.75%
Best result	10.00%
Average result	28.95%
Worst result	49.52%

Responses

203

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



2025

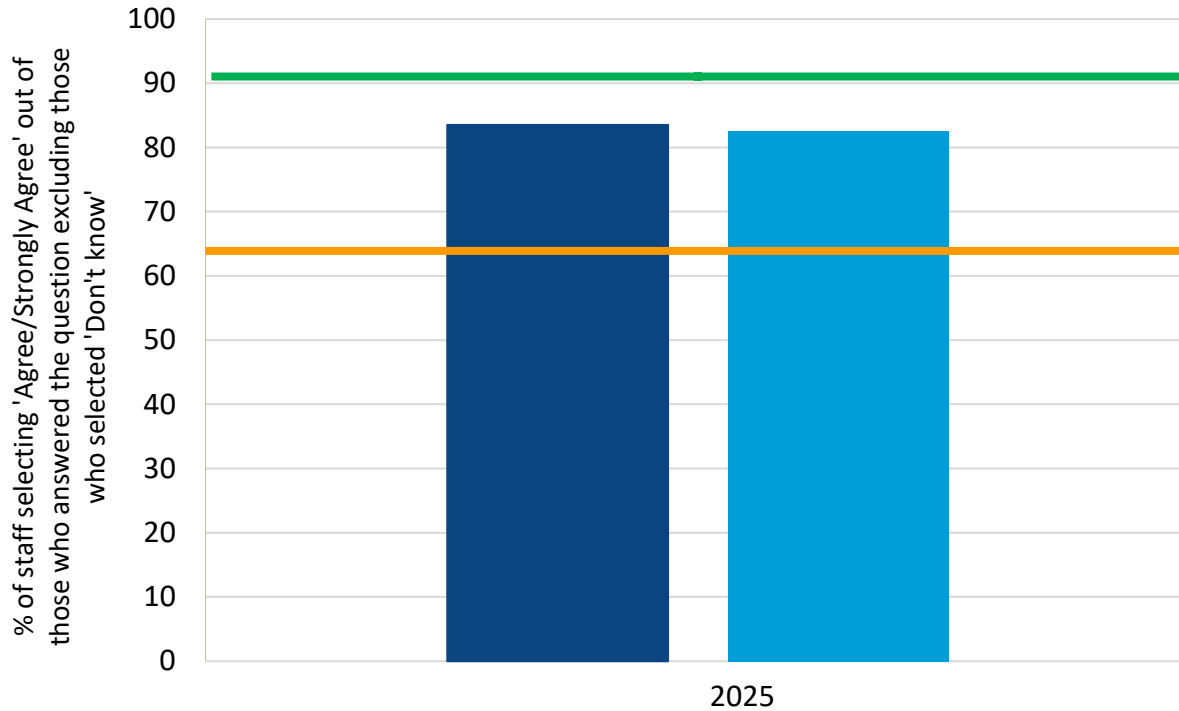
Your org	53.64%
Best result	69.44%
Average result	54.55%
Worst result	36.84%

Responses

151



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

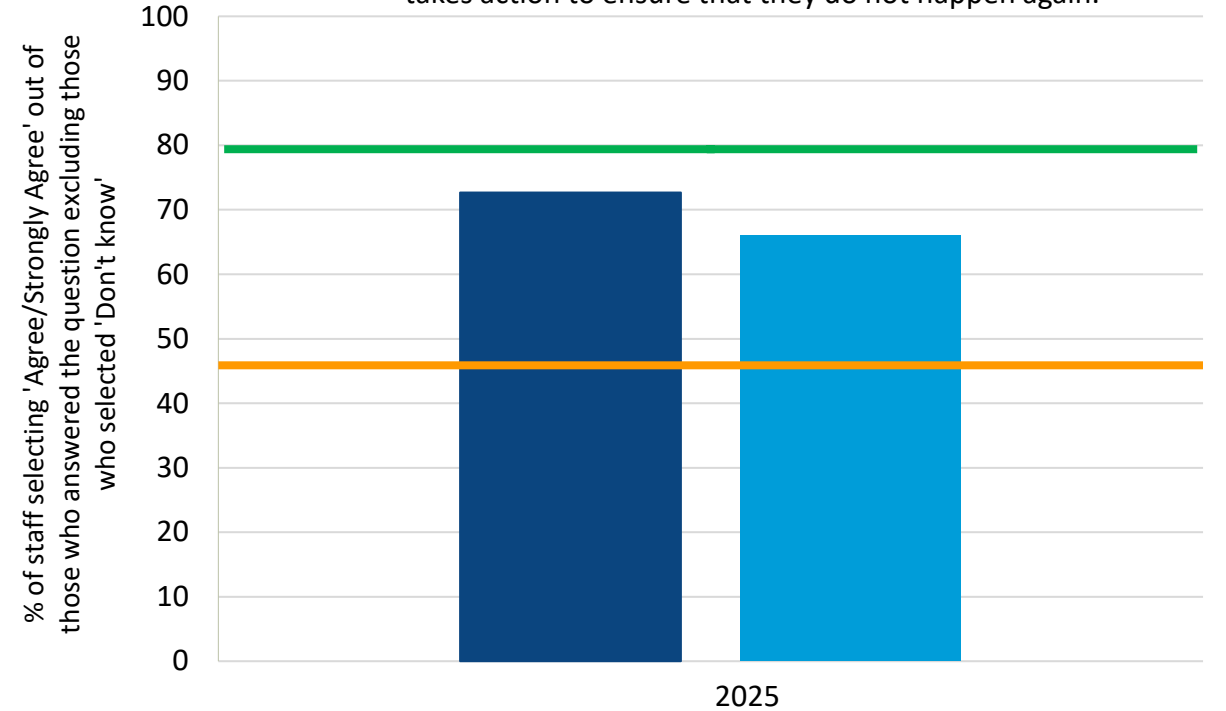


Your org	83.51%
Best result	91.04%
Average result	82.56%
Worst result	63.89%

Responses

194

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



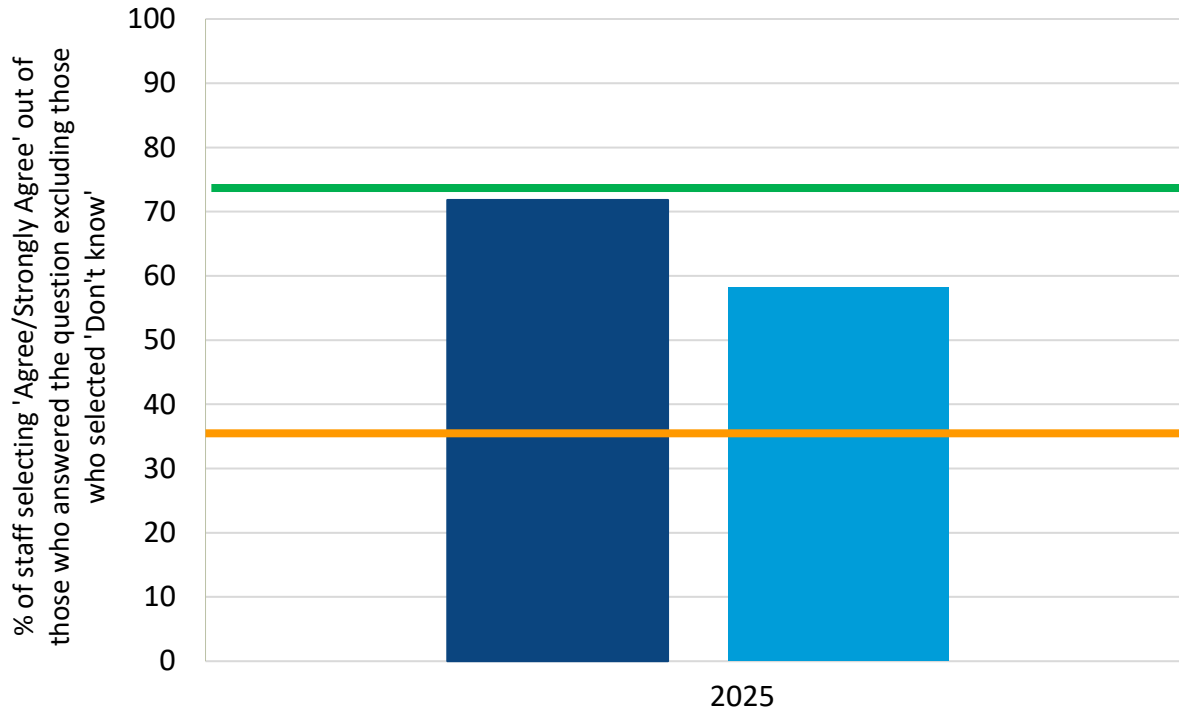
Your org	72.68%
Best result	79.39%
Average result	66.04%
Worst result	45.88%

Responses

183



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

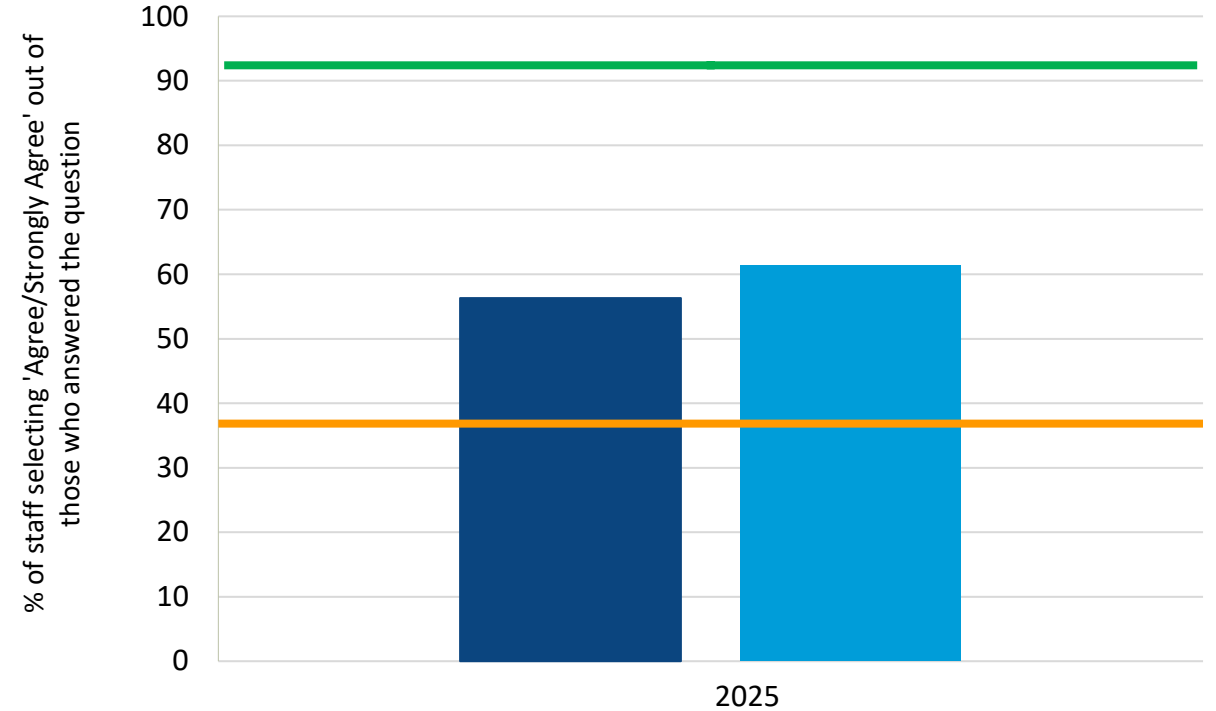


Your org	71.82%
Best result	73.68%
Average result	58.16%
Worst result	35.48%

Responses

181

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



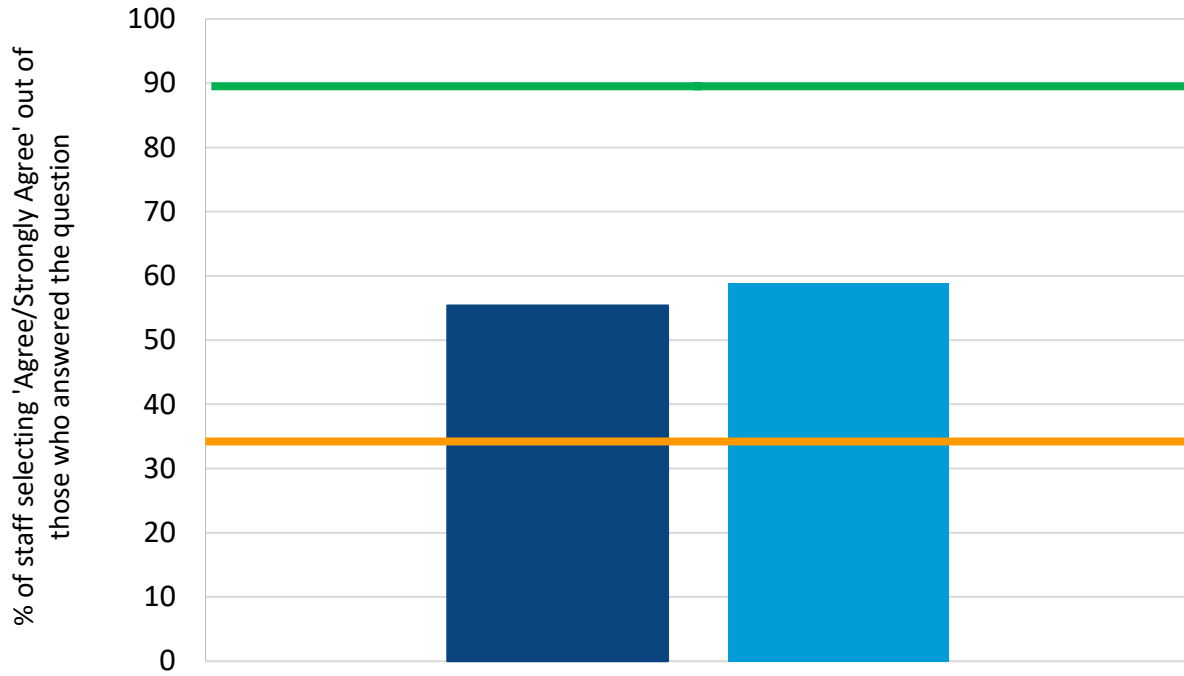
Your org	56.31%
Best result	92.41%
Average result	61.36%
Worst result	36.84%

Responses

206



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



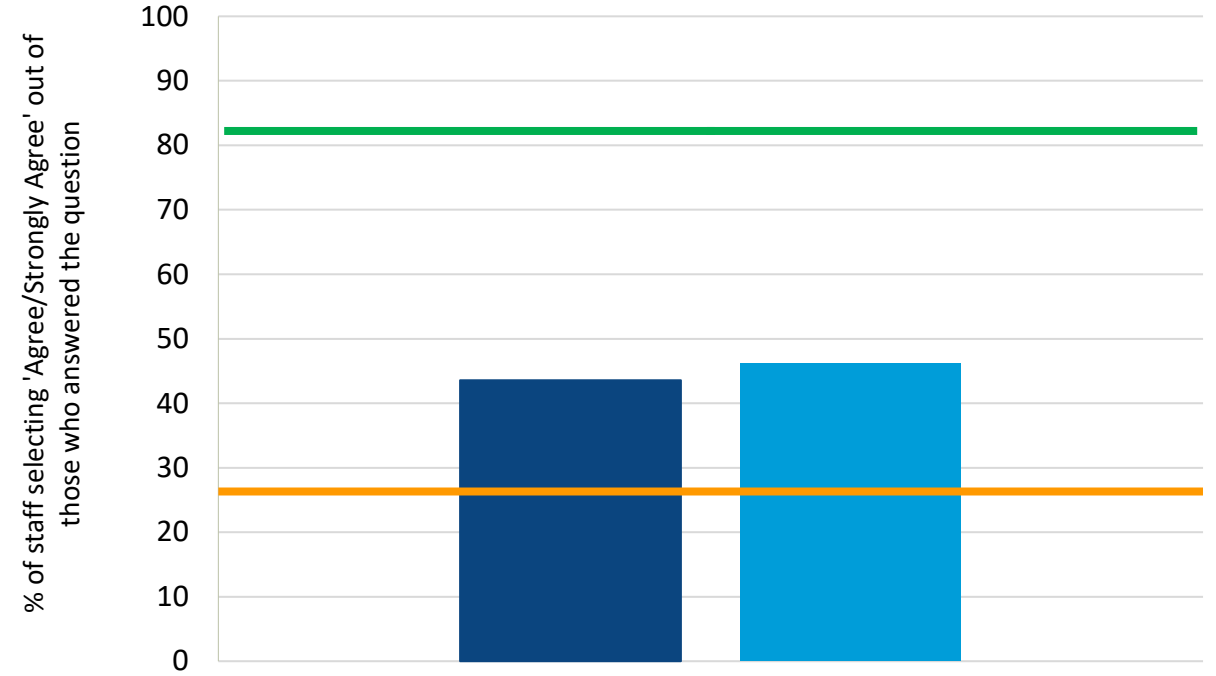
2025

Your org	55.39%
Best result	89.52%
Average result	58.92%
Worst result	34.21%

Responses

204

Q32c I feel supported by the bank team.



2025

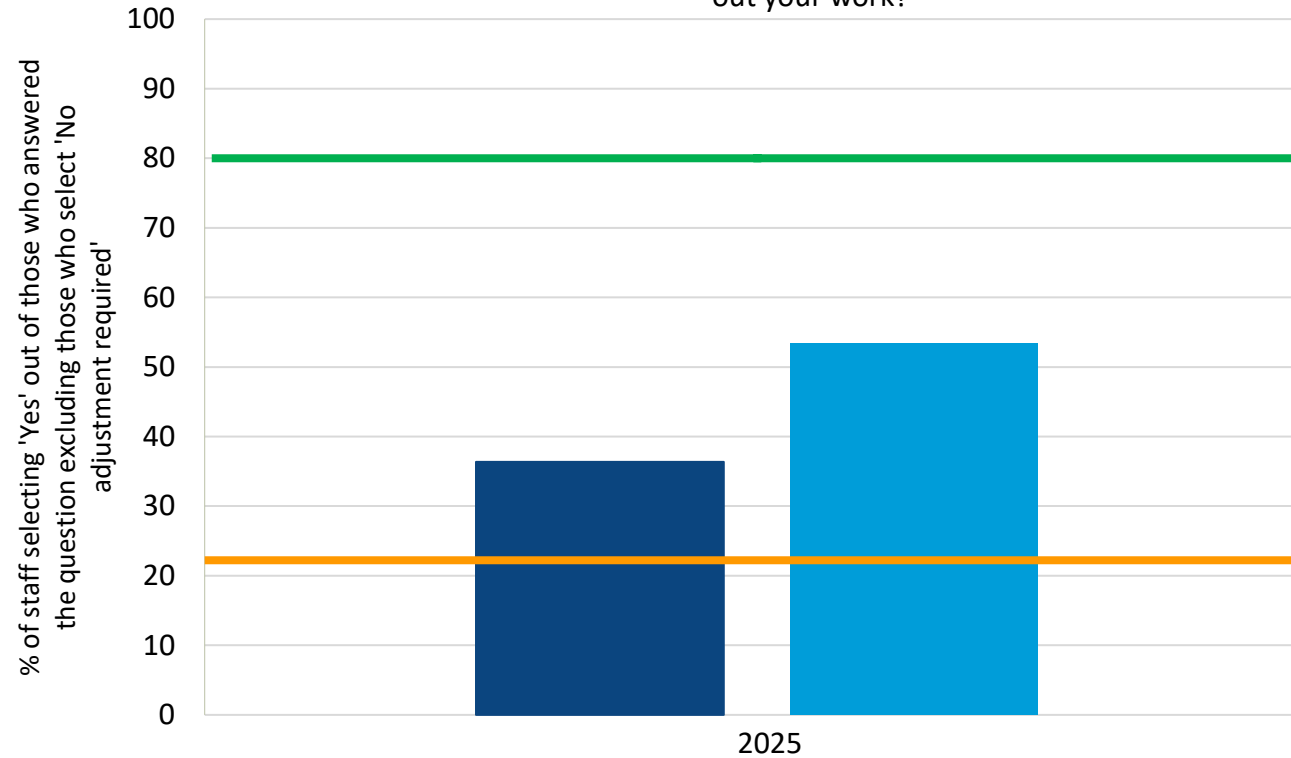
Your org	43.56%
Best result	82.22%
Average result	46.19%
Worst result	26.32%

Responses

202



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



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

Responses 11

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”.

Workforce Race Equality Standard (Bank WRES)

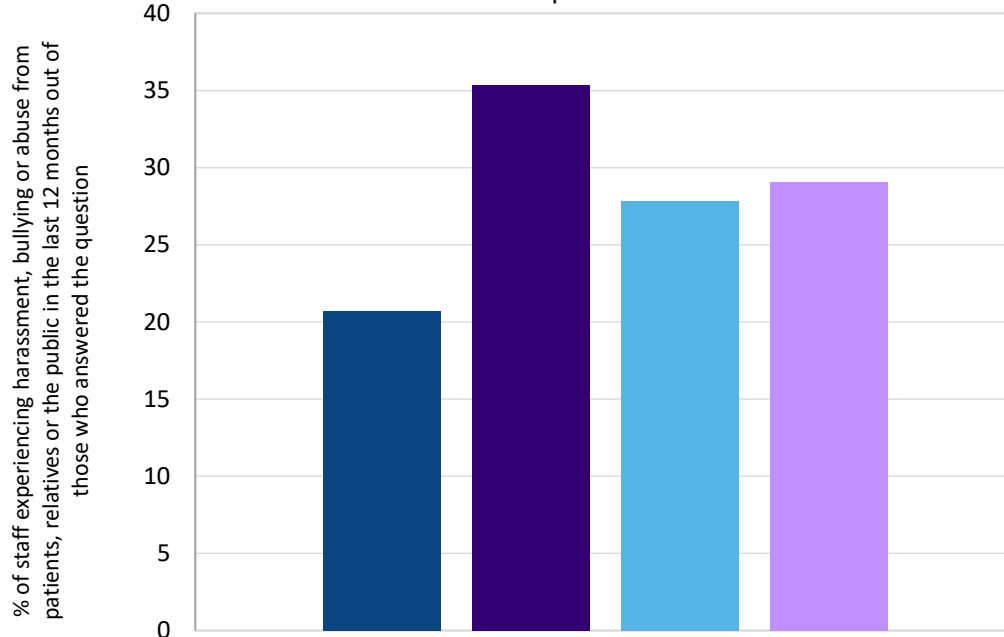
Vertical scales on the following charts vary from slide to slide, which affects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

Data shown in the WRES charts are unweighted.

Averages are calculated as the median for the benchmark group.

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

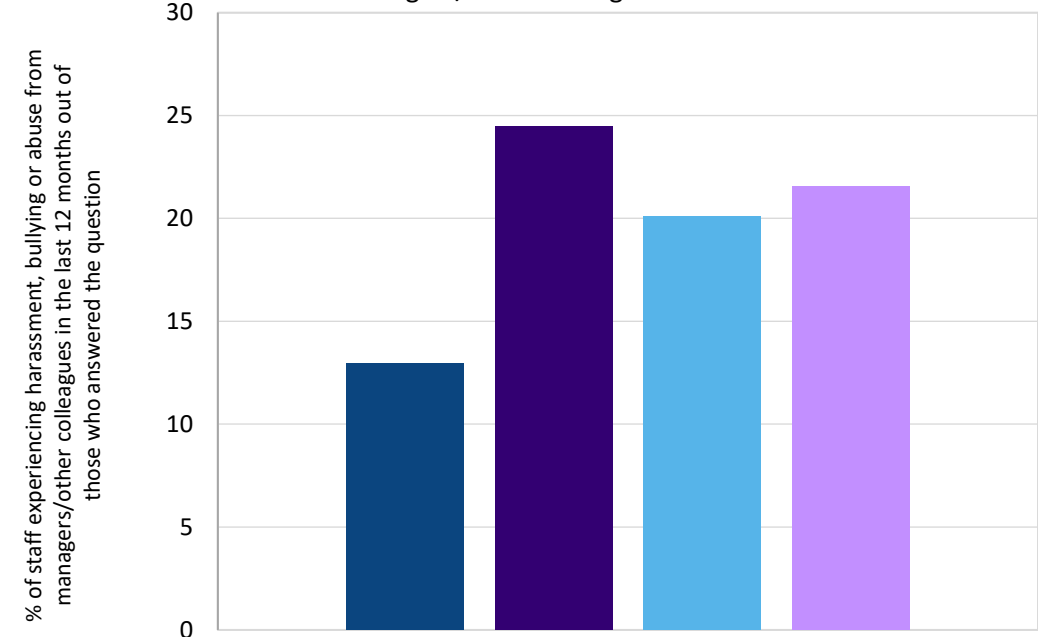
Staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months.



2025

White staff: Your org	20.69%
All other ethnic groups*: Your org	35.37%
White staff: Average	27.85%
All other ethnic groups*: Average	29.08%
White staff: Responses	58
All other ethnic groups*: Responses	147

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



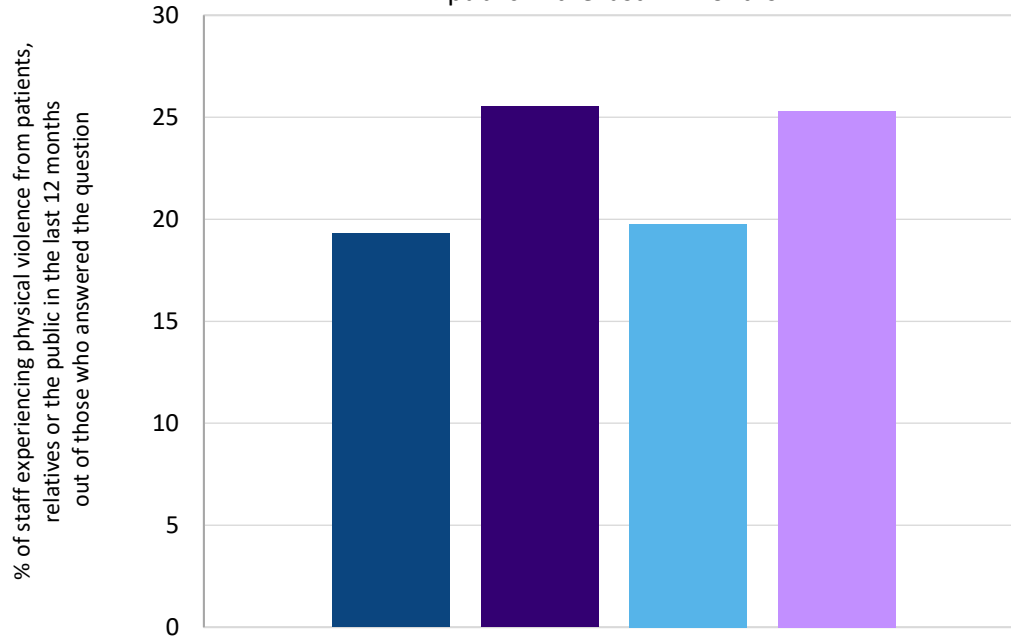
2025

White staff: Your org	12.96%
All other ethnic groups*: Your org	24.46%
White staff: Average	20.09%
All other ethnic groups*: Average	21.57%
White staff: Responses	54
All other ethnic groups*: Responses	139

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

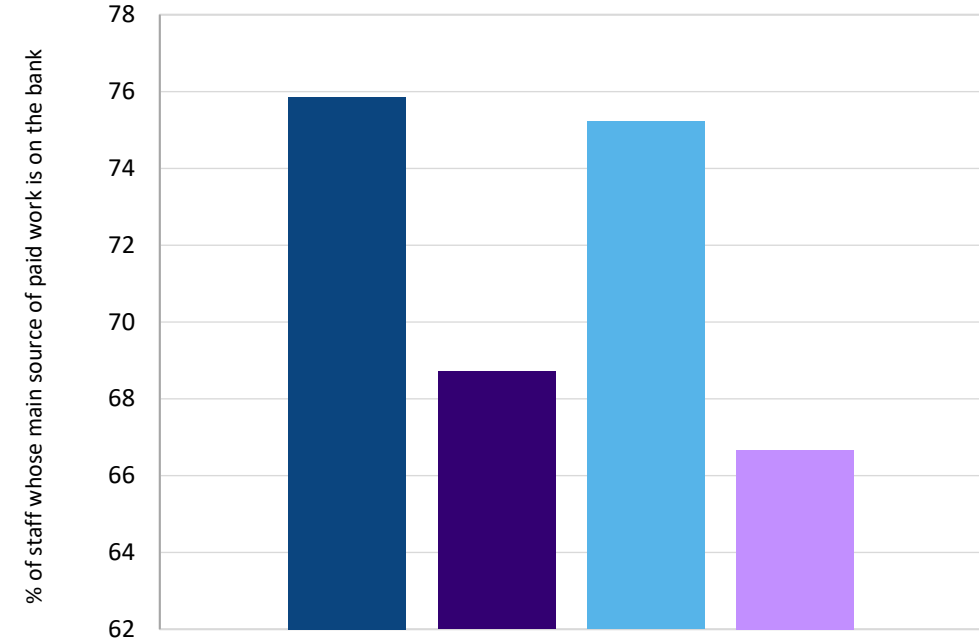
Staff experiencing physical violence from patients, relatives or the public in the last 12 months.



2025

White staff: Your org	19.30%
All other ethnic groups*: Your org	25.52%
White staff: Average	19.76%
All other ethnic groups*: Average	25.30%
White staff: Responses	57
All other ethnic groups*: Responses	145

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



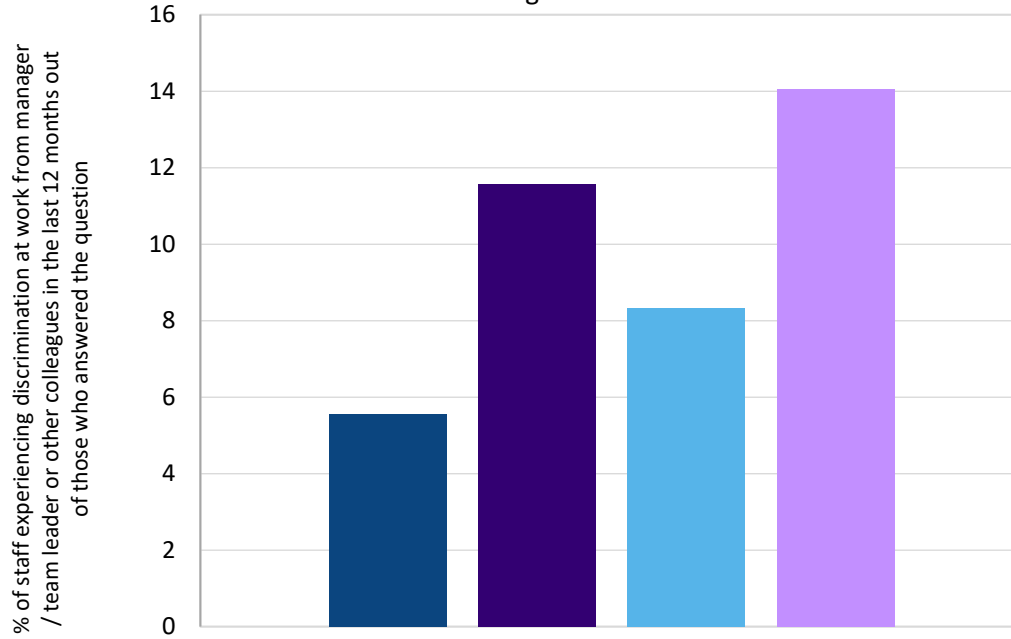
2025

White staff: Your org	75.86%
All other ethnic groups*: Your org	68.71%
White staff: Average	75.23%
All other ethnic groups*: Average	66.67%
White staff: Responses	58
All other ethnic groups*: Responses	147

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

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



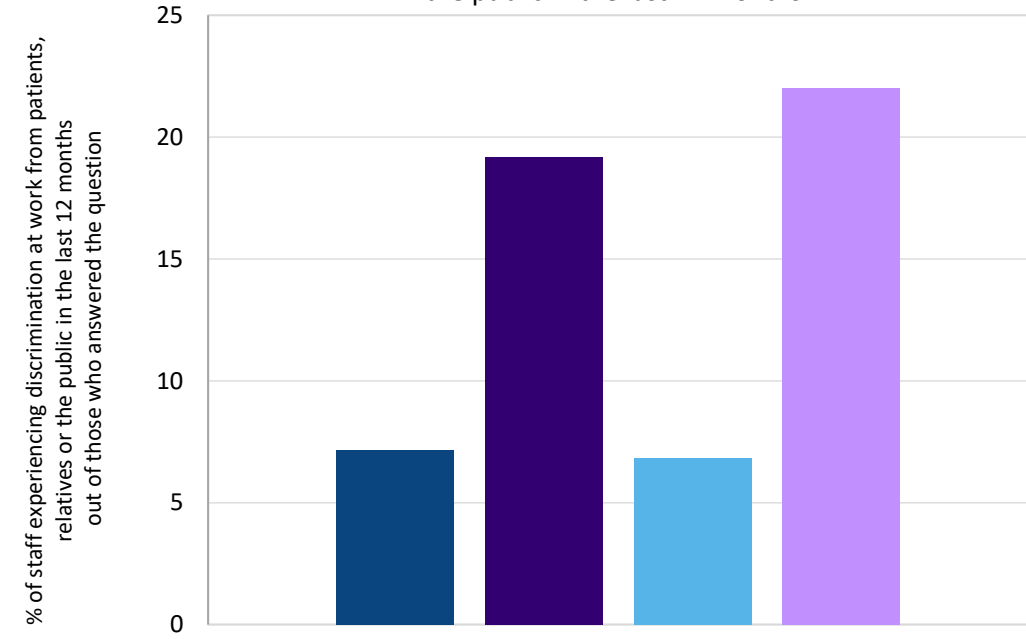
2025

White staff: Your org	5.56%
All other ethnic groups*: Your org	11.56%
White staff: Average	8.33%
All other ethnic groups*: Average	14.07%

White staff: Responses 54

All other ethnic groups*: Responses 147

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



2025

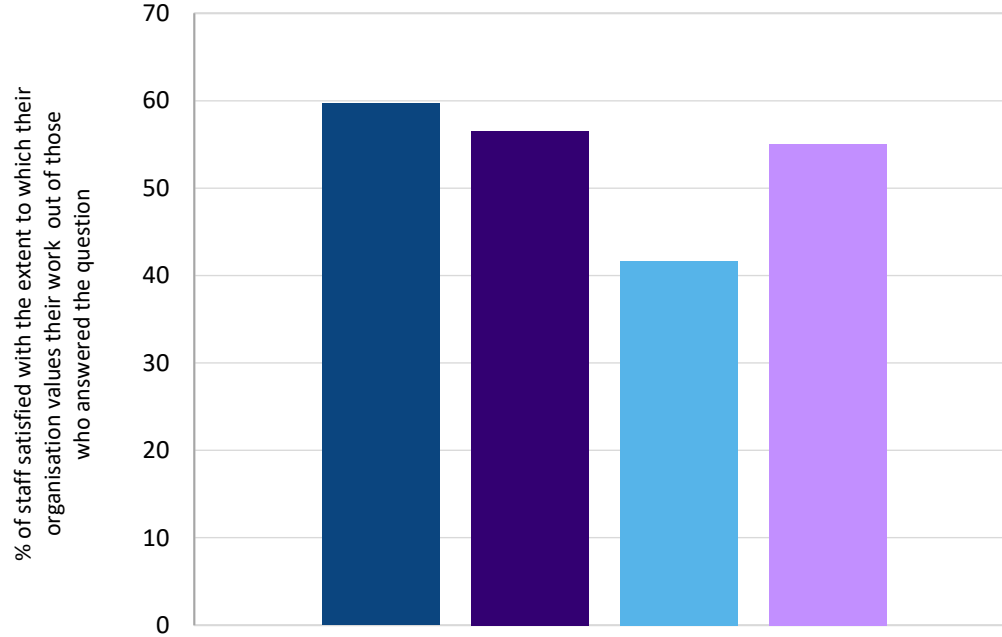
White staff: Your org	7.14%
All other ethnic groups*: Your org	19.18%
White staff: Average	6.81%
All other ethnic groups*: Average	22.00%

White staff: Responses 56

All other ethnic groups*: Responses 146

*Staff from all other ethnic groups combined

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



2025

White staff: Your org	59.65%
All other ethnic groups*: Your org	56.55%
White staff: Average	41.63%
All other ethnic groups*: Average	55.03%

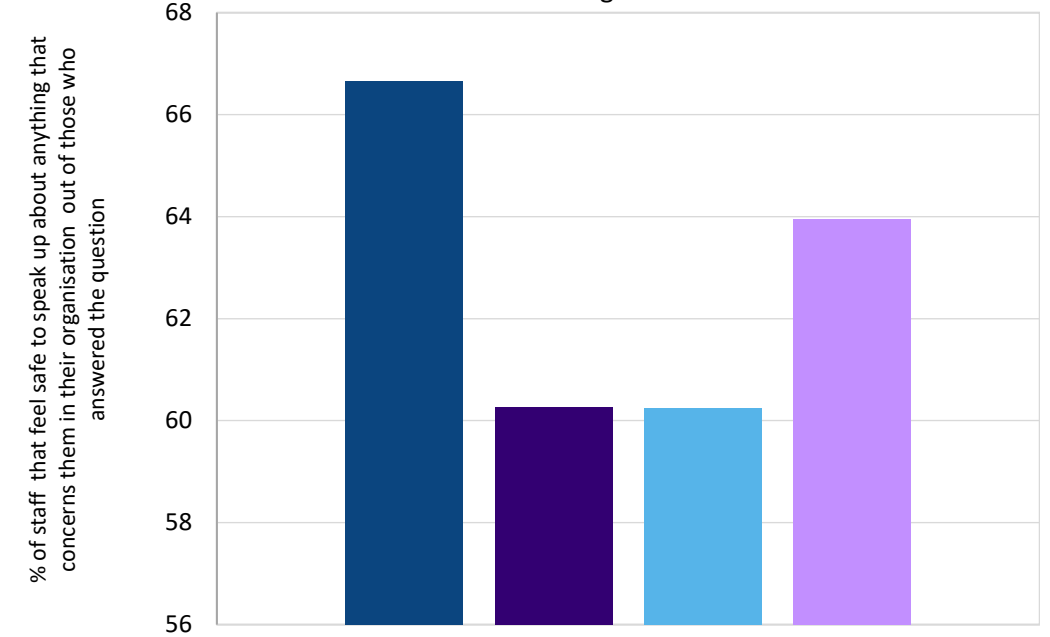
White staff: Responses

57

All other ethnic groups*: Responses

145

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



2025

White staff: Your org	66.67%
All other ethnic groups*: Your org	60.27%
White staff: Average	60.24%
All other ethnic groups*: Average	63.95%

White staff: Responses

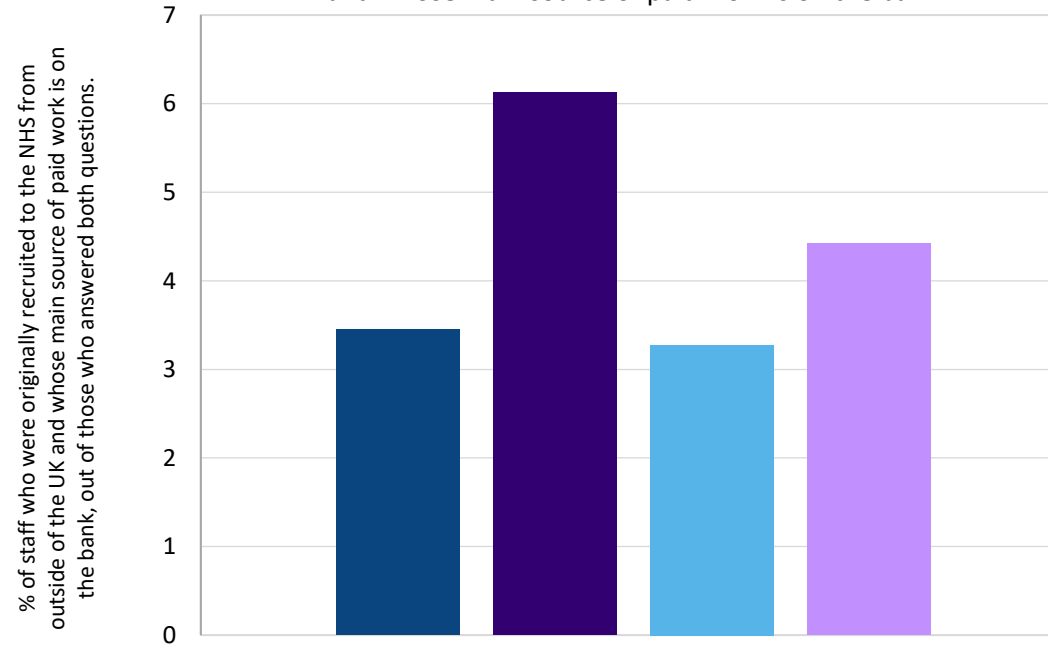
57

All other ethnic groups*: Responses

146

*Staff from all other ethnic groups combined

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



2025

White staff: Your org	3.45%
All other ethnic groups*: Your org	6.12%
White staff: Average	3.28%
All other ethnic groups*: Average	4.42%
White staff: Responses	58
All other ethnic groups*: Responses	147

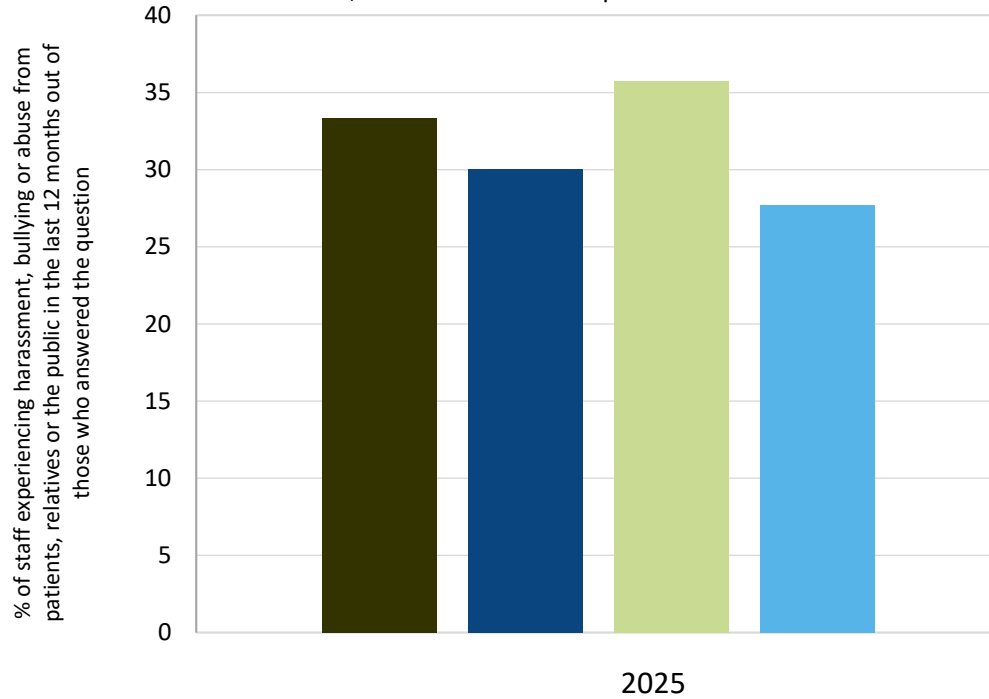
*Staff from all other ethnic groups combined

Workforce Disability Equality Standard (WDES)

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

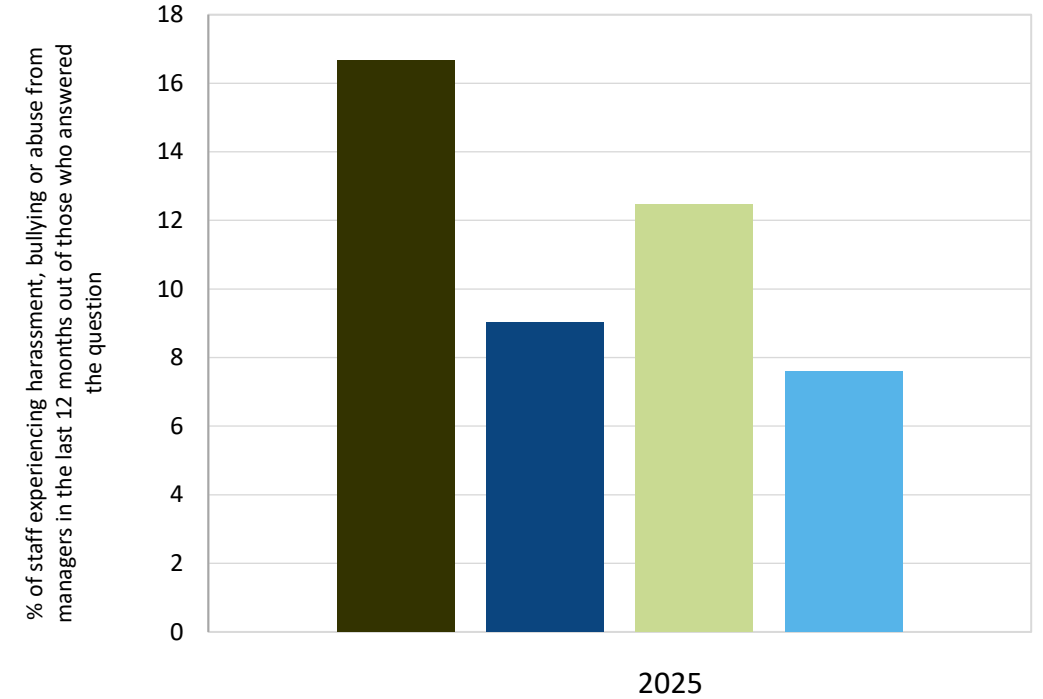
Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

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



Staff with a LTC or illness: Your org	33.33%
Staff without a LTC or illness: Your org	30.06%
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	18
Staff without a LTC or illness: Responses	173

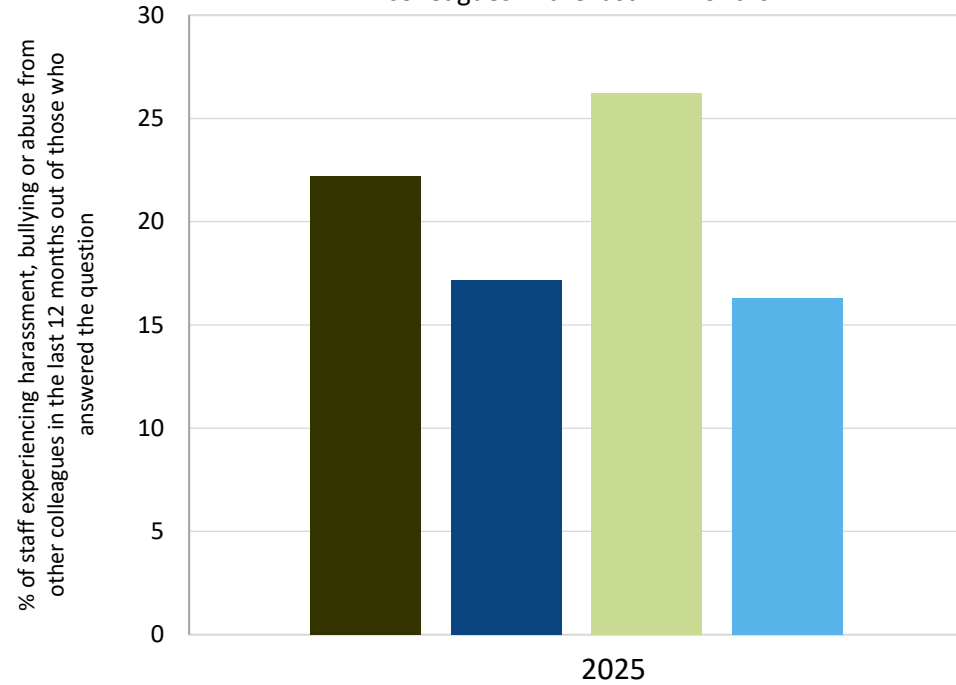
Staff experiencing harassment, bullying or abuse from managers in the last 12 months.



Staff with a LTC or illness: Your org	16.67%
Staff without a LTC or illness: Your org	9.04%
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	18
Staff without a LTC or illness: Responses	166

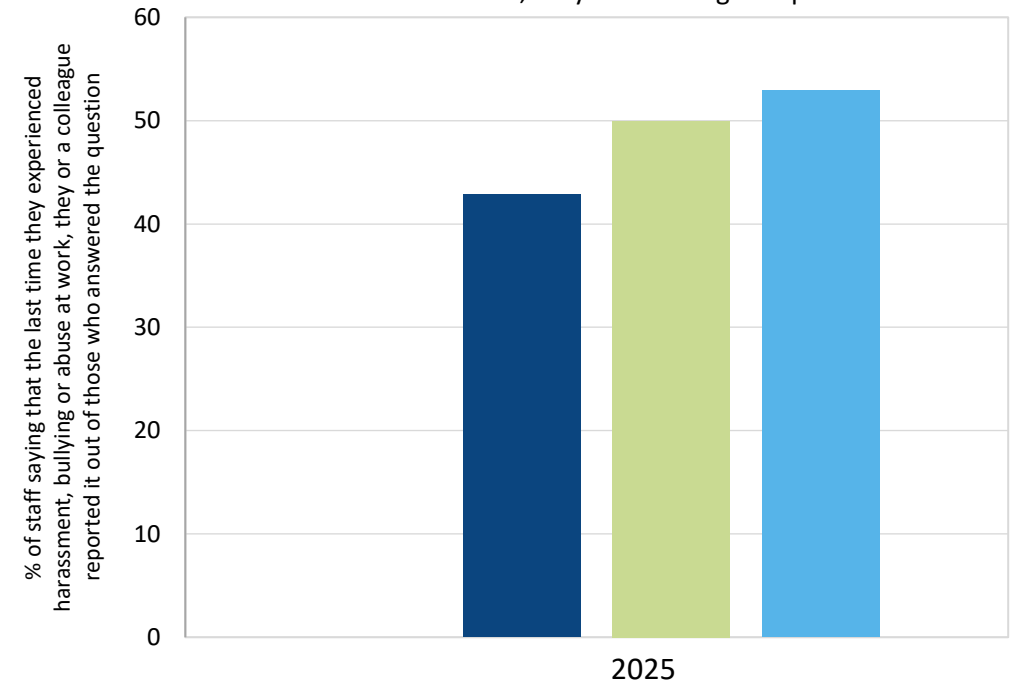
Note: 2023 results for WDES metrics 4a (Q19a) and 4b (Q19b) have corrective weighting applied following an issue with the data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



Staff with a LTC or illness: Your org	22.22%
Staff without a LTC or illness: Your org	17.18%
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	18
Staff without a LTC or illness: Responses	163

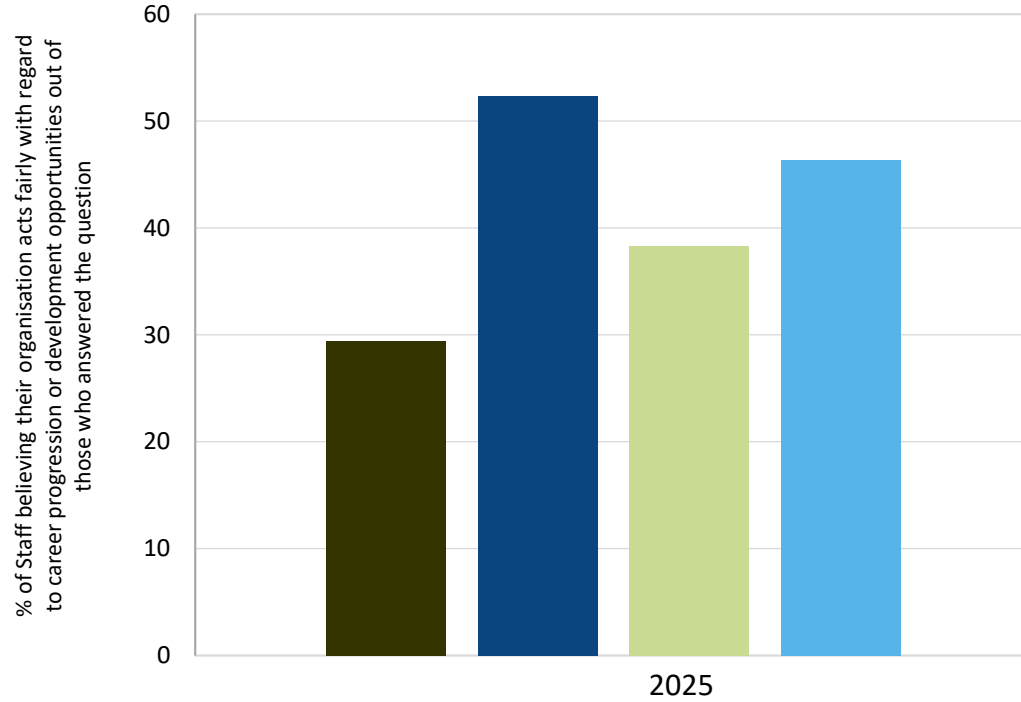
Staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.



Staff with a LTC or illness: Your org	-
Staff without a LTC or illness: Your org	42.86%
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	5
Staff without a LTC or illness: Responses	49

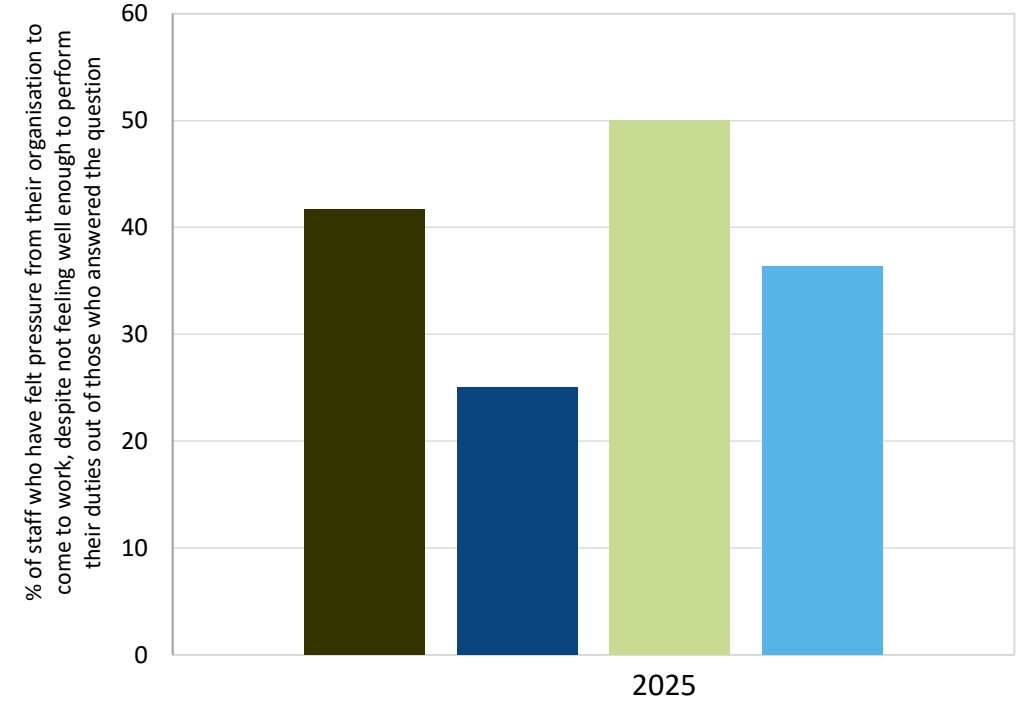
Note: 2023 results for WDES metrics 4c (Q19c) and 4d (Q19d) have corrective weighting applied following an issue with the data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



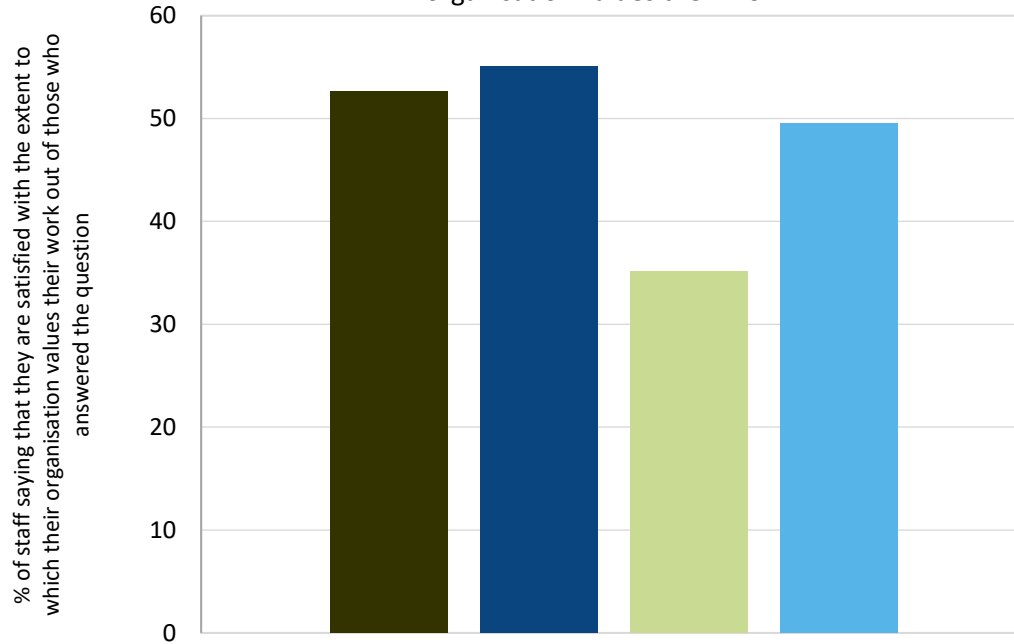
Staff with a LTC or illness: Your org	29.41%
Staff without a LTC or illness: Your org	52.33%
Staff with a LTC or illness: Average	38.35%
Staff without a LTC or illness: Average	46.32%
Staff with a LTC or illness: Responses	17
Staff without a LTC or illness: Responses	172

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	41.67%
Staff without a LTC or illness: Your org	25.00%
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	12
Staff without a LTC or illness: Responses	44

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



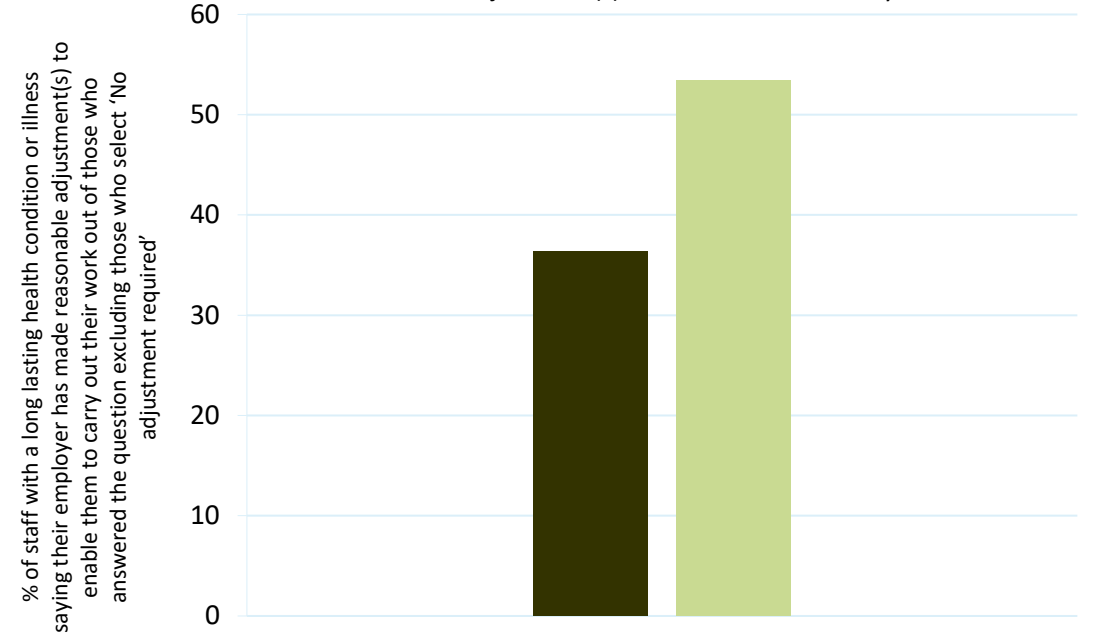
2025

Staff with a LTC or illness: Your org	52.63%
Staff without a LTC or illness: Your org	55.03%
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 19

Staff without a LTC or illness: Responses 169

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

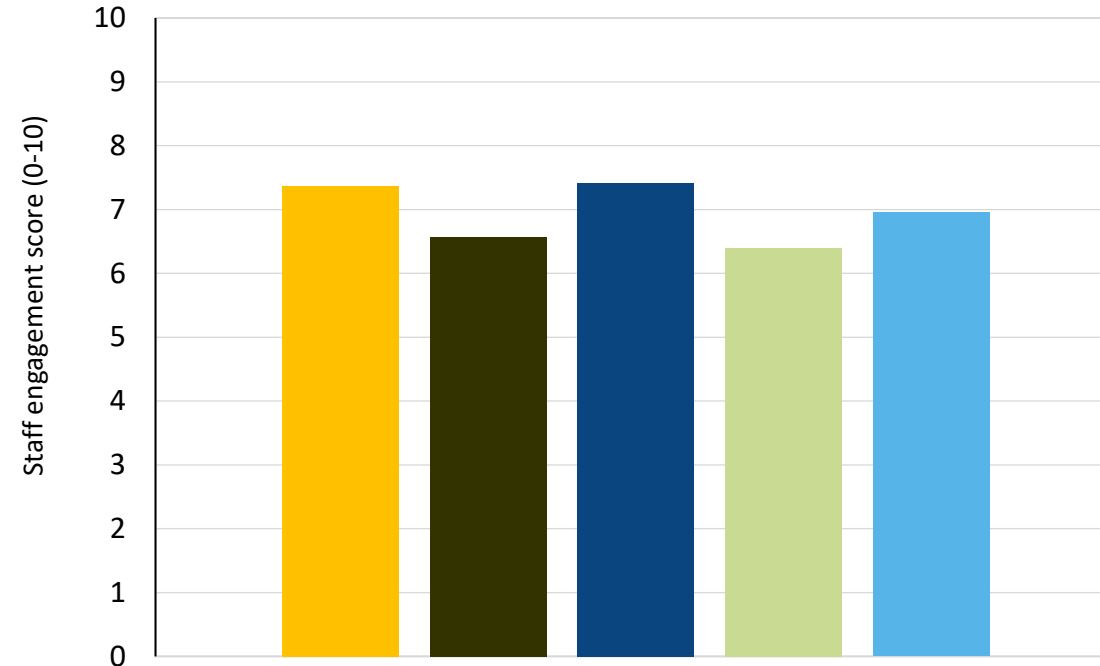


2025

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

Staff engagement score (0-10)



2025

All staff: Your org	7.36
Staff with a LTC or illness: Your org	6.56
Staff without a LTC or illness: Your org	7.42
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	19
Staff without a LTC or illness: Responses	172

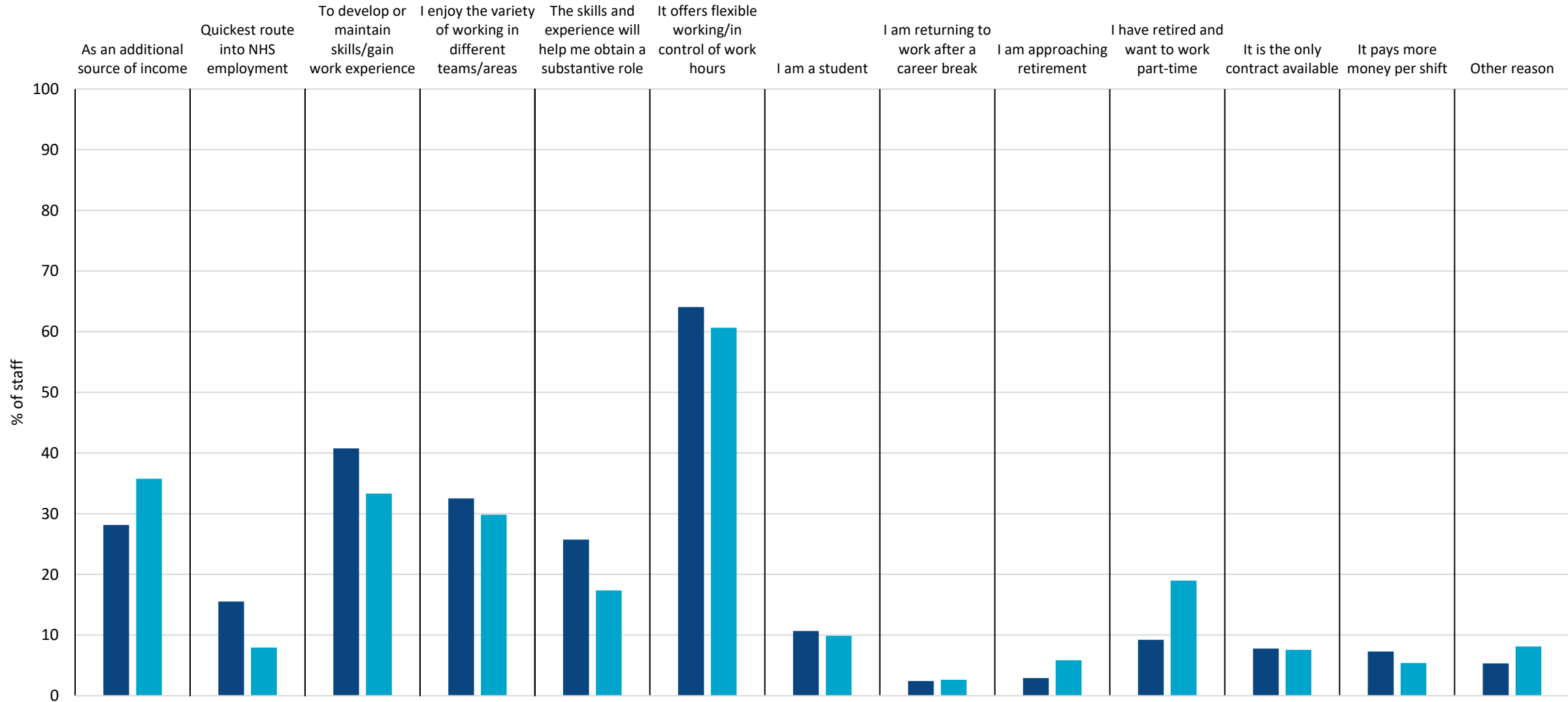
About your respondents

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.

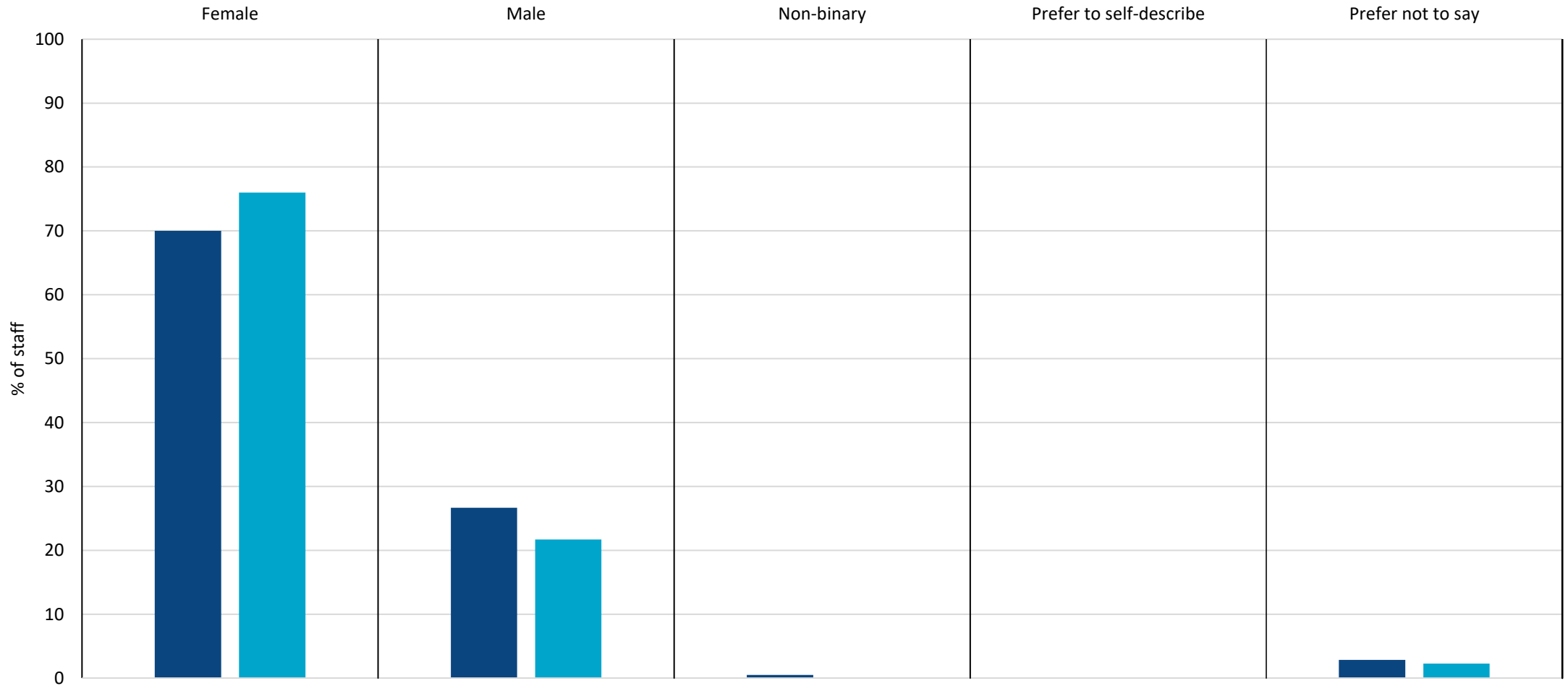


Background details - Reasons for working as a bank worker for the NHS



Reason	Your org (%)	Average (%)
As an additional source of income	28.16%	35.78%
Quickest route into NHS employment	15.53%	7.94%
To develop or maintain skills/gain work experience	40.78%	33.33%
I enjoy the variety of working in different teams/areas	32.52%	29.83%
The skills and experience will help me obtain a substantive role	25.73%	17.35%
It offers flexible working/in control of work hours	64.08%	60.67%
I am a student	10.68%	9.88%
I am returning to work after a career break	2.43%	2.63%
I am approaching retirement	2.91%	5.86%
I have retired and want to work part-time	9.22%	18.97%
It is the only contract available	7.77%	7.58%
It pays more money per shift	7.28%	5.41%
Other reason	5.34%	8.11%

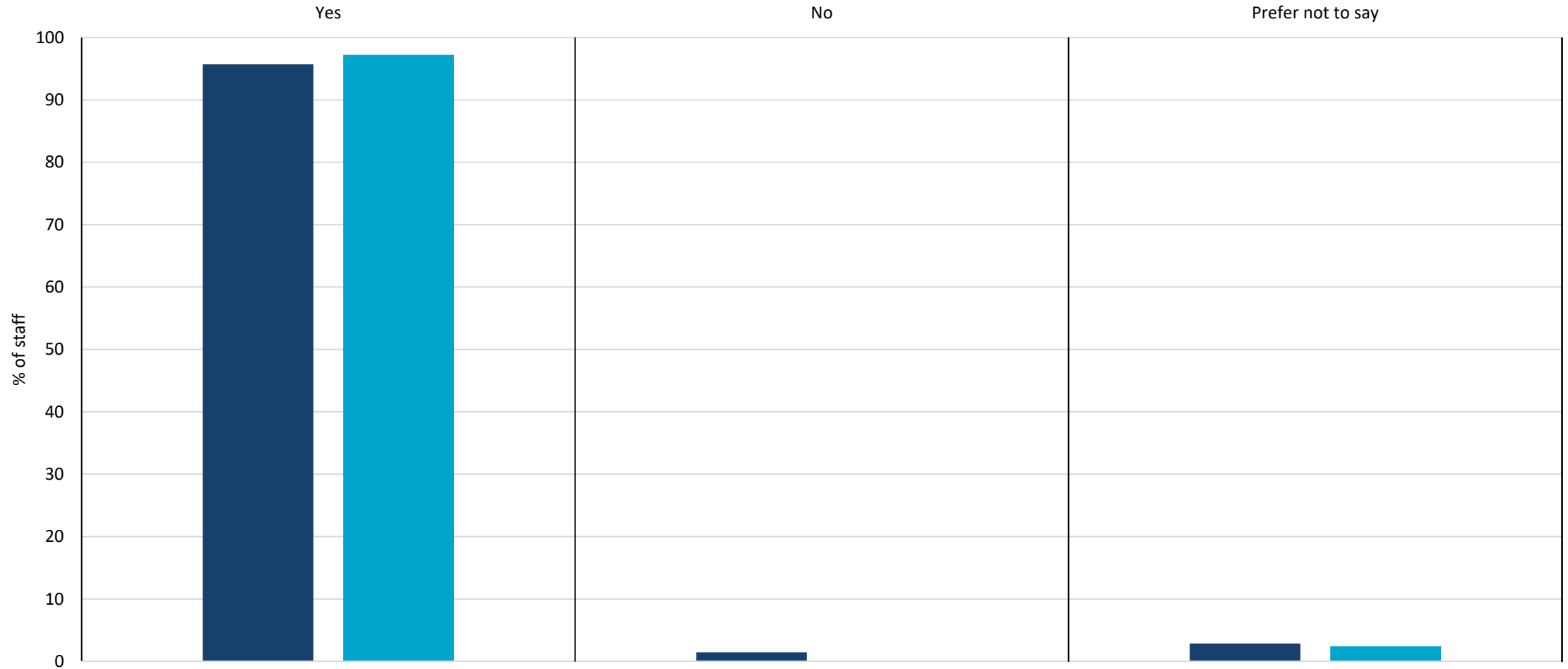
Background details – Which of the following best describes you?



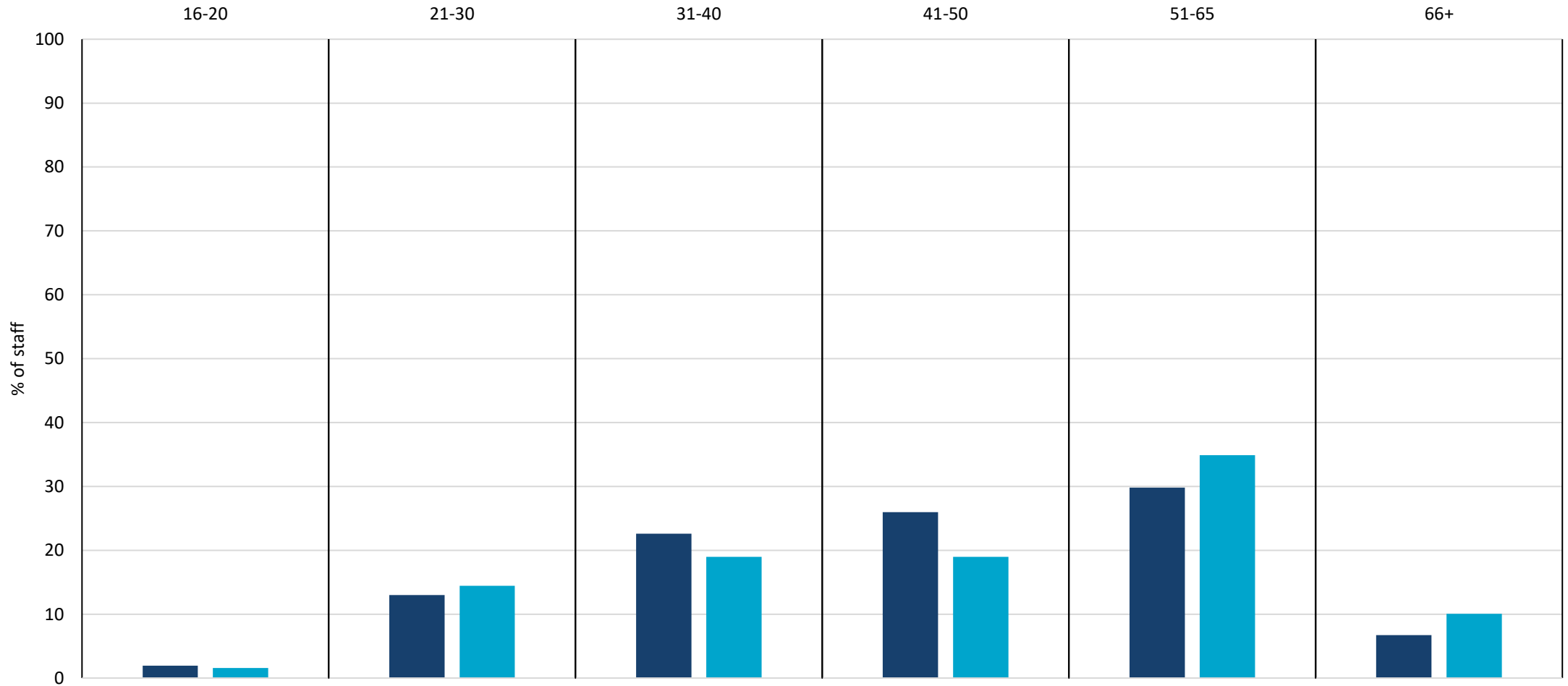
Responses	210	210	210	210	210
Your org	70.00%	26.67%	0.48%	0.00%	2.86%
Average	76.00%	21.68%	0.00%	0.00%	2.27%



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

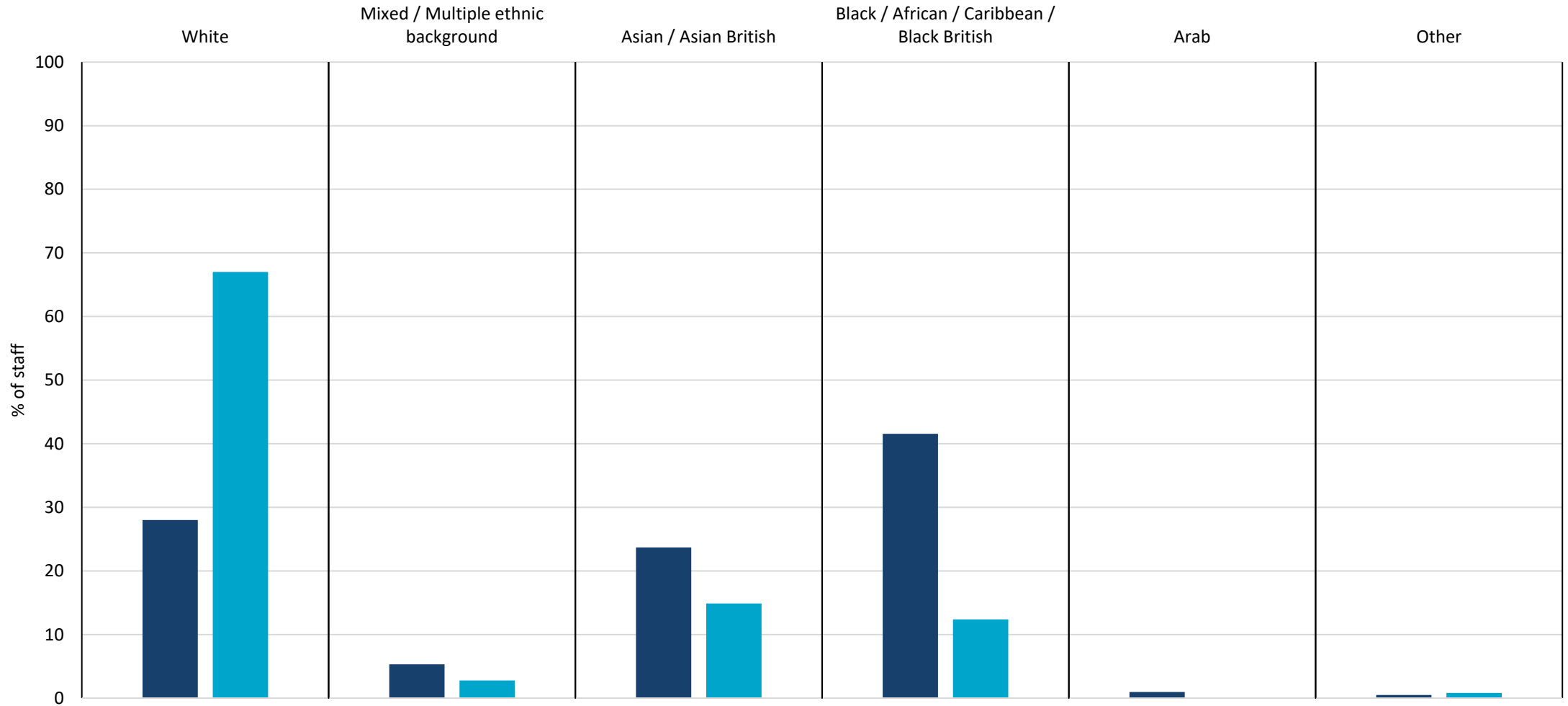


Responses	210	210	210
Your org	95.71%	1.43%	2.86%
Average	97.25%	0.00%	2.41%

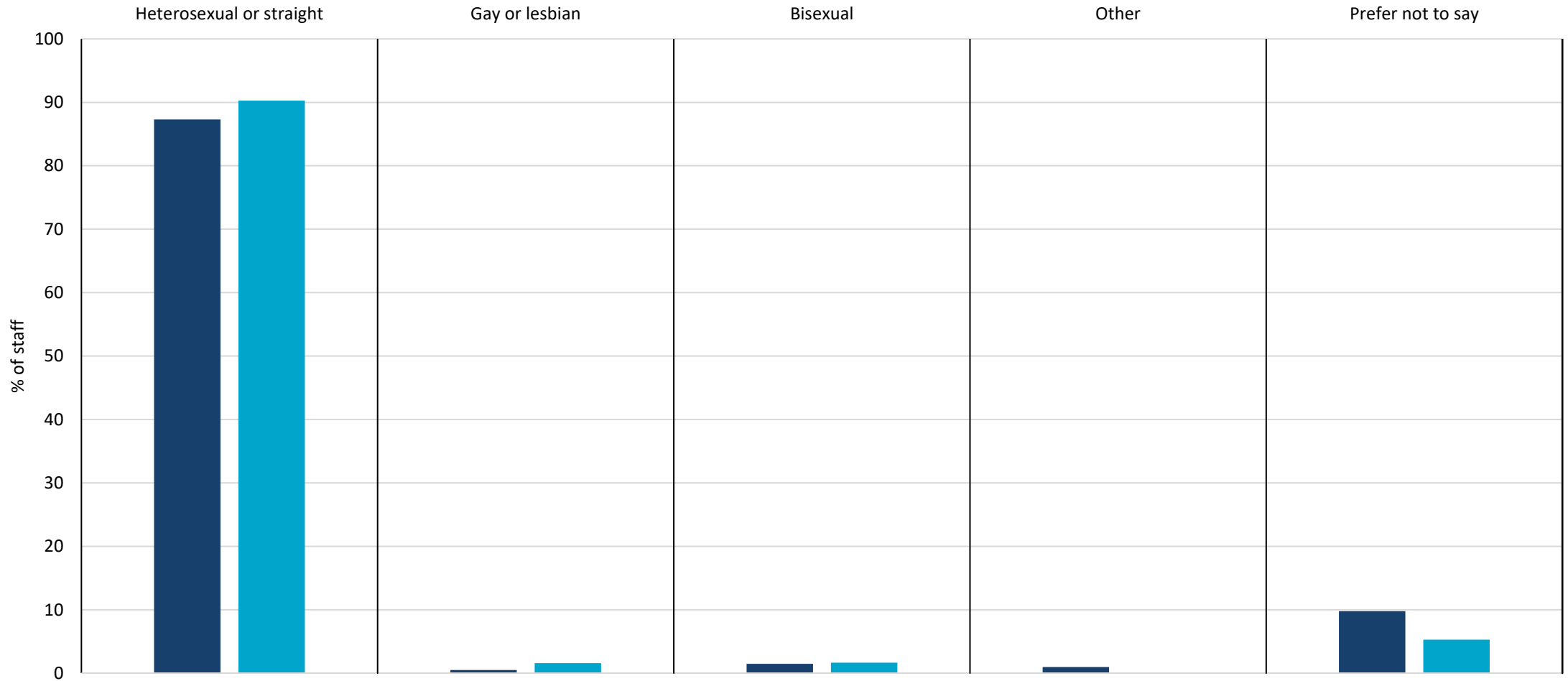


Your org	1.92%	12.98%	22.60%	25.96%	29.81%	6.73%
Average	1.57%	14.44%	18.97%	18.97%	34.88%	10.07%
Responses	208	208	208	208	208	208

Background details - Ethnic group

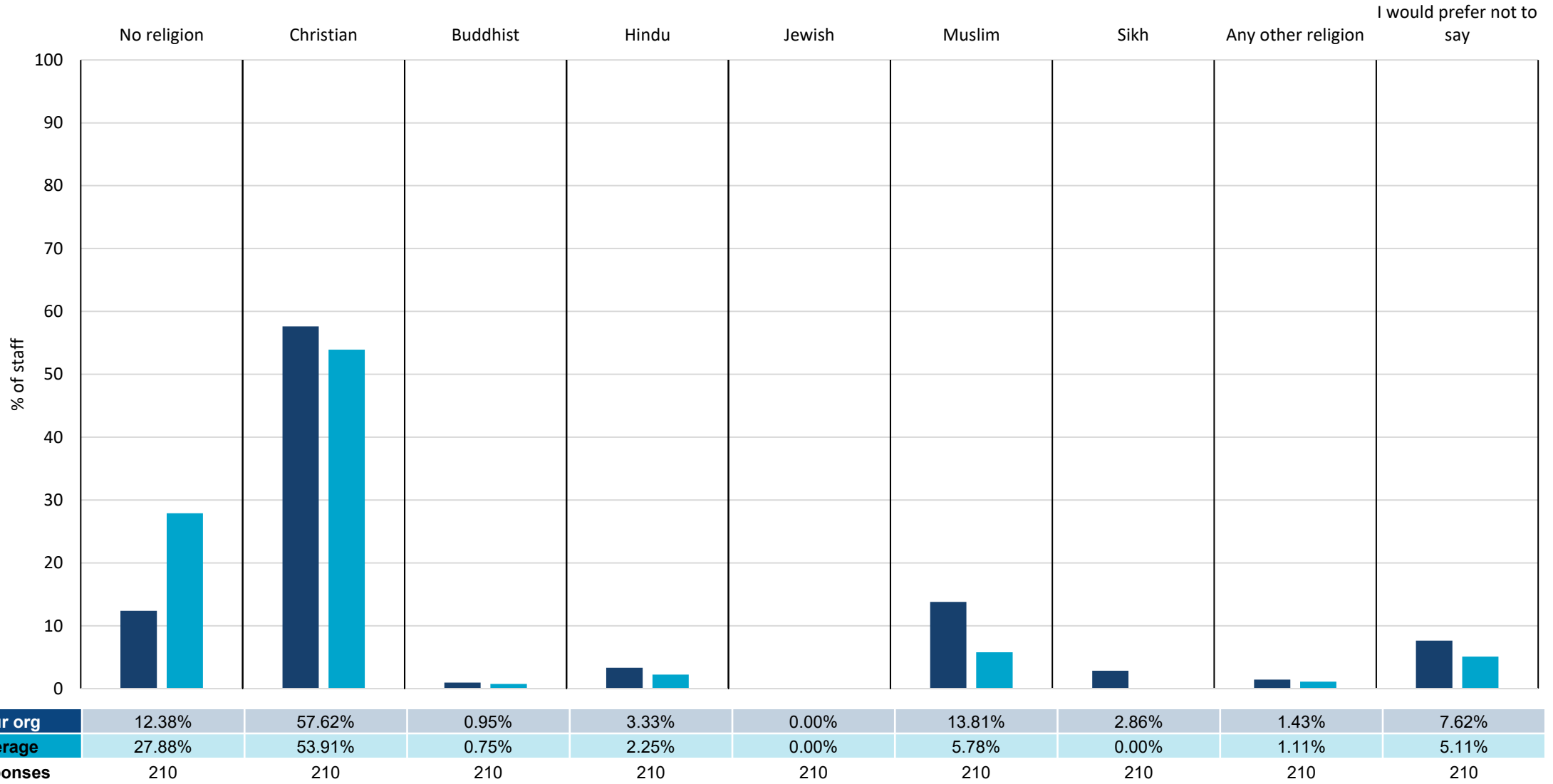


	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
Your org	28.02%	5.31%	23.67%	41.55%	0.97%	0.48%
Average	67.01%	2.78%	14.89%	12.37%	0.00%	0.83%
Responses	207	207	207	207	207	207

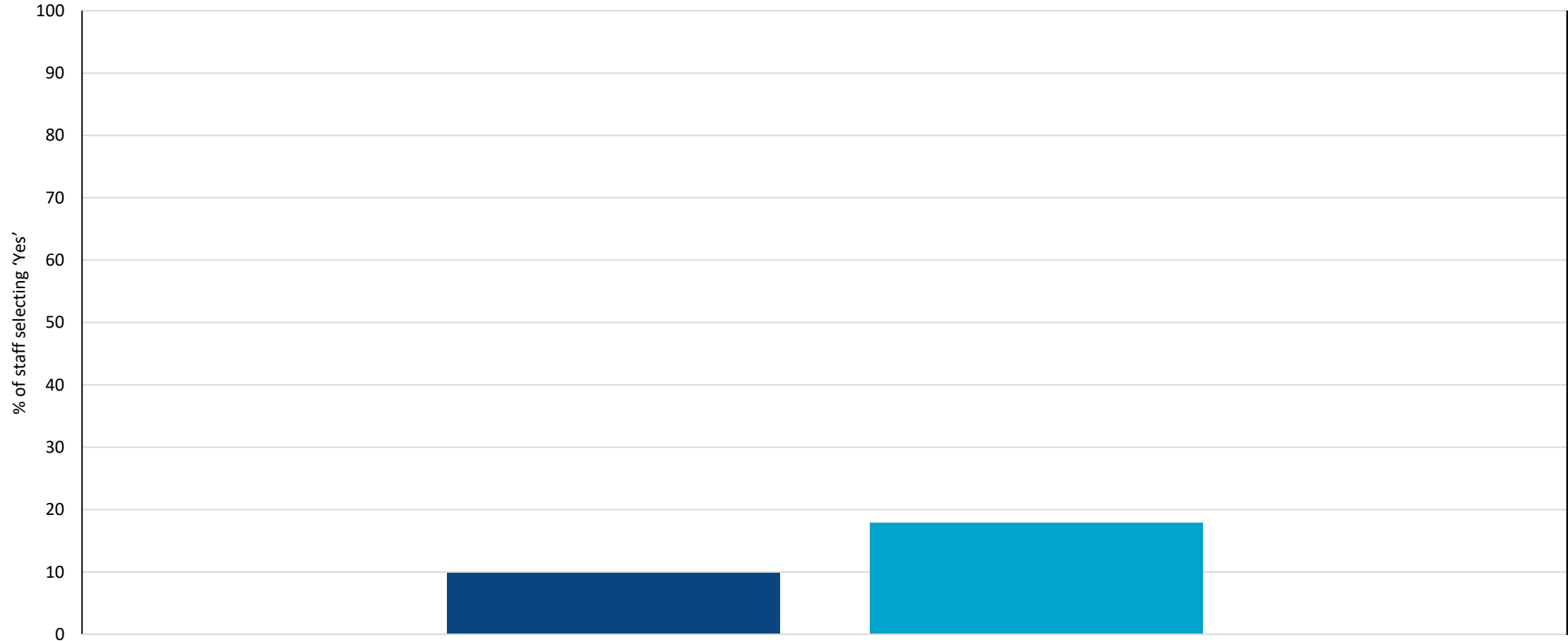


Responses	205	205	205	205	205
Your org	87.32%	0.49%	1.46%	0.98%	9.76%
Average	90.27%	1.59%	1.64%	0.00%	5.26%

Background details - Religion or belief



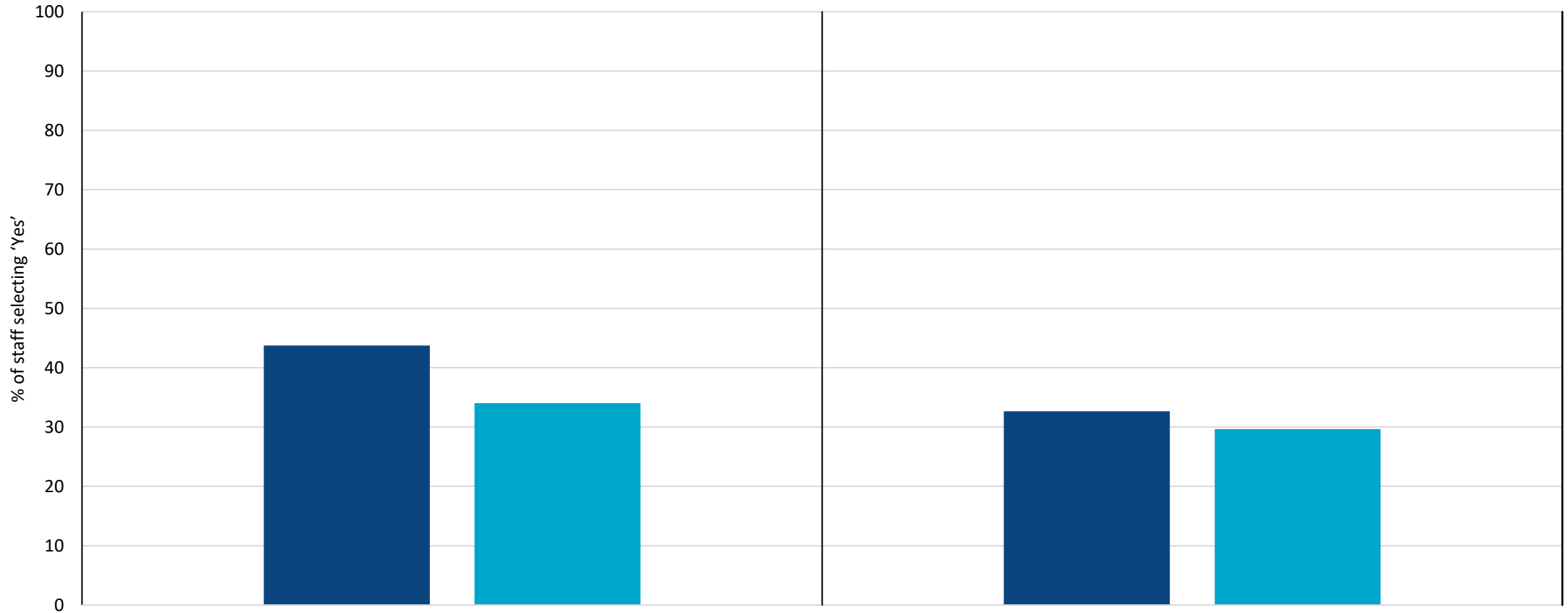
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?



Your org	9.84%
Average	17.83%
Responses	193

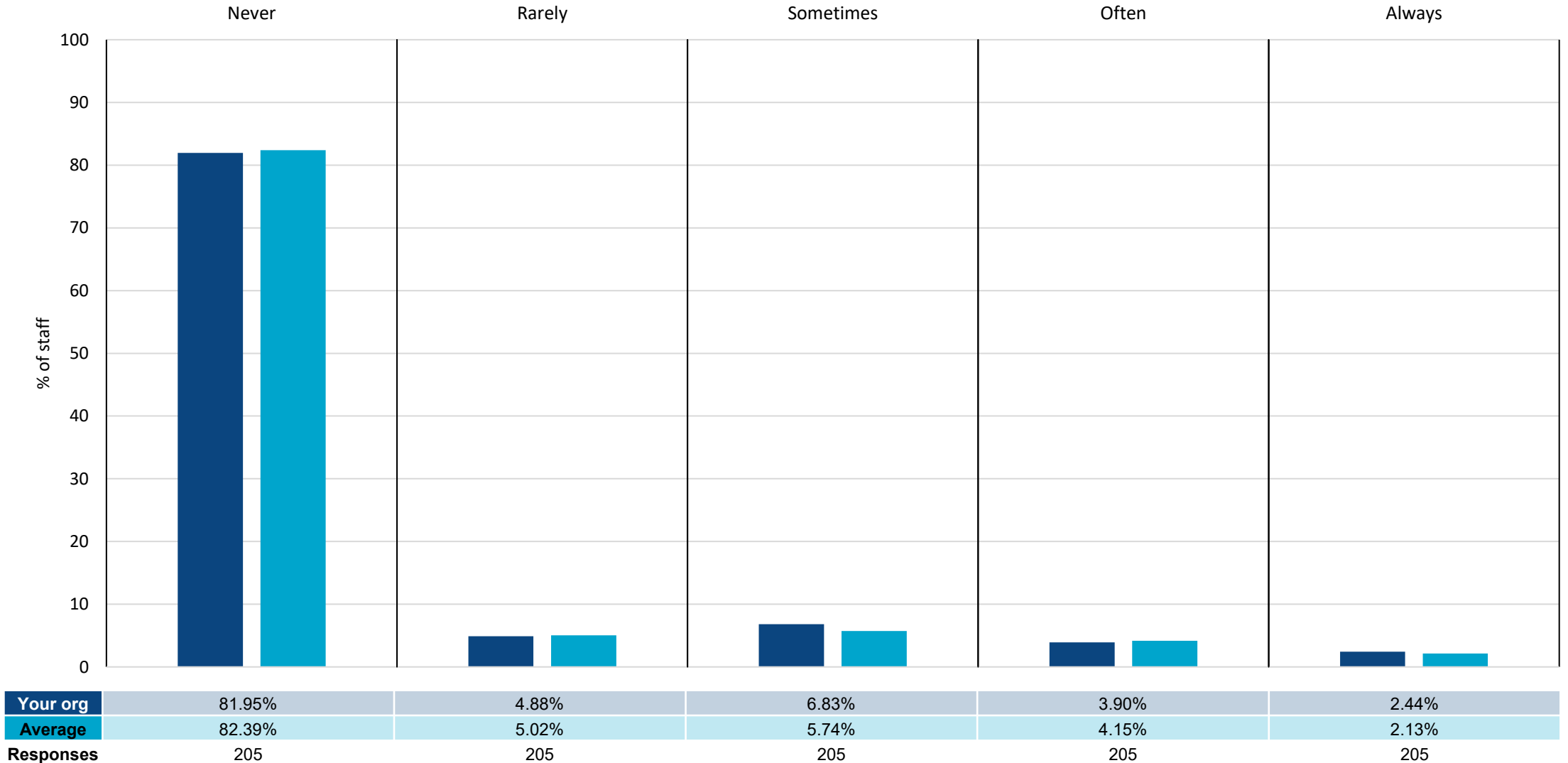
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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.



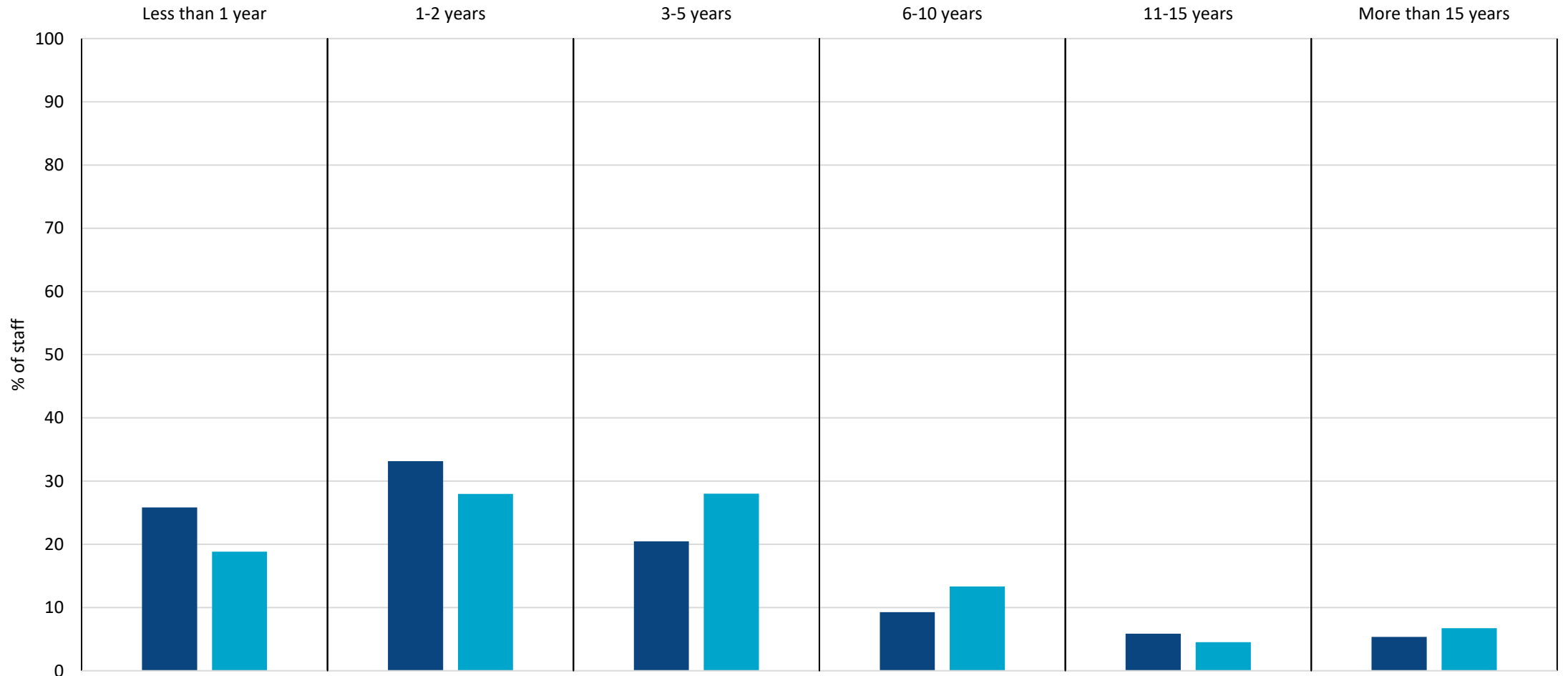
Your org	43.75%	32.67%
Average	34.03%	29.64%
Responses	208	202

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





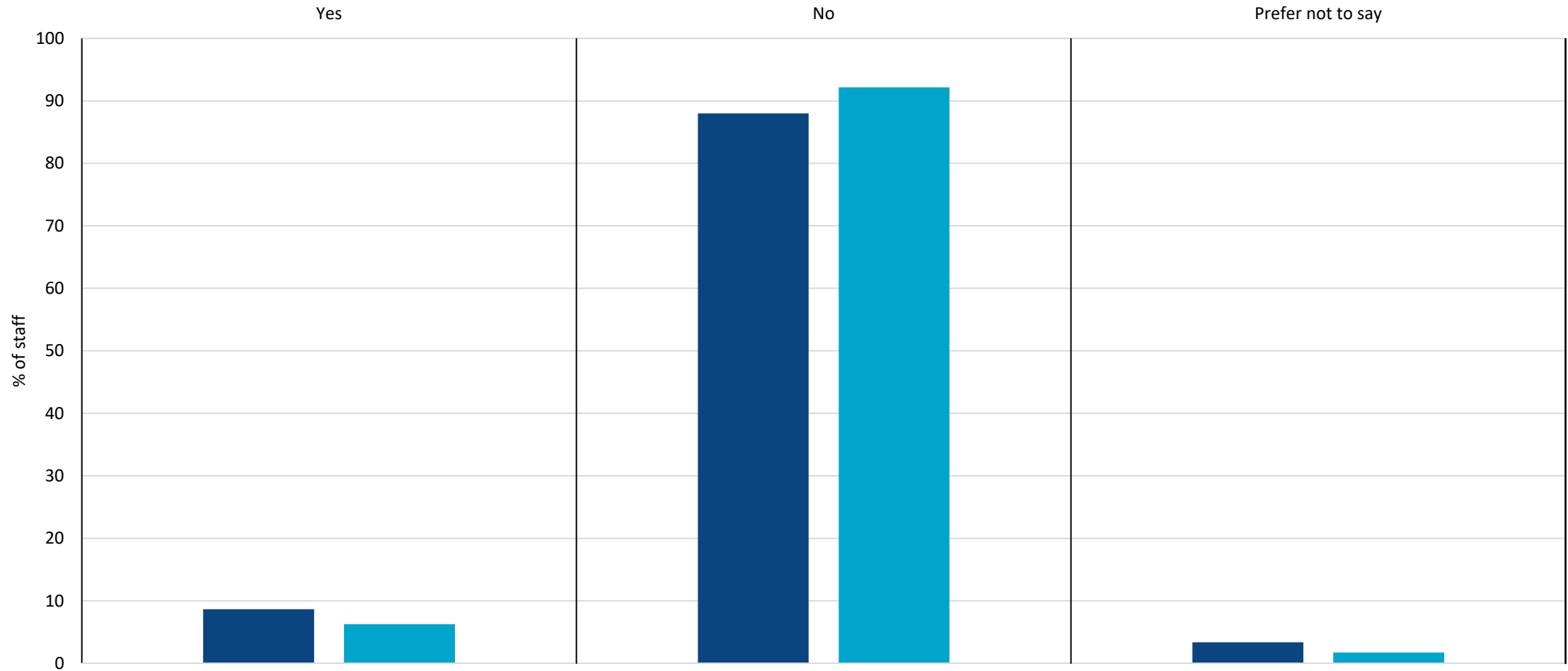
Background details - Length of service for this organisation in current role



Your org	25.85%	33.17%	20.49%	9.27%	5.85%	5.37%
Average	18.86%	27.98%	28.02%	13.34%	4.53%	6.74%
Responses	205	205	205	205	205	205



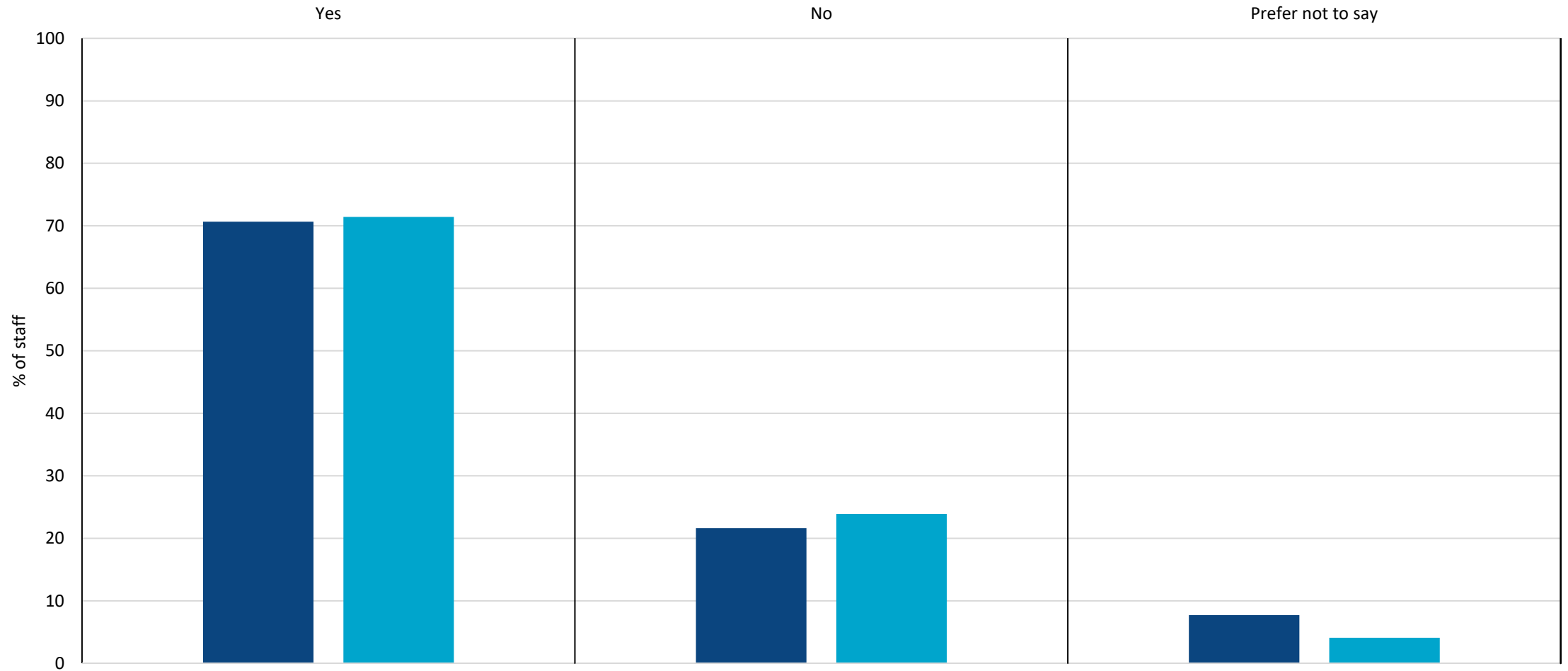
Background details - Prior to working on the bank, were you recruited directly to the NHS from outside of the UK?



Responses	208	208	208
Your org	8.65%	87.98%	3.37%
Average	6.25%	92.17%	1.72%



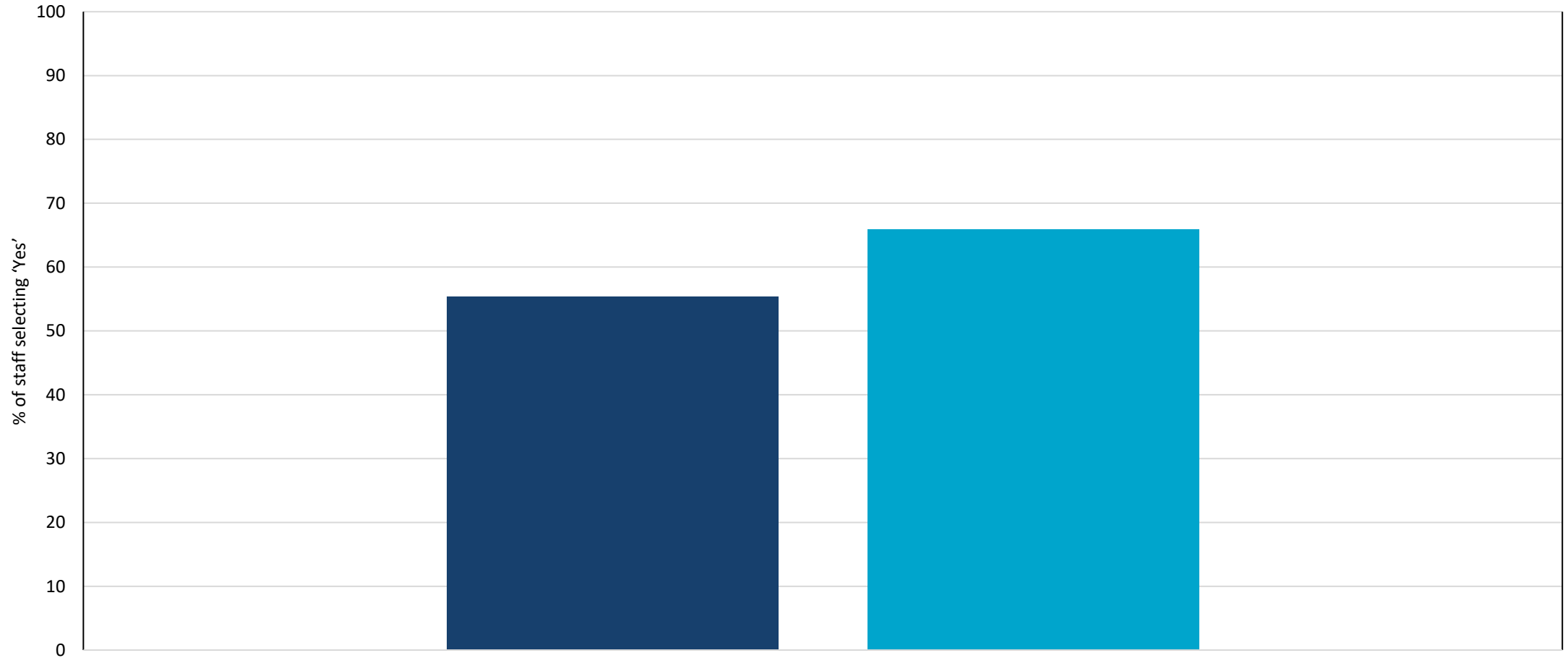
Background details - Is bank work in the NHS your main source of paid work?



Responses	208	208	208
Your org	70.67%	21.63%	7.69%
Average	71.43%	23.89%	4.08%

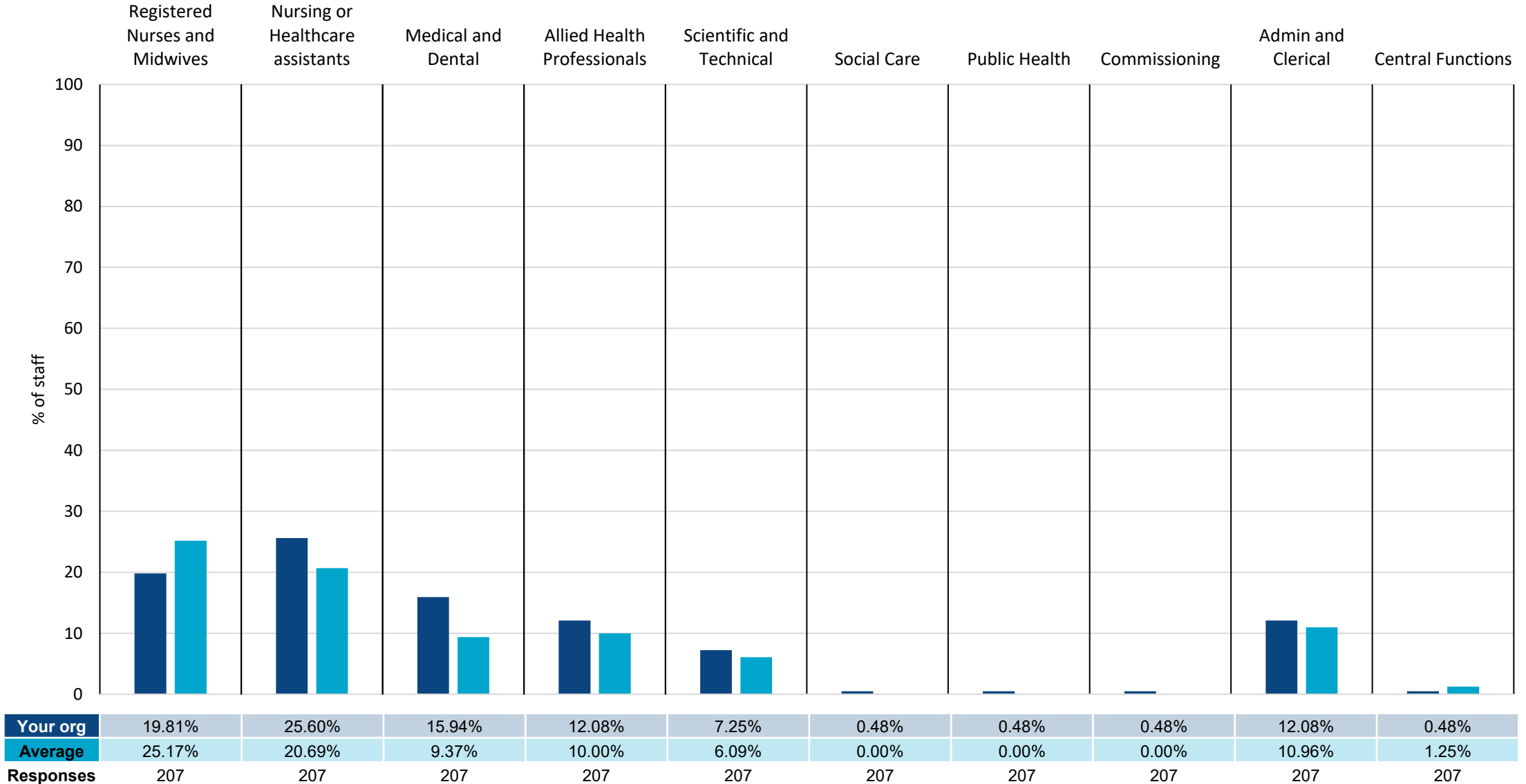


Have you previously worked on a substantive contract for the NHS?

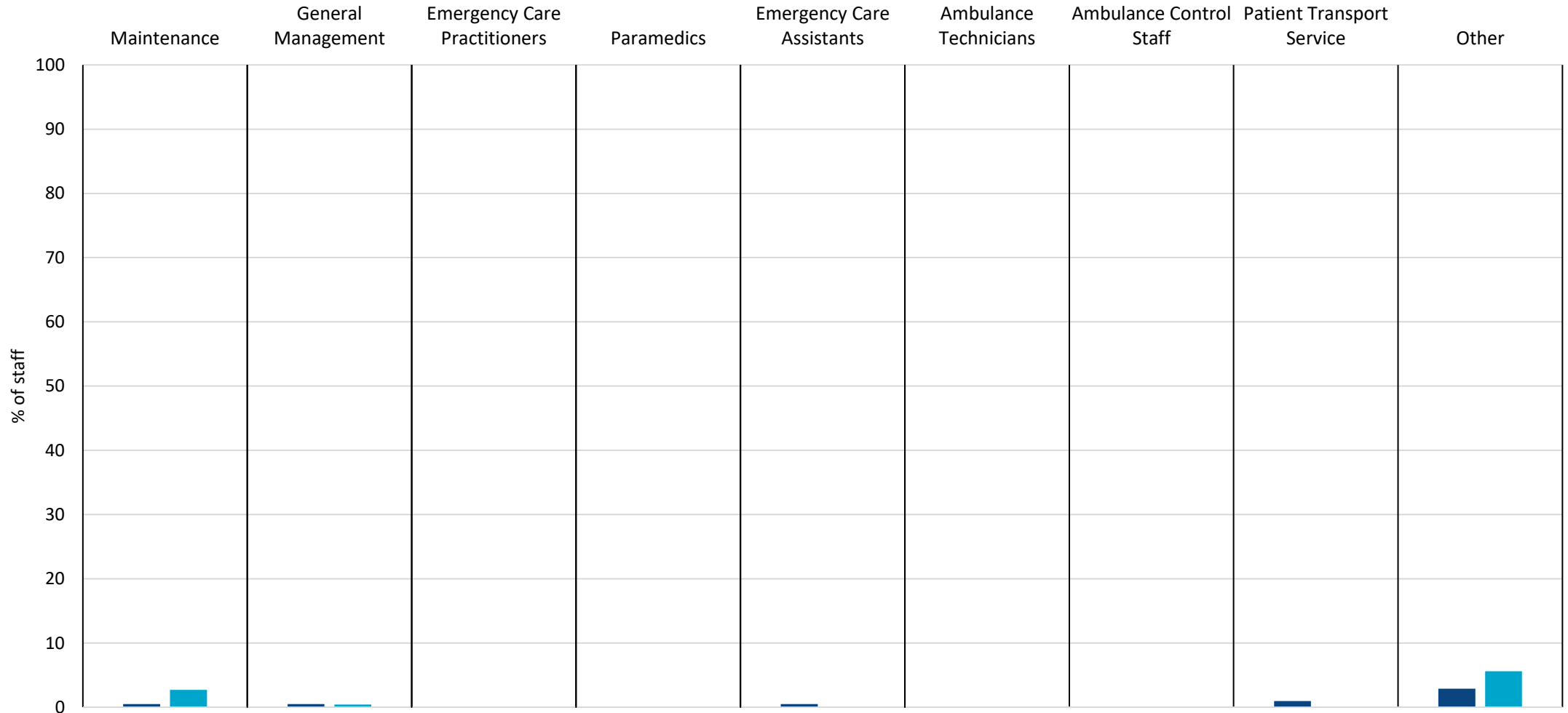


Your org	55.29%
Average	65.84%
Responses	208

Background details - Occupational group (1)



Background details - Occupational group (2)



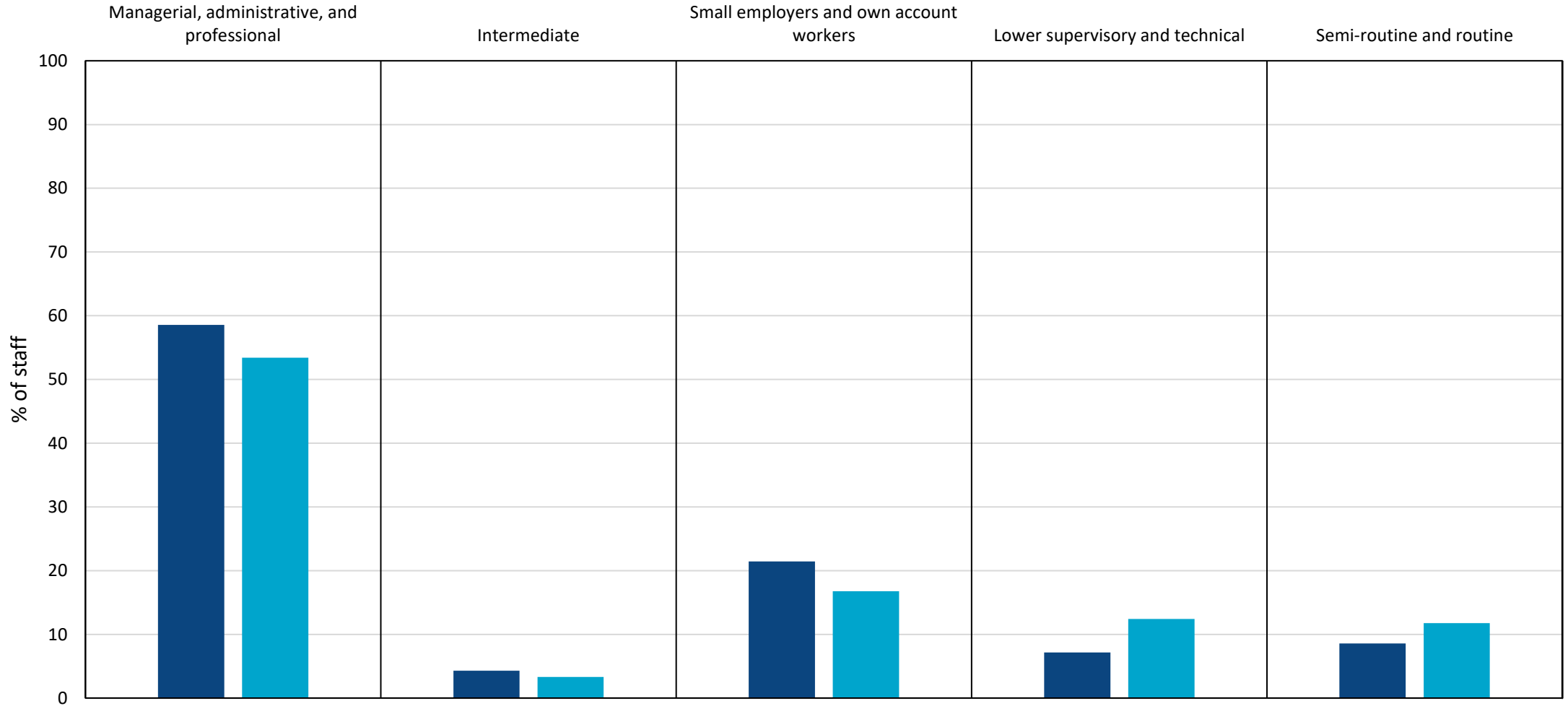
Your org	0.48%	0.48%	0.00%	0.00%	0.48%	0.00%	0.00%	0.97%	2.90%
Average	2.72%	0.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	5.62%
Responses	207	207	207	207	207	207	207	207	207

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.

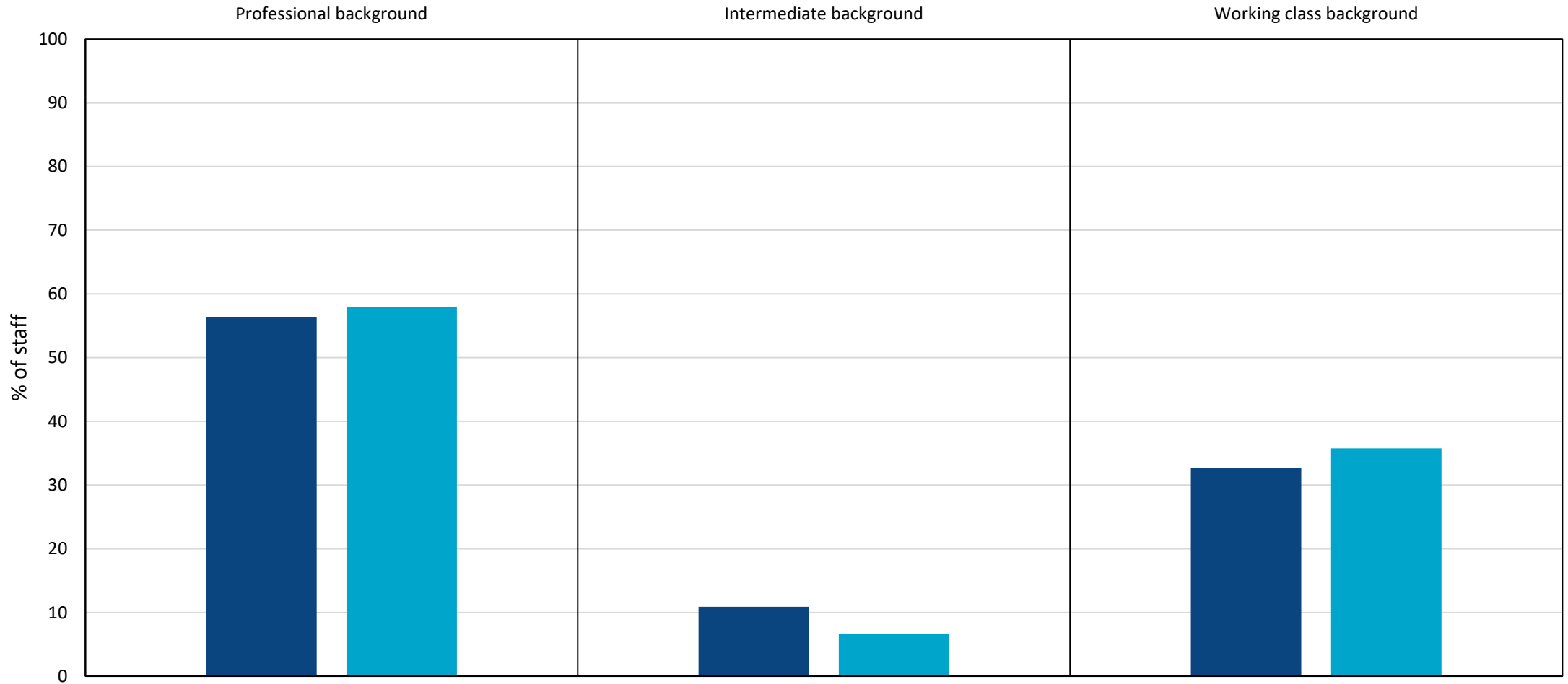
Socio-economic background: Five classes



Your org	58.57%	4.29%	21.43%	7.14%	8.57%
Average	53.40%	3.33%	16.75%	12.43%	11.76%
Responses	70	70	70	70	70

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



Your org	56.36%	10.91%	32.73%
Average	57.98%	6.58%	35.75%
Responses	110	110	110

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

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	7.55	6.61	7.06	6.40	6.40	6.43	7.06	7.43	6.52
2 Intermediate	-	-	-	-	-	-	-	-	-
3 Small employers and own account workers	7.42	6.57	6.69	6.56	6.13	6.58	6.88	7.02	5.99
4 Lower supervisory and technical	-	-	-	-	-	-	-	-	-
5 Semi-routine and routine	-	-	-	-	-	-	-	-	-

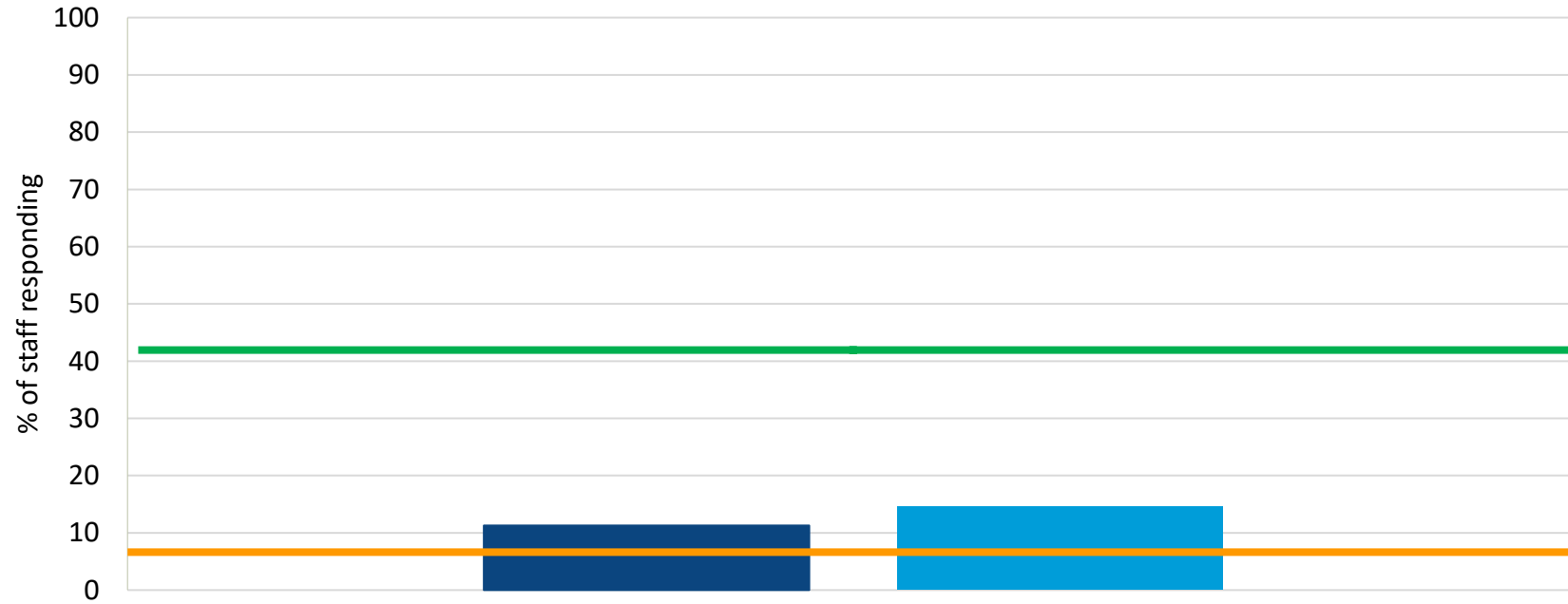
People Promise elements and themes in your organisation by socio-economic background (Three class)	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff engagement	Morale
1 Professional	7.80	6.84	7.22	6.95	6.55	7.04	7.25	7.56	6.45
2 Intermediate	7.19	5.75	6.27	5.84	6.38	6.15	6.32	7.18	6.17
3 Working class	7.47	6.49	6.82	6.69	5.92	6.70	7.02	7.25	6.56

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](#).

Appendices

Appendix A: Response rate

Response rate



2025

Your org	11.28%
Highest rate	41.93%
Average rate	14.55%
Lowest rate	6.63%

Responses

210

Appendix B: Significance testing 2024 vs 2025

Appendix B: Significance testing – 2024 vs 2025

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	-	-	7.48	206	N/A
We are recognised and rewarded	-	-	6.47	206	N/A
We each have a voice that counts	-	-	6.94	202	N/A
We are safe and healthy	-	-	6.67	200	N/A
We are always learning	-	-	6.17	208	N/A
We work flexibly	-	-	6.71	207	N/A
We are a team	-	-	6.93	204	N/A
Themes					
Staff Engagement	-	-	7.36	207	N/A
Morale	-	-	6.28	206	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.

Appendix C: Tips on using your benchmark report

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

Key points to note



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



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

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).

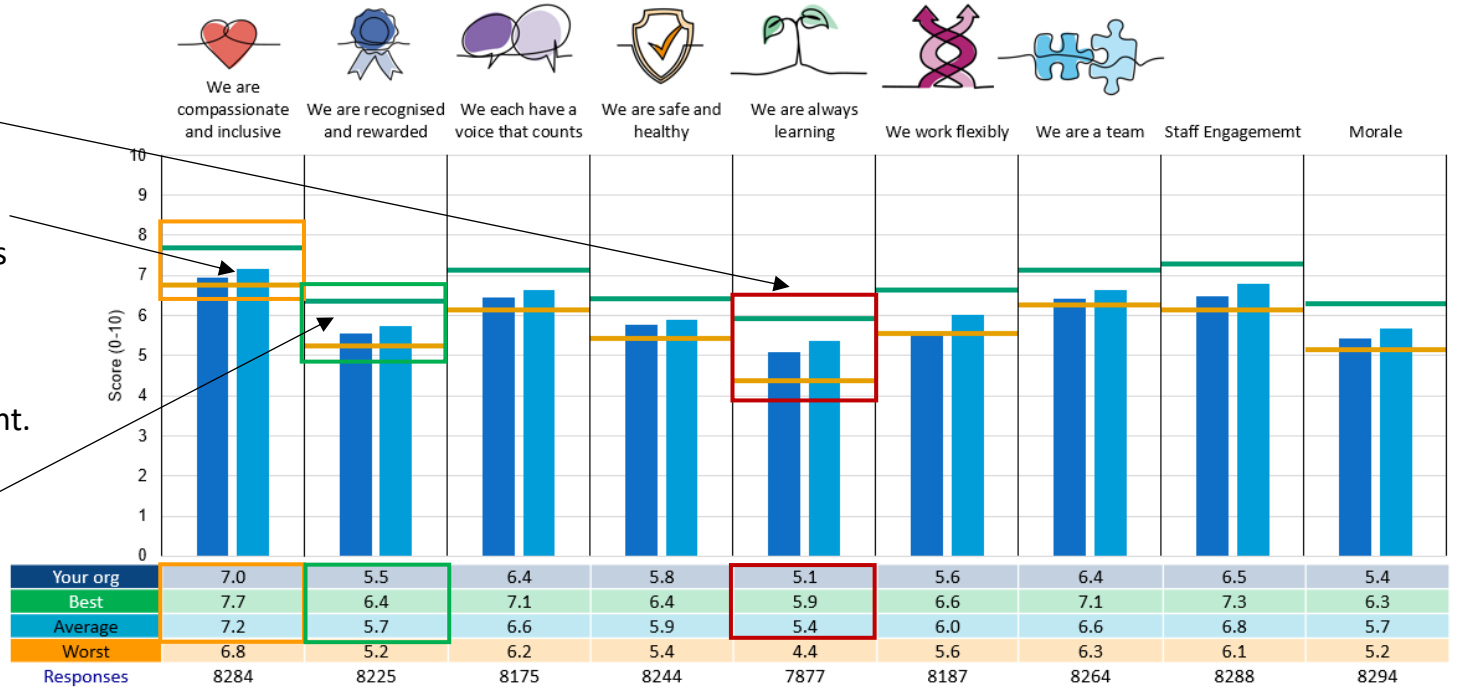
It is important to **consider each result within the range of its benchmarking group ‘Best’ and ‘Worst’ results**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another important point of reference.

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.



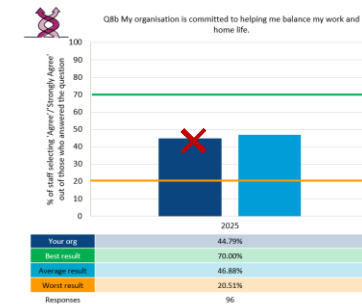
Only one example is highlighted for each point

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

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

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

For areas of experience where results need improvement, action plans can be formulated to **focus on the questions where the organisation's results fall between the benchmarking group average and worst results**. Remember to keep an eye out for questions where a lower percentage is a better outcome – such as questions on violence or harassment, bullying and abuse.



✗ = Negative driver, org result falls between average & worst benchmarking group result for question

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.

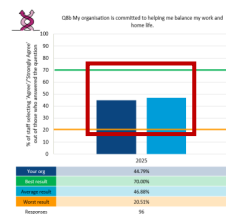
Identifying questions of interest

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

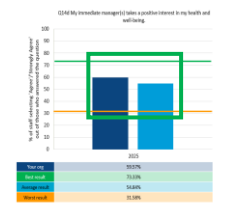
Most organisations will have questions which are a focus for them - questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can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

Appendix D: Socio-economic background

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.

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 abroad	Yes	No
Five Class (No Score)	59.70%	50.78%
Three Class (No Score)	41.81%	30.78%

Appendix E: Additional reporting outputs

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.