

# Sandwell and West Birmingham 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 Sandwell and West Birmingham 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                                 |
| *Due to changes in the Q20 question wording in 2025, Q20 is not included in the score calculation for this theme or sub-score.    |                               |  |
| 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 |
| **Due to changes in the Q16b question wording in 2025, Q16b is not included in the score calculation for this theme or sub-score. |                               |  |
| We are always learning  | Development                   | Q29a, Q29b, Q29c, Q29d, Q29e                           |
| We work flexibly  | Support for work-life balance | Q8b, Q8c   |
| We are a team   | Team working                  | Q11a, Q11b, Q11c, Q11d, Q11e, Q12a                     |
|   | Line management               | Q14a, Q14b, Q14c, Q14d                                 |
| Themes  | Sub-scores                    | Questions  |
| Staff Engagement  | Motivation                    | Q4a, Q4b, Q4c  |
|   | Involvement                   | Q5c, Q5d, Q5f  |
|   | Advocacy                      | Q30a, Q30c, Q30d                                       |
| Morale  | Future intentions (Summary)   | Q31  |
|   | Work pressure                 | Q5g, Q5h, Q5i  |
|   | Stressors                     | Q5a, Q5e, Q7a, Q7b, Q7c, Q11a, Q14a                    |

## Questions not linked to the People Promise elements or themes

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

## Introduction

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

## Organisation details

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

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

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

## People Promise elements, themes and sub-scores: 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.

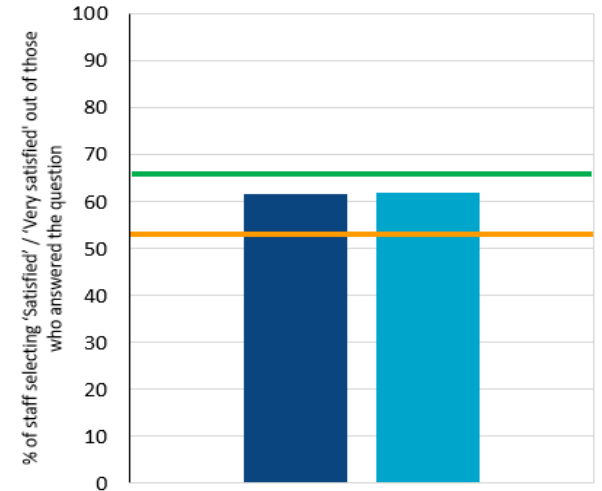
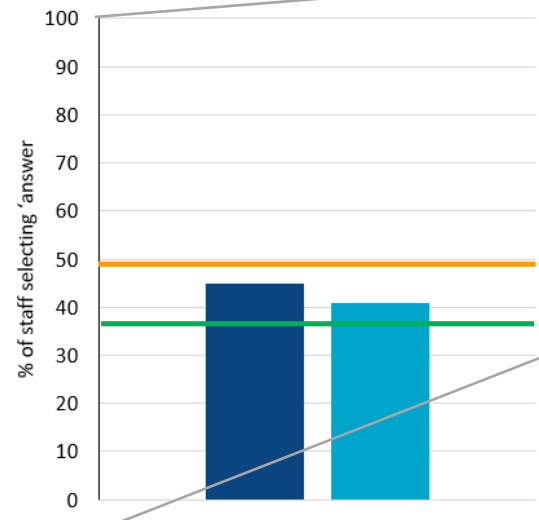
## Key features

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.

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



**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.

| 2024           |        |
|----------------|--------|
| Your org       | 61.50% |
| Best result    | 65.80% |
| Average result | 61.69% |
| Worst result   | 52.94% |
| Responses      | 258    |

**Number of responses** for the organisation for the given question.

|                |        |
|----------------|--------|
| 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

Sandwell and West Birmingham Hospitals NHS Trust

## 2025 NHS Staff Survey Bank only workers



### Organisation details

Completed questionnaires **163**

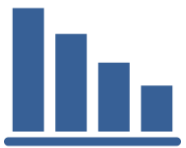
2025 response rate **14%**

### Survey details

Survey mode **Mixed**

This organisation is benchmarked against:

Acute and Acute & Community Trusts



### 2025 benchmarking group details

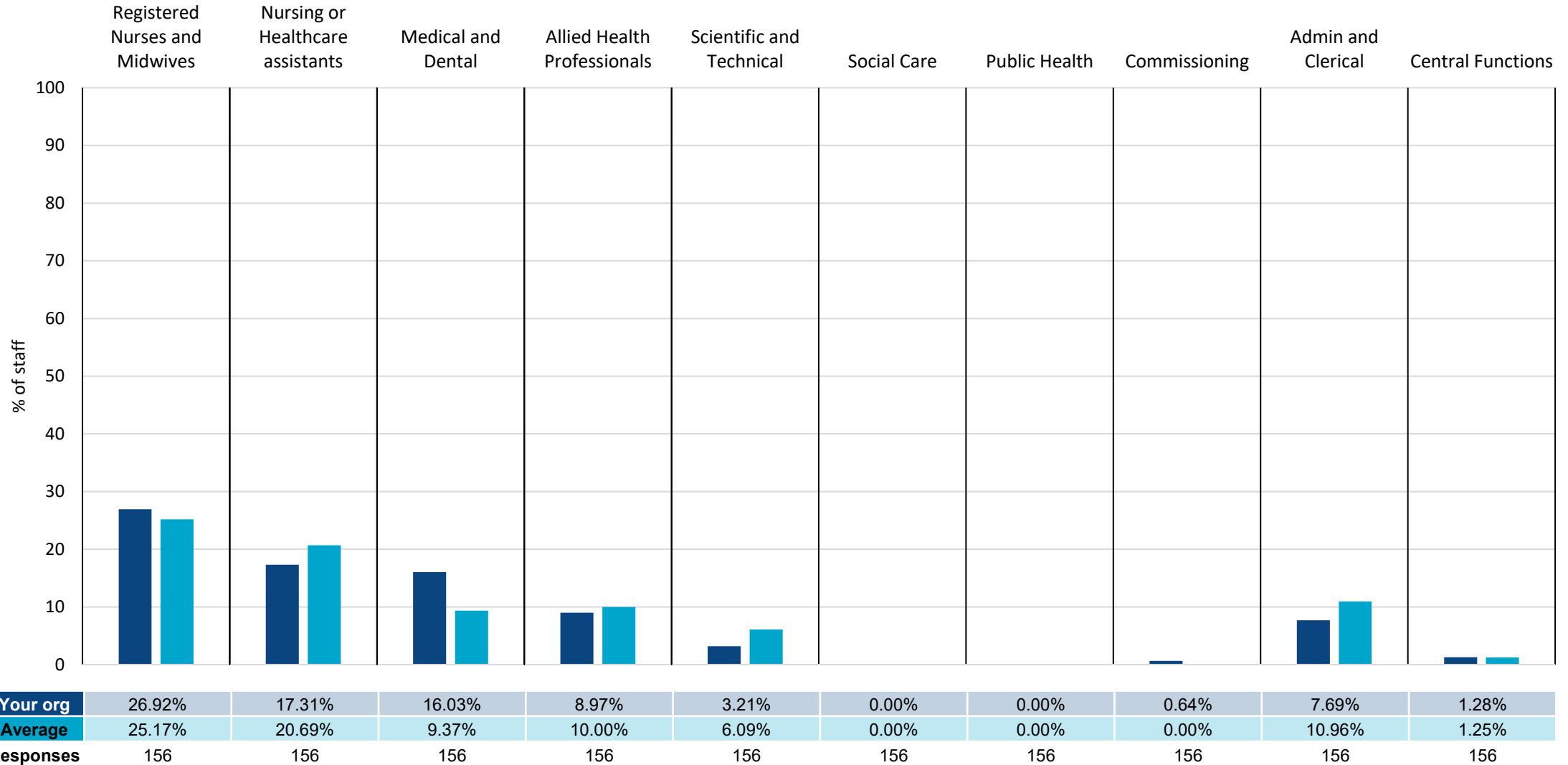
Organisations in group: 87

Median response rate: 15%

No. of completed questionnaires: 12291

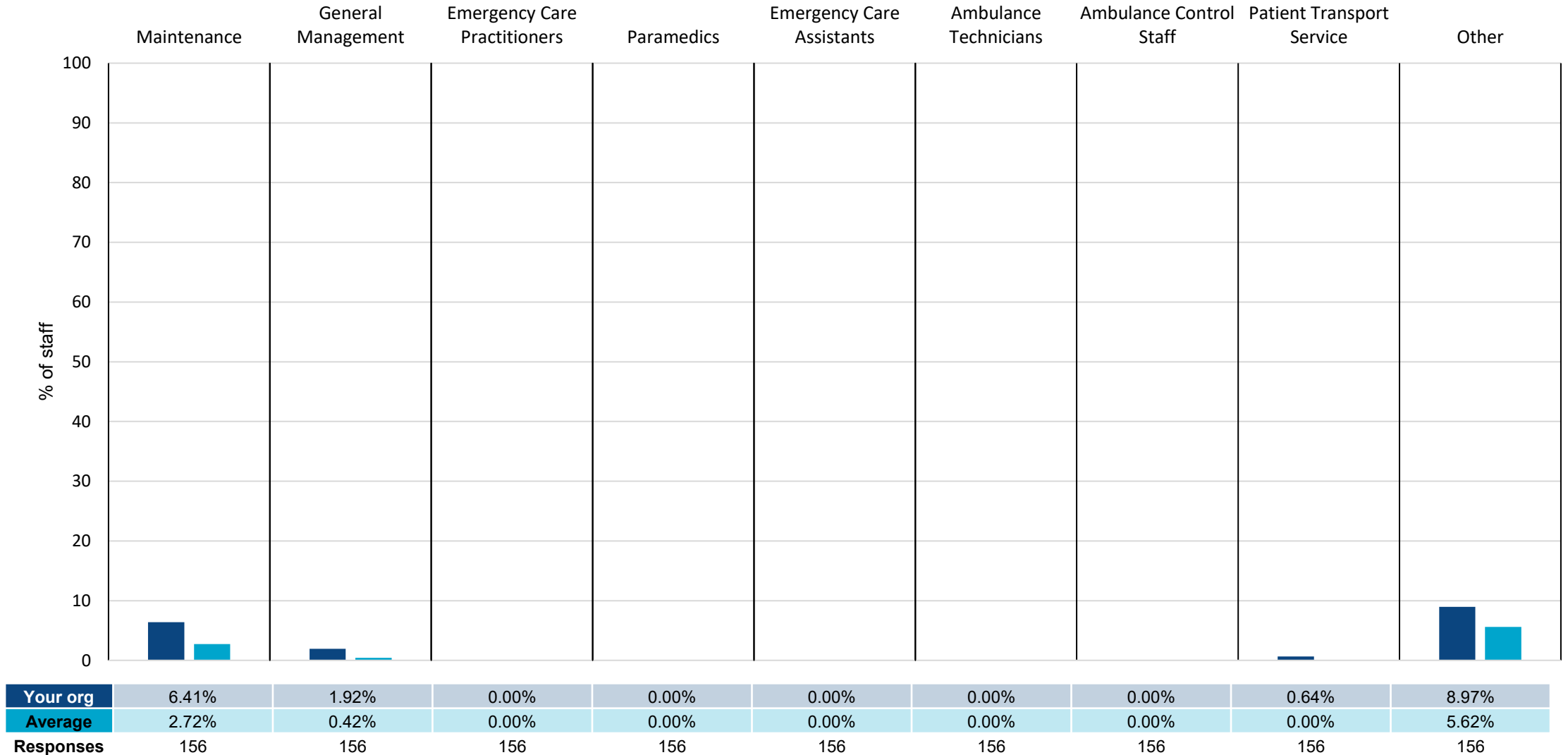
# ➤ Comparing staff profiles (1)

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.



# ➤ 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.



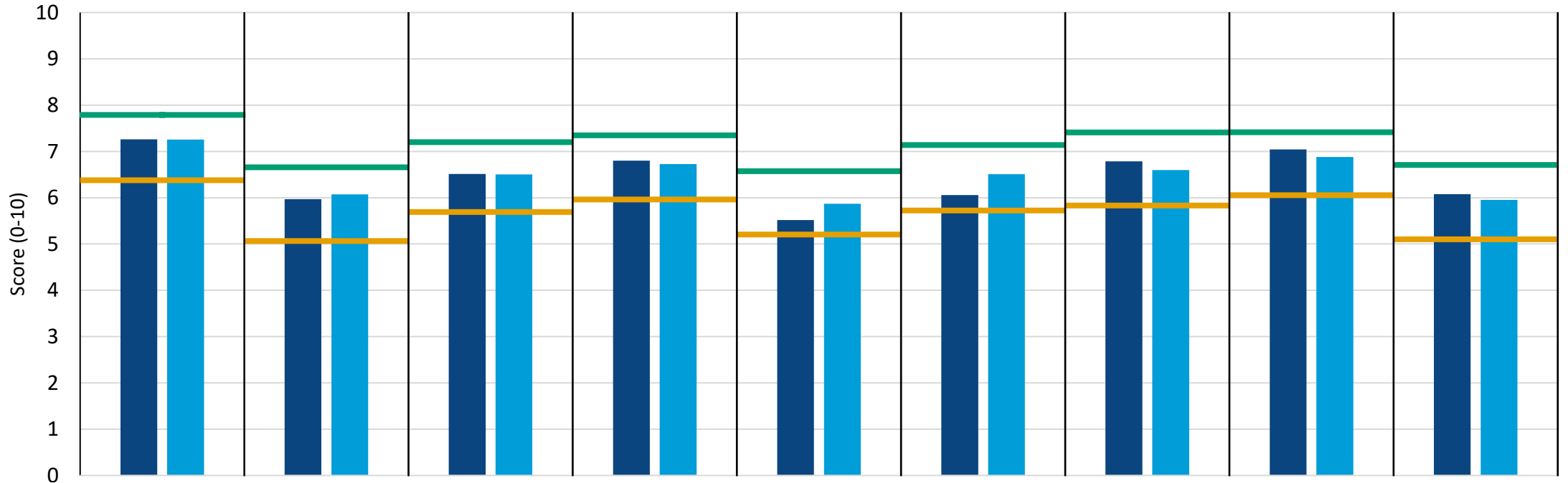


## People Promise elements, themes and sub-score results

## 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.

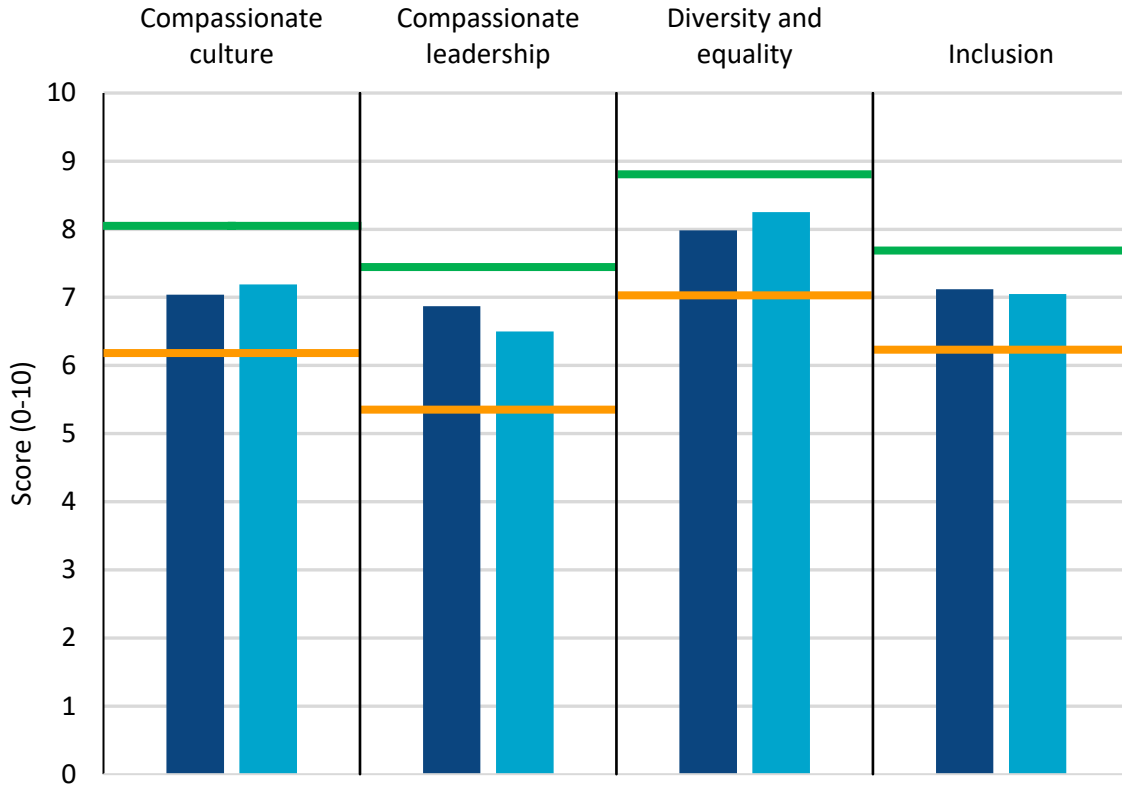


|                |      |      |      |      |      |      |      |      |      |
|----------------|------|------|------|------|------|------|------|------|------|
| Your org       | 7.26 | 5.97 | 6.51 | 6.80 | 5.52 | 6.05 | 6.78 | 7.04 | 6.08 |
| Best result    | 7.79 | 6.66 | 7.20 | 7.35 | 6.57 | 7.14 | 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      | 162  | 163  | 158  | 162  | 160  | 160  | 162  | 163  | 163  |

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.



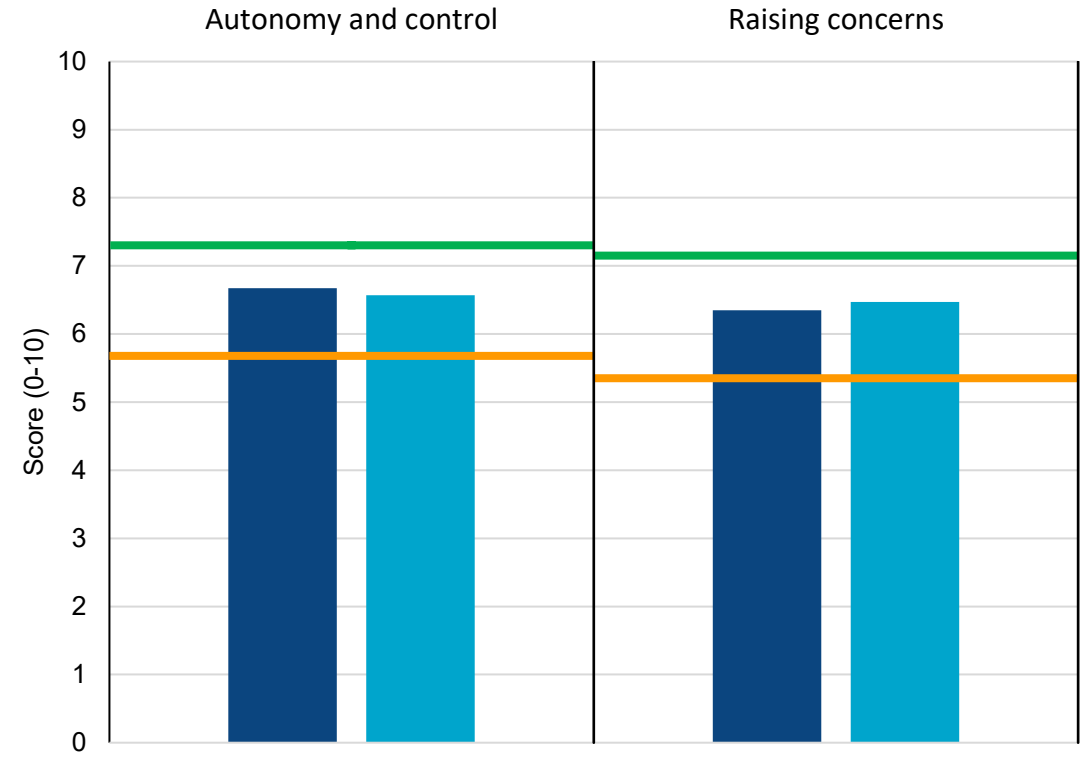
## Promise element 1: We are compassionate and inclusive



|                |      |      |      |      |
|----------------|------|------|------|------|
| Your org       | 7.04 | 6.87 | 7.99 | 7.12 |
| 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      | 160  | 160  | 162  | 162  |



## Promise element 3: We each have a voice that counts



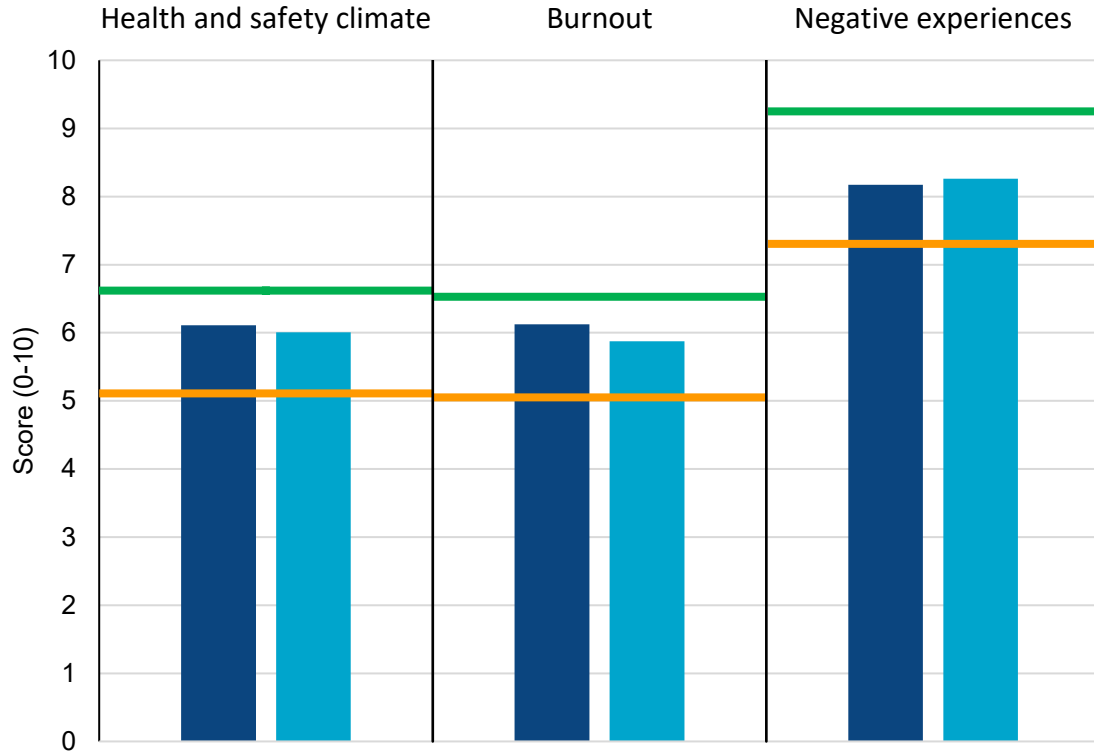
|                |      |      |
|----------------|------|------|
| Your org       | 6.67 | 6.35 |
| Best result    | 7.30 | 7.15 |
| Average result | 6.57 | 6.47 |
| Worst result   | 5.68 | 5.35 |
| Responses      | 163  | 158  |

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.



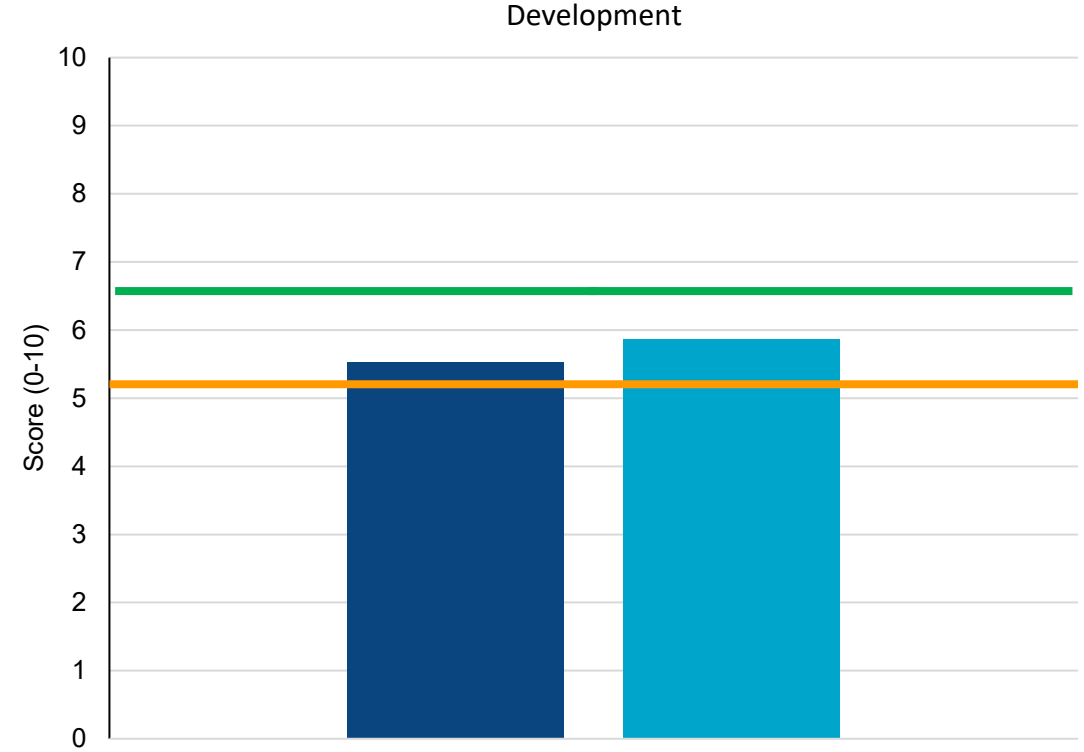
## Promise element 4: We are safe and healthy



|                |      |      |      |
|----------------|------|------|------|
| Your org       | 6.11 | 6.12 | 8.17 |
| 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      | 163  | 163  | 162  |



## Promise element 5: We are always learning



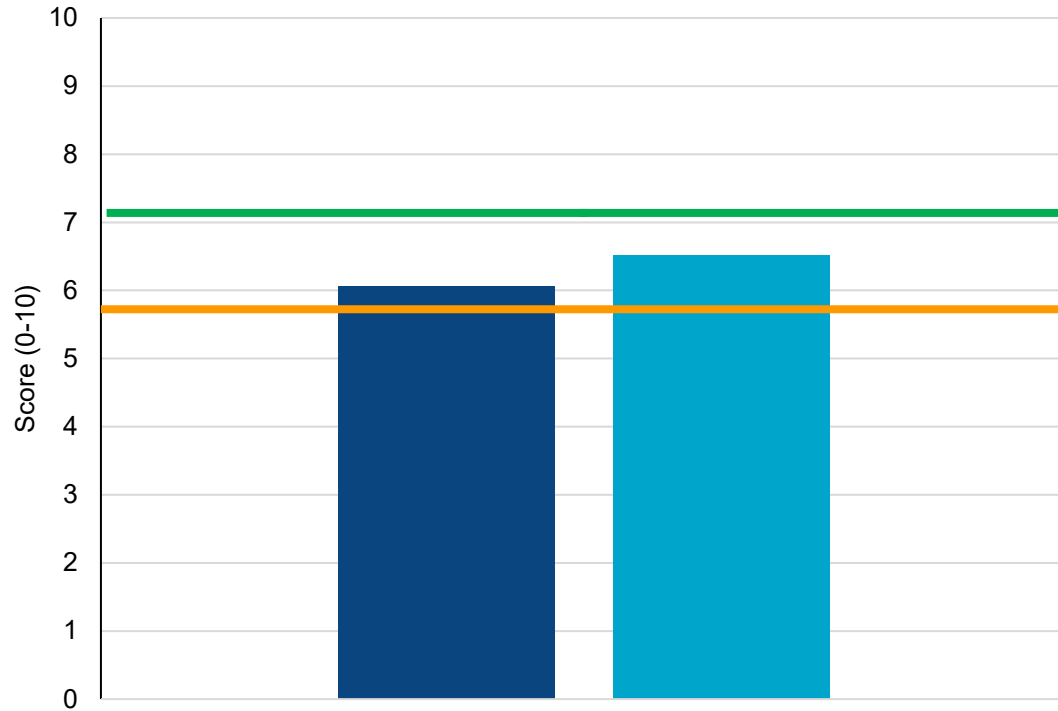
|                |      |
|----------------|------|
| Your org       | 5.52 |
| Best result    | 6.57 |
| Average result | 5.87 |
| Worst result   | 5.20 |
| Responses      | 160  |

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

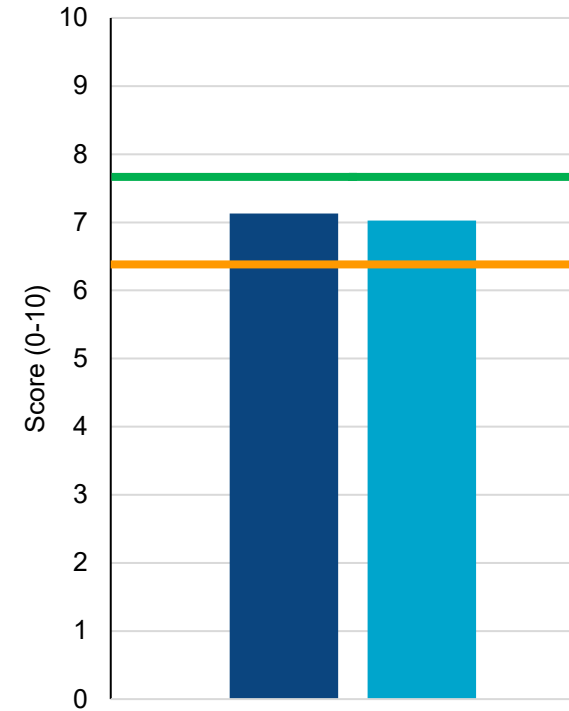


|                |      |
|----------------|------|
| Your org       | 6.05 |
| Best result    | 7.14 |
| Average result | 6.51 |
| Worst result   | 5.72 |
| Responses      | 160  |



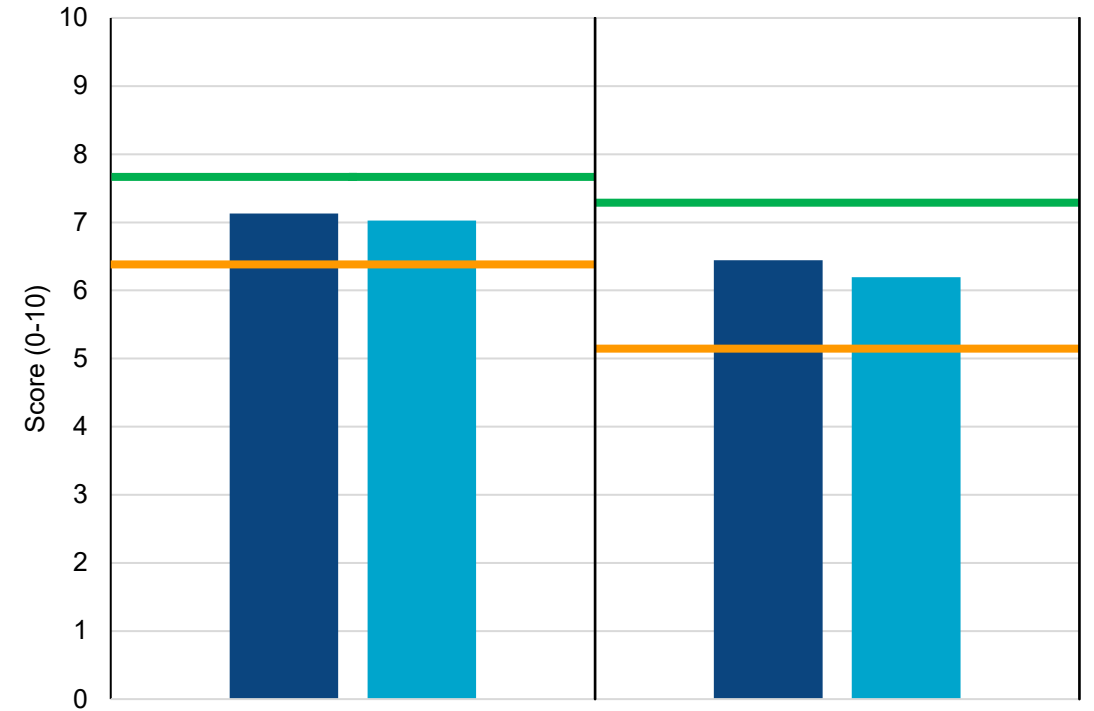
## Promise element 7: We are a team

Team working



|                |      |      |
|----------------|------|------|
| Your org       | 7.13 | 6.44 |
| Best result    | 7.67 | 7.29 |
| Average result | 7.03 | 6.19 |
| Worst result   | 6.38 | 5.15 |
| Responses      | 162  | 162  |

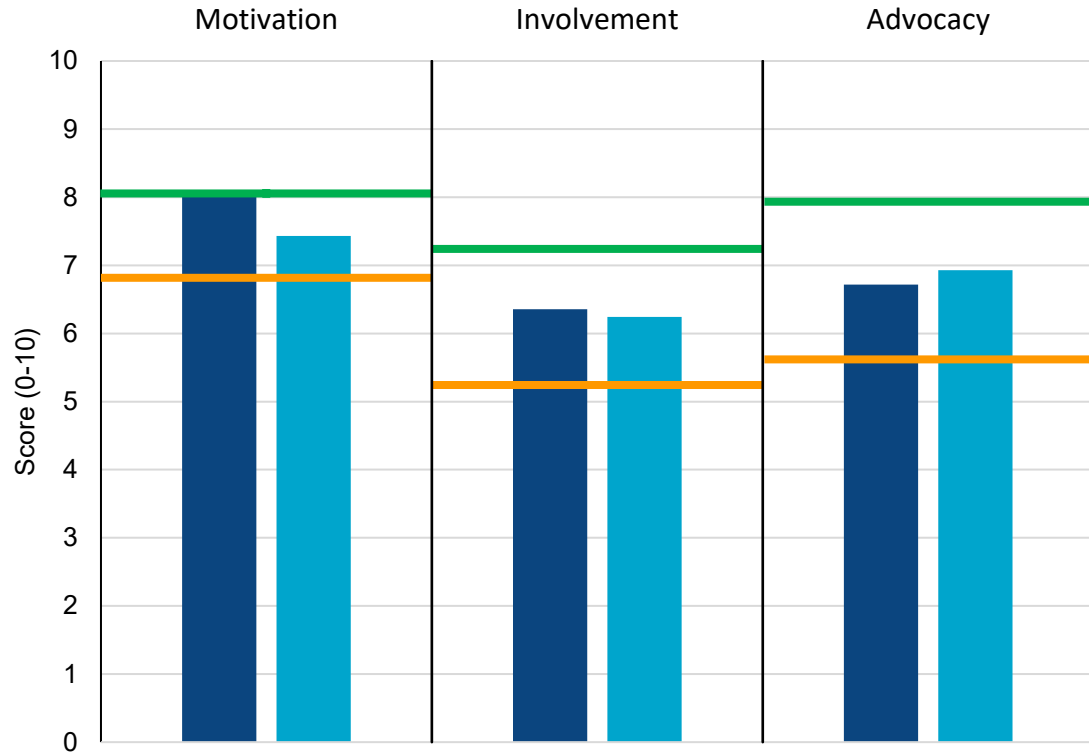
Line management



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       | 8.06         | 162       |
| Best result    | 8.06         |           |
| Average result | 7.43         |           |
| Worst result   | 6.82         |           |
| Responses      |              | 162       |

| Element        | Score (0-10) | Responses |
|----------------|--------------|-----------|
| Your org       | 6.35         | 163       |
| Best result    | 7.24         |           |
| Average result | 6.24         |           |
| Worst result   | 5.24         |           |
| Responses      |              | 163       |

| Element        | Score (0-10) | Responses |
|----------------|--------------|-----------|
| Your org       | 6.72         | 159       |
| Best result    | 7.93         |           |
| Average result | 6.93         |           |
| Worst result   | 5.62         |           |
| Responses      |              | 159       |



## Theme: Morale



| Element        | Score (0-10) | Responses |
|----------------|--------------|-----------|
| Your org       | 5.58         | 138       |
| Best result    | 6.93         |           |
| Average result | 5.46         |           |
| Worst result   | 4.67         |           |
| Responses      |              | 138       |

| Element        | Score (0-10) | Responses |
|----------------|--------------|-----------|
| Your org       | 6.17         | 163       |
| Best result    | 6.77         |           |
| Average result | 6.04         |           |
| Worst result   | 4.90         |           |
| Responses      |              | 163       |

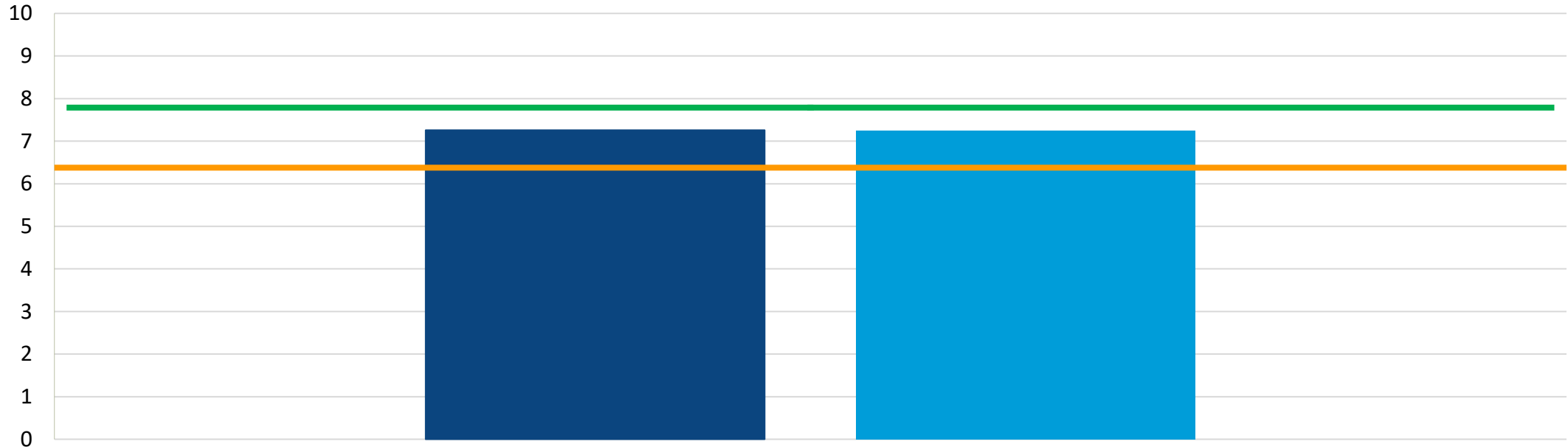
| Element        | Score (0-10) | Responses |
|----------------|--------------|-----------|
| Your org       | 6.48         | 163       |
| Best result    | 6.97         |           |
| Average result | 6.38         |           |
| Worst result   | 5.71         |           |
| Responses      |              | 163       |

## 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



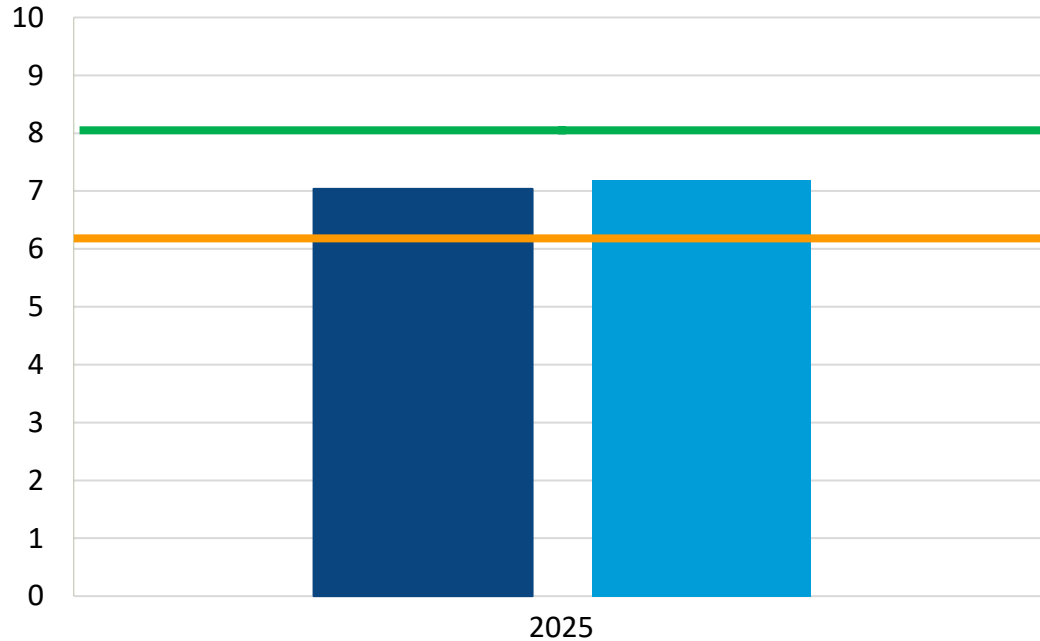
|                | 2025 |
|----------------|------|
| Your org       | 7.26 |
| Best result    | 7.79 |
| Average result | 7.26 |
| Worst result   | 6.38 |
| Responses      | 162  |

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.

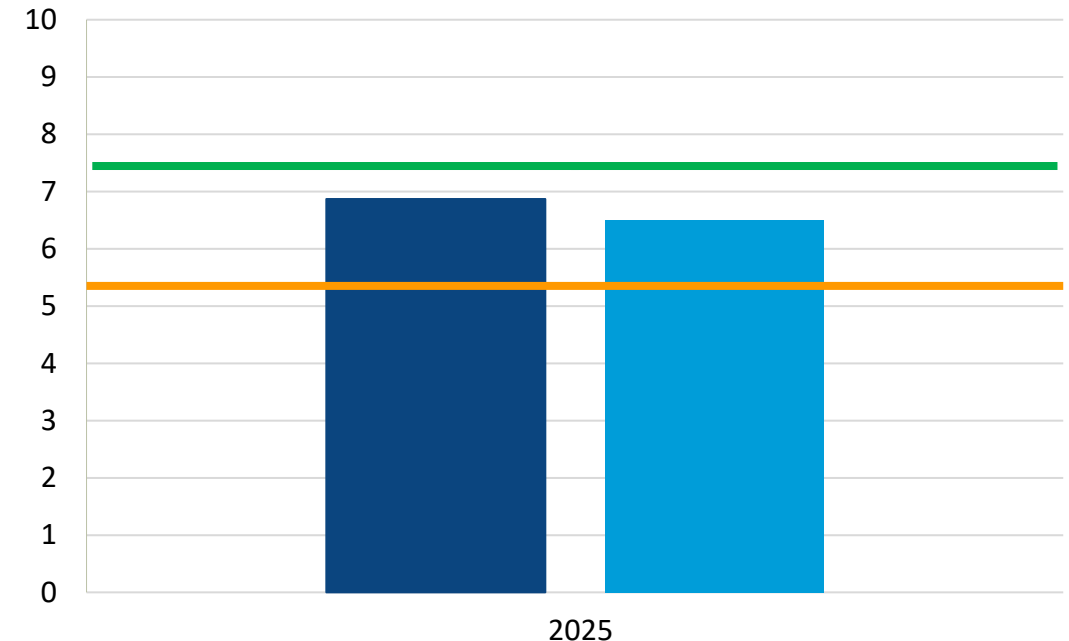
 **Promise element 1: We are compassionate and inclusive (1)**

Compassionate culture



|                |      |
|----------------|------|
| Your org       | 7.04 |
| Best result    | 8.05 |
| Average result | 7.19 |
| Worst result   | 6.18 |
| Responses      | 160  |

Compassionate leadership

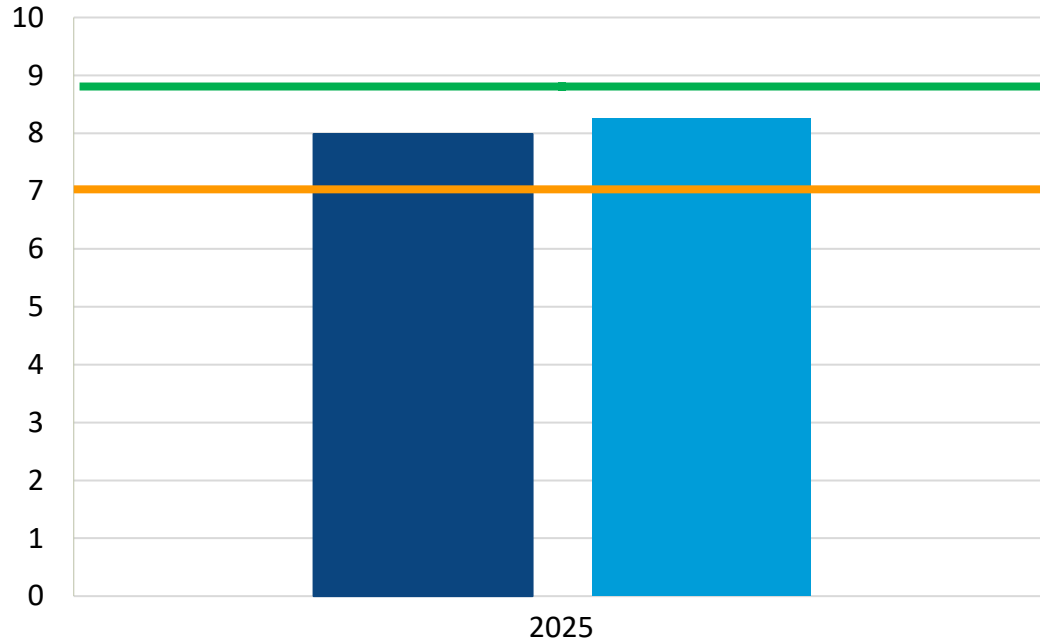


|                |      |
|----------------|------|
| Your org       | 6.87 |
| Best result    | 7.45 |
| Average result | 6.50 |
| Worst result   | 5.35 |
| Responses      | 160  |

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.

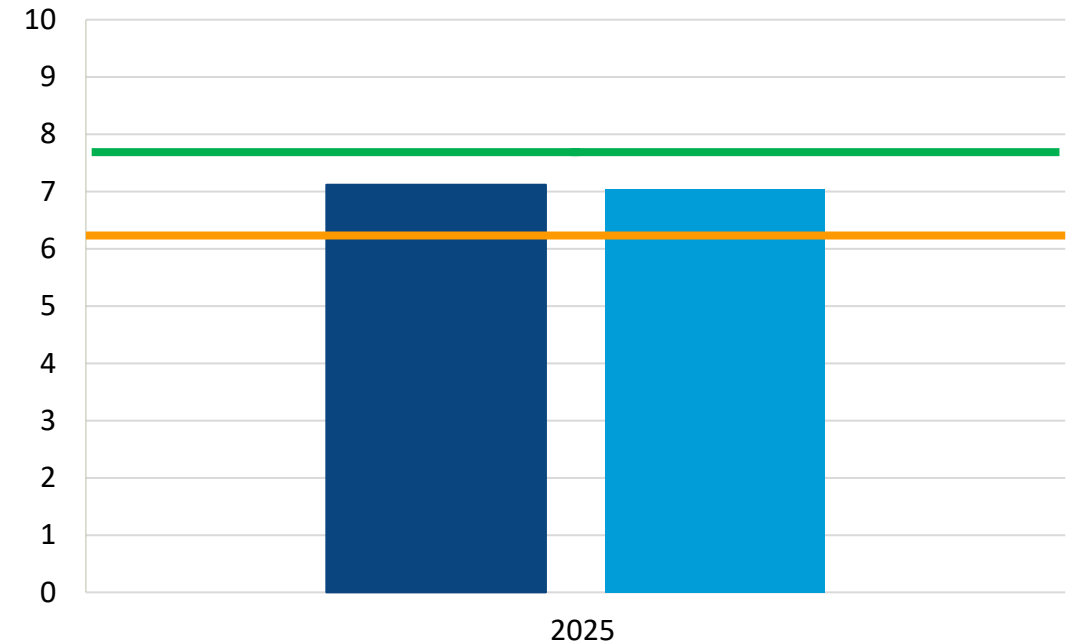
 **Promise element 1: We are compassionate and inclusive (2)**

Diversity and equality



|                |      |
|----------------|------|
| Your org       | 7.99 |
| Best result    | 8.81 |
| Average result | 8.25 |
| Worst result   | 7.03 |
| Responses      | 162  |

Inclusion



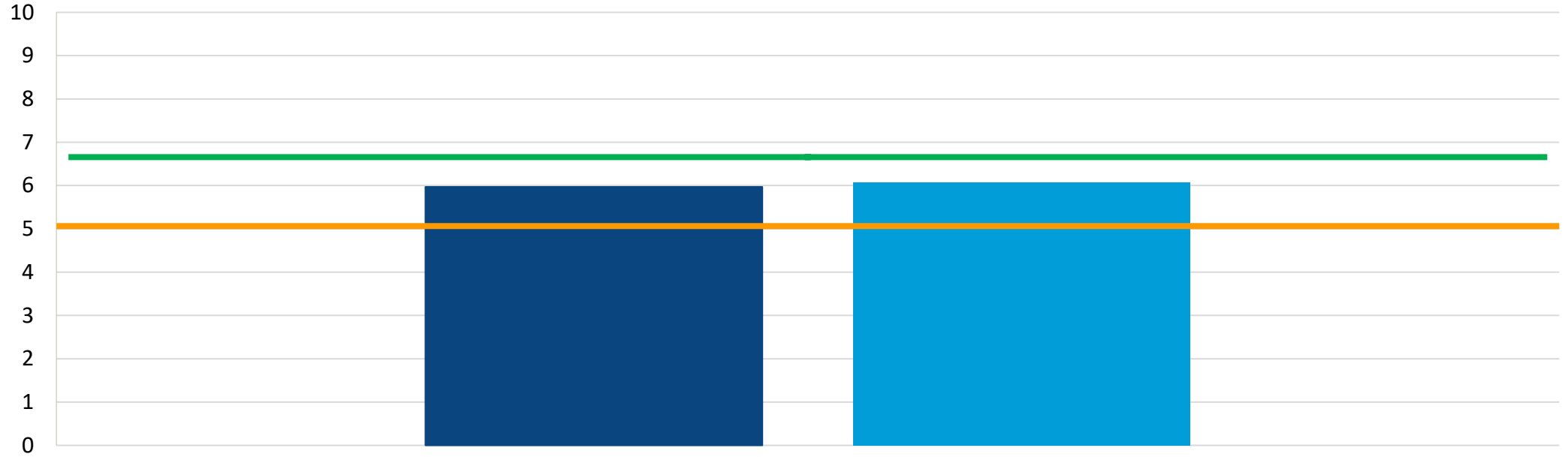
|                |      |
|----------------|------|
| Your org       | 7.12 |
| Best result    | 7.69 |
| Average result | 7.05 |
| Worst result   | 6.23 |
| Responses      | 162  |

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       | 5.97 |
| Best result    | 6.66 |
| Average result | 6.07 |
| Worst result   | 5.06 |

Responses

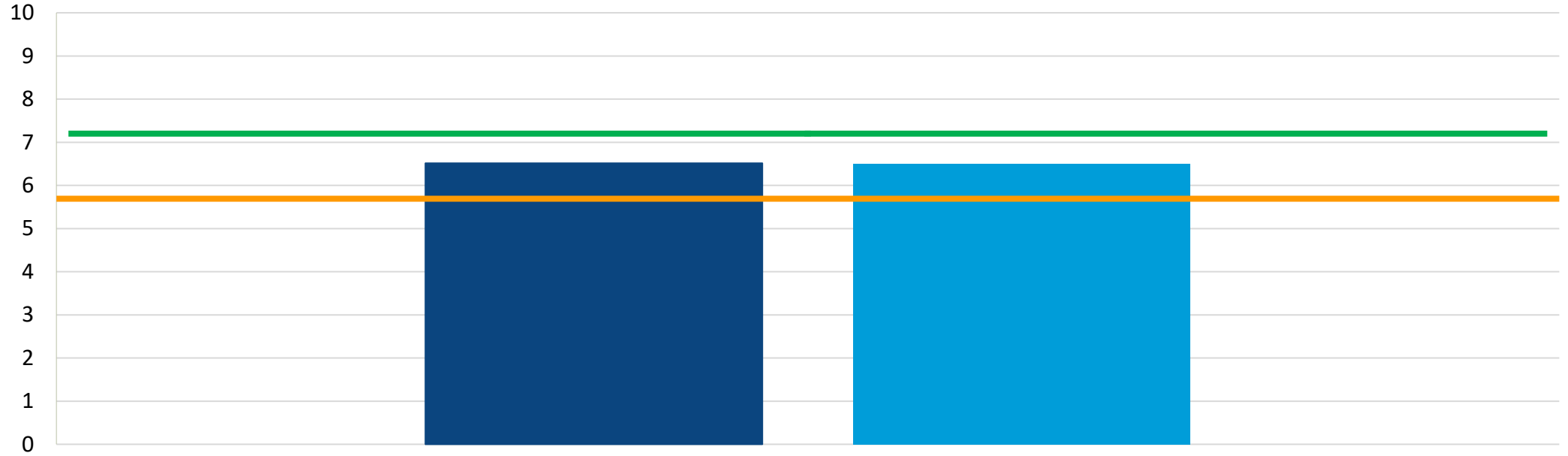
163

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       | 6.51 |
| Best result    | 7.20 |
| Average result | 6.51 |
| Worst result   | 5.69 |

Responses

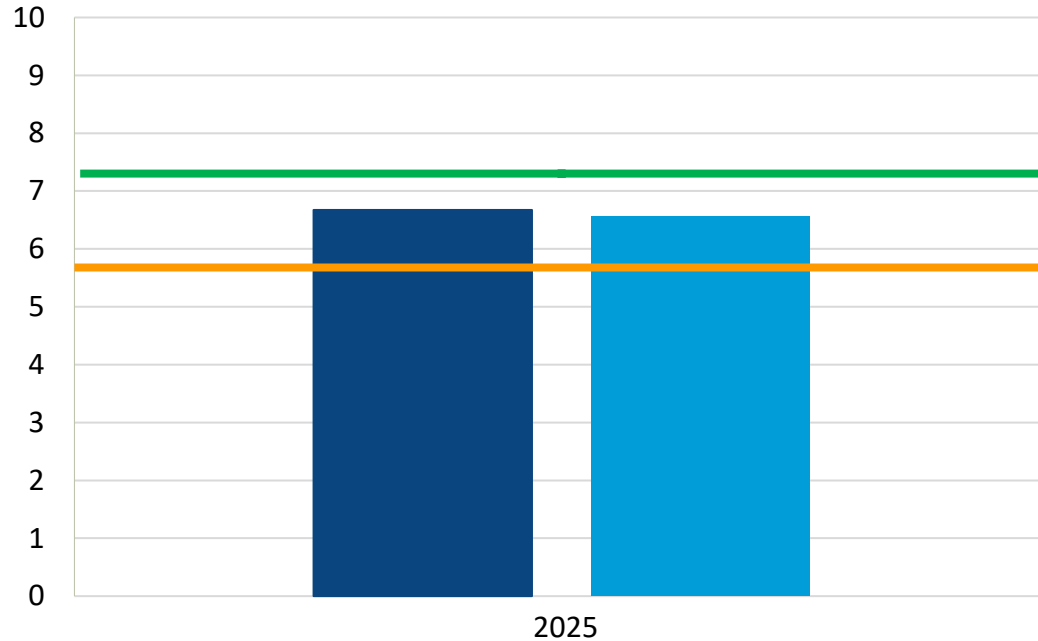
158

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



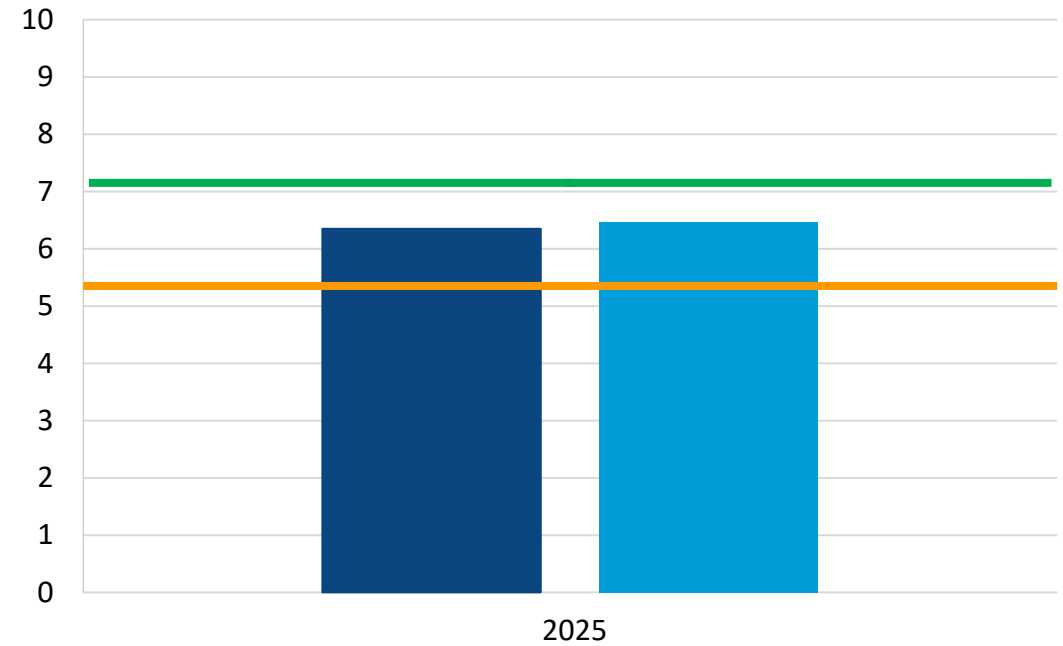
## Promise element 3: We each have a voice that counts

Autonomy and control



|                |      |
|----------------|------|
| Your org       | 6.67 |
| Best result    | 7.30 |
| Average result | 6.57 |
| Worst result   | 5.68 |
| Responses      | 163  |

Raising concerns



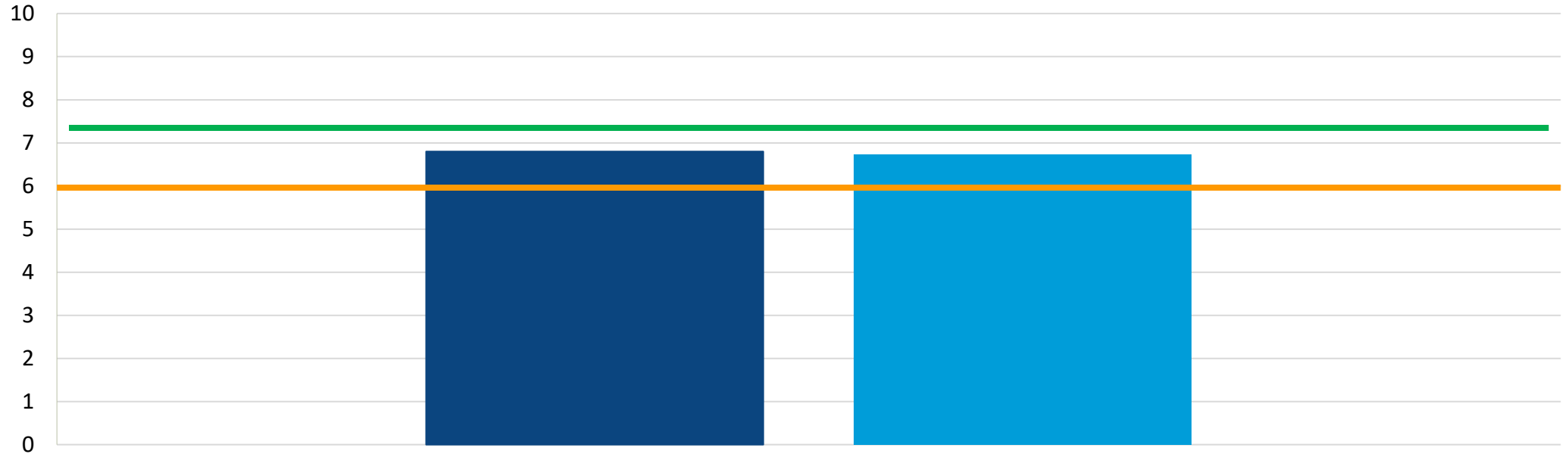
|                |      |
|----------------|------|
| Your org       | 6.35 |
| Best result    | 7.15 |
| Average result | 6.47 |
| Worst result   | 5.35 |
| Responses      | 158  |

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       | 6.80 |
| Best result    | 7.35 |
| Average result | 6.73 |
| Worst result   | 5.96 |
| Responses      | 162  |

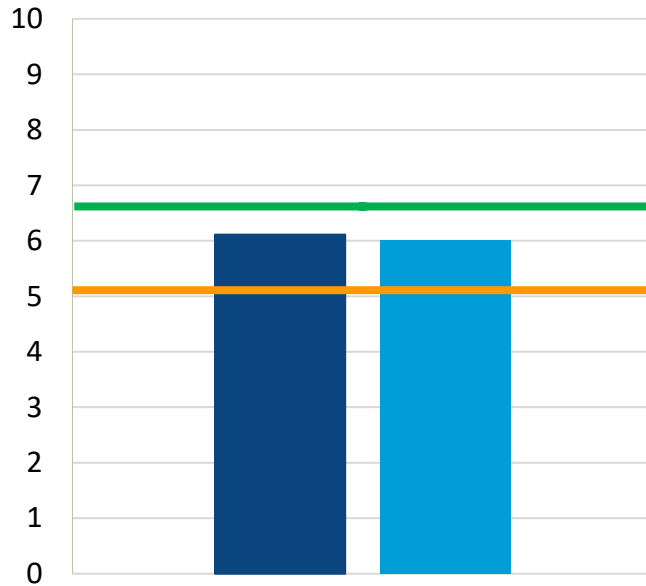
Note: Due to changes in the Q16b question wording in 2025, reported results for 'We are safe and healthy' no longer include Q16b. Please see the *Technical Guide* at <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



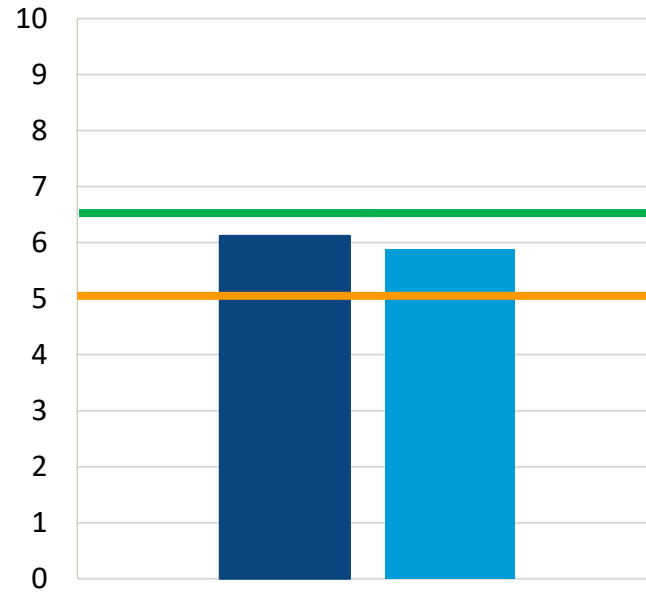
2025

|                |      |
|----------------|------|
| Your org       | 6.11 |
| Best result    | 6.62 |
| Average result | 6.01 |
| Worst result   | 5.11 |

Responses

163

Burnout



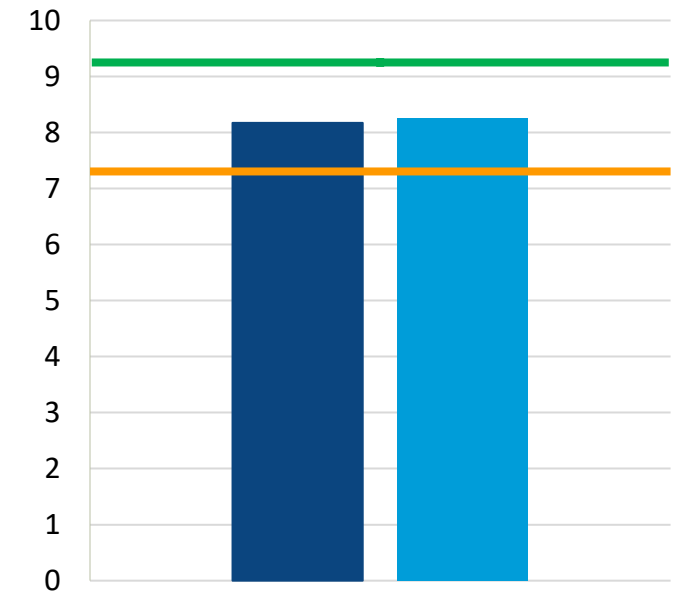
2025

|                |      |
|----------------|------|
| Your org       | 6.12 |
| Best result    | 6.53 |
| Average result | 5.88 |
| Worst result   | 5.05 |

Responses

163

Negative experiences



2025

|                |      |
|----------------|------|
| Your org       | 8.17 |
| Best result    | 9.25 |
| Average result | 8.26 |
| Worst result   | 7.30 |

Responses

162

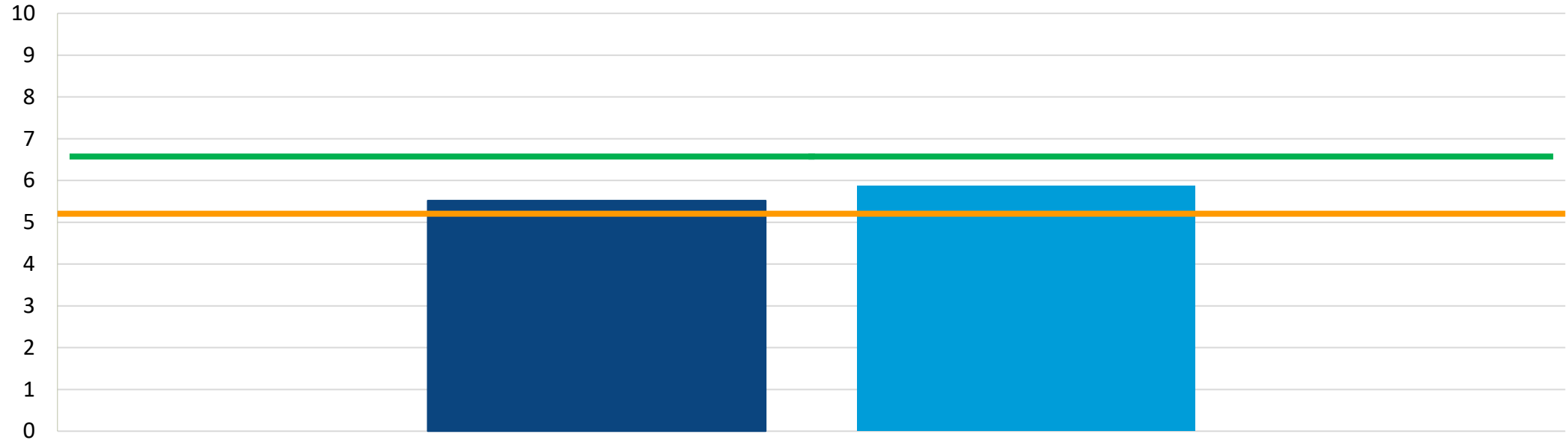
Note: Due to changes in the Q16b question wording in 2025, reported results for 'Negative experiences' no longer include Q16b. Please see the *Technical Guide* at <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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       | 5.52 |
| Best result    | 6.57 |
| Average result | 5.87 |
| Worst result   | 5.20 |

Responses

160

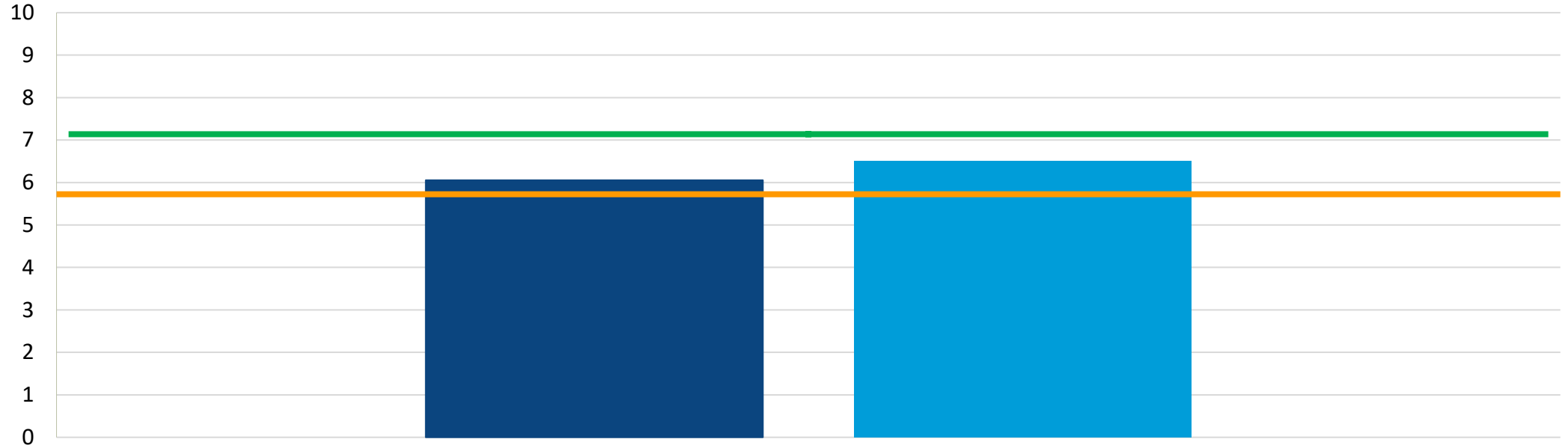
\* The above chart displays both the score for 'We are always learning' and its sub-score for 'Development'.

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



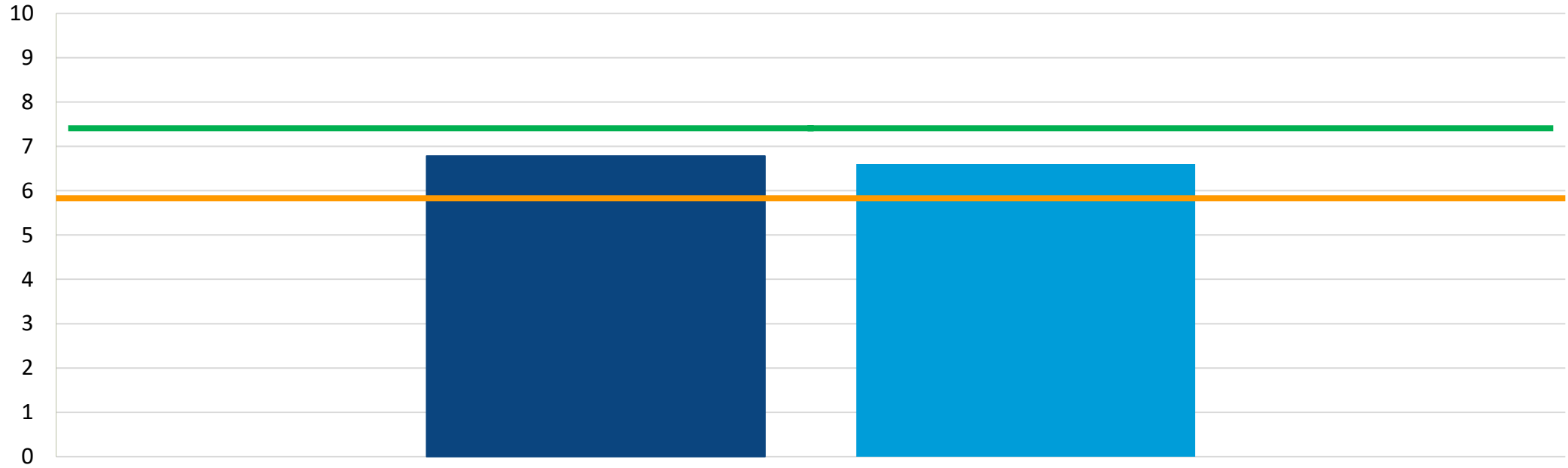
|                |      |
|----------------|------|
| 2025           | 6.51 |
| Your org       | 6.05 |
| Best result    | 7.14 |
| Average result | 6.51 |
| Worst result   | 5.72 |
| Responses      | 160  |

\* 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



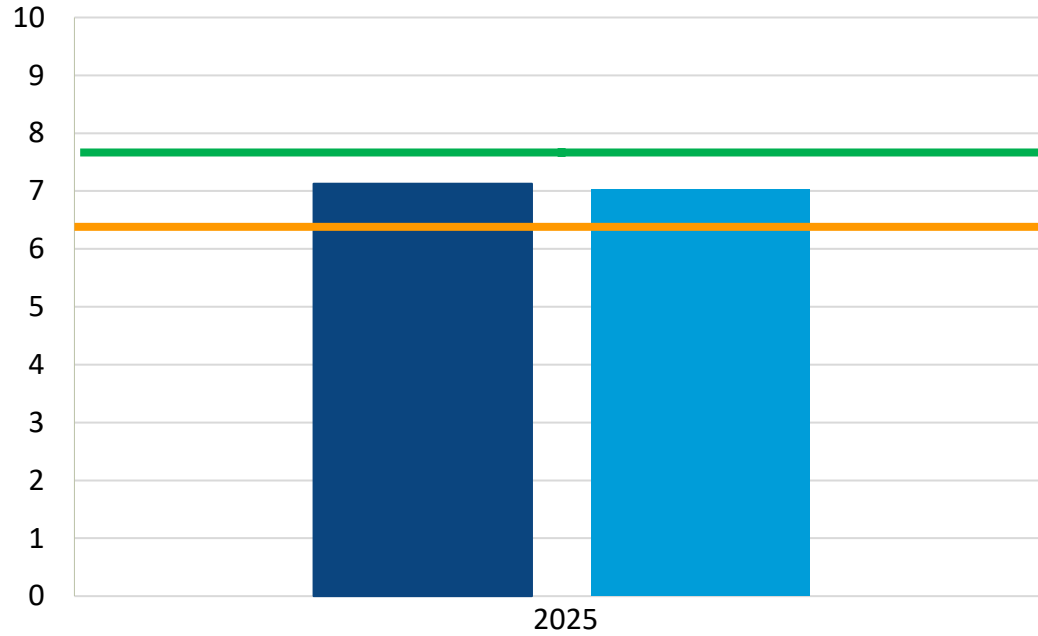
|                |      |
|----------------|------|
| Your org       | 6.78 |
| Best result    | 7.41 |
| Average result | 6.60 |
| Worst result   | 5.83 |
| Responses      | 162  |

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.



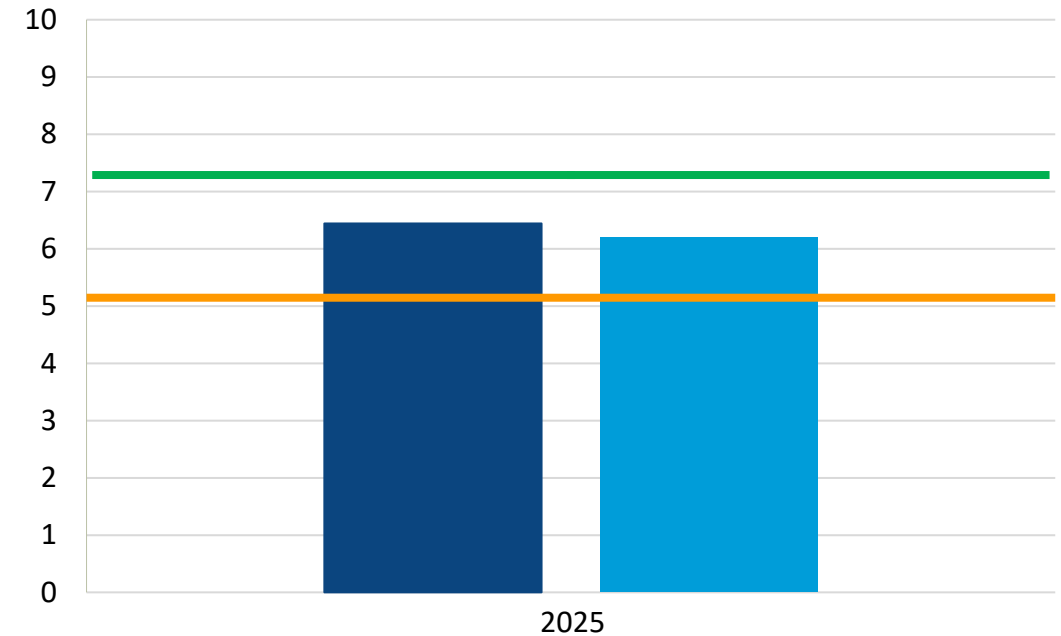
## Promise element 7: We are a team

Team working



|                |      |
|----------------|------|
| Your org       | 7.13 |
| Best result    | 7.67 |
| Average result | 7.03 |
| Worst result   | 6.38 |
| Responses      | 162  |

Line management



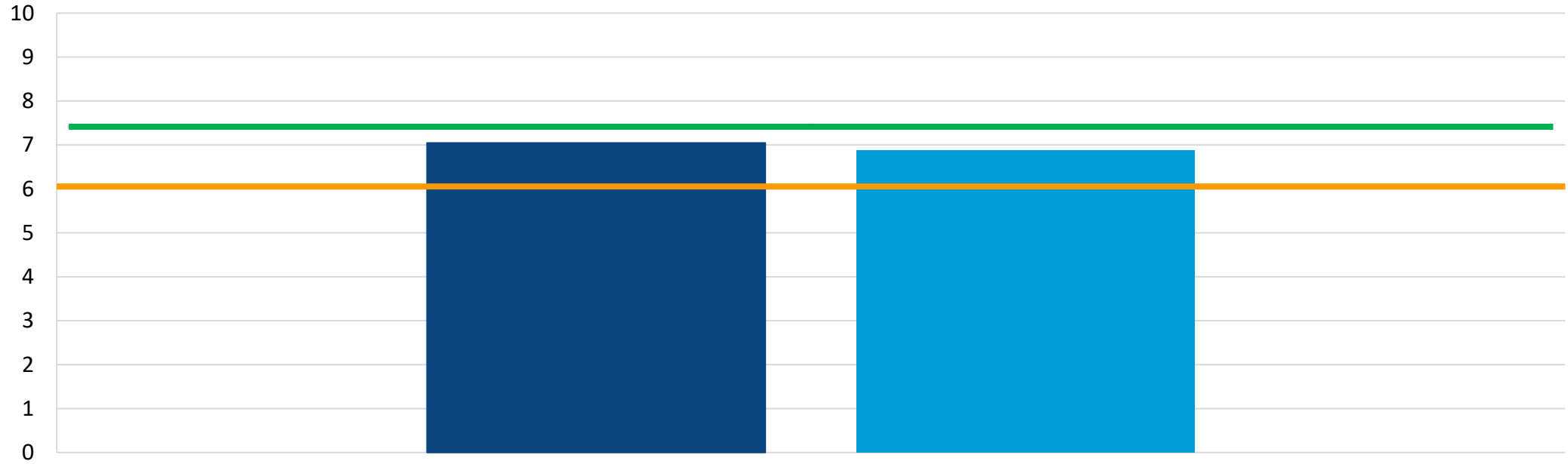
|                |      |
|----------------|------|
| Your org       | 6.44 |
| Best result    | 7.29 |
| Average result | 6.19 |
| Worst result   | 5.15 |
| Responses      | 162  |

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       | 7.04 |
| Best result    | 7.41 |
| Average result | 6.88 |
| Worst result   | 6.05 |

Responses

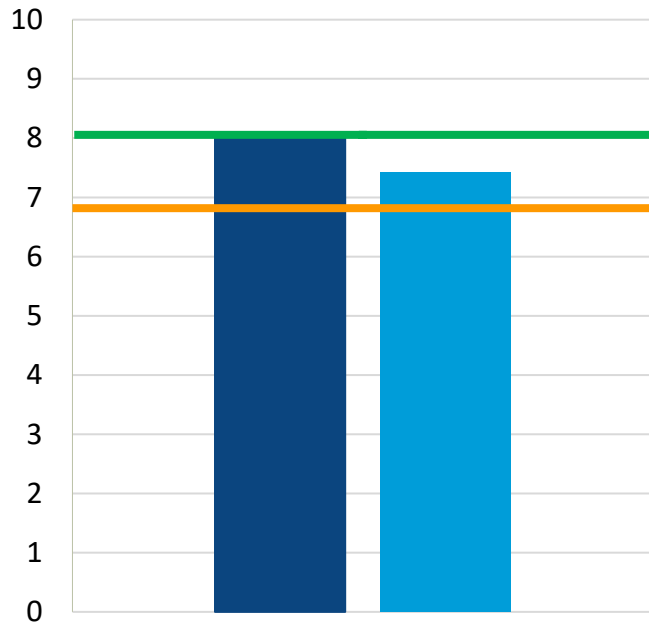
163

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

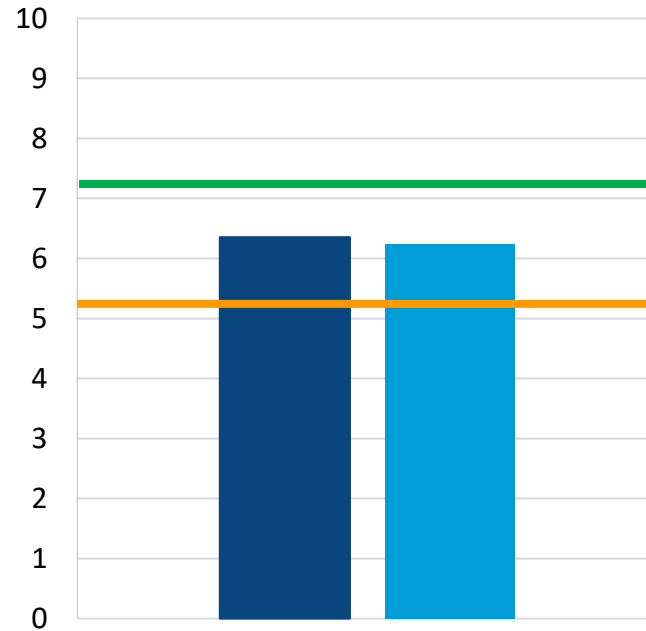


2025

|                |      |
|----------------|------|
| Your org       | 8.06 |
| Best result    | 8.06 |
| Average result | 7.43 |
| Worst result   | 6.82 |

Responses 162

Involvement

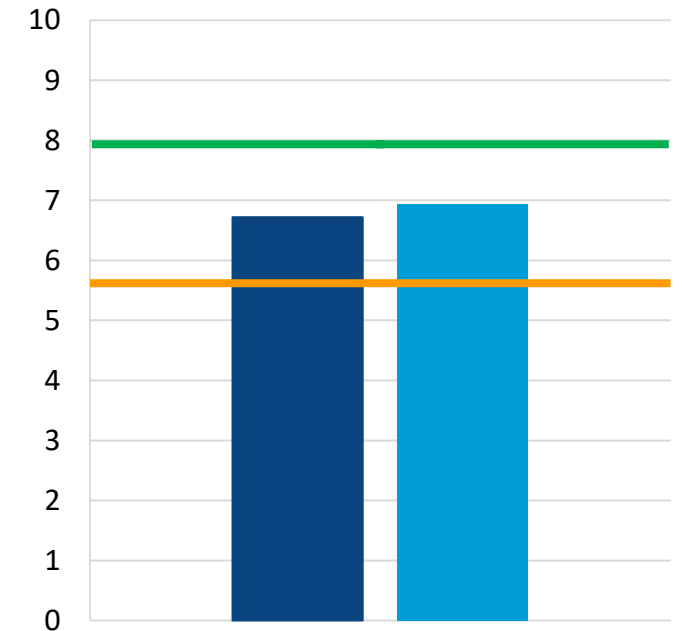


2025

|                |      |
|----------------|------|
| Your org       | 6.35 |
| Best result    | 7.24 |
| Average result | 6.24 |
| Worst result   | 5.24 |

Responses 163

Advocacy



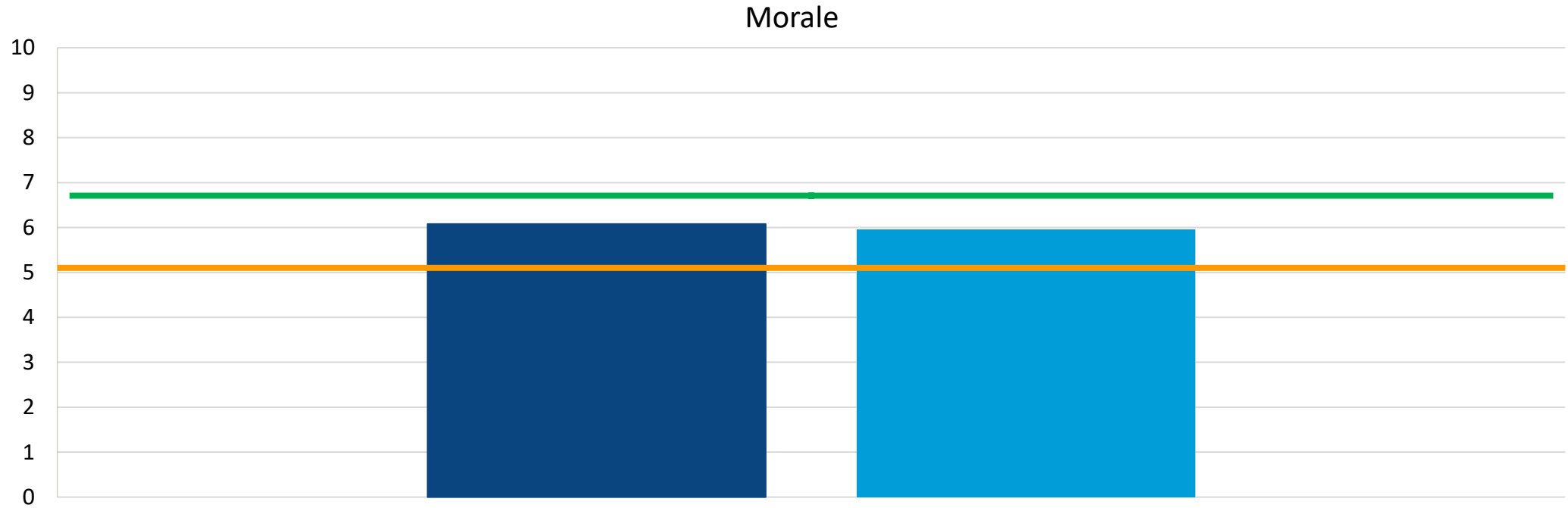
2025

|                |      |
|----------------|------|
| Your org       | 6.72 |
| Best result    | 7.93 |
| Average result | 6.93 |
| Worst result   | 5.62 |

Responses 159

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



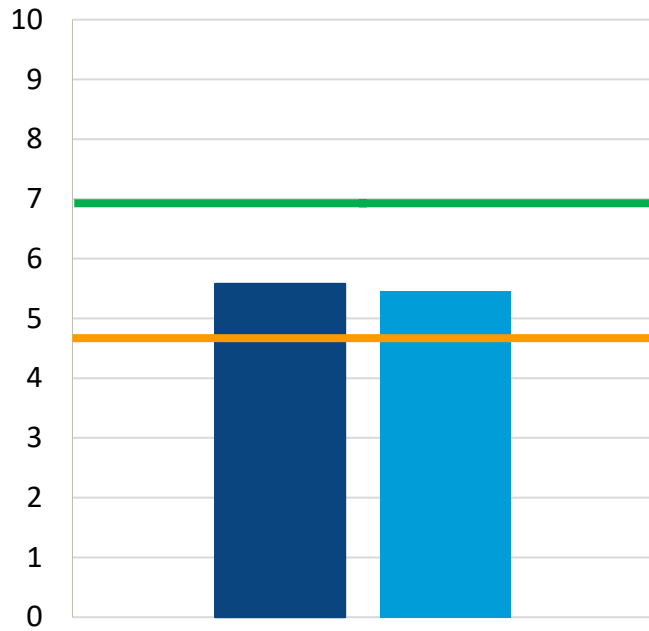
|                | 2025 |
|----------------|------|
| Your org       | 6.08 |
| Best result    | 6.71 |
| Average result | 5.95 |
| Worst result   | 5.10 |
| Responses      | 163  |

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

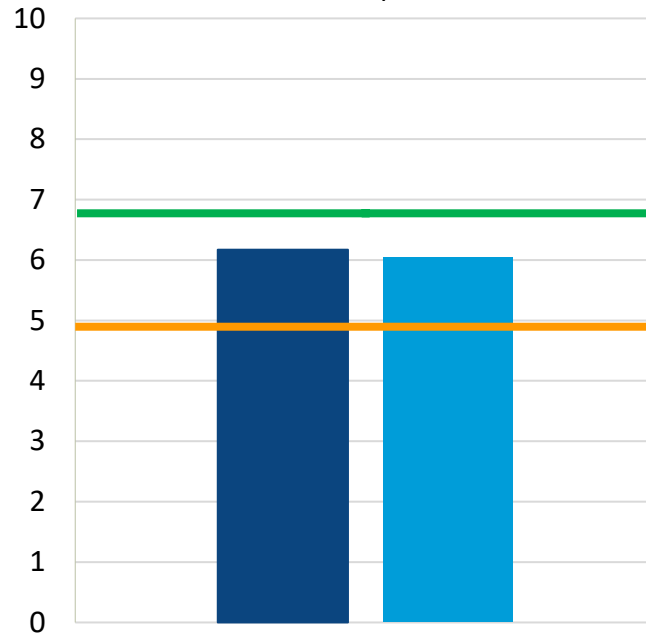


2025

|                |      |
|----------------|------|
| Your org       | 5.58 |
| Best result    | 6.93 |
| Average result | 5.46 |
| Worst result   | 4.67 |

Responses 138

Work pressure

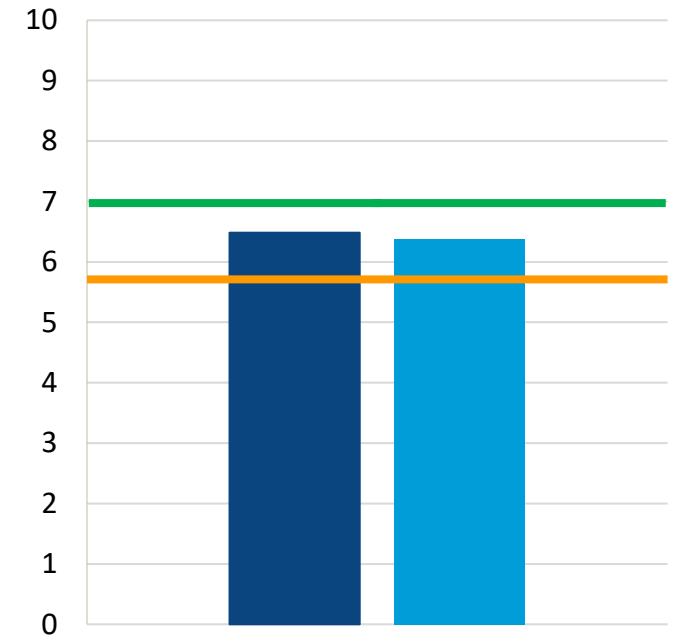


2025

|                |      |
|----------------|------|
| Your org       | 6.17 |
| Best result    | 6.77 |
| Average result | 6.04 |
| Worst result   | 4.90 |

Responses 163

Stressors



2025

|                |      |
|----------------|------|
| Your org       | 6.48 |
| Best result    | 6.97 |
| Average result | 6.38 |
| Worst result   | 5.71 |

Responses 163

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q14f, Q14g, Q14h, Q14i

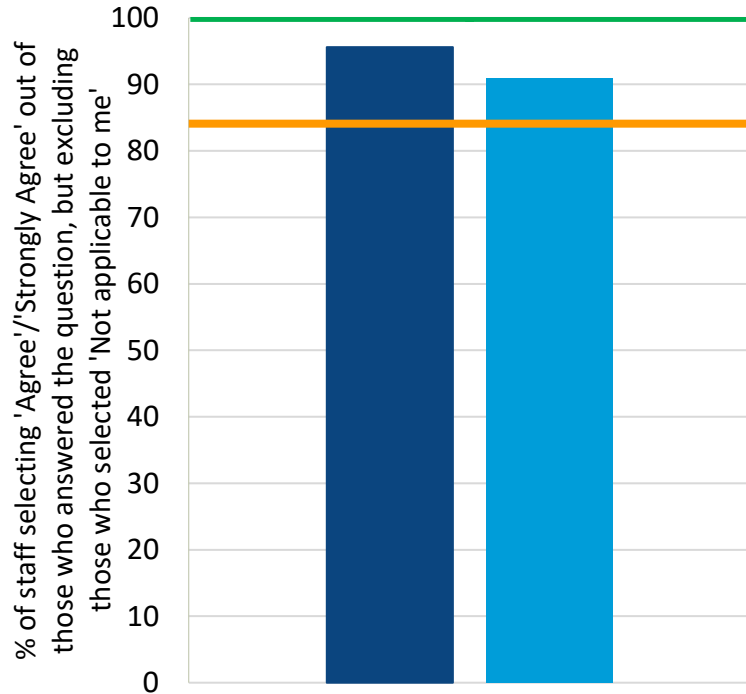
Diversity and equality – Q20, Q21a, Q21b, Q26

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.



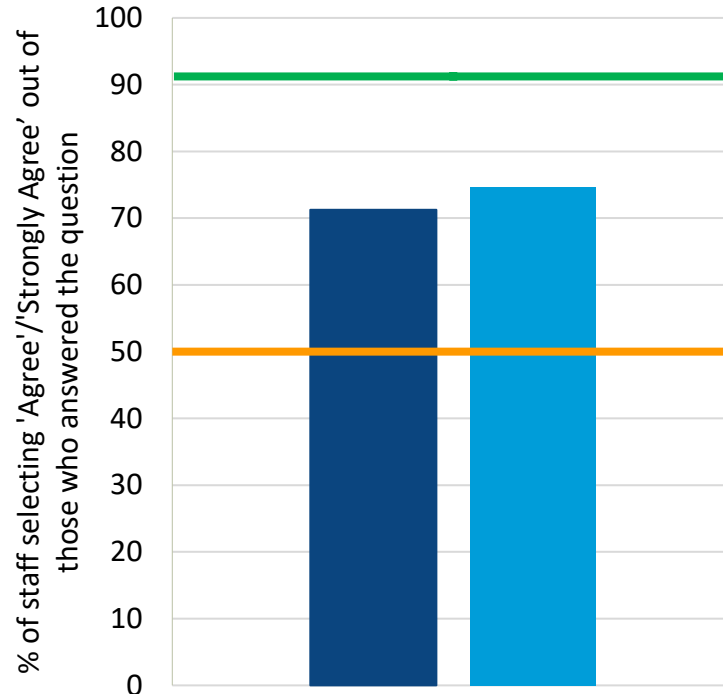
2025

|                |         |
|----------------|---------|
| Your org       | 95.60%  |
| Best result    | 100.00% |
| Average result | 90.91%  |
| Worst result   | 84.09%  |

Responses

159

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



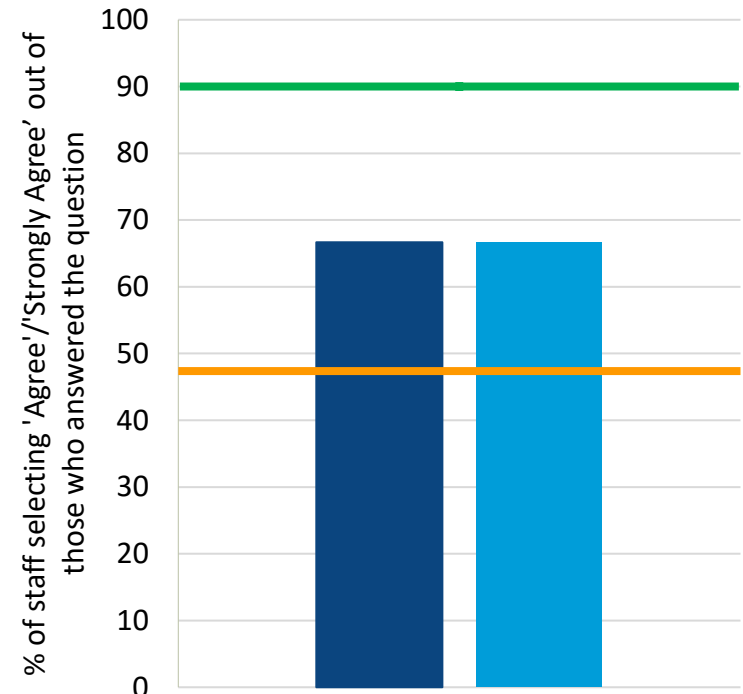
2025

|                |        |
|----------------|--------|
| Your org       | 71.25% |
| Best result    | 91.23% |
| Average result | 74.61% |
| Worst result   | 50.00% |

Responses

160

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



2025

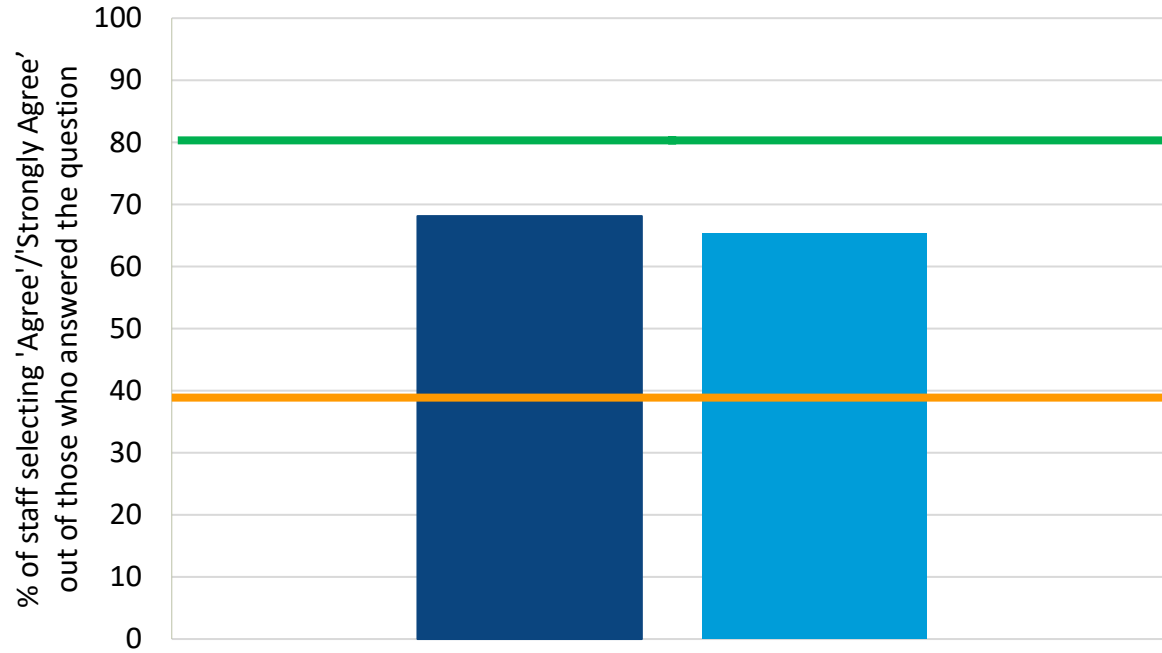
|                |        |
|----------------|--------|
| Your org       | 66.67% |
| Best result    | 90.00% |
| Average result | 66.67% |
| Worst result   | 47.37% |

Responses

159



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



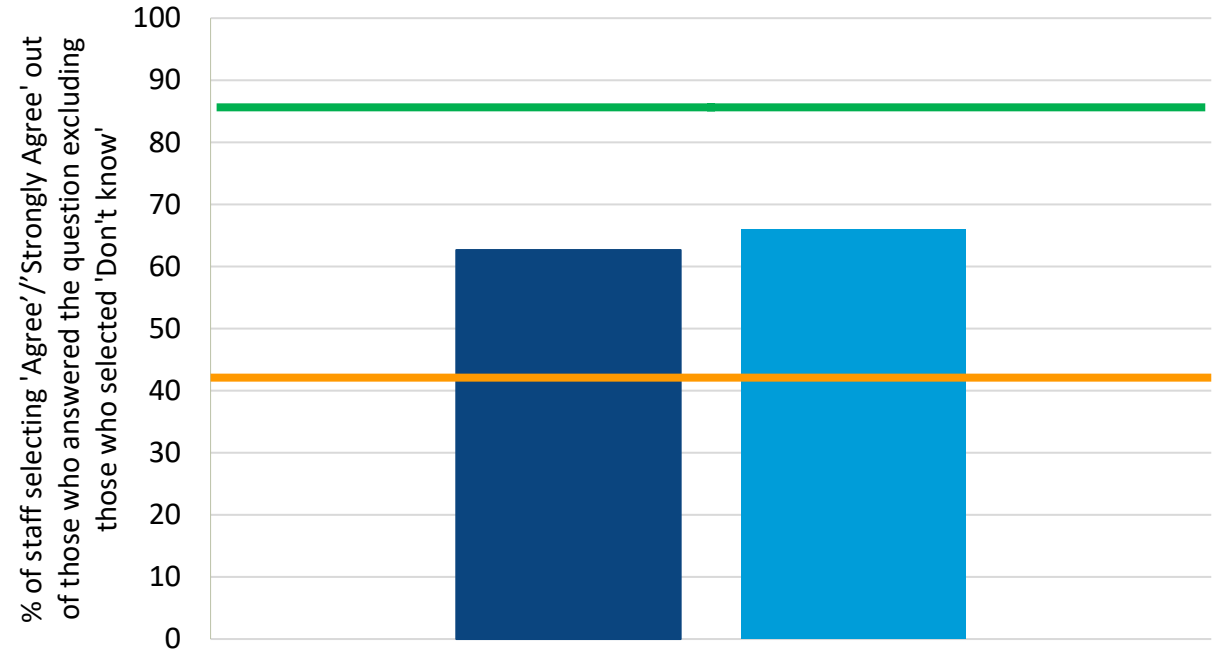
2025

|                |        |
|----------------|--------|
| Your org       | 68.13% |
| Best result    | 80.32% |
| Average result | 65.33% |
| Worst result   | 38.89% |

Responses

160

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



2025

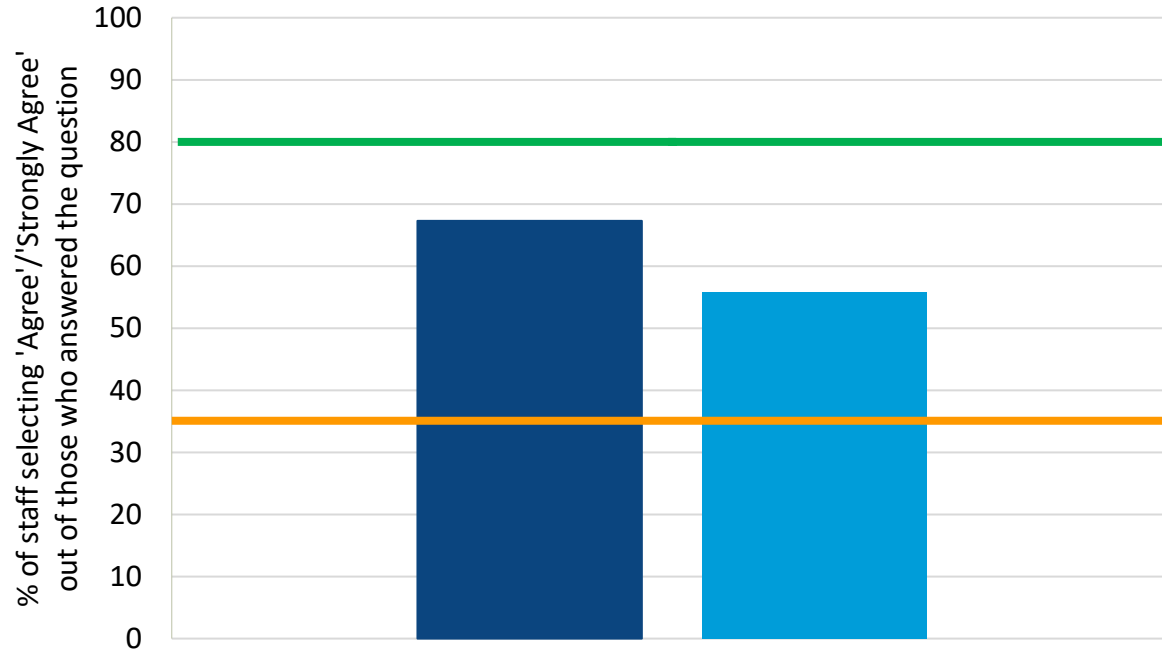
|                |        |
|----------------|--------|
| Your org       | 62.66% |
| Best result    | 85.64% |
| Average result | 65.96% |
| Worst result   | 42.11% |

Responses

158



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



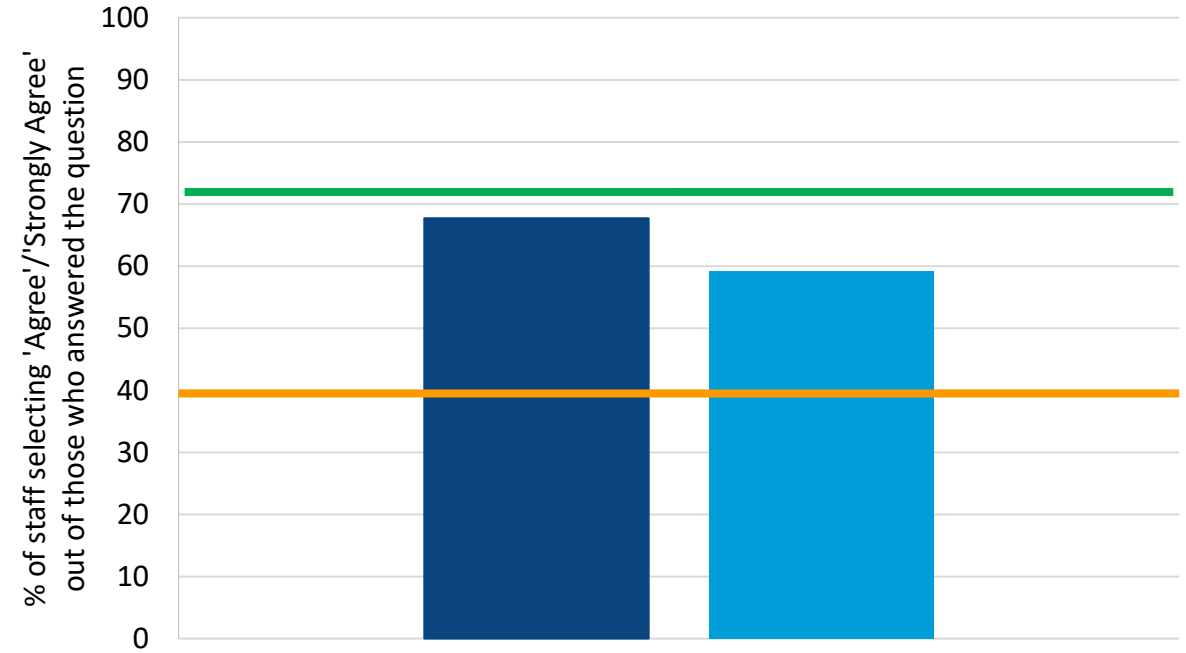
2025

|                |        |
|----------------|--------|
| Your org       | 67.28% |
| Best result    | 80.00% |
| Average result | 55.74% |
| Worst result   | 35.09% |

Responses

162

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



2025

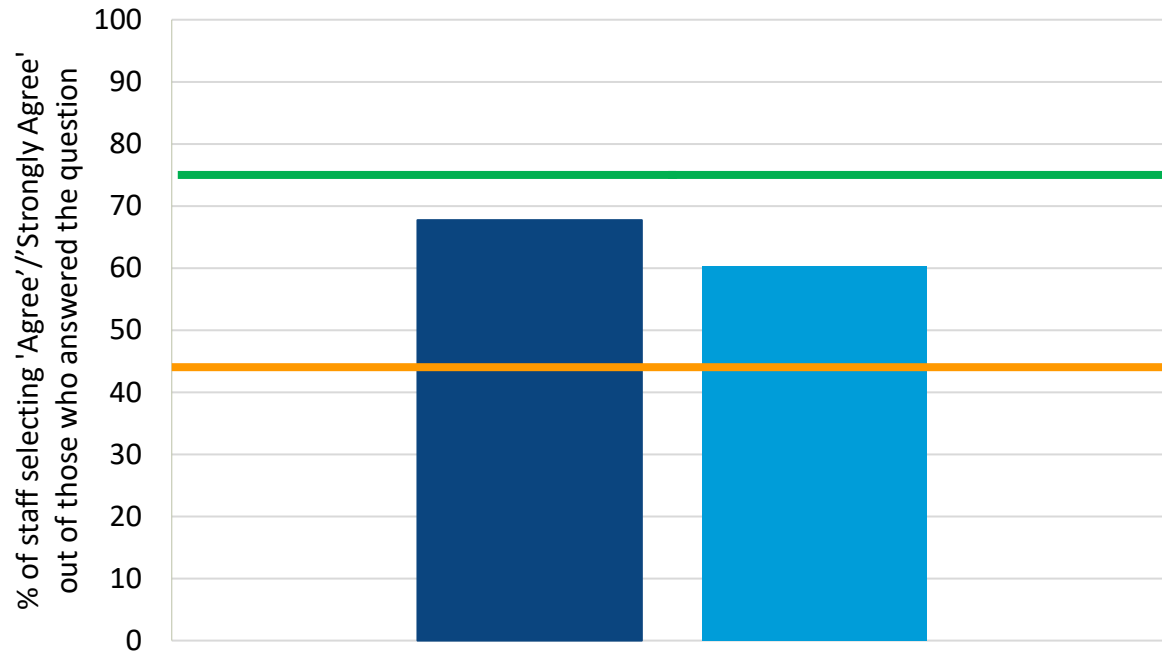
|                |        |
|----------------|--------|
| Your org       | 67.70% |
| Best result    | 71.93% |
| Average result | 59.15% |
| Worst result   | 39.47% |

Responses

161



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



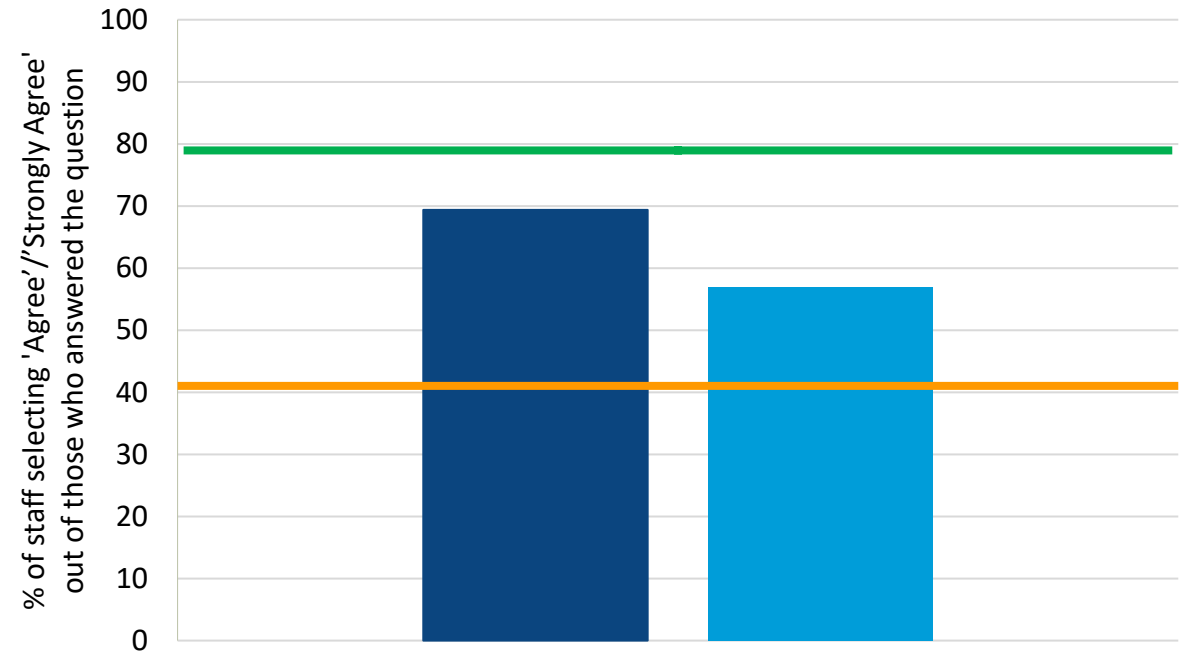
2025

|                |        |
|----------------|--------|
| Your org       | 67.72% |
| Best result    | 75.00% |
| Average result | 60.29% |
| Worst result   | 44.04% |

Responses

158

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



2025

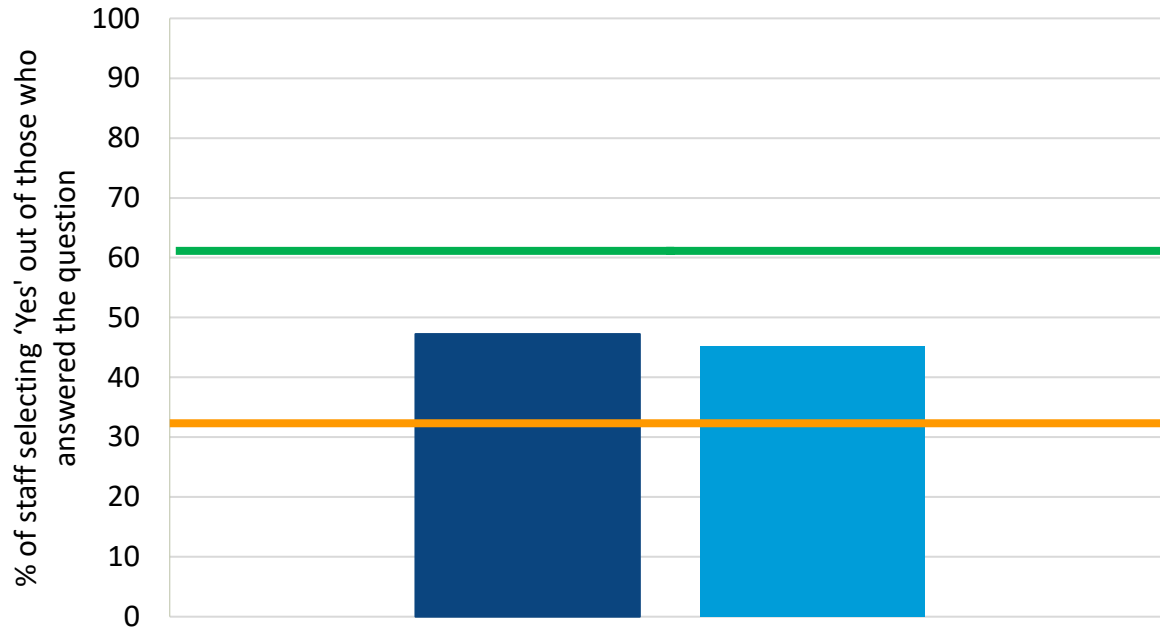
|                |        |
|----------------|--------|
| Your org       | 69.38% |
| Best result    | 78.95% |
| Average result | 57.01% |
| Worst result   | 41.03% |

Responses

160

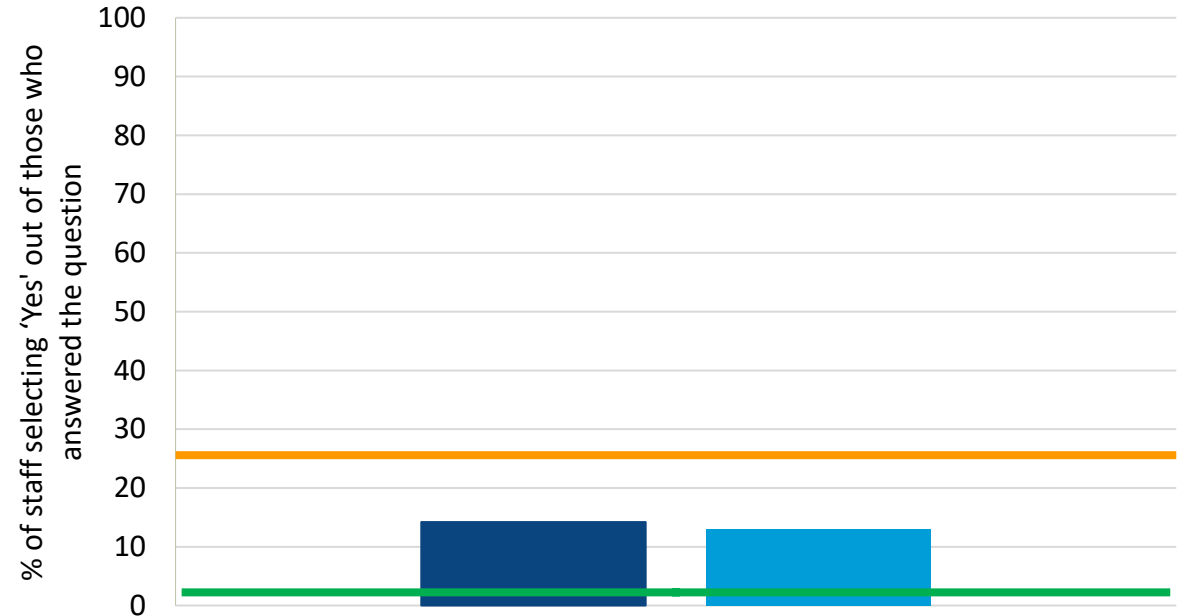


Q20 Does your organisation act fairly with regard to career progression / development, regardless of e.g. age, disability, ethnic background, gender reassignment, religion, sex, or sexual orientation?



|                | 2025   |
|----------------|--------|
| Your org       | 47.24% |
| Best result    | 61.15% |
| Average result | 45.16% |
| Worst result   | 32.33% |
| Responses      | 163    |

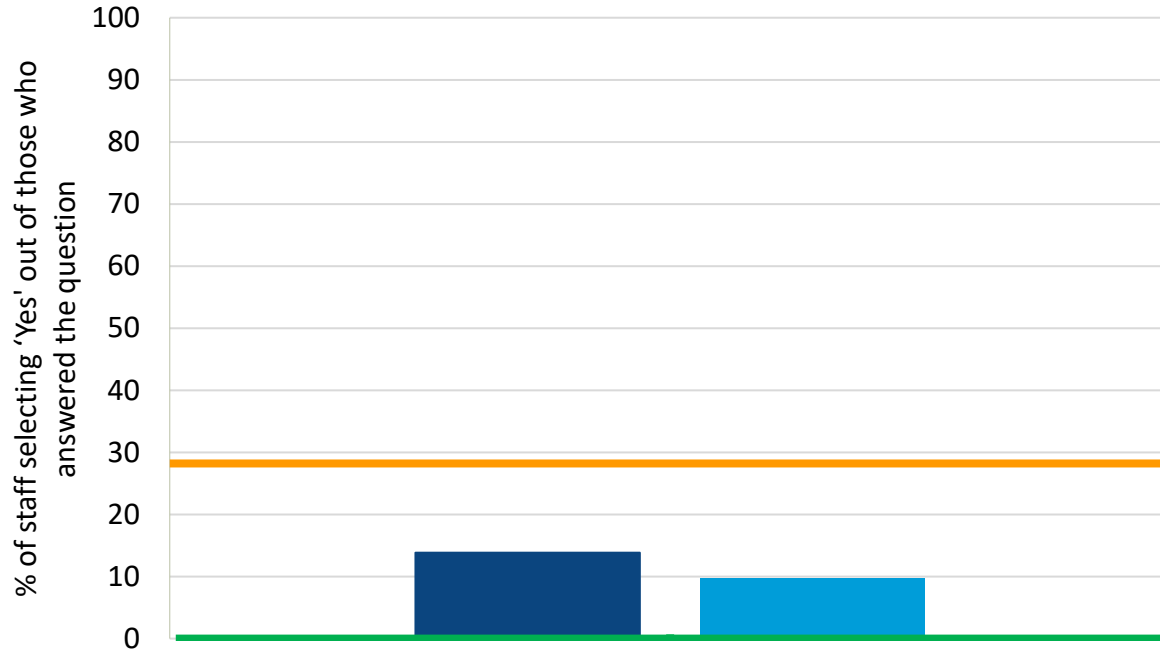
Q21a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



|                | 2025   |
|----------------|--------|
| Your org       | 14.20% |
| Best result    | 2.24%  |
| Average result | 13.10% |
| Worst result   | 25.58% |
| Responses      | 162    |



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



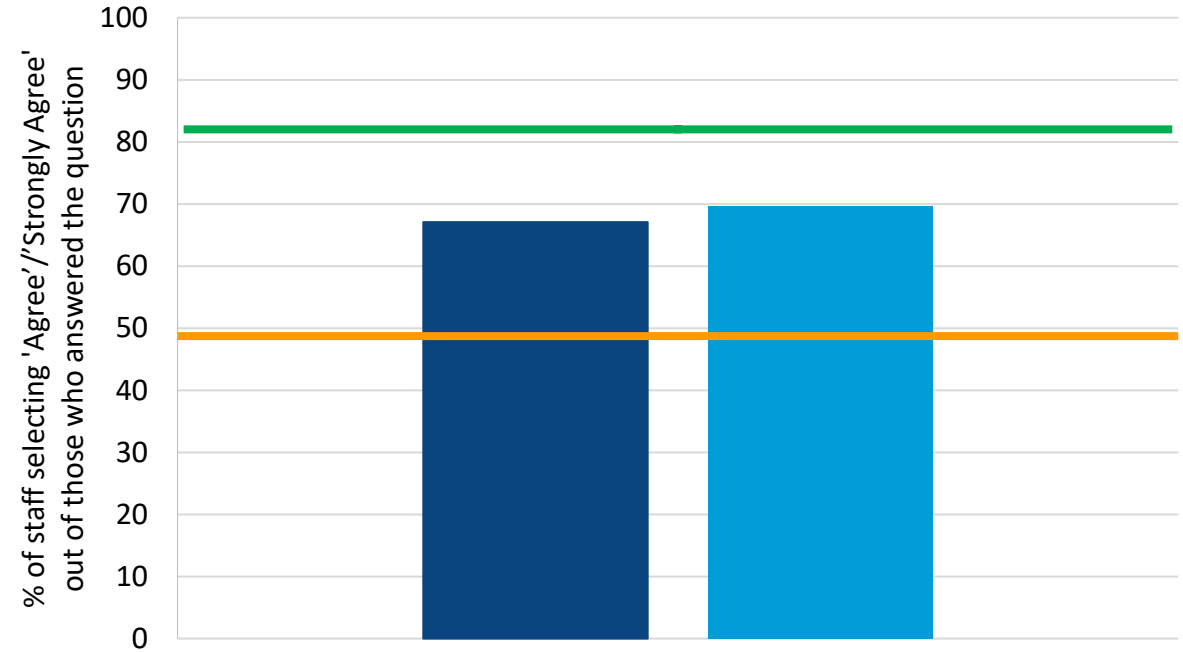
2025

|                |        |
|----------------|--------|
| Your org       | 13.84% |
| Best result    | 0.00%  |
| Average result | 9.80%  |
| Worst result   | 28.21% |

Responses

159

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



2025

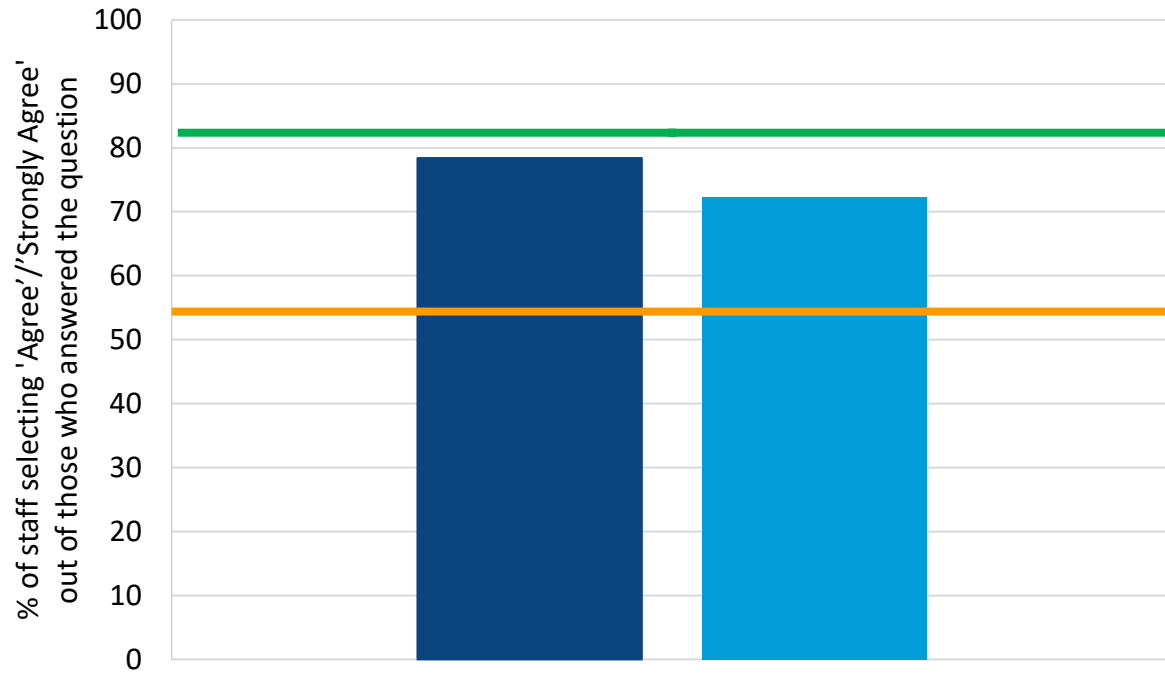
|                |        |
|----------------|--------|
| Your org       | 67.08% |
| Best result    | 82.02% |
| Average result | 69.61% |
| Worst result   | 48.72% |

Responses

161



Q11f I feel valued by my team.



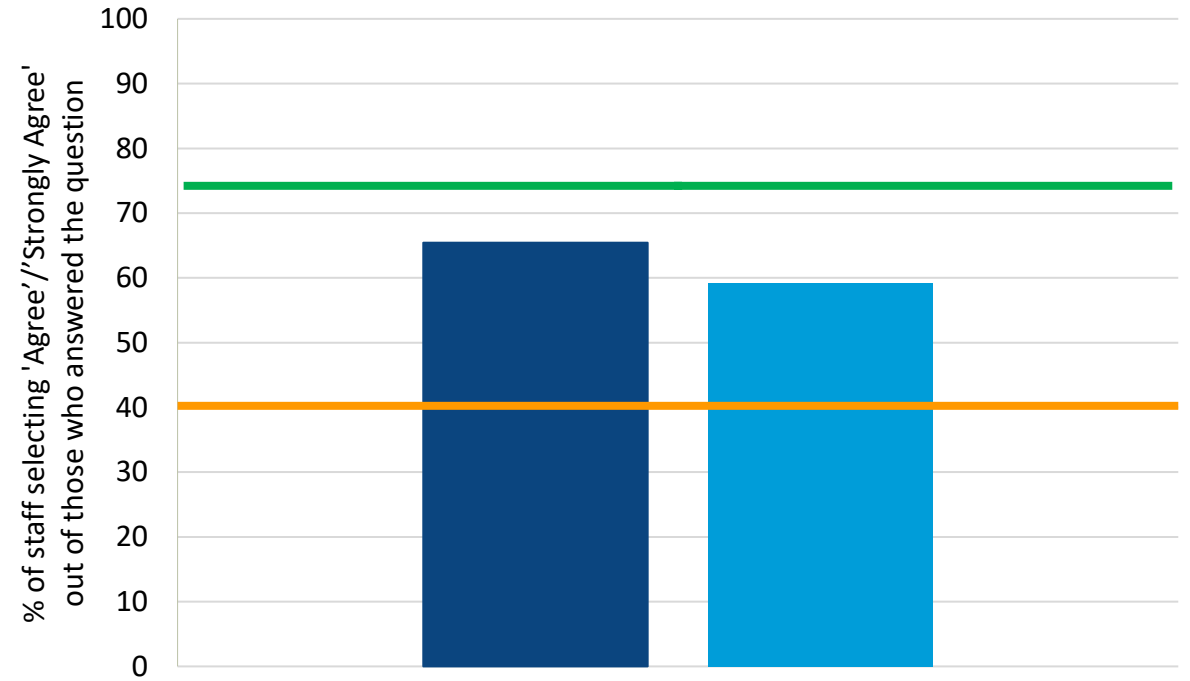
2025

|                |        |
|----------------|--------|
| Your org       | 78.40% |
| Best result    | 82.35% |
| Average result | 72.28% |
| Worst result   | 54.39% |

Responses

162

Q11g I feel a strong personal attachment to my team.



2025

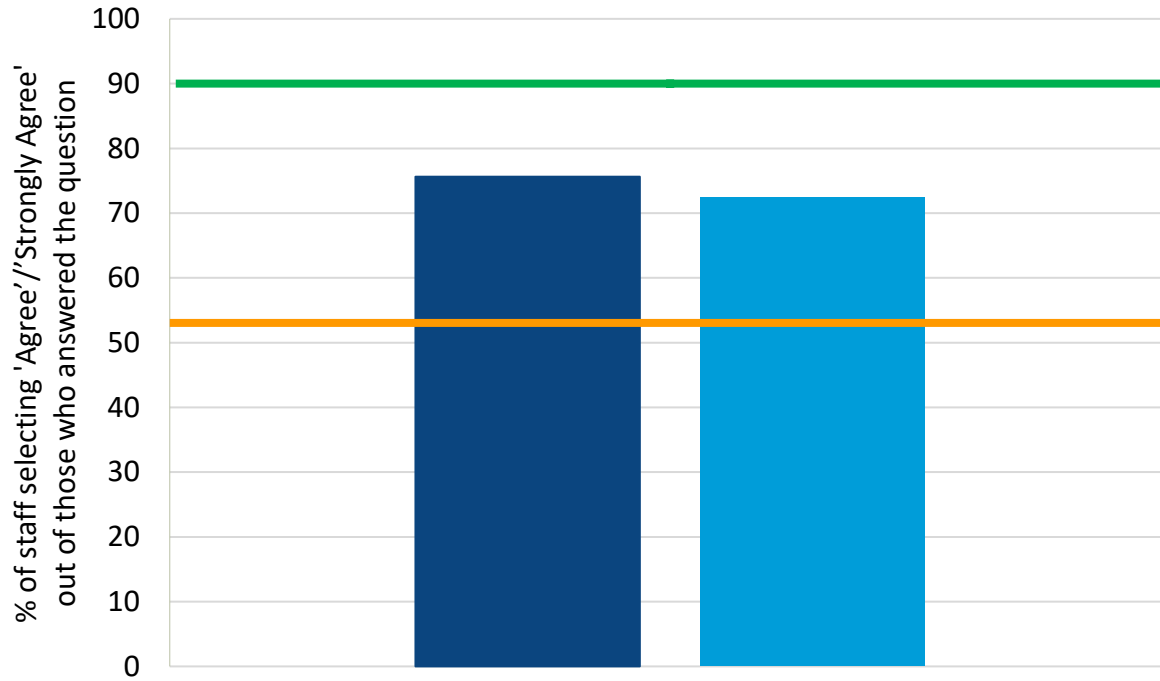
|                |        |
|----------------|--------|
| Your org       | 65.43% |
| Best result    | 74.22% |
| Average result | 59.21% |
| Worst result   | 40.24% |

Responses

162



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



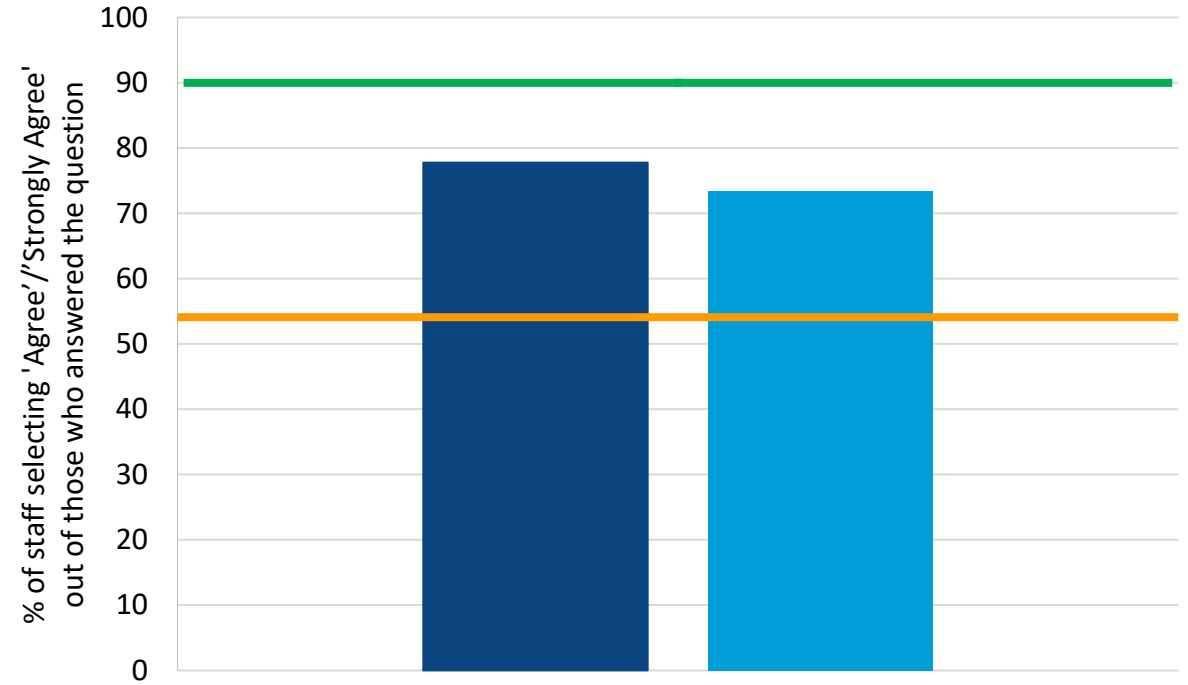
2025

|                |        |
|----------------|--------|
| Your org       | 75.63% |
| Best result    | 90.00% |
| Average result | 72.41% |
| Worst result   | 53.04% |

Responses

160

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



2025

|                |        |
|----------------|--------|
| Your org       | 77.78% |
| Best result    | 90.00% |
| Average result | 73.43% |
| Worst result   | 54.10% |

Responses

162

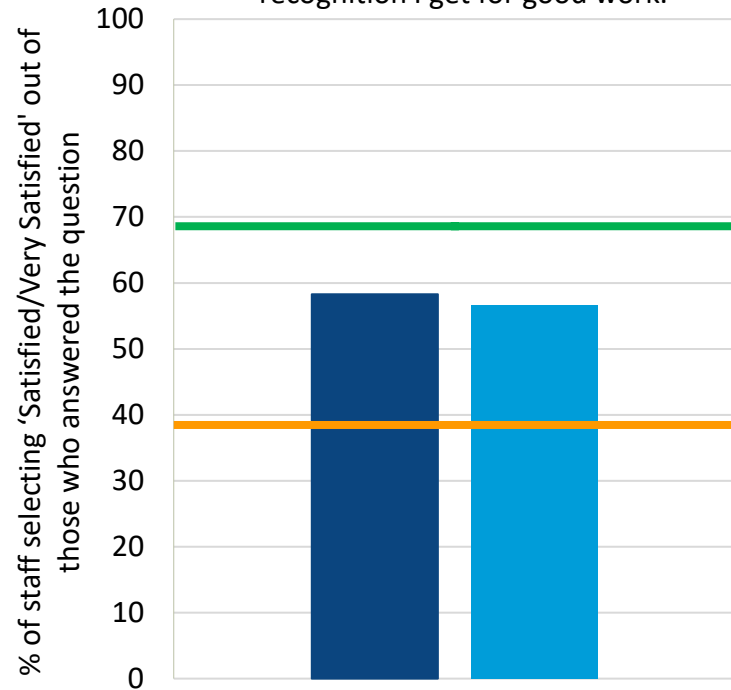
## People Promise element – We are recognised and rewarded



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.



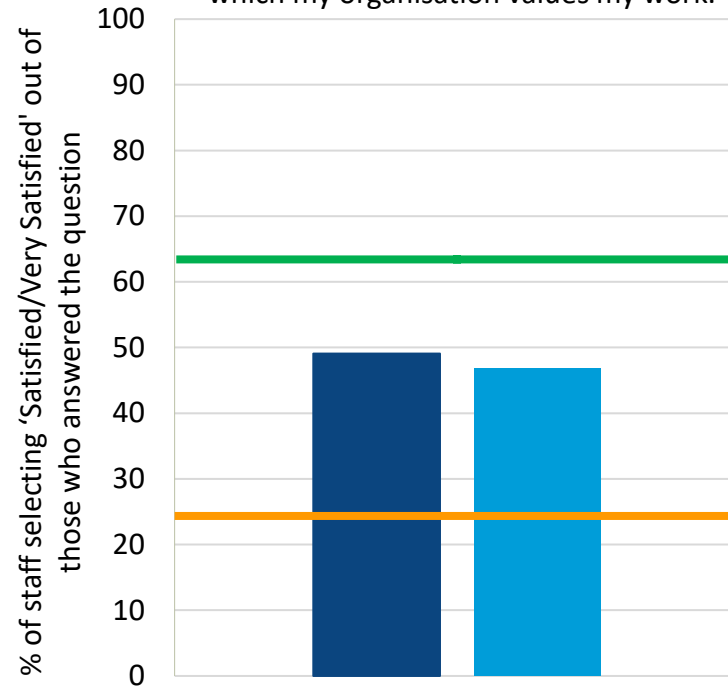
2025

|                |        |
|----------------|--------|
| Your org       | 58.28% |
| Best result    | 68.60% |
| Average result | 56.67% |
| Worst result   | 38.46% |

Responses

163

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



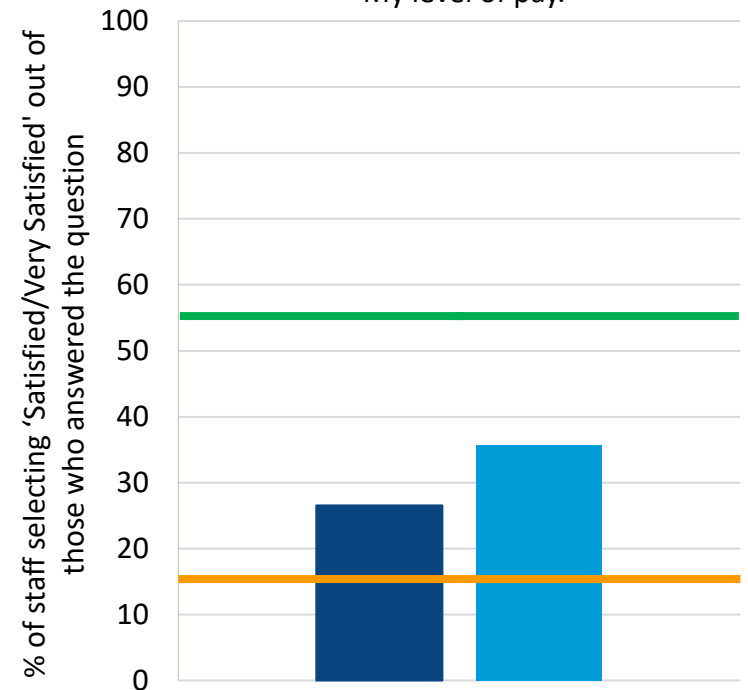
2025

|                |        |
|----------------|--------|
| Your org       | 49.08% |
| Best result    | 63.41% |
| Average result | 46.82% |
| Worst result   | 24.36% |

Responses

163

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



2025

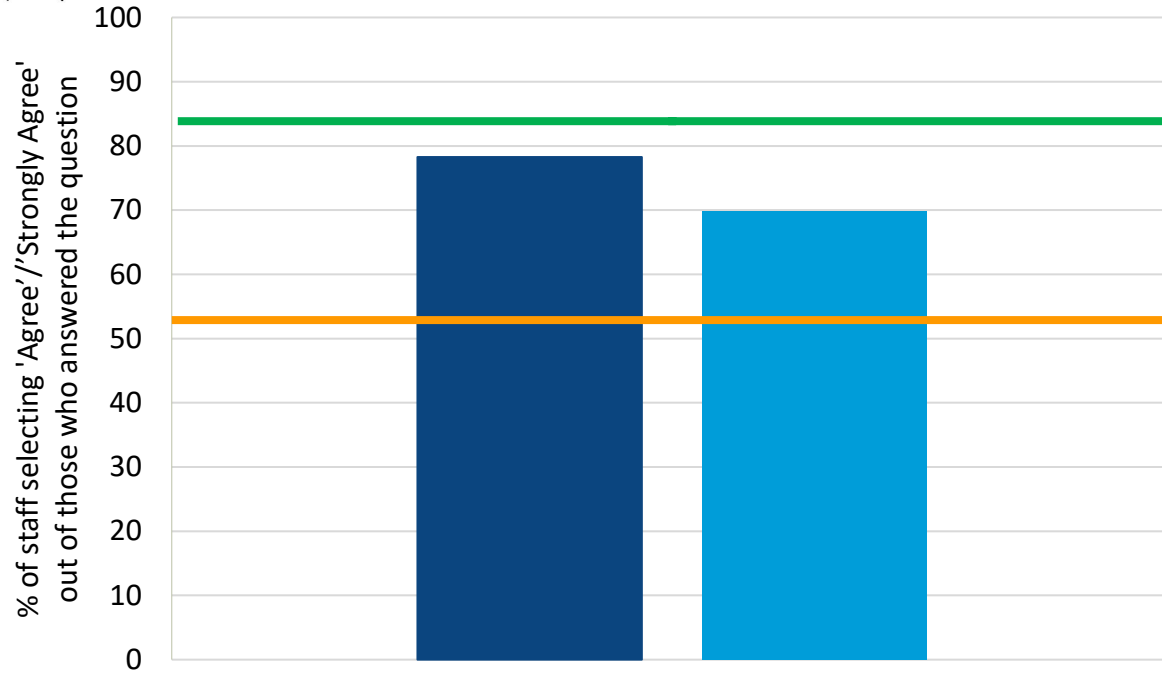
|                |        |
|----------------|--------|
| Your org       | 26.54% |
| Best result    | 55.26% |
| Average result | 35.66% |
| Worst result   | 15.38% |

Responses

162



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



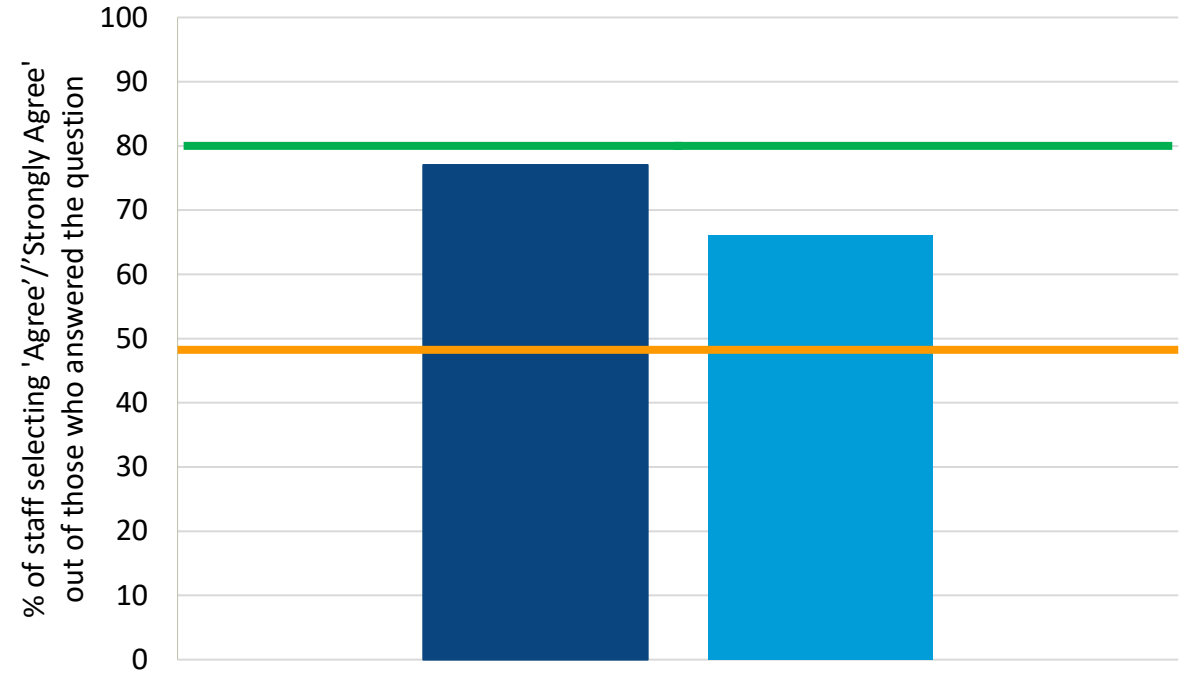
2025

|                |        |
|----------------|--------|
| Your org       | 78.26% |
| Best result    | 83.85% |
| Average result | 69.83% |
| Worst result   | 52.87% |

Responses

161

Q14e My immediate manager(s) values my work.



2025

|                |        |
|----------------|--------|
| Your org       | 77.02% |
| Best result    | 80.00% |
| Average result | 66.12% |
| Worst result   | 48.25% |

Responses

161

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



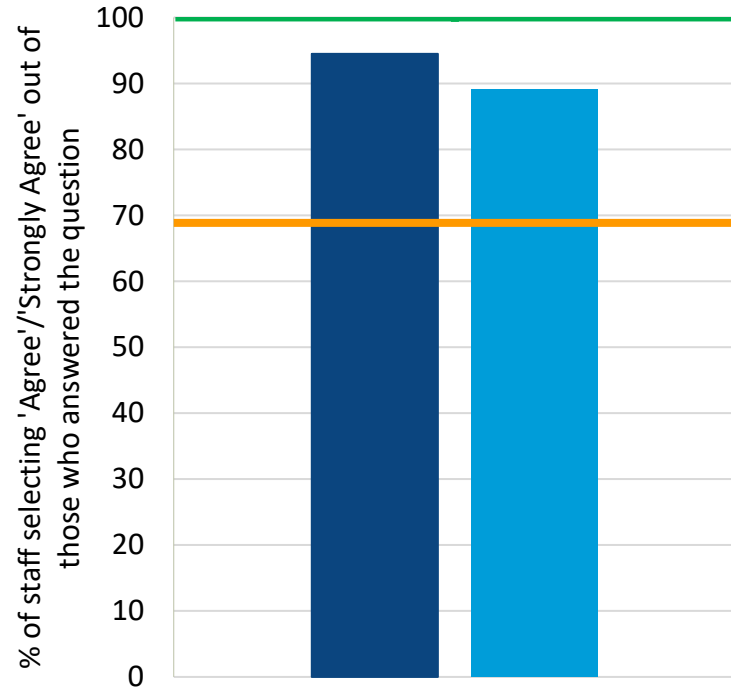
### Questions included:

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.



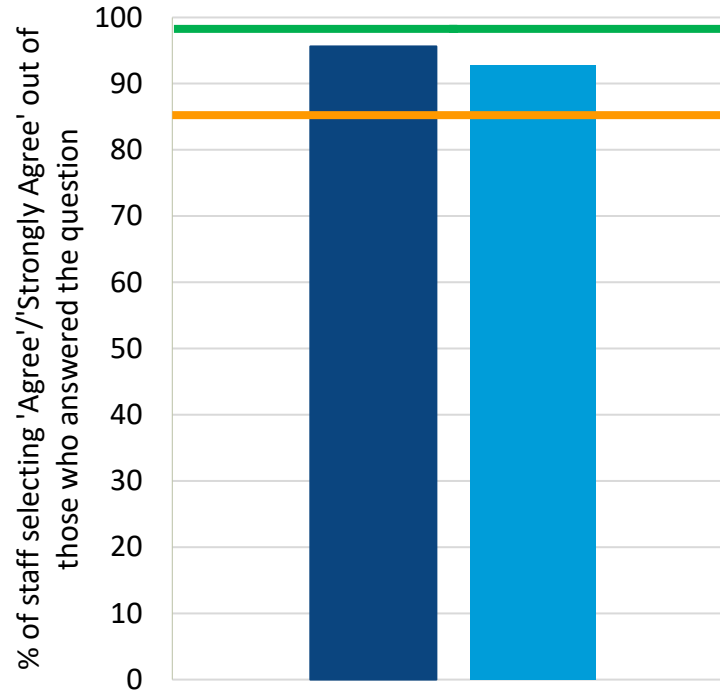
2025

|                |         |
|----------------|---------|
| Your org       | 94.48%  |
| Best result    | 100.00% |
| Average result | 89.09%  |
| Worst result   | 68.85%  |

Responses

163

Q5b I am trusted to do my job.



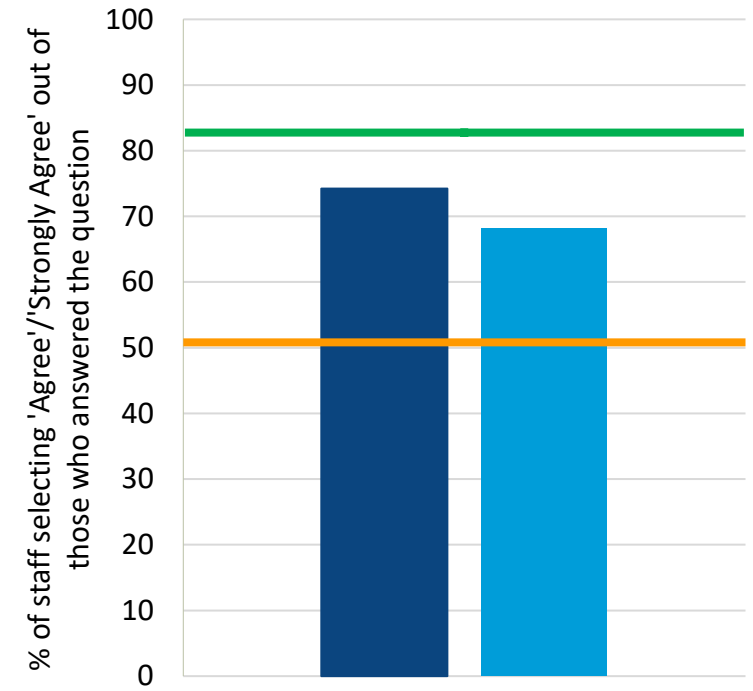
2025

|                |        |
|----------------|--------|
| Your org       | 95.63% |
| Best result    | 98.28% |
| Average result | 92.82% |
| Worst result   | 85.25% |

Responses

160

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



2025

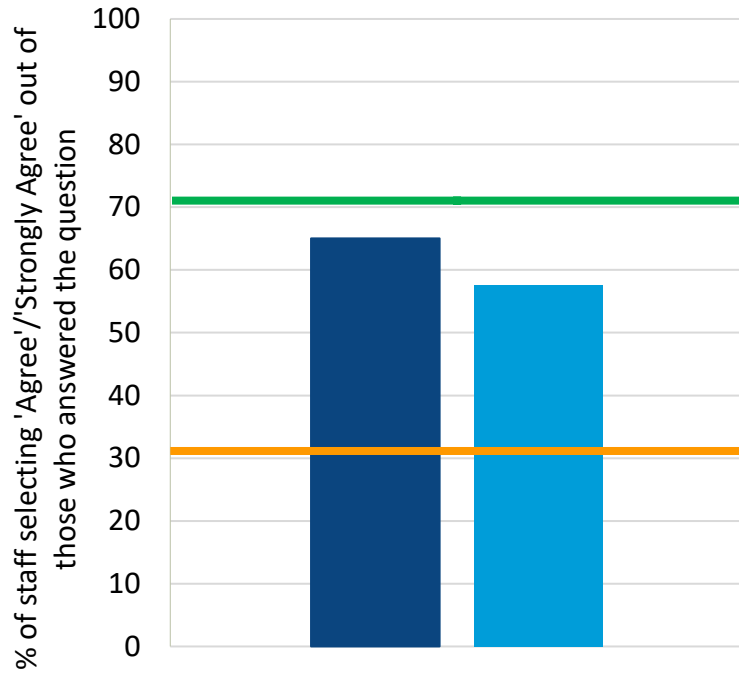
|                |        |
|----------------|--------|
| Your org       | 74.23% |
| Best result    | 82.76% |
| Average result | 68.22% |
| Worst result   | 50.82% |

Responses

163

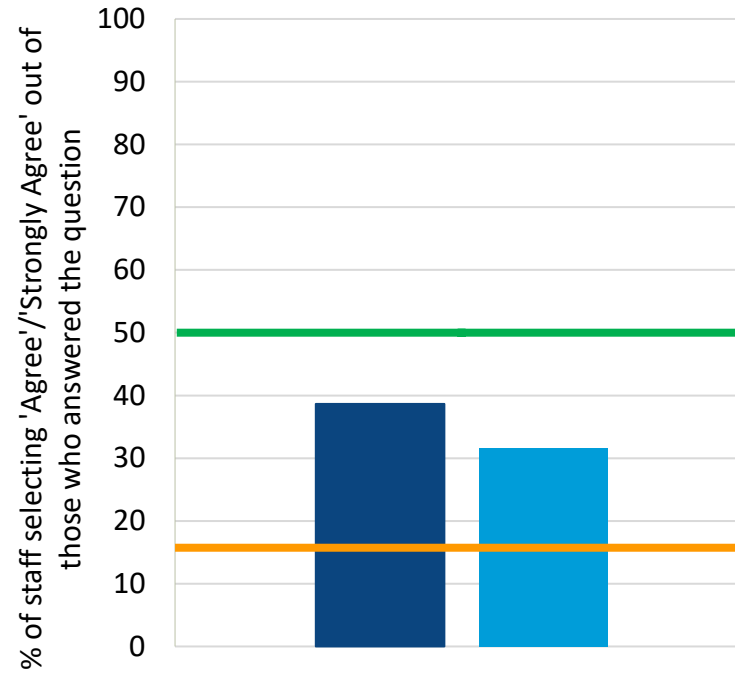


Q5d I am able to make suggestions to improve the work we do.



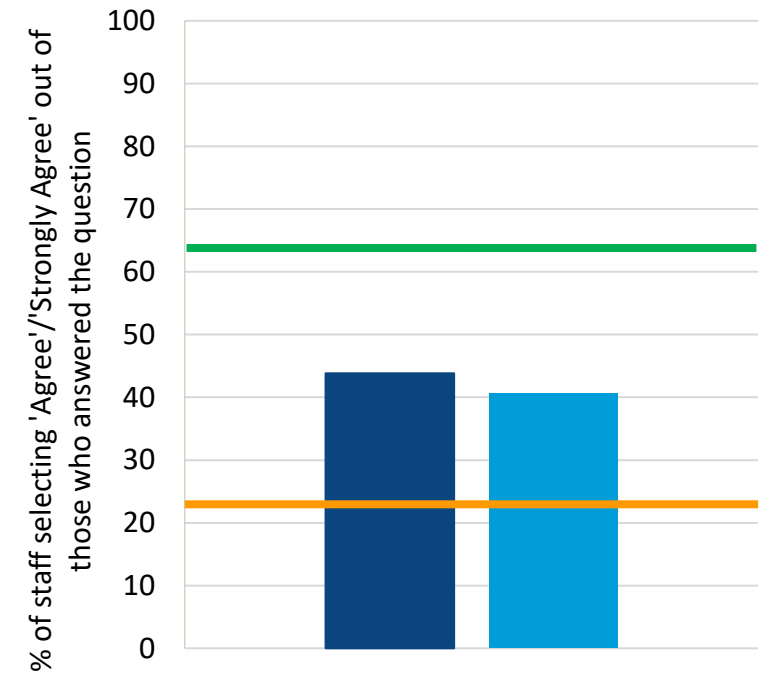
|                | 2025   |
|----------------|--------|
| Your org       | 65.03% |
| Best result    | 71.05% |
| Average result | 57.59% |
| Worst result   | 31.15% |
| Responses      | 163    |

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



|                | 2025   |
|----------------|--------|
| Your org       | 38.65% |
| Best result    | 50.00% |
| Average result | 31.58% |
| Worst result   | 15.73% |
| Responses      | 163    |

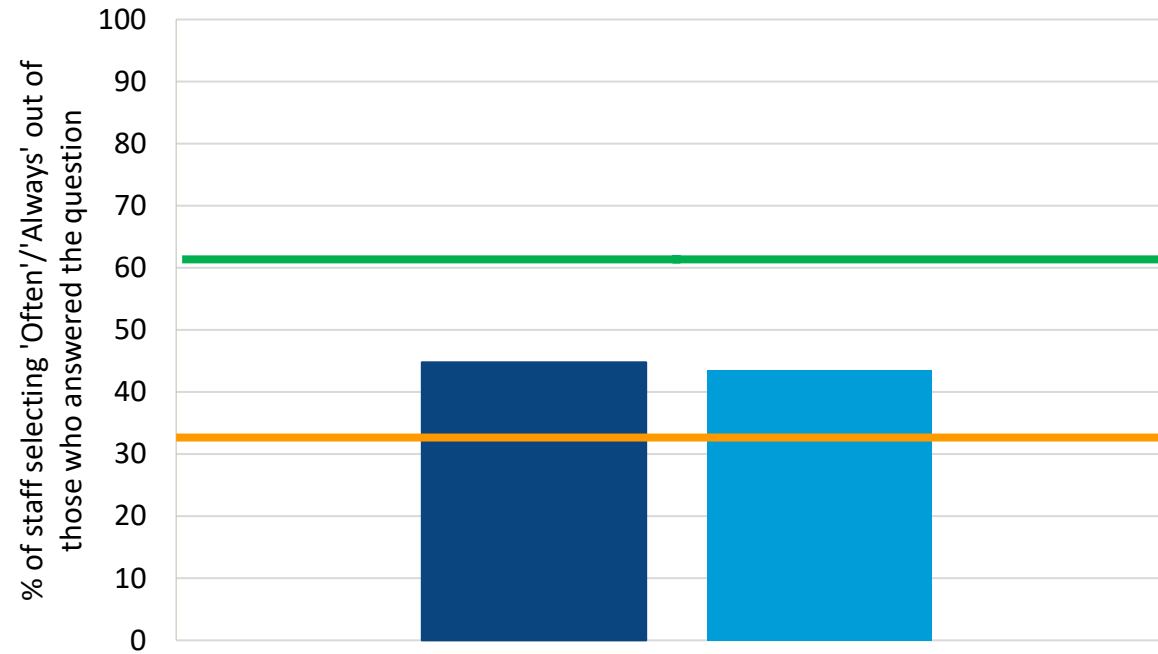
Q5f I am able to make improvements happen at work.



|                | 2025   |
|----------------|--------|
| Your org       | 43.83% |
| Best result    | 63.79% |
| Average result | 40.59% |
| Worst result   | 22.95% |
| Responses      | 162    |



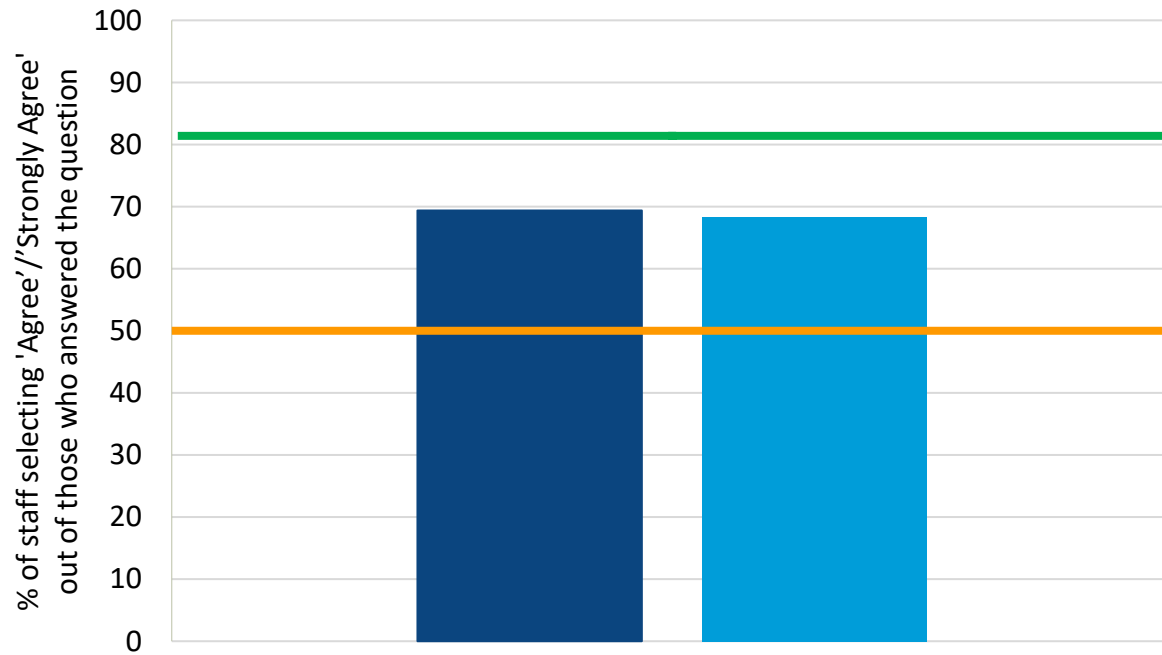
Q7b I have a choice in deciding how to do my work.



|                | 2025   |
|----------------|--------|
| Your org       | 44.79% |
| Best result    | 61.36% |
| Average result | 43.54% |
| Worst result   | 32.67% |
| Responses      | 163    |



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



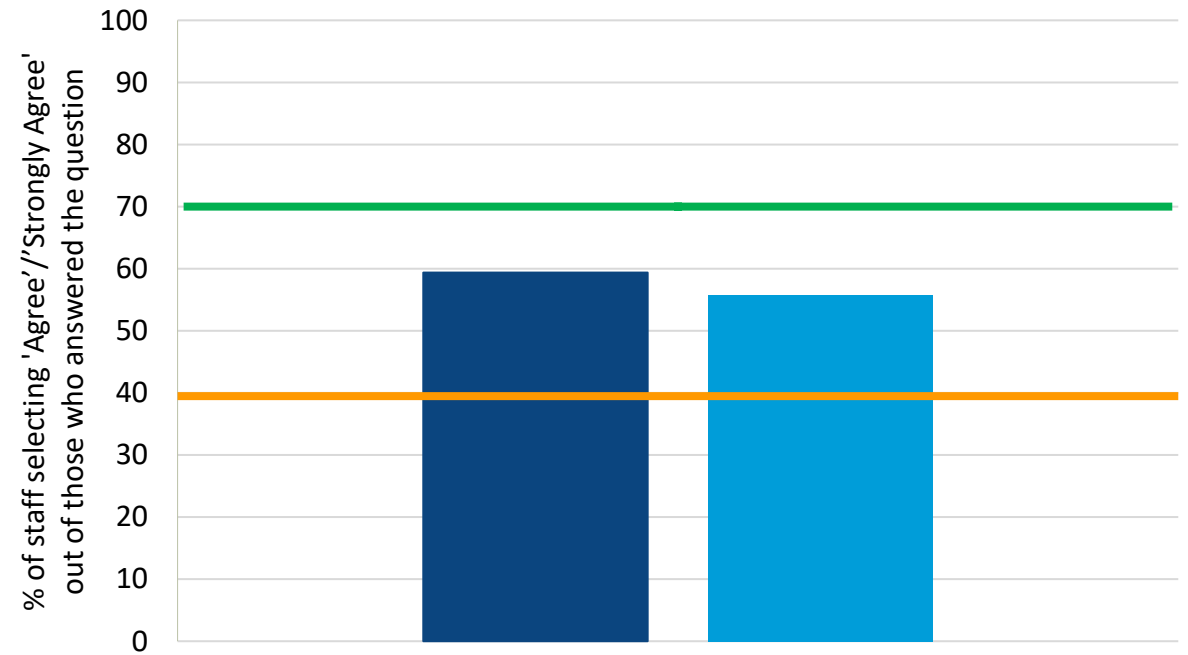
2025

|                |        |
|----------------|--------|
| Your org       | 69.38% |
| Best result    | 81.40% |
| Average result | 68.35% |
| Worst result   | 50.00% |

Responses

160

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



2025

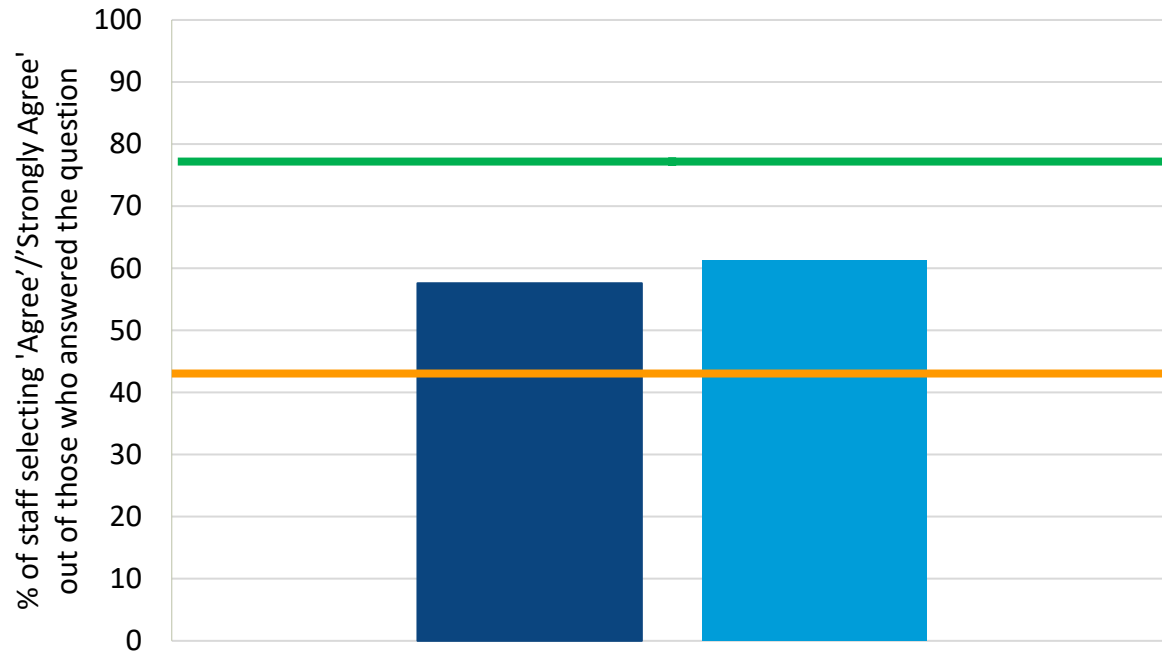
|                |        |
|----------------|--------|
| Your org       | 59.38% |
| Best result    | 70.00% |
| Average result | 55.75% |
| Worst result   | 39.47% |

Responses

160



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



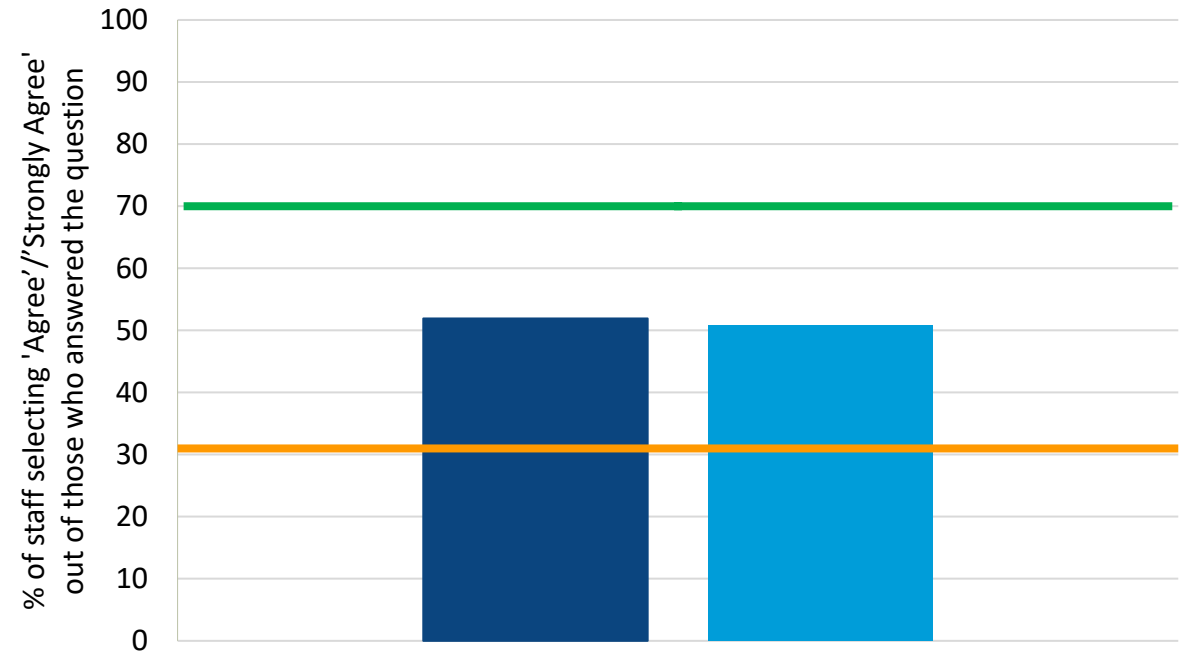
2025

|                |        |
|----------------|--------|
| Your org       | 57.59% |
| Best result    | 77.19% |
| Average result | 61.33% |
| Worst result   | 43.06% |

Responses

158

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



2025

|                |        |
|----------------|--------|
| Your org       | 51.92% |
| Best result    | 70.00% |
| Average result | 50.86% |
| Worst result   | 30.99% |

Responses

156

## 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

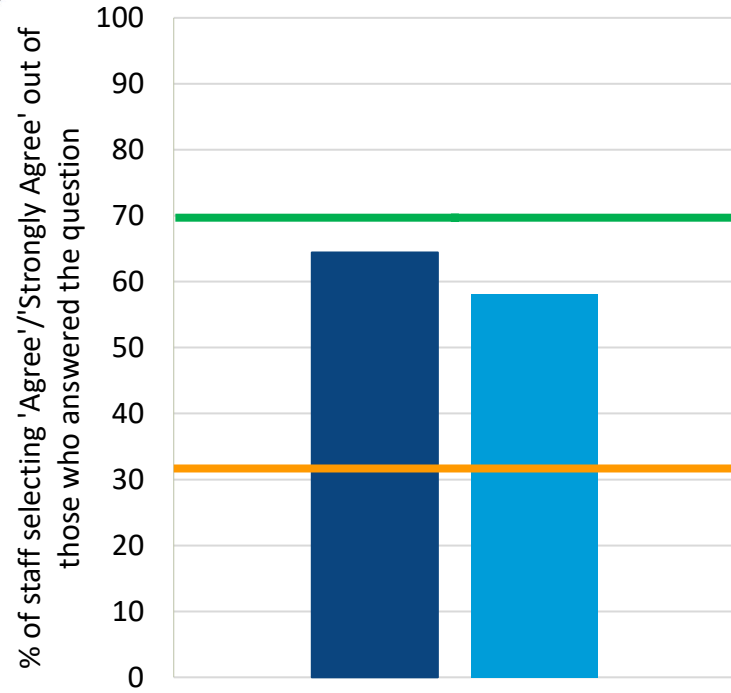
Other questions\*: Q22a, Q22b, Q27

\*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.



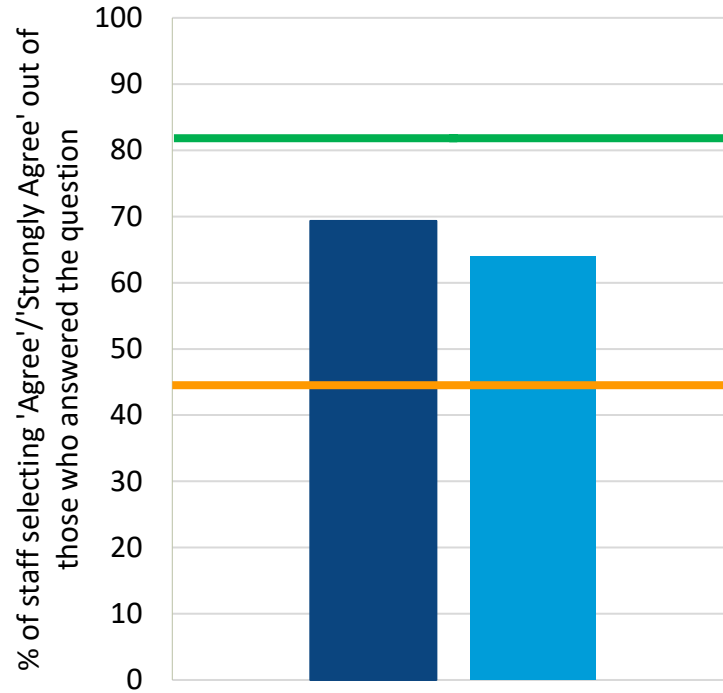
2025

|                |        |
|----------------|--------|
| Your org       | 64.42% |
| Best result    | 69.70% |
| Average result | 58.18% |
| Worst result   | 31.67% |

Responses

163

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



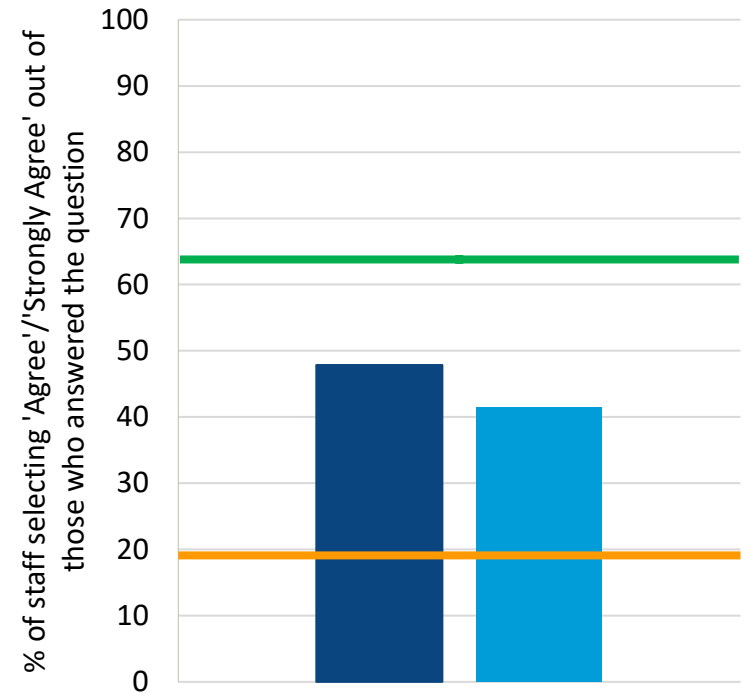
2025

|                |        |
|----------------|--------|
| Your org       | 69.33% |
| Best result    | 81.82% |
| Average result | 64.00% |
| Worst result   | 44.52% |

Responses

163

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



2025

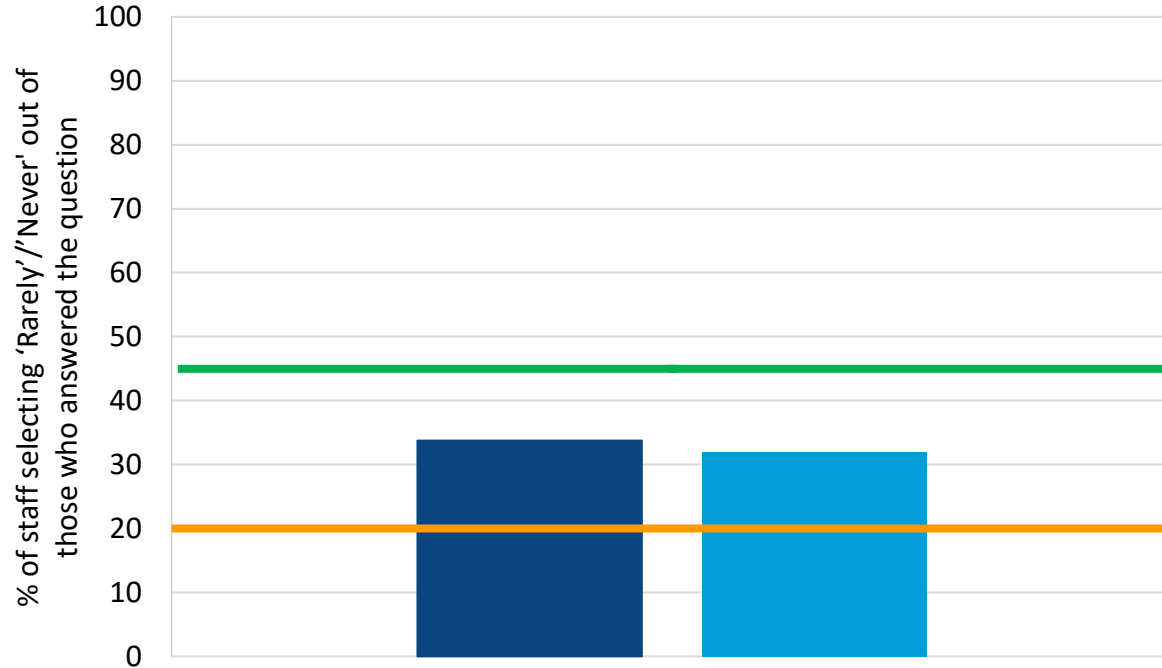
|                |        |
|----------------|--------|
| Your org       | 47.85% |
| Best result    | 63.79% |
| Average result | 41.46% |
| Worst result   | 19.10% |

Responses

163



Q7a I have unrealistic time pressures.



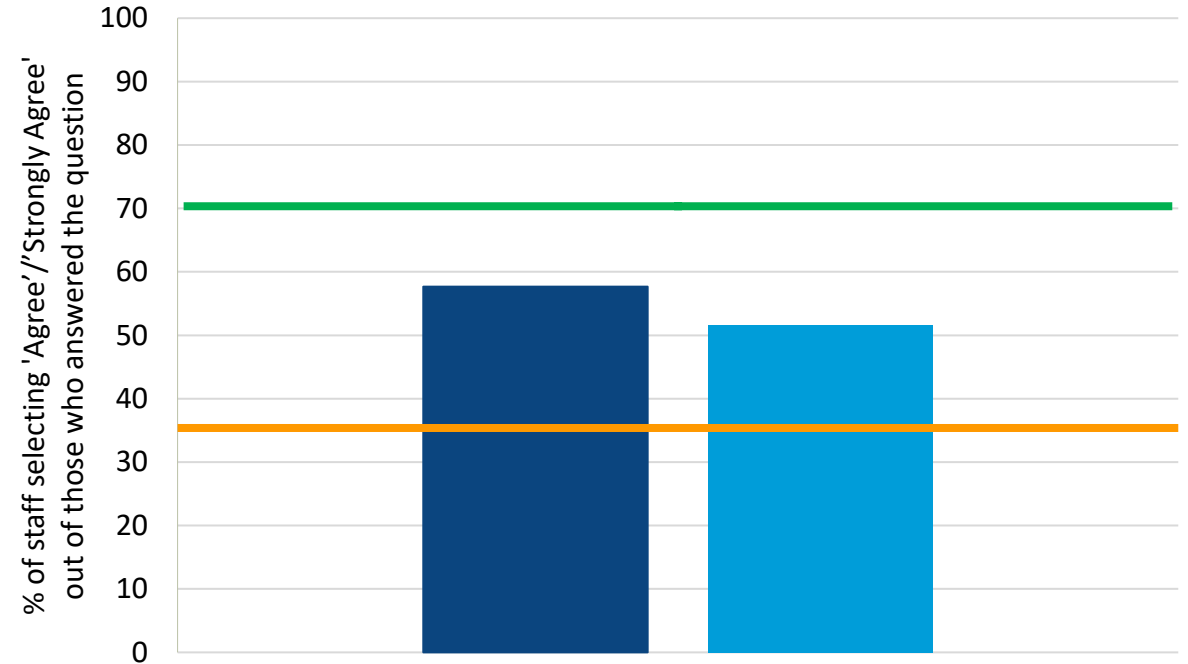
2025

|                |        |
|----------------|--------|
| Your org       | 33.74% |
| Best result    | 44.97% |
| Average result | 31.97% |
| Worst result   | 20.00% |

Responses

163

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



2025

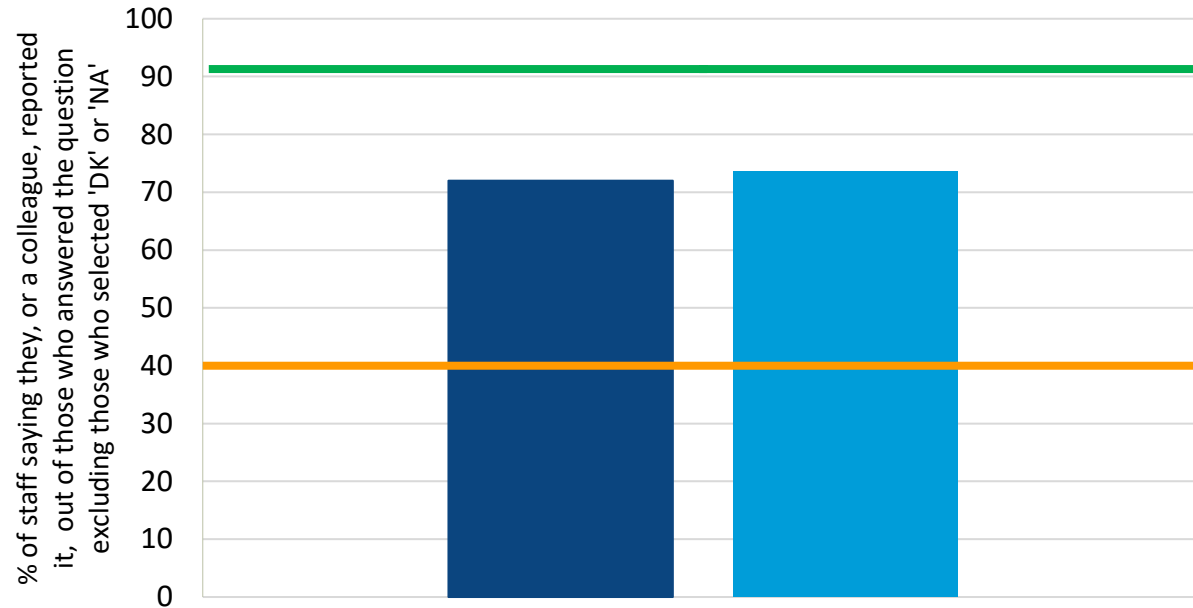
|                |        |
|----------------|--------|
| Your org       | 57.67% |
| Best result    | 70.35% |
| Average result | 51.61% |
| Worst result   | 35.38% |

Responses

163



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



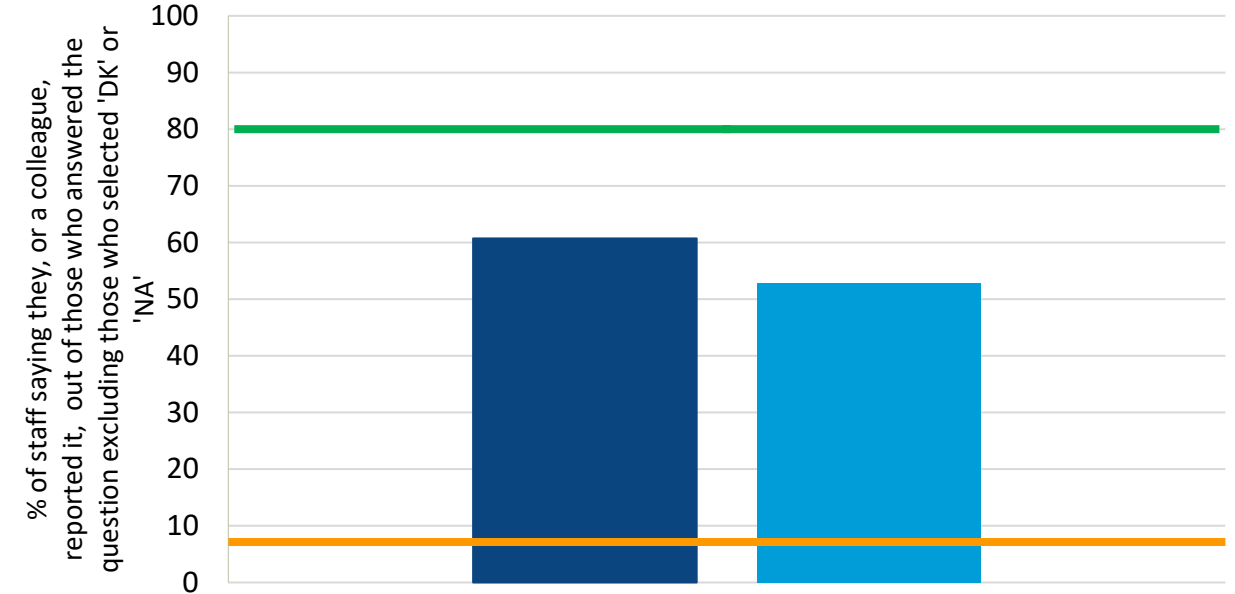
2025

|                |        |
|----------------|--------|
| Your org       | 72.00% |
| Best result    | 91.30% |
| Average result | 73.51% |
| Worst result   | 40.00% |

Responses

25

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



2025

|                |        |
|----------------|--------|
| Your org       | 60.71% |
| Best result    | 80.00% |
| Average result | 52.86% |
| Worst result   | 7.14%  |

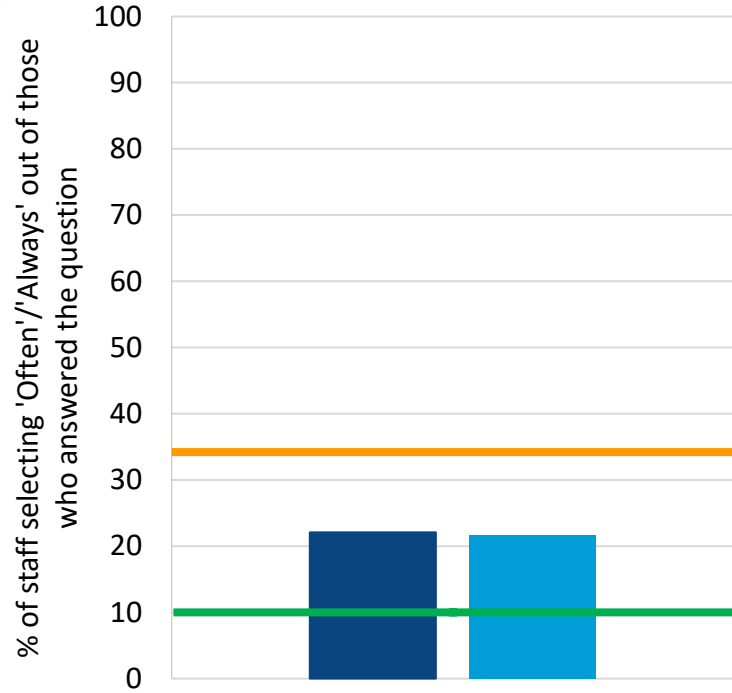
Responses

56

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?



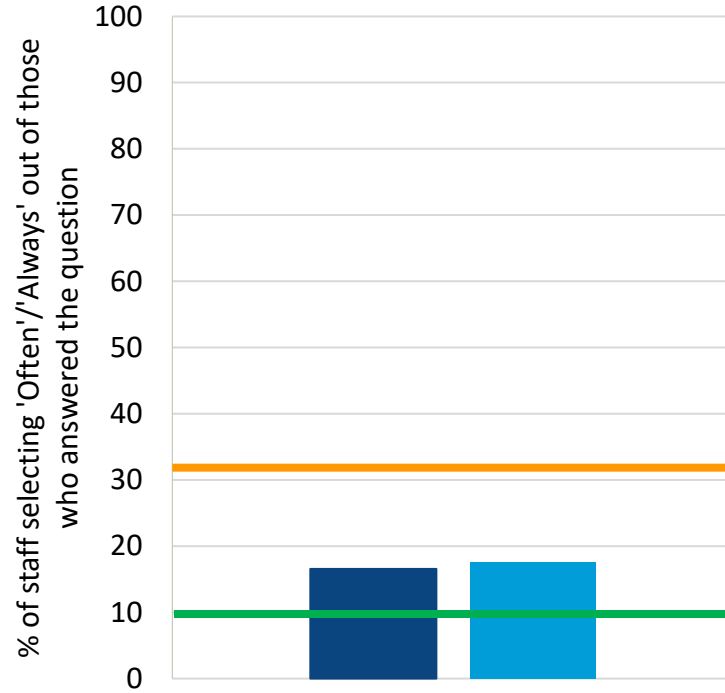
2025

|                |        |
|----------------|--------|
| Your org       | 22.09% |
| Best result    | 10.00% |
| Average result | 21.65% |
| Worst result   | 34.21% |

Responses

163

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



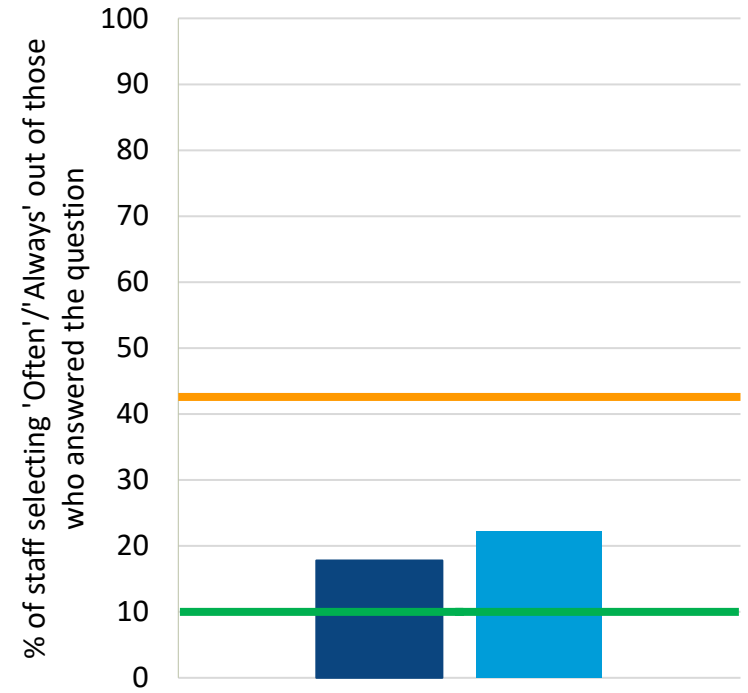
2025

|                |        |
|----------------|--------|
| Your org       | 16.56% |
| Best result    | 9.76%  |
| Average result | 17.57% |
| Worst result   | 31.86% |

Responses

163

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



2025

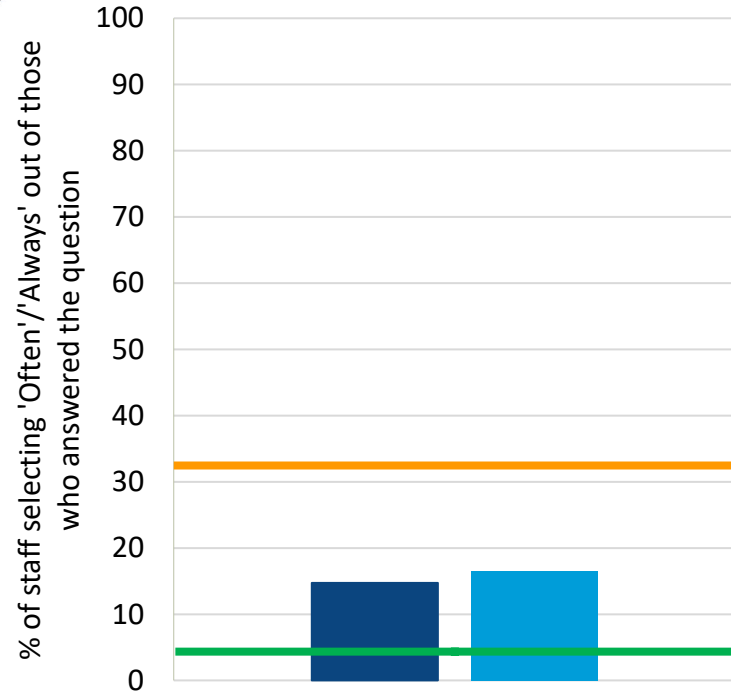
|                |        |
|----------------|--------|
| Your org       | 17.79% |
| Best result    | 10.00% |
| Average result | 22.13% |
| Worst result   | 42.59% |

Responses

163



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



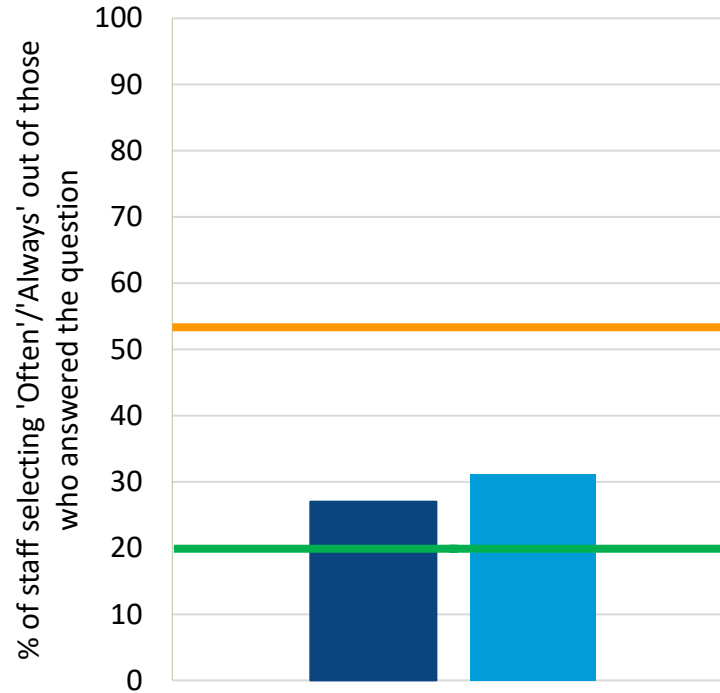
2025

|                |        |
|----------------|--------|
| Your org       | 14.72% |
| Best result    | 4.35%  |
| Average result | 16.52% |
| Worst result   | 32.46% |

Responses

163

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



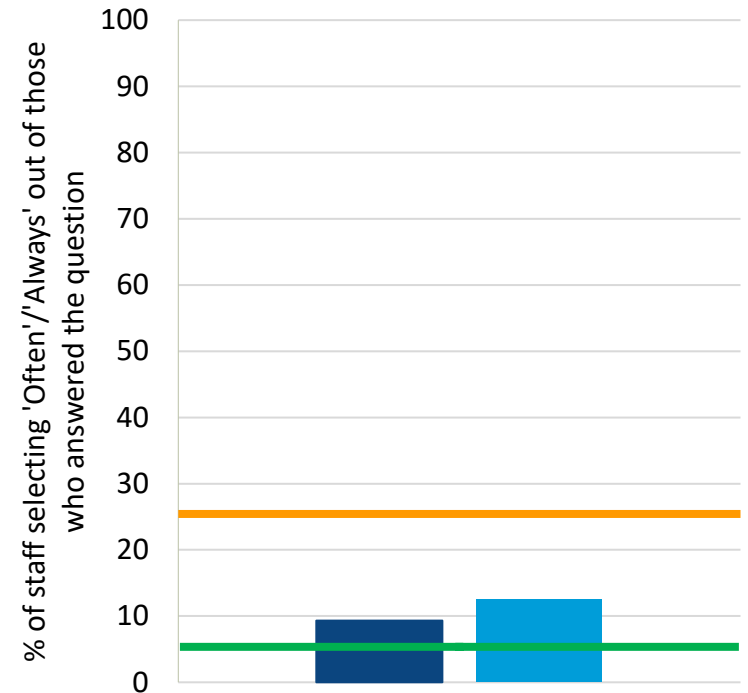
2025

|                |        |
|----------------|--------|
| Your org       | 26.99% |
| Best result    | 19.89% |
| Average result | 31.12% |
| Worst result   | 53.33% |

Responses

163

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



2025

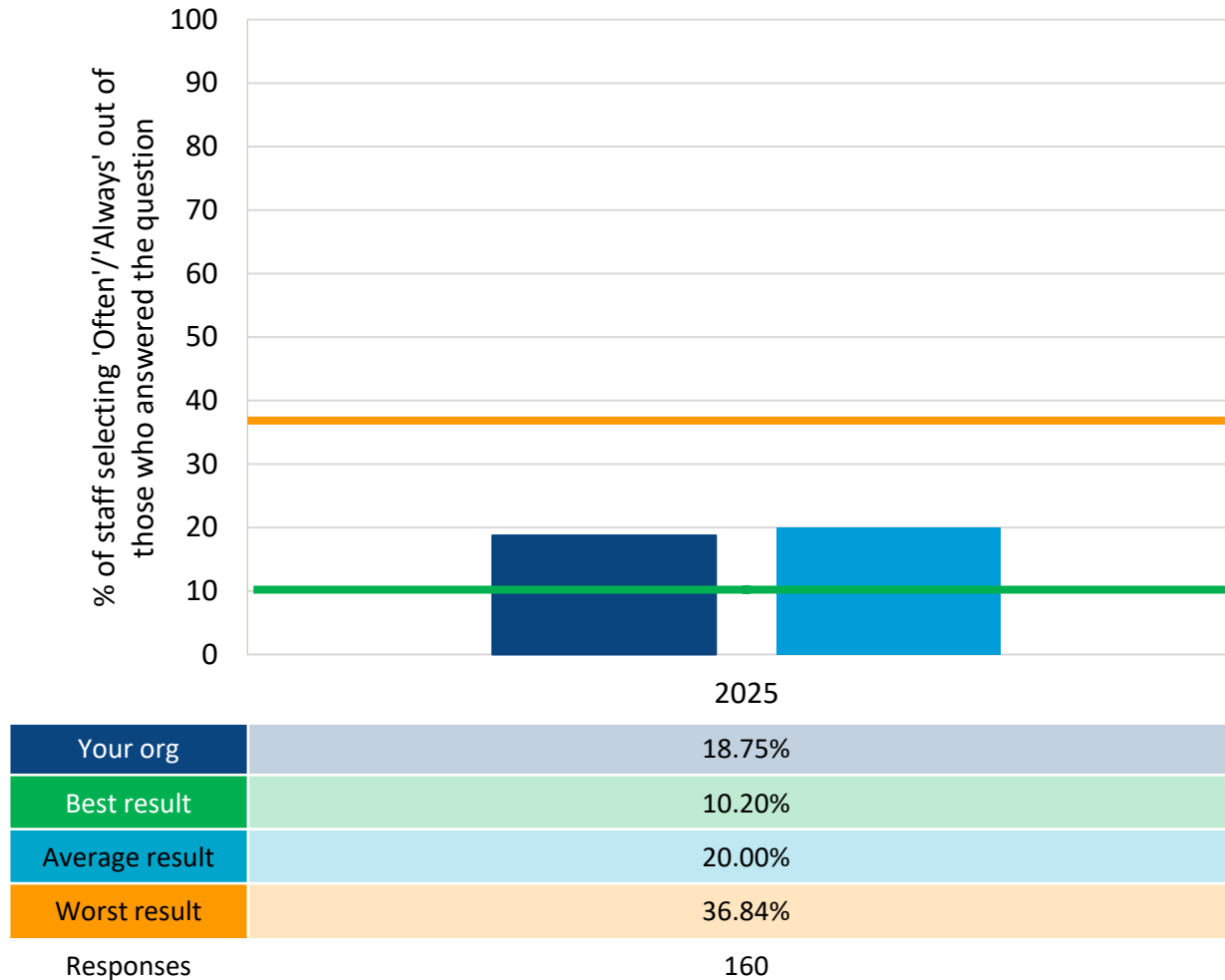
|                |        |
|----------------|--------|
| Your org       | 9.32%  |
| Best result    | 5.36%  |
| Average result | 12.50% |
| Worst result   | 25.42% |

Responses

161

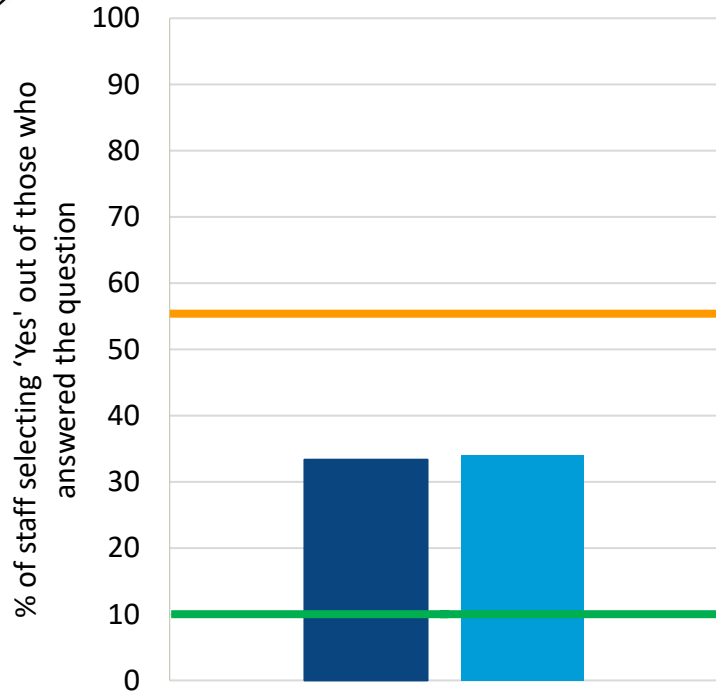


Q17g How often, if at all, do you not have enough energy for family and friends during leisure time?





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.

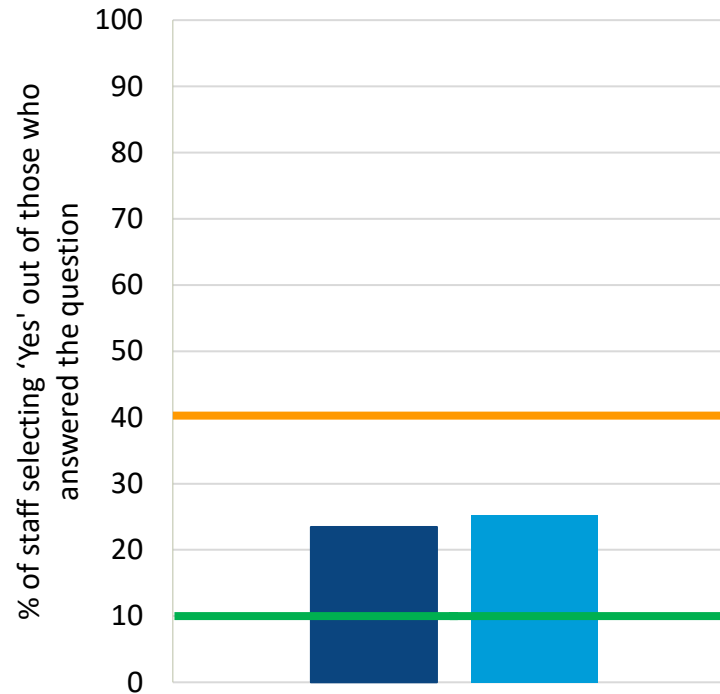


|                |        |
|----------------|--------|
| Your org       | 33.33% |
| Best result    | 10.00% |
| Average result | 34.09% |
| Worst result   | 55.38% |

Responses

162

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

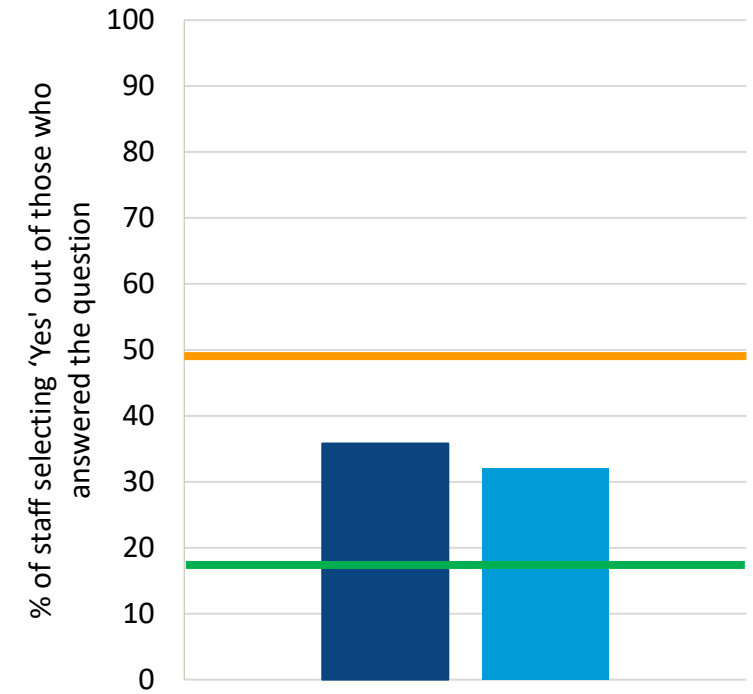


|                |        |
|----------------|--------|
| Your org       | 23.46% |
| Best result    | 10.00% |
| Average result | 25.31% |
| Worst result   | 40.28% |

Responses

162

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



|                |        |
|----------------|--------|
| Your org       | 35.80% |
| Best result    | 17.39% |
| Average result | 32.14% |
| Worst result   | 49.06% |

Responses

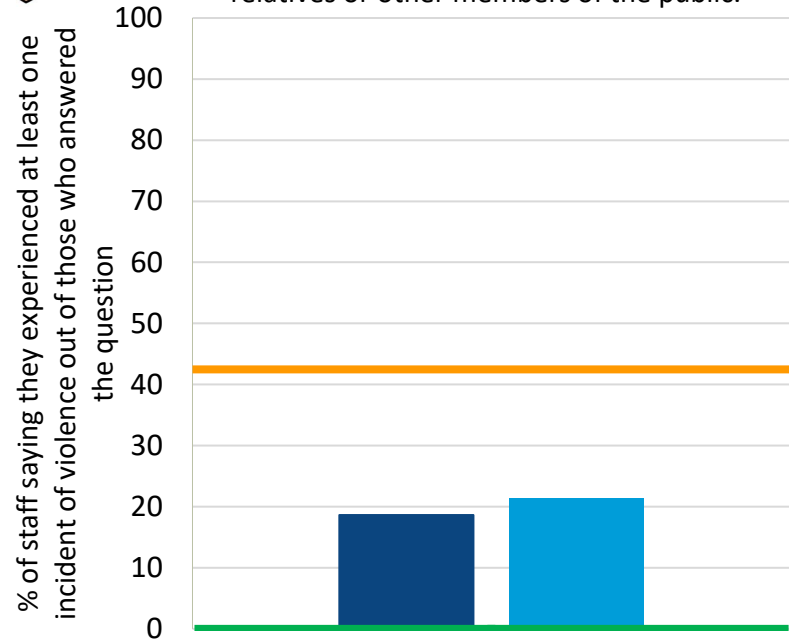
162



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



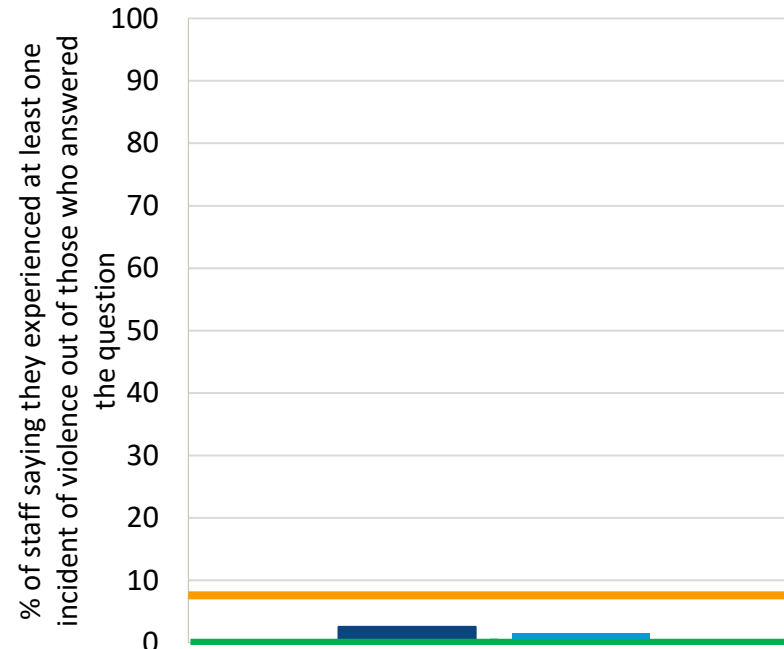
Q18a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients/service users, their relatives or other members of the public.



|                |        |
|----------------|--------|
| Your org       | 18.63% |
| Best result    | 0.00%  |
| Average result | 21.39% |
| Worst result   | 42.48% |

Responses 161

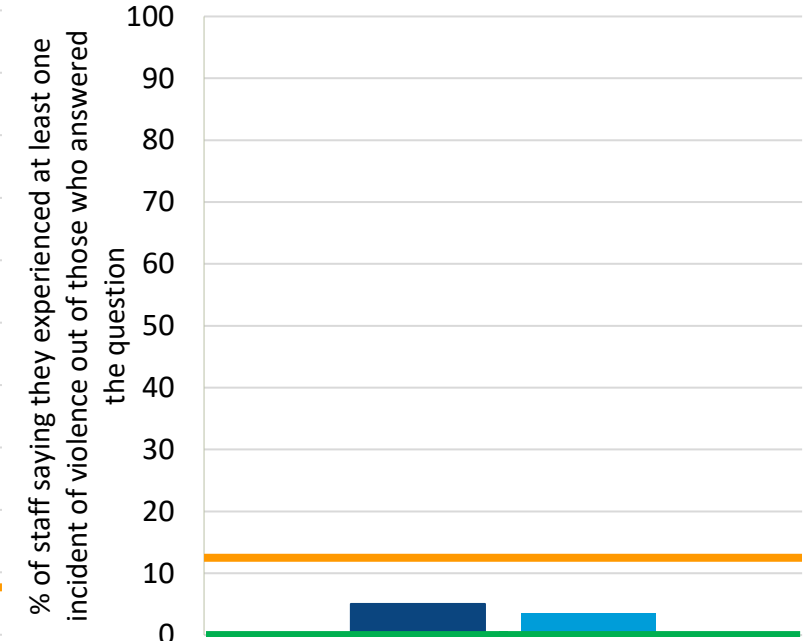
Q18b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



|                |       |
|----------------|-------|
| Your org       | 2.55% |
| Best result    | 0.00% |
| Average result | 1.47% |
| Worst result   | 7.59% |

Responses 157

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



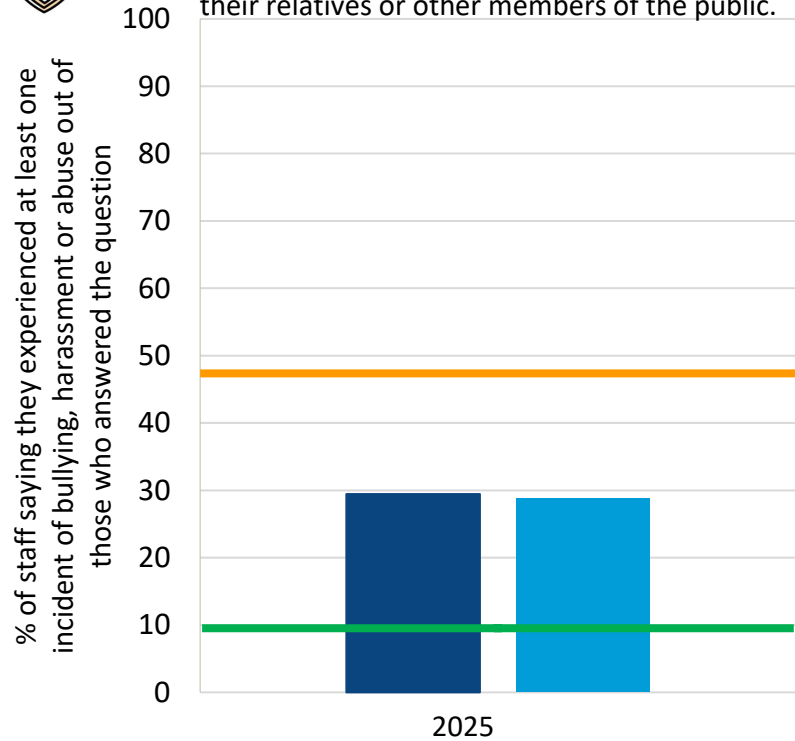
|                |        |
|----------------|--------|
| Your org       | 5.03%  |
| Best result    | 0.00%  |
| Average result | 3.45%  |
| Worst result   | 12.50% |

Responses 159

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.

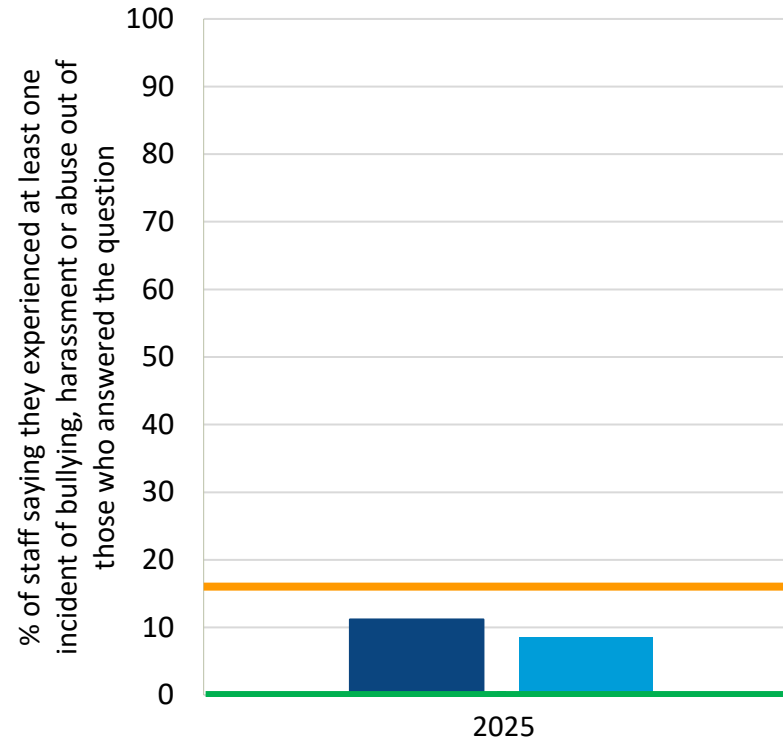


Q19a In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Patients / service users, their relatives or other members of the public.



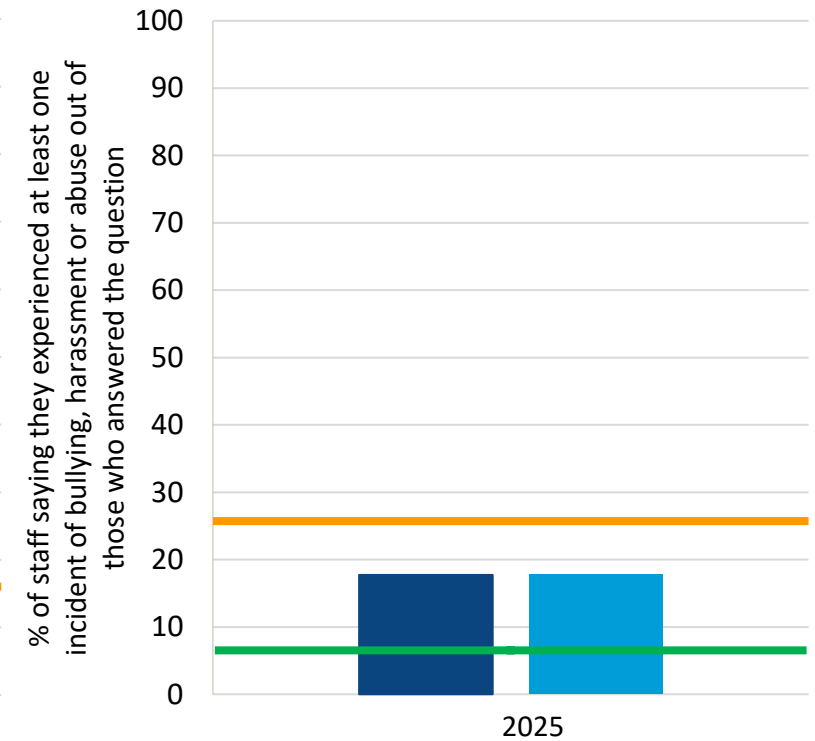
|                |        |
|----------------|--------|
| Your org       | 29.45% |
| Best result    | 9.52%  |
| Average result | 28.79% |
| Worst result   | 47.37% |
| Responses      | 163    |

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



|                |        |
|----------------|--------|
| Your org       | 11.18% |
| Best result    | 0.00%  |
| Average result | 8.57%  |
| Worst result   | 16.04% |
| Responses      | 161    |

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

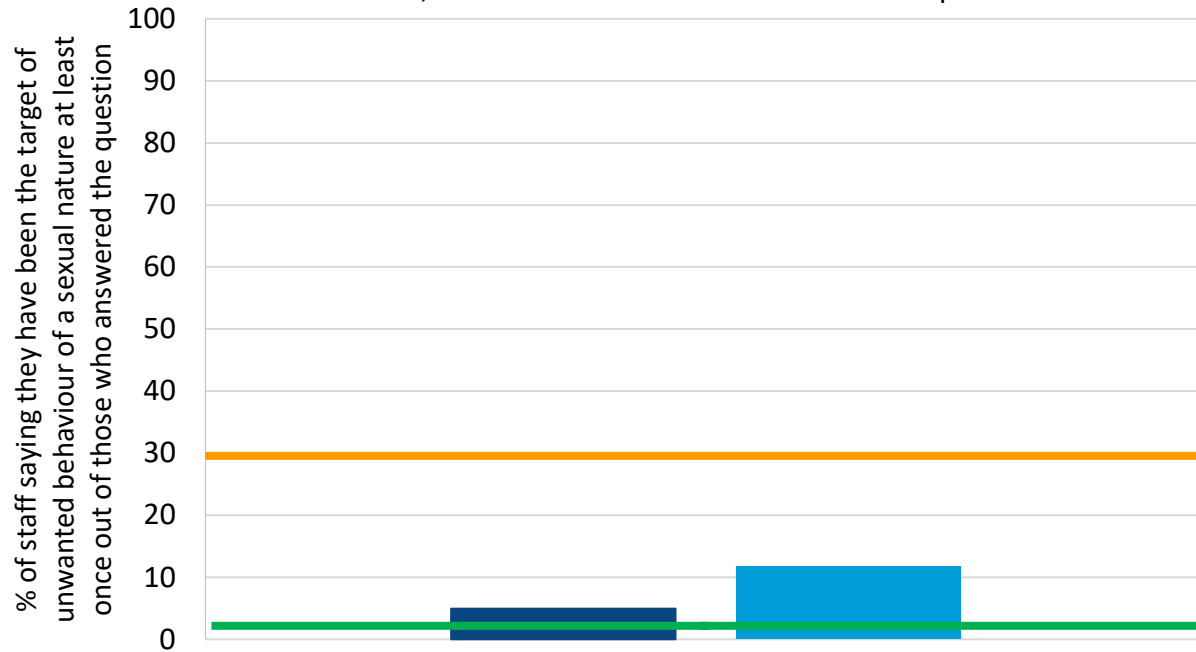


|                |        |
|----------------|--------|
| Your org       | 17.72% |
| Best result    | 6.52%  |
| Average result | 17.79% |
| Worst result   | 25.71% |
| Responses      | 158    |

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.



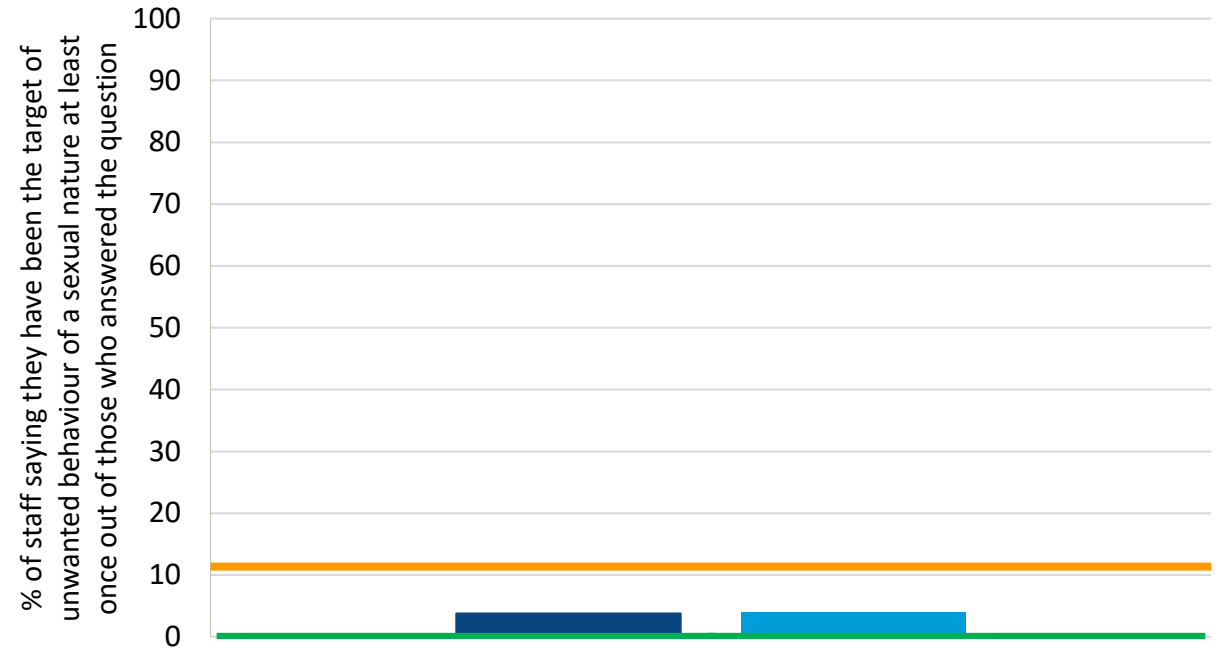
2025

|                |        |
|----------------|--------|
| Your org       | 4.94%  |
| Best result    | 2.17%  |
| Average result | 11.76% |
| Worst result   | 29.57% |

Responses

162

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       | 3.77%  |
| Best result    | 0.00%  |
| Average result | 4.05%  |
| Worst result   | 11.36% |

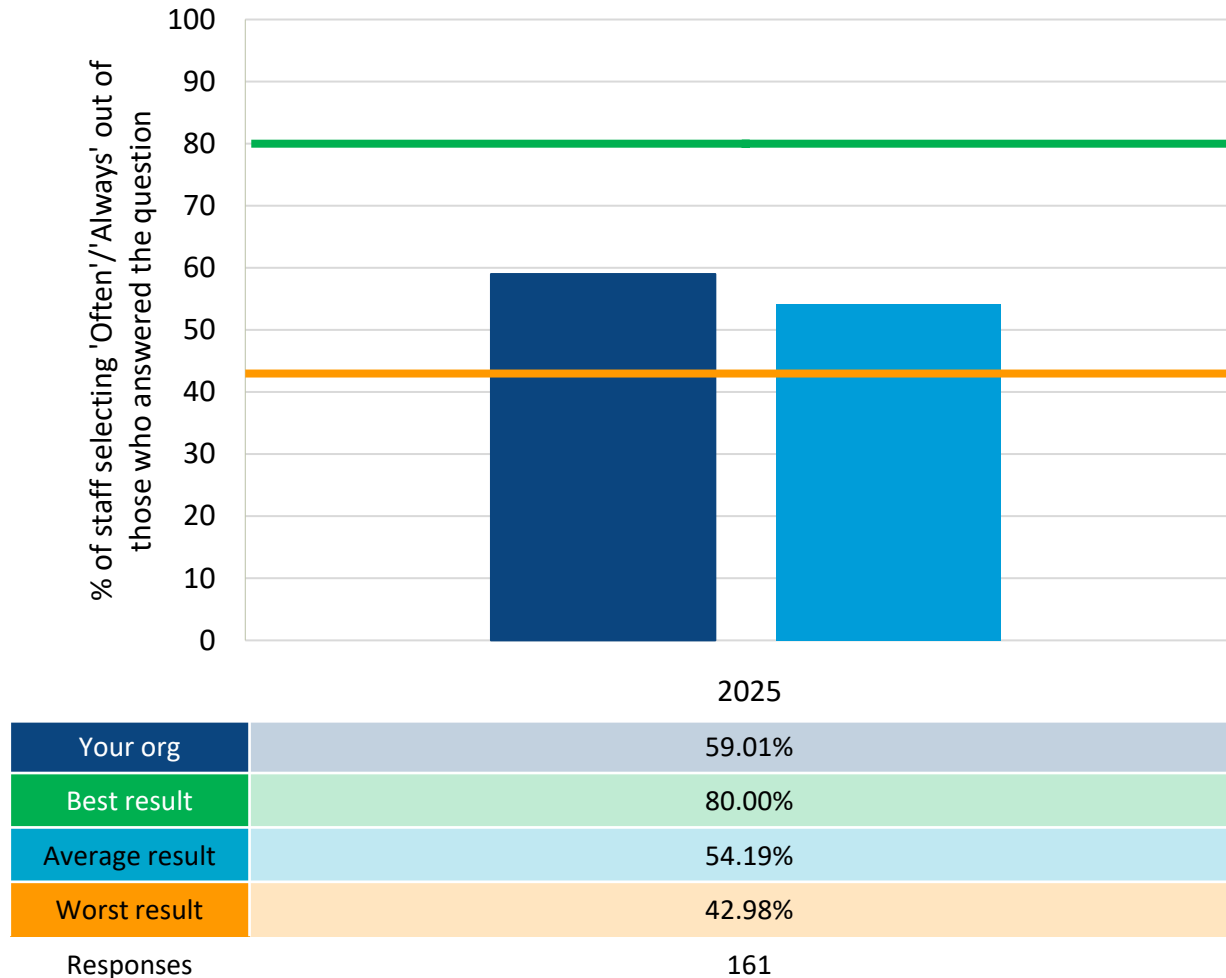
Responses

159

\*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:

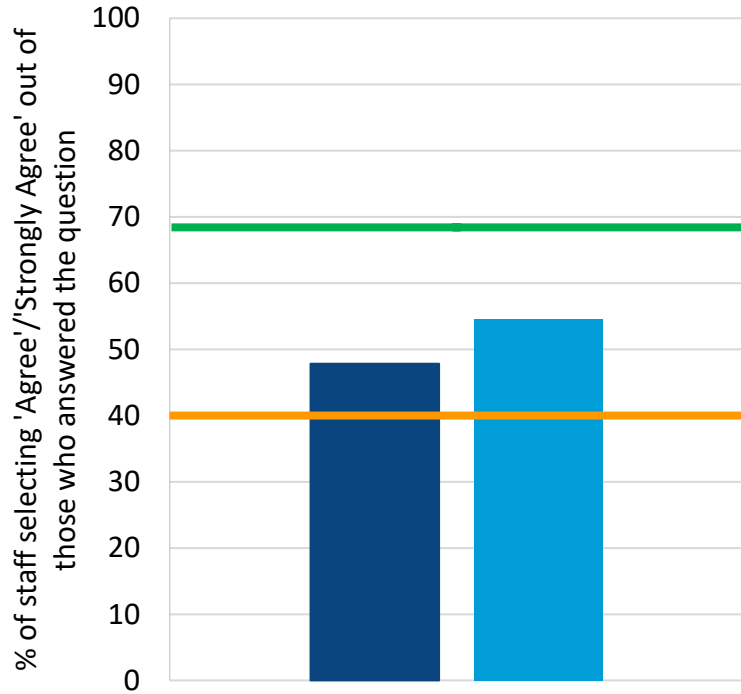
Development – Q29a, Q29b, Q29c, Q29d, Q29e

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.



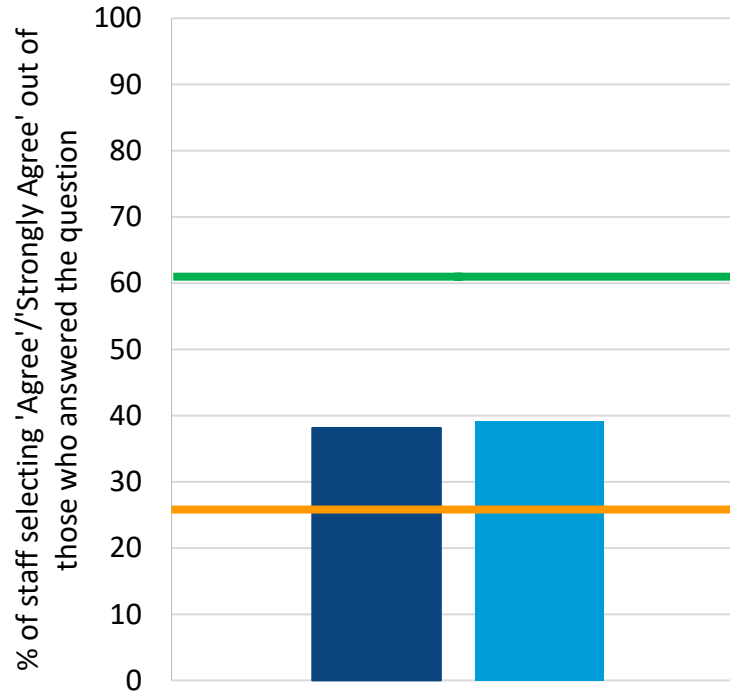
2025

|                |        |
|----------------|--------|
| Your org       | 47.83% |
| Best result    | 68.42% |
| Average result | 54.59% |
| Worst result   | 40.00% |

Responses

161

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



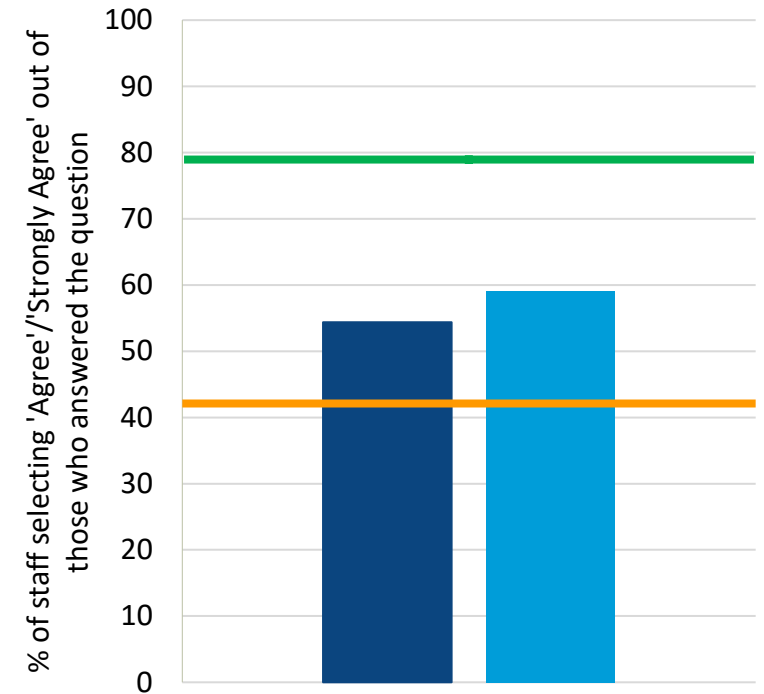
2025

|                |        |
|----------------|--------|
| Your org       | 38.13% |
| Best result    | 60.98% |
| Average result | 39.22% |
| Worst result   | 25.81% |

Responses

160

Q29c I have opportunities to improve my knowledge and skills.



2025

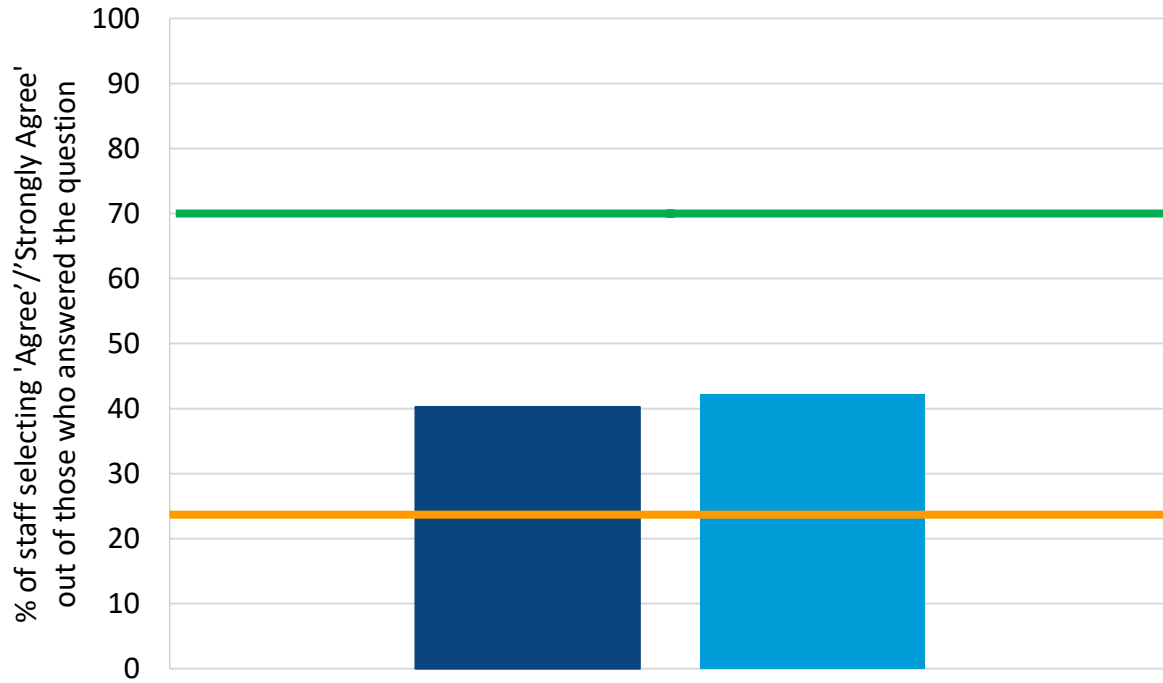
|                |        |
|----------------|--------|
| Your org       | 54.38% |
| Best result    | 78.95% |
| Average result | 59.09% |
| Worst result   | 42.11% |

Responses

160



Q29d I feel supported to develop my potential.



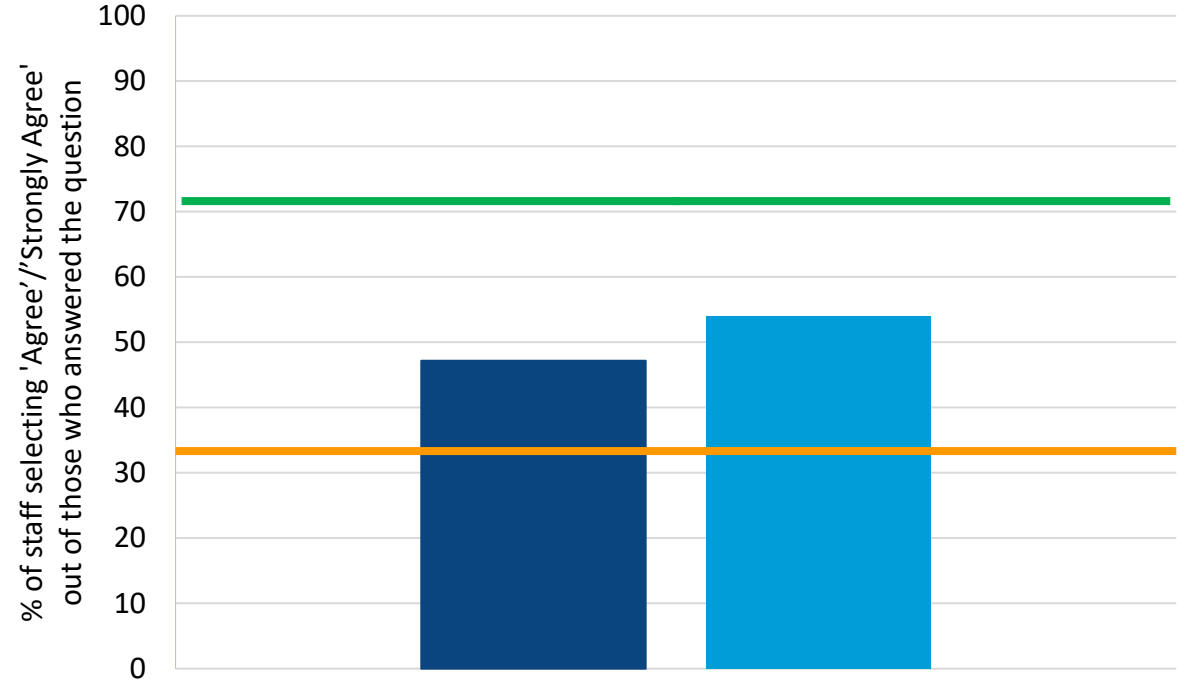
2025

|                |        |
|----------------|--------|
| Your org       | 40.25% |
| Best result    | 70.00% |
| Average result | 42.20% |
| Worst result   | 23.68% |

Responses

159

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



2025

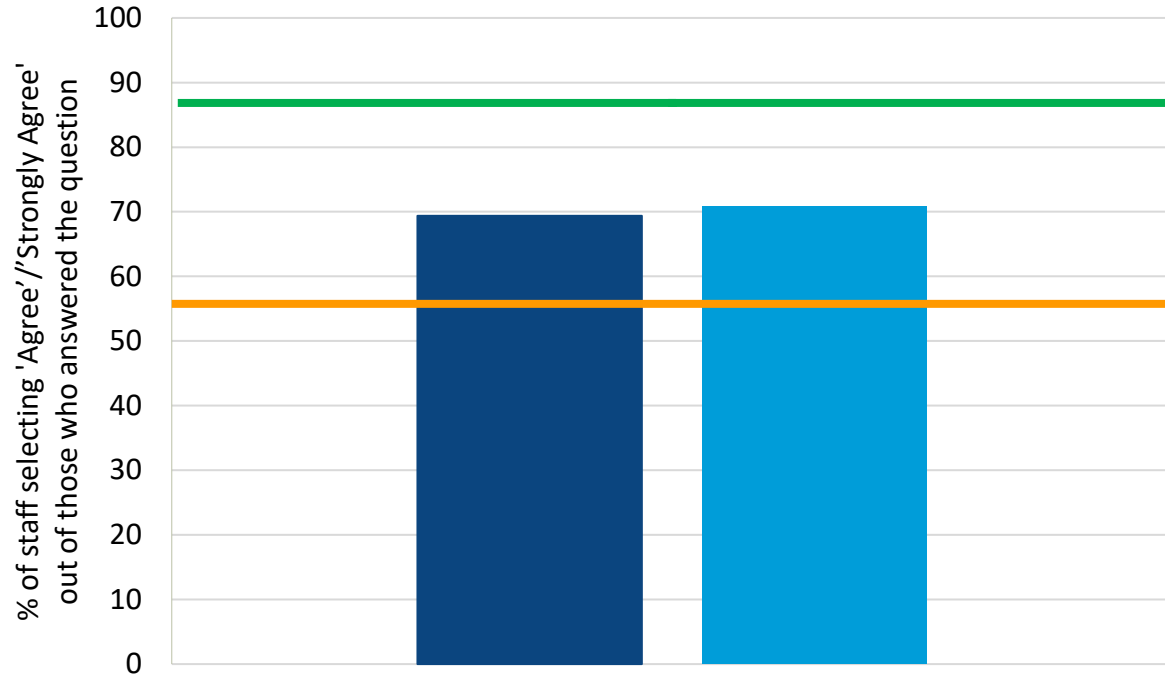
|                |        |
|----------------|--------|
| Your org       | 47.17% |
| Best result    | 71.62% |
| Average result | 54.00% |
| Worst result   | 33.33% |

Responses

159



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



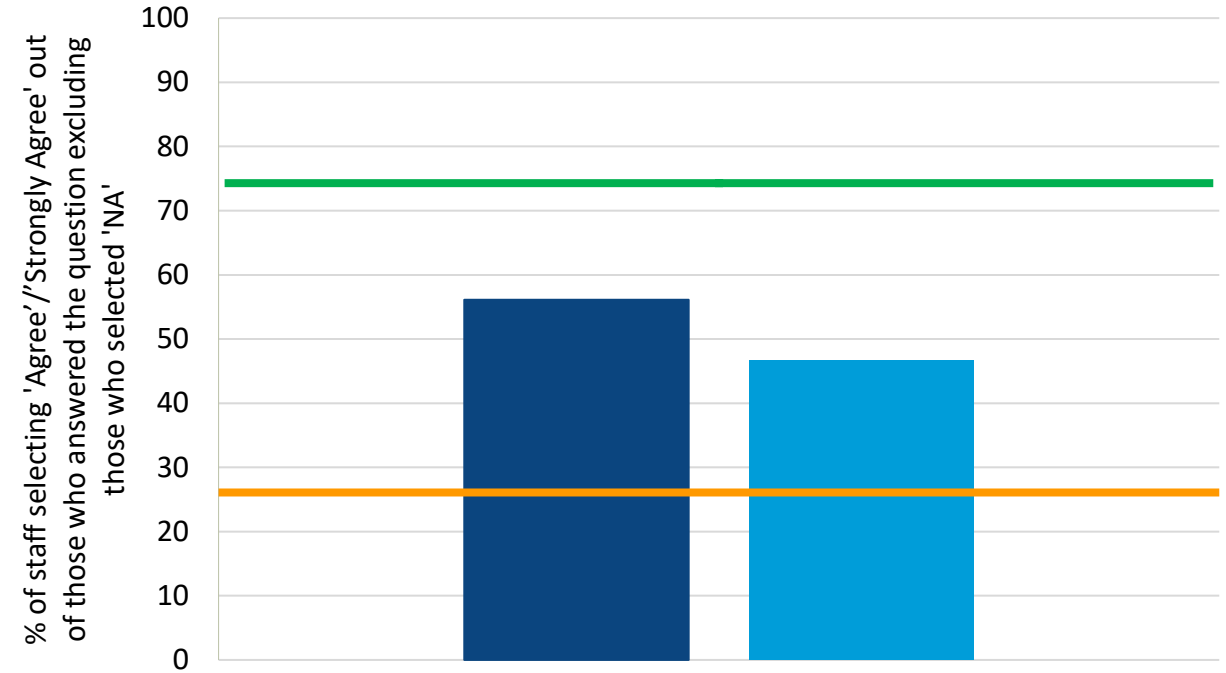
2025

|                |        |
|----------------|--------|
| Your org       | 69.38% |
| Best result    | 86.84% |
| Average result | 70.80% |
| Worst result   | 55.75% |

Responses

160

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



2025

|                |        |
|----------------|--------|
| Your org       | 56.12% |
| Best result    | 74.29% |
| Average result | 46.73% |
| Worst result   | 26.09% |

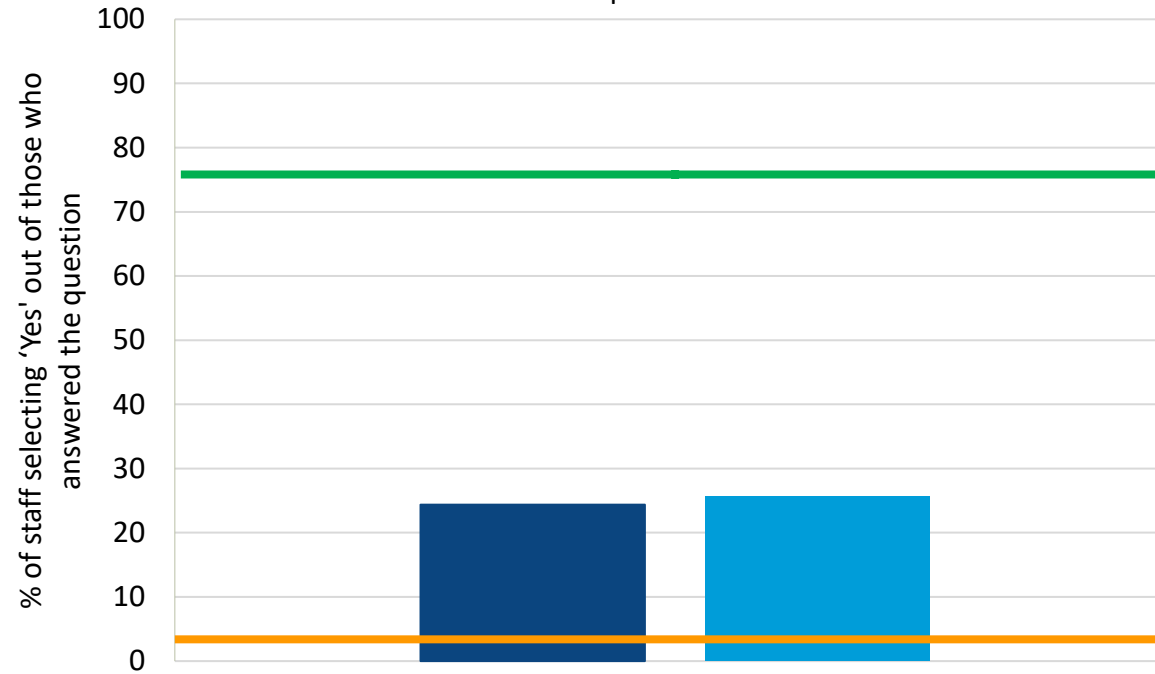
Responses

139

\*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?



|                | 2025   |
|----------------|--------|
| Your org       | 24.38% |
| Best result    | 75.82% |
| Average result | 25.69% |
| Worst result   | 3.39%  |
| Responses      | 160    |

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

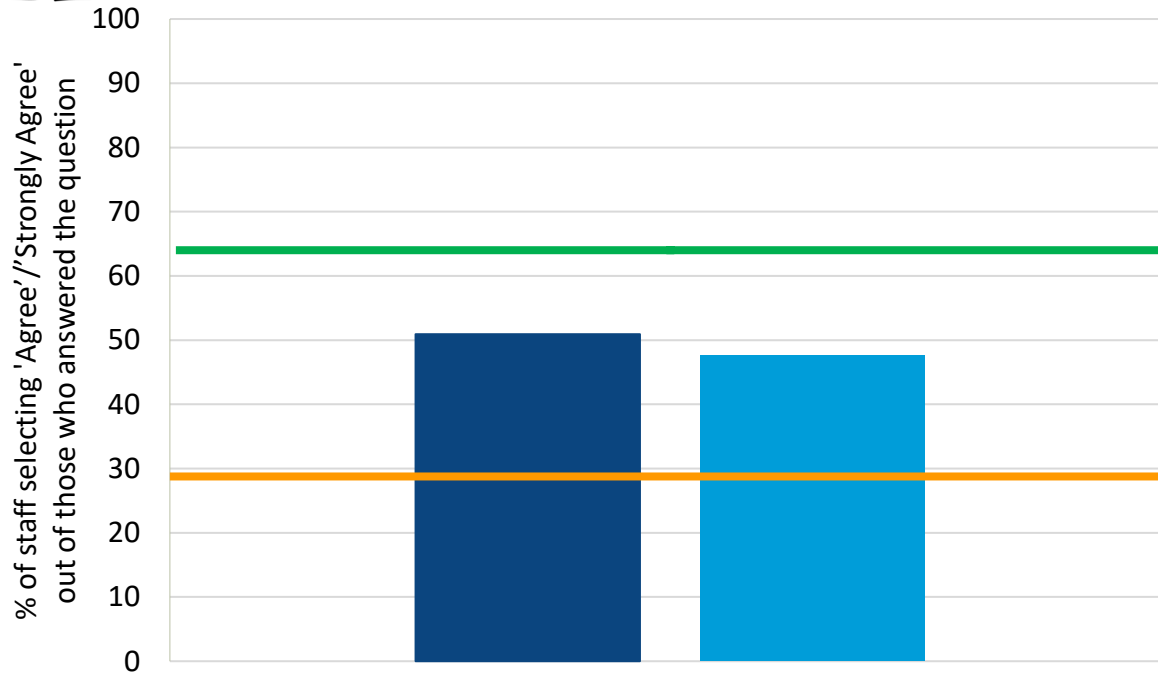
## People Promise element – We work flexibly



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



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



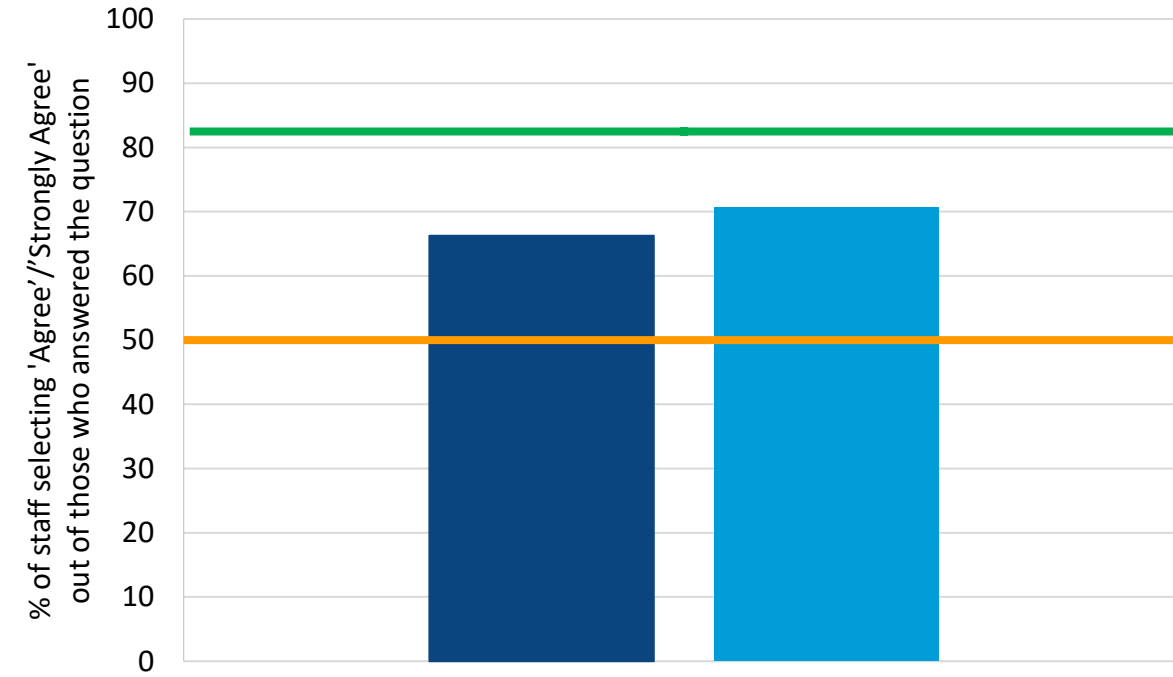
2025

|                |        |
|----------------|--------|
| Your org       | 50.92% |
| Best result    | 64.00% |
| Average result | 47.66% |
| Worst result   | 28.77% |

Responses

163

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



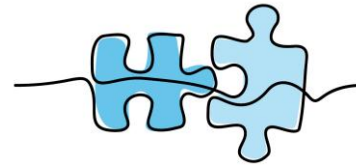
2025

|                |        |
|----------------|--------|
| Your org       | 66.25% |
| Best result    | 82.48% |
| Average result | 70.67% |
| Worst result   | 50.00% |

Responses

160

## People Promise element – We are a team



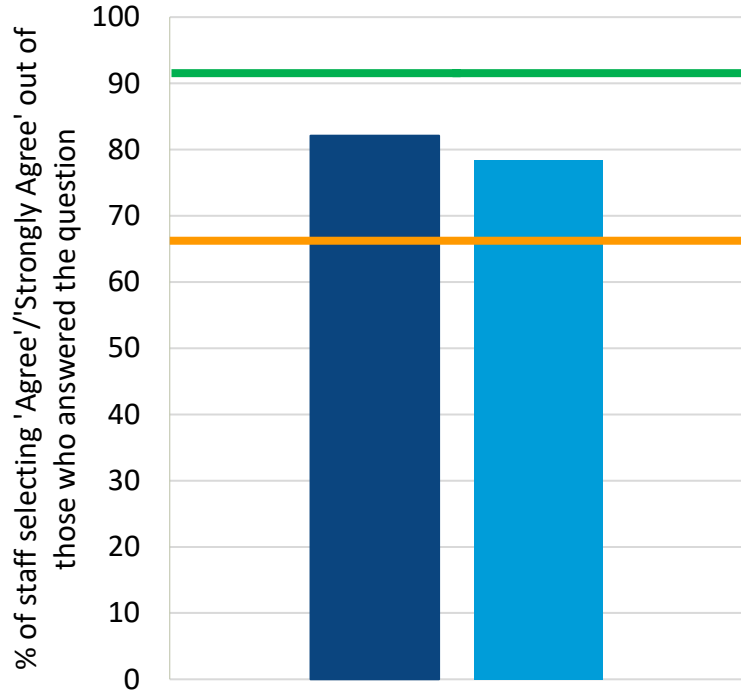
### Questions included:

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.



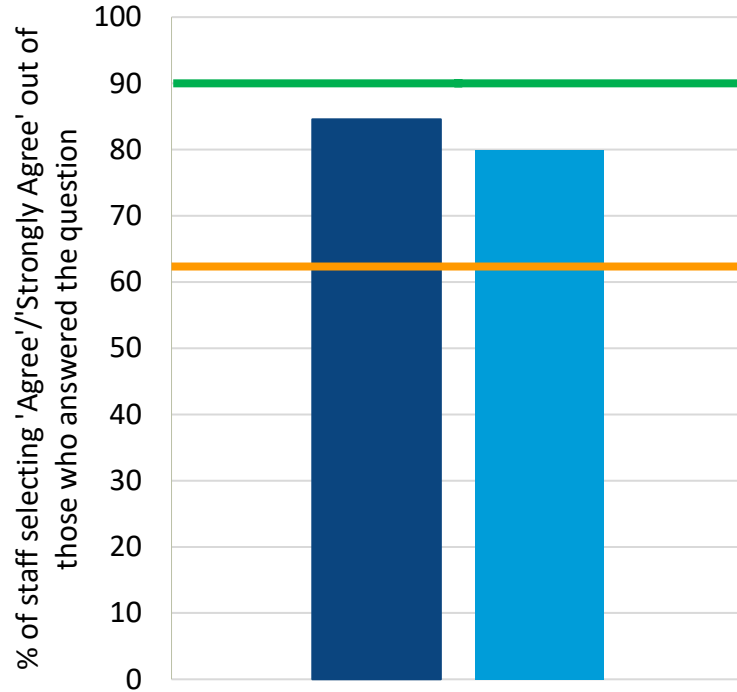
2025

|                |        |
|----------------|--------|
| Your org       | 82.10% |
| Best result    | 91.54% |
| Average result | 78.39% |
| Worst result   | 66.23% |

Responses

162

Q11b Team members understand each other's roles.



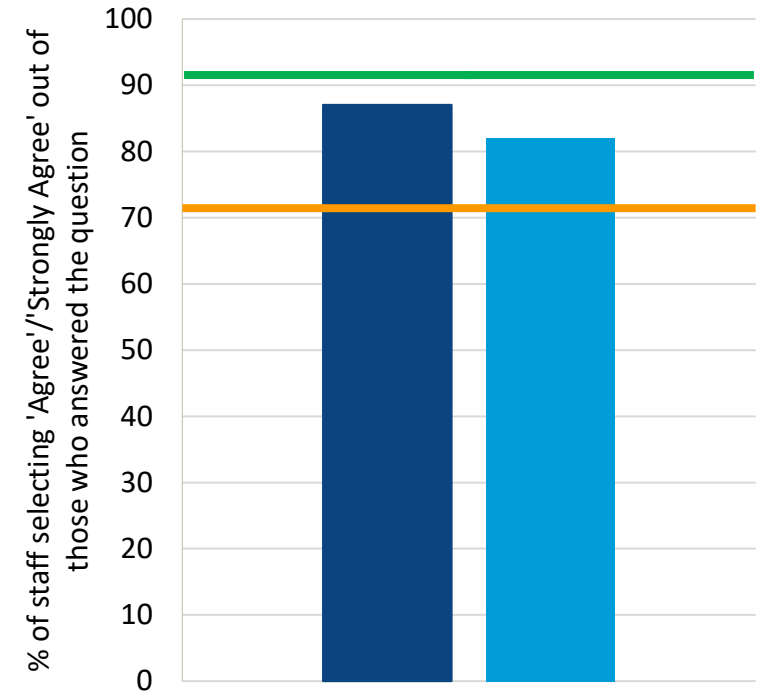
2025

|                |        |
|----------------|--------|
| Your org       | 84.57% |
| Best result    | 90.00% |
| Average result | 79.91% |
| Worst result   | 62.34% |

Responses

162

Q11c I enjoy working with the colleagues in my team.



2025

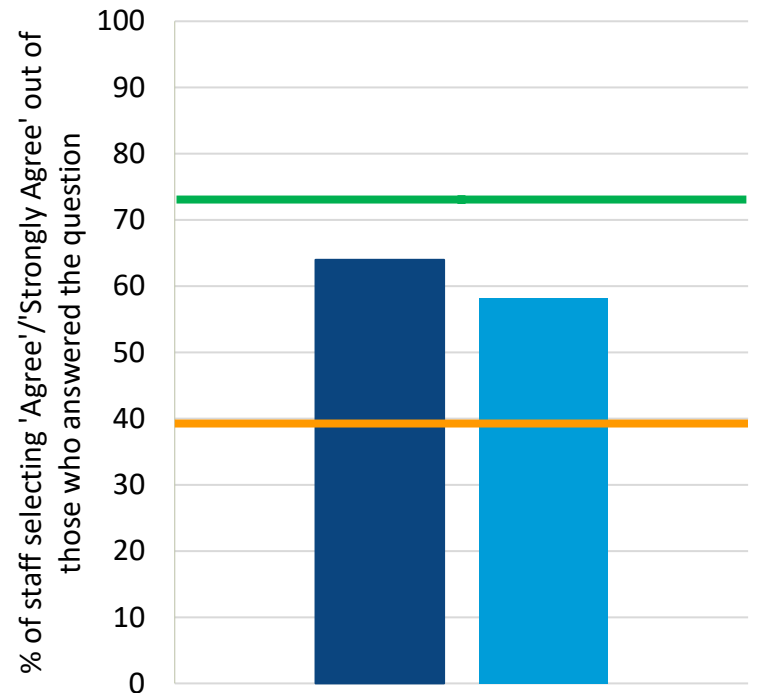
|                |        |
|----------------|--------|
| Your org       | 87.04% |
| Best result    | 91.54% |
| Average result | 82.02% |
| Worst result   | 71.43% |

Responses

162



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

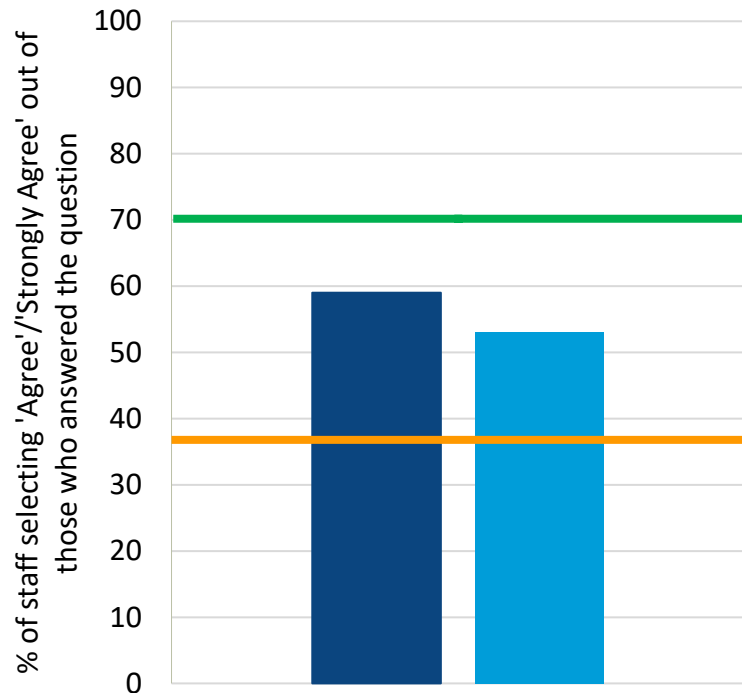


2025

|                |        |
|----------------|--------|
| Your org       | 63.98% |
| Best result    | 73.08% |
| Average result | 58.24% |
| Worst result   | 39.25% |

Responses 161

Q11e In my team disagreements are dealt with constructively.

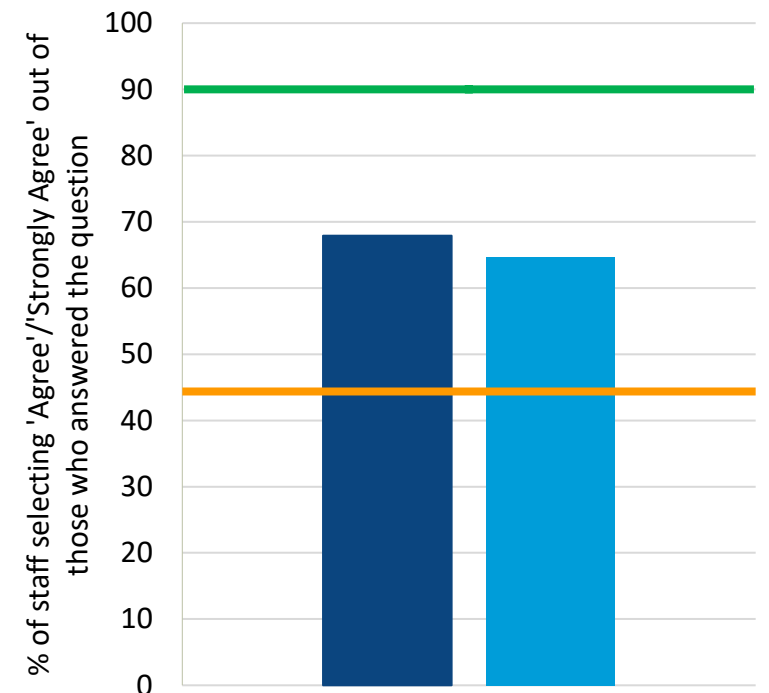


2025

|                |        |
|----------------|--------|
| Your org       | 59.01% |
| Best result    | 70.18% |
| Average result | 53.03% |
| Worst result   | 36.78% |

Responses 161

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



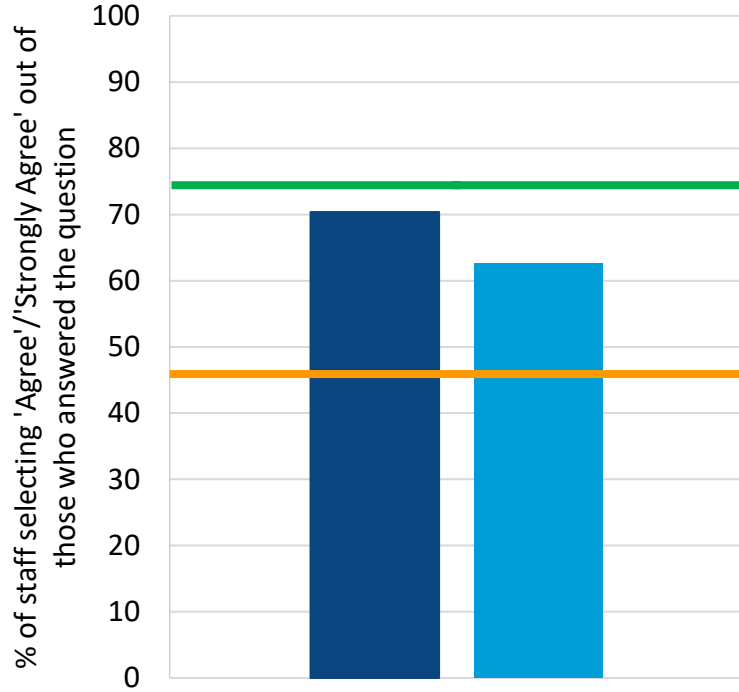
2025

|                |        |
|----------------|--------|
| Your org       | 67.90% |
| Best result    | 90.00% |
| Average result | 64.71% |
| Worst result   | 44.37% |

Responses 162



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



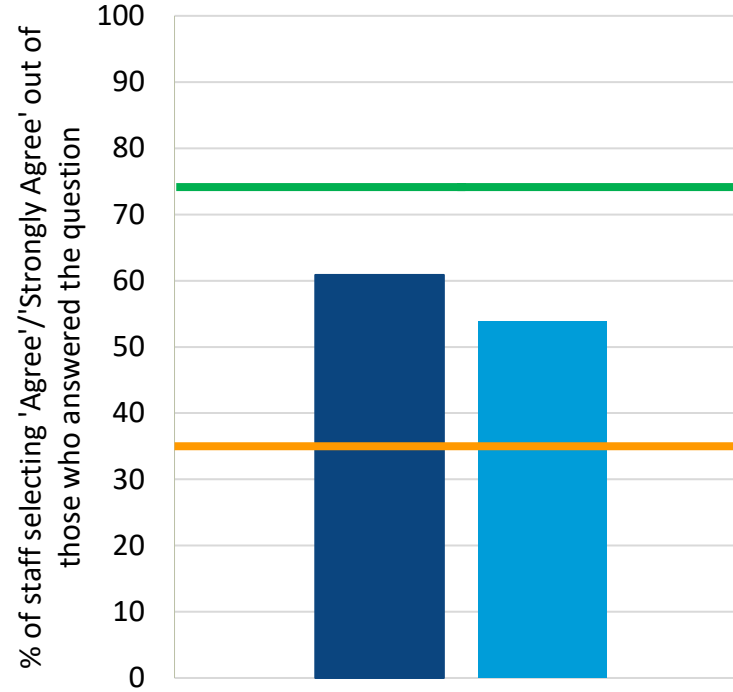
2025

|                |        |
|----------------|--------|
| Your org       | 70.37% |
| Best result    | 74.42% |
| Average result | 62.59% |
| Worst result   | 45.90% |

Responses

162

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



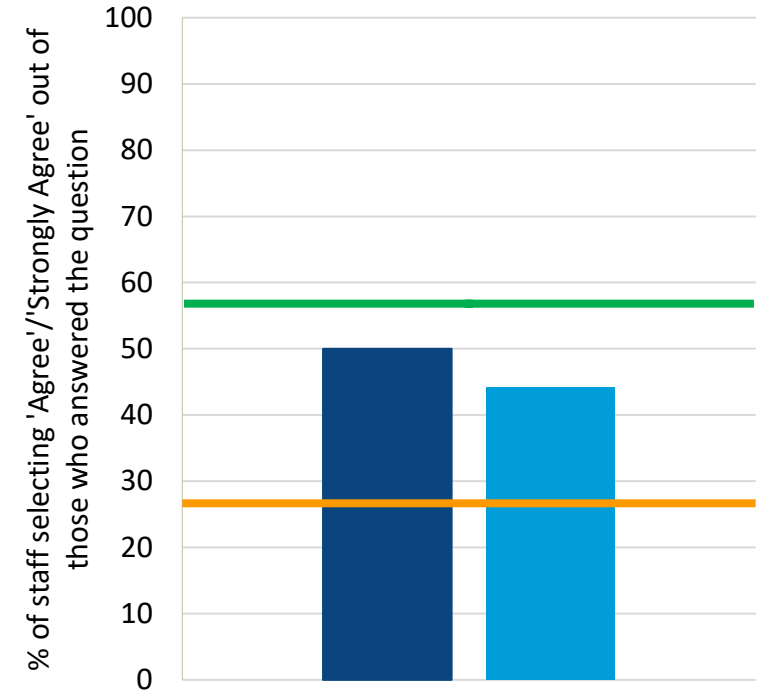
2025

|                |        |
|----------------|--------|
| Your org       | 60.87% |
| Best result    | 74.14% |
| Average result | 53.85% |
| Worst result   | 35.00% |

Responses

161

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



2025

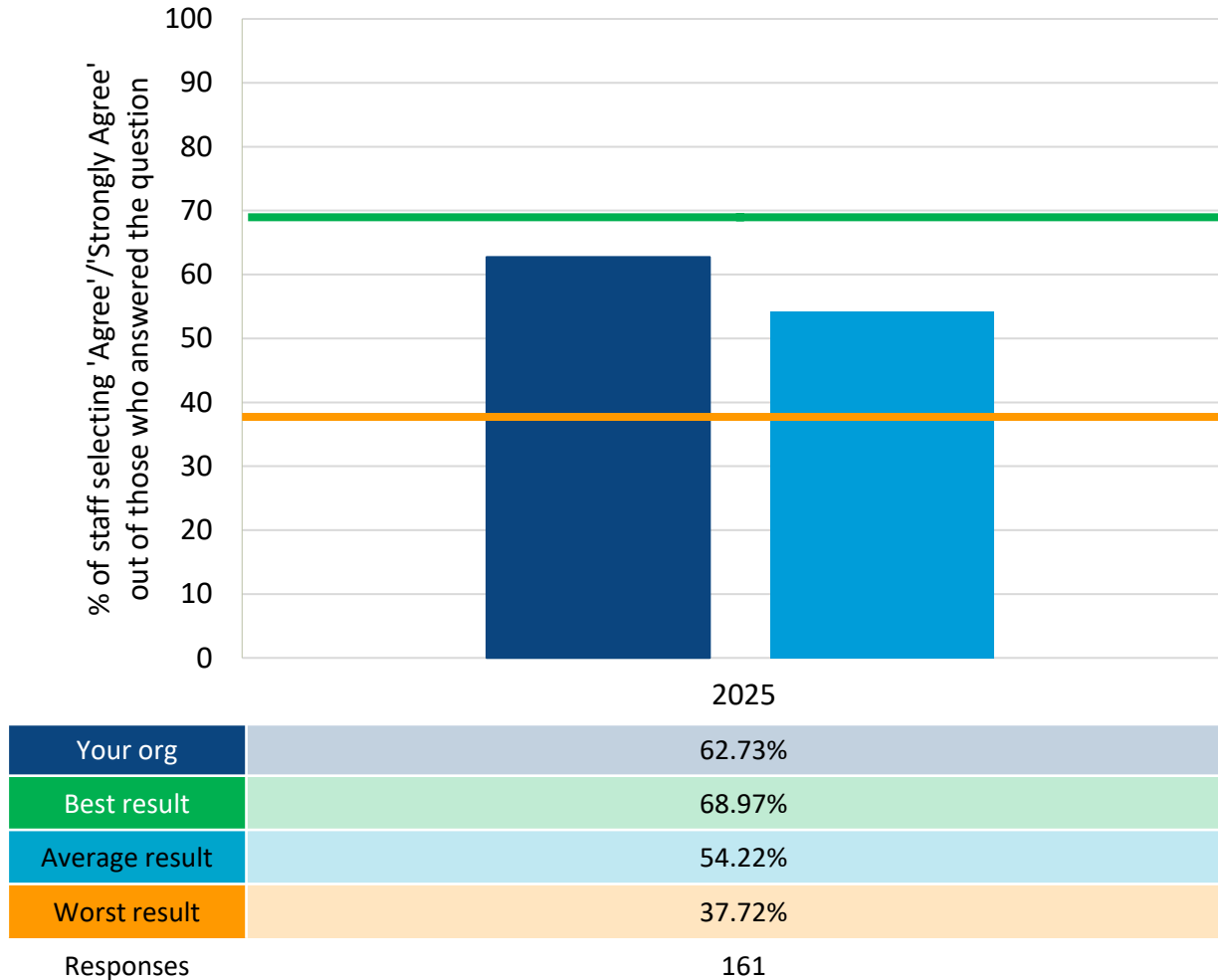
|                |        |
|----------------|--------|
| Your org       | 50.00% |
| Best result    | 56.82% |
| Average result | 44.14% |
| Worst result   | 26.67% |

Responses

162



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



## Theme – Staff engagement



### Questions included:

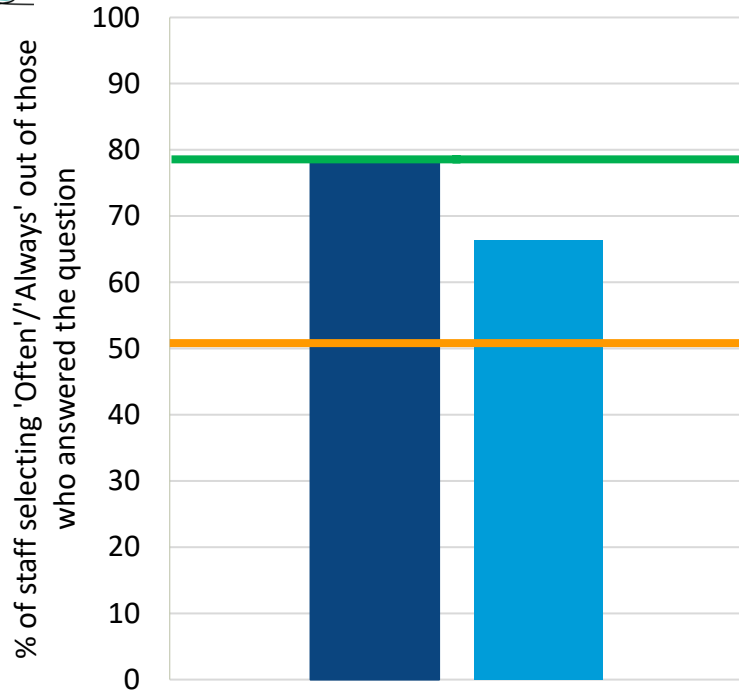
Motivation – Q4a, Q4b, Q4c

Involvement – Q5c, Q5d, Q5f

Advocacy – Q30a, Q30c, Q30d



Q4a I look forward to going to work.



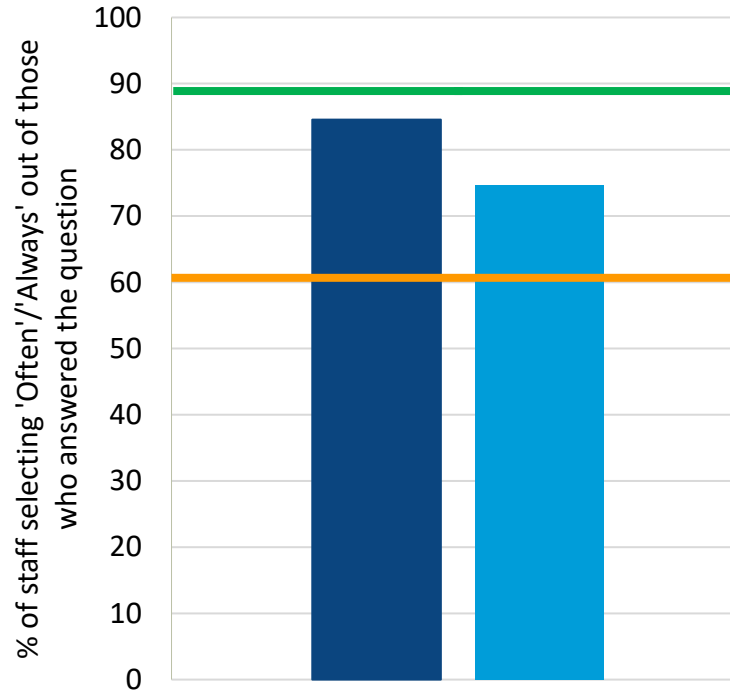
2025

|                |        |
|----------------|--------|
| Your org       | 78.40% |
| Best result    | 78.57% |
| Average result | 66.39% |
| Worst result   | 50.82% |

Responses

162

Q4b I am enthusiastic about my job.



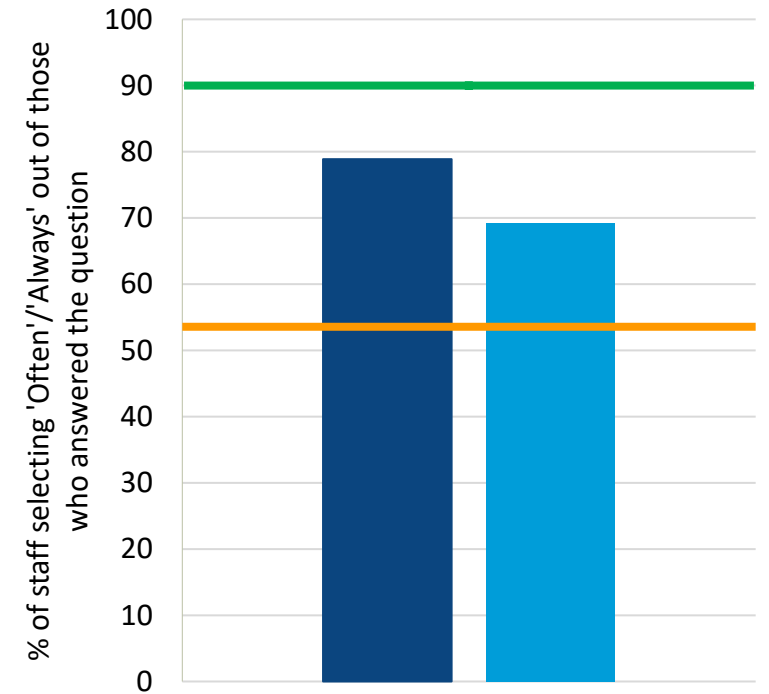
2025

|                |        |
|----------------|--------|
| Your org       | 84.57% |
| Best result    | 88.89% |
| Average result | 74.67% |
| Worst result   | 60.68% |

Responses

162

Q4c Time passes quickly when I am working.



2025

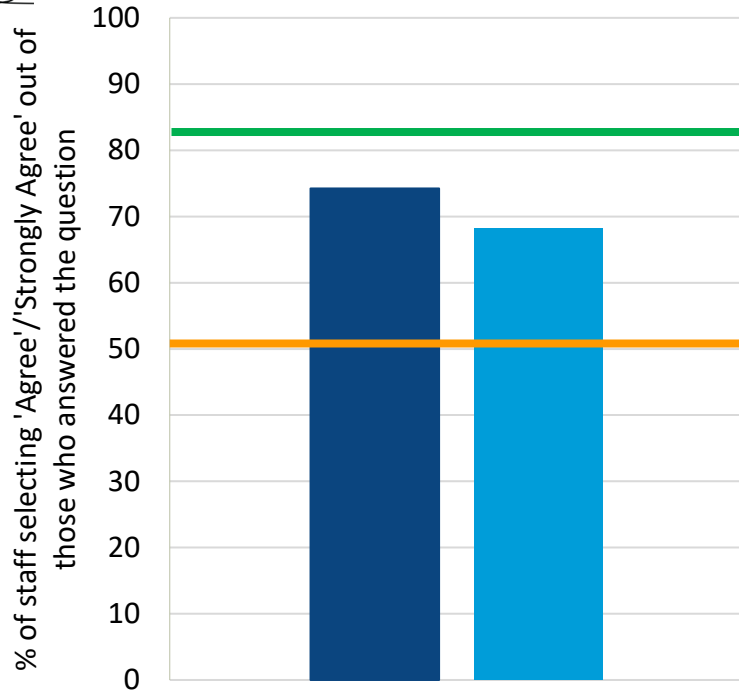
|                |        |
|----------------|--------|
| Your org       | 78.88% |
| Best result    | 90.00% |
| Average result | 69.23% |
| Worst result   | 53.57% |

Responses

161



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



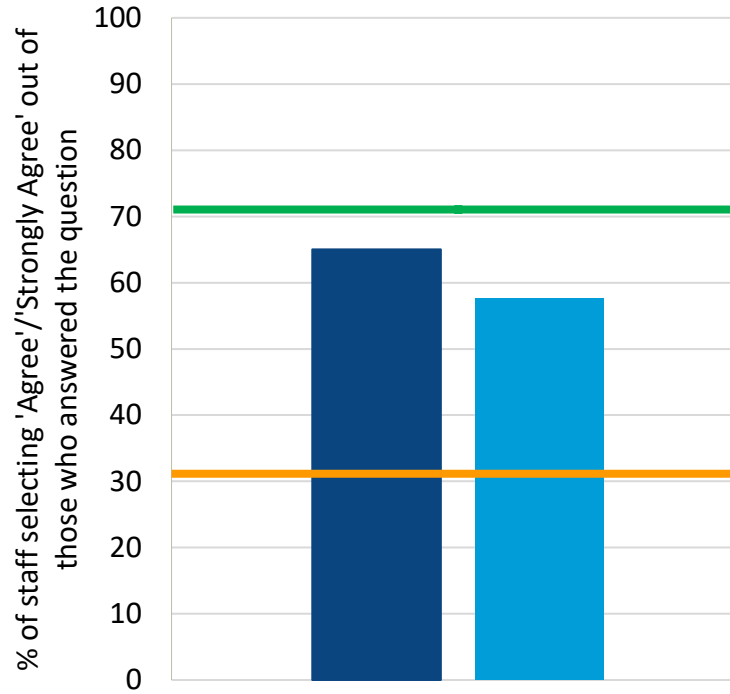
2025

|                |        |
|----------------|--------|
| Your org       | 74.23% |
| Best result    | 82.76% |
| Average result | 68.22% |
| Worst result   | 50.82% |

Responses

163

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



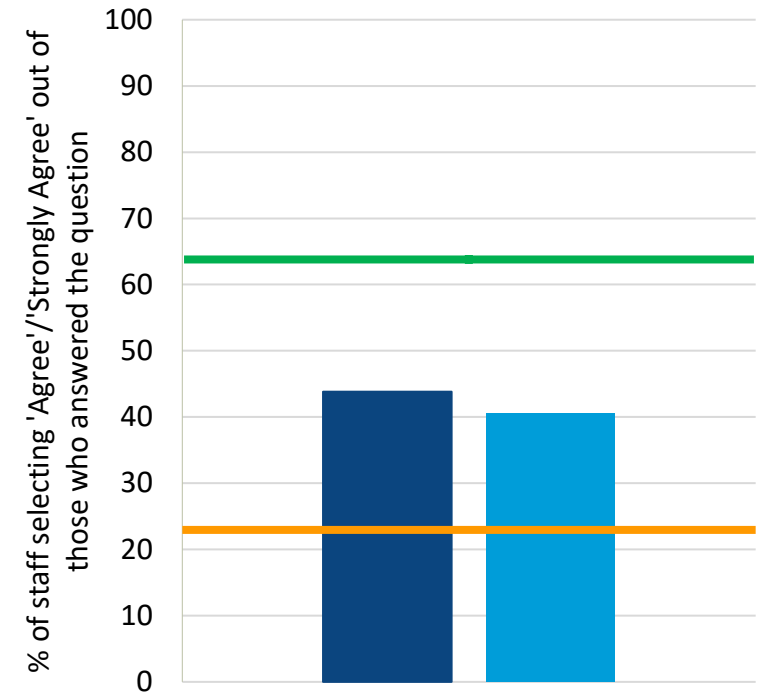
2025

|                |        |
|----------------|--------|
| Your org       | 65.03% |
| Best result    | 71.05% |
| Average result | 57.59% |
| Worst result   | 31.15% |

Responses

163

Q5f I am able to make improvements happen at work.



2025

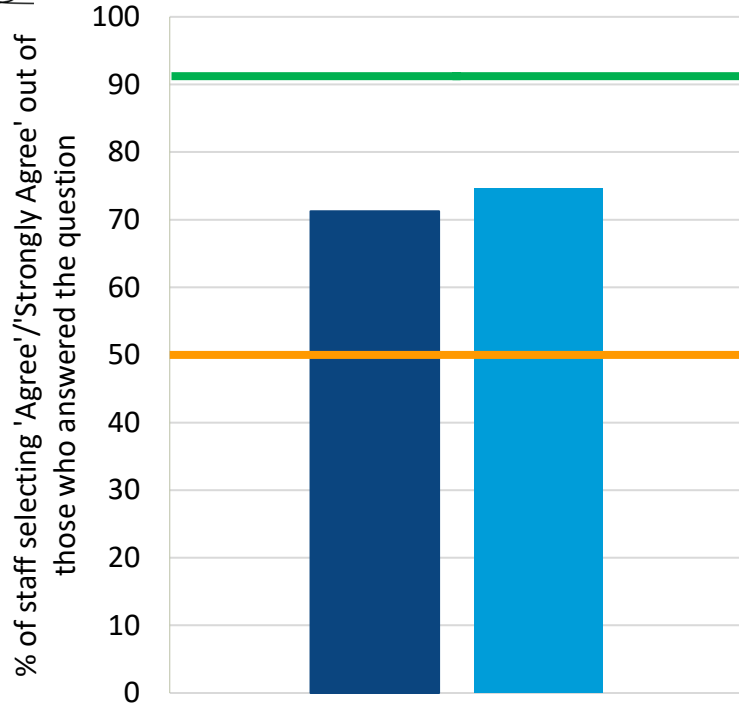
|                |        |
|----------------|--------|
| Your org       | 43.83% |
| Best result    | 63.79% |
| Average result | 40.59% |
| Worst result   | 22.95% |

Responses

162



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



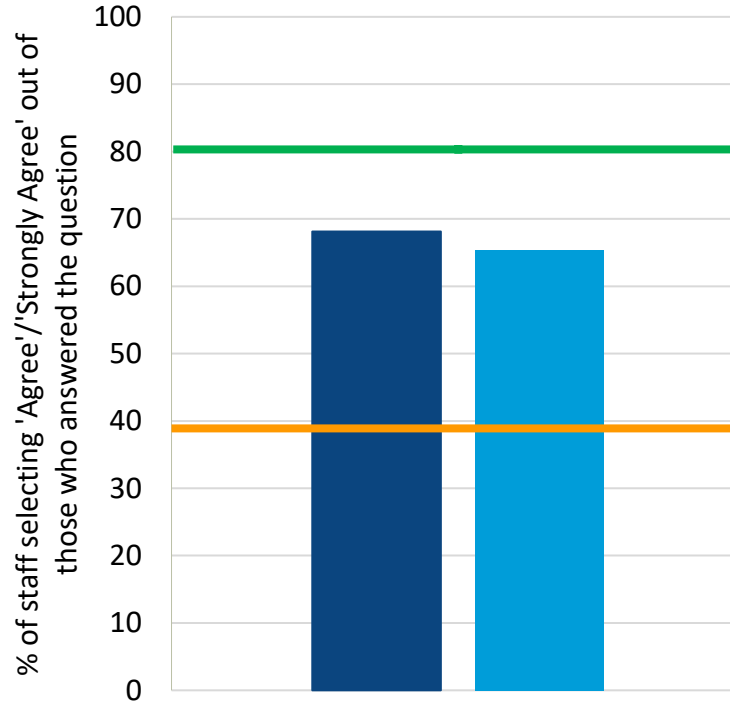
2025

|                |        |
|----------------|--------|
| Your org       | 71.25% |
| Best result    | 91.23% |
| Average result | 74.61% |
| Worst result   | 50.00% |

Responses

160

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



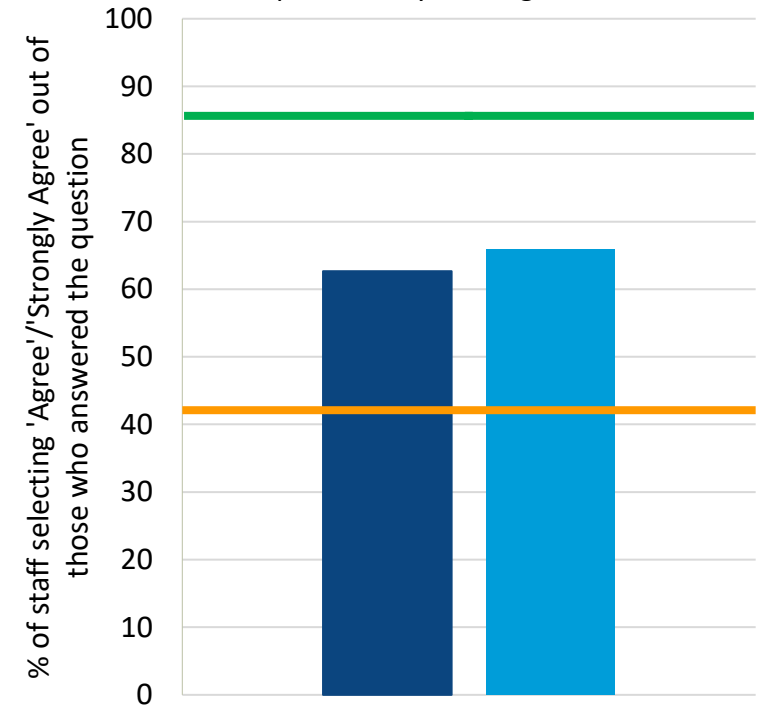
2025

|                |        |
|----------------|--------|
| Your org       | 68.13% |
| Best result    | 80.32% |
| Average result | 65.33% |
| Worst result   | 38.89% |

Responses

160

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



2025

|                |        |
|----------------|--------|
| Your org       | 62.66% |
| Best result    | 85.64% |
| Average result | 65.96% |
| Worst result   | 42.11% |

Responses

158

## Theme - Morale



### Questions included:

Future intentions – Q31

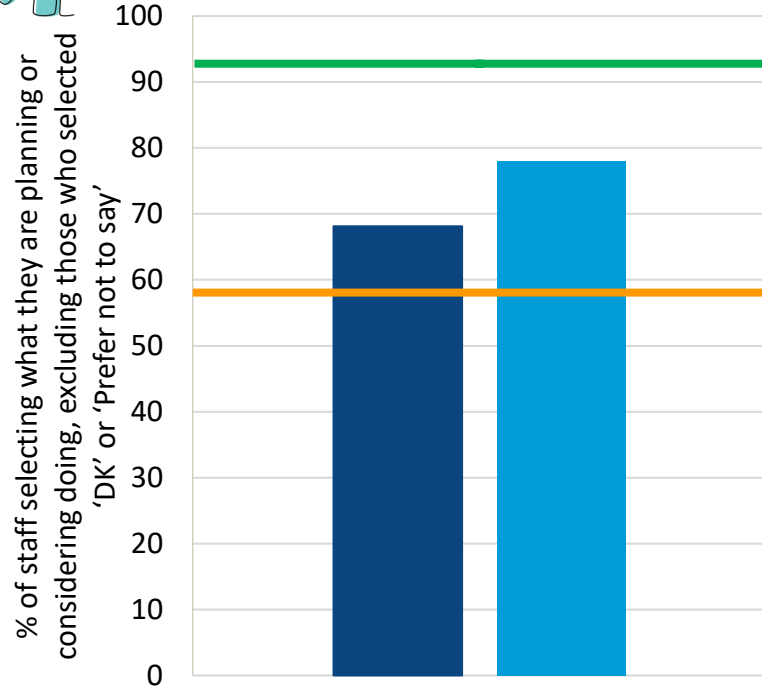
Work pressure – Q5g, Q5h, Q5i

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

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



Q31\_1 Continuing to work on the bank at this organisation.



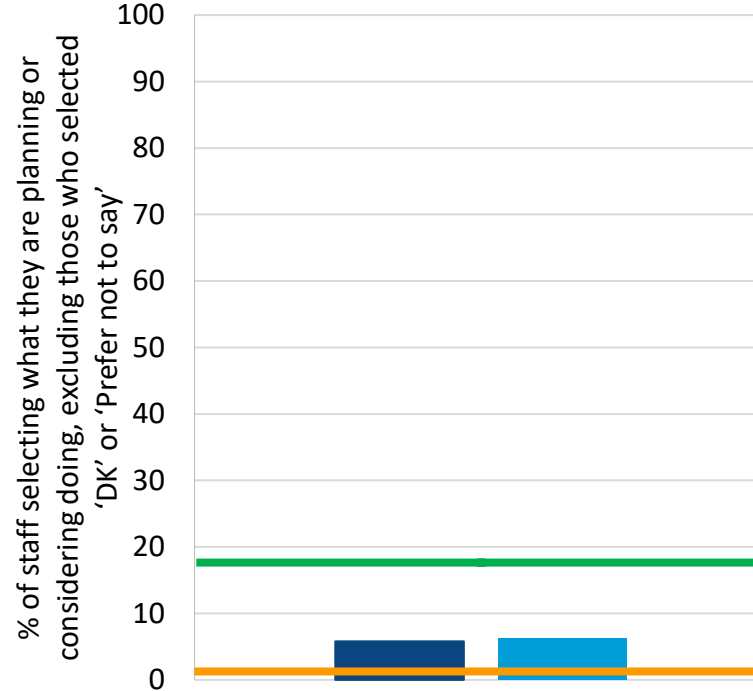
2025

|                |        |
|----------------|--------|
| Your org       | 68.12% |
| Highest result | 92.77% |
| Average result | 78.01% |
| Lowest result  | 58.06% |

Responses

138

Q31\_2 Continuing to do NHS bank work but not at this organisation.



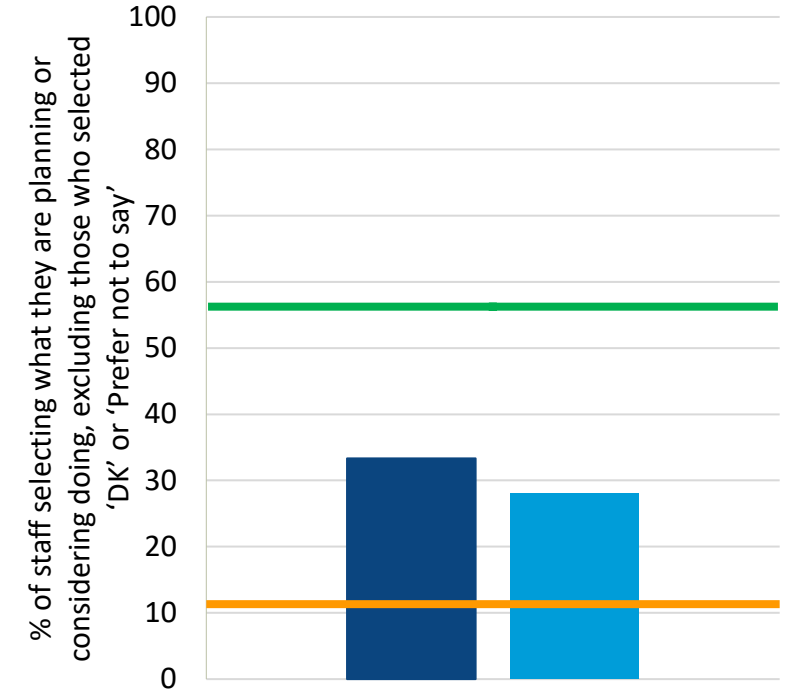
2025

|                |        |
|----------------|--------|
| Your org       | 5.80%  |
| Highest result | 17.65% |
| Average result | 6.19%  |
| Lowest result  | 1.27%  |

Responses

138

Q31\_3 Moving to a permanent contract at this organisation.



2025

|                |        |
|----------------|--------|
| Your org       | 33.33% |
| Highest result | 56.25% |
| Average result | 27.98% |
| Lowest result  | 11.32% |

Responses

138

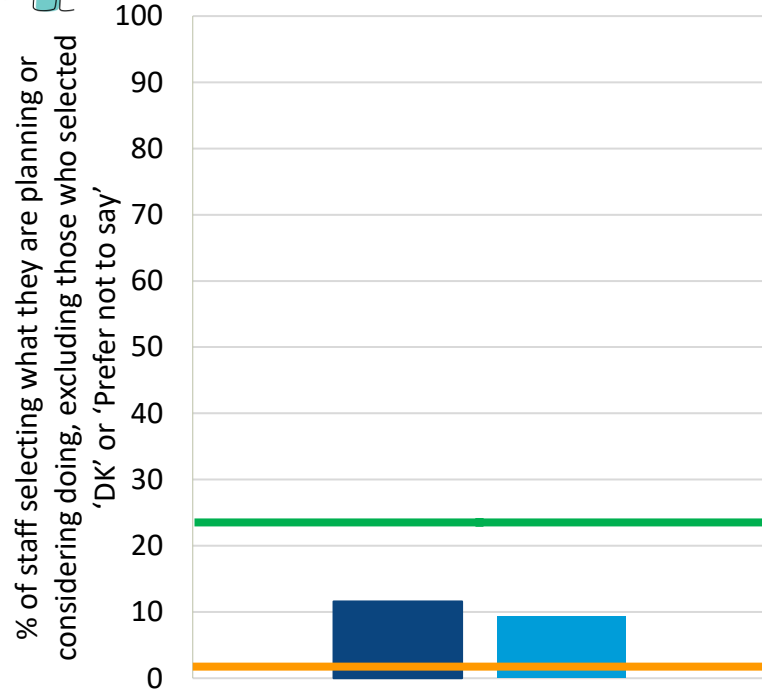
\* More information regarding the Future intentions sub-score calculation is included in the Technical Guide for bank only workers document, found [here](#).

\*\* 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.



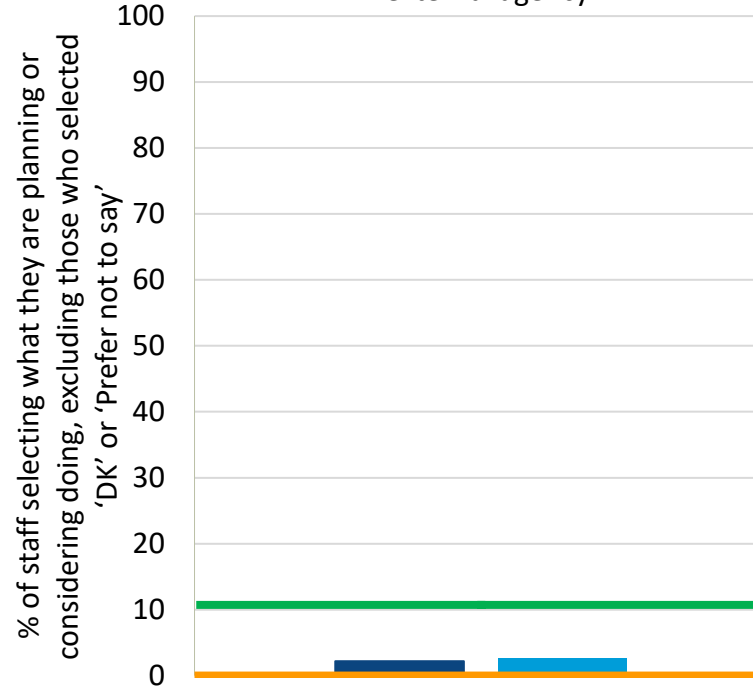
2025

|                |        |
|----------------|--------|
| Your org       | 11.59% |
| Highest result | 23.53% |
| Average result | 9.26%  |
| Lowest result  | 1.75%  |

Responses

138

Q31\_5 Working in the NHS but paid by an external agency.



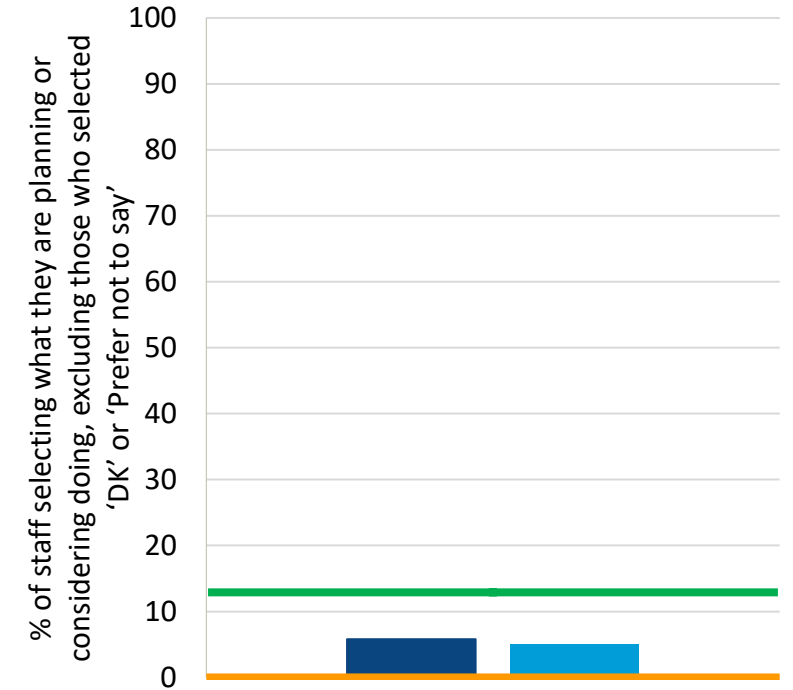
2025

|                |        |
|----------------|--------|
| Your org       | 2.17%  |
| Highest result | 10.71% |
| Average result | 2.69%  |
| Lowest result  | 0.00%  |

Responses

138

Q31\_6 Moving to a job in healthcare, but outside the NHS.



2025

|                |        |
|----------------|--------|
| Your org       | 5.80%  |
| Highest result | 12.90% |
| Average result | 5.07%  |
| Lowest result  | 0.00%  |

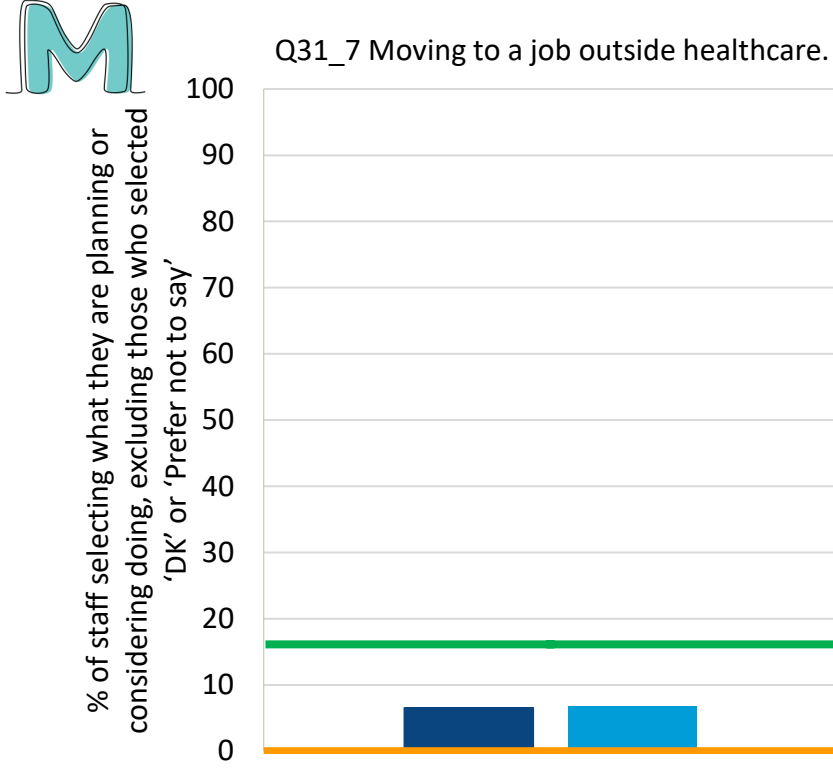
Responses

138

\* 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.

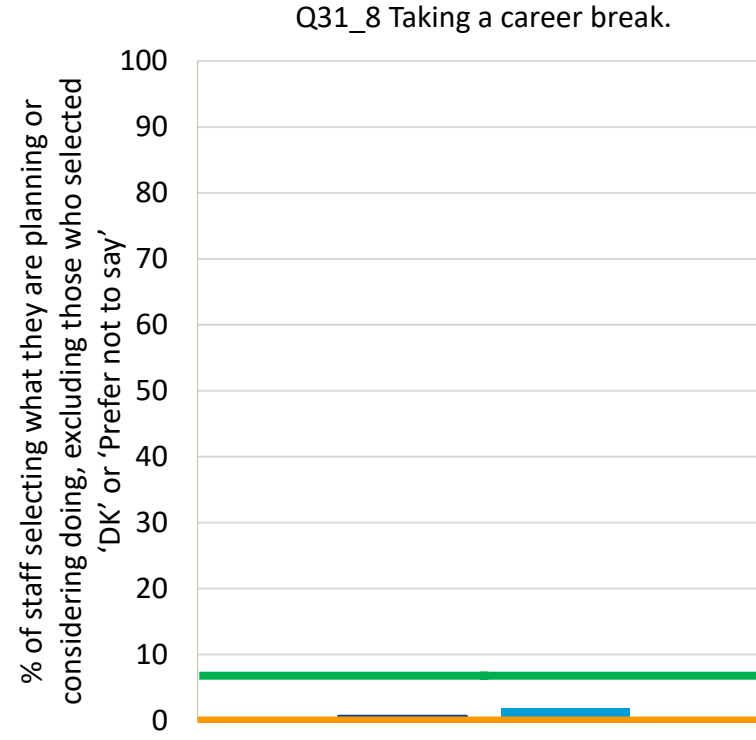
Q31 In the next 12 months, which of the following are you planning to do or considering doing? (Please tick all that apply)\*\*



2025

|                |        |
|----------------|--------|
| Your org       | 6.52%  |
| Highest result | 16.13% |
| Average result | 6.72%  |
| Lowest result  | 0.00%  |

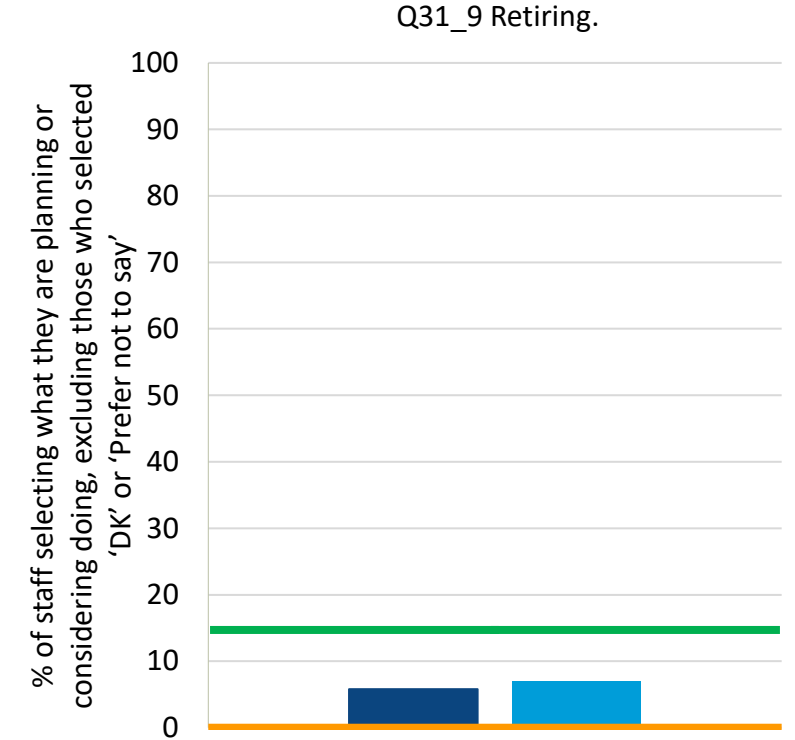
Responses 138



2025

|                |       |
|----------------|-------|
| Your org       | 0.72% |
| Highest result | 6.80% |
| Average result | 1.97% |
| Lowest result  | 0.00% |

Responses 138



2025

|                |        |
|----------------|--------|
| Your org       | 5.80%  |
| Highest result | 14.71% |
| Average result | 6.93%  |
| Lowest result  | 0.00%  |

Responses 138

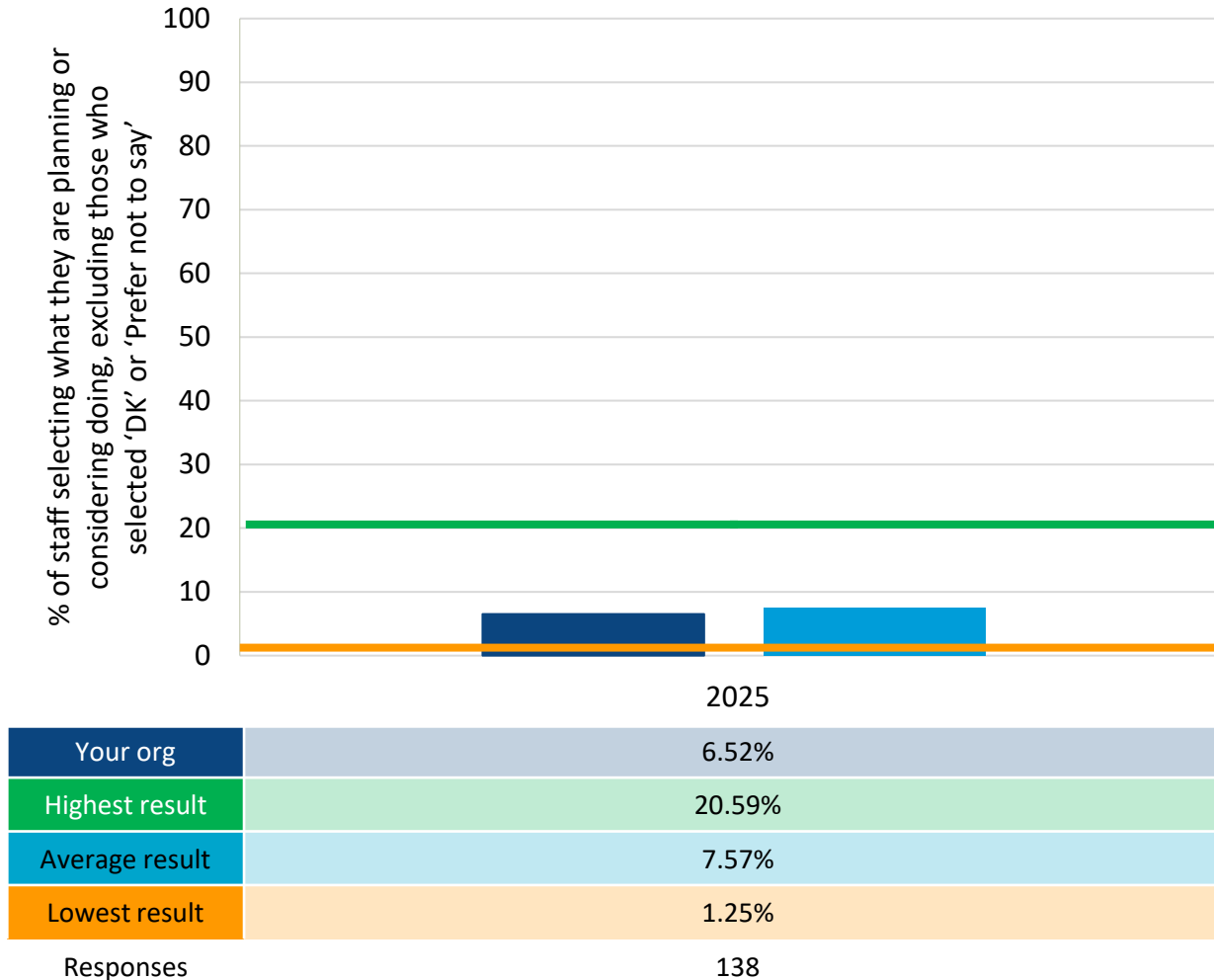
\* More information regarding the Future intentions sub-score calculation is included in the Technical Guide for bank only workers document, found [here](#).

\*\* 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)\*\*

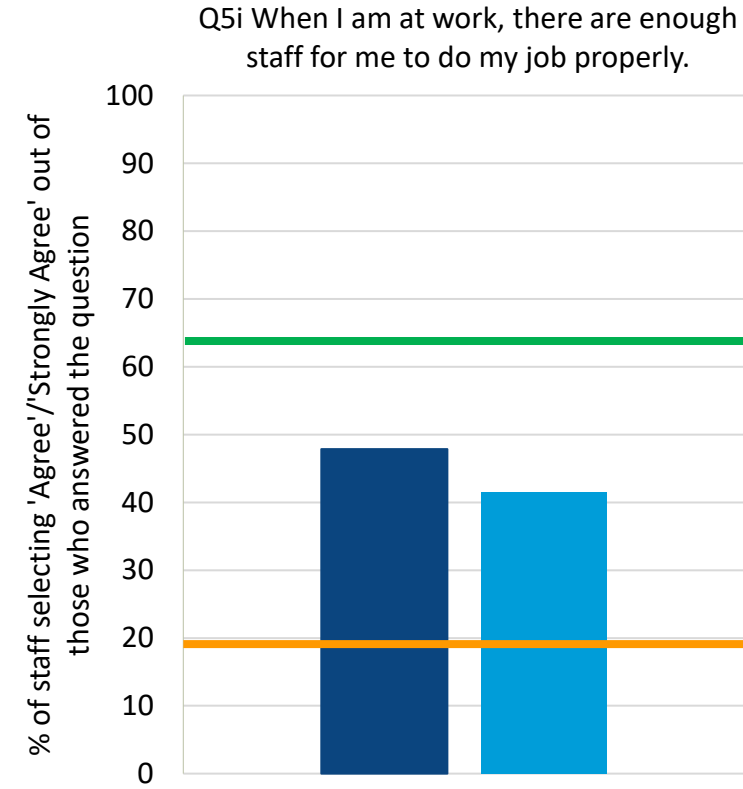
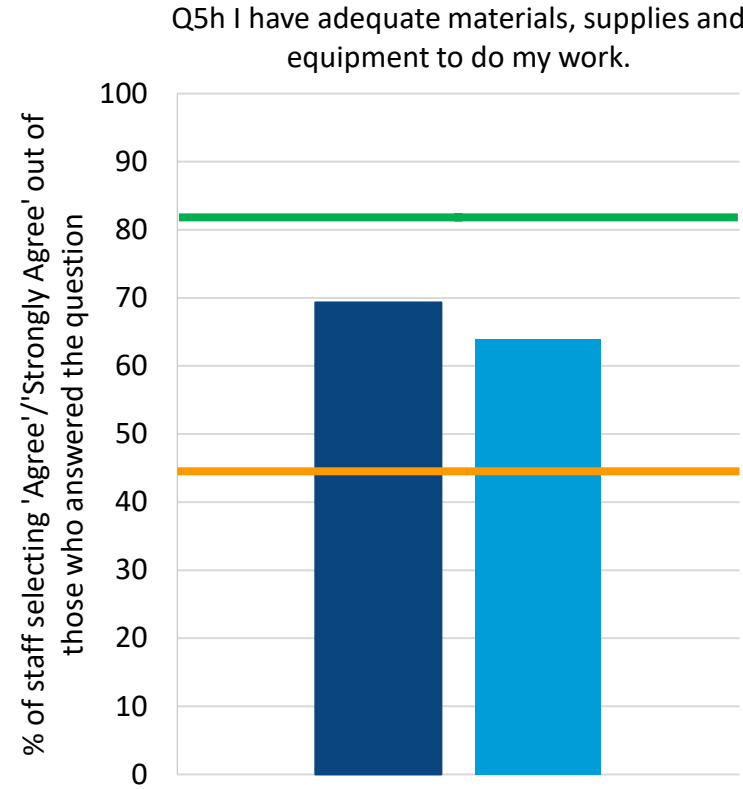
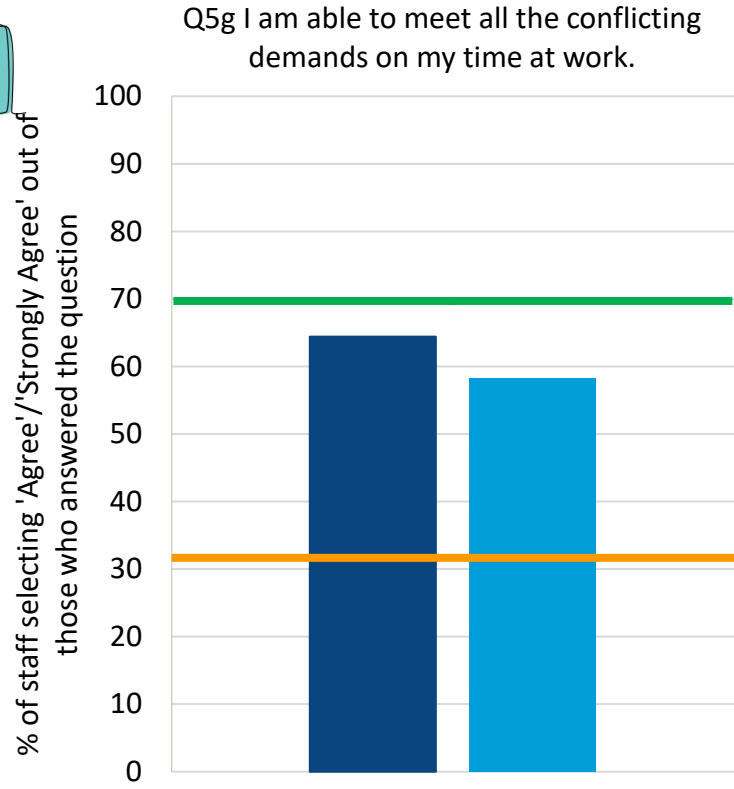


Q31\_10 Going into full time training or studying.



\* 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.



|                |        |
|----------------|--------|
|                | 2025   |
| Your org       | 64.42% |
| Best result    | 69.70% |
| Average result | 58.18% |
| Worst result   | 31.67% |

|                |        |
|----------------|--------|
|                | 2025   |
| Your org       | 69.33% |
| Best result    | 81.82% |
| Average result | 64.00% |
| Worst result   | 44.52% |

|                |        |
|----------------|--------|
|                | 2025   |
| Your org       | 47.85% |
| Best result    | 63.79% |
| Average result | 41.46% |
| Worst result   | 19.10% |

Responses

163

Responses

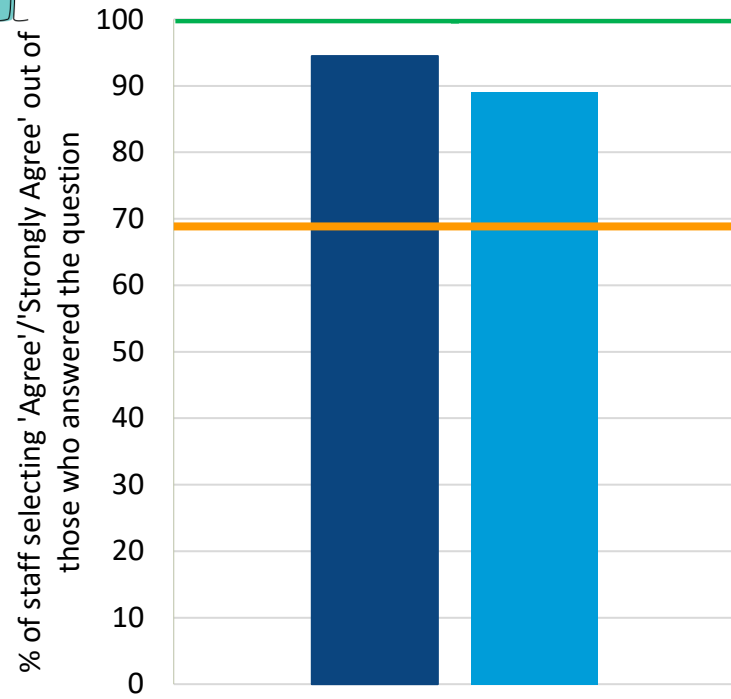
163

Responses

163



Q5a I always know what my work responsibilities are.



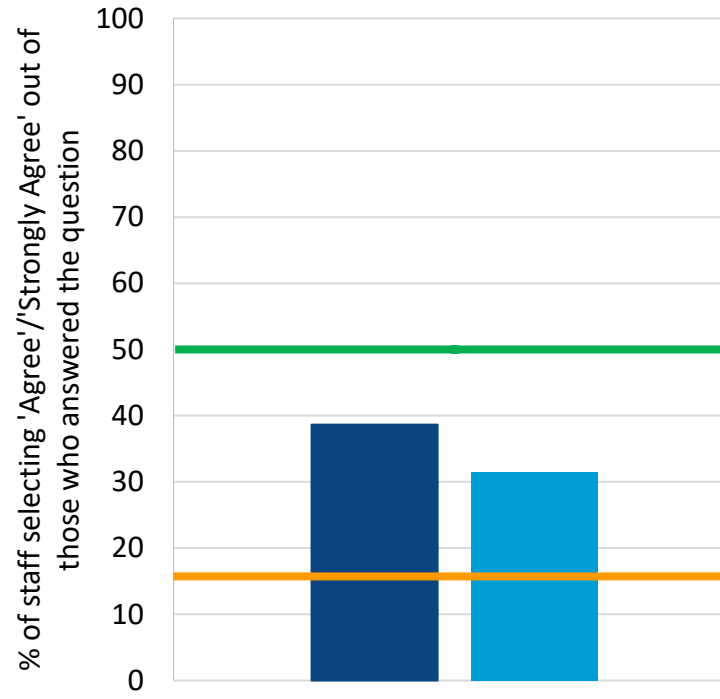
2025

|                |         |
|----------------|---------|
| Your org       | 94.48%  |
| Best result    | 100.00% |
| Average result | 89.09%  |
| Worst result   | 68.85%  |

Responses

163

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



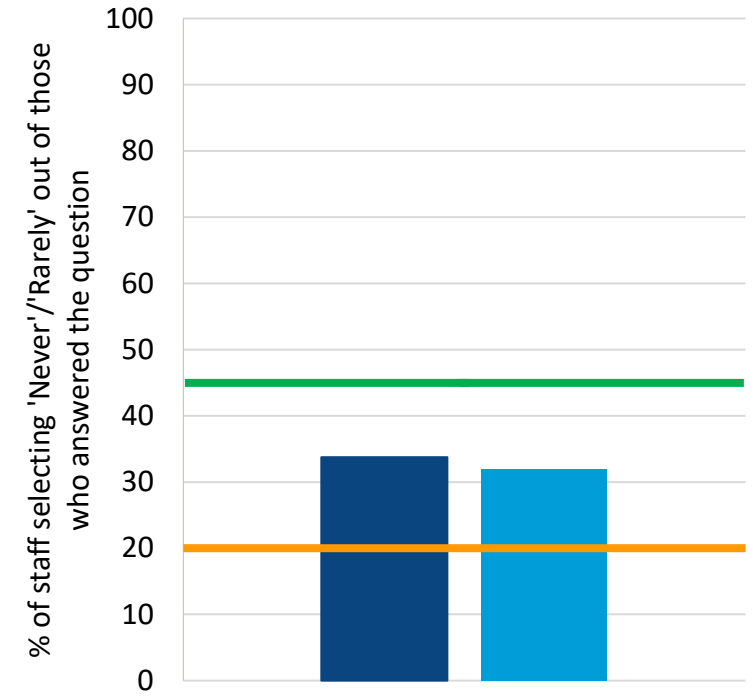
2025

|                |        |
|----------------|--------|
| Your org       | 38.65% |
| Best result    | 50.00% |
| Average result | 31.58% |
| Worst result   | 15.73% |

Responses

163

Q7a I have unrealistic time pressures.



2025

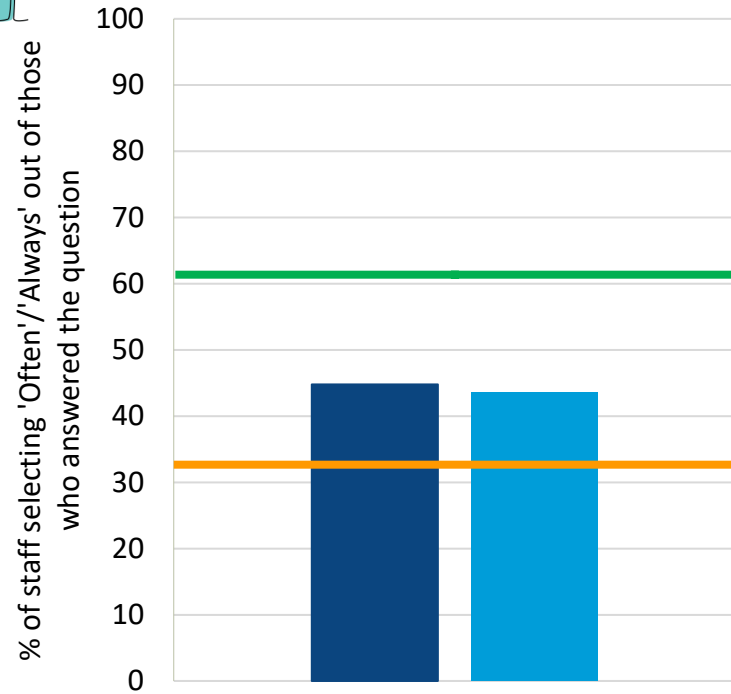
|                |        |
|----------------|--------|
| Your org       | 33.74% |
| Best result    | 44.97% |
| Average result | 31.97% |
| Worst result   | 20.00% |

Responses

163



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



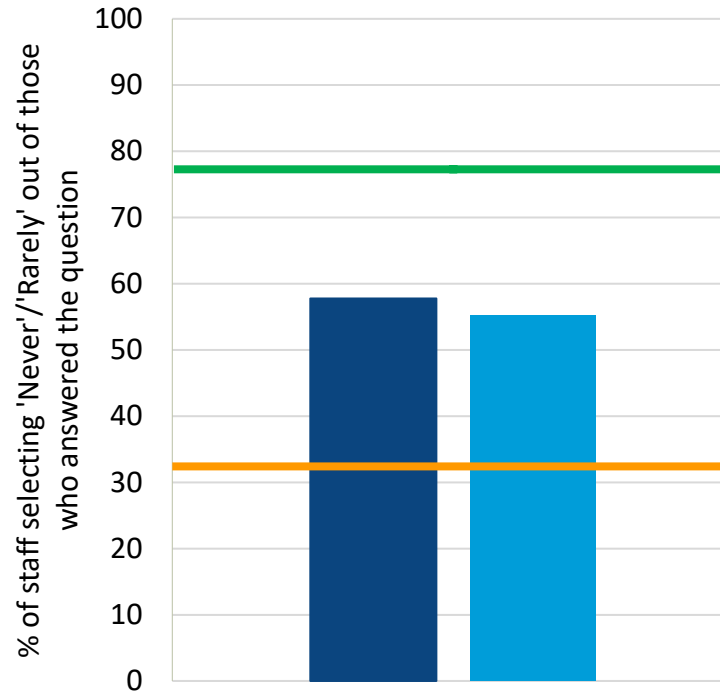
2025

|                |        |
|----------------|--------|
| Your org       | 44.79% |
| Best result    | 61.36% |
| Average result | 43.54% |
| Worst result   | 32.67% |

Responses

163

Q7c Relationships at work are strained.



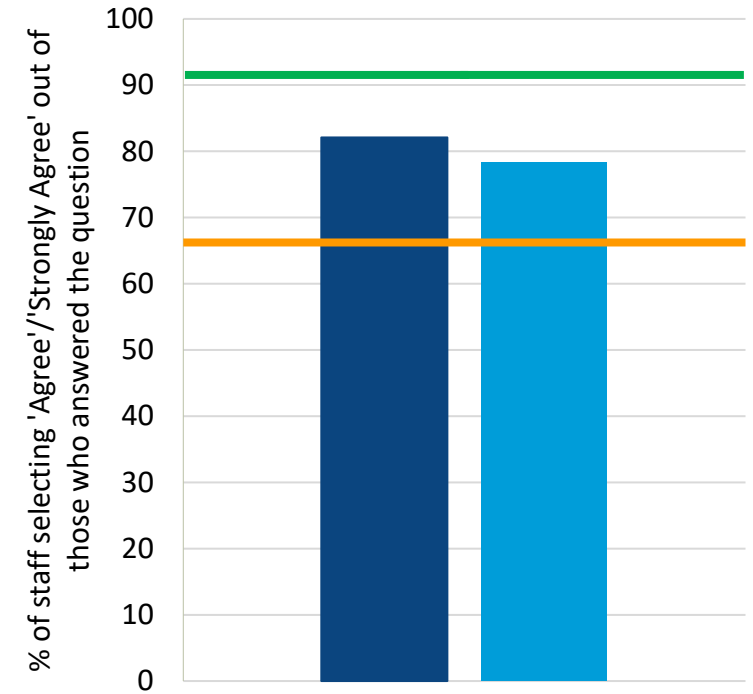
2025

|                |        |
|----------------|--------|
| Your org       | 57.76% |
| Best result    | 77.27% |
| Average result | 55.22% |
| Worst result   | 32.41% |

Responses

161

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



2025

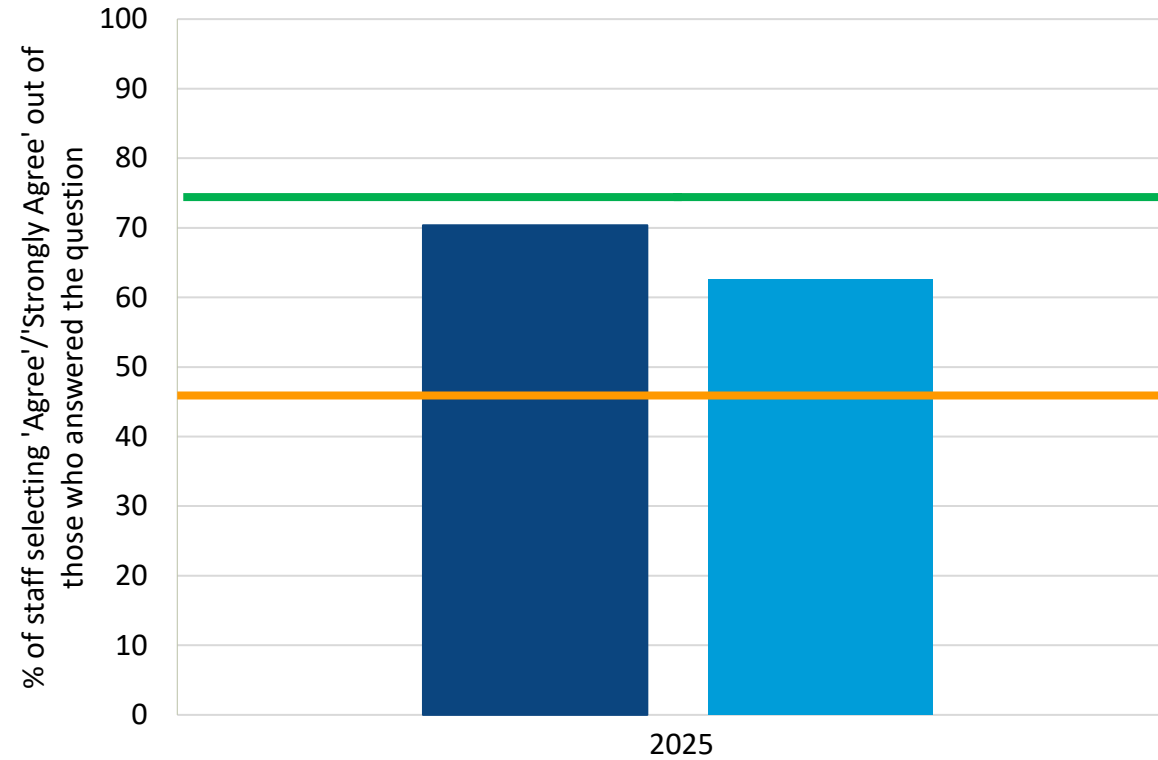
|                |        |
|----------------|--------|
| Your org       | 82.10% |
| Best result    | 91.54% |
| Average result | 78.39% |
| Worst result   | 66.23% |

Responses

162



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



|                |        |
|----------------|--------|
| Your org       | 70.37% |
| Best result    | 74.42% |
| Average result | 62.59% |
| Worst result   | 45.90% |

Responses 162

## Question not linked to People Promise elements or themes

Questions included:

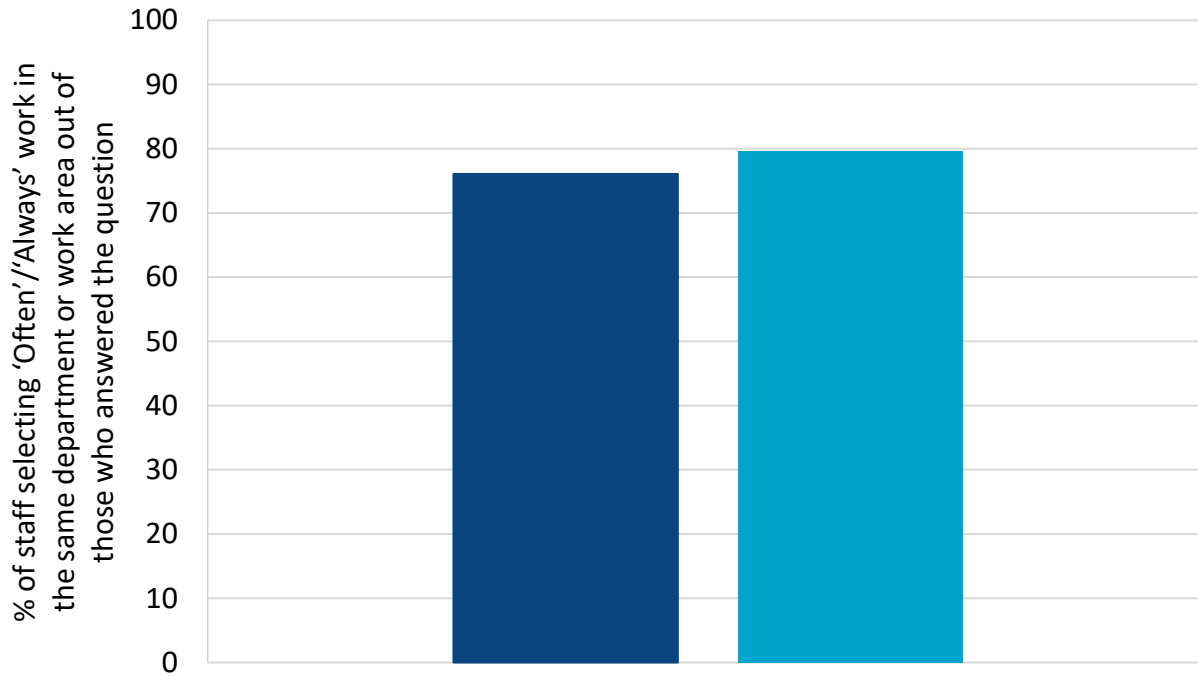
Q1, Q2, Q3, Q15, Q9, Q16e, Q21c, Q23, Q24a-d, Q32a-c

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

76.07%

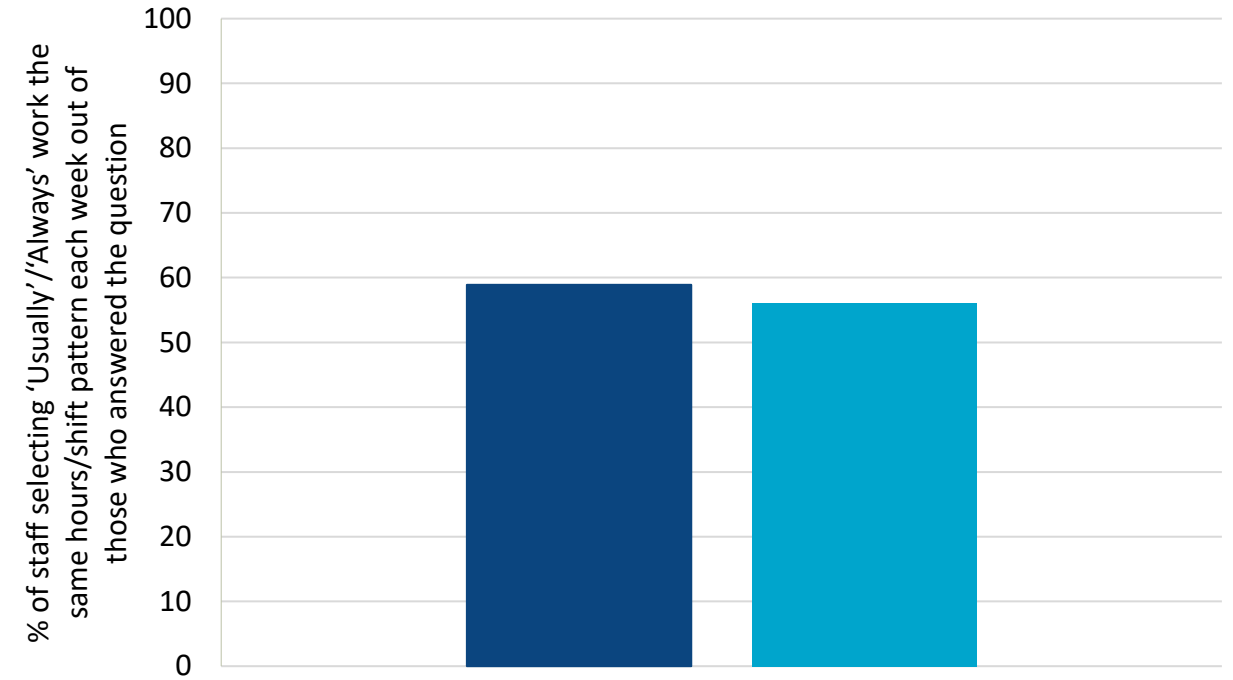
Average

79.69%

Responses

163

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



2025

Your org

58.90%

Average

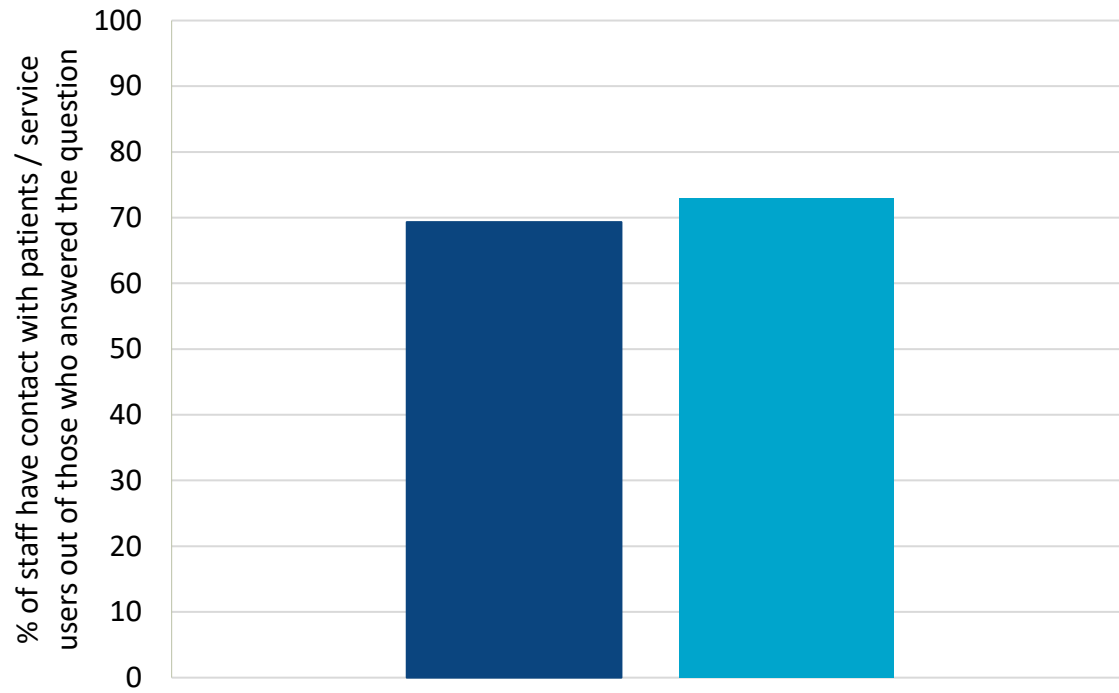
56.08%

Responses

163



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



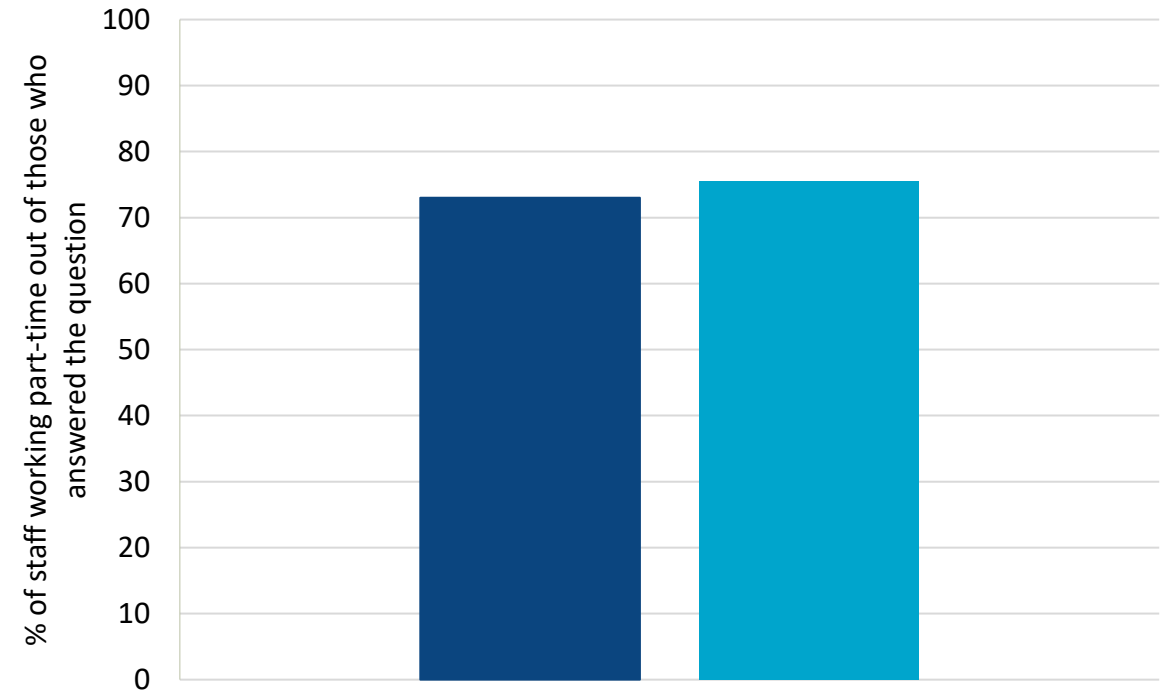
2025

|          |        |
|----------|--------|
| Your org | 69.33% |
| Average  | 73.03% |

Responses

163

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



2025

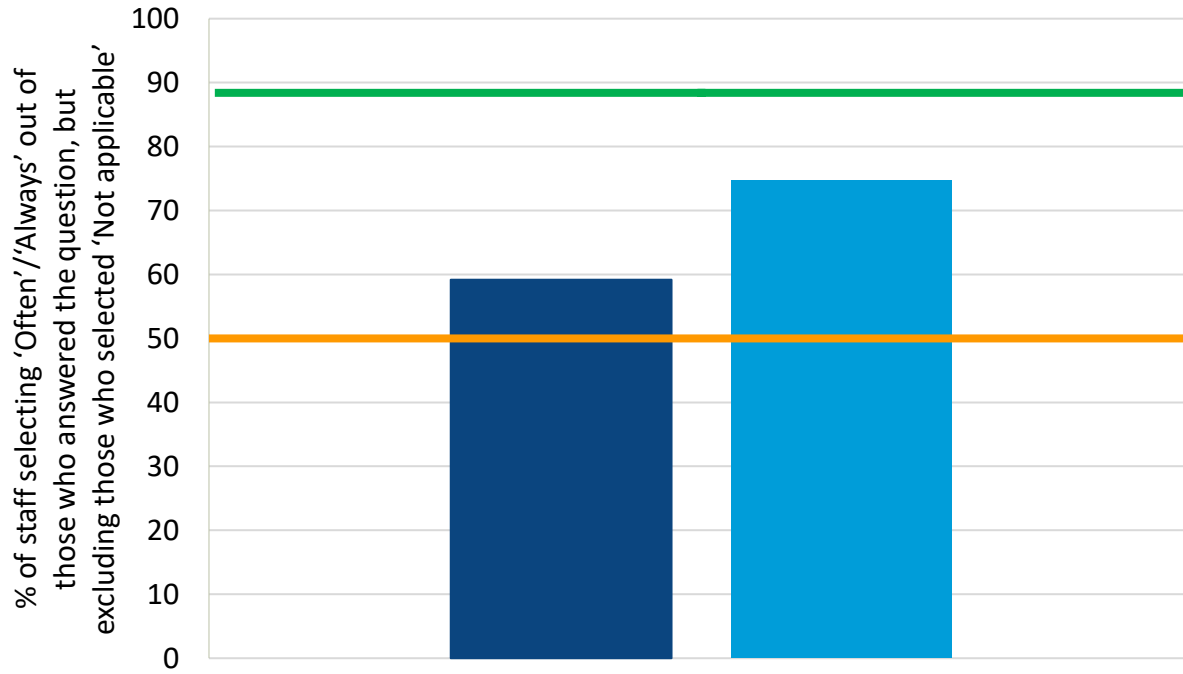
|          |        |
|----------|--------|
| Your org | 73.01% |
| Average  | 75.48% |

Responses

163



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



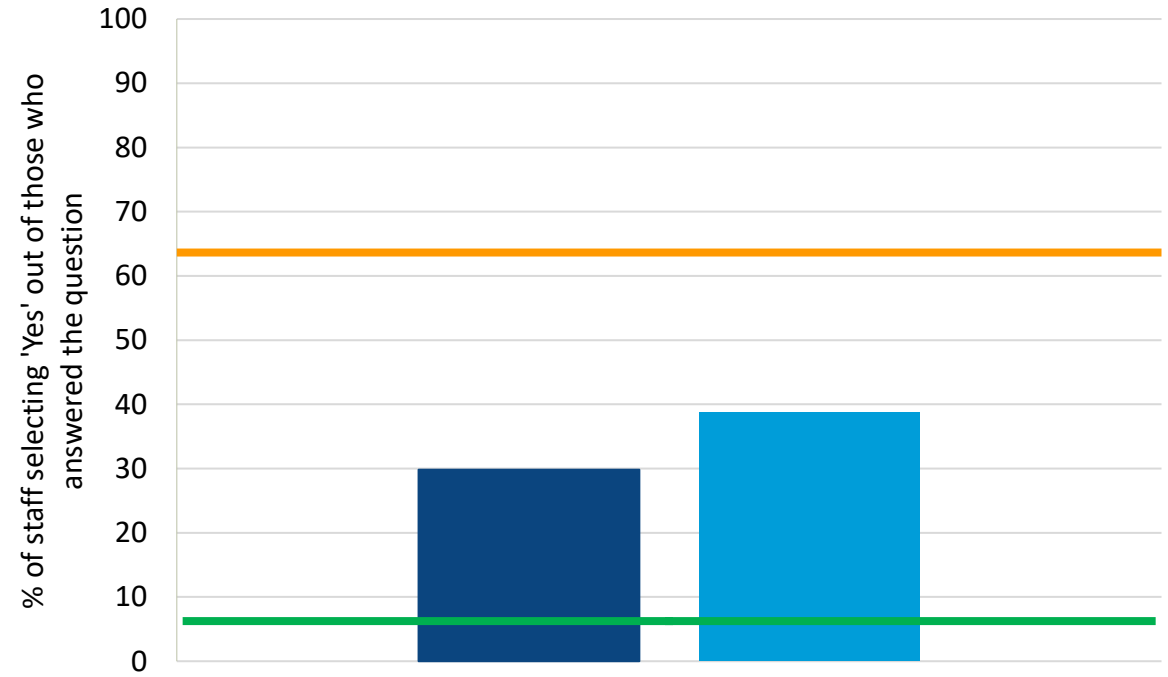
2025

|                |        |
|----------------|--------|
| Your org       | 59.18% |
| Best result    | 88.41% |
| Average result | 74.66% |
| Worst result   | 50.00% |

Responses

147

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



2025

|                |        |
|----------------|--------|
| Your org       | 29.82% |
| Best result    | 6.25%  |
| Average result | 38.73% |
| Worst result   | 63.64% |

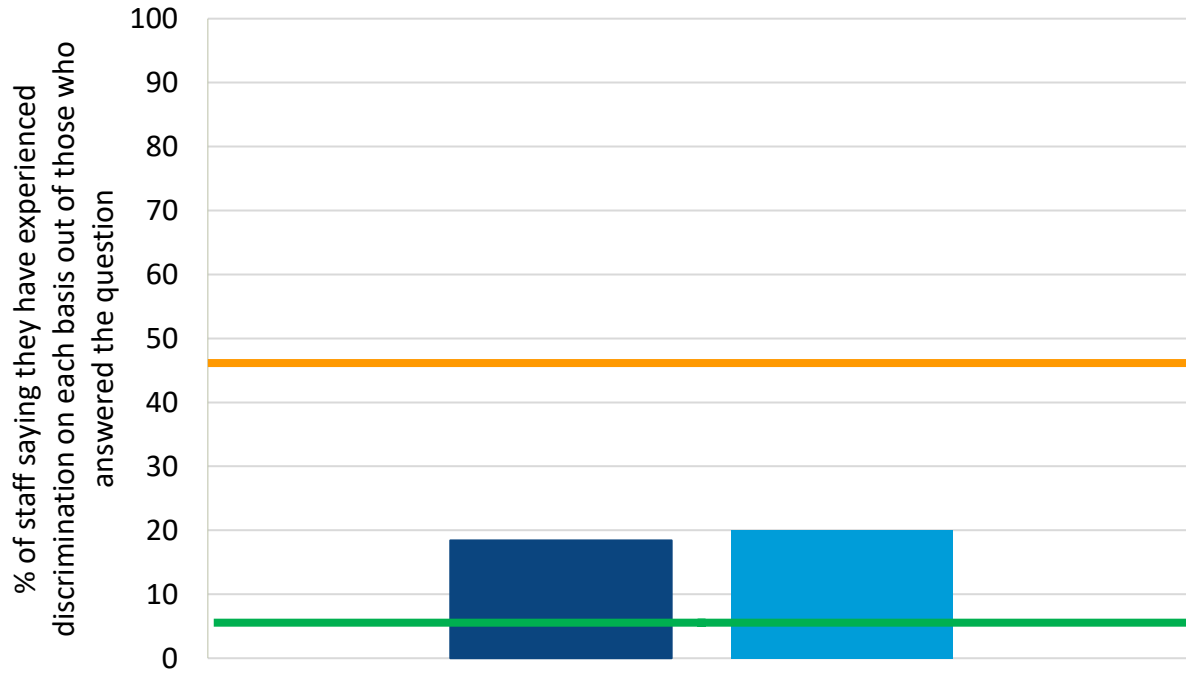
Responses

57

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



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



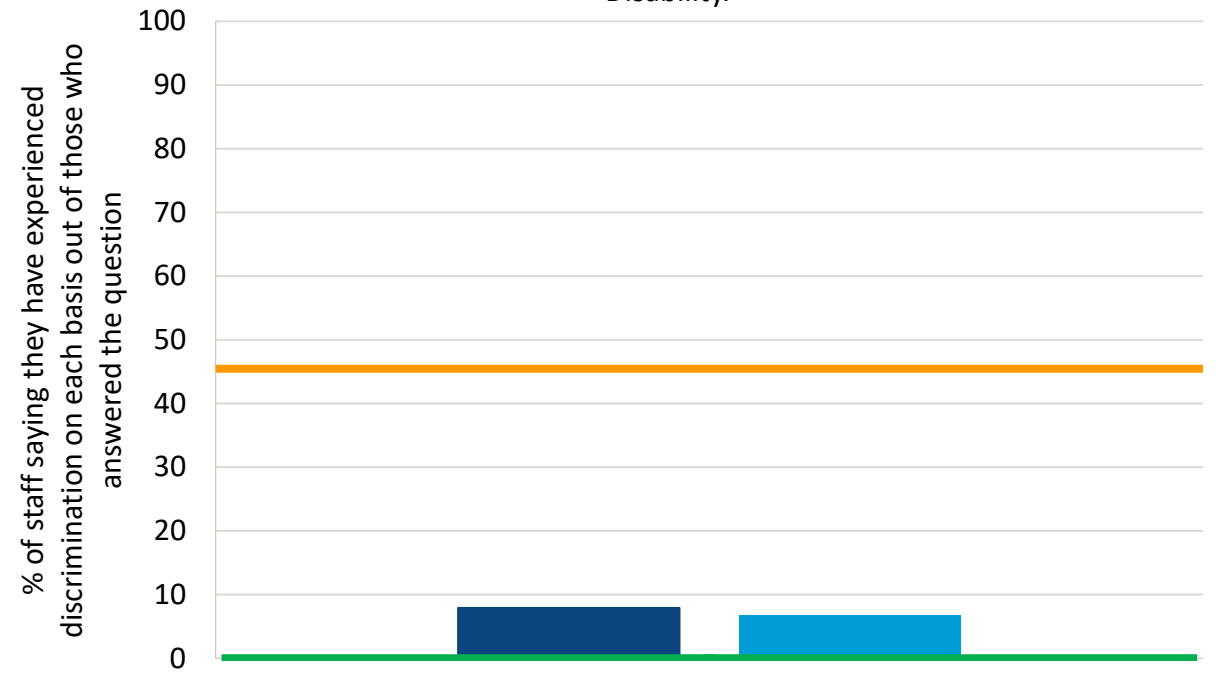
2025

|                |        |
|----------------|--------|
| Your org       | 18.42% |
| Best result    | 5.56%  |
| Average result | 20.00% |
| Worst result   | 46.15% |

Responses

38

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



2025

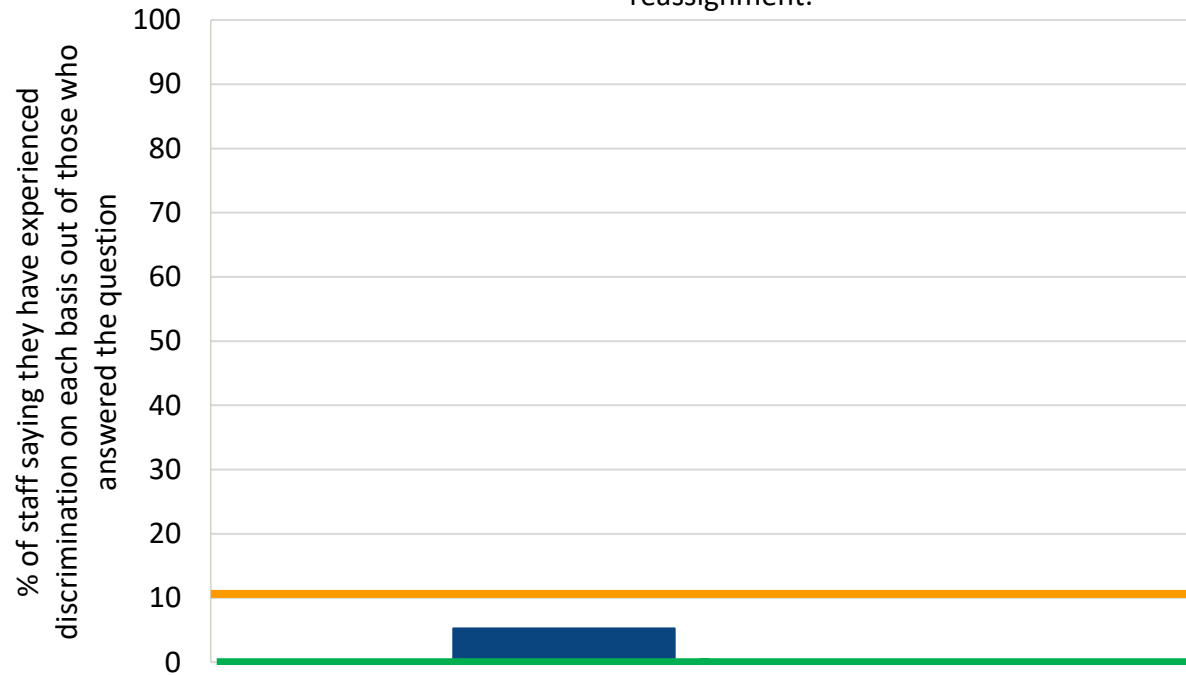
|                |        |
|----------------|--------|
| Your org       | 7.89%  |
| Best result    | 0.00%  |
| Average result | 6.67%  |
| Worst result   | 45.45% |

Responses

38



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



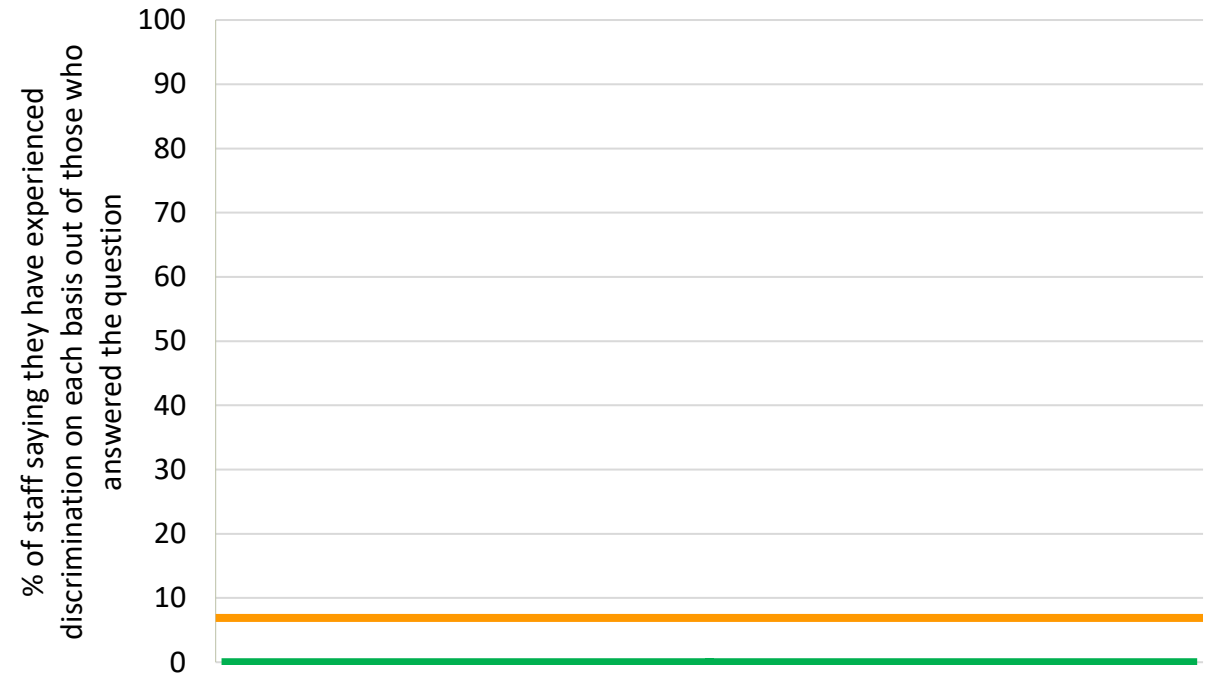
2025

|                |        |
|----------------|--------|
| Your org       | 5.26%  |
| Best result    | 0.00%  |
| Average result | 0.00%  |
| Worst result   | 10.64% |

Responses

38

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



2025

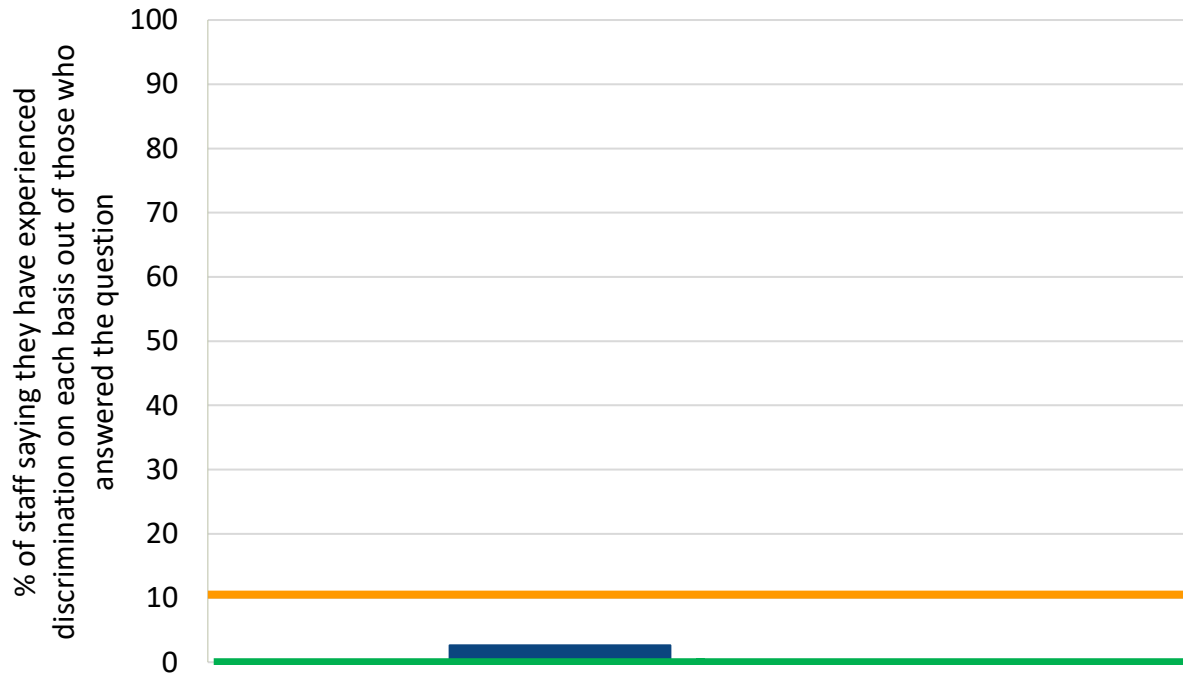
|                |       |
|----------------|-------|
| Your org       | 0.00% |
| Best result    | 0.00% |
| Average result | 0.00% |
| Worst result   | 6.90% |

Responses

38



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



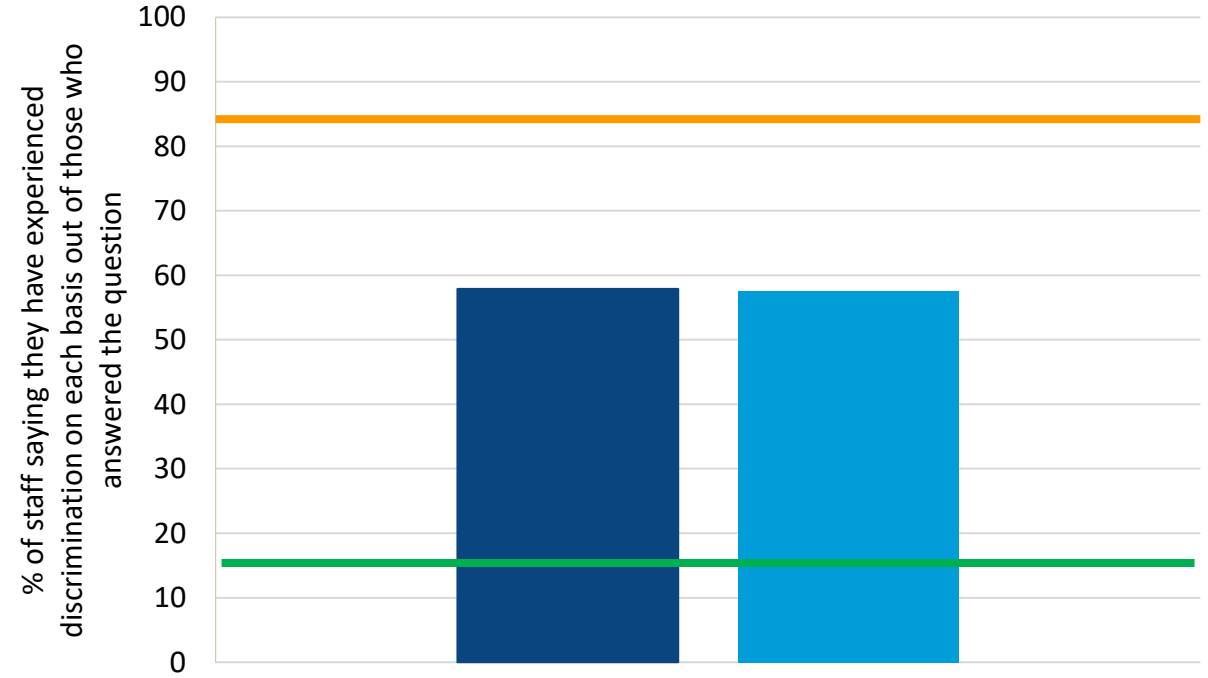
2025

|                |        |
|----------------|--------|
| Your org       | 2.63%  |
| Best result    | 0.00%  |
| Average result | 0.00%  |
| Worst result   | 10.53% |

Responses

38

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



2025

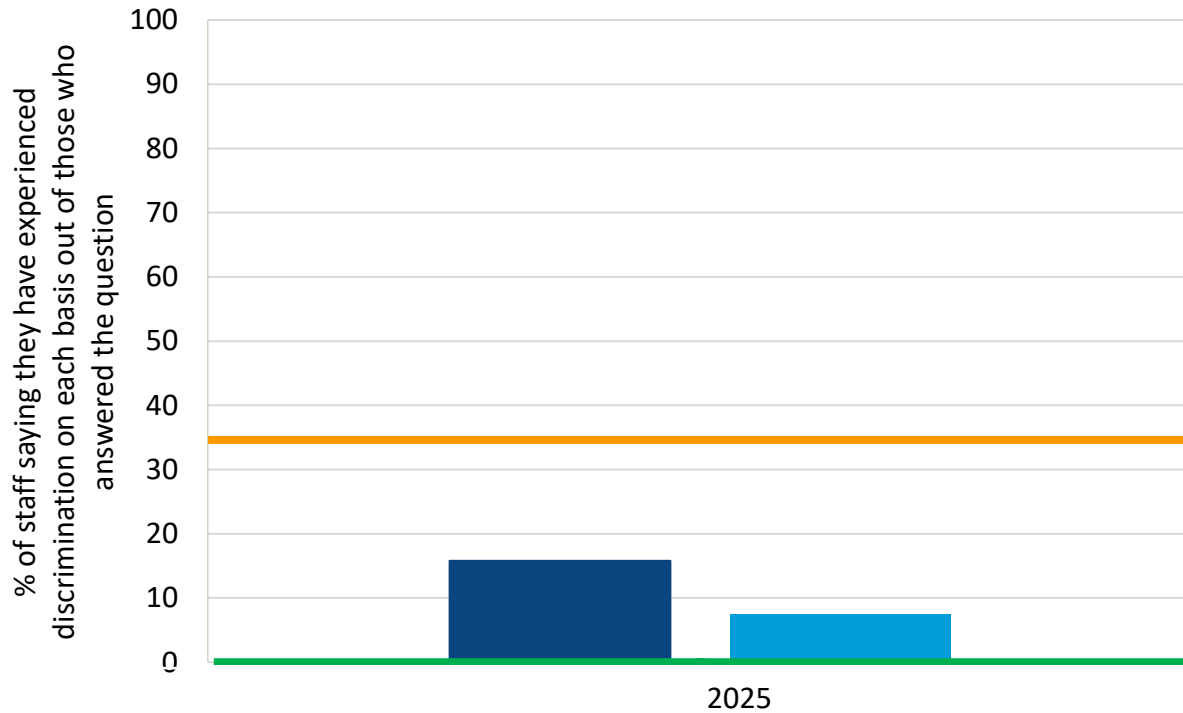
|                |        |
|----------------|--------|
| Your org       | 57.89% |
| Best result    | 15.38% |
| Average result | 57.58% |
| Worst result   | 84.21% |

Responses

38



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

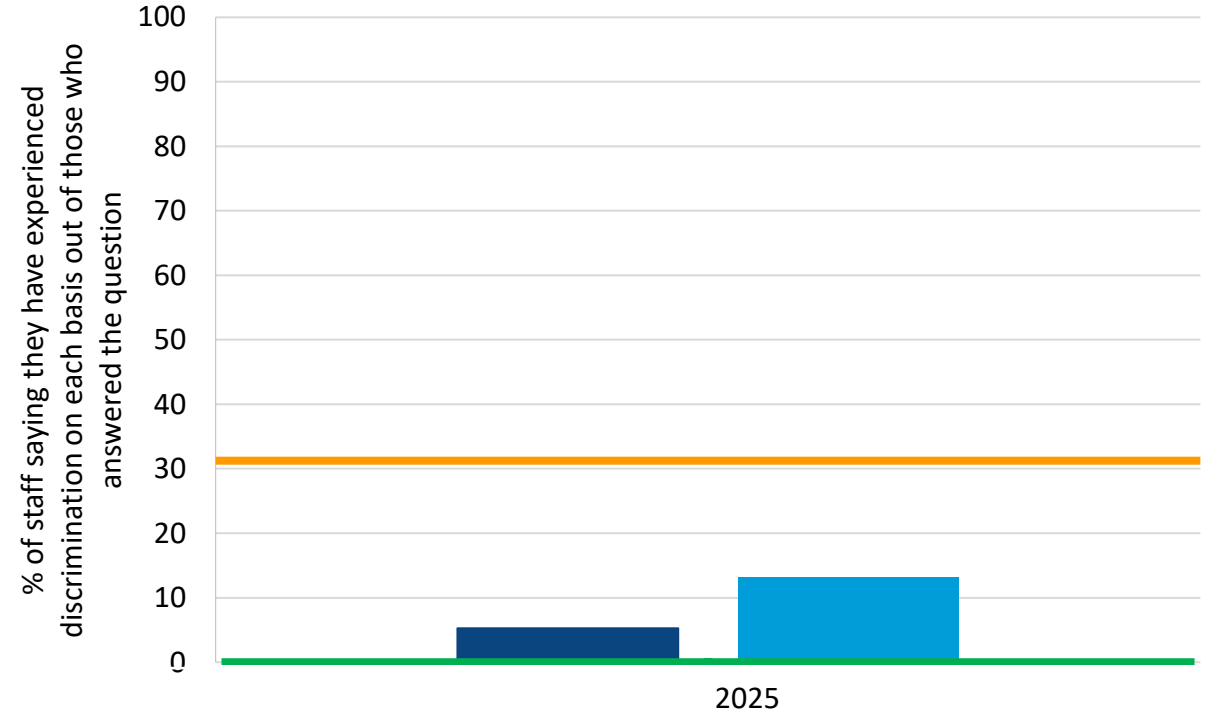


|                |        |
|----------------|--------|
| Your org       | 15.79% |
| Best result    | 0.00%  |
| Average result | 7.41%  |
| Worst result   | 34.62% |

Responses

38

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



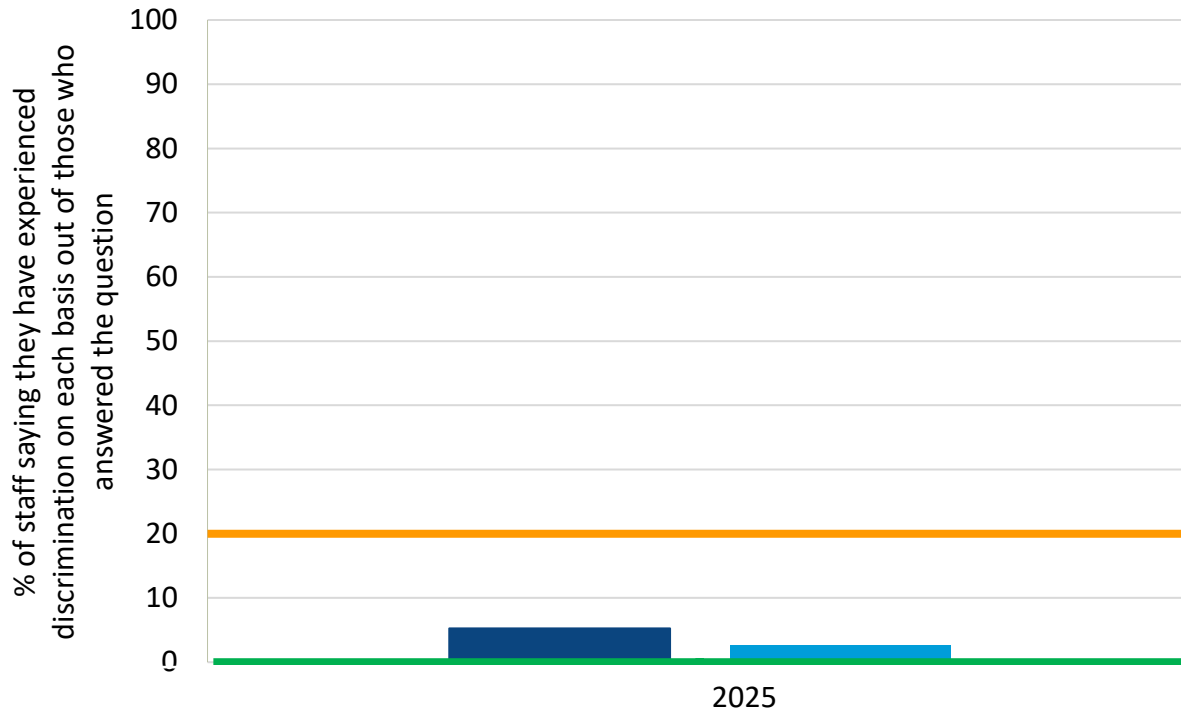
|                |        |
|----------------|--------|
| Your org       | 5.26%  |
| Best result    | 0.00%  |
| Average result | 13.16% |
| Worst result   | 31.25% |

Responses

38



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

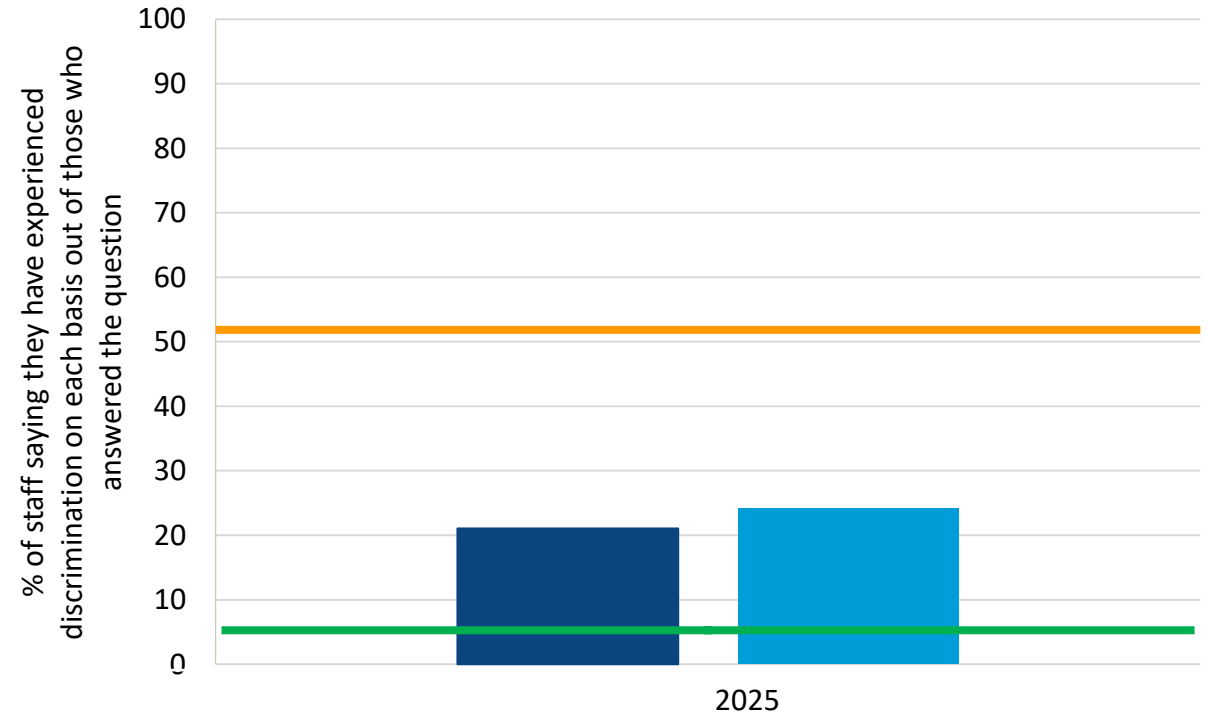


|                |        |
|----------------|--------|
| Your org       | 5.26%  |
| Best result    | 0.00%  |
| Average result | 2.63%  |
| Worst result   | 20.00% |

Responses

38

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



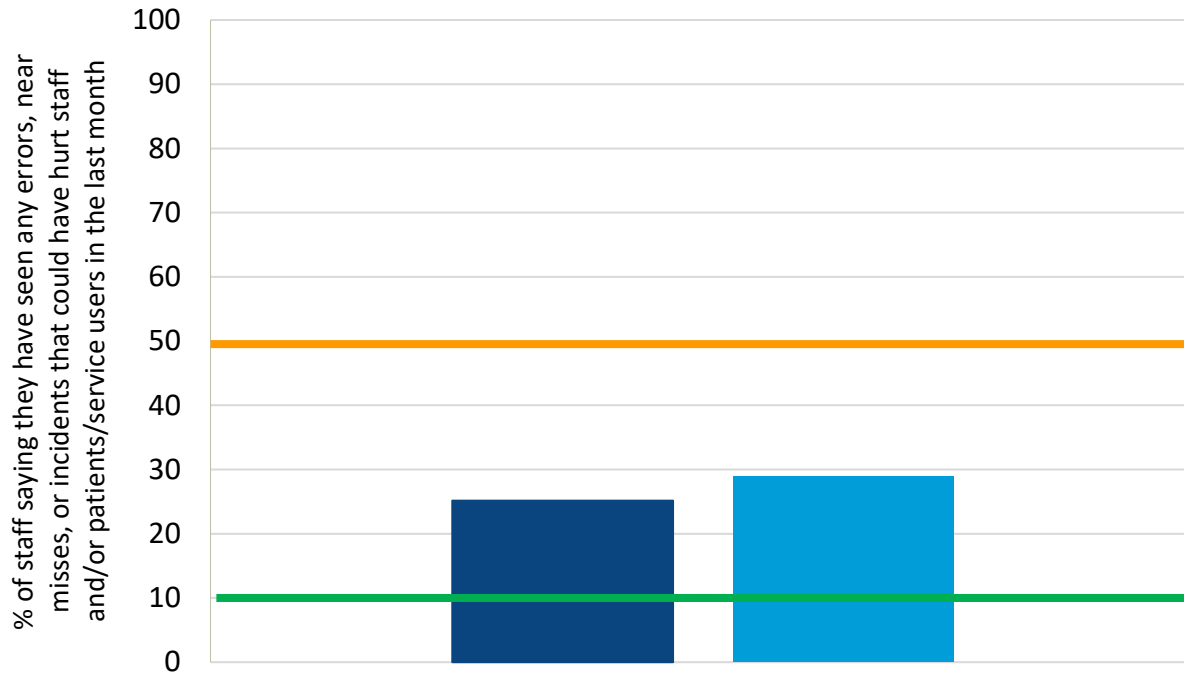
|                |        |
|----------------|--------|
| Your org       | 21.05% |
| Best result    | 5.26%  |
| Average result | 24.14% |
| Worst result   | 51.85% |

Responses

38



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



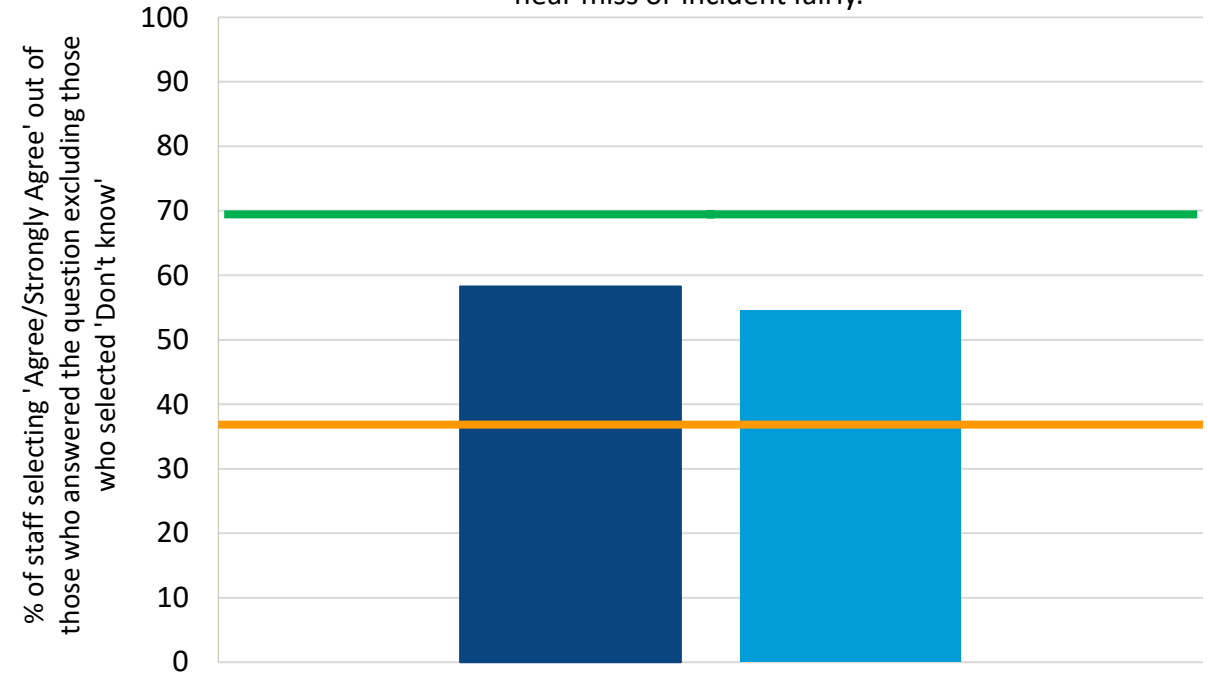
2025

|                |        |
|----------------|--------|
| Your org       | 25.16% |
| Best result    | 10.00% |
| Average result | 28.95% |
| Worst result   | 49.52% |

Responses

159

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



2025

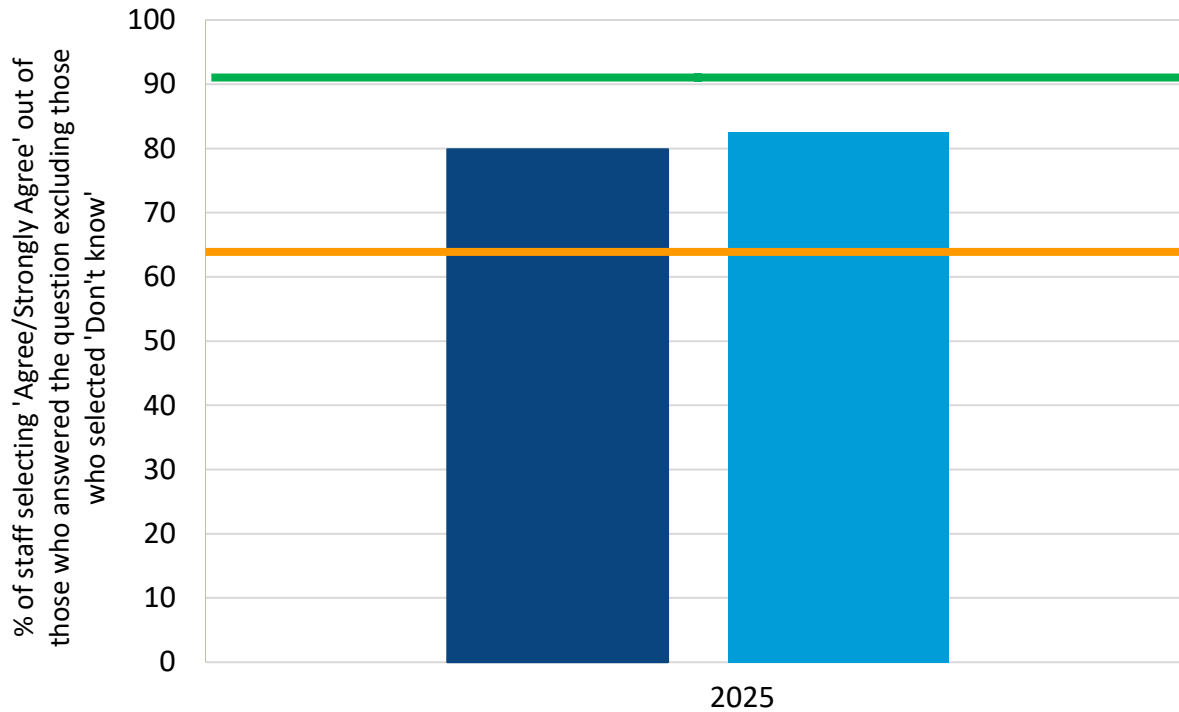
|                |        |
|----------------|--------|
| Your org       | 58.26% |
| Best result    | 69.44% |
| Average result | 54.55% |
| Worst result   | 36.84% |

Responses

115



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

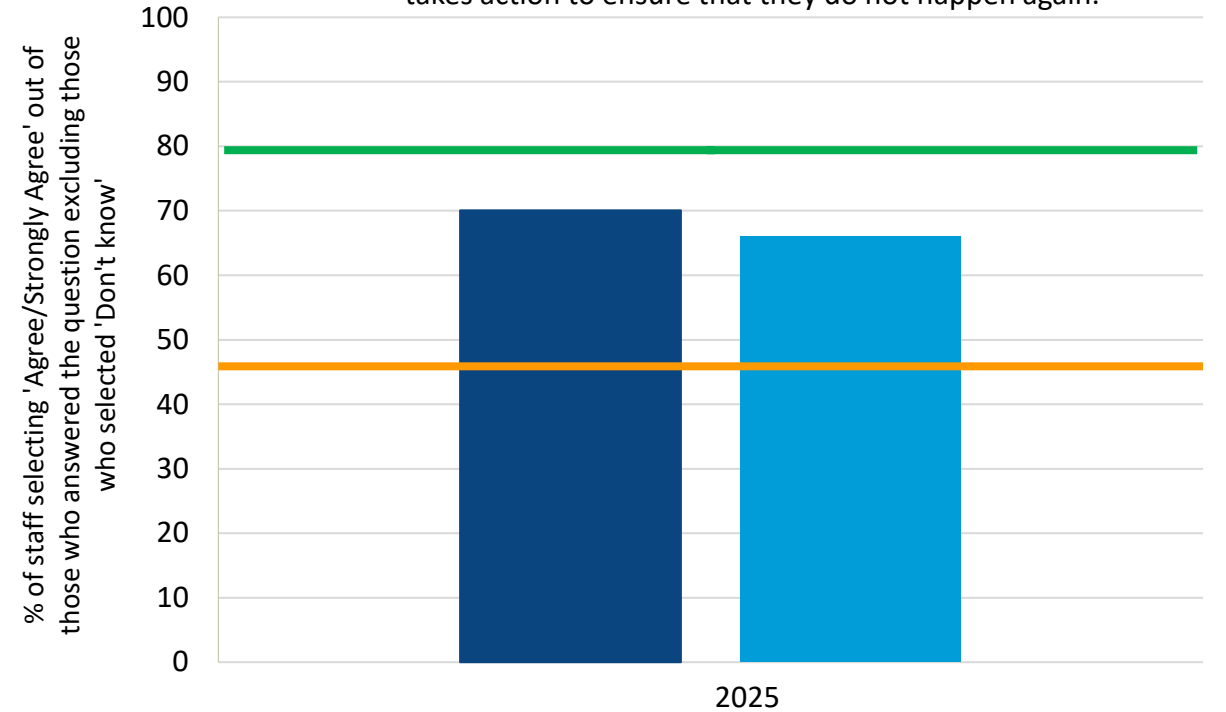


|                |        |
|----------------|--------|
| Your org       | 79.87% |
| Best result    | 91.04% |
| Average result | 82.56% |
| Worst result   | 63.89% |

Responses

154

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



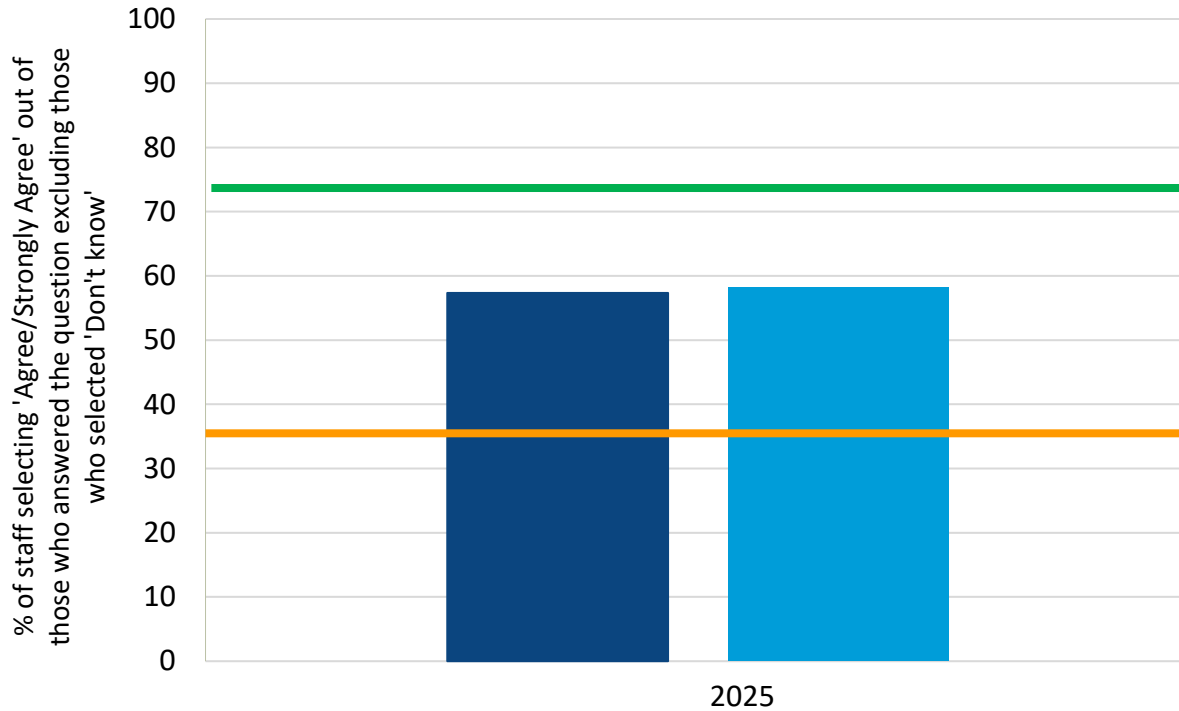
|                |        |
|----------------|--------|
| Your org       | 70.07% |
| Best result    | 79.39% |
| Average result | 66.04% |
| Worst result   | 45.88% |

Responses

147



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

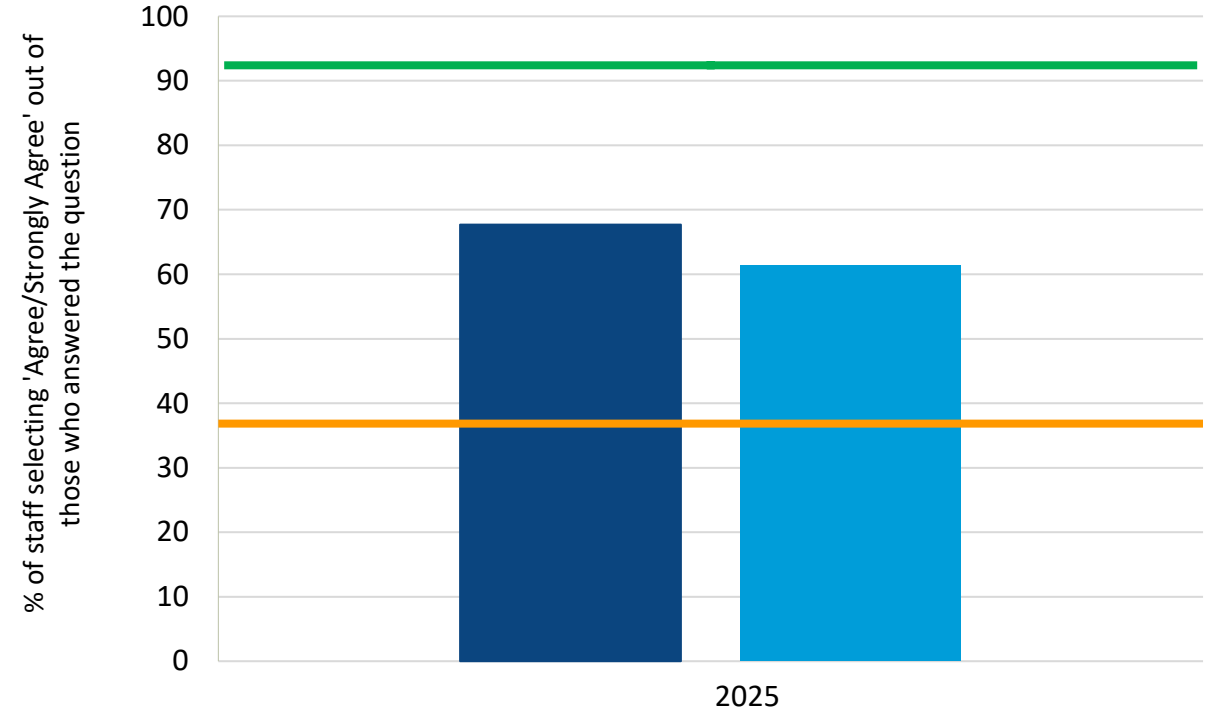


|                |        |
|----------------|--------|
| Your org       | 57.34% |
| Best result    | 73.68% |
| Average result | 58.16% |
| Worst result   | 35.48% |

Responses

143

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



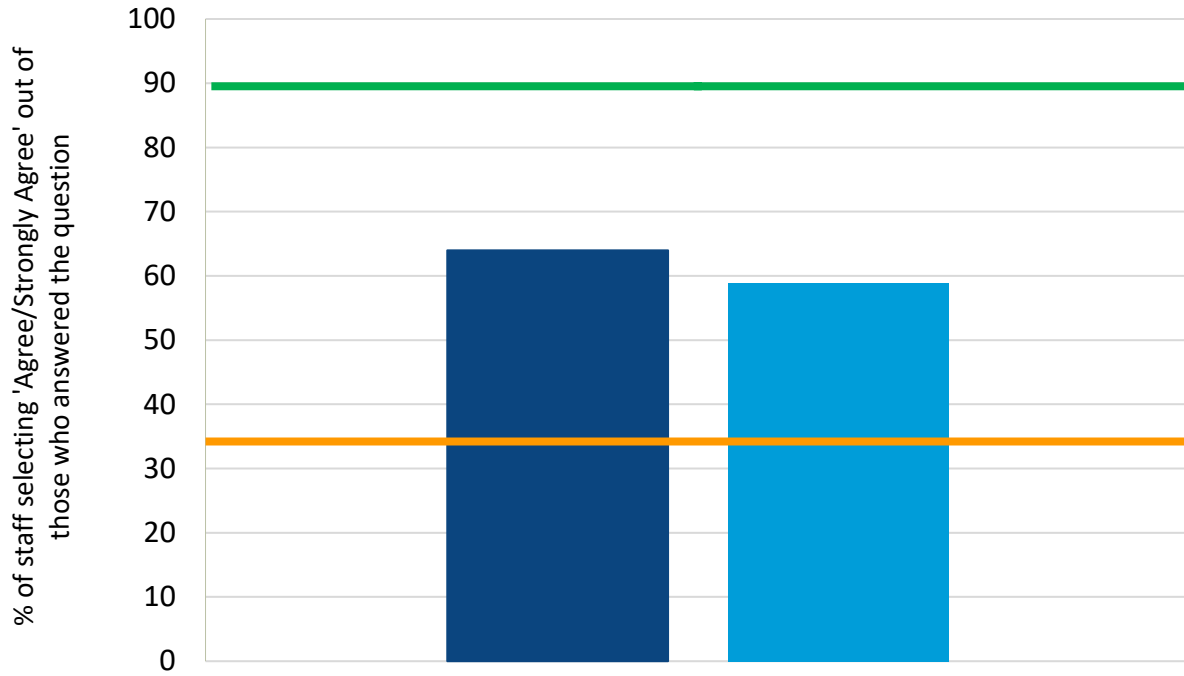
|                |        |
|----------------|--------|
| Your org       | 67.70% |
| Best result    | 92.41% |
| Average result | 61.36% |
| Worst result   | 36.84% |

Responses

161



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



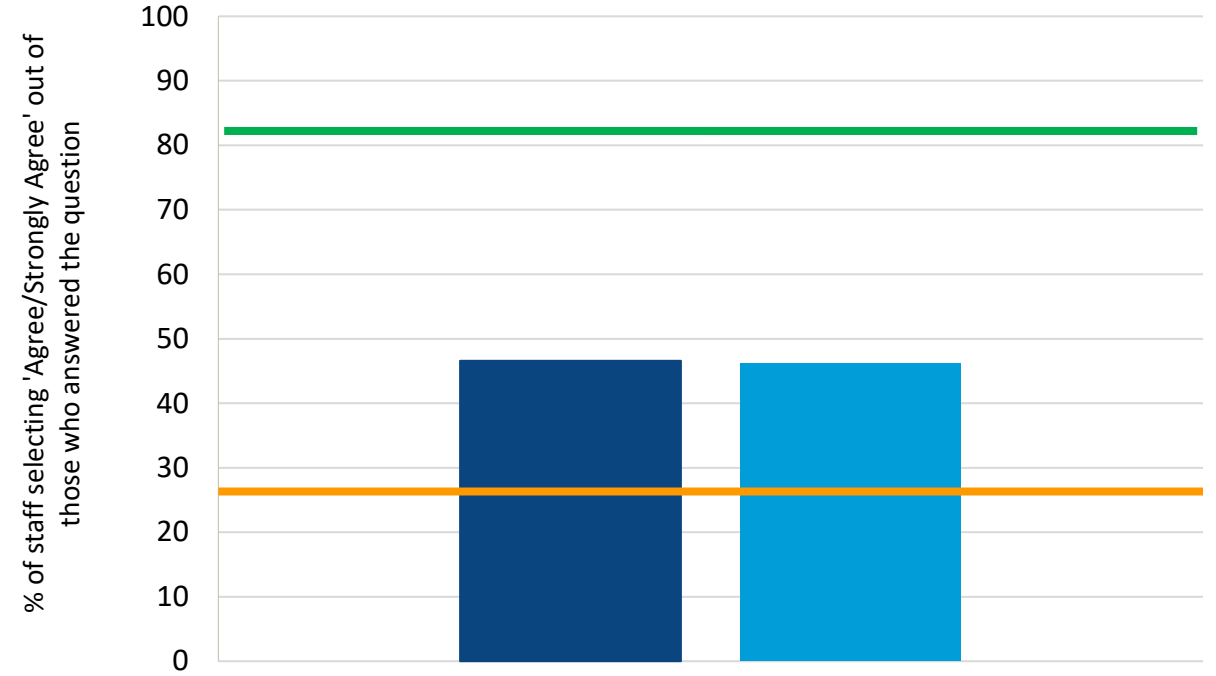
2025

|                |        |
|----------------|--------|
| Your org       | 63.98% |
| Best result    | 89.52% |
| Average result | 58.92% |
| Worst result   | 34.21% |

Responses

161

Q32c I feel supported by the bank team.



2025

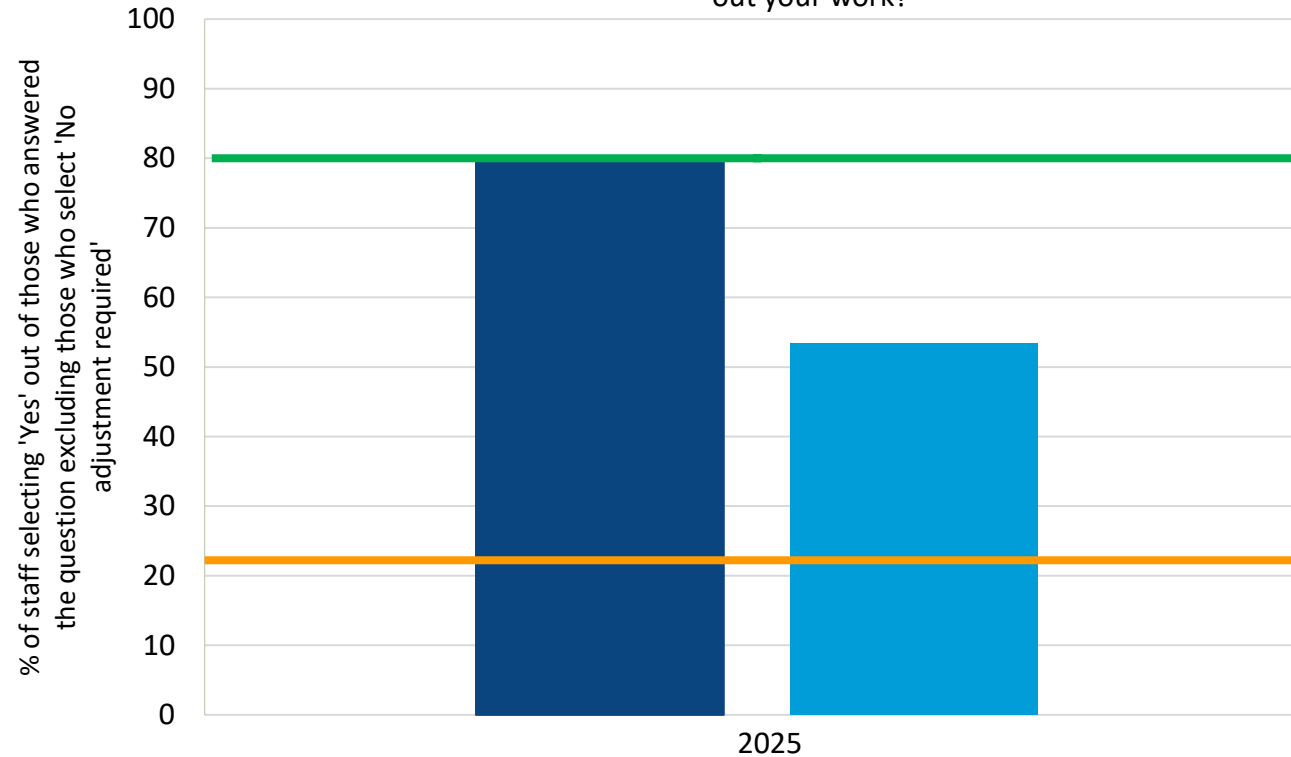
|                |        |
|----------------|--------|
| Your org       | 46.58% |
| Best result    | 82.22% |
| Average result | 46.19% |
| Worst result   | 26.32% |

Responses

161



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



|                |        |
|----------------|--------|
| Your org       | 80.00% |
| Best result    | 80.00% |
| Average result | 53.39% |
| Worst result   | 22.22% |

Responses 10

## 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  |
|--|--------|--------------------|--|
| <b>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</b> |        |                    |  |
| 4a   | 19a    | <b>6</b>           | 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  | <b>6&amp;1</b>     | Percentage of bank workers experiencing harassment, bullying or abuse from managers/staff in last 12 months.   |
| 5a   | 18a    | <b>6&amp;4</b>     | 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     | <b>3</b>           | Percentage of workers whose main source of paid work is on the bank.   |
| 7a   | 21b    | <b>1,4 &amp; 6</b> | Percentage of bank workers that have personally experienced discrimination at work from managers/ team leader or colleagues in the last 12 months.                                 |
| 7b   | 21a    | <b>1,4 &amp; 6</b> | 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     | <b>4</b>           | Percentage of bank workers saying that they are satisfied with the extent to which their organisation values their work.   |
| 8b   | 30e    | <b>4</b>           | Percentage of bank workers that feel safe to speak up about anything that concerns them in their organisation.   |
| 9  | 43b&44 | <b>5&amp;2</b>     | 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   |
|--|------------------|--|
| <b>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</b> |                  |  |
| 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)

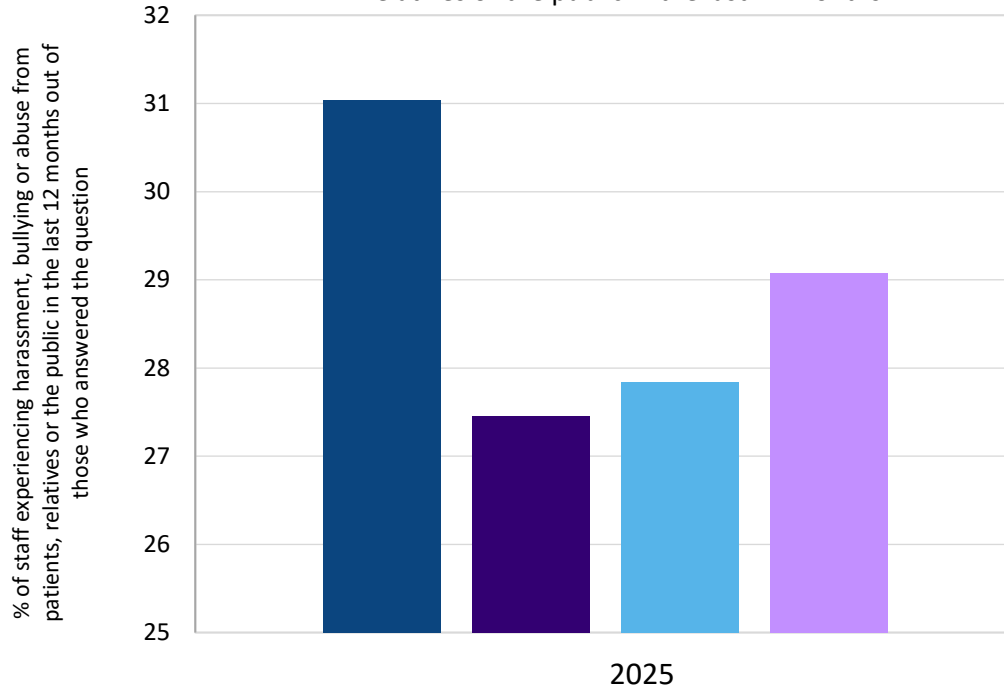
Vertical scales on the following charts vary from slide to slide, which affects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

Data shown in the WRES charts are unweighted.

Averages are calculated as the median for the benchmark group.

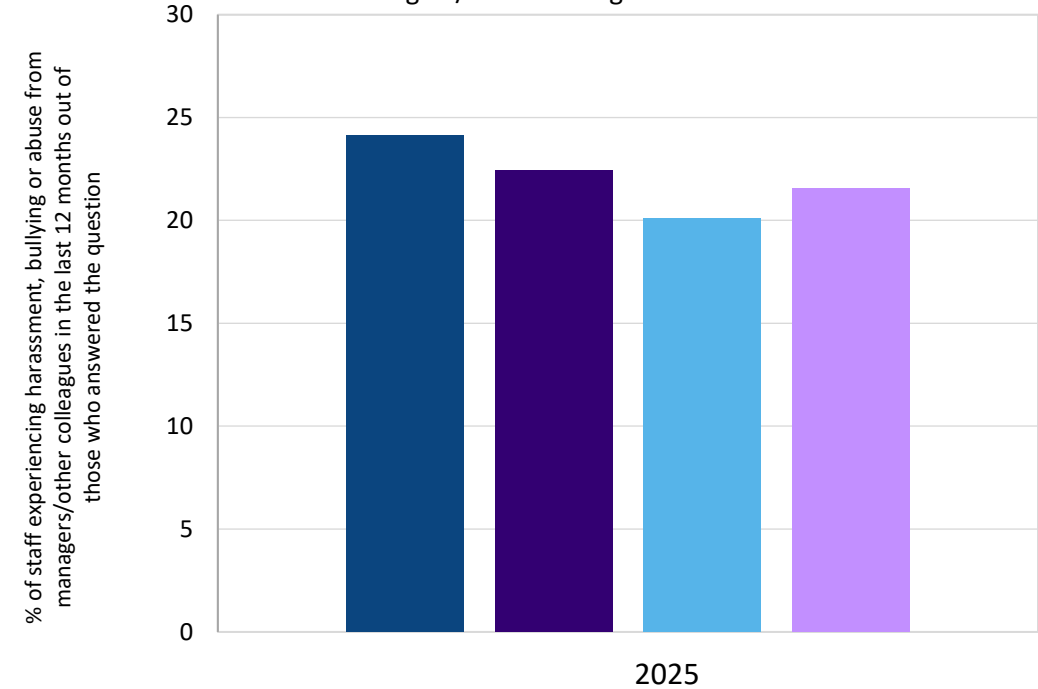
Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

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



|                                     |        |
|-------------------------------------|--------|
| White staff: Your org               | 31.03% |
| All other ethnic groups*: Your org  | 27.45% |
| White staff: Average                | 27.85% |
| All other ethnic groups*: Average   | 29.08% |
| White staff: Responses              | 58     |
| All other ethnic groups*: Responses | 102    |

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

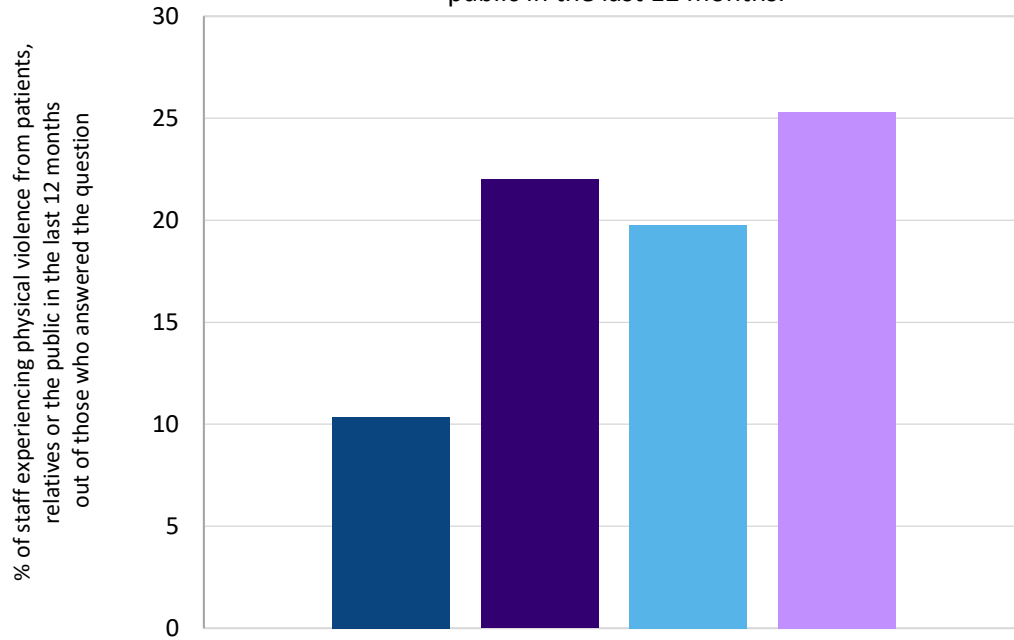


|                                     |        |
|-------------------------------------|--------|
| White staff: Your org               | 24.14% |
| All other ethnic groups*: Your org  | 22.45% |
| White staff: Average                | 20.09% |
| All other ethnic groups*: Average   | 21.57% |
| White staff: Responses              | 58     |
| All other ethnic groups*: Responses | 98     |

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              | 10.34% |
| All other ethnic groups*: Your org | 22.00% |
| White staff: Average               | 19.76% |
| All other ethnic groups*: Average  | 25.30% |

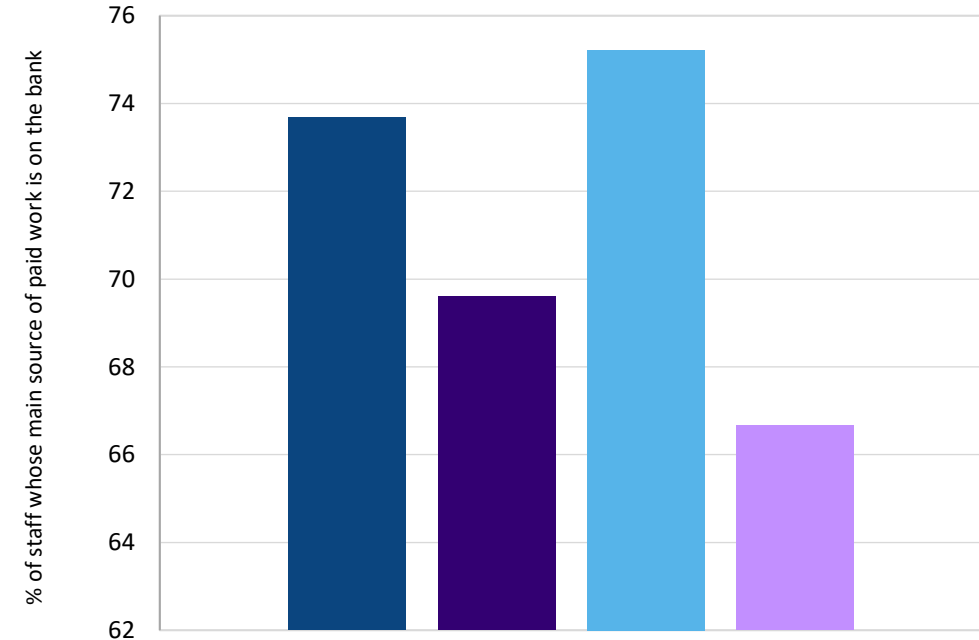
White staff: Responses

58

All other ethnic groups\*: Responses

100

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



2025

|                                    |        |
|------------------------------------|--------|
| White staff: Your org              | 73.68% |
| All other ethnic groups*: Your org | 69.61% |
| White staff: Average               | 75.23% |
| All other ethnic groups*: Average  | 66.67% |

White staff: Responses

57

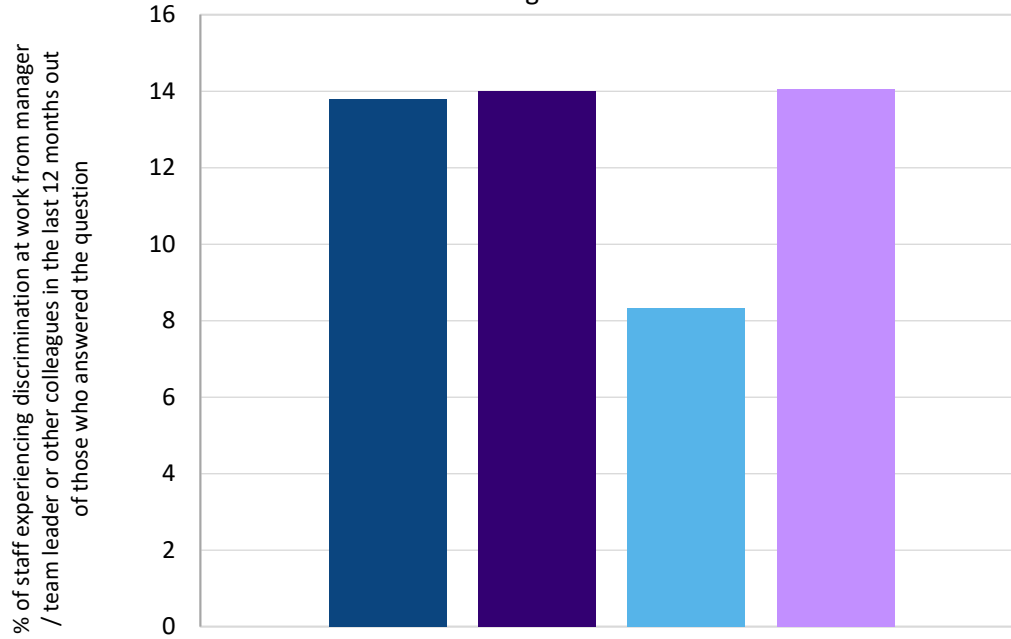
All other ethnic groups\*: Responses

102

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.



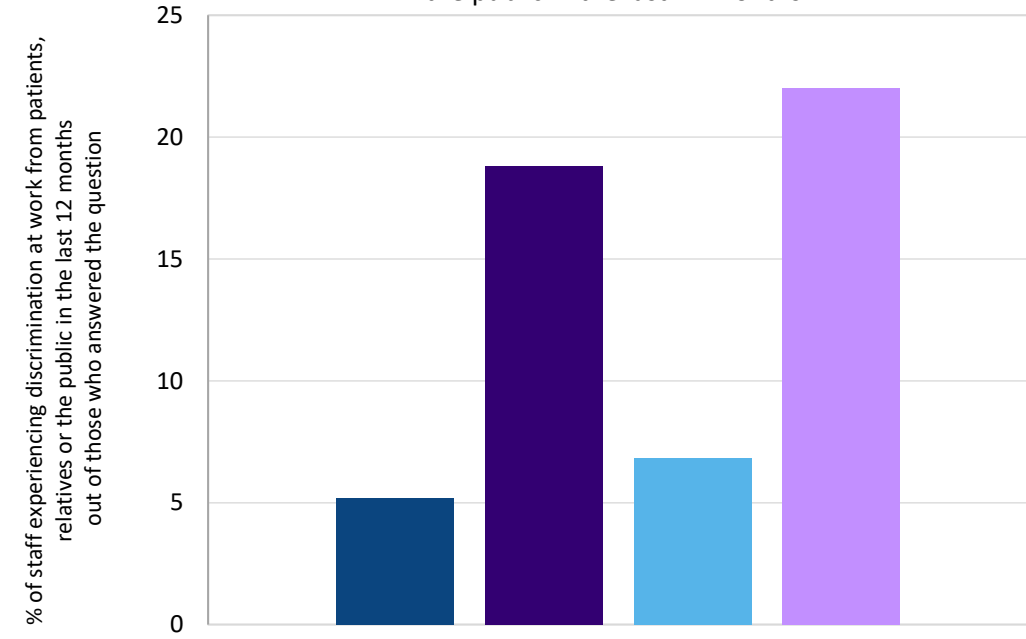
2025

|                                    |        |
|------------------------------------|--------|
| White staff: Your org              | 13.79% |
| All other ethnic groups*: Your org | 14.00% |
| White staff: Average               | 8.33%  |
| All other ethnic groups*: Average  | 14.07% |

White staff: Responses 58

All other ethnic groups\*: Responses 100

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



2025

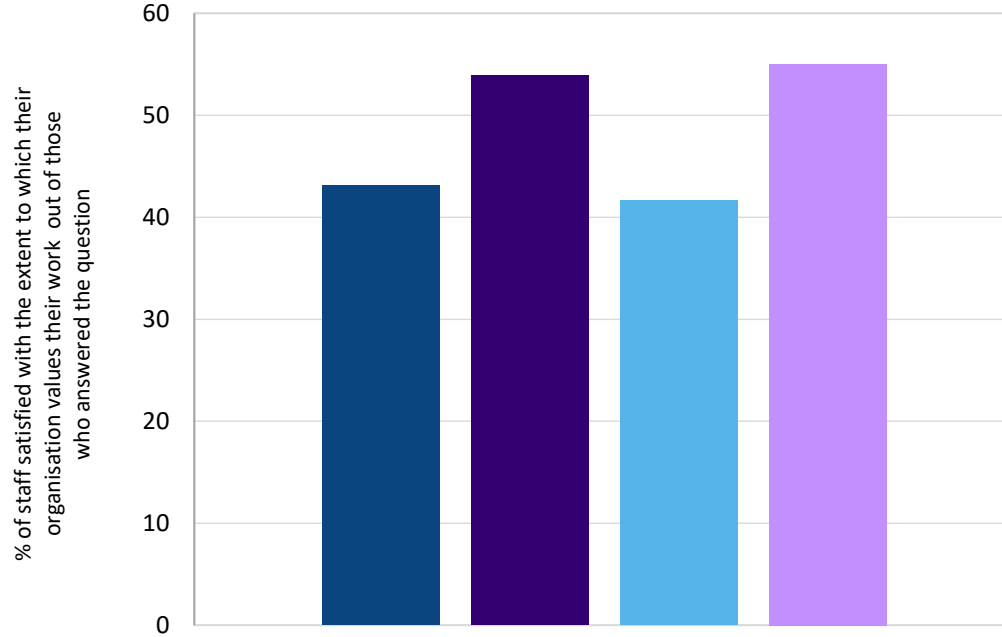
|                                    |        |
|------------------------------------|--------|
| White staff: Your org              | 5.17%  |
| All other ethnic groups*: Your org | 18.81% |
| White staff: Average               | 6.81%  |
| All other ethnic groups*: Average  | 22.00% |

White staff: Responses 58

All other ethnic groups\*: Responses 101

\*Staff from all other ethnic groups combined

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



2025

|                                    |        |
|------------------------------------|--------|
| White staff: Your org              | 43.10% |
| All other ethnic groups*: Your org | 53.92% |
| White staff: Average               | 41.63% |
| All other ethnic groups*: Average  | 55.03% |

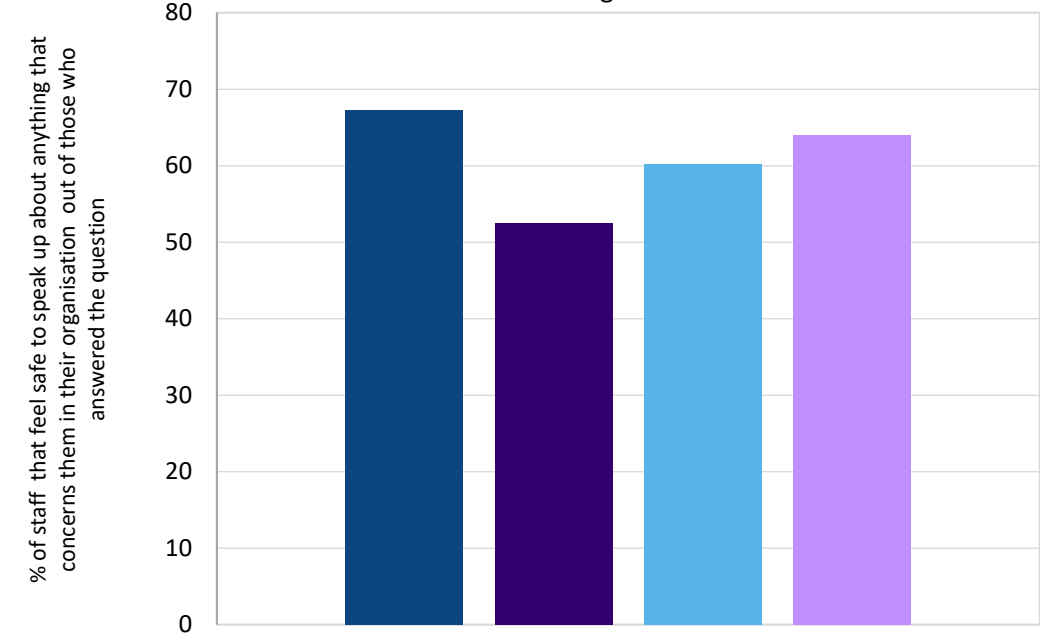
White staff: Responses

58

All other ethnic groups\*: Responses

102

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



2025

|                                    |        |
|------------------------------------|--------|
| White staff: Your org              | 67.24% |
| All other ethnic groups*: Your org | 52.53% |
| White staff: Average               | 60.24% |
| All other ethnic groups*: Average  | 63.95% |

White staff: Responses

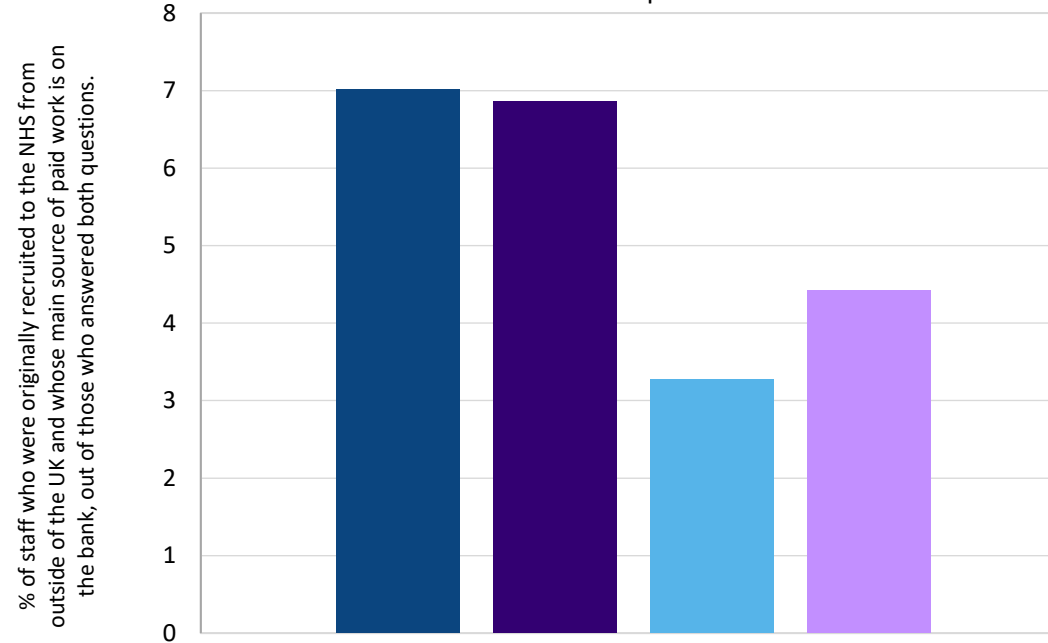
58

All other ethnic groups\*: Responses

99

\*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               | 7.02% |
| All other ethnic groups*: Your org  | 6.86% |
| White staff: Average                | 3.28% |
| All other ethnic groups*: Average   | 4.42% |
| White staff: Responses              | 57    |
| All other ethnic groups*: Responses | 102   |

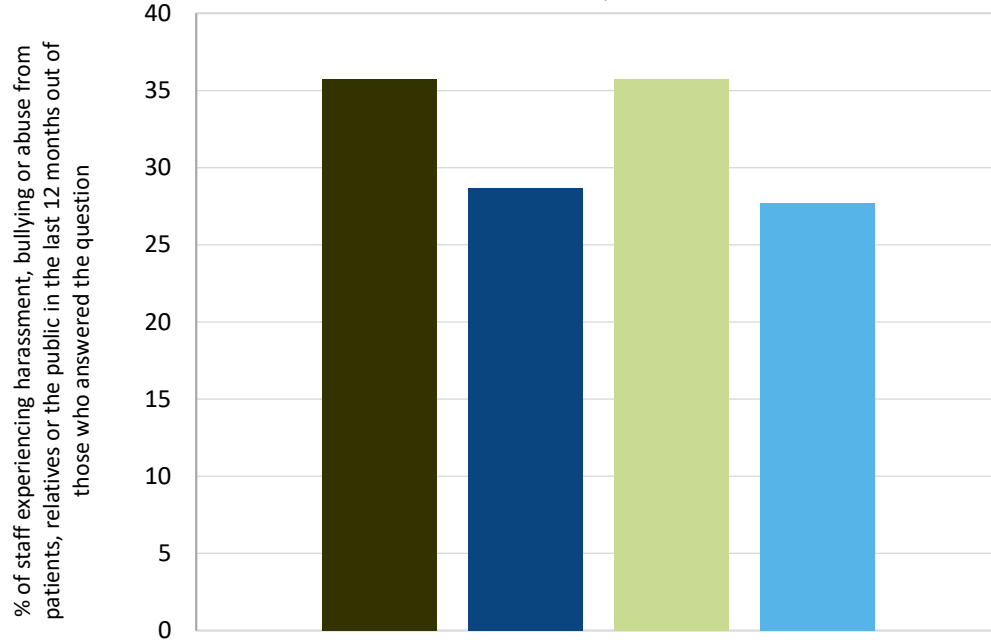
\*Staff from all other ethnic groups combined

## 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.



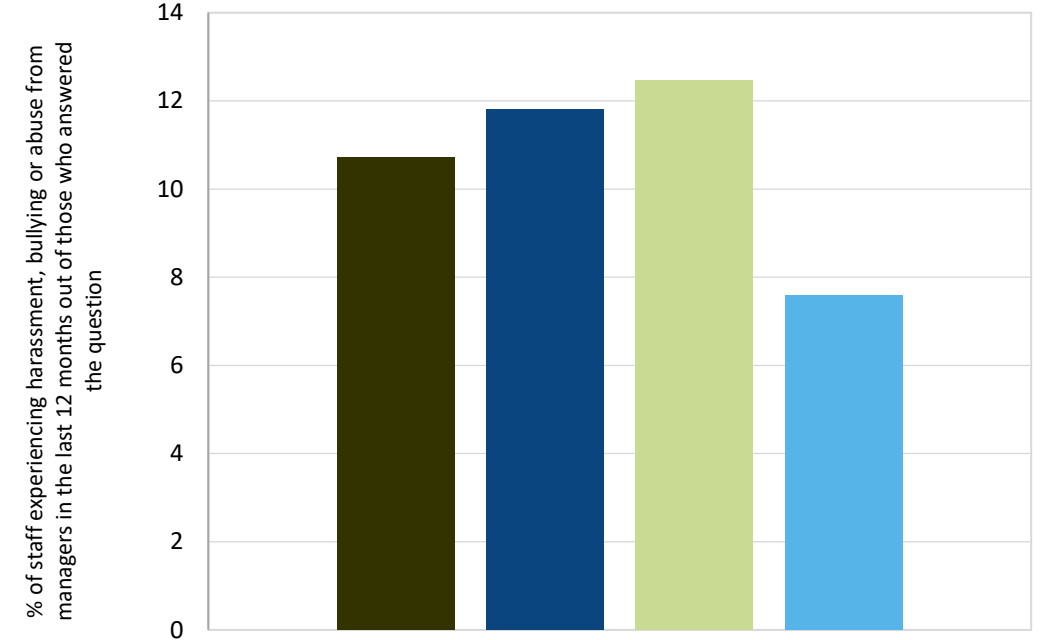
2025

|  |        |
|--|--------|
| Staff with a LTC or illness: Your org    | 35.71% |
| Staff without a LTC or illness: Your org | 28.68% |
| 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 28

Staff without a LTC or illness: Responses 129

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



2025

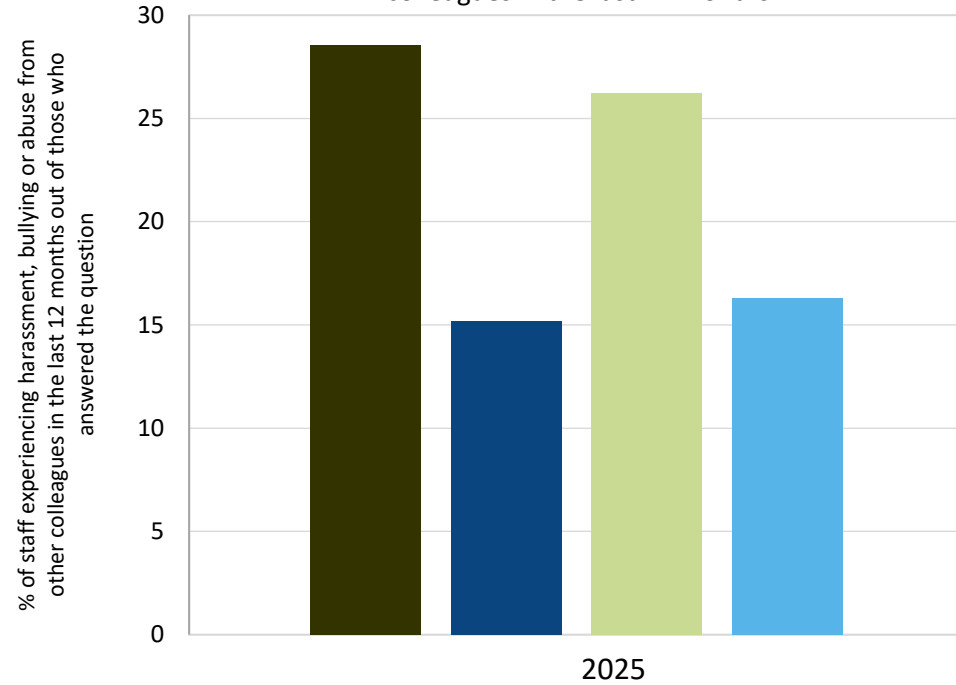
|  |        |
|--|--------|
| Staff with a LTC or illness: Your org    | 10.71% |
| Staff without a LTC or illness: Your org | 11.81% |
| Staff with a LTC or illness: Average     | 12.47% |
| Staff without a LTC or illness: Average  | 7.59%  |

Staff with a LTC or illness: Responses 28

Staff without a LTC or illness: Responses 127

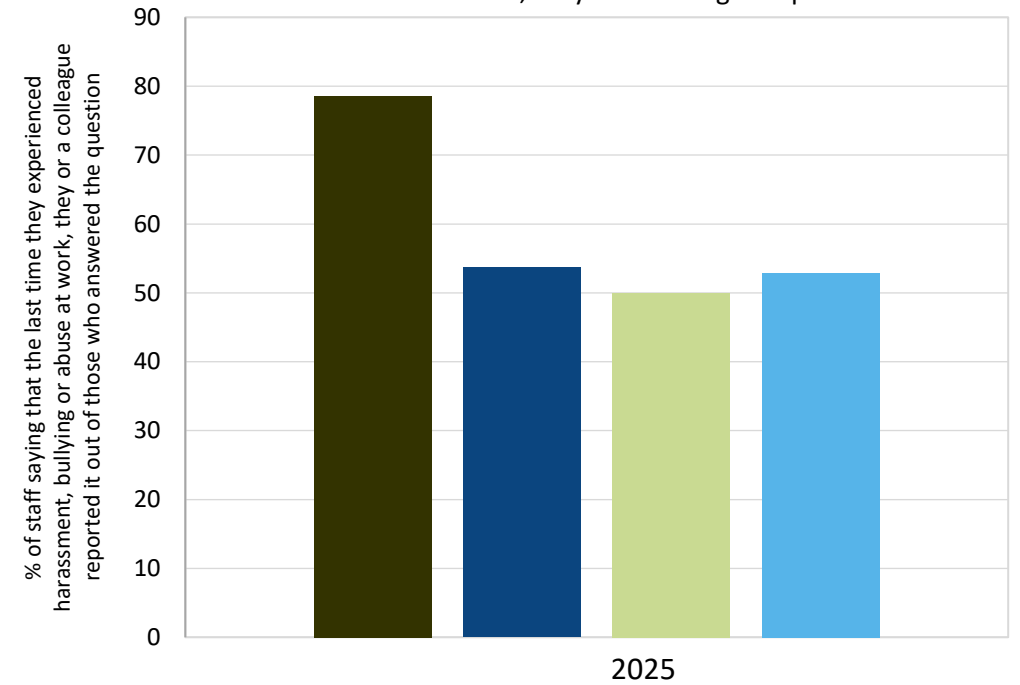
Note: 2023 results for WDES metrics 4a (Q19a) and 4b (Q19b) have corrective weighting applied following an issue with the data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



|   |        |
|---|--------|
| Staff with a LTC or illness: Your org     | 28.57% |
| Staff without a LTC or illness: Your org  | 15.20% |
| 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    | 28     |
| Staff without a LTC or illness: Responses | 125    |

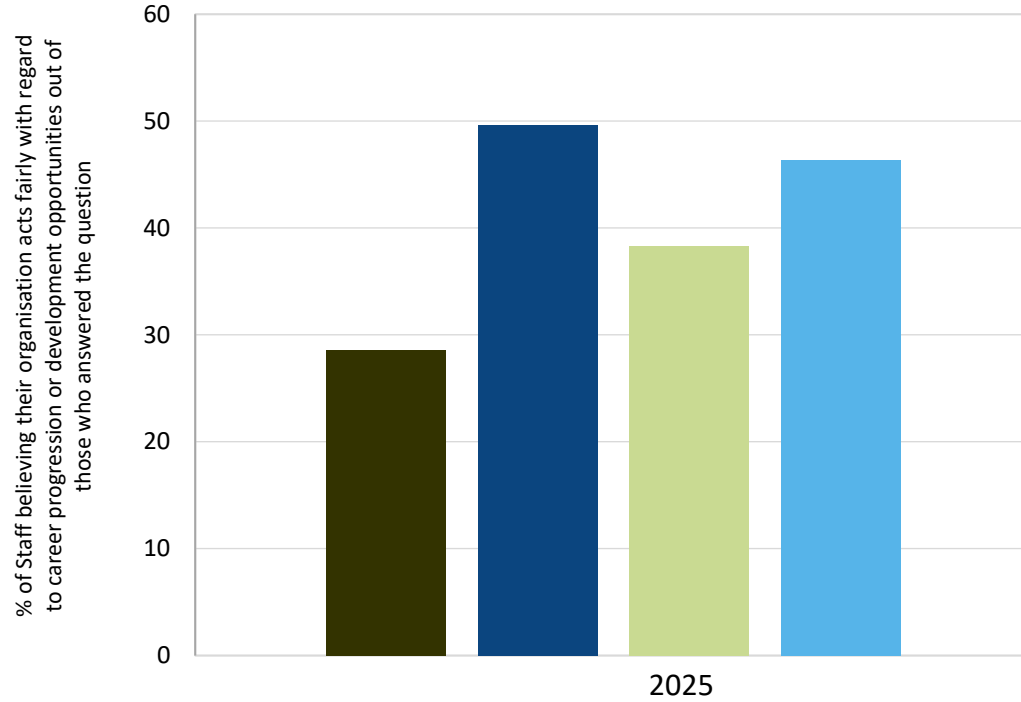
Staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.



|   |        |
|---|--------|
| Staff with a LTC or illness: Your org     | 78.57% |
| Staff without a LTC or illness: Your org  | 53.66% |
| 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    | 14     |
| Staff without a LTC or illness: Responses | 41     |

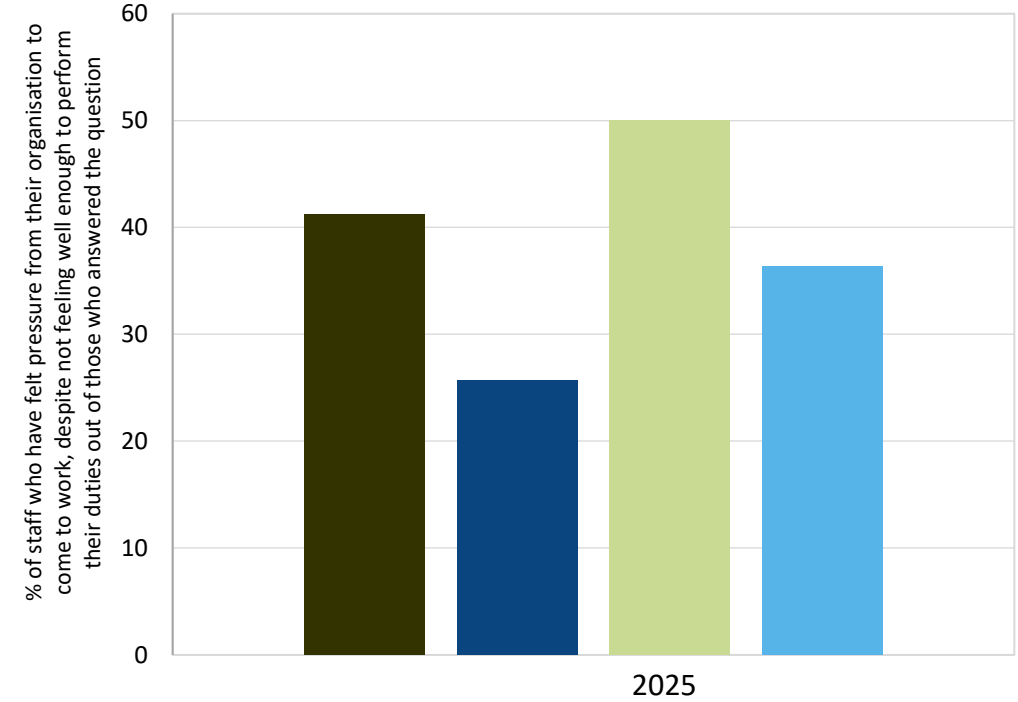
Note: 2023 results for WDES metrics 4c (Q19c) and 4d (Q19d) have corrective weighting applied following an issue with the data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



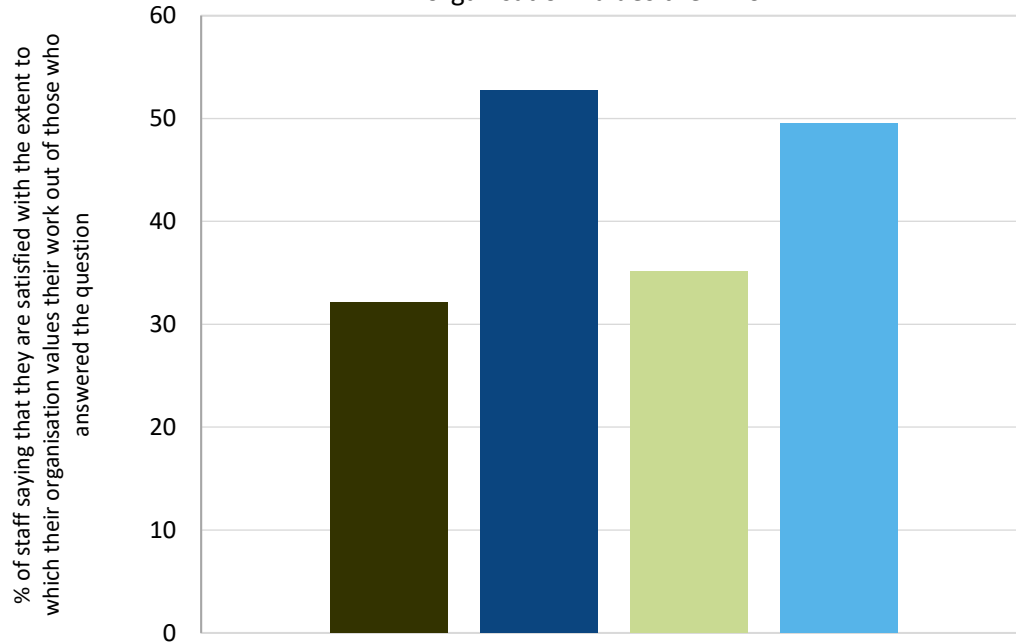
|   |        |
|---|--------|
| Staff with a LTC or illness: Your org     | 28.57% |
| Staff without a LTC or illness: Your org  | 49.61% |
| Staff with a LTC or illness: Average      | 38.35% |
| Staff without a LTC or illness: Average   | 46.32% |
| Staff with a LTC or illness: Responses    | 28     |
| Staff without a LTC or illness: Responses | 129    |

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     | 41.18% |
| Staff without a LTC or illness: Your org  | 25.64% |
| 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    | 17     |
| Staff without a LTC or illness: Responses | 39     |

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

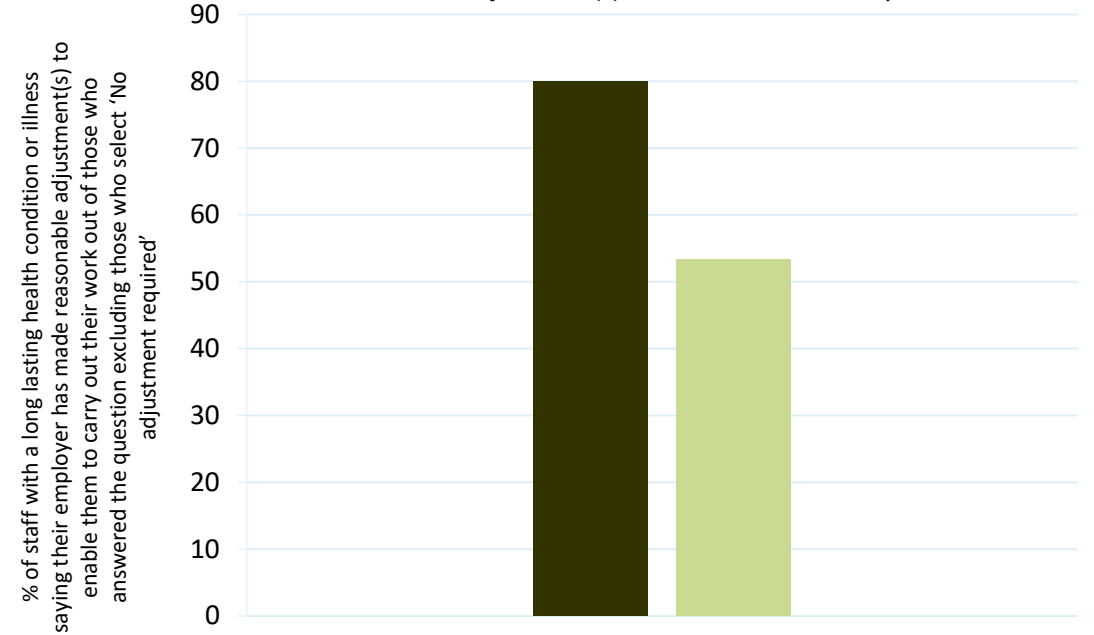


|  |        |
|--|--------|
| Staff with a LTC or illness: Your org    | 32.14% |
| Staff without a LTC or illness: Your org | 52.71% |
| Staff with a LTC or illness: Average     | 35.15% |
| Staff without a LTC or illness: Average  | 49.56% |

Staff with a LTC or illness: Responses 28

Staff without a LTC or illness: Responses 129

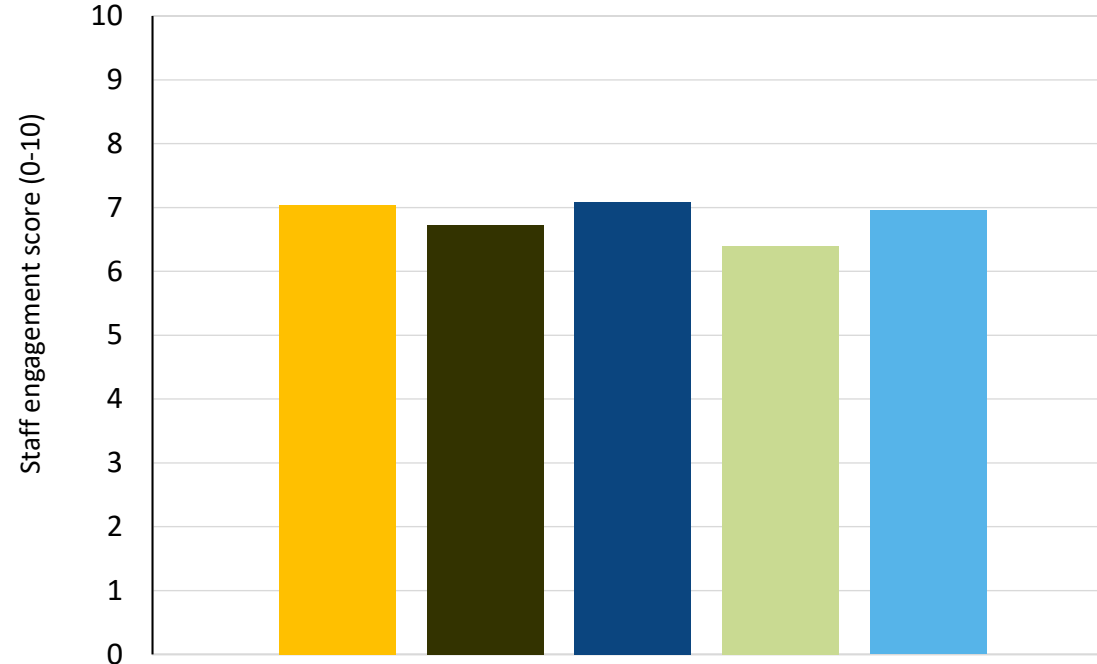
Staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.



|                                       |        |
|---------------------------------------|--------|
| Staff with a LTC or illness: Your org | 80.00% |
| Staff with a LTC or illness: Average  | 53.39% |

Staff with a LTC or illness: Responses 10

Staff engagement score (0-10)



2025

|  |      |
|--|------|
| All staff: Your org                      | 7.04 |
| Staff with a LTC or illness: Your org    | 6.73 |
| Staff without a LTC or illness: Your org | 7.08 |
| 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 28

Staff without a LTC or illness: Responses 129

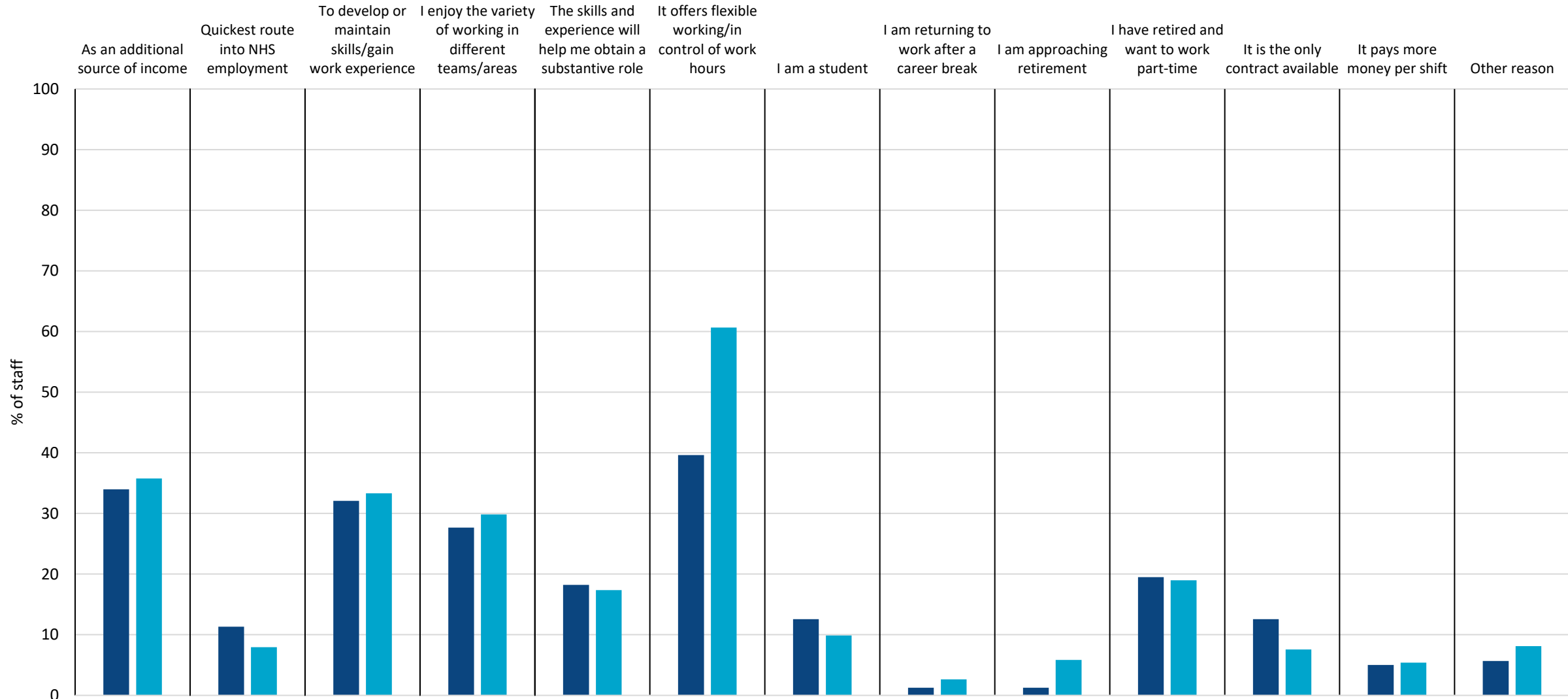
## About your respondents

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.



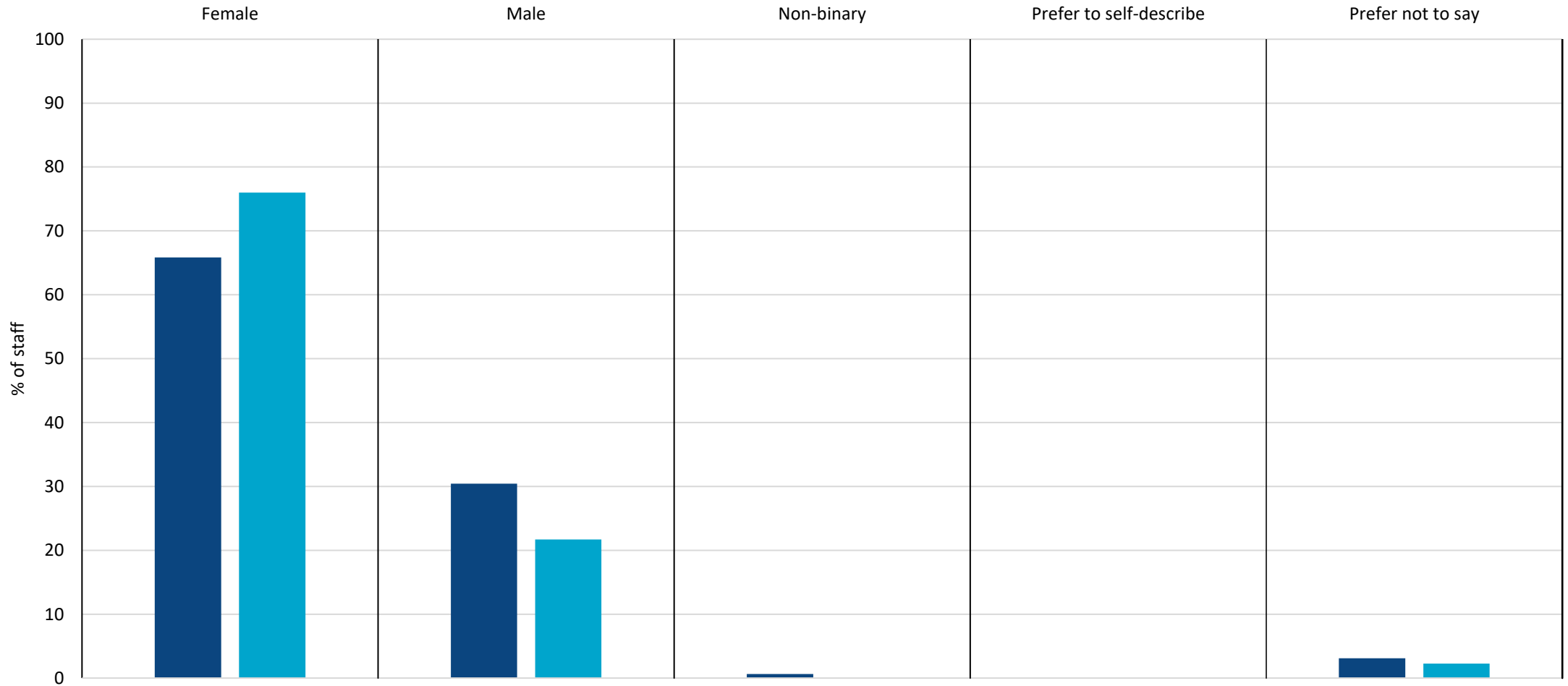
# Background details - Reasons for working as a bank worker for the NHS



| Reason   | Your org (%) | Average (%) |
|--|--------------|-------------|
| As an additional source of income                                | 33.96%       | 35.78%      |
| Quickest route into NHS employment                               | 11.32%       | 7.94%       |
| To develop or maintain skills/gain work experience               | 32.08%       | 33.33%      |
| I enjoy the variety of working in different teams/areas          | 27.67%       | 29.83%      |
| The skills and experience will help me obtain a substantive role | 18.24%       | 17.35%      |
| It offers flexible working/in control of work hours              | 39.62%       | 60.67%      |
| I am a student   | 12.58%       | 9.88%       |
| I am returning to work after a career break                      | 1.26%        | 2.63%       |
| I am approaching retirement                                      | 1.26%        | 5.86%       |
| I have retired and want to work part-time                        | 19.50%       | 18.97%      |
| It is the only contract available                                | 12.58%       | 7.58%       |
| It pays more money per shift                                     | 5.03%        | 5.41%       |
| Other reason   | 5.66%        | 8.11%       |

Responses 159 159 159 159 159 159 159 159 159 159 159 159 159

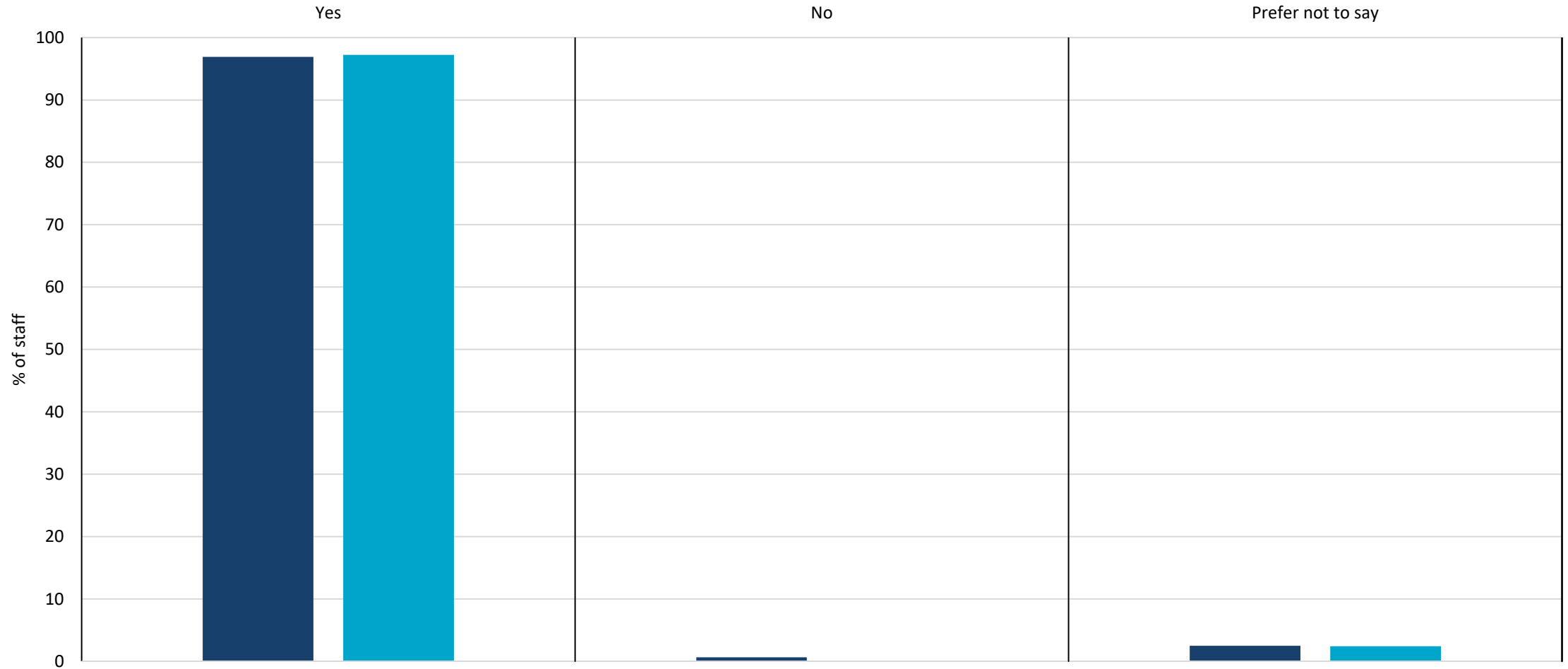
# Background details – Which of the following best describes you?



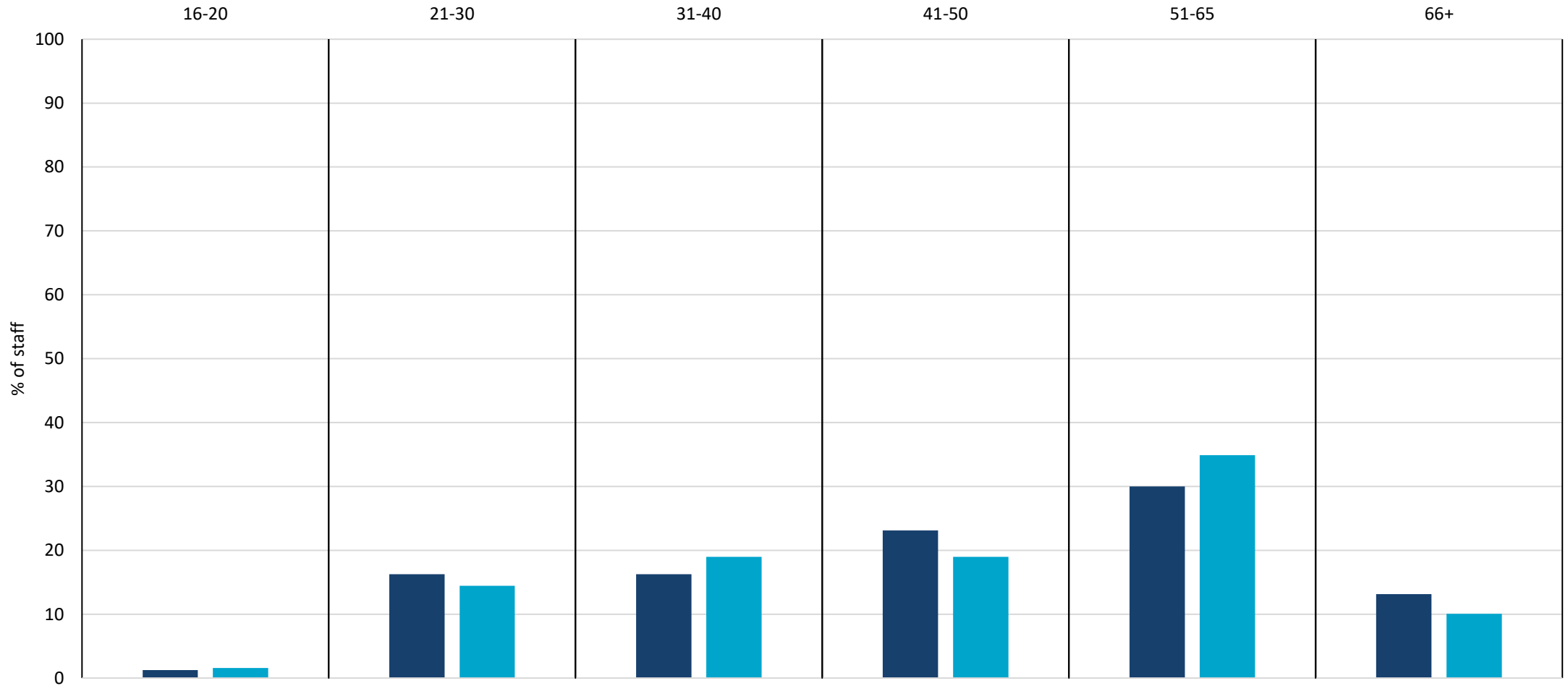
| Responses       | 161    | 161    | 161   | 161   | 161   |
|-----------------|--------|--------|-------|-------|-------|
| <b>Your org</b> | 65.84% | 30.43% | 0.62% | 0.00% | 3.11% |
| <b>Average</b>  | 76.00% | 21.68% | 0.00% | 0.00% | 2.27% |



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

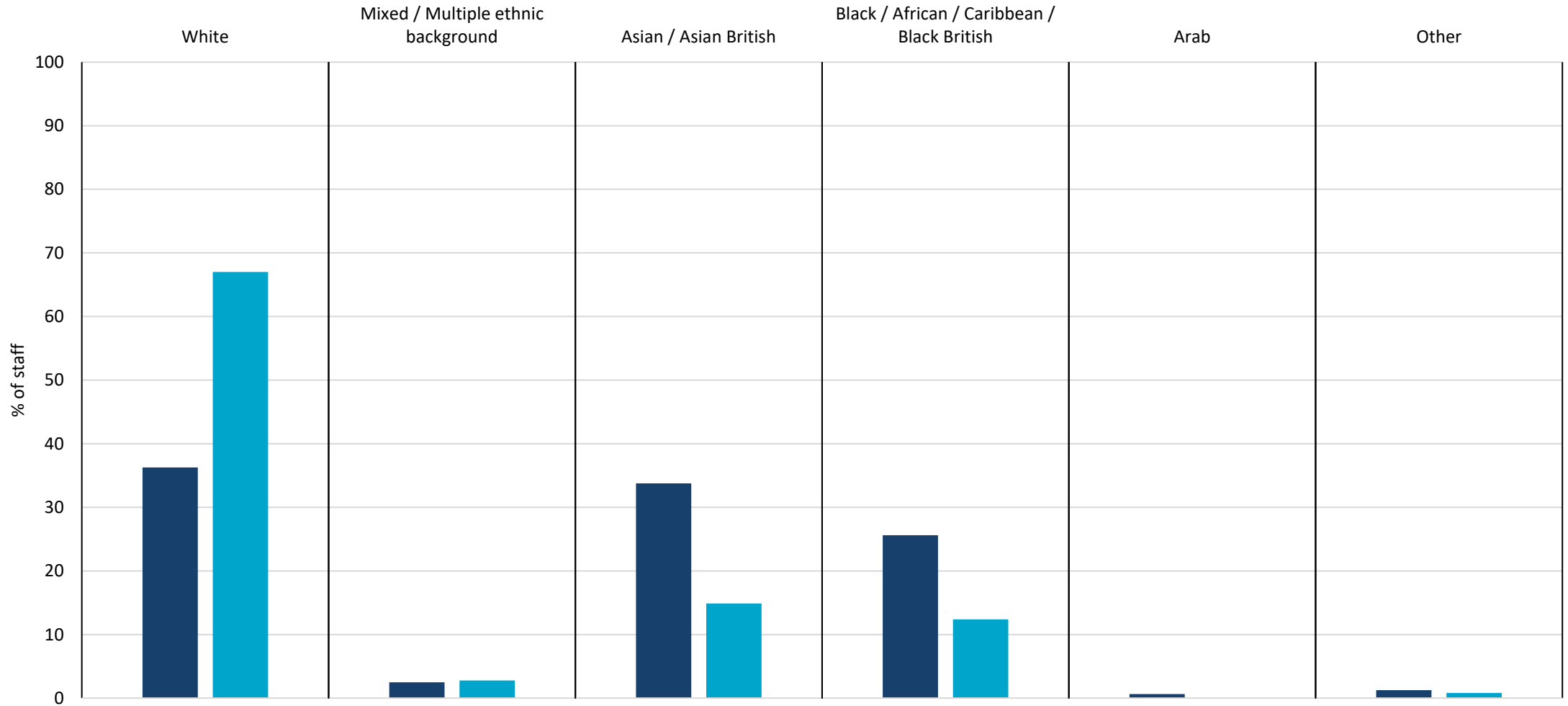


| Responses       | Yes    | No    | Prefer not to say |
|-----------------|--------|-------|-------------------|
| <b>Your org</b> | 96.89% | 0.62% | 2.48%             |
| <b>Average</b>  | 97.25% | 0.00% | 2.41%             |



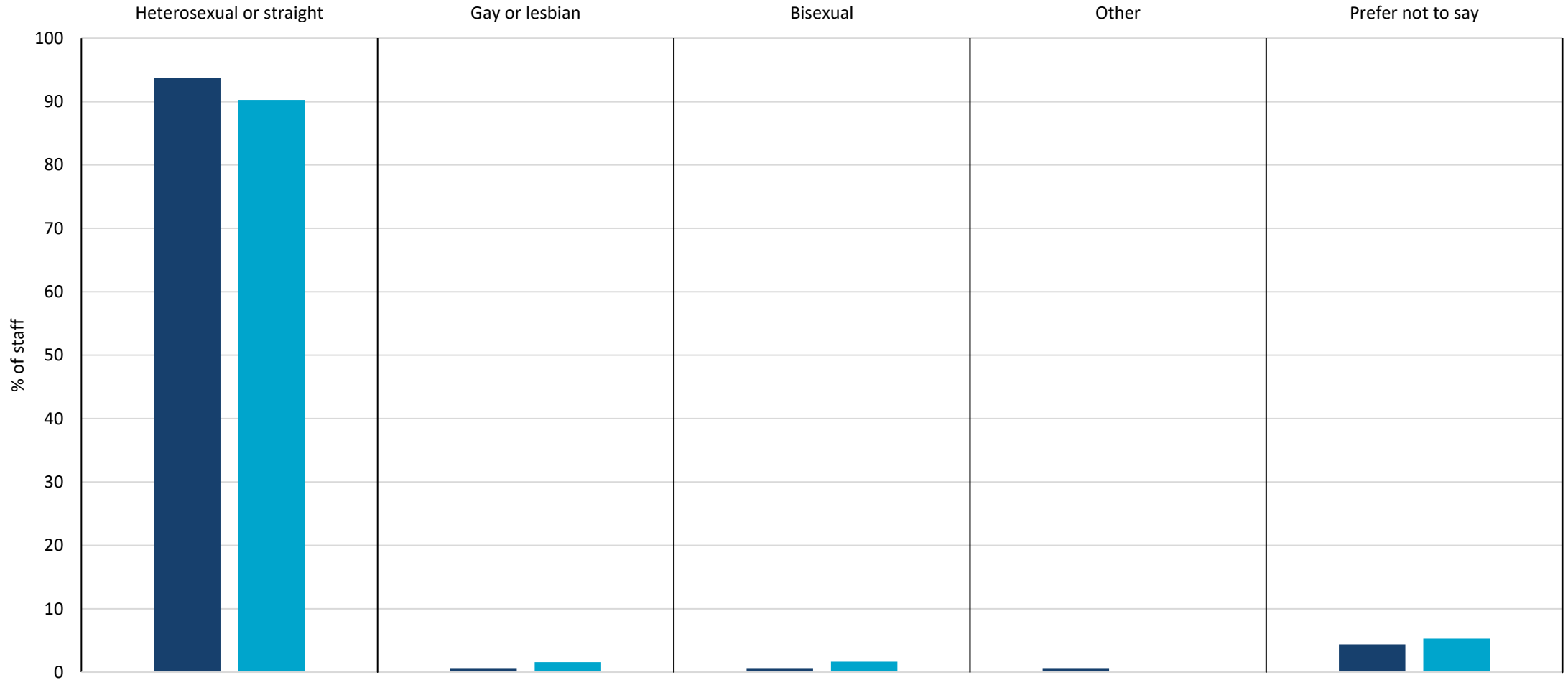
| Responses       | 160   | 160    | 160    | 160    | 160    | 160    |
|-----------------|-------|--------|--------|--------|--------|--------|
| <b>Your org</b> | 1.25% | 16.25% | 16.25% | 23.13% | 30.00% | 13.13% |
| <b>Average</b>  | 1.57% | 14.44% | 18.97% | 18.97% | 34.88% | 10.07% |

# Background details - Ethnic group



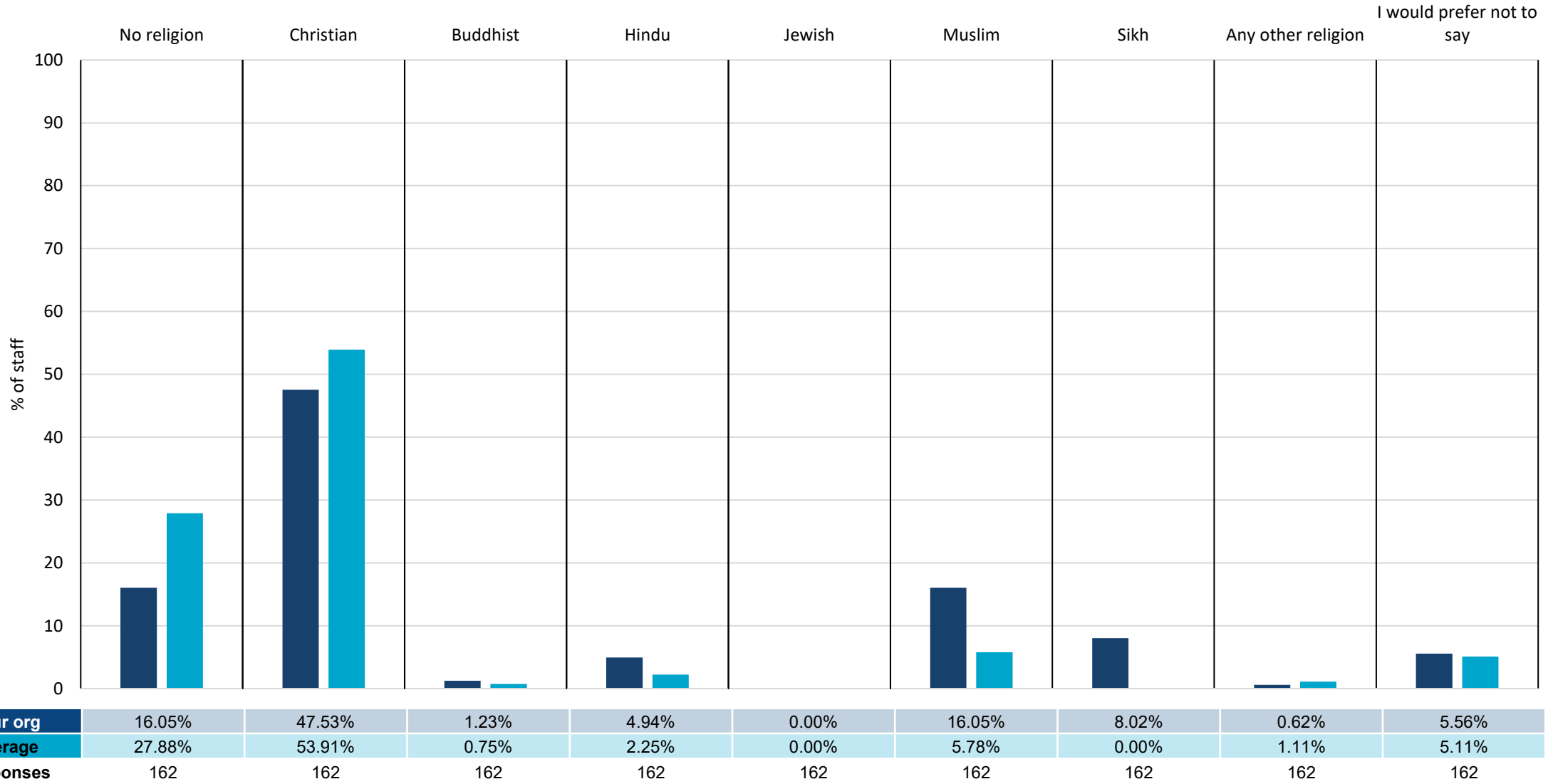
| Responses       | 160    | 160   | 160    | 160    | 160   | 160   |
|-----------------|--------|-------|--------|--------|-------|-------|
| <b>Your org</b> | 36.25% | 2.50% | 33.75% | 25.63% | 0.63% | 1.25% |
| <b>Average</b>  | 67.01% | 2.78% | 14.89% | 12.37% | 0.00% | 0.83% |

# Background details - Sexual orientation

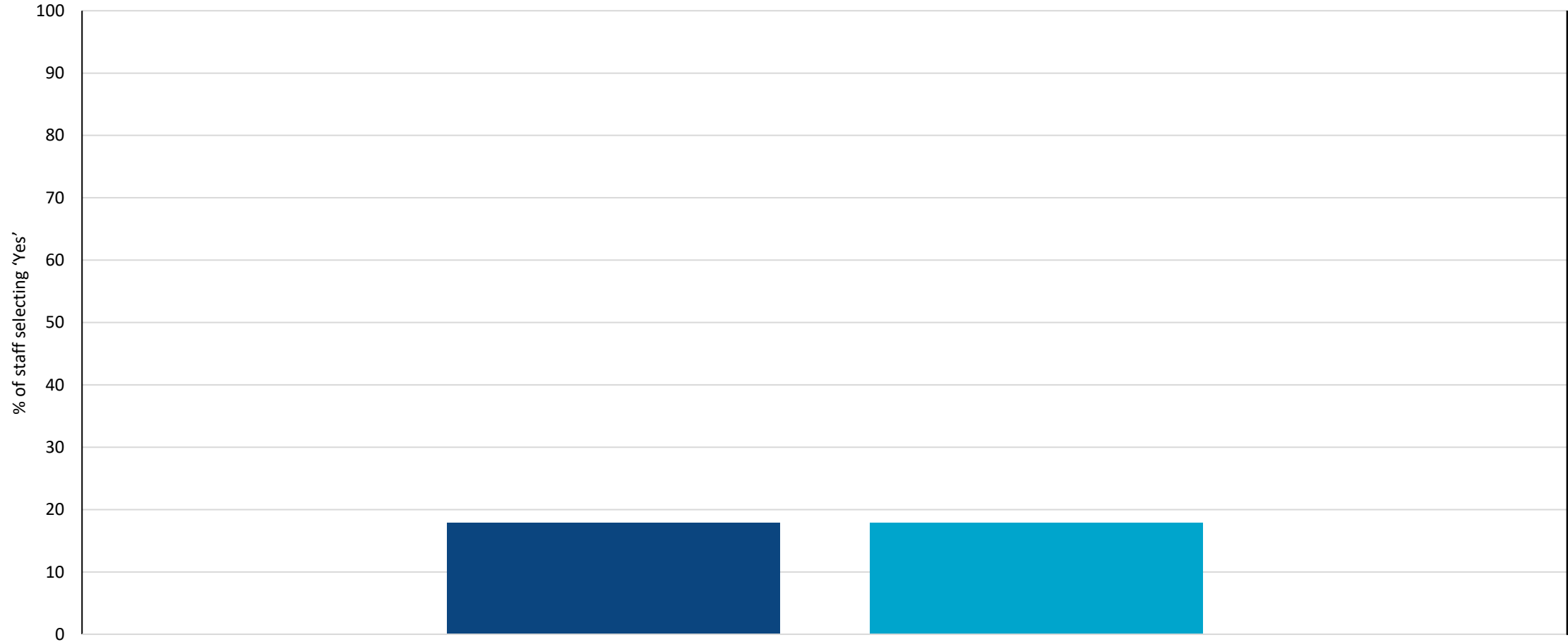


| Responses       | 160    | 160   | 160   | 160   | 160   |
|-----------------|--------|-------|-------|-------|-------|
| <b>Your org</b> | 93.75% | 0.63% | 0.63% | 0.63% | 4.38% |
| <b>Average</b>  | 90.27% | 1.59% | 1.64% | 0.00% | 5.26% |

# Background details - Religion or belief



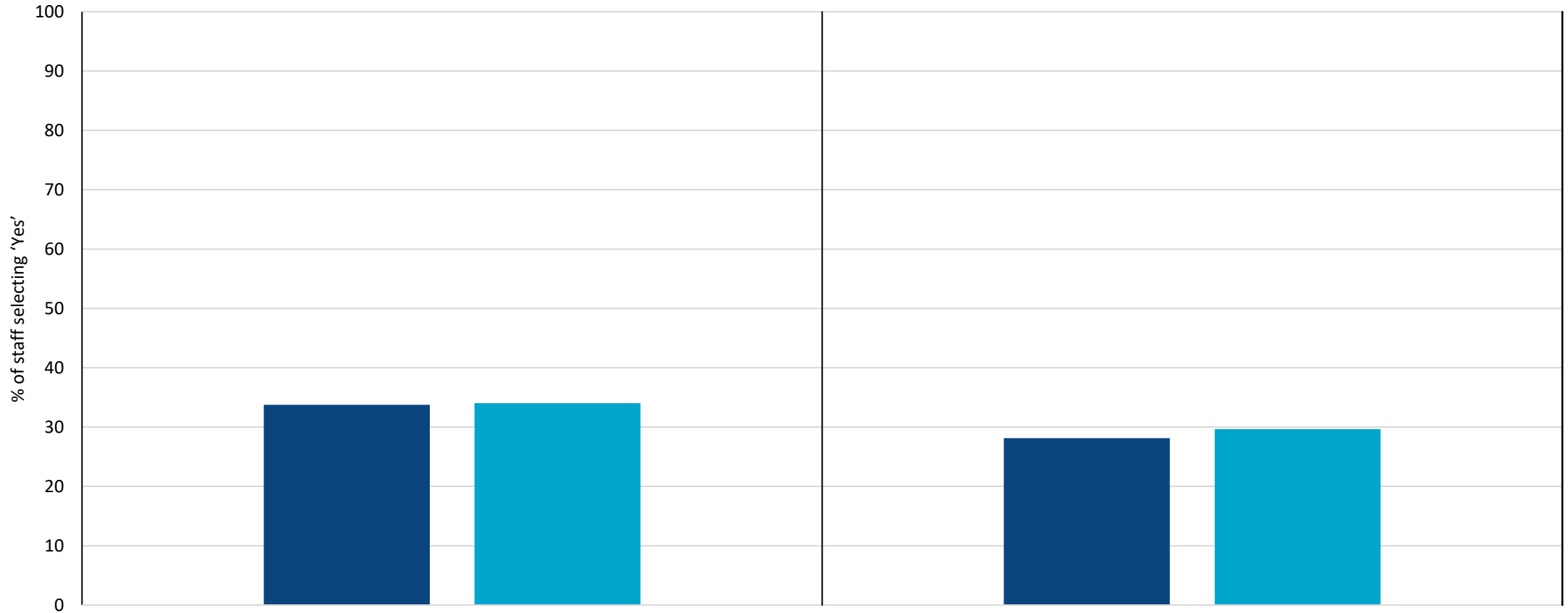
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?



|                  |        |
|------------------|--------|
| <b>Your org</b>  | 17.83% |
| <b>Average</b>   | 17.83% |
| <b>Responses</b> | 157    |

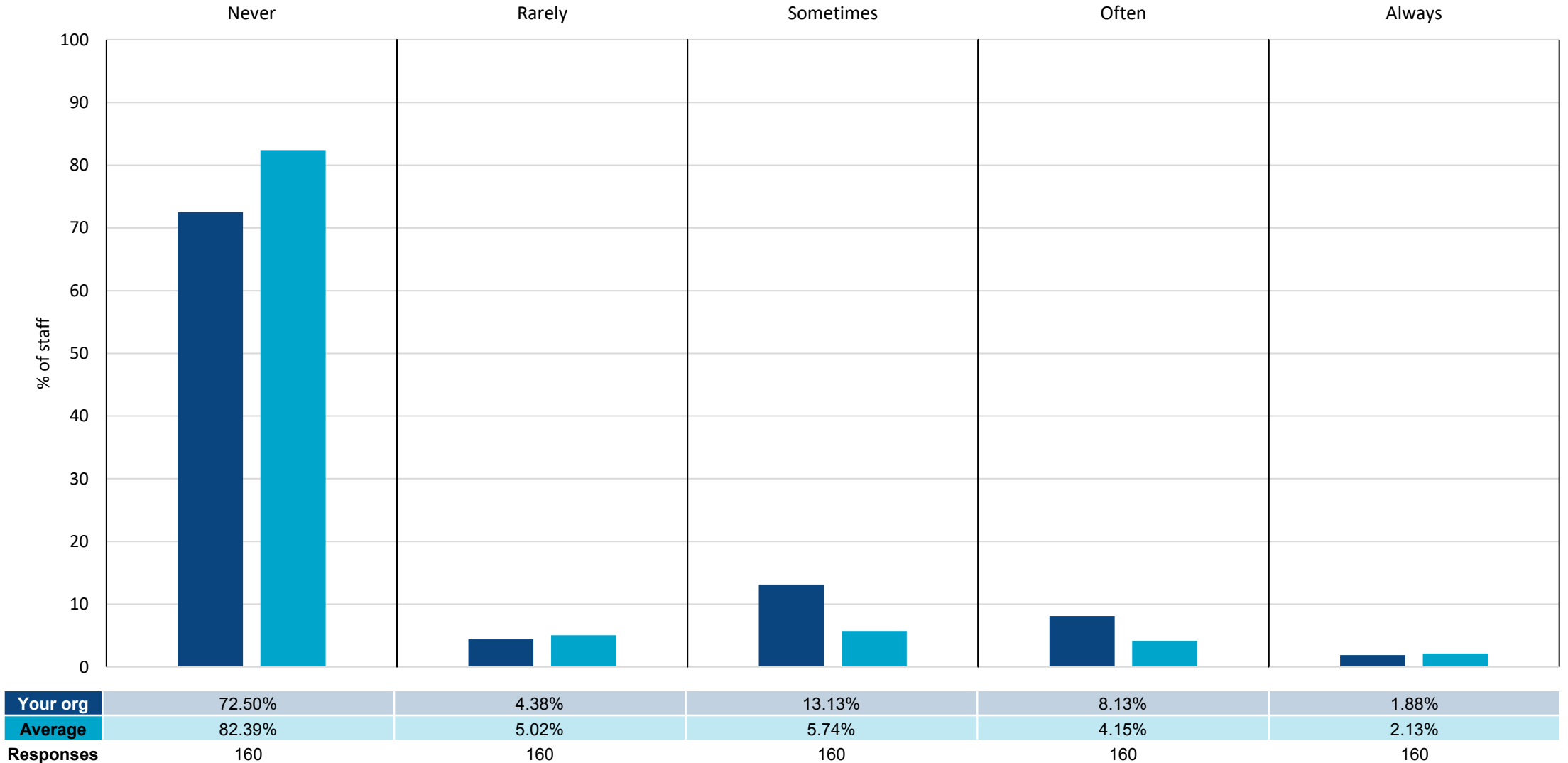
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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.



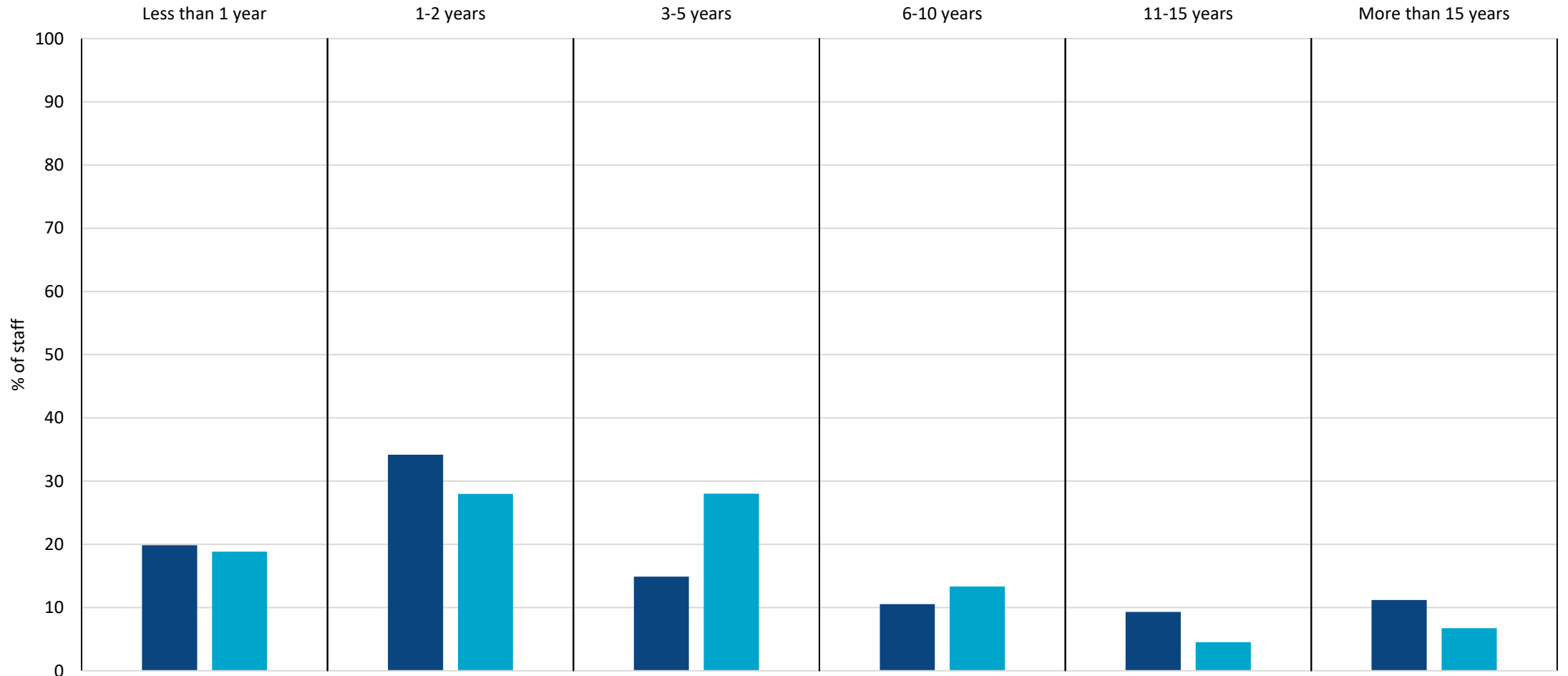
|                  |        |        |
|------------------|--------|--------|
| <b>Your org</b>  | 33.75% | 28.13% |
| <b>Average</b>   | 34.03% | 29.64% |
| <b>Responses</b> | 160    | 160    |

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





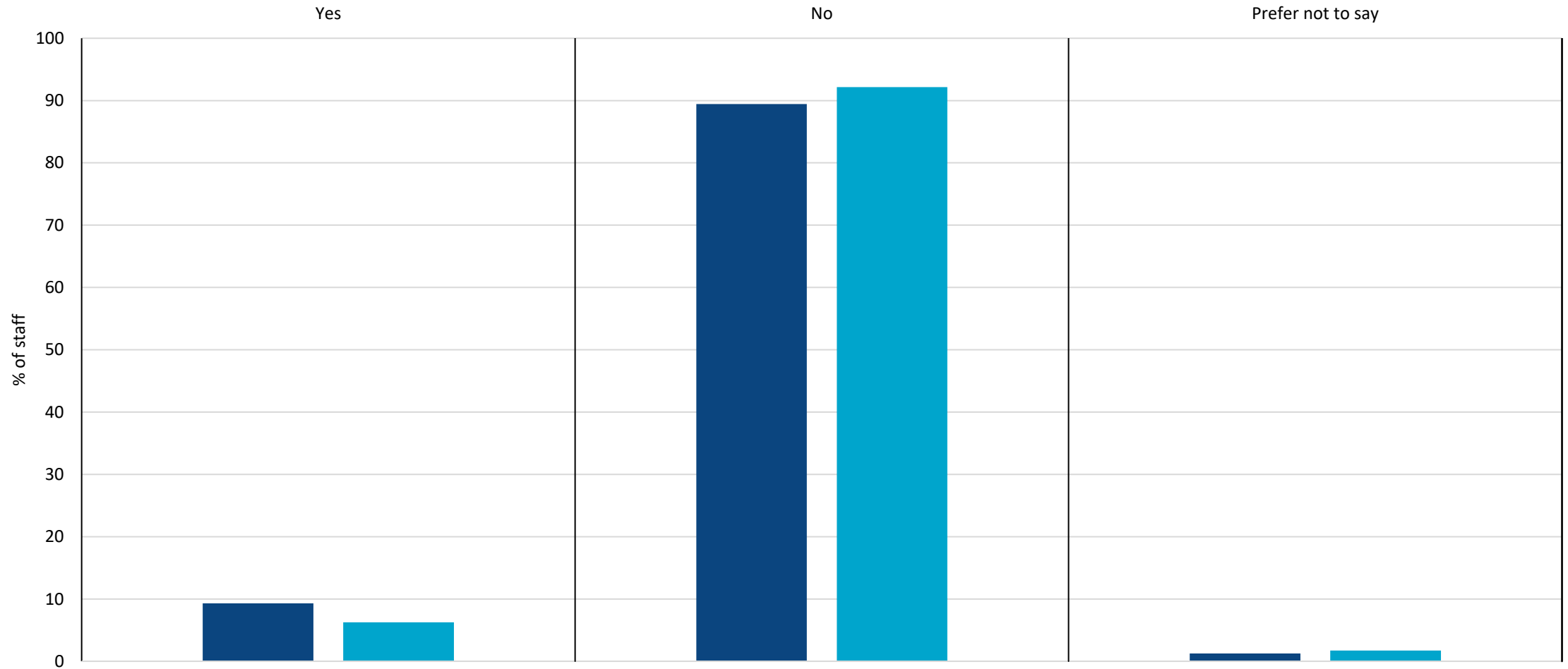
# Background details - Length of service for this organisation in current role



|                  |        |        |        |        |       |        |
|------------------|--------|--------|--------|--------|-------|--------|
| <b>Your org</b>  | 19.88% | 34.16% | 14.91% | 10.56% | 9.32% | 11.18% |
| <b>Average</b>   | 18.86% | 27.98% | 28.02% | 13.34% | 4.53% | 6.74%  |
| <b>Responses</b> | 161    | 161    | 161    | 161    | 161   | 161    |



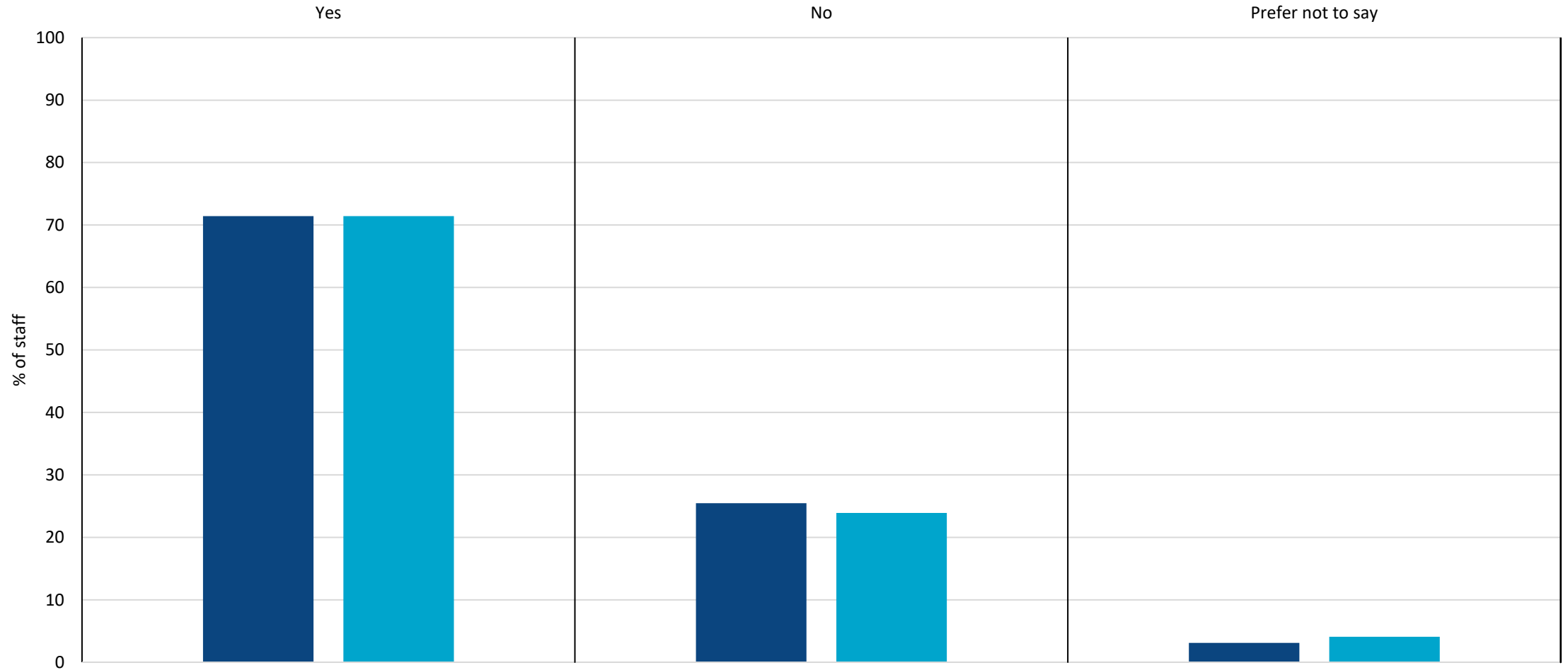
# Background details - Prior to working on the bank, were you recruited directly to the NHS from outside of the UK?



| Responses        | Yes   | No     | Prefer not to say |
|------------------|-------|--------|-------------------|
| <b>Your org</b>  | 9.32% | 89.44% | 1.24%             |
| <b>Average</b>   | 6.25% | 92.17% | 1.72%             |
| <b>Responses</b> | 161   | 161    | 161               |



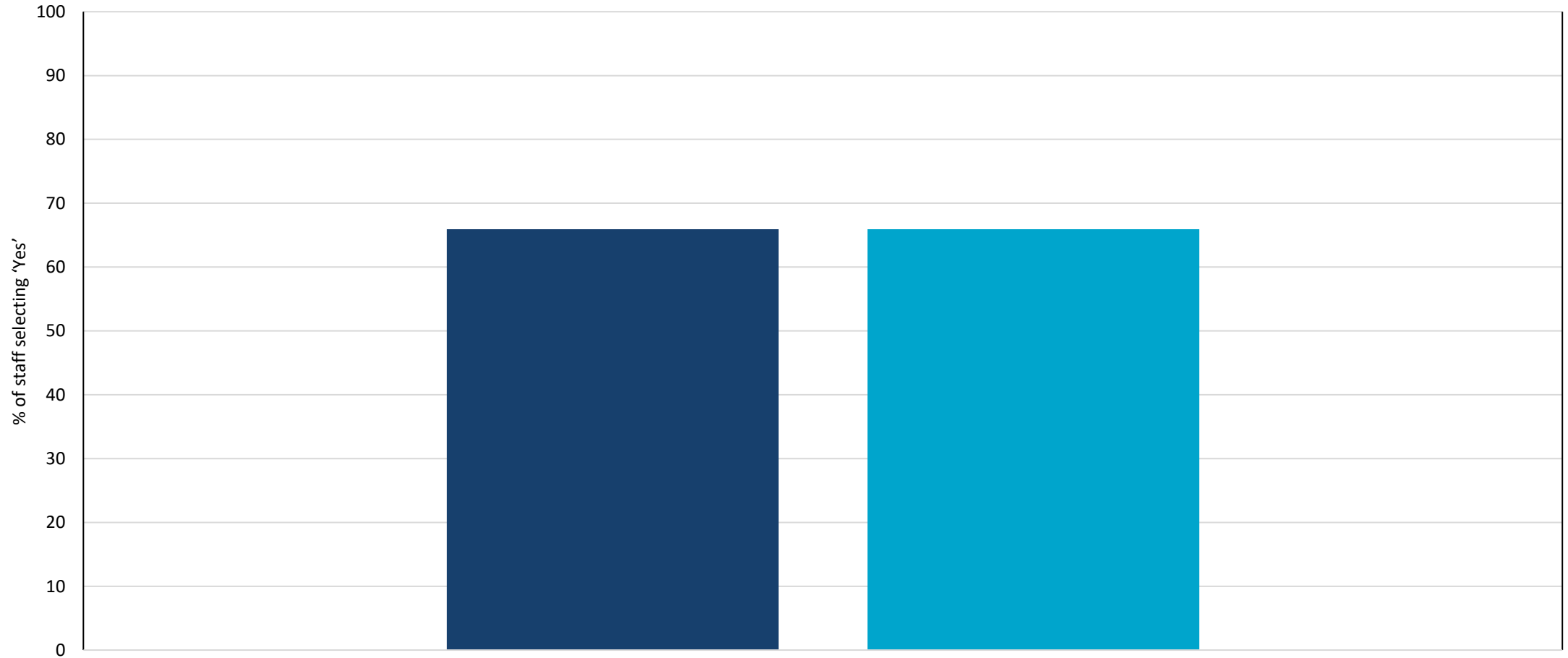
# Background details - Is bank work in the NHS your main source of paid work?



| Responses       | Yes    | No     | Prefer not to say |
|-----------------|--------|--------|-------------------|
| <b>Your org</b> | 71.43% | 25.47% | 3.11%             |
| <b>Average</b>  | 71.43% | 23.89% | 4.08%             |

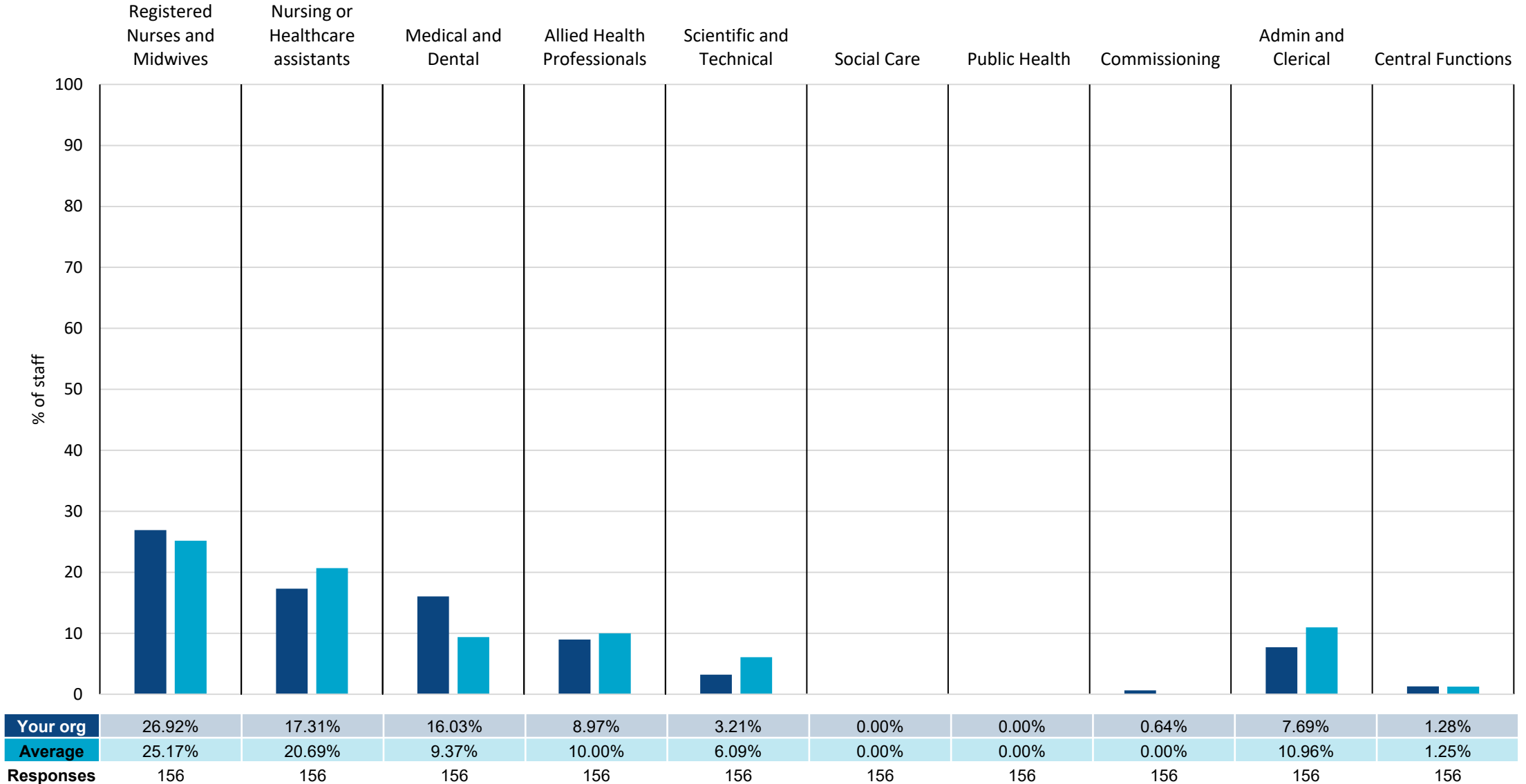


Have you previously worked on a substantive contract for the NHS?

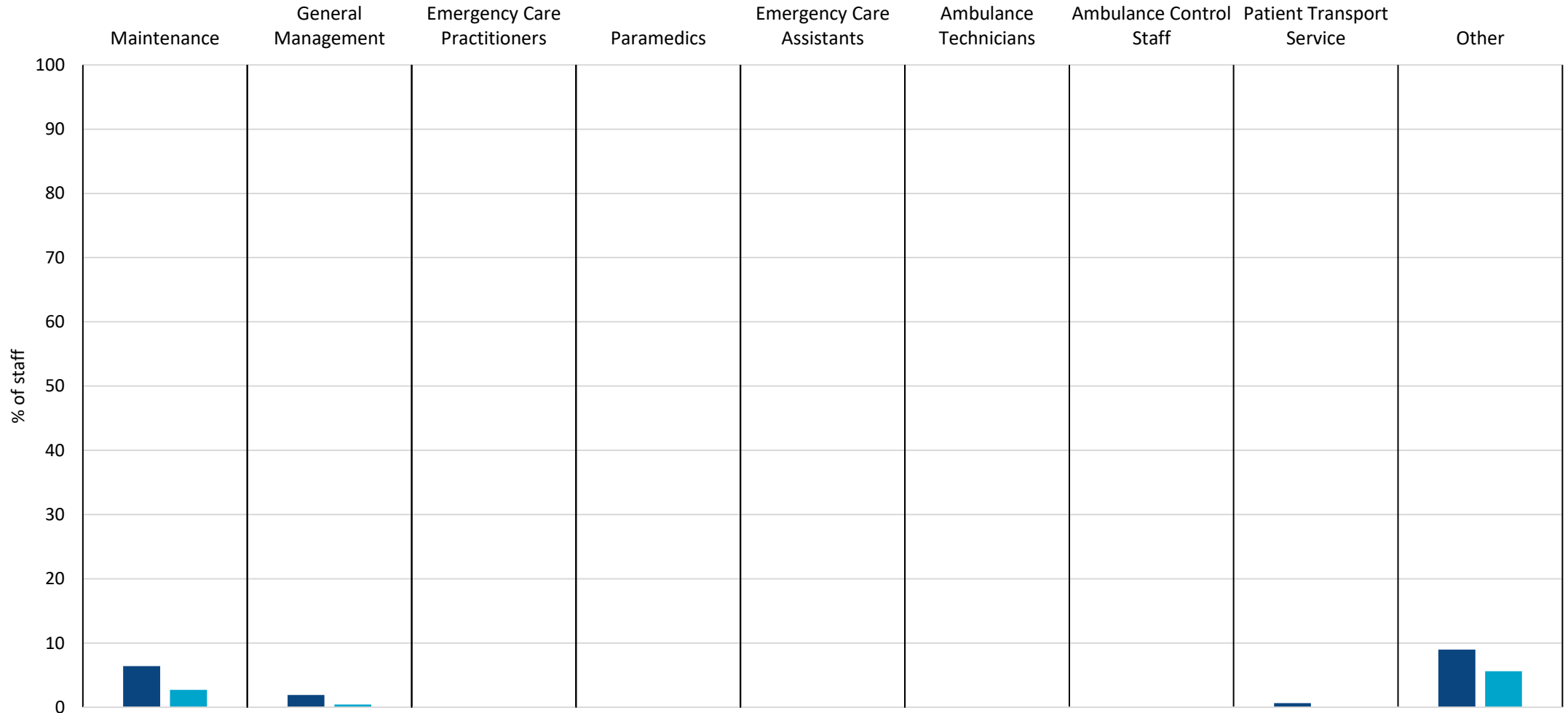


|                  |        |
|------------------|--------|
| <b>Your org</b>  | 65.84% |
| <b>Average</b>   | 65.84% |
| <b>Responses</b> | 161    |

# Background details - Occupational group (1)



# Background details - Occupational group (2)



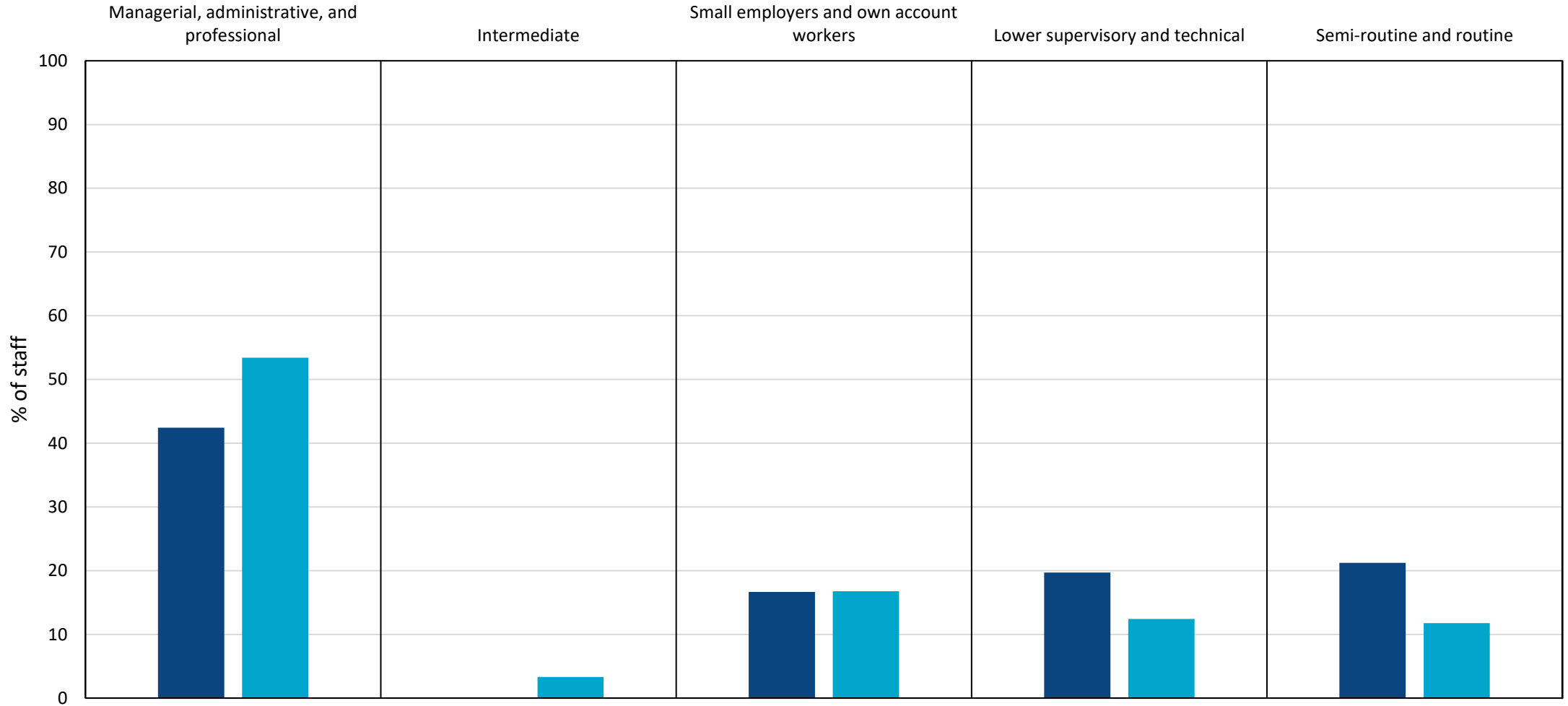
|                  |       |       |       |       |       |       |       |       |       |
|------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>Your org</b>  | 6.41% | 1.92% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.64% | 8.97% |
| <b>Average</b>   | 2.72% | 0.42% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 5.62% |
| <b>Responses</b> | 156   | 156   | 156   | 156   | 156   | 156   | 156   | 156   | 156   |

## 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.

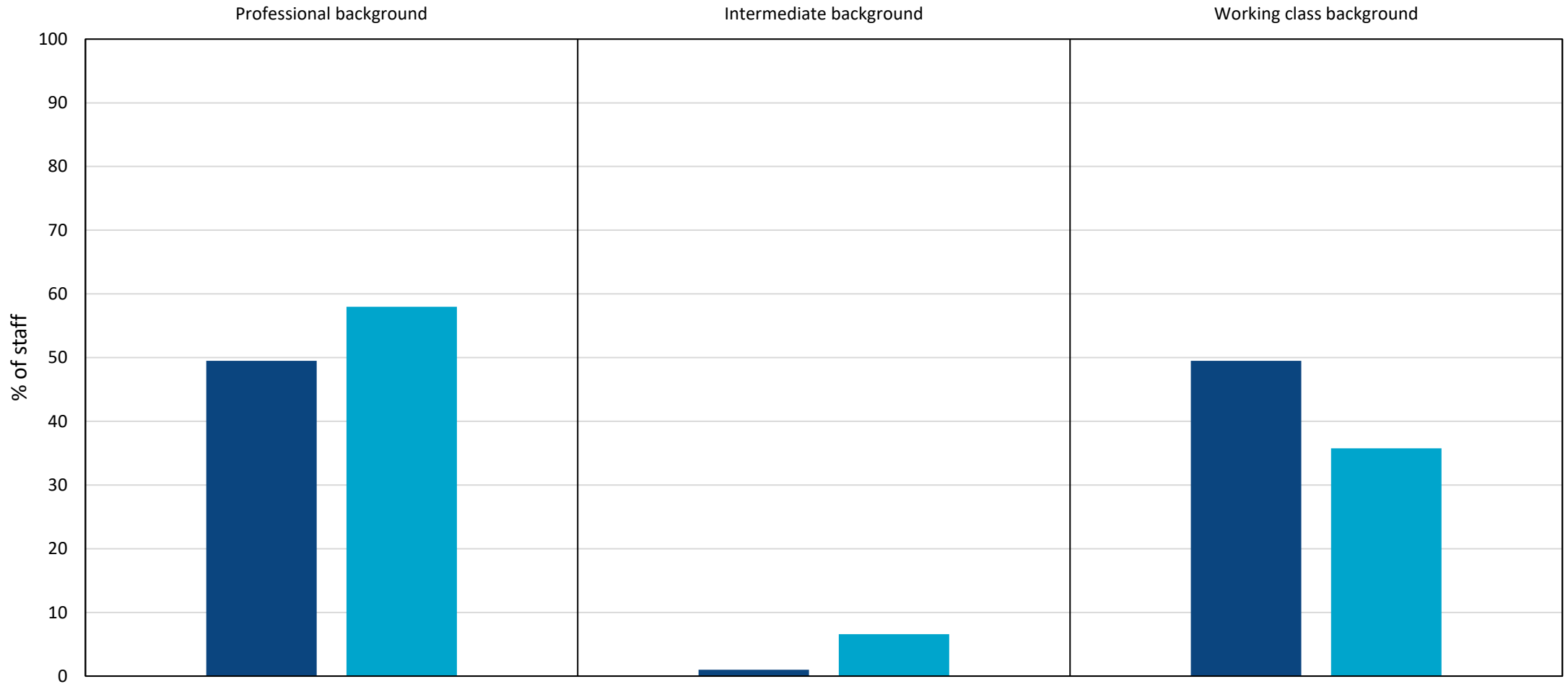
# Socio-economic background: Five classes



| Responses       | 66     | 66    | 66     | 66     | 66     |
|-----------------|--------|-------|--------|--------|--------|
| <b>Your org</b> | 42.42% | 0.00% | 16.67% | 19.70% | 21.21% |
| <b>Average</b>  | 53.40% | 3.33% | 16.75% | 12.43% | 11.76% |

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



| Responses       | Professional background | Intermediate background | Working class background |
|-----------------|-------------------------|-------------------------|--------------------------|
| <b>Your org</b> | 49.49%                  | 1.01%                   | 49.49%                   |
| <b>Average</b>  | 57.98%                  | 6.58%                   | 35.75%                   |
|                 | 99                      | 99                      | 99                       |

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   | 7.69                               | 6.84                           | 7.20                             | 7.26                    | 6.11                   | 6.56             | 7.16          | 7.69             | 6.58   |
| 2 Intermediate  | -                                  | -                              | -                                | -                       | -                      | -                | -             | -                | -      |
| 3 Small employers and own account workers   | 6.66                               | 5.36                           | 5.82                             | 6.77                    | 4.36                   | 4.20             | 6.04          | 6.67             | 6.20   |
| 4 Lower supervisory and technical   | 7.68                               | 5.96                           | 6.81                             | 7.08                    | 5.96                   | 6.73             | 7.53          | 7.50             | 6.15   |
| 5 Semi-routine and routine  | 7.16                               | 5.57                           | 6.76                             | 6.82                    | 5.00                   | 5.89             | 6.79          | 6.91             | 5.84   |

| 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   | 7.34                               | 6.39                           | 6.82                             | 7.06                    | 5.92                   | 5.99             | 6.78          | 7.36             | 6.35   |
| 2 Intermediate   | -                                  | -                              | -                                | -                       | -                      | -                | -             | -                | -      |
| 3 Working class  | 7.26                               | 5.77                           | 6.49                             | 6.84                    | 5.30                   | 6.05             | 6.95          | 7.03             | 6.00   |

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     | 14.40% |
| Highest rate | 41.93% |
| Average rate | 14.55% |
| Lowest rate  | 6.63%  |
| Responses    | 163    |

## 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 | -          | -                | 7.26       | 162              | N/A                               |
| We are recognised and rewarded     | -          | -                | 5.97       | 163              | N/A                               |
| We each have a voice that counts   | -          | -                | 6.51       | 158              | N/A                               |
| We are safe and healthy            | -          | -                | 6.80       | 162              | N/A                               |
| We are always learning             | -          | -                | 5.52       | 160              | N/A                               |
| We work flexibly                   | -          | -                | 6.05       | 160              | N/A                               |
| We are a team                      | -          | -                | 6.78       | 162              | N/A                               |
| Themes                             |            |                  |            |                  |                                   |
| Staff Engagement                   | -          | -                | 7.04       | 163              | N/A                               |
| Morale                             | -          | -                | 6.08       | 163              | 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).

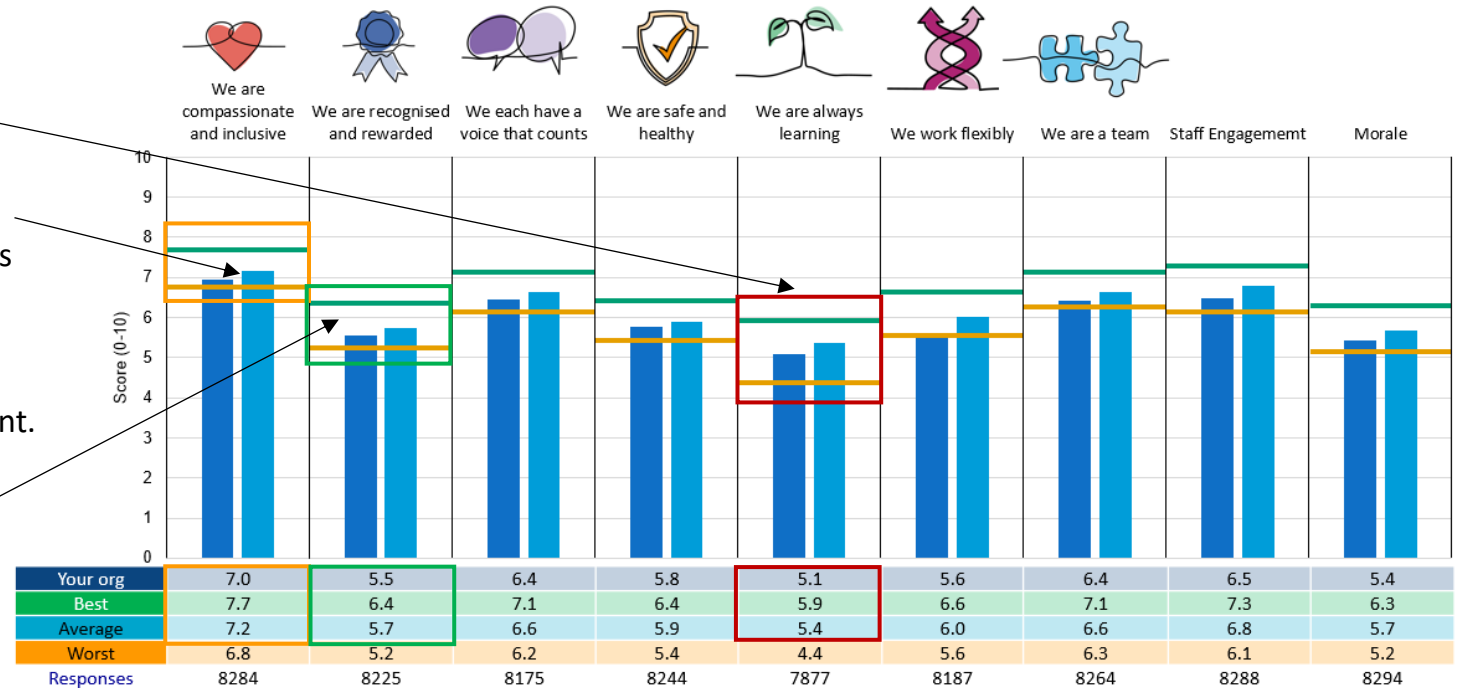
It is important to **consider each result within the range of its benchmarking group ‘Best’ and ‘Worst’ results**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another important point of reference.

## 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.



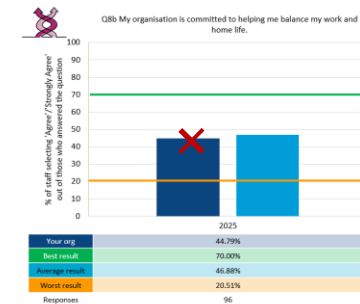
Only one example is highlighted for each point

### 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.



**X** = 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.

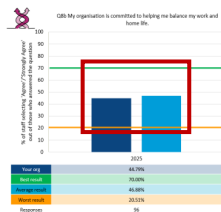
## Identifying questions of interest

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

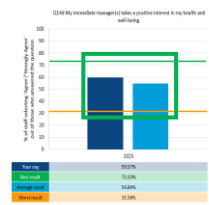
Most organisations will have questions which are a focus for them - questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can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