

East of England Ambulance Service NHS Trust

2025 NHS Staff Survey for Bank Only Workers  
Benchmark Report



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<u>We are a team</u>	<u>75</u>		
<u>Staff Engagement</u>	<u>80</u>		
<u>Morale</u>	<u>84</u>		

# Introduction

## Background

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

## Participation

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

### Benchmarking comparisons

- This benchmark report for East of England Ambulance Service NHS Trust contains organisation results for People Promise elements/themes, sub-scores, and questions from 2025 back to 2022 (where possible). These results are presented in the context of best, average and worst results for similar organisations nationally where appropriate.\*
- Unlike the NHS Staff Survey results for substantive staff, the results for bank only workers are not weighted by occupation group. When making comparisons against the benchmarking group results, it should be noted that the occupation group profile of the bank workforce at the organisation may be different from the average for the benchmarking group, and any differences should be considered when interpreting the results in this report. The profile of responses by occupation group is shown for the organisation and the benchmarking group in the '[Organisation details](#)' section of this report.
- Results for Q1-3, Q10, Q13, Q15, Q33-40a and Q41a-51 are not benchmarked because these questions ask for demographic or factual information.

### Comparing NHS Staff Survey results

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

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

## People Promise elements/themes

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



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

## Sub-scores/questions

- Reporting also includes sub-scores, which feed into the People Promise elements and themes. Each People Promise element score and theme score is based on one to four sub-scores, with each sub-score calculation dependent on the responses given to between one and nine questions\*.
- Results for individual questions are often reported as the sum of two response options. For example, the percentage of staff reported as agreeing with a question will include those who responded either "agree strongly" or "agree".
- It is worth noting that for certain questions, a higher percentage is a worse result than a lower percentage: for example, when looking at the “% of staff experiencing physical violence”, the lower the percentage, the better the results.
- The next slide shows how the People Promise elements, themes and sub-scores are related and mapped to individual survey questions.

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

# People Promise elements, themes and sub-scores

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

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

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

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

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

## Introduction

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

## Organisation details

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

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

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

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

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

**All People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.** For example, the Burnout sub-score, a higher score (closer to 10) means a lower proportion of staff are experiencing burnout from their work. These scores are created by scoring questions linked to these areas of experience and grouping these results together. Your organisation's 2023, 2024 and 2025 survey results are benchmarked against the benchmarking group average, the best scoring organisation and the worst scoring organisation. These charts are reported as percentages. The meaning of the value is outlined along the y axis. The questions that feed into each sub-score are detailed on slide 7.



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

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

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

## Questions not linked to People Promise

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

## Workforce Equality Standards

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

## About your respondents

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

Note this is example data

## Key features

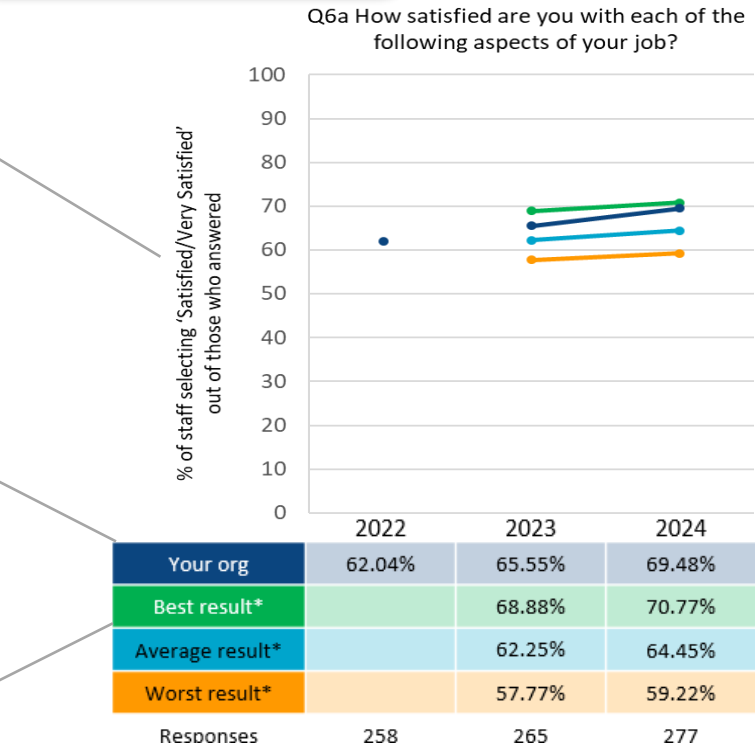


Question-level results are always reported as percentages; the **meaning of the value** is outlined along the axis. Summary measures and sub-scores are always on a 0-10pt scale where 10 is the best score attainable.

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

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

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



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

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

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

## Organisation details

East of England Ambulance Service NHS Trust

## 2025 NHS Staff Survey Bank only workers



### Organisation details

Completed questionnaires **135**

2025 response rate **31%**

### Survey details

Survey mode **Online**

This organisation is benchmarked against:

Ambulance Trusts



### 2025 benchmarking group details

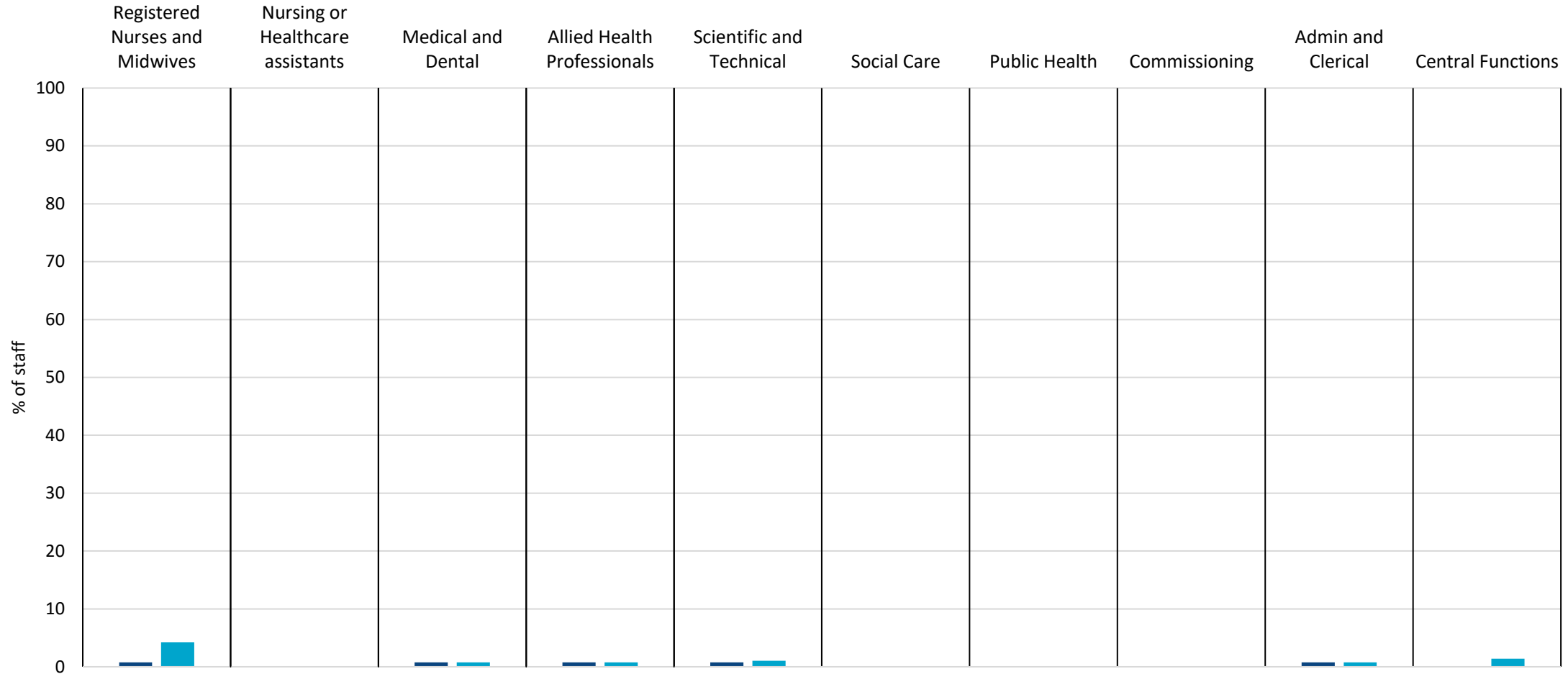
Organisations in group: 7

Median response rate: 25%

No. of completed questionnaires: 608

# ➤ Comparing staff profiles (1)

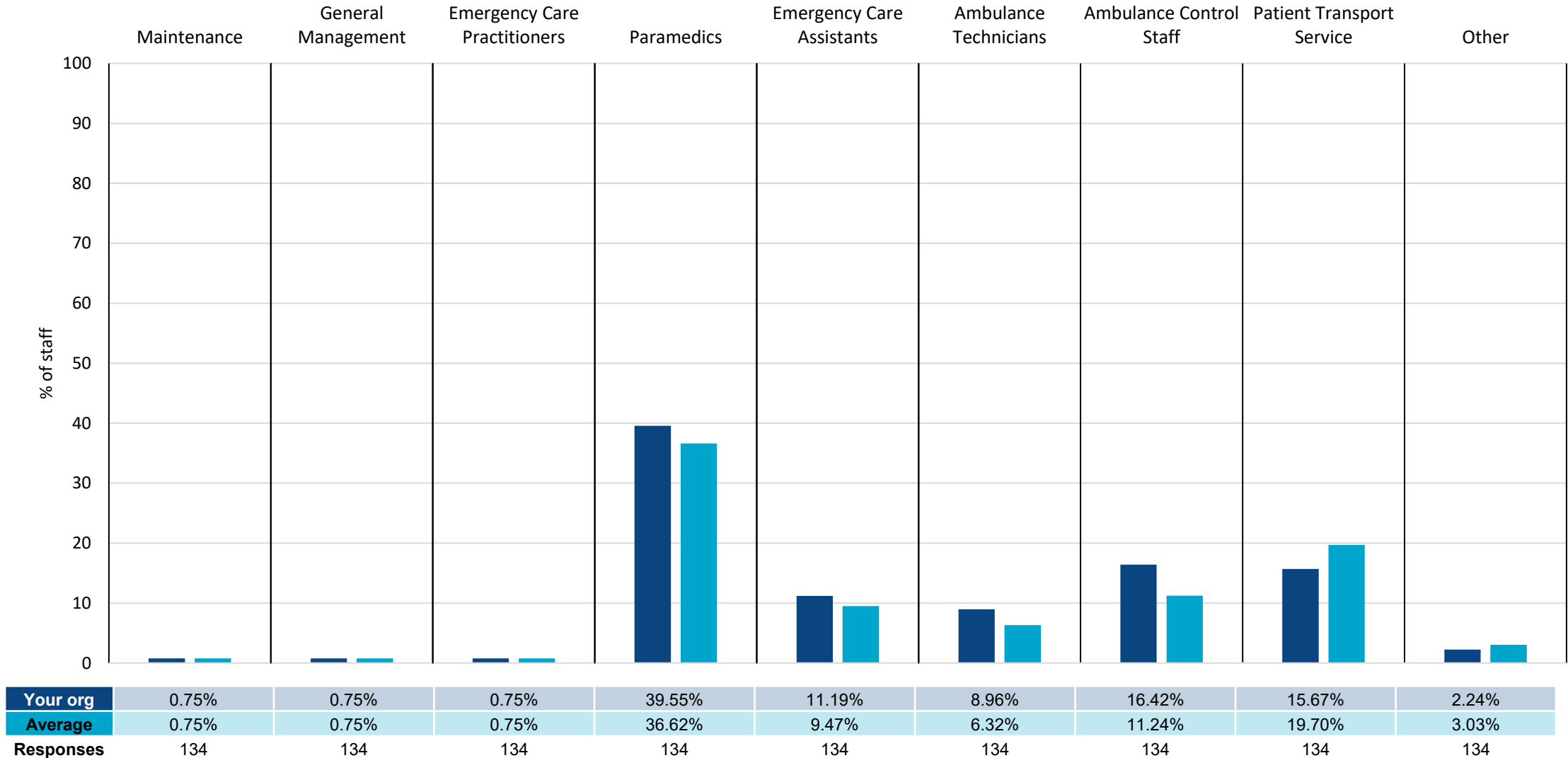
This chart compares the occupation group profile of your organisation with the average for the benchmarking group. When reviewing this report, you should bear in mind the potential impact of any differences between your organisation's occupation group profile and that of its benchmarking group.



<b>Your org</b>	0.75%	0.00%	0.75%	0.75%	0.75%	0.00%	0.00%	0.00%	0.75%	0.00%
<b>Average</b>	4.23%	0.00%	0.75%	0.75%	1.05%	0.00%	0.00%	0.00%	0.75%	1.41%
<b>Responses</b>	134	134	134	134	134	134	134	134	134	134

# ➤ 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.



We are compassionate and inclusive



We are recognised and rewarded



We each have a voice that counts



We are safe and healthy



We are always learning



We work flexibly



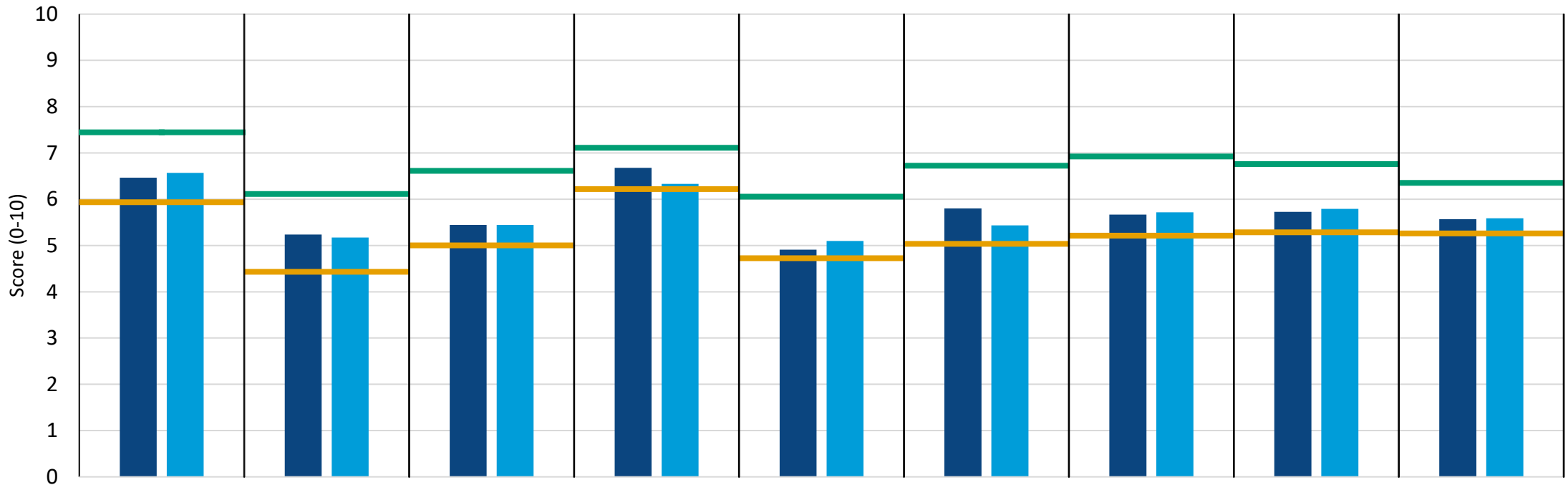
We are a team



Staff Engagement



Morale



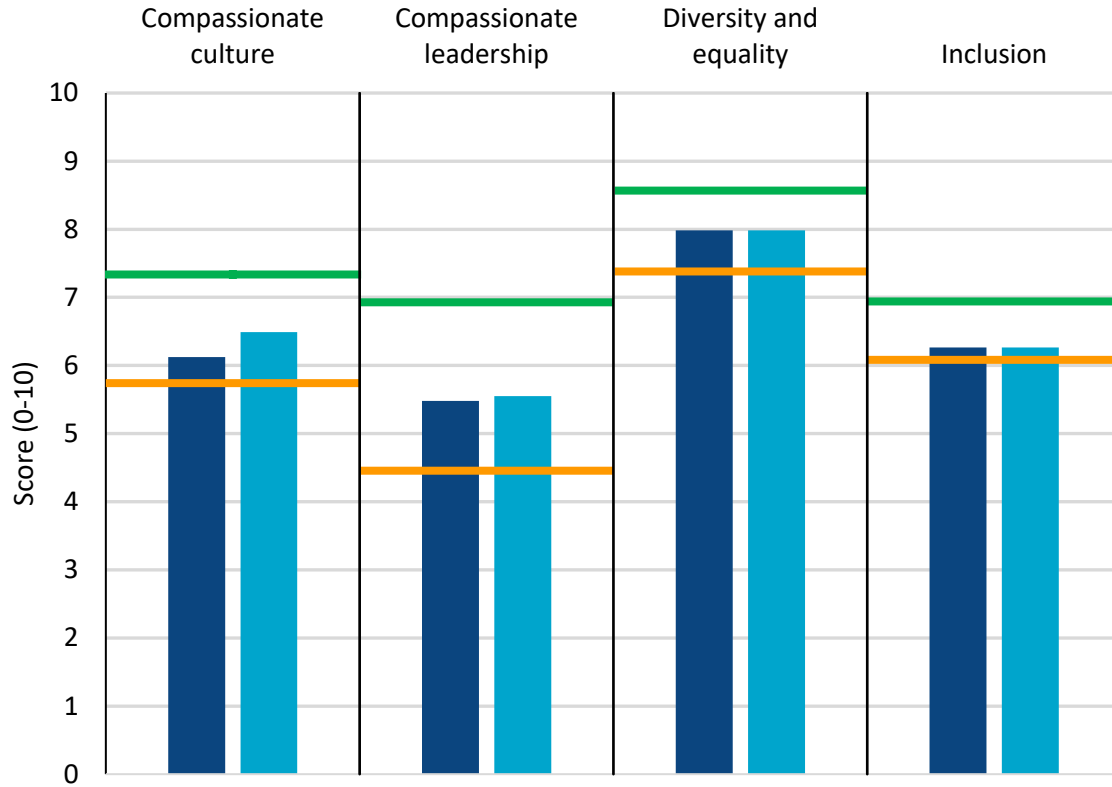
Your org	6.46	5.24	5.44	6.68	4.91	5.80	5.67	5.73	5.57
Best result	7.45	6.11	6.61	7.11	6.06	6.72	6.92	6.76	6.35
Average result	6.57	5.17	5.44	6.33	5.10	5.44	5.72	5.79	5.59
Worst result	5.94	4.43	5.00	6.22	4.73	5.04	5.21	5.28	5.26

Responses	135	131	135	135	135	134	135	135	135
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People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



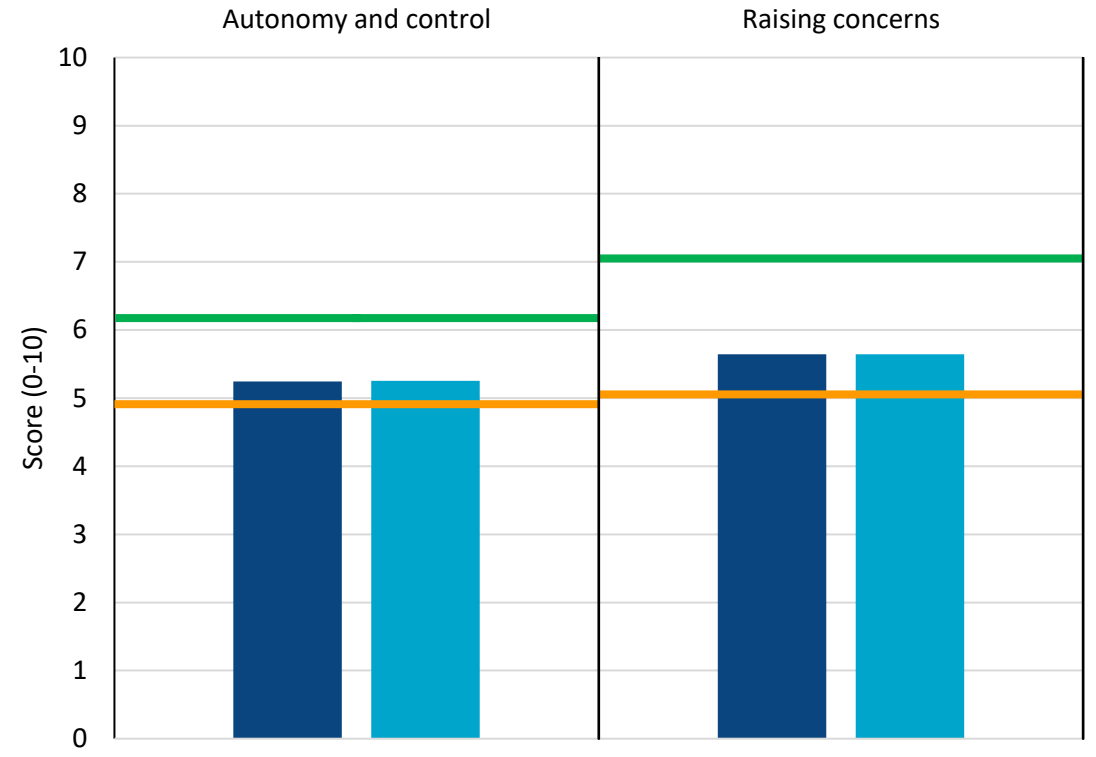
## Promise element 1: We are compassionate and inclusive



Your org	6.13	5.48	7.98	6.26
Best result	7.34	6.93	8.57	6.94
Average result	6.49	5.55	7.98	6.26
Worst result	5.74	4.46	7.38	6.08
Responses	135	135	135	135



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



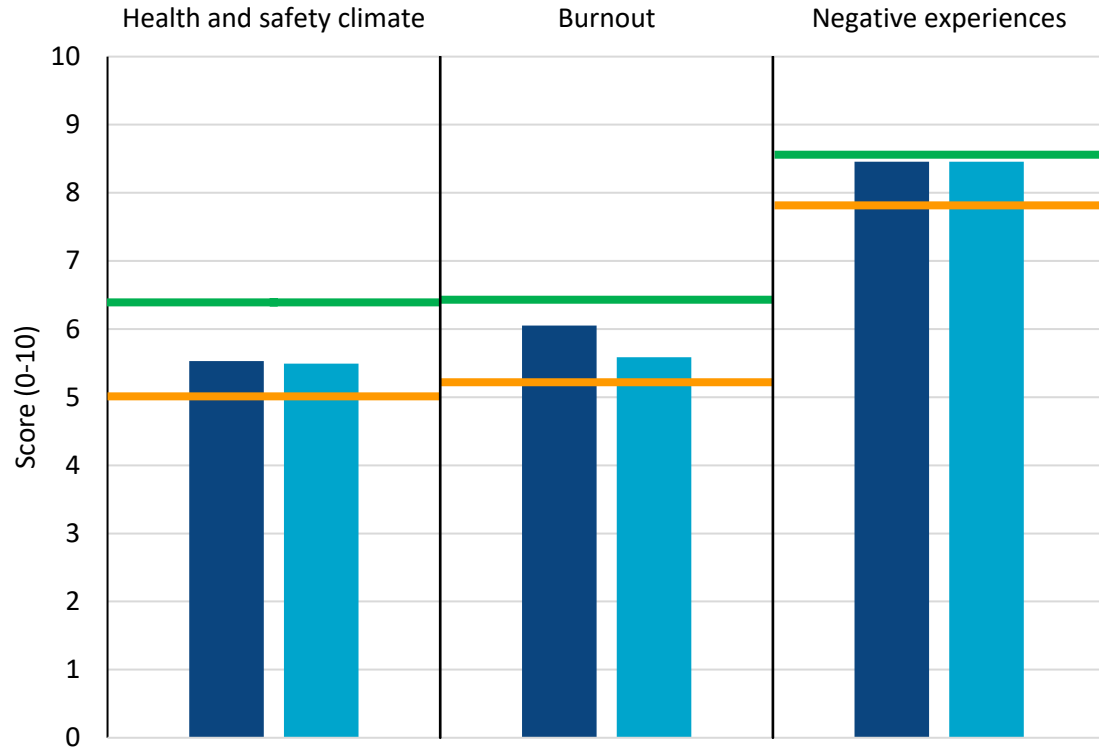
Your org	5.24	5.64
Best result	6.17	7.05
Average result	5.26	5.64
Worst result	4.91	5.05
Responses	135	135

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

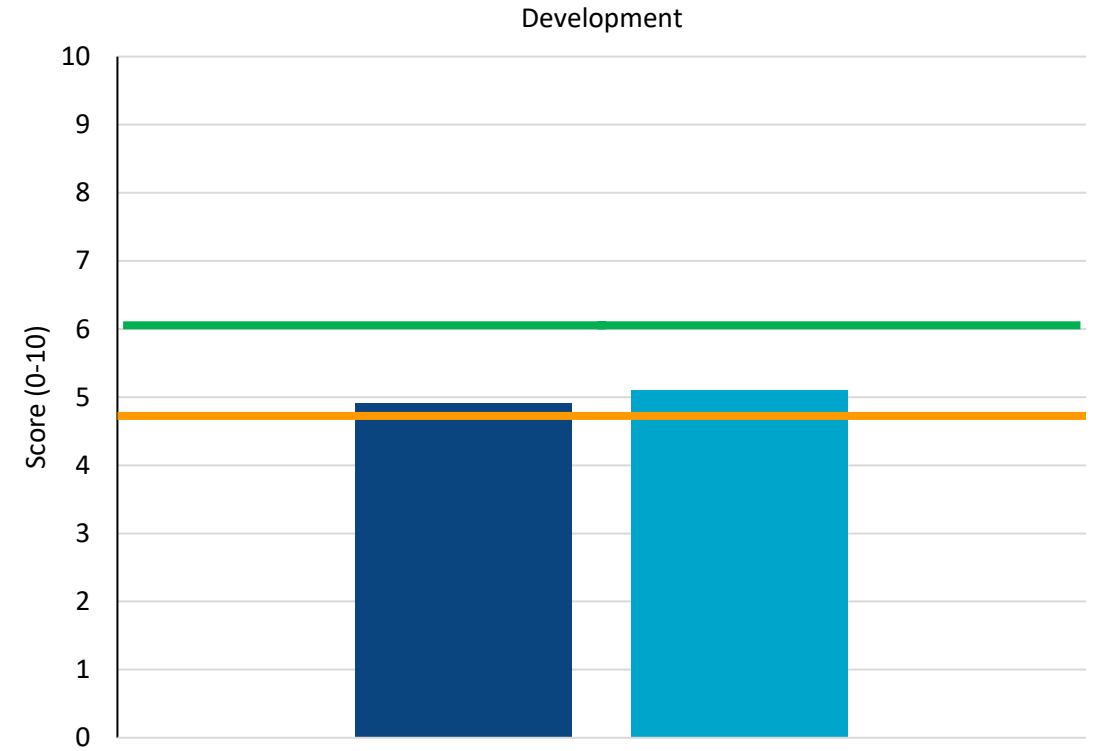
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



Your org	5.53	6.05	8.46
Best result	6.39	6.43	8.56
Average result	5.49	5.58	8.46
Worst result	5.01	5.22	7.82
Responses	135	135	135

Your org	4.91
Best result	6.06
Average result	5.10
Worst result	4.73
Responses	135

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.

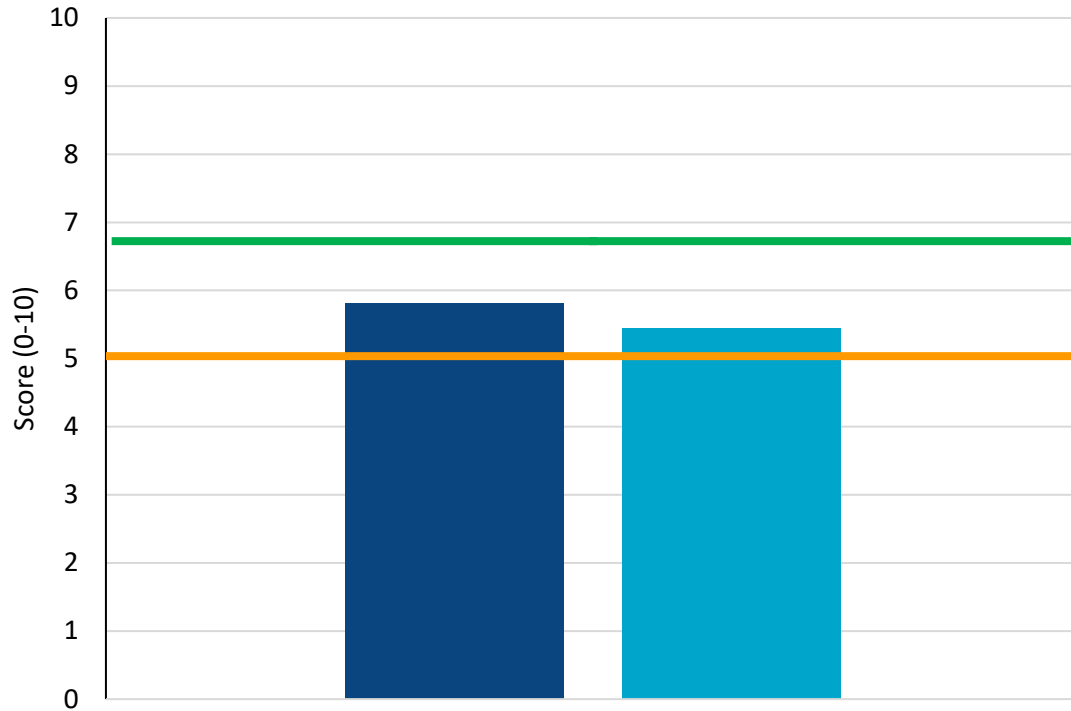


## Promise element 6: We work flexibly



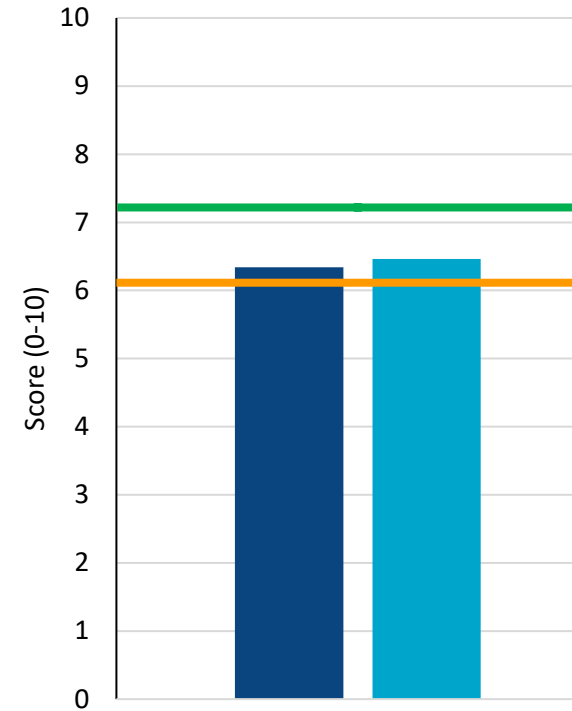
## Promise element 7: We are a team

Support for work-life balance



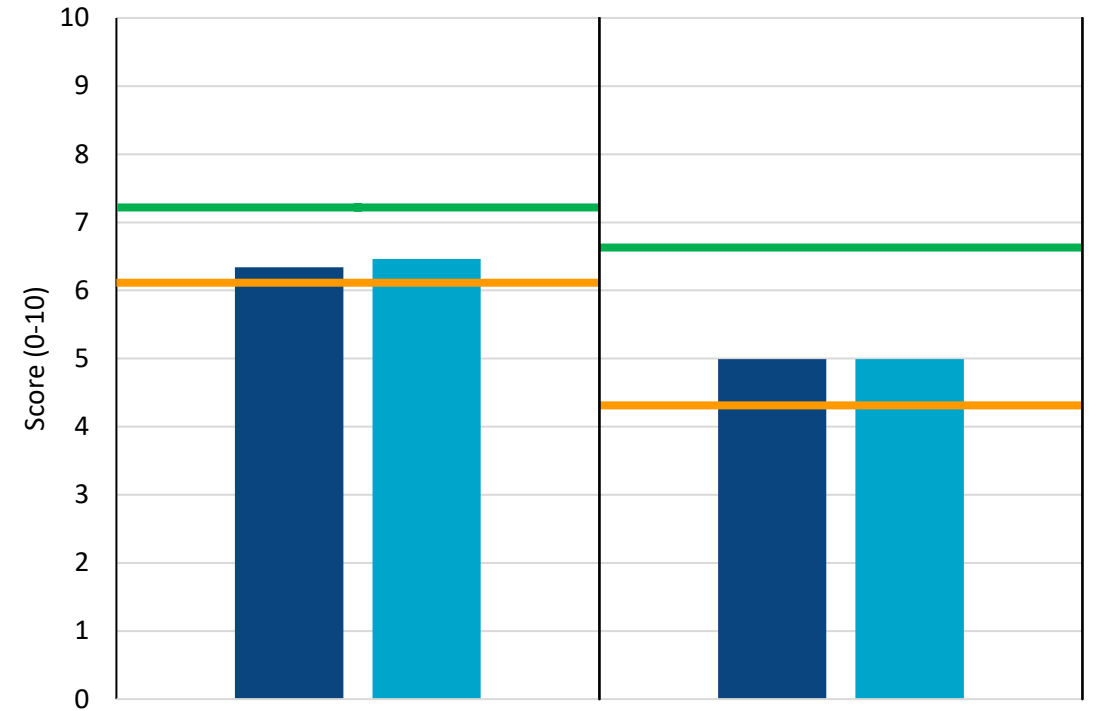
Your org	5.80
Best result	6.72
Average result	5.44
Worst result	5.04
Responses	134

Team working



Your org	6.34
Best result	7.22
Average result	6.46
Worst result	6.11
Responses	135

Line management

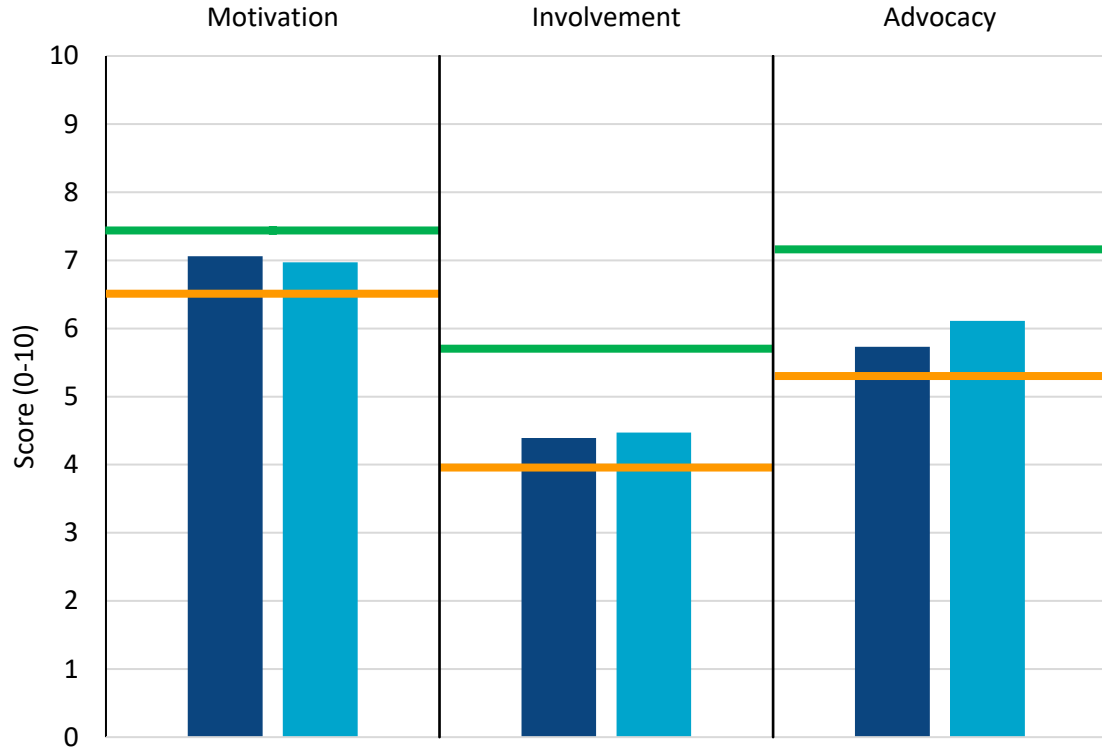


Your org	4.99
Best result	6.63
Average result	4.99
Worst result	4.31
Responses	135

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



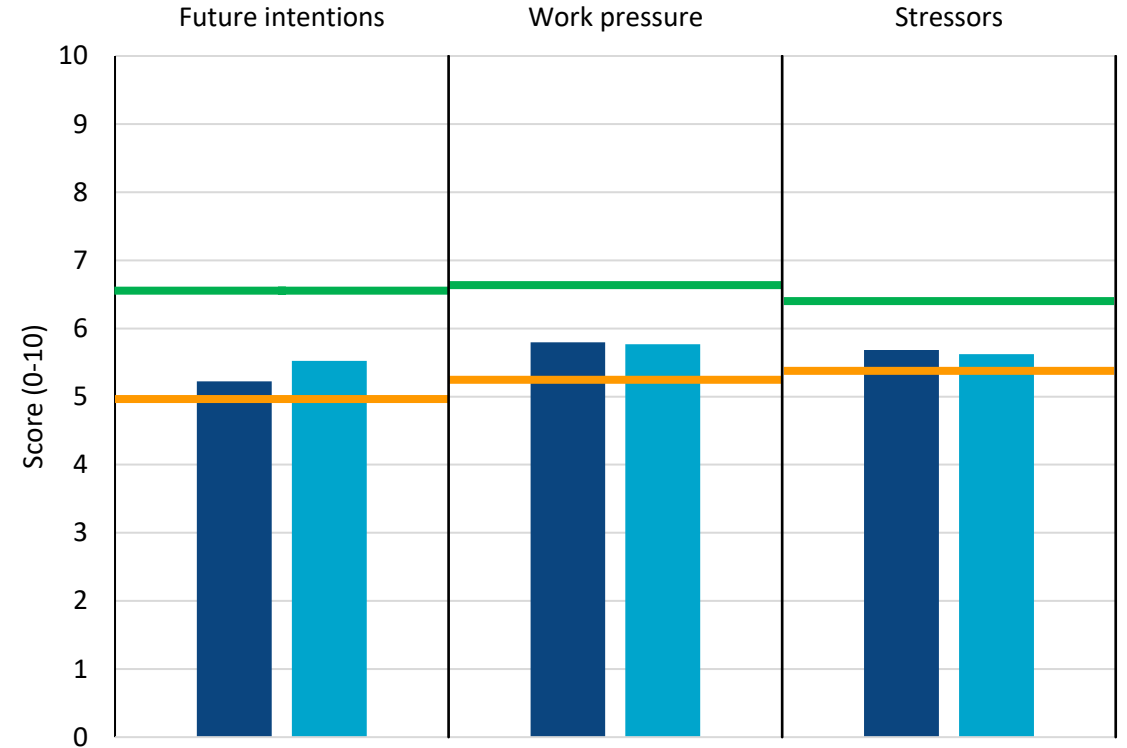
## Theme: Staff engagement



Your org	7.06	4.39	5.73
Best result	7.44	5.70	7.16
Average result	6.97	4.47	6.11
Worst result	6.51	3.96	5.30
Responses	134	135	135



## Theme: Morale



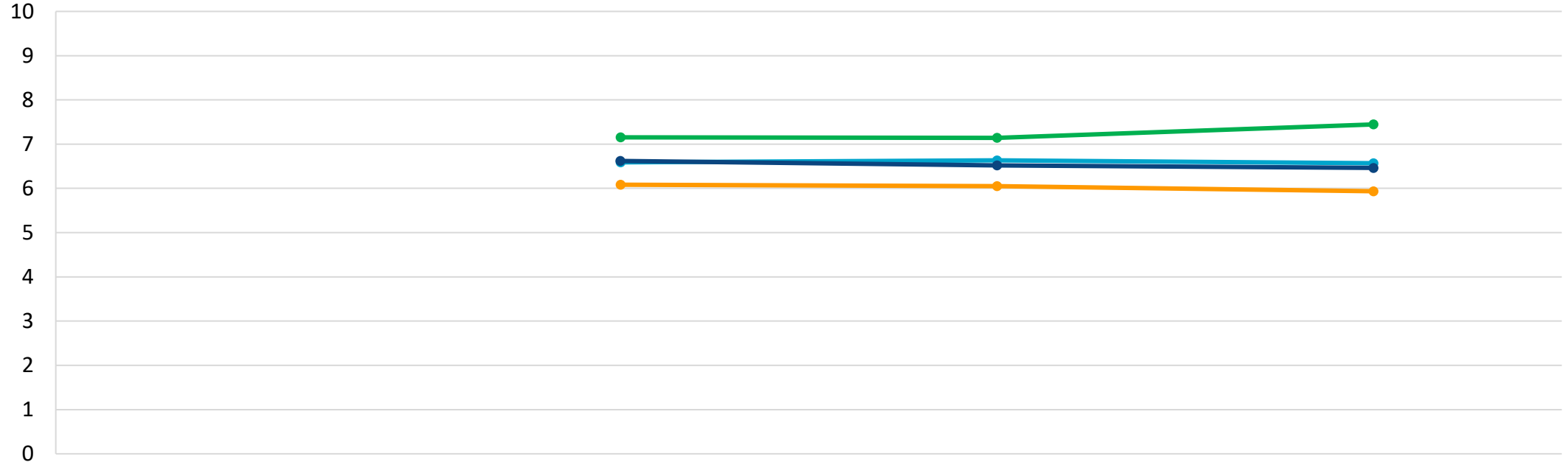
Your org	5.23	5.80	5.68
Best result	6.55	6.64	6.40
Average result	5.52	5.77	5.62
Worst result	4.96	5.25	5.38
Responses	122	135	131

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

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

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

We are compassionate and inclusive



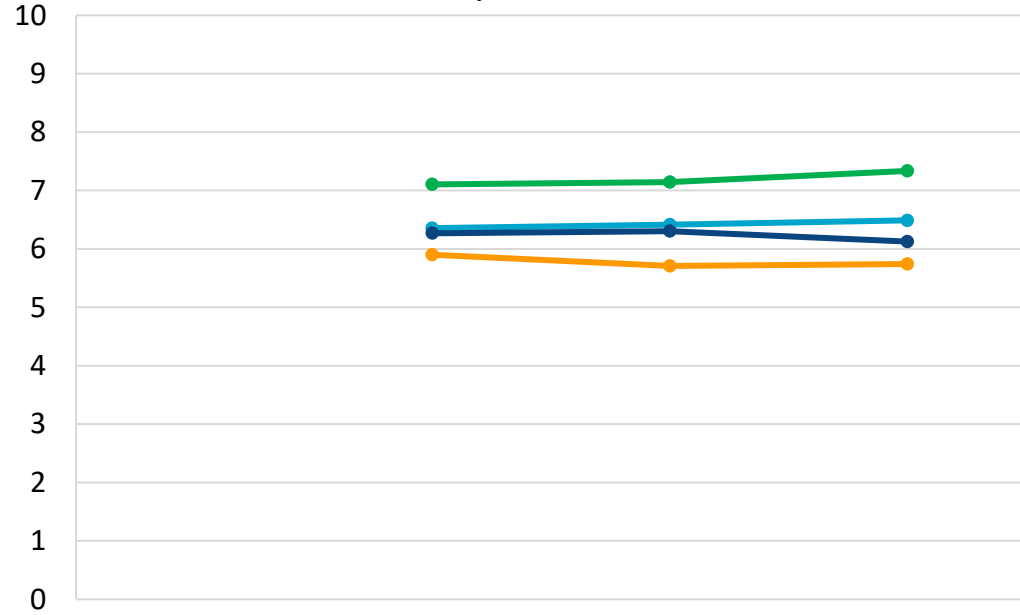
	2022	2023	2024	2025
Your org	-	6.62	6.52	6.46
Best result*	-	7.16	7.14	7.45
Average result*	-	6.59	6.63	6.57
Worst result*	-	6.08	6.05	5.94
Responses	-	146	123	135

Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative. In addition, due to changes in the Q20 question wording in 2025, reported results for 'We are compassionate and inclusive' have been recalculated to exclude Q20 for all years. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>

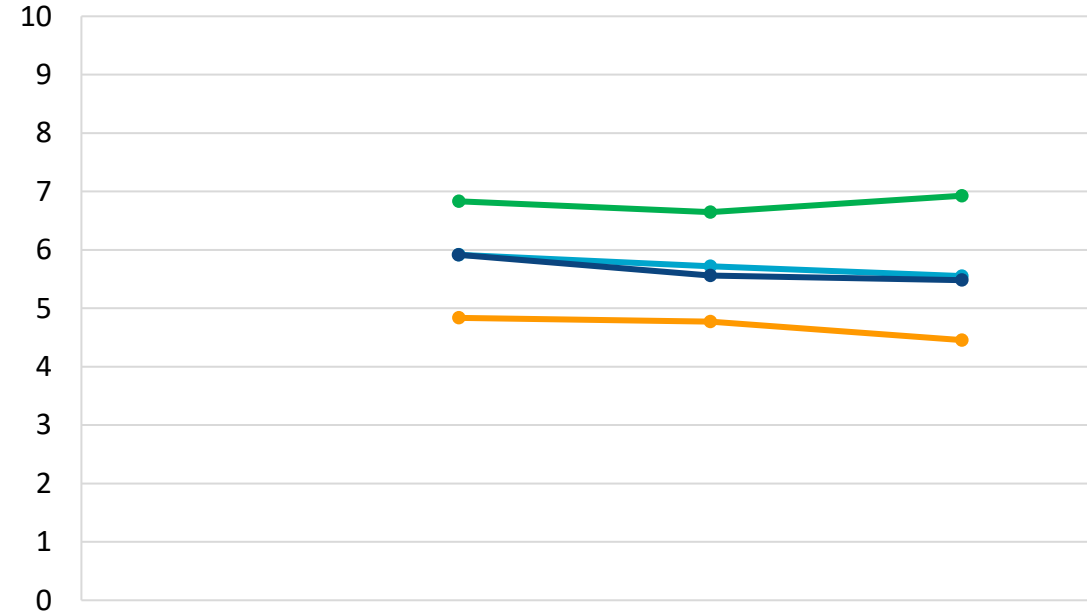
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



2022 2023 2024 2025

Your org	-	6.27	6.30	6.13
Best result*	-	7.10	7.15	7.34
Average result*	-	6.36	6.42	6.49
Worst result*	-	5.90	5.71	5.74

Responses - 146 122 135

2022 2023 2024 2025

Your org	-	5.92	5.56	5.48
Best result*	-	6.83	6.65	6.93
Average result*	-	5.92	5.72	5.55
Worst result*	-	4.84	4.77	4.46

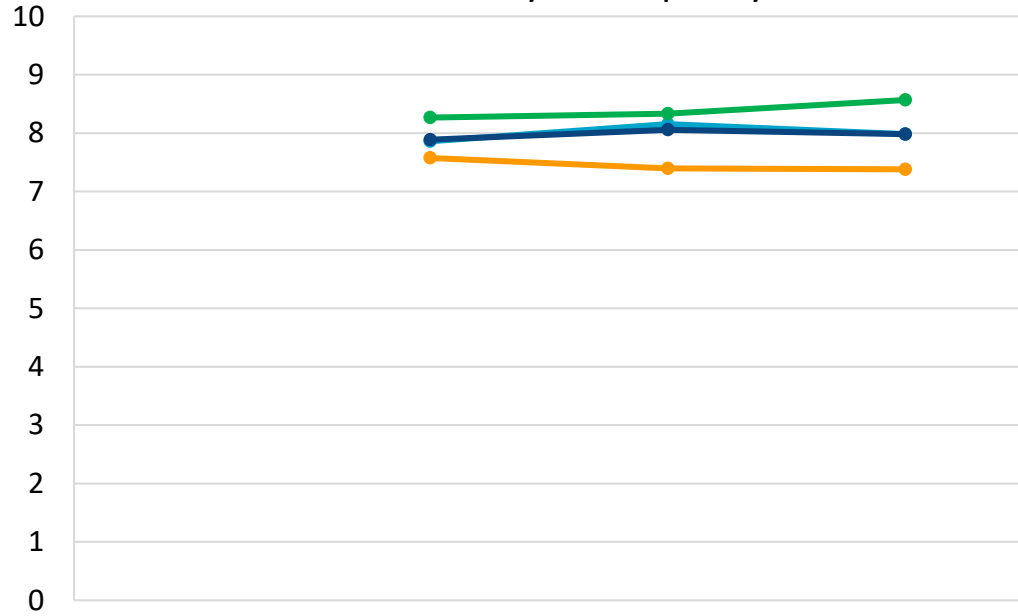
Responses - 146 123 135

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

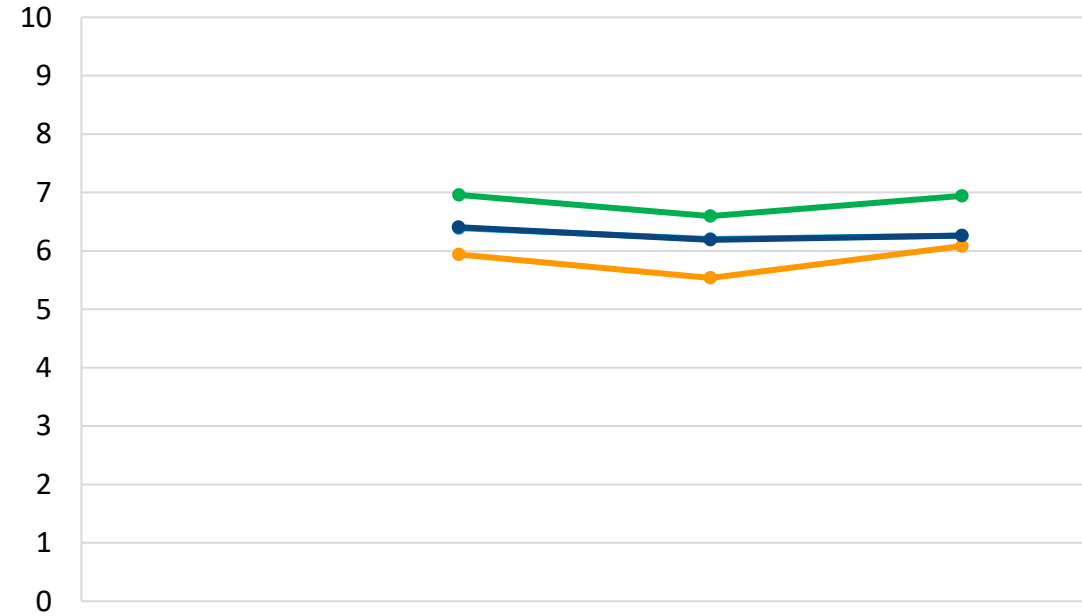
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



2022      2023      2024      2025

Your org	-	7.89	8.06	7.98
Best result*	-	8.27	8.33	8.57
Average result*	-	7.86	8.15	7.98
Worst result*	-	7.57	7.40	7.38

Responses      -      146      122      135

2022      2023      2024      2025

Your org	-	6.41	6.19	6.26
Best result*	-	6.96	6.60	6.94
Average result*	-	6.39	6.20	6.26
Worst result*	-	5.94	5.54	6.08

Responses      -      146      123      135

Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative. In addition, due to changes in the Q20 question wording in 2025, reported results for 'Diversity and equality' have been recalculated to exclude Q20 for all years. 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 2: We are recognised and rewarded

We are recognised and rewarded



	2022	2023	2024	2025
Your org	-	5.25	5.08	5.24
Best result*	-	5.63	5.68	6.11
Average result*	-	5.10	5.17	5.17
Worst result*	-	4.62	4.54	4.43
Responses	-	145	122	131

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

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



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

We each have a voice that counts



	2022	2023	2024	2025
Your org	-	5.49	5.46	5.44
Best result*	-	6.05	6.01	6.61
Average result*	-	5.52	5.38	5.44
Worst result*	-	5.15	5.14	5.00
Responses	-	144	122	135

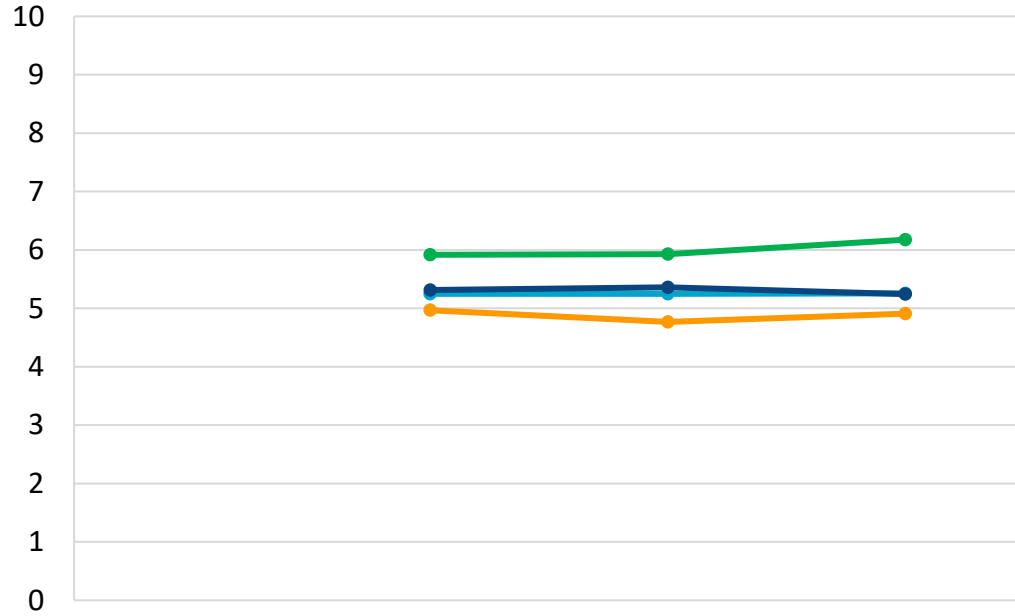
\* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

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



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

### Autonomy and control



### Raising concerns



2022 2023 2024 2025

2022 2023 2024 2025

Your org	-	5.31	5.36	5.24
Best result*	-	5.92	5.93	6.17
Average result*	-	5.25	5.25	5.26
Worst result*	-	4.97	4.77	4.91

Your org	-	5.70	5.58	5.64
Best result*	-	6.23	6.13	7.05
Average result*	-	5.70	5.62	5.64
Worst result*	-	5.33	5.21	5.05

Responses - 145 123 135

Responses - 145 122 135

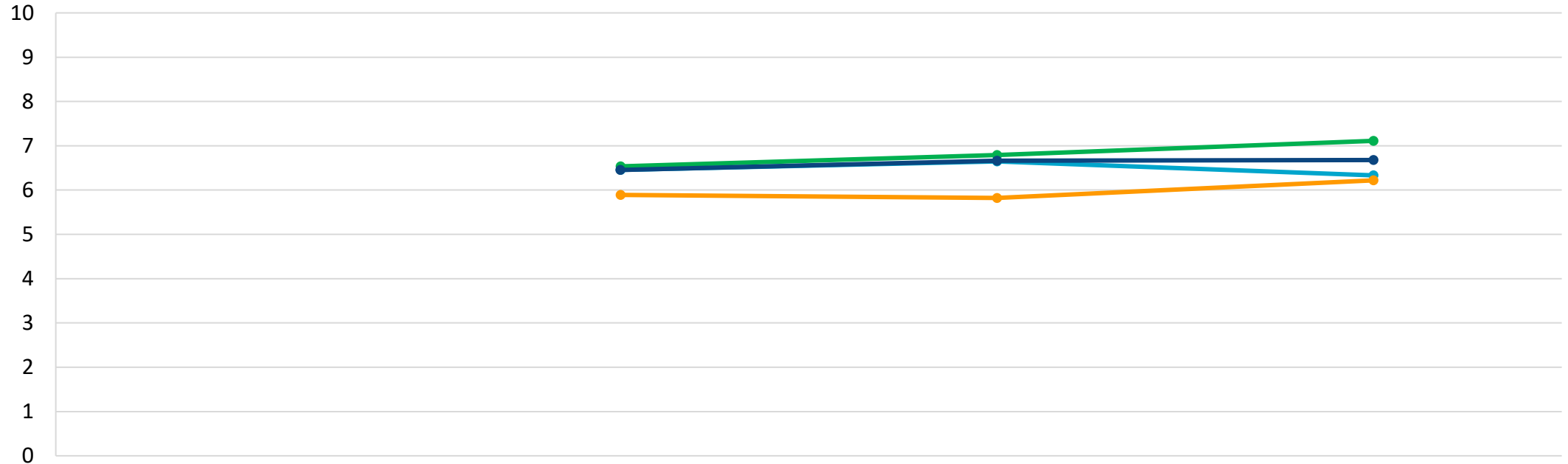
\* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

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



## Promise element 4: We are safe and healthy

### We are safe and healthy



	2022	2023	2024	2025
Your org	-	6.45	6.67	6.68
Best result*	-	6.54	6.79	7.11
Average result*	-	6.45	6.65	6.33
Worst result*	-	5.89	5.82	6.22
Responses	-	107	123	135

Note: 2023 results for 'We are safe and healthy' have corrective weighting applied following an issue with the data. In addition, due to changes in the Q16b question wording in 2025, reported results for 'We are safe and healthy' have been recalculated to exclude Q16b for all years. Please see *Additional Information regarding NSS23 data collection issue* and *Technical Guide* at <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

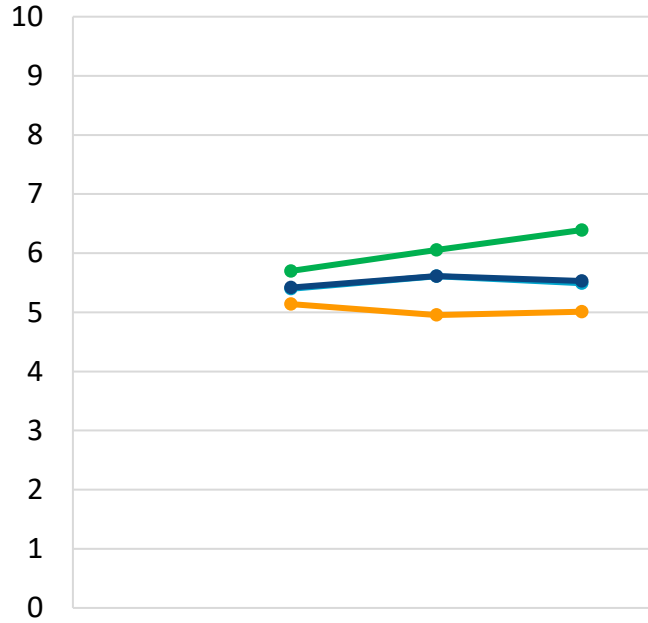
\* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

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



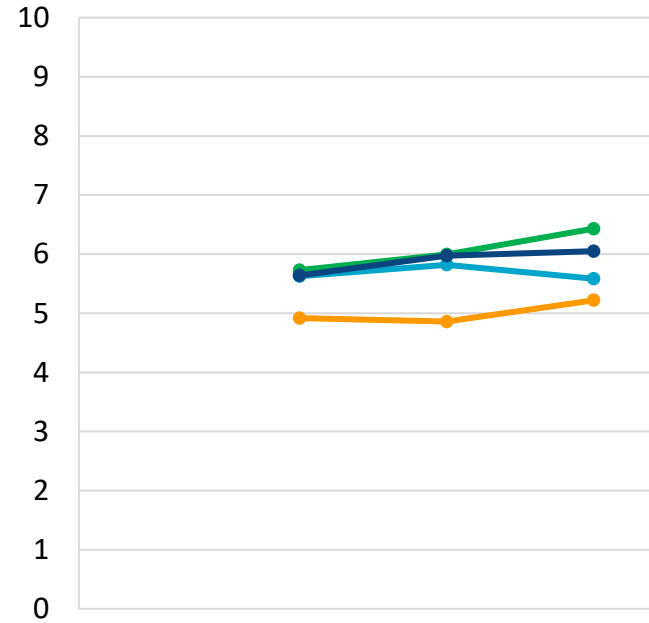
## Promise element 4: We are safe and healthy

### Health and safety climate



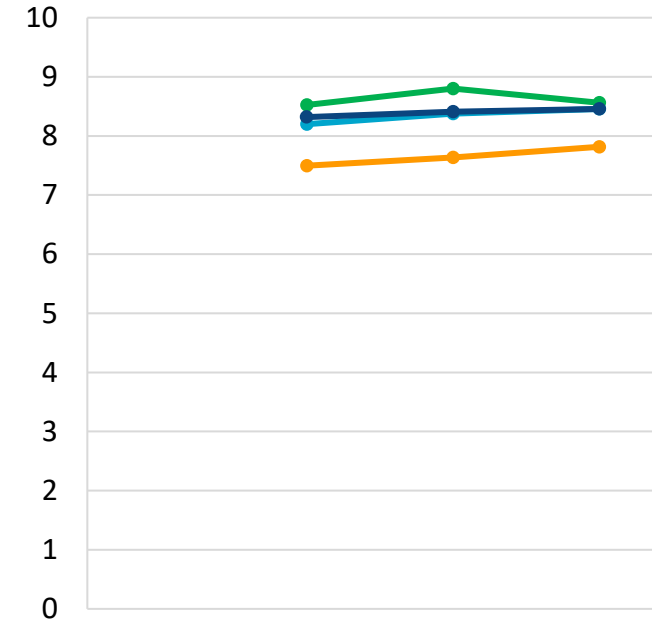
	2022	2023	2024	2025
Your org	-	5.42	5.61	5.53
Best result*	-	5.70	6.05	6.39
Average result*	-	5.40	5.61	5.49
Worst result*	-	5.14	4.95	5.01
Responses	-	109	123	135

### Burnout



	2022	2023	2024	2025
Your org	-	5.64	5.97	6.05
Best result*	-	5.73	5.99	6.43
Average result*	-	5.63	5.82	5.58
Worst result*	-	4.92	4.86	5.22
Responses	-	144	123	135

### Negative experiences



	2022	2023	2024	2025
Your org	-	8.32	8.41	8.46
Best result*	-	8.52	8.80	8.56
Average result*	-	8.20	8.38	8.46
Worst result*	-	7.50	7.64	7.82
Responses	-	107	123	135

Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are reported using corrected data. In addition, due to changes in the Q16b question wording in 2025, reported results for 'Negative experiences' have been recalculated to exclude Q16b for all years. Please see *Additional Information regarding NSS23 data collection issue and Technical Guide* at <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

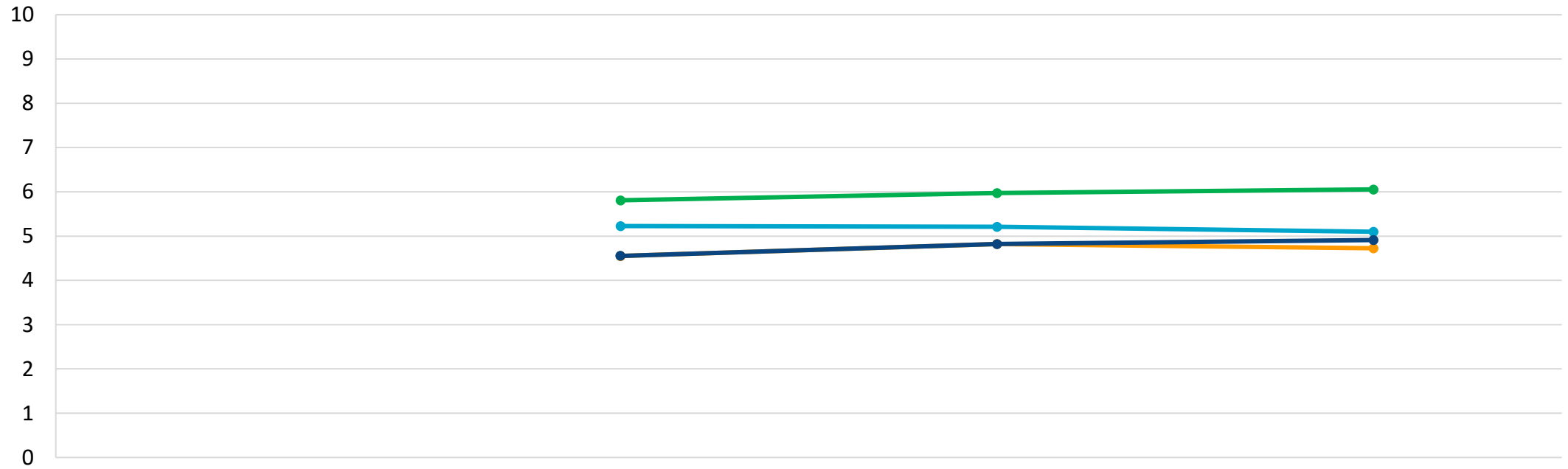
\* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

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



## Promise element 5: We are always learning: Development\*

### We are always learning: Development



	2022	2023	2024	2025
Your org	-	4.55	4.82	4.91
Best result*	-	5.81	5.97	6.06
Average result*	-	5.23	5.21	5.10
Worst result*	-	4.55	4.82	4.73
Responses	-	146	123	135

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

\*\* Note: your organisation's 2022 results for 'We are always learning' have been re-calculated based on its sub-score for 'Development' used in 2023.

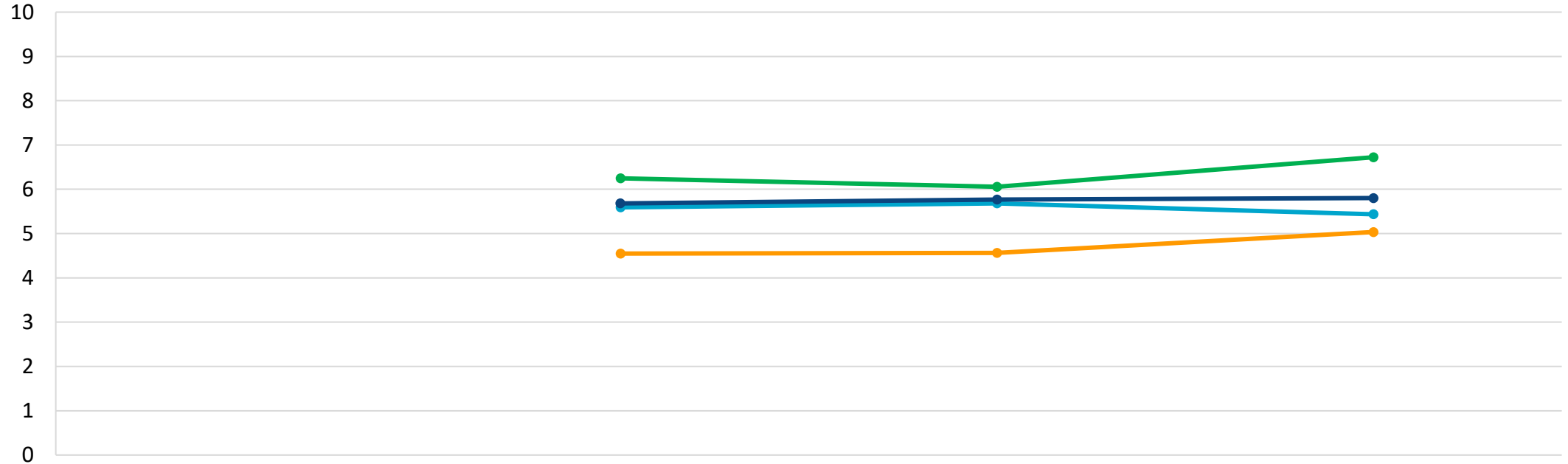
\*\*\* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

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



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

We work flexibly: Support for work-life balance



	2022	2023	2024	2025
Your org	-	5.68	5.77	5.80
Best result**	-	6.25	6.06	6.72
Average result**	-	5.59	5.68	5.44
Worst result**	-	4.55	4.57	5.04
Responses	-	145	122	134

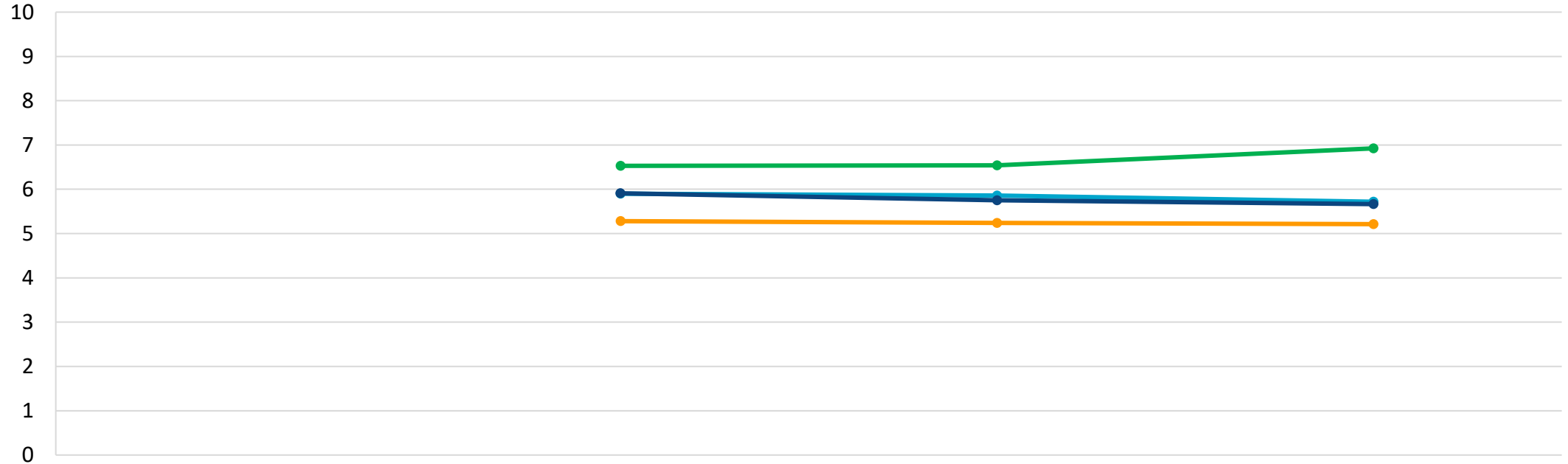
\* This chart displays both the score for 'We work flexibly' and its sub-score for 'Support for work-life balance'.

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

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

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

## We are a team



	2022	2023	2024	2025
Your org	-	5.91	5.75	5.67
Best result*	-	6.53	6.54	6.92
Average result*	-	5.90	5.86	5.72
Worst result*	-	5.28	5.24	5.21
Responses	-	146	123	135

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

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

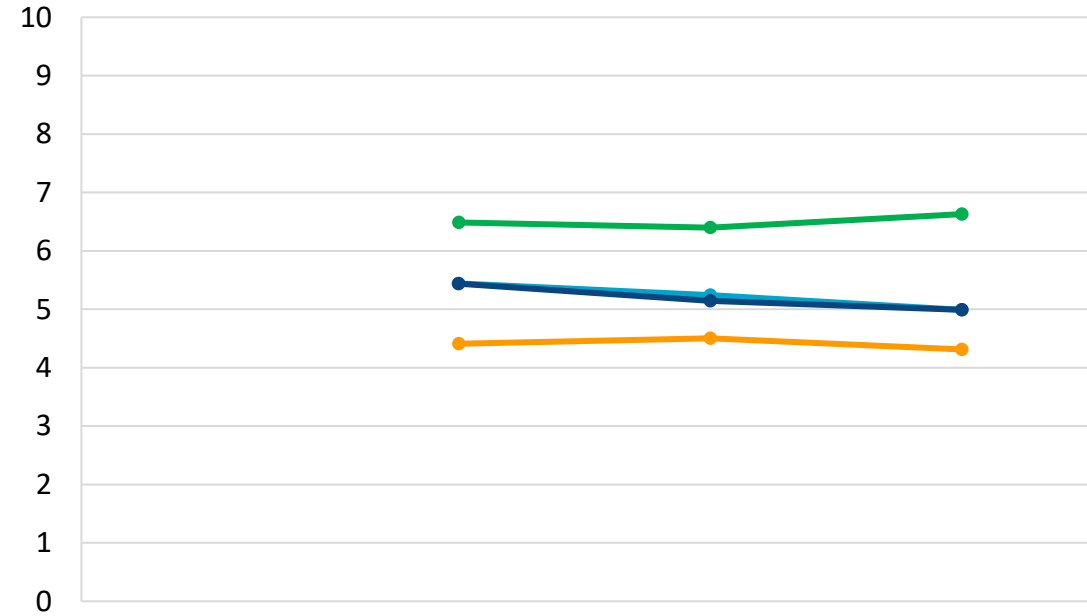


## Promise element 7: We are a team

### Team working



### Line management



	2022	2023	2024	2025
Your org	-	6.38	6.36	6.34
Best result*	-	7.06	6.83	7.22
Average result*	-	6.36	6.32	6.46
Worst result*	-	6.08	5.89	6.11
Responses	-	146	123	135

	2022	2023	2024	2025
Your org	-	5.44	5.14	4.99
Best result*	-	6.49	6.40	6.63
Average result*	-	5.44	5.24	4.99
Worst result*	-	4.41	4.50	4.31
Responses	-	146	123	135

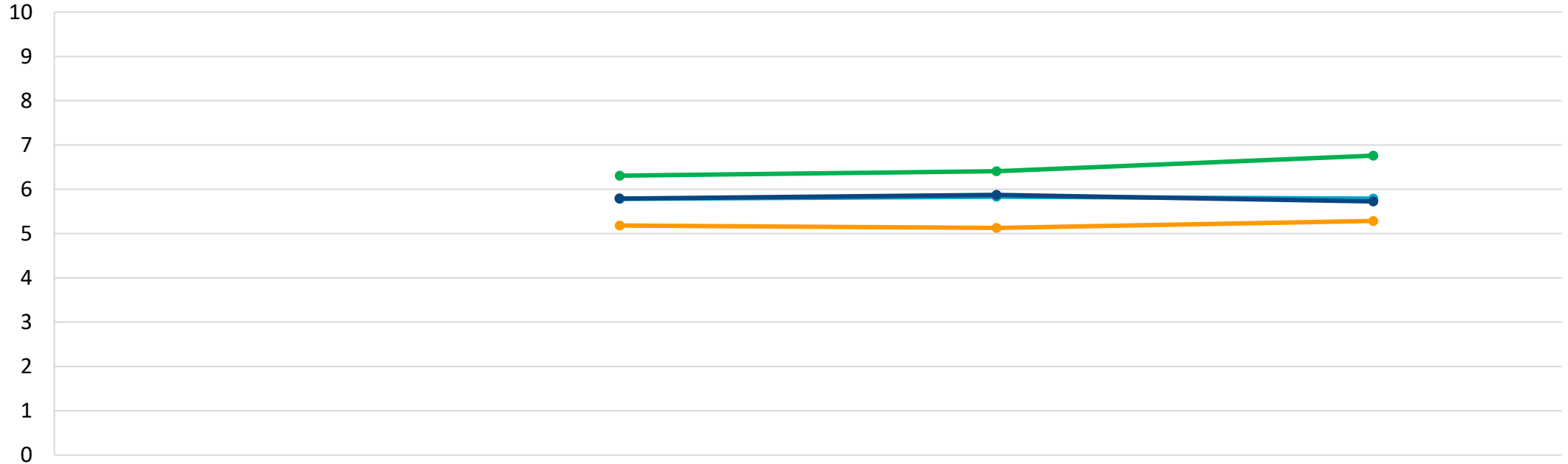
\* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

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



## Theme: Staff Engagement

Staff Engagement



	2022	2023	2024	2025
Your org	-	5.79	5.87	5.73
Best result*	-	6.31	6.41	6.76
Average result*	-	5.78	5.83	5.79
Worst result*	-	5.18	5.13	5.28
Responses	-	146	123	135

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



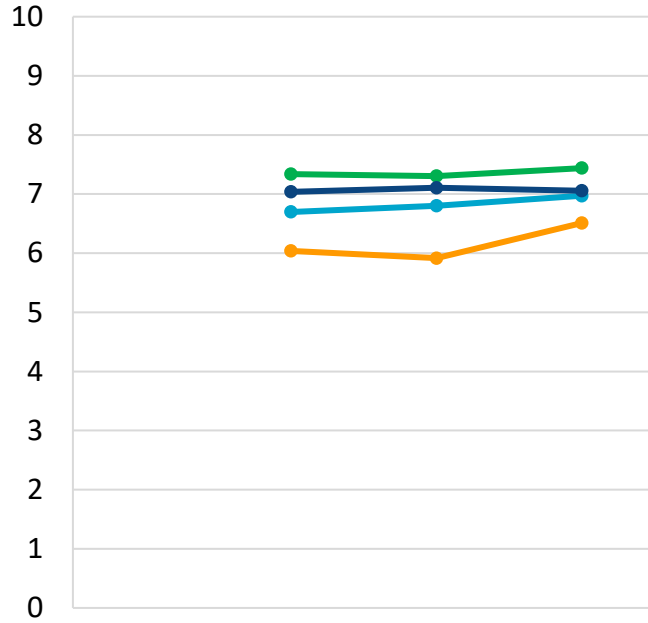
# People Promise elements, themes and sub-scores: Sub-score trends

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



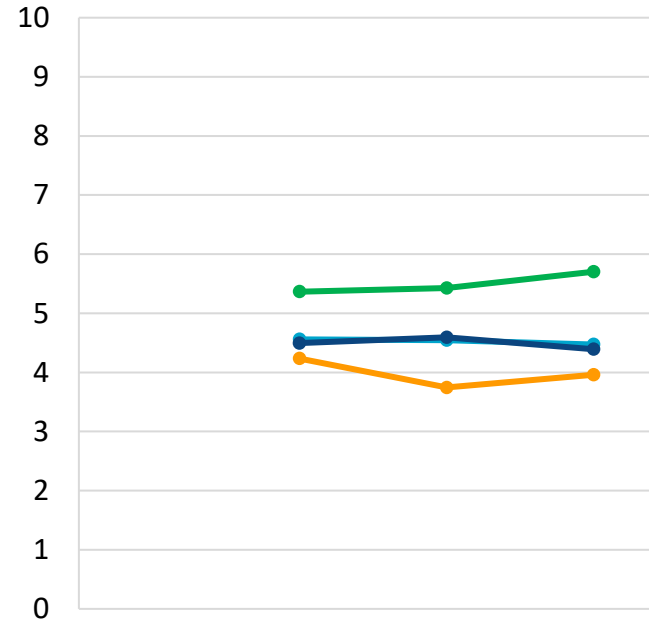
## Theme: Staff Engagement

### Motivation



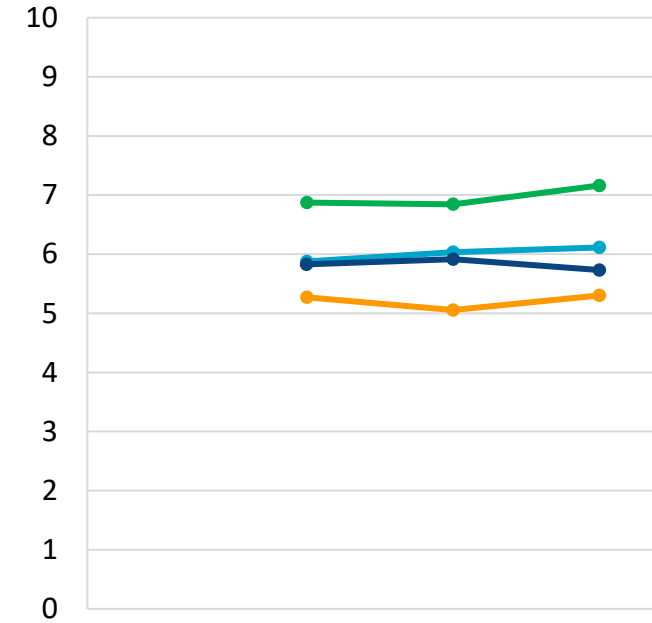
	2022	2023	2024	2025
Your org	-	7.04	7.11	7.06
Best result*	-	7.34	7.30	7.44
Average result*	-	6.70	6.80	6.97
Worst result*	-	6.04	5.92	6.51
Responses	-	146	123	134

### Involvement



	2022	2023	2024	2025
Your org	-	4.49	4.59	4.39
Best result*	-	5.36	5.42	5.70
Average result*	-	4.56	4.55	4.47
Worst result*	-	4.23	3.75	3.96
Responses	-	145	123	135

### Advocacy

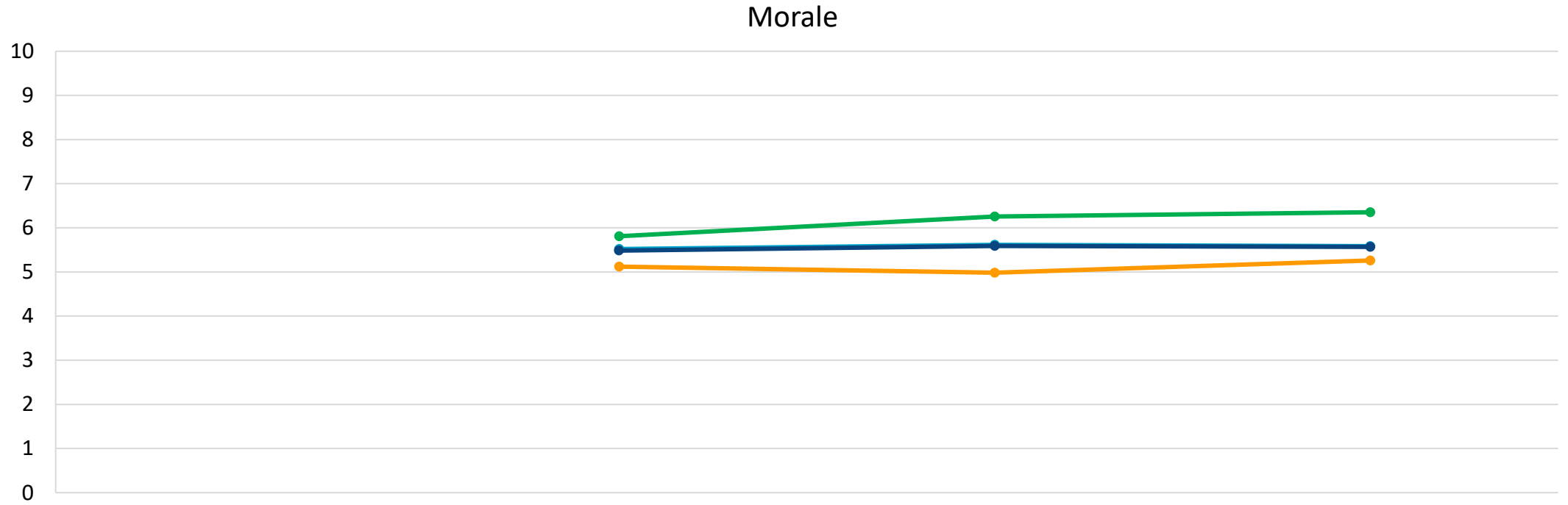


	2022	2023	2024	2025
Your org	-	5.83	5.92	5.73
Best result*	-	6.87	6.84	7.16
Average result*	-	5.88	6.03	6.11
Worst result*	-	5.27	5.06	5.30
Responses	-	145	122	135

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

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

## Theme: Morale



	2022	2023	2024	2025
Your org	-	5.48	5.59	5.57
Best result*	-	5.81	6.26	6.35
Average result*	-	5.52	5.61	5.59
Worst result*	-	5.12	4.98	5.26
Responses	-	146	123	135

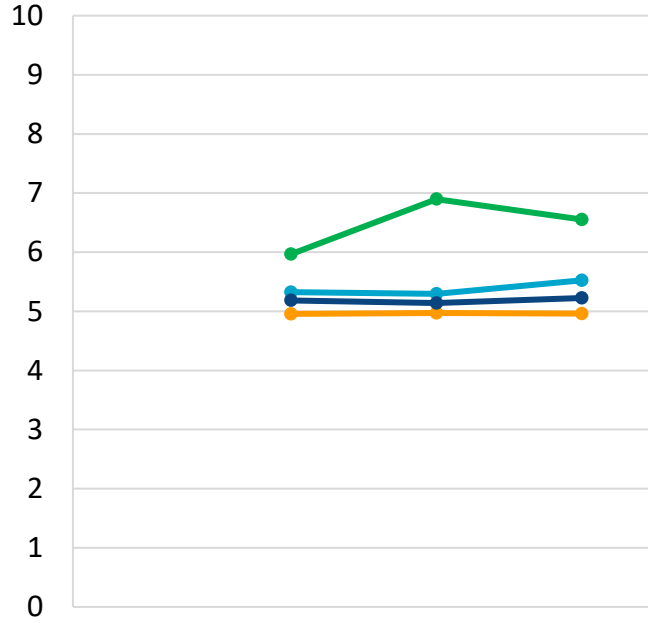
\* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.

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



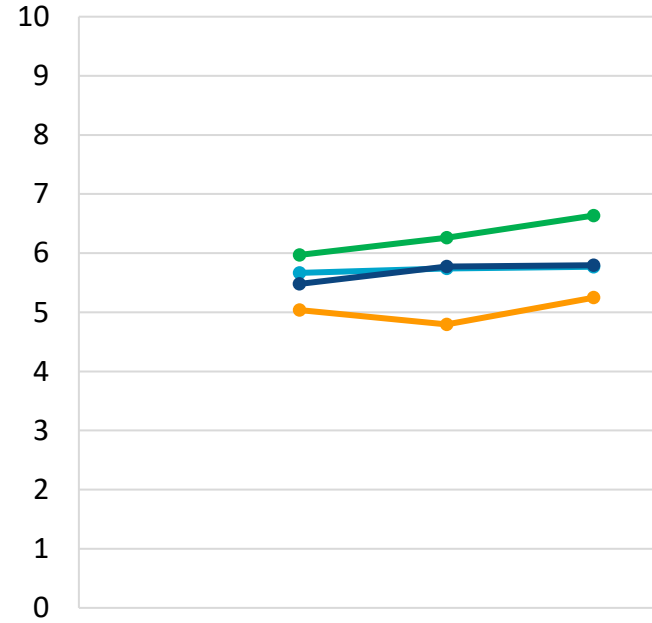
## Theme: Morale

### Future intentions



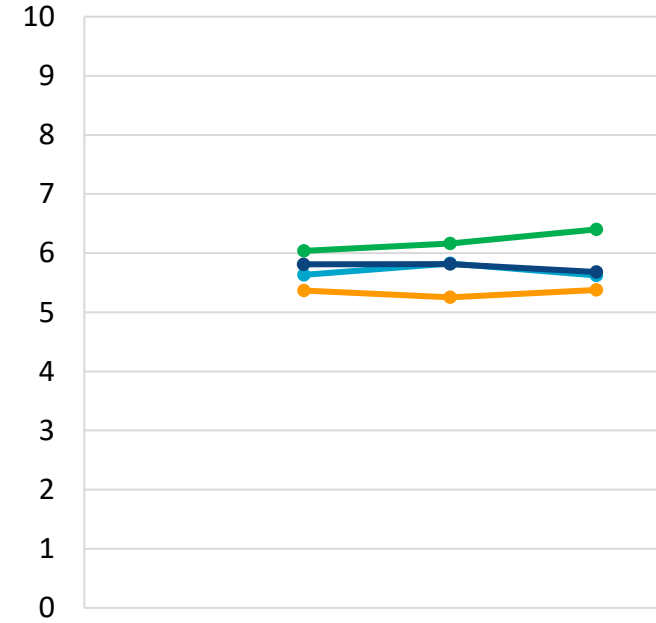
	2022	2023	2024	2025
Your org	-	5.18	5.14	5.23
Best result*	-	5.97	6.90	6.55
Average result*	-	5.33	5.30	5.52
Worst result*	-	4.96	4.97	4.96
Responses	-	136	107	122

### Work pressure



	2022	2023	2024	2025
Your org	-	5.48	5.77	5.80
Best result*	-	5.97	6.26	6.64
Average result*	-	5.67	5.74	5.77
Worst result*	-	5.03	4.80	5.25
Responses	-	145	123	135

### Stressors



	2022	2023	2024	2025
Your org	-	5.81	5.81	5.68
Best result*	-	6.04	6.16	6.40
Average result*	-	5.63	5.83	5.62
Worst result*	-	5.37	5.25	5.38
Responses	-	146	122	131

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

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q14f, Q14g, Q14h, Q14i

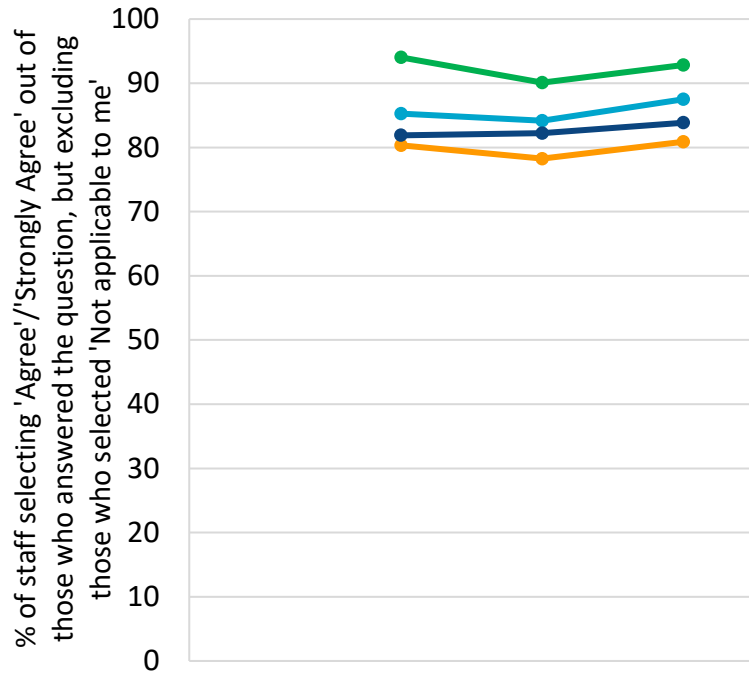
Diversity and equality – Q20, Q21a, Q21b, Q26

Inclusion – Q11f, Q11g, Q12b, Q12c

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



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

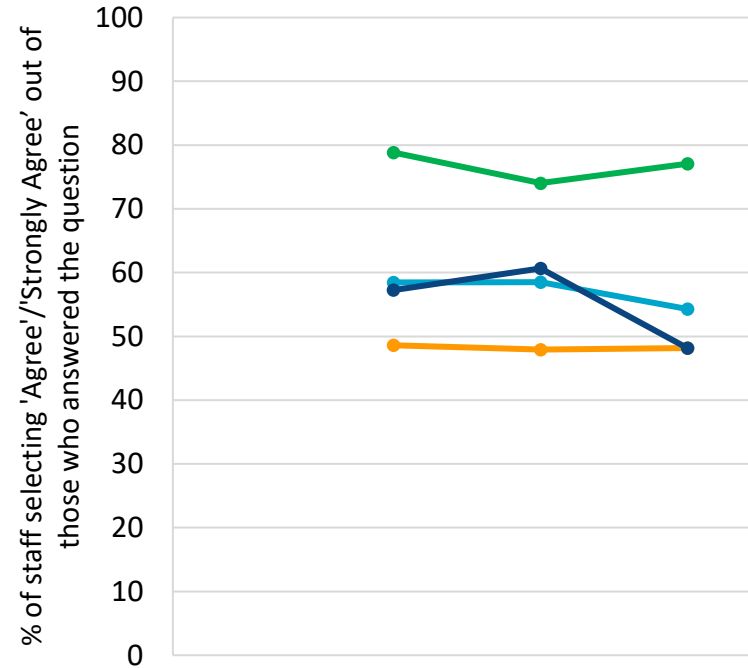


2022 2023 2024 2025

Your org	-	81.88%	82.20%	83.85%
Best result*	-	94.03%	90.10%	92.86%
Average result*	-	85.25%	84.17%	87.50%
Worst result*	-	80.34%	78.26%	80.88%

Responses - 138 118 130

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

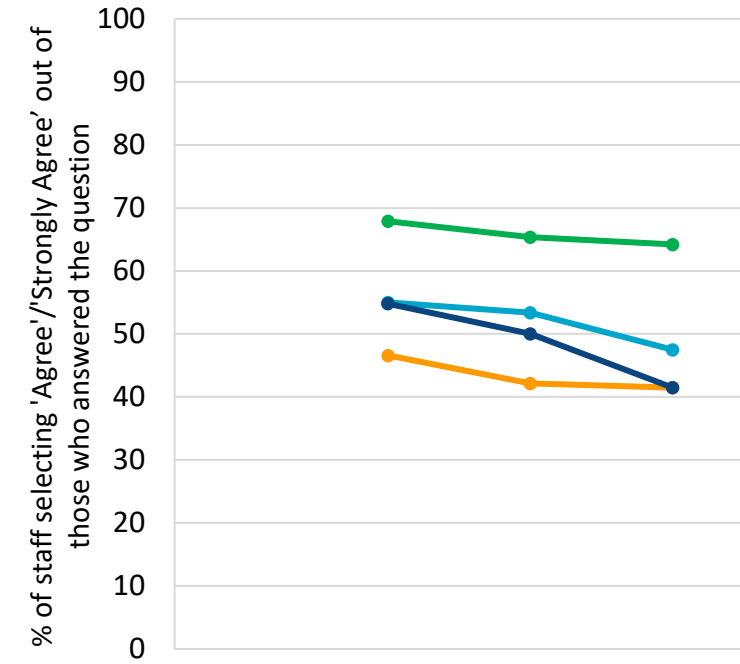


2022 2023 2024 2025

Your org	-	57.24%	60.66%	48.15%
Best result*	-	78.83%	74.04%	77.08%
Average result*	-	58.47%	58.50%	54.29%
Worst result*	-	48.60%	47.93%	48.15%

Responses - 145 122 135

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



2022 2023 2024 2025

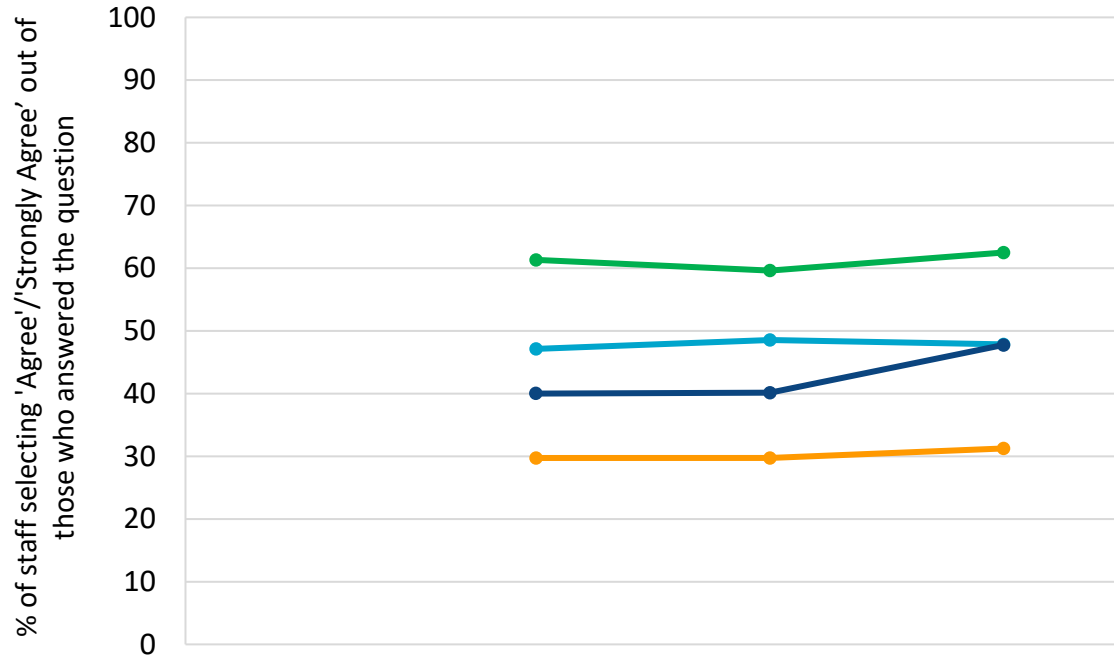
Your org	-	54.79%	50.00%	41.48%
Best result*	-	67.88%	65.38%	64.21%
Average result*	-	55.01%	53.38%	47.50%
Worst result*	-	46.59%	42.15%	41.48%

Responses - 146 122 135

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



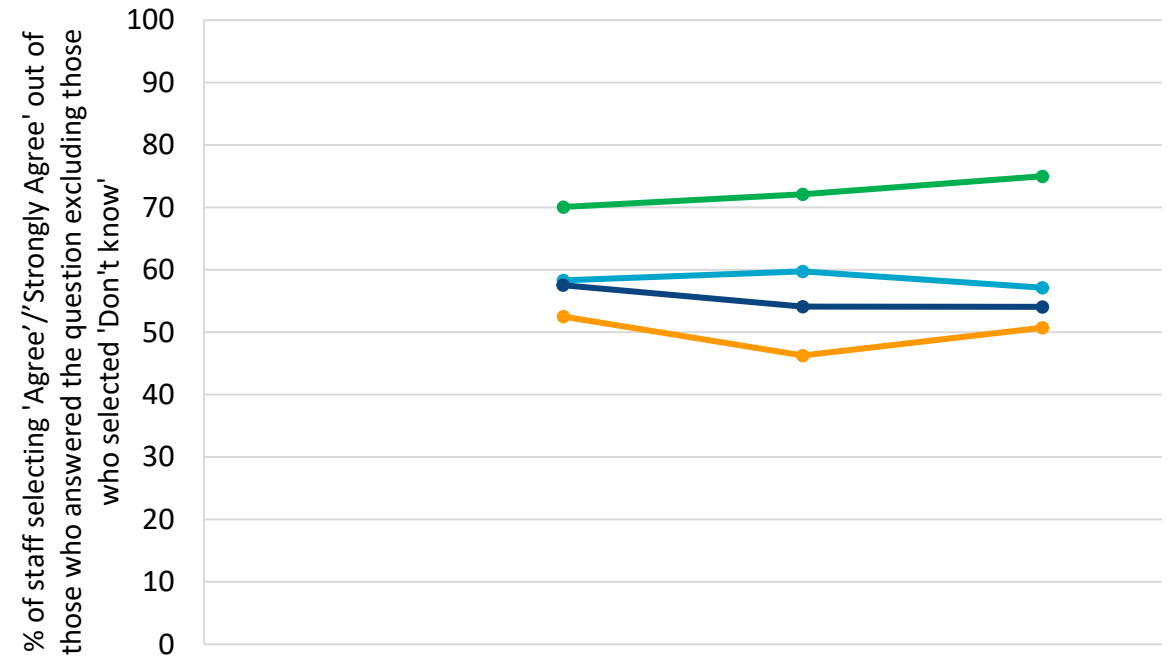
Q30c I would recommend my organisation as a place to work.



	2022	2023	2024	2025
Your org	-	40.00%	40.16%	47.76%
Best result*	-	61.31%	59.62%	62.50%
Average result*	-	47.13%	48.55%	47.83%
Worst result*	-	29.73%	29.75%	31.25%

Responses	-	145	122	134
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Q30d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



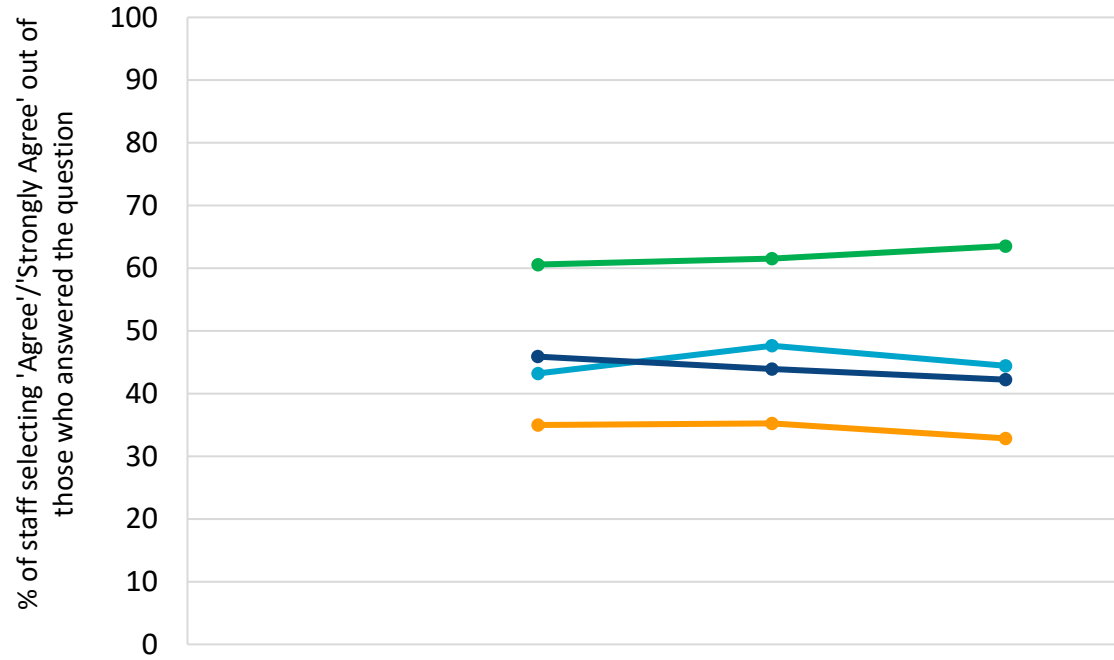
	2022	2023	2024	2025
Your org	-	57.53%	54.10%	54.07%
Best result*	-	70.07%	72.13%	75.00%
Average result*	-	58.31%	59.76%	57.14%
Worst result*	-	52.51%	46.28%	50.72%

Responses	-	146	122	135
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\* Note: benchmarking for 2022 is unavailable as survey participation was voluntary and the aggregated results are not nationally representative.



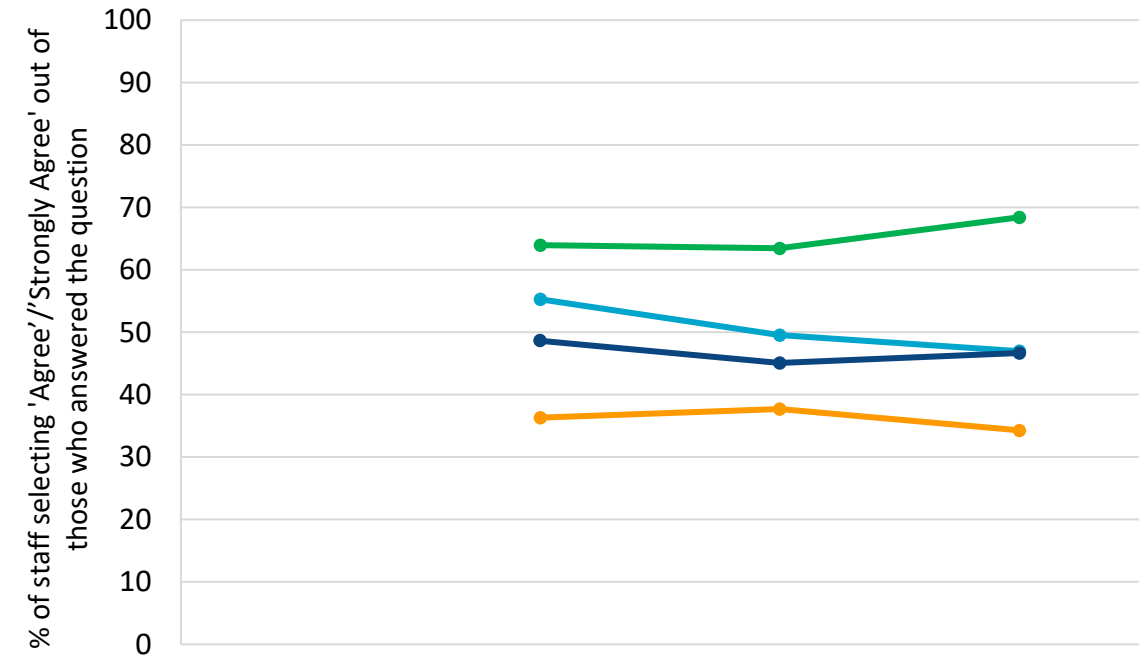
Q14f My immediate manager(s) works together with me to come to an understanding of problems.



	2022	2023	2024	2025
Your org	-	45.89%	43.90%	42.22%
Best result*	-	60.58%	61.54%	63.54%
Average result*	-	43.22%	47.63%	44.44%
Worst result*	-	35.00%	35.25%	32.86%

Responses - 146 123 135

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



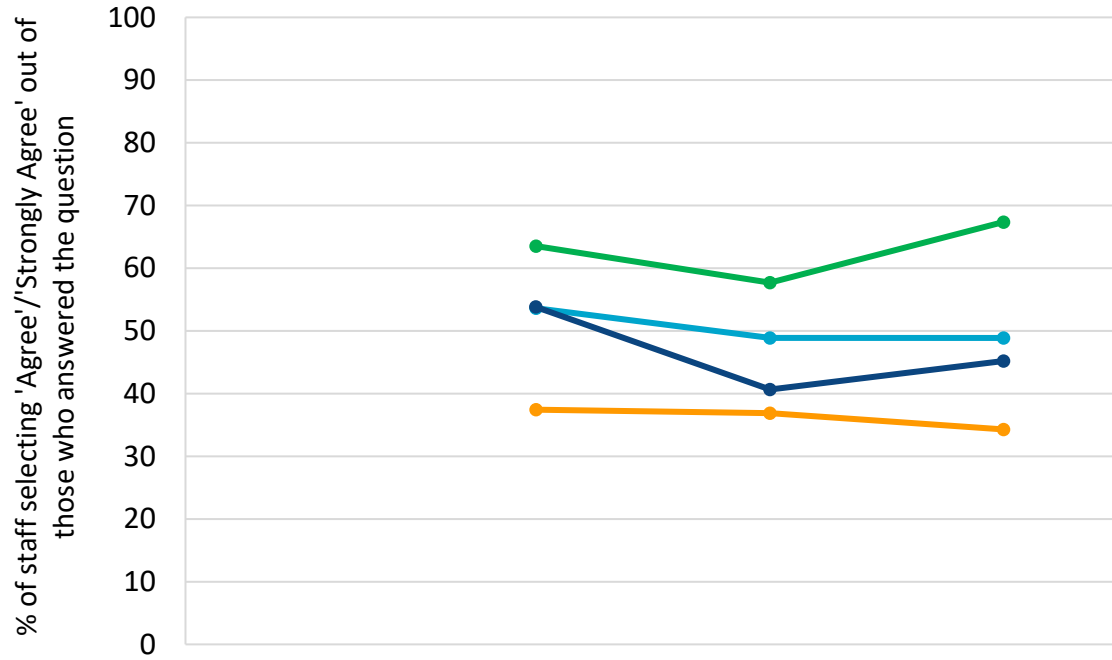
	2022	2023	2024	2025
Your org	-	48.63%	45.08%	46.67%
Best result*	-	63.97%	63.46%	68.42%
Average result*	-	55.28%	49.57%	46.97%
Worst result*	-	36.31%	37.70%	34.29%

Responses - 146 122 135

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

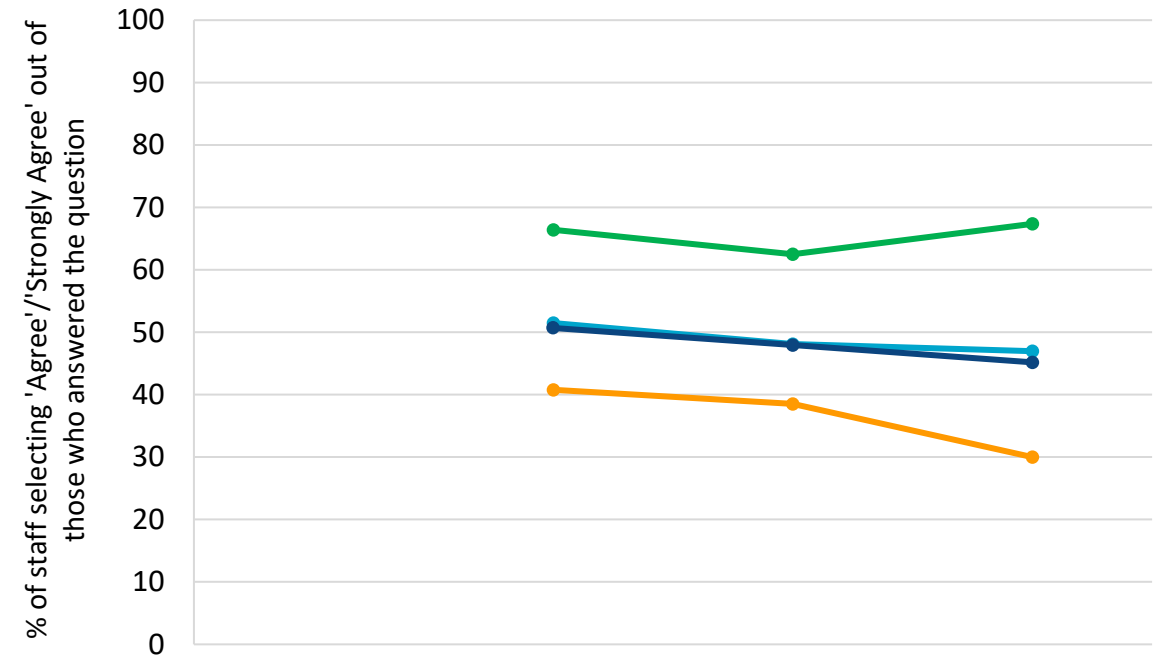


Q14h My immediate manager(s) cares about my concerns.



	2022	2023	2024	2025
Your org	-	53.79%	40.65%	45.19%
Best result*	-	63.50%	57.69%	67.37%
Average result*	-	53.61%	48.88%	48.89%
Worst result*	-	37.43%	36.89%	34.29%
Responses	-	145	123	135

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

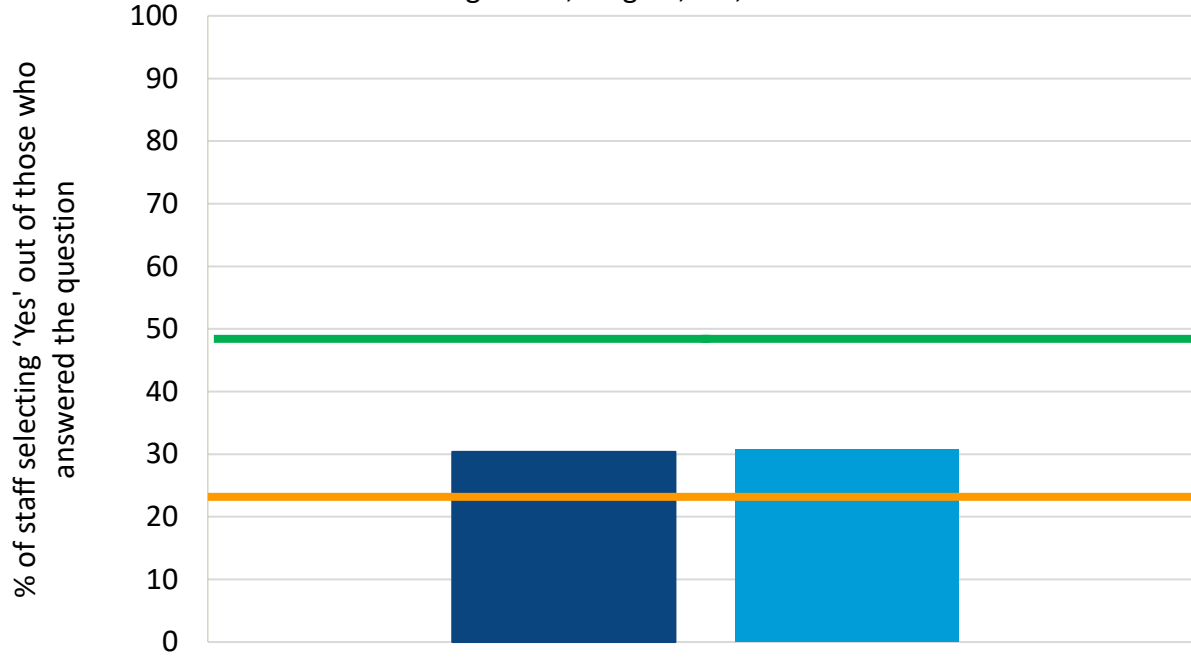


	2022	2023	2024	2025
Your org	-	50.68%	47.97%	45.19%
Best result*	-	66.42%	62.50%	67.37%
Average result*	-	51.48%	48.10%	46.97%
Worst result*	-	40.78%	38.52%	30.00%
Responses	-	146	123	135

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



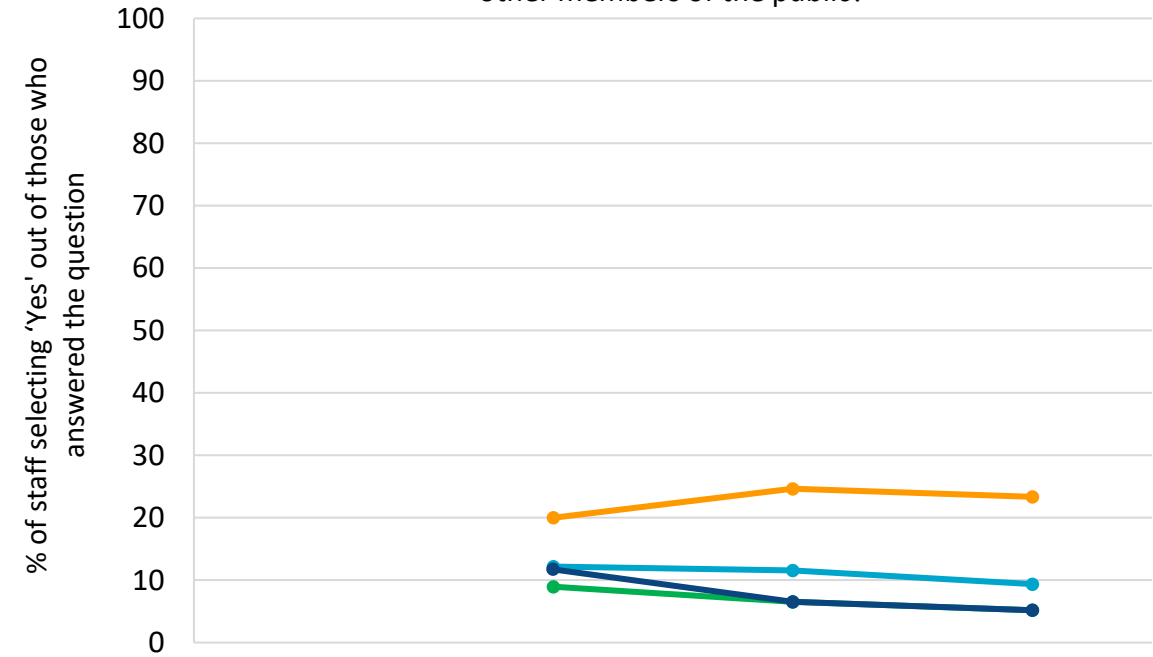
Q20 Does your organisation act fairly with regard to career progression / development, regardless of e.g. age, disability, ethnic background, gender reassignment, religion, sex, or sexual orientation?



	2025
Your org	30.37%
Best result	48.42%
Average result	30.77%
Worst result	23.19%

Responses 135

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?



	2022	2023	2024	2025
Your org	-	11.72%	6.56%	5.19%
Best result*	-	8.96%	6.56%	5.19%
Average result*	-	12.18%	11.56%	9.38%
Worst result*	-	20.00%	24.66%	23.33%

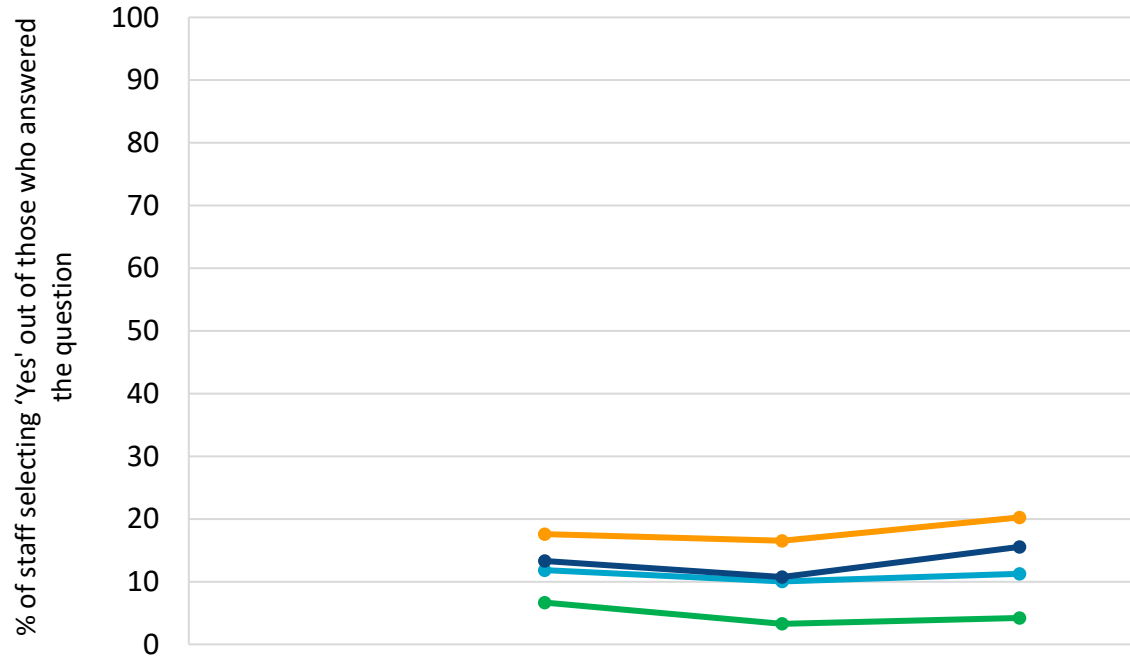
Responses - 145 122 135

Note: Due to changes in the question wording in 2025, previous years' results for Q20 are not reported. For more information, please refer to the Technical Guide: <https://www.nhsstaffsurveys.com/survey-documents/>

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

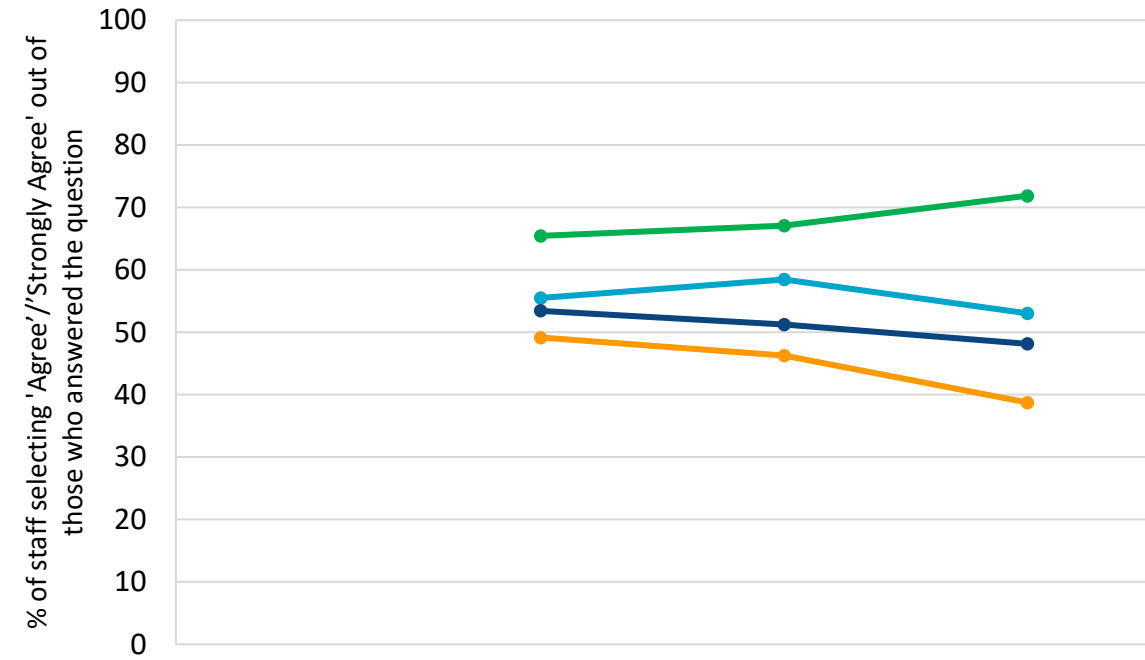


Q21b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2022	2023	2024	2025
Your org	-	13.29%	10.74%	15.56%
Best result*	-	6.67%	3.28%	4.21%
Average result*	-	11.84%	10.04%	11.24%
Worst result*	-	17.57%	16.53%	20.25%
Responses	-	143	121	135

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

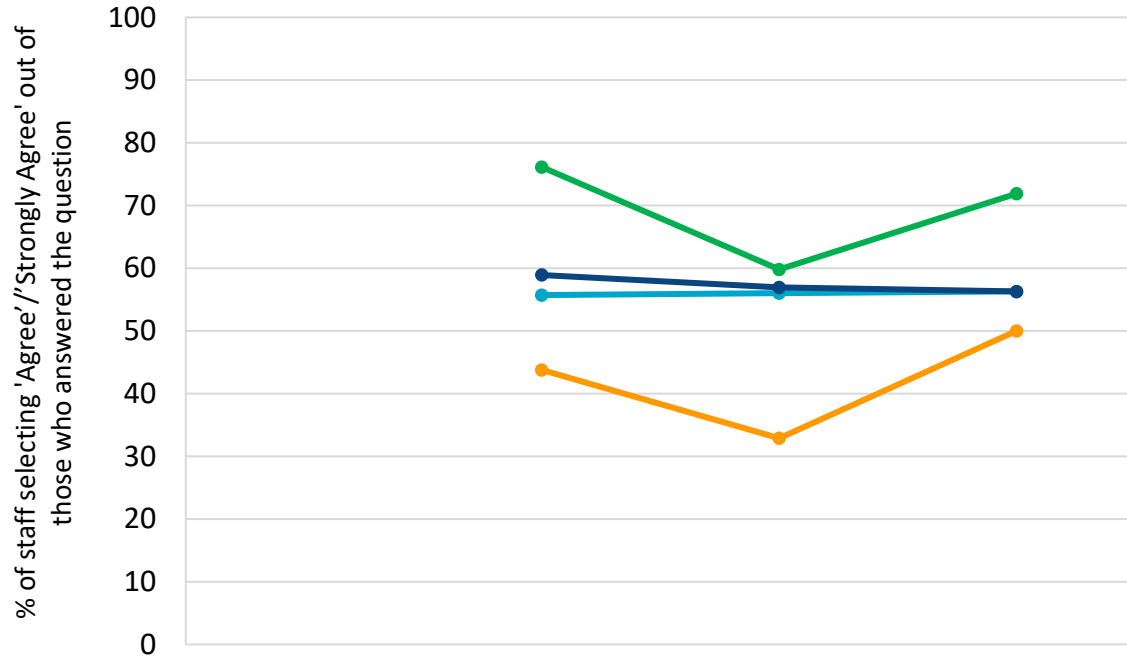


	2022	2023	2024	2025
Your org	-	53.42%	51.22%	48.15%
Best result*	-	65.44%	67.06%	71.88%
Average result*	-	55.51%	58.45%	53.03%
Worst result*	-	49.16%	46.28%	38.75%
Responses	-	146	123	135

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

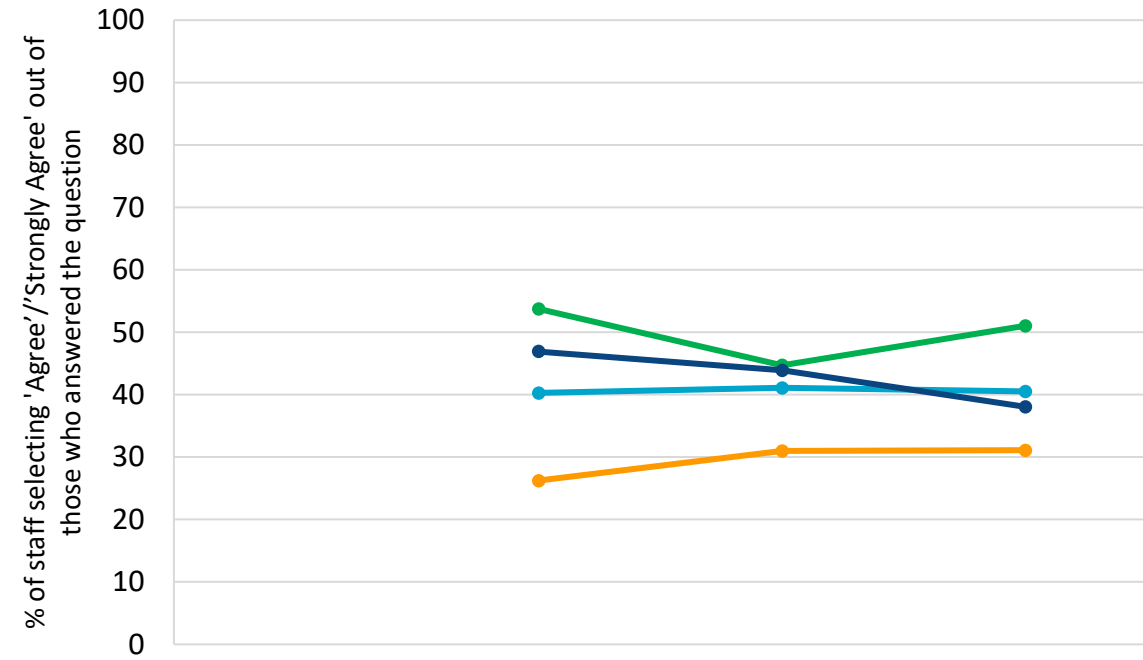


Q11f I feel valued by my team.



	2022	2023	2024	2025
Your org	-	58.90%	56.91%	56.30%
Best result*	-	76.12%	59.80%	71.88%
Average result*	-	55.71%	56.02%	56.30%
Worst result*	-	43.75%	32.88%	50.00%
Responses	-	146	123	135

Q11g I feel a strong personal attachment to my team.

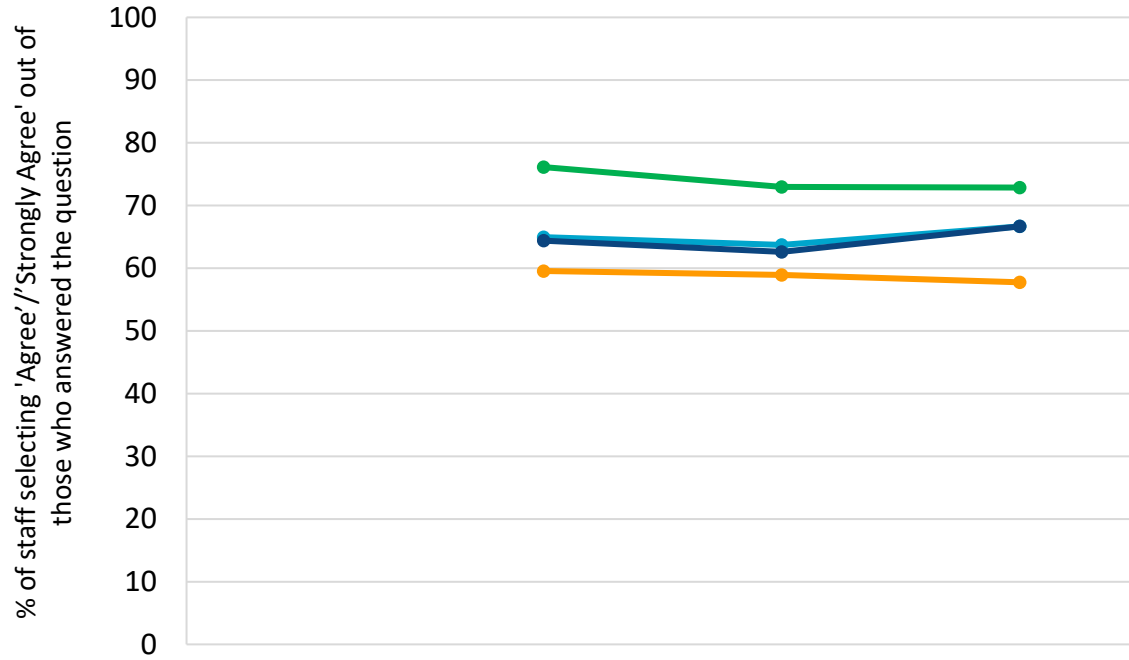


	2022	2023	2024	2025
Your org	-	46.90%	43.90%	38.06%
Best result*	-	53.73%	44.71%	51.04%
Average result*	-	40.29%	41.11%	40.51%
Worst result*	-	26.25%	31.00%	31.11%
Responses	-	145	123	134

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

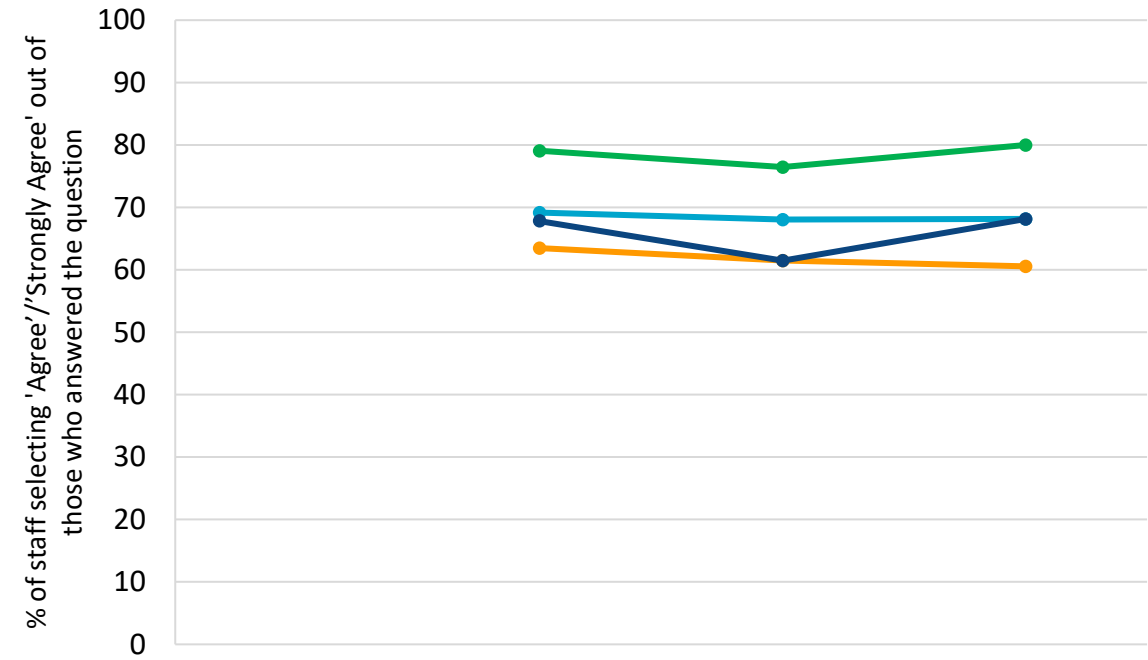


Q12b The people I work with are understanding and kind to one another.



	2022	2023	2024	2025
Your org	-	64.38%	62.60%	66.67%
Best result*	-	76.12%	72.94%	72.86%
Average result*	-	64.93%	63.71%	66.67%
Worst result*	-	59.55%	58.90%	57.75%
Responses	-	146	123	135

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



	2022	2023	2024	2025
Your org	-	67.81%	61.48%	68.15%
Best result*	-	79.10%	76.47%	80.00%
Average result*	-	69.17%	68.06%	68.15%
Worst result*	-	63.48%	61.48%	60.56%
Responses	-	146	122	135

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

## People Promise element – We are recognised and rewarded

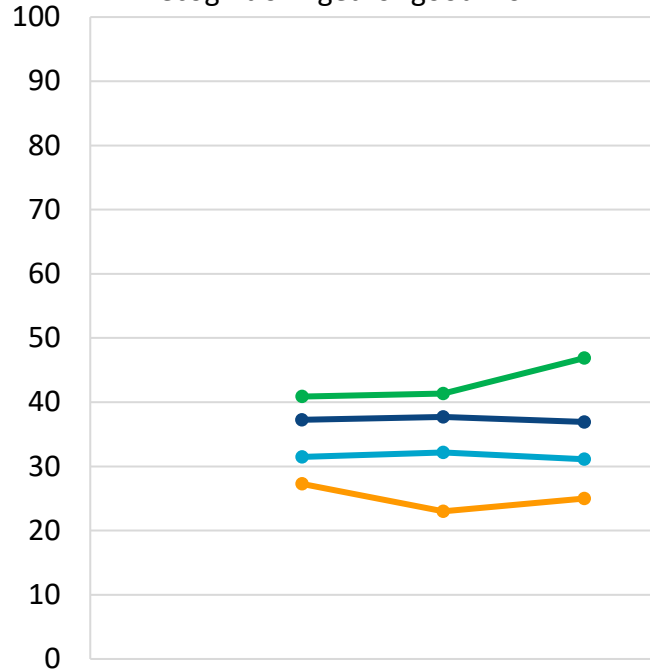


Questions included:  
Q6a, Q6b, Q6c, Q12d, Q14e



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

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



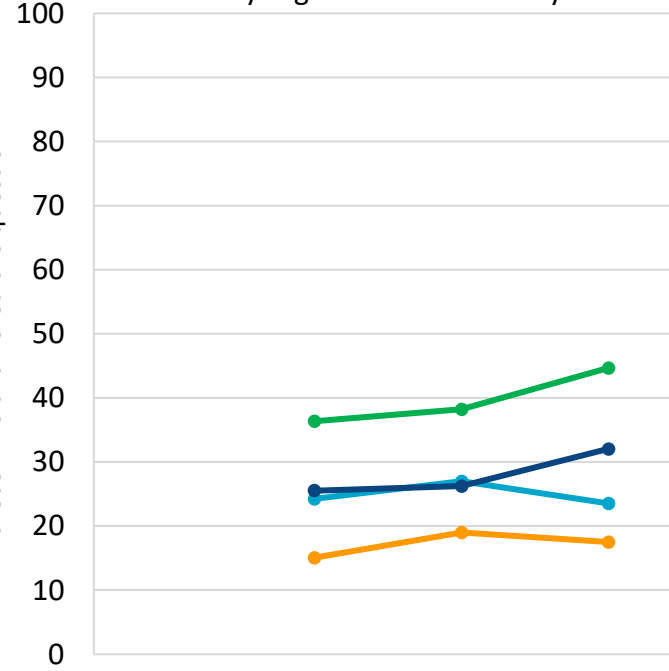
2022 2023 2024 2025

Your org	-	37.24%	37.70%	36.92%
Best result*	-	40.88%	41.35%	46.88%
Average result*	-	31.48%	32.17%	31.11%
Worst result*	-	27.27%	23.00%	25.00%

Responses - 145 122 130

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

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



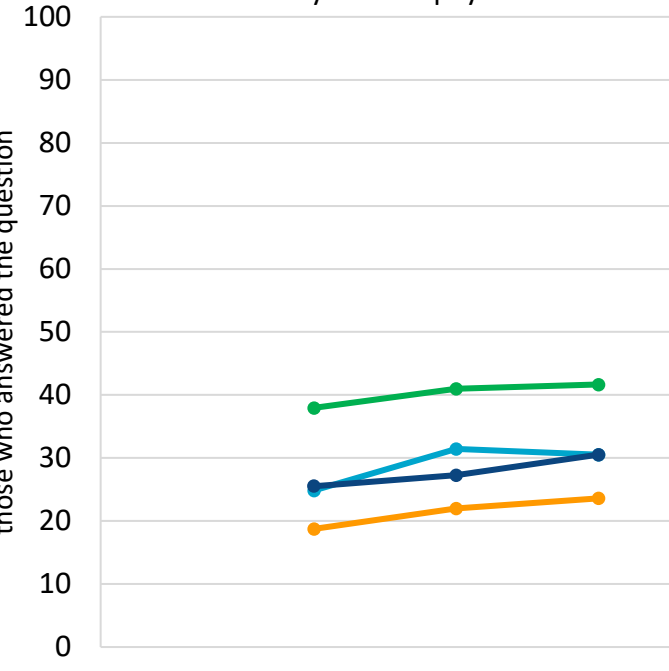
2022 2023 2024 2025

Your org	-	25.52%	26.23%	32.06%
Best result*	-	36.36%	38.24%	44.68%
Average result*	-	24.28%	27.00%	23.53%
Worst result*	-	15.07%	19.00%	17.50%

Responses - 145 122 131

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

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



2022 2023 2024 2025

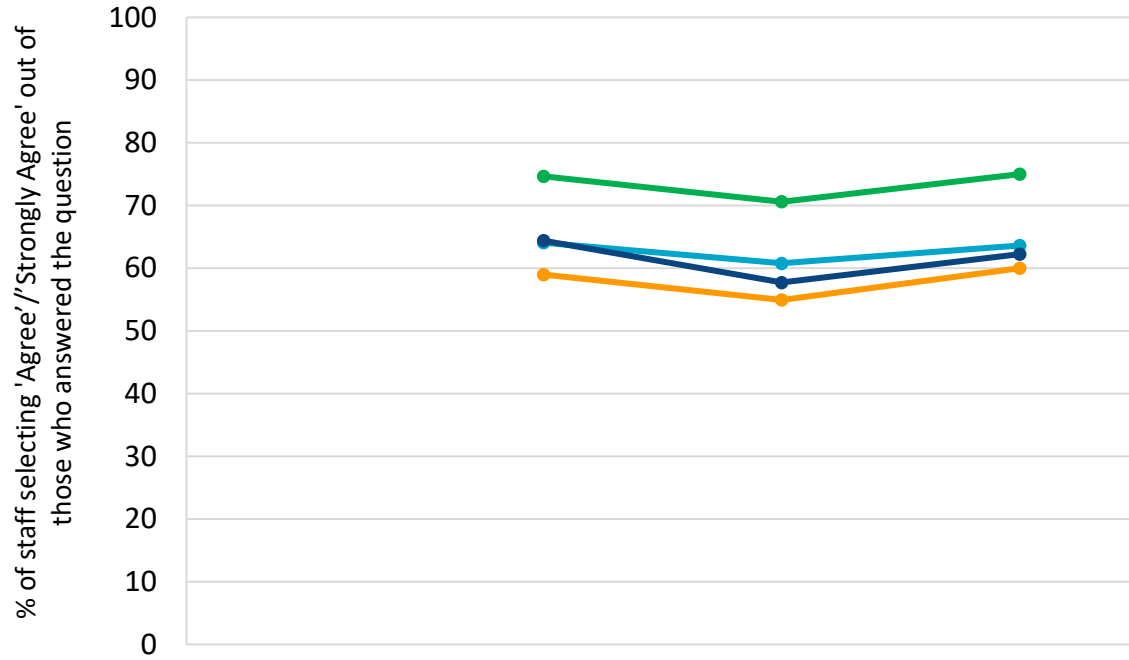
Your org	-	25.52%	27.27%	30.53%
Best result*	-	37.96%	40.96%	41.67%
Average result*	-	24.86%	31.44%	30.53%
Worst result*	-	18.75%	22.00%	23.60%

Responses - 145 121 131

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

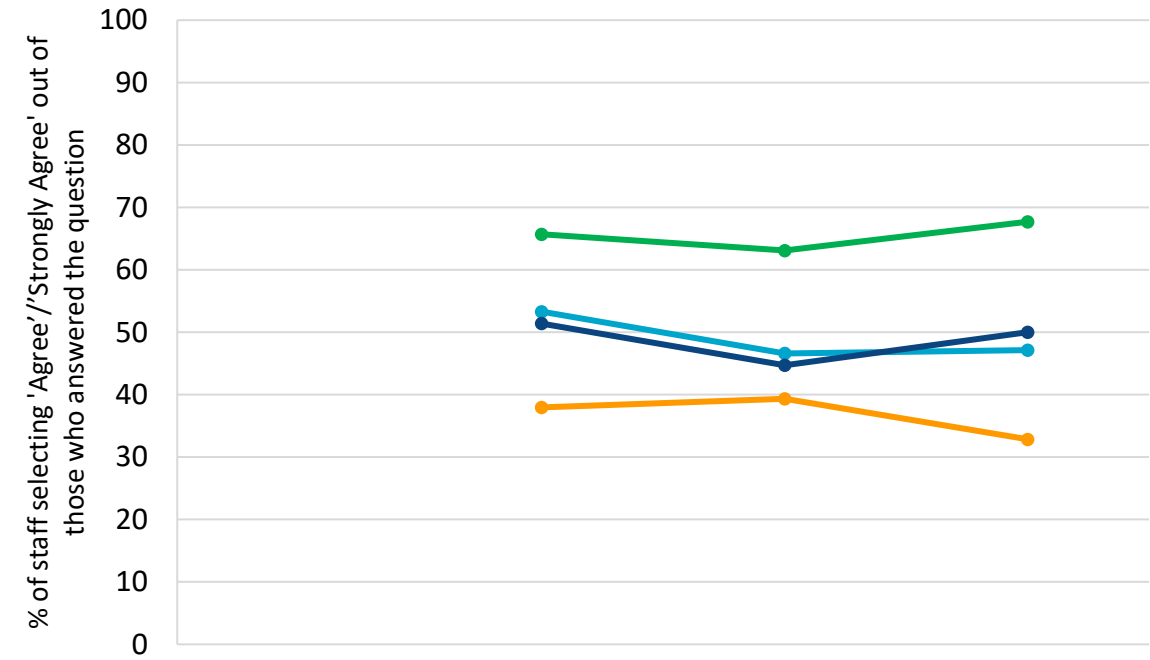


Q12d The people I work with show appreciation to one another.



	2022	2023	2024	2025
Your org	-	64.38%	57.72%	62.22%
Best result*	-	74.63%	70.59%	75.00%
Average result*	-	64.06%	60.78%	63.64%
Worst result*	-	58.99%	54.93%	60.00%
Responses	-	146	123	135

Q14e My immediate manager(s) values my work.



	2022	2023	2024	2025
Your org	-	51.39%	44.72%	50.00%
Best result*	-	65.69%	63.11%	67.71%
Average result*	-	53.31%	46.60%	47.14%
Worst result*	-	37.99%	39.34%	32.86%
Responses	-	144	123	134

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

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



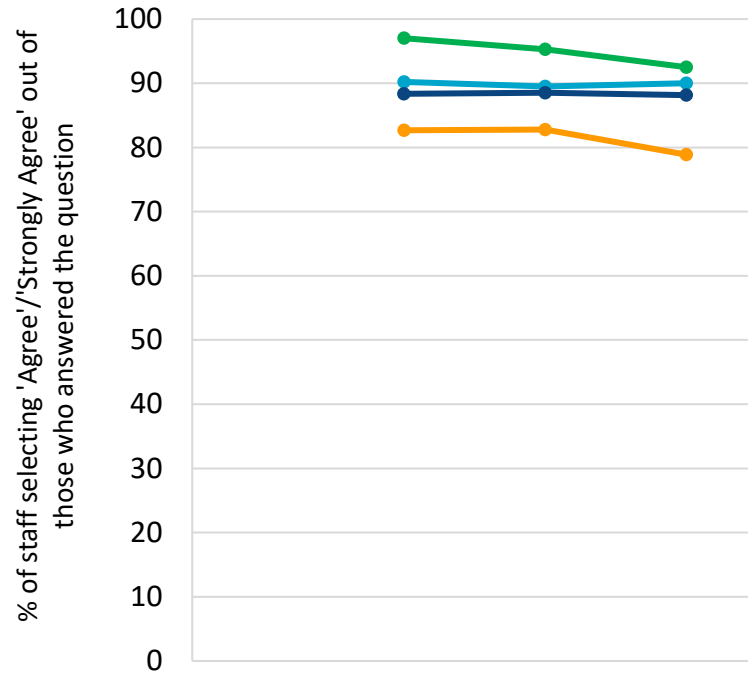
### Questions included:

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

Raising concerns – Q25a, Q25b, Q30e, Q30f



Q5a I always know what my work responsibilities are.

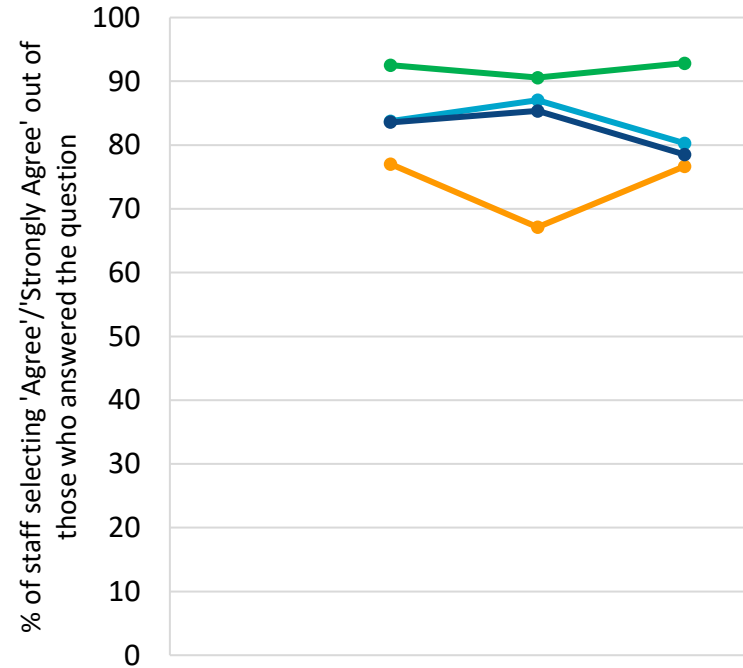


2022 2023 2024 2025

Your org	2022	2023	2024	2025
Your org	-	88.36%	88.52%	88.15%
Best result*	-	97.01%	95.29%	92.50%
Average result*	-	90.21%	89.50%	90.00%
Worst result*	-	82.68%	82.79%	78.87%

Responses - 146 122 135

Q5b I am trusted to do my job.

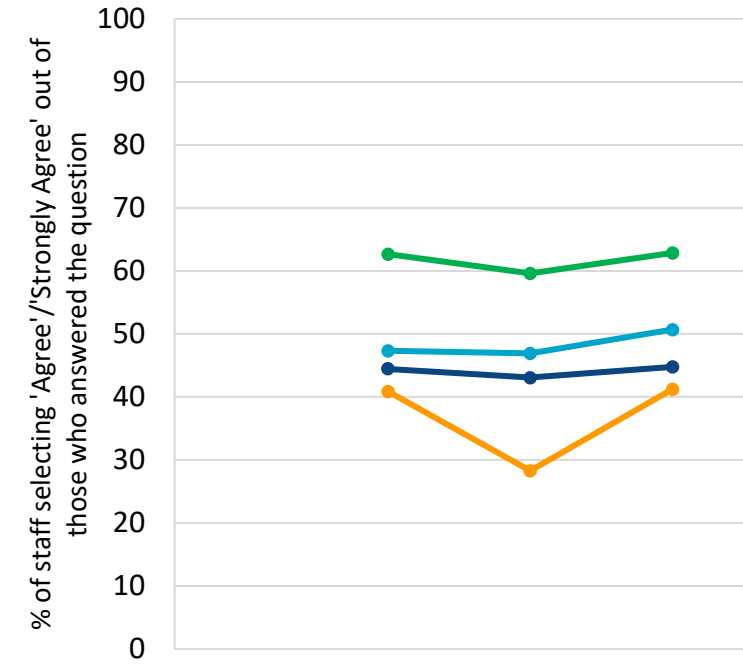


2022 2023 2024 2025

Your org	2022	2023	2024	2025
Your org	-	83.56%	85.37%	78.52%
Best result*	-	92.54%	90.59%	92.86%
Average result*	-	83.73%	87.04%	80.28%
Worst result*	-	77.03%	67.12%	76.67%

Responses - 146 123 135

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



2022 2023 2024 2025

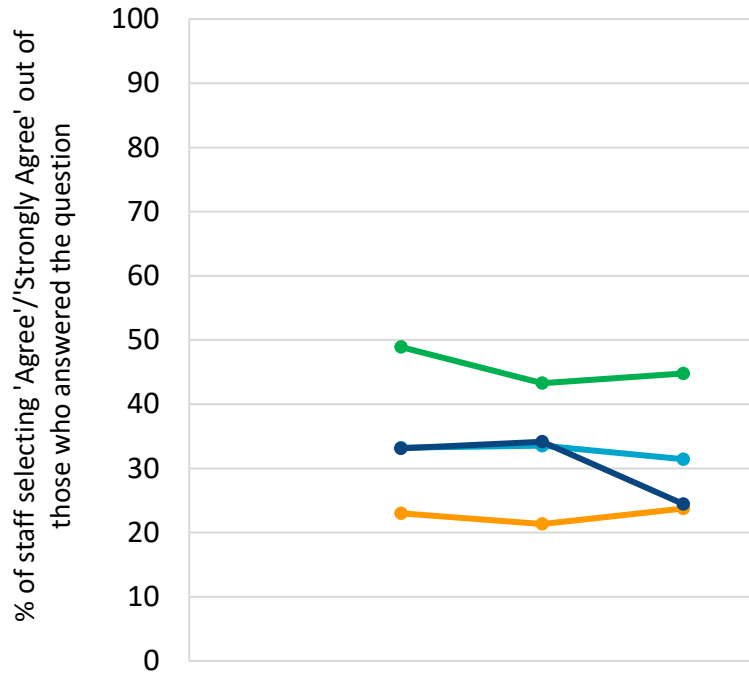
Your org	2022	2023	2024	2025
Your org	-	44.44%	43.09%	44.78%
Best result*	-	62.69%	59.62%	62.86%
Average result*	-	47.32%	46.92%	50.70%
Worst result*	-	40.91%	28.28%	41.25%

Responses - 144 123 134

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



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

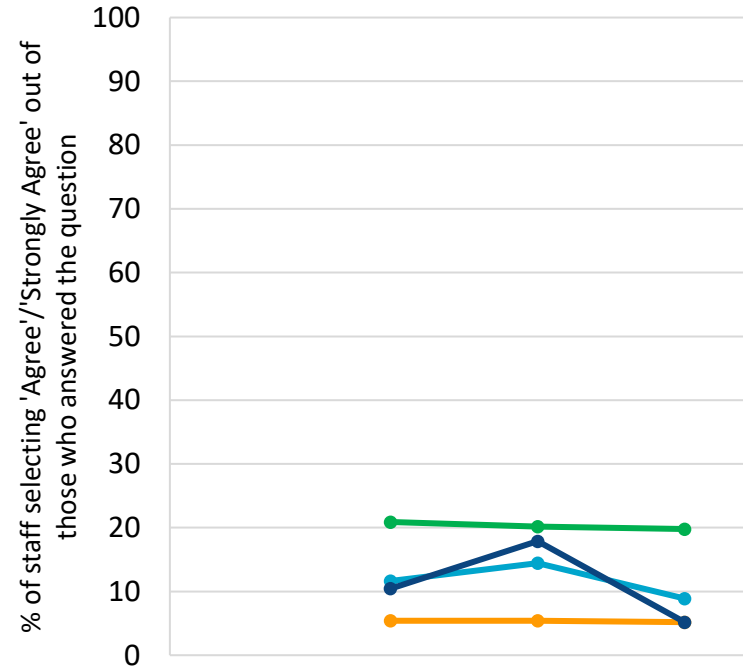


2022 2023 2024 2025

Your org	-	33.10%	34.15%	24.44%
Best result*	-	48.91%	43.27%	44.79%
Average result*	-	33.22%	33.54%	31.43%
Worst result*	-	22.99%	21.33%	23.75%

Responses - 145 123 135

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

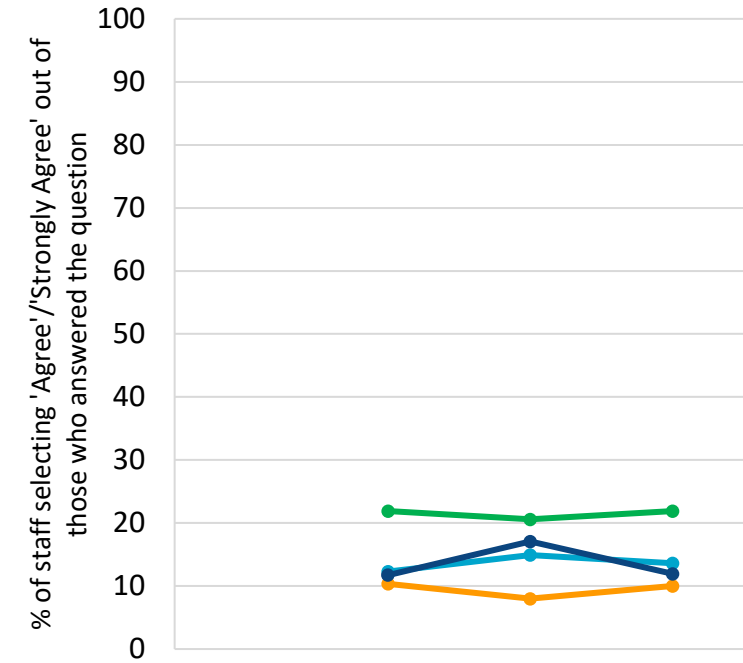


2022 2023 2024 2025

Your org	-	10.42%	17.89%	5.19%
Best result*	-	20.90%	20.19%	19.79%
Average result*	-	11.63%	14.44%	8.89%
Worst result*	-	5.41%	5.41%	5.19%

Responses - 144 123 135

Q5f I am able to make improvements happen at work.



2022 2023 2024 2025

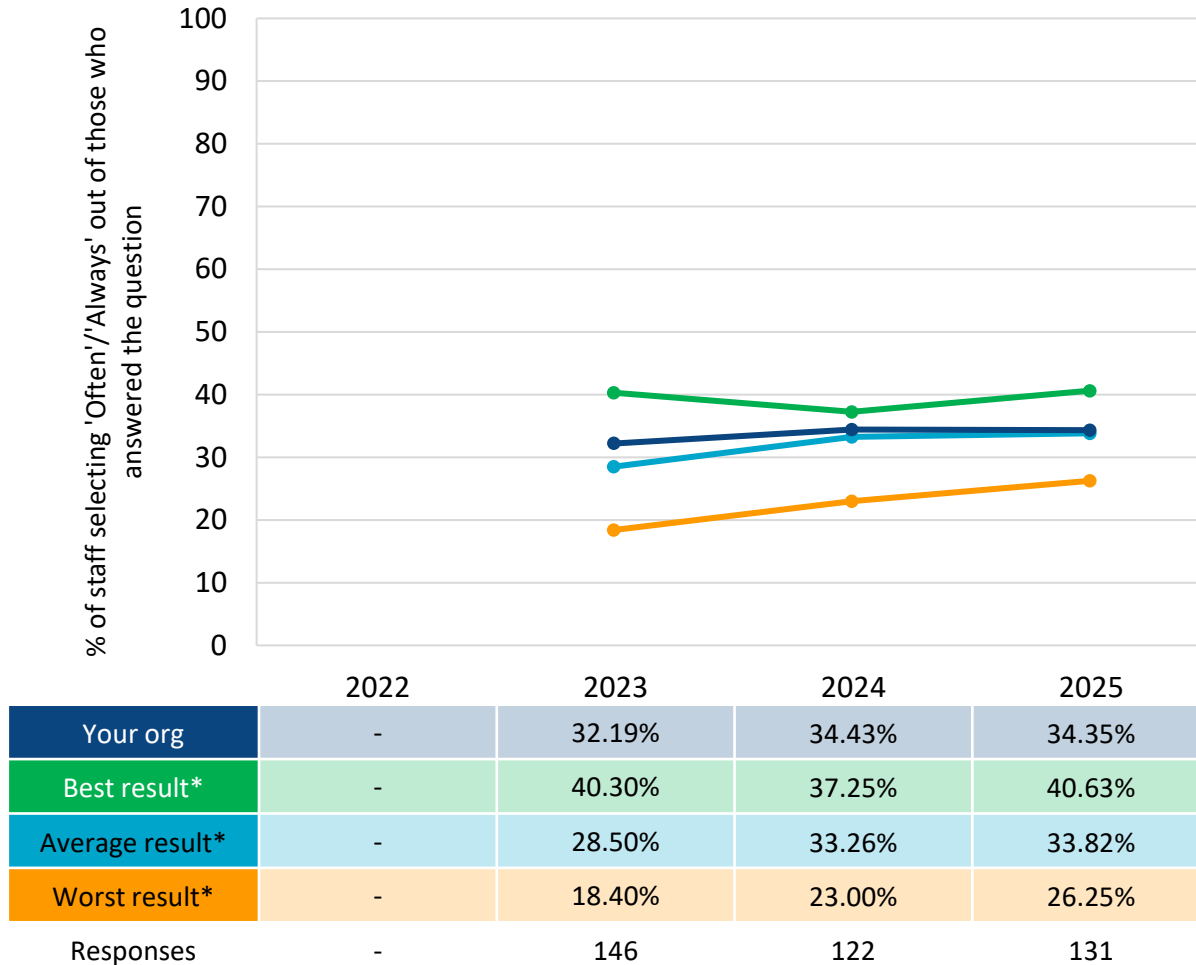
Your org	-	11.72%	17.07%	11.94%
Best result*	-	21.90%	20.59%	21.88%
Average result*	-	12.30%	14.91%	13.64%
Worst result*	-	10.34%	8.00%	10.00%

Responses - 145 123 134

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



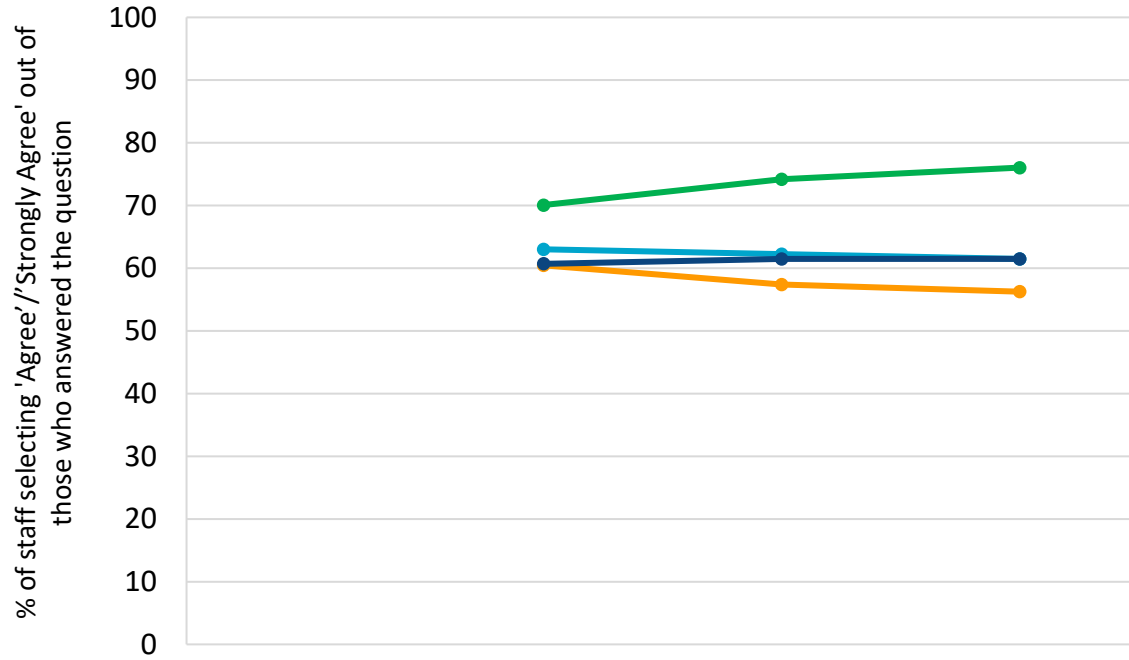
Q7b I have a choice in deciding how to do my work.



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

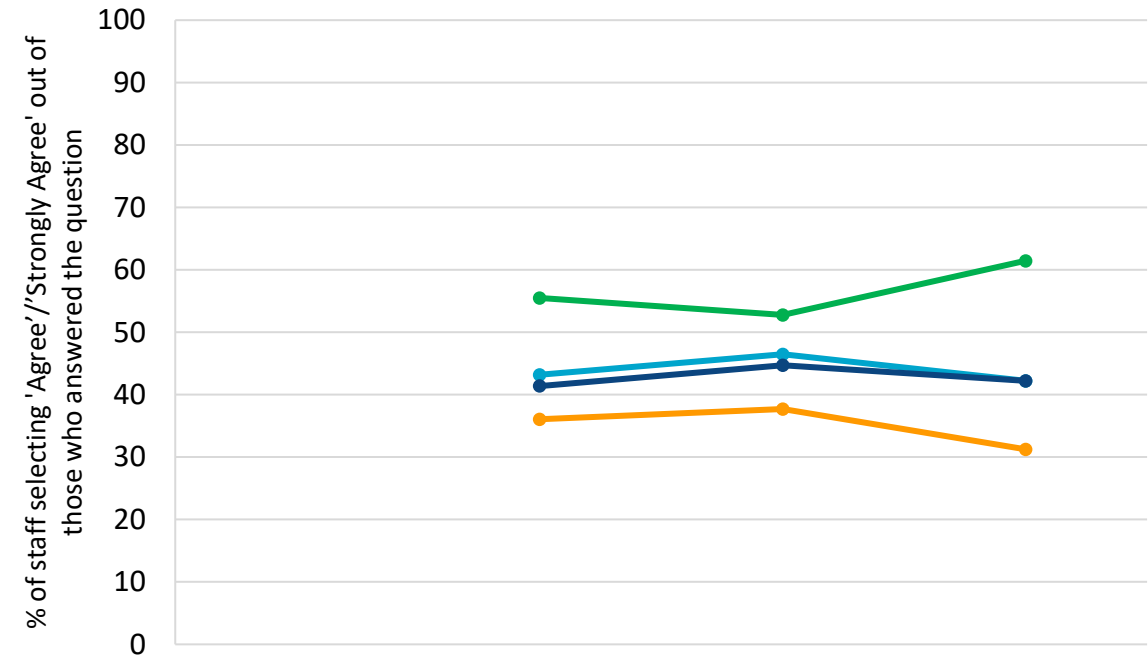


Q25a I would feel secure raising concerns about unsafe clinical practice.



	2022	2023	2024	2025
Your org	-	60.69%	61.48%	61.48%
Best result*	-	70.07%	74.19%	76.04%
Average result*	-	63.01%	62.24%	61.48%
Worst result*	-	60.45%	57.38%	56.25%
Responses	-	145	122	135

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

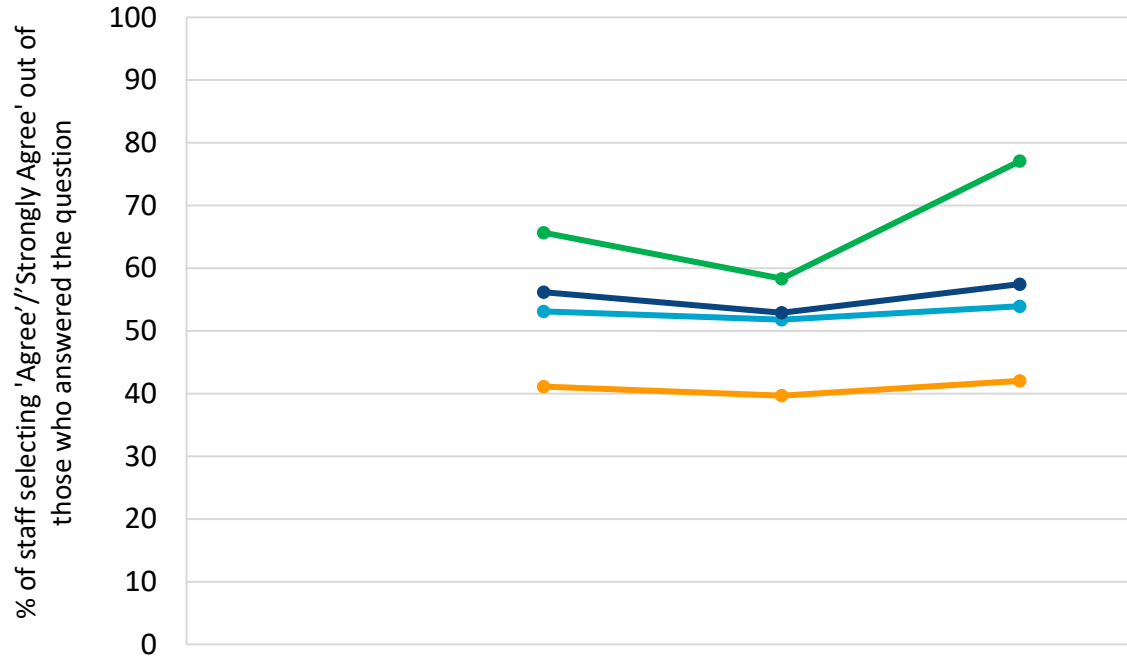


	2022	2023	2024	2025
Your org	-	41.38%	44.72%	42.22%
Best result*	-	55.47%	52.78%	61.46%
Average result*	-	43.19%	46.48%	42.22%
Worst result*	-	36.05%	37.70%	31.25%
Responses	-	145	123	135

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

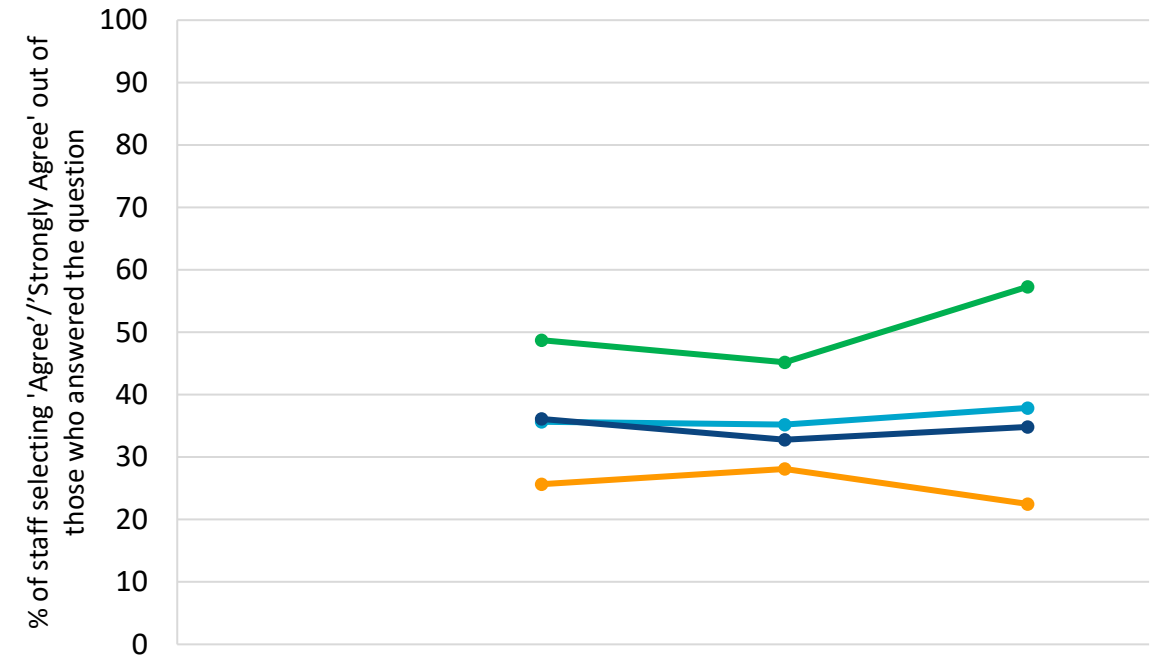


Q30e I feel safe to speak up about anything that concerns me in this organisation.



	2022	2023	2024	2025
Your org	-	56.16%	52.89%	57.46%
Best result*	-	65.67%	58.33%	77.08%
Average result*	-	53.13%	51.79%	53.93%
Worst result*	-	41.10%	39.67%	42.03%
Responses	-	146	121	134

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



	2022	2023	2024	2025
Your org	-	36.11%	32.79%	34.81%
Best result*	-	48.72%	45.19%	57.29%
Average result*	-	35.66%	35.22%	37.88%
Worst result*	-	25.68%	28.10%	22.50%
Responses	-	144	122	135

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

## People Promise element – We are safe and healthy



### Questions included:

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

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

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

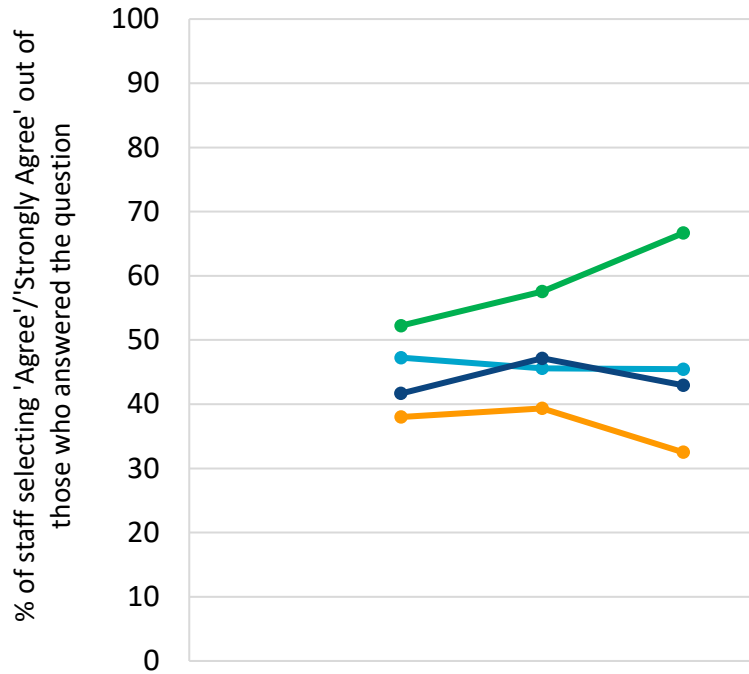
Other questions\*: Q22a, Q22b, Q27

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

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



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

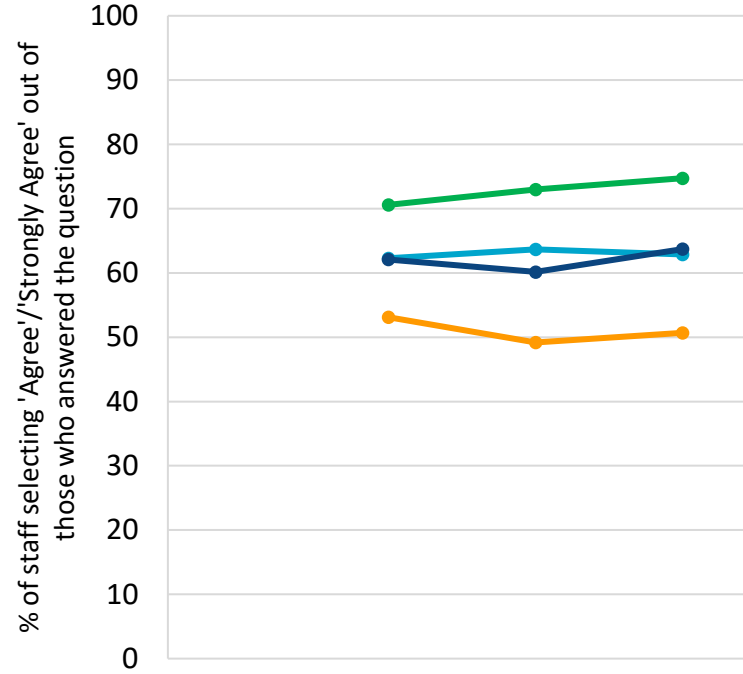


2022 2023 2024 2025

Your org	-	41.67%	47.15%	42.96%
Best result*	-	52.24%	57.53%	66.67%
Average result*	-	47.25%	45.61%	45.45%
Worst result*	-	37.99%	39.34%	32.50%

Responses - 144 123 135

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

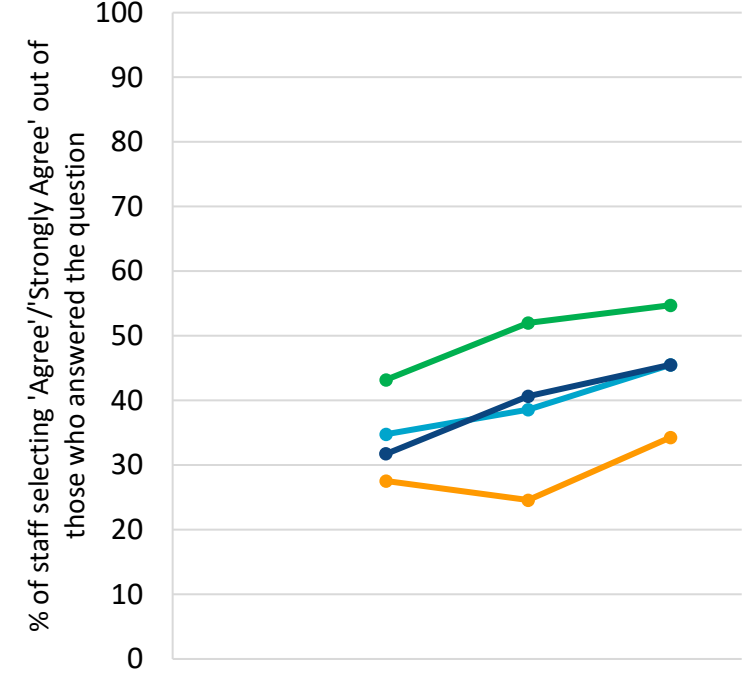


2022 2023 2024 2025

Your org	-	62.07%	60.16%	63.70%
Best result*	-	70.59%	72.97%	74.74%
Average result*	-	62.28%	63.67%	62.86%
Worst result*	-	53.11%	49.18%	50.70%

Responses - 145 123 135

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



2022 2023 2024 2025

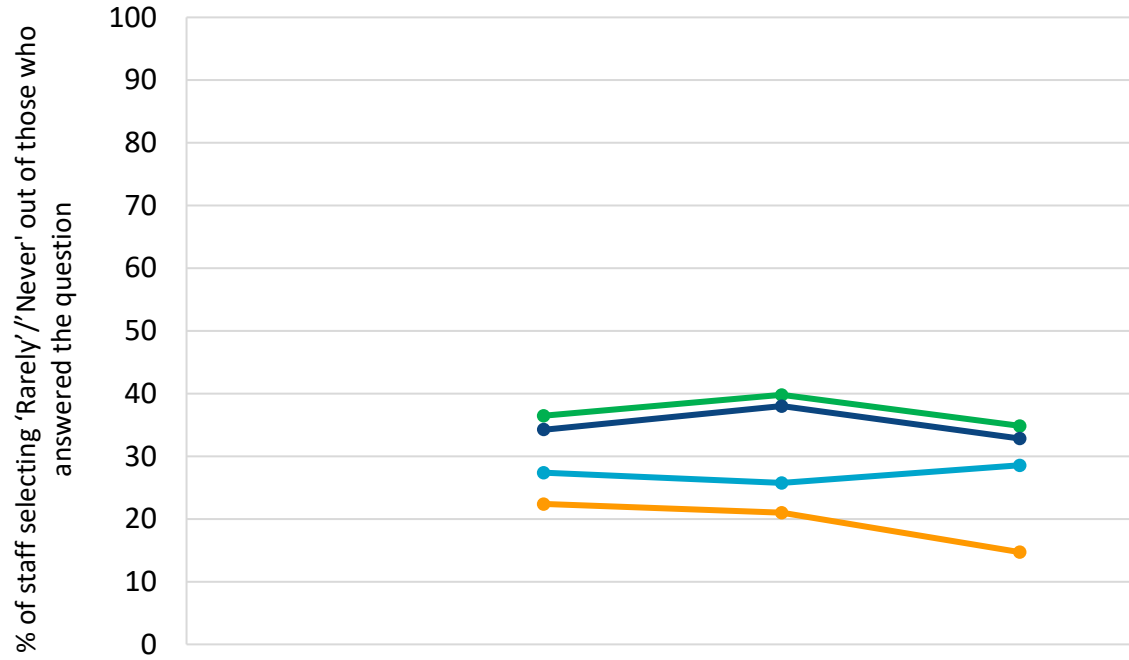
Your org	-	31.72%	40.65%	45.52%
Best result*	-	43.20%	52.00%	54.74%
Average result*	-	34.77%	38.56%	45.52%
Worst result*	-	27.53%	24.59%	34.29%

Responses - 145 123 134

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

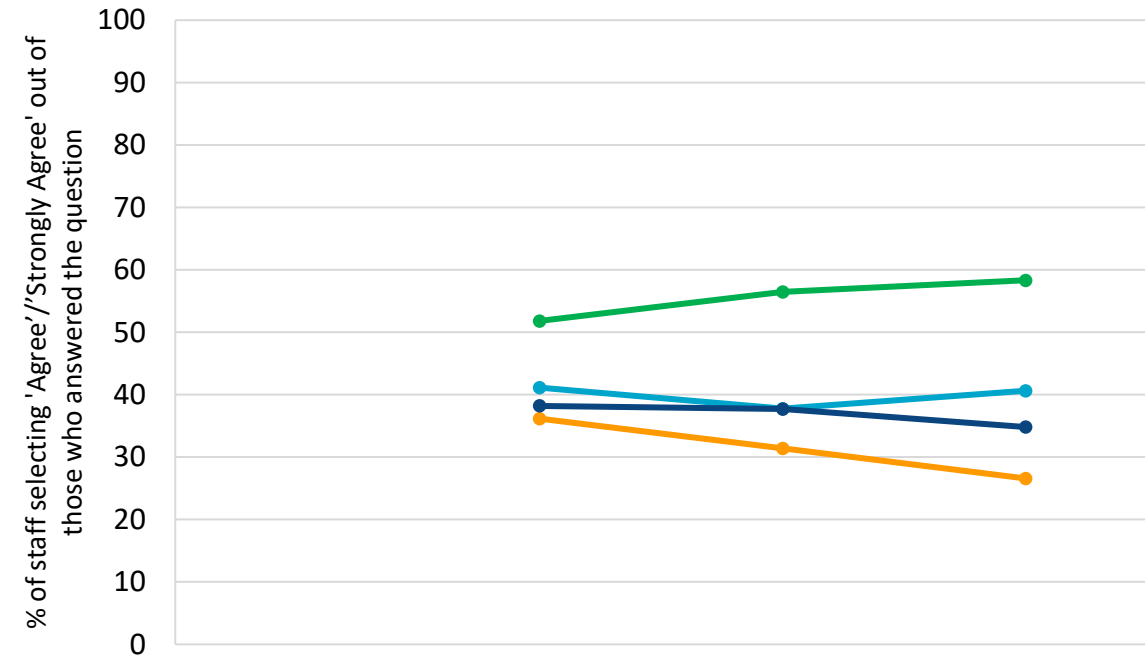


Q7a I have unrealistic time pressures.



	2022	2023	2024	2025
Your org	-	34.25%	38.02%	32.82%
Best result*	-	36.49%	39.81%	34.85%
Average result*	-	27.37%	25.75%	28.57%
Worst result*	-	22.40%	21.00%	14.71%
Responses	-	146	121	131

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

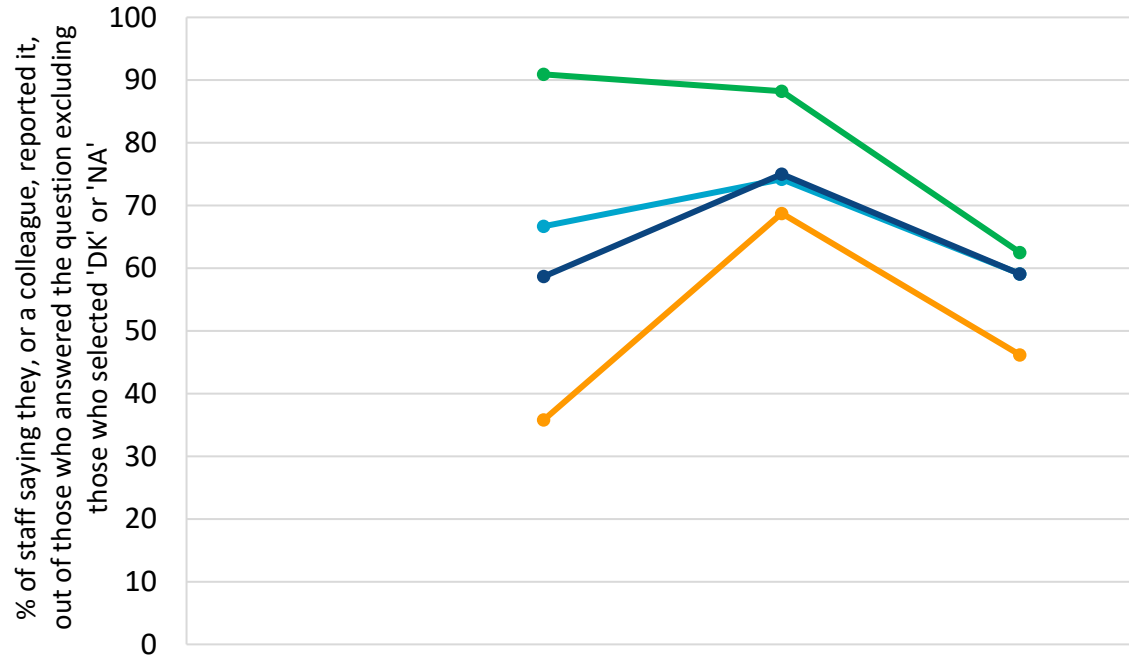


	2022	2023	2024	2025
Your org	-	38.19%	37.70%	34.81%
Best result*	-	51.82%	56.45%	58.33%
Average result*	-	41.13%	37.77%	40.63%
Worst result*	-	36.16%	31.40%	26.58%
Responses	-	144	122	135

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

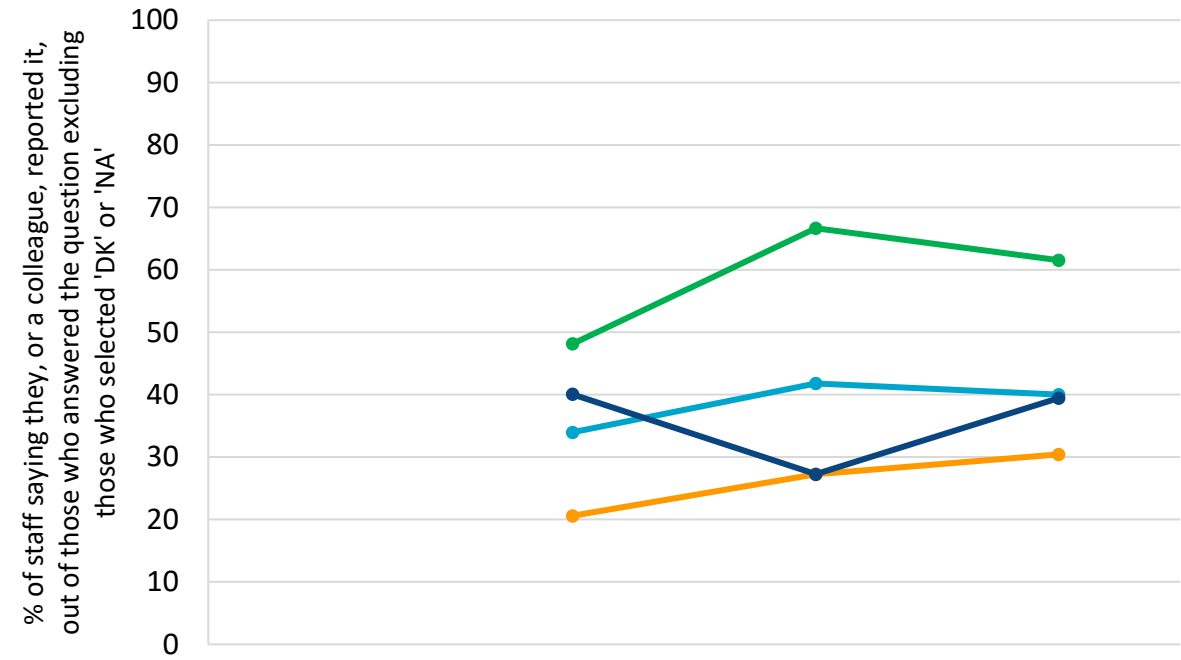


Q18d The last time you experienced physical violence at work, did you or a colleague report it?



	2022	2023	2024	2025
Your org	-	58.67%	75.00%	59.09%
Best result*	-	90.91%	88.24%	62.50%
Average result*	-	66.67%	74.19%	59.09%
Worst result*	-	35.80%	68.75%	46.15%
Responses	-	24	20	22

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



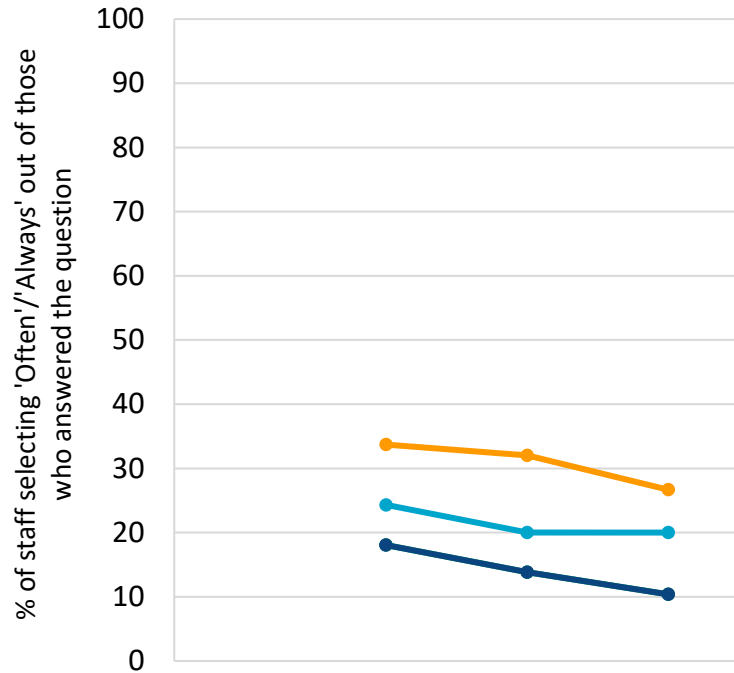
	2022	2023	2024	2025
Your org	-	40.05%	27.27%	39.47%
Best result*	-	48.15%	66.67%	61.54%
Average result*	-	33.98%	41.79%	40.00%
Worst result*	-	20.61%	27.27%	30.43%
Responses	-	40	33	38

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

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

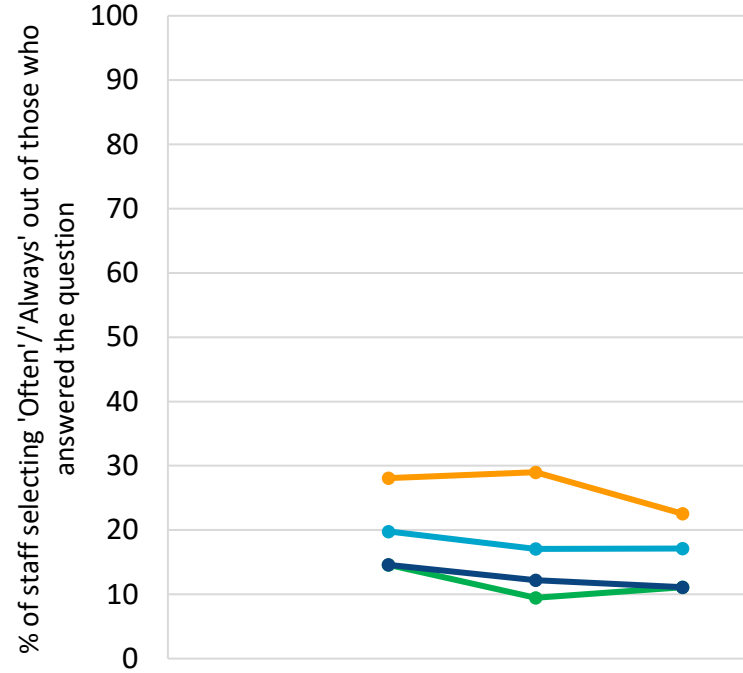


Q17a How often, if at all, do you find your work emotionally exhausting?



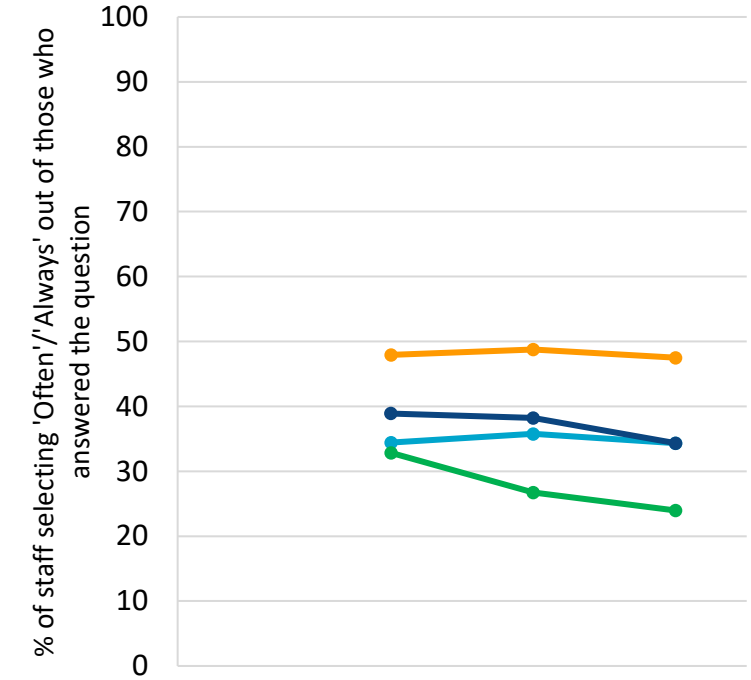
	2022	2023	2024	2025
Your org	-	18.06%	13.82%	10.37%
Best result*	-	18.06%	13.82%	10.37%
Average result*	-	24.32%	20.03%	20.00%
Worst result*	-	33.71%	32.00%	26.67%
Responses	-	144	123	135

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



	2022	2023	2024	2025
Your org	-	14.58%	12.20%	11.11%
Best result*	-	14.58%	9.46%	11.11%
Average result*	-	19.79%	17.06%	17.14%
Worst result*	-	28.09%	29.00%	22.54%
Responses	-	144	123	135

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

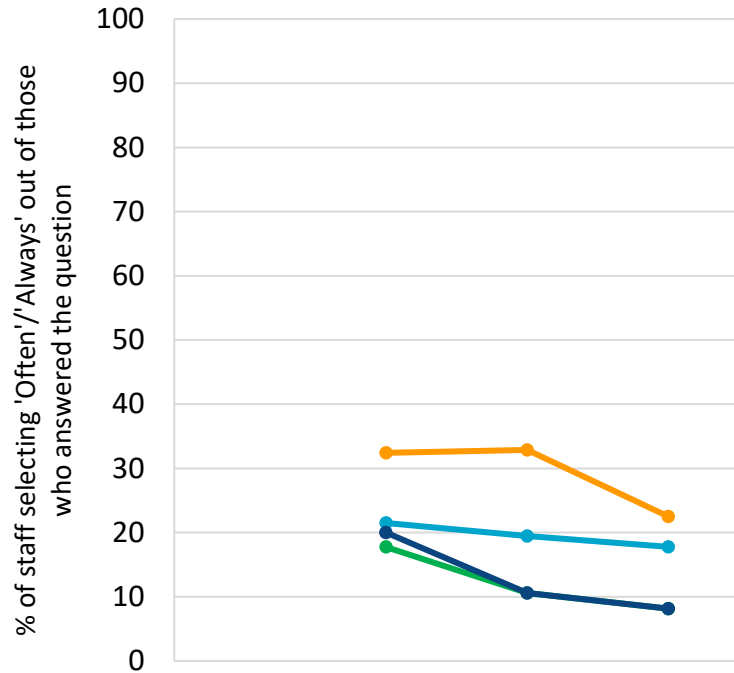


	2022	2023	2024	2025
Your org	-	38.89%	38.21%	34.33%
Best result*	-	32.84%	26.73%	23.96%
Average result*	-	34.44%	35.77%	34.33%
Worst result*	-	47.95%	48.76%	47.50%
Responses	-	144	123	134

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

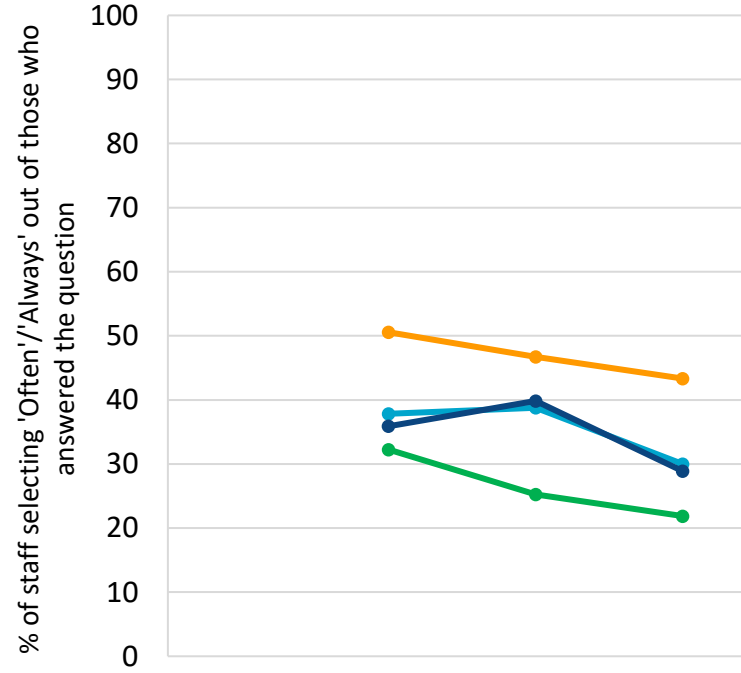


Q17d How often, if at all, are you exhausted at the thought of another day/shift at work?



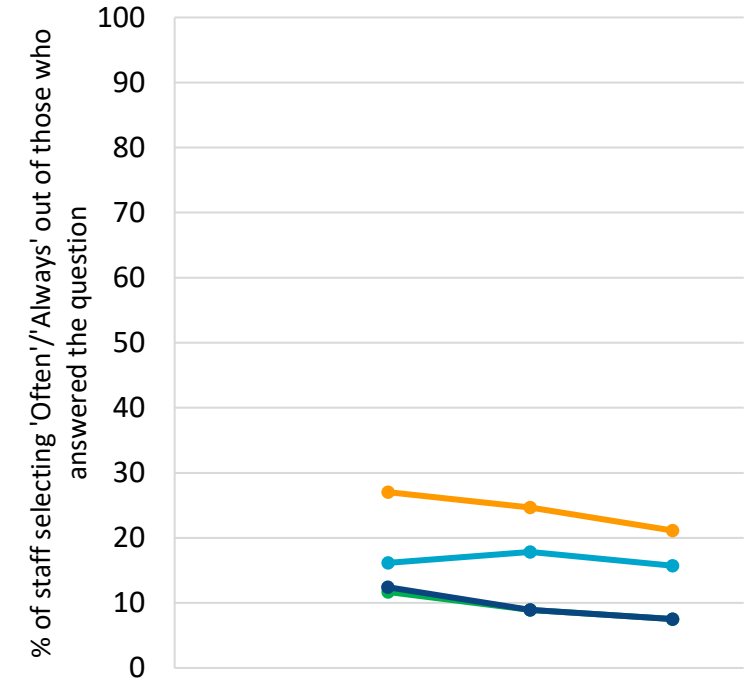
	2022	2023	2024	2025
Your org	-	20.00%	10.57%	8.15%
Best result*	-	17.74%	10.57%	8.15%
Average result*	-	21.49%	19.48%	17.78%
Worst result*	-	32.43%	32.88%	22.50%
Responses	-	145	123	135

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



	2022	2023	2024	2025
Your org	-	35.86%	39.84%	28.89%
Best result*	-	32.26%	25.24%	21.88%
Average result*	-	37.82%	38.77%	30.00%
Worst result*	-	50.56%	46.72%	43.33%
Responses	-	145	123	135

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

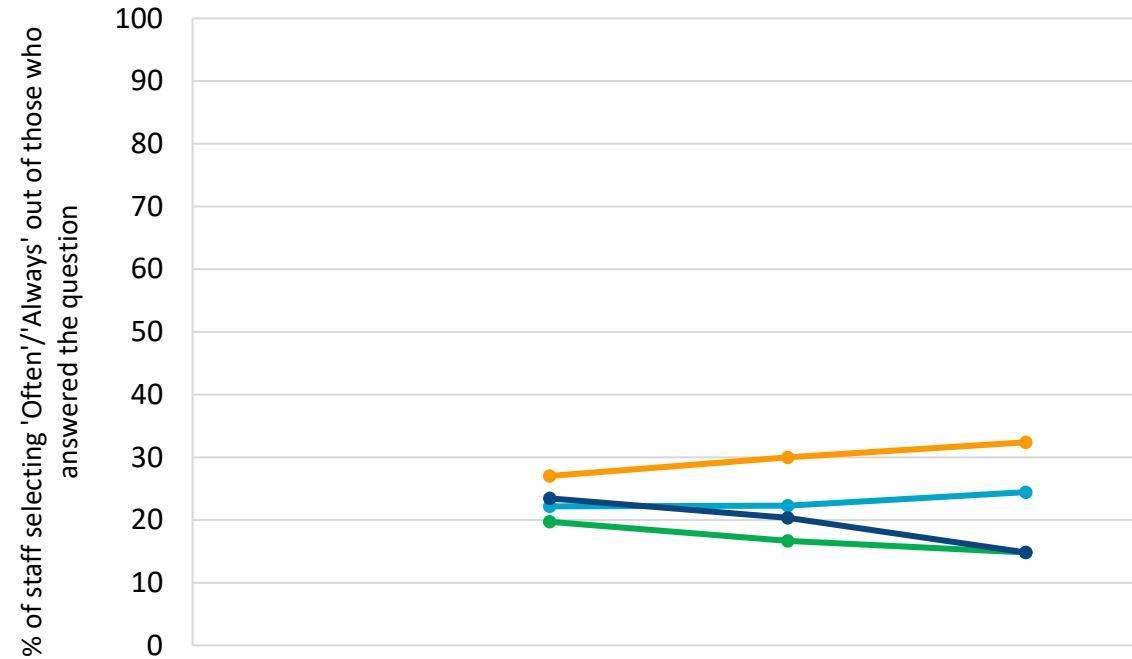


	2022	2023	2024	2025
Your org	-	12.41%	8.94%	7.52%
Best result*	-	11.68%	8.94%	7.52%
Average result*	-	16.14%	17.84%	15.71%
Worst result*	-	27.03%	24.66%	21.13%
Responses	-	145	123	133

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



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

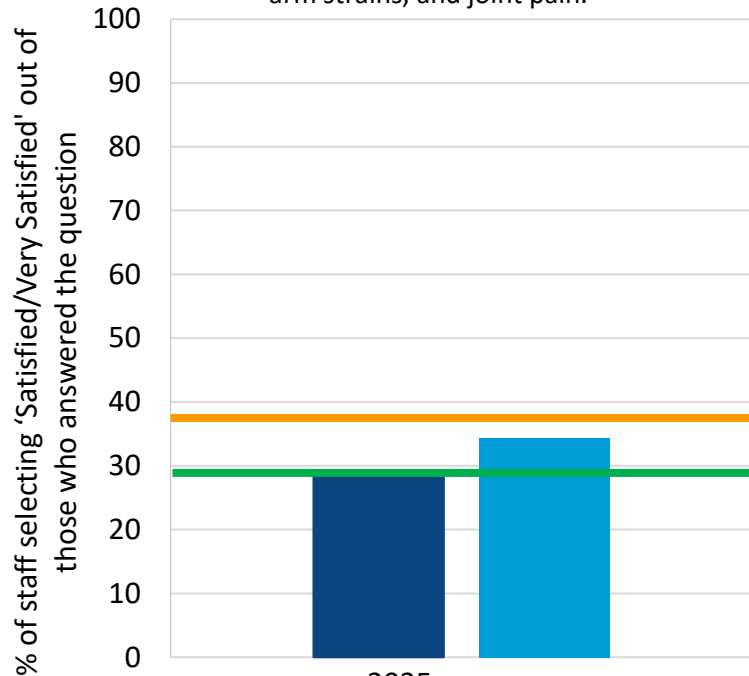


	2022	2023	2024	2025
Your org	-	23.45%	20.33%	14.81%
Best result*	-	19.71%	16.67%	14.81%
Average result*	-	22.17%	22.30%	24.44%
Worst result*	-	27.03%	30.00%	32.39%
Responses	-	145	123	135

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



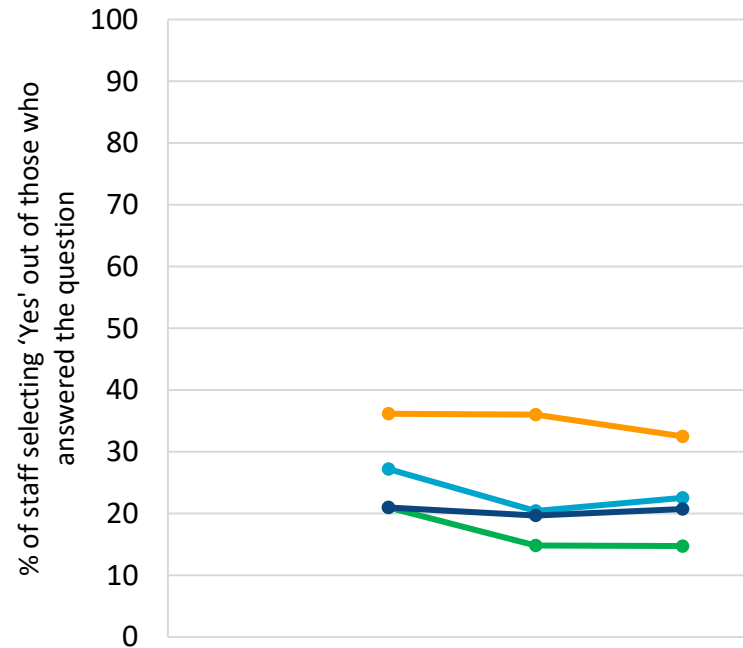
Q16b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities? Examples may include back pain, neck or arm strains, and joint pain.



Your org	28.89%
Best result	28.89%
Average result	34.38%
Worst result	37.50%

Responses 135

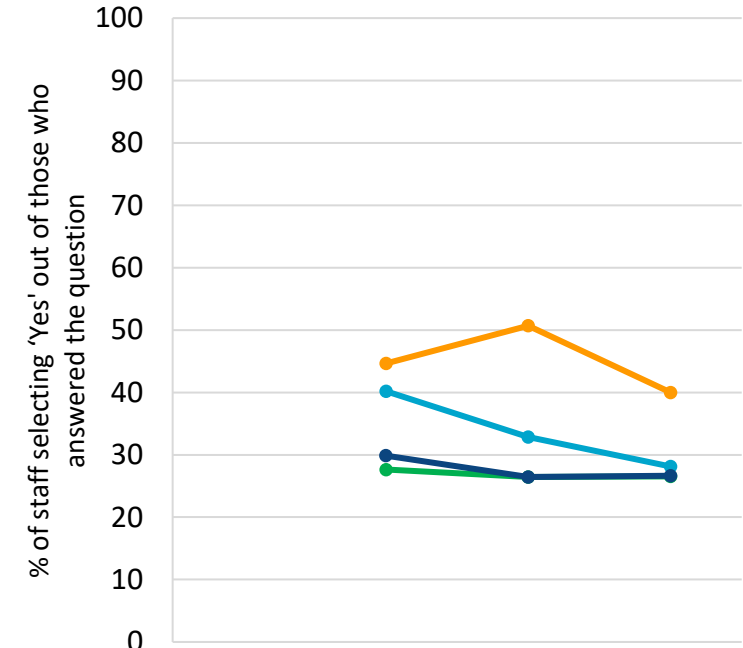
Q16c During the last 12 months have you felt unwell as a result of work related stress?



	2022	2023	2024	2025
Your org	-	20.98%	19.67%	20.74%
Best result*	-	20.98%	14.81%	14.74%
Average result*	-	27.20%	20.41%	22.54%
Worst result*	-	36.16%	36.00%	32.50%

Responses - 143 122 135

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



	2022	2023	2024	2025
Your org	-	29.86%	26.45%	26.67%
Best result*	-	27.64%	26.45%	26.56%
Average result*	-	40.19%	32.85%	28.13%
Worst result*	-	44.63%	50.68%	40.00%

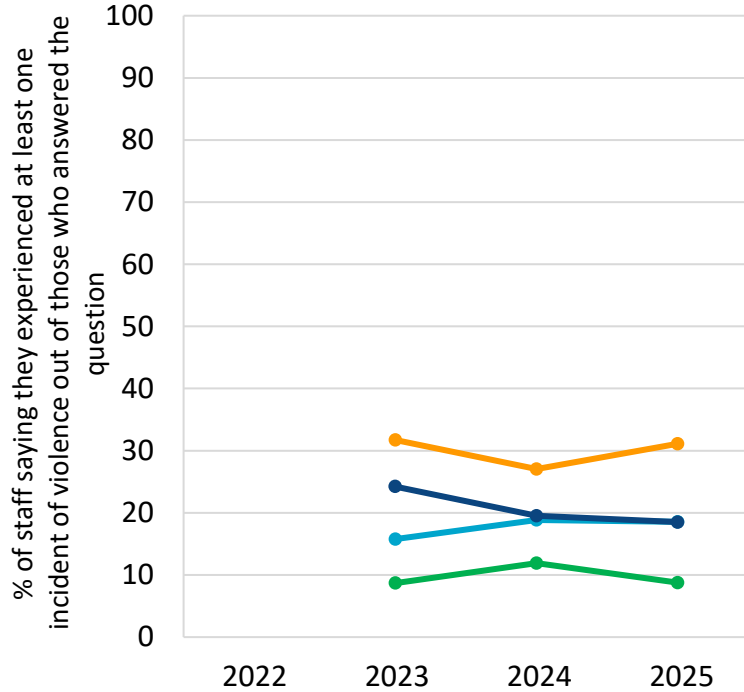
Responses - 144 121 135

Note: Due to changes in the question wording in 2025, previous years' results for Q16b are not reported. For more information, please refer to the Technical Guide: <https://www.nhsstaffsurveys.com/survey-documents/>

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



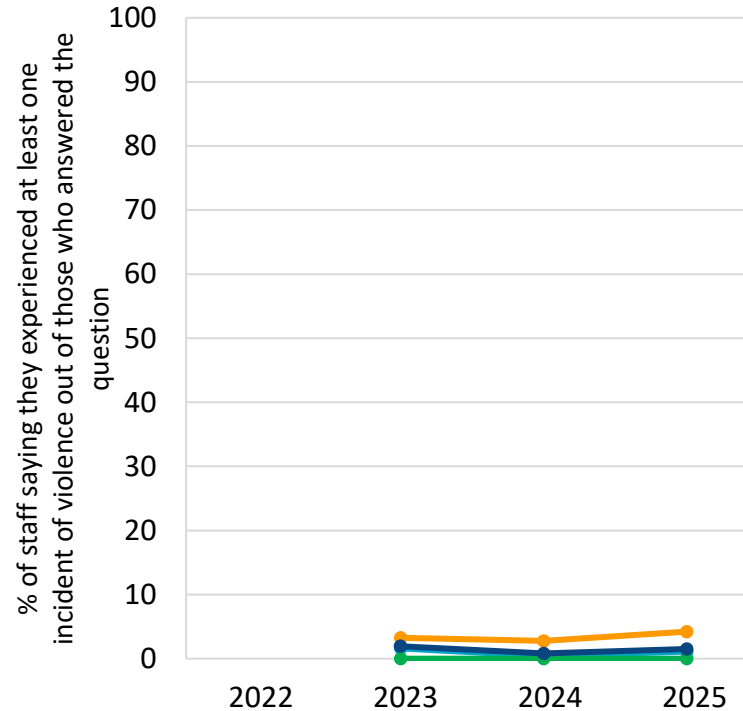
Q18a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients/service users, their relatives or other members of the public.



	2022	2023	2024	2025
Your org	-	24.22%	19.51%	18.52%
Best result*	-	8.69%	11.90%	8.75%
Average result*	-	15.77%	18.85%	18.57%
Worst result*	-	31.72%	27.05%	31.11%

Responses - 107 123 135

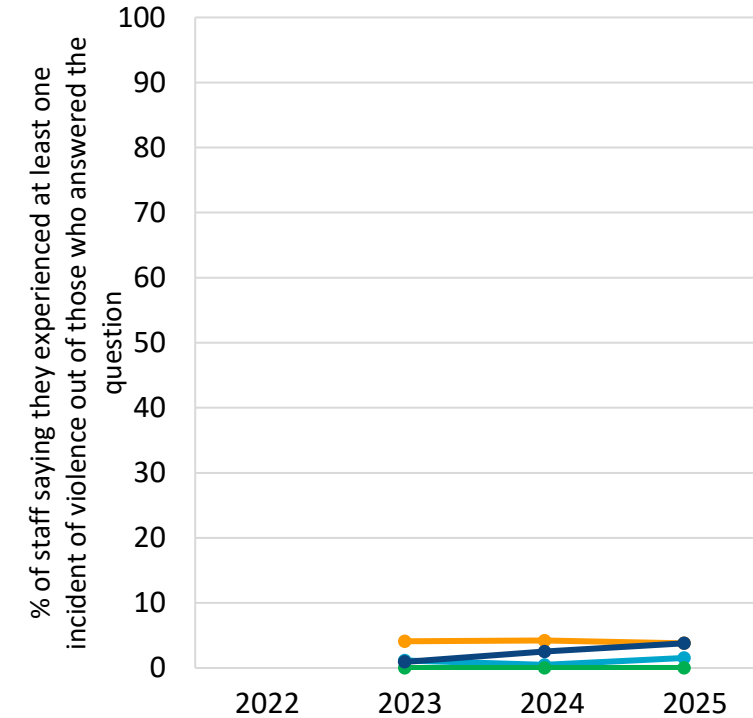
Q18b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



	2022	2023	2024	2025
Your org	-	1.94%	0.82%	1.50%
Best result*	-	0.00%	0.00%	0.00%
Average result*	-	1.60%	0.41%	1.14%
Worst result*	-	3.25%	2.78%	4.23%

Responses - 106 122 133

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



	2022	2023	2024	2025
Your org	-	0.93%	2.54%	3.79%
Best result*	-	0.00%	0.00%	0.00%
Average result*	-	1.14%	0.48%	1.54%
Worst result*	-	4.09%	4.23%	3.79%

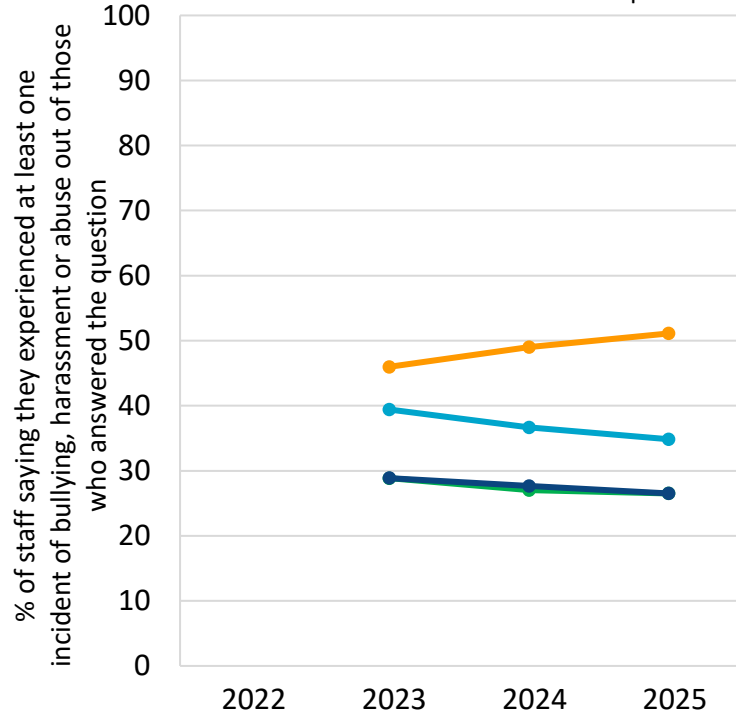
Responses - 105 118 132

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

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



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

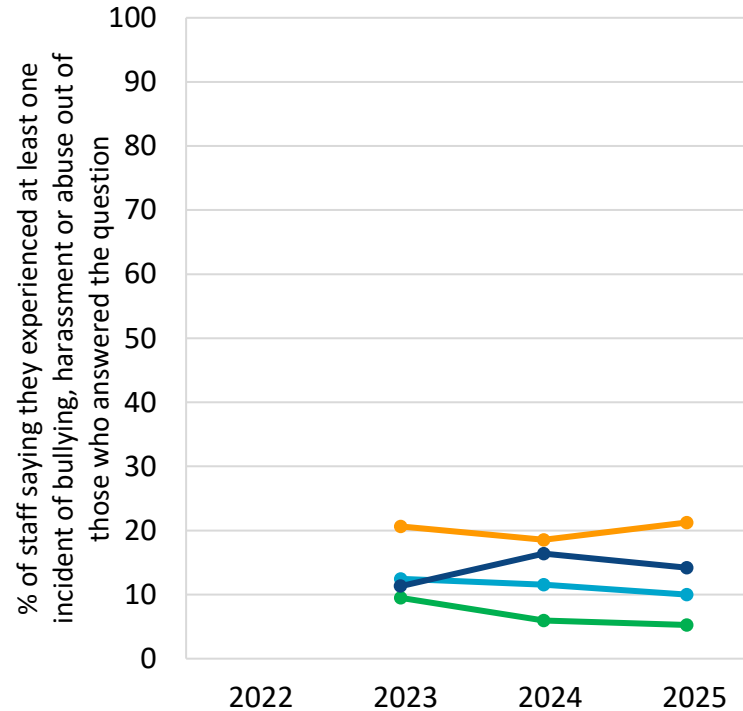


	2022	2023	2024	2025
Your org	-	28.86%	27.64%	26.52%
Best result*	-	28.86%	27.03%	26.52%
Average result*	-	39.41%	36.65%	34.85%
Worst result*	-	45.99%	49.00%	51.11%

Responses - 108 123 132

Note: 2023 results for Q19a-c have corrective weighting applied following an issue with the data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

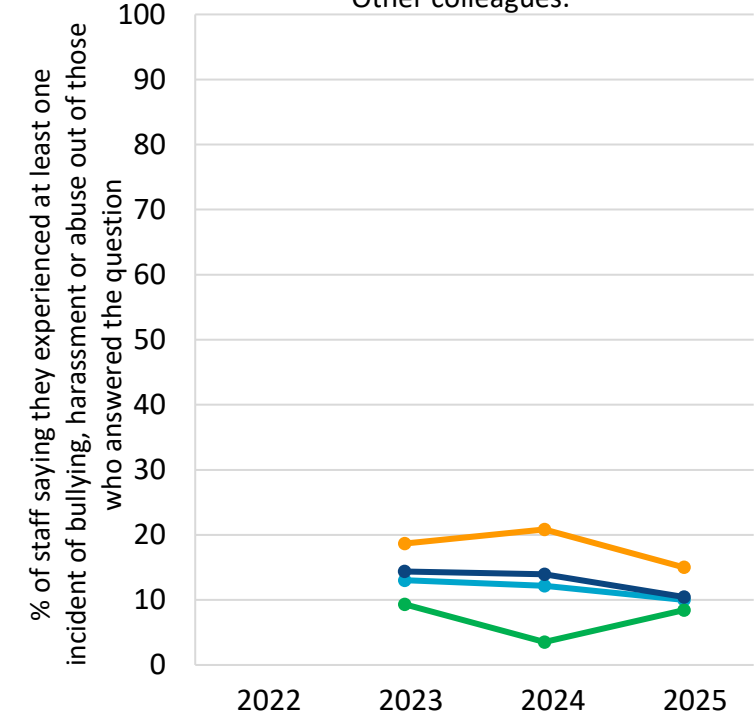
Q19b In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Managers.



	2022	2023	2024	2025
Your org	-	11.32%	16.39%	14.18%
Best result*	-	9.49%	5.95%	5.26%
Average result*	-	12.46%	11.56%	10.00%
Worst result*	-	20.65%	18.56%	21.25%

Responses - 107 122 134

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



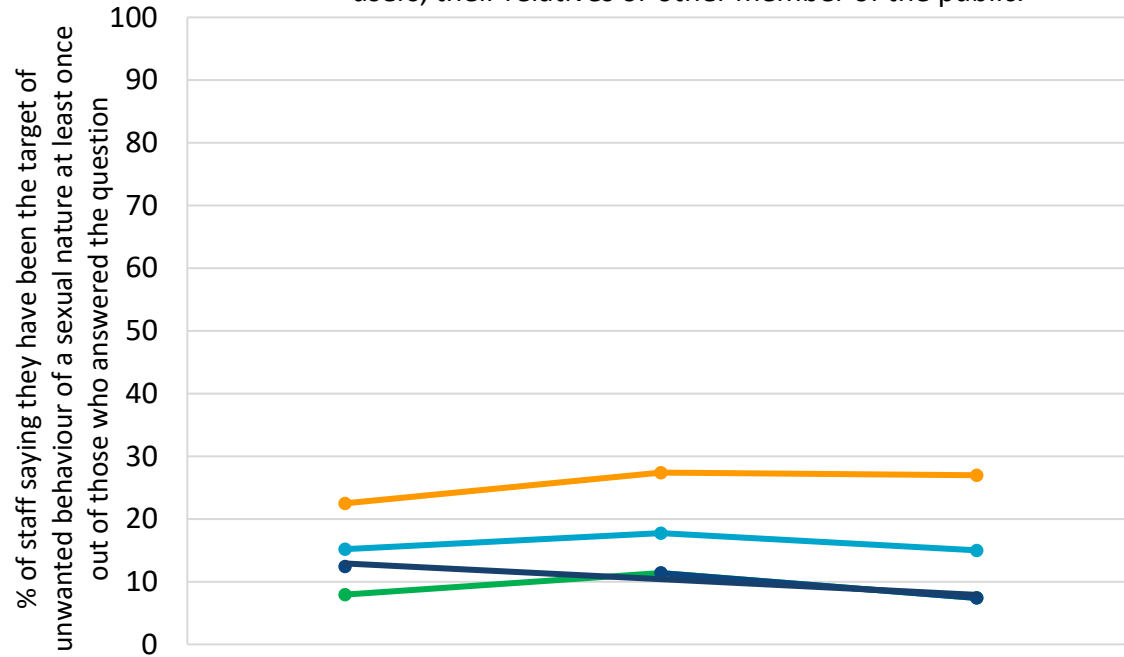
	2022	2023	2024	2025
Your org	-	14.37%	13.93%	10.45%
Best result*	-	9.32%	3.53%	8.42%
Average result*	-	13.03%	12.17%	10.00%
Worst result*	-	18.65%	20.83%	15.00%

Responses - 106 122 134

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

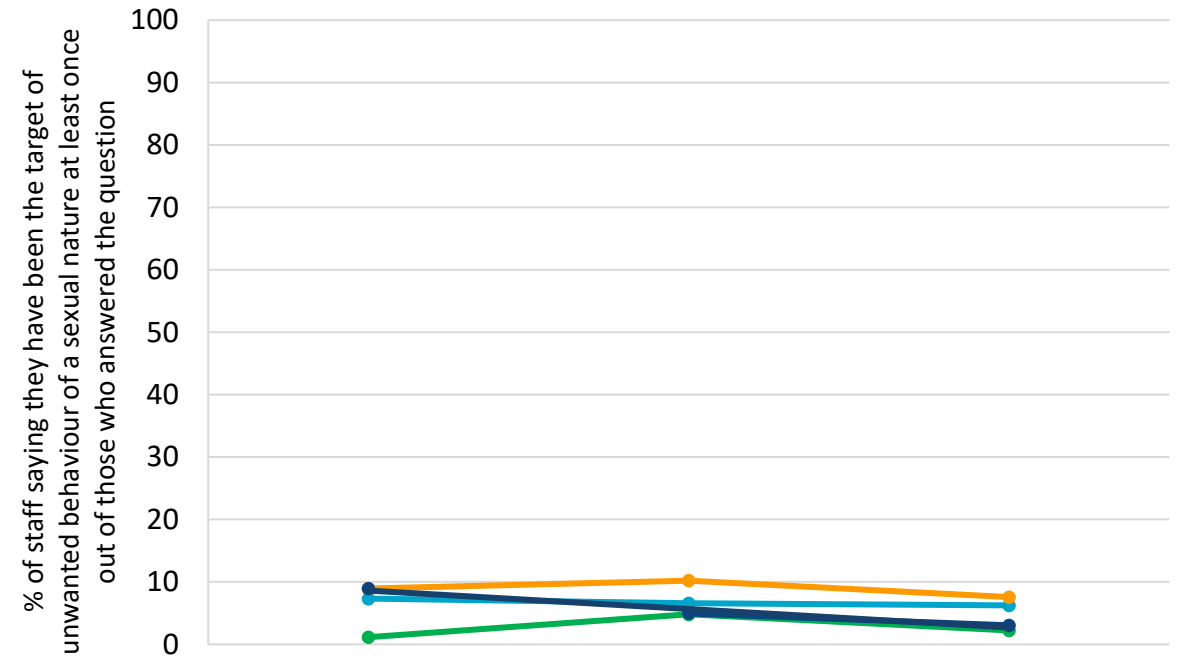


Q22a In the last 12 months, have you been the target of unwanted behaviour of a sexual nature in the workplace from... ? Patients / service users, their relatives or other member of the public.



	2023	2024	2025
Your org	12.41%	11.38%	7.41%
Best result*	7.95%	11.38%	7.41%
Average result*	15.19%	17.75%	15.00%
Worst result*	22.50%	27.40%	26.97%
Responses	145	123	135

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

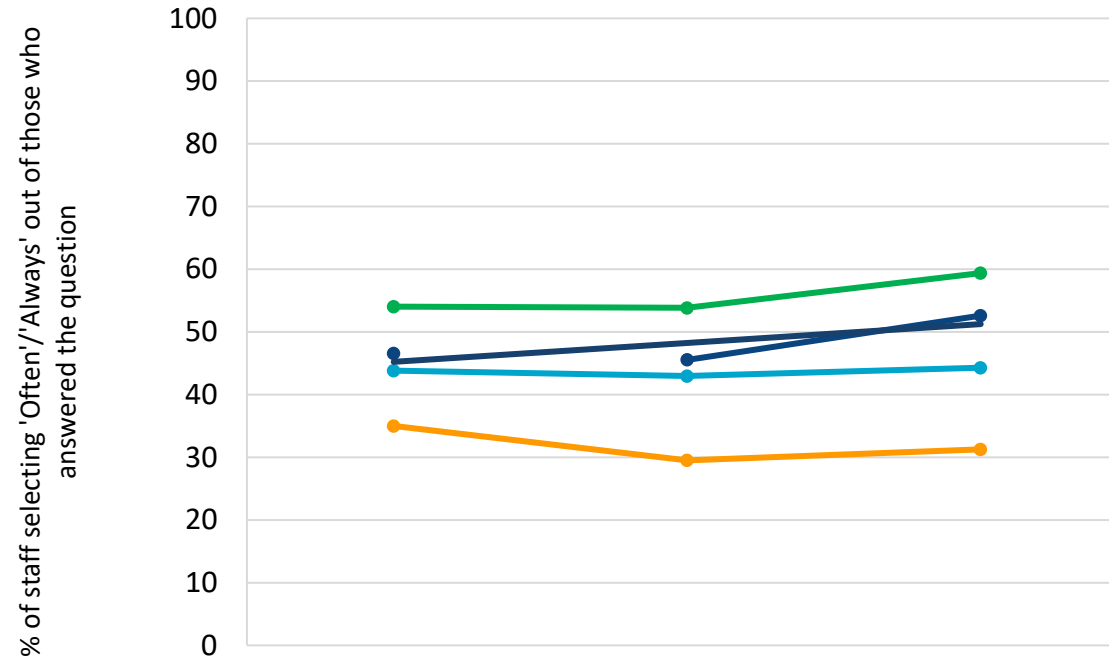


	2023	2024	2025
Your org	8.97%	4.96%	3.05%
Best result*	1.15%	4.82%	2.22%
Average result*	7.33%	6.59%	6.25%
Worst result*	8.97%	10.20%	7.58%
Responses	145	121	131

\* 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.



	2023	2024	2025
Your org	46.58%	45.53%	52.59%
Best result*	54.01%	53.85%	59.38%
Average result*	43.80%	42.97%	44.29%
Worst result*	35.00%	29.51%	31.25%

Responses 146 123 135

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

## People Promise element – We are always learning



### Questions included:

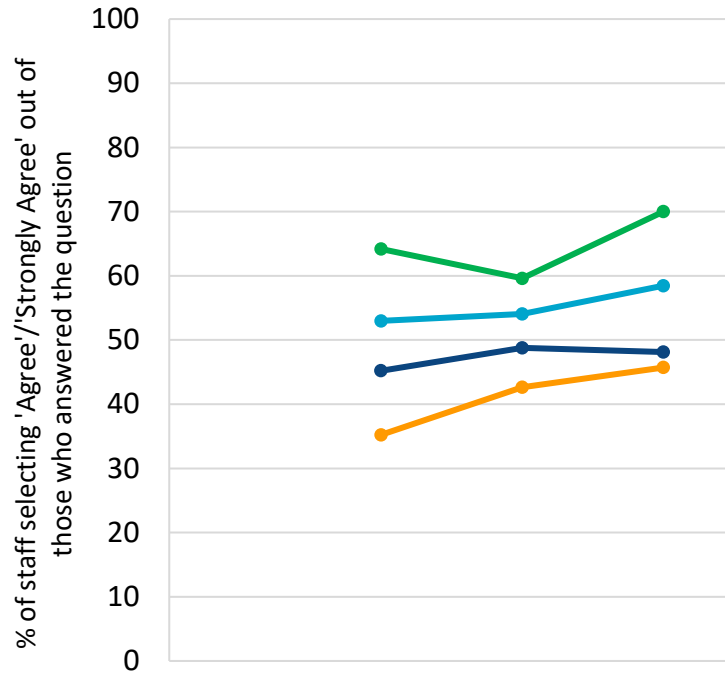
Development – Q29a, Q29b, Q29c, Q29d, Q29e

Other questions\*: Q29f, Q29g and Q28

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



Q29a This organisation offers me challenging work.

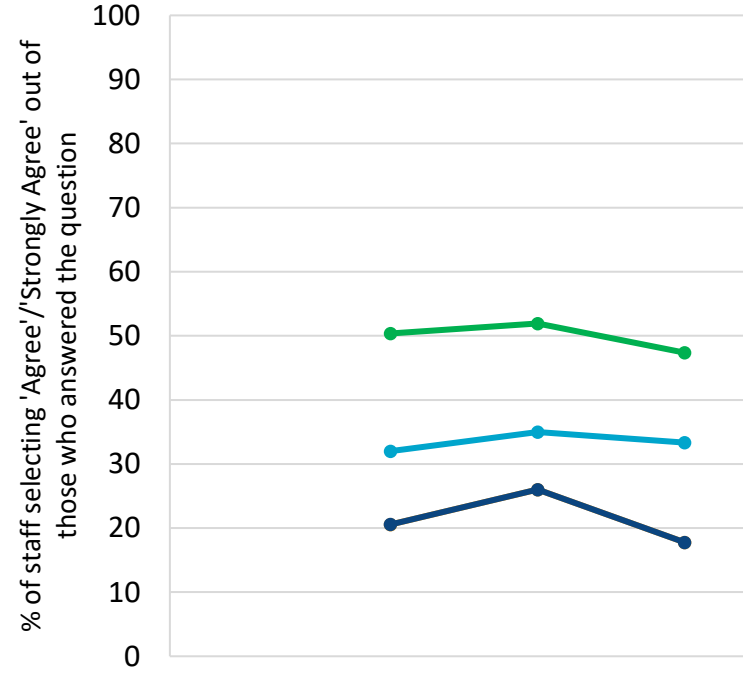


2022 2023 2024 2025

Your org	2022	2023	2024	2025
Your org	-	45.21%	48.78%	48.15%
Best result*	-	64.18%	59.62%	70.00%
Average result*	-	52.98%	54.06%	58.46%
Worst result*	-	35.23%	42.67%	45.71%

Responses - 146 123 135

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

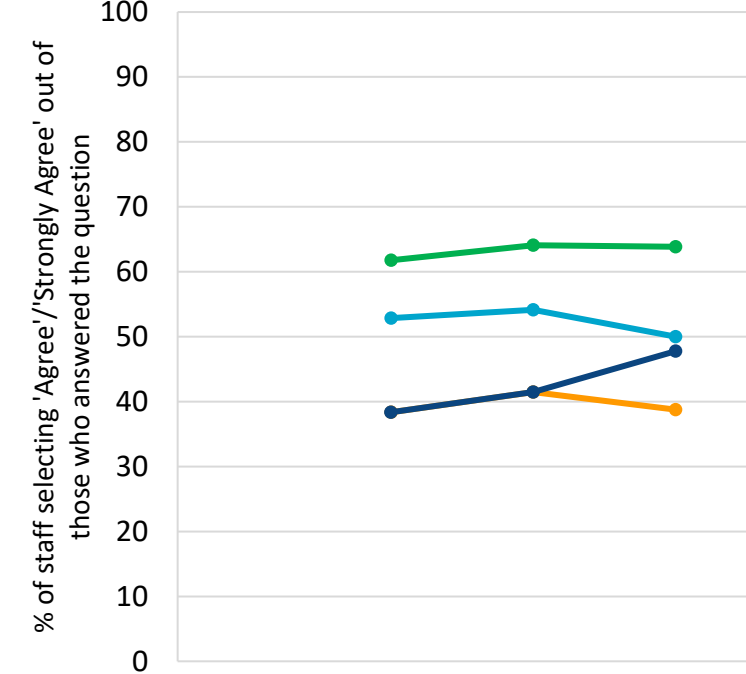


2022 2023 2024 2025

Your org	2022	2023	2024	2025
Your org	-	20.55%	26.02%	17.78%
Best result*	-	50.36%	51.92%	47.37%
Average result*	-	32.00%	34.98%	33.33%
Worst result*	-	20.55%	26.02%	17.78%

Responses - 146 123 135

Q29c I have opportunities to improve my knowledge and skills.



2022 2023 2024 2025

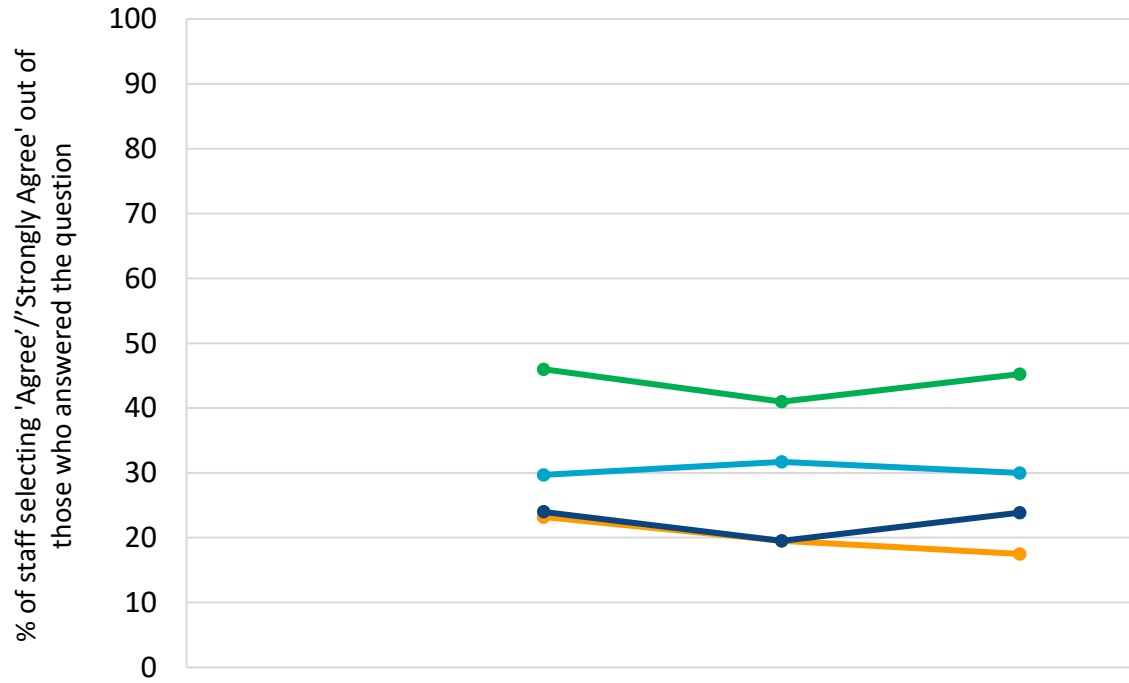
Your org	2022	2023	2024	2025
Your org	-	38.36%	41.46%	47.76%
Best result*	-	61.76%	64.08%	63.83%
Average result*	-	52.84%	54.13%	50.00%
Worst result*	-	38.36%	41.46%	38.75%

Responses - 146 123 134

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

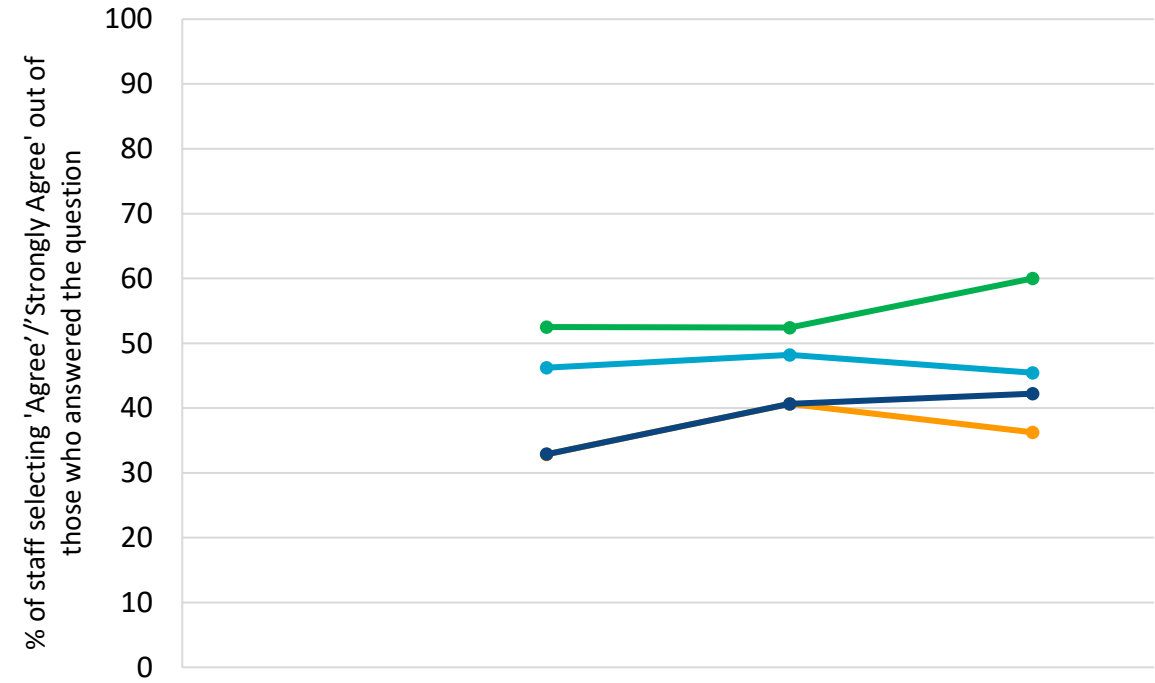


Q29d I feel supported to develop my potential.



	2022	2023	2024	2025
Your org	-	23.97%	19.51%	23.88%
Best result*	-	45.99%	40.98%	45.26%
Average result*	-	29.70%	31.70%	30.00%
Worst result*	-	23.20%	19.51%	17.50%
Responses	-	146	123	134

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

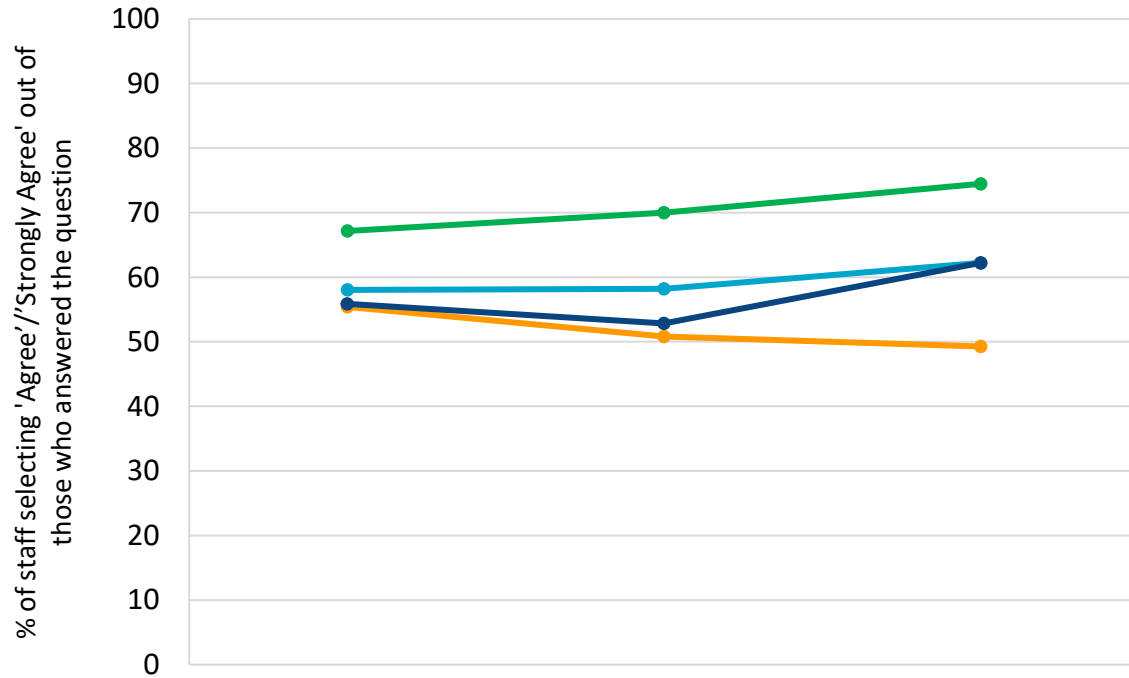


	2022	2023	2024	2025
Your org	-	32.88%	40.65%	42.22%
Best result*	-	52.50%	52.43%	60.00%
Average result*	-	46.23%	48.21%	45.45%
Worst result*	-	32.88%	40.65%	36.25%
Responses	-	146	123	135

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



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



	2023	2024	2025
Your org	55.86%	52.85%	62.22%
Best result**	67.16%	70.00%	74.47%
Average result**	58.04%	58.18%	62.22%
Worst result**	55.41%	50.82%	49.28%

Responses 145 123 135

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



	2024	2025
Your org	35.92%	34.26%
Best result**	42.59%	43.28%
Average result**	35.91%	35.09%
Worst result**	32.89%	30.00%

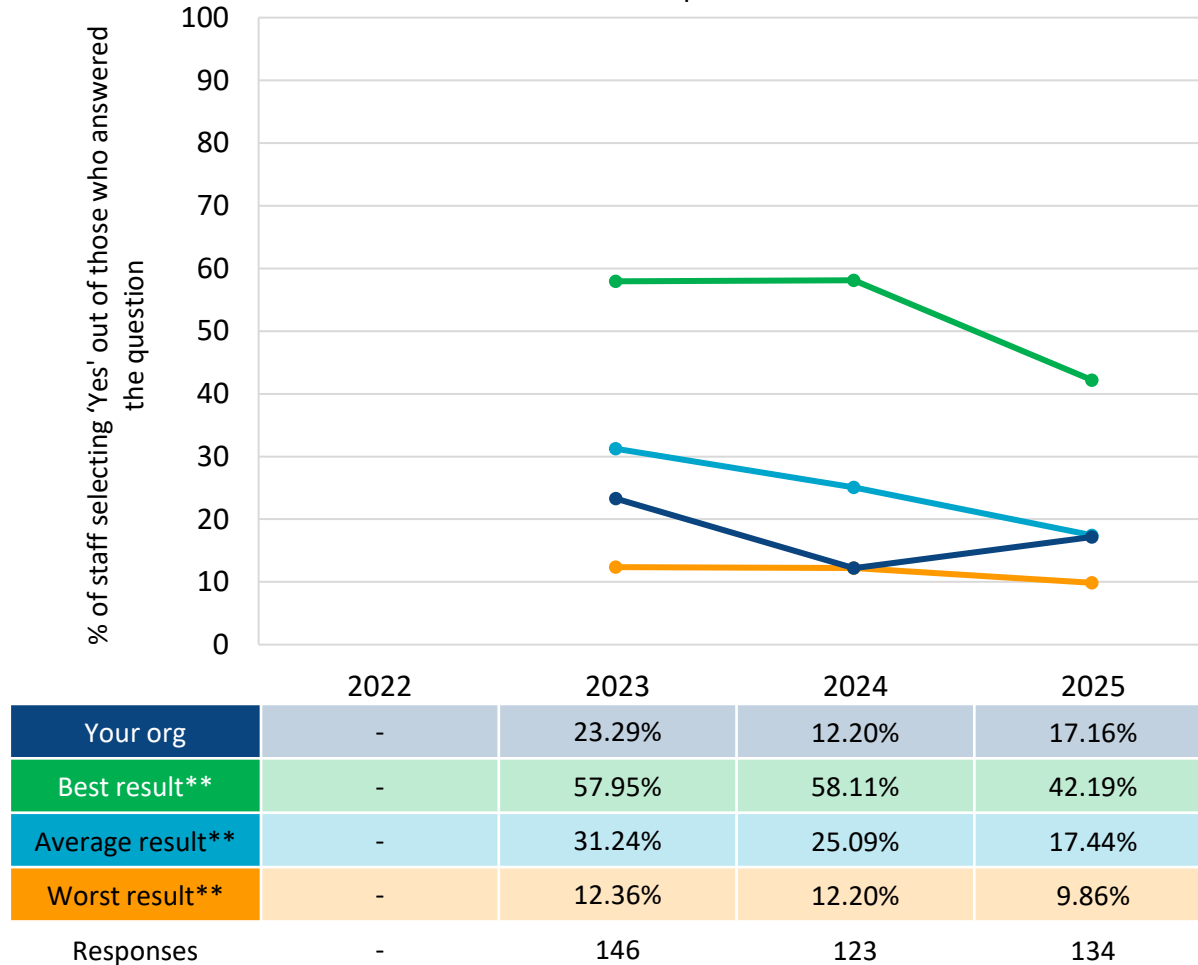
Responses 103 108

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

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



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



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

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

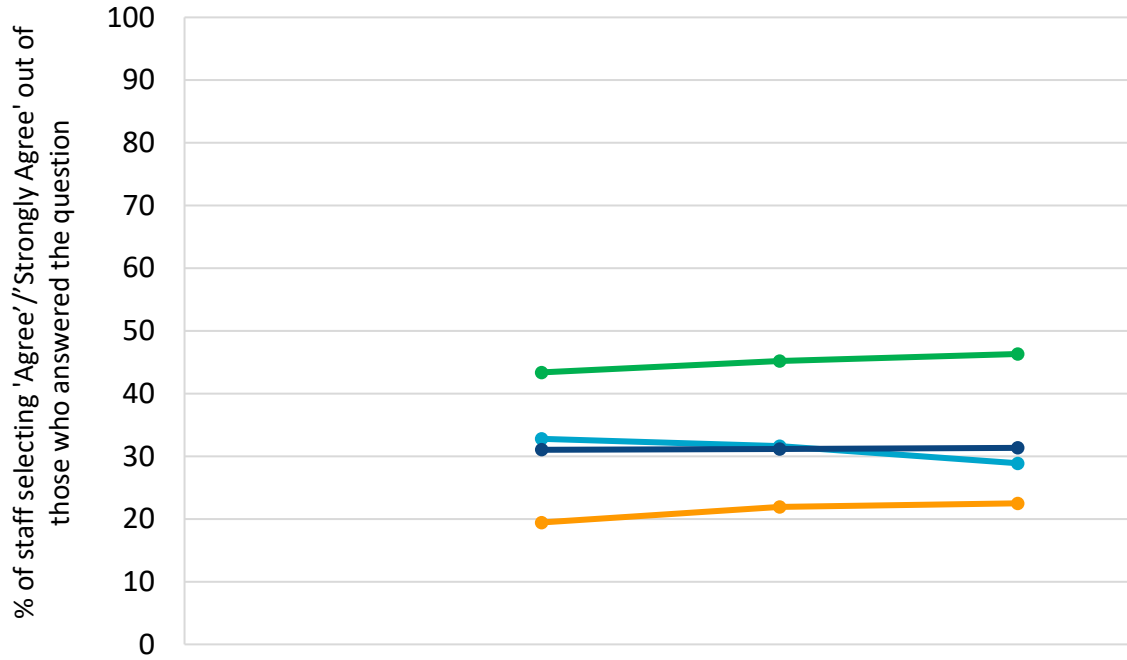
## People Promise element – We work flexibly



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

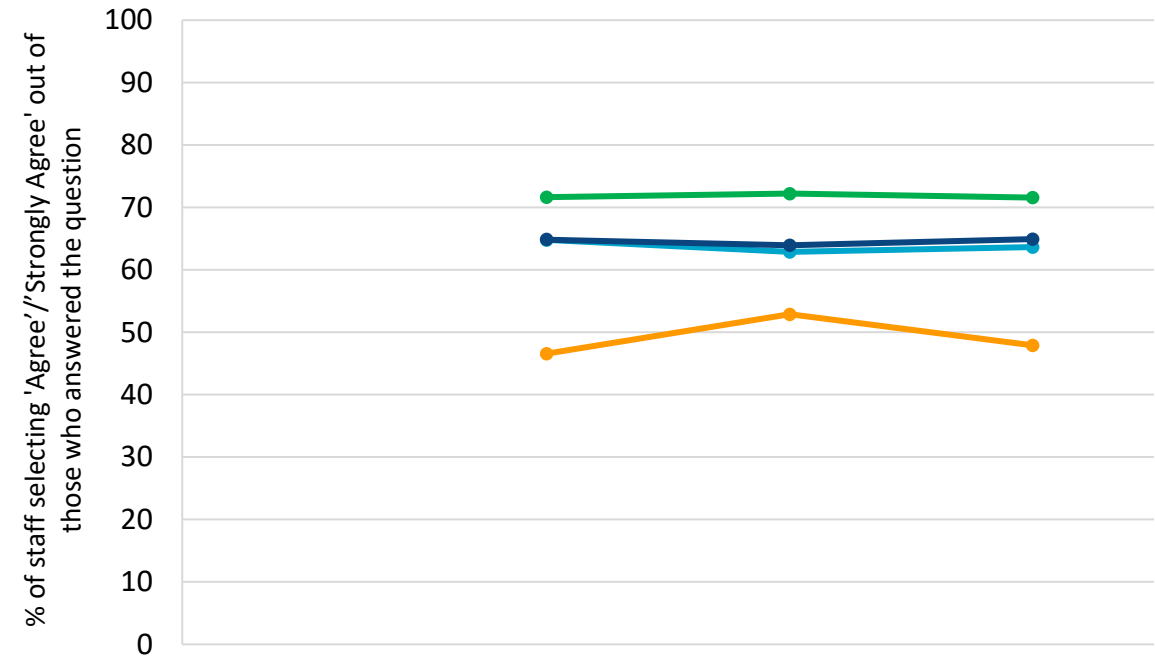


Q8b My organisation is committed to helping me balance my work and home life.



	2022	2023	2024	2025
Your org	-	31.03%	31.15%	31.34%
Best result*	-	43.38%	45.19%	46.32%
Average result*	-	32.78%	31.65%	28.89%
Worst result*	-	19.44%	21.92%	22.50%
Responses	-	145	122	134

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



	2022	2023	2024	2025
Your org	-	64.83%	63.93%	64.93%
Best result*	-	71.64%	72.22%	71.58%
Average result*	-	64.80%	62.88%	63.64%
Worst result*	-	46.58%	52.89%	47.89%
Responses	-	145	122	134

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

## People Promise element – We are a team



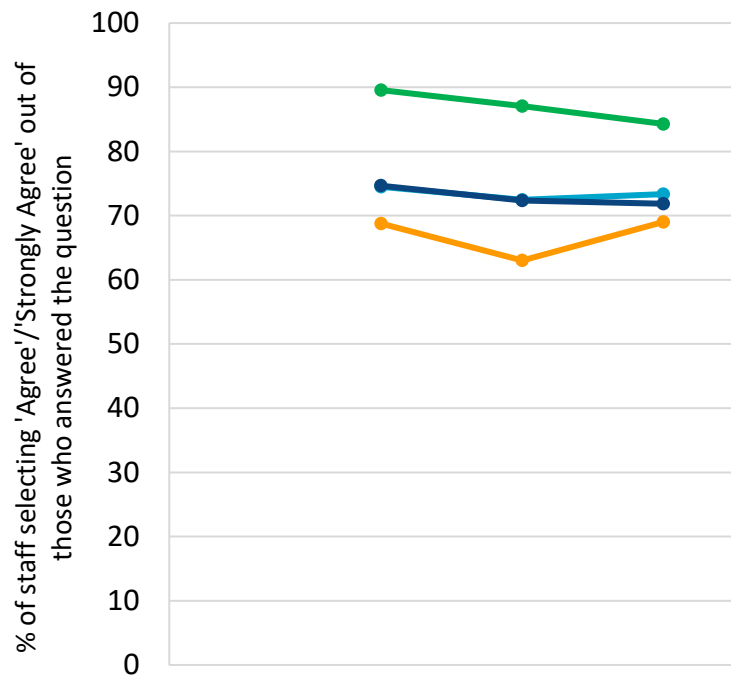
### Questions included:

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

Line management – Q14a, Q14b, Q14c, Q14d



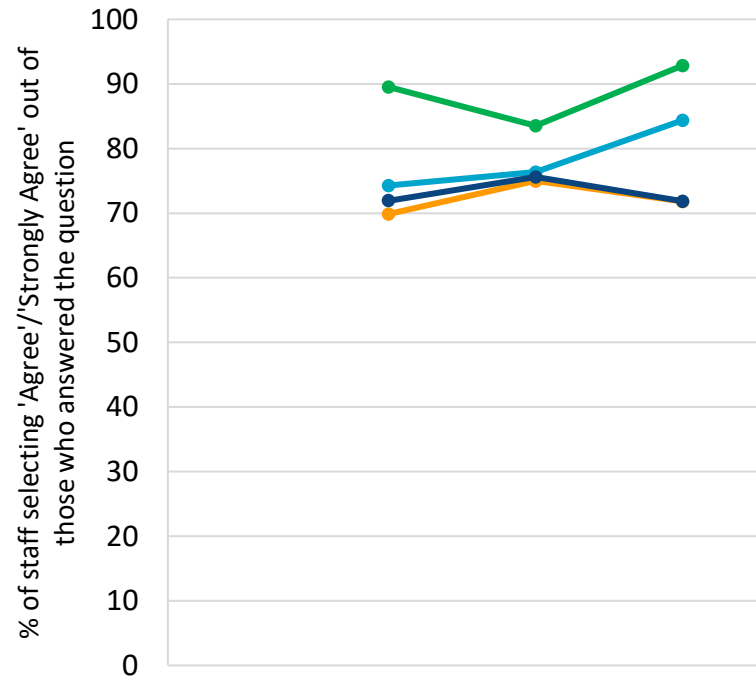
Q11a I receive the respect I deserve from my colleagues at work.



	2022	2023	2024	2025
Your org	-	74.66%	72.36%	71.85%
Best result*	-	89.55%	87.06%	84.29%
Average result*	-	74.49%	72.47%	73.33%
Worst result*	-	68.75%	63.01%	69.01%

Responses - 146 123 135

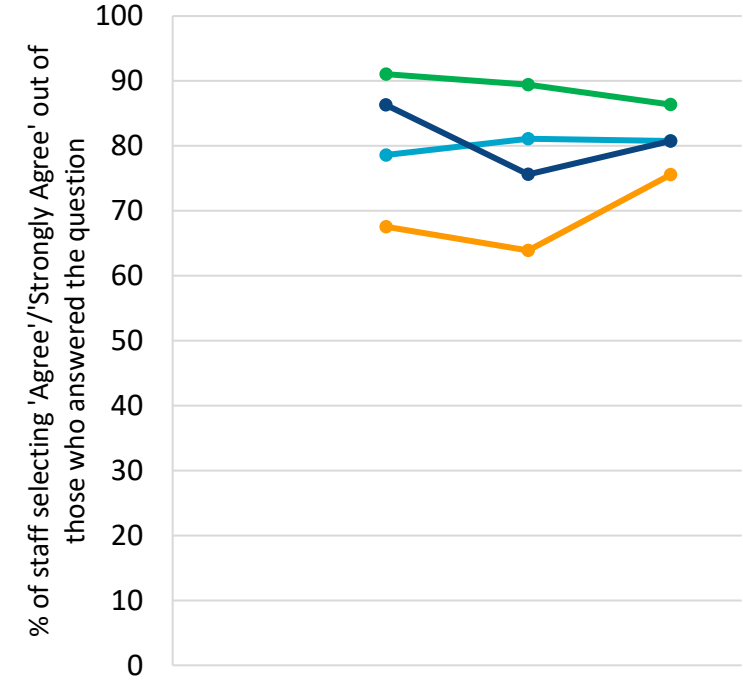
Q11b Team members understand each other's roles.



	2022	2023	2024	2025
Your org	-	71.92%	75.61%	71.85%
Best result*	-	89.55%	83.53%	92.86%
Average result*	-	74.28%	76.35%	84.38%
Worst result*	-	69.86%	75.00%	71.83%

Responses - 146 123 135

Q11c I enjoy working with the colleagues in my team.



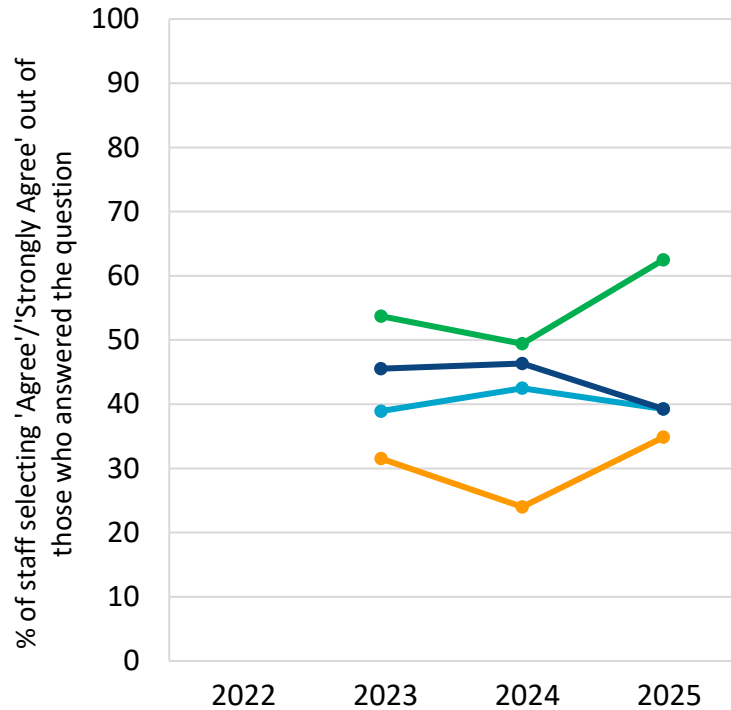
	2022	2023	2024	2025
Your org	-	86.30%	75.61%	80.74%
Best result*	-	91.04%	89.41%	86.36%
Average result*	-	78.60%	81.10%	80.74%
Worst result*	-	67.57%	63.89%	75.56%

Responses - 146 123 135

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

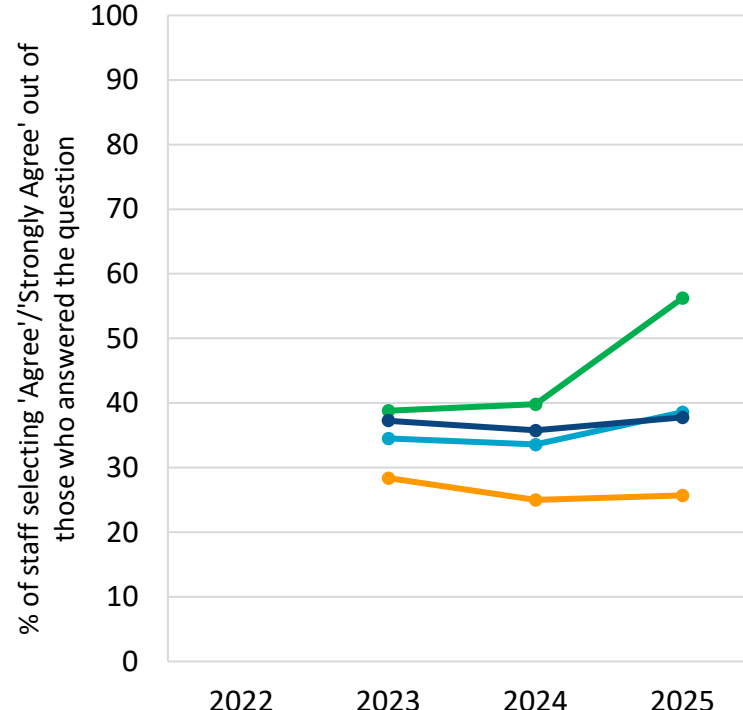


Q11d My team has enough freedom in how to do its work.



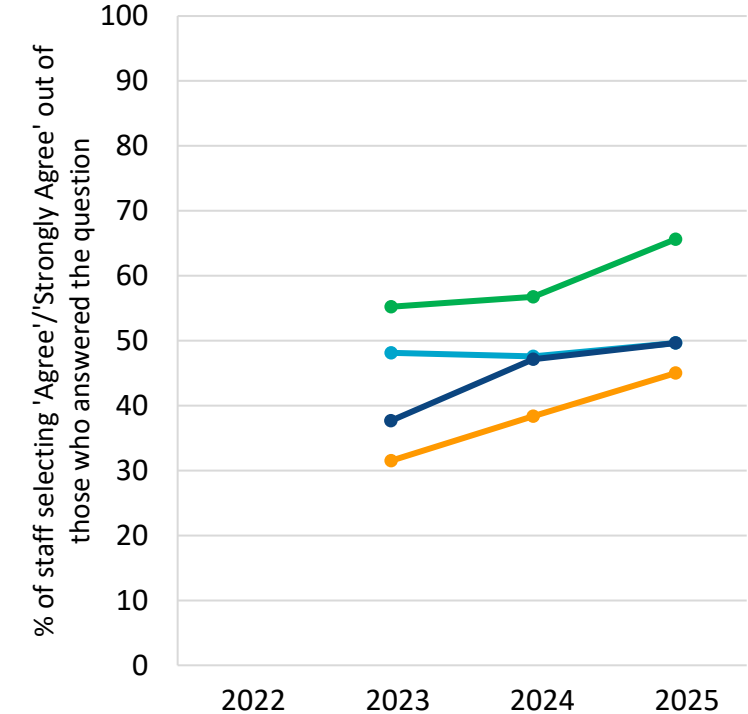
	2022	2023	2024	2025
Your org	-	45.52%	46.34%	39.26%
Best result*	-	53.73%	49.41%	62.50%
Average result*	-	38.93%	42.48%	39.26%
Worst result*	-	31.51%	24.00%	34.85%
Responses	-	145	123	135

Q11e In my team disagreements are dealt with constructively.



	2022	2023	2024	2025
Your org	-	37.24%	35.77%	37.78%
Best result*	-	38.81%	39.81%	56.25%
Average result*	-	34.53%	33.59%	38.57%
Worst result*	-	28.38%	25.00%	25.71%
Responses	-	145	123	135

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

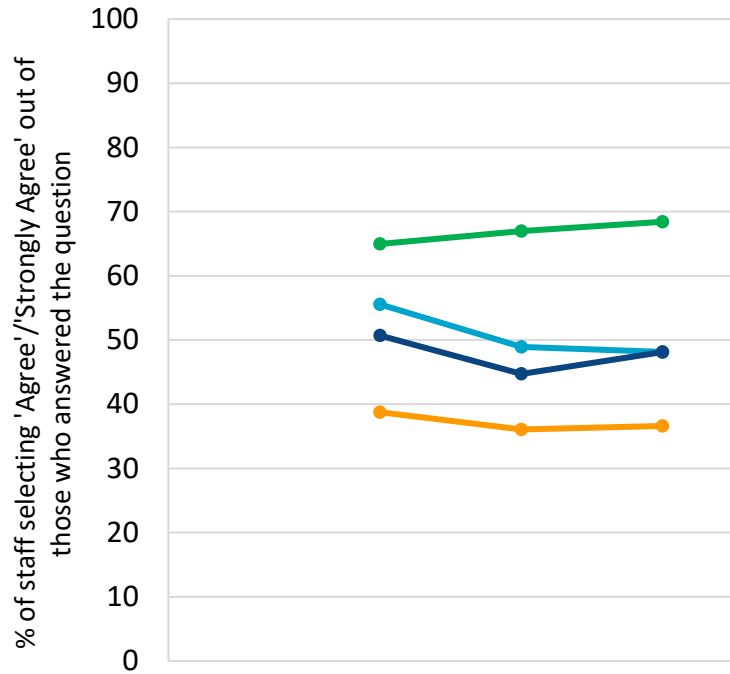


	2022	2023	2024	2025
Your org	-	37.67%	47.15%	49.63%
Best result*	-	55.22%	56.73%	65.63%
Average result*	-	48.11%	47.58%	49.63%
Worst result*	-	31.51%	38.36%	45.00%
Responses	-	146	123	135

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

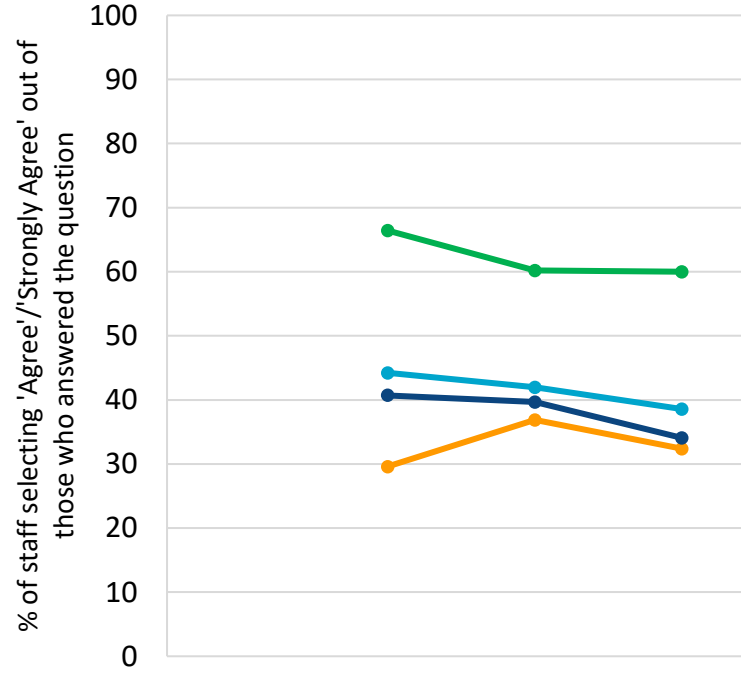


Q14a My immediate manager(s) encourages me at work.



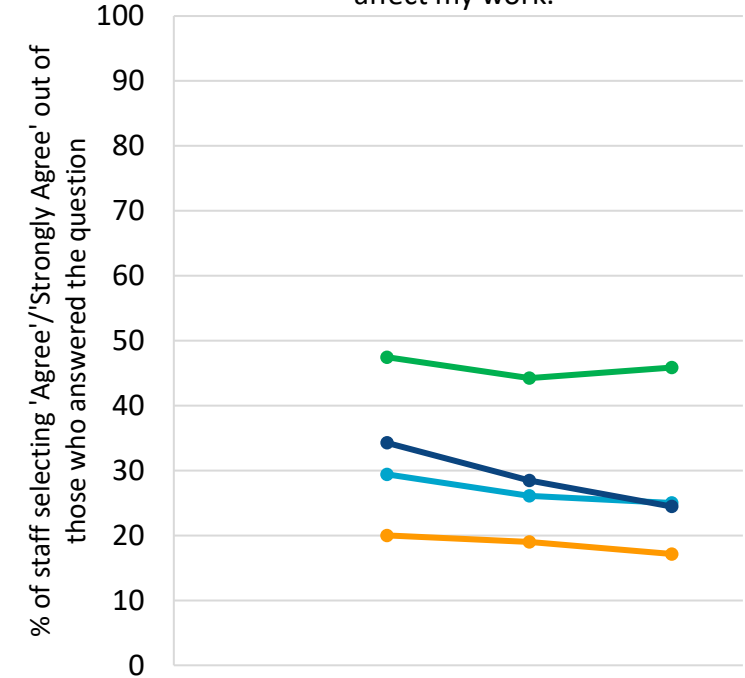
	2022	2023	2024	2025
Your org	-	50.68%	44.72%	48.15%
Best result*	-	64.96%	66.99%	68.42%
Average result*	-	55.54%	48.95%	48.15%
Worst result*	-	38.75%	36.07%	36.62%
Responses	-	146	123	135

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



	2022	2023	2024	2025
Your org	-	40.69%	39.67%	34.07%
Best result*	-	66.42%	60.19%	60.00%
Average result*	-	44.23%	42.00%	38.57%
Worst result*	-	29.61%	36.89%	32.39%
Responses	-	145	121	135

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

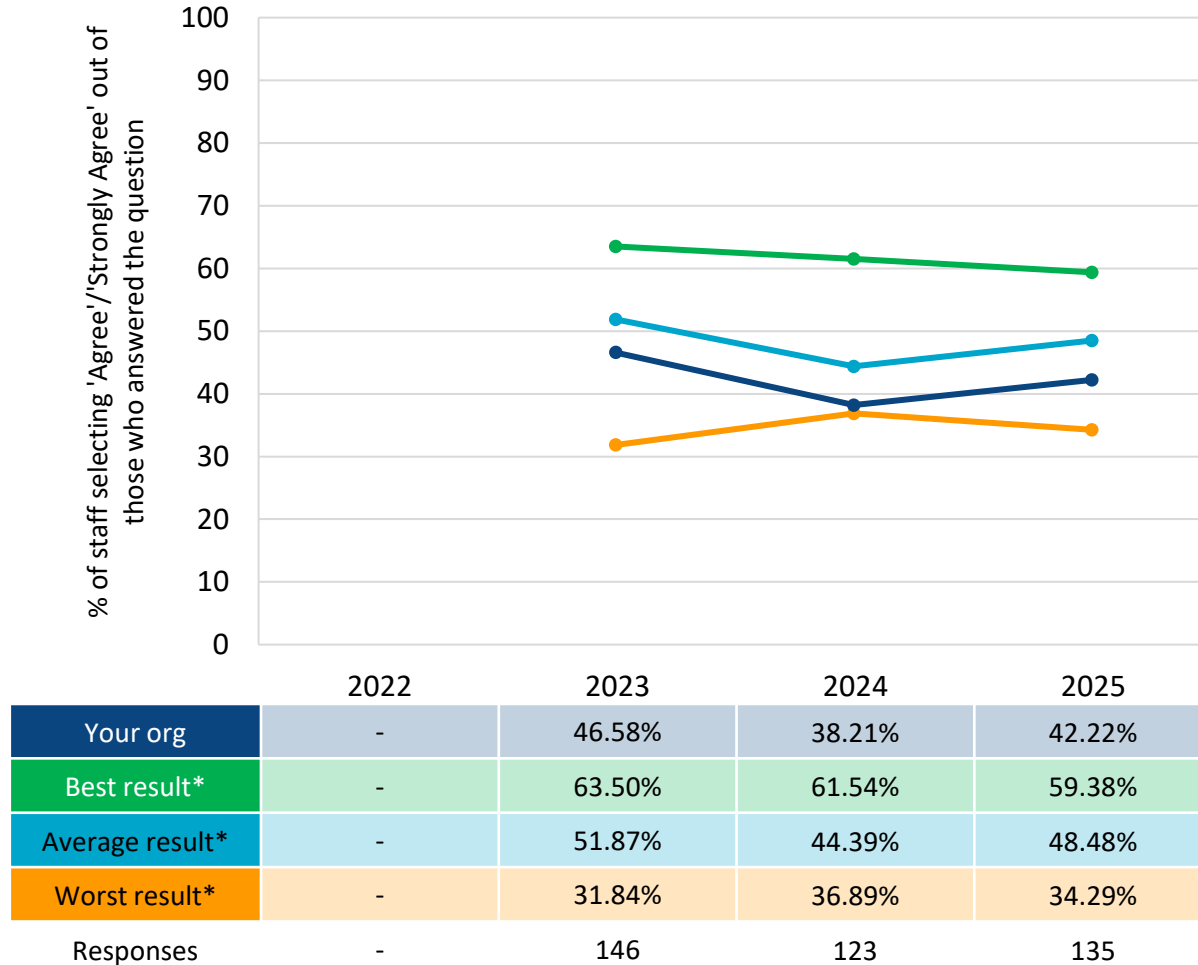


	2022	2023	2024	2025
Your org	-	34.25%	28.46%	24.44%
Best result*	-	47.45%	44.23%	45.83%
Average result*	-	29.40%	26.11%	25.00%
Worst result*	-	20.00%	19.00%	17.14%
Responses	-	146	123	135

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



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



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

## Theme – Staff engagement



### Questions included:

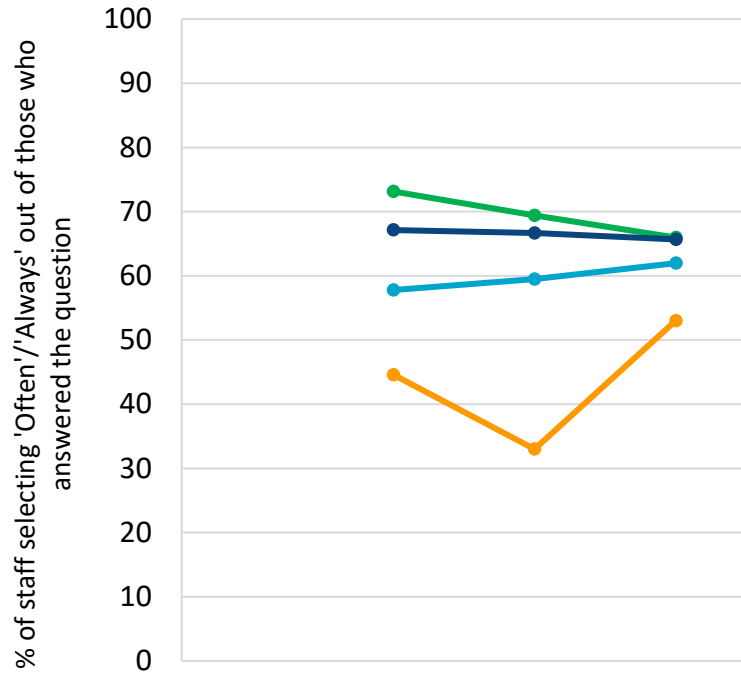
Motivation – Q4a, Q4b, Q4c

Involvement – Q5c, Q5d, Q5f

Advocacy – Q30a, Q30c, Q30d

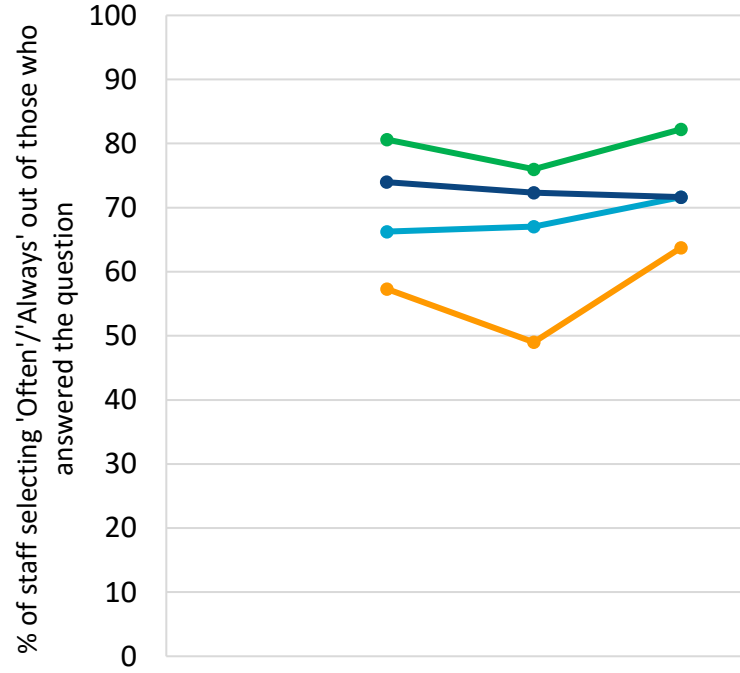


Q4a I look forward to going to work.



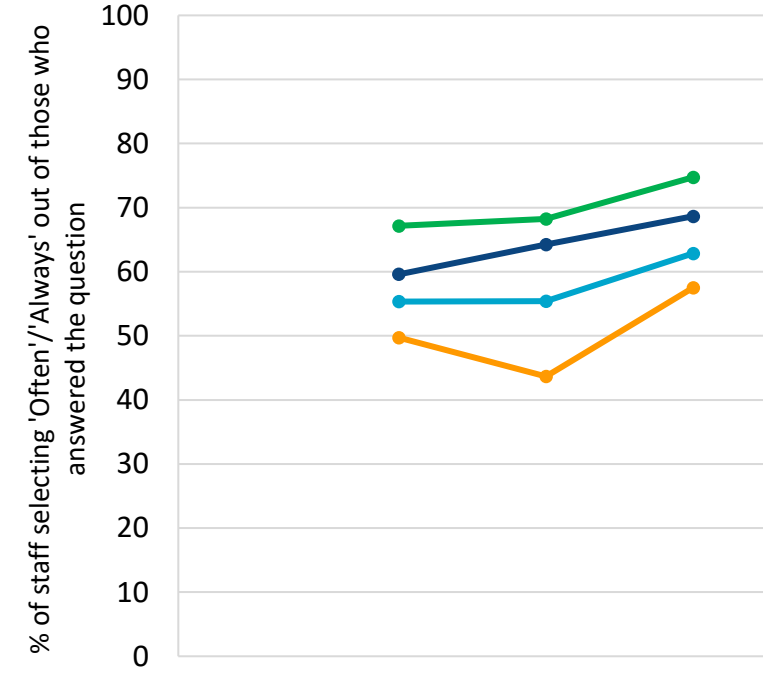
	2022	2023	2024	2025
Your org	-	67.12%	66.67%	65.67%
Best result*	-	73.13%	69.41%	65.96%
Average result*	-	57.78%	59.51%	61.97%
Worst result*	-	44.59%	33.00%	53.03%
Responses	-	146	123	134

Q4b I am enthusiastic about my job.



	2022	2023	2024	2025
Your org	-	73.97%	72.36%	71.64%
Best result*	-	80.60%	76.00%	82.22%
Average result*	-	66.26%	67.03%	71.64%
Worst result*	-	57.30%	49.00%	63.75%
Responses	-	146	123	134

Q4c Time passes quickly when I am working.

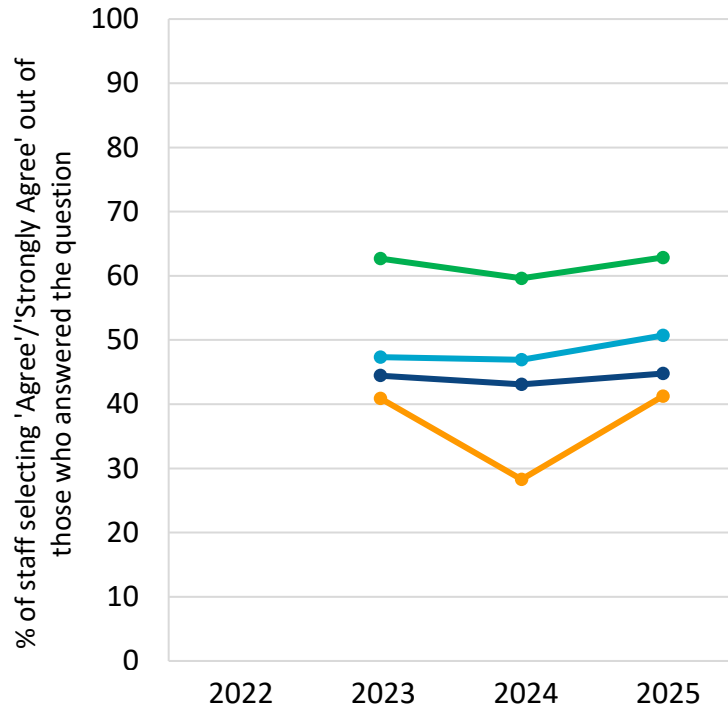


	2022	2023	2024	2025
Your org	-	59.59%	64.23%	68.66%
Best result*	-	67.16%	68.24%	74.74%
Average result*	-	55.34%	55.38%	62.86%
Worst result*	-	49.72%	43.66%	57.50%
Responses	-	146	123	134

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



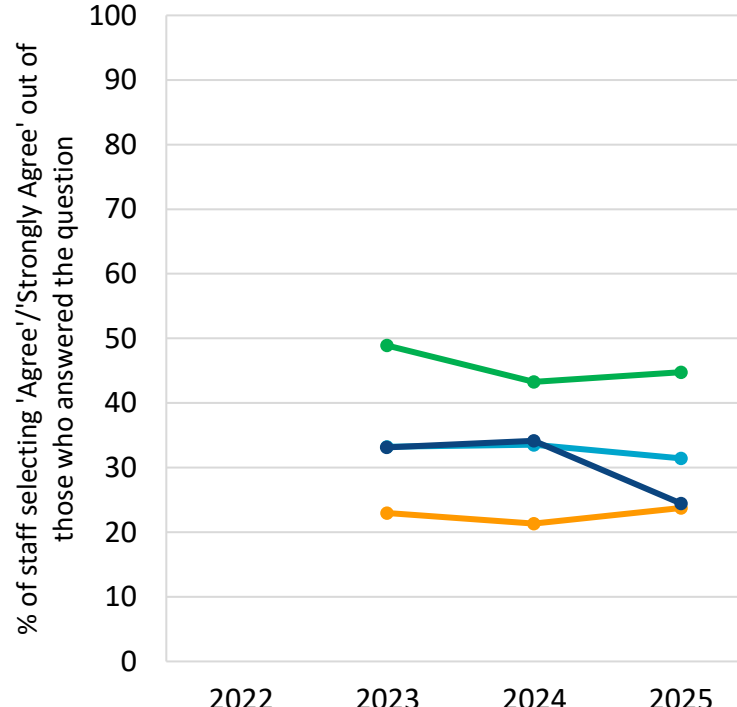
Q5c There are frequent opportunities for me to show initiative in my role.



	2022	2023	2024	2025
Your org	-	44.44%	43.09%	44.78%
Best result*	-	62.69%	59.62%	62.86%
Average result*	-	47.32%	46.92%	50.70%
Worst result*	-	40.91%	28.28%	41.25%

Responses - 144 123 134

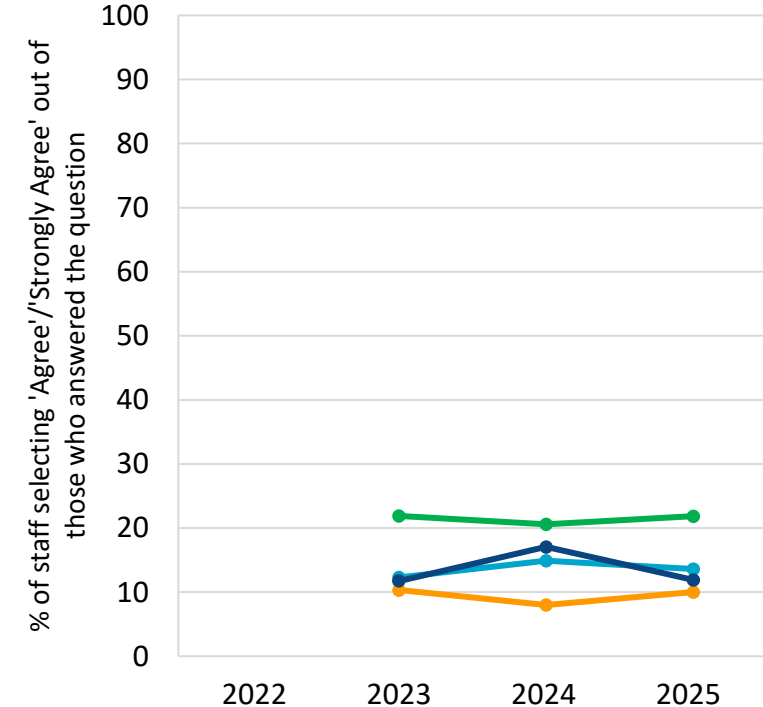
Q5d I am able to make suggestions to improve the work we do.



	2022	2023	2024	2025
Your org	-	33.10%	34.15%	24.44%
Best result*	-	48.91%	43.27%	44.79%
Average result*	-	33.22%	33.54%	31.43%
Worst result*	-	22.99%	21.33%	23.75%

Responses - 145 123 135

Q5f I am able to make improvements happen at work.



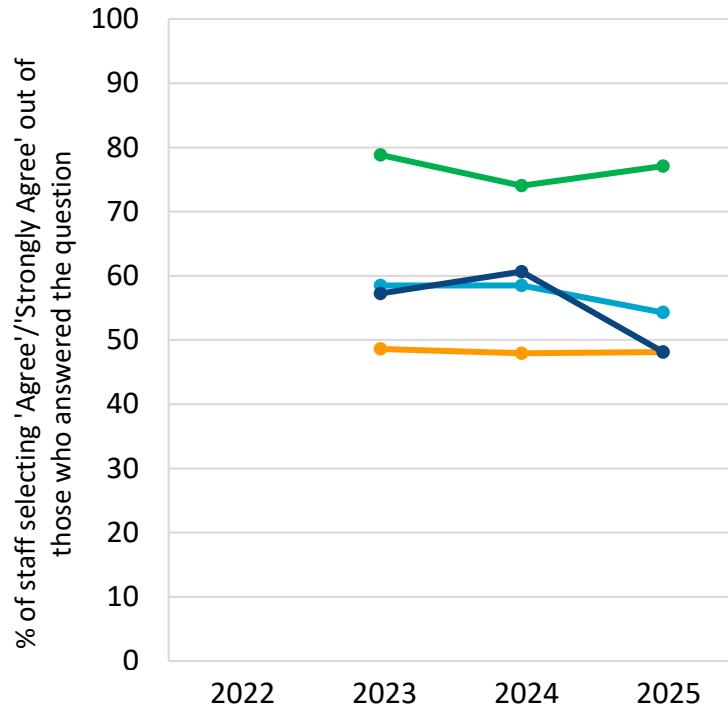
	2022	2023	2024	2025
Your org	-	11.72%	17.07%	11.94%
Best result*	-	21.90%	20.59%	21.88%
Average result*	-	12.30%	14.91%	13.64%
Worst result*	-	10.34%	8.00%	10.00%

Responses - 145 123 134

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



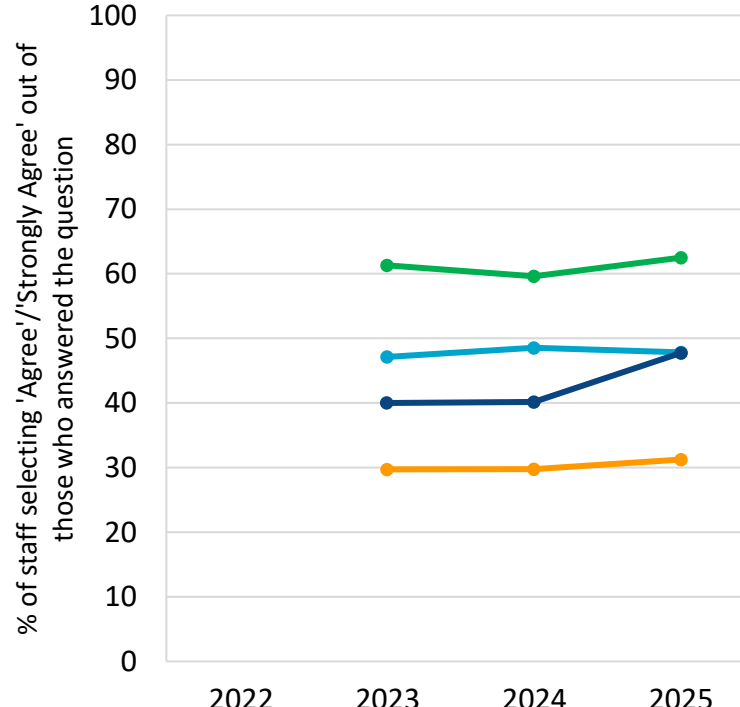
Q30a Care of patients / service users is my organisation's top priority.



	2022	2023	2024	2025
Your org	-	57.24%	60.66%	48.15%
Best result*	-	78.83%	74.04%	77.08%
Average result*	-	58.47%	58.50%	54.29%
Worst result*	-	48.60%	47.93%	48.15%

Responses - 145 122 135

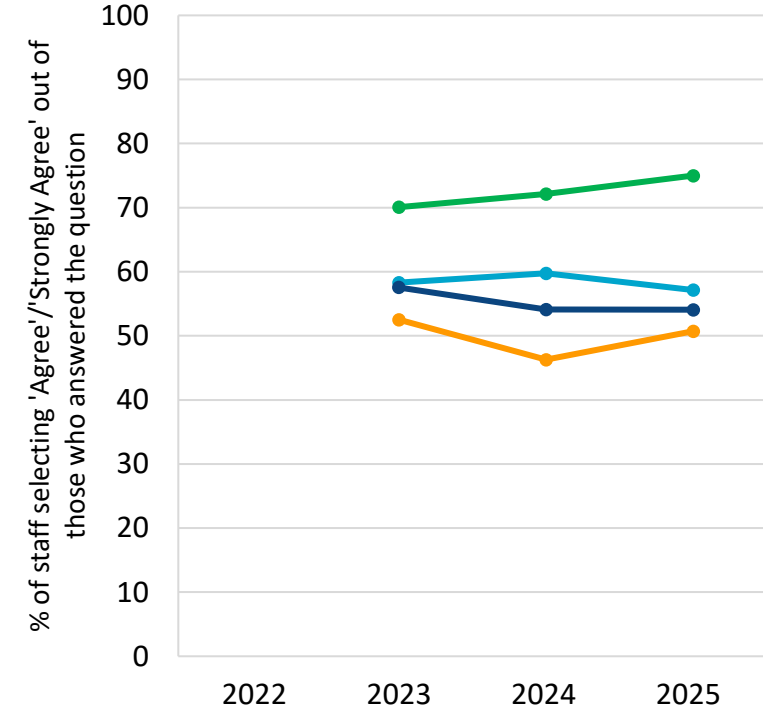
Q30c I would recommend my organisation as a place to work.



	2022	2023	2024	2025
Your org	-	40.00%	40.16%	47.76%
Best result*	-	61.31%	59.62%	62.50%
Average result*	-	47.13%	48.55%	47.83%
Worst result*	-	29.73%	29.75%	31.25%

Responses - 145 122 134

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



	2022	2023	2024	2025
Your org	-	57.53%	54.10%	54.07%
Best result*	-	70.07%	72.13%	75.00%
Average result*	-	58.31%	59.76%	57.14%
Worst result*	-	52.51%	46.28%	50.72%

Responses - 146 122 135

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

## Theme - Morale



### Questions included:

Future intentions – Q31

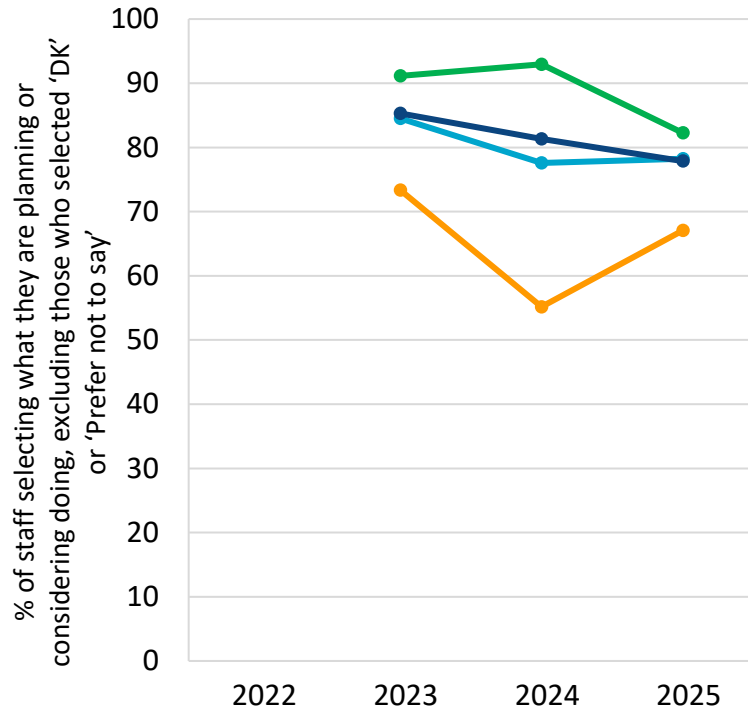
Work pressure – Q5g, Q5h, Q5i

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

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



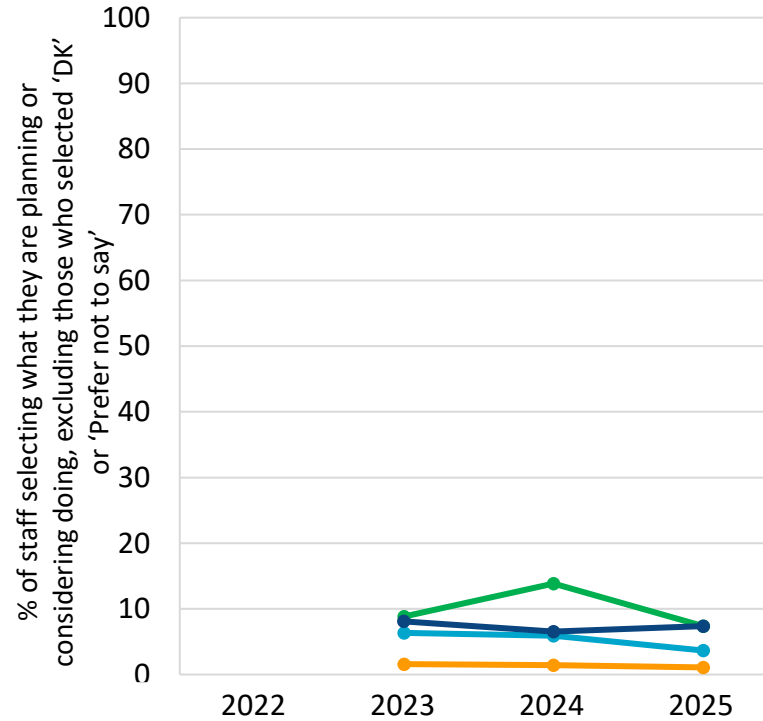
Q31\_1 Continuing to work on the bank at this organisation.



	2022	2023	2024	2025
Your org	-	85.29%	81.31%	77.87%
Highest result***	-	91.15%	92.96%	82.26%
Average result***	-	84.51%	77.58%	78.26%
Lowest result***	-	73.33%	55.17%	67.07%

Responses - 136 107 122

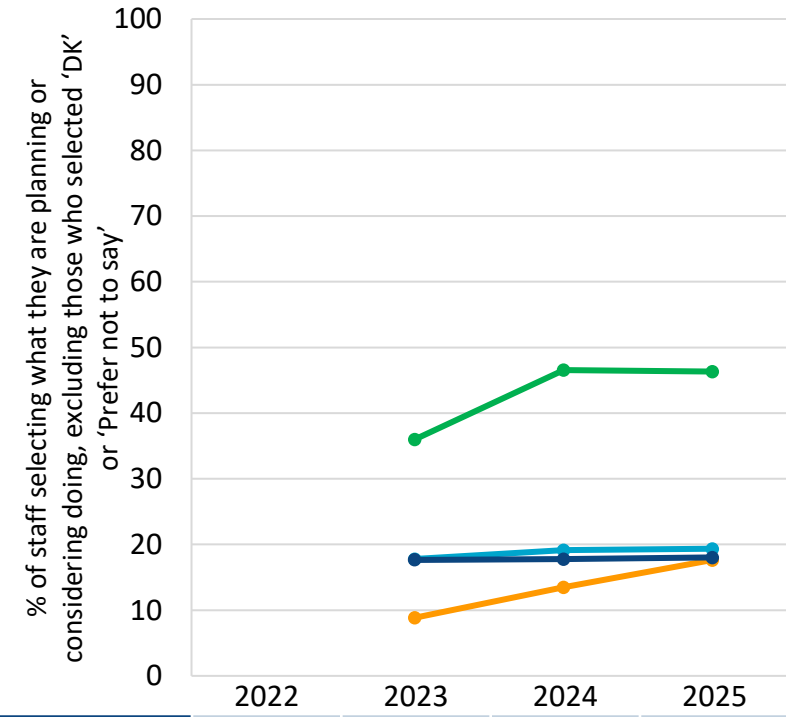
Q31\_2 Continuing to do NHS bank work but not at this organisation.



	2022	2023	2024	2025
Your org	-	8.09%	6.54%	7.38%
Highest result***	-	8.85%	13.85%	7.38%
Average result***	-	6.34%	5.89%	3.66%
Lowest result***	-	1.59%	1.41%	1.09%

Responses - 136 107 122

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



	2022	2023	2024	2025
Your org	-	17.65%	17.76%	18.03%
Highest result***	-	36.00%	46.55%	46.34%
Average result***	-	17.80%	19.16%	19.35%
Lowest result***	-	8.85%	13.48%	17.65%

Responses - 136 107 122

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

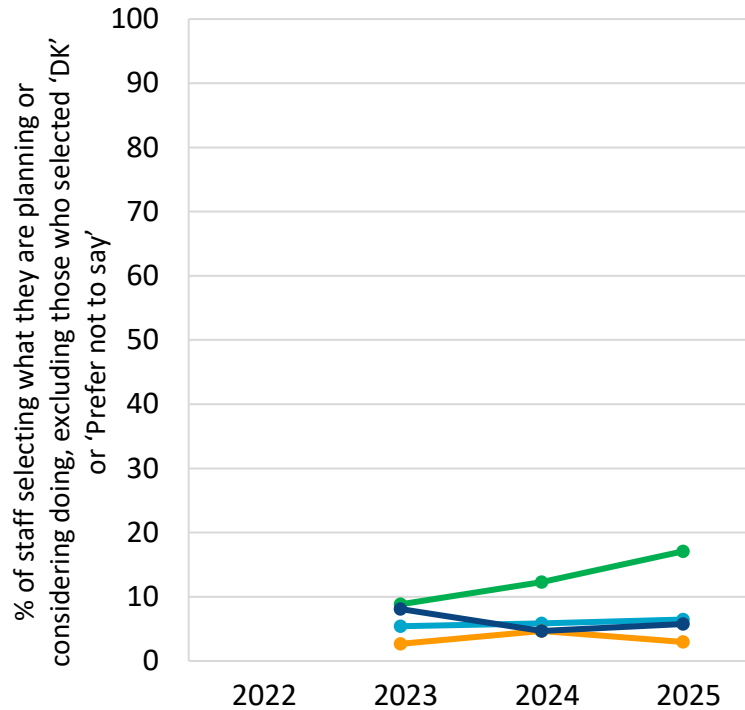
\* More information regarding the Future intentions sub-score calculation is included in the Technical Guide for bank only workers document, found [here](#).

\*\* 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)\*\*



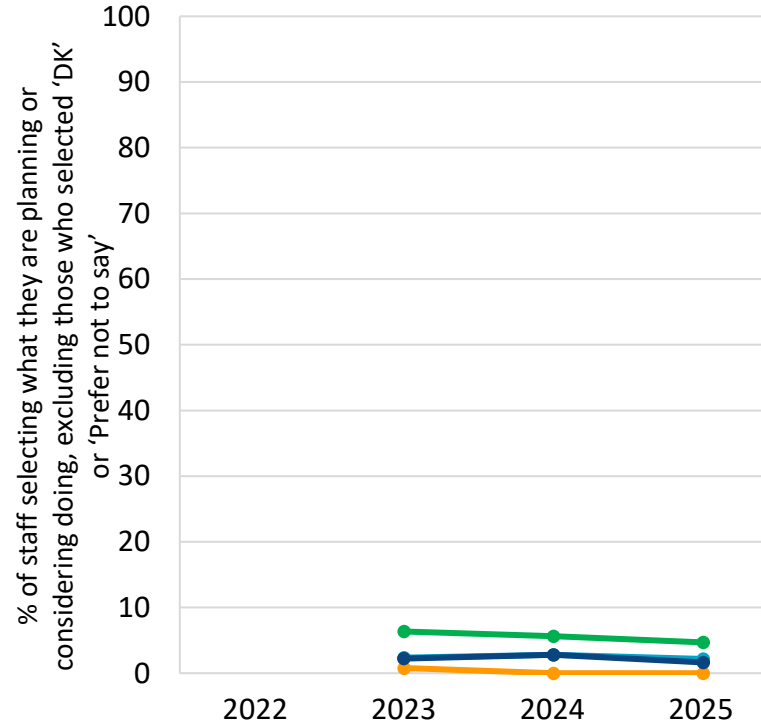
Q31\_4 Moving to a permanent contract at another NHS organisation.



	2022	2023	2024	2025
Your org	-	8.09%	4.67%	5.74%
Highest result***	-	8.82%	12.31%	17.07%
Average result***	-	5.41%	5.86%	6.45%
Lowest result***	-	2.67%	4.67%	2.94%

Responses - 136 107 122

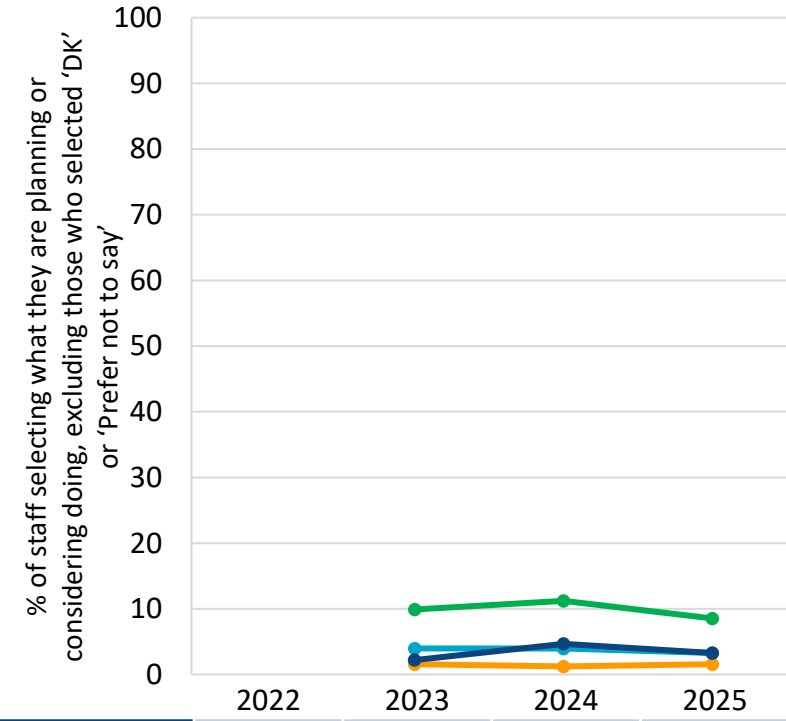
Q31\_5 Working in the NHS but paid by an external agency.



	2022	2023	2024	2025
Your org	-	2.21%	2.80%	1.64%
Highest result***	-	6.35%	5.62%	4.69%
Average result***	-	2.38%	2.80%	2.17%
Lowest result***	-	0.79%	0.00%	0.00%

Responses - 136 107 122

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



	2022	2023	2024	2025
Your org	-	2.21%	4.67%	3.28%
Highest result***	-	9.88%	11.21%	8.54%
Average result***	-	3.98%	3.97%	3.28%
Lowest result***	-	1.57%	1.23%	1.56%

Responses - 136 107 122

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

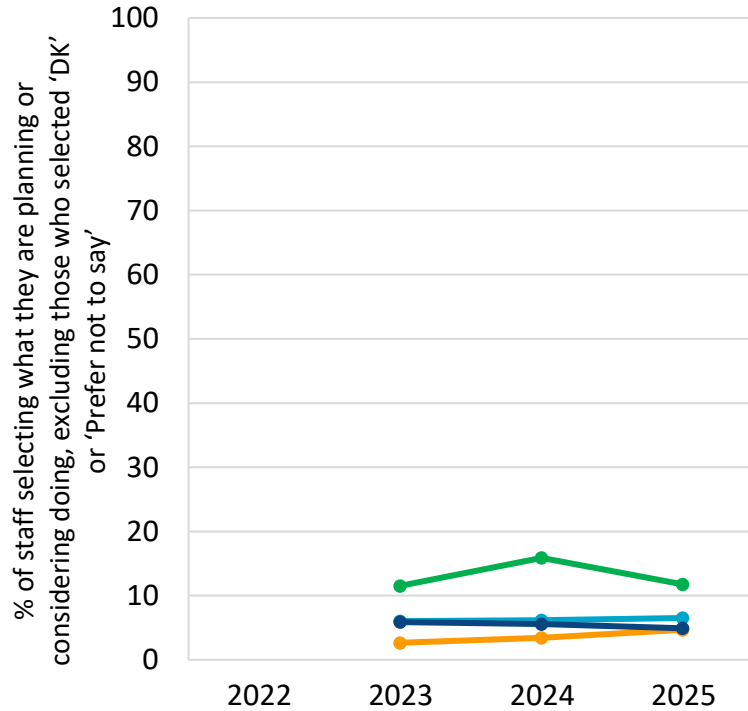
\* More information regarding the Future intentions sub-score calculation is included in the Technical Guide for bank only workers document, found [here](#).

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

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

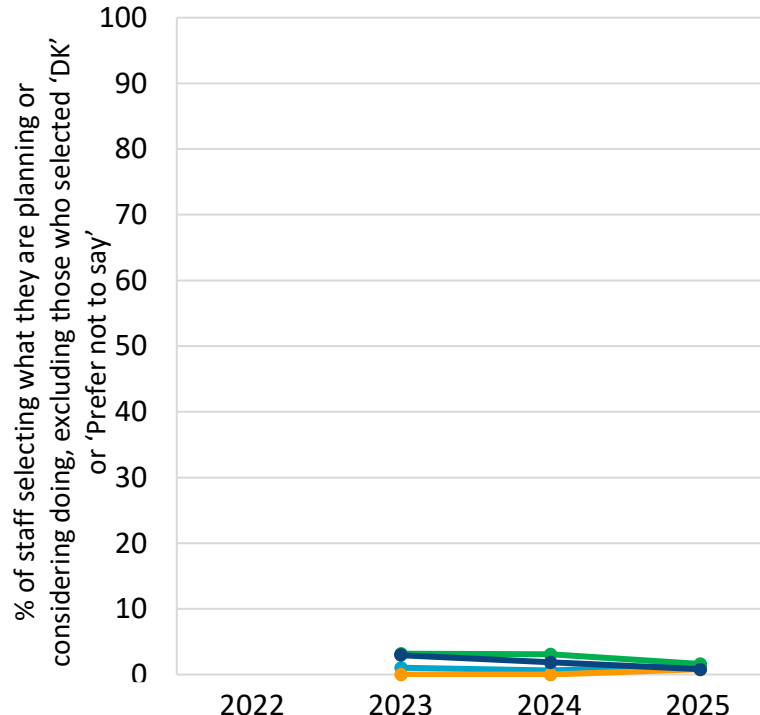


Q31\_7 Moving to a job outside healthcare.



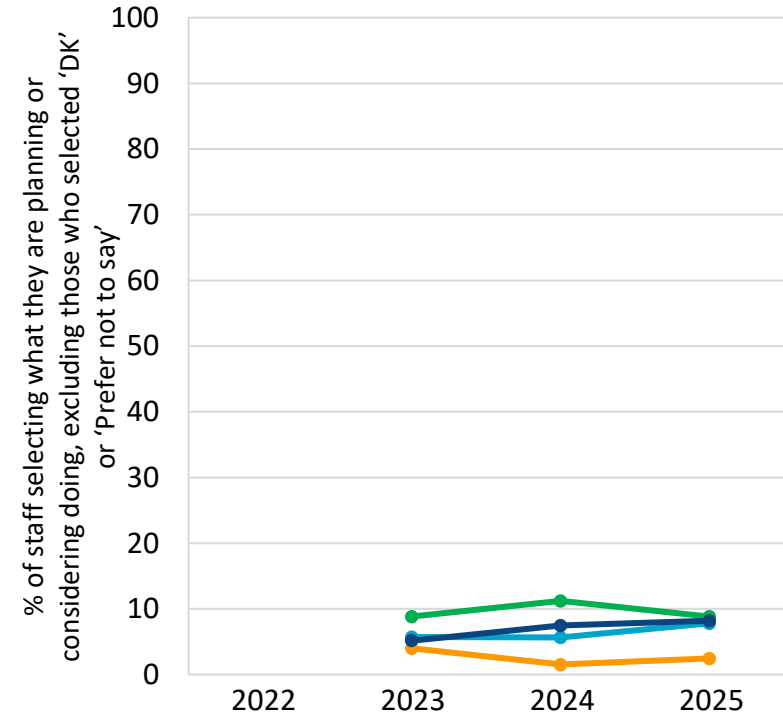
Responses	-	136	107	122
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Q31\_8 Taking a career break.



Responses	-	136	107	122
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Q31\_9 Retiring.



Responses	-	136	107	122
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\* More information regarding the Future intentions sub-score calculation is included in the Technical Guide for bank only workers document, found [here](#).

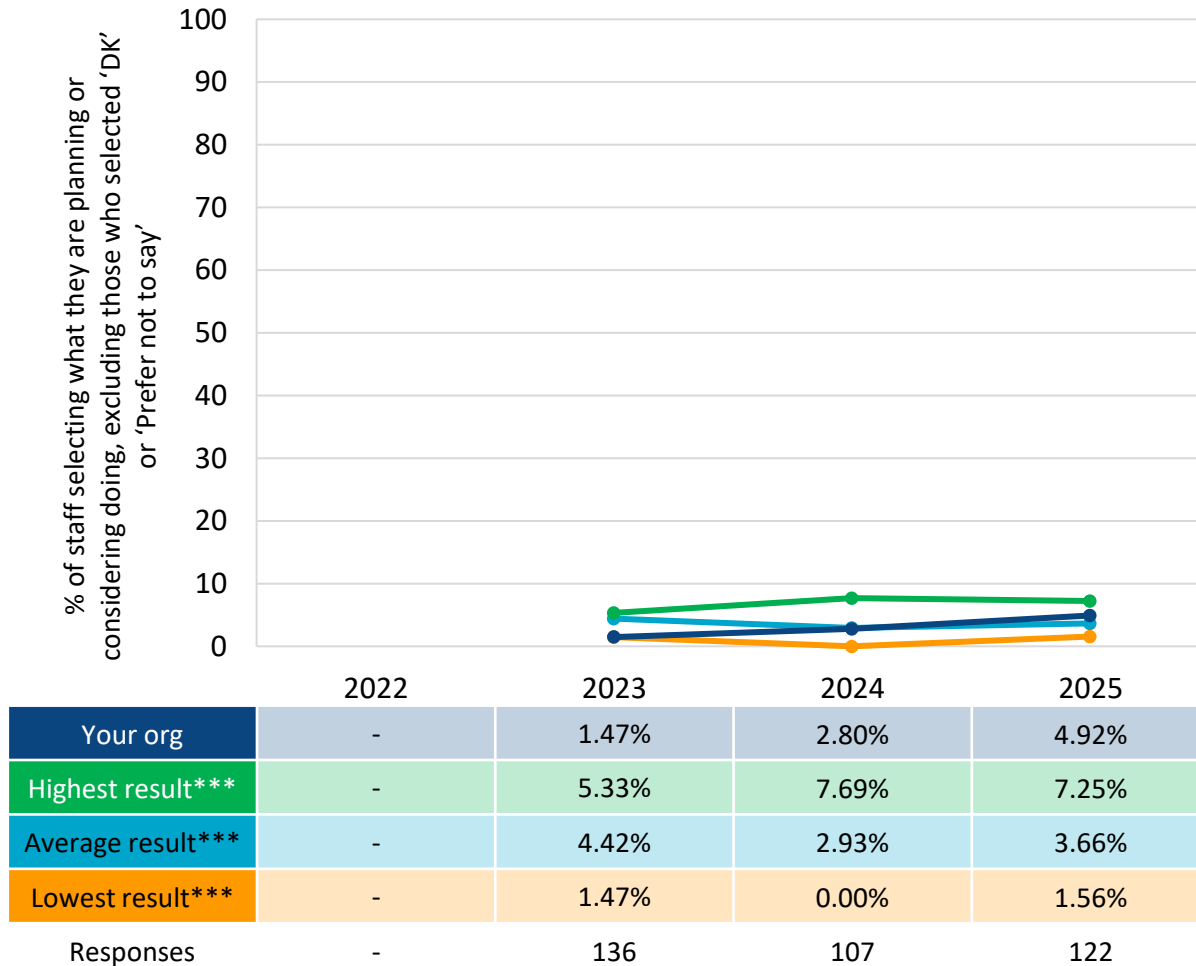
\*\* Nonspecific responses for q31, previously included in scoring, were excluded from 2024 onwards.

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

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



Q31\_10 Going into full time training or studying.



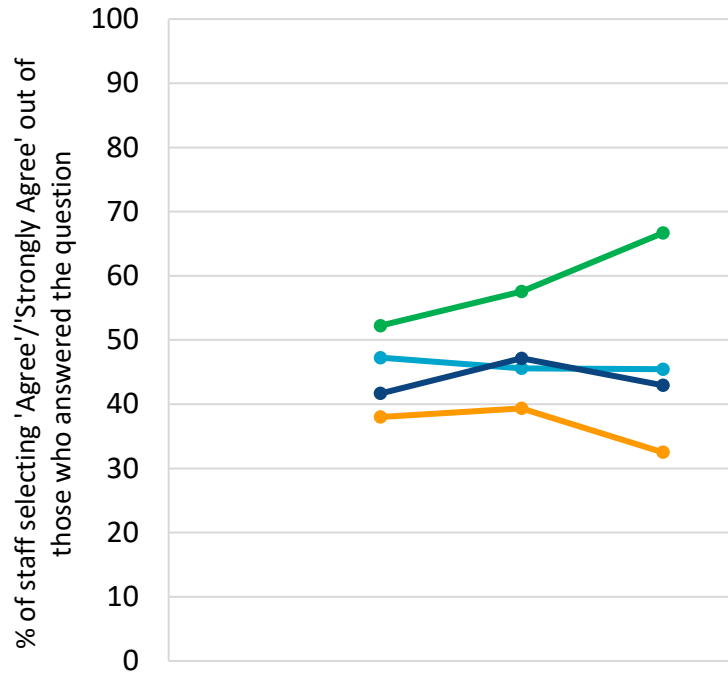
\* More information regarding the Future intentions sub-score calculation is included in the Technical Guide for bank only workers document, found [here](#).

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

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

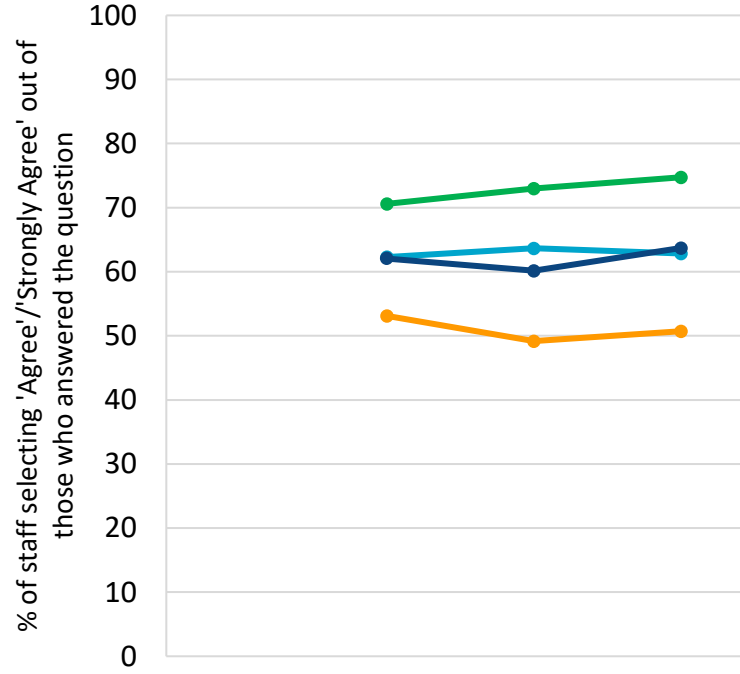


Q5g I am able to meet all the conflicting demands on my time at work.



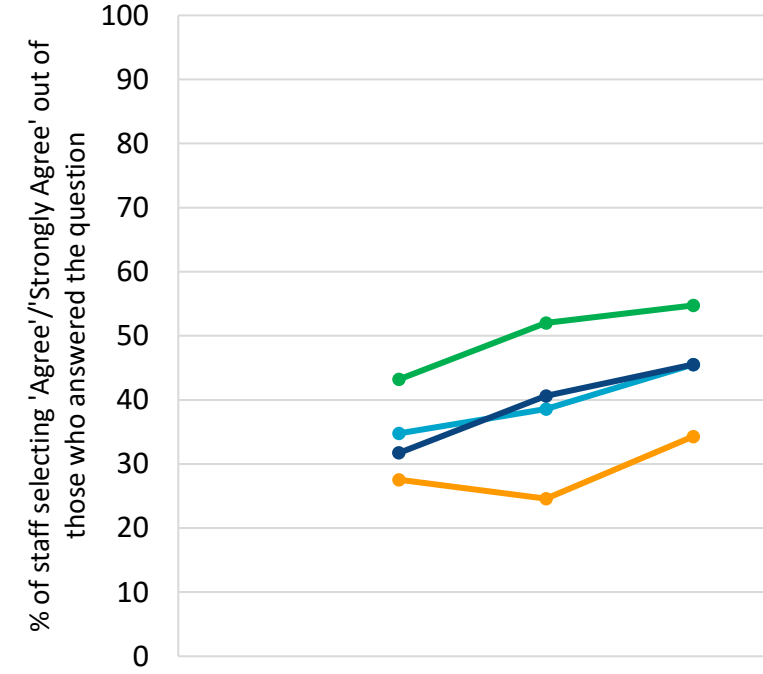
	2022	2023	2024	2025
Your org	-	41.67%	47.15%	42.96%
Best result*	-	52.24%	57.53%	66.67%
Average result*	-	47.25%	45.61%	45.45%
Worst result*	-	37.99%	39.34%	32.50%
Responses	-	144	123	135

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



	2022	2023	2024	2025
Your org	-	62.07%	60.16%	63.70%
Best result*	-	70.59%	72.97%	74.74%
Average result*	-	62.28%	63.67%	62.86%
Worst result*	-	53.11%	49.18%	50.70%
Responses	-	145	123	135

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

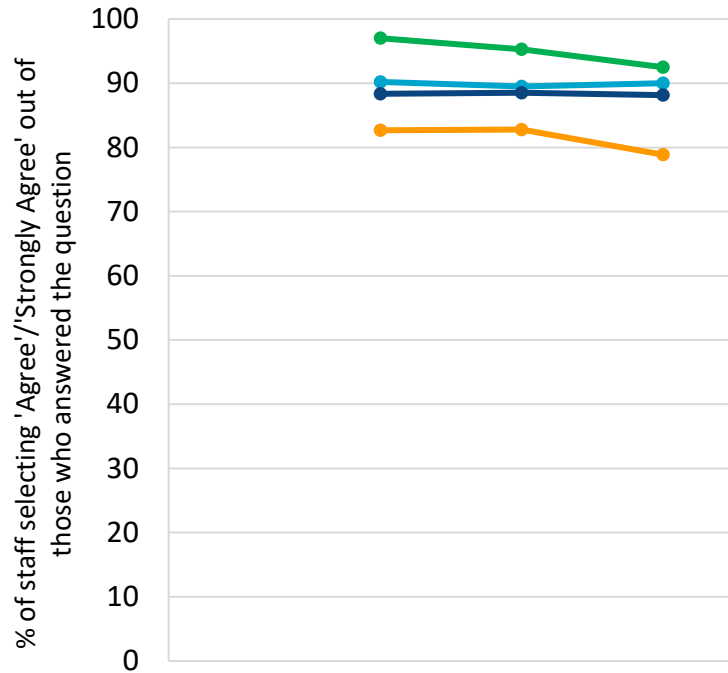


	2022	2023	2024	2025
Your org	-	31.72%	40.65%	45.52%
Best result*	-	43.20%	52.00%	54.74%
Average result*	-	34.77%	38.56%	45.52%
Worst result*	-	27.53%	24.59%	34.29%
Responses	-	145	123	134

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

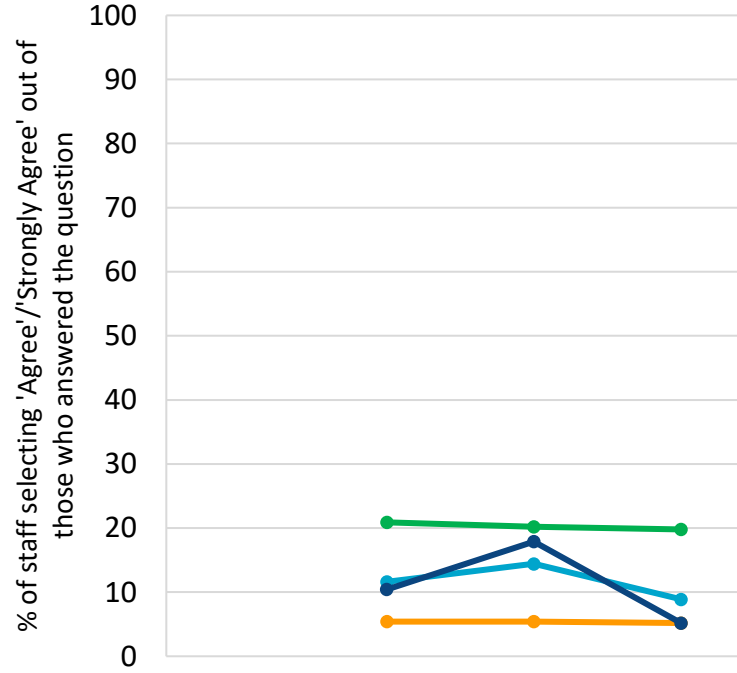


Q5a I always know what my work responsibilities are.



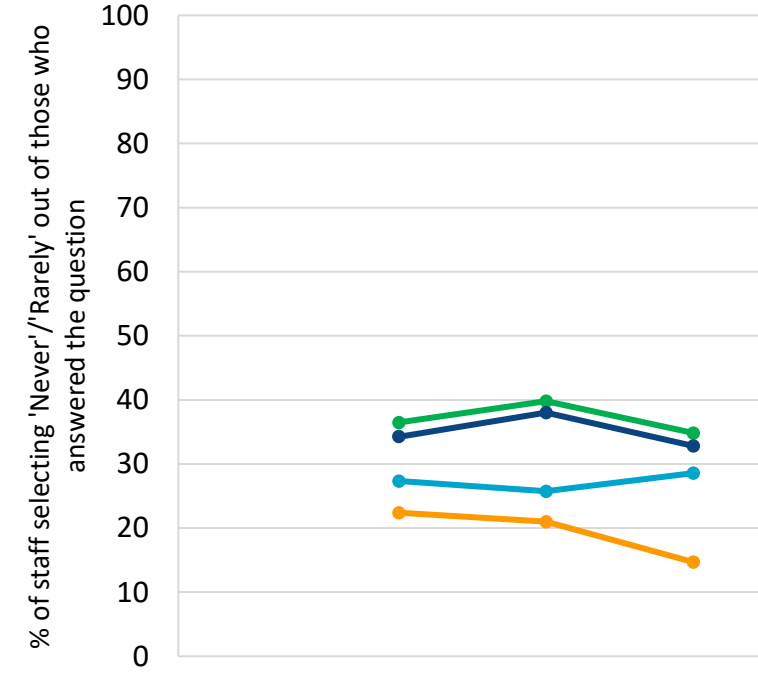
	2022	2023	2024	2025
Your org	-	88.36%	88.52%	88.15%
Best result*	-	97.01%	95.29%	92.50%
Average result*	-	90.21%	89.50%	90.00%
Worst result*	-	82.68%	82.79%	78.87%
Responses	-	146	122	135

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



	2022	2023	2024	2025
Your org	-	10.42%	17.89%	5.19%
Best result*	-	20.90%	20.19%	19.79%
Average result*	-	11.63%	14.44%	8.89%
Worst result*	-	5.41%	5.41%	5.19%
Responses	-	144	123	135

Q7a I have unrealistic time pressures.

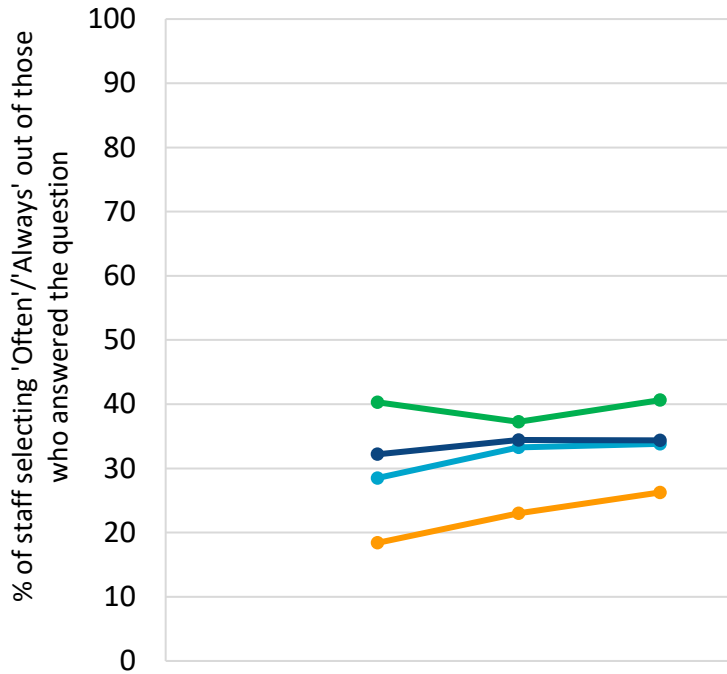


	2022	2023	2024	2025
Your org	-	34.25%	38.02%	32.82%
Best result*	-	36.49%	39.81%	34.85%
Average result*	-	27.37%	25.75%	28.57%
Worst result*	-	22.40%	21.00%	14.71%
Responses	-	146	121	131

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

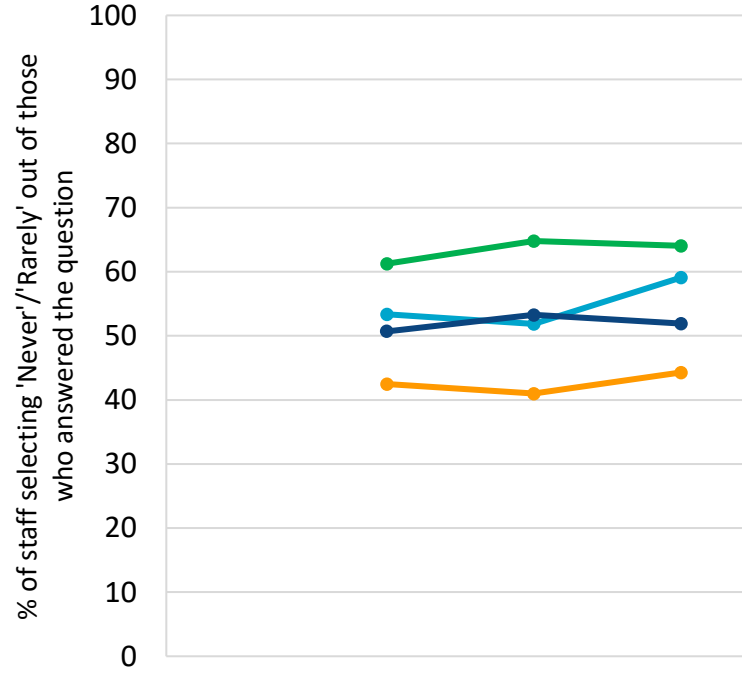


Q7b I have a choice in deciding how to do my work.



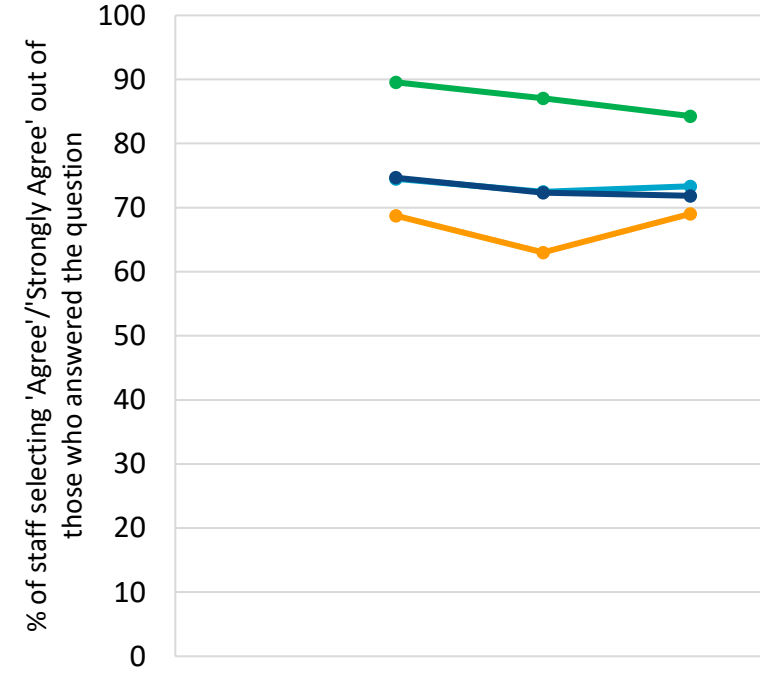
	2022	2023	2024	2025
Your org	-	32.19%	34.43%	34.35%
Best result*	-	40.30%	37.25%	40.63%
Average result*	-	28.50%	33.26%	33.82%
Worst result*	-	18.40%	23.00%	26.25%
Responses	-	146	122	131

Q7c Relationships at work are strained.



	2022	2023	2024	2025
Your org	-	50.68%	53.28%	51.91%
Best result*	-	61.25%	64.79%	64.04%
Average result*	-	53.37%	51.86%	59.09%
Worst result*	-	42.46%	41.00%	44.29%
Responses	-	146	122	131

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

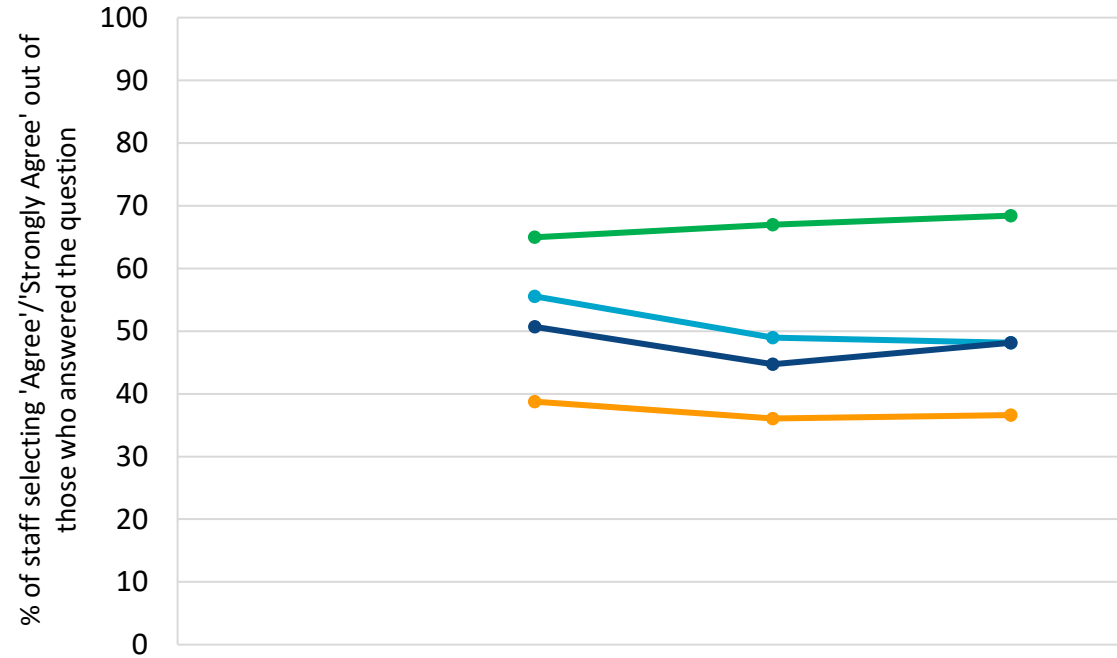


	2022	2023	2024	2025
Your org	-	74.66%	72.36%	71.85%
Best result*	-	89.55%	87.06%	84.29%
Average result*	-	74.49%	72.47%	73.33%
Worst result*	-	68.75%	63.01%	69.01%
Responses	-	146	123	135

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



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



	2022	2023	2024	2025
Your org	-	50.68%	44.72%	48.15%
Best result*	-	64.96%	66.99%	68.42%
Average result*	-	55.54%	48.95%	48.15%
Worst result*	-	38.75%	36.07%	36.62%
Responses	-	146	123	135

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

## Questions not linked to People Promise elements or themes

Questions included:

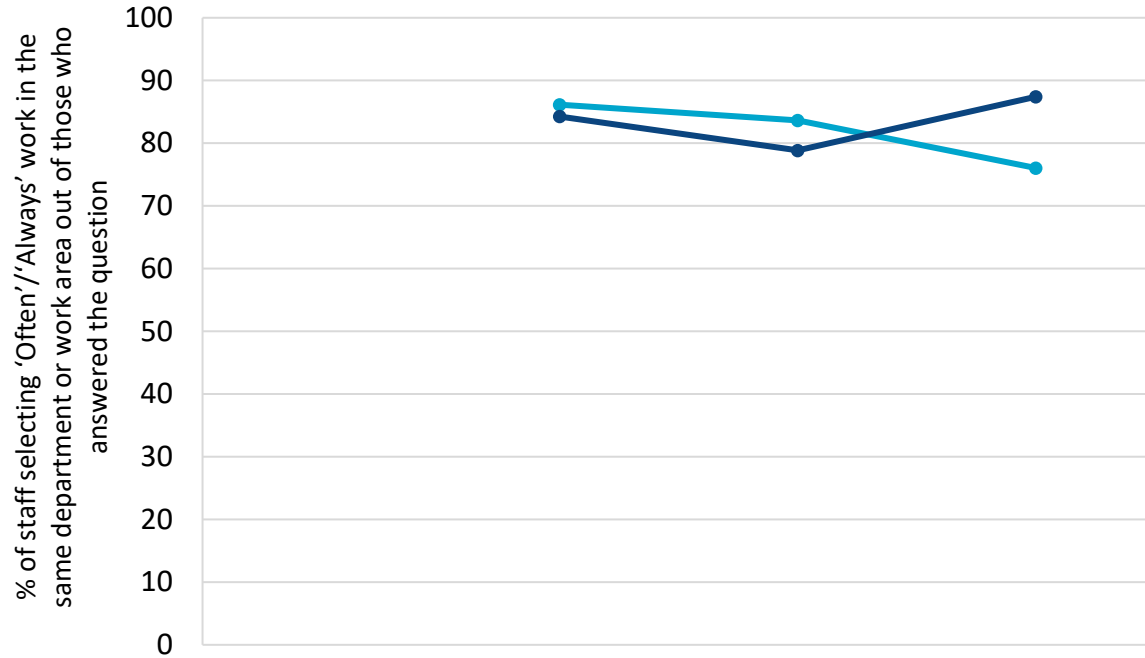
Q1, Q2, Q3, Q15, Q9, Q16e, Q21c, Q23, Q24a-d, Q32a-c

\* The results for Q22a, Q22b and Q27 are reported in the section for People Promise element 4: [We are safe and healthy](#). The results for Q28, Q29f and Q29g are reported in the section for People Promise element 5: [We are always learning](#). These questions do not contribute to any score or sub-score calculations.

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

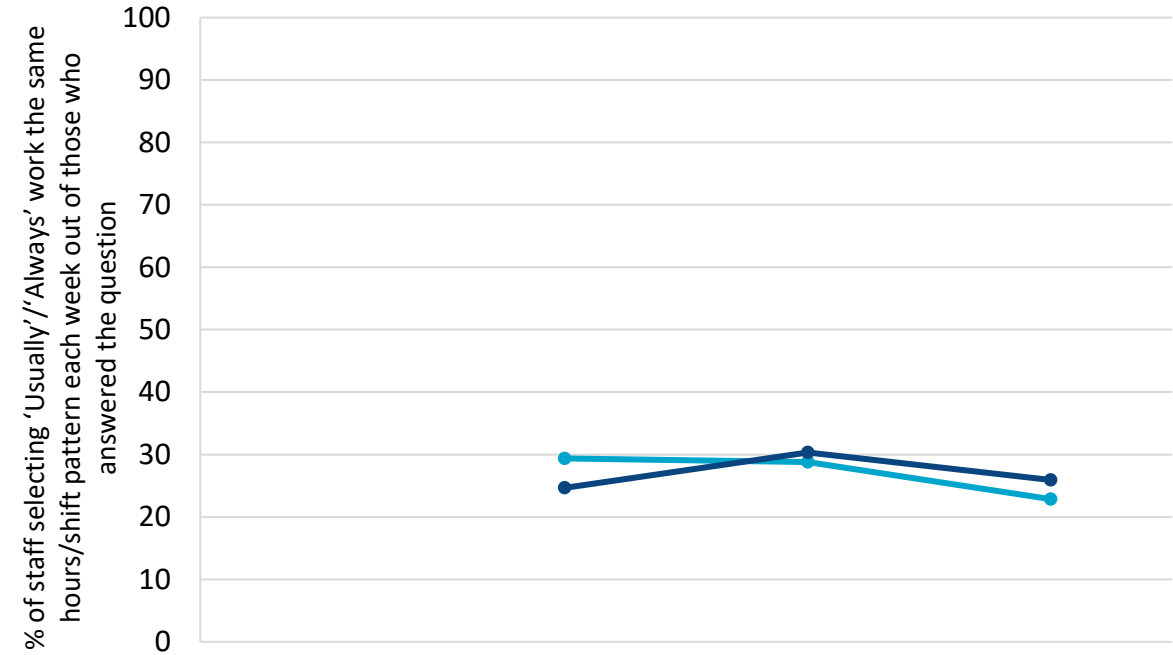


Q1 Thinking about the bank work you do within this organisation, how often do you work in the same department or work area?



	2022	2023	2024	2025
Your org	-	84.25%	78.86%	87.41%
Average result*	-	86.14%	83.64%	76.04%
Responses	-	146	123	135

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

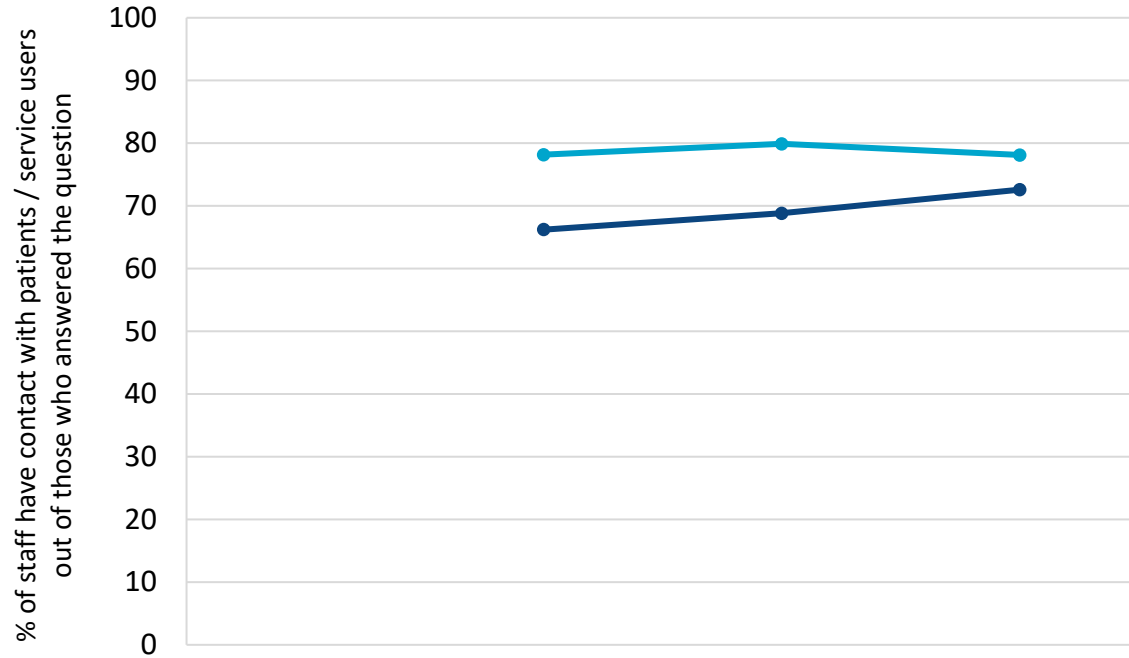


	2022	2023	2024	2025
Your org	-	24.66%	30.33%	25.93%
Average result*	-	29.37%	28.78%	22.86%
Responses	-	146	122	135

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

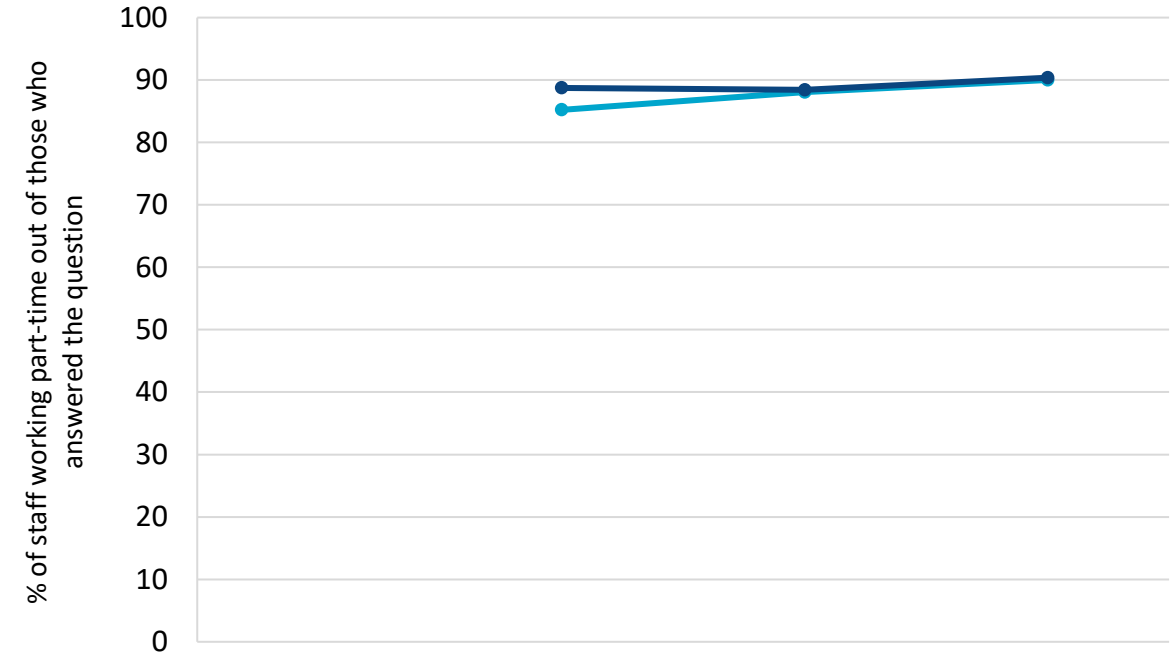


Q3 Do you have face-to-face, video or telephone contact with patients / service users as part of your job?



	2022	2023	2024	2025
Your org	-	66.21%	68.85%	72.59%
Average result*	-	78.17%	79.91%	78.13%
Responses	-	145	122	135

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

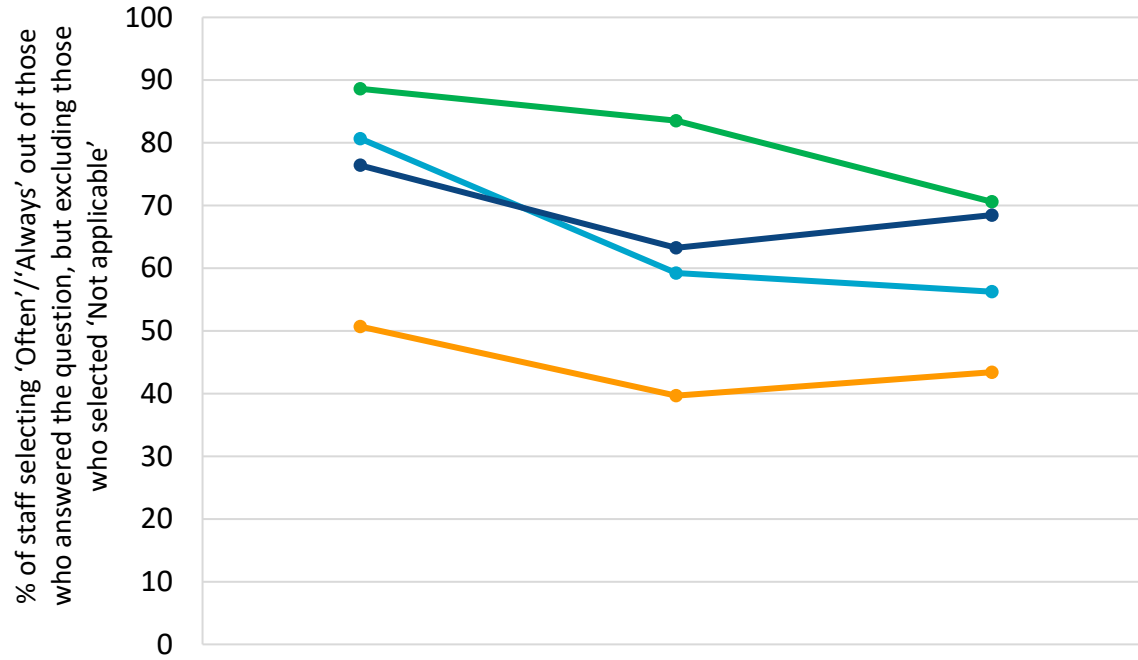


	2022	2023	2024	2025
Your org	-	88.73%	88.43%	90.37%
Average result*	-	85.22%	88.04%	90.00%
Responses	-	142	121	135

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

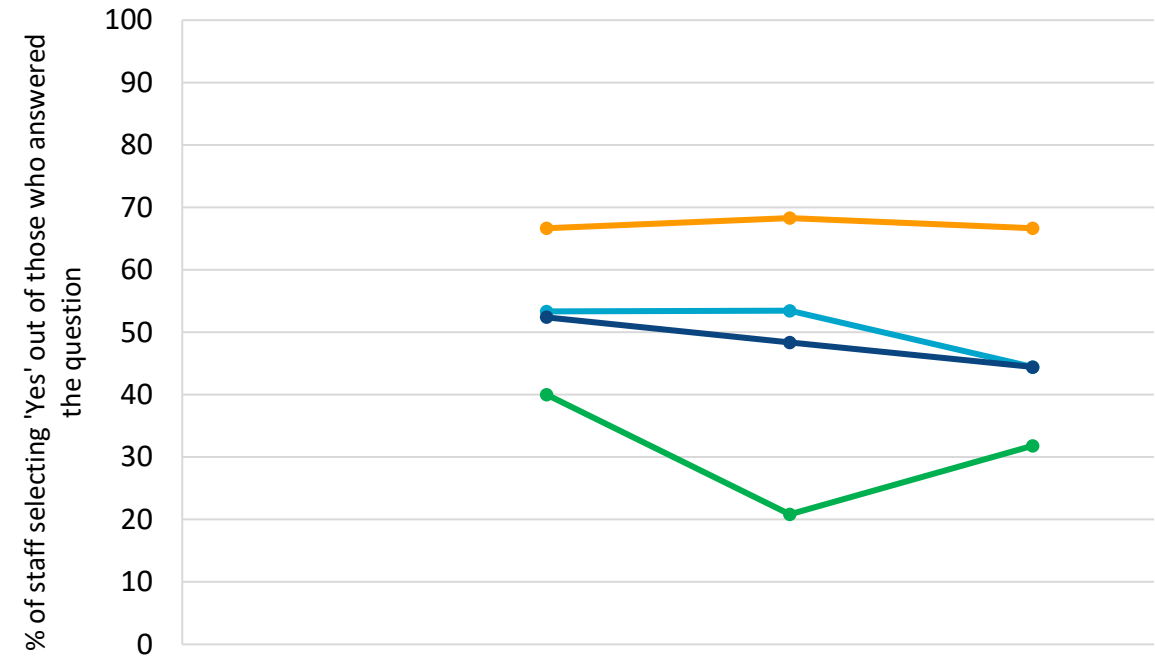


Q9 I am able to decide the hours/shift pattern I want to work as a bank worker.



	2023	2024	2025
Your org	76.39%	63.25%	68.46%
Best result*	88.61%	83.53%	70.59%
Average result*	80.66%	59.21%	56.25%
Worst result*	50.68%	39.67%	43.42%
Responses	144	117	130

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



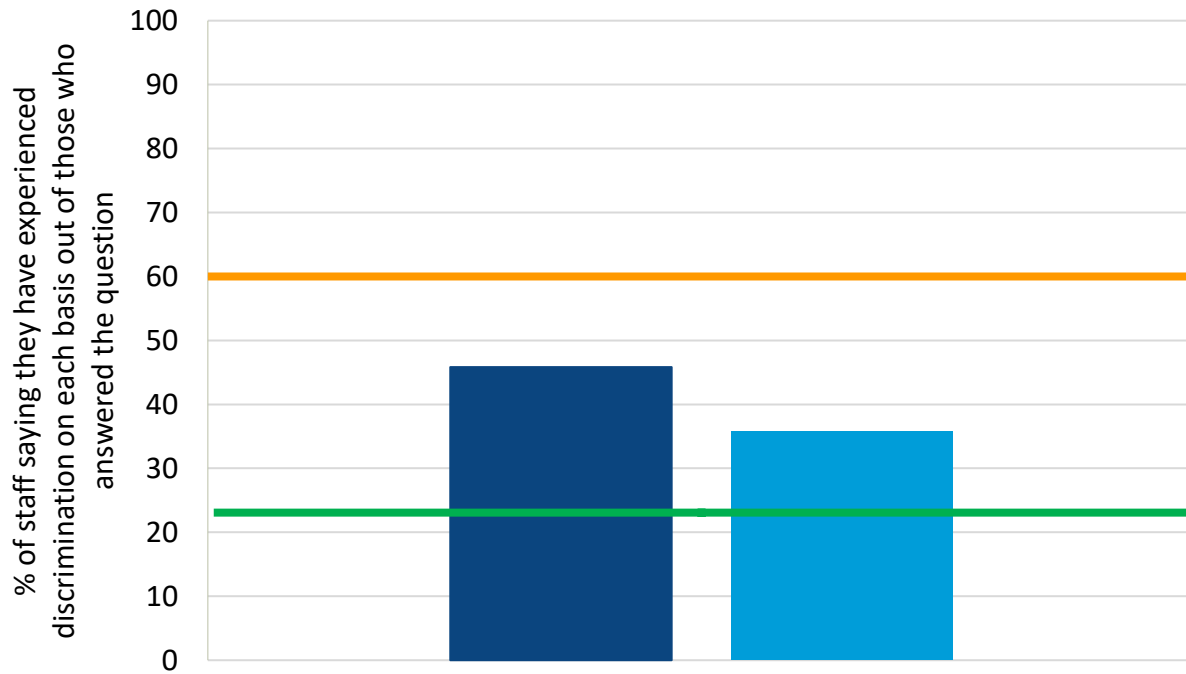
	2022	2023	2024	2025
Your org	-	52.38%	48.39%	44.44%
Best result*	-	40.00%	20.83%	31.82%
Average result*	-	53.32%	53.46%	44.44%
Worst result*	-	66.67%	68.29%	66.67%
Responses	-	42	31	36

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

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

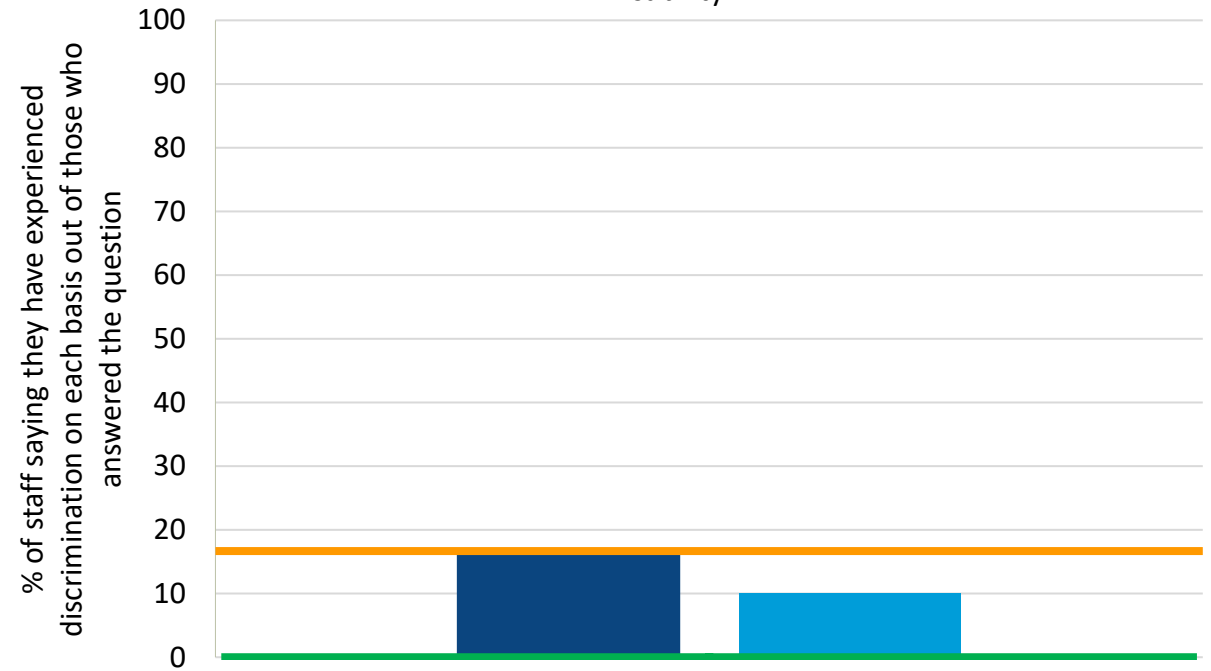


Q21c.1 On what grounds have you experienced discrimination? – Age.



2025	
Your org	45.83%
Best result	23.08%
Average result	35.71%
Worst result	60.00%
Responses	24

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

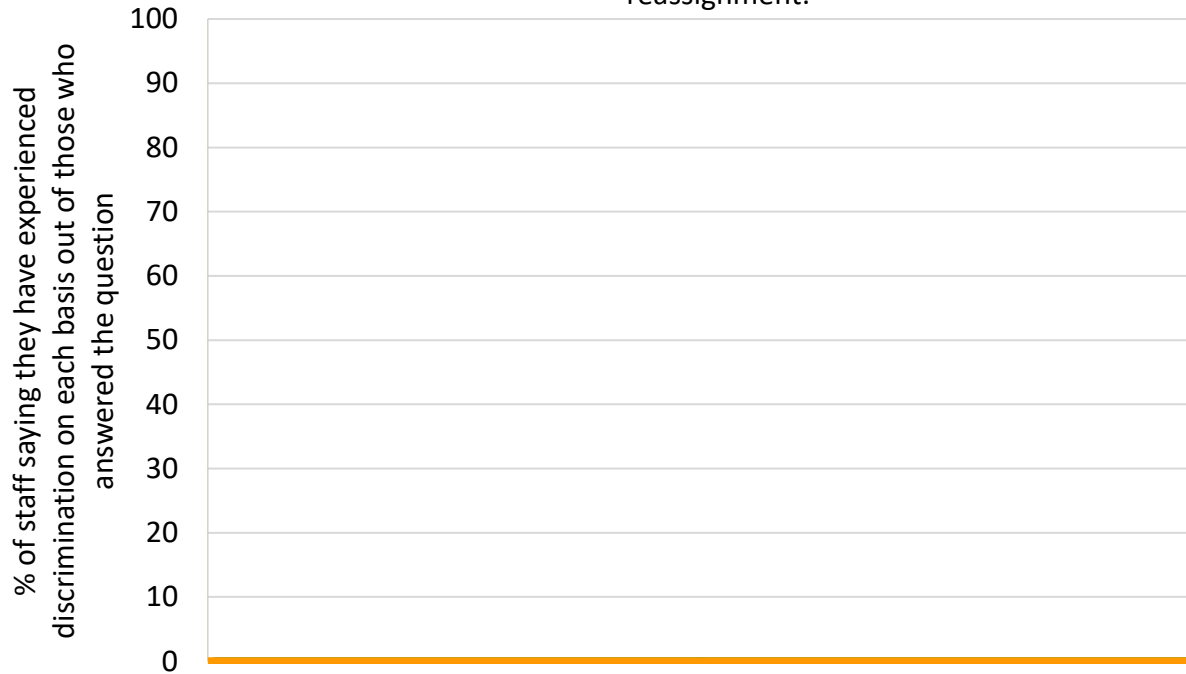


2025	
Your org	16.67%
Best result	0.00%
Average result	10.00%
Worst result	16.67%
Responses	24

Note: Due to changes in the question options in 2025, previous years' results for Q21c are not reported. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>



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



	2025
Your org	0.00%
Best result	0.00%
Average result	0.00%
Worst result	0.00%
Responses	24

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

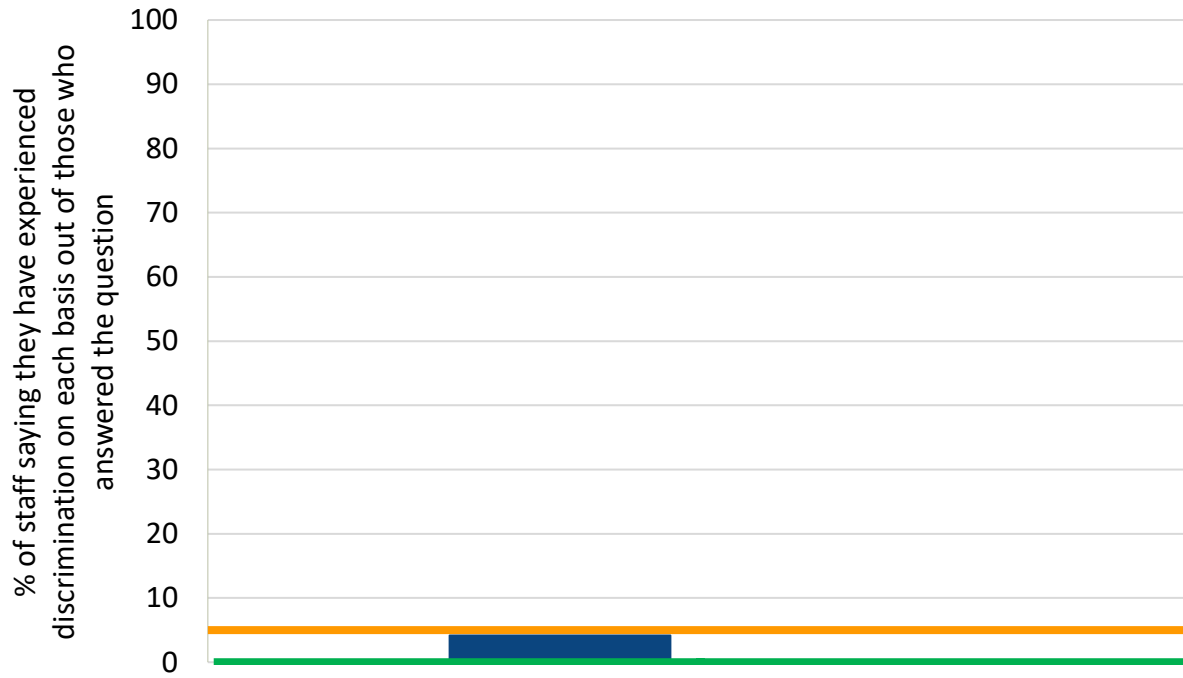


	2025
Your org	0.00%
Best result	0.00%
Average result	0.00%
Worst result	0.00%
Responses	24

Note: Due to changes in the question options in 2025, previous years' results for Q21c are not reported. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>



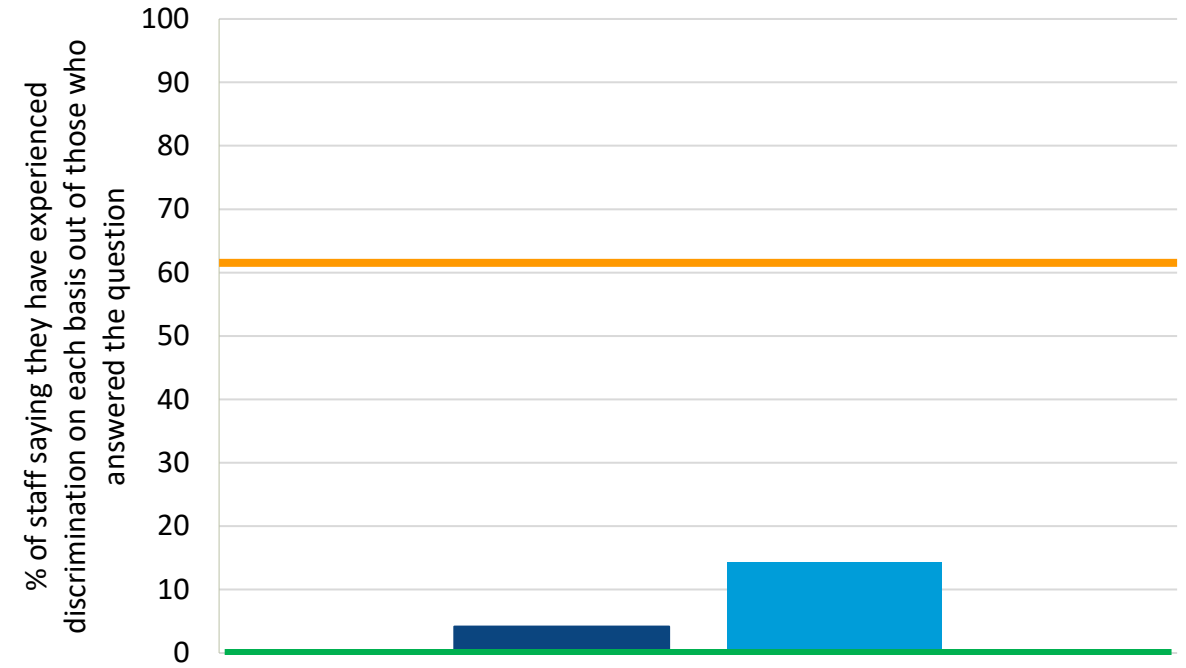
Q21c.5 On what grounds have you experienced discrimination? – Pregnancy & maternity.



	2025
Your org	4.17%
Best result	0.00%
Average result	0.00%
Worst result	5.00%

Responses: 24

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



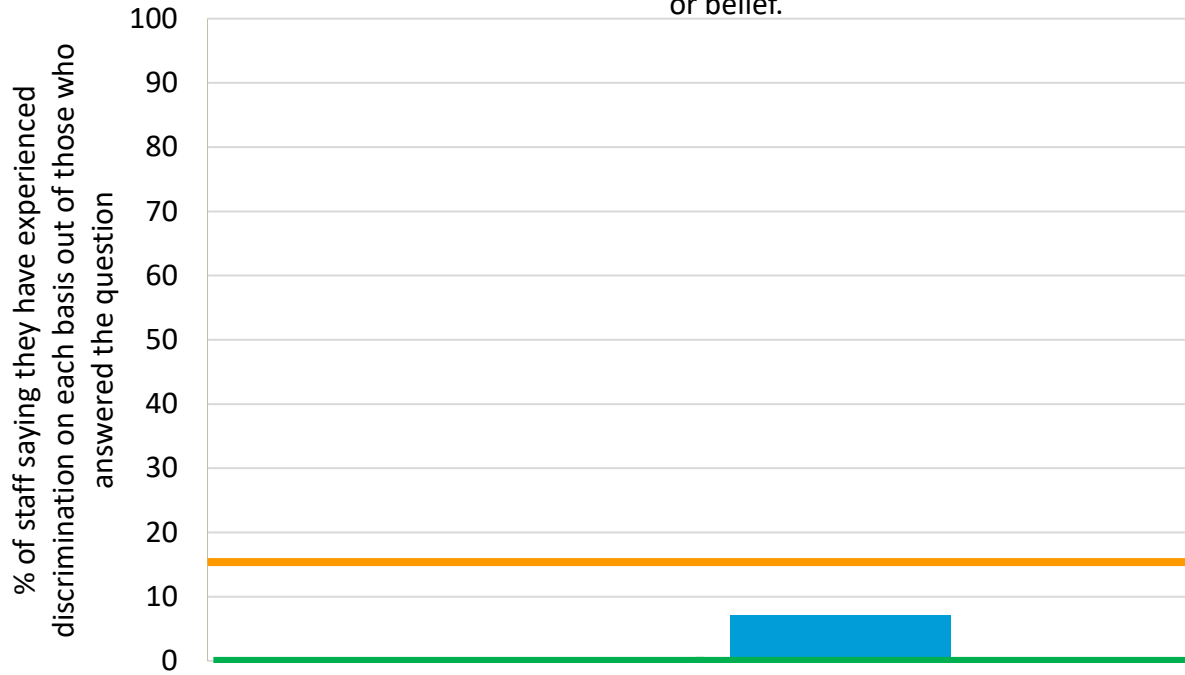
	2025
Your org	4.17%
Best result	0.00%
Average result	14.29%
Worst result	61.54%

Responses: 24

Note: Due to changes in the question options in 2025, previous years' results for Q21c are not reported. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>



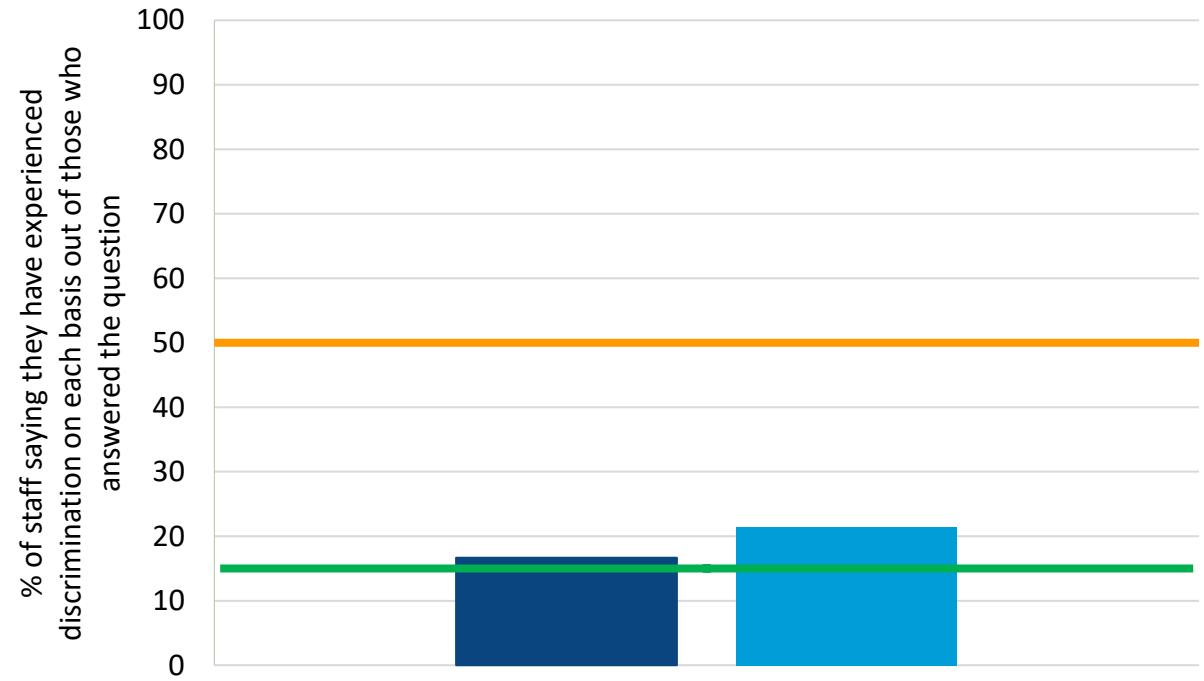
Q21c.7 On what grounds have you experienced discrimination? – Religion or belief.



	2025
Your org	0.00%
Best result	0.00%
Average result	7.14%
Worst result	15.38%

Responses 24

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



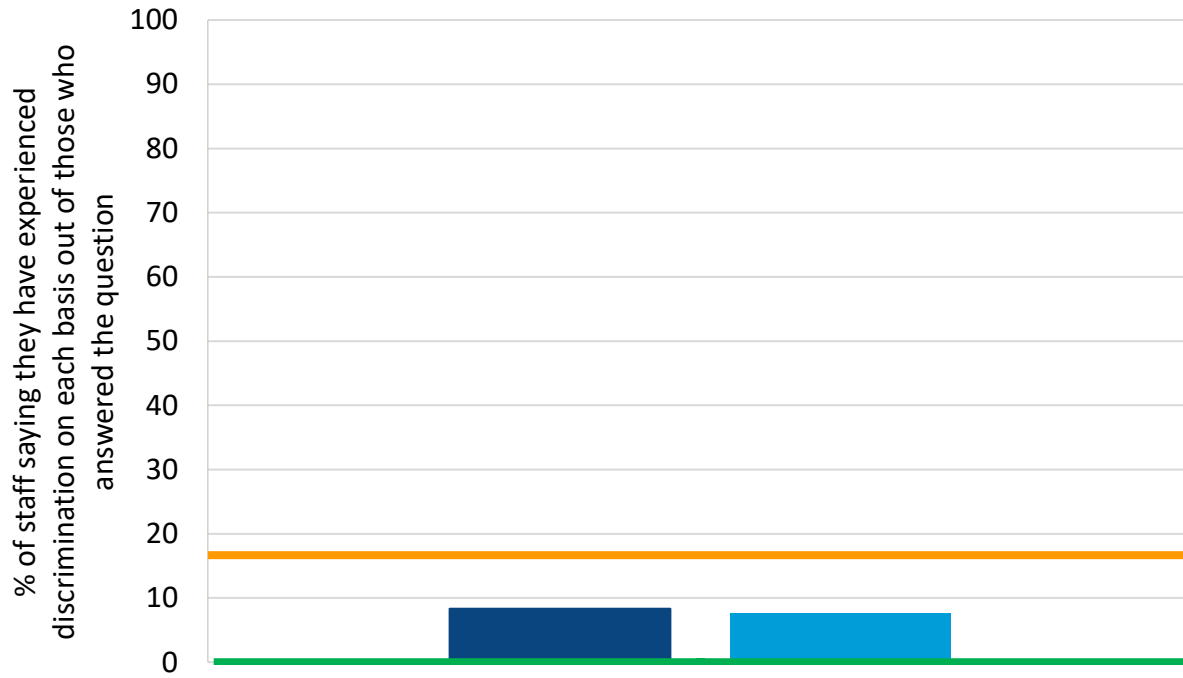
	2025
Your org	16.67%
Best result	15.00%
Average result	21.43%
Worst result	50.00%

Responses 24

Note: Due to changes in the question options in 2025, previous years' results for Q21c are not reported. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>

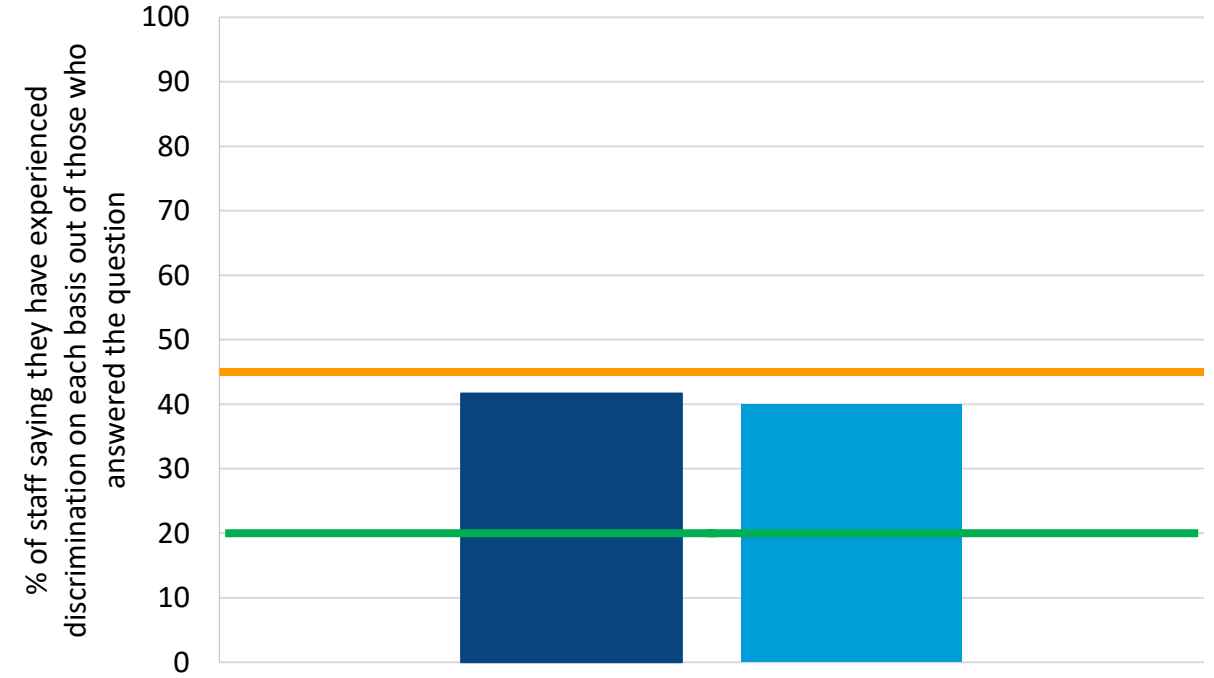


Q21c.9 On what grounds have you experienced discrimination? – Sexual orientation.



	2025
Your org	8.33%
Best result	0.00%
Average result	7.69%
Worst result	16.67%
Responses	24

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

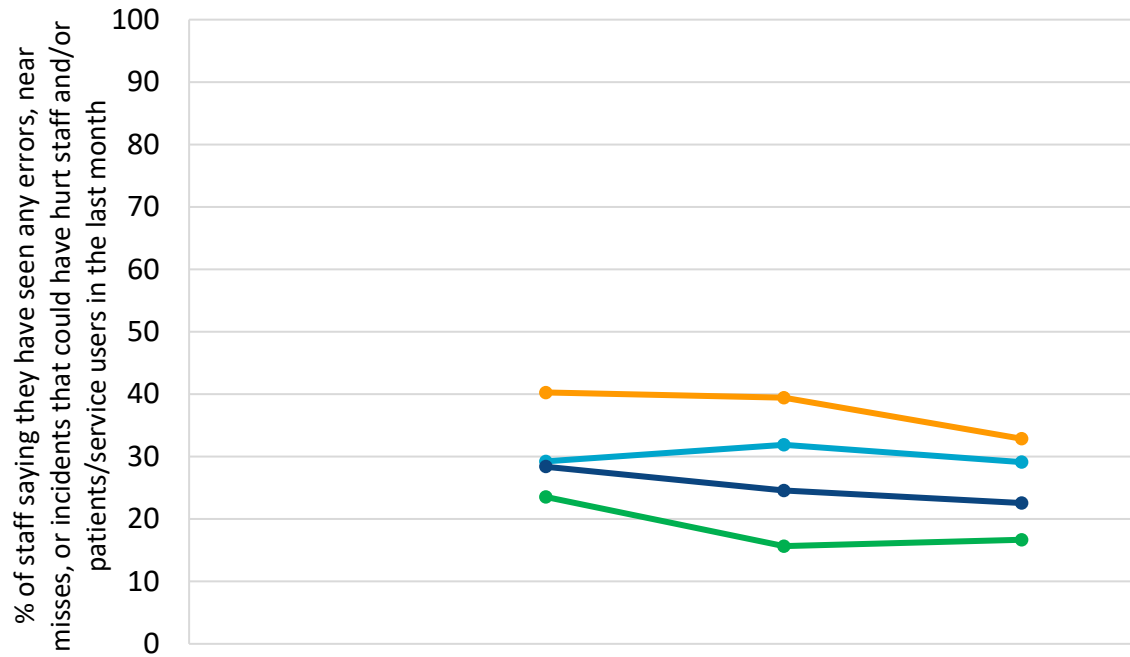


	2025
Your org	41.67%
Best result	20.00%
Average result	40.00%
Worst result	45.00%
Responses	24

Note: Due to changes in the question options in 2025, previous years' results for Q21c are not reported. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>



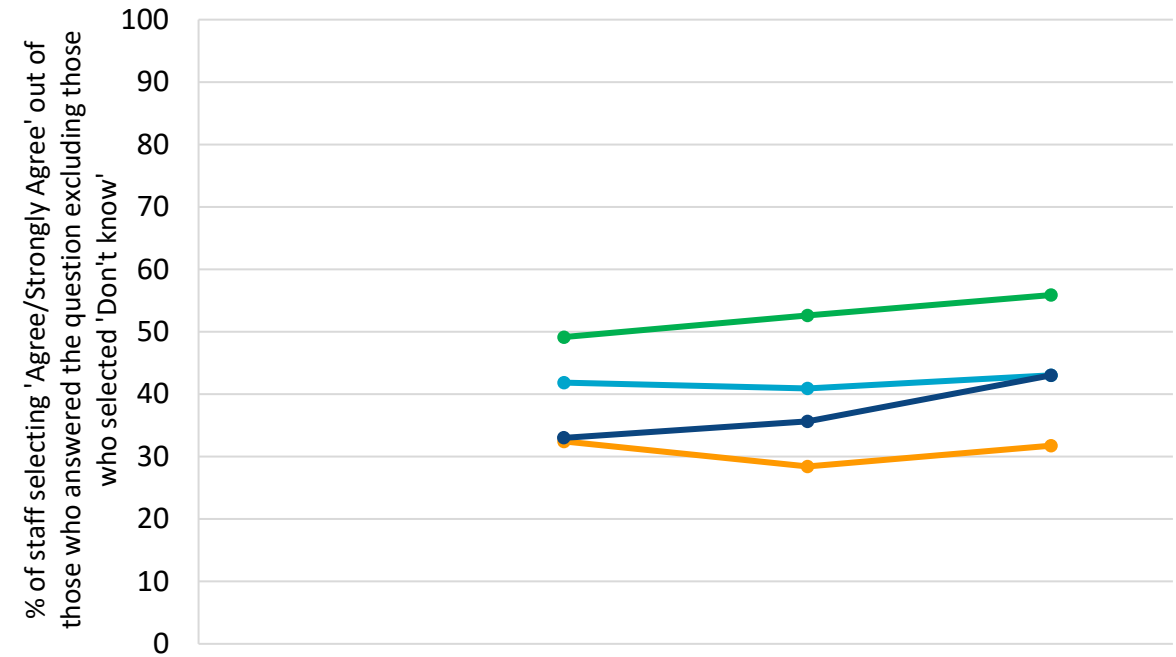
Q23 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



	2022	2023	2024	2025
Your org	-	28.37%	24.59%	22.56%
Best result*	-	23.53%	15.66%	16.67%
Average result*	-	29.25%	31.89%	29.11%
Worst result*	-	40.28%	39.44%	32.86%

Responses - 141 122 133

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



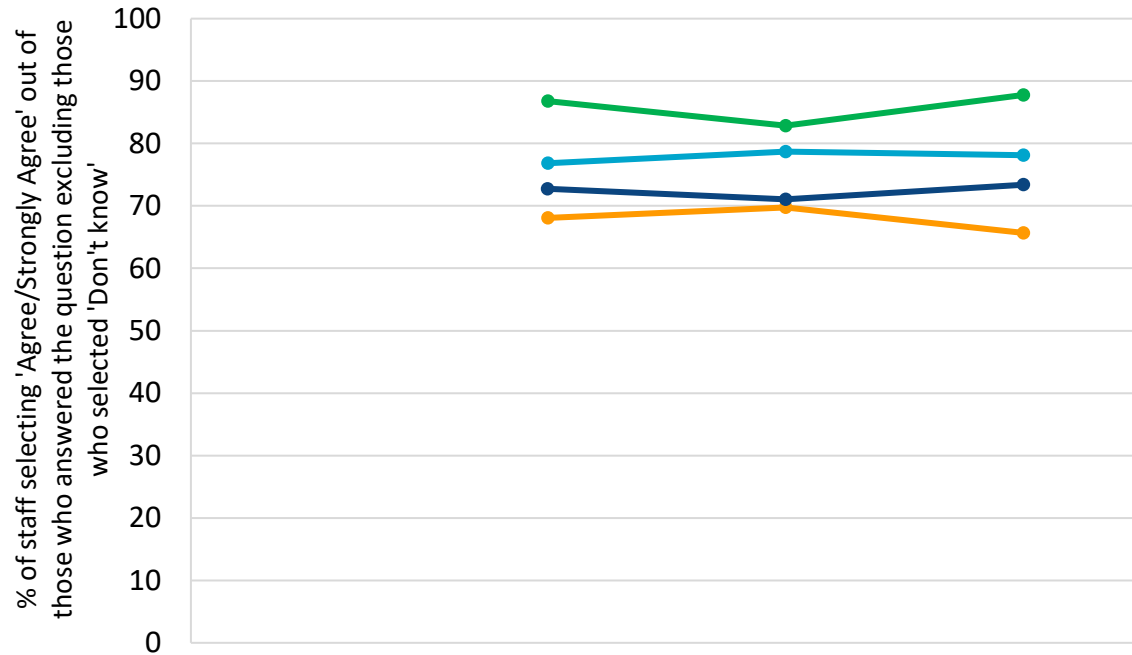
	2022	2023	2024	2025
Your org	-	33.00%	35.63%	43.02%
Best result*	-	49.15%	52.63%	55.88%
Average result*	-	41.86%	40.92%	43.02%
Worst result*	-	32.43%	28.42%	31.75%

Responses - 100 87 86

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

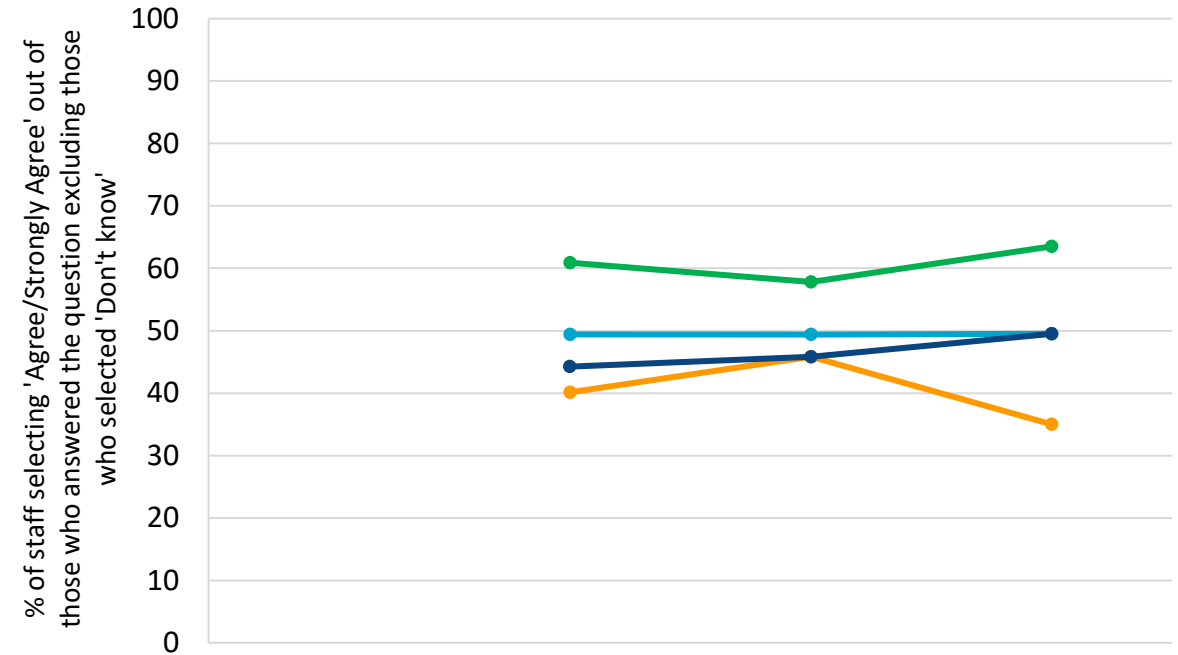


Q24b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024	2025
Your org	-	72.73%	71.05%	73.39%
Best result*	-	86.76%	82.86%	87.78%
Average result*	-	76.83%	78.69%	78.13%
Worst result*	-	68.07%	69.75%	65.67%
Responses	-	143	114	124

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

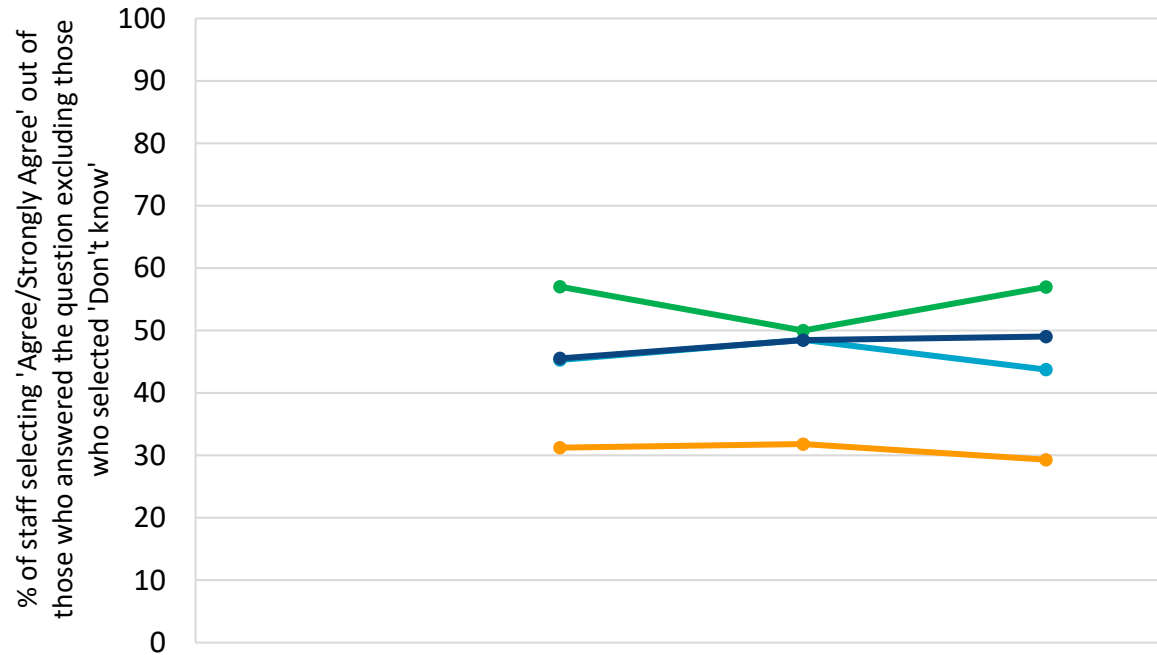


	2022	2023	2024	2025
Your org	-	44.25%	45.83%	49.50%
Best result*	-	60.91%	57.81%	63.51%
Average result*	-	49.39%	49.39%	49.50%
Worst result*	-	40.13%	45.83%	35.00%
Responses	-	113	96	101

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



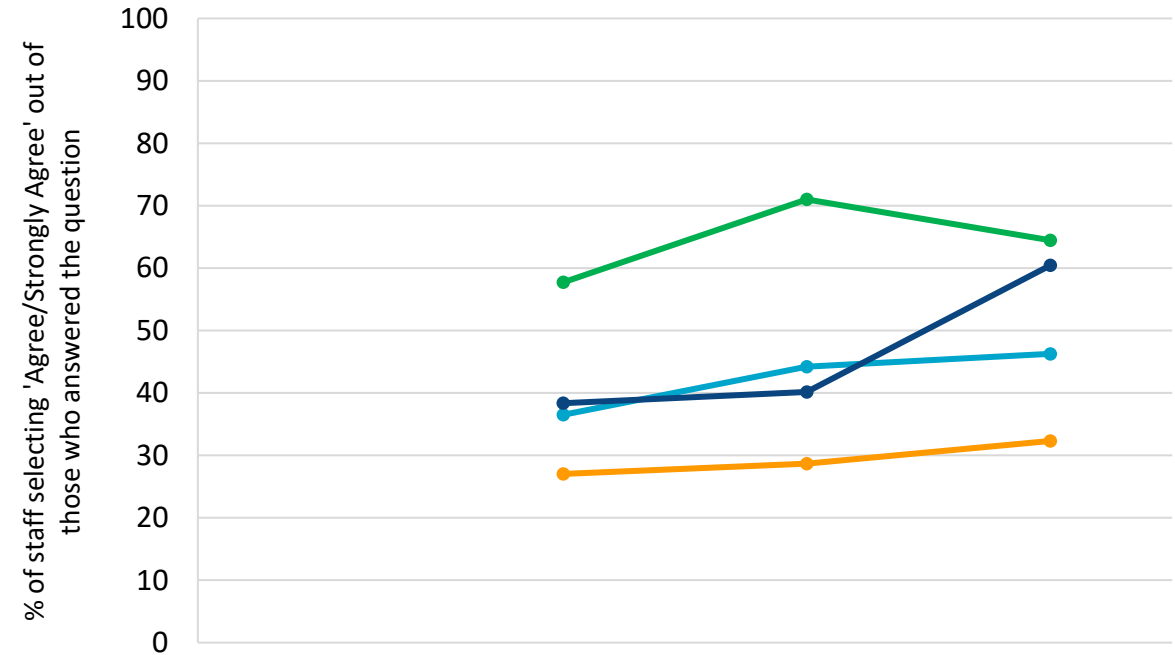
Q24d We are given feedback about changes made in response to reported errors, near misses and incidents.



	2022	2023	2024	2025
Your org	-	45.53%	48.48%	49.04%
Best result*	-	57.02%	50.00%	56.96%
Average result*	-	45.26%	48.51%	43.75%
Worst result*	-	31.25%	31.82%	29.31%

Responses - 123 99 104

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



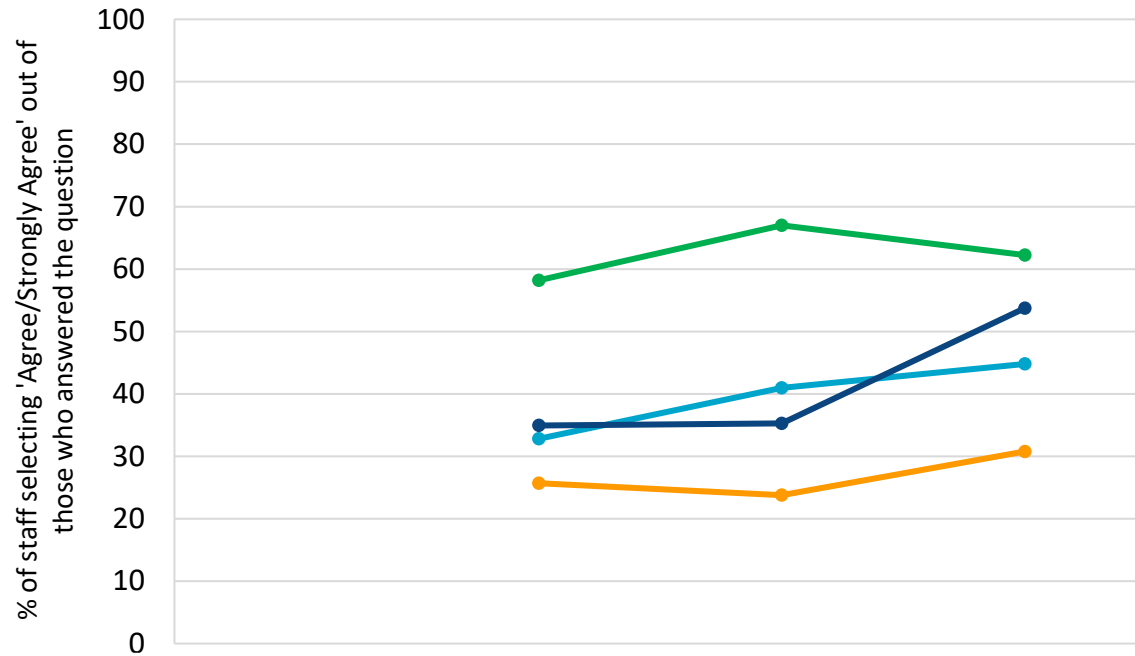
	2022	2023	2024	2025
Your org	-	38.36%	40.16%	60.45%
Best result*	-	57.72%	71.00%	64.44%
Average result*	-	36.50%	44.20%	46.27%
Worst result*	-	27.03%	28.69%	32.31%

Responses - 146 122 134

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

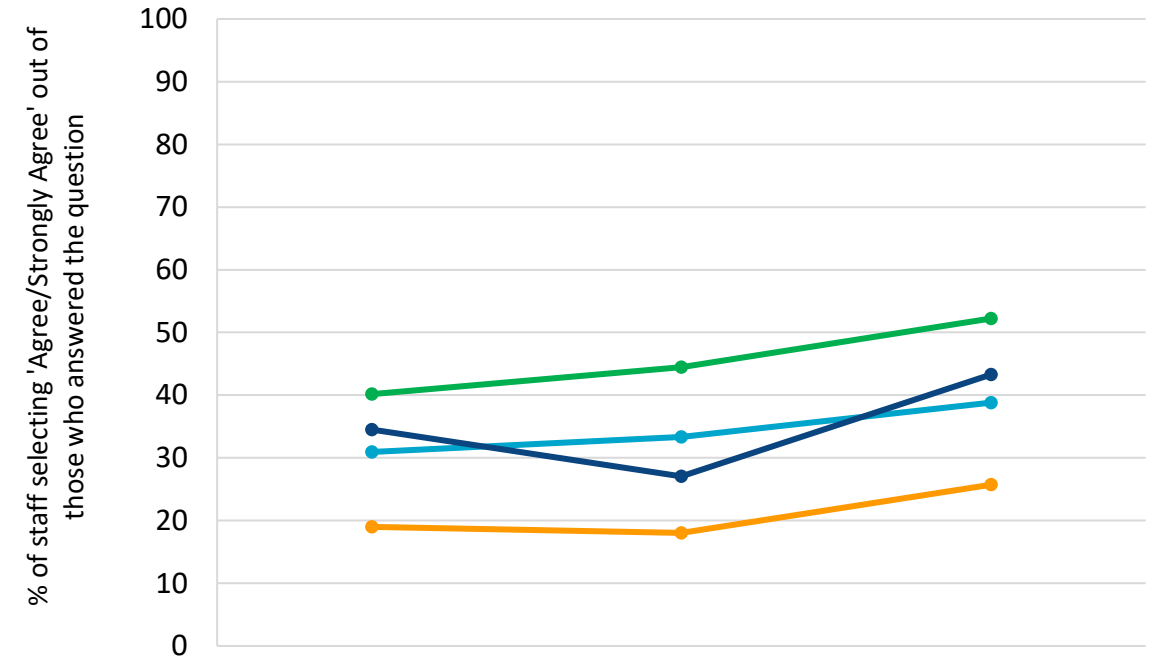


Q32b When I contact the bank team with a query, I can quickly get the answers I need.



	2022	2023	2024	2025
Your org	-	34.93%	35.25%	53.73%
Best result*	-	58.20%	67.00%	62.22%
Average result*	-	32.81%	40.96%	44.79%
Worst result*	-	25.68%	23.77%	30.77%
Responses	-	146	122	134

Q32c I feel supported by the bank team.

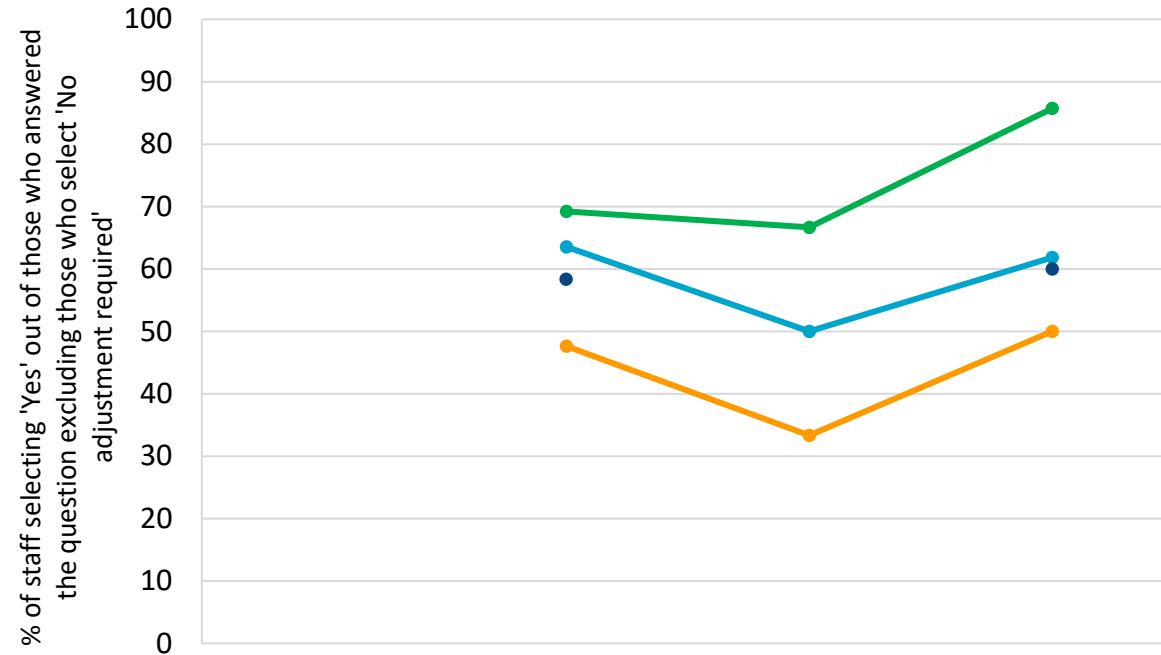


	2023	2024	2025
Your org	34.48%	27.05%	43.28%
Best result*	40.16%	44.44%	52.22%
Average result*	30.94%	33.32%	38.81%
Worst result*	18.99%	18.03%	25.71%
Responses	145	122	134

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



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



	2022	2023	2024	2025
Your org	-	58.33%	-	60.00%
Best result*	-	69.23%	66.67%	85.71%
Average result*	-	63.54%	50.00%	61.82%
Worst result*	-	47.62%	33.33%	50.00%
Responses	-	12	-	10

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

## Workforce Equality Standards

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

## 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 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?”.

Data presented in this section are unweighted.

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

\*\* Due to changes in the question wording in 2025, previous years’ results for WDES metric 5 (Q20) are not reported. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>

\*\*\* For metric 6, note the question wording differs from the NHS Staff Survey for substantive staff, referring to “your organisation” rather than “your manager”.

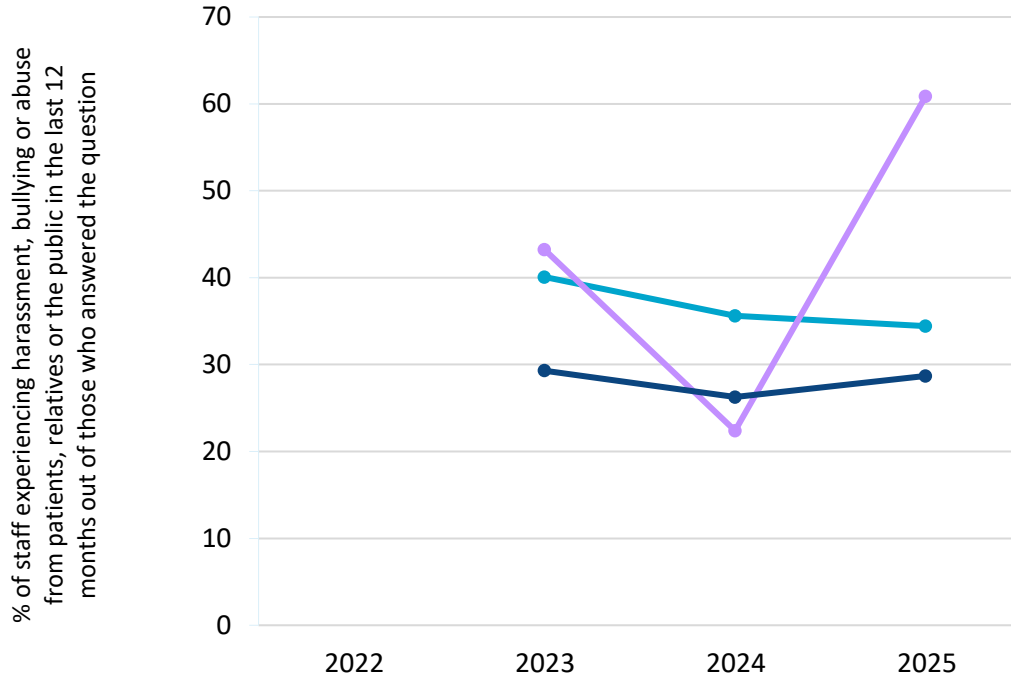
## Workforce Race Equality Standard (Bank WRES)

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.

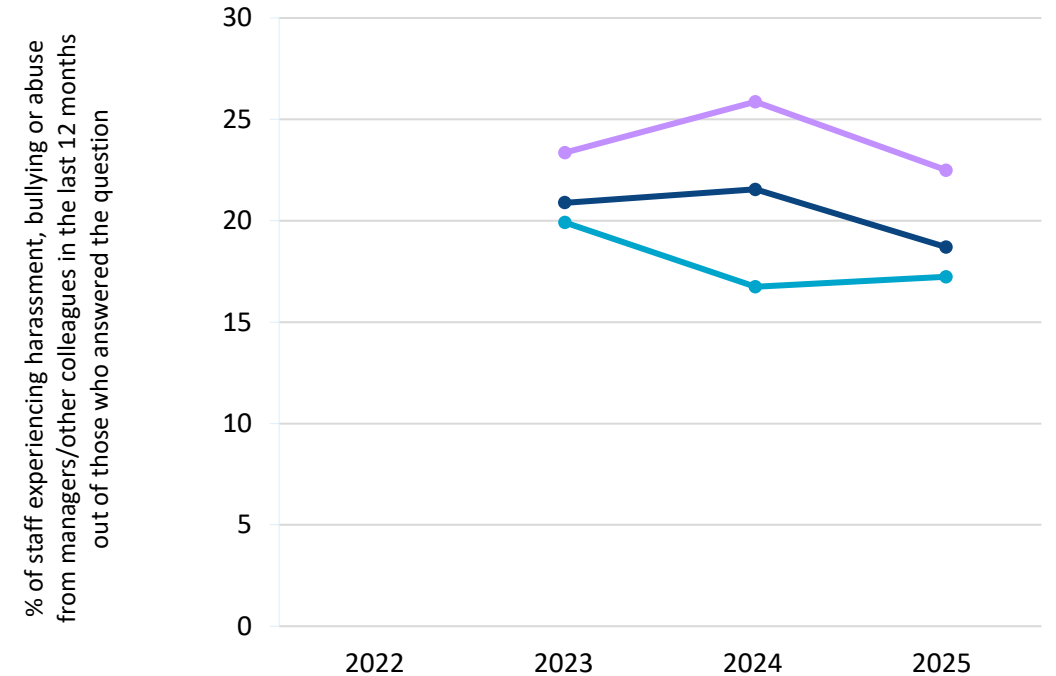
Data shown in the WRES charts are unweighted.

Averages are calculated as the median for the benchmark group.

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



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



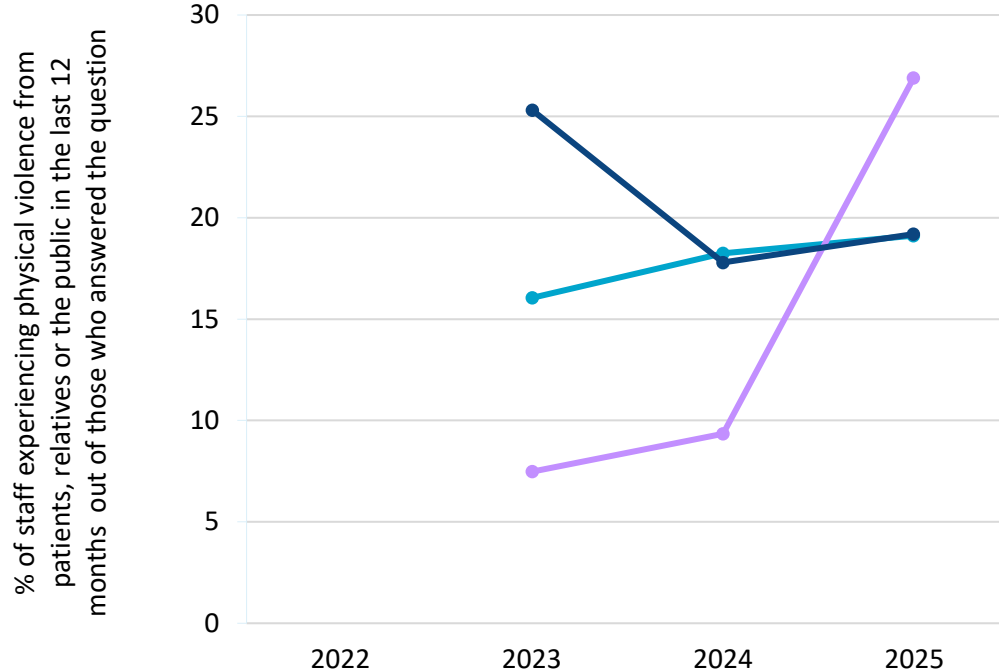
White staff: Your org	-	29.30%	26.27%	28.69%
All other ethnic groups*: Your org	-	-	-	-
White staff: Average**	-	40.08%	35.60%	34.43%
All other ethnic groups*: Average**	-	43.25%	22.39%	60.86%
White staff: Responses	-	103	118	122
All other ethnic groups*: Responses	-	5	5	9

White staff: Your org	-	20.89%	21.55%	18.70%
All other ethnic groups*: Your org	-	-	-	-
White staff: Average**	-	19.91%	16.74%	17.24%
All other ethnic groups*: Average**	-	23.37%	25.87%	22.50%
White staff: Responses	-	101	116	123
All other ethnic groups*: Responses	-	5	5	9

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

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

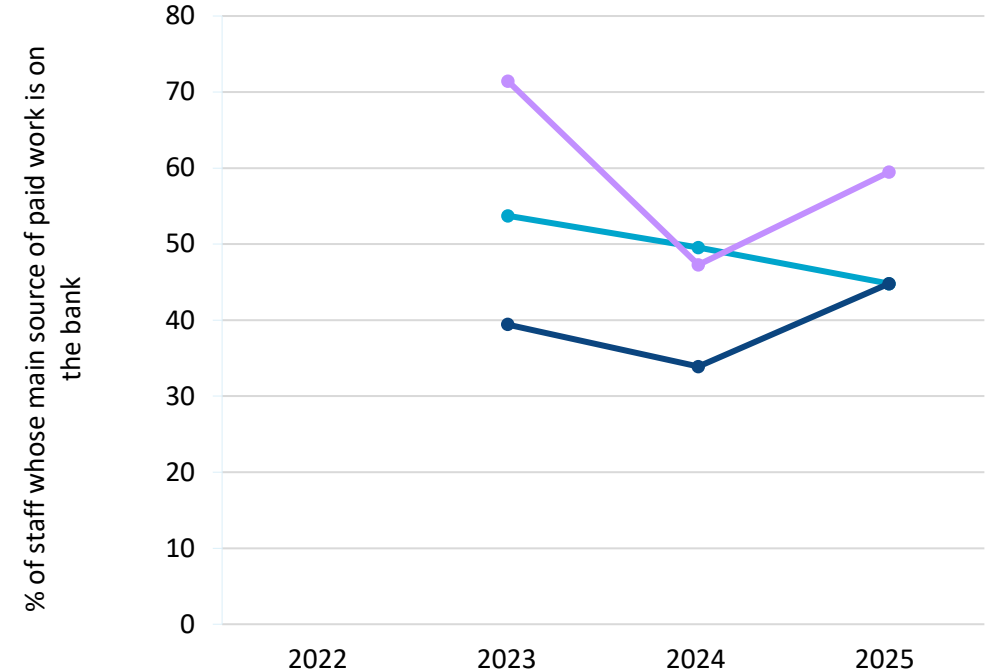
Staff experiencing physical violence from patients, relatives or the public in the last 12 months.



White staff: Your org	-	25.30%	17.80%	19.20%
All other ethnic groups*: Your org	-	-	-	-
White staff: Average**	-	16.05%	18.24%	19.12%
All other ethnic groups*: Average**	-	7.48%	9.35%	26.90%
White staff: Responses	-	102	118	125
All other ethnic groups*: Responses	-	5	5	9

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

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

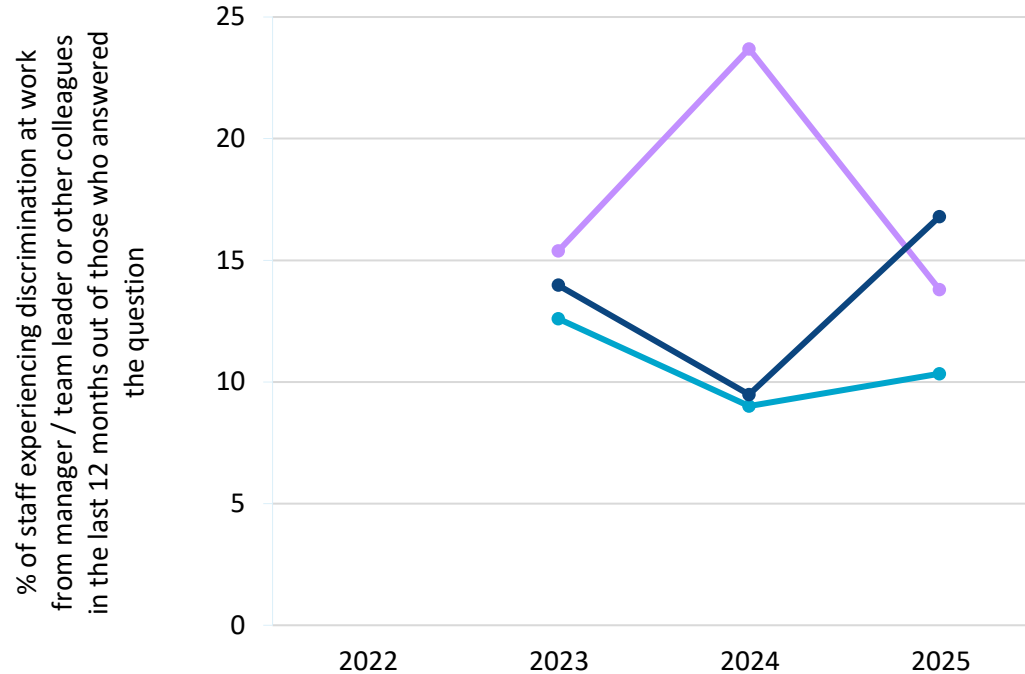


White staff: Your org	-	39.42%	33.90%	44.80%
All other ethnic groups*: Your org	-	-	-	-
White staff: Average**	-	53.72%	49.54%	44.80%
All other ethnic groups*: Average**	-	71.43%	47.27%	59.48%
White staff: Responses	-	137	118	125
All other ethnic groups*: Responses	-	6	5	9

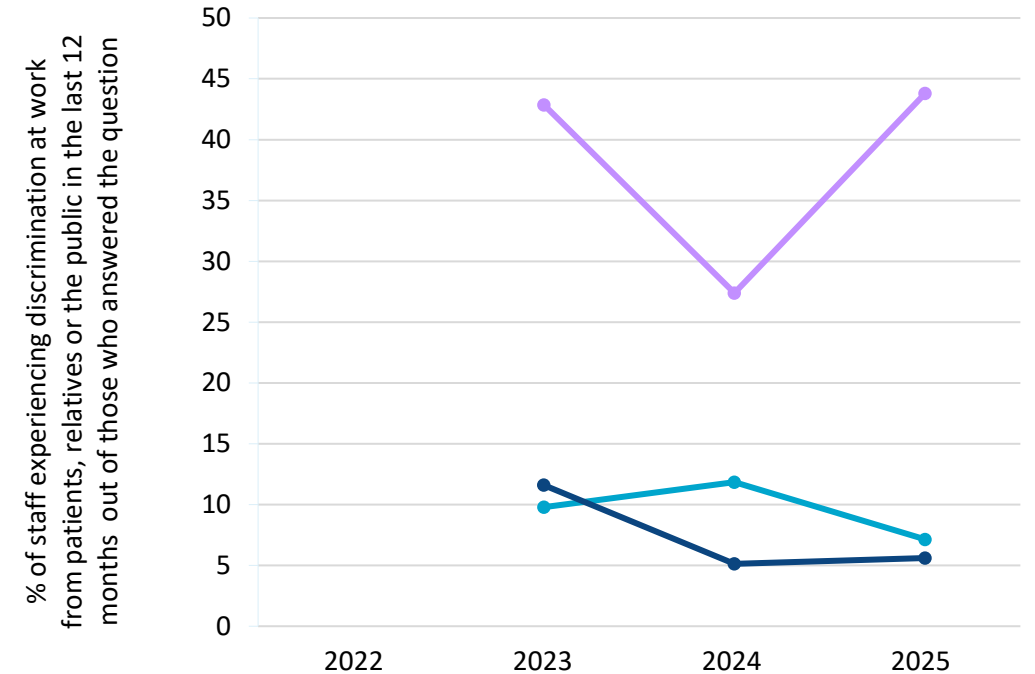
\*Staff from all other ethnic groups combined

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

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



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



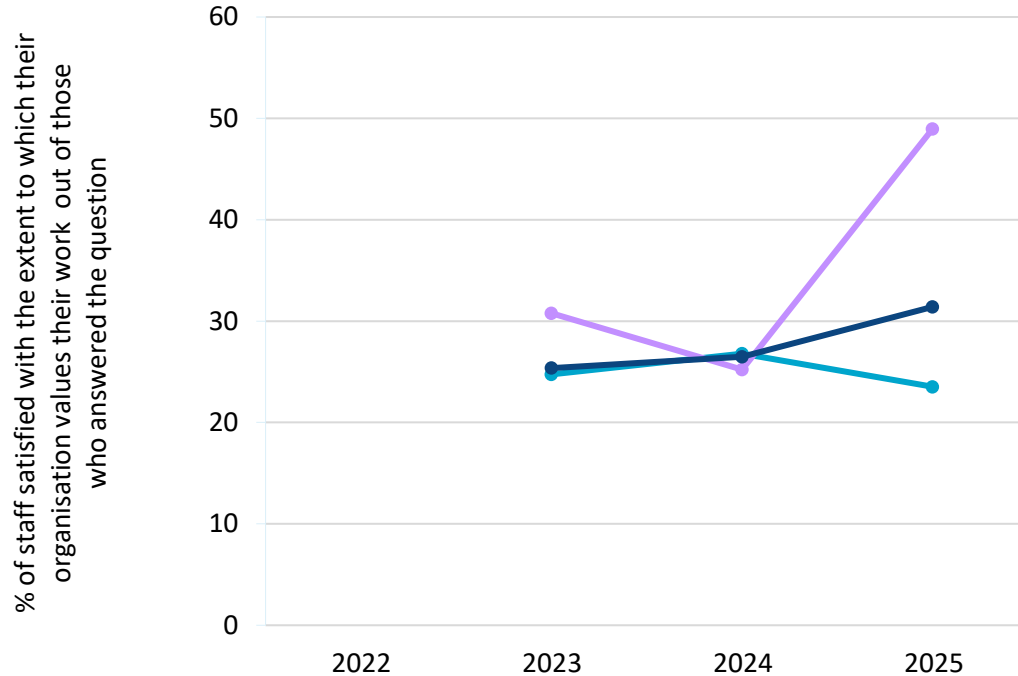
White staff: Your org	-	13.97%	9.48%	16.80%
All other ethnic groups*: Your org	-	-	-	-
White staff: Average**	-	12.60%	9.01%	10.34%
All other ethnic groups*: Average**	-	15.38%	23.70%	13.79%
White staff: Responses	-	136	116	125
All other ethnic groups*: Responses	-	6	5	9

White staff: Your org	-	11.59%	5.13%	5.60%
All other ethnic groups*: Your org	-	-	-	-
White staff: Average**	-	9.79%	11.84%	7.14%
All other ethnic groups*: Average**	-	42.86%	27.39%	43.79%
White staff: Responses	-	138	117	125
All other ethnic groups*: Responses	-	6	5	9

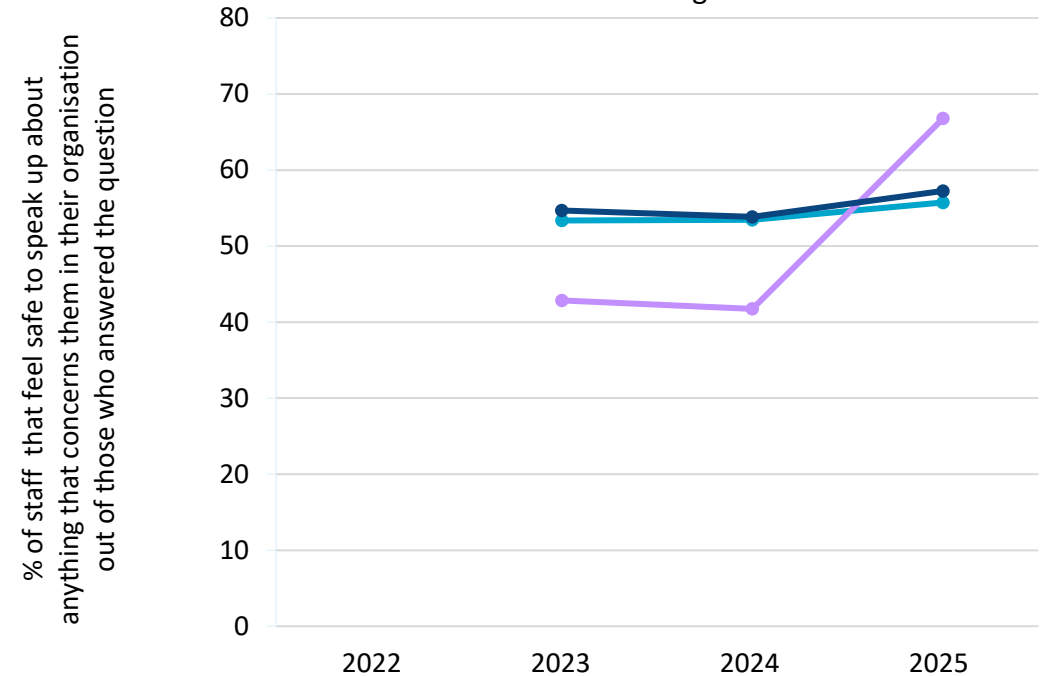
\*Staff from all other ethnic groups combined

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

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



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



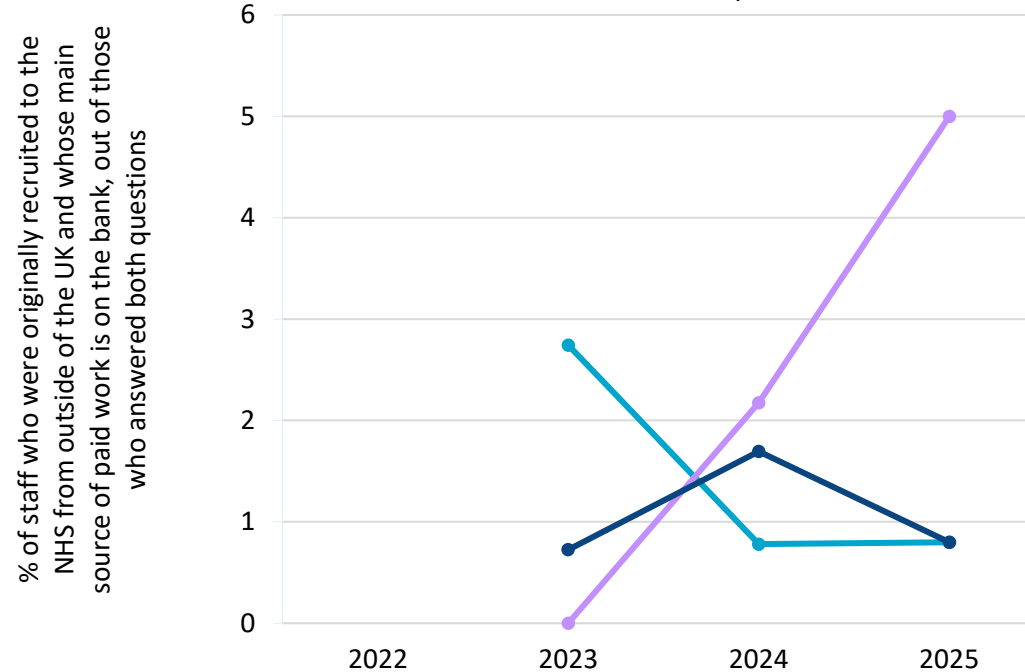
White staff: Your org	-	25.36%	26.50%	31.40%
All other ethnic groups*: Your org	-	-	-	-
White staff: Average**	-	24.74%	26.79%	23.53%
All other ethnic groups*: Average**	-	30.77%	25.22%	48.97%
White staff: Responses	-	138	117	121
All other ethnic groups*: Responses	-	6	5	9

White staff: Your org	-	54.68%	53.85%	57.26%
All other ethnic groups*: Your org	-	-	-	-
White staff: Average**	-	53.37%	53.45%	55.74%
All other ethnic groups*: Average**	-	42.86%	41.74%	66.79%
White staff: Responses	-	139	117	124
All other ethnic groups*: Responses	-	6	4	9

\*Staff from all other ethnic groups combined

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

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



White staff: Your org	-	0.72%	1.69%	0.80%
All other ethnic groups*: Your org	-	-	-	-
White staff: Average**	-	2.74%	0.78%	0.80%
All other ethnic groups*: Average**	-	0.00%	2.17%	5.00%
White staff: Responses	-	138	118	125
All other ethnic groups*: Responses	-	6	5	9

\*Staff from all other ethnic groups combined

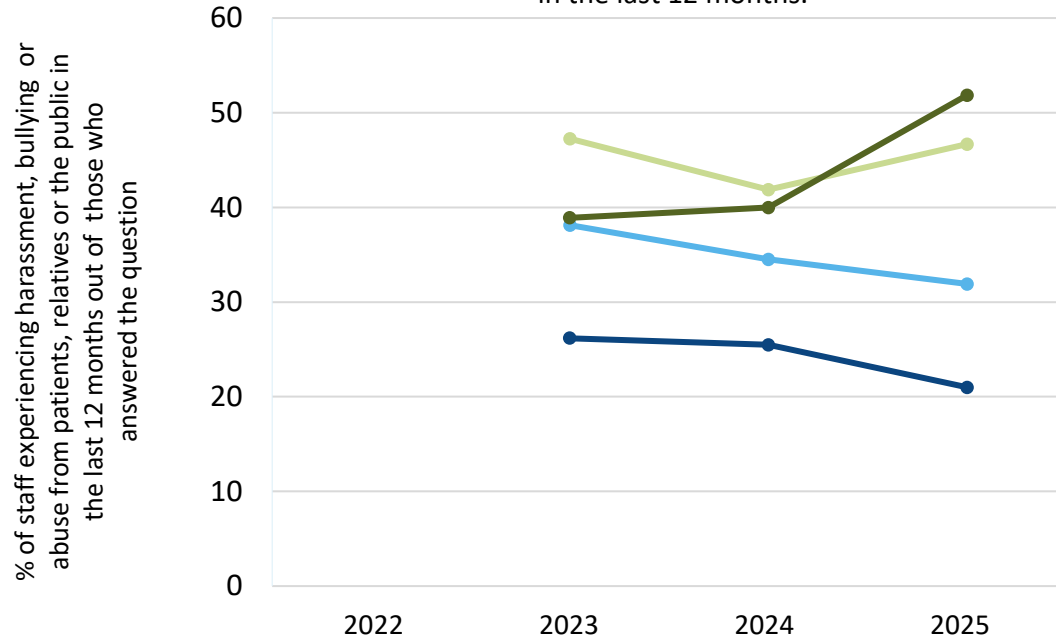
\*\* Note: average results for 2022 are unavailable as survey participation was voluntary and aggregated results are not nationally representative.

## Workforce Disability Equality Standard (WDES)

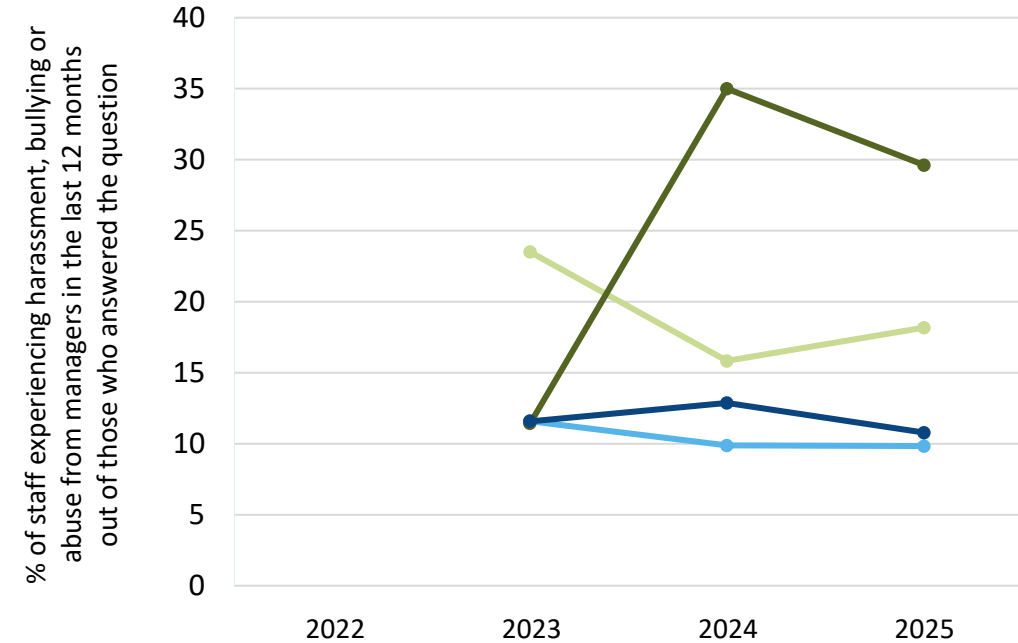
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.  
Data shown in the WDES charts are unweighted.

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

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



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



	2022	2023	2024	2025
Staff with a LTC or illness: Your org	-	38.90%	40.00%	51.85%
Staff without a LTC or illness: Your org	-	26.17%	25.49%	21.00%
Staff with a LTC or illness: Average	-	47.25%	41.88%	46.67%
Staff without a LTC or illness: Average	-	38.12%	34.53%	31.91%

Staff with a LTC or illness: Responses	-	19	20	27
Staff without a LTC or illness: Responses	-	87	102	100

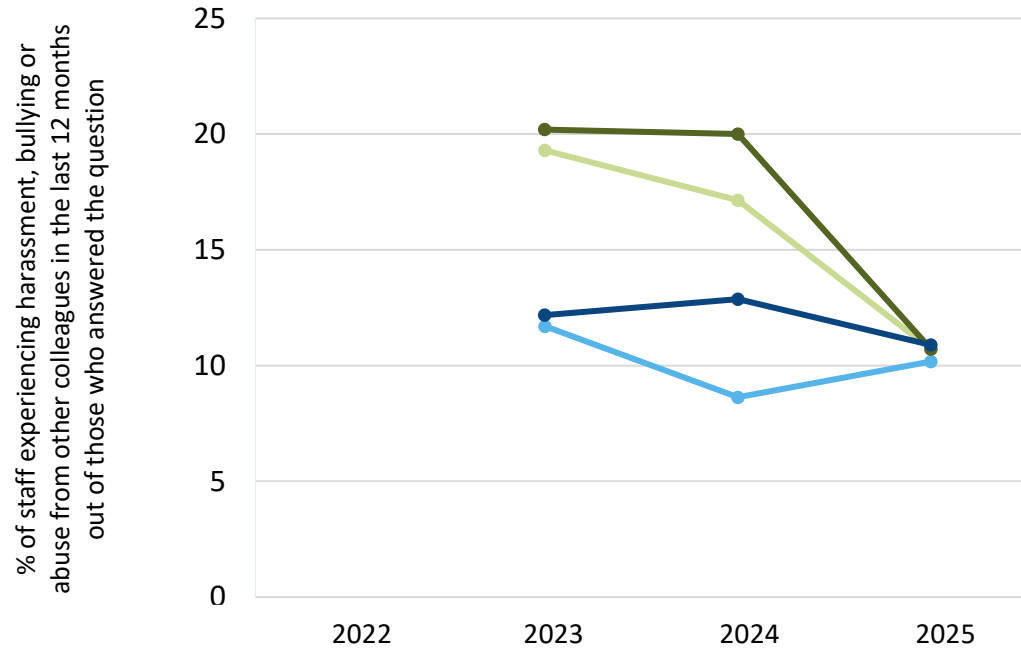
	2022	2023	2024	2025
Staff with a LTC or illness: Your org	-	11.42%	35.00%	29.63%
Staff without a LTC or illness: Your org	-	11.58%	12.87%	10.78%
Staff with a LTC or illness: Average	-	23.50%	15.83%	18.18%
Staff without a LTC or illness: Average	-	11.58%	9.89%	9.84%

Staff with a LTC or illness: Responses	-	19	20	27
Staff without a LTC or illness: Responses	-	86	101	102

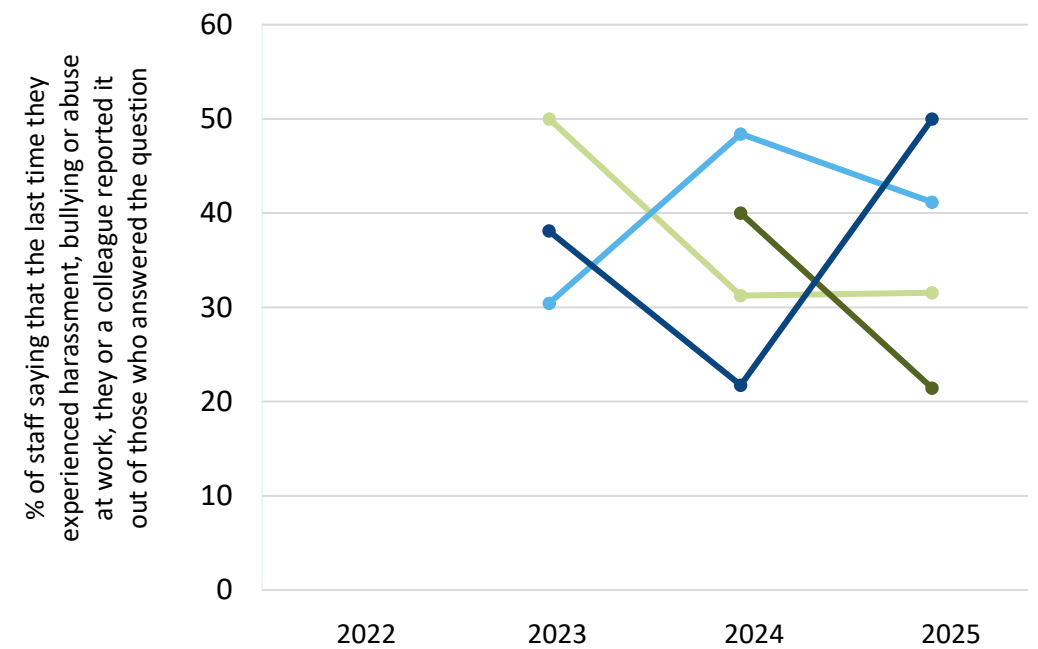
Note: 2023 results for WDES metrics 4a (Q19a) and 4b (Q19b) have corrective weighting applied following an issue with the data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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

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



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



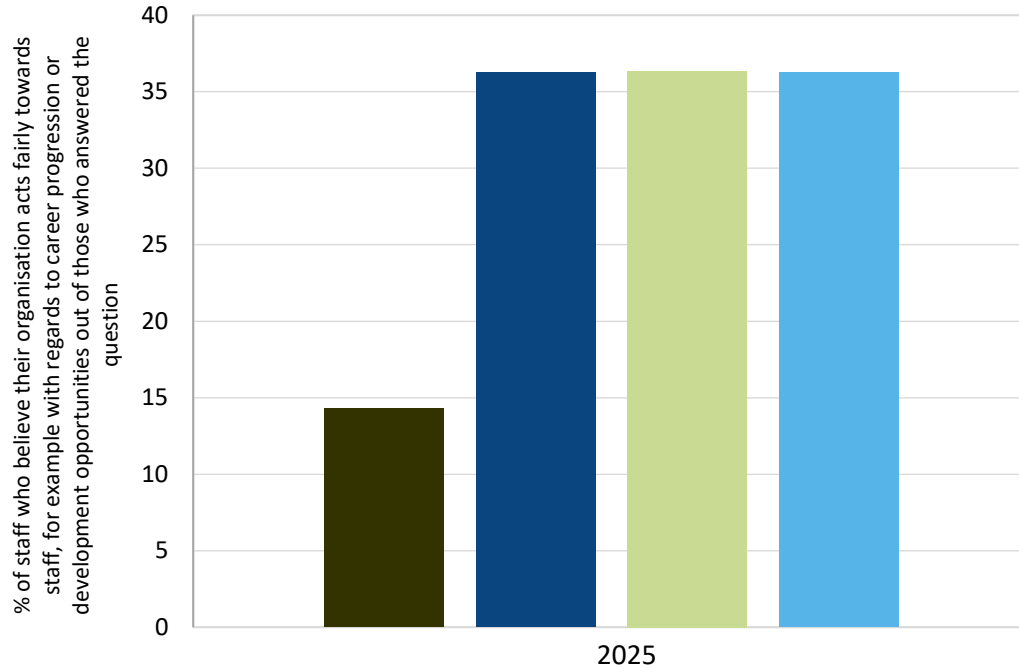
Staff with a LTC or illness: Your org	-	20.19%	20.00%	10.71%
Staff without a LTC or illness: Your org	-	12.18%	12.87%	10.89%
Staff with a LTC or illness: Average	-	19.30%	17.14%	10.71%
Staff without a LTC or illness: Average	-	11.70%	8.63%	10.17%
Staff with a LTC or illness: Responses	-	19	20	28
Staff without a LTC or illness: Responses	-	85	101	101

Staff with a LTC or illness: Your org	-	-	40.00%	21.43%
Staff without a LTC or illness: Your org	-	38.08%	21.74%	50.00%
Staff with a LTC or illness: Average	-	50.00%	31.25%	31.55%
Staff without a LTC or illness: Average	-	30.44%	48.41%	41.18%
Staff with a LTC or illness: Responses	-	9	10	14
Staff without a LTC or illness: Responses	-	29	23	24

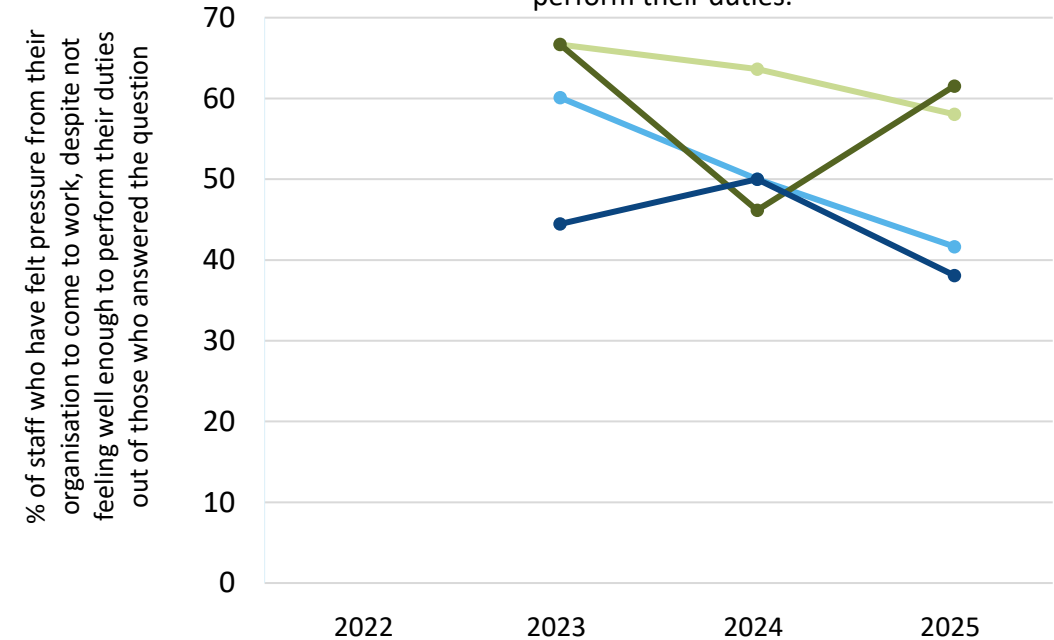
Note: 2023 results for WDES metrics 4c (Q19c) and 4d (Q19d) have corrective weighting applied following an issue with the data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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

Staff believing your organisation acts fairly towards staff, for example with regards to career progression or development opportunities.



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



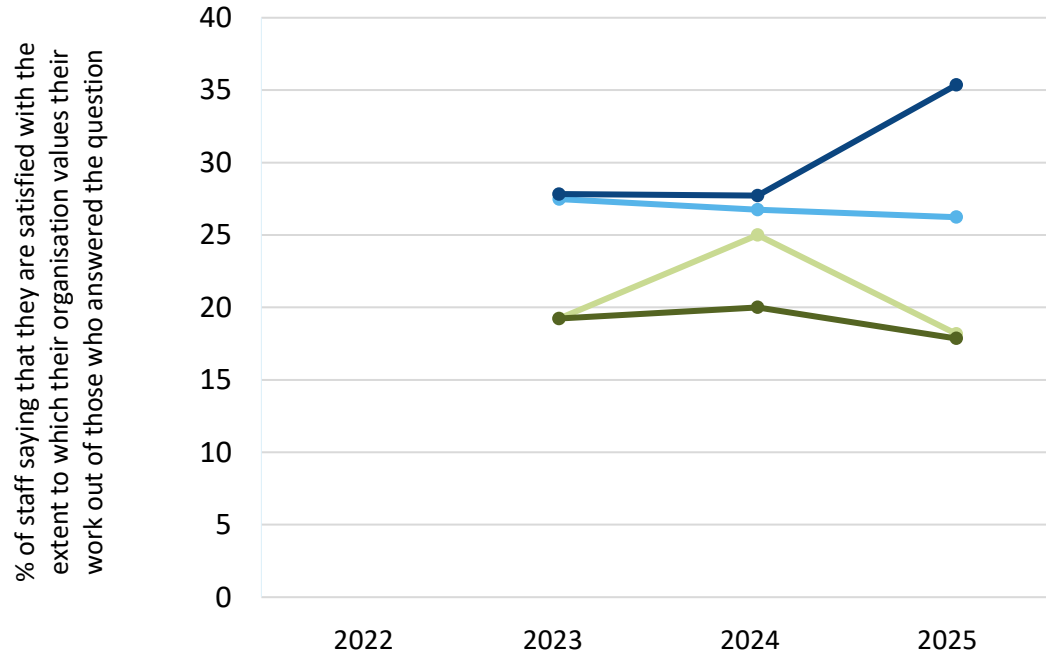
Staff with a LTC or illness: Your org	14.29%
Staff without a LTC or illness: Your org	36.27%
Staff with a LTC or illness: Average	36.36%
Staff without a LTC or illness: Average	36.27%
Staff with a LTC or illness: Responses	28
Staff without a LTC or illness: Responses	102

Staff with a LTC or illness: Your org	-	66.67%	46.15%	61.54%
Staff without a LTC or illness: Your org	-	44.44%	50.00%	38.10%
Staff with a LTC or illness: Average	-	66.67%	63.64%	58.04%
Staff without a LTC or illness: Average	-	60.10%	50.00%	41.67%
Staff with a LTC or illness: Responses	-	15	13	13
Staff without a LTC or illness: Responses	-	27	18	21

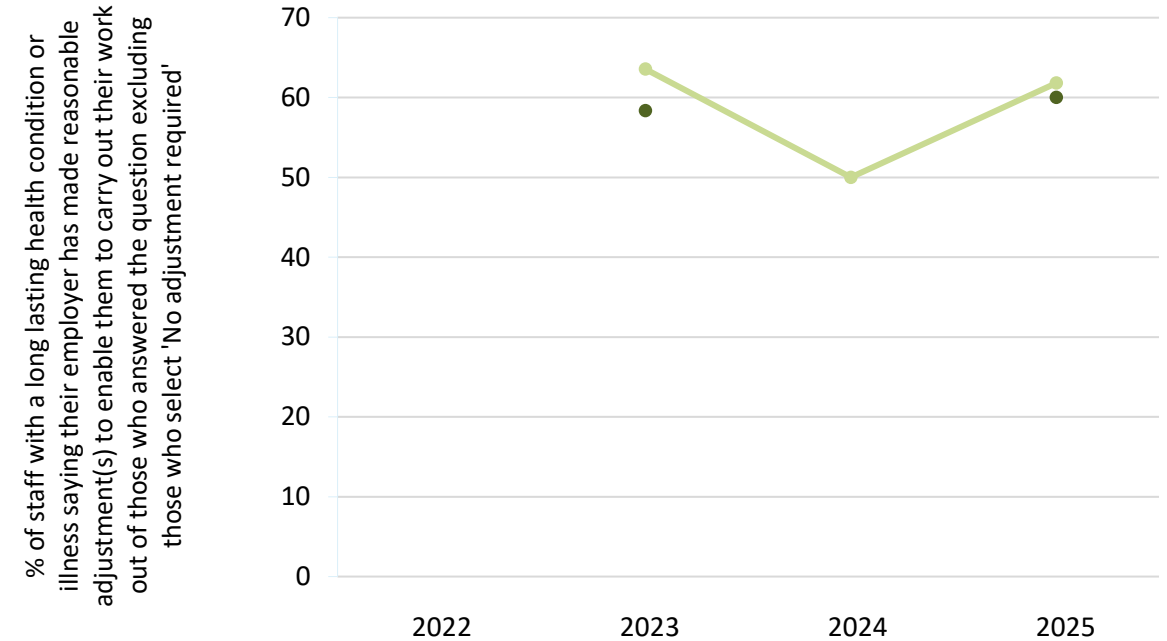
Note Due to changes in the question wording in 2025, previous years' results for WDES metric 5 (Q20) are not reported. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>

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

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



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

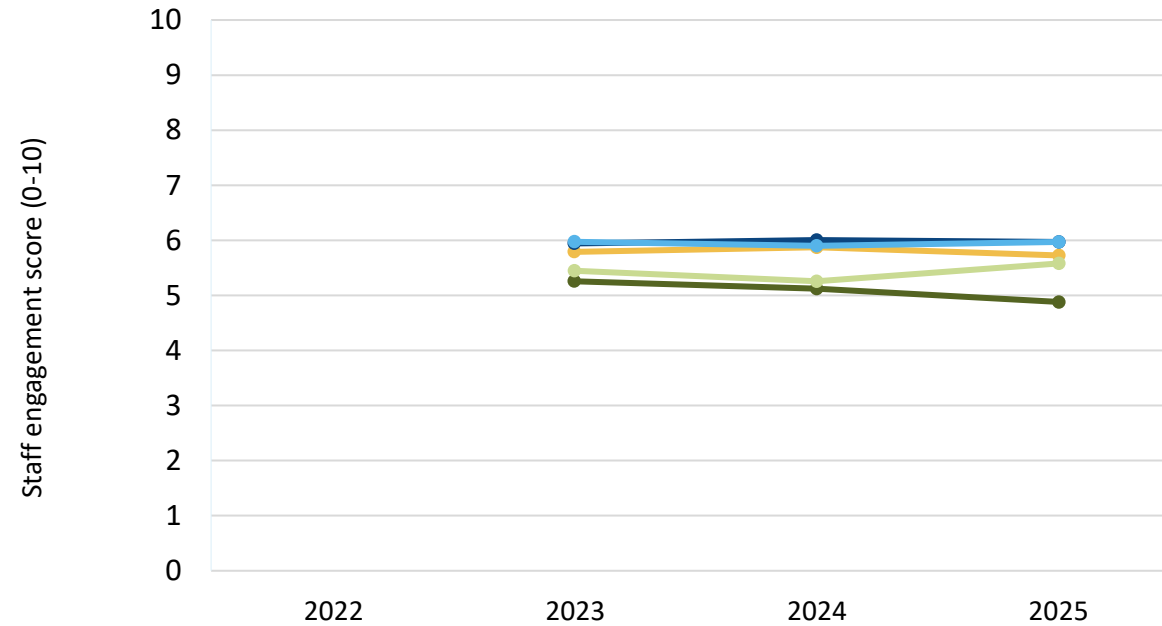


	2022	2023	2024	2025
Staff with a LTC or illness: Your org	-	19.23%	20.00%	17.86%
Staff without a LTC or illness: Your org	-	27.83%	27.72%	35.35%
Staff with a LTC or illness: Average	-	19.23%	25.00%	18.18%
Staff without a LTC or illness: Average	-	27.48%	26.74%	26.23%
Staff with a LTC or illness: Responses	-	26	20	28
Staff without a LTC or illness: Responses	-	115	101	99

	2022	2023	2024	2025
Staff with a LTC or illness: Your org	-	58.33%	-	60.00%
Staff with a LTC or illness: Average	-	63.54%	50.00%	61.82%
Staff with a LTC or illness: Responses	-	12	9	10

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

Staff engagement score (0-10)



	2022	2023	2024	2025
Organisation average	-	5.79	5.87	5.73
Staff with a LTC or illness: Your org	-	5.26	5.13	4.88
Staff without a LTC or illness: Your org	-	5.94	6.00	5.97
Staff with a LTC or illness: Average	-	5.45	5.26	5.58
Staff without a LTC or illness: Average	-	5.97	5.90	5.97
Staff with a LTC or illness: Responses	-	26	20	28
Staff without a LTC or illness: Responses	-	116	102	102

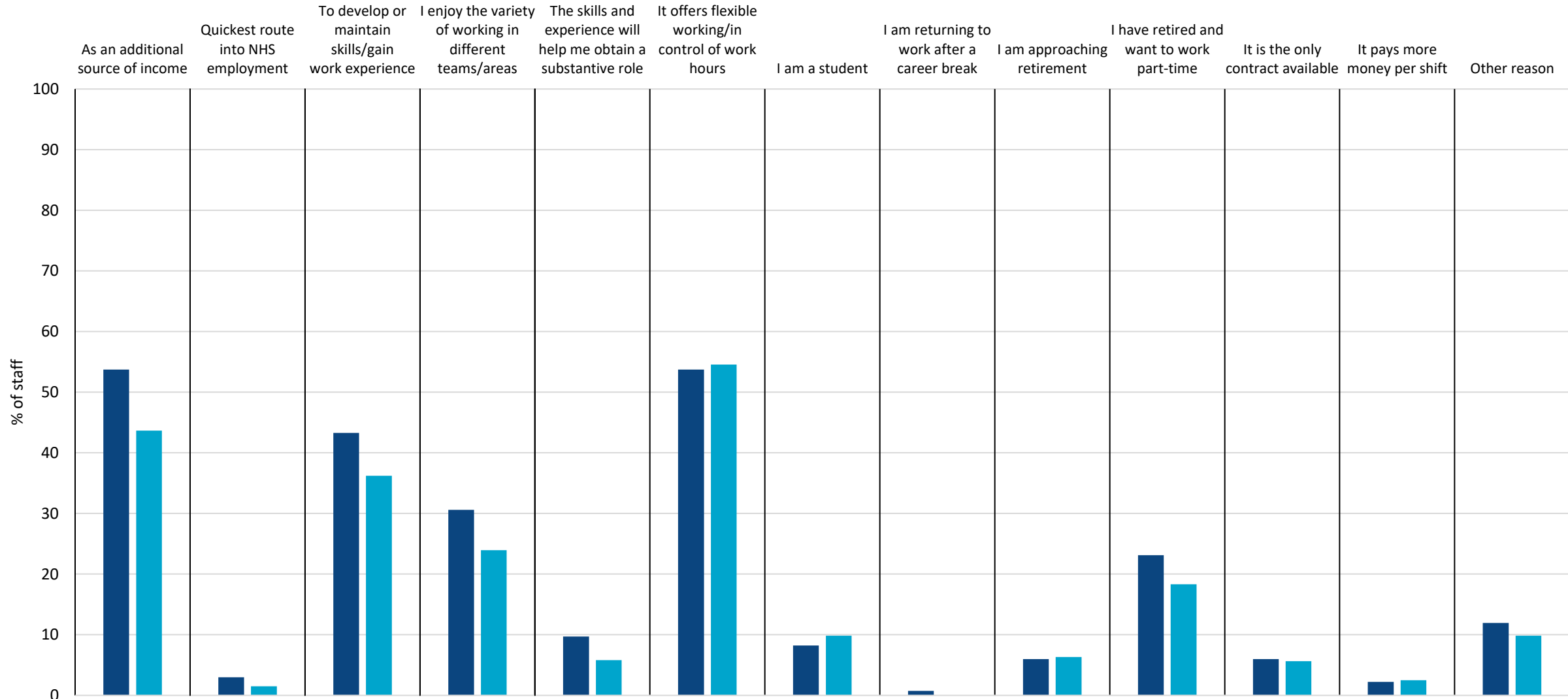
\* Note: average results for 2022 are unavailable as survey participation was voluntary and aggregated results are not nationally representative.

## About your respondents

This section shows demographic and other background information for 2025.



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



Reason	Your org (%)	Average (%)
As an additional source of income	53.73%	43.66%
Quickest route into NHS employment	2.99%	1.52%
To develop or maintain skills/gain work experience	43.28%	36.23%
I enjoy the variety of working in different teams/areas	30.60%	23.94%
The skills and experience will help me obtain a substantive role	9.70%	5.80%
It offers flexible working/in control of work hours	53.73%	54.55%
I am a student	8.21%	9.86%
I am returning to work after a career break	0.75%	0.00%
I am approaching retirement	5.97%	6.32%
I have retired and want to work part-time	23.13%	18.31%
It is the only contract available	5.97%	5.63%
It pays more money per shift	2.24%	2.50%
Other reason	11.94%	9.86%

Responses

134

134

134

134

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134

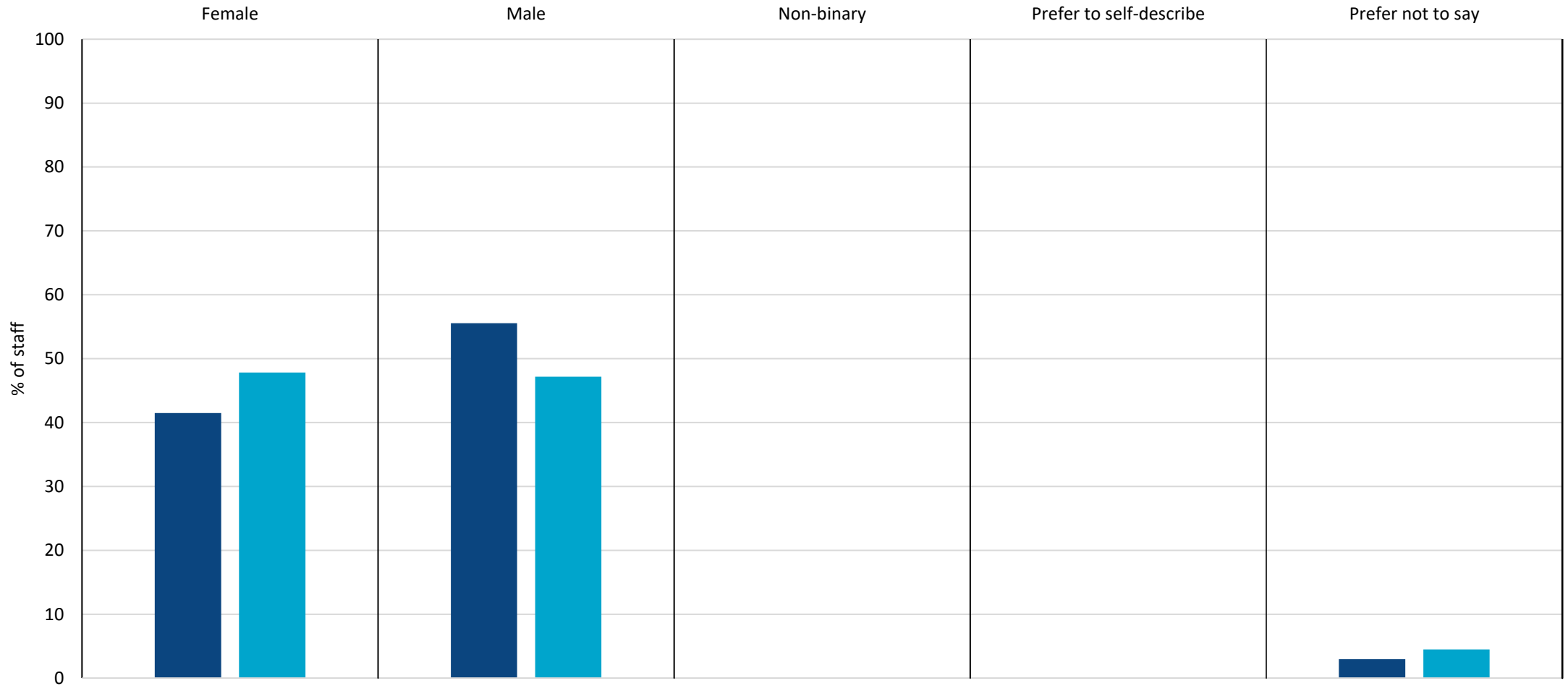
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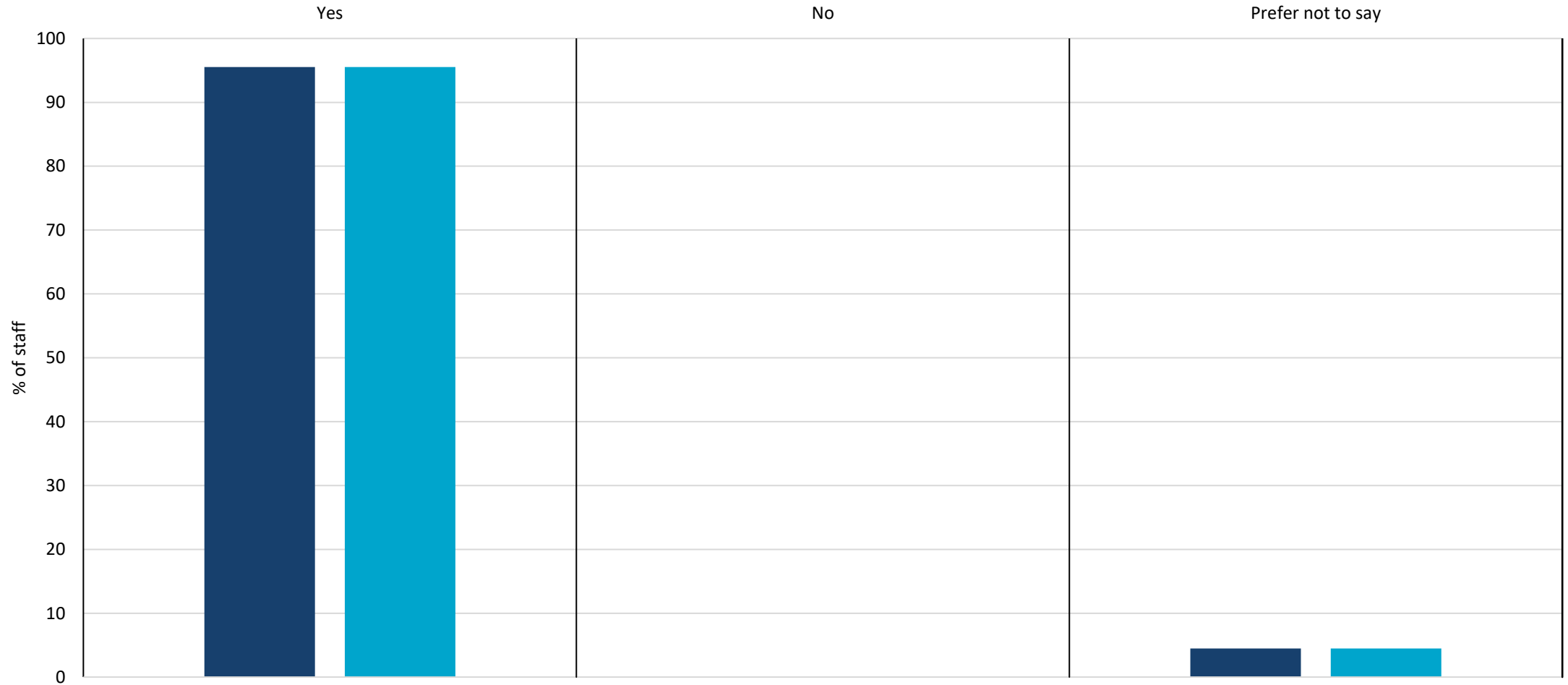
# Background details – Which of the following best describes you?



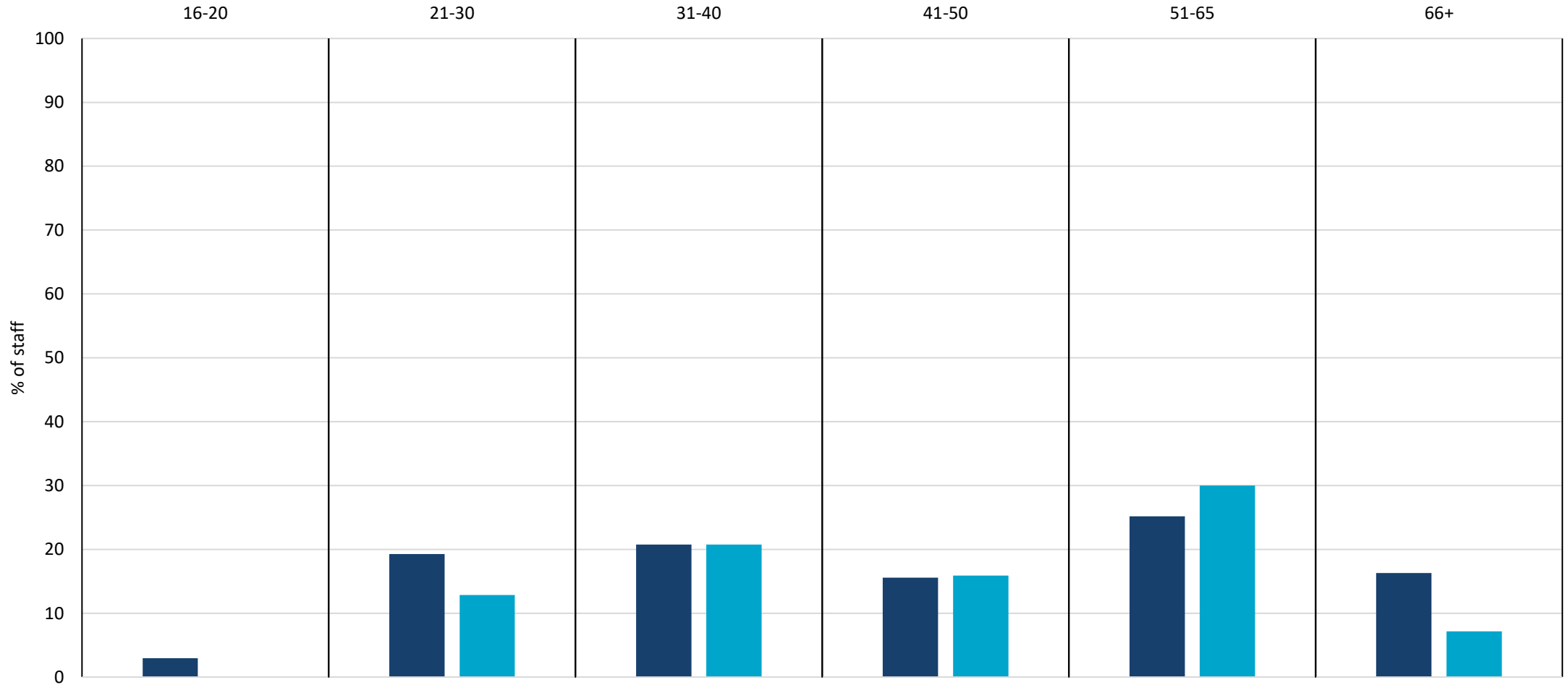
<b>Your org</b>	41.48%	55.56%	0.00%	0.00%	2.96%
<b>Average</b>	47.83%	47.19%	0.00%	0.00%	4.49%
<b>Responses</b>	135	135	135	135	135



# 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>	95.52%	0.00%	4.48%
<b>Average</b>	95.52%	0.00%	4.48%
<b>Responses</b>	134	134	134

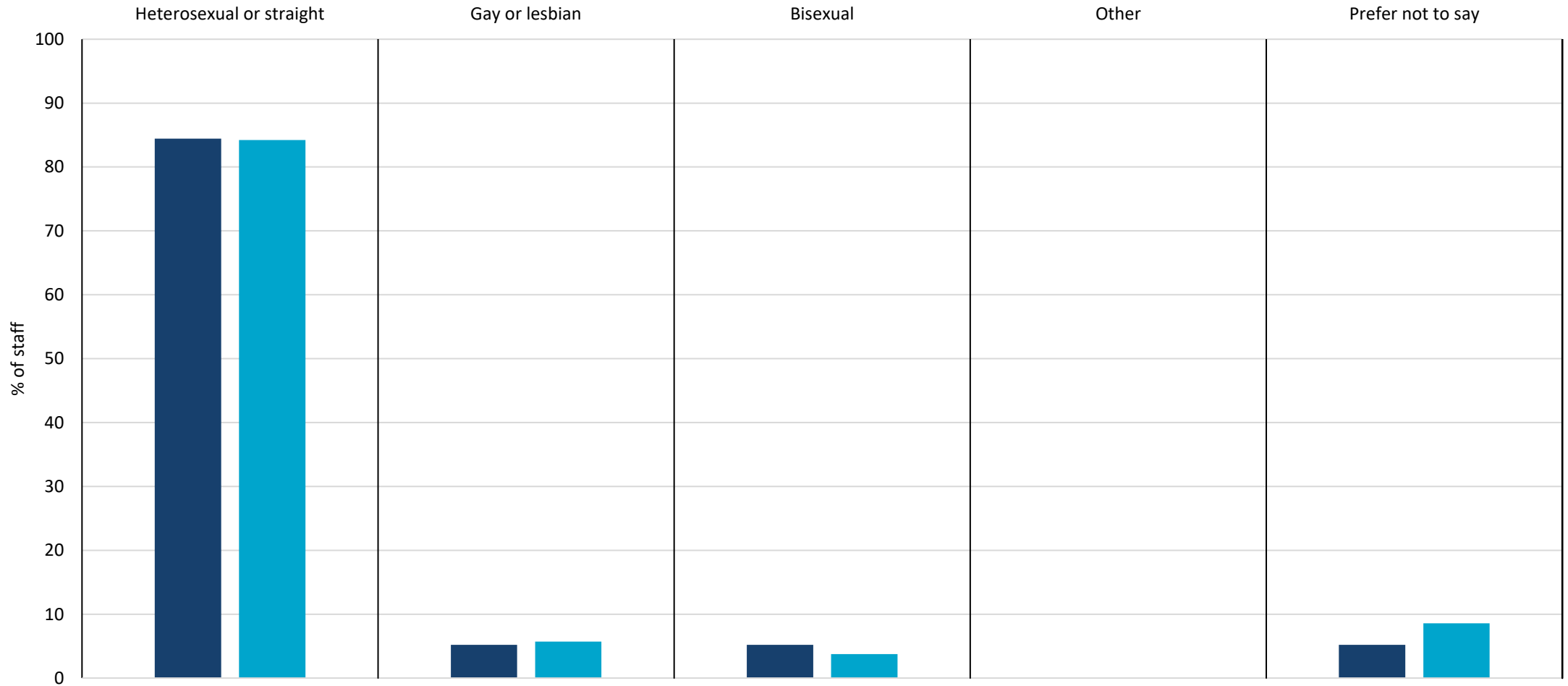


Responses	135	135	135	135	135	135
<b>Your org</b>	2.96%	19.26%	20.74%	15.56%	25.19%	16.30%
<b>Average</b>	0.00%	12.86%	20.74%	15.91%	30.00%	7.14%

# Background details - Ethnic group



	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
<b>Your org</b>	93.28%	1.49%	2.24%	2.24%	0.00%	0.75%
<b>Average</b>	93.28%	1.49%	2.24%	1.27%	0.00%	0.00%
<b>Responses</b>	134	134	134	134	134	134



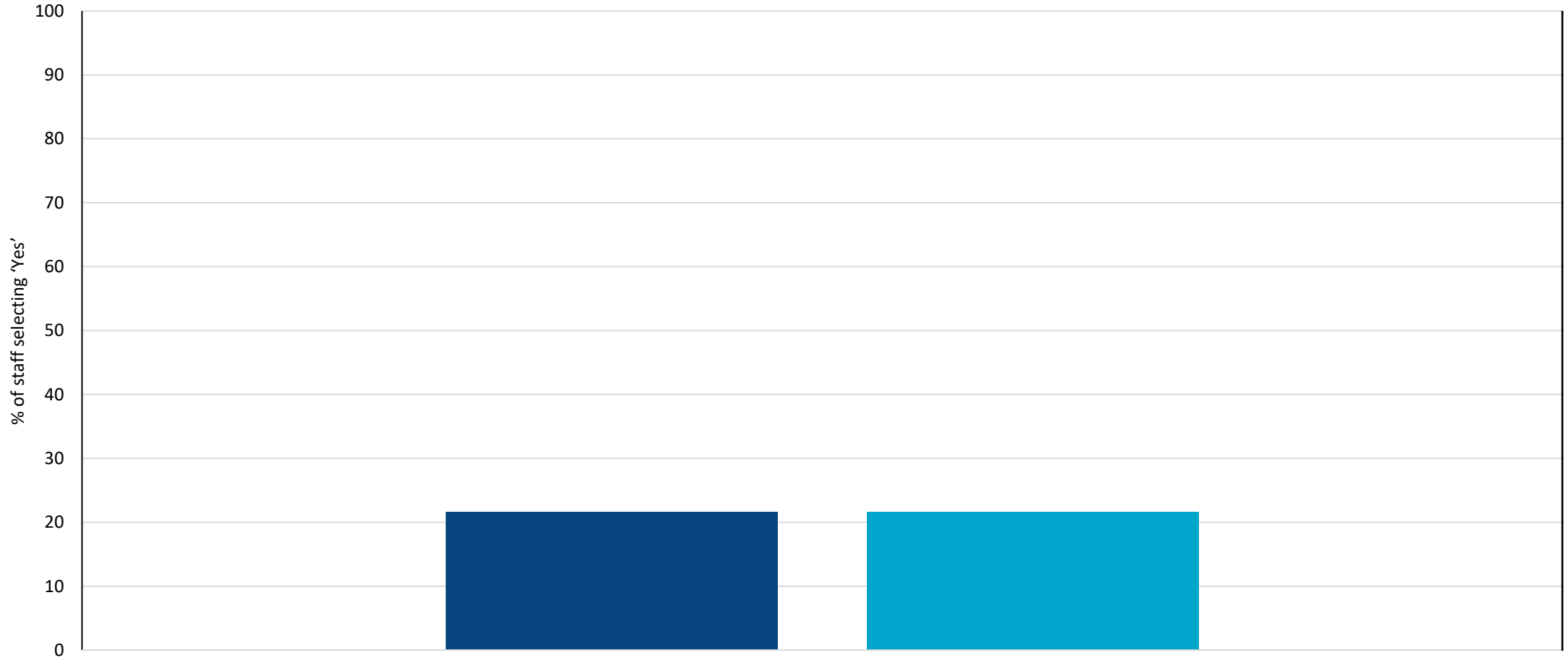
<b>Your org</b>	84.44%	5.19%	5.19%	0.00%	5.19%
<b>Average</b>	84.21%	5.71%	3.75%	0.00%	8.57%
<b>Responses</b>	135	135	135	135	135

# Background details - Religion or belief



Responses	135	135	135	135	135	135	135	135	135
<b>Your org</b>	51.85%	39.26%	0.74%	0.74%	0.00%	0.74%	0.00%	1.48%	5.19%
<b>Average</b>	48.57%	39.26%	0.00%	0.00%	0.00%	0.74%	0.00%	1.41%	5.63%

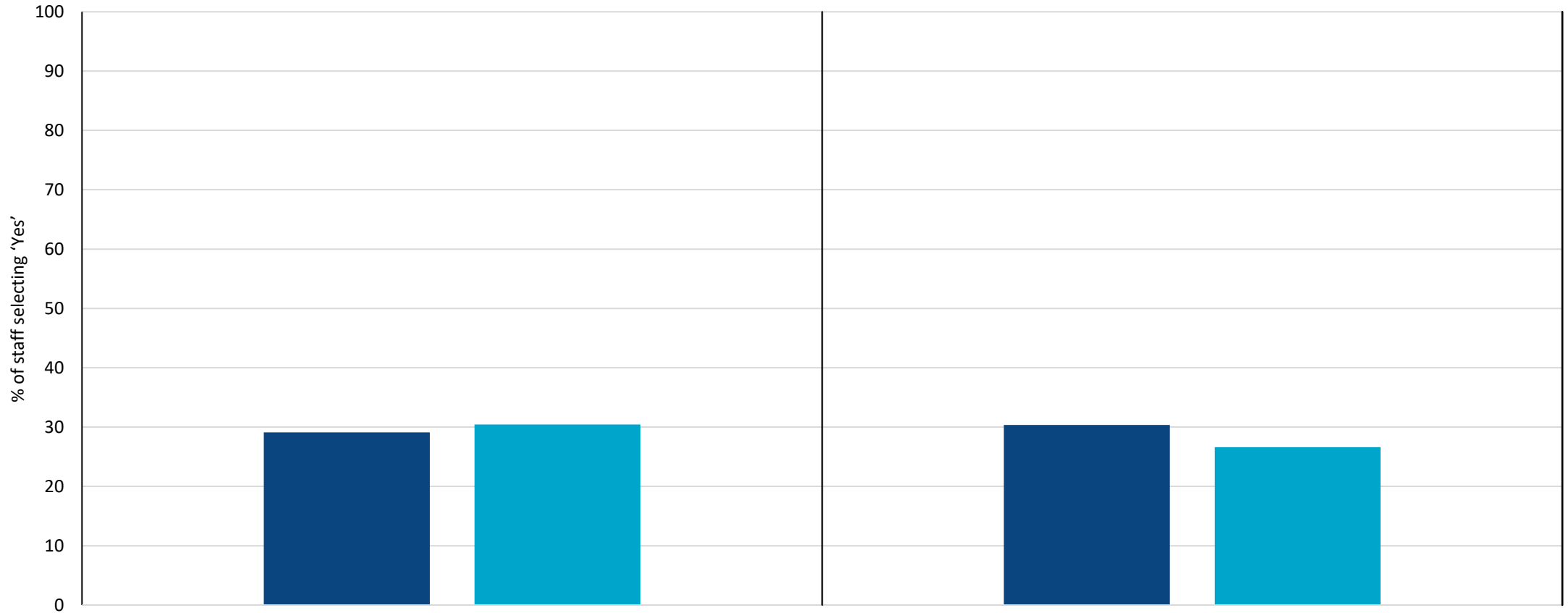
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?



<b>Your org</b>	21.54%
<b>Average</b>	21.54%
<b>Responses</b>	130

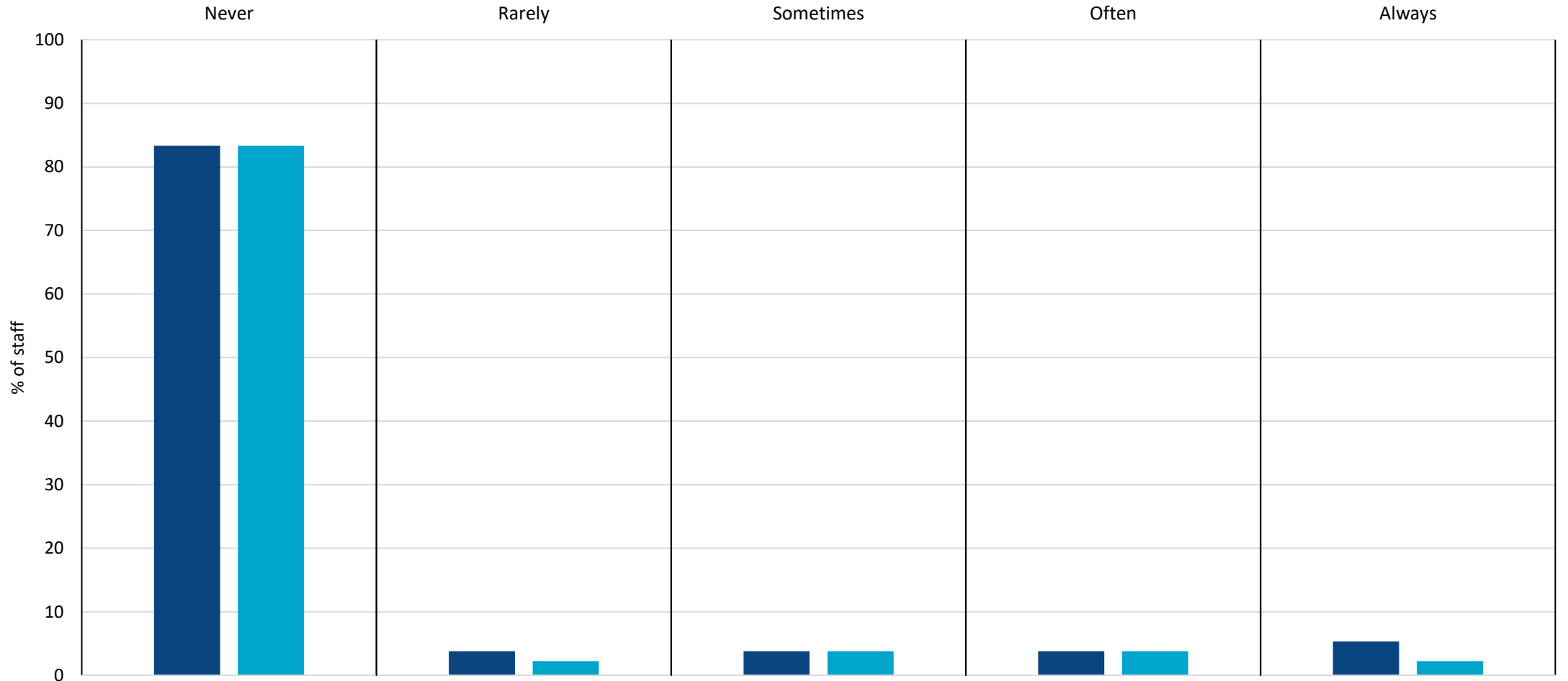
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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>	29.10%	30.37%
<b>Average</b>	30.43%	26.60%
<b>Responses</b>	134	135

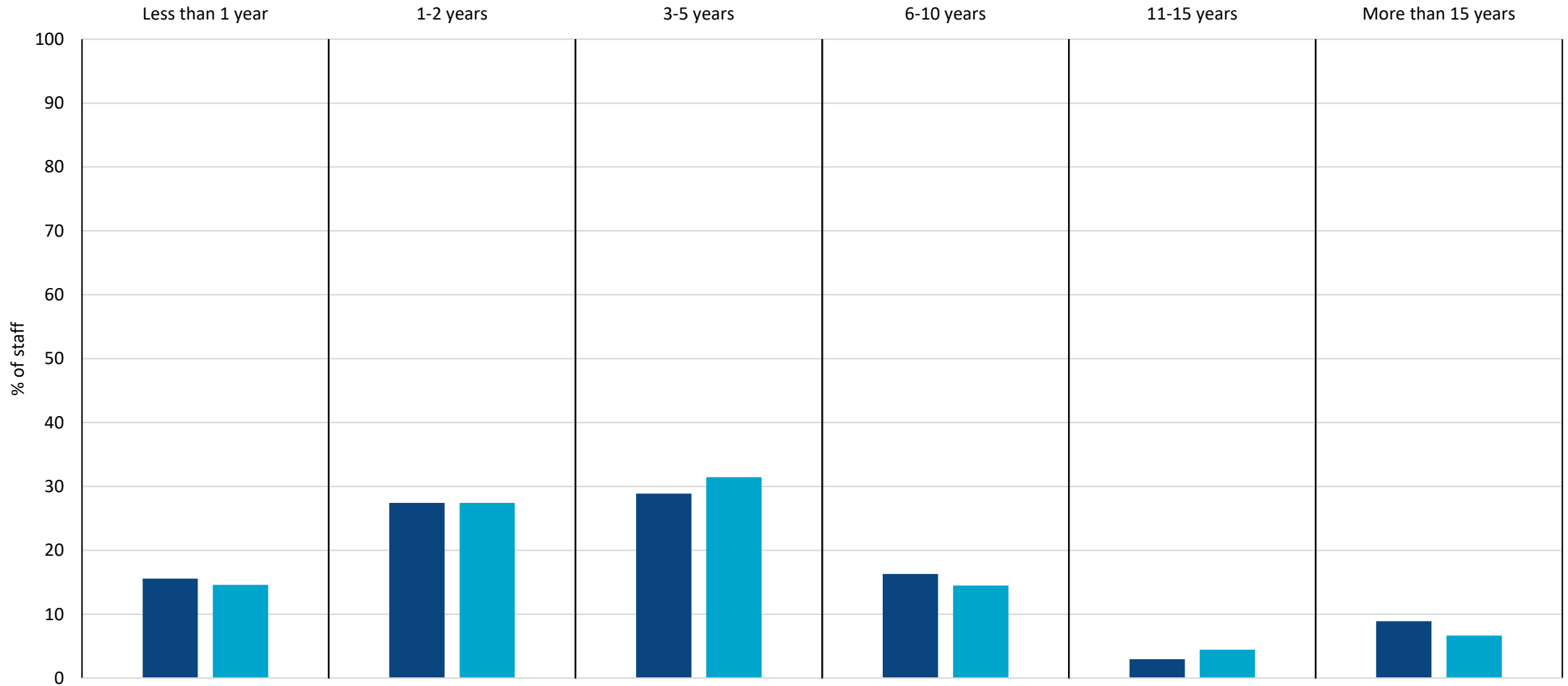
# Background details - How often, if at all, do you work at/from home?



<b>Your org</b>	83.33%	3.79%	3.79%	3.79%	5.30%
<b>Average</b>	83.33%	2.22%	3.79%	3.79%	2.22%
<b>Responses</b>	132	132	132	132	132



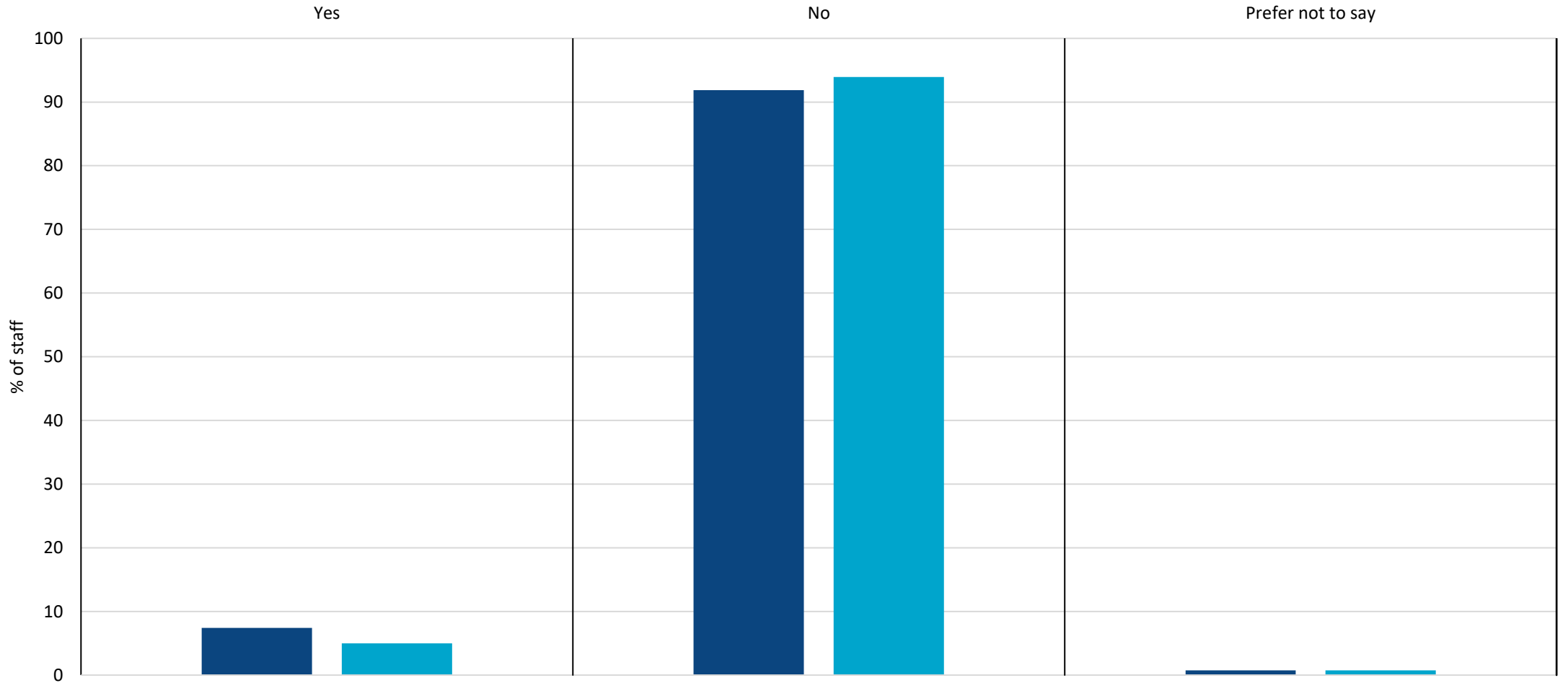
# Background details - Length of service for this organisation in current role



<b>Your org</b>	15.56%	27.41%	28.89%	16.30%	2.96%	8.89%
<b>Average</b>	14.58%	27.41%	31.43%	14.49%	4.44%	6.67%
<b>Responses</b>	135	135	135	135	135	135



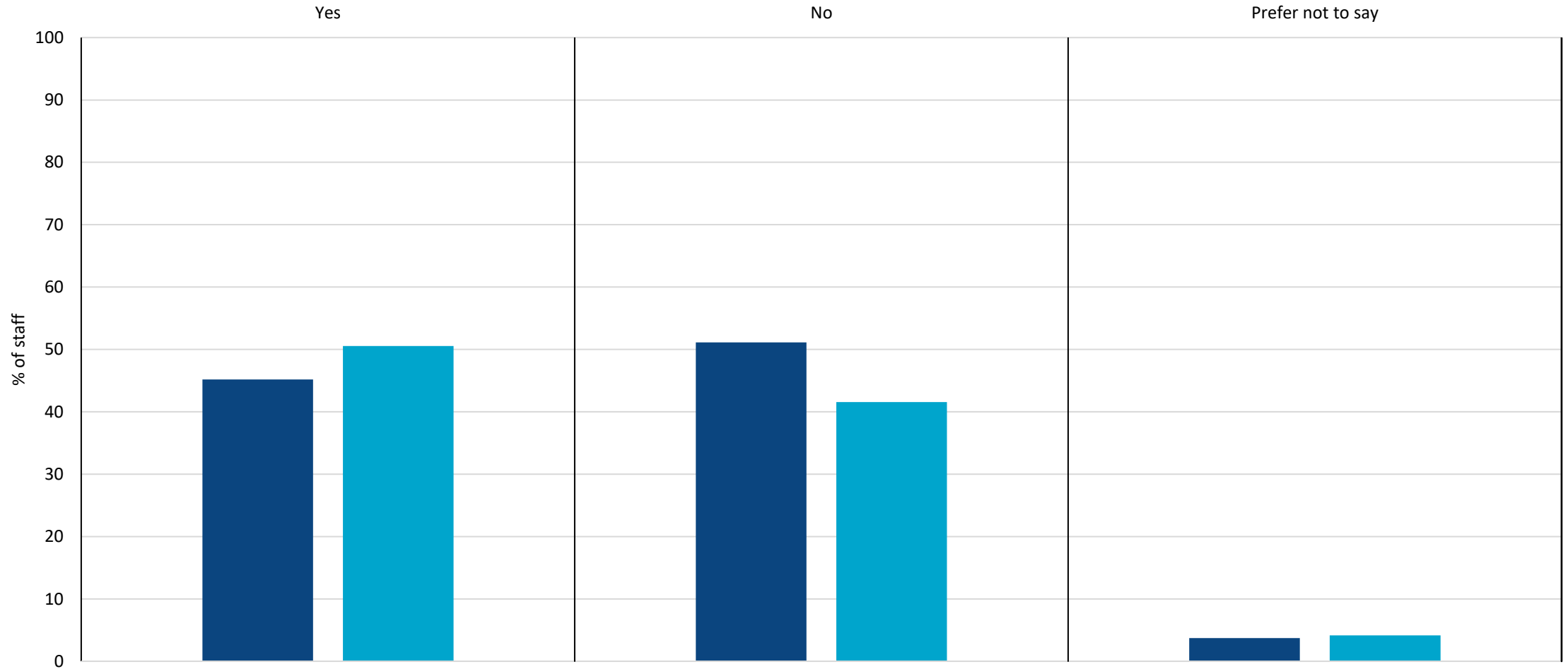
# Background details - Prior to working on the bank, were you recruited from outside of the UK?



Responses	135	135	135
<b>Your org</b>	7.41%	91.85%	0.74%
<b>Average</b>	5.00%	93.94%	0.74%



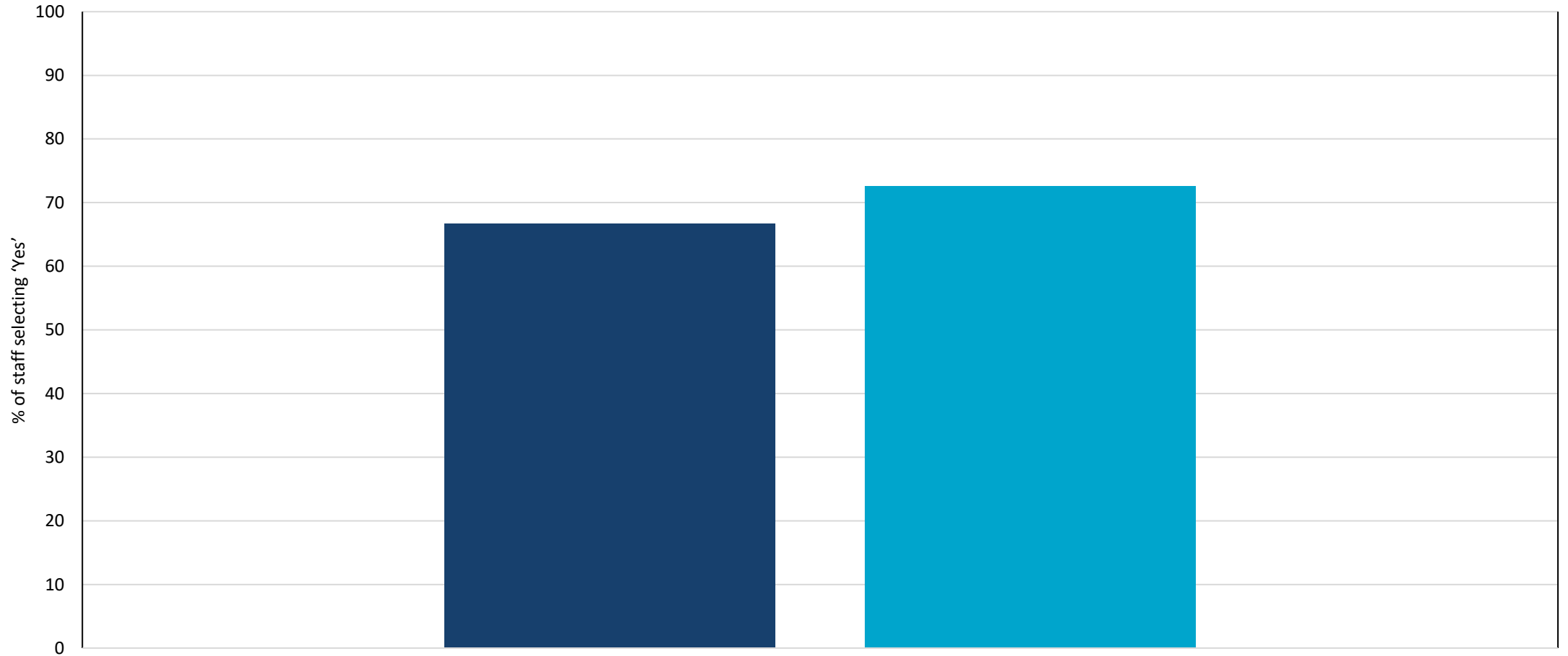
# Background details - Is bank work in the NHS your main source of paid work?



Responses	135	135	135
<b>Your org</b>	45.19%	51.11%	3.70%
<b>Average</b>	50.56%	41.57%	4.17%

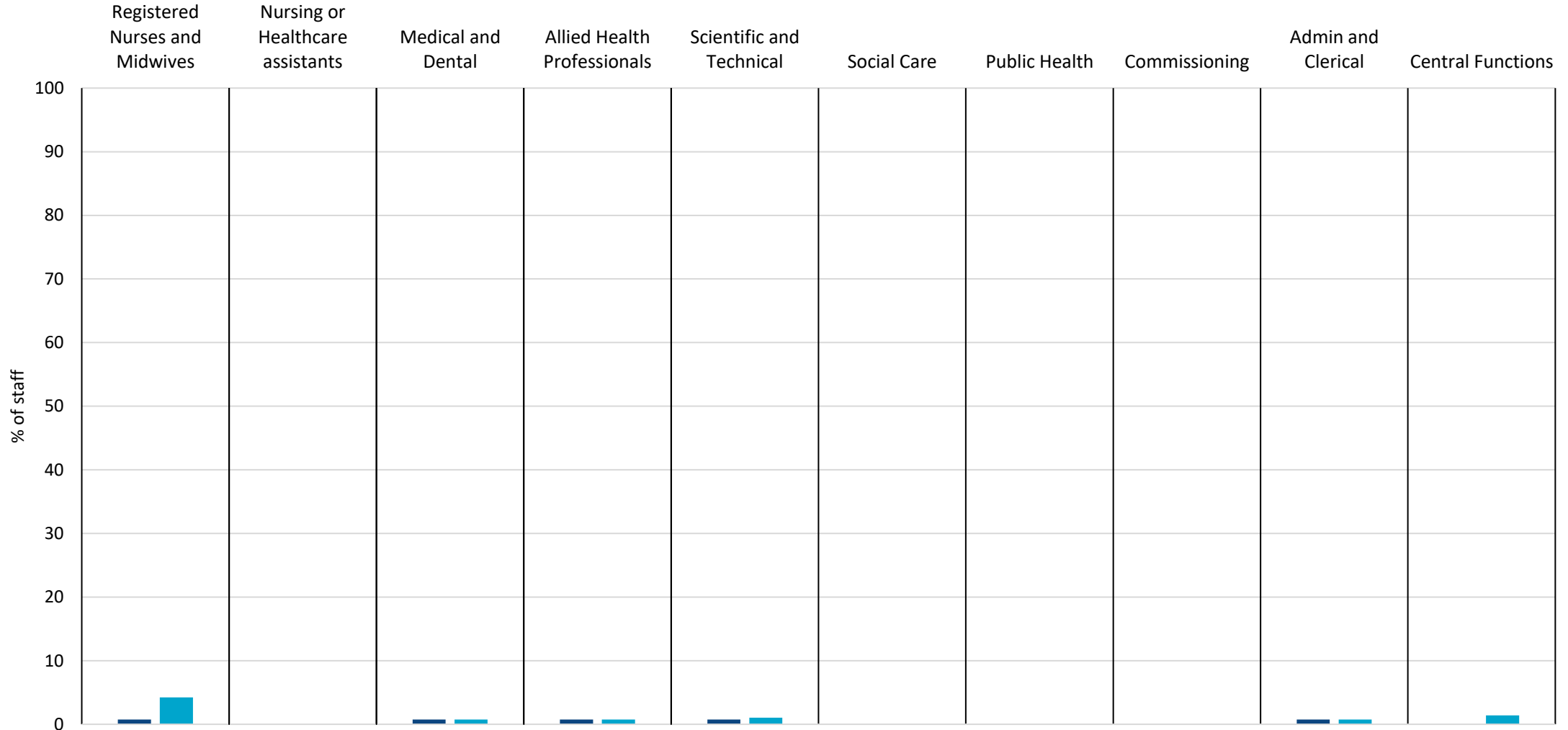


Have you previously worked on a substantive contract for the NHS?



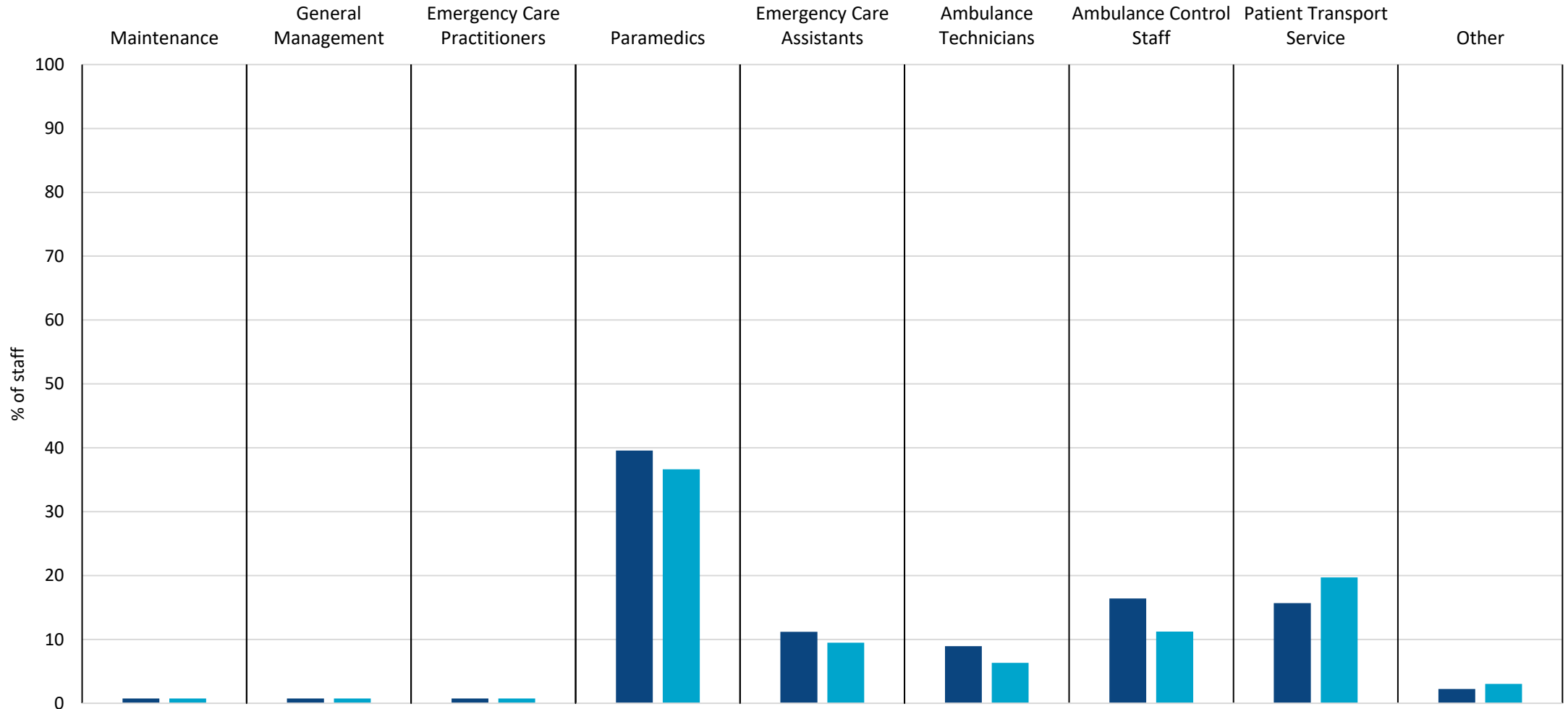
<b>Your org</b>	66.67%
<b>Average</b>	72.50%
<b>Responses</b>	135

# Background details - Occupational group (1)



<b>Your org</b>	0.75%	0.00%	0.75%	0.75%	0.75%	0.00%	0.00%	0.00%	0.75%	0.00%
<b>Average</b>	4.23%	0.00%	0.75%	0.75%	1.05%	0.00%	0.00%	0.00%	0.75%	1.41%
<b>Responses</b>	134	134	134	134	134	134	134	134	134	134

# Background details - Occupational group (2)

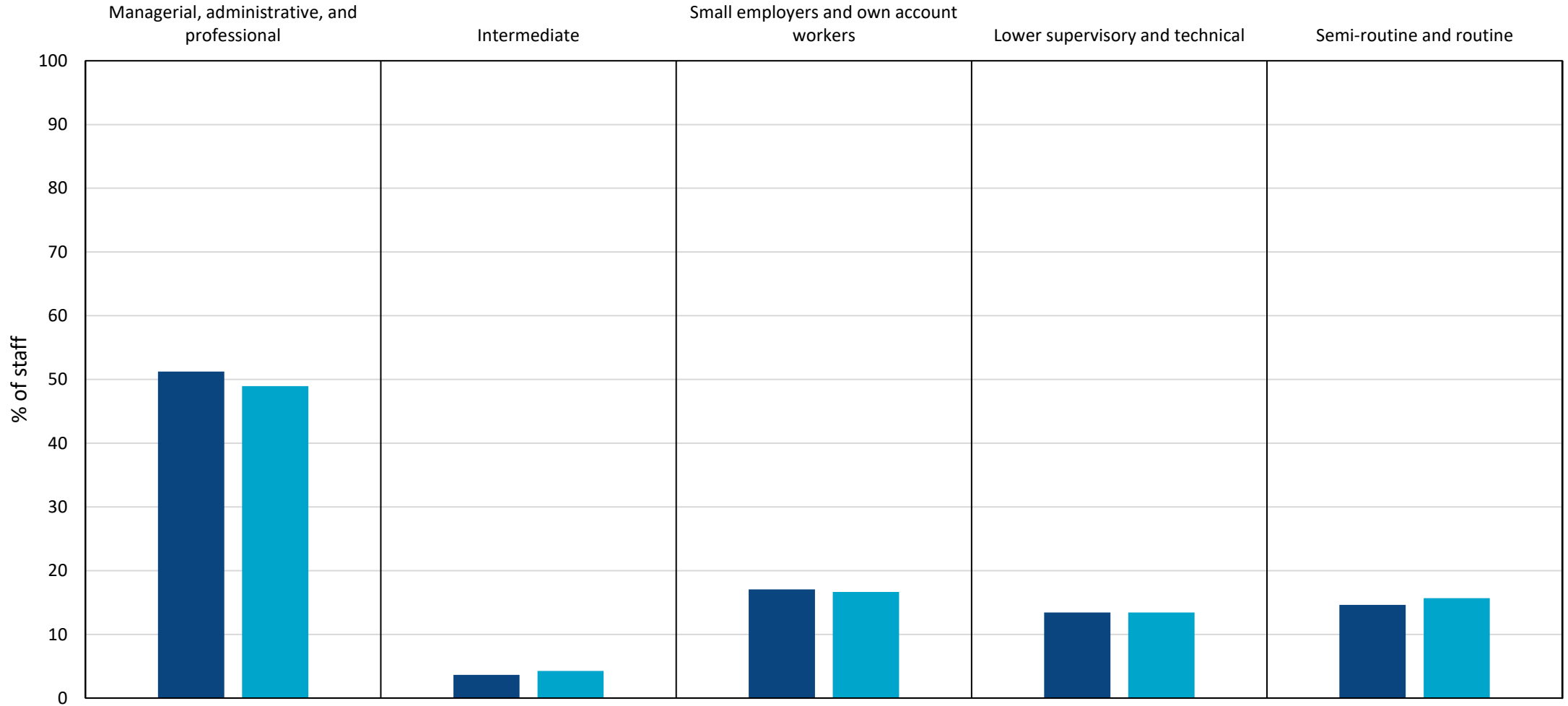


Responses	134	134	134	134	134	134	134	134	134
<b>Your org</b>	0.75%	0.75%	0.75%	39.55%	11.19%	8.96%	16.42%	15.67%	2.24%
<b>Average</b>	0.75%	0.75%	0.75%	36.62%	9.47%	6.32%	11.24%	19.70%	3.03%

## Socio-economic Background

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

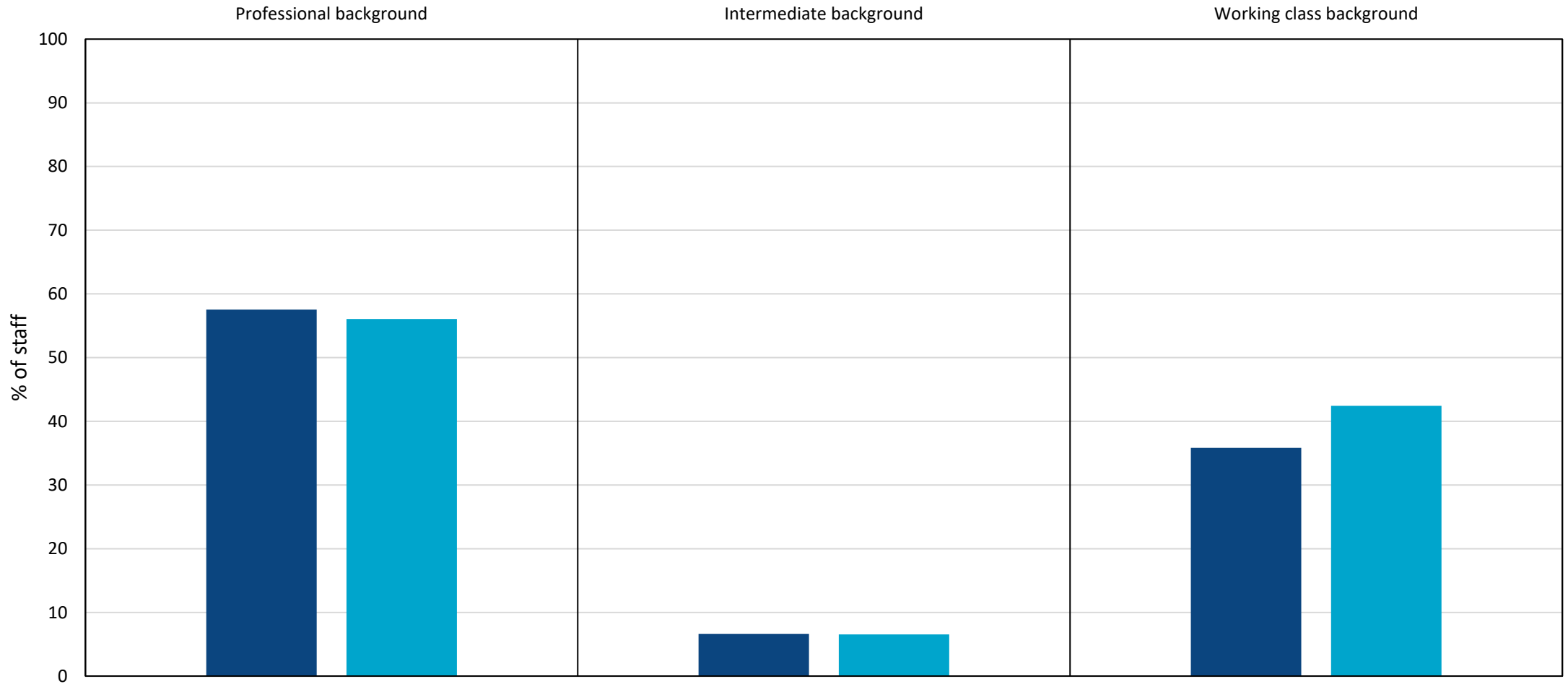
# Socio-economic background: Five classes



Responses	82	82	82	82	82
<b>Your org</b>	51.22%	3.66%	17.07%	13.41%	14.63%
<b>Average</b>	48.94%	4.26%	16.67%	13.41%	15.69%

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	106	106	106
<b>Your org</b>	57.55%	6.60%	35.85%
<b>Average</b>	56.06%	6.56%	42.42%

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	6.21	5.05	5.32	6.46	4.92	5.18	5.24	5.37	5.52
2 Intermediate	-	-	-	-	-	-	-	-	-
3 Small employers and own account workers	7.48	5.88	6.35	7.23	4.96	7.23	6.52	6.67	5.84
4 Lower supervisory and technical	5.57	4.23	4.34	6.34	3.95	5.80	4.55	4.90	4.86
5 Semi-routine and routine	6.48	5.41	5.15	6.78	4.17	5.91	5.83	5.64	4.95

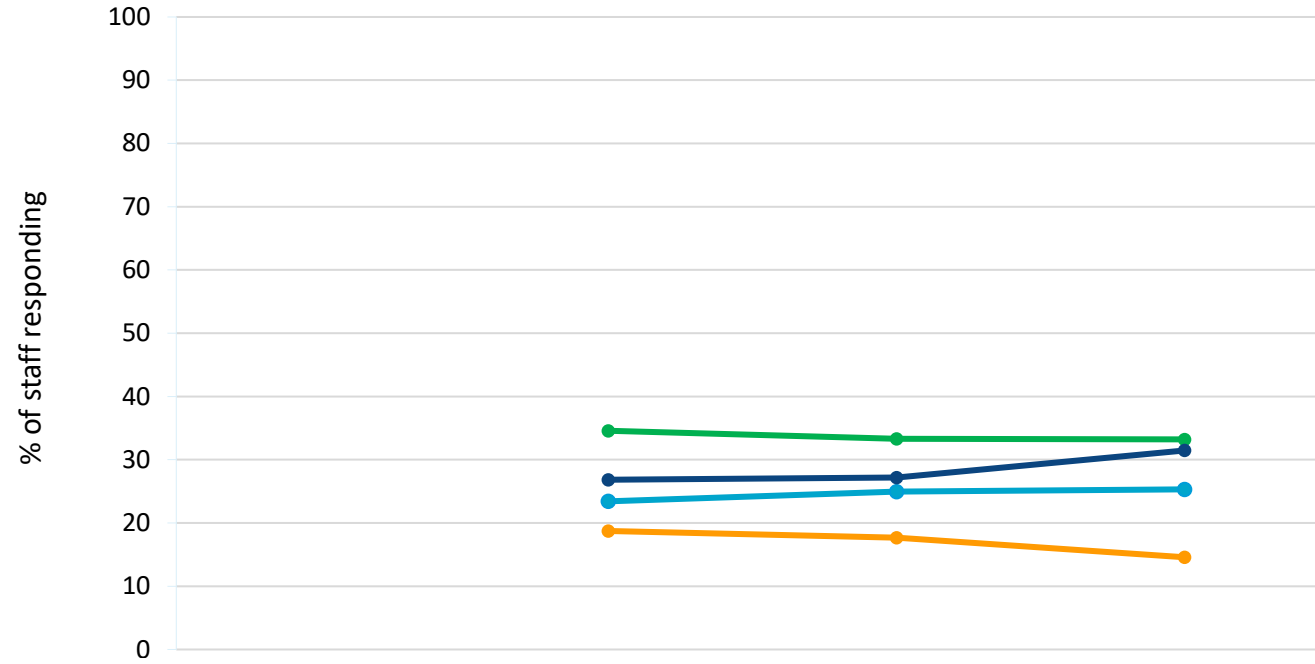
People Promise elements and themes in your organisation by socio-economic background (Three class)	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff engagement	Morale
1 Professional	6.56	5.37	5.62	6.67	5.31	5.55	5.69	5.77	5.68
2 Intermediate	-	-	-	-	-	-	-	-	-
3 Working class	6.53	5.19	5.27	6.88	4.45	6.45	5.62	5.72	5.26

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



	2022	2023	2024	2025
Your org	-	26.84%	27.21%	31.47%
Highest	-	34.58%	33.33%	33.22%
Average	-	23.42%	24.98%	25.32%
Lowest	-	18.74%	17.66%	14.58%
Responses	-	146	123	135

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

## 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](#).

People Promise elements	2024 score	2024 respondents	2025 score	2025 respondents	Statistically significant change?
We are compassionate and inclusive	6.52	123	6.46	135	Not significant
We are recognised and rewarded	5.08	122	5.24	131	Not significant
We each have a voice that counts	5.46	122	5.44	135	Not significant
We are safe and healthy	6.67	123	6.68	135	Not significant
We are always learning	4.82	123	4.91	135	Not significant
We work flexibly	5.77	122	5.80	134	Not significant
We are a team	5.75	123	5.67	135	Not significant
<b>Themes</b>					
Staff Engagement	5.87	123	5.73	135	Not significant
Morale	5.59	123	5.57	135	Not significant

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

## Appendix C: Tips on using your benchmark report

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

### Key points to note



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



A key feature of the reports is that they currently **provide organisations with up to three years of trend data where available, but going forward, the number of years will be increased (up to 5 years) in line with the benchmarking reports for the NHS Staff Survey for substantive staff**. Trend data provides a much more reliable indication of whether the most recent results represent a change from the norm for an organisation than comparing the most recent results only to those from the previous year. Taking a longer-term view will help organisations to identify trends over several years that may have been missed when comparisons are drawn solely between the current and previous year.



People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify areas of concern. The trend data are benchmarked so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single chart.

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

# 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).

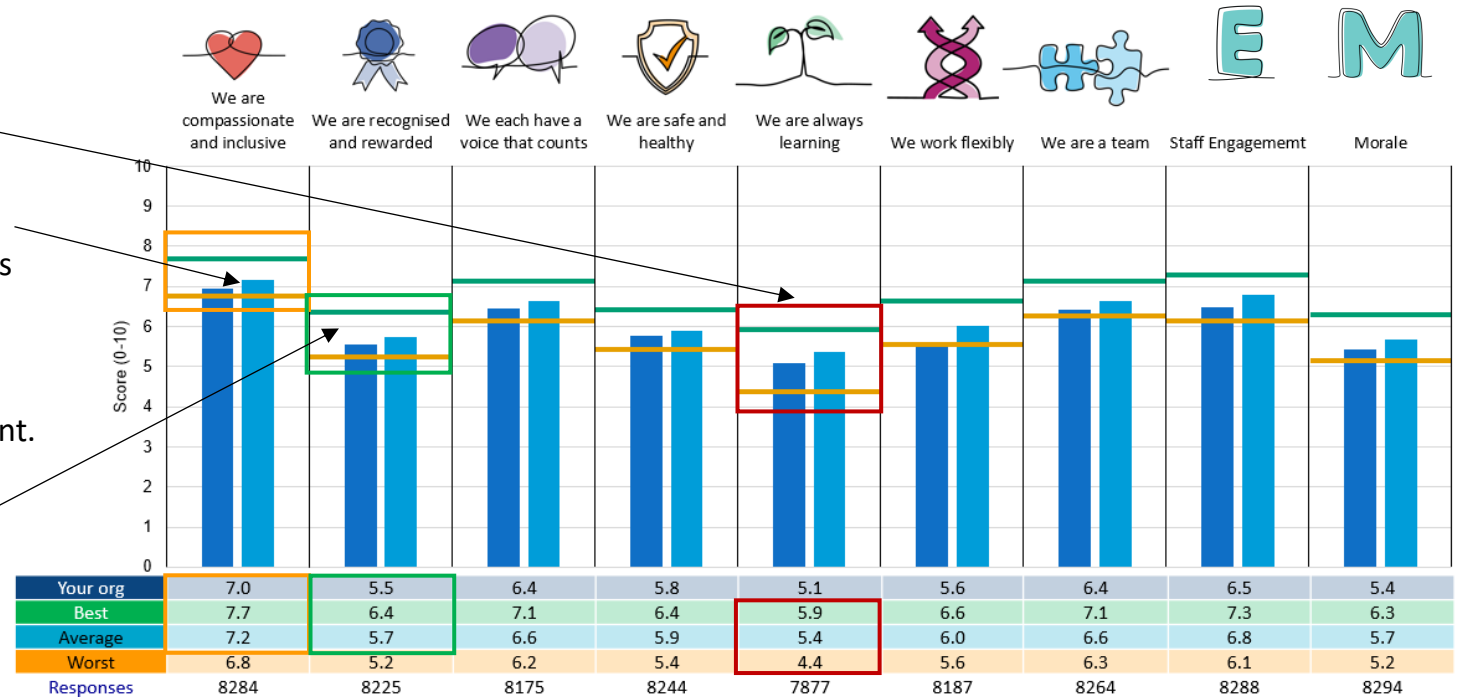
It is important to **consider each result within the range of its benchmarking group ‘Best’ and ‘Worst’ results**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another important point of reference.

## 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 trend data

Trend data can be used to identify measures which have been consistently improving for your organisation (i.e. showing an upward trend) over the past years and ones which have been declining over time. These charts can help establish if there is genuine change in the results (if the results are consistently improving or declining over time), or whether a change between years is just a minor year-on-year fluctuation.

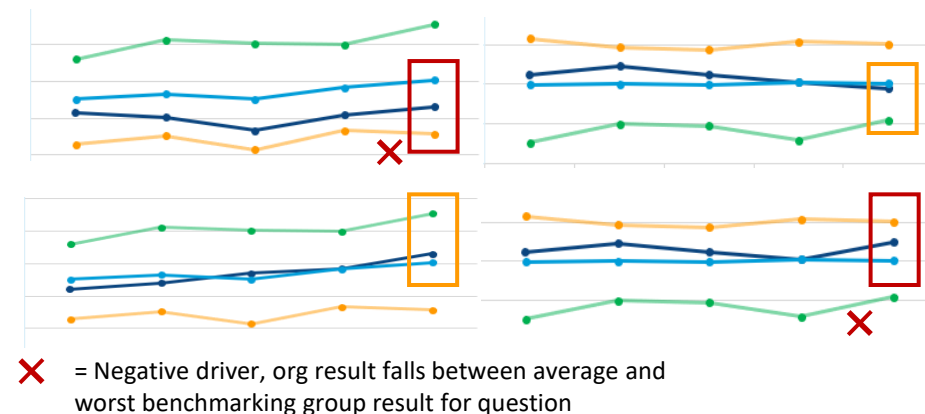


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

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

In order to understand exactly 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, grouped together. 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.



This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. 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 have traditionally been 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 historical trend data.

#### ➤ Identifying questions of interest based on the results in this report

The methods recommended to review your People Promise 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. Review changes in the trend data to establish if there has been a decline or stagnation in results across multiple years but consider the context of how the organisation has performed in comparison to its benchmarking group over this period. A positive trend for a question that is still below the average result can be seen as good progress to build on further in the future.

➤ **When looking for positive outcomes:** search for results where your organisation is closest to the benchmarking group best result (but remember to consider results for previous years), or ones where there is a clear trend of continued improvement over multiple years.

## 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.

### 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:](#)** Contains technical details about the NHS Staff Survey bank workers data, including: data cleaning, weighting, benchmarking, People Promise elements and questions in the survey.

### Other reporting outputs



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



**[National aggregate report for bank only workers:](#)** 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.