# Bank WRES indicators in detail

### Key to indicators colour coding below:

Background, Light blue = Trust level reported indicators

Background, Light yellow= Bank worker survey indicators

Indicator number, **Black** = Indicator already in use in main WRES

(xx) = Question number from the 2022 National NHS Staff Survey question set

(xx) = Question number from the 2022 National NHS Bank Survey question set

Indicator number, Green = Question imported directly from the 2022 NHS staff survey.

Indicator number, Blue = New indicator

Indicator number, Orange = Revision of current indicator (data can still be aggregated and compared to the current WRES indicators extracted from the national staff survey).

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| **Indicators for the NHS bank workforce.****Individuals employed by the NHS solely on casual contracts.****Indictors 1 and 4-9: Split by ethnic grouping and gender.****Indicator 2 and 3: Spilt by ethnic group only.**  | **What the indicators aims to measure and understand**  |
| **1:** Percentage of ***active*** ***workers*** by ethnic group and gender across key grades and staff groups. | 1: To understand the detail of the active bank only workforce and key elements of its demographics by position as this is currently not measured across the NHS. |
| 2: Relative likelihood of bank workers entering a formal disciplinary process by ethnic group in the last 12 months.This indicator (2) is also applicable to externally provided bank workers used in NHS organisations. | 2: To understand patterns and draw comparisons against Trust held substantive staff WRES data based on ethnicity.  |
| **3:** Relative likelihood of bank workers being formally dismissed by ethnic group, in the last 12 months (for conduct and capability). | 3: To understand any disparities in dismissals based on ethnicity. |
| **4a** 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. (14a/18a)**4b**: Percentage of bank workers experiencing harassment, bullying or abuse from: other colleagues in the last 12 months. (14c/18c)**4c**: Percentage of bank workers experiencing harassment, bullying or abuse from: Managers in the last 12 months. (14b/18b) **4d**: Percentage of bank workers who experienced harassment, bullying or abuse at work who then proceeded to report it? (14d/18d) | 4a. To draw direct comparisons to substantive staff WRES data.4b and 4c. To understand any variation in experience between peers and colleagues and managers/leaders and to draw direct comparisons to substantive staff WRES data.4d. To better understand the reporting culture based on ethnicity and gender. |
| **5a**: 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. (13a/17a)**5b:** Percentage of workers who experienced physical violence at work who then proceeded to report it? (13d/17d) | 5a. To better understand the proportional spread of incidents in this area based on ethnicity. 5b: To better understand the reporting culture based on ethnicity and gender |
| **6a:** Percentage workers who would, in the next 12 months consider moving to work in a form of permanent employment in the NHS. (28: points 3&4)**6b:** Percentage of bank workers that feel there are opportunities to develop their career in the organisation. (22b/26b)**6c**: Percentage of workers whose main paid source of work is on the bank (40)**6d**: How long have bank only workers solely worked on the bank (32a/39a) | 6a&b: To gain valuable insights toward the intention of bank workers to progress into more secure contracted work. To understand insights into perceived opportunities to develop. Looking at variations based on ethnicity and gender. 6c: To better understand the background of workers and variations based on gender and ethnicity.6d: To gain an understanding and measure of length of time served on a bank only contract by ethnicity and gender. |
| **7a**: Percentage of bank workers that have in the last 12 months personally experienced discrimination at work from managers / team leader or other colleagues. (16b/20b) **7b**: Percentage of bank workers that have in the last 12 months personally experienced discrimination at work from: Patients, relatives, or members of the public. (16a/20a) | 7a&b: To understand any variation in the sources of perceived discrimination from 2 key groups and to draw direct comparisons to substantive staff WRES data. |
| **8a**: Percentage of bank workers who feel that the organisation values their work contribution. (4b/6b)**8b**: Percentage of bank workers that feel safe to speak up about anything that concerns them in their organisation. (23e/27e). **8c**: Percentage of bank workers that think the organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.) (20/24)**8d**: Percentage of bank workers that feel they receive the respect they deserve from colleagues at work. (7c/10a) | 8a-d: Indicators grouped to reflect key measures against the core principles of the People Plan/Promise based on gender and ethnicity. |
| **9:** Percentage of bank workers who were originally recruited to the NHS from outside of the UK and now work in a bank only position (32b/39b) | 9: To build understanding on the origins of this part of the bank workforce. In addition to also cross reference other survey indicators. |