

A photograph of three chefs in a kitchen. The chef on the left has a beard and glasses, wearing a white chef's coat and a dark apron. The chef in the center is wearing a white chef's coat, a dark apron, and a grey cap. The chef on the right is wearing a white chef's coat and a dark apron. They are all looking down at something they are working on. The background shows a kitchen with white subway tiles and a stainless steel range hood with two lit lights.

Staff Satisfaction &
Equality, Diversity
and Inclusion Survey

REPORT

2026

BerkeleyScott 

The Annual Satisfaction and Equality, Diversity, and Inclusion (EDI) Survey provides a valuable opportunity for candidates to share their experiences, insights, and feedback on the overall environment and practices within our business.

The importance of this report lies in its ability to inform our ongoing efforts to foster a workplace that is not only supportive and respectful but also diverse and equal. By examining the responses and identifying both strengths and areas for improvement, we are better equipped to make data-driven decisions that enhance the employee experience and advance our commitment to equality and inclusion.

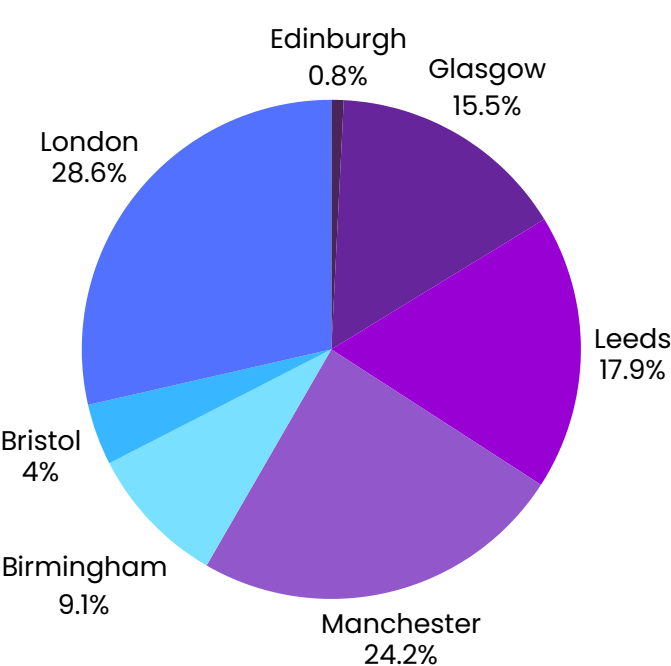
As we move forward, this report will guide our actions to ensure that our workplace culture remains one where every individual feels valued, respected, and empowered to contribute to their fullest potential.

We have already seen an improvement in comparison to our 2025 report.

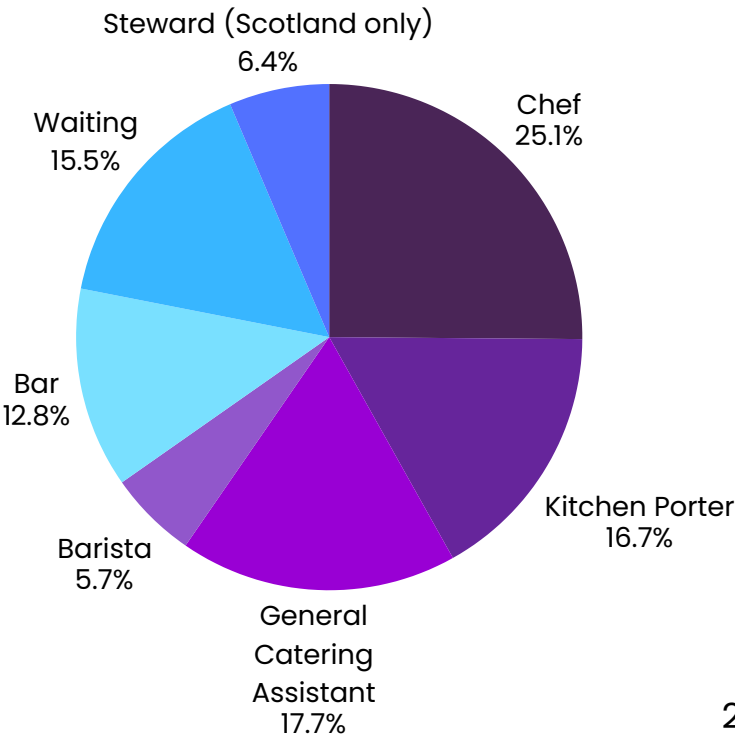


SURVEY RESULTS

Which office are you registered with?

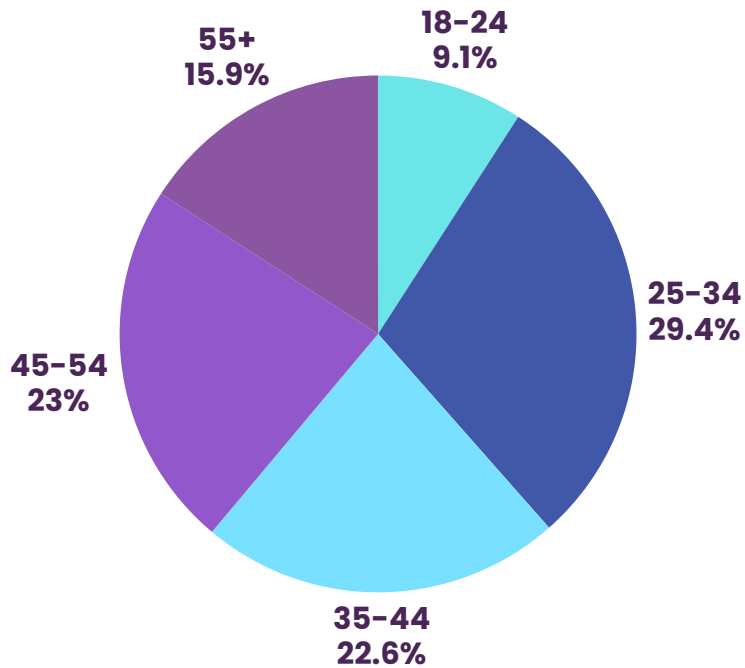


What role do you generally work in? (You can select multiple)

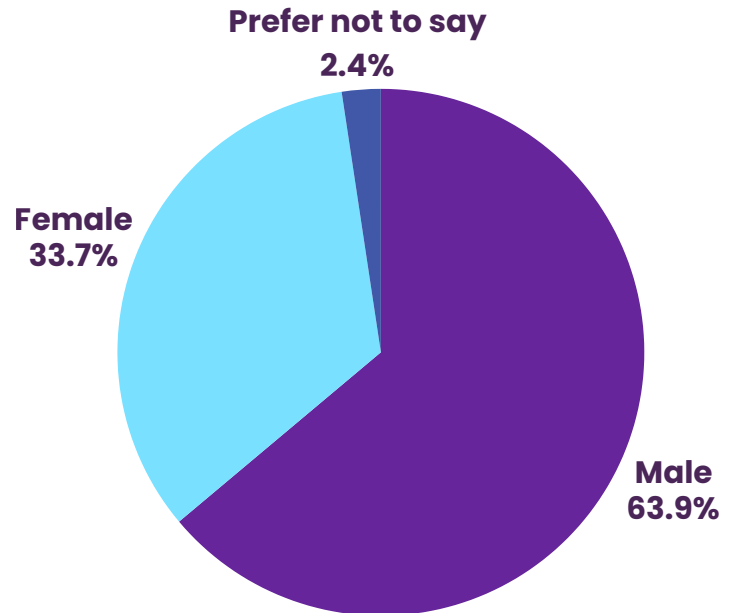


SURVEY RESULTS

What is your age group?



How do you describe your gender?



How well does the agency match you with placements that suit your skills and preferences? (1 = Very Poor, 5 = Excellent)



Increased by **2.41%**
In comparison to 2025

Have you generally found your temporary placements to have a positive work environment? (1 = Never, 5 = Always)



Increased by **2.17%**
In comparison to 2025

SURVEY RESULTS

How satisfied are you with your overall experience working with our agency? (1 = Very Dissatisfied, 5 = Very Satisfied)



Increased by **0.71%**
In comparison to 2025

How would you rate the quality of your temporary placements? (1 = Very Poor, 5 = Excellent)



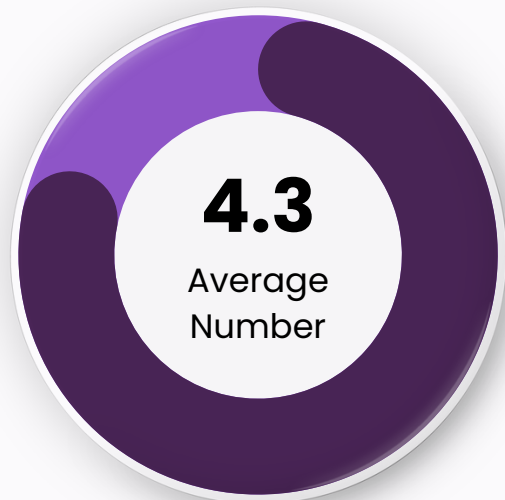
Increased by **1.96%**
In comparison to 2025

How effective is the communication between you and the agency? (1 = Very Poor, 5 = Excellent)



Increased by **3.57%**
In comparison to 2025

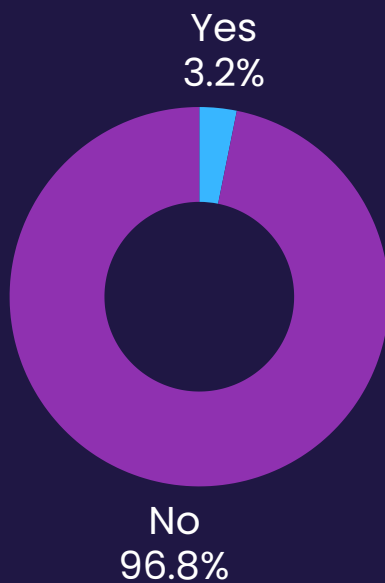
How satisfied are you with the support provided by the agency when issues arise? (1 = Very Dissatisfied, 5 = Very Satisfied)



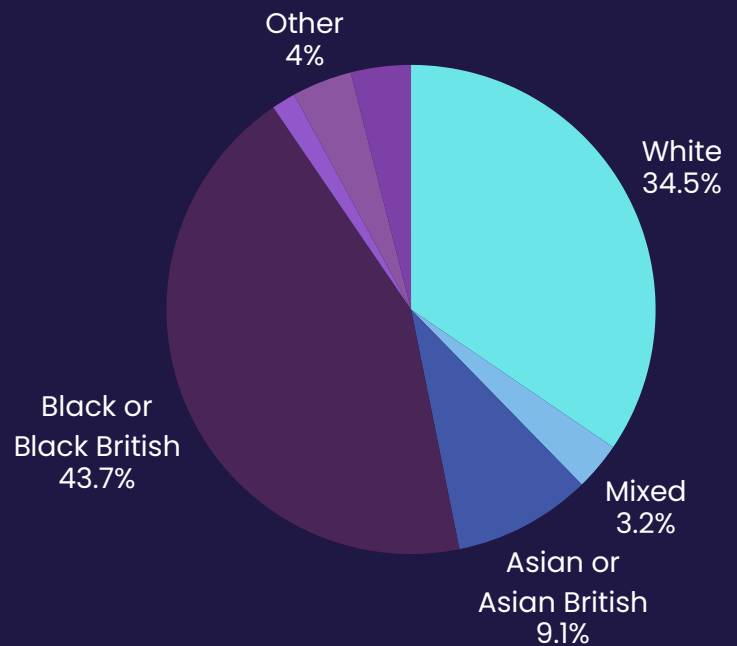
Increased by **2.3%**
In comparison to 2025

We are committed to building a diverse and inclusive workforce with candidates from various backgrounds who bring valuable knowledge and experience to the businesses they work with.

Do you consider yourself to have a disability or long-term condition that affects your daily activities?



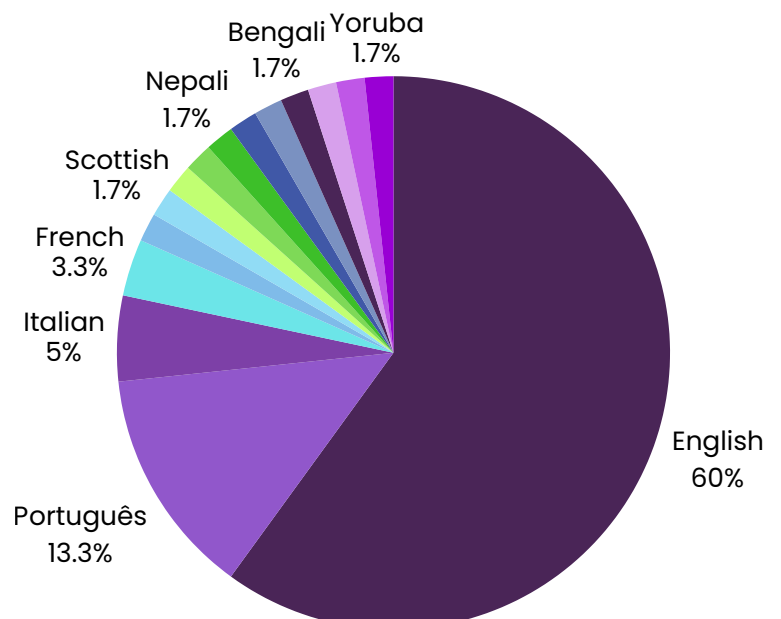
How do you describe your ethnic background?



Why Diversity is important

Diversity can elevate the level of service provided to customers. Different experiences and backgrounds can help tailor advice or support to different guests, providing a wealth of knowledge that businesses can truly benefit from. With employees bringing different strengths, cultural knowledge, and experiences, they can work together to deliver better service and meet the specific needs of all customers.

What is your first language?



Do you feel included and respected in your placements? (1 = Never, 5 = Always)



Increased by **1.90%**
In comparison to 2025

Do you feel that the agency and placements promote cultural awareness and understanding? (1 = Not at all, 5 = Very much so)



Decreased by **0.24%**
In comparison to 2025

Although the decrease was minimal (0.24%), the next step will be to proactively reinforce cultural awareness and understanding by evaluating existing strategies, enhancing training opportunities, and using participant feedback to guide improvements within agency and placement settings.

Please share any additional thoughts or feedback on equality, diversity, and inclusion:

Responses

"BSL is doing an impressive job in this regard, unlike any other agency. I feel included, I feel at home."

"Continue the way you are, this organisation is a symbol of all of the above for mentioned."

"Site managers have been great and very inclusive overall!"

"Very supportive. I had to cancel some shifts due to personal reasons and unforeseen circumstances, but it didn't stop me from getting work. I would like to say thank you for staff for their support and understanding."

We take feedback from our workers seriously because their experience is central to everything we do. Listening to their views allows us to understand what is working well and where improvements can be made, ensuring we continue to provide a supportive, responsive, and fair working environment.

Please share any suggestions for how we can improve your experience:

Feedback:

“Work to be assigned with closer proximity to place of residence”

Our next steps:

We will continue to clearly communicate job locations when sharing available roles so candidates can make informed travel decisions. Where possible, we will also continue to prioritise sharing opportunities closer to a candidate's place of residence.

Feedback:

- “An alert on App website when jobs become available, not always able to access phone and missed many opportunities of work due to not logging on.”
- “Has been really good so far. Would be great if the app can be better.”
- “App notifications for shift could include a sound cause it's easy to miss them.”

Our next steps:

We will continue to gather feedback on app usability and share this with the relevant teams to support ongoing improvements to the app experience. We will review our current notification process and explore ways to improve visibility of available shifts, including clearer alerts through the app and website where possible.

Feedback:

“I thank Berkeley Scott for the opportunity to work with the agency and so far I haven't had any problem with them. Thank you for your swift response regarding issues I had. Thank you ”

Our next steps:

We will continue our current level of communication and responsiveness to ensure candidates feel supported, heard, and valued at all stages of their engagement with us.

All feedback is carefully reviewed and used to inform practical action plans. By identifying recurring themes, we implement meaningful improvements to communication, systems, and access to work opportunities. This approach has already led to an increase in worker satisfaction compared to 2025, demonstrating our commitment to turning feedback into visible, positive change.





HOSPITALITY, CATERING AND SUPPORT SERVICES RECRUITMENT

STAFF SATISFACTION & EQUALITY, DIVERSITY AND INCLUSION SURVEY 2026