

About this Report





About this report

This benchmark report for Leeds Community Healthcare NHS Trust contains results for the 2024 NHS Staff Survey, and historical results back to 2020 where possible. These results are presented in the context of best, average and worst results for similar organisations where appropriate. Data in this report are weighted to allow for fair comparisons between organisations.

Results for Q1, Q10a, Q26d, Q27a-c, Q28, Q29, Q30, Q31a, Q32a-b, Q33, Q34a-b and Q35 are not weighted or benchmarked because these questions ask for demographic or factual information.

How results are reported

For the 2021 survey onwards the questions in the NHS Staff Survey are aligned to the <u>People Promise</u>. 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 of this, the results of the NHS Staff Survey are measured against the seven People Promise elements and against two themes (Staff Engagement and Morale). The reporting also includes sub-scores, which feed into the People Promise elements and themes. The next slide shows how the People Promise elements, themes and sub scores are related and mapped to individual survey questions.



People Promise elements, themes and sub-scores





People Promise elements	Sub-scores	Questions		
	Compassionate culture	Q6a, Q25a, Q25b, Q25c, Q25d		
We are compassionate and inclusive	Compassionate leadership	Q9f, Q9g, Q9h, Q9i		
we are compassionate and inclusive	Diversity and equality	Q15, Q16a, Q16b, Q21		
	Inclusion	Q7h, Q7i, Q8b, Q8c		
We are recognised and rewarded	No sub-score	Q4a, Q4b, Q4c, Q8d, Q9e		
We sadd have successful that source	Autonomy and control	Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b		
We each have a voice that counts	Raising concerns	Q20a, Q20b, Q25e, Q25f		
	Health and safety climate	Q3g, Q3h, Q3i, Q5a, Q11a, Q13d, Q14d		
We are referred by the	Burnout	Q12a, Q12b, Q12c, Q12d, Q12e, Q12f, Q12g		
We are safe and healthy	Negative experiences	Q11b, Q11c, Q11d, Q13a, Q13b, Q13c, Q14a, Q14b, Q14c		
	Other questions [Not scored]	Q17a*, Q17b*, Q22* *Q17a, Q17b and Q22 do not contribute to the calculation of any scores or sub-scores.		
	Development	Q24a, Q24b, Q24c, Q24d, Q24e		
We are always learning	Appraisals	Q23a*, Q23b, Q23c, Q23d *Q23a is a filter question and therefore influences the sub-score without being a directly scored question.		
Wassed Godble	Support for work-life balance	Q6b, Q6c, Q6d		
We work flexibly	Flexible working	Q4d		
We are a team	Team working	Q7a, Q7b, Q7c, Q7d, Q7e, Q7f, Q7g, Q8a		
we are a team	Line management	Q9a, Q9b, Q9c, Q9d		
Themes	Sub-scores	Questions		
	Motivation	Q2a, Q2b, Q2c		
Staff Engagement	Involvement	Q3c, Q3d, Q3f		
	Advocacy	Q25a, Q25c, Q25d		
	Thinking about leaving	Q26a, Q26b, Q26c		
Morale	Work pressure	Q3g, Q3h, Q3i		
	Stressors	Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a		

Report structure





Introduction

This section provides a brief introduction to the report, including how questions map to the People Promise elements, the 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.

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 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 the 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, with 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 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 5.



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 trend results for **questions**. The questions are presented in sections for each of the People Promise elements and themes.

Not all questions reported within the section for a People Promise element or theme feed into the score and sub-scores for that element or theme. The first slide in the section for each People Promise element or theme lists which of the questions that are included in the section feed into the score and sub-scores, and which do not.

Questions not linked to People Promise

Results for the questions that are not related to any People Promise element or theme and do not contribute to the scores and sub-scores are included in this section.

Workforce Equality Standards

This section shows that data required for the indicators used in the **Workforce Race Equality Standard (WRES)** 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.

Appendices

Here you will find:

- Response rate.
- ➤ Significance testing of the People Promise element and theme results for 2023 vs 2024.
- > Guidance on data in the benchmark reports.
- > Additional reporting outputs.
- > Tips on action planning and interpreting the results.
- Contact information.

Using the report





Key features

100 90 selecting answer 70 50 2021 2022 2023 2024 32.6% 30.6% 30.0% 28.5% Your org Best result 21.8% 21.7% 18.0% 17.1% 30.2% 29.8% 28.1% 26.4% verage resul 37.6% 36.9% 38.5% 39.2% Worst result 480 500 515 520 Responses

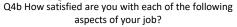
Question-level results are always reported as percentages; the **meaning of the value** is outlined along the axis. Summary measures and sub-scores are always on a 0-10pt scale where 10 is the best score attainable.

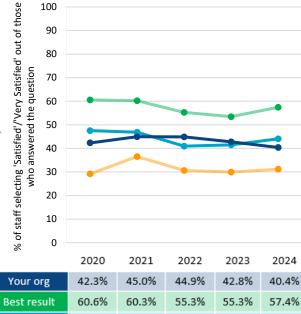
Colour coding highlights best / worst results, making it easy to spot questions where a lower percentage is a better or worse result.

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

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

Note this is example data





46.9%

36.5%

1255

41.0%

30.6%

1491

41.5%

29.9%

1325

44.0%

31.2%

517

Number of responses for the organisation for the given question.

Average result

Worst result

Responses

47.5%

29.2%

835

Tips on how to read, interpret and use the data are included in the Appendices

Note: Charts will only display data for the years where an organisation has data. For example, an organisation with three years of trend data will see charts such as q4b with data only in the 2022, 2023 and 2024 portions of the chart and table.





Organisation details

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.



Organisation details





Leeds Community Healthcare NHS Trust

Organisation details

Completed questionnaires 2017

2024 response rate

60%

2024 NHS Staff Survey



This organisation is benchmarked against:

Community Trusts



2024 benchmarking group details

Organisations in group: 14

Median response rate: 62%

No. of completed questionnaires: 28109

Survey details

Survey mode

Mixed







People Promise elements, themes and sub-score results

Survey Coordination Centre



People Promise elements, themes and sub-scores: Overview

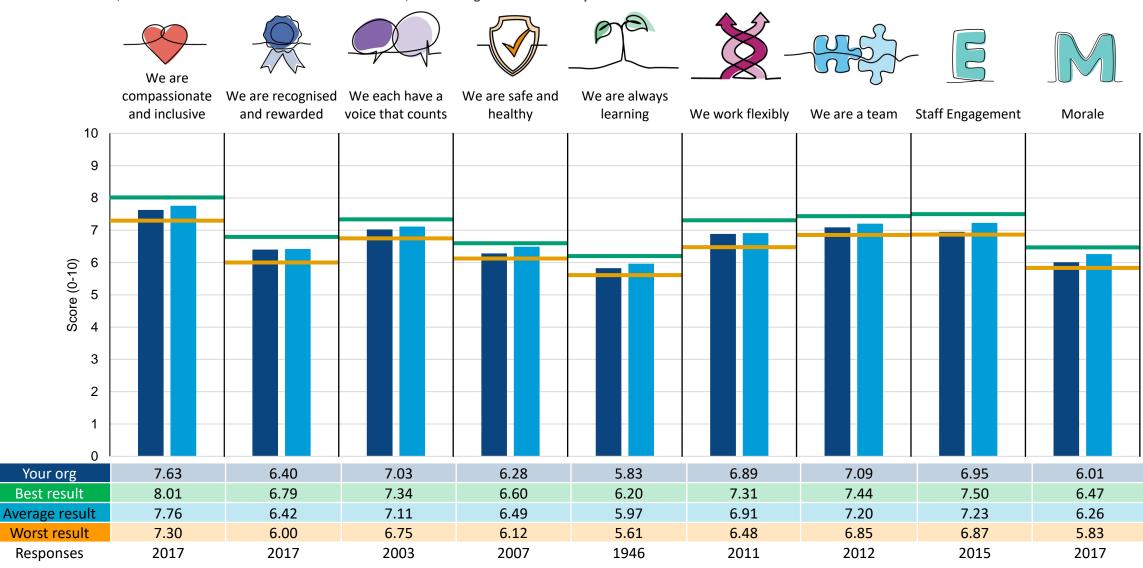
Note: where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

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.





Worst result

Responses

7.15

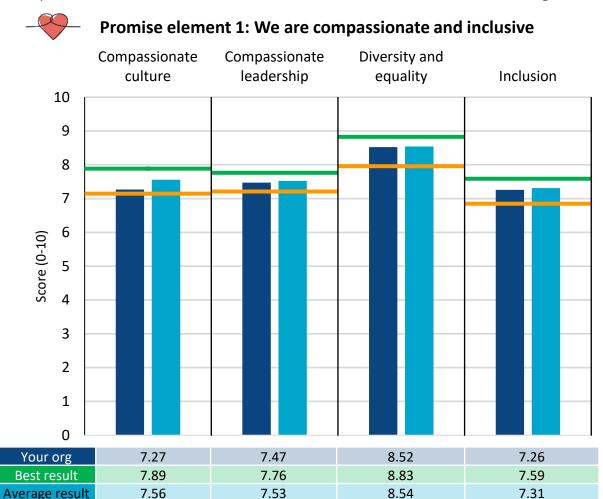
2013

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

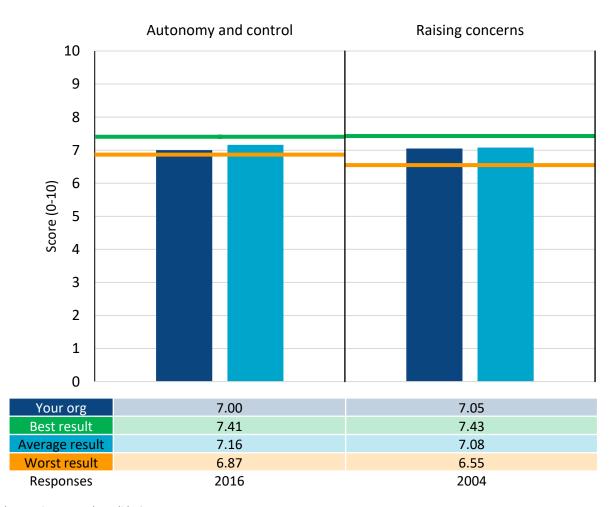


7.21

2015



Promise element 3: We each have a voice that counts



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 21.

7.96

2012

6.85

2011







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.

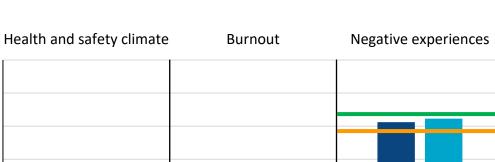


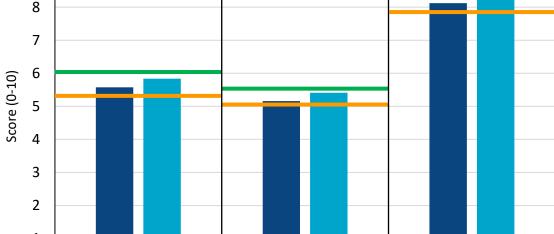
10

9

0

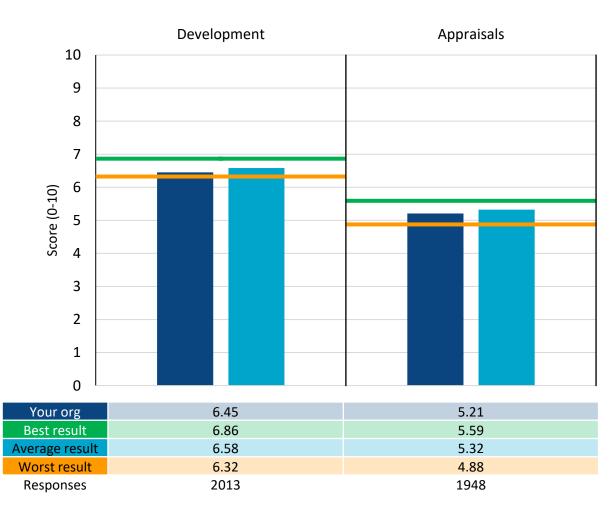
Promise element 4: We are safe and healthy





Your org	5.58	5.16	8.12
Best result	6.04	5.53	8.36
Average result	5.84	5.41	8.23
Worst result	5.32	5.05	7.85
Responses	2014	2015	2011

Promise element 5: We are always learning









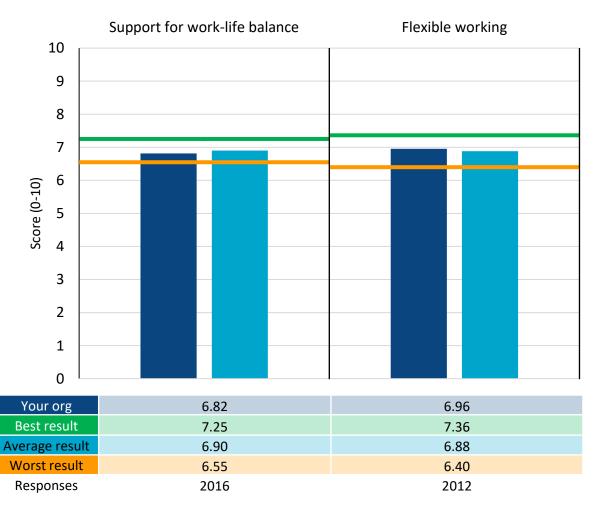
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

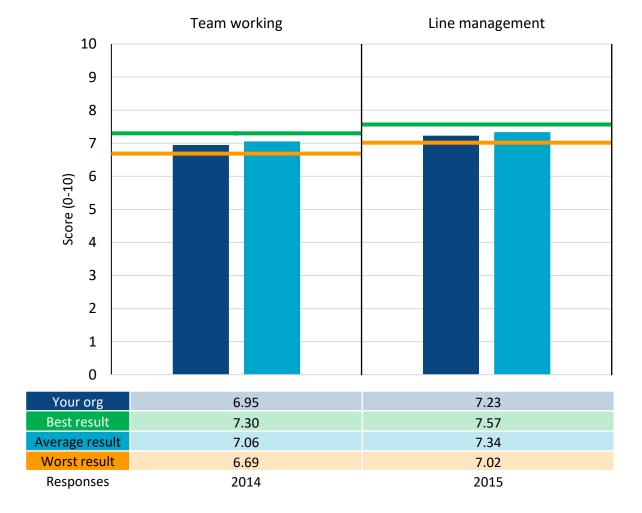


Promise element 6: We work flexibly



Promise element 7: We are a team



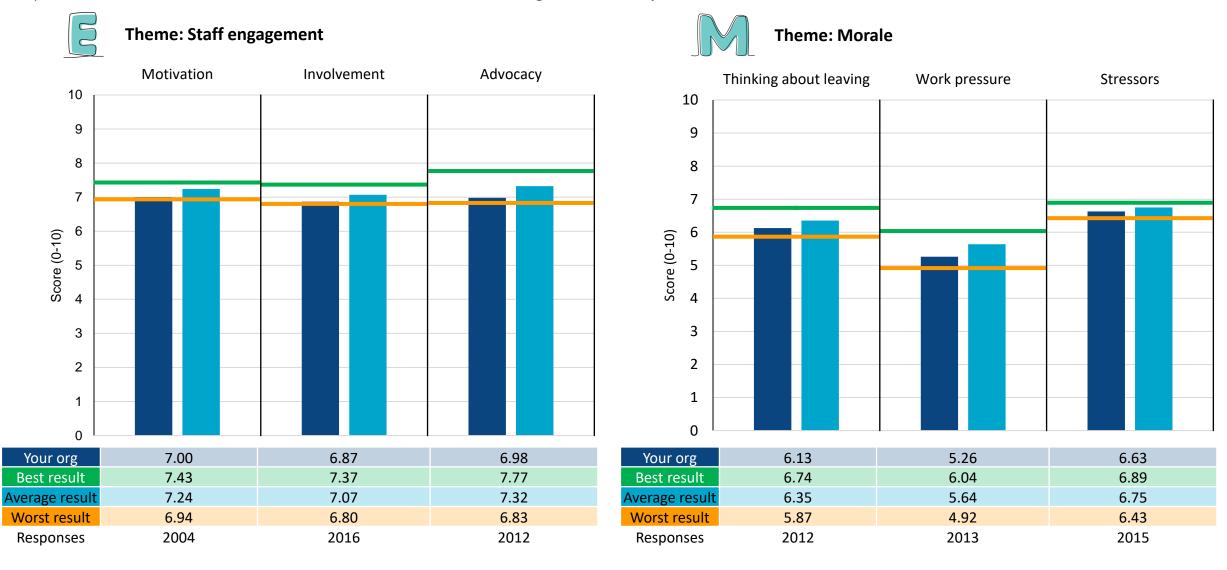








People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Survey Coordination Centre



People Promise elements, themes and sub-scores: Trends

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.







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





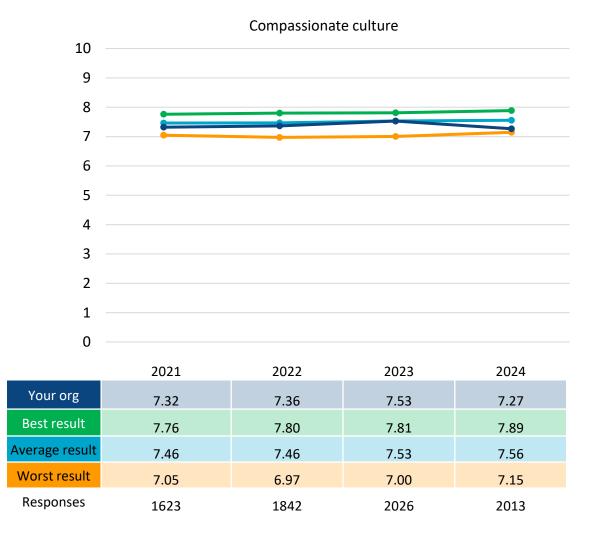




People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



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







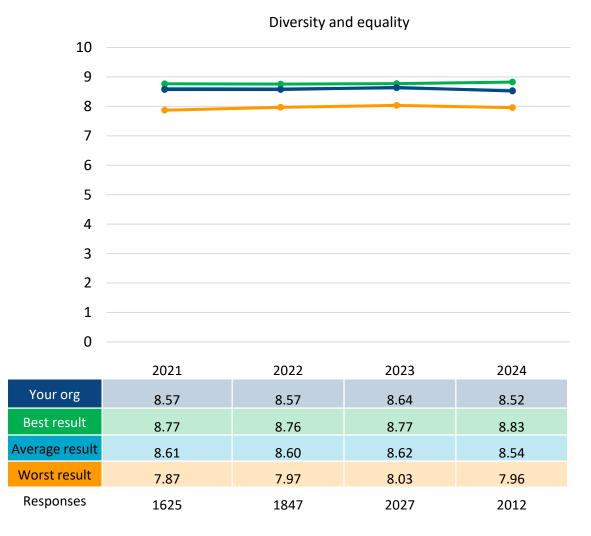




People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



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









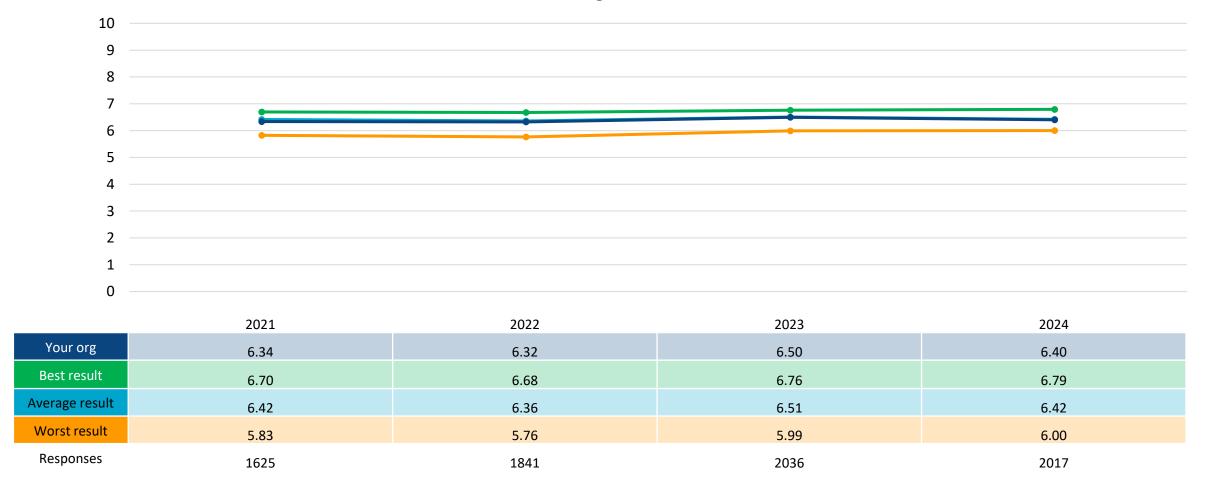


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 2: We are recognised and rewarded







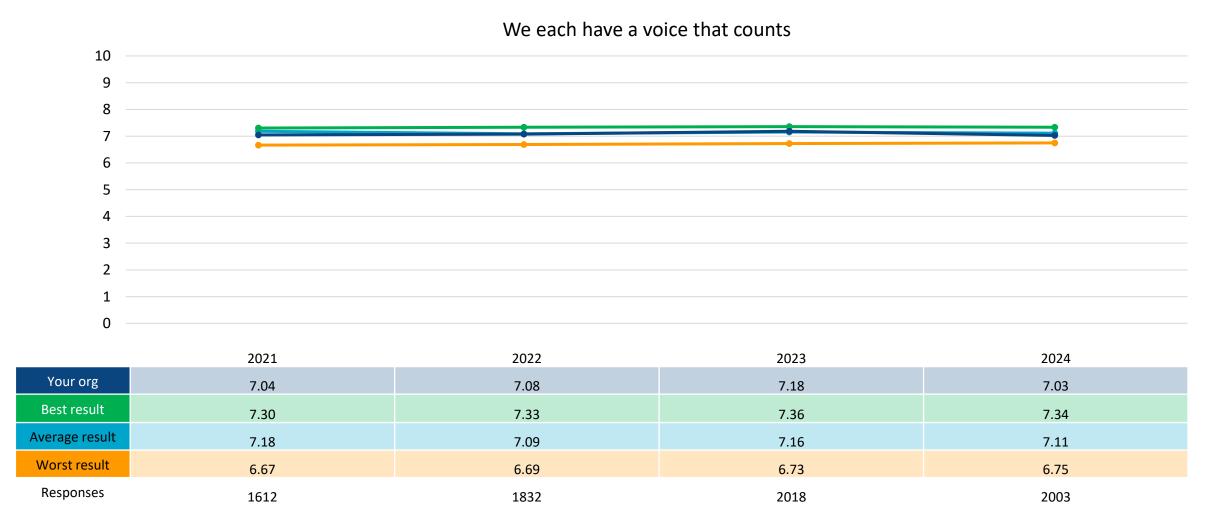




People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 3: We each have a voice that counts





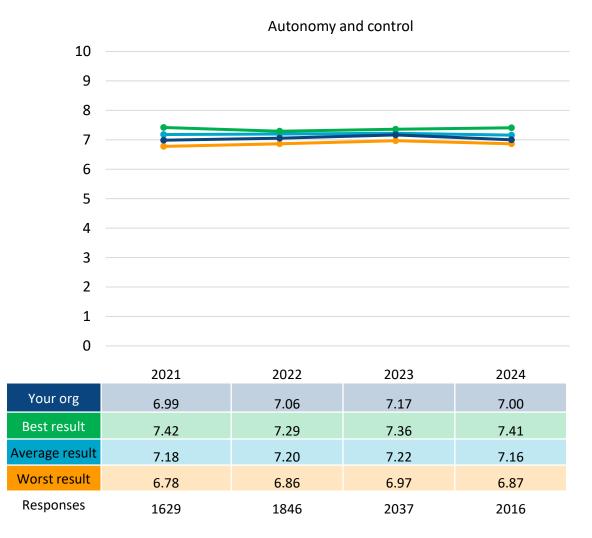


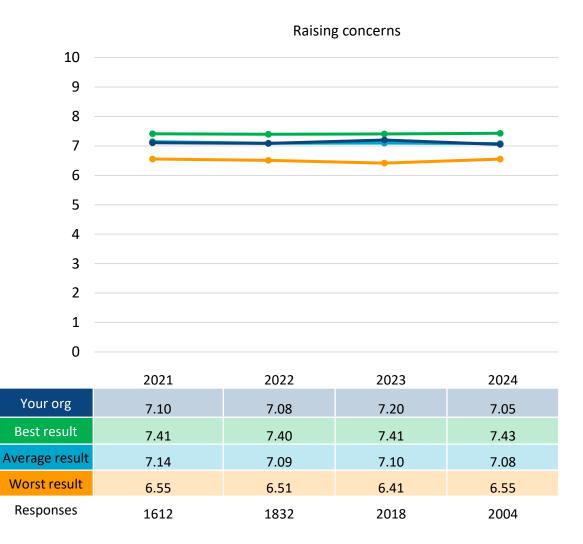


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 3: We each have a voice that counts











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



Note: 2023 results for 'We are safe and healthy' are now reported using corrected data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.



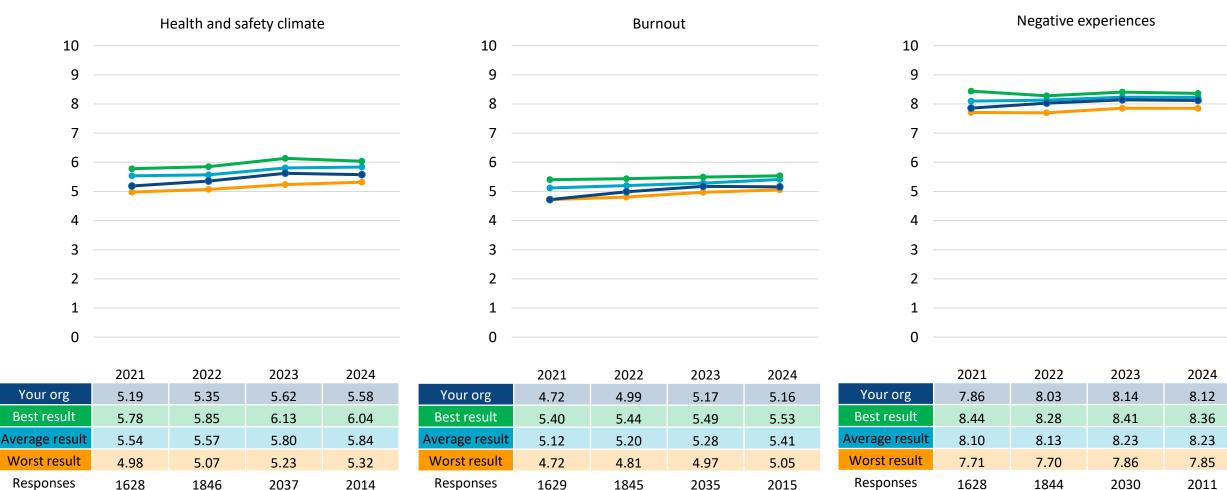




People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 4: We are safe and healthy



Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see https://www.nhsstaffsurveys.com/survey-documents/for more details.



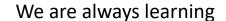


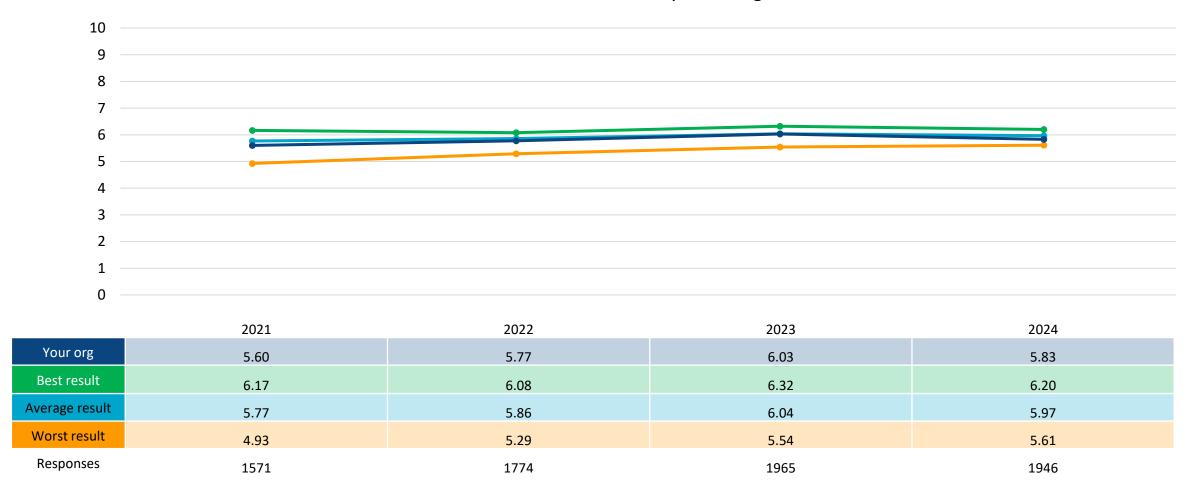


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 5: We are always learning







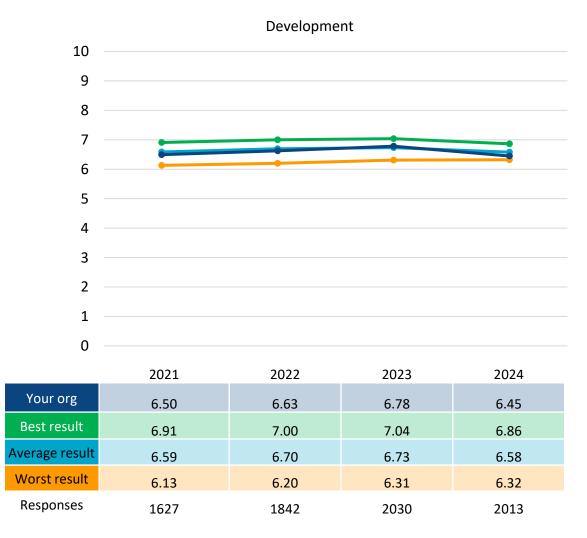


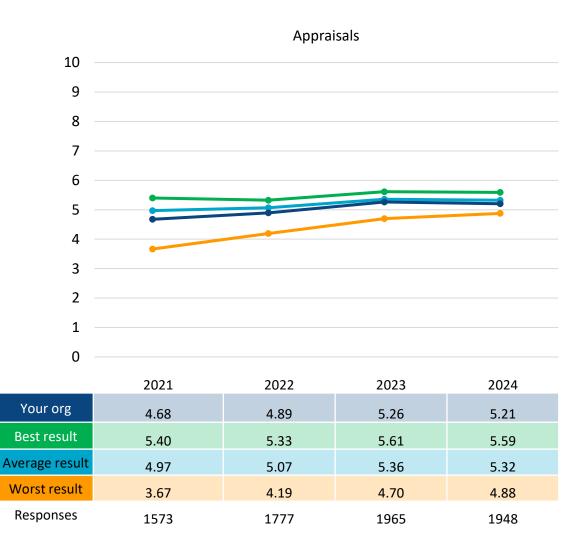


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 5: We are always learning











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





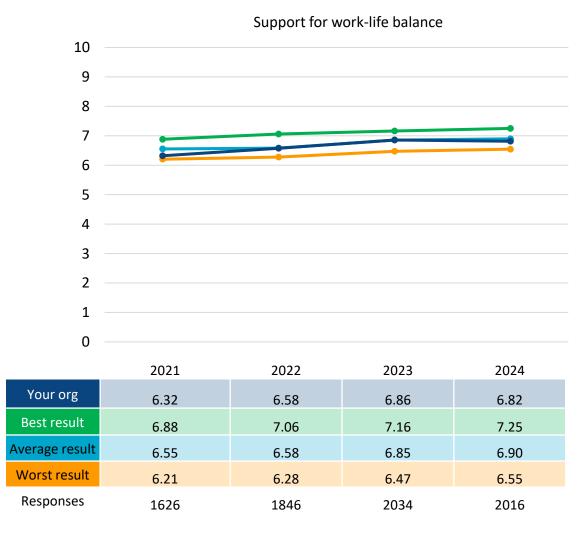




People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 6: We work flexibly







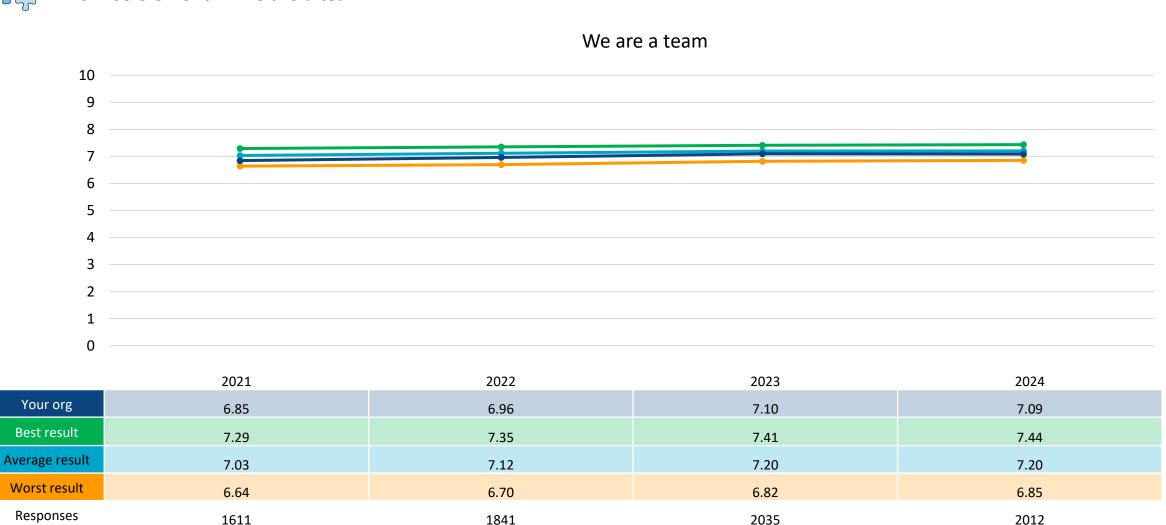




People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 7: We are a team





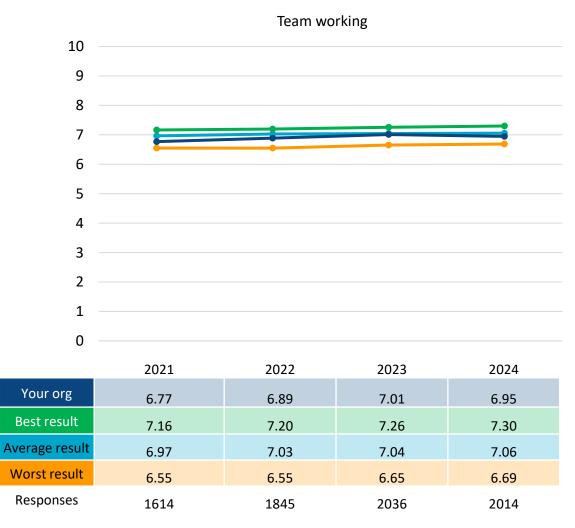




People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 7: We are a team







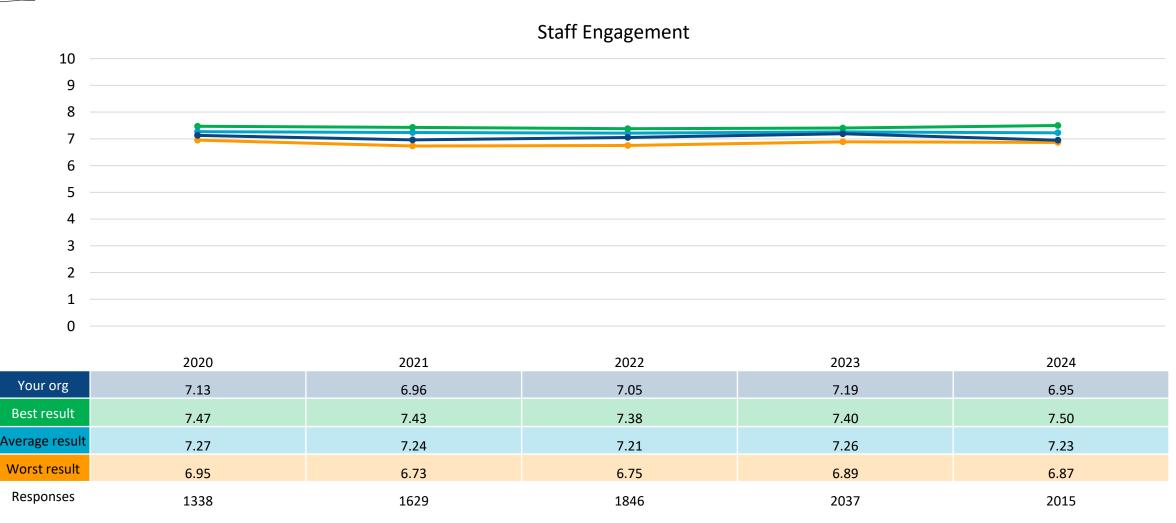




People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Theme: Staff Engagement





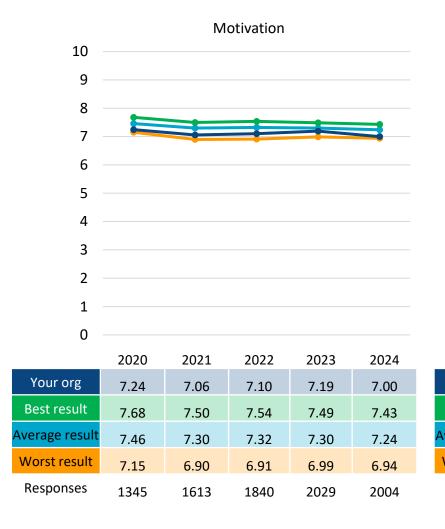




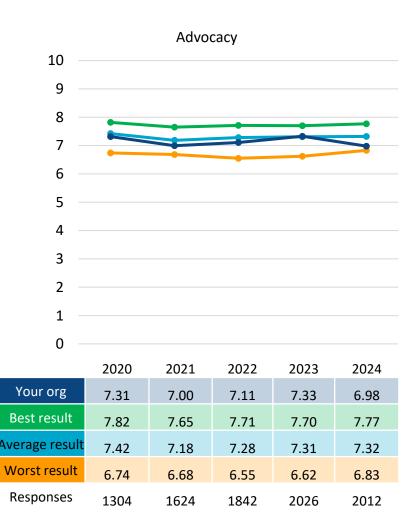
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Theme: Staff Engagement









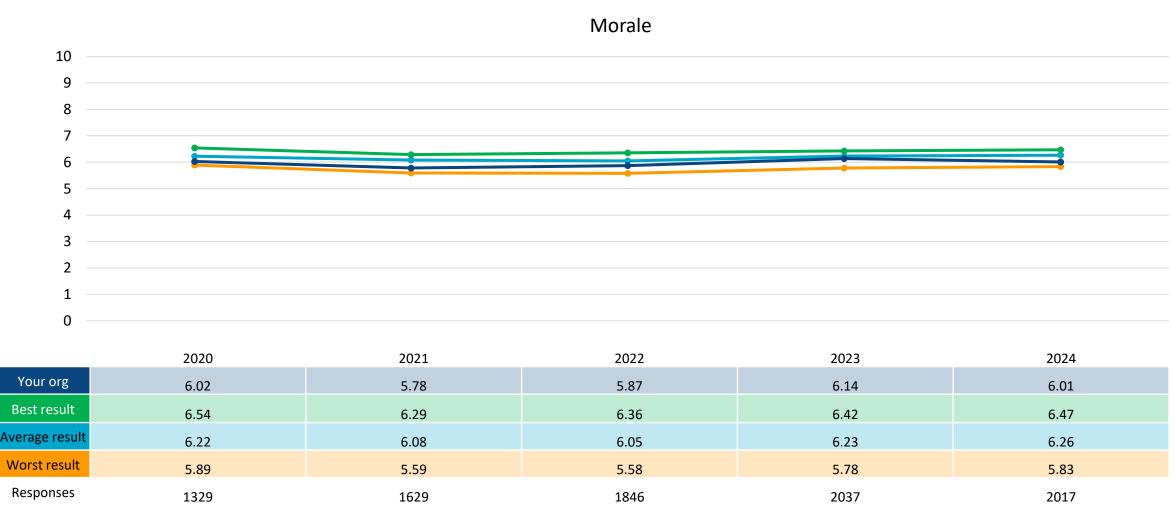




People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Theme: Morale





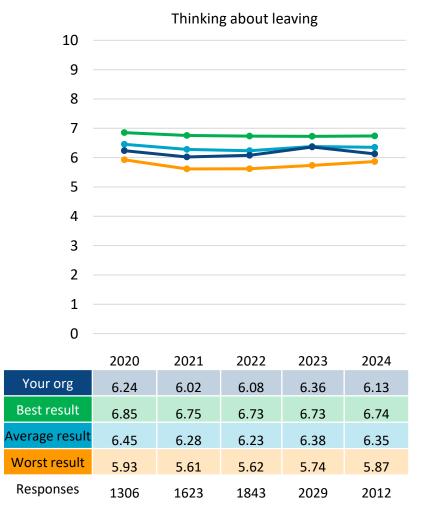




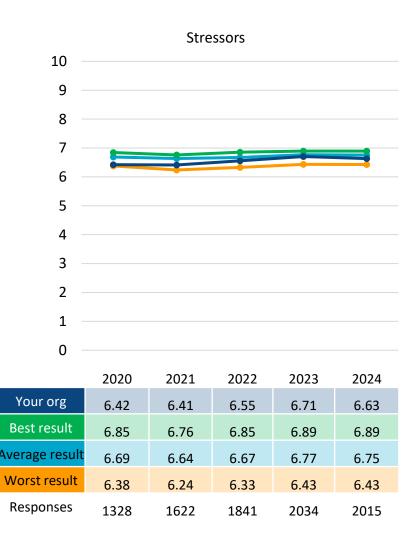
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Theme: Morale



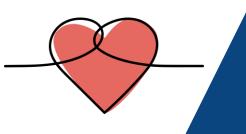




Survey Coordination Centre



People Promise element – We are compassionate and inclusive



Questions included:

Compassionate culture – Q6a, Q25a, Q25b, Q25c, Q25d Compassionate leadership – Q9f, Q9g, Q9h, Q9i

Diversity and equality – Q15, Q16a, Q16b, Q21

Inclusion – Q7h, Q7i, Q8b, Q8c

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.

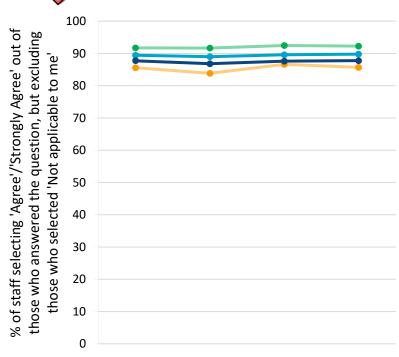
People Promise elements and theme results – We are compassionate and inclusive: Compassionate culture





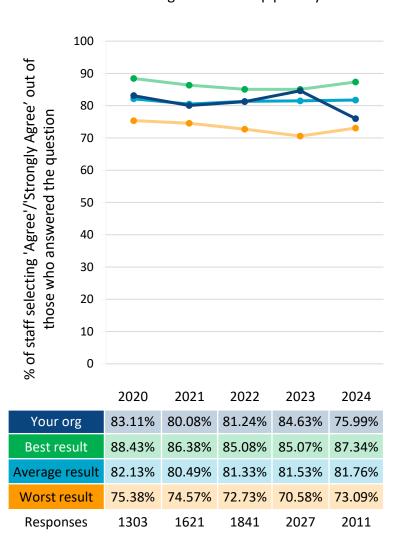


Q6a I feel that my role makes a difference to patients / service users.

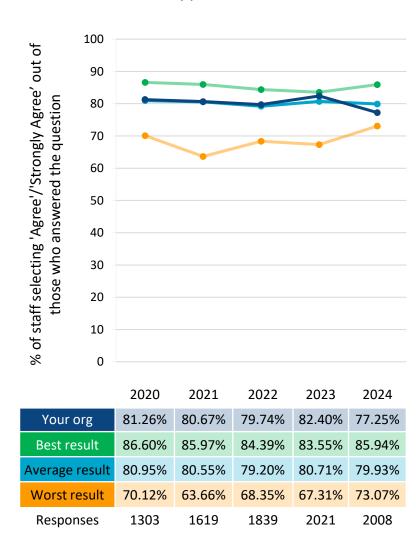


2021 2022 2023 2024 87.71% 86.82% 87.62% 87.77% Your org 91.71% 91.66% 92.46% 92.28% Best result 88.99% 89.77% 89.42% 89.58% Average result 85.59% 85.65% Worst result 83.84% 86.63% 1572 1800 1974 1955 Responses

Q25a Care of patients / service users is my organisation's top priority.



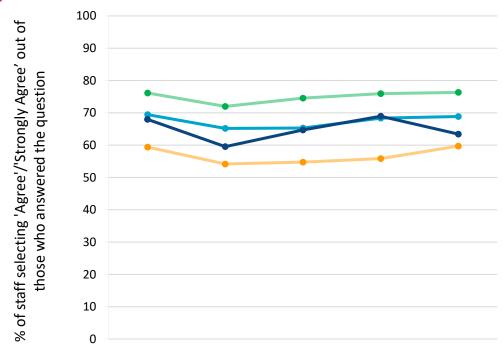
Q25b My organisation acts on concerns raised by patients / service users.





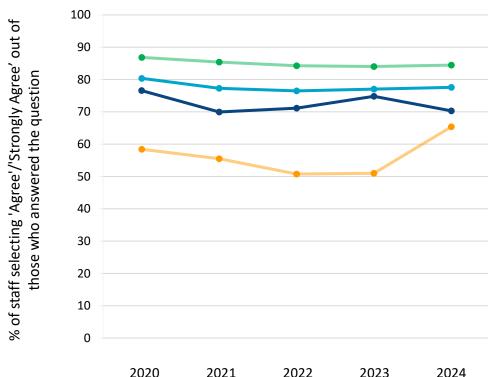


Q25c I would recommend my organisation as a place to work.



		2020	2021	2022	2023	2024
	Your org	67.97%	59.55%	64.73%	68.96%	63.41%
	Best result	76.15%	72.01%	74.57%	75.97%	76.34%
	Average result	69.46%	65.19%	65.31%	68.36%	68.89%
	Worst result	59.42%	54.18%	54.75%	55.86%	59.71%
	Responses	1302	1621	1841	2023	2009

Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



		2020	2021	2022	2023	2024
	Your org	76.57%	69.97%	71.16%	74.82%	70.31%
	Best result	86.86%	85.39%	84.27%	84.05%	84.46%
	Average result	80.38%	77.29%	76.50%	77.06%	77.59%
	Worst result	58.43%	55.52%	50.76%	50.99%	65.41%
	Responses	1305	1619	1838	2022	2005

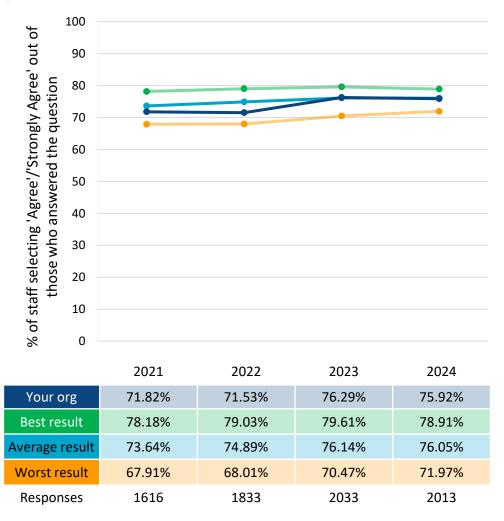




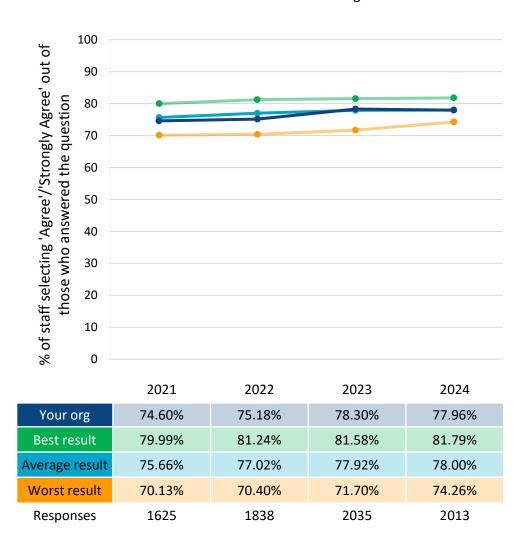




Q9f My immediate manager works together with me to come to an understanding of problems.



Q9g My immediate manager is interested in listening to me when I describe challenges I face.



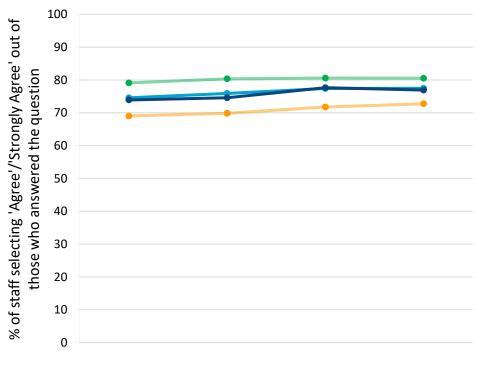






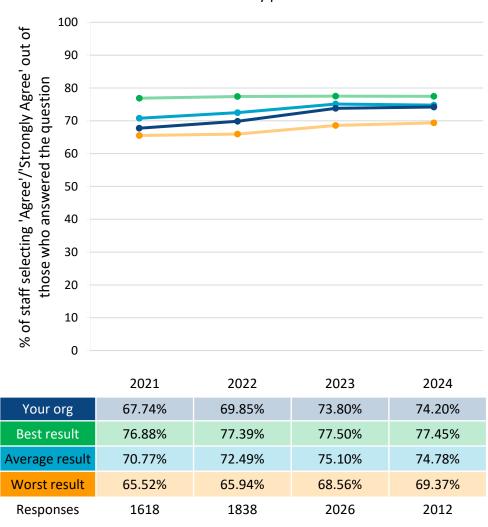


Q9h My immediate manager cares about my concerns.



		2021	2022	2023	2024
	Your org	73.90%	74.59%	77.65%	76.94%
	Best result	79.10%	80.33%	80.58%	80.53%
	Average result	74.57%	75.89%	77.40%	77.45%
	Worst result	69.03%	69.87%	71.77%	72.75%
	Responses	1621	1837	2031	2013

Q9i My immediate manager takes effective action to help me with any problems I face.

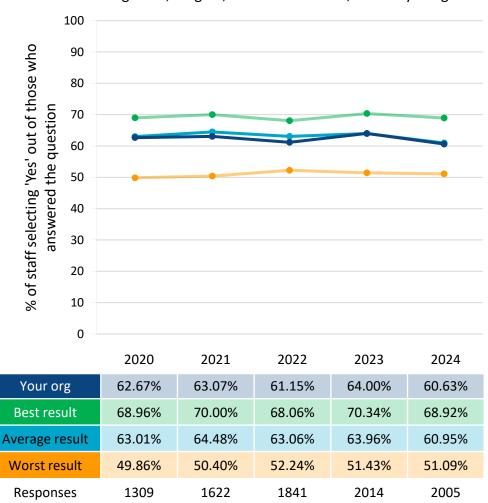




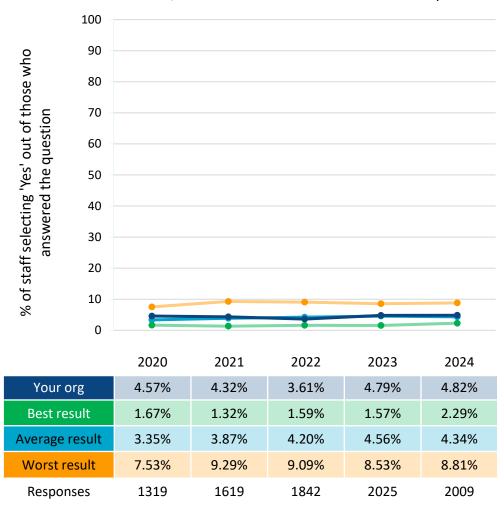




Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



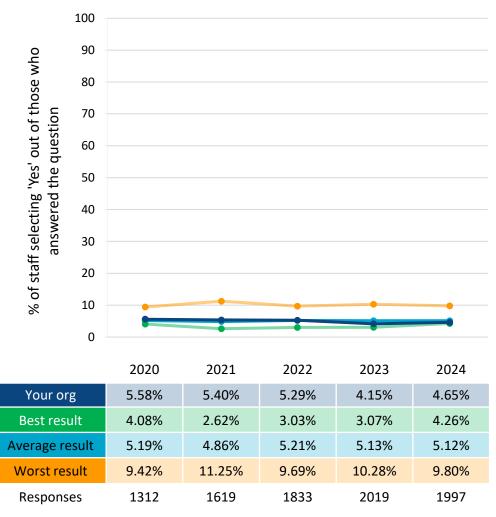




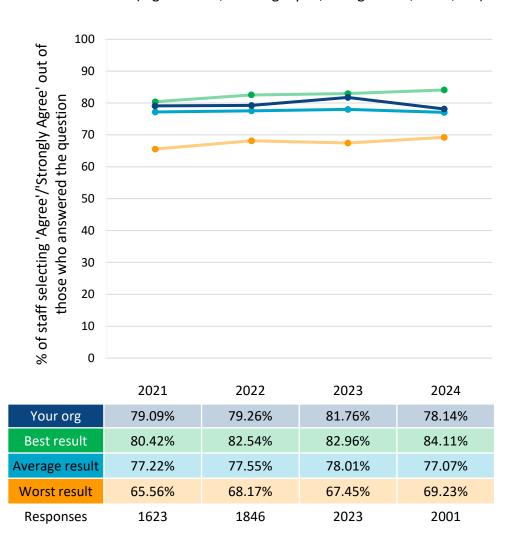




Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



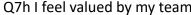


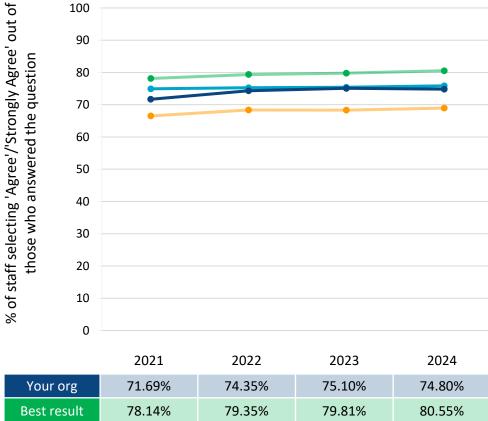






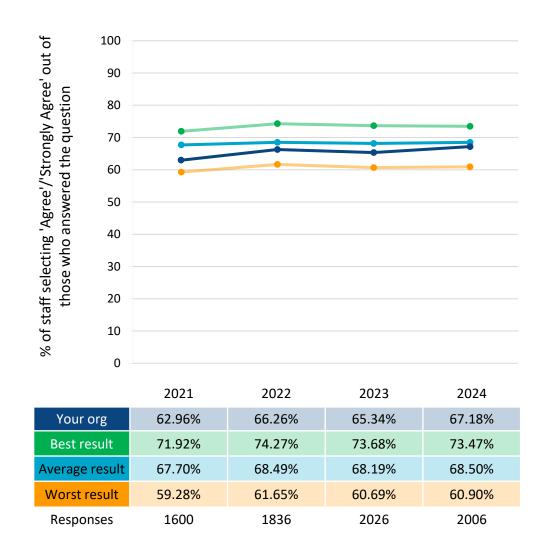
Q7h I feel valued by my team.





	2021	2022	2023	2024
Your org	71.69%	74.35%	75.10%	74.80%
Best result	78.14%	79.35%	79.81%	80.55%
Average result	74.93%	75.27%	75.43%	75.86%
Worst result	66.52%	68.37%	68.31%	68.96%
Responses	1602	1836	2022	2004

Q7i I feel a strong personal attachment to my team.



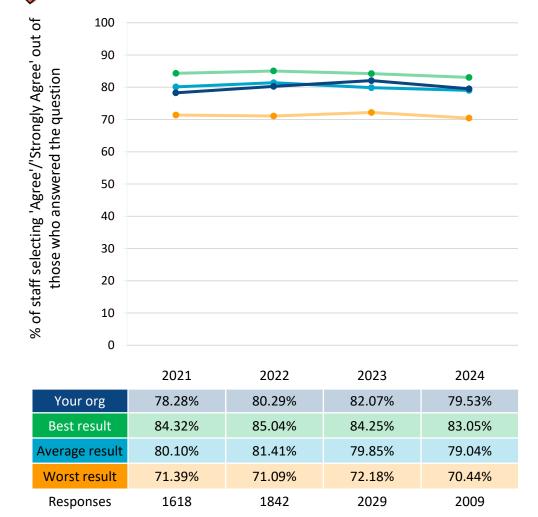




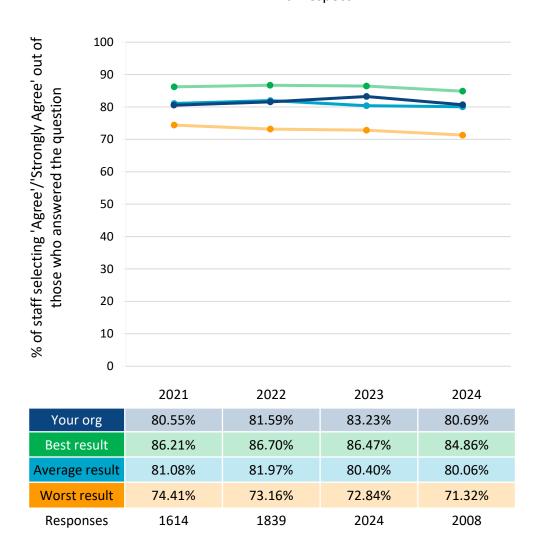




Q8b The people I work with are understanding and kind to one another.



Q8c The people I work with are polite and treat each other with respect.







People Promise element – We are recognised and rewarded



Questions included: Q4a, Q4b, Q4c, Q8d, Q9e

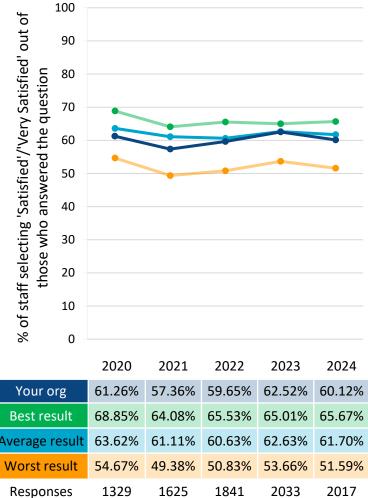
People Promise elements and theme results – We are recognised and rewarded



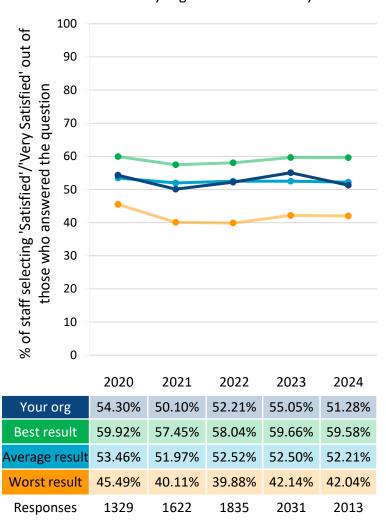




Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



Q4b How satisfied are you with each of the following aspects of your job? The extent to which my organisation values my work.



Q4c How satisfied are you with each of the following aspects of your job? My level of pay.

