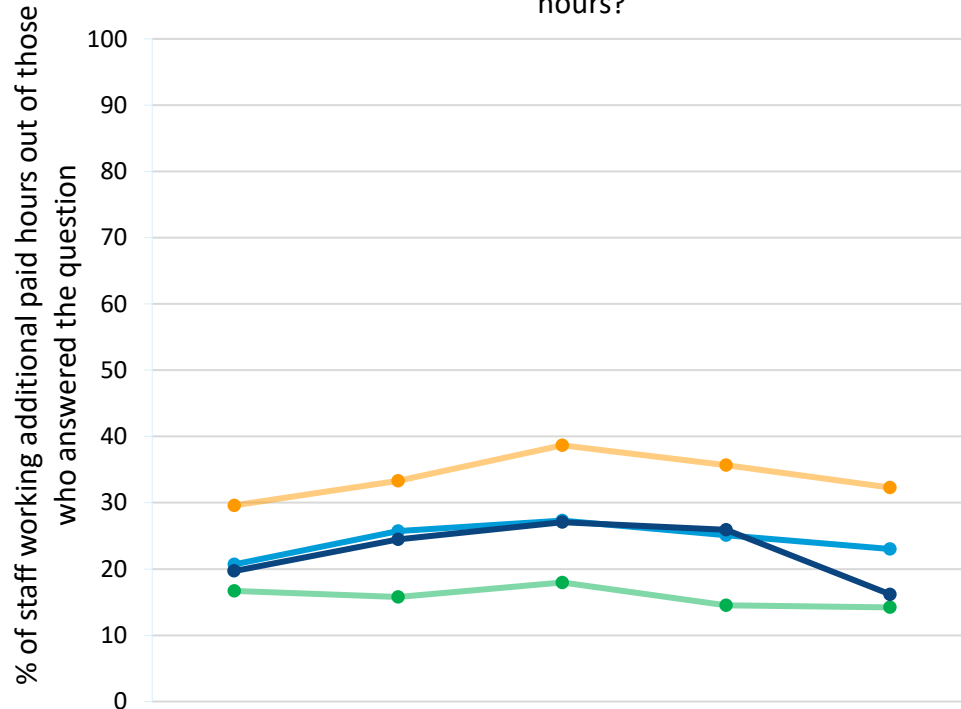Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?

	2020	2021	2022	2023	2024
Your org	19.69%	24.45%	27.06%	25.90%	16.18%
Lowest	16.71%	15.76%	17.97%	14.54%	14.21%
Average	20.69%	25.72%	27.30%	25.08%	23.02%
Highest	29.60%	33.28%	38.67%	35.67%	32.28%
Responses	1315	1575	1798	1993	1959

Q10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?
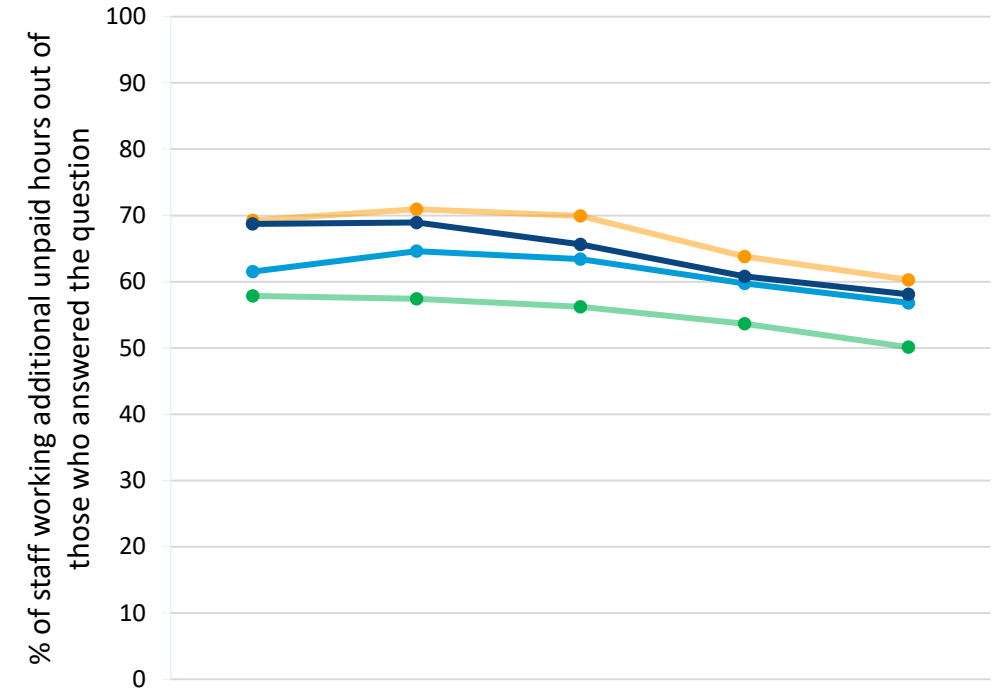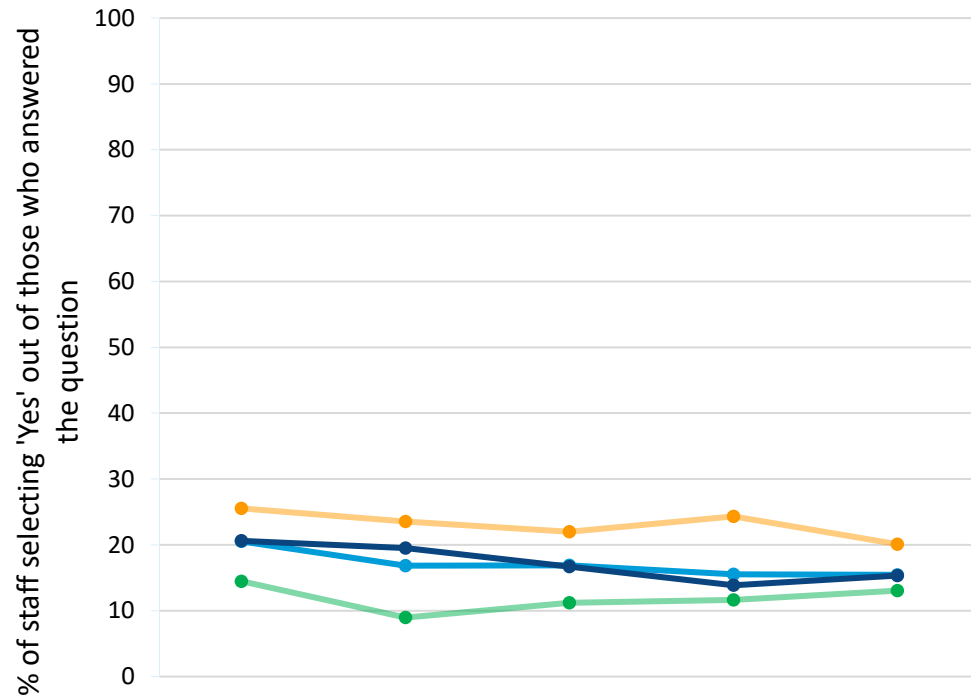

	2020	2021	2022	2023	2024
Your org	68.71%	68.94%	65.64%	60.81%	58.09%
Lowest	57.86%	57.44%	56.24%	53.64%	50.11%
Average	61.52%	64.61%	63.41%	59.76%	56.81%
Highest	69.26%	70.95%	69.91%	63.82%	60.29%
Responses	1316	1578	1808	1998	1975

Q11e* Have you felt pressure from your manager to come to work?

% of staff selecting 'Yes' out of those who answered the question

	2020	2021	2022	2023	2024
Your org	20.61%	19.53%	16.70%	13.86%	15.36%
Best result	14.48%	8.95%	11.22%	11.63%	13.05%
Average result	20.53%	16.84%	16.90%	15.54%	15.45%
Worst result	25.54%	23.53%	22.00%	24.30%	20.10%
Responses	652	919	1060	1103	1138

*Q11e is only answered by staff who responded 'Yes' to Q11d.

Q16c.1 On what grounds have you experienced discrimination? - Ethnic background.

% of staff saying they have experienced discrimination on each basis out of those who answered the question
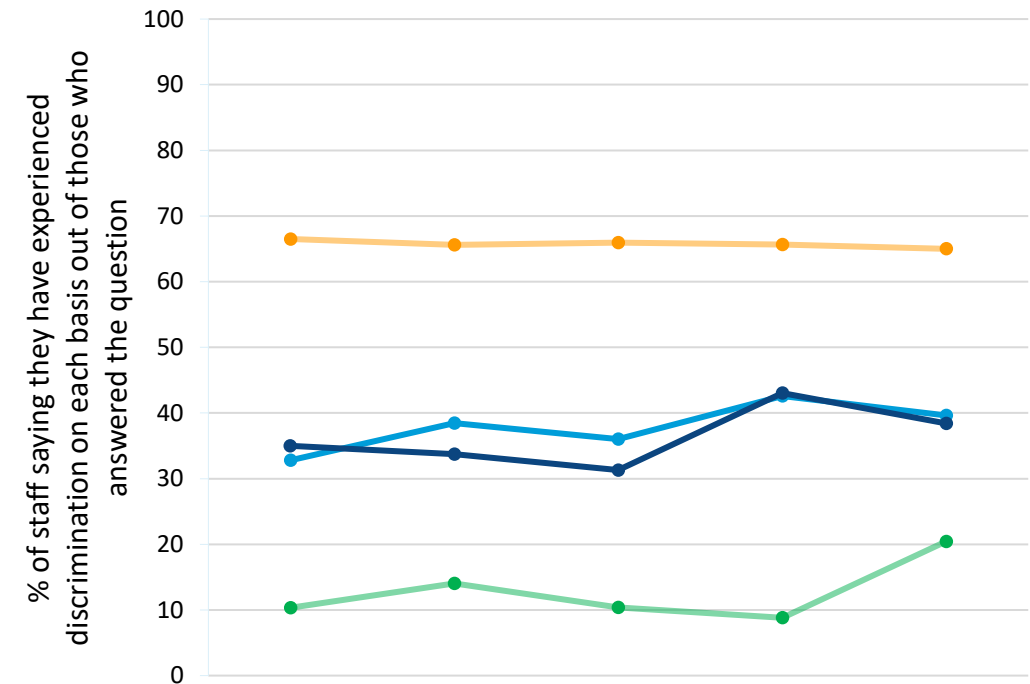
	2020	2021	2022	2023	2024
Your org	34.99%	33.71%	31.30%	43.03%	38.38%
Best result	10.34%	14.03%	10.39%	8.81%	20.45%
Average result	32.79%	38.47%	36.01%	42.58%	39.64%
Worst result	66.50%	65.62%	65.95%	65.67%	65.00%
Responses	112	131	150	161	168

Q16c.2 On what grounds have you experienced discrimination? – Gender.
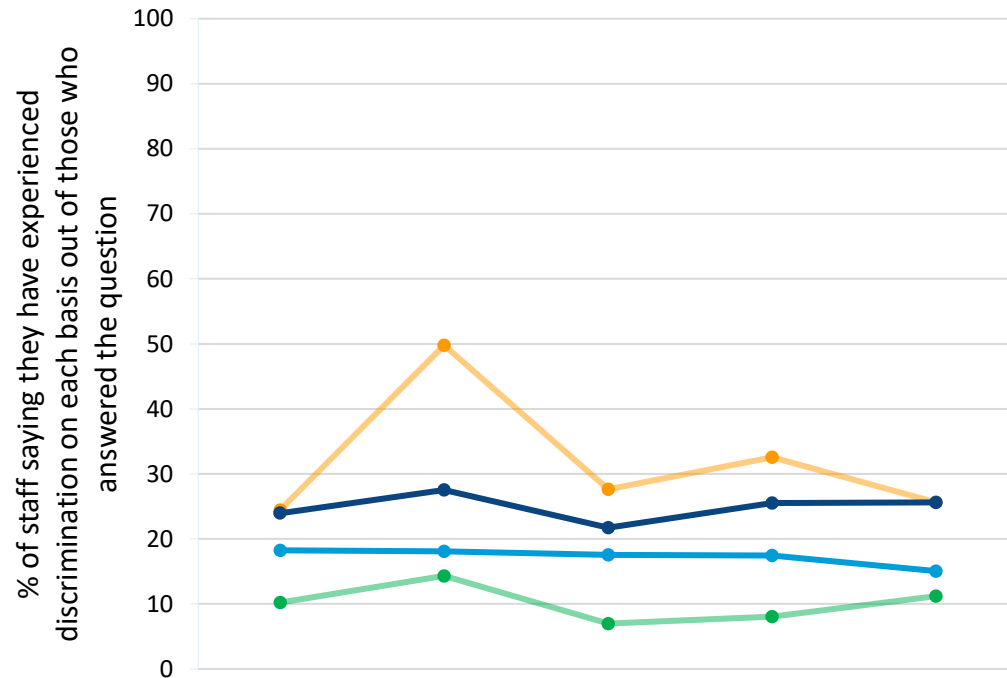
	2020	2021	2022	2023	2024
Your org	23.96%	27.52%	21.73%	25.52%	25.60%
Best result	10.23%	14.32%	6.98%	8.06%	11.20%
Average result	18.25%	18.08%	17.57%	17.45%	15.05%
Worst result	24.46%	49.77%	27.64%	32.54%	25.60%
Responses	112	131	150	161	168

Q16c.3 On what grounds have you experienced discrimination? – Religion.
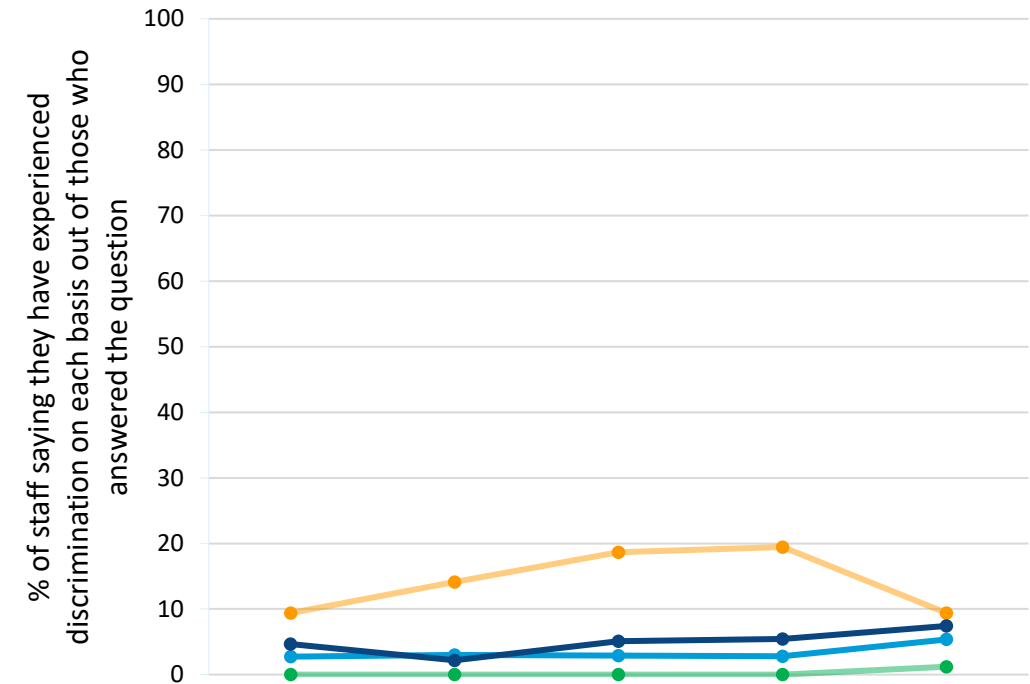
	2020	2021	2022	2023	2024
Your org	4.63%	2.18%	5.09%	5.45%	7.42%
Best result	0.00%	0.00%	0.00%	0.00%	1.20%
Average result	2.74%	3.01%	2.89%	2.81%	5.36%
Worst result	9.40%	14.13%	18.64%	19.45%	9.38%
Responses	112	131	150	161	168

Q16c.4 On what grounds have you experienced discrimination? – Sexual orientation.
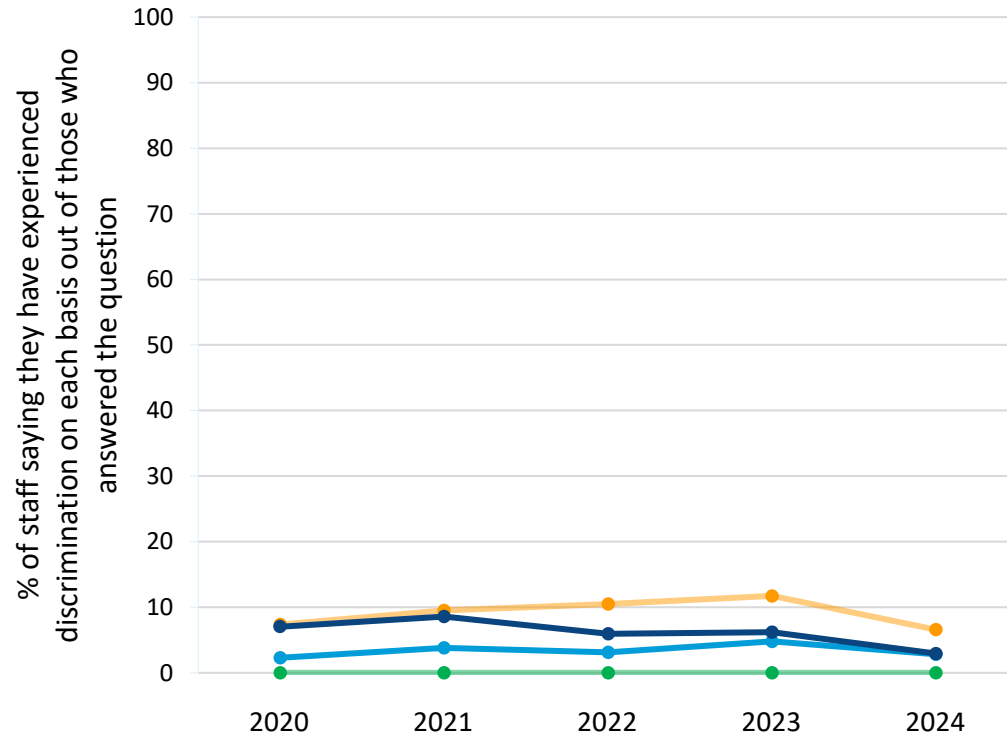
	2020	2021	2022	2023	2024
Your org	7.04%	8.58%	5.96%	6.19%	2.94%
Best result	0.00%	0.00%	0.00%	0.00%	0.00%
Average result	2.30%	3.80%	3.12%	4.80%	2.85%
Worst result	7.39%	9.51%	10.51%	11.74%	6.58%
Responses	112	131	150	161	168

Q16c.5 On what grounds have you experienced discrimination? – Disability.
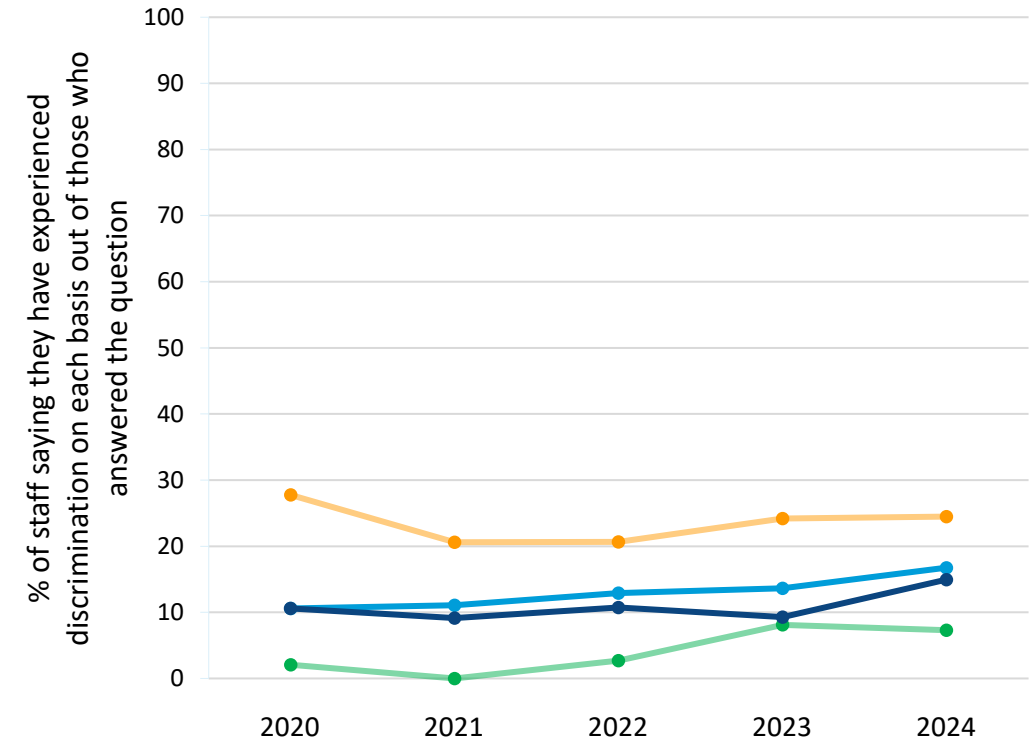
	2020	2021	2022	2023	2024
Your org	10.57%	9.14%	10.72%	9.29%	14.95%
Best result	2.07%	0.00%	2.69%	8.10%	7.28%
Average result	10.59%	11.10%	12.91%	13.62%	16.76%
Worst result	27.75%	20.60%	20.65%	24.17%	24.49%
Responses	112	131	150	161	168

Q16c.6 On what grounds have you experienced discrimination? – Age.
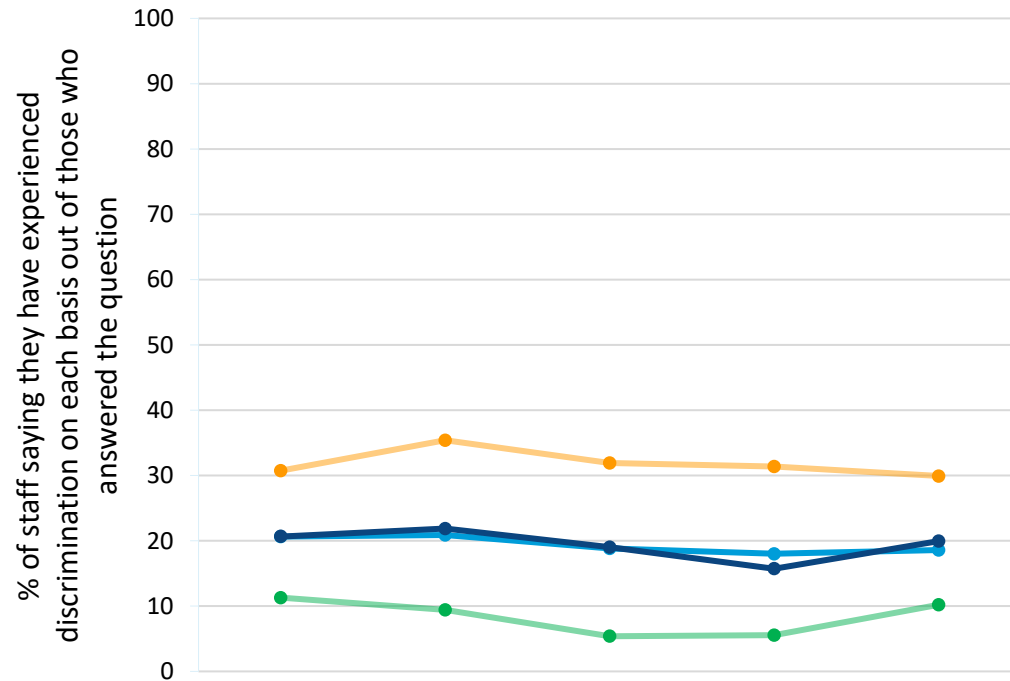
	2020	2021	2022	2023	2024
Your org	20.67%	21.88%	19.02%	15.72%	19.94%
Best result	11.30%	9.42%	5.38%	5.55%	10.23%
Average result	20.67%	20.89%	18.83%	18.02%	18.60%
Worst result	30.75%	35.40%	31.90%	31.39%	29.93%
Responses	112	131	150	161	168

Q16c.7 On what grounds have you experienced discrimination? – Other.
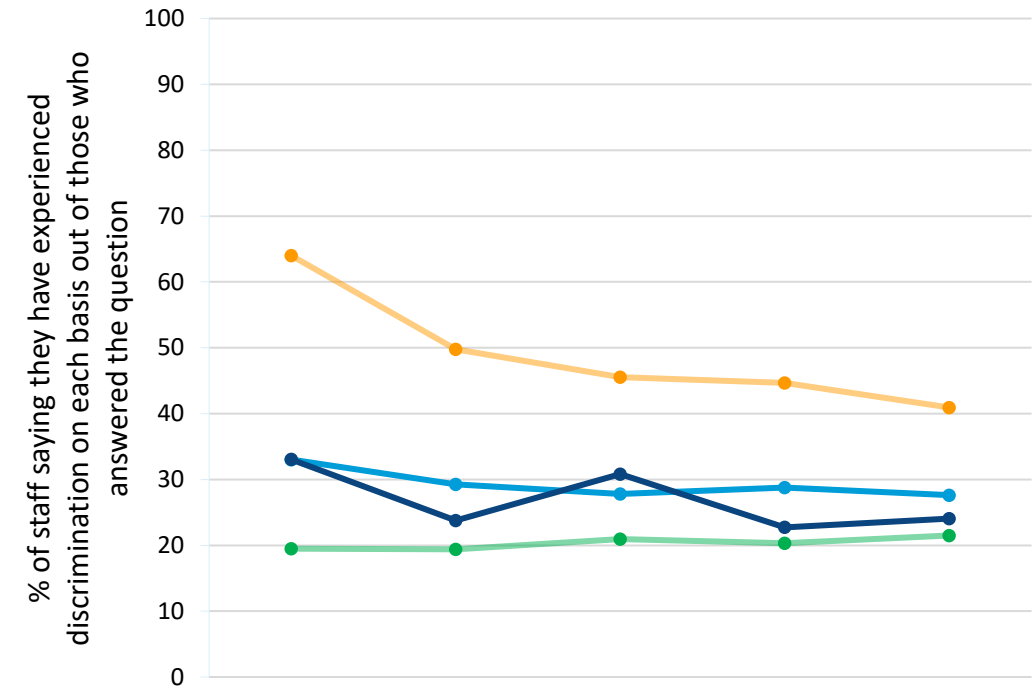
|	2020	2021	2022	2023	2024
Your org	33.03%	23.78%	30.79%	22.72%	24.07%
Best result	19.51%	19.40%	20.96%	20.34%	21.50%
Average result	33.02%	29.24%	27.79%	28.77%	27.62%
Worst result	64.01%	49.75%	45.52%	44.65%	40.93%
Responses	112	131	150	161	168

Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?
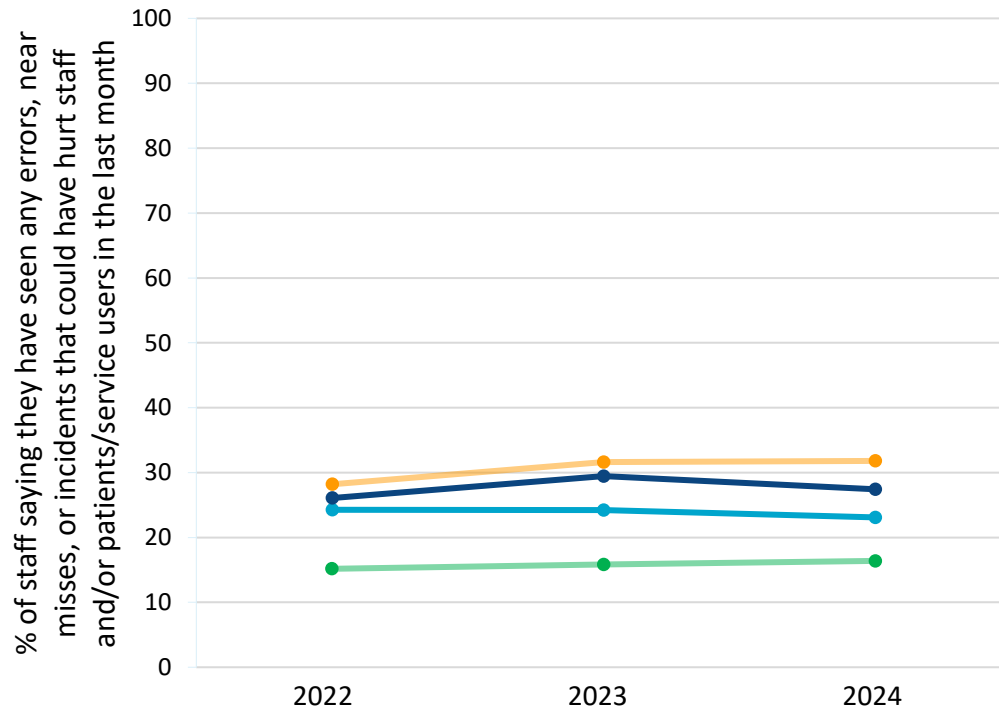
	2022	2023	2024
Your org	26.07%	29.46%	27.40%
Best result	15.17%	15.84%	16.39%
Average result	24.27%	24.21%	23.09%
Worst result	28.20%	31.62%	31.79%
Responses	1835	1995	1987

Q19a My organisation treats staff who are involved in an error, near miss or incident fairly.
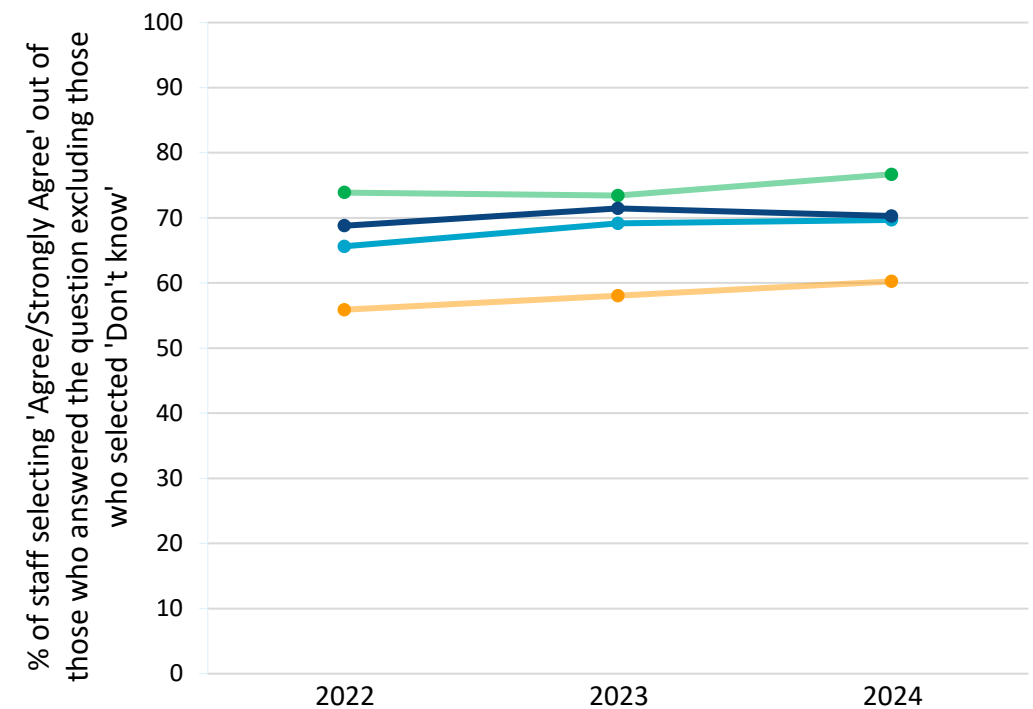
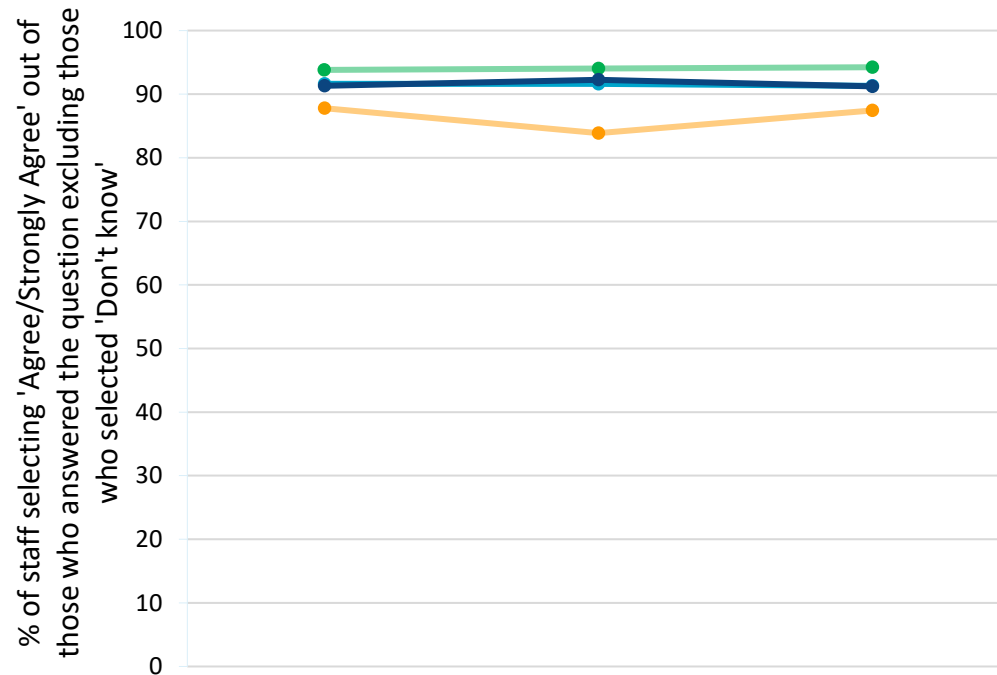|	2022	2023	2024
Your org	68.80%	71.46%	70.31%
Best result	73.90%	73.43%	76.70%
Average result	65.64%	69.15%	69.69%
Worst result	55.90%	58.06%	60.25%
Responses	1437	1593	1605

Q19b My organisation encourages us to report errors, near misses or incidents.

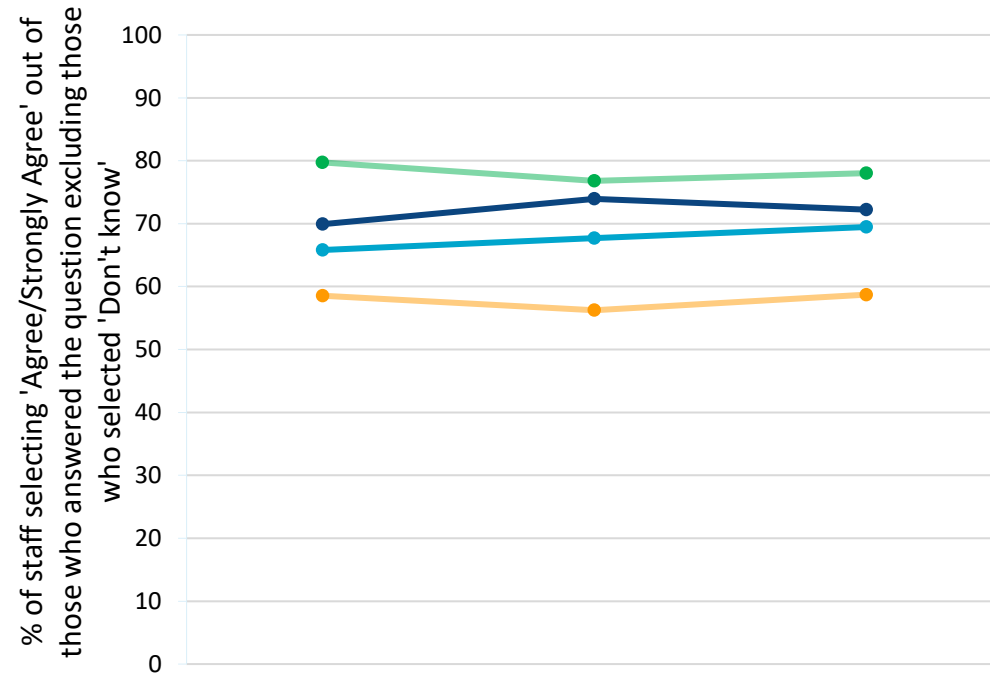|	2022	2023	2024
Your org	91.33%	92.25%	91.22%
Best result	93.81%	94.01%	94.23%
Average result	91.63%	91.61%	91.31%
Worst result	87.79%	83.87%	87.45%
Responses	1776	1962	1948

Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.
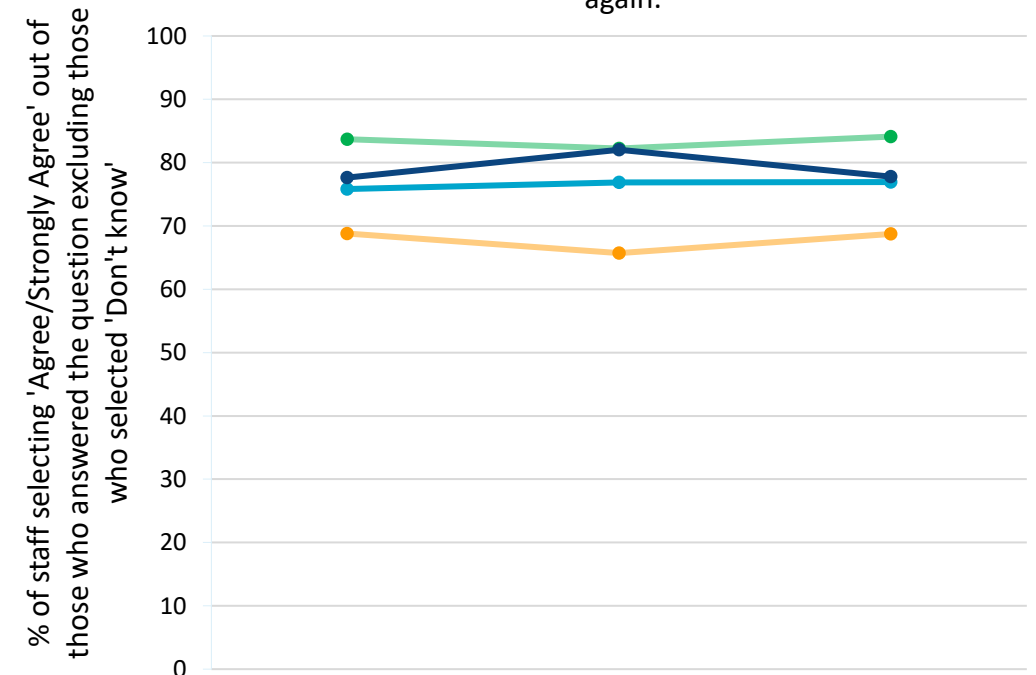
	2022	2023	2024
Your org	77.64%	82.03%	77.80%
Best result	83.67%	82.23%	84.11%
Average result	75.83%	76.87%	76.93%
Worst result	68.80%	65.71%	68.75%
Responses	1635	1830	1811

Survey Coordination Centre

NHS

Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.

% of staff selecting 'Agree/Strongly Agree' out of those who answered the question excluding those who selected 'Don't know'

	2022	2023	2024
Your org	69.92%	73.94%	72.23%
Best result	79.74%	76.81%	78.01%
Average result	65.82%	67.71%	69.47%
Worst result	58.57%	56.24%	58.72%
Responses	1672	1856	1849

Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?

% of staff selecting 'Yes' out of those who answered the question excluding those who select 'No adjustment required'
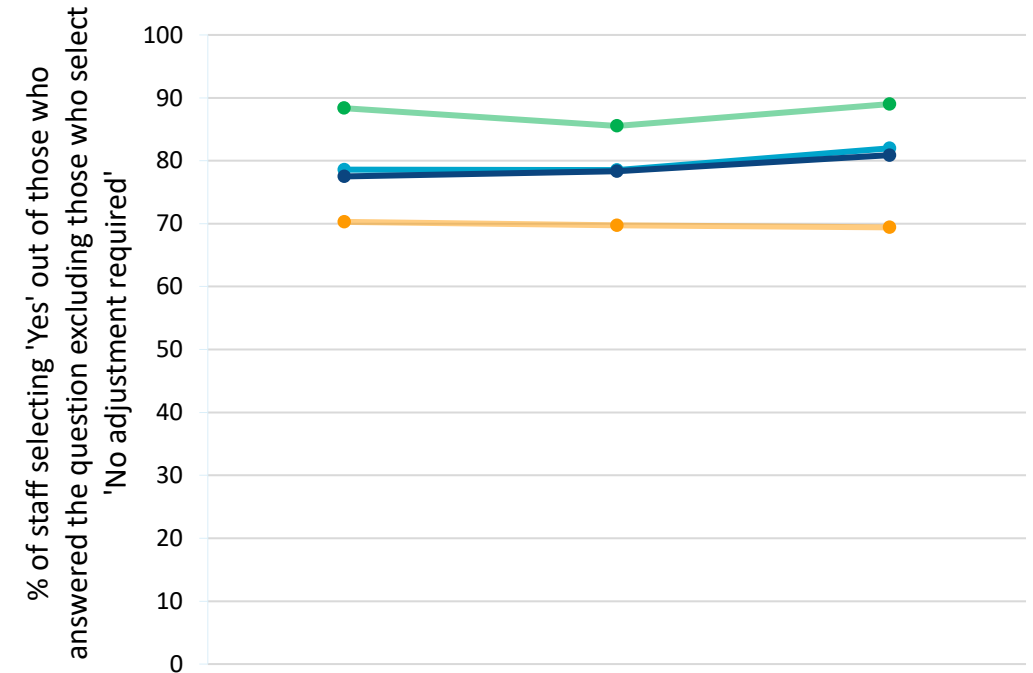
	2022	2023	2024
Your org	77.51%	78.33%	80.89%
Best result	88.38%	85.53%	89.01%
Average result	78.59%	78.52%	81.98%
Worst result	70.29%	69.73%	69.42%
Responses	295	329	369

Q26d.1 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job within this organisation.

% of staff saying this would be their most likely destination out of those who answered the question
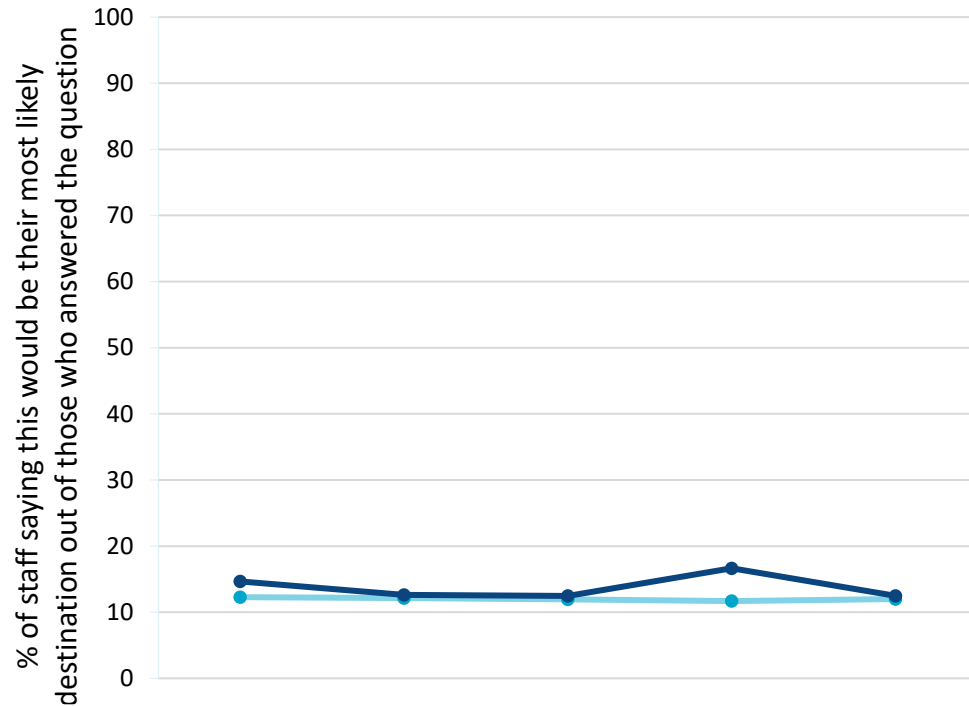
	2020	2021	2022	2023	2024
Your org	14.63%	12.63%	12.46%	16.65%	12.47%
Average	12.28%	12.16%	11.94%	11.68%	12.01%
Responses	1278	1457	1669	1802	1837

Q26d.2 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job in a different NHS Trust/organisation.

% of staff saying this would be their most likely destination out of those who answered the question
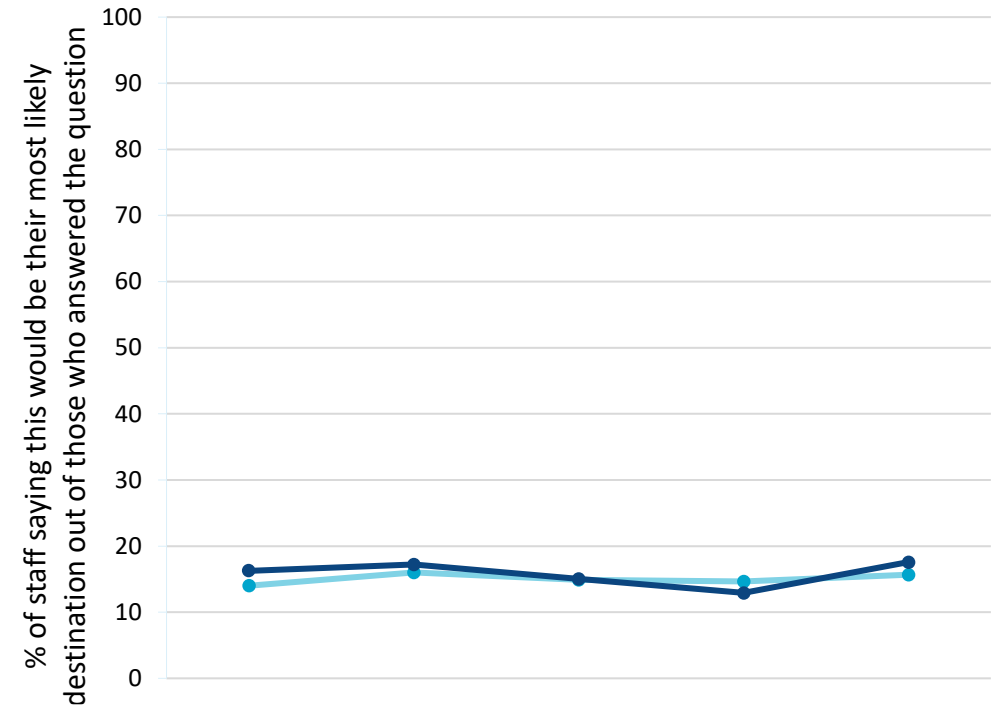
	2020	2021	2022	2023	2024
Your org	16.28%	17.23%	15.04%	12.93%	17.58%
Average	14.01%	16.02%	14.89%	14.65%	15.68%
Responses	1278	1457	1669	1802	1837

Q26d.3 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job in healthcare, but outside the NHS.
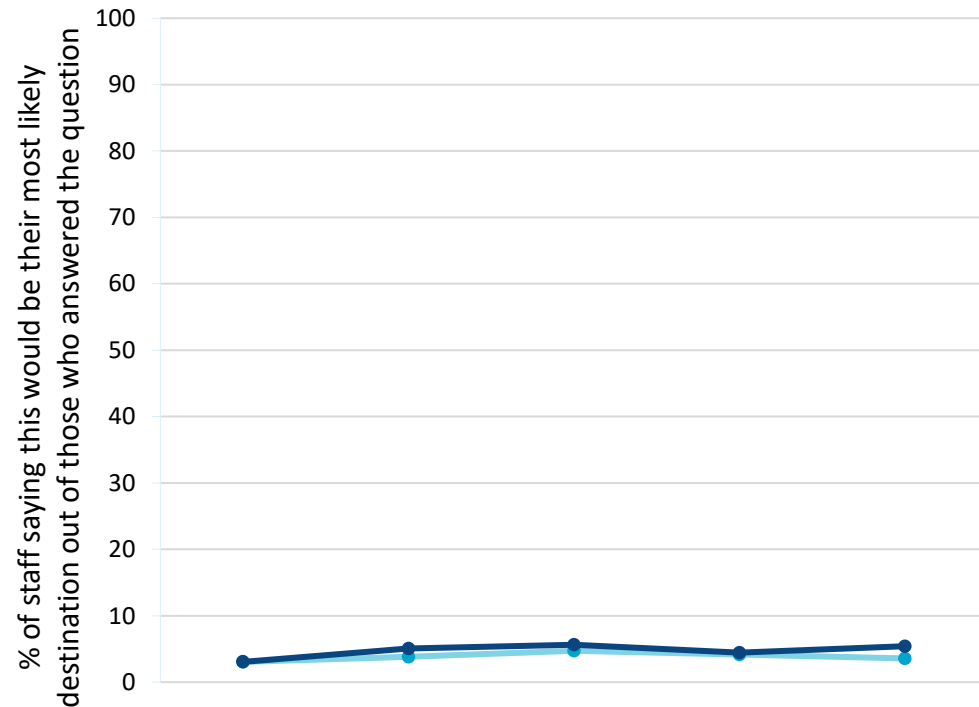
	2020	2021	2022	2023	2024
Your org	3.05%	5.08%	5.63%	4.44%	5.39%
Average	3.05%	3.84%	4.72%	4.15%	3.57%
Responses	1278	1457	1669	1802	1837

Q26d.4 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job outside healthcare.
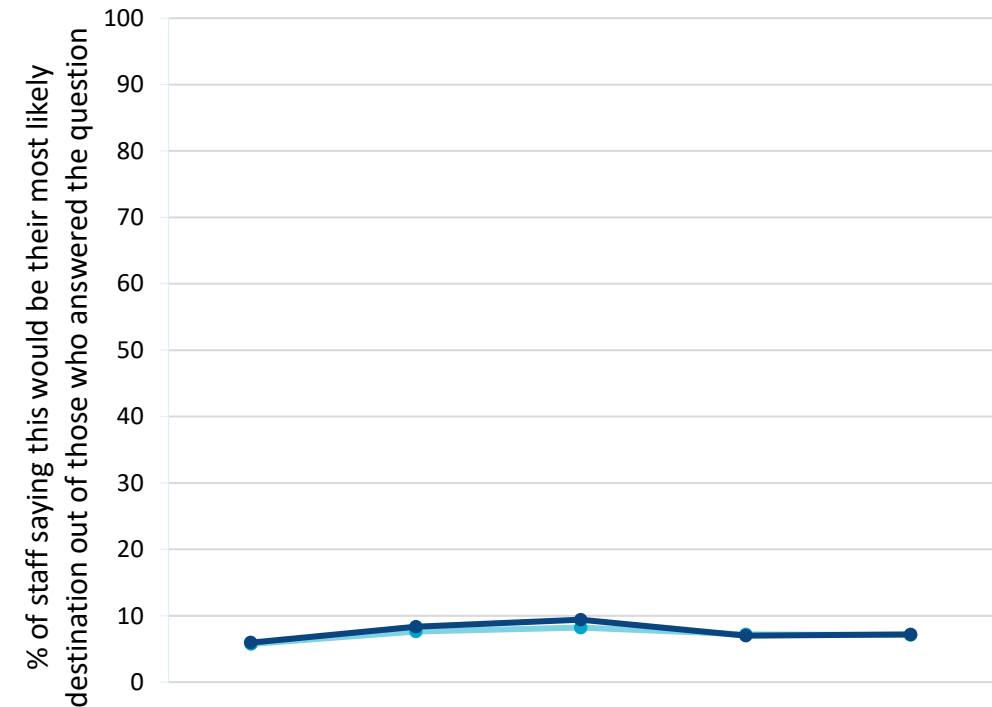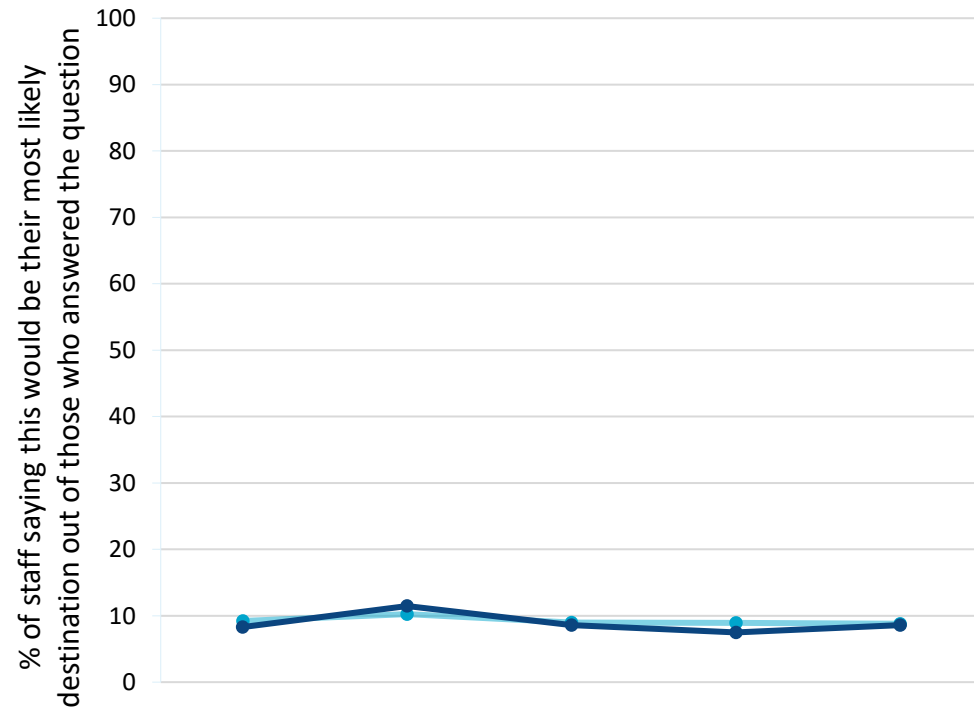

	2020	2021	2022	2023	2024
Your org	5.95%	8.37%	9.41%	6.99%	7.19%
Average	5.75%	7.62%	8.22%	7.20%	7.10%
Responses	1278	1457	1669	1802	1837

Q26d.5 If you are considering leaving your current job, what would be your most likely destination? - I would retire or take a career break.

	2020	2021	2022	2023	2024
Your org	8.29%	11.46%	8.57%	7.49%	8.60%
Average	9.20%	10.25%	8.99%	8.91%	8.80%
Responses	1278	1457	1669	1802	1837

Q26d.9 If you are considering leaving your current job, what would be your most likely destination? - I am not considering leaving my current job.
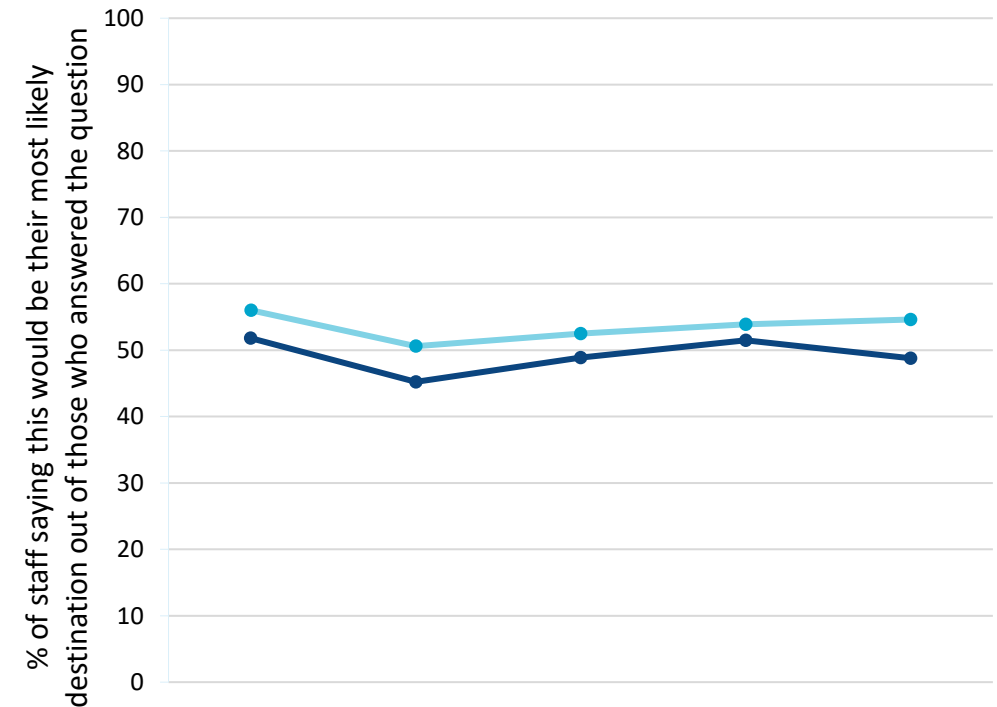
	2020	2021	2022	2023	2024
Your org	51.80%	45.23%	48.89%	51.50%	48.78%
Average	56.01%	50.60%	52.49%	53.91%	54.60%
Responses	1278	1457	1669	1802	1837

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.

Workforce Equality Standards

Workforce Race Equality Standards (WRES)

This section contains data for the organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2020-2024 organisation and benchmarking group median results for q13a, q13b&c combined, q15, and q16b split by ethnicity (by white staff / staff from all other ethnic groups combined).

Workforce Disability Equality Standards (WDES)

This section contains data for the organisation required for the NHS Staff Survey metrics used in the Workforce Disability Equality Standard (WDES). It includes the 2020-2024 organisation and benchmarking group median results for q4b, q11e, q14a-d, and q15 split by staff with a long lasting health condition or illness compared to staff without a long lasting health condition or illness. It also shows results for q31b (for staff with a long lasting health condition or illness only), and the staff engagement score for staff with a long lasting health condition or illness, compared to staff without a long lasting health condition or illness and the overall engagement score for the organisation.

In 2022, the text for q31b was updated and the word 'adequate' was changed to 'reasonable'.

The WDES breakdowns are based on the responses to q31a Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

Workforce Equality Standards

This section contains data required for the staff survey indicators used in the Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES). Data presented in this section are unweighted.

Workforce Race Equality Standards (WRES)

Indicator	Qu No	Workforce Race Equality Standard
		For each of the following indicators, compare the outcomes of the responses for white staff and staff from all other ethnic groups combined
5	Q14a	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months
6	Q14b & Q14c	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months
7	Q15	Percentage believing that their organisation provides equal opportunities for career progression or promotion
8	Q16b	In the last 12 months have you personally experienced discrimination at work from any of the following? b) Manager/team leader or other colleagues

Workforce Disability Equality Standards (WDES)

Metric	Qu No	Workforce Disability Equality Standard
		For each of the following metrics, compare the responses for staff with a LTC* or illness vs staff without a LTC or illness
4a	Q14a	Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or other members of the public
4b	Q14b	Percentage of staff experiencing harassment, bullying or abuse from managers
4c	Q14c	Percentage of staff experiencing harassment, bullying or abuse from other colleagues
4d	Q14d	Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it
5	Q15	Percentage believing that their organisation provides equal opportunities for career progression or promotion
6	Q11e	Percentage of staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties
7	Q4b	Percentage staff saying that they are satisfied with the extent to which their organisation values their work
8	Q31b	Percentage of 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
9a	theme_engagement	The staff engagement score for staff with LTC or illness vs staff without a LTC or illness

*Staff with a long term condition

Workforce Race Equality Standards (WRES)

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.
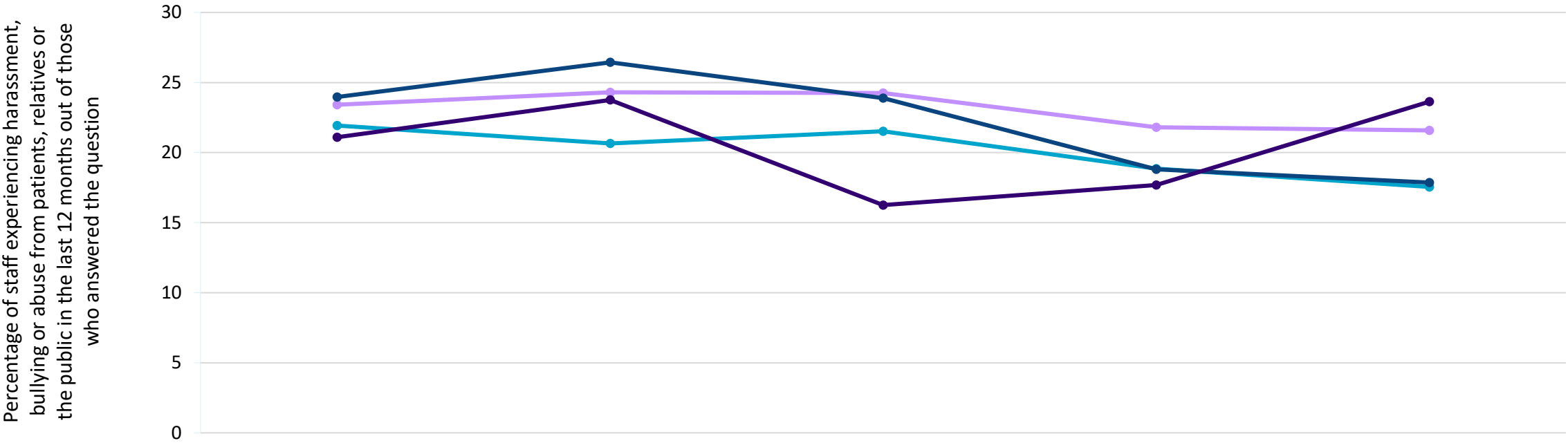Data shown in the WRES charts are unweighted.
Averages are calculated as the median for the benchmark group.

Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months

	2020	2021	2022	2023	2024
White staff: Your org	23.96%	26.44%	23.90%	18.80%	17.86%
All other ethnic groups*: Your org	21.10%	23.76%	16.26%	17.69%	23.63%
White staff: Average	21.93%	20.65%	21.52%	18.86%	17.55%
All other ethnic groups*: Average	23.41%	24.30%	24.24%	21.80%	21.59%
White staff: Responses	1085	1422	1607	1718	1685
All other ethnic groups*: Responses	109	181	203	277	292

*Staff from all other ethnic groups combined

Note: 2023 results for WRES indicator 5 (Q14a) are now reported using corrected data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

Workforce Race Equality Standard (WRES)

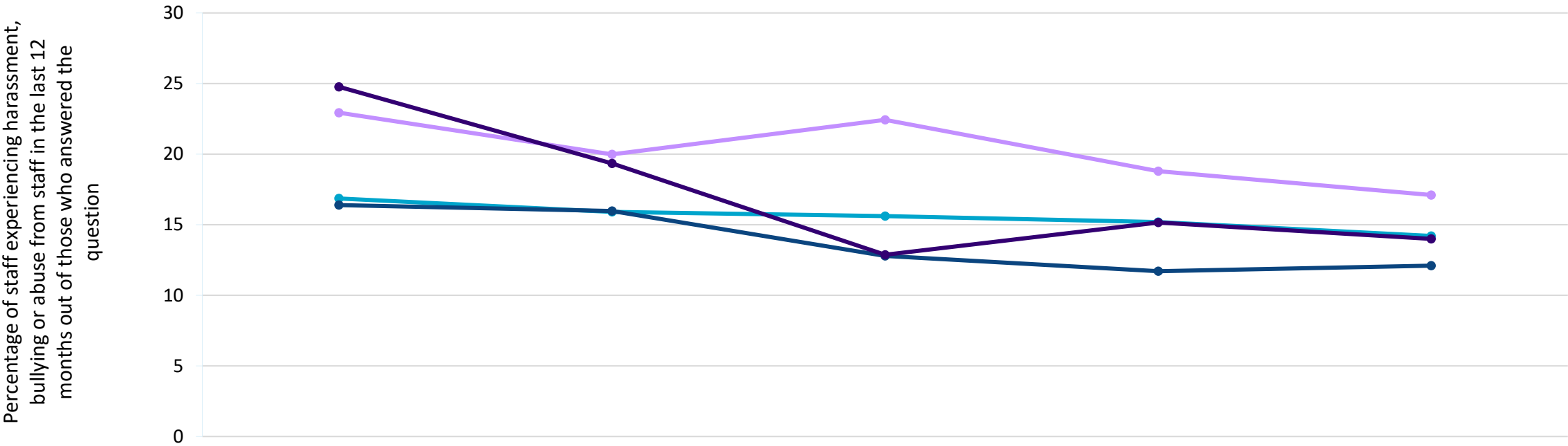### Percentage of staff experiencing harassment, bullying or abuse from staff in the last 12 months

	2020	2021	2022	2023	2024
White staff: Your org	16.39%	15.97%	12.80%	11.71%	12.10%
All other ethnic groups*: Your org	24.77%	19.34%	12.87%	15.16%	13.99%
White staff: Average	16.86%	15.91%	15.62%	15.19%	14.21%
All other ethnic groups*: Average	22.94%	19.99%	22.42%	18.79%	17.10%
White staff: Responses	1086	1421	1610	1717	1686
All other ethnic groups*: Responses	109	181	202	277	293

*Staff from all other ethnic groups combined

Note: 2023 results for WRES indicator 6 (Q14b & Q14c) are now reported using corrected data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.
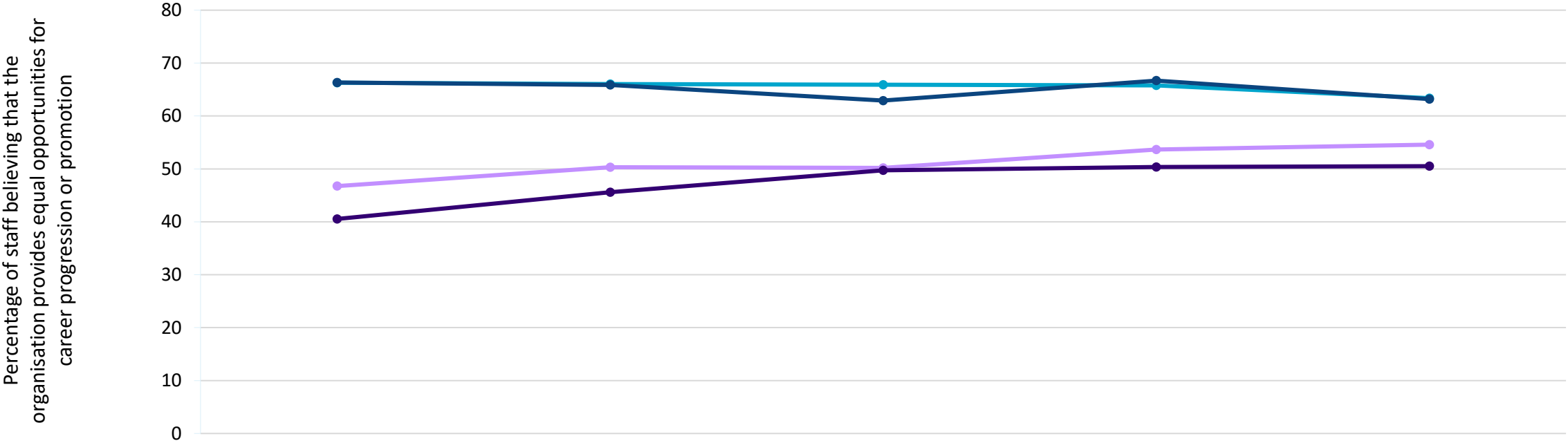
	2020	2021	2022	2023	2024
White staff: Your org	66.31%	65.87%	62.92%	66.69%	63.18%
All other ethnic groups*: Your org	40.54%	45.60%	49.75%	50.36%	50.52%
White staff: Average	66.30%	66.05%	65.92%	65.80%	63.37%
All other ethnic groups*: Average	46.75%	50.31%	50.18%	53.66%	54.59%
White staff: Responses	1125	1421	1610	1702	1684
All other ethnic groups*: Responses	111	182	203	276	289

*Staff from all other ethnic groups combined

Percentage of staff experiencing discrimination at work from manager / team leader or other colleagues in the last 12 months.
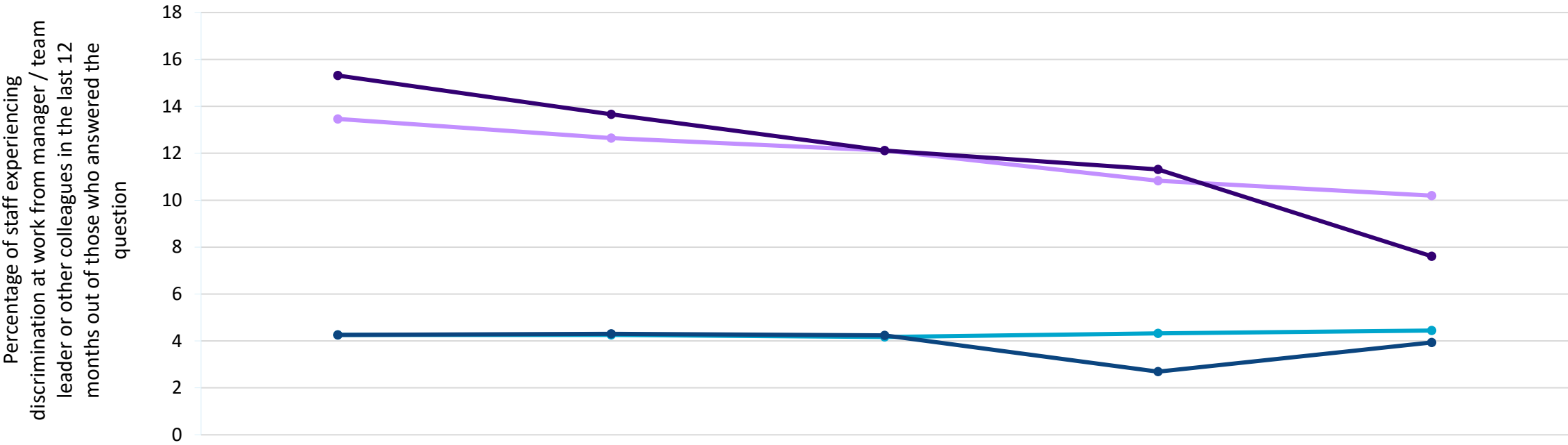
	2020	2021	2022	2023	2024
White staff: Your org	4.26%	4.30%	4.23%	2.69%	3.94%
All other ethnic groups*: Your org	15.32%	13.66%	12.12%	11.31%	7.61%
White staff: Average	4.26%	4.26%	4.17%	4.33%	4.44%
All other ethnic groups*: Average	13.46%	12.65%	12.12%	10.83%	10.19%
White staff: Responses	1127	1417	1606	1709	1676
All other ethnic groups*: Responses	111	183	198	274	289

*Staff from all other ethnic groups combined

Workforce Disability Equality Standards (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.

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

Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months out of those who answered the question
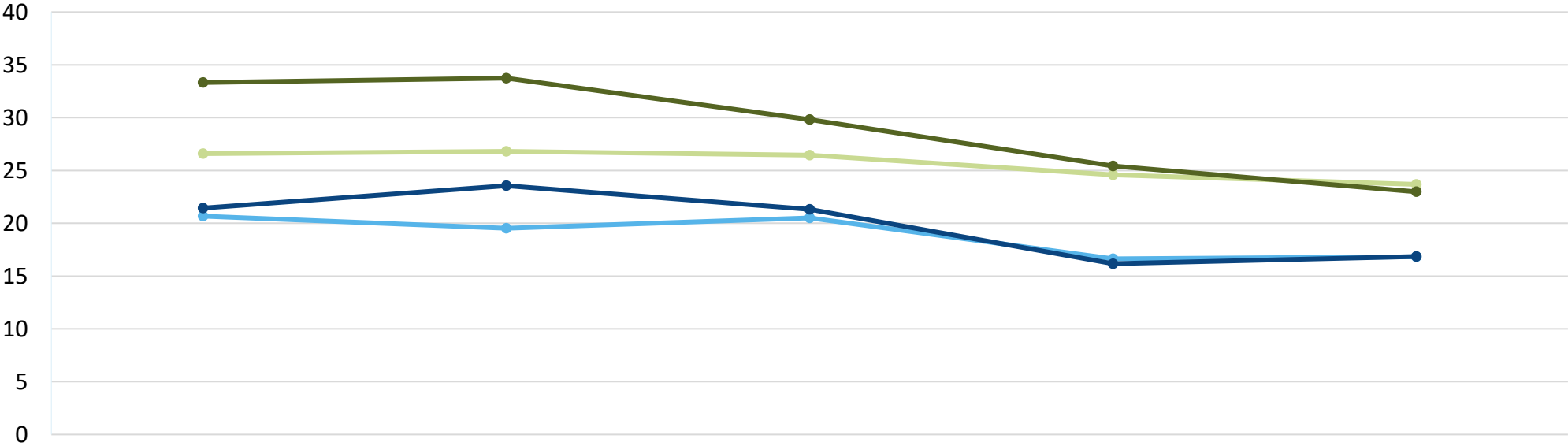
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	33.33%	33.74%	29.83%	25.42%	22.98%
Staff without a LTC or illness: Your org	21.45%	23.56%	21.31%	16.17%	16.86%
Staff with a LTC or illness: Average	26.60%	26.81%	26.46%	24.59%	23.69%
Staff without a LTC or illness: Average	20.67%	19.53%	20.51%	16.64%	16.83%
Staff with a LTC or illness: Responses	246	406	466	539	570
Staff without a LTC or illness: Responses	979	1197	1361	1453	1406

Note: 2023 results for WDES metric 4a (Q14a) are now reported using corrected data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months.
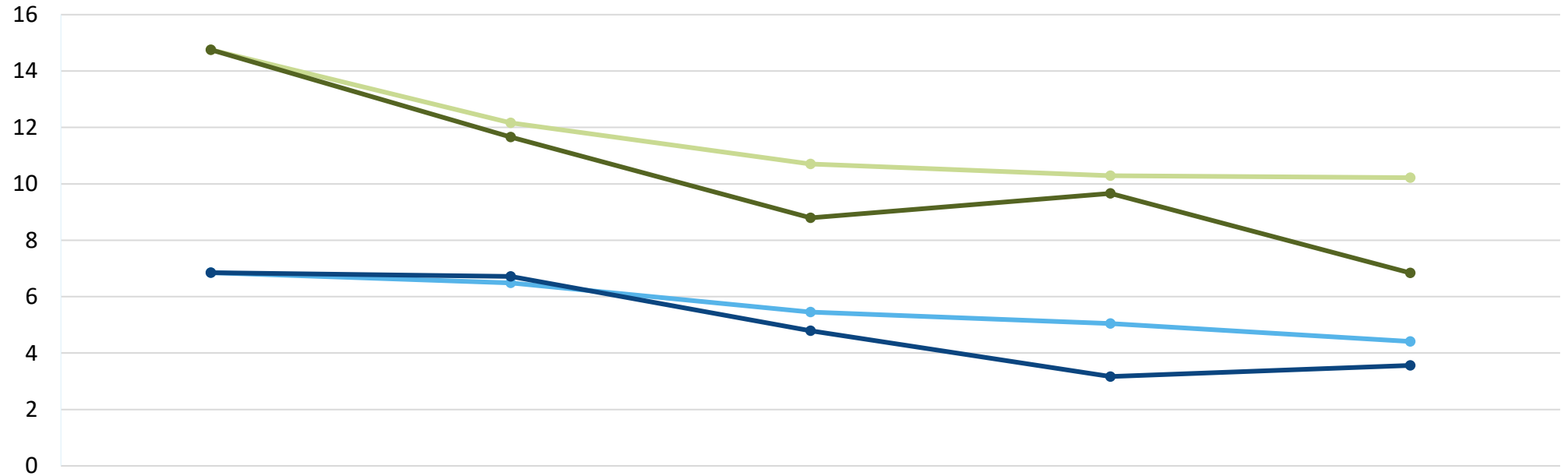
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	14.75%	11.66%	8.80%	9.67%	6.84%
Staff without a LTC or illness: Your org	6.85%	6.72%	4.79%	3.17%	3.56%
Staff with a LTC or illness: Average	14.75%	12.17%	10.71%	10.28%	10.22%
Staff without a LTC or illness: Average	6.85%	6.49%	5.45%	5.05%	4.41%
Staff with a LTC or illness: Responses	244	403	466	538	570
Staff without a LTC or illness: Responses	978	1191	1356	1452	1404

Note: 2023 results for WDES metric 4b (Q14b) are now reported using corrected data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

Workforce Disability Equality Standards

Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months.

Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months out of those who answered the question
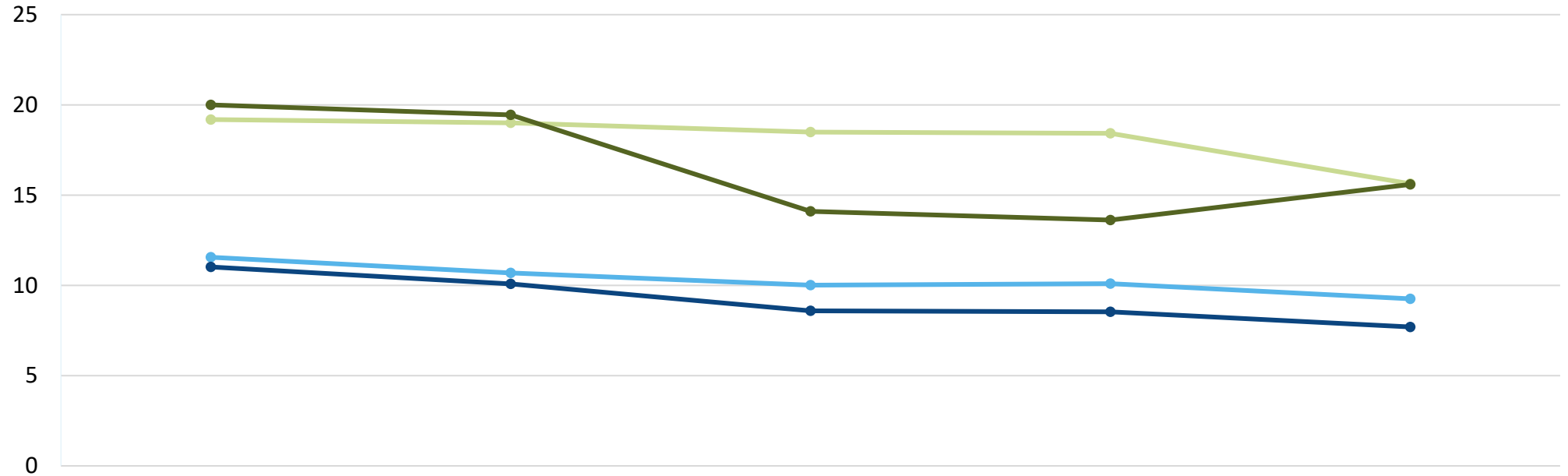
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	20.00%	19.45%	14.10%	13.62%	15.59%
Staff without a LTC or illness: Your org	11.02%	10.08%	8.59%	8.54%	7.70%
Staff with a LTC or illness: Average	19.19%	19.00%	18.49%	18.43%	15.63%
Staff without a LTC or illness: Average	11.56%	10.69%	10.01%	10.10%	9.26%
Staff with a LTC or illness: Responses	245	401	461	536	571
Staff without a LTC or illness: Responses	980	1171	1350	1452	1403

Note: 2023 results for WDES metric 4c (Q14c) are now reported using corrected data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

Workforce Disability Equality Standards

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

Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it out of those who answered the question
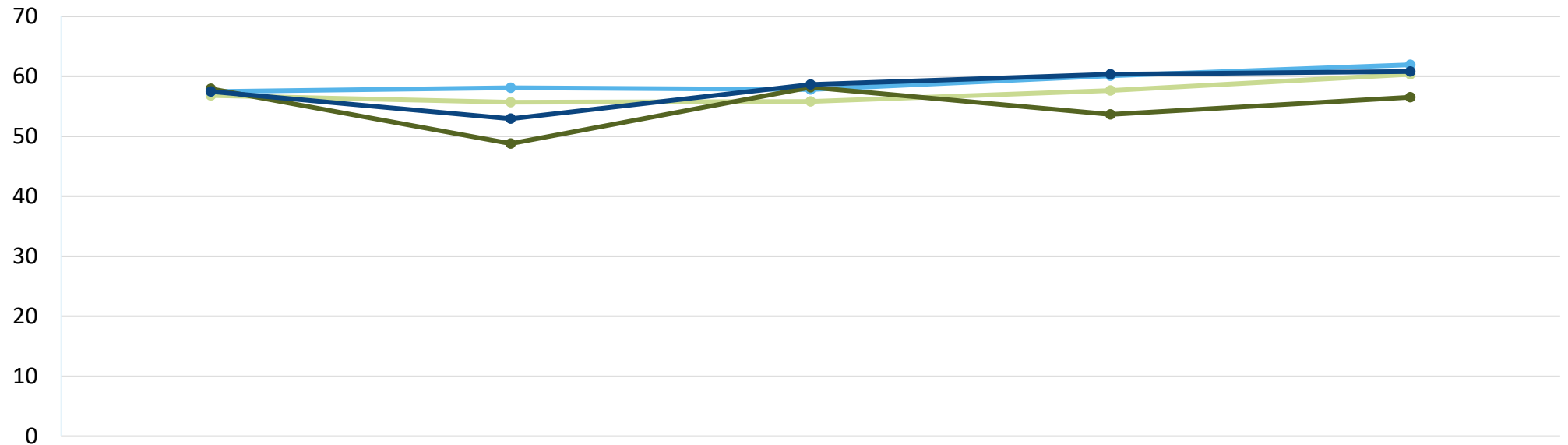
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	57.94%	48.78%	58.18%	53.63%	56.50%
Staff without a LTC or illness: Your org	57.46%	52.92%	58.64%	60.34%	60.81%
Staff with a LTC or illness: Average	56.81%	55.68%	55.80%	57.63%	60.34%
Staff without a LTC or illness: Average	57.46%	58.08%	57.82%	60.10%	61.93%
Staff with a LTC or illness: Responses	107	164	165	179	177
Staff without a LTC or illness: Responses	268	325	324	290	273

Note: 2023 results for WDES metric 4d (Q14d) are now reported using corrected data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

Workforce Disability Equality Standards

Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.
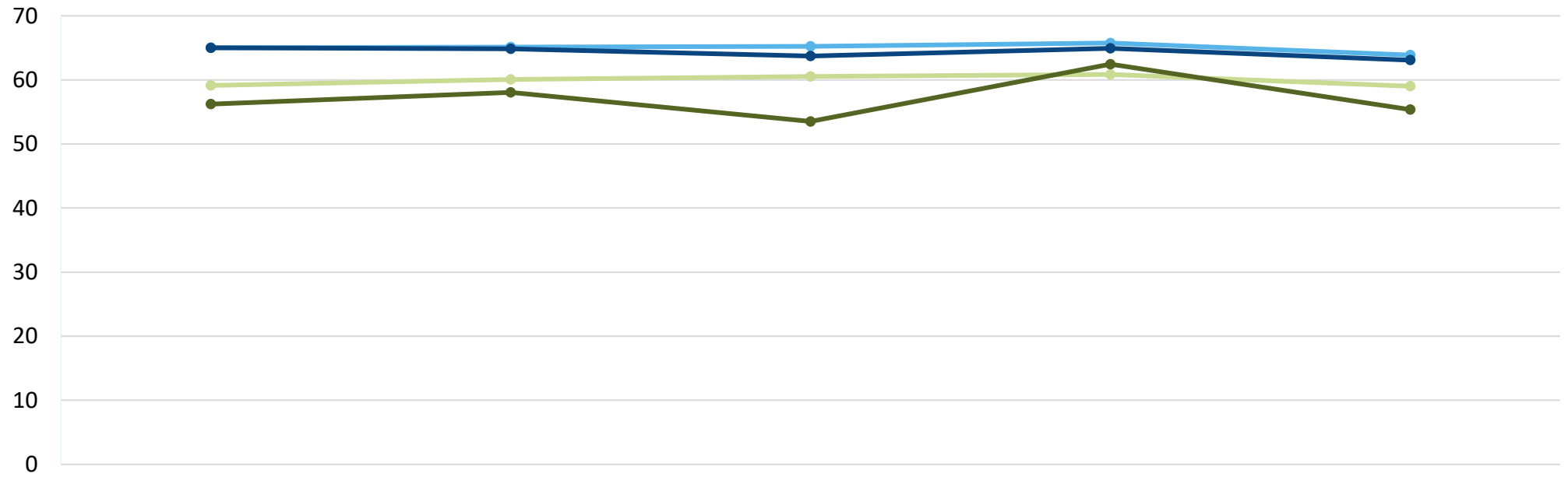
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	56.20%	58.06%	53.52%	62.45%	55.36%
Staff without a LTC or illness: Your org	65.01%	64.83%	63.70%	64.91%	63.08%
Staff with a LTC or illness: Average	59.15%	60.09%	60.54%	60.85%	59.01%
Staff without a LTC or illness: Average	65.01%	65.12%	65.22%	65.75%	63.87%
Staff with a LTC or illness: Responses	258	403	469	530	569
Staff without a LTC or illness: Responses	1009	1200	1361	1445	1403

Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.

Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties out of those who answered the question
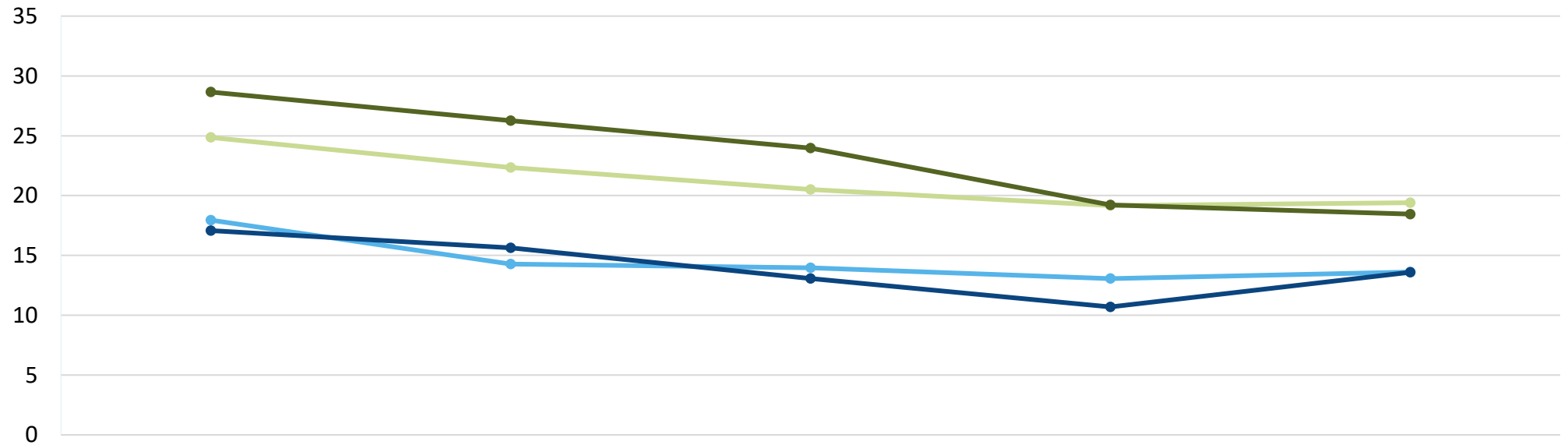
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	28.65%	26.26%	23.98%	19.22%	18.45%
Staff without a LTC or illness: Your org	17.07%	15.64%	13.06%	10.69%	13.59%
Staff with a LTC or illness: Average	24.86%	22.35%	20.51%	19.16%	19.41%
Staff without a LTC or illness: Average	17.95%	14.27%	13.97%	13.06%	13.60%
Staff with a LTC or illness: Responses	178	297	342	385	401
Staff without a LTC or illness: Responses	451	614	712	692	721

Percentage of staff satisfied with the extent to which their organisation values their work.
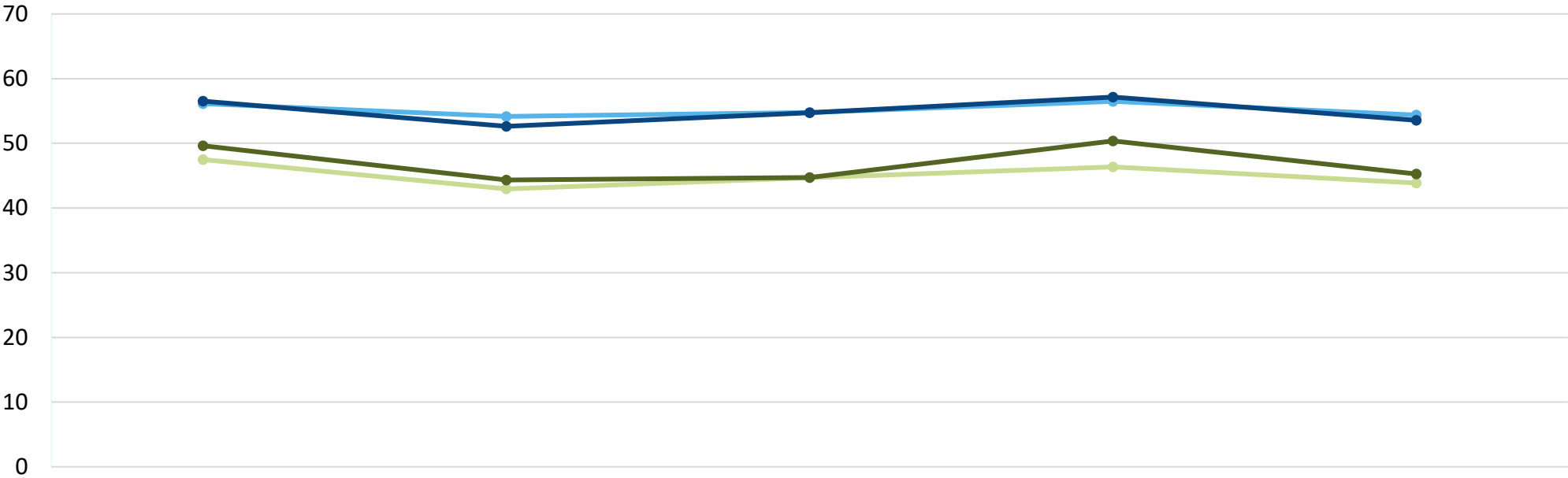
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	49.62%	44.33%	44.73%	50.37%	45.28%
Staff without a LTC or illness: Your org	56.51%	52.63%	54.75%	57.15%	53.55%
Staff with a LTC or illness: Average	47.49%	42.95%	44.69%	46.35%	43.85%
Staff without a LTC or illness: Average	56.14%	54.16%	54.77%	56.49%	54.36%
Staff with a LTC or illness: Responses	260	406	465	536	572
Staff without a LTC or illness: Responses	1014	1197	1359	1454	1408

Workforce Disability Equality Standards

Percentage of 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
Staff with a LTC or illness: Your org	77.63%	78.42%	80.76%
Staff with a LTC or illness: Average	78.54%	79.34%	82.94%
Staff with a LTC or illness: Responses	295	329	369

Workforce Disability Equality Standards

Staff engagement score (0-10)
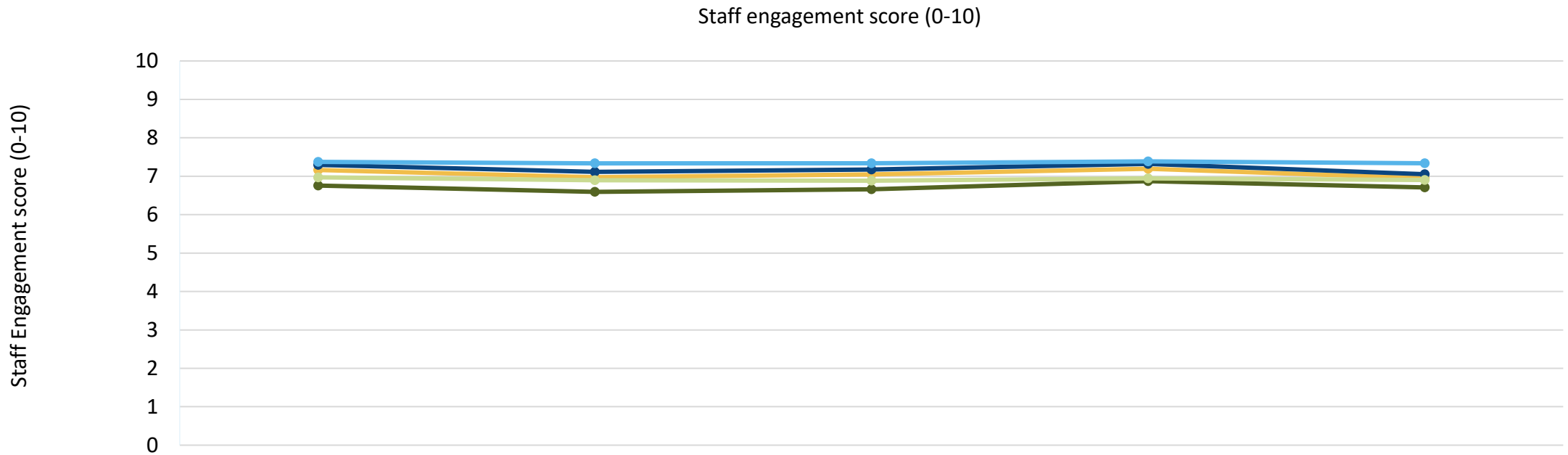
	2020	2021	2022	2023	2024
Organisation average	7.16	6.98	7.05	7.19	6.95
Staff with a LTC or illness: Your org	6.76	6.59	6.66	6.87	6.71
Staff without a LTC or illness: Your org	7.30	7.12	7.18	7.32	7.05
Staff with a LTC or illness: Average	6.97	6.89	6.88	6.95	6.90
Staff without a LTC or illness: Average	7.37	7.34	7.34	7.39	7.34
Staff with a LTC or illness: Responses	260	407	469	539	573
Staff without a LTC or illness: Responses	1016	1203	1366	1456	1410

Note: Data shown in this chart are unweighted therefore will not match weighted staff engagement scores in other outputs.

About your respondents

This section shows demographic and other background information for 2024.

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NHS
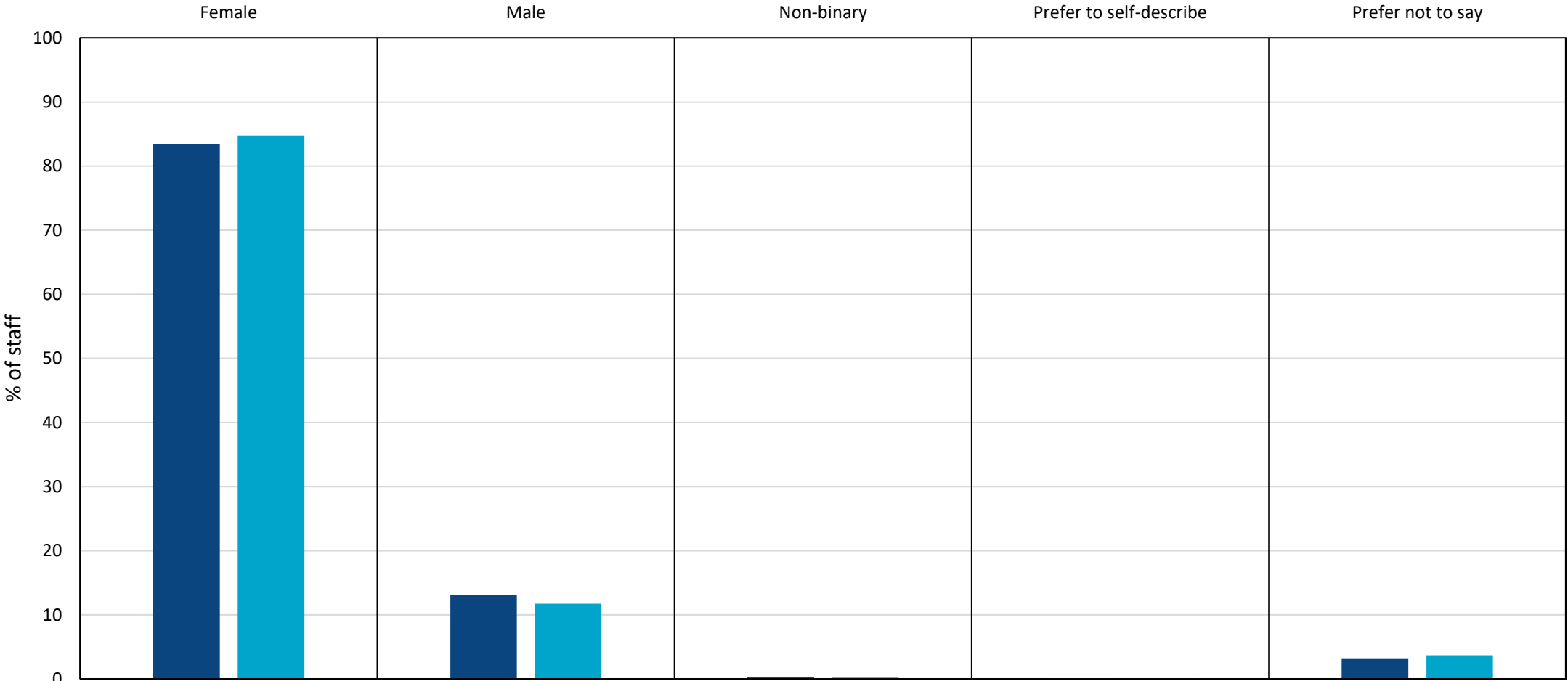
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
Your org	83.47%	13.07%	0.30%	0.05%	3.12%
Average	84.75%	11.72%	0.21%	0.08%	3.66%
Responses	1990	1990	1990	1990	1990
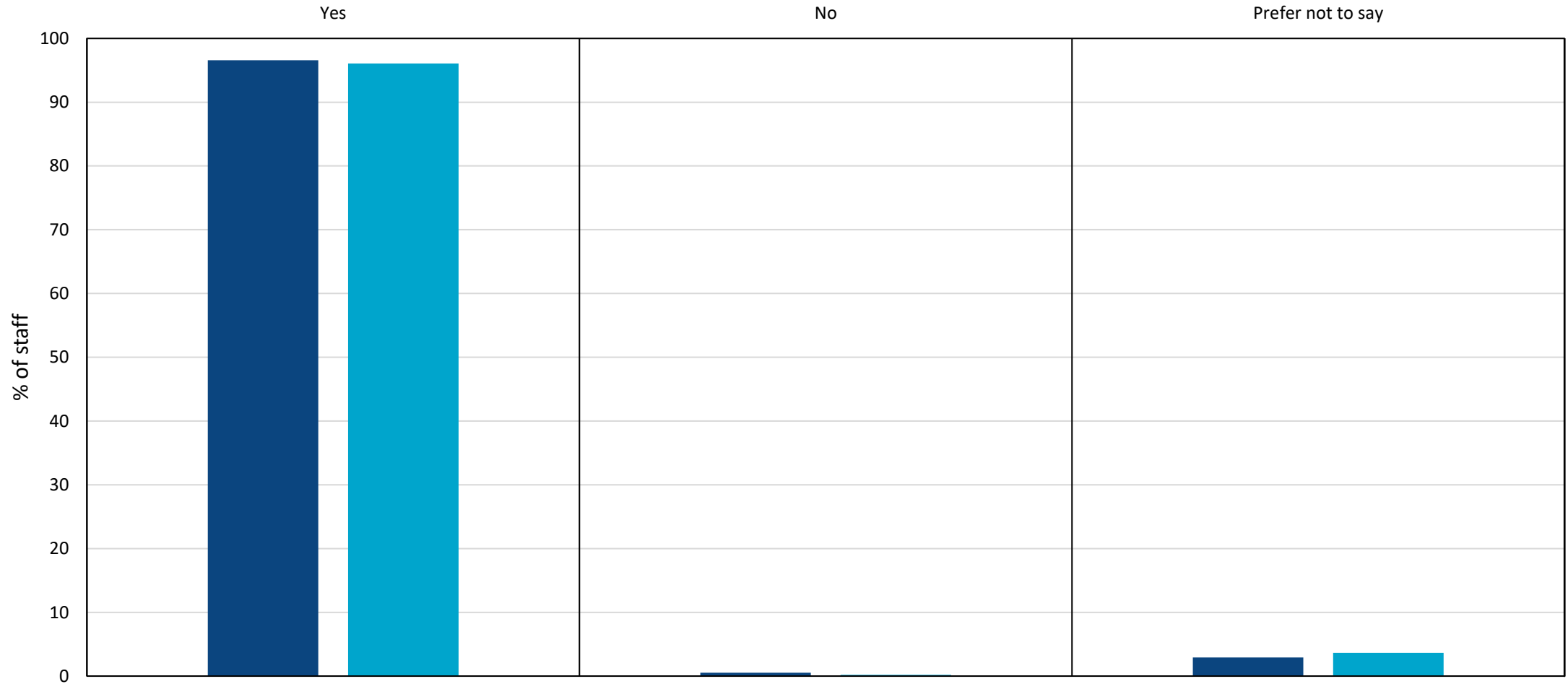
	Yes	No	Prefer not to say
Your org	96.58%	0.52%	2.90%
Average	96.06%	0.19%	3.65%
Responses	1930	1930	1930

Background details - Age

	16-20	21-30	31-40	41-50	51-65	66+
Your org	0.25%	13.05%	25.64%	27.01%	32.98%	1.06%
Average	0.18%	10.94%	23.36%	26.74%	37.73%	2.09%
Responses	1977	1977	1977	1977	1977	1977
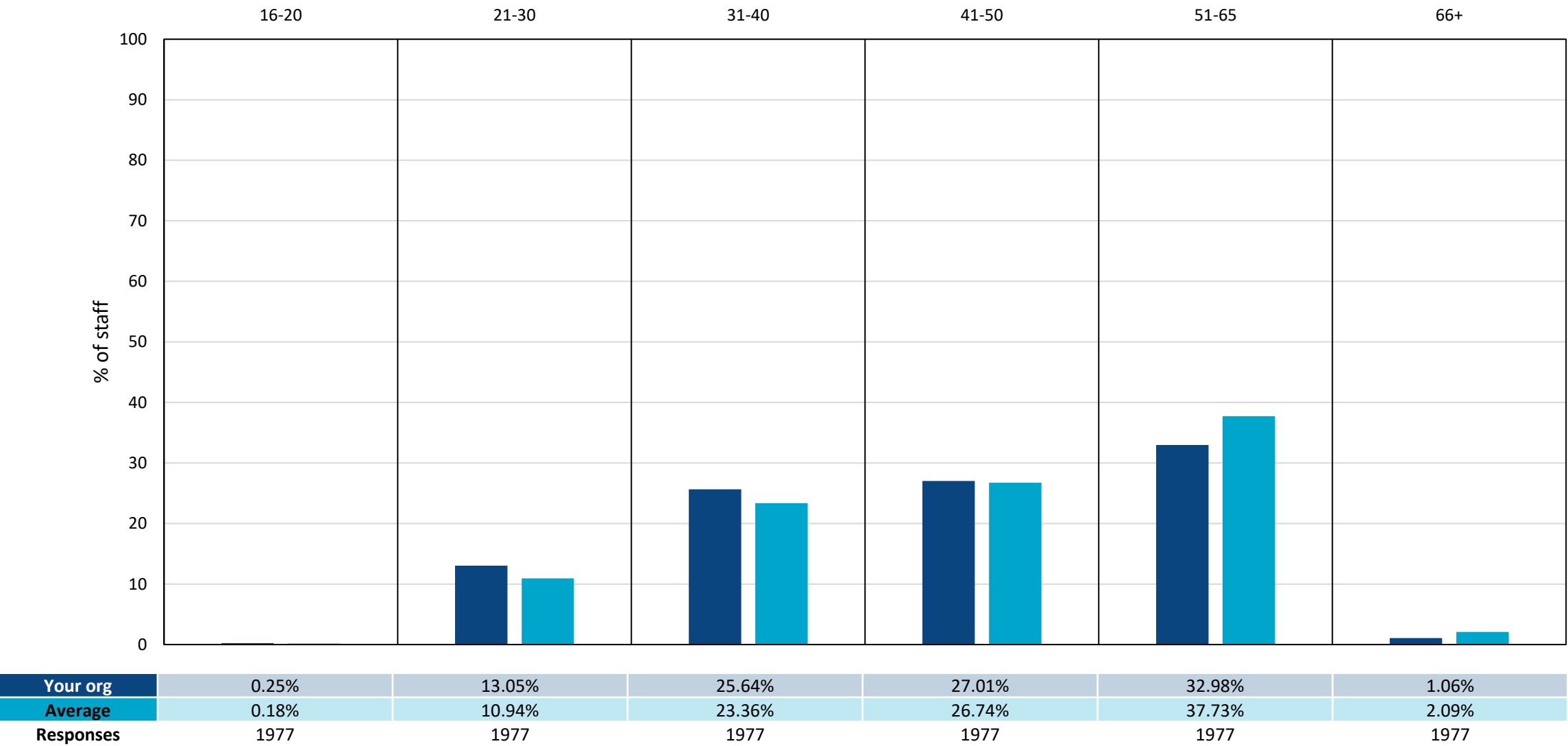
Background details - Ethnicity

Survey Coordination Centre

NHS

	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
Your org	85.19%	2.67%	6.40%	5.39%	0.05%	0.30%
Average	86.48%	2.14%	5.83%	4.74%	0.13%	0.46%
Responses	1985	1985	1985	1985	1985	1985

Leeds Community Healthcare NHS Trust Benchmark report

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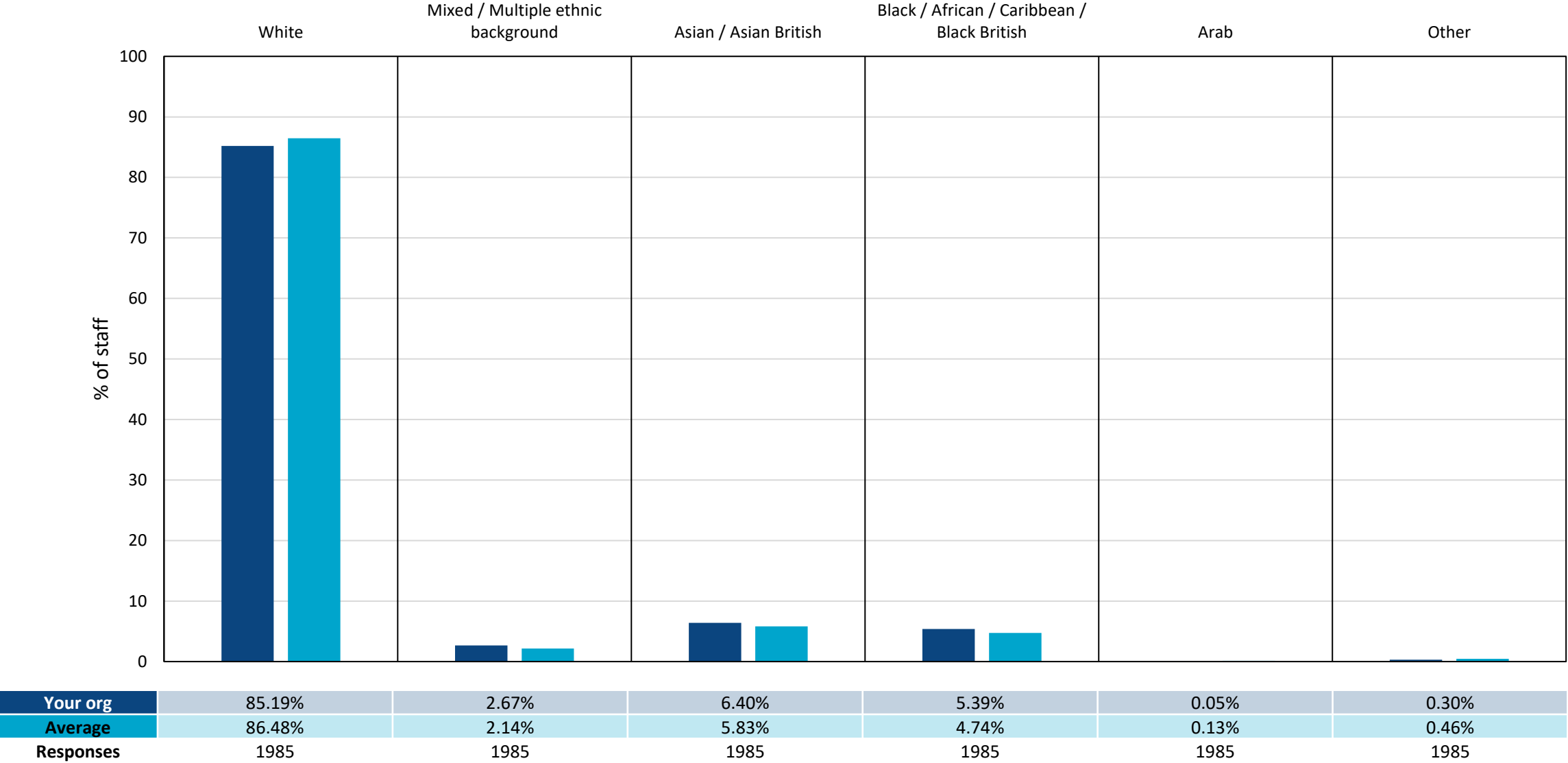
	Heterosexual or straight	Gay or lesbian	Bisexual	Other	Prefer not to say
Your org	89.63%	2.20%	2.30%	0.30%	5.56%
Average	89.93%	1.76%	1.56%	0.49%	6.04%
Responses	1996	1996	1996	1996	1996
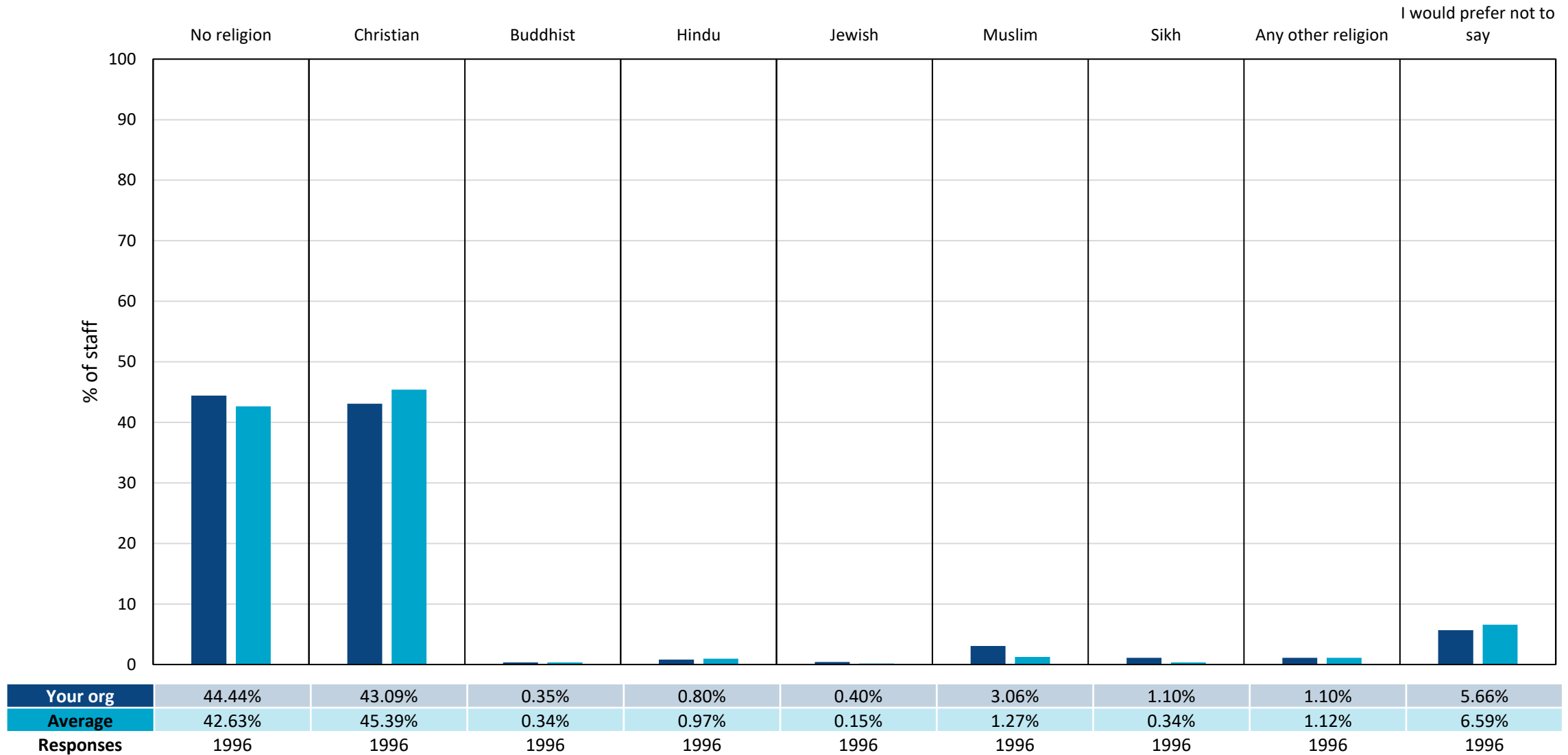
	No religion	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Any other religion	I would prefer not to say
Your org	44.44%	43.09%	0.35%	0.80%	0.40%	3.06%	1.10%	1.10%	5.66%
Average	42.63%	45.39%	0.34%	0.97%	0.15%	1.27%	0.34%	1.12%	6.59%
Responses	1996	1996	1996	1996	1996	1996	1996	1996	1996

Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?
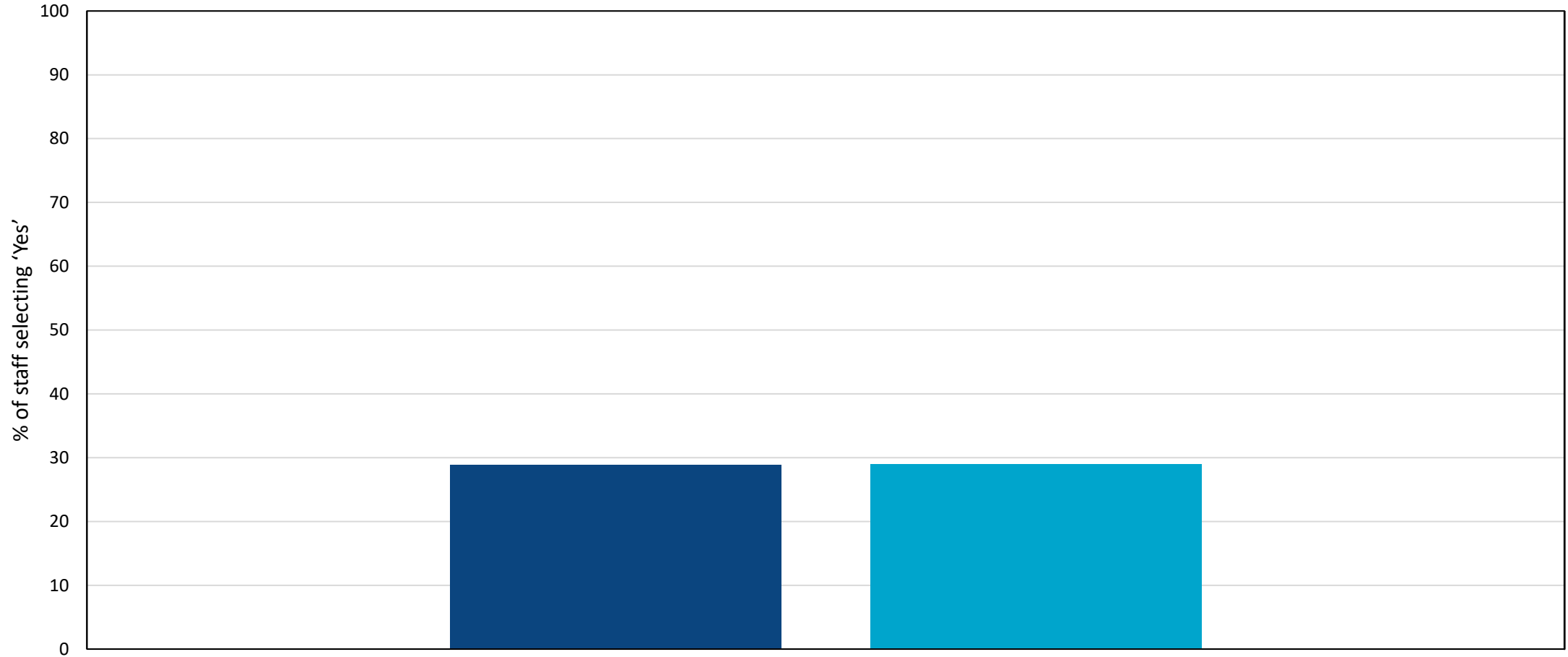
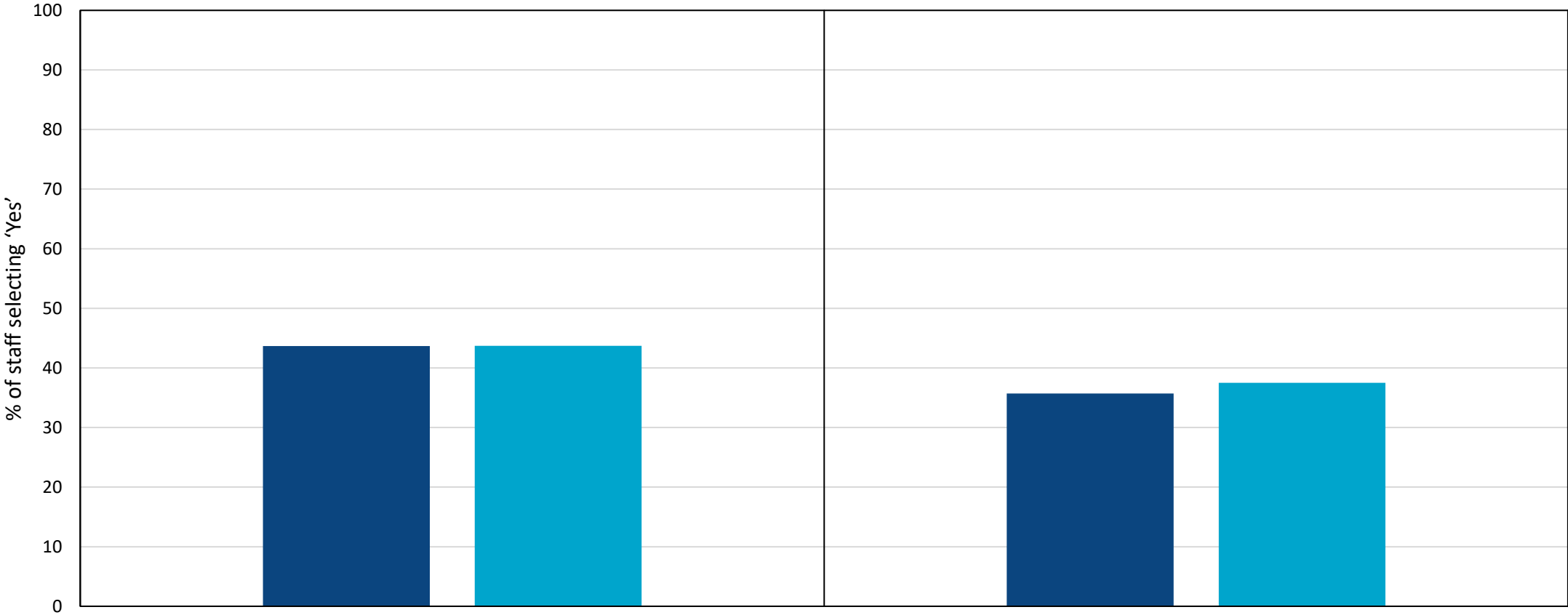|		
Your org		28.88%
Average		28.90%
Responses		1984

Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?
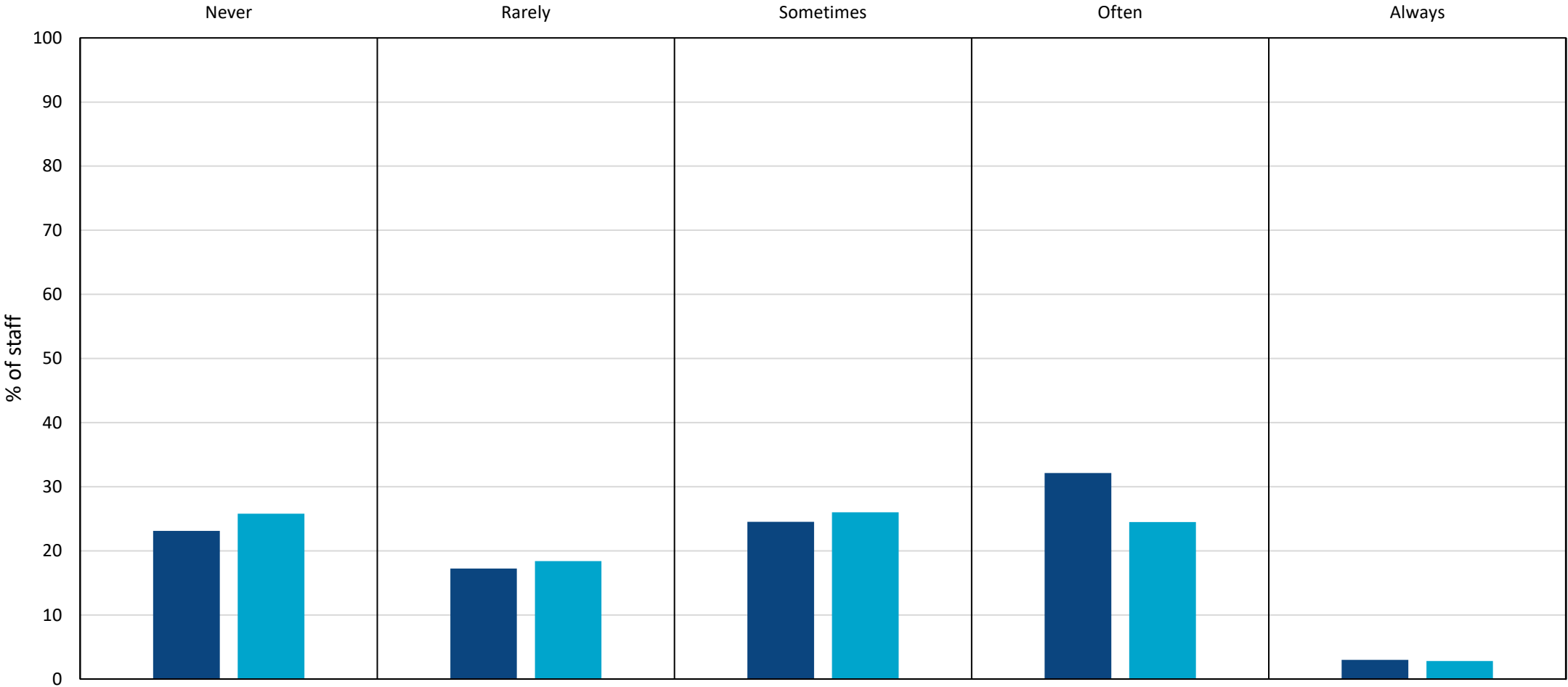
Do you look after or give any help or support to family members, friends, neighbours or others because of either: long term physical or mental ill health / disability, or problems related to old age.

Your org	43.67%	35.69%
Average	43.72%	37.50%
Responses	1997	1981

	Never	Rarely	Sometimes	Often	Always
Your org	23.12%	17.22%	24.51%	32.15%	3.00%
Average	25.78%	18.41%	26.02%	24.48%	2.80%
Responses	2003	2003	2003	2003	2003
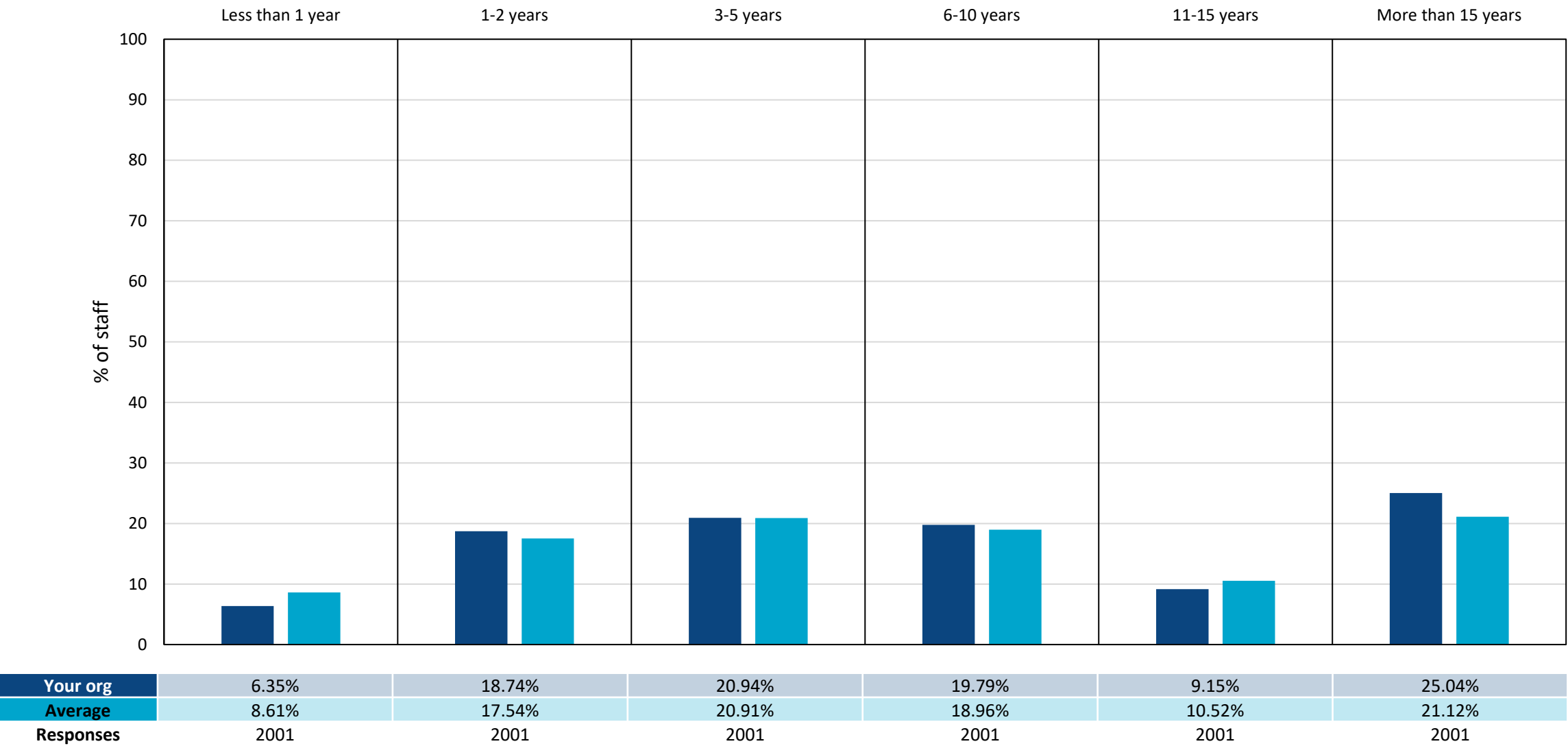
Leeds Community Healthcare NHS Trust Benchmark report

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	Less than 1 year	1-2 years	3-5 years	6-10 years	11-15 years	More than 15 years
Your org	6.35%	18.74%	20.94%	19.79%	9.15%	25.04%
Average	8.61%	17.54%	20.91%	18.96%	10.52%	21.12%
Responses	2001	2001	2001	2001	2001	2001
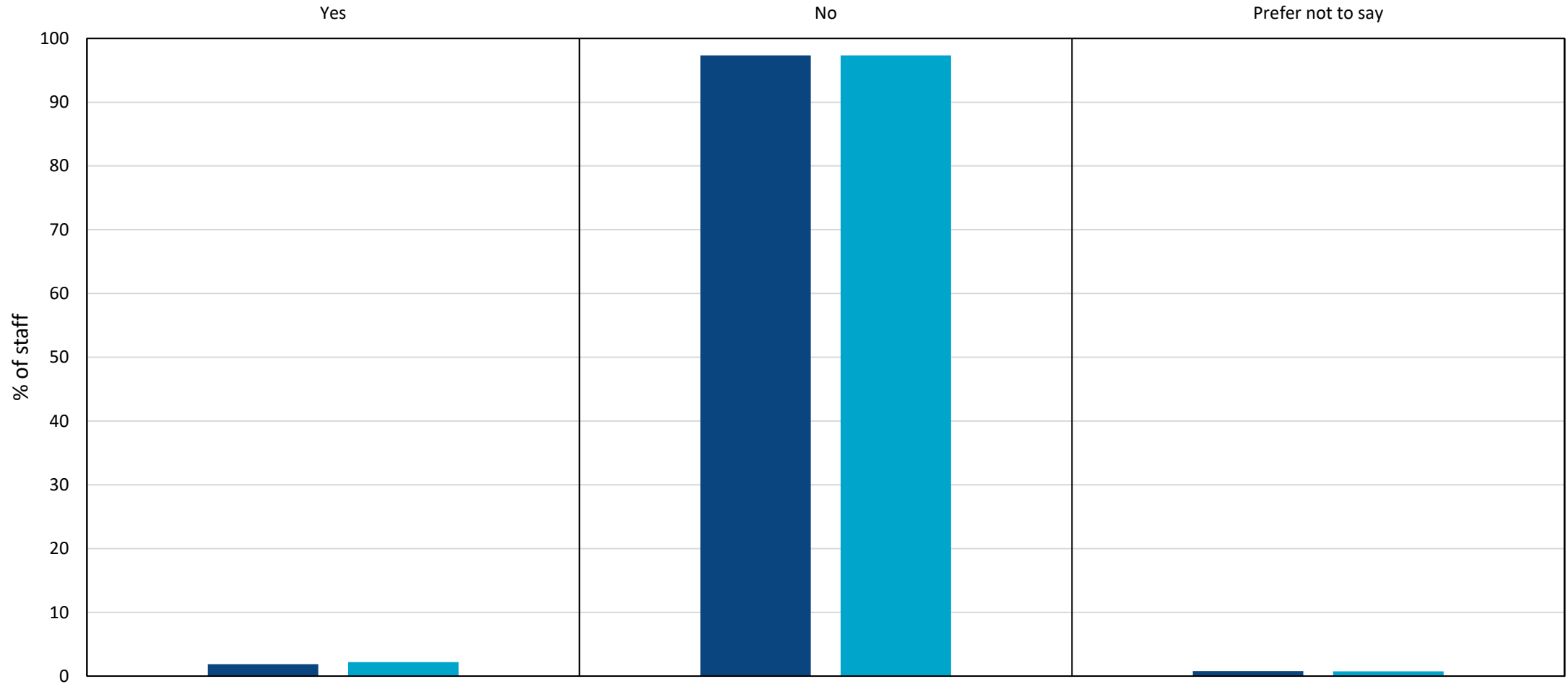
	Yes	No	Prefer not to say
Your org	1.88%	97.35%	0.76%
Average	2.20%	97.33%	0.76%
Responses	1965	1965	1965

	Registered Nurses and Midwives	Nursing or Healthcare assistants	Medical and Dental	Allied Health Professionals	Scientific and Technical	Social Care	Public Health	Commissioning	Admin and Clerical	Central Functions
Your org	33.10%	9.33%	1.67%	25.70%	1.57%	1.32%	0.86%	0.30%	13.38%	5.83%
Average	34.18%	6.98%	1.81%	23.91%	1.64%	0.22%	1.44%	0.09%	14.50%	6.48%
Responses	1973	1973	1973	1973	1973	1973	1973	1973	1973	1973

% of staff

	Maintenance	General Management	Emergency Care Practitioners	Paramedics	Emergency Care Assistants	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service	Other
Your org	0.86%	3.29%	0.00%	0.15%	0.00%	0.00%	0.00%	0.00%	2.64%
Average	1.04%	2.16%	0.03%	0.09%	0.00%	0.00%	0.00%	0.00%	2.15%
Responses	1973	1973	1973	1973	1973	1973	1973	1973	1973

Appendices

Appendix A: Response rate

Response rate
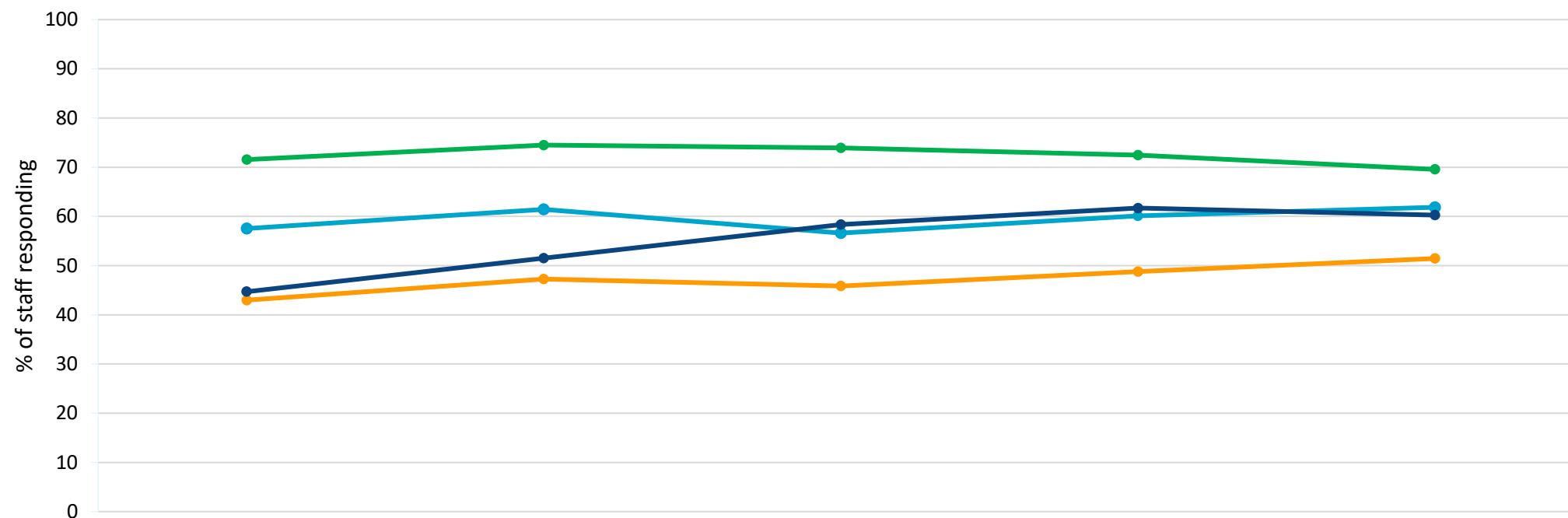
	2020	2021	2022	2023	2024
Your org	44.69%	51.52%	58.32%	61.70%	60.24%
Highest	71.57%	74.50%	73.93%	72.47%	69.55%
Average	57.55%	61.43%	56.61%	60.10%	61.85%
Lowest	42.97%	47.25%	45.87%	48.80%	51.44%
Responses	1355	1629	1847	2038	2017

Appendix B: Significance testing
2023 vs 2024

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 2023 and 2024*. For more details, please see the technical document.

People Promise elements	2023 score	2023 respondents	2024 score	2024 respondents	Statistically significant change?
We are compassionate and inclusive	7.74	2033	7.63	2017	Significantly lower
We are recognised and rewarded	6.50	2036	6.40	2017	Not significant
We each have a voice that counts	7.18	2018	7.03	2003	Significantly lower
We are safe and healthy	6.31	2028	6.28	2007	Not significant
We are always learning	6.03	1965	5.83	1946	Significantly lower
We work flexibly	6.94	2028	6.89	2011	Not significant
We are a team	7.10	2035	7.09	2012	Not significant
Themes					
Staff Engagement	7.19	2037	6.95	2015	Significantly lower
Morale	6.14	2037	6.01	2017	Significantly lower

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

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. The **suggestions are aimed at users who would like some guidance on how to understand the data** in this report. These suggestions are by no means 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. The 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 document available on the Staff Survey website.

A key feature of the reports is that they **provide organisations with up to five years of trend data**. 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 particular 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.

When analysing People Promise element and theme results, it is easiest to start with the **overview** page to quickly identify areas of interest which can then be compared to the best, average, and worst result in the benchmarking group.
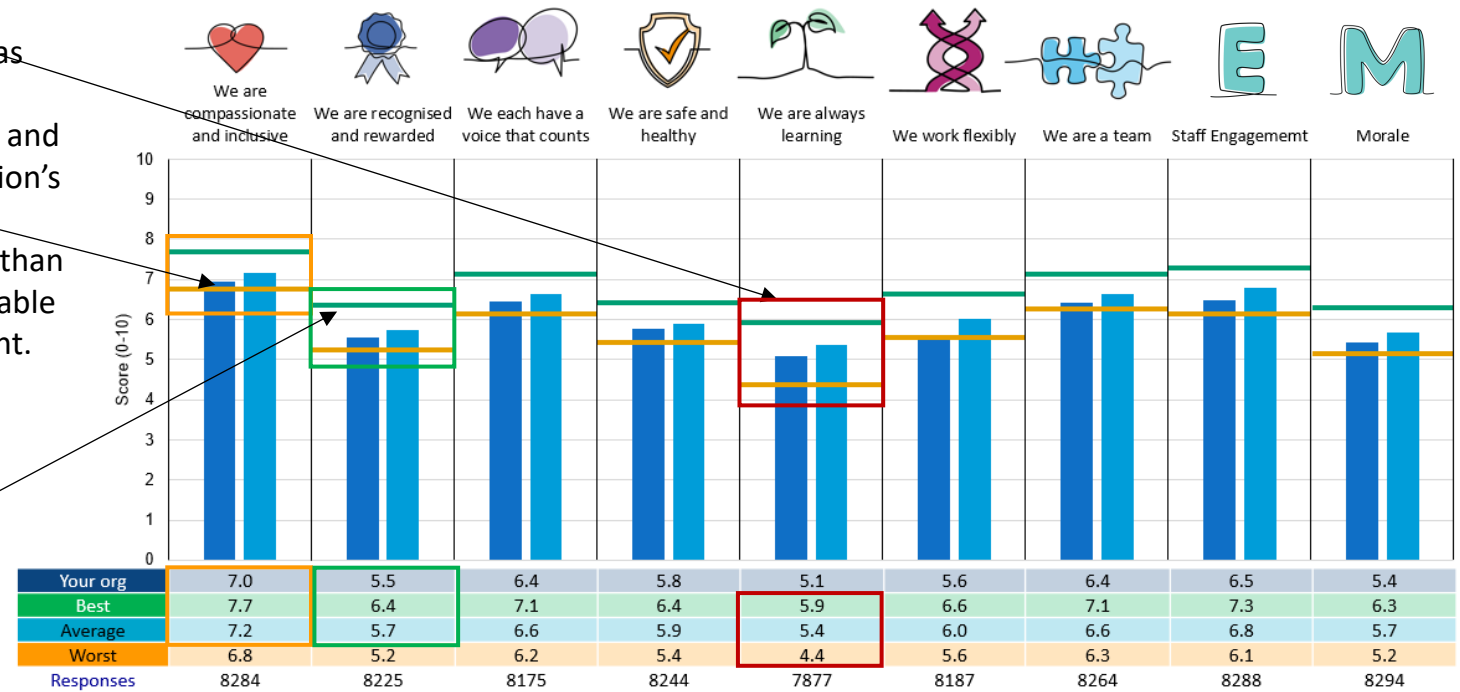
It is important to **consider each result within the range of its benchmarking group 'Best result' and 'Worst result'**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another point of reference.

Areas to improve

➢ By checking where, the 'Your org' column/value is lower than the benchmarking group 'Average result' you can quickly identify areas for improvement.

➢ It is worth looking at 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 result', but still lags 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'.
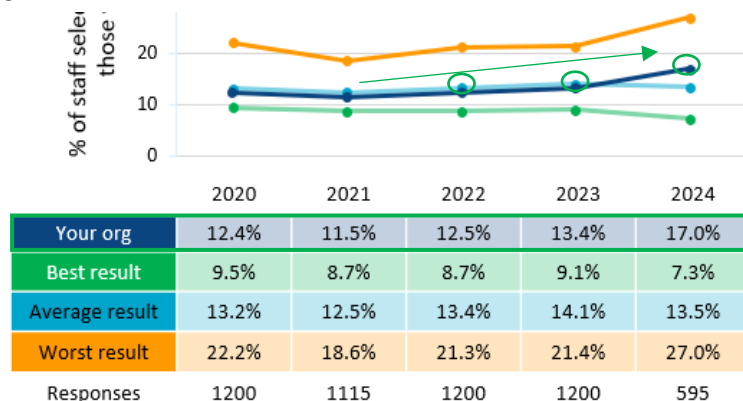

	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagememt	Morale
Your org	7.0	5.5	6.4	5.8	5.1	5.6	6.4	6.5	5.4
Best	7.7	6.4	7.1	6.4	5.9	6.6	7.1	7.3	6.3
Average	7.2	5.7	6.6	5.9	5.4	6.0	6.6	6.8	5.7
Worst	6.8	5.2	6.2	5.4	4.4	5.6	6.3	6.1	5.2
Responses	8284	8225	8175	8244	7877	8187	8264	8288	8294

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.

|	2020	2021	2022	2023	2024
Your org	12.4%	11.5%	12.5%	13.4%	17.0%
Best result	9.5%	8.7%	8.7%	9.1%	7.3%
Average result	13.2%	12.5%	13.4%	14.1%	13.5%
Worst result	22.2%	18.6%	21.3%	21.4%	27.0%
Responses	1200	1115	1200	1200	595

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.

✗ = Negative driver, org result falls between average and worst benchmarking group result for question
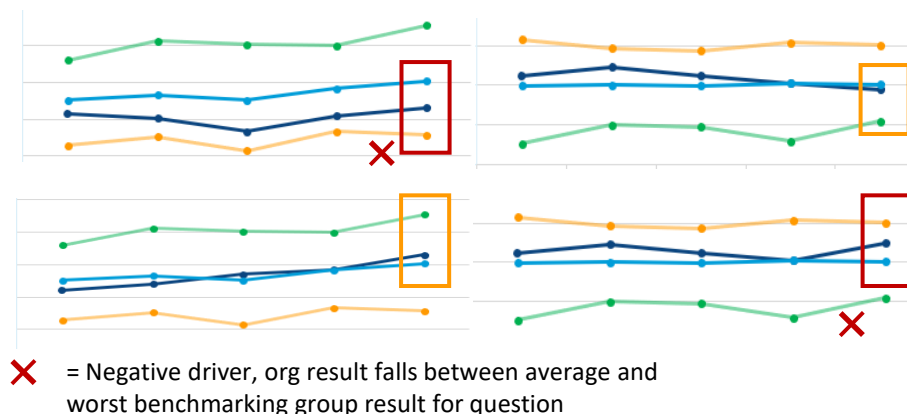
This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 140 pages might appear daunting. The below suggestions aim to provide 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).
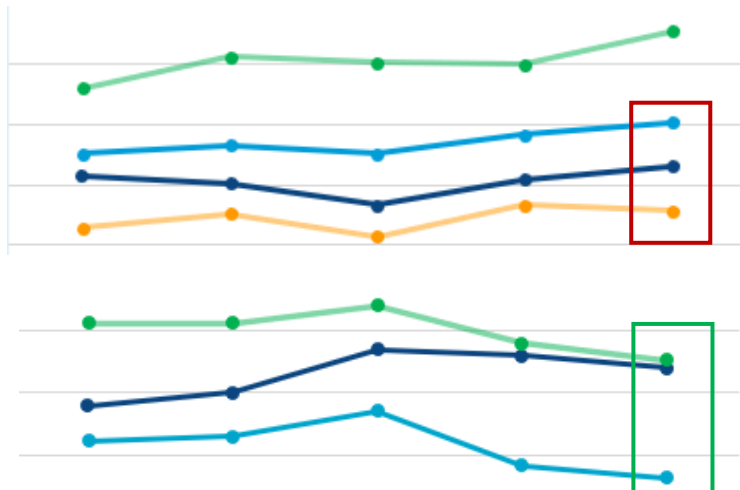
➢ **To identify areas of concern:** look for questions where the organisation value falls between the benchmarking group average and the worst result, particularly questions where your organisation result is very close to the worst result. Review changes in the trend data to establish if there has been 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: Additional reporting outputs

Survey Coordination Centre

NHS

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 Document.

Supporting documents

Basic Guide: Provides a brief overview of the NHS Staff Survey data and details on what is contained in each of the reporting outputs.

Technical Guide: Contains technical details about the NHS Staff Survey data, including data cleaning, weighting, benchmarking, People Promise, historical comparability of organisations 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 for up to five years where possible and show the full breakdown of response options for each question.

Breakdown reports: Reports containing People Promise and theme results split by breakdown (locality) for Leeds Community Healthcare NHS Trust.

National Briefing Document: Report containing the national results for the People Promise elements, themes and sub-scores. Results are shown with trend data for up to five years where possible.
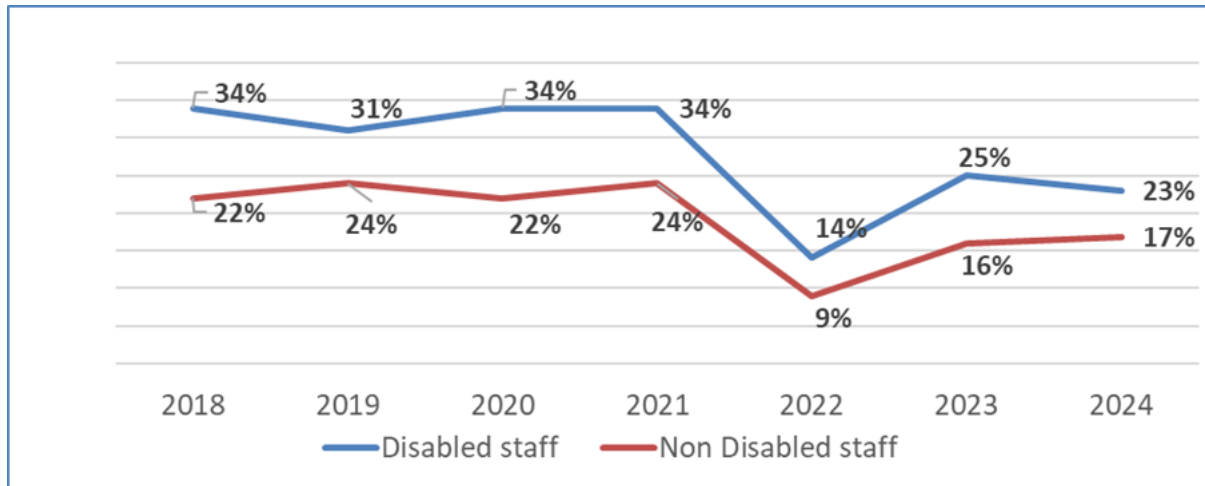
Detailed spreadsheets Contain detailed weighted results for all participating organisations, all trusts nationally, and for each region and ICS.

Appendix 2

WORKFORCE DISABILITY EQUALITY STANDARD PERFORMANCE

WDES 4 a (i) - Staff experiencing harassment, bullying or abuse from the public in the last 12 months


Over the years, there has been a significant positive shift in the experiences of staff facing harassment, bullying, or abuse from the public. For disabled staff, the percentage experiencing such negative behaviour saw a remarkable decrease from 34% in 2018 to just 14% in 2022. Although there was a slight increase to 25% in 2023, the percentage dropped again to 23% in 2024, indicating a sustained effort to create a safer and more respectful environment.

Similarly, non-disabled staff also experienced a notable improvement. The percentage of non-disabled staff facing harassment, bullying, or abuse decreased from 22% in 2018 to a low of 9% in 2022. While there was a slight rise to 16% in 2023 and 17% in 2024, the overall trend shows a positive reduction in negative experiences over the years.

This narrative highlights the progress made in reducing harassment, bullying, and abuse from the public, reflecting the ongoing commitment to fostering a more inclusive and supportive workplace for all staff members. It underscores the importance of continued efforts to maintain and further these improvements, ensuring a safe and respectful environment for everyone.

WDES 4a (ii) staff who have experienced harassment, bullying or abuse from managers in the past 12 months
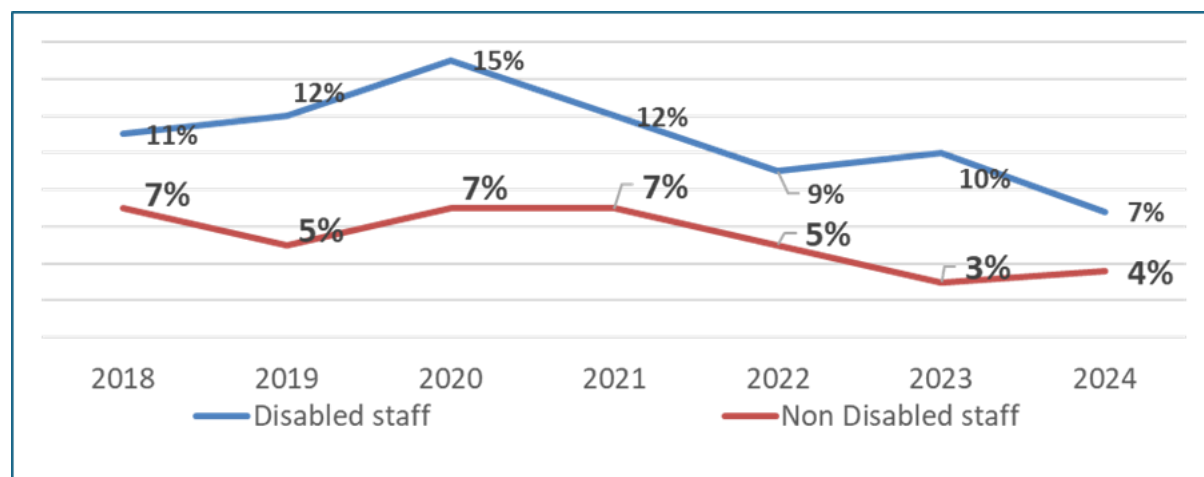

Over the past seven years, the Trust has made significant strides in reducing instances of harassment, bullying, and abuse from managers, particularly among disabled staff. The data reveals a commendable downward trend, with the percentage of disabled staff experiencing such negative behaviours decreasing from 15% in 2020 to just 7% in 2024. This remarkable improvement highlights the effectiveness of the Trust's ongoing efforts to create a more inclusive and supportive work environment.

For non-disabled staff, the figures also show a positive trend. The percentage of non-disabled staff reporting harassment, bullying, or abuse has consistently decreased, reaching a low of 3% in 2023 before slightly rising to 4% in 2024. This overall reduction from 7% in 2018 demonstrates the success of initiatives aimed at fostering a respectful and safe workplace for all employees.

These encouraging trends reflect the Trust's commitment to addressing and mitigating workplace harassment and bullying. By implementing comprehensive policies, providing training and support, and promoting a culture of respect and inclusion, the Trust is making significant progress in ensuring a healthier and more positive work environment for everyone.

WDES 4 (iii) - Staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months
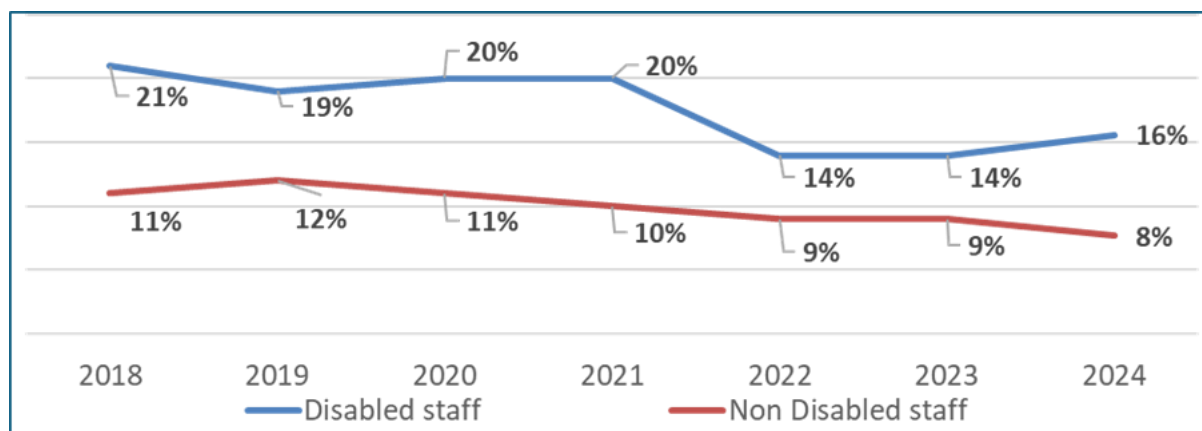

Over the past seven years, there has been a notable and positive trend in the reduction of harassment, bullying, or abuse experienced by staff from their colleagues. This progress is evident in both disabled and non-disabled staff groups, reflecting a broader commitment to fostering a more inclusive and respectful workplace environment.

For disabled staff, the percentage of those experiencing such negative behaviours has significantly decreased from 21% in 2018 to 16% in 2024. This reduction is particularly remarkable between 2020 and 2022, where the percentage dropped from 20% to 14%, maintaining this lower level through 2023. Although there was a slight increase to 16% in 2024, the overall trend remains positive and encouraging.

Similarly, non-disabled staff have also seen a consistent decline in these experiences, from 11% in 2018 to just 8% in 2024. This steady improvement highlights the effectiveness of ongoing efforts to create a safer and more supportive workplace for all employees.

These positive changes underscore the importance of continued focus on anti-bullying initiatives, diversity and inclusion programs, and supportive policies that contribute to a healthier and more harmonious work environment for everyone.

WDES 5 - staff believing that the Trust provides equal opportunities for career progression or promotion
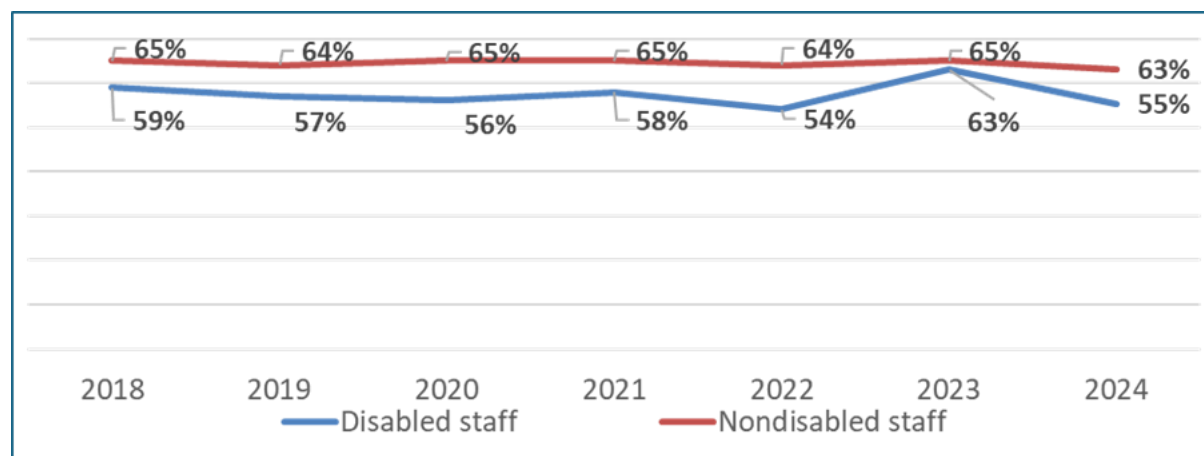

Over the years, the Trust has demonstrated a strong commitment to fostering an inclusive environment that promotes equal opportunities for career progression and promotion among its staff. This dedication is reflected in the consistent belief among both disabled and nondisabled staff members.

From 2018 to 2024, the Trust has seen fluctuations in the percentage of staff who believe in equal opportunities. Notably, there was a significant increase in 2023, where 63% of disabled staff felt confident in the Trust's commitment to equality, marking the highest point in the seven-year period. This peak indicates a positive response to the Trust's initiatives and efforts to support career advancement for all employees.

Although there was a slight decline in 2024, the overall trend shows that the Trust's efforts have had a lasting impact. The belief among nondisabled staff has remained relatively stable, with a slight dip in 2024, but still maintaining a strong majority.

The Trust's ongoing dedication to equality is evident in its continuous efforts to improve and adapt its policies and practices. By addressing the needs and concerns of all staff members, the Trust is paving the way for a more inclusive and supportive workplace, ensuring that every employee has the opportunity to thrive and succeed.

WDES 6 - Percentage of staff saying that they have felt pressure from their Manager to come to work, despite not feeling well enough to perform their duties (presenteeism)
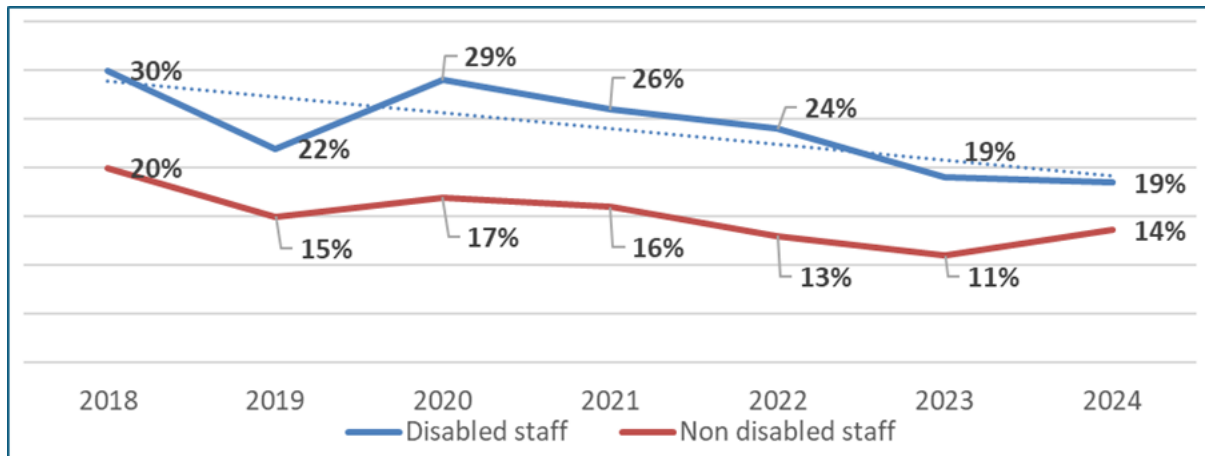
The Trust has made significant strides in addressing the issue of presenteeism, where staff feel pressured to come to work despite not feeling well enough to perform their duties. This progress is evident in the data from 2018 to 2024, showcasing a notable decline in the percentage of both disabled and nondisabled staff experiencing such pressure.

For disabled staff, the percentage has decreased from 30% in 2018 to 19% in both 2023 and 2024. This consistent reduction highlights the Trust's successful efforts in creating a more supportive and understanding work environment. The drop to 19% in recent years is particularly encouraging, indicating that the Trust's initiatives to promote well-being and reduce undue pressure are having a positive impact.

Similarly, the percentage of nondisabled staff feeling pressured has also seen a significant decline, from 20% in 2018 to 14% in 2024. The lowest point was reached in 2023, with only 11% of nondisabled staff reporting such pressure. This downward trend reflects the Trust's commitment to ensuring that all employees, regardless of their health status, feel supported and valued.

Overall, the data demonstrates the Trust's dedication to fostering a healthier and more inclusive workplace. By continuously addressing the concerns of their staff and implementing effective policies, the Trust is paving the way for a more compassionate and understanding work culture, where employees can thrive without compromising their well-being.