

Trust Board Development Staff Survey and Staff Engagement

23 March 2021



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Response rate

Survey
Coordination
Centre

Organisation details

NHS
England

Leicestershire Partnership NHS Trust

2020 NHS Staff Survey



Organisation details

Completed questionnaires **2,777**

2020 response rate **52%**

➤ [See response rate trend for the last 5 years](#)

Survey details

Survey mode **Mixed**

Sample type **Census**

This organisation is benchmarked against:

Mental Health & Learning
Disability and Mental
Health, Learning Disability
& Community Trusts



2020 benchmarking group details

Organisations in group: **52**

Median response rate: **49%**

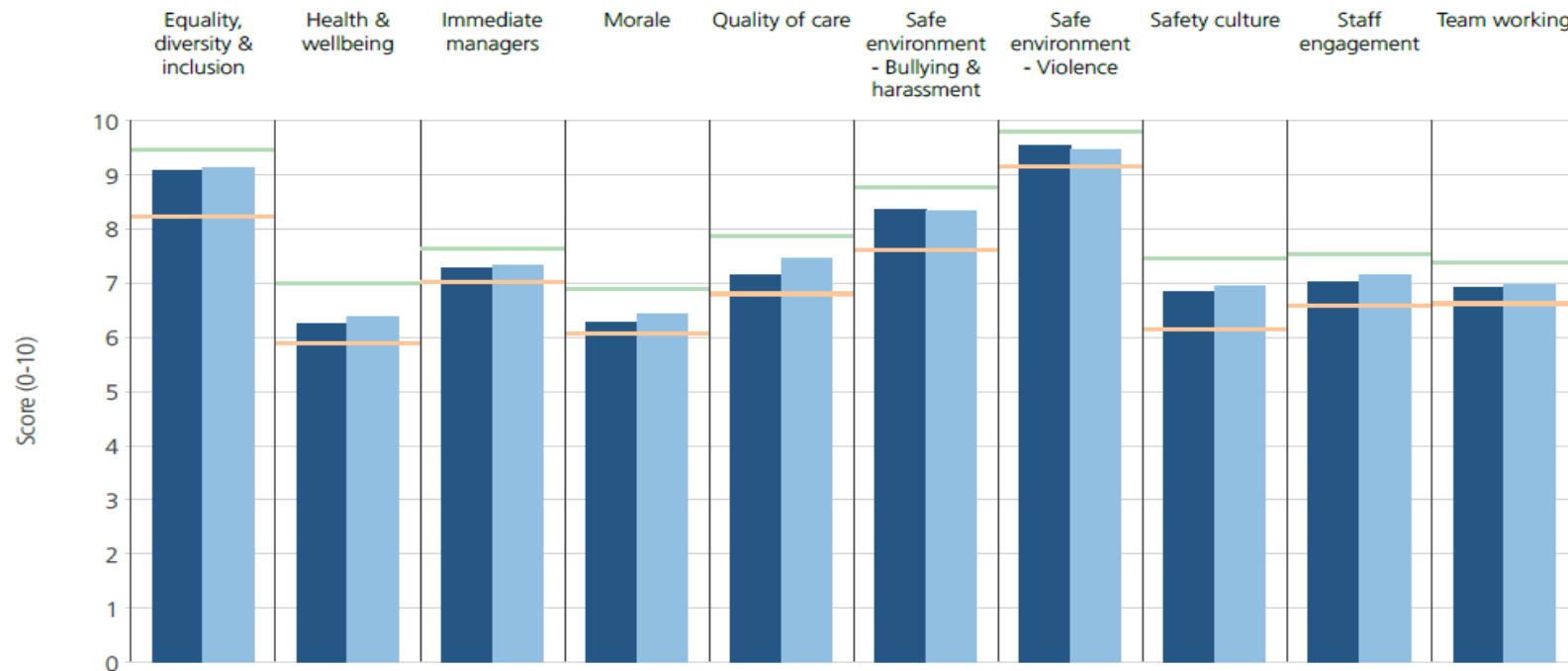
No. of completed questionnaires:

109,280

Results by theme











Survey
Coordination
Centre

2020 NHS Staff Survey Results > Theme results > Overview



Best	9.5	7.0	7.6	6.9	7.9	8.8	9.8	7.5	7.5	7.4
Your org	9.1	6.3	7.3	6.3	7.2	8.4	9.5	6.8	7.0	6.9
Average	9.1	6.4	7.3	6.4	7.5	8.3	9.5	6.9	7.2	7.0
Worst	8.2	5.9	7.0	6.1	6.8	7.6	9.1	6.1	6.6	6.6
Responses	2,759	2,767	2,771	2,765	2,324	2,756	2,763	2,769	2,772	2,724

Statistical significance

Theme	2019 score	2019 respondents	2020 score	2020 respondents	Statistically significant change?
Equality, diversity & inclusion	9.1	2383	9.1	2759	
Health & wellbeing	6.1	2397	6.3	2767	
Immediate managers †	7.2	2402	7.3	2771	
Morale	6.1	2384	6.3	2765	
Quality of care	7.1	1970	7.2	2324	
Safe environment - Bullying & harassment	8.3	2388	8.4	2756	
Safe environment - Violence	9.5	2387	9.5	2763	
Safety culture	6.7	2389	6.8	2769	
Staff engagement	6.9	2418	7.0	2772	
Team working	6.9	2371	6.9	2724	

The headlines

NHS Staff Survey 2020

How did we do?



Leicestershire Partnership
NHS Trust



52.4%

Of staff responded to the annual NHS staff survey.



7/10

Average score for staff engagement.



67.2%

Would recommend LPT as a place to receive care.



77.9%

Say patient/service user care is LPT's top priority.



63%

Would recommend LPT as a place to work.



75.5%

Feel secure raising concerns about unsafe clinical practice.



Highlights

- ★ Significant improvements in staff engagement, morale and safety culture.
- ★ More of you have felt safe, listened to and supported by managers.
- ★ Feeling able to contribute to improvements at work.
- ★ Effectiveness of communication between senior management and staff

Going Forwards

- ★ Looking at existing programmes to support your health and wellbeing
- ★ Supporting you to provide excellent quality of care
- ★ Commitment to becoming an anti-racist trust
- ★ Continuing in making sure LPT is the best place for you to work and deliver care

V1 10 March 2021

Most improved – recommending Trust as a place to work

Ten most up

Trust name	2018 score	2019 score	2020 score	Change 2019 to 2020 (percentage points)
Nottinghamshire Healthcare NHS Foundation Trust	54.7%	53.1%	67.8%	14.7
Isle of Wight NHS Trust (mental health sector)	46.2%	43.0%	55.3%	12.3
Humber Teaching NHS Foundation Trust	47.6%	49.0%	61.0%	12.0
Derbyshire Healthcare NHS Foundation Trust	56.1%	64.8%	75.1%	10.4
Midlands Partnership NHS Foundation Trust	60.4%	62.9%	71.7%	8.8
Lancashire and South Cumbria NHS Foundation Trust	44.4%	53.1%	61.8%	8.7
Essex Partnership University NHS Foundation Trust	59.4%	59.1%	67.8%	8.7
Leicestershire Partnership NHS Trust	57.8%	54.6%	63.0%	8.4
Surrey and Borders Partnership NHS Foundation Trust	60.5%	63.6%	71.8%	8.3
North East London NHS Foundation Trust	60.8%	62.9%	71.0%	8.1

Service Line Results

Key: Worse than national and worse than LPT

Worse than national and better than LPT

Better than national and worse than LPT

Better than national and better than LPT

Theme	Benchmark group - Average			Benchmark group - Worst			Benchmark group - Best			LPT 2020	LPT 2019	MH Inpatient Crisis and Liaison	MH Medical	MH MHSOP	MH Community, Rehab and Recovery Services	MH Management	CHS Hospital	CHS Community	CHS Head of Nursing	CHS Business Support	Enab Quality Improvement	Enab Medical	Enab Human Resources (HR)	Enab Chief Executive Office	Enab Finance	FYPC.LD Group 1	FYPC.LD Learning Disabilities	FYPC.LD Group 2	FYPC.LD C&F Management	Hos Audit & Other	Hos HIS
Number of Respondents										2987	2422																				
Equality, diversity & inclusion	9.1	8.2	9.5	9.1	8.1	9.1	8.8	8.6	9.3	9.2	9.3	9.8	9.4	9.0	8.9	8.9	9.7	9.3	9.1	9.5	9.7	9.3	9.1	9.5	9.7	9.3	9.1	9.5	9.7		
Health & wellbeing	6.4	5.9	7.0	6.2	6.1	5.8	6.7	5.9	6.7	6.4	5.7	6.2	7.8	7.1	6.4	6.8	7.6	7.4	6.3	6.4	6.5	5.9	6.2	6.3	6.4	6.5	5.9	6.2	6.3		
Immediate managers	7.3	7.0	7.6	7.3	7.2	7.2	6.9	7.3	7.5	7.3	7.0	7.5	8.3	8.2	6.9	7.4	7.6	7.8	7.2	7.5	7.5	7.5	7.7	7.0	7.2	7.5	7.5	7.5	7.7	7.0	
Morale	6.4	6.1	6.9	6.3	6.1	5.9	5.8	6.2	6.5	6.5	6.0	6.3	7.3	6.8	6.1	6.6	6.7	6.9	6.2	6.5	6.5	6.3	6.0	6.1	6.2	6.5	6.5	6.3	6.0	6.1	
Quality of care	7.5	6.8	7.9	7.2	7.1	7.1	6.0	7.4	7.1	7.3	7.6	7.2	7.3	-	7.6	6.6	7.0	-	7.4	7.2	7.1	6.7	6.1	-	7.9	7.2	7.1	6.7	6.1		
Safe Environment - Bullying & harassment	8.3	7.6	8.8	8.4	8.3	7.1	7.0	8.3	7.6	7.3	8.4	8.4	8.3	9.8	8.7	8.5	9.1	9.6	9.2	8.4	8.4	9.0	8.5	9.5	8.4	8.4	9.0	8.5	9.5	8.8	
Safe Environment - Violence	9.5	9.1	9.8	9.5	9.5	8.3	9.8	9.3	9.7	9.5	9.5	9.6	9.9	10.0	9.9	10.0	10.0	10.0	9.5	9.0	9.9	9.9	10.0	10.0	9.5	9.0	9.9	9.9	10.0	10.0	
Safety culture	6.9	6.1	7.5	6.8	6.7	6.5	4.9	6.7	6.4	6.7	7.3	7.0	6.6	7.6	7.0	6.5	6.6	7.2	7.0	6.8	6.9	7.0	7.1	6.8	6.9	7.0	7.1	6.8	6.3		
Staff engagement	7.2	6.6	7.5	7.0	6.9	6.9	6.4	6.8	6.5	7.3	7.3	6.9	7.0	8.2	7.6	6.8	7.3	7.4	7.0	7.2	7.0	7.5	6.7	7.0	7.2	7.0	7.5	6.7	6.8		
Team working	7.0	6.6	7.4	6.9	6.9	6.4	5.7	6.9	6.7	6.7	7.0	6.6	7.6	7.9	7.2	6.6	7.5	7.5	7.0	7.1	6.9	7.0	7.0	7.0	7.1	7.2	6.9	7.0	6.9		

Improving staff experience:

An integrated staff engagement approach:

1. Health and wellbeing
2. Culture, leadership and inclusion (OFOW)
3. Equality Diversity and Inclusion
4. Quality improvement / step up to great engagement

Health and wellbeing

- Mental Health and Wellbeing Hub <https://www.llrstaffwellbeing.org/>
- Health and wellbeing conversations
- Risk assessments
- Investment in rest areas / staff rooms
- Spring into Health – 16 April 2021
- Zero HCSW vacancies ambition
- Recovery and restoration:

Appreciation and recognition	Rest and recovery
Safe and secure at work	Staff experience
Creating capacity	Healing

Culture Leadership and Inclusion

- Evaluation of Our Future Our Way programme
- LPT's People Plan has been developed and will go to SEB on 9th April
- Launch of CUBE leadership behaviours feedback model for all staff in April
- Currently looking at a Just and Learning Culture improvement programme
- Compassionate polices – co-design on disciplinary policy taking place
- Meaningful data – looking at areas for improvement with Sharon
- LPT Leadership Strategy for 2021 – 2023 drafted

Equality Diversity and Inclusion

- Ambition to be an anti-racist Trust (joint with NHFT)
- WRES and WDES action plans
- Representative interview panels
- Cultural intelligence training
- Continued expansion of staff networks
- Reverse mentoring
- Roll out of inclusive decision making
- Talent Management and succession planning / progression for BAME and staff with disabilities
- Delivering a series of drama based workshops on addressing micro-aggressions which will be piloted within hot spot areas and tested with our support networks

Quality improvement / step up to great engagement

- Staff engagement around priorities for each objective
- Continued embedding of quality improvement – QI in a box, masterclasses, network, events, LifeQI projects, etc.
- Freedom to Speak up
- Duty of Candour and Learning Lessons exchange
- Peer reviews and learning through group model

