

# Staff Survey 2024 – summary of results

Trust Board March 2024



[www.leicspart.nhs.uk](http://www.leicspart.nhs.uk)

# Overall response

Surveys completed

**3,970 responses (622 more than last year)**

Response rate

**58.4% (4% higher than our last year and above average)**  
National average 50%; MH trusts average 54%

Improved movement in the  
108 indicators

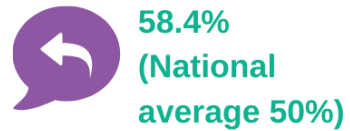
82 went up

2 went down  
significantly

# NHS Staff Survey 2024

## Your Feedback into Action

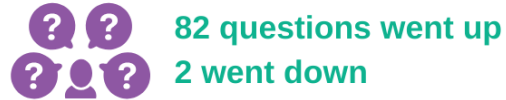
### Response rate



### Staff engagement



### 108 questions asked



People Promise	National average 24	Trust score 23	Trust score 24
We are compassionate and inclusive	7.6	7.6	7.7 ↑
We are recognised and rewarded	6.4	6.5	6.5
We each have a voice that counts	6.9	7.0	7.1 ↑
We are safe and healthy	6.4	6.4	6.5 ↑
We are always learning	5.9	6.2	6.2
We work flexibly	6.8	7.0	7.1 ↑
We are a team	7.2	7.2	7.3 ↑
Staff engagement	7.1	7.1	7.2 ↑
Morale	6.2	6.2	6.3 ↑
Recommending LPT as a place to work	65.2%	62.9%	67.8% ↑
Recommending LPT as a place to receive care	64.8%	62.7%	67.7% ↑

### Our strengths

- ★ Compassionate leadership
- ★ Listening to our colleagues
- ★ Staff reward and recognition
- ★ Opportunities to develop
- ★ Teams work well together
- ★ Recommending LPT as a place to work and receive care
- ★ Morale
- ★ Flexible working

### Areas for improvement

- ↗ Psychological safety
- ↗ Bullying and harassment
- ↗ Racial discrimination
- ↗ Equitable learning and development

## Key highlights

- Our response rate was **8.4% higher than the national average**, and 4% higher than our response rate in 2023.
- **All people promise indicators are above the national average**
- **Seven out of nine of our people promise indicators improved** from the previous year
- Our advocacy responses – **recommending LPT as a place to work and receive care – are above the national average** despite a downward trend nationally:
  - Recommend LPT as a place to work – 67.8% (up 4.9%). This is above the national average of 65.2%
  - Recommendation LPT as a place for care – 67.7% (up 5%). This is above the national average of 64.8%

# Benchmarking against our peers

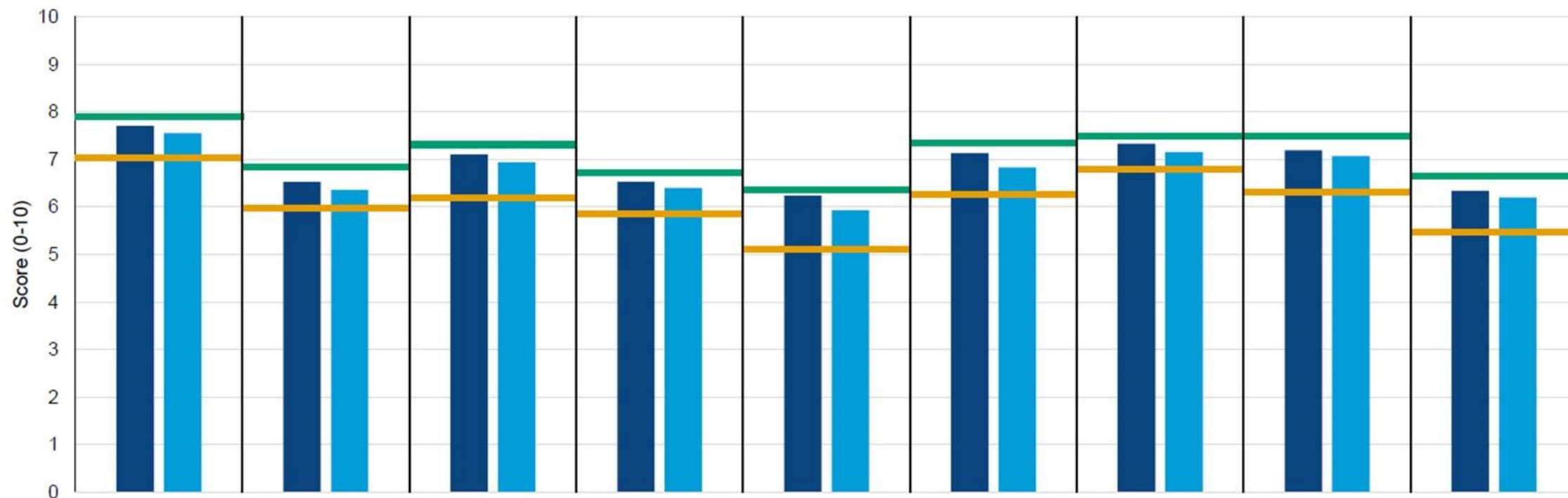
*Out of peer group of 50 MH community combined Trusts:*

- Second most improved trust
- Recommended place to work: ranked 9 overall
- Ranked 3 in People Promise indicators amongst East Midlands MH/CH trusts

	LPT ranking (benchmarking group)
Response rate	13
We are compassionate and inclusive	12
We are recognised and rewarded	12
We each have a voice that counts	11
We are safe and healthy	11
We are always learning	6
We work flexibly	6
We are a team	7
Staff engagement	14
Morale	13

# 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.



Your org	7.70	6.53	7.10	6.53	6.24	7.13	7.33	7.19	6.34
Best result	7.90	6.83	7.31	6.72	6.37	7.34	7.48	7.49	6.66
Average result	7.55	6.35	6.94	6.40	5.93	6.83	7.15	7.07	6.20
Worst result	7.03	5.98	6.18	5.86	5.11	6.27	6.78	6.32	5.46
Responses	3954	3955	3917	3927	3828	3928	3944	3957	3959

# Recommending LPT

Substantive Staff				2022	2023	2024	Difference
We recommend LPT as a place to work				60.20%	62.90%	67.80%	4.90%
We recommend LPT as a place to deliver and receive care				62.10%	62.70%	67.70%	5.00%
Bank Staff				Bank 22	Bank 23	2024	Difference
We recommend LPT as a place to work				59.50%	59.80%	75.60%	15.80%
We recommend LPT as a place to deliver and receive care				61.70%	65.70%	75.10%	9.40%

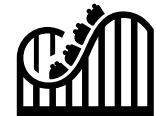
This is a significant improvement from the last two years.

Our substantive workforce have seen almost an equitable rise in their appreciation for LPT as a place to work, and to recommending as a place to deliver and receive care.

Our bank workforce have seen a significant increase in their advocacy questions – with the highest noticeable difference being recommending LPT as a place to work.



# Summary of headlines 2024



Overall, our scores have improved across the board compared to last year – 82 out of 108 questions have gone up. All of our People Promise indicators have gone up and many are now above the national average.

5% increase on recommending LPT as a place to work and receive care and 2% more staff feel that the care of patients/service users is LPT's top priority – both are above national average.

8% more staff feel there are enough members of staff within their team to do their job properly. Morale and feeling valued is higher than the national average.

4.5% more staff are not working unpaid hours, and 2.5% more staff feel positive about their work life balance. 3% more staff feel that LPT takes positive action on their HWB. This is better the national average. Work related sickness is lower than the national average.

2.3% more staff are feeling supported with career progression and feel more valued by their peers and direct line managers. Line manager support indicators have improved. These are areas again above the national average

Of those who had experienced discrimination; 5.6% more members of staff said it was due to ethnicity. Experience of discrimination due to ethnicity and religion is higher than national average. Reporting of physical violence is lower than national average.

Confidence in raising concerns has improved – nearly 80% of staff would feel safe raising concerns and 66% feel action would be taken (an increase of 6.3% from last year). Both are now significantly above national average. There are also improvements in reporting bullying, harassment and abuse by 6.3%

Other notable areas better than national average include effective teamwork, appraisals and objectives, and not looking to leave LPT.

More staff with a long-term health condition or illness say LPT has made reasonable adjustment(s) to enable them to carry out their work – this is higher than the national average

# Substantive staff overview

Initial Results	1% Difference	2% Difference
82 improved	58 improved	26 improved
2 stayed the same	42 stayed the same	80 stayed the same
24 went down	8 went down	2 went down

There has been positive improvements in the following areas:

Question	23 score	24 score	Difference
I am able to meet all the conflicting demands on my time at work	45.9%	49.9%	4%
There are enough staff at the organisation to do my job properly	31.4%	39.4%	8%
I rarely experience unrealistic time pressures	28.4%	31.8%	3.4%
On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours (0 hours).	43.9%	48.4%	4.5%
If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation (Agree/Strongly agree).	62.7%	67.7%	5%
I would recommend my organisation as a place to work (Agree/Strongly agree).	62.9%	67.8%	4.9%
(In relation to appraisals) It helped me to improve how I do my job (Yes, definitely).	26%	29.7%	3.7%
How often, if at all, do you feel worn out at the end of your working day/shift (Never/Rarely).	20.6%	23.6%	3%
On what grounds have you experienced discrimination? Gender (No).	80.8%	84.8%	4%
I would feel secure raising concerns about unsafe clinical practice (Agree/Strongly agree).	78%	79.8%	1.8%
I am confident that my organisation would address my concern (Agree/Strongly agree).	64.8%	65.5%	1.7%
My organisation takes positive action on health and well-being (Agree/Strongly agree).	67.2%	69.7%	2.5%

There has been significant reduction in:

Question	23 score	24 score	Difference
On what grounds have you experienced discrimination? Ethnic background (No)	49.6%	44.1%	-5.6%
On what grounds have you experienced discrimination? Religion (No).	93.2%	90.6%	-2.7%



# What our data tells us compared to 2023:

Narrative and question	23 score	24 score	Difference
Our staff are feeling happier, more valued and more supported at work. Nearly 89% feel their role makes a difference	87.5%	88.9%	1.4%
Staff are striking a better work-life balance with flexible working and healthier boundaries	64.2%	65.8%	1.6%
2.3% more staff never feel burnt out due to work and significantly more staff feel we have enough staff for them to do their job properly.	33.7%	36.0%	2.3%
Immediate line manager relationships are improving, and career progression pathways are having a positive impact on job satisfaction Q: My immediate manager encourages me at work (Agree/Strongly agree).	81.2%	82.2%	1.1%
My immediate manager cares about my concerns (Agree/Strongly agree).	79.5%	80.8%	1.3%
Staff feel more psychologically safe: feeling safer to speak up, raise concerns, confident these will be addressed, gaining feedback and reporting instances of abuse at work Q: My immediate manager gives me clear feedback on my work (Agree/Strongly agree).	76%	78.3%	2.3%
The Our Future Our Way culture programme investments (career progression, psychological safety, health and wellbeing and managing expectations) have each seen improvements this year. Q: There are opportunities for me to develop my career in this organisation (Agree/Strongly agree).	59.6%	61.9%	2.3%
Our Team Time Out initiative has been well received by our entire workforce, and this shows in team morale and more feel the organisation takes positive action for their health and wellbeing (+2.5%)	20.6%	23.6%	3%
Our Zero Tolerance to Abuse campaign is making some impact and more staff are reporting abuse The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it (Yes).	55.9%	62.2%	6.3%
Our in-person engagement activities (including Health and Wellbeing and Raising Health Roadshows, Culture Cafés, staff networks and local engagement activity) have impacted on our significantly improved engagement scores Staff engagement score	7.1	7.2	0.1
Fewer members of staff are unhappy in their role, or looking to leave the organisation Q: As soon as I can find another job, I will leave this organisation (Strongly disagree/Disagree).	63.3%	64.1%	0.8%
There is more work to do to improve career development for staff and ensure no one feels discriminated against, particularly in relation to race and religion which have seen scores decrease.) Q: Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age (Yes).	65.4%	64.4%	-1%

# Areas significantly better than national average

Question	National Average	LPT	Difference
How often, if at all, do you find your work emotionally exhausting? (Yes)	34%	30.7%	3.3%
On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours (0 hours).	48.4%	55.2%	-6.8% *this is positive
How often, if at all, do you feel burnt out because of your work (Never/Rarely).	25.9%	48.5%	10.1%
How often, if at all, do you feel worn out at the end of your working day/shift (Never/Rarely).	34.9%	37.3%	2.6%
How often, if at all, do you find your work emotionally exhausting?	34%	31%	3%
I feel supported to develop my potential	62%	65.2%	3.5%
The opportunities for flexible working patterns (Satisfied/Very satisfied).	67.1%	72%	4.9%
Teams within this organisation work well together to achieve their objectives (Agree/Strongly agree).	54.1%	59.6%	5.5%
Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?	58.8%	64.25%	5.45%
In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?	88%	92.7%	4.7%
It helped me agree clear objectives for my work.	36.7%	41.3%	4.6%
My immediate manager gives me clear feedback on my work.	74%	78%	4%

# Significantly above national average

Question	National Average	LPT	Difference
On what grounds have you experienced discrimination? – Gender (yes)	21.3%	15%	6.3%
My immediate manager takes a positive interest in my health and well -being.	79.1%	82.3%	3.2%
I will probably look for a job at a new organisation in the next 12 months	20.4%	17.5%	-2.9% *positive result
<b>Care of patients / service users is my organisation's top priority.</b>	78.4%	81.7%	3.3%
<b>I would recommend my organisation as a place to work</b>	65.2%	67.9%	2.7%
<b>If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.</b>	64.8%	67.7%	2.9%

\*It is important to note that this is a momentous achievement for us as an organisation because:

- Our advocacy questions were beneath the national average last year
- Our increase in advocacy questions goes against the national trend for 2024
- We have seen more than a 5% rise in our own personal LPT figures from 23-23, and are over 2% higher (a significant change) than the national average

# Significantly below national average

Question	National Average	LPT	Difference
The last time you experienced physical violence at work, did you or a colleague report it (Yes).	90%	85.5%	-4.5%
On what grounds have you experienced discrimination? – Religion. (Yes)	5.2%	9.17%	+3.97 *negative
On what grounds have you experienced discrimination? Ethnic background (Yes)	48.5%	57.5%	+9% *negative
On what grounds have you experienced discrimination? – Disability (Yes)	13.4%	15.5%	+2.1%

# Bank staff heatmap overview

**There has been significant positive improvements in the following areas (more than three percent increase):**

1. 15.24% more staff would be happy with the standard of care provided by this organisation if a friend or relative needed treatment
2. 9.93% more staff would recommend LPT as a place to work
3. 10.66% more staff feel care of patients / service users is LPT's top priority
4. 11.03% more staff feel they have opportunities to improve knowledge and skills
5. 9.34% more staff feel confident that when errors, near misses or incidents are reported, LPT takes action to ensure that they do not happen again
6. 9.63% more staff say they don't experience discrimination because of their age
7. 8.36% more staff say their work doesn't frustrate them
8. 6.29% more staff feel their work is valued by the organisation
9. 7.11% more staff feel able to make improvements happen at work
10. 5.69% more staff never feel worn out at the end of their working day / shift
11. 4.27% more staff said the last time they experienced physical violence at work, they reported it

Initial results	1% Difference	2% Difference
48 improved	44 improved	40 improved
1 stayed the same	12 stayed the same	26 stayed the same
52 went down	45 went down	35 went down

**Improvements are also noted in particular in relation to:**

1. 4.95% more staff feel supported to develop their potential
2. 6.59% more staff said they quickly get the answers they need when they contact the bank team with a query
3. 6.84% more staff feel supported by the bank team (such as receiving local and trust specific updates, hearing about new opportunities and general wellbeing support, etc.)

**There has been significant decreases in the following areas:**

1. 10.92% fewer staff said time passes quickly when they are working
2. 7.4% fewer staff said they had a personal attachment to their team
3. 5.04% fewer staff said their immediate manager(s) asks for their opinion before making decisions that affect their work.
4. Staff experienced more discrimination overall: 8.07% more for their ethnic background, 5.49% more for their sexual orientation, 3.3% more for their gender and 2% more for their religion

# People Promise themes – bank

People Promise Theme	2022 rating	2023 rating	2024 rating	Difference 23/24	Subst.	Difference bank/sub
We are compassionate and inclusive	7.13	7.39	7.34	-0.05	7.70	-0.36
We are recognised and rewarded	6.14	6.28	6.34	0.06	6.51	-0.17
We each have a voice that counts	6.49	6.69	6.82	0.13	7.10	-0.28
We are safe and healthy	7.20	7.02	7.21	0.19	6.52	0.69
We are always learning	6.05	6.16	6.38	0.22	6.23	0.15
We work flexibly	6.68	7.04	7.11	0.07	7.12	-0.01
We are a team	6.61	6.84	6.81	-0.03	7.33	-0.52
Staff Engagement	6.78	7.01	7.22	0.21	7.20	0.02
Morale	6.05	6.04	6.24	0.2	6.34	-0.10

Seven out of nine People Promise indicators for our bank staff have improved from last year.

This year, our bank staff People Promise themes have higher responses for 'we are safe and healthy', 'we are always learning' and 'staff engagement' in comparison to our substantive workforce.



# Feedback into Action - summary

- We have seen national trend picture dip where staff feel the organisation takes positive action on their **health and wellbeing**. The opposite is true for LPT – with more staff feeling the organisation takes positive action. It is now **closer to reaching the best response**. (LPT 69.5%, best response 74.3%)
- For the last two years we have seen our trajectory mirror that of the national picture for our staff reporting counts of physical violence, though we are still below the national average for this statistic (90% national average, 85.5% LPT)
- We have also seen our **LPT trends mirror the national picture with reporting counts of harassment, bullying or abuse** – and we are just a fraction below the national average this year (1% from the benchmarking weighted data). This is in line with our Zero Tolerance and Together Against Racism efforts.
- **Our staff are feeling less exhausted within LPT than the national picture**. Our staff response indicates a downward trend (a positive response) for our organisation in comparison to the national trend.
- Staff feel they have enough time for their friends and family after work – and is close to the highest response for this question
- Similarly, **staff feel they experience less work-related sickness and stress in compared to the national picture**

# Feedback into Action summary

- Staff are experiencing less violence overall, and are at or just beneath the national average (positive) questions 13a-c.
- **Less of our staff experience sexual harassment in comparison to the national picture**
- Our staff continue to show an **upward trajectory with regards to career development**, support, clinical support and opportunities available, in comparison to a downward trend nationally
- **More staff are having appraisals in comparison to the national picture**, with a huge difference in staff feeling valued afterwards. The national picture saw a downward trend this year in response to this question (23d)
- **Our LPT teams are feeling slightly more valued than other Trusts nationally (Q7a-c)**
- Staff report on having **good working relationships with their managers, higher than the national picture** and moving in an upward trajectory as opposed to plateauing or decreasing (national picture)
- Our advocacy questions (26a-c) are now all above the national average
- **Our staff have higher morale in comparison to the national picture**

# Staff survey engagement action plan 2024/5

## Our aims and objectives

**Our Staff Survey shows how staff feel about LPT, and indicates it continues to improve with a rise in advocacy year on year: it is a great place to work and receive care**

**We aim to:**

- Improve position in relation to our peers and Community Mental Health Trusts
- Response to staff feedback
- Continue to see growth in our response rate
- Reach 60% response rate for 2025 NHS Staff Survey

# Staff engagement framework

## Staff feedback:

- NHS Staff survey
- Pulse survey
- OFOW
- Culture Cafés
- HWB roadshows
- Listening events
- FTSU
- Staff networks

## All staff check-ins

- Monthly Team Brief
- Senior Leadership Group/ELT
- Listening events/ culture cafes
- Our Future Our Way
- HWB and inclusion check-ins
- Board walks and service visits

## Directorate check-ins

- Themed directorate team briefs
  - Directorate briefing and listening events and workshops
- New starter welcome sessions

## Targeted staff support

- Staff support networks
- Health and wellbeing roadshows
- Change leaders' network
- FTSU partners and Staff-side
- Communications champions

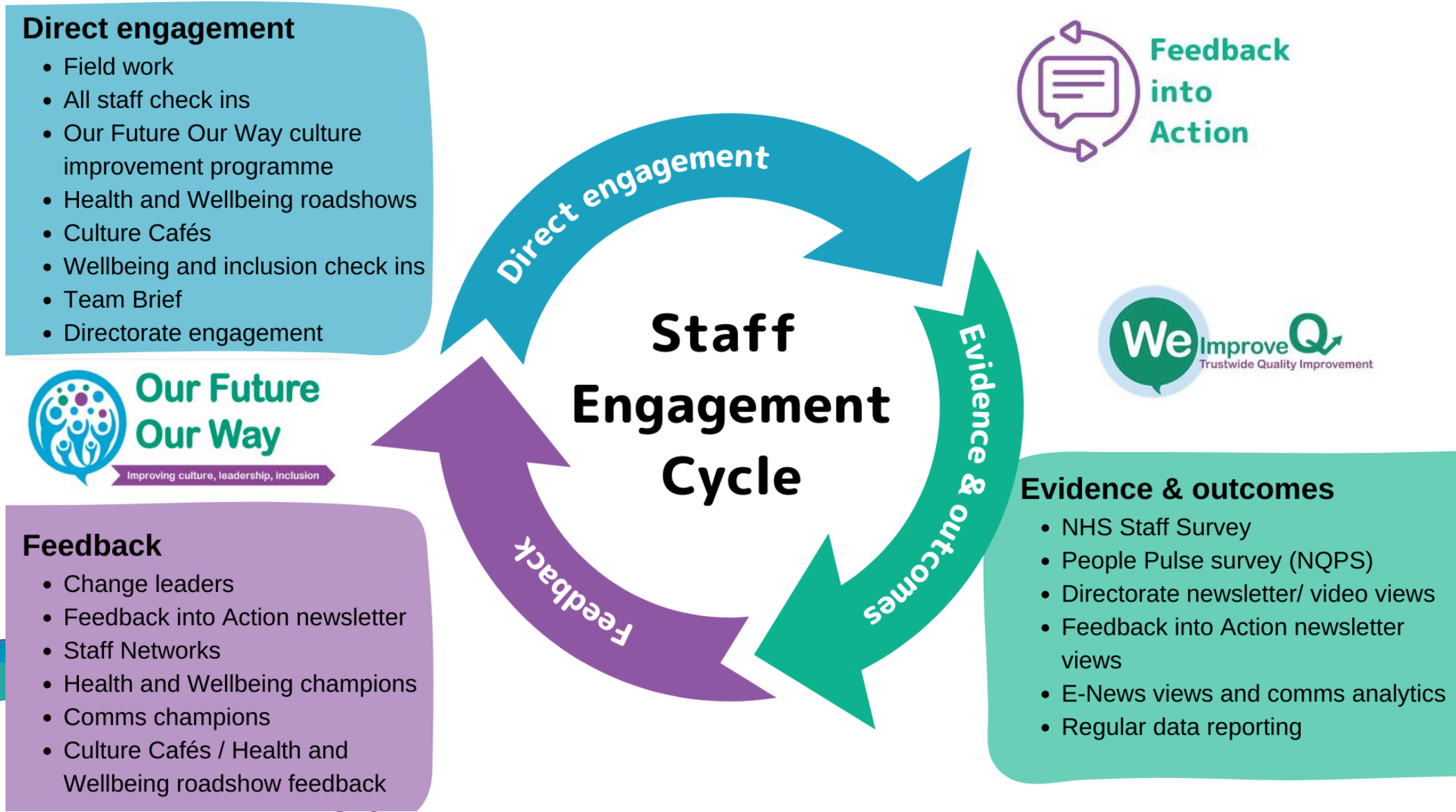
## Enabling at local level

- Team Brief and team meetings
- Manager toolkits for team discussions
- Coaching on reading your data
- QI network support for continuous improvement
- Leadership behaviours

## Linking to our vision, mission and strategy:

- OD and leadership activity/progs
- Together Against Racism
- Group strategic priorities
- People Plan

# Staff engagement - Putting feedback into action



# Staff survey results: next steps

## 1. Identify up to 3 areas of Trustwide focus

Vehicles – as per engagement framework:

- OFOW - Culture, leadership and inclusion programme
- TAR and EDI workstreams
- Strategy – leadership and OD work for the year

## 2. Engagement working group

- Monthly staff engagement group to co-ordinate and oversee progress – OD, Comms & engagement, HWB, EDI, FTSU, HR business partners.
- Bank staff engagement plan

## 3 Targeted local plans

- **Directorate specific – 3 areas of focus each** and support for hotspot teams. Directorate engagement plans to be finalised.
- Specific **targeted interventions** for low performing areas and staff groups – including bank staff, staff with disabilities, ECM colleagues, estates.