

## Public Trust Board – 25 March 2025

### NHS Staff Survey results – summary March 2025

#### Headlines

We join all NHS providers across England to participate in the National NHS Staff Survey which is open between September and November. The results for the 2024 survey were released by the national NHS Survey Coordination Centre on 13 March. This paper outlines a summary of the results. The headlines include:

- We achieved a fantastic response rate of 58.4%, this is the highest response we have ever received for this annual survey and was significantly above the national average response rate (50% for all Trusts and 54% for community and mental health trusts like ours).
- With regards to the national People Promise indicators, all nine are now above the national average, and seven of the People Promise indicators have increased from the previous year's results.
- 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%
- The response to 'Care of patients / service users is my organisation's top priority' has risen by 3.3% to 81.7% - which is higher than the national average of 78.4%

Out of our peer group of 50 Mental health/community health/combined Trusts, we have benchmarked as:

- Second most improved trust
- Ranked 9 in relation to recommended place to work
- Ranked 3 in People Promise indicators amongst East Midlands peer trusts

#### Summary

Around 4000 staff, that's 58.4% of our LPT family shared their views in the NHS Staff Survey 2024, which was significantly above the national average response rate (50% for all Trusts and 54% for community and mental health trusts like ours). The response rate from our Bank staff was 34.4% - an increase of 4.4% from last year. Thank you to all colleagues who took the time to share their views, this is our highest ever response and has made our data richer in understanding how it feels to work for our Trust.

With regards to the national People Promise indicators, all nine are now above the national average, and seven of the People Promise indicators have increased from the previous year's results.

We want LPT to be a great place to work and deliver care for all. We are pleased to see that our results indicate a positive picture of clear improvements in staff experience, with significant rises above the national average in several areas.

There has also been a significant increase in colleagues saying they would recommend LPT as a place to work and receive care – both of which are now above the national average. This is great news as it shows that, overall, staff experience of working at LPT continues to improve.

There were 108 questions asked in in the NHS staff survey. It is pleasing to see that results for 82 of these questions have gone up, and when looking at significant differences ie. more than a 2% change only two have dropped. Several areas are now above the national average.

In summary, most staff who responded to the survey feel that LPT is an inclusive and compassionate place to work, have a good sense of team work, feel supported by their line managers and feel engaged overall – this is a positive reflection of our values and leadership behaviours for all, and areas where we are performing above the national average.

### Further details

Our staff are feeling happier, more valued and more supported at work. Nearly 89% feel their role makes a difference. There is better work-life balance and they feel more supported with their health and wellbeing. Experience of line manager support has improved. All of these areas are above average.

Nearly 80% of staff now feel safer to raise concerns, and there has been improvements in confidence that these will be addressed. There are also significant improvements in feeling safe to report bullying, harassment and abuse. Again these are above average now.

The Our Future Our Way culture programme focus areas of career progression, psychological safety, health and wellbeing and managing expectations have each seen improvements this year. Our Zero Tolerance to Abuse campaign is making some impact and more staff are reporting abuse.

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 above national average

Even with these good results, we want to continue to improve. Our results where we are below the national average, which require further focus are around reporting physical abuse and experience of discrimination due to ethnic background, religion and disability. This is disappointing and unacceptable; it will be important this year to build on our Zero Tolerance to Abuse and Together Against Racism Group objectives to ensure improvements are being made.

Our staff survey results reflect a positive journey of improvement in our LPT family culture however, there is always more we can do. We have listened and know there are some clear improvement areas we need to focus on, whilst continuing to build on the positive progress made.

There are also variations in the results across our directorates and staff groups, as well as our Bank staff, and variable experiences for our staff from minority ethnic backgrounds and with disabilities. We will be looking at this in more detail in directorate meetings and staff

group forums, to look at what more can be done specifically to improve in these areas, in addition to our trust wide Our Future Our Way culture improvement programme.

### Next steps

Each directorate has been provided with more detailed analysis and summaries for review, to agree local areas of focus within their context.

A comprehensive communications and engagement programme has been launched and includes support at Trustwide level, directorate level and local level.

At a Trustwide level, it is evident from the initial summary that the focus needs to remain on our Zero Tolerance and Together Against Racism work and our Culture programme, particularly in relation to racism, discrimination and physical violence, and careers/talent. These areas of focus are being agreed.

See additional pack for further details.

### Governance table

For Board and Board Committees:	Trust Board – 25 March 2025	
Paper sponsored by:	Sarah Willis, Director of HR & OD	
Paper authored by:	Kamy Basra, Associate Director of Communications and Culture	
Date submitted:	18/03/25	
State which Board Committee or other forum within the Trust’s governance structure, if any, have previously considered the report/this issue and the date of the relevant meeting(s):	SEB 11/3/25	
If considered elsewhere, state the level of assurance gained by the Board Committee or other forum i.e., assured/ partially assured / not assured:	n/a	
State whether this is a ‘one off’ report or, if not, when an update report will be provided for the purposes of corporate Agenda planning	Annual Report	
LPT strategic alignment:	Great Health Outcomes	All
	Great Care	
	Great Place to Work	
	Part of the Community	
CRR/BAF considerations ( <i>list risk number and title of risk</i> ):	BAF07	
Is the decision required consistent with LPT’s risk appetite:	Yes	
False and misleading information (FOMI) considerations:	None	
Positive confirmation that the content does not risk the safety of patients or the public	Confirmed	
Equality considerations:	Considered	