



Northumbria Healthcare
NHS Foundation Trust

THE NORTHUMBRIA WAY

PEOPLE CARING FOR PEOPLE

Community Promise

More than Healthcare

Wayne Daley –

Head of Corporate and Social Responsibility, Northumbria Healthcare NHS FT

www.northumbria.nhs.uk | building a caring future

HOSPITAL | COMMUNITY | HOME

Presentation summary

- ✓ Our area
- ✓ Background – developing the community promise
- ✓ Impact examples
- ✓ The wider system – anchor and inspiration
- ✓ Future focus

A health dichotomy in local lives



Northumbria Healthcare
NHS Foundation Trust

A&E National ranking: September 2025

Rank	Name	Performance
1	Northumbria Healthcare NHS Foundation Trust	89.0%
2	Calderdale And Huddersfield NHS Foundation Trust	85.6%
3	West Hertfordshire Teaching Hospitals NHS Trust	84.6%
4	Bradford Teaching Hospitals NHS Foundation Trust	83.8%
5	North Tees And Hartlepool NHS Foundation Trust	83.4%
6	Dartford And Gravesham NHS Trust	83.3%
7	Homerton Healthcare NHS Foundation Trust	82.1%
8	Royal Cornwall Hospitals NHS Trust	82.0%
9	Maidstone And Tunbridge Wells NHS Trust	81.4%
10	The Royal Wolverhampton NHS Trust	80.9%

Diagnostics National ranking: August 2025

Rank	Name	Performance	Total Waiting List
1	The Rotherham NHS Foundation Trust	99.1%	5,643
2	Northumbria Healthcare NHS Foundation Trust	99.0%	13,194
3	North Bristol NHS Trust	99.0%	11,275
4	Tameside And Glossop Integrated Care NHS Foundation Trust	98.4%	3,533
5	East Lancashire Hospitals NHS Trust	98.1%	10,675
6	Dartford And Gravesham NHS Trust	97.9%	6,948
7	University Hospitals Dorset NHS Foundation Trust	97.2%	11,105
8	Warrington And Halton Teaching Hospitals NHS Foundation Trust	95.9%	5,763
9	Barking, Havering And Redbridge University Hospitals NHS Trust	95.8%	9,258
10	South Warwickshire University NHS Foundation Trust		

RTT National ranking: August 2025

Rank	Name	Performance	Total incomplete pathways
1	Northumbria Healthcare NHS Foundation Trust	82.0%	36,391
2	Royal Berkshire NHS Foundation Trust	79.7%	35,016
3	South Tyneside And Sunderland NHS Foundation Trust	74.4%	59,265
4	The Newcastle Upon Tyne Hospitals NHS Foundation Trust	72.7%	88,675
5	North Tees And Hartlepool NHS Foundation Trust	72.7%	20,922
6	Barking, Havering And Redbridge University Hospitals NHS Trust	71.6%	57,944
7	Harrogate And District NHS Foundation Trust	71.5%	20,159
8	Royal Cornwall Hospitals NHS Trust	71.1%	41,254
9	Airedale NHS Foundation Trust	71.1%	14,032
10	Walsall Healthcare NHS Trust	70.5%	28,355

Cancer 62-day treatment NE ranking: August 2025

Rank	Accountable provider	Performance	No. receiving treatment
1	Northumbria Healthcare NHS Foundation Trust	78.9%	201.0
2	South Tyneside And Sunderland NHS Foundation Trust	76.7%	225.0
3	County Durham And Darlington NHS Foundation Trust	75.0%	222.0
4	Gateshead Health NHS Foundation Trust	70.8%	132.0
5	The Newcastle Upon Tyne Hospitals NHS Foundation Trust	69.9%	427.5
6	South Tees Hospitals NHS Foundation Trust	65.7%	359.0
7	North Tees And Hartlepool NHS Foundation Trust	51.7%	149.0
8	North Cumbria Integrated Care NHS Foundation Trust	51.3%	136.5

Exclusions:
Mental Health, Community & Specialist providers
All England performance: 60.96%

NHCT ranked 19th nationally
All England performance: 69.11%

LIFELONG CARE:

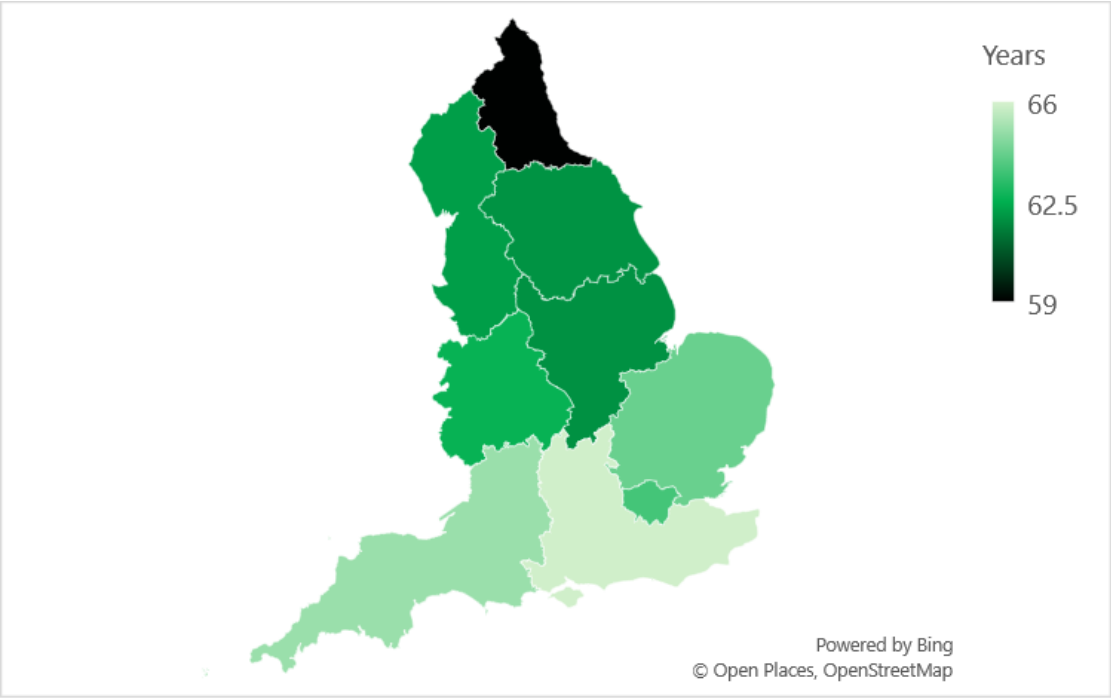
WHERE AND WHEN

IT MATTERS MOST

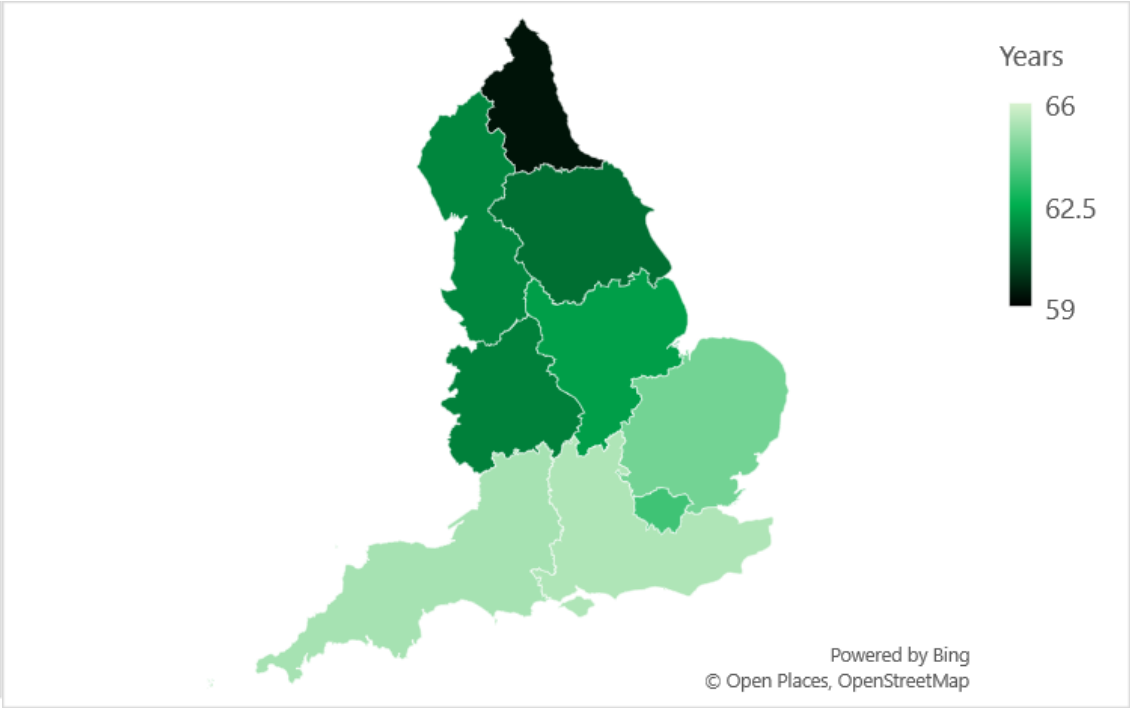
2023 - 2028

Healthy life expectancy by sex and region, 2017-19

Females

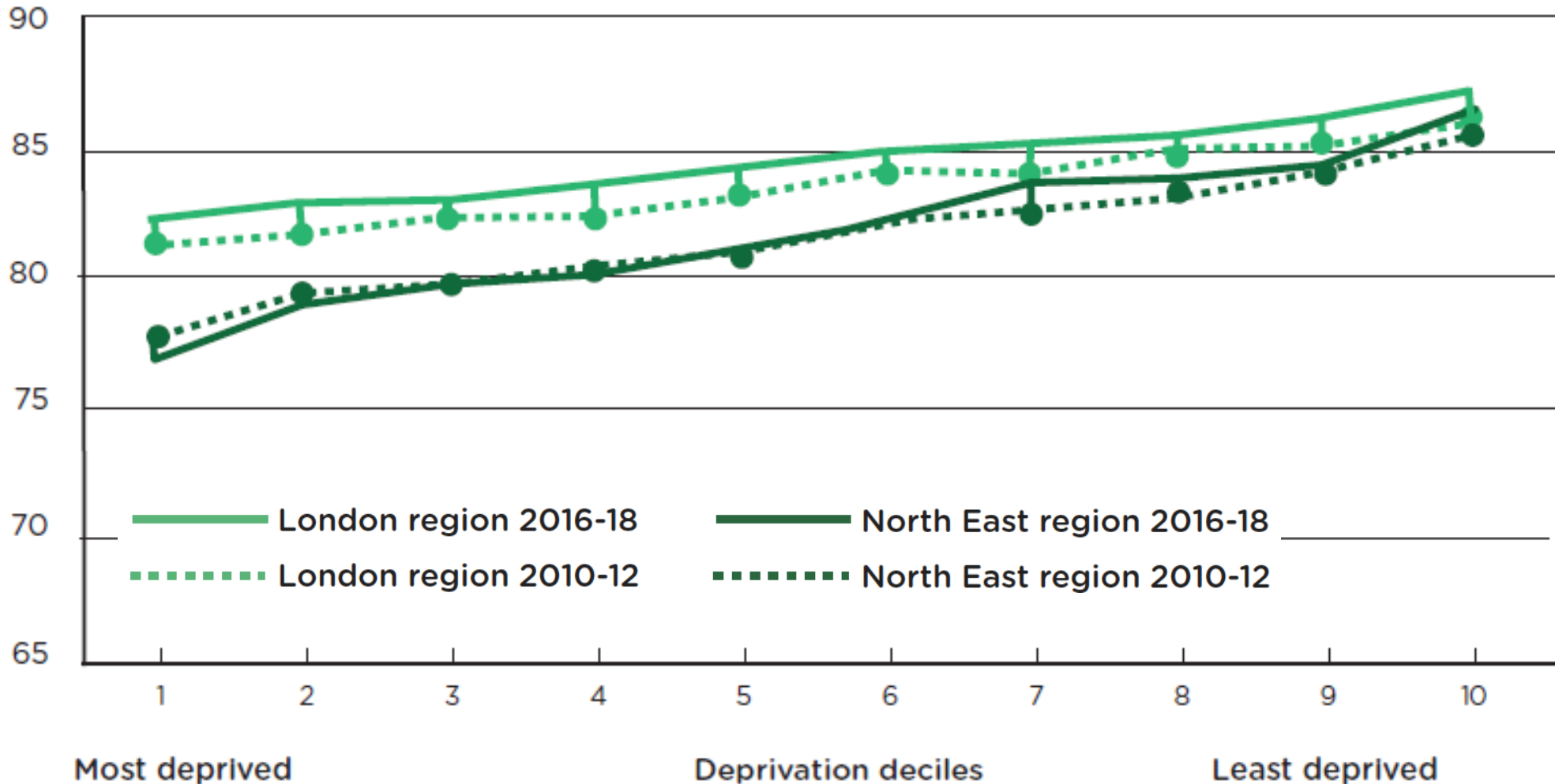


Males



Life expectancy at birth by sex and deprivation deciles in London and the North East regions

Women





OUR

HOSPITAL SITES

- 1 HEXHAM GENERAL HOSPITAL**
Corbidge Road, Hexham, NE46 1QJ
- 2 NORTH TYNESIDE GENERAL HOSPITAL**
Rake Lane, North Shields, NE29 8NH
- 3 WANSBECK GENERAL HOSPITAL**
Woodhorn Lane, Ashington, NE63 9JJ
- 4 THE NORTHUMBRIA HOSPITAL**
Northumbria Way, Cramlington, NE23 6NZ
- 5 ALNWICK INFIRMARY**
South Road, Alnwick, NE66 2NS
- 6 BERWICK INFIRMARY**
Infirmary Square, Berwick-upon-Tweed, TD15 1LT
- 7 BLYTH COMMUNITY HOSPITAL**
Thoroton Street, Blyth, NE24 1DX
- 8 HALTWHISTLE WAR MEMORIAL HOSPITAL**
Westgate, Haltwhistle, NE49 9AJ
- 9 MORPETH NHS CENTRE**
The Mount, Morpeth, NE61 1JY
- 10 ROTHBURY COMMUNITY HOSPITAL**
Whitton Bank Road, Rothbury, NE65 7RW

The start of our community promise



- Legacy of heavy industry closures over many decades
- Covid exposed some of the real cracks in our communities
- After 12 months research our Community Promise launched in 2021
- How can our services, investment and employment improve local lives?



- First in NHS to make this formal commitment.
- Virtuous circle of economic development, social issues, health inequalities and better health outcomes.
- Also supporting local jobs and building our future talent pool.





Our Community Promise is about doing all we can to improve people's lives.

The wellbeing of our communities is about far more than healthcare services.

Healthcare remains our core business, and we work hard to keep improving patient and staff experience. But we are also a major employer and can have an impact. We are a major buyer and user of products and services so have influence

Community Promise - our 5 pillars

*Finding our
future talent*

*Retaining &
creating jobs*

*Buy local,
spend local*

*Promote Net Zero
in all that we do*

*Supporting patients,
staff & communities*

ACTION ON EDUCATION

Building strong relationships with schools and colleges to raise aspirations and promote awareness of the varied roles in health and social care.



ACTION ON EMPLOYMENT

Creating jobs, apprenticeships and work experience within the communities we serve.



ACTION ON ECONOMY

Ensuring we purchase as much locally sourced products and services as possible - make local, buy local.



ACTION ON ENVIRONMENT

Continuing to reduce our carbon footprint, minimise waste through re-use, recycling and energy production and promote Net Zero in all that we do.



ACTION ON INEQUALITIES

Supporting the wellbeing of our patients, staff and communities by working in partnership to reduce health inequalities, tackle poverty and extend life expectancy.





*Finding our
future talent*

ACTION ON EDUCATION

Building strong
relationships with
schools and colleges to
raise aspirations and
promote awareness of
the varied roles in
health and social care.



The Community Promise

- Widening participation team
- Increased work experience offer – Q2 69 completed
- Focus on SEND offer
- Engagement with schools / colleges
- Promotion of health & social care roles and partnership with local colleges
- Career Ambassador Network launched Nov 2025



Northumbria Healthcare
NHS Foundation Trust

Careers CPD Day

Wednesday 25 September, 9am-3pm

Impactful careers showcase:

Join us for a day filled with insightful
sessions, interactive activities and
networking opportunities.

Learn from industry experts and gain
valuable insights to support you to deliver
impactful careers education, information,
advice and guidance.



What to expect:



Our offer
Explore our offer and
opportunities available for
your service users



Industry experts
Engage and network with
clinical and non-clinical
professionals



Interactive tour
Simulated experience with
virtual reality room and
ambulance

Find out more and register your interest:
click here or scan the QR code:

wideningparticipation@nhct.nhs.uk
younorthumbriacareer.nhs.uk



building a caring future

WORK EXPERIENCE PLACEMENTS

Taking the first step towards your future

If you are over the age
of 13, we can offer
placements in:

- Pharmacy
- Physiotherapy
- Healthcare sciences/
laboratories
- Shadowing a doctor
- Human resources
- Nursing
- Digital / information services

And many more...



building a caring future

The Community Promise – Employment

Retaining & creating jobs

ACTION ON EMPLOYMENT

Creating jobs, apprenticeships and work experience within the communities we serve.



- **456** direct entry apprentices 2022-2024
- **66%** of direct apprentices now come from most deprived 3 IMD areas
- **83%** retention rate
- Get into Care Skills Bootcamps – 9 of the 15 participants have been offered jobs
- **259** of our staff have undertaken functional skills training
- **5.54%** of our staff registered disabled versus NHS average of 3.3%



Northumbria Healthcare
NHS Foundation Trust



NHS
Northumbria Healthcare
NHS Foundation Trust

Skills Bootcamp

Preparation for Senior Health Care Support Worker Apprenticeship

The skills bootcamp is for people who already have caring experience. It will help to formalise your existing knowledge, skills and confidence in preparation for the Senior Health and Care Support Worker Apprenticeship role.

The bootcamp will cover key topics that will be vital in undertaking the apprenticeship, including interview skills. **Plus, you'll receive a guaranteed interview once you complete the program.**

ELIGIBILITY CRITERIA, YOU MUST

- have 6 months caring experience (this can include caring for a friend or relative)
- be able to attend the full program - 3 days per week from 3-26 March 2025
- be a resident in the NECA area based on residency postcode
- meet DFE Residency requirements in addition to Right to work in UK
- be aged 19 or over on or before 31 August 2024
- not have attended (or planned to attend) another skills bootcamp between April 2024 - March 2025
- have 5 GCSEs, including English and Maths grade 4 or above (or equivalent)

Week 1	Week 2	Week 3	Week 4
3, 4 & 5 March 9.15am - 2.45pm	10, 11 & 12 March 9.15am - 2.45pm	17, 18 & 19 March 9.15am - 2.45pm	24, 25 & 26 March 9.15am - 2.45pm

DEADLINE FOR APPLICATIONS: 9AM FRIDAY 21 FEBRUARY 2025

You must be available to enrol: drop in for 20 minutes anytime between 9.30am - 11.00am on Friday 28 February 2025 at the Health and Care Academy.

There may be support available from Northumberland or North Tyneside Council for residents to support with childcare and/or travel costs. Please let us know on your application if you would like to apply for this.

Northumbria Health and Care Academy, Cramlington, NE23 6NZ



To enrol or if you have any questions, please get in touch
Skillsbootcamps@northumbria.nhs.uk

The Community Promise – Economy

*Buy local,
spend local*

ACTION ON **ECONOMY**

Ensuring we purchase
as much locally
sourced products and
services as possible -
make local, buy local.



- **£840,000** secured for social value good causes
- **372** local companies supply us (25.5% of total)
- **9.1%** of our total spend is local (£6.75m)
- **£34 million** is paid into the bank accounts of our staff every month
- **947 SME's** registered with trust Evergreen supply programme
- New procurement ask

Focus on Social Value

- The Public Services (Social Value) Act came into force on 31 January 2013. It requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits.
- Before they start the procurement process, commissioners should think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders.
- The Act is a tool to help commissioners get more value for money out of procurement. It also encourages commissioners to talk to their local provider market or community to design better services.



Defining, Measuring & Reporting Social Responsibility



Great North Healthcare Alliance

Working together to deliver excellence in healthcare

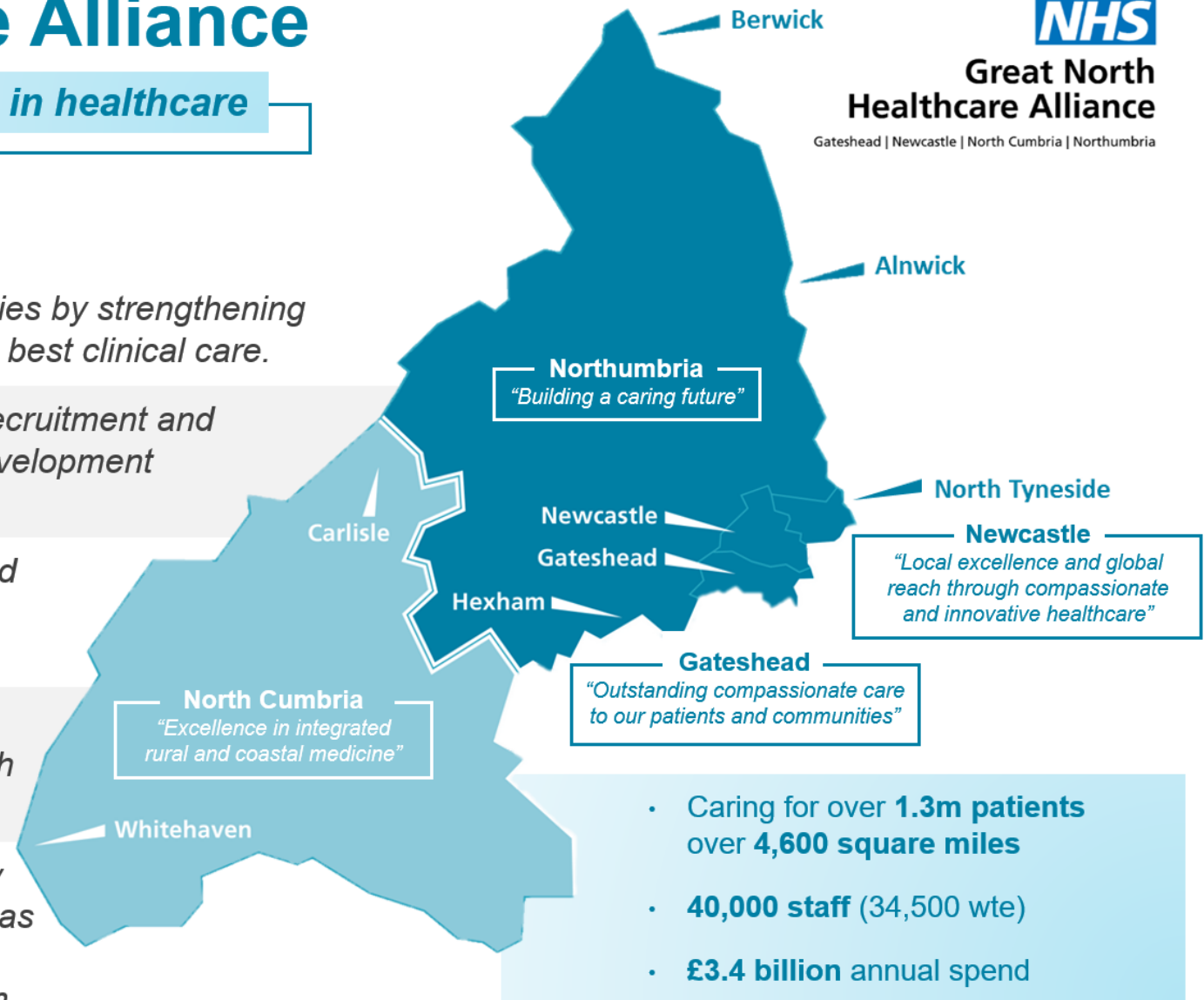


**Great North
Healthcare Alliance**

Gateshead | Newcastle | North Cumbria | Northumbria

By working together we will:

- *Improve patient outcomes and reduce inequalities by strengthening our services and making it easier to access the best clinical care.*
- *Create great places to work by joining up our recruitment and staff experience offer and by sharing career development opportunities.*
- *Pioneer innovation, transformation, research and development, making the most of our academic and commercial opportunities.*
- *Reduce health inequalities and do more for our economy, environment and communities through local and national partnerships.*
- *Create a financially sustainable value for money health economy that raises revenue by treating as many patients as possible within the resources available, commercial activity and cost reduction.*



Northumbria NHS - quoted by councils who are also promoting social value

Northumberland County Council

Update on and refresh of the Joint Health and Wellbeing Strategy theme 'Tackling the wider determinants of health'

Health and Well-being Board ■ Thursday, 14 December 2023 ■ page 12

	employees to address health and wellbeing issues, particularly within smaller and medium-sized employers.
Priority 3: Maximise the economic levers of Northumberland's Institutions to reduce inequalities	
Maximise the opportunities to deliver wider economic, social, and environmental benefit via Northumberland's Anchor Institutions (Public, Private, VCSE)	a. Share and celebrate existing good practice of Northumberland Employers e.g., Bernicia, Northumbria Hospital's Trust Community Promise to generate economic, social, and environmental benefit as an employer, purchaser of services and owner of assets. b. Expand to include private sector business. c. Develop a Northumberland shared framework to maximise the opportunities of the Social Value Act and Corporate Social Responsibilities.
Priority 4 – Develop place-based approaches in increase access to volunteering	
Increase in impactful, volunteering and training opportunities for economically inactive.	Working with Combined Authority and local VCSE place based partners to develop an Inclusive Economy Local Community Partnership to increase opportunities for residents who are economically inactive to come together and take action in their local area.

For this theme with revised priorities, we are proposing using the national indicators

North Tyneside Council

Northumbria Healthcare NHS Foundation Trust

- Employment is one of the key pillars in the Trust's **community promise** which sets out exactly how they want to achieve a positive impact on the health and wellbeing of everyone who lives in the areas that they serve.

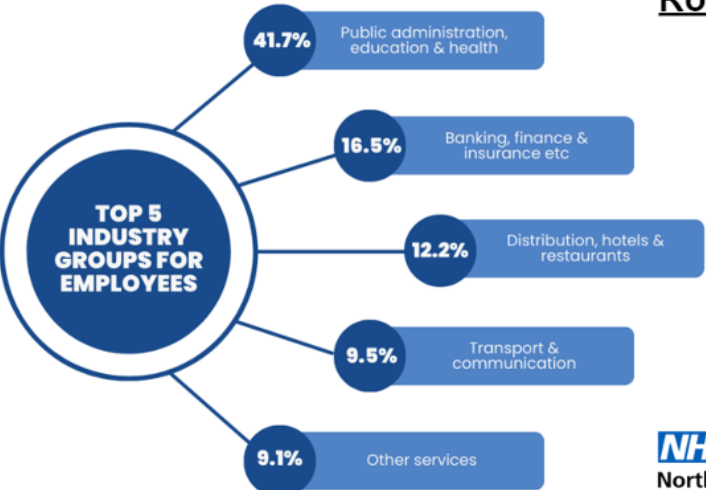
The Trust connects with schools across North Tyneside to promote health & care careers, including apprenticeships by attending careers fairs, employer engagement events such as mock interview events.

Working with partners the Trust runs employability workshops to promote different ways into careers and jobs Many of the activities are linked to increasing opportunities to some of those groups furthest away from employment, including refugees and unemployed members of our community.



NE Combined Authority

North Tyneside Council – Public Health Annual Report



Role of anchor institutions

significant assets and resources which can be used to influence and invest in the health and wellbeing of their local community – the Council, our local NHS Trusts, schools and colleges, businesses, VCS organisations. By strategically and intentionally managing resources and operations, anchor institutions can help address local social, economic and environmental priorities to help reduce health inequalities.

Northumbria Healthcare NHS Foundation Trust is a good example of a local anchor institution that is using their ‘Community Promise’ launched in 2021 to improve local people’s lives. Healthcare is the essence of what the NHS Trust does, but they are also a major employer, a major buyer and user of products and services, and they are very conscious of their carbon footprint and responsibility to look after the environment.

The NHS Long Term Plan and the NHS People plan both highlighted the need to create more opportunities for people from more socio-economically deprived areas to enter employment within the NHS by expanding apprenticeships, routes into employment through volunteering and working more closely with schools. Northumbria NHS Foundation Trust have done a lot of work around these areas including supporting 80 apprentices and investing over 1,200 hours of volunteering time into local communities.



ICB developing the approach



North East and
North Cumbria

**NHS Contribution to the Broader Social
and Economic Determinants of Health
Workstream**

Developing a Community Promise

Future focus

- Board has challenged with “***are we keeping our promise?***”
- Community promise development group is challenged to look at constant improvements and “what next approach”
- Refreshed comms focussed on “more than healthcare”
- Staff income maximisation project with our NHS charity
- Work across the system – *it's not rocket science!*
- Our role in the 10 year plan

Contact info

Wayne Daley – Head of Corporate and Social Responsibility

wayne.daley@northumbria-healthcare.nhs.uk