

# Meeting the general equality duty

## Title: staff survey

### Which of the three aims is this information relevant to?

Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.

Advance equality of opportunity between people who share a protected characteristic and those who do not.

Foster good relations between people who share a protected characteristic and those who do not.

### How does this information help us to show we are paying due regard to advancing equality?

The national annual staff survey, which is in its 10<sup>th</sup> year, includes questions that are relevant to the equality agenda. Areas include equality of opportunity, fair access to career progression, feeling valued by colleagues and the experience of bullying & harassment. The findings of the survey are cut across the demographic groups that consist of the protected characteristic groups. Therefore scores can be focussed on the different groups which help organisations to identify areas where steps may need to be taken to minimise the risk of discrimination and to advance equality.

The survey results shown are for 2011. Although the 2012 survey will have taken place, the results of the 2012 survey are not yet available, but are due to be published in March 2013. We have made progress on the information for publication this year providing an improved level of related equality information.

### Any other comments / actions

**Trust award 2012** - The Trust was re-accredited for the Investors In People (IIP) and was also one of the first provider Trusts in our region to be awarded the Health and Wellbeing Good Practice Award following assessment in April 2012. More information follows.

## Staff Survey - Equality and Diversity

### 2011 NHS National Staff Survey - National Picture

#### Equality and diversity

Overall, 89% of staff across the NHS agreed that their organisation acts fairly in terms of career progression and promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age. However, 7% of staff said that they had experienced discrimination at work from patients, relatives or other members of the public in the previous 12 months, and 9% of staff reported that they had experienced discrimination at work from other colleagues. Of those staff who said they had experienced discrimination, 4% reported this was on the basis of their ethnic background, 2% on the basis of their gender or age, 1% on the basis of religion, disability or sexual orientation and 4% cited other reasons.

The national perspective is helpful in providing some context to local findings. As you will see from the findings below, our Trust has scored slightly better than the national average benchmark in the areas of discrimination for BME, disabled and staff in the 31 -40 age ranges. However, there is still work to do and we will continue to monitor in future findings.

A copy of the 2011 survey questionnaire is attached for information.



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pdf

### NHS National Staff Survey Key Findings for BHT

Buckinghamshire Healthcare takes part in the annual NHS National Staff Survey and has done so for each of the past 10 years. For 2011 and 2012 in addition to participating in the sample survey where 850 members of staff are selected at random to complete the staff survey, we also invited all of our staff to participate in the web (or census) survey. This report provides a mix of sample and census findings.

As an organisation we are committed to ensuring that in Buckinghamshire Healthcare the needs of the patient/service user always come first. However, our vision can only be delivered through the staff working in this organisation and as such we recognise that we have to create an environment in which staff can give their best and a place where staff feel they are listened to and valued for their contribution. We are genuinely committed to listening and acting upon the experience of our staff and creating an organisation where staff feel proud to belong.

The following questions are the Equality & Diversity questions asked in the survey and the results are based only on the sample respondents (as these are weighted and benchmarked against all other acute organisations across England).

- % having equality and diversity training in last 12 months  
2011 Responses showed the Trust was above (better than) average
- % believing the trust provides equal opportunities for career progression or promotion  
2011 Responses showed the Trust was average
- % experiencing discrimination at work in last 12 months  
2011 Responses showed the Trust was below (better than +ve) average

These findings show no statistical improvement or deteriorations over the 2010 findings.

For this survey 850 staff are randomly invited to participate, 417 staff responded.

### Demographic characteristics of the respondents

	Number questionnaires returned	Percentage of survey respondents
<b>Age group</b>		
Between 16 and 30	58	14%
Between 31 and 40	70	17%
Between 41 and 50	87	21%
51 and over	196	48%
Did not specify	6	
<b>Gender</b>		
Male	71	18%
Female	332	82%
Did not specify	14	
<b>Ethnic background</b>		
White	361	88%
Black and minority ethnic	51	12%
Did not specify	5	
<b>Disability</b>		
Disabled	76	19%
Not disabled	330	81%
Did not specify	11	

All responses below should be read in the context of these demographics and the overall workforce profile information. E.g there are significant differences between number and ratios of ratios of male to female and also White British and BME respondents.

### **Based on Sample Respondents**

Key Findings by demographic group for the responses in 2011 survey taken from the Sample respondents (850 staff were invited to participate, 417 staff responded).

#### **% of Respondents that felt there were good opportunities to develop their potential at work**

Male	52%
Female	38%
Disabled	32%
White British	38%
Black & Minority Ethnic	51%
16-30	52%
31-40	49%
41-50	38%
51+	35%

In light of the national awareness on the progression of BME staff ; and our own corporate equality objective around this, it is positive to see that 51% of our BME staff do feel there is good opportunity to develop their potential at work. Clearly this is only just over half and so there is still more work to be done.

Those staff with disabilities felt there are fewer opportunities to develop their potential at work. However, when asked if they believe there is equal opportunity of promotion and progression ( see following data) the percentage is higher and 81% said yes they did believe that.

#### **% of Respondents that felt valued by their work colleagues**

Male	87%
Female	77%
Disabled	68%
White British	80%
Black & Minority Ethnic	75%
16-30	71%
31-40	83%
41-50	87%
51+	78%

Disabled staff, followed by staff in the age group 16-30 and then BME groups felt less valued by their work colleagues.

**% of Respondents experiencing harassment, bullying or abuse from staff in last 12 months**

Male	7%
Female	14%
Disabled	17%
White British	13%
Black & Minority Ethnic	10%
16-30	12%
31-40	14%
41-50	13%
51+	14%

Males and staff from BME scored better in this key finding. The number of female to male is double but this should be read in context of the workforce profile which demonstrates similar ratios of female to male staff. This is not unusual across the NHS.

**% of Respondents believe the trust provides equal opportunities for career progression or promotion**

Male	92%
Female	90%
Disabled	81%
White British	92%
Black & Minority Ethnic	76%
16-30	90%
31-40	93%
41-50	93%
51+	89%

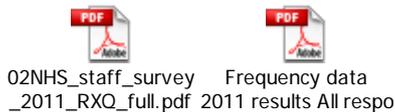
BME and disabled staff score lowest in this key finding.

**% of Respondents experiencing discrimination at work in last 12 months**

Male	14%
Female	12%
Disabled	20%
White British	9%
Black & Minority Ethnic	33%
16-30	12%
31-40	21%
41-50	10%
51+	9%

BME and disabled staff and staff in the 31-40 age range experienced discrimination at work in the last 12 months. However, the Trust is benchmarked just below (better than) average against other acute trusts for this key finding. Though clearly this indicates there is more work to do to improve results across some of these protected characteristic groups.

A copy of the 2011 sample key findings report and the 2011 frequency data (sample and census) is attached for further interrogation.



## Actions

Action Plans have been developed for each division which respond to at least the top five key findings in the survey relevant to each divisional area. These action plans are monitored and reviewed locally.

In terms of the Bullying & Harassment questions there is

- A Dignity & Respect at Work Policy that is supported by a Dignity & Respect Trust Wide steering group.
- An established whistle blowing policy.
- The Trust has a Health and wellbeing committee which has undertaken significant work to improve working lives and have delivered a wide range of health and wellbeing initiatives across the Trust.

In April 2012, the Trust was successfully assessed for the Investors in People (IIP) and the additional Health and Wellbeing Good Practice Award. Investors In People assessors were onsite for a period of two weeks, interviewing staff to assess the organisation against 10 standards all relating to good practice in investing in the health and wellbeing of the workforce. Equality and diversity is taken into account as part of their assessment.

A considerable amount of evidence had to be collated and more than 150 staff were also interviewed as part of the process.

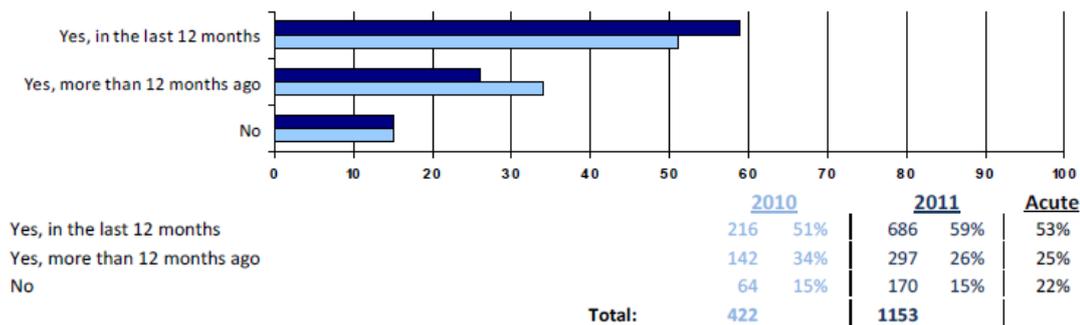
The Trust was officially re accredited for Investors in people and was also one of the first provider Trusts in our region to be awarded the Health and wellbeing Good Practice Award following assessment.

## Sample and Census Frequency Data

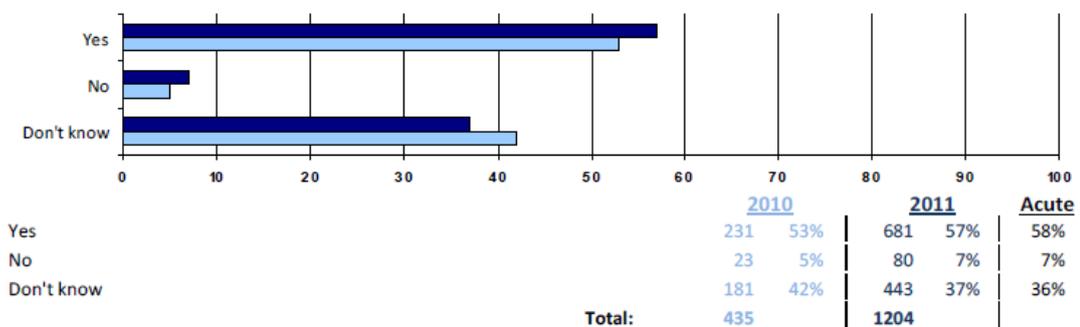
From the frequency data for all staff sample and census there are no results for key finding but this data relates specifically to questions around E&D and unfortunately it doesn't break it down into age, gender or ethnicity. This information is useful because it's actual and not weighted and benchmarked and shows some positive variations.

### 5 Have you had any training, learning or development (paid for or provided by your Trust), in the following areas?

#### a. Equality and diversity training (e.g. awareness of age, disability, gender, race, sexual orientation, religion)

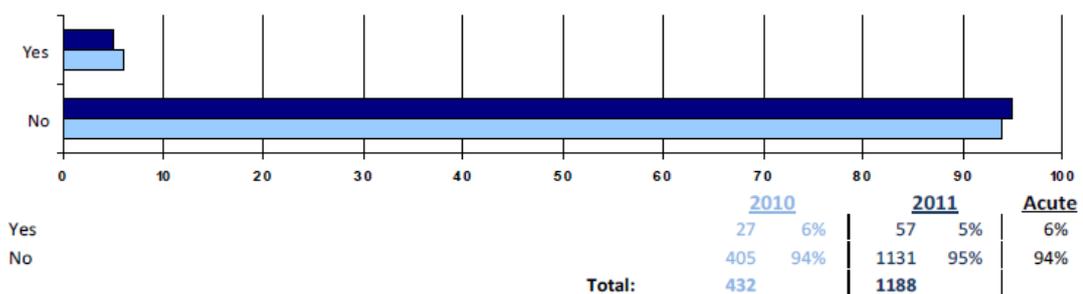


### 17 Does your Trust act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



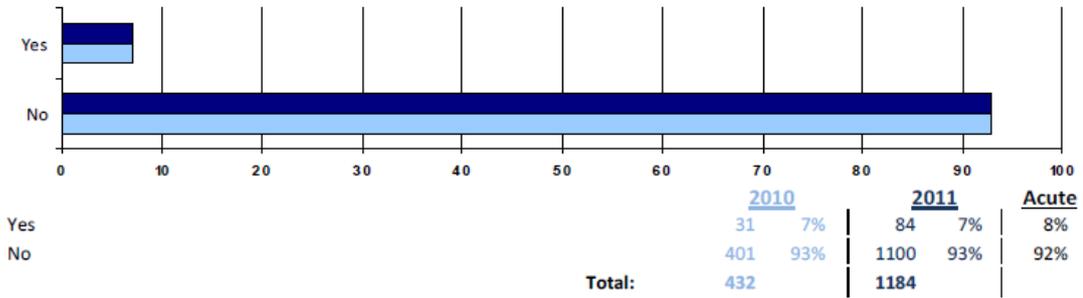
### 18 In the last 12 months have you personally experienced discrimination at work from any of the following?

#### a. Patients / service users, their relatives or other members of the public



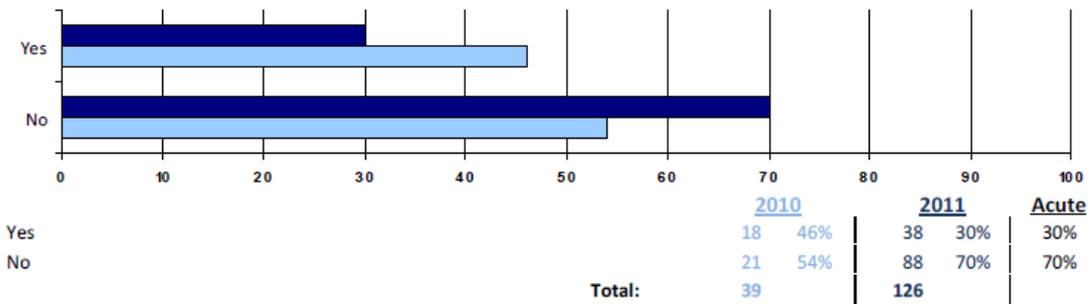
**18 In the last 12 months have you personally experienced discrimination at work from any of the following?**

*b. Manager / team leader or other colleagues*

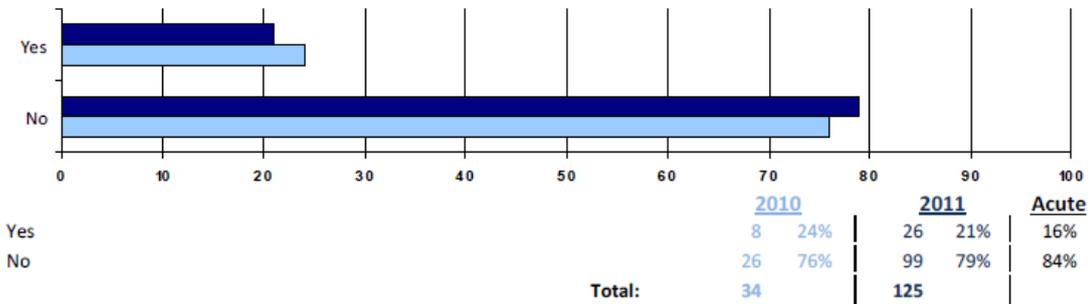


*c. On what grounds have you experienced discrimination?*

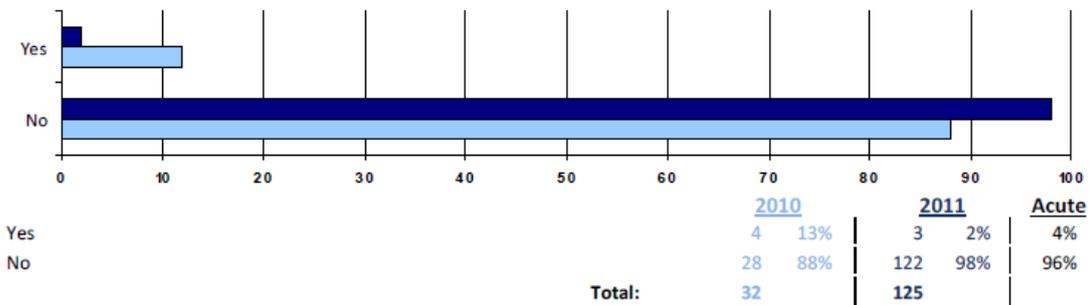
*i. Ethnic background*



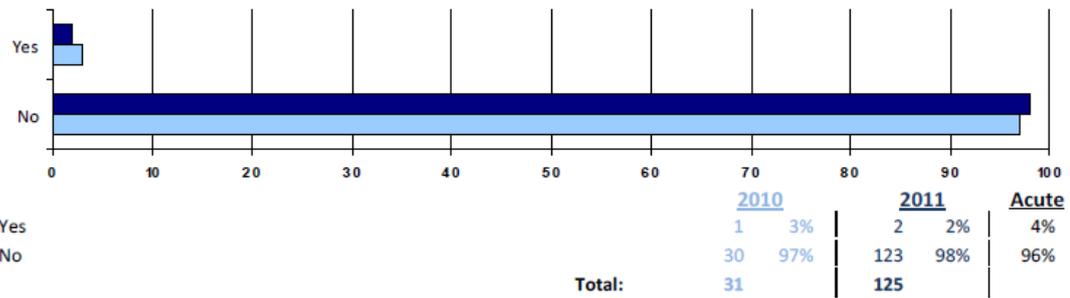
*ii. Gender*



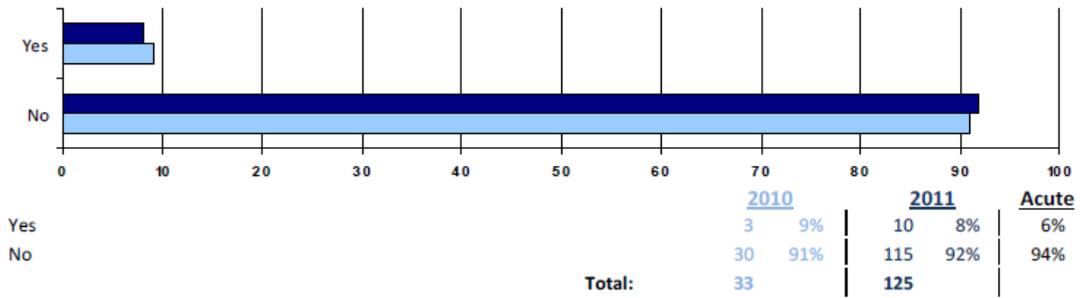
*iii. Religion*



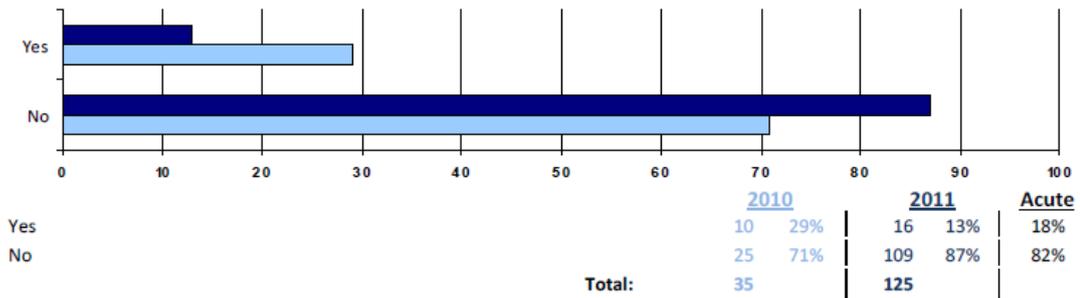
iv. Sexual orientation



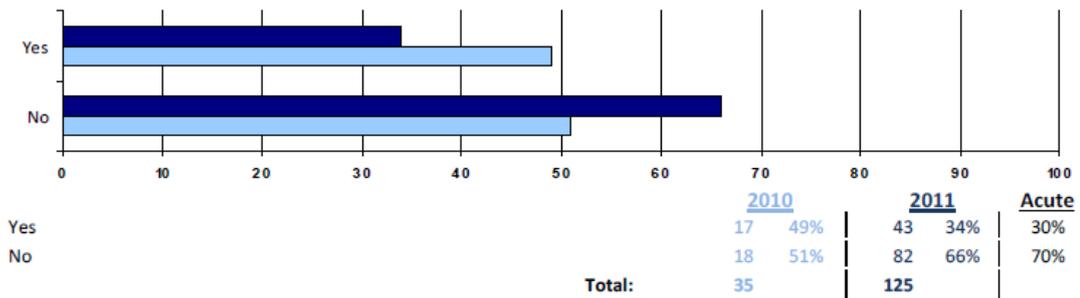
v. Disability



vi. Age



vii. Other



## 40 About You

### a. Gender

	<u>2010</u>		<u>2011</u>		<u>Acute</u>
Male	66	15%	185	16%	20%
Female	374	85%	1005	84%	80%
<b>Total:</b>	<b>440</b>		<b>1190</b>		

### b. Age

	<u>2010</u>		<u>2011</u>		<u>Acute</u>
16 to 20	0	0%	2	0%	1%
21 to 30	60	14%	135	11%	15%
31 to 40	86	19%	222	19%	19%
41 to 50	136	31%	355	30%	25%
51 to 65	154	35%	460	38%	36%
66+	8	2%	24	2%	4%
<b>Total:</b>	<b>444</b>		<b>1198</b>		

## 41 What is your ethnic background?

	<u>2010</u>		<u>2011</u>		<u>Acute</u>
<b><u>White</u></b>					
British	363	83%	993	83%	83%
Irish	9	2%	25	2%	1%
Other White background	14	3%	37	3%	3%
<b><u>Mixed</u></b>					
White and Black Caribbean	0	0%	3	0%	0%
White and Black African	0	0%	1	0%	0%
White and Asian	2	0%	4	0%	0%
Any other Mixed background	3	1%	5	0%	0%
<b><u>Asian / Asian British</u></b>					
Indian	11	3%	38	3%	3%
Pakistani	5	1%	20	2%	1%
Bangladeshi	0	0%	2	0%	0%
Other Asian background	15	3%	25	2%	3%
<b><u>Black / Black British</u></b>					
Caribbean	4	1%	13	1%	1%
African	6	1%	14	1%	2%
Any other Black background	0	0%	1	0%	0%
<b><u>Chinese and other Ethnic background</u></b>					
Chinese	2	0%	8	1%	1%
Any other ethnic group	4	1%	1	0%	0%
<b>Total:</b>	<b>438</b>		<b>1190</b>		

## 42 Which of the following best describes how you think of yourself

	<u>2010</u>		<u>2011</u>		<u>Acute</u>
Heterosexual (straight)			1088	92%	92%
Gay man			7	1%	1%
Gay woman (lesbian)			3	0%	1%
Bisexual			5	0%	0%
Other			5	0%	0%
I would prefer not to say			76	6%	5%
<b>Total:</b>			<b>1184</b>		

#### 43 What is your religion?

	<u>2010</u>		<u>2011</u>		<u>Acute</u>
No religion			301	25%	27%
Christian			743	63%	62%
Buddhist			5	0%	1%
Hindu			23	2%	2%
Jewish			3	0%	0%
Muslim			29	2%	2%
Sikh			8	1%	0%
Any other religion			27	2%	2%
I would prefer not to say			47	4%	4%
<b>Total:</b>			<b>1186</b>		

#### 44 Disability

a. Do you have a long-standing illness, health problem or disability?

	<u>2010</u>		<u>2011</u>		<u>Acute</u>
Yes	50	11%	237	20%	16%
No	385	89%	955	80%	84%
<b>Total:</b>	<b>435</b>		<b>1192</b>		

b. Has your employer made adequate adjustment(s) to enable you to carry out your work?

	<u>2010</u>		<u>2011</u>		<u>Acute</u>
Yes	20	41%	70	30%	37%
No	6	12%	28	12%	15%
No adjustment required	23	47%	136	58%	48%
<b>Total:</b>	<b>49</b>		<b>234</b>		