

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 regards to advancing equality?

Buckinghamshire Healthcare NHS Trust participates annually in the NHS National staff survey. The survey takes place between October and December and includes a number of questions that are relevant to the equality agenda. The questions included in the survey are about equality of opportunity, fair access to career progression, bullying and harassment and adequate adjustments for staff with disability.

All NHS Trust's in England are required to participate in the survey – in 2016 all staff were invited to participate in the survey in our Trust.

It's important to be aware that the national survey results aim to benchmark Trusts for their responses and provide national averages as such, some data is weighted to compensate for Trust differences. Rarely are two Trusts exactly the same in terms of size, staffing mixes or provision. Some of the following data is weighted and some is not weighted i.e "raw" results. The results document has been annotated accordingly to help highlight these differences.

A key part of the Trust's work in 2016-17 was to address Equality & Diversity issues identified through the Staff Survey through our participation in the NHS Employers' Diversity & Inclusion Partner Programme for 2016-17 and we hosted our first E&D Conference in June 2016.

Background – National Picture

Nationally the 2016 NHS Staff Survey involved 316 NHS organisations in England. Over 982,000 NHS staff were invited to participate using an online or postal self-completion questionnaire and responses were received from over 423,000 NHS staff; a response rate of 44% (41% in 2015). Full-time and part-time staff who were directly employed by an NHS organisation on September 1st 2016 were eligible. Fieldwork for the survey was carried out between late September and early December 2016. The questionnaire used for the 2016 survey was unchanged from 2015. There were some minor changes to the Key Findings for 2016; the calculations for Key Finding 24 the % of staff reporting violence and Key Finding 27 the % of staff reporting harassment and bullying have been updated to bring them in line with how other, similar, Key Findings are calculated. This report contains recalculated historical data for Key Findings 24 and 27 so that comparisons can be made across years. Due to this, 2016 results for these two Key Findings are not comparable with data that was published in previous years.

In 2016, 15% of all NHS staff reported that they have experienced physical violence from patients, relatives or members of the public in the last 12 months, a proportion which has remained static since 2012. In contrast, nearly all staff who participated in the survey reported that they have never experienced violence from a colleague (98%) or their manager (99%) in the last 12 months.

Whilst 15% of staff have experienced physical violence from patients, relatives or the public in the last 12 months, the proportion of staff who have experienced harassment on at least one occasion from these groups was higher at 28%, although this figure has decreased since 2012. Across all trust types, one in eight staff (13%) reported that they have experienced harassment or bullying from their manager one or more times. A slightly higher proportion of staff (18%) reported experiencing harassment or bullying from other colleagues on one or more occasions.

Trust Results

In 2016, all BHT staff were invited to participate in the NHS National staff survey (paper questionnaire). 2997 responded to the survey representing a response rate of 53% - which is above the national average for combined acute and community trusts in England of 42%, and compares with a Trust response rate of 52% in the 2015 survey.

The Trust results for reporting of violence, bullying and harassment as well as equality and diversity issues are again similar to the national picture, although we have seen some improvements. The following questions are the Equality and Diversity questions asked in the national survey and benchmarked against other combined acute and community Trusts. The core questionnaire has stayed the same as last year so results are easily comparable.

National staff survey Q16 – does your organisation act fairly with regard to career progression/promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?

In this question, 90% of staff agreed that the Trust acted fairly with regard to progression/promotion, this is 3% better than the national average for combined acute and community trusts and is 3% better than the trust's score of 87% in 2015.

Q17a, b and c – asks staff if, in the last 12 months, they've personally experienced discrimination at work from patients and service users, members of the public, manager/ team leader or other work colleagues and what were the reasons for the discrimination (ethnicity, religion, disability, gender, sexual orientation, age or other).

Q17a, the Trust is ranked average in the overall Key Finding but in the actual question we score worse than other organisations with 7% of staff saying they had experienced discrimination from patients, service users or members of the public against an average of 4% for combined trusts.

Q17b, the Trust results show that 6% of staff reported having experienced discrimination from managers, team leaders or other colleagues and is 1% better than the national average and 1% better than our results in 2015.

Q17c asks about the reasons for discrimination, which are broken down as follows:

		Your Trust in 2016	Average (median) for combined acute and community trusts	Your Trust in 2015
Discrimination				
Q17a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	7	4	6
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	6	7	7
% saying they had experienced discrimination on the grounds of:				
Q17c	Ethnic background	6	3	5
Q17c	Gender	2	2	2
Q17c	Religion	0	0	0
Q17c	Sexual orientation	0	0	0
Q17c	Disability	0	1	1
Q17c	Age	2	2	1
Q17c	Other reason(s)	3	3	3

These findings are fairly consistent with our results in 2015, with no statistically significant changes.

A copy of the 2016 staff survey questionnaire is provided here for information.



NHS_staff_survey_2
016_RXQ_full.pdf

The demographic characteristics of the staff who responded in the sample are as follows:

	Number questionnaires returned	Percentage of survey respondents
Age group		
Between 16 and 30	502	17%
Between 31 and 40	534	18%
Between 41 and 50	749	25%
51 and over	1169	40%
Did not specify	43	

Gender		
Male	483	17%
Female	2430	83%
Did not specify	84	

Ethnic background		
White	2353	80%
Black and minority ethnic	577	20%
Did not specify	67	

Disability		
Disabled	451	15%
Not disabled	2473	85%
Did not specify	73	

Detailed breakdown by protected characteristics

All the responses below should be read in the context of the Trust demographics and it is worth noting the workforce profile of the organisation. This detail is set out in the separate Workforce Report, but for ease of reference, some key statistics are included here:

Gender Breakdown:	82% Female	18% Male
Ethnicity Breakdown:	73% White	22% BME 5% Not stated
Disability:	2% of staff declare that they have a disability	
Age Breakdown:	69% of staff are 50 & under	31% of staff are 51 & over

KF 21 (Q16) Percentage of respondents believing that the trust provides equal opportunities for career progression or promotion

Characteristics	2016 staff survey results (%)	2015 staff survey results (%)	2014 staff survey results (%)
Male	87	83	74
Female	90	88	87
Disabled	88	82	80
White British	92	91	87
Black and Minority Ethnic (BME)	81	70	69

16-30	91	89	91
31-40	88	83	88
41-50	90	84	77
51+	90	90	87

Again, as was the case between 2014 and 2015, the difference in results for BME and White Staff was a positive one, with BME staff showing a positive increase of 11%. Addressing this difference was a Trust Priority for 2016/17. In comparison with the 2015 results there have been no drops with all areas apart from staff in age category 51+, which stayed the same, but overall these results show an improving trend.

KF 20 (Q17a,b) Percentage of respondents experiencing discrimination at work in the last 12 months

Characteristics	2016 staff survey results (%)	2015 staff survey results (%)	2014 staff survey results (%)
Male	15	14	15
Female	11	11	12
Disabled	15	17	14
White British	9	8	10
Black and Minority Ethnic (BME)	23	24	25
16-30	15	13	9
31-40	14	14	17
41-50	13	13	20
51+	8	8	9

The BME staff group are again reporting experiencing the greatest levels of discrimination, however this has gone down 1% from the 2015 results and from 2014. Male staff, White British Staff and 16-30 age group have all seen a slight increase in discrimination from 2015 levels. Disabled staff experiencing discrimination also reduced though not to 2014 levels reported.

KF 22 (Q14a) Percentage of respondents experiencing violence from patient, service users or members of the public in the last 12 months

Characteristics	2016 staff survey results (%)	2015 staff survey results (%)	2014 staff survey results (%)
Male	15	16	8
Female	13	16	14
Disabled	13	14	13
White British	13	15	12
Black and Minority Ethnic (BME)	17	19	13
16-30	23	28	17
31-40	16	18	11
41-50	14	15	17
51+	8	11	9

Compared with our 2015 results, there has been a positive movement across all of the protected characteristics.

KF 23 (Q14b-c) Percentage of respondents experiencing violence from staff in the last 12 months

Characteristics	2016 staff survey results (%)	2015 staff survey results (%)	2014 staff survey results (%)
Male	1	2	2
Female	2	2	3
Disabled	3	3	3
White British	2	2	2
Black and Minority Ethnic (BME)	2	3	5
16-30	2	2	0
31-40	2	2	2
41-50	2	2	5
51+	1	2	3

There hasn't been a significant change in the number of violent incidents experienced by staff from other work colleagues, as reported in the survey. However the male, BME and 51+ have all reduced by 1%.

The Employee Relations Cases data we have received from our HR teams does not correlate with the data reported in the staff survey. There were just 12 cases reported under the dignity and respect at work policy in 2016/17.

The overall Trust scores and ratings for these key findings are set out below:

	2016 score	2015 score	Change	Statistically significant?
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	12	14	-2	Yes
* KF23. % experiencing physical violence from staff in last 12 mths	2	2	-1	No
KF24. % reporting most recent experience of violence	66	66	0	No
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	26	28	-2	Yes
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	20	25	-6	Yes
KF27. % reporting most recent experience of harassment, bullying or abuse	46	45	1	No

Change since 2015 survey Ranking, compared with all combined acute and community trusts in 2016

Violence, harassment & bullying		
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	✓ Decrease (better than 15)	• Average
* KF23. % experiencing physical violence from staff in last 12 mths	• No change	• Average
KF24. % reporting most recent experience of violence	• No change	• Average
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	✓ Decrease (better than 15)	• Average
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	✓ Decrease (better than 15)	✓ Below (better than) average
KF27. % reporting most recent experience of harassment, bullying or abuse	• No change	• Average

Three of these Key Findings were statistically significant improvements from the results the Trust reported in 2015 and in all of these findings we now rank as average apart from KF26 where we are ranked better than average against our comparator group.

Whilst we are pleased to see improvements in our rankings in these key findings, we are not complacent and we know the Trust needs to ensure that it protects its entire workforce from violence, abuse, harassment and bullying regardless of the perpetrator.

Reports

A copy of the 2016 sample key findings report (weighted and benchmarked as previously explained) is provided elsewhere in this report here for further interrogation.

Action Plans

Each of the divisions has a staff survey lead in place and they have been working hand in hand with the divisional HR Best Partners to share the results across their divisions and to develop local service delivery units (SDU's), departmental and divisional action plans.

The appointment of the new Freedom to Speak Up Guardian role which takes effect in May 2017 will seek to focus on this area further and, working together with the occupational health and wellbeing service and HR projects, we intend to look at what other interventions we can put in place to further improve the experience of staff and protect them from violence, bullying and harassment.

The Trust has identified a number of key areas for improvement at an organisational level to address the results from the 2016 staff survey.

In 2015 one such area identified for improvement was around staff experiencing discrimination at work from managers/team leaders or other colleagues. As a key priority for the Trust we set about embedding our values and behaviours and the rollout of our "STOP it" training, alongside other actions such as continuing to promote our listening service, telephone hotline and a monthly campaign promoting raising concerns. In addition to this we ran a workshop around the Freedom to Speak up Guardian role in August 2016, ahead of recruiting for this post and also ran a lessons learned session in October 2016. These activities have delivered and will hopefully continue to deliver improvements in this area over the next two years.

A progress Heat map which looks at each of the questions in the survey is helpful in highlighting those departments where discrimination and violence and abuse may be evident. This information has been provided to the divisional staff survey leads and HR Business Partners.

Dignity and respect at work listening service

In 2015, the Trust launched the listening service with the support of volunteer listeners. The aim of the listening service is to engender trust that the Trust is taking harassment and bullying seriously and to provide support to staff members. Intelligence from the listening service, which is anonymised, is shared with the Trust HR and Workforce committee. This was an initiative which originated in the health and wellbeing action group which supports staff to stay well at work. This year there have been eleven calls to the line which is more than double the previous year. Further promotion has taken place and the listening service leaflet and posters have been updated and sent to all departments within the Trust.

DATIX Incident Reporting - correlation

The following data taken from DATIX incident reporting provides some context when we consider the staff survey results around harassment, bullying, abuse and violence. The data shows that in reality staff within the Trust are the subject of these unwanted behaviours and actions on more occasions than we would wish. The results in table below in column B relate to abuse by members of the public or visitors or carers, but not patients. While column C relates to patients and shows there is an increase in the number of incidents reported. Further interrogation of the data will need to be carried out to understand the possible reasons for this, for example was there an increase in the number of incidents after Brexit against BME staff – unfortunately there are limitations in relation to the reporting of protected characteristics from the existing system and so this may have to be a manual interrogation of the data.

Abuse Incidents by Division and Adverse event 2016-17								
	OTHABU- other abuse mainly non patient verbal	OTHAGG - other aggressive, disruptive behaviour	PHYSICAL	RACIAL	SEXUAL	VERBAL	WEAPON	Total
Division of Integrated Elderly & Community Care	13	9	52	0	2	18	3	97
Division of Integrated Medicine	15	11	63	2	1	19	1	112
Division of Corporate/Non Clinical Support Services	3	1	0	0	0	4	0	8
Division of Specialist Services	5	2	3	4	3	54	0	71
Division of Surgery & Critical Care	6	7	22	3	0	31	2	71
Division of Women & Children's	11	4	4	0	1	9	0	29
Totals:	53	34	144	9	7	135	6	388

Abuse Incidents by Division and Adverse event 2015-16								
	OTHABU- other abuse mainly non patient verbal	OTHAGG other aggressive, disruptive behaviour	PHYSICAL	RACIAL	SEXUAL	VERBAL	WEAPON	Total
Division of Integrated Elderly & Community Care	4	10	25	0	0	8	1	48
Division of Integrated Medicine	24	29	93	0	0	22	0	168
Division of Corporate/Non Clinical Support Services	4	1	1	0	0	8	0	14
Division of Specialist Services	4	18	11	3	8	36	0	80
Division of Surgery & Critical Care	8	7	11	0	2	19	0	47
Division of Women & Children's	3	0	1	0	0	4	0	8
Totals:	47	65	142	3	10	97	1	365

Violence, abuse, harassment and bullying

In the staff survey, the percentage of staff experiencing violence at work from patients, service users, relatives or other members of the public was better than 2015 and we are now ranked as average when compared to other acute and combined trusts. When we look at the question relating to whether staff or their colleagues had reported an incident of violence 66% said they or a colleague had – this was consistent with our 2015 results.

When we look at the percentage of staff experiencing harassment and bullying at work from patients service users, relatives or other members of public, the 2016 results showed a statistically significant positive change from the 2015 results. We rank average when compared to other acute and combined trusts. When we look at the question relating to whether staff or their colleagues had reported an incident of abuse 46% said they or a colleague had – this was consistent with our 2015 results.

In the survey:

28% of staff have never experienced harassment or abuse at work from patients/service users, their relatives or other members of the public

11% of staff have never experienced harassment or abuse at work from managers

15% of staff have never experienced harassment or abuse at work from colleagues

These figures all improved over the Trust's 2015 results and were better than the median for combined acute and community trusts

In terms of correlating this with the DATIX data there was again an increase in the number of reported incidents in 2016/7 when compared with 2015/6, however, this is not reflected in the formal ER cases of dignity and respect when we consider there were just 14 formal cases investigated and so it is difficult to directly evidence what the staff survey results are telling us with those actually reported either through DATIX or our HR teams.

Abuse of Staff by Staff by Location (exact) and Division 2016-17							
	IECC	IM	Corporate	Specialist Services	Emergency & Critical	W&C	Total
Totals:	4	7	3	5	12	1	32
Abuse of Staff by Staff by Location (exact) and Division 2015-6							
	IECC	IM	Corporate	Specialist Services	Emergency & Critical	W&C	Total
Totals:	2	7	4	4	9	0	26

We believe that the appointment of the Freedom to Speak up Guardian who takes up post in May 2017 will have a significant impact on these results going forward. The guardian will be working alongside the HR teams and occupational health and wellbeing teams to look at interventions that can be put in place to reduce the numbers of manager on staff and staff on incidents. In terms of the incidents of patients, public, carers and visitor incidents of both violence and abuse this is something that will require a trust-wide plan to not only tackle with a view to reducing, but also put interventions in place to support staff in coping with this unwanted behaviours.

We acknowledge there are limitations to the data that can be extrapolated from the existing DATIX system and that there is a plan to replace the existing system of incident reporting which should ensure greater robustness in data capture and confidence in data reporting.

Workforce Race Equality Standard – (WRES)

The Trust results for the workforce race equality standards are below:

			Your Trust in 2016	Average (median) for combined acute and community trusts	Your Trust in 2015
KF25	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White	28%	27%	30%
		BME	27%	27%	32%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	20%	22%	25%
		BME	24%	26%	24%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	92%	88%	91%
		BME	81%	75%	70%
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	5%	6%	5%
		BME	12%	14%	13%

Of these four metrics, KF21 and Q17b were included in the overall Trust priorities for 2016-17 as the difference in the results between white and BME staff were of particular concern last year. A WRES action plan was developed to address the differences. The 2016 results show an improved position when comparing White with BME staff groups, however when compared with other combined and acute trusts, we acknowledge there is more to do to bring our Trust into line with the average for BME staff.

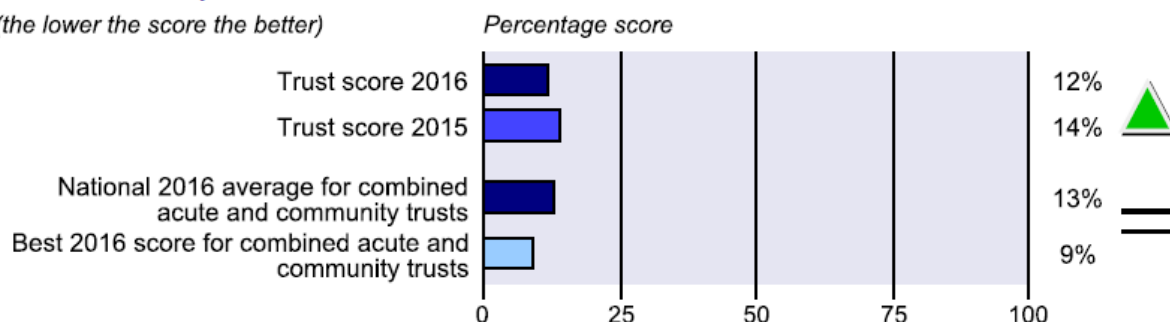
Weighted Data

The following excerpts from the benchmarked published report is weighted data comparing the Trust with other combined acute and community trusts.

Violence, harassment & bullying

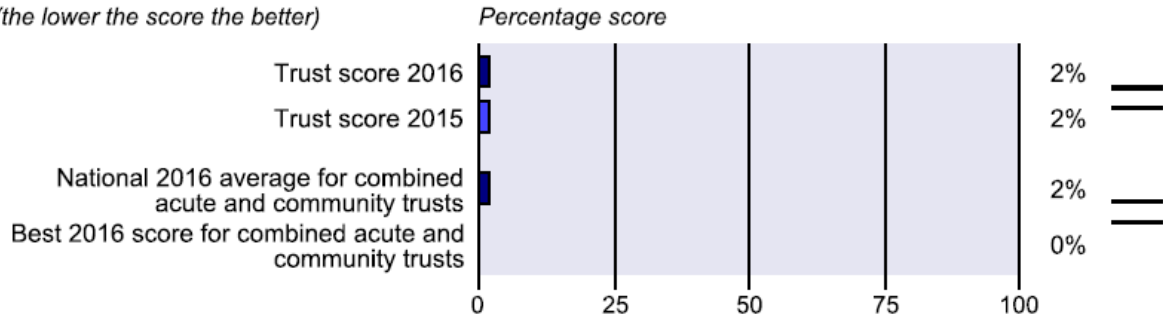
KEY FINDING 22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



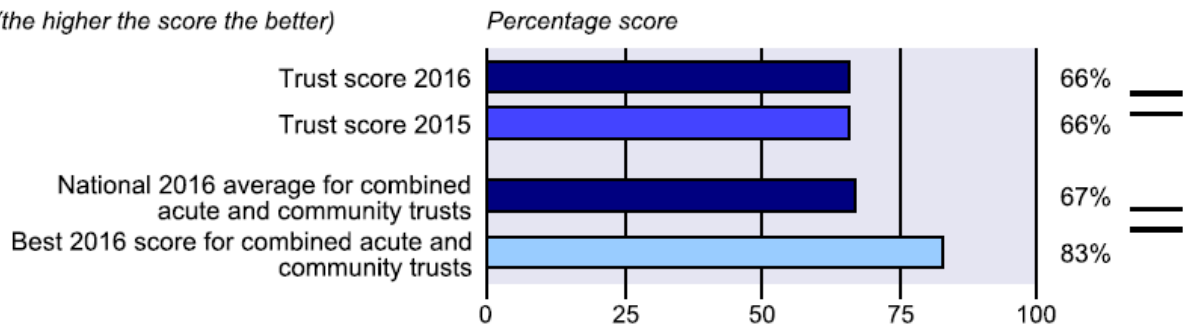
KEY FINDING 23. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



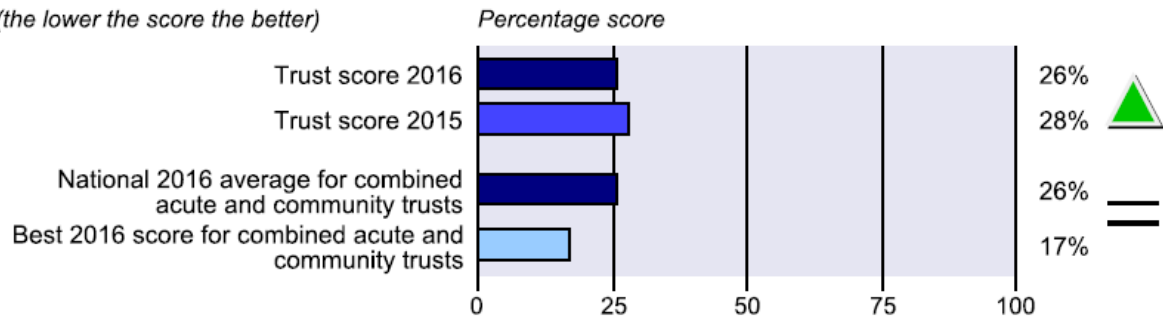
KEY FINDING 24. Percentage of staff / colleagues reporting most recent experience of violence

(the higher the score the better)



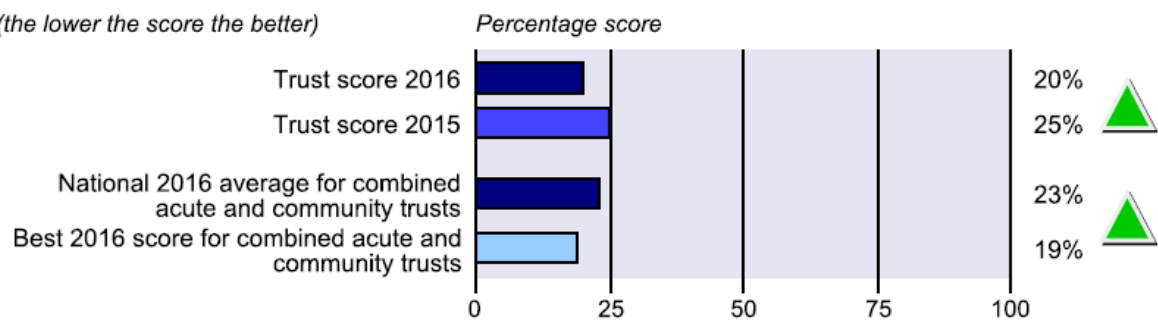
KEY FINDING 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



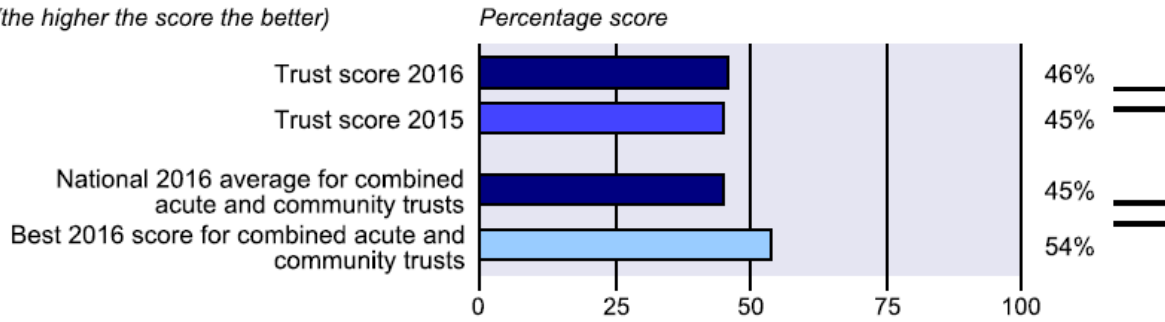
KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)



KEY FINDING 27. Percentage of staff / colleagues reporting most recent experience of harassment, bullying or abuse

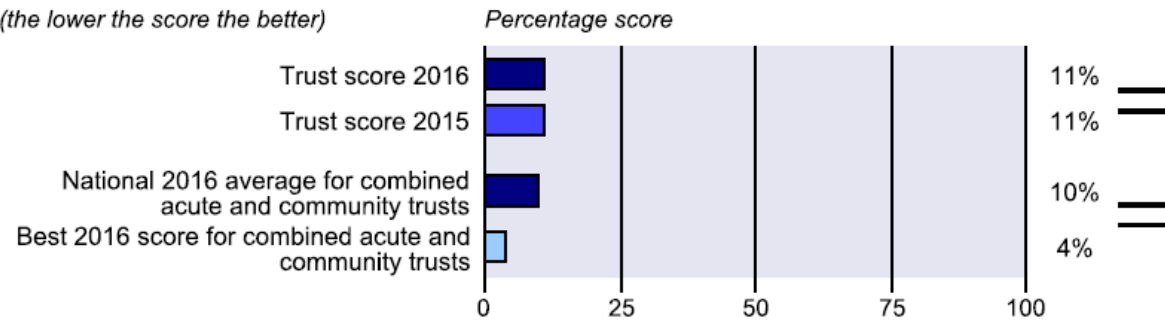
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Equality & diversity

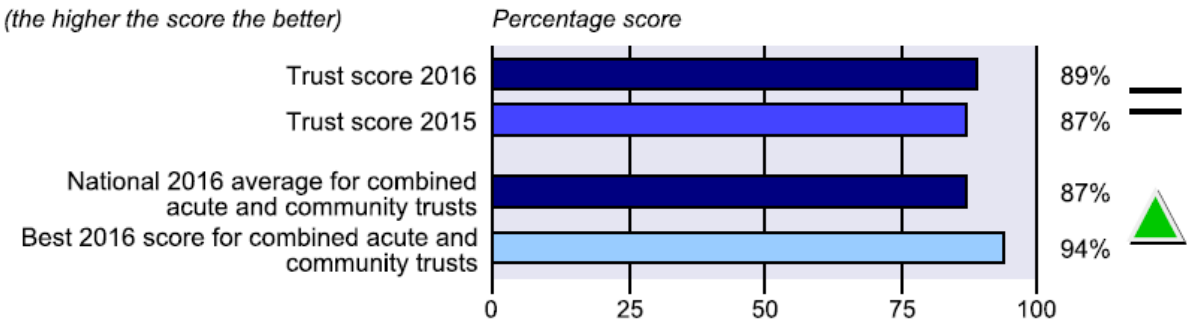
KEY FINDING 20. Percentage of staff experiencing discrimination at work in the last 12 months

(the lower the score the better)



KEY FINDING 21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion

(the higher the score the better)



Un-weighted data

		Your Trust in 2016	Average (median) for combined acute and community trusts	Your Trust in 2015
Experiencing and reporting physical violence at work				
% experiencing physical violence at work from patients / service users, their relatives or other members of the public in last 12 months...				
Q14a	Never	86	87	84
Q14a	1 to 2 times	9	9	10
Q14a	3 to 5 times	3	3	3
Q14a	6 to 10 times	1	1	1
Q14a	More than 10 times	1	1	2
% experiencing physical violence at work from managers in last 12 months...				
Q14b	Never	99	99	99
Q14b	1 to 2 times	0	0	1
Q14b	3 to 5 times	0	0	0
Q14b	6 to 10 times	0	0	0
Q14b	More than 10 times	0	0	0
% experiencing physical violence at work from other colleagues in last 12 months...				
Q14c	Never	98	98	98
Q14c	1 to 2 times	1	1	2
Q14c	3 to 5 times	0	0	0
Q14c	6 to 10 times	0	0	0
Q14c	More than 10 times	0	0	0
Q14d	(If YES to Q14a, Q14b or Q14c) % saying the last time they experienced an incident of physical violence, either they or a colleague had reported it	66	68	68

Experiencing and reporting harassment, bullying and abuse at work				
% experiencing harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public in last 12 months...				
Q15a	Never	72	74	70
Q15a	1 to 2 times	19	16	19
Q15a	3 to 5 times	6	6	7
Q15a	6 to 10 times	2	2	2
Q15a	More than 10 times	2	3	2
% experiencing harassment, bullying or abuse at work from managers in last 12 months...				
Q15b	Never	89	88	86
Q15b	1 to 2 times	7	8	9
Q15b	3 to 5 times	2	2	2
Q15b	6 to 10 times	1	1	1
Q15b	More than 10 times	1	1	1
% experiencing harassment, bullying or abuse at work from other colleagues in last 12 months...				
Q15c	Never	85	83	82
Q15c	1 to 2 times	10	12	13
Q15c	3 to 5 times	3	3	3
Q15c	6 to 10 times	1	1	1
Q15c	More than 10 times	1	1	1
Q15d	(If YES to Q15a, Q15b or Q15c) % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it	47	46	46
Equal opportunities				
Q16	% saying the organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age	90	87	87
Discrimination				
Q17a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	7	4	6
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	6	7	7
% saying they had experienced discrimination on the grounds of:				
Q17c	Ethnic background	6	3	5
Q17c	Gender	2	2	2
Q17c	Religion	0	0	0
Q17c	Sexual orientation	0	0	0
Q17c	Disability	0	1	1
Q17c	Age	2	2	1
Q17c	Other reason(s)	3	3	3

BACKGROUND DETAILS

		Your Trust in 2016	Average (median) for combined acute and community trusts	Your Trust in 2015
Age group				
Q23b	Between 16 and 30	17	15	15
Q23b	Between 31 and 40	18	20	19
Q23b	Between 41 and 50	25	28	25
Q23b	51 and over	40	38	41
Gender				
Q23a	Male	17	19	16
Q23a	Female	83	81	84
Ethnic background				
Q24	White	80	90	82
Q24	Mixed	2	1	2
Q24	Asian / Asian British	12	6	10
Q24	Black / Black British	4	2	4
Q24	Chinese	1	0	1
Q24	Other	2	1	2
Sexuality				
Q25	Heterosexual (straight)	92	92	92
Q25	Gay Man	1	1	1
Q25	Gay Woman (lesbian)	1	1	0
Q25	Bisexual	1	1	1
Q25	Other	0	0	1
Q25	Preferred not to say	6	6	6
Religion				
Q26	No religion	28	30	28
Q26	Christian	59	56	60
Q26	Buddhist	1	1	1
Q26	Hindu	2	1	2
Q26	Jewish	0	0	0
Q26	Muslim	4	2	3
Q26	Sikh	0	0	0
Q26	Other	1	1	1
Q26	Preferred not to say	5	5	5
Disability				
Q27a	% saying they have a long-standing illness, health problem or disability	15	16	17
Q27b	If long-standing disability (YES to Q27a and if adjustments felt necessary), % saying their employer has made adequate adjustment(s) to enable them to carry out their work	81	74	74

Fewer staff declared they had a long standing illness, health problem or disability than in 2015. The proportion of these staff saying the Trust made adequate adjustments was significantly better moving from 74% in 2015 to 81% in 2016 and takes us above the median comparator group.

Again it is worth noting that the proportion of staff saying they have a long-standing illness, health problem or disability is 15%, significantly higher than the 2% of staff who have declared they are disabled.