

Meeting the general equality duty

2018 NHS 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 (BHT) 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 disabilities.

All NHS Trusts in England are required to participate in the survey – in 2018, for the fourth year in a row, all staff at BHT, were invited to participate in the survey. Staff were able to access the survey online, on paper or if they wished to participate to the survey by telephone, directly with our contractor, thus making the survey accessible to all staff groups.

It is 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 take into account Trust differences. Rarely are two Trusts exactly the same in terms of size, staffing mixes or provision. Much of the following data is weighted, where the data is un-weighted this is indicated throughout the report. The results document has been annotated accordingly to help highlight these differences.

Background – National Picture

Nationally the 2018 NHS Staff Survey invited over 1.1 million staff members, from some 300 NHS organisations to participate in the survey in England, either online or on paper. Some 497,117 NHS staff across England participated representing a 46% response rate. The survey has been running since 2003 and is the largest longitudinal survey of this type world-wide.

In 2018, some major changes were made to the way in which the staff survey data was published nationally and in the benchmarked reports that were made available to trusts, including, after 15 years moving away from Key Findings and moving to 10 major Themes. Each of these themes incorporate a number of questions in much the same way as the key findings were grouped, however, the scoring mechanism has changed and whereas previously the benchmark report provided percentage and scale scores on a scale of 1 to 5, these 10 new Themes are scored on a scale score between 1 and 10. The Themes focus on the following areas:

- Equality Diversity and Inclusion
- Health and Wellbeing
- Immediate Managers
- Staff Morale
- Quality of Appraisal
- Quality of Care
- Safe Environment – bullying and harassment
- Safe Environment – violence and abuse
- Safety Culture
- Staff Engagement

The national data published in late February 2018 showed a number of areas within the areas of equality, diversity and inclusion that declined. Discrimination from patients and service users has worsened; recorded as 6.9% in 2018 whereas it was 6.6% in 2017 and 5.8% in 2015.

72.9% of staff with a disability or long term condition said their employer had made adequate adjustments to enable them to carry out their work, this is also a worsening trend; the figure in 2016 was 74.1%

In terms of harassment and bullying, nationally these figures have also worsened. 28.3% of staff had experienced harassment or bullying from patients, service users or visitors, compared with 28.1% in 2017. Harassment and bullying from managers was 13.2% up from 12.8% in 2017 and from other colleagues the figure is 19.1% increasing from 18% in 2017.

In contrast, nearly all staff who participated in the survey reported that they have not experienced violence from a colleague (98.4%) or their manager (99.4%) in the past twelve months.

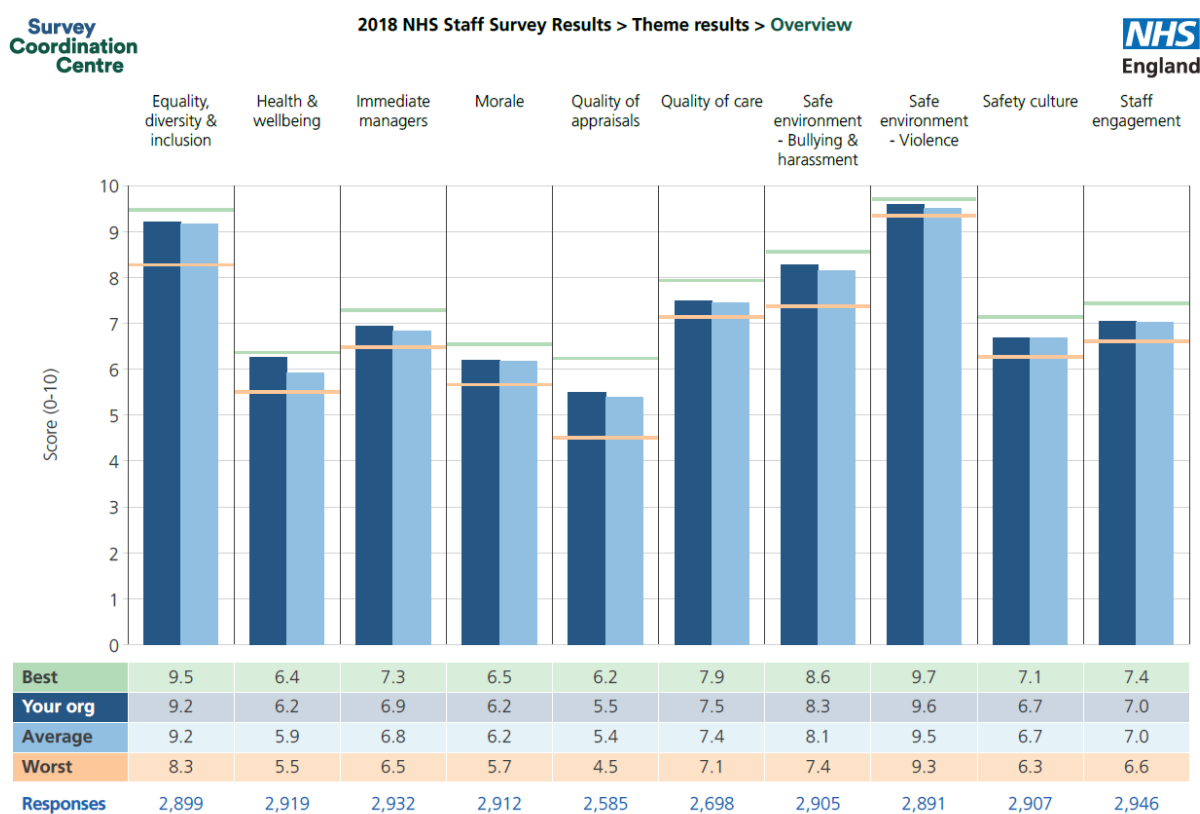
Buckinghamshire Healthcare Trust (BHT) Results

In 2018, all BHT staff were invited to participate in the NHS National Staff Survey. 52% of staff received the survey via paper and 48% received the survey online. The participation method was decided by individual teams/leaders. A total of 2954 surveys were returned - a 51% response rate – which an improvement from 2017 (49%) and slightly lower than the 53% achieved in 2016.

A copy of the 2018 benchmarked report for Buckinghamshire Healthcare NHS Trust can be downloaded from:

http://nhsstaffsurveys2018.com/files/NHS_staff_survey_2018_RXQ_full.pdf

In terms of how we compare nationally, we score above average for 6 of the 10 themes and average for 4 of the themes. Our score for Equality, Diversity and Inclusion was average. A summary of the 10 Themes is provided in the graphic below.



This report provides detailed breakdowns of the 3 of the 10 themes; Equality, Diversity and Inclusion, Safe Environment – bullying and harassment and Safe Environment – violence. The new style reporting within the benchmarked report provides 5 year trend analysis and the online reporting facility that has now been made available to Trusts means that we can report on and review the themes within for each of the protected groups.

Heat maps for approximately 80 departments have been produced and shared across the organisation enabling divisional and corporate teams to identify areas of good practice and areas for improvement. The Organisational Development and HR Best Practice teams are

supporting individual departments, particularly in those areas we have identified as priority areas for the Trust for 2019, which are discussed later in this report.

Demographic Characteristics of Respondents within BHT

Age Group	Percentage rate by protected characteristic
Between 16 and 30	16%
Between 31 and 40	20%
Between 41 and 50	27%
51 and over	37%
Did not specify	
Gender	
Male	16%
Female	82%
Prefer to self-describe	0.5%
Prefer not to say	1%
Did not specify	
Ethnic Background	
White	79%
Black and Minority Ethnic	18%
Did not specify	2.5%
Disability	
Disabled	16%

This profile of the demographic characteristics of respondents is broadly in line with the Trust Workforce demographic, except for staff who declare a disability. 16% of staff indicated a disability in the survey but our workforce data as recorded on our Electronic Staff Record (ESR0 only records 3% of staff with a disability).

Relevant questions from the NHS Staff Survey

The tables below provide the results for the last 5 years and how we compare with the worst, best and average performing trusts in our benchmarking group. (NB in 2014 the Trust undertook a sample survey rather than a full census of all staff from 2015 onwards).

Q13a “In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients, service users, their relatives or other members of the public?”

	2014	2015	2016	2017	2018
Worst	35.0%	34.3%	33.2%	33.2%	34.1%
Your org	28.8%	28.3%	25.8%	25.6%	24.7%
Average	25.7%	26.3%	25.6%	26.4%	25.8%
Best	19.8%	19.3%	16.5%	19.1%	20.9%
Responses	363	2,842	2,956	2,800	2,906

The incidence of harassment, bullying and abuse has been declining over the last 4 years.

Q13b “In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?”

	2015	2016	2017	2018
Worst	18.8%	19.4%	18.8%	20.5%
Your org	13.7%	10.1%	11.0%	10.6%
Average	12.1%	11.8%	11.8%	12.1%
Best	7.7%	8.1%	8.3%	8.0%
Responses	2,824	2,941	2,777	2,892

The incidence of harassment, bullying and abuse has general been declining with the exception of 2017.

Q13c “In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?”

	2015	2016	2017	2018
Worst	21.7%	22.4%	22.7%	25.8%
Your org	18.0%	14.1%	15.3%	16.6%
Average	17.2%	16.7%	17.7%	18.4%
Best	11.6%	13.7%	12.5%	14.4%
Responses	2,825	2,945	2,782	2,881

The incidence of harassment, bullying or abuse at work from other colleagues dipped in 2016 but has been rising since 2017.

Q13d “The last time you experienced harassment, bullying or abuse at work did you or a colleague report it?”

	2014	2015	2016	2017	2018
Best	66.2%	58.2%	55.1%	53.9%	60.3%
Your org	51.8%	45.6%	46.5%	44.2%	45.4%
Average	48.5%	44.2%	45.9%	46.8%	46.1%
Worst	34.0%	17.3%	35.0%	41.2%	32.2%
Responses	90	1,023	957	902	910

This score for 2018 is worse than 2017 but better than 2016, but 5% better than in 2014.

Q14 Does your organisation act fairly with regard to career progression /promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?

	2014	2015	2016	2017	2018
Best	96.4%	93.7%	93.9%	93.2%	91.5%
Your org	85.0%	87.2%	88.8%	87.1%	87.8%
Average	89.1%	88.6%	87.7%	85.9%	85.5%
Worst	76.7%	72.3%	72.5%	72.8%	70.5%
Responses	225	1,906	2,035	1,911	1,897

Our results are better than average and there was an improvement in our figures in 2018.

Q15a “in the last 12 months have you personally experienced discrimination at work from patients, service users their relatives or other members of the public?”

	2014	2015	2016	2017	2018
Worst	11.2%	9.0%	12.7%	13.2%	13.7%
Your org	5.9%	6.0%	6.4%	6.7%	6.3%
Average	4.4%	3.9%	4.3%	5.0%	5.2%
Best	1.8%	2.0%	1.6%	2.1%	2.1%
Responses	367	2,842	2,966	2,793	2,899

Overall, there has been a decline in this metric nationally and at the Trust (although there is less variation). We are worse than average for this metric, although the gap is closing.

Q15b “in the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleague?”

	2014	2015	2016	2017	2018
Worst	12.4%	13.2%	14.0%	13.9%	14.5%
Your org	9.4%	6.9%	6.5%	6.7%	6.4%
Average	6.9%	6.3%	6.6%	7.1%	7.0%
Best	3.3%	2.5%	2.7%	3.9%	4.5%
Responses	365	2,840	2,952	2,789	2,884

In contrast to national figures, our figures have improved over the past five years and we are better than average compared to similar trusts (as defined by the National NHS Survey).

Q15c “% staff saying that they had experienced discrimination in the past twelve months on the basis of:

(note this question was only answered by staff who had experienced at least one incident of discrimination in the last 12 months)

	2018 staff survey results %	Average Combined Trusts 2018	2017 staff survey results %	2016 staff survey results %	2015 staff survey results %
Ethnic Background	52	35	46	55	44
Gender	18	20	16	17	16
Religion	5	4	5	4	4
Sexual Orientation	4	4	5	3	2
Disability	6	7	8	5	8
Age	16	19	21	19	13
Other	28	32	28	22	31

Discrimination on the grounds of ethnicity at BHT is above the national average for similar trusts. The trend analysis shows variability over the 4 years reported; improvements in 2017 when compared to 2016 but significant variations since 2015. In terms of all the other protected groups we are roughly in line with the national average and the changes from year to year is much less variable. For discrimination on the grounds of gender, disability and age we score better than the national average.

Q28 Has your employer made adequate adjustment(s) to enable you to carry out your work?

	2014	2015	2016	2017	2018
Best	91.9%	88.9%	92.2%	87.8%	82.2%
Your org	72.9%	74.8%	79.7%	77.0%	79.3%
Average	72.4%	74.9%	74.5%	73.7%	73.3%
Worst	58.9%	55.8%	56.1%	56.7%	52.3%

Some of this data is reviewed as part of the Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES). A summary is provided below and further detail in Appendix 1.

Workforce Race Equality Standard (from the Staff Survey)

Since 2015 all NHS organisations have been required to demonstrate how they are addressing race equality issues in a range of staffing areas measured through the Workforce Race Equality Standard (WRES). WRES data is populated using from prescribed submissions. The following table shows the Trust's results in relation to the WRES indicators from the Staff Survey over the last 3 years.

(NB: the data in this table is un-weighted)

WORKFORCE RACE EQUALITY STANDARD (from the Staff Survey)		BHT 2018	Similar Trusts 2018	BHT 2017	BHT 2016
Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White	27%	26%	27%	28%
	BAME	26%	27%	28%	27%
Percentage of staff experiencing harassment, bullying and abuse from staff in last 12 months	White	21%	24%	22%	20%
	BAME	23%	29%	21%	24%
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	90%	87%	90%	92%
	BAME	81%	74%	78%	81%
In the last 12 months have you personally experienced discrimination at work from manager/team leader or other colleagues	White	5%	6%	5%	5%
	BAME	11%	15%	11%	12%

The data shows that overall the figures for the Trust are better than national statistics. Nevertheless, these figures show that our staff are facing significant levels of harassment, bullying or abuse.

Key issues are:

- Fewer BAME staff experienced harassment bullying and abuse from the public in 2018 compared with 2017.
- The percentage of BAME staff experiencing harassment, bullying and abuse from staff increased in 2018 compared with 2018.
- There was an improvement in the percentage of BAME staff believing that there are equal opportunities for career progression or promotion in 2018, a return to 2016 levels, whereas there was no change for White staff.

- The level of discrimination from managers and colleagues remains unchanged for both BME and White staff across both 2018 and 2017 and is below the national average.

The WRES indicators from the Staff Survey have been used to inform and update the WRES action plan.. Although there has been some progress in 2018-19, we need to do more to provide a better staff experience for all staff groups, in particular those from a BAME background. We will continue to use the data with the aim of improving the experience of BAME staff in the coming year.

The Workforce Disability Equality Standard (from the Staff Survey)

The Workforce Disability Equality Standard (WDES) came into force on 1 April 2019 and is a set of specific measures (metrics) that will enable NHS organisations to better understand and compare the experiences of disabled and non-disabled staff in the workforce.

Summarised below are the set of questions that make up the WDES indicators from the Staff Survey. Benchmarking has yet to be provided for this Standard, and data submissions for WDES will occur during the first quarter of 2019/20.

(NB: the data in this table is un-weighted)

WORFORCE DISABILITY EQUALITY STANDARD (from the Staff Survey)	Staff Group	Result	No. respondents
4a - % of staff who experienced at least one incident of harassment, bullying or abuse from: Patients / service users, their relatives or other members of the public	Disabled staff	31.3	470
4a - % of staff who experienced at least one incident of harassment, bullying or abuse from: Patients / service users, their relatives or other members of the public	Non-disabled staff	25.8	2410
4a - % of staff who experienced at least one incident of harassment, bullying or abuse from: Managers	Disabled staff	15.2	466
4a - % of staff who experienced at least one incident of harassment, bullying or abuse from: Managers	Non-disabled staff	9.4	2400
4a - % of staff who experienced at least one incident of harassment, bullying or abuse from: Other colleagues	Disabled staff	21	466
4a - % of staff who experienced at least one incident of harassment, bullying or abuse from: Other colleagues	Non-disabled staff	15.3	2390
4b - % of staff saying they, or a colleague, reported their last incident of harassment, bullying or abuse	Disabled staff	45	169
4b - % of staff saying they, or a colleague, reported their last incident of harassment, bullying or abuse	Non-disabled staff	47.3	736
5 - % of staff who believe that their organisation provides equal opportunities for career progression or promotion	Disabled staff	87.1	302
5 - % of staff who believe that their	Non-disabled	88.4	1584

organisation provides equal opportunities for career progression or promotion	staff		
6 - % of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties	Disabled staff	23.5	319
6 - % of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties	Non-disabled staff	19.1	1130
7 - % of staff satisfied with the extent to which their organisation values their work	Disabled staff	40.9	470
7 - % of staff satisfied with the extent to which their organisation values their work	Non-disabled staff	46.8	2421
8 - % of disabled staff saying their employer has made adequate adjustment(s) to enable them to carry out their work	Disabled staff	79.8	272
9a - Staff Engagement	Disabled staff	6.8	475
9a - Staff Engagement	Non-disabled staff	7.1	2436
9a - Staff Engagement	Organisation average	7.1	2946

The data shows that the experience of work, as measured by WDES metrics from the Staff Survey, is worse for disabled staff when compared with non-disabled staff. We are starting a Disability Network group to look at ways to improve the experiences of disabled staff at work and to raise awareness of the inequalities that the staff survey data has highlighted.

2019 Priorities from our staff survey results

Following analysis of the staff survey results for 2018 – we have identified 3 main areas to focus on in the coming year:

- levels of bullying and harassment
- staff reporting having felt unwell as a result of work related stress
- lack of adequate materials, supplies and equipment to do my job

We will:

- identify leads from within our Feedback and Engagement Group to lead in these 3 priority areas identified and to task the divisions and corporate areas to do the same;
- incorporate these priorities into existing leadership and management development programmes;
- use the staff survey heat maps to target specific areas for intervention and the HR Business Partners will work with the divisional leaders and managers to support and tackle these priorities within their divisions;
- incorporate actions plans tackling the three priorities into already existing work streams – they should be “mainstreamed” rather than treated as time-limited and task focused;
- and monitor activity through the Feedback and Engagement Group and progress locally through the divisional board meetings, reporting back to the HR and Workforce committee.

In January 2019, the Trust launched “Building a Climate of Respect” introducing a Video spearheaded by our Chief Executive and Freedom to Speak up Guardian (FTSUG) which is

aimed at tackling unwanted behaviours within the Trust and promoting an open and transparent culture. The role of the Guardian is still in its infancy but is key to enabling staff to raise their concerns, of whatever nature, and to raise it in a safe place and in confidence. The Trust believes that learning from concerns is key to improving patient safety and quality of care and needs to be part of business as usual and is a corporate objective.

Appendix 1

Theme: Equality Diversity Inclusion – questions 14, 15a 15b 28b

