



North East Ambulance Service **NHS**
NHS Foundation Trust



WORKFORCE RACE EQUALITY STANDARD

Annual Report

June 2015

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1. Introduction:

- 1.1 From April 2015 the Workforce Equality Standard will become a mandatory requirement for North East Ambulance Service (NEAS) and other NHS organisations. We will be required to publish data by the end of June 2015 outlining how we perform against a range of metrics.
- 1.2 The focus of this standard is not to collect the data but deliver real improvements and outcomes for visible and non-visible Black, Asian and Minority Ethnic (BAME) staff. The framework requires us and other health organisations to take positive action and identify what improvements can be made to address the issues that the monitoring and analysis identifies.

2. Summary

- 2.1 The report highlights that NEAS like many other NHS organisations has few BAME people in senior positions (band 8 and above) working in the trust. While representation at bands 5 to 7 is 2%, above our organisational average of 1.3%, this is still well below the average for the region.
- 2.2 Although we continue to do well at attracting BAME people to apply for jobs and a group reflective of our regional profile are shortlisted, BAME people are not as well represented in the appointment of new employees.
- 2.3 In addition, the data collected shows some issues from the 2014 staff survey in relation to staff opinions and views about how equitable promotional opportunities are. 62% of staff said the Trust provides equal opportunities for career progression or promotion. This is lower than the average for Ambulance Trusts of 69% but has improved from 55% in 2013.
- 2.4 Although the number of staff stating they have received harassment from the public is higher than the national average there is no evidence this is race/ethnically related as no member of staff identifying as BAME completed the staff survey.

3. Background

- 3.1 "The Snowy White Peaks" a report by Roger Kline of Middlesex University added to previous research highlighting lack of progress relating to BAME representation across NHS Boards, leadership and the general workforce. It also provided evidence that barriers, including the lack of quality and reliable data are deeply rooted within the culture of the NHS.
- 3.2 Roger Kline's report was presented to the NHS Equality Diversity Council, chaired by NHS Chief Executive Simon Stevens and following a period of consultation, a decision was reached to implement a workforce race equality standard within the NHS 2015/16 contract.

4. Why is the standard important to our business?

- 4.1 The Equality Diversity Council has consulted and involved the Care Quality Commission, Monitor, Trust Development Authority, Clinical Commissioning Groups as well as a range of representative bodies who endorse the standard as a positive mechanism to address longstanding lack of progress in race equality

- 4.2 The Workforce Race Equality Standard provides an ideal opportunity for us to evidence how we support staff, patients and the wider community from different race and ethnic backgrounds and support our wider equality and diversity activity.
- 4.3. We have to report annually to CCG's to indicate how we are meeting the standard. Failure to provide assurances and evidence will impact on our ability to win new contracts.

5 What is in place now?

- 5.1 Whilst significant work has been undertaken to collect data across the nine protected characteristic groups within the Trust, there are gaps. For example, for some groups of staff personal data on their characteristics is poor. Also we don't fully understand what is happening in our recruitment process. Applications from BAME people are higher than our regional profile, shortlisting matches the profile but BAME people making it past shortlisting through to the recruitment stage is significantly lower than our regional and local profile. We need to do more work to fully understand the reason for this.
- 5.2 The Trust has robust processes in place to report on metrics as part of the Annual Equality Analysis process and the data collection element of this standard should have little impact on resources.
- 5.3 Demonstrating that the organisation is taking action to tackle specific race issues will have a greater impact on the organisation and is likely to be more difficult to achieve in the North East of England than other areas due to the lower representation of BAME people in the population of the North East compared to other parts of the UK.

6. Analysis of data against the Workforce Race Equality Standard metrics

- 6.1 For each of the workforce metrics below, the information we have provided compares the metrics for White British; White Other, Irish and Gypsy and Traveller less visible ethnic minority communities; and Black, Asian and other minority ethnic communities (BAME).

Workforce Race Equality Indicators					
1.		Number	White British %	White Other/Irish/Gypsy %	BAME %
		All employees	2753	82.5	0.9
	Employees Band 1-4	1543	90.1	0.5	1.2
	Employees Band 5-7	843	91.7	1.9	2
	Employees Band 8+	181	27.6	1.1	0.6
	Chairman/CEO/ Director/ Non-Executive Directors	13	92.3	0	7.7
	Other employees	186	28	2.2	0
Percentage of BME staff in Bands 8-9 and VSM compared with the percentage of BAME staff in the overall workforce					

2.		Number	White British %	White Other/Irish/Gypsy %	BAME %
	External Applications	5025	90.6	1.8	6.2
	People Shortlisted	2623	92.5	1.6	4.5
	New Employees	262	96.6	0.8	2.4
Relative likelihood of BAME staff being recruited from shortlisting compared to that of white staff being recruited from shortlisting across all posts					

3.		Number	White British %	White Other/Irish/Gypsy %	BAME %
COMBINED – 2 Years data					
	Subject to formal disciplinary	131	86.7	3.8	2.9
	Grievance	100	75	4.3	0
	Bullying and harassment	76	71	4.2	6.7
	Capability	18	83.8	5	11.3
2013-14					
	Subject to formal disciplinary	53	84.9	3.8	1.9
	Grievance	84	74.9	2.4	0
	Bullying and harassment	40	72.5	0	5
	Capability	8	87.5	0	12.5
2014-15					
	Subject to formal disciplinary	78	88.5	3.8	3.8
	Grievance	16	75	6.25	0
	Bullying and harassment	36	69.4	8.3	8.3
	Capability	10	80	10	10

National NHS Staff Survey findings.				
		2013	2014	2014 National Ambulance Average
4.	Q.3. In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review? If so	64%	84%	71%
	e) Were any training, learning or development needs identified	58%	54%	54%
	f) Did your manager support you to receive this training learning and development?	74%	73%	74%

5.	KF 18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	54%	53%	45%
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6.	KF 19. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	33%	26%	26%
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7.	KF 27. Percentage believing that trust provides equal opportunities for career progression or promotion	55%	62%	69%
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8.	Q23. In the last 12 months have you personally experienced discrimination at work from any of the following?			
	a) % from patients /service users, their relatives or other members of the public	11%	12%	10%
	b) Manager/team leader or other colleagues	14%	14%	12%

9.	Q22 % saying the organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age	62%	63%	70%
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Board Profile				
10.	Number	White British %	White Other/Irish/Gypsy %	BAME %
Population NE Region	2,596,886	93.6	1.7	4.7
Chairman/CEO/ Director/ Non-Executive Directors	13	92.3	0	7.7
Boards are expected to be broadly representative of the population they serve.				

7. Census 2011

	Count	White British %	White Other/Irish/Gypsy %	BAME %
Population NE Region	2,596,886	93.6	1.7	4.7

7.1 4.7% of the North East population classify themselves as BAME, this figure increases to 6.4% if we include White Other (White Other/Irish/Gypsy and Travellers).

7.2 The North East as a region has one of the lowest levels of BAME representation in the country. In England and Wales 14.5% identify as BAME and a further 5.7% identify as White Other making the wider definition of the BAME population 20.2%.

8 Overall workforce profile

	Count	White British %	White Other/Irish/ Gypsy %	BAME %
<i>All employees</i>	2753	82.5	0.9	1.3
Employees Band 1-4	1493	90.1	0.5	1.2
Employees Band 5-7	1037	91.7	1.9	2
Employees Band 8+	52	27.6	1.1	0.6
Other Employees	171	28	2.2	0

- 8.1 The profile of our workforce is 1.3% BAME, 0.9% White Other and 82.5% White British. 15.8% of the workforce has informed us they do not wish to declare this information or have not provided any response when asked this question.
- 8.2 If we use the sample of staff who have declared their ethnicity as a representative sample of the Trust, this would suggest our full workforce profile would be 97.4% White British, 1.5% BAME and 1.1% White Other.
- 8.3 Representation of BAME employees is constant up to Bands 5-7 where it peaks at 2% then it significantly decreases to 0.6% from Band 8 onwards.
- 8.4 There is a significantly larger proportion of employees at Band 8 plus (70.7%) and 'other' employees (69.8%) who have chosen not to provide data on their ethnicity when compared with employees on band 1 to 7 (6.3%)

9 Staff ending their employment

	Count	White British %	White Other/Irish/ Gypsy %	BAME %
<i>All employees</i>	2753	82.5	0.9	1.3
Ending their employment	1123	66.1	0.5	1.9

- 9.1 The number of staff ending their employment who have provided details of their ethnic origin suggest it is slightly higher (0.2%) but similar to our organisation profile.
- 9.2 We are currently unable to compare the percentage of BAME people gaining promotion. We will work with the recruitment team to ensure this can be reported in 2016.

10 Board

- 10.1 Out of the 13 members of the Board including the Chairman, Chief Executive Officer, Directors and Non-Executive Directors 92.3% are White British and 7.7% identify themselves as being from a BAME ethnic origin.

11 Experience of discrimination

- 11.1 There are four Employment Tribunal cases, which relate to age, gender and disability discrimination claims. None related to race discrimination. 3 are on ongoing and one is in the process of being settled.

12 Successful applicants

	Count	White British %	White Other/Irish/ Gypsy %	BAME %
<i>All employees</i>	2753	82.5	0.9	1.3
External Applications	5025	90.6	1.8	6.2
People Shortlisted	2623	92.5	1.6	4.5
New Employees	262	96.6	0.8	2.4

Relative likelihood	White (all)	BAME %
Shortlisted / appointed	0.10	2.03

- 12.1 External Applications received from BAME and White Other people is 1.6% higher than the number living in the region. This figure drops for people who are shortlisted but is still reflective of the region at 6.1%.
- 12.2 The figure reduces significantly when comparing new employees. 3.2% of new employees identified as BAME or White Other people and 0.2% did not disclose this information.
- 12.3 The relative likelihood of BAME people being appointed from shortlisting is 2.03. Therefore White people are over twice as likely to secure a position with the Trust.

13 Ratio of staff involved in disciplinary cases

	Count	White British %	White Other/Irish/ Gypsy %	BAME %
<i>All employees</i>	2753	82.5	0.9	1.3
Subject to formal disciplinary	78	88.5	3.8	3.8
Grievance	16	75	6.25	0
Bullying and Harassment	36	69.4	8.3	8.3
Capability	10	80	10	10

Relative likelihood	White (all)	BAME %
Subject to formal disciplinary processes	0.03	2.77

- 13.1 7.6% of staff (6 people) subject to disciplinary processes identify as BAME or White Other ethnic backgrounds suggesting this group is over represented compared to the organisation profile.
- 13.2 16.6% of BAME or White Other staff (6 people) reported Bullying and/or Harassment issues, again significantly higher than the organisation profile.
- 13.3 There were no disciplinary issues related to ethnic origin.
- 13.5 The relative likelihood of BAME staff being involved in formal disciplinary processes is 2.77 greater than white staff. 3 people involved in this process were of BAME origin.
- 13.6 Please note the data on the number of staff involved in all disciplinary cases is relatively low. When considering this data it is important to understand that one or two staff involved in any of these processes has a significant impact on the percentage score.

14 Access to non-mandatory training

	Count	White British %	White Other/Irish/Gypsy %	BAME %
<i>All employees</i>	2753	82.5	0.9	1.3
Training	1230	84.7	1.1	1.3

Relative likelihood	White (all)	BAME %
Training	0.46	1.03

- 14.1 Data on BAME and White Other staff access to non-mandatory training suggests that this take up of opportunities is slightly higher (0.2%) for White Other staff but generally reflects the profile of staff within our workforce.
- 14.2 We currently do not have data to identify how well BAME people are represented in learning and development programmes that are categorised as leadership or management training. We propose to make changes to systems to allow easier identification of such training to allow us better analysis in the future.
- 14.3 139 staff undertook coaching/management development and leadership programmes. 116 were from a White British background, 3 were from a non-White background and 20 staff did not state their ethnicity. No staff were denied training.

15 Representation of staff in Band 8 and above

		Count	White British %	White Other/Irish/Gypsy %	BAME %
Band 8	A	15	29%		
	B	14	23%	4%	
	C	8	15%		
	D	2	4%		
	Director	6	10%		2%
	Non Ex Director	7	13%		

15.1 Information on the ethnic origin of staff at senior positions in the organisation is very low.

6 Areas for further development

- Encourage staff at Band 8 and above and 'other employees' to update their personal details
- Explore reasons for BAME/White Other staff being under represented in the appointments stage of recruitment
- Work with managers and BAME/White Other applicants to identify what barriers they face to securing employment with us
- Analyse exit interviews for BAME staff to identify any trends
- Explore reasons for lower levels of staff believing the trust provides equal opportunities for career progression or promotion
- Explore improving the sampling process for future staff surveys and encourage BAME staff to complete. (All respondents to the 2014 staff survey identified as White)
- Explore reasons for higher levels of bullying and harassment reported by staff
- Explore developing a BAME staff group

17. Author

Mark Johns
Engagement Manager
Tel: (0191) 430 2009
Email: mark.johns@neas.nhs.uk

18. Board champion

Catherine Young – Non Executive Director
Email: Catherine.young@neas.nhs.uk