

# Report for the Equality & Diversity Committee

## Summary of findings from 2012 Staff Survey

### 1. Introduction

The 2012 NHS National Staff Survey was undertaken for Worcestershire Acute Hospitals NHS Trust by Quality Health.

The report is based on the basic sample used for all Trusts and equates to a total of 850 staff, of which 372 questionnaires were completed and returned. The overall % return rate for the basic survey was 44%, which is just above the threshold for the lowest 20% of acute Trusts. This compares to a response rate of 55% in the 2011 staff survey.

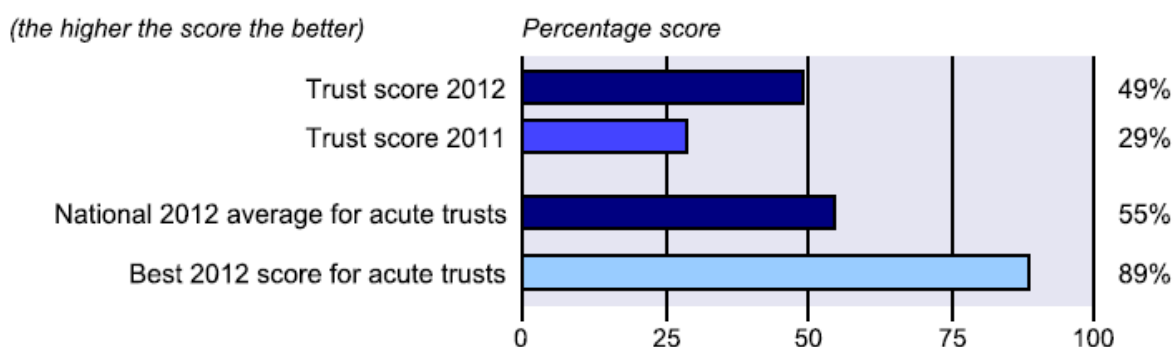
As the Trust was very keen to engage with as many staff as possible this year and to hear their views, a commitment was made to include all qualifying staff in an additional survey for which there will be a separate report and we will receive feedback on this shortly. The additional staff survey was sent to a total of 4,166 staff or which 1,778 returned their questionnaire, giving a 43% response rate.

This report looks specifically at the results and feedback relating to the area of equality and diversity and focuses on training, equal opportunities for career progression and discrimination.

### 2 .Key Findings from the Basic Survey

As part of the additional themes section on Equality and Diversity, there were 3 specific key findings:

**Key Finding 26: Percentage of staff having equality and diversity training in the last 12 months’.**



WAHT 2012	Acute Trust Average 2012	Best Acute Trust 2012	WAHT 2011
49%	55%	89%	29%
<b>WAHT Variance</b>	-6%	-40%	+20%

The Trust is 6% below the acute Trust average in this area, but there has been a significant increase of 20% compared to 2011.

Comparison by Occupational Group:

- The lowest score at 17% was for Central Functions/Corporate Services
- The highest score at 67% was for Nursing/Healthcare Assistants

Comparison by Staff Group:

- The lowest score at 15% was for Additional Professional Scientific and Technical staff
- The highest score at 68% was for Additional Clinical Services

Comparison by Sites:

- The lowest score was at 46% for the Worcester site
- The highest score was at 61% for the Kidderminster site

Comparison by different work groups:

(% of respondents 75% Full Time 25% Part Time)

- Full Time 49%
- Part Time 47%

Comparison by different age groups:

(% of respondents 16-30 10% 31-40 22% 41-50 30% 51+ 38%)

- The lowest score was at 44% for ages between 41-50
- The highest score was at 63% for ages between 16-30

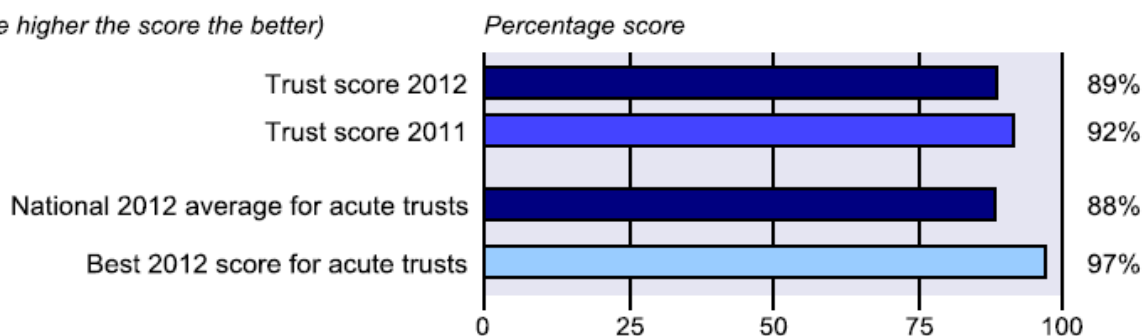
Comparison with other Demographic Groups:

(% of respondents Male 14% Female 86% Not disabled 16% disabled 86% White 90% Black and minority ethnic 10%)

- 36% Male
- 49% Female
  
- 53% Disabled
- 48% Not disabled
  
- 48% White
- 54% Black and minority ethnic

**Key Finding 27: Percentage of Staff believing the Trust provides Equal Opportunities for Career Progression.**

(the higher the score the better)



WAHT 2012	Acute Trust Average 2012	Best Acute Trust 2012	WAHT 2011
89%	88%	97%	92%
<b>WAHT Variance</b>	+1%	-8%	-3%

The percentage of staff feeling that there are equal career opportunities has decreased slightly since 2011 but is still slightly better than the average for acute Trusts.

Comparison by Occupational Group:

- The lowest score at 86% was for Central Functions/Corporate Services
- The highest score at 94% was for Other Scientific and Technical staff
- No score was recorded for Maintenance/Ancillary staff

Comparison by Staff Group:

- The lowest score at 75% was for Estates and Ancillary staff
- The highest score at 95% was for Additional Health Professionals
- No score was recorded for Additional Professional Scientific and Technical staff

Comparison by Sites:

- The lowest score was at 84% for the Alex site
- The highest score was at 100% for the Kidderminster site

Comparison by different work characteristics:

(% of respondents 75% Full Time 25% Part Time)

- Full Time 89%
- Part Time 86%

Comparison by different age groups:

(% of respondent's 16-30 10% 31-40 22% 41-50 30% 51+ 38%)

- The lowest score was at 85% for ages between 41-50
- The highest score was at 93% for ages between 16-30

Comparison with other Demographic Groups:

(% of respondents Male 14% Female 86% Not disabled 16% disabled 86% White 90% Black and minority ethnic 10%)

- 80% Male
- 90% Female
  
- 85% Disabled
- 89% Not disabled
  
- 89% White
- 87% Black and minority ethnic

**Key Finding 28: Percentage of Staff experiencing discrimination in last 12 months**

*(the lower the score the better)*



WAHT 2012	Acute Trust Average 2012	Best Acute Trust 2012	WAHT 2011
10%	11%	6%	13%
<b>WAHT Variance</b>	+1%	-4%	+3%

*(variance score adjusted to illustrate lower is better)*

The percentage of staff experiencing discrimination decreased by 3% from 2011 and remains slightly better than the average for acute Trusts.

Comparison by Occupational Group:

- The lowest score (best) at 0% was for Other Scientific and Technical staff
- The highest score (worst) at 15% was for Adult/General Nurses

Comparison by Staff Group:

- The lowest score (best) at 3% was for Estates and Ancillary staff
- The highest score (worst) at 23% was for Additional Professional Scientific and Technical staff

#### Comparison by Sites:

- The lowest score (best) was at 2% for the Kidderminster site
- The highest score (worst) was at 13% for the Worcester site

#### Comparison by different work groups:

(% of respondents 75% Full Time 25% Part Time)

- Full Time 11%
- Part Time 9%

#### Comparison by different age groups:

(% of respondent's 16-30 10% 31-40 22% 41-50 30% 51+ 38%)

- The lowest score (best) was at 5% for ages between 31-40
- The highest score (worst) was at 13% for ages between 16-30

#### Comparison with other Demographic Groups:

(% of respondents Male 14% Female 86% Not disabled 16% disabled 86% White 90% Black and minority ethnic 10%)

- 8% Male
- 11% Female
  
- 16% Disabled
- 9% Not disabled
  
- 8% White
- 29% Black and minority ethnic

### 3. Key Findings for other demographic groups

The following tables show the results for each of the 28 Key findings against the heading of other demographic groups which includes gender, disability and ethnic background.

**Table 6.2: Key Findings for other demographic groups**

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>						
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	69	77	77	76	73	94
KF2. % agreeing that their role makes a difference to patients	81	88	75	89	86	94
* KF3. <i>Work pressure felt by staff</i>	3.15	3.20	3.29	3.17	3.21	3.01
KF4. Effective team working	3.58	3.50	3.53	3.52	3.53	3.41
* KF5. <i>% working extra hours</i>	78	69	61	72	70	78
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed.</b>						
KF6. % receiving job-relevant training, learning or development in last 12 mths	72	81	77	82	80	84
KF7. % appraised in last 12 mths	82	86	81	87	86	85
KF8. % having well structured appraisals in last 12 mths	33	33	26	35	30	65
KF9. Support from immediate managers	3.62	3.53	3.30	3.59	3.52	3.75
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>						
<b>Occupational health and safety</b>						
KF10. % receiving health and safety training in last 12 mths	63	73	75	71	72	81
* KF11. <i>% suffering work-related stress in last 12 mths</i>	35	36	45	33	38	20
<b>Infection control and hygiene</b>						
KF12. % saying hand washing materials are always available	57	67	77	64	65	75
<b>Errors and incidents</b>						
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	26	28	25	27	28	25
KF14. % reporting errors, near misses or incidents witnessed in the last mth	85	86	93	85	87	-
KF15. Fairness and effectiveness of incident reporting procedures	3.31	3.44	3.36	3.44	3.40	3.68
<b>Number of respondents</b>	51	312	57	299	330	36

**Table 6.2: Key Findings for other demographic groups (cont)**

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
<b>Violence and harassment</b>						
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	16	14	16	14	13	22
* KF17. % experiencing physical violence from staff in last 12 mths	2	2	0	2	1	6
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	18	32	37	28	31	23
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	14	24	32	20	23	17
<b>Health and well-being</b>						
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	18	33	50	26	32	17
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>						
KF21. % reporting good communication between senior management and staff	20	23	16	23	20	44
KF22. % able to contribute towards improvements at work	57	62	53	64	60	78
<b>ADDITIONAL THEME: Staff satisfaction</b>						
KF23. Staff job satisfaction	3.52	3.52	3.29	3.58	3.50	3.80
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.55	3.59	3.36	3.65	3.55	4.01
KF25. Staff motivation at work	3.67	3.88	3.56	3.93	3.79	4.48
<b>ADDITIONAL THEME: Equality and diversity</b>						
KF26. % having equality and diversity training in last 12 mths	36	49	53	48	48	54
KF27. % believing the trust provides equal opportunities for career progression or promotion	80	90	85	89	89	87
* KF28. % experiencing discrimination at work in last 12 mths	8	11	16	9	8	29
Overall staff engagement	3.54	3.65	3.36	3.70	3.59	4.09
Number of respondents	51	312	57	299	330	36

### **Key areas from staff pledge 1**

- 94% of Black and minority ethnic groups are feeling satisfied with the quality of work and patient care they are able to deliver in comparison to 73% from white groups
- 89% of none disabled staff agree their role makes a difference to patients compared to 75% of disabled staff and 94% of black and minority ethnic groups compared to 86% of white staff groups agree.
- The highest score of 3.29 for the staff group feeling the most work pressure is from disabled staff and the lowest score for effective team working is from black and minority ethnic groups.

### **Key areas from staff pledge 2**

- The lowest score for staff receiving job-relevant training, learning and development is men at 72% and disabled staff at 77%
- The lowest score for staff receiving a well- structured appraisal is for disabled staff at 26% and the highest is at 65% for black and minority ethnic groups.
- The highest score of 3.75 for support received from immediate managers is for black and minority ethnic groups.

### **Key areas from staff pledge 3**

- 81% of black and minority ethnic groups report receiving health and safety training compared to 72% of white groups
- 45% of disabled staff report suffering work related stress compared to 33% non- disabled staff
- The highest group to agreed that hand washing material always available is disabled staff with 77%
- The highest score of 3.68 from black and minority ethnic groups for fairness and effectiveness of incident reporting procedures
- 22% of black and minority ethnic groups report experiencing physical violence from patients, relatives or the public, compared to 13% of white groups and 6% of black and minority ethnic groups compared to 1% of white groups report experiencing physical violence from staff
- The highest % of 37% for staff experiencing harassment, bullying or abuse from patients or the public is from disabled staff and they are also the highest at 32% for the group experiencing harassment, bullying or abuse from staff and also the highest at 50% of feeling pressure to attend work when unwell.

### **Key areas from staff pledge 4**

- The group with the highest % for reporting good communication between senior managers and staff are black and minority ethnic groups at 44%. They also have the highest % of 78% for agreeing they are able to contribute towards improvements at work.
- The lowest group for both of these areas is disabled staff with 16% and 53% respectively



### Key areas from additional themes

- For all questions relating to Job Satisfaction the highest score was from black and minority ethnic groups and the lowest scores for all questions was from disabled staff
- For staff receiving equality and diversity training the highest % was for black and minority ethnic groups and disabled staff
- 29% of black and ethnic minority staff report experiencing discrimination at work compared to 8 % of white groups

## 4. Survey Questions in Basic Report benchmarked against other Acute Trusts and compared with Key Findings from the Full Survey Report

### Equal opportunities

Q22. % of staff saying the organisation acts fairly with regard to career progression/promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age.

Basic Survey 2012	Full Survey 2012	Basic Survey 2011	Full Survey 2011	Basic Survey for other Acute Trusts	Full Survey for other Acute Trusts
88%	57%	92%	55%	88%	58%

### Discrimination

Q23a. % of staff saying they had experienced discrimination from patients/service users, their relatives or other members of the public in the last 12 months.

Basic Survey 2012	Full Survey 2012	Basic Survey 2011	Full Survey 2011	Basic Survey for other Acute Trusts	Full Survey for other Acute Trusts
4%	4%	8%	8%	5%	5%

Q23b. % of staff saying they had experienced discrimination at work from their manager/team leader or other colleagues in the last 12 months.

Basic Survey 2012	Full Survey 2012	Basic Survey 2011	Full Survey 2011	Basic Survey for other Acute Trusts	Full Survey for other Acute Trusts
7%	7%	9%	9%	8%	8%

Q23c. % of staff saying they had experienced discrimination on the following grounds:

Grounds	Basic Survey 2012	Full Survey 2012	Basic Survey 2011	Full Survey 2011	Basic Survey for other Acute Trusts	Full Survey for other Acute Trusts
Ethnic background	3%	24%	3%	25%	4%	39%
Gender	1%	16%	3%	26%	2%	15%
Religion	1%	5%	1%	5%	0%	4%
Sexual orientation	0%	3%	0%	0%	0%	4%
Disability	1%	10%	2%	15%	1%	6%
Age	1%	14%	3%	23%	2%	17%
Other	4%	40%	5%	39%	4%	32%

### Disability

Q29a. % of staff saying they have a long-standing illness, health problem or disability

Basic Survey 2012	Full Survey 2012	Basic Survey 2011	Full Survey 2011	Basic Survey for other Acute Trusts	Full Survey for other Acute Trusts
16%	18%	18%	19%	15%	17%

Q29b. For those staff answering yes to question 29a and if adjustments are felt necessary, % of staff saying the organisation has made adequate adjustment(s) to enable them to carry out their work.

Basic Survey 2012	Full Survey 2012	Basic Survey 2011	Full Survey 2011	Basic Survey for other Acute Trusts	Full Survey for other Acute Trusts
63%	53%	65%	57%	71%	58%

## 5. Conclusion

The Trust has made a significant improvement in the % of staff who report having received equality and diversity training in the last 12 months. Whilst this increase of 20% is very positive, the Trust will still need to continue to promote the training and be clear about the type of training packages offered for equality and diversity and whether this training is to be considered part of the mandatory training schedule for the organisation. The % of staff having received equality and diversity training is still very low compared to the best acute Trusts % of 89%. Promotion of this training in specific occupational groups where a low % is reported such as Central Functions/Corporate Services should help to improve this figure further.

The % of staff saying that the Trust provides equality of opportunity for career progression remains good. The lowest % was recorded for Estates and Ancillary staff, which traditionally score low within this area.

Staff are reporting a decrease in the numbers experiencing discrimination in the last 12 months and the Trust's figure is also slightly better than average for other acute Trusts. The staff group with the lowest (worst) score was Additional Professional and Technical Staff and a much higher % of black and minority ethnic staff reported they had been discriminated against than compared to white staff groups.

When looking at the results for the key findings under the staff pledges, generally they show fairly positive responses from staff from black and ethnic minority staff groups. There is however some areas of concern for this staff group including the % of staff experiencing discrimination at work at 29% compared to 8% of staff white groups and they are also in the highest % for experiencing physical violence from patients, relatives and the public and the % of staff reporting effective team working.

Throughout the staff pledges there is also a concern when looking at the responses from disabled staff who overall show a more negative response when asked if their role makes a difference to patients; the amount of work pressure they are feeling; job relevant training, learning and development; having well structured appraisals and job satisfaction overall.

At site level, site based at Kidderminster report generally better/more positive responses to the majority of areas within the 28 key findings and staff pledges.

## 6. Action Plan