# **Workforce Race Equality Standard Reporting Template**

### **REPORTING TEMPLATE**

# **Template for completion**

Mr Tim Jones, Executive Director of Workforce and Innovation

Name of provider organisation	Date of report: month/year
Heartlands Hospital, Solihull Hospital and Good Hope Hospital	July 2018
Name and title of Board lead for the Workforce Race Equality Standard	
Mr Tim Jones, Executive Director of Workforce and Innovation.	
Name and contact details of lead manager compiling this report	
Sally Lawson, Workforce Diversity Manager, <a href="mailto:sally.lawson@heartofengland.nhs.uk">sally.lawson@heartofengland.nhs.uk</a> / 07854 9	952 102
Names of commissioners this report has been sent to	
Jemima Shurvinton (NHS BIRMINGHAM CROSSCITY CCG), Michelle Dunne (NHS BIRMINGH.	AM CROSSCITY CCG), Alison Hughes (NHS BIRMINGHAM CROSSCITY CCG), Linda
Greaves (NHS BIRMINGHAM CROSSCITY CCG), Graham Caine (NHS BIRMINGHAM CROSSC	ITY CCG), Neil Walker (NHS SOLIHULL CCG)
Name and contact details of co-ordinating commissioner this report has been sent to	
Neil Walker, Chief Contract and Performance Officer, Solihull CCG, neildavidwalker@nhs.ne	<u>et</u>
Unique URL link on which this report will be found (to be added after submission)	
This report has been signed off by on behalf of the Board on (insert name and date)	

### **Report on the WRES indicators**

#### 1. Background narrative

a. Any issues of completeness of data

**Indicator 3** – is based on 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018, as opposed to a two year rolling average. It includes both live and closed cases.

**Indicator 4** – data is based on non-mandatory training that is recorded on Moodle, as opposed to all non-mandatory training that has taken place. The dataset for the current reporting year relates to 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018.

b. Any matters relating to reliability of comparisons with previous years

Indicator 4 - The organisation utilises Moodle as its 'Virtual Learning Environment' (VLE) to host e-learning. Any member of staff enrolled onto multiple courses has only been counted once. Alterations to the education programme from one year to the next often reflect changing organisational priorities. Some courses are likely to be added to the programme whilst others may be removed and updated. In these instances direct comparisons may not always be possible. CPD is not captured centrally across the organisation as the range of activities is very broad and developed locally. This data does not reflect non-e-learning, such as, face to face training.

#### 2. Total numbers of staff

a. Employed within this organisation at the date of the report

10,802 staff

b. Proportion of BAME staff employed within this organisation at the date of the report

29.2%

#### Report on the WRES indicators, continued

#### 3. Self reporting

a. The proportion of total staff who have self-reported their ethnicity

94.6%

b. Have any steps been taken in the last reporting period to improve the level of self-reporting by ethnicity

Awareness was raised in 2017 and work was carried out by the Trust through an emailed questionnaire, hosted on Moodle, to all staff asking them to self-report their ethnicity as well as other protected characteristics in order to improve the data which we hold on staff.

c. Are any steps planned during the current reporting period to improve the level of self-reporting by ethnicity

Yes. It is our intention to launch a trust wide campaign to encourage staff to self-report across all of the protected characteristics to improve self reporting across other indices as well as ethnicity. This was delayed from the last reporting period in order to ensure a new Trust wide approach post-merger.

#### 4. Workforce data

a. What period does the organisation's workforce data refer to?

Indicator 1 – based on staff in post as at 31st March 2018

Indicator 2 – based on the period 1st April 2017 – 31st March 2018

Indicator 3 – based on disciplinary cases between 1st April 2017 – 31st March 2018

Indicator 4 – based on non-mandatory training data held on Moodle for the period 1<sup>st</sup> April 2017 – 31st March 2018.

Indicators 5-8 – 2016 and 2017 National Staff Survey

Indicator 9 – based on staff in post as at 31st March 2018

# Report on the WRES indicators, continued

## **5. Workforce Race Equality Indicators**

	Indicator	Data for reporting		Data for pre	evious	Narrative – the implications of	Action taken and planned including
		year		year		the data and any additional	e.g. does the indicator link to EDS2
						background explanatory	evidence and/or a corporate
						narrative	<b>Equality Objective</b>
	For each of these four workforce			<u>.</u>			
	indicators, the Standard compares the						
	metrics for White and BME staff.						
1	Percentage of staff in each of the AfC Bands 1-	Clinical Staff	**	Clinical Staff	**	Previous year's data show 10.60%	It should be noted that the Trust has a
	9 and VSM* (including executive Board	Band 1	0%	Band 1	0%	BAME staff in bands 8-9 and VSM	very stable management structure at
	members) compared with the percentage of	Band 2	34.5%	Band 2	31%	compared to 27.35% BME staff in the	senior level which leads to few
	staff in the overall workforce. Organisations	Band 3	23.0%	Band 3	19%	overall workforce.	opportunities becoming available for
	should undertake this calculation separately	Band 4	15.2%	Band 4	14%		staff to progress to higher grades.
	for non-clinical and for clinical staff.	Band 5	39.5%	Band 5	36%	As at 31st March 2018 there are	However, the merger by acquisition of
		Band 6	24.9%	Band 6	24%	10.83% BAME staff in Bands 8-9 and	Heartlands NHS FT provides UHB with a
	*VSM = Staff on Bands 8d and 9,	Band 7	15.8%	Band 7	14%	VSM compared to 29.2% BAME staff	broader opportunity for staff mobility
	Executive Directors, Chair and Non-	Band 8a	12%	Band 8a	11%	in the overall workforce.	and increases the specialities in which
	Executive Directors.	Band 8b	10%	Band 8b	11%		they can work.
		Band 8c	12.5%	Band 8c	12%	BAME staff are underrepresented	
	**Excludes medical staff	Band 8d	16.6%	Band 8d	17%	overall when compared to the local	Actions Taken
		Band 9	0%	Band 9	0%	population (an average of 29%, with	A BAME Staff Network continues to
		Non-Clinical	Staff	Non-Clinical	Staff	local variation, 23.3% Good Hope, 21.4% Solihull, 34.3% Heartlands)	grow in membership and positively
		Band 1	24.7%	Band 1	21%	21.4% Solinuli, 34.3% Heartianus)	influence equality across HGS and continues to link into future initiatives.
		Band 2	19.4%	Band 2	19%	BAME staff are further	continues to link into ruture initiatives.
		Band 3	24.1%	Band 3	20%	underrepresented in senior positions,	Unconscious Bias training has been
		Band 4	17.3%	Band 4	15%	and compared to the previous year's	included in the Consultant's 4 week
		Band 5	18.7%	Band 5	20%	data the Trust has seen a small	induction programme and as part of the
		Band 6	22.6%	Band 6	18%	decrease in the percentage of BAME	Trust's Recruitment and Selection
		Band 7	18.7%	Band 7	21%	staff in Bands 8-9 and VSM overall.	training and HR Masterclasses, including
		Band 8a	17.4%	Band 8a	15%		disciplinary and grievance training.
		Band 8b	11.8%	Band 8b	11%	Note: the 5.3% increase in Non-	and private great and are an area.
		Band 8c	5.3%	Band 8c	0%	Clinical band 8c relates to the gain of	The Trust has incorporated an Inclusion
		Band 8d	0%	Band 8d	0%	1 BAME staff member (total number	DVD for all new starters joining the
		Band 9	0%	Band 9	16%	of staff in band 8c = 19). The 16%	Trust as part of Corporate Induction.
						decrease in Non-Clinical band 9	
		VSM	0%	VSM	0%	relates to the addition of 2 BAME	Formalised access to 'acting up'
		Workforce	29.2%	Workforce	27.35%	staff members.	opportunities to improve fairness and

		T	T	1	T
					equality of opportunity.
					The Tourst in almade a secitive setting
					The Trust includes positive action
					statements on Band 8 and 9 job adverts.
					The Trust has profiled the career
					progression of BAME staff from across
					the bands, including those from middle
					and senior management, as part of a
					Role Model campaign.
					The state of the s
					Actions Planned
					The Trust will explore options to
					introduce leadership programmes,
					which will include unconscious bias, to
					all managers in the Trust to reduce bias
					and discriminatory behaviours.
					The Trust will work with local BAME
					community groups to raise the profile of
					the Trust as a diverse employer.
					The Trust will work alongside the local
					community to support local and
					sustainable recruitment. This involves
					working alongside local schools to raise
					the profile of the Trust as an employer
					and advise on career opportunities.
					and davise on career opportunities.
					Ensure access to mentoring (including
					reverse mentoring), shadowing,
					coaching and encouragement to join
					NHS Leadership Academy Programmes
					such as "Ready Now", for BAME staff 8a
					and above.
	Indicator	Data for reporting	Data for previous	Narrative – the implications of	Action taken and planned including
		year	year	the data and any additional	e.g. does the indicator link to EDS2
				background explanatory	evidence and/or a corporate
				narrative	<b>Equality Objective</b>
2	Relative likelihood of staff being appointed	Relative likelihood of	Relative likelihood of	The information taken from NHS Jobs	Actions Taken
	from shortlisting across all posts	white staff being	white staff being	shows that BAME applicants make up	Unconscious Bias for Recruiting

 T			
appointed from	appointed from	48% of shortlisted applications and	Managers has been incorporated into
shortlisting compared	shortlisting compared	35% of appointments at HGS, which is	the revised recruitment and selection
to BAME staff is 1.58	to BAME staff is 1.60	no change from the previous year.	training for all managers with recruiting
times greater.	times greater.		responsibilities.
	_	Further investigation is required in	·
		order to understand the reasons for	The Trust has ensured, where possible,
		this.	the interview panel is relevantly diverse
			and that the panel is made up of
		NHS Workforce Race Equality	panellists from other areas of the Trust.
		Standard 2017 data analysis report	
		for all NHS Trusts has quoted, "The	The Trust has formalised the
		relative likelihood of white staff being	recruitment process for 'acting up' and
		appointed from shortlisting compared	all internal positions to improve fairness
		to BAME staff, across all posts, was	and equality to opportunity.
			and equality to opportunity.
		1.60 times greater than for BAME	Actions Dlamad
		staff ".	Actions Planned
			Identify specific areas where there is a
			failure to recruit BAME staff – especially
			at senior bands and formulate an action
			plan to address.
			Further investigation is required in
			order to understand the reasons for the
			disparity between shortlisted and
			appointed BAME applicants
			We will work with critical friends to
			identify areas for improvement and best
			practice.
			We will require that at least the Chair of
			any panel will have received the Trusts
			recruitment and selection training,
			which includes unconscious bias, to
			ensure objectivity and impartiality.
			Post-merger we have a greater
			opportunity to draw upon expertise
			from across the new Trust. We will
			establish an external* panel member
			presence on interview panels, someone
			presence on interview paners, someone

					who knows the job but not the team to ensure greater objectivity and ensure that all interview panels are made up of a minimum of 2 plus the external panellist.  We will review the wording of our job descriptions and person specifications to make them more intuitive, inclusive and not so NHS experience orientated so as not to exclude outside applicants.  We will look to utilise innovative ways to attract applicants, such as, greater use of social media platforms, in order to create a wider and more diverse talent pool from which to fill the Trust's vacancies.  *External to the department not the organisation.
3	Relative likelihood of staff entering the formal disciplinary process, as measured by entry into a formal disciplinary investigation. This indicator will be based on data from a two year rolling average of the current year and the previous year.	The relative likelihood of BME staff entering the formal disciplinary process, compared to White staff is 1.29 times greater.	he relative likelihood of BME staff entering the formal disciplinary process, compared to White staff is 1.90 times greater	Nationally BAME staff are twice as likely to enter formal disciplinary processes and be disciplined for similar offences than White staff.  The information taken from the Employee Relations Case Tracker from 31st March 2017 to 1st April 2018 shows that BME staff make up 34.2% of the disciplinary cases This is disproportionate to the number of BAME staff in the overall workforce.	Action Taken The Trust has included Unconscious Bias training into the HR Masterclasses, including disciplinary and grievance training, for all managers in the Trust.  HR has continued to ensure that managers receive training on the relevant Trust policies, including the disciplinary policy, and that the training will include unconscious bias and reinforce the need for fairness and consistency when applying the policies.  Actions Planned Continue to roll out Inclusion and unconscious bias training for managers and consider making this training compulsory for investigating managers.

					Add to bespoke targeted HR training where 'hotspots' are noticed across all workforce metrics.  We will work with critical friends to identify areas for improvement and best practice.  We will develop training programmes for managers with a particular emphasis on the protected characteristics, focussing on how workplace issues impact on personal performance and workplace wellbeing.
	Indicator	Data for reporting	Data for previous	Narrative – the implications of the	Action taken and planned including
		year	year	data and any additional	e.g. does the indicator link to EDS2
				background explanatory narrative	evidence and/or a corporate
_		5 1 11 11 1 1 1	D 1 12 12 1 1 1 1 1		Equality Objective
4	Relative likelihood of staff accessing non-mandatory training and CPD.	Relative likelihood of White staff accessing non-mandatory training is 0.95 more likely than BAME	Relative likelihood of White staff accessing non-mandatory training is 1.02 more likely than BAME	Results based on the data taken from Easy Learning, as of March 2018, suggest that BAME staff are more likely to access non-mandatory training.	Action taken Improved awareness and access to non- mandatory training, such as mentoring (including reverse mentoring), shadowing, coaching and encouragement to join NHS Leadership Academy such as 'Ready Now' for BAME band 8a and above, 'Stepping Up' for BAME band 5 to 7 and other courses.  The personal and professional progression of BAME staff in the Trust was profiled as part of the Trust's role model campaign to inspire and motivate others.
					Actions Planned Across the new combined Trust we will improve awareness and access to nonmandatory training, such as mentoring (including reverse mentoring), shadowing, coaching and encouragement to join NHS Leadership

	1	
		Academy such as 'Ready Now' for BAME
		band 8a and above, 'Stepping Up' for
		BAME band 5 to 7 and other courses.
		Improved awareness and visibility of role
		modelling for BAME staff regardless of
		band or position.
		Delivery of a senior leadership
		development course designed to reflect
		the Trust's new vision and values and
		supportive of transitioning into a new
		organisation, the management of
		change and resilience, and behaviours
		needed to create a positive culture,
		innovation and leadership beyond
		authority.
		authority.
		We will conduct a series of monthly
		short leadership masterclasses /
		•
		workshops across a range of leadership
		developmental activities topics designed
		to bring managers / leaders together in a
		discursive way.
		The implementation of both mentorship
		(including reverse mentoring) and
		coaching programmes using the
		considerable experience of senior staff
		to help develop emerging talent.
		The creation of shadowing opportunities
		for staff either new in their role or those
		wishing to gain exposure to senior
		leadership activities e.g. observing a
		board meetings / CIAG.

	Indicator	Data for reporting year	Data for previous year	Narrative – the implications of the data and any additional background explanatory narrative	Action taken and planned including e.g. does the indicator link to EDS2 evidence and/or a corporate Equality Objective
	National NHS Staff Survey indicators (or equivalent) For each of the four staff survey indicators, compare the outcomes of the responses for White and BME staff.				
5	KF 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White 27.19% BME 27.09%	White 24.28% BME 24.54%	BAME and White staff indicate a similar experience of harassment, bullying or abuse from patients.  There has been an increase in the percentage of BAME staff and White staff reporting harassment, bullying or abuse from patients since 2016. This is despite there being a decrease in these figures in 2014 and 2015.	Actions Taken Continue to implement and embed conflict resolution and resilience training to support staff.  Continue the BAME staff network as a source of advice and support for staff.  Actions Planned We will extend our red and yellow card sanctions to include relatives and visitors as we have seen an increase in violence and aggression from these two groups.  We will further develop training and equip our staff with the tools to have difficult conversations that challenge discrimination.
6	KF 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White 23.34% BME 25.73%	White 22.36% BME 27.49%	BAME and White staff indicate a similar experience of harassment, bullying or abuse from staff.  There has been a slight decrease in the percentage of BAME staff reporting harassment, bullying or abuse from staff since 2016.	Actions Taken Continued to improve awareness of the Freedom to Speak Up Guardian Role that will support a group of staff acting as confidential contacts. This provides a confidential service for staff to approach for advice where they feel they may have experienced harassment and that this may have been associated to their race.  Continued to improve awareness of the Trust's confidential care helpline CiC and promoted other well-being initiatives which are available to staff.

	Continued the BAME staff network as a source of advice and support for staff.
	Actions Planned We introduced the BAME Network to actively engage with our BAME workforce and complement the other Networks. We are aware that some Trans BAME staff and LGB+ staff have encountered hostility from other BAME staff when they have transitioned or come out. These are small numbers but there is need to address BAME on BAME LGBT+ discrimination.
	We plan a multi faith approach to address the faith and cultural issues at play and link them to the relaunched Trust values by discussing with our faith team and agreeing an action plan.
	We will develop a code of conduct for staff that reinforces positive behaviours that the Trust expects.
	As part of the values and culture work stream, and to support the development of the Trust's leadership programme, we will develop a DVD which shares the personal experiences of staff from underrepresented groups within our workforce. This will candidly raise
	awareness of negative behaviours that our staff have experienced and demonstrate that 'it can happen here'.

	Indicator	Data for reporting year	Data for previous year	Narrative – the implications of the data and any additional background explanatory narrative	Action taken and planned including e.g. does the indicator link to EDS2 evidence and/or a corporate Equality Objective
7	KF 21. Percentage believing that trust provides equal opportunities for career progression or promotion	White 82.64% BME 67.52%	White 86.03% BME 68.72%	Whilst there has been an improvement in the reported belief that the Trust provides equal opportunities for career progression by BAME staff in 2017 this is significantly lower than the percentage of White staff.  The implications maybe that BAME staff may not put themselves forward for career progression.	Actions Taken Formalise the recruitment process for 'acting up' and all internal positions to improve fairness and equality to opportunity.  Improved awareness and promotion of access to leadership programmes such as 'Ready Now' for BAME band 8a and above, 'Stepping Up' for BAME band 5 to 7 and other courses.  The personal and professional progression of BAME staff in the Trust was profiled as part of the Trust's role model campaign to inspire and motivate others.  Actions Planned Continue to encourage access to NHS leadership programmes such as 'Ready Now' for BAME band 8a and above, 'Stepping Up' for BAME band 5 to 7 and other courses.  Continue to profile BAME role models throughout the Trust and across the bands.  We will work with partners to develop an offering within the Trust of career surgeries and access to career advisors in order to provide advice and support to those staff looking to advance personally and professionally.
8	Q 17. In the last 12 months have you personally			The proportion of BAME staff saying	Actions Taken
	experienced discrimination at work from any of	White 6.39%	White 5.99%	they have personally experienced	Implemented the Trust's revised Dignity

		1	T =	1		
the following? b) Manager/team leader or	BME	14.55%	BME	13.60%	discrimination at work from their	at Work policy that will provide effective
other colleagues					manager, team leader, or colleague	support for staff experiencing
					has slightly increased since 2016,	harassment.
					although previous years has seen a	
					consistent reduction from 2014.	The Trust has included Unconscious Bias
					However the number of BAME staff is	training to all managers in the Trust.
					over double that of White staff which	
					is disproportionate to the overall	Corporate Induction includes an Inclusion
					number of BAME staff in the	and Unconscious Bias DVD for all new
					workforce.	starters to promote equality, fair
					Workforce.	treatment and inclusivity in the
						workplace.
						Continuation of the BAME staff network
						as a source of advice and support for
						staff.
						Actions Planned
						We will develop a code of conduct for
						staff that reinforces positive behaviours
						that the Trust expects.
						·
						As part of the values and culture work
						stream, and to support the development
						of the trusts leadership programme, we
						will develop a DVD which shares the
						personal experiences of staff from
						underrepresented groups within our
						workforce. This will candidly raise
						awareness of negative behaviours that
						our staff have experienced and
						demonstrate that 'it can happen here'.
						We have a disconnect between National
						Staff Survey data in this area of reporting
						and Trust internal reporting that needs
						further exploration.
						, i

	Board representation indicator For this indicator, compare the difference for White and BME staff				
9	Percentage difference between the organisations' Board voting membership and its overall workforce.	As at 31 <sup>st</sup> March 2018 there were 15 voting Board Members, including Non- Executives, 1 of which is BAME  BAME representation at Board Level is 6.6% compared to 29.2% in the overall workforce.	As at 31st March 2017 there were 12 voting Board Members, including Non-Executives, 1 of which is BAME  BAME representation at Board Level is 8% compared to 27.3% in the overall workforce.	BAME voting Board members has remained the same as the previous year with 1 member which is BAME. However as the Board has increased by 3 members the overall BAME representation is disproportionate to the overall BAME workforce and the BAME local population.  It should be noted that the Trust has a very stable management structure at senior level which leads to few opportunities becoming available for staff to progress to higher grades. However, the merger with University Hospitals NHS FT provides HGS with a broader opportunity for staff mobility and increases the specialities in which they can work.	Actions Taken Job advertisements for positions on the Board include language which invites candidates who could help the Trust engage effectively with the diverse population that we serve, especially those from a minority ethnic background.  The Trust continues with the positive action statement on all job advertisements for Board Members.  The Trust continues with the review of the advertisement routes and options to attract BAME candidates to the Board.  Actions Planned The Trust will continue with the positive action statement on all job advertisements for Board Members and will look to innovatively utilise routes for recruitment in order to attract from a wider and more diverse talent pool.

## Report on the WRES indicators, continued

6. Are there any other factors or data which should be taken into consideration in assessing progress? Please bear in mind any such information, action taken and planned may be subject to scrutiny by the Co-ordinating Commissioner or by regulators when inspecting against the "well led domain."

Nothing further than raised above

7. If the organisation has a more detailed Plan agreed by its Board for addressing these and related issues you are asked to attach it or provide a link to it. Such a plan would normally elaborate on the steps summarised in section 5 above setting out the next steps with milestones for expected progress against the metrics. It may also identify the links with other work streams agreed at Board level such as EDS2.

Actions relating to WRES will support evidence in respect of EDS2 and the annual equality monitoring report.