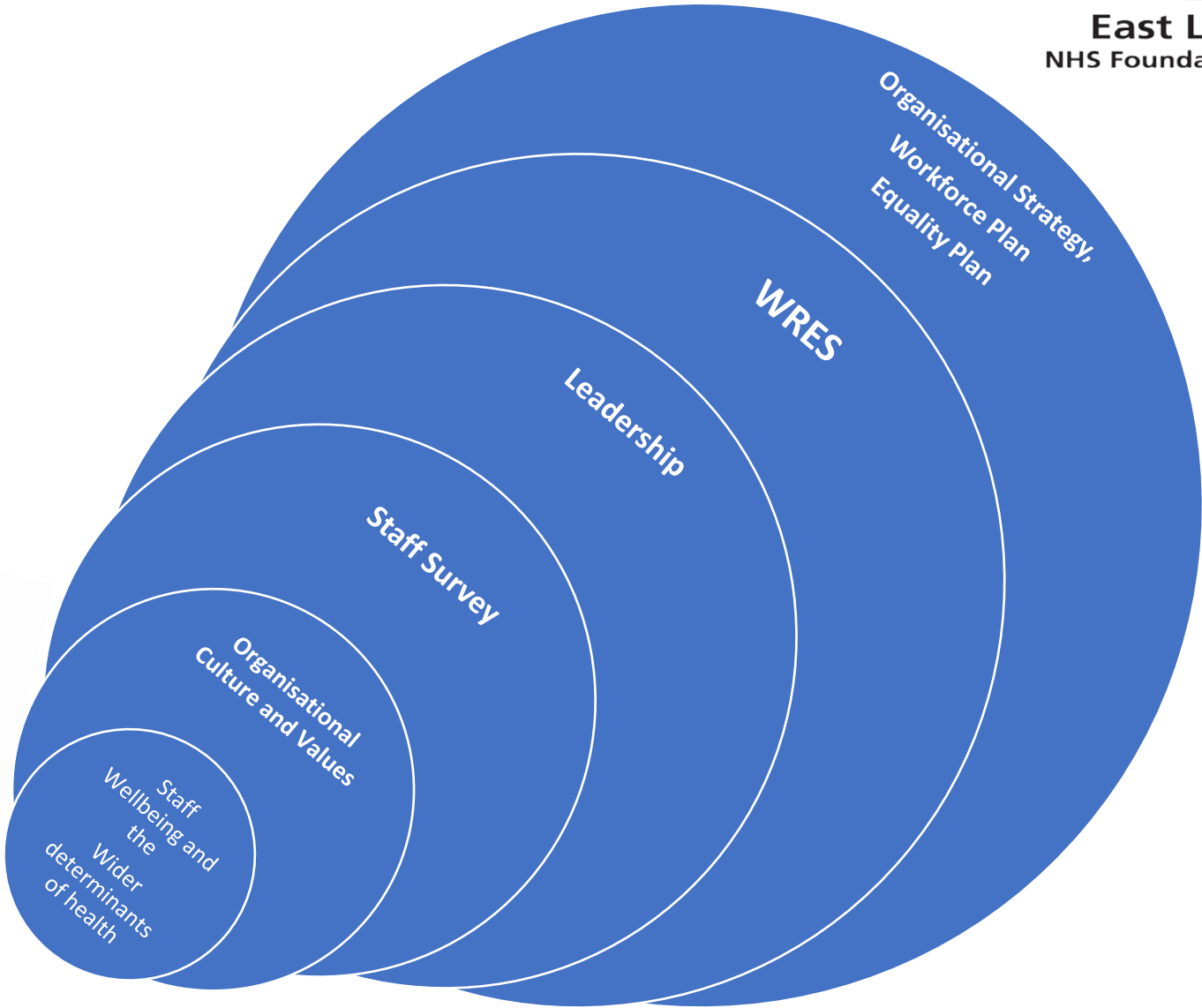
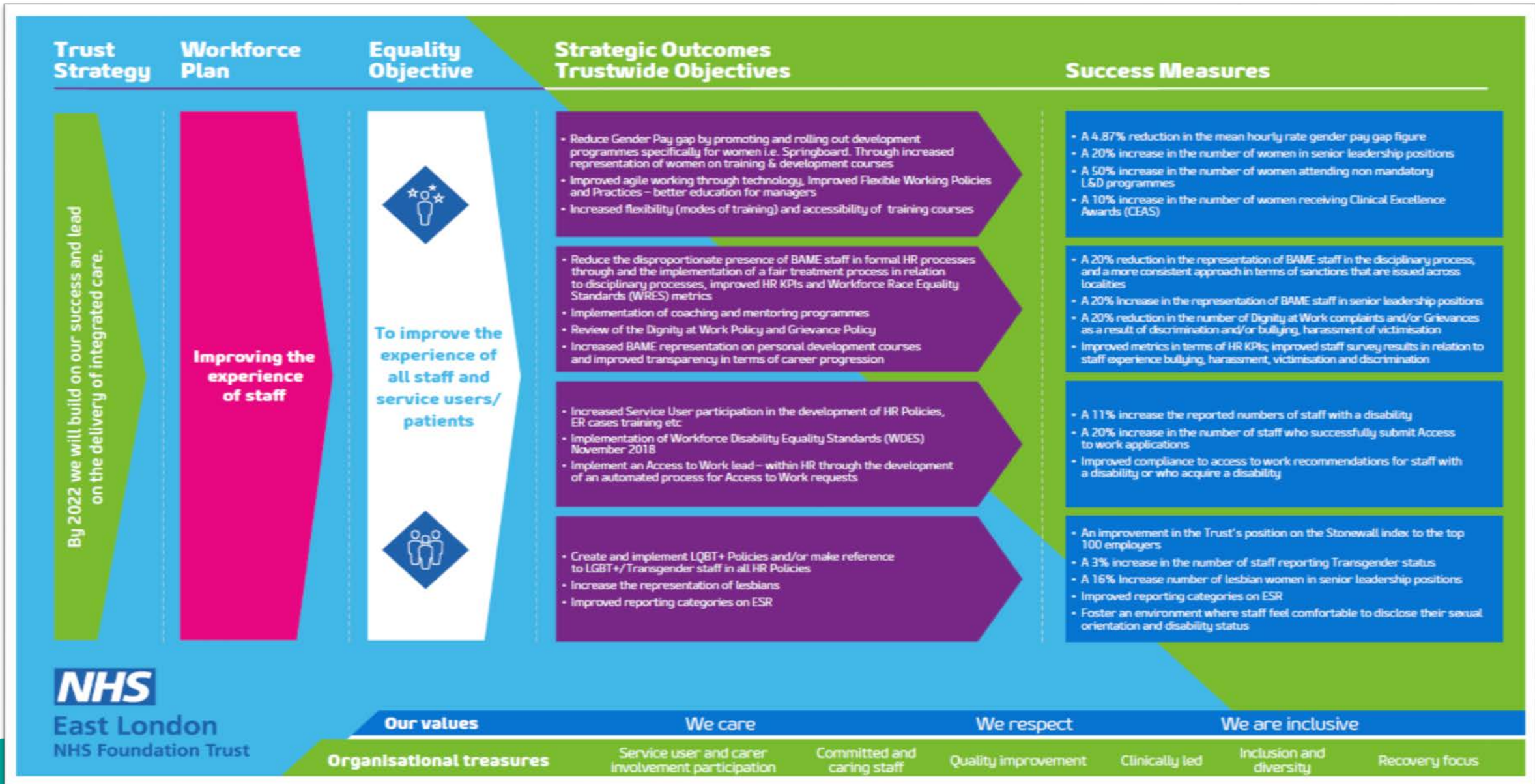


# Workforce Race Equality Standards (WRES) and Staff Survey Deep Dive

**Tanya Carter**  
**Director of People & Culture**

# The Lenses





# Data Points



**East London  
NHS Foundation Trust**

The two highest-scoring enablers are Trust (4.07 out of 5) and Working Relationships (4.06);  
The lowest scoring enabler remains Recognition (3.57). However, this has increased from a score of 3.49 in the previous survey;  
FFT - Levels of staff who would recommend East London Foundation Trust as a place to work have increased from 70.45% in the previous survey to 74.24% in the current survey

The Staff Survey report indicates a higher proportion disabled staff that are recorded on ESR

A survey of BME staff has confirmed that they felt that Disciplinary processes weren't fair

Suspensions have reduced Greater consistency in terms of the number of suspensions by protected characteristics



An increase of 9% in the number of awards given to women. This should increase further in the 2019/2020 CEA round. In addition, the number of available awards is estimated to increase from 54 awarded in 2018/19 to 69 awards in 2019/ 2020

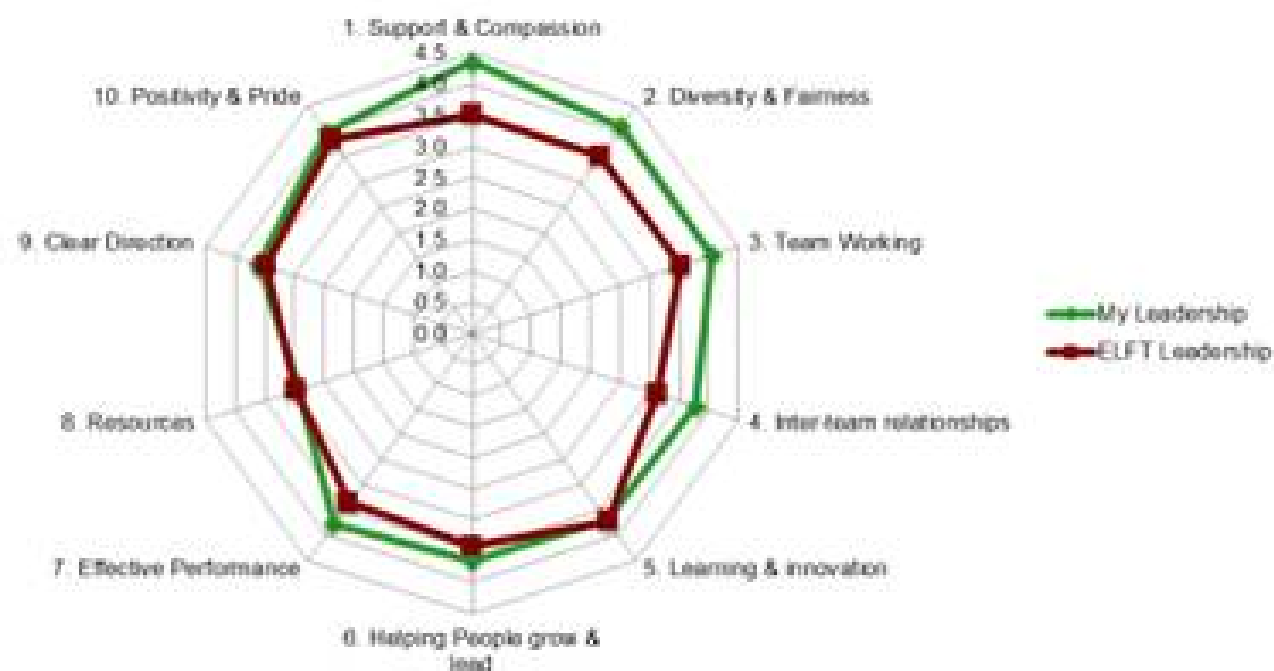
Trust Turnover inconsistently below a Trust target of 16%

Reasons for staff leaving Career Progression and Work life balance

The number of B&H complaints and Grievance

Whistleblowing complaints consistently cite unfair recruitment processes and BAME matters

# #ELFTLead Results (n=47)



*We care*

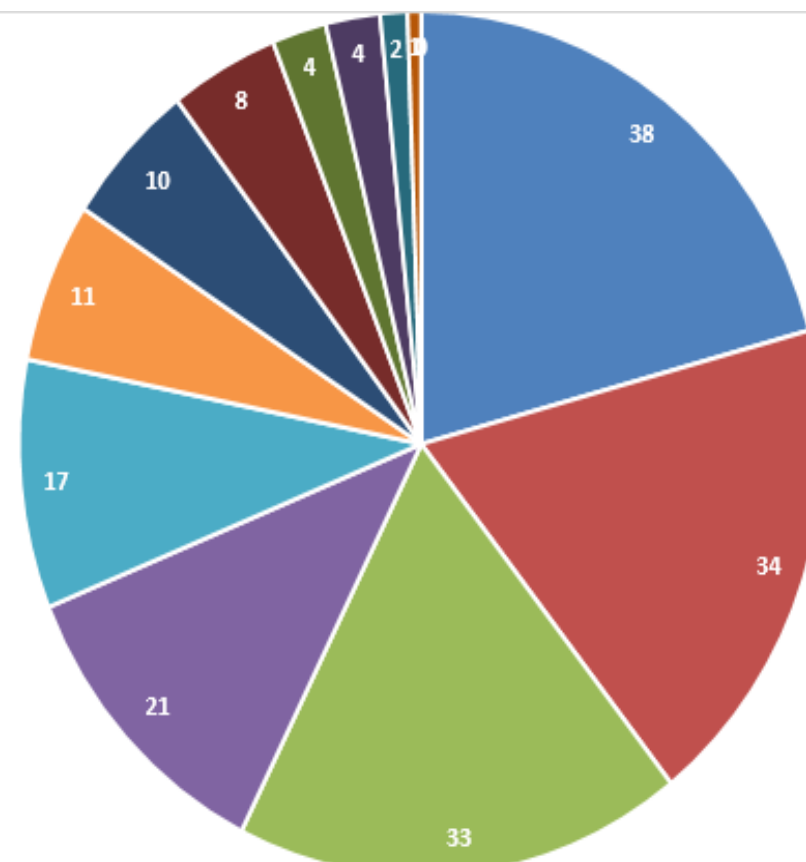
*We respect*

*We are inclusive*

# Organisational Development Activity

## Interventions by place

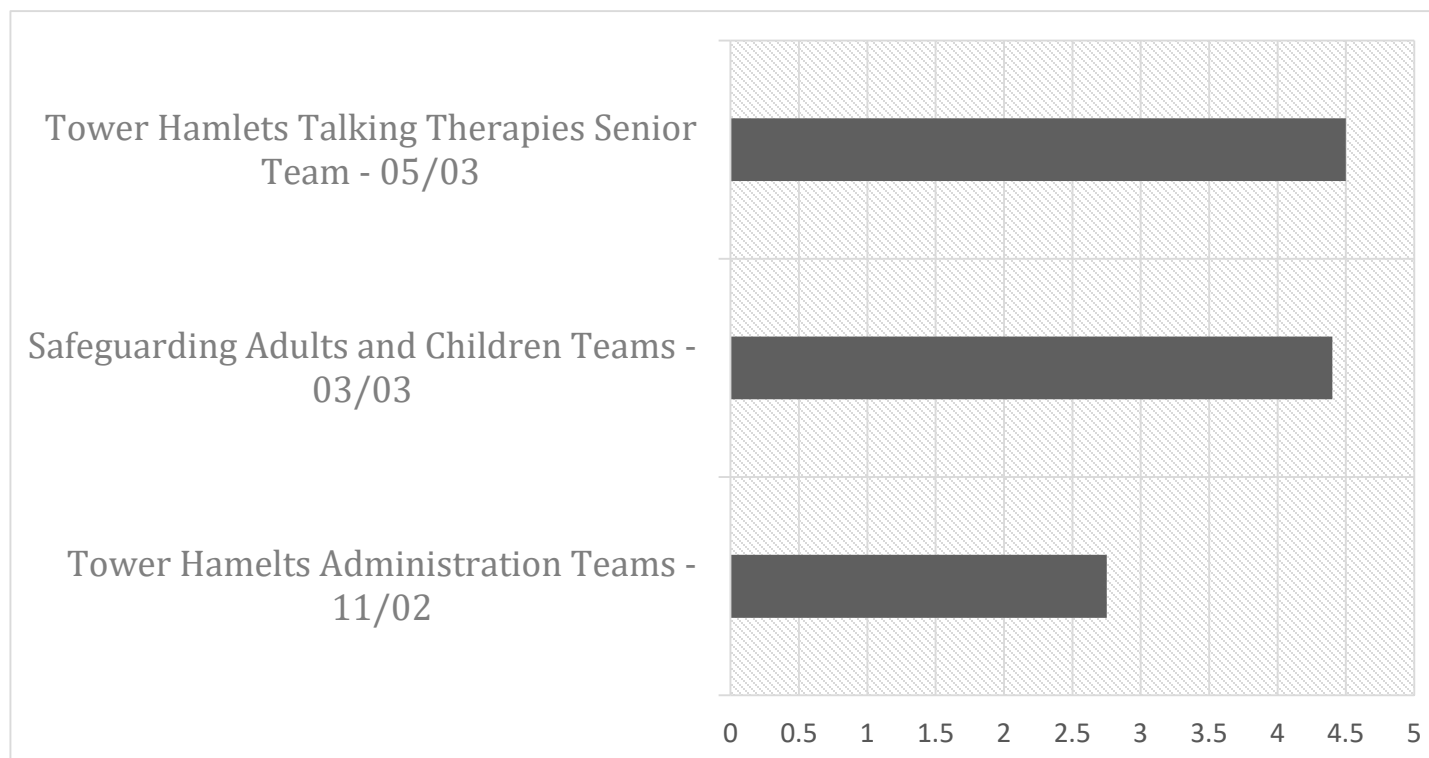
Specialist Services	38
Corporate	38
Newham MH	34
City & Hackney	33
Tower Hamlets MH	21
Newham CHS	17
Forensics	11
Specialist Services CHS	10
Bedford MH	8
Honorary	4
Luton MH	4
Tower Hamlets Community	2
Bedford Community Health	1
Bank	0



- Specialist Services
- Corporate
- Newham MH
- City & Hackney
- Tower Hamlets MH
- Newham CHS
- Forensics
- Specialist Services CHS
- Bedford MH
- Honorary
- Luton MH
- Tower Hamlets Community
- Bedford Community Health

# Organisational Development Activity

## Interventions Impact – Away Days (Overall Rating)



# What we've done so far.... Themes



Freedom to Speak up Guardian  
Respect & Dignity at Work project  
Advise Navina sessions  
Women's focus groups in Forensics.  
Network meetings  
Active listening forums.  
Through Someone Else's Eyes  
Through My Eyes  
A Mile in My Shoes

Trainees complete an annual GMC survey which covers Bullying & undermining. Medical Education leads met with a consultant to feedback comments and encourage behavioural change.

Over 240 team OD interventions

Mediation service  
Partnered with a new, more responsive EAP  
Increase in formal complaints  
Mediation  
Fair treatment process  
Peer support via Staff Networks  
Schwarz rounds  
Improved Wellbeing Benefits  
Reflective practice sessions  
Safety huddles

practice groups where they share personal experiences of patient encounters and how it affects them.  
chaired by a consultant psychotherapist

Clear guidelines about support provided to staff regarding abuse

- Support with making formal complaints
- Supporting staff with police complaints against patients (MH)
- General coaching for managers in regards (Community NEW/TH)
- Staff Networks

Coaching both informal and formal  
Development Programmes internal/external  
Mentoring  
Stepping Up Programme for BAME staff  
Action plans focussing on career progression and development (Community CAMHS)  
Development Programmes such as springboard  
Unconscious Bias training  
LELFT / NHS leadership programmes  
Guidance around Responsibility Allowance  
Redeployment/Career Advisor  
Appraisal training for managers and appraisees  
Relaunch of the internal staff transfer scheme  
PBP's final approving change forms for salary enhancements – CHS  
Coaching with interview skills support  
Job evaluation proformas authorised by PBP's- CHS  
Secondment & Acting Up Policy



- In addition to work that is already underway.... The focus going forward is

## **Career Progression**

- Improved Values Based Recruitment
- Using different assessment/selection methods for recruitment i.e. psychometrics etc.
- Virtual Recruitment
- Support for candidates i.e. preparation for interviews
- Improve the experience of Bank workers and the process for converting from Bank to substantive
- Targeted development for Admin and Clerical Staff
- Implementing a Learning Management System and Learning Academy
- Reverse mentoring
- Covid Risk Assessment for vulnerable groups
- Analysis of employees by characteristics for Responsibility Allowances
- More dialogue with senior leaders about privilege and race

## **Staff Support**

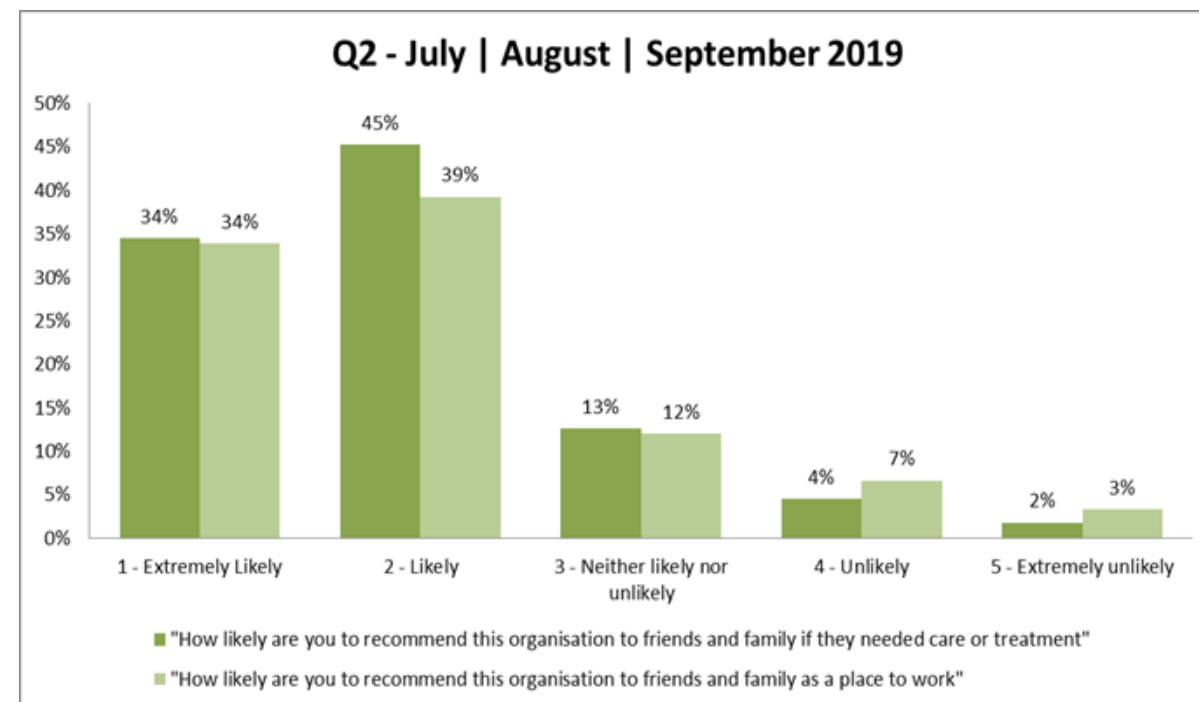
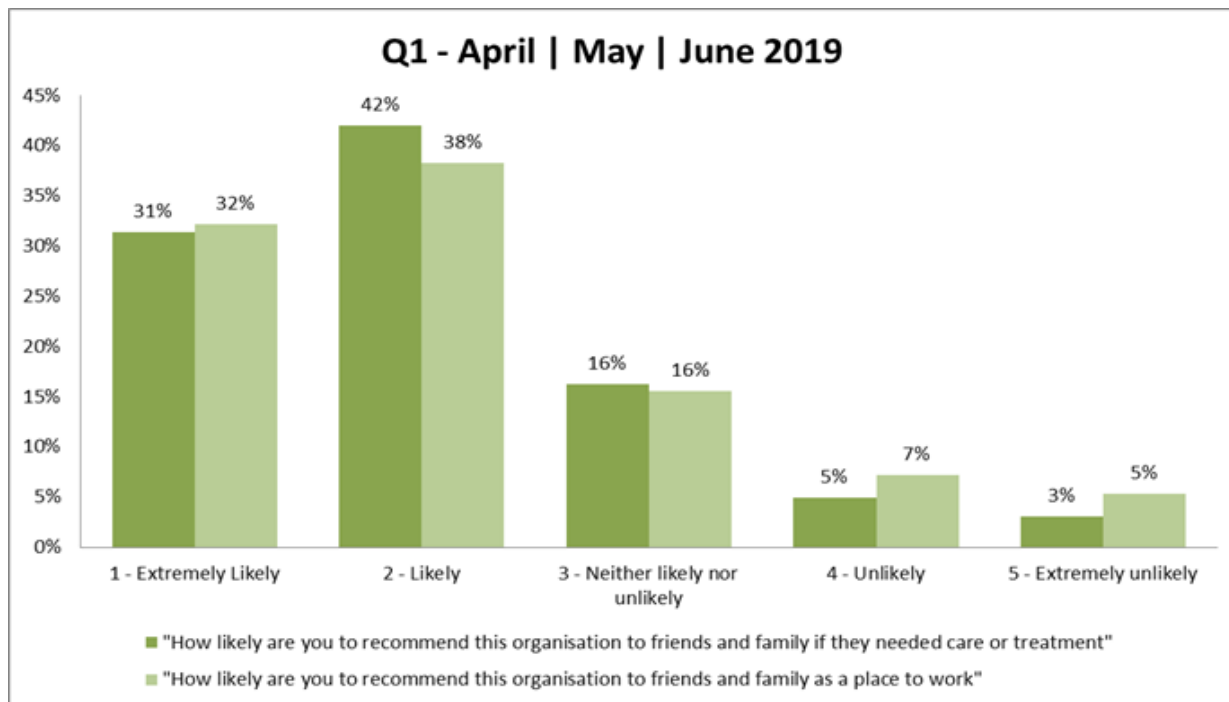
- Debriefing Support post incident

# Staff Survey Comparison (WRES) 2017, 2018 and 2019

Indicators 5-8 lifted from the staff survey:

National Staff Survey Questions	2017 Score White	2017 Score BME	2018 Score White	2018 Score BME	2019 Score White	2019 Score BME
Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months	28.9%	32.6%	31.7%	35.6%	32.9%	37.7%
Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	23.2%	22.6%	23.0%	24.5%	23.6%	27.9%
Percentage believing that trust provides equal opportunities for career progression or promotion	83.8%	72.6%	84.7%	71.8%	85.0%	71.8%
Percentage of staff personally experienced discrimination at work from Manager/team leader or other colleague	9.1%	13.0%	8.4%	14.4%	7.7%	15.6%

# Go Engage – Pulse Survey Results



Questions ?