

Response ID ANON-DH32-FNDK-M

Submitted to **Workforce Race Equality Standard (WRES) reporting template - 2017**

Submitted on **2017-10-20 16:45:01**

Introduction

1 Name of organisation

Name of organisation:

Care UK

2 Date of report

Month/Year:

October 2017

3 Name and title of Board lead for the Workforce Race Equality Standard

Name and title of Board lead for the Workforce Race Equality Standard :

Barry Nee, Chief Information Officer

4 Name and contact details of lead manager compiling this report

Name and contact details of lead manager compiling this report:

Jason Riley

M: 07967 399192

5 Names of commissioners this report has been sent to

Complete as applicable::

N/A

Workforce Race Equality Standard reporting template

6 Name and contact details of co-ordinating commissioner this report has been sent to

Complete as applicable.:

N/A

This report is submitted on behalf of Care UK, rather than additional services

7 Unique URL link on which this report and associated Action Plan will be found

Unique URL link on which this Report and associated Action Plan will be found:

www.careuk.com

8 This report has been signed off by on behalf of the board on

Name::

Jim Easton

Date::

20/10/2017

Background narrative

9 Any issues of completeness of data

Any issues of completeness of data:

There are a number of issues with the completeness of data. Sensitive and confidential personal data is contained in our company wide HR system. It is not mandatory for employees to submit this data, but we have worked hard to encourage employees to provide this data. Our efforts in this area are continuing and we aim to have a fuller data set to submit in 2018.

In addition to the above, only a minority of job applicants choose to provide us with sensitive information such as ethnicity. We believe that this is a common issue shared by many organisations. As such, the shortlisting figures provided only relate to the minority of individuals that have provided ethnicity information as part of the recruitment process.

We do not ask staff for their ethnic background as part of our annual survey. We do measure the same Equality and Diversity questions as the NHS staff survey, but are unable to split our responses between BME and White respondents.

Unlike an NHS trust we have a small board membership, comprised of 5 executive directors. Nevertheless we remain committed to increasing the diversity of our board.

10 Any matters relating to reliability of comparisons with previous years

Any matters relating to reliability of comparisons with previous years:

Recruitment shortlisting data is only currently available for the financial year April 16 to March 17.

Self reporting

11 Total number of staff employed within this organisation at the date of the report:

Total number of staff employed within this organisation at the date of the report:

4,905

12 Proportion of BME staff employed within this organisation at the date of the report?

Proportion of BME staff employed within this organisation at the date of the report:

14%

13 The proportion of total staff who have self reporting their ethnicity?

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

67%

14 Have any steps been taken in the last reporting period to improve the level of self reporting by ethnicity?

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

Significant steps have been taken to improve the level of self-reporting. Company-wide communications have been issued to encourage employees to update their data, and entering all newly completed records into a draw for a new smartphone for every 500 records updated. Two smartphones have been issued as prizes with further communications announcing the winners. A welcome screen was carried on the HR system for over 6 months encouraging employees to log in and update their data.

Our future plans include directly contacting individuals that are yet to update their data to ask them to do so. In all cases we let employees know that 'prefer not to say' is a valid response.

15 Are any steps planned during the current reporting period to improve the level of self reporting by ethnicity?

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

Our future plans include directly contacting individuals that are yet to update their data to ask them to do so. In all cases we let employees know that 'prefer not to say' is a valid response.

Workforce data

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

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

NHS Financial Years 2016 and 2017

Workforce Race Equality Indicators

17 Percentage of staff in each salary range of £10k compared with the percentage of staff in the overall workforce. Very Senior Managers (VSM) salaries generally begin at £100k (including executive Board members). Organisations should undertake this calculation separately for non-clinical and for clinical staff.

Data for reporting year:

Per excel template Submitted to England.WRES@nhs.net

Data for previous year:

Per excel template Submitted to England.WRES@nhs.net

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:

The usefulness of the data is limited due to the data completeness issues that have been outlined above. We have created a corporate Equality Objective to resolve this issue during the current reporting period, and are making progress in this area.

18 Relative likelihood of staff being appointed from shortlisting across all posts.

Data for reporting year:

Per excel template Submitted to England.WRES@nhs.net

Data for previous year:

Per excel template Submitted to England.WRES@nhs.net

The implications of the data and any additional background explanatory narrative:

The usefulness of the data is limited due to the data completeness issues that have been outlined above. Provision of ethnicity data is optional during the recruitment process.

Action taken and planned including e.g. does the indicator link to EDS2 evidence and/or a corporate Equality Objective:

We have plans to encourage prospective employees to provide their data.

19 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.**Data for reporting year:**

Per excel template Submitted to England.WRES@nhs.net

Data for previous year:

Per excel template Submitted to England.WRES@nhs.net

The implications of the data and any additional background explanatory narrative:

The usefulness of the data is limited due to the data completeness issues that have been outlined above. We have created a corporate Equality Objective to resolve this issue during the current reporting period, and are making progress in this area.

Action taken and planned including e.g. does the indicator link to EDS2 evidence and/or a corporate Equality Objective:

We have created a corporate Equality Objective to resolve this issue during the current reporting period, and are making progress in this area.

20 Relative likelihood of staff accessing non-mandatory training and CPD.**Data for reporting year:**

Per excel template Submitted to England.WRES@nhs.net

Data for previous year:

Per excel template Submitted to England.WRES@nhs.net

The implications of the data and any additional background explanatory narrative:

The usefulness of the data is limited due to the data completeness issues that have been outlined above. We have created a corporate Equality Objective to resolve this issue during the current reporting period, and are making progress in this area

Action taken and planned including e.g. does the indicator link to EDS2 evidence and/or a corporate Equality Objective:

We have created a corporate Equality Objective to resolve this issue during the current reporting period, and are making progress in this area

Workforce Race Equality Indicators**21 KF 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months.****White:**

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

BME:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

White:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

BME:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

The implications of the data and any additional background explanatory narrative:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

Action taken and planned including e.g. does the indicator link to EDS2 evidence and/or a corporate Equality Objective:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

22 KF 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months.**White:**

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

BME:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

White:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

BME:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

The implications of the data and any additional background explanatory narrative:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

Action taken and planned including e.g. does the indicator link to EDS2 evidence and/or a corporate Equality Objective:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

23 KF 21. Percentage believing that trust provides equal opportunities for career progression or promotion.

White:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

BME:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

White:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

BME:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

The implications of the data and any additional background explanatory narrative:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

Action taken and planned including e.g. does the indicator link to EDS2 evidence and/or a corporate Equality Objective:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

24 Q17. In the last 12 months have you personally experienced discrimination at work from any of the following? b) Manager/team leader or other colleagues.

White:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

BME:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

White:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

BME:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

The implications of the data and any additional background explanatory narrative:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

Action taken and planned including e.g. does the indicator link to EDS2 evidence and/or a corporate Equality Objective:

No split available between white and BME. We will assess the inclusion of ethnicity in next year's staff survey.

Workforce Race Equality Indicators

25 Percentage difference between the organisations' Board voting membership and its overall workforce.

White:

Per excel template submitted to England.WRES@nhs.net

BME:

Per excel template submitted to England.WRES@nhs.net

White:

Per excel template submitted to England.WRES@nhs.net

BME:

Per excel template submitted to England.WRES@nhs.net

The implications of the data and any additional background explanatory narrative:

The usefulness of the data is limited due to the data completeness issues that have been outlined above.

Action taken and planned including e.g. does the indicator link to EDS2 evidence and/or a corporate Equality Objective:

As above

26 Are there any other factors or data which should be taken into consideration in assessing progress?

Are there any other factors or data which should be taken into consideration in assessing progress?:

Measurement is a key enabler of progress. The completeness of data that is voluntarily supplied by employees is likely to be a continued area of focus. Significant efforts have been expended to encourage completion, but a third of employees have as yet not chosen to complete their information.

Care UK has a vibrant and active Equality and Diversity Steering Group, and are proud to be the only independent sector provider to be chosen to participate in NHS Employer's Equality and Diversity Programme for NHS financial year 18. Our steering group has created a range of educational and support materials, as well as ensuring our policies and training materials reflect the diversity in our workforce and the patients that we serve.

Our steering group's purpose statement provides a summary; The Health Care Division is committed to developing, supporting, and sustaining a diverse workforce and creating a working environment where everyone is able to do their job to the best of their ability without having to face discrimination or harassment. We are committed to delivering health care in a manner that recognises, respects, and responds to the diversity of the people to whom we provide clinical services.

This data is submitted on behalf of Care UK Health Care as opposed to each single operational service (all of whom will hold separate CQC registrations). Our understanding is that for the purpose of this report that Care UK is comparable to a multi-site NHS Trust, the only differential being that the Trust only needs one CQC registration.

27 Organisations should produce a detailed WRES action plan, agreed by its board. It is good practice for this action plan to be published on the organisation's website, alongside their WRES data. Such a plan would elaborate on the actions summarised in this report, setting out the next steps with milestones for expected progress against the WRES indicators. It may also identify the links with other workstreams agreed at board level, such as EDS2. You are asked to provide a link to your WRES action plan in the space below.

Organisations should produce a detailed WRES Action Plan, agreed by its Board. Such a Plan would normally elaborate on the actions summarised in section 5, setting out the next steps with milestones for expected progress against the WRES indicators. It may also identify the links with other work streams agreed at Board level, such as EDS2. You are asked to attach the WRES Action Plan or provide a link to it.:

Detailed WRES actions plans are available for the vast majority of our services on their individual service websites. Our overall Equality and Diversity Plan at a corporate level incorporates our WRES objectives for the coming year.