Southeast Coast Ambulance Service

Workforce Race Equality Standards Report 2023

Foreword

Simon Weldon – Chief Executive Officer

I am honoured to introduce this year's Workforce Race Equality Standard (WRES) report for SECAmb. At the heart of our organisation's values is a deep commitment to diversity, inclusion, and equality. This report embodies our dedication to transparency, self-assessment, and continuous progress in fostering race equality throughout our workforce.

Diversity is our strength, and it fuels innovation, creativity, and adaptability in our ever-evolving world. We recognise that embracing diversity is not just a moral imperative, but a strategic advantage that drives our success. Our commitment to creating a workplace that values and celebrates differences remains unwavering.

The WRES report presented here is a comprehensive evaluation of our efforts to promote racial equality within our organisation. Our results demonstrates that as an organisation we have made progress across some indicators and this is directly reflective of the ongoing hard work of colleagues. It reflects our accomplishments while candidly identifying areas where we must intensify our focus. We understand that achieving racial equality is a journey, and this report is our roadmap for that journey.

Ali Mohammed – Executive Director of HR and OD

I want to emphasise the significance of diversity and equality as fundamental drivers of organisational success. The report reflects the commitment to transparency and accountability in advancing racial equality within the workforce. It recognises the value of diversity in enriching the workplace and underscores the continuous journey towards racial equality. The report's comprehensive analysis of key metrics acts as a roadmap for future initiatives, highlighting the organisation's dedication to fostering a fair and inclusive work environment. The findings highlight improvements across some indicators which is directly linked to initiatives that have been implemented over the last few years.

Ariel Mammana – Chair of Inspire

The Workforce Race Equality Standard (WRES) is an extremely valuable tool to measure how NHS Trusts perform in the areas of equality and diversity. The NHS Equality and Diversity Council agreed an action plan in 2014 to ensure that all colleagues from black and minority ethnic (BME) background had equal career and development opportunities, as well as receiving a fair non discriminatory treatment.

Starting in 2015/16, WRES Data reports have clearly showed some improvements. By observing the Trust reports over the years, we notice that although some positive changes to promote equality and diversity in the workplace have occurred, there is a need for more motivation and commitment from all of us in SECAmb to advance in this field and solidify equity in all directorates.

Studies about Equality, Diversity and Inclusion suggest that a valued, inclusive and diverse workforce helps innovation and delivers a high quality of patient care. Undoubtably, patient / service user satisfaction will be equally strengthened.

Best placed to *care*, the *best* place to *work*

Introduction

This report features a summary of our Workforce Race Equality Standard (WRES) and Bank WRES data for the organisation.

The WRES became a requirement for all NHS organisations from April 2015. This report will include data up to 31st March 2023. NHS England has now changed the reporting period to allow for more current and up to date data.

The WRES reporting is an annual requirement for all employers with over 250 staff and reports on several indicators. It aims to improve staff experience across these indicators which include access to career profession opportunities, application to appointment and workforce numbers for staff from a Black, Asian and Minority Ethnic (BME) background.

This report will show the data by year for SECAmb across the nine different indicators. Data for indicators 1 to 4 and 9 are taken from the Data Collection Framework WRES submission and data from indicators 5 to 8 are from the NHS Staff Survey.

This year, there was a new requirement to report on data for our Bank only staff members. This requirement included three indicators:
- Total number of bank staff, by gender, banding and ethnicity
- Number of bank workers entering the formal disciplinary process in the last 12 months (including externally provided bank workers)
- Number of bank worker dismissals in the last 12 months

We were only able to report on Indicator 1 for this reporting period due to a lack of information for indicators 2 and 3.

Key findings and Trends – Overall, most indicators have improved in the last year

White staff **0.48** times more likely to enter formal process	White staff **1.17** times more likely to access CPD than BME staff	**54.6%** BME staff experiencing harassment, bullying and abuse from service users compared to 44.8% the previous year	**30.3%** BME staff believe the Trust provides equal access to career progression or promotion

	Indicator description	Year on Year Trend		
Indicator 2	Relative likelihood of white staff being appointed from shortlisting compared to BME staff	*2022*	*2023*	Improvement
		1.47	1.39	
Indicator 3	Relative likelihood of BME staff entering the formal disciplinary process compared to white staff	*2022*	*2023*	Improvement
		1.52	0.48	
Indicator 4	Relative likelihood of white staff accessing non-mandatory training and CPD compared to BME staff	*2022*	*2023*	Improvement
		1.51	1.17	
Indicator 5	Percentage of BME staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months	*2021*	*2022*	Decline
		44.8%	54.6%	
Indicator 6	Percentage of BME staff experiencing harassment, bullying or abuse from staff in the last 12 months	*2021*	*2022*	Decline
		33.6%	38.6%	
Indicator 7	Percentage of BME staff believing the trust provides equal opportunities for career progression or promotion	*2021*	*2022*	Improvement
		26.5%	30.3%	
Indicator 8	Percentage of BME staff personally experiencing discrimination at work from a manager/team leader or other colleagues	*2021*	*2022*	Improvement
		25.0%	20.7%	

Indicator 1: Overall workforce headcount

Substantive staff

		2015	2016	2017	2018	2019	2020	2021	2022	2023
Metric 1	**Overall workforce headcount**	3527	3262	3483	3337	3757	4017	4366	4297	4505
	Overall % visible BME	2.30%	3.03%	3.59%	3.84%	3.80%	5.00%	5.59%	5.86%	7.01%
	Non-Clinical BME %	N/a	1.33%	5.39%	6.22%	6.02%	10.29%	9.32%	9.67%	11.36%
	Clinical BME %	N/a	1.47%	2.46%	2.65%	2.17%	3.31%	3.43%	3.65%	4.51%
	BME headcount	82	99	125	128	144	201	244	252	316

The Trust has experienced a growth in the overall workforce headcount. This growth has been sustained year on year.

There has been an increase in the overall percentage BME staff as well, and as at 31st March 2023, the Trust had 7.01% BME staff.

However, the BME staff at the organisation remain concentrated in bands 3 – 6. Very small numbers can be seen from 7 upwards, for both clinical and non-clinical roles.

AfC bands: non-clinical (percentage representation)

Pay band	BME	White	Unknown
VSM	33.3%	66.7%	0.0%
Band 9	20.0%	80.0%	0.0%
Band 8D	8.3%	91.7%	0.0%
Band 8C	7.7%	92.3%	0.0%
Band 8B	11.1%	83.3%	5.6%
Band 8A	12.9%	84.3%	2.9%
Band 7	9.8%	88.4%	1.8%
Band 6	19.0%	77.6%	3.4%
Band 5	7.2%	89.5%	3.3%
Band 4	7.1%	90.9%	2.0%
Band 3	11.5%	86.4%	2.0%
Band 2 and under	20.0%	80.0%	0.0%

Percentage of staff within pay band

■ BME ■ White ■ Unknown

AfC bands: non-clinical (headcount)

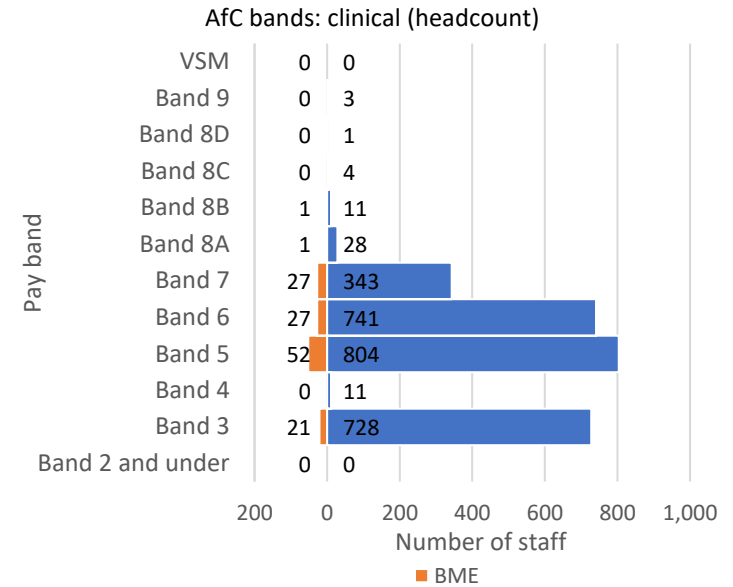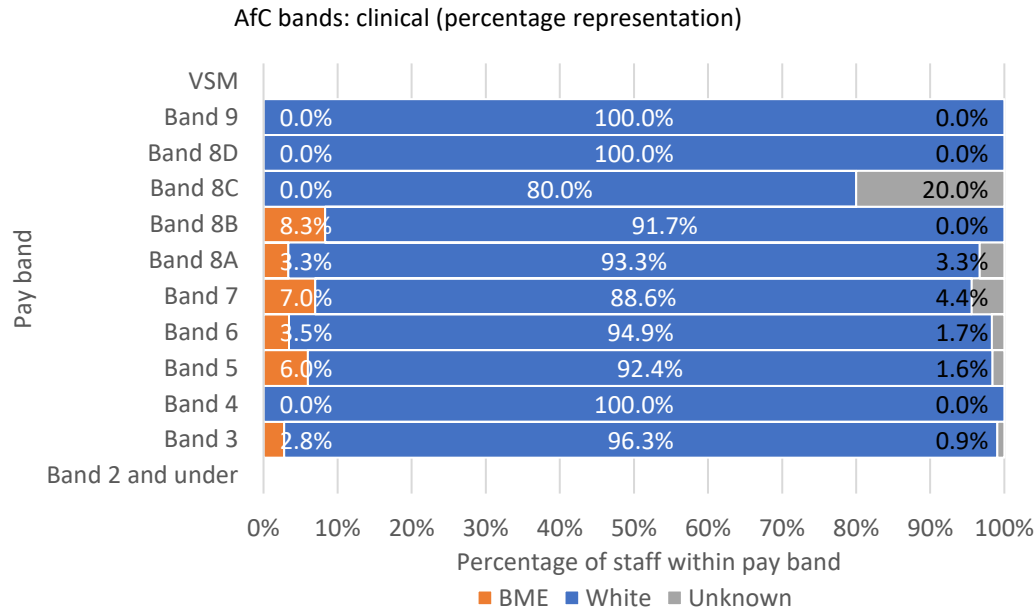| Pay band	BME	White
VSM	2	4
Band 9	1	4
Band 8D	1	11
Band 8C	1	12
Band 8B	2	15
Band 8A	9	59
Band 7	16	145
Band 6	45	184
Band 5	20	247
Band 4	18	231
Band 3	63	472
Band 2 and under	9	36

Number of staff

■ BME

BME staff were represented at 11.4% in all non-clinical AFC roles.

At Band 4 and under:
- BME representation was 10.7% overall
- BME staff were underrepresented at Band 4 at 7.1%

At Band 5 and over:
- BME representation was 12.1% overall
- BME staff were proportionately represented by pay band

AfC bands: clinical (percentage representation)

Pay band	BME	White	Unknown
VSM			
Band 9	0.0%	100.0%	0.0%
Band 8D	0.0%	100.0%	0.0%
Band 8C	0.0%	80.0%	20.0%
Band 8B	8.3%	91.7%	0.0%
Band 8A	3.3%	93.3%	3.3%
Band 7	7.0%	88.6%	4.4%
Band 6	3.5%	94.9%	1.7%
Band 5	6.0%	92.4%	1.6%
Band 4	0.0%	100.0%	0.0%
Band 3	2.8%	96.3%	0.9%
Band 2 and under			

Percentage of staff within pay band

AfC bands: clinical (headcount)

Pay band	BME	(White/other)
VSM	0	0
Band 9	0	3
Band 8D	0	1
Band 8C	0	4
Band 8B	1	11
Band 8A	1	28
Band 7	27	343
Band 6	27	741
Band 5	52	804
Band 4	0	11
Band 3	21	728
Band 2 and under	0	0

Number of staff

BME staff were represented at 4.5% in all clinical AFC roles.

At Band 4 and under:
- BME representation was 2.7% overall
- BME staff were proportionately represented by pay band

At Band 5 and over:
- BME representation was 5.2%
- BME staff were proportionately represented by pay band

Bank only WRES

Clinical/Non Cinical	AfC Pay Band	Male White British	Irish	Any other White	BME Mixed White & Asian	Any other mixed	Asian or Asian British Indian	Not stated	Male Total
Non Clinical	Band 2	0	0	0	0	0	0	0	0
	Band 3	10	0	0	0	1	1	0	12
	Band 4	3	0	0	0	0	0	0	3
	Band 5	1	0	0	0	0	0	0	1
	Band 6	3	0	0	0	0	0	0	3
	Band 7	0	0	0	0	0	0	0	0
	Band 8 - Range A	0	0	0	0	0	0	0	0
	Band 8 - Range C	0	0	0	0	0	0	0	0
Non Clinical Total		**17**	**0**	**0**	**0**	**1**	**1**	**0**	**19**
Clinical	Band 3	18	0	0	1	0	0	0	19
	Band 5	16	1	1	0	0	0	2	20
	Band 6	57	0	2	0	0	0	2	61
	Band 7	17	0	0	0	0	0	0	17
Clinical Total		**108**	**1**	**3**	**1**	**0**	**0**	**4**	**117**
Grand Total		**125**	**1**	**3**	**1**	**1**	**1**	**4**	**136**

| Clinical/Non Cinical	AfC Pay Band	Female						Female Total
		White			BME			
					Asian or Asian British			
		British	Irish	Any other White	Bangladeshi	Pakistani	Not stated	
Non Clinical	Band 2	5	0	0	0	0	0	5
	Band 3	21	0	1	1	1	0	24
	Band 4	2	0	0	0	0	0	2
	Band 5	0	0	0	0	0	0	0
	Band 6	8	1	0	0	0	0	9
	Band 7	1	0	0	0	0	0	1
	Band 8 - Range A	1	0	0	0	0	0	1
	Band 8 - Range C	0	0	1	0	0	0	1
Non Clinical Total		38	1	2	1	1	0	43
Clinical	Band 3	14	0	1	0	0	0	15
	Band 5	15	0	0	0	0	1	16
	Band 6	30	1	0	0	0	4	35
	Band 7	7	0	0	0	0	0	7
Clinical Total		66	1	1	0	0	5	73
Grand Total		104	2	3	1	1	5	116

Our bank staff comprises of more Males than Females. There are more White bank staff than BME bank staff. All the BME bank staff are in Band 3 roles.

Indicator 2: Relative likelihood of white candidates being appointed from shortlisting compared to BAME.

A figure above "1" would indicate that white candidates are more likely than BME candidates to be appointed from shortlisting.

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Metric 2 - Relative likelihood of white candidates being appointed from shortlisting compared to BAME	1.8	3.84	1.26	1.57	1.54	1.31	2.64	1.56	1.39

Relative likelihood of appointment from shortlisting (White/BME)
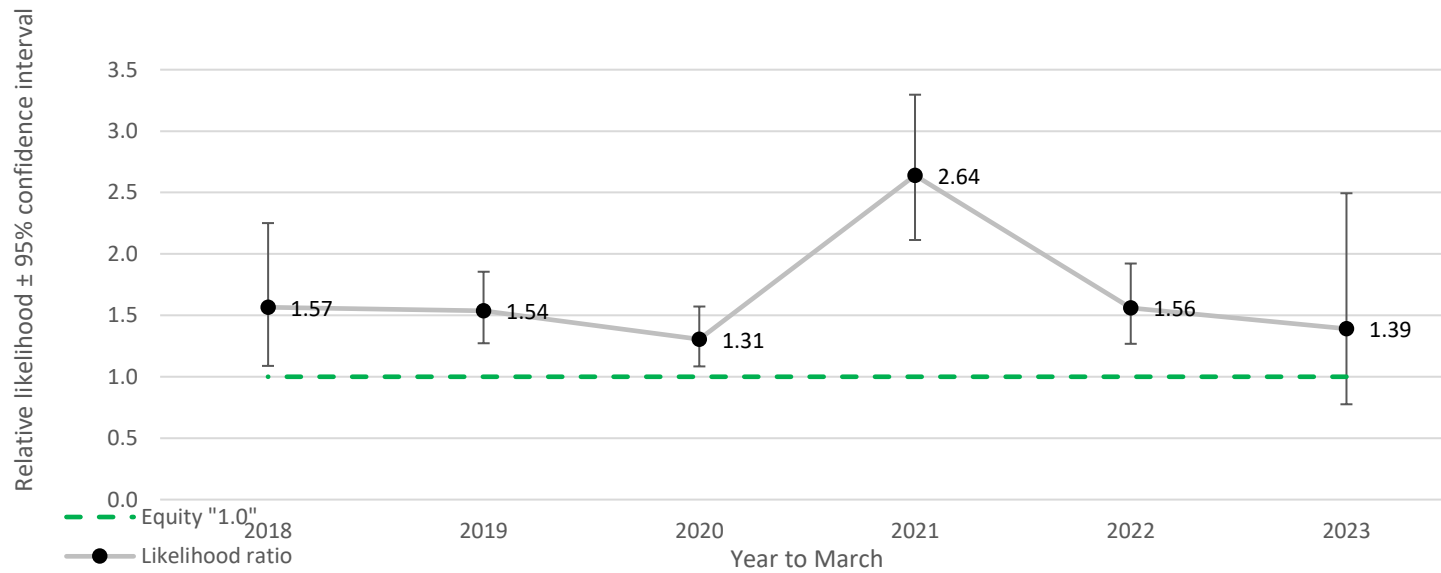
White candidates are 1.39 times more likely than BME candidates to be appointed from shortlisting. This is an improvement from the year before when White candidates were 1.56 times more likely to be appointed.

At March 2023, 90 out of 1116 candidates were appointed from shortlisting (8.1% of white candidates) compared to 12 out of 207 BAME candidates (5.8% of BME candidates).

Over the last couple of years, hiring managers have been encouraged to have a diverse panel during recruitment episodes. This has supported a more bias free recruitment process. The organisation needs to find a way to monitor the consistency of diversity across recruitment panels.

Indicator 3: Relative likelihood of BAME staff entering formal disciplinary process compared to white staff.

A figure above "1" would indicate that BME staff members are more likely than white staff to enter the formal disciplinary process.

Relative likelihood of entering a formal disciplinary process (BME/White)
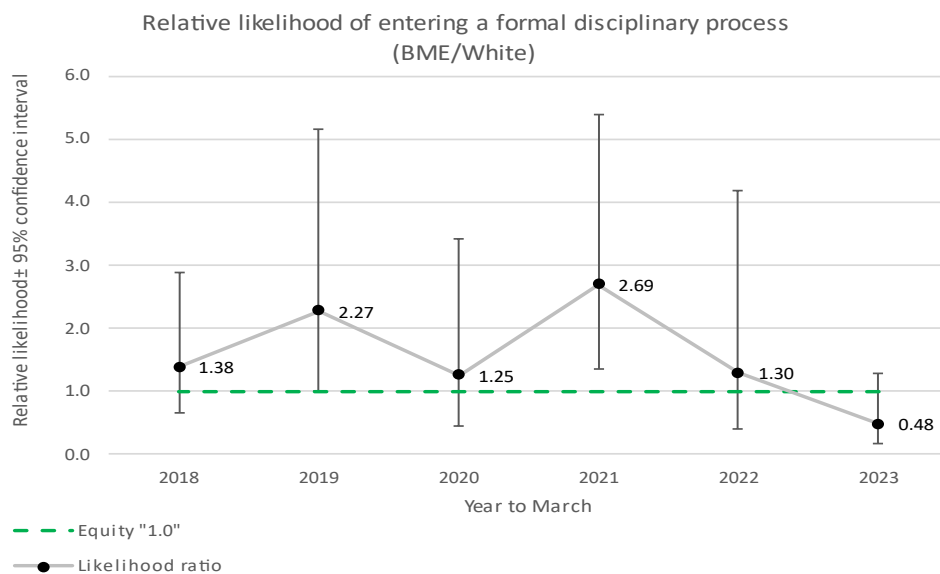
	2015	2016	2017	2018	2019	2020	2021	2022	2023
Metric 3 - Relative likelihood of BAME staff entering formal disciplinary process compared to white staff A figure above "1" would indicate that BME staff members are more likely than white staff to enter the formal disciplinary process.	0.65	1.08	0.82	1.6	2.27	1.25	2.69	1.30	0.48

This year, White staff were 0.48 times more likely than BME staff to enter the formal disciplinary process. This is an improvement on previous year. The Trust has implemented a number of different strategies over the past year to help with this indicator, which include but are not limited to:

- Disciplinary checklist to be used by all HR advisors and managers
- Fundamentals course for all line managers rolled out

Indicator 4: Relative likelihood of white staff accessing non- mandatory training and CPD compared to BAME.

A figure below "1" would indicate that white staff members are less likely to access non-mandatory training and CPD than BME staff.

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Metric 4 - Relative likelihood of white staff accessing non- mandatory training and CPD compared to BAME	1.32	1.23	1.36	0.84	1.14	1.37	1.09	1.51	1.17

White staff were 1.17 times more likely than BME staff to access non-mandatory training and CPD. This was an improvement on the previous year. This improvement could partly be due to better reporting of non-mandatory training on staff records and also CPD requests being reviewed by a panel before approval.

Indicator 5: Percentage of staff experiencing harassment, bullying or abuse from patients / service users, their relative, or the public in the last 12 months

Roughly 50% of White and BME staff reported experiencing harassment, bullying or abuse from patients / service users, their relative or the public in the last 12 months. SECAmb is still above the benchmark median for both White staff and BME staff. SECAmb has a higher proportion of BME colleagues in Admin roles compared to clinical roles; therefore the data would suggest that out on the field, BME colleagues are having a worse experience that their counterparts. It is also important to note that the experience of White colleagues have improved very slightly from previous year, whereas the experience of BME colleagues have declined by nearly 10%.


Percentage of staff who experienced harassment, bullying or abuse from patients, relatives or the public in the last 12 months
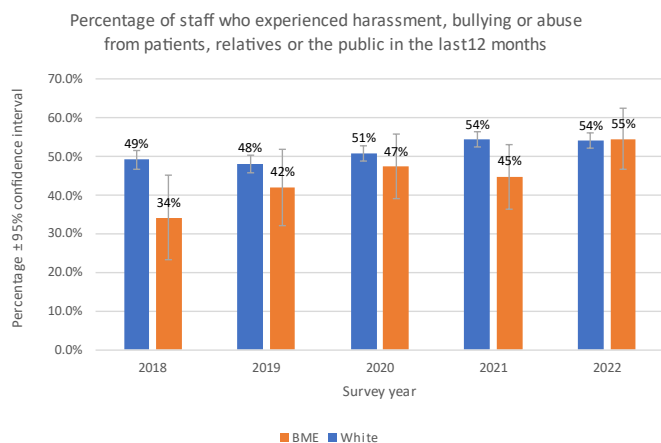
		2018	2019	2020	2021	2022
White Staff	Organisation result	49.3%	48.1%	50.8%	54.4%	54.0%
	Benchmark median	46.5%	45.8%	43.5%	44.1%	43.5%
Staff from all other ethnic groups combined	Organisation result	34.2%	42.1%	47.4%	44.8%	54.6%
	Benchmark median	37.8%	41.2%	44.3%	39.4%	40.3%

Indicator 6: Percentage of staff experiencing harassment, bullying or abuse from staff in the last 12 months

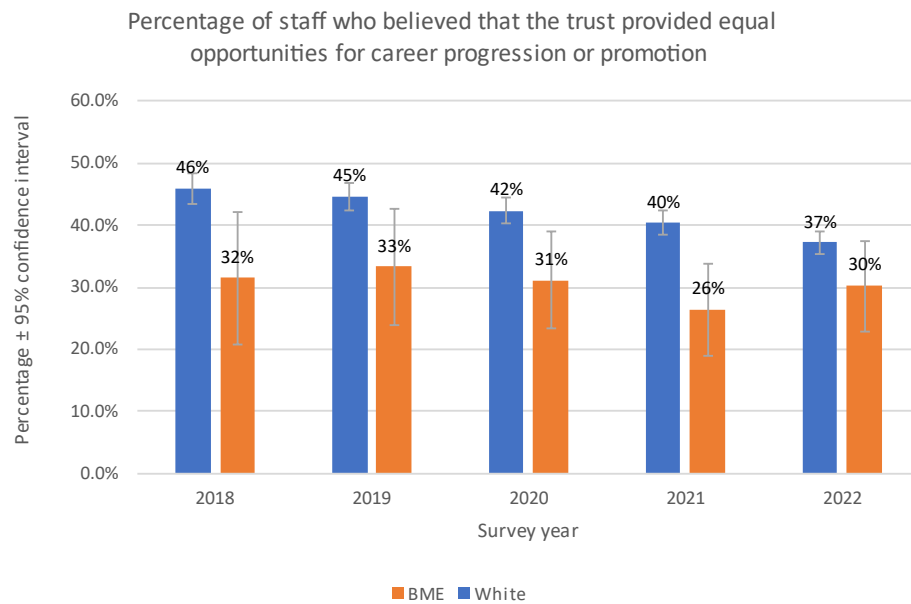|		2018	2019	2020	2021	2022
White Staff	Organisation result	35.0%	30.0%	29.3%	30.5%	31.6%
	Benchmark median	27.1%	25.5%	24.1%	23.8%	23.3%
Staff from all other ethnic groups combined	Organisation result	35.6%	26.3%	32.6%	33.6%	38.6%
	Benchmark median	31.0%	26.2%	31.1%	29.5%	26.3%

38.6% of BME staff reported experiencing harassment, bullying or abuse from staff in the last 12 months, compared to 31.6% White staff. Both the experiences of White and BME staff have declined year on year.

Percentage of staff who experienced harassment, bullying or abuse from other staff in the last 12 months
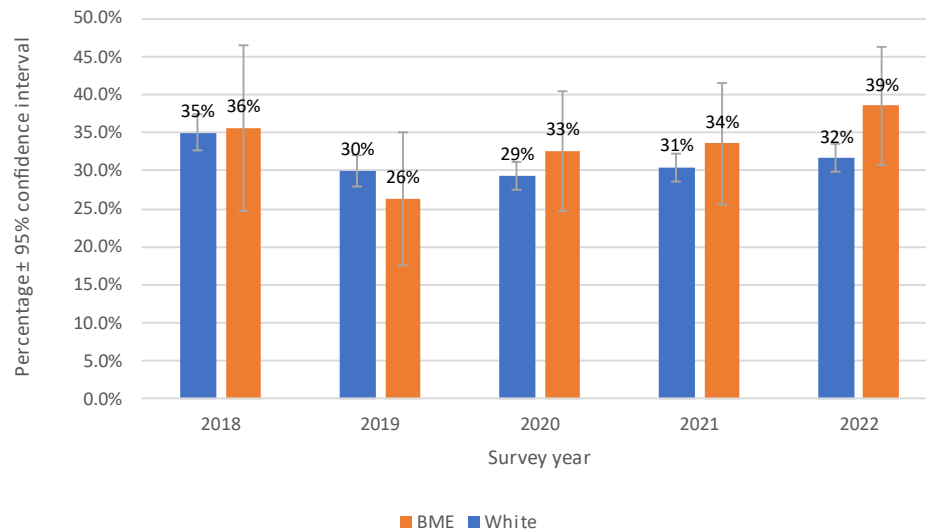
Indicator 7: Percentage of staff who said their organisation acts fairly with regard to career progression / promotion

		2018	2019	2020	2021	2022
White Staff	Organisation result	46.0%	44.6%	42.4%	40.3%	37.2%
	Benchmark median	48.9%	51.2%	51.3%	47.7%	49.8%
Staff from all other ethnic groups combined	Organisation result	31.5%	33.3%	31.1%	26.5%	30.3%
	Benchmark median	36.7%	34.6%	39.5%	40.2%	37.4%

Percentage of staff who believed that the trust provided equal opportunities for career progression or promotion

30.3% of BME staff said that SECAmb acts fairly with regard to career progression, compared to 37.2% White staff. It is important to note that experience of white colleagues has been declining over the years, whilst we haven't seen much improvement in the experience of BME staff.

Indicator 8: In the last 12 months, have you personally experienced discrimination from any of the following: manager / team leader or other colleagues

		2018	2019	2020	2021	2022
White Staff	Organisation result	13.2%	11.5%	11.5%	12.1%	14.1%
	Benchmark median	10.0%	8.8%	8.6%	10.0%	9.4%
Staff from all other ethnic groups combined	Organisation result	23.3%	15.8%	21.8%	25.0%	20.7%
	Benchmark median	17.7%	15.8%	16.7%	15.8%	15.8%

20.7% of BME staff have personally experienced discrimination from a manager/team leader or other colleagues in the last 12 months compared to 14.1% White staff. There has been an improvement on this indicator from the previous year for BME staff, but a decline for White staff.

Percentage of staff who personally experienced discrimination from a manager, team leader or other colleagues in the last 12 months
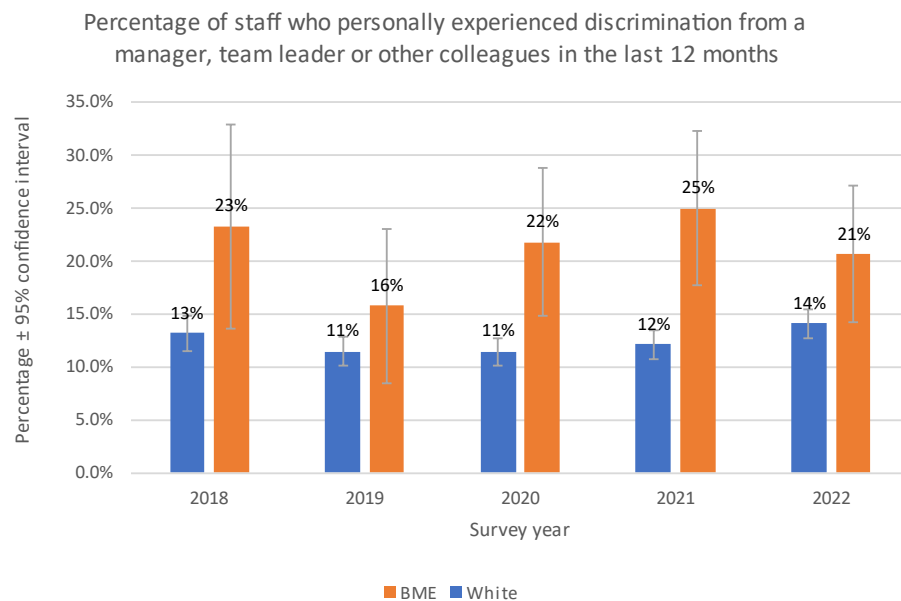
Indicator 9: Board representation

Metric 9 - Board representation		2017	2018	2019	2020	2021	2022	2023
	White	69.20%	100.00%	100.00%	93.30%	83.30%	80.00%	78.60%
	BME	0.00%	0.00%	0.00%	6.70%	16.70%	13.30%	14.30%
	NULL	30.80%	0.00%	0.00%	0.00%	0.00%	6.70%	7.10%

Board representation has remained consistent over the last couple of years.

Workplan for WRES for 2023 -2024

Objective	Status	RAG rating
Establishing Executive and Non-executive sponsors for all staff networks	Most staff networks now have Executive and Non-executive sponsors	In progress
Reverse mentoring programme to be rolled out before the end of the financial year	Proposal currently in draft form	In progress
BME Leadership development programme – 3 cohorts to be delivered	First cohort currently being advertised	In progress
Develop system of 'comply or explain' for appointment panels for Band 7 roles	Process and proposal to be drafted	Not started