

# Response ID ANON-DH32-FNA7-W

Submitted to **Workforce Race Equality Standard (WRES) reporting template - 2017**  
Submitted on **2019-01-24 15:31:56**

## Introduction

### 1 Name of organisation

**Name of organisation:**

Glenside Manor Healthcare Services Ltd

### 2 Date of report

**Month/Year:**

March 2018

### 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 :**

Gerhard Florschutz, Director

### 4 Name and contact details of lead manager compiling this report

**Name and contact details of lead manager compiling this report:**

Jacquie Harris, HR Manager

Tel: 01732 833924

Email: Jacquie.Harris@glensidecare.com

### 5 Names of commissioners this report has been sent to

**Complete as applicable::**

Wiltshire CCG Quality Team

## Workforce Race Equality Standard reporting template

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

**Complete as applicable.:**

As before.

### 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:**

<http://www.glensidecare.com/about-glenside/governance-quality>

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

**Name::**

Gerhard Florschutz, Director

**Date::**

14 June 2018

## Background narrative

### 9 Any issues of completeness of data

**Any issues of completeness of data:**

This is the second year of reporting and, as such, year on year comparisons whilst possible will only provide limited insight. Where there is little to no responses to some questions, Glenside believes its action plan addresses these adequately.

### 10 Any matters relating to reliability of comparisons with previous years

**Any matters relating to reliability of comparisons with previous years:**

N/A. First comparison on previous year.

## 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:**

352

**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:**

12.8%

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

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

92%

**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:**

Reporting takes place at the time of recruitment; it is the employee's decision whether to declare ethnicity. A review is to take place of equality and diversity efforts across the organisation in 2019.

**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:**

We currently have no plans to refresh this data.

**Workforce data**

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

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

April 2017 - March 2018

**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:**

- BME overall 13.2%
- BME clinical 16.5%
- BME non-clinical 2.5%
- BME £14-23.9k 13.6%
- BME £24-33.9k 22.2%
- BME £34-43.9k 9.7%
- BME £44k+ 42.3%
- BME VSM 0%

**Data for previous year:**

- BME overall 14.2%
- BME clinical 16.5%
- BME non-clinical 4.8%
- BME £14-23.9k 13.0%
- BME £24-33.9k 18.2%
- BME £34-43.9k 10.0%
- BME £44k+ 50%
- BME VSM 0%

**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:**

Glenside does not use AfC bandings as it is an independent sector provider. Analysis provided by salary bandings in line with guidance.

The data presented for 2017/18 is proportionate to the number of leavers within the same period.

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

**Data for reporting year:**

100% likelihood that white staff will be appointed from shortlisting\* (\*Within the data period, of 38 staff that applied, only 17 provided ethnicity data, and all were white).

**Data for previous year:**

100% likelihood that white staff will be appointed from shortlisting\* (\*Within the data period, of 24 staff that applied, only 17 provided ethnicity data, and all were white).

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

All Staff given the opportunity and encouraged to apply for vacancies. Extensive internal vacancy process.

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

Action: Managers and Team Leaders to be actively encouraged to support staff wishing to apply for vacancies.

**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:**

BME

0

White

2

**Data for previous year:**

BME White

0 1

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

There were two disciplinarians during the reporting period.

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

**20 Relative likelihood of staff accessing non-mandatory training and CPD.**

**Data for reporting year:**

Unable to provide data for this category.

**Data for previous year:**

Unable to provide data for this category.

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

All staff are given access to non-mandatory training and CPD if they wish. Staff can request training at any time but it is specifically discussed within the PDA, and is an ongoing discussion during supervisions and 1:1's. We currently have no system that allows us to record this data.

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

Action: Develop systems to record this metric and ensure the 2018 survey includes a specific question in respect of non-mandatory training and CPD. Remains outstanding for 2018.

**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:**

As a non-NHS employer we do not use the National NHS staff survey and therefore are unable to answer these questions using survey data.

**BME:**

As a non-NHS employer we do not use the National NHS staff survey and therefore are unable to answer these questions using survey data.

**White:**

As a non-NHS employer we do not use the National NHS staff survey and therefore are unable to answer these questions using survey data.

**BME:**

As a non-NHS employer we do not use the National NHS staff survey and therefore are unable to answer these questions using survey data.

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

Action: to create an annual equality survey of all staff reflecting the questions posed in the National NHS survey or to incorporate questions in the existing staff survey.

Outcome: this will enable Glenside to gain an annual insight in to staff opinions regarding equality and diversity

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

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

**White:**  
0.20%

**BME:**  
4.25%

**White:**  
0.36%

**BME:**  
2.17%

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

As above. This response has been provided using grievance statistics over the reported period. As such 1 white and 1 BME staff member made grievances expressing these concerns during the reporting period.

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

As above.

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

**White:**  
As above.

**BME:**  
As above.

**White:**  
As above.

**BME:**  
As above.

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

As above.

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

As above.

**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:**  
As above.

**BME:**  
As above.

**White:**  
As above.

**BME:**  
As above.

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

As above.

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

As above.

## **Workforce Race Equality Indicators**

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

**White:**  
3 Directors. 1 BME, 2 White.

**BME:**

3 Directors. 1 BME, 2 White.

**White:**

The difference for both voting and executive membership of the Board is -14.2%

The Board comprises 4 people, 2 non-executive directors and 2 executives, the CEO and Finance Director of the organisation.

**BME:**

The difference for both voting and executive membership of the Board is -14.2%

The Board comprises 4 people, 2 non-executive directors and 2 executives, the CEO and Finance Director of the organisation.

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

The Board comprises 3 people: 3 Directors. 1 BME, 2 White.

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

The Operations Board will be discussing WRES in detail as a standing agenda item over the coming year to identify system improvements to better record the data to assess the organisational progress against the Standards. As a relatively small independent organisation with c370 employees, Glenside do not have the same resources available to invest the time and capital required for wholesale HR reporting databases and most of the information collated for this report is manual intensive. This needs to be balanced with the increasing reporting requirements over all other facets of operations for healthcare providers and the requirements under the NHS framework contract.

**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.:**

Actions detailed in this submission form the framework plan for the next year. Ownership of these actions will sit with the Head of HR and progress will be discussed regularly at Operations and Corporate Board level.