

2017 NSCP Staff Survey: Equality Report

1. Purpose of Report

The report provides a comparative analysis between the different demographics of responders to the 2017 NSCP Staff Survey.

2. Demographics

The 2017 NSCP Staff Survey was conducted between 23rd January and 10th March 2017. It was open to all 661 NSCP corporate staff and staff employed on a Fixed Term Contract for a minimum of 12 months. The response rate of 37% reflected that 245 staff completed the survey.

The results of the survey have been analysed to compare the perceptions and experience of staff based on age, gender, sexuality, religion, race, ethnicity and disability. Due to small numbers of respondents, NSCP is able to provide analysis for the following demographic groups:

- Gender: Male
- Gender: Female
- Disability: Disability
- Disability: No disability
- Age: 21-30
- Age: 31-40
- Age: 41-50
- Age: 51-65
- Sexuality: Heterosexual (straight)
- Sexuality: I would prefer not to say
- Religion: No religion
- Religion: Christian
- Religion: I would prefer not to say

It is not possible to compare on the grounds of race or ethnicity. This is because 86% (211 out of 245) of respondents classed themselves as White British and there were fewer than 11 staff in any other single category, which is the minimum number required to identify a group.

3. Questions in scope

To compare the perceptions and experiences of staff, specific questions within the survey were used. These were:

- How satisfied are you with the extent to which NSCP values your work?
- In the last 12 months have you felt unwell as a result of stress?
- NSCP provides me with opportunities for development.
- NSCP treats staff involved in an error, near miss or incident fairly.
- In the last 12 months how many times have you experienced harassment, bullying or abuse from patients / service users / customers, their relatives or other members of the public?
- In the last 12 months how many times have you experienced harassment, bullying or abuse from your manager / team leader?
- In the last 12 months how many times have you experienced harassment, bullying or abuse from other colleagues?

- The last time you experienced harassment, bullying or abuse, did you or a colleague report it?
- Do you think NSCP acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?
- In the last 12 months have you experienced discrimination at work from patients / service users / customers, their relatives or other members of the public?
- In the last 12 months have you experienced discrimination at work from your manager / team leader?
- In the last 12 months have you experienced discrimination at work from other colleagues?

4. Analysis

To assess for differences in perception and experience, the positive (most desirable) responses to the questions above were tabulated. By comparing scores side by side it is easy to identify questions to which there are notable variances in responses from staff with protected characteristics.

A notable difference is defined as a difference of at least 10 percentage points between comparator groups. Whilst a difference may be statistically significant, the difference in terms of numbers of staff may be (given the response rate) very small. The tabulated results can be seen in Appendix I.

5. Findings

Based on the data and the methodology applied, the opportunities for improvement within each comparator group would appear to be:

Gender

- Fewer women (89%) feel NSCP treats staff involved in an error, near miss or incident fairly when compared to men (100%).

Disability

- 29% of disabled staff indicated they have experienced harassment, bullying or abuse from patients / service users / customers, their relatives or other members of the public in the last 12 months, compared to 15% of non-disabled staff.

Age

- Fewer staff aged 21-30 and 41-50 feel NSCP provides them with opportunities for development when compared with other age groups.
- Staff aged 41-50 are more likely to have experienced harassment, bullying or abuse from patients / service users / customers, their relatives or other members of the public in the last 12 months (22%) and are also the age group who feel that NSCP acts least fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age.
- Staff aged between 31-50 are more likely to have experienced harassment, bullying or abuse from your manager / team leader in the last 12 months (20%)

Sexuality

- When compared with heterosexual staff, NSCP staff who preferred not to state their sexuality indicated they feel less that:

- NSCP values their work (40% vs 55%)
- NSCP staff involved in an error, near miss or incident are treated fairly (77% vs 91%)
- NSCP acts least fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age (76% vs 92%)

Religion

- When compared with staff who stated they were Christian or had no religion, staff who preferred not to say, indicated they feel less that:
 - NSCP values their work (33% vs 56%/54%)
 - NSCP acts least fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age (75% vs 91%/91%)
- 35% of staff of no religion indicated they had unwell in the last 12 months due to stress compared with 52% of Christians and 57% of staff who preferred not to say about their religious beliefs.

6. Conclusions & recommendations

The findings above are taken from a self-selected sample of just over one third of NSCP staff. Whilst it does provide a sense of staff perceptions, it is not conclusive. It does however indicate a number of themes that provide food for thought for the people strategy and the patient engagement strategy.

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Date 20th April 2017

Appendix I: Identification of questions with notable variances in positive responses between comparator groups.

	Gender		Disability		Age				Sexuality		Religion		
	Male	Female	Disability	No disability	21-30	31-40	41-50	51-65	Hetero-sexual (straight)	I would prefer not to say	No religion	Christian	I would prefer not to say
How satisfied are you with the extent to which NSCP values your work?	57	52	56	51	58	51	51	53	55	40	54	56	33
In the last 12 months have you felt unwell as a result of stress?	62	53	53	53	54	55	54	53	55	52	65	48	43
NSCP provides me with opportunities for development.	71	66	62	65	58	76	56	70	68	36	71	68	38
NSCP treats staff involved in an error, near miss or incident fairly.	100	89	86	90	82	91	85	95	91	77	89	90	82
In the last 12 months how many times have you experienced harassment, bullying or abuse from patients / service users / customers, their relatives or other members of the public	86	83	71	85	85	85	78	88	83	84	88	81	86
In the last 12 months how many times have you experienced harassment, bullying or abuse from your manager / team leader	90	86	79	87	96	82	78	93	87	80	88	84	85
In the last 12 months how many times have you experienced harassment, bullying or abuse from other colleagues	95	84	88	86	85	90	84	87	86	88	87	84	90
The last time you experienced harassment, bullying or abuse, did you or a colleague report it?	50	57	65	51	50	56	58	53	53	50	57	53	43
Do you think NSCP acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?	95	89	91	90	96	96	82	93	92	76	91	91	75
In the last 12 months have you experienced discrimination at work from patients / service users / customers, their relatives or other members of the public	95	98	94	98	100	92	100	97	99	92	95	99	100
In the last 12 months have you experienced discrimination at work from your manager / team leader	100	96	94	96	100	96	95	96	96	96	95	97	95
In the last 12 months have you experienced discrimination at work from other colleagues	95	97	94	97	96	96	97	97	97	96	95	97	95

