

NHS

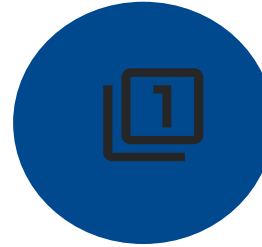
East of England
Ambulance Service
NHS Trust



BME Survey Action Plan

February Update

Survey context



What we did:

Commissioned McKenzie LLP, a specialist Equality, Diversity and Inclusion consultancy, to undertake an external research project with all Black and Minority Ethnic Staff employed within the Trust.



How we did it:

Employees were invited to take part in any of the following three options:

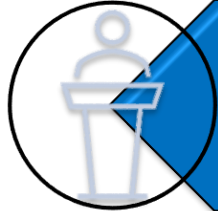
1. Complete an anonymous online / digital survey
2. Join a confidential focus / discussion group
3. Have a confidential one to one interview



Who took part:

In total, 58 out of the 120 selected employees answered the survey (a 48% response rate) via one or more of the consultation options. 26 employees also took part in a one to one confidential telephone interview.

Survey overarching themes



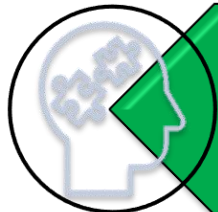
Management

there was little confidence that senior management across EEAST were visibly demonstrating equality of opportunity or embracing the diversity of their employees. There was also limited belief that managers would act upon any complaints made.



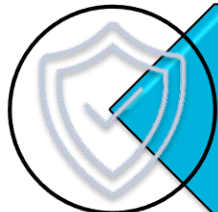
Training

The Equality and Diversity training was not seen to be actively improving the knowledge or behaviours of employees across EEAST in relation to building an inclusive environment. There was generally a lack of colleague respect surrounding individual differences.



Behaviours

Poor behaviours of colleagues were cited throughout the survey, with examples demonstrating racist behaviours were often passed off as 'banter' or completely dismissed.



Trust

The survey generally showed a low level of trust in relation to the equality of opportunity for career advancement, training or progression. There was also a perceived lack of trust that when complaints are raised about incidents of racial abuse, they would be promptly and robustly dealt with.

Survey headlines



54% Felt their manager's behaviour made them feel included and valued

Only 22% Of respondents felt that complaints or concerns raised within EEAST were taken seriously and not dismissed, trivialised or explained away

One in Three

would feel confident reporting that **inappropriate behaviour or language used** within EEAST would be dealt with accordingly.

1/4 Felt EEAST is a modern and inclusive environment

60% **Did not believe** suitable career development, advancement and training opportunities are **equally available** to all staff in EEAST

60% **did not feel** that individual differences in respect of Race, Ethnicity and Colour are respected and embraced in EEAST teams.

Felt that EEAST's senior management **31%** team demonstrates showed Equality of Opportunity and **embracing the Diversity of its employees**

A snapshot of comments



A snapshot of some comments added to the survey are as follows:

"I am a Muslim. People openly joked in front of groups of other colleagues about eating food in front of me during Ramadan when I could not eat or drink for 18hrs of the day. People have made comments about my name and culture. My name is not even spelled properly on the system. When I forgot my phone password, the seniors struggled to find my name on the system to get my password as it was spelled wrong"

"I feel like differences aren't valued. It seems that white British members of staff feel comfortable making racist jokes, they then pass it off as harmless banter to excuse themselves. I don't really know how to deal with it. I don't want to be seen as whinging but I'm a [redacted]-year-old male and I don't like it happening so how a young new starter would feel worries me."

"Assumptions are made based on the colour of your skin, I was asked to translate for someone speaking Arabic, the reason given for the request was that 'I look like one of them'. I don't even speak Asian - never mind Arabic."

"A [redacted] in my team is a racist. Every time he has a call from someone whose first language isn't English he mutes that call and says loudly 'if you live in my country then learn to speak my language' Some of the other call handlers who are BME feel very uncomfortable about this but don't raise it as are scared of any repercussions I raised it to my Line Manager who emailed me back asking what I thought should be done, I suggested some awareness training, but nothing was ever done."

"I was called [redacted] by a team leader, she thought it was light hearted but I definitely didn't."

"When my team were ordering a takeaway they didn't order me one as they told me that they were ordering a curry and I was probably sick of them as I must eat them all the time."

A snapshot of comments (2)



A snapshot of some comments added to the survey are as follows (continued):

"I was asked 'Can you speak to them as they speak 'gobildy gook'" the person that the manager was referring to spoke Punjabi - not a language I actually speak. It is just assumed that if you are 'of colour', you all come from the same place and speak the same language."

"There is definitely discrimination when it comes to promotion within the Trust. Firstly, there are not a lot of senior BME staff here that I'm aware of. BME members of staff are being consistently overlooked for appointments. We had several vacancies within our teams which they applied for and were denied while other less experienced staff were appointed."

"Banter is a real problem. We need to have a zero tolerance on banter and name calling. A lot of times, people just say they were joking and use this to hide their prejudices."

I raised an issue with regards to an internal trainer who often made derogatory comments about people who aren't white. saying things like "Why can't those two Indian men speak English". He made me feel very uncomfortable so I raised it with the [REDACTED] who told me to speak to my manager which I did. Their response was 'That's just who he is. He is just a grumpy old man' I was told to ignore him. Things aren't taken seriously or appropriately round here so I have no faith in the process in EEAST

"My colleague gets continual verbal abuse about her accent. She is Indian and does have a strong accent. When she is on the phone with patients they are extremely rude to her about and I know this upsets her greatly. She won't do anything about it herself, so I raised a complaint with our manager and as far as I know nothing has been done about it."

"Complaints and issues are dismissed in the sense that the Trust minimises and locks things away. An example of this is when I had made a complaint about a manager whose husband had coloured himself black and dressed as Mr T for a EEAST fancy dress party. Nothing was done."

Action Plan

Year one

 In progress

Comms and Engagement

Implement the comms plan

Culture comms campaign

Improved diverse imagery

Introduce more BME employee stories

Further freedom to speak up promotion

Community

Appoint ethnic minority officer

Engage with HEIs, HEE and ICS

Improve community event presence

Increase support for BME network

Inclusive recruitment outreach

Education and Training

Develop EDI resource hub

Reverse mentoring scheme

Inclusive leadership training

Bullying and Harassment Training

Improve access to career progression

Policy and procedure

Close long-standing ER cases

Review policies to improve equality

Review procurement policy

Cultural ambassador expansion

Review use of secondments

Action Plan(2)



Year two

Communications and Engagement

Extend let's talk campaign

Annual feedback survey results

Improved external imagery

Increased comms from networks

Community

Expand community outreach

Closer liaison with HEIs

Build bank of guest community speakers

Increased attendance at job fairs

Education and Training

Annual refresher of values training

Introduce Inclusive recruitment training

Ensure BME staff have development plans

Bullying and Harassment training continuation

Policy and procedure

Refresh recruitment resources

Review end to end recruitment processes

Priority access to CPD courses

Embed talent and succession process

Action Plan(3)



Year three

Communications and Engagement

Measured BME pulse surveys

Introduce annual EDI pulse surveys

Freedom to speak up data review

Increase diverse media outlets

Community

Continued community outreach

HEI partnerships for diverse recruitment

Expand guest community speakers

Continued attendance at job fairs

Education and Training

Inclusivity training for all staff

Active career management support

Ensure leaders have right tools to develop staff

Promotion of zero tolerance

Policy and procedure

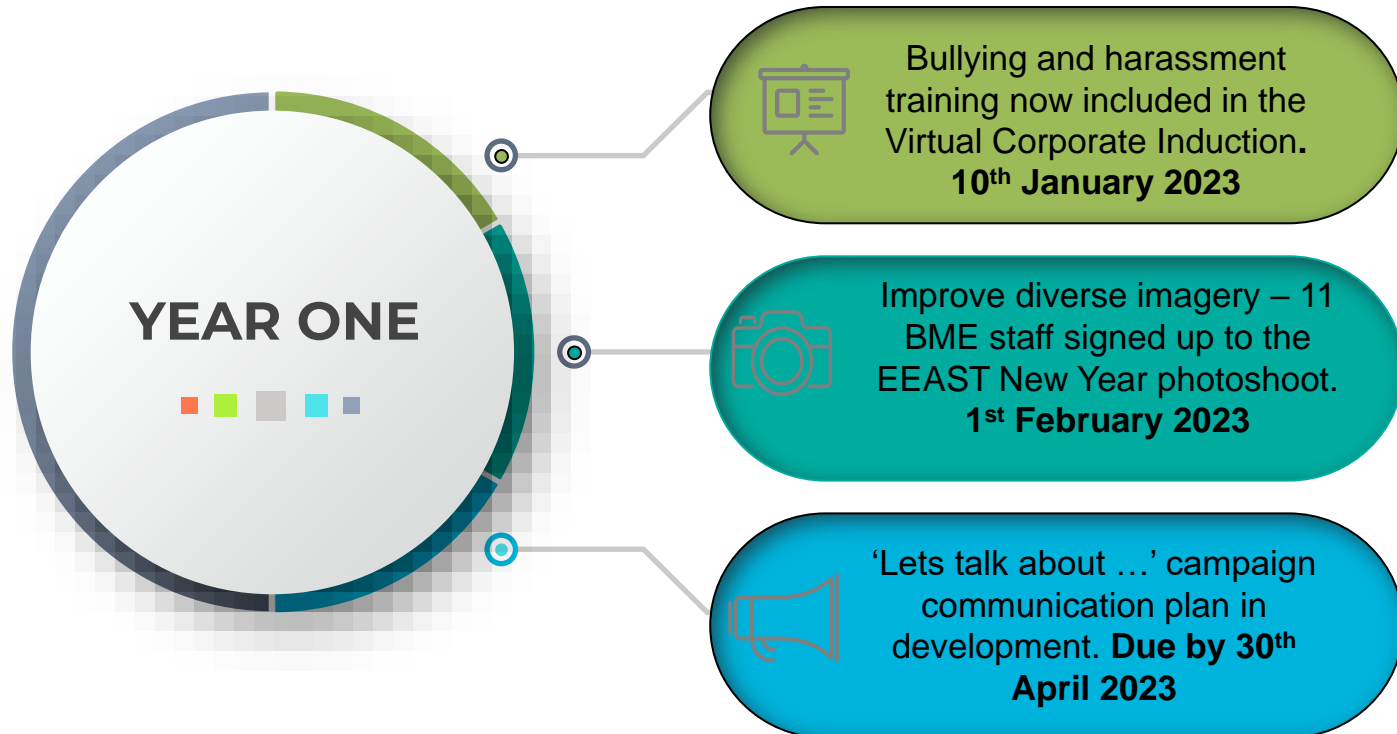
Benchmark development opportunities

Track success of career progression

Promote clearer career pathways

Evaluate talent and succession process

BME Survey – Action Update





BME Survey – Action Update (2)

