

BMI Healthcare Workforce Race Equality Standard (WRES) Report

Name of company	BMI Healthcare Limited	Main Address	BMI Healthcare House, 3 Paris Gardens, London, SE1 8ND
BMI Healthcare Executive Board Lead from WRES	Robin Copeland - National Director of People, Performance & Quality	Date completed/signed off by People, Performance & Quality Committee	22 nd March 2016
Coordinating Commissioner	Each individual BMI Hospital to send a copy of the report to its coordinating commissioner	Name of BMI Hospital	Each individual BMI Hospital to send a copy of the report to its coordinating commissioner

Background

a: Any issues with data

BMI Healthcare as the largest independent provider of health care services in the UK has both regional and site based corporate structures. This has led to challenges in merging data across the company, particularly with regard to the different systems the company uses in managing such a complex model.

Workforce Race Equality is a key area for development identified in BMI's strategic priorities from 2015 – 2020. BMI Healthcare is keen to ensure we comply with, and use, WRES as a tool to continue to build high quality service provision reflecting the local communities we serve. Whilst BMI Healthcare acknowledges a number of actions are required to present a fuller picture of race equality in our company, BMI does have in place robust training and policy frameworks to comply with the Equality Act 2010.

BMI Healthcare is committed to creating a positive culture of respect for all individuals, including job applicants, employees, patients, their families and carers as well as community partners. To this end we put in place a national solution (BMiManage) to monitor and track all workforce related issues. The intention is, as required by the Equality Act 2010, to identify, remove or minimise discriminatory practice in the protected characteristics of age, disability (including HIV status), gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including ethnic or national origins, colour or nationality and gypsies or travellers), religion or belief (including lack of belief), sex or sexual orientation.

We are very proud of our achievements to date - 97% of patients would recommend our service, and we consistently achieve high Friends and Family Test scores with only 3% not recommending BMI Healthcare for treatment and only 18% not recommending BMI Healthcare as a place to work. Our hospitals reflect the local communities they serve - 72% of the staff at BMI The London Independent Hospital self-report as coming from a BME community.

As an independent provider of healthcare services certain elements of NHS England governance frameworks do not apply to us and that includes a number of areas within WRES (for example, we are not required to complete the NHS Staff Survey). Given the importance of the subject matter, we are attempting in our WRES action plan to resolve this challenge in a pragmatic way.

b: Any issues relating to previous years (no comment, first year completing)

Number of Staff

Employed	9125
Proportion of BME staff (self-defined)	22%

Self Reporting

Proportion of staff self-reporting ethnicity	96%
Any actions taken at site to improve self-reporting by ethnicity	<p>BMI Healthcare is proud that our staff feel they can self-report their ethnicity, which is a non-mandatory requirement.</p> <p>BMI Healthcare has a strong policy framework that sets out Equality and Diversity requirements and explains how to challenge non-compliant behaviour. All staff are locally trained to encourage a tolerant and accepting workforce; this is led from the front by a strong and committed leadership team.</p>

Workforce Data

What period does the workforce data relate to	BMI Healthcare Financial Year FY15
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Other Information

BMI Healthcare Limited board representation	BMI Healthcare Limited is a private limited company and as such has a single shareholder-appointed board overseeing its operations across the UK. It cannot from a corporate structural viewpoint establish a board in each of its local health economies reflecting the population served by the local BMI hospital.
Any other factors we wish to take into consideration	As an independent sector provider understandably complying with certain requirements such as WRES raises significant challenges. We hope that we can work proactively with NHS England's WRES experts and CQC to ensure we continue our excellent record

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	Indicator	Data for reporting year	Narrative – the implications of the data and any additional background explanatory narrative	Action taken and planned including e.g. a corporate Equality Objective
1	Percentage of BME staff in BMI salary bands M1-4 at BMI site	14%	Salary bands M1-4 relate to management positions in BMI corporate structure	Strategic Objective 3: strive to attract the best possible staff
2	Likelihood of BME staff being appointed at recruitment	Action to address data in WRES Action Plan	Data not readily available to BMI Healthcare	Strategic Objective 3: strive to attract the best possible staff Corporate WRES Plan action 3a and 5a has a clear action relating to the linking of reporting on likelihood of BME staff being appointed at recruitment to our ethnicity reporting
3	Relative likelihood of BME staff entering the formal disciplinary process, compared to that of White staff entering the formal disciplinary process, as measured by entry into a formal disciplinary investigation	Action to address data in WRES Action Plan	BMIManage tracks all performance and capability issues centrally. However at this point in time we are unable to breakdown the relative ratios or the ethnicity of the staff	Strategic Objective 3: strive to attract the best possible staff Corporate WRES Plan action 5b has a clear action relating to the linking of our disciplinary management system to our ethnicity reporting
4	Relative likelihood for BME staff completing non-mandatory training compared to white staff	Action to address data in WRES Action Plan 92% of all staff completed mandatory training	Mandatory training has been a key requirement for BMI Healthcare employees. At September 2015 ~90% of all staff had completed the required mandatory training	Strategic Objective 3: strive to attract the best possible staff Corporate WRES Plan action 1a, 1b and 5c has a clear action relating to the linking of our non-mandatory training uptake to our ethnicity reporting
5	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White Action to address data in WRES Action Plan BME Action to address data in WRES Action Plan	Currently 1% of staff have experienced harassment, bullying or abuse from staff, patients, relatives or the public in last 12 months. We are unable to break down the data for BME staff currently	Strategic Objective 3: strive to attract the best possible staff Corporate WRES Plan action 1a & 1b has a clear action relating to the identification of (i) which systems capture which data items , and (ii) any further data fields required in systems to meet reporting requirements. Those further data fields will include information allowing us to determine the percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months. We will then link that information to our ethnicity reporting.
6	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White Action to address data in WRES Action Plan BME Action to address data in WRES Action Plan	Currently 1% of staff have experienced harassment, bullying or abuse from staff, patients, relatives or the public in last 12 months. We are unable to break down the data for BME staff currently	Strategic Objective 3: strive to attract the best possible staff Corporate WRES Plan action 1a & 1b has a clear action relating to the identification of (i) which systems capture which data items , and (ii) any further data fields required in systems to meet reporting requirements. Those further data fields will include information allowing us to determine the percentage of staff experiencing harassment, bullying or abuse from other staff in last 12 months. We will then link that information to our ethnicity reporting
7	Percentage of staff believing that BMI provides equal opportunities for career progression or promotion	White Action to address data in WRES Action Plan BME Action to address data in WRES Action Plan	This is an NHS Staff Survey Question, however, BMI has replicated it in our Staff Survey. Our staff survey does not differentiate between members of staff therefore we are unable to break down the data by ethnicity 50% of staff in last survey reported they felt they could develop their career in the way they desired at BMI Healthcare	Strategic Objective 3: strive to attract the best possible staff Corporate WRES Plan action 1a & 1b has a clear action relating to the identification of (i) which systems capture which data items , and (ii) any further data fields required in systems to meet reporting requirements. Those further data fields will include information allowing us to determine the percentage of staff believing that BMI provides equal opportunities for career progression or promotion. We will then link that information to our ethnicity reporting

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8	<p>In the last 12 months have you personally experienced discrimination at work from any of the following:</p> <p>b) Manager/team leader or other colleagues</p>	<p>White Action to address data in WRES Action Plan</p>	<p>This is an NHS Staff Survey Question that is replicated in our Staff Survey. Our staff survey does not differentiate between members of staff therefore we are unable to break down the data by ethnicity.</p> <p>80% of staff in last survey reported they felt they could raise issues about their line manager without it negatively impacting on them</p>	<p>Strategic Objective 3: strive to attract the best possible staff</p> <p>Corporate WRES Plan action 1a & 1b has a clear action relating to the identification of (i) which systems capture which data items , and (ii) any further data fields required in systems to meet reporting requirements. Those further data fields will include information allowing us (i) to identify the number of staff who report they have personally experienced discrimination at work from any of their manager/team leader or other colleague; and (ii) to link that information to our ethnicity reporting</p>
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