

Workforce Sexual Orientation Equality Standard Report 2023



Introduction

The Workforce Sexual Orientation Equality Standard (WSOES) was devised to ensure employees from all sexual orientations have equal access to career opportunities and receive fair treatment in the workplace. Evidence shows that a motivated, included and valued workforce helps to deliver high-quality patient care, increased patient satisfaction and better patient safety; it also leads to more innovative and efficient organisations.

Kent Community Health NHS Foundation Trust is committed to taking a transparent and proactive approach to addressing inequality. We recognise the value of our staff and their diversity and aim to ensure that our workforce is representative of the communities we serve. We understand that colleagues work better when they can be themselves and appreciate the quality, understanding and experience that they bring to our organisation.

In this report, the abbreviation LGBO will be used to refer to people who identify as Lesbian, Gay, Bisexual and other minority sexual orientations. These sexual orientations have been grouped together to ensure the anonymity of individuals within the trust and also to allow for more statistically significant comparison with the much larger Heterosexual/straight group of staff. This report does not include any data regarding transgender or non-binary groups. Currently the number of individuals who identify as transgender or non-binary within the trust is too low to maintain anonymity of these individuals.

Kent Community Health NHS Foundation Trust serves the population of Kent and Medway plus parts of East Sussex and parts of London. Data from the National Census 2021 estimates that the population served by the NHS Kent and Medway Integrated Care Board is 2.7 per cent LGBO, NHS Sussex Integrated Care Board is 4.4 per cent LGBO, and NHS South East London Integrated Care Board is 5.4 per cent LGBO.

Workforce Sexual Orientation Equality Standard (WSOES) indicators

The Workforce Sexual Orientation Equality Standard (WSOES) consists of eight indicators and helps Kent Community Health NHS Trust identify and reduce any inequalities between people with different sexual orientations. The indicators look at data relating to substantive members of staff.

Indicators 1-3 compare the data between LGBO staff and Heterosexual/straight staff

1. Our staff

Percentage of staff in each of the Agenda for Change (AfC) pay-bands, Medical and dental pay-bands and very senior managers (including executive Board members). This data is taken as at 31 March 2023.

2. Board representation

Percentage difference between the organisations' Board membership and its overall workforce. This data is taken as at 31 March 2023.

3. Appointments from shortlisting

Relative likelihood of staff being appointed from shortlisting between 1 April 2022 and 31 March 2023.

Indicators four to eight look at the results from the NHS Staff Survey which was carried out in autumn 2022 and compares responses from Heterosexual/Straight staff and LGBO staff

4. Harassment, bullying or abuse:

Percentage of staff experiencing harassment, bullying or abuse in the last 12 months.

This indicator is split into four parts:

- a) harassment, bullying or abuse from patients, service users or the public
- b) harassment, bullying or abuse from a line manager
- c) harassment, bullying or abuse from other colleagues
- d) percentage of colleagues who reported harassment, bullying or abuse the latest time it happened.

5. Career progression

Percentage believing the trust provides equal opportunities for career progression or promotion.

6. Experiencing discrimination

Percentage of staff who have personally experienced discrimination at work in the last 12 months. This indicator is split into two parts:

- a) discrimination from patients, service users or the public
- b) discrimination from managers

7. Feeling Valued

Percentage of staff saying that they are satisfied with the extent to which their organisation values their work.

8. Staff Engagement

The overall staff engagement score from the Staff Survey 2022

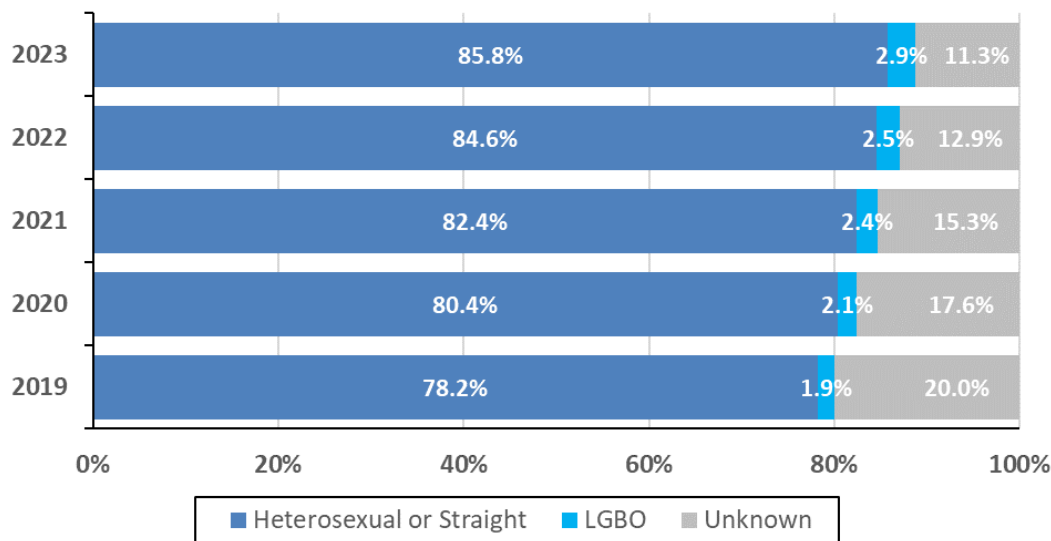
Workforce Sexual Orientation Equality Standard 2023	Definitions:	Indicator 1a: All Staff	Indicator 1b: Staff Band 8a +	Indicator 2: Board Representation
	LGBO: An abbreviation used to refer to people who identify as lesbian, gay, bisexual, and other minority sexual orientations	LGBO individuals make up 2.9% of KCHFT 	4.6% of roles that are Band 8a and above are filled by LGBO colleagues 	20.0% of the board are LGBO
Indicator 3: Shortlisting The relative likelihood of heterosexual staff being appointed from shortlisting compared to LGBO staff:	Indicator 4a: Bullying from Public Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or public:	Indicator 4b: Bullying from Managers Percentage of staff experiencing harassment, bullying or abuse from managers:	Indicator 4c: Bullying from Colleagues Percentage of staff experiencing harassment, bullying or abuse from other colleagues:	Indicator 4d: Report Bullying Percentage of staff who reported harassment, bullying and abuse last time it happened:
1.00 LGBO and heterosexual applicants are equally likely to be appointed from shortlisting				
Indicator 5: Career Progression Percentage of staff believing the Trust provides equal opportunities for career progression or promotion:	Indicator 6a: Discrimination Public Percentage of staff experiencing discrimination from patients, relatives or public:	Indicator 6b Discrimination Staff Percentage of staff experiencing discrimination from staff:	Indicator 7: Feeling valued Percentage of staff who are satisfied with the extent to which the organisation values their work:	Indicator 8: Staff Engagement Staff Engagement Score:

Indicators

Indicator 1: Our staff

- In March 2023, 2.9 per cent of the trust was LGBO (155 headcount). This is a 0.4 percentage point increase on the previous year.
- Over the past five years the percentage of staff who have declared their sexual orientation has increased from 80.0 per cent to 88.7 per cent. This has been partly driven by better collection of sexual orientation at point of recruitment.

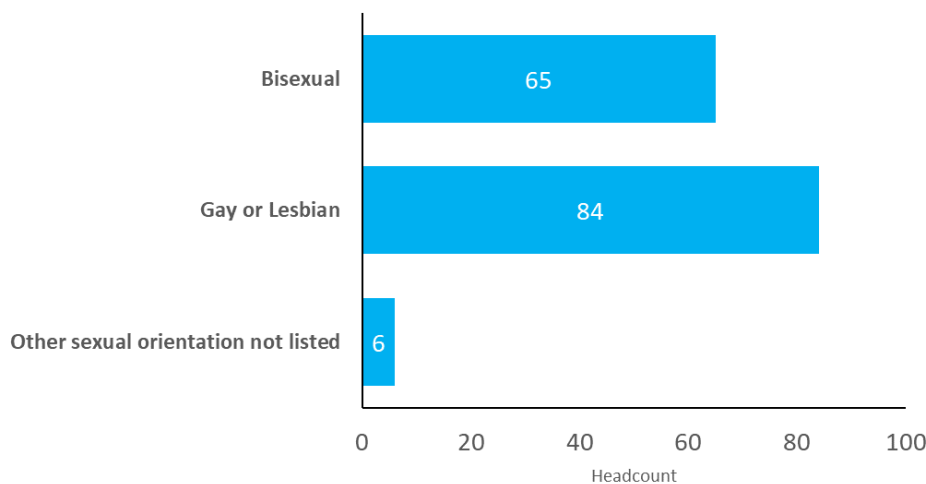
Figure 1. The percentage of staff in KCHFT by Sexual Orientation, 2019 to 2023.



Source: ESR 31 March 2023

- Staff sexual orientation is captured in the ESR HR system. The options that can be chosen are limited. The largest LGBO group in the trust is Gay or Lesbian with a headcount of 84.

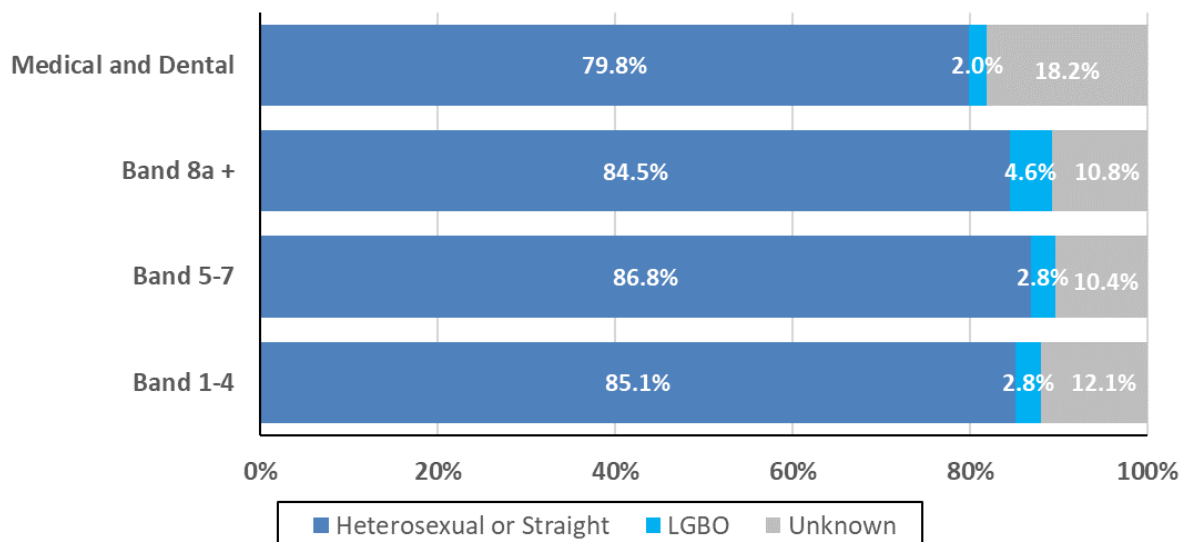
Figure 2. Staff Headcount in KCHFT by LGBO Sexual Orientation, March 2023



Source: ESR 31 March 2023

- There is variation in the proportion of LGBO staff in each Agenda for Change (Afc) pay band. Band 8a+ has the highest proportion of LGBO staff with 4.6 per cent LGBO headcount.
- Medical and Dental staff have the lowest declaration rates of sexual orientation, with 18.2 per cent of this staff group not declaring their sexual orientation

Figure 3. The percentage of staff in KCHFT by sexual orientation and pay band, 31 March 2023.



Source: ESR 31 March 2023

Indicator 2: Board representation

- The trust Board contains 15 members. The overall representation of LGBO at Board level is 26 percentage points higher than for the trust as a whole. LGBO staff are well represented on the Board

Table 1. Trust Board by sexual orientation

	Heterosexual or Straight	LGBO	Unknown
Total Workforce % by Sexual Orientation	85.8%	2.9%	11.3%
Total Board Members % by Sexual Orientation	60.0%	20.0%	20.0%
Difference (Total Board - Overall workforce)	-25.8%	17.1%	8.7%

Source: ESR 31 Mar 2023

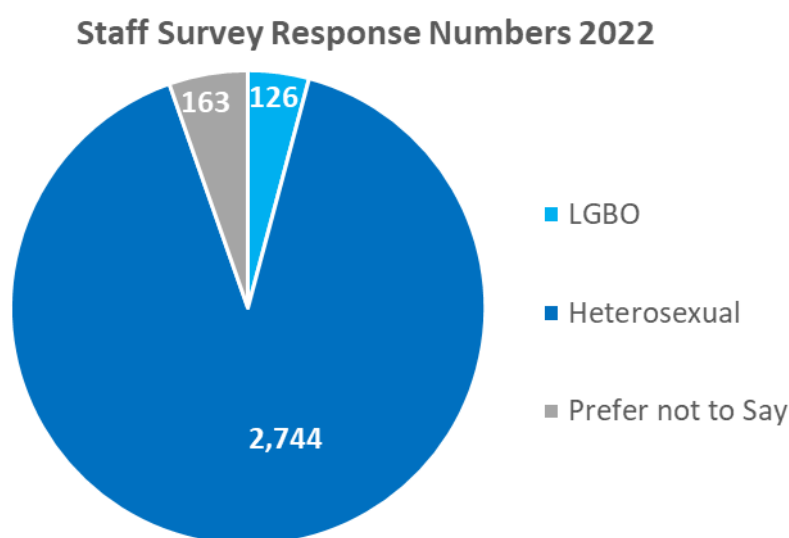
Indicator 3: Appointment from shortlisting

- Indicator three measures the relative likelihood of staff being appointed from shortlisting during the recruitment process. In 2022/23, 36% of heterosexual applicants who were offered an interview went on to be offered a job at the trust. Similarly, 36% of LGBO applicants that went for interview went on to be offered a job. The relative likelihood of staff being appointed from shortlisting during the recruitment process is therefore 1 and there is parity between heterosexual and LGBO applicants at the interview stage of the recruitment process. This is a positive finding which shows that there is equality in opportunity with regards to sexual orientation at the interview stage of recruitment.

Indicator 4-8: Staff Survey results

- Indicators 4-8 relates to responses to the national NHS Staff Survey. The latest NHS Staff Survey took place in the Autumn 2022 and 3,067 employees (62 per cent of the workforce) submitted a response. A sexual orientation question is asked as part of the survey: 126 individuals selected an LGBO sexual orientation (4.1 per cent of respondents) and 163 staff members selected 'Prefer not to say' (5.3 per cent of respondents).

Figure 4. Answers to the staff survey question: 'What of the following best describes how you think of yourself?', NHS Staff Survey 2022

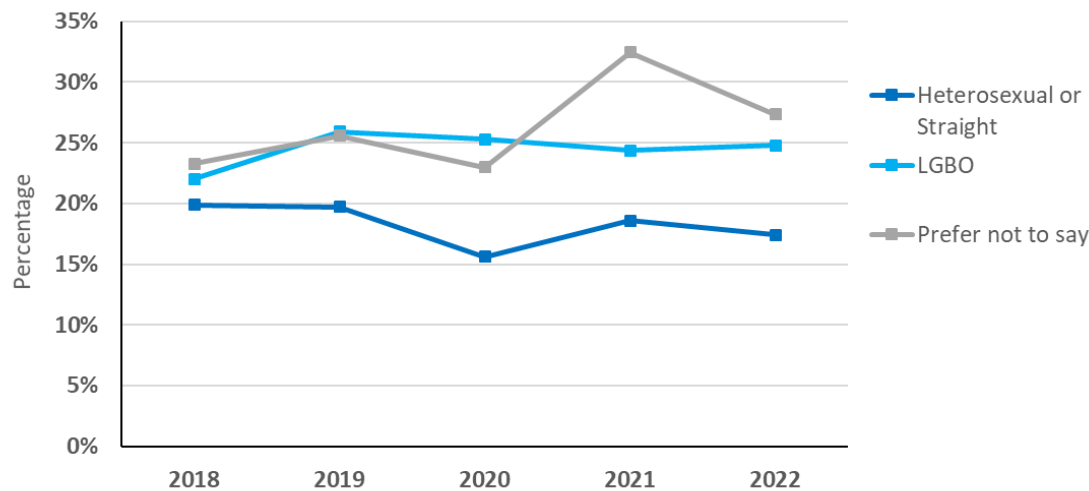


Source: NHS Staff Survey 2022

Indicator 4a: Bullying from public

- 24.8 per cent of LGBO staff experiencing harassment, bullying or abuse from patients, relatives or public in the last 12 months (Staff Survey 2022). This is 7.4 percentage points higher than for heterosexual or straight staff members. Over the last five years, LGBO staff have consistently received a higher level of harassment, bullying or abuse from patients or members of the public than heterosexual staff.

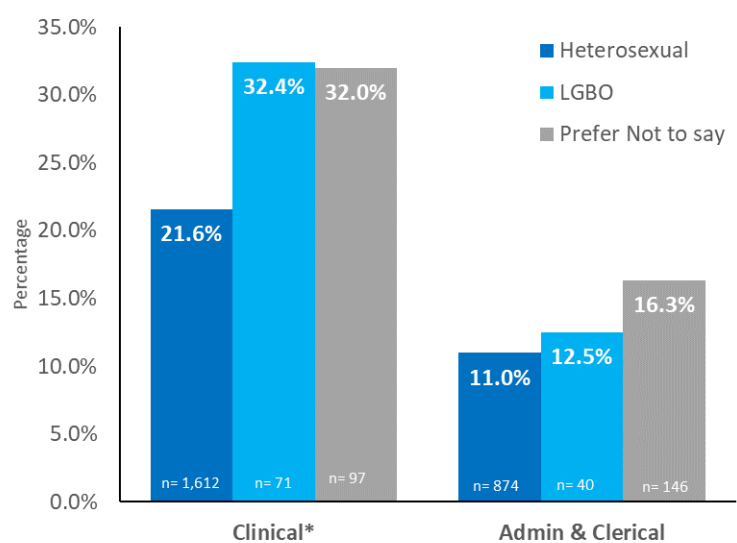
Figure 5. Percentage of staff experiencing harassment, bullying or abuse from patients, service users or members of the public in the last 12 months by sexual orientation



Source: NHS Staff Survey 2018 to 2022

- For clinical staff (defined as Nurses, AHP and Additional Clinical Services) the harassment, bullying or abuse from patients / service users is much higher than for the trust as a whole. 32.4 per cent of LGBO clinical staff have experienced harassment, bullying or abuse from patients compared to 21.6 per cent for heterosexual/straight clinical staff.

Figure 6. Percentage of staff experiencing harassment, bullying or abuse from patients, service users or members of the public in the last 12 months by sexual orientation, split by Clinical and Admin & Clerical staff

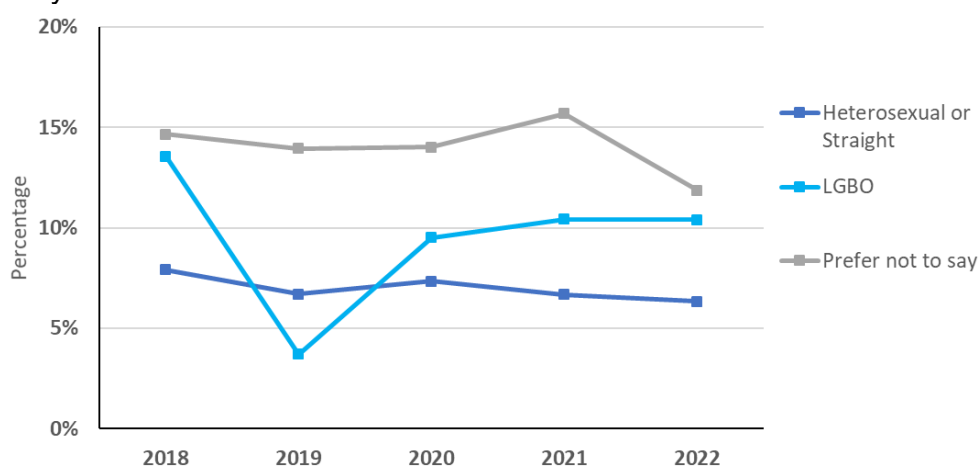


Source: NHS Staff Survey 2022

Indicator 4b: Bullying from managers

- 10.4 per cent of LGBO staff reported that they had experiencing harassment, bullying or abuse from managers (Staff survey 2022). This is the third consecutive year bullying from managers has been higher for LGBO staff than for heterosexual/straight staff. Harassment, bullying or abuse reported by LGBO staff is 4.1 percentage points higher than for heterosexual/straight staff.

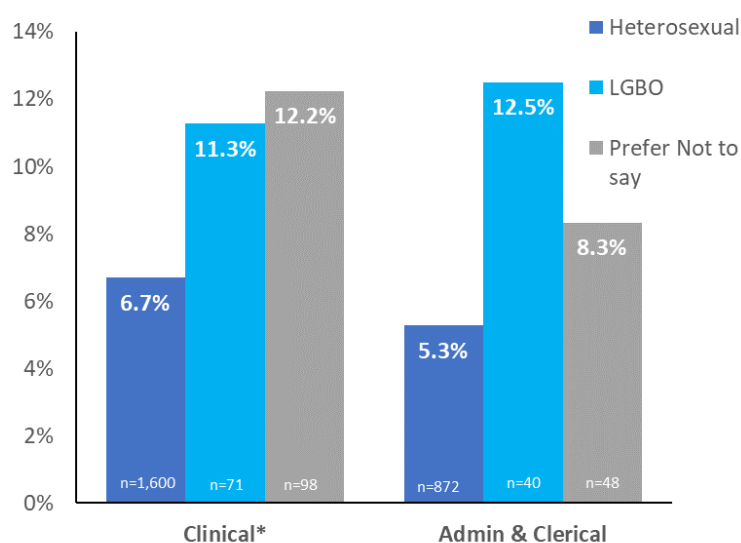
Figure 7. Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months by sexual orientation.



Source: NHS Staff Survey 2018 to 2022

- In both Clinical (defined as Nurses, AHP and Additional Clinical Services) and Admin & Clerical roles, LGBO staff reported much higher levels of harassment, bullying or abuse from their manager than their Heterosexual colleagues. In 2022, 11.3 per cent of clinical and 12.5 per cent of Admin & Clerical staff experienced harassment, bullying or abuse from their manager.

Figure 8. Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months by sexual orientation, split by Clinical and Admin & Clerical staff

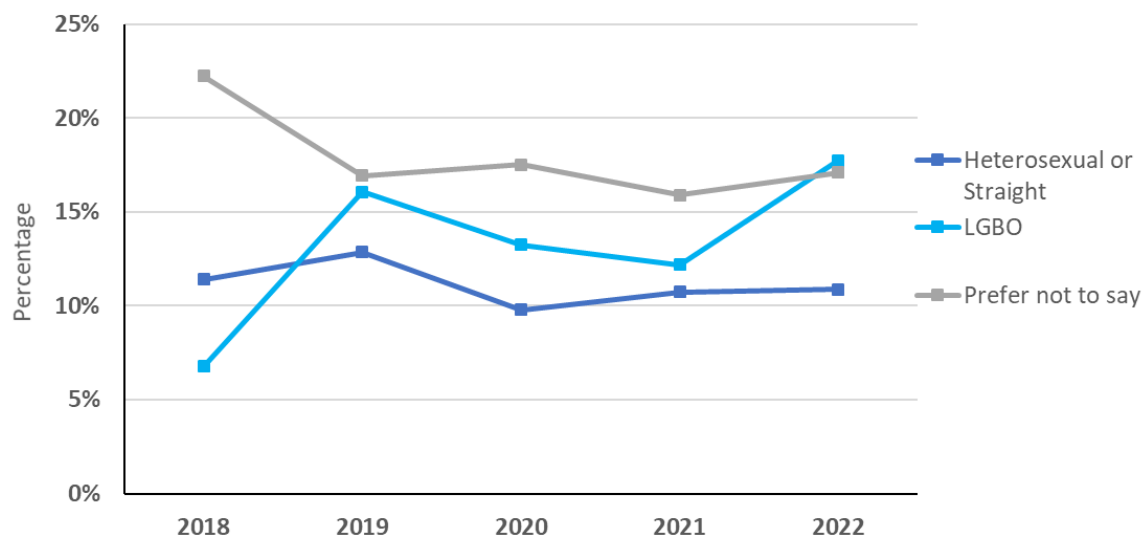


Source: NHS Staff Survey 2022

Indicator 4c: Bullying from other colleagues

- The percentage of LGBO staff experiencing harassment, bullying or abuse from other colleagues increased sharply in 2022 from 12.2 per cent (2021 staff survey) to 17.7 per cent (2022 staff survey). Harassment, bullying or abuse reported by LGBO staff is 6.9 percentage points higher than for heterosexual/straight staff.

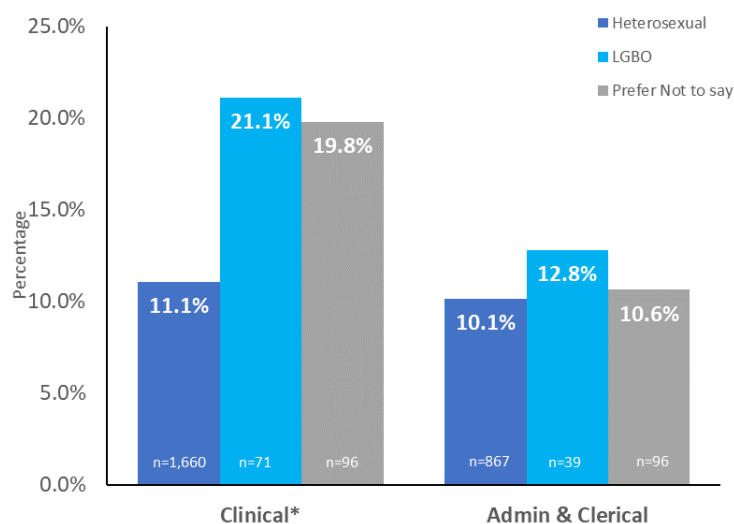
Figure 9. Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months by sexual orientation.



Source: NHS Staff Survey 2018 to 2022

- For clinical staff (defined as Nurses, AHP and Additional Clinical Services) the harassment, bullying or abuse from other colleagues is much higher than for the trust as a whole. 21.2 per cent of LGBO clinical staff have experienced harassment, bullying or abuse from other colleagues compared to 11.1 per cent for heterosexual/straight clinical staff

Figure 9. Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months by sexual orientation, split by Clinical and Admin & Clerical staff

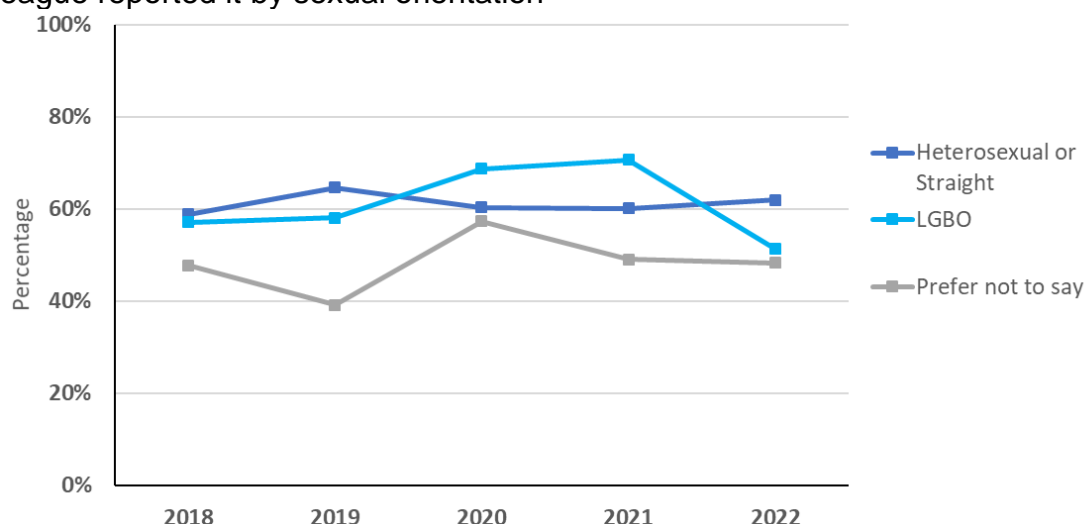


Source: NHS Staff Survey 2022

Indicator 4d: Reporting harassment, bullying or abuse

- The percentage of LGBO staff who experienced harassment, bullying or abuse and then went on to report it was 51.3 per cent in the Staff Survey 2022. This was based on 39 LGBO staff responses to this question. This is a decrease of 19.4 percentage points from the previous year. Work needs to continue to ensure that all colleague feel safe to speak up about harassment, bullying or abuse at work.

Figure 10. Percentage of colleagues experiencing harassment, bullying or abuse at work, they or a colleague reported it by sexual orientation

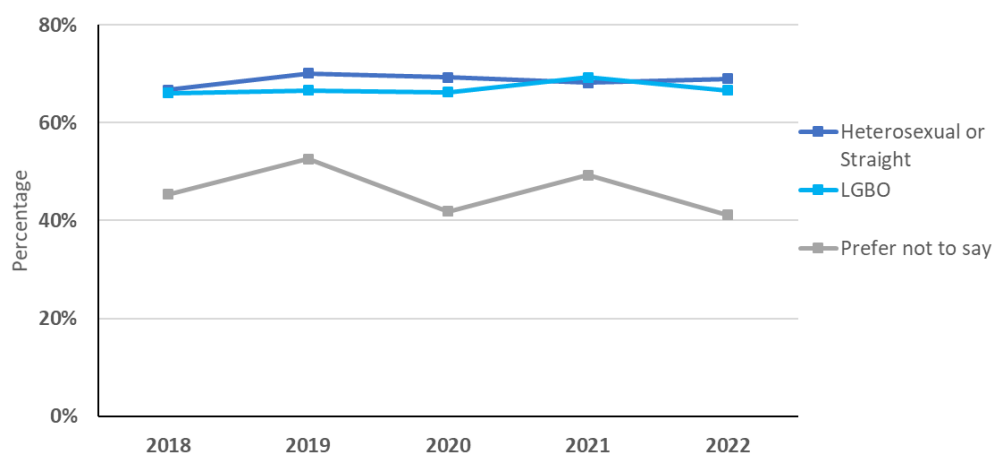


Source: NHS Staff Survey 2018 to 2022

Indicator 5: Career progression

- The percentage of LGBO who believe the trust provides equal opportunities for progression has decreased from 69.3 per cent (2021 staff survey) to 66.7 per cent (2022 staff survey). However, there is not a significant difference between the belief regarding career progression between LGBO and Heterosexual staff.

Figure 11. Percentage of staff believing that the organisation provides equal opportunities for career progression of promotion by sexual orientation.

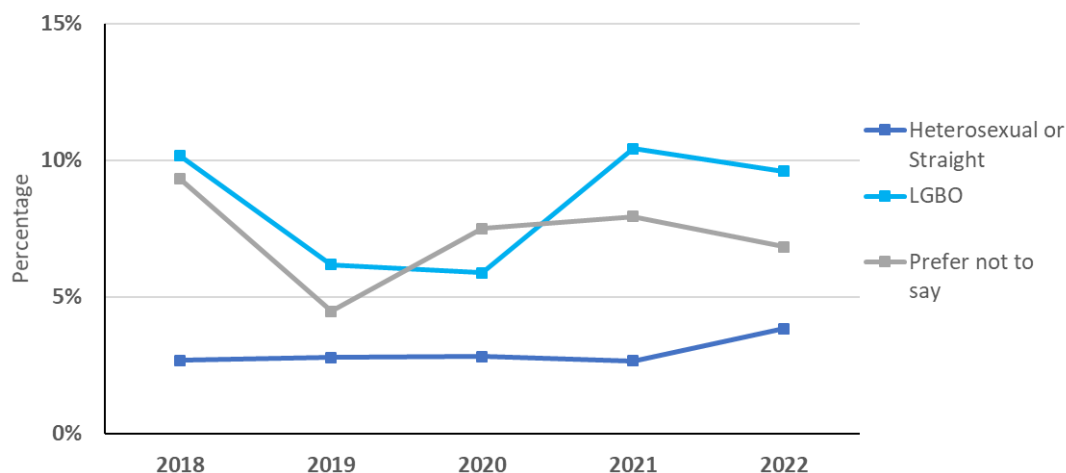


Source: NHS Staff Survey 2018 to 2022

Indicator 6a: Experiencing discrimination from public

- 9.6 per cent of LGBO staff indicated they had experienced discrimination at work from patients/service users, their relatives or other members of the public, compared to 3.8 per cent of heterosexual staff (Staff Survey 2022).

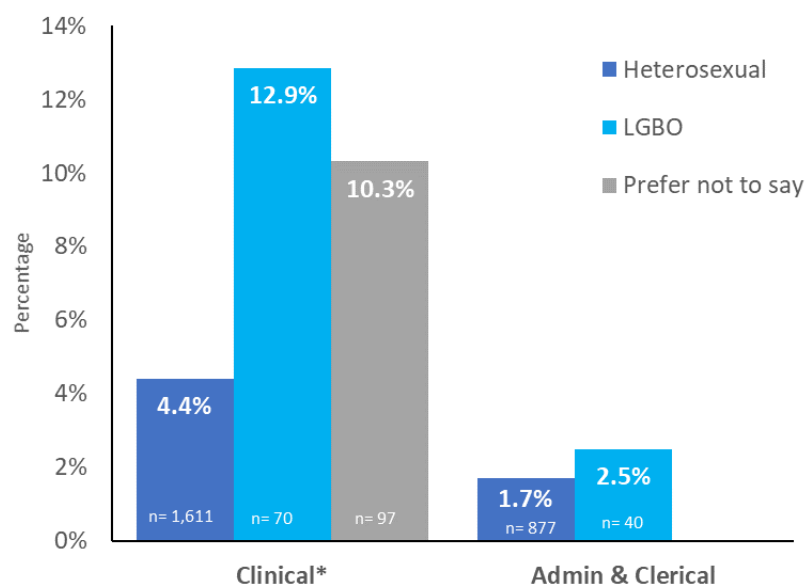
Figure 12. Percentage of staff experiencing discrimination at work from patient/service users, their relatives or other members of the public in the last 12 months.



NHS Staff Survey: 2018 to 2022

- Clinical staff (defined as Nurses, AHP and Additional Clinical Services) experience much higher levels of discrimination from patients/service users, relatives and members of the public. 12.9 per cent of LGBO clinical staff experienced discrimination from the public, compared to 4.4. per cent of their clinical heterosexual colleagues.

Figure 13. Percentage of staff experiencing discrimination at work from patient/service users, their relatives or other members of the public, split by Clinical and Admin & Clerical staff

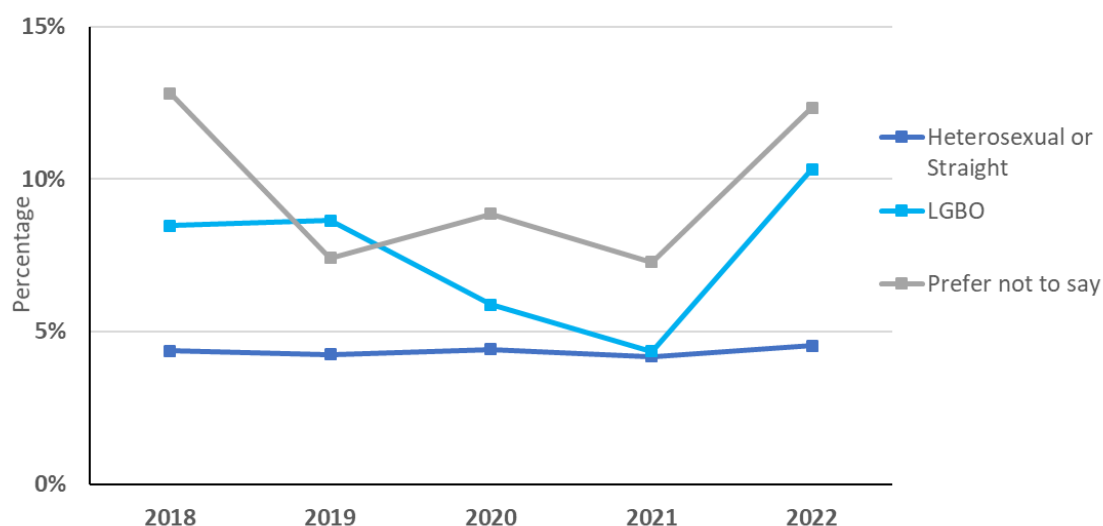


Source: NHS Staff Survey 2022

Indicator 6b: Experiencing discrimination from manager / team leader or other colleagues

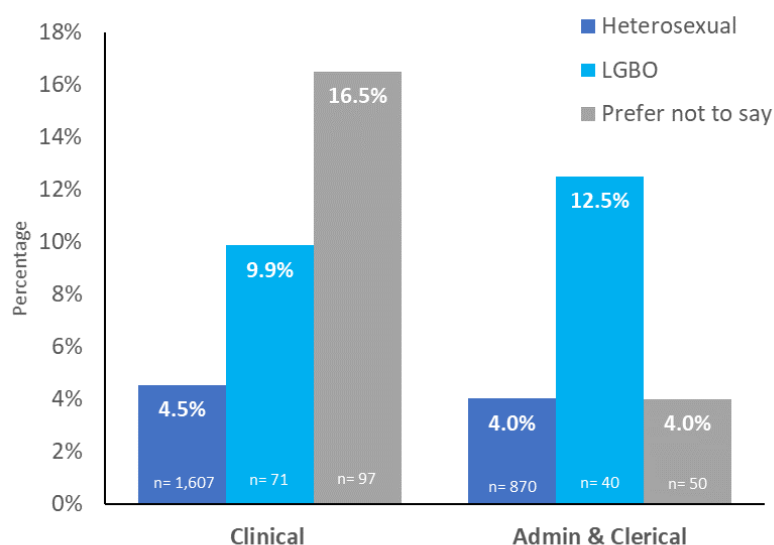
- In 2022, there was a sharp increase in LGBO staff experiencing discrimination from a manager / team leader or other colleagues. In 2022, 10.3 per cent of LGBO staff indicated they had been discriminated against by other staff compared to 4.3 per cent in 2021. The number of LGBO staff who responded to this question was 126.

Figure 14. Percentage of staff experiencing discrimination at work from a manager / team leader of other colleague in the last 12 months.



- In both clinical and admin & clerical staff, higher levels of discrimination from other staff members were experienced by LGBO staff. In clinical roles this was 9.9 per cent, and in admin and clerical roles 12.5 per cent of the staff survey respondents indicated they had experienced discrimination from other members of staff.

Figure 15. Percentage of staff experiencing discrimination at work from a manager / team leader of other colleague in the last 12 months, split by Clinical and Admin & Clerical staff

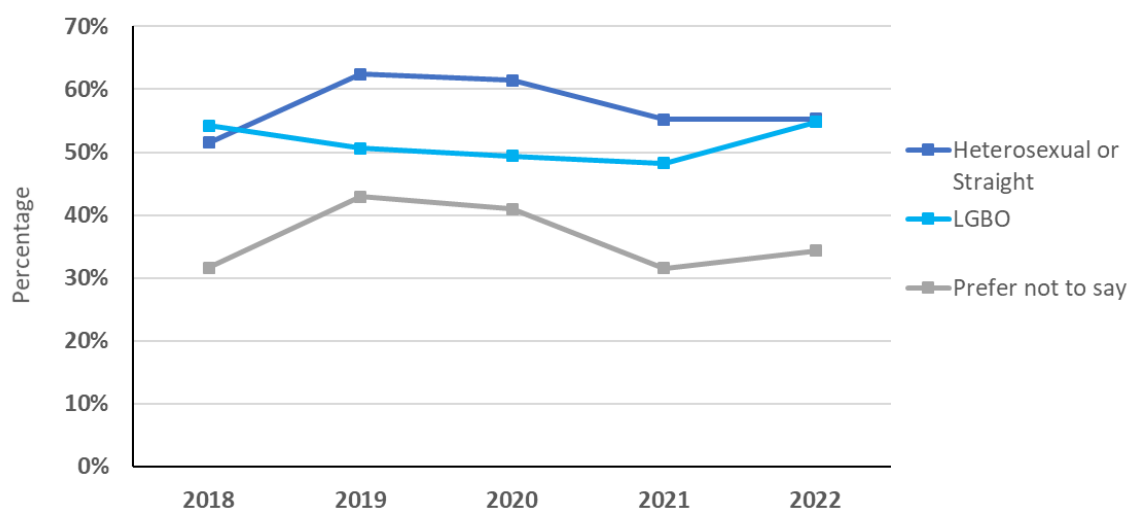


Source: NHS Staff Survey 2022

Indicator 7: Feeling valued

- 54.8 per cent of LGBO were satisfied or very satisfied with the extent to which the organisation valued their work (Staff Survey 2022). This is an increase of 6.5 percentage points from the previous year. In 2022, there was no difference between the responses from LGBO and heterosexual/straight staff around feeling valued by the trust.

Figure 10. Percentage of staff satisfied with the extent to which their organisation values their work.



Indicator 8: Staff engagement

- A Staff Engagement score is measured from a number of different questions within the staff survey relating to motivation, involvement and advocacy. The Staff Engagement score falls between 0 and 10, where the higher the score, the more engaged the workforce. The Staff Engagement score for LGBO staff increased to 7.2 in 2022, compared to 7.0 in 2021. However, this is still behind the staff engagement score for Heterosexual/straight staff

	2021	2022
Heterosexual or Straight	7.3	7.4
LGBO	7.0	7.2
Prefer not to say	6.4	6.2

Areas of success

- Declaration of sexual orientation within the trust HR systems has increased over the last five years from 80 per cent to 88.7 per cent. This is due to better processes within the trust to capture this information at point of recruitment
- LGBO staff are well represented in senior roles, both at bands 8a+ and on the trust board
- There is parity between the relative likelihood of appointment from shortlisting for LGBO and heterosexual applicants. This means that an LGBO individual being interviewed is as likely to get a job with the trust as a heterosexual interviewee
- There is no significant difference between LGBO and heterosexual staff regarding the belief that the trust acts fairly with regards to career progression and promotion, and also how valued staff feel by the trust.

Areas for improvement

- Harassment, bullying or abuse from the patients, service users and members of the public is very high for LGBO staff, with almost a quarter LGBO staff (24.9 per cent) responding that they had experienced this. This is even higher for clinical staff, where 32.4 per cent of clinical LGBO staff responded they had received harassment, bullying or abuse from patients/members of the public.
- Harassment, bullying and abuse from managers and other colleagues is higher for LGBO staff than for heterosexual staff.
- When harassment bullying or abuse occurs, LGBO staff are less likely to report it than Heterosexual staff. In 2022, only 53 per cent of the LGBO staff reported an incident of bullying or harassment
- The Staff Survey 2022 found that almost one in ten LGBO employees (9.6 per cent) were discriminated against at work by patients, service users and members of the public.
- The Staff Survey 2022 also found that over one in ten LGBO employees (10.4 per cent) were discriminated against at work by other members of staff.

Conclusion

Kent Community Health NHS Foundation Trust has an active LGBTQ+ Network whose overall aim is to help make sure all colleagues who identify as LGBTQ+ have a positive work experience. The LGBTQ+ network is currently working on the Rainbow Badge Accreditation Programme & LGBT Inclusion Framework, one of the outputs of which will be an action plan to support LGBTQ+ staff in the workplace. This will supplement the actions coming out of this Workforce Sexual Orientation Equality Standard report and both will feed into the trust's Nobody Left Behind action plan.

The report highlights the following areas for focus in the next 12 months, which will be discussed with the LGBTQ+ network to be included as part of their action planning:

- Targeted interventions are required to eradicate bullying by the public and other colleagues of both LGBTQ+ and Heterosexual colleagues
- Actions to reduce the number of LGBTQ+ colleagues experiencing discrimination need to be identified
- Safe spaces and processes need to be created and embedded so that LGBTQ+ staff feel safe to report all harassment, bullying and abuse