

Annual Equality & Diversity Report 2017-2018

Summary

The Trust has met all its statutory obligation requirements under the Equality Act (2010) in the year 2017-2018. The Trust has maintained a high standard in its sixth annual equality performance under the NHS Equality Delivery System 2. Its commitment to engagement and inclusion activities with its diverse communities and workforce, has contributed significantly to high ratings being attained from the EDS2 assessors who come from the full range of the protected characteristics and in being awarded *Disability Confident* level Two status in February 2018 and attaining the *Accessible Information Standard for Health and Social Care* in 2016.

The Trust was able to meet all key performance indicators outlined within the Quality Schedule from NHS West Cheshire Clinical Commissioning Group for year 2017-2018.

Background

Under section 149 of the Equality Act (2010), a public sector equality duty was created, which is a statutory obligation for all public authorities. This is defined in legislation as the **general duty** and all public authorities are adherent to the following obligations to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

The general duty is underpinned by a set of actions and assurances termed the **specific duties**. These serve as guidance on how the general duty can be met, through a range of actions and the provision of evidence in varied formats. The specific duties are to:

- Publish Information outlining how they will comply with the general duty by 31/1/2012 (Annually thereafter).
- Publish details on their workforce breakdown and the local population by various equality denominations e.g. age, race etc., by 31/1/2012 (Annually thereafter).
- Undertake a revised equality screening process to replace equality impact assessments called an *Equality Analysis*, in functions, services and policies.
- Formulate one objective for each protected characteristic, by 5th of April 2012.
- Publish an equality strategy by 5th April 2013.
- All information published on how they will meet the equality duty must be presented in such a manner that it is accessible to the public.

The equality report consists of the annual update on its equality objectives within the four year equality strategy (Appendix 1), the results of its sixth annual equality performance assessment under the NHS England Equality Delivery System 2 and an annual progress report on the Equality engagement strategy for 2017-2018.

Equality Delivery System 2 assessment 2017-2018:

Summary:

Achieving status across three EDS2 domains has been retained for a sixth successive year and *Excelling* in the remaining domain was retained for a successive year 2017-2018. (Appendix 2) In many of the 18 EDS2 individual outcomes, stakeholder assessors have noted improvements and a solid commitment to work in collaboration with 3rd sector agencies. Inclusion and engagement activity in contributing to their assessment has been acknowledged.

Background:

All the EDS2 assessment phases for 2017-2018 are complete. The high standards recorded in the 2016-2017 assessment have been retained with four EDS 2 outcomes remaining at *excelling* status. EDS2 assessors have commented on improvements they have seen in many of the 18 outcomes, in particular around Patient Safety 1.4, with one of the two assessing bodies rating this as *excelling*.

The EDS2 grading results have been submitted to Health Watch Cheshire West and Chester, who attended and monitored an EDS2 assessment session by Carers and Disability stakeholders and agencies on 31st January 2018. *Achieving* status across three EDS2 goals has been retained with the final goal for Leadership retaining *excelling* status. 9 out of 9 patient and care related outcomes received an *achieving* rating. 5 out of 9 workforce and leadership outcomes were rated at *achieving* status with 4 being awarded *excelling status*.

Assessment Process:

The following stakeholders representing the full corpus of the nine protected characteristics have undertaken the role of EDS2 assessors for 2017-2018 on the following dates:

EDS2 phase:	Assessors:
24/01/2018	West Chester Access Group (WCAG), DIAL House West, Chester and District Federation for the Blind, Carers, Patient Representatives with a disability.
31/01/2018	Mulberry Carers, Flintshire Access Forum, Older People's Network, CWP, West Chester Access Group (WCAG). (This session was monitored by Health Watch)
01/02/2018	TransForum, Unique TG, Encompass LGBT. LGB employees.
09/02/2018	Countess staff Equality Local Champions (ELCs)
09/02/2018	Hospital Volunteers
26/01-19/02/2018	Council of Governors
20/02/2018	Irish Community Care (ICC)

Grades submission date to Health Watch – 28th February 2018

Equality Engagement Strategy 2017-2018:

The EDS2 assessment by third sector organisations and other protected groups based much of their assessment grades on the equality performance of the Countess (CoCH) on evidence of how the Trust includes and collaborates with stakeholder groups in how it reviews and plans its policies, functions and services.

For over six years, CoCH has developed and built upon its equality governance framework, which includes patients and 3rd sector organisations, from across the full range of protected characteristics. Inclusion and engagement activities with protected groups e.g. disabled people is a key element to equality governance. This is supported by the Trust Equality Diversity and Human Rights Strategy Group and the equality sub groups that report into it.

The engagement plan for 2017-2018 had the following objectives:

- Engage with protected groups, in particular, those who are seldom heard or engage with services
- Recruit a wider stakeholder membership and sustain active participation in the Trust equality groups
- Facilitate the involvement of protected groups who are already established within the equality governance framework, to shape progress and equality objectives, including the establishment of Chairperson roles from external stakeholder groups
- Continue to collaborate with the multi-agency CWaC steering group, to set out joint engagement activities including a programme of predetermined health and wellbeing forums across the protected Characteristics

Outcomes of the EDS and engagement strategy 2017-2018

Objectives	Outcomes
Engage with protected groups, in particular, those who are seldom heard or engage with services	<p>Attended Encompass LGBT North Wales meetings to engage with people identifying as LGBT. Collaborated on Chester Pride (19/8/2017). Multi Faith event (16/11/2017). Engaged with Carers via Quarterly Age Equality & Adult Safeguarding and Disability Equality Groups. Established improved BSL access with Deafness Support Network (DSN). West Cheshire Poverty Truth Commission and Mental Health Service Users focus groups.</p>
Recruit a wider stakeholder membership and sustain active participation in the Trust equality groups	<p>External and internal stakeholder membership across all four equality sub groups to the Trust strategy group has been sustained with new members joining:</p> <ul style="list-style-type: none"> • Culture, Faith & Belief • Gender & Sexuality • Disability equality • Age equality & Adult safeguarding • Equality Local Champions

<p>Facilitate the involvement of protected groups who are already established within the equality governance framework, to shape progress and equality objectives, including the establishment of Chairperson roles from external stakeholder groups</p>	<p>All four equality sub groups have members from 3rd sector organisations representing the protected characteristics along with Patient representatives and Carers to work on equality governance. Gender & Sexuality Equality Group has two joint external Chair persons from TransForum and Unique Transgender. Disability Equality Group has two joint external Chair persons from Deafness Support Network and Flintshire Disability Forum (FDF).</p>
<p>Continue to collaborate with the multi-agency CWaC steering group, to set out joint engagement activities including a programme of predetermined health and wellbeing forums across the protected Characteristics</p>	<p>A multi-agency Health and Wellbeing time table was formulated in April 2017; <i>Engagement:</i> 19/8/2017 - Chester Pride 6/9/2017 - LGBT, Encompass 7/10/2017 - BME event Unity Centre WC Poverty Truth Commission – 19/4, 14/6, 6,9 and 22/11/2017 Mental Health PTC Groups – 10/5, 7/6/, 10,7 and 19/9/2017 Carers Forum – 17/5/2017 Other engagement activities : Quarterly Maternity Liaison Forums</p>

As a consequence of its inclusion and engagement activity (Appendix 3), the Trust works closely with the following organisations with regard to a range of actions, functions and resources:

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| Alzheimer’s Society | Macmillan |
| Body Positive Cheshire & North Wales | Age UK |
| DIAL House West Chester | TransForum |
| West Cheshire Action Group (WCAG) | Unique Transgender |
| Irish Community Care | Deafness Support Network (DSN) |
| Encompass LGBT | CHAPTER (Chester) |
| Chester Warrington and Halton Race and Equalities Centre (CHAWREC) | |
| Chester and District Federation for the Blind | Lions Pride Chester |

The Trust will continue with its engagement and collaboration with stakeholder groups representing the protected characteristics and will co-facilitate multi-agency health and wellbeing forums as part of this programme, in 2018 to 2019 and beyond.

Joe O’Grady
 E&D Manager
 5th March 2018

Appendix 1

Equality Strategy 2017- 2021: Annual update (2017-2018)

Equality Objective	Actions to be undertaken	Protected Characteristics:	Progress:	BRAG status
<p>1 Patient experience and satisfaction with accessibility and service provision follow national guidance with regard to all the protected characteristics</p>	<p>Review, develop and monitor Patient experience interfaces and consultation forums to ensure inclusive and comprehensive systems are in place to capture the voice and experience of all Patients and Carers, from across the full range of the Protected Characteristics</p>	<p>Age Disability Gender reassignment Maternity and Pregnancy Race Religion or Belief Sex Sexual Orientation Civil Partnership & Marriage</p>	<p>Patient experience Operational Group work streams and Carer Strategy review on:</p> <ul style="list-style-type: none"> ▪ FFT – Reasonable Adjustments ▪ Picker surveys ▪ Equality Reports - Culture Faith & Belief Group ▪ Patient Stories in Equality Sub Groups ▪ Carers Feedback Forms for Reasonable Adjustments <p>Patient and Carer embedded representatives in all equality sub groups</p>	<p>G</p>
	<p>Ensure participation in annual Health and Wellbeing Forums, events and promotions of protected groups in internal and external engagement activities</p>		<p>19/8/2017 - Chester Pride 6/9/2017 - LGBT, Encompass 7/10/2017 - BME event Unity Centre WC Poverty Truth Commission – 19/4, 14/6, 6,9 and 22/11/2017 Mental Health PTC Groups – 10/5, 7/6/, 10,7 and 19/9/2017 Carers Forum – 17/5/2017 Quarterly Maternity Liaison Forums</p>	

Equality Objective	Actions to be undertaken	Protected Characteristics:	Progress:	BRAG status
<p>2) Services, information and resources can be accessed by everyone</p>	<p>Review current policies and provision agreements with regard to all forms of interpreting and translation services.</p>	<p>Age Disability Race Religion or Belief Maternity and Pregnancy</p>	<p>Bi-annual analysis of interpretation and translation provision and comparison to local and patient demographics was undertaken and reported to Commissioners as part of the Quality Schedule requirements from local Commissioners</p>	<p>G</p>
	<p>Work equality stakeholders, equality governance sub groups and external disability organisations, to assess and monitor that the Trust meets all requirements of the Accessible Information Standard for Health and Social Care (2015).</p>		<p>Meeting with and monitoring the <i>Accessible Information Standard for Health and Social Care</i> and providing updates to Equality Subgroups Disability Equality Group works with Outpatient and Access Managers on Hospital appointments and employs 'Mystery shopper' reports on patient with sensory impairment experiences of appointments and correspondence. Improved Reasonable adjustments and flagging system was employed this year for Patients who have a learning disability. It was ratified in partnership with patients, Carers, CWaC Learning Disabilities Partnership Board and CWP NHS FT.</p>	<p>G</p>

Equality Objective	Actions to be undertaken	Protected Characteristics:	Progress:	BRAG status
<p>3) Increase the awareness and competency of all staff in assessing and endeavouring to meet the diverse and individualised needs of people from across the protected characteristics</p>	<p>Review Equality & Human rights training resources and monitor adherence in meeting mandatory training standards</p>	<p>Age Disability Gender reassignment Maternity and Pregnancy Race Religion or Belief Sex Sexual Orientation</p>	<p>E&D adherence has maintained at a constant level through 2017 to 2018 and has seen an increased uptake in varied E&D training options. Paper based learning and bespoke face to face training has significantly increased E&D adherence in many departments.</p>	<p>G</p>
	<p>Deliver bespoke awareness-raising sessions in partnership with 3rd sector organisations to improve staff skill sets and knowledge base</p>		<p>Dementia Awareness and Trans* awareness sessions have been delivered to staff and Volunteers, facilitated in partnership with 3rd sector agencies.</p>	<p>G</p>
<p>3) Increase the awareness and competency of all staff in assessing and endeavouring to meet the diverse and individualised needs of people from across the protected characteristics</p>	<p>Undertake mystery shopper and affiliated approaches in partnership with patients and 3rd sector agencies from across the range of the protected characteristics and work with internal equality sub groups, in order to share learning and good practice</p>	<p>Age Disability Gender reassignment Maternity and Pregnancy Race Religion or Belief Sex Sexual Orientation</p>	<p>Mystery Shopper audits have been undertaken by patient and carers from the Equality sub groups. These have covered both Outpatient and Inpatient areas. The patients have reported to the sub groups and some have informed the patient story DVD archive. Areas included – Outpatients, Therapies, Audiology, Medical ward, Stroke Unit and A&E department.</p>	<p>G</p>

Equality Objective	Actions to be undertaken	Protected Characteristics:	Progress:	BRAG status
<p>3) Increase the awareness and competency of all staff in assessing and endeavouring to meet the diverse and individualised needs of people from across the protected characteristics</p>	<p>Monitor and review Reasonable Adjustment flagging and support systems, to facilitate access to services and improve resources for people who lack capacity or who have a learning disability.</p>	<p>Age Disability Gender reassignment Maternity and Pregnancy Race Religion or Belief Sex Sexual Orientation</p>	<p>Ongoing consultation and equality analysis with stakeholders and partner agencies for services has continued. Health Passport This Is Met and updated RAs developed in partnership with Mulberry Carers, CWP and Age equality & Adult Safeguarding group have been monitored. Audits of Carer feedback undertaken as per Safeguarding. Reasonable Adjustments for Patients and Carers (Learning Disability/Dementia) Standard Operating Procedure. Updated Links with CWP Health Facilitator. Dementia Liaison Service review and expanded service provision at Ellesmere Port Hospital</p>	<p>G</p>
Equality Objective	Actions to be undertaken	Protected Characteristics:	Progress:	BRAG status
<p>4) Assessment of equality performance is undertaken by internal and external stakeholders from across the protected groups</p>	<p>Ensure all protected groups are involved with all processes and developments leading to their participation in the assessment of Trust performance under the Equality Delivery System 2 and any other equality performance assessments.</p>	<p>Age Disability Gender reassignment Maternity and Pregnancy Race Religion or Belief Sex Sexual Orientation</p>	<p>EDS2 assessment Programme completed: 24/01/2018 Disabilities / Carers. 31/01/2018 Age / Disabilities / Carers 01/02/2018 LGB / Gender / Trans* 09/02/2018 Equality Local Champions (ELCs) 09/02/2018 Carers / Disabilities / Volunteers 26/1-19/2/2018 Council of Governors assessment phase 20/02/2018 Race / (ICC) Submission to Health Watch - 5th March 2018</p>	<p>G</p>

Equality Objective	Actions to be undertaken	Protected Characteristics:	Progress:	BRAG status
<p>4) Assessment of equality performance is undertaken by internal and external stakeholders from across the protected groups</p>	<p>Merseyside and Cheshire Navajo LGBTI Chartermark accreditation of services, functions and policies in relation to Patients, Carers and Employees who identify as Lesbian, Gay, Bisexual and Trans and Intersex (LGBTI) is maintained and developed, along with training and engagement activities.</p>	<p>Gender reassignment Maternity and Pregnancy Sexual Orientation Civil Partnership & Marriage</p>	<p>Navajo Assessment phase successfully completed following involvement from staff and patient representatives from the Gender & Sexuality Equality sub group.</p> <p>Navajo Charter Mark attained May 2017.</p> <p>Charter mark accreditation is for period 2017 - 2019.</p>	<p>G</p>
<p>4) Assessment of equality performance is undertaken by internal and external stakeholders from across the protected groups</p>	<p>Work with relevant governance and quality practitioners to ensure the introduction of the NHS England Sexual Orientation Monitoring Standards (SOM) for Patients (2017) is phased in via an action plan and supportive training methodology. To be monitored by the Gender and Sexuality Equality Group and LGBTI stakeholders.</p>	<p>Gender reassignment Maternity and Pregnancy Sexual Orientation Civil Partnership & Marriage</p>	<p>NHS England Sexual Orientation Monitoring Standards (SOM) for Patients (2017) action plan and steering committee initiated:</p> <ul style="list-style-type: none"> ▪ Project management team established ▪ Presentations to Nursing & Midwifery Board, Gender & Sexuality Groups and all equality groups undertaken ▪ IM&T programme and Meditech links formulated ▪ Pilot sites identified and developed ▪ Training resources developed ▪ Launch date identified for April 2018 	

Equality Objective	Actions to be undertaken	Protected Characteristics:	Progress:	BRAG status
5) Advance equality of opportunity for people who have a disability	Liaise with Multi-agency partners in education and the 3 rd sector to formulate varied training and development options to provide educational, voluntary and employment placements for people who have a disability.	Disability Sex Age	<p>Learning and development options developed in partnership with CHAPTER (Cheshire West).</p> <p>Reasonable adjustments in place to support learning and development.</p> <p>Widening Participation Programme facilitating supported work placements in Facilities Division.</p>	G
5) Advance equality of opportunity for people who have a disability	Work with Disability stakeholders and agencies in meeting the requirements to retain the Disability Confident Employer Status accreditation.	Disability Sex Age	<p><i>Disability Confident</i> level two status attained for 2018-2020, following collaboration.</p> <p>Staff Disability Forums facilitated in partnership with West Cheshire Action Group / RNIB in May and December 2017.</p> <p>Workforce Disability Equality Standard Pilot Site under NHS Employers Partners Alumni Diversity & Inclusion Programme.</p> <p>Disabled Volunteers involved in EDS2 training and subsequent assessment on 9/2/2018.</p>	G

Appendix 2

Equality Delivery System 2 (EDS2) grading results 2017-2018

Equality Delivery System 2 Goal	Final goal grade:	Submitted:
1. - 'Better health outcomes for all'	Achieving	5/3/2018 (Health Watch)
Individual Outcome grades for Goal 1:		Grade
EDS2 Outcome 1.1 "Services are commissioned, designed and procured to meet the health needs of local communities, promote well-being, and reduce health inequalities"	Achieving	
EDS2 Outcome 1.2 "Individual patients" health needs are assessed, and resulting services provided, in appropriate and effective ways"	Achieving	
EDS2 Outcome 1.3 "Changes across services for individual patients are discussed with them, and transitions are made smoothly"	Achieving	
EDS2 Outcome 1.4 "The safety of patients is prioritised and assured. In particular, patients are free from abuse, harassment, bullying, violence from other patients and staff, with redress being open and fair to all"	Achieving	
EDS2 Outcome 1.5 "Public health, vaccination and screening programmes reach and benefit all local communities and groups"	Achieving	

Equality Delivery System 2 Goal	Final goal grade:	Submitted:
2. 'Improved patient access and experience'	Achieving	5/3/2018 (Health Watch)
Individual Outcome grades for Goal 2:		Grade
EDS2 Outcome 2.1 "Patients, carers and communities can readily access services, and should not be denied access on unreasonable grounds"	Achieving	
EDS2 Outcome 2.2 "Patients are informed and supported to be as involved as they wish to be in their diagnosis and decisions about their care, and to exercise choice about treatments and places of treatment"	Achieving	
EDS2 Outcome 2.3 "Patients and carers report positive experiences of their treatment and care outcomes and of being listened to and respected and of how their privacy and dignity is prioritised"	Achieving	
EDS2 Outcome 2.4 "Patients" and carers" complaints about services, and subsequent claims for redress, should be handled respectfully and efficiently"	Achieving	

Equality Delivery System 2 Goal	Final goal grade:	Submitted:
3. 'Empowered, engaged and well-supported staff'	Achieving	5/3/2018 (Health Watch)
Individual Outcome grades for Goal 3:		Grade
EDS2 Outcome 3.1 "Recruitment and selection processes are fair, inclusive and transparent so that the workforce becomes as diverse as it can be within all occupations and grades"	Achieving	
EDS2 Outcome 3.2 "Levels of pay and related terms and conditions are fairly determined for all posts, with staff doing equal work and work rated as of equal value being entitled to equal pay"	Achieving	
EDS2 Outcome 3.3 "Through support, training, personal development and performance appraisal, staff are confident and competent to do their work, so that services are commissioned or provided appropriately"	Achieving	
EDS2 Outcome 3.4 "Staff are free from abuse, harassment, bullying, violence from both patients and their relatives and colleagues, with redress being open and fair to all"	Achieving	
EDS2 Outcome 3.5 "Flexible working options are made available to all staff, consistent with the needs of the service, and the way people lead their lives"	Achieving	
EDS2 Outcome 3.6 "Staff report positive experiences of their membership of the workforce"	Excelling	

Equality Delivery System 2 Goal	Final goal grade:	Submitted:
4. 'Inclusive leadership at all levels'	Excelling	5/3/2018 (Health Watch)
Individual Outcome grades for Goal 4:		Grade
EDS2 Outcome 4.1 "Boards and senior leaders conduct and plan their business so that equality is advanced, and good relations fostered, within their organisations and beyond"	Excelling	
EDS2 Outcome 4.2 "Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are to be managed"	Excelling	
EDS2 Outcome 4.3 "Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination"	Excelling	

Recorded dates of Stakeholder EDS2 grading sessions:

24/01/2018	West Chester Access Group (WCAG), DIAL House West, Chester and District Federation for the Blind, Carers, Patient Representatives with a disability.
31/01/2018 (1)	Mulberry Carers, Flintshire Access Forum, Older People's Network, CWP, West Chester Access Group (WCAG).
01/02/2018	TransForum, Unique TG, Encompass LGBT, LGB employees.
09/02/2018	Countess staff Equality Local Champions (ELCs)
09/02/2018	Hospital Volunteers
26/1-19/2/2018	Council of Governors assessment phase
20/02/2018	Irish Community Care (ICC)
5 th March 2018	Grades submission date to Health Watch

(1) EDS2 assessment session monitored by Health Watch

Appendix 3

Engagement records 1st April 2017 to 31st March 2018

Engagement activities:

Chester Pride (LGBT)
Chester
(19/8/2017)

BME event
Unity Centre
CHAWREC
Chester
(7/10/2017)

West Chester Poverty Truth Commission
19/4/2017
14/6/2017
06/9/2017
22/11/2017

Bespoke Health & Wellbeing Forums:

LGBT – Encompass LGBT
Connah's Quay
North Wales
(6/9/2017)

Mental Health Focus Groups (PTC)
10/5/2017
07/6/2017
10/7/2017
19/9/2017

Countess Equality Stakeholder Group meetings:

Disabilities:

3/5/2017	12/7/2017	25/10/2017	24/01/2018
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LGBT:

9/6/2017	24/8/2017	7/11/2017	1/2/2018
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Black and Minority Ethnic (BME) communities and Religion or Belief:

12/5/2017	1/8/2017	10/11/2017	16/2/2018
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Age, Vulnerable Adults, Dementia and Learning Disabilities:

5/6/2017 29/8/2017 29/11/2017 31/1/2018

Staff Equality Local Champions:

9/2/2018

Staff Disability Forums:

22/5/2017 07/12/2017

LGBT - Encompass LGBT, Connah's Quay, North Wales:

5/4/2017 3/5/2017 6/9/2017

Equality Delivery System 2 stakeholder assessment programme (1):

24/01/2018	West Chester Access Group (WCAG), DIAL House West, Chester and District Federation for the Blind, Carers, Patient Representatives with a disability.
31/01/2018 (2)	Mulberry Carers, Flintshire Access Forum, Older People's Network, CWP, West Chester Access Group (WCAG). (This session was monitored by Health Watch)
01/02/2018	TransForum, Unique TG, Encompass LGBT, LGB employees.
09/02/2018	Countess staff Equality Local Champions (ELCs).
09/02/2018	Hospital Volunteers.
26/1-19/2/2018	Council of Governors assessment phase.
20/02/2018	Irish Community Care (ICC).
05/03/2018	Grades submission date to Health Watch.

(1) Doesn't include preparatory meetings / training relating to the EDS2 grading sessions

(2) EDS2 assessment session monitored by Health Watch