Equality, Diversity and Inclusion Steering Group

Paper No:	
Title of paper: EDI annual update report	
Purpose: For information prior to submitting to CCG as Quality Contract Evidence	
Summary:	
Corporate objectives met or risks addressed:	
Financial implications: None as a direct result of this paper	
Stakeholders: Patients, staff, commissioners and other stakeholders	
Recommendation(s): For assurance	
Presenting officer: Cheryl Farmer, Patient Inclusion and Experience Lead	
Date of meeting: 17th July, 2019	

Workforce Equality, Diversity & Inclusion Update 2019

The Workforce Equality, Diversity & Inclusion Strategy and 3 year Programme Plan was approved at Workforce Council in July 2018 on behalf of the Quality Committee.

It is supported by a 3 year Programme Action Plan that incorporates in one place, all the actions that the Trust has committed to such as in the:

•   Equality Delivery System 2 (EDS2),
•   Workforce Race Equality Standard (WRES),
•   the forthcoming Workforce Disability Equality Standard (WDES),
•   Gender Pay Gap

Good progress is being made against the ambitious programme of work which will be taken forward further by the newly appointed Workforce EDI Lead, Victoria Reynolds who commenced in May 2019.

Workforce EDI
Strategy 2018-2021 F

Following government consultation, it became mandatory on 31 March 2017 for public sector organisations with over 250 employees to report annually on their gender pay gap (GPG). Mandatory GPG reporting was introduced in 2018 for organisations with 250 or more employees. The new reporting requirements for public bodies are set out in the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017. The Trust published its second report inline with requirements and including Lead Employer.

Gender Pay Gap Report – Trust

TRUST - GENDER
PAY GAP.pdf

Gender Pay Gap Report – Lead Employer

LEAD EMPLOYER -
GENDER PAY GAP.pdf

The Trust, as a public authority, is subject to the Public Sector equality duty (PSED). The PSED is comprised of two elements, the general duties and the specific duties. One of the specific duties is the requirement to publish Equality Information.

Recruitment ED
Profile Jan 18 - Dec 1

StHK EDI Workforce
Profile Information Ja

Patient Equality, Diversity and Inclusion Report 2018/19

Statutory patient profile report

This report looks at the demographics of the patients who accessed the services the Trust provided during the 12-month period from 1st December 2017 to 30th November 2018. It provides information on the demographics of the Trust's local populations and compares this to the demographics of the patients accessing the Trust's services. The report looks at both inpatient admissions and outpatient attendances throughout this 12 month period.

final Annual Patient Profile Report Jan 19.

Compared to the previous report, this report shows that there has been an increase in inpatient episodes (approx. 5,000 episodes) with a decrease in outpatient attendances of approximately 5,000.

This data in this report is broadly similar to that seen in the previous (2016-17) report, with no one set of recorded data standing out as significantly different from previous reports.

The one area of concern is the lack of data collected or recorded relating to ethnicity and religion or belief from both inpatients and outpatients, which has increased this year. The reason for this has been reviewed, with actions identified to address the lack of data and improve data collection moving forward.

Use of interpreting services annual report

This report provides an update on the use of interpreting services (foreign language and British Sign Language face to face and telephone interpreters) for the 12 month period from 1st November 2017 to 31st October 2018 (October 18 being the latest billing information available at the time of writing).

Foreign language interpreting services, both face to face and telephone services are provided by Prestige Network (based in Berkshire) who can also translate written materials upon request, with the option to reproduce written information in Braille if required. The Trust currently uses Bradbury Fields in Liverpool for all translations into Braille.

British Sign Language interpreters are provided by St Helens Deafness Resource Centre.

Full report interpreting services a

The next steps for the Trust regarding interpreting services are:

- Continue to robustly manage current contract with Prestige Network to ensure that improvements to the service they provide continue and are maintained.
- Complete the tender process for new provider of foreign language interpreting services
- Explore the use of secure virtual/video interpreting services to help support patients and staff needing access to interpreting services in an emergency or at short notice or for use when a face to face interpreter is not required.
- Promote the use of telephone interpreting services where appropriate

- Continue working with the Deafness Resource Centre to actively progress the d/Deafness action plan to ensure that the communication needs of hearing impaired patients are supported
- Review of appointment booking systems to ensure that they are accessible to d/Deaf patients
- Explore the use of visual displays in waiting areas to allow d/Deaf patients to 'see' when they are being called by staff for their appointments

Quality Standards for the provision of Interpreting Services

The Trusts Patient Inclusion and Experience Lead jointly led on a regional collaborative project, working with local CCG's and several other Trusts to develop a set of quality standards which outline the standards required of both providers of interpreting services and those procuring interpreting services.

These standards are currently being reviewed by community groups across the region prior to being finalised and included in all Trusts contracts with providers of interpreting services.

EDS2 assessment panel 2019 (Goals 1 and 2)

An EDS2 assessment panel held in February 2019 with members of local Healthwatch teams, representatives of the Trusts senior nursing team, patient experience team and Merseyside CCG's Equality and Inclusion Service. The aim of this panel/assessment was to review the Trusts EDS2 grades, and inform the statutory Equality Objectives and associated action plan the Trust has to produce and progress in order to meet its Public Sector Equality Duties.

Paper to execs below showing progress and current grades/action plan

190509 - Executive
Committee - EDS2 Ob:

The link to the Trusts latest EDS2 summary report is below:

http://www.sthk.nhs.uk/about/Documents/Equality%2c%20Diversity%20and%20Inclusion/EDS2%20summary%20report%20April%202019.pdf

Trusts Equality Objectives 2019/23

During the EDS2 assessment panel discussion was held regarding health inequalities relevant to the patients in the areas the Trust provides services to and a set of equality objectives were developed to help address some of the issues identified for patients, relatives and visitors to the Trust along with 3 workforce related objectives.

Equality Objectives 2019/23:

1. **To improve access and outcomes for patients and communities who experience disadvantage**

2. **To improve our equality performance by collaboration and partnership working**

3. **To engage and consult with all our local communities, and to raise awareness of health inequalities both within our workforce and in our local communities.**

4. **To take steps to ensure that our workforce is broadly representative of the communities we serve at all levels**

5. **Improve the wellbeing of staff employed in the Trust**

6. **Improve the experiences of Black and Minority Ethnic staff employed in the Trust**

Equality Objective action plan 2019/23

equality objectives
plus action plan to upl

Hate crime reporting system

In February 2019, in partnership with Merseyside Police we launched our online hate crime reporting system, both on the Trusts website for patients and people in the local communities to report either hate crime or hate crime related incidents directly to the Hate Crime Officer in Merseyside Police, and also a portal on the staff intranet site for staff to report hate crime events/incidents. Link to online portal below:

http://www.sthk.nhs.uk/about/hate-crime

Navajo Chartermark

In February 2019 the Trust were successful in retaining the Navajo Chartermark following assessment by 4 Navajo assessors. The Patient Inclusion and Experience lead was assessed on the work done during the past two years and during the assessment the assessors spoke to the Chief Executive, HR Director/Deputy CEO, Heads of Nursing, Matrons, members of the Navajo group, members of the Patient Experience Team, Police Hate Crime Officer, local Healthwatch representatives and trade unions.

Included in the assessment was an action plan demonstrating the actions the Trust will take over the next two years to ensure that it is both in line with statutory requirements and continues to recognise difficulties encountered by LGBTQ+ patients and staff, and continues to actively engage with members of these communities. The latest action plan can be viewed by following the link below:

http://www.sthk.nhs.uk/about/equality-diversity-and-inclusion/navajo-charter-mark

Equality Analysis Toolkit

A new Equality Analysis (Equality Impact Assessment) Toolkit was launched in January 2019 to help support staff who have responsibility for carrying out full assessments on:

- Service design or development
- Cost Improvement Programmes
- Management responsibility for any of the Trust's functions
- Strategic or business planning
- Leading on organisational changes affecting patients, employees or both
- Commissioning or decommissioning of services
- Policy development

Full Equality Analysis
Toolkit 2018 v3.docx

Accessible Information Standard Implementation Action Plan

Following discussions with the EDS2 collaborative group it was agreed that the Accessible Information Action Plan would be amended to include the action plan for Accessibility for d/Deaf patients moving forward.

The latest updated version can be viewed below:

ais action plan july
19 update.docx

Annual workforce report

PSED Workforce
Information 2018 v2.d