



CWP Annual Equality & Diversity Report 2015-2016

1. Purpose of the report

This report is to update the Board on the progress in relation to work around equality and diversity. The report provides details of our current performance, how the Trust is meeting its legal obligations, ongoing work to date, identified challenges and sets key actions for moving forward.

2. Background

The Equality Act (2010) brought together existing legislation and frameworks that relate to discrimination and inclusion. The spirit of the Act is intended to recognise that people are all different and everyone has characteristics about them that mean they may be subject to discrimination or exclusion. The Act clarifies characteristics that lead to discrimination and places a duty on public sector organisations to eliminate unlawful discrimination and promote equality between people who have protected characteristics and those who do not. The characteristics are;

- Age
- Gender
- Reassignment (Trans)
- Race
- Disability
- Marriage/Civil Partnership
- Religion or Belief (including lack of belief)
- Gender
- Pregnancy/Maternity
- Sexual Orientation

The Equality and Human Rights Commission (EHRC) is the body that is charged with ensuring the Act is complied with and has similar powers to the CQC. As future guidance emerges from the EHRC the Trust will incorporate it into plans and actions around equality:

3. Progress

Equality Delivery System Assessment 2 (EDS2)

The main purpose of the EDS2 was, and remains, to help local NHS organisations, in discussion with local partner's including local people, review and improve their performance for people with characteristics protected by the Equality Act 2010. By using the EDS2, NHS organisations can also deliver on the public sector Equality Duty (PSED).

The EDS2 assessment has 4 Goals and the rating scale is graded using 4 levels Underdeveloped, Developing, Achieving and Excellent.

Local community network groups representing members of the diverse community groups across the 3 localities were invited to attend CWP NHS Equality Delivery System 2 assessments across the Trust to score the Trust against EDS2 Goal:1 'Better outcomes for all' and Goal 2: 'Improved patient access and experience' The events took place in the Wirral and Cheshire West in May 2015 and in Cheshire East in September 2015, The events were designed to allow key community partners

across the Trust to undertake and contribute to assessing performance by CWP in their strategic implementation of the Equality Delivery System 2 (EDS2).

Organisations had been chosen for their location and expertise within the communities in which they serve; all organisations involved provide services for groups classed under the nine equality 'Protected Characteristics' of the Equality Act 2010.

The assessment events involved presentations from locality services to local community network groups and provided opportunities for them to ask questions of CWP Teams and Service Managers. CWP provided evidence produced by respective services against the EDS2 goals. The groups then rated and scaled the CWP Trust performance against the EDS2 rating scale. The variance in scoring in goals 1 and 2 is a result of the Trust being assessed in 3 localities. The East and West localities were unable to provide their community network groups with the enough evidence for the group to agree a score of "Achieving". The Trust has worked in partnership with organisation i.e. Local Healthwatch, Deafness Support Network, Body Positive: LGBT and their representatives to get a better understanding of what and the best formats evidence can be provided for future assessments.

The EDS2 assessment for Goal 3: Empowered, engaged and well supported staff and Goals 4: 'Inclusive Leadership' was completed by staff side representatives from the Royal Collage of Nursing (RCN) and Unison the Trust scored 'Achieving' for both goals.

Equality Delivery System 2 (EDS2): Goals	Verified by: Stakeholders			
CWP Locality:	Wirral	Cheshire East	Cheshire West	Trustwide
Goal 1 'Better Outcomes for all'	Achieving	Developing	Developing	Developing
Goal 2 'Improved patient access and experience	Achieving	Developing	Developing	Developing
Trustwide:	Verified by: Staff side, RCN, Unison			
Goal 3 'Empowered, engaged and well supported staff'	Achieving			
Goal 4 'Inclusive leadership'	Achieving			

Responses and actions to the Equality Delivery System 2 (EDS2) assessments will be developed and embedded into the Trust 4 year Equality Objective Plan 2016-20 and some business plans completed by the clinical service units to improve services to services users that help support delivery of personal fair diverse services and monitored via the diversity framework.

Diversity Framework

The Trust Diversity Framework continues to develop and embed into the locality structure. Each locality has established a locality wide partnership network / group which consists of members from the diverse community, the three groups are at different stages of maturity and effectiveness. The purpose of the locality groups is to respond to the EDS2 assessment and drive improvement in how we provide

services locally to people with protected characteristics and provide assurance to the Trust wide Equality and Diversity Group of the quality of equality and diversity in their local services. This group reports through the People Operational and Development group to the Quality Committee.

CWP continues to work with third sector partners including:

Tomorrows Woman, Age UK, Deafness Support Network, Irish Community Care Merseyside, Wirral Lesbian Gay Bisexual Transgender (LGBT) / Terrence Higgins Trust, Wirral Multicultural Centre, Merseyside Society for Deaf People, Body Positive, Ocean (BME)

The Impact of change in commissioning landscape

The 2015/16 Contract Guidance recommended that commissioners' service specifications should clearly set out requirements for protected groups where there is a need to do so. Through their contract monitoring, commissioners ensure that providers are working towards better health outcomes for all and improved patient access and experience. The EDS2 provides a tool to flag issues of concern that can be dealt with through the contract monitoring process.

Trust Diversity Information

This year the Trust complied a Equality Diversity & Human Rights Policy and has published a variety of reports and information to meet both its statutory and contractual obligations: these reports can be found on the CWP website:.

<http://www.cwp.nhs.uk/about-us/our-vision-and-values/equality-and-diversity/>

- Staff Equality Monitoring Report 2015-16
- Equality Delivery Standard 2 (EDS2)
- Workforce Race Equality Standard (WRES)
- CWP Equality & Diversity Objective Action Plan

Interpretation & Translation

In order to meet the needs of people who access our service whose first language is not English, the Trust has a varied list of recognised service providers in place to meet interpretation and translation requirements. This includes telephone interpretation, face to face interpretation, written translation, British Sign Language, Easy Read, Audio, Braille and Large Print.

The Trust continues to promote its Interpretation & Translation Best Practice Guidance for booking interpretation and translation services. The CWP website has the BrowseAloud facility which adds speech, reading and translation support to the Trust website facilitating access and participation for those people with print disabilities, dyslexia, low literacy, mild visual impairments and those with English as a second language.

Equality Impact Assessments

Equality Impact Assessments are completed on all CWP policies strategies and proposed changes to services. The CQC CWP inspection report published in December 2015 after the inspection in June 2015 highlighted 'All the policies we saw had a comprehensive equality impact assessment'. The Trust has reviewed its Equality Impact Assessment process and guidelines and will update it in partnership with 3rd sector organisations in 2016-17

Challenges identified 2015/16

- EDS2 evidence needs to be more specific on how services are provided to all members of the diverse communities.
- Collection of 'equality data for service users' needs to be improved especially in the area of ethnic and sexuality
- Changes to Carenotes in relation to gathering information on additional issues relating to culture and additional answers to some questions example 'asking if you are male or female' it had been highlighted by our partners in the LGBT community that some people don't see themselves a male or female hence the reason for asking for an option of other/ prefer not to say

Addressing the issues:

- EDS2 Evidence: worked with Healthwatch and have had guest speakers coming to the Trust to meet the CWP Equality Champions to discuss issues relevant to their specific groups: i.e. Unique: Transgender Organisations, Body Positive: LGBT group
- To address the issues relating to data collection the Trust have: highlighted certain areas that need to be improved on care notes, the collection of data on sexuality and ethnicity, regarding sexuality data
- The Trust have promoted Stonewalls publication 'What's it got to do with you' this publication highlights reasons for collecting data, this has been promoted on the CWP internet, CWP Essential
- Copies have been sent to all 3 Locality Equality leads and Champions and raised at the CWP Equality & Diversity Committee
- Changes to Carenotes are completed at national level, however the Trust are exploring what amendments can be made locally to collect additional data, we are working with 3rd sector organisations to develop appropriate data collection methods..

The Trust wide equality and diversity group will monitor the actions in response to these challenges which form part of the Trust wide 4 year equality objective action plan previously submitted to the board.

CWP Equality Objective Priorities for 2016-17

Improving our Intelligence:

- Develop a Trust-wide approach to collecting equality information
- Review current people accessing CWP services data/information in order to address gaps in equality and diversity information reporting.
- Develop in partnership with representatives of local community group processes and information sessions for improving CWP staff collection of equality data / information
- Work with lived experience representatives to further consult with people who access CWP services and their carers in relation to Trust E & D objectives and action plan
- Formalise relationship with Local Authority, third sector and other statutory bodies to enable greater sharing of data and intelligence information in relation to equality groups and health inequalities

Developing our Staff:

- Provide training and development opportunities for all staff across the Trust and provide a summary of mandatory and non - mandatory training by ethnic groups providing data for the Trustwide Equality & Diversity Committee

- The Trust to develop a diverse workforce in the various bandings and attract minority staff across the range of job opportunities and in particular into senior roles.
- Develop a range of successful community and staff engagement events and activities that highlight different communities and demonstrate the Trusts commitment to being a personal, fair and diverse organisation
- Develop a successful staff diversity forum and champions

Working with our Communities:

- Corporately and locally develop robust partnership working with third sector providers including the sharing of information and intelligence, partnership service delivery and shared training events
- Develop leaflets with partnership organisations to ensure they are reflective and meet the needs of our targeted communities and ensure our website is truly reflective of our personal, fair and diverse services we deliver.
- Develop the various CWP locality network groups that consist of staff and members of the various diverse community groups
- Invite representatives from the various diverse community to present information and training sessions on issue relating to their specific group,
- Support local community events across the CWP footprint example: Chester Pride

Appendices D: CWP's Person Centred Commitment to Delivering Personal, Fair and Diverse Healthcare Services 2016—2020 provides information on the E&D Trusts priorities for 2016-20

Recommendations

It is recommended that the Board of Directors note;

- The Trust is compliant with the requirements of the Equality Act and the CCGs Equality and Diversity Quality Requirements.
- The progress made in embedding the Equality and Diversity Framework within the locality structure.
- The Governance arrangements to monitor progress of the Trust Equality and Diversity 4 year objective action plan.