

## **Worcestershire Health and Care NHS Trust**

### **Equality Act 2010**

### **Equality Duty (Specific Duties)**

**Publish relevant proportionate information  
demonstrating compliance**

**31<sup>st</sup> January 2012**

## Introduction

The Equality Act 2010 has replaced previous equality legislation with a single Act. The Public Sector Equality Duty came into force on 5<sup>th</sup> April 2011 and is supported by specific duties which commenced on 10<sup>th</sup> September 2011. The Equality Duty has three aims and public bodies must show that they had **due regard** to the need to:

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

The specific duties require NHSW to publish relevant and proportionate information demonstrating compliance with the Equality Duty by **31<sup>st</sup> January 2012**, in relation to information about employees, policies and services. Information is to be published subsequently at intervals of not greater than one year beginning with the date of last publication.

This is required to make public bodies transparent about their decision making processes and accountable to their service users. It will give the public the information they need to hold public bodies to account of performance on equality. Information published needs to be accessible to all, and should be published in line with the Public Sector Transparency Board's Public Data Principles.

The nine protected characteristics are:

- Age
- Disability
- Gender Reassignment
- Maternity and pregnancy
- Marriage and civil partnership
- Race
- Religion or belief
- Sex
- Sexual Orientation

More details about the nine protected characteristics can be found by following this link

<http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/protected-characteristics-definitions/>

Details about the Equality Act 2010, Equality and Specific Duties can be accessed via this link

<http://www.equalityhumanrights.com/>

## **Worcestershire**

Worcestershire is a mixed urban and rural county in the very heart of England. It consists of six districts: Bromsgrove, Malvern Hills, Redditch, Worcester City, Wychavon and Wyre Forest. It comprises a mix of both rural and urban areas. It is an area of outstanding beauty, with varied landscapes including the Vale of Evesham, Malvern and Lickey Hills and the River Avon, Severn and Wye. Worcestershire has a rich heritage of historic towns, villages and many of the old market towns retain their original character. There is a wide variety of housing from modern urban development's to country cottages.

Although Worcestershire's landscape quality is an aspect of its heritage that attracts strong conservation measures, the county's economic base has seen considerable change in recent years in response to world trade and manufacturing trends. The county anchors the southern end of the Central Technology Belt with defence and advanced science-based research and development companies.

Although the county is relatively prosperous, it also demonstrates great contrast in opportunity and achievement. In the principal towns, investment in less advantaged neighbourhoods by local partnerships seeks to address health and social inequalities; equitable access to all services in rural communities remains a challenge and a spur to innovation.

Worcestershire has a diverse and rich cultural mix, too, with longstanding contributions from travelling families, through later migrations from Italy, China, India and Pakistan, to recent European Union (EU) movements from Portugal and Poland. Each of these communities helps to renew the county's view of itself.

## **Demographics**

Worcestershire has a total population of approximately about 568,000, although this is expected to increase to 568,000 through natural growth mostly through the over 65 age group, which will rise to 111,000.

The County has a higher than average proportion of residents aged 65 and over - 98,300 in 2007 (about 18% of the total population. The proportion of residents in this age group is projected to increase, so that by 2016 the percentage of people aged 65 and over is expected to be higher than the proportion of young people aged 0-19 (currently 23.5%). These changes will result in corresponding changes in community service needs and expectations.

The County has a near equal balance of males and females, which is typical of the country as a whole.

According to the 2001 Census 16.7% (90,433) of Worcestershire's population have a limiting long-term illness compared to 17.6% of the total population in England and Wales. It is estimated that between 69,000 - 78,000 people living in the County have some form of disability and 1,890 adults in Worcestershire have a learning disability.

The number of people who have a disability will increase over time due to the higher incidence of disability among older people.

There is a much lower than average proportion of residents from black and minority ethnic (BME) groups, who account for just 4.3% of the County population, compared to 13.5% in the West Midlands, and 11.3% nationally. The proportion of residents from BME communities is expected to increase to around 5.6% by 2011. In some areas of the county (such as Redditch) the number of residents from BME communities is considerably higher than the average. The Council recognises

the importance of providing specific services for residents for whom English is not their first language. In addition to English, over 20 further languages are spoken in the County.

Communities of Irish and Eastern European origin also live in Worcestershire, together with an established large population of Romany gypsies and a small number of Irish Travellers. The 2001 Census showed 592 people in Worcestershire living with their partner in a same sex relationship.

The health of the people of Worcestershire is generally better than the national average. Life expectancy differs across the county but overall is above the national average for men and close to it for women.

As a county, Worcestershire is quite affluent and is ranked 121 out of 152 PCTs in England according to the Index of Multiple Deprivation 2007, in which 1 is the most deprived. However there are seven areas that fall within the top 10% most deprived nationally; three in Worcester City, two in Wyre Forest and two in Redditch.

## **Worcestershire Health and Care Trust**

Worcestershire Health and Care NHS Trust (WHACT) was established on Friday 1 July 2011 to manage the vast majority of the services which were previously managed by Worcestershire Primary Care NHS Trust's Provider Arm, as well as the mental health services that were managed by Worcestershire Mental Health Partnership NHS Trust.

The Trust covers the whole of Worcestershire, a mixed and urban area of over 500 square miles, covering the city of Worcester together with the towns of Kidderminster, Stourport, Bewdley, Tenbury Wells, Bromsgrove, Redditch, Droitwich, Evesham, Pershore, Malvern and Upton on Severn.

The Trust works closely with the Strategic Health Authority, PCTs, Worcestershire County Council, and a number of other statutory and non-statutory organisations, together with patients, users and carers. Worcestershire Health & care on NHS Choices. You can access more information about the Trust and NHS choices by following the link.

<http://www.nhs.uk/Services/Trusts/Overview/DefaultView.aspx?id=30007>

Worcestershire Health and Care NHS Trust have signed up to an agreement with the Department of Health that clearly outlines the work that it will do towards hopefully becoming a Foundation Trust during 2013. Department of Health policy is for all NHS trusts to seek to become Foundation Trusts before 2014. Foundation Trusts are seen to have more financial and managerial autonomy as well as presenting an opportunity to involve more local people and stakeholders in decision making through the membership process. Follow link to access information on Foundation Trust.

<http://ralxfswb03:30003/media/1410311/Worcester%20Health%20Care%20TFA%20Final.pdf>

The Trust structure can be accessed via the following link: [Board Structure](#)

All NHS Trusts are required to become a Foundation Trust. HACW are currently in the SHA development phase of the Foundation Trust application process. As a key part of this phase we are required to develop a five year integrated business plan. This plan describes the healthcare services provided by HACW within the context of the healthcare market, financial position, workforce, and governance, risks and Trust strategy. We are committed to recruiting engaging a membership that is representative of all individual groups with the county and the boarders including patients, service users, staff and the wider public. Members will have the opportunity to receive communications regarding healthcare

services, attend special interest events and have their say about the services we provide even having the opportunity to run for election as a governor on the council of governors. During the summer of 2012 there will also be a public consultation to give the residents of Worcestershire the opportunity to comment on areas such as the main headlines from our integrated business plan and how we plan to set out our council of governors.

You can access all the services delivered by the Trust by following this link:

<http://www.hacw.nhs.uk/our-services.aspx>

### Health and Social Care Bill

<http://www.dh.gov.uk/en/Publicationsandstatistics/Legislation/Actsandbills/HealthandSocialCareBill2011/index.htm>

### Vision and Values

Our **vision** (what we aspire to be) and our **values** (what we will believe in and how we will behave) have been developed following extensive engagement work with both staff and stakeholders.

*Our vision* explains what we desire to be

"A leading organisation that works effectively in partnership with our stakeholders to deliver high quality integrated health and care services."

<b>Courageous</b>	Displaying integrity, loyalty and the courage to always do what is right
<b>Ambitious</b>	Striving to innovate and to improve through effective teamwork
<b>Empowering</b>	Empowering people to take control of their own health & wellbeing
<b>Responsive</b>	Focusing on the needs and expectations of people using our services
<b>Supportive</b>	Enabling our staff to achieve their full potential and take pride in the services that they deliver

### Our strategic objectives

Our strategic objectives set out what we want our organisation to achieve

<b>High quality services</b>	We will provide the highest quality of care and patient experience
<b>Improved performance and outcomes</b>	We will continuously improve our performance and patient outcomes in all of our services
<b>Partnership and co-operation</b>	We will actively work in partnership across the health and social care economy for the benefit of patients and carers

<b>Integrated services</b>	We will integrate services to make them more accessible and effective in the interests of patients and carers
<b>Sustainability</b>	We will create a fit for purpose organisation that is financially viable and sustainable

**Annual Report** - Worcestershire Mental Health Partnership NHS Trust Annual Report and Accounts **2010 / 2011**- follow link to access the full document.

[http://www.hacw.nhs.uk/media/1394341/WMHP\\_AnnualReport2010\\_12.pdf](http://www.hacw.nhs.uk/media/1394341/WMHP_AnnualReport2010_12.pdf)

**Quality Account**-Worcestershire Mental Health Partnership NHS Trusts Quality Account 2010 / 2011, this document sets out achievements in the area of quality. Follow the link to access the document.

[http://www.hacw.nhs.uk/media/1537341/Quality\\_Account\\_2010-11.pdf](http://www.hacw.nhs.uk/media/1537341/Quality_Account_2010-11.pdf)

**Worcestershire Health and Care NHS Trust** – is made up of 13 board members, 4 are women and 9 are men. No board members are from a BME community. More details about board members can be found from accessing this link: <http://www.hacw.nhs.uk/about-the-trust/the-board.aspx>

To access the Board papers visit: <http://www.hacw.nhs.uk/about-the-trust/board-papers.aspx>

The Trust, has recently established a separate Equality, Human Rights Working Group which reports into the Quality & Safety Committee. The governance structure can be accessed by the following link: [Governance Structure](#)

### **Equality and Diversity Resources**

To support this agenda Worcestershire Health and Care Trust has a small team, the Organisational Development and Equalities Lead reports directly to the Director of Quality.

- Head of Organisational Development and Equality Band 8B
- Equality and Diversity Lead Band 8a (part time post)
- Equality and Diversity Officer Band 7

### **Health inequalities**

There are four main groups in Worcestershire who experience health inequalities, i.e. their health status is poorer than the county as a whole, and these are:

- Disadvantaged groups
- BME
- Migrant workers
- Mental health and learning disabilities

### **Health Hotspots and Health Profile**

Disadvantaged communities are generally enumerated using the Index of Multiple Deprivation (IMD), a composite score which takes into account a variety of population characteristics to determine whether small areas are relatively advantaged or disadvantaged. Using the IMD, the population of the County as a whole can be divided into quintiles of deprivation (IMD 1 = the most deprived fifth of the population; IMD 5 = the least deprived). These are useful for looking at overall trends in health inequalities in disadvantaged communities but are of little value in planning services. Instead we have developed the concept of 'Health Hotspots'. These are

identifiable neighbourhoods that are among the most deprived in England, and which have rates of premature mortality significantly higher than the Worcestershire average (Figures 4 and 5 and Table 4). Follow links to health hotspots and health profile of the hotspots.

<http://www.worcestershire.nhs.uk/public-health/health-intelligence/health-profile.aspx>

### **Report on Rural Deprivation in Worcestershire 2009**

Identifying pockets of deprivation in rural areas requires data at very small area level. Key deprivation datasets, including the Index of Multiple Deprivation, are now available at Lower Super Output Area (LSOA) level. LSOAs on average cover **1,500 people**, so this information is more detailed than previous data available at the larger ward level. Based on the **IMD 2007, 30 LSOAs** in Worcestershire are among the most **deprived 20%** of areas across England. However, none of these areas are rural. The most deprived rural LSOA in Worcestershire, in the ward of **Harvington and Norton in Wychavon District**, is ranked among the most **deprived 30% of LSOAs nationally**. The Output Area (OA) level data identifies four rural areas ranked among the most **deprived 20% OA's** in England. All four areas are located in **Wyre Forest District**. A further **17 areas** are ranked among the most **30% deprived Output Areas** in England, scattered across **Wyre Forest, Malvern Hills, Wychavon, and Bromsgrove Districts**. Analysis of the most deprived rural areas in the County identifies:

- Based on key indicators of deprivation, highly deprived rural areas look very like deprived urban areas;
- The most deprived rural areas have high levels of temporary accommodation, with two-in-five people in these areas living in caravans.

Follow this link to access this document. <http://www.worcestershire.nhs.uk/public-health/health-intelligence/health-profile.aspx>

## Publishing Information for Employees

### Workforce data as at 31<sup>st</sup> December 2011

This section provides data on the staffing profile on Recruitment and selection activities, starters and leavers (including voluntary redundancy, pay comparison and disciplinary and grievances, for the period 1<sup>st</sup> July 2011 to December 2011. The numbers represent the percentage of the total headcount of each category. The total number of employees as at **31<sup>st</sup> December 2011 was 4351.**

The **pay comparison** section is broken down by staff group and shows the average full-time salary broke done by gender and staff group.

Of the 9 protected characteristics only gender re-assignment currently cannot be recorded on the Electronic Staff Record (ESR). Pregnancy and maternity are covered by the **Maternity, Paternity and Adoption Leave Policy**; follow the link to find out more about this policy.

<http://www.hacw.nhs.uk/policies/mhp-human-resources-policies.aspx>

When an applicant applies for a vacancy via the NHS jobs they are given the option to record equal opportunities data, this covers all the protected characteristics. If appointed, they have the opportunity to update or complete this information on their personal records via ESR self –service.

<http://www.jobs.nhs.uk/>

A robust Recruitment and Selection Guidelines document supports the above; all officers who undertake recruitment and selection are required to attend formal training. Equality monitoring is standard on all application forms and all person specifications and job descriptions are written in a non discriminatory manner. Follow the links to access the Recruitment and Selection manual.

<http://www.hacw.nhs.uk/media/1167951/HR%20Recruitment%20Guidelines.pdf>

### Disciplinary and Grievances

Due to the small numbers of cases involved it is not possible to breakdown the data into protected characteristic without risking losing anonymity. However the total number for this period was 12 cases. Follow link to access Disciplinary and Grievance policy.

<http://www.hacw.nhs.uk/policies/mhp-human-resources-policies.aspx>

A full breakdown of the above areas by the protected characteristics can be accessed via the following link: [Equal Opportunities Data](#)

### Workforce Development

The Trust recognises that the overall effectiveness of the services provided to the community is dependent on its greatest asset, the staff. A well trained, skilled work force is fundamental to the delivery of high quality, safe and effective care. The Trust has developed an **Education, Training and Development Policy** which aims to make all staff and managers aware that the organisation is committed to developing staff and organisational capability in order to improve the process and services provided to patients, users and carers. The Trusts recognises the diversity of its staff and undertakes to apply this policy equitably and fairly irrespective of the protected characteristics. Follow the link to find out more about this policy.

[http://www.hacw.nhs.uk/media/1358041/HR011\\_Education%20and%20Training%20Policy.pdf](http://www.hacw.nhs.uk/media/1358041/HR011_Education%20and%20Training%20Policy.pdf)

Employees within the Trust can access training opportunities either via e-learning or face to face course. Information regarding training and development is available on the Trust intranet, through weekly training bulletins and a monthly newsletter “staff matters”.

## Talent Management

Every individual's learning and development plays a major role in to innovate, develop and achieve business objectives. These activities ensure that all employees, regardless of their role, will gain vital skills to deliver safe and effective services. The Trust will also enable individuals to further develop their skills.

This roadmap is designed to give all employees you information on ways of developing themselves and others regardless of their position within the Trust. Some activities can be undertaken within the workplace and others by the individual employee. The roadmap features a variety of different learning and development opportunities. By clicking on each one you will open another window giving an overview of what is involved and where to go for further information.

The purpose of the roadmap is to support and encourage employees in **lifelong learning**. The Talent Management Roadmap and details of the project that support it are available for staff on the staff intranet.

### Appraisals and Competencies Development

WHACT has a robust system in place and all staff is required to complete an appraisal on an annual basis, this considers the needs of arising from both personal objectives and in order to meet their knowledge and skills framework. The completion of this process enables individuals learning and development needs to be prioritised and resources agreed.

<http://www.hacw.nhs.uk/policies.aspx>

**Team leadership programme** We deliver an in house team leader development programme and approximately 80 team leaders / managers to date have undertaken the programme. Equality & Diversity is a theme that runs through sessions such as Recruitment & Selection, coaching for increased performance etc., access the following link for programme content, equality and diversity is an integral part of this programme. [Team Leader Development Programme](#)

### Equality and Diversity Training - induction

All Trust employees are required to undergo the mandatory induction training programme, which Equality and Diversity is a key component. Training is provided by either employees completing the e-learning system through the ESR system or face to face training.

You can access the e-learning description for equality and diversity by following this link.

<http://www.esrsupport.co.uk/nlms/catalogue/index.php?mode=bycategory&category=Equality+%26+Diversity>

For the face to face training, you can access the programme outline and key objectives by following this link. [Equality and Diversity Induction Programme](#)

Monthly reports are produced to monitor trends and completion rates. Completion of mandatory training remains a key priority for the Trust as this ensures legal obligations are met for both employer and employee. This also ensures that the right knowledge and competencies are provided to enable staff to carry out their roles. Follow the link to see data relating to attendees on equality and diversity training. [Workforce Report – December 2011](#)

Other training programmes which have a specific equality focus are:

- Recruitment and selection

- Grievance and disciplinary
- Safeguarding

The catalogue to all training programmes can be accessed via the staff intranet:

Follow this link to access key Human Resource policies <http://www.hacw.nhs.uk/policies/pct-human-resources-policies.aspx>

### **Equality and Diversity Conference**

The conference for 2011 was focused on promoting the Equality Delivery System (EDS), but included other themes throughout the day. This included a theatre company for each of them. Over a 100 employees attended the conference and the event was represented by a cross section of employees at all grades and diversity. The conference pack and slides Are available on the staff intranet.

**Cross Cultural Awareness Training** information about training programmes for the four main community groups within Worcestershire are available on the staff intranet.

<http://www.hacw.nhs.uk/trust-a-z/services/equality-and-diversity.aspx>

### **Positive Action Initiatives**

**Local Employment Partnership (LEP)** - The Health and Care Trust works closely with Jobcentre Plus. We are committed to helping people who are long term unemployed back into work via initiatives e.g. work experience, apprenticeships and information sessions. Follow link to find out more about this initiative. <http://www.hacw.nhs.uk/work-for-us/local-employment-partnership.aspx>

**Apprenticeship Scheme**- The scheme offers invaluable experience and formal qualifications to young people looking to start their career with the Trust. The scheme can open doors for young people into the NHS, where they can earn while you learn and the benefits are felt throughout the teams you work with. Many Apprentices have now gone on to secure permanent jobs in the Health and Care Trust, other NHS or public sector bodies or start their professional nursing training.

Follow link to access information on this scheme. <http://www.hacw.nhs.uk/work-for-us/apprenticeship-scheme.aspx>

**Work Experience**-The Trust is committed to setting up work experience placements for students in Worcestershire and is especially keen to help provide placements for students via MENCAP – Follow link to find out more about work experience scheme. <http://www.hacw.nhs.uk/work-for-us/work-experience.aspx>

For more information on workforce data access this link: [Workforce Report – December 2011](#)

### **Exemplar Scheme**

As a Trust, we ask other organisations to offer opportunities to people recovering from mental ill health. The Trust wishes to lead by example through its own employment opportunities: Offering unpaid Work Experience Placements.

- Offering short-term Paid Training Placements
- Working to promote healthy work environments

More about this scheme [is](#) available on the staff intranet

**Positive about disabled People** - The Trust is registered with Job Centre Plus as part of their Two Ticks Scheme. We have been successful in regaining our two tick's status. The following link takes

you to the criteria and our evidence to demonstrate compliance with. You can find out more about the “Two Ticks” Scheme by following these links:

[http://www.direct.gov.uk/en/DisabledPeople/Employmentsupport/LookingForWork/DG\\_4000314](http://www.direct.gov.uk/en/DisabledPeople/Employmentsupport/LookingForWork/DG_4000314)

### [Two Ticks - Registration Form](#)

**Flexible Working Policy** - The Trust acknowledges that flexible working opportunities benefit everyone. It recognises that it makes good business sense to provide flexible working opportunities for its staff as it enables the Trust to retain skilled staff, reduce recruitment costs, raise staff morale and decrease absenteeism. The Trust in considering an employee’s request to change a current working pattern will be mindful of the need to balance this with the needs of the service. Follow the link to this policy.

[http://www.hacw.nhs.uk/media/1358161/HR014\\_Flexible%20Working%20Policy.pdf](http://www.hacw.nhs.uk/media/1358161/HR014_Flexible%20Working%20Policy.pdf)

**Childcare and Eldercare Support**- All NHS staff have access to their own local NHS Staff Support Co-ordinator to support and assist them with not only childcare needs but also for those members of staff who have other carer needs that include eldercare and those caring for someone who has a disability. <http://www.hacw.nhs.uk/work-for-us/childcare-and-eldercare.aspx>

**Harassment and Bullying** - This policy set out the Trust commitment to ensuring that the workplace is free from harassment and bullying and that all reports of harassment and bullying are dealt with both seriously and sensitively. Follow link to access data for harassment and bullying: [Workforce Report – December 2011](#)

Follow the link to access the policy:

[http://www.hacw.nhs.uk/media/1358341/HR020\\_HarassmentandBullying.pdf](http://www.hacw.nhs.uk/media/1358341/HR020_HarassmentandBullying.pdf)

**Health and Wellbeing** - The Trust takes the health and wellbeing of its employees very important and has now set up a project specifically for employees to enable them to access initiatives to remain health and address lifestyle issues. Staff support Coordinator’s regularly inform all employees of any course that are available to support them and they have develop links with Community Groups and leisure services to offer discounted rates to NHS staff. A dedicated intranet page is set to support employees with these issues.

### **Communication**

Communication for employees, this section looks at the different communication channels that the Trust uses to ensure employees are kept informed about equality and diversity. For further information on employee communication, contact the Communications team on [communications@hacw.nhs.uk](mailto:communications@hacw.nhs.uk)

**A copy of the Inclusion newsletter** - Is sent to all employees promoting equality and diversity.

**Weekly newsletter** - To all staff includes all the latest news regarding the ongoing development of the new Trust from the Chief Executive and any equality issues.

**Staff Matters** - Is a monthly on-line notice board which provides employees with a range of information they can access.

**Intranet pages** - The Trust has an intranet page dedicated to equality and diversity; this is also linked to the Human Resources pages where employees can access key policies. The following link takes you to the equality and diversity pages

**Website** - The Trust has dedicated pages that are linked to equality and diversity; employees can also access other information via the Human Resources (policies) page and other related pages.

<http://www.hacw.nhs.uk/policies/pct-human-resources-policies.aspx>

<http://www.hacw.nhs.uk/policies/mhp-human-resources-policies.aspx>

**Employee survey** -This link takes you to information relating to the most recent employee survey which for the first time asked questions about the Equality and Diversity training and culture as part of the questions, monitoring was also undertaken of the response rates. [WHCT Staff Survey 2011](#)

## **Publishing Information about policies and Services**

### **Services**

#### **Community Patient and Relations Team**

The Community and Patient Relations team are responsible for: engaging service users/ patients, carers and the community in the planning, development and monitoring of Trust services; recruiting and placing volunteers; gathering and using patient experience to improve services; and managing complaints, concerns, comments and compliments about Trust services. Follow the link to access the Trust Patient Relation Policy. [Patient Relations Policy \(Draft\)](#)

**Community Engagement Framework** sets out how patients, service users, stakeholders and other organisations are able to contribute to decision making and to the overall management of the organisation. A copy of the framework can be accessed by following this link [Community Engagement Framework](#)

**Patient Relations Team Report – 1<sup>st</sup> October – 31<sup>st</sup> December 2011.** This report sets out the number of compliments, comments, concerns and complaints made during this period. Access this information in more detail by following the link. [Patient Relations Report](#)

The Trust engages with a range of local community groups and organisations across the protected characteristics, this list is regularly updated to ensure it reflects the local community and protected characteristics.

#### **Black and minority Ethnic (BME) Engagement**

Over the past three years, the Community Development Workers have forged links with marginalised communities across the whole county, to build capacity, develop relationships and publicise services. This has been done through group meetings, GP surgeries, displays in shopping centres, training, workshops, consultations and presentations. You can access a copy of the Community Development Annual Report by following this link. [Community Development Workers](#)

Follow this link to the main BME organisations in Worcestershire [BME Organisations](#).

The Trust engages with a wide range of community groups and organisations across the protected characteristics, follow this link to access details about the main groups and organisations we engage with [Stakeholder Organisations](#).

#### **Single Health Equality Partnership**

The Single Health Equality Partnership (SHEP) spans across all of the protected characteristics It encompasses members of all key community groups, the general public, representatives from the third sector and statutory bodies. SHEP will be one of the main groups working with the Trust in relation to the Equality Delivery System. To find out more contact the Equality and Diversity Lead [hilda.bertie@worcestershire.nhs.uk](mailto:hilda.bertie@worcestershire.nhs.uk)

#### **The Equality Delivery System (EDS)**

The EDS is designed to help NHS organisations improve equality performance and embed equality into mainstream NHS business. The EDS is based on an analysis and grading of equality performance against a set of equality objectives and outcomes. There are 18 outcomes, grouped under four objectives: follow the link to find out more about the EDS <http://www.eastmidlands.nhs.uk/about-us/inclusion/eds/>

[The Trust is currently working through the various stages of the EDS process to meet with the legal requirement to set and publish grading's and objectives by 6<sup>th</sup> April 2012. Information to support this process will be published in due course. If you wish to know more about how the Trust is progressing with EDS email \[hilda.bertie@worcestershire.nhs.uk\]\(mailto:hilda.bertie@worcestershire.nhs.uk\)](#)

**A number of Focus Groups are also involved in the development and implementation of the Equality Delivery System (EDS.** The key groups that are currently engaged with the implementation of EDS can be accessed by .

Follow the link to access information on engagement activities with the **Gypsy and Traveller** community. Events were held to raise awareness around mental health and general health issues. Follow link to find out more about this community. [Stow Gypsy Fair Report](#)

**Stakeholder Briefing**, keeping stakeholders, patients and partners informed is really important to Worcestershire Health and Care NHS Trust. We are determined to be as open an organisation as possible and we want to make sure that people are kept up to date with how our organisation is developing and performing, as well as understanding the decisions that we are taking. We will aim to produce one of these short briefings after every Board meeting. Follow link to access briefing <http://www.hacw.nhs.uk/news/--stakeholder-brief.aspx> **World Mental Health Awareness Day**, events undertaken by the Community Development Workers to raise awareness. Follow link to events. [World Mental Health Day](#)

The results of the **2011 Mental Health Community Service Users Survey** (for the old Worcestershire Mental Health Partnership Trust). Follow link to access more information about the survey. The survey collects data on ethnicity, gender and age. Follow link to access <http://www.cqc.org.uk/survey/mentalhealth/RWQ>

**For more information about Patient Relations follow this link.**

<http://www.hacw.nhs.uk/contact-us/patient-relations-team-enquiries-.aspx>

#### **Spiritual and Pastoral Care**

We offer patients and staff the following services:

- Religious and sacramental care.
- Pastoral care and spiritual direction, including those who do not follow a religious faith.
- Co-ordinate religious & spiritual care for all faith communities within the hospital.
- A provision of resources on ethical issues.
- Crisis support.
- Bereavement care.
- Training opportunities on areas of religious, spiritual and pastoral care.

As well as providing an onsite Christian Chaplaincy Team, we also maintain contacts within our local multi-faith communities. You can find out more about this area by accessing the following link

<http://www.hacw.nhs.uk/our-services/spiritual-and-pastoral-care.aspx>

#### **Delivering Same-Sex Accommodation (DSSA) Declaration-2011 Declaration of Compliance**

Worcestershire Health & Care NHS Trust is committed to ensuring that all patients receiving our services receive high quality care and have their privacy and dignity respected at all times. Provision of same sex accommodation helps safeguard privacy and dignity for patients at a time when they are often at their most vulnerable. <http://www.hacw.nhs.uk/single-sex-accommodation.aspx>

## Performance information

### Worcestershire Health and Care Trust on NHS Choices

<http://www.nhs.uk/Services/Trusts/Overview/DefaultView.aspx?id=30007>

**Patients Ethnicity (November 2011)**, Ethnicity data for patients across the Worcestershire county, .

Follow link to access information [Patients Ethnicity Report](#)

## Equality Impact Assessments

All policies and activities are assessed for their impact against the protected characteristics and human rights, using an online System, Marshalls. Completed impact assessments are available by contacting the Equality and Diversity Lead **You can find out more about the on-line equality Impact Assessment (Marshalls), used by the Trust by accessing the following link: [www.marshallacm.co.uk](http://www.marshallacm.co.uk)**

The **Dashboard reports** on the 9 cross-organisational Quality Goals that have been set by Board (after a consultation period including a staff survey). The Quality Goals will be aspirational and measurable, so that Board and everyone else in the organisation can see how we are doing. This is an initiative that has come from Monitor's Quality Governance Framework.

The goals and targets have taken some time to define and we do not currently collect the data for all of the protected characteristics. [Quality Dashboard Report 2012](#)

**Census data** –Follow the links below to access 2001 Census tables on age, ethnicity, health, qualifications etc. Choose Key statistics and for more detailed information:

<http://www.worcestershire.gov.uk/cms/research-and-intelligence/2001-census.aspx>

**Office for National Statistics – a wealth of information can be sourced by accessing this website, information** In terms of economic well-being, health, education and employment British citizens are, on average, better off than they were 20 years ago. But inequality has persisted in some areas. The key publications available here paint a picture of the equality groups in contemporary UK society, placing particular emphasis on comparing their experiences. Follow the links to access the specific pages on equality and diversity and health and social care:

<http://www.statistics.gov.uk/hub/cross-cutting-topics/equality-and-diversity/index.html>

<http://www.statistics.gov.uk/hub/health-social-care/index.html>

## Other Strategies and policies

**Equality Schemes** and Equality Policies (this includes the current single equality scheme and the previous schemes covering race, gender and disability). You can access the schemes and policy by following the links

<http://www.hacw.nhs.uk/policies/mhp-corporate-policies.aspx#single>

<http://www.hacw.nhs.uk/policies/mhp-equality-and-diversity/equality-schemes.aspx>

Worcestershire Health & Care NHS Trust section on the Care Quality Commission's website provides a range of information. Follow link to access more information about the Trust:

<http://www.cqc.org.uk/directory/r1a>

Clinical Policies the following link will take you to a range of new updated clinical policies a number of these addresses the majority of the protected characteristics.

<http://www.hacw.nhs.uk/policies/whct-clinical-policies---new!.aspx>

The following documents include research and policy papers about the implementation of (current or previous) equality duties across a range of organisations.

<http://www.equalityhumanrights.com/advice-and-guidance/public-sector-equality-duty/research-and-policy-papers-on-the-duty/#>

<http://www.equalityhumanrights.com/advice-and-guidance/public-sector-equality-duty/research-and-policy-papers-on-the->

The Department for Health has a range of documentation that the Trust uses as key sources around equality and diversity. Follow the link to access to find out more:

<http://www.dh.gov.uk/en/Managingyourorganisation/Workforce/Equalityanddiversity/index.htm>

### **Strategic Health Authority**

The Trust receives a lot of support, assistance and best practice approaches from the NHS West and East Midlands Strategic Health Authority. The following link takes you to a range of sources that can be accessed: <http://www.westmidlands.nhs.uk/WhatWeDo/EqualityDiversity.aspx>

**Volunteering Policy** - The Trust recognises and values the role of volunteers and acknowledges that they can make a valuable contribution to the work of the Trust through their time, energy and skills. Volunteers potentially add value to the experience of service users/patients and their carers and can support staff in carrying out their roles. The contribution of volunteers is consistent with principles of social inclusion and of community engagement. Equally volunteering can also bring benefits to volunteers themselves by improving skills and confidence and developing interests. Follow link to access policy: [Volunteer Policy](#)

### **Translation and Interpretation Services**

<http://www.worcestershire.nhs.uk/equality-and-human-rights/interpretation--translation-services.aspx>

Follow this link to the translation and interpretation policy and instruction guide [Translation Instruction Guide](#).

Further information can be accessed via the Freedom of information page:

<http://www.hacw.nhs.uk/freedom-of-information.aspx>

### **Accessible format:**

This information is available in different formats. If you would like this document in other languages or formats (i.e. large print), please contact the Communications Team [communications@hacw.nhs.uk](mailto:communications@hacw.nhs.uk)

### **Review Process**

**It is intended that this document will be kept updated on an on-going basis and information will be added throughout the year to keep it as fresh as possible.**

**However on an annual basis this document will be reviewed and a refreshed document will be published to ensure identified gaps are addressed and to meet with our legal requirements.**

## **Gaps**

The information analysis has identified that there are some good practices of data collection in relation to Human resources, particularly around the workforce. However the Trust recognises the data is ad hoc and not all protected characteristics are collected as a matter of course.

However data is very poor in the following areas of training, development, positive action initiatives and policy monitoring e.g. disciplinary and grievances and harassment and bullying.

A different picture emerges in relation to services; the analysis shows poor data collection in relation to all protected characteristics across most services. On the rare occasions data is collected, it tends to be collected for ethnicity and in some cases gender and age; however no information is collected on the other five protected characteristics.

The Trust however, recognises the need to improve its data collection to ensure compliance with the Equality Duty and have started to look at how it can improve its data collection. Discussions are taking place around collecting data in the first instance for ethnicity, age, disability and gender first with a view to incorporate the other protected characteristics over a longer period of time.

A SMART action plan will be developed shortly which will outline in more detail the actual gaps in information and how the Trust will be addressing them. This will also include the need to ensure that the workforce is trained to support this new approach to data collection.

## **Contact**

If you have any feedback or wish for further information please contact, the Equality and Diversity Lead on: 01905 733850 or email [Hilda.Bertie@Worcestershire.nhs.uk](mailto:Hilda.Bertie@Worcestershire.nhs.uk)