

EMBRACING DIVERSITY

Equality Information

February 2013

TABLE OF CONTENTS

1. INTRODUCTION	3
2. DIVERSITY PROFILE OF CUMBRIA.....	3
3. EQUALITY INFORMATION ON THE TRUST'S SERVICES	4
4. EQUALITY INFORMATION ON THE TRUST'S WORKFORCE	5
5. THE EQUALITY DELIVERY SYSTEM (EDS).....	6
6. TRUST EQUALITY OBJECTIVES.....	7
APPENDIX 1 PATIENT INFORMATION	9
APPENDIX 2 WORKFORCE INFORMATION.....	10

1. INTRODUCTION

All patients, employees and members of the public should be treated fairly and with respect. North Cumbria University Hospitals Trust is committed to ensuring that equality, diversity and human rights will be taken into account in service and employment policies and practices, to meet the diverse needs of our service users and workforce, and eliminate discrimination.

Collecting equality information helps the Trust to

- identify the key equality issues for the Trust
- develop equality objectives and measure progress
- analyse the effects of policies and practices
- identify any risks of discrimination and take action
- meet the Public Sector Equality Duty - under the Equality Act 2010, the Trust must, in the exercise of its duties, have due regard to the need to:
 - Eliminate discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act
 - Advance equality of opportunity between people who share a relevant protected characteristic and people who do not share it
 - Foster good relations between people who share a relevant protected characteristic and those who do not share it.

The protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation.

The Trust must also publish information on the effects of its services and employment on people who share a protected characteristic

This report sets out the current equality information.

2. DIVERSITY PROFILE OF CUMBRIA

Cumbria is the second least densely populated county in England with a population of 500,000, an increase of 1.2% since 2001 (lower than that in England and Wales which was 5.3%).

- Cumbria has an older population profile than England and Wales, with lower proportions of residents in younger age groups and higher proportions of residents in older age groups
- 51% of residents live in rural areas
- 3.5% of residents are from black, minority and ethnic (BME) groups compared to 19.5% in England and Wales.

	Allerdale	Barrow	Carlisle	Copeland	Eden	South Lakes	Cumbria	England
Population	96,422	69,087	107,524	70,603	52,564	103,658	499,858	56,1M
% males	49.1	49.5	48.8	50.2	49.5	48.7	49.2	49.2
% females	50.9	50.5	51.2	49.8	50.5	51.3	50.8	50.8
% BME	2.5	2.9	5.0	2.8	3.0	4.6	3.5	19.5
% Christian	75.4	70.7	69.1	78.9	70.7	68.1	71.9	59.3
% other religions	0.7	0.89	1.21	0.88	0.92	1.15	0.97	8.38
% no religion	17.3	22.1	22.9	14.4	20.7	23.1	20.3	25.1
% lesbian gay bisexual	5.0	3.0	3.0	3.0	2.0	1.0	3.0	n/a
% disabled	20.2	24.8	19.3	20.4	17.1	18.5	20.0	17.9
% disabled working age	15.5	20.3	19.0	22.4	22.8	2.5	20.2	20.4
% 65+	20.8	18.8	18.5	18.9	21.9	24.2	20.6	16.4

For more information see <http://www.cumbriaobservatory.org.uk/Population/equality.asp>

3. EQUALITY INFORMATION ON THE TRUST'S SERVICES

The Trust has a range of measures in place to help promote equality, including

- Clear policies outlining the Trust's commitment to equality
- Equality Objectives published in 2012
- An Equality Diversity Steering Group including patient panel representative, and members of groups in the local community (for disabled, LGBT and BME groups)
- Access to interpretation services
- Equality training for employees
- Equality analysis undertaken for assessing the equality impact of policies
- Use of Cumbria Learning Disability Passport to support patient preferences
- Introduction of Dignity Pegs
- Launch of Butterfly Scheme to improve safety and wellbeing in relation to patients with dementia and memory impairment
- Use of technology to obtain patient feedback
- Extending cardiac care available locally

- Major development of West Cumberland Hospitals
- Development of telestroke services to enable stroke patients to have access to specialist treatment regardless of location or time
- Mixed sex accommodation virtually eliminated
- Chaplaincy service on both sites for support in spiritual and pastoral needs
- Matron for Patient Experience developing the collection of patient stories, together with actions and feedback
- PALS Service is a confidential service where patients, carers and public can be advised about the services provided by our hospitals and raise any worries and concerns about either their own, or a relative's treatment.

Data relating to patients is in **Appendix 1**.

4. EQUALITY INFORMATION ON THE TRUST'S WORKFORCE

The Trust collects a range of equality information about its current workforce, however not all employees have chosen to declare certain information. Data, which includes the composition of the workforce, recruitment, starters, leavers, promotions training and employee relations is in **Appendix 2**.

The Trust carried out a validation exercise in December 2010 which has improved the data; however information remains low in some categories such as sexual orientation and religion/belief which makes it difficult to draw meaningful conclusions. The Trust is aiming to increase the rates of declaration.

Staff in post

Staff Group	Dec 2011	Dec 2011	Dec 2012	Dec 2012
	WTE	Headcount	WTE	Headcount
Additional Professional & Technical	95.24	113	97.70	123.
Additional Clinical Services	465.22	768	481.62	816
Admin & Clerical	641.65	808	631.28	790
Allied Health Professionals	133.08	198	134.45	192
Estates & Ancillary	191.20	270	194.93	288
Healthcare Scientists	64.11	67	60.91	64
Medical & Dental	301.51	379.	315.96	396
Nursing & Midwifery (Registered)	1,048.40	1,426	1,074.03	1,424
Trust	2940.41	4,031	2990.88	4,102

Summary of Employment Measures

- Clear HR policies to all areas of employment including
 - flexible working
 - dignity at work
 - recruitment and selection
 - maternity , paternity and adoption
- Training for managers in implementing key policies
- Equality training as part of induction and mandatory training
- A commitment to implementing the Double Tick scheme to employ, maintain and develop the abilities of disabled employees
- Arrangements to make reasonable adjustments in the workplace for disabled employees
- An Occupational Health system to support employees to return or maintain employment
- Actions plans developed each year from the NHS wide staff employment survey
- A Health and Wellbeing programme including access to advice/counselling services.

5. THE EQUALITY DELIVERY SYSTEM (EDS)

The EDS is designed to support NHS providers and commissioners to deliver better outcomes for patients and communities and better working environments for staff, and also support organisations to comply with the Public Sector Equality Duty.

At the heart of the EDS are four goals, split into 18 outcomes which focus on the issues of most concern to patients, carers, communities, NHS staff and Boards.

1. Better health outcomes for all
2. Improved patient access and experience
3. Empowered, engaged and included staff
4. Inclusive leadership at all levels

Trust Self-Assessment

In the Trust, the self assessment process was split to look at Goals 1 / 2 (patients) and Goals 3 / 4 (staff). Evidence was collected from within the Trust to allow an initial draft assessment to be made and review sessions were arranged which involved senior managers and some members of the Equality and Diversity Steering Group, and for Goals 3 / 4 also included staff representatives.

The self-assessment process provided an overall grade of Developing across all four goals for the Trust

Stakeholder Assessment

In partnership with the other Cumbria NHS organisations, two events were held to support stakeholders to be involved in the EDS process. The first was Grading Training to give stakeholders an insight into what was involved with EDS. The second was a workshop to get feedback on patient experience to support the evidence collected. This took the form of gathering feedback on:

- What's good about the NHS
- What's not so good
- What's missing
- What would make it better

The workshop included an opportunity for participants to assess the overall position in Cumbria in relation to EDS. Alongside and to feed into this process surveys for patients and staff were also carried out.

For Cumbria the overall assessment rating was Developing (taking into account a range from underdeveloped to achieving, the average was Developing). Feedback from this workshop has been used together with the self-assessment to develop the Trust's equality objectives.

The Trust assessment carried out in March 2012 is attached



EDS outcome report
2012.doc

6. TRUST EQUALITY OBJECTIVES

From the self assessment, surveys and feedback, the Trust has identified four objectives, one for each of the EDS Goals together with an overarching objective relating to capturing and analysing data for services and staff against the protected characteristics.

The objectives are linked to the goals set out in the NHS Equality Delivery System (EDS): which are

Goal 1	Better health outcomes for all
Goal 2	Improved patient access and experience
Goal 3	Empowered, engaged and included staff
Goal 4	Inclusive leadership at all levels

Objective 1:
Ensure services are designed to meet the needs of patients, carers and communities

EDS Goal 1	To equality impact assess all services within the Trust and take action as required
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Objective 2:
Develop a system that ensures needs of patients are communicated across the patient journey

EDS Goal 2	Develop and implement systematic ways of ensuring that throughout a patient's journey from primary care into secondary care and within secondary care into discharge, any specific practical physical and care requirements are noted to ensure the patient receives the best possible experience e.g. needs a translator, is in a wheelchair, is deaf or blind.
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Objective 3:
Increase satisfaction levels of staff working in the Trust through working with staff and their representatives

EDS Goal 3	Facilitate a system where more time can be devoted to working with staff and staff representatives on policy development, training delivery and support for health and well being for employees across all staff groups.
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Objective 4:
Utilise staff training and development to demonstrate commitment and leadership around equality and diversity

EDS Goal 4	Review and implement leadership development programmes and deliver at various levels including a focus on equality and diversity across the Trust.
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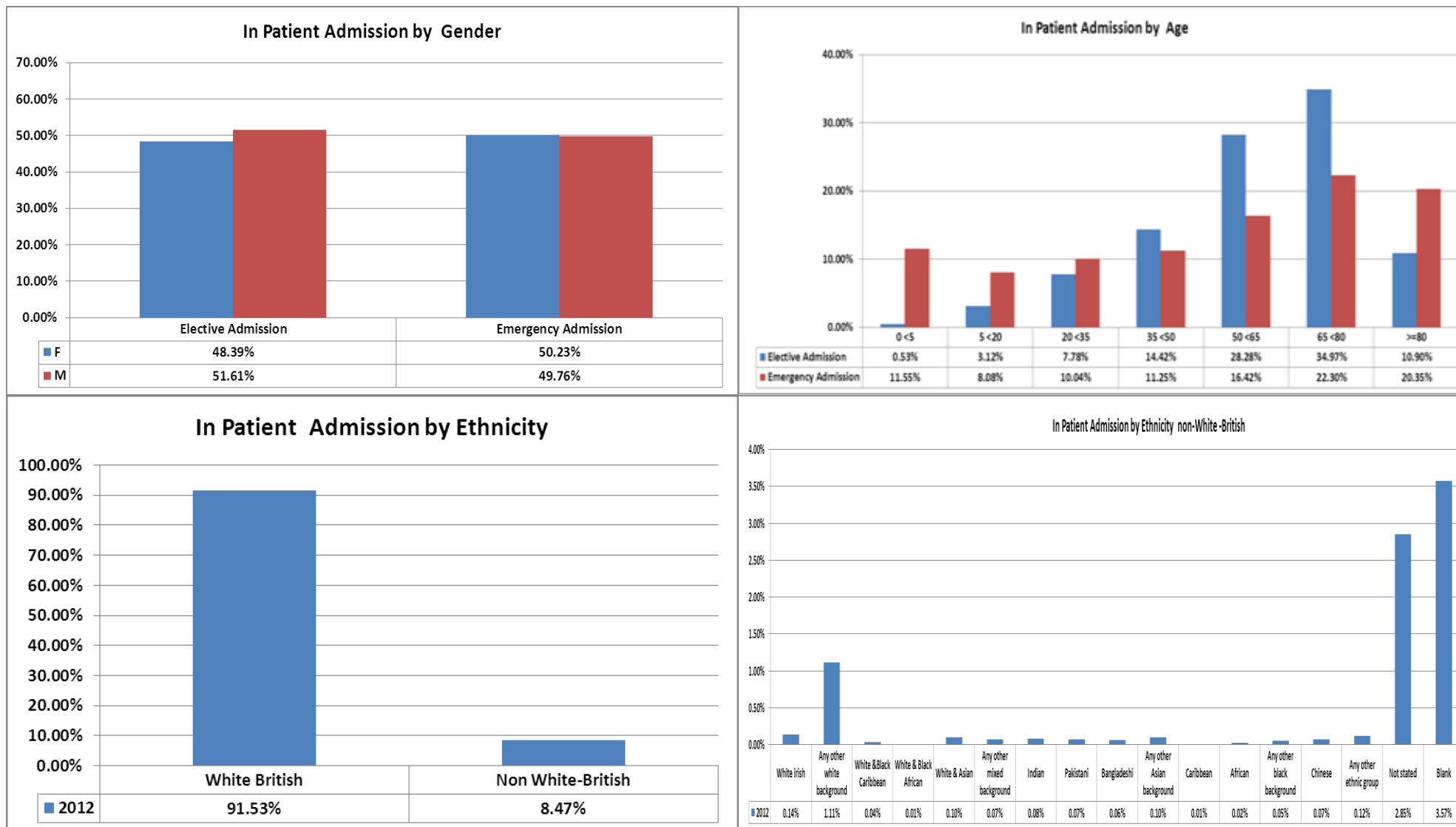
In order to facilitate the above objectives, the Trust has identified a fifth objective

Objective 5:
Identify the trends and issues for service users and staff allowing for actions to be implemented based on evidence gathered through data analysis

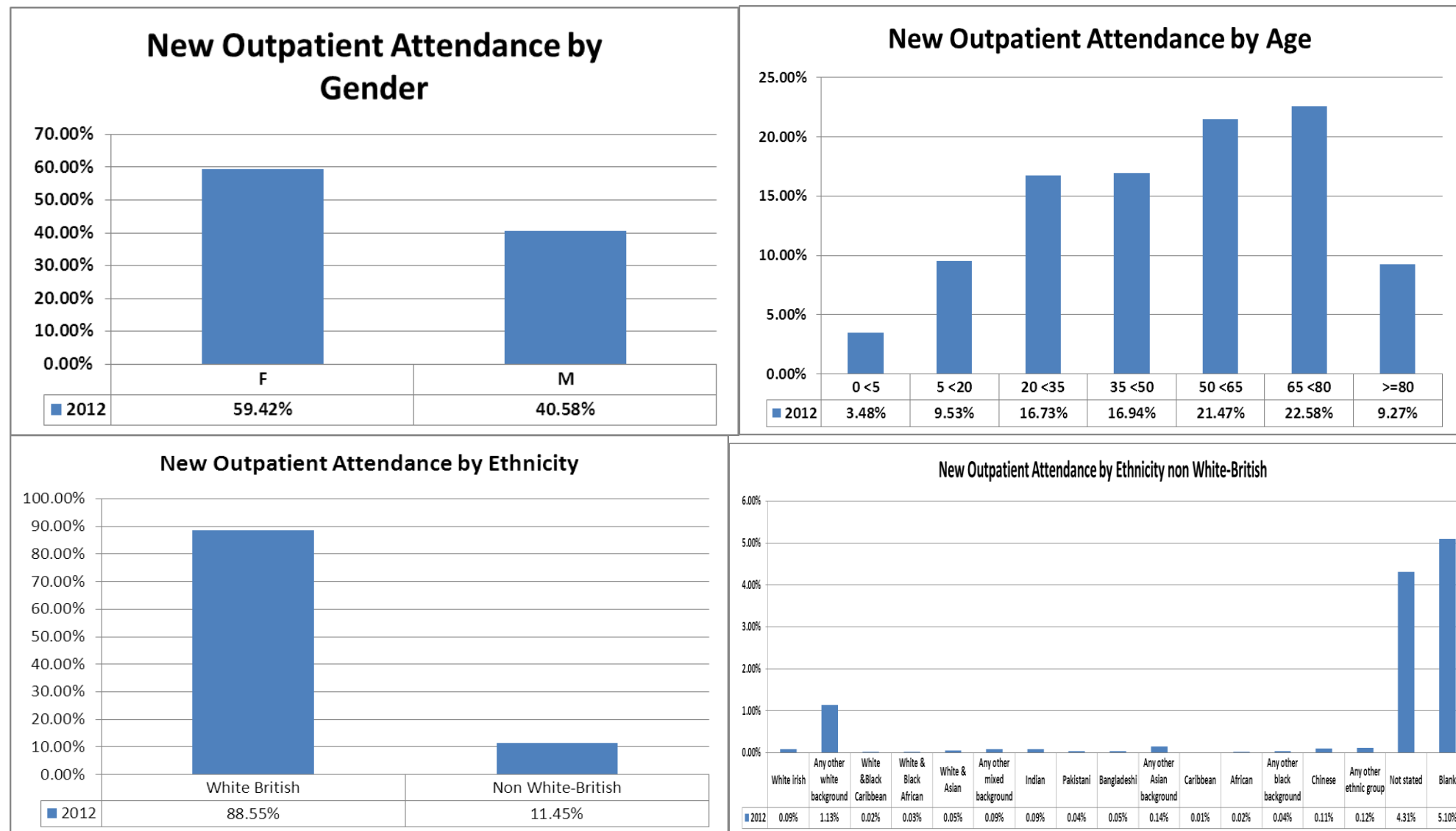
EDS Goals 1 to 4	Implement processes to improve the data collection and analysis of the information in relation to protected characteristics for staff and patients.
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APPENDIX 1 PATIENT INFORMATION

In patient admission

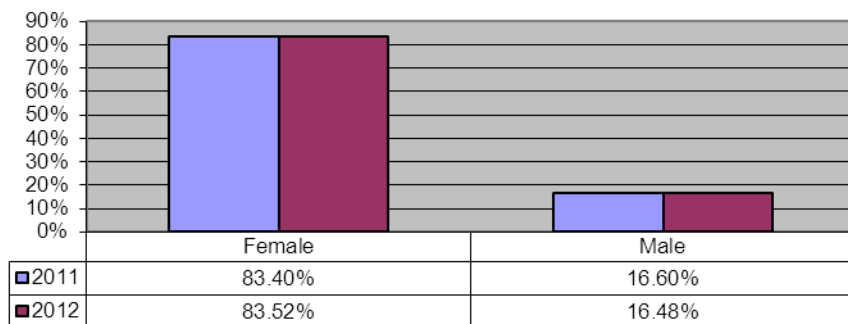


Out-patient new appointments

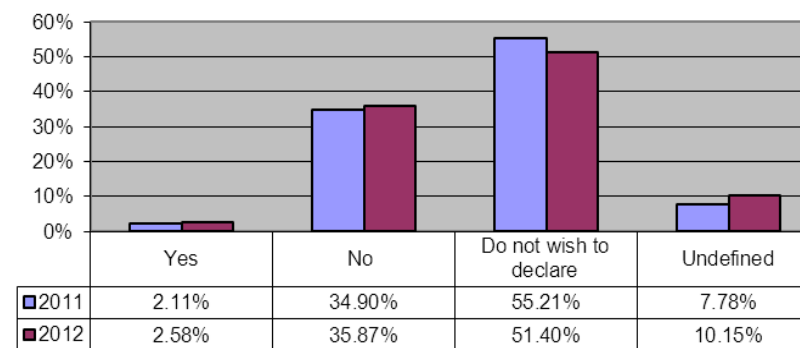


APPENDIX 2 WORKFORCE INFORMATION Organisation Profile

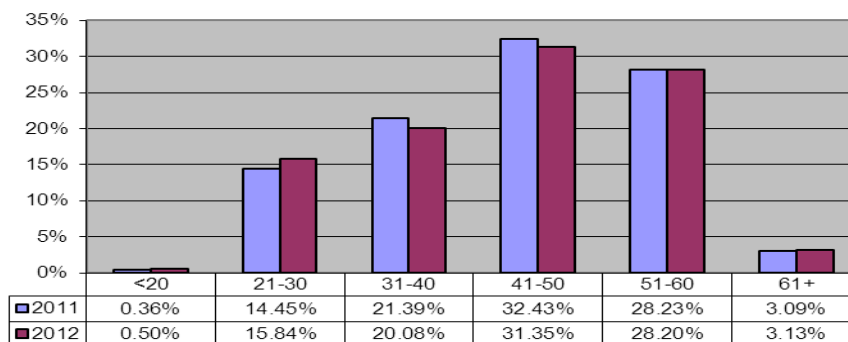
Organisation Profile % by Gender



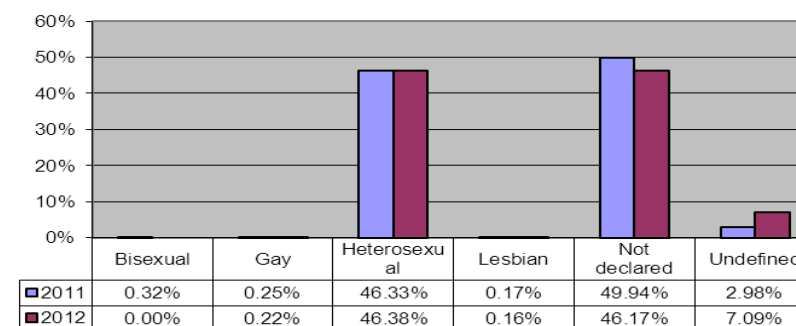
Organisation Profile % by Disability



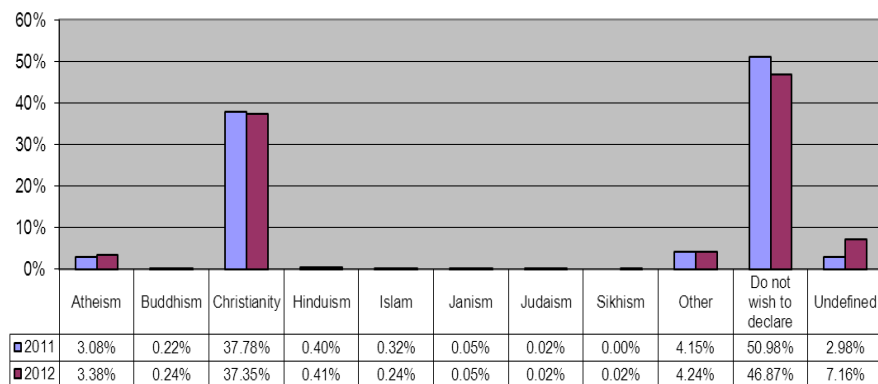
Organisation Profile % by Age



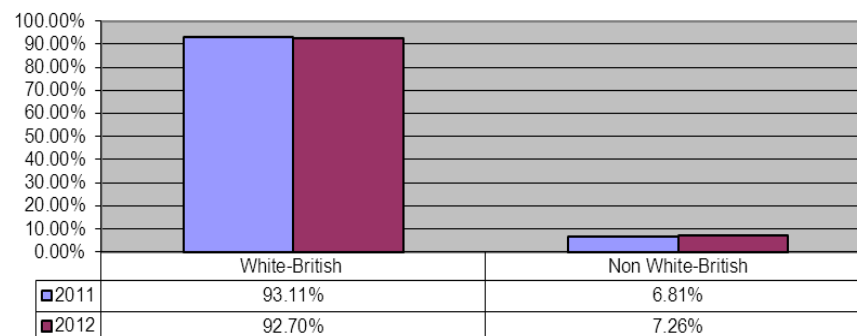
Organisation Profile % by Sexual Orientation



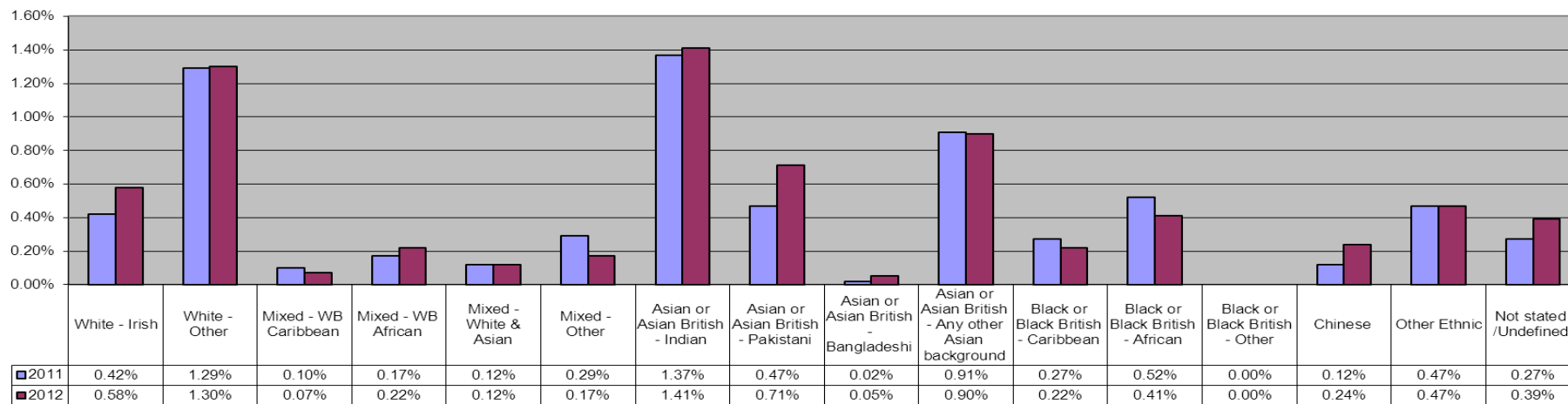
Organisation Profile % by Religion



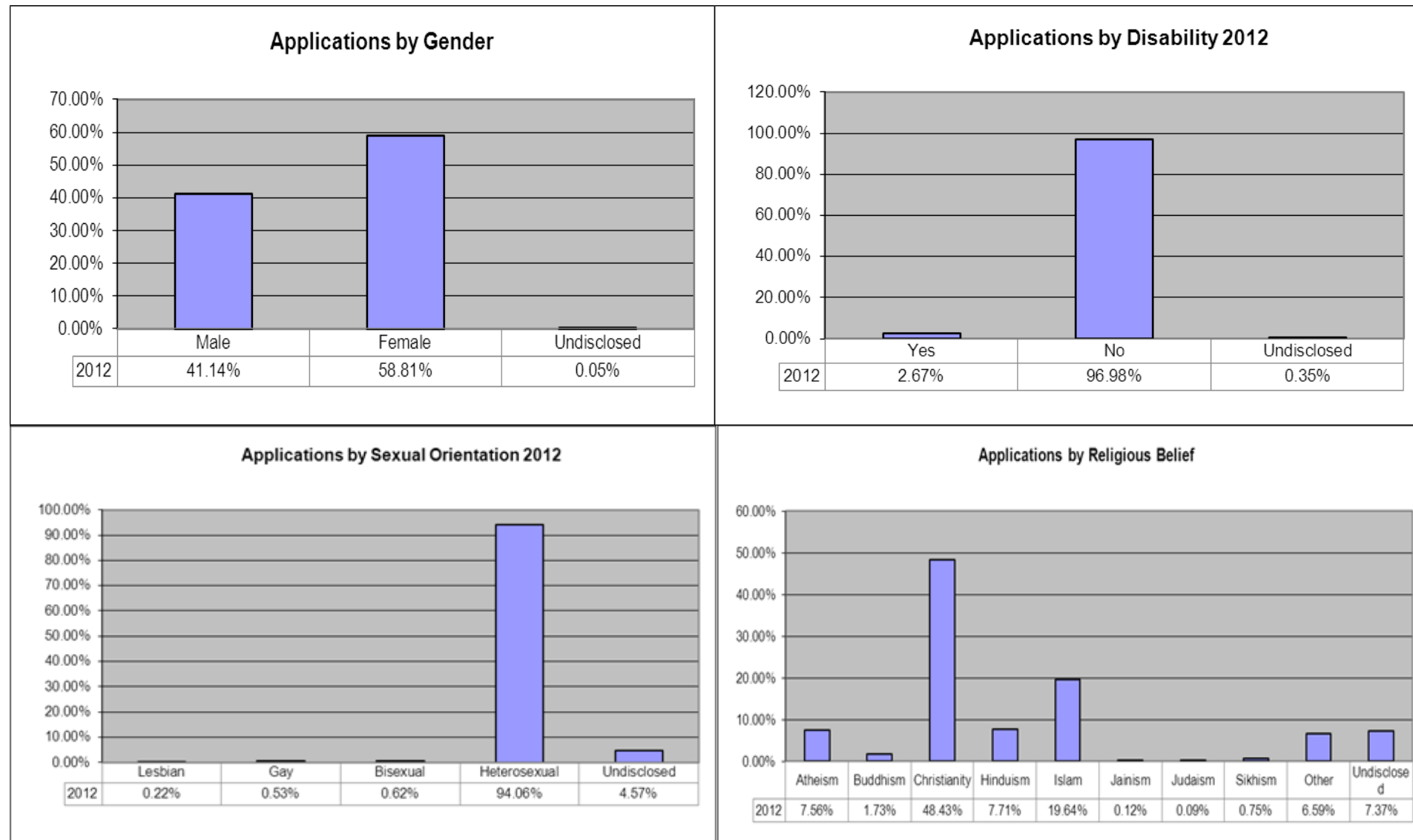
Organisation Profile by Ethnicity



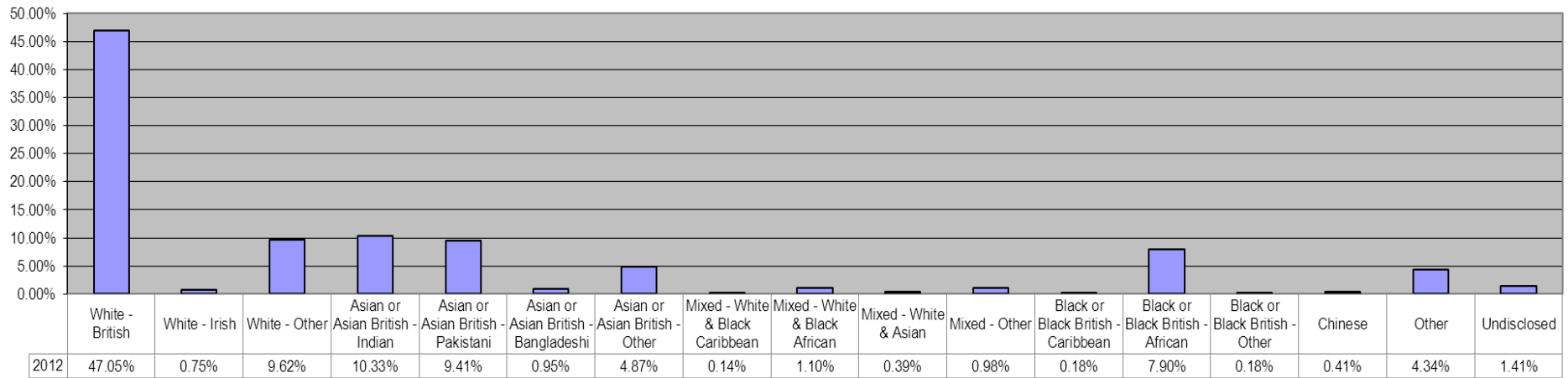
Organisation Profile % Ethnicity of non White-British



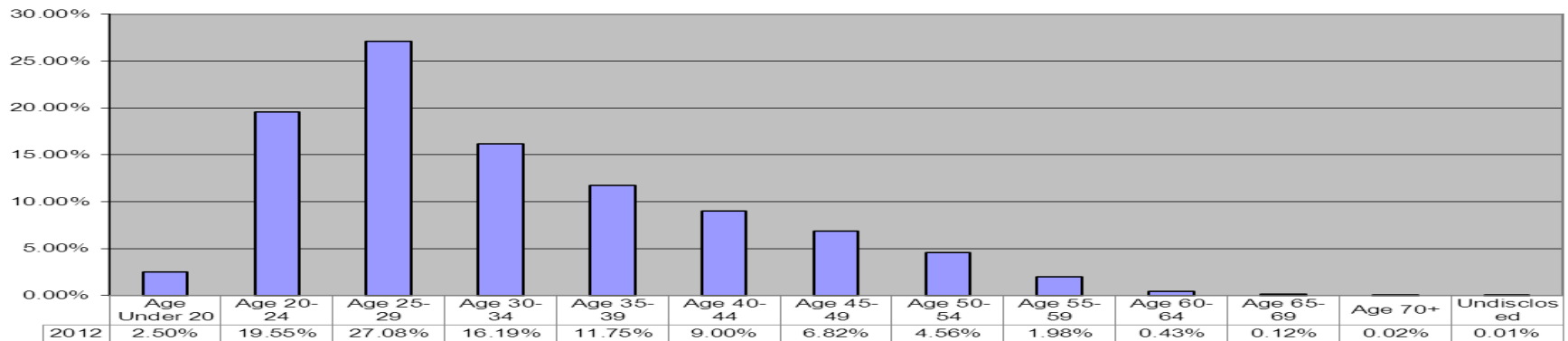
Recruitment Applications 2012



Applications by Ethnicity 2012

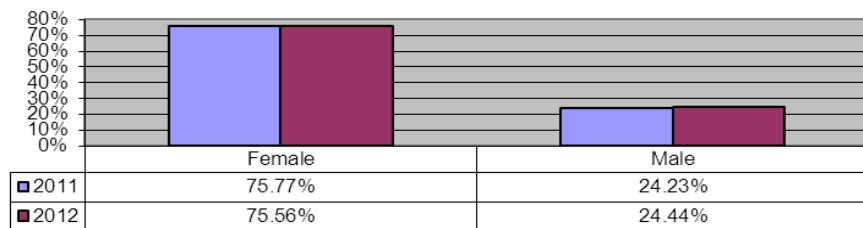


Applications by Age

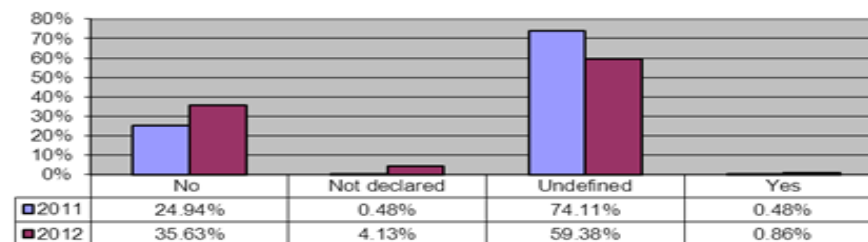


Starters

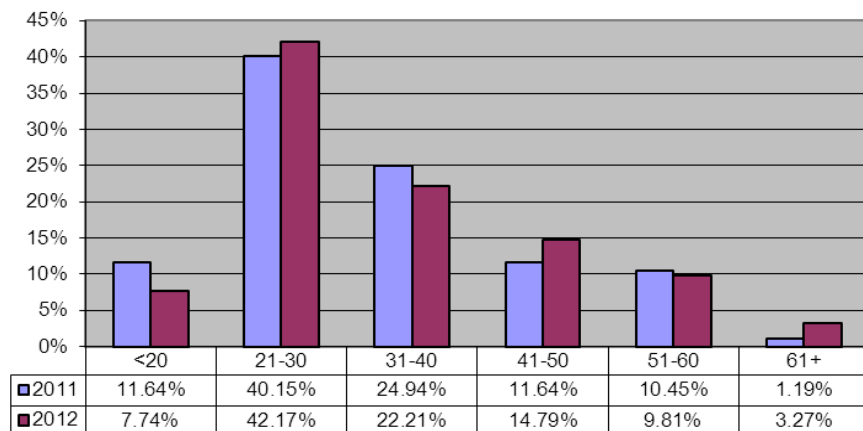
Starters by Gender



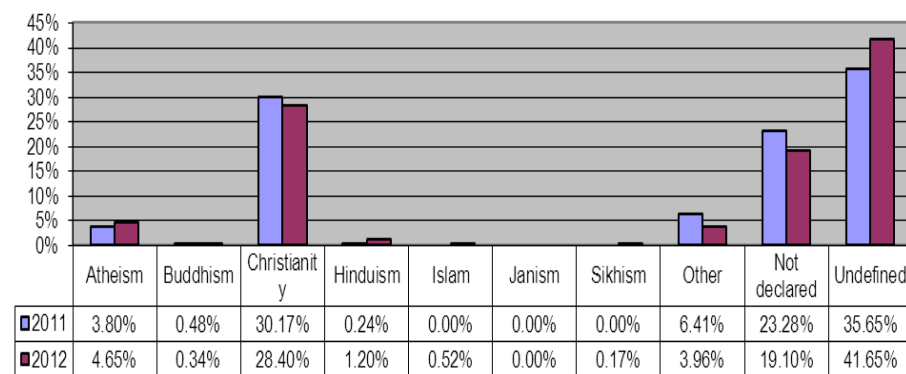
Starters by Disability

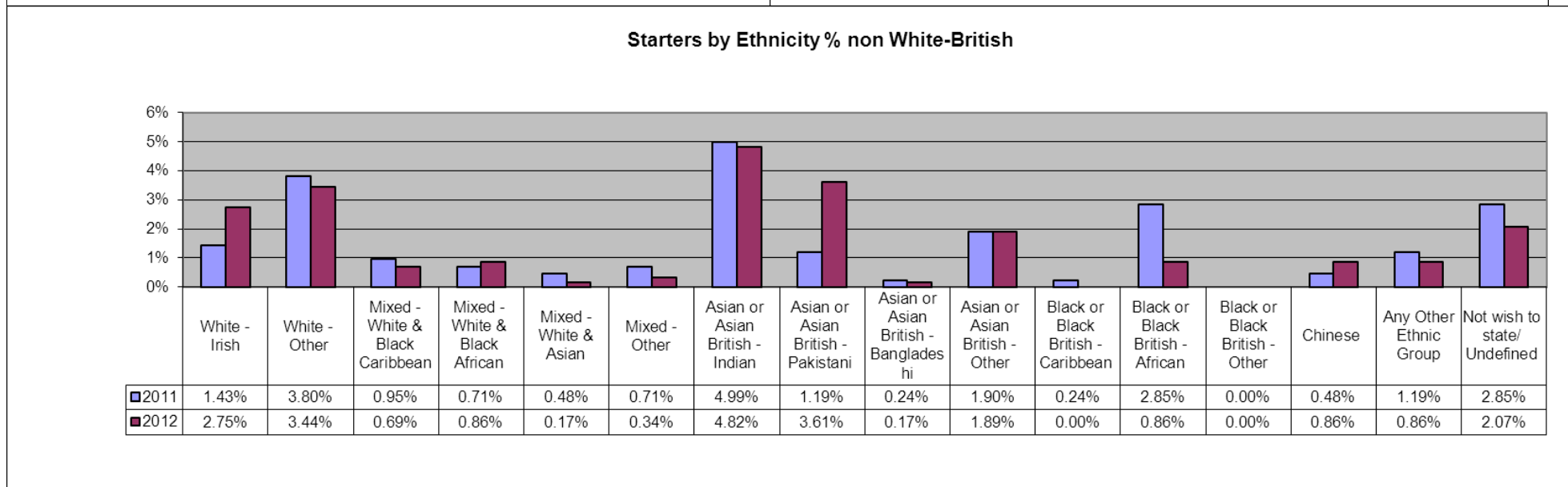
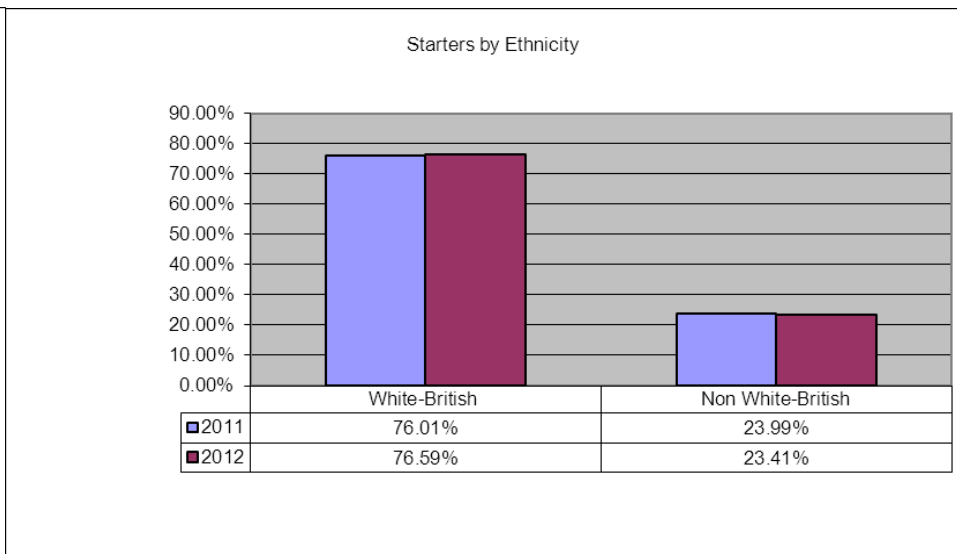
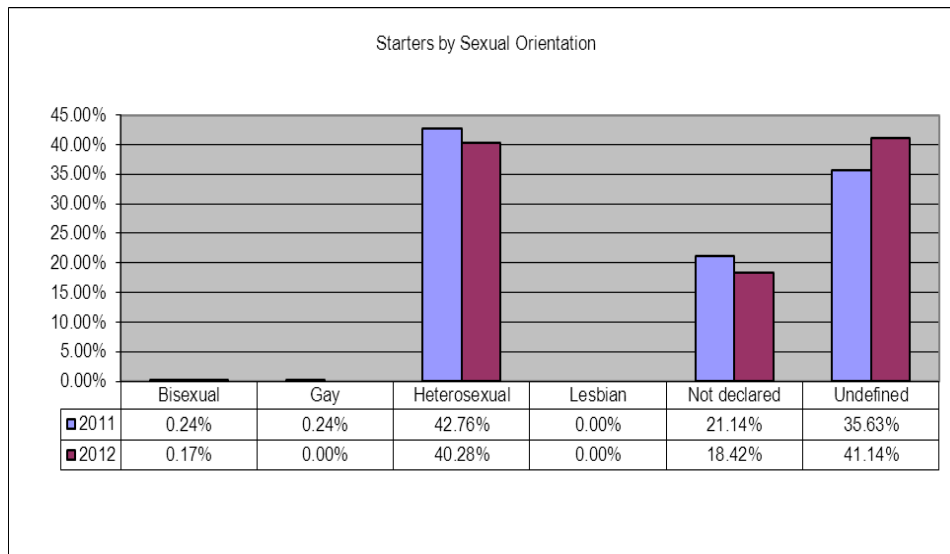


Starters % by Age

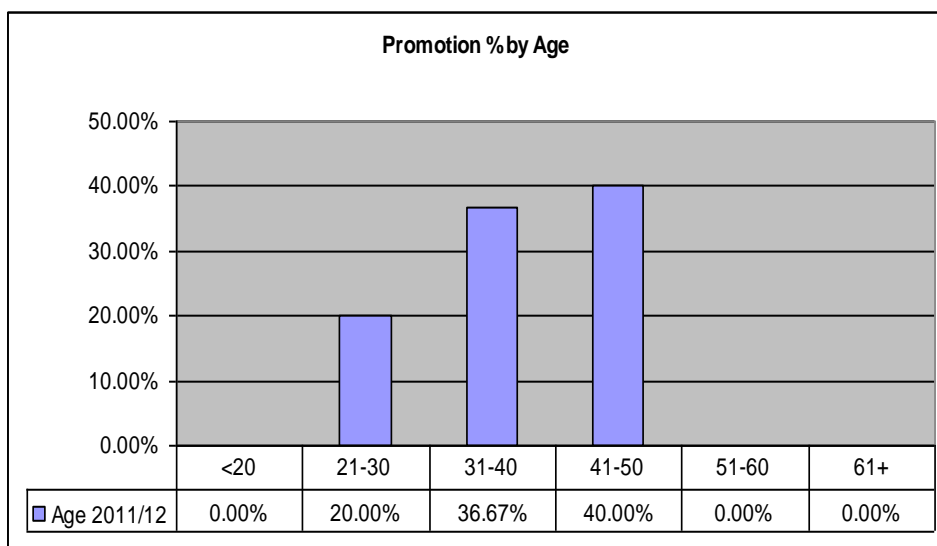
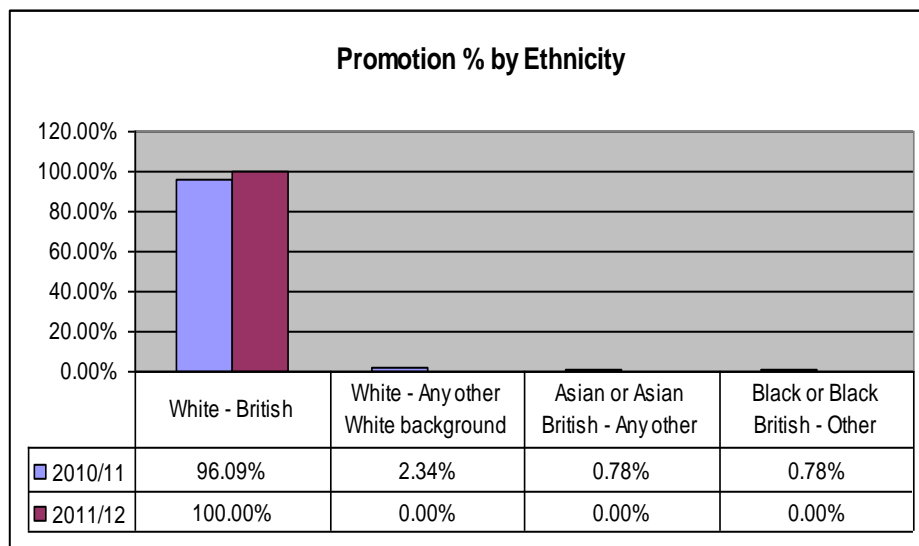
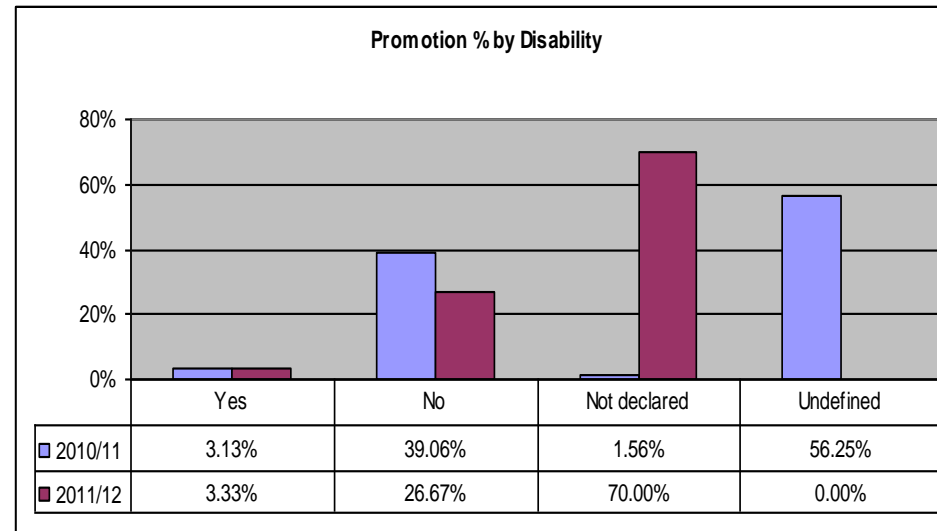
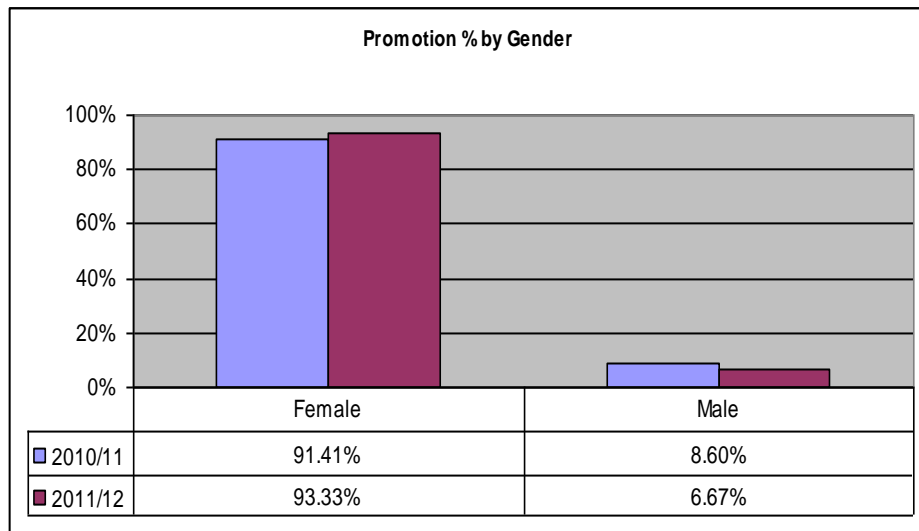


Starters % by Religion





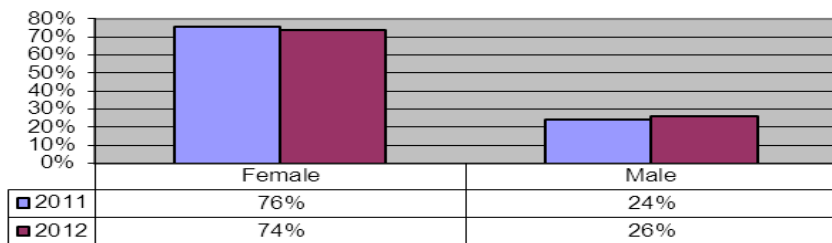
Promotions



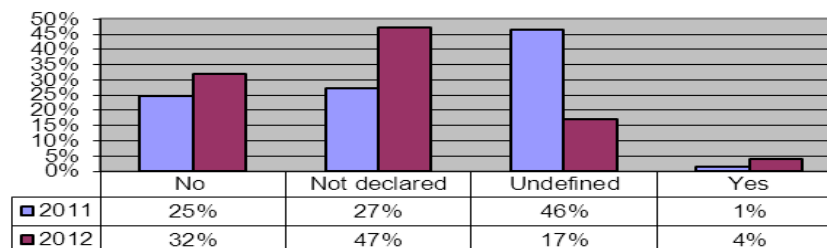
For the purposes of the report a promotion is defined as an increase of 1 grade or more. Reasons for increase may include applying for a different role, re-banding, developmental posts which include a period at a lower grade.

Leavers

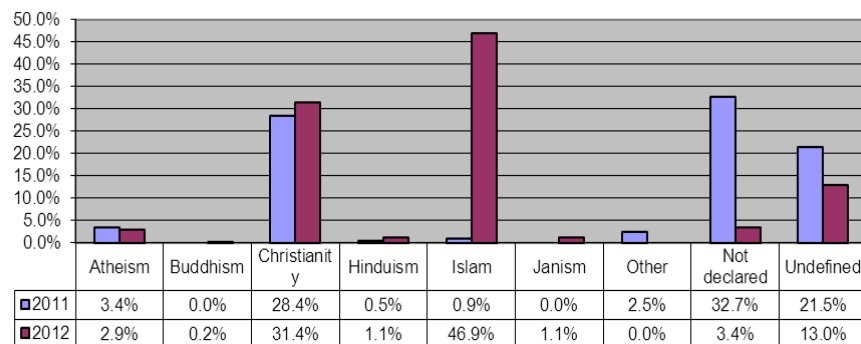
Leavers % by Gender



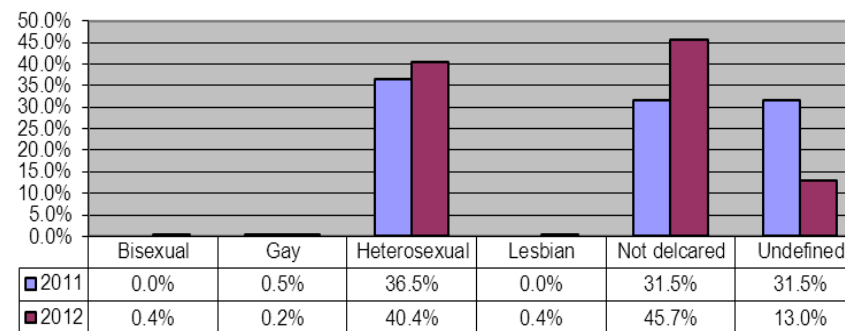
Leavers % by Disability



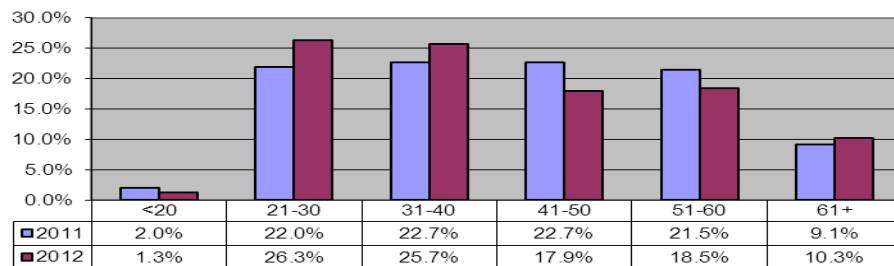
Leavers % by Religion



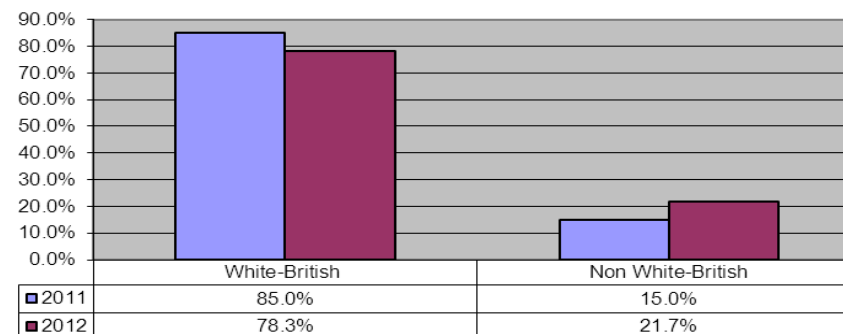
Leavers % by Sexual Orientation



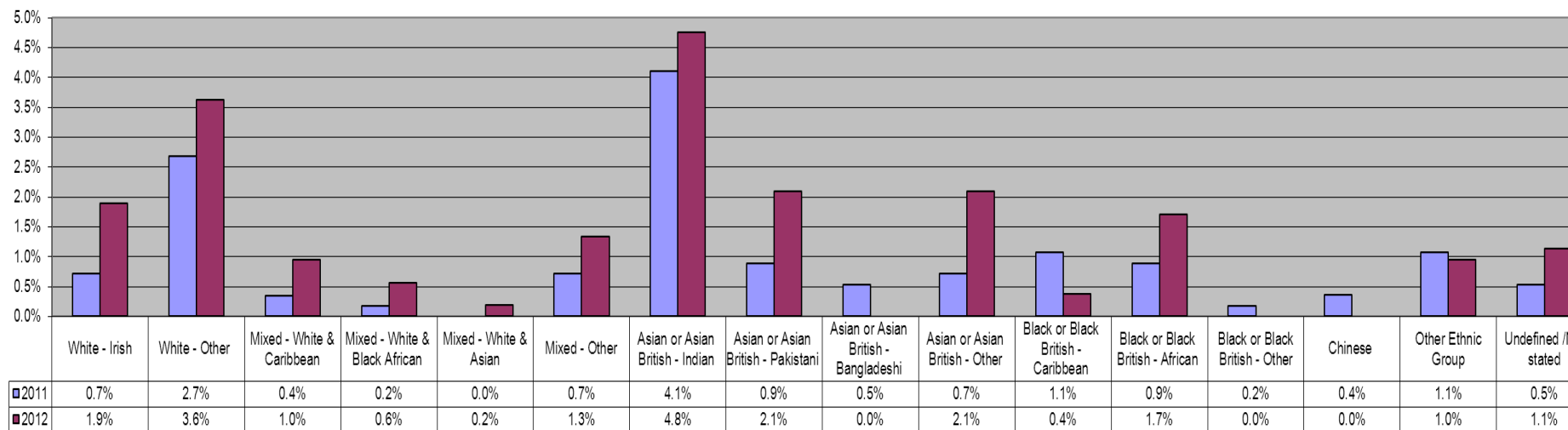
Leavers % by Age



Leavers by Ethnicity

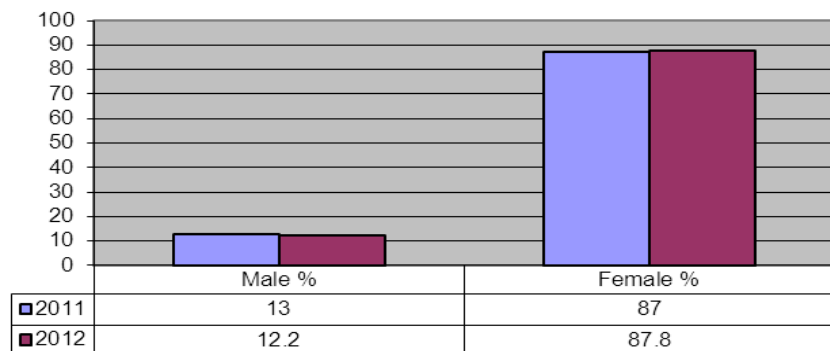


Leavers by Ethnicity non White-British

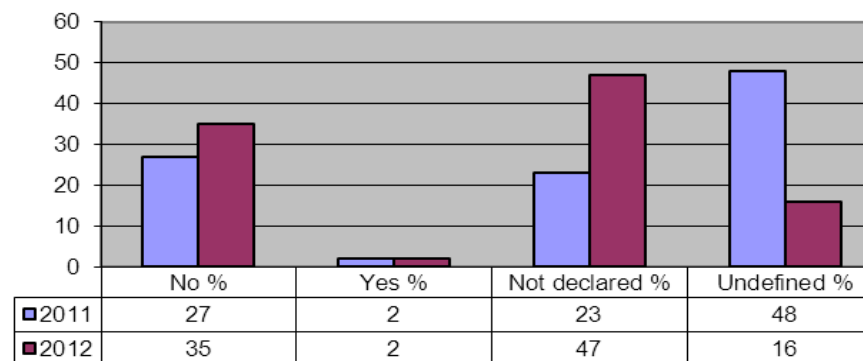


Training

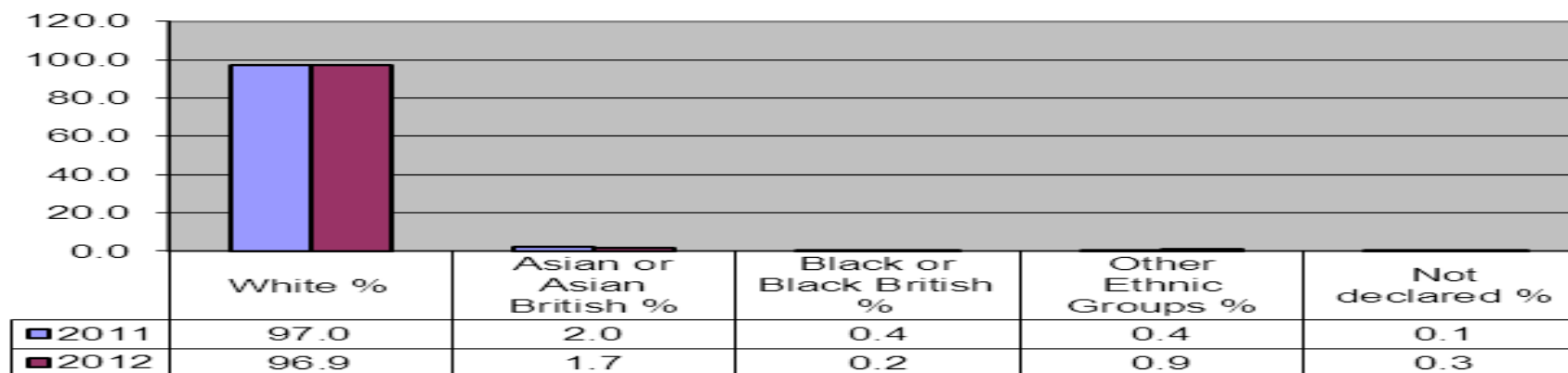
Course places by Gender



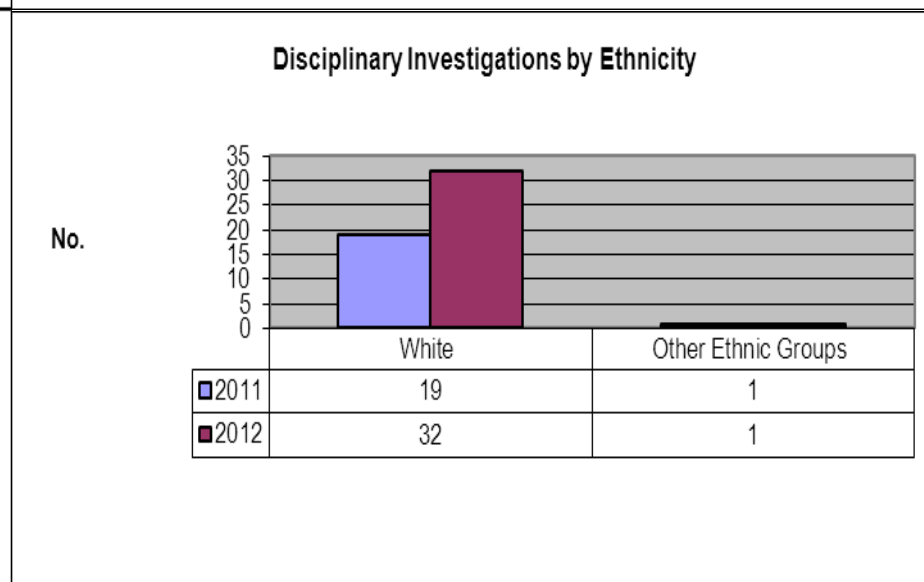
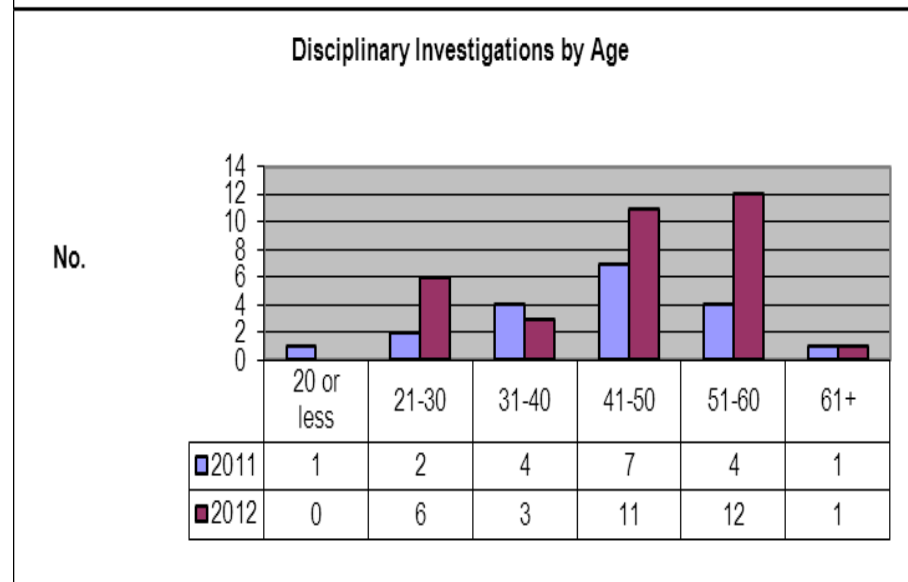
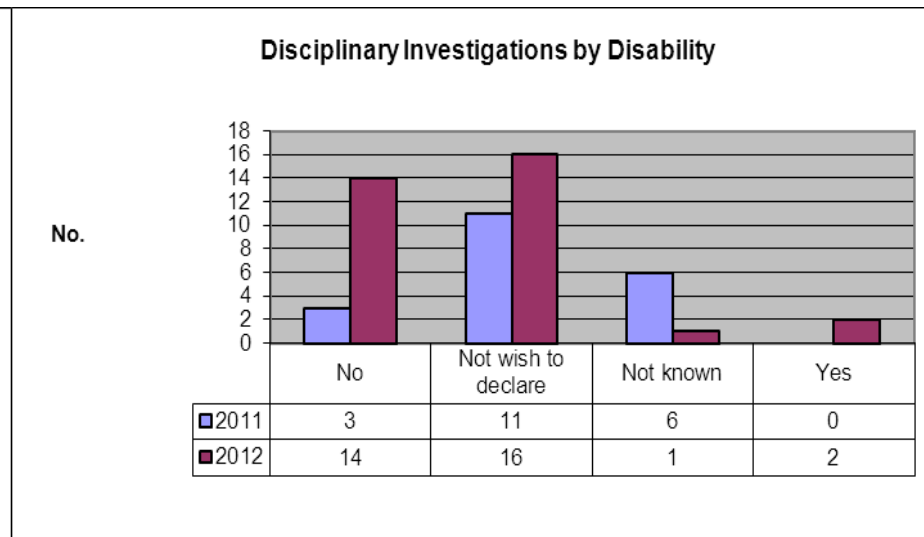
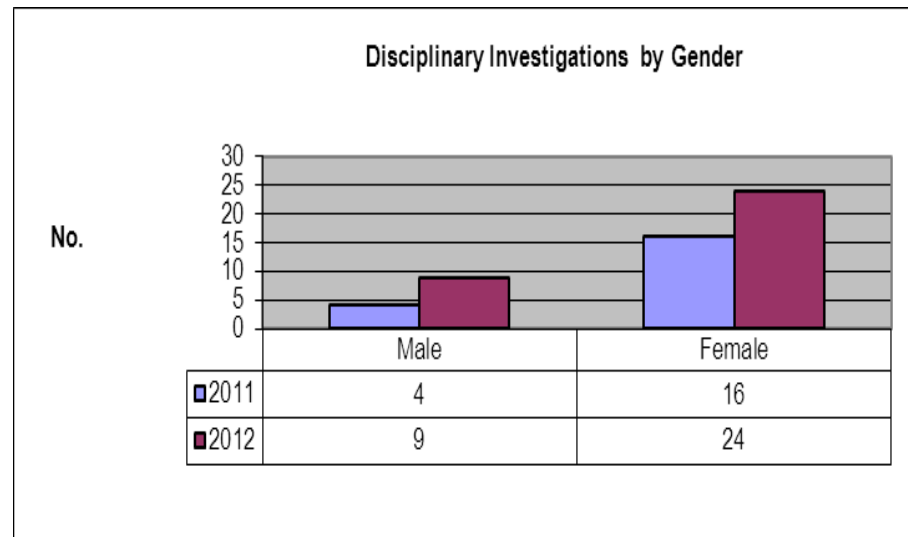
Course places by Disability



Course places by Ethnicity



Employee Relations – Disciplinary Investigations



Employee Relations – Individual Grievances

