

EPUT Equality Annual Report

1st April 2019 – 31st March 2020

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1. Purpose of the Report

The purpose of this report is to provide an overview of our achievements in the last 12 months in the field of Equality and Inclusion. It provides an overview of how we have delivered equality and where we are in relation to our equality objectives and acts as information to illustrate our compliance with the Equality Act 2010 and Public Sector Equality Duty.

The report covers the period 1 April 2019 to 31 March 2020.

2. Executive Summary

Towards the end of the year covered by this Annual Report, the NHS was responding to the global COVID-19 pandemic. We remain exceptionally proud of all of our staff's outstanding efforts and our thoughts remain with those people across the world that have been affected and lost their loved ones.

EPUT was formed on 1 April 2017 following the merger of South Essex Partnership NHS Foundation Trust (SEPT) and North Essex Partnership NHS Foundation Trust (NEP). During 2019/20 EPUT Provided community health, mental health and learning disability services for a population of approximately 1.3 million people across Bedfordshire, Essex, Luton and Suffolk. We employ circa 5000 staff across 200 sites.

The annual equality and diversity report provides assurance to the Board that the Trust is able to report against the general equality duty as outlined in the Equality Act 2010, to have due regard for the need to eliminate unlawful discrimination, harassment and victimisation; to advance equality of opportunity; and to foster good relations between people who share a protected characteristic and those who do not.

There are also separate reports which concentrate on detailed information and they can be found here. <https://eput.nhs.uk/about-us/equality-and-diversity>

This report provides progress on:

- Equality Delivery System 2 (staff and patients and service users)
- Equality Objectives
- Workforce Race Equality Standard (staff)
- Workforce Disability Equality Standard (staff)
- Accessible Information Standard (patients and service users)
- Gender Pay Gap (Staff)
- Sexual Orientation Monitoring Standards (staff and patients and service users)
- Equality Networks (staff)
- Patient Experience

EPUT is proud of its work around Equality and Inclusion. We aim to promote a culture of inclusive behaviours in order that our workforce and patients/service users – see us as addressing their needs – allowing them to flourish and recover and feeling safe in our care and employment. This extends beyond those we are currently engage with to prospective employees and patients/service users.

Highlights during this period have been:

- The creation of staff guides in conjunction with staff networks to raise awareness of supporting the LGBTQ+ Community, Understanding Faith and Spirituality and Staff Frequently Asked Questions about Disability and the Reasonable Adjustments Process

- An updated Equality and Inclusion Induction covering topics including Microaggressions, the Accessible Information Standard and Unconscious Bias
- Implementation of a Carers Framework and the 4 Learning Disability Standards within our services.
- Establishing a Suicide Prevention Group, promoting the use of the Stay Alive app in our services and providing mental health first aid courses to Staff
- Introducing Equality and Inclusion as a topic of discussion in Patient Experience community meetings and engagement events, as well as in the Friends and Family Test questionnaire sent out to all service users
- Working closely with local organisations including charity groups, CCG's, Health watch and Integrated Care Systems.
- Implementing a new TRAC system in place to remind managers of the requirement of a Black, Asian or Minority Ethnicity representative on interview panels.
- Encouraging a discussion of Equality and Inclusion as part of staff supervision, raising awareness of reasonable adjustments, staff networks and the equality champions.

The report has been discussed and signed off by our Staff Equality Networks, Workforce Transformation Committee, Equality and Inclusion Committee and Quality Committee.

2. Introduction

This report covers data and information for the period from the 1st April 2019 – 31 March 2020

We are committed to providing environments and services where everyone is respected and treated fairly regardless of characteristics or distinctions such as: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religious belief/faith, sex and sexual orientation.

Equality is governed by a recently refreshed Equality and Inclusion Committee led by the Executive Director of People and Culture and supported by senior representatives from across the organisation including our services. The group monitors progress on delivering equality and identifies risks which are then escalated as appropriate. It also serves to share good practice and celebrate progress

The key aims of the E&I Committee are:

- Ensure that the Trust remains compliant with Public Sector Equality duties
- Provide assurance and support in respect of compliance and delivery of the Equality Delivery System (EDS2) Framework and Work plan
- To provide assurance and evidence that the Trust is meeting the equality and diversity elements of the Care Quality Commission Fundamental Standards as well as CQC suggested actions
- To promote Equality, Human Rights and Inclusion throughout the Trust, and to evidence this in line with Trust Equality Objectives

Our Governance Structure is set out in Section 5.

3. Progress on our Equality Objectives and Equality Delivery System

As part of the Trust's public sector duties, EPUT must publish its equality objectives every four years. Following a process of consultation with key stakeholders during December 2017 and March 2018, we developed three Equality Objectives (2018 - 2022) as follows:-

Equality Objective 1: To continuously improve service user experience and outcomes through the delivery of high quality, safe, and innovative services

Equality Objective 2: We will ensure all staff feel safe, included and have fair access to employment.

Equality Objective 3: We will empower our staff to build strong and healthy communities by being open and compassionate when involving people from all communities and groups.

Implementation of EDS2 is a mandatory requirement for both NHS commissioners and NHS providers. The Trust is required to demonstrate 4 key objectives. 2 for patients and service users and 2 for staff. The main purpose of the EDS2 is to help NHS Organisations, in discussion with local partners and local people, review and improve their performance for people with protected characteristics. The EDS2 is a generic tool

Our Equality Delivery System 2019-20 Full Summary is published here:

<https://eput.nhs.uk/about-us/equality-and-diversity/>

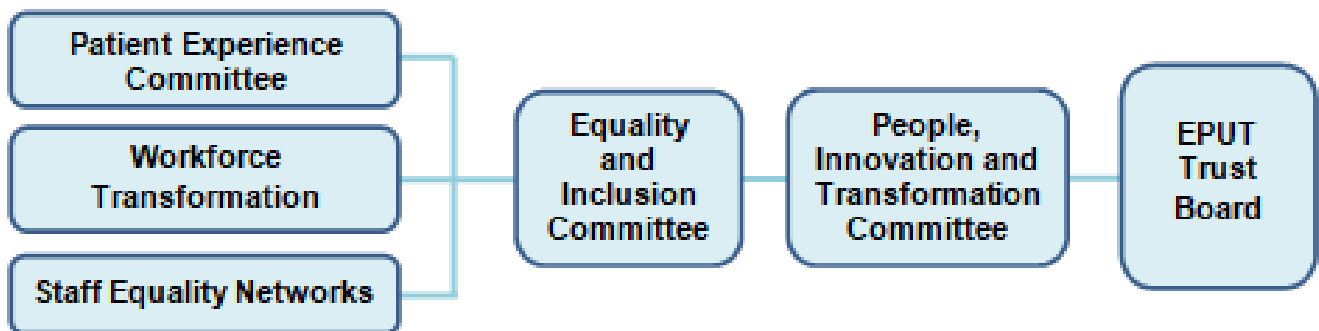
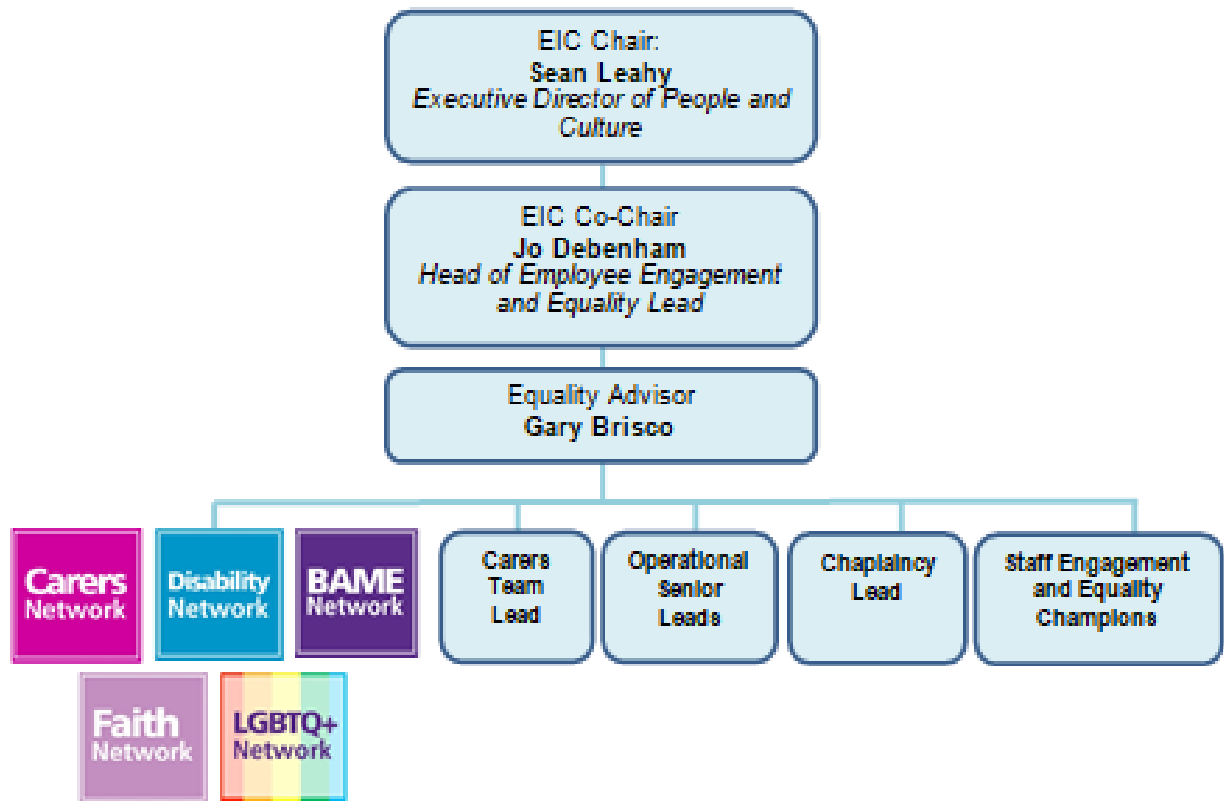
Key highlights and achievements are as follows:-

- Participation in an External Audit on Equality and Inclusion.
- Creating and distributing a poster across the Trust to raise awareness of Staff Networks, Equality and Inclusion support and the Equality and Inclusion hub on the staff intranet.
- Black, Asian and Minority Ethnicity (BAME) representation on senior interview panels
- Doubling the number of Equality Champion volunteers in the Trust and creating new resources as well as a monthly update for participants
- Reviewing Equality Champions scheme to ensure that they were available in all localities, and recruiting in areas where this was not the case
- Growing and developing the newly created Staff Networks and supporting the existing Black, Asian and Minority Ethnicity Staff Network
- Reverse Mentoring for Black, Asian and Minority Ethnicity staff
- Supporting Veterans at EPUT with Armed Forces Champions and holding Veterans Aware Trust Status.
- Holding the first EPUT Equality and Inclusion Conference
- Asian Heritage Month
- Black History Month
- Disability History Month
- LGBTQ+ Pride Month
- Celebration of national days including International Women's and Men's Day

Full details of our achievements are recorded in our Equality Delivery System Action Plan 19-20 which can be found here <https://eput.nhs.uk/about-us/equality-and-diversity/>

4. Governance Arrangements for Delivering Equality at EPUT.

This diagram sets out the way in which we monitor our progress and hold ourselves to account.



Appendix 1 sets out our approach to reducing Patient Inequalities.

5. Service Access and Provision

Equality and diversity is embedded into everything the Trust does, and the aim is for the Trust to be a leader in championing inclusivity - valuing its patients and service users and carers. The aim of embedding equality and diversity is to ensure that patients and service users and carers are valued, treated with respect and dignity, are treated fairly, with the best possible patient healthcare journey.

Below are various aspects of inclusion that the Trust has to meet compliance with and other initiatives to engage with patients and service users and the local community.

6.1 Accessible Information Standards (AIS)

The Accessible Information Standards came into force in July 2016, across all NHS and Adult social care systems to have a consistent approach to identifying, recording, flagging, sharing and meeting the needs of patients and service users, service users and carers and parents, where those needs relate to individuals who are blind, deaf, deafblind or who have a learning disability.

Accessible Information Standards have been implemented at EPUT for some time. It is now included in our Equality, Inclusion, Bullying and Harassment induction for all new staff, as well as promoting this to existing staff and providing information on the Trust intranet. New Translation services were also implemented via “Language Empire” to support any requests for accessible information.

6.2 Faith and Chaplaincy Services

The EPUT Chaplaincy and spiritual care service completed a move this year to put in place directly employed chaplains providing a service to the bulk of Trust inpatient units. The remaining inpatient units at Chelmsford and in Bedfordshire continue to receive provision via SLA from the local general chaplaincy teams. The EPUT Chaplaincy service is also very pleased to have appointed its first Muslim Imam expanding our faith provision base.

Record numbers of local trained chaplaincy volunteers, from varied ethnic and belief group backgrounds are now in place across Trust sites and two further training course for chaplaincy volunteers have been completed. The team now has over 30 active chaplaincy volunteers and this provision is hoped to be expanded further across all sites.

Chaplaincy continue to provide regular, well received input via local hospital radio, ongoing monthly ward songs of praise, groups on wards and events including the very popular EPUT “Spiritual care Day” event at Chelmsford Cathedral.

6.3 Interpreting and Translation Services

The Trust has a contract in place with Language Empire to provide interpreting and translation services for our patients and service users.

Supplying our service users with a translator through Language Empire helps bridge any language or cultural gaps between our patients and their healthcare providers. It also allows service users to communicate accurate information to clinicians and practitioners so that symptoms and their meanings can be understood and correctly diagnosed which allows the best available treatment to be offered. Both face to face and telephone interpreting can be offered.

Translation services offered include converting documents into alternative languages or formats such as braille, large print, audio, video or pictorial English and normal print.

Languages and formats supported by Language Empire are listed here:



Language ID Chart -
EPUT.pdf

6.4 Equality Impact Assessments

The Trust has processes in place to ensure that equality impact assessments are completed for all policies and key decisions, to good quality standards. This includes all decision making processes and Proposals presented to official committees. A recent refresh of the process has included strengthening the link to Quality Improvements process to ensure they are impact assessed and that equality related quality initiatives are encouraged.

a. Complaints Process

The Trust complaints policy sets out a framework for listening, responding and improving when patients and service users or service users, their families or carers raise concerns.

In addition to this, a process has been set up with the complaints department to ensure that Accessible information standards are embedded in the complaints process.

As part of the complaints and PALS (Patient Advice & Liaison Service) process we consider if issues raised are related to equality or diversity. Trained Complaint Investigators thoroughly and independently review all issues raised, and where injustice or wrongdoing is identified we take immediate steps to resolve the problem. We record and track lessons learned and actions taken, and ensure that learning is shared across the trust, to maximise the opportunity to improve the service and care we provide to all patients.

6.6 Friend and Family Patient Survey

Patient surveys are a vital source of feedback to us on areas in which our clinical services are doing well and areas which need to be improved.

The Trust has in place a unified patient survey. This draws together the national NHS Friends and Family Test (FFT) and a further series of local questions around key areas we identified together with people who use our services. A specific question asking service users if they felt they were treated equally and if not, how we could improve on this is included on every FFT form. An online dashboard is available for operational managers to access their service's FFT results, including the specific equality and inclusion question. They are then able to discuss the feedback with their team or individuals, where appropriate, using it as an opportunity to reflect on practice and look for improvements. Managers are encouraged to use positive feedback to share and reinforce good practice, as well as encourage further participation in the survey. Any concerns identified in the FFT comments are fed back by the Patient Experience Team to the relevant team/service to action appropriately.

Quarterly reports on the Equality and Inclusion FFT feedback are presented to the Equality and Inclusion Committee. FFT data is presented at the Patient and Carer Experience Sub-committee as well as service 'deep dive' reports being presented too which identify any areas for learning and improvement.

The Trust also participates in the annual National Community Mental Health Survey which is sent to patients who received treatment from the Trust from September to November each year to complete and return. The survey asks a number of questions around care and treatment and these results are presented the following year, with a comparison against other Trusts. The survey asks respondents to answer a number of questions on their demographics which then allows the Trust to report on this from an equality and inclusion perspective. Any areas within the Trust which require improvement are raised with Operations and any actions to be taken are monitored and evidenced throughout the year.

6.7 Patient Profile by Equality

Each year we assess the % of our patients for whom we hold equality information (protected characteristics) The most recent summary is available at Appendix 2

6. Workforce

Workforce Profile by Equality

Each year we produce a detailed analysis of our workforce by each of the protected characteristic groups and then a range of HR interventions. It also includes a full summary of what progress we have made in the area of workforce equality and inclusion. The most recent report is available here [LINK](#)

Gender Pay Gap

We produce an annual report on Gender Pay Gap. The most recent report is available here [LINK](#)

Workforce Race Equality Standards (WRES)

The Workforce Race Equality Standards are a mandatory requirement for NHS Employers looking at the experience of Black Asian and Minority Ethnic staff compared to their white counterparts. Our most recent published report is available here <https://eput.nhs.uk/about-us/equality-and-diversity/delivering-equality> (scroll down the page).

Workforce Disability Equality Standard and Disability Confident Scheme

The Workforce Disability Equality Standards are a mandatory requirement for NHS Employers looking at the experience of staff who are disabled or who have long term health conditions compared to non-disabled staff. Our most recent published report <https://eput.nhs.uk/about-us/equality-and-diversity/delivering-equality/> (scroll down the page).

Mindful Employer

EPUT are proud to be a signatory to the Charter for Employers who are Positive about Mental Health.

Mindful Employer is about supporting employers to support mental wellbeing at work, it is UK-wide and run by Workways which is part of the Devon Partnership NHS Trust.

It is led by employers and is for employers. It's about increasing awareness of mental health, demonstrating commitment to the mental wellbeing of all staff and showing that organisations are working towards putting their principles into practice.

For more information please visit: <http://www.mindfulemployer.net>

Stonewall Diversity Champion

During this period, EPUT held accreditation as a Stonewall Diversity Champion, allowing the use of Stonewall's logo on Trust documents and presentations, initial support in creating a LGBTQ+ Staff Network and input from Stonewall representatives. Feedback on the work that was taking place in the Trust was used as part of the first year of the LGBTQ+ Network in the Trust and its actions.

A presentation on supporting LGBTQ+ was also given by a member of Stonewall to our Equality Champions and Trust attendees, alongside our Executive Director of People and Culture and our Equality Advisor.

7. Equality Networks

During this period, EPUT had five Staff Networks as part of the Equality and Inclusion structure within the Trust. These Networks were open to all staff and regularly promoted throughout the year at Trust events, Trust communications channels and via the EPUT closed staff Facebook group.



They are an integral part of the Equality agenda and decision making processes for the Trust.

The following are examples of some of each Network's key achievements, based on actions developed independently by the membership group:

8.1 Black, Asian and Minority Ethnicity (BAME) Staff Network

- Working in collaboration with the Staff Engagement Team to develop the Workforce Race Equality Standard report and action plan from 2019 – 2020.
- Delivering Unconscious Bias training as part of EPUT's Management Development Program.
- Working alongside the Workforce, Development and Training team to provide Reverse Mentoring sessions for senior members of staff, with Network members sharing their lived experiences.

8.2 Lesbian, Gay, Bi, Trans and other sexual or gender minority groups (LGBTQ+) Staff Network

- Creating staff guides with information on how to better support and understand patients and colleagues from the LGBTQ+ community.
- Building upon the existing LGBTQ+ Rainbow Campaign with improved messaging on the importance of being an Ally as well as offering Rainbow NHS Pins to staff to help them show their support.
- Helped to plan and share staff profiles, articles and encourage staff across the Trust during LGBTQ+ Pride Month
- Meeting with LGBTQ+ organisations including Transpire, Basildon Pride and Stonewall to review existing resources and to develop new resources for staff.

8.3 Faith and Spirituality Staff Network

- The Network were part of Faith and Spirituality Week and Faith and Spirituality Appreciation day on November 13th 2019.
- New guidance was developed to support faith and spirituality in our services for events including Ramadan, Rosh Hashana and other spiritual and religious observances.
- Developing a Faith and Spirituality Staff guide with best practice for understanding and supporting different faiths.

8.4 Disability and Mental Health Staff Network

- Promoted Disability History Month, Purple Tuesday, Deaf Awareness Week, Dyslexia and Dyspraxia Awareness Week and other Disability and Mental Health related events throughout the year, providing staff stories, articles and videos through the Trust Intranet.
- Reviewed the Sickness and Wellbeing policy, the use of the Bradford score within the Trust and the Stress and Ill Mental Health toolkit for staff

- Developing the Reasonable Adjustments Passport for use in the new Sickness and Wellbeing Policy and Procedure.

8.5 Staff Carers Network

- Reviewed EPUT policies and procedures that directly affect staff with caring responsibilities, including the Sickness and Wellbeing Policy.
- Creation of a Carers Newsletter to share useful information with staff carers and all staff.

8. Equality and Inclusion Conference

In July 2019, EPUT held their first Equality and Inclusion Conference. Known as the “Equality Champions Conference”, this involved not just Equality Champions, but also staff members participating in the LGBTQ+ Rainbow Campaign, local authority representatives, senior leads and a representative from the CQC. The session received positive feedback from attendees and included the following topics:

- Speeches by the Equality Lead, Staff Engagement Lead and Equality Advisor on promoting equality, inclusion and wellbeing, as well as presenting the Equality and Inclusion strategy to the Trust.
- Guest speaker Paul Deemer (Head of Diversity and Inclusion, NHS Employers)
- Presentations by EPUT Chairs as well as the Chaplaincy Lead covering key areas including LGBTQ+, Disability and Mental Health, Black, Asian and Minority Ethnicity (BAME), Staff Carers and Faith and Spirituality.

9. General Areas for Action and Improvement in Equality & Inclusion for 2020-2021

Workforce Actions are contained within the Workforce Equality Report.

- Strengthened Patient Equality Data reporting
- Addressing Patient and Community Inequalities
- Work to capture equality good practice in the patient arena
- Cultural Awareness Coaching for leaders
- Refresh of the Equality Committee Membership
- Protected Time for Equality Network Chairs
- Improved recording of Patient Equality Information
- Development of ‘THIS IS ME’ booklets for patients and service users to support more inclusive care giving
- Stronger community engagement and working with members of our Trust.
- Closer System Wide working with Partners such as Integrated Care Systems and Regional Networks
- Shortened Equality Impact Assessment processes for Covid-19

Jo Debenham
Head of Staff Engagement
December 2020.