



Equality and Diversity Annual Report 2011-12

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1. Introduction

This annual report updates the Trust Board on progress in relation to the Equality, Diversity and Inclusion agenda, and on progress in relation to the Equality Delivery System action plan.

2. Demographics

The County of Worcestershire is made up of six distinct local authority districts, ten towns, a city, and dozens of villages - all with their individual characteristics and neighbourhoods. This diversity of communities is continually changing presenting different health needs and experiences.

Worcestershire is a relatively affluent county. However, there are marked contrasts: while 30% of residents live in areas considered to be among the 20% most affluent in England, 7% live in areas among the 20% most deprived. The most deprived areas are in the city of Worcester and towns of Redditch and Kidderminster.

Sixty-seven General Practices serve the population. Patient list sizes range from 2,500 to 20,000, with an average of just fewer than 8,500. There are five community hospitals and a Treatment Centre at Kidderminster Hospital which provide other non-acute clinical services.

Worcestershire's health services serve an increasing resident population of approximately 550,000 providing a comprehensive range of surgical, medical and rehabilitation services. This figure is expected to rise to 590,000 by 2026. Taken as a whole, the Trust's catchment population is both growing and ageing. Life expectancy continues to rise above the national average and contributes towards the forecast growth in activity due to the increase in over 75's in the local population.

The Trust's catchment population extends beyond Worcestershire itself, as patients are also attracted from neighbouring areas including South Birmingham, Warwickshire, Shropshire, Herefordshire, Gloucestershire and South Staffordshire. This results in a catchment population that varies between 420,000 and 800,000 depending on the service type. Referrals from GP practices outside of Worcestershire currently represent some 15% of the Trust's market share. However, currently less than 75% of Worcestershire residents choose to receive their treatment at their local hospital run by this Trust.

A recent Review (2009) on equalities in the Trust cites almost 98% of the resident population of Worcestershire County are identified as White. This is made up of White British (95.65%), White Irish (0.77%) and White other (1.27%). Black and minority ethnic (BME) groups make up 2.5% of Worcestershire residents, a smaller proportion of the 9% national forecast. A snapshot of the Trusts ethnic mix across the standard census categories is illustrated below in Table 2.

3. About Worcestershire Acute Hospitals NHS Trust

Worcestershire Acute Hospitals NHS Trust was established in 2000 and operates across three main hospital sites: The Worcestershire Royal Hospital, The Alexandra Hospital and The Kidderminster Treatment Centre. In 2011 a number of services transferred into the Trust under Transferring Community Services (TCS). These services operate from Community Hospitals at Evesham, Tenbury, Princess of Wales (Bromsgrove) and Malvern.

The Trust has a workforce in excess of 5,500 and with an income of around £290 million. The Trust is proud to have been recognised through the Healthcare 100 Awards and Improving Working Lives campaigns to be an above average employer / service provider and holds the Disability 'Two-Ticks' symbol.

A typical year could on average present the Trust with around 100,000 admissions a year with over 50,000 of these being emergencies. In 2010/11 there were 111,000 admissions, rising to 113,000 in 2011/12. Most of the admissions (at least 90%) are Worcestershire residents.

	Elective Inpatient Admissions	Non-Elective Inpatient Admissions	Day case Admissions	OPD Attendances*	A&E Attendances***	Births
RWP50: Worcester Royal Hospital	5196	33850	16911	249442	66740	3985
RWP01: Alexandra Hospital	4904	22702	8399	119696	54744	2084
RWP31: Kidderminster General	979	341	17987	107457	21894	0
Other Sites*	56	0	1993	26424	0	130
Total	11135	56893	45290	503019	143378	6199

4. Patient Experience

Our patient experience feedback programme and complaints are monitored through the Patient and Carer Experience Committee. This committee meets bi-monthly which has an annual work programme reviewing all areas of patient feedback and monitoring improvements in the quality of care and experience for patients and carers.

4.1 Inpatient Picker Survey 2011

This survey is carried out by Picker Institute Europe on behalf of the Worcestershire Acute Hospitals NHS Trust. This survey is part of a series of annual surveys required by the Care Quality Commission for all NHS Acute trusts in England. It is based on a sample of consecutively discharged inpatients who attended the Trust in June, July or August 2011.

A total of 850 patients in the Trust were sent a questionnaire. 831 were eligible for the survey, of which 459 returned a completed questionnaire, giving a response rate of 55%. The response rate for your Inpatient survey in 2010 was 54%. Out of the 459 inpatients who

responded to the survey 35% of patients were on a waiting list/planned in advance and 59% came as an emergency or urgent case and 60% had an operation or procedure during the stay.

4.1.1 Demographic Data

Age:

- 8% were aged 16-39
- 24% were aged 40-59
- 22% were aged 60-69
- 43% were aged 70+
- 3% did not reply.

Gender:

- 45% were male;
- 51% were female
- 4% did not reply.

4.1.2 Patient feedback:

H1 - Overall, did you feel you were treated with respect and dignity while you were in the hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	350	76.3	25852	78.1
* Yes, sometimes	86	18.7	5565	16.8
* No	13	2.8	983	3.0
Not answered	10	2.2	692	2.1
Problem score - This Trust 21.6 %		459	33092	
Problem score - All trusts 19.8%				

H101 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?...Your age

All Patients	This Trust		All trusts	
	n	%	n	%
Your age	16	3.5	613	2.5
Not answered	443	96.5	23610	97.5
Problem score - This Trust 3.5 %		459	24223	
Problem score - All trusts 2.5%				

H102 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?...Your sex

All Patients	This Trust		All trusts	
	n	%	n	%
Your sex	5	1.1	51	0.2
Not answered	454	98.9	24172	99.8
Problem score - This Trust 1.1 %		459	24223	
Problem score - All trusts 0.2%				

H103 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?...Your race / ethnic background

All Patients	This Trust		All trusts	
	n	%	n	%
Your race / ethnic background	1	0.2	77	0.3
Not answered	458	99.8	24146	99.7
Problem score - This Trust	0.2 %		0.3%	
Problem score - All trusts				

H104 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?...Your religion

All Patients	This Trust		All trusts	
	n	%	n	%
Your religion	2	0.4	48	0.2
Not answered	457	99.6	24175	99.8
Problem score - This Trust	0.4 %		0.2%	
Problem score - All trusts				

H105 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?...Your sexual orientation

All Patients	This Trust		All trusts	
	n	%	n	%
Your sexual orientation	0	0.0	27	0.1
Not answered	459	100.0	24196	99.9
Problem score - This Trust	0.0 %		0.1%	
Problem score - All trusts				

H106 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?...A disability that you have

All Patients	This Trust		All trusts	
	n	%	n	%
A disability that you have	13	2.8	485	2.0
Not answered	446	97.2	23738	98.0
Problem score - This Trust	2.8 %		2.0%	
Problem score - All trusts				

4.2 Out-Patient Picker Survey 2011

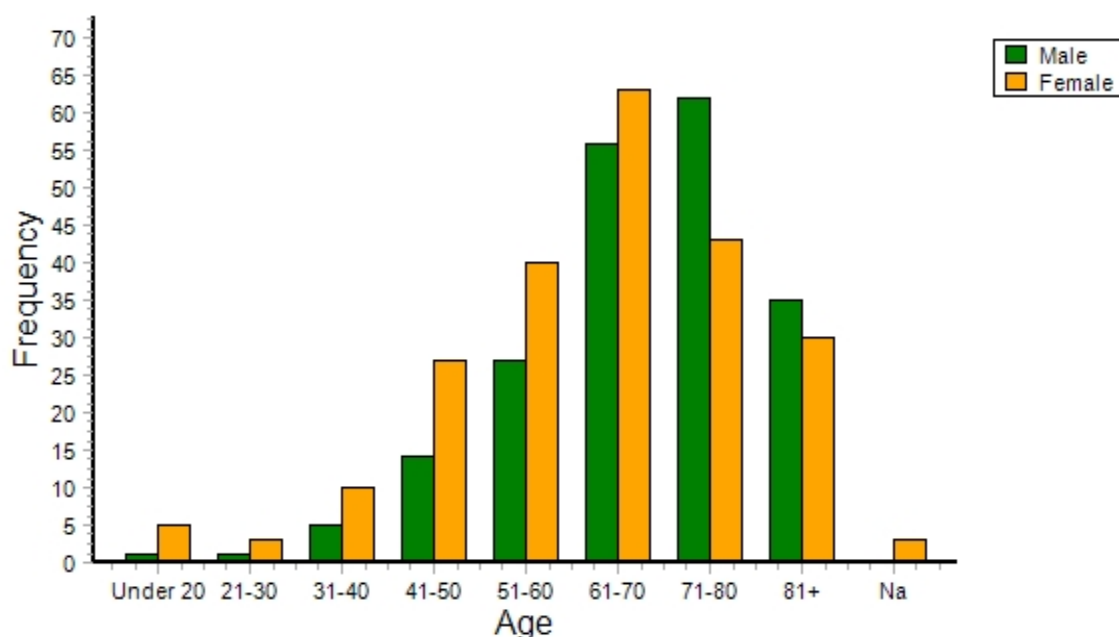
The results presented here are from the National Outpatient Survey April 2011, carried out by Picker Institute Europe on behalf of the Worcestershire Acute Hospitals NHS Trust.

A total of 850 outpatients from the Trust were sent a questionnaire. 842 were eligible for the survey, of which 427 returned a completed questionnaire, giving a response rate of 51%. The average response rate for the 74 'Picker' trusts was 49%. 427 patients who responded to the survey.

4.2.1 Demographic data

Gender:

The age range of male and female patients is shown in the graph below:



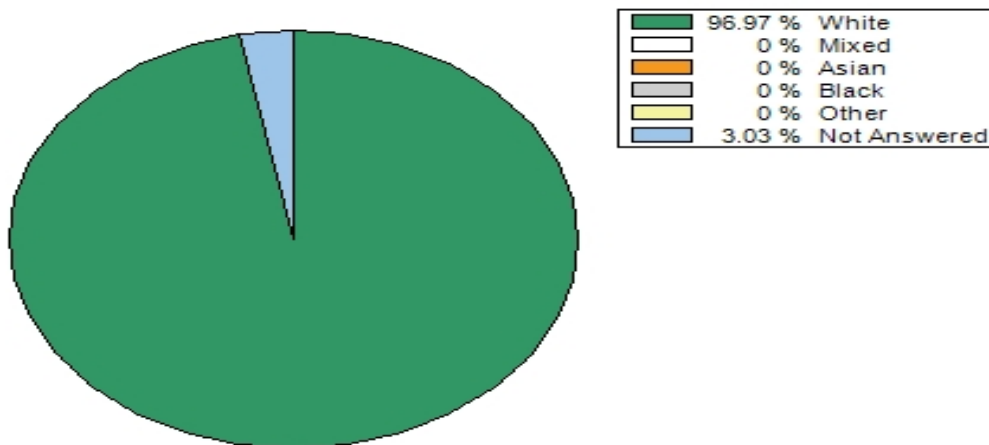
	This Trust		All trusts	
	n	%	n	%
All Patients				
Male	201	47.1	13836	42.2
Female	224	52.5	18665	57.0
Not answered	2	0.5	263	0.8
	427		32764	

Age:

	This Trust		All trusts	
	n	%	n	%
All Patients				
20 or under	6	1.4	390	1.2
21-30 years	4	0.9	1130	3.4
31-40 years	15	3.5	2038	6.2
41-50 years	41	9.6	3511	10.7
51-60 years	67	15.7	5139	15.7
61-70 years	119	27.9	7840	23.9
71-80 years	105	24.6	7615	23.2
81 or over	65	15.2	4739	14.5
Not answered	5	1.2	362	1.1
	427		32764	

Ethnic background:

The following graph shows the ethnic background of your survey respondents:



Long standing Conditions

All Patients	This Trust		All trusts	
	n	%	n	%
Deafness or severe hearing impairment	57	13.3	3977	12.1
Blindness or partially sighted	26	6.1	1623	5.0
A long-standing physical condition	113	26.5	9365	28.6
A learning disability	2	0.5	363	1.1
A mental health condition	18	4.2	936	2.9
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	126	29.5	9873	30.1
No, I do not have a long-standing condition	152	35.6	11021	33.6
Not answered	29	6.8	2101	6.4
	427		31963	

4.3 Learning Disabilities – Health checkers report

Speak easy service facilitated health checker reviews by people with learning disabilities in the Trust. The report was helpful in highlighting some areas for refinement in practice and care and assisted the Trust in identifying priorities.

Health checkers have been pleased with the changes made in the organisation such as improved information, reasonable adjustments and pathway developments. The Trust has invited health checker to undertake further reviews of its services as it has been invaluable.

4.4 West Midlands Quality Review (WMQRS) - Vulnerable adults

The Trust participated in the WMQRS peer review visit in September 2011 which reviewed our care of vulnerable adults and safeguarding arrangements. The Trust's

formal feedback following the visit was extremely positive with no immediate risks or concerns identified by the specialists. We were later recognised through formal benchmarking for being the highest performing Trust in meeting all of the applicable standards for vulnerable adults. During this visit reviewers looked at Trust-wide guidelines and policies and tested their implementation in the following clinical areas:

Alexandra Hospital, Redditch:

- Emergency Department,
- Ward 9 Gynaecology,
- Ward 10 Surgery

General Comments and Achievements

Much work had been undertaken across the Trust in raising awareness of caring for vulnerable adults. A range of nursing metrics was reported and audits had shown improvements in the delivery of some aspects of care across all hospital sites. Ten patients were spoken to by reviewers and all were appreciative of the care they had received. Staff were committed and knowledgeable. 'Comfort and Care' rounds had been implemented. A good range of information was available for patients and carers. An integrated discharge team provided support for people who were particularly vulnerable.

Good Practice

1. Acute hospital liaison services for people with learning disabilities worked very well.
2. A Carers Development Officer was developing work with carers on all wards and departments.
3. A dementia care mapping exercise had focussed on the patient experience as well as carers' experiences.
4. An alert in the hospital electronic record (Oasis) flagged admissions of people who may be vulnerable and ensured that the liaison teams were notified if the person was admitted.
5. Safeguarding posters were in available in four languages.

Reviewers were impressed that several improvements had been developed recently or were being planned.

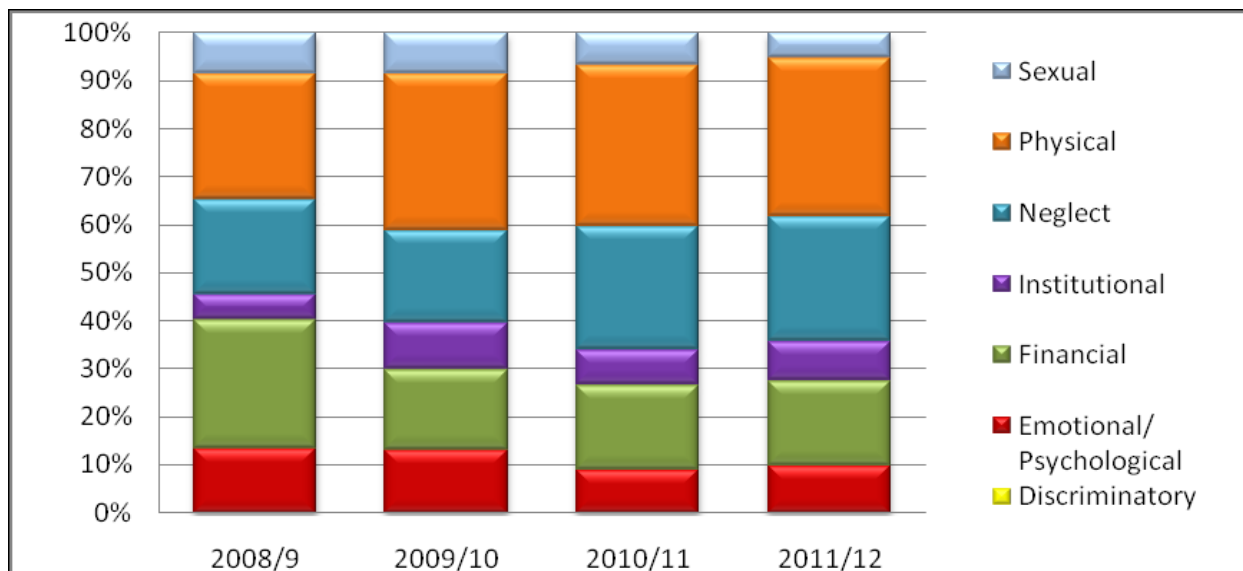
4.5 Safeguarding

The Worcestershire Safeguarding board has seen a 58% increase in safeguarding referrals which when applied to the Acute Trust would be expecting higher referral rates. During 2010/11 the Trust made 50 referrals, an increase of 58% would equate to 29 additional. The trajectory has been established using this baseline data.

4.5.1 Worcestershire Safeguarding Adults Alerts by Service User Group 2008 - 2011 3 Types of abuse reported

There is a large range of types of abuse experienced by adults. The next table shows that the most reported primary form of abuse is physical abuse, followed by neglect and financial abuse. This continues the pattern in 2010/11, although there has been a small decrease in the proportion of Alerts for physical abuse, neglect, emotional and sexual abuse. The percentage of institutional abuse has increased slightly as has the proportion of financial abuse. Institutional abuse is a generic term covering abuse which is experienced by people who live in a formal care setting such as a residential care home

or hospital, where the abuse is a result of the way in which people are cared for by that organisation. In fact the figures for location of abuse, shows an increase from last year of abuse in these settings. This disparity is due to the fact that some abuse in these settings is as a result of the actions by individual staff and will be counted under the other categories, such as physical abuse or neglect.

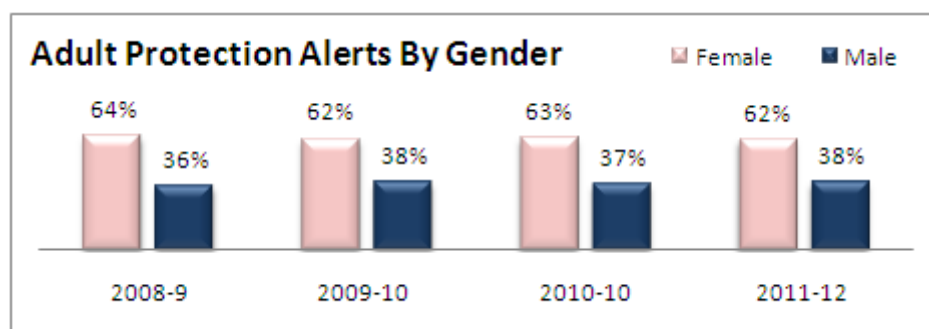


4.5.2 Ethnicity of alerts

The representation of minority ethnic communities in the alerts is consistent with the Worcestershire population. As was the case last year 4% of the alerts did not state the ethnicity of the alleged victim. As noted in last year's Annual Report, this may reflect the sensitivity of the situation that generates the Alert; it may not be the appropriate time to be asking the question.

The split of Alerts between men and women has remained relatively consistent over the past four years.

4.5.3 Gender of Alerts 2008 – 2012



4.5.4 Worcestershire Safeguarding Adults Assessments by Age and Service User group 2011- 2012

ASSESSMENTS	18-64	65-74	75-84	85+	Total
Learning Disability	45	1			46
Mental Health	8	3	5	9	25
Physical disability, frailty and sensory impairment	16	13	53	52	134
Other Vulnerable People	2		3	3	8
TOTAL	71	17	61	64	213

4.5.5 Deprivation of Liberties (DOL's)

Deprivation of liberties (DOLS) applications are all reviewed by the administrative team and information shared widely in particular with senior nursing teams. Whilst there is no nationally set target there is thought to be an under reporting nationally as highlighted in the CQC DOLS report published March 2011. The Trust has raised awareness of DOLS but continues to not see the applications progress. The Trust monitors information regarding the number of queries made that do not result in applications which can be reviewed in the safeguarding committee to ensure learning.

4.6. Privacy & Dignity

The Trust has a Privacy & Dignity working group includes membership of nurses, housekeeping, volunteers manager, patient and public forum members, matrons and specialist nurses. Changes that have enhanced privacy and dignity of people who access our services are described below:

4.6.1 Engaging with 'hard to reach people'

- Clinical areas utilising interpreting and translation services and a contract has been established.
- Trust wide implementation of the 'About me Booklet' for dementia patients.
- Patient & Public Involvement interactive workshops entitled 'Having Say' training delivered trust wide.

4.6.2 Improving Meal time experiences

- Culturally sensitive meals and adapted cutlery made available.
- Trust wide protected mealtimes introduced and maintained.
- Successful meal time volunteer pilot resulted in further recruitment and roll out on the Worcester site and recruitment of Age concern for the Redditch site.
- Red tray system implemented Trust wide and Red jug system to be introduced.

4.6.3 Dignity Champions

The Trust is committed to Dignity agenda and is actively promoting and recruiting dignity champions trust wide. We currently have 254 dignity champions registered onto the Department of Health database – Dignity in care website. There is an active campaign to get more staff registered. Also, Dignity pledge is central to the values and the Nursing and Midwifery Trust strategy.

- Dignity conference in May 2012 covered a variety of topics and evaluated extremely well. Link nurse study days are now delivered on a quarterly basis which includes patient experiences received from variety of patient groups including:
 - Deaf Direct
 - Sight concern
 - Carers
 - Patients
 - Learning Disabilities
 - End of Life feedback
 - Dementia care

There is a Privacy & Dignity policy in place. The Trust also has disability and gender equality scheme which have been incorporated into a single health equality document which has aligned executive accountability.

4.7 Patient Experience Trust On line

Patient experience website was developed in September 2011 to signpost patients and carers on where and how they can provide feedback on their experience during their journey in hospital.

We are developing and promoting the use of gathering patient feedback through the social media which is widening access for people to provide their views:

www.facebook.com/worcestershireacutehospitalsnhstrust

www.youtube.com/worcesteracute

www.twitter.com/worcsacutenhs

4.8 Complaints

The Trust had a total of 807,377 patient contacts for the year 2011 2012; this is for admitted patients, out-patients and Accident and Emergency department and emergency outpatient contacts.

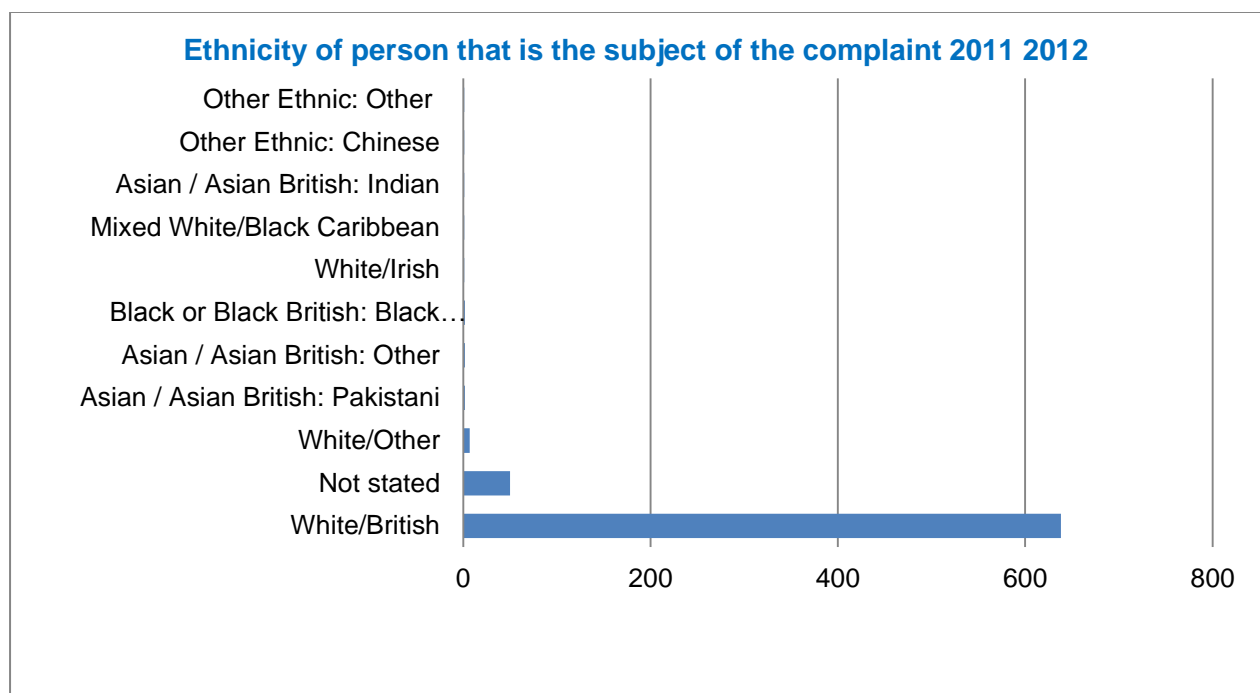
When the numbers of complaints are compared to the number of patient contacts it can be seen that for the entire Trust, as a percentage of activity, the level of complaints is 0.087%. (For the previous financial year this figure was 0.081%).

The Trust has worked to ensure that people can access the Complaints Process and are aware of how to complain: leaflets and posters are available in all patient contact areas. EASY read complaints leaflets have been developed and now used for patients' with a learning disability. Also, how to complain details are available on the Trust internet site, and in patient information leaflets.

4.8.1 Ethnicity of person that is the subject of a complaint (2011 2012)

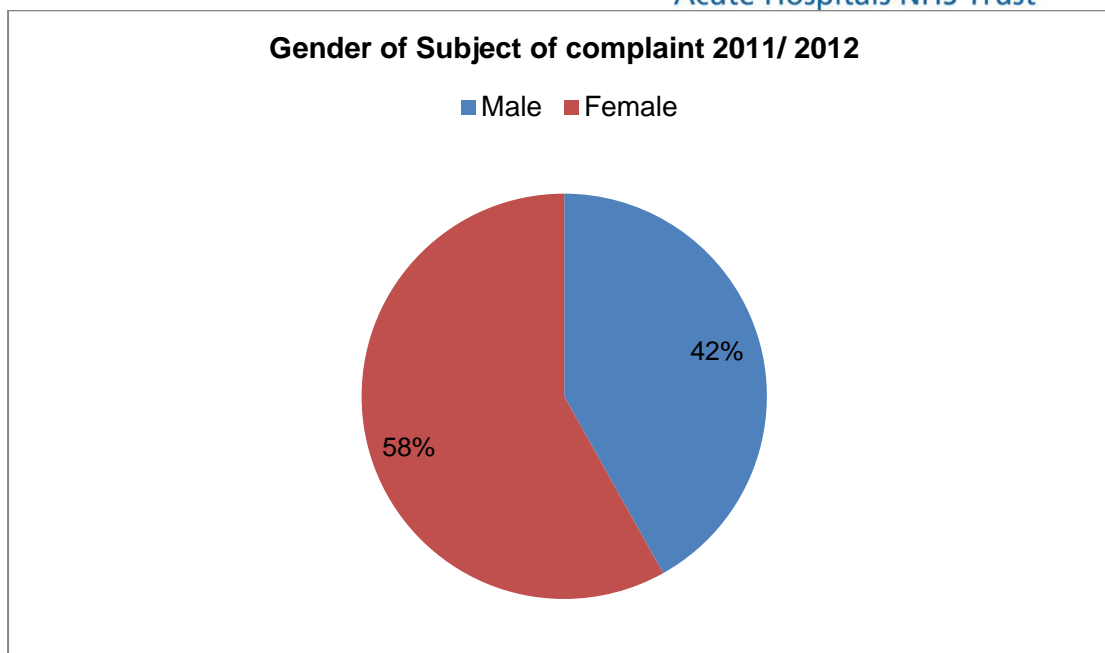
With regards ethnicity, most people who were the subject of a complaint were White/British, and the majority of subjects of complaints were female.

We asked users of the complaints service for their views on the service they had received, and compared two years surveys. We found an improving picture with regards people's perception that we took their complaint seriously, that we responded in a timely way, and that our response addressed the issues of their complaint. Work is still needed to ensure that people find it easy to find out how to complain, and to improve peoples' perceptions of how well we have dealt with their complaint.



The majority of people who were the subject of a complaint were White/British. Of those who have stated their ethnicity, the next highest number is White/Other. This reflects the distribution of ethnicity for the local area (www.worcestershire.gov.uk).

The majority of people who were the subject of a complaint were female. This is the same as last year (see graph below).



5 Staff Profile

5.1 Key points

The staff profile shown in Table 2 is based on a 'snapshot' of all the staff working for WAHT at 31st March 2012.

To follow good practice in data protection and ensure personal privacy, we have combined some categories so that there are at least 10 people in each category. This helps to protect the anonymity of staff. Combined sub-categories are shown in italics.

We have carried out statistical analysis to check whether there are any statistically significant differences in gender, age and ethnicity between the WAHT workforce and the population of England. We do not have population data to carry out statistical analysis for the other protected characteristics. Comparisons are taken from the data published by the Office of National Statistics.

Age: the proportion of people under 25 who work for WAHT (7.48%) is significantly lower than the 25% in the national NHS workforce. The proportion of staff aged over 45 (42.91% in WHAT) is significantly higher than the NHS workforce as a whole which has 35% in this age group. The Trust therefore has a problem with an aging workforce and further analysis needs to be undertaken of the age profile of new recruits to determine if we are failing to attract and retain younger workers.

Disability: there are fewer disabled people in WAHT's workforce than would be expected (compared with the Labour Force Survey 2009 data on workers with long-term health conditions). Though there may be slight differences in definition, the Employers' Forum on Disability estimates that 13% of public sector workers are disabled people, which is significantly higher than the 1% of WAHT employees who

describe themselves as disabled .This under-representation in WAHT's workforce may reflect the traditional under-representation of disabled people in the health and social care workforce generally. It may also be that staff do not indicate that they are disabled people on monitoring forms, for a range of reasons. We do know that we only collect this information at the recruitment stage. Where staff become disabled during their working life we do not currently record this. Further analysis of the information supplied in the 2012 Staff Opinion Survey could be used to triangulate this data and decision will need to be made on whether we undertake a census of all staff.

Ethnicity: it is difficult to work out an exact figure of the number of Black and minority ethnic (BME) employees because there are some broad categories such as 'any other ethnic group' and 'White – unspecified'. These categories may contain both BME and non-BME staff. Looking only at clearly-defined categories, 11.9% of WAHT employees describe themselves as BME , compared to 12.1% in the population as a whole (2007 figures) and 13% in the national NHS workforce. This is not a statistically significant difference and would be expected in a rural predominantly white catchment area.

Gender: 82% of the overall national NHS workforce are female. At just over 83% female workforce, WAHT is broadly in line with the national NHS workforce although this is obviously very high compared to the 60% female workforce across all UK industries. Further analysis needs to be undertaken in relation to career progression and pay between the genders.

Religion and belief: we do not know the religion or belief of nearly 64% of the workforce. We believe that this is mostly due to missing data (a legacy from different monitoring systems of predecessor organisations) rather than people actively choosing not to disclose their religion or belief. We currently only ask for this information upon recruitment. Again the 2012 Staff Opinion Survey can be used to triangulate this data.

Sexual orientation: we do not know the sexual orientation of nearly 63% of our workforce. Again, we believe this is mostly due to missing data rather than people actively choosing not to disclose their sexual orientation although we know that 2% have chosen not to disclose. We only record this data at the recruitment stage. This should be compared with the results of the 2012 Staff Opinion Survey.

Table 2: W.A.H.T. staff ethnic profile at 31 March 2012

Ethnic Origin	Trust Headcount	% Trust Headcount	% Worcestershire Population
A White British	4809	84.38%	95.65%
B White Irish	31	0.54%	0.77%
C White Other	148	2.60%	1.27%
D Mixed White/Black Caribbean	13	0.23%	0.04%
E Mixed White/Black African	2	0.04%	0.31%
F Mixed White/Asian	16	0.28%	0.20%
G Mixed other	6	0.11%	0.14%
H Asian Indian/British Indian	273	4.79%	0.30%

J Asian Pakistan/British Pakistan	60	1.05%	0.54%
K Asian Bangladeshi/British Bangladeshi	8	0.14%	0.18%
L Asian Other	83	1.46%	0.08%
M Black Caribbean	31	0.54%	0.21%
N Black African	30	0.53%	0.06%
P Black Other	3	0.05%	0.03%
R Chinese	19	0.33%	0.20%
S Other Stated Origin	79	1.39%	0.00%
Z not stated and undefined	88	1.54%	0.00%
	5699	100.00%	99.98%

Table 3: W.A.H.T. staff Age Profile at 31st March 2012

Age Band	Trust Headcount	% Trust Headcount
16 - 20 years	49	0.86%
21 - 25 years	377	6.62%
26 - 30 years	579	10.16%
31 - 35 years	652	11.44%
36 - 40 years	741	13.00%
41 - 45 years	855	15.00%
46 - 50 years	888	15.58%
51 - 55 years	749	13.14%
56 - 60 years	550	9.65%
61 - 65 years	244	4.28%
66 plus	15	0.26%
Grand Total	5699	100.00%

Table 4: W.A.H.T. staff Gender Profile at 31st March 2012

Gender	Trust Headcount	% Trust Headcount
Female	4759	83.51%
Male	940	16.49%
Grand Total	5699	100.00%

Table 5: W.A.H.T. staff Disability Profile at 31st March 2012

Disability	Trust Headcount	% Trust Headcount
No	1313	23.04%
Not Declared	1	0.02%
Undefined	4335	76.07%
Yes	50	0.88%
Grand Total	5699	100.00%

Table 6: W.A.H.T. staff Religious Belief Profile as at 31st March 2012

Religious Belief	Trust Headcount	% Trust Headcount
Atheism	176	3.09%
Buddhism	3	0.05%
Christianity	1555	27.29%

Hinduism	37	0.65%
Islam	50	0.88%
Other	234	4.11%
Sikhism	16	0.28%
I do not wish to disclose my religion/belief	190	3.33%
Undefined	3438	60.33%
Grand Total	5699	100.00%

Table 7: W.A.H.T. staff Sexual Orientation Profile as at 31st March 2012

Sexual Orientation	Trust Headcount	% Trust Headcount
Bisexual	10	0.18%
Gay	8	0.14%
Heterosexual	2104	36.92%
I do not wish to disclose my sexual orientation	137	2.40%
Lesbian	2	0.04%
Undefined	3438	60.33%
Grand Total	5699	100.00%

6. Staff Joining the Trust

In 2011-12 we appointed 386 staff, 335 declaring themselves as white British ethnic background. 338 of these staff were female and 48 male.

Our recruitment activity almost halved in 2010/11 due to a recruitment freeze in all but direct care posts. However, this increased in the latter part of 2011/12 due primarily to business cases, increased bed capacity to improve patient flow, and active recruitment of nurses and health care assistants through a programme of assessment centres to reduce the reliance on agency staff.

29% of staff appointed are aged 25 or under. 70% of applicants offered jobs fall within the age range 26 – 40 years. You will note from these tables that 3 applicants declared themselves to be between the ages of 11 – 15. This is likely to have been an error when completing their application or may be someone seeking work experience. Just over 2% of applicants declared themselves to have a disability. Although 71% of applicants declare themselves to be Christian there does not appear to be a pattern of discrimination against any particular religious group, and all but 6% were happy to declare their religious beliefs.

Recruitment Monitoring – 2011/12

Table 8: Ethnic Profile of Applicants

Ethnic Origin	Applicants	Shortlisted	Appointed	Declined	% of all Appointed Applicants
A White - British	7733	2458	311	10	80.57%
B White - Irish	125	40	4	0	1.04%
C White - Any other White background	955	129	20	0	5.18%
CC White Welsh	1	0	0	0	0.00%
D Mixed - White & Black Caribbean	117	22	3	0	0.78%
E Mixed - White & Black African	86	5	0	0	0.00%

F Mixed - White & Asian	52	7	3	0	0.78%
G Mixed - Any other mixed background	96	16	1	0	0.26%
GF Mixed - Other/Unspecified	1	0	0	0	0.00%
H Asian or Asian British - Indian	1879	296	12	2	3.11%
J Asian or Asian British - Pakistani	789	78	3	0	0.78%
K Asian or Asian British - Bangladeshi	151	16	0	0	0.00%
L Asian or Asian British - Any other Asian background	406	84	4	0	1.04%
M Black or Black British - Caribbean	225	53	7	0	1.81%
N Black or Black British - African	868	142	7	0	1.81%
P Black or Black British - Any other Black background	73	9	1	0	0.26%
R Chinese	64	15	0	0	0.00%
S Any Other Ethnic Group	317	44	9	0	2.33%
Undefined	27	14	0	0	0.00%
Z Not Stated	131	22	1	0	0.26%
Staff Group Summary Total	14096	3450	386	12	100.00%

Table 9: Age Profile of Applicants

	Applicants	Shortlisted	Appointed	Declined	% of all Appointed Applicants
Age Band					
11 - 15	3	1	0	0	0.00%
16 - 20	588	132	14	0	3.63%
21 - 25	3286	713	98	5	25.39%
Table 2 (continued)					
	Applicants	Shortlisted	Appointed	Declined	% of all Appointed Applicants
31 - 35	2144	466	47	1	12.18%
36 - 40	1516	427	51	0	13.21%
41 - 45	1445	428	44	1	11.40%
46 - 50	1118	368	41	0	10.62%
51 - 55	669	233	21	1	5.44%
56 - 60	317	96	6	0	1.55%
61 - 65	46	9	0	0	0.00%
66 - 70	13	3	0	0	0.00%
71 & above	6	0	0	0	0.00%
Undefined	0	0	0	0	0.00%
Staff Group Summary Total	14096	3450	386	12	100.00%

Table 10: Gender Profile of Applicants

	Applicants	Shortlisted	Appointed	Declined	% of all Appointed Applicants
Gender					
Female	10210	2879	338	12	87.56%
Male	3881	571	48	0	12.44%
Undefined	5	0	0	0	0.00%
Staff Group Summary Total	14096	3450	386	12	100.00%

Table 11: Disability Profile of Applicants

	Applicants	Shortlisted	Appointed	Declined	% of all Appointed Applicants
Disabled					
No	13079	2982	375	12	97.15%
Not Declared	60	6	1	0	0.26%
Undefined	568	338	1	0	0.26%
Yes	389	124	9	0	2.33%
Staff Group Summary Total	14096	3450	386	12	100.00%

Table 12: Religious Belief Profile of Applicants

	Applicants	Shortlisted	Appointed	Declined	% of all Appointed Applicants
Religious Belief					
Atheism	1142	306	38	1	9.84%
Buddhism	135	16	0	0	0.00%
Christianity	8147	2263	276	7	71.50%
Hinduism	709	73	2	0	0.52%
I do not wish to disclose my religion/belief	992	252	26	0	6.74%
Islam	1479	152	10	1	2.59%
Jainism	14	4	0	0	0.00%
Judaism	6	1	0	0	0.00%
Other	1157	335	32	2	8.29%
Sikhism	313	46	2	1	0.52%
Undefined	2	2	0	0	0.00%
Staff Group Summary Total	14096	3450	386	12	100.00%

Table 13: Sexual Orientation Profile of Applicants

	Applicants	Shortlisted	Appointed	Declined	% of all Appointed Applicants
Sexual Orientation					
Bisexual	189	30	1	0	0.26%
Gay	87	24	2	0	0.52%
Heterosexual	12747	3149	371	12	96.11%
I do not wish to disclose my sexual orientation	1045	238	11	0	2.85%
Lesbian	26	7	1	0	0.26%
Undefined	2	2	0	0	0.00%
Staff Group Summary Total	14096	3450	386	12	100.00%

Table 14: Ethnic Profile of W.A.H.T. New Starters

Ethnic Origin	Starters Head count	% New Starters Headcount	Trust Headcount as at 31/05/2012	% Trust Headcount as at 31/05/2012	% Worcester shire population
A White - British	720	68.70%	4809	84.38%	95.65%
B White - Irish	9	0.86%	31	0.54%	0.77%
C White - Any other White background	51	4.87%	148	2.60%	1.27%
D Mixed - White & Black Caribbean	5	0.48%	13	0.23%	0.04%
E Mixed - White & Black African	1	0.10%	2	0.04%	0.31%
F Mixed - White & Asian	7	0.67%	16	0.28%	0.20%
G Mixed - Any other mixed background	2	0.19%	6	0.11%	0.14%
H Asian or Asian British - Indian	83	7.92%	273	4.79%	0.30%
J Asian or Asian British - Pakistani	24	2.29%	60	1.05%	0.54%
K Asian or Asian British - Bangladeshi	3	0.29%	8	0.14%	0.18%
L Asian or Asian British - Any other Asian background	16	1.53%	83	1.46%	0.08%
M Black or Black British - Caribbean	9	0.86%	31	0.54%	0.21%
N Black or Black British - African	18	1.72%	30	0.53%	0.06%
P Black or Black British - Any other Black background	1	0.10%	3	0.05%	0.03%
R Chinese	14	1.34%	19	0.33%	0.20%
S Any Other Ethnic Group	26	2.48%	79	1.39%	0.00%
Undefined	59	5.63%	88	1.54%	0.00%
Grand Total	1048	100.00%	5699	100.00%	99.98%

Table 15: Age Profile of W.A.H.T. New Starters

Age Band	New Starters Headcount	% New Starter Headcount	Trust Headcount as at 31/05/2012	% Trust Headcount as at 31/05/2012
16 - 20	39	3.72%	49	0.86%
21 - 25	229	21.85%	377	6.62%
26 - 30	190	18.13%	579	10.16%
31 - 35	155	14.79%	652	11.44%
36 - 40	121	11.55%	741	13.00%
41 - 45	104	9.92%	855	15.00%
46 - 50	72	6.87%	888	15.58%
51 - 55	53	5.06%	749	13.14%
56 - 60	57	5.44%	550	9.65%
61 - 65	20	1.91%	244	4.28%
66 plus	8	0.76%	15	0.26%
Grand Total	1048	100.00%	5699	100.00%

Table 16: Gender Profile of W.A.H.T. New Starters

Gender	New Starter Headcount	% New Starters Headcount	Trust Headcount as at 31/05/2012	% Trust Headcount as at 31/05/2012
Female	778	74.24%	4759	83.51%
Male	270	25.76%	940	16.49%
Grand Total	1048	100.00%	5699	100.00%

Table 17: Disability Profile of W.A.H.T. New Starters

Disability	New Starters Headcount	% New Starter Headcount	Trust Headcount as at 31/05/2012	% Trust Headcount as at 31/05/2012
No	405	38.65%	1313	23.04%
Not Declared	1	0.10%	1	0.02%
Undefined	632	60.31%	4335	76.07%
Yes	10	0.95%	50	0.88%
Grand Total	1048	100.00%	5699	100.00%

Table 18: Religious Belief Profile of W.A.H.T. New Starters

Religious Belief	New Starters Headcount	% New Starters Headcount	Trust Headcount as at 31/05/2012	% Trust Headcount as at 31/05/2012
Atheism	40	3.81%	176	3.09%
Buddhism	0	0	3	0.05%
Christianity	305	29.05%	1555	27.29%
Hinduism	7	0.67%	37	0.65%
Islam	17	1.62%	50	0.88%

Other	41	3.90%	234	4.11%
Sikhism	2	0.19%	16	0.28%
I do not wish to disclose my religion/belief	30	2.86%	190	3.33%
Undefined	608	57.90%	3438	60.33%
Grand Total	1050	100.00%	5699	100.00%

Table 19: Sexual Orientation Profile of W.A.H.T. New Starters

Sexual Orientation	New Starters Headcount	% New Starters Headcount	Trust Headcount as at 31st May 2012	% Trust Headcount as at 31st May 2012
Bisexual	1	0.10%	10	0.18%
Gay	2	0.19%	8	0.14%
Heterosexual	419	39.90%	2104	36.92%
I do not wish to disclose my sexual orientation	19	1.81%	137	2.40%
Lesbian	1	0.10%	2	0.04%
Undefined	608	57.90%	3438	60.33%
Grand Total	1050	100.00%	5699	100.00%

7. Staff leaving the Trust

There does not appear to be a pattern of staff leaving for any reasons relating to the protected characteristics. However, more detailed analysis needs to be done broken down into sites and departments to gain further assurance.

Table 20: Ethnicity Profile of W.A.H.T. Leavers

Ethnic Origin	Leavers Headcount	% Leavers Headcount	Trust Headcount	% Trust Headcount	% Worcester shire Population
A White British	673	76.65%	4809	84.38%	95.65%
B White Irish	4	0.46%	31	0.54%	0.77%
C White Other	23	2.62%	148	2.60%	1.27%
D Mixed White/Black Caribbean	1	0.11%	13	0.23%	0.04%
E Mixed White/Black African	1	0.11%	2	0.04%	0.31%
F Mixed White/Asian	3	0.34%	16	0.28%	0.20%
G Mixed other	5	0.57%	6	0.11%	0.14%
H Asian Indian/British Indian	66	7.52%	273	4.79%	0.30%

J Asian Pakistan/British Pakistan	28	3.19%	60	1.05%	0.54%
K Asian Bangladeshi/ British Bangladeshi	1	0.11%	8	0.14%	0.18%
L Asian Other	13	1.48%	83	1.46%	0.08%
M Black Caribbean	3	0.34%	31	0.54%	0.21%
N Black African	10	1.14%	30	0.53%	0.06%
P Black Other	3	0.34%	3	0.05%	0.03%
R Chinese	11	1.25%	19	0.33%	0.20%
S Other Stated Origin	22	2.51%	79	1.39%	0.00%
Z not stated and undefined	11	1.25%	88	1.54%	0.00%
	878	100.00%	5699	100.00%	99.98%

Table 21: Age Profile of W.A.H.T. Leavers

Age Band	Leaver Headcount	% Leaver Headcount	Trust Headcount as at 31/05/2012	% Trust Headcount as at 31/05/2012
16 - 20	6	0.69%	49	0.86%
21 - 25	107	12.27%	377	6.62%
26 - 30	153	17.55%	579	10.16%
31 - 35	124	14.22%	652	11.44%
36 - 40	98	11.24%	741	13.00%
41 - 45	70	8.03%	855	15.00%
46 - 50	55	6.31%	888	15.58%
51 - 55	57	6.54%	749	13.14%
56 - 60	85	9.75%	550	9.65%
61 - 65	74	8.49%	244	4.28%
66 plus	43	4.93%	15	0.26%
Grand Total	872	100.00%	5699	100.00%

Table 22: Gender Profile of W.A.H.T. Leavers

Gender	Leavers Headcount	% Leavers Headcount	Trust Headcount as at 31/05/2012	% Trust Headcount as at 31/05/2012
Female	629	71.64%	4759	83.51%
Male	249	28.36%	940	16.49%
Grand Total	878	100.00%	5699	100.00%

Table 23: Disability Profile of W.A.H.T. Leavers

Disability	Leavers Headcount	% Leavers Headcount	Trust Headcount as at 31/05/2012	% Trust Leavers Headcount as at 31/05/2012
No	169	19.38%	1313	23.04%

Not Declared	0	0.00%	1	0.02%
Undefined	695	79.70%	4335	76.07%
Yes	8	0.92%	50	0.88%
Grand Total	872	100.00%	5699	100.00%

Table 24: Religious Belief Profile of W.A.H.T. Leavers

Religious Belief	Leaver Headcount	% Leavers Headcount	Trust Headcount as at 31/05/2012	% Trust Headcount as at 31/05/2012
Atheism	22	2.51%	176	3.09%
Buddhism	0	0.00%	3	0.05%
Christianity	170	19.36%	1555	27.29%
Hinduism	7	0.80%	37	0.65%
Islam	15	1.71%	50	0.88%
Other	25	2.85%	234	4.11%
Sikhism	1	0.11%	16	0.28%
I do not wish to disclose my religion/belief	13	1.48%	190	3.33%
Undefined	625	71.18%	3438	60.33%
Grand Total	878	100.00%	5699	100.00%

Table 25: Sexual Orientation Profile of W.A.H.T. Leavers

Sexual Orientation	Leavers Headcount	% Leavers Headcount	Trust Headcount as at 31/05/2012	% Trust Headcount as at 31/05/2012
Bisexual	0	0.00%	10	0.18%
Gay	1	0.11%	8	0.14%
Heterosexual	244	27.79%	2104	36.92%
I do not wish to disclose my sexual orientation	8	0.91%	137	2.40%
Lesbian	0	0.00%	2	0.04%
Undefined	625	71.18%	3438	60.33%
Grand Total	878	100.00%	5699	100.00%

8. Staff Profile by Pay

The vast majority of our staff (69.84%) earn less than £30k. 4.83% earn £70k or above with just over half of these describing themselves as white. Further detailed analysis needs to be undertaken at directorate and department level to determine whether there are any blocks to career progression. From the initial data it is clear that there are a lower proportion of females in the highest pay bands (which is line with national norms) and there are no disabled people in the highest pay band.

Table 26: W.A.H.T. Staff Ethnic Profile by Salary Banding as at 31st March 2012

Ethnic Origin	Under £20k	% under 20k	£20,001 - £30,000	% £20,001 - £30,000	£30,001 - £40,000	% £30,001 - £40,000	£40,001 - £50,000	% £40,001 - £50,000	£50,001 - £60,000	% £50,001 - £60,000	£60,001 - £70,000	% £60,001 - £70,000	£70,001+	% £70,000+
A White – British	1700	29.83	1701	29.85	803	14.09	359	6.30	43	0.75	33	0.58	170	2.98
B White – Irish	6	0.11	16	0.28	5	0.09	2	0.04	0	0.00	0	0.00	2	0.04
C White - Any other White background	47	0.82	41	0.72	24	0.42	7	0.12	5	0.09	3	0.05	21	0.37
D Mixed - White & Black Caribbean	4	0.07	9	0.16	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
E Mixed - White & Black African	0	0.00	0	0.00	1	0.02	0	0.00	0	0.00	0	0.00	1	0.02
F Mixed - White & Asian	4	0.07	7	0.12	2	0.04	1	0.02	0	0.00	0	0.00	2	0.04
G Mixed - Any other mixed background	2	0.04	3	0.05	0	0.00	0	0.00	0	0.00	0	0.00	1	0.02
H Asian or Asian British – Indian	7	0.12	178	3.12	27	0.47	16	0.28	7	0.12	2	0.04	36	0.63
J Asian or Asian British - Pakistani	12	0.21	16	0.28	13	0.23	7	0.12	1	0.02	1	0.02	10	0.18
K Asian or Asian British – Bangladeshi	4	0.07	2	0.04	2	0.04	0	0.00	0	0.00	0	0.00	0	0.00
L Asian or Asian British - Any other Asian background	21	0.37	44	0.77	6	0.11	3	0.05	0	0.00	0	0.00	9	0.16
M Black or Black British – Caribbean	13	0.23	10	0.18	3	0.05	2	0.04	1	0.02	0	0.00	2	0.04
N Black or Black British – African	4	0.07	10	0.18	7	0.12	1	0.02	4	0.07	0	0.00	4	0.07
P Black or Black British - Any other Black background	1	0.02	1	0.02	0	0.00	1	0.02	0	0.00	0	0.00	0	0.00
R Chinese	0	0.00	6	0.11	2	0.04	3	0.05	1	0.02	0	0.00	7	0.12
S Any Other Ethnic Group	11	0.1	42	0.74	7	0.12	3	0.05	4	0.07	3	0.05	9	0.16
Undefined	29	0.51	29	0.51	19	0.33	7	0.12	1	0.02	2	0.04	1	0.02
Grand Total	1865	32.73	2115	37.11	921	16.16	412	7.23	67	1.18	44	0.77	275	4.83

Table 27: W.A.H.T. Staff Age Profile by Salary Banding as at 31st March 2012

Age Band	Under £20k	% Under £20k	£20,001 - £30,000	% £20,001 - £30,000	£30,001 - £40,000	% £30,001 - £40,000	£40,001 - £50,000	% £40,001 - £50,000	£50,001 - £60,000	% £50,001 - £60,000	£60,001 - £70,000	% £60,001 - £70,000	£70,001+	% £70,000+
16 - 20	47	0.82%	2	0.04%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
21 - 25	134	2.35%	240	4.21%	3	0.05%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
26 - 30	173	3.04%	318	5.58%	83	1.46%	4	0.07%	1	0.02%	0	0.00%	0	0.00%
31 - 35	162	2.84%	314	5.51%	129	2.26%	31	0.54%	3	0.05%	1	0.02%	12	0.21%
36 - 40	176	3.09%	316	5.54%	149	2.61%	45	0.79%	6	0.11%	3	0.05%	46	0.81%
41 - 45	249	4.37%	271	4.76%	151	2.65%	86	1.51%	20	0.35%	11	0.19%	67	1.18%
46 - 50	301	5.28%	262	4.60%	156	2.74%	96	1.68%	13	0.23%	11	0.19%	49	0.86%
51 - 55	268	4.70%	188	3.30%	141	2.47%	82	1.44%	8	0.14%	9	0.16%	53	0.93%
56 - 60	216	3.79%	149	2.61%	80	1.40%	59	1.04%	11	0.19%	5	0.09%	30	0.53%
61 - 65	133	2.33%	53	0.93%	28	0.49%	8	0.14%	4	0.07%	3	0.05%	15	0.26%
66 plus	6	0.11%	2	0.04%	1	0.02%	1	0.02%	1	0.02%	1	0.02%	3	0.05%
Grand Total	1865	32.73%	2115	37.11%	921	16.16%	412	7.23%	67	1.18%	44	0.77%	275	4.83%

Table 28: W.A.H.T. Staff Gender Profile by Salary Banding as at 31st March 2012

Spinal Banding	Female	% of Females Employees in this Band	Male	% of Males Employees in this Band	Grand Total	% of Employees in this Band
Under £20k	1621	28.44%	244	4.28%	1865	32.73%
£20,001 - £30,000	1880	32.99%	235	4.12%	2115	37.11%
£30,001 - £40,000	790	13.86%	131	2.30%	921	16.16%
£40,001 - £50,000	330	5.79%	82	1.44%	412	7.23%
£50,001 - £60,000	35	0.61%	32	0.56%	67	1.18%
£60,001 - £70,000	22	0.39%	22	0.39%	44	0.77%
£70,001+	81	1.42%	194	3.40%	275	4.83%
Grand Total	4759	83.51%	940	16.49%	5699	100.00%

Table 29: W.A.H.T. Staff Disability Profile by Salary Band as at 31st March 2012

Disability	Under £20k	% Under £20k	£20,001 - £30,000	% £20,001 - £30,000	£30,001 - £40,000	% £30,001 - £40,000	£40,001 - £50,000	% £40,001 - £50,000	£50,001 - £60,000	% £50,001 - £60,000	£60,001 - £70,000	% £60,001 - £70,000	£70,001+	% £70,000+
No	541	9.49	599	10.51	78	1.37	38	0.67	10	0.18	7	0.12	40	0.70
Not Declared	0	0.00	0	0.00	1	0.02	0	0.00	0	0.00	0	0.00	0	0.00
Undefined	1301	22.83	1492	26.18	840	14.74	373	6.55	57	1.00	37	0.65	235	4.12
Yes	23	0.40	24	0.42	2	0.04	1	0.02	0	0.00	0	0.00	0	0.00
Grand Total	1865	32.73	2115	37.11	921	16.16	412	7.23	67	1.18	44	0.77	275	4.83

Table 30: W.A.H.T. Staff Orientation Profile by Salary Banding as at 31st March 2012

Sexual Orientation	Under £20k	% Under £20k	£20,001 - £30,000	% £20,001 - £30,000	£30,001 - £40,000	% £30,001 - £40,000	£40,001 - £50,000	% £40,001 - £50,000	£50,001 - £60,000	% £50,001 - £60,000	£60,001 - £70,000	% £60,001 - £70,000	£70,001+	% £70,000+
Bisexual	1	0.02	9	0.16	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Gay	2	0.04	3	0.05	2	0.04	0	0.00	0	0.00	1	0.02	0	0.00
Heterosexual	817	14.34	915	16.06	227	3.98	73	1.28	15	0.26	8	0.14	49	0.85
I do not wish to disclose my sexual orientation	43	0.75	67	1.18	21	0.37	4	0.07	0	0.00	0	0.00	2	0.03
Lesbian	0	0.00	0	0.00	0	0.00	2	0.04	0	0.00	0	0.00	0	0.00
Undefined	1002	17.58	1121	19.67	671	11.77	333	5.84	52	0.91	35	0.61	224	3.93
Grand Total	1865	32.73	2115	37.11	921	16.16	412	7.23	67	1.18	44	0.77	275	4.80

9. Grievance and Disciplinary Issues

Overall, for the year ending 31 March 2012 there were:

- 39 disciplinary cases. – none related to discrimination
- 2 dignity at work cases – both relating to bullying and harassment
- 9 grievance cases – three of these cited harassment.
- 1 new Employment Tribunal case but not related to discrimination

10. Policies and Programmes in Place to address equality issues

There are a number of policies that establish the Trust's framework for ensuring equality, diversity and inclusivity for both patients and staff. These explain what should be done if breaches of the policies occur. The Trust is committed to ensuring that all staff and patients are treated fairly and equitably. All policies are published on the Trust's intranet site.

The key employment policies as regards the equality agenda are:

- **Equality, Diversity and Inclusion Policy**
- **Dignity at Work (Bullying and Harassment) Policy**
- **Recruitment and Selection Policy**
- **Training and Development Policy**
- **Gateway Policy**
- **Management of Sickness Absence Policy**
- **Disciplinary Policy**
- **Grievance Policy**

All other policies include an Equalities Impact Assessment to consider whether their implementation has an adverse effect on any particular groups.

Patient policies as regards the equalities agenda include:

- Carers Policy
- Chaperones Policy
- Privacy and Dignity Policy
- Deprivation of Liberty Safeguards Policy
- Safeguarding Adults Policy
- Child Protection Policy

11. Improving Workforce Equality Data in the Future

8. Improving workforce equality data in the future

One of the key priorities in our Equality Delivery System Action Plan in relation to our workforce is that we "Collect, analyse and make better use of employee data, meeting our responsibilities under the Equality Act 2010". We have developed this work into a specific project, which aims to develop processes and products for staff equality monitoring that:

- Enable us to fulfil our duties under the Equality Act 2010 by improving equality monitoring across all protected characteristics and along the whole 'employee pathway' from applying for a job at WAHT to being an employee to leaving our employment.
- Enable us to fulfil our other legal duties, such as handling personal data under the Data Protection Act.
- Ensure that staff has confidence in the system, to improve monitoring returns.
- Can be used efficiently to produce regular, useful reports.

In 2011/12 we have:

- Agreed our Equality Delivery System Action plan to achieve these aims in collaboration with NHS Worcestershire and the Worcestershire Health and Care NHS Trust.
- Agreed our Equality Delivery System Action plan with trade unions, Trust Board and the Equality and Diversity Scrutiny Group (previously Single Health Economy Partnership).

In 2012/13 we plan to:

- Improve the forms we use to collect information about staff to monitor equality characteristics, and the way we explain to staff how we use this monitoring information. We will also emphasise that any data they supply is confidential.
- Develop our reporting along the 'employee pathway', based on improved data collection – for example, improving our ability to report on learning and development opportunities etc.

12. Equality Act

The first elements of the Equality Act came into force in October 2010. The Act brings together the principles of the Equal Pay Act 1970, the Sex Discrimination Act 1975, the Race Relations Act 1976, the Disability Discrimination Act 1995, much of the Equality Act 2006, the Employment Equality (Religion or Belief) Regulations 2003, the Employment Equality (Sexual Orientation) Regulations 2003, the Employment Equality (Age) Regulations 2006, and the Equality Act (Sexual Orientation) Regulations 2007 (where applicable, as subsequently amended), plus other pieces of legislation.

The Trust developed a Single Equalities Scheme in 2010 to replace its three separate Schemes, combining these Schemes into a single document containing the Trust's response to the statutory

general and specific duties enshrined in the Equality Act (2006), the Disability Discrimination Act (2005) and the Race Relations (Amendment) Act (2000).

13. Equality Delivery System (EDS)

The launch of the Equality Delivery System (EDS) for the NHS in April 2012 replaced the Single Equalities Scheme to ensure that the NHS is meeting the requirements of the Equality Act in a consistent manner. We agreed our EDS and corresponding action plan in April 2012 and published this on our website.

The EDS is designed to help NHS organisations to improve their performance and reduce health inequalities. The EDS applies to people afforded protection by the Equality Act 2010, from unfavourable treatment because of specified 'protected' characteristics.

The EDS requires NHS organisations in collaboration with local interests to analyse and grade their performance, and set **one** or more defined equality objectives, supported by an action plan. Performance against the selected objectives should be annually reviewed. These processes should be integrated within mainstream business planning.

Central to the EDS are its objectives and outcomes. NHS organisations analyse their equality performance against 19 outcomes grouped under the following four goals:

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

12.1 Our Equality Delivery System (EDS) Objectives (2012-2015)

All of our Equality Objectives have been drawn from the evidence and data currently collated on protected groups including our workforce.

The EDS objectives were approved by Trust Board and agreement for quarterly reports to Patient and Carer Committee and the Equality and Diversity Committee with annual review. The EDS Objectives were published on the Trust Internet on 1st April 2012 along with up to date E&D data.

In line with the legislation our equality objectives must be specific and measurable and set out how progress will be measured:

Goal 1 (Objective 1):

- Improving the collection and the analysis of evidence in equality & human rights' across the health economy.

Goal 2 (Objective 2):

- Establish a clear and robust engagement mechanism for engaging with patients, carers and local communities to improve their access and experience across the health economy. The equality aim is to advance equality of opportunity between people who share a protected characteristic or those who do not.

Goal 2 (Objective 3):

- Improve the health outcomes for patients, carers and communities with specific protected characteristics The equality aim is to reduce discrimination, harassment and victimisation against the 9 protected characteristics

Goal 3 (Objective 4):

- Establish employee support networks that represent the protected characteristics across the individual health organisations to improve engagement with employees. The equality aim is to foster good relationships between people who share protected characteristics and people who do not share it.

Goal 4 (Objective 5):

- To provide vision, strong leadership and ensure that Equality and Diversity is embedded into the business framework of the NHS organisations. The equality aim is to advance equality of opportunity.

14. Equalities Committee Structure

The Trust has reviewed its Committees and Governance arrangements as part of Trust Board restructure.

The Trust has identified Helen Blanchard and Bev Edgar as joint Executive leads for equality and diversity and EDS. Rani Virk (Lead Nurse – Patient Experience and Quality) and Debbie Drew (Head of HR – Workforce Transformation) were assigned operational leadership roles for the respective patient and staff equality and diversity issues.

We have established an Equality and Diversity Committee with membership from general management to monitor our performance against our EDS action plan.

15. Equality Impact Assessments

Equality Impact Assessments are a practical and systematic approach to establishing whether Trust functions, policies, strategies and projects have a negative or adverse impact on different groups. All policies include a basic Equalities Impact Assessment. Where issues are identified a full EqIA is required.

16. Equality and Diversity Training

As part of our bids to the Hereford & Worcestershire Stakeholder Board we worked with Worcestershire PCT and Worcestershire Mental Health Partnership Trust in receiving money to develop a training package to address Equality, Diversity and Cultural Competency along with key Trust policies. This work commenced in January 2009 and was rolled out through to the end of 2010.

Since 2010 we have included Equality and Diversity modules in our Leadership Programmes for managers e.g. Recruitment and Selection, Disciplinary, as well as for new staff through our Induction programme.

In order to promote equal opportunities, it is important that all staff receive equality and diversity training.

The training will help staff to meet their career and personal development requirements, as well as improve behavioural and communication issues with patients, colleagues and the general public.

Current training programmes being offered include:

- **Basic Equality & Diversity Awareness on Induction for all staff**
- **Equality and Training (full day course)**
- **Equality & Diversity E Learning Modules**
- **Deaf and Disability Awareness Training**
- **Customer Care Workshop - ACE with Pace**
- **Conflict Management and Conflict Resolution**
- **Dignity in Care Workshop**
- **Dignity Link Nurse Training**
- **PDR training for Reviewers**
- **Recruitment & Selection Training**

Increasing the take up and provision of training for staff is one of our key priorities for 2012/13. We are seeking to expand the use of the on line Equality and Diversity Training package that is available on Oracle e-learning. We will also provide training on Equality Impact Assessments.

17. Procurement

The buying of goods and / or services is an important tool in embedding equalities across the organisation. The Trust has various contracts with other private, voluntary and statutory organisations for goods, works, services and employment services. Procurement is a key way for the Trust to exercise its influence in the community and to discharge its public duties to promote equality.

This Trust will take steps to ensure that its equality and diversity commitments are carried out by organisations that are engaged through a contract or service level agreement. An equality compliance clause is written in into all our contracts. Legally we are required to do this for all our contracts. Through the Trusts Procurement Group we will ensure compliance with equality legislation and identify where positive action can be taken to promote equality. This will be reflected in the Trust's Procurement Strategy.

For existing contracts, equality clauses should be introduced when contracts are formally reviewed or in the event of significant change to the contract terms & conditions. This may be reviewed if there is evidence of inequality in relation to the contract e.g. from complaints, public concern or equality monitoring information.

18. Challenges ahead

The key challenges for 2012/13 are:

- Website and data collection needs to be reviewed and maintained
- E&D training needs to be publicized and attendance monitored
- EDS action plan to be achieved
- Joint Services Review – specifically mentions E&D and will be monitored
- CQC monitoring will include E&D