

Sheffield Teaching Hospitals NHS
Foundation Trust
Annual Equality and Human Rights Report

2011 - 2012



‘EVERYONE COUNTS’



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1. Introduction

This report is an overview of Trust activity which supports the three aims of the Public Sector Equality Duty and the Goals of the NHS Equality Delivery System. This year we have decided to present detailed information such as employment data in a separate 'supplementary' report. We have done this because we want to emphasise the practical ways in which the Trust promotes equality and human rights through all its activities.

The Trust remains committed to a culture where those working for the Trust are valued and appreciated for the skills and talents they bring to the organisation and where the needs of those using our services are understood and respected. The Trust is committed to treating everyone who visits or works in its services with respect and as individuals taking into account individual differences, personal values and perspectives.

The Public Sector Equality Duty and the NHS Equality Delivery System both provide frameworks to support this commitment.

- **The Public Sector Equality Duty**

Everyone is different but sometimes differences can mean that people are disadvantaged because of that difference. Equality law specifically protects people or groups who share certain characteristics that may lead to disadvantage. These characteristics are:

- **Age**
- **Disability**
- **Gender Reassignment**
- **Marriage and Civil Partnership**
- **Pregnancy and Maternity**
- **Race**
- **Religion or Belief**
- **Sex**
- **Sexual Orientation**

The 'Public Sector Equality Duty' is a legal duty which applies to most public organisations, the 'Public Sector Equality Duty' means that the Trust needs to have what is known as '**due regard**' to three key areas, these are:

- ⇒ To **eliminate unlawful discrimination, harassment, victimisation** and any other conduct prohibited by the Equality Act 2010
- ⇒ To '**take forward (advance) equality of opportunity**' between people who share a protected characteristic and people who do not share it
- ⇒ To '**foster good relations**' between people who share a protected characteristic and people who do not share it.

Having due regard means the Trust must consciously think about these three areas, for example, in the way the Trust acts as an employer, the way the Trust develops and reviews policy and the way the Trust designs, delivers and evaluates its services, including where this involves purchasing services from other parties.

- **The NHS Equality Delivery System**

The NHS Equality Delivery System (EDS) is a new toolkit for NHS organisations to support them in meeting the aims of the Public Sector Equality Duty. The EDS has four main goals:

- Better health outcomes for all
- Improved patient access and experience
- Empowered engaged and included staff
- Inclusive leadership.

This report describes what the Trust has done between the 1st of April 2011 and the 31st of March 2012 to support the aims of the Public Sector Equality Duty and the goals of the NHS Equality Delivery System.

This report should be read in conjunction with other reports that the Trust produces which reflect the Trusts activities and plans which are also relevant to Equality and Human Rights, for example:

- The Trust Annual Report
- The Trust Quality Report
- The Trust Strategy.

2. Progress 2011/2012

- **Annual Equality and Human Rights Action Plan**

In 2010/11 we presented an annual action plan, the majority of this plan was delivered, two actions were not completed and these have been added to a new action plan which we plan to deliver in 2012/13. Full details can be found in the Supplementary Report.

- **HR Equality and Human Rights Sub group**

A group has been set up by the HR lead for Equality and Human Rights, the group have been taking forward action identified in 2011/2012 and has set some new priorities for 2012/2013.

2011/2012 – HR Sub Group Achieved

- The staff data refresh has continued and the success of this can be seen in the improved scope and accuracy of electronic staff data in the supplementary report
- The Trust took action to promote the diversity of Trust staff when advertising posts and actively promoted some posts which were being advertised to learning disability and mental health service users with some success for applicants who applied for posts
- Accessibility to recruitment processes has been reviewed and changes made, these include increased accessible recruitment documentation and provision of guidance and practical support for interviewers to support reasonable adjustments.

2012/2013 – HR Sub Group Planned

The group has developed an action plan for 2012/2013; the group has also reviewed staff data which can be found in the supplementary report. Action being taken forward by the HR sub group includes:

- Completion of the Stonewall Workplace Equality Index 2013 benchmarking exercise
- Development of a community engagement plan. This will be developed to support diversity in recruitment, working in conjunction with the Health Care Academy to develop and promote the Trust image as an employer within the local community
- Review of distribution of BME groups across the workforce
- Provision of manager training to accompany new policies
- Detailed analysis to review the impact of disciplinary and recruitment process on BME groups and
- Provision of a quarterly equality data report.

Eliminating Unlawful Discrimination, Harassment, Victimisation and any Other Conduct Prohibited by the Equality Act 2010.

The Trust has a range of policies which aim to ensure that the Trust does not discriminate as an employer and in providing services. The Trust aims to keep its policies up to date and introduce new policies from time to time.

- **Trust equality Impact analysis policy**

In 2011 the Trust introduced an updated Equality Impact Analysis policy which updates the existing processes for ensuring that Trust policies do not discriminate and promote equality.

- **Providing Hospital Services to Trans Patients**

Staff from STH worked in partnership with members of the Yorkshire and the Humber NHS Equality Leads Group to develop a Protocol and Resource Pack on Providing Hospital Services to Trans Patients.

- **Flexible working**

In 2011 the Trust updated its flexible working policy.

Moving Forward Equality of Opportunity between People Who Share a Protected Characteristic and People who do not Share it.

'Taking forward ('advancing') equality of opportunity' means the Trust should consider and remove or minimise disadvantages suffered by people due to their protected characteristics and should aim to meet their needs. The Trust does this in a number of ways including:

- Working in partnership
- Developing Trust policies and practices to remove barriers and promote positive experiences
- Developing services and improving the hospital environment
- Providing staff training and development opportunities
- Reviewing information about staff and patients to identify areas where action may be needed to promote equality.

Working in partnership

The Centre for HIV and Sexual Health (CHIVSH) transferred to the Trust in 2011. The Centre provides expertise which supports projects and initiatives which benefit the health and wellbeing of lesbian's, gay men , people who are bisexual (LGB) and the Trans community and which tackle prejudice and discrimination. The Centre has led and been involved with a number of projects in 2011/12, these include;

- **The Sheffield LGBT Schools Charter**

The Centre was commissioned by Sheffield Education Department to support the development of this project. A set of charter criteria were developed that schools and education settings in Sheffield can check against in their efforts to

effectively address homophobic and transphobic bullying, and to be inclusive of the needs of LGBT people.

Schools which meet the various standards are awarded bronze, silver or gold attainment.

The national organisation and lobby group Stonewall has shown particular interest in the collaboration between health and the local authority in Sheffield in combating homophobia.

- **Living My Life Exhibition**



Living my Life is a highly acclaimed exhibition developed by the Centre. The exhibition consists of 16 portraits that celebrate the lives of Trans's people and form the basis of a booklet, also published by the Centre also called 'Living My Life'. This is an information booklet which provides guidance for people who identify as Trans, or who are beginning to explore their gender identity.

Organised in partnership with the Trans support group, TransBareAll, the exhibition aims to improve wider understanding of the issues and challenges that Trans people face.

The Centre manages the Living my Life exhibition which has been to numerous cities around the country and has been well received wherever it has been exhibited

- **Transgender Equality in Service Provision**



The centre was commissioned by The Yorkshire and the Humber Strategic Health Authority to run this conference which was planned in partnership with the Yorkshire and the Humber NHS Equality Leads Group. The conference aimed to raise awareness of the experience of people with a Trans's identity and to consider inequalities in the context of the recently published Advancing Trans Equality Action Plan (HM Government, 2011). The conference attracted a wide range of representatives from both clinical and non-clinical services throughout the region.



- **Lesbian Gay and Bisexual (LGB) Sharing Good Practice Event**

The Centre Director, Steve Slack, worked in partnership with Sheffield Health and Social Care Trust (SHSC) on an LGB sharing good practice event. A number of STH staff attended the event alongside colleagues from SHSC Foundation Trust.

Developing policies and practices to remove barriers and promote positive experiences for all people using Trust services

- **Providing Hospital Service to Trans Patients**

Staff from STH worked in partnership with members of the Yorkshire and the Humber NHS Equality Leads Group to develop a Protocol and Resource Pack on Providing Hospital Services to Trans Patients.

- **Gender Reassignment Support in the Workplace Policy**

This is a new policy which is currently being developed by the Trust to set out how the Trust can support staff undergoing or considering undergoing gender reassignment.

Developing services and improving the hospital environment.

Improving the environment in prayer rooms and the hospital chapel

The Trust sites have prayer rooms and chapels for patients and staff. In 2011 the Trust prayer rooms were upgraded and some paintings were purchased for the chapel.

Enhancing the Healing Environment Project

The project focused on creating a welcoming and healing environment within the Outpatients service at the Hallamshire Hospital. The environment which was created is intended to be particularly conducive for people with Dementia. People with Dementia and their carers were involved in the planning and development of the project.

Providing staff training and development opportunities

- **Mandatory Training**

In 2011 one of the Trust aims was to improve the numbers of staff receiving mandatory equality and human rights training. The Trust has started to use the new NHS Equality and Diversity eLearning modules and developed an updated equality and diversity training leaflet.

The results of the staff survey 2011 indicated that more staff had received training but this remains an area the Trust intends to improve.

- **Leadership development**

A new equality and diversity module was developed for the Trust leadership programme; this was well received by participants and will continue to be delivered as part of this programme.

Reviewing information to identify areas where action may be needed to promote equality

Glucose Tolerance Test Outreach Clinic - Burngreave

Women are screened in pregnancy for pregnancy related diabetes. Women are offered screening using a procedure known as a 'Glucose Tolerance Test'. Women are offered the screening if they are in one of the 'at risk' groups, these include women who have a body mass index of over 30, who have had a previous baby over 4.5kgs, have a family history of diabetes or have themselves had pregnancy related diabetes before or who originate from an area of the world where there is a high prevalence of diabetes such as South Asia, the Middle East and the Caribbean.

The service reviewed the postcodes for women being offered the test and this showed a high proportion lived in the north of the city, because of this an outreach clinic has been set up in the Burngreave area of Sheffield to improve access to this group of women and encourage attendance. The clinic mirrors the service provided within the Jessop Wing and is run by a healthcare support worker who has the support of a midwife.

The Experiences of 'hard to reach', 'seldom heard' older people

This project aimed to review and capture the experiences of 'hard to reach' older service users of the Hallamshire Hospital Medical Outpatients department. The Trust undertook this project in partnership with Sheffield Hallam University and Sheffield Churches Council for Community care

Ensuring that services are provided regardless of age

The Trust reviewed its inpatient services using an 'audit tool' to ensure that none of the Trusts services discriminate due to age unless this can be justified to meet the needs of patients. The audit highlighted some good practice in the Trust and in 2012/13 an audit will take place for community services.

Fostering Good Relations between People who Share a Protected Characteristic and People who do not Share it.

'Fostering good relations' involves taking action which tackles prejudice and promotes understanding between those people who share a protected characteristic and others.



- **Sheffield Pride 2011**

Staff from STH, along with colleagues from Sheffield Health and Social care attended Sheffield LGBT Pride – information was given to people attending about a men’s health survey being undertaken by Stonewall.

- **Membership**



It’s important that the membership of the Trust reflects the range of people who live in the city of Sheffield who might benefit from the services provided by the Trust or work in the Trust. In 2011 the Trust attended a number of community events to promote the work of the Trust in all the communities of Sheffield and encourage people to become members of the Trust.

- April : Handsworth Health Event**
- April : The BME Network AGM**
- May : Whit Fayre**
- June : Nether Edge Road Show**
- June : Totley Road Show**
- June : Hillsborough Road Shop**
- June : Learning Disabilities Event**

- June : 50+ Annual Eve**
- July : Sharrow Festival**
- July : SADACCA Health Event**
- July : Abbeyfield Park Festival**
- July : Sheffield Wellbeing Festival**

3. Trust Equality Objectives

In 2011/2012 the Trust identified four Equality Objectives. Equality Objectives are not the only way that the Trust promotes equality but equality objectives are areas of high priority where the Trust believes it can make progress that can be measured.

The Trust decided its equality objectives using feedback and discussion and reviewing the information it has about its staff and people who use the Trust's services. The main ways in which the Trust did this were:

- Feedback from the event held in March 2011 with 'stakeholders' from Protected Groups (see 2010/11 report)
- Reviewing the Trust Equality Delivery System (EDS) grading which was discussed and refined through the Trust Equality and Human Rights Operational Group and The Equality and Human Rights Steering group
- Feedback from a Workshop held on the 10th of February 2012 to discuss the EDS grading with stakeholders from protected groups
- Review of information STH published in January 2012 about people who work for STH and people who use Trust services from protected groups
- Discussions in the Equality and Human Rights Operational and Steering Groups.

The following areas were highlighted

- Information about some protected groups is not collected at all through Trust patient information systems. Lack of information means the Trust does not have a good picture of the diversity of the people who use Trust services. It also means that issues of potential barriers to access to Trust services by people in these groups may be harder to identify and that information that might be relevant to a person's care needs may not be identified.
- In March 2011 an event was held with stakeholders from a number of groups protected under the Equality Act. As a result of feedback from this event equality objectives which could be shared by NHS organisations in the city and the local authority were identified.
- The Equality and Human Rights Steering Group considered a list of potential action areas as part of developing the equality objectives and the Equality and Human Rights Operational Leads Group also considered these areas. It was considered that anecdotally DNA rates, Length of Stay and Delayed Discharge might be impacted on due to barriers associated with protected characteristics.
- Information about staff across the relevant protected groups has some gaps and through discussion in the Equality and Human Rights Steering Group it was agreed that staff diversity was a priority area.

Using these findings and feedback four Equality Objectives were identified:

Equality Objective 1

To improve the range of information the Trust has about Patients in protected groups and how this is used.

We have started to identify which areas collect information across protected groups and where there are gaps in data collection.

Equality Objective 2

Shared equality objectives with local Health and Social Care organisations, these are:

- a. To work together to look at information that might help to identify actions to improve the health of people who share protected characteristics and who may experience poor health for other reasons such as poverty.
- b. To raise awareness of what equality means for patients across health organisations.

This action will be taken forward by a new group known as the Equality Engagement Group which has been set up in partnership with Sheffield Health and Social Care, Sheffield Children's Hospital Trust and NHS Sheffield.

Equality Objective 3

To find out if patients in some protected groups fail to attend appointments more often, have delays in discharge from hospital or spend longer in hospital.

Work on this objective has started and some differences have been found in some protected groups in how often appointments are missed. It is important that we find out the reasons for people missing appointments and plans are in place to do some more detailed work on this in 2012/2013.

Equality Objective 4

To make sure the Trust maximizes the information available about the diversity of staff in the organisation and uses this to set annual actions and targets.

Progress on equality objectives will be reported in the Trust annual equality and human rights reports and through the Trust internet pages.

More information about the Trust Equality Objectives and the Equality Engagement group can be found on the Trust web site. Regular updates on progress will be posted on this site.

4. Dignity and Human Rights



- **Community Services Directorate - Dignity and Respect Group**

This group have developed an active action plan to ensure that Dignity and Respect are embedded in the work of the Directorate in 2011/12 this has included:

- Awareness sessions through films and guest speakers
- Activities on 'Dignity Action Day' including running a survey "*what does dignity really mean to you?*" and publicising events being held across the city.
- Primary & Community Services Care Group Dignity Champions – 33 registered to date
- Linking to the work of the Trust Equality And Human Rights Operational Group and Patient Partnership
- Reviewing information such as complaints to identify action and reviewing dignity audit tools to use in services
- Updating of the Directorates Dignity & Respect Policy.

5. Supplementary Report

The supplementary report contains the following information:

- Section 1 - Staff Data and Information
- Section 2 - Patient Data and Information
- Section 3 - Annual Action Plan Report 2011/12

6. 2012/13 Action Plan

The Trust Equality and Human Rights action plan 2012/13 contains the following priorities:

1. Continue work to develop the Trust patient information system to address barriers that may be faced by some groups
2. Work with community services to integrate equality and human rights work undertaken in community services with other equality and human rights activity in the Trust
3. Undertake the first stage of addressing Equality Objective 1 to identify where gaps exist in equality data and identify a plan to improve this
4. Undertake the first stage of addressing Equality Objective 2 joint work around data sharing with NHS Sheffield by developing a data sharing agreement and identifying a project for using data in partnership
5. Develop an action plan to consider why rates of non attendance at appointments are higher for some groups. (Equality Objective 3)
6. Implement the Trust new Equality Impact Analysis policy
7. Continue to implement the Equality and Human Rights module of the Trust leaders training programme
8. Implement the HR sub group action plan.

