

Inclusion and Diversity

Inclusion and Diversity Annual Monitoring Report April 2016 - March 2017

AUTHORS:

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Everyone
is Unique

Executive Summary

TITLE:

Inclusion and Diversity Annual Monitoring Report - April 2016 to March 2017

PURPOSE OF REPORT:

This report summarises the progress the Trust has made in the key areas of inclusion and diversity during the last 12 months (2016/17), highlighting both key achievements and outcomes. This report provides a summary of headline data in relation to staff and patient demographics. This report provides assurance to the Board of how the Trust is meeting the requirements of the Public Sector Equality Duty, summarising the priorities for the year ahead.

EXECUTIVE SUMMARY:

Over the last 12 months, the Trust has seen substantial progress in embedding inclusion, diversity and human rights into core business activity. **A number of key outcomes have been achieved over the last 12 months.**

Staff Engagement

- * BME Focus Group
- * Staff Stories (*context & outcome*)
- * Inclusive Leadership at all levels Management Focus Group
- * Anti-Bullying Week Staff Survey
- * Baseline LGBT Staff Awareness Survey
- * Baseline AIS and Interpreter Services Staff Survey

Calendar of Events

Awareness of protected characteristics throughout the year:

Wigan PRIDE 2016

International Day against Racial Discrimination

Governance

- I&D Strategy 2016-2020 launched.
- 4 Equality Objectives 2016-2020 published.
- Recognised as Disability Confident Employer.
- Equality Impact Assessment Guidance & Toolkit reviewed.

Training

- * Dual Sensory Awareness Training launched.
- * I&D Podcast being developed in line with WWL Leadership Programme.

Partnership Working

- Local Health Economy E&D Collaborative Group
- Key stakeholder in planning of Wigan Pride 2017

Patient Engagement

Positive feedback

- 4 Week I&D Strategy Consultation
- BME Diabetes Out-Patient Survey
- Asylum Seekers & Refugees (SWAP)
- Wigan Access Committee
- Wigan PRIDE 2016

Improved Access

- * New Age Well Unit
- * Interpreter and Translation Services Policy reviewed.
- * Disabledgo On-line Information Guides
- * 3 Service Users living with disabilities invited to attend future Hospital PLACE Inspections.

SUMMARY OF HEADLINE DATA:

SERVICE USERS

- Overall picture of patient access, reflects broad similarity to local demographics – no statistical significance reported.
- Over last 12 months, 1% decrease in number of overall in-patients and out-patients of British White Ethnicity. Patients of Black and Minority Ethnic Backgrounds remains the same. 1% increase in 'ethnicity not known'. No statistical significance reported.
- Higher % of Black and Minority Ethnic Groups using maternity services in comparison with overall out-patient / in-patient activity. Data historical - No statistically significant difference noted. Over last 12 months, 1.7% increase in patients of black and minority ethnicity who attended A&E and 1% decrease in patients of British White Ethnicity.
- Although Wigan is the least ethnically diverse borough in the County, migration has significantly changed the wealth of diversity in Wigan since the last census and there has been significant demographic change within Wigan Borough. Ethnic minority populations living in Wigan include long-term resident ethnic minority population and asylum seekers and refugees, migrants, Gypsies and Travellers, European Roma and Overseas students. Although the numbers are small compared to the size of the total population and some only stay for a short period of time, some will have specific health needs that need to be addressed.
- Polish, Mandarin, Russian, Arabic, Lithuanian, Kurdish, Cantonese, Farsi, Romanian and Sorani were the top languages requested over the last 12 months.
- As with most healthcare services in the UK, women are more likely to use hospital services than men – 57% female out-patients during last 12 months.
- 1 in 6 residents in Wigan are now aged over 65 years. The age of patients accessing hospital services is bias towards the older population, reflecting greater healthcare needs.
- 21.5% of Wigan residents are living with a limiting long-term illness, health problems or disability – higher than the national average 17.9%.
- Estimated 15,000 lesbian, gay and bisexual Wigan residents and 2,500 Trans residents.

STAFF

- As last year, 91% of the workforce are white. This figure remains significantly lower than the Wigan borough figure of 95%. Similar to last year, 7.29% of the workforce profile are from Black & Minority Ethnic Groups, with 6.7% of Trust Board being BME.
- Whilst the split between under 50 and over 50 has remained fairly static, there has been a further slight increase in the proportion of staff aged over 60 which is leading to an ageing workforce.
- There has been an improvement in the amount of undeclared data in respect of disability. However, with only 37% of staff having declared their disability status, meaningful data analysis remains difficult.
- The workforce profile remains predominantly female at 79.6% whereas the local population is 50.3% female. However, this is in keeping with the gender profile of the healthcare profession in general and the NHS in particular.
- Just over 55% of staff who have disclosed their religion and belief describe themselves as Christian compared to a Wigan borough figure of 73%. Again there is a significant proportion of undisclosed data (34%).
- Similar to last year, nearly 69% of staff describe themselves as heterosexual. However, just over 30% of staff have not disclosed their sexual orientation.

POTENTIAL RISKS

Failure to actively promote equality across all protected characteristics could constitute failure to meet the requirements of Equality Legislation / Statutory Bodies. Challenge from the local community and loss of reputation and public confidence could arise as a subsequence. Non-compliance / failure to address national requirements could impact on our Care Quality Commission Scores. The key risks to the Trust therefore in terms of service delivery are non-completion of equality impact assessments, failure to provide accessible information in a patient's preferred format and the limited availability of equality information against some of the protected characteristics.

The key risks to the Trust therefore in terms of employment practice are: a higher % of white applicants continuing to be appointed following shortlisting than those from black and minority groups and the number of BME staff involved in conduct cases is disproportionate in comparison with the workforce profile. Furthermore, improved levels of declared workforce data in respect particularly of sexual orientation and disability status would enable the Trust to more effectively assess whether or not its employment practices are fit for purpose moving forward.

ACTION BY BOARD: WWL Workforce Committee members are invited to receive and approve the Annual Inclusion and Diversity Monitoring Report.

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- Appendix 1** Compliance against National Standards Dashboard
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- Appendix 3** <http://www.wwl.nhs.uk/Equality/wres.aspx>

1. Introduction

At WWL NHSFT, we recognise that good equalities practice is central to the provision of high quality health services that meet people's individual needs. We are committed to the practices of inclusion, diversity and human rights, and aim to ensure that these are maintained and embedded within all aspects of service provision and employment practice.

Over the past few years we have made substantial progress in embedding inclusion and diversity into our core business activities. We will continue to make progress by ensuring these values are mainstreamed through all aspects of our service provision, and in how we work in partnership with our employees and our local communities.

This is the Trust's 8th annual report on Inclusion and Diversity. As well as meeting our obligation as an NHS Trust to publish equality monitoring data in relation to our staff and service users, the report sets out what we have achieved in 2016/17, our key outcomes and the commitments made against our equality objectives 2016-2020. The report summarises key trends in relation to staff and patients demographics.

2. NHS Drivers & Compliance

There are a number of equality based national laws and guidelines which mandate and guide how NHS organisations should demonstrate equality. These include the Legal Framework, NHS Constitution, NHS Equality Delivery System, Workforce Race Equality Standard. This report evidences how the Trust has delivered on these requirements during the last 12 months. **See Appendix 1 for a summary of our compliance against national standards.**

3. Key Developments 2016/17

Over the last 12 months, we have seen substantial progress in embedding inclusion, diversity and human rights into core business activity.

The following table summarises:

- What we did during 2016/17
- Why we did it
- What the outcome was
- Priorities for the year ahead

3. Key Developments 2016/17

Governance			
What have we done	Why we did it	What was the outcome	Looking ahead
<p>Reviewed and launched Inclusion & Diversity Strategy 2016-2020.</p> <p>A 4 week consultation commenced during May/June 2016 with staff, service users & other stakeholders. Consultation Report produced. Feedback reviewed and embedded within final Strategy Document.</p>	<p>As an NHS organisation, we have both a legal and moral duty to demonstrate fairness and equality to our patients, service users, their carers and families, and to our employees. This strategy explains and responds to the Trust's statutory duties to promote equality amongst all groups of people. It replaces and builds on our previous Equality Strategy 2012 - 2016.</p>	<p>Staff and patient feedback reviewed and incorporated within our I&D Strategy. Respondents overall agreed with the Trust's approach to I&D and key priorities for the next 4 years.</p>	<p>Monitoring and review of our I&D Strategy will be through the delivery and implementation of our Annual EDS2 Action Plan.</p>
<p>Reviewed local equality priorities and proposed 4 Equality Objectives for 2016-2020.</p>	<p>Compliance with Public Sector Equality Duty.</p> <p>To identify aspects of service delivery that present a local challenge and reduce inequalities.</p> <p>To focus on the outcomes of the staff survey and develop objectives that aim to improve the experience of those from protected groups.</p>	<p>Local and national data and staff and patient feedback used to drive proposed equality objectives.</p>	<p>Monitoring and review of our Equality Objectives will be through the delivery and implementation of our Annual EDS2 Action Plan.</p>
<p>Equality Delivery System (EDS) 2017 Assessment undertaken and report produced. Report received and approved by Inclusion and Diversity Steering Group on 17/07/17.</p>	<p>Assessment enables us to assess and score our performance in collaboration with local stakeholders through engagement, equality monitoring and improved patient access and experience.</p> <p>NHS Contract and Department of Health requirement.</p>	<p>Evidence used to inform EDS Action Plan 2017/18.</p> <p>Ensures there is a clear plan to work to.</p>	<p>Data and evidence will be reviewed and updated annually and progress published on Trust Website.</p>
<p>Equality Impact Assessment Guidance and Toolkit reviewed.</p>	<p>To simplify EIA Guidance for staff. Simplify process for staff.</p>	<p>One Page EIA Assessment Form for policies.</p> <p>Simplified EIA Toolkit for staff.</p>	<p>Monitoring and review of EIAs by I&D Service Lead.</p>

Governance continued			
What have we done	Why we did it	What was the outcome	Looking ahead
For the first time in 2016, the Trust published data with regards to the Workforce Race Equality Standard (WRES)	In order to demonstrate through the 9 Point metric how we are addressing race equality issues in a range of staffing areas.	WWL is performing better than many other Trusts in relation to the specific indicator relating to BME representation at Board level which is a problem area nationally.	Work with the requirements of WRES as it develops and link in with the planned implementation of the forthcoming WDES (Workforce Disability Equality Standard).

Goal 1: Better Health Outcomes for All			
What have we done	Why we did it	What was the outcome	Looking ahead
Engaged with local LGBT community on the Trust's proposed I&D Strategy and equality objectives.	We want to work together with the local LGBT Community to improve and expand the quality of the information, knowledge and understanding we have about our LGBT service users.	Feedback obtained, reviewed and incorporated within strategy.	To continue to work together with the LGBT community to engage and improve our knowledge and understanding of LGBT service users.
Attended official launch of Wigan Pride on 17/05/17. Rainbow Flag raised across hospital sites on International Day Against Homophobia.	To show our support for International Day Against Homophobia and the forthcoming Wigan PRIDE 2016.	WWL seen as fully inclusive employer and service provider.	
Fully supported and participated within Wigan PRIDE 2016. <ul style="list-style-type: none"> Engagement Team hosted an information stand and engaged with local LGBT community. I&D Champions undertook role of Stewards. WWL Choir performed at Event. 	To work collaboratively with local providers, promoting equality, diversity and human rights throughout the Trust and wider community to show how proud we are to be an inclusive employer and an organisation that's treats all our patients as individuals.	WWL seen as fully inclusive employer and service provider. Increased staff and patient engagement and participation. Positive feedback obtained, Services were easily accessible; overall good care was received; they were treated with dignity and respect.	To continue as a key stakeholder in the planning and involvement of Wigan Pride 2017
'Guidance for Staff on Supporting Trans Service Users' reviewed and updated. Engaged with service users on content.	To enhance current staff guidance to ensure they are provided with the required skills and knowledge to be effective within their roles.	A resource for staff to enable them to support trans service users more effectively.	To be reviewed in line with corporate review date.
Baseline Staff LGBT Awareness Survey circulated to staff.	To set baseline score to determine staff's current knowledge and understanding of LGBT service users.	Baseline score set / Understanding of staff's current knowledge and understanding of LGBT service users obtained.	To increase staff's knowledge and understanding of LGBT service users. Further Staff LGBT Survey to be circulated 2018 - Results to show improvement in baseline scores.

Goal 2: Improved Patient Access & Experience			
What have we done	Why we did it	What was the outcome	Looking ahead
Baseline Accessible Information and Interpreter Services Awareness Survey circulated to staff.	To ascertain staff's current knowledge and understanding of Interpreter and Translation services and Accessible Information Standard.	Baseline score set to measure future progress of Equality Objectives Action Plan.	To increase staff's knowledge and understanding of AIS and Interpreter & Translation Services. Second Staff Survey to be circulated 2018 - Results to show improvement in baseline scores recorded.
Interpreter and Translation Services Policy and SOP reviewed and updated.	To enhance current staff guidance to ensure they are provided with the required skills and knowledge to access interpreter and translation services appropriately.	Implementation of robust Policy and SOP. Increased staff awareness of protocol.	To continue to raise staff awareness of current practice and protocol. To continue to audit staff awareness.
Dual Sensory Awareness Training Session launched on 27 th April 2016.	Patient feedback highlighted the need to raise staff awareness about hearing and visual impairments. To increase staff understanding about some of the barriers patients experience when accessing healthcare.	Three training sessions planned each year.	Three training sessions to be held each year. Feedback from evaluation forms to be used to further improve training. Implementation of a supplementary E-Learning Module to be reviewed.
BME Out-Patient Survey	National statistics identify that black and minority ethnic communities are up to 5 times more likely to develop diabetes than the general population. A Patient Experience Survey was therefore undertaken to ensure that the provision of our Diabetes Service meets the needs of our local BME community.	Of the 8 patients who participated within this survey and completed the equality monitoring data form, analysis showed that there were no specific trends / concerns in relation to equality related issues. Overall positive feedback and good patient experience received.	The need to ensure all BME Diabetes Patients have their cultural and religious needs discussed at future appointments to be shared with the Diabetes Nursing Team.
Head of Engagement attended Wigan SWAP (Support for Wigan Arrivals) local drop in session in February 2017 to engage with local asylum seekers and refugees.	To ascertain their views and experiences of using WWL services.	Overall positive feedback was received. Services were easily accessible; overall good care was received; they were treated with dignity and respect and found the staff to be caring. Those who had difficulty communicating in English, were provided with access to interpreter services.	To continue to engage with service users. To ensure services are accessible to all.

Goal 3: Empowered, Engaged and Included Staff			
What have we done	Why we did it	What was the outcome	Looking ahead
Developed the work of the BME Coaches within the WWL Leadership Programme. Made national initiatives available to staff and supported applications.	To enable BME staff to have an ongoing forum to have comments and concerns listened to and acted upon.	Positive feedback from BME staff via the Operations Group, EDS Survey and pulse check routes.	Roll out programmes further.
As part of a site visit, provided information to BRAP, an Equalities Charity based in Birmingham commissioned by Big Lottery, regarding WWL's promotion and engagement with staff regarding equality matters.	To build on the national reputation WWL has following recommendation from Roger Kline, NHS Equality Director.	Findings were complimentary and BRAP used them to share good practice in organisations within the NHS as well as within other industrial sectors. Outcomes were published on the I and D pages of the intranet website.	Take advantage of similar initiatives and raise awareness within the organisation.
Facilitated the establishment and management of a BME staff support network within the Trust. A survey was issued to all BME staff as a starting point for establishing the agenda.	To build on the BME Focus Groups held on a regular basis, To provide opportunities for people to share, learn and contribute to improving the Trust.	Improved level of BME satisfaction and engagement within the 2016 National Staff Survey.	Continue to support events for protected groups.
Worked in partnership with Wigan Borough Clinical Commissioning Group, Bridgewater Community Healthcare NHS FT Trust, 5 Boroughs Partnership NHS FT Trust, Wigan Council, Greater Manchester Police and LGBT Foundation on the first ever Wigan PRIDE.	To demonstrate the Trust's support of LGBT as an inclusive employer and in terms of delivery to the patients within the community.	Awareness was raised via all internal communication methodologies as well as social media such as Facebook and Twitter.	Work in collaboration with partners within the local area on plans for the second Wigan Pride scheduled for August 2017.
Programme of staff awareness / engagement activities was planned for 2016-17 as part of the WWL Way.	To schedule engagement activities for staff to support Trust values and behaviours and the WWL way.	A number of ID Champions supported events as part of their projects. Feedback from staff was that they appreciated the increased awareness.	Build further events into the forthcoming year's schedule.
Continued to carry out Local Pulse Check Surveys.	To analyse feedback which can now be filtered by protected characteristics.	January 2017 data indicates that 71% of respondents would recommend WWL as a place to work. Data available for protected groups indicates that feedback is positive.	Take advantage of more detailed feedback as it becomes available.

Goal 4: Inclusive Leadership at all levels			
What have we done	Why we did it	What was the outcome	Looking ahead
Held a baseline Management Focus Group.	To establish gaps in knowledge needing to be addressed and share good practice.	Feedback obtained, reviewed and incorporated. Set of local guidance resources produced to cover areas such as Religion & Belief.	Raise awareness of local resources. Put in place follow up groups to ensure that resources remain relevant and up to date.
Planned regular focus groups and listening events. Visible and effective support of Chief Executive and other Board members at Inclusion and Diversity events as part of the annual schedule.	To enable senior leaders to demonstrate commitment to equality, deal with feedback and embed values into core business activities.	Targeted participation in Inclusion and Diversity values at leadership level.	Annual programme of events to continue to take place.
I&D Steering Group continued to be chaired at Executive level. Members of the group were also senior leaders from within the Trust's management team.	To allow agenda items to be given a high priority and items escalated from the underpinning Operations Group to receive appropriate support.	Items were progressed in a timely and appropriate manner furthering the I&D agenda effectively.	Ensure that this practice remains in place moving forward.
Demonstrated senior support as follows: <ul style="list-style-type: none"> • Senior attendance at the targeted Focus Groups referred to above. • Visible involvement in initiatives such as Wigan PRIDE 2016. 	To demonstrate senior level commitment to equality and embed values into core business activities.	Evidence was fed into the EDS assessment and fed back to Trust staff.	Continue to evidence senior level support within all I&D initiatives on an ongoing basis.
A number of further staff stories were obtained during 2016-17.	To demonstrate the level of support staff feel is in place and evidence this to the Trust as a whole as well as to key stake holders.	Stories indicate that staff appreciate the support received from the Trust in relation to I&D matters and are happy to share experiences.	Obtain and publish further Staff Stories and share these at Workforce Committee meetings whenever possible.

4. Summary of Key Diversity Events celebrated 2016/17

Dual Sensory Training launched – April 2016



WWL's Audiology and Orthoptics I&D Champions, Liz Hesketh and Kate Witkiss teamed up in 2016 to develop a dual sensory training package for staff. Their first training session was launched in April 2016 and focuses on the impact of sight and hearing loss. Training involves a mixture of practical and theory based exercises, aimed at increasing staff awareness of the issues involved with sensory loss. This training provides practical tips on how staff can better their communication skills and build confidence in themselves when caring for someone with sensory loss.

International Day Against Homophobia & Transphobia – May 2016

In support, WWL flew the Rainbow Flag across several sites as well as attending the official launch of Wigan Pride 2016 at Leigh Town Hall.



Equality, Diversity and Human Rights Week – May 2016



This week is an opportunity for NHS organisations to raise awareness of equality and diversity and human rights, and to highlight some of the work which is being undertaken to ensure the NHS continues to meet the diverse needs of the local population and is a place where staff from all backgrounds will want to work. NHS Employers co-ordinates the week and this year's theme was 'Making change happen'. WWL recognises that both staff and service users are all different and unique

and are committed to providing fair, accessible services for all and a place where staff from all backgrounds will want to work. **As part of Equality, Diversity and Human Rights Week, WWL thought this would be an ideal opportunity to consult on our Equality Strategy 2016-2020 and ask our staff and service users what they think! A 4 week consultation was undertaken.**

Wigan Pride – August 2016



Building on the work carried out in connection with Manchester Pride 2015 and as a key part of our Inclusion and Diversity action plan, members of the WWL Inclusion and Diversity Operations and Champions Groups worked in collaboration with partners within the local economy and BYou, a local Lesbian, Gay, Bisexual, Transgender group on the first ever Wigan PRIDE.

WWL attended the official launch (17th May); flew the Rainbow Flag on the launch day and on PRIDE weekend; were part of the Management Committee; provided funding for the event; our Engagement Team engaged with the public; had an awareness stand; and arranged for some of our I&D Champions to take on the role of stewards at



the event. WWL Three Wishes Choir also performed on the day.

Coverage within the local press, internal News Brief, Team Brief, Focus and social media enabled as many to be reached as possible. This displayed WWL's support as an inclusive employer and service provider and our collaborative working with

organisations within the community towards a shared goal of raising awareness and making our practices more fit for purpose.

Wigan PRIDE 2016 was the first of what will become an annual event. It will also allow WWL to continue to engage with these protected groups as a key part of our Equality Objectives and obtain ongoing partnership working with BYou and other partner agencies within the borough.



Anti-Bullying Week – Nov 2016

WWL's Division of Medicine actively led on the promotion of Anti-Bullying Week. Anti-Bullying Week 2016 is an annual UK event held in November to raise awareness of the bullying of children and young people and to highlight ways of preventing and responding to it. It also acknowledges the fact that bullying does not just affect children but adults too, especially in the workplace.



Sarah Clegg and Michelle Sherrington-Bell, two of our I&D Champions, along with Joanne Anderson, from Staff Engagement showed their support by hosting information stands at TLC and RAEI, encouraging staff to complete Bullying and Harassment Surveys. This year's campaign theme was 'Power for Good'.

The key aims were to support staff to use their Power for Good – by understanding the ways in which they are powerful and encouraging individual and collective action to stop bullying and create the best world possible.

Black & Minority Ethnic Focus Group – Nov 2016

The third session aimed at BME staff which was chaired by Andrew Foster (Chief Executive) and Alison Balson (Workforce Director). A number of key actions were identified and formed part of our EDS action plan. These centred around increasing staff awareness of the Workforce Race Equality Standard (WRES), continuing to ensure BME representation on interview panels, supporting

The establishment of a BME Staff Network, supporting the work of the team of BME mentors / coaches, developing more staff stories with an inclusion and diversity theme, and raising awareness of Article 14(4) – Enabling doctors who have qualified overseas to secure substantive consultant posts in the UK by gaining GMC specialist registration by applying for Article 14 (4).



Management Focus Group - 'Inclusive leadership at All Levels' – Jan 2017

This Focus Group was held with a view to further supporting managers to proactively manage inclusion and diversity within their teams. Delegates shared challenges and areas of good practice with a view to developing of a management toolkit covering the characteristics protected under the Equality Act 2010.



WWL recognised as Disability Confident Employer – Jan 2017

This month, WWL was officially recognised as a Disability Confident Employer. This brand new award builds on the previous Disability Symbol “two ticks” which the Trust held for a number of years by demonstrating that we are taking positive steps to attract, recruit and retain disabled people and provide evidence of our commitment, action and progression.

WWL flies Rainbow Flag to commemorate LGBT History Month – February 2017

WWL flew the rainbow flag during the month of February to celebrate the lives and achievements of lesbian, gay, bi and trans people from the past and present. The theme for LGBT History Month this year was ‘Citizenship, PHSE and Law’ and commemorates the 50th anniversary of the partial decriminalisation of homosexuality in the UK.

WWL proudly celebrates LGBT History Month every year and was one of the key organisations in support of Wigan’s first Pride event last August, an event we will be supporting again this year. WWL recognises the value of having a diverse workforce and we continue to raise awareness of all protected groups covered under the Equality Act 2010.



International Day Against Racial Discrimination – 21 March 2017

WWL commemorated International Day against Discrimination by launching an ‘Against Racism’ Competition. Staff were encouraged to summarise in one to two words what “Racial Discrimination means” to them – A wall built with words was then constructed and subsequently knocked down to show our support to combat racial discrimination.



5. **Headline Data**

5.1 **Our People (Workforce)**

The following workforce data is collected routinely by the Trust:

- Age
- Disability
- Ethnicity
- Gender
- Marital Status
- Maternity
- Religion & Belief
- Sexual Orientation

For the purposes of this report, we have reviewed the data which is available to us in terms of the above protected characteristics. The Trust does not hold data on gender reassignment for its workforce profile although it does for statistics in relation to Recruitment and Selection. (see below).

5.1 Our People (Workforce)

Age



As at 31 March 2016, staff breakdown was:

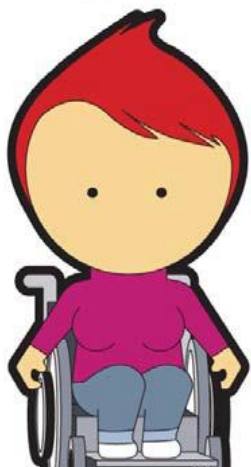
60.53% Under 50

(Fairly Static Year on Year)

39.47% over 50

Slight year on year increase in the proportion of staff aged 60+ years has led to an ageing workforce. Within 2013-14, 8.4% of staff were over 60, with the figure being 8.87% in 2014-15 and 9.27% in 2015-16. This year, 10.16% of staff were over 60.

Disability



As at 31 March 2016

2% of the Workforce who have declared their status have stated that they are living with a disability.

Although this is consistent with the 2016 figure, there is still a large amount of undeclared data (36.57%). (Figure was 40.91% in 2016 and 47% in 2015.)

Within **Recruitment**, 5.06% of applicants declared that they were living with a disability. This figure reduced to 3.93% of those who were shortlisted and 2.23% at the appointed stage. The percentage of undeclared data was less than 1% for each of these.

Ethnicity



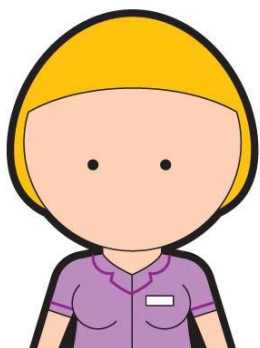
As at 31 March 2017:
90.99% of Staff of
British White Ethnicity
(Wigan Borough White
representation is 95%)

6.57% of Staff from
Black & Minority Ethnic
Groups
1.43% Not Stated

6.7% of the Trust Board
membership is BME.

Within **Recruitment**, White candidates shortlisted and appointed are still over representative in comparison with BME applicants. However, there has been a slight improvement in success rates for BME candidates year on year which is encouraging but this is still a key area requiring monitoring.

Gender

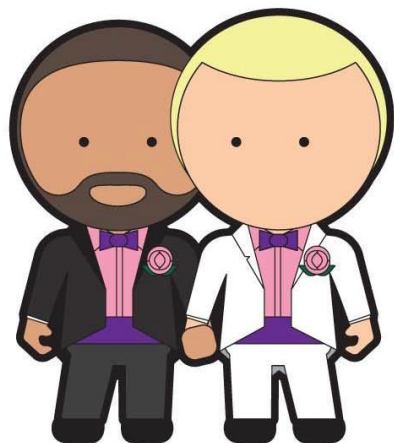


Workforce as at
31 March 2016
79.61% Female
20.39% Male
(50.3% female / 49.7% male
within Wigan population)

Figure has
remained relatively
static over a period
of several years.

43.24% of **Disciplinary** cases
were in respect of male staff
members which is not
representative of the 20.39%
male workforce profile.

Marriage and Civil Partnership



As at 31 March 2017

55.43% of staff were **Married**

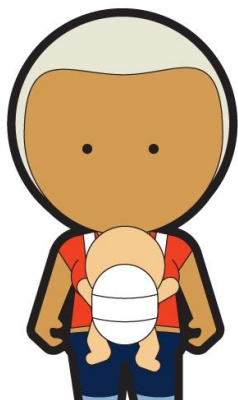
0.49% were in a **Civil Partnership**

31.66% single, 6.87% divorced / legally separated, 0.79% widowed, 3.72% unknown.

Figure has remained relatively static over a period of several years.

46.17% of applicants declared that they were Single. This figure reduced to 41.24% for shortlisted applicants and to 35.86% for appointed. All of these are higher than the 31.66% Single workforce profile.

Pregnancy and Maternity



As at 31 March 2017, a snap shot from the Electronic Staff Record indicated that:

2.14% of female staff were on **Maternity Leave**

No statistically significant difference from last year.

Religion and Belief

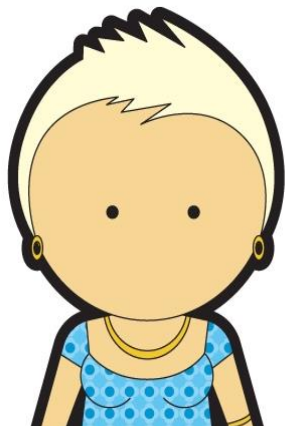


56% Christian **31%** Unknown

Remaining staff split across a range of religions and beliefs with the highest number being in the `other` category (4.99%).

A significant proportion of staff have not declared their religion and belief. (31%)
(The Wigan borough figure for Christianity is 73%.)

Sexual Orientation and Gender Reassignment



Workforce as at 31 March 2017:

68.72% Heterosexual

0.44% Gay

0.24% Lesbian

30.35% did not wish to disclose.

Wigan population 15% Lesbian,
Gay or Bisexual.

Less than 1% of
Job Applicants
were from
individuals
identifying as
Transgender which
is slightly less than
the 2.5% Wigan
population profile.

Transgender information for
current staff is not recorded on
ESR so we cannot therefore
undertake workforce profile
monitoring at present.

5. **Headline Data**

5.2 **Our Service Users (Patients)**

The Trust has historically only had very limited information on the protected characteristics of the people who use our services. As a consequence, it can be difficult for us to determine the extent to which we are providing services which are responsive to individual needs.

The following patient demographics are collected routinely by the Trust:

- Age
- Sex
- Ethnicity
- Religion and Belief

For the purposes of this report, we have reviewed the data which is available to us in terms of age, gender, ethnicity and religion and belief, along with local data and reports. Where we do not have sufficient data in terms of disability, sexual orientation, marriage and civil partnership, trans gender, we have used regional or national data as an estimate.

5.2 Our Service Users (Patients)

Ethnicity (584,225 Out-Patients & In-Patients)



During 2016/17
92.3% of Patients of
British White Ethnicity

3.4% of Patients from
Black & Minority Ethnic
Groups

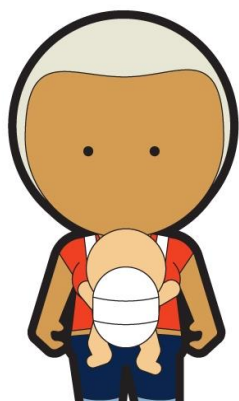
4.3% Not Known

Ethnicity overall reflective of local population – Latest census reported that 95% of the local population were of British White Ethnicity.

Over last 12 months, 1% decrease in number of overall in-patients and out-patients of British White Ethnicity. Patients of Black and Minority Ethnic Backgrounds remains the same. 1% increase in 'ethnicity not known'. No statistical significance reported.

Overall decrease in overall in-patient and out-patient activity (0.4%).

Ethnicity (Maternity Admissions)



During 2015/16
90% of Patients of
British White Ethnicity

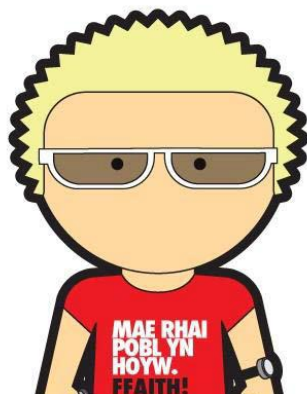
9% of Patients from
Black & Minority Ethnic
Groups

1% Not Known

No statistically significant difference from last year.

Higher % of Black and Minority Ethnic Groups using maternity services than overall out-patient / in-patient activity. No statistically significant difference noted – data historical. Data in line with significant growth in Wigan Borough migrant worker population and numbers of refugees / asylum seekers.

Interpreter & Translation Services



During 2016/17 Top Languages Requested

Polish, Mandarin, Russian, Arabic, Lithuanian, Kurdish, Cantonese, Farsi, Romanian and Sorani

Trends show an increase in the number of interpreter requests for Arabic, Kurdish, Farsi, Romanian and Sorani interpreters during the last 12 months.

During 2016/17:

10 Translations into other languages

7 Braille / 6 Large Print Translations requested

This will continue to increase with the implementation of the Accessible Information Standard from 31/07/16

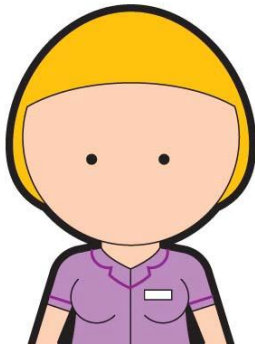
Ethnic Population in Greater Manchester

Although **Wigan is the least ethnically diverse borough** in the County, migration has significantly changed the wealth of diversity in Wigan since the last census and there has been significant demographic change within Wigan Borough.

Ethnic minority populations living in Wigan are: Long-term resident ethnic minority population and asylum seekers And refugees, migrants, Gypsies and Travellers, European Roma and Overseas students. Although the numbers are small compared to the size of the total population and some only stay for a short period of time, some will have specific health needs that need to be addressed.

Local Authority	White British	Mixed	Asian or Asian British	Black or Black British	Chinese
Wigan	95%	0.8%	1.3%	0.7%	0.3%
Bolton	84%	1.4%	9.6%	1.2%	0.5%
Salford	86%	1.6%	3.3%	1.7%	0.6%

Gender (Out-Patients)



During 2016/17
57% Female
43% Male

Latest census reported that 50.3% of the local population is female

As with most healthcare services in the UK, women are more likely to use hospital services than men.

Age



During 2016/17
% of patients accessing hospitals services

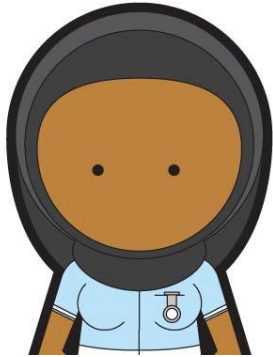
8% Under 18	11% 18-30 Years
41% 31-64 Years	40% 65+ Years

1 in 6 residents in Wigan are now aged over 65 years.

Set to increase by 30,000 over the next 20 years

Age overall reflective of local population – Latest census reported that the % of the population aged 65 and over in the Wigan Borough was the highest seen in any census. In comparison with the UK as a whole, the population of Wigan is ageing. **The age of patients accessing hospital services is bias towards the older population, reflecting greater healthcare needs.**

Religion and Belief



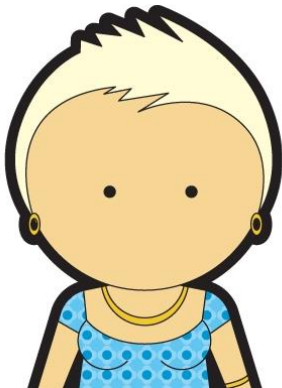
During 2016/17
% of patients accessing out-patient services

71% Christian	17% Unknown
9% None	0.2% Hindu
0.5% Muslim	0.1% Atheist
	0.1% Islam

Ethnicity overall reflective of local population – Latest census reported that 78% of the population were of Christian Belief

Trust Data affected by the high proportion of religion not known (87,582 patients)

Sexual Orientation and Transgender



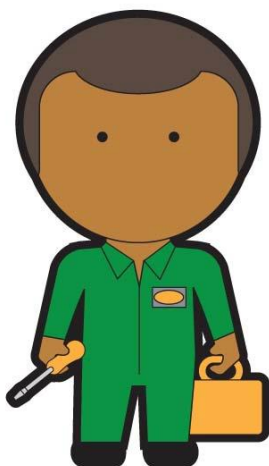
Based on recent research and LGBT inequalities data it is estimated that there are

15,000	Lesbian, Gay or Bisexual Wigan Residents
2,500	People who identify as trans in Wigan

Despite the relatively small numbers, the impact that gender re-assignment can have on people's outcomes is extreme.

In response to national research, NHS England is spearheading a collective drive to improve the experience of trans and non-binary people when accessing health and care services.

Disability



Latest Census reported

21.5% of Wigan Residents living with a limiting long-term illness, health problems or disability which limits daily activities at work.

Higher than national average 17.9%

Action on Hearing Loss estimate that

1 in 6 (16%) of the population are living with hearing loss.

53,000 of Wigan Residents.

Royal National Institute for Blind People estimates that

8,680 of Wigan Residents are living with sight loss (**990** are living with severe sight loss)

By 2020, figures are expected to rise to

10,500 of Wigan Residents living with sight loss (**1,250** living with severe sight loss)

1 in 4 people experience a mental health problem during their life. Having a long-term condition increases the risk that an individual will have a mental health.

The number of people who are at risk of having poor mental wellbeing in Wigan is high because of the high levels of deprivation.

Improving Health & Lives (IHAL) estimate that **1.9% (6,170 residents)** have learning disabilities.

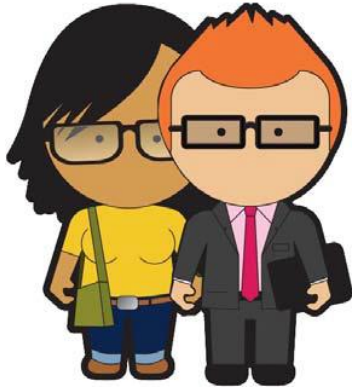
The Accessible Information Standard

A new law to make sure that people who have a disability, impairment or sensory loss are given information they can easily read or understand. Making information easier to understand for people living with communication and information needs.

WWL is committed to working towards meeting the core requirements of the Standard for everyone we serve.

Patients with disabilities often report barriers to using health services, in terms of transport difficulties, distance and needing someone to accompany them. Poor communication leads to non-attendance for appointments. These are issues currently being reviewed within Wigan Borough Locality Plan.

Marriage and Civil Partnership



Latest Census reported

47.4% Wigan Residents are **Married**

0.2% (482) Wigan Residents in a Registered **Same-Sex Civil Partnership**

Complaints



453 Complaints Received during 2016/17

261 Female **192** Male

433 British White Ethnicity

12 Black & Minority Ethnic Background

8 Not Stated

66% Aged 50 years or above

5 Main Subject Complaints

- Clinical treatment
- Admissions and Discharges
- Communications
- Value and Behaviour
- Patient Care

No trends in relation to protected characteristics noted

6. Conclusion

Over the last 12 months, Warrington, Wigan and Leigh NHS Foundation Trust has seen substantial progress in embedding inclusion, diversity and human rights into core business activity. A number of key developments have been achieved over the last 12 months, including the review and launch of our Inclusion and Diversity Strategy and Equality Objectives 2016-2020; implementation of Dual Sensory Awareness training; and review of our Equality Impact Assessment Guidance and Interpreter practice;

We held Focus Groups for staff from black and minority ethnic groups and Inclusive Leadership at all levels and worked on developing and implementing associated action plans. We also raised awareness of initiatives via activities such as Anti-Bullying Week and International Day against Racial discrimination.

We were actively involved in the planning and delivery of Wigan PRIDE 2016 and were delighted to be given the opportunity to show that WWL is an inclusive employer and an organisation that treats all our patients as individuals. We engaged with our local community by attending a drop in session for asylum seekers and refugees and circulating a Diabetes out-patient survey to our BME patients.

Work around the requirements of the Equality Delivery System is enabling the Trust to further develop strong foundations that support the progression and implementation of inclusion and diversity principles into mainstream processes. This report demonstrates the commitment within the Trust to progress work around equality.

Under current practice, there continues to be gaps within the Trust's information gathering and analysis of patient data. Only equality information in relation to a patient's ethnicity, age, gender and religion is collected routinely. At present, the Trust does not have the technology in place to capture data on disability, sexual orientation, gender re-assignment and marriage and civil partnership. The implementation of more robust equality monitoring and data analysis within service delivery has been addressed and is being actioned as a key priority within the Trust's Equality Delivery System Action Plan.

For the purposes of this report, we have reviewed the patient data which is available to us in terms of age, gender, ethnicity and religion and belief, along with local data and reports. Where we do not have sufficient data we have used regional or national data as an estimate. **The overall picture of access, using the best available data, reflects broad similarity to local demographics.**

In terms of workforce data, we have reviewed the data which is available to us with regards to age, disability, ethnicity, gender, marital status, maternity, religion & belief and sexual orientation. Other than in respect of Recruitment and Selection statistics, the Trust does not hold workforce data on gender reassignment.

7. The Year Ahead

The Trust recognises the importance of equality and human rights and the value that it adds. We will continue to build on the progress we have made to date.

The main priorities for 2017/18 will therefore be to ensure compliance with Equality Legislation, progress the delivery of the Trust's equality objectives and the Equality Delivery System Action Plan. All of which will continue to be managed by the Trust's Inclusion and Diversity Leads and monitored by the Trust's Inclusion and Diversity Operational and Steering Groups.

As a Trust, we already have a culture that recognises the equality challenges we face. We capture this within our EDS Action Plan 2017/18.

The Equality Delivery System (EDS2) and Workforce Race Equality Standard (WRES) are published on our Trust Website and help us to focus, highlight concerns and keep on track with making improvements in what we do and how we do it – for the benefit of all our service users, carers and staff.

We recognise the need to continue to work in partnership with staff and patients. For staff, this means continuing to raise awareness of initiatives and engaging with protected groups to ensure that all staff feel valued, respected and able to progress through the organisation. It also means the opportunity to share and build on areas of good practice whilst addressing areas for development. For patients and carers, this means being able to access our services, receive care and support and be treated as individuals with dignity.

WWL recognises that we do not have sufficient information about the health needs and experiences of lesbian, gay, bisexual and trans people and need to work to make our services more welcoming and inclusive.

Feedback from our patients tells us that we should consider a more flexible approach in the way we communicate with our patients. We need to ensure that patients continually receive information in formats that they can understand. Patient feedback re-iterates the need for us to ensure that communication support needs are recorded and acted upon accordingly.

WWL is currently working towards meeting the core requirements of the Accessible Information Standard. We are committed to ensuring people who have a disability, impairment or sensory loss are given information they can easily read or understand. The Trust will continue to review the implementation of robust and reliable systems which embed inclusion and diversity and can demonstrate clearly what is being done to eliminate unlawful discrimination, harassment and victimisation.

In terms of employment practice, linking in with the planned App platforms, we aim to further develop the support available to managers with regard to inclusion and diversity issues and look to develop more local resources, awareness sessions and master classes.

We also aim to further reduce inequalities experienced by staff and applicants from a BME background by means of our BME Staff Network Forum and further developing the BME Leaders module within the WWL Leadership Programme.

During 2016/17, the Trust continued to undertake equality analysis on all policies and practices (to ensure that any new or existing policies and practices do not disadvantage any group or individual). Equality impact assessments are embedded as part of Trust Policy Protocol. Further work however is required to ensure all new / re-designed services are assessed. The Trust needs to continue to ensure that EIAs become a core activity when reviewing / implementing new services / projects etc.

8. Recommendations

WWL Workforce Committee members are invited to receive and approve the Annual Inclusion and Diversity Monitoring Report.

9. References – to be updated

- **Annual Equality and Diversity Report – January 2017 – Wigan Borough Clinical Commissioning Group**
- **Census 2011**
- **Disability in the United Kingdom 2013 – Facts & Figures – Papworth Trust**
- **Disadvantage in Wigan in 2011 Report – Wigan Council**
- **Equality and Diversity Strategy 2012-2016 – Wigan Borough Clinical Commissioning Group**
- **Gypsy and Traveller Population in England and the 2011 Census - An Irish Traveller Movement in Britain Report (August 2013)**
- **GypsyLife – From then until now Annual Report – April 2013**
- **Health and Migration in the North west of England – An Overview: November 2008 – Public Health**
- **House of Commons Migration Statistics – Seventh Report of Session 2013-14**
- **Immigration – The Rational Debate North West Focus Group Report – January 2013 – Migrant Workers North West**
- **Office for National Statistics (ONS) – Census 2011**
- **Regional Economy and Job Market Immigration Report – The Rational Debate - North West Migrant Workers Focus Group - January 2013**
- **Safeguarding Vulnerable Adults & Children Annual Report 2012-2013 – Wrightington, Wigan & Leigh NHS Foundation Trust.**
- **Scope About Disability - <https://www.scope.org.uk/>**
- **Stonewall - <http://www.stonewall.org.uk/>**
- **Wigan Joint Strategic Needs Assessment 2011**
- **Wigan Health Profile 2017 – Public Health England**
- **Wigan's information System on Dynamic Online Maps (wisdom.wiganlife.com)**
- **Wigan Locality Plan for Health and Care Reform**
- **Wigan Population Profile and Key Health Inequalities for Protected Characteristic Groups 2015 - Bridgewater Community Healthcare NHS Foundation Trust**
- **Images used with permission of Christian Tate**

10. Accessibility

This document can be made available in a range of alternative formats e.g. large print, braille and audio. For more details, please contact the Trust's Patient Information Administrator, Membership and Engagement Department on 01942 773106 or email InterpreterServices@wwl.nhs.uk

APPENDICES

Equality National Standards	Requirements	Update	Appendix 1	RAG Rating
Equality Act 2010: Public Sector Equality Duty - General Duty	Must provide evidence that we have given 'due regard' to the three aims of the General Duty across all 9 protected characteristics: <ul style="list-style-type: none"> • Eliminate unlawful discrimination, harassment & victimisation • Advance equality of opportunity • Foster good relations 	Equality Impact Assessments provide evidence-based assurance of how the Trust is identifying and addressing any existing or potential inequalities across all 9 protected characteristics. I&D Strategy 2016-2020 reviewed. Draft produced. Consultation undertaken (16/05/16 – 13/06/16). To be approved at I&D Steering Group Meeting on 27/09/16. Evidenced within Annual EDS Action Plan.		
Equality Act 2010: Public Sector Equality Duty - Specific Duties	Must publish relevant, proportionate information demonstrating compliance with the Equality Duty by 31st January of each year. Must set four-year equality objectives, based on key local equality priorities. Must analyse the effect of policies and practices on equality.	I&D Annual Monitoring Report 2014/15 produced and published on Trust Website. Trust website updated regularly. Equality Objectives for 2016-2020 reviewed. Proposed Objectives approved by E&D Executive Leads. Consultation undertaken (16/05/16 – 13/06/16). Proposed Strategy & Objectives to be approved at I&D Steering Group Meeting on 27/09/16. Equality Impact Assessments provide evidence based assurance of how policies and practice impact on protected groups.		
Equality Delivery System (EDS2) NHS Standard Contract Requirement. Embedded within CCG Assurance Framework & CQC Inspection regime.	Must comply with the Mandatory Equalities Reporting Framework for the NHS. Must undertake in partnership with local stakeholders, to review and improve performance for people from protected groups.	Annual EDS 2015/16 Assessment completed. Equality Objectives Review & EDS Assessment 2016 Scores Report agreed by I&D Steering Group Meeting on 14/06/16. EDS2 Reporting Format for 2016/17 to be reviewed and agreed. 4 key outcomes to be reviewed annually. Equality Monitoring Pilot being undertaken within Leigh OPD on-going.		
Work Force Race Equality Standard (WRES)	Must demonstrate through the 9 Point Work Force Race Equality Standard (WRES) metric how we are addressing race equality issues in a range of staffing areas. Must demonstrate progress against a number of indicators of workforce equality, including a specific indicator to address the low levels of BME Board representation.	WRES template completed, submitted to CCG and uploaded onto the Trust's internet website. At present, WWL is performing better than a number of other Trusts in respect of the BME Board representation. Due to developments in relation to reports of harassment and feedback regarding recruitment, it is not possible to rate this at Green at this stage.		
Accessible Information Standard (for people with a disability, impairment or sensory loss)	From 31 st July 2016 - Must ask all patients if they have any information or communication needs. Must record those needs clearly and in a set way. Must highlight or flag patient's needs and ensure their needs are met. Must share information with other services / providers.	Trust currently non-compliant. Risk Assessment undertaken and registered on Corporate Risk Register. IT Systems currently unable to facilitate requirements of standard (record / alert & share patient needs). Working group currently reviewing best practice. Interim solutions being reviewed. Third party 'Synertec' who currently provide off-site mass printing service, to install capture and share database on Trust server. Patient communication needs to be extracted and letters printed in the appropriate format. Wigan AIS Collaborative Group established (chaired by Wigan CCG). Review of how best practice can be implemented in interim to work towards delivering standard reviewed.		

**A detailed account of all Trust Equality Monitoring Data for 2015/16
can be accessed via our Trust Website**

http://www.wwl.nhs.uk/Equality/equality_information.aspx

A copy of the Trust's Workforce Race Equality Standard (WRES) Submission 2015-2016

can be accessed via our Trust Website

<http://www.wwl.nhs.uk/Equality/wres.aspx>