

# Inclusion and Diversity Annual Monitoring Report 2018/19

**AUTHORS:**

Debbie Jones  
Joanne O'Brien



Everyone  
is Unique



# Executive Summary

## TITLE:

Inclusion and Diversity Annual Monitoring Report - April 2018 to March 2019

## PURPOSE OF REPORT:

This report provides an update on the progress we have made in relation to equality, diversity and inclusion for patients and staff during the last 12 months. 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 notable 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

Wigan PRIDE 2018 Slogan Competition  
Living with a Disability Listening Event – Oct 18  
BME Listening Event – Nov 2018  
Staff Story – Living with Dyspraxia  
Staff Story – Transgender Journey

### Calendar of Events

Awareness of protected characteristics throughout the year:

**Disability Awareness Day**  
**Wigan PRIDE Launch Event**  
**Wigan PRIDE 2018**  
**LGBT History Month**

### Governance

Equality Impact Assessments review  
Annual WRES Assessment published.  
EDS 2019 Report produced.

### Training

Autism Awareness Training held in April 2018.  
Deaf awareness training session held July 18  
Level 3 Inclusive Leadership Management Training Session designed – First session held March 2019  
Supporting Trans Staff Policy updated

### Partnership Working

Wigan Borough E&D Collaborative Group  
  
Key stakeholder in planning of Wigan Pride 2018  
  
E&D North West Forum  
  
GM E&D Leads Forum

### Patient Engagement

- BME Cancer Patient Experience Survey
- Local Mosque Patient Experience Survey
- Leigh Deaf Club
- BELONG Blind Group
- W&L People First LD Group
- Wigan PRIDE 2018

### Improved Access

New Provider for BSL and Face to Face Language Interpreters.  
Pagers for hearing impaired implemented in A&E.  
Funding secured for further 3 year contract with AccessAble (Hospital Accessibility Checker).  
Requirements of Accessible Information Standard reviewed. IT solution identified for hospital letters.

## SUMMARY OF HEADLINE DATA:

### SERVICE USERS

- Overall picture of patient access reflects broad similarity to local demographics.
- Over last 12 months, 0.3% decrease in total in-patients/out-patients of British White Ethnicity. 0.3% increase in patients of Black and Minority Ethnic Backgrounds. 92% British White / 4% BME. No statistical significance reported. 0.6 % decrease in those not stated.
- Over last 9 years, steady increase in % of patients of black and minority ethnicity attending A&E. **2010/11: BME 2.5% / 2018/19: BME 6% .**
- Higher % of Black and Minority Ethnic Groups using maternity services in comparison with overall out-patient / in-patient activity. Data historical – 2.2% increase in BME maternity activity during last 12 months. British White 87.4% / BME 12%. No statistically significant difference noted. Data in line with growth in Wigan Borough migrant worker population and numbers of refugees / asylum seekers.
- 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.
- Top languages interpreted during last 12 months: Kurdish / Sorani, Polish, Arabic, Farsi, Romanian, Mandarin, Russian, Punjabi, Latvian, Lithuanian, Cantonese, Portuguese, Urdu, Albanian. French. Spanish. Trends show the same top languages as 2017/18. An increase in the number of interpreter requests for Romanian and Kurdish interpreters during the last 12 months noted.
- As with most healthcare services in the UK, women are more likely to use hospital services than men – 56% female out-patients during last 12 months.
- Wigan Borough's population has experienced an upward trend since 2010. Between 2010 and 2017 there has been increase of around 17,000 persons. This increase is estimated to be mainly due to an increase in our ageing population rather than migration, Wigan has seen a 19.9% increase in the 65+ population from 2010 to 2017. Almost 60% of the overall increase in population is attributable to aged 65+ population. 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%. 1 in 6 (16%) of the local population are living with hearing loss (53,000 residents). By 2020, 10,500 Wigan Residents estimated to be living with sight loss.
- Estimated 15,000 lesbian, gay and bisexual Wigan residents and 2,500 Trans residents.

## STAFF

- Similar to last year, just over 90% of the workforce is of British White Ethnicity. This figure remains significantly lower than the Wigan borough figure of 95%. Similar to last year, 8% of the workforce profile is from Black & Minority Ethnic Groups, with 7.1% 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 slight improvement in the amount of declared data in respect of disability from 2.2% to 2.5%
- The workforce profile remains predominantly female at 79.49% 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 57% of staff who have disclosed their religion and belief describe themselves as Christian compared to a Wigan borough figure of 77%. However, 26.75% of Trust staff have not disclosed their religion and belief.
- Similar to last year, nearly 73.15% of staff describe themselves as heterosexual. However, just over 25% of staff have not disclosed their sexual orientation, this is slightly less than last year's rate of 27%.

## 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. 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.

## Contents Page

Chapter	Contents	Page
---	<b>EXECUTIVE SUMMARY</b>	
1.	<b>INTRODUCTION</b>	<b>6</b>
2.	<b>NHS DRIVERS AND COMPLIANCE</b>	<b>6</b>
3.	<b>KEY DEVELOPMENTS</b>	<b>6</b>
4.	<b>SCHEDULE OF EVENTS</b>	<b>13</b>
5.	<b>HEADLINE DATA</b> Our People (Workforce) Our Service Users (Patients)	<b>16</b>
6.	<b>CONCLUSION</b>	<b>29</b>
7.	<b>THE YEAR AHEAD</b>	<b>30</b>
8.	<b>RECOMMENDATIONS</b>	<b>31</b>
9.	<b>REFERENCES</b>	<b>31</b>
10.	<b>ACCESSIBILITY</b>	<b>32</b>

## Appendices

<b>Appendix 1</b>	Compliance against National Standards Dashboard
<b>Appendix 2</b>	Detailed account of all Trust Equality Monitoring Data
<b>Appendix 3</b>	Workforce Race Equality Standard (WRES) Submission / Workforce Disability Equality Standard (WDES) Update

## 1. Introduction

As an employer & health service provider, WWL NHSFT takes the issues of fairness, rights and equality very seriously. Inclusion and diversity is a key part of our values and runs through everything we stand for and do. By investing in I&D we aim to improve services and patient care. We will continue to ensure that our staff and service users are in a safe, inclusive and accessible environment and that our services are accessible to all communities across the borough of Wigan.

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.

Our Inclusion and Diversity Annual Report provides an update on the progress we have made in relation to equality, diversity and inclusion for patients and service users and also for our staff. Publishing this report forms part of our legal requirement under the Specific Duty in the Public Sector Equality Duty (PSED).

## 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 and Disability 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 2018/19

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

The following table summarises:

- What we did during 2018/19
- Why we did it
- What the outcome was
- Priorities for the year ahead

### 3. Key Developments 2018/19

Governance			
What have we done	Why we did it	What was the outcome	Looking ahead
Equality Delivery System (EDS) 2019 Assessment undertaken and report produced.	NHS Contract and Department of Health requirement.  Assessment enables us to assess and score our performance in collaboration with staff and local stakeholders through engagement, equality monitoring and improved patient access and experience.	Evidence used to inform EDS Action Plan 2019/20.  Ensures there is a clear plan to work to.	Data and evidence will be reviewed and updated annually and progress published on Trust Website.
Annual Workforce Race Equality Standard (WRES) assessment compiled and published.	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 & WDES.
Reviewed requirements of forthcoming Workforce Disability Equality Standard (WDES)	Compliance with WDES requirements. To be mandated via the NHS Standard Contract in England from April 2018. First submission due by 1 <sup>st</sup> August 2019.	First WDES submission completed.	
Implemented Schedule of Events for 2018/19 to promote / hold supporting events.	Increased staff and patient engagement.	WWL seen as fully inclusive employer and service provider.  Annual Schedule of Events Summary Report.	Continue to be monitored by I&D Operational Group/I&D Champions. Schedule of Events for 2019/20 to be implemented,
Implemented 3 yearly reviews of existing Equality Impact Assessments for Medicine and Surgery.	To review all existing Equality Impact Assessments in Medicine and Surgery. Ensure Quality Assurance is implemented.	Excel Monitoring System developed.  Robust review system implemented to ensure EIAs are monitored and reviewed.	Implementation of 3 yearly reviews for specialist services. On-going monitoring and review of equality Impact Assessments by I&D Service Lead.

Goal 1: Better Health Outcomes for All			
What have we done	Why we did it	What was the outcome	Looking ahead
Wigan PRIDE Staff Competition launched May 18. Staff encouraged to design their own WWL PRIDE Slogan. The theme for this year's PRIDE was 'Community and Growth' – staff were encouraged to include this theme within their slogan and consider how this could be tied in with the Trust's strategy (The WWL Way 4Wards and the 4Ps).	To encourage staff to get involved. A shortlist of three was agreed, and then reviewed by a panel of judges. All three shortlisted entries were displayed on placards during the Wigan PRIDE Parade and throughout the day	WWL seen as fully inclusive employer and service provider.	<p>To continue to work together with the LGBT community to engage and improve our knowledge and understanding of LGBT service users.</p> <p>To continue as a key stakeholder in the planning and involvement of Wigan Pride 2019</p>
On 25th July, the Trust showed its support for the borough's LGBTQ+ community by raising the rainbow flag and planting our very own WWL PRIDE tree outside the main entrance to the Royal Albert Edward Infirmary. Guests included members of the Trust's executive team, staff and representatives of Wigan Council's BYOU Project, which offers activities and advice for local LGBTQ+ people aged under19.	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.		
<p>Wigan Pride returned for a third year in Wigan Town Centre on 11<sup>th</sup> August 2018, celebrating community and growth. WWL were delighted to be part of this event, working in partnership with BYOU, Wigan CCG, Wigan Council and other local providers.</p> <p>WWL were actively involved in Wigan PRIDE on 11th August 2018. Hosted information stand / Participated in PRIDE Parade / Undertook Engagement Survey.</p>	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.	<p>WWL seen as fully inclusive employer and service provider. Increased staff and patient engagement and participation.</p> <p>Patient Engagement Survey conducted. 63 completed surveys received. Engagement Report produced. Positive feedback obtained, Services were easily accessible; overall good care was received; they were treated with dignity and respect.</p>	
In support of LGBT History Month in February 2019, WWL raised the Rainbow Flag on the RAEI and WNT Sites.	To show our support for LGBT History Month.	WWL seen as fully inclusive employer and service provider. Increased staff and patient engagement and participation.	



Goal 2: Improved Patient Access & Experience			
What have we done	Why we did it	What was the outcome	Looking ahead
Attended Leigh Deaf Club on 25 <sup>th</sup> April 2018 and engaged with the local hearing impaired community.	To ascertain views and experiences of local deaf community. Historically people with disabilities report poorer access to healthcare.	Engagement summary paper produced.  New provider of BSL Interpreters sourced and contract commenced.  Funding sourced for pagers in A&E. Pagers implemented and trialled by hearing impaired service user on 21 <sup>st</sup> Nov 18.	To continue to engage with service users. To ensure services are accessible to all.
Reviewed and implemented Deaf Awareness Training Session for A&E staff.	To increase staff awareness of some of the barriers patients with hearing impairments face when accessing hospital services.	Training session held on 10 <sup>th</sup> July 18.	Dual Sensory Awareness Training to be relaunched.
Attended BELONG Blind Group on 13 <sup>th</sup> November 2018 and engaged with the local visually impaired community.	To ascertain views and experiences of local visually impaired community. Historically people with disabilities report poorer access to healthcare	Engagement summary paper produced. Overall positive feedback and experience of hospital services.	To continue to engage with service users. To ensure services are accessible to all.
Attended Wigan and Leigh People First Learning Disability Group on 12 <sup>th</sup> March 2019 and engaged with the local learning disability community.			
BME Cancer Patient Experience Survey undertaken.	National cancer patient experience surveys report that BME cancer patient have poorer experiences of cancer services than their white counterparts. We engaged with the local BME community to ascertain their experience of WWL Cancer Services.	Questionnaire designed and forwarded to the 20 BME patients identified. 20% response rate. Report produced. Overall positive feedback obtained. Recommendations proposed.	To continue to engage with service users. To ensure services are accessible to all.
Local Mosque Patient Experience Survey undertaken.	To ascertain views and experiences of local Muslim community.	Questionnaire designed / 100 surveys circulated to local mosque. 5% response rate. Report produced. Overall positive feedback obtained.	To continue to engage with service users. To ensure services are accessible to all.

Goal 2: Improved Patient Access & Experience - Continued			
What have we done	Why we did it	What was the outcome	Looking ahead
Autism Awareness Training Session delivered to I&D Ops and Champions Group.	Increase staff awareness of autism.	Increased staff awareness.	To continue to work in partnership with Dawn O'Neil (Autism Advocate)
Funding secured for a further 3 year contract with AccessAble (previously DisabledGo).	WWL can continue to provide service users with access to on-line Accessibility Checker.  This free on-line resource provides patients with detailed information about the accessibility of the Trust's departments, wards and services for all of the hospital sites.	Accurate & consistent on-line information guides.  Increased staff & patient awareness.  Improved patient experience. Increased  Provision of accessible information.	To continue to work in partnership with AccessAble during 2019 - 2021.
IT Solution identified for one aspect of Accessible Information Standard (AIS) - Ensuring all letters which are routed via Syntertec are printed in patient's preferred format. Funding secured from Patient & Public Engagement. IT Solution being progressed.	To further improve patient experience.  Compliance with Accessible Information Standard.	Patient letters which are routed via Syntertec will be printed in the patient's preferred format. Further resource will be required to ensure full compliance with AIS.	On-going implementation / continuing to work in collaboration with CCG. Increased staff and patient awareness. Provides evidence that WWL is working towards <ul style="list-style-type: none"> <li>A&amp;E registration to be amended to provide ability to collect patient's needs.</li> <li>Data needs to be extracted from PAS to HIS to ensure visible in HIS Patient Header (majority of staff have access to HIS. Alert on HIS would ensure that patient needs are acted upon).</li> </ul>
Reviewed feasibility of implementing video remote interpreting in A&E.	To ensure access to BSL Signers in emergencies / unplanned hospital attendances.	Providers reviewed. Project Mandate and Privacy Impact Assessment completed. Business Case produced.	On-going implementation. IT support required.

Goal 3: Empowered, Engaged and Included Staff			
What have we done	Why we did it	What was the outcome	Looking ahead
Developed ILM Level 3 & 5 I & D Training Course	To provide staff with knowledge and awareness around Trust's, Manager's and employees responsibilities in relation to I & D	Positive feedback from first session which was run in March 2019.	Planned course dates through 2019/20.
Worked in partnership with Wigan Borough Clinical Commissioning Group on the 3rd Wigan PRIDE.	To demonstrate the Trust's support of LGBT as an inclusive employer and in terms of service 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 Wigan Pride 2019. Identify and participate in other collaborative initiatives.
Programme of staff awareness / engagement activities was planned for 2018-19 as part of the WWL Way.	To schedule further engagement activities for staff to support Trust values and behaviours and the WWL way.	Awareness was raised via all internal communication methodologies.	Build further events into the forthcoming year's schedule.

Goal 4: Inclusive Leadership at all levels			
What have we done	Why we did it	What was the outcome	Looking ahead
Planned regular focus groups and listening events. Visible and effective support of Chief Executive, Workforce Director 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 continue to be 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"> <li>• Senior attendance at the targeted Focus Groups referred to above.</li> <li>• Visible involvement in initiatives such as Wigan PRIDE 2018.</li> </ul>	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 2018-19.	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 2018/19

### Autism Friends – April 2018



On 24<sup>th</sup> April, members of the I&D Operational & Champions Group took part in an Autism Awareness Session. The session was delivered by Dawn O'Neill, Autism Advocate. Dawn was diagnosed with Autism in January last year at the age of 46 and now works for Wigan Council raising awareness of Autism. Attendees found the key messages extremely thought provoking and also benefitted from Dawn's knowledge and first-hand experience as well as discussing ways to support those with Autism.

### Wigan Pride Staff Competition Launched – May 2018

Staff were encouraged to design their very own WWL PRIDE Slogan. The theme for this year's PRIDE was 'Community and Growth' – staff were encouraged to include this theme within their slogan and consider how this could be tied in with the Trust's strategy (The WWL Way 4Wards and the 4Ps). A shortlist of three was agreed, and then reviewed by a panel of judges. All three shortlisted entries were displayed on placards during the Wigan PRIDE Parade and throughout the day.



**Winner – Helen**



**Runners Up – Stephen Hand & Angela**

### Learning Disabilities Awareness Week – June 2018



During this week the Learning Disabilities Hospital Liaison Team hosted an information stand at the Royal Albert Edward Infirmary. The week focused on communication and reasonable adjustments within an acute Trust. A patient kindly offered to come along and help support the team during the week.



## Wigan Pride Launch Event – July 2018

On 25th July, the Trust showed its support for the borough's LGBTQ+ community by raising the rainbow flag and planting our very own WWL PRIDE tree outside the main entrance to the Royal Albert Edward Infirmary. Guests including member of the Trust's executive team, staff and representatives of Wigan Council's BYOU Project, which offers activities and advice for local LGBTQ+ people aged under19.



## Wigan Pride – August 2018

Wigan Pride returned for a third year in Wigan Town Centre on 11<sup>th</sup> August 2018, celebrating community and growth. WWL were delighted to be part of this event, working in partnership with BYOU, Wigan CCG, Wigan Council and other local providers.

Wigan PRIDE celebrates equality and diversity and encourages everyone to get involved in their communities, be that attending social groups, volunteering or getting involved in local projects. This year, a brand new emblem was revealed and the parade had its own theme of 'flower power'. A family-friendly fiesta of live entertainment, stalls, competitions and children's attractions celebrated the LGBTQ+ community's journey towards equality. WWL actively got involved on the day, by hosting an information stall, raising breast screening awareness and actively engaging with the local community about hospital services. Our Three Wishes Charity were busy on the day face painting and fund raising. Albert also made an appearance!





## Listening Event for Staff Living with a Disability – October 2018



A listening event for Staff Living with a Disability was held on 3<sup>rd</sup> October 2018. At this event, the Trust emphasised its commitment to increasing awareness, not only to make others more aware of conditions that some of our staff live with but to also highlight the support available for others who may not feel comfortable speaking about their disability.

David Ollerton kindly agreed to share his story about working at WWL with dyspraxia.

## Listening Event for BME Staff – November 2018



A follow up listening event for BME Staff was held on 22<sup>nd</sup> November 2018. An array of topics were discussed, including equal opportunities for flexible working; time off for religious events in place of other bank holidays; Ablution and prayer facilities at Buckingham Row; car parking; and training opportunities. An Action Plan has been produced and is being progressed.



## Patient Engagement during 2018/19: Leigh Deaf Club / BELONG Blind Group / Wigan & Leigh People First Learning Disability Group

Historically people with disabilities report poorer access to healthcare. The Head of Patient and Public Engagement (PPE) and the Inclusion and Diversity Service Lead attended the above groups to find out what their experience was of using hospital services and what further improvements could be made.



## WWL flies Rainbow Flag to commemorate LGBT History Month – February 2019



Lesbian, Gay, Bisexual and Transgender History Month is celebrated in February each year. It celebrates the lives and achievements of the LGBT community in the UK. LGBT History Month also aims to promote tolerance and raise awareness of the prejudices faced by lesbian, gay, bisexual and transgender people.

Each year has a different theme. This year's theme, Catalyst, looks at the 50 years of activism, recognising the 50<sup>th</sup> anniversary of Stonewall.



## 5. **Headline Data**

### 5.1 **Our People (Workforce)**

The following workforce data is collected routinely by the Trust:

- Age
- Disability
- Ethnicity
- Sex
- 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 2019 WWL Trust staff breakdown was:

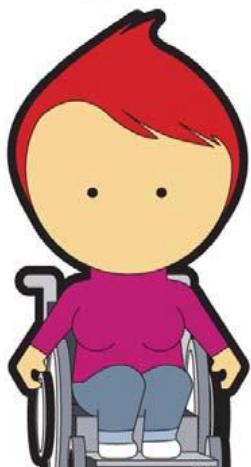
**40%** Aged Under 50

(Fairly Static Year on Year)

**60%** Aged over 50

Slight decrease this year with the proportion of staff aged 60+ years. Within 2017 10.15% of staff were over 60, with 12.09% of staff being over 60 in 2018. **This year, 9.47%** of staff were over 60.

### Disability



As at 31 March 2019

**2.2%** of the Workforce have declared that they they are living with a disability.

Although this is consistent with the 2018 figure, there is still a large amount of undeclared data although this figure is improving. (2019 figure is **29.03%**, 2018 figure was 32.45%, 36.57% in 2017)

Within **Recruitment, 5.56%** of applicants declared that they were living with a disability. This figure reduced to 5.13% of those who were shortlisted; reducing again further to those being appointment from shortlisting to 2.40%.

## Ethnicity



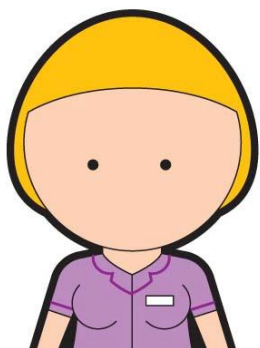
As at 31 March 2019:  
**90%** of Staff of British  
White Ethnicity  
(Wigan Borough White  
representation is 95%)

**8%** of Staff from  
Black & Minority Ethnic  
Groups  
**1.08%** Not Stated

**7.1%** of the Trust Board  
membership is BME.

Within **Recruitment**, White candidates shortlisted and appointed are still over representative in comparison with BME applicants, this is still a key area that requires monitoring.

## Sex



Workforce as at  
31 March 2019  
**79.49%** Female  
**20.51%** Male  
(50.3% female / 49.7% male  
within Wigan population)

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

47% of **Disciplinary** cases were  
in respect of male staff members  
which is not representative of the  
20.51% male workforce profile.  
This is a significant increase  
from previous years data at 32%  
of disciplinary cases in respect of  
male staff members.

## Marriage and Civil Partnership



As at 31 March 2019

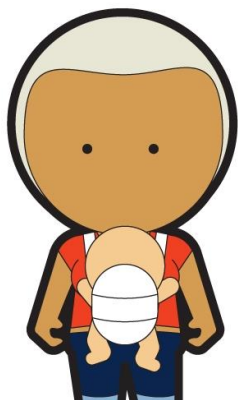
**55.17%** of staff were **Married**

**0.63%** were in a **Civil Partnership**

31.46% single, 8.54% divorced / legally separated, 0.84% widowed, 3.34% unknown.

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

## Pregnancy and Maternity



As at 31 March 2019, a snap shot from the Electronic Staff Record indicated that:

**1.69%** of female staff were on **Maternity Leave**

No statistically significant difference from last year.

## Religion and Belief

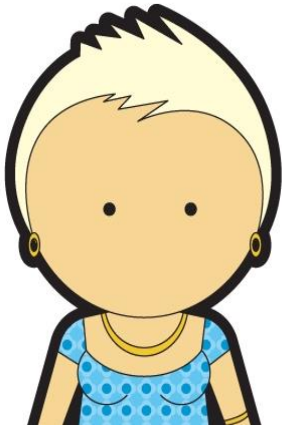


**57.1%** Christian **26.75%** Unknown

Remaining staff split across a range of religions and beliefs with the highest number being in the `other` category (5.57%).

A significant proportion of staff have not declared their religion and belief. (26.75%)  
(The Wigan borough figure for Christianity is 77%.)

## Sexual Orientation and Gender Reassignment



**Workforce as at 31 March 2019:**

**73.15%** Heterosexual

**0.77%** Gay or Lesbian

25.75% did not wish to disclose.

Wigan population 8.5% Lesbian,  
Gay or Bisexual.

Less than **0.44%** of Job Applicants were from individuals identifying as

Transgender which is less than the 2.5% Wigan population profile. This figure increased to 0.52% at the shortlisting stage and to 0.74% at the appointed stage.

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, sex, 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 (Out-Patients & In-Patients)



During 2018/19

**92.4%** of Patients of British White Ethnicity

**4.0%** of Patients from Black & Minority Ethnic Groups (BME)

**3.6%** Not Known

During last 12 months, 0.3% decrease in patients of British White Ethnicity. 0.3% increase in patients of BME Origin. 0.6 % decrease in those not stated.

**Over last 9 years steady increase in BME activity 2010/11: 2.9% / 2018/19: 4%.**

### Ethnicity (Accident & Emergency)

During 2018/19

**92.1%** of Patients of British White Ethnicity

**6.0%** of Patients from Black & Minority Ethnic Groups (BME)

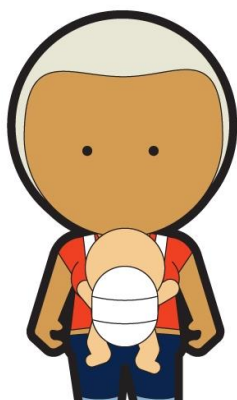
**1.9%** Not Known

During last 12 months, 0.5% decrease in patients of British White Ethnicity. 0.3% increase in patients of BME Origin.

**Over last 9 years steady increase in BME activity in A&E. 2010/11: 2.5% / 2018/19: 6%**

Ethnicity overall reflective of local population – Latest census (2011) reported that 95% of the local population were of British White Ethnicity. In 2001 it was estimated that 97.6% of Wigan's Population was "White: British". However, since 2001 the number of residents from Black, Asian and other Minority Ethnicities has more than doubled to 7,062 ( 2.2% of the population).

### Ethnicity (Maternity Admissions)



During 2018/19

**87.4%** of Patients of British White Ethnicity

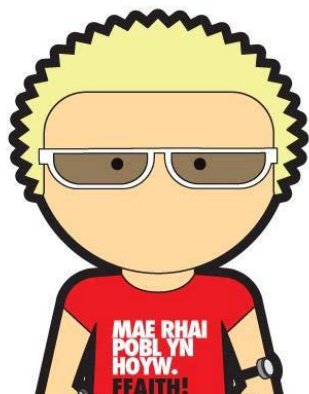
**12%** of Patients from Black & Minority Ethnic Groups

**0.5%** Not Known

2.1% decrease in patients of British White Ethnicity. 2.2% increase in patients of Black and Minority Ethnic Backgrounds.

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 2018/19 Top Languages Requested

Kurdish / Sorani, Polish, Arabic, Farsi, Romanian, Mandarin, Russian, Punjabi, Latvian, Lithuanian, Cantonese, Portuguese, Urdu, Albanian. French. Spanish

Trends show the same top languages as 2017/18. An increase in the number of interpreter requests for Romanian and Kurdish interpreters during the last 12 months.

### During 2018/19:

**16 Translations into other languages**

**22 Other formats - 8 Braille / 12 Large Print / 2 Audio Translations requested**

This will continue to increase with the implementation of the Accessible Information Standard,

## Ethnic Population in Greater Manchester

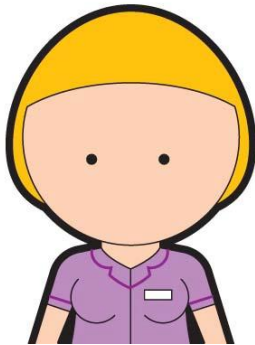
Although **Wigan is the least ethnically diverse borough** in the County, migration has significantly changed the wealth of diversity in Wigan since the last census and there has been significant demographic change within Wigan Borough.

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
<b>Wigan</b>	<b>95%</b>	<b>0.8%</b>	<b>1.3%</b>	<b>0.7%</b>	<b>0.3%</b>
<b>Bolton</b>	<b>84%</b>	<b>1.4%</b>	<b>9.6%</b>	<b>1.2%</b>	<b>0.5%</b>
<b>Salford</b>	<b>86%</b>	<b>1.6%</b>	<b>3.3%</b>	<b>1.7%</b>	<b>0.6%</b>

## Sex (Out-Patients)



During 2018/19  
**56%** Female  
**44%** 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 2018/19  
% of patients accessing hospitals services

<b>9%</b> Under 18	<b>11%</b> 18-30 Years
<b>41%</b> 31-64 Years	<b>39%</b> 65+ Years

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

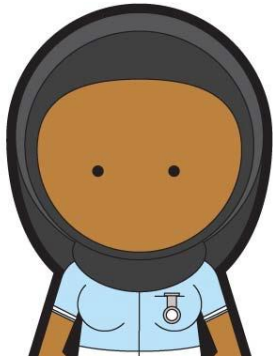
**Set to increase by 30,000 over the  
next 20 years**

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. Trends show a 4% increase in patients aged 65+ years over the last 12 months and 4% decrease in those aged 18-30 years. Needs to be monitored over longer period to establish if any statistical significant difference.**

Wigan Borough's population has experienced an upward trend since 2010. Between 2010 and 2017 there has been increase of around 17,000 persons. This increase is estimated to be mainly due to an increase in our ageing population rather than migration, Wigan has seen a 19.9% increase in the 65+ population from 2010 to 2017. Almost 60% of the overall increase in population is attributable to aged 65+ population.



## Religion and Belief



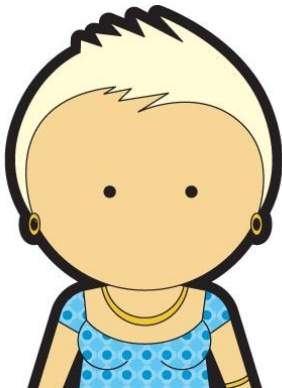
During 2018/19  
% of patients accessing out-patient services

<b>71%</b> Christian	<b>16%</b> Unknown
<b>12%</b> None	<b>0.2%</b> Hindu
<b>0.6%</b> Muslim	<b>0.2%</b> Atheist
	<b>0.1%</b> Islam

Religion 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 (74708 patients). 87558 not known in 2017/18

## Sexual Orientation and Transgender



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

<b>15,000</b>	Lesbian, Gay or Bisexual Wigan Residents
<b>2,500</b>	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%**

### The 5 most common conditions which account for 54% of DLA Claims

Arthritis; Learning Disabilities; Heart Disease; Disease of muscles, bones & joints; Hyperkinetic syndromes

### 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.

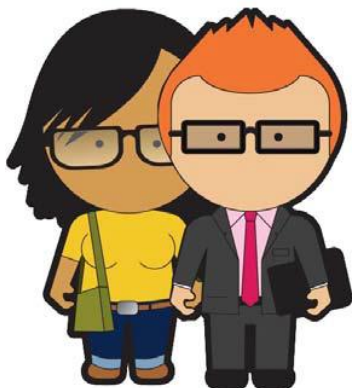
### The Accessible Information Standard

A law to ensure 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



**539** Complaints Received during 2018/19

**318** Female **221** Male

**523** British White Ethnicity

**10** Black & Minority Ethnic Background

**6** Not Stated

**68%** Aged 50 years or above

### 5 Main Subject Complaints

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

**No trends in relation to protected characteristics noted**

## Health Inequalities – Wigan Local Authority Health Profile - 2018

### Population (2015)

323,060

### Projected Population (2039)

346,374

### Deprivation

Wigan is ranked 85<sup>th</sup> out of 326 Local Authorities for deprivation (1 is most deprived).

### Health in summary

The health of people in Wigan is varied compared with the England average. Deprivation is higher than average and about 16% (9,300) of children live in poverty. Life expectancy for both men and women is lower than the England average.

### Child health

In Year 6, 21.5% (737) of children are classified as obese, worse than the average for England.

The rate of alcohol specific hospital stays among those under 18 is 54\*, worse than the average for England. This represents 37 stays per year.

Levels of teenage pregnancy, breastfeeding initiation and smoking at time of delivery are worse than the average for England.

### Life Expectancy

Life expectancy is 12.0 years lower for men and 9.8 years lower for women in the most deprived areas of Wigan than in the least deprived areas.

### Adult health

The rate of alcohol-related harm hospital stays is 693\*, worse than the average for England. This represents 2,187 stays per year. The rate of self-harm hospital stays is 277\*, worse than the average for England. This represents 879 stays per year.

Estimated levels of adult excess weight are worse than the England average. The rate of hip fractures is worse than average. Rates of sexually transmitted infections, people killed and seriously injured on roads and TB are better than average. Rates of early deaths from cardiovascular diseases and early deaths from cancer are worse than average. The rate of statutory homelessness is better.

\* Rate per 100,000 population

## 6. Conclusion

Over the past few years, Wrightington, Wigan and Leigh NHS Foundation Trust have made substantial progress in understanding diversity within the local population and ensuring knowledge, skills and competencies in our staff to meet the needs of service users with protected characteristics. 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.

As this annual report identifies, there have been some notable successes:

- Holding two separate Listening Events for staff – Living with a Disability / BME.
- Living with dyspraxia staff story.
- Wigan PRIDE returned for a third year. WWL were actively involved in the planning and on the day.
- Holding a Wigan PRIDE Staff Slogan competition.
- Engaged with specific protected characteristic groups about hospital services (including Leigh Deaf Club; BELONG Blind Group; Wigan & Leigh People First Learning Disability Group)
- Several Patient Experience Surveys carried out: BME Cancer Patient Experience; Local Mosque Patient Experience; and LGBT Community.
- Autism Awareness Training Session for staff.
- Deaf Awareness Training Session for A&E staff.
- Level 3 Inclusive Leadership Management Training Session designed and first session held in March 2019.
- Pagers for hearing impaired implemented in A&E.
- Funding secured for a further 3 year contract with AccessAble.
- IT solution identified for ensuring accessibility of hospital letters.

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.

WWL has met its statutory obligations to monitor and report on workforce and patient equality and diversity issues and provides assurance that action is being taken to address issues of note.

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, sex 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 continues to be 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, sex, 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, sex, 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.

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.

## 7. The Year Ahead

### **Implementing and Monitoring EDS2**

In 2019/20 the Trust will continue to embed and integrate the Equality Delivery System 2 in terms of both service provision for patients and employment practice. In line with the requirements of EDS2, the Trust will aim to continuously improve services for all service users and especially those that are categorised as having protected characteristics and underrepresented groups. This will be done in partnership with staff, service users and local interest groups.

As a Trust, we already have a culture that recognises the equality challenges we face. We capture this within our EDS Action Plan 2018/19.

### **Maintaining Compliance with the Public Sector Equality Duty**

The Trust has and will continue to monitor compliance with the equality agenda and ensure that staff and service users are consulted with and updated on any changes and progress. This will include ensuring that there is equality for all and eliminating discrimination.

### **WRES and WDES**

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. WDES will be reported on from August 2019 and published on our Trust Website again to help us to focus, highlight concerns and keep on track with making improvements in what we do and how we do it.

### **Engagement**

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.

### **Equality Monitoring**

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 continue to make our services more welcoming and inclusive.

Over the last 9 years there has been a steady increase in the percentage of black and minority ethnic patients attending A&E. By working with Wigan Clinical Commissioning Group we need to ensure asylum seekers and refugees and the migrant population are aware of the role of the GP, Hospital A&E and alternatives like the Walk-in-Centre, NHS 111 and pharmacies.

During 2018/19, 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.

### **Accessible Information**

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 continuing to work towards meeting the core requirements of the Accessible Information Standard. Although an IT solution has now been identified for ensuring all letters which are routed via synertec are printed in the patient's preferred format, further resource is required to ensure full compliance. Next steps include amending A&E registration so patient needs can be collected and



implementing a data extract from PAS to HIS System, so patient needs become visible on the electronic patient record.

### **Promotional Events**

To continue to help publicise and promote events that highlight best practice in equality and diversity within the organisation. This will focus on national campaigns that are linked to the protected characteristics as well as all the various initiatives that are being undertaken at a local level.

### **Employment Practice**

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 Listening Events and Forum and further developing the BME Leaders module within the WWL Leadership Programme.

## **8. Recommendations**

WWL Workforce Committee members are invited to receive and approve the Annual Inclusion and Diversity Monitoring Report. To support further progress on the Trust's Equality, Diversity and Inclusion Action Plan.

## **9. References – to be updated**

- **Public Sector Equality Commitment Annual Report (2018/19)** – Wigan Council
- **Public Sector Equality Duty Annual Equality and Diversity Report – January 2019**  
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 2016-2019** – 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 Council – State of the Borough Report 2017**
- **Wigan Joint Strategic Needs Assessment 2011**
- **Wigan Health Profile 2018** – 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](mailto:InterpreterServices@wwl.nhs.uk)



# APPENDICES

Equality National Standards	Requirements	Update	RAG Rating
<b>Equality Act 2010:</b>  <b>Public Sector Equality Duty - General Duty</b>	<p>Must provide evidence that we have given 'due regard' to the three aims of the General Duty across all 9 protected characteristics:</p> <ul style="list-style-type: none"> <li>• Eliminate unlawful discrimination, harassment &amp; victimisation</li> <li>• Advance equality of opportunity</li> <li>• Foster good relations</li> </ul>	<p>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.</p> <p>I&amp;D Strategy 2016-2020 reviewed. Consultation undertaken May/June 2016. Approved by I&amp;D Steering Group Meeting on 27/09/16. Approved by Trust Board Dec 2016. Evidenced within Annual EDS Action Plan. Published on Trust Website.</p>	
<b>Equality Act 2010:</b>  <b>Public Sector Equality Duty - Specific Duties</b>	<p>Must publish relevant, proportionate information demonstrating compliance with the Equality Duty by 31st January of each year.</p> <p>Must set four-year equality objectives, based on key local equality priorities.</p> <p>Must analyse the effect of policies and practices on equality.</p>	<p>I&amp;D Annual Monitoring Report 2017/18 received by Workforce Committee and Trust Board in Nov/Dec 18. Published on Trust Website. Trust website updated regularly.</p> <p>Equality Objectives for 2016-2020 reviewed. Proposed Objectives approved by E&amp;D Executive Leads. Consultation undertaken May/June 2016. Proposed Strategy &amp; Objectives approved by I&amp;D Steering Group on 27/09/16. Approved by Trust Board Dec 2016.</p> <p>Equality Impact Assessments provide evidence based assurance of how policies and practice impact on protected groups.</p>	
<b>Equality Delivery System (EDS2)</b>  NHS Standard Contract Requirement  Embedded within CCG Assurance Framework & CQC Inspection regime.	<p>Must comply with the Mandatory Equalities Reporting Framework for the NHS.</p> <p>Must undertake in partnership with local stakeholders, to review and improve performance for people from protected groups.</p>	<p><b>When assessing and grading performance against 18 EDS Outcomes, guidance now stipulates that NHS organisations can choose to look at just one or a few aspects of their work, rather than looking across the entirety of all they do.</b> Given the number of services provided by the Trust and the 18 outcomes within EDS2, a phased implementation of EDS2 was agreed. 4 outcomes reviewed each year. One for each of the four goals.</p> <p>Equality Objectives Review &amp; EDS Assessment 2018 published on Trust Website. <b>Annual EDS 2018/19 Assessment currently being reviewed. Proposed evidence and scores for Goals 1 &amp; 2 (Service Delivery) to be reviewed by Healthwatch &amp; local stakeholders.</b></p>	
<b>Work Force Race Equality Standard (WRES)</b>	<p>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.</p> <p>Must demonstrate progress against a number of indicators of workforce equality, including a specific indicator to address the low levels of BME Board representation.</p>	<p>At present, WWL is performing better than a number of other Trusts in respect of the BME Board representation.</p> <p>The updated WRES return was submitted to the Department of Health at the end of August 2017, submitted to CCG and uploaded onto the Trust's internet web page. Indications are fewer BME staff reporting harassment, bullying and abuse when compared to their white colleagues. There also appear to be improvements in the percentage of BME staff who believe that WWL provides equal opportunities. 2018 WRES data appears to indicate a deterioration so this will need to form a key part of the 2018-19 Action Plan. WRES 2019 assessment is currently in development stages ready submission by end of August 2019.</p>	

Equality National Standards	Requirements	Update	RAG Rating
<b>Disability Work Force Equality Standard (WDES)</b>	<ul style="list-style-type: none"> <li>A set of specific measures to enable us to compare the experiences of disabled and non-disabled staff.</li> <li>Research shows that a motivated, included and valued workforce helps to deliver high quality patient care, increased patient satisfaction and improved patient safety.</li> <li>Will form part of NHS Standard Contract.</li> <li>WDES will enable us to better understand the experiences of disabled staff. It will support positive change for existing employees, and enable a more inclusive environment for disabled people working in the NHS.</li> <li>August 2019 publication date for Trusts.</li> <li>April / May 2020 publication of first national annual WDES report.</li> </ul>	Completed – to be submitted 01/08/19	
<b>Accessible Information Standard</b> <b>(for people with a disability, impairment or sensory loss)</b>	<p>From 31<sup>st</sup> 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.</p> <p><b>IT Solution identified for one aspect of AIS - Ensuring all letters which are routed via Syntertec are printed in patient's preferred format.</b></p> <p>Further resource required to ensure full compliance with AIS:</p> <ul style="list-style-type: none"> <li>A&amp;E registration to be amended to provide ability to collect patient's needs.</li> <li>Data extracted from PAS to HIS – to ensure visible in HIS Patient Header (majority of staff have / will have access to the new Health Information System (HIS). Alert on HIS would ensure that patient needs are acted upon).</li> <li>An investigation is also required to scope the capability of other standalone systems.</li> </ul>	<p>Trust non- compliant from 31/07/16. Risk Assessment undertaken. Registered on Corporate Risk Register April 2016. Risk Rating of 15 allocated. Raised at relevant committees. IT Systems currently unable to facilitate requirements of standard (record / alert &amp; share patient needs).</p> <p><b>IT Solution identified for one aspect of AIS - Ensuring all letters which are routed via Syntertec are printed in patient's preferred format.</b> Funding sourced via PPE for 15 days of IM&amp;T development support £4,800. Action Plan being progressed.</p> <p>Further resource of £48,000 required to ensure full compliance with AIS: Cost reviewed by Business Analysis:</p> <p><b>£12,000:</b> A&amp;E registration to be amended to provide ability to collect patient's needs.</p> <p>Data extracted from PAS to HIS – to ensure visible in HIS Patient Header (majority of staff have access to HIS. Alert on HIS would ensure that patient needs are acted upon). Contracted resource to back fill Developer BAU work to allow time to be allocated to Reg tool amendment work &amp; PAS look up set up.</p> <p><b>£36,000:</b> Investigation required to scope the capability of other standalone systems. Funding needed to contract a Business Analyst (£1,500 per week x 6 months).</p>	

<b>Gender Pay Gap Reporting</b>	<p>In line with the Gender Pay Gap regulations, the Trust published its gender pay gap data by the 31<sup>st</sup> March 2018. The information is published on the Government website and on the Trust's own website so that it is openly available for review. All organisations with 250+ employees are required to publish their data and there has been national press interest in the gender pay gap issue as the deadline approaches.</p>	<p>The Trust data has highlighted there is a gender pay gap within the Trust with women across the average, median and bonus gap being paid less than males. The Trust has analysed its data and produced a supporting report which outlines the factors which contribute to the gender pay gap and this was discussed at Workforce Committee on the 14<sup>th</sup> March 2018. . An analysis of the data has been carried out by division and actions to be included in 2019-20- Action Plan</p>	
<b>Sexual Orientation Monitoring Standard</b>  Published 5 <sup>th</sup> October 2017.	<p>The Sexual Orientation Monitoring Information Standard provides the mechanism for recording the sexual orientation of all patients/ service users aged 16 years and over across all health services and Local Authorities with responsibilities for Adult social care in England in all service areas where it may be relevant to collect this data.</p> <p>The standard acts as an enabler for the Equality Act 2010, supporting good practice and reducing the mitigation risk for organisations required to comply with the Act. All public sector bodies have a legal obligation to pay due regard to the needs of (LGB) people in the design and delivery of services, and to ensure that people are not discriminated against based upon their sexual orientation. Health and Care Organisations must review the impact of this information standard and make appropriate changes to local health IT Systems from 5/10/17 and before 31/03/19.</p>	<p><b>This standard provides the categories for recording sexual orientation but does not mandate a collection.</b>All new data sets with a business requirement to collect sexual orientation data will be expected to adopt this sexual orientation monitoring (SOM) fundamental standard, and existing data sets already reporting SEXUAL ORIENTATION CODE will be required to change to the new values at their next iteration. This Change Request adds the supporting definitions and values for Person Stated Sexual Orientation to the NHS Data Model and Dictionary to support the Sexual Orientation Monitoring Information Standard.</p> <p>PAS Update (Patient Centre) includes a field in which sexual orientation can be recorded. <b>As data not already recorded routinely within the Trust, guidance stipulates not a mandatory requirement. Standard requirements to be embedded within any changes to future operational protocol.</b></p>	

**A detailed account of all Trust Equality Monitoring Data for 2018/19  
can be accessed via our Trust Website**

**[https://www.wwl.nhs.uk/Equality/equality\\_information.aspx](https://www.wwl.nhs.uk/Equality/equality_information.aspx)**

**A copy of the Trust's Workforce Race Equality Standard (WRES) Submission 2018-2019  
and Workforce Disability Equality Standard (WDES) update**

**can be accessed via our Trust Website**

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

**<https://www.wwl.nhs.uk/Equality/WDES.aspx>**