



AGENDA ITEM

3.2

CTM BOARD

EQUALITY ANNUAL REPORT

Date of meeting	28/11/19
FOI Status	Open/Public
If closed please indicate reason	Not Applicable - Public Report
Prepared by	Liz Jenkins – Equality Manager
Presented by	Liz Jenkins – Equality Manager
Approving Executive Sponsor	Executive Director of Workforce & Organisational Development
Report purpose	ENDORSE FOR BOARD APPROVAL

Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/group)

Committee/Group/Individuals	Date	Outcome
Equality and Welsh Language Team Equality and Welsh Language Forum	19/11/19	SUPPORTED

ACRONYMS

LGBT NWIS	Lesbian, Gay, Bisexual, Transsexual NHS Wales Informatics Service
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1. SITUATION/BACKGROUND

- 1.1 The attached report provides an overview of progress against the Strategic Equality Plan and includes a report on staff in post, recruitment, training and all other requirements of the Public Sector Equality Duty.
- 1.2 The Welsh Specific Duties in relation to the Equality Act 2010 require all public sector organisation's to produce an annual equality report. Our current Strategic Equality Plan runs from 2016-20 and this report represents progress in the third year. The full report is attached at Appendix 1 and represents the period April 2018 – March 2019.

2. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

Key achievements in the last year include:

2.1 Our LGBT achievements

- Being included in the Stonewall Employers Index for the second time and reaching the top 50% nationally, we climbed a further 105 places.
- Our LGBT network doubling to over 80 members by March 2018 and still growing.
- Our new LGBT helpline, Diversity Street: Helping You Be You!
- ...and winning first place in the Healthcare People Management Association (HPMA) awards for Diversity Street.
- Our 'Bright Side of the Moon' event run jointly with Velindre NHS Trust, and held in Royal Glamorgan Hospital which honoured Holocaust Memorial Day (27 January) and celebrated LGBT History Month. It was attended by our own staff, local community partners and other health boards.

2.2 Our sensory loss achievements:

- Being shortlisted for the Action on Hearing Loss Excellence in Healthcare award for the third time last year and for a fourth time this year.
- Continuing to roll out and promote hearing equipment to every area of Cwm Taf so that our patients have 'help to hear' everywhere they go.
- Consolidating our 'Communicate Now Communicate Well' on-line British Sign Language interpretation pilot study so we now have on-line interpretation in all of the hospitals in our former Cwm Taf UHB hospitals.



We have shared this in conferences and other national forums and other health boards are also now providing on-line interpretation so its impact is widespread.

- Being shortlisted for a prestigious NHS Wales award for 'Communicate Now Communicate Well'.
- Our Deaf Friendly initiative in Sensory Loss Awareness Month where 25 departments were recognised for their progress by James Hehir, Independent Member and Jo Davies, Director of Workforce & Organisational Development our Sensory Loss Board Champions.

2.3 Our Disability Confident progress

- We are the first Health Board in Wales to achieve Disability Confident Leader, Level 3 which is the highest level.
- Our new policy for the Recruitment and Retention of Disabled Staff was ratified and we have developed Disability Confident resources on a 'one stop' site on Sharepoint. This will be launched later in 2019.

2.4 Our Equality Impact Assessment (EIA) progress

- Good quality EIAs have been produced for a wide range of policy and service developments for our Health Board.
- We have contributed to the EIA element of the Integrated Medium Term Plan and we have developed a timetable for EIA completion.
- We've led, delivered training and/or contributed to robust EIAs for Cwm Taf and also WHSSC and partner organisations.
- We continually improve compliance and scrutiny.

2.5 Engagement and Mainstreaming

- Within the Health Board – information stands, communications, events but also working with other departments and supporting their agendas.
- Outside the Health Board – linking with local groups and including them in our work.
- Community Events – Big Bite and Pride Cymru. We have also supported events led by local colleges and young people.
- Continuing to support programmes such as Management Development, Corporate Orientation, Medical training and Health Care Support Worker training.
- Engaging with the local Deaf community so that changes are made to meet their specific needs.

2.6 What Difference Have We Made?

- We're helping patients to communicate throughout all our services. This benefits not only those who cannot hear but anyone who communicates in a language other than English. Support is available for foreign languages 24/7. This can massively impact on patient care and safety.
- We're raising understanding of Equality and Sensory Loss so it can be mainstreamed throughout our work—making it matter!
- We're giving a positive message to existing and future LGBT staff and patients.
- We're giving positive messages regarding the recruitment and retention of staff who have or develop disabilities and make a real difference to their experience.
- We're helping Cwm Taf maintain a good reputation for Equality and Sensory Loss.
- We're helping to meet our legal duties.

3. KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

There has been further progress in some of the above areas since March 2019 and this will be reported next year. Work will continue on the Strategic Equality Plan for the remaining year and the focus will be on extending our work to Bridgend services and taking account of their SEP as detailed in the annual report e.g. Deaf service have specifically requested that we extend our interpretation work to their community.

- We continue to work towards the All Wales Standards for Communication and Information for People with Sensory Loss. We reviewed progress at the end of 2018 which was 5 years since they were launched and developed a new action plan and refreshed our approach. A new Accessible Information Standard was issued last year and this is led by the Director of Primary, Community & Mental Health Services but is challenging in terms of GP compliance, particularly in relation to secondary care systems being able to process the information and this is being addressed nationally by NWIS. There is still work to do in relation to patients with sight loss and this will feature in our annual work plan.
- The Welsh Language Standards are extremely challenging and work required to achieve them impacts on our resources. This has been highlighted to relevant committees and some resource identified to also address Bridgend need. Extensions to some of the Standards have also been requested.



- We need to continually improve our equality data, to enable us to effectively understand our workforce profile to enable us to target our activity appropriately.
- Equality Impact Assessment (EIAs) remains a challenge in terms of ensuring robust EIAs are completed early in the planning process and that any mitigating factors are identified and addressed. This has been addressed via an IMTP timetable and relevant committees are aware of this requirement, however there will be an ongoing need to ensure that they are always completed in a robust and timely way and that they are monitored and mitigating action undertaken.
- Our new Strategic Equality Plan must be agreed and published by the end of March 2020 and this will be a high priority. We intend to take a similar approach to previously, embed the work we've developed, take newly commenced work forward whilst developing appropriate new initiatives e.g. a policy for Trans* patients as many issues are emerging in relation to this group.

4. IMPACT ASSESSMENT

Quality/Safety/Patient Experience implications	Yes (Please see detail below)
	One of the objectives specifically relates to patient care.
Related Health and Care standard(s)	Dignified Care
	Staff and Resources
Equality impact assessment completed	No (Include further detail below)
	The whole purpose is to report on Equality in relation to each of the protected group and how we meet the general and specific duties of the Equality Act 2010 and Public Sector Equality Duty. It is not a policy or service development.
Legal implications / impact	Yes (Include further detail below)
	Equality Act 2010



Resource (Capital/Revenue £/Workforce) implications / Impact	There is no direct impact on resources as a result of the activity outlined in this report.
Link to Main Strategic Objective	To Improve Quality, Safety & Patient Experience
Link to Main WBFG Act Objective	Commitment to corporate social responsibility and improving health & social equity, work with our staff, partners and communities to build strong local relationships and solid foundations of the past

5. RECOMMENDATION

- To **APPROVE** the Equality Annual Report to be published on our internet site by 31 March 2020 in accordance with the Welsh Specific Duties in relation to the Equality Act 2010.