

North Bristol NHS Trust

Annual Equality Report

2012

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Introduction

North Bristol NHS Trust (NBT) continues to work towards meeting the legal requirements set out under the public sector equality duties of the Equality Act 2010. This report is compiled annually from information provided by different departments on the work they've undertaken during the year and shows some of the innovative activities that demonstrate how the Trust is meeting its legal obligations. NBT is keen to work towards eliminating discrimination, promoting equality and advancing positive relationships between people with protected characteristics and those without them.

Public Sector Equality Duty (PSED)

The Equality Duty supports good management and helps the NHS to deliver the equality objectives for public services. The Trust must meet duty which has two parts:

General Duty

This has three aims and the Trust must have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct
- Advance equality of opportunity
- Foster good relations

“Due Regard” means - consciously thinking about the three aims of the general duty as part of the process to decision making.

The Trust must do this by:

removing or minimising disadvantages suffered by people due to their protected characteristics;

- meeting the needs of people with protected characteristics
- tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Specific Duty

To assist public authorities in the better performance of the Equality Duty, the government approved the Equality Act 2010 (Specific Duties) Regulations 2011. These regulations promote the better performance of the equality duty by requiring public authorities to publish:

- Equality objectives, at least every four years
- Information to demonstrate compliance with the equality duty, annually by the end of January.

This needs to include, in particular, information relating to employees and others affected by the policies and practices of NBT, such as service users.

Publishing this information is intended to ensure that public authorities are transparent about their performance on equality and that they will be held to account by the people they serve. This transparency is to drive the better performance of the equality duty without burdening public authorities with unnecessary bureaucratic processes, or the production of superfluous documents. Public authorities will have flexibility in deciding what information to publish.

Protected characteristics

Protected characteristics are the grounds upon which discrimination is unlawful. The protected characteristics under the Equality Act 2010 are:

- race
- sex
- disability
- gender reassignment
- sexual orientation
- religion or belief (including lack of belief)
- age
- marriage and civil partnership
- pregnancy and maternity

As in previous disability equality legislation, it is permissible to treat a disabled person more favourably than a non-disabled person. It remains lawful to make reasonable adjustments in relation to employment and the delivery of services to ensure that there is true equality of opportunity for disabled people.

The protected characteristics are covered by the PSED with the exception of Marriage and Civil Partnership.

Equality Delivery System

In 2012 there was a change from the equality scheme and the Trust signed up to the Equality Delivery System toolkit to deliver our equality remit under the PSED. This covers all the protected characteristics. The Trust was working on these: race, gender, disability, sexual orientation, gender identity, religion or belief and age under the previous equality scheme before the law required this.

The Equality Delivery System (EDS) is designed for the NHS by the NHS to fit into the new NHS structure. It is designed to help NHS organisations improve their performance, reduce health inequalities and be assured of progress. It is a framework designed to help us improve equality performance and embed equality into our mainstream business so that we can provide a better service that meets the requirements of people from diverse communities.

By using the EDS we will be able to meet the requirements of the Equality Act 2010 and be better placed to meet the registration requirements of the Care Quality Commission (CQC) and other external audits.

The Equality Delivery System has four broad objectives for 2012-2016, although each of these objectives is defined further the overall aims are:

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

In line with the legislative requirements information about activities undertaken by NBT was gathered in 2011 to demonstrate how we met the public sector equality duty. This contained examples of the equality information we have and some of the steps we took to have due regard to the general duty. The Trust objectives for 2012 – 2016 were agreed as:

- To mainstream the EDS into the business planning process regarding service delivery for patients and staff.
- To increase equality monitoring data and recording of the impact of EDS objectives for patients and staff.

What we must do

There is a legal requirement to meet the Public Sector Equality Duty (PSED) as set out above which includes publishing progress annually. The objectives of the Equality Delivery System underpin the PSED and link with the Human Rights Act (1998) and the NHS constitution.

Executive Summary

North Bristol NHS Trust (NBT) continues to work towards meeting our legal obligations. It is found that the equality agenda is increasingly mainstreamed to ensure compliance and maintains our grading under the Equality Delivery System which is found to be “achieving.” This is the first year of reporting under the EDS.

Thirteen directorates submitted items, five more than in 2011. Twenty six departments or sections are represented, which is ten more than before. The evidence presented demonstrates how much has been achieved, yet the report is a snapshot of the equality work and shows the increases made each year towards meeting the equality agenda.

Thirteen directorates submitted items for this year, five more than the previous year. Twenty six departments or sections are represented, which is ten more than in 2011. The evidence presented demonstrates how much has been achieved as the equality agenda is increasingly mainstreamed which ensures legal compliance with the Public Sector Equality Duty. Many of these actions are linked with the EDS during its first year of a four year programme and includes training, awareness raising, engaging with patients and staff, -events, monitoring, promotion, provision of advice, dealing with complaints, analysing and translating complex documents into more comprehensive formats and consultation inside and outside the Trust.

Further, this maintains our grading under the Equality Delivery System, which is “Achieving.”

This report is a mere snapshot of the equality work at the Trust which builds on the actions required in relation to legislation and shows the increases made each year towards mainstreaming equality.

Key achievements include:

- Training on equality provided to around 1400 staff (Equality and Diversity)
- Improvements recorded in the Staff Attitude Survey for Disabled and Black and minority ethnic staff (HR)
- No evidence found of discrimination by interview panels (Employment Services) and actions taken to support BME and Disabled applicants.
- Consultation continued with community groups regarding way finding in the new hospital (Capital Projects)
- Equality monitoring included in the ward feedback cards (Patient Participation and Involvement)
- Increased access to community pharmacists to avoid dispensing errors for Patients with Learning Disabilities (Pharmacy)
- Four honorary chaplains appointed from faith communities, Muslim and Hindu (Spiritual and Pastoral Care)
- Staff listening events (Medicine Directorate)
- Evidence of how equality actions are leading to improved outcomes for patients (Neurosciences)
- Gypsy Roma Traveller work – Model used to recruit a specialist worker in South Gloucestershire.(Women’s and Children’s)
- Telephone service increased number of languages to communicate effectively with patients and a saving was made on this by using a different provider. (Interpreting Service)
- Cyber Cafe allows staff use of PC/ internet/email (Facilities)
- Pilot project set up to improve confidence and resilience in long-term absentee staff (Fresh Arts)
- Cerner Millennium stores a broad range of patient equality information (IM&T)
- Harassment Advisor service feedback shows positive experiences (ASK HR)
- Trust participated in two external projects regarding health and well being (HR)
- Trust values produced in consultation with staff (Staff Engagement)

Next Steps

The outcomes of the work carried out in 2012 are used as supporting evidence to assess our grading under the EDS. The focus in 2013 is to continue to build on the work undertaken so far, to reach the next grade of “Excelling” more evidence needs to be provided to show that the 9 protected characteristics are addressed at all times, and that health inequalities are being tackled for disadvantaged groups and good engagement with patients, carers, communities and staff is rolled out across the Trust.

Progress

In 2012 more departments reported actions relating to their equality work which builds on previous good practice and meets the Trust’s equality objectives that are linked to the Equality Delivery System, which is in its first year of a four year programme.

NBT is maintaining its position of achieving. The quality of the work undertaken also improves. One good example of this is pharmacy who took the initiative to instigate a project to improve the service for patients with learning disabilities. They ran a pilot evaluated it and then rolled it out across the Trust and subsequently won an award for the initiative.

Similarly, our annual statistics report showed that BME and disabled recruits were less likely to be recruited. Therefore, Employment Services investigated and found that much was being done to provide support for these two groups of applicants. The results in 2012 show that there was an increase in appointments of BME and disabled people, which demonstrates the skill and expertise of this department.

Patient involvement work ensured that ward feedback forms included equality monitoring questions which will help us identify the requirements of patients and target our resources better in the long-term. The telephone interpreting service has increased the number of languages to communicate effectively with patients and the Interpreting Service has made a saving on this. Four honorary chaplains were appointed from faith communities, Muslim and Hindu to improve the service for patients and staff. The Cerner Millennium system stores a broad range of equality information about patients and contributes towards our long-term planning.

Examples of engagement with patients and staff are seen in departments like Capital Projects who have continued to consult with community groups, which have impacted on the type of way finding to be used in the new hospital. The Trust values were produced in consultation with staff through the Staff Engagement work.

The Equality and Diversity manager has carried out more training over the year and the Staff Attitude Survey showed a statistically significant increase in staff undertaking equality courses. Staff were given more access to the Internet as a Cyber café was set up in the restaurant, this is particularly important for staff that do not use a computer as part of their work. Improvements were recorded in the Staff Attitude Survey for Disabled and Black and minority ethnic staff in 2012. Ask HR has found that the Harassment Advisor service feedback shows very positive experiences.

Meeting the Public Sector Equality Duty - Achievements

This report shows that the Trust is working towards meeting the Public Sector Equality Duty (PSED) as it takes specific actions to meet the needs of people with protected characteristics, tackles prejudice and promotes understanding between people who share a protected characteristic and others. This is evidenced by:

- Training was organised, devised and presented on a range of topics by the Equality and Diversity Manager to raise awareness for managers and others.
- All new staff attend Induction training which includes a section on equality and diversity.
- Equality events are held throughout the year to raise awareness and promote understanding on Race, Disability (including mental health), Sex, Sexual Orientation and Gender Identity. The days for World Mental Health and HIV were marked.
- A pilot BME Mentoring training project was set up and two training days held.

- Gender Identity – To promote awareness about Trans people a charter of 10 standards for Trans people and a paper “Positive@Trans people” were compiled and approved by the Equality and Diversity committee.
- Age - A briefing paper was prepared that set out details of the new Age Order (October 2012) which deals with service provision. This was widely distributed to managers and is available on the Trust's intranet site.
- The Equality and Diversity Committee met four times dealt with, and reports on equality as part of mainstream business and work is designed to promote equality which links with the EDS and the Trust's equality objectives.
- The Two Ticks Disability symbol was reviewed and re-awarded for a further year.
- Mindful Employer charter – (Mental Health for staff). The Charter was distributed to managers and awareness workshops were provided. Employment Services added the logo for this to the recruitment webpage.
- Patient monitoring
 - Briefing papers were devised on equality monitoring for inclusion in training for staff that use the Cerner patient monitoring system to encourage the collection of this data from patients.
 - Comprehensive diversity profiling has been included in Ward Feedback Cards.
- Staff monitoring - Briefing papers were devised on equality monitoring for staff and provided to departments.
- Advice and Complaints Team - (patients) 871 complaints were received and 6 cases had equality as the central issue.
- Advice (staff) – Almost 50 general queries were received by the Equality and Diversity Manager. The majority of these (38%) related to disability, followed by race (21%). Requests were made for information for all equality areas.
- Complaints (staff) – 21 complaints were received by the Equality and Diversity Manager. More than half those received focus on disability issues. 14% are about race, 10% about sexual orientation and religion or belief and 5% relate to gender. These are referred to the appropriate department to deal with.
- Harassment and Bullying (staff)
 - Figures of cases reported to Ask HR are low in number and are not statistically significant.
 - Harassment Advisor service - feedback returns indicated positive experiences
- Several requests were made for information about the equality work to support bids for service contracts. A tool kit to aid this process is to be produced.

Engagement

- Publicity
 - The equality intranet pages have been updated, Messages of the Day appeared regularly on Trust computers, the weekly e bulletin and electronic notice boards.
 - New equality notice boards were put up in the main corridors at Frenchay and Southmead hospitals.
 - Equality newsletter - produced by Bristol PCT this features some of the work at NBT and is widely distributed in Bristol and the new South SHA sub region.
 - HR Team Brief - equality events are regularly included. `
- Patient engagement
 - Patient Panel has driven improvement of patient care.

- Introduction of Ward Feedback Cards.
 - The LINKS organisations instigated work around nutrition and hydration and monitored progression through a resulting action plan.
 - Some departments have engaged with patients to gain views and improve services
- Staff engagement
 - NBT values. ‘Living our Values’ produced following consultation with staff are: Putting Patients First, Striving for Excellence, Working Well Together, and Recognising the Person
 - Exceptional healthcare awards 2012 were given for the first time. A health visitor with responsibility for people from the Gypsy/Traveller/Roma communities was given the Trust award for Making a Difference.
 - Big Projects survey focused on the new hospital and over 900 staff responded and highlighted significant issues.
 - A Staff Attitude Survey is conducted in the Autumn.
 - Staff Equality Group – met and was consulted with on various policies including the Equality Delivery System evidence report.
 - Some departments have engaged with staff in various ways.
 - Partnership working
 - The Equality and Diversity manager has taken an active role with various external organisations and service users.
 - The Equality and Diversity manager provides advice and information to internal groups.
 - Some department have engaged with service users to improve services

Meeting the Equality Delivery System

This report shows that the Trust is working towards meeting the overall Trust objectives and those of the Equality Delivery System.

Equality Delivery System (EDS)

- Grade for the Trust found to be green, “achieving” from the evidence gathered. This impacts on patients, carers and visitors.

Patients

The following shows the impact of Trust activities and how it is working towards meeting the PSED and mainstreaming the EDS into the business planning process regarding service delivery for patients. This contributes towards meeting the objectives of “Better health outcomes for all” and “Improved patient access and experience”.

EDS Objective: Better Outcomes for Patients

- Easy Read Leaflets - produced and offered in different formats, like Braille or large print.
- Improved pharmaceutical care when patients are discharged from hospital reducing medication risks.
- NBT made significant progress in improving the patient experience for patients with a learning disability.

- Bereavement Services - The quality of spiritual and pastoral care to families who experienced the death of a baby was recognised by service users at a feedback event.

Patient Involvement and Engagement

- Patient Panel has driven improvement of patient care e.g. reducing urinary tract and wound site infections, ensuring patients are eating and drinking well, informing patients of their planned treatment and predicted discharge date and increased observations for most unwell patients.
- Introduction of Ward Feedback Cards now given to patients more consistently across all wards as they are discharged.
- Comprehensive diversity profiling has been included and wards have regular real time feedback to use on their wards to acknowledge good practice and embrace learning as required.
- The LINKs organisations instigated work around nutrition and hydration and monitored progression through a resulting action plan.

Equality and Diversity Unit

Partnership working - The Trust maintains links with various external organisations in South Gloucestershire and Bristol to gather feedback and engage with service users. The Equality and Diversity manager has taken an active role working in partnership with various external organisations, including:

- Regional SHA South meetings. Raised equality monitoring and National Cancer survey, Cerner, Family and Friends test.
- Diamond cluster - Became co-ordinator for this which is made up of equality managers from the PCTs and NHS trusts in the sub region.
- Proposed a workshop with public health and CCG leads to influence the joint strategic needs assessment agenda and to ensure that includes the health issues of different equality communities.
- South Gloucestershire Equality Forum – Raised work at NBT on Female Genital Mutilation, equality monitoring and need for GPs to record this information, recruitment and equalities. Gave comments on South Gloucestershire council equality report.
- Men's Health Group - advise on how to get men involved.
- LGBT Bristol NHS Stakeholder meetings – promoting good practice and engagement
- NHS Engagement conference – set out partnership work at NBT
- Gypsy/Traveller/Roma Partnership meetings – raise GTR history month June
- LGBT NHS Bristol Network meetings – Chair. Organise Bristol Pride survey
- South Gloucestershire Partnership Against Hate Crime – advised on proposed merger of this group and content of equality leaflets.

The Equality and Diversity manager has taken an active role with various internal organisations, including:

- Patient Experience Group - information provided on the Trust's equality objectives, advised on the content of the Ward feedback cards and Family and Friends test to include equality monitoring.
- Staff Engagement Group - information on equalities for the Trusts' values statement
- HR Operations meet – offered support on how to meet the PSED and new service contracts.

Evidence of the impact of this work is demonstrated throughout this report as increasing numbers of departments and sections show how they are mainstreaming equality within their work.

Neurosciences Directorate

- Carried out Equality Impact Assessments on the Integration of Stroke Services into Neurosciences and the re-configuration of beds. No adverse impact was found.
- Improved outcomes for equality groups include: appropriate ward for trans patients, offering patients a choice; meeting religious needs of patients; religious requirements assessed on admission; room available – multi faith; specific dietary requirements for different faiths and others e.g. diabetic, coeliac; meeting needs of staff with specific health needs; undertaking assessments.

Cancer Services - The 2012 National Cancer survey shows that there have been improvements overall in support for people with cancer.

Surgery Directorate – changes around the transfer of services which affect Breast care, (excluding breast screening) Head and Neck Cancer, Ear Nose and Throat services, (ENT) Oral maxillo-facial surgery, (OMFS) and Urology services were equality impact assessed. No negative impact was found.

Community Children's Health Partnership (CCHP)

- A number of awards were achieved in 2012: the School nurses award, the Specialist Children's Centre was rated as outstanding in its first ever Ofsted report. The centre has been open for less than two years.
- Gynaecology – congratulated by female to male Trans patient for the excellent care he received.
- Baby Friendly award - health visitors were the first in the UK to be re-accredited Baby Friendly Initiative status in 2010.
- Gypsy/Roma/Traveller various initiatives resulted in NBT having a positive reputation in this community which is difficult to achieve. The success of this work has led to the employment of a Specialist Health Visitor in South Gloucestershire to undertake similar work based on the model established in Bristol.

Communications Unit

- Foundation Trust status application form included protected characteristics so we can ensure representation and engage and consult with these communities.
- Carried out a recruitment campaign for under 30's as they were under-represented.
- Accessible Formats - Easy read leaflets developed for a number of cross cutting areas.
- Patient information leaflets advise patients to request staff for help in reading a leaflet.
- Developing accessible information for Roma population on immunisation with Health Visitors.
- Interpreting Service - arranged more than 1,500 telephone calls for patients since set up in 2009.
- Interpreting Service – 24 hour, seven-day-a-week service saved more than £30,000 during 2012.

Patients with Learning Disabilities

- Each directorate has identified a Learning Disability (LD) link nurse or midwife.
- Carer representatives have been recruited to the Patient Experience Group.

- LD Patient stories reported within Board Reports.

Capital Projects Directorate – Consultation with service users and staff about the new hospital resulted in:

- building designed to meet the access requirements of Disabled people.
- design of the most accessible signage for the new hospital
- purpose built multi-faith centre
- 75% single rooms with ensuite facilities
- 4 bedded rooms single sex

Facilities Directorate

- Engagement with partnership groups to improve catering provisions for multi faith communities; regular food surveys to maintain multicultural dietary requirements.
- Child Care Services training for staff on Disability and Cultural awareness.
- Free disabled parking and multiple disabled parking spaces provided.
- Porters trained to respond to deceased patients of multi-faith traditions.
- Liaison Officer dedicated to Travelling Communities.
- “Granddad” therapy scheme for patients with dementia.
- Music programmes in wards and waiting areas, offers high quality live music to staff, patients and visitors.
- Volunteer Services offer:
 - “Pets for Therapy” service
 - Take patients to and from their wards in wheelchairs to attend the Sunday service in the Hospital Chapels

Finance and Information Directorate

- Cerner Millennium system includes patient information in a wide variety of easily reportable formats data.
- Data collected on race, gender, disability, sexual orientation, age and marital status.

Building Our Futures Programme

- The design of the new Patient Call Centre included engagement with patients

Advice and Complaints Team

- 871 complaints were received and 6 cases had equality as the central issue.

Spiritual and Pastoral Care Department

- Four honorary chaplains from Muslim and Hindu faith communities appointed.
- Bereavement Services - The quality of spiritual and pastoral care to families who experienced the death of a baby was recognised by service users at a feedback event.
- Work carried out with the Council of Bristol Mosques regarding the care of babies and infants who die in hospital.
- Guidelines for “Last Offices” for clinical staff regarding deceased Muslim patients have been drawn up and agreed with the Council of Bristol Mosques.

Pharmacy

- Easy Read Leaflets - produced and offered in different formats, like Braille or large print.
- Improved pharmaceutical care when patients are discharged from hospital reducing medication risks.

- Awards - The Pharmacy team won Team of the Year at the NBT Exceptional Healthcare Awards and were named runners-up in the Royal Pharmaceutical Society's Pharmaceutical Care Awards.

EDS Objective: Improved Patient Access And Experience

- The National Inpatient survey reported that:
 - 90 per cent of patients said they were treated with dignity and respect.
- The National Outpatient survey (undertaken every two years)
 - 86 per cent of outpatients felt they were treated with respect and dignity all of the time.
- The National Inpatient survey reported that:
 - 91 per cent patients rated their care as good or excellent
 - 90 per cent of patients reporting that they were treated with dignity and respect.
 - 92 per cent of patients said they would recommend the Trust, a 2 per cent increase from 2011.
- The National Outpatient survey (undertaken every two years)
 - 94 per cent of patients reported their overall rating of care as good, very good or excellent
 - 86 per cent of outpatients felt they were treated with respect and dignity all of the time.
 - 69 per cent of patients reported that they would definitely recommend the Trust.

Bristol Pride survey showed positive results for NBT on appropriateness of health services for Lesbian, Gay, Bisexual and Trans people.

EDS Objective: Better Outcomes for Staff

Workforce Diversity Profile

Figures taken from the Electronic Staff Record show that the percentage of BME Staff was 12.01% (8.28% in 2011) and the percentage for White Staff was 86.22% (77.29% in 2011). This is around 4% higher than the census figures for South Gloucestershire. The percentage of BME staff has fallen from 16 per cent in 2009 to 12 percent in 2012.

Full time equivalent females represent 77.75% of the workforce and full time equivalent males represent 22.24% of the workforce. This figure has hardly changed since 2009 (77.36%).

The total number of staff who declared a disability was 1.55% on the Electronic Staff Record. This figure has risen very slowly since 2009 but is too small to be statistically significant. However, the Staff Attitude Survey showed 14% of staff who completed the form in 2011 are disabled, an increase of 2%. New staff are encouraged to provide this information during the induction process.

Sexual orientation covers lesbian, gay and bisexual (LGB) staff. A total of 1.04% staff stated they are LGB, a slight increase since 2011 (0.99% in 2011).

50.52% (47.31% in 2011) staff declared they were heterosexual. In 2012, 31.24% (30.05% in 2010) did not disclose their sexual orientation and 17.19% (21.65% in 2011) were undefined. These figures are reducing slowly and more are giving this data. This information has only been collected in recent years and it appears that staff are more reluctant to share these details, although the figures collected increase each year the numbers are still too small to be statistically significant.

Staff Attitude Survey (SAS) showed:

- more positive outcomes for disabled staff and a huge decrease in the gap between them and non-disabled staff.
- statistically significant increase in staff undertaking equality training
- 100% of BME staff believe that the Trust provides an opportunity for career progression or promotion.

An increase in the recruitment of staff who are BME/Disabled or Lesbian, Gay or Bisexual since 2011.

EDS Objective: Empowered, Engaged and Included Staff

HR

- Staff Equality Group – met and were consulted on providing evidence for the PSED report.
- NBT was reviewed and re-awarded the Two Ticks Disability symbol for a further year.
- Mindful Employer charter (Mental Health) - work continues towards meeting the Charter.

Sex

- Women - The Staff Attitude survey showed that of the 17 categories listed there were improvements in 11.
- Men –SAS showed improvements in 10 categories for male staff.

Trans

One Trans staff member has joined the Staff Equality Group.

Black and Minority Ethnic (BME)

- BME Mentoring training project received positive feedback.
- Black History Month – A display from the Bristol Black History archive was borrowed and shown with a display of staff pictures and their stories of working at NBT.
- Staff Attitude Survey showed improvements in 11 of the 17 categories listed.
- SAS showed 100% of BME staff believed that the Trust provides equal opportunities for career progression or promotion.

Disability

- Disability history month - seminar facilitated by Equality and Diversity officer at South Gloucestershire council.
- Mindful Employer charter:
 - Mental Health awareness workshops took place
 - Charter was distributed to managers
- Training offered by Mindful Employer and information sent to managers

- The Staff Attitude Survey (SAS) showed improvements in 12 of the 17 categories and some of these showed huge differences from the previous years.

Lesbian, Gay, Bisexual and Trans (LGBT)

- LGBT History month celebrated with a Pink Exhibition, a collection of images of well known LGBT people and members of staff.
- Seminars were held on sexual orientation with the Lord Mayor of Bristol
- Peter Tatchell was the key speaker at the Bristol NHS LGBT network meeting.
- A national LGBT Health Survey was sent to members of the Staff LGBT group.
- Monitoring figures for sexual orientation have been increasing slowly over the last 4 years; they are too small to be statistically significant.
- There was an increase in membership of the LGBT Staff Equality group in 2012.

Sex

- Women - International Women's Day was celebrated with a breakfast for women staff, hosted by the Chief executive.
- A Women's Workshop was led by the leader of Bristol City Council Labour group.
- Men – Booklets about men's health available.

Gender Identity

- Charter of 10 standards for Trans people distributed and added to intranet
- Paper "Positive@Trans people" distributed and added to intranet
- LGBT History month - A seminar explained the law in relation to gender identity and a Trans woman spoke from her personal experience.
- An increase in the recruitment of staff from a BME background from 2011.
- An increase in the appointment of Disabled applicants from 2011.
- An increase in staff appointed who are Lesbian, Gay or Bisexual from 2011.
- Mindful Employer logo was added to the recruitment webpage.
- HR policies - no particular correlation linking specific protected characteristics in relation to the policy being used.
- Those seeking advice on HR policies and procedures broadly reflects the composition of our workforce in terms of gender and disability.
- Harassment and Bullying –
 - Figures of cases reported to Ask HR are low in number and are not statistically significant.
 - Harassment Advisor service - feedback returns indicated positive experiences
- All managers who recruit and select are trained in equality matters.

Promotion

Facilities - Mental Health Charity Art Exhibition at Frenchay.

Staff Engagement

- NBT Values - 106 staff took part in facilitated sessions and there was some very good feedback about what staff feel about working at NBT from a values basis. Following this exercise, information was collated and staff were then asked to comment on a list of proposed values. The document 'Living our Values' was produced which focused on embedding the agreed values across the Trust which are:

- Putting Patients First
- Striving for Excellence
- Working Well Together
- Recognising the Person
- Exceptional healthcare awards 2012 were given for the first time
- Big Projects survey focussed on the new hospital and over 900 staff responded and highlight significant issues.

Medicine Directorate

- Undertaken staff listening events

Neurosciences Directorate

- Carried out Equality Impact Assessments on changes to working environment/hours and consulted with staff.
- Reasonable adjustments made to the working environment through the provision of adapted equipment (meeting needs of disabled staff)

Community Children's Health Partnership (CCHP)

- Gypsy/Roma/Traveller awareness training raised the skills of a number of professionals.

Facilities Directorate

- Increased equality monitoring carried out to ensure that significant organisational change will not disadvantage those with protected characteristics.
- Child Care Services are issuing training for staff on Disability and Cultural awareness
- Engagement Sessions carried out and designed to meet staff working all shift patterns and improving access.
- Health inequalities for staff are addressed through various initiatives.
- Priority given over leave requests for Ramadan
- Flexible Working Policy applied for staff who request not work on Sunday due to religious beliefs.
- Cyber Café established in the Redwood Restaurant, Frenchay increased staff access to computers
- Staff Arts club established improving morale and engendering confidence
- Project "Revive" set up to improve confidence and resilience in long-term absentee staff
- Staff Choir established and improving staff morale

HR

- Equality intranet pages - information has been brought up to date and new items added for managers and staff.
- HR Team Brief - equality events are regularly included.
- Induction - 24 sessions were held for 1316 new staff.
- Training was organised, devised and presented on a range of topics which covered the relevant protected characteristics.

Emergency Department

- Appointed Champion for Equality and Diversity and in house Equality and Diversity training.

Communications Department

- NBT Team Brief monthly briefing newsletter for senior managers to cascade to staff.
- Surveys - the Trust conducts a number of regular all-staff surveys. With the exception of the Harassment survey, all have been available electronically and in paper format to help capture the views of staff who lack ready email access.
- Tweetlevel - NBT was rated second of acute hospital trusts in the UK for use of Twitter.

EDS Objective: Inclusive Leadership

- The Equality and Diversity Committee met four times and heard from speakers on Cerner Patient Monitoring, Foundation Trust status, Harassment and Bullying and the centre for faiths in the new hospital building. Reports received by the Equality and Diversity Committee included:
 - BME Staff – mentoring training
 - Equality Delivery System and Objectives
 - Equality Competency Framework
 - Two Tick Disability scheme review
 - Staff Attitude Survey
 - Annual Equality Statistics Report
 - Annual Equality and Diversity Report
 - Equality Impact Assessments
 - Positive about Trans staff and Trans Trust Charter
 - Age Legislation 2012
 - Gender Identity guidelines to support staff who are transitioning
 - Report Age Conference
- The Trust is developing a talent management strategy, which will encourage the development of high performing diverse teams.
- LEAD Project - The main work this year on the LEAD project has been identifying and implementing our values: Putting Patients First, Striving for Excellence, Working Well Together, and Recognising the Person. These were mapped to the NHS constitution. Working Well Together and Recognising the Person both relate strongly to equality. The values are gradually being incorporated in all our work – for example they are part of the MOVE leads training, and will be part of the Executives' presentations when they undergo their February 2013 walkabout.
- All managers who recruit and select are trained in equality and diversity. The training provides managers with an understanding of the benefits of creating high performing and diverse teams. Equality training with regard to Recruitment and Selection (and Employment) is regularly updated and in 2012 the Mindful Employers Charter and new Age Order were considered.

Gaps

The Trust continues to work towards meeting the Public Sector Equality Duty using the EDS objectives. However, to reach the next grade of “excelling” under the EDS the Trust must demonstrate that it always meets the requirements of all nine protected groups and deliver the following:

- More evidence needs to be provided to show the Trust is tackling health inequalities for disadvantaged groups, at the same time as inequalities for protected groups are addressed.
- The Trust needs to ensure that more departments mainstream equality within the business planning process.
- Gathering equality monitoring is more rigorous throughout the organisation for patients and staff.
- Good engagement with patients, carers, communities and staff needs to be rolled out across the Trust.

Conclusion

In accordance with the PSED North Bristol Trust can show through its policies and practices that it endeavours to deliver the three aims of the General Duty. This report demonstrates some of the activities that are contributing towards removing or minimising disadvantages suffered by people due to their protected characteristics and to tackling prejudice and promoting understanding between people who share a protected characteristic and others. The Trust meets the Specific Duty as it has set equality objectives for the four years from 2012 -2016 and publishes this report to show compliance with the equality duty annually in January.

Under the EDS the Trust is found to be delivering positive outcomes for protected groups, and working towards continuous improvement. There is good engagement with patients, carers, communities and staff from protected groups to a greater extent. There is a recognition of inequalities between protected groups and patients or staff as a whole. Information gathered is used to inform, Equality Impact Assessments and developments in services for patients and staff.

The Trust has continued to work to ensure that equality of opportunity exists for all staff and has provided services to meet the requirements of people with different protected characteristics. It is maintaining its grade of achieving under the Equality Delivery System.

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