



Equality, Diversity & Inclusion Annual Report 2020-2021



FOREWORD

This Equality, Diversity and Inclusion Annual Report details the activities and work carried out by City Health Care Partnership CIC (CHCP) to enable the organisation to demonstrate its commitment to the equality and diversity agenda.

The Annual report will be submitted to the Executive Board and will be published on our Equality, Diversity, and Inclusion web page.

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1. Introduction

City Health Care Partnership CIC (CHCP) is committed to developing, supporting, and sustaining a diverse workforce that is representative of the community it serves. Equally we are committed to the provision of services that respects our increasingly diverse populations and which promotes equality of access and care. Our EDI vision promotes the principles of FREDIE, representing fair, respect, equality, diverse, inclusive, and engaged.

The organisation works closely with its partners and stakeholders to embed this culture in all contracts and partnerships.

2. The People Plan Strategy, Incorporating Equality, Diversity, and Inclusion

The People Plan links to our three-year Equality, Diversity, and Inclusion (EDI) strategy and aims to ensure that no-one is discriminated against or treated less favourably because of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex, sexual orientation (in line with the Equality act 2010).

The EDI strategy weaves through all work streams incorporated in the plan, underpinning an inclusive culture, and promoting equality. By employing compassionate leaders who champion equality, diversion, and inclusion we will continue to build an organisation that is free from bullying, harassment and violence.

3. Equality Diversity and Inclusion Steering Group (Work stream)

The key activities and accomplishments of the steering group during the period of this report have been:

- Completed the Workforce Race Equality Standard (WRES) and published the results to the organisations web site.
- Published the Gender Pay Gap results to the government web site
- Annual Report submitted to the Executive Board
- Continued to support and develop the staff network groups
- Continue to support the progress towards compliance with Accessible Information Standards
- Introduced the EDI Vision 'Principles of FREDIE'
- Awarded 9th place in the National Centre for Diversity Top 100 Inclusive Workplaces
- Secured funding to source external enhanced Equality Diversity and Inclusion training for the Senior Management Team
- Introduced Equality Impact Assessment for new and reviewed policy and processes.
- Developed key policies including Trans Inclusivity and Anti-bullying and harassment.
- Developed the strategy 'Managing Health Inequalities'

Objectives for 2021-22 include:



- Encourage commitment of leadership, weave equality, diversity and inclusion throughout the business
- Introduce four training programs of Equality Diversity and Inclusion including: Unconscious Bias, Dignity and Respect, Comfortable about being uncomfortable, Inclusive Leaders.
- Source LGBTQ+ Champion training for representative across the organisation
- Continue to promote the EDI Vision, the principles of FREDIE supporting a culture change of inclusivity.
- Work in collaboration with partners to improve health outcomes and reduce inequalities within the communities we service.
- Comply with National Equality frameworks
- Continue to develop the staff network groups, strengthening the voice of staff from minority groups.
- Introduce and embed an Allyship Model
- Ensure EDI is championed across the company and at Executive Director and board level.
- Work with partner organisations to roll out Project Search, an employability program for young people from education to employment.
- Monitor and embed the Health Inequalities strategy objectives.

4. Projects and Achievements

The projects and achievements listed below have been written by the individual services and show case some of the great work being undertaken within the organisation.

4.1: Staff Network Groups

The Staff Network groups of which there are three, BAME, LGBTQ+ and Supporting Disability and Wellbeing have grown in strength over the past twelve months. Each group have agreed Terms of Reference, with identified Chairs and Vice Chairs and clear objectives and action plans. The Chairs and Vice chairs attend the Equality and Diversity Steering Group which has a dedicated agenda item for them to provide feedback and raise queries, concerns, or compliments on behalf of the groups. The groups have been actively involved in supporting with policy reviews, action plans and the EDI Vision.

4.2: Carers Information and Support Service (CISS)

The Carers Information and Support Service (CISS) have responded to the changing environment this year to ensure access to service is inclusive and meets the needs of all unpaid carers.

Following the publication of the new COVID vaccination advice from the Joint Committee on Vaccination and Immunisation (JCVI) informing that carers were to be included in the Priority 6 listings of the National Covid-19 Vaccination Program CISS took a proactive approach to ensure carers were recognised and registered as a carer so they would be included in the invitation for vaccination. This approach proved invaluable, and a significant number of carers were referred to the CISS service for support and subsequently registered and recognised on their GP's carers registers alongside receiving their COVID vaccination.



A partnership approach taken to roll out the Carers Champion Training allowed the CISS and CHCP Learning & Development Team to further develop an online training package, this resulted in a regional Carers Champion Training Session which is also supporting our partners in East Riding, Scarborough & Whitby and across the Humber patch to raise awareness of unpaid carers and the support available to them across the region.

4.3 Accessible Information Standard Compliance

The Accessible Information Standard and CHCP's compliance to this has gone from strength to strength over the past year, even with a lockdown period the project group carried on its work and were quick to react to covid friendly communications. CHCP has now resourced and recruited to a permanent support officer for AIS. The steering group has continued to meet monthly across 2020 and is still going strong in 2021, it has developed specific sub/task and finish groups who actively support the overall steering group with more in-depth work. The steering group is now able to fully integrate AIS across the whole organisation and with its designated resource will be providing training and awareness on why we need to embrace AIS and how we can meet the communication needs of patients. An update on each of the five specific areas is below.

- **Identify** – Any referrals coming into CHCP either via self-referral, e-referral or healthcare professional referral via the CCH have their communication needs recorded. Audits are in place to check compliance
- **Record** – ECR systems are now compliant with allowing the recording of communication/accessibility needs efficiently by the user.
- **Flag** – ECR systems will now flag when an entry has been made into the record to inform others of the need for a different communication method.
- **Share** – significant work is nearing completion to use an application which will gather accessibility requirements from individual patients allowing this in turn to be then fed back into electronic care records and shared across other systems which do not currently share this information.
- **Meet** – CHCP is actively meeting the patient communication needs by now having trained staff in Makaton with a training package also in place to allow level 1 training to be delivered. All websites are now AIS compliant with 'Recite Me' applications available. Services have embedded AIS and tools for communication across all areas including patient facing information materials, communication boards in service specific language and enabling patient facing areas to be AIS compliant. The use of staff and people with lived experience is in place to support the organisation to make sure we 'get it right'.

4.4: St Helens Wellbeing – Supporting ARM

We are passionate about being accessible. This means the communication needs of our community are very important to us - we pride ourselves on being inclusive and adapting how we deliver our service to fit people's needs. We want everybody to feel confident that they will receive the right support for them! Whatever background, age, gender, sexual orientation, or level of ability, there should be no barriers preventing someone from feeling and living better.

Our Supporting ARM (Accessible Resource Management) group meet regularly to identify, discuss, and resolve any issues to support an inclusive service. We get guidance from our



resident experts, James, and Stephen, who have direct experience of learning disabilities. Together with representatives from each of our services, we adapt materials and processes to make them accessible, whatever the needs.

With each new individual service-user, we learn of new challenges and barriers. As new technologies and methods of support become available, we are ready to explore the many ways in which our service can adapt to ensure everyone always feels welcome!

As mentioned above, Stephen & James contribute greatly to the Supporting ARM steering group. During the pandemic they have really flourished and accomplished so much, to name just a few of their achievements, they have; participated in the Supporting Disability and Wellbeing Staff Network Group, produced signatures in sign language for over one hundred colleagues across the organisation, co-created piece of accessible documents for the vaccination centre in Hull. They continue to develop and grow which is now being recognised organisation wide.

4.5 Dental Services, Differently Abled

Four years ago, the Operational and service Manager for Dental Services attended a Conference organised by Differently Abled- this showcased how people with Learning Difficulties could be integrated into workforces. One Speaker Jemma touched the hearts of the Managers who attended. Jemma Spoke of how she longed to be employed – preferably in retail, but had hit many hurdles, as companies did not believe that she could manage the tills and be responsible for cash transactions, due to her Learning Disability. As soon as the conference had ended the Managers held a conversation with Jemma’s Mencap mentor to discuss the opportunity for Jemma to come and work with us.

With the aid of all the Dental staff working within Jameson Street, Mencap, CHCP HR department and Managers, we swiftly incorporated Jemma into the workforce, putting reasonable adjustments and training in place to benefit Jemma in the workplace.

Four years on Jemma, is now an indispensable part of the team, and works for us 2 days per week in paid employment. Jemma’s confidence has grown immensely, Jemma now works independently and with a fantastic work ethic.

Jemma has done Interviews for Calendar News to promote her story and success and has recently appeared in an article for the Hullstory.com.

4.6 The Volunteer Hub

The volunteer hub promotes diversity and equality welcoming individuals from all backgrounds to offer valuable and meaningful volunteer opportunities. An example of this was in supporting a role which created Accessible Information communication resources for patients and staff. This included the use of various software packages including Widget in which you can create signs and symbols.

The Empower Programme is one of the initiatives offered through the volunteer hub and provides ongoing support for people with long-term physical or mental health conditions.



As a result of the pandemic the hub has adapted a digital approach offering various training, social events and the Empower programme online making the services more inclusive for all.

4.7 Evolve

Evolve are currently working with Matthews Hub (a support service for autistic people) to develop a pathway which will focus initially on identifying and signposting between services through the implementation of screening tools. Using PEACE pathway (Pathway for Eating disorders and Autism) developed by South London and Maudsley, we are currently mapping the service to identify gaps/areas which can be adapted to offer more inclusive treatment to meet the needs of our autistic patient group. To enhance the team's knowledge of Autism, training is being delivered by Mathews Hub giving a real understanding from somebody with lived experience.

4.8 International Recruitment - Physiotherapy

Four overseas physiotherapists have been successfully recruited from Nigeria, India and the Philippines, a great success for filling hard to reach vacancies within MSK Physiotherapy and Physiotherapy rotation roles. To support the new recruits with the transition, members from the BAME staff network group have offered to be contacts, this along with local inductions and regular supervision will all play a part of helping these staff to settle quickly into their new roles.

Through collaborative working and the organisation supporting relocation costs in these extremely challenging times, the opportunity for the service to expand its overseas recruitment for additional future posts has been provided.

4.9 Urgent Treatment Centres

The Urgent Treatment Centres take a real sense of pride in supporting diversity and with the service being offered twenty-four hours daily over the year consideration for the needs of the workforce is key. To support our Muslim colleagues through the holy month of Ramadan we granted additional leave requests particularly for evening shifts that run from 6:00pm – 11:00pm and avoided extending overnight shifts both which would support our colleagues with fasting and prevent fasting fatigue which can be an issue for individuals. All changes were made through conversations led by our colleagues in respect of how their needs could be accommodated.

4.10 Accessibility within the Vaccination Centre

The Hull vaccination centre has been open for a few months and has seen a very diverse population attending for their vaccinations. The experience can be daunting for anyone, but even more so for those individuals with communication difficulties, therefore, to support those with additional needs we have put in several key initiatives to provide a safe environment and to give everyone as good an experience as they can possibly have.

All staff within the vaccination centre have an inclusion attitude and have taken on new skills to assist them recognising when people need extra help and have gained an understanding of learning disabilities and learning difficulties. On hand and ready to help



are sign language interpreters who have not only supported those attending for their vaccination but have also helped staff to develop their basic signing knowledge.

Several communication tools have been developed to break down barriers from first attending, receiving their vaccinations and after care, these include information being available in 51 languages, easy read communication boards and after care sheets and support for those with poor levels of literacy.

5. Workforce Demographics

This section of the report provides detailed information about CHCP employees which has been taken from the electronic staff records

The information looks in detail at numbers of staff in post and provides information related to age, gender, ethnicity, religion, disabilities and sexual orientation and staff groups across CHCP CIC as at 31 March 2021. The total number of the workforce reported on is 2,673 an increase of 249 since reporting at 31st March 2020 and is inclusive of (2157) substantive (72) fixed term contracts and (444) bank staff.

- ***Age Profile***

When considering the age of the workforce, the age range 51-55 remains consistently the highest headcount with age range 71+ being the lowest.

The group 51-55 reports at 15% with a headcount of 389, slightly lower than the previous year (15.84%) whilst the age group 71+ is rising slightly year on year and currently reports a headcount of 11.

- ***Gender Profile***

This year's reporting is consistent with previous ones with females reporting as 88% of the workforce, a headcount of 2342, headcount for males is 332.

- ***Sexual Orientation***

When considering the sexual orientation of the workforce the findings show that consistent with previous years, our staff are choosing not to record this information, however the percentage rate of non-disclosure has dropped. For the reporting year 2020 there were 49% not disclosed whereas 2021 data shows this has reduced to 43% not disclosed.

- ***Ethnicity Profile***

As expected, White British remain the prominent ethnicity within the organisation and reports as 90% and a headcount of 2,400. The headcount numbers for each of the non-British categories are very low and borders on 3%, with the remainder of the staff opting to not disclose.



When comparing our profiles with that of the local populations we provide care for there are clear similarities with regard to the percentage of people reporting as White British. The figures taken from the 2011 census, the guardian report 2018 and Hull Population 2020 report as Hull 89%, East Riding 96%, St Helen’s 97%, Wigan 95%, and Knowsley 95%. It will be interesting to see how this data compares to that of the Census 2021 due to be released shortly, once released we will do a comparison against the workforce.

- **Religion**

The numbers of staff choosing not to disclose their religion has reduced by 5.5% since the previous year but the figure remains high at 48%. A headcount of 296 (11%) report as atheist. Christianity reports as 31% and 8% report as other or unspecified.

- **Disability**

The number of the workforce disclosing a disability on ESR remains low at 85 headcount (3%). 30% choose not to declare. The data shows there are 1762 of the workforces that do not identify as having a disability.

As with previous years, the number of non-disclosure is still high for all areas and whilst recognising the freedom of choice, to allow us to report accurately staff are to be encouraged to record their personal information. The staff network groups will be approached to support with this piece of work.

6. Monitoring of Complaints by Ethnicity

Ethnicity	Comment	Complaint	Compliment	Concern	Grand Total
Bangladeshi				2	2
Black African				7	7
Indian		2	1	8	11
Mixed white and Asian				1	1
Mixed white and black African				7	7
Mixed white and black Caribbean				4	4
Not stated	36	88	392	861	1377
Other Asian				2	2
Other ethnic category				1	1
Other mixed			4	46	50
Pakistani				9	9
White – British	6	25	80	541	652
White – Irish				3	3
White - other white	1		2	15	18
Grand Total	43	115	479	1507	2144



7. Human Resource Activity

a. Training

The organisation reports that 92% of staff are compliant with the Equality, Diversity, and Inclusion training. The training is offered to all new staff as part of the induction programme and then again as a two-year refresher session which can be done face to face or online.

b. Colleague Survey

Overall, the colleague survey results for 2020 showed a slight positive improvement in respect of Equality Diversity and Inclusion when comparing the outcomes from 2019, with 73% (an increase of 2%) of the workforce stating they believed that CHCP act fairly with regard to career progression/promotion regardless of ethnic background, gender, religion, sexual orientation, disability, or age.

A deep dive into the data looking at protected groups; BAME, LGBTQ+ and Disability shows there is a significant difference to how these groups of staff feel they are treated within the workplace, by service users/members of the public, their colleagues, and their managers. As a result of these findings, we have worked with members from the three staff network groups and agreed actions which include, enhancing the Equality Diversity and Inclusion Training which is currently being facilitated to the Senior Management Team.

c. Policies and guidance relating to equality and diversity include:

All Human Resource Policies go through a process of review, which includes the completion of an Equality Impact Assessment, staff consultation and ratification by the policy development group. The following policies all relate to equality diversity and inclusion:

- Equality Policy
- Recruitment & Selection Policy
- Flexible Working Policy
- Grievance Procedure
- Anti-Bullying and Harassment
- Trans Inclusivity
- Disciplinary Procedure
- Family Leave Policy inclusive of Maternity, Paternity and Adoption
- Accessible Information Standards Policy
- Whistleblowing Policy
- Supporting Employee Attendance Policy
- Reasonable Adjustments, Managers Guide
- Workplace Adjustment Passport