

**Equality, Diversity & Inclusion Report  
January 2017**

# About Us



Stockport NHS Foundation Trust provides hospital care for children and adults across Stockport and the High Peak, as well as community health services for Stockport.

**Our priorities focus on providing high quality services which are all about people – patients, carers, staff and partners. We are the second largest employer in Stockport, with a highly-skilled, committed and dedicated workforce.**

The Trust values diversity and is committed to reducing inequalities in health outcomes, access to and experience of local services.

We want to create a working culture where everyone is included, and where they can be the best they can be whilst they are working for us. A culture of inclusion means everyone enjoys the opportunity of doing work that is valued, maximises the use of their skills and where they are treated well. Taken as a whole, a culture of inclusion contributes to the very best patient care. Challenging discrimination and addressing inequalities are key to achieving our vision of high quality healthcare for Stockport.

This report looks at the diversity of our local community, staffing structures, service access, and examples of what we have done to reduce inequalities.

It sets out our performance on the NHS's Equality Delivery System Audit, as assessed by Healthwatch Stockport, and identifies our priorities for continued improvements in 2017.

# Our Legal Obligations

The Equality Act (2010) is the UK's anti-discrimination law, which protects individuals from unfair treatment and promotes a fair and more equal society. It protects people from discrimination, harassment and victimization in work, education and when accessing services like healthcare.

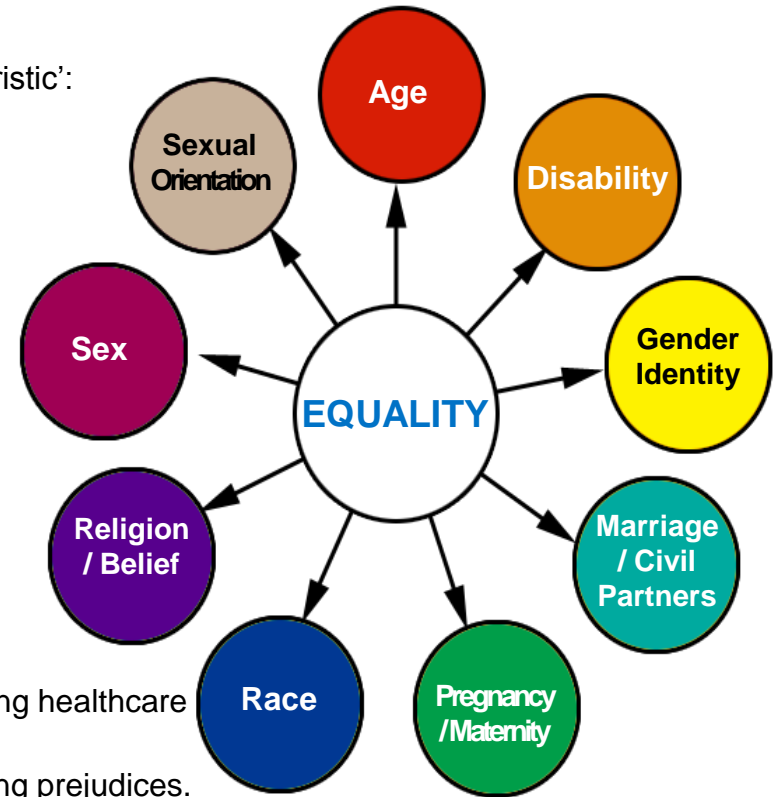
The Equality Act protects anyone who falls into a 'protected characteristic':

- Age
- Disability
- Gender Identity
- Marriage & Civil Partnerships
- Pregnancy & Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation

As a public sector organisation, NHS Stockport has an obligation to publish information each year to show what we are doing to:

- eliminate discrimination in healthcare
- reduce inequalities in health
- remove any barriers faced by certain community groups in accessing healthcare
- encourage people who are less likely to access our services
- foster good relations between different community groups by tackling prejudices.

This report gives an overview of how we are meeting these legal duties.



# Local Diversity

In general terms, Stockport is one of the healthier places to live in the North West. But while the overall picture is good, there are some areas where rates of illness are significantly higher than the national average. Taking action to cut these inequalities is one of the most important ways to improve the health of the entire population of Stockport.

Stockport is an older borough, with 19.4% of the population aged 65 or over and a particularly low rate of young adults ages 16-24 (9.7%).

Women tend to live longer than men and are more likely to use health services. Life expectancy in Stockport is around 79.7 years for men and 83.0 years for women.

Our ethnic minority communities have grown from just 4.3% in 2001 to 7.9% of the population at the 2011 census. Our ethnic minority communities have a much younger age profile than the white communities.

According to the 2011 census 18.4% of local people have a disability or a long-term illness. However, 41% of the people registered with Stockport GPs have one or more long-term condition. Instances of disabilities rise significantly with age from just 2% of 0-4 year olds to 90% of those aged 85 and over. By the age of 55, half of registered patients have one or more long-term condition. As life expectancy increases, so too are the numbers of people with complex care needs.

Most people in Stockport follow a religion: 63.2% are Christian, 3.3% are Muslim, 0.6% are Hindu and 0.5% are Jewish. Unlike the situation nationally, Stockport's Muslim population reports better than average health.

There is a lack of reliable data available regarding the profile of the LGBT community in Stockport. The government estimates that between 5% and 7% of the UK population is LGB, which would equate to 14-20,000 people in the borough.



# Health Inequalities

The average life expectancy in Stockport has risen over the past decade to 79.7 years for men and 83.0 years for women, however, the persistent gap in life expectancy between the most affluent and deprived areas of the borough is around a decade (12 years for women and 13.4 years for men).

Analysis of cause of deaths driving health inequalities shows us that the three biggest causes are:

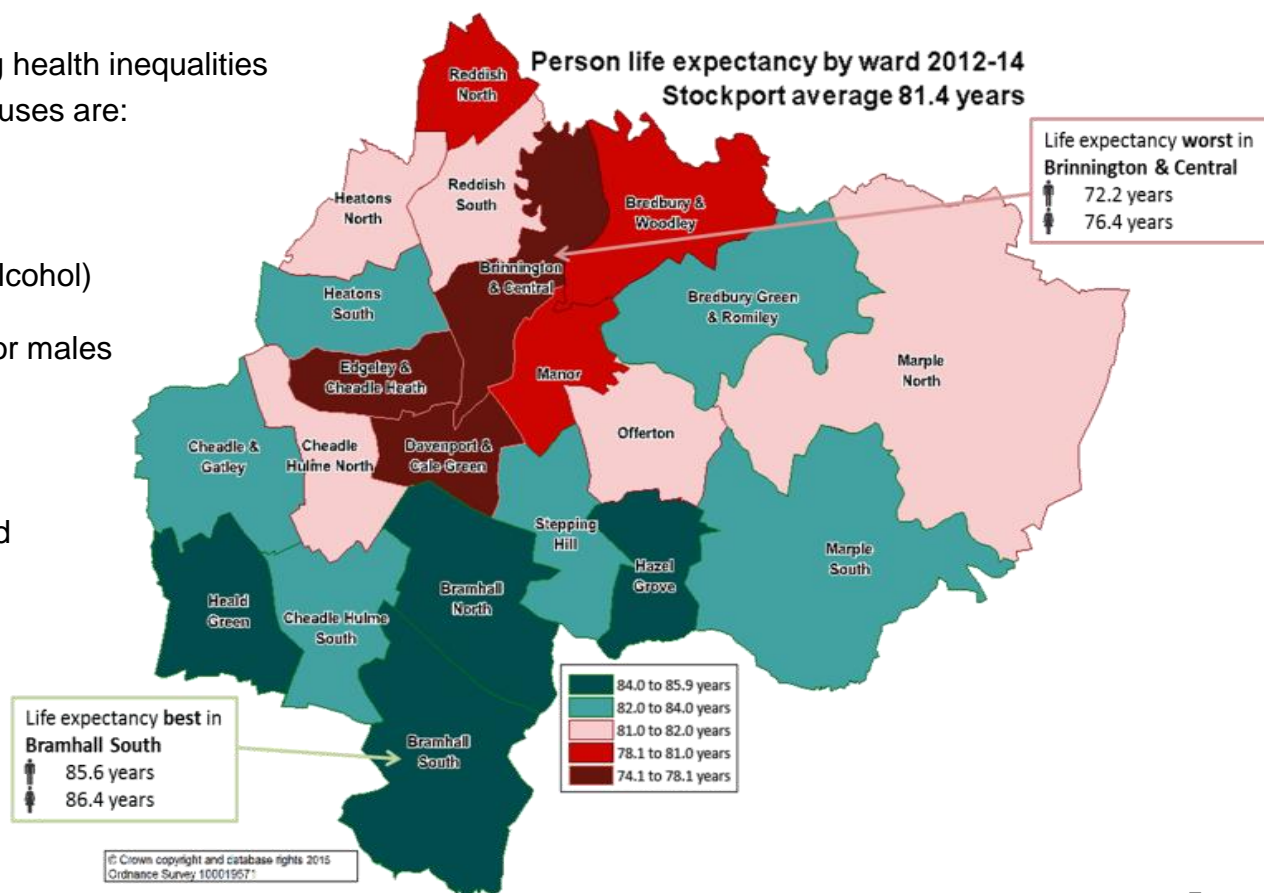
- Cancer
- Circulatory
- Digestive disease (linked to alcohol)

together causing 67% of the gap for males and 64% of the gap for females.

Nationally, minority groups suffer inequalities in health outcomes and access to services.

More information can be found in Stockport's Joint Strategic Needs Assessment at:

[www.stockportjsna.org.uk](http://www.stockportjsna.org.uk)



# Our Workforce

A diverse and culturally aware workforce is better placed to understand and respond to the needs of everyone in our community. At September 2016, the Trust employed 5238 staff of whom:

- 81% are women;
- 26% are aged under 34 years and 22% are aged over 55 years;
- 11.1% are from black and minority ethnic communities (plus a further 4.8% from white minority ethnic backgrounds);
- 3% have declared themselves to be disabled; 76% have declared themselves to be non-disabled and the disability status of the remainder is not known/ not declared;
- 70% disclosed as heterosexual; 1.4% as lesbian, gay or bisexual;
- 51% declared Christianity as their religion;
- The average age of our Board members is 50; none declared a disability; the make-up of the Board is 93% White British; 53% are female.

Our full workforce report can be found on our website at:

[www.stockport.nhs.uk](http://www.stockport.nhs.uk)



# Our Workforce

Our workforce is fairly representative of the growing ethnic diversity in the local community, religious beliefs, sexual orientation and our aging population. However, in common with most health organisations, women make up the majority of our workforce.

- The largest area of ethnic diversity is found at the two extremes of Band 1 and Medical Staffing, with Band 5 showing the next indication of diverse staff members
- Just under 40% of Band 1 staff and just over 46% of those at Band 8b or above are male and 60% of medical posts are filled by men
- Low numbers of staff declaring disabilities, sexual orientation and religion limits the interpretation of the data.
- The Trust is in the top 20% of Trusts across the country when staff were asked if they had experienced discrimination at work but there were some patterns of difference across equality groups.

Equality Group	Local Population	Trust Workforce
<b>Age</b>	Largest age band 40-49	Largest age band 45-54 Average age 44
<b>Disability</b>	26.7% report a disability or long- term condition	2.7% report disability 21.4% not declared
<b>Ethnicity</b>	89% White British	79.1% White British
<b>Gender</b>	51.1% female	80.9% female
<b>Gender Identity</b>	No local data	No local data
<b>Pregnancy / Maternity</b>	2% fertility rate	2.67% on maternity or adoption leave (at 30/9/16)
<b>Marriage / Civil Partnerships</b>	38% married 0.2% in Civil Partnership	54.9% married 0.7% in Civil Partnership
<b>Religion or Belief</b>	63.2% Christian	51.2% Christian
<b>Sexual Orientation</b>	No local data. Estimated to be 5-7% nationally	1.4% LGB 29% Did not want to declare

# Our Patients

There is a natural peak in healthcare access at either end of the age spectrum however the age of patients attending the hospital is bias towards the older population, reflecting greater healthcare needs of this age cohort.

As with most healthcare services in the UK, women are more likely than men to use the Hospital at Stepping Hill – both as in-patients and as out-patients.

In terms of ethnicity, access to hospital services is reasonably reflective of the local population.

Our interpreter requests average at around 270 per month and the top language request are:-

- Farsi
- Urdu
- Polish
- Arabic
- Cantonese

From February 2017 the Trust is introducing a new approach to our foreign language interpreting service. Face to face services will still be available but we will be encouraging staff to use telephone interpreting as the first option.

Equality Group	Local Population	Inpatients	Outpatients
<b>Age</b>	Largest age band 40-49	Largest age band 60 +	Largest age band 60 +
<b>Disability</b>	26.7% report a disability or long-term condition	Data not collected	Data not collected
<b>Ethnicity</b>	89% White British	87% White British	85.7% White British
<b>Gender</b>	51.1% female	56.3% female	56.1% female
<b>Gender Identity</b>	No local data	No local data	No local data
<b>Pregnancy / Maternity</b>	2% fertility rate	Data not collected	Data not collected
<b>Religion or Belief</b>	63.2% Christian	69.0% Christian	72.0% Christian
<b>Sexual Orientation</b>	No local data. Estimated to be 5-7% nationally	Data not collected	Data not collected



# Achievements 2016

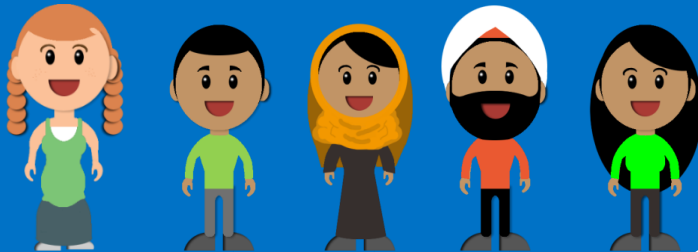
The following pages set out a number of achievements and progress made over 2016 to support Stockport's diverse communities, improving health outcomes and reducing inequalities.

## Expert Patients – Improving Access

In 2016 Expert Patient educational courses on managing Type 2 Diabetes were successfully run in Urdu at the Asian Heritage Centre in Heaton Moor for 20 local patients.

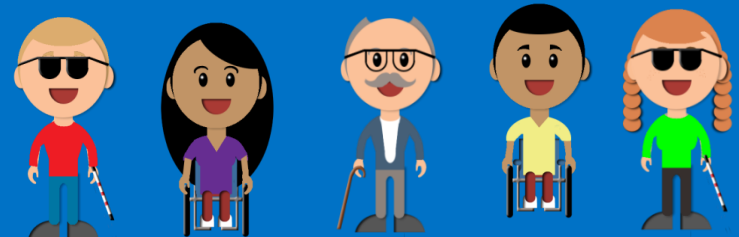
A tailored session run in British Sign Language.

The patients were able to hear the information and ask questions in their own language, which will support them to better manage their diabetes, preventing unnecessary hospitalisation.



## Staff Training

During 2016 two full day disability awareness training sessions were delivered to the Dignity and Respect Champions. Supporting resources were provided to enable the delegates to cascade the training to teams and colleagues. A similar structure will be used in 2017 to continue to cascade this training. One off transgender awareness training sessions have also been delivered in specific areas of the Trust and a training DVD will be used in 2017 to reach more staff members. Face to face essentials training for those staff unable to access e-learning has ensured an inclusive approach to delivery.



# Achievements

## Multi-Speciality Community Provider

Working with our partners across health and social care we started to implement our new model of integrated care from the end of October 2016. The Multi-Speciality Community Provider (MCP) model brings together Primary Care, Community Health, Mental Health, Adult Social Care and some Acute Services to help deliver more joined-up care, closer to home.

## Helping Children with Autism

Stockport NHS Foundation Trust was one of the main recruitment and therapy sites for the pre-school autism communication trial (PACT), which is the largest long-term follow-up study of more severe autism (known as core autism) treatment ever undertaken internationally.

The speech and language therapists worked individually with parents to sensitively adapt their communication and interaction specifically to match the child's individual level of social communication. Through watching videos of themselves interacting with their child, replaying selected clips and receiving session by session therapist feedback, parents were able to adapt their response to their child's unusual patterns of communication.

## Disability Confident Employer

In August 2016 the Trust was awarded the Disability Confident Employer kite mark by the Department of Work and Pensions. This replaced the previous two tick kite mark.

### As a Disability Confident Employer we:

- Have undertaken and successfully completed the Disability Confident self-assessment.
- Are taking all of the core actions to be a Disability Confident employer.
- Are offering at least one activity to get the right people for our business and at least one activity to keep and develop our people.

During 2017 the Trust aims to work towards the next level of the standard and become a Disability Confident Leader.



# Achievements

## Short Stay For Older People Ward

To reduce delays in how long patients stay in hospital while waiting to be transferred to community care or home support, a Short Stay for Older People ward was trialled at Stepping Hill Hospital. The ward offered intensive rehabilitation and discharge support to women over 75, as the group of patients most impacted by delays in discharge.

After an Equality Impact Assessment and review of the service, the ward will be moved and extended by 10 beds to provide the service for both men and women.



## New accessible Medical and Surgical Centre

The new £20 million medical and surgical centre opened at Stepping Hill Hospital in October 2016.



The new centre includes spacious, modern facilities with additional bariatric rooms and built in hoists to enable easier access for patients with physical disabilities.

## Reciprocal Mentoring Scheme

The reciprocal mentoring programme aims to mobilise the expertise and skills of our most senior leaders at Chief Executive, Chair and Executive Director level in order to offer their mentorship, advice and guidance to mentees from BME backgrounds wishing to become future senior leaders within the NHS. Whilst many elements of traditional mentoring relationships are present in this programme, the role of the mentee is unique, since they too hold a responsibility to utilise their knowledge and skills for the benefit of the mentor.

Three BME staff were mentored by the senior team during the year, two of whom have since been promoted. This evaluation shows that the reciprocal mentoring scheme has the potential to impact on long term representation at senior levels within the Trust and therefore the scheme will be rolled out further during 2017.



# Achievements

## Supported Internship

The Supported Traineeships Programme is an employment focused traineeship for young people with learning disabilities. Our second cohort of trainees arrived on site in October 2016 and are now undertaking their work experience placements. The main aim of the project is to secure paid work either here at Stockport NHSFT or with an external employer. The course accommodates 10 people on 3 rotational placements throughout an academic year. The Trainees have classroom based activity at the beginning and end of the day and by the end of the 12 months will gain a City and Guilds Entry 3 qualification – 'Personal progression through employment'.

## Diversity Matters

Throughout 2016, our bi-monthly diversity matters newsletter continued to inform and enlighten our staff. Themes varied from key changes to legislation to detailed articles around Disabilities, Depression, Black History Month, Homophobia, religious festivals and many more.....



## Manchester Pride

'Manchester PRIDE', also known as the Ab Fab Weekend, and Mardi Gras is Manchester's annual lesbian, gay, bisexual and transgender (LGBT) festival, held traditionally and annually over the August bank holiday weekend. Manchester PRIDE celebrates LGBT lives and works for greater mutual support and co-operation. This year the event was a great success and a fantastic opportunity for the Trust to lend support and raise awareness, both in terms of being an inclusive employer and health care provider.



# Achievements

## Multi-Faith Event

68.3% of local residents follow a religion – slightly higher than the national average. During Equality & Diversity Week in May 2016 the Trust hosted an Inter-Faith Event attended by around 100 local people, including representatives from faith groups, health service commissioners, consultants, doctors, nurses, healthcare assistants, teachers, police, social workers, occupational therapists and support staff.

The conference included speakers on the topics of: Christianity; Islam; Judaism; Hinduism and Sikhism; who shared information about their faith, culture and customs and how this can impact on health services.

A staff guide was developed, setting out legal rights; religion and employment; religion and service provision; as well as an overview of different faiths. Attendees were offered blood pressure testing, undertook the Stockport String test of healthy weight, and took part in Public Health England's 'One You' healthy lifestyle survey.

*“it was an enjoyable day, lots of very interesting content, valuable knowledge gained”*



*“with everything that’s going on in the world right now we need more events like this to bring people together”*



## Equality, Diversity and Inclusion Steering Group

The role and purpose of the Group is to enable the Trust to carry out its responsibilities for the Equality, Diversity and Inclusion agenda. Providing the strategic direction for promoting and maintaining Equality and Diversity across the Trust for staff, patients and carers. This includes meeting the requirements of Equality and Diversity legislation and policy across all the Trust's functions and reporting to the People and Performance Committee on progress.

## Workforce Race Equality Standard

NHS England introduced the Workforce Race Equality Standard (WRES) in 2015 to ensure employees from black and ethnic minority (BME) backgrounds have equal access to career opportunities and receive fair treatment in the workplace. The move followed reports that showed disparities in the number of BME people in senior leadership positions across the NHS, as well as lower levels of wellbeing amongst the BME population. The Trust published its WRES baseline audit in May 2015 and a second audit was undertaken in August 2016.

You can download a copy of the Trust's performance against the standard along with our action plan from the Trust website <http://www.stockport.nhs.uk/40/equality-diversity>

## Equality Impact Assessments

An EIA should be at the heart of our decision making process. It will help us analyse employment processes and services to make sure they do not discriminate or disadvantage people. EIAs also improve or promote equality. In 2016 we introduced integrated EIA's that sit as an appendix to our policies and this has increased compliance across the Trust.

## Complaints

Capturing equality monitoring data when recording complaints remains a challenge for the Trust. It is hoped that the new and upgraded Datix system, once implemented, will improve the ability to record and report this information.

For the period of 1 April 2016 to 30 November 2016 the Trust received a total of 483 formal complaints of which there were five related to discrimination. Of these, three related to ageism and two related to general discrimination, none of which were upheld.

The Trust received 340 informal complaints for the same period, none related to discrimination.

# Equality Delivery System

The Equality Delivery System is a tool commissioned by the NHS Equality & Diversity Council to assess how well organisations have embedded equality into their work and identify areas for improvement.

The EDS assesses NHS organisations on 18 outcomes, grouped into 4 main categories. The Trust undertakes an annual self-assessment, which is then reviewed by Healthwatch Stockport to agree scores and priorities for the coming year.

Highlights were noted by Healthwatch around the Trust's commitment to wider patient and public involvement and the excellent Friends and Family Test results.

Key issues noted by Healthwatch were access to mental health services and the lack of a local pathway for autism diagnosis among adults.

EDS Outcome	Undeveloped	Developing	Achieving	Excelling
Better Health Outcomes for All		●		
Improved Patient Access & Experience		●		
A representative and supported workforce		●		
Inclusive Leadership		●		







# EDS scores 2016




1. Better Health Outcomes for All		Rating
1.1	Services are commissioned, procured, designed and delivered to meet the health needs of local communities	●
1.2	Individual people's health needs are assessed and met in appropriate and effective ways	●
1.3	Transitions from one service to another, for people on care pathways, are made smoothly with everyone well informed	●
1.4	When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse	●
1.5	Screening, vaccination and health promotion services reach and benefit all local communities	●

2. Improved Patient Access & Experience		Rating
2.1	People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds	●
2.2	People are informed and supported to be as involved as they wish to be in decisions about their care	●
2.3	People report positive experience of the NHS	●
2.4	People's complaints about services are handled respectfully and efficiently	●



# EDS scores 2016

3. Empowered, Engaged & Included Staff		Rating
3.1	Fair NHS recruitment and selection processes lead to a more representative workforce at all levels	
3.2	The NHS is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations	
3.3	Training and development opportunities are taken up and positively evaluated by all staff	
3.4	When at work, staff are free from abuse, harassment, bullying and violence from any source	
3.5	Flexible working options are available to all staff consistent with the needs of the service and the way people live their lives	
3.6	Staff report positive experiences of their membership of the workforce	

4. Inclusive Leadership		Rating
4.1	Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations	
4.2	Papers that come before the Board and other major Committees identify equality-related impacts including risks, and how these risks are to be managed	
4.3	Middle manager and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination	

# Equality Objectives for 2017

Over 2017 we will focus on the following improvements as categorised by the themes in the NHS Equality Delivery System:



EDS Goal	Trust Focus 2017
<b>Better Health Outcomes</b>	<ul style="list-style-type: none"> <li>➤ Improve the way we equality monitor across services.</li> <li>➤ Improve equality monitoring of complaints data to ensure a robust approach is in place that will identify any equality themes/ patterns.</li> </ul>
<b>Improved Patient Access &amp; Experience</b>	<ul style="list-style-type: none"> <li>➤ Roll-out the Accessible Information Standard across the Trust.</li> <li>➤ Pilot Browse Aloud on the Trust website.</li> <li>➤ Review Interpreter contracts and pilot skype access to BSL in the Outpatients Department.</li> <li>➤ Targeted promotion of mental health services among minority groups.</li> <li>➤ Equality assessment of patients accessing the Emergency Department, including those missing the 4 hour target, admission to inpatient beds and readmission.</li> <li>➤ Review of interpreting services to ensure fit for purpose.</li> </ul>
<b>A representative &amp; supported workforce</b>	<ul style="list-style-type: none"> <li>➤ Introduce a system to complete equality impact assessments on all papers presented at the People and Performance Committee.</li> <li>➤ Complete the actions in our 2016 Workforce Report.</li> </ul>
<b>Inclusive Leadership</b>	<ul style="list-style-type: none"> <li>➤ Board members to proactively champion delivery of equality objectives.</li> <li>➤ Commitment to undertake an equality impact assessment on all major change initiatives.</li> </ul>