

Barnsley Hospital <b>NHS</b> NHS Foundation Trust	REF:	<b>WFB/23/05/6.4</b>

<b>SUBJECT:</b>	<b>ANNUAL EQUALITY &amp; DIVERSITY REPORT</b>	
<b>DATE:</b>	May 2014	
<b>PURPOSE:</b>	This report provides an updated review of the Trust's equality objectives and activity covering the period 1 April 2013 to 31 March 2014.	
<b>RECOMMENDATIONS:</b>	The Board is asked to note the contents of the report and support the actions for next year.	
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<b>SPONSOR</b>	Hilary Brearley – Director of HR & OD	



**Annual Equality and Diversity Report  
April 2013 – March 2014**



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<b>Farsi</b>	یک سرویس رایگان مترجمی در صورت نیاز شما برای کمک به شما در مورد اطلاعات وجود دارد. لطفا زنگ بزنید به: پالز <b>01226432430</b> ایمیل:
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1.



## **2. INTRODUCTION**

The Trust is committed to ensuring full compliance with its Public Sector Equality Duties with regards to delivery of its services. Equality and Diversity considerations are integral to the Trusts business planning and development of its services to support the diverse needs of its patients, service users, stakeholders and staff.

## **3. STATEMENT OF INTENT**

The intention of this report is to illustrate how the Trust over the last twelve months has demonstrated a commitment to the Equality and Diversity agenda. Evidence in the report includes analysis of a broad range of metrics and equality schemes which have been developed with an aim to improve service delivery, access to all patient groups and the overall representation of the workforce.

This report provides an updated review of equality objectives and activity covering the period **1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014**.

## **3. OUR STATUTORY DUTIES**

The Equality Act 2010 places certain general duties on public bodies

- To actively promote equality of opportunity
- To eliminate unlawful discrimination
- To advance good relations between others.
- To demonstrate a consistent process which shows consultation has taken place with diverse groups.
- To monitor and review equality schemes, and publish annually an equality report.

These duties apply to nine protected characteristics:

Race  
Religion or Faith  
Age  
Gender reassignment  
Sexual Orientation  
Disability  
Sex  
Pregnancy and maternity  
Marriage Civil partnership

## **4 MEASURING OUR SUCCESS**

The following key indicators were used in 2013/14 to measure our success in complying with our public sector equality duties:



- **Our performance against the Equality Delivery System (EDS2) objectives and outcomes** Patient feedback via FFT, Pals enquiries, complaints, patient forums
- Staff feedback via staff surveys, complaints, grievances, sickness and stress referrals, uptake of mediation services, exit questionnaire responses
- Public feedback via community engagement events and forums
- Uptake of hate crime reporting
- Improved data capture for patients, volunteers and members
- Improved Equality Impact Assessments with meaningful outcomes
- Improved Diversity Champions updates with clear outcomes

## **5. DEMOGRAPHY of Barnsley**

### **Key Diversity Points:**

- Approximately 227,600 people live in Barnsley - a slight increase from mid term data 2009. The population of Barnsley is projected to increase by 14.2% between 2010 and 2030, close to the national projected increase of 15.3%.
- Currently 18.8% of the population are under 16 and 19.9% of the population are of pensionable age.<sup>1</sup>
- Life expectancy is improving but the gap between Barnsley and the rest of the country is not narrowing.
- Cancer is the major cause of premature death in Barnsley.
- Major causes of chronic ill health in Barnsley include
  - Stroke
  - High blood pressure
  - Diabetes
  - Dementia
  - Chronic obstructive airway diseases
- The high number of people receiving disability and other benefits means that a large number of the people will continue to rely on the health and social care provision in the area.
- The largest increase is projected for the population of 65+ in Barnsley, rising to 54.2% by 2030, higher than the national average of 50.7% for 65+. The increase in the 75+ population is higher in Barnsley at 70.3%, higher than the national average of 66.0%.
  - The health of people in Barnsley is generally worse than the England average. About 10,700 children live in poverty.

<sup>1</sup> Performance and partnerships Division, Barnsley Council 2012

- 3.9% of the population in Barnsley are from a diverse group of non-“White British” backgrounds. The Black and Minority Ethnic (BME) population in Barnsley has a younger age profile than the Barnsley average.
- Over the last 10years, all cause mortality rates have fallen. The early death rate from heart disease and stroke has fallen but is far worse than England average.
- The Department of health data for 2011 highlights approximately 480 people are registered deaf or hearing impaired in Barnsley.
- Civil partnership trends in Barnsley for 2005- 2011<sup>2</sup> highlight an increase in civil partnerships compared to nearby towns in the last three years. Mid term population data for 2010 also note that largely more female than males have undertaken a Civil Partnership in Barnsley (46 women to 21 men).
- There is a decrease in the number of people identifying as Christian in Barnsley- now 68%
- 19.7% of year 6 children are classified as obese. Levels of teenage pregnancy, GCSE attainment alcohol- specific hospital stays among those under 18, breast feeding initiation and smoking in pregnancy are worse than the England average.

\*

#### **Possible social and health issues arising from Census data:**

- Lesbian and Bisexual women are twice as likely to have never had a cervical smear test, compared to other women in general.
- Half of Lesbian and Bisexual women are not out to their health professional.
- Half of Gay and Bisexual men have experienced at least one incident of domestic abuse from a family member or partner since the age of 16.
- One in four Gay and Bisexual men has never been tested for sexually transmitted diseases.<sup>3</sup>
- African-Caribbean groups are more likely to experience Alzheimer’s and vascular dementia in general more than other groups.<sup>4</sup>
- Indian, Bangladeshi, Pakistani, Sri Lankan or African- Caribbean ethnic background is a risk factor for developing vascular dementia.<sup>5</sup> This is common among certain ethnic groups because they are more prone to related medical conditions such as cardiovascular disease, hypertension and diabetes.

<sup>2</sup> Performance and partnerships Division, Barnsley Council 2012

<sup>3</sup> Stonewall Health website 2013 <http://www.healthyives.stonewall.org.uk/lgb-health/lesbian-and-bisexual-women/default.aspx>

<sup>4</sup> <http://www.runnymedetrust.org/uploads/publications/Disability%20Bulletin%20Autumn-Winter%202012%20in%20Word.doc>

<sup>5</sup> The Social Care Institute for Excellence (SCIE), <http://www.scie.org.uk/> 2013

## SUMMARY OF PERFORMANCE FOR YEAR- 2013 - 2014

### 6.1 Equality Delivery System (EDS2)

The EDS2 is a national NHS tool which the Trust has embraced as its equality framework throughout 2013 to measure the Trusts compliance with the Equality Act 2010 and its progress towards improved equality outcomes.” The EDS2 covers all aspects of equality and diversity, including patient and workforce, under the one system. The four EDS2 objectives are:

1. Better health outcomes for all
2. Improved patient access and experience
3. Empowered, engaged and well supported staff
4. Inclusive leadership at all levels

Work has begun to produce a Trust action plan to track progress, however further work is needed to fully embed the EDS2 across the organisation and ensure robust data capture and reporting of evidence to support the four objectives.

### 6.2 NHS Employers Membership

The Trust achieved membership of the NHS Employers Equality & Diversity Partners programme in 2013/14. This is the second year that the Trust has received national recognition for its continued work towards inclusivity and good practice. Some of the key duties of the partners are:

- **Provide Continuous improvement around equality and diversity** within their own organisation.
  - **Raise the national profile of the Trust.** Demonstrating through membership and good practice the Trust commitment to the Equality and Diversity agenda
  - **Raising awareness** of what constitutes sustainable, outcome-focused improvement in managing equality and diversity across their region
  - **Acting as a thermometer** by which NHS Employers can determine the key issues facing the wider NHS, so that advice and guidance is relevant and up to date
  - **Contributing to the development of emerging good practice** and providing a channel for collecting case studies from which others can learn, within the wider context of Department of Health initiatives
  - **Contributing to a broader understanding** of equality and diversity – across both the NHS and the wider public sector – in the context of quality, innovation, productivity and disease prevention and share with own organisation.
    - Free specialist support from key national equality and diversity leaders across the network was also provided. The Trust was invited to provide a presentation on specific equality development namely the regional transgender guidance document.
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### **6.3 Two Ticks “Positive about Disabled People” symbol**

In November 2013 the Trust was awarded for the 13<sup>th</sup> year in a row, the Job Centre plus Two Ticks symbol for being positive about disabled people. The Trust continues its commitments to employ retain and develop disabled members of staff.

### **6.4 Barnsley Hate Crime reduction initiative**

The Trust are members of the Barnsley multi-agency Hate Crime Group and has been involved in the formulation of a three year strategic action plan of work. This action plan contains a key objective for all members to provide a presentational update throughout the year to the group on how their organisation has demonstrated their commitment to Hate Crime and awareness raising.

### **6.5 Hate Crime reported incidents in the Trust**

In 2013/14 six reported security incidents were considered to be a Hate Crime. The six Hate Crimes were dealt with by the local police. The security Management report 2013/2014 highlights that there has been an increase in Datix reporting. Further analysis indicates this is due raised awareness and training of Datix reporting and ease of access. Further information can be found in the Security management report 2013/2014

It has been recognised that since the Trust became a Hate Crime Reporting Centre in 2011 there is a need to embed this further within the organisation. The Trust has reviewed elements of staff mandatory training and from April 2014 Hate Crime awareness will form part of staff training. Sessions for Trust staff, volunteers, and Governors later in the year.

### **6.6 Learning Disability week 19<sup>th</sup>- 25<sup>th</sup> August 2013.**

Learning Disability Awareness Week was celebrated by the Trust. The theme of the awareness week was Children, families and communities. The Trust worked in partnership with SWYPT, BMBC and Mencap and was open to people with learning disabilities and families. The afternoon involved meeting and discussing with people with learning disabilities their experiences of visiting the hospital as an outpatient or inpatient. There was an opportunity to network and join in an Art workshop from Mencap. On the 21<sup>st</sup> of that week a fun and information day took place.

A football signed and donated by the local Barnsley Football Club players was one of the raffles.

### **6.7 Local LGB&T Forum – Rainbow Tick Accreditation**



Throughout 2013 the Trust has been collating its evidence towards the LGB&T forum's assessment criteria for the Rainbow Tick Award and will be submitting its first set of evidence at the end of May 2014. The Trust has a health link from the Forum who works with the E&D Advisor. Regular meetings have been held in 2013 including a useful feedback session following a mystery visit to the hospital undertaken by the Forum, resulting in a number of actions taken, including improved equality and diversity patient notice boards.. The Diversity Champions have also been involved in submitting relevant evidence against the key criteria and the outcome from the overall evidence will determine the nature of the Trusts award in 2014.

## 6.8 Community engagement events

The Trust has continued to participate in local community events with local partners over this twelve month period. The below matrix highlights some of the key partnerships that have been developed. A more detailed mapping of our community links has been developed and is updated and monitored on a quarterly basis through the Equality and Diversity Steering Group. In June of this year, Barnsley will be holding its first equality conference where it will see the launch of the Faith in Barnsley Forum and the new Hate Crime strategy. The Trust will be represented at this event

<b>Event</b>	<b>Community Partners</b>	<b>Outcomes</b>
Deaf awareness event	Barnsley Council, South Yorkshire Police. SWYPT	To review content of the Equality and Diversity and Safeguarding mandatory training materials.
Human Library	Barnsley Council, South Yorkshire Police. SWYPT	To engage with community members and raise cultural awareness
Hate Crime awareness. Steering Group meetings.	South Yorkshire Police, South Yorkshire Fire and rescue service	Hate Crime Strategy development. Share learning and best practice, analyse Hate Crime data. Embed the Hate Crime agenda into the organisation.
Learning Disability week	Barnsley Council, South Yorkshire Police. SWYPT	Raise awareness of experiences of learning disability and patient experience.

Barnsley Gender equality Forum.	Barnsley Council, South Yorkshire Police. SWYPT	Acquired knowledge built into weekly E-zine newsletter to Diversity Champions developed by E&D Advisor.
Women and Children Forum Gender Equality event.	Barnsley Council,	Acquired knowledge built into weekly E-zine newsletter to Diversity Champions developed by E&D Advisor.
LGB&T AGM	Barnsley NHS Foundation Trust Barnsley Council, South Yorkshire Police. SWYPT	Domestic Abuse guidance developed, approved and published widely in the Trust.
Cultural events planning meeting	Barnsley Council, South Yorkshire Police. SWYPT, 360, Berneslie homes.	Strategically plan as a group cultural events throughout the year
BATA Black History Month event	Barnsley NHS Foundation Trust Barnsley Council, South Yorkshire Police.	To raise awareness of Black History month

## **6.9 Community forums**

Over the course of the last 12 months a series of well attended engagement events have led to the development of a number of diversity groups in Barnsley. Below is an outline of the current community sector forums which reflect the local diversity of Barnsley and its community:

### **Barnsley Reach**

The Barnsley Reach Steering Group has been developed to ensure service providers are aware of the engagement work and identification of all forums so as to coordinate work.

### **Barnsley Together - A Forum for Race Equality**

The Barnsley Together Forum is a new forum for community engagement and community representation for the BME communities in Barnsley. It has over 200 members and regularly attracts over 50 people to its quarterly meetings. It successfully involves a wide range of people: from all ethnic groups in Barnsley, men and women, younger and older people for example. 15 delegates have been selected who represent the Forum at decision-making bodies in the Borough and feedback the outcome to their Forum members.

### **My Barnsley Too**

My Barnsley Too is a forum for disabled people to discuss issues of disability equality. Its focus has so far been on agreeing priorities for future discussion and to increase the active participation of disabled people to deliver solutions to the problems identified. A number of people have volunteered to act as mystery shoppers, disability access advisers or to organise help for people who may be losing their welfare benefits.

### **Faith in Barnsley Forum**

This group is being developed as a replacement to the long-standing Faith Communities Forum. It is planned to launch the new Forum with an outline constitution and a wider, more diverse, membership in 2014. A steering group of faith leaders and representatives has been established. This Forum is represented by the Trust by Father Peter Needham.

### **Older People's Forum**

The OPF has been operating for a number of years in Barnsley. It is currently supported by Age UK (Barnsley) but with limited funding and resources. Initial discussions with the OPF have taken place in March 2013 to explore how the model of Equality Forums can benefit the Forum - to make it more effective at participating in and influencing the decision-making process.

### **Youth Council**

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The Youth Council has existed for many years in Barnsley and draws on young people involved in each School Council across Barnsley. It is supported by the Barnsley Youth Service and meets on a regular basis.

## **6.10 Equality Impact Assessment on Policies Compliance Audit**

An audit undertaken in March 2014 of all Trust policies identified in many cases a large proportion of policies did not have an attached Equality Impact assessment. A recovery plan was developed to retrieve outstanding Equality Impact Assessments. This work has now been completed and as at May 2014 compliance is 100%. EQIA training has been refreshed with new resources and content. There is still a low attendance at these sessions and further work is needed to improve the take up rate. Further work has been identified to improve the take up rate of these sessions. All new or revised policies now presented to the Board include evidence that an Equality Impact Assessment has been undertaken by the author of the policy.

## **6.11 Equality and Diversity Training**

This year, Equality and Diversity Training has continued to improve on its attendance rates. This has increased from 40% in 2011, 88% in 2012 and currently 98% to date. Training is made available via the Trusts e-learning system, or by face to face delivery through the new staff Induction programme.

Analysis of Equality and Diversity training evaluations, have been conducted throughout the year the training evaluations has identified the following key findings:-

1. More staff discussed their learning experience with their managers that attended face to face than e-learning. This could be due to the fact that managers are not always aware when staff have accessed e-learning yet know when staff have been scheduled out of work areas to attend face to face training.
2. Face to face attendees responded with 46% believing that they have had a positive learning experience with 64% of respondents indicating they would recommend face to face for the Equality and Diversity session as opposed to the e-learning session.
3. 56% of respondents highlighted that their knowledge of Equality and Diversity had improved and they felt the content could be used during their day to day work.

After a revision of the training content of Equality and Diversity Training from the 1st April 2014 the revised Induction will incorporate a 'Safeguarding' themed day

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incorporating safeguarding children's Prevent, mental capacity act, deprivation of liberties and learning disabilities. The themed day is in order to ensure consistency between topics, ease the flow of induction and to prevent any repetition of content. An induction evaluation is planned and it is anticipated to take place from July 2014.

## 6.12 Diversity champions

The work of the Diversity Champions project has steadily developed over this last 12 months. A 12 month schedule is created through learning sets with Diversity Champions. The outcome has been a relevant set of awareness sessions to support staff deliver improved better health outcomes and empowered and well engaged staff. The Equality and Diversity Advisor has developed a Diversity Champion reporting tool to support the Champions. On a quarterly basis, all the Diversity Champions provide an update on any Diversity Champion initiatives, or demonstrate over the last quarter how they have demonstrated Equality and Diversity leadership in the workplace. All the Diversity Champion reports are merged into one overarching and presented to the Equality and Diversity Steering Group for assurance. All Diversity Champion updates are utilised as a shared learning tool amongst other Diversity Champions where good practice and ideas can be shared.

A particular highlight this year was a training session that focused on raising awareness of the Chinese culture. The diverse use of translation and face to face services made by non English speaking patients has been highlighted. In view of this, the Diversity Champions requested a focus on cultural awareness. Local community links have been developed over the years with the Women and Children Forum through the E&D Advisor. This led to an invitation from a Chinese member of the community to the Trust who provided a cultural awareness session. Some of the evaluations from this session were as follows:

*'Very useful in helping understand particular cultural requests made by Chinese patients'*

*'Helped me to further understand aspects of the Chinese diet and links with religion and faith'*

Future Diversity Champion schedule of training:

- Empowered and well supported staff – Bullying and Harassment awareness, Deaf Awareness
- Improving patient access and experience – Cultural awareness
- Health inequalities and patient experience –Religion/Belief - Jehovah Witness
- Inclusive leadership at all levels – Diverse leaders
- Understanding EDS2 equality outcomes and delivery of objectives

Three Diversity Champions have been recognised for their work outside of the Trust at this years local Gender Equality Forum. These were:

- **Sara Coulson**- Chief Audiologist, in recognition for her on-going contribution towards diversity.
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- **Colin Brotherston**- Occupational Health and Welfare Counsellor, for his on-going commitment to the development of domestic violence borough wide and Hate Crime
- **Jane Smith**- Matron for her work in in making links in the local community.

Highlights of some of the Diversity Champions work for this period is shown at Appendix 1:

### **6.13 NHS Change Day**

The Trust took part in this day with Diversity Champions making pledges.

Pledges have included:

I pledge to improve the patient Experience of the LGB&T Community

“I pledge to make patient safety and care at the center of any financial decision I have to make.”

“I pledge to put new skills into place for the benefit of my team and our patients.”

“We pledge to enhance patient experience through social interaction at the Sugar Cube Cafe.”

### **6.14 Workforce Equality Assurance Reports**

A schedule of workforce equality reports undertaken in 2013 included analysis of leavers, discipline, grievance and bullying and harassment cases to assess whether there was any disproportionate adverse impact on any equality groupings and following analysis, full assurance of no adverse impact was given.

### **6.15 Staff Survey**

The Picker Institute ran staff surveys for 33 acute trusts in 2013 amongst the Picker Trust's. Barnsley NHS Foundation Trust fared much better than other acute Trusts on Equality and Diversity Training. However, the Trust fared significantly worse than the 'Picker average' for **Bullying and Harassment**. As a result of this data the Trust has invested in three day session training for new Mediators and increased its pool of in-house trained workplace mediators to 15.



## **WORKFORCE PROFILE**

The following table highlights the headcount and percentage of staff employed by the Trust as at 31<sup>st</sup> march 2014 the categories used, are as defined in the Electronic Staff Record (ESR).

### **Workforce Profile as at 31st March 2014**

<b>Gender</b>	<b>Female</b>	<b>Male</b>
Add Prof Scientific and Technic	114	33
Additional Clinical Services	711	77
Administrative and Clerical	567	125
Allied Health Professionals	131	30
Estates and Ancillary	40	63
Healthcare Scientists	58	28
Medical and Dental	100	153
Nursing and Midwifery Registered	961	79
Students	2	0
	<b>2,684</b>	<b>588</b>

<b>Staff Group</b>	<b>16 - 20</b>	<b>21 - 25</b>	<b>26 - 30</b>
Add Prof Scientific and Technic	2	4	18
Additional Clinical Services	69	119	95
Administrative and Clerical	49	61	76
Allied Health Professionals		26	28
Estates and Ancillary	1	5	4
Healthcare Scientists		4	5
Medical and Dental		30	28
Nursing and Midwifery Registered	1	87	143
Students			
	<b>122</b>	<b>336</b>	<b>397</b>

	<b>Staff</b>	<b>%</b>
<b>Age</b>		
16 - 20	122	4%
21-30	733	22%
31-40	775	24%
41-50	887	27%
51-60	641	20%
61+	114	3%
<b>Ethnic Origin</b>		
White	3001	92%

White - Other	46	1%
Mixed	35	1%
Asian and Asian British	105	3%
Black and Black British	43	1%
Other Ethnic	24	1%
Not Stated	21	1%
<b>Gender</b>		
Male	588	18%
Female	2,684	82%
<b>Disability</b>		
Yes	126	4%
No	2992	91%
Not Stated/unknown	154	5%
<b>Sexual Orientation</b>		
Heterosexual	2697	82%
Bisexual	5	0%
Lesbian	11	0%
I do not wish to disclose my sexual orientation	538	16%
Gay	21	1%
<b>Religious Belief</b>		
Atheism	310	9%
Buddhism	8	0%
Christianity	2011	61%
Hinduism	33	1%
I do not wish to disclose my religion/belief	599	18%
Islam	56	2%
Judaism	Less than 5	0%
Other	251	8%
Sikhism	Less than 5	0%

Analysis of this workforce has been undertaken which identified some significant changes in the diversity of our workforce. Last year our workforce identified a significant increase in the number of staff who recorded themselves as being from the Lesbian, Gay or Bisexual equality group. This has seen an on-going increase. The recent Census data highlights we have an ageing population and with the onset of pension changes staff will be working longer into older age. It is noted 3%(114) of our workforce profile are aged 61 plus. There is still further work required in ensuring we capture religion/belief data as the current data suggests a significant number of staff (599 = 18%) have stated they do not wish to disclose their religion/belief.

## 7. Patient + Volunteers Profile - April 2013 – March 2014

A full summary of our patient and volunteers profile, complaints data and interpreter/translation data is available in this years first Annual Patient Experience Report .

The following data highlights the overall demographic of Foundation Trust members. This includes the members of public and staff as at the 6<sup>th</sup> May 2014:

Public	9043	
Staff	3445	
<b>Total</b>	<b>12,488</b>	
<b>Ethnicity</b>	<b>Total</b>	<b>%</b>
Asian Bangladeshi	5	0.04
Asian Indian	10	0.08
Asian Pakistani	9	0.07
Asian Other	15	0.12
Black African	17	0.14
Black Other	1	
Mixed Other	1	
Mixed White and Asian	7	0.05
Mixed White and Black African	4	0.03
Mixed White and Black Caribbean	1	
Not Specified	3,667	29.4
Other Chinese	17	0.14
Other Ethnic Group	8	0.06
White British	8,624	69.1
White Irish	50	0.40
White Other	52	0.41
<b>Disability</b>	<b>29</b>	<b>0.23</b>
<b>Gender</b>		
Male	4,075	32.6
Female	8,407	67.3
Unknown	6	0.05
<b>Age Range</b>		
Age 10-19	114	
Age 20-29	1,108	
Age 30-39	1,434	
Age 40-49	2,039	
Age 50-59	2,178	
Age 60-69	2,439	
Age 70-79	1,924	
Age 80-89	1,110	
Age 90+	142	

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## **8. Looking to next year**

A review of the membership database has been undertaken and will take the following actions:

- Current membership data. The membership data should reflect the diversity of the population the Trust serves
- Prioritise recruitment of members from specific under-represented groups.
- Engage with local schools/colleges.
- Undertake a membership survey to involve members in making decisions about the Trusts current and future services
- Evaluate membership satisfaction levels, quality and quantity of involvement

A rolling article within the Barnsley Hospital News Magazine, ensuring members have the opportunity to become actively involved with the Trust. This will also highlight 'Governors in Action'.



As part of the Trust's on-going commitment to the equality and diversity agenda, the Trust has recently appointed an external equality consultancy company who are currently undertaking a review of the Trust's approach to E&D. The purpose of the review is to re-scope the purpose and effectiveness of our approach to E&D, with a view to providing more balanced attention to patient/service provision as opposed to focusing on the workforce agenda primarily. We are also keen to explore how we can integrate better with the broader community in respect of E&D.

The terms of the review, currently being undertaken are as follows:

- Identify key stakeholders
- Scope out the E&D agenda for the Trust
- Look at effective ways to integrate the E&D agenda with the Trust's wider strategic approach
- Look at models of delivery for an effective integrated E&D agenda to include our approach to initiatives such as, hate crime reporting, prevent, human rights, equality impact analysis
- Draft a strategy and 3 year plan to develop the Trust as an exemplar of good practice
- Propose Key Performance Indicators based on outcomes against which progress can be monitored
- Benchmark new and innovative ways to bring the E&D agenda alive

Workshops to present the findings of the review to key stakeholders will be held around July 2014 and the Board updated on the findings and recommendations to be taken forward.



## Appendix 1

### Diversity Champion Practice Case Studies

Throughout the year, Diversity Champions have led some excellent initiatives to improve Equality and Diversity patient experience and better health outcomes and staff engagement. This learning is shared across our Diversity Champion networks. Examples are set out below:

#### Outpatients Department

This department has continued to engage into the wider local community. A number of working lunch events has also been developed in the Outpatients Department as a part of essence of care Focus Group. Issues around substance misuse and mental health have been the topic of the day. A number of diversity awareness raising events in the Outpatient Department were also promoted over the last twelve months led by the Outpatient Matron.

- June 17<sup>th</sup> 2013 Refugee week
- June 24<sup>th</sup> 2013 Child Safety week
  
- January 2014 Liver & Cervical cancer awareness and World Braille Day
- Feb 2014 – World Cancer Day
- Feb 2014- Chinese New Year
- Feb 2014 Deaf Awareness week,
- February 2014 LGB&T History month
- March 2014 Ovarian & Prostate cancer awareness
- March 2014 International women's day, Nurses Day, This Department has developed its own local Patient Forum which gives an opportunity for a diverse range of patients to tell us how well our services meet their needs. This group, have been invited on a number of occasions to speak with staff sharing their cultural beliefs and how such beliefs could have an impact from their own cultural and health perspective. Updates are provided through Matrons quarterly reports.

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#### ITU Champions

The Admissions Discharge Pathway involves the collation of patient details. A recent review of this pathway by the ITU Diversity Champion identified a lack of all the equality data for a patient. As a result of this review this pathway now includes a comprehensive set of patient questions to enable better patient equality monitoring. Some of the benefits of this data will enable the wards to be aware of any particular adjustments that maybe required in terms of faith, disability as two examples. This work also reflects our requirements under the Public Sector Equality Duties (PSED), EDS2 equality outcomes

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and also domain 5 of the Patient Experience Strategy, building closer relationships.

### **Outpatients Champions**

- Flu Campaign throughout Oct & Nov, poster promotions in main OPD reception and on C&YP boards in MOPD & SOPD. Posters used have contained black and Asian children/adults in them to provide a diverse representation of patients.
- Ongoing representation at local evening and weekend community engagement meetings.
- Update team with equality information received from E-Zine news bulletin from E&D Advisor and shared with the staff in Outpatient Dept.

### **Occupational Health Champion**

- E-mail bulletins information received from Equality and Diversity Advisor cascaded to clinical staff regarding health inequalities from the current Census health profile 2012. Information cascaded regarding violence against women/domestic abuse.
- Faith action 'what does it mean' a jargon buster information bulletin on new terms from department of health, Violence against women and girls summer newsletter and training opportunities have been passed on.
- Champions have also attended Safeguarding Champions training making links to join up learning and information.

### **HR Champion.**

- Support analysis of leaver's questionnaires from an E&D perspective to ensure that the process is fair and consistent across the CSUs that are supported by Diversity Champions.
- Support Trust colleagues relating to deaf awareness and disability access issues.
- Update HR officers and staff on Disability two tick requirements.
- Development of new Trust approved workplace Mediators.
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### **Day Surgery Champion.**

- Attended recent Jehovah's Witness awareness session. An outcome from this has been a number of small sessions are to be rolled out for Day Surgery staff.

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- **Audiology Department**

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- The Dept. holds a Patient Involvement meeting on a regular basis. This enables the Dept to consult and have direct interaction with the patient and seek views on the use of literature available in the Dept. This ensures that information is understandable and also useful

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- Audiology has also attendance at the Memory café based in Goldthorpe. This has been to provide information on hearing loss and provide information on what support is available. This outreach also supports patients with dementia, as hearing loss can exaggerate the symptoms (confusion, withdrawal)
- A presentation displayed in Audiology has also been developed in the waiting room TV around 'You said, We did'

### **Day Surgery Service area**

The Diversity Champion in this area has developed a cultural and diversity awareness Board. This Board highlights on a regular and themed basis the many different cultures in Barnsley and how each cultural would like to be treated as a patient. An outcome from this board has highlighted team discussions. The outcomes have been a request through the Equality and Diversity Advisor for further cultural awareness training. Training scheduled for this year is faith, Lesbian Gay Bisexual, Transgender communities, Disabilities and Cultural awareness based on current population data.

### **GU Med- Health 12month Engagement Strategy**

The Diversity Champion and GU Med clinical team have continued delivering engagement and a dynamic service to the population informed by key objectives from the Health Advisor strategy. Events in the community have been represented well and have included events such as "Plus Me, Teen relationship, sexual exploitation.

The strategy is to be reviewed every 6 months.

### **Medical Imaging**

The Diversity Champion in this Dept has displayed culturally specific posters which depict same sex relationships. This is good practice and based on evidence shared through regular newsletters and training to the Diversity Champions. This practice supports a number of notable recommendations featured in studies which relate to the Lesbian Gay Bisexual and transgender communities who access the health service.

