

Advancing Equality and Good Relations

Organisation	Hywel Dda UHB
Date of Report	October 2020
Report Prepared By	Strategic Partnerships, Diversity and Inclusion Team – inclusion.hdd@wales.nhs.uk

The Public Sector Equality Duty seeks to ensure that equality is properly considered within the organisation & influences decision making at all levels. To meet the requirements of the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 Health Boards & NHS Trusts must consider how they can positively contribute to a fairer society through advancing equality & good relations in their day-to-day activities. The equality duty ensures that equality considerations are built into the design of policies & the delivery of services and that they are kept under review. This will achieve better outcomes for all.

Reporting Schedule: This form is to be submitted on 30 October 2020 covering the period 1 October 2019 to 30 September 2020. **Completed form to be returned to:** hss.performance@gov.wales

Please attach a copy of the organisation's Strategic Equality Plan (SEP) which should set out how tackling inequality and barriers to access improves the health outcomes and experience of patients, their families and carers. Your SEP should also include equality objectives to meet the general duty covering the following protected characteristics: age, disability, gender reassignment, pregnancy and maternity, race (including ethnic or national origin, colour or nationality), religion or belief (including lack of belief), marriage and civil partnership, sex, sexual orientation.



SEP 2020-2024 -
English Final.pdf

Link to report <https://hduhb.nhs.wales/about-us/governance-arrangements/equality-diversity-and-inclusion/equality-diversity-and-inclusion-documents/sep-annual-report-2019-20-board-24-09-20/>

Update on the actions implemented between **1 October 2019 & 30 September 2020** to advance equality & good relations in the health board's day to day activities

	Key Actions Planned	Risks to Delivery Corrective Actions & By When	What was Achieved
Planning & Performance Management			
IMTPs clearly demonstrate how the NHS organisation meets the duties associated with equality & human rights	The commitments to promoting equality duties are clearly set out in the Annual Plan/IMTP	No risks identified and no corrective actions required	At present Hywel Dda does not have an IMTP and submitted to WG a 3 year Plan incorporating the Annual Plan for 2020/21. This includes a link to our

and the arrangements for equality impact assessment.			<p>Strategic Equality Plan and arrangements for equality impact assessment. The Board's Annual Plan includes the consideration of the Health Board's Strategic Equality Plan Annual Report and the refreshed Strategic Equality Plan and Objectives 2020-2024.</p> <p>NB: In common with all UHB's the planning cycle was paused by WG in March 2020 in response to the Covid-19 pandemic. Quarterly Operating Plans have been produced during 2020/21.</p>
Steps have been taken, where possible, to align equality impact & health needs assessments to ensure they take account of the 'protected characteristics' & utilise specific data sets & engagement activity.	Ensure that the Health Boards integrated impact assessment toolkit promotes consideration of equality and wider health needs assessment, and takes account of protected characteristics.		<p>The Health Board has an Integrated Impact Assessment Tool which is used in conjunction with our Equality Impact Assessment Tool, enabling equality considerations to be embedded into the core mechanisms of the Health Board. Integrated Impact Assessment (IIA) (including equality considerations) forms part of the gateway process for service design, strategies, plans and policies. The IIA has been further developed to support the new 'check and challenge' process approved by the Board in March 2019.</p> <p>Our Health and Care Strategy adopts a "social model" of service delivery, recognising that other factors such as education, housing, employment and leisure also play a large part in contributing to the health and wellbeing of our population.</p>
Equality impact assessment is embedded into service change/transformational programmes and service delivery plans and informed	Ensure that the Transforming Services Group embed a check and challenge process which includes equality impact assessment and a review of	Engagement and consultation fatigue which impacts on the number of individuals from a range of protected groups.	The principles of equality, diversity and human rights are embedded in the guidance to the Board on our approach to service planning and reporting

by the findings from the engagement and consultation and other evidence.	<p>specific data and information from engagement activity to reflect the needs and views of protected characteristic groups.</p> <p>A Hywel Dda project management approach has been developed and implemented, which includes equality impact assessment embedded within the toolkit, and is utilised to inform service change, transformation and service delivery plans.</p>	As individual plans are developed, the level of detail in the IPLAR will increase both to show progress but also to identify work still to be undertaken.	<p>mechanisms, enabling robust scrutiny of proposals, performance and actions.</p> <p>During August/September 2020 a number of senior managers, project managers and other staff attended a suite of 2 day courses conducted by the Consultation Institute via Teams. Courses included:</p> <ul style="list-style-type: none"> • Statutory and Non-Statutory Law • Smart Engagement Techniques • Mistakes to Avoid • Engagement Techniques • Equality Impact Assessment • Conducting Options Appraisals • Smart Stakeholder Mapping <p>The above courses give attendees advice and guidance on best practice in relation to engagement and consultation, which is key to robust equality impact analysis.</p>
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Governance

The Health Board/NHS Trust receives assurance that processes are in place to identify Equality impact, undertake engagement and that mitigating actions are clearly set out. Committee or sub-committees confirm that equality impact assessments inform decision making.	The reporting templates for Board and Committee Papers include both integrated and Equality Impact Assessment information to ensure that these are considered as part of the decision making process.		<p>The Governance Team play a key role in reviewing papers for Committees and Board meetings. The templates for papers being presented to Board and Committees include both integrated and equality impact assessment information. All new Board members are issued with and have access to guidance in the scrutiny of equality impact assessments of all proposals considered at Board and Committees.</p> <p>The Health Board's Committee framework is currently under revision to reduce duplication and facilitate a more streamlined approach and improved scrutiny of papers, including equality</p>
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			<p>impact assessments, to inform decision making.</p> <p>The previous Improving Experience Committee, Workforce and Organisational Development Sub-Committee and Business, Planning and Performance Assurance Committee have been amalgamated to create the People, Planning and Performance Committee.</p>
<p>The Health Board/NHS Trust ensures that equality considerations are included in the procurement commissioning and contracting of services.</p>	<p>The Health Board procures goods and services in line with the NHS Wales Standard Terms and Conditions for the Provision of Goods and Services. These Terms and Conditions cover the following areas:</p> <ul style="list-style-type: none"> • Section 49 – Human Rights Act 1998 • Section 52 – Well-being of Future Generations (Wales) Act 2015 • Section 58 – Equality and Non-discrimination <p>Targeted training for Procurement staff in relation to diversity and inclusion.</p>		<p>Discussions have commenced regarding including additional questions in relation to equality considerations into tender and other pre-qualification documentation.</p> <p>The Service Level Agreement template includes reference to the Equality Act and the need for Equality Impact Assessments to be carried out.</p> <p>The Health Board has signed up to Welsh Government Code of Practice on Ethical Employment in Supply Chains (the Code). The Code covers:</p> <ul style="list-style-type: none"> • Modern Slavery and human rights abuses • Blacklisting • False self-employment • Unfair use of umbrella schemes and zero hours contracts • Paying the living wage. <p>In line with the above Code of Practice, the Health Board has developed a new Ethical Employment Policy. The aim of the policy is to ensure organisational compliance with the Code of Practice.</p>

			<p>It is designed to eliminate modern slavery, support ethical employment practices and to ensure all workers at every stage of the supply chain are treated fairly.</p> <p>Under the terms of the policy, the Director or Workforce and Organisational Development has responsibility for ensuring that employment policies and practices are fair and equitable.</p>
Quality & Safety			
<p>Links are made between equality and the quality initiatives set out in the Quality Improvement Strategy and Annual Quality Statement.</p>	<p>Establish a quality improvement programme across the Health Board which embeds equality within the programme.</p> <p>Establish a Quality Improvement Strategic Framework which clearly describes a whole system approach to quality improvement.</p>	<p>It is recognised that progressing the equality agenda beyond the basics requires commitment at all levels throughout the organisation. This is being addressed through awareness raising training and the delivery of specific bespoke training for teams/departments across the Health Boards.</p>	<p>The Health Board has established the Enabling Quality Improvement Programme (EQIP) which brings together multi-disciplinary teams to work on quality improvement initiatives.</p> <p>In addition to the current Equality Impact Assessment process and documentation, the Health Board is reviewing its documentation to drive quality improvement, including an Equality and Quality Impact Assessment template, which supports the existing EqIA process.</p> <p>There are a number of quality improvement initiatives on-going which demonstrate the strong link between equality and quality:</p> <ul style="list-style-type: none"> • Our Patient Advice and Liaison (PALS) Team regularly visit our wards and clinic areas to engage with patients, families and Carers whilst using our services. A new digital (electronic) system - Friends and Family Test – has been introduced to allow all staff to capture patient experience feedback (both positive and

			<p>negative) in real time so that it can be acted upon or escalated as necessary in a timely manner. The system allows us to review this feedback against other sources of information to identify where we need to make improvements or share good practice that others can learn from. Leaflets and Posters about our PALS team, Friends and Family Test, and Putting Things Right have been distributed to all wards, receptions and public areas in community and primary care and the replenishment of leaflets and posters is continuously ongoing.</p> <ul style="list-style-type: none"> • We continue to ensure that patients can easily access written information on how to leave patient experience feedback including compliments, opportunity to complete surveys or raise concerns or complaints. <p>As part of a Welsh Government initiative to capture patient feedback from Accident and Emergency (A&E) departments, in January 2020, feedback terminals were installed using the smiley face options of recording feedback as well as a free text option</p> <ul style="list-style-type: none"> • The Health Board has invested in the EngagementHQ.Toolkit in order to widen our engagement facilities. It offers a spectrum of engagement tools ranging from
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			<p>open tools such as online discussion forums, idea sharing, Q&A, storytelling, guestbooks and interactive mapping to the more traditional tools such as surveys, submissions and quick polls.</p> <ul style="list-style-type: none"> • EngagementHQ provides capacity for unlimited consultation projects each of which can incorporate the sequential or combined use of multiple feedback tools including online forum discussions, surveys and quick polls, petitions, questions and answers, formal submissions, emails, storytelling, interactive mapping and a guest book supported by project specific news feeds, data base email and e-news capabilities. Each consultation project is further supported with a project library, video and photo gallery, project specific FAQs, project timeline and key dates in addition to widgets for embedding rich media. • It is anticipated that this Tool will assist the Health Board to reach an increased number of seldom heard and marginalised groups and individuals who have not previously participated in engagement and consultation activities. • My Health on Line (MHoL) is currently being used by some GP practices for patients to make appointments and the Health Board is encouraging the continuing roll out more widely across the three counties. Work
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			<p>has also been on-going to raise awareness with GP reception staff of additional communication methods such as Next Generation Text (NGT) – now known as Relay UK. Some GP clusters have purchased tablets to be used to access online interpretation services.</p> <ul style="list-style-type: none"> • Approximately 70% of GP Practices have commenced the use of eConsult, an online consultation service that links patients to their GP and allows them to submit consultation requests to their GP practice. It also allows patients to access self-care, pharmacy, local self-referral service and appropriate signposting, without having to switch to a digital provider or register for additional services. This service will improve access to services for patients with sensory loss. • The Health Board is currently developing an Accessible Communication and Information policy and will include additional guidance on the Accessibility Regulations for websites and mobile applications. • During 2019/20, the Strategic Partnerships, Diversity and Inclusion team delivered awareness raising training to a number of Health Board teams. Working with trainers with lived experience, staff were able to
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			<p>access training on the following subjects:</p> <ul style="list-style-type: none"> • Trans Awareness • Sensory Loss • BAME Cultural Awareness • Learning Disability Charter • Carer awareness • The Team also worked with the Primary Care Leads to remind them of the requirements of the all Wales Standards for Accessible Communication and Information for People with Sensory Loss, to identify and address any accessibility issues. They also attended the Primary Care GMS Access and Sustainability Forum, to support progress with accessible appointment systems and implementation of the Access to in-hours GMS Service Standards. • During the year, the Health Board's Stakeholder Reference Group (SRG) identified concerns regarding the lack of children and young people representation within the group. The Engagement Team was tasked with liaising with county youth forums to ensure closer links were developed and as this work, evolved, natural links were made to exploring the potential of a Children's Board / Network and embedding the Rights of the Child across the organisation. Visits to Swansea Bay and Cardiff and Vale University Health Boards, and discussions with Wales
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			<p>Ambulance Services Trust (WAST) provided insights into their approaches, and this information together helped provide a basis for developing an approach for Hywel Dda.</p> <ul style="list-style-type: none"> • My Health Passport is a new way for children and young people with learning disabilities or complex health needs to share important information about themselves when accessing care in the Health Board. Developed by two staff members - Donna Richards, Wellchild Nurse and Janet Millward, Senior Paediatrics Manager – this was kindly produced by WidgeitHealth. My Health Passport is a simple but important document that will empower children and young people and their families to communicate their needs, wishes and values to those caring for them. Using Widgeit symbols, the passport contains three sections; things you must know about me; things important to me; and my likes and dislikes. My Health Passport is available as a free download in English and Welsh from https://widgeit-health.com/downloads/my-health-passport.htm <p>From the start of the Covid-19 pandemic, the Health Board produced advice and information in a variety of accessible</p>
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			<p>formats and languages to meet the needs of our population.</p> <p>The Health Board purchased iPads and brought forward the planned roll out of a communication app facilitating on-screen one to one interpretation services for BSL and languages other than English in order to mitigate Covid restrictions on the use of face-to face interpreters.</p> <p>To meet the requirements of the Access to in-hours GMS Service Standards, the Health Board is aiming for 25% of all pre-bookable appointments to be bookable through a digital solution (e.g. MHoL) and 100% of practices offering access to repeat prescriptions through a digital solution (e.g. MHoL). We have set a deadline of the end of March 2021 to achieve this. Community nursing teams are also seeking to improve the accessibility of appointment systems and develop a range of communication models.</p>
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Workforce			
There is evidence that employment information informs policy decision making and workforce planning.	<p>The Staff Inclusion Group will facilitate robust and ongoing analysis of workforce intelligence information in order to inform workforce planning.</p> <p>We aspire to be an employer of choice and wish our staff experience to be the best possible.</p>	Information gathered to inform the Annual Workforce Equality Report is collected from three different systems which are nationally managed and for Grievance and Disciplinary statistics, manually in-house. Information provided by staff to populate equality data monitoring forms is provided on a voluntary basis and staff may choose not to answer every question. Therefore reports produced may not provide a wholly accurate picture of staff demographics.	<p>Responsibilities within the Workforce and Organisational Development Directorate have been reconfigured to streamline work on the analysis of workforce data and associated actions resulting from analysis.</p> <p>We are embarking on a high profile workforce transformation programme, which will see changes in the way we currently work, and the increasing development of new roles and expansion of roles we currently have in place at pace and scale.</p> <p>We have signed up to the West Wales Learning Disabilities Charter, with a view to addressing the under-representation of people with learning disabilities within the workforce and appropriately supporting people with learning disabilities in our workforce to reach their full potential.</p> <p>The Health Board is undertaking a suite of “Your Wellbeing Matters” Staff Surveys, aimed at gathering staff views on their professional well-being, workload levels, general work culture and offering opportunities to express their views on</p>

			<p>any other issues facing them at work. We have teamed up with Swansea University's College of Human & Health Sciences, together with Swinburne University and RMIT University in Australia, to carry out the first confidential, anonymous survey on workplace well-being with our nurses, midwives and healthcare support workers. We believe that the results from this survey will give us a better understanding of what we need to do to improve the working lives of our staff.</p> <p>All new staff are encouraged to complete the equality data monitoring sections of their Electronic Staff Record at Induction. Periodic reminders to existing staff are issued by global email and through Team Brief.</p> <p>The HB has a robust process in place to undertake Covid-19 risk assessments for its workforce. This provides for an assessment of risk affecting BAME staff (and identifies others at higher risk so that action can be taken to minimise/mitigate the risk and safeguard staff as far as possible).</p> <p>The Health Board has established a BAME Advisory Group and qualitative feedback is being used to develop and highlight improvements. The Group are developing a Diversity calendar for circulation to each member of staff at the end of 2020 marking notable dates in 2021.</p>
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<p>Numbers of staff who have completed mandatory equality and human rights training 'Treat Me Fairly' (TMF)</p>	<p>Compliance of percentage of staff completing mandatory Treat Me Fairly Training was 85.02% as at 30 September 2020.</p> <p>Attendance at specialist training sessions conducted by trainers with lived experience from October 2019 – March 2020 was as follows:</p> <p>Trans Awareness: 178 attendees, including a set of bespoke sessions presented to 60 Theatre Staff from Carmarthenshire and Pembrokeshire (who had specifically requested training on Trans issues). Staff in Ceredigion had the opportunity to attend scheduled training sessions at Bronglais General Hospital and sessions also open to all staff were held at various venues in Carmarthenshire.</p> <p>Sensory Loss: 163 attendees. Sessions were held at Withybush General Hospital, Pembrokeshire, Glangwili General Hospital and Prince Philip Hospital.</p> <p>BAME Cultural Awareness: Pembrokeshire - 9 attendees (1 session) Ceredigion - 8 attendees (1 session) Carmarthenshire - 45 attendees (2 sessions)</p> <p>We are currently developing a calendar of training sessions covering the following to run from May 2020 – October 2020. This may be delayed due to ongoing restrictions in relation to COVID-19.</p> <p>Training on Basic Introduction to BSL was postponed due to Covid restrictions and deployment of staff elsewhere.</p>
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During September 2020, the Strategic Partnerships, Diversity and Inclusion Team held a series of Peer Support Groups across our three counties for staff who are Carers. The sessions were designed to offer a welcoming confidential space for staff to share experiences and connect with others who may be in a similar situation.

The Health Board's Investors in Carers lead conducted a series of virtual training sessions on Investors in Carers using MS Teams from May 2020, as follows:

- Community Team MH in Ceredigion 2 sessions - 18 people
- Barlow House GP Surgery in Milford Haven 2 sessions - 10 people
- Aberaeron Integrated Care Centre 4 sessions so far 21 people in total. More are planned.
- Primary MH in S-CAMHS 1 session 8 people, others are planned.

Carers Officers in Hospitals across the health board were able to run 28 virtual training events on Carer Awareness during the period up to 1 September 2020 attended by 160 staff. Of those figures, a breakdown by hospital is below:

- WGH – 4 Sessions, 30 staff
- BGH – 2 Sessions, 24 staff
- PPH – 2 Sessions, 7 staff
- GGH – 20 sessions, 99 staff

Relevant Strategies and Guidance

- Equality and Human Rights Commission Wales (EHRC) <https://www.equalityhumanrights.com/en/commission-wales>
- Making Fair Financial Decisions: Guidance for Decision-makers - Equality and Human Rights Commission - <https://www.equalityhumanrights.com/en/advice-and-guidance/making-fair-financial-decisions>
- EHRC's "Is Wales Fairer?" 2018 • EHRC's "Is Wales Fairer?" 2018
- Welsh Government Equality Objectives 2016/17- <https://gov.wales/equality-annual-report-2016-2017>; <https://gov.wales/equality-plan-and-objectives-2016-2020>
- Organisations Revised Strategic Equality Plans 2016 - 20
- EIA Practice Hub – NHS CEHR/WLGA 2015 – <http://www.eiapractice.wales.nhs.uk/home>
- The Essential Guide to the Public Sector Equality Duty: An Overview for Public Authorities in Wales (EHRC)- <https://www.equalityhumanrights.com/en/publication-download/essential-guide-public-sector-equality-duty-overview-listed-public-authorities>
- Welsh Government (2018). Well-being of Wales Report 2017-18. URL <https://gov.wales/sites/default/files/statistics-and-research/2019-01/well-being-wales-2017-18.pdf>
- Chwarae Teg (2018). Rapid Review of Gender Equality Phase One. URL <https://www.cteg.org.uk/wp-content/uploads/2018/07/final-Rapid-Review-of-Gender-Equality-Phase-One.pdf>