Opportunity Knocks!

2015

Equality and Diversity Conference

and

Equality Delivery System (EDS2) Scrutiny Event
Introduction

Opportunity Knocks! is Lancashire Care NHS Foundation Trust’s (LCFT) Equality and Diversity Conference and the 6th annual event took place on November 19th 2015 at David Lloyd Health Club in Chorley.

The objectives of the day were:

- Sharing stories and experiences
- Raising awareness
- Celebrating diversity
- Improving Trust reputation
- Strengthening stakeholder network
- Equality Delivery System (EDS2) scrutiny/grading

The theme of the event was Diversity and Community and invited guests were asked to consider these ideas when planning their contributions.

Attendees

Opportunity Knocks! was attended by over 90 people throughout the day and guests included:

- LCFT staff members from all networks and support functions
- Service users
- David Curtis, LCFT Non-Executive Director
- Representation from LCFT’s Council of Governors
- Catherine Bentley, Midlands and Lancashire CSU
- Language Empire (Interpreting provider for LCFT)
- Lancashire LGBT
- Alzheimer’s Society
- Blackburn with Darwen Community Volunteer Service (CVS)
- Galloways Society for the Blind
- Zodiac the guide dog!
- Lancashire County Council Cultural Services
- Invited speakers (see below)
Outline of the Day

Following refreshments, the event commenced at 10am and was hosted by Emma Allen, LCFT’s Equality and Diversity Project Manager, supported by Joe McMahon, Equality and Diversity Officer.

There was a packed programme of invited speakers from both inside and outside the Trust (details below), a host of marketplace stalls, showcasing activity undertaken by LCFT staff, service users and partnership organisations working in our local communities and following a lunch with plenty of time for networking, a Q&A panel discussion chaired by Trust HR Director, Damian Gallagher.

EDS2 grading took place throughout the day as attendees had the opportunity to review the vast array of evidence available and make a judgement on the Trust’s progress.

Attendees were also encouraged to live tweet about the event using the hastag #opportunityknocks.

Speakers

Paul Fairweather

Gay rights activist and former Labour councillor on Manchester City Council, Paul shared some of his experiences, in particular relating to his work campaigning and educating about LGBT (Lesbian, Gay, Bisexual and Trans) issues. Paul is a consultant currently working as LGBT Carers Development worker, covering the whole of East Lancashire. A key part of this current project is running training on LGBT issues for GP practices. Paul has also been working on a pilot scheme for Lancashire LBGT in primary and secondary schools across Lancashire.

As a local historian Paul has worked on the Hidden History project in Burnley and created a guided walk of the LGBT history of Burnley. He is also a guide on the Manchester LGBT Heritage Trail so his wealth of knowledge was of great interest to attendees.
Amanda Thornton

Amanda is Clinical Director of LCFT’s Adult Community Services and she introduced a video presentation showcasing the excellent practice which is commonplace in this network. The video is called ‘Linking Our Thinking’ and is available on request.

Cathy Rafferty

We were very fortunate to have Cathy speak about her experiences and also the wider context of disability in the NHS over the years. An advocate of Disability Rights with experience spanning almost three decades, Cathy considers herself to be one of the 97% of the disability community not born with her impairment; she acquired her disability within 6 months of birth, along with it, other people’s perceptions, interpretations and obstacles to living a successful and productive life. She counts her life to be both productive and successful because of her disability not in spite of it and a very important and positive part of who she is today.

Cathy has worked for the Aintree Hospital NHS Foundation Trust for the past seven years. Firstly as an Equality and Diversity Advisor (Disability) and latterly as a Service Development Lead for the Volunteer department. She remains the Trust advisor in relation to patients with disabilities and her unique insight into the NHS as both patient and employee was absolutely fascinating.

Julia Pither

Julia works for the Trust within the Adult Community Services network and shared some details of her work, particularly with Older Adults. Julia spoke about the use of ‘I Statements’ to promote patient involvement in care planning.
Urwi Patel and Louise Kelly

Urwi and Louise briefly shared some details about the interpreting services offered to the Trust by Language Empire. The Trust works with Language Empire to ensure that we can support staff in engaging with service users even when English is not their first language. Over 200 languages can be made available and making appropriate use of this is crucial in protecting the privacy and dignity of those using our services.

Shahida Hanif

A qualified Registered Nurse, Midwife and Health Visitor who met the Queen when she was awarded the National Mary Seacole Award in 2004, Shahida shared her experiences of taking part in research projects looking at the needs of BME communities. She shared some brilliant ideas about developing initiatives to help reduce inequalities and promote health in hard to reach communities as well as telling the attendees everything they might have wanted to know (and quite a few things they might not!) about the Lancashire Bowel Cancer Screening project. It is unlikely that the group will ever forget her chant of ‘1,2 check your poo’! Shahida has been credited for her community work in the NHS Northwest BME Timeline and is also a Director at Lancashire BME Network so the Trust was fortunate to be able to access her wide knowledge of these communities to inform future work.
Abdul Hamid Qureshi

Chair of Lancashire Council of Mosques and President of the European Muslim Council, Mr Qureshi provided some thought-provoking insights into health and its connection to Islam as well as speaking about the challenges (and some potential solutions) of engaging with the Muslim communities we serve. Mr Qureshi was able to position his talk against the wider context of Islam in the Western World and his honesty was much appreciated by attendees many of whom expressed an interest to learn more on this topic at future events.

Anni Poole

Anni shared a moving story of her experiences as a carer for her father who had dementia. NHS staff members in attendance were grateful for her reminder of just how important a part they play in the lives of service users and carers at some of the most difficult times in their lives.

Q&A Panel

The panel took questions from the audience for an hour, covering a wide range of subjects including BME healthcare, disability discrimination, Trans awareness, monitoring of gender and sexual orientation and women’s access to mosques.

The panel was made up of Damian Gallagher, LCFT HR Director (Chair), Paul Fairweather, Mr Abdul Qureshi, Shaida Hanif, Cathy Rafferty and Dr. Lewis Turner from Lancashire LGBT.
EDS2 Scrutiny and Grading

The Department of Health Equality Delivery System (EDS2) is the process for scrutinising Equality and Diversity activity across health organisations. The four main Goals of the EDS system are:

- Goal 1 - Better Health Outcomes for All
- Goal 2 - Improved Patient Access and Experience
- Goal 3 - Empowered, Engaged and Included Staff
- Goal 4 - Inclusive Leadership at all Levels

EDS2 supports organisations to demonstrate compliance with the Equality Act 2010 and also good practice in services to address the ‘Protected Characteristics’ of Age, Disability, Sex, Race, Religion and Belief, Sexual Orientation, Marriage and Civil Partnership, Pregnancy and Maternity and Gender Reassignment.

Organisations can choose how to use the EDS2 system but should aim to scrutinise their activity with as wide a range of stakeholders as possible, giving them the opportunity to suggest the most appropriate of the ratings below based on the evidence they have available to them.

<table>
<thead>
<tr>
<th>Undeveloped</th>
<th>Developing</th>
<th>Achieving</th>
<th>Excelling</th>
</tr>
</thead>
<tbody>
<tr>
<td>People from all protected groups fare poorly compared with people overall OR evidence is not available</td>
<td>People from only some protected groups fare as well as people overall</td>
<td>People from most protected groups fare as well as people overall</td>
<td>People from all protected groups fare as well as people overall</td>
</tr>
</tbody>
</table>

LCFT’s Approach

The Trust’s Equality and Diversity Statement of Intent 2015-2020, provides a five year strategic outline of LCFT’s plans in relation to equality and diversity activity and the EDS2 framework is an important tool for measuring success in relation to these aims. All four Goals are covered in this document and work towards each of them is continuous but in terms of scrutiny and grading, the Trust has chosen to concentrate on one Goal per year with a final review in year five.

Opportunity Knocks! 2015 concerned itself only with providing evidence of achievement regarding Goal 2 – Improved Patient Access and Experience.
Goal 2 has four associated outcomes which are:

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 experiences of the NHS.

2.4 People’s complaints about services are handled respectfully and efficiently.

Attendees were asked to consider each outcome and decide on a rating for each protected characteristic based on the evidence they had witnessed. Templates were provided and stakeholders registered their rating by placing coloured dots in the boxes of their choice.

Evidence was presented for scrutiny in a variety of ways including:

- Staff presentations
- Patient stories
- You Said, We Did
- Photographs of events
- Posters and signage
- Statistics about health inequalities
- Questionnaire and survey results
- Friends and Family Test
- Wall of Champions
- Video testimonials
- Marketplace stalls
- Forms, letters and documents
- Networking conversations
- Case studies
- Project plans
- Poems
- A tree decorated with stories
- Bulletin and magazine articles
Outcomes

The overall grading for 2015 was one of ‘developing’. The following information gives more detail about how this was reached.

The following four graphs show the ratings awarded to each protected characteristic by outcome:

2.1

2.2
The graph below shows the protected characteristics by ratings overall when the four outcomes of Goal 2 are considered together.

The ratings applied to each protected characteristic can also be used to create an average score per outcome which can be seen in the graph below.
Analysis and conclusions

The final 2015 ratings for each outcome of Goal 2 are shown below, compared with the ratings awarded the last time this goal was reviewed in June 2013.

<table>
<thead>
<tr>
<th>Goal 2 Outcome</th>
<th>2015 Rating</th>
<th>2013 Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td>Developing</td>
<td>Achieving</td>
</tr>
<tr>
<td>2.2 People are informed and supported to be as involved as they wish to be in decisions about their care</td>
<td>Achieving</td>
<td>Achieving</td>
</tr>
<tr>
<td>2.3 People report positive experiences of the NHS</td>
<td>Achieving</td>
<td>Achieving</td>
</tr>
<tr>
<td>2.4 People’s complaints about services are handled respectfully and efficiently</td>
<td>Developing</td>
<td>Developing</td>
</tr>
</tbody>
</table>

Grading of the EDS2 evidence presented by the Trust was undertaken in a more detailed way than in previous years with each protected characteristic covered under the Equality Act 2010 considered alongside each outcome for Goal 2. This allowed us to see more clearly how we are performing in each area. The overall grading was one of ‘developing’ but there were protected characteristics rated as both ‘excellent’ and ‘underperforming’, for example Age and Disability, demonstrating some great practice across the Trust but a lack of consistency of experience which suggests the need for some continued work, specifically in how we share successes and spread good practice.

Marriage and Civil Partnership, Sex, Pregnancy and Maternity and Sexual Orientation were the protected characteristics where one person or fewer felt that the Trust was ‘underperforming’ which suggests that the Trust is a positive place to work for women in particular and that reviewers recognised some of the work done around LGBT awareness.

Reviewers could choose which of the protected characteristics they chose to rate for each outcome. An average of 35 ratings were awarded for each but it should be noted that more people chose to rate Disability (59) and Race (46) and fewer rated Sexual Orientation (25) than the other characteristics. It is
unclear if this was because of personal interest of the delegates or because there was an uneven spread of evidence presented with which people could make up their minds. At future events, we will encourage attendees to rate as many characteristics as possible and perhaps group evidence provided differently so that the links to the protected characteristics are clear.

Although the overall rating is lower than in 2013, this is likely to be due in part to the much more robust approach taken to the scrutiny, the significantly greater numbers of external reviewers and the honest and safe environment created (scrutiny could be provided anonymously which has not been the case in previous years), rather than directly attributable to poor performance in relation to this Goal. Both outcomes 2.2 and 2.3 were graded as ‘achieving’ with around a third of reviewers recording ‘excellent’ ratings. This is a great indication that people report positive experiences of our services and that they feel they have an opportunity to influence the care they receive.

Another point of note is that although all networks were represented at the event and all contributed to some extent, significantly more evidence was provided from the Adult Community Services network and their engagement in the process and with the EDS2 framework both prior to the day and at Opportunity Knocks! itself, has been greatly valued.

**Future Actions**

A number of areas for future work have been identified as a result of conversations generated by the Opportunity Knocks! event and the outcomes of the EDS2 scrutiny. These include:

- Creating an plan to engage all networks fully in equality and diversity activity
- Trans awareness project to improve confidence of trans individuals and healthcare professionals when interacting with one another
- Establishing a working group with the aim of increasing the number of people with Learning Disabilities employed by the Trust
- In depth analysis of data generated by the Workforce Race Equality Standards (WRES)
• Equality Impact Assessment review of Recruitment, Work Experience and Volunteering practices
• Identify opportunities to partner with local community organisations
• Review of the mechanisms for encouraging Comments, Compliments and Complaints
• Arrange a ‘What Went Well’ session with a selection of Opportunity Knocks! attendees with a view to improving the event and scrutiny process for 2016

November 19th 2015
Emma Allen, Equality and Diversity Project Manager
Useful Links

For more information about the EDS2 framework, please use the link below:

To see the Trust’s Workforce Race Equality Standards report please use the link below: www.lancashirecare.nhs.uk/WRES

To see the Trust’s Equality and Diversity Statement of Intent 2015-2020 please use the link below:
https://www.lancashirecare.nhs.uk/media/Publications/E%26D/All%20Updates%20Aug%202015/Final%20Equality%20and%20Diversity%20Statement%20of%20Intent%202015%20-%202020.pdf

Lancashire LGBT has a telephone helpline for guidance and support on any aspect of LGBT life. It is manned Mon-Wed, 10am-12pm and the number is 01772 900260. Their website also has lots of useful information and can be found at the following link: http://lancslgbt.org.uk/web/

To read the NHS Employers guidance on employing more people with Learning Disabilities please use the link below: http://www.nhsemployers.org/your-workforce/plan/building-a-diverse-workforce/need-to-know/creating-a-diverse-workforce-learning-disability

For guidance on recruiting Trans people, please use the following link: https://www.gov.uk/government/publications/recruiting-and-retaining-transgender-staff-a-guide-for-employers