

The background of the entire page is a close-up photograph of numerous colorful sticks, likely made of wood or bamboo, scattered across a light-colored wooden surface. The sticks are in various colors including red, orange, yellow, green, blue, purple, pink, and white. They are oriented in many different directions, creating a dense, textured pattern.

NHS

County Durham
and Darlington

Equality, Diversity and Human Rights

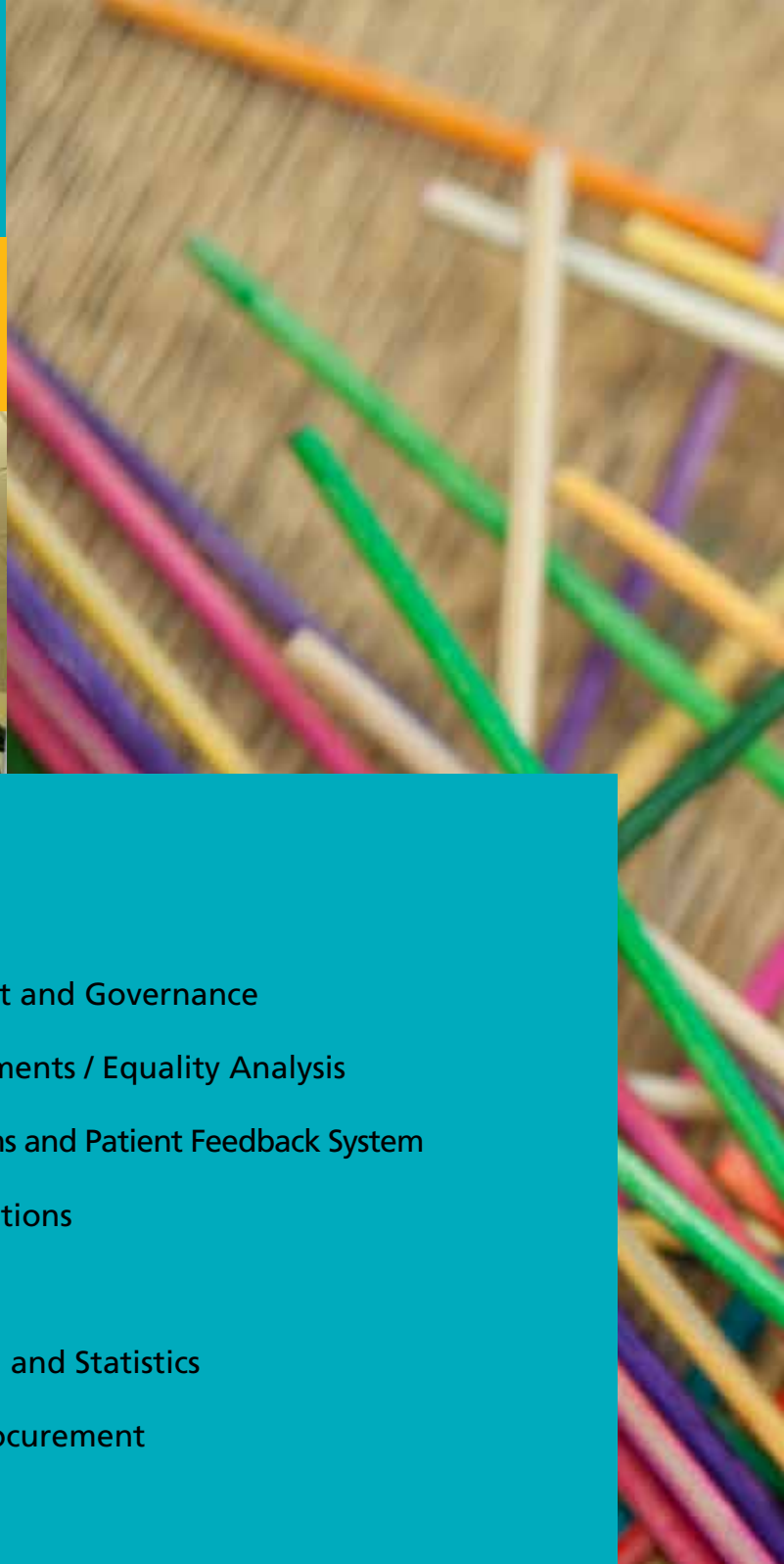
Annual Report 2010/11



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Foreword

Welcome to the NHS County Durham and Darlington 2010/11 Equality, Diversity & Human Rights Annual Report. In it you will find a summary of our main activities that have contributed to equality, diversity and human rights in the delivery of health care in County Durham and Darlington between April 2010 and March 2011. It includes examples of key achievements to date and work planned in the immediate future.

Treating people fairly and respecting individuality and dignity are important principles running through all NHS County Durham and Darlington's employment and, commissioning. NHS County Durham and Darlington is committed to improving the equality, diversity and human rights for all staff, patients, clients and their relatives.

Our values are that:


we ensure that patient safety always comes first

we fully engage patients, carers and the public in order to commission services that people value

we fully engage clinicians to ensure that they shape the way health services are delivered

we make people aware of a choice of services which are designed around the needs of patients

we shift the balance from treatment to prevention to reduce health inequalities



As part of this, an overarching single equality scheme is in place, which covers the six strands of equality – race, disability, gender, age, religion and sexual orientation, in line with our Equality Act 2010.

The single equality scheme for NHS County Durham and Darlington sets out our commitment to taking equality and human rights into account in everything we do, whether that is providing strategic leadership to the local NHS, employing people, developing policies, communicating, consulting or involving people in our work.

This scheme provides a clear picture of the significant targets we have set in relation to equality and human rights. It is a long-term commitment driven by both equalities legislation and by the needs and wishes of our local people and staff. For that reason, much of the work will be ongoing. Our boards commit to monitoring our progress and reporting regularly and openly on the developments in this scheme.

The Scheme can be accessed at www.cdd.nhs.uk

Introduction

NHS County Durham and NHS Darlington work jointly as the local commissioners of health services for 600,000 people living in County Durham and Darlington; many of the services are provided by independent contractors such as local GPs, dentists, pharmacists and optometrists.

We also commission services from independent contractors and other organisations outside of County Durham and Darlington to provide healthcare for people living in these areas. We are also the local lead commissioner of Offender Health and Mental Health and Learning Disabilities across the North East.

County Durham has a population of around 500,700 living in a large area of 862 square miles. Nearly 10% of our population live in rural areas. We employed approximately 300 staff and had an annual budget of £1.2 billion in 2010/11 to spend on services for local people in County Durham and Darlington.

Our role is to commission healthcare that will improve health outcomes, reduce health inequalities and ensure fair and equitable access to high quality, safe, patient-centred services.

The Scheme was developed in partnership with other NHS healthcare organisations across the North East and these organisations share the key objectives and actions detailed in the Scheme, progress against which is then reported to the North East Strategic Health Authority (NHS North East). The Scheme is a public commitment of how we plan to meet the needs and wishes of local people and our staff, and how we plan to meet the specific duties placed upon us by the Equality Act 2010.

The Scheme also includes objectives and actions on Human Rights as this is the umbrella over our aims, objectives and actions towards addressing inequality and promoting diversity.

The Equality Duties require NHS County Durham and Darlington to:

Promote equality of opportunity for everyone regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation

Eliminate unlawful discrimination and harassment

Promote good relations between people of different groups

Public authorities such as NHS County Durham and Darlington are required to assess the effects of their current or intended functions (i.e. strategies, policies, services etc.) to ensure these reflect equality and human rights standards.

In addition, all new and existing policies, procedures and services have to undergo equality impact assessments (EIAs). All publications produced are now made available in other languages or formats, if requested.

A comprehensive framework for completing EIAs and NHS County Durham and Darlington will also produce annual EIA outcomes reports.



Corporate Commitment and Governance

Updates relating to equality, diversity and human rights are presented to the NHS County Durham and Darlington (NHSCDD) Management Executive by the Risk and Assurance Group. The purpose of reporting in this way provides a focal point for all equality and diversity issues within NHSCDD, to assist in the development of a culture which values the diversity of staff and service users.

The management executive will ensure compliance with legislative, mandatory and regulatory requirements relating to equality and diversity; will develop and deliver national and regional diversity-related initiatives within NHSCDD; provide a forum for sharing issues and opportunities; be a two-way conduit for information dissemination and escalation; monitor NHSCDD progress against the Single Equality Scheme; and support NHSCDD in the achievement of key equality and diversity objectives.

NHSCDD reports progress on the Single Equality Scheme to the North East Strategic Health Authority through completion of the Single Equality Scheme Performance Framework, and is benchmarked on progress against other local NHS healthcare organisations. The Scheme attracted attention nationally as best practice last year, and was used as a 'best practice' case study by the Cabinet Office and Government Equalities Office, Department of Health, and NHS Employers.

Equality Impact Assessments / Equality Analysis

In partnership with other healthcare organisations across the region NHS County Durham and Darlington produced a regional Equality Impact Assessment (EIA) Procedure, which covered all equality strands (Race, Disability, Gender, Age, Sexual Orientation and Religion/Belief, in addition to Human Rights and Carers) to reflect the commitment made by NHS County Durham and Darlington in our Single Equality Scheme.

Our Equality Impact Assessment process ensures that NHS County Durham and Darlington can identify the impact or effect either positive or negative on our policies, procedures and functions on various sections of the population we serve. When negative impacts are identified we will take steps to deal with this and make sure equity of service delivery is available for all.

NHS County Durham and Darlington currently has in place an Equality Impact Assessment / Equality Analysis Template and Guidance which is available on the staff intranet site and assistance in completing the EIA's upon request.

The EIA process has been publicised via the staff newsletter and on NHS County Durham and Darlington websites.

A number of EIA's have been completed in the year 2009/2010; these are included in policies and plans.





Engagement Mechanisms and Patient Feedback System

Our involvement team has continued to work with patients, carers and our local communities, offering a range of ways they can get involved, share their experiences and influence our commissioning and decision making activities.

During 2010/11 NHS County Durham and NHS Darlington have worked with our providers to ensure we gather and use patient experience and service-user satisfaction data to improve the way we deliver services.

An example of this is the engagement that we have undertaken with GP practices, clinicians, local providers of health and social care and local community groups was carried out to support the new 111 service.

We use national inpatient, outpatient, A&E and GP survey results and also a combination of national and local patient experience standards in making Commissioning for Quality and Innovation (CQUIN) agreements with our main providers.

Our local patient experience standards are often informed by trends from our Patient Advice and Liaison Service and complaints data, and other service user feedback sources. Examples are around quality of meal provision in hospital, and equality and diversity.

The following themes are also included in our service reviews to ensure NHS Constitution good practice:

- access to service
- timing of service provision
- quality of information about service
- dignity and respect
- privacy
- confidentiality
- quality of communication from professionals/ opportunities to ask/talk to others

- understanding complaints/compliments processes
- extent of involvement in own care/decisions/ personalisation agenda
- choice
- carer/family involvement/needs
- support offered
- outcome/impact of treatment/contact/care

NHS County Durham and Darlington have implemented a range of actions in order to:

- raise general awareness of equality, diversity and human rights amongst the target audiences
- support the local and regional strategic approach to embedding equality, diversity and human rights
- ensure that NHS staff, patients and the public are made aware of what they can expect from the NHS and what is expected from them
- ensure staff are aware of the single equality scheme and framework for completing EIAs, in addition to specific initiatives or policies, such as Dignity at Work, Flexible Working Hours and Balancing Work and Personal Life.
- ensure that equality, diversity and human rights is implicit in all communications and engagement.
- ensure partners and providers are supported in delivering key messages around the equality, diversity and human rights

Actions taken included:

- awareness raising via our e-bulletin which is sent to GPs and all other independent contractors, nursing and residential homes, housing associations, university, colleges, schools, Sure Start Centres and community centres.
- key messages in our Stakeholder Briefing which is sent to a range of key partners including MPs, OSCs, partners, councillors, clinical leads for GP led commissioning consortia and community based contacts, voluntary groups etc.
- briefings as required to OSCs and LINKs
- promotion on PCT websites
- regular items in weekly staff bulletin ('InTouch')
- information included in all local provider staff newsletters

We redeveloped our website and introduced an e-zine to help us engage with local communities and encourage them to receive our latest news and engagement opportunities.



Access and Communications

We have continued to ensure that our public buildings are accessible for disabled people.

NHS County Durham and Darlington has also earned its two tick 'positive about disabled people' symbol awarded by Jobcentre Plus which demonstrates our commitment to employ, keep and develop the abilities of disabled staff.

NHS County Durham and Darlington uses Language Line when an interpreter is required by telephone. During 2010/11 we used a range of local services to provide sign language interpreting, including all public meetings.

As from 1 April 2011 NHS County Durham and Darlington will use a new service to deliver interpretation for the deaf and deafened community of County Durham and Darlington. This provides British Sign Language and lipspeaking for patients accessing primary care services including general practice, dentistry, optometry and pharmacy. The Service will act as the coordinator to book health appointments, arrange an appropriate interpreter and ensure the patient knows who the interpreter will be.

Workforce

Completion of Equality and Diversity training is a mandatory requirement for staff of NHS County Durham and Darlington. Staff are also offered a variety of training opportunities across the protected characteristics with in the Equality Act 2010.





Agenda

- *Background*
- *Update and discussion*
- *Key issues*
- *Key action points*
- *Any other business*

Staff involved in the recruitment of new staff are also required to undertake Recruitment and Selection training which includes awareness of equality and diversity legislation as it relates to the recruitment process.

NHS County Durham and Darlington use the internal newsletter InTouch as its primary communication mechanism with staff. This is a weekly publication distributed to all staff via email and also accessible from the intranet - SupportZone.

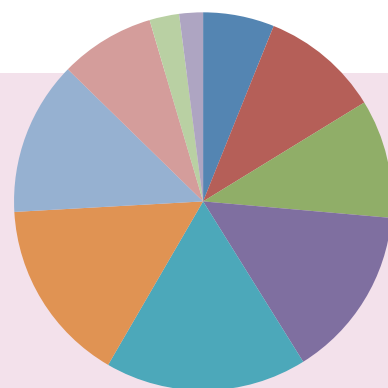
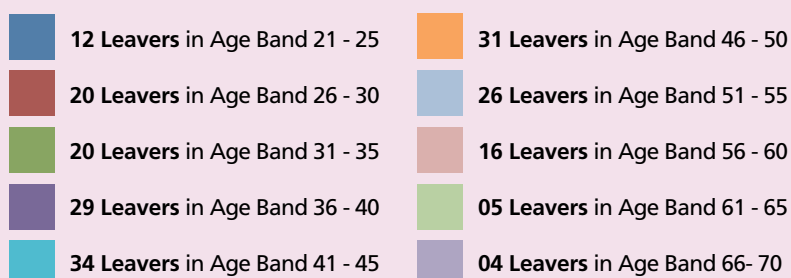
During the period, a number of articles have been included in editions of InTouch to raise awareness of issues, events or requirements around equality and diversity.

Workforce Information and Statistics

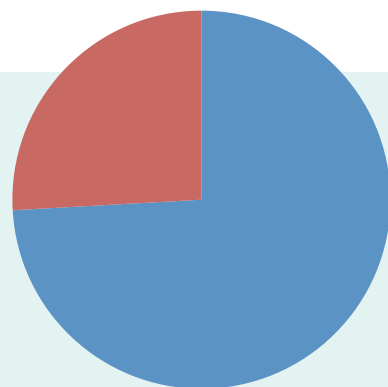
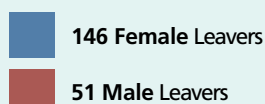
NHS County Durham and Darlington collates workforce information on the ethnicity, gender, disability, age, sexual orientation and religion/belief of our staff, which is included in this Annual Report.

The tables and graphs below demonstrate NHS County Durham and Darlington workforce information for the period 1st April 2010 – 31st March 2011, and include the information we are required to publish by the various equality duties, as well as additional information we collate as good practice.

Leavers by Age Band

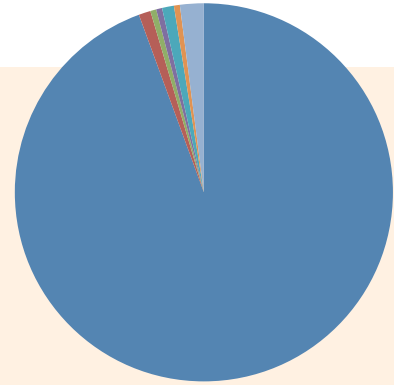


Leavers by Gender



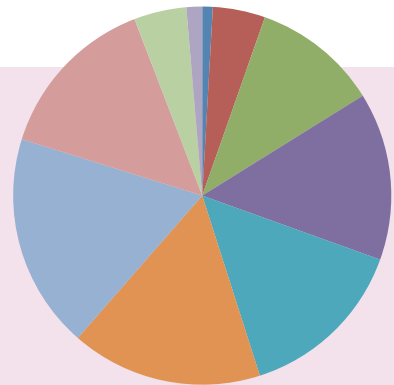
Leavers by Ethnic Origin

- **186 Leavers** - White-British
- **02 Leavers** - White-Any other White background
- **01 Leaver** - White English
- **01 Leaver** - Mixed-White & Asian
- **02 Leavers** - Asian or Asian British - Indian
- **01 Leaver** - Black or Black British - African
- **06 Leavers** - Not Stated



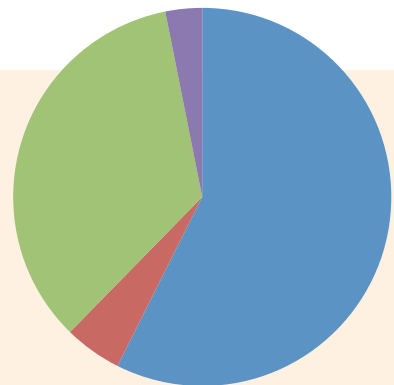
Staff in post by Age Band

- **04 Staff** in Age Band 16 - 20
- **20 Staff** in Age Band 21 - 25
- **48 Staff** in Age Band 26 - 30
- **64 Staff** in Age Band 31 - 35
- **65 Staff** in Age Band 36 - 40
- **73 Staff** in Age Band 41 - 45
- **82 Staff** in Age Band 46 - 50
- **64 Staff** in Age Band 51 - 55
- **20 Staff** in Age Band 56 - 60
- **06 Staff** in Age Band 61 - 65

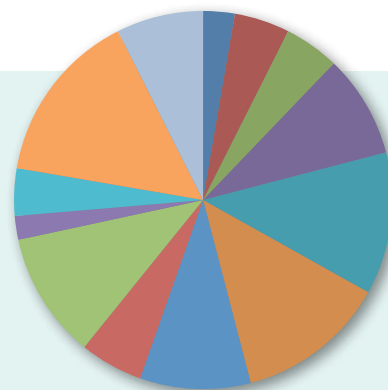
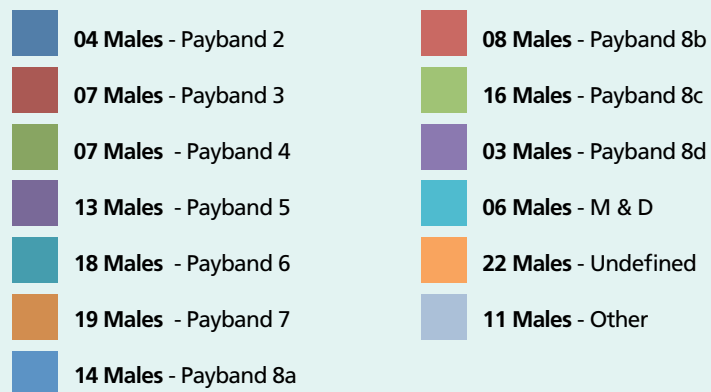


Staff in post by Disability

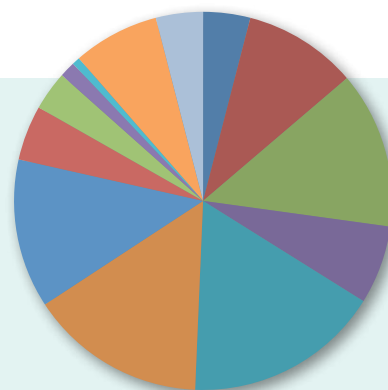
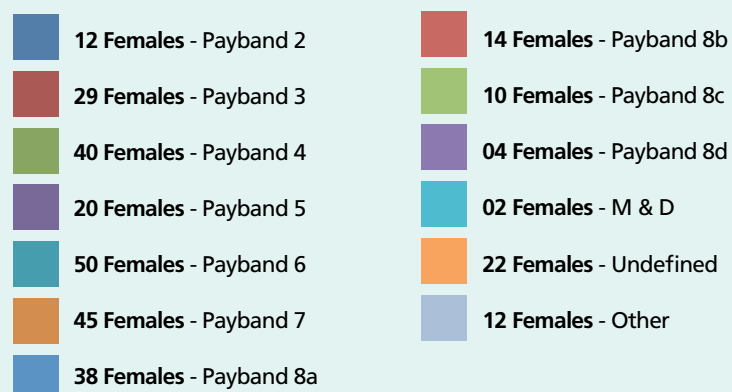
- **256 Staff in Post** - No Disability
- **22 Staff in Post** - Not declared
- **154 Staff in Post** - Undefined
- **14 Staff in Post** - Yes



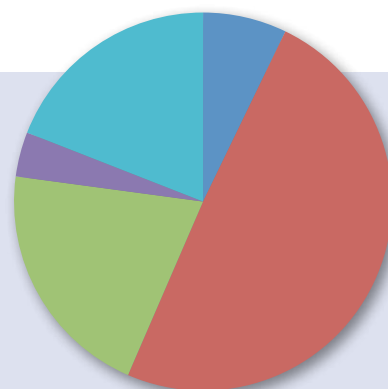
Staff in post by Gender by Payband - Male



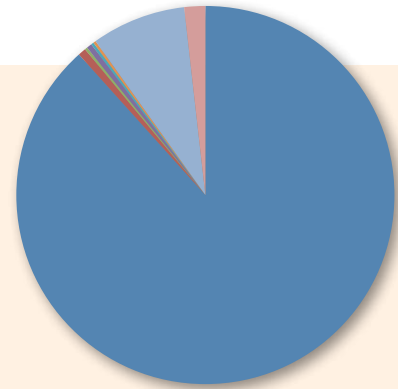
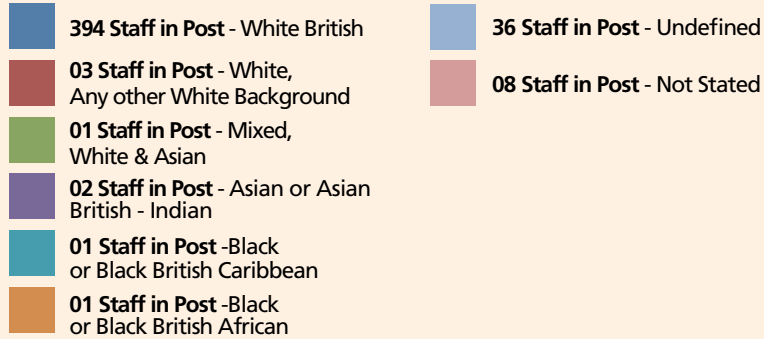
Staff in post by Gender by Payband - Female



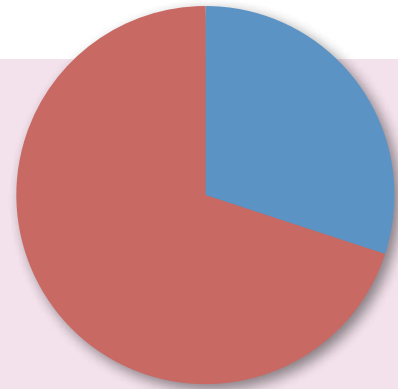
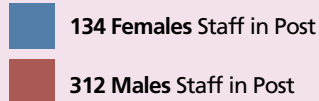
Staff in post by Religious Belief



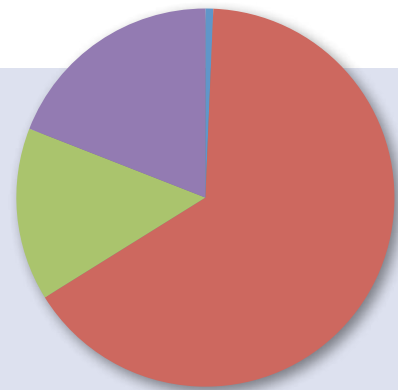
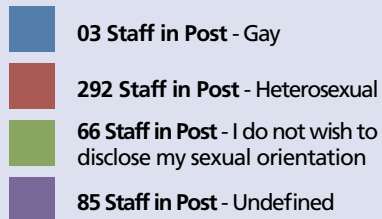
Staff in post by Ethnic Origin



Staff in post by Gender



Staff in post by Sexual Orientation



Commissioning and Procurement

NHS County Durham and Darlington uses the NHS standard terms and conditions of contract which include equality, diversity and human rights compliance. All contracts and service level agreements contain clauses and performance measures around duties and responsibilities under equality and human rights legislation.

NHS County Durham and Darlington as commissioners will endeavour to support providers in embedding Equality and Diversity in their organisation in regard to the requirements in the Equality Act 2010.





Complaints / Conclusion

Complaints

Complaints provide a valuable source of information about the quality of the services we commission from our providers. All providers that we commission from are required to submit an annual complaints report to NHS County Durham and NHS Darlington. This information provides us with a greater awareness of patient experience and the quality of the services we commission. This learning is shared as part of the commissioning process in order to continually improve services.

The service accessible to all groups via phone, fax, text and letter.

The Complaints Procedure has been reviewed to ensure it is accessible to all, such as the Deaf and speech impaired communities. The Complaints Procedure leaflet states that it is available in large print, Braille, audiotape or can be translated into other languages on request.

Conclusion

During 2010 /11 NHS County Durham and Darlington has demonstrated its commitment to equality, diversity and human rights by meeting the equality duties placed on it by legislation, but also going beyond this with many areas of good practice highlighted this year. NHS North East has attracted attention nationally for the Single Equality Scheme, which has been used as a 'best practice' case study by the Cabinet Office and Government Equalities Office, Department of Health, and NHS Employers.



Acknowledgement

County Durham and Darlington would like to thank all the individuals, groups and organisations who gave their time and expertise to contribute to the development of our Single Equality Scheme and this Annual Report. We look forward to continuing to work with them to help us move further towards equality for all people in the North East of England.

