

Equality Act 2010
Objectives and Compliance Report
NHS Norfolk and Waveney
January 2012

Introduction

NHS organisations have a statutory requirement to publish information to demonstrate compliance with the Public Sector Equality Duty (PSED), this arises from the Equality Act 2010 (Specific Duties) Regulations 2011.

In line with the Equality Act, as a public sector body NHS Norfolk and Waveney has a requirement to:

- Publish information that shows our compliance with the Equality Duty, at least annually; and
- Set and publish equality objectives, at least every four years.

The information that we publish will have due regard to the need to:

- **Eliminate unlawful discrimination**, harassment and victimisation and any other conduct prohibited by the Act;
- **Advance equality of opportunity** between people who share a protected characteristic and those who do not share it; and
- **Foster good relations** between people who share a protected characteristic and people who do not share it.

The protected characteristics covered by the Equality Duty are:

- Age
- Disability
- Gender re-assignment
- Marriage and civil partnership (in respect of eliminating unlawful discrimination)
- Pregnancy and maternity
- Race – this includes ethnic or national origins, colour or nationality
- Religion or belief – including lack of belief
- Sex
- Sexual orientation

NHS Norfolk and Waveney will ensure that information is published in a way that is easy for people to access.

In order to demonstrate compliance, and to identify any gaps, information will cover:

- NHS Norfolk and Waveney staff
- Any initiatives we are currently or planning to develop to improve outcomes for our staff
- How we use the equality impact analysis process to ensure that we consider all protected groups in our commissioning process and policy and service development
- How we ensure accessibility of our information for the population of Norfolk and Waveney

- The reports, research projects, demographic information/data that we use or have used to inform our plans.
- Our plans and developments regarding our PSED objectives for NHS Norfolk and Waveney
- The key health inequalities that NHS Norfolk and Waveney will address

NHS Equality Delivery System

The NHS Equality Delivery System (EDS) has been developed by the NHS Equality and Diversity Council to help all NHS organisations to improve their performance for all protected group and to ensure that the NHS meets its duties under the Equality Act 2010 and it will help NHS Norfolk and Waveney to:

- Deliver on the Government's commitment to fairness and personalisation, including the equality pledges of the NHS constitution.
- Deliver improved and more consistent performance on equality.
- Support us to develop our commissioning plans that meet the needs of our communities.
- Improve our efficiency and bring economies of scale by providing us with a national equalities framework.
- Help us to 'stay focussed' on fairness, personalisation and equality during the transition to new commissioning organisations.

NHS Norfolk and Waveney's Equality Delivery System (EDS) annual improvement plan has been self-assessed and the consultation completed. The grading will be agreed with 'affected groups' by April 2012. The EDS is being implemented across both PCTs and has been developed as one framework.

Jennifer Downie
 Equality, Diversity and Inclusion Manager
 NHS Norfolk and Waveney
 January 2012

NHS Norfolk and Waveney Public Sector Equality Duty Objectives

The following are taken from our EDS annual improvement plan. Following grading with affected groups, these will be agreed, and action plans developed and plans will be monitored by NHS Norfolk and Waveney's Equality and Diversity Steering group. Our plans illustrate 'due regard' to eliminate discrimination, advance equality of opportunity and foster good relations covering our staff and the communities we serve:

- To take forward the findings of [Eradicating Racism in Norfolk NHS \(ERINN\) 2011](#)
- To take forward and finalise the cluster wide EDS annual improvement plan.
- To work with partners to implement the Autism Act and to develop the Dementia Strategy.
- To pay due regard to the PSED through contract monitoring, equality impact analysis, partnership working with community cohesion network, county wide hate crime monitoring and implementation of multi-agency protocol, delivery of disability priorities for the county, continual monitoring and development of INTRAN services for people who cannot speak English or who are Deaf or hard of hearing.
- To develop the HERON website for information in community languages and alternative formats and enable searching the website in different languages.
- To monitor EDS progress of Norfolk and Waveney NHS organisations.
- To take forward, where relevant objectives from the Strategic Plans of NHS Norfolk and NHS Great Yarmouth and Waveney.

Health Inequalities

Below are the key health inequalities that NHS Norfolk and Waveney will address in 2012/13:

See [NHS Norfolk's Strategic Plan 2009-2014](#)

See [Strategic Plan NHS Great Yarmouth and Waveney 2009-2014](#)

See also:

[Joint Strategic Health Needs Assessment](#) for demographic and health needs information

[Stonewall - Prescription for Change: Lesbian and bisexual women's health check \(2008\)](#)

[Stonewall – Lesbian, Gay and Bisexual People in Later Life \(2011\)](#)

[BME Health Needs Survey 2010](#) undertaken on behalf of NHS Norfolk by the University of East Anglia

[Surveying Hard to Reach Groups 2009](#) undertaken on behalf of NHS Great Yarmouth and Waveney by the University of East Anglia

NHS Norfolk and Waveney will continue to target health improvement work to those at risk of marginalisation. This is reflected in the Health Trainer Specification which specifies the continuation of Health Trainers drawn from and working in the Gypsy and Traveller community, support for the Health Trainer programmes in the three prisons in the former NHSN area, and Health Trainers in the Probation and Youth Offending services. There is also a requirement to develop the Health Trainer service to be more appropriate to people with learning disabilities and to continue to target areas of deprivation.

The Workplace Health programme is targeted to routine and manual workers and activity in the coming year will include food production factories and building trades, we are also working with Job Centre Plus particularly around mental health and substance misuse.

The Health Check outreach programme has been targeting routine and manual male workers, we are currently looking at the evidence for reducing the lower age of the scheme for some BME groups. We are working with the Norfolk Coalition for Disabled people and a steering group of learning disability service users to ensure that prevention services are accessible to people with Learning Disabilities.

If appropriate training can be sourced there is an intention to develop “rainbow friendly” as part of the “kite mark” for Healthy Living Pharmacies. We will be working with the Universal services programme Board of the County Council and with the Older People’s Partnership to support the older people’s strategy, potentially with a collaborative EU funding bid.

We will continue our physical activity and food skills work with women from the Bangladeshi and Congolese communities and to take forward the findings of needs assessment work undertaken for the BME and Gypsy and Traveller communities. Specialist training has been provided to a Portuguese speaking health trainer to support the Babyclear pregnancy smoking cessation programme in the Thetford Portuguese community.

The results of a pilot intensive approach to settling asylum seekers and mainstreaming them into primary care will be evaluated and if appropriate a business plan for continuing funding be developed.

A collaborative bid will be developed with Norwich City Council and Norwich CCG to roll out the Healthy Towns concept to three deprived housing estates in Norwich.

Dementia

The causes of shortcomings in dignity and basic care are complex and deep-rooted, often as much to do with culture and behaviour as with resourcing and prioritisation. But while local leadership is critical to addressing these issues, there is a clear role for the centre in supporting improvement and tackling poor performance. NHS Norfolk & Waveney will focus in accordance with Operating Framework 2012/13 “therefore includes requirements on clinical audit in key areas of basic care, a further programme of inspections by the Care Quality Commission, a renewed push on implementation of the national dementia strategy and increased support for carers. This issue resonates with the public and patients because it touches on the very purpose of the health service, in the words of the NHS Constitution, to support people “at times of basic human need, when care and compassion are what matter most”.” Thus we will in Dementia especially undertake that as commissioners we should:

- ensure that providers are compliant with relevant NICE quality standards and ensure information is published in providers’ quality accounts;
- work with GP practices to secure ongoing improvements in the quality of general practice and community services so that patients only go into hospital if that will secure the best clinical outcome;
- ensure participation in and publication of national clinical audits that relate to services for older people;
- ensure initiatives to reduce inappropriate antipsychotic prescribing for people with dementia to improve quality of life with a view to achieving overall a two-thirds reduction in the use of antipsychotic medicines;
- improve diagnosis rates, particularly in the areas with the lowest current performance;
- use inappropriate emergency admission rates as a performance measure for national reporting;

Autism

NHS Norfolk & Waveney in partnership with Norfolk county council and other partners are committed to improving our delivery of the Governments vision: “All adults with Autistic Spectrum Conditions (ASC) are able to live fulfilling and rewarding lives within a society that accepts and understands them. They can access diagnosis and support if they need it, and they can rely on mainstream public services to treat them fairly as individuals, accessing the services they need to make the most of their talents.”

We are establishing a baseline position from completion of the national Self Assessment Framework and will form a ‘Steering Group’ through which to action improvements through a Norfolk Autism Action Plan derived from the completion of the Framework.

Learning Disabilities

As above and we are working with the Norfolk Coalition for Disabled people and a steering group of learning disability service users to ensure that prevention services are accessible to people with Learning Disabilities.

The cross government strategy Valuing People Now laid out the (long-term) vision that all people with a learning disability are people first with the right to lead their lives like any others, with the same (equitable) opportunities and responsibilities, and to be treated with the same dignity and respect. Our joint Norfolk priorities seek therefore to address locally the current six national key priorities for action which are:

- to have strong leadership and an effective Learning Disability Partnership Board operating in every local authority area;
- to secure access to, and improvements in, healthcare, with strategic Health authorities and Primary care trusts responsible for, and leading this work;
- to increase the range of housing options for people with learning disabilities and their families,;
- to ensure that the Personalisation agenda is embedded within all local authority services and developments for people with learning disabilities and their family carers, and is underpinned by person centred planning;
- to increase the number of people with learning disabilities in real paid jobs of 16 hours a week for all who can – including in the public sector;
- to improve joint strategic planning, commissioning and service development across children's and adult services, so that people are supported to plan for future employment and a full life.

Out of these six priorities, the national Delivery Plan and regional work are focusing on three identified as having the greatest impact on improving the outcomes for people with learning disabilities. These are:

- health;
- housing; and
- employment

and we will continue to particularly concentrate on these areas. The other priorities remain very important, underpinning all the work to implement Valuing People Now.

Equality Impact Analysis

NHS Norfolk and Waveney will continue to look at the potential impacts relevant to all protected groups under the Equality Act 2010. Decisions about the potential impact on these groups must be evidence based and proportionate. Equality Impact Analysis (EqIA) is a method of ensuring equity in the provision of services and equality of outcome. We will screen all new policies, strategies, service developments, etc. for their impact on people from each protected group. [NHS Norfolk and Waveney Equality Impact Analysis](#)

Workforce

NHS Norfolk and Waveney staff are not expected to tolerate any form of discrimination, whether direct or indirect, on the basis of age, disability, race, gender reassignment, sex, pregnancy and maternity, marriage and civil partnership, sexual orientation or religion or belief.

We will monitor our workforce to consider equality issues and to become a better employer. This will include collecting and publishing data relevant to our equality duties. Workforce data is available for the year to March 2011 and this will be published on an annual basis from March 2012.

[NHS Norfolk Workforce Report](#)

[NHS Great Yarmouth and Waveney Workforce Spreadsheet](#)

We continue to support our staff networks and these have been made available to all staff across our PCT Cluster.

Membership of Stonewall has been extended to include the whole cluster.

INTRAN

INTRAN is non profit making and works in partnership with public sector bodies such as health care providers, county and district councils, police and probation, housing associations and voluntary organisations to provide interpretation and translation services to the general public. NHS Norfolk and Waveney work in partnership with INTRAN to ensure interpretation and translation services for people who cannot speak English or who are Deaf or hard of hearing. INTRAN services are available in all GP practices, dentists, opticians and pharmacies within the Norfolk and Waveney area.

[Intran request 2011](#)

HERON

The HERON website provides a comprehensive and searchable source of self-help support groups, statutory and voluntary agencies covering the whole of Norfolk and Waveney. HERON also includes patient information about a wide range of diseases and conditions in different community languages and alternative formats. [The Heron website](#) is being developed to enable searching by different languages.

[Patient Information Diversity Database \(PIDD\) Statistics February 2012](#)

Community Cohesion

NHS Norfolk and Waveney are members of Norfolk's Community Cohesion Strategic Group and Network. The objectives of these groups are to:

- Define the overall strategic direction for community cohesion and equality in Norfolk, to contribute to the economic, social and environmental well being of everyone who lives and works in the county.
- To facilitate a partnership approach to implementation of the Public Sector Duty to promote equality, foster good relations and to the development of equality objectives and strategies in Norfolk.

We will continue to work in partnership with Norfolk Community Cohesion Strategy Group and Network and contribute to county wide strategies for all communities in Norfolk and Waveney to define priorities using evidence from, for example, the [Equality and Human Rights Commission report ‘.Hidden in plain sight, enquiry into disability-related harassment’ \(September 2011\)](#)

[‘Putting Localism into Practice with Norfolk’s Disabled Residents’: Report of Phase One of the Norfolk Disability Pilot Project](#)

We will support the development and relaunch of the [Multi-Agency Protocol \(MAP\)](#), [Tackling Hate Crime Together](#), for reporting hate crime/incidents. We continue to sit on the county Hate Crime Group and are a signatory of the MAP.

Complaints and feedback

Any queries, concerns, complaints or compliments which are brought to the attention of NHS Norfolk customer services (PALS and Complaints teams) by patients, carers and their families which relate to Equality and Diversity in terms of access or quality of the service are investigated and raised through the Equality and Diversity Committee meetings throughout the year. In particular any lessons learnt and/or actions to be implemented are discussed and monitored by the Committee.

As the arrangements for a clustered PALS and Complaints Team across both NHS Norfolk and NHS Great Yarmouth and Waveney are implemented, this will include monitoring and feedback of any pertinent information received from patients, carers and their families. This process will amalgamate best practice from both organisations.

To date, attention has been drawn to the Committee and to the organisation as a whole on matters including the care pathway for gender reassignment, continued review of services applicable to patients who have a disability and investigation of concerns raised by patients who believe they have been discriminated against on the grounds of age.

We continue to work with colleagues to ensure equality of access and provision of healthcare services and all patient groups.



