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Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Our Mission is: (This is why we exist)

CARING FOR PEOPLE KEEPING PEOPLE WELL

Our Vision is: (This is what we want to do)

A person's chance of leading a healthy life is the same wherever they live and whoever they are

Our Strategy is: (This is our game plan)

Achieve joined up care based on 'home first', avoiding harm, waste and variation, empowering people and delivering outcomes that matter to them



Strategic Equality Plan Fair Care 2016-20

Accessible Formats

If you would like information in another language or format (large print, Braille, audio, BSL), please ask us.



Foreword

The UHB always strives to put patients first. Caring for People, Keeping People Well is why we exist as a UHB, and fundamental to this is recognising that we operate in one of the most ethnically and culturally diverse areas in Wales. Stakeholders including the public, patients and members of staff expect the UHB to be proactive about equality, diversity and human rights as well as meeting its obligations under the equality and human rights legislation. The UHB is committed to acting on its social, moral and ethical obligation to promote equality of opportunity and outcome, foster good relations and eliminate discrimination, victimisation and harassment and to uphold human rights principles.

This is our second four year Strategic Equality Plan (SEP) and is closely aligned to our ten year strategy 'Shaping Our Future Well-being' and our Intermediate Medium Term Plan (IMTP 2016/17-18/19) as well as to the organisation's values. Our ambition is that a person's chance of leading a healthy life is the same wherever they live and whoever they are. This SEP sets out as plainly as we can the most important outcomes we want to achieve and some of the ways in which we will deliver improvements between April 2016 and March 2020.

Communication, respect, access, quality of care and equality of pay are at the heart of this plan.

The responsibility for implementing the scheme falls to all employees, Board members, volunteers, agents or contractors delivering services or undertaking work on behalf of the UHB.

SEP actions will be linked to UHB strategic objectives and progress will be monitored through regular reports to the appropriate Board Committees. Every year we will continue to produce an Annual Equality Report which will show how we are doing. Previous reports can be found on the Health Board's website:

<http://www.cardiffandvaleuhb.wales.nhs.uk/equality-diversity-human-rights-policy>

We will also hold workshop events throughout the year so that we can continue to engage with relevant stakeholders, gain their feedback and receive their input into Health Board planning processes

Chair



Maria Battle

Adam Cairns



Chief Executive Officer

Who we are

Cardiff and Vale University Health Board (UHB) is one of the largest NHS organisations in the UK and was established in 2009. As a Health Board we have a responsibility for the health of around 475,000 people living in Cardiff and the Vale of Glamorgan, including the provision of local primary care services (GP practices, dentists, optometrists and community pharmacists) and the running of hospitals, health centres and community health teams. We have the most ethnically and culturally diverse communities in Wales. We employ around 14,000 staff.

Detailed information about the services we provide and the facilities, from which they are run, can be found on the Health Board's website in the section Our Services:

<http://www.cardiffandvaleuhb.wales.nhs.uk/our-services>

Why we have a Strategic Equality Plan

As a public sector body, Cardiff and Vale University Health Board takes pride in making sure that we continue to improve our services. This is so we can meet better the needs of the people we work with. We are guided by both the 2010 Equality Act (2010) and the Public Sector Equality Duty, which call on us to think ahead and put a Strategic Equality Plan in place. Other legislation that informs this plan include the Human Rights Act (1998), Welsh Language (Wales) Measure 2011, the Social Services and the Well-being (Wales) Act 2014 and the Wellbeing of Future Generations (Wales) Act 2015. In addition, the United Nations Convention on the Rights of the Child 1989 and the UN Convention on the Rights of Persons with Disabilities 2010 have also been considered.

What are Strategic Equality Objectives?

As part of our specific duties we are required every four years to develop and publish our strategic equality objectives. These objectives set out the strategic equality priorities of the organisation, focusing on how we can add to a fairer society and move ahead on equality and good relations. The objectives are specific and focus our attention on how we deliver services and employment opportunities in relation to 'protected characteristics'.

Developing our Equality Objectives

In 2012 we developed our first set of objectives by engaging with patients, staff, partners, equality organisations and other people. We asked them what they thought the equality priorities should be for the Health Board. We also identified what research and information was already available to help in the development of the objectives.

For the refreshed objectives we asked patients, staff, partners, equality and third sector organisations and other people if the previously set objectives should be kept as they are, changed or whether we needed to add new ones. We again identified what research and information, such as the findings of our equality impact assessments¹, the development of our Shaping Our Future Wellbeing Strategy, Is

¹ <http://www.cardiffandvaleuhb.wales.nhs.uk/equality-diversity-and-human-rights>

Wales Fairer?² and Ethnicity and Health in Wales³, was already available to help in the development of the objectives. An analysis of complaints letters, patient feedback forms and staff surveys was also considered.

During this engagement, a number of themes emerged and we have translated them into the following outcomes. In other words, if the UHB was being really effective across the equality, diversity and human rights agenda we would see the following:

- People are and feel respected; this includes patients, carers and family members as well as staff.
- We communicate with people in ways that meet their needs (whether this is through written communication, face to face, signage, Welsh or other community languages including British Sign Language)
- More people receive care and access services that meet their individual needs.
- Gender and any other protected characteristic pay gaps are reduced

We aim to take these outcomes from our engagement and use them to form our Strategic Equality Objectives for the next 4 years and to develop actions and a delivery plan to ensure these objectives are met. The measures in Year 1 of the below plan will enable us to establish a performance baseline. The delivery plan will take into account demographic and other information available to us. We also aim to take a human rights based approach to all functions, policies and procedures within the organisation. Our impact assessment process will ensure that all decisions on policy development, service provision and other functions take human rights into consideration.

The four outcomes are intended to work together. The following table describes how our service will meet these outcomes. Each outcome includes a number of measurable actions. These are not listed in any priority order and there is some overlap across them. (Please see below).

The role of the Strategic Equality Plan in supporting delivery of our Shaping Our Future Wellbeing Strategy has been mapped out in Working Together Fairly (Please see Appendix 1).

² <http://www.equalityhumanrights.com/publication/wales-fairer>

³ <http://www.wales.nhs.uk/sitesplus/922/news/37600>

Strategic Equality Plan Fair Care 2016-20

SEP Outcome	Objective	Actions Year 1- 4	Lead	Measures
<i>Alignment with 10 year strategy- Shaping our Future Wellbeing (SOFW) and UHB IMTP 2016/17- 2018/19</i>				
1.People are and feel respected (this includes patients, carers and family members as well as staff)	To promote and support the Health Board as a great place to work for all	Continued participation in Stonewall's Workplace Equality Index whilst linking the Index to other protected characteristics (Year 1-4) Continued support for the Rainbow LGBT FFlag Network (Year 1-4)	Equality Manager/ HWOD's/ Clinical Board Directors	Year on year improvement in Workplace Equality Index Ranking currently at 50 in UK
		Successful continuation of current accreditation such as Disability Two Ticks and Mindful Employer whilst working to achieve other equality related accreditation (Year 1-4)	Assistant Director of OD	n/a

		Identify and shape opportunities to engage with staff to understand their experience and respond to feedback to ensure all staff feel valued and involved, and ensure equality of opportunity is UHB wide (Year 1-4)	Assistant Director of OD/ Assistant Director of Comms & Engagement	Engagement feedback from staff survey engagement index score reported by demographic groupings where possible
		Hold a Board Development session on the staff implications of new Welsh Language Standards Framework and the role of EQIAs in planning (Year 1)	Board Secretary	Development session held
	To undertake engagement activities to communicate with stakeholders and obtain views on service delivery for all.	Gain feedback from stakeholders (and disseminate) through involvement in and attendance at partnership equality or related events and activities, including: Annual Minority Ethnic Communities (MEC) Health Fair (Year 1-4) Annual Carers' Events (Year 1-4)	Assistant Director of Patient Experience/Assistant Director of OD/Assistant Director of Planning/ Equality	Number of equalities issues raised/ resolved from each event or activity

		Annual Pride event (Year 1-4) Stakeholders Reference Group (Year 1-4) Annual third sector engagement (Year 1-4) Two equality engagement events per year to assess progress against the SEP (Years 1-4)	Manager	
	To ensure that people are respected and free from abuse, harassment, bullying and violence	Disseminate hate crime, abuse and harassment materials whilst making sure that reporting links are clear and well communicated (Year 1-2)	Director of Planning/ Head of Health and Safety/ Equality Manager/ Equality Champions	Number of issues reported/ resolved
		Raise awareness of hate crime, abuse and harassment in Violence and Aggression training (Year 1-2)	Head of Health and Safety	Number of training attendees

		Ensure safeguarding reporting mechanisms are present (Year 2-4)	Director of Nursing	Number of issues reported/ resolved
	To review all equality related training, support and development with a view to creating a more inclusive workplace and more inclusive services	Redesign, develop and roll out a programme of equality and dignity training for all staff (Year 1-2)	Assistant Director of OD/ Equality Manager	% staff who receive training
		Provide additional materials and reference guides for all managers and supervisors (Year 1-2)	Equality Manager	% who are satisfied with induction training % of staff compliant with equality module

		Continue to support and develop the role of Equality Champions within the organisation	Equality Manager	Number of Equality Champions in the organisation
	To explore the use of positive action employment initiatives with regards to protected characteristics	QUEST learning disabilities placements to be reviewed and continued (Year 1-4)	Assistant Director of OD/Equality Manager	Number of placements
		Review to be undertaken of the Breaking Barriers Programme/work for BAME consultants by September 2016	Equality Manager	Completion of review

	To promote person-centred services that respect people's human rights, and communication, spiritual and cultural needs	Support Clinical Boards to understand and implement Health and Care Standard 6.2 People's Rights (year 1)	Assistant Director Patient Safety/ Equality Manager	Number assessed by Red, Amber and Green rating (Health and Care Standards)
		Assess the Health Board's use and the effectiveness of the Wales Interpretation & Translation service (Year 2)	Director of Nursing	% patient satisfaction
		Identify targeted interventions to ensure patients' communication, cultural and spiritual needs are assessed (Year 1-2)	Assistant Director of Patient Safety	% whose communication needs are assessed % whose spiritual needs are assessed % whose cultural needs are assessed (Annual Health and Care

				Standards audit)
		Provide screening and educational sessions to meet the needs of patients with cultural, religious dietary requirements (Year 1-4)	Nutrition & Dietetics Manager	% of patients who have undergone screening e.g. WASP % of patients who attend structured education sessions
		Continue to run the Health Board Spiritual Care Group and implement the Spiritual Care Action Plan	Chair	% Compliance patient/carer family can access religious support

2. People are communicated with in ways that meet their needs (whether this is through leaflets, face to face, signage, Welsh or other community languages including British Sign Language)	To meet the All Wales standard for accessible communication and information for people with sensory e.g. large fonts, Plain English where BSL is first language	Develop and implement a Health Board wide action plan to meet the All Wales Standards for Accessible Information and Communication for People with Sensory Loss (Year 1-2)	Sensory Loss Task and Finish Group/ Clinical Boards/ Assistant Director of Planning/ Assistant Director of Patient Experience	<p>% of frequently used information leaflets which are in accessible format</p> <p>% of appointment letters in accessible format</p> <p>% of identified staff who require training</p> <p>Number of concerns raised about poor communication with persons with sensory</p>
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				<p>loss</p> <p>% patients whose communication needs are assessed</p> <p>Improvement reported in Community Health Council environmental audit</p>
	To comply with the Welsh Language Standards Framework	Implement the Welsh Language Standards Framework including through the continued work of the Welsh Language Steering Group (Year 1-4)	Assistant Director of OD/ Welsh Language Officer	<p>% of frequently used information leaflets which are available in Welsh</p> <p>% of appointment letters available in</p>

				Welsh % of identified staff who receive training
	To create environments accessible to people with sensory loss, stroke and dementia and which consider lighting, colour, contrast, signage, background noise etc	Through engagement and in partnership with the RNIB, Action on Hearing Loss and other third sector organisations develop a pilot area within each Clinical Board using best practice guidance for accessible environments (Year 1)	Clinical Board Heads of Service/ Assistant Director of Planning/ Equality Manager	Number of issues reported/ resolved Improved satisfaction rates from people with sensory loss, stroke and dementia accessing our services areas with appropriate communication

				aids
3. More people receive care and access services that meet their needs (including those from disadvantaged communities)	To support the implementation of <i>Addressing Health Inequalities and Access IMTP 2016/17-2018/19</i> including support for people with learning disabilities and for asylum seekers and refugees	Engage with service users to ensure they are involved in service redesign, for example, adults with learning disabilities and asylum seekers and refugees (Year 1-2)	Clinical Boards	Number and quality of Equality and Health Impact Assessments (EHIA)

	To ensure that we have the necessary mechanisms in place to capture and monitor the protected characteristics data	Enter into data sharing arrangements where possible, so as to ensure that those who are identified by other services as being disadvantaged receive the appropriate support (Year 2-4)	Information Management & Technology/Clinical Boards/Head of Information Governance and Assurance Equality Manager	All relevant protected characteristics data available for use
		Regularly review and monitor the data collected in order to ensure that it is collected and processed in a manner which enables us to make more informed decisions on how to improve the services we provide. (Year 1-4)	Chief Operating Officer/ Director of WOD	Executive Performance review
	To create combined Equality and Health Impact Assessment (EHIA) process	Establish an internal working group to develop a combined Equality and Health Impact Assessment (EHIA) process (Year 1)	Equality Manager/ Governance Manager	Number of EHIAs completed and published

	To explore the Health literacy needs of patients so as to reduce health inequalities	Establish a working group in partnership with Cardiff University to pilot the Ophelia Approach system that supports the identification of community health literacy needs (Year 1)	Clinical, Diagnostic and Therapies Clinical Board/ Equality Manager	Number of participants with protected characteristics
	To build equality considerations into the organisation's procurement and commissioning processes	Ensure that equality issues are addressed early on in the procurement process, which are relevant to the subject or performance of the contract. (Year 1)	Head of Purchasing E-Business & Capital Development	Number of tenders/contracts complying with procurement equality guidance
4. Gender and any other protected characteristic pay gap	To reduce any gender or other protected characteristic pay gap to promote equality and good practice	Meet the legislative requirements of the gender pay gap information regulations (Year 1-4)	Deputy Workforce & OD Director	Identify any trends and to formulate an action plan to address any unfair differentials that may emerge

Acronyms

CB - Clinical Board
CBD - Clinical Board Directors
EDHR - Equality Diversity & Human Rights
EDHRSC - Equality Diversity & Human Rights Sub Committee
EHIA - Equality and Health Impact Assessment
EQIA - Equality Impact Assessment
HWOD - Head of Workforce and Organisational Development
IMTP - Integrated Medium Term Plan
OD - Organisational Development
RNIB - Royal National Institute for the Blind
SEP - Strategic Equality Plan
SOFW - Shaping our Future Wellbeing
UHB - University Health Board
WITS - Wales Interpretation and Interpretation Services
WOD - Workforce Organisational Development

Cardiff and Vale University Health Board

Working Fairly for Our Future Wellbeing: Fair Care, Strategic Equality Plan 2016-2020



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The UHB's [Shaping Our Future Wellbeing](#) strategy sets out how we intend to deliver our strategic objectives over the next ten years, the principles underpinning development of NHS services and how we will address local health and wellbeing needs. Fundamental to its delivery is the principle of co-production and a recognition that improvements in population health will only be achievable if the UHB works differently and works more collaboratively with communities and partners.

The role of *Fair Care*, the Health Board's Strategic Equality Plan, in supporting delivery of the strategy has been mapped out in the Framework overleaf. This reflects the organisation's values, stakeholder feedback and national policy. It will be supported by an annual Delivery Plan owned and delivered by key stakeholders.



UHB Strategic Principles: *Fair Care* (Strategic Equality Plan 2016-2020) Contribution to Shaping Our Future Wellbeing Strategy

UHB will promote equality, diversity and human rights by working with patients, public and partners to:

