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Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board

Annual Equality Report 2016/2017

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Introduction

This is our sixth Annual Equality Report. It describes what we did to progress equality across the Health Board during 2016/2017. Equality is about making sure people are treated fairly and given fair chances. It is not about treating everyone the same, but seeing people as individuals and being sensitive, thoughtful and flexible about how to meet the needs of each person.

The report is not designed to cover everything but is an overview highlighting some of our key work. It should be read alongside our Annual Report 2016/2017, Annual Quality Statement, Annual Governance Statement, and the Director of Public Health Annual Report. <http://www.wales.nhs.uk/sitesplus/863/page/86452>

How we are doing?

The Equality Act 2010 is about treating everyone in a fair way. This law protects people from being treated worse than other people because they are:

- men and women
- disabled people
- young people and older people
- people who come from racial backgrounds – who may speak another language
- people who follow a religion or who have no religious beliefs
- people who are gay, lesbian or bisexual
- people who are considering, undergoing or have undergone gender reassignment
- people who are in a civil partnership or married
- women who are pregnant or have recently had a baby.

We have to tell you how we collect and use information to ensure that we are treating people fairly. It is important that our services are meeting the needs of all groups of people who we serve and we treat people fairly at work.

Our Annual Quality Statement looks back over the past year. It summarises what we did to improve the quality of our services. The document also highlights the areas where we still need to improve.

Our values and behaviours were launched in 2015. Our values are central to our mission to deliver effective and efficient healthcare in which patients and service users always feel safe, cared for and confident.

Looking back over the last year: Taking forward our Equality Objectives

We have a plan of the work that we are doing to help ensure that everyone is treated fairly. This is known as our Strategic Equality Plan.

We have equality objectives set out within our Plan. Our equality objectives have been integrated into our corporate Plan to support the delivery of its strategic aims. We want to be always improving and review progress every year against our equality objectives. We have described in this section what we did to work towards implementing the objectives during 2016/2017. This includes highlighting achievements and identifying areas where further work needs to be done.

Equality Objective 1

Reduce health inequalities through ensuring access to services for people according to their individual needs

The Director of Public Health Annual Report 2017 focuses on health literacy. The Report is produced in video format with a transcript. It explains that health literacy is about being able to find, understand, and use the information you need to protect, improve and support your own health and wellbeing, or to manage any conditions you might have.

The Report explains that health literacy is important because people who have low levels of health literacy have worse health than people who are very health literate. People who have low health literacy are more likely to die at a younger age. They are more likely to have unhealthy lifestyle behaviours like smoking and drinking too much alcohol. They are more likely to have long-term health conditions and find it more difficult to manage their conditions.

The Public Health Report highlights that certain groups in society are more at risk of having low health literacy than others. These people include people of ethnic minorities, older people, people who are poor, people who live in deprived areas and people who have not had very much in the way of formal education. These groups are more likely to have low health literacy and so health literacy contributes to health inequalities, making it an important public health problem.

The Director of Public Health's Report is a call to action for us to work together to improve the health literacy of the population. Its recommendations are to:

- find a way to measure health literacy in the population and start measuring it on a regular basis
- provide some training to health professionals so that they can better support people that have low health literacy
- work with our communities and bring together a coalition to improve health literacy for the whole population.

For further information, please see the Director of Public Health Annual Report 2017: <http://www.wales.nhs.uk/sitesplus/863/page/86452>

Our Annual Quality Statement looks back over 2016/2017 at ABMU's work programmes to promote good health. This includes:

- the uptake of the flu vaccination in target groups
- the delivery of nutrition and dietetics training
- the provision of a stop smoking service, including supporting 'mums to be' and people with mental ill health to quit smoking.

Our Annual Report 2016/17 highlights that we developed a Smoking Cessation Target Recovery and Delivery Plan 2016-2020 in partnership with the local Public Health Team. Priorities include:

- expansion of the level three pharmacy smoking cessation service to cover all community pharmacies
- extension of the in-house smoking cessation service for mental health inpatients; and
- provision of a smoking cessation service for pregnant women.

ABMU was a pilot site for the 'Ask and Act' project to recognise and support women experiencing domestic abuse. The Health Board worked collaboratively with the South Wales Police and Crime Commissioner and Welsh Government.

Pilot sites included mental health services in Bridgend, midwifery, health visiting, emergency departments, minor injury unit and integrated sexual health services. In April 2016, the inpatient services at Neath Port Talbot Hospital were added to the pilot project to increase the focus of 'Ask and Act' on the older person.

Referral pathways were developed with multi-agency involvement to enable staff within the pilot areas to confidently 'Ask and Act'. ABMU approved the 'Ask and Act' Policy in 2016. Some changes were required to 'Ask and Act' training to make it more accessible to staff.

Equality Objective 2

Provide accessible advice and information to enable people to understand and make informed choices



Morrison Hospital became the first hospital in Wales to sign up to an online access guide. This tells people everything from how far the car park is from the main entrance to where the lifts and disabled toilets can be found. It means that disabled people can find their way around Morrison Hospital before they have set off from

home. The guides use icons to denote site-specific details such as ramps, disabled toilets, hearing systems as well as wider accessibility information. It includes photographs of the features covered.



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Guide Last Updated: 24/04/2017



The access guides will be particularly helpful to disabled people, their carers, family and friends. The guides will also be useful to anyone who wants to find out more about the place they will be visiting. Working in partnership with DisabledGo, ABMU aims to extend the access guides to cover its other hospitals and community sites.

Equality Objective 3

Communicate with patients, families and carers according to their individual needs

We have a Group overseeing the implementation of the All Wales Standards for Communication and Information for People with Sensory Loss across the Health Board. The Standards set out the level of service delivery that people with sensory loss should expect when they access healthcare.



ABMU Health Board supported the celebration of **'It Makes Sense – Sensory Loss Awareness Month 2016'** at their Board meeting during November. Health Board Members watched the special campaign film that captured patient and healthcare professionals' stories. Speakers from the British Deaf Association, Royal National

Institute for the Blind and Red Cafe told Members how ABMU Health Board's grants have helped people with sensory loss. To view the film and find out more about the campaign, please go to <http://www.equalityhumanrights.wales.nhs.uk/it-makes-sense-2016>.

ABMU's Education Programme for Patients Cymru won the HPMa Wales Award 2016 (Innovation category) for making their education programme accessible for the deaf community.



The Health Board Carers Partnership Board has worked together to further develop information and services to raise the profile of carers in Bridgend, Neath Port Talbot and Swansea.

ABMU Carers information pack has been widely distributed throughout the hospitals in the Health Board area. The bilingual pack contains information which aims to assist the person providing support to identify themselves as a carer, a young adult carer or a young carer.

A new guide has been written for family members and carers of people who experience mental illness. There is also a new document called 'Confidence in Working Together' which provides advice to practitioners and carers about confidentiality and information sharing.

Equality Objective 4

Work with partners to promote mental well being and improve access to mental health services for people who are most in need of support

Our Annual Quality Statement 2016/2017 shows that suicide prevention is one of our top 10 quality and safety priorities. Pages 7 and 8 of the Annual Quality Statement outline some of the actions that have been undertaken against the priorities and the results.

Our Strategy, Planning and Commissioning Committee Annual Report 2016/2017 highlights that their Committee received a report setting out progress to develop Service Strategies for Mental Health, Learning Disabilities and Child and Adolescent Mental Health Services. The Committee suggested that this be reported to the Health Board. It was included within the Chairman/Chief Executive's report at the May 2016 meeting.

Equality Objective 5

Work in partnership to improve emotional and mental health services for children and young people

As reported above, our Strategy, Planning and Commissioning Committee received a report setting out progress to develop Service Strategies for Mental Health, Learning Disabilities and Child and Adolescent Mental Health Services. This was reported to Health Board at the May 2016 meeting.

Our Annual Report 2016/2017 states that we have regular meetings with Cwm Taf University Health Board to review and discuss performance and the quality of care in Child and Adolescent Mental Health Services which they are commissioned to provide on our behalf.

The ABMU Health Board Children's Charter was launched in March 2017. It is the first of its kind in Wales and the first of any health organisation in the UK. Information, safety, respect, privacy and confidentiality are among the rights covered by the Charter.

Equality Objective 6

Improve the wellbeing and experience of our staff

Staff well-being has been prioritised with a focus on early intervention to increase resilience and emotional health through various programmes. A network of well-being champions is in place and active across the organisation. We have supported '**Time to Change Wales**' which aims to reduce stigma and discrimination associated with mental health in the workplace.

We have continued to work to embed the 'Living our Values' programme which has included workshops and staff shadowing listening events. Values-based exit interviews were introduced from January 2017 for staff leaving employment within a year of appointment.

We have promoted various staff surveys which included the Medical Engagement Scale, NHS Staff Survey 2016, the first 'In our Shoes' Staff Survey and Team Climate and Culture listening forums. This data determined priority actions to improve staff experience during 2017/2018.

Our Staff Experience Strategy was launched in March 2017. This was supported by a Reward and Recognition Programme, including plans to launch Long Service Awards in 2017/2018. Recognition events have been held, including the Chairman's Awards and Patient Choice Awards. Over 300 staff were nominated by patients, carers and their families to receive Patient Choice Awards during 2016/2017.



ABMU's Lesbian, Gay, Bi and Trans (LGBT+) Staff Network, Calon, was launched in February 2016. The network provides networking opportunities and peer support between staff. It is open to LGBT+ employees and allies.



We were proud to join Stonewall Cymru Diversity Champions Programme. Stonewall is Europe's largest lesbian, gay, bi and trans (LGBT) charity. Diversity Champions is the leading employers' programme for ensuring all LGBT staff are accepted without exception.

We took part in the Workplace Equality Index (WEI) 2017 for the first time. The WEI is a bench marking tool for employers to measure their progress on lesbian, gay, bi and trans inclusion in the workplace. The Health Board was ranked 247 out of the 440 employers which participated in 2017. We are aspiring to create a **fully inclusive workplace** and be listed as one of Stonewall's Top 100 Employers.



Calon Members joined the Unit Service Director to see the Rainbow flag raised for the first time above the Princess of Wales Hospital. This marked ABMU's support for International Day against Homophobia, Biphobia and Transphobia (IDAHoBiT) on 17 May 2016.

Staff from across ABMU supported the Pride Cymru parade in Cardiff for the first time on Saturday, 13th August 2016. It was important for us to join Wales's largest celebration of equality and diversity to show our commitment to sexual orientation and gender identity equality. Members of Calon were joined by colleagues, family and friends for the parade through the city centre.



Calon members joined colleagues from across NHS Wales on a health information stand hosted by Aneurin Bevan University Health Board at an event afterwards in the grounds of Coopers Field. People were encouraged to visit the stand to describe their experiences of using NHS services in Wales. They told stories of good care, as well as how services could be improved for the LGBT+ community.

Calon Members networked with the trans community and talked about health at Swansea Sparkle. This is the largest trans information and public integration event held in Wales. It took place at the National Waterfront Museum, Swansea on 26 November 2016.

Calon Founder Members received recognition for their work to set up the Network in their own time. They won the 'Going the Extra Mile' category in the Chairman's Awards 2016.

Calon linked with Cinema & Co, an independent cinema in Swansea, to show a variety of LGBT themed films throughout LGBT History Month (February 2017).

The Workforce and OD Committee received a report around the ongoing work in relation to the 'Working Longer' project. It was noted that 1 in 3 of the workforce was over 50 years of age and 1 in 9 were 30 years of age or younger. This work needed to dovetail with work around staff recruitment and retention, flexible working policies and support available through ABMU's Wellbeing Service.

Equality Objective 7

Develop a fuller understanding of the reasons for any pay differences

We have produced pay reports and these are available on our website: <http://www.wales.nhs.uk/sitesplus/863/page/59057>

We recognise that there is more work to be done to analyse pay differences. This includes improving the collection of equality data for staff and raising awareness of the reasons why the information is collected. We will learn from other organisation's case studies that are designed to demonstrate how the required workforce and pay data analysis should be undertaken.

ABMU launched its apprenticeship scheme in September 2016 to provide a stepping stone to a career in the health service. The aim of the scheme is to recruit staff and provide them with the skills, knowledge and experience to apply for permanent positions within ABMU. It provides a close-up look at the health service and the many career opportunities it offers.

ABMU is working with a number of departments across the health board, local schools and colleges to promote the opportunities that are available on its apprenticeship scheme.

ABMU promoted independent Member vacancies on the Health Board with the aim of increasing of the diversity of public appointments. We publicised the links to these adverts on the Welsh Government website as they managed the recruitment process on our behalf. We sent the links to the adverts to stakeholders, local third sector organisations, local councils, colleges and universities and equality forums to raise awareness of the roles. We also advertised ABMU Non Officer Board Member vacancies on Stonewall's job site Proud Employers.

Looking forward to the next year

We published our Strategic Equality Plan on our website:
<http://www.wales.nhs.uk/sitesplus/863/page/59057>

The objectives help us to continue to make equality and diversity an integral part of all our work and focus on the areas of inequality. We will be tackling the inequalities through actions to take forward our equality objectives.