



**FAIRFIELD INDEPENDENT
HOSPITAL**

**EQUALITY, DIVERSITY and
INCLUSION ANNUAL REPORT
2019-2020**

Introduction

The purpose of this report is to demonstrate the Hospitals compliance with the Public Sector Equality Duty by publishing information on an annual basis. It summarises the equality monitoring data for patients and staff for the period 1 April 2019 to 31 March 2020. This report outlines our achievement around equality, diversity and human rights, highlighting the key pieces of work we have undertaken and states the future direction of the work around this agenda.

Fairfield Independent Hospital is committed to a culture where those working for us are valued and appreciated for the skills and talents they bring to the organisation and where the needs of those using our services are understood and respected. We are committed to treating everyone who visits or works for us with respect and as individuals, taking into account their individual differences, personal values and perspectives.

The key areas of our statutory, mandatory and regulatory obligations are set out below:

Equality Act 2010 and the Public Sector Equality Duty (PSED)

The Equality Act 2010 replaced previous anti-discrimination laws with a single act. It gives the NHS and its organisations opportunities to work towards eliminating discrimination and reducing inequalities in care. The Public Sector Equality Duty applies to public bodies and others carrying out public functions and requires these organisations to publish information to show their compliance with the Equality Duty. The information must show that the organisation has had due regard to the need to:

- Eliminating unlawful discrimination, harassment and victimisation;
- Eliminating unlawful discrimination, harassment and victimisation;
- Advancing equality of opportunity between people who share a protected characteristic and people who do not;
- Fostering good relations between people who share a protected characteristic and people who do not share it.

FIH aims to provide accessible services that respect the needs of each individual and exclude no one. The Hospital is committed to eliminating any form of discrimination based on the Equality Act, which identifies the following protected characteristics

Disability, Sex, Race, Religion and belief, Sexual orientation, Age, Pregnancy and maternity, Marriage and civil partnership, Gender re-assignment

NHS Standard Contract Equality Requirements

NHS England mandates the NHS Standard Contract for use by NHS commissioners to contract all healthcare services other than primary care. This prohibits discrimination based on the nine protected characteristics set out in the Equality Act 2010 and is a mutual obligation on the commissioner and on the provider.

As a responsible organisation we must take into account the following three aims as part of our decision-making processes;

- how we act as an employer,
- how we develop, evaluate and review policy;
- how we design, deliver and evaluate services;
- how we commission and buy services.

2. Meeting our Duties

As a service provider, we are committed to providing a service, which is accessible to everyone and prevents unfair or unlawful discrimination on the grounds of age, disability, sex, gender identity, race, sexual orientation or religion, faith or belief. We are working to promote good relations between different individuals and groups.

As an employer, we will ensure our employees work in an environment, which respects and includes everyone and is free from discrimination, harassment and unequal treatment. We are keen to attract staff from diverse backgrounds that are representative of the population we serve and seek to raise our profile as a potential employer, especially where we are under-represented.

We have a robust process to ensure strategies, policies, procedures, major service changes are regularly assessed for impact on equality issues and our Inclusion Hub Advisory Group, and staff networks help us to understand the needs and views of a range of diverse people and communities.

We have specific duties as a provider of public sector services to; publish relevant, proportionate equality information to demonstrate our compliance, this must include:

- Information relating to employees who share protected characteristics.
- Information relating to people who are affected by our policies and practices, who share protected characteristics
- Prepare and publish equality objectives at least every four years

Workforce Race Equality Standard (WRES)

The WRES requires the Hospital to provide information against a number of indicators and to demonstrate progress against them. The WRES highlights any difference between the experience and treatment of White staff and Black and Minority Ethnic (BME) staff with the aim to closing any gaps through the development and implementation of action plans. The Hospital has been providing the data directly for a number of years.

Accessible Information Standard

The purpose of the Standard is to meet the communication needs of patients, service users, carers and parents. The Standard aims to establish a framework and set a clear direction so patients can receive information in their preferred format e.g. Braille, Easy Read or British Sign Language Interpreter. The Hospital has fully implemented the Accessible Information Standard.

Equality core principles

The Hospital has already produced an Equality and Diversity Strategy; we have agreed a set of core principles that underpin the development and delivery of our ambitions and priority areas. The principles are:

- we will ensure that the delivery of the best patient care is at the heart of what we do
- we will regularly review the priorities through feedback and information to ensure they are grounded in reality for patients, public and staff
- we will measure and publish progress against our priorities annually.
- we will share and celebrate examples of improvements and changes made as a result of the feedback and the priorities in the strategy
- we will work in partnership and collaboratively with stakeholders, partners and communities to take forward this strategy
- we will strive for continual improvement and change
- we will ensure our policies, processes and systems are supportive and monitored to ensure the delivery of good practices in equality and diversity

3. WORKFORCE

Workforce profile

The headcount of employed staff at the Hospital as at 31.03.2020 was 186. For the purposes of this report, the white category incorporates staff that identify as White British, White Irish and any Other White Background. The BME includes staff who identify themselves as Asian, Mixed, Black and Other.

Workforce by age

Age Ranges (years)	Total
<20	0
20-29	23
30-39	24
40-49	33
50-59	66
60-69	36
70-80	4

Grand Total	186
-------------	-----

Workforce by staff group

Staff Groups	Total
Admin and Clerical	52
Allied Health Professional	8
Estates and Ancillary	39
Nursing - Non-Registered	29
Nursing – Registered	58
Grand Total	186

Workforce by ethnicity

97% of the workforce identify as white and 3 % as BME (figures have been rounded)

Workforce by disability (declared)

Less than 1% of the workforce have identified himself or herself to the organisation as being disabled. As an organisation, we feel this figure might be higher so the organisation is actively encouraging disabled employees to report their disability.

Workforce by gender (declared)

Gender	Total
Female	152
Male	34
Grand Total	186

(Please note the figures for declared gender split reported for 2017/2018 were incorrect)

Workforce by religion and belief.

The majority of staff have chosen not to disclose their religion or belief making it difficult to draw any meaningful conclusions from this data set.

Workforce by sexual orientation.

The majority of staff have not disclosed their sexual orientation making it difficult to draw any meaningful conclusions from this data set. The data has been suppressed due to low numbers.

Transgender

The term transgender refers to someone who considers that they do not identify with the gender that was assigned to them at birth. There is no census information accurately recording the size of the Trans population in the UK. The number of gender variant people estimated in the UK is to be 500, 000 (Gender Identity Research and Education Society-GIRES) equating to 1% of the total population. Monitoring of the number of Trans people is

highly sensitive and strict data protection rules apply to ensure privacy and confidentiality is maintained at all times. This data would not be reported by Fairfield Independent Hospital.

Workforce by length of service

Length of Service years	Total
0-4	82
5-9	41
10-14	20
15-19	28
20-24	8
25-29	3
30-35	3
>35	1
Grand Total	186

Recruitment

The Hospital ensures that all recruitment procedures and processes comply with relevant legislation and NHS guidance. FIH aims to build a fully inclusive organisation through the recruitment and retention of a high calibre workforce.

Our recruitment and selection procedures and guidance ensure that recruitment practices are effective and non-discriminatory and make sure that we recruit the best person available.

Education Training and Development

FIH is committed to supporting the continuing education and development of its entire workforce. All new staff members employed by the Hospital receive equality and diversity training as part of their induction and thereafter on a three yearly basis. Compliance is monitored. As at 31.03.2020, 99% of all staff had completed their Equality and Diversity training.

Flexible working.

The hospital has various forms of flexible working arrangements in place for the staff who it directly employs. The majority of requests are managed at department level...

Female workforce taking maternity leave

In the last 12 months, 3 staff took maternity leave. The organisation has in all cases offered reduced contracted hours to support work life balance for these employees. The hospital has also offered paternity leave to fathers.

Employee relations cases

In the last 12 months, there have been no employee relations cases.

Staff Survey

The results from our 2019 staff survey were very encouraging. The response rate was 68% (55%) and of those who responded 89% (87%) would recommend the hospital as a place of work and 100% agree that the care of patients is the Hospitals top priority.

Previous years figures shown in brackets

Leavers

During the year up to 31.03.2020, 17 staff left the organisation

- 3 retired
- 3 staff left on medical grounds
- 8 staff let to take up positions elsewhere
- 3 staff let for personal reasons

4. PATIENT PROFILE

The age profile of the patients attending the hospital in 19/20 is shown below

Age band years	% patients
16-24	5
25-34	12
35-44	17
45-54	22
55-64	16
65-74	17
75-84	9
85+	2

The ethnicity profile for those patients who have provide the information for the period is shown below

White	98.5%
Mixed	0.4%
Asian/Asian British	0.5%
Black/African/Caribbean/Black British	0.3%
Other	0.3%

Complaints

The Table below shows the declared ethnic makeup of complainants to the Hospital over the last 12 months

Ethnic Group	Number of complaints
White	9
Mixed	0
Asian/Asian British	0
Black/African/Caribbean/Black British	0
Other	0
Not declared	1
TOTAL NUMBER OF NHS COMPLAINTS	10

Friends and Family Test— responses

The hospital has been participating in the Friends and Family Test for patients for a number of years.

The responses have increased year on year and we are pleased that report many of our patients take the time to respond and are very positive about their experience.

The results for both inpatients and outpatients are shown below:

Inpatient full year average 19/20

Ave Total number returned per month	Extremely likely	Likely	Neither likely nor unlikely. Ex un likely Don't Know
165	94%	5.5%	.05%

Outpatient full year average 19/20

Ave Total number returned per month	Extremely likely	Likely	Neither likely nor unlikely. Ex un likely Don't Know
184	85%	14.5%	0.05%

EQUALITY AND DIVERSITY OBJECTIVES

The Hospital each year sets objectives in order to meet its obligations under the Equality Act and some progress was made during the year. A brief account of progress made in year against each objective is provided below

2019/2020 objectives and action

Objective 1

There is ongoing work across the Hospital to improve access for those with specific disabilities and needs.

Actions completed

- The hospital has fully implemented the Accessible Information Standard for both patients and staff.

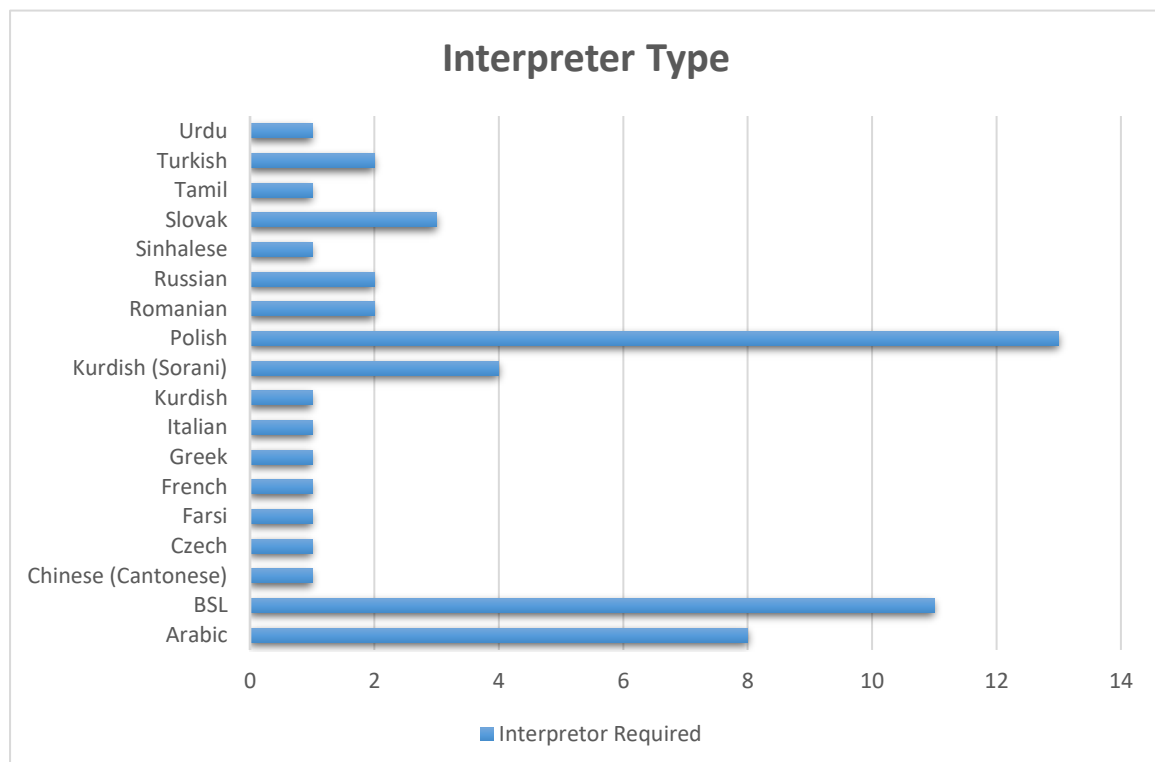
Objective 2

To provide information in a variety of ways for patients whose first language is not English, for those who are hard of hearing and or partially sighted or blind in order to improve their experience.

Actions completed

- The use of interpreters has been monitored during the year. The Hospital has contracts with organisations that provide sign language.
- The chart below details the split in the types of interpreters instructed. The highest used interpreter service being accessed was for Polish interpreters with a 23.21% of all instructions for 2019-2020.

There have been in total 56 requests made in the reporting period



Objective 3

To ensure that Hospital leaders and managers have the right skills to support their staff to work in a fair, diverse and inclusive environment

Actions completed

- Training compliance re EDI is monitored and the compliance rate is as at 31.03.2020 99%
- The Hospital successfully published its annual return for the NHS Workforce Race Equality Standard. The Hospital has increased the proportion of ethnic staff employed.

2020/2021 Objectives

The following objectives have been set in order to ensure that FIH can evidence it is committed to eliminating discrimination, promoting equality of opportunity, fostering good relations and providing an environment which is inclusive for patients, carers, visitors and staff. We aim to provide equality of access, experience and health and workplace outcomes by actively listening and acting on feedback to drive improvements.

Objective 1.

To ensure that the patient experience is a driver for our EDI activities

- We will continue to review our strategies and policies to ensure that EQIA are robust and inclusive and strengthen processes to ensure good quality reviews are conducted.
- Monitor complaints across the organisation

Objective 2

To continue to empower staff to excel in their role and provide an exceptional service in an environment where dignity and respect are promoted

- Continue to implement the Workforce Race Equality Standard (WRES) to improve the recruitment, retention, workplace experience and opportunities for Black and Minority Ethnic (BME) staff.
- Roll out staff health and wellbeing initiatives to improve support for staff and reduce sickness absence.
- Ensure that staff use unconscious bias recruitment processes across the organisation to reduce any potential for discrimination in the decision making process.

Objective 3.

Staff will continue to be provided with a relevant package of EDI training so that they are culturally competent and able to deliver a service that is adapted to meet the diverse needs of patients

Conclusion

FIH aspires to be the employer and healthcare provider of choice in the local area. We want to ensure staff are consciously inclusive in their day –to-day practice and interactions with our patients and teams recognising their mix of abilities, experience and knowledge. The Hospital is fair and inclusive and acts with integrity.

Our staff provide compassionate care and we adopt a patient centred approach to the care we provide. As an employer we strive to provide a very positive supportive workplace free from any form of bullying , harassment or discrimination.