



Cheshire and Wirral Partnership  
NHS Foundation Trust



# Trustwide EDS2 Stakeholder Assessment 2016-2017

Care • Well-being • Partnership

## 1. Introduction:

Cheshire Wirral Partnership NHS Foundation Trust has implemented the Equality Delivery System (now EDS2) launched by the Department of Health in 2011. The EDS2 is a tool to drive up equality performance and embed equality into mainstream NHS business.

The EDS2 is a public commitment of how NHS Organisations plan to meet the needs and wishes of local people and staff, and meet the duties placed on them by the Equality Act 2010. It also sets out how, they recognise the differences between people, and how they aim to make sure that any gaps and inequalities are identified and addressed.

The EDS2 is split into four measurable areas:

1. Better Health Outcomes
2. Improved patient access and experience
3. A representative and supported workforce
4. Inclusive leadership

Against these four areas there are a set of 18 outcomes. These range from service quality to how staff, are managed in the Trust.

## 2. How does it work?

It works by ensuring that all of the work of the Trust is benefiting protected groups in different ways. It is also about creating a system where our stakeholders are the ones that are assessing our performance rather than the Trust doing a simple self-assessment. This includes CWP providing detailed evidence and service line presentations to our stakeholders who then get together to discuss how we are doing.

## 3. Grading

Grading is based on a simple criteria for each of the standards as highlighted below.

<b>1. Undeveloped</b>	Evidence provided for 0-2 protected characteristics
<b>2. Developing</b>	Evidence provided for 3-4 protected characteristics
<b>3. Achieving</b>	Evidence provided for 5-7 protected characteristics
<b>4. Excelling</b>	Evidence provided for 8-9 (all) protected characteristics

#### **4. What are protected characteristics?**

Protected characteristics refer to all the different groups of people that are covered under the Equality Act 2010 – the main piece of legislation that protects people from discrimination in the UK. These are:

- Age
- Disability
- Ethnicity/Race
- Gender
- Gender Reassignment
- Marriage & Civil Partnership
- Pregnancy & Maternity
- Religion & Beliefs
- Sexual Orientation

#### **5. What are the benefits?**

The introduction of the EDS2 will help to recognise, encourage and highlight the undoubted good practice and evidence that already exists at the Trust but at the same time ensure there is better or consistent engagement with our local communities, any gaps are identified and addressed and become more reflective of the community it serves at all grades and positions.

#### **6. How are we doing?**

Over the past year, the Trust has been working hard to implement the NHS Equality Delivery System (EDS2).

##### **Wirral:**

In September 2016 the Trust (Wirral Locality) undertook its fourth assessment over a 1.5 day period of performance against the EDS2 (incorporating the Trust Equality Objectives) and obtained feedback from key stakeholders.

Wirral have a equality & diversity network group that meets throughout the year on a quarterly basis to obtain views and feedback from various community partners, the meeting provides CWP with the opportunity to highlight the work they are doing in the Wirral

locality, the group is made up of various organisations who represent members of the diverse community and CWP equality champions.

### **Cheshire West**

In March 2017 the Trust (Cheshire West Locality) undertook its assessment of performance against the EDS2 (incorporating the Trust Equality Objectives) at Sycamore House Ellesmere Port the Trust provided the local community groups examples of the equality and diversity activity through case studies discussion and other evidence.

Since the EDS2 community engagement assessment in 2016 monthly equality champions meetings have taken place and a number of guest speaker who are representatives of some of the diverse groups at the engagement event have attended the equality champions meetings to provide presentations training and opportunities for discussions on the various community groups they represent. In 2016 both the equality leads for Cheshire West left the Trust and a new lead has now taken on the role.

### **Cheshire East:**

In October 2016 the Trust (Cheshire East Locality) undertook its EDS2 assessment of performance against the EDS2 (incorporating the Trust Equality Objectives) and obtained feedback from key stakeholders.

Since the EDS2 community engagement assessment in 2016 monthly equality champions meetings have taken place and a number of representatives of some of the diverse groups now attended the equality champions meetings to provide opportunities for discussions on the various community groups they represent.

### **7. Stakeholders - Partners on the assessment panel:**

<b>Wirral</b>	<b>Cheshire West</b>	<b>Cheshire East</b>
<ul style="list-style-type: none"> <li>• Wirral Cultural Network</li> <li>• Wirral Change</li> <li>• Wirral Older People’s Parliament</li> <li>• Mencap</li> </ul>	<ul style="list-style-type: none"> <li>• Deafness Support Network,</li> <li>• Cheshire Halton and Warrington Race Equality Centre,</li> <li>• Body Positive.</li> </ul>	<ul style="list-style-type: none"> <li>• Body Positive</li> <li>• East Cheshire CCG</li> <li>• South Cheshire CCG</li> <li>• Vale Royal CCG</li> </ul>

<ul style="list-style-type: none"> <li>• Wirral Royal Society for the Blind</li> <li>• Age UK</li> <li>• Healthwatch Wirral unable to attend the event, copies of the EDS2 assessment evidence sent to Healthwatch</li> </ul>	<ul style="list-style-type: none"> <li>• Healthwatch Cheshire West unable to attend the event, copies of the EDS2 assessment evidence sent to Healthwatch</li> </ul>	<ul style="list-style-type: none"> <li>• Healthwatch Cheshire East</li> <li>• Cheshire East Multi Cultural Forman</li> <li>• MotherWell</li> <li>• Deafness Support Network</li> <li>• Cheshire East Council</li> </ul>
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**8. The EDS2 partner's assessment graded the Trust as follows:**

The assessment score for the Trustwide grade has been calculated by adding the assessment grade for each locality and the majority of grades are the grade for the Trustwide assessment.

<b>Equality Delivery System 2: Goal 1</b>				
<b>1. 'Better health outcomes for all'</b>		<b>Verified by: Please see point 6 Stakeholders</b>		
<b>Individual Outcome grades for Goal 1:</b>		<b>Grade:</b>		
<b>CWP Locality:</b>	<b>Wirral</b>	<b>Cheshire East</b>	<b>Cheshire West</b>	<b>Trustwide</b>
<b>EDS2 Outcome 1.1</b> Services are commissioned, procured, designed and delivered to meet the health needs of local communities	<b>Achieving</b>	<b>Achieving</b>	<b>Developing</b>	<b>Developing</b>
<b>EDS2 Outcome 1.2</b> Individual people's health needs are assessed and met in appropriate and effective ways	<b>Achieving</b>	<b>Achieving</b>	<b>Developing</b>	<b>Developing</b>
<b>EDS2 Outcome 1.3</b> Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed	<b>Achieving</b>	<b>Achieving</b>	<b>Achieving</b>	<b>Achieving</b>
<b>EDS2 Outcome 1.4</b> When people use NHS services their safety is prioritised and they are free from	<b>Achieving</b>	<b>Achieving</b>	<b>Achieving</b>	<b>Achieving</b>

mistakes, mistreatment and abuse				
<b>EDS2 Outcome 1.5</b> Screening, vaccination and other health promotion services reach and benefit all local communities	<b>Achieving</b>	<b>Achieving</b>	<b>Developing</b>	<b>Achieving</b>

<b>Equality Delivery System 2 Goal 2:</b>				
<b>2. 'Improved patient access and experience'</b>	<b>Verified by: Please see point 6 Stakeholders</b>			
<b>Individual Outcome grades for Goal 2:</b>	<b>Grade:</b>			
<b>CWP Locality:</b>	<b>Wirral</b>	<b>Cheshire East</b>	<b>Cheshire West</b>	<b>Trustwide</b>
<b>EDS2 Outcome 2.1</b> People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds	<b>Achieving</b>	<b>Achieving</b>	<b>Achieving</b>	<b>Achieving</b>
<b>EDS2 Outcome 2.2</b> People are informed and supported to be as involved as they wish to be in decisions about their care	<b>Achieving</b>	<b>Achieving</b>	<b>Achieving</b>	<b>Achieving</b>
<b>EDS2 Outcome 2.3</b> People report positive experiences of the NHS	<b>Achieving</b>	<b>Achieving</b>	<b>Developing</b>	<b>Achieving</b>
<b>EDS2 Outcome 2.4</b> People's complaints about services are handled respectfully and efficiently	<b>Achieving</b>	<b>Achieving</b>	<b>Achieving</b>	<b>Achieving</b>

<b>Equality Delivery System 2 Goal 3:</b>	<b>Verified: March 2017</b>
<b>Goal 3. 'Empowered, engaged and well-supported staff'</b>	<b>Verified by: Staffside Reps Unison RCN</b>
<b>CWP Trustwide</b>	<b>Grade</b>
<b>EDS2 Outcome 3.1</b> Fair NHS recruitment and selection processes lead to a more representative workforce at all levels	<b>Achieving</b>
<b>EDS2 Outcome 3.2</b>	

The NHS is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations	<b>Achieving</b>
<b>EDS2 Outcome 3.3</b> Training and development opportunities are taken up and positively evaluated by all staff	<b>Achieving</b>
<b>EDS2 Outcome 3.4</b> When at work, staff are free from abuse, harassment, bullying and violence from any source	<b>Achieving</b>
<b>EDS2 Outcome 3.5</b> Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives	<b>Achieving</b>
<b>EDS2 Outcome 3.6</b> Staff report positive experiences of their membership of the workforce	<b>Achieving</b>

<b>Equality Delivery System 2 Goal 4:</b>	<b>Verified: March2017</b>
<b>4. 'Inclusive Leadership'</b>	<b>Improved</b>
<b>CWP Trustwide</b>	<b>Grade</b>
<b>EDS2 Outcome 4.1</b> Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations	<b>Achieving</b>
<b>EDS2 Outcome 4.2</b> Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are to be managed	<b>Achieving</b>
<b>EDS2 Outcome 4.3</b> Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination	<b>Achieving</b>

### 9: EDS2 assessment comparison between 2015-2016 and 2016-17

The information below highlights the difference in the assessment scoring for each goal and outcomes between last year 2015-16 and this year 2016-17 in the 3 localities and Trustwide.

The Wirral Cheshire East locality and Trustwide have scored Achieving in all areas again in 2016-17.

Cheshire West has seen an improvement in the scoring of the 9 outcomes that scored Developing in 2015-2016 in 2016-17

5 outcomes scored Achieving and 4 scored Developing

Goal 1 = 5 outcomes: There has been an increase in 2 (40%) outcomes from Developing to Achieving in 2016-17.

Goal 2 = 4 outcomes: There has been an increase in outcomes of 3 (75%) from Developing to Achieving in 2016-17.

Developing (D) =  Achieving (A) = 

Equality Delivery System 2: Goal 1										
1. 'Better health outcomes for all'			Verified by: Please see point 6 Stakeholders							
Individual Outcome grades for Goal 1:			Grade:							
CWP Locality:	Wirral		Cheshire East		Cheshire West		Trustwide			
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17		
<b>EDS2 Outcome 1.1</b> Services are commissioned, procured, designed and delivered to meet the health needs of local communities			A	A	A	A	D	D	A	A
<b>EDS2 Outcome 1.2</b> Individual people's health needs are assessed and met in appropriate and effective ways			A	A	A	A	D	D	A	A



<b>EDS2 Outcome 1.3</b> Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed	A	A	A	A	D	A	A	A
<b>EDS2 Outcome 1.4</b> When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse	A	A	A	A	D	A	A	A
<b>EDS2 Outcome 1.5</b> Screening, vaccination and other health promotion services reach and benefit all local communities	A	A	A	A	D	D	A	A

<b>Equality Delivery System 2 Goal 2:</b>								
<b>2. 'Improved patient access and experience'</b>	<b>Verified by: Please see point 6 Stakeholders</b>							
<b>Individual Outcome grades for Goal 2:</b>	<b>Grade:</b>							
<b>CWP Locality:</b>	<b>Wirral</b>		<b>Cheshire East</b>		<b>Cheshire West</b>		<b>Trustwide</b>	
	<b>2015-16</b>	<b>2016-17</b>	<b>2015-16</b>	<b>2016-17</b>	<b>2015-16</b>	<b>2016-17</b>	<b>2015-16</b>	<b>2016-17</b>
<b>EDS2 Outcome 2.1</b> People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds	A	A	A	A	D	A	A	A
<b>EDS2 Outcome 2.2</b> People are informed and supported to be as involved as they wish to be in decisions about their care	A	A	A	A	D	A	A	A
<b>EDS2 Outcome 2.3</b> People report positive experiences of the NHS	A	A	A	A	D	D	A	A
<b>EDS2 Outcome 2.4</b>								

People's complaints about services are handled respectfully and efficiently	A	A	A	A	D	A	A	A
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<b>Equality Delivery System 2 Goal 3:</b>	<b>Verified: March 2017</b>
<b>Goal 3. 'Empowered, engaged and well-supported staff'</b>	<b>Verified by: Staffside Reps Unison and RCN</b>
<b>CWP Trustwide</b>	<b>Grade 2015-16 and 2016-17 Received the same assessment score</b>
<b>EDS2 Outcome 3.1</b> Fair NHS recruitment and selection processes lead to a more representative workforce at all levels	<b>Achieving</b>
<b>EDS2 Outcome 3.2</b> The NHS is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations	<b>Achieving</b>
<b>EDS2 Outcome 3.3</b> Training and development opportunities are taken up and positively evaluated by all staff	<b>Achieving</b>
<b>EDS2 Outcome 3.4</b> When at work, staff are free from abuse, harassment, bullying and violence from any source	<b>Achieving</b>
<b>EDS2 Outcome 3.5</b> Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives	<b>Achieving</b>
<b>EDS2 Outcome 3.6</b> Staff report positive experiences of their membership of the workforce	<b>Achieving</b>

<b>Equality Delivery System 2 Goal 4:</b>	<b>Verified: March 2017</b>
<b>4. 'Inclusive Leadership'</b>	<b>Improved</b>
<b>CWP Trustwide</b>	<b>Grade 2015-16 and 2016-17 Received the same assessment score</b>
<b>EDS2 Outcome 4.1</b> Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations	<b>Achieving</b>
<b>EDS2 Outcome 4.2</b> Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are to be managed	<b>Achieving</b>
<b>EDS2 Outcome 4.3</b> Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination	<b>Achieving</b>

## 10. Conclusion:

The EDS2 assessment completed by the Trust and its partners across the Trust footprint highlights its commitment of how CWP meets the needs and wishes of local people and staff, and meets the duties placed on us by the Equality Act 2010. It also sets out how, the Trust recognises the differences between localities and people, and how we aim by working in partnership with our partners from the diverse communities to aim to make sure that any gaps and inequalities are identified and addressed.

## 1. Recommendations:

The information contained in this report will be reviewed at the CWP Trustwide Equality and Diversity Group and the information will be provide to the CWP locality E&D leads for them to cascade to the various service line leads in their locality.

The Trust EDS2 CWP Equality Objective Action Plan - Partners Action Plan for 2016/17 will be updated to reflect the points highlighted from the 2015/16. EDS2 assessments and updated and reviewed at the CWP Trustwide Equality & Diversity Group – Partners Network Meetings throughout 2016-17.

The information will also be sent to all the partnership organisations who actively participated in the EDS2 assessment process and various CWP internal committees and Trust board.

The Trust will also update the CWP website with the assessment outcomes and forward the information onto the NHS Midlands and Lancashire Commissioning Support Unit Equality & Diversity Lead.

<b>Version</b>	<b>Name(s) - Group(s)</b>	<b>Date of Issue</b>
<b>1</b>	<b>EDS2 Assessment 2015-16</b> <b>Report compiled by:</b> <b>Bob Davies Equality &amp; Diversity Co-ordinator</b>	<b>April 10th 2017</b>

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