



2020

# Equality & Diversity Annual Report

# Introduction

At Clinical Partnership we recognise the importance of ensuring that our services are both fair and equitable to all and delivered with dignity and respect. We expect everyone who visits any of our services, comes into contact with any of our colleagues or works for us to be able to bring their best selves and participate fully in a safe, inclusive and supportive environment. We welcome all service users and colleagues inclusive of race, disability, sex, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity, age, religion or belief.

This report demonstrates how our commitment to equality and diversity, both as an employer and as a provider of services, has been delivered and will continue to evolve. It explains how we have responded to the requirement to show “due regard” and how to our work to promote equality amongst groups of people who have specific protected characteristics fit with our wider inclusive culture. It supports the legal obligations we have in relation to the Equality Act 2010 as well as demonstrating how the company meets its contractual obligations within the NHS Standard Contract.

Holly Hellstrom  
Information Assurance Director

# Our Obligations

## Public Sector Equality Duty 2011 (PSED)

Employers and employees in the public sector, and in private or voluntary organisations carrying out work on behalf of a public sector employer, have a legal duty in the workplace to:

### General duty

1. Prevent and eliminate discrimination, harassment and victimisation
2. Establish and promote equality and equal opportunities
3. Foster good relations

### Specific duty

1. To publish information to demonstrate compliance with the general equality duty
2. Preparation and publication of one or more equality objectives to achieve any of the things from the general Equality Duty

<b>NHS standard contract</b>	Workforce Race Equality Standard (WRES)	The WRES is a mandatory part of the NHS Standard Contract from April 2017 requiring all providers to demonstrate progress against a number of indicators of workforce race equality.
	Workforce Disability Equality Standard (WDES)	The WDES is a mandatory part of the NHS Standard Contract from April 2019 requiring all providers to demonstrate progress against a number of indicators of workforce disability equality.

## Gender Pay Gap

All organisations with 250 or more employees are now required to publish various gender pay gap figures, to demonstrate how the gender pay gap between their male and female employees. An employer must publish and submit to the National Government Office six calculations.

### Protected Characteristics:

Age – Sex - Disability – Race (including Nationality & Ethnic Origin) – Religion or Belief - Gender Reassignment – Marriage or Civil Partnership – Pregnancy & Maternity – Sexual Orientation

# The Organisational Context: Strategy

We deliver services at locations across England, from diverse areas each presenting a unique population of colleagues and patients. Due to the nature of our contracting business this means that both colleague and customer demographics are subject to regular substantive change. While we inherit demographically entrenched workforce structures, this also presents us with an opportunity to devise a more bespoke approach to finding solutions locally.

The results have proven that colleagues understand our patient needs. Colleagues have used their training and the fund to enhance our services by recognising the intersectional nature of individual customers and how they experience care.

Our Equality Objectives determine the equality strategy in a given year. Our objectives 2020-2021 are laid out in this Annual Report. As part of this we have committed to developing a high level three year strategy for 2020-23 to clarify the intentions and objectives for Equality and Diversity.

Operationally we follow the requirements listed under Our Obligations and the new strategy will draw together the components of the WRES, WDES, Gender Pay Gap reporting and other commitments from our range of contracts across the health and social care sector. Whilst our obligations arise from a diverse range of sources, we firmly believe that commitment to promoting equality and diversity will be best serviced by a uniformed company wide policy and strategy that informs and responds to the needs of our services.

The actions arising from our objectives will be built into and monitored by our bespoke Internal Review Processes to ensure they are embedded, robust and effective.

# Understanding Our Workforce: Who we are

Our overall colleague profile is internally reviewed annually according to protected characteristics. This review identifies colleague diversity and provides a benchmark by which the company can measure the impact and outcomes of People Policies. From there we are able to develop further areas for development, to ensure that no colleague groups are disadvantaged. Information obtained through our colleague survey is also disaggregated by protected characteristic, enabling us to proactively identify any disproportionate impacts and successes and develop action plans to address them.

## Colleague Data

As the shape of the business changes considerably over time with contracts beginning and ending, summary data must be viewed in the context of a changing organisational structure and profile. This makes year on year comparisons challenging as our geographical boundaries, associated population benchmarks and service specific populations are statistically transient.

We have identified two reporting challenges on which we will focus in 2020/2021

1. Data on our workforce is incomplete. Efforts to improve the quality of this data are impacted by the quality of data received on transfer of services, meaning we routinely experience fluctuations in the quality of the data set. For this reason, we are continually striving to improve recording, which is an organisational objective.
2. Our workforce profile may not reflect the UK wide NHS workforce. The specific regional populations to which our services are delivered also may not reflect the national profile (specifically on ethnicity). Therefore we have set an objective to undertake population mapping to ensure that our Equality and Diversity focus going forward is specific and measurable to the populations, and colleagues involved.

## Understanding Our Workforce: The Data

The following protected characteristic areas are collected as part of the PSED within these areas of our interactions with people who work for and apply to work for the company.

	Workforce	Recruitment	Have Your Say (Patient Survey)
Age	Yes	Yes	Yes
Disability	Yes	Yes	No
Gender Reassignment	Yes	Yes	No
Marriage & Civil Partnership	Yes	Yes	No
Pregnancy & Maternity	Yes	Yes	No
Race	Yes	Yes	Yes
Religion or Belief	Yes	Yes	No
Sex	Yes	Yes	Yes
Sexual Orientation	Yes	Yes	No

## Understanding Our Workforce: Reporting

Colleague Demographics as of 1<sup>st</sup> January 2020

<b>Sex</b>	<b>Male</b>	<b>Female</b>				
	3	6				
<b>Ethnicity</b>	<b>White</b>	<b>Black</b>	<b>Asian</b>	<b>Mixed</b>	<b>Other</b>	<b>Not Declared</b>
	8	0	0	1	0	0
<b>Disability</b>	<b>Disabled</b>	<b>Not Disabled</b>	<b>Not declared</b>			
	0	9	0			
<b>Religion and Belief</b>	<b>Christian</b>	<b>No Religion</b>	<b>Prefer not to say</b>	<b>Other Religions</b>	<b>Not Declared</b>	
	6	1	0	2	0	
<b>Sexual Orientation</b>	<b>Heterosexual /Straight</b>	<b>LGB&amp;T</b>	<b>Prefer not to say</b>	<b>Not declared</b>		
	9	0	0	0		

Please note that this information was gathered on a voluntary basis and not all staff members completed the questionnaire.

## Workforce: Policies

It is an organisational objective for 2020/2021 to review and update our Equality and Diversity policies, which will be undertaken through the Equality and Diversity Working Group.

### Equality Analysis

The HR dept measure the impact and outcomes of People Policies and use of available data to inform their decision making with regard to the protected characteristics of colleague groups. Additional data analysis may be undertaken at key colleague migration points, such as when onboarding new contracts which can significantly impact the colleague profile.

### Equality and Diversity Training

All colleagues receive training in Equality and Diversity as part of the suite of Statutory and Mandatory Training. All colleagues must complete this within three months of joining the organisation and renew their training every three years.

## Workforce: Engagement

Our HR dept manage activities designed to ensure that our colleagues' expertise and opinions are heard and valued. This has included:

- Our colleague Bi-annual survey
- Steering Group to understand and address apparent issues.

# Customers: Engaging Customers and Local People

We ensure that we meet the need to provide appropriate assistance and make reasonable adjustments for Service Users, Carers and Legal Guardians who do not speak, read or write English or who have communication difficulties (including hearing, oral or learning impairments). Services manage their interpreting arrangements locally to ensure consistency with local providers, often partnered with Local Authorities.

Feedback is an essential element of these policies, and is a valuable source of information. Customer Complaints are reviewed to identify any relevance to protected characteristics and identify any themes for improvement, and we routinely collect monitoring data on our customer feedback.

## Equality Objectives 2020 – 2021

### Workforce:

- To improve the level of recording for protected characteristics, particularly for incoming contracts.
- To implement a review of organisational benchmarks to ensure our measurements are proportional, consistent and fair, and set actions accordingly
- To continue to comply with the Workforce Race Equality Standard and forthcoming Workforce Disability Equality Standard

### Organisational:

- Formation of an Equality and Diversity Steering Group
- To review governance structures and existing policies and procedures relating specifically to Equality & Diversity

## Conclusions

During 2019/2020 we have built upon progress already made to comply with the contractual obligations in respect of Equality and Diversity.

Progress will be strengthened in 2020-121 with the development of an organisation-wide policy review and an objective to set an ambitious strategy for 2020-23, incorporating our contractual and aspirational goals.



Feedback is always welcomed from our colleagues, customers and partners. Contact [holly@clinicalpartnership.co.uk](mailto:holly@clinicalpartnership.co.uk)