

<b>1.1 Services are designed and delivered to meet the health needs of local communities</b>	
The Trust works in partnership with commissioners to meet the needs of the local population and reduce health inequalities. Our equality performance is monitored through the NHS contract, quality contract and monthly CQPG meetings. Engaging with the local community is addressed through a variety of methods: patient surveys; public board meetings; council of governor and foundation trust members.	
<b>Evidence</b>	Quality Strategy 2020. LUHFT Engagement Framework. Monthly monitoring by the commissioners through the quality contract. Services designed with local vulnerable groups targeted e.g. Bowel Cancer screening, Liverpool Diabetes Partnership. Military veterans – Armed Forces Covenant. Equality Analysis completed for service redesign. Gender Reassignment SOP (Aintree site). Care and treatment of people with learning disabilities policy. Stroke unit relaxation room. Tinnitus Support Group meets on a monthly basis. Young Adult Diabetes Service. COVID information videos delivered by LUHFT employees in community languages.
<b>Grade</b>	<b>Developing</b>

<b>1.2 Individual people’s health needs are assessed and met in appropriate and effective ways</b>	
The Trust provides person centred care through individual assessments combined with care planning. This is supported by the following processes: a range of individual assessments to identify need and deliver personalised care plans; formal risk assessments and alerts for those patients who require reasonable adjustments.	
<b>Evidence</b>	Quality Strategy 2020. LUHFT Engagement Framework. Monthly monitoring by the commissioners through the quality contract. Services designed with local vulnerable groups targeted e.g. Bowel Cancer screening, Liverpool Diabetes Partnership, Military veterans – Armed Forces Covenant. Equality Analysis completed for service redesign. Mandatory safeguarding training. Accessible Information Standard continued implementation. Delivering same-sex accommodation Mixed Sex Occurrence SOP. Gender Reassignment SOP. Stroke unit relaxation room. Dementia training available. A&E Medical Psychology service. Reasonable Adjustments SOP. Health passports. Development of carer passports. Care and Treatment of People with Learning Disability and Autism Policy. Young Adult Diabetes Service.
<b>Grade</b>	<b>Developing</b>

<b>1.3 Transitions from one service to another, for people on care pathways, are made smoothly with everyone well informed</b>	
The Trust aims to ensure that patients moving between services within the Trust and externally are managed in line with their individual needs.	
<b>Evidence</b>	Policies in place include: transfer policy; patient choice and transfer of care policy;.Regular operational daily meetings to manage issues around patient flow and to escalate individual issues. MDT working across services to support smooth transition. Accessible Information Standard implementation to ensure information and communication is provided in the required format. Working in conjunction with Integrated Community Reablement and Assessment Service (ICRAS) to standardise and streamline services to ensure smoother transitions of care and swifter discharges. Care and Treatment of People with Learning Disability and Autism Policy
<b>Grade</b>	<b>Developing</b>

<b>1.4 When people use services their safety is prioritised and they are free from mistakes, mistreatment and abuse</b>	
Patient safety is a priority across all areas of the Trust. Staff are encouraged to speak out report concerns and this is supported through a variety of initiatives within the Trust	
<b>Evidence</b>	Quality Strategy 2020. Mandatory training on: safeguarding information governance; health and safety; infection control and equality and diversity. Trust policies in place include: Information Governance; Safeguarding for both Adults and Children; Health and Safety; Being Open and Duty of Candour; Equality and Diversity; Speak Out Safely Policy, Clinical Records Management Policy and Delivering same-sex accommodation Mixed Sex Occurrence SOP. Incidents and near misses reported to Board through the governance structure. Weekly meeting of harm. Reviews and lessons learnt exercises conducted following incidents and complaints. Communication supported by language interpretation and translation services. Easy read leaflets available for patients. PLACE assessments. Care and Treatment of People with Learning Disability and Autism Policy Domestic Violence Abuse Policy. Forced Marriage Policy. Trust has signed up to Rainbow Badge pledge.
<b>Grade</b>	<b>Developing</b>



<b>1.5 Screening, vaccination and other health promotion services reach and benefit all local communities</b>	
The Trust has an extensive range of health programmes and initiatives in place to support both patients and staff in accessing public health, vaccination and screening programmes. However due to the current limitations of the patient systems we are unable to record data for all protected characteristics.	
<b>Evidence</b>	Liverpool Diabetes Partnership. Bowel Cancer Screening. Trust wide Flu Campaign. Tinnitus support group. World Kidney Day – free screening and advice. Head and Neck cancer awareness event – oral cancer checks for the public. Young Adult Diabetes Service. COVID information videos delivered by LUHFT employees in community languages. COVID vaccinations delivered to over 80s.
<b>Grade</b>	<b>Developing</b>

<b>2.1 People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds</b>	
The Trust recognises that accessing services may be more difficult for some groups of people with protected characteristics – disabled people, people for who English is not their first language and people with learning difficulties. The Trust is committed to making reasonable adjustments where required.	
<b>Evidence</b>	Equality Analysis completed for all service redesigns and updates to policies. Reasonable Adjustments Patients SOP. Flagging and tracking vulnerable patients with visual and hearing impairment and learning disability. Delivering same-sex accommodation Mixed Sex Occurrence SOP, Multi-faith chaplaincy, Aintree Hospital and HMP Altcourse Protocol for Inpatient Outpatient Arrangements. Care and Treatment of People with Learning Disability and Autism Policy
<b>Grade</b>	<b>Developing</b>

<b>2.2 People are informed and supported to be as involved as they wish to be in the decisions about their care</b>	
For every patient, regardless of protected characteristics, the Trust is committed to ensuring that patients are informed and supported about their care.	
<b>Evidence</b>	Quality Strategy. Care and treatment of people with learning disabilities policy. . Reasonable Adjustments SOP. Development of carer passport. Learning Disability Passport. Interpreting and translation SOP. Inpatient Survey results. Interpretation and translation SOP
<b>Grade</b>	<b>Developing</b>

**2.3 People report positive experiences of the NHS**

The Trust recognises the importance of patient involvement and listening to their experiences. The Trust is committed to listening to the views of patients, carers and also identifying gaps in engagement with hard to reach groups such as the homeless and traveller communities.

<b>Evidence</b>	Patient stories to the Trust Board. Multi-faith chaplaincy. National inpatient survey. Healthwatch listening events. Patient Experience Plan. National Cancer Survey. Ward based activities within DME including: hairdressing; arts and crafts; reminiscence therapy. PLACE surveys. Patient Engagement Framework.
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<b>Grade</b>	<b>Developing</b>
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**2.4 Peoples complaints about services are handled respectfully and efficiently**

Complaints at the Trust are taken seriously with investigations co-ordinated by the Patient Advice and Complaints Team. The Trust has a comprehensive complaints policy which endeavours attempt to resolve issues locally wherever possible and when formal complaints are made, that they are investigated with the results and outcomes provided to the complainant with a letter from an Executive Director.

<b>Evidence</b>	Management and resolution of complaints and concerns policy. Complaints and concerns report. Comments, concerns and complaints leaflets are displayed on all wards and departments and are available in alternative formats, also available on intranet.
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<b>Grade</b>	<b>Developing</b>
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<b>3.1 Fair NHS recruitment and selection process lead to a more representative workforce at all levels</b>	
The Trust is working to secure a more representative workforce.	
<b>Evidence</b>	Policies are agreed with staffside, shortlisting is completed without access to personal data, and recruiting staff are made aware of the Equality and Diversity Policy to ensure fair and consistent practises in recruitment and selection. The Trust is a 'Disability Confident' employer and therefore guarantees interviews to applicants who declare a disability. WRES results and action plan overseen by BAME Strategic Response group. Training opportunities, specifically targeting underrepresented groups are promoted to all staff in Liverpool News and through targeted emails using ESR data.
<b>Grade</b>	<b>Developing</b>

<b>3.2 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>	
The Trust uses Agenda for Change national terms and conditions which set out standard rates of pay for staff. Medical staff are paid according to the national medical and dental terms and conditions.	
<b>Evidence</b>	Posts are banded and subject to Agenda for Change process, All new or significantly amended jobs are subject to a job evaluation process, Gender Pay Gap publication in line with legislative requirements and subsequent action plan. Job planning takes place on an annual basis to ensure medical staff are pad accordingly to the work undertaken. Gender Pay Gap data.
<b>Grade</b>	<b>Achieving</b>

<b>3.3 Training and development opportunities are taken up and positively evaluated by all staff</b>	
The Trust has an extensive range of clinical and non-clinical staff training provided by appropriately qualified educators, trainers and subject matter experts.	
<b>Evidence</b>	Appraisal system, health care professional revalidation, e-learning suite, skills and competency framework in place for staff,. Trust finalist for Preceptorship of the Year category at Nursing Times Workforce Awards.

	apprentice scheme. LUHFT has largest number of apprentices of any NHS organisation in Merseyside and Cheshire Application of apprenticeship levy at all levels of employment. Trust has been named in Top 100 apprenticeship employers Dec 2020.
<b>Grade</b>	<b>Achieving</b>

<b>3.4 When at work, staff are free from abuse, harassment, bullying and violence from any source</b>	
The Trust seeks to protect its employees from all forms of harassment through a variety of policies and SOPs. The Trust has a network of trained in-house mediators and has recently relaunched the Freedom Speak Up Guardian.	
<b>Evidence</b>	Policies in place include: lone working guidance; disciplinary policy; social media; health and safety; PREVENT and counter terrorism, mandatory risk management training; equality and diversity policy. Any concerns raised are dealt with via the Trust policy. Both informal and formal routes are used to address issues. Equality analysis completed for all policies when updated and reviewed. Additional support systems are in place for employees who work in challenging areas. Staff are encouraged to report all incidences through Datix.. Mediation programme in place for low level issues. WRES action plan incorporating actions from recent external assessment into BAME staff experiences. Trust has signed up to Rainbow Badge pledge. Values and Behaviours.
<b>Grade</b>	<b>Developing</b>

<b>3.5 Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives</b>	
The Trust has offered a range of flexible working policies beyond the statutory requirements and is committed to building on this to ensure all employees have access to flexible working patterns suitable to their requirements.	
<b>Evidence</b>	Policies to support flexible working include: flexible working policy; special leave policy; maternity and adoption leave guidelines, support available from Occupational Health, remote working facilities. Appeals process in place for rejected flexible working applications. Increase in number of carer days due to COVID.
<b>Grade</b>	<b>Developing</b>



<b>3.6 Staff report positive experiences of their membership of the workforce</b>	
Evidence can be taken from the National Staff Survey which reports against four of the protected characteristics. Data from the staff survey shows that job satisfaction is relatively consistent across all groups.	
<b>Evidence</b>	Staff survey results 2020. Friends and family test. Sickness data – work related sickness
<b>Grade</b>	<b>Developing</b>

<b>4.1 Boards and senior managers routinely demonstrate their commitment to promoting equality within and beyond their organisations</b>	
The Trust Board review and approve both the WRES and WDES action plans and submissions. All papers submitted to the Board are asked to confirm if an Equality Analysis was completed, however, it has been identified that additional training is required to strengthen this.	
<b>Evidence</b>	TMG E&D development session planned for Feb 2021. WRES/WDES discussed at exec led groups and approved at Board. Non- executive director acts as Equality Champion. Patient and staff stories routinely delivered at Board. EDI ELG and BAME Strategic Response Group chaired by Chief People. Trust Board have signed Rainbow Badge pledge.
<b>Grade</b>	<b>Developing</b>

<b>4.2 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>	
All Board paper cover sheets have an Equality Analysis tick box. No papers can be ratified by the approving committee unless an Equality Analysis has been completed. It has been identified that there is a requirement to provide additional Equality Analysis training and an audit of current activity.	
<b>Evidence</b>	Equality Analysis tick box on Board paper cover sheets. TMG E&D workshop to be delivered Feb 2021.
<b>Grade</b>	<b>Developing</b>

<b>4.3 Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination</b>	
The HR department delivers coaching and training sessions to support divisional managers in leadership and staff management.	
<b>Evidence</b>	Freedom to Speak Up Guardian, Employee Assistance Programme – provides advice on a range of topics from bereavement to financial matters. Flexible working policy. Support and manage their staff in line with the Trust behaviours and values outlined in the strategic vision. Professional bodies

	code of conduct. TMG E&D workshop to be delivered Feb 2021. Unconscious bias training currently delivered online for all recruiting managers.
<b>Grade</b>	<b>Developing</b>