



What NHS Orkney has done in the period April 2019 to March 2021 to make the Public Sector Equality Duty an integral part of the way it functions

This report is also available in large print and other formats and languages, upon request. Please call NHS Orkney on (01856) 888100 or email: ORK.feedback@nhs.scot

April 2021

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What NHS Orkney has done in the period April 2019 to March 2021 to make the Public Sector Equality Duty an integral part of the way it functions

1. What is the Public Sector Equality Duty?

The Public Sector Equality Duty is defined in the Equality Act 2010, Part 11, Chapter 1, Section 149 which states:

A public authority must, in the exercise of its functions, have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The 9 “protected characteristics” as defined by the Equality Act 2010 are:

- Race
- Disability
- Age
- Sex (male or female)
- Sexual orientation
- Gender reassignment
- Pregnancy and maternity
- Marriage and civil partnership
- Religion or belief

2. Why produce this report?

In Scotland the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, as amended, applies to public bodies such as NHS Orkney. This requires us to produce and publish a report every two years detailing the

work we have done to make the public sector equality duty an integral part of the way we function as an organisation. This is “mainstreaming” the needs of our local equality and diversity communities and mainstreaming equality and diversity within NHS Orkney.

This is the NHS Orkney mainstreaming report for the period April 2019–March 2021.

As required by the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, this Report has been put on the NHS Orkney website to make it easily accessible to local equality and diversity groups and the general public in Orkney. It has also been put on the intranet to make it widely available to staff.

Overarching work relevant to all 9 “protected characteristics” such as:

- Staff Training
- Production of Statutory Reports

are covered in Sections 3-5. The specific work we have done in the sphere of each of the 9 “protected characteristics” is covered in Sections 7-15.

By producing this Report we are not simply ensuring legal compliance. We wish to showcase the superb work going on in NHS Orkney and give recognition to the hard work of our staff. We also wish to give recognition to the many local equal and diversity groups who work hard to inform and support our work.

Due to the COVID-19 crisis, some aspects of our equality and diversity work since March 2020, has been curtailed. This was necessary to enable us to focus on fighting the COVID-19 pandemic. However, a great deal of progress has still been made.

3. Staff Training which addresses all 9 “protected characteristics”

The UK-wide NHS Knowledge and Skills Framework (KSF) has been implemented for all NHS Orkney staff, excluding the Executive Cohort and medical and dental staff, for whom separate arrangements apply. There is an ongoing cycle of review, planning, development and evaluation which

links organisational and individual development needs; this is a commitment to the development of everyone who works in the NHS. KSF outlines are developed for all posts which detail the knowledge and skills required for the post covering six mandatory core dimensions of:

- Communication
- Personal and People Development
- Health, Safety and Security
- Service Improvement
- Quality
- Equality and Diversity

As can be seen, equality and diversity is one of the six mandatory core dimensions. In addition, there are specific dimensions which reflect the key activities of each post. Equality and diversity training is an essential element in the personal and career development of staff.

NHS Orkney has in place a comprehensive Equality and Diversity Training Programme for staff, provided by NHS Grampian. This Programme is essential to ensure that staff are aware of their responsibilities in this field and to ensure compliance. All of the materials used in training are checked and updated on a monthly basis, if required.

In the last two Financial Years, over 100 staff have completed this training. All attendances are recorded and feed into staff Personal Development Plans.

a) Delivery method

Until March 2020, all Equality and Diversity training was delivered “face to face” on-Island. Feedback and evaluation from participants showed that this was an effective and popular way to deliver training. However, due to COVID-19, since April 2020, all of this training is now delivered on-line by TEAMS. The content of the training has been amended and the presentation methodology adapted to maximise the benefits from this new method of delivery. Feedback from staff completing the TEAMS based training has been extremely positive.

This move to TEAMS has also widened access to the training for NHS Orkney staff. We now have access to all NHS Grampian Equality and Diversity Training Seminars, a 700% increase.

When COVID-19 has receded, NHS Orkney will continue to access Seminars via TEAMS, but some Seminars such as Impact Assessment, will revert to “face to face” presentation, in a “blended learning” model.

As always, after training, we encourage staff to apply their knowledge. All participants are welcome to contact the speakers for help or advice at any time.

b) Booking and Recording of Training

Staff book through the TURAS system. The names of all staff participating in each Seminar is recorded and feeds back into the TURAS Learn system and is included in Personal Development Plans.

c) Evaluation of Training and validity

All participants are encouraged to provide feedback from Seminars. To date feedback from the TEAMS Seminars has been extremely positive. All of the training remains valid for 5 years.

The main Seminars provided are:

d) Equality and Diversity KSF Level Four Seminar

This Seminar is designed for senior staff such as consultants, senior medical staff, GP's, managers senior charge nurses, charge nurses, and staff involved in the recruitment and interview processes. It includes detailed consideration of each of the 9 “protected characteristics”. It also includes:

- The Human Rights Act 1998
- Unconscious bias
- A reflection on our own assumptions
- Potential issues in the interview/lecture situation
- The responsibility to act if we see discrimination or prejudice occurring

The aim is to empower senior staff to **develop a culture** in their areas that promotes equality and values diversity and challenges discrimination. The Seminar comprises 2x 90 minute sections. There is also time for discussion and questions.

This training also meets the Equality and Diversity Training Requirement of the various Royal Colleges and remains valid for 5 years.

e) Equality and Diversity KSF Level Two Seminar

This training is provided for supervisory and basic grade staff. It comprises one 2 hour Seminar. The syllabus covers the 9 “protected characteristics” but not in as much depth as in Level Four. It is designed to ensure staff are able to **support** a discrimination free environment.

Feedback from staff surveys and individuals has shown that offering these two levels meets the equality and diversity requirement to both inform and empower NHS Orkney staff to challenge unacceptable behaviours.

f) Independent evaluation of Seminars

NHS Orkney receives Equality and Diversity Training from the NHS Grampian Equality and Diversity Manager, who is also the Equality and Diversity Manager for NHS Orkney.

NHS Grampian collects independent feedback as a quality control measure on the equality and diversity training provided. This feedback is shared with NHS Orkney. This includes feedback collected from:

- National Education Scotland from FY2 doctors
- The NHS Grampian Nurse Induction Team
- Robert Gordon University
- Lime Surveys

The most recent Lime Survey was carried out in October 2020, when the Engagement and Participation Committee of NHS Grampian commissioned a survey which was sent out to a random sample of staff who had completed Equality and Diversity Training in the last 5 years. The aim was to gauge its effectiveness and its ability to motivate staff to challenge discrimination. The results were most positive. A copy of the full Survey is attached at Appendix I. Of particular relevance were the responses to Questions 6 and 7, which are shown below:

Question Six: On a scale of 1 to 5, 1 being the least and 5 the most, how confident would you feel to challenge unacceptable behaviour by a colleague, patient or relative?

Level of confidence	No of staff
Five	7
Four	24
Three	14
Two	2
One	0

Question Seven: Have you actually used the knowledge gained in the Seminar to challenge the unacceptable behaviour of a colleague, patient or relative?

Answer	Number of staff
Yes	15 staff
No	28 staff

It was particularly pleasing that from a sample size of 89 respondents, 15 staff (16.85%) had actually used their training to challenge unacceptable behaviour. This is most encouraging.

g) Level One Equality and Diversity Impact Assessor Training Seminar

This is a One Day Seminar and equips staff to use the Rapid Impact Assessment Checklist approach to Equality and Diversity Impact Assessment. Due to the previous group of Impact Assessors being promoted or retiring, it was necessary to train a new group.

5 staff completed training on 18th February 2020 and a further 12 staff completed training on 10th November 2020. Seventeen trained Impact Assessors will meet the NHS Orkney requirement for Impact Assessors for the foreseeable futures. The Impact Assessors will continue to receive full ongoing support.

h) Level Two Equality and Diversity Impact Assessor Training

This is a follow on course to the Level One Equality and Diversity Impact Assessor Training Seminar. It takes one day and trains staff to carry out the

full EQIA Equality and Diversity Impact Assessment, Health Impact Assessment and Budgetary Impact Assessment

When required, full EQIA Impact Assessment is provided by NHS Grampian. As our newly trained Impact Assessors gain in experience, it is anticipated that full EQIA will be provided in-house at some point in the future.

4. Training specific to particular protected characteristics

a) Video British Sign Language

Video BSL is required because in mid-2018, the sole “face to face” BSL interpreter on Orkney left and now spends most of their time in London. In order to continue to provide this essential service, NHS Orkney commenced a Video BSL contract with a reputable provider. This is the same provider as piloted by NHS Grampian from February 2018 and who was made permanent in the NHS Grampian Acute Sector from August 2018. This Video BSL system was demonstrated to staff and BSL users on Orkney on 27th November 2018 and was deemed a great success.

Video BSL is currently being rolled out across NHS Orkney and staff trained in its use. Once established, partner agencies such as Orkney Islands Council will be offered the opportunity to share the service on an equal cost sharing basis.

b) ”Language Line”

“Language Line” is a telephone based interpretation service which gives staff access to expert interpreters, on the telephone, in 60-90 seconds for over 170 different languages. NHS Orkney has staff trained in the use of “Language Line”. Telephone interpretation is especially useful in Summer when non-English speaking visitors from many parts of the world come to Orkney by ferry or cruise liner and some may require hospital treatment.

5. NHS Orkney Statutory Monitoring Reports

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 require public bodies in Scotland to produce a number of Statutory Reports. The Statutory Reports required during the period April 2019 to March 2021 are:

a) An Equality and Diversity Workforce Monitoring Report

This Report must be produced and published annually and contain for each of the 9 “protected characteristics” details of:

- The number of staff and their relevant protected characteristics
- Information on applicants, shortlisted candidates and those offered posts
- Information on the development and retention of employees in terms of their protected characteristics
- Information on promotions and disciplinary action
- Details of the progress the public body has made to gather and use the above information to enable it to better perform the equality duty
- The gender make up of the NHS Orkney Board.

NHS Orkney has complied with these requirements and published a 2018/19 Workforce Report in the prescribed format. The Report can be found on the NHS Orkney website at:

<https://www.ohb.scot.nhs.uk/sites/default/files/publications/NHS%20Orkney%20ED%20Workforce%20Monitoring%20Report%202018-19%20July%202019.pdf>

Due to COVID-19, a 2019/20 Report was not produced to avoid taking staff time away from vital COVID-19 duties. This was allowed under the terms of the Coronavirus (Scotland) Act 2020.

b) NHS Orkney Equal Pay Monitoring Report, published April 2019

This Report is published every two years and comprises detailed information to highlight any pay differentials between female and male staff. This information must be shown as any difference:

“... between the men’s average hourly pay (excluding overtime) and women’s average hourly pay (excluding overtime).”

It must also:

- Include details of any occupational segregation amongst our employees, being the concentration of men and women in particular grades and in particular occupations.
- The information published must be based on the most recent data available.
- Every second Report, i.e. 2017 and 2021, must also include information on any pay gap between staff of different ethnicities and staff who are disabled or not disabled.

A copy of the NHS Orkney Equal Pay Report published April 2019 can be found on the NHS Orkney website at:

<https://www.ohb.scot.nhs.uk/sites/default/files/publications/NHS%20Orkney%20Equality%20Equal%20Pay%20Monitoring%20Report%20April%202019%20Updated.pdf>

6. Specific Healthcare involvement events

For major healthcare related projects, NHS Orkney carries out large scale direct involvement and consultation. A good example is the work carried out over the last two years to involve the local community in the design of the new Balfour Hospital and the range of service which should be provided on-Island. This has involved:

- discussion forums
- presentations to different groups
- exhibitions
- extensive use of the local radio, local newspaper and social media
- Direct involvement of groups representing people with a protected characteristic

This excellent involvement work has continued and is still been ongoing. There has been regular and detailed communication. Updates on progress have been provided to the entire population of Orkney using a range of media outlets. The new Hospital opened in June 2019.

7. Race

The work carried out in the period April 2019 to March 2021 to mainstream race equality is detailed below:

Initiative One: Meeting the communication and health care needs of our local ethnic communities and the promotion of good health. This outcome will advance equality of opportunity, specifically equality of access to health care and health care information.

The ability of all members of our local ethnic communities to communicate clearly and effectively their healthcare needs is essential if we are to achieve equality in healthcare. Hence the importance of interpretation services.

Progress made April 2019 to March 2021

a) Interpretation is changing **the spoken** word from one language to another.

The “Language Line” telephone interpretation service continues to be used regularly, especially in Summer when large cruise ships visit Orkney. The number of cruise ship passengers disembarking pre-COVID-19 often exceeded 10,000 per day.

In the period April 2019 to March 2021, NHS Orkney spent over £600 per year on the “Language Line” service.

b) Translation is changing the **written** word from one language to another.

All NHS Orkney policies, strategies and re-organisational proposals contain the offer at the front to make the document available in any other language or format upon request. This is compliance with the Equality Act 2010 and the Disability Discrimination Act 2005.

c) Meeting the healthcare needs of our local ethnic communities and the promotion of good health

NHS Orkney meets the healthcare needs of our local ethnic communities. The promotion of positive health and wellbeing within our ethnic communities is an NHS Orkney priority. NHS Orkney will continue to do health promotion work within our local ethnic communities.

Support has been provided to the campaigns of:

- Support for carers
- Know Who To Turn To

Work has been ongoing to promote the uptake of both the flu vaccine and the COVID-19 vaccine.

Initiative Two: Ensuring there is race equality within NHS Orkney. Any discriminatory conduct will be eliminated.

Supporting Actions

Progress made April 2019 to March 2021

b) Complaints and investigations

Any issues or complaints raised by members of staff with a racial discriminatory element will be promptly and thoroughly investigated and appropriate follow up action taken if required.

No issues have been raised by staff in the last 2 years.

8. Disability

The work carried out in the period April 2019 to March 2021 to mainstream disability equality is detailed below:

<p>Initiative One: Communication support. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.</p>	
<p>Supporting Actions</p>	<p>Progress made April 2019 to March 2021</p>
<p>a) Information in other formats NHS Orkney will provide any of its published material in any other format or language, upon request. Our leaflets, booklets and other published material contain this offer at the front of each document, together with information on who to contact to obtain this. All requests are met promptly.</p>	<p>This offer is at the front of all of our published material. All requests have been met promptly.</p>
<p>b) Royal National Institute for the Blind (RNIB) “Good Practice” Guidelines Most people with a sight problem can read written material without adaptation, if it is written clearly. All of our new information leaflets, booklets and published material complies with the requirements of the RNIB publication: “See it right, making</p>	<p>All of our published material has complied with the RNIB “Good Practice Guidelines”.</p> <p>RNIB compliance is an integral part of our Equality and Diversity Impact Assessment process.</p>

information accessible for people with sight problems”. The main points are:

- All material should be in a sans serif font, minimum font size 12.
- There should be a good colour contrast between the print and the background
- Text should be justified left, this gives a jagged edge at the edge of the right hand side of the page which helps people with a sight problem to see where the next line begins
- Text should not be in all capitals, often the shape of a word helps a person to identify the word. Capitals remove the recognisable shapes.
- Emboldening should be used to give emphasis rather than underlining. Underlining masks the shape of words.

Documents intended for the general public have a minimum Flesch ease of reading score of 40 and ideally, 50 if possible.

<p>c) Portable Induction Loops and fixed induction loops Portable and fixed inductions loops are available to assist patients who use a hearing aid.</p>	<p>This availability has continued. The new Balfour has a number of fixed induction loops built in to reception desks.</p>
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<p>Initiative Two: Supporting national and local mental health initiatives. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.</p>	
<p>Supporting Actions</p>	<p>Progress made April 2019 to March 2021</p>
<p>NHS Orkney will continue to support both national and local mental health initiatives, such as the “Butterfly Scheme” for people with dementia and the “See me” campaign to help overcome the stigma often associated with mental ill health.</p>	<p>NHS Orkney has supported these campaigns and worked closely with local voluntary and other organisations who do extremely valuable work in this field.</p> <p>Since March 2020, NHS Orkney has been aware of the stress and anxiety felt by many members of the local community due to the COVID-19 restrictions. This problem has grown through time.</p>

	<p>Some of these mental health issues may take time to emerge and NHS Orkney will do everything possible to address these issues and work closely with local partner agencies, community and voluntary groups.</p>
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<p>Initiative Three: Disability equality within NHS Orkney: appointments procedures, training, promotion and monitoring arrangements. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.</p>	
<p>Supporting Actions</p>	<p>Progress made April 2019 to March 2021</p>
<p>Information on the number of disabled people in the NHS Orkney workforce together with other monitoring data is contained in the annual NHS Orkney Equality and Diversity Workforce Monitoring Reports.</p>	<p>An Equality and Diversity Workforce Monitoring Report for 2018/19 was produced and is available on the NHS Orkney website at: file:///C:/Users/Firthn/Downloads/NHS%20Orkney%20Equality%20and%20Diversity%20Workforce%20Monitoring%20Report%202018-19%20July%202019%20(2).pdf</p>

<p>Any issues or complaints raised by members of staff with a disability discriminatory element will be promptly and thoroughly investigated and appropriate follow up action taken if required. This will involve other bodies and agencies, where necessary.</p>	<p>No issues have been raised by staff in the last 2 years.</p>
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9. Age

Most of the disability related work above, is also relevant to age. However, there were three specific age related work carried out in the period April 2019 to March 2021 to mainstream age equality. This work is detailed below:

<p>Initiative One: Implementing the Scottish Government Policy “Getting it Right for Every Child” (GIFREC) This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.</p>	
<p>Supporting Actions</p>	<p>Progress made April 2019 to March 2021</p>
<p>Getting It Right For Every Child (GIRFEC) GIRFEC is a Scottish Government initiative to support children and young people. It is designed to ensure agencies supports families by making sure children and young people receive the right help, at the right time, from the right place.</p>	<p>NHS Orkney has continued to support this multi-disciplinary multi-agency approach and will continue to do so. NHS Orkney has also participated in multi-agency training.</p>

Initiative Two: Continue to support the national “Childsmile” initiative. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.

Supporting Actions

Progress made April 2019 to March 2021

“Childsmile”

This is a national programme designed to improve the oral health of children in Scotland and reduce inequalities both in dental health and access to dental service. NHS Orkney will continue its active involvement in “Childsmile”.

The target is to have 60% of primary 7 age children with no dental decay.

On Orkney, all children are now offered fluoride varnish in primary school. Under the Islands model of delivery, it is acknowledged that when visiting small Islands schools this is the most efficient method of delivery. This universal provision is the best way for NHS Orkney staff to access the otherwise hard to reach families.

NHS Orkney has continues its active involvement in “Childsmile”. This has had a positive impact on children’s dental health on Orkney.

Orkney has the best dental health results in Scotland for Primary 7 and primary 1 children, as shown in the National Dental Inspection Programme Report published in October 2019.

The figures are:

- 89.7% of Orkney P7 aged children had their teeth inspected. The national average was 28.2%

- 94.2% of Orkney P7 pupils had no obvious decay. The national average 80%
- Only 1% of Orkney P7 pupils had untreated decay. This was the lowest figure in Scotland.
- 1% of P7 children had decayed, missing and filled first permanent molars. This was the lowest figure in Scotland.
- 88.5% of P1 children had their teeth inspected. The national average is 71.6%.

NHS Orkney also scored highly in the national dental care index, a measure of the non-extraction treatment of dental caries in children. This indicates that we are catching caries at an early stage, where we are able to treat conservatively.

Initiative Three: Promote Independent Living for Older People. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.

Supporting Actions

Progress made April 2019 to March 2021

Promote Independent Living for Older People

Since 2012, the Scottish Government have promoted Intermediate Care Services to patients, usually older people, after leaving hospital or when they are at risk of being sent to hospital.

The service offers a link between places such as hospitals and people’s homes, and between different areas of the health and social care systems. The three main aims of intermediate care are:

- To avoid unnecessary admissions to hospitals
- To help people be as independent as possible after a stay in hospital
- Prevent people having to move into a care home until absolutely necessary

NHS Orkney has continued its active involvement in this national initiative. This work will continue, on a joint basis with Orkney Health and Care and Orkney Islands Council.

In December 2018 NHS Orkney and Orkney Islands Council produced and published a joint: **“NHS Orkney and Orkney Islands Council Effective Discharge From Hospital Policy”** to further support Intermediate Care. This policy has been implemented over the last 2 years.

10. Sex (male or female)

The work carried out in the period April 2019 to March 2021 to mainstream sex (male or female) equality is detailed below:

Initiative One: Continue to identify and provide targeted healthcare to patients who are victims of gender based violence such as rape, sexual abuse or who have been trafficked. This will help to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under this Act.	
Supporting Actions	Progress made April 2019 to March 2021
<p>NHS Orkney has developed and implemented a number of policies and strategies to address this issue since 2007. The work undertaken includes:</p> <ul style="list-style-type: none">• The introduction of the routine inquiry of gender based violence in priority areas.• Providing training for front line NHS Orkney managers and staff to recognise the signs of gender based violence and to have the knowledge and skills to respond.• Producing information on the sources of help and support and making these readily available.	<p>This work has continued and is ongoing.</p>

Initiative Two: Improving the uptake of health care by men. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.

Supporting Actions

Progress made April 2019 to March 2021

GPs on Orkney offer a range of health checks specifically for men. However, men still visit their GP on average 33% less than females. In addition, on average, 65% of men are overweight or obese, compared to 60% of women.

Over the next four years, NHS Orkney will continue to:

- Mount men’s health awareness campaigns
- Promote the Healthy Workplace Initiative
- Promote health care services through the “Know Who To Turn To” campaign
- Supported National Health promotion initiatives

This work has continued and is ongoing.

Initiative Three: Ensure there is gender equality within NHS Orkney. This will eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under this Act.

Supporting Actions

Progress made April 2019 to March 2021

NHS Orkney produces an Annual Equality and Diversity Workforce Monitoring Report covering all of the 9 “protected characteristics”, as defined by the Equality Act 2010. The Workforce Report contains information on:

- The sex, female/male make up of the NHS Orkney workforce
- Information on the sex of new starts and leavers
- The sex of staff promoted
- The sex of staff applying for training and receiving training
- The sex, female/male, make up of NHS Orkney Senior Managers

Any anomalies highlighted by the Report are followed up appropriate action taken if required.

The NHS Orkney Equality and Diversity Workforce Monitoring Report 2018/19 is available on the NHS Orkney website at:
<https://www.ohb.scot.nhs.uk/sites/default/files/publications/NHS%20Orkney%20ED%20Workforce%20Monitoring%20Report%202018-19%20July%202019.pdf>

The Report showed that NHS Orkney recruitment and retention arrangements and policies were fair and free from discrimination.

No anomalies were highlighted.

<p>Any complaints and alleged incidents with a sex equality element, is promptly investigated and appropriate follow up action taken, involving other agencies, as appropriate.</p>	<p>No complaints or alleged incidents with a sex equality element have been made in the last 2 years.</p>
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<p>Initiative Four: Production of Equal Pay Reports: Compliance with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. This will eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under this Act.</p>	
<p>Supporting Actions</p>	<p>Progress made April 2019 to March 2021</p>
<p>The equal pay part of the Regulations is designed to monitor public bodies to ensure that there is no gender inequality in their pay rates. The measures include:</p> <ul style="list-style-type: none"> • A requirement to publish every two years information on any Gender Pay Gap. This information should be shown as any difference: "... between the men's average hourly pay (excluding overtime) and women's average hourly pay (excluding overtime)." 	<p>Audit Scotland Report May 2020 An Audit Scotland Report in May 2020 highlighted that NHS Orkney had a significant gender pay gap. This is a legacy issue going back several decades. NHS Orkney is addressing this issue as a matter of urgency and will work hard to ensure the gender pay gap reduces year on year. However, it will take some time to reach the position of equality we would all like to see.</p> <p>The NHS Orkney Equal Pay Report 2018/19 can be found on the NHS Orkney website at:</p>

<ul style="list-style-type: none"> • Every fourth year, the Report must also include a comparison of pay for disabled and non-disabled employees and employees of different ethnicities. • The information published must be based on the most recent data available. <p>Any anomalies highlighted by the Report will be followed up appropriate action taken if required.</p>	<p>file:///C:/Users/Firthn/Downloads/NHS%20Orkney%20Equality%20Equal%20Pay%20Monitoring%20Report%20April%202019%20Updated%20(3).pdf</p>
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11. Sexual orientation outcomes

The work carried out in the period April 2019 to March 2021 to mainstream sexual orientation equality is detailed below:

<p>Initiative: Meeting the specific healthcare needs of our local LGB and T communities. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.</p>	
<p>Supporting Actions</p>	<p>Progress made April 2019 to March 2021</p>
<p>Men who have sex with men</p>	

<p>NHS Orkney will continue the safe sex awareness campaign.</p> <p>b) Blood Borne Virus (BBV) testing NHS Orkney will continue its BBV testing campaign and carry out further outreach initiatives.</p> <p>c) Increase the availability of information Over the next four years, NHS Orkney will continue to provide healthcare information of particular interest to our LGB and T communities. Work will also continue to identify and meet any new information needs.</p> <p>d) Training to help NHS Orkney staff to be sensitive to the sexual orientation of patients LGB and T training is an integral part of the NHS Orkney Equality and Diversity Staff Training Programme.</p>	<p>A campaign was run in late 2019 in co-operation with NHS Grampian Sexual Health Services. The campaign was designed to raise awareness about Hepatitis C. The testing process will also indicate the presence of Hepatitis A and B.</p> <p>This work has been ongoing and will continue.</p> <p>This work has been ongoing and will continue.</p> <p>The healthcare needs of our local LGB and T communities are an integral part of all NHS Orkney Equality and Diversity Training Seminars.</p>
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Rainbow Campaign

A new additional initiative since early 2019 has been the NHS Orkney “Rainbow Campaign”. NHS Orkney has always been LGBT friendly, but it is important to get this message across to both patients and staff. Many NHS Orkney staff are now wearing Rainbow Badges and Rainbow Lanyards to make this explicit. The badges and lanyards encourage both patients and staff to have LGBT discussions with staff who wear these items. To date the campaign has gone well.

12. Gender reassignment outcomes

The work carried out in the period April 2019 to March 2021 to mainstream gender reassignment equality is detailed below:

Initiative: The provision of a comprehensive gender dysphoria service. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.

Supporting Actions	Progress made April 2019 to March 2021
NHS Orkney contracts with NHS Grampian for the provision of a gender reassignment service. NHS Grampian provides the full range of 22 elements recommended by the Department of Health as comprising a gender dysphoria service.	NHS Grampian Gender identity Clinic NHS Grampian has increased the number of consultants providing the gender dysphoria service from one consultant to two. This has helped to reduce waiting times.

NHS Grampian has committed over the next four years to redesign the service to give improvements in all areas. The users of the service will be closely involved in the redesign process.

Counselling service

In 2020, NHS Grampian appointed an experienced counsellor to the Gender Identity Clinic. Trans and transgender communities had identified a need for the expansion of specialist gender dysphoria counselling services since 2017.

Waiting times

In the 2020/21 period, waiting times have been reduced.

Location of Gender Identity Clinic

Options to move the Gender Identity Clinic off the Royal Cornhill Site have been looked at. Some members of our local trans community feel that a more central location in Aberdeen would make it more accessible.

Equality and Diversity Training

All Equality and Diversity Training Seminars cover the topic of trans and transgender in detail.

13. Pregnancy and maternity

The work carried out in the period April 2019 to March 2021 to mainstream pregnancy and maternity equality is detailed below:

Initiative One: Improved facilities for pregnant patients and nursing Mothers. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.	
Supporting Actions	Progress made April 2019 to March 2021
<p>Improved facilities for pregnant patients and nursing Mothers</p> <p>Over the last two years, a great deal of time and effort has gone into the design and planning for maternity services to be provided from the New Balfour Hospital and associated facilities. Improved services for pregnant women and their babies have been an integral part of the design brief. Large numbers of women and the wider community of Orkney have been involved in the design of the facilities.</p> <p>There will also enhanced facilities for nursing Mothers who may be visitors to the new Hospital and GP Practice.</p>	<p>The new Balfour Hospital with its superb state of the art facilities opened in July 2019, at a cost of £65 million.</p> <p>The Balfour represents a major step forward in improving on-Island facilities for pregnant women and nursing Mothers.</p> <p>NHS Orkney staff have worked hard to realise the potential benefits offered by the new facilities.</p>

NHS Orkney staff will work hard to ensure that all of the potential benefits offered by the new facilities are realised, for the benefit of patients.

Outcome Two: Continued development of sex education services for teenagers This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.

Supporting Actions

Progress made April 2019 to March 2021

Sex education for teenagers

Teenage pregnancy rates in Scotland have been falling for several years. Over the last two years, the successful sex education campaign for teenagers on Orkney has continued. Island Health boards now have the lowest rate of teenage pregnancy in Scotland. However, there is no room for complacency. The sex education initiative will be continued and enhanced over the next four years, working closely with Orkney Health and Care and the Orkney Islands Council Education Department.

This work has continued over the last two years and the results have been extremely positive. Island health Boards have the lowest teenage pregnancy rates in Scotland at 16.6 per 1,000 women. The next lowest is Highland with 25.4 per 1,000 women. Separate Statistics are not available for individual Island Health Boards

(The above figures were taken from a publication by National Statistics for Scotland)

Initiative Three: Making sure pregnant staff receive their full maternity leave entitlements. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.

Supporting Actions

Progress made April 2019 to March 2021

NHS Orkney will ensure that pregnant staff receive their full maternity leave and pay entitlements. In addition, NHS Orkney will respond positively to requests from staff for amended working hours and flexible working for staff with babies or young children.

All pregnant NHS Orkney staff have received their full maternity leave and pay entitlements.

NHS Orkney has responded positively to all requests from staff for amended working hours and flexible working for staff with babies or young children.

14. Marriage and civil partnership

The work carried out in the period April 2019 to March 2021 to mainstream marriage and civil partnership is detailed below:

<p>Initiative: Training of staff to be aware of the possibility of undisclosed same sex marriage or civil partnerships and the needs of the partners of patients. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.</p>	
<p>Supporting Actions</p>	<p>Progress made April 2019 to March 2021</p>
<p>All NHS Orkney Equality and Diversity staff training includes information on the need for staff to be aware of the possible existence of an undisclosed same sex marriage or civil partnership.</p> <p>Of necessity, healthcare staff focus on the needs of the person receiving care. However, sometimes the needs of spouses, civil partners, same sex marriage partners and common law partners can be great, especially if one partner is a carer for the other. It is important for staff to keep all partners fully informed and involved in the provision of care. This message is an integral part of our Equality and Diversity Training for staff.</p>	<p>The need to be aware of the possible existence of an undisclosed same sex marriage or civil partnership is an integral part of all NHS Orkney Equality and Diversity Training.</p> <p>This awareness message is also an integral part of all NHS Orkney Equality and Diversity Training.</p> <p>During the COVID-19 pandemic with restricted hospital visiting, staff have worked tirelessly to keep partners and relatives fully informed of the condition of their loved ones.</p>

15. Religion or belief outcomes

The work carried out in the period April 2019 to March 2021 to mainstream religion and belief is detailed below:

<p>Outcome: Continue to ensure that patients and staff who wish it, have access to spiritual care of their choice; provide educational resources for staff to enhance their awareness of the specific religious and spiritual needs of patients in the healthcare setting. This will advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.</p>	
Supporting Actions	Progress made April 2019 to March 2021
<p>Healthcare Chaplaincy and Spiritual Care Team Provide a comprehensive Healthcare Chaplaincy and Spiritual Care support service to patients, their relatives and staff</p>	<p>The NHS Orkney Healthcare Chaplaincy and Spiritual Care Team provide sensitive, non-judgemental and confidential spiritual care.</p> <p>They offer person centred care - which may be religious or non-religious, pastoral accompanying or simply listening, whatever the faith, beliefs, background or lifestyle of the individual patient or family member.</p> <p>They also liaise closely with other faith leaders or church ministers in case patients in hospital would like a visit.</p> <p>The opening of the new Balfour Hospital has given the Healthcare Chaplaincy and Spiritual Care Team improved facilities. There is now a wheelchair accessible Sanctuary available 24 hours a day.</p>

	<p>During the COVID-19 crisis, the role of providing support to patients and their families face to face has been extremely difficult, but telephone and online communication support has continued. The support provided to NHS Orkney staff has also been especially important during this time.</p>
<p>Religious/faith education The Head of Spiritual care and their team, will continue to provide educational resources for staff to enhance their awareness of the specific religious and spiritual needs of patients in the healthcare setting</p>	<p>This work is ongoing.</p>

16. Comments or suggestions

All comments on this Mainstreaming Report will be warmly welcomed. Comments in any language or format can be made:

By e-mail to: ORK.feedback@nhs.scot

By letter to:

Feedback Service,
Foreland Road
Kirkwall
Orkney
KW15 1NZ

By voicemail to:

01856 888100 during office hours or a message can be left out of hours

Compiled on behalf of NHS Orkney by Nigel Firth, Equality and Diversity Manager, NHS Grampian and NHS Orkney, April 2019.

Survey of NHS Grampian Staff who have completed Equality and Diversity Training in the last 5 Years, Compiled by Nigel Firth, Equality and Diversity Manager

1. Introduction

Feedback given by staff immediately after completing Equality and Diversity Training has been extremely positive for many years. This includes feedback gathered and collated by independent organisations such as National Education Scotland and Robert Gordon University, for whom the NHS Grampian Equality and Diversity Manager also provides seminars.

Following discussion at a recent Engagement and Participation (EPC) Committee Meeting, a number of questions about the longer term impact of the Equality and Diversity Training Seminars were posed. These questions included:

- Staff who have been trained are required to renew their training every 5 years, but how much information do staff retain in the 1-5 year period?
- Do staff who have been trained feel confident to intervene should they see an incident of discrimination?
- How many staff had actually intervened when an incident of discrimination occurred?
- What resources provided at the Seminars, had proved to be most useful?

To gather factual information to assist in answering these questions, a survey using the Lime Survey software was prepared and sent out to 170 staff who had completed equality and diversity training during the last five years.

2. Methodology

NHS Grampian holds a licence for the Lime Survey software. A short easy to complete survey was developed and sent out to 170 randomly selected staff. Although random, care was taken to ensure this included:

- Staff who had completed equality and diversity training in different years
- A mix of attendees at both Level Four and Level Two Training. Level Four Seminars are for senior staff such as consultants, senior clinicians and managers. Level Two is for basic grade and supervisory staff
- A mix of hospital based staff and community based staff
- Staff in different geographical areas of NHS Grampian
- Staff who were still employed by NHS Grampian

A copy of the text of the covering email is attached at Appendix I. A copy of the survey is attached at Appendix II.

3. Results

Of the 170 staff invited to complete the survey, 89 responded, a response rate of 52.4%. A response rate of 50% or above is generally considered excellent for surveys. Of the 89, only 47 completed all of the questions. Completion of the survey was entirely voluntary.

The results are shown below, question by question.

Question One: Which level of Equality and Diversity Seminar have you attended?

Training Level	Number
Level Two	29
Level Four	23

Question Two: How long ago did you attend the Seminar?

Timescale	No of staff
1-2 years	32
3-4 years	14
5 years or longer	2

Question Three: Which staff group best describes your role?

Role	No of staff
Allied Health Professional	7
Domestic and support Service	1
Management and Office Services	15
Medical and Dental	15
Nursing and Midwifery	7

Question Four: How many of the 9 'protected characteristics' can you remember? Please list below:

Staff who remembered:	Number
Nine protected characteristics	4
Eight protected characteristics	5
Seven protected characteristics	8
Six protected characteristics	14
Five protected characteristics	6

Four protected characteristics	2
Three protected characteristics	1
Two protected characteristics	1
One protected characteristics	0
No protected characteristics	4

From the responses, the most commonly remembered protected characteristics were:

Protected characteristic	Remembered by
Race	37 staff
Disability	37 staff
Religion/Belief	37 staff
Age	31 staff
Sexual orientation	30 staff

Question Five: Do you remember any of the practical examples, quiz questions or anecdotes used in the Seminar? Please list below:

Staff	No of staff
Staff who remembered no quiz questions or anecdotes	21
Staff who remembered one or more quiz questions	16
Staff who remembered one or more anecdotes	6

Question Six: On a scale of 1 to 5, 1 being the least and 5 the most, how confident would you feel to challenge unacceptable behaviour by a colleague, patient or relative?

Level of confidence	No of staff
Five	7
Four	24
Three	14
Two	2
One	0

Question Seven: Have you actually used the knowledge gained in the Seminar to challenge the unacceptable behaviour of a colleague, patient or relative?

Answer	Number of staff
Yes	15 staff
No	28 staff

Question Eight: Please select any of the resources provided at the Seminar that you have found useful.

Resource	No of staff
Religions and cultures in Grampian	33
Disability Communication "Z" Card	8
Human Trafficking Leaflet	23
Trans Booklet	10
Seminar Content Handout	21

Question Nine: Any other comments?

All of the comments made are shown below, unedited:

I recall that I enjoyed the course. However, I think the issue of unconscious bias needs to be incorporated into the course as I think that is a more frequent issue in healthcare than frank discriminative behaviour (though I appreciate the two are related).

I enjoyed the course at the time as I found out information previously I was not aware of but after answering some of these questions, a refresher may be very useful.
Review of European Human Rights document was very interesting although sadly, it no longer applies. I think all NHS workers should spend much more time learning about equality & diversity issues. We are an institution which is still steeped in inequalities and prejudice and the only answer is education along with legislation. But mainly education.
I find these sessions and the requirement to attend level 4 if recruiting is a bit excessive.
This area of knowledge is really complicated given all the religions, cultures, diverse groups. I found the course really interesting and eye-opening and made me aware of issues I might not have even considered might cause problems. The trainer made the subject matter really engaging and gave lots of quick examples to get you thinking.
Would be good to have some self-assessment quiz / questions on TURAS to aid refreshing learning, or regular Global scenarios with questions, which would maintain the topic as a high priority
no
I would revisit the use of the term Transsexual with the LGBT forum and ascertain if Trans or Transgender is now a more acceptable term.
Review would be helpful
Sorry I have baby brain!
It was an interesting seminar, should be refreshed every so often.
Was useful course, well delivered and the networking supported the content well Not actually sure which level course I attended
I always find these courses interesting, I may not remember the specifics but the principles remain the same and help me to make the right decisions at work on a daily basis.

I thoroughly enjoyed the training as it made me realise that there was a lot of discrimination in society that people were oblivious to.
no
I think the session I attended was useful and it raised my awareness and potentially exposed some 'blind' spots. Like anything though I think reinforcement is helpful and while it need not necessarily be formal or extensive session I think availability of further opportunities and chance to just think about equality and diversity issues and the conversation around these will be valuable.
No.
It was almost 2 years ago to the day (02/11/18) when I did the training. I remember that these were interesting sessions, with other colleagues, who engaged well. I enjoyed the discussion element in small groups.
N/A
Thoroughly enjoy attending this Seminar on previous two occasions. Find it to be worthwhile, engaging, and informative; usually find it encourages group conversation about the topics covered which is enables better understanding and provide different insights. Nigel, on both occasions, was a brilliant presenter of the Seminar by using humour (in the appropriate areas) and his own personal experiences to explain the material in a way that is easy to understand.
In previous question it wouldn't let me exit until I had ticked something but I haven't consulted any of them.
I absolutely loved this training course and found it incredibly useful, however I do seem to have forgotten a few of the facts learnt in terms of practical characteristics. I would definitely be happy to complete this course again in the future as part of a group of colleagues.
I enjoy Nigel's courses - he delivers these in such an engaging way and truly seems to enjoy his job
I think this would be a good course to be compulsory every few years

This survey has made me aware that I probably need to refresh my knowledge and understanding in this area. I know that our last face to face training at City Hospital was very informative and created a lot of discussion. Many things in society have changed - some for the better - since then.

With regard to literature that I took away from the session - I can't put my hand on my heart and say I remember what I took or how useful it was.

4. Conclusions

- a) The response rate of 52.4% is high for this type of survey. Although not every respondent completed all of the questions.
- b) The answers show a high degree of information retention, justifying the face to face approach which gives staff the opportunity to discuss and ask questions.
- c) It is extremely encouraging that 45 of the respondents gauge their confidence to challenge discriminatory behaviour at 3 or above.
- d) It is extremely encouraging that 15 respondents have actually used the knowledge gained at a Seminar to actually intervene in a discrimination situation.
- e) The resources provided at the Seminars have proved useful.

5. Future Equality and Diversity Training Seminars

Sadly, due to COVID-19, since April 2020, Equality and Diversity Training Seminars are now provided by Teams, Video Conferencing and the internet.

These remote learning formats do not have the immediacy or impact of face to face training, nor do they offer the opportunity to discuss and ask questions as easily. However, the content and presentation methodology has been adapted to maximise the benefits arising from these remote learning methods.

5. Acknowledgement

Grateful thanks are expressed to Louise Ballantyne for setting up the Lime Survey and providing helpful advice.

Nigel Firth,
Equality and Diversity Manager,
NHS Grampian.
28th October 2020