

Cambridgeshire Community Services Race Equality Scheme

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Adopted by Cambridgeshire Community Services Board: March 2008
Revised:
Reviewed

Cambridgeshire Community Services is responsible for providing a range of NHS and social care services in the Cambridgeshire area and is hosted by Cambridgeshire Primary Care Trust

1. Introduction

The Cambridgeshire Primary Care Trust (PCT) was created on 1 October 2006. It replaced the former Cambridge City, East Cambridgeshire and Fenland, Huntingdonshire and South Cambridgeshire PCT's. All of the previous PCT's had Race Equality Schemes and these were harmonised and reviewed to produce this Scheme for the Cambridgeshire Community Services (hereinafter referred to as CCS).

This document sets out CCS' Race Equality Scheme, summarising the organisation's approach to race equality and corporate objectives and how it plans to meet the general and specific duties of the Race Relations (Amendment) Act (2000).

This Scheme is the result of a review of the previous Schemes and will run from May 2008 to May 2011 (but please see 3.3 Single Equality Scheme below).

Please see the action plan attached to this Scheme.

2. Background

The Stephen Lawrence Inquiry Report has been a catalyst for change. This report defined institutionalised racism as:

"The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping which disadvantages minority ethnic people".

The government response has been a commitment to plan the potential for discrimination to be eradicated from the public sector. In addition to the Race Relations (Amendment) Act (2000), a framework for action to put equal opportunities into practice has been provided through the Vital Connection and the NHS Plan.

At the heart of the modernisation agenda is the need for services to be more responsive to the public and to be more appropriate and accessible to all parts of society reducing social exclusion. The NHS modernisation agenda requires all NHS organisations to consider the promotion of racial equality in a number of areas and activities including employment, service delivery and patient/public partnerships.

2.1 Race Relations (Amendment) Act (2000)

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The Race Relations (Amendment) Act (2000), implemented in April 2001, amended the Race Relations Act (1976). It places a general duty on all public authorities including NHS Trusts, to promote race equality. This duty means that in everything they do, authorities should consider the need to:

- Eliminate unlawful racial discrimination
- Promote equality of opportunity
- Promote good race relations between people of different racial groups

This is an attempt to mainstream equality to make it more of an integral part of the way public services are carried out and should not be a new burden, but a better and more effective way of working.

The general duty covers all aspects of the organisation's activities, policy and service delivery, as well as employment practices.

Authorities need to consider the specific duties, to meet the general duty:

Specific Duties

The specific duties require authorities to publish a Race Equality Scheme demonstrating how they intend to meet the general duty.

The scheme must:

- Identify which functions and policies, including proposed policies, are relevant to the general duty to promote race equality and diversity.
- Set out arrangements for:
 - Assessing and consulting on the impact of the proposed policies on the promotion of race equality
 - Monitoring policies for any adverse impact on the promotion of race equality
 - Publishing the results of assessments, consultation and monitoring
 - Ensuring public access to information and services
 - Training staff to carry out the duties

Employment Duties

In addition, the following specific duties, in relation to employment, must be carried out

- Monitor the ethnicity of:
 - Staff in post, and
 - Applicants for jobs, promotion and training

- Monitor the ethnicity and the results of:

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- Training
 - Grievances
 - Disciplinary procedures
 - Benefit or suffer detriment as a result of performance assessment procedures
 - Dismissal and other reasons for leaving
- Publish, annually, the results of ethnicity monitoring.

2.2 Partners and Contractors

Where organisations have contracts or other arrangements with private or voluntary organisations to carry out any of their functions, which are subject to the Act, then that organisation is still responsible for meeting the duty.

3. Responsibility for the Scheme

3.1 CCS Leads

CCS Board has identified a Lay Member as a lead for the Race Equality Scheme. The details of this Lay Member are available from the Secretary to the CCS Board.

3.2 Implementation

CCS will implement the scheme alongside a variety of other related initiatives e.g. a CCS Black and Minority Ethnic Network (BME) and a Workforce Committee. The Workforce Committee and Joint Consultative and Negotiating Partnership will oversee the development and implementation of the scheme. It will work in partnership with Trade Union representatives and staff to ensure that staff are involved in planning changes in service delivery.

3.3 Single Equality Scheme (SES)

In addition to the Race Equality Scheme, CCS also has equality schemes covering disability and gender. This is in line with the duty CCS has as a public authority to comply with race, disability and gender public sector duties, but it is also because CCS believes it is the right thing to do.

CCS has commenced planning to introduce a Single Equality Scheme by early autumn of 2008. The SES will cover six strands of equality including the existing areas of race, disability and gender and will cover three new areas of age, religion and belief and sexual orientation. CCS considers this is the correct way forward and is also in anticipation of new public authority duties that are expected covering the three new areas referred to above.

When the SES is introduced it will replace the three existing schemes including this one. The SES will be subject to consultation with patient/client and staff interests before it goes to a public Trust Board meeting for approval.

4. The Race Equality Scheme

CCS' Equal Opportunities Policy sets out its aims and objectives for ensuring racial equality for staff. CCS is committed to building a workforce which is valued and whose diversity reflects the community it serves, enabling them to deliver the best possible health care service to the community, and enabling all staff to achieve their full potential in an environment characterised by dignity and mutual respect. Everyone will be treated fairly, equally and with appropriate cultural sensitivity regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, beliefs, sexual orientation, domestic circumstances, social and employment status, HIV status, gender reassignment, political affiliation or trade union membership.

These principles are also applicable to the provision of services to our users, and the Race Equality Scheme focuses on promoting racial equality in service delivery. We recognise that whilst good progress has been made in the field of employment, more work needs to be done to ensure that CCS' services and policies meet all our service users' diverse needs.

The strategic aims and objectives of the scheme are to:

- Ensure equality of access
- Reduce health inequalities
- Improve CCS' ability to provide suitable and accessible services to meet the varied needs of our users
- Increase public confidence in services, especially amongst ethnic minority communities
- Help deliver good practice
- Avoid claims of unlawful discrimination
- Mainstream the promotion of racial equality into all our services

4.1 Identifying relevant functions and policies

The Act will impact on many of CCS' policies and activities and it is likely that any function or policy that involves care for patients/clients will be considered to be relevant.

CCS will identify the services it provides and for whom, looking at current outcomes and identify any inequality or disadvantages in order to mainstream racial equality within our structures and activities. They will:

- Identify the functions and policies that they consider relevant to the performance of its general duty to promote race equality

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- Set up a procedure for assessing all policies and their relevance to the general duty
- Assess how all these relevant functions and any related policies affect race equality
- Consider how the policies might be changed to meet the general duty, and then make the changes.

CCS will consider how its policy affects different racial groups in the local community. It will assess whether there is an adverse impact on equality of opportunity for some racial groups, for example by making appointments for patients that clash with religious festivals or in the provision of information leaflets in alternative languages and interpreters for non English speakers. An assessment will be carried out to determine whether policies can be changed to meet the duty.

Evidence for this duty could include information on service users identified by ethnic group, records of complaints, ethnic composition of the local population, patient/client and staff surveys and evidence of public concern that certain services are discriminatory or racist.

4.2 Arrangements for assessing and consulting on the likely impact of proposed policies

The aim of this duty is to build race equality into the policy-making process and make the processes clear, open and inclusive, in line with CCS communication strategy.

The PCT will set out its arrangements for assessing the likely impact of any proposed policies or service developments on the general duty and for consulting groups who may be affected by the policies/service developments. Assessment will help to identify whether a policy may have a different impact on some racial groups and whether it will contribute to good race relations.

The assessment may involve using relevant past data, research findings, population data, including census findings and the results of surveys.

The PCT places great emphasis on consultation with the local community it serves and its employees. The Communication and Public Involvement Directorate of the PCT is planning to restructure in the Spring of 2008 and appointed a new Head of Public Engagement and PALS in February 2008. The restructuring is to strengthen the PCT's ability to carry out timely and effective communication and involvement of the public and minority groups to raise confidence in services and improve policy and service development.

The PCT is aware that to make consultation and public involvement effective, various methods of consultation need to be used. These involve meetings, focus groups, reference groups, and public scrutiny or survey questionnaires.

The PCT will ensure that ethnic minority views inform the decision making process.

4.3 Arrangements for monitoring policies for adverse impact

The PCT will state its arrangements for monitoring all the policies identified as relevant to the general duty to keep track of how they are working and to see whether they are having an adverse impact on race equality. The arrangements will include:

- How racial groups take part in or are affected by the policies. Evidence would include the frequency with which and reasons why people use services, how often the PCT experiences enforcement or legal action, and whether people face disadvantage or find their needs are not met
- Whether people from all groups are satisfied with the way they are treated
- Whether services are suitable and designed to meet varied needs e.g. whether they experience language difficulties, have their individual cultural needs met or if there are long standing patterns of discrimination or exclusion.

The arrangements will also set out how the PCT will rectify any adverse impact on the promotion of race equality.

4.4 Arrangements for publishing assessment, consultation and monitoring reports

The PCT will set out its arrangements for publishing the results of any assessments, consultation and monitoring to increase openness and demonstrate its commitment to meeting the general duty and increase public confidence across all racial groups.

The arrangements will set out:

- why the assessment, consultation or monitoring took place
- how they were carried out
- a summary of responses or views produced
- an assessment of the policy options
- an action summary.

Information will be published for staff, patients/clients and the public in the PCT's newsletters, annual report, website and press releases.

4.5 Arrangements for ensuring the public have access to information

The PCT will set out its arrangements for making sure the public have access to information and the services provided. The PCT will also consider how it can improve public access to services, for example by ensuring access to information in their own languages. It will ensure that staff have the right skills, information and understanding to deal fairly and equally with all clients, arranging interpreters, providing outreach services or taking positive action.

4.6 Arrangements for training staff

With the review of the Race Equality Scheme for the period May 2008 to May 2011 the PCT's Learning and Development Department has taken this opportunity of reviewing the training of staff on Equality and Diversity matters. This includes training on cultural awareness to ensure that staff who provide services to patients/clients are aware of their diverse cultural and religious needs and can therefore improve our services.

This review is not only of what type of training the PCT provides, but also the method of delivery. PCT staff are based on a considerable number of different sites across the County, which is why it is also exploring e-learning solutions to training on Equality and Diversity.

The PCT run a variety of management training courses which include elements on equality and diversity, including:

- Recruitment & selection
- Management of attendance
- Disciplinary process
- Performance management
- Knowledge and Skill Framework (KSF) and appraisal
- Management of harassment and bullying

These courses will be reviewed to ensure that they include information on the general duty to promote racial equality.

Human Resources staff have received training on employment law and equality matters.

4.7. Specific duties

Promoting race equality in employment will assist the PCT in developing a workforce which is representative of the community it serves, increase its ability to attract staff, avoid losing or undervaluing staff, improve staff morale and productivity, help develop good practice and avoid claims of unlawful discrimination.

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The Race Equality Scheme brings together the PCT's existing equality objectives for employment and the specific duties on employment in the Act.

These duties focus on monitoring and are designed to provide a framework for measuring the progress of equality of opportunity in public sector employment. It will also provide monitoring information to guide initiatives to lead to a more representative workforce, improve morale and productivity of staff, and improve staff management and to avoid claims of unlawful discrimination.

Monitoring

Under the Act, the PCT is required to monitor by racial group:

- staff in post
- applicants for employment, those short listed and those offered posts
- applicants for training and those who receive training within the PCT
- applicants for promotion
- staff who have been subject to the PCT's capability procedure or disciplinary procedure
- staff who have raised a grievance
- staff who suffer harassment or bullying
- staff who benefit or suffer detriment as a result of performance assessment procedures
- staff who have left their employment with the PCT

The purpose of the monitoring is to analyse any differences between different ethnic groups, investigate underlying reasons and deal with any unfairness, disadvantage or possible discrimination.

The PCT monitors the workforce by ethnic group and gender and reports go to the Workforce Committee and the CCS Board.

Recruitment data, along with data on staff involved in employee relation's issues such as disciplinaries and grievances is also monitored.

Information on complaints of harassment are monitored through the incident and accident reporting process. Cases brought under the PCT's Dignity at Work Policy are also monitored by ethnic origin within Human Resources and reports will be produced for the Workforce Committee and the CCS Board.

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Human Resources will analyse the data on an annual basis and report to the Workforce Committee and the CCS Board.

Where any unfairness, disadvantage or possible discrimination has been highlighted, action plans will be set out to remove barriers and promote equality of opportunity.

Policies and Procedures

The PCT has an Equal Opportunities Policy, Dignity at Work Policy and Whistle Blowing Policy, which help to combat harassment and bullying. All Human Resources policies and procedures have undergone Equality Impact Assessments to ensure they support the Equal Opportunities Policy and these assessments are on the PCT website (see below for the website address). The PCT will continue to assess the impact of all new and revised Human Resources policies have on equality and diversity and make changes where necessary.

Information from the monitoring exercise will be used to inform this review.

Training and Development

We will review our Organisation Development/Learning & Development Strategy and Action Plan to identify where the duty to promote race equality should be built into future programmes.

Recruitment

CCS has comprehensive procedures on equality and diversity in recruitment set out in its Equal Opportunities Policy.

Staff Opinion Survey

The National staff survey is conducted annually. This survey asks a number of questions specifically on equality and harassment. We are able to analyse the results by gender, disability and ethnic background if we have a sufficient return to preserve anonymity of individual staff members.

5. Staff Consultation

Staff interest will be consulted on the scheme via the Trade Union representatives on the CCS' JCNP.

6. Review

Achievements and any untoward matters regarding race will be reviewed by the Workforce Committee and reported annually to the CCS Board. The entire scheme will be reviewed every 3 years. Staff, patients and other stakeholders will be consulted on the reviews.

7. Complaints

Complaints on the application of the Scheme from patients/clients, users, and members of the public can be made through CCS' complaints procedure.

Staff who are dissatisfied with the application of the Scheme should address this informally through their line manager or a member of the Human Resources team in the first instance, however, failing this, CCS' grievance procedure can be used.

8. How to Contact CCS

Cambridgeshire Community Services Headquarters - Provider Services
The Priory, Priory Road, St Ives, Cambs PE27 5BB

Telephone: 01480 308222

Website:

www.cambridgeshirepct.nhs.uk