

<b>Title:</b>	<b>Equality &amp; Diversity Commitment</b>
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At CSH Surrey we are committed to providing the highest clinical and working environment where all co-owners, employees, workers, patients (including their relatives and identified carer(s)), visitors and contractors are employed, cared for, welcomed, respected and treated in a consistent and non-discriminatory manner. This approach will be applied in respect of the following protected characteristics:

Age  
 Disability  
 Gender reassignment  
 Marriage or civil partnership  
 Pregnancy and maternity  
 Religion or belief  
 Race (including ethnicity, colour and national origin)  
 Sex  
 Sexual orientation

We will underpin this by ensuring our current and future clinical services and their outcomes, are reflective of our commitments. We will also ensure that our appropriate policies, procedures, recruitment and development programmes, are fairly and consistently applied, assessed, monitored regularly and treated seriously.

We will ensure compliance with any statutory duties that are required by CSH.

### **Statement of commitment to our patients**

We will always strive to ensure that our services meet the needs of our patients. To do this, we will:

- Integrate equality and diversity considerations into all areas of our business
- Improve co-owner awareness and understanding of the needs and profiles of our patients
- Deliver accessible, appropriate and sensitive services, providing fair and respectful treatment for all our patients, their relatives or identified carer(s)
- Provide information about our services in appropriate formats and languages, guaranteeing effective communication.

### **Statement of commitment to our co-owners**

We will strive to embed a strong awareness of equality and diversity into the organisation by:

- Ensuring we have a diverse workforce that is representative of the local working-age population
- Making our jobs accessible to people from all sections of the community
- Recruiting based on the demands of the job, using clear and objective methods of assessment
- Treating co-owners fairly in all areas of employment
- Tackling any discrimination, victimisation, harassment and bullying in the workplace arising from co-owners, patients, suppliers, contractors or visitors
- Conducting regular workforce profiling and monitoring recruitment, promotion, training attendance, grievances, disciplinary procedures and exit interview data.
- Embedding equalities and diversity awareness within all relevant training including induction, management and service training.

### **Our statement of commitment to our partners and stakeholders**

In working with partner agencies, we'll maintain our pledge to be equal and diverse by:

- Choosing contractors, consultants, suppliers and partners that mirror our commitment to equality and diversity and where appropriate will form part of our formal contractual arrangements and obligations
- Ensuring our contractors have appropriate and regular training in place for their direct and indirect workforce
- Ensuring all our Board, committees and working group members reflect the communities they serve
- Supporting and developing good relationships with organisations that represent communities where we provide services.

### **Making it happen**

It is the responsibility of everyone at CSH to adhere to these equality and diversity commitments, and to help embed them within the organisation. To do this, we'll undertake three key actions:

- We'll operate an Equality and Diversity Forum which will champion equality and diversity issues, keeping awareness high; hold CSH to account, scrutinising areas of the business throughout the year and ensure compliance with any statutory duties.
- We'll monitor the protected characteristics of our co-owners and our patients to ensure compliance with our commitments
- Equality impact assessments will be carried out for all new or significantly altered policies and will be assessed as to their impact on the groups covered by this commitment.

*Please see attached appendix for supporting information*

## **Supporting Information**

### **Obligations:**

- To comply with the Equality Act 2010, ie to ensure we do not discriminate against our co-owners in relation to protected characteristics
- To comply with the Public Sector Equality Duty, ie to publish information to demonstrate compliance with the Equality Duty - to eliminate unlawful discrimination, harassment, victimisation and other prohibited conduct and to advance equality of opportunity and foster good relations between people who share a protected characteristic and those who do not.
- To conform to the Equality Delivery System (EDS) – an NHS assessment framework
- To implement the NHS Workforce Race Equality Standard (WRES).

### **Role of individual co-owners:**

- To take personal responsibility to support equal and fair treatment of colleagues and to ensure patients are treated consistently in a respectful, dignified and non-discriminatory manner and in line with clinical practice
- To comply with this commitment and not discriminate/victimise/harass or intimidate others in their day to day activities.
- To advise their manager if they become aware of any discriminatory practices or behaviours directed at co-owners, patients, relatives, visitors etc by co-owners, patients or visitors etc
- To undertake mandatory training.

### **Role of Managers:**

- To ensure that all co-owners are aware of this commitment and their individual responsibility for the promotion and practice of equal opportunities and avoidance of undue discrimination/unfair treatment
- To ensure co-owners undertake mandatory training
- To ensure that co-owner grievances or patient complaints are dealt with fairly, appropriately and timely.

### **Demonstration of how E&D is embedded:**

- Provision of mandatory training at induction and regularly thereafter
- Publication of the E&D commitment on the CSH internet page
- Publication of an annual report to demonstrate achievement
- Requirement of an E&D statement in all Exec and Board papers to demonstrate that E&D implications have been considered
- Operation of a quarterly forum as outlined in the commitment.

### **Reasonable Adjustments**

- We will consider and make reasonable adjustments as required by the Equality Act 2010. Eg:
  - Employment practices
  - Working arrangements
  - Patient access

- Equipment or aids (hearing loops in reception areas)

## Equality Impact Assessment

This commitment replaces the former policy which had been subject to an Equality Impact Assessment and was found to have a positive impact towards eliminating or reducing discrimination across both co-owner and patient groups in any form of unfair treatment or undue discrimination.

## Definitions

Direct discrimination – when an individual is treated less favourably due to/because of a protected characteristic

Indirect discrimination – when a provision, criterion or practice is applied to everyone but has a disproportionate impact on people with a particular protected characteristic or is to the disadvantage of a person with that protected characteristic and it is not a proportionate means of achieving a legitimate aim

Associative discrimination – a form of direct discrimination against a person because they have an association with someone with a particular protected characteristic

Perceptive discrimination – a form of direct discrimination against a person because the discriminator thinks the person possesses that characteristic even if they do not in fact do so.

Harassment – unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. Individuals can complain of harassment even if they don't possess the protected characteristic or the harassment is not directed at them.

Victimisation – when an individual is treated less favourably because they have made or supported a complaint relating to the Act, or they are suspected of doing so.

Disability Discrimination – when an individual is treated less favourably because of the effect of a disability i.e. not just on the grounds of the disability itself.