

## Equality Delivery System (EDS)

### 1. Introduction

This report provides an update on the progress of adoption of the Equality Delivery System as agreed at the Shadow H&WB in January 2012.

Following a change in equalities legislation in 2010, all NHS organisations now have to demonstrate that they are complying with the new public duty to ensure that decision making does not discriminate against the 9 'protected' groups: age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

An EDS event was held in March 2012 which involved a number of community interest groups, local authority representatives/NHS employees for all NHS organisations within the local health economy, Shropshire Community Health NHS Trust, Shrewsbury and Telford NHS Trust, Shropshire County PCT and NHS Telford and Wrekin to:

- 1) Assess the grading of the baseline evidence in the Equality Delivery System that each organisation had provided on the day
- 2) Determine what actions the organisations should consider taking forward (maximum 4 for each organisation) based upon the evidence presented in the baseline assessments of equalities performance and the areas of weaker performance
- 3) Determine how the community/staff representatives wish to hold the organisations to account for reaching their objectives.

### 2. Steps taken to date

#### 2.1 Grading against the standards

It was proposed and agreed that the NHS organisations publish their baseline assessment which was presented to the community interest group and staff at the March event. Grading of the four Equality Delivery System Goals on the basis of the baseline assessment is as follows for the listed organisations:

Standards	NHS Telford and Wrekin (CCG) and NHS Telford and Wrekin	Shropshire CCG / PCT	Shropshire Community Health NHS Trust	The Shrewsbury and Telford Hospital NHS Trust
Better health outcomes for all	Developing	Developing	Developing	Developing
Improved patient access and experience	Developing	Developing	Developing	Developing
Empowered, engaged and included staff	Achieving	Achieving	Achieving	Achieving
Inclusive leadership at all levels	Developing	Developing	Developing	Developing

## 2.2 Identification of equality Objectives

The broad equality objectives agreed at the event in March and published in line with the Equality Act 2010 on the website for organisations are at Appendix1.

### 3. Next Steps

1. Establish a formal health economy wide EDS Steering Group. This will include representatives from local authority, Shropshire Equality Forum and community interest groups across Shropshire, Telford and Wrekin. The role of the Steering Group will be primarily to oversee the implementation of the agreed objectives and monitor performance.
2. Plan for further community engagement on the baseline information, and developing more detailed objectives from those outlined above, with measurable targets for each. Event planned for 18<sup>th</sup> July 2012.
3. Work with the Equality Forum and community interest groups to establish ongoing monitoring of EDS implementation in NHS organisations.
4. Continue to work closely with local authority colleagues to identify opportunities to work collaboratively on delivering the equality objectives.

### 4. Recommendations

- The Health and Wellbeing Board is requested to note the content of the report.

## Equality Objectives

### NHS Telford and Wrekin (CCG) and NHS Telford and Wrekin

1. Equality training for staff and managers to raise awareness and confidence levels
2. Staff appraisal scheme/feedback from staff to managers to ensure equality issues are being addressed
3. Improve equality Information/data gaps for the protected groups
4. Improve communication with patients/carers
5. Focus on 'Dignity and respect' as a drive for the broader equality initiatives

### Shropshire Clinical Commissioning Group and Shropshire County PCT

1. Targeted review of what support is available for patients from the protected characteristics to access equitable healthcare services. In the first instance the review will focus on a small number of protected characteristics based on the current information we have about the protected characteristics within our communities. Potentially a protected characteristic could include the most vulnerable people in our community (e.g. people with mental health needs, homeless people etc.).
2. Review:
  - the mechanisms that service providers use to capture feedback from patients who fall within the protected characteristics
  - the accessibility of these mechanisms for patients from protected characteristics
  - how many patients from the protected characteristics provide feedback and how service providers respond to their feedback
 Selection of service providers to be reviewed will be based on current intelligence held within the commissioning team in relation to patient experience
3. Establish mechanisms for staff to have access to information on protected characteristic groups within the community and an opportunity to learn from them directly.
4. Incorporate the principals of the Competency Framework for Equality and Diversity Leadership into the PCTs /CCGs new appraisal system during the next 6 to 12 months.

### Shropshire Community Health NHS Trust

1. Establish a short life working group tasked with reviewing and improving data collection across the Trust and build in collection and use down to the level of the 9 protected groups (working alongside other NHS organisations where appropriate). This is likely to have a particular focus on:
  - Patient satisfaction feedback
  - Accessibility of services
  - Satisfaction with complaints handling for the protected groups compared with all patients
2. Develop our patient and public involvement strategy to create mechanisms for people from the protected groups to tell us about their needs, experiences etc.
3. Raise staff awareness of the equality objectives, and ensure they receive appropriate training and development.
4. Incorporate the principals of the Competency Framework for Equality and Diversity Leadership into the Trust's new appraisal system during the next 6 to 12 months.

## SATH Objectives 2012 - 2013

Goal	Outcome	Actions
1. Better health outcomes for all	1.4 The safety of patients is prioritised and assured. In particular, patients are free from abuse, harassment, bullying, violence from other patients and staff, with redress being open and fair to all	All revised policies to be Equality Impact Assessed which ensures protected groups are free from abuse, violence or discrimination
		Equality Impact Assessment training to be delivered to all staff responsible for revising or developing policies
	<b>Behaviour standards</b>	<p>Engage Community Interest Groups and members of PEIP to develop behaviour standards across the Trust</p> <p>Clinical centres to identify champion for EDS to work with forum to develop behaviours</p> <p>Utilise dignity champions in developing behaviours</p> <p>Review RCN principles of nursing and map against SATH behaviours</p> <p>Launch behaviour standards across the organisation.</p> <p>Staff survey results to be used to demonstrate improvements in behaviour standards</p> <p>Listening into action to inform development of behaviours</p>
2. Improved patient access and experience	2.2 Patients are informed and supported to be as involved as they wish to be in their diagnoses and decisions about their care, and to exercise choice about treatments and places of treatment	Instigate patient information group to standardise quality of patient information
		Patient Information Policy to be revised, ratified and circulated across the Trust
		Patient Information Panel membership to include public/patient representation
		Patient Information database to be updated and accessible to patients and members of the public
	<b>Patients with Learning Disabilities</b>	Double appointment slots to be offered to patients with Learning Disabilities
		Consent to be audited to ensure appropriate processes e.g. Informed consent and assistance from IMCA's etc. are implemented for Patients with Learning Disabilities.

<p><b>3.</b>Empowered, engaged and well-supported staff</p>	<p><b>3.4</b> Staff are free from abuse, harassment, bullying, violence from both patients and their relatives and colleagues, with redress being open and fair to all</p>	<p>Current HR Dignity at Work training course to be re-written, to take account of Equality Duty legislation. Two courses to be held for staff in 2012.</p> <p>Staff Survey 2011 results to focus on 2 key questions:</p> <ul style="list-style-type: none"> <li>• Would you recommend SaTH as a place to work?</li> <li>• Would you recommend SaTH as a place to receive treatment?</li> </ul>
	<p><b>3.6</b> The workforce is supported to remain healthy, with a focus on addressing major health and lifestyle issues that affect individual staff and the wider population</p>	<p>Staff Survey: Pledge 3:- To provide support and opportunities for staff to maintain their health, well-being and safety. Previous results show that staff report poor experiences, suggesting that more investment in staff wellbeing is required.</p> <p>Supporting and Promoting Staff Health and Wellbeing paper agreed in principle by Executive Directors in January. Paper outlined a framework of how health and wellbeing initiatives can be introduced, and focuses on areas such as:</p> <ul style="list-style-type: none"> <li>• Prevention of ill health through robust processes to minimise health risks</li> <li>• Timely intervention and effective rehabilitation, eg physiotherapy and cognitive Behavioural Therapy</li> <li>• Health promotion events</li> </ul> <p>Package of measures being developed with a planned implementation of 1<sup>st</sup> April 2012</p>
<p><b>4.</b> Inclusive Leadership at all levels</p>	<p>4.2 Middle managers and other line managers support and motivate their staff to work in culturally competent ways within an environment free from discrimination</p>	<ul style="list-style-type: none"> <li>• Employment law workshops for line managers which ensure they know their responsibilities under the law. Session to be built into management development workshops.</li> <li>• Launch of coach development programme, to train and accredit coaches to assist managers in delivering a discrimination free environment.</li> </ul>
	<p>4.3 The organisation uses the “Competency Framework for Equality and Diversity Leadership” to recruit, develop and support strategic leaders to advance equality outcomes</p>	<ul style="list-style-type: none"> <li>• Implementation of NLMS with Diversity e-learning programme highlighted and uptake monitored.</li> </ul>