

Equality and Diversity Action Plan 2010-2013 (Jan - March 2011)

South Devon Healthcare 

NHS Foundation Trust

Objective / Action	Lead	Workstream	Measure of Success and Evidence	Target Date	Priority	Race	Disability	Gender	Gender Identity	Age	Religion	Sexual Orientation
						Human Rights						
Leadership and Commitment												
1	The Trust is committed to promoting diversity and eliminating discrimination	Chair of the Trust Board of Directors	All	The Chair of the Trust Board of Directors is the Diversity Champion	Ongoing	4	✓	✓	✓	✓	✓	✓
2	Diversity is championed throughout the Trust	Executive Directors	All	Diversity champions within each division/directorate. Diversity champion role outline being developed	12/10	3						
				Local champions within each department. Local Champions brief developed and cascaded to all Champions	3/11							
3	Diversity is respected, understood and mainstreamed throughout the Trust. All executive directors individually and collectively ensure diversity is part of all activities of the Trust	Executive Directors	All	Single Equality Scheme in place agreed by the Trust Board and supported by the Trust Equality and Diversity Action plan	04/10	3	✓	✓	✓	✓	✓	✓
				Diversity objectives within leadership roles, corporate business plans and individual objectives	03/11	2						
				EIAs carried out on all functions and reported to the Board of Directors	Ongoing	4						
4	Governance structures exist to deliver diversity across the Trust	Director of Workforce & OD	4	Equality, Diversity and Human Rights Group (EDHG) reports to Workstream 4 and the Board of Directors	Ongoing	4	✓	✓	✓	✓	✓	✓

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5	Governance structures support the Equality Delivery System and new Equality Act	All	All	Chief Executive Chairs Regional implementation steering group. Join Regional cluster group. Assess performance of Trust with local interest groups. Develop equality objectives. Determine performance by each equality target group for each of the 12 outcomes.	Jan 2011 - May 2012							
6	Governance structures for equality are for staff and patients	Chief Executive	2&4	Equality Lead attends workstream 2 & 4	Oct-10	3						
7	Governance structures receive the reports necessary to judge whether the Trust is delivering on diversity	Diversity Lead	All	Yearly Diversity Report to Board of Directors reporting progress on Single Equality Scheme, Action Plan, EIA impacts, Staff / Patient monitoring and profiling information	05/11	2	✓	✓	✓	✓	✓	✓
				First EIA's report May then 6 monthly	05/10	3						
				Diversity indicators to be embedded in reporting structures in Division / Department i.e. via a scorecard	Being developed	2						
				Reports to EDHRG from consultation groups	Ongoing	4						
8	Leaders are trained in diversity	Director of Workforce & OD / Diversity Lead	4	All executives have attended diversity training	5/11	2	✓	✓	✓	✓	✓	✓
9	Ensure Best Practice	Director of Workforce & OD	2	Consider applying to join the Pacesetters Initiative	12/10	3	✓	✓	✓	✓	✓	✓

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10	Comply with the Deprivation of Liberty safeguards Amendment to the Mental Capacity Act	Chief Nurse	1	Comply with the Safeguarding and Mental Capacity Work plan including requirements for mandatory training	Ongoing	4		✓				
11	Ensure that partner organisations are Equality and Human Rights compliant	Head of Procurement & Logistics	3	Equality Impact Assess contracting and procurement procedures	6/11	2	✓	✓	✓	✓	✓	✓
		Director of Estates & Facilities Management	5	Review Trust protocols for contractors agreed through safeguarding committees to include in contractors code of conduct	03/11	2						
Patient Experience Consultation and Communication												
12	Information for patients and service users is understood by all	PRAM Project Lead / Patient Experience Lead / DGMs/Communications team	1	Printed information to be available in all formats including languages, large print, Braille, audio tape and text facilities -	03/11	2	✓	✓				
				Meet with communication Team to discuss implementing communication action points	06/10	3						
				Where practicable all documents to contain an accessibility strap-line	3/11	2						
				Accessibility strap-line publicised on all patient information on intranet and internet	03/11	2						
13	Understand the diversity profile of patients and Service users	Information Manager	1	Report data on BME, age and gender. Need to expand this to disability and display on HIS data quality dash board	12/10	4	✓	✓	✓		✓	
14	Improve communication facilities within the hospital	Communications Team PRAM Project Lead	2	Use of hearing loops advertised across the Trust	12/10	3		✓			✓	
				Special Requirements and patient profile reviewed and updated	11/10	3						

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	/ Learning Disabilities Lead Nurse		Update website to ensure it is accessible	Ongoing	4							
15	Local people from all equality groups have similar levels of satisfaction with the services they receive	Diversity Lead / Patient Experience Lead	2	Analysis of the patient survey by diverse strands	03/11		✓	✓	✓	✓	✓	✓
16	The complaints procedure is available to all in accessible formats	Diversity Lead / Patient Experience Lead	2	Analysis of complaints to pick up any diversity issues / trends meeting Learning from Complaints 6/10	06/11	2	✓	✓	✓	✓	✓	✓
		DGM's / ADN's	2	Action plans as a result of complaints are acted on and followed through	Ongoing	4						
17	Benchmarking	Chief Executive / Diversity Lead	4	South West Strategic Health Authority E&D Leads Group, NHS National Leadership E&D Group, NHS Employers Refugee programme and Torbay Council local E&D Groups	Ongoing	4	✓	✓	✓	✓	✓	✓
				Patient and staff surveys		4						
18	Local people actively use opportunities available to influence development, delivery and monitoring of health services	DGMs / Patient Experience Lead / Company Secretary	2	Foundation Trust members, patients and the public attend key forums	Ongoing	4	✓	✓	✓	✓	✓	✓
				Disability Awareness and Action Forum consultation group meets quarterly		Ongoing (Quarterly)	4					

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			BME community groups consultation to commence (consultation event with BME community and Race Equality Foundation 2/12)	03/11	2							
	Company Secretary	1	Foundation members profiled to ensure representative of the population profile. Published within the Annual Plan	Ongoing (Annually)	2							
19	People's differing diets are catered for	Director of Estates & Facilities Management	5	Diverse food menus are in place providing foods according to differing physical, religious and cultural needs. Assistance is given to feeding patients according to need	Ongoing	4	✓	✓			✓	✓
20	Peoples religious needs are catered for	Chaplains	4	Provide a quiet room for anyone to use in their own way for reflection, prayer or worship	Ongoing	4						✓
		Chaplains / Diversity Lead	4	Ensure cultural and religious festivals, holidays and rights of worship are acknowledged and publicly recognised across the Trust.	4/11	3						
		Diversity Lead	4	Update and raise awareness of the Guide for Staff in Providing Good Religious, Spiritual, Pastoral & Cultural Care	4/11	2						
Health												
21	The Trust is knowledgeable about the health and inequalities experienced by different equality groups	Executive Directors	2	Population data is interrogated, analysed and used for strategy and policy decisions with PCTs	Ongoing	4	✓	✓	✓	✓	✓	✓

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22	Priorities are influenced by the health needs of the local population to reduce inequalities in health experienced by	Executive Directors	2	Data collected informs decision making	Ongoing	4	✓	✓	✓	✓	✓	✓
Physical Access												
23	All people can access buildings, there is knowledge of DDA compliance for all buildings	Director of Estates & Facilities Management	5	Compliance with DDA guidance	Ongoing	4		✓				
24	New build projects Equality Impact Assessed	Director of Estates & Facilities Management	5	Equality Impact Assessments carried out and action points monitored	Ongoing	4	✓	✓	✓	✓	✓	✓
25	Staff have knowledge of Hearing Loops accessibility	Director of Estates & Facilities Management	5	Equality and Diversity Manager to coordinate and publish to the DAAG and EDHG information regarding this	Sep-10	3						
26	All signage in the hospital is appropriate and inclusive	Director of Estates & Facilities Management	5	Quotation for new external and internal signage and wayfinding obtained subject to capital funding	As funding permits	4		✓				
27	Disability parking is appropriate	Director of Estates & Facilities Management	5	Car Park Survey completed February 2010 final report due end of June 2010	ongoing as funding permits	3		✓				

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28	Patient facilities are accessible to all to take into account diverse patient needs and dignity	Director of Estates & Facilities Management	5	Provision of single sex accommodation, single rooms and privacy and dignity continues to be compliant with Department of Health recommendations	Ongoing dependent on funding	4			✓	✓		
29	Disabled Patients can Access facilities in Out Patient Services	Director of Estates & Facilities Management	2&5	Action plan developed to improve disabled access to Out Patient Department toilets	To be confirmed	2						
Workforce												
30	Staff from all equality groups experience the Trust as a fair and rewarding place to work	Director of Workforce & OD	4	Ensure HR policies and procedures are up to date and Equality Impact Assessed	Ongoing	3	✓	✓	✓	✓	✓	✓
				Review staff survey by diverse strand	06/11	2						
31	Ensure diversity reporting via annual workforce report and monthly Board reports (balanced scorecard)	Workforce Planning & Information Assistant / Diversity	4	Report on diversity trends for training, promotions, leavers, disciplinary, recruitment and grievance	08/10	3	✓	✓	✓	✓	✓	✓
32	The Trust's staff profile matches the profile of the community	Diversity Lead	4	Review staff diversity profiles and support mentoring programmes such as the Breaking through programme for BME managers and clinicians	Ongoing	4	✓	✓	✓	✓	✓	✓
		Director for Workforce & OD /	4	Produce and consider the Trust's gender pay gap and Produce target to address gaps	06/11	2						
33	All staff are trained on diversity. There is a comprehensive diversity strategy	Education & Dev Manager	4	Diversity training commenced in-house	04/10	3	✓	✓	✓	✓	✓	✓
		Diversity Lead		Pilot diversity training to run to July 2010	04/10	3						

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			Launch update diversity training sessions	03/10	3							
	Education & Dev Manager		Launch NHS core learning diversity e-learning package	date to be confirmed	2							
	Diversity Lead		Launch and publicise requirements to mandatory diversity training via DGMs, Team Brief, Trust Intranet etc	04/10	3							
	Diversity Lead/Care Trust		Review and update training for South Devon Health Care and Torbay Care Trust relaunch across both organisations - dates run to March 2011	12/10	3							
	Diversity		Run EIA training for managers	Quarterly	4							
34	Staff have forums to share experiences and concerns, provide support and guidance and put forward viewpoints	Director of Workforce & OD	4	Local Consultative and Negotiating Committee	Ongoing	4	✓	✓	✓	✓	✓	✓
				Review Trust Lesbian, Gay and Bisexual Group	06/10	3						
				Run a virtual e-mail Lesbian, gay and Bisexual Group	Ongoing	4						
35	Ensure recruitment of staff is inclusive and that positive action is taken where necessary	Recruitment Manager	4	Encourage recruitment of disabled staff –Mindful Employer, Remploy, Plus, disability ✓✓	Ongoing	4		✓				
				Commence initiative to employ more staff with learning difficulties by:	Date to be confirmed	4						
				• Identifying posts that would be suitable		4						
				• Using 'easy read' documentation		4						
				• Reviewing selection processes		4						

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			<ul style="list-style-type: none"> Encouraging work placements for people with learning disabilities 		4							
					KEY							
						Priority						
						2	Being Actioned					
						3	Completed					
						4	Ongoing					