

Complete/ Ongoing
In progress/partially complete
Incomplete / overdue

**Equality and Diversity Action Plan 2019
(January 2019)**

Objective (EDS outcome / link to Equality Objective)	Desired Outcome / Measure of Success	Progress	Action	Lead	Target / Review Date	RAG rating	Evidence
Compliance with the General and Specific Duties of the Public Sector Equality Duty (PSED)	Governance systems in place to clearly demonstrate compliance with General Duty	Equality Business Forum overseas equality work. The group reports to the Workforce and Organisational Development Committee.	<ul style="list-style-type: none"> Group meets quarterly 	Executive Team/ED Lead		Yellow	
		Programme for equality and diversity mandatory training in place.	<ul style="list-style-type: none"> Revisit and update training 	ED Lead			
	Publication of a robust and comprehensive annual Workforce Diversity Report	Diversity trends for training, promotions, leavers, disciplinary, recruitment and grievance are reported on annually.	<ul style="list-style-type: none"> Compile and publish Report 	ED Lead	April 2019	Green	
			<ul style="list-style-type: none"> Monitoring of flexible working requests of all staff to commence. Monitoring of all reasonable adjustments applied for all staff with a long term condition/disability to begin. 	ED Lead	March 2019	Red	
Continue the use of the Equality Analysis Tool to enable identification and management of equality risks	Equality Analysis Procedure (EAP) was launched in 2013. It provides a clearer, simpler and more relevant process to identify and manage equality risks	<ul style="list-style-type: none"> Revisit the system and take steps to simplify the process Consult with Devon Equality co-operative to standardise approach across Devon Develop a training programme for managers. 	ED Lead		Red		
The Trusts are committed to eliminating discrimination and advancing equality through the implementation of the Equality Delivery System (EDS)- EDS1 – Better Health Outcomes(patient Focussed goal)	Understand our population	To better understand the diverse population of Devon to inform appropriate needs based services . Share processes and standardise data collection for equality, diversity and inclusion across Devon The Joint Strategic Needs Assessment(JSNA) to include needs data for all agreed characteristics	<ul style="list-style-type: none"> Identify relevant Health inequalities Communicate Health inequalities to staff at all levels Raise awareness at Trust Induction and mandatory training Consider reasonable adjustments for patients with specific requirements The use of Accessible Information Standards for patients who need information in a different format Compliance with Deprivation of Liberty Safeguards (DOLS) Peoples dietary requirements and choices are catered for Peoples religious and spiritual needs are met All transitions from one service to another happens smoothly and communication with patients, carers and professionals is effective in keeping everyone informed Patient safety is prioritised and swift boards are used to inform specific requirements. Screening, vaccination and other health promotions reach and benefit all communities. Ensure all relevant 	Equality Co-operative ED Lead Accessible Information Team DOL Lead Catering Chaplaincy Team Screening Managers		Red	

EDS Goal 2 – Improved Patient Access and experience (Patient Focussed goal)			<p>protected characteristics and disadvantaged groups have awareness of what is available</p> <ul style="list-style-type: none"> • Collect and share relevant data with the equality co-operative • Work with public health to inform the data collected. 	ED Lead		
	Governance	Identify and map a Devon wide forum for equality and diversity and inclusion. To be a member of the Equality Co-operative	<ul style="list-style-type: none"> • Work on equality issues across Devon via a shared workplan. 	Equality Co-operative/ED Lead		
	All people can access buildings, there is knowledge of and compliance with the Equality Act (2010) and best practice	<p>Ensure Estates work plans are reviewed annually to focus on areas that need improvement.</p> <p>Ensure that a Equality Impact Assessment is carried out(involving service users as/when required) prior to any change of use occurring. Estates Department perform EIA for all new builds ,refurbishments ,capital projects in line with building regulations.</p> <p>Ensure staff have knowledge of support available for patients/staff with a hearing loss</p> <p>Staff to have knowledge and support available to people with visual impairment</p> <p>All signage is appropriate and inclusive</p> <p>Ensure adequate number of disable parking spaces which are compliant with legislation</p>	<ul style="list-style-type: none"> • Involve the Disability Awareness Action Group (DAAG) members include service users to inform the Trust of areas that may be problematic. • DAAG group to be involved in any new builds at an early stage • Share information of the need for EIA to be conducted across all areas. • Produce online training for managers on EIA • Raise awareness of what is needed and what can be offered. • Liaise with the sensory team at Jasmine House(community resource Hub) • Ensure all new signage is inclusive – utilise the DAAG group for support and advice • Work with General Services department to ensure parking allocations are inclusive and meet the needs of different patience. • Ensure disabled spaces are prioritised in the Estates Planning 	<p>DAAG Lead /Estates Department</p> <p>ED Lead</p> <p>ED Lead</p> <p>ED Lead</p> <p>ED Lead/Sensory Lead</p> <p>Estates Department/DAAG Lead</p> <p>Head of Facilities/ED Lead</p>		
Information and communication for all patients and service users is in the most appropriate format to enable understanding (EDS 2.1)	Reasonable adjustments are adequately made for people with communication difficulties.(This includes, but not limited to, people with cognitive impairment, people with learning disabilities, people that speak English as a second language)	Details of what is required is available for staff on the website.	<ul style="list-style-type: none"> • Information on Accessible Information standard and where to access support from the Accessible Information Team. • AIS Team to undertake information for staff of how to deal with requests from patients on a variety of information in a different format. • Training available from AIS team • Develop question related to reasonable adjustments on the real- 	<p>AIS Team</p> <p>ED Lead</p>		

	<p>There is a comprehensive translation and interpretation service in place(including foreign languages, British sign Language, easy-read,large print) that supports patients, families and carers to have the best patient experience.</p>	<p>Translation and Interpretation Policy and a new provider for British Sign Language.</p> <p>Basic Awareness training available on line for staff.</p> <p>Patient letters are translated into the appropriate foreign language .</p> <p>Ensure Public website is easy to navigate and fully accessible to everyone.</p>	<ul style="list-style-type: none"> time patient experience survey Food menus in different formats Obtain data from Provider of BSL and translation services to inform the process Highlight the need for staff to follow the translation process and market this via the bulletin and during accessible information week. Reinforce the importance of using interpreters/translation Information is available on ICON Highlight the importance and need for information to be translated Look at cost-benefits to translation of corporate documents. Update existing website 	<p>ED Lead/AIS team</p>			
<p>Local Interest Groups and service users are involved with service change planning with effects patient access and experience EDS (2.2)</p>	<p>Engagement</p>	<p>Undertake a number of engagement sessions to enhance EDS2. Implement an annual equality conference for Devon to share learning, good practice and networking.</p> <p>Engage with local groups to identify disadvantaged groups in local population</p>	<ul style="list-style-type: none"> Join with EQC to progress this engagement Engage local groups highlighted by the EQC 	<p>ED Lead/Equality Co-operative</p>			
	<p>Promotion</p>	<p>Implement an annual conference for Devon to share learning, good practice and networking Create a forward plan for theme days and events</p>	<ul style="list-style-type: none"> In conjunction with the Equality Co-operative In conjunction with Equality co-operative Within the Trust ensure that theme days/weeks are advertised and the annual equality calendar is available on the trust website. Engage with network groups with various events 	<p>Equality Co-operative/ED Lead</p> <p>ED Lead</p> <p>ED Lead/Network Leads</p>			
	<p>Information Sharing</p>	<p>Align Policies across the Equality Co-operative</p> <p>Improve sharing of good practice through communication and website pages .</p>	<ul style="list-style-type: none"> Share and align relevant EDHR Policies across the Co-operative membership Ensure all Trust Policies are up to date and have a current EAP Share good practice across the EQC 	<p>ED Lead</p> <p>ED Lead</p>			

		Achieve a collective report Annual Report	<ul style="list-style-type: none"> • Ensure Trust websites are up to date • Produce one Annual Report across the EQC Membership 	ED Lead/Equality Co-operative			
	Interpretation Services	Improve the use of interpretation systems	<ul style="list-style-type: none"> • Improve the marketing of the interpretation services by use of various communication systems available across the organisation. • Collect data 	ED Lead			
People from all equality groups have similar levels of satisfaction with the services they receive compared to people in general (EDS 2.2)	Analysis of complaints to pick up any diversity issues/trends. Refer to patient survey and friends and family test	Complaints mentioning E&D are reported to E & D lead, complaint is dealt with directly or signposted to other relevant members of staff and/or leaning from complaints	<ul style="list-style-type: none"> • Liaise with complaints team • Look at datix logged complaints • Complaints policy logged on website and signpost to PALS • Review quarterly 	Patient Experience lead/ED Lead			
Benchmark best practice with other Trusts and external organisations. Developments exceed, or are at least comparable to, other local organisations with similar demographic.	Learning and best practice by networking and attending regional meetings.	ED Lead attends regular meetings with the Equality Co-operative	<ul style="list-style-type: none"> • Attend regular meetings with the EQC with whom we have shared objectives • Submit best practice to NHS England Equality Team • Host conference for the south west • Trust is a member of the Employers Network for Equality and Inclusion • Complete ENEI TIDE benchmarking Tool 	ED Lead Equality Co-operative ED Lead			
	Attend national conferences/workshops to enhance learning	ED Lead attends regular workshops/meetings/conferences	<ul style="list-style-type: none"> • Continue to attend relevant courses/conferences/workshops 	ED Lead			

The goals and outcomes of *EDS2*

Goal	Number	Description of outcome
Better health outcomes	1.1	Services are commissioned, procured, designed and delivered to meet the health needs of local communities
	1.2	Individual people's health needs are assessed and met in appropriate and effective ways
	1.3	Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed
	1.4	When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse
	1.5	Screening, vaccination and other health promotion services reach and benefit all local communities
Improved patient access and experience	2.1	People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds
	2.2	People are informed and supported to be as involved as they wish to be in decisions about their care
	2.3	People report positive experiences of the NHS
	2.4	People's complaints about services are handled respectfully and efficiently

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The goals and outcomes of <i>EDS2</i> (continued)		
A representative and supported workforce	3.1	Fair NHS recruitment and selection processes lead to a more representative workforce at all levels
	3.2	The NHS is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations
	3.3	Training and development opportunities are taken up and positively evaluated by all staff
	3.4	When at work, staff are free from abuse, harassment, bullying and violence from any source
	3.5	Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives
	3.6	Staff report positive experiences of their membership of the workforce
Inclusive leadership	4.1	Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations
	4.2	Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are to be managed
	4.3	Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination

