

South Devon Healthcare NHS Foundation Trust **Equality Objectives 2013 – 2014**

Aim – Data collection and usage

We will continue to improve the quality and range of intelligence we have to advance equality outcomes.

Objective 1 – Capture, monitor and evaluate information and data for relevant protected characteristics related to:

- Access to services
- Patient / customer / carer experience
- Staff and workforce activity

By when: March 2014

Measured by / Successful outcomes:

- Identify learning from the ‘personal information sharing’ project pilot
- Improved performance in relation to national equality benchmarking tools (e.g. Stonewall Equality Indices)
- Disclosure rates will increase as demonstrated by the annual workforce diversity report¹

Aim – Engagement with staff and local interest groups²

Further develop meaningful engagement with staff, service users, carers and the local community to improve and align Trust services to meet the needs of the local population and reduce health inequalities³.

Objective 2 – Wide range of staff and local interest groups are engaged

For service users, carers and the local community:

- Identify local interest groups to engage within South Devon as well as Torbay
- Identify local interest groups and service users to be involved in service change planning and resourcing decisions, where appropriate.
- Raise the profile of the importance of equality information with service users, and the use and benefits of providing relevant, personal information.

Measured by / Successful outcomes:

- Successful relationships built with interest groups from all 9 protected characteristics
- Equality Impact Assessments⁴ that include local interest groups involvement where appropriate
- Register of local interest group relationships established and positive feedback received.

For employees:

- Raise the profile, visibility and awareness across the Trust regarding equality and diversity
- Regular communication about equality related matters using communication channels such as equality and diversity staff network groups, the staff bulletin and the intranet
- Raise profile of sharing personal information and why it is important

Measured by / Successful outcomes: Mandatory training information, staff survey, quality of service user and employee data.

By when: March 2014

Aim – Culturally competent⁵ and empowered staff

Develop consistency of approach to equality across the organisation in respect of leadership, staff empowerment and access to development opportunities.

Objective 3 – Identify, deliver and evaluate training and Organisational Development (OD) interventions⁶ to build confidence and competence of the workforce

- Provide advice and guidance to enable and support staff to work in culturally competent ways.
- Raise awareness of equality issues and encouraging the development of initiatives to address inequality and promote understanding amongst all staff.
- Ensure staff take responsibility for delivering a high quality service which is appropriate, culturally sensitive and meets the needs of our diverse population.
- Identify training to ensure staff are competent in their understanding of equality and diversity issues and the Trust's commitment.

By when: March 2014

Measured by / Successful outcomes:

The Trust will measure this through:

- Staff feedback (e.g. via the staff survey, OD evaluation tools, all staff conferences, appraisals)
- Patient interaction (e.g. observations of care⁷, clinical simulation scenarios⁸)

Aim – Demonstrate leadership in equality and diversity

Demonstrate leadership in advancing the equality agenda to ensure discrimination is eliminated and to ensure equity of access, experience and outcomes for patients.

Objective 4 – Embed and mainstream the Trust values and behaviours

- Use OD interventions to ensure staff represented by the protected characteristics are actively supported
- Develop and maintain a Personal, Fair and Diverse (PFD)⁹ network group

- Develop and maintain a number of staff engagement groups focused around the protected characteristics
- Assess the needs of the organisation's staff, developing a framework for inclusive leadership across management structures which support the organisation to advance equality outcomes
- Identify how equality and diversity competencies can be embedded into core into the Trust's leadership development programmes.
- Ensure Board members and senior and middle managers have an understanding of equality, diversity and human rights so that equality is advanced within the organisation.

By when: March 2014

Measured by / Successful outcomes:

- The Trust will measure this through: workforce data, Trust policies and procedures, OD evaluation, Board diversity and inclusion programme¹⁰ and staff survey, Employability hub¹¹ outcomes, PFD network group, patient feedback and surveys (for example Friends and Family Test¹²).

Notes

¹ The Workforce diversity report is an annual report published by the Trust which provides information workforce activity in relation to the nine protected characteristics. The latest report can be found here:

http://www.sdhct.nhs.uk/pdf_docs/aboutus/equalityanddiversity/annualworkforcediversityreport2012.pdf

² 'Local interest groups' are the communities, organisations and people whom the Trust believes are important to engage with to advance equality. Often they represent people who identify with one of the nine protected characteristics.

³ 'Health inequalities' refers to the lifestyle (e.g. smoking and exercise) and wider social factors (e.g. housing and education) that determine and shape peoples' health and well-being. Different groups and individuals experience tend to have varying degrees of health depending on these social factors.

⁴ 'Equality Impact Assessment' is a documented procedure for considering and analysing the impact of a new build, service change, policy or process on equality in relation to the nine protected characteristics.

⁵ 'Culturally competent' refers to the ability to interact effectively with people of different backgrounds values, beliefs, and behaviours. In the NHS this means tailoring care to meet patients' social, cultural and linguistic needs.

⁶ 'OD interventions' are

⁷ 'Observations of care' involves spending a set amount of time observing an environment within the Trust and noting what happens. This is then discussed with staff who work in the ward/ department.

⁸ 'Clinical simulation scenarios' are scenarios where staff are observed and supported to learn in a safe environment in order to develop clinical excellence in knowledge and skills.

⁹ 'Personal Fair and Diverse' is a vision for personalised to the individual, fair for all and diverse as the community we serve services. This is one of the Trust's Corporate Objectives for 2013/2014.

¹⁰ 'Board diversity and inclusion programme' refers to the Connect Board programme which aimed to embed the agenda into the Board's core business.

¹¹ 'Employability Hub' refers to the strategy to be an inclusive employer by recruiting and developing people from a range of backgrounds included those from 'disadvantaged' backgrounds.

¹² 'Friends and Family Test' is an opportunity for patients to provide feedback on the care and treatment received when discharged from hospital (or within 48 hours).