positive

about equality and diversity

Nottinghamshire Healthcare

NHS

NHS Trust

Positive about integrated healthcare

Equality Delivery System Priorities
2012- 2013

Performance Management Key

%	Colour Code
100%	Bright Green
75% to 99%	Blue
50% to 74%	Amber
1% to 49%	Orange
0%	Red

Equality Delivery System (EDS) Outcomes

Numbers	Outcome
1.1-1.5	Better Health Outcomes for All
2.1-2.4	Improved patient access and experience
3.1-3.6	Empowered, engaged and well supported staff
4.1-4.3	Inclusive leadership at all levels

The grades are as follows:

1. Excelling – **Purple**
2. Achieving - **Green**
3. Developing – **Amber**
4. Undeveloped – **Red**

EDS Goal	EDS Objective	Actions	Evidence	Leads/ timescales	Trust % complete	EDS Grading	EDS Outcome
1	1.1 Services are commissioned, designed and procured to meet the health needs of local communities, promote well-being, and reduce health inequalities	• Develop a communications plan to raise awareness of health issues within BME communities and engage seldom heard communities within Trust services and decision making processes • Engage patients, carers, staff and communities in the development of Trust services and ensure they have an input into the decision making processes • Continue to ensure that all Trust policies consider the needs of all strands of Equality and Diversity and that they are clearly identified and not simply inferred	A one hour monthly radio slot over the next year with Radio Kemet, raising awareness and understanding of mental and physical health within our BME communities and to engage seldom heard communities within our services and decision-making processes. Black History Month celebration, engagement and consultation event held in October 2011. Over 70 staff, service users, carers and members of BME community organisations attended. The Trust have developed and widely shared a good practice guide/toolkit on engaging with BME Service Users and Carers. This toolkit can be easily transferred into how to best engage with most if not all 'seldom heard' groups. Targeted work within Mental Health Services for Older People on BME Dementia. Dementia community champions have been recruited to raise awareness and understanding within their own communities. Research has been conducted on appropriate health services for asylum seekers and refugees, identifying the common barriers and restrictions to treatment and examples of good practice. 12 Communities of Interest have been established with remits such as Domestic Violence, BME Dementia, Deaf Wellbeing, Equality, Diversity &	Head of Communications, General Managers, Head of Equality and Diversity, Head of Involvement March 2013	80%		1.1-1.5, 2.1, 4.1

			Inclusion, Carers etc enabling staff, patients, carers and communities to engage with the Trust and input into decision making processes. The Trust has 2 Involvement Centres; 1 in the North of the County and 1 in the South. Involvement Volunteers (service users & carers) participate in service reviews, interviews for key posts, gathering patient opinion, Trust Governance, Communities of Interest, Equality & Diversity steering groups, community and patient engagement, health campaigns etc. A number of Peer Support Workers have been appointed to work with services to improve the services' understanding of and engagement with service users and improve patient experience. A Carers' Strategy has been developed to ensure that the Trust considers and meets the needs of carers in the development and delivery of services. The Strategy has 2 appendices; one which focuses on the specific needs of young carers and a second which focuses on the distinct needs of older carers. The Equality, Diversity and Inclusion Community of Interest, which monitors the Trust's EDS progress, influences Trust priorities and acts as a critical friend is representative of all 9 protected characteristics. Work, however is ongoing to ensure that there is full representation within each protected characteristic.			

			All policies, procedures, strategies, functions etc as well as major decisions made are equality impact assessed to ensure that the needs of all protected groups are both considered and addressed. Work to implement the Trust protocol regarding young people on adult wards and older people on adult wards has been completed. Work has commenced and progress has been made in relation to younger adults placed on Mental Health Services for Older People (MHSOP) wards. Processes are now in place to ensure that patients (60+) have access to bowel screening programmes across the Trust.				
2	2.4 Patients' and carers' complaints about services, and subsequent claims for redress, should be handled respectfully and efficiently	• Monitor and report on all patient, carer and service user complaints by each of the 9 Protected Characteristics • Ensure that all patients' and carers' complaints about services are handled with respect and efficiency	Reporting on the 6 original equality and diversity strands (age, race, sexual orientation, gender, disability and religion/belief) has commenced within the Local Services Division and it is anticipated these 6 strands will be reported within the Forensic Division from April 2012, with the first complete quarterly report being available in July 2012. Work is continuing to improve the quality of the data in all directorates. The reporting systems for the new Community Services Division are currently being integrated within the Trust's existing systems to ensure consistency of approach. All complaints, including those related to the 9 protected characteristics, are investigated in line with the Trust's	Divisional Service Liaison Managers/Clinical Directors March 2013	75%	2	2.4

			stringent complaints policy and procedure. N.B. 8 of the Protected Characteristics for patients/service users are recorded on RiO the patient record system, the exception being Gender Reassignment/Identity. The 6 key strands of equality are monitored by individual directorates via 'real time' online reports. Information on Marriage/civil partnership and pregnancy/maternity although recorded locally are not factors we monitor via data reports as they only have an impact on the services we provide on a client by client basis. The latter 2 protected characteristics are however monitored on data quality reports to ensure high quality data provision. Gender Reassignment is only monitored by the Trust's Gender Identity Clinic on a localised database due to the requirements of the Gender Recognition Act.				
3	3.3 Through support, training, personal development and performance appraisal, staff are confident and competent to do their work, so that services are commissioned or provided appropriately	• Ensure that all staff attend mandatory Equality, Diversity and Inclusion training • Ensure that development opportunities are available to all staff and specifically targeted at under-represented groups • Develop inclusive HR practices which ensure staff are committed to and	The Trust's comprehensive Equality, Diversity and Inclusion Training is mandatory within Nottinghamshire Healthcare Trust. Current attendance rates are 92%. The Trust were ranked 13th overall, 2nd top NHS/Health organisation and 6th highest public sector organisation in the country in the Stonewall 2012 Workplace Equality Index. The Trust delivers the following additional equality and diversity training programmes; 'Over The Rainbow, Not	Head of Equality and Diversity, head of Spiritual and Pastoral Care, Head of Learning and Development, Divisional Equality and Diversity Leads March 2013	90%	3	1.1-1.4, 3.3, 3.4

| | | practice the principles of Equality and Diversity, in line with the Equality Act 2010 and models of good practice | Over The Hill', focussing on the needs of older LGB people; deaf awareness; disability awareness; Trans awareness; LGB awareness; religion, belief and spirituality awareness; and Engaging with Difference.

As part of the Faiths Forum new training sessions are being developed which focus on the different World religions and belief systems. Introduction to Islam sessions will be introduced in March 2012 led by the Head of Spiritual and Pastoral Care and the Muslim Chaplain.

The Trust launched an anti-bullying and harassment support line in June 2011, with a number of trained guides.

A staff support group entitled 'Living in Both Worlds' is championed within the Trust. This group aims to support staff who have experience of mental health issues i.e. who are living in both worlds. This group also provides support/advice to Trust services and helps develop good practice in relation to mental health and employment.

The actions identified as a result of the Local Services and Forensic Services Equality and Diversity Staff Survey reports have been incorporated into their respective divisional Equality and Diversity Action Plans.

The staff appraisal form has been redesigned to ensure that it takes into consideration specific staff needs both in relation to employment and development, including reasonable | | | | |
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			adjustments. HR are working with managers to ensure that all job descriptions and person specifications include one of the key accountabilities of the role related to equality and diversity, commensurate with the seniority/ remit of the post and KSF outline. N.B. 8 of the Protected Characteristics are recorded in our Electronic Staff Recording (ESR) System in relation to the Trust Workforce, the exception being Gender Reassignment/Identity. The 6 key strands of equality are monitored via a 6 monthly report to the Equality and Diversity Sub Committee of the Trust Board. This report analyses workforce practices i.e. recruitment, existing staff, sickness, leavers etc by each of the strands. Pregnancy/Maternity and Marriage/Civil Partnership are recorded on ESR and will form part of the reporting process from January 2012 (first report produced June 2012).				
4	4.1 Boards and senior leaders conduct and plan their business so that equality is advanced, and good relations fostered, within their organisations and beyond	• Ensure that Equality, Diversity and Inclusion are embedded within all of the Trust's policies, systems and practices and that good practice, good relations and supportive governance is shared with our partner organisations	The Chief Executive, Board Members and senior managers ensure that Equality and Diversity is integral to all of Trust policies and practices. The Trust's Integrated Business Plan (2012-2013) has equality embedded within and throughout it, which is replicated within individual service plans. The Trust has a robust Equality and Diversity Governance structure which ensures that equality and diversity is embedded within all of our services and in the decisions made. This structure ensures that staff, patients, carers and	Trust Board, Head of Equality and Diversity, Associate Director of Learning and Development, Equality and Diversity Champions, Head of Involvement March 2013	80%	4	1.1-1.5, 2.1-2.4, 3.1-3.6, 4.1-4.3

| | | | our diverse communities are involved in determining and assessing equality and diversity priorities. Senior staff champion each of the Equality strands and work collectively to ensure that cross strand issues are identified and addressed e.g. multiple discrimination, hate crime, BME Dementia etc.

The Chief Executive's innovative Leadership Programme entitled Invest to Lead is now running for the 4th year. This 5 month leadership development programme provides inspiring and cutting edge development opportunities for all of the Trust's senior managers plus a diagonal slice of c200 staff across the Trust. Places on this programme are specifically targeted at under-represented groups. In addition places were made available for senior staff from two of our key community partnership organisations.

The Executive BME Mentoring Scheme 2009/11 has been extended to include all under-represented groups. 31 mentees have secured a place on the 2011-12 Scheme and will be given the opportunity to participate in further development opportunities.

The CEO, LGBT forum, Executives and Executive Mentoring Scheme Mentees raised the Rainbow Flag above Trust HQ on 1st February

Over the last few years the Trust has maintained a strong position within the Equality and Diversity arena and has been an exemplar of good practice not | | | |
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| | | | only to other NHS organisations in the region and beyond but to private, voluntary and community sector organisations. Examples of this have included the Gender Variant Personnel Policy, one of the first developed in the county and supported by a training package which has been shared across the globe; a Regional BME Engagement Toolkit providing tools and resources to engage BME Service Users and Carer in Mental Health Services; The Trust were also ranked 13th overall and 2nd top NHS organisation in the country in the Stonewall 2012 Workplace Equality Index. The Trust is a Stonewall Diversity Champion. In addition the Trust is a Mindful Employer and Age Positive champion.

The Trust has a comprehensive and robust Equality and Diversity section within its Pre Qualification Questionnaire (PQQ) which ensures that potential tenderers/contractors meet the Trust's stringent requirements.

The Trust hosted a Stonewall Regional Seminar on the 23rd February 2012 on 'Religion and Sexual Orientation in the Workplace'. The event was very well attended by partnership organisations and Trust staff from the other equality strand steering groups, enabling informative discussion and debate. | | | | |