

**WORCESTERSHIRE HEALTH ECONOMY JOINT EQUALITY DELIVERY SYSTEM
4 YEAR ACTION PLAN (2012-2015)**

Goal 1 (Objective 1): Improving the collection and the analysis of evidence in equality & human rights' across the health economy.The equality aim is to reduce discrimination, harassment and victimisation against the 9 protected characteristics				SELF ASSESSMENT RAG RATING	EDS GROUP RAG RATING
Actions	Measured by	Timescale	Responsibility		
Audit the existing systems for capturing the 9 protected characteristics	Completion of audit Audit report with Gap analysis	1 July 2012	Lead Nurse for Patient Experience and Quality(LNPEQ) /Head of Information(Hol)	RV meeting with Pauline Spencely 8/11/12 RV - Jas Cartwright Helen Nicholls Patient Survey	
Revising current systems for capturing the 9 protected characteristics	Report/action plan identifying timeline for implementation	1 September 2012	LNPEQ/Hol	RV to update?	
Develop staff awareness/briefing sessions	Communication plan Staff guidance document	1 March 2013	LNPEQ/Head of Human Resources (Workforce Transformation) HHR(WT)	Training programme agreed with SB and JChant. Need to check how this is publicised Need to develop Staff Guidance. Need to decide whether we make at least the on-line training mandatory	
Improvement in data collection	Performance data and reports reflecting the 9 protected characteristics across the health economy (workforce & service delivery)	1 March 2013	LNPEQ/Hol	Work commenced on dashboard type reports Meet with Clare to look at how links to NHS jobs JC now involved	

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Goal 2 (Objective 2): Establish a clear and robust engagement mechanism for engaging with patients, carers and local communities to improve their access and experience across the health economy. The equality aim is to advance equality of opportunity between people who share a protected characteristics or those who do not				SELF ASSESSMENT RAG RATING	EDS GROUP RAG RATING
Actions	Measured by	Timescale	Responsibility		
To provide a joint stakeholder governance group (Equality & Diversity Scrutiny group) across the health economy. A Non Executive Director lead will be nominated to join the group	Group established representing the 9 protected characteristics and agreed terms of reference	1 March 2012	LNPEQ/HHR(WT)) in collaboration with WHCT E&D Lead	Complete and ongoing	
For the Equality and Diversity Scrutiny group to agree the work programme which reflects the health economy equality and diversity agenda	Joint Equality & Diversity Work programme Effective training programme for group members	1 April 2012	LNPEQ/HHR(WT)) in collaboration with WHCT E&D Lead	Dates planned for training for remainder of year. Group active	
For the Individual NHS organisations to provide evidence of compliance against the Equality and Diversity group work programme	Reports including action plans Reduction in complaints (Annual complaints report)	1 July 2012	LNPEQ/HHR(WT)) in collaboration with WHCT E&D Lead	This is being embedded in the evidence template – not complete for either organisation	
Communication of the outcomes from the Equality and diversity group across the health economy	Publish reports/engagement on Individual NHS organisations Make available in different communication formats	Quarterly reports from 1 July 2012	LNPEQ/HHR(WT)) in collaboration with WHCT E&D Lead	completed Annual report drafted. Quarterly Reports designed	

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Goal 2 (Objective 3): Improve the health outcomes for patients, carers and communities with specific protected characteristics The equality aim is to reduce discrimination, harassment and victimisation against the 9 protected characteristics				SELF ASSESSMENT RAG RATING	EDS GROUP RAG RATING
Actions	Measured by	Timescale	Responsibility		
Improving the experience of people with Disabilities who use health services who access services to primary and secondary services <ul style="list-style-type: none"> • Visual • Hearing • Physical • Learning disabilities 	Improvement reported against established pathways Health checkers & CQC action plans Reduction in complaints	1 April 2013	LNPEQ in collaboration with interest groups	Recent health checkers report demonstrates improvement LD dashboard Work commenced on complaints monitoring for 9 protected characteristics	
To investigate the access and experiences for gypsies and travellers community	Audit of the health needs of gypsies and travellers community within Worcestershire county	1 April 2014	LNPEQ in collaboration with interest groups	Gypsies and travellers lead is member of EDS group. Work plan to be developed.	
To investigate the access and experiences for lesbian, gay and bi-sexual population	Audit of the health needs of lesbian, gay and bi-sexual within Worcestershire county	1 April 2015	LNPEQ in collaboration with interest groups	Named representative on EDS group. Workplan to be developed.	

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Goal 3 (Objective 4): Establish employee support networks that represent the protected characteristics across the individual health organisations to improve engagement with employees. The equality aim is to foster good relationships between people who share protected characteristics and people who do not share it.				SELF ASSESSMENT RAG RATING	EDS GROUP RAG RATING
Actions	Measured by	Timescale	Responsibility		
Identify if individual or collective groups need to be established or provide access to employee support networks	Staff surveys – gap analysis	1 st April 2013	HHR(WT)	Attempting to tap into existing LA groups rather than establish own. Gap analysis and survey results to be taken into account	
Publish the outcomes of staff surveys on the intranet site	Reports available on the staff intranet site	1st May 2012 and annually thereafter	HHR(WT)	These reports were published but link failed. Re-established.	
Investigate need for formal staff group addressing issues around the 9 characteristics	Add question to 2012 Staff survey Results of Staff Survey	October 2012	HHR(WT)	Staff engagement questions added in Staff Survey. Results to be analysed	
Host annual staff engagement event	Evaluation of event	1 st April 2014	HHR(WT)/LNPEQ	Use themes from staff survey in February/March 2013 to decide on plan for event.	

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Goal 4 (Objective 5): To provide vision, strong leadership and ensure that Equality and Diversity is embedded into the business framework of the NHS organisations. The equality aim is to advance equality of opportunity.				SELF ASSESSMENT RAG RATING	EDS GROUP RAG RATING
Actions	Measured by	Timescale	Responsibility		
To establish a robust governance structure for Equality and Diversity in individual NHS Organisations	Governance structure in place e.g PCEC, Workforce and OD Group, Minutes of meetings Reports/action plans Board/senior management Equality & Diversity leads	1 st April 2012	Director of HR and OD/Director of Nursing and Midwifery	Complete.	
Investigate ways to embed Equality & Diversity into existing business planning processes to address the protected characteristics	Business guidance/template Objectives and actions of business plans	1 st April 2013	HHR(WT)/LNPEQ with Director of Strategy	Meeting arranged with David Frith to check template	
Develop comprehensive training programme for Managers and Staff	Evidence of training programme Staff Training records On-line E&D training records	1 st December 2012	HHR(WT)/LNPEQ with Director of Strategy	Completed with Jo Chant. Monitoring attendance and then planning 2013 programme	
Equality and Diversity objectives to be included in the staff appraisal process	Staff Survey, Patient Survey Complaints, Appraisal paperwork, Staff Training records	1 st June 2013	Director of HR and OD/Director of Nursing and Midwifery	Meet with Diana Meanley	
To ensure Competency framework 'for Equality & Diversity included in leadership programmes	Leadership course contents/programmes Evaluation of programmes	1 st April 2013	Director of HR and OD/Head of Training and Development	Meet with Sandra Berry to include in leadership programmes	