

**WORCESTERSHIRE ACUTE HOSPITALS NHS TRUST**  
**EQUALITY DELIVERY SYSTEM – EDS2**  
**4 YEAR ACTION PLAN (2012-2015) REVISED JUNE 2014**

<b>Goal 1 ( Objective 1):</b> Improving the collection and the analysis of evidence in equality & human rights' across the Trust. The equality aim is to reduce discrimination, harassment and victimisation against the 9 protected characteristics.				<b>SELF ASSESSMENT</b> <b>RAG RATING</b>
<b>Actions</b>	<b>Measured by</b>	<b>Timescale</b>	<b>Responsibility</b>	
Audit the existing systems for capturing the 9 protected characteristics	Completion of audit Audit report with Gap analysis	completed	Lead Nurse for Patient Experience and Quality(LNPEQ) /Head of Information(Hol)	Complaints capture the 9 PC's.  Patient records and patient survey cover the majority of PC's and others can be analysed through forums/qualitative data.
Revising current systems for capturing the 9 protected characteristics	Report/action plan identifying timeline for implementation	completed	LNPEQ/Hol/Head of Human Resources (Workforce Transformation) (HHR(WT))	Patient Reports for Equality and Diversity Committee redesigned to enable analysis against the 9 protected characteristics. Staff Reports for Equality and Diversity Committee redesigned into dashboard style with greater analysis into reasons linked to training and performance management cases, promotions etc.
Develop staff awareness/briefing sessions	Communication plan  Staff guidance document	completed	LNPEQ/ HHR(WT)	Equality Training programme agreed with Head of Training and Development and published on Training Directory.
				Staff Equality and Diversity Guidance booklet /Toolkit developed but needs publishing on Intranet
Improvement in data collection	Performance data and reports reflecting the 9 protected characteristics	completed	LNPEQ/Hol/HHR(WT)	Equality Dashboard developed. Agreed that Dashboards will be reviewed by the Equality and Diversity Committee on a quarterly basis

**WORCESTERSHIRE ACUTE HOSPITALS NHS TRUST  
EQUALITY DELIVERY SYSTEM – EDS2  
4 YEAR ACTION PLAN (2012-2015) REVISED JUNE 2014**

<b>Goal 2 (Objective 2):</b> Establish a clear and robust engagement mechanism for engaging with patients, carers and local communities to improve their access and experience. The equality aim is to advance equality of opportunity between people who share a protected characteristics or those who do not				<b>SELF ASSESSMENT RAG RATING</b>
<b>Actions</b>	<b>Measured by</b>	<b>Timescale</b>	<b>Responsibility</b>	
To provide a joint stakeholder governance group (Equality & Diversity Scrutiny group) across the health economy.	Group established representing the 9 protected characteristics and agreed terms of reference	31 <sup>st</sup> March 2014 (revised timescale due to cessation of Equality and Diversity Scrutiny Group)	LNPEQ/HHR(WT)) in collaboration with WHCT E&D Lead	<p>Group was initially established and regular meetings chaired by Rani Virk</p> <p>Membership reviewed and now have wider membership from LD, Gypsies and Travellers etc.</p> <p>Following the dissolution of the PCT the membership decided that this would not be continued as a joint health economy action plan. The Trust has therefore revised its plan which is now reviewed by our internal Equality and Diversity Committee with membership from interest groups.</p>
Equality and Diversity Committee to agree the work programme which meets the equality and diversity needs of patients and the community.	Trust work programme agreed for each year.  Effective training programme for group members	Complete but on-going	LNPEQ/HHR(WT)) in collaboration with WHCT E&D Lead	<p>Training of local communities was completed in 2012/13.</p> <p>Update training will be required.</p>

**WORCESTERSHIRE ACUTE HOSPITALS NHS TRUST  
EQUALITY DELIVERY SYSTEM – EDS2  
4 YEAR ACTION PLAN (2012-2015) REVISED JUNE 2014**

Provide evidence of compliance against the Equality and Diversity group work programme	Reports including action plans Reduction in complaints (Annual complaints report)	Complete and on-going	LNPEQ/HHR(WT)) in collaboration with WHCT E&D Lead	<p>EDS Scrutiny Group agreed that the Trusts should have a formal process for self-assessment against the EDS goals and outcomes.</p> <p>The community network did not feel equipped to RAG rate the Trust despite training provided. They prefer a self-assessment model that they can then review.</p> <p>Equality and Diversity Committee will review and monitor performance through the Annual Report and quarterly staff and patient experience dashboards/reports.</p>
Communication of EDS outcomes published	Publish reports/engagement Make available in different communication formats	Complete and on-going quarterly reports and annual reports	LNPEQ/HHR(WT))	<p>Annual reports completed for 2011/12 , 2012/13 and 2013/14</p> <p>Quarterly and Annual Reports are published on website and intranet.</p> <p>Website requires regular monitoring and updating.</p>

**WORCESTERSHIRE ACUTE HOSPITALS NHS TRUST  
EQUALITY DELIVERY SYSTEM – EDS2  
4 YEAR ACTION PLAN (2012-2015) REVISED JUNE 2014**

<b>Goal 2 (Objective 3):</b> 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				<b>SELF ASSESSMENT RAG RATING</b>
<b>Actions</b>	<b>Measured by</b>	<b>Timescale</b>	<b>Responsibility</b>	
Improving the experience of people with disabilities who use health services who access acute hospital services <ul style="list-style-type: none"> <li>• Visual</li> <li>• Hearing</li> <li>• Physical</li> <li>• Learning disabilities</li> </ul>	Improvement reported against established pathways  Health checkers & CQC action plans  Reduction in complaints	Complete and on-going to ensure progress maintained.	LNPEQ in collaboration with interest groups	Health Checkers report demonstrates improvement. Health checkers are our critical partners who review services at the Trust's request.  LD performance dashboard in place  Monitoring of complaints against the 9 PC's commenced.
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 October 2014	LNPEQ in collaboration with interest groups  Key community links	Engagement with Gypsies and travellers lead has commenced.  Accessing Gypsy & traveller training for the trust 2014/15  Work with the county council community links to get feedback regarding access of services at the 3 hospital sites has commenced
To investigate the access and experiences for lesbian, gay and bi-sexual population	Audit of the health needs of lesbian, gay and bi-sexual patients within Worcestershire county	1 April 2015	LNPEQ in collaboration with interest groups	Need to engage with local LGB community leads.  Work plan to be developed including a survey to be planned.

**WORCESTERSHIRE ACUTE HOSPITALS NHS TRUST  
EQUALITY DELIVERY SYSTEM – EDS2  
4 YEAR ACTION PLAN (2012-2015) REVISED JUNE 2014**

<b>Goal 3 (Objective 4):</b> Establish employee support networks that represent the protected characteristics where these are requested through engagement with employees. The equality aim is to foster good relationships between people who share protected characteristics and people who do not share it.				<b>SELF ASSESSMENT RAG RATING</b>
<b>Actions</b>	<b>Measured by</b>	<b>Timescale</b>	<b>Responsibility</b>	
Publish the outcomes of staff surveys on the intranet site	Reports available on the staff intranet site	Complete and ongoing	HHR(WT)	Completed on an annual basis. Management report published and staff hand outs circulated with payslips annually.  Results of Staff Friends and Families Test (SFFT) will be published on intranet and daily brief.
Investigate need for formal staff group addressing issues around the 9 characteristics	Added question to 2012 Staff survey which did not demonstrate need at that point in time.  Results of Staff Surveys	Completed.  Article required in daily brief.	HHR(WT)	Staff engagement questions added in Staff Survey.  Survey results did not indicate a need for a formal group. To be considered further as part of staff engagement programme.
				Seek staff opinion through daily brief on whether any of the 9 protected characteristics would want supported Staff Forums/networks/engagement events.
Host annual staff engagement event	Evaluation of event	1 <sup>st</sup> April 2014 and then annual	HHR(WT)/LNPEQ	Use themes from staff survey in February/March 2013 to decide on plan for event.

**WORCESTERSHIRE ACUTE HOSPITALS NHS TRUST  
EQUALITY DELIVERY SYSTEM – EDS2  
4 YEAR ACTION PLAN (2012-2015) REVISED JUNE 2014**

<b>Goal 4 (Objective 5):</b> To provide vision, strong leadership and ensure that Equality and Diversity is embedded into the business framework of the Trust. The equality aim is to advance equality of opportunity.				<b>SELF ASSESSMENT RAG RATING</b>
<b>Actions</b>	<b>Measured by</b>	<b>Timescale</b>	<b>Responsibility</b>	
To establish a robust governance structure for Equality and Diversity.	Governance structure in place e.g. PCEC, E&D Committee, Workforce and OD Group, Minutes of meetings Reports/action plans Board/senior management Equality & Diversity leads	Complete	Director of HR and OD/Director of Nursing and Midwifery	Complete and on-going.
Investigate ways to embed Equality & Diversity into existing business planning processes to address the 9 PC's	Business guidance/template Objectives and actions of business plans	Complete	HHR(WT)/LNPEQ with Director of Strategy	Template for Business Plans amended to include protected characteristics.
Develop comprehensive training programme for Managers and Staff	Evidence of training programme Staff Training records On-line E&D training records	Complete and on-going	HHR(WT)/LNPEQ with Director of Strategy	Completed with Training and Development Department in 2013. Reviewed annually as take up is monitored through OLM and through staff survey results.
Equality and Diversity objectives to be included in the staff appraisal process	Staff Survey, Patient Survey, Complaints, Appraisal paperwork, Staff Training records	Complete and on-going	Director of HR and OD/Director of Nursing and Midwifery	Appraisal Policy and paperwork reviewed. Need to monitor how effective this has been.
To review the Competency framework for Equality & Diversity	Leadership course contents/programmes Evaluation of programmes	Removed by EDS2 (Nov 2013)	Director of HR and OD/Head of Training and Development	The revised EDS2 removed this as an outcome.