

THE GOALS AND OUTCOMES OF Equality Delivery System 2 – Self -Assessment

Goal	Number	Description of outcome	Out-come Owner	RAG rating (use governance rating) – G/B/A/R	Sources of evidence/assurance	Further actions required/ Priorities	Who	Time-frame
1. Better health outcomes	1.1	Services are commissioned, procured, designed & delivered to meet the health needs of the communities	RB		<p>The Trust delivers services commissioned mostly by Somerset CCG and by NHS England. These organisations design services according to evidence of local/national community need.</p> <p>Service provision by the Trust is responsive both to community need and patient feedback. For example, all capital schemes (new buildings, changes to patient environment etc) are subject to extensive consultation with users including, where appropriate, patient representation on working groups etc. Care plans for patients note individual characteristics, with care delivery altered as a result.</p> <p>There are a range of measures in place on site reflective of the needs of a diverse population (e.g. prayer facilities, Kosher/Halal meals, accessible buildings etc).</p> <p>Where services are procured by the Trust, suppliers are selected as per clear rules, and are required to adhere to strict standards including those related to Equality and Diversity.</p> <p>The Trust’s service delivery is ultimately accountable to its Board of Governors, drawn from the extensive membership which is a body which is diverse and representative of the Somerset community.</p>	Development of further reference to Equality and Diversity in business cases for non-capital service developments e.g. Equality Impact Assessments.		
	1.2	Individual people’s health needs are assessed and met	MP	Blue	Range of evidence available relating to provision of individualised care. This is against primarily against protected characteristics age, disability, religion and	Ongoing specific work plans.		

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		in appropriate and effective ways			<p>belief and race.</p> <p>Care and risk documentation includes individual patient plans.</p> <p>Examples of work plans for Dementia, Vulnerable Adults and Children and Learning Disability.</p> <p>Individual passports evidence of reasonable adjustments.</p> <p>Chaplaincy service is multi-faith.</p> <p>Care after Death Policy Includes meeting religious/faith/personal considerations.</p> <p>Staff Bulletin 8/12/14 Video link understanding Muslim traditions death and dying.</p> <p>Evidence of external assurance including CQC inspection.</p> <p>Assurance reports via QAC.</p> <p>Monitoring of satisfaction of complaint handling, patient satisfaction surveys, Carers survey (includes protected characteristics)</p>	<p>Developing the collection of information against the protected characteristics.</p> <p>Monitoring via Patient Experience Committee</p>		
	1.3	Transitions from one service to the other, for people on care pathways, are made smoothly with everyone well-	MP	Blue	<p>Plan of work overseen by Discharge group- Lead Operational ADN.</p> <p>Pathways and transitions evidence:</p> <ul style="list-style-type: none"> <li>Somerset Patient Centred Care Project</li> </ul>	On-going work plans		

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		informed			<ul style="list-style-type: none"> <li>• End of Life</li> <li>• Discharge</li> <li>• Children’s services</li> <li>• Maternity Services</li> </ul>			
	1.4	When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse	MP	Blue	Sign up to Safety Work Programme Trust and Transparency work plan and Fresh eyes programme. Particular work around safety of patients with mental health needs	Ongoing specific plans		
	1.5	Screening, vaccination and other health promotion services reach and benefit all local communities	RB	Blue	The Trust is not directly responsible for the provision of most screening, vaccination and health promotion services (which are, in the main, provided at Primary Care / public health level). However, where such activities are provided by the Trust, the needs of the whole community are borne in mind. Evidence includes the delivery of screening services from locations across the County to benefit those for whom travel is more difficult, and the provision of services at times to suit diverse needs.	Specific Equality and Diversity assessment of all such services delivered / planned to be delivered by the Trust		

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<b>2. Improved patient access &amp; experience</b>	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	MP	Blue	<p>Achieving on the basis of providing services as per commissioning requirements.</p> <p>Provision of Translation and Interpretation services.</p> <p>Developing provision of information in other languages, and formats.</p> <p>Core information available in different languages and formats.</p> <p>Ability to develop specific individualised plans</p> <p>Patient environment is accessible for those with disabilities.</p> <p>Patient facilities on-site reflect diverse needs e.g. dietary / prayer facilities</p>	Quarterly review and monitoring Priority area for further work around provision of information in different formats		
	2.2	People are informed and supported to be as involved as they wish to be in decisions about their care	MP	Blue	<p>Involvement in decision making monitored via QAC. Report available. Links to 1.2, 1.3, 1.4 ,2.1</p>	ongoing		
	2.3	People report positive experiences of the NHS	MP	Blue	<p>Feedback strategy and monitored vis QAC. Report available.</p> <p>Developing relationships with key partners such as Alzheimer’s Society, Compass Carers, Taunton Deaf Club, Foxes learning Disability.</p> <p>“Reflections of Me” programme of work</p>	Further work carers feedback and making feedback methods accessible in different formats		

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	2.4	People’s complaints about services are handled respectfully and efficiently	MP	Blue	Complaints plan of work. Reported via QAC and external peer review audit.  Questionnaire to all complainants seeking feedback. Monitoring of satisfaction of complaint handling (includes protected characteristics) CQC inspection report QAC report available	On-going		
<b>3. A representative &amp; supported workforce</b>	3.1	Fair NHS recruitment and selections processes lead to a more representative workforce at all levels	JS	Blue	All current recruitment processes are screened to ensure protected characteristics not identified.			
	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	IC	Blue	National terms and conditions in place for job evaluation	No issues raised with regards to equal pay. Process of review in place should individuals pursue a change in band		
	3.3	Training and development opportunities are taken up and positively evaluated by staff	LN	Blue	Evidence is completed at the end of each training session by attendees	More detailed and relevant information relating to E&D could be obtained through running focus groups and adding		

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						relevant E&D questions onto the evaluation feedback we give out		
	3.4	When at work, staff are free from abuse, harassment, bullying and violence from any source	KL	Amber	National Staff Survey 2014 – 2.4% decrease from 2013 in staff experiencing harassment or bullying in the last 12 months  Pulse check information	2014/2015 survey closed – await results  Immediate priority (1) Revised B&H Policy, with robust implementation plan alongside communicate plan	KL	From Nov - Jan
	3.5	Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives	IC	Blue	Flexible working policy in place for staff, this is used significantly across the hospital. e-rostering & safe staffing KPI's			
	3.6	Staff report positive experiences of their membership of the workforce	KL	Blue	National Staff Survey  Pulse check information  Friends and Family information.	2014/2015 survey underway.  Great Place to work 2 year strategy to		

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						include wellbeing/recognition and reward		
<b>4. Inclusive Leadership</b>	4.1	Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations.	RB	Blue	<p>The members of the Board receive papers and analyse their impact on matters pertaining to equality and diversity on a regular basis.</p> <p>The Equality and Diversity portfolio is the ultimate responsibility of the Executive Director of Change, a member of the Board of Directors.</p> <p>Outside of the Trust, members of the Board participate in county-wide groups where service re-designs are discussed in the context of the needs of all members of the community. In addition, there are numerous community events where the Trust is present in the form of members of the Board and staff, ensuring that the services provided by the Trust are welcoming to all sections of the community and responsive to the needs of all members of it.</p> <p>The Board are Involved in outcome based commissioning discussions, patient pathways and outcomes.</p>	Register of events attended by Execs		
	4.2	Papers that come before Board and their major committees identify equality-related impacts including risks, and say how these risks are to	ST	Blue	<p>Evidence of specific discussion at Governance committee on equality issues, but no evidence of wider review of equality impact of papers at Board or Committees</p> <p>A screening has been developed to appraise papers on ED content and where there is the potential for negative impact on protected groups</p>			

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		be managed						
	4.3	Middle managers and their line managers support their staff to work in culturally competent ways within a work environment free from discrimination	LN	Blue	Introduction of values and leadership behaviours incorporate this requirement and provide guiderails for all managers and leaders to work to.	Pulse check information will provide us with the impact analysis we need to see the difference the programmes are making. Currently it is too early to comment.		

**PRIORITY SCALE**

<b>1 High</b>
<b>2 Medium</b>
<b>3 Low</b>
<b>4 Non-priority</b>