

Equality and Delivery Objectives (2012 – 2016)

The objectives set out below are in response to the requirement of South Tees Hospital NHS Foundation Trust to publish Equality objectives from the 6 April 2012 onwards in response to the Equality Act 2010 (Specific Duties) Regulations 2011.

A key part of the Equality Act 2010 for public organisations is the Public Sector Equality Duty. There are two parts of the duty which public organisations have a legal responsibility to do:

- a) Publish information to demonstrate compliance at least annually starting from 31 January 2012. The must include information relating to persons who share a relevant protected characteristic who are—
 - i) its employees;
 - ii) other persons affected by its policies and practices
- b) Prepare and publish equality objectives at least every four years starting from 6 April 2012.

To aid NHS organisations in the identification of objectives the Department of Health developed the Equality Delivery System (EDS). At the heart of the EDS is a set of 18 outcomes grouped into four goals. These outcomes focus on the issues of most concern to patients, carers, communities, NHS staff and Boards. The outcomes focus on getting it right for people, be they patients, other members of the public and staff. It is against these 18 outcomes that performance is analysed, graded and action determined.

The four EDS goals are:

1. Better health outcomes for all
2. Improved patient access and experience
3. Empowered, engaged and included staff
4. Inclusive leadership at all levels

In order to identify and agree the objectives as detailed below the Trust formed a small implementation group to gather evidence against the goals and outcomes of the EDS and set the objectives. The group was made up of the following member:

- Deputy Director of Planning (Strategy & Business Development)
- Assistant Director - Human Resources,
- Deputy Director of Nursing & Patient Safety,
- Deputy Director of Healthcare Governance and Quality,
- Head of Performance Management,
- Communications representation
- HR Manager.

The grading of the EDS was agreed through two separated focus groups. The workforce focused goals were agreed during a focus session held on 14 March 2012, in which staff and Union Representatives were present alongside the Equality and Diversity Champions for the different Divisions / Directorates. The session to agree the grading of the service delivery/patient focussed outcomes and goals again took place on 14 March 2012 and included Governors, patients and 3rd Sector Organisations (LINKs) representatives.

Following the stakeholder feedback the EDS implementation group met to review the feedback from the grading process and to agree the objectives. The Trust's Board of Directors received a presentation on the grading assessment and the recommended objectives for the forthcoming four years which were agreed and ratified.

The objectives will be embedded across the whole organisation as part of the Trust's integrated business plan for 2012/13. In the future equality and diversity issues will be considered as part of the annual integrated business planning cycle so that the objectives are reviewed regularly and actions to deliver them identified.

April 2012

Equality and Diversity Objectives 2012

Objective 1 - Information collection for all protected characteristics for patients

Through the compilation of patient monitoring information and the Trust's Equality Delivery System assessment, it was identified that we do not routinely collect information on all protected characteristics from patients. Routine collection of monitoring information is essential to enable us to assess our services properly.

By April 2013, collection of information on all protected characteristics for patients will be routine in order to provide good evidence to assess our services.

Potential collection methods to be considered include: patient surveys, core assessment documentation, incident investigation, complaints investigation, safety thermometer.

Objective 2 – Increase the Trust's engagement with patients and the public from all protected characteristics.

From the evidence considered in the Equality Delivery System assessment, we identified that the Trust does not systematically engage with patients and other members of the public from some of the protected characteristics. Patients' views are also obtained through local and national surveys, audits, PALS contacts and complaints and the NHS Choices website. We also have a range of patient groups and patients are involved in service redesign, but generally focused on specific conditions, diseases or specialties. Feedback from our local LINKs is that public and patient involvement with the Trust is improving, but could still be better.

By April 2013, to have established or joined engagement groups focused on the protected characteristics.

The Trust will review its current patient engagement groups, identify gaps in protected characteristics and explore options for engaging with these groups. Potential options include establishing groups from our Foundation Trust members or joining existing commissioner led engagement groups.

Objective 3 – Improve the experience of older people using our services

A number of high profile reviews and media reporting have highlighted shortcomings in the dignity and care of older people using NHS services. The NHS Operating Framework for 2012/13 sets out clear requirements to improve the experience of older people using NHS services and there is a specific national incentive scheme (CQUIN) goal to improve the assessment and management of dementia. While all the evidence indicates that our services for older people are of good quality, we aspire to provide the highest quality services possible and we recognise that improvement is still possible.

By April 2013, to have established a Trust wide older people's strategy and to have met the dementia CQUIN goal.

The Trust is currently developing its plans to improve the experience of older people using our services and further details will be published once the plans are finalised.

Objective 4 – Mandatory Equality & Diversity training for all staff

Through consultation with employees, a gap analysis indicates that the Trust needs to make Equality & Diversity training mandatory for all staff, ensuring that all employees have clear roles and responsibilities around equality and diversity.

By April 2013, Equality and Diversity training will be part of the Trust's mandatory training requirements; by Apr 2016 all available staff will be compliant with the E&D mandatory training requirement, completing the appropriate training at the appropriate level.

The Trust will achieve this through assessment of the levels of training required for roles within the Trust, from Board to Ward and agree a range of delivery methods. This will result in an action plan being developed to give assurance to the Trust that all staff receive the relevant level of training. The compliance of mandatory training will be monitored centrally.

Objective 5 - Discrimination, bullying and harassment of staff

Through the best available evidence including the NHS Staff survey results 2010 for South Tees Hospitals NHS Foundation Trust, it has been identified that staff who have a disability are reporting a higher number of incidences in relation to discrimination, harassment and bullying when compared to non-disabled staff.

By April 2016, to have reduced the incidence of discrimination, bullying and harassment of all staff, and significantly reduced the incidence for staff with a disability, as reported in the NHS staff survey.

To support the delivery of this objective, the Trust will consult and engage with staff that have a protected characteristic of disability or long term condition through various methods, to further explore the issue. The Trust has also identified that it needs to explore how it can improve the collection of monitoring data relating to staff and protected characteristics and ensure that local monitoring data of informal / formal concerns in relation to dignity at work issues raised by all staff is robust. The Trust will also work with Managers across the Trust to increase awareness and understanding of disabilities and long term conditions.