

The TEWV Equality Delivery System 2 Summary

Goal 1.0 - Better health outcomes		Grade
1.1	Services are commissioned, procured, designed and delivered to meet the health needs of local communities	
1.2	Individual people's health needs are assessed and met in appropriate and effective ways	
1.3	Transitions from one service to another, for people on care pathways, are made smoothly with everyone	
1.4	When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse	
1.5	Screening, vaccination and other health promotion services reach and benefit all local communities	
UNDEVELOPED DEVELOPING ACHIEVING EXCELLING		

Trust Comment

The Trust has worked hard over the last 18 – 24 months following the first EDS to further embed equality and diversity into existing Trust systems and processes. We feel that this work has, and is undoubtedly contributing towards better health outcomes for protected groups.

We are working hard to ensure that as part of our everyday business, equality and diversity considerations are taking place from ward to board (Trust Board of Directors).

Goal 2.0 - Improved patient access and experience		Grade
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	
2.2	People are informed and supported to be as involved as they wish to be in decisions about their care	
2.3	People report positive experiences of the NHS	
2.4	People's complaints about services are handled respectfully and efficiently	
UNDEVELOPED DEVELOPING ACHIEVING EXCELLING		

Trust Comment

A significant amount of work has and is taking place to ensure that we can capture patient access and experience. We believe that good equality data and equality analysis is the key to the door and is essential if we are to understand the needs of the communities we serve. We hope that in the near future we will be a leading Trust that can measure and monitor the experiences and health outcomes of people from protected groups.

Goal 3.0 - A representative and supported workforce		Grade
3.1	Fair NHS recruitment and selection processes lead to a more representative workforce at all levels	
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	
3.3	Training and development opportunities are taken up and positively evaluated by all staff	
3.4	When at work, staff are free from abuse, harassment, bullying and violence from any source	
3.5	Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives	
3.6	Staff report positive experiences of their membership of the workforce	
UNDEVELOPED		DEVELOPING
ACHIEVING		EXCELLING

Trust Comment

Every year the Trust asks a sample of staff to complete a survey about working for the Trust. The responses to this survey are then used to try and make things better for staff. On the whole staff experiences of working for the Trust are very positive but we know that in some areas the experiences of disabled and black, Asian and minority ethnic staff are sometimes lower. The trust also carries out a yearly analysis that compares information relating to employment for the various protected characteristics. The Trust has also recently completed an equal pay audit to check if any groups of staff appear to be disadvantaged.

Goal 4.0 - Inclusive leadership		Grade
4.1	Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations	
4.2	Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are to be managed	
4.3	Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination	
UNDEVELOPED		DEVELOPING
ACHIEVING		EXCELLING

Trust Comment

When the Trust Board meet they make important decisions about what the Trust should do. To help the Board make these decisions they are given a written summary for each decision. These written summaries all include a section that tells them how the decision might affect different groups of people. Every new policy and procedure also has a section saying how it might affect different groups of people. Every new project has a section saying how it might affect different groups of people. This helps to make sure that important decision are fair to everybody.

All the staff within the Trust must be trained in equality and diversity. Managers have to attend additional training that helps them make sure the Trust values are followed by their staff when they are at work. Some Trust staff also undertake additional leadership training that includes equality and diversity and the Trust values. Every year each member of staff and their manager have a detailed conversation about how they are getting on in their job. An important part of this conversation looks at equality and diversity

