

The Equality Delivery System for the NHS: Fact Sheet

The Equality Delivery System (EDS) was launched by Sir David Nicholson, NHS Chief Executive on 10 November 2011. It was developed after listening to the views of over 3,000 people including patients, carers, local communities, voluntary organisations and people who work in the NHS.

The EDS is a tool kit that can help NHS organisations improve the services they provide for their local communities, consider health inequalities in their locality and provide better working environments, free of discrimination, for those who work in the NHS. Used effectively, it supports NHS organisations to:

- meet the public sector Equality Duty of the Equality Act 2010
- deliver on the NHS Outcomes Framework and the NHS Constitution
- and, if they are providers, meet the Care Quality Commission's "Essential Standards of Quality and Safety"

At the heart of the EDS are four goals, with 18 specific outcomes. NHS organisations need to listen to and engage with patients, carers, voluntary organisations and people who work in the NHS in order to grade their equality performance, identify where improvements can be made and act on their findings. The EDS goals and grades are:

EDS Goals

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

EDS Grades

- ▲ Excelling – Purple
- ▲ Achieving – Green
- ▲ Developing – Amber
- ▲ Undeveloped – Red



EDS is now being used by many NHS organisations to commission and design services and create workplaces that are personal, fair and diverse, making sure everyone counts. There is also a network of trained equality leads to help all NHS organisations to effectively implement the EDS.

To find out more and download EDS documents including the Main Text, the Grades Manual, an Easy Read summary and Good Engagement Practice go to the EDS website at: www.eastmidlands.nhs.uk/eds. The evaluation report of the EDS has now been published by Shared Intelligence at: <http://www.sharedintelligence.net/equality-delivery-system/case-study/>. You can also email edssupport@nhs.net.



Equality Delivery System Goals and Outcomes

| GOAL | NARRATIVE | OUTCOME |
|--|---|--|
| 1. Better health outcomes for all | The NHS should achieve improvements in patient health, public health and patient safety for all, based on comprehensive evidence of needs and results | 1.1 Services are commissioned, designed and procured to meet the health needs of local communities, promote well-being, and reduce health inequalities |
| | | 1.2 Individual patients' health needs are assessed, and resulting services provided, in appropriate and effective ways |
| | | 1.3 Changes across services for individual patients are discussed with them, and transitions are made smoothly |
| | | 1.4 The safety of patients is prioritised and assured. In particular, patients are free from abuse, harassment, bullying, violence from other patients and staff, with redress being open and fair to all |
| | | 1.5 Public health, vaccination and screening programmes reach and benefit all local communities and groups |
| 2. Improved patient access and experience | The NHS should improve accessibility and information, and deliver the right services that are targeted, useful, useable and used in order to improve patient experience | 2.1 Patients, carers and communities can readily access services, and should not be denied access on unreasonable grounds |
| | | 2.2 Patients are informed and supported to be as involved as they wish to be in their diagnoses and decisions about their care, and to exercise choice about treatments and places of treatment |
| | | 2.3 Patients and carers report positive experiences of their treatment and care outcomes and of being listened to and respected and of how their privacy and dignity is prioritised |
| | | 2.4 Patients' and carers' complaints about services, and subsequent claims for redress, should be handled respectfully and efficiently |
| 3. Empowered, engaged and well-supported staff | The NHS should increase the diversity and quality of the working lives of the paid and non-paid workforce, supporting all staff to better respond to patients' and communities' needs | 3.1 Recruitment and selection processes are fair, inclusive and transparent so that the workforce becomes as diverse as it can be within all occupations and grades |
| | | 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 Through support, training, personal development and performance appraisal, staff are confident and competent to do their work, so that services are commissioned or provided appropriately |
| | | 3.4 Staff are free from abuse, harassment, bullying, violence from both patients and their relatives and colleagues, with redress being open and fair to all |
| | | 3.5 Flexible working options are made available to all staff, consistent with the needs of the service, and the way that people lead their lives. (Flexible working may be a reasonable adjustment for disabled members of staff or carers.) |
| | | 3.6 The workforce is supported to remain healthy, with a focus on addressing major health and lifestyle issues that affect individual staff and the wider population |
| 4. Inclusive leadership at all levels | NHS organisations should ensure that equality is everyone's business, and everyone is expected to take an active part, supported by the work of specialist equality leaders and champions | 4.1 Boards and senior leaders conduct and plan their business so that equality is advanced, and good relations fostered, within their organisations and beyond |
| | | 4.2 Middle managers and other line managers support and motivate their staff to work in culturally competent ways within a work environment free from discrimination |
| | | 4.3 The organisation uses the "Competency Framework for Equality and Diversity Leadership" to recruit, develop and support strategic leaders to advance equality outcomes |