



Sharing the Learning – Implementing the Equality Delivery System for the NHS – EDS/EDS2

Your details	
Organisation: <i>Name and type of organisation</i>	Southern Health NHS Foundation Trust
Job title:	Equality and Diversity Lead
Contact details: <i>Name, telephone, email</i>	Name: Ricky Somal Email: ricky.somal@southernhealth.nhs.uk Telephone number: 07584 408097
What are your organisation’s Equality Objectives? If published, please include the web link:	<p>The aims of our Equality Standard are to:</p> <ul style="list-style-type: none"> (i) develop a transferrable methodology (based on the EDS2) to embed equality, diversity and inclusion at every level of the organisation. (ii) assess the service needs of individuals (patients and workforce) protected by the Equality Act 2010; (iii) involve everyone (patients, staff and stakeholders in the planning, delivery and development of our services. <p>Equality Objectives</p> <p>1. Better health outcomes for all – We will redesign the way we deliver Equality and Diversity training by aligning the learning outcomes to our organisational values. We will</p>

	<p>promote understanding of our local communities and the health inequalities that exist through the JSNA and Public Health reports.</p> <ol style="list-style-type: none"> 2. Improved patient access and experience – We will design and undertake a comprehensive Patient Experience and Involvement Baseline Audit. 3. Empowered, engaged and well supported staff – We will introduce a Workforce Diversity Scorecard to measure the impact of employee relations. 4. Inclusive leadership at all levels – We will launch our Equality Standard to embed equality and diversity in everything we do
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Title of Case Study: Equality Standard	
<p>Southern Health has designed an Equality Standard to embed equality, diversity and inclusion at every level of the organisation. In the last 12 months we can demonstrate positive actions and outcomes in regard to the Equality Delivery System (EDS2).</p> <p>Southern Health as an organisation and Ricky Somal as Equality and Diversity Lead have been recognised through a number of national awards and accreditations in the last 12 months.</p> <p>Organisational Awards: (Southern Health NHS Foundation Trust) 2014 Best places to work (HSJ) 2014 Personal Fair Diverse (PFD) Organisation Winner Award (enei) 2014/15 National Equality and Diversity Partner (NHS Employers) 2014 International Diversity Champion Award (Diversiton) 2 ticks - Positive about disability symbol (Job Centre Plus)</p> <p>National Awards: (Ricky Somal, Equality & Diversity Lead) 2014 Shortlisted for Equality and Inclusion Champion Award (enei) 2014 Highly Commended PFD Champion Award (NHS Employers) 2013 Top 50 BME Pioneer in Healthcare (Health Service Journal) 2013 PFD Champion Award (NHS Employers)</p>	
Which EDS Goal does your case study relate to? <i>Please tick all that apply</i>	Which protected characteristic(s) are covered by your case study? <i>Please tick all that apply</i>

<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Better health outcomes <input checked="" type="checkbox"/> Improved patient access and experience <input checked="" type="checkbox"/> A representative and supported workforce <input checked="" type="checkbox"/> Inclusive leadership 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Gender reassignment <input checked="" type="checkbox"/> Marriage and civil partnership <input checked="" type="checkbox"/> Pregnancy and maternity <input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Religion or belief <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Sexual orientation
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Background information about EDS activity in your organisation:

Include a brief summary of how EDS/EDS2 is implemented in your organisation, including positives and challenges, e.g. joint grading with local interests etc.

Southern Health NHS Foundation Trust has embraced the Equality Delivery System (EDS2). Our equality and diversity work is managed through our Equality Standard. This is a 5-point integration plan to embed equality and diversity at every level of the organisation and to monitor and report our outcomes in a positive and meaningful way. The award of our Equality Standard is subject to EDS Grading Panels which was recently managed by Southampton HealthWatch.

What are you proud of and how has this benefited patients and/or staff?

Include any outcomes for patients, communities or staff.

- 1. The Equality Standard has highlighted a number of mainstream service programmes across our clinical areas that embraces requirements of the EDS2:**

The Healthy Child programme 0-19 (working with BME children and patients in Hampshire)

Mother and Baby Unit (Perinatal ethnicity project in Winchester)

Macmillan Cancer Group (Nepali community project in NE Hampshire)

italk Service (SHFT and Solent Mind) – (BME patient access to IAPT in Southampton and Hampshire)

2. 'Patient experience and involvement in-depth review toolkit' (March 2014)

The E&D Lead has designed a transferrable 'patient experience and involvement in-depth review toolkit'. This was completed by our clinical and corporate service divisions during September 2013 and January 2014. The toolkit aims to understand what individual services **have done** or are **planning to do** in some key areas:

- obtaining regular patient feedback on services
- involving patients, carers, the public and customers in the planning, delivery and development of services

Outcome:

- a database of all patient and public involvement activities across the Trust
- an area on the intranet so staff can learn about what is happening in other parts of the organisation, making it easier to locate examples of good practice, download useful tools, tips or information on engaging with patients
- **monitor developments to show how the Trust is actively engaging with patients across all protected characteristics to improve their experience of services**

3. 'EDS2 Patient and Public Engagement' (September 2014 – March 2015)

Experience based co-design: The E&D Lead has designed and managing an EDS2 Engagement project. This project aims to bring together local NHS providers and Clinical Commissioning Groups to work in partnership and engage local communities and third sector organisations in our localities.

The project aims to:

- identify local NHS Providers and Clinical Commissioning Groups to work in partnership and deliver focussed and evidence based engagement;
- assess the service needs of individuals protected by the Equality Act 2010;
- explore the views and experiences of patients, carers , community groups and key stakeholders on current service provision; and
- involve patients in the planning, delivery and development of our services.

The project will launch in October 2014 and has received confirmation of support from:

- Portsmouth Hospitals NHS Trust
- University Hospitals Southampton NHS Foundation Trust
- Solent NHS Trust
- West Hampshire CCG
- Portsmouth CCG (Cluster)

4. Portsmouth Hospitals NHS Trust

In March 2014, Ricky Somal, Equality and Diversity Lead was seconded to Portsmouth Hospitals NHS Trust to embed the Equality Standard model in conjunction to his current role at Southern Health NHS Foundation Trust.

How was this achieved?

Include any challenges or barriers to overcome, any partnership working or creative and innovative approaches.

1. Equality Impact Group (EIG):

The EIG is Southern Health's strategic steering committee for E&D. EIG 'terms of reference' and 'role profile' for members have been designed to ensure consistency and close scrutiny of our E&D performance. Each clinical division of the organisation is represented at the EIG with membership increasing to reflect our corporate services.

Outcomes:

- publishing our workforce and patient equality data, equality objectives and strategic E&D integration plan.
- coordinating the implementation of Equality Delivery System (EDS2) through our Equality Standard;
- advising and supporting managers and clinicians of key E&D considerations in the redesign of services;
- providing expert advice on all issues across the Trust relating to E&D;
- reporting progress to key forums such as the Trust Board, Strategic Workforce Committee, Quality and Governance Committee and Human Resources Senior Management Team.

2. VOX POP - Diversity Champions Network

VOX POP is a diversity communication brand to drive internal engagement. The VOX POP role profile is aligned to the EDS2 and our Trust Values. We have created an evidence reporting template (VOX POP - Diversity Behaviours).

Outcomes:

- VOX POP membership has grown to over 300 members as at March 2014.
- events are held quarterly with the last event held on 19 May 2014 attended by 45 members representing each clinical area of the organisation.
- each event focuses upon equality for groups protected by the Equality Act 2010 and the scrutiny of health inequalities through the Joint Strategic Needs assessment (JSNAs).
- members who complete and submit their VOX POP evidence report will qualify for the annual VOX POP Diversity Champion Award and can be used as part of their reporting at appraisal.

3. Equality Standard - integrating E&D at every level of the organisation

The Equality and Diversity Lead has designed the first **Equality Standard** nationally in the NHS and is based on the objectives and outcomes stipulated by the EDS2. Equality Impact leads (EIL's) have been established in each clinical and corporate area of the Trust to coordinate local and divisional responses to the Standard.

Services are required to submit evidence against standard criteria which is assessed against a Bronze, Silver or Gold Award.

This initiative has transformed the delivery of E&D at Southern Health with the reporting evidence template designed as a CQC Provider Compliance Assessment (PCA).

Outcomes:

- The Equality Standard was launched with our clinical divisions in March 2013 and with our corporate services in March 2014.
- The EIG received over 55 individual submissions from clinical services to qualify for the Bronze Award in 2013/14.
- Performance against the Equality Standard is managed locally at mainstream business meetings and progress reports submitted to Southern Health's Equality Impact Group (EIG).
- Each of our Clinical Divisions including community health, mental health, learning disability and social care services achieved the Equality Standard – Bronze Award in March 2013.
- Each clinical area is working towards achieving the Silver Standard in March 2015 and Gold Standard in March 2016.

4. Diversity Scorecard – monitoring and measuring our performance

We have published our workforce Diversity Scorecard to track qualitative and quantitative metrics relating to workforce equality and diversity. The workforce profile is analysed across nine protected characteristics and triangulated against key employee relations (bullying and harassment, grievance, disciplinary, sickness absence, employment banding, turnover, recruitment and selection and access to learning education and development).

We have also published equality information relating to patient access by protected

characteristics and have plans in place to further strengthen our reporting for January 2015.

2013 Workforce Diversity Scorecard (10,000 employees) **key outcomes** in the last 12 months:

50% reduction in BME staff subject to Disciplinary

24% increase in staff disclosing disability status

20% increase in staff disclosing religion or belief status

19% increase in staff disclosing sexual orientation status

5. Respect and Values - applied E&D performance training

The E&D training has been re-designed with a clear focus on driving outcomes for patients, staff and the organisation. A portfolio of innovative training activities has been developed to identify and develop cultural capability at every level of the organisation.

We have been explicit of aligning E&D to our organisational values. Respect and Values is offered at organisational induction (2 hour session), face to face seminars (1 hour), e-learning, e-assessment and a range of resources to facilitate learning.

Outcome: over 4000 staff completed Respect and Values training in the last 12 months

Top tips:

What learning could other organisations take from your example above?

Following the launch and implementation of our Equality Standard, we have achieved a range of positive outcomes in relation to the requirements of the EDS2 and strengthening our reputation as a leading organisation in the delivery of E&D.

1. Develop a clear business plan for implementing equality and diversity. This includes:
 - E&D Integration plan which outlines the aims, objectives, methodology and results analysis. At Southern Health this is our 5 point integration plan (Equality Standard) and within 6 months is achieving positive results at Portsmouth Hospitals NHS Trust.
 - Communication strategy – ensuring that the objectives of the EDS2 are promoted and understood.
 - Establish clear reporting and governance processes
 - Align the equality plan to the organisational values
 - Establish a reward/recognition programme for E&D