

# Equality Delivery System 2

Assessment 2019-20



## Equality Delivery System 2 assessment 2019-2020

### Summary:

In many of the 18 EDS2 individual outcomes, stakeholder assessors have noted improvements and a solid commitment to work in collaboration with 3<sup>rd</sup> sector agencies. Inclusion and engagement activity in contributing to their assessment has been acknowledged. Achieving status across three EDS2 domains has been retained for an eighth successive year.

Further discussion on this is noted in Appendix 2.

The Trust has chosen 5 of its areas for assessment in 2020 based on the following factors:

- Patient Feedback mechanisms
- Patient Safety
- Addressing Staff Experience
- Areas not assessed in the past 2 years

The following areas were assessed:

1.3   1.4   2.4   2.4   3.6

The trust scored Excelling in several areas in 2019, however in 2020 the score for 3.6 the score has dropped from Excelling to Achieving due largely to the results of the staff survey. All other scores have been retained.

The EDS2 grading will be submitted to HealthWatch Cheshire on 31<sup>st</sup> March 2020.

**Assessment Process:**

The following stakeholders representing the full corpus of the nine protected characteristics have undertaken the role of EDS2 assessors for 2019-2020 on the following dates:

| <b>EDS2 phase:</b> | <b>Assessors:</b>  |          |
|--------------------|--|----------|
| 21/02/2020         | Equality and Diversity Champion<br>Staff Governors/Governors and Volunteers                                | 1.3, 3.6 |
| 24/02/2020         | Irish Community Care   | 2.2      |
| 02/03/2020         | TransForum, Unique TG, Encompass LGBT.<br>North West Boroughs  | 1.4      |
| 11/03/2020         | Equality Disability Age Safeguarding Group with<br>participation including Deafness Support Network, RNIB, | 2.4      |

Grades submission date to Health Watch – 31<sup>st</sup> March 2020

## Appendix 1

|   |                   |            |
|---|-------------------|------------|
| Equality Delivery System 2 Goal   | Final goal grade: | Submitted: |
| 1. - 'Better health outcomes for all'   | <b>Achieving</b>  | 02/03/2020 |
| Individual Outcome grades for Goal 1:   |                   | Grade      |
| <b>EDS2 Outcome 1.1</b><br>"Services are commissioned, designed and procured to meet the health needs of local communities, promote well-being, and reduce health inequalities" | <b>Achieving</b>  |            |
| <b>EDS2 Outcome 1.2</b><br>"Individual patients" health needs are assessed, and resulting services provided, in appropriate and effective ways"                                 | <b>Achieving</b>  |            |

|  |                         |
|--|-------------------------|
| <p><b>EDS2 Outcome 1.3</b><br/>“Changes across services for individual patients are discussed with them, and transitions are made smoothly”</p>  | <p><b>Achieving</b></p> |
| <p><b>EDS2 Outcome 1.4</b><br/>“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”</p> | <p><b>Achieving</b></p> |
| <p><b>EDS2 Outcome 1.5</b><br/>“Public health, vaccination and screening programmes reach and benefit all local communities and groups”</p>  | <p><b>Achieving</b></p> |

|  |                          |                   |
|--|--------------------------|-------------------|
| <p>Equality Delivery System 2 Goal</p>   | <p>Final goal grade:</p> | <p>Submitted:</p> |
| <p>2. ‘Improved patient access and experience’</p>   | <p><b>Achieving</b></p>  | <p>11/03/2020</p> |
| <p>Individual Outcome grades for Goal 2:</p>   |                          |                   |
| <p><b>EDS2 Outcome 2.1</b><br/>“Patients, carers and communities can readily access services, and should not be denied access on unreasonable grounds”</p> | <p><b>Achieving</b></p>  |                   |

|  |                         |
|--|-------------------------|
| <p><b>EDS2 Outcome 2.2</b><br/>“Patients are informed and supported to be as involved as they wish to be in their diagnosis and decisions about their care, and to exercise choice about treatments and places of treatment”</p> | <p><b>Achieving</b></p> |
| <p><b>EDS2 Outcome 2.3</b><br/>“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”</p>             | <p><b>Achieving</b></p> |
| <p><b>EDS2 Outcome 2.4</b><br/>“Patients” and carers” complaints about services, and subsequent claims for redress, should be handled respectfully and efficiently”</p>  | <p><b>Achieving</b></p> |

|   |                   |            |
|---|-------------------|------------|
| Equality Delivery System 2 Goal   | Final goal grade: | Submitted: |
| 3. 'Empowered, engaged and well-supported staff'  | <b>Achieving</b>  | 21/02/2020 |
| Individual Outcome grades for Goal 3:   |                   | Grade      |
| <b>EDS2 Outcome 3.1</b><br>"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"                            | <b>Achieving</b>  |            |
| <b>EDS2 Outcome 3.2</b><br>"Levels of pay and related terms and conditions are fairly determined for all posts, with staff doing equal work and work rated as of equal value being entitled to equal pay"               | <b>Achieving</b>  |            |
| <b>EDS2 Outcome 3.3</b><br>"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" | <b>Achieving</b>  |            |
| <b>EDS2 Outcome 3.4</b><br>"Staff are free from abuse, harassment, bullying, violence from both patients and their relatives and colleagues, with redress being open and fair to all"                                   | <b>Achieving</b>  |            |
| <b>EDS2 Outcome 3.5</b><br>"Flexible working options are made available to all staff, consistent with the needs of the service, and the way people lead their lives"  | <b>Achieving</b>  |            |
| <b>EDS2 Outcome 3.6</b><br>"Staff report positive experiences of their membership of the workforce"   | Achieving         |            |

|   |                   |            |
|---|-------------------|------------|
| Equality Delivery System 2 Goal   | Final goal grade: | Submitted: |
| 4. 'Inclusive leadership at all levels'   | <b>Excelling</b>  | 21/02/2020 |
| Individual Outcome grades for Goal 4:   |                   | Grade      |
| <b>EDS2 Outcome 4.1</b><br>"Boards and senior leaders conduct and plan their business so that equality is advanced, and good relations fostered, within their organisations and beyond" | <b>Excelling</b>  |            |
| <b>EDS2 Outcome 4.2</b><br>"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"  | <b>Excelling</b>  |            |
| <b>EDS2 Outcome 4.3</b><br>"Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination"        | <b>Excelling</b>  |            |

## Appendix 2

### Recommendations from:

#### 1.3

**“Changes across services for individual patients are discussed with them, and transitions are made smoothly”**

Score: **Achieving.**

The assessors scored this area as achieving. The assessors stated that there was scope to improve access to information for patients. They also stated that general awareness in E&D could be increased to promote understanding, communication, and ensure that interactions with patients were more person centred but that this was restricted due to time constraints in staff being able to access the training offered.

Assessors also suggested that dementia training be re-introduced to all new starters instead of just nursing staff, and that NCFEs are currently only accessible to staff who live in England, not Wales.

#### 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”**

Score: **Achieving.**

The Group scored this area a high achieving. The assessors advised that this high score was due to the range of training and information to staff on Hate Crime, handling of ward disputes, training on prejudice of people with protected characteristics, and the range of communication adjustments.

The group also noted that the implementation of rainbow badges scheme would help protect patients. The assessors advised that they had no concerns, and the only reason that they did not score excelling in this area, was due to being unable to say that no group could suffer violence.

#### 2.2

**“Patients are informed and supported to be as involved as they wish to be in their diagnosis and decisions about their care, and to exercise choice about treatments and places of treatment”**

Score: **Achieving.**

Assessors for this area were pleased with the mechanisms in place, especially the introduction of the change in equality monitoring to enable data collection of Irish Travellers and Gypsy's as part of patient information.

2.4

“Patients and carers complaints about services, and subsequent claims for redress, should be handled respectfully and efficiently”

**Score:** **Achieving.**

Feedback regarding this area centred on a lack of equality and diversity monitoring information, which is currently not collected as part of the complaints system.

Assessors were pleased with the range of methods for collecting feedback, and its accessibility in different formats including easy read and foreign language.

3.6

**“Staff Report Positive experiences of their membership of the workforce”**

**Score:** **Achieving.**

Whilst existing reporting methods were accessible. Assessors were reluctant to give this area its previous excellent score due to the following points raised.

- Low response rate of the staff survey shows a lack of engagement and a distrust of the staff survey process
- Staff Survey responses show various negative staff experiences in a number of areas
- People don't feel safe to raise issues
- Public meetings are not sufficiently advertised to staff
- Where do non clinical staff get representation at senior groups?
- Nothing in place to recognise staff achievement