

Implementation of the Equality Delivery System – EDS2 is a requirement on both NHS commissioners and NHS providers. Organisations are encouraged to follow the implementation of EDS2 in accordance with the ‘9 Steps for EDS2 Implementation’ as outlined in the 2013 EDS2 guidance document. The document can be found at: <http://www.england.nhs.uk/wp-content/uploads/2013/11/eds-nov131.pdf>. This EDS2 Summary Report is designed to give an overview of the organisation’s most recent EDS2 implementation. It is published on the organisation’s website.

<p>NHS Organisation Name: Yeovil District Hospital NHS Foundation Trust</p>	<p>Organisation’s Equality Objectives: <u>In line with the Trust’s Quality priorities for 2018/19:</u></p> <ul style="list-style-type: none"> • Learning from deaths: the Trust has a mortality review specifically relating to LD patients as part of the national LeDer programme. • Safe care: continuous reduction in avoidable harm • Mental health and holistic care: increase staff capability to recognise and respond to those with mental health needs • Patient experience: use co-design, personalised care planning and family centred care to inform service improvements and care pathways • Right care, right time, right place: strengthen collaborative working across the health and social care system to deliver sustainable improvements in care, in line with the Somerset clinical strategy • Staff retention and wellbeing: develop a robust approach to staff retention across all staff groups with a focus on celebrating excellence in practice, promotion of wellbeing support and activities and opportunities for career progression and development within Somerset and across all providers
<p>Organisation’s Board Lead for EDS2: Shelagh Meldrum Director of Elective Care</p>	<p><u>Specific Equality Objectives:</u></p> <ul style="list-style-type: none"> • Staff Networks - continue development • Events diary - celebrate awareness days and others events as required • Community links - continue "Yeovil Together" engagement and other committees • Publish Transgender Staff and Patient Guidance • Continue the Yeovil Leadership Development Programme (LDP) modules and develop senior leadership programmes • Publish Patient Engagement Strategy and accompanying Action Plan and events programme, in liaison with local community organisations and trust-wide departments.
<p>Organisation’s EDS2 Lead: Debbie Matthewson Head of Learning & Development / E&D Lead Debbie.matthewson@ydh.nhs.uk</p>	<p>Headline good practice examples of EDS2 outcomes (for patients/ community/ workforce):</p> <ul style="list-style-type: none"> • Expansion of Health & Wellbeing initiative, including popular social media forum for staff, calendar of events, including a Health & Wellbeing Conference on 17 May 2018. • Patient Voice group’s survey of patient discharge, resulting in a county-wide approach to discharge and collaboration with other providing organisations such as primary care providers, social services, transport etc.
<p>Level of stakeholder involvement in EDS2 grading and subsequent actions: Equality, Diversity and Inclusion Forum Patient Experience Steering Group</p>	<ul style="list-style-type: none"> • Routine Schwarz Rounds which contribute to our achievement of the third Quality Priority as mentioned above. • Mental Health CQUINN is in place to reduce frequent hospital returns. • ESTER Cafe development is progressing, providing support for those who have been bereaved. A staff network for loss or bereavement is also being created. • iCARE, our principles for caring and dealing with each other, will be reviewed in line with our revised Strategy. • Snackbox training in clinical areas for E&D topics, e.g. Accessible Information Standard (AIS); Staff Networks

Goal	Outcome	Grade and reasons for rating
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Better health outcomes	1.1	Services are commissioned, procured, designed and delivered to meet the health needs of local communities					
		Grade: <input type="checkbox"/> Undeveloped <input type="checkbox"/> Developing <input checked="" type="checkbox"/> Achieving <input type="checkbox"/> Excelling	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: left;">Which protected characteristics fare well:</th> </tr> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Pregnancy & maternity <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input type="checkbox"/> Sexual Orientation </td> </tr> </table>	Which protected characteristics fare well:		<input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership	<input type="checkbox"/> Pregnancy & maternity <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input type="checkbox"/> Sexual Orientation
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Outcome links to an Equality Objective: <div style="text-align: center;">✓</div>							
<p>We do not believe that our NHS services either negatively or positively discriminate against any particular protected characteristics. We continue to ensure that everything we do is a positive experience for all.</p> <p>Evidence drawn upon for rating:</p> <ul style="list-style-type: none"> The Trust is developing a sustainable system of healthcare provision as stated in our Strategy, in collaboration with partner organisations within the STP. Our Strategy is available to view on our website: https://www.yeovilhospital.co.uk/about-us/our-priorities-and-values/. Symphony Healthcare targets complex patients (older or disabled patients in particular) to ensure they access health services and avoid inappropriate emergency admissions. The Trust has a CAMHS team on site to support mental health service provision. 							
Better health outcomes	1.2	Individual people’s health needs are assessed and met in appropriate and effective ways					
		Grade: <input type="checkbox"/> Undeveloped <input type="checkbox"/> Developing <input checked="" type="checkbox"/> Achieving <input type="checkbox"/> Excelling	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: left;">Which protected characteristics fare well:</th> </tr> <tr> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Pregnancy & maternity <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input type="checkbox"/> Sexual Orientation </td> </tr> </table>	Which protected characteristics fare well:		<input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership	<input type="checkbox"/> Pregnancy & maternity <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input type="checkbox"/> Sexual Orientation
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Outcome links to an Equality Objective: <div style="text-align: center;">✓</div>							
<p>Evidence drawn upon for rating:</p> <ul style="list-style-type: none"> Symphony Healthcare particularly works with older and/ or patients with a disability to ensure they access health services, thus avoiding inappropriate emergency admissions. The Frail Older Persons Assessment Service - FOPAS - provides a calm environment for the frail elderly population, where assessment can be made in a holistic way. A multi-disciplinary team sees each patient, specifically supporting those at risk of falls, with reduced mobility, taking multiple medications, delirium and/ or dementia and end of life care, and will ensure a safe discharge home or onward admission to the main hospital if required. Ambulatory Emergency Care (AEC) service designed to assess, diagnose and treat patients, helping the patient to avoid unnecessary admissions and enabling early facilitated discharge and transfer from ward to AEC to continue treatment. Links hospital based standards of care with a community setting. A clinician is available during core hours Monday-Friday and at weekends. Dressed is best campaign implemented in 2018. Protected mealtimes replaced by “Mealtime Matters” so visitors and relatives are not excluded. Weekly PLACE audits (patient led assessment of clinical environment) undertaken by Facilities Department. The butterfly (EoL) symbol placed on patients’ side room door/ bed as necessary to inform of the presence of a patient at end of life. 							

Better health outcomes continued	1.3	Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed			
		Grade: <input type="checkbox"/> Undeveloped <input type="checkbox"/> Developing <input checked="" type="checkbox"/> Achieving <input type="checkbox"/> Excelling	Which protected characteristics fare well: <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership		<input type="checkbox"/> Pregnancy & maternity <input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input checked="" type="checkbox"/> Sexual Orientation
	Evidence drawn upon for rating:				
	<ul style="list-style-type: none"> • A "discharge to assess" model has been developed to ensure appropriate discharge to partner organisations. • An internal referral system is in place to help us manage multiple conditions on one admission, rather than awaiting further external referrals. • YDH is working with Musgrove Park Hospital, SomPar, SWAST and the CCG to introduce The Red Bag Scheme into Somerset. Red bags are given to Care Homes and identified Complex Care patients so that if they require hospital care they are transferred in with a Red Bag containing essential documents such as the Treatment Escalation Plan, This is Me, Medical History as well as their medication and belongings. This will ensure that all the knowledge and belongings regarding the patient are in one place and may reduce lengths of stay, reduced incidents of lost property and improved communications and knowledge between the health and social care providers regarding the patient. • A "Ready steady go" programme assists young patients transitioning from paediatric to adult services. • The in-house multi-faith Chaplaincy service offers 24/7 support whenever required, whether for prayer, chapel attendance on a Sunday or a bedside visit. The service focuses on commitment to the wellbeing of the whole person – body, mind and spirit – whilst respecting personal integrity, providing support in exploring hopes and fears while in hospital. The chaplaincy acts in partnership with local faith communities and are happy to support those who are spiritual but not religious. In addition, a Roman Catholic priest is available, and details of people from different faiths can also be provided. The Chapel also benefits from assistance provided by a dedicated team of volunteers. 				
1.4	When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse.				
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Better health outcomes	1.4 cont'd	Evidence drawn upon for rating: <ul style="list-style-type: none"> The Trust's "Respect Us" protects staff from abuse and threatening behaviour whilst maintaining tolerance (replacing a previous "Zero Tolerance", approach), essential to ensure no-one experiences unfair treatment or exclusion. The Trust's Risk management strategy informs our management of patient safety incidents. The Safeguarding team and the Domestic Violence advocate are available on site Monday to Friday. 							
	1.5	Screening, vaccination and other health promotion services reach and benefit all local communities <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; vertical-align: top;"> Grade: <input type="checkbox"/> Undeveloped <input checked="" type="checkbox"/> Developing <input type="checkbox"/> Achieving <input type="checkbox"/> Excelling </td> <td style="width: 40%; vertical-align: top;"> Which protected characteristics fare well: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership </td> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Pregnancy & maternity <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input checked="" type="checkbox"/> Sex <input type="checkbox"/> Sexual Orientation </td> </tr> </table> </td> <td style="width: 30%; vertical-align: top;"> Outcome links to an Equality Objective: </td> </tr> </table>			Grade: <input type="checkbox"/> Undeveloped <input checked="" type="checkbox"/> Developing <input type="checkbox"/> Achieving <input type="checkbox"/> Excelling	Which protected characteristics fare well: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership </td> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Pregnancy & maternity <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input checked="" type="checkbox"/> Sex <input type="checkbox"/> Sexual Orientation </td> </tr> </table>	<input checked="" type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership	<input checked="" type="checkbox"/> Pregnancy & maternity <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input checked="" type="checkbox"/> Sex <input type="checkbox"/> Sexual Orientation	Outcome links to an Equality Objective:
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Improved patient access and experience	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. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; vertical-align: top;"> Grade: <input type="checkbox"/> Undeveloped <input type="checkbox"/> Developing <input checked="" type="checkbox"/> Achieving <input type="checkbox"/> Excelling </td> <td style="width: 40%; vertical-align: top;"> Which protected characteristics fare well: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Pregnancy & maternity <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input type="checkbox"/> Sexual Orientation </td> </tr> </table> </td> <td style="width: 30%; vertical-align: top;"> Outcome links to an Equality Objective: <input checked="" type="checkbox"/> </td> </tr> </table> <p>We do not believe that our NHS services either negatively or positively discriminate against any particular protected characteristics. We continue to ensure that everything we do is a positive experience for all.</p>			Grade: <input type="checkbox"/> Undeveloped <input type="checkbox"/> Developing <input checked="" type="checkbox"/> Achieving <input type="checkbox"/> Excelling	Which protected characteristics fare well: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Pregnancy & maternity <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input type="checkbox"/> Sexual Orientation </td> </tr> </table>	<input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership	<input type="checkbox"/> Pregnancy & maternity <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input type="checkbox"/> Sexual Orientation	Outcome links to an Equality Objective: <input checked="" type="checkbox"/>
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Evidence drawn upon for rating: <ul style="list-style-type: none"> A new on-site Psychiatric liaison service provides support for mental health service provision. A full time LD Practitioner supports every LD admission, ensuring an appropriate management plan is in place. Support also provided for outpatient appointments. Accessible Information Standard (AIS) should ensure that communication preferences are recorded and provided for patients as required. For patients whose first language is not English, the Trust commissions translation and interpretation services from Word360. 									

	2.2	People are informed and supported to be as involved as they wish to be in decisions about their care			
		Grade: <input type="checkbox"/> Undeveloped <input type="checkbox"/> Developing <input checked="" type="checkbox"/> Achieving <input type="checkbox"/> Excelling	Which protected characteristics fare well:		Outcome links to an Equality Objective:
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	Evidence drawn upon for rating: <ul style="list-style-type: none"> Nursing document includes personalised care planning, which is a QI project Patient leaflets and consent to treatment policy and procedures, pre-assessment and outpatient clinics all provide forums for the patient to have a discussion around their care pathway. The Symphony programme includes a personalised care planning approach. Joint management plans with other providers, e.g. CAMHS, are agreed with the patient within a multi-disciplinary setting involving discussion between all parties, including the patient. 				
	2.3	People report positive experiences of the NHS			
		Grade: <input type="checkbox"/> Undeveloped <input type="checkbox"/> Developing <input checked="" type="checkbox"/> Achieving <input type="checkbox"/> Excelling	Which protected characteristics fare well:	Outcome links to an Equality Objective:	Outcome links to an Equality Objective:
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	Evidence drawn upon for rating: <ul style="list-style-type: none"> The Trust participates in a range of surveys, all of which can be found on our website: https://www.england.nhs.uk/statistics/statistical-work-areas/patient-surveys/ The friends and family test (FFT) is one of the questions within the "iWantGreatCare" survey collected from the inpatient wards, emergency department, maternity unit and outpatient clinics for national submission each month. The Trustwide response rate in April 2018 was 17%, with 95% of patients recommending the care and treatment provided. We aim to continue to grow the patient feedback response rate through the use of "iWantGreatCare". 				
	2.4	People's complaints about services are handled respectfully and efficiently			
		Grade: <input type="checkbox"/> Undeveloped <input type="checkbox"/> Developing <input checked="" type="checkbox"/> Achieving <input type="checkbox"/> Excelling	Which protected characteristics fare well:		Outcome links to an Equality Objective:
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Evidence drawn upon for rating:					

		<ul style="list-style-type: none"> A large number of compliments are received by the Patient Experience and Communications teams per month (by email, written and social media) and are acknowledged and responded to in a timely way. They are shared with staff involved and reported in the Trust's weekly "Connect" briefing. 			
A representative and supported workforce	3.1	Fair NHS recruitment and selection processes lead to a more representative workforce			
		Grade: <input type="checkbox"/> Undeveloped <input type="checkbox"/> Developing <input checked="" type="checkbox"/> Achieving <input type="checkbox"/> Excelling	Which protected characteristics fare well: <input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership	<input type="checkbox"/> Pregnancy & maternity <input checked="" type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input checked="" type="checkbox"/> Sexual Orientation	Outcome links to an Equality Objective: <input checked="" type="checkbox"/>
	Evidence drawn upon for rating: <ul style="list-style-type: none"> Vacancies are advertised on NHS jobs which is an open forum for applications. All applications received are anonymous and hiring managers are not able to view any monitoring information. Only when shortlisting is completed are managers aware of the names of the candidates invited to interview. This is to avoid any bias in the selection process. We will support the growth of protected characteristic groups within our senior teams, including training to increase knowledge and skills. 				
	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.			
		Grade: <input type="checkbox"/> Undeveloped <input type="checkbox"/> Developing <input checked="" type="checkbox"/> Achieving <input type="checkbox"/> Excelling	Which protected characteristics fare well: <input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership	Outcome links to an Equality Objective: <input type="checkbox"/> Pregnancy & maternity <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input type="checkbox"/> Sexual Orientation	Outcome links to an Equality Objective:
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Evidence drawn upon for rating: <ul style="list-style-type: none"> The Trust always work within the boundaries of Agenda for change and all roles are rigorously tested by a job evaluation panel which consists of Management and Union representatives. The outcomes of job evaluation panels are consistency checked by the HR team. We have recently completed the Gender pay gap report (available at https://www.yeovilhospital.co.uk/about-us/equality-and-diversity/) and have actions to achieve related to the outcomes of this. 					
3.3	Training and development opportunities are taken up and positively evaluated by all staff				
	Grade: <input type="checkbox"/> Undeveloped <input type="checkbox"/> Developing <input checked="" type="checkbox"/> Achieving <input type="checkbox"/> Excelling	Which protected characteristics fare well: <input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership	<input type="checkbox"/> Pregnancy & maternity <input checked="" type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input checked="" type="checkbox"/> Sexual Orientation	Outcome links to an Equality Objective: <input checked="" type="checkbox"/>	

Evidence drawn upon for rating:

- The on-site Training Academy is dedicated to the design, co-ordination and delivery of training to all staff, with specific requirements for training being captured through regular TNAs and evaluation. The Academy Library is accessible to all staff and provides current awareness bulletins on a variety of health topics as well as "Knowledge Share" for more targeted awareness.
- The Trust has a centralised budget from which all staff can apply for funds for external training, for CPD purposes or as a professional requirement of their role. In 2017-18 a total of 311 members of staff (13.71% of the total workforce) applied for and were allocated funds.
- 72% of staff indicated in their staff survey response that they received training, learning or development in addition to mandatory training.
- Free ESOL (conversational English) sessions are available to internationally trained staff. All internationally trained nurses attend a comprehensive "Transition Course" to familiarise themselves with the NHS processes and expectations. An Objective Structured Clinical Examination (OSCE) preparation course in the Academy ensures that our internal (and any external) internationally trained nurses are supported through their OSCE examinations for progression to the NMC register.
- A Leadership Programme for all potential and existing leaders ensures that staff have the support and access to career development and progression opportunities.
- A new Staff Retention Policy includes initiatives such as a Career Hub event, where staff can find out more about other roles within the hospital and how the organisation can support their career development.
- Mental Health First Aiders are being trained throughout the organisation to support mental health service provision.

When at work, staff are free from abuse, harassment, bullying and violence from any source

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Evidence drawn upon for rating:

- 72% of our workforce believes that the organisation acts on concerns raised. Staff are encouraged to use the formal incident system (87% of staff indicated this in their staff survey response) for reporting errors, near misses or incidents and all reports are investigated in liaison with HR and the E&D Lead.
- Whilst we cannot guarantee the actions of others, we do ensure measures are in place to help to minimize the potential challenges, with on-site security enforcing our "Respect Us" policy. All incident reports are monitored on a regular basis through departmental peer review meetings, and any instances of bullying, abuse or harassment are identified and dealt with in liaison with the E&D Lead.

Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives

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		Evidence drawn upon for rating: <ul style="list-style-type: none"> Working patterns are routinely reviewed to fit around an ever changing workforce and continually evolving services. All flexible working requests are managed through a clear, equitable process by line managers with HR advice as required. The E-Rostering system allows for flexible working options to be recognised and implemented. 			
A representative and supported workforce continued	3.6	Staff report positive experiences of their membership of the workforce			
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		We do not believe that our NHS services either negatively or positively discriminate against any particular protected characteristics. We continue to ensure that everything we do is a positive experience for all.			
Inclusive Leadership	4.1	Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations			
		Grade: <input type="checkbox"/> Undeveloped <input checked="" type="checkbox"/> Developing <input type="checkbox"/> Achieving <input type="checkbox"/> Excelling	Which protected characteristics fare well: <input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership	Outcome links to an Equality Objective: <input type="checkbox"/> Pregnancy & maternity <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input type="checkbox"/> Sexual Orientation	Outcome links to an Equality Objective: ✓
		We do not believe that our NHS services either negatively or positively discriminate against any particular protected characteristics. We continue to ensure that everything we do is a positive experience for all.			
		Evidence drawn upon for rating: <ul style="list-style-type: none"> YDH has a nominated Executive lead on its Trust Board and this includes attendance at the quarterly E&D Forum. Members of the Board attended a national WRES event in 2017, a Staff Network event in June 2018 and took part in a video to promote International National Women's Day. The Workforce Committee receives updates from the E&D team and an Equality and Impact Assessment is required for all policies and strategies. A cultural event early in 2019, to include staff and public involvement, will celebrate the diversity of the local area. 			

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.			
	Grade: <input type="checkbox"/> Undeveloped <input checked="" type="checkbox"/> Developing <input type="checkbox"/> Achieving <input type="checkbox"/> Excelling	Which protected characteristics fare well: <input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage & Civil Partnership	Outcome links to an Equality Objective: <input type="checkbox"/> Pregnancy & maternity <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input type="checkbox"/> Sexual Orientation	Outcome links to an Equality Objective:
<p>We do not believe that our NHS services either negatively or positively discriminate against any particular protected characteristics. We continue to ensure that everything we do is a positive experience for all.</p>				
Evidence drawn upon for rating: <ul style="list-style-type: none"> An Equality Impact Assessment is required for all policies, strategies and services changes. A Somerset template has been agreed by the STP and is being implemented across the organisation. All risks/ incidents are reported, reviewed and fully investigated where appropriate to prevent re-occurrence. The Trust's Annual Report includes information on Equality and Diversity. 				
4.3	Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination.			
	Grade: <input type="checkbox"/> Undeveloped <input type="checkbox"/> Developing <input checked="" type="checkbox"/> Achieving <input type="checkbox"/> Excelling	Which protected characteristics fare well: <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Gender reassignment <input checked="" type="checkbox"/> Marriage & Civil Partnership	Outcome links to an Equality Objective: <input checked="" type="checkbox"/> Pregnancy & maternity <input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Religion or belief <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Sexual Orientation	Outcome links to an Equality Objective: <input checked="" type="checkbox"/>
Evidence drawn upon for rating: <ul style="list-style-type: none"> Our HR Manual includes policies which support the principles of equality and diversity and managers are supported by our highly skilled HR team who deliver regular training on HR policy, including the principles of fairness and equality. We have actively recruited staff from various cultures and work with them to support their needs. Staff Networks are in development to provide support forums for staff. In particular a BAME network, (supported by the National NHS BME Network), LGBT+, LAWDII (Living with Disability, Illness or Impairment); Loss & Bereavement (led by the Chaplaincy manager) and Armed Forces. Our engagement programme "An Even Better Place to Work" supports managers to work with their teams to improve working relationships and environment. Feedback from employees is via a questionnaire, a one to one with the manager and team tasks. We are a disability confident employer and work to support employees with a disability to return to work through significant practical and emotional support. Our EAP service is available to all staff and provides advice and guidance on a number of issues. EAP and OH services are reviewed to ensure they are meeting expectations and providing relevant support. According to 2017 staff survey results 71% of staff felt that their manager took a positive interest in their health and wellbeing. Our Health and Wellbeing work is extremely developed with a monthly committee meeting, and achievement of 25+ actions per quarter, e.g. practical initiatives (staff benefits, exercise support, support for healthy eating); support groups/ networks. 				

Action Plan

Key Equality & Quality Priorities	Actions	Target Dates	EDS2 Outcome(s) as applicable
Create an environment and culture that supports our staff and patients alike	To represent the Equality Agenda on the Health and Wellbeing Committee	December 2017	4.3
	Contribute to an Accessible Information Standard (AIS) Policy	December 2017 - Completed	2.1
	Review provision of our interpretation service for the Trust	November 2017 - Completed	2.1
	Review membership and format of our Equality and Diversity Forum, insuring clear terms of reference and structure	February 2018	3.6; 4.1
	Agree on an Executive Director to support Equality and Diversity sustainability	October 2017 – Completed, Shelagh Meldrum	4.1
Support all our staff to access opportunities for progression and growth within the organisation and to foster new ideas that improve care delivery	Develop an Objective Structured Clinical Examination (OSCE) programme to support our internal and external internationally trained nurses	September 2017 - Completed	3.3
	Develop and implement a Leadership Programme for all potential and existing leaders	May 2017 – Completed with delivery ongoing	3.3
	Increased apprentice access, including degree level for all staff	April 2017 ongoing	
	Develop and implement support programmes for Talent Management (specifically linked to Nursing and BAME groups)	February 2018 on going	
	Continue Project Search, Lufton College and school work experience and develop new learning/experience projects. This will support community led higher aspiration work	Ongoing	
	Mental health and holistic care: increase staff capability to recognise and respond to those with mental health needs	Ongoing	1.1; 1.2; 3.3
	Staff retention and wellbeing: develop a robust approach to staff retention across all staff groups with a focus on celebrating excellence in practice, promotion of wellbeing support and activities and opportunities for career progression and development within Somerset and across all providers	Ongoing	3.3
To demonstrate community demographics are replicated in our staff groups and within all levels of our workforce	Work with schools, colleges and Job Centres to support access into healthcare roles. This will link with the Somerset Talent Academy and the new Technical agenda	September 2017 ongoing	
	Support the growth of protected characteristic groups within our senior teams, including training to increase knowledge and skills	September 2019	3.1
To support staff networks for and on behalf of the nine protected characteristics, who will also advocate patient equality and inclusion where appropriate	Develop and support sustainable staff networks based around the nine protected characteristics	June 2018	3.6
	Identify the measureable link between staff networks and the Equality Forum	June 2018	3.6
	Collaborate regionally with public sector colleagues and engaging with wider networks, developing network impact on the community	September 2018	

Key Equality & Quality Priorities	Actions	Target Dates	EDS2 Outcome(s) as applicable
Develop leadership that supports equality, encourages inclusion and celebrates diversity	Ensure the use of Equality Impact Assessment (EIA) tool for all new and developing services, policies and processes within the Trust and those in partnership with others	March 2018	4.2
	Ensure the recruitment processes align with Equality and Diversity Public Sector principles	Ongoing	3.1
	Continue the delivery and ongoing review of the Yeovil Leadership Programme modules to reflect the need of the workforce	Ongoing	3.3
When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse.	The Trust has a mortality review specifically relating to LD patients as part of the national LeDer programme.		1.4
	Continuous reduction in avoidable harm.		1.4
Services are commissioned, procured, designed and delivered to meet the health needs of local communities	Use co-design, personalised care planning and family centred care to inform service improvements and care pathways		1.1
	Right care, right time, right place: strengthen collaborative working across the health and social care system to deliver sustainable improvements in care, in line with the Somerset clinical strategy.		1.1