



With all of us in mind

Single Equality Scheme & Action Plan 2009 – 2011 Annual report

**Author: Kashif Ahmed,
Equality & Diversity Compliance Manager**

Introduction

Early 2009, SWYPFT established a single equality scheme which encompasses all equality legislation into one strategic document. The single equality scheme aims to highlight the Trust's commitment and intentions in terms of how it will meet its legal duties relating to equality legislation and demonstrate that the Trust is promoting equality of opportunity and inclusion in all its business.

This report aims to focus on key areas within the action plan of the single equality scheme and attempts to highlight what we have done in the previous 2009/10 year and what we are planning to do in the year 2010/2011.

What we have done in Year 2009/2010: Organisational Commitment

- The Equality & Inclusion Team within the corporate directorate has the responsibility for the development and overseeing of the single equality scheme. The Equality & Inclusion Team was established in early 2009 and more recently we have changed our governance framework to a locality structure. This means we have set up Equality & Inclusion Action groups for each district; these groups have an operational focus and have good representation from services. We have also set up an Equality & Inclusion Action Group for Forensic services.
- We feel that the above the changes to a locality approach have enabled services to be engaged and take ownership of the equality and inclusion agenda. Service user and carer involvement will be involved in local projects and tasks which these groups initiate.
- The strategic management responsibility of the single equality scheme is covered by the corporate Equality and Inclusion TAG; this is chaired by our corporate director. The above governance structure outlined for Equality & Inclusion allows the team to respond effectively to the imminent establishment of Business Delivery Units.

What we plan to do in year 2010/2011: Organisational Commitment

- **We will continue to establish the local Equality & Inclusion Action groups and ensure projects and tasks relating to the single equality scheme and involvement strategy are being carried out.**
- **Carers, service users and staff will have access to these groups and opportunities to get involved in the delivery of local action plans.**
- **We will ensure that the Trust Board annually reviews the Single equality Scheme and Action plan.**
- **The Trust will host a conference/event highlighting best practice in the areas of equality and inclusion.**

<p>What we have done in Year 2009/2010: Ongoing service user involvement</p>

- Over the past year the Trust has continued to support services in establishing and the running of dialogue groups. We currently have fourteen dialogue groups across all services, 76 sessions supported. These dialogue groups enable service users and their carers to have their say on the planning and running of services
- Over 2000 involvement opportunities with an increase to the member's data base of around 500 members.
- We are shaping a new five year strategy for Involvement and to support this strategy, we have run involvement strategy workshops in the three districts and forensics' for service users, carer's staff and members.
- Currently engaging people with learning disability to ensure their needs/views are taken into account
- The Trust is also involved in national service user involvement survey for both inpatient and community services.
- The Trust's CPA audit looks at how many people have been involved in their care plans.
- Through our Equality Impact Assessment process we are gathering evidence on involvement and changes to policies and services which should have service user and carer involvement.
- Service users and their carers led an audit on the Crisis Service which will lead to the production of an action plan to improve services.

- We delivered recruitment and selection training for service users and carers, however take up of service users involvement in recruitment and selection has been slow.

What we plan to do in year 2010/2011: Ongoing service user involvement

- **We will launch a new five year Involvement Strategy. This will give us a clear plan on how the Trust aims to involve service users, carer and employees in the planning and delivery of services. (Final report by 10th of July 2010).**
- **We intend to develop a further three dialogue groups. One for young carers and another for service users covering, Pontefract and the 5 towns. In Calderdale we will set up a Lesbian, Gay, Bisexual and Transgender (LGBT) dialogue group.**
- **Through Equality Impact Assessment we are ensuring that service users are being involved and consulted on changes to services and policies.**
- **We will make sure that we take the learning from national service user surveys and from the CPA audit, taking action on gaps highlighted from these audits.**

What we have done in year 2009/2010: Embedding Equality Impact Assessments

- Equality Impact Assessments (EIAs) are a way of improving services by assessing the impact that Trust services and policies will have on different equality groups.
- We have developed guidance on how to undertake EIAs and produced templates for services and policies. These have been published on the Trust website and are easy to access.
- We have established EIA training for staff and this is running throughout the year.
- We have developed a framework on ensuring that we conduct EIAs on our services and policies. We have made a good start in conducting EIAs, particularly on our services.

What we plan to in year: 2010/2011: Embedding Equality Impact Assessments

- **Ensure that all services have completed an EIA, using the evidence base from these assessments to improve services.**
- **Produce an EIA findings report which will help the Trust to understand equality gaps which have arisen from these assessments.**
- **Ensure that all policies have had an EIA before being approved.**
- **Set up an EIA group which will focus on HR policies.**
- **Train service users on how to undertake and check the quality of EIAs.**

What we have done in year 2009/2010: Equality & Diversity Training

- We have established a valuing diversity training programme which is facilitated in partnership with the University of Huddersfield. This one day training covers the diversity dimension of the KSF level 2 and over 100 employees attended this training.
- Our learning and development department piloted the SHA e-learning diversity awareness training. Over 110 employees undertook this training last year.
- We have established Equality Impact Assessment training for middle and senior managers and over 60 people attended this training during the year.

What we plan to do in year 2010/2011: Equality & Diversity Training

- **We plan to continue to offer the above training programmes**
- **We aim to develop a learning and development strategy for Equality & Inclusion Training.**
- **We aim to purchase training on Transgender and Deaf awareness training.**
- **We aim to offer bite size training on legislation regarding disability, race, gender, age, sexual orientation.**
- **We aim to offer awareness training on different cultures and faiths.**
- **We aim to offer legislation training to the Trust Board.**
- **We aim to offer training on equality monitoring, equality procurement duty and on the single equality bill.**

What we have done in year 2009/2010: Recruiting a diverse workforce

- The Trust has established the Positive Action Training (PAT) Scheme. The purpose of the PAT scheme is to ensure that Trust works towards recruiting a more representative workforce. The eligibility criterion of this scheme was to recruit people from South Asian backgrounds who have attained 5 or less than 5 GCSE at Grade C or below. Successful candidates are offered an 11 month training agreement with the Trust in areas of health and social care, administration and customer services. During the 11 months the PAT trainees are given the opportunity to gain experience on the job and work towards a NVQ level 2 qualification.
- In the first year (2008) of this PAT scheme we were successful in recruiting 5 trainees, after completion three trainees gained substantive post with the Trust and one of the trainee gained employment with another Trust. In the second year (2009), we were successful in recruiting 7 trainee positions.
- We have published workforce data on the Trust website. This data covers race disability, gender, age and religion and belief.
- The Trust conducted a disability staff survey and participated in the national staff opinion survey.

What we plan to do in year 2010/2011: Recruiting a diverse workforce

- **Continue to operate a PAT scheme which subsequently demonstrates the Trust's commitment to working towards recruiting a diverse workforce.**
- **Carryout an Equality impact assessment on the HR Strategy.**
- **Commission a gap analysis report on workforce and diversity.**
- **Look at ways of how we can recruit a more diverse workforce in middle and senior management roles within the Trust.**
- **Develop an action plan and deliver on the disability staff survey results.**
- **Develop an action plan and deliver on the national staff opinion survey.**
- **Embed Equality Impact Assessments within the HR department.**
- **Deliver on the area of diversity within the NHS Improving Working Lives Framework.**
- **Improve and enhance ways of staff engagement through piloting Equality Staff Networks**

We also plan to do the following in year 2010/2011:

- We plan to publish an easy read version of our single equality scheme
- We plan to write an aspirational chapter called 'How the Trust plans to meet the legal duties relating to equalities'. This will be added into the single equality scheme by the end of the calendar year.
- Carers will become another equality strand and therefore we will add carers into our single equality scheme and in the equality impact assessment process.
- The Equality Act 2010 extends the public sector duties on new equality strands such as Sexual Orientation, Age and Religion & Belief, as well as Race, Disability and Gender. The Bill also covers Carers, Pregnancy, Gender Reassignment, socioeconomic and a procurement duty. Because of the work the Trust has been previously involved in, we have a good platform on which to build on. We will produce a more detailed paper on its impact and an Action Plan for the Trust Board in September.
- If you want more details on what we are planning on Equality & Inclusion then see our Refreshed Single Equality Scheme & Service Improvement Plan 2010/11, which is included at the back of this report.

Next Steps: Have your say on our annual review of Single Equality Scheme and Action Plan:

Phone: 01924 328656

Email: kashif.ahmed@swyt.nhs.uk



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Equality & Inclusion TAG
Equality & Inclusion: Single Equality Scheme & Service Improvement plan
2010/11

1. Strategic Objective: Consult and involve local communities and seldom heard groups in planning, developing and monitoring of services.

Priority Area:	Actions	Time scale	Success Measure	Lead Officer/Department	Progress
1. Involving and engaging with our local communities	There is an equally high level of user satisfaction with local services - and no significant difference in the proportion of complaints - across all communities.				
The service has taken action to address any issues raised as a result of service user feedback and has fed back to service users and carers	Services to ensure each involvement initiative consistently and coherently provides feedbacks on actions to service users and their carers.	10/2010	Feedback from service users and carers	BDUs & Equality & Inclusion team	
	Service to develop Equality and Involvement story boards.	10/2010	Published story boards	BDUs & Equality & Inclusion team	
	Breakdown the annual service user's opinion survey data in relation to the 6 equality strands and use this data to improve service user experience	09/2010	Published data into revised Single Equality Scheme Survey evaluation report and action plan	Equality & Inclusion Team Performance & Clinical Governance team	
	Incorporate equality and involvement elements into CPA annual audit.	09/2010	CPA audit & report	Equality & Inclusion Team & Phil Tordoff	Ongoing
	Embed service user involvement in recruitment and selection processes	12/2010	Audit report	HR, Workforce department, and Equality & Inclusion team	

2. Strategic Objective: Incorporate Equality Impact Assessment into our planning, development and review processes.

Priority Area:	Actions	Time scale	Success Measure	Lead Officer/Department	Progress
2. Equality Impact Assessments	Equality Impact Assessment is routinely carried out on all new and reviewed policies, strategies, services and functions, emerging action plans are appropriately progressed, and performance, managed, each action plan on an annual basis.				
	Outline a systematic framework for EIAs	07/2009	Published EIA Project Initiation Document	E&D Compliance Manager	Completed
	Produce & Publish EIA Guidance / Template	07/2009	Published guidance and Template	E&D Compliance Manager	Completed
	All commissioned services to have carried out an EIA.	10/2010	Published completed EIAs	BDUs, & E&D Compliance Manager	Very good progress is being made on this and on track to achieve this by end of September.
	Support services to prioritise and prioritise EIAs over a 3 year period. All policies must have completed EIA before EMT approval.	12/2010 04/2010	Published EIAs functions table Completed EIAs	Support Services & E&D Compliance Manager E&D Compliance Manager & policy leads	 New EIA Template has been produced and is being used on policies.

3. Strategic Objective: Ensure services provide a consistent way of producing accessible information to service users, carers and the wider public.

Priority Area	Actions	Time scale	Success Measure	Lead Officer/Department	Progress
3. Accessible Information	Accessible information and communication is readily available in a range of formats on our services				
	Carry out a Trust wide Audit on current arrangements of accessible information & communications	12/2010	Audit Report & key findings	Equality & Inclusion team	

Priority Area	Actions	Time scale	Success Measure	Lead Officer/Department	Progress
	Set up service user and carers led readers panel which will advise and scrutinize accessible information material before publishing	2010	Readers panel meetings/minutes etc.	Equality & Inclusion team & BDUs	
	Services to monitor interpreting and translation requests by language, ethnicity, age, gender and locality.	11/2010	Publishing of this data & plans which arise from this. Use of this information when conducting EIAs	BDUs, Translations services & Equality & Inclusion Team	
	Develop accessible information and communication workshop for staff	04/2011	Training workshop Evaluation Forms	Equality & Inclusion Team	

4. Strategic Objective: In partnership with our local healthcare providers, improve the quantity and quality of equalities data collection.

Priority Area:	Actions	Time scale	Success Measure	Lead Officer/Department	Progress
4. Improving equalities data collection	We have comprehensive and accurate equalities data on our service users, enabling us to produce robust and timely information on the health needs and health outcomes of our communities.				
	Review existing equality monitoring processes and systems. (RIO)	12/2010	Review report	TBC	Calderdale Equality & Inclusion Action group will lead on this.
	Services and support services to collect service user data in relation to the 6 equality strands and evaluate any trends.	12/2010	Service report relating to this target. Use of this information when conducting EIAs	BDUs	

5. Strategic Objective: Ensure that the Trust commitment to delivering equality is embedded into individual and Organisational training and development plans.

Priority Area:	Actions	Time scale	Success Measure	Lead Officer/Department	Progress
5. Building staff capacity	All Trust employees are operating at, or proactively working towards, Level 2 of the Knowledge and Skills Framework for Equality and Diversity				
	Manage, develop and coordinate Valuing Diversity Awareness Training.	2009	Workshop material and evaluation report/data	Equality & Diversity Compliance manager	Completed
	Services to ensure all staff have achieved level 2 of the KSF for E&D	12/ 2010	Update reports/ KPIs	BDUs	Ongoing
	Pilot 1 day Equality legislation training	12/2010	Workshop material and evaluation report/data	Diversity Facilitators group	Ongoing
	Services to ensure management staff have achieved level 3 of the KSF for E&D	2010	Update reports/ KPIs	BDUs, support services	Ongoing
	Explore and learn from E-learning training around equality and diversity.	2010	Evaluate Pilot	E-learning Manager & Equality & Diversity Compliance manager	
	Use E-learning training to supplement equality training within the Trust	2010	Offer E-learning options	E-learning Manager & Equality & Diversity Compliance manager	
	Deliver & schedule EIA training every 4/5 weeks.	2009	Workshop material and evaluation report/data Completed EIAs	Equality & Diversity Compliance manager	Completed
	Where ever, possible, explicitly incorporate an equality and diversity dimension into existing training courses	2010	Completed EIAs on L&D functions	L&D Manager & Equality & Diversity Compliance manager	

Priority Area:	Actions	Time scale	Success Measure	Lead Officer/Department	Progress
	Develop L&D strategy for Equality & Diversity.	2010/2011	Strategy & delivery Plan	Equality & Inclusion Team	

6. Strategic Objective: Delivering Race Equality in Mental Health Services

Priority Area:	Actions	Time scale	Success Measure	Lead Officer/Department	Progress
6. Race Equality in MH	Spiritual and cultural needs are being met consistently which will result in high levels of service user satisfaction among BME service users and their carers.				
	Trust to complete the DOH's DRE Dash board.	09/ 2010	Completed DRE Dash Board	BDUs & Equality & Inclusion Team	
	Ethnic profile of case load and of people detained under the Mental Health Act is broadly in line with population profile.	09/ 2010	Completed DRE Dash Board	BDUs & Equality & Inclusion Team	Kirklees Equality & Inclusion Action group have discussed this and will pilot the dashboard in Kirklees
	Spiritual and cultural needs are taken account of during assessments and ward staff have the awareness and skills to respond these needs.	09/ 2010	Completed DRE Dash Board	BDUs & Equality & Inclusion Team	
	Spiritual / quiet room is available on all wards.	09/2010	KPIs assessment CPA audit report Completed EIAs Service opinions survey/ involvement feedback	BDUs & Pastoral Care	

Priority Area:	Actions	Time scale	Success Measure	Lead Officer/Department	Progress
	Services to use the Ethnicity Count me in Census results in addressing any disproportionate representation of BME Communities in MH services.	09/2010	Completed EIAs Completed Dash Board	BDUs & Equality & Inclusion Team	
	Services to work towards proactively in ensuring that the ethnicity of their workforce is reflective of local population.	09/2010	Workforce annual report	BDUs Equality & Inclusion Team HR	

7. Strategic Objective: Ensure that the Trust's buildings and facilities are accessible to all communities and are DDA compliant.

Priority Area:	Actions	Time scale	Success Measure	Lead Officer/Department	Progress
7.Buildings/Facilities	Trust buildings, car parks and facilities are accessible to all communities and meet legislative requirements.				
	All building and facilities to be audited on DDA.	12/2010	Completed audited Staff opinions annual survey Service user annual survey	Facilities & BDUs	
	Align DDA audit in line with PEAT assessments.	12/2010	Template	TBC	

8. Strategic Objective: Ensure equality in our recruitment, selection and appointment processes, terms and conditions of employment and our workforce development and support schemes (e.g. training, career progression and promotion, flexible working arrangements)

Priority Area:	Actions	Time scale	Success Measure	Lead Officer/Department	Progress
8. Recruitment, Selection and Retention	The diversity of our workforce reflects the diversity of the local population – at all levels within the Trust				
	HR to collect, interrogate and publish equality data (6 strands) within the following employment areas:	04/2010	Publishing of workforce data and Annual update report & Action Plan to the TAG & EMT.	HR & Equality & Diversity Compliance manager	HR will publish annual workforce data which will include evaluation report.
	1. Analyze workforce population and compare it to the local population baseline data.	09/2010		HR & Equality & Diversity Compliance manager	Some of the data published on Trust website
	2. Breakdown of equality data within each pay band.	09/2010		HR & KA	Ongoing
	3. Breakdown the number of applicants, short listing, appointments.	09/2010		HR & KA	Not published in all of the 6 equality strands, ongoing
	4. Breakdown the number of grievances and disciplinary actions and outcomes.	09/2010		HR & KA	Completed and published
	5. Breakdown the number of exit interviews.	09/2010		HR & KA	Difficult to capture as there is variable in practice, planning further discussions with HR
	6. Breakdown the number of applicants and outcomes of the flexible working applications.	09/2010		HR & KA	There are informal and formal FW arrangements within the Trust, we will plan to publish formal applications and the new electronic staff rota system will help us to formalise informal flexible working arrangements

Priority Area:	Actions	Time scale	Success Measure	Lead Officer/Department	Progress
	7. Conduct workforce satisfaction survey (via NHS Staff Survey) and analyze data for inequalities experienced by BME, male, female or disabled applicants or employees	10/2010		HR & KA	Ongoing
	8. To mainstream and routinely collect and publish age, sexuality and religion or belief equality categories.	12/2010		HR & KA	HR has good accurate data on ethnicity, disability, age and gender. Sexual orientation and religion and belief are areas where further work is needed.
	9. To explore and develop positive action scheme and leadership programmes	12/2010		HR & Equality, Inclusion team	
	10.To revisit and explore the opportunity of developing equality staff networks.	09/2010		HR & Equality, Inclusion team	
	11.To review Trust's marketing approach as employer of choice.	12/2010		HR	
Mainstreaming Equality Impact Assessments	12.HR to list and priorities their functions which clearly outlines what and when they will carryout Equality Impact Assessments.	09/2010	HR 3 year EIA listing functions table. Completed EIAs	HR & Equality, Inclusion team	