

NHS Forth Valley Equality and Diversity Annual Report 2008

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Introduction and statement of commitment

We are delighted in being able to publish our second NHS Forth Valley Equality and Diversity Annual Report, which outlines the activities undertaken by the organisation during 2008 to deliver the commitments and meet the requirements of the NHS Forth Valley Equality Schemes.

As Human Resources (HR) Director I hold the Executive Lead role on behalf of the Chief Executive across the whole organisation and I chair both the Fair for All Development and Operational Groups tasked with leading on the Equality and Diversity agenda for NHS Forth Valley.

As an organisation we recognise that compliance with the law is a must, but we believe real progress demands progressive step changes in the culture of the organisation, where equality and diversity become part of everyone's work and in everything we do. This can only be achieved by embedding equality and diversity into our core functions, policies and activities.

We are committed to equality and diversity, not just in the sense of staffing and recruitment but also in all aspects of the way we provide and commission services.

This report identifies what work has been completed during 2008 and identifies key actions to be taken during 2009 by building on our achievements on the equality and diversity agenda to date.

To improve health and social care, we believe in promoting equality and valuing diversity by working together to continually improve and value everyone's unique contribution as not only employees but the valuable contribution our service users make in supporting and advising us in taking this agenda forward.

Our work throughout the year has been guided by the NHS Forth Valley Fair for All Operational and Development Groups, the Patient Focus Public Involvement Group and by the NHS Forth Valley Joint Disability Review Group. These groups involve staff, service users, partner agencies and voluntary bodies. We would like to thank everyone involved for their work, ongoing support and commitment.

As you will see from this report, although we have achieved a great deal of progress, all of our actions are part of an ongoing programme of activities which ensures our patients, staff, and partners are treated with dignity and respect and our workforce reflects the community we serve.

To demonstrate our activities in relation to all our Equality Schemes this report has been divided into 5 sections.

Section 1: will demonstrate some of the activities undertaken within the organisation which have overarching themes.

- Fair for All Development Group
- Fair Operational Group
- Forth Valley Joint Disability Review Group
- Equality and Diversity Advisory Team (EDAT)
- Diversity Champions
- Equality Impact Assessment
- Health Promotion
- Patient Focused Public Involvement
- Procurement
- Public Health
- Training
- Investors in People
- Data Gathering and monitoring

- Partnership working and initiatives

Section 2: will demonstrate our commitment to:

- meeting the needs of disabled people as identified within our Disability Equality Scheme 2006-09.
- identify the activities taken to date in meeting the actions identified within our Gender Equality Scheme 2007-10.
- identify activities taken during 2008 in meeting the actions identified within our Race Equality Scheme 2005-08 and the development of the NHSFV Race Equality Scheme 2009.

Section 3: will demonstrate the work taken to date as well as identify future actions in meeting our commitment in relation to Age, Religion and Belief and Sexual Orientation.

Section 4: will demonstrate some of the activities completed in relation to Workforce Monitoring and support.

Section 5 – Appendixes

The Future

As an organisation we are committed to tackling inequalities in health. We have a legal duty under the Race Relations Amendment Act 2000, the Disability Discrimination Act 2006 and the Equality Act 2006, to tackle inequalities as an employer and as a public body.

To meet these and other legislative requirements NHS Forth Valley during 2009 will be working with staff and communities to develop a Single Equality Scheme (SES). This scheme will not only address the challenge of addressing inequalities in NHS Forth Valley in relation to Race, Disability and Gender but will also identify how we will progress action on age, religion or belief, and sexual orientation.

This document will outline the ongoing activities and plans to address inequalities and promote equality of opportunity. The SES will also set out additional objectives and actions to tackle unlawful discrimination and promote equality, diversity and access to high quality healthcare and employment across NHS Forth Valley over 2009-2012.

As with existing schemes this will be reported on annually.

We will continue to work closely with our communities, partners and staff to enable them to participate and engage fully in our work, by doing so we are confident that we will continue to deliver positive and effective change.

Helen Kelly
Director of Human Resources
Executive Lead for Equality and Diversity

Section 1 - Overarching Equality and Diversity Activities

a) Fair for All Development Group

This Group continues to lead in taking forward a strategic approach to equality. It is jointly chaired by Helen Kelly, Director of Human Resources and Dr Ishaq Abu Arafah, President, Central Scotland Arab Community. It meets on a quarterly basis.

This group oversees the implementation of NHS Forth Valley's equality and diversity action plans and schemes and is a mechanism for performance management. As well as involving members of staff from within NHS Forth Valley, this group includes volunteer advisers from local communities. These advisers have knowledge of the issues and concerns of people from diverse backgrounds and a keen sense of equality and social justice. In addition, there are representatives from our partner organisations: Stirling, Clackmannan and Falkirk Councils, Central Scotland Racial Equality Council, Central Scotland Police and the Scottish Ambulance Service.

Activities have been undertaken in 2008 to widen the membership of this group to ensure that it truly reflects the population we serve. Actions taken to date have included:

Two papers have been presented to the Fair for All Development Group in 2008 on the role of Volunteer Advisers. These papers reflected input from members of the group and the Volunteer Advisers themselves i.e. Helen Kelly, Alison Richmond-Ferns, Pek Yeong Berry, Ishaq Abu Arafah, Teresa McNally, Marjory Russell and Satwant Multani. This had resulted in a successful recruitment drive, culminating in ten new potential Volunteer Advisers attending a recruitment/induction event in November 2008 prior to their attending the Fair for All Development Group at its December 2008 meeting.

b) Fair for All Operational Group

The Fair for All Operational group is made up of key members of staff who take a lead on equality and diversity issues for the organisation. In addition, members include a number of key stakeholders e.g. Information Services and Planning.

The aim of the group is to make a positive contribution to the equality and diversity agenda on an operational basis by:

- Ensuring that the organisation systems and policies support compliance with current and emerging equality and diversity legislation and monitoring the organisation's compliance.
- Promoting knowledge and information on aspects of diversity and ensuring that this is within its practice and behaviour.

This group met on a bi-monthly basis in 2008.

Reports from both these groups reflect what is being completed in relation to Equality and Diversity within NHS Forth Valley as well as up and coming activities and actions.

Reports from these groups are disseminated to a variety of committees including:

- Patient Focused Public Involvement Committee
- Area Partnership Forum
- Staff Governance Committee
- NHS Forth Valley Joint Disability Reference Group

The Board are also informed through formal reports and awareness training of activities taking place within NHSFV to support the equality agenda.

c) Forth Valley Joint Disability Review Group – This group plays an active role in supporting and advising NHS Forth Valley. Please see Disability Equality Scheme Report.

d) Diversity Champions

The Scottish Executive 'Diversity Champions' initiative was launched in late 2005 to train Diversity Champions throughout the NHS in Scotland enabling a source of information and advice for staff relating to Equality and Diversity issues. The model being implemented within NHS Forth Valley has been developed through working in partnership with NHS Tayside (one of the two pilot sites).

The role of the Champions will include promoting Equality and Diversity and help drive behavioural and cultural change within the NHS in Scotland as part of the wider Fair For All framework. An important aspect of this work is to create a working environment where staff can be confident that they will be supported should they have any concerns relating to Equality or Diversity issues.

- Several 3 day training courses have been delivered resulting in 24 trained Champions (including the Diversity Champion Lead, {5 male and 19 female}). A further 3 members of staff have signed up for future training and an additional 14 have shown an interest in becoming Champions.
- Diversity Champion training is now established on the Training Schedule on a six monthly basis and will enable staff to sign up for the training as they would any other course and will also help facilitate an ongoing training programme.
- A formal launch of the initiative in NHS Forth Valley took place on 26th November 2008 to acknowledge and promote the initiative and recognise the trained Champions.
- An article is also being produced as part of wider promotion following the launch for the Staff News Bulletin to inform staff of who the Champions are and to establish their presence within the organisation.

NHSFV Diversity Champions -Action 2009

Further development of the Diversity Champions role

e) Equality and Diversity Advisory Team (EDAT)

NHSFV is committed to providing access to its services and employment opportunities which are fair for all. It is also committed to treating its workforce fairly and consistently. The Board's framework for Equality & Diversity mirrors the NHS Scotland Fair for All Strategy which encompasses the following equality strands:

- age; disability; religion and belief, gender; race and sexual orientation

To help make our commitments a reality in supporting and delivering the needs of an increasingly diverse population and workforce, the NHSFV Equality & Diversity Advisory Team (EDAT for short) was formally established on 1st April 2008.

The EDAT Team is lead by the Deputy Director of Human Resources and Head of Staff Governance and membership is made up of NHSFV's Quality Manager responsible for Race, Disability Adviser, Diversity Champions Coordinator, Equality & Diversity Project Manager.

EDAT - Action 2009

Ongoing development of the EDAT Team

Appendix 2

f) Equality Impact Assessment (EQIA)

What we said we would do

- To support local NHSFV managers to provide health services and employment opportunities which are sensitive to the needs of equality groups through impact assessments; training; PFPI work; and flexible employment opportunities.
- To continue work to mainstream equality and wider equality strands across all NHSFV functions and policies.

What we have done

Carrying out effective EQIA is an ongoing challenge. We have however continued to make progress in this area during 2008. A list of completed EQIA is available in Appendix 4

Policy on developing policies and guidance

NHS Forth Valley has recently developed a Policy on developing guidance – including policy, protocol, procedure, guidelines and integrated care pathways.

The purpose of this policy is to provide a standardised NHSFV procedure for the drafting, and publishing of Policies, Protocols, Procedures, Guidelines, Guidance and Integrated Care Pathways (ICPs). This will enable all NHSFV documents will follow a standard template and be written to ensure that they are; constructed correctly, appropriately approved and disseminated.

When new policies are drafted or current policies are being reviewed an Equality Impact Assessment procedure must be followed and that an RIA/EQIA has been completed before they can be ratified by the relevant committee or the Board itself.

Rapid Impact Assessment Tool (RIA)

During the development of the NHSFV Race Equality Scheme 2005-08 it was agreed by the Fair for All Development group that the 'Scottish Executive's Equality and Diversity Impact Assessment toolkit' would be used to undertake a systematic and comprehensive review of NHSFV functions and policies.

In March 2008, further to consultation with senior managers within the organisation and following the introduction of both the Disability and Gender Legislation, NHSFV further adapted the tool into one which was more practical but still met the specific legislative requirements essential for completing an Equality Impact Assessment. To compliment this tool an Equality Impact Assessment Guidance Document, giving step-by- step guidance on how to complete an assessment was developed to support staff undertaking this task.

The information contained within the document is designed to enable assessors to determine: the strength of the existing evidence base to support the proposed policy/service option and its likely impact on different population groups; what further information might be required to form a judgement on its suitability and relevance; what adjustments might be needed; and how it is going to be monitored to ensure that it has delivered the desired outcome

This tool was designed and amendments made in consultation with both the Fair for All Operational and Development Lay Advisors as well as other key staff, amendments were made. It was also agreed to prevent duplication of effort that those people developing or amending policies and guidance documents will also complete a Quality Assurance Section attached to the RIA prior to submitting the policy for approval. Appendix 2

The Guidance and tool as well as EQIA training dates are available for staff on the NHSFV intranet site.

Arrangements for Monitoring and Quality Assurance:

The Fair for All Operational Group and Development Group are given information on a bi-monthly and quarterly basis respectively on the actions taken within NHSFV in relation to Equality Impact Assessment. In addition, they are actively involved in the development of the Equality and Diversity Annual Report which will identify the EQIA work on policies and services.

A data base is currently being developed which will identify EQIA completed, remind services when they are due for review and monitor and key actions or areas of concern.

To enable NHSFV to assess the quality, accuracy and content of the impact assessments completed by staff, discussions are being held regarding developing a new monitoring process.

Members of the existing Fair for All Groups which includes staff and service users will review completed Equality Impact Assessments using a random sample of completed assessments. Impact Assessments completed to date are available in Appendix 3

Impact Assessments completed are identified within the Equality and Diversity Annual Report. This is made available both to staff on NHSFV Intranet, and published on NHSFV public website, people are also able to obtain copies of Impact Assessments undertaken on request.

Key themes emerging from Equality Impact Assessments completed 2006-08

Emerging theme	Response
Review methods for patient data gathering/monitoring in relation to access to services	<ul style="list-style-type: none">• Currently being reviewed nationally and locally via various forums• NHSFV involved in development of NHS Health Scotland Data collection DVD and training tool
Staff training in E&D highlighted by some areas	A programme of Impact Assessment Training is available; strand specific training, as well as inclusion of Equality and Diversity in Induction and Statutory Training. Training also delivered to specific disciplines and staff throughout the year. Other methods are currently being reviewed on how to support staff meet service user and KSF needs
Pre admission literature should include details of the spiritual care policy	to be addressed via Chaplaincy Team
Work required in relation to conducting patient satisfaction surveys	Patient experience surveys ongoing, however it is acknowledged that further work may be required to support staff in relation to patient satisfaction on-site. Speech and Language therapy launched 'Talk for Scotland Tool' Nov '08 to enhance current staff survey methodology, incl advice for those people whose 1 st language is not English or who have additional needs. On-line consultation exercises planned for 2009

Equality Impact Assessment - Actions 2009

- Continue to enhance the skills of staff by delivering training and offering support and advice on how to conduct an Equality Impact Assessment
- Evaluate the application of skills of staff who have attended training.
- Develop the data base to ensure robust reporting mechanisms are in place
- Development of an EQIA review process

g) Health Promotion

Several pieces of work in relation to Equality and Diversity have been undertaken by the Health Promotion Team. Some of these have been reflected within the Sexual Orientation Section of this document. Other areas completed during 2008/09 are:

- Work being completed with the travelling population At the Falkirk site, establishing community health facilities and access to services.
- Recently established health promotion group in Polmont prison, looking to incorporate health care (SPS) Standards 6 and will include, Mental Health, Oral Health and Nutrition, Substance Misuse and Smoking Cessation, Staff health and Peer Education, Independent Living Programme. These programmes will be incorporated into the themes of Equity, Empowerment, Participation and sustainability.
- The NHS Setting in partnership with Midwifery services have just carried out a RIA of the NHSFV Breastfeeding policy and Parent's guide August 2008.
- Smoking Cessation has developed Smoking Cessation Leaflets for the Polish community.

h) Patient Focused Public Involvement

The Patient Focus Public Involvement (PFPI) Steering Group

This Group continues to meet regularly as a sub committee of the NHS Forth Valley Board Clinical Governance Committee. NHS Forth Valley Chief Executive, Fiona Mackenzie, as Designated Director for PFPI in NHS Forth Valley chairs this group and membership includes Helen Kelly, Human Resources Director, the Nurse Director and the Board Executive Lead for Equality and Diversity.

The aim of the Group is to ensure that NHS Forth Valley provides a patient focused service, which involves the public and other stakeholders in the work it does now and in the future. The Steering Group covers all aspects of the wider diversity agenda, including Spiritual Care and Volunteering and focuses on embedding the culture of Fair for All throughout NHS Forth valley

Patient Public Panel

NHS Forth valley's Patient Public Panel formed around 5 years ago. This year, there was a drive to increase the numbers and diversity of the Panel. We used local networks to disseminate information leaflets about joining the PPP targeted to Black and minority ethnic communities, disabled groups and groups of women with young children. Of the 27 new recruits, one is from a BME community and 2 are disabled. A 'buddying' system and hearing loops are in place to make it easier for them to participate.

We will continue to make efforts to build contacts with local BME and Disabled groups so we may improve their involvement in future recruitment drives. In the meantime, we use alternative methods of involving people from BME communities and disabled people and ensuring their views are heard.

i) Procurement

In August 2008 NHSFV developed an Equality and Diversity Procurement Guidance document for NHSFV service providers. This publication is based on guidelines produced by Procurement Scotland, the new Procurement Centre of Excellence for Public Procurement in Scotland.

A key action of this publication is not only to inform our staff on the actions to be taken whilst procuring services and goods but also to ensure that commissioning and procurement arrangements go beyond the existing statutory equality and diversity duties and extend to the equality strands of age, religion and belief and sexual orientation and embrace a Human Rights approach.

j) Public Health Directorate

The enclosed highlights some of the work undertaken by the Public Health Directorate to address inequalities in health.

Work completed 2008

- Submitted a board paper entitled 'Inequalities in Forth Valley' with recommendations for action in NHS Forth Valley.
- Completed a stock take of ongoing specific initiatives and service designs in NHS Forth Valley to address inequalities. Projects were collated and arranged according to which group of people they were predominantly aimed at and whether they addressed lifestyle factors, life circumstances or access to and quality of services. The stock take has been included in the Annual Review for the Government and the Director of Public Health's Annual Report.
- Facilitated a rapid EQIA of the Diabetic Retinopathy Service.
- Conducted a hearing loss scoping exercise with service users and stakeholders to determine the prevalence of hearing loss in Forth Valley, identify pathways of care, identify any potential gaps in service provision as identified by service users and identify any pertinent issues for people with hearing loss. This was carried out for the Long Term Conditions group. (see Disability Equality Scheme Section)
- Supported the inclusion of a wider range of groups in the rapid Equality and Diversity Impact Assessment tool particularly markers of socioeconomic deprivation including people on low income, people with literacy problems and people from rural areas.

Public Health Directorate - Actions for 2009

- Pilot the use of equity audit which is a process of examining existing services to ascertain how well they meet the needs of particular groups. This may include both quantitative and qualitative analysis.
- Further discussion on development of the stock take in each Community Health Partnership area.

k) Training

What we said we would do:

Staff Training will continue to feature prominently in our Fair for All agenda and the current Diversity Champions initiative which is being piloted in three Boards including NHSFV.

Monitoring access to training

Following initial research and scoping activity, we have begun the second phase of an in-house project to develop improved internal monitoring in relation to employee access to training and development opportunities. We will also liaise with partners in NHS Fife who have developed a similar in-house project. This work will continue into 2009

Training delivery

What we have done

Under the new Knowledge and Skills framework, all employees are now required to be competent in equality and diversity issues. This is arranged over 4 levels the first being a basic grounding in equality and diversity. NHSFV is reviewing its corporate equality and diversity training to ensure employees are competent at Level 1 and Level 2, with additional training being provided for staff that requires meeting Level 3 and Level 4.

From Jan '08 – Oct '08 -**1567** NHSFV staff have attended a variety of training in relation to Equality and Diversity. This has included:

- NHSFV Induction Training
- NHSFV Statutory Training

- Equality Impact Assessment Training
- Scottish Vocational Qualification Training
- GP Practice Awareness training on communication support & E&D Awareness
- Access to interpreters/translation
- Disability Awareness
- Diversity Champions Training
- Equality and Diversity training – to specific services and departments
- Introduction to Fair for All
- LGBT Training
- Enhancing Performance through inclusion
- Values Based Training – Mental Health Staff
- Visual Impairments Training
- Dignity at Work – lunch bite training
- Mainstreaming E&D into training – for NHSFV trainers
- Sensory Impairments Training

Key activities

Induction and Statutory Training

Equality and Diversity is a key component of Induction and Statutory training. Sessions not only enhance the skills of staff in relation to Equality Legislation and practical application in service delivery but also offer them information on where to go for support and advice both locally and nationally. In 2008 these sessions have been evaluated by service users and lay advisors and have evaluated well.

A working group is currently reviewing current mandatory/statutory training. Report should be available early 2009

Dignity at Work and Equality and Diversity workbook

This workbook was piloted in August 2008 to enhance the skills and knowledge of NHS Forth Valley Porter Service.

In conjunction with a facilitated session, the aim of this workbook is to help participants and their colleagues, to be aware of the diverse need of people from the Equality Groups as well as ensuring Dignity at Work among their peers and other customers.

This work book and facilitated session has proved to be so successful that it has been further developed to meet the needs of staff within NHSFV Mental Health and Older Peoples services, which will include case studies relevant to practice. Discussions are ongoing in relation to further developing this resource for Human Resource staff

Equality Impact Assessment Training

As an organisation we have been impact assessing our services and policies for equality and diversity. To date over 90 staff have completed classroom based EQIA training, this does not include additional awareness sessions that have been completed through the delivery of on-site training, formal presentations to service groups or on a 1:1 basis. NHS FV Fair for All Development Group lay advisors and representatives from Central Scotland Police have also received training on how to undertake an equality impact assessment

A programme of monthly RIA/EQIA training has been developed through the NHSFV Short Course programme to allow staffs who are undertaking.

Mainstreaming E&D into NHSFV Training

Mainstreaming Equality & Diversity into all training materials was discussed at the Learning Communities Forum and a follow on training session organised and offered to all other Health Board areas. On the 8th August 2008, a successful training event – ‘Mainstreaming Equality and Diversity into NHS Forth Valley Training’ was held. This innovative session was delivered to 26 members of staff from NHS Forth Valley as well as guests from NHS Ayrshire and Arran, NHS Fife, NHS Lanarkshire and Central Scotland Police.

Throughout the session, attendees were encouraged to ensure that equality threads were considered when reviewing, designing or delivering their respective training.

The benefits of taking this approach would be:

- A better understanding of the diverse communities & their needs,
- An increase in confidence of staff in engaging with people effectively no matter what task they are undertaking, thereby increasing the level of support and cooperation and
- A greater awareness that Equality and Diversity is not a stand alone issue but should be integral to all that we do.

With a great comment made by one attendee who captured the essence of the day by highlighting that we should “integrate rather than segregate”

This was viewed as being an example of best practice within the recent ‘Investors in People’ assessment

Gender Equality Training

We have been actively promoting gender equality through training delivered to managers and staff. Having these knowledge and skills ensures that our staffs are aware of their responsibilities with regard to gender equality and all other equality strands.

We have sought guidance from the previous Fair for All Gender lead on gender specific training and have assessed training provided in a number of other boards prior to committing to our programme of gender equality training beyond statutory/mandatory/induction and training for NHSFV Executives and General Managers.

We are currently in discussions with regards to providing Gender Equality Training to the ‘Gender Reference Group’, it is envisage that this training will commence December 2008

Lesbian Gay and Bisexual and Transgender Awareness Training March 2008

An awareness session was held for NHSFV staff by Fair for All LGBT, in relation to LGBT issues. This session was based on raising the awareness of staff to the barriers facing LGBT in accessing health services and offered through discussion and workshops solutions to issues raised.

On-line Equality and Diversity Training

During 2008 the on-line e-learning package: ‘Fair for All - the facts you need to know’ has continued to be available to staff via the intranet providing scenario, fact based training outlining the duties required to ensure compliance with equality legislation and good practice. The package takes approximately thirty minutes to complete and there is a quiz as assessment of learning.

We are currently reviewing at the further development of the online tool to ensure compatibility with enhancing staffs skills, meeting the needs of service users and supporting staff meet their KSF requirements. This evaluation will also take into account the research to be completed by the NHS Health Scotland Equality and Planning Directorate Team who are completing a scoping exercise re- on-line training.

Staff Development Programme, SVQ Study Days

Equality and Diversity sessions have been incorporated into the annual Staff Development Programme and there are sessions on Equality & Diversity on all SVQ Study Days.

NHSFV Training - Actions for 2009

- Review current E&D training programme delivered to NHSFV staff
- Evaluate impact of training delivered on staffs skills and service delivery
- Identify other methods in which NHSFV can enhance the skills and knowledge of NHSFV staff
- Review training that could be delivered with partner agencies in relation to E&D
- Training attendees/requests data base to be developed
- Training program designed and delivered by people with a disability in partnership with NHS Forth Valley Disability Service
- Monitoring staff access to training

I) Investors in People: Current Status:

The Investors in People Standard was awarded to NHS Forth Valley in September 2007 in recognition of how it consults, leads, manages and develops its staff to meet the healthcare needs of the population of Forth Valley. It is particularly positive to note that NHS Forth Valley is the first NHS Board to be IIP recognised as a single system in NHS Scotland and in particular, the IIP Assessment report highlighted a number of positive evidence relating to Equality and Diversity:

- The NHS Forth Valley Fair for All Strategic and Operational framework continues to progress all the strands of the Equality and Diversity agenda ensuring that people are treated fairly and as individuals
- Equality of opportunity is an integral part of the (KSF and Development review process which is being rolled out) with all staff requiring the have at least an understanding of the meaning of equality and diversity in terms of how they support patients/service users as well as their colleagues
- Senior managers had various planned actions in place to achieve NHS Forth Valley's vision to promote equality for all and eliminate any risk of discrimination.
- Mainstreaming of the principles of Equality and Diversity throughout the organisation was a high priority

Investors in People - Actions 2009:

It is important that we continue to mainstream Equality and Diversity work to meet the IIP Standard requirements for IIP re-assessment in 2010. In particular, we would want to sight evidence of

- Strategies, action plans and evaluation systems in place that promote equality of opportunity in the general communications and development of all our staff.
- One of the key mainstreaming strands of this work will align to the Strategic Training & Education Policy and actions

m) Data Gathering, monitoring and complaints

Patient Experience' across NHS Forth Valley:

The annual 'Improving Patient Care and Experience' (IPCE) inpatient surveys continue to try to support all patients, who are well enough, to be able to contribute to the surveys irrespective of language, disability or literacy levels. The day before the survey takes place, all charge nurses are contacted to ask if any of their patients will need communication support (e.g. BSL) or the interpreting service. In addition, members of the Patient Public Panel and key staff are available to offer general support to those who are unable to complete the questionnaire themselves. This would include those with literacy issues.

- Talking Mats provide a low-tech but effective mechanism to support communication with those who have difficulties due to, for example, stroke. Talking Mats were used to help get the views of Stroke Patients as part of the above IPCE survey. Again Patient Public Panel members and key staff were trained to use the Mats.
- Discovery Stories and Digital Story are other mechanisms for gathering and trying to understand Patient Experience. Interpreting or communication support will be available, if required, for patients/carers who are providing us with their stories.

Complaints

Complaints are an important measure of people's satisfaction with our services and help NHSFV make sure there is continuing improvements in service provision. Our Patient Relations Team actively responds to any concerns or complaints speedily, effectively, and fairly as possible through formal and informal processes, within a clear framework and timescales.

Complaints are an important source of information for monitoring impact on equality and can support the identification of potential discrimination and enable the organisation to take action to promote equality.

Commencing in April 2008, an equality and diversity survey form is now sent out to all complainants and once completed, returned to ISD. Annual reports will be available to Boards.

Discussion are being held with the Patient Focus and Relations Manager on the identification of complaints made in relation to Equality and Diversity.

Complaints - Action 2009

Systems to be identified to ensure regular reporting to the Fair for All Operational Group in relation to complaints made re Equality and Diversity issues

n) Partnership working and initiatives

Development of a Joint Equality and Diversity Data Base

NHS Forth Valley in December 2007 agreed to act as lead organisation in the development of a shared Equality and Diversity data base. A small working group was formed to assist with this work including representatives from Central Scotland Police, CVS Falkirk and District, Central Scotland Race Equality Council Ltd (CSREC Ltd), Central Scotland Fire Brigade and Falkirk Council.

It was agreed that this was essentially a database of local organisations with an interest in equalities. Community planning partners would then use this database as their main source of information for consultation and communication on equalities matters, through the production of mailing lists, e-mails and identification of relevant contacts. In addition, it would also allow partners to improve community engagement in relation to equalities with a wider range of organisations.

This has been seen by all partners from both public and voluntary sector as an area of best practice. Discussions are on-going regarding the content and launch of the data base. It is proposed that this will be available in early 2009

NHS Health Scotland Equalities and Planning Unit

Staff training DVD for diversity monitoring & data collection in NHS Scotland

NHS FV has been actively involved in the DRAFT DVD and training tool on E&D data collection. A review of the tool and DVD was completed by a multi disciplinary team and recommendations made to enhance the current resource were given to NHS Health Scotland. It is envisaged that this resource will be available in Spring 2009

NHS Forth Valley Launch of Talk for Scotland Toolkit November 2008

NHS Forth Valley Speech and Language Department launched the above publication and highlighted the work they are currently completing locally to support patient needs. 'Talk for Scotland' was produced by Communication Forum Scotland as part of the Civil Participation Network project funded by the Equality Unit, Scottish Government. This practical toolkit for decision-makers and service providers offers key advice on how to engage with people with varied communication support needs. The focus is on needs beyond those related to sensory impairments and having English as an additional language.

At this event participants heard about:

- The business, legal and equality reasons for engaging with people with communication support needs and
- Examples of local good practice
- Personal experiences and
- The 6 Communication Support Principles to be followed in all public engagement activities

Attendees came from a wide variety of NHS Services as well as from other partner agencies.

Introduction to Islam Event, Central Scotland Islamic Centre, 5 December 2007

35 participants from a range of statutory and voluntary sector organisations attended this event. Imam Mohammed ARF, Fiona Mackenzie and Dr Ishaq Abu-Arafeh introduced the event and there was input from Geoff Lachlan, Fair for All, Religion and Belief national project and Dr Ishmael Miller from Central Scotland Islamic Centre. Further community members joined the participants for lunch.

Excellent example of community involvement, bringing national project learning to a front line audience and capacity building as part of skills and learning development

Cancer Services drop in service.

Brief Overview:

A significant information and support gap for people affected by cancer was identified in the NHS Forth Valley Cancer Strategy. As a result a scoping exercise project was commissioned by Macmillan Cancer Support, which was undertaken between April 2008 and October 2008 to establish current information and support provision. The aim was to identify the information and support needs of patients, families, people affected by cancer and those with palliative care needs in conjunction with care agencies and health care professionals.

The scoping exercise used both qualitative and quantitative data to ensure a wide representation of views from, for example:

- Key Care Agencies
- Clinical Staff
- Patient support groups

A questionnaire was sent out to:

- District Nurses (57 general practices)
- Ward sister/charge nurse (Community hospitals)
- Designated wards in SRI and FDRI

A series of 12 structured Focus groups took place involving:

- Care Agencies
- Patient Support Groups
- Primary Care Staff (Community Hospitals)
- Staff from both Acute Hospitals

This was to ensure user involvement and meaningful consultation; we wanted to capture data from people/stakeholders who have experienced living and working with cancer and palliative care.

In conclusion the consensus regarding a cancer/information drop-in centre was to develop a central resource involving care agencies, health care professional, patients and informal carers. (The resource needs to include support for long-term conditions). A drop-in centre providing a range of materials, support and access to the internet was strongly supported. The most appropriate site for such a centre would be the new NHS Forth Valley Acute hospital at Larbert, although not necessarily within the hospital itself. However, it was strongly agreed that the environment should be one, which is warm and welcoming, easily accessible, non-clinical and informal, with adequate space and quiet areas. In addition the need for satellite services locally, perhaps within CHP areas, shopping centres, libraries and other areas was identified.

Intra-agency and partnership working was seen as essential in establishing and running such a centre/satellite services where all would be genuine partners.

The scoping exercise information is due to be launched in January 2009 in Forth Valley.

Diversiton 2008 Diversity Calendar

NHS FV sponsored this calendar as a partner and copies were circulated in December 2007 to the FFA Development Group, FFA Operational Group, members of the Spiritual Care Committee, NHS FV Executives, General Managers, Training Department and Education and Conference Centre. This calendar raised awareness of major festivals to allow for culturally sensitive scheduling of meetings and events as well as each month having a particular diversity theme, backed by information. Feedback from recipients include: 'I don't go anywhere without it – it's invaluable!'

Section 2 - Disability, Gender and Race Equality Scheme Reports

Disability Equality Scheme Report

What we have done during 2008

In 2007 a Disability Review Group was established with the sole purpose of developing the NHS Forth Valley Disability Equality Scheme for submission to the Scottish Government in October 2007.

However it was quickly established that a wider representation from local communities and partner agencies was required.

Discussions were held with the current membership to identify the possible gaps in community representation and partner and other agencies.

The focus of the Forth Valley Joint Disability Group would remain the same, the long-term planning for the future of the population of Forth Valley which is underpinned by the implementation of NHSFV Disability Equality Scheme.

The group was established in January of 2008 and renamed the Forth Valley Joint Disability Group with new membership joining from the following areas:

- NHS Forth Valley Staff Representative
- NHS Forth Valley Employee Director
- Falkirk Council Service Manager Community Care
- Clackmannanshire Council, Policy and Planning Officer
- Stirling Council, Area Manager Community Services
- Forth Valley Centre Operational Management Group Member
- Visually Impaired Service User
- Housewife, British Sign Language User
- Visually Impaired Service User
- Deafblind Service User
- NHS Forth Valley Falkirk Community Health Partnership General Manager

This group will facilitate a joint Forth Valley whole system approach which will assist in developing greater evidence based planning for disabled people and ensuring robust linkages to the activities undertaken within the Forth Valley Disability Equality Scheme and Action Plan.

Fundamental to the success of the new Forth Valley Joint Disability Group will be the need to foster a dynamic partnership between Service Users, Statutory Agencies, Independent Sector, Carers, Professionals, Clinicians and Managers.

Interpretation and Translation Provision.

In February 2008 a consortium of NHS Forth Valley, Falkirk Council, Stirling Council and Clackmannanshire Council were established to provide a Forth Valley wide Sign Language Interpreting Service.

A service had been available historically however this new service endorses a proactive approach to ensuring that language is not a barrier and supports people who require Language Service Professional. NHS Forth Valley committed to the development of a high quality, consistent and co-ordinated approach to interpretation and its provision.

During the process of establishing the consortium there were varied methods of audit work including one to one meetings with individuals within the community and a customised questionnaire designed.

Coffee Mornings

During our ongoing involvement work with the different communities, it was highlighted that although many people would like to be involved or have input into health forums, they felt that the process for doing so was often too formal.

Whilst gathering this evidence the NHSFV Disability Service felt it important to discuss these findings with the Forth Valley Joint Disability Group and this led to the initiation of our "Health Coffee Mornings". These are less formal gatherings with our diverse communities and allow individuals to talk openly about health topics or other items of local interest. The Coffee mornings are held quarterly led by the Disability Service and although no papers or agenda are produced the information discussed is gathered and fed back into the Forth Valley Joint Disability Group and were appropriately captured on the Action Plan.

Assistance Dogs UK

In line with this year being the designated year of the assistance dog, NHS Forth Valley is working closely with the five assistance dog charities that form Assistance Dogs (UK), i.e. Canine Partners, Dogs for the Disabled, Hearing Dogs for the Deaf, Support Dogs and Guide Dogs.

NHS Forth Valley is involving assistance dog users in NHS staff awareness events, the purpose of which is to inform staff of the different types of dogs used and the role staff can play in creating an environment that improves access, mobility, independence and quality of life for assistance dog users.

Three events were carried out across Forth Valley, two in healthcare environments and one in a community setting. The feedback from these events has influenced the development of a NHS Forth Valley policy relating to Assistance Dogs in Healthcare. This work is being produced in partnership with our Assistance Dog Handlers and NHSFV Infection Control Team.

The work incorporated in the development of this policy will lead to a further policy relating to the work of a Therapist Visiting Service in healthcare environments. This service has been initiated from interested Assistance Dog Handlers who recognise the significance of such a service and the therapeutic values it can have on the health and wellbeing of individuals.

Maternity DVD

NHSFV Woman and Children's services have been supported to produce a Maternity Services DVD which incorporates Voice over, English subtitles and British Sign Language. This DVD was developed with the involvement of Deaf and hard of hearing people, staff and a specialist communication agency.

The DVD includes information relating to local provision and what to expect when accessing maternity services. The DVD has been warmly received and when reviewed at our Forth Valley Joint Disability Group it was suggested that consideration be given to producing this item in different community languages.

Disability Equality Training

A programme is currently being designed with the involvement of service users. The programme will include the delivery of 4 half day training sessions including interactive exercises and practical workshops. These are scheduled to commence in February 2009 and it has been suggested that 4 sessions will be trialled.

Various training has been provided to NHSFV staff relating to disability topics and where appropriate has been developed to meet the needs of the individual NHSFV services. The Disability Service continues to provide training at Stirling University to student nurses and student midwives.

Long term conditions

The Forth Valley Long Term Conditions (LTC) group was set up in 2007 in response to 'Better Health, Better Care' and the request of the Scottish Government that CHPs complete an annual self-assessment exercise to outline the level of service delivered to people with long term conditions. An identified remit of the group is to:

- Ensure that local needs and the current state of services for people with long-term conditions are assessed and gaps identified.

A long term condition is broadly defined as one that requires ongoing medical care, limits what one can do, and is likely to last longer than one year. Due to the high prevalence of sensory loss, hearing loss was chosen as a focus for a scoping project by the LTC.

The Disability Service has been working across health to integrate the ethos of the Disability Equality Duty which supports an excellent framework for considering disability equality.

Currently there are difficulties for some NHSFV patients accessing health appointments and whilst investigating these concerns and working in partnership with the members of the LTC group we have highlighted that further work requires to be undertaken to ensure equality of access to health and health information.

Part of this work relates to the referral process from GP to receiving services including Patient Focused Bookings. The aim is to identify a more suitable method within the GP referral system (SCI gateway) for capturing patients additional support needs which may have an impact on their access to secondary care. All the work undertaken will be captured and highlighted with NHS Forth Valleys Disability Equality Scheme.

Disability Making a Difference

NHSFV is committed to providing access to its services and employment opportunities which are fair for all. It is also committed to treating its workforce fairly and consistently. To compliment this work a distribution to all members of staff in Forth Valley took place in January 2008 as indicated below:

Did you know that NHS Forth Valley has a Disability Service that can support the health and wellbeing of its employee's?

Do you consider yourself or know anyone working within NHS Forth Valley that has a disability that may benefit from an informal chat or more information about the service?

This piece of work has led to an increase in both staff and community referrals in to the Disability Service. One example of this success has been the retention of a member of staff who after a significant absence has returned to her original post with appropriate equipment and supports in place. This has been achieved by a unified approach with the client at the core, supported by Disability Service, Occupational Health and Human Resources.

Key Achievements

- Increased involvement of a diverse selection of community members
- Development of a Consortium Interpretation and Translation Policy
- Disability Team Nomination for the Scottish Health Awards
- Establishment of Quarterly Coffee Mornings
- Healthy Eating Project (participant went on to study REHIS certificate)
- Increased client/staff ratio accessing Disability Service
- Maternity Services DVD (British Sign Language, Subtitles)

Actions for 2009

- Capture and document the work undertaken by other services that supports disability
- Fundraiser “ to sustain and diversify the long term future work of the coffee mornings
- Language Plan (to include accessibility/sign posting guide for NHS Forth Valley Staff)
- Long Term Conditions – Patient Focus Systems
- Mandatory Disability Equality Training
- Maternity DVD to incorporate other languages
- Staff Newsletter – Increase awareness of service and supports available within Forth Valley
- Patient Concerns
- “Surgery” Disability Days
- Relax, Unwind and Re-Vitalise class – Alternatives to Stress
- Therapet Service
- Enhance current disability training provision

Gender Equality Scheme Report

National and Local drivers for Gender Equality

Under the gender equality duty, all public authorities must meet the general duty, which requires them to have due regard to the need to:

- eliminate unlawful discrimination and harassment
- promote equality of opportunity between men and women

NHSFV has striven to ensure that equality and diversity is embedded into to all our activities.

The two main drivers for this are:

1. To ensure that our services and organisational activities are as transparent and inclusive as possible to all our service users, employees and stakeholders and
2. Our commitment to comply with both the duty and spirit of the law

a) Embedding Gender Equality as part of the wider equality and diversity strands within the management culture

What we said we would do

- To prioritise Gender Equality along with the other Equality and Diversity strands – within NHSFV's top strategic priorities within its Strategy Map
- To support local NHSFV managers to provide health services and employment opportunities which are appropriately gender sensitive through impact assessments; training; PFPI work; and flexible employment opportunities.

What we have done

General Managers and Service Lead commitment

All general managers have within their aims and objectives, clear actions to ensure the requirements of the GES are implemented within their service areas. In particular this will include responsibility to:

- Eliminate unlawful discrimination
- Eliminate harassment
- Promote equality of opportunity between men and women

Equality and Diversity Training has also been completed by the NHSFV Board and General Managers to ensure that they can influence the equality agenda within NHSFV and support their staff to enhance current service user and service delivery needs. A session was also delivered to the Board and Executive Team by the Director for Public Health on Equality Impact Assessment.

Work is ongoing within departments to evaluate what progress is being made to meet the gender legislation and those covering the other equality strands.

b) Continue Stakeholder involvement

What we said we would do:

- To continue to consult with stakeholders so that our work is informed by identified need.

What we have done

Gender Equality Reference Group

Plans are ongoing to set up a Gender Reference Group. Members will include representatives from Health Promotion; Men's Health Services; Women's and Children's Services; the NHSFV Public Partnership Forums, the Managed Clinical Networks; Mental Health Services and staff-side.

It is proposed that lay people will become involved and that from time to time others may be co-opted as appropriate. These are the groups of patient representatives; service managers and staff who were heavily involved in the 2007 consultation of Gender Equality which was used to develop the Forth Valley Scheme.

This group will provide opportunities to:

- Network with key stakeholders
- Discuss key issues
- Share good practice internally and with partner orgs
- Resolve issues of concern
- Inform future priorities
- Advise on further involvement/consultation

This group however will only be a small part of the involvement and consultation exercises to be undertaken during 2008/09 but will help to inform some of our future work.

c) Workplace support for issues of Domestic Abuse

NHS Forth Valley is also currently finalising its HR policy on Domestic Abuse. We recognise that this is an issue which is prevalent in all social groups and genders. By having a Domestic Abuse Policy, NHS Forth Valley is able to support and staff who seek help and advice. The economic, social and health benefits of being in work and supported by their employer, can give staff the ability to make decisions on how they are going to tackle this problem. NHS Forth Valley's Occupational Health Service and related Employee Counselling Service are both key sources of assistance in both provision of supports and in signposting to external agencies.

As an organisation we have been actively involved in raising awareness in this important issue. We recently held in October 2008 a 'Domestic Violence Seminar' at Tulliallan Police College in partnership with our local authority colleagues and Central Scotland Police

Gender based Violence Action Plan

NHS Forth Valley is currently developing its action plan in relation to CEL 41 (2008) Gender Based Violence Action Plan

d) Workforce support for Men's Health Issues

On the whole it is now accepted that work is good for you and the health benefits of being in work far exceed the health problems associated with not working. Traditionally, however, men have had fewer opportunities than women to encounter health promotion activities or to acknowledge their health needs. As such the workplace provides an ideal venue for reaching men (and women) and empowering them in relation to their health.

e) Gender Equality Duty and Equal Pay

What we said we would do

To publish an equal pay statement by 29 September 2007

What we have done

At the end of September, NHS Forth Valley published an Equal Pay Statement as required within the legislative framework. This statement is in line with the national guidance on equal pay, an area of work which is being driven nationally.

During the last 9 months, in addition to the consultation, development and publication of the scheme and statement, NHSFV has been involved in ongoing work in relation to the volume of equal pay claims which it has received in line with national trends within the NHS.

NHS Forth Valley will continue to work to national guidance locally to ensure equal pay is prioritised on an ongoing basis and our work in years 2 and 3 of the GES will deliver work on occupational segregation which we will also use in our workforce planning activities, our work on personal development planning and in recruitment.

- Maintenance of an NHS Forth Valley Equal pay data-base and development of local systems to deliver information requirements to support Equal Pay priorities

Continued emphasis on equal pay through Agenda for Change job evaluation processes

f) Gender Equality Duty and Gender reassignment

What we said we would do

- Work with its workforce, partners and key stakeholders to prevent discrimination and harassment against transgender people who have undergone gender reassignment, are currently undergoing it or who intend to.
- Working with partner organisations, to seek out the most appropriate ways to ensure this commitment becomes a reality
- Work with Fair for All Lesbian, Gay, Bisexual and Transgender (LGBT) and other groups to ensure that our training and policy awareness processes are appropriately developed, targeted and monitored.
- Work to continuously improve knowledge and understanding of transgender issues which will inform both service delivery and workforce development.
- Work with national, regional and local partners

What we have done

Through the programme of work being completed on EQIA and within our staff training, staff are aware that discrimination on the grounds of gender includes discrimination on the grounds of gender reassignment in employment and training.

All policies and procedures recently completed or reviewed recognise that they must adequately cover transsexual and transgender employees, especially those policies dealing with recruitment, confidentiality, harassment and access to training as well as those policies and functions that cover service delivery.

We do recognise that there is still work to complete in this area not only in enhancing our staffs skills and knowledge but also in work to be completed within our communities. It is hoped that this can be achieved not only by work being completed by NHSFV but also with the training and work we complete with our partner agencies.

To date we have:

- Held an Equality Awareness Sessions for members of the NHS Board which had a key focus on LGBT issues with presentations being completed by Fair for All LGBT
- Hosted a seminar for Fair for All LGBT and Stonewall Scotland on – ‘LGBT Monitoring’
- Held an LGBT Awareness Session for NHS Forth Valley Staff

Scottish Transgender Alliance Event October 2008

NHS Forth Valley attended this session organised by the Scottish Transgender Alliance Forum in October 2008. This meeting was to provide an opportunity for consultation of a diverse range of transgender people about their views on how being transgender affects their use of health services in Scotland.

The focus was on developing constructive suggestions and a consensus on what should be key equality action priorities for health service provision areas such as mental health, sexual health, single-sex services (such as cervical, breast or prostate screening) and gender reassignment treatment provision.

Findings and recommendations from this event will be used as a resource within NHSFV to influence future practice and service delivery.

Gender Equality Actions for 2008/09

- The further development of patient information on
 - access to services and
 - assessment of need
- Development of the NHSFV Gender Reference Group
- Improvements in data capture and analysis
- Gender specific training
- Implementation of the NHS Forth Valley Domestic Abuse Policy
- Research on occupational segregation
- Development of a Draft Single Equality Scheme
- Enhance current links between gender/sexual orientation work
- Further development of the role of the Diversity Champions
- NHS Forth Valley will continue to link with the NHS Health Scotland Equality and Planning Directorate, other partners and Health Boards as well as learning from the work being currently undertaken by NHS Fife in relation to Transgender.
- Implement requirements of CEL 41 (2008) Gender Based Violence Action Plan

Race Equality Scheme Report

Involving and Engaging

Throughout 2008, we have continued to develop our valuable links with a broad range of black and minority ethnic community groups and voluntary organisations, migrant workers and international students. This has been an important component in reviewing our Race Equality Scheme (RES) 2005-08 and identifying priorities for 2009.

In addition to recruiting new Volunteer Advisers to the Fair for All Development Group, we plan to establish a black and minority ethnic reference group in 2009.

The review of the RES has identified a number of issues seen as being of most importance to community members including:

- Access to interpreting and translation services
- Staff awareness of how to access professional interpreting and translation services
- Cultural competence and sensitivity of NHS staff to people from an ethnic minority background and/or people who are not proficient in English
- Access to Halal food and prayer facilities in hospital

Clinical areas of most concern/interest:

- Weight management
- Diabetes
- CHD
- Stroke
- Mental Health
- Sexual Health
- Pregnancy, Childbirth and Early Years

From consultation exercises undertaken the following Key Areas were identified as either Carrying Forward or for Development in 2008-11

- Impact Assessment: Prioritisation, Implementation and Monitoring Framework
- Service Monitoring by ethnicity
- The experience of patients by ethnicity
- Complaints Monitoring
- Needs Assessment
- Staff Awareness/Training
- Communication Support (Interpreting and Translation)
- Promoting Participation and Involvement
- Staff Monitoring
- Racist Incident Reporting and Monitoring
- Procurement
- Publicity
- Keeping employees informed and involved

Racial Attacks and Harassment Multi Agency Strategy (RAHMAS) Partnership

The RAHMAS partnership continues to work in a co-ordinated way in the reporting, recording, monitoring, investigation and response to racial attacks and harassment. NHS Forth Valley and all the RAHMAS partners, fully recognise the link between crime, the fear of crime and the effect it has on personal and public safety. In NHS Forth Valley there is a zero tolerance approach to any verbal or physical attack motivated by a person's race, religion, colour, nationality or ethnicity and an acknowledgement that any such incident can severely affect both the physical and mental well-being of the individual as well as having a negative impact on family and friends and the wider community. During the past year, NHS Forth Valley has led on a RAHMAS review of its communication and marketing strategy to ensure that RAHMAS remains effective in raising its profile amongst the partnership's employees and our local communities.

NHS Forth Valley's Incident Reporting System and Dignity at Work advisers record diversity information to identify the incidence of reports that are linked to any of the diversity strands.

RAHMAS is aiming to broaden its remit to consider 'hate' incidents involving not only race but religion and belief, age, disability, gender and sexual orientation.

In 2009, we will reiterate the importance of 'hate' incident reporting and our Dignity at Work policy:

"We will not tolerate racist talk or behaviour in our hospitals, clinics, GP surgeries or anywhere else for that matter. I would encourage all staff to report any incident of racial harassment or inappropriate language. There is no place for any form of discrimination in a civilized and caring society". Fiona Mackenzie, Chief Executive, NHS Forth Valley

The National Resource Centre for Ethnic Minority Health (NRCEMH)

Forth Valley continued as an active member of the NRCEMH's Lead and Policy Networks into 2008, until they were subsumed into the Equalities and Planning Directorate of the Health Department.

NHS Forth Valley participated in the (NRCEMH) stakeholders event in Jan 2008 to take stock on progress over the period 2002-2008 and make recommendations for the future of race equality within the new Equalities and Planning Directorate: "To help to ensure a quality service that addresses the concerns of marginalised minority ethnic communities and to facilitate the development of a sensitive and culturally competent service based on anti-discriminatory policies and practices."

In 2009, we will continue to work closely with our colleagues throughout NHS Scotland and the Equalities and Planning Directorate.

Access to Professional Interpreting and Translation Services for People with Limited Proficiency in English

NHS Forth Valley continues to provide a comprehensive and flexible interpreting and translation services for people with limited English proficiency. Face-to-face interpreting, telephone interpreting multi-lingual appointment cards and translated materials are provided to match ever increasing demand. Innovative language Identification and translation materials introduced within Forth Valley have been featured in local press and staff news in 2008. This coverage generated a large number of enquiries and positive interest from members of the public and health care professionals.

A Multi-Lingual, Illustrated Phrasebook in English and 9 other Languages (i.e. Arabic, Bengali, Chinese, Czech, Farsi, French, Gujarati, Hindi, Polish, Portuguese, Punjabi, Somali, Swahili, Turkish, and Urdu) has been piloted in 2008 and feedback from this confirms that this is an excellent resource for staff and patients. Based on this successful pilot, this resource will be rolled out throughout Acute and Primary Care Services in 2009.

In 2009, further work will be conducted to gain feedback from service users regarding their satisfaction with interpreting and translation services. We will provide the Fair for All Development Group with information on the uptake of services and trends and ensure best value.

Diabetes, Heart Disease and Weight Management

The prevalence of diabetes and the associated complications are four to six times higher in some minority ethnic groups especially those of South Asian heritage. The Forth Valley Lipid Lowering Guideline includes people of South Asian heritage in the high risk group who would benefit from treatment with statins. It is estimated that only half of the cases in these populations with diabetes are diagnosed. Therefore, in 2008, as in 2007, work has been undertaken to promote awareness of diabetes and to provide information in accessible formats and community languages. The NHS FV Diabetes Managed Clinical Network (MCN) delivered an awareness raising event at Central Scotland Islamic Centre on 30 May.

A community weight management programme was rolled out amongst groups of South Asian women in response to their own assessment of health priorities. The programme supported women with evidence of a strong family history of diabetes and gave information on the importance of healthy eating and healthy lifestyle. This programme was reported on the BBC news website and was the subject of a full page feature in the Herald on 18 January 2008.

Tackling Health inequalities: Stock Take

In 2008, information has been provided to the Director of Public Health on the following NHS Forth Valley initiatives:

- Diabetes Awareness events in Community Settings (Alloa and Stirling Mosques, Chinese Association),
- Community Mothers Breastfeeding Project
- Community Weight Management Groups
- Policy Research Institute on Ageing and Ethnicity (PRIAE) Palliative Care Project

Race Equality – Action 2009

- We will continue to work closely with our colleagues throughout NHS Scotland and the Equalities and Planning Directorate
- Establish a black and minority ethnic reference group
- Multi-Lingual, Illustrated Phrasebook - resource will be rolled out throughout Acute and Primary Care Services
- Systems in place to gain feedback from service users on satisfaction with interpreting and translation services
- Provide reports to Fair for All Development Group on uptake and trends on interpreting and translation services

Additional information can also be accessed within Section 4 'Faith and Life stance'

Section 3 – Age, Religion and Belief and Sexual Orientation

NHS Forth Valley Age, Religion/Belief and Sexual Orientation

Age, Religion/Belief and Sexual Orientation are currently covered by the following regulations:

- The Employment Equality (Age) Act 2006
- The Employment Equality (Religion/Belief) Regulations 2003
- The Employment Equality (Sexual Orientation) Regulations 2003
- The Equality Act (Sexual Orientation) Regulations 2007

We recognise that there is a need to address discrimination in all strands; current legislation covers employment and service delivery (except for age, where only employment is covered). NHS Forth Valley has therefore ensured that these strands are considered within the work that we do, this includes inclusion within and Equality Impact Assessments undertaken, training and in highlighting activities undertaken to support these client groups group

NHS Forth Valley Age

We are very aware that society has negative attitudes, stereotypes and myths about youth, ageing, younger and older people. It is these misguided attitudes and beliefs that can lead to the true needs of both younger and older people being overlooked. By recognising and challenging these assumptions we can provide a better service to everyone in the community, whatever their age. This requires us to adopt a variety of different approaches to the way we deliver our services.

Fair for All Age

James Cassidy, Service Manager and Helena Buckley, Quality Manager attended the formal launch of Fair for All Age and Health Guidance 12 December 2007. 50 copies of document circulated and PDF version was made available for staff on www.fairforall.org.uk. This publication was also highlighted to staff within 'Staff News'.

School Work placements

NHS Forth Valley over several years has committed to establishing, maintaining and developing constructive relationships with local and national education providers in relation to school placements. These placements aim to provide pupils with:

- an introduction to the world of work
- an insight into the knowledge, skills and attributes required in the workplace
- an awareness of employer expectations, standards of performance, attitudes and acceptable workplace behaviour
- an opportunity to build confidence and to develop personal and social skills
- increased awareness of career choices available

These placements support local school pupils interested in pursuing a career within the NHS. Good school placements can also offer an opportunity for staff development through teaching and mentoring and can bring benefits to the organization by promoting our services to potential employees.

Pre Retirement Workshops

Workshops are held throughout the year for employees who are considering retirement within the next 2 years.

The workshop has been designed to:

- Assist employees in the transition from work to retirement by providing them with the relevant information relating to lifestyle, finance, security, leisure and health.
- To enable attendees to meet with others who are also nearing retirement age to share common issues and hopes for the future.

Age - Action 2009:

As an organisation NHS Forth Valley is working towards being 'Age Positive' by involving and engaging with the public on the services we currently provide and asking their opinion on the services we could either enhance or develop. A questionnaire is therefore being developed to be available on line or alternative formats to enable us to consult on the above. This information would be used to not only enhance current service provision but also as one of the tools to develop our Single Equality Scheme

NHS Forth Valley Faith and Life Stance**Religion and Belief Matter: An Information Resource for Healthcare Staff**

This was launched on November 25th 2007 by the First Minister and locally in December 2008 at the Introduction to Islam study day jointly facilitated by NHS FV and Central Scotland Islamic Centre. 10 copies were sent to Margery Collin, Lead Chaplain, also copies to the Chief Executive, Medical Director, Director of Nursing and HR Director and are available on www.fairforall.org.uk. This was presented as an item for Staff News in 2008. Geoff Lachlan, Health Development Officer, Fair for All Religion and Belief Project, Scottish Interfaith Council gave two presentations on this publication to NHS Forth Valley in June 2008: one at the Spiritual Care Committee and one at the Fair for All Development Group.

Prayer Facilities

A meeting took place in January 2008 with Quality Manager member of EDAT team, Co-chair of Fair for All Development Group and a number of Muslim medical staff to discuss prayer/worship facilities in hospital. A note of the meeting was circulated to the Chair of the Spiritual Care Committee, Lead Chaplain, Director of Human Resources, Chief Executive, Chief Operating Office, Director of Nursing and Facilities Manager.

Multi-Cultural and Faith Conference

NHS Forth Valley participated in this event hosted by Central Scotland Police Chief Constable, Andrew Cameron, on Sunday 16th March 2008, at Forth Valley College Falkirk Campus. Professor Mona Siddiqui was the key speaker and Richard Holloway acted as Chair.

NHSFV Race Lead, acted as a facilitator at this event as well as attendance from representatives from local communities, including members of NHS Forth Valley's Fair for All Development Group and Spiritual Care Committee.

The event included a formal 'business' aspect, as well as the opportunity to network socially. The main objective of the event was to reach out to the diverse race and faith community members in the Forth Valley and hear, first hand, about their experiences and priorities. The conference was one means of demonstrating meaningful engagement and involvement, as well as providing a springboard for a range of community focused activities.

The informal workshop hosted by NHS FV's race lead was based on the World Café Culture structure and the focus of the workshops included:

- Engaging with young people – getting it right;
- Are service provider's priorities your priorities?
- What can we do to serve you better?
- What does good quality community engagement look like?
- The enemy within? Counter terrorism and its impact on local communities.
- Feeling safe in the Forth Valley
- Safe haven or hostile territory? Asylum seekers and migrant workers in the Forth Valley;
- Reaching out – reporting and tackling racist and religious harassment.

The event was reported as a feature in the Glasgow Herald

Scottish Interfaith Council

Following on from a meeting held on the evening on 9 May, NHS FVs Quality Manager was invited to join a small steering group to take forward action to form a Forth Valley Interfaith Council. CSI - Central Scotland Interfaith is the local inter faith forum for Clackmannanshire, Falkirk and Stirling, associated with the Scottish Inter Faith Council and seeks to offer a space for people of faith in Central Scotland to build bridges of understanding together. The Steering Group includes representatives from the Baha'i, Christian, Muslim, and Sikh communities. A Faith, Food and Friendship Event was held on the 26 November as part of Scottish Inter Faith Week.

Representatives of a number of different faith traditions introduced how their religious scriptures and traditions view people of other faiths. This was followed by time for discussion and encounter.

Halal Food

We have continued to raise awareness of availability of Halal food in hospital via staff training and community engagement activities throughout 2008.

Faith & Life Stance - Action 2009:

As an organisation NHS Forth Valley is aware of the importance of meeting the needs of a variety of people from different Faith and Life Stance Groups, We continually engage with the public with regard to the quality of the services we currently provide, asking their opinion on the services we could either enhance or develop. A questionnaire is therefore being developed to be available on line or in alternative formats to enable us to consult on the above. This information would be used to not only enhance current service provision but also as one of the tools to develop our Single Equality Scheme.

NHS Forth Valley Sexual Orientation

The Equality Act (Sexual Orientation) Regulations 2007, which came into force on 30th April 2007, makes it unlawful for health and social care organisations to discriminate unfairly against lesbian, gay, and bisexual (LGB) people in the provision of goods, functions, services, education and disposal and management of premises and the exercise of public functions.

The Stonewall group has defined the term sexual orientation as an individual's orientation (emotional or sexual) towards:

- persons of the same sex (lesbians or gay men)
- persons of the opposite sex (heterosexual people)
- or persons of the same or opposite sex (bisexual people)

NHS Forth Valley is committed to principles of equality and diversity and is working to promote equality in service provision and employment. Details of some of the work completed are as follows:

CREATE Sessions for Primary Care

The Sexual Health Team have delivered 4 sessions via CREATE to medical and nursing staff within GP Practices, addressing health issues for the LGBT population.

These sessions have included information on specific health and sexual health needs including raising awareness of language and terminology that is inclusive.

Training in Addressing LGBT Issues

LGBT Youth are providing the LGBT Services Development Group with two single day training courses. This training aims to support staff in addressing LGBT issues with young people and promote an inclusive approach to practice. The first date will be for staff who work directly with young people in community learning environments. The second event will target those who work more strategically within the Community Planning Partnership agenda, and will be arranged for the autumn of 2008. The programmes will be tailored to reflect the needs of the two groups, however both will cover the following learning outcomes.

1. Increased knowledge and understanding of the issues facing LGBT communities in Scotland
2. Explore the nature of homo/bi/trans phobic discrimination and understand impact of prejudice and discrimination on LGBT young people
3. Reflect on current practice and legislative changes in relation to LGBT equality
4. Develop best practice approaches to supporting and including LGBT young people

Sexual Orientation - Actions 2009

- The sexual health strategy group have just commissioned a piece of research to look at barriers to HIV testing with Men who have sex with Men (MSM).
- As an organisation we are committed to combating homophobia not only in the services we provide but also in employment practices. One of the steps is by involving and engaging with people on the services we currently provide and asking their opinion how we could either enhance or develop these. An online survey and proposed consultation/involvement events are being developed. This information will not only enhance current services and employment practice but will also inform the future development of our Single Equality Scheme.

Section 4

Workforce Monitoring and Support

Employment Monitoring

In early 2007, NHS Forth Valley was one of eight NHS Boards in Scotland which received a issued "minded " letter from the then Commission for Racial Equality expressing concern that the Boards may not be compliant with the legislation because the ethnic monitoring of staff was not thorough enough. In response to this, NHS Forth Valley agreed a programme of activity to improve its data gathering and employment monitoring processes. As a result of this we now have the ethnicity profile of 91.3% of our staff which is an increase over a period of 10 months of 50% from our previous baseline of 41%.

Reports

Based on this work NHS Forth Valley now produces a quarterly Employment Ethnicity Monitoring Report which describes a range of workforce measurements by ethnicity as follows:

- the number of staff in post;
- the numbers of applicants for employment, training and promotion;
- the numbers receiving training;
- the numbers benefiting or suffering detriment as a result of the organisation's performance assessment procedures;
- the numbers involved in grievance procedures
- the numbers that are the subject of disciplinary procedures;
- the numbers that cease employment.

In line with developing work on the other equality strands, this report will be expanded in due course to cover all aspects of equality and diversity.

The report is considered by the Fair for All Development and Operational Groups and is used to:

- Analyse trends
- Highlight areas requiring attention
- Assess the impact of appropriate actions.

These actions may include;

- Targeted training sessions
- Review of advertising media
- Involvement of key stakeholders in reviewing procedures

Positively, this project has further raised the profile of equality and diversity within the service with General Managers having taken local responsibility for delivery within their areas.

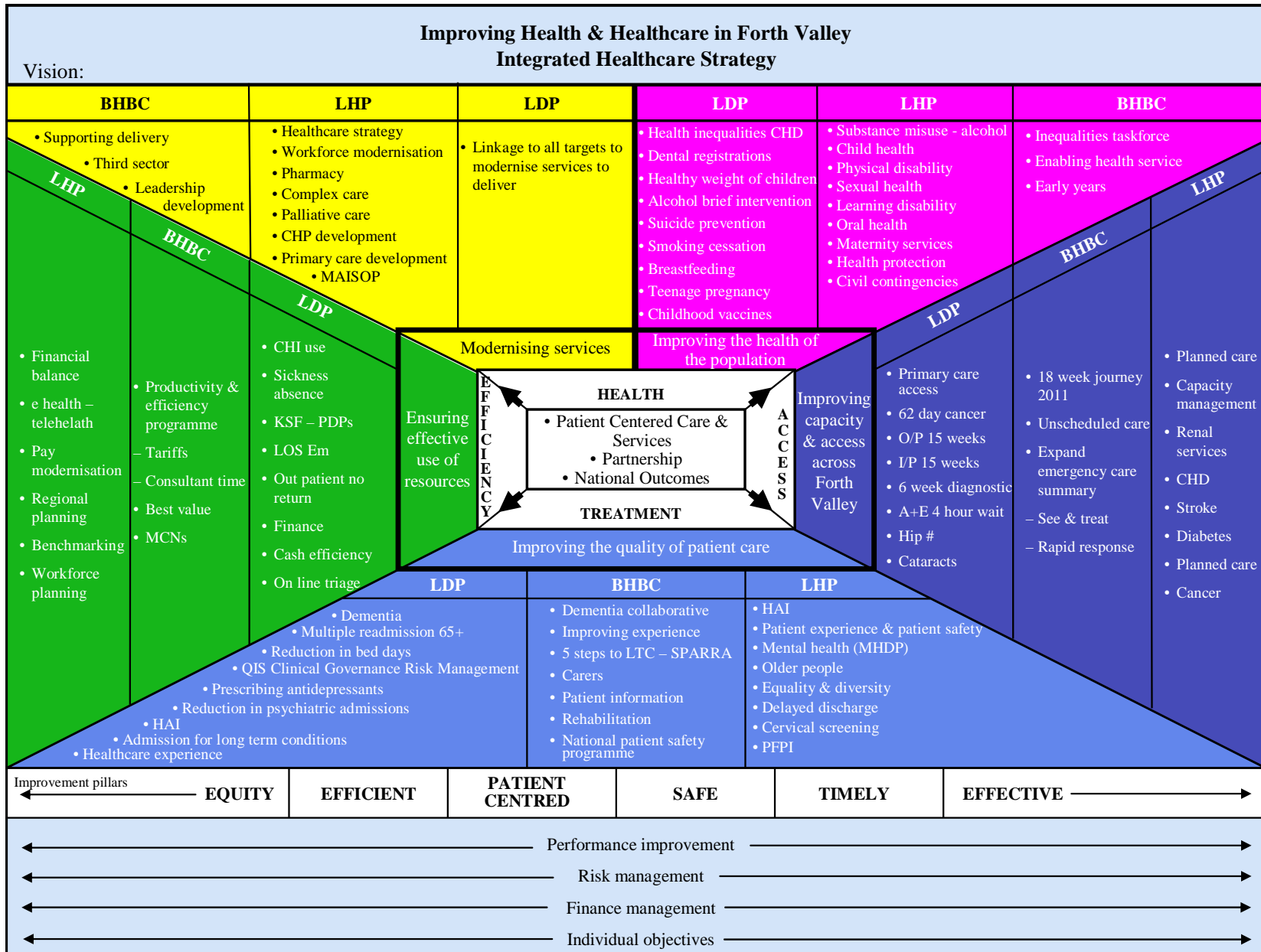
The NHS Forth Valley Board, the Workforce Modernisation Board, Staff Governance Committee and Fair for All Groups receive regular reports on reports progress with this work.

Actions for 2009

- NHS Forth Valley will continue to keep its workforce monitoring capability under review.
- NHS Forth Valley's work is now being highlighted by the Equality and Human Rights Commission as an area of good practice.
- The current 1/4ly employment ethnicity Monitoring Report will be expanded during 2009/10 to include Age, Disability and Gender reporting

Section 5 Appendixes

Appendix 1



NHS Forth Valley Equality and Diversity Advisory Team (EDAT)

NHSFV is committed to providing access to its services and employment opportunities which are fair for all. It is also committed to treating its workforce fairly and consistently. The Board's framework for Equality & Diversity mirrors the NHS Scotland Fair for All Strategy which encompasses the following equality strands:

- age; disability; faith & religion; gender; race and sexual orientation

The Board's Fair for All framework includes lay and volunteer advisers who assist the Board to achieve the aims set out within the national Fair for All Strategy. Next year NHSFV will be working towards the creation of a Single Equality Scheme for all, but currently it meets its service and legislative requirements through its Disability, Gender and Race Equality Schemes which exist to improve the experience of:

- people with a disability; all men and women and transgender people; and all ethnic groups

We are also working on Age Equality both in terms of employment issues and through the national Fair for All Age Partnership looking at needs across the age span of young and older people. We have also begun our work to develop capacity in relation to sexual orientation which will also support the Board's Sexual Health Strategy and the Board's Spiritual Care Policy sets out our aspirations in relation to supporting faith, religion & spirituality-which includes an appreciation that many individuals follow no faith at all.

To help make our commitments a reality in supporting and delivering the needs of an increasingly diverse population and workforce, the NHSFV Equality & Diversity Advisory Team (EDAT for short) was formally established on 1st April this year.

EDAT- Its members have already been working with you and your managers over a number of years providing a range of services:

- providing induction, statutory and other training on Equality & Diversity-so that we can share the best practice for all of our staff;
- supporting service areas to deliver services which are sensitive to the needs of our increasingly diverse population
- developing employment monitoring processes to ensure that we are a fair employer-if we know the make up of our workforce, we can then see if there are gaps or areas where we need to work harder to achieve equality of opportunity
- supporting the complaints process -dealing with issues which arise when our patients feel that they have not been treated fairly
- supporting our workforce-when things have gone wrong in terms of equality in the employment relationship -our Diversity Champions network is currently being trained

EDAT-We are now simply coming together as a team to provide more easily accessible information and support service for all Equality & Diversity activity across the organisation.

EDAT-Our role will continue to be to ensure that we help managers and our workforce deliver services which are sensitive to each of the equality strands and we will increasingly be able to support your personal development through the KSF to ensure that you meet the requirements of dimension 6- E&D.

To find out more about the EDAT, please feel free to contact us- details below. We are keen to know how we can better support services, users and staff.

EDAT Members-

EDAT Team Leader- Alison Richmond-Ferns, Deputy Director of Human Resources and Head of Staff Governance 01786 457231

Helena Buckley, Quality Manager, 01786 434784

Charlene Condeco, Disability Adviser, 01324 590892

Val Marshall, Diversity Champions Coordinator, 01324 678599

Lynn Waddell, Equality & Diversity Project Manager, 01324 574375

Section A

**NHS Forth Valley Rapid Impact Assessment and Quality Assurance
Form – for locally developed policies and guidance only**

Please complete electronically and answer all questions unless instructed otherwise.
(RIA/EQIA Guidance notes available on NHSFV Intranet site)

Q1. Document Name?

Q2. What is the scope of the guidance document?

FV Wide Service Specific Discipline Specific Other (Please Detail)

Q3. Is this a new local guidance document?

Yes No

Q4. If no to Q3 which local guidance document is it replacing?

Q5. Team responsible for carrying out the Rapid Impact Assessment? (please list)

Q6. Main RIA/EQIA persons contact details

Name: Telephone Number:
Department: Email:

Q7. Describe the main aim, objective and intended outcomes of the local policy/guidance document?

Q8. (i) Who is intended to benefit from the local policy/guidance document, staff or service users?

Staff Service User Other Please identify _____

(ii) Have they been involved in the development of the local guidance?

Yes No

(iii) If yes, who was involved and how were they involved? If no, is there a reason for this action?

(iv) Please include any evidence or relevant information that has influenced the decisions contained in this RIA; (this could include audits; research; published evidence; health needs assessment; work based on national guidance or legislative requirements etc)

Q9 Identify which equality groups this local guidance may impact upon.

Positive Impact: The area being considered may have a positive impact on any equality groups outlined in relation to promoting equal opportunities and in improving relations within equality groups, or providing targeted services to particular strands.

Negative impact: The area being considered may have a negative/adverse impact upon any of the equality target groups outlined i.e. disadvantage them in any way.

Neutral Impact: A neutral impact on the Equality Target Groups indicates an impact that is neither positive nor negative – no one group is advantaged or disadvantaged

What impact is your policy or service likely to have on different people because of their:	Positive	Negative/ Adverse	Neutral	Comments Provide any evidence that supports your answer for positive, negative or no impact incl what is currently in place or is required to ensure equality of access.
Age				
Disability (incl. physical/sensory, Learning Difficulties, Cognitive Impairment or mental Health)				
Gender (Male, Female and Transgender)				
Race/Ethnicity (incl Gypsy Travellers)				
Religion/Belief				
Sexual Orientation				
Staff				
Other: Included are some areas for consideration. Please amend/add as appropriate. See Appendix 3 on Guidance Notes for more information.				
Involved in Criminal Justice System				
Literacy Problems				
Low income				
Mental Health Problems				
Rural Areas				

Q10. If actions are required to address changes, please attach your action plan to this document. Action plan attached?

Yes

No

Q11. Is a full EQIA required?

Yes

No

Please state your reason for choices made in Question 11.

If the screening process has shown potential for a high negative impact you will be required to complete a full equality impact assessment (see guidelines).

Date Completed

DD / MM / YYYY

Date of Review

DD / MM / YYYY

Signature

Department or Service

Print Name

Please keep a completed copy of this template for your own records and attach to any appropriate tools as a record of RIA or EQIA completed. Please send completed RIA form and action plan to: lynne.waddell@nhs.net (Sections A & B only)

Rapid Impact Assessment Action Plan (EQIA)

Section B

Name of local guidance being EQIA:

Date	Issue	Action Required	Lead (Name, title, and contact details)	Timescale	Resource Implications	Comments
DD / MM / YYYY						
DD / MM / YYYY						
DD / MM / YYYY						
DD / MM / YYYY						
DD / MM / YYYY						
DD / MM / YYYY						

Further Notes:

Signed:

Date:

This form has to be submitted along with the completed RIA to Lynn Waddell (Sections A&B Only)

Quality Assurance - Section C

QA Section

Lead authors details?

Name: Telephone Number:
Department: Email:

Does your policy / guideline / protocol / guidance / procedure / ICP have the following on the front cover?

Version Status Review Date Lead Author
Approval Group Type of Document (e.g. policy, protocol, guidance etc)

Does your policy / guideline / protocol / guidance / procedure / ICP have the following in the document?

Contributory Authors Distribution Process Implementation Plan
Consultation Process

Is your policy / guideline / protocol / guidance / procedure / ICP in the following format?

Arial Font Font Size 12

Signatures

Lead Author: Date:

If you have any question please call the people below. Once completed please send to the individuals listed below as appropriate:

Type of Guidance	Name	Email	Phone
Clinical	Lesley White	lesleywhite@nhs.net	01786431144
Non Clinical	Euan Headridge	euan.headridge@nhs.net	01786433283
Staff Governance	Linda Robertson	linda.robertson@fvpc.scot.nhs.uk	01786457216
Pharmacy / Prescribing	Gail Caldwell	gail.caldwell@nhs.net	07825843190

Signatures

QA Check Date:

Once both signatures above are complete the document can be sent to the approving group for approval (**Sections A&C only**).

Owning Department/Service	Title	Policy/ Guidelines/ Protocol/Other	Impact Assessment completed	RIA Review Date	Full EQIA Required
Accident and Emergency Service	Accident and Emergency Service	Service	2006	2009	No
Cancer Services	Reviewed area priorities over next 3 years				
	Colorectal Service	Service	31/01/08	31/01/09	No
	Colorectal Guidance	Guidance	14/09/08	14/09/09	No
	Breast Oncology Clinic	Service	31/01/08	31/01/09	No
	Haematology Oncology Out patient clinic	Service	31/01/08	31/01/09	No
	Urology Clinic	Service	31/01/08	31/01/09	No
	General Oncology Clinic	Service	31/01/08	31/01/09	No
	Cancer Drop in Service	Proposal	June 2008	Research Project initiated 2008 with report available Dec '08 Review Dec '09	No
Cardiology Services	Cardiology Services	Service	8/3/06	31/03/09	No
	Implantable Cardiac Defibrillator Services	Service	01/08/08	01/08/11	No
Catering Services	Nutritional Care in Hospital Policy and Catering Strategy	Policy/Strategy	31/03/06	31/03/09	No
Child Protection	All Policies and Guidelines currently under review Nov '08				Prioritised list will be included 2009
COPD	COPD Management	Guidance	April 2008	September 2010	No
Communications	Communications & Public Relations	Service	March 2006	22/03/09	No
Complaints	NHS Forth Valley Complaint Policy	Policy	March 2006	April 2010	No
Diabetic Services	Diabetic service	Service	March '06		No
	Diabetic Retinopathy Screening	Service	13 th June 2010	March '09	No

Owning Department/Service	Title	Policy/ Guidelines/ Protocol/Other	Impact Assessment completed	RIA Review Date	Full EQIA Required
Dietetics	External Feeding Care Process and Procedure	Guidelines/ Procedure	May 2008	Sept 2010	No
Disability Service	Interpreter Policy	Policy	December 2007	December 2008	No
Equality and Diversity	Rapid Impact Assessment Tool and Guidance	Guidance/Tool	March 2008 (reviewed Oct '08)	June 2009	No
Family Health	Family Health Records	Function/ recording system	November 2007	November 2010	No
Forth Valley Facilities	Food Hygiene & Safety Policy	Policy	April 2006	April 2009	No
	Estates Services – Primary Care Hand Arm Vibration Syndrome (HAVS) Policy	Policy	15/09/08	15/09/2011	No
	Estates Services - Primary Care February 2004 Protocol for Uplifting Sharps from Grounds	Protocol	20/10/08	Oct 2011	No
	Estates Services – Primary Care Hot and Cold Water Supply, Storage and Mains Services Policy	Policy	27/10/08	October 2011	No
Facilities	Estates Services – Primary Care "Safe" Hot Water Temperatures Policy	Policy	21/07/08	21/07/11	No
	Estates Services – Primary Care Absence Reporting Procedure	Procedure	22/07/08	22/07/2011	No
	Forth Valley Facilities Estates Services - Primary Care Procedure for Initiating Out of Hours Maintenance	Procedure	22/07/08	July 2011	No
	Estates Services – Primary Care Winter Care Maintenance Policy Document	Policy	01/08/08	01/08/11	No
	Estates Services – Primary Care Protocol for the Safe Operation of Woodworking Machinery	Protocol	6/11/08	6/11/2011	No
	Forth Valley Facilities Estates Services - Primary Care Nov '04 Protocol for Entering Un-occupied Buildings	Protocol	3/11/08	3/11/2011	No
	Protocol for Working in Ducts, Roof Spaces and Confined Areas	Protocol	6/11/08	06/11/2011	No
Haematology	Haematology Out Patient Clinic	Service	31/01/08	31/01/09	No

Owning Department/Service	Title	Policy/ Guidelines/ Protocol/Other	Impact Assessment completed	RIA Review Date	Full EQIA Required
(Blood Transfusion Service)	Management of Patients who refuse Blood Transfusion	Protocol	11/08/08	June 2010	No
	Albumin Guidance	Guidance	08/08/08	08/08/11	No
	Blood transfusion protocol	Protocol	02/09/08	Oct '09	No
Health Promotion	Provision of Audio Visual Resources and Information Materials	Service provision	19/11/07	19/11/10	No
	Health Promotion Training Brochure	Publication	16/11/07	16/11/10	No
Human Resource	Domestic Abuse Policy	Policy	July 2008	July 2011	
	Stress at Work Policy	Policy	April '08	April 2010	No
	Personal Development Planning and Review Policy	Policy	April '08	2011	No
	Tobacco Policy	Policy	April '08	2011	No
	Dignity at Work Policy	Policy	April '08	2011	No
	Attendance Management Policy	Policy	April '08	2011	No
	Managing Employee Concerns Policy	Policy	April '08	2011	No
	Managing Employee Conduct Policy	Policy	April '08	2011	No
	Managing of Capability Policy	Policy	April '08	2011	No
	Working at Home Policy	Policy	April '08	2011	No
	Breastfeeding at Work Policy	Policy	April '08	Jan 2010	No
	Organisational Change Policy	Policy	April '08	Jan 2010	No
	Paternity Leave Policy	Policy	April '08	Jan 2010	No
	Redeployment Policy	Policy	April '08	Jan 2010	no
	Retirement Policy	Policy	April '08	Jan 2010	no
	Special Leave Policy	Policy	April '08	Jan 2010	No
Maternity Leave Policy	Policy	April '08	April 2010	no	
Infection Control	Infection Control for Domestic Services	Policy	04/09/08	04/09/11	No
	Keeping Pets in Hospitals, Residencies & Healthcare Premises	Policy	10/07/08	July 2011	No
	Single-use Medical Devices Policy	Policy	10/07/08	July 2011	No

Owning Department/Service	Title	Policy/ Guidelines/ Protocol/Other	Impact Assessment completed	RIA Review Date	Full EQIA Required
Information Governance	Information Security policy	Policy		March 2009	
	Data Protection & Confidentiality Policy For Personal Information	Policy		Currently being reviewed	
	NHS Forth Valley Freedom of Information (Scotland) Act 2002 Policy Statement	Policy		Currently being reviewed	
	NHS Forth Valley Policy on Developing Guidelines	Policy	1/10/2008	October 2011	No
	Procedure for Moveable media	Procedure	15/09/08	15/02/09	No
Mental Health Services	Adult Mental Health Services	Service	March '06	March '09	No
Mortuary Services	Mortuary Services	Service	31/03/06	March '09	No
Older peoples services	Initiation of treatment in patients over 75 presenting with hip fractures	Guidance	Sept 2008	Sept 2011	No
Out of hours Service	Out of Hours Service	Service	March '06	March '09	No
Procurement	E&D Guidelines for Procurement	Guidelines	July 2008	July 2009	No
Respiratory Medicine	Out Patient Management of Pulmonary Embolism	Service	15/05/08	May 2011	No
	Management Plan for COPD	Plan	24/08/08	Sept 2010	No
Risk Management	Incident Reporting and Investigation Policy	Policy	09/09/08	09/09/10	no
	Bed rails policy	Policy	27.10.08	27.10.10	No
	Incident Reporting and Investigation Toolkit	Toolkit/Guidance	09/09/08	09/09/10	no
	DRAFT Patient Identification Policy	Policy	27/10/08	27/10/10	No
	Management of Violence and aggression policy	Policy	21/10/08	30/08/2010	no
Sexual Health	Sexual Health Strategy	Strategy	31/03/06	31/03/09	No

Owning Department/Service	Title	Policy/ Guidelines/ Protocol/Other	Impact Assessment completed	RIA Review Date	Full EQIA Required
Speech and Language	Makaton Policy	Policy/ Guidelines	03/2008	March 2011	No
	Guidelines for the Internal Transfer of S&L Therapy Clients	Guidelines	03/2008	March 2011	No
	Guidelines for Community S&L Therapy being delivered in schools	Guideline	03/2008	March 2011	No
	Assessment of Literacy Policy	Policy	March 2008	March 2010	No
	Implementation of the additional support for Learning Act	Guidelines	17 th Oct '08	Sept 2011	No
	Admission to therapy – phonological problems	Guidelines	Nov '08	Sept 2011	No
Spiritual Care Team	Spiritual Care Policy	Policy	March '06	March '09 (interim review completed in '08)	No
Travel Plan (Clackmannan new hospital)	DRAFT Clackmannanshire Travel Plan	Plan	July 2008	July 2010	No
Women and Children's Services	Gynaecology Services	Service	Completed	2009	
	Women and Children's Service	Service	March '06	2009	No
	NHS Forth Valley Breastfeeding Policy (Jan 2007)	Policy	Yes July '08	07/2012	No
	Sub fertility Out Patients	Service	23/05/08	June 2010	No
GP Services	Hypertension Guideline		May '08	May 2010	No
	Lipid Lowering Level Guideline		May '08	May 2010	No
Multi disciplinary RIA	Management of medication within residential child care establishments	Guidelines	4.11.08	4.11.09	No
	Policy for informed consent to treatment, surgery, invasive procedures and visual and audio recording	Policy	Oct '08	October 2011	No

Feedback

It is vital that NHS Forth Valley receives feedback about its equality and diversity work from both staff and the public and we would value your comments made to the address below.

Lynn Waddell
Equality and Diversity Project Manager
NHS Forth Valley
Bungalow 5
The Bungalows
Off Stirling Road
Larbert
FK5 4SZ

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E-Mail lynn.waddell@nhs.net
(Mon - Thurs)