

NHS Forth Valley Equality and Diversity Annual Report 2010

Content list	Page No.
Introduction and statement of commitment	3
Section 1 - Overarching Equality and Diversity Activities	
a) NHS Forth Valley Commitments	4
b) The Role of the Board	5
c) The Role of Employees	5
d) Forth Valley Royal Hospital	5
e) Fair for All Development Group	6
f) Forth Valley Disability Review Group	6
g) NHS Forth Valley Gender Equality Reference Group	7
h) Diversity Champions	7
i) Equality and Diversity Advisory Team (EDAT)	7
j) Equality Impact Assessment (EQIA)	7
k) HEAT Targets	9
l) Community Language Interpretation and Translation	9
m) Patient Focus and Relations Team	10
n) Procurement	10
o) Prisons within NHS Forth Valley	11
p) Training	12
q) Investors in people	13
r) Data gathering and monitoring	13
s) Partnership working and initiatives	14
t) Addressing health inequalities in NHS Forth Valley	14
u) Equality and Diversity Web site	15
Section 2: Strand specific Reports	
• NHS Forth Valley Disability	16 - 19
• NHS Forth Valley Gender	20 - 21
• NHS Forth Valley Race	22 - 23
• NHS Forth Valley Age	23
• NHS Forth Valley Spiritual Care	24
• NHS Forth Valley Sexual Orientation	25
Section 3	
• Workforce Ethnicity Monitoring and support	26 - 37
• Single Equality Scheme Action Plan progress report	38 – 83
Appendix A: Single Equality Duty	

Introduction

Welcome to NHS Forth Valley Single Equality Scheme Annual Report. This Report sets out how we have met our commitment to ensuring Equality and Diversity is taken into account in the work we do whether that's providing services, our employees, developing policies, communicating, consulting or involving people in our work.

We are fully committed to eliminating all forms of discrimination and promoting equality. We strive to ensure that discrimination is eradicated from all functions of the organisation, either as an employer or as a healthcare provider.

We realise that it is a long-term commitment driven by both Equalities legislation, and by the needs and wishes of our local people and staff; for that reason, much of the work will be ongoing.

Our NHS Forth Valley Board and Fair for All Development Group is committed to supporting and monitoring our progress by ensuring we report regularly and openly on the developments in this Scheme. Ensuring activities identified within our Single Equality Scheme Action Plan happens, is the responsibility of everyone in our organisation. This has been planned and supported in an effective way so that everyone concerned can play their part in turning this Scheme and respective action plan into reality.

We look forward to the work ahead, facing the challenges of the implementation of the Single Equality Duty and the changes it will bring to public bodies like ourselves and in meeting the actions we have set ourselves for the forthcoming years ahead.

We believe that the Equality and Diversity Agenda is a vital, integral part of our work which underpins all aspects of our vision and values. It will be through the effective implementation of this agenda that NHS Forth Valley will achieve its identified outcomes thereby enabling a positive experience for all those who deliver and use our services.

The following sections of the report demonstrates activities completed to date as per our Single Equality Scheme and Action Plan

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

Section 2: will give a summary of activities completed in relation to Disability, Gender and Race. This also includes the work and identification of future actions in meeting our commitment in relation to Age, Sexual Orientation and Spiritual Care.

Section 3: will demonstrate some of the activities completed in relation to Workforce Monitoring and support.

As an organisation we continue to value the work completed by our staff and service users as well as the many volunteers and partner agencies who work with us to make our equality and diversity aspirations' a reality.

I look forward to another successful and innovative year

Helen Kelly

Director of Human Resources

Executive Lead for Equality and Diversity

Section 1 - Overarching Equality and Diversity Activities

a) Single Equality Duty and NHS Forth Valleys Commitment

In July 2008 the government announced plans for the introduction of a new equality duty. This will cover all seven equality strands i.e. age, disability, gender/transgender, race/ethnicity, religion and belief and sexual orientation.

The Equality Duty will not come into force until 2011 and so it is important until this time that we continue to meet our legal obligations under the race, disability and gender equality duties.

The new Equality Bill is the most significant piece of equality legislation for a generation. It will simplify, streamline and strengthen the law. It will give individuals greater protection from unfair discrimination. It will make it easier for employers and companies to understand their responsibilities. And it will set a new standard for public services to treat everyone, no matter what their background or personal circumstances, with dignity and respect.

The Equality Act 2010 (the Act) brings together discrimination law introduced over four decades through legislation and regulations. It replaces most of the previous discrimination legislation, which is now repealed.

The Act covers discrimination because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

These categories are known in the Act as “protected characteristics”. An important purpose of the Act is to create a single approach to discrimination against people with different protected characteristics, where this is appropriate. **Appendix A**

Broadly speaking, discrimination in most areas of activity, against people with protected characteristics described in the Act, is now unlawful. These areas of activity include, for example, employment, education, housing, and the provision of services and the exercise of public functions.

An organisation, NHS Forth Valley, may have duties under more than one area of the Act because, for example, it employs people and provides services to patients etc.

It will also streamline the law by creating a clearer legal framework, drawing together a number of pieces of equality law into a Single Equality Act; creating a new single equality duty on public bodies covering gender, race, disability, age, sexual orientation, religion or belief, and gender reassignment; and will simplify the definition of “disability discrimination”.

Our commitment

Our scheme and subsequent actions clearly demonstrates our commitment to putting equality and diversity at the centre of all our work. It takes us beyond legal compliance to ensure that our local population is receiving the best possible access to health services, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

We recognise that inequality is rarely experienced in isolation and the purpose of our Scheme is to look at all issues of Equality as a complete picture rather than individual areas in isolation.

These proposed changes to UK equalities law make it an opportune time to further enhance our single equality scheme to reflect our General Duties as well as our Statutory Duties that are

currently being reviewed by the Scottish Government further to public consultation. These should be made available in early 2011

The current NHS Forth Valley Single Equality Scheme and Action Plan are living documents, adapting to the changing needs of our staff and service users, and there is work to be done to ensure these documents are fit for purpose.

Review and changes will be made during 2010/11 to ensure that it reflects the needs of our ever-changing communities, as well as the needs of staff, and meets the requirements of new and evolving good practice and changes in legislation as per the new Single Equality Duty.

b) The Role of the Board

Equality and Diversity is part of the core business of the NHS and is therefore central to the governing functions of the NHS Forth Valley Board.

Our Board members therefore have a particular responsibility for taking forward and achieving the vision and objectives outlined in this Equality Scheme. Bi-Annual reports are submitted to the Board for approval

c) The Role of Employees

All employees, at all levels, are responsible for the successful implementation of the Single Equality Scheme: all members of staff have a key role to play. As an organisation we embrace the principles of all equality legislation and expects all its members of staff to conduct themselves accordingly.

d) Forth Valley Royal Hospital

The new £300m Forth Valley Royal Hospital is not only one of the most modern and well equipped in Europe, but also the largest ever NHS construction project in Scotland.

It's been designed to be as bright and welcoming as possible with spectacular views across to the Forth Bridges, the Lomond Hills and the Ochil Hills.

Significant work was completed with staff and service users to ensure that this new facility was fit for purpose.

In patients are cared for in either a single room with en-suite facilities or a spacious four-bedded ward. They also have access to a free personal TV and enjoy hospital meals which are freshly prepared on-site each day. With specific dietary needs of clients catered for.

Separate patient corridors and lifts provide far greater privacy and there is a range of special features throughout the hospital to help reduce the risk of infection.

The new hospital has a wide range of facilities to make patients stay or visit as pleasant and comfortable as possible. There is also a patient information area with internet access and a spiritual care centre.

Due to its sheer size and scale, services have moved across on a phased basis, with mental health inpatient services transferring at the end of September 2010 and acute services from Stirling, such as A&E and the maternity unit, moving over in July 2011.

Work is ongoing to EQIA all services which will transfer to Forth Valley Royal Hospital. One to One support and advice is given to care areas; approximately 40% of areas have been completed to date.

Menus for NHS Forth Valley Royal Hospital

Work has been completed to ensure that the menus developed for the new hospital meet the needs of all equality groups, including translation of information to support patients into Polish, Traditional Chinese, Urdu and Arabic, as well as materials to support people with sensory and cognitive impairments

NHS Forth Valley Equality and Diversity Project Manager and Dietetic Manager have liaised with Serco to ensure that this process can meet the needs of all equality groups. Speech and Language and the Disability Service have offered advice and suggestions to enhance service. This system will be reviewed in one year

e) Fair for All Development Group

The Equality and Diversity agenda continues to have a high profile within NHS Forth Valley. The FFA development Group Co-Chaired by Helen Kelly HR Director and Dr Abu Arafeh continues to provide strong leadership to all the E&D subgroups through its monitoring role.

The Group meets every three months to provide guidance and monitor the implementation of the Single Equality Scheme and Action Plan.

In partnership with Central Scotland Police, two successful Equality and Diversity Awareness sessions have been held for NHS Forth Valley FFA Development Group Volunteer Advisors and Central Scotland Police Lay Advisors in October 2009 and January 2010.

The training was aimed at developing the knowledge, skills and awareness relating to equality and diversity, providing participants with the ability and confidence to support NHS Forth Valley in meeting the needs of equality groups

The group continues to work on behalf of NHS Forth Valley to ensure we fulfil our responsibilities including monitoring progress on the E&D agenda internally and across NHS Forth Valley in order to advise on approaches to support compliance and enhance current best practice.

f) Forth Valley Disability Review Group (FVJDRG)

The Forth Valley Disability Group was established in 2008 and has representation from service users and carers with a wide range of experience relating to disabilities, NHS Forth Valley staff, NHS Health Scotland, representatives from each of our local authority partners and has input from disability organisations. The group supports the disability Service in taking forward work relating to Disability including those actions within the Single Equality Scheme pertinent to their community.

In January 2011 the membership of the group is being reviewed to ensure that the focus and planning for the next year are being met. We hope to continue the links with other agencies and establish some new partnerships. All current members will be part of this process and it is anticipated that new membership will be encouraged. This will be achieved through involvement with members of the public in conjunction with voluntary sector organisations who represent disabled people, NHS Forth Valley staff and our partner agencies.

The group offers advice on issues relating to disability, including access to premises, with each member being able to offer their own experiences and knowledge to this area.

g) NHS Forth Valley Gender Reference Group

The Gender reference Group continues to inform the organisation on activities which can and do support Gender Equality.

They remain responsive and pro-active in assessing how we should meet the needs of the local population and staff. Ensure that the views, needs and preferences of diverse and varied groups inform the continuing development of equality and diversity throughout NHS Forth Valley and have been supportive and influential in several pieces of work including, Gender Based Violence, Transgender Etiquette and Men having Sex with Men initiative.

The group continues to monitor and advise on issues relating to gender and will have a significant role to play in the further development of the Single Equality Scheme as part of the work being completed in relation to the implementation of the new Single Equality Duty.

h) NHS Forth Valley Diversity Champions

A Diversity Champions Drive was undertaken in mid November 2010. The purpose of the Drive was to ensure that every NHS establishment, including GP practices as well as Community and Acute Hospital were visited to promote Diversity Champions. Posters for display, leaflets with information relating to the Champion role, relevant policies, strand related legislation and contact details and a Champion code of conduct was distributed.

Training for new Champions on a 6 monthly basis is well established as part of the annual training schedule.

i) Equality and Diversity Advisory Team (EDAT)

The NHS Forth Valley Equality & Diversity Advisory Team (EDAT) continues to provide a focal point of expertise and guidance by supporting individuals and departments across the organisation, and in working with a wide range of partners to develop and monitor equality and diversity initiatives around patient care and employment.

j) Equality Impact Assessments (EQIA)

The Equality Impact Assessment Process has continued to be a key area in equality and diversity this year in order to meet our legislative duties.

Equality Impact Assessments (EQIAs) are a legal requirement under the Equality Act 2010 (The Equality Act consolidates existing legislation, including the Race Relations (Amendment) Act 2000, the Disability Discrimination Act 2005 and the Equality Act 2006).

In line with legislation, all public organisations are required to undertake an EQIA on all their activities and functions. As part of our Single Equality Action Plan, all new and revised policies, procedures and services must be equality impact assessed.

The purpose of an EQIA is to improve the work of the organisation by making sure it does not discriminate and that, where possible, promotes equality.

It is a way to make sure individuals and teams think carefully about the likely impact of their work on service users and take action, where appropriate, to improve activities.

The EQIA is carried out by completing a form, drawing on existing research, monitoring information and consultation. Once this has been completed, action plans can be drawn up and any decisions to change the delivery of a service / policy can be made. Key themes emerging from the EQIA's are used to influence change within the organisation with each service having responsibility for taking action on any areas identified within their respective EQIA Action Plans. To date no significant discrimination has been noted

It has been recognised that the process can seem daunting and work has been carried out to further improve the guidance notes and Proforma, which will simplify the process. This was undertaken in Feb 2010. We are however leaving the current system as is until the Scottish Code of Practice in relation to the Equality Duty has been published early next year. The EQIA tool etc will then be reviewed.

A full report on EQIA's completed to date can be obtained on the NHS Forth Valley Equality and Diversity Equality Impact Assessment web page.

http://www.nhsforthvalley.com/home/About/EqualityDiversity/EQD_equality_impact_assessment.html

Equality Impact Assessment Training

EQIA training has developed over recent months with training delivered as classroom based sessions as well as on site training. Comprehensive guidance documents are available on the equality and diversity web pages to assist managers and leads for EQIA's complete the assessments. The equality and diversity project manager continues to play an important role in ensuring policies, functions services and procedures are assessed, and in targeting and referring staff for training.

EQIA Peer Support Group

The Equality Impact Assessment peer support group has been established to monitor the completion of all Equality Impact Assessment [EQIA] of policies, services and functions in accordance with the legal duties through random sampling completed on a quarterly basis.

The group is made up of service users, Patient panel Members and staff. They ensure the publication of all completed Equality Impact Assessments in line with the Equality legislation.

The Equality Impact Assessment process allows us to assess whether our policies, services and functions are discriminating directly or indirectly. Using the EQIA process allows staff to identify the policies, functions and services which adversely or have to potential to adversely affect the equality groups which stem from existing legislation that covers discrimination; in relation to age, disability, gender/transgender, race/ethnicity, religion and belief and sexual orientation as well as addressing inequalities in health experienced by some members of our community.

During the 2011 it is proposed that the subgroup will be influential in a number of areas including;

- Continuous review of all existing policies to monitor compliance with EQIA standards
- Review of existing EQIA toolkit and assessment forms based on new Equality Act 2010 priority and changes to forthcoming Specific Duties.
- Further development of the central NHS Forth Valley EQIA register for all completed assessments.

It is proposed that the remit of the group and its membership will progress steadily throughout the year and continue to have core members who are committed in their role.

NHS Forth Valley Local Delivery Plan (LDP) – HEAT Targets

As in previous years NHS Forth Valley is required to produce and submit a LDP which forms a performance and delivery agreement between NHS Forth Valley and the Scottish Government Health Department. The four **HEAT** domains are **H** Health Improvement, **E** Efficiency & Governance, **A** Access to Service, and **T** Treatment Appropriate to Individuals

This year where applicable, boards are required to outline any risks where the delivery of the HEAT target could create unequal health outcomes for the six equalities groups, and/or for people living in socio-economic disadvantage, and how these risks are being managed.

Each of the **HEAT** targets has now been assessed and, where relevant, actions have been put in place to support delivery in relation to equality and diversity.

k) Community Language Interpretation and translation

NHS Forth Valley continues to provide a range of interpreting and translation services for people with limited English proficiency.

NHS Forth Valley has a small number of patients requiring complex multi-disciplinary care and the nature of the support provided by NHS Forth Valley makes for frequent demand. Interpreting support for languages other than English has been provided on average for 172 appointments per month by NHS Forth Valley from April 2009 to April 2010.

Key language provision is as follows:

Arabic - 10.6%	Mandarin - 6.4%
Amharic - <1%	Nepalese - <1%
Bulgarian - <1%	Polish - 55%
Cantonese - 5%	Portuguese - <1%
Chinese - <1%	Punjabi - 4%
Czech - 1%	Romanian - <1%
Hindi - <1%	Russian - 3.8%
Hungarian - 1%	Slovak - 5%
Italian - <1%	Thai - <1%
Japanese - <1%	Turkish - <1%
Latvian - 1%	Urdu - 2%
Lithuanian - 2%	

Access to interpreting and translation services and cross cultural communication training continues to be part of CREATE and the staff training programme. Work is ongoing to develop a joint NHS Forth Valley approach to Interpretation and Translation.

NHS Forth Valley has participated in work to support national quality standards for NHS interpreting services in 2010

I) Patient Focus and Relations Team

Patient Focus Public Involvement

General: A Community Event on 5th Nov saw the launch of 3 related NHS Forth Valley strategies on '**PFPI, Patient Experience and Volunteering**'. Participants included members of the Patient Public Panel (PPP), Public Partnership Fora (PPF) and voluntary sector. The associated Year 1 PFPI Action Plan incorporates the newly launched Participation Standard.

A wide range of PFPI work is underway and is reported through the PFPI Performance Report, however, an update on the six PFPI priorities is below:

1. Participation Standard: The *Participation Standard* was launched by the Scottish Health Council in August 2010. It sets out what NHS Board have to do to make sure that people have a say both in their own care and in how health services are delivered.
2. Patient Experience: The national *Better Together* survey results were published in August 2010. The Year 1 Patient Experience Action Plan incorporates priorities coming for the Better Together survey and includes a commitment to involve patients/public in improving patient care and experience. Patient Public Panel members are being trained as Patient Experience Champions.
3. Involving people in service planning and improvement: Implement the *Informing, Engaging and Consulting People in Developing Health and Community Care Services* guidelines.
4. Patient Safety: Patient Public Panel members continue to be involved in Domestic Monitoring Audits, Infection Control and in the Scottish Patient Safety Initiative. In particular, PPP members will assist in developing NHS Forth Valley's Openness Policy. Patients and public continue to be involved in work regarding medication.
5. Volunteering: NHS Forth Valley will be assessed against the Investing in Volunteers Standard in Dec 2010. Staff and members of the PPP and PPF will be interviewed.
6. Increasing Diversity: NHS Forth Valley's Single Equality Scheme is reviewed annually with members of the public and includes an opportunity to influence future involvement activities. The 3 year action plan will be reported through the PFPI Steering Group.

m) Procurement

We are fully committed to ensuring that we promote and influence equality and diversity issues through our procurement process. A robust process is in place which meets all national standards.

n) Prisons within NHS Forth Valley

Scottish Ministers have approved the principle of transferring responsibility for healthcare of prisoners from the Scottish Prison Service (SPS) to the NHS. The current timetable has a nominal target of October 2011 to complete the transfer process. The main strategic driver of the transfer is to ensure that prisoners receive equity of access to NHS Services to that which is offered to the general population. In so doing the transfer will uphold European and International standards for the healthcare of prisoners.

This presents NHS Forth Valley number of significant challenges. Approximately 25% of the Scottish prison population is accommodated in 3 national prisons which are located within the Forth Valley area. Each of these 3 prisons has their own distinct population profile presenting unique healthcare issues, and with 'Throughcare' becoming the responsibility of all NHS Boards and Local Authorities this will further compound matters locally as the majority of prisoners are not residents of Forth Valley.

There is a need to establish a common understanding of the key issues involved in the actual transfer process and subsequently the potential need to re-design existing prisoner healthcare services to align with NHS standards and priorities. Common to all settings is that prisoners represent a section of the most disadvantaged parts of society having poor health in terms of circumstances, lifestyle, risk factors and disease. The prison population has high rates of drug misuse, HIV and Hepatitis C infections and mental health problems. These needs require specific interventions, such as access to HIV testing and treatment and intensive methadone regimes.

A detailed local Operational Plan has been developed which sets out the key milestones and actions to support the transfer of responsibility for prison healthcare in line with the agreed timescales as set under the Criminal Justice and Licensing (Scotland) Act 2010. This Operation Plan highlights all the relevant work streams and associated actions related to the transfer of responsibility for healthcare services from SPS to NHS FV. The process is underpinned by the following 4 key strategic objectives, namely to:

- preserve life and reduce harm.
- provide a safe, secure environment for the health assessment and treatment of prisoners.
- reduce health inequalities.
- create environments that are supportive of Health Improvement.

Significant work is being completed to ensure that the equality needs of prisoners are considered to ensure that the transition to NHS Forth Valley services are as barrier free as possible and that support continues to be provided to meet peoples individuals needs.

o) Training

As described in the NHS Forth Valley 'Learning, Education and Training Strategy 2009', the delivery of mandatory learning, education and training is a corporate priority.

A review of NHS Forth Valley Equality and Diversity training has been completed during June/July, focusing on current needs of NHS Forth Valley, multi-disciplinary staff and capacity to deliver an E&D training programme.

Based on the local and national review recently completed to support staffs development it is proposed that a multi-faceted approach to equality and diversity training continues to be adopted. This would be designed to meet the needs of different roles within the organisation; not only front line staff but that of managers and board members.

Our Equality and Diversity Advisory Team work closely with Organisational and Development Departments and the Practice development Team to ensure that appropriate training on Equality and Diversity is provided to staff.

We currently have several Equality and Diversity training programmes available to staff:

- Equality and Diversity session on the NHSFV Induction programme (delivered to all new staff).
- Equality and Diversity session on the NHSFV mandatory training programme (delivered to existing staff).
- Equality and Diversity training has been provided to Divisional Equality and Diversity Champions.
Review on-line e-learning Equality and Diversity Training package as part of learn pro system purchased.
- Equality and Diversity awareness sessions are available for managers and staff that are required to undertake Impact Assessments.
- Disability Awareness Training
- Sensory Impairments Training
- Strand Specific training (See Disability& Gender reports)

All staff have Equality and Diversity as a indicator in their Knowledge and Skills Framework post outline and this is reviewed on a yearly basis as part of the annual performance & development review.

p) Investors in People (IIP)

NHS Forth Valley has become the first NHS Board in Scotland to achieve the prestigious 'Investors in People' standard at Bronze level.

The accolade has been achieved in recognition of excellence in the way staff are involved, developed and managed. The effectiveness of strategic leadership and partnership working, particularly around the development and commissioning of the new Forth Valley Royal hospital was singled out as particularly strong. IIP had praised the Board, its Partnership arrangements, and the leadership of the Executive team for its open and transparent culture. Equality and diversity was also reported as being strong with the organisation seen as a fair employer.

The Investors in People assessment involved interviews with approximately 200 staff and managers across all levels and sites within the organisation. The next review will be in 2013.

q) Data gathering and monitoring

Data monitoring plays an essential role in helping us to recognise and then tackle health inequalities. It also provides us with a challenge to adapt to the new and complex health needs that some members of our communities face. The evidence data monitoring provides can help us to focus on areas where discrimination may exist and help us to take direct action.

We are currently investigating the various computer and paper systems we have to identify where improvements on data collection need to be made, and we are aware that there is some work to be done to allow to show a true picture of the patient profile.

Flyers developed to support patients understand the reasons for collecting data and its usage.

Improving the collection and recording of patient ethnicity information is a national priority for all boards. This was highlighted by the Cabinet Secretary at the recent NHS Forth Valley Annual Review. In the first quarter of this year the national analysis of Scottish Morbidity Rates (SMR) revealed NHS Forth Valley to be amongst a small group of Boards in Scotland where data return sat at 0.1%. The recent report for August 2010 revealed our:

Percentage of discharge episode records (SMR 001) with a valid ethnic group is 3.7%
(Average for Scotland's NHS Boards 37.5%)

- Percentage of new outpatient appointment records (SMR00) with a valid ethnic group is 7%.
(Average for Scotland's NHS Boards 24.6%)

To support this agenda the following actions have been put in place:

- A Steering Group led by Jonathon Procter, Director of Strategic Access and Capacity Planning and Helen Kelly, Director of Human Resources has been established. This group will meet on a six weekly basis to monitor and support this priority work stream.
- The NHS Forth Valley working group led by Mr. Dave Simpson E-Health Manager and supported by the Equality and Diversity Project Manager continues to meet to enhance current data collection. Action Plan revised November 2010 to further enhance data collection.
- The Pilot training programme on patient profiling and monitoring commissioned by NHS Health Scotland, has been completed with approx 60 staff attending same including, Medical Records, GP Practices, Waiting Time staff has been completed.
- Health Record Services have completed considerable work to support the process of patient profiling to enable us to identify the needs of patients and meet our legislative responsibilities under Race Relations Amendment Act 2002. This work is ongoing.

To support progress on **monitoring** within NHS Forth Valley, Jessie Anne Malcolm PPF Co-ordinator and the Scottish Health Council agreed to pilot an Equalities Monitoring Tool (based on proposed 2011 census categories). This will be disseminated at each event to monitor participants attending including hard to reach communities. This initial 6 month pilot will be completed in December 2010.

Another key area of commitment has been enhancing current work on accessibility of services.

For people with additional needs e.g. who are blind or have reduced vision, appointment letters are a particular difficulty and appointments can often be missed simply because the person has not been able to read the appointment letter.

Work is being carried out in this area and consultations are being completed by the Disability Service and the Long Term Conditions Group who are looking into ways of identifying patients individual needs on our current IT referral systems

r) Partnership Working and Initiatives

Pregnancy tip cards deaf hard of hearing women –

Tip cards were launched at Stirling Royal Infirmary 1st July 2010. Four thousand copies of the tip cards have been produced and were disseminated to all midwives in NHS Scotland to support the care of deaf mothers.

A further 500 (so far) have been distributed to university schools of midwifery.

Several requests have been made to utilise the resources in various settings including Pan Scotland mental health services, London Ambulance Trust and colleagues at Scottish Government are keen to adapt for use in Education Services

The tip cards have been developed by Lynn Waddell, Equality and Diversity Project Manager and NHS Education for Scotland with support from the Royal National Institute for the Deaf.

Joint working with Scottish Ambulance Service

The Disability Service has been working in partnership with the Scottish Ambulance Service (SAS) and has provided Disability Equality “Train the Trainer” sessions, which SAS will then roll out within their own organisation. SAS is now reviewing their Assistance Dog policy in light of NHS Forth Valley Policy.

s) Addressing Health inequalities in NHS Forth Valley

Addressing health inequalities is based on a principle of fairness. The term health inequality usually refers to the differences in health status that are associated with varying deprivation or affluence.

In positively influencing health inequalities we need to ensure that there is equity of access to the help that people need to make a difference to their lives.

One of the main areas of work which is aimed at improving health inequalities is anticipatory care, largely through the Keep well initiative. This targets individuals experiencing deprivation, as identified by their area of residence or other means. It provides clients with a holistic health check which may lead to further support to address specific risk factors such as smoking, alcohol use or obesity.

In Forth Valley we aim to integrate service provision, linking the clinical approach with the community development approach. This work can be described as positive action on the basis of deprivation.

The health inequalities agenda is integral to the equality and diversity agenda in those health inequalities, or more importantly inequity of access to help, can relate to any of the group attributes – age, gender, disability etc, as well as cross cutting issues such as homelessness and gypsy travellers.

So again, on the principle of fairness work in improving health services for specific groups reduced inequality in relation to these groups. EQIA helps greatly and considerations of economic status and related issues such as homelessness have been incorporated into the assessment. With moves to formalise legislation on the duty of public sector organisations not to discriminate on the basis of socio-economic status, this becomes even more important.

NHS Forth Valley also works with partners to improve the health of the population and improve health inequalities through joint health improvement planning or equivalent processes within each CHP/ Council area.

Health and Homelessness

The Forth Valley Health and Homelessness Steering Group takes an overview of work relating to the health of those experiencing homelessness across the 3 CHP areas, and facilitates shared learning. One of the main focuses of the work is to improve access to health and other services for people within this group. This has included outreach by podiatry and dental services into community settings such as Salvation Army facilities. In addition the group has contributed to the continuing development of the NHS Forth Valley admission and discharge policy, in order to ensure that the needs of those experiencing homelessness are met whilst in hospital, and when discharged.

t) Equality and Diversity web site

During the year, the intranet and internet websites has been redeveloped to support service users and staff to be aware of activities taking place within Forth Valley and as a supportive resource for information and advice.

We have made significant efforts to ensure that this site has been populated with a variety of information, detailing progress on the equality and diversity agenda within NHS Forth VALley.

Many links to other websites and reports of interest have also been added.

The Single Equality Scheme is currently available however the quarterly Action Plan progress reports will be made available on line in 2011.

Completed EQIAs were published on an annual basis but from 2011 will be added on a six monthly basis.

The new NHS Forth Valley website itself has had an EQIA performed on it to ensure that it was as accessible as possible to all members of the community. This is the case and evidence shows that it meets current best practice guidance

Web site on: http://www.nhsforthvalley.com/home/About/EqualityDiversity/EQD_home.html

Section 2

NHS Forth Valley Disability

PFPI - PAVE (Patient Advice, Volunteer, Education) Funding

Following the successful bid by the NHS Forth Valley Disability Service to the Scottish Government, the service has completed significant work in delivering a voluntary based patient centred, carer and family support/information service to be based within the Forth Valley Royal Hospital at Larbert.

Highlights include:

- 60 volunteers are already registered – recruitment ongoing
- First set of training completed (BSL level 1), second cohort now underway
- Volunteer completed Deafblind Guide Communication Training, further level being considered.
- PAVE Photo shoot 1st Feb 2010 –press release managed by Communications Service
- Web page developed by volunteer webmasters, launched 8th March 2010.
www.nhspave.co.uk
- Investors in Volunteer work being completed (mapping exercise being led by PFPI team). Volunteers have been identified to participate in IIV process
- PAVE Launch on 9 April 2010
- PAVE Ball held to raise funds May 2010 raised £3791 and will be used to support community events.
- Disability Service coordinated an open event in February 2010 supported by PAVE volunteers with Mark Craske, NHS Forth Valley Travel Manager, to update and discuss work being undertaken relating to transport links for the new hospital. Discussion was also undertaken in relation to patient parking facilities.
- Access relating to New Hospitals Build - visits planned for Disability Service and community members.
- Spending Pen - PAVE donated funding to support the installation of an Assistance Dog spending pen at the Forth valley Royal Hospital. Design and layout are underway in collaboration with assistance dog users, new hospital project team and disability service.
- 2011 calendars are being produced to help raise funds for PAVE, this in partnership with the local community Girls Brigade Groups following the design of an NHS Forth Valley Disability Poster. All 156 entries will appear in a 2011 calendar.

Progress continues on developing PAVE as a sustainable project within Forth Valley Royal Hospital. Applications for future and sustainable funding are ongoing to enable this project to continue with a proactive and innovative approach to supporting patient pathways.

Interpretation Provision

NHS Forth Valley are proceeding with procurement and tendering in relation to the provision of British Sign Language, Lipspeaker, Note-taker and Deafblind communication support, this work is being led by the Disability Service. It is expected that the new service will be commencing in April 2011 and will initially be for a one year pilot phase followed by an option of a three year contract. The existing consortium contract with the three local authorities will end on 31st February 2011. We will have one month interim service provided by the current contractor to support the transition into the new contract.

The national translation, interpreting and communication support for NHS Scotland (TICS) work will be considered whilst addressing some of the current local requirements.

NHS Forth Valley will continue to support the national agenda and utilise the learning in its local provision.

As part of the TICS work the Disability Service are also participating in work relating to Wayfinding, Additional Support Needs and Requirements, Sensory Impairment Steering group, Improving Equalities Data Monitoring Action Group and the Developing New Technologies in Communication Group.

Other key activities undertaken in relation to Disability Include:

Health and Wellbeing- Community involvement has shown that segregation takes place dependant on a person's disability, for example we know about wheelchair groups, visual impairment groups, hearing impairment groups however we have limited resource and evidence to show that these communities come together on a regular basis to share the same interests. We undertook development work and established that the necessary supports were only ever put in place for one group, for example a mixed group that had great supports for visually impaired people but no interpreter available for BSL users was advertised as an accessible event. This led to the establishment of two pilot projects which focused on a diverse group of individuals with a disability, social interaction and health and wellbeing.

Musical Munch- A ten pin bowling league which incorporated visually and hearing impaired people, wheelchair users, assistance dog users, individuals with long term conditions, a learning disability and recovering from mental health illness. It was clear that a mixed group although complex could be a success and in fact helped those attendee's to gain insight into other conditions and remove some of the assumptions they had made about each other. This was a nine month project which addressed social isolation, healthy living and introduced exercise in a fun and gently way. This project was funding through our Health Promotion Grants Scheme and allowed us the opportunity to take the evidence and utilise it in our future projects.

Alternative Choices- This group was formed to support the diverse community who experienced difficulties in accessing mainstream weight management classes.

Feedback has included:

- information is only produced in one format 'the written word',
- lack of awareness around the differing needs of individuals,
- no transport supports in place and
- the feeling of "being different" being at the forefront of many of their minds.

The class has twenty participants and addresses all aspects of a healthier lifestyle, produces all information in the format required this includes large print, Braille, audio or tape and the provision of a BSL interpreter. It also helps to eliminate some of the social isolation that people experience due to their disability and during the winter months which are problematic for many, especially those with a visual impairment. The Disability Service received funding for this project via a local donation from Falkirk Round Table.

PIN/Involvement methods/Accessible Information - - Further development of Service Information Directory (SiD) data base in relation to accessible format and map a plan to utilise the PAVE website. Links to be made available, should an access requirement be highlighted, this would support patient flow of information and educate staff on how/where to get support within the organisation relating to access provisions.

Screen pop alert messages or running tags are also being considered to remind staff referring that access requirements need to be considered at point of referral. E.g. message may pop up asking "does client require information in an alternative format"
Or "does client have a transport requirement"

Disability Equality Training – Four sessions held during 2010 with a further four scheduled for 2011. Evaluation has been very positive relating to these sessions with particular reference being given to those volunteers supporting this training. Volunteers continue to provide a key role in the programme, the sharing of their personal health journeys has been pivotal to the learning achieved during these sessions. Some work underway to incorporate NES ethnicity recording/monitoring training into this program.

Maternity Student Nurse Training – this annual session continues and is evaluating well, the session is supported by a volunteer who has utilised maternity services as a Deaf Mum. Although the session is aimed at Deaf Awareness other communication needs and requirements are provided throughout the programme.

Cancer Services Training- A programme of training is underway with the cancer teams addressing the needs of sensory impaired or disabled patients accessing their service. The first session has been completed and the feedback from staff was positive, materials and content will be adjusted to meet the needs of the teams.

Ad Hoc Training – The Disability Service has supported many partnership training events over the last year. Included in this have been “Train the Trainers” sessions for both the Scottish Ambulance Service and the Scottish Fire and Rescue Services. Equality and Diversity and Disability Specific Topics for our PAVE Volunteers, Sensory Impairment Training for Clydebank Educational Services to support their sensory garden and Duke of Edinburgh Awards Students and also input for several local schools to support their work on inclusive communities and world languages days.

Disability Service work experience placements- the service continues to support the local schools in offering work placement opportunities to students considering a career in the NHS or who wish to learn more in the area of disability. We offer four one week placements per year however the demands for these placements increases year on year.

Assistance Dog UK, AD (UK) -

Pet Therapy Service will be commencing from early next year. Two pilot sites have been agreed and NHS Forth Valley Communications Team will be supporting the launch of this program. The first photo call took place on 1st November 2010 and information was highlighted in the Falkirk Herald and on the local radio. There has been a great deal of interest in this project and we look forward to a long and successful partnership with Canine Concern Scotland.

NHSFV “Coffee Mornings” -

Coffee Mornings are on going and assist the Disability Service to interact with the community in an informal setting which provides an opportunity to raise health issues, inform of new projects and receive feedback about health services.

The “Coffee Morning” formula has been replicated to enable other aspects of work to be progressed successfully for example, a wheelchair standards coffee morning and a changes to interpretation coffee morning enabled feedback on how other involvement and opinions could be captured. The first leading to the establishment of a Wheelchair Standards Group and the second to the provision of an evening and afternoon Interpretation and Translation Public Consultation Events including demonstrations from three individual companies displaying options for on-line interpretation.

Telecare for people with a disability – In March 2010 the Forth Valley Joint Improvement Team launched three publications to inform and support staff in the use of telecare. The event will also provide an opportunity for participants to learn about the potential of telecare, and to share their experiences of its use. It is aimed at people working with: people with a learning disability, people with physical disability, and people with a sensory impairment

Volunteer Week 1-7 June 2010

Disability Service supported 'volunteer week' by hosting a stand at both Falkirk Community Hospital and Stirling Royal Infirmary sites to raise the profile of volunteering and supporting NHS Forth Valley's work in relation to obtaining the "Investors in Volunteer" award. The Disability Service is heavily involved in the Volunteering Steering Group and supports work relating to the progression of volunteering opportunities within NHS Forth Valley.

NHS Forth Valley Annual Review

Two members of the Forth Valley Joint Disability Group participated in the NHSFV Annual Review meeting with Nicola Sturgeon Cabinet Secretary.

Long Term Conditions (LTC)

Project work in relation to patient pathways, which has incorporated the work from the Long Term Conditions Deaf scoping paper, the work undertaken in relation to GP referral and patient focused booking processes and continues to make progress.

Actions to date:

- eHealth amendment to SCI gateway agreed, date for implementation expected to be Feb 2011.
- Working with Information Services Division to ensure appropriate READ codes (Disability Service) agreed.
- Algorithms in development to support complex patient pathways (Disability Service) these will be implemented through CREATE work during Dec '10 to Feb 2011.
- Review of template letters, addition of fax, text, email etc (Access and Capacity pilot project underway)
- Gathering patient stories of more complex pathways to evidence and support the need for change and appropriate training (completed)

NHS Forth Valley Gender

Scottish Government CEL 41 (2008) – NHS Forth Valley Gender Based Violence Action Plan (GBV)

A revised NHS Forth Valley action plan on gender-based violence has been developed to incorporate all existing and proposed programmes of work in response to CEL 41, specifically the implementation of routine enquiry of abuse. The 'short life working group' continues to monitor the progress of the Action Plan and joint work with partner agencies.

To date 'Routine Enquiry' training has been delivered to Maternity Services with Mental Health and Drugs and Addictions Staff receiving training during August/September 2010. With Phase 2 commencing in October 2010 which will include Community Nursing, A&E and Sexual Health.

An employee policy for staff that have experienced abuse is being developed nationally and is currently at the Central Legal Office for review. NHS Forth Valley currently has a Gender Abuse Policy in place which will be reviewed subject to the new PiN Guidance.

Figures below from Central Scotland Police Gender Based Violence Unit, which have been broken down into Council areas. These figures 'show reported cases for the previous two financial years ;

2008-2009; 3,660 reports

DAU /Child: Stirling; 442 Falkirk; 1374 Clackmannanshire; 425 (Total 2241 reports)

DAU/No Child: Stirling; 357 Falkirk; 757 Clackmannanshire; 305 (Total 1419 reports)

2009-2010; 3,396 reports (areas shown in **bold** demonstrate a rise in reporting

DAU/Child: Stirling; **475** Falkirk; 1199 Clackmannanshire; 422 (Total 2096 reports)

DAU/No Child: Stirling; **360** Falkirk; 656 Clackmannanshire; 284 (Total 1300 reports)

Ongoing work in relation to GBV and Routine Enquiry being conducted within NHS Forth Valley includes:

GBV – Routine Enquiry Train the Trainers Programme 11th June 2010 - Training provided to 8 local GBV trainers on the delivery of the NHS Scotland GBV training materials. It is proposed that this group will deliver future training within NHS Forth Valley on Routine enquiry.

CEL 41 (2008) Gender Based Violence Action Plan – NHS Forth Valley Managers training -

As part of our commitment to meeting the requirements of the CEL, training was delivered to NHS Forth Valley Managers on 25th June 2010. This training is to support the effective introduction of routine enquiry of abuse and enhance the implementation of the employee policy on GBV.

Talk it over: Information and posters disseminated to all NHS Forth Valley GP's, A&E and out patient clinics on the new help line service for men who are victims of Domestic Violence.

16 days of action - 25th November – 10th December 2010: As part of our commitment to the implementation of CEL 41 'to work in partnership with our public body colleagues and voluntary sector', NHS Forth Valley will host the start of the '16 days of action' campaign a seminar was held at Forth Valley Royal Hospital on 25th November 2010. It is proposed that a key focus of the event will be on 'Stalking'. On 30 June 2010 the Scottish Parliament passed the omnibus Criminal Justice and Licensing (Scotland) Bill, making stalking a statutory offence which, it is hoped will give victims greater legal protection. Stalking has a significant impact on people's health and well being and thereby NHS service provision.

Injury Surveillance Programme within NHS Forth Valley

Development work has taken place between Central Scotland Police, NHS Forth Valley and the Violence Reduction Unit to gather injury data and put in place measures to allow information to be collated to fully define the existing problem of violence within Forth Valley.

As described by the Violence Reduction Unit: "Injury surveillance involves Emergency Departments collecting and recording anonymous data on assaults each time a victim attends hospital – including: the time, place and detail of the incident, but not the victim's personal details. This anonymous information is then shared with police to help give a more informed view of where and when violence occurs, helping to better allocate resources and reduce the risk of future assaults. Implementation of these measures in Cardiff resulted in a 35% reduction in assault patients presenting at the city's Emergency Department over five years.

Caledonian System (Community Justice Authorities -Local Implementation)

In a bid to improve the consistency and accessibility of perpetrator programmes across Scotland, the Scottish Government has launched a new initiative, 'the Caledonian System'. The Caledonian System is administered by Community Justice Authorities through criminal justice social work and Forth Valley has been successful in having a local programme in place.

Its approach is aimed at increasing women and children's safety by working with men convicted of domestic abuse-related offences via a programme to reduce their re-offending while offering services to women and children. It comprises a two-year programme of intervention work with men; services to women and children affected; and protocols for all agencies working with families concerned to share information safely. It was developed for the Scottish Accreditation Panel for Offender Programmes and the Equalities Unit of the Scottish Government. It gained accredited status in February 2009.

The Caledonian System depends on inter-agency protocols for joint recording, information sharing and communication; local staff involved directly or tangentially with the Caledonian System will receive basic-awareness and skills based training on domestic abuse and violence against women. A Forth Valley Group is in place, it held its first meeting in June 2010.

Transgender Framework in NHS Forth Valley

NHS Forth Valley Equality and Diversity Project Manager and Associate Director of Human Resources attended the local Transgender Network meeting. This was a very informative evening for all parties and one which has developed into a good working relationship.

The local Transgender network has supported the development of a 'NHS Forth Valley Transgender Etiquette' to be used within NHS Forth Valley. This guidance has been identified as best practice by other Boards. The guidance will support the forthcoming NHS Forth Valley Transgender Policy based on the framework developed by NHS Greater Glasgow and Clyde. Copies can be obtained by linking onto

http://www.nhsforthvalley.com/home/About/EqualityDiversity/EqualityStrands/EQD_gender.html

Central Sexual Health web site

Forth Valley Sexual Health is an NHS service providing FREE sexual health care in Forth Valley. We offer testing and treatment for sexually transmitted infections (STIs), free condom supplies, pregnancy tests, all forms of contraception and emergency contraception, and general advice and support. The web site provides information on:

- Relationships
- Information for young people
- Emergency contacts
- Amongst other information.

NHS Forth Valley Race –

Central Scotland Racial Equality Council (CSREC) - NHS Forth Valley continues with its close working links with Central Scotland Racial Equality Council (CSREC). CSREC has hosted two major events, both with NHS Forth Valley input:

Accessing Health Services in Forth Valley: a seminar for ethnic minority communities and individuals living or working in Forth Valley

A number of presentations were given at this event on accessing a range of health services by a number of NHS Forth Valley managers and following these a lively question and answer session took place.

Ethnic Minority - Career Fair: One hundred and fourteen members of the public attended. NHS Forth Valley were represented at this event by its Recruitment and Staff Governance Teams, who were able, give advice on career and job opportunities within the NHS

Multi-Lingual Illustrated Phrase Book Project

Recent involvement from Forth Valley Migrant Support Network, Forth Valley Advocacy and mental health service users has been helpful to identify gaps and influence the content of the phrasebook and to expand the range of phrases relating to mental health and substance use. Local English as a Second or Other Language (ESOL) tutors have also provided input and support for the roll out of the material and have agreed to base lessons on the health care phrases.

Acting on the feedback from stakeholders, further development is taking place to supplement the printed resource with a language document system that will make available the phrasebook and a range of translated materials such as standard clinic and appointment letters and information materials electronically.

Additionally, a good practice and awareness training resource is being developed which will be available on DVD. This will show a range of realistic scenarios in which staff and patients use the phrasebook and professional interpreting services to aid communication in health care. A launch is planned for early 2011.

Multi Agency Hate Response Strategy (MAHRS) Partnership

NHS Forth Valley continues as a member of MAHRS that brings together local public and voluntary sector organisations to work to identify and eliminate unlawful discrimination, attacks and harassment and to promote good relations.

MAHRS launched their strategy on 28 July 2010. NHS Forth Valley is an active member of the MAHRS marketing and awareness sub-group working towards supporting the new strategy with a range of awareness materials branded as: "Stop Hate in Central Scotland". There have been 4 reports of racist incidents in NHS Forth Valley from January 2010 to October 2010. Three of these incidents were reported to Central Scotland Police resulting in the perpetrators being charged with racially aggravated breach of the peace.

Forth Valley Migrant Support Network

NHS Forth Valley attended the launch of this new voluntary group in April 2010. The Support Network has been set up to give support to people to whom English is not their first language. The group is funded until February 2011 and NHS Forth Valley has established effective working links and provided information on how to register with local general and dental practitioners and eligibility for NHS services

Other activities completed:

Black History Month – Mary Seacole Lecture

NHS Forth Valley and Unison, Forth Valley Health Branch hosted this lecture in October in partnership with the Coalition for Racial Equality and Rights. This is the first BHM event to be held in Forth Valley. Speakers at the event included Ros Moore, Chief Nursing Officer for Scotland and Professor Elizabeth Anionwu.

Organ Donor Workshop

NHS Forth Valley supported a local event organised by the Scottish Minority Ethnic Health Centre in August. The event was aimed at raising awareness of the shortage of organs donated by people from black and minority ethnic minorities. A wide range of communities were represented with attendance from key NHS Forth Valley clinicians.

NHS Forth Valley Age

Age Equality - Readiness for age equality within NHS Scotland 2012

The Equality Act introduces a range of measures including a ban on age discrimination and an integrated public sector duty. The ban on age discrimination from 2012 is subject to decisions that have yet to be taken by the new UK Government.

In the next few months it is expected that a draft order on age discrimination in health and social care will be prepared as part of secondary legislation. Consultation on this would take place in autumn 2010. On current expectations – to be confirmed by the new Government – in 2011 the order will be laid before Parliament and with an affirmative resolution received by both Houses, the order would be made and the ban and order brought into force in 2012.

The Scottish Government Health Directorate has tasked NHS Health Scotland to support boards in readiness for the age discrimination ban. As a first step, NHS Health Scotland is meeting with each NHS board during 2010 to discuss the ban on age discrimination and the wider implications of the Act for the NHS. These meetings will provide an opportunity for decision makers within each board to:

- Understand what is proposed by the Equality Act 2010 and the implications for service delivery with a ban on age discrimination;
- Identify what the local issues may be to meet this legal requirement;
- Identify support needs.

An event was held in NHS Forth Valley on 5th November 2010 to inform senior managers of changes to the legislation and actions in which to support service delivery in relation to age equality within NHS Forth Valley

Actions from discussions will be used to influence work within NHS Forth Valley to ensure we meet our legislative responsibilities in relation to age.

Child Protection event

Falkirk Child Protection Committee organised a public event to raise awareness of issues around child protection.

Two sessions were held on 21st April 2010, in Falkirk College. This event was open for everyone to attend including staff and members of the public as an information session where the public could find out more about services available to protect children in Falkirk. It provided an opportunity for informal discussion, sharing ideas and also to influence our practice.

NHS Forth Valley Spiritual Care

Spiritual Care Centre at Forth Valley Royal Hospital (FVRH)

An EQIA has been completed on the new Spiritual Care Centre at FVRH and an action plan developed with the aim of providing improved disabled access to the Centre, to enhancing the environment in the Quiet Room and providing a means by which a programme of events held within the Quiet Room might be advertised.

Spiritual Care Policy 2010

The current Spiritual Care Policy has been updated in October 2010 with an EQIA completed on same. Of particular interest is the changing role and remit of the spiritual care committee; a review of the committee's supportive role was discussed at a recent workshop attended by representatives from healthcare, faith and life stance groups and the spiritual care team. The workshop provided dedicated time to review the role, purpose and objectives of the committee and to identify opportunities for involvement in the Spiritual Care Service.

Staff Training – Spiritual Care

Training of staff in understanding the value of quality spiritual care is ongoing, with a programme currently in place for charge nurses. The training programme for volunteers has been completed. In September, 6 volunteers begin a probationary period working with the spiritual care team.

Educating both staff and the public in issues around spiritual care will be aided by the forthcoming production of bookmarks and posters explaining what spiritual needs are and the ways in which Forth Valley's spiritual care team can address these needs.

NHS Forth Valley Sexual Orientation

LGBT Youth Scotland (Lesbian, Gay, Bisexual and Transgender)

A Local Youth group has been established in Stirling area, which meets on a monthly basis; with a launch event held on 17th June 2010 at the Albert Hall Stirling. LGBT Youth Scotland has actively been involved in the development of the Transgender Etiquette and staff training. It has been advised by Anne Marriot LGBT Youth Scotland National Development Manager that NHS Forth Valley submits an application to be awarded the LGBT Charter Mark, due to the work that they have completed to date on LGBT issues to enhance services.

Men having Sex with Men – NHS Forth Valley Health Promotion initiative

Dr Kirsty Abu-Rajab, Joe Hamill and Pamela Vannan from NHS Forth Valley have been successful in a bid to NHS Health Scotland to take forward HIV prevention work with men who have sex with men. Work is ongoing to develop the project Action Plan to engage with the target group identify specific needs.

LGBT (Lesbian, Gay, Bisexual and Transgender) Youth Scotland

Over the past few years NHS Forth Valley has welcomed the opportunity to work with LGBT Youth Scotland in developing staffs awareness of LGBT issues as well as enhancing service delivery. A programme of work continues to be completed along with LGBT Youth Scotland and our public body and community group partners.

NHS Forth Valley sits on the local steering group with representatives from Health, Local Authorities, Police and Voluntary Sector amongst others to support the needs of young LGBT people in the Forth Valley area. Two initiatives have been started this year including:

SEVEN Central LGBT Youth - SEVEN is the LGBT youth group for 13-25 year olds. Currently based in Stirling it runs once a month at the Basement from 6.00- 8.00pm. Further information re times and venue details, people can text "Stirling" to 0778 148 17 88 or you can send an email to info@lgbtyouth.org.uk or if they would like to speak to Hayley the Central worker about any concerns or before coming to the groups please contact hayley.paterson@lgbtyouth.org.uk

Clackmannanshire LGBT Youth - There is a new Clacks group - held on the 1st Monday of the Month at Kilncraigs from 6.30 till 8.30 if you would like to come along or find out more, you can text "Clacks" to 0778 148 17 88 or email info@lgbtyouth.org.uk. If you would like to speak to Hayley the Central worker about coming to the groups please contact hayley.paterson@lgbtyouth.org.uk

The group is fun and informal, with some sessions being dedicated to awareness raising

Section 3 - Workforce monitoring and support

Equal Pay

We are committed to the promotion of equality and the elimination of discrimination in all its forms from every aspect of the services provided. We develop policies and practices that aim to ensure that discrimination, including unlawful discrimination and harassment on the grounds of gender, plays no part in the way that we deliver our vision, goals and aims.

We ensure that our employees are remunerated fairly and equitably for the work they do and that staffs are remunerated on nationally agreed pay scales e.g. Agenda for Change. The national job evaluation schemes are transparently applied to all staff.

Our Equal Pay statement can be accessed at:

http://www.nhsforthvalley.com/web/files/Equality_Diversity/NHS_Forth_ValleyEqual_Pay_Statement_2010.pdf

The following report includes information against the key equality strands and we will utilise this information to monitor the gender breakdown of the pay bands

Workforce Diversity Monitoring Report Quarter 2 2010/2011

1. Introduction

This is the NHS Forth Valley Workforce Diversity Monitoring Report for the period of **July – September 2010**

NHS Forth Valley is committed to equality and uses the data produced by our monitoring processes to enhance a culture of fairness and equality for all through continuous improvement in all areas. The information contained in this report is used to analyse trends, highlight areas requiring attention and assess the impact of appropriate actions.

These actions may include;

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

The NHS Forth Valley Workforce Modernisation Board, Staff Governance Committee and Fair for All Groups will receive regular reports based on this data.

2. Legislative Framework

The Race Relations Amendment Act (2000) requires public bodies such as NHS Forth Valley to collect information regarding the ethnicity of individuals in our employment on a range of employment monitoring indicators.

Specifically the Race Relations Act 1976 and the Race Relations Act 1976 (Statutory Duties) (Scotland) Order 2002 outlines that as a public authority NHS Forth Valley must monitor the following by reference to the racial groups to which they belong;

Section 5:

2 (a) The numbers of –

- i. Staff in post, and
- ii. Applicants for employment, training and promotion from each such group and

2 (b) Where that body or person has 150 or more full-time staff, the numbers of staff from each such group who –

- i. Receive training;
- ii. Benefit or suffer detriment as a result of its performance assessment procedures;
- iii. Are involved in grievance procedures
- iv. Are the subject of disciplinary procedures; or
- v. Cease employment with that person or other body.

(3) Such a body or persons shall publish annually the results of its monitoring under paragraph (2).

The Disability Discrimination Act (2005) suggests as good practice, public bodies such as NHS Forth Valley should collect information regarding the disability of individuals in our employment. This is not a statutory duty and in this report we will also cover the remaining five equality strands.

3. Classifications of Ethnic Origin

For the purpose of consistency NHS Forth Valley use the classifications of ethnic origin as defined in the 2001 Census. These were defined in Scotland as:

White

- White Scottish
- Other White British
- White Irish
- Other White

Indian

Pakistani and other South Asian

- Pakistani
- Bangladeshi
- Other South Asian

Chinese

Other

- Caribbean
- African
- Black Scottish or Other Black
- Any Mixed Background
- Other Ethnic Group

4. Staff in Post (30th September 2010)

4.1 Table 1 and Chart 1 below detail the number of staff in post at 30th September 2010 by ethnic group. This data has been collected via diversity questionnaires and staff appointment forms. The information is held securely in the national workforce database SWISS.

At 30th September, we have information on 93.05% of our employees, an additional slight increase compared with 92.28% in September 2009.

4.2 In terms of the diversity of its workforce, this table demonstrates a positive picture of the workforce demographic of NHSFV compared to the local demographic. However, the 3 fields identified with (*) highlight the following:

- NHSFV's White Scottish workforce is 12.48% lower than that of the local population
- NHSFV's Other White British workforce is 0.19% lower than that of the local population
- NHSFV's Pakistani workforce is 0.20% lower than that of the local population

All other ethnicity groups show the same or higher representation in the NHSFV workforce as in the local population, which is positive.

NB: The census data is, necessarily, 9 years old whilst SWISS data (which is published annually) is 9 months old and the NHSFV in-post data is contemporary at September 2010. Of note, and in line with other areas in Scotland, is that there has been a growing Eastern European demographic. NHSFV has prioritised work to compare and better understand population information from our Local Authority and Central Scotland Police colleagues. We hope that this will further inform our information base and assist in service planning and employment monitoring.

Ethnicity	Sep-09	Sep-10	Diff	NHSFV 2001 census data	Diff	SWISS March 2009 data	Diff
African	0.17%	0.17%	0.00%	0.05%	0.12%	0.40%	-0.23%
Any mixed background	0.26%	0.28%	0.02%	0.18%	0.10%	0.20%	0.08%
Bangladeshi	0.01%	0.05%	0.04%	0.01%	0.04%	0.00%	0.05%
Caribbean	0.06%	0.03%	-0.03%	0.03%	0.00%	0.00%	0.03%
Chinese	0.16%	0.14%	-0.02%	0.16%	-0.02%	0.20%	-0.06%
Declined	4.04%	4.24%	0.20%		4.24%	10.60%	-6.36%
Indian	0.56%	0.62%	0.06%	0.12%	0.50%	0.80%	-0.18%
Other Asian	0.29%	0.33%	0.04%	0.01%	0.32%	0.40%	-0.07%
Other Black	0.04%	0.05%	0.01%	0.01%	0.04%	0.00%	0.05%
Other Ethnic Background	0.20%	0.17%	-0.03%	0.12%	0.05%	0.20%	-0.03%
Other White	1.48%	1.52%	0.04%	1.21%	0.31%	3.30%	-1.78%
Pakistani	0.21%	0.20%	-0.01%	0.40%	-0.20%	0.20%	0.00%
Questionnaire	0.03%	0.03%	0.00%		0.03%		0.03%
White British	6.24%	6.36%	0.12%	6.55%	-0.19%	7.80%	-1.44%
White Irish	1.00%	1.01%	0.01%	0.74%	0.27%	0.80%	0.21%
White Scottish	77.57%	77.89%	0.32%	90.37%	-12.48%	45.80%	32.09%
Unknown	7.69%	6.92%	-0.77%		6.95%	29.00%	-22.05%
% known:	92.28%	93.05%	0.77%				

Table 1

4.3 Table 1 shows the comparative demographic of the staff employed in NHS Scotland as a whole as at 30th September 2010 using data sourced from the SWISS system which is published annually by the Information and Statistics Department (ISD) of National Services Scotland (NSS).

Again the figures demonstrate a positive picture of the workforce demographic of NHSFV compared to the national demographic, particularly in relation to the percentage of the workforce for whom ethnicity has been recorded (only 4 Boards were performing better than NHS Forth Valley in this respect at the time the figures were produced (September 2010) even allowing for the fact that our "known" percentage was also lower at that time and all of these had fewer employees than NHS Forth Valley).

From this table it appears that:

- NHS Forth Valley’s Black African workforce is 0.23% lower than the NHS Scotland overall workforce
- NHS Forth Valley’s Chinese workforce remain 0.06% lower than the NHS Scotland overall workforce
- NHS Forth Valley’s Indian workforce is 0.18% lower than the NHS Scotland overall workforce
- NHS Forth Valley’s Other Asian workforce is 0.07% lower than the NHS Scotland overall workforce
- NHS Forth Valley’s Other Ethnic Group workforce is 0.03% lower than the NHS Scotland overall workforce
- NHS Forth Valley’s Other White workforce is 1.78% lower than the NHS Scotland overall workforce
- NHS Forth Valley’s White British workforce is 1.44% lower than the NHS Scotland overall workforce
- NHS Forth Valley’s “Unknown” workforce is 22.05% lower than the NHS Scotland overall workforce.

The high percentage of “Unknown” ethnicity in the national figures means that these comparisons should be treated with caution. The differences can be less marked when compared to the published percentages for the other *individual* Boards, although some values have been suppressed even in the national statistics (which include headcounts as well as percentage values) because the numbers were so low as to make the information personally identifiable either by actual declaration or by calculated difference values.

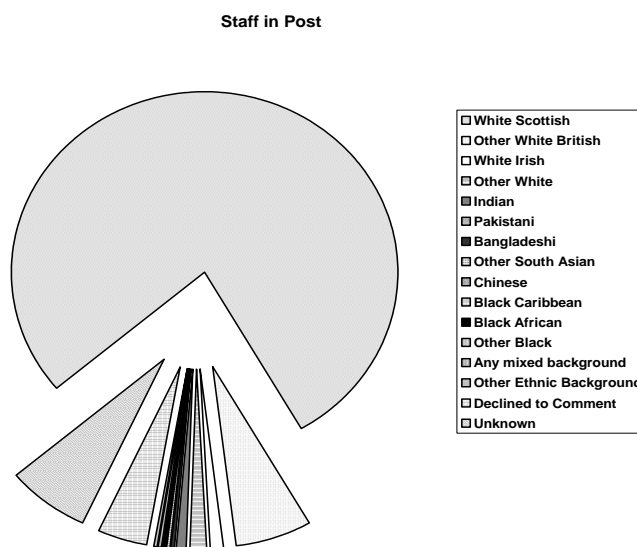


Chart 1

4.4 Table 2 shows gender of staff in post compared to September 2010. There is an increase in 0.31% in the female workforce in this period of time.

Gender	Sept-09	Sept-10	Diff
Female	83.99%	84.30%	0.31%
Male	16.01%	15.70%	-0.31%
% known:	100.00%	100.00%	

Table 2

4.5 With the remaining tables 3 -7 in this section, this data was not captured in Scotland's Census 2001; therefore we can only give comparisons within NHSFV. There is a high percentage of "unknown" amongst existing employees, but this data is now being collected via equality and diversity questionnaires, as Good Practice, with staff appointment forms. The information is held securely in the national workforce database SWISS.

Table 3 shows transgender of staff in post compared to September 2009.

Transgender	Sept-09	Sept-10	Diff
Declined to Comment	0.98%	1.32%	0.34%
Yes	0.01%	0.03%	0.02%
No/Unknown	99%	98.65%	-0.35%

Table 3

4.6 Table 4 shows the sexual orientation of staff in post compared to September 2009. During this period of time, the number of heterosexual staff has increased by 3.78%, and the number of unknown has decreased by 4.42%. This may be a reflection of the request to complete the questionnaires on appointment.

The remaining numbers show little change only.

Sexual Orientation	Sept-09	Sept-10	Diff
Bisexual	0.34%	0.42%	0.08%
Declined	5.11%	5.55%	0.45%
Gay	0.20%	0.36%	0.16%
Heterosexual	42.10%	45.88%	3.78%
Lesbian	0.13%	0.14%	0.01%
Other	0.19%	0.19%	0.00%
Unknown	51.83%	47.42%	-4.42%

Table 4

4.7 Table 5 shows the disability of staff in post compared to September 2009. The number of staff known to have a disability is slightly lower than the previous year, however overall there is a decrease of 6.83% in the unknown. This also may be a reflection of the request to complete the questionnaires on appointment.

Disabled	Sept-09	Sept-10	Diff
Unknown	93.79%	86.97%	-6.83%
No	4.87%	11.45%	6.58%
Declined to Comment	1.00%	1.26%	0.26%
Yes	0.34%	0.33%	-0.02%

Table 5

4.8 Table 6 shows the religion of staff in post compared to September 2009. There is a slight decrease in the number of staff known to be Jewish and Hindu.

Religion	Sept-09	Sept-10	Diff
Buddhist	0.41%	0.48%	0.07%
Christian - other	4.34%	4.59%	0.25%
Church of Scotland	16.11%	17.27%	1.16%
Declined	4.22%	4.97%	0.75%
Hindu	55.17%	50.57%	-4.60%
Jewish	0.51%	0.50%	-0.01%
Muslim	0.07%	0.11%	0.04%
No religion	0.44%	0.64%	0.20%
Other	11.95%	13.62%	1.67%
Roman Catholic	0.80%	0.99%	0.19%
Sikh	5.81%	6.13%	0.32%
Unknown	0.16%	0.14%	-0.02%

Table 6

4.9 Table 7 shows the age profile of staff in post compared to September 2009. There is a decrease in the age of staff in post between 16-24 , 35-44 and 60-64 and an increase in the age group 45-59+.

Age Band	Sep-09	Sep-10	Difference
16-19	0.29%	0.12%	-0.16%
20-24	4.09%	3.17%	-0.91%
25-29	7.71%	7.81%	0.10%
30-34	8.57%	9.09%	0.52%
35-39	11.81%	11.67%	-0.14%
40-44	17.13%	16.52%	-0.60%
45-49	18.44%	18.81%	0.37%
50-54	15.65%	16.17%	0.51%
55-59	10.36%	10.84%	0.49%
60-64	5.17%	4.96%	-0.21%
65+	0.79%	0.82%	0.04%
Grand Total	100.00%	100.00%	0.00%

Table 7

5. Applicants for Employment and Promotion

5.1 All NHS Forth Valley vacancies are advertised internally and, where appropriate externally, in line with our Recruitment and Selection Procedures. This ensures that staff have equal access to promotional opportunities and all candidates, both internal and external, are treated consistently. There were a total of 68 posts advertised during this period, and 9 of these posts were considered suitable through the redeployment process.

The NHS Forth Valley recruitment system *E-cruit* ensures the capture of diversity information provided by applicants for all posts. The following table shows the comparative ethnicity of individuals at the application, shortlisting and offer of employment stages stage of the recruitment process between 1st July –30th September 2010

5.2 In terms of the reporting schedule, as is the norm, not all posts for which applications were received during this time period had reached the shortlisting or offer of employment stages of the process at the time of reporting.

5.3 Approximately 30.7% of those who applied for posts were shortlisted for interview and approximately 5.49% of those who applied for posts were offered employment during the reporting period. The largest numbers of those who applied, were shortlisted or offered employment were of White Scottish background, which is to be expected given the demographics of Forth Valley.

NOTE: 1.79% of applicants declined to disclose their ethnicity. NB: this is slightly lower than the September 09 position of 2.07%.

Ethnic Desc	Applied	Shortlisted	Offered
African	0.74%	0.00%	0.00%
Any Mixed Background	0.21%	0.00%	0.00%
Bangladeshi	0.00%	0.00%	0.00%
Caribbean	0.00%	0.00%	0.00%
Chinese	0.32%	0.00%	0.00%
Indian	1.79%	0.00%	0.00%
Other Asian	0.63%	0.34%	0.00%
Other Black	0.11%	0.00%	0.00%
Other Ethnic Background	0.11%	0.34%	0.00%
Pakistani	0.63%	0.00%	0.00%
Prefer Not To Answer	1.79%	2.41%	1.92%
White British	8.86%	10.31%	9.62%
White Irish	2.00%	0.69%	0.00%
Other White	2.95%	3.09%	1.92%
White Scottish	79.85%	82.82%	86.54%
Grand Total	100.00%	100.00%	100.00%

Table 8

Tables 9- 13 show information on the gender, sexual orientation, disability status and religion of those applying for posts between 1st July and 30th September 2010 compared to the previous quarter.

Gender Description	% of Total Applicants	
	Jun-10	Sep-10
Female	83.82%	83.86%
Male	15.35%	15.19%
Declined to Comment	0.83%	0.95%
Grand Total	100.00%	100.00%

Table 9

Transgender Status Description	% of Total Applicants	
	Jun-10	Sep-10
No	98.96%	98.84%
Yes	0.00%	0.11%
Prefer not to answer	0.41%	0.11%
No Info Provided	0.62%	0.95%
Grand Total	100.00%	100.00%

Table 10

Sexual Orientation Description	% of Total Applicants	
	Jun-10	Sep-10
Bisexual	0.21%	0.42%
Gay	0.83%	0.63%
Heterosexual	90.87%	93.35%
Info Not Provided	3.53%	2.64%
Lesbian	0.62%	0.21%
Other	0.21%	0.32%
Prefer Not To Answer	3.73%	2.43%
Grand Total	100.00%	100.00%

Table 11

Disabled	% of Total Applicants	
	June- 10	September -10
No	100.00%	100.00%
Yes	0.00%	0.00%
Grand Total	100.00%	100.00%

Table 12

Religion Descriptor	% of Total Applicants	
	Jun-10	Sep-10
Buddhist	0.62%	0.00%
Christian - Other	6.02%	7.28%
Church of Scotland	34.65%	27.11%
Hindu	0.00%	1.05%
Jewish	0.62%	0.42%
Muslim	0.00%	0.74%
No Religion	32.57%	40.40%
Other	1.66%	1.16%
Roman Catholic	16.18%	16.56%
Sikh	0.00%	0.21%
Prefer not to Answer	5.19%	3.38%
No info provided	2.49%	1.69%
Grand Total	100.00%	100.00%

Table 13

6. Staff who applied for and received training

We are now in the process of piloting our Learning Management System in selected areas, however, the chart below is based on data held in the Training Department Database only at this point and may not be a true reflection of all staff that have applied for or received training. This challenge is now nearing an end and a further update will be provided in the next quarterly report.



Chart 2

7. Staff who benefit or suffer from Performance Assessment Procedures

Executive Directors and the Senior Managers Group are currently the only staff within the Scottish NHS, and therefore within NHSFV, where staff appraisal is linked to staff reward (pay).

The full introduction of Agenda for Change and the Knowledge Skills Framework (KSF) will however create a link in future between evidenced staff competence, the KSF profile for a post and approval for staff to progress through salary scale gateways for pay progression.

Information, including information on ethnic origin, was transferred to the e-KSF system from the Scottish Workforce Information Standard System (SWISS) during 2008/09.

NHS Forth Valley will then, in line with other Scottish Health Boards, be able to report accurately in this area.

8. Staff who are involved in Grievance Procedures

NHS Forth Valley monitors the ethnicity of those staff who are involved in grievance procedures, however there were no grievances recorded between July and September 2010.

9. Staff who are the subject of Disciplinary Actions

NHS Forth Valley monitors the ethnicity of those staff who are the subject of disciplinary actions and table 14 summarises the information collected on the small number of staff affected between July and September 2010.

NB: Because of the low numbers involved, we have to report in percentages.

Ethnicity	
White Scottish	100%
Other White British	
White Irish	
Other White	
Indian	
Pakistani	
Bangladeshi	
Other South Asian	
Chinese	
Black Caribbean	
Black African	
Black Scottish or Other Black	
Any mixed background	
Other Ethnic Group	
Unknown	
Total	100%

Table 14

10. Staff who Ceased Employment with the Board

Table 15 identifies the number of staff who left the organisation between July and September 2010 by ethnic group.

- The total number of leavers during this period was 630
- Of these 365, approximately 57.94% were support staff
- Of these, 162, approximately 25.71% were medical and dental staff
- Of these, 62, approximately 9.84%, were nursing & midwifery staff (all grades), which regularly show turnover due to promotional activity.
- Turnover was increased during this quarter because of a move of support staff to Serco.
- The most diverse group in our workforce is that of medical and dental staff

Ethnic Group	% of Total Leavers	Leavers as % of In-post staff
White Scottish	71.90%	8.33%
Other White British	8.41%	12.13%
White Irish	1.75%	15.71%
Other White	1.59%	9.62%
Indian	2.54%	41.03%
Pakistani	0.95%	40.00%
Bangladeshi	0.16%	100.00%
Other South Asian	1.11%	35.00%
Chinese	1.11%	63.64%
Black Caribbean	0.00%	0.00%
Black African	0.48%	25.00%
Black Scottish or Other Black	0.00%	0.00%
Any mixed background	0.16%	5.56%
Other Ethnic Group	1.11%	50.00%
Declined to Comment	4.92%	10.95%
Not Known	3.81%	4.44%

Table 15

- Seasonal variations in relation to medical and dental staff occur particularly at the end of January and the end of July due to the changeover of the training grades.
- Such seasonal variations of this type mean that comparisons over time should be treated with caution as the number of leavers can vary quite markedly between reporting periods.

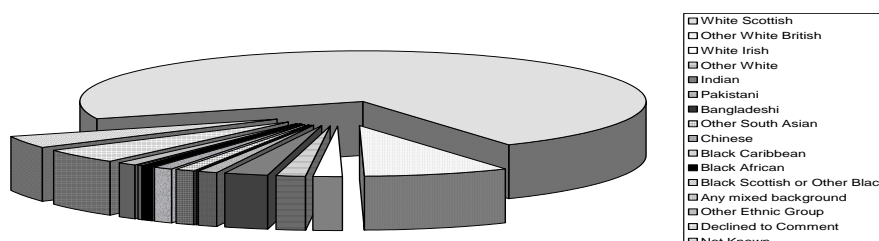


Chart 3

11. Conclusion:

The workforce diversity information presented above in chart 3 indicates a relatively stable situation in NHS Forth Valley.

Action Plan Progress Report

To make this report easier to read we have used a traffic light system to show progress at a glance. The traffic light system has been used to aid the monitoring of progress within the respective Equality Schemes Action Plans. However, it should be noted that many of the priorities identified will have an ongoing focus.

You will see that the actions are marked green or amber; showing that we have completed or are making good progress with what we said we wanted to achieve.

From the 80 Actions:

Green	30% - Action completed and/or systems well established
Amber	80% - Action underway and/or in progress
Red	0% - No action or not completed

Updates in report will reflect if the information has been updated by E&D project Manager or if progress is in relation to gender, disability, race, religion and belief or sexual orientation leads, or from HR Department.

The most up to date changes will be reflected in bold within the 'Status Section'.

Further information on the innovative work being completed within NHS Forth Valley can also be found within our web site and News letters reflecting the wide variety of activities undertaken by our staff and the communities we serve to enhance health and well being for all. <http://www.nhsforthvalley.com>

Area 1: Leadership, Corporate Commitment, and Governance

Objectives:

- To lead an organisation free from unlawful discrimination on the basis of age, disability, gender, Race/ethnicity, religion or belief or sexual orientation.
- Incorporate the priorities and actions of our existing schemes into the Single Equality Scheme.
- Ensure that NHS Forth Valley is actively addressing the equality and diversity agenda and it is embedded within the organisations governance and monitoring processes.

Outcome

NHS Forth Valley commitment is clear on promoting equality, good relations and eliminating discrimination, ensuring equality is part of the main business of the organisation at all levels and across all activities

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
1.1	The Board formally approves the SES and makes a public commitment to promote Equality and Diversity 1-12	Chief Executive, Director of HR and Equality and Diversity Project Manager	December 2009	NHSFV SES is in place	E&D Single Equality Scheme published 4th December 2009	Green
1.2	Refresher training will be provided for Board members on equality, diversity and human rights 1-12	Organisational Development and Equality and Diversity Project Manager.	June 2010 Delayed until approx. September 2010	Attendance at training and applying new understanding in an assurance role	E&D – Awaiting outcome of Code of Practice to be developed for Scotland re new Single Equality Bill. Envisaged training will be completed early 2011	Amber
1.3	Executive Director will maintain lead for Equality and Diversity for the organisation 2, 6, 8, 12	Human Resource Director	2009-2012	Director Identified December 2009	E&D Helen Kelly is Executive Lead for NHSFV	Green

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
1.4	Equality and Diversity structures and leadership roles are communicated within the organisation 1, 2, 3, 4, 6, 8, 10, 12	Director of Human Resource	2009-12	Equality and Diversity is embedded throughout the organisation. Information on Equality and Diversity Advisory Team on intranet	<ul style="list-style-type: none"> E&D Review completed on membership of FFA Operational Group. Decision made to hold development Group and work via current reporting structures. Progress being made on changes to current E&D web page 	Amber
1.5.	All Executive Directors and senior managers have objectives on embedding equality, diversity and human rights in their area 1-12	Chief Executive	January 2010 -2012	All Exec and non exec Directors and senior managers have an equality, diversity and human rights objective	Objective setting for 2010/11 includes reference to human rights. Equality and Diversity objectives are already embedded in NHSFV's performance management framework	Green
1.6	Previous Equality Schemes actions will be reviewed and included where appropriate within the Single Equality Scheme 1-12	Equality and Diversity Advisory Team (EDAT)	October 2009	Outstanding actions included in SES	EDAT: Strand specific schemes reviewed. Areas carried forward identified and added to Single Equality Scheme. Approved by FFA Development group and NHSFV Board	Green

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
1.7	SES is published on NHSFV web site and disseminated via intranet site, disseminated to a variety of groups and staff and will be available in alternative formats on request 1-12	EDAT	December 2009-12 Incl. Annual Review as well as internal reports	NHSFV can evidence equitable access to services	<ul style="list-style-type: none"> ➤ Single Equality Scheme available on web site & intranet site ➤ Disability Service developed Summary version ➤ EDAT disseminating SES via internal and external mechanisms ➤ PPF Coordinator & Scottish Health Council highlighted SES through existing channels. ➤ Disability Service providing SES in alternative formats, to date have received request for audio, Braille and PC friendly versions. 	Amber
1.8	Monitor, review and update action plan 1-12	EDAT Team	Quarterly reports	Quarterly reports available.	<p>EDAT -Quarterly reports made available to FFA Development Group, Equality Action Group and PFPI Group as well as reports submitted to Clinical Improvement Groups and strand specific groups</p> <p>Action Plan made available on internet to ensure transparency of actions taken.</p>	Amber

Action		Lead	Timescale	Measurement of success	Progress to Date	Status
1.9	Produce a six monthly progress monitoring report against this action plan, identifying strengths, gaps and areas for development. NHS Board and other associated relevant groups incl. FFA Development Group are continually updated 1-3, 4-8, 10-12	Equality and Diversity Project Manager	Board reports 6 monthly FFA – Development Group, Gender Ref. Group and Forth Valley Joint Disability Group receive Quarterly reports	NHS FV Reports available at agreed timescales Transparency of progress with SES 1-12	E&D – Reports made available in March (completed) and August 2010 (completed)	Green
1.10	Systems in place to ensure that the diverse needs of communities are met and reflected within NHS FV publications 1-12	Communications Team	2009/12	Use of inclusive images and appropriate language in publications	E&D -Discussions held with new Communications Manager. New NHSFV web site has been EQIA'd for accessibility as has E&D web page. Staff news etc reflect work completed re E&D locally	Amber
1.11	Finalise existing Fair for All Development Group membership and objectives	Equality and Diversity Lead and Co-Chair FFA Development Group	2009/12	Terms of reference and objectives in place	DRAFT Objectives agreed at December 2009 meeting; Review completed on membership Nov '10	Green

Area 2: Equality Impact Assessments

Objective:

- We will continue to review our functions, policies and practices and will update the list each year ensuring that we continue to assess areas of relevance to the general equality duties and the other equality areas in our remit.
- Over the next three years we are committed to increasing our own evidence base, as well as continuing to draw on best practice from external organisations.
- We will identify gaps in our monitoring base and look to extend our data gathering to address those gaps

Outcome

- NHS Forth Valley will maintain the robust and transparent equality impact assessment process with employees who are equipped with the skills necessary to complete this task

Action	Lead	Timescale	Measurement of success	Progress to Date	Status
2.1 Review EQIA framework/guidance to support EQIA process NHS Forth Valley. Further emphasise need to involve staff and service users in review process. 1-12	Equality and Diversity Project Manager	February 2010	Further to recommendations by NHS Equality and Planning Directorate EQIA Framework will be reviewed. Internal review to be completed March 2010	E&D - E&P Directorate to give further recommendations re criteria's for EQIA in ensuring inequalities is embedded within NHS assessments. Health Inequalities impact assessment tool reviewed July 2010, criteria's identified already assed within NHSFV existing tool. Peer review group. Meeting held on September 2010. All EQIA's assessed met with groups approval	Amber
2.2 Review impact of Policy on Policies to ensure that all new plans and policies have been EQIA'd prior to approval 1-12	Head of Corporate Development	April 2010 Review April 2011	Policy on 'policy and guidance development and approval' is reviewed	E&D Revised policy approved by information governance	Green

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
2.3	<p>Each CHP, Acute Service and Corporate services will continue to review local policies, functions and procedures which have been prioritised for EQIA to ensure they are up to date; This includes programme of EQIA to be completed prior to transfer to new hospital 2010/11</p> <p>1-12</p>	<p>Service Leads and General Managers supported by Equality and Diversity Project Manager</p>	<p>2010-12</p>	<p>Key themes emerging will inform future service delivery and practice</p>	<p>E&D On – going Presentation completed by E&D Project Manager to Larbert Hospital Implementation Group 18th March 2010 identifies EQIA actions to be completed to support transfer to new hospital during 2010/11.</p> <p>Programme of EQIA's developed. 1:1 support given to services. Approx 40% of services EQIA'd</p> <p>NHS Health Scotland Equality and Planning Directorate staff received training from NHSFV as part of their PDP, to enable them to support NHSFV staff in completing EQIA's and thereby enhancing E&P Skills in conducting same within a geographical Board area</p>	<p>Amber</p>
2.4	<p>Standard E& D paragraph/statement to be used in all strategies/ plans/policies re ensuring documents are available in accessible formats on request 1-12</p>	<p>FFA Development Group</p>	<p>April 2010</p>	<p>Where appropriate: All plans, strategies and policies cite E&D paragraph and commitment to equality</p>	<p>Statement put in place to reflect that policies etc can be made available in alternative formats (back sheet).</p>	<p>Green</p>

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
2.5	Continue to ensure policies, procedures and services are Equality Impact Assessed on a minimum 3 yearly basis 1-12	Equality and Diversity Project Manager and Policy leads	Annual Update required (April 2010)	Evidence of Completed EQIAs is in place and available for public review on an annual basis	All EQIA completed until October 2010 are available on Intranet. Programme of work being completed re transfer to FVRH	Amber
2.6	Further develop NHSFV EQIA Outcome Databank to ensure there is a consistent approach to Equality Impact Assessment reporting and a shared evidence base 1-12	EDAT	April 2010	EQIA Outcome Databank is in place and used	E&D Key themes from EQIA completed collated and used to influence changes in service provision or highlight gaps in service provision E&D Annual Report reflects EQIA completed and key themes emerging. Disability Services continues to support any request relating to disability areas and advises reviewer to forward finalised assessment to L Waddell	Amber
2.7	Develop an EQIA monitoring group with representatives of staff and service users 1-12	Equality and Diversity Project Manager	February 2010 with 4 monthly meetings	Monitoring system in place as per FFA Development Group objectives	E&D Group in place. EQIA's reviewed: Group approved content of same	Green
2.8	Continue programme of Equality Impact Assessment training and facilitation 1-12	Equality and Diversity Project Manager	December 2009 review annually	Equality Impact Assessment training delivered monthly 2009	E&D Programme of training in place until 2010. To date 149 staff trained. Ad hoc training delivered on site in particular focusing on areas transitioning to new hospital Programme in place for 2011	Amber

Area 3: Partnership Working

Objective:

- Enhance current partnership arrangements to further develop a joined up approach to promoting equality, diversity and human rights through multi-agency working
- Work in partnership with local people and all relevant organisations to promote, protect and improve health and well being and reduce health inequalities that may exist within our diverse communities
- To work in partnership and with Specific NHSFV services and partners to enhance care to people in relation to Gender Based Violence (GBV) as per CEL 41 (2008) and implement recommendations

Outcomes -NHS Forth Valley will fully involve relevant stakeholders and partners in shaping and developing new systems and practices to progress promotion of equality, good relations and eliminating discrimination

Action	Lead	Timescale	Measurement of success	Progress to Date	Status
3.1 NHSFV will enhance working in partnership with its patients/service users, carers, staff and the public 2, 3, 6, 7, 8, 9, 12	Head of Patient Focus public involvement/ ARF	Annual Update at December 2010 2011 2012	NHSFV can demonstrate the ways in which local people and staff have been involved in service planning and development	E&D -Partnership working ongoing with local public bodies Incl: Gender Based violence and E&D within lay advisor systems in respective organisations. Training for Lay advisors completed October 2009 & Feb '10 Disability Service -continues to work in partnership with our staff and local communities and the quarterly "coffee mornings" combined Christmas party taking place on the 4 th December 2010 and will incorporate PAVE	Amber

Action	Lead	Timescale	Measurement of success	Progress to Date	Status
				<p>Disability Service- new front-door group established in partnership with patient concerns, ppp and serco reps to discuss a more streamlined voluntary processes.</p> <p>Race Equality A well attended event held in March 2010: "Accessing Health in Forth Valley: a seminar for ethnic minority communities."</p> <p>A report on the event has been noted by the Fair for All group and information and support has been given on opportunities for further participation in NHS FV Patient Focus Public Involvement mechanisms e.g. PPP, PPF and Patient Experience Programme</p> <p>Gender Local transgender group and LGBT Youth Scotland actively involved in development of NHSFV Transgender etiquette</p>	

Action	Lead	Timescale	Measurement of success	Progress to Date	Status
3.2 Continue with Local Engagement on equality and diversity issues in each CHP 1,2,3,4,5,6,8,9,10,11,12	PPF Coordinator and Community Health Partnership General Manager	Review in April 2010	Involvement of local communities in plans and provision of services	Presentations completed to CHP (Stirling) June 2010 focusing on EQIA CHP (Falkirk) June focusing on Gender based violence	Amber
3.3 NHSFV will enhance its partnership working with other statutory and community and independent sector organisations and groups', 3, 6, 7, 8, 9, 12	EDAT, Director of Human Resource,	Annual Update required (December 2010)	NHSFV can demonstrate partnership activities completed. NHS Forth Valleys Single Equality Scheme shared with partners	Disability: Partnership training taking place with Central Scotland Police and Fire in 6th Dec 10. Ongoing monthly Sensory newsletter submissions Disability Service continues its local links with CVS and Open Door to promote volunteering opportunities and work experience in house. Noted increase in requests for work experience and volunteering, a volunteer working and strategy group are in existence to support. First PAVE volunteer completed Deafblind Communication training.	Amber

Action	Lead	Timescale	Measurement of success	Progress to Date	Status	
					<p>In partnership with SASLI/EFSLI a fundraiser Ball took place on the 8th May to raise funds for PAVE and EFSLI. Pictures are on www.nhspave.co.uk. £3791 was raised and will support community activities</p> <p>Spending pen approved for Forth valley Royal Hospital site. Awaiting final design and placement. This work has progressed with supports from service users and RNIB.</p> <p>Work ongoing with Partners in relation to Gender Based Violence, LGBT Youth, Local CVS and Hate Crime in particular</p> <p>IDEAL data base review completed – Awarded finalist in @Celebrating Success Awards' 2010</p>	

Action	Lead	Timescale	Measurement of success	Progress to Date	Status
<p>3.4 NHS Forth Valley will work with the 3 Local Authorities and Police colleagues to develop Hate Incident Reporting and Monitoring 1,3,4,5,6,8,10,11,12</p>	Quality Manager	2009 - 12 Review Annually	<p>Revised Multi Agency Hate Response Strategy in place 2010-13</p> <p>Joint working group in place and feedback presented to EDAT and Fair for All Groups</p>	<p>Refreshed Strategy and Action plan implemented in 2010. NHS FV active partner in communications, awareness and launch sub-group which includes revised reporting and monitoring arrangements .Strategy launched July 2010</p> <p>Joint group in place, meetings held quarterly. Ongoing evaluation.</p> <p>Website: revised and active www.stophateincentralscotland.org.uk</p>	<p>Amber</p> <p>GREEN</p>

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
3.5	<p>NHS Forth Valley will work in partnership and with Specific NHSFV services and partners to enhance care to people in relation to Gender Based Violence as per CEL 41 (2008) 1,3,4,5,6,8,10,11,12</p>	<p>Public Health Consultant. Dr. R. Balendra</p>	<p>2009-12</p>	<p>Action Plan in place which reflects sites selected, training plan in place, monitoring and routine enquiry systems in place</p>	<p>Gender:</p> <ul style="list-style-type: none"> • Programme of training in place for year 1 sites: Mental Health, Addictions and Women and Children's services. GBV. • Information to be placed on intranet site for staff in April 2010 (delayed until Sept '10) • Training held to date: Maternity Staff April 2010-06 Train the trainers: 14 June '10 Managers Training 25 June '10 Mental Health and Drugs and Addictions Staff August/September '10. Phase 2 commencing in Oct '10. <p>Baselines being completed on A&E, Sexual Health and Community Nursing 'Dec 2010</p>	<p>Amber</p>

Action		Lead	Timescale	Measurement of success	Progress to Date	Status
3.6 (added June 2010)	<p>Caledonian System (Community Justice Authorities -Local Implementation</p> <p>Joint working with partners in Police, L/Authority, Criminal Justice etc in the national project to improve the consistency and accessibility of perpetrator programmes re Gender based violence across Scotland</p>	L Waddell	2012	Inter-agency protocols for joint recording, information sharing and communication; local staff involved directly or tangentially with the Caledonian System will need basic-awareness and skills based training on domestic abuse and violence against women.	1 st meeting held 22 nd June 2010. Further meetings October 2010 postponed	Amber

Area 4: Accessibility, Service Delivery and Communications

Objectives

- To ensure that our information is accessible by working with our partners to maintain and develop interpretation and translation services
- To ensure promotional activities and materials are accessible and appropriate for the target audience.
- To deliver services that are sensitive to the diverse needs of the community and which are delivered in an environment which staff and service users can access.

Outcomes

NHS Forth Valley will be knowledgeable, sensitive and responsive to the health, communication and access needs of all groups and use evidence based strategies, best practice, national guidance and action plans to reduce any inequalities in health experience.

Action	Lead	Timescale	Measurement of success	Progress to Date	Status
4.1 Review of interpreting and translation processes and policy is completed and Language Plan is developed, with guidance in place to ensure communication and access needs of all people are met including those people who are deaf, blind, Deafblind or disabled 1,2,4,5,6,7,8,9,	Deputy Director of Human Resource & Senior Planning Manager	2009/10 Review annually	Interpreting policy and system for obtaining services of an interpreter is in place and available to staff	<p>Disability Work well underway for tender process relating to one year pilot with option of further three years if agreed by both parties. Tender will go into Portal October 2010 and follow procurement procedures</p> <p>The national TICS work will be considered whilst addressing some of the current local requirements.</p> <p>NHS Forth Valley participated in national activity regarding service quality recommendations for NHS Scotland and also national <i>Every Word Matters</i> conference.</p> <p>Meetings on going</p>	Amber

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
4.2	Monitor usage and quality of communication support (interpretation and translation) 1,2,4,5,6,7,8,9,	Disability Advisor Quality Manager	2009/12 Review annually	Quarterly reporting and Annual reviews completed	Disability Audit of current usage of consortium Interpreting and Translation Service for Deaf and Deafblind Service Users completed. The findings will support consultation events on 12 th and 24 th November addressing future requirements and provision Languages other than English Position paper drafted Nov '09 and revised September 10. Report on annual usage provided to FFA Development Group, June '10 Development of good practice resource and signposting complete range of support options available in NHS Forth Valley underway with community involvement – launch Spring 2011	Amber
4.3	Information including appointment letters is available in different formats on request to meet individual need. 1, 2, 4, 6, 7, 9, 12	Disability Service/Access and capacity	2009/12 Review annually	System in place and monitored to ensure Information can be obtained in different formats where appropriate	Disability Date confirmed with eHealth and the Disability Service in relation to mandatory field change in referral pathways and templates for SCI gateway. Everything is now in place for above and the SCI amendment is scheduled for Feb 2011. As well as	Amber

Action	Lead	Timescale	Measurement of success	Progress to Date	Status	
				<p>this a further two amendments are in place with similar fields for TOPAZ and HELIX</p> <p>Coding agreed and algorithms being designed, GP training taking place Oct – Dec. Meeting regularly with 18wrvt team to discuss changes to current process and best ways to implement.</p>		
4.4	Multilingual phrasebook is developed in partnership with Health Rights Information Scotland	Quality Manager	2009/10	<p>Staff & users supported by new resource.</p> <p>Evaluation report to be completed 2011</p>	Race -Resource piloted in primary care and with community groups. Workshop event in partnership with CSREC in March '10. Launch of resource Spring 2011	Amber
4.5	<p>Ensure accessible information is available via Service Information Directory available on the intranet regarding services provided by the organisation.</p> <p>Prompts in place re-peoples requirement for information in alternative formats 2, 6, 9, 12</p>	Chris Wright	<p>Stage 1 available Sept 2009</p> <p>Stage 2 April 2010</p>	<p>System in place to support service users understand function etc of departments</p>	<p>Disability – No progress on SID, focus has been on SCI Referral amendment, as without one the other is not possible.</p> <p>Access and Capacity team working with disability service to proactively identify those individuals that require additional communication/access support</p>	Amber

Action	Lead	Timescale	Measurement of success	Progress to Date	Status
4.6 Ensure promotional activities and materials are accessible and appropriate for the target audience. 2,6,7,8,9,12	EDAT/Communications Manager	2009/12 Review annually	Promotional activities and materials are accessible	Disability - Service currently provides specific formats relating to requests via the Communications Team. NHS Forth Valley Royal Hospital web site EQIA'd to ensure accessibility and now has community involvement in its development. E&D web site in place	Amber
4.7 Ensure DDA audits of the buildings are carried out: Including review of signage and parking 4, 6, 7, 9	Head of Estates	Annual Update required 2010	Up to date access audits have been completed and programme of work in place	Surveys completed to assess the condition of assets. The information will inform the Boards investment Strategy Base line – by end March 2010-03- Final Report – October 2010	Green
4.8 Continue to monitor feedback from patient, visitors and staff to advise of improvements that are needed to accessing services, facilities and to the environments 1-12	EDAT, PFPI Coordinator and service leads	2009/12	Evidences through Patient experience survey and complaints monitoring	E&D – PPF and Scottish Health Council now using Data monitoring forms to reflect audience make up from equality groups. Reports will be developed to identify and gaps in groups - contacted or participating to support the work of NHSFV Review completed: System working well	Amber

Action	Lead	Timescale	Measurement of success	Progress to Date	Status
				<p>Disability: The Forth Valley Joint Disability Group and the Disability Service “Coffee Mornings” are a platform for raising any concerns in relation to accessing health for staff and local community.</p> <p>“Coffee morning “ scheduled for Dec 4th 2010</p> <p>A new Wheelchair group has been established to support the wheelchair strategy action plan, in association with service users, Westmarc and planning manager. Next group meeting planned for 2nd December to discuss the public consultation on the wheelchair strategy.</p>	
4.9	Travel Manager	Ongoing Review annually	Evidenced through surveying	<p>Disability – Members of the community now have a direct link to Mark, to discuss any queries or concerns they may have and are also with any ad hoc enquiries via the Disability Service.</p>	Amber

2,6,7 ,12

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
4.10	<p>Ensure access to Halal food as well as other cultural dietary needs and prayer facilities in hospital are available 1-3</p>	<p>NHS Chaplains, Quality Advisor and catering department</p>	<p>2009/12</p>	<p>System in place to offer choice and support</p>	<p>Dietary needs - Alternative diets are currently provided in both Acute sites which also service the community. The new Larbert site will be managed by 'Serco'; have been in discussions with our dieticians etc regarding particular needs. Systems in place to support people with additional needs access menus</p> <p>Prayer facilities - Prayer facilities available in FVRH and SRI. FVRH- An EQIA has been completed on the new Spiritual Care Centre at FVRH and an action plan developed with the aim of providing improved disabled access to the Centre, to enhancing the environment in the Quiet Room and providing a means by which a programme of events held within the Quiet Room might be advertised.</p> <p>Clackmannanshire Community Healthcare Centre – to be evaluated re furnishings etc</p>	<p>Amber</p>

Action		Lead	Timescale	Measurement of success	Progress to Date	Status
4.11	Review is completed regarding Single Sex Accommodation 2,3,4,5,7,10,11,12	Forth Valley Facilities General Manager	2011	System in place	Approx 50% of rooms within FVRH are single rooms. In line with all service investments, proposals for new premises or upgrades will be assessed to ensure that they are the most appropriate way of meeting the identified need/provide flexibility to adapt to changing requirements. Ongoing review completed from themes within EQIA process	Green
4.12	Assess current Chaperone Process 1-12	EDAT and other services	2010/11	Revised process/guidance in place	From analysis of EQIA's to date Chaperone process is in place. Discussions to take place if a Policy re same is required. To be completed by Spring 2011	Amber
4.13	Chaplaincy Volunteers will be in place by June 2010 to supplement the work of the Spiritual Care Team	Lead Chaplain	June 2010	Service in place	In place	Green
4.14	Continue to implement recommendations as per CEL-49 (2008) re-Spiritual Care	Lead Chaplain	2009/12	Systems in place to support Spiritual needs of staff and service users	All recommendations addressed. KSF and Community work progressing. Protocol on admission to be agreed. EQIA completed on new Spiritual Care area within FVRH. Recommendations made re same	Amber

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
4.15	Continue to work with lead officers in Mental Health/cancer/CHD services linking with national proprieties to access the gender equality issues relating to these services 10,11,12	Fair for All, Managed Clinical Network (MCN) and other lead officers	Review June 2010	National priority work is targeted	E&D- Review completed on Cancer Services. Final report published in Feb '10 (contact L. Waddell for a copy). Mental Health – Programme of work being completed in relation to workbooks to raise profile. Gender based violence key area of work to be completed 2009-12.	Green
4.16	Continue to work collaboratively with Sexual Health Strategy Lead Officers to ensure continues focus on gender issues is achieved 10,11,12	Lead Officer on sexual health strategy/gender equality lead	Review June 2010	Sexual Health Strategy is informed by ongoing work on Gender Equality	E&D Sexual Health web site has been enhanced http://www.centralexualhealth.org Sexual Health key area for Phase 2 GBV work in October 2010 Senior Health Promotion Officers and Sexual Health Consultant received funding re Men having Sex with Men initiative. Work on going re action place	Amber

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
4.17	Continue to ensure focused work is prioritised on men's and women's issues and on transsexual health 10,11,12	Lead Managers	Review June 2010	Services can be informed by assessment of need	<p>E&D Project Manager to work with Equalities and Planning Directorate on Transgender Policy Framework (completed)</p> <p>E&D Project Manager and Patient Focus and Relations Manager to support the 'Equality Network' on Transgender activists training re access to NHS in March 2010(Completed)</p> <p>Transgender Etiquette developed with support of local transgender network> Launched following presentation to FFA Development group June 2010.</p> <p>Review completed by 'ENGENDER're access to services for transgender people October 2010. Feedback to date is very positive. Final report to be available Jan 2011</p>	Green

Action		Lead	Timescale	Measurement of success	Progress to Date	Status
4.18 Add ed 09/2 010	<p>Revised Spiritual Care Policy in place.</p> <p>Review membership and remit of NHSFV Spiritual Care Committee</p>	Margery Collin	Dec '10	<p>Revised Policy in place.</p> <p>Remit of Committee agreed</p>	<p>Current Spiritual Care Policy in the process of being updated. Particular interest is the changing role and remit of the spiritual care committee; a review of the committee's supportive role discussed at a recent workshop attended by representatives from healthcare, faith and life stance groups and the spiritual care team. The workshop provided dedicated time to review the role, purpose and objectives of the committee and to identify opportunities for involvement in the Spiritual Care Service. Results of these deliberations will be available in due course.</p>	Amber

Area 5: Workforce and Training

Objective:

- To work towards creating a workforce that is representative of our local community by promoting equality of opportunity throughout our recruitment, selection, training and promotion processes
- To maintain programme of review and Equality Impact Assessment of Human Resource Policies.
- To develop a learning environment for staff, independent contractors and volunteers that promotes continuous professional development and motivates people to achieve their full potential.
- To support staff to achieve the levels as set by the Knowledge and Skills Framework Requirement Competency 6: Equality and Diversity.

Outcome

NHS Forth Valley will recruit and develop a workforce at all levels that reflects the diversity of the local population ensuring that staff of all backgrounds and experience within the organisation promote equality and good relations in their work and are confident in their ability to challenge any discrimination

Action	Lead	Timescale	Measurement of success	Progress to Date	Status
5.1 . Staff aware of the importance of equality, diversity and human rights, the organisational approach 1-12	Organisational Development and EDAT, Diversity Champion Lead and PFPI	Dec 2019 - 2012 Review annually	'Induction training maintains Equality Diversity as key component Staff receive early Equality and Diversity input and can expect ongoing support	E&D -Training to be reviewed June 2010.(recommendations made: tba) National training review completed within NHS in Scotland. Feedback received, recommendations included within NHSFV report E&D re-introduced into Nurse Induction Training Jan '10 evaluated well. Report from practice development team reflected that 'Nursing staff are finding the E&D session extremely informative and useful. They rate it high on the 4 point evaluations and	Amber

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
					<p>off the record conversations after the sessions are also positive, both about the subject matter and the speaker.</p> <p>Ongoing review being completed regarding Mandatory training: Led by OD Team</p>	
5.2	<p>Equality, Diversity and Human Rights based approach is incorporated into the Mandatory Training. 1-12</p>	<p>Organisational Development (OD) and EDAT, Diversity Champion Lead and PFPI</p>	<p>Dec 2019 - 2012 Review annually</p>	<p>Mandatory Training includes as a key component E&D</p>	<p>E&D –Ongoing.</p> <p>Awaiting national guidance re new Equality Duty 2010 before adapting training materials</p>	Amber
5.3	<p>Equality, Diversity and Human Rights based approach continues to be mainstreamed into all Training delivered in 1-12</p>	<p>EDAT, Organisational Development and training leads</p>	<p>Dec 2009 (Annual review)</p>	<p>3 E&D slides mainstreamed into training to ensure staff are aware that E&D is integral to service delivery</p>	<p>E&D - Ongoing within mandatory training. Review completed in October regarding the variety of methods to enhance skills and evaluate impact of training on service delivery. Incl new Learn-Pro Management system</p>	Amber
5.4	<p>Equality and Diversity training is made mandatory. All staff to have received Equality and Diversity training at a minimum every three years. 1-12</p>	<p>Organisational Development Equality and Diversity Project Manager</p> <p>Service managers</p>	<p>2009-12</p>	<p>NHSFV can demonstrate that staff receive E&D training every 3 years and will identify actions completed within their Personal Development Plans</p>	<p>Review completed on NHSFV Mandatory Training. Report identifies that staff complete E&D Mandatory training on a 2 yearly basis. However staff will still update their skills and knowledge via PDP and strand specific training offered</p>	Amber

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
5.5	<p>Continue to deliver and review the variety of strand specific E&D training designed for staff groups in the Training programme. Incl. LGBT Awareness, Gender Based Violence Training, learning disability awareness</p> <p>1-12</p>	<p>Organisational Development, strand/service specific leads and EDAT</p>	<p>Annually</p>	<p>Different E&D training for staff groups is identified in the short course training Programme and impact on service change</p>	<p>E&D – review completed Programme in place until Dec 2010</p> <p>Gender- Programme of GBV Training available both from Scottish Government and FV Consortia as well as routine enquire training. Programme in place for year 1 priority sites for national work. Online for completion Oct '10</p> <p>Local GBV training available via intranet site</p> <p>16 days of action seminar being held November 2010 with a focus on 'stalking'</p> <p>Discussions ongoing regarding introducing GBV Training to Dental Teams. Meeting held October 2010 with National Violence against Women Team to build upon existing work</p> <p>Disability- - Disability Equality training, inclusive of disabled trainers. One remains for 2010 10th December</p>	<p>Amber</p>

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
5.6	Improve cultural competence and sensitivity of NHS staff to people from an ethnic minority background and/or people who are not proficient in English through staff awareness training 4-9	EDAT	2009./12	Annual review of Training completed and impact on service change	Race Access to interpreting and translation services training /cross cultural communications programme/CREATE delivered in 2010 and dates scheduled for 2011 launch of good practice resource planned for Spring 2011	Amber
5.7	Outputs of the new 'Learning Management system will record training access and activity relating to Equality and Diversity 1-12	Human Resource and Organisational Development	2009/12	System in place in which information can be obtained in relation to E&D re access to training & development opportunities	System purchased and in place. Discussions ongoing regarding e-learning	Green
5.8	Review tool/guidance in place to ensure that training and workshops are accessible to all staff including those with additional needs 1-12	Equality and Diversity Project Manager & Forth Valley Joint Disability Group	February 2010	Revised guidance in place and available on intranet site	EDAT: To be reviewed at next FVJDG will be held in October 2010	Amber
5.9	HR policies to maintain programme of Equality Impact Assessment 1, 2, 3, 4, 6, 7, 8, 10, 12	Deputy Director Human Resource	Reviewed at a minimum of every three years	Completed EQIAs for all HR policies	HR: Review on going to review and amend where appropriate HR Policies. National PiN policies currently under review, awaiting outcomes from same	Amber

Action		Lead	Timescale	Measurement of success	Progress to Date	Status
5.10	Continue to be awarded and promote the Disability Award (2 tick symbol) through best practice 4, 6, 7, 8, 9	Disability Service and Human Resource	Annual Update required (date)	Quarterly Workforce E&D Monitoring reports	Human Resource proceed as standard on this award	Amber
5.11	Using its quarterly reporting framework and work force NHSFV will publish on an annual basis, a breakdown of its workforce by gender, age, ethnicity disability, sexual orientation religion/belief 2, 6, 12	Workforce Manager	Annually	Breakdown of workforce is published annually	HR: Reports disseminated to a variety of areas including Fair for All Development Group and Gender Reference Group	Amber
5.12	NHSFV will review and amend where appropriate policies in place to support staff who feel bullied, harassed or stressed 1, 4, 5, 10, 11	Deputy Director Human Resources	Programme in place 2009-12	Policies and mechanisms are in place and available to staff	HR: Continuous review on going. Support offered to individual staff that require accessing these policies by HR, Line Managers, E&D Project Manager and Occupational Health. Dignity at Work Policy revised April 2010	Amber
5.13	Workforce reports will be assessed to identify and any issues relating to the demography of our workforce against that of the local population. 2, 3, 6, 8, 9, 12	Workforce Planning Manager	Quarterly reports to FFA Development Group	The workforce reflects the local population and increases understanding within the organisation of meeting the diverse needs of a population	Ongoing	Amber

Action		Lead	Timescale	Measurement of success	Progress to Date	Status
5.12	Trends in the use of the Disciplinary Policy; Bullying and Harassment Policy; and Grievance Policy will be assessed by race, disability, gender, age, religion / belief, and sexual orientation 2, 6, 12	Head of Human Resources	Annually	Annual report on the collection and analysis of monitoring these policies.	Ongoing	Date
5.13	Continued work will be delivered as per staff survey action plans 1-12	Deputy Director of Human Resources	2009-12	Feedback acted upon and improvements made	2010 staff survey completed; results due in January 2011, action plan to be developed further to publication.	Amber

Action		Lead	Timescale	Measurement of success	Progress to Date	Status
5.14	Develop information and communicate range of job roles available within NHS ¹⁻¹²	Dept. Director Human Resources	2010/11	Extend careers information provision Online system in place	<p>Meeting held with Stirling High school students Feb '10 to discuss methodology in which to inform them of roles within NHS. Information obtained will be used to inform local & national agenda.</p> <p>Highlighted as best practice at Gender Equality Event 23rd February 2010. To be discussed with Scottish Government Workforce Planning Unit. NHSFV participated in schools jobs fair May 2010</p> <p>NHS Forth Valley participated in I Jobs Fair in March '10 facilitated by Central Scotland Racial Equality Council. Report given to FFA Dev. Group, June 2010</p>	Amber
5.15	Develop policy & procedure on supporting transgender staff ^{10,11,12}	Equality and Diversity Project Manager in partnership with NHS Health Scotland	2010	Policy in place	<p>E&D – Discussions held in spring 2010 with E&P Directorate regarding the development of a Transgender Policy Framework. Policy to be developed by NHSFV following NHS Greater Glasgow and Clyde framework.</p> <p>Local Transgender group agreed to support development of NHSFV Policy. Date tba</p>	Amber

Action	Lead	Timescale	Measurement of success	Progress to Date	Status	
5.16	Support ongoing work of Diversity Champions integrating their work further 1-12	Diversity Champions Lead	2009-2012	Review progress quarterly	<p>2 courses delivered per year. 37 trained Diversity Champions in place.</p> <p>Local network established with quarterly meetings held. Launch being completed in late 2010 to get the concept of the Champions out to NHSFV establishments in the form of Diversity Champion Drive'.</p> <p>Materials developed for distribution to H/Centres and Community Hospitals. To be updated in early 2011 following development of Equality Act 2010 Codes of Practice</p>	Amber

Action	Lead	Timescale	Measurement of success	Progress to Date	Status	
5.17	Review current Equality and Diversity web page to ensure information regarding all strands can be easily accessed 1-12	EDAT	2010	Revised Equality and Diversity web page in place for both members of the public and staff	<p>E&D – Framework developed. Disseminated to EDAT Team for review and approval. No adverse comments received. Web Live: 21st October 2010</p> <p>Disability Service, with the help of volunteers, has designed a web site specific to PAVE. Website live, feedback has been positive. Communication Support</p> <p>Multi –lingual Document Management System in development to ensure that translated materials are more easily available and thus efficiency enhanced. Specification of system underway.</p>	Amber

Area 6: Procurement

Objective:

- Ensure that our procurement processes reflect and comply with all equality legislation
- Ensure equality is embedded into all procurement and tender specifications and contract processes.

Outcome

NHS Forth Valley's procurement process is governed by a robust equality framework.

Action		Lead	Timescale	Measurement of success	Progress to Date	Status
6.1	Continue to ensure that all contracts contain clauses and performance measures around duties and responsibilities under Equality and Diversity legislation 1, 4, 10	Procurement Manager	2009/12 Review annually	Contracted services are fully aware of their duties and responsibilities around Equality and Diversity	System currently in place. To be reviewed as per national recommendations (Continual review in place to address National Directives)	Green
6.2	Continue to ensure that all contract monitoring processes take into account equality and diversity issues to ensure compliance to E&D legislation 1, 4, 10	Procurement Manager	2009/12 Review annually	Contract Processes monitor compliance to E&D legislation	System currently in place. To be reviewed as per national recommendations (Continual review in place to address National Directives)	Green

Area 7: Monitoring Data, Reporting and Publishing

Objective:

- To ensure our processes for monitoring of our staff and patients develops further and reflects our local population. This will enable us to identify any gaps and help us to make informed decisions and prioritise those actions that will make a difference.
- To ensure outcomes of Equality Impact Assessments are available on the NHS Forth Valley web site or on request.
- Publish and Equality and Diversity Annual Report

Outcomes

- NHS Forth Valley is knowledgeable about the health and inequalities experienced by local people, thereby ensuring that the delivery of services is influenced by the health needs of all people/groups. This will support evidence-based strategies and action plans being used to reduce inequalities in health experience for patients.
- An NHS Forth Valley Equality and Diversity Annual Report as well as a Public Health Annual Report will be available on the NHS Forth Valley web site

Action		Lead	Timescale	Measurement of success	Progress to Date	Status
7.1	Continue to use local demographic information to inform SES and future work in terms of planning and delivering services 1-12	EDAT and service leads	2009/12	Continue to use outputs of demographic assessment plus known factors to build on objectives and actions.	On going	Amber

Action		Lead	Timescale	Measurement of success	Progress to Date	Status
7.2	<p>Patient data is monitored for age, disability, gender, and ethnicity. Ethnicity data is compared with local demographic data. 1-3, 4-6, 10-12</p>	E-Health	2009/12 Review annually	Systems in place to identify gaps and current service provision	<p>Revised Action Plan in place to support change within the organisation. Meeting held with respective Directors to take work forward 2010/11</p> <p>Strategic group meeting September '10 - April '11</p>	Amber
7.2 .1	<p>Profiling sheets disseminated at Out patients department to capture patient's age, gender, ethnicity and religion and belief.</p> <p>This action is to support the increased reporting via SMR 000 (out patients attendance) and SMR 001 (acute attendance)</p>	J. Procter	2010/11	Increase in SMR returns to NHS Information Services division	<ul style="list-style-type: none"> Information form reviewed and updates Oct 2010 to ensure accessibility for variety of communities Patient information sheet developed re reasons why NHS FV Monitor and complete patient profiling. August 2010 which reflects Jan – March '10 SMR 00 is 7% (local recording July '10 is 5%) SMR 01 is 3.7% (local Recording July '10 is 16%) 	N.B UPDATE BEFORE PUBLISHING

Action	Lead	Timescale	Measurement of success	Progress to Date	Status
7.3 Analyse and monitor the demographic breakdown of patients/service users by race, disability, gender, and age. 2, 6, 12	E-Health	2009/12 Review annually	Up to date statistics are published	Short term action group in place to support delivery of actions. PPF meetings currently monitor attendees at meetings. Reports available on request	Amber
7.4 Deliver training to staff re collection of equality monitoring data age – sexual orientation. Develop materials to support staff and service users to understand benefits of data collection 1-12	NHS Equality and Planning Directorate, & EDAT	2010	Evaluation of training completed, systems in place to collate data	EDAT Team attended the “train the trainer’s” event re data collection and monitoring as part of Pilot programme. NHSFV is 1 of 4 sites involved in this pilot. Training completed March – May 2010. Update given to NHS Health Scotland Disability Service working with GP services regarding inclusion of data re disability as well as ethnicity.	Green
7.5 Continue to produce a demographic breakdown of the workforce by race, disability, gender and age including numbers of applicants for posts, successful applicants, applicants for training, training recipients, and staff leaving the organisation. 2, 6, 12	Human Resources Director.	2009/12 Review annually	Up to date workforce statistics are published	HR: Quarterly reports available	Green

Action		Lead	Timescale	Measurement of success	Progress to Date	Status
7.6	Ensure the outcomes of all Equality Impact Assessments are published on the NHSFV website. 2, 3, 6, 8, 12	Equality and Diversity Project Manager and web master	2009/12 Review annually	EQIAs are published on the website	E&D: Completed December 2009. These will be published yearly thereafter	Green
7.7	Publish on an E&D annual report which sets out the organisations progress in implementing the Single Equality scheme 1-12	EDAT	December '09 then Annually	Annual Report is published	Published December 2009. Update to be produced and available on web by 4 th December 2010	Green
7.8	Continue to develop Patient Experience surveys which are designed to collect feedback from all sections of the community on equality and diversity issues, particularly with regards to access and choice available 1-12	PFPI & PPF leads	2009-12	Patient Experience Surveys have E&D as a core element to enable organisation to reflect needs of diverse communities	Scottish Health Council, PPF and PFPI now collecting data monitoring information within their community involvement events. Reports from same will be used to identify communities involved and any gaps, thereby developing action plans to rectify same.	Green
7.9	The annual report published by the Director of Public Health will include information on Equality & Diversity 2, 3, 6, 8, 9, 12	Public Health department	2009/12	Annual reports in place	Annual Report available on NHSFV web site	Green

8: Complaints

Objectives

- All complaints received by NHS Forth Valley are managed in accordance with the National Health Service (Scotland) Act 1978 and the Scottish Government Guidelines
- Work with local equality groups to enhance their understanding of the complaints procedure.
- To ensure that key learning is taken from the management of complaints received and used to influence service delivery.

Outcomes

NHS Forth Valley services are experienced by all sections of the community as fair, meeting their needs with respect and dignity, where local people feel empowered to exercise the choice available by finding our comments and complaints system transparent and straightforward to use

Action		Lead	Timescale	Measurement of success	Progress to Date	Status
8.1	Ensure that reports where possible of all formal complaints are broken down by Race; Disability; Gender; and Age 1, 2, 4, 5, 6, 10, 11, 12	Patient Relations and Complaints Service	2009/12 Review annually	Complaints reports are broken down by different equality strands to enable trends in complaints can be monitored	All complaints regarding race, disability, gender and race are coded through the ISD data set and can be extracted and reported. Review completed October 2010; There have been no complaints to date	Amber
8.2	Introduce the collection of religion/belief and sexual orientation in complaints monitoring 3, 10	Patient Relations and Complaints Service	2009/12 Review annually	Complaints reports are broken down by all equality strands	All complaints regarding religion / sexual orientation are coded through the ISD data set and can be extracted. Review completed October 2010; There have been no complaints to date	AMBER

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
8.3	<p>Ensure complaints procedure is advertised and available via website, receptions, health centres, etc</p> <p>1-12</p>	Patient Relations and Complaints Service	2009/12 Review annually	Report available on actions for 2010 E&D Annual Report	<p>Information currently available on the web and information is also available via Health Centres and ward areas re contact to NHSFV Patient Relations and Complaints Service. Information can be made available in alternative formats</p> <p>Review completed October 2010: Information on service still available and can be obtained in alternative formats of required</p>	Amber
8.4	<p>Work with equality groups to enhance their understanding of the Complaints procedures</p> <p>1, 2, 3, 4, 5, 6, 8, 10, 11, 12</p>	Patient Relations and Complaints Service	June 2010 (annual review)	Report developed from team & feedback from community groups	<p>Programme of visits being developed to attend voluntary/community groups meeting.</p> <p>Information to be made available within the new hospital re information on how to contact complaints team</p> <p>Patient Focus and Relations Service met with Princes Trust Carers Groups to explain complaint procedures. August / Sept. Taking forward work a number of actions as result of feedback from the groups</p>	Amber

Action	Lead	Timescale	Measurement of success	Progress to Date	Status	
8.5	<p>Ensure that key learning is taken from the management of comments and complaints received.</p> <p>1-12</p>	Patient Relations and Complaints Service	2009/12	Systems in place to feedback findings	<p>Patient Focus and Relations Manager attends clinical governance meeting, information and analysis of trends and themes provided to same.</p> <p>Provide information to General managers on concerns raised and review completed actions taken</p>	Amber

9. Patient and Public Involvement and consultation

Objectives

- Achieve real involvement of patients, staff and our local communities in identifying their needs and sharing responsibility for improving health and prioritising service development
- Implement new and innovative ways of delivering and enhancing services that offer choice and improve health and well being

Outcomes

NHS Forth Valley will ensure that local people **know about and actively use opportunities available to influence the development, delivery and monitoring of health services**

Action		Lead	Timescale	Measurement of success	Progress to Date	Status
9.1	Involve/consult local communities about: Policy development incl. satisfaction surveys and Patient Experience Surveys 1-12	Patient Focus and Relations Manager	From Dec 2009 -12	Annual review of findings	Significant involvement from service users in the development of PFPI and Volunteering Strategy Integration of participation standard with NHSFV PFPI action plan Adoption of the Scottish Health Council 'Participation Toolkit'	Amber
9.2	Mechanisms are established in which to involve and consult with people in order to receive their views on the promotion of E&D in service delivery 1-12	Patient Focus and Relations Manager Communication Department E&D Project Manager	From Dec 2009 -12	Annual review of findings	Patient Focus and Relations Manager and E&D Project Manager attending Transgender Activists Group meeting in March to discuss enhancing transgender service user involvement within NHS. E&D monitoring now part of PPF involvement activities E&D monitoring will form part of all IPCE surveys	Amber

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
9.3	Continue to enhance current service provision through Improving Patient Care & Experience 1-12	Director of Nursing	2010 -12	Implementation of Improving Patient Care and Experience Strategy	<p>Significant work completed by PFPI Steering Group. Improving patient care and experience strategy in final draft has had public consultation and is supported by action plan.</p> <p>PFPI Strategy developed; this has been EQIA'd and demonstrates no discrimination noted.</p> <p>Communications plan developed to cascade information throughout community and organisation.</p> <p>Initiative in place to enhance current patient participation and involvement within NHSFV. Particularly encourages people from underrepresented groups to become involved thereby supporting community cohesion</p> <p>Patient Experience Strategy approved and work continuous on the supporting delivery plan</p>	Amber

	Action	Lead	Timescale	Measurement of success	Progress to Date	Status
9.4	<p>Continue to support the development of volunteer advisors</p> <p>1-12</p>	Director of Nursing	2009-12	Volunteer advisors are supported through regular training to enable them to influence across strands	<p>EDAT: A short term Volunteer Strategy Group led by Quality Manager has been established.</p> <p>PAVE is ongoing and supports both the volunteer Working group and Strategy group</p> <p>Refreshed NHS FV Volunteering Policy and Strategy both EQIA'd. Work ongoing towards achievement of Investing in Volunteers by March 2011</p> <p>Investing in Volunteers (IiV) assessment will take place in December 2010</p> <p>The group will take forward NHSFV's commitment in "Investors in Volunteers" and this will support the Disability Service PAVE project.</p> <p>Volunteer Strategy Approved by the Board in October 2010</p> <p>Revised Volunteering Policy Equality Impact Assessed October</p>	Amber

Action		Lead	Timescale	Measurement of success	Progress to Date	Status
9.4 .1	Profiling of directly engaged volunteers underway as part of Investing in Volunteers Quality Standard (Added Oct '10)	Director of Nursing and Patient Focus and Relations Manager	2010-12	System in place	2009	Amber
9.5	Review Forth Valley partnership IDEAL Data base 1-12	Equality and Diversity project manger	October 2010	System reviewed, amendments made as required	E&D: Review completed. Discussions held with CVS August 2010 and amendments made. IDEAL Data base awarded finalist in 'Celebrating Success Award' by Falkirk Council Nov '2010	Green

Appendix A

Single Equality Duty

On 1st October 2010, the Government introduced the Equality Act. This Act brings together, harmonises and extends current equality law. It replaces the existing antidiscrimination laws with a single act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it.

The Equality Act 2010 consolidates existing legislation on sex, race, and disability, sexual orientation, religion or belief and age and brings together over 116 separate pieces of legislation into one Single Act.

It strengthens the law to tackle discrimination and inequality.

The 9 main pieces of legislation that have merged under the Act are:

- The Equal Pay Act 1970
- The Sex Discrimination Act 1975
- The Race Relations Act 1976
- The Disability Discrimination Act 1976
- The Employment Equality (Religion or Belief) Regulations 2003
- The Employment Equality (Sexual Orientation) Regulations 2003
- The Employment Equality (Age) Regulations 2006
- The Equality Act 2006, Part 2
- The Equality Act (Sexual Orientation) Regulations 2007

The Equality Act has brought in the concept of equality protected characteristics (these are the grounds upon which discrimination is unlawful). It is therefore unlawful to discriminate against anyone on the following characteristics:

- Age
- Disability
- Gender Reassignment
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation

Prior to October 2010, all public authorities were required by law to develop an Equality Scheme in relation to race, disability and gender. In demonstrating our commitment to equality, we took the decision not to develop three separate Equality Schemes, but instead one Single Equality Scheme which protects people from discrimination on the basis of 7 'protected characteristics', including race, disability and gender.

Our approach therefore extended beyond current legislation and anticipated the forthcoming Single Equality Duty.

Our Equality Scheme supports and is aligned to a range of **Key National and Local strategies, policies and plans.**

Further information can be obtained from www.equalityhumanrights.com