



NHS Forth Valley Equality and Diversity Annual Report 2009

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Introduction and statement of commitment

We are delighted in being able to publish our third NHS Forth Valley Equality and Diversity Annual Report, which outlines the activities undertaken by the organisation during 2009 to deliver our Equality and Diversity commitments and to identify the progress made within our respective Equality Schemes

As Human Resources (HR) Director I hold the Executive Lead role on behalf of the Chief Executive, tasked with leading on the Equality and Diversity agenda for NHS Forth Valley.

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

We are committed to equality and diversity, not just in the sense of staffing and recruitment but also in all aspects of the way we provide and commission services. This Annual Report provides an opportunity to showcase the progress we have made in achieving the objectives and targets set out in our Disability, Gender and Race Equality Schemes. It also provides us with an opportunity to review actions and highlight examples of how we are embedding Equality & Diversity into all of our main business activities.

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

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

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

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

Section 2: will give a summary of activities completed in relation to Disability, Gender and Race.

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

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

Section 5 – Will identify progress in relation to our Disability, Gender and Race Action Plans

This year saw a major milestone with NHS Forth Valley producing its first Single Equality Scheme in December 2009. This provided an opportunity to review our Disability, Gender and Race Equality Schemes and incorporate work on the newer strands of Age, Sexual Orientation, and Religion or Belief. This is a challenging agenda, but we are working hard to rise to this challenge.

Significant work has been completed in working with staff and communities to develop our Single Equality Scheme (SES). This scheme will reflect the challenges and actions required to address inequalities in NHS Forth not only for our service users but the people we employ.

As with existing schemes this will be reported annually in December each year. The format of the NHS Forth Valley Equality and Diversity Annual report will have a brief summary of activities completed throughout the year as well as progress made on actions identified within our scheme.

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

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

Section 1 - Overarching Equality and Diversity Activities

a) Fair for All Development Group

This Group continues to take an active lead in taking forward a strategic approach to equality. Helen Kelly, Director of Human Resources and Dr Ishaq Abu Arafeh, Chair, Central Scotland Racial Equality Council jointly chairs it. It meets on a quarterly basis.

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

Following the advertising campaign, a successful event was held on 24 November 2008, bringing together current and prospective volunteers and NHS Forth Valley staff in a relaxed and relatively informal way to generate interest in broadening membership of the Fair for All Group. This had resulted in a successful recruitment drive, culminating in ten new Volunteer Advisers.

An event held with the members of the FFA Development Group was held in June 2009, to revise their current role and remit and actions to be taken forward in the forthcoming years. This facilitated session was based on needs identified by the group for discussion and 'key themes' emerging from the session were collated and developed into an action plan for discussion. Further work will be completed in 2009/10 on priorities identified. A programme of Equality and Diversity training was also developed along with Lay Advisors in Central Scotland Police; the first was held on the 20th October 2009. This event has proven to be a success and we look forward to working with partners in 2010 in arranging similar sessions.

b) Fair for All Operational Group

The Fair for All Operational group includes key members of staff has been in place since 2006, and provides an operational focus to the delivery of the Equality and Diversity Agenda. This group meets on a bi-monthly basis.

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

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

The current role, remit and membership of this group are currently being reviewed to reflect the organisations key operational management units. This review will be completed in 2009/10.

c) Forth Valley Joint Disability Review Group –

The Forth Valley Joint Disability Group continues to meet on a quarterly basis and in the previous twelve months has contributed to and reviewed our NHSFV Disability Equality Scheme and Action Plan. Four of the key actions that have been implemented are:

- User involvement in the delivery of Disability Equality Training, supported by the Disability Service. This programme will continue in 2010.

- NHSFV Coffee Mornings, these informal events enable people with a disability to meet and discuss any topics relating to healthcare.
- PAVE, Patient, Advice, Volunteers and Education. Forth Valley Joint Disability Group members have contributed to the design and development of a volunteer service which will be delivered from the new general hospital in Larbert.
- The review and publication of an NHSFV Assistance Dogs and Pet Therapy Dogs in Healthcare Policy which will also support the introduction of a Pet Therapy Service from Dec 2009 onwards.

Since late autumn 2009 the group members have focused on the involvement opportunities and networking events to help influence the content and development of NHSFV's Single Equality Scheme.

d) NHS Forth Valley Gender Equality Reference Group

As identified within our Gender Equality Annual Report 2008 we have set up a Gender Reference Group, which has now had two meetings and has a schedule of meetings until December 2009

Members include representatives from Health Promotion; Men's Health Services; Women's and Children's Services; the NHSFV Public Partnership Forums, the Managed Clinical Networks; Mental Health Services, representatives from local public body partners and staff-side as well as lay advisors.

It is proposed that other may become involved dependant on work being completed as well as others who may be co-opted as appropriate. These are the groups of patient representatives; service managers and staff who were heavily involved in the 2007 consultation of Gender Equality, which was used to develop the Forth Valley Scheme.

This group will provide opportunities to:

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

This group is one of the means that we use to involve staff and service users during activities undertaken during 200/129. They will however assist us in informing some of our current and future work.

Reports from the above groups reflect what is being completed on equality and diversity. Reports are disseminated to a variety of committees including: Patient Focused Public Involvement Committee, Area Partnership Forum, Staff Governance Committee, and the Scottish Health Council

e) Diversity champions

The Scottish Executive 'Diversity Champions' initiative was launched in late 2005 to train Diversity Champions throughout the NHS in Scotland enabling a source of information and advice for staff relating to Equality and Diversity issues. The role of the Champions includes promoting Equality and Diversity and help drive behavioral and cultural change within the NHS in Scotland as part of the wider Fair for All framework. An

important aspect of this work is to create a working environment where staff can be confident that they will be supported should they have any concerns relating to Equality or Diversity.

The following reflects the priority actions for 2009 as identified within our NHS Forth Valley Equality and Diversity Annual Report 2008	
What we said we would do in 2009	What we have done in 2009
Further development of the Diversity Champions role	Consideration is being given to involvement in other work, such as becoming involved in potential policy development and relevant promotional events locally.

Additional actions completed in 2009

- Further 3-day training courses have been delivered resulting in a further 17 trained Champions making a total of 38 (including the Diversity Champion Lead, {6 male and 32 female}.
- The local Diversity Champion Networking Group has been established and meets on a quarterly basis to discuss experiences and share information.
- A Diversity Champion Drive is under discussion at the Local Network Group to further inform the wider organization of the presence of Champions.

The Diversity Champion Leads has also been involved in several activities to support the Equality and Diversity agenda including; Involvement in the Dignity at Work PIN Development Group and also the Equal Opportunities PIN Development Group and in delivering Mandatory and Induction training for staff

f) Equality and Diversity Advisory Team (EDAT)

NHS Forth Valley continues to make clear its commitment to equality and diversity to patients, the public, staff and partners and to engage with patients, the public, staff and partners in a way that is meaningful and involves them in decision making, monitoring and delivery

To help make our commitments a reality in supporting and delivering the needs of an increasingly diverse population and workforce, the NHSFV Equality & Diversity Advisory Team (EDAT for short) continues to support managers, staff and service users.

The Equality & Diversity Team is an internal resource to support those responsible for delivering specific actions. The team ensures that the current Equality Scheme and future Single Equality Scheme (SES) is rigorously monitored and prepares progress reports, ensuring that our annual reporting on all the equality strands is focused and clearly identifies progress towards meeting all the duties, service and staff needs.

The following reflects the priority actions for 2009 as identified within our NHS Forth Valley Equality and Diversity Annual Report 2008	
What we said we would do in 2009	What we have done in 2009
Ongoing development of the EDAT Team	EDAT Team continues to support NHS Forth Valley in meeting the needs of service users and staff. Monthly meetings are held to review current and emerging themes as well as work streams and evaluate any changes required to enhance practise of service delivery

Monitoring of the Single Equality Scheme is extremely important to ensure we are making progress and delivering the actions within the scheme.

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

g) Equality Impact Assessment (EQIA)

NHS Forth Valley strongly supports and actively promotes equality and diversity and would want to eliminate any disadvantage being experienced by staff or service users in respect to age, disability, gender, race/ethnicity, religion and belief or sexual orientation belief in terms of policy and service development and review.

Our toolkit has now been revised, rationalised and simplified in response to staff feedback. The toolkit is structured to help staff carry out a robust and a more joined up equalities assessment of policies, strategies, functions or services. The focus the EQIA is the outcome it achieves, rather than purely thinking about the process or legal parameters. This includes: Identifying both the potential positive and/or adverse impact of our policies, procedures and practices; and identifying action to highlight the positive and/or correct the adverse by putting an action plan to rectify any adverse impact noted.

The following reflects the priority actions for 2009 as identified within our NHS Forth Valley Equality and Diversity Annual Report 2008	
What we said we would do in 2009	What we have done in 2009
1. Continue programme of EQIA	Undertaking effective EQIA is an ongoing challenge, but we have continued to make progress in this area during 2009. A list of completed EQIA is available on our web site.
2. Continue to enhance the skills of staff by delivering training and offering support and advice on how to conduct an Equality Impact Assessment	<ol style="list-style-type: none"> 1. Monthly Half day workshops for staff across disciplines in order to get a better understanding of the EQIA/RIA Tool and guidance; 2. Bespoke support for teams to help clarify the implications for them in their roles; 3. Dedicated one-to-one coaching for staff and services to ensure a consistent level of understanding of EQIA /RIA results. <p>139 staff have received EQIA training with 56 undertaking same Jan – Nov '09</p>
3. Evaluate the application of skills of staff who have attended training	A review will be held in early 2010 on a random sampling of staff who have attended EQIA training. Results will be fed into the current work being completed on EQIA and staff training. Questionnaire will be developed along with members of EQIA Quality Assurance sub group.
4. Develop the data base to ensure robust reporting mechanisms are in place	Data base has now been developed. This system allows us to gather data which allows us to assess existing policies to see how they affect different groups. We can then identify whether any of our policies, services etc are having an adverse impact on a particular group or are missing an opportunity to promote equality, and see how we can review or amend the policy to remedy the situation
5. Development of an EQIA review process	This was placed on hold until 2010. During 2010/11 we will set up a cross service user/staff internal monitoring group whose role will include quality assuring a sample of our equality impact assessments and monitoring and reviewing our overall process. We are currently approaching those service users who currently sit on our strand specific groups to participate in this sub group as well as staff who have attended EQIA training.

Additional actions completed in 2009

Rapid Impact Assessment Tool (RIA)

NHS Forth Valley continues to use the existing Equality Impact Assessment Tool and Guidance.

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

We are still waiting the outcome from discussions being held by the NHS Health Scotland Equalities and Planning Directorate on the development of a national Equality Impact Assessment Resource. Until such times we will still use the existing NHS Forth Valley Resource.

A full list of Equality Impact Assessments completed to date can be found on <http://www.nhsforthvalley.com/home/About/EqualityDiversity/EqualityDiversity.html>

h) Health promotion

Several pieces of work in relation to Equality and Diversity have been undertaken by the Health Promotion Team. These include:

- Health promotion have been involved in the development of an LGBT forum in partnership with LGBT Youth Scotland and a range of agencies to map existing service provision and gaps for LGBT young people - this mapping is now complete and an information session sharing the results was held on 26 November as part of the Sexual health team network. It is hoped that the results of this mapping will inform service development locally - in both clinical and non-clinical settings.

As part of the service development it is proposed to set up a group for LGBT young people (1st meeting expected before Christmas 2009) at The Basement, a Stirling Council venue by the library in Stirling.

It is anticipated that the establishment of this group will be a catalyst to:

- develop a local needs assessment
 - engagement and consultation with group members
 - development of youth provision in the area
 - raising awareness of national strategies from LGBT youth Scotland and the organisation in general
- We have also delivered some LGBT general health awareness sessions via CREATE sessions for Primary Care staff in partnership with clinical sexual health colleagues.
 - All new policy development undergoes equality impact assessment; recent work includes long term conditions paper and adolescent mental health strategy being written at present moment. Impact assessment will be carried out on all training provision within the next year.

i) Patient Focused Public Involvement (PFPI)

There has been significant PFPI activity in Forth Valley through service change and redesign for some considerable time. This has strengthened the ownership of the local NHS using patient experience to encourage meaningful participation and influence over service developments.

PFPI is an integral part of how NHS Forth Valley conducts its business and we work hard to ensure involvement of local people, patients and communities, work was completed in 2009 to recruit members from the various equality groups to ensure that the groups represent the diverse population of NHS Forth Valley.

Two groups provide a public perspective on existing and developing services; the three Public Partnership Forums one for each CHP (Stirling, Falkirk & Clackmannanshire) and the Public Patient Panel. We also keep a database of approximately 800 people who have expressed an interest in becoming involved in our work. The Public Involvement Network is kept informed about service changes through a newsletter which is sent to them bimonthly after every Board Meeting.

The Designated Director for PFPI in NHS Forth Valley is the Nurse Director. The PFPI strategy is driven by the PFPI steering group which is also chaired by the Nurse Director. Membership of the PFPI steering group includes representatives from the Scottish Health Council, the Council for Voluntary Service, Patient Public Panel (acute services), Patient Public Forums (within the 3 Community Health Partnerships) and NHS Forth Valley staff.

Patients and the public are now involved in influencing services at all levels across NHS Forth Valley, for example in the, the redesign of head and neck cancer services, the 18 week referral to treatment programme, cancer services and the Scottish Patient Safety Programme. One of the areas where the PPF have been influential is in the NHS Forth Valley Foot Care Group, where the Integrated Living Service have been awarded a pilot nail cutting service for those who fall out with the 'medical needs' category.

The PPP and PPF's main achievements have been to influence service developments through the Project Board for the new acute hospital and also Stirling and Falkirk Community Hospitals. PPF representatives have also been closely involved with the new Clackmannanshire Community Healthcare Centre which has seen its first patients in 2009.

In advance of the opening of the new facility, there were numerous open meetings through the PPF and also successful open days when members of the public were able to visit the facility. Voluntary Sector Organisations who are keen to support the new facility or to deliver services within it have supported the planning throughout. Braveheart are now based there and the Volunteers Centre is providing reception and a Wayfinding rota for the new facility. There is also an established Art & Environment Group which is chaired by one of the patient representatives.

The PPP has been making a significant impact on service development within Acute Services for the last five years. There has been continuous development in their work especially with their involvement in Patient Care and Experience Programme work. Members of the PPFs and PPP have also been heavily involved in developing the PFPI strategy and the priorities for 2009/10. In 2008/09 NHS Forth Valley submitted a self assessment to the Scottish Health Council on its performance in relation to Patient Focus and Public Involvement. The Scottish Health Council verified that this self assessment was an accurate account of progress made.

j) Procurement

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

A key action of this publication is not only to inform our staff on the actions to be taken whilst procuring services and goods but also to ensure that commissioning and procurement arrangements go beyond the existing statutory equality and diversity duties and extend to the equality strands of

age, religion and belief and sexual orientation and embrace a Human Rights approach. This process has been embedded within our Single Equality Scheme.

k) Public Health Directorate

NHS Forth Valley endeavours to include consideration of health inequalities as an integral part of all work. Key areas being completed by the Directorate are:

The following reflects the priority actions for 2009 as identified within our NHSFV Equality and Diversity Annual Report 2008	
What we said we would do in 2009	What we have done in 2009
Pilot the use of equity audit which is a process of examining existing services to ascertain how well they meet the needs of particular groups. This may include both quantitative and qualitative analysis	Diabetes Equity Audit
Further discussion on development of the stock take in each Community Health Partnership area.	Inequalities work has progressed by other means

Considerable work has been completed in relation to ensuring equality of access to services including:

Health Protection

- HPV vaccination for teenage girls to prevent the development of cervical cancer
- Strategy and action plans to deal with blood borne viruses
- What we are doing to prevent and control Healthcare Associated Infections (HAIs)

Health Improvement

- Initiatives to reduce health inequalities
- Tackling alcohol misuse
- The relationship between health, policing and safety

Health Services

- Health improvement advice for staff and patients
- How Community pharmacists are making an impact on the public's health.
- How we are tackling obesity

Evidence of work completed to date and ongoing work can be found on the NHS Forth Valley Public Health Web site:

http://www.nhsforthvalley.com/home/About/PublicHealth/PH_Publications/PH_AnnualReports.html

I) Training

What we said we would do:

Staff Training will continue to feature prominently in our Fair for All agenda and the current Diversity Champions initiative. Training is an integral part of promoting equality and diversity within NHS Forth Valley and we are continuing to develop the training we deliver to meet the needs of all staff. In addition, requests are coming in from outside agencies and departments to have sessions delivered 'in-house', which helps us to reach larger numbers of staff in a session.

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

The following reflects the priority actions for 2009 as identified within our NHS Forth Valley Equality and Diversity Annual Report 2008

What we said we would do in 2009	What we have done in 2009
1. Evaluate impact of training delivered on staffs skills and service delivery	This is being completed via the reviews of staff's Personal Development Plans as well as through discussions held during mandatory training sessions where staff reflect on current and emerging practice
2. Identify other methods in which NHSFV can enhance the skills and knowledge of NHSFV staff	<p>Work is currently ongoing with NHS Educations for Scotland on the further development of tip cards for maternity staff. We have also delivered training workbooks to Porters, Human resource and Mental Health staff. Further to the success of this initiative we are looking at rolling this type of training out to other NHS Discipline.</p> <p>We are also in discussions with NHS Lanarkshire to review the current training programme they have for middle managers and learn from same.</p>
3. Review training that could be delivered with partner agencies in relation to E&D	<p>Gender based violence training is bring delivered with other partners, we also deliver training in relation to Disability, EQIA etc with partners from the Local Authority and Police in attendance.</p> <p>Falkirk Council are currently reviewing the template they have to reflect what partnerships training is/can be achieved in relation to Equality and Diversity</p> <p>E&D Awareness sessions for lay advisors in the police and health has been completed with a further session in January 2010</p>
4. Training attendees/requests data base to be developed and	As identified within Monitoring E&D Training - learn Pro Learning Management System has been purchased to support the monitoring of access and applications for training

	monitoring staff access to training	
5.	Training program designed and delivered by people with a disability in partnership with NHS Forth Valley Disability Service	A successful programme of Disability Equality training has been delivered in 2009, with further sessions programmed fro 2010

Additional Actions completed during 2009

From Jan '09 – Nov '09 – **1803** - NHSFV staff have attended a variety of training in relation to Equality and Diversity.

This has included:

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

Monitoring access to training

Until there is a National Human Resource system in place, NHS Forth Valley has purchased **learn Pro** Learning Management System. This system will meet the Human Resources Functional Specification; Recording and monitoring of training within NHS Forth Valley in order to meet its duty to report on Ethnicity & Diversity and Mandatory Training including Fire Safety, Health and Safety, Data Protection, Equality and Diversity etc.

The resource will:

- Support of the development of e-learning provision with a system which allows us to host and manage all e- learning from the same platform.
- Linking training provision, booking and attendance to eKSF/PDP- to simplify the process for managers and staff.
- Providing managers with ability to pull local reports for their area of responsibility.
- Providing managers and training providers with course attendance and uptake figures allowing appropriate action and planning.

This system will be reviewed locally on an Annual basis until a National System has been implemented.

Training delivery - Key activities

Induction and Mandatory Training

Equality and Diversity continues to be a key component of Induction and Statutory training. Sessions not only enhance the skills of staff in relation to Equality Legislation and practical application in service delivery but also offer them information on where to go for support and advice both locally and nationally. In 2009 these sessions have been evaluated positively by all who attended.

New starters receive Equality & Diversity training in their **induction training**. This is an interactive session covering NHS Forth Valley Values the organisation's and individual's responsibilities

Our **mandatory** Equality & Diversity training covers our Public Sector Duties, as per the Race Relations Amendment Act 2000 as well as enabling staff to reflect on current and emerging practice.

A working group is currently reviewing current mandatory/statutory training. Report should be available in early 2010

Dignity at Work and Equality and Diversity workbook

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

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

Due to the success of these facilitated sessions the work book has been further developed to meet the needs of staff within NHSFV Mental Health and Human Resource department. The format includes case studies relevant to practice and time to reflect on current and emerging practice. Discussions are ongoing in relation to further develop this resource and to train staff to deliver this informal training session.

Equality Impact Assessment Training

Training Programme established in 2007 ensures that all managers and staff responsible for formulating policy and service development receive training in Equality Impact Assessment covering both Rapid Impact Assessment and full Impact Assessment. To date more than 20 training sessions have been held; attended by over 150 staff and participants from other agencies and public bodies. These sessions are continuing on a monthly basis.

Staffs are trained to: To explore the concept and practicalities of conducting a Rapid Impact Assessment (RIA) by providing participants with the knowledge and skills to undertake this task.

Training is offered to staff through:

- Half day workshops for staff across disciplines in order to get a better understanding of the EQIA/RIA Tool and guidance;
- Bespoke support for teams to help clarify the implications for them in their roles;
- Dedicated one-to-one coaching for staff and services to ensure a consistent level of understanding of EQIA /RIA results.

Mainstreaming E&D into NHSFV Training:

The slides have been developed which can be incorporated into all training delivered by the organisation. These slides recognise the needs of people from the diverse communities we serve and reflect the core human rights principles of:

Fairness
Respect
Equality
Dignity
Autonomy

Gender Equality Training

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

Gender Equality is promoted in our induction and mandatory training as well as within our Equality Impact Assessment Training.

We work with our partners in the 3 Local Authorities and the police to deliver a range of training in relation to Gender based violence. We have started to provide Gender Equality Training to the 'Gender Reference Group', with an initial session delivered in relation to men's health.

Further session on a variety of subjects will be incorporated into the meetings programme/agenda based on Reference Group identified needs.

Disability Equality Training

This training provided a unique opportunity for staff to receive an overview of disability and the different methods of communication, including verbal, non-verbal and technical supports.

This is provided by a team of trainers, who deliver high quality practical and constructive disability equality training. The team speaks from experience as each trainer is a disabled person with first hand experience of the barriers that prevent disabled people from fully participating in society.

The training is interactive and is based around activities designed to encourage delegates to think about the disability topics being explored. There have been three successful full day events, all of which evaluated well.

On-line Equality and Diversity Training

During 2009 the on-line e-learning package: 'Fair for All - the facts you need to know' has continued to be available to staff via the intranet providing scenario, fact based training outlining the duties required to ensure compliance with equality legislation and good practice. The package takes approximately thirty minutes to complete and there is a quiz as assessment of learning.

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

Staff Development Programme, SVQ Study Days

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

10 Essential Shared Capabilities Training – Partnership approaches with people who use mental health services in NHS Forth Valley

This training was developed to enhance the quality and authenticity of learning for mental health staff by including the participation of people who had an experience of using local mental health services. The main purpose was to promote the values required to deliver a 'recovery' focused service. Training includes a session on equality and diversity

To date 400 front line mental health staff has completed his training.

m) Investors in People: Current Status:

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

- The NHS Forth Valley Fair for All Strategic and Operational framework continues to progress all the strands of the Equality and Diversity agenda ensuring that people are treated fairly and as individuals
- Equality of opportunity is an integral part of the (KSF and Development review process which is being rolled out) with all staff requiring the have at least an understanding of the meaning of equality and diversity in terms of how they support patients/service users as well as their colleagues

- Senior managers had various planned actions in place to achieve NHS Forth Valley's vision to promote equality for all and eliminate any risk of discrimination.
- Mainstreaming of the principles of Equality and Diversity throughout the organisation was a high priority and has been achieved within the EQIA process and staff training agenda amongst others.

n) **Data Gathering, monitoring and complaints**

Patient Experience' across NHS Forth Valley:

NHS Forth Valley has led the way nationally in systematically seeking patients' views on their experience of care not solely relying on complaints and local satisfaction surveys across Forth Valley. The patient experience methodology was developed in 2006 and uses both surveys and patient stories. The programme has gained momentum and stature over this time and assisted in shaping the national programme, Better Together.

This approach originally focussed in the Acute Services but has now been used in a wide variety of settings across the Forth Valley. The results from the surveys and patient stories have been extremely good with patient's experiences increasingly positive.

Numerous methods have been used to gain the patients perspective of healthcare experience within NHS Forth Valley. Early work was based on the use of questionnaires, which allowed a broad benchmark of patient experience to be obtained. "2008-2009", have included the following areas:

- Acute Inpatient Areas both Stirling Royal Infirmary & Falkirk Royal Infirmary
- Out patient services on both SRI and FDRI
- Paediatric services- children's ward 17 at SRI
- Women's and children's directorate -maternity services
- Mental Health
- Accident and Emergency SRI
- Minor Injuries FDRI.

Questionnaires were designed by short working life groups and approved for use through the patient experience sub group. Members of the Patients Public Panel facilitated in the distribution and completion of questionnaires, working directly with patients receiving healthcare. The questionnaire and analysis were supported by Clinical Effectiveness. Other means of gaining patient experience have been via patient or "Discovery Stories"; this has been supported as a tool for patient experience and has numerous national drivers such as Better Health Better Health Care, Leading Better Care, Patient Experience agenda, and Knowledge Skill Framework and provides qualitative data, which has proven to be very powerful in facilitating improvements.

The development of approaches to assess Community Hospital Patient Experience requires sensitive approaches for measuring patient experience to be explored.

Training on Talking Mats is being provided by Stirling University. This communication aid will help very frail patients who need support with communication to express their views.

Complaints

All complaints received by NHS Forth Valley are managed in accordance with the National Health Service (Scotland) Act 1978 and the Scottish Government Guidelines 'Can I help you?' (2005). This guidance requires that the management of a complaint should be fair to both the complainant and to staff and NHS Forth Valley strives to achieve this at all times.

We know from research conducted by Craigforth (2006), on behalf of the Scottish Health Council. The ref is Scottish Health Council (2009) *Making it better: Complaints and Feedback from Patients and Carers about NHS services in Scotland*, that many people, particularly those from seldom heard groups, find it difficult to complain or make their views known. We are working with patients, the public, community partners, and our staff to support people to make their views known.

The following reflects the priority actions for 2009 as identified within our NHS Forth Valley Equality and Diversity Annual Report 2008		
What we said we would do in 2009		What we have done in 2009
1	Systems to be identified to ensure regular reporting to the Fair for All Operational Group in relation to complaints made re Equality and Diversity issues	All complaints made regarding equality and diversity issues are coded within the Safeguard data base. A section on equality and diversity issues has been included in the monthly Complaints Performance Report to the Board. This information is also reported to the Fair For All operational group and through the clinical governance structure.

Additional Actions completed during 2009

Where possible, it is hoped that any concerns can be resolved locally, however, we recognise that this is not always possible. We are, therefore, working with communities to improve awareness of, and access to the Complaints Procedure, Independent Advice and Support (IASS) and Advocacy Services.

o) Partnership working and initiatives

The flowing reflects only a small amount of the partnership working and initiatives completed across the Forth Valley area.

Partnership working within community planning partnerships

Equally Well, emphasises the importance of good partnership working within Community Planning Partnerships. There has been progress in each local authority area in ensuring the structures are in place to embed health and health inequalities within community planning. This has led to the following groups – Clackmannanshire Integrated Health Improvement Team (CIHIT), Health Improvement and Health Inequalities Group (HIHIG) for Falkirk, and the Healthy Stirling Partnership. These form the main mechanisms for developing and implementing Joint Health Improvement Plans or equivalent, and influencing the development of Single Outcome Agreements (SOAs). In addition there has been work on identifying the elements of local SOAs most relevant to health, and trying to integrate performance management across the public sector. The work is continually evolving, and there is still further work to be done in ensuring that health in its broadest sense is considered across all community planning groups.

Forth Valley Health Improvement and Health Inequalities Group

The recently established Health Improvement and Health Inequalities Group aims to take an overview of these issues across Forth Valley, and provides a route for reporting on health improvement/ inequality areas such as healthy weight and health and homelessness.

Development of a Joint Equality and Diversity Data Base

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

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

This has been seen by all partners from both public and voluntary sector as an area of best practice. Discussions are on-going regarding the content and launch of the data base. This data base was formally launched in February 2009 and has been used as a means in which to involve communities in the development of our Single Equality Scheme.

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

Diversiton 2009 Diversity Calendar

NHS FV sponsored this calendar as a partner and copies were circulated in December 2008 to the FFA Development Group, FFA Operational Group, members of the Spiritual Care Committee, NHS FV Executives, General Managers, Training Department and Education and Conference Centre. This calendar raised awareness of major festivals to allow for culturally sensitive scheduling of meetings and events as well as each month having a particular diversity theme, backed by information. Feedback from recipients include: 'I don't go anywhere without it – it's invaluable!'

p) Addressing health inequalities in NHS Forth Valley - We have a wide range of initiatives which aim to address identified health inequalities. The following are just a few examples of some of NHS Forth Valleys targeted health projects in2009:

Dental

The 2010 target of 60% of P1 children free of dental decay was met in 2006 with the current level at 62.3%. Currently 83.4% of children 3-5 years old are registered with a dentist which equates to 805 of 3-5 Yr old children registered with a dentist achieved Sept 2008 current level of registrations 83.4%

- 100% of Nursery and target Primary Schools participate in tooth brushing programme
- Childsmile Varnish Nursery Programme has reached 75% of the target applications to children in the target areas.

Breast Feeding

Good progress has been made in respect of the breast feeding target with the March 2009 position 27.4% which is 0.3 away from the 2011 target. Falkirk CHP has Certificate of Commitment for Baby Friendly Initiative with the proposed plan to work collectively towards a Stage 1 accreditation with the other CHP's. There are 10 breastfeeding groups within the local communities.

Cardiovascular Health Checks

The data for the first quarter of 2009/10 highlights 391 cardiovascular checks have been carried out which is well ahead of trajectory. A recent evaluation of Clackmannanshire Healthier Lives is positive, describing it as 'ahead of the curve' in its approach with the work in Falkirk having some unique features as it retains a gender specific approach, and includes innovation such as the use of an 'offline' version of the ASSIGN risk assessment tool, and a stand-alone database which will allow changes over time to be monitored. Keep Well Stirling is close to full functioning and includes elements such as close partnership working with library services.

Screening

Bowel screening was implemented in December 2007 and is progressing well. The first key performance indicators report is positive and Forth Valley data is within acceptable parameters. Nationally produced DVD's will be used to promote increased uptake in bowel screening, particularly in the younger males and vulnerable groups.

New developments in pregnancy and newborn screening are requiring concerted effort and are on track. These include haemoglobinopathies (sickle cell anaemia and the Thalassemias) and Down's syndrome. Nearly 100% of our newborns receive their Community Health Index (CHI) at birth which facilitates the screening programmes. The latest data on Universal Hearing Screening shows that the Forth Valley is performing at optimum level. 100% of babies are offered screening and 99% complete the screening. A user acceptance test to introduce new developments in IT system is imminent and FV is the user acceptance site.

The high uptake in **cervical screening** has been maintained with the surge especially in younger women. Health Protection Scotland (HPS) is carrying out a 12 year surveillance of Human Papillomavirus (HPV) and Forth Valley is contributing to the data. The 7th round of **breast screening** has commenced in East Forth Valley. It is anticipated that 2 views at all rounds of screening will be introduced later in the year. This will allow the detection of cancers at an earlier stage.

Section 2 - Disability, Gender and Race Equality Scheme Reports

Disability Equality Scheme Report - Significant work has been completed throughout 2009 to ensure that the needs of people with a disability are embedded into the way that we work.

The following reflects the priority actions for 2009 as identified within our NHS Forth Valley Equality and Diversity Annual Report 2008

What we said we would do in 2009		What we have done in 2009
1.	Capture and document the work undertaken by other services that supports disability	The NHSFV Disability Service continues to work with external partners and voluntary agencies who are taking forward disability work/projects. The consortium partnership with the three local authorities for translation and interpretation continues and has evaluated well. Our work with Assistance Dogs UK and Therapet services has been invaluable while creating our NHSFV Assistance Dogs in Healthcare Settings Policy and our Pet Therapy Service. The Disability Advisor continues to sit on the management committee for SCOD, the board of directors

		and organisation management group for the Forth Valley Sensory Centre and meet regularly with representatives from RNID/RNIB.
2.	Fundraiser “ to sustain and diversify the long term future work of the coffee mornings	In the short term we requested funding internally from NHS FV Health Improvement which we were successful in gaining, this has supported us to provide “Munch Crunch” healthy eating recipe book in alternative formats. In 2010 we will be fundraising externally to ensure the coffee mornings continue.
3.	Language Plan (to include accessibility/sign posting guide for NHS Forth Valley Staff)	This has now been incorporated into the NHS Forth Valley Single Equality Scheme 2009 - 12
4.	Mandatory Disability Equality Training	Disability Equality continues to be an integral component of the Mandatory Training programme.
5.	Maternity DVD to incorporate other languages	Further to discussions with service users it was felt that this was not required at this stage but would be incorporated further to review
6.	Staff Newsletter – Increase awareness of service and supports available within Forth Valley	Staff are continually informed of activities relating to disability via the staff news and other mediums including: stands at local events, displays at staff canteens.
7.	Patient Concerns	A direct link has now been established with Patient Concerns to ensure that any query linked to disability is actioned by the appropriate service and the necessary training and support networks are put in place for both staff and patients
8.	Surgery” Disability Days	We have now adopted an “Open Door” approach where individuals can contact us without an appointment or drop in for information. We hope to be able to offer this service with the support of PAVE on the opening of the new general hospital
9.	Relax, Unwind and Re-Vitalise class – Alternatives to Stress	Access to mainstream relaxation classes is problematic for certain client groups and an alternative class was established with communication support and accessible facilities. This was successful but unfortunately the funding ceased for this project. During the research undertaken whilst establishing the class a Stress and relaxation DVD was identified that would meet the needs of the communities involved, this included BSL clip, sub titles and voice over. This DVD is currently available from the Disability Service and local social work colleagues. We are currently working with ‘Activeforth’ in relation to mainstream service that could offer suitable, flexible opportunities.
10.	Therapet Service	Over 2009 the Disability Service and Infection Control Service with the support of the local community have revisit NHSFV’s Assistance Dogs in Health Care Policy. Following some public consultations it was identified that a Pet Therapy Service could support the health and well being of patients both in hospital and community settings. Work commenced on identifying a suitable Pet Therapy provider and the infection control measures

		that would require being in place to allow this service to be delivered. This has now been accomplished and the Pet Therapy service will commence in December 2009
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Additional Actions completed during 2009

Forth Valley Joint Disability Advisory Group.

The Disability Advisory Group was established in 2007 and has representation from service users, carers and staff with a wide range of physical, sensory and learning disabilities. The group continues to support NHS Forth Valley in taking forward the organisations Disability Equality Scheme and Action Plan and played a significant role in the development of our Single Equality Scheme. .

Membership of the group continues to evolve, and aims to represent users from a wide variety of disability groups and maintain links with other established user groups. This is achieved through involvement with and of members of the public in conjunction with voluntary sector organisations who represent disabled people.

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.

Interpretation and Translation Provision.

NHSFV has an Interpretation and Translation Service which is available 24/7 as part of a consortium agreement with the three local authority areas. In the last year this service has been audited both from the client experience of using the service and the services booking interpretation and has evaluated well.

PAVE, Patients, Advice, Volunteers and Education

PAVE, a centrally coordinated service, led by the NHSFV Disability Service. It will be based within our new General Hospital facility thus allowing for visibility, easy access and support in the delivery of clearer pathways including signposting for those accessing health services and staff.

The aim of the project is to deliver a voluntary based patient centred, carer and family support/information service to those that require it. Previous Equality and diversity involvement and consultation undertaken by NHSFV has highlighted the need for a specific service to support access. PAVE is proactive and responsive to individual patient needs

Coffee Mornings

Quarterly coffee mornings are coordinated by the NHS Forth Valley Disability Service to enable informal discussions, information sharing and networking opportunities to people with a disability. This format allows individuals to participate at a level they feel comfortable with; they can attend every one or only those that they have an interest in. They are an excellent arena for information sharing and confidence building.

The information gained from these events is then fed in to the more formal structures within the Forth Valley Joint Disability Group, ensuring the feedback is captured and actioned appropriately.

Disability Equality Training

A programme of training has been designed and is delivered with the involvement of service users and the support of the Disability Service. The programme includes the delivery of quarterly full day training sessions, which includes interactive exercises and practical workshops.

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

Maternity Services DVD -DVD is now available on loan via both NHSFV and our local authority colleagues. Consultations are continuing in relation to developing this resource into other languages. Feedback from BME Communities to date is that they feel it is not feasible to produce DVD in other languages.

Counselling\ Relaxation – An event was undertaken in partnership with the Scottish Council on Deafness (SCoD) regarding access to counselling for Deaf and Deafblind people and to raise awareness around the different types of counselling and their benefits. Relaxation materials have been produced by an external agency with this community in mind and are currently in circulation in Forth Valley for feedback coordinated by the Disability Service.

Long Term Conditions (LTC)

The Forth Valley Long Term Conditions Action Group continues in ensuring that the work of the LTC Collaborative integrates both with ongoing clinical effectiveness work and with the implementation of the Primary and Community Care developments and development of the community model through the Change and Improvement Plan in Forth Valley.

- Excellent progress in respect of Chronic obstructive pulmonary disease (COPD) linking work to the Enhanced Services is ongoing. This is aimed at up skilling primary care and educating patients in developing hand held record in partnership with Airways MCN and improving outreach respiratory services. Practice Nurses are working towards the Warwick COPD diploma and Community Pharmacists have facilitated access to NHS Education for Scotland (NES) module.
- Significant work continues with the establishment of a Self management Group which includes Voluntary Sector representation. The group has met on three occasions and has developed an action plan with a number of objectives. The first objective is to develop a self management toolkit for people with long term conditions which will be based on an existing leaflet from Kirklees Primary Care Trust. Other objectives include ensuring that people with long term conditions have access to high quality information, increasing access to support opportunities including peer support for people and carers and increasing training opportunities for health and community staff on self management approaches.
- Work continues on development of Anticipatory Care Plans with the revised draft agreed between long term conditions and palliative care to be piloted in practices.
- The work of the Arthritis Working Group will now be partly taken forward by the 18 Week Referral to Treatment (RTT) Team. Activity so far has helped revise the rheumatology clinic activity, has developed an educational session which will be delivered to Falkirk CREATE sessions in September and November and has started to develop opportunities for self management within arthritis.

Other activities

- Our original Disability Equality Scheme and Action Plan 2006-2009 has been replaced by our Single Equality Scheme & Action Plan 2009 – 2012.

- We have undertaken monitoring of disability in recruitment including applications, short listing and successful applicants.
- We have contracts in place to provide British Sign Language, Deafblind manual, Lipspeaking and Note taking as part of our interpretation and translation services.
- NHSFV Disability Service provides transcription services which include the provision of Braille, Audio Cassette, CD and large print.
- We have received the Two Ticks Accreditation – Positive about Disabled People.
- We have a range of policies aimed at supporting recruitment and retention of disabled staff including Flexible Working, Job Share Policy, Return to Work Policy, Equality & Diversity, etc.
- We have a policy of Dignity and Respect in the Workplace, covering bullying and harassment, which ensures that the needs of all equality groups are met including disability.
- Staff from our Disability Service and others involved in disability work, participate in local disability networks, mental health, learning disability and carers forums and partnership boards.
- Our Equality & Diversity training for staff includes topics relating to disability.
- Our Equality Impact Assessment template/training includes topics relating to disability.
- We have developed a Patient Experience Survey that will be used across the organisation to assess the experience of out service users and carers. We will use the findings to influence service delivery.
- We offer Disability training for staff, this includes topic specific sessions, which is delivered by trainers with a disability who are local volunteer service users.
- We raise awareness of Minicom / Textphone services across NHS Forth Valley.

Gender Equality Scheme Report

The following reflects some of the activities in meeting our objectives within the Gender Equality Scheme
And to ensure we meet our legislative requirements

The following reflects the priority actions for 2009 as identified within our NHS Forth Valley Equality and Diversity Annual Report 2008

What we said we would do in 2009		What we have done in 2009
1.	The further development of patient information on: access to services and assessment of need	Flyer developed and on-line
2.	Development of the NHSFV Gender Reference Group	Completed March 2009 (see below)
3.	Gender specific training	Access to joint Gender Abuse training along with public partners. Gender awareness incorporated into existing Equality and Diversity training. Strand specific training currently under discussion
4.	Implementation of the NHS Forth Valley Domestic Abuse Policy	In place: due for review
5.	Research on occupational segregation	NHS Forth Valley is taking a national lead on this.
6.	Development of a Draft Single Equality Scheme	Completed

7.	Enhance current links between gender/sexual orientation work	<p>Several activities have been completed including:</p> <ul style="list-style-type: none"> • Publication of stopping hate crime leaflets, Sexual health and relationships training delivered to residential workers to support looked after and accommodated young people. • A virtual baby project targeting 14-18 years olds, aiming to reduce the number of teenage pregnancies. Vulnerable young people are referred onto the programme and regeneration communities are prioritised for inclusion in the 10 week programme delivered to groups of young people (male and female) in school or community settings. Sessions include health and relationships, finance, social and emotional impact and the opportunity to take the “baby” home for the weekend
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8.	NHS Forth Valley will continue to link with the NHS Health Scotland Equality and Planning Directorate, other partners and Health Boards as well as learning from the work being currently undertaken by NHS Fife in relation to Transgender	Equality and Diversity project Manager sits on NHS Health Scotland Equalities and Planning Directorate Network. All recommendations from same incorporated into NHS Forth Valley Gender work plan.
9.	Implement requirements of CEL 41 (2008) Gender Based Violence Action Plan	DRAFT Action plan in place. Work ongoing Gender Based Violence Advisor at Directorate of Healthcare Policy & Strategy Scottish Government

Additional actions completed during 2009

Gender Equality Reference Group

In March 2009, the first meeting of the Gender Reference Group Members was held which included representatives from Health Promotion; Men's Health Services; Women's and Children's Services; the NHSFV Public Partnership Forums, the Managed Clinical Networks; Mental Health Services and staff-side. This group has had three meetings and has a schedule of meetings until December 2009/10

This group is one of the means that we use to involve staff and service users during activities undertaken during 2008/09. They will however assist us in informing some of our current and future work

Workplace support for issues of Domestic Abuse

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

As an organisation we have been actively involved in raising awareness in this important issue.

Gender based Violence Action Plan

NHS Forth Valley has developed its DRAFT action plan in relation to CEL 41 (2008) Gender Based Violence Action Plan. Discussions ongoing with relevant services about implementation of actions identified

Men's Health Issues

In *Falkirk* the existing Men's Health work has been extended to cover a wider range of geographical areas, and also used as a basis to develop health check clinics for women. In addition to providing a comprehensive lifestyle and clinical health check, work is underway in developing closer links with local authority and other initiatives to address social problems – such as those relating to money, benefits, working, housing or relationships. There are plans to evaluate this work.

Gender Equality Duty and Equal Pay

At the end of September 2007, NHS Forth Valley published an Equal Pay Statement as required within the legislative framework. This statement is in line with the national guidance on equal pay, an area of work that is being driven nationally.

During the last 12 months, in addition to the consultation, development and publication of the Gender scheme and statement, NHSFV has been involved in ongoing work in relation to the volume of equal pay claims received in line with national trends within the NHS.

NHS Forth Valley will continue to:

- work to national guidance locally to ensure equal pay is prioritized on an ongoing basis and our work in as identified in the GES
- our future Single Equality Scheme will deliver work on occupational segregation which we will also use in our workforce planning activities,
- enhance our work on personal development planning and in recruitment
- Maintenance of an NHS Forth Valley Equal pay data-base and development of local systems to deliver information requirements to support Equal Pay priorities
- Continued emphasis on equal pay through Agenda for Change job evaluation processes

Nationally there have been legal developments in relation to all equal pay claims, which see the NHS Agenda for Change pay system being recognised as a robust framework addressing equal pay. Further work will be prioritised as per national guidance.

Gender Equality Duty and Gender reassignment

Scottish Transgender Alliance Event October 2008

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

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

Findings and recommendations from this event will be used as a resource within NHSFV to influence future practice and service delivery. We are still awaiting the recommendations from this review.

Transgender Policy

We have been invited to participate in a NHS Health Scotland Pilot project on developing a framework for a Transgender Employment policy led by Nick Laird Equality Manager for NHS Health Scotland Equalities and Planning Directorate. It is proposed to start this pilot in early 2010.

Other activities

- Our Gender Scheme and Action Plan 2007-2010 has been replaced by our Single Equality Scheme & Action Plan 2009 – 2012
- We undertake monitoring of gender in workforce and recruitment including applications, short listing and successful applicants
- We conduct monitoring of gender in service delivery
- We developed a policy on Dignity & Respect in the Workplace, covering bullying and harassment, which ensures the needs of all equality groups are met including gender
- Our Equality & Diversity training and Equality Impact Assessment template/training includes issues relating to gender
- We have a range of family friendly policies including Equality & Diversity, Flexible Working, Maternity, Work-life Balance, Flexible Retirement, Guidance on Special Leave, and the Career Break Scheme
- During 2006 all eligible posts were assessed under the national “Agenda for Change” process, which has ensured equality in pay and conditions across the NHS regardless of gender
- Work is ongoing re single sex accommodation being provided in all new and refurbished in-patient areas,
- Chaperoning services are available on request;

Race Equality Scheme Report

NHS Forth Valley works closely with local Black and Minority Ethnic (BME) groups as well as the Central Scotland Racial Equality Council. We are committed to achieving real and measurable improvements for people from black and minority ethnic communities in relation to health, health services, health outcomes and employment within NHS Forth Valley

The following reflects the priority actions for 2009 as identified within our NHS Forth Valley Equality and Diversity Annual Report 2008

	What we said we would do in 2009	What we have done in 2009
1.	We will continue to work closely with our colleagues throughout NHS Scotland and the Equalities and Planning Directorate	NHS Forth Valley's Quality Manger is a member of the Equality and Planning Directorates national Translation Interpreting and Communication Support Joint action Group and has participated in this throughout 2009, giving a presentation to a national seminar to map work in this field and plan future development in September.
2.	Establish a black and minority ethnic reference group	Our close working links with Central Scotland Racial Equality Council (CSREC)(Dr Ishaq Abu-Arafeh was appointed Chair in 2009 and Helena Buckley Vice-Chair) and effective links with a range of community and International Student group makes a separate group at this time unnecessary but may be reconsidered in future.
3.	Multi-Lingual, Illustrated Phrasebook - resource will be rolled out throughout Acute and Primary Care Services	Work is continuing on the development of this resource in partnership with a range of community groups and local library services and English as a second or other language (ESOL) colleague. Launch of materials scheduled in 2010 with roll-out programme
4.	Systems in place to gain feedback from service users on satisfaction with interpreting and translation services	Satisfaction questionnaire in place and monitored. Additionally qualitative feedback received from community groups and CSREC
5.	Provide reports to Fair for All Development Group on uptake and trends on interpreting and translation services	Position statement for 2009 currently being prepared. Increasing demand for services has continued throughout 2009.

Additional Actions completed during 2009

Involving and Engaging

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

In addition to recruiting new Volunteer Advisers to the Fair for All Development Group, we considered the feasibility of establishing an NHS Forth Valley black and minority ethnic reference group in 2009. Given that the recent recruitment of Volunteer Advisers and our close working links with Central Scotland Racial Equality Council, other community groups and International Student groups, a separate group at this time is considered unnecessary.

Racial Attacks and Harassment Multi Agency Strategy (RAHMAS) Partnership – now - Multi Agency Hate Response Strategy (MAHRS)

NHS Forth Valley is a member of the Multi Agency Hate Response Strategy (MAHRS) Group 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. This group was formerly known as the Racist Attacks and Harassment Multi-Agency Strategy (RAHMAS) but is broadening its remit to encompass all 'hate' incidents.

The partnership is opposed to all forms of discrimination and each partner is fully committed to take action to identify and eliminate unlawful discrimination, attacks and harassment and to promote good relations between people.

The group is developing a refreshed strategy that will be launched in 2010 with a range of awareness materials branded as: "Stop Hate in Central Scotland". NHS Forth Valley is an active member of the RAHMAS/MAHRS marketing and awareness sub-group and issued a media release in October 2009 raising awareness of the group's activities and progress since its inception in 1993.

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

NHS Forth Valley continues to provide a comprehensive and flexible interpreting and translation services for people with limited English proficiency. Face-to-face interpreting, telephone interpreting multi-lingual appointment cards and translated materials are provided to match ever increasing demand. A large number of enquiries and positive interest from members of staff continues for language Identification and translation materials. Access to interpreting and translation services and cross cultural communication training has continued as part of CREATE and the staff training programme. Short updates in the work place have also been provided in A&E, Women and Children's services.

Multi-Lingual Illustrated Guide Book – NHSFV has been successful in its bid for national funding to support the development of this resource in partnership with the Health Rights Information Scotland (HRIS) team and Consumer Focus Scotland. Funding of £27,000 has been received and this resource will be developed locally with Consumer Focus Scotland advising on the potential to roll out the resource nationally. There is participation from a wide range of staff, community groups, voluntary organisations and volunteers to advance this project

Feedback has identified that this resource will extend to provide a range of letters and materials in a variety of languages. Acting on the feedback from stakeholders, the resource will be extended to provide a range of standard letters and leaflets in languages other than English for use in

Primary Care and will also signpost reliable, web based resources such as Health in my Language being developed by the Equalities and Planning Directorate.

Further examples of activities currently completed in relation to race equality

- Our original Race Equality Scheme and Action Plan 2008-2009 has been replaced by our Single Equality Scheme & Action Plan 2009 – 2012
- We undertake monitoring of ethnicity in workforce and recruitment including applications, short listing and successful applicants
- We have contracts in place to provide telephone and face to face interpreting, and translation services
- We include monitoring of ethnicity in service delivery and results in our business reports. However it has been recognised that this still requires further work completed in this area. Work ongoing in relation to this both internally and with NHS Scotland departments
- We have actively encouraged staff and service users to report racist and other hate incidents, harassment and attacks
- We have developed a variety of means to ensure that we are meeting the dietary needs of staff and service users from different cultural backgrounds including; diets available within menu cards, pictorial menus, meals available within staff/visitor dining areas,
- Our Equality & Diversity training for staff includes issues relating to race and ethnicity
- Our Equality Impact Assessment template includes issues relating to race and ethnicity
- NHS Forth Valley represented on Central Scotland Racial Equality Council Board
- NHS Forth Valley supported the development of the Scottish Alliance of Regional Equality Councils, launched at the Scottish Parliament in November 2009

Section 3 – Age, Religion and Belief and Sexual Orientation

NHS Forth Valley Age, Religion/Belief and Sexual Orientation

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

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

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

NHS Forth Valley Age

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

Some examples of activities currently completed in relation to age equality

- We monitor the information provided by applicants and include these details in our quarterly monitoring reports.
- Provide training for staff in relation to employment and retirement.
- Changes made to job applications 'person specifications' to reflect knowledge and skills rather than experience over a length of time.
- Raise awareness of age legislation with staff through staff newsletter, briefings etc
- Age is an integral area of Equality Impact Assessments undertaken.
- Where possible we encourage people to design age appropriate information.
- We provide work experience placements to school pupils and are reviewing arrangements for other groups.

Additional initiatives have included

Childhood Obesity

NHS Forth Valley's has developed a highly innovative HEAT 3 Intervention focussed around an 18 hour 'whole class' school based programme combining drama, dance and physical activity which centred on health and well being which promotes enthusiasm and parental engagement. This innovative non-medical model developed by our INTERACT Team in Health Promotion is called 'Max in the Middle' and is based on previous successful local experience of working with schools.

A number of internal evaluations are included to assess potential impact on parents, carers and families and over the last year funding was made available for small pilot projects aimed at promoting community follow on projects. In 2008/9 the project was rolled out to include 21 local primary schools with a particular focus on deprived communities and in 2009/10 the target is to deliver in 42 schools.

NHS Health Scotland is currently assisting NHS Forth Valley to develop a more formal process of external evaluation for the 2009/10 HEAT 3 Programme. The 'Max Weeks' are supported by further local initiatives such as "Youth Under Focus First" which is a specific diet and behaviour intervention aimed at overweight young people. Max in the Middle is a continuously developing and improving programme. Future 'Max Weeks' will be timed to support wider community and CHP healthy weight initiatives and will extend the engagement of parents and families through greater involvement of school nurses, active schools co-ordinators and voluntary and community groups with further links to ongoing community projects and longer term support and follow up for children and families.

Increase the level of older people with complex care needs receiving care at home

NHS Forth Valley is currently working with its 3 Local Authority colleagues, who all utilise differing models of home care and have significant differences of hours of provision as highlighted in the LDP. Work is underway to ensure appropriate linkage to the Long Term Conditions work, palliative care delivery team and complex care at home acknowledging the work of the Change and Improvement Plan developed to support delivery of the Integrated Strategy. This will also be considered the Adult Strategic Planning Group. An Electronic Single Shared Assessment pilot (e-cart) is underway in three GP practices. Work is in progress with district nurses in rural areas to discuss improvements to process with the North West Rural Pilot, highlighted in agenda item 4, a key focus.

Cervical Screening rate - % of 20-60 year olds

The position for cervical screening at Mar 08 was 82.6% slightly ahead of target. NHS Forth Valley is the second best mainland Health Board in Scotland for uptake in cervical screening. The March 2009 data is awaited.

NHS Forth Valley Faith and Life Stance

What is it?

The Employment Equality (Religion or Belief) Regulations (2003) prohibits discrimination to employees on the grounds of their faith, religion or belief. The Equality Act 2006 identifies religion and belief as:

- 'religion' means any religion and a reference to religion includes a reference to lack of religion
- 'Belief' means any religious or philosophical belief. A reference to belief includes a reference to lack of belief

Some examples of activities currently completed in relation to religion and belief

Spiritual Care Service

- Spiritual Care Team acknowledge equality by ensuring the service is available to all patients, visitors, staff and volunteers irrespective of circumstances or belief,
- Diversity is respected by the involvement in the team of Honorary Chaplains who work on a voluntary basis, being called in when necessary and representing a variety of faith and belief groups, according to census figures
- The Spiritual Care Team acts as a resource to staff with regard to specific religious/cultural needs of patients, visitors, staff and volunteers and appropriate educational publications have been disseminated to Ward staff
- The hospital chapels are open to all as places of quiet, prayer and reflection, provision having been made for Christian and Muslim prayer space reflecting census figures as well as neutral areas for quiet reflection.
- The Spiritual Care Committee, as a monitoring body, has representation from Muslim, Jewish and Humanist communities, along with Christian faith communities.
- Equality & Diversity training for staff includes issues relating to religion and belief
- Equality Impact Assessment template also includes issues relating to, religion and belief
- We provide multi-faith resources for service users in in-patient areas
- We have developed guidelines for staff on the use of multi-faith resources for all staff

Key actions being taken forward

There was no comment in the involvement/consultation work for the development of the Single Equality Scheme; however the following have been developed based on ongoing work with communities and partner agencies in relation to spiritual care.

Closer links with Honorary Chaplains - meeting arranged for Oct 09 with speaker from Inter faith Council - suggested annual meeting to promote sense of working as a team

- new acute hospital will house a Spiritual Care Centre open to all faith and belief groups with specific provision made for Christian worship and Muslim prayer and washing facilities
- Spiritual Care Committee and Spiritual Care Team is involved in promoting and developing local and national strategies ensuring positive patient experience, dignity and respect, especially around the time of death and care in the community

- a small group of trained Chaplaincy Volunteers will be in place by June 2010 to supplement the work of the Spiritual Care Team
- Provision of food to meet religious needs Actions in place to support recommendations of CEL-49 (2008) Spiritual Care

NHS Forth Valley Sexual Orientation

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

The following reflects the priority actions for 2009 as identified within our NHS Forth Valley Equality and Diversity Annual Report 2008	
What we said we would do in 2009	What we have done in 2009
The sexual health strategy group have just commissioned a piece of research to look at barriers to HIV testing with Men who have sex with Men (MSM).	<p>This work was carried out late summer and awaiting results.</p> <p>The HIV strategy for Scotland was launched Wednesday 25/11/2009, as part of the progression there will be a social marketing campaign carried out across Forth Valley to ascertain future needs of MSM.</p>
As an organisation we are committed to combating homophobia not only in the services we provide but also in employment practices. One of the steps is by involving and engaging with people on the services we currently provide and asking their opinion how we could either enhance or develop these. An online survey and proposed consultation/involvement events are being developed. This information will not only enhance current services and employment practice but will also inform the future development of our Single Equality Scheme	<ul style="list-style-type: none"> • LGBT Youth conducted research with public bodies in Forth Valley regarding access to services and service provision (see below) • LGBT communities contacted to influence content of NHS Forth Valley Single Equality Scheme

Additional Actions completed during 2009-11-23

CREATE Sessions for Primary Care

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

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

FV LGBT Youth public body questionnaire

A mapping exercise has been carried out across Forth Valley to identify the support needs of lesbian, gay, bisexual and transgender (LGBT) young people across the area. An LGBT forum is being established in partnership with LGBT Youth Scotland to support identified needs and make links with other agencies

It is estimated that there are approx 5000 young LGBT people in Forth Valley. Draft results of questionnaire have shown that:

- 14% FV public bodies currently monitor sexual orientation for equality monitoring purposes
- 50% of FV service providers stated that their understanding of LGBT youth as 'poor or fair'
- 35% of FV services did not provide LGBT training for staff, 45% identify a need for annual LGBT Training; and nearly 40% identified training is required for all new staff
- A survey is being completed on young LGBT service users 2009/10. Full report to be made available in Autumn 2009.

Sexual Health

Forth Valley's sexual health website, www.centalsexualhealth.org was launched on 18th September 09, with social marketing e.g. bebo, facebook, gaydar to send traffic to the site. Postal Testing Kits for Chlamydia are being used to target those at higher risk of infection – those not attending sexual health services and vulnerable young people, and are available in pharmacies and via the website. An integrated sexual health service has been established with an increase in training to deliver a more comprehensive service and more staff able to deliver long acting contraception increasing accessibility and availability. Additionally nurse-led asymptomatic sexual health clinics have commenced.

Work is being progressed following the publication of the National HIV action plan and HIV needs assessment for Forth Valley.

1. Introduction

This is the NHS Forth Valley Workforce Diversity Monitoring Report for the period of **July - September 2009**

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 –

- Staff in post, and*
- 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 –

- Receive training;*
- Benefit or suffer detriment as a result of its performance assessment procedures;*
- Are involved in grievance procedures*
- Are the subject of disciplinary procedures; or*
- 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 2009)

4.1 Table1 and Chart 1 below detail the number of staff in post at 30th September 2009 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 92.28% of our employees, an additional slight increase compared with 91.36% in September 2008.

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 12.8% lower than that of the local population

*NHSFV's Other White British workforce is 0.31% lower than that of the local population

*NHSFV's Pakistani workforce is 0.19% 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, 8 years old whilst SWISS data (which is published annually) is 18 months old and the NHSFV in-post data is contemporary at September 2009. 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-08	Sep-09	Diff	NHSFV 2001 census data	Diff	SWISS March 2008 data	Diff
African	0.14%	0.17%	0.03%	0.05%	0.12%	0.30%	-0.13%
Any mixed background	0.21%	0.26%	0.05%	0.18%	0.08%	0.20%	0.06%
Bangladeshi	0.01%	0.01%	0.00%	0.01%	0.00%	0.00%	0.01%
Caribbean	0.06%	0.06%	0.00%	0.03%	0.03%	0.00%	0.06%
Chinese	0.14%	0.16%	0.02%	0.16%	0.00%	0.20%	-0.04%
Declined	3.92%	4.04%	0.12%		4.04%	3.30%	0.74%
Indian	0.70%	0.56%	- 0.14%	0.12%	0.44%	0.80%	-0.24%
Other Asian	0.24%	0.29%	0.05%	0.01%	0.28%	0.30%	-0.01%
Other Black	0.03%	0.04%	0.01%	0.01%	0.03%	0.00%	0.04%
Other Ethnic Background	0.14%	0.20%	0.06%	0.12%	0.08%	0.20%	0.00%
Other White	1.45%	1.48%	0.03%	1.21%	0.27%	3.30%	-1.82%
Pakistani	0.21%	0.21%	0.00%	0.40%	-0.19%	0.20%	0.01%
Questionnaire	0.01%	0.03%	0.02%		0.03%		0.03%
White British	5.98%	6.24%	0.26%	6.55%	-0.31%	7.70%	-1.46%
White Irish	1.06%	1.00%	- 0.06%	0.74%	0.26%	0.70%	0.30%
White Scottish	77.05%	77.57%	0.52%	90.37%	- 12.80%	41.90%	35.67%
Unknown	8.63%	7.69%	- 0.94%		7.72%	40.70%	- 32.98%
% known:	91.36%	92.28%	0.92%				

Table 1

4.3 Table 1 shows the comparative demographic of the staff employed in NHS Scotland as a whole as at 31 March 2008 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 (March 2008) 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 remains 0.13% lower than the NHS Scotland overall workforce
- NHS Forth Valley’s Chinese workforce is 0.04% lower than the NHS Scotland overall workforce
- NHS Forth Valley’s Indian workforce is 0.24% lower than the NHS Scotland overall workforce
- NHS Forth Valley’s Other South Asian workforce is 0.01% lower than the NHS Scotland overall workforce
- NHS Forth Valley’s Other Ethnic Group workforce is the same as the NHS Scotland overall workforce
- NHS Forth Valley’s Other White workforce is 1.82% lower than the NHS Scotland overall workforce
- NHS Forth Valley’s Other White British workforce is 1.46% lower than the NHS Scotland overall workforce
- NHS Forth Valley’s “Unknown” workforce is 32.98% 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.

Staff in Post

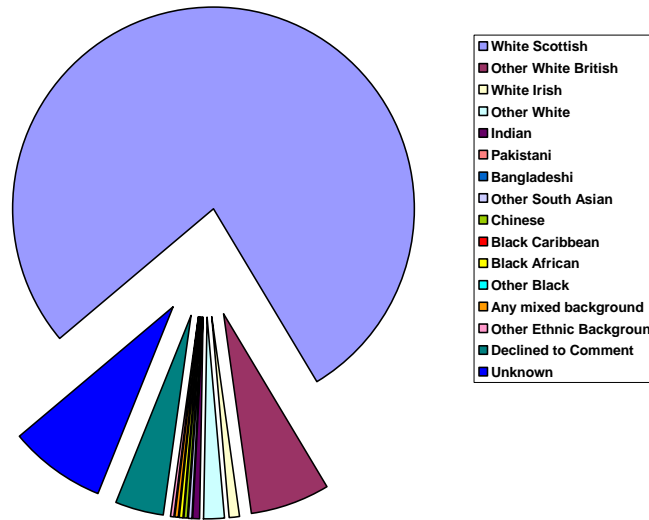


Chart 1

4.4 Table 2 shows gender of staff in post compared to September 2008. There is an increase in 0.59% in the male workforce in this period of time.

Gender	Sep-08	Sep-09	Diff
Female	84.58%	83.99%	-0.59%
Male	15.42%	16.01%	0.59%
% 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 2008.

Transgender	Sep-08	Sep-09	Diff
Declined to Comment	0.34%	0.98%	-0.14%
Yes	0.01%	0.01%	0.00%
No/Unknown	99.65%	99.00%	0.14%

Table 3

4.6 Table 4 shows the sexual orientation of staff in post compared to September 2008. During this period of time, the number of heterosexual staff has increased by 4.64%, and the number of unknown has decreased by 5.49%. This may be a reflection of the request to complete the questionnaires on appointment.

The remaining numbers show little change only.

Sexual Orientation	Sep-08	Sep-09	Diff
Bisexual	0.33%	0.34%	0.01%
Declined	4.41%	5.11%	0.70%
Gay	0.14%	0.20%	0.06%
Heterosexual	37.46%	42.10%	4.64%
Lesbian	0.13%	0.13%	0.00%
Other	0.20%	0.19%	-0.01%
Questionnaire	0.01%	0.10%	0.09%
Unknown	57.32%	51.83%	-5.49%
% known:	42.67%	48.07%	

Table 4

4.7 Table 5 shows the disability of staff in post compared to September 2008. The number of staff known to have a disability remains the same.

Disabled	Sep-08	Sep-09	Diff
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No/Unknown	98.54%	98.66%	0.12%
Declined to Comment	1.12%	1.00%	-0.12%
Yes	0.34%	0.34%	0.00%
% known:	1.46%	1.34%	

Table 5

4.8 Table 6 shows the religion of staff in post compared to September 2008. Although this table shows a decrease of 4.41% of unknown religion, as with previous tables this data is difficult to accurately compare due to the high numbers in this category

Religion	Sep-08	Sep-09	Diff
Buddhist	0.37%	0.41%	0.04%
Christian - other	3.91%	4.34%	0.43%
Church of Scotland	15.32%	16.11%	0.79%
Declined	3.98%	4.22%	0.24%
Hindu	0.52%	0.51%	-0.01%
Jewish	0.10%	0.07%	-0.03%
Muslim	0.36%	0.44%	0.08%
No religion	10.02%	11.95%	1.93%
Other	0.77%	0.80%	0.03%
Questionnaire	0.01%	0.00%	-0.01%
Roman Catholic	4.96%	5.81%	0.85%
Sikh	0.10%	0.16%	0.06%
Unknown	59.58%	55.17%	-4.41%
% known:	40.42%	44.83%	4.41%

Table 6

4.9 Table 7 shows the age profile of staff in post compared to September 2008. There is a decrease in the age of staff in post between 24-34 and 60-65+ and an increase in the age group 35-59.

Age Band	Sep-08	Sep-09	Diff
16-19	0.27%	0.29%	0.01%
20-24	4.43%	4.09%	-0.35%
25-29	9.08%	7.71%	-1.37%
30-34	9.29%	8.57%	-0.72%
35-39	11.76%	11.81%	0.05%
40-44	16.49%	17.13%	0.64%
45-49	17.38%	18.44%	1.06%
50-54	14.63%	15.65%	1.03%
55-59	9.95%	10.36%	0.41%
60-64	5.76%	5.17%	-0.59%
65+	0.96%	0.79%	-0.17%
Grand Total	100.00%	100.00%	100.00%

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 was a total of 140 posts advertised during this period and 10 posts were considered suitable for redeployment opportunities.

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, short listing and offer of employment stages stage of the recruitment process between 1st July and 30th September 2009.

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 short listing or offer of employment stages of the process at the time of reporting.

5.3 Approximately 53.04% of those who applied for posts were shortlisted for interview and approximately 16.99% of those who applied for posts were offered employment during the reporting period. The largest number of those who applied, were shortlisted or offered employment were of White Scottish background, which is to be expected given the demographic of Forth Valley.

NOTE: 2.07% of applicants declined to disclose their ethnicity. NB: this is similar slightly less than the June 09 position.

Ethnic Desc	Applied	Shortlisted	Offered
African	0.69%	0.00%	0.00%
Any Mixed Background	0.00%	0.00%	0.00%
Bangladeshi	0.00%	0.00%	0.00%
Caribbean	0.14%	0.26%	0.81%
Chinese	0.14%	0.00%	0.00%
Indian	0.69%	0.26%	0.00%
Other Asian	1.10%	1.30%	0.00%
Other Black	0.00%	0.00%	0.00%
Other Ethnic Background	0.00%	0.00%	0.00%
Pakistani	0.55%	0.26%	0.00%
Prefer Not To Answer	2.07%	1.30%	1.63%
White British	7.18%	7.55%	4.07%
White Irish	3.45%	2.86%	1.63%
Other White	2.21%	1.56%	0.00%
White Scottish	81.77%	84.64%	91.87%
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. As this is a new addition to this report, we do not have comparative information at this point

Gender Description	% of Total Applicants
Female	82.04%
Male	16.71%
Prefer Not to Answer	1.24%

Grand Total	100.00%
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Table 9

Transgender Status Description	% of Total Applicants
No	97.51%
Yes	0.41%
Prefer Not to Answer	0.41%
No Information Provided	1.66%
Grand Total	100.00%

Table 10

Sexual Orientation Description	% of Total Applicants
Bisexual	0.69%
Gay	0.55%
Heterosexual	90.06%
Lesbian	0.55%
Other	0.14%
Prefer Not to Answer	4.42%
No Information Provided	3.59%
Grand Total	100.00%

Table 11

Disabled	% of Total Applicants
No	100.00%
Yes	0.00%
Grand Total	100.00%

Table 12

Religion Descriptor	% of Total Applicants
Buddhist	1.10%
Christian Other	8.15%
Church of Scotland	33.98%
Hindu	0.55%
Jewish	0.14%
Muslim	0.41%
No Religion	23.20%
Other	7.18%
Roman Catholic	13.67%
Sikh	0.00%
Prefer Not to Answer	8.98%
No Information Provided	2.62%
Grand Total	100.00%

Table 13

6. Staff who applied for and received training

We are now in the process of signing off the contract for A Learning Management System has and scoping out implementation phase, 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 an update will be provided in the next quarterly report.

Ethnicity of Staff Who Applied For and Attended Training

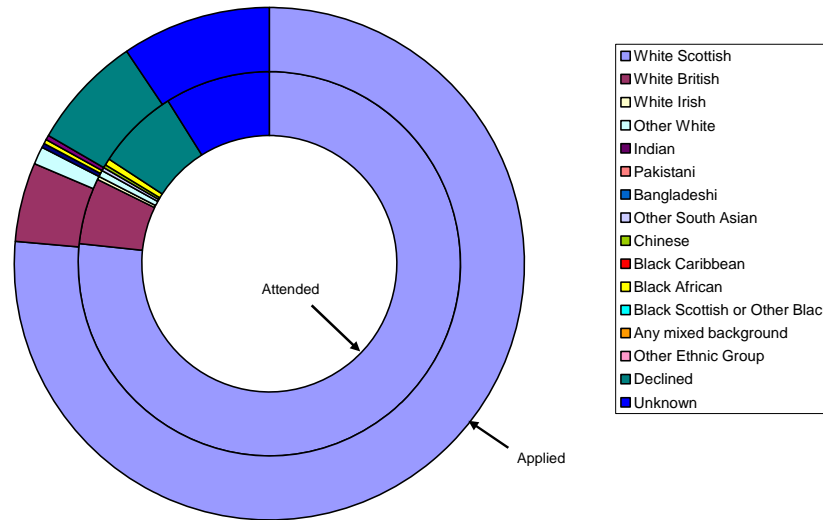


Chart 2

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, will be transferred to the eKSF 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. Table 14 summarises the information collected on the small number of staff affected between the period July- September 2009. No grievances have reached an outcome during this reporting period.

Ethnicity	

White Scottish	
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	0%

Table 14

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 15 summarises the information collected on the small number of staff affected between July- September 2009. **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 15

10. Staff who Ceased Employment with the Board

Table 16 identifies the number of staff who left the organisation between July and September 2009 by ethnic group.

- The total number of leavers during this period was 284.
- Of these, 59, approximately 20.7%, were nursing & midwifery staff (all grades), which regularly show turnover due to promotional activity.
- Of these, 165, approximately 58% were medical and dental staff

- The most diverse group in our workforce is that of medical and dental staff

Ethnicity	% of Total Leavers	Leavers as % of In-post Staff
White Scottish	52.11%	2.72%
Other White British	13.73%	8.92%
White Irish	2.11%	8.57%
Other White	4.58%	12.50%
Indian	7.75%	56.41%
Pakistani	2.82%	53.33%
Bangladeshi	0.00%	0.00%
Other South Asian	2.11%	30.00%
Chinese	1.76%	45.45%
Black Caribbean	0.35%	25.00%
Black African	0.35%	8.33%
Black Scottish or Other Black	0.35%	33.33%
Any mixed background	0.70%	11.11%
Other Ethnic Group	1.06%	21.43%
Declined to Comment	6.69%	6.71%
Not Known	3.52%	1.85%

Table 16

- 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.

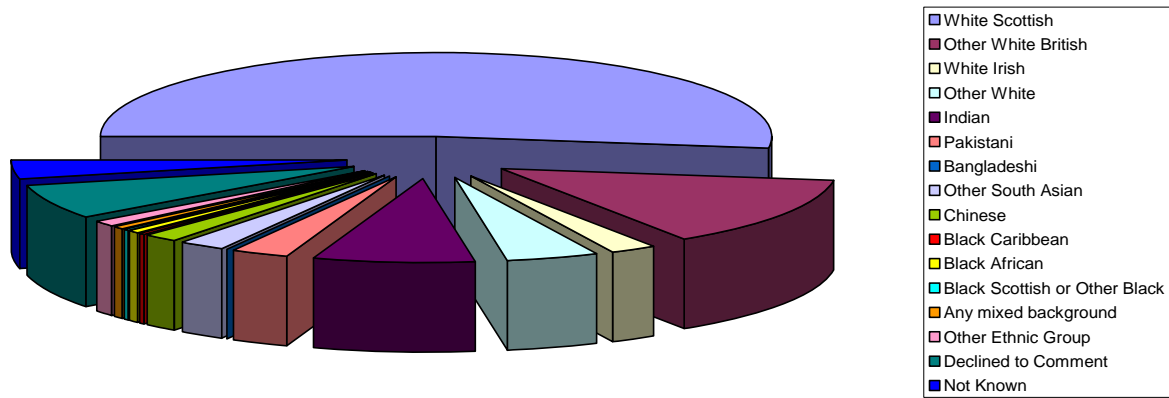


Chart 3

11. Conclusion

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

Section 5

NHS Forth Valley Equality Schemes Progress Reports

How to Read this Action Plan 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 175 actions identified

Green	80.5% -	Action completed and/or systems well established
Amber	19% -	Action underway and/or in progress
Red	0.5% -	No action or not completed

NHS Forth Valley –Disability Equality Scheme Progress - 2009 Annual report

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
1	NHS Forth Valley will ensure a commitment to good practice and the achievement of a shared vision of accessible health services for disabled people in the development of all strategies, policies and service functions	Helen Kelly	NHS Forth Valley oversees progress via <ul style="list-style-type: none"> • PFPI Group • FFA Development Group • NHS Forth Valley Executive • Joint Disability Review Group 	Green
2	NHS Forth Valley will develop strategies to eliminate discrimination which is unlawful under part 3 of the Disability Discrimination Act. Part 3 covers rights of access to goods, services, facilities and premises for disabled people	Helen Kelly	Disability Service takes active steps to ensure the needs of disabled people are met as set out in NHS Forth Valleys published Disability Equality Scheme.	Green
3	NHS Forth Valley will continue the commitment to “positive about disabled people” 2 tick employment scheme and demonstrate disability equality in existing practice and policies NHS Forth Valley will take active steps to ensure the involvement of disabled people and will build upon existing networks, for example Public Focus Patient Involvement (PFPI) and Public Partnership Forum(PPF)	Helen Kelly Helen Kelly Lesley Sherwood CHP Managers	“2 ticks award in place”, reviewed March 2009 Recruitment drive completed to ensure people with a disability can become active members of this group.	Green Green

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
4	NHS Forth Valley will examine communication strategy to ensure that disabled people are positively portrayed and that all 6 of the equality and diversity strands are incorporated.	Communications Team	Joint work on-going with Long Term Conditions (LTC) collaborative to develop guidance for information and educational resources, final draft with LTC members and communications lead for further comment.	Amber
5	NHS Forth Valley will impact assess, future and existing or proposed policies to avoid adverse impact on disabled people and other target groups and how we can promote equality of opportunity.	Lynn Waddell	Completed	Green
6	Publish a disability report on an annual basis	Charlene Condeco and Equality and Diversity Project Manager	Annual reports completed	Green
7	NHS Forth Valley to revise their Disability Equality Scheme every 3 years.	FFA Operational Group Disability Service Strand Leads	NHS Forth Valley is considering a move to a Single Equality Strand policy?	Green
8	NHS Forth Valley will ensure training for all staff to enable them to fully understand the provisions of the Disability Equality Duty and the relevance of disability equality in their area of work.	Charlene Condeco	Disability Equality is part of existing statutory and mandatory training. On-going delivery of impairment specific training Equality and Diversity Training needs being assessed.	Green
9	Produce Action Plan framework for dissemination to all NHS Forth Valley departments or service leads	Charlene Condeco	12 areas included within revised DES action plan agreed at May 2008 FVJDG Meeting	Green

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
10	Identify the named person within service or department responsible for the production of Action Plan	Charlene Condeco	Agreed by Forth Valley Joint Disability Review Group (FVJDG) that all work/action plans be centrally co-ordinated with individual responsibility held with each individual service	Red
11	Identify the training requirements that would best address the needs of the individual departments or services	Charlene Condeco	Training delivered on an ad-hoc basis customised to the needs of the service in line with KSF Parameters.	Green
12	Review regularly the effectiveness of the steps set out in the Action Plan	FFA Operational Group	Updates given at meeting which will include information from networks as detailed in Joint Disability Group. (see attached flow chart FVJDG) Further work captured via EDAT Network	Green

2007 -09 Reviewed Action Plan

1: Involvement

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
1.1	Develop a Disability Review Group (DRG) that is responsible for reviewing the NHSFV Disability Equality Scheme (DES) and Action Plan.	Helen Kelly	Review group established	Green
1.2	Equip the group with the knowledge and confidence to become involved in the review of the DES and Action Plan and its relevance to Public Sector Duties.	Charlene Condeco	Training completed by review group members incl. service users and staff representatives	Green
1.3	The Disability Review Group to set aims and objectives	Charlene Condeco	Aims and Objectives of the disability review group have been agreed with regards to development of revised scheme.	Green
1.4	Review NHSFV existing Action Plan and key themes.	Charlene Condeco	Themes agreed and included within revised scheme	Green

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
1.5	The DRG will develop a questionnaire, undertake a market research day and identify people who will be involved in the revision of the DES	Charlene Condeco	Questionnaire completed and responses analysed. Results influenced final revised disability equality scheme	Green
1.6	Include in our DES a statement of the ways in which disabled people have been involved in the development of the revised scheme.	Charlene Condeco	Statement agreed and included within final revised Disability Equality Scheme	Green
1.7	Revise the DES and Action Plan with the involvement of disabled people, staff and interested stakeholders.	Helen Kelly	Final Scheme agreed and submitted to Equality and Human Rights Commission (EHRC) within agreed timeframe. Revised scheme published on NHSFV web site Oct '07. Feedback received and acknowledged on scheme from FFA Disability and EHRC in Nov '07	Green
1.8	Disseminate revised DES and Action Plan consistent with NHS Forth Valleys Communication Strategy	Helen Kelly	Revised scheme published on NHSFV web site. Management informed of revised scheme via internal channels incl. Board papers, PFPI reports, FFA Operational and Development Group meetings	Green
1.9	Work in partnership to produce a summarised pocket guide of the DES and Action Plan.	John Meachen	The DES and AP will be re-tabled at FVJDG in relation to a revised/summarised scheme and more user friendly action plan. (Agreed March 2008) to be discussed on a 3 monthly basis new developments to be reflected	Green
1.10	Develop proposals to ensure that the disability agenda and the DRG are integrated into NHSFV's planning framework.	Helen Kelly	The Joint Disability Group has been established and its work will be underpinned by the disability agenda (to include DES and AP) and will feed into NHSFV's strategic framework. Reference 1.3	Green

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
1.11	Develop a language plan to ensure that access to Interpretation, Translation and other communication tools are available in a variety of formats and easily accessible.	Communications Team	Refer to Ref No 4 Refer to Ref 1.14.5	Amber
1.12	Develop the PIN as a sustainable method of involving the public including disabled people. Develop the external website as a key information resource particularly in terms of accessibility. Develop a strategy for the production of accessible information for patients.	Communications Team	Members of the FVJDG are encouraged to become active members of the PIN, expenses will be paid. Webmaster designing new NHS Forth Valley webpage to include a more varied accessibility tool Language Plan still in production, awaiting first proposal from Quality Manager	Green
1.13	Develop proposals to ensure that the disability agenda and the DRG are integrated into NHSFV's planning framework.	Helen Kelly Joe McGhee	Completed	Green
1.14	Disability 'Coffee Mornings' (included Jan '08)	Charlene Condeco	Quarterly Coffee Mornings held different topics discussed. All relevant information fed back via FVJDG	Green
1.14.1	Develop a Maternity Services DVD	Charlene Condeco	Completed	Green
1.14.2	Establish the link between the new Long Term Conditions Group 2008 and that of the FVJDG and its networks.	Charlene Condeco David Arundel	Completed	Green

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
1.14.3 New 2008	To promote the access and understand the needs of Guide dog and Other Assistance Dog users	Charlene Condeco	Completed	Green
1.14.4 New 2008	Co-ordinate 2 events to support disabled people in the involvement of the New build at Larbert	Charlene Condeco	Completed	Green
1.14.5 New 2008	To establish a unified Interpretation and Translation service	Charlene Condeco Joe McGhee Helena Buckley	Awaiting agreement from Strategic Planning Group In March 2009	Green
1.14.6 New 2008	To produce an Assistance Dog, Pet and Therapy animals in hospitals, residencies and Healthcare premises policy	Charlene Condeco Sybil Solomon	Refer to 1.14.3	Green
1.14.7 New 2008	To establish funding streams to support current NHS Disability Service Coffee Mornings.	Charlene Condeco	Refer to 1.14	Amber
1.14.8 New 2008	To deliver a voluntary based patient centred, carer and family support/information to those that require it	Charlene Condeco	Successful bid to NHS Scotland PFPI funding application. To support implementation of PAVE project.	Green

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
1.14.9 New 2009	<p>Deliver specialist training to PAVE volunteers supporting the ethos of assessable patient journey.</p> <p>British Sign Language Level 1</p> <p>Deaf Awareness training</p> <p>Disability Equality training</p> <p>Deafblind Guide Communication</p> <p>RNIB Guiding Skills</p> <p>Transcription training Including Braille</p> <p>Webdesign (Dreamweaver)</p>	Charlene Condeco	<p>BSL class completes 14th November 2009</p> <p>Scheduled for 2010</p> <p>Scheduled for 2010</p> <p>Scheduled for 09/10</p> <p>Scheduled for 2010</p> <p>Scheduled for 09/10</p> <p>Scheduled for 09/10</p>	Amber
1.14.10 New 2009	<p>To review the current patient focused booking processes.</p> <p>To address the different IT packages incorporating eHealth focusing specifically on patient journeys and demographic profiling.</p>	<p>Charlene Condeco</p> <p>eHealth Team</p> <p>GP Sub Group</p> <p>Long Term Conditions Collaborative</p> <p>Patient Focused Booking Team</p> <p>Patient Concerns</p>	<p>GP Sub Group agreement to change referral process including the introduction of a mandatory coding field in Gpass referral.</p> <p>Access policy being reviewed to incorporate an action plan highlighting the patient journey from GP referral through to appointment including template letters, 18 week RTT, and do not attends.</p> <p>Staff training program underdevelopment to support the significant changes in the booking process.</p>	Amber

2: Training

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
2.1	Disability Review Group members to undertake an NHSFV induction programme.	Charlene Condeco	Customised programme being developed to support those interested in delivering Disability Equality Training	Green
2.2	Review the Equality and Diversity training for staff to ensure that disabled people contribute to this training.	Organisational Development Manager	<p>Equality and Diversity Project Manager reviewed E & D training within NHS Forth Valley.</p> <p>Programme in place for induction, mandatory and EQIA Training.</p> <p>Discussions on-going with Falkirk Council to analyse current E&D training being provided across agencies with a view to working in partnership in acknowledged areas</p>	Green
2.3	Incorporate into Induction Training and any Disability Training a section that looks specifically at the obligations of the Duty.	Organisational Development Manager Disability Advisor	<p>Induction and Statutory training meeting in May '08 to discuss Induction/statutory training content and commitments.</p> <p>Work completed re mainstream E&D into existing training being provided within NHSFV. Meeting May '08</p>	Green

3: Gathering evidence

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
3.1	Continue to monitor and evaluate the results of the Patient Experience Survey and the Staff Survey. Quarterly updates to the DRG on the progress of any involvement in relation to Action Planning and or Impact Assessment.	Director of Nursing Services Director of Human Resources General Managers Lynn Waddell	E&D to be included into Patient Experience Surveys completed within NHSFV	Amber
3.2	Review accessibility of the existing patient concerns process and ensure evidence is gathered to inform learning outcomes.	Angela Wallace Helen Kelly	EQIA during 2008/09 no significant discrimination found. Discussions to be completed regarding collection of evidence Regular updates from Paul Cormichan	Amber
3.3	Gather evidence on what has been achieved each year and clarify future actions.	Communications Team Charlene Condeco Lynn Waddell	To be included within NHSFV Equality and Diversity Annual Report	Green
3.4	Carry out an audit on the pilot interpreter service in NHS Forth Valley	Charlene Condeco	Audit completed, results available and being considered in production of new contract tender, and training needs.	Green
3.5	Monitor the revised DES and Action Plan in relation to its effectiveness.	Charlene Condeco	Ongoing See Ref 12.	Green

4: Employment

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
4.1	Conduct general awareness sessions on the Disability Equality Duty (DED) for staff and as required provide disability specific training as part of the Fair for All portfolio of training for staff including induction training.	Equality and Diversity project Manager Organisational Development Manager	Review currently on-going of Equality and Diversity Induction and Statutory Training content. Training delivered on mainstreaming E&D into existing training programme Discussions being held 13 th May '09	Green
4.2	Ensure that managers and HR staff understand the provisions of the DDA in relation to employment to ensure that appropriate actions are taken to support new staff with a disability and existing staff who become disabled.	Helen Kelly General Managers	NHS Forth Valley Executives and General Managers received Equality and Diversity Awareness Nov '07 Senior Managers session held April 2008	Green Green
4.3	Ensure that robust systems continue to be developed to ensure that disability information relating to staff is recorded, stored and reported appropriately.	Head of Workforce Development	Agreed at June FFA Operational Group, Disability Service will now pull together a report detailing both Manager and Staff referrals into service and feedback to workforce planning	Green
4.4	Assess the Dignity at Work policy in light of the DES To use and continue to develop all policies and procedures that support staff	Head of Staff Governance	Ongoing Review of Dignity at Work Policy ongoing. Work being completed within NHSFV to advise on DAW PiN guidance	Amber
4.5	Additional level of trained support is available for the workforce	Head of Staff Governance	Roll out the pilot Diversity Champions network across NHSFV	Green

5: Procurement

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
5.1	While awaiting national guidance NHSFV will require contractors to comply with the anti-discrimination provisions of all equalities legislation.	Procurement Manager	National Procurement Guidance finalised and presented to Boards. NHS FV Procurement Guidance in place	Green

6: Equality Impact Assessment (EQIA)

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
6.1	The Review Group will assess whether the existing 12 areas identified for EQIA during 2007 are still considered as high priority for disabled people and will identify any additional priorities	Helen Kelly	Areas to commence EQIA agreed and included within revised DES.	Green
6.2	Policy Steering Group to prepare a framework for the development, approval and management of policies that includes EQIA	Corporate Services Manager	Guidance on the development of policies etc completed and approved by Board. EQIA is highlighted as a key area to be completed within document	Green
6.3	Develop a process and Action Plan for remaining policies, services and functions to be Rapid Impact Assessed.	Equality and Diversity Project Manager	Process in place	Green
6.4	Ensure that where appropriate any partnership work undertaken with other agencies is EQIA and an agreement is made on which tool to be used.	General Managers	On-going;	Green
6.5	Publish a summary of EQIA undertaken	E &D Project Manager Disability Advisor	Completed within Equality and Diversity Annual review	Green
6.6 New addition (March 2008)	Equality and Diversity Impact Assessment tool/Guidance to be developed Work with General Managers to enable EQIA to be incorporated into their service objectives JDRG and PFPI members offered places on Training	Equality and Diversity Project Manager Equality and Diversity Project Manager	Tool in place and approved. Discussions held re EQIA completed, staff trained and gaps Places offered to FVJDG member, programme of EQIA training currently developed: No uptake to date	Green

NHS Forth Valley –Gender Performance - 2009 Annual Report

1. Leadership and Energising the Organisation

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
1.1	<p>External and Internal consultation and involvement of men, women and transgender groups in the development of the Gender Equality Scheme</p> <p>To develop user friendly information/packs on Gender equality</p>	Staff Governance Team	<p>Completed. This work delivered our GES in Jun 07.</p> <p>Information provided through staff news, poster displays and through induction and statutory training</p>	Green
1.2	<p>All Executive Directors, General and Senior Managers and Clinicians will use their leadership position to promote gender equality and eliminate any harassment & discrimination within their departments and ensure that appropriate awareness raising and training is implemented</p>	Senior manager cohort	<p>Senior managers have an objective regarding equality within annual objectives.</p> <p>Elimination of harassment is tied to work to promote positive culture through positive role modelling and embedding of behaviours and values</p> <p>NHSFV FFA Group is reviewing the scope of current training provision. On completion of this review, Gender Equality will continue to be included to ensure that Gender Equality is understood as part of the Equality & Diversity framework.</p>	Green
1.3	<p>Each CHP, Acute Service and Corporate service will identify local policies, procedures and guidelines that deliver the prioritised Gender EQIA requirements and build these into local work plans.</p>	General Managers	<p>The Equality Impact Assessment (EQIA) process continues to roll out and is across strands.</p>	Amber

1. Leadership and Energising the Organisation

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
1.4	Regular progress reports on the action plans outcomes will be presented to the NHS Board, Area Partnership Forum, PFPI Committee, Staff Governance Committee, and other relevant groups	Fair for All Operational Group	<p>Reports submitted to: NHS Board. Last Board paper submitted Jan '09</p> <ul style="list-style-type: none"> ▪ Area Partnership Forum (workforce only) ▪ Staff Governance Committee (workforce only) <ul style="list-style-type: none"> ▪ Patient Focus Public Involvement Committee ▪ Fair for All Operational Group ▪ Fair for All Development Group ▪ Gender Reference Group (formed March '09) <p>All papers produced within agreed timescales</p>	Green
1.5	Consult with key organisations and groups involved in Gender Equality work nationally and locally and report on these to the Fair for All Operational and Development Groups	<p>Gender Equality Lead</p> <p>Deputy Director HR - Leading on Workforce only</p>	<p>NHSFV continues to support equality and diversity within the framework of the NHS Health Scotland Equality and Planning Directorate</p> <p>Training on service/access issues for gender equality under discussion.</p> <p>NHS FV highlighted in Good Practice national guidance to the services</p> <p>E&D Project Manager attended Scottish Transgender Alliance Meeting re health access - Information disseminated within Equality Group meetings from same</p> <p>Launch completed on 3rd March '09 of DVD and training tool which supports NHS staff in obtaining equality data to be used for monitoring and service development.</p> <p>Reports provided by Equality and Diversity Project Manager to respective groups on information from NHS Health E&P Directorate Lead Network meetings.</p> <p>Work ongoing to incorporate GES into the Single Equality Scheme by December '09</p>	<p>Green</p> <p>Amber</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>

1. Leadership and Energising the Organisation

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
1.6	Gender Impact Assessment will be introduced to joint Health Improvement Planning Groups	Planning Directorate	<p>Discussions commenced with Local Authority partners during 07/08 on establishing common/shared work programmes in relation to workforce issues</p> <p>Re E&D March '09, a Forth Valley Public Body E&D Leads network has been developed which will meet on a quarterly basis.</p> <p>Updates will be provided on actions from meetings held. Next meeting is proposed for Dec'09</p>	<p>Amber</p> <p>Green</p>
1.7	<p>The Fair For All Development Group at its quarterly meetings will review progress on NHS Forth Valley's Gender Equality Scheme.</p> <p>It will agree for publication an annual gender equality progress report reviewing progress made</p>	Fair for All Operational Group	<p>FFA Operational & Development Groups continues to receive 1/4ly reports on progress including national assessment of NHSFV scheme commissioned by FFA Gender. Group also received reports of national Good Practice Guidelines which highlighted NHSFV as an area of best practice</p> <p>Gender Equality Scheme (GES) Annual Report submitted to FFA Development Group June '09 and placed on NHSFV web site. Update on NHSFV GES progress identified within full NHSFV Equality and Diversity Annual Report December 2008.</p> <p>GES Action Plan progress report published June 2009</p> <p>Progress is ongoing re the development of a NHSFV Single Equality Scheme for publication in December '09. It is proposed that NHSFV will thereby ensure synergy of reporting on all Equality Activities by maintaining Equality and Diversity Annual Reporting in December of each year. This activity meets the recommendations reflected within the Equality and Human Rights Commission Guidance 'Developing equality schemes to meet the three existing duties' (April 2009)</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
1.8	Ensure that communications/public relations activity supports gender equality, both in internal and external communications.	Communications Dept & E&D Project Manager	Discussions prioritised with Communications department in line with overall Equality & Diversity requirements. Web master and the Equality and Diversity Project Manager are currently developing the E&D web resource for staff and service users. Web will also meet best practice guidance for service users with additional needs	Green
1.9	Review the Gender Equality Scheme to ensure that targets set for year 1 have been achieved and identify actions for years 2 and 3	Fair for All Operational Group From June 2009 Gender Reference Group will also review Actions identified	Report published June 2008 NHS Forth Valley Equality & Diversity Annual Report delivered at 4 Dec 2008. This provided the opportunity to assess the implementation of the GES and Action Plan @ mid year As 1.7	Green

2. Demographic Profile

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
2.1	Continue to use local demographic information to inform GES and future work in terms of planning and delivering services	Information Services and Gender Equality Lead	Being prioritised via Fair for All Operational Group. Discussions commenced with Information Services Team. Next meeting date tba	Green
2.2	Continue to assess profile of NHSFV workforce to assess Gender specific issues – e.g. changes in the part-time full time make up of staff; Profile of workforce	Head of Workforce Planning	Initial profile was assessed at June 2008 The NHSFV Annual Workforce Plan 09/10 has been produced and provides updated information on profile of the workforce. Quarterly reports provided to the Workforce Modernisation Board and Area Partnership Forum throughout 08/09. NHSFV has a predominantly female workforce.	Green
2.3	Continue to use outputs of demographic assessment plus known factors to build on gender objectives and actions.	Information Services and Gender Equality lead	To be prioritised via discussions with Information Services. Discussions ongoing re disseminated of NHS Health Scotland Equality and Planning Unit resource. It is envisaged that this will be one of the activities which could help to influence and support NHSFV staff to collate and utilise demographic and service user information	Amber

3. Access and Service Delivery

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
3.1.1	Collection and reporting of patient gender information	Information Services	<p>Work on going to collect and monitor patient data. Attendance at monitoring session run by FFA Gender in April '08 which had been anticipated in year 1, now informs our work in years 2-3</p> <p>During 2009/20 patent monitoring systems will be reviewed by the Equality and Planning Directorate to identify priority needs</p> <p>Work being completed 2009 with cancer services. Staff template for questionnaire developed; disseminated June 2009. Findings will influence service delivery and training requirements. Exercise to also be completed with service users</p> <p>Links with national partners continue to inform and guide this work locally. Discussions held with NHS Health Scotland E&D Manager re supporting work completed in NHSFV on Data Collection.</p> <p>NHS Health Scotland E&P Directorate completed an NHS Boards benchmarking exercise. Report available regarding Wave 1 & 2 Benchmarking exercise on NHS Health Scotland web site . Collated report available in June/July 2009</p>	<p>Amber As point 2.3</p> <p>Amber</p> <p>Green</p> <p>Amber</p> <p>Green</p>

3. Access and Service Delivery

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
3.1.2	The annual report published by the Director of Public Health will include information on Gender Equality	Public Health Team	2007/08 Annual Report of the Director of Public Health 2007-2008 reflects 3 connected strands of public health namely; <ol style="list-style-type: none"> 1. health protection 2. health improvement and 3. health services health inequalities is a key feature within the said report http://www.nhsforthvalley.com/web/files/Public_Health_files/AnnualReport08Web.pdf	Green
	To support service managers in identifying gender actions through assessment of functions and policies and the established EQIA processes	E&D Project Manager	Programme of EQIA Training developed and activities on ensuring EQIA are completed (over 100 staff trained to date). Actions Plans will be put in place if any adverse impact on Gender Equality are identified Work ongoing to collect up-to-date information on current NHSFV Policies and functions (May '09) To date no significant adverse impacts noted All EQIA completed until Dec '08 are identified within the NHSFV Equality and Diversity Annual Report. Available at: http://www.nhsforthvalley.com/web/files/Fair_for_All_files/NHSFV_EDAnnualReport2008.pdf	Green
	To cascade the outputs of the consultation exercise to key service leads for consideration		NHSFV Reporting and monitoring mechanisms and Gender Reference Group are a vehicle for this work	Green

3. Access and Service Delivery

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
3.1.3	To consider and advise on gender issues in terms of accessibility of services	PFPI and E&D Project Manager	<p>Currently completed through, EQIA, Equality, and Diversity support as well as dissemination of information at NHSFV Meetings and training. sessions</p> <p>Information being developed by Lynn Waddell and Nick Laird for NHS Health Scotland Equalities and Planning Directorate to focus initially on a Transgender Policy framework . Work commencing 2010</p>	<p>Green</p> <p>Amber</p>
3.1.4	To continue to have a mechanism for feedback from patient, visitors and staff to advise of improvements that are needed to accessing services, facilities and to the environments	PFPI & E&D Project Manager	<p>Within Patients experience questionnaires, GENDER is a key area. Information to be used to further enhance services</p> <p>Discussions re profiling being completed with Patient Focus relations Manager</p> <p>On-line tool designed which was used as one of the methods to inform Gender Section of future NHSFV Single Equality Scheme</p>	<p>Green</p> <p>Green</p>
3.1.5	To work with lead officers in Mental health/cancer/CHD services linking with national priorities to assess the gender equality issues relating to these services	Fair for All, MCN/other lead officers	<p>Lunch - bite pilot training sessions developed which will meet the needs of staff to ensure that they consider the diverse needs of people who access mental health services. To be implemented in M/H service in October '09</p> <p>Mental Health staff currently completing 'Values based training' which includes equality and diversity as a key component</p> <p>Discussions held with M/H leads in May '09 re EQIA to be completed within mental health services. Programme currently under development. Information from same will influence future work in relation to Gender Equality.</p> <p>Project completed in relation to E&D and Cancer Services</p>	<p>Green</p> <p>Green</p>

3. Access and Service Delivery

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
3.1.6	To work collaboratively with Sexual health Strategy Lead officers to ensure continued focus on gender issues is achieved	Lead officer on sexual health strategy/gender equality lead	<p>Initial discussions held with members of the Sexual Health & Health Promotion Teams on methods in which to raise the profile of LGBT issues as well as gender specific work. Sexual Health Strategy under review (May '09)</p> <p>Sexual health web site in place http://www.centralexualhealth.org/</p> <p>Discussion held with Health Promotion Oct '08 to discuss on-line review to support service delivery and SES production. Content of questionnaire approved.</p> <p>Presentation completed to Health Promotion Team April '08 on E&D where Gender was a key focus</p> <p>Specific EQIA training to be agreed with Health Promotion Team. Awaiting confirmation of date</p>	<p>Amber</p> <p>Green</p> <p>Green</p> <p>Green</p>
3.1.7	Focused work is prioritised on Men's and women's health issues and on transsexual health issues	Lead Managers	<p>Report from Men's Health Service 2008, completed and available Jan '09.</p> <p>Discussions are ongoing re a similar model for women; further discussions to be progressed through Gender Reference Group. Men's Health Week 15th – 21st June '09 highlighted on public and staff web sites</p> <p>NHSFV Attendance at Scottish Transgender Alliance meeting; update on outcome given to FFA Ops Group</p>	<p>Green</p> <p>Green</p> <p>Green</p>

3. Access and Service Delivery

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
3.1.8 Added Feb '09	Forth Valley Public Bodies and CVS Falkirk to work in partnership to develop a shared data base that will allow partners, across Forth Valley area, to improve community engagement in relation to equalities.	E&D Project Manager	Forth Valley Public Bodies and CVS Falkirk have worked in partnership to develop a shared database that will allow partners, across Forth Valley area, to improve community engagement in relation to equalities. Community Planning Partners could use this resource as a source of information for consultation and communication on equalities matters, through the production of mailing lists, e-mails and identification of relevant contacts. This will enhance community engagement and good practice in relation to equalities with a wider range of organisations.	Green
3.1.9 Added 2/3/09	Disseminate Gender Abuse cards as part of partnership working with CSP as well as NHSFV Sexual Abuse Service information	E&D Project Manger	Cards disseminated to services within NHSFV as well as directly to service leads as per CEL Gender Abuse identified target areas This information will Enhance services to service users and staff who are victims of domestic abuse about help, advice and assistance available local	Green
3.1.10 Added 2/5/09	Implement Action Plan re Gender Based Violence re CEL 41 (2008)	Dept Director of Human Resource with Strategic lead for E&D	3-year plan to be agreed through NHSFV working group and direct lead from Scottish Government Health Department. Meeting being held 11 th June 2009 Undertaking this work will assist Boards meet their legislative obligations to promote gender equality as detailed in the Equality Act 2006.	Amber

3.2 Gender Equality Impact Assessments

Ref No	Actions	NHS FV Lead(s)	Progress to date	Status
3.2.1	<p>Continue to implement NHS Forth Valley's Equality Impact Assessment framework</p> <p>All heads of services to ensure initial equality impact assessments of services and policies for relevance to gender equality to ensure there are no adverse effects because of gender</p>	All managers with department responsibilities	<p>Gender equality assesses with 5 other strands in all RIA/EQIA's undertaken. To date approx. 120 RIA/EQIA have been completed</p> <p>Programme of training developed for staff. To date over 100 staff have completed classroom-based training with other staff being informed through site-based training, presentations and 1:1 sessions.</p> <p>Data base designed to test current policies and identify key themes (March '09)</p> <p>Discussions held with General Managers and service leads: programme of work ongoing.</p> <p>Human Resource have prioritised work in relation to HR policies</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Amber</p> <p>Green</p>
3.2.2	A programme of Equality Impact Assessment Training will be provided to senior staff to support them in undertaking Equality Impact Assessments	E & D Project Manager	<p>Programme of monthly RIA/EQIA training developed through short course programme; 100 staff completed to date Places made available to, partner agencies and service user groups</p> <p>An evaluation to be completed of actions taken by staff who have completed same 2009/10</p>	Green

3.3 Complaints

Ref No	Key Actions	NHS FV Lead(s)	Progress to date	Status
3.3.1	Highlight concerns that are raised under the complaints process and patients surveys on gender equality issues and action plans are prepared to address these	Head of Complaints Service	<p>New complaints procedure and data collection commenced April 2008</p> <p>Actions to be commenced through Gender Reference Group discussions 200/10 re future activities</p> <p>.All complaints made regarding equality and diversity issues are coded within the Safeguard data base.</p> <p>A section on equality and diversity issues has been included in the monthly Complaints Performance Report to the Board. This information is also reported to the Fair For All operational group and through the clinical governance structure</p>	Green
3.3.2	Review the complaints procedure in relation to gender equality and using consultation feedback	Head of Complaints Service	<p>Discussions completed on this at meeting on 12th May '09.</p> <p>As above</p>	Green

NHS Forth Valley Human Resources – Promoting Gender Equality in Employment

4.1 Awareness, Training and Development '09

Ref No	Key Actions	NHS FV Lead(s)	Progress to date	Status
4.1.1	All line managers will identify through Personal Development Plans individual learning needs relating to the promotion of gender equality and the delivery of gender sensitive services	All line managers	Equality and Diversity currently a key component of PDP's as identified within NHSFV Healthcare Strategy Communication within staff news to report this. Equality and Diversity Advisory Team (EDAT) Induction/mandatory training reviewed in May '09 to further develop training programme and content	Green
4.1.2	Conduct general awareness sessions of the Gender Equality Duty for staff To provide Gender specific training as part of the Fair for All portfolio for all staff	Fair for All	Discussions are ongoing regarding all E&D training. Gender Equality is included within Equality and Diversity Induction and Mandatory Training as well as other training delivered by NHSFV. Training completed to enable mainstreaming of E&D into existing mandatory training provided by NHSFV. This has been identified as best practice within Investors in People Award Gender specific training to be delivered to Gender Reference Group in 2009/10 initially; Gender based violence currently being delivered in partnership with other public bodies	Green Green Amber
4.1.3	Staff information relating to gender is assessed	Head of Workforce Planning	See 2.2	Green

Ref No	Key Actions	NHS FV Lead(s)	Position to Date	Status
4.1.4	Ensure that specific action is ongoing to promote gender equality within NHS Forth Valley	Fair for All Group	All opportunities used to raise profile of Gender Equality within existing and developing work programmes as well as via staff news	Green
4.1.5	Evaluation of effectiveness of training	Fair for All Group	Completed as routine and report made available to FFA Operational Group and Gender Reference Group	Green
4.1.6	Introduce gender equality duty sessions within the general induction programme including general and specific duties	Fair for All Group	Equality and Diversity currently included within Induction Training; Content reviewed by EDAT along with Diversity Champions 2008/09. Gender reflected within NHSFV Mainstream training programme as part of raising profile of E&D as well as Human Rights	Green
4.1.7	Equal Pay Undertake an equal pay monitoring exercise to establish any inequalities	HR Directorate	Led nationally. Local systems being tested to national requirements on ability to deliver monitoring Equal Pay statement agreed and publicised A4C systems on an ongoing basis being developed to ensure requirements are met to achieve equal pay	Green Green Amber

4.2 Employment monitoring

Ref No	Key Actions	NHS FV Lead(s)	Progress to Date	Status
4.2.1	Ensure that robust systems continue to be developed to ensure that gender information relating to staff is recorded and stored appropriately	Head of Workforce Planning	<p>Work ongoing</p> <p>NHSFV workforce plan is key reference document and is developed and reported annually</p> <p>4th Workforce plan completed in December 2009</p> <p>Use of workforce monitoring tools –SWISS Use of ECRUIT for recruitment monitoring</p> <p>Until there is a National Human Resource system in place, NHS Forth Valley has purchased learn Pro Learning Management System. This system will meet the Human Resources Functional Specification; Recording and monitoring of training within NHS Forth Valley in order to meet its duty to report on Ethnicity & Diversity and Mandatory Training including Fire Safety, Health and Safety, Data Protection, Equality and Diversity etc.</p>	<p>Amber See 2.2 for update</p> <p>Green</p> <p>Amber</p> <p>Green</p>

4.3 Human Resource Policy Review

Ref No	Key Actions	NHS FV Lead(s)	Progress to Date	Status
4.3.1	Development of Equality and Diversity policy	Area Policy Steering Group	NHSFV Deputy Director of HR is on the national PIN group developing new policy for the service. National PIN now on schedule for 2009 launch NHSFV Employee Director is providing the Partnership lead in policy development.	Amber
4.3.2	Assess the Dignity at Work Policy in light of gender scheme	Head of Staff Governance	Dignity at Work policy in place; review completed.	Green
	To use and continue to develop dignity at work and other policies and procedures to support individuals	Head of Staff Governance	Training tool provided to Porters re Dignity at Work and E&D evaluated well (Aug/Sept '08) completed by HR staff in April 2009. Gender a focus of the case studies within training resource	Green
	To roll out the pilot Diversity Champions network across NHSFV following the initial pilot	Val Marshall	NHSFV has hosted 2 national awareness sessions designed to inform the national review of the Dignity @ Work PIN Policy. NHSFV also involved in National PiN Policy review	Green
			Champions Training ongoing: 25 staff trained Work is ongoing to assess options for merging of dignity at work adviser's role with role of diversity champions. Launch of Champions completed Nov '08	Green
4.3.3	Ensure in the implementation of the Flexible Working policy that the same provisions are open to all staff irrespective of gender.	Head of Staff Governance	Policy was launched in 2007; Policy in place. Guidance makes clear this policy is <u>for all staff</u> . New staff well-being booklet emphasises that the policy is also for men as well as women. Arrangements within NHSFV seen as an example of best practice within Fair for All 'Improving Gender Based Practice Report' 2008	Green

4.3 Human Resource Policy Review

Ref No	Key Actions	NHS FV Lead(s)	Progress to Date	Status
4.3.3	Ensure that Maternity & Paternity Leave policies are implemented consistently and fairly and that Breastfeeding facilities continue to be provided in line with the Breastfeeding Policy.	Head of staff governance	Policy launched in 2007; currently within programme of review 2008/09	Amber
4.3.4	Working with fair for all LGBT develop appropriate and effective : <ul style="list-style-type: none"> • Communications to promote equality for transgender people. • Develop sensitive training programmes covering transgender issues which deliver information and instil confidence and understanding 	Fair for All	<p>E&D Awareness session given to NHSFV Exec Team and General Managers during Nov '07 with a focus on LGBT issues</p> <p>Training session held for staff in March '08.</p> <p>E&D Project Manager reviewed FFA LGBT EQIA training tool. Now available on NHS Health Scotland web site</p> <p>Transgender posters being developed with staff and communities – on hold until transgender policy framework pilot completed.</p> <p>Training opportunities considered 2008/09 Links made with NHS Fife who have developed a Transgender policy with view to sharing best practice</p> <p>Dignity and E&D Training workbooks developed. See 3.1.3</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Amber</p> <p>Green</p> <p>Green</p>

4.3 Human Resource Policy Review

Ref No	Key Actions	NHS FV Lead(s)	Progress to Date	Status
4.3.5 Added July 2008	Development of single system Domestic Abuse Policy	Operational HR Team	<p>NHS Forth Valley developed a Domestic Abuse policy, approved 25th July 2008.</p> <p>The aim of this policy is to equip managers to support staff that may be experiencing domestic abuse and to ensure that they are given appropriate information support to deal with the effect of abuse.</p> <p>This policy will inform the work on Gender Based Violence as per CEL 41 (2008), as is the work of the Forth Valley domestic violence group</p>	Green

5. Community Development – Promoting Participation and Involvement

Ref No	Key Actions	NHS FV Lead(s)	Progress to Date	Status
5.1	Circulate and discuss the Gender Equality Scheme with community organisations and groups such as Patient's Panel and CHP Public Partnership Fora	Fair for All Group	To be progressed through Gender Reference group discussions. Plan to use annual report on NHSFV Activities and next steps in planned consultation. Scheme and Annual Reports are available on web site. Data re schemes discussed at local and national events where appropriate Scheme and actions to support equality groups were highlighted at PFPI event 28 th May '09	Green Green
5.2	Share results of gender equality impact assessments and findings with appropriate groups and individuals	Service Leads	Results '08 published within E&D Annual Report Reference made to EQIA completed to date to be placed on NHSFV web site Data Base developed to enable 2006-09 results to be collated and key themes identified	Green Green Green
5.3	Use focus group consultation arrangements to continue to inform future Gender equality work.	Service Leads	To be progressed through Gender Reference group discussions.	Green
5.4 Added March '09	Gender Reference group developed, with agreed role and remit	Alison Richmond Ferns & Lynn Waddell	Meeting dates agreed as well as role and remit of group	Green

NHS Forth Valley –Race Performance - 2009 Annual Report

Action	Leads	Outcomes	Progress to date	Status
1. Improve access to range of professional interpreting and translation services	Head of Communications Quality Manager	Improved access to communications support is achieved within local and national contractual arrangements	Demand for professional interpreting and translation services has continued to increase over the past year	Green
2. Improve staff awareness of how to access range of professional interpreting and translation services	Head of Communications Quality Manager	Improved staff awareness and knowledge of range of services	Training and awareness sessions for staff and independent contractors have continued in the past year	Green
3. Provide an improving range of communication support services	Head of Communications Quality Manager	Improved services addressing communication support needs of patients and staff	Work ongoing in gaining staff, patient/user feedback on service provision through a variety of means including questionnaire, as well as a programme of consultation events Project to develop a new multi-lingual, illustrated phrasebook underway	Amber Green
4. Improve cultural competence and sensitivity of NHS staff to people from all ethnic backgrounds and/or people who are not proficient in English through staff awareness and training	Equality and Diversity Advisory Team Quality Manager	Staff are better able to respond sensitively and professionally to patients, carers and colleagues from all racial groups	A variety of training sessions and training methods are offered to staff	Amber

Action	Leads	Outcomes	Progress to date	Status
5. Ensure access to culturally appropriate food in hospital e.g. Halal and vegetarian choices available	Facilities Manager Quality Manager	Individual dietary needs are met for patients in hospital	Halal and vegetarian food choices continue to be available in hospital	Green - Completed
6. Ensure access to prayer facilities and/or spiritual care in hospital	Spiritual Care Lead	Individual patients needs are met	<p>Access to prayer facilities and spiritual care in hospital continues to be monitored by Spiritual Care Committee</p> <p>Provision has been made in the planning of the new hospital for all faith and life stance groups. The new Spiritual Care Centre will offer a large room where people of all faiths and none may find space for quiet reflection, according to individual or corporate need</p>	<p>Amber</p> <p>Green</p>

Action	Leads	Outcomes	Progress to date	Status
<p>7. Work with colleagues in clinical areas of most concern/interest to local ethnic minority community to address any inequalities and respond sensitively to need:</p> <ul style="list-style-type: none"> • Weight Management • Diabetes • Coronary Heart Disease • Stroke • Mental Health • Sexual Health • Pregnancy • Childbirth • Early years 	Quality Advisor, Equality and Diversity Advisory Team, Clinical Leads/Heads of Service	Provision of better healthcare services, health improvement and inequalities tackled	<p>Ongoing Equality and Diversity Impact Assessment process supports identification of inequalities.</p> <p>Fair for All Development Group encompasses Public Health, Clinical Services and community representation.</p> <p>Project completed with regards to access to Cancer Services for people from Equality Groups incl. Race</p> <p>Review of A&E Services (Stirling) completed. Access to service by people from BME Communities is one of the areas being reviewed</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>

Action	Leads	Outcomes	Progress to date	Status
8. Continue /Extend Equality Impact Assessment: Prioritisation, Implementation and Monitoring Framework	Equality and Diversity Project Manager Service Managers	Ongoing improvement in service provision	Data base developed to record EQIA completed and to develop report on forthcoming requirements. Monthly Training ongoing	Green
9. Develop improved local systems for monitoring of access to services by ethnicity in line with national guidance	Information Services Equality and Diversity Advisory Team	Ethnic monitoring will help to inform service planning and identify areas for action	Discussions on going in relation to Data Collection. This review is looking at all equality strands and reporting mechanisms. Cancer initiative has this as one of the defined areas within initiative. (No 7, discussions on-going)	Amber
10. Extend work on the patient experience to include analysis of ethnicity	Director of Nursing, PFPI colleagues	PFPI focus is informed through qualitative information	Discussions ongoing with PFPI team including standard tools in languages other than English	Amber
11. Provide information to the Fair for All Development Group on complaints and monitoring by ethnicity. Utilise feedback from complaints and monitoring to enhance service provision	Patient Relations Department Equality and Diversity Advisory Team	Services are improved as a result of learning and acting on complaints. Increased community confidence in complaints system.	Short life working group met in May 2009 to discuss taking this action forward. Awaiting report from Patient Relations Team Patients Relations Manager presented to Fair for All Development Group Spring 2009 in relation to this area	Green

Action	Leads	Outcomes	Progress to date	Status
12. Promote participation and involvement in reviewing and revising race equality action plan	Equality and Diversity Advisory Team Volunteer Advisers – Fair for All Development Group	Communities and individuals are enabled to take an active role in setting race equality agenda which will inform better outcomes	Inclusion of previous consultations and additional involvement activities in relation to development of NHSFV Single Equality Scheme taking place August/September 09.	Green
13. Work with Public Health colleagues, local people and community groups to assess priorities for Needs Assessment work	Director of Public Health Equality and Diversity Advisory Team Fair for All Development Group	Needs Assessment and research priorities are agreed	Continue to gain feedback from local people and community groups in relation to development of NHSFV Single Equality Scheme	Green
14. Continue to develop Employment Monitoring Framework and Reporting	Deputy Director of Human Resources Head of Workforce Planning	NHS FV will be better able to deliver on race equality duties and demonstrate equity to staff, potential employees and the wider community	Quarterly reports available regarding profile of staff. Presented to FFA Development Group at quarterly meetings. Reports are being developed to ensure that other equality strands are reflected within same	Green

Action	Leads	Outcomes	Progress to date	Status
15. Continue to work with partner agencies to ensure consistent reporting, monitoring and response to Racist Attacks and Harassment	Quality Manger	Learning from multi-agency partnership working to improve employment and service provision	Quality Manager represents NHSFV on Stop Hate in Central Scotland (formerly Racist Attacks and Harassment Multi-Agency strategy Group – RAHMAS). Two racist incidents reported by NHSFV since June 2009	Green
16. Ensure that NHS FV meets its procurement duties and monitors services accordingly	Head of Procurement Equality and Diversity Project Manager	Contracts for services will meet legal requirements. Qualitative and Quantitative data will be used to monitor the needs of different groups.	NHSFV Equality and Diversity Procurement guidelines in place Highlighted as a model of best practice by NHS Scotland	Green - completed
17. Provide positive communications on race equality to promote good relations between groups	Equality and Diversity Advisory Team Head of Communications	Increased community confidence and awareness	IDEAL database developed to involve and engage with communities. Significant work completed to ensure communities were informed about 'swine flu' and information on how to access NHS information in community languages NHS Forth valley Media Release in October 2009 highlighting progress of RAHMAS	Green Green Green
18. Keep employees informed and involved in race equality	Equality and Diversity Advisory Team Head of Communications	Enhanced staff awareness, knowledge and skills to deliver culturally competent and sensitive services	Staff questionnaire developed which will support development of NHSFV Single Equality Scheme. Race and Ethnicity service delivery and staff support a key element in same Item in November Issue of Staff News relating to multi-lingual health phrasebook	Green Green

