

NHS Forth Valley

Equality Delivery Mainstreaming Report 2013-17

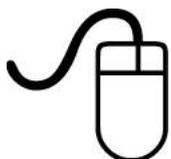


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Welcome Statement

I am pleased to present our Equality Delivery Report for 2013-17 for NHS Forth Valley.

The Equality Delivery Report takes into account NHS Forth Valley's activities and outputs in relation to equality and diversity and of the legislative requirements of the Public Sector General Duty (Equality Act 2010).

NHS Forth Valley's Board remains fully committed to ensuring that we meet and exceed our legal duties to promote equality and diversity of opportunity, to foster good relations between the diverse communities we serve and to eradicate discrimination at all levels.

To meet the needs of our community and employees, the report clearly sets out our Equality Outcomes priorities, work plan and activities.

Over the past few years NHS Forth Valley has seen substantial progress in embedding equality and diversity into core business activity. We will continue to achieve this by ensuring these values continue to be mainstreamed through all aspects of service provision, how we develop our services as well as in our commitment to our employees.

This is a living document and will be continually reviewed and developed to ensure that it meets the changing needs of our community and employees.

A key commitment of NHS Forth Valley is to work with our partners to reduce health inequalities and to improve the health of the population as a whole.

If we are to achieve this, there needs to be a strong focus on promoting equalities, diversity and in ensuring a person centred approach to promote a culture of support and inclusion for everyone.

As the report identifies, there have been some notable successes but there are also a number of areas where we face significant challenges and recognises that there is still much more to do.

We do not underestimate the challenge we face in doing this, but we recognise the huge opportunity it offers for our patients, our staff and our local community.

I look forward to reporting on our progress in 12 months' time.

Professor Angela Wallace
Director of Nursing
Executive Lead for Equality and Diversity

1. Introduction

(a) Purpose of the Equality Delivery Report

The report sets out the progress NHS Forth Valley has made to meet the needs of the General Equality Duty by integrating the equality Duty into Board functions

The Equality Delivery Report is designed to ensure:

- Equality and Diversity considerations are taken into account in all decision making.
- That we do not discriminate as an employer, service provider or in our exercising of public functions.
- That our organisation has an understanding of the issues in relation to diversity, including, but not limited to:
 - Equality, equity, and fairness
 - Prejudice & discrimination
 - Direct and indirect discrimination, victimisation, harassment, and ‘reasonable adjustments’.
 - Positive action.
 - Cultural competence in relation to the issues affecting people belonging to one or more of the protected groups.
 - That we promote ‘best practice’ in relation to diversity within NHS Forth Valley, with our partners, and our service users.
 - That we promote and foster good relations and understanding between different groups.

(b) Legislative Context

All health boards across NHSScotland are required to comply with the 3 needs of the Public Sector General Duty (Equality Act 2010) and the (Specific Duties) (Scotland) Regulations 2012.

The implementation of the legislation will be monitored by the Equality & Human Rights Commission (EHRC) in Scotland. **Appendix 2**

Public Sector General Equality Duty

The Equality Act 2010 cites 9 ‘Protected Characteristics’ (formally known as equality strands). These are age, disability, gender, gender reassignment, pregnancy and maternity, marriage and civil partnership, race and ethnicity, religion and belief, sexual orientation. (A& ER: Appendix 3)

The **3 aims** of the Act’s **Public Sector General Equality Duty** are as follows:

1. Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under this Act,
2. Advance equality of opportunity between persons who share a relevant characteristic and persons who do not,
3. Foster good relations between people who share a protected characteristic and those who do not **Appendix 4**

The public sector equality duty replaces the previous Race Equality Duty (2002), the Disability Equality Duty (2006) and the Gender Equality Duty (2007).

Purpose of the Public Sector Duty

The purpose of the public sector duty is to ensure that all public bodies, including health boards, mainstream equality into their day to day business by proactively advancing equality, encouraging good community relations and addressing discrimination. The current duty requires equality to be considered in relation to key health board functions including the development of internal and external policies, decision making processes, procurement, workforce support, service delivery and improving outcomes for patients/service users.

Specific Duties

In Scotland, an additional set of specific duties were created by secondary legislation: the Equality Act (2010) (Specific Duties) (Scotland) Regulations 2012, which came into force in May 2012. The specific duties listed below are intended to support public bodies, including health boards, in their delivery of the general equality duty:

- Report progress on mainstreaming the public sector equality duty
- Publish equality outcomes and report progress **Appendix 1**
- Assess and review policies and practices (impact assessment)
- Gather and use employee information
- Publish statements on equal pay
- Consider award criteria and conditions in relation to public procurement
- Publish in a manner that is accessible

Equality Duty 2010: Timeframe **Appendix 2**

(c) Health Context

In order to address health inequalities effectively, consideration has been given to the implications for people with equality characteristics and the difficulties they may experience in relation to health support or when accessing services. **Appendix 3**

The challenge for NHS Forth Valley is to translate these legislative requirements into an approach to mainstream equality into health policy and practice, which aims in turn to address health inequalities and improve health outcomes.

Actions to deliver on equality and address health inequalities are not mutually exclusive but closely linked i.e. poverty, disability, involvement in the criminal justice system, mental health and experiences of discrimination. Evidence has shown that these cross cutting factors can contribute to poor health.

(d) Benefits of Mainstreaming Equality and Diversity

[The Equality and Human Rights Mainstreaming Guidance](#) identifies that mainstreaming the equality duty has a number of benefits including:

- Equality becomes part of everything we do, within our structures, behaviours and culture
- We are more transparent and can demonstrate how, in carrying out our functions, we are promoting and embedding equality.
- Mainstreaming equality contributes to continuous improvement and better performance.

Within NHS Forth Valley Equality and Diversity has always been core to the services we deliver both as a service provider and employer. We have actively worked over the past few years to embed Equality into our systems, functions and culture of the organisation by ensuring:

- Our Equality Impact Assessment process provides a mechanism to build equality considerations into policy and decision making, providing a systematic and structured way to consider evidence about the needs of equality groups
- Enhanced performance of core health practice and improved outcomes for patients and service users.
- Improved quality of service design and delivery i.e. equitable access and equality informed person-centred care.
- We continue to improve transparency about our Board functions, procurement, workforce recruitment, development and equal pay.
- Our workforce is trained, supported and equipped to deliver on equality and person-centred care.
- We continue to work in partnership with other agencies and Community Planning Partnerships (CPPs).
- We continue to work in partnership with our Public Partnership Forums, local communities, equality groups and individuals to inform and shape our services.

1.1: NHS Forth Valley - Starting Point

As a board, we are not starting with a blank sheet. There is already a foundation of existing good practice relating to equalities established by our previous NHS Forth Valley Single Equality Scheme. We will build upon and strengthen these foundations, embedding them further within our existing NHS priorities.

Given this, it makes sense to ensure that our **equality mainstreaming agenda** is aligned with existing NHS and Scottish Government policy priorities, Local Delivery Plans and Single Outcome Agreements and integrates within current performance management systems where relevant.

As a health board we have a role to work in partnership with patients, carers, the public, independent contractors and cross sector partners. This will provide a coherent approach to implementation, minimise duplication and support the ongoing mainstreaming of equality into policy and practice within NHS Forth Valley.

1.2: The Strategic Vision

The current NHS Forth Valley Integrated Health Care Strategy sets out the Board's vision and objectives for the period 2011 to 2014. The Board's strategic vision is in line with the Scottish Government's 20:20 vision and the objectives and values are as follows:

Vision: Improve health & provide high quality healthcare to the people of Forth Valley

Objectives:

- Improve Health, address inequalities & modernise services
- Improve the quality of care, experience & safety for patients in a person centred way
- Maximise efficient & productive use of resources focusing on integration and partnership and shifting the balance of care closer to home
- Financial stability, living within our means ensuring best value

Values

- Be Person centred – Treating people as individuals – staff and patients
- Be Ambitious – High expectations to deliver world class healthcare
- Have Integrity – Be accountable open and honest
- Be Respectful – Treat each other, our partners and people who access our service with dignity and respect.

The strategy emphasises partnership and integration recognising that Forth Valley needs to work with local partners and also other NHS Health Boards to continue to deliver services. We are always looking for opportunities to work with other NHS Boards on either a regional or national basis. This will be in areas where there are economies of scale, opportunities to share backroom services and where services are of a specialist nature, which require central or regional "centres of excellence".

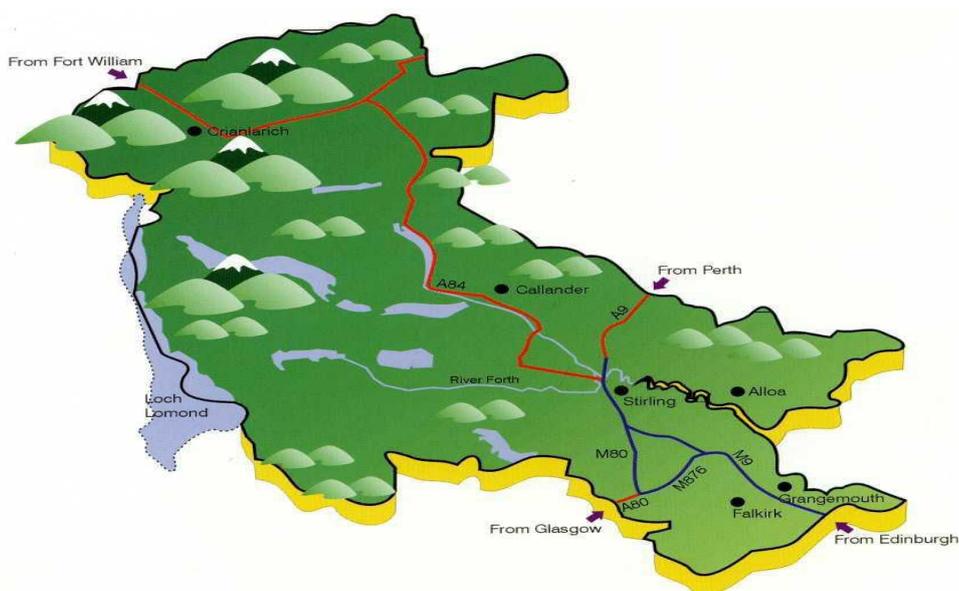
At NHS Forth Valley we recognise that equality means treating everyone as an individual with equal dignity and respect irrespective of any protected personal characteristics. In doing so we acknowledge that people have different needs, situations and ambitions. Achieving equality requires the removal of discriminatory barriers that limit what people can do and achieve.

As a healthcare provider and employer we are committed to ensuring that people do not experience inequality through discrimination or disadvantage imposed by other individuals, groups, or systems in terms of:

- **Outcomes** - related to both health care and/or employment.
- **Access** - related to NHS Forth Valley services and/or employment and promotion opportunities.
- **Patient centred services** – equality of high quality, responsive, accessible, safe, effective and timely care.
- **Empowering** - Listen to, support, motivate and develop our staff.

1.3 Profile of NHS Forth Valley

NHS Forth Valley locality



NHS Forth Valley is governed by a Board of Directors and is accountable to the Cabinet Secretary for Health and Wellbeing through the Scottish Government Health Directorate. The Board controls an annual budget of £421 million, and is responsible for providing health services and improving the health for the population of Forth Valley.

NHS Forth Valley is a single integrated system comprising acute hospital services, and community based services which are delivered through three Community Health Partnerships in Clackmannanshire, Falkirk and Stirling.

NHS Forth Valley employs around 8000 staff from a wide range of professional and support occupations in our acute hospital, six community hospitals and 56 health centers.

We have also 3 prisons, all of which are national specialist prisons; Cornton Vale, the only female only prison; Polmont, the young offenders prison and Glenochil which houses sex offenders as well as offenders who come from Forth Valley

Forth Valley has a population of nearly 300,000 and covers a geographic area from Killin and Tyndrum in the North and Strathblane and Bo'ness in the South.

[NHS Forth Valley Integrated Healthcare Strategy](#) for further information

Profile of population and evidence used are outlined in **NHS Forth Valley Appendices and Evidence Report 2013-17**

2: Mainstreaming

Mainstreaming is a specific requirement for public bodies in relation to implementing the Equality Duty 2010. It requires the integration of equality into the day-to-day working of NHS Forth Valley, taking equality into account in the way we exercise our functions.

The [Equality and Human Rights Mainstreaming Guidance](#) identifies that mainstreaming the equality duty has a number of benefits including:

- Equality becomes part of the structures, behaviours and culture of an authority
- An authority knows and can demonstrate how, in carrying out its functions, it is promoting equality
- Mainstreaming equality contributes to continuous improvement and better performance.

2.1 Leadership Commitment

Mainstreaming the equality duty is an organisational responsibility. Leadership and staff awareness are central to its success.

As a Board we have active leadership in relation to Equality and Diversity with our Nurse Director as NHS Forth Valley Executive Lead for Equality and Diversity supported by a Non-Executive Director taking a lead for Equality on behalf of the Board.

If the goal of 'mainstreaming' is to be achieved then it is essential that there is a clear link between Equality and Diversity and our strategic plans.

To ensure that we embed Equality into the work that we do, the focus of the NHS Forth Valley Board Seminar held on 8th May 2012 for Board members, senior managers, and partner agencies was to inform participants of the Equality Duty 2010 and actions to be taken forward. (60 people attended).

The event highlighted the legislative requirements to be addressed as well as the practical responsibilities of managers to take ownership for this agenda.

2.2 Organisational Commitment

NHS Forth Valley is committed to 'mainstreaming' equality, to promote diversity and ensure that it is at the heart of carrying out our functions effectively and fairly.

Within all of our work streams, senior managers give clear and consistent messages about the importance of meeting the equality needs of service users and employees.

Actions to establish visible leadership on equality include bi-annual corporate reporting, within relevant HEAT Targets, equality outcomes in place with set timescales and in adopting and promoting a zero tolerance approach to discrimination.

Within NHS Forth Valley 'Mainstreaming' means that:

- All staff take a responsibility for Equality and Diversity issues.
- All managers are aware of and meet their responsibilities in relation to the provision of services and in supporting staff within respective department.
- NHS Forth Valley Board Members and NHS Forth Valley Governance Groups are aware of Equality and Diversity and their responsibilities for the decisions they make.
- Equality and Diversity is taken into account at the start of every new project.
- Equality and Diversity become a standard element of the criteria on which project and personal performance are measured within the organisation

We have actively encouraged our staff to understand that Equality and Diversity is never viewed as solely the domain of Equality and Diversity Advisory Team or Human Resources Department but rather is a personal responsibility in all actions undertaken on behalf of the organisation.

This approach can mean managers and staff taking time to learn the necessary knowledge and skills and putting them into practice in a sustainable way.

Thus gaining the confidence to recognise when they require assistance, to be able to ask for advice or support and know how to access this.

It is the only approach, which enables the sustainability, and accountability that is essential if diversity is to be meaningful within an organisation and that positive action and change is made.

2.3 Embedding Equality and Diversity within Existing NHS Forth Valley Priorities

A number of national planning frameworks influence our NHS Forth Valley strategy to support the Scottish Government priorities that we live longer healthier lives and have tackled inequalities in Scottish Society through the following policy priorities:

- [Quality Strategy](#),
- [Equally Well](#),
- [Staff Governance Standards](#)
- Chief Executive Letters (CEL's)
- [Christie Report 2011](#)
- [HEAT Targets 2013-14](#)
- [Single Outcome Agreements](#)

A package of measures to improve patients' experience of the NHS became enshrined in law as the [Patient Rights \(Scotland\) Bill](#) was passed in February 2011. Actions are being developed to ensure that processes are in place to support and implement recommendations within it and to ensure that equality is given due regard in all the work we do.

We have used the above priorities and other additional information to inform our equality outcomes in ensuring that we promote an integrated approach to delivering care with health, public sector colleagues and the third sector taking an active part as well as ensuring a person centred approach to delivery of care.

2.4 Mainstreaming duty in practice

NHS Forth Valley has built upon the work already completed with regards to embedding equality when implementing the previous equality duty requirements regarding disability, gender and race.

To meet our additional responsibilities regarding the Equality Duty 2010 we have completed several activities to ensure that the general equality duty is integral to the exercise of our functions as an NHS Board. We have continued to actively inform our staff and service users through a variety of methods, some of which are reflected within this report, this includes information provided within Staff News, Media Releases and Intranet and Internet, as well as face-to-face sessions with members of the public.

Work has been undertaken update the Annual Plan for 2013/14 and to review priorities across the organisation. During the latter part of 2012 the approach to performance and planning was refreshed to support the revised governance arrangements and changing organisational structure. This focussed on priorities around Efficiency Productivity and Quality (EPQ), which are designed to deliver the current vision and objectives within the **Healthcare Strategy** ensuring the **values** of the organisation are realised. These form the basis of the major issues that require organisational and Board focus in the next 2 years including savings to ensure financial stability.

A Strategic Level Scorecard has been developed to ensure clear linkages between our vision and our objectives at an operational level. The scorecard is underpinned by qualitative and quantitative data, which will enable and support improvement and assurance. We have focussed across the 6 dimensions of quality, (safe, efficient, timely, person centred, **equitable**,

and effective) with a balanced approach to measurement, which has supported the strategic level scorecard development. The scorecard is used to develop the individual objectives of Executives and senior managers.

2.5 Board Papers

To ensure that the three needs of the general equality duty are considered in exercising our business functions and processes, including budget setting and project planning we have set as mandatory within the papers submitted to the Board an 'Equality Declaration' which identifies if the papers have been assessed for equality and diversity and what the outcome has been.

EQUALITY DECLARATION

The author can confirm that due regard has been given to the Equality Act 2010 and compliance with the three aims of the Equality Duty as part of the decision making process.

Further to an evaluation it is noted that: *(please tick relevant box)*

- Paper is not relevant to Equality and Diversity
- Screening completed - no discrimination noted
- Full Equality Impact Assessment completed – report available on request.

2.6 Partnership Working

We have a commitment to working in partnership with:

- other agencies and organisations from the public,
- community, voluntary and private sector
- as well as with our staff and service users, to plan and deliver services.

Our aim is to ensure that our services meet the needs of the whole community in the most effective way.

Through our partnership work we have been able to look at creative ways of involving communities in consultation and dialogue, as well as allowing us to actively promote the 3 principles of the General Duty

The following highlights some of the work completed and how it represents the 3 principles of the General Duty.

1. Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under this Act.



Stop Hate in Central Scotland DVD

A film developed by a partnership including NHS Forth Valley, in which victims of hate incidents aggravated by hate tell their stories and encourage others to speak out, has been highlighted as good practice by the Equality and Human Rights Commission within their publication 'Out in the Open – A Manifesto for Change'.

Entitled 'Stop Hate in Central Scotland' it urges people to report any intimidation, harassment or assault because of prejudice relation to disability, race, religion, sexual orientation or transgender identity.

The film was commissioned by the Multi Agency Response Strategy (MAHRS), a Central Scotland partnership which brings together a number of organisations including health.

Although reported levels of hate incidents within Central Scotland have increased in recent years, analysis has shown that both improved reporting procedures and increased confidence in victims is largely responsible for the rise.

Within our outcomes we have highlighted **Hate Incidents** as a key area. We understand that people can be subject to hate crime and hate incidents based on homophobia, transphobia, religious bigotry, racism or disability related discrimination. We will continue to work with local partners to encourage and support our community, staff and contractors to improve confidence in identifying and reporting such incidents

For more information please go to www.stophateincentral.org.uk

2. Advance equality of opportunity between persons who share a relevant characteristic and persons who do not.



Young People Making a Difference Nationally and Locally

The aim of this event held on 23rd May 2012 was to discuss with young people about how we can enhance current access to information and services within NHS Forth Valley for them and their peers. The Scottish Government also used this opportunity to take the young people's comments and contribution as part of the wider discussions to inform the new 'Children and Young People's Bill'.

This event was a great success with 30 young people and teachers from a variety of schools in attendance as well as representatives from 'Young Carers'.

Presentations and workshops were given by NHS Forth Valley on "How we can enhance NHS Forth Valley Services for Young People" as part of our obligations under the Equality Duty 2010. A presentation and consultation exercise was completed by the Scottish Government on the 'Children and Young People's Bill'.

The occasion was informal and very interactive which meant the young people were at ease and had lots of opportunity to talk about their experiences of being a young person, who they feel they can turn to, and what experiences they have had of local NHS services.

All participants when signing in were asked for their age. **Yes**, even the NHS Staff and respective school teachers. "You may ask why"? It was because we often ask young people questions about their health, social and well being and **expect** them to answer, but ask an adult about something as simple as their age and they become unforthcoming. The attendees participated fully in looking at issues and discussing their points of view. Issues raised were considered and used to inform our Equality Outcomes.

3. Foster good relations between people who share a protected characteristic and those who do not



Multi Cultural Event – 23rd September 2012

Central Scotland Police and NHS Forth Valley with the support of their Lay Advisors have been promoting the idea of working with and for communities over the past several years.

This event aimed to celebrate and learn about the different cultures that exist alongside each other while, at the same time, encouraging people to think of themselves as being part of one community, by:

- Promoting mutual understanding between people of different ages, abilities, backgrounds, faiths and cultures.
- Empowering people from different backgrounds to take part in fun and educational activities together through song, dance, stories and networking.
- Creating a sense of belonging among those living in the Forth Valley area.
- Engaging and supporting people of all ages and backgrounds in the Forth Valley area.

The main theme of the event was 'Community Cohesion'. One hundred and eighteen people enjoyed the evening, some as an individual community member or representing an equality organisation. At the event participants were asked how we could improve services within both NHS Forth Valley and Central Scotland Police to the communities we serve.

People's feedback from the evening's event was used by the respective organisations to develop their equality outcomes, enhance services provided to local communities and to learn from the best practice currently being completed.

Positive Action

The following highlights some of the positive action initiatives completed by NHS Forth Valley. Positive Action is a range of lawful actions that seek to overcome or minimise disadvantages that people who share a protected characteristic have experienced, or to meet their different needs.



Bosom Buddies

A breast awareness event was held for women from minority ethnic backgrounds to learn about breast health. The event was facilitated in partnership by NHS Forth Valley, Stirling Council (Multi-Cultural Partnership) and Central Scotland Regional Equality Council.

65 women attended the event and attended workshops in a range of community languages and also had a mini health check with a Community Nurse. Many women took up the offer to make an appointment for a full Keep Well appointment at a later date. The evaluations completed by the women attending the event were very positive and further Keep Well outreach events have subsequently taken place with local Faith Group communities and Ethnic Minority Groups.



Partnership Event- Monday 18th March 2013, 3pm-8pm

A partnership event between NHS Forth Valley Disability Service and Central Scotland Police was held to highlight “Safety and the use of Emergency Numbers”. This event was initially aimed at those from our hard of hearing and Deaf community as it related to the TEXT 999 Service which can be accessed via mobile phones.

Emergency SMS is part of the standard 999 service which has been designed specifically for people with hearing loss and or difficulty with speech. Information and registration was open to all attendees and further information was provided to those unable to come along. Sensory impaired service users were and continue to be supported by NHS Forth Valley Disability Service to undertake this process.

The Disability Service in taking this positive actions supported local people with a disability by:

- giving communities information and the means in which to report unlawful harassment and victimisation and other prohibited conduct,
- Advancing equality of opportunity between people who share a relevant protected characteristic and those who do not by ensuring that this community have equal access to 999 services

A further event is being arranged to include those with a visual impairment and or other communication requirements, it is hoped that this service will increase the confidence relating to safety within our local communities.

2.7 Service Evaluation

To support mainstreaming Equality into service delivery, an equality evaluation was undertaken of services transferring to Forth Valley Royal Hospital in Larbert during 2010/11 in relation to Equality and Diversity.

During 2013 -14 we will be reviewing progress on areas identified at the initial assessment i.e. Signage, as well as any additional actions to mainstream equality into service provision noted to date, identify gaps, support required and actions in place to enable change.

The evaluation will also identify how departments/ and services are supporting staff in relation to equality and in meeting their Knowledge and Skills Requirements.

This information will be used to inform the Equality Outcomes progress as well as identify actions required to support services at source enabling them to recognise and act upon any themes emerging. We will take steps to extend this from our Acute Services to our services provided in the community. A report will be available as part of our Outcomes Review in 2015.

2.8 Service User Monitoring and recording

2.8.1 Monitoring within community involvement exercises

Processes are in place which enables us to monitor and record the profile of our service users attending general involvement exercises including our Public Partnership Forums; this however needs to be expanded to encourage all departments and services to record this type of information consistently. The Scottish Health Council has taken an active part in supporting NHS Forth Valley to collect and analyse this data.

To support these actions staff are provided with training and support relating to equality to enable them to undertake this task confidently. We recognise however that additional work is required in which to inform the public the reasons why we are asking these questions and the benefits that can occur with the results identified from it.

2.8.2 Service delivery – Patient monitoring

Understanding how different people use our services is an important step in mainstreaming the equality duty in our service delivery functions. We are aware that gathering and using evidence is crucial to gaining this understanding.

The Ministerial Task Force on Health Inequalities was established to identify and prioritise the practical actions to reduce the most significant and widening health inequalities in Scotland.

Equally Well: Report of the Ministerial Task Force on Health Inequalities 2008, laid out a number of recommendations for change in policy, practice and delivery.

One area in particular was Recommendation 74 in relation to the use of health data needs. As reflected within the NHS Scotland 'Review of equality health data needs in Scotland' (2012)

'Equality data' can be defined as:

'Any information relating to the protected characteristics of: age, disability, ethnicity, gender, religion and belief, sexual orientation and transgender identity.

This information can take the form of broad categories used to describe a characteristic directly, e.g. religious group, disability impairment; or more detailed information on individual needs and preferences related to a protected characteristic, e.g. dietary requirements or use of a hearing loop'.

2.8.3 Existing equality data collection within NHS Forth Valley

We do not currently routinely collect patient information on all of the protected characteristic groups. Work is ongoing to balance the impact that collecting this data would have on the assessments completed and on the proportionality and relevance of the data we would receive.

Current findings are:

Age and **Gender** is routinely recorded within existing systems.

Disability: We have made significant progress within NHS Forth Valley in recording Disability through the work of our Disability Service in relation to The Scottish Care Information (SCI) Gateway which is a formal mechanism to share information between primary care and secondary care. The SCI Gateway is a national system that integrates primary and secondary care systems; however the work completed within NHS Forth Valley may not be replicated currently across other Boards.

Religion & Belief and Sexual Orientation is not routinely recorded apart from Patient Experience surveys. As an NHS Board we require to develop a wider awareness with service users and staff of the relevance of religion and belief and sexual orientation to health and care and dispel some of the misconceptions around health risks and behaviours and the public willingness to disclose personal information on their religion, belief or sexual orientation.

Transgender: No routine data sources collected data on transgender identity. We will continue to have engagement with the transgender community and national transgender organisations will continue to take place through qualitative work to assess health needs and experience and to inform service improvement.

Ethnicity: Over the past 2 years we have made some progress in relation to the collection of ethnicity data. We are completing an ongoing review of our data collection IT systems to ensure that we can collect and use robust data to inform our work plans and service delivery.

Actions 2013 - 17

We are aware that we are below the NHS Scotland Scottish Morbidity Rates (SMR) National average for data collection in relation to ethnicity but have taken a 'hands on' approach to deliver change and enhance recoding not only within our own organisation but with the community. Informing them about the benefits of sharing information with us will help in meeting their needs as well as influence the changes required to meet the health and well being needs of our various communities as a whole.

A working Group led by a Senior NHS Forth Valley Manager is reviewing the methods currently used within NHS Forth Valley to collect and record service users protected characteristics'.

Next steps

We have threaded the theme of better equality data collection throughout our equality outcomes to inform the way we deliver services and target resources. Having these processes in place supports NHS Forth Valley in meeting our other specific equality duties, particularly in setting and reviewing our equality outcomes and assessing the impact on equality of our policies and practices.

We will continue work to increase the completeness of ethnic group recording in national SMRs, as well as identify actions with regard to the identification of the other equality strands. These actions will be informed by the joint working completed with partner agencies including local transgender group, English as a Second or Other Language Classes (ESOL), NHS Forth Valley Spiritual Care Committee, LGBT Youth Scotland and Stonewall as well as teams and departments who work with people with specific protected characteristics.

As the needs of protected groups are better understood, it will be easier to train our staff, develop policy and deliver services that are tailored to meet the requirements of different needs.

We will report on actions taken to enhance data collection and its use within our Equality and Diversity Biennial Report in April 2015. This will enable us to demonstrate to staff, service users and other stakeholders that we are taking steps to mainstream the equality duty into the exercise of the functions of our organisation.

2.9 Mainstreaming Duty and Employment

Please see NHS Forth Valley Equality and Diversity Employment Report.

2.10 Procurement

NHS Forth Valley will carry out our public procurement exercise as per requirements of the Equality Duty 2010 and following the recommendations in relation to Equal Opportunities as per the [NHS National Procurements Guidance](#) – National Services Scotland.

Where the implementation of the guidance proposes to stipulate performance conditions in its procurement agreement, it will have due regard to whether the conditions should include equality considerations which will help it to better perform the equality duty:

- **Ensure contracted services are fully aware of their duties and responsibilities for Equality and Diversity performance.** - Awards have NHS Terms and Conditions embedded. These Terms and Conditions include a clause related to Diversity provided NHSiS and reflect current legislation.
- **Contracted services to demonstrate compliance with Equality and Diversity legislation** - All purchase orders refer to the Standard Terms and Conditions therefore every recipient has constructive notice of its obligations under the various Acts
- **Ensures all commissioned services embed equality diversity and human rights in policies and practice** - The majority of the main suppliers to NHS Forth Valley are awarded contracts by National Procurement and as such National Procurement has the responsibility of Contract Monitoring.

Further information available on: www.qsl-tenders.co.uk

Section 3: Equality Impact Assessments

As a public body we are required to assess the effectiveness of our policies, strategies, services, functions and business plans that could impact on those with protected characteristics.

The equality impact assessment process is a way of examining new and existing policies, strategies, and changes or developments in service provision and functions to assess what impact, if any, they are likely to have.

Our legal requirement to do this covers only those individual characteristics identified in the Equality Act. In NHS Forth Valley, we recognise that these categories are only one element of the inter-related determinants of health and life experience. We have reflected this in our impact assessment process by including categories to reflect the cross cutting issues which may effect people including poverty, homelessness, carers etc.

The aim of the NHS Forth Valley Equality Impact Assessment process is to anticipate whether the policy, strategy, service or function has the potential to affect groups differently and to identify any likely positive impact(s) or barrier(s) that may be experienced.

Where barriers are identified an action plan is developed to ensure that any negative consequences are minimised and opportunities for promoting equality and human rights are maximised.

By following this process, we can ensure that we are better able to take advantage of every opportunity to promote equality and can embed plans to avoid disadvantage and discrimination.

What do we have in place?

There is currently an equality impact assessment tool covering all protected characteristics and other factors in relation to inequalities in health available to staff on the intranet system. This is supported by a step by step guide as well as face to face and departmental training as required.

In order to strengthen NHS Forth Valleys' ability to undertake Equality Impact Assessments, it is planned to 're-launch' the Assessment tool to one that can be completed by staff online and recorded at source. This robust piece of software should be available in early 2013 but until this date they will be completed in hard copy and recorded using existing methodology.

This system will enhance NHS Forth Valley's current reporting methods on Equality Impact Assessments completed and results from same.

The existing tool and previous EQIA's completed is available on the [NHS Forth Valley Equality Impact Assessment web page](#)

Section 4: Identifying Equality Outcomes

4.1 Outcomes – Development and Implementation

Our key focus over the past few months has been on involving people to ensure that our Equality Outcomes meet their specific needs. We are committed to working in partnership with other local organisations including our local authority partners, voluntary and community groups, as well as the police and fire services to improve health and reduce health inequalities across NHS Forth Valley.

Several of the outcomes identified will be achieved through partnership working and joint commitment to enhancing people's health and well being.

We have a range of information from which we can collate evidence and are working towards improving the systems that we have where there are gaps in information.

Significant work has been completed to gather evidence and information, reviewing existing information including Patient Experience Survey results, Equality Impact Assessment themes and in involving and consulting across the protected groups as identified in the NHS Forth Valley Appendices and Evidence Report.

Some of the involvement events were completed solely by NHS Forth Valley and some with partner agencies to involve equality groups and communities in the equality outcome process thereby limiting consultation fatigue with individual communities. Information on our some of our involvement activities and evidence used to develop our Equality Outcomes can be found in the NHS Forth Valley Appendices and Evidence Report: **Appendix 5 & 6**

4.2 NHS Forth Valley Equality Outcomes

The three high-level equality outcome measures derive from the national outcomes and link well to the strategic objectives and Efficiency Productivity and Quality Priorities within Forth Valley. The measures are detailed below:

Long term NHS outcome 1: Within NHS Forth Valley, everyone has the best start in life and is able to live longer and healthier lives,

Outcome 1: LGB &T, Disabled, ethnic minority and people of various ages have a positive experience of services that are equality informed and are sensitive to their diverse needs and potential impact of discrimination

Long-term NHS outcome 2: Within NHS Forth Valley everyone has a positive experience of health care.

- **Outcome 2a:** NHS Forth Valley promotes and delivers on patient centred care to people and will meet best practice standards in relation to equality and diversity.
- **Outcome 2b:** All healthcare developments, policies and plans are informed by information on profile/protected characteristics of patients in the community.
- **Outcome 2c** NHS Forth Valley is equitable in the way it employs and supports its workforce.

Long-term NHS outcome 3: Within NHS Forth Valley, people are able to live well in the community.

- **Outcome 3a.** People in Forth Valley are confident that diversity is respected; discrimination challenged and actively encouraged to report hate incidents motivated by malice or ill will based on racism, religious bigotry, homophobia, transphobia and disability related discrimination.

- **Outcome 3 b.** In collaboration with partner agencies, NHS Forth Valley will improve the early identification of women and men experiencing Gender Based Violence within local health services; particular focus on A &E, Mental Health, Substance Abuse, Community Care, Sexual Health and Women and Children's Services
- **Outcome 3c:** NHSFV Employees (women and men) affected by GBV, including those with protected characteristics, experience an increased support in the workplace and improved safety, health and well being
- **Outcome 3d** Through 'Keep Well' health promotion initiative, NHS Forth Valley in partnership with other agencies will increase opportunities for health improvement and disease prevention in deprived and vulnerable populations

Our outcomes are as a result of what we wish to achieve over the next 4 years in order to further one or more of the needs mentioned in the general equality duty.

As highlighted our 'outcomes' have been developed based on national priorities as well as to support the changes identified by individuals, communities, and organisations. The outcomes evidence the information used to inform the priority areas chosen.

As a result will have short-term benefits such as:

- changes in service user and staff awareness,
- knowledge of the make up of our communities and their needs,
- enhanced staff skills and attitudes,

It is proposed that where relevant, this will have longer-term benefits such as, changes in behaviours, decision-making processes, advance equality of opportunity as well as empowering people to take ownership for their own care through accessible services and information, or social and environmental conditions.

4.3 Ensuring continued success

We have made our reports available in relation to Equality involvement activities on the internets and are happy to consider providing a summary in alternative formats and languages on request.

In the future we are hoping to develop a publicly available central area where all services can place reports where involvement has taken place with a wide variety of groups in relation to a range of health care issues.

This will enable us to integrate involvement to ensure it becomes part of our evidenced-based decision-making across the whole organisation; it will prevent consultation fatigue and ensure that information is readily available. This will help to demonstrate to people the purpose and value of active involvement.

4.4 Ongoing involvement

We will continue to carry out involvement exercises at appropriate stages to evaluate if we are meeting the targets as identified within the respective outcomes.

With the support of our Fair for All Development Group and some specific protected characteristic groups this will enable us to continue our work with communities to assist us to monitor and understand the effectiveness of our work, in making progress towards achieving these outcomes and whether there are any unintended consequences identified.

Our staff work closely with other equality related committees or other organisation to ensure the effective flow of information between those involved.

Copies of our Outcomes are available on: [NHS Forth Valley Equality and Diversity Outcomes section](#) of our web site.

Section 5: Staff Awareness & Understanding

Within each of the involvement exercises completed, staff training on Equality and Diversity as well as dignity and respect were the top priorities for people. Without this being core to service delivery the public felt that nothing would change.

Mainstreaming the equality duty provides the opportunity to build the capacity of all our staff to consider and promote equality in their individual roles.

We recognise that the success of our organisation in providing high-quality patient-centred services and patient experience depends on us valuing, supporting and developing our workforce.

We aim to deliver best practice in human resource management and organisational development, and provide an accessible and responsive Human Resource, training and development function based on being a “model employer.”

Training and support delivered builds expertise across the organisation which will help ensure that equality is considered routinely, without the need for prompting from equality-specific staff.

Our Learning, Education and Training Strategy 2012 – 2015 identifies building awareness and understanding through ongoing training as underpinning all the work planned in relation to Equality and Diversity.

The Strategy is a statement of intent outlining what NHS Forth Valley promotes and believes about learning, education and training, the learning process, and how this will be applied within the organisation. The strategy sets the parameters for the kind of learning culture that we aspire to develop within our organisation. It is an umbrella strategy providing broad principles, within which Services and Functions may develop their own frameworks for learning, education & training.

Supporting Strategies and Frameworks will continue to provide guidance for services and professional groups in prioritising Education & Training. Supporting policies e.g. Personal Development Review Policy (2010) and the LET Study Support Policy (2010), which are currently under review, additionally provide guidance on how the strategy is enacted.

All staff are required to undertake an annual appraisal or Personal Development Plan Review within which they are required to demonstrate they meet the levels of competence appropriate to their job and in the majority of cases as defined within the NHS Knowledge and Skills Framework (KSF). Equality and Diversity is one of the Core Competencies within the KSF and this helps to ensure staff are able to translate any theoretical and experiential learning in to their day-to-day work and the way they behave.

Promoting knowledge, understanding, skills and behaviour that supports equality, diversity and the requirements of the Equality Act (2010) is facilitated via a blended approach to learning. This includes induction training, on line training, work book training, class based training, action learning and road shows. There are equality information pages on the Health Board Intranet site and access to computer programmes such as ‘Learn Pro Equality and Diversity training’ as well as information, resources and campaigns throughout the year. To date 1900 staff have completed the online training.

This not only meets our legal commitments but embeds within the services we deliver the positive benefits of supporting and empowering our staff, reflects on what we are delivering as a service now and what is planned in the future.

Without every member of staff being aware of these issues there would always be the potential that good policies and procedures may not be translated into high quality care, service provision or staff satisfaction and therefore may have an impact on service delivery.

We are committed to the provision of training for new members of staff and refresher training for existing staff, the latter of which is frequently requested on the feedback forms from the initial programme, showing a real commitment among all staff.

Equality and Diversity training, as well as specific protected characteristic training is integral to the deliver of services thereby enabling staff to support patients to access and improve their experience of services and improve health outcomes for the community.

Over the next 4 years we are proposing that we should focus our training on the following principles:

- Treat service users with dignity and respect,
- Where possible give patients information that will enable them to make informed decisions based on the choices and services available to meet their healthcare needs.
- Discuss methods on how we can improve services to people with protected characteristics and put tools in place to enhance skills.
- Listen to patients and identifying how we can meet their specific equality needs
- Provide clear pathways for people with protected characteristics by enhancing staff understanding of need.
- Give patients a clear reason if we are unable to meet requests made,
- Ensure **we** are aware how important it is to **listen to our staff** and their equality needs.

Although we have identified principles as above, NHS Forth Valley acknowledged the importance to how staff are treated within the organisation and by members of the public. Dignity and Respect is a two way process.

So what happens next?

Further training will be undertaken during the lifetime of this Equality and Diversity Delivery Report to inform staff of the “protected characteristics” and the approach of the Equality Act 2010. This will be undertaken by our Equality and Diversity Advisory Team (EDAT) and respective departmental heads through a variety of mediums.

Nominated staff will be trained to complete the revised equality impact assessment procedures with support provided to staff from EDAT.

We will continue with the system of NHS Forth Valley ‘diversity champions and dignity at work advisors’: individuals from departments who have received training and support to meet the equality needs of both service users and staff.

We will review the current approach being taken to building management skills/capacity in relation to equality. All Board members and staff will be briefed on the Equality and Diversity Delivery Report 2013-17, what it contains, and how NHS Forth Valley intends to fulfil the commitments made within it.

Section 6: NHS Forth Valley Equality Outcomes Monitoring and Evaluation

We have set out to identify our Long Term Outcomes and specific equality outcomes 2013-17, evidence, outputs, actions, timescales and measurement as well as which part of the general duty they cover and for which protected characteristics to achieve each of these high level equality outcome targets.

The outcomes and the time frame for their achievement are set out in the 'Equality Outcomes' section of this report. Specific Time frame for reporting as per our legislative requirements is available in Appendices and Evidence Report: **Appendix 2**.

The mainstreaming report and outcomes will be reviewed in March 2014 with a further analysis of achievements, any shortfalls and further outcomes if appropriate for the coming year. The emphasis is on identifying realistic and practical outcomes which can be expected to be achieved then building on these in future years.

Monitoring and Evaluation

We are committed to ensuring that the public are kept up to date on the progress made on achieving our outcomes. The following identifies how we will monitor progress made.

- Organisational responsibilities for implementing the Equality and Diversity Delivery Outcomes will rest with NHS Forth Valley Board.
- Equality and Diversity six monthly Board reports are available on the [NHS Forth Valley Board web page](#).
- The outcomes measures will be updated on a six monthly basis by the respective 'outcomes' leads and Equality Manager. Areas of concern will be highlighted to the appropriate service lead and actions put in place to rectify areas identified.
- Progress against the action plan outcome measures will be reviewed by the Fair for All Development group on a six monthly basis as well as reports submitted to the Patient Centeredness Steering Group and the Clinical Governance Group.
- Updates will be made available within our NHS Annual Review as well as responding to national and local requests for updates and information
- The Equality and Diversity Advisory Team will produce an annual equality report rather than a 2 yearly report as required by the Equality Duty reflecting the progress made toward meeting our equality outcomes and actions taken towards mainstreaming equality within the organisation. The report will highlight actions taken in relation to meeting our specific duties in relation to employment.
 - The report will be presented to the Board and will be circulated to key stakeholders and published on our Equality and Diversity webpage. The first report will be published by March 2014
- Updates will be given via Staff news, within other committees and steering groups within the organisation.
- A summary of progress will be included in our overall organisational annual report, and media releases will be issued to promote the availability of the documents.
- We will identify actions taken as part of our commitment to:
 - 'Investors in People' and
 - The measurement required to maintain our LGBT Youth Scotland Foundation Award.
- Previous Equality and Diversity Annual reports as well as the new Equality and Diversity Delivery Report can be downloaded from our website.

Final Comments

We welcome enquiries into our work from members of the general public, and will try to provide additional information where possible. We also welcome the opportunity to attend and present at local community groups as well as equality conferences, believing that an important part of equality work is engaging in debate, discussion and the sharing of best practice.