



**Equality and Diversity System 2 Rating Outcome**

Goal	Evidence Agreed	Developments for the future	Rating – Developing
Better Health Outcomes	Process around dealing with a range of different situations is good if the relevant information is known beforehand. A patient story around an individual with a learning disability was provided.	Information needs to be explained to patients with learning disabilities in a way that is relevant to their individual needs. A patient story was provided where someone with a learning disability had left the Trust not fully understanding the treatment they had received. From discussion amongst the group this was clearly important to note and it was felt that this situation was not a regular occurrence.	<p>People from the protected group 'disability' fare as well as people overall in the majority of situations and when their needs are clear to Trust. Further work needs to take place in relation to promoting an inclusive service where patients/relatives or carers feel at ease with contacting the Trust in advance if they have special requirements.</p> <p>Additionally it is recognised that there need to be further developments around providing evidence and improving our services for those who fit within other protected characteristics.</p>
Better Health Outcomes	Screening evidence: Breast screening; more time allocated for appointments for those who need it. Bowel screening; more time allocated for appointments for those who need it and training for carers given.	Encourage patients/carers/relatives to contact Trust in advance if they need any support or have any additional requirements.	
Better Health Outcomes	Good standard of dementia training across the Trust.	Accessible Information Standard: to be in place by July 2016.	

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Better Health Outcomes	Preferred Trust for the travelling community.	Should we consider more targeting screening for different groups within the community; this related to evidence of certain backgrounds being more prone to certain conditions.	
Better Health Outcomes	Accessible information available for patients with learning disabilities.	Patient complaints – data collected to be reviewed in line with protected characteristics and analysis of themes to be implemented.	
Better Health Outcomes		Collect information around protected characteristics in more areas related to patient care.	
Better Health Outcomes		When patients are medically fit there needs to be the right resources in place to support their discharge from hospital and on-going support at home.	
Better Health Outcomes		Having the right resources to care for the patients when needed i.e. slide sheets/equipment; these minimise the risk of harm to patients.	
Better Health Outcomes		Providing staff with the right information and training to deal appropriately with sensitive situations in relation to patients. A transgender patient story was provided where this did not take place.	

Goal	Evidence Agreed	Developments for the future	Rating - Developing
Improved patient access and experience	Personal service example given around patient in phlebotomy who received a very good experience.	Signage needs improving across the Trust – information/directions provided in appointment letters differs to signs in the Trust.	<p>Patient access for those with a disability is within the correct standard and additional support is provided when the information is known around a disability and any individual needs.</p> <p>A service is available to support patients who use the service and do not have English as their first language.</p> <p>As above, the Trust needs to develop further around encouraging those with particular needs to provide the information so that support can be provided.</p> <p>It is recognised that there need to be further developments around providing evidence and improving our services for those who fit within other protected characteristics.</p>
Improved patient access and experience	Extra time given for appointments to those who need it when appropriate.	Lighting in all toilet facilities to come on automatically.	
Improved patient access and experience	24/7 Enhanced Support Team (Healthcare Assistants) – team in process of being developed to provide one to one support for dementia patients.	Car parking during busy times can be difficult particularly for our disabled patients.	
Improved patient access and experience	Building meets building required accessibility standards for disabled patients.	Friends and Family test to include information relating to protected characteristics so we can analyse and review themes which occur.	
Improved patient access and experience	Interpreting service available when necessary	Signage for Chapel needs to indicate it's a multi faith facility to encourage use by all faiths.	

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Improved patient access and experience		Alerts and information held on Medway needs to be better; for example whether or not someone has a disability or communication need.	
Improved patient access and experience		Not all staff are aware of what is available for support – for example, where hearing loops are etc	

Goal	Evidence Agreed	Developments for the future	Rating – Developing
A representative and supported workforce	Completed Workforce Race Equality Standard (WRES).	Further work to address WRES outcomes particularly around the recruitment of BME staff and addressing the issues identified around bullying and harassment from the 2015 National Staff Survey results. Analysis of 2016 WRES to take place.	<p>Clear and anonymous recruitment process around ensuring decisions are based in relation to the values and skills needed for the role which includes equipping managers with training relating to unconscious bias and perception.</p> <p>Transparent job evaluation process based on national agenda for change process.</p> <p>Staff engagement needs further work but has improved in 2015 and supported by introduction of a Staff Forum.</p> <p>Main development is in relation to encouraging more candidates to apply to the Trust from different backgrounds.</p>
A representative and supported workforce	Values based welcome has been adapted for international recruits and support in place for all recent international recruits.	Develop an approach to encourage those from different backgrounds to apply for positions at the Trust.	
A representative and supported workforce	Values based recruitment training addresses unconscious bias and challenges initial perceptions.	2015 Staff survey results to address any identified issues.	
A representative and supported workforce	Recruitment process does not provide any personal information at shortlisting stage and all candidates asked if they have any special requirements prior to interview.	Analysis of banding profiles linked to protected characteristics to be completed.	
A representative and supported workforce	Review and analysis of casework figures relating to protected characteristics.	Need to collect equality and diversity information during training process. Not currently in place.	

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A representative and supported workforce	More transparent and robust job evaluation process since early 2016.	Review our approach to dealing with bullying and harassment. Promote informal resolution to encourage staff to come forward if they have any issues	
A representative and supported workforce	Good flexible working statistics across the Trust. Reasons for leaving the Trust are sometimes stated as 'flexible working not been agreed', retention project currently in place to review.	.	
A representative and supported workforce	Staff Forum in place since November 2015. Staff able to provide their views through their staff forum representative around a range of issues.		
A representative and supported workforce	Staff engagement score in 2015 staff survey better than 2014 staff survey.		
A representative and supported workforce	Good rating in relation to fair career progression.		
A representative and supported workforce	Apprenticeship recruitment		

Goal	Evidence Agreed	Developments for the future	Rating – Developing
Inclusive leadership	People Committee due to start in July 2016 and will develop a governance structure around equality and diversity matters.	Improve channels of communication around equality and diversity matters. It is expected that this will take place through the People Committee.	Clear practices and processes in place for developing our leadership approach to equality and diversity.
Inclusive leadership	Leadership assembly session related to equality and diversity to take place in June 2016.	Improve leadership support for equality and diversity across the Trust. This will be supported by the People Committee and the Leadership session.	
Inclusive leadership	Equality and diversity included in the Trusts people strategy.	Consider diversity of Board membership in future recruitment campaigns.	
Inclusive leadership	Equality impact assessments in all policies and papers.	Equality Impact Assessment for large scale projects and organisational change to be introduced.	
Inclusive leadership	Partner programme with NHS Employers starts in June 2016.		
Inclusive leadership	Equality and diversity included on the Corporate Citizenship Committee agenda.		