Equality Delivery System for the NHS
EDS2 Summary Report

Implementation of the Equality Delivery System – EDS2 is a requirement on both NHS commissioners and NHS providers. Organisations are encouraged to follow the implementation of EDS2 in accordance with the '9 Steps for EDS2 Implementation' as outlined in the 2013 EDS2 guidance document. The document can be found at: **http://www.england.nhs.uk/wp-content/uploads/2013/11/eds-nov131.pdf**

This *EDS2 Summary Report* is designed to give an overview of the organisation's most recent EDS2 implementation. It is recommended that once completed, this Summary Report is published on the organisation's website.

NHS organisation name:

Medway NHS Foundation Trust

Organisation's Board lead for EDS2:

Leon Hinton, Executive Director of HR&OD

Organisation's EDS2 lead (name/email):

Alister McClure, Head of Equality and Inclusion alister.mcclure@nhs.net

Level of stakeholder involvement in EDS2 grading and subsequent actions:

Commissioners and delivery partners were invited to score the Trust via a questionnaire. The assessment is based on stakeholder evidence, including patient experience reports, inpatient surveys and staff surveys. There was also an internal self assessment completed by clinical teams across the Trust.

Organisation's Equality Objectives (including duration period):

1 Improving equitable health outcomes and patient experience by developing a culturally competent workforce
2 Improving patient experience and access by achieving a better understanding of the diversity of experience, through more effective use community feedback and reviewing how we capture and analyse demographics on patient experience and complaints.
3 Achieving workforce stability, enabling the Trust to be an employer of choice, ensuring we have a representative and valued workforce, through equitable

Headline good practice examples of EDS2 outcomes (for patients/community/workforce):

Continued improvement in 2016/17 and 2017/18 on narrowing the differentials between the recruitment of White and BME Staff
Reduction in Gender Pay Gap from 2017 to 2018, and projected reduction (based on December 2018 data) for 2019.
Increased workforce stability impacting on improved patient care

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| Date of EDS2 grading | February | 2019 | Date of next EDS2 grading | January | 2020 |

Goal	Outcome	Grade and reasons for rating	Outcome links to an Equality Objective
Better health outcomes	**1.1**	**Services are commissioned, procured, designed and delivered to meet the health needs of local communities** ▼ Grade 🔴 Undeveloped 🟠 Developing 🟢 Achieving 🟣 Excelling ▼ Which protected characteristics fare well ☑ Age ☑ Pregnancy and maternity ☑ Disability ☑ Race ☐ Gender reassignment ☐ Religion or belief ☑ Sex ☐ Marriage and civil partnership ☐ Sexual orientation ▼ Evidence drawn upon for rating Trust strategies and plans Quality Assurance Reports 2017 to date Families and Clinical Support Services (womens & childrens) achievement of UNICEF Baby-friendly award Trust policies and standard operation procedures for clinical practice	☑
	1.2	**Individual people's health needs are assessed and met in appropriate and effective ways** ▼ Grade 🔴 Undeveloped 🟠 Developing 🟢 Achieving 🟣 Excelling ▼ Which protected characteristics fare well ☑ Age ☑ Pregnancy and maternity ☑ Disability ☑ Race ☐ Gender reassignment ☑ Religion or belief ☑ Sex ☐ Marriage and civil partnership ☐ Sexual orientation ▼ Evidence drawn upon for rating Quality Assurance Reports 2017 to date Dandelion and Butterfly schemes Adaptation of meals to cultural needs Availability of same gender examination and treatment Review of dignity and respect Advice on Fasting in Ramadan Use of RCN Advice on the treatment of Transgender patients	☑
	1.3	**Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed** ▼ Grade 🔴 Undeveloped 🟠 Developing 🟢 Achieving 🟣 Excelling ▼ Which protected characteristics fare well ☑ Age ☑ Pregnancy and maternity ☑ Disability ☑ Race ☐ Gender reassignment ☐ Religion or belief ☑ Sex ☐ Marriage and civil partnership ☐ Sexual orientation ▼ Evidence drawn upon for rating Dandelion and Butterfly schemes Use of NCPES to identify performance gaps and set improvement Improvements to Flow Trust policies and SOPS eg on consent, mental capacity Introduction of the Red Bag Scheme Exploration of hybrid mail and adaptable communications	☑

Goal	Outcome	Grade and reasons for rating	Outcome links to an Equality Objective

When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse

Goal: **Better health outcomes, continued**

Outcome: **1.4**

↓ Grade
- 🔴 Undeveloped
- 🟠 Developing
- 🟢 Achieving
- 🟣 Excelling

↓ Which protected characteristics fare well
- ☑ Age
- ☑ Disability
- ☐ Gender reassignment
- ☐ Marriage and civil partnership
- ☑ Pregnancy and maternity
- ☑ Race
- ☐ Religion or belief
- ☐ Sex
- ☐ Sexual orientation

↓ Evidence drawn upon for rating

Mandatory training on safeguarding, prevent, and equality
Theme of the Week bulletins with case studies to improve clinical practice
Trust policies and SOPs - e.g. emergency access for adults with Learning Disabilities
Use of translation services where needed

Outcome links to an Equality Objective: ☑

Screening, vaccination and other health promotion services reach and benefit all local communities

Outcome: **1.5**

↓ Grade
- 🔴 Undeveloped
- 🟠 Developing
- 🟢 Achieving
- 🟣 Excelling

↓ Which protected characteristics fare well
- ☑ Age
- ☑ Disability
- ☐ Gender reassignment
- ☐ Marriage and civil partnership
- ☑ Pregnancy and maternity
- ☐ Race
- ☐ Religion or belief
- ☐ Sex
- ☐ Sexual orientation

↓ Evidence drawn upon for rating

Flu vaccination programme for staff
Participation in research programmes

Outcome links to an Equality Objective: ☑

People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds

Goal: **Improved patient access and experience**

Outcome: **2.1**

↓ Grade
- 🔴 Undeveloped
- 🟠 Developing
- 🟢 Achieving
- 🟣 Excelling

↓ Which protected characteristics fare well
- ☑ Age
- ☑ Disability
- ☑ Gender reassignment
- ☐ Marriage and civil partnership
- ☑ Pregnancy and maternity
- ☑ Race
- ☐ Religion or belief
- ☑ Sex
- ☑ Sexual orientation

↓ Evidence drawn upon for rating

Dandelion and Butterfly schemes
Interpretation and Translation Services
Development of hybrid mail and automated translation for correspondence
Use of RCN Guideline on the treatment of Transgender Patients
Introduction of schemes such as Rainbow NHS Badge

Outcome links to an Equality Objective: ☑

Goal	Outcome	Grade and reasons for rating	Outcome links to an Equality Objective
Improved patient access and experience	**2.2**	**People are informed and supported to be as involved as they wish to be in decisions about their care** ⬇ Grade 🔴 Undeveloped 🟠 Developing 🟢 Achieving 🟣 Excelling ⬇ Which protected characteristics fare well ☑ Age ☑ Pregnancy and maternity ☑ Disability ☑ Race ☑ Gender reassignment ☑ Religion or belief ☐ Marriage and civil partnership ☐ Sex ☐ Sexual orientation ⬇ Evidence drawn upon for rating Chaplaincy Trust Policies and SOPs including consent, end of life care, access to health records etc Patient experience feedback Interpretation and translation facility, including BSL	☑
	2.3	**People report positive experiences of the NHS** ⬇ Grade 🔴 Undeveloped 🟠 Developing 🟢 Achieving 🟣 Excelling ⬇ Which protected characteristics fare well ☑ Age ☑ Pregnancy and maternity ☑ Disability ☐ Race ☐ Gender reassignment ☐ Religion or belief ☐ Marriage and civil partnership ☐ Sex ☐ Sexual orientation ⬇ Evidence drawn upon for rating Patient experience feedback, including Healthwatch reports Feedback from commissioners (via survey)	☑
	2.4	**People's complaints about services are handled respectfully and efficiently** ⬇ Grade 🔴 Undeveloped 🟠 Developing 🟢 Achieving 🟣 Excelling ⬇ Which protected characteristics fare well ☑ Age ☐ Pregnancy and maternity ☑ Disability ☐ Race ☐ Gender reassignment ☐ Religion or belief ☐ Marriage and civil partnership ☑ Sex ☐ Sexual orientation ⬇ Evidence drawn upon for rating Currently complaints are not monitored for demographics - although some information on disability, age and gender is known.	☑

Goal	Outcome	Grade and reasons for rating	Outcome links to an Equality Objective

Fair NHS recruitment and selection processes lead to a more representative workforce at all levels

⬇ Grade	⬇ Which protected characteristics fare well		⬇ Evidence drawn upon for rating
🔴 Undeveloped 🟠 Developing 🟢 Achieving 🟣 Excelling	☑ Age ☑ Disability ☐ Gender reassignment ☐ Marriage and civil partnership	☑ Pregnancy and maternity ☑ Race ☐ Religion or belief ☐ Sex ☐ Sexual orientation	Nurse recruitment from UK, EU and International WRES improvements on recruitment Apprenticeships and work experience Further work required on progression and development for BME staff and women Pay Gap Analysis and WRES informing workforce planning

Outcome 3.1 — Developing (highlighted). Equality Objective: ✓

The NHS is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations

⬇ Grade	⬇ Which protected characteristics fare well		⬇ Evidence drawn upon for rating
🔴 Undeveloped 🟠 Developing 🟢 Achieving 🟣 Excelling	☑ Age ☑ Disability ☐ Gender reassignment ☐ Marriage and civil partnership	☐ Pregnancy and maternity ☑ Race ☑ Religion or belief ☑ Sex ☑ Sexual orientation	Gender Pay Audits on 2017 and 2018 Participation in national research programme Trust HR policies and SOPs WRES highlighting some progression issues, but improving Pay audits completed in autumn 2018 on 6 out of 8 protected characteristics (confidential information at this stage)

Outcome 3.2 — Achieving (highlighted). Equality Objective: ✓

Training and development opportunities are taken up and positively evaluated by all staff

⬇ Grade	⬇ Which protected characteristics fare well		⬇ Evidence drawn upon for rating
🔴 Undeveloped 🟠 Developing 🟢 Achieving 🟣 Excelling	☑ Age ☑ Disability ☐ Gender reassignment ☐ Marriage and civil partnership	☐ Pregnancy and maternity ☑ Race ☑ Religion or belief ☑ Sex ☑ Sexual orientation	Access to non-mandatory training (via WRES, but measurable across 6 protected characteristics vis ESR) Stat/Man Training (via MOLLIE) Access to CPD (via WRES) Apprenticeships available to all ages Accessibility to training considered

Outcome 3.3 — Achieving (highlighted). Equality Objective: ✓

Goal (column): A representative and supported workforce

Goal	Outcome	Grade and reasons for rating	Outcome links to an Equality Objective

Goal	Outcome	Grade and reasons for rating	Outcome links to an Equality Objective
A representative and supported workforce	3.4	**When at work, staff are free from abuse, harassment, bullying and violence from any source** **Grade** 🔴 Undeveloped 🟠 Developing (selected) 🟢 Achieving 🟣 Excelling **Which protected characteristics fare well** ✓ Age ✓ Disability ☐ Gender reassignment ☐ Marriage and civil partnership ☐ Pregnancy and maternity ✓ Race ☐ Religion or belief ✓ Sex ✓ Sexual orientation **Evidence drawn upon for rating** Trust policies and SOPS Quality Assurance Reports Health and Wellbeing service, FTSUG, workplace listeners Appointment of specialist staff (including Head of Equality & Inclusion, Community Engagement Officer) You Are The Difference and the Culture programme more generally	✓
	3.5	**Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives** **Grade** 🔴 Undeveloped 🟠 Developing 🟢 Achieving (selected) 🟣 Excelling **Which protected characteristics fare well** ✓ Age ✓ Disability ✓ Gender reassignment ✓ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex ✓ Sexual orientation **Evidence drawn upon for rating** Workforce reports to Board Trust Policies and SOPs on flexible working, family/carer leave (including Trans-friendly 'maternity' language) Use of Reasonable Adjustment Use of Trust policies to adjust for carers needs or requirements for religious observance Engagement with Unions via JCC	✓
	3.6	**Staff report positive experiences of their membership of the workforce** **Grade** 🔴 Undeveloped 🟠 Developing (selected) 🟢 Achieving 🟣 Excelling **Which protected characteristics fare well** ☐ Age ✓ Disability ☐ Gender reassignment ☐ Marriage and civil partnership ✓ Pregnancy and maternity ☐ Race ☐ Religion or belief ✓ Sex ☐ Sexual orientation **Evidence drawn upon for rating** Evidence from the staff survey shows further work is required in relation to race when asked about opportunities for promotion, and the Trust being an equitable employer. However, the incidence of grievances and formal complaints from staff is low.	✓

Goal	Outcome	Grade and reasons for rating	Outcome links to an Equality Objective
Inclusive leadership	**4.1**	**Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations** **↓ Grade** ● Undeveloped ◉ Developing ● Achieving ● Excelling **↓ Which protected characteristics fare well** ☑ Age · ☐ Pregnancy and maternity ☑ Disability · ☑ Race ☐ Gender reassignment · ☐ Religion or belief ☐ Marriage and civil partnership · ☑ Sex ☑ Sexual orientation **↓ Evidence drawn upon for rating** Trust policies and SOPS Quality Assurance Reports Communications from senior managers, including weekly bulletins, social media Appointment of specialist staff (including Head of Equality & Inclusion, and Community Engagement Officer)	☑
	4.2	**Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are to be managed** **↓ Grade** ● Undeveloped ◉ Developing ● Achieving ● Excelling **↓ Which protected characteristics fare well** ☐ Age · ☐ Pregnancy and maternity ☑ Disability · ☑ Race ☐ Gender reassignment · ☐ Religion or belief ☐ Marriage and civil partnership · ☑ Sex ☐ Sexual orientation **↓ Evidence drawn upon for rating** Regular Workforce reports to Board 2016 onwards (Including EDS2) WRES 2016 2017 2018 Gender Pay Gap Report 2017 and 2018 More work need to bring equality assessment as a mainstream habit into Board reports, policies etc.	☑
	4.3	**Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination** **↓ Grade** ● Undeveloped ● Developing ◉ Achieving ● Excelling **↓ Which protected characteristics fare well** ☐ Age · ☑ Pregnancy and maternity ☑ Disability · ☑ Race ☑ Gender reassignment · ☐ Religion or belief ☐ Marriage and civil partnership · ☑ Sex ☑ Sexual orientation **↓ Evidence drawn upon for rating** Introduction of Trust Leadership Programme, Culture Programme and a range of equality and inclusion training taken up by managers Use of policies, role of key adviser (HR Business Partners, HR Advisors, Head of E&I - including ability to respond to complex cases)	☑