



Forth Valley NHS Board

30 March 2010

**This report relates to
Item 8 on the Agenda**

Taking Forward the Equality and Diversity Strategy in NHS Forth Valley

*(Paper presented by Mrs Helen Kelly, Director of Human
Resources)*

For Noting

1 TAKING FORWARD THE EQUALITY & DIVERSITY AGENDA IN NHS FORTH VALLEY

2 PURPOSE OF PAPER

The purpose of this paper is to provide Board members with an update on progress with the Equality and Diversity agenda within NHS Forth Valley.

Progress continues to be made on the actions identified within the Single Equality Scheme. Quarterly progress reports are submitted to the Fair for All Development Group and to the Patient Focus Public Involvement Committee. Regular progress reports are also submitted to the CHP Clinical Improvement Group and to the Scottish Health Council which currently has a key regulatory role.

3 KEY ISSUES

NATIONAL ISSUES

3.1 Equalities Bill

The Equality Bill published on 24th April 2009 sets out the future vision of equalities within the UK and places public bodies at its heart. It will harmonise existing provisions to give a single approach where appropriate and replace existing equality legislation with a single act, setting out straightforward practical guidance for employers, service providers and public bodies. It will strengthen current equality law by extending the scope of who is covered by the legislation, by introducing a new Equality Duty on public bodies, harmonising definitions of discrimination and by introducing additional scope for positive action.

A consultation exercise was completed by the Scottish Government Equality Directorate to influence the decisions made in relation to the “Scotland Specific” duties

It is anticipated that in the Autumn of 2010 the majority of the Bill will become effective. In 2011 the extended public sector Equality Duty is anticipated, with the new law on age discrimination being introduced gradually until full implementation in 2012. Summary information is available from the Equality and Diversity Project Manager.

3.1.2 Equality and Human Rights Commission – Equalities Measurement Framework

The Equality and Human Rights Commission has developed an Equalities Measurement Framework (EMF) to help assess outcomes for equalities groups across a range of domains. It is particularly concerned with the position of individuals and groups with regard to the characteristics of age, disability, ethnicity, gender, religion or belief, sexual orientation, transgender and social class. It is important to note however that the Equality Measurement Framework (EMF) is not a performance measurement framework. Rather it provides a national baseline of evidence for evaluating progress and deciding priorities. Longer term, it is hoped that it will be of use to local areas.

3.1.3 NHS Health Scotland Equalities and Planning Directorate

NHS Forth Valley continues to support the work of NHS Health Scotland Equalities and Planning Directorate through its membership on the NHS Scotland Equality and Diversity Network.

Membership on this network ensures that NHS Forth Valley is kept abreast of all equality and diversity developments nationally and enables NHS Forth Valley to influence the national equality agenda.

3.2 LOCAL ISSUES

3.2.1. Fair for All (FFA) Development Group

This group is co-chaired by Helen Kelly, Director of Human Resources (HR) and Dr Ishaq Abu-Arafeh, Consultant Paediatrician and Volunteer Advisor. Further to a review of the membership, role and remit of the group in 2009, the Group agreed key objectives and actions for 2010.

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

The training was aimed at developing the knowledge, skills and awareness relating to equality and diversity, providing participants with the ability and confidence to support NHS Forth Valley in meeting the needs of equality groups. Feedback to date has been positive. Discussions will be held with FFA members regarding future awareness sessions. The format will also be used for senior and middle manager training during 2010/11.

3.2.2 Equality and Diversity Advisory Team (EDAT)

The NHS Forth Valley Equality and Diversity Advisory Team (EDAT) continues to provide a focal point of expertise and guidance for managers and staff within the organisation on all aspects of the developing Equality and Diversity agenda.

3.2.3 Single Equality Scheme (SES) 2009-12

On 3rd December 2009, NHS Forth Valley published its first Single Equality Scheme and Action Plan (SES) for 2009-2012.

The Scheme sets out the framework for promoting equity across all of NHS Forth Valley activities. In particular it prioritises arrangements for meeting legal requirements to promote equality in relation to race, disability and gender, in accordance with:

- the Race Relations (Amendment) Act 2000;
- the Disability Discrimination Act 2005;
- the Equality Act 2006

It also highlights age, religion and belief, sexual orientation and employment.

The SES Action Plan will be updated and made available on the NHS Forth Valley Equality and Diversity section of the website on a quarterly basis, thereby ensuring transparency and accountability on actions taken to date.

3.2.4 NHS Forth Valley Equality and Diversity Annual Report and Equality Impact Assessments 2009.

In line with legislative requirements NHS Forth Valley's Equality and Diversity Annual Report 2009 and Report on Equality Impact Assessments completed during 2006 – 2009 is now available on the NHS Forth Valley website. Alternative formats can be made available to the public on request.

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

As in previous years, NHS Forth Valley is required to produce and submit a LDP which forms a performance and delivery agreement between NHS Forth Valley and the Scottish Government Health Department.

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

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

3.2.6 Patient Information: Improving collection of Diversity Information

Improving the collection and recording of patient diversity information is a national priority for all NHS Boards and has been highlighted as a priority within NHS Forth Valley where significant progress requires to be made. A recent national analysis of SMRs revealed NHS Forth Valley to be amongst a small group of NHS Boards in Scotland where data return rates sit at 0.1%.

Following receipt of a letter to Chief Executives in September 2009 from Derek Feeley, Director of Healthcare Policy and Strategy, all NHS Boards were asked to develop and submit action plans for improving collection of diversity data. NHS Forth Valley local actions can be summarised as follows:

- The Deputy Director of HR has facilitated discussions throughout 2009/10 with colleagues nationally, regionally and locally and in conjunction with the Information Team, a Local Action Plan has been submitted nationally, which has been accepted by the National Project Lead Officer.
- An NHS Forth Valley working group has been established to progress this work forward with relevant leads identified. Mr. Michael Fox, Capacity Planning & Information Services Manager, with support from the Equality and Diversity Project Manager, is now leading on this work in NHS Forth Valley.
- To assist staff in delivering this agenda, NHS Forth Valley is taking part in a national staff training pilot organised by the Equalities and Planning Directorate. This training will support the drive for improved data collection and monitoring and is due for completion by May 2010. Staff training will focus on how data collection supports good patient care. Locally, this work will assist with progress on patient focused booking and the delivery of NHS Forth Valley's Access policy.

Updates on this developing agenda will be presented to the Fair for All Development Group on a quarterly basis.

3.2.7 Equality Impact Assessments (EQIA)

The availability of equalities data in keeping with legislative requirements and the more systematic use of equalities impact assessment, particularly in relation to our key organisational priorities remain a priority for 2010/11.

A programme of monthly training is offered to NHS Forth Valley staff to enable them to complete EQIAs on policies, functions and services as per legislative requirements. Release of staff for training has been challenging in recent months therefore, given the legal priority of completing EQIAs, additional support for this process has been developed as follows:

- **EQIAs on New Hospital Functions** – To assist managers, it has been proposed that a programme of EQIAs will be completed on services and functions prior to transfer to the new acute hospital. A meeting is being held with the transitional team at the end of March 2010 to agree an implementation plan.
- **EQIA Review Group** – An NHS Forth Valley EQIA review group has been established to support NHS Forth Valley to “quality assure equality impact assessments completed by services on policies, functions and services through a random selection process”. Updates on this developing agenda will be presented to the Fair for All Development Group on a quarterly basis.

3.2.8 Age Equality and the NHS Forth Valley Annual Review 2009 - informing young people about career opportunities in the NHS

During the consultation on the NHS Forth Valley Single Equality Scheme young people advised that it was difficult to obtain information on NHS jobs and skills. This was further discussed during the Annual Review’s PFPI session. NHS Forth Valley’s response has been to prioritise action within the Single Equality Scheme Action Plan on a local basis and to raise the issue nationally as follows:

- NHS Forth Valley’s Equality and Diversity Project Manager met with a group of 20 pupils from Stirling High School to discuss the issue. The group was provided with information on current data, which can be obtained from the NHS SHOW Website. The group suggested that the NHS could consider providing:
 - A Brief summary of jobs (A4) and essential and desired criteria
 - Drop down boxes in which pupils could state what they wish to do or have skills in; this would then open a list of roles within the NHS that the individual may have the skills for.
 - Talking heads section; where pupils can hear one minute extracts from NHS Staff describing their roles

The Deputy Director of HR is taking forward discussions on this subject with the Head of Staff Governance at the Scottish Government Health Workforce Directorate.

3.2.9 Equality and Diversity Training

Equality and Diversity Training is offered to NHS Forth Valley staff through the short course programme as well as tailored site and strand specific training. During 2009, 1829 staff attended a variety of Equality training opportunities offered by NHS Forth Valley.

Equality and Diversity remains a key component of Induction and Statutory training. To meet this demand and to ensure that all staff can meet their core six KSF requirement, a review will be completed on training offered and its impact on service delivery.

This review will assess the various needs of staff groups and the challenge in releasing staff to attend training on the wide variety of equality issues. It will also consider the best use of trainers have limited availability because of other commitments

Whilst Equality and Diversity training is mainstreamed within existing statutory courses, consideration is also being given to delivering training via a variety of mediums rather than relying on traditional classroom based training.

3.2.10 Interpretation Provision

A short life working group led by the Deputy Director of HR is due to complete its review of existing interpretation and translation provision within NHS Forth Valley. The review aims to ensure provision of a high level service whilst reducing costs for interpretation support, both face to face and by telephone and improving adherence to staff guidance on the use of the service. The group will evaluate options and make its recommendations by the end of April 2010.

3.3 WORK RELATING TO SPECIFIC EQUALITY SCHEMES/STRANDS

3.3.1 Disability Equality Specific Actions

3.3.2 Forth Valley Joint Disability Group (JDG)

The JDG continues to be actively involved in advising NHS Forth Valley in relation to access to services and service delivery, in responding to NHS Scotland consultation exercises, as well as supporting the development of the NHS Forth Valley Single Equality Scheme.

3.3.3 PAVE – Patient Advice, Volunteer, Education & Forth Valley Royal Hospital

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

Highlights include:

- Recruitment ongoing (56 volunteers already registered)
- First set of training completed (BSL level 1)
- PAVE Photo shoot 1st Feb 2010 –press release managed by Communications Service
- Web page developed by volunteers, launched 8th March 2010
- Investors in Volunteer work being completed (mapping exercise being led by PFPI team)
- PAVE Launch due on 9 April 2010
- Disability Service coordinated an open event February 2010 with Mark Craske Travel Manager, to update and discuss with the public work being undertaken relating to transport links for the new Forth Valley Royal Hospital.
- Access relating to New Hospital Build - visit planned for Disability Service and community members

Key activities undertaken since last Board Report in relation to Disability Include:

- **PIN/Involvement methods/Accessible Information** - Further development of Service Information Directory (SiD) data base in relation to accessible format and map a plan to utilise the PAVE website.
- **Disability Equality Training** – Four sessions scheduled for 2010. Volunteers continue to provide a key role in the programme. Some work underway to incorporate NHS Education for Scotland ethnicity recording/monitoring training into this program.
- **Assistance Dog UK, AD(UK)** - Following the approval of the policy ‘Assistance Dogs and Pet Therapy Animals in NHS Forth Valley healthcare establishments’; An agreement is now underway to promote and deliver a Pet Therapy service (dogs only) in Forth Valley. The policy is with the Central Legal Office for approval.

- **Partnership working** - The Disability Service has been working in partnership with the Scottish Ambulance Service (SAS) and has provided Disability Equality “Train the Trainer” sessions, which SAS will then roll out within their own organisation. SAS now reviewing their Assistance Dog policy in light of the NHS Forth Valley Policy.
- **Telecare for people with a disability** – In March 2010 the Forth Valley Joint Improvement Team launched three publications to inform and support staff in the use of telecare. The event will also provide an opportunity for participants to learn about the potential of telecare, and to share their experiences of its use. It is aimed at people working with people with a learning disability, people with physical disability and people with a sensory impairment.
- **Pregnancy tip cards for deaf/hard of hearing women** - Considerable work has been completed by NHS Forth Valley and NHS Education for Scotland along with Royal National Institute for the Deaf regarding the development of tip cards for Maternity Staff to support the care of deaf mothers.

The tip cards have been developed based on the guidance previously written by Lynn Waddell, NHS Forth Valley Equality and Diversity Project Manager for the book published by the RNID and National Childbirth Trust ‘Pregnancy and Birth - A Guide for Deaf Mothers’.

From April 2010 all midwives in NHS Scotland will be given copies of the tip cards to support patient needs and inform practice.

3.4 GENDER EQUALITY SPECIFIC ACTIONS:

3.4.1 Scottish Government CEL 41 (2008) Gender Based Violence Action Plan (GBV)

Local preparatory work on implementing CEL 41 and liaison with Scottish Government colleagues has been led by the Deputy Director of HR during 2009/10. A three year action plan has been developed to incorporate all existing and proposed programmes of work, including specific and measurable goals across the priority areas focusing initially on: Mental Health, Sexual and Reproductive Health, Accident & Emergency, Addictions, Primary Care and Maternity Services.

A Steering Group met in March 2010, tasked with taking forward the remaining priorities within the CEL. The work is now being led by Dr Rani Balendra, Consultant in Public Health Medicine.

Key to progressing this work is gaining agreement and approval for the release of frontline staff to undertake training and development. Training will be delivered by the Scottish Government GBV Team, NHS Forth Valley psychology staff and representatives from the Forth Valley GBV Training Consortia.

Revised NHS staff guidance on gender abuse has been developed nationally. Copies will also be made available on NHS Forth Valley website for staff.

3.4.2 Transgender Framework in NHS

NHS Forth Valley has agreed to participate in an Equality and Planning Directorate sub group which will develop an NHS Scotland Transgender Policy framework.

A review will also be completed within NHS FV on guidance which will support the needs of staff and patients regarding access for transgender people to NHS Services. Lynn Waddell and Jackie Richardson will also be delivering an awareness session to the Scottish Transgender Alliance in March 2010.

3.5 RACE EQUALITY SPECIFIC ACTIONS:

3.5.1 Central Scotland Racial Equality Council (CSREC)

NHS Forth Valley continues its close working links with CSREC. Dr Ishaq Abu-Arafeh, Co Chair of the NHS Forth Valley Fair for All Development Group was appointed Chair of CSREC at its AGM in October 2009 and Helena Buckley, Quality Manager was appointed Vice-Chair. This ensures effective links with a range of local and national community groups including the Scottish Association of Regional Equalities Councils (SAREC), Council for Ethnic Minority Voluntary Organisations (CEMVO) and Black and Minority Ethnic Infrastructure Scotland (BEMIS).

3.5.2 Multi-Lingual Illustrated Guide Book Project

There is participation from a wide range of staff, community groups, voluntary organisations and volunteers to advance this project. The resource is now in its pilot stage in a number of primary care services, including GP practices.

Acting on feedback from stakeholders, consideration is being given to supplement the printed resource with a range of standard clinic and appointment letters for use in Primary Care settings. The target languages for this resource are: Arabic, Chinese, Czech, English, Hungarian, Latvian, Lithuanian, Polish, Punjabi, Russian, Slovak, and Urdu.

The guide will include general information for patients on how and why they should register with a GP, assessment, medical history, determinants of health, general care/treatment issues, clinical care, procedures, maternity, child health and immunisation and patient feedback on their experience.

3.5.3 Multi Agency Hate Response Strategy (MAHRS) Partnership (formerly Racial Attacks and Harassment Multi Agency Strategy (RAHMAS) Partnership)

The Multi Agency Hate Response Strategy (MAHRS) Group brings together local public and voluntary sector organisations to work to identify and eliminate unlawful discrimination, attacks and harassment and to promote good relations. Originally focused on racially motivated discrimination, the group is broadening its remit to encompass all 'hate' incidents in relation to all equality strands. The multi agency launch will take place in Spring 2010.

3.6 RELIGION AND BELIEF

Provision has been made in the new Forth Valley Royal 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.

- A small group of trained Chaplaincy Volunteers will be in place by June 2010 to supplement the work of the Spiritual Care Team; with three expected to begin work July/August 2010
- The Spiritual Care Team continue to implement recommendations as per CEL-49 (2008) re-Spiritual Care

3.7 DIVERSITY CHAMPIONS

Locally there are now 37 trained Staff Diversity Champions. A 'Diversity Champion Drive' is being planned during 2010 supported by an information campaign to highlight the role of the champions.

4. FINANCIAL IMPLICATIONS

There are no specific financial implications associated with the report; however the ongoing review of Equality and Diversity training requirements; processes for improved monitoring of Equality Impact Assessments; developments inpatient data monitoring and the review of interpretation and translation provision will highlight resource issues during 2010/11.

5. WORKFORCE IMPLICATIONS

The NHS Forth Valley workforce is key to the delivery of the Equality and Diversity agenda both in terms of delivering services for our population which are fair for all and also as recipients of our work to promote equality of opportunity for all staff.

6. RISK ASSESSMENT AND IMPLICATIONS

This paper outlines progress and highlights any issues associated with progressing the Equality and Diversity agenda within NHS Forth Valley.

7. RELEVANCE TO STRATEGIC PRIORITIES

Equality and Diversity work streams form an integral part of NHS Forth Valley's Patient Focus, Public Involvement framework.

8. RELEVANCE TO DIVERSITY AND/OR EQUALITY ISSUES

NHS Forth Valley is required to comply with the duties of the:

- Race Relations (Amendment) Act 2000
- Sex Discrimination Act 1975
- Disability Discrimination Act 1995 and Disability Discrimination Act 2005
- Employment Equality (Religion or Belief) Regulations 2003
- Employment Equality (Sexual Orientation) Regulations 2003
- Employment Equality (Age) Regulations 2006
- The Equality Act 2006

Impact Assessment: - The Equality and Diversity progress report is a factual summary of actions completed in relation to equality and diversity and as such does not require an impact assessment.

9. RECOMMENDATIONS FOR DECISION

Forth Valley NHS Board is asked to –

- Note the content of this report.

10. AUTHOR OF PAPER/REPORT

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