

**Objective 1: Engagement and Promotion**

**Context:** Across the Trust there are a number of meetings between Trust Staff and Patient Representative Groups. Whilst there is evidence of good practice, the collation of this evidence has not formed a part of everyday working and communication. If we consider this from an outcomes perspective, the Trust is not recording outcomes and therefore is unable to proactively identify new projects arising from best practice or where there are areas that would benefit from support or focussed projects.

**Equality Objective:**

Objectives	Action	Outcomes/Measures
<p><b>Support patient groups, identifying where there are gaps in services which affect our service to patients.</b></p>	<p>To collate all the best practice within the Trust into one reference area enabling a review of actions currently undertaken</p> <p>Create a database of the information gathered identify any gaps in best practice.</p>	<p>An ability to evidence good practice; which will identify, where possible new projects to support the Trust's ongoing commitment to equality and diversity.</p> <p>Ability to identify gaps in good practice which will enable identification of area that require Equality and Diversity intervention in the form of a project based objective.</p> <p>Measureable: Ability to offer evidence of good practice for internal audits (RSM Tenon) and external audits</p>
<p><b>To invite and prepare a series of Diversity awareness sessions for Trust staff and representatives from the 9 protected characteristics to ensure a wider understanding of the needs of all protected characteristics</b></p>	<p>Invite representative from patient groups into the Trust to participate in awareness sessions</p> <p>Review patient complaints in relation to Diversity, identifying if there are any groups that complain more than others and whether the nature of the complaint relates to Diversity/cultural issues</p>	<p>Increased staff awareness of diversity issues measured by Feedback from presenting groups, patients and staff</p> <p>A clear understanding of any gaps within cultural groups that require additional support and E&amp;D focus to improve the patient experience.</p>
<p><b>To proactively identify areas where the Trust may be deficient in supporting any of the characteristic groups.</b></p>	<p>Review patient and staff surveys; to identify if there are any gaps or barriers to provision of services or employment</p> <p>Analyse of the data collected will provide identification of any gaps or potential for prospective new equality projects.</p> <p>Use the reception information zones to raise patient/staff awareness of diversity and cultural awareness by inviting patient groups to promote</p>	<p>By the Collation of best practice identify gaps in provision or barriers to access; this will highlight areas that require and E&amp;D focus or projects.</p>

	issues.	
<b>To review processes in high profile areas i.e. elderly care with a view to increasing patient, carer and family satisfaction</b>	Invite representative groups into the Trust for consultation on elderly, learning disabilities, mental health etc., patient needs	A clear understanding of any gaps within services for targeted groups that require additional support.  E&D focus to improve the patient experience.
<b>To engage with staff in high profile areas to identify where support would be best placed to give maximum results.</b>	Implement a good idea's scheme that both staff and patients could make suggestions on how to improve diversity in the Trust.	Empower Staff: to suggest improvements in patient care and processes  Empower patients to suggest improvements and to nominate staff for employee of the month.  Measurable: Feedback/audit
<b>Timescale:</b> Quarterly interim reviews against objective throughout 2012; By April 2013 initial results will be ready for publishing; this will be an ongoing theme for 2013/14/15 to ensure all projects and new processes are embedded		
<b>Mainstream:</b> This equality objective will be taken forward as part of the organisation's agreed package of Equality Improvements; workforce improvement measures in response to Staff Surveys and improvements in patient experience particularly within high profile areas.		
<b>Transparent Reporting:</b> The Trust will report on progress of this objective on a quarterly basis to the Trust Risk and Assurance Committee; an annual report on progress within this objective will be included in the Risk and Assurance Committee annual report to the Board. This will demonstrate the Trusts compliance with the general public sector equality duty. The Trust has decided not to engage with the EDS system, however will engage with local groups and organisations and using the EDS 18 equality points collate evidence against them to ensure ease of audit.		