



**Barnsley Hospital**  
NHS Foundation Trust

# NHS Equality Delivery System 2022

## EDS Reporting Template

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## NHS Equality Delivery System (EDS)

<b>Name of Organisation</b>		Barnsley Hospital NHS Foundation Trust	<b>Organisation Board Sponsor / Lead</b>		
			Steven Ned, Director of Workforce Jackie Murphy, Director of Nursing & Quality		
<b>Name of Integrated Care System</b>		South Yorkshire			

<b>EDS lead</b>	Head of Inclusion & Wellbeing		<b>At what level has this been completed?</b>		
				<b>“List organisations</b>	
<b>EDS Engagement date(s)</b>	09 February 2023 – Domain 1 14 February 2023 – Domain 2 22 February 2023 – All Domains, Peer Review		<b>Individual Organisation</b>	Barnsley Hospital NHS Foundation Trust	
			<b>Partnership* (two or more organisations)</b>	Doncaster & Bassetlaw Teaching Hospitals NHS Foundation Trust, Rotherham Hospital NHS Foundation Trust, Rotherham, Doncaster and South Humber NHS Foundation Trust (RDaSH)	
			<b>Integrated Care System-wide*</b>		



# EDS Rating and Score Card

## Key

<b>Undeveloped activity</b> – organisations score out of 0 for each outcome	Those who score <b>under 8</b> , adding all outcome score in all domains, are rated <b>Undeveloped</b>
<b>Developing activity</b> – organisations score out of 1 for each outcome	Those who score <b>between 8 and 21</b> , adding all outcome score in all domains, are rated <b>Developing</b>
<b>Achieving activity</b> – organisations score out of 2 for each outcome	Those who score <b>between 22 and 32</b> , adding all outcome score in all domains, are rated <b>Achieving</b>
<b>Excelling activity</b> – organisations score out of 3 for each outcome	Those who score <b>33</b> , adding all outcome score in all domains, are rated <b>Excelling</b>

## Domain 1: Commissioned or provided services

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
Domain 1: Commissioned or provided services	1A: Patients (Service users) have required levels of access to the service	<p><b>Community Diagnostic Centre (CDC)</b></p> <ul style="list-style-type: none"> <li>Targeted engagement work undertaken to understand and support people with learning disabilities and autism to attend their breast screening appointments</li> <li>Targeted engagement with service user groups requiring physical and emotional support to understand the challenges they face attending their appointments and the reasonable adjustments that can be made to better support the experience</li> <li>Development of an online booking system for phlebotomy appointments</li> <li>Access to telephone, video, face to face and translation services to support communication needs</li> <li>Service pathway videos have been created which include BSL</li> <li>Service user engagement to inform the design, environment, communication, information and accessibility needs of service users.</li> <li>A welcome sign is being developed for the reception area and will display using the most used languages at the centre.</li> </ul> <p><b>Maternity</b></p> <ul style="list-style-type: none"> <li>Access to telephone, video, face to face and translation services to support communication needs.</li> <li>Engagement work undertaken with the BAME community to understand.</li> <li>Recite is now available on the Maternity website to support communication needs</li> <li>Through COVID-19 BAME birthing people received a letter raising awareness of their increased vulnerability to the disease. Signs and symptoms to look out for were included in the letter as well as contact numbers for maternity triage.</li> <li>In conjunction with the local council webinars were available for staff to raise their awareness and respond to questions and concerns about offering covid vaccinations to pregnant women especially those from vulnerable groups</li> </ul>	<b>2 - Achieving</b>	Patient Experience and Engagement Manager / Head of Midwifery

		<ul style="list-style-type: none"> <li>• Vaccination literature made available in different languages for service users</li> <li>• Maternity website landing page can be accessed in service user's language of choice through ReCite Me App. All in date trust guidance is available on the maternity website</li> <li>• 'Do you need an interpreter?' poster on display in all maternity areas. The poster is designed to alert Non-English speakers to the availability of translation services.</li> <li>• Read aloud feature available in languages other than English</li> <li>• Easy read patient information leaflets available which can be accessed on the trust website</li> <li>• Information in braille available on request</li> <li>• Self-referral portal available on the trust website which allows service users to refer themselves into the maternity service using a language of their choice</li> <li>• Complex pregnancy women receive an individualised plan with their consultant team as per the 'MDT care plan for women with additional health or support needs'</li> <li>• All BAME women are invited into triage for review regardless of their reason for contact.</li> <li>• The Public Health Midwife engages with the Refugee and Asylum-Seeking Community Group- information is given on maternity services and equipment/clothing is supplied from the Baby Basics Scheme based on service user need.</li> <li>• Dedicated perinatal mental health team and access to other specialist services if required (smoking cessation, bereavement, infant feeding, public health)</li> <li>• Trust SOP followed for supporting individuals with a learning disability and or autism</li> <li>• Support is available from the trust learning disabilities and safeguarding team if required</li> <li>• 'All about me' passport for patients with a learning disability</li> <li>• Maternity Voice Partnership now has BAME representation on the group. The group are actively involved within the maternity unit looking to improve services based on service user feedback</li> <li>• Cultural awareness training for all staff on mandatory training</li> </ul>		
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		<ul style="list-style-type: none"> <li>• Ongoing training for staff on access and use of telephone and face-to-face translation services</li> <li>• The Experiences of BAME women accessing Barnsley maternity services has been captured through research (completed 2022) in collaboration with NHS South Yorkshire ICB (formerly CCG), Maternity Voices Partnership (MVP), Barnsley Community Voluntary Service (CVS). An action plan is in development</li> <li>• The trust is working with the LMNS to delivery on the equity and equality action plan</li> <li>• Special dietary requirements can be catered for</li> <li>• Access to multi faith chaplaincy, prayer facilities available within the trust</li> </ul>		
	<p>1B: Individual patients (Service users) health needs are met</p>	<p><b>Community Diagnostic Centre</b></p> <p><b>Maternity</b></p> <ul style="list-style-type: none"> <li>• Maternity Services and MVP are working to co-produce a Personalised Care Plan to support women’s experiences when receiving care. MVP now has BAME representation on the group. The group are actively involved within the maternity unit looking to improve services based on service user feedback</li> <li>• Women can be supported by two birth partners during labour</li> <li>• Onsite Chaplaincy services supporting multi faith and spiritual care</li> <li>• An action from the Barnsley BAME Equity and Equality plan group is to co-design an evaluation form to solicit opinion from all maternity patients on their experience on the service. Opinion will be particularly sought from patients who class themselves within the nine protected characteristics to ensure inclusivity.</li> <li>• ‘Do you need an interpreter?’ poster on display in all maternity areas. The poster is designed to alert non-English speakers to the availability of translation services.</li> <li>• In conjunction with the local council webinars were available for staff to raise their awareness and respond to questions and concerns about offering covid vaccinations to pregnant women especially those from vulnerable groups</li> <li>• Vaccination literature available in different languages</li> <li>• Maternity website landing page can be accessed in service user’s language of choice through ReCite Me App. All in date trust guidance is available on the maternity website</li> </ul>	<p><b>2 - Achieving</b></p>	<p>Patient Experience and Engagement Manager / Head of Midwifery</p>



		<ul style="list-style-type: none"> <li>• Read aloud feature present in languages other than English</li> <li>• Easy ready capability function available on Trust website</li> <li>• Use of interpreter services offered at every contact for all non-English speaking women</li> <li>• Self-referral portal available which allows users to refer themselves into the maternity service using a language of their choice</li> <li>• There is a current active recruitment plan to increase BAME representation on the MVP group to ensure minority opinions are captured and representation is proportional.</li> <li>• Training for Maternity Support Workers on engaging BAME users, use of interpretation services and translating the maternity landing page to other languages</li> <li>• Continuity of Carer team midwifery, health/social needs are known within the team and responded to accordingly and any appropriate referrals made for specialist input</li> <li>• Complex pregnancy women receive an individualised plan with their consultant team as per the 'MDT care plan for women with additional health or support needs'</li> <li>• Paper 'Personalised Care Plan (PCP) in development which will be used to document service users individualised needs and preferences throughout their pregnancy journey</li> <li>• BCG vaccinations discussed at discharge and appointment generated</li> <li>• Service users asked to complete Friends and Family questionnaire at discharge to allow for service development</li> </ul>		
	<p>1C: When patients (Service users) use the service, they are free from harm</p>	<ul style="list-style-type: none"> <li>• Patient Safety and Harm Group</li> <li>• Learning from Serious Incidents</li> <li>• Policy for Safer Staffing across Adult Inpatient Areas</li> <li>• Safe Handover of Care Policy</li> <li>• Community Diagnostic Centre - Feedback</li> <li>• Nursing and midwifery documentation and assessments e.g. falls and pressure ulcer assessments, sepsis screening, DVT screening, mental health screening</li> <li>• AccessAble / Accessible information standard</li> </ul>	<p><b>1 - Developing</b></p>	<p>Patient Experience and Engagement Manager / Head of Midwifery</p>

		<p><b>Maternity</b></p> <ul style="list-style-type: none"> <li>• Maternity Voice Partnership now has BAME representation on the group. The group are actively involved within the maternity unit looking to improve services based on user feedback. This helps to ensure that cultural aspects of care delivery are recognised.</li> <li>• Staff are asked to ensure religious beliefs are discussed and documented.</li> <li>• Paper 'Personalised Care Plan (PCP) in development which will be used to document service users individualised needs and preferences throughout their pregnancy journey</li> <li>• Maternity Voice Partnership has active involvement with maternity services. Service user feedback is actively sought, concerns responded to with regular updates on progress fed back to MVP.</li> <li>• The Public Health midwife engages with the Refugee and Asylum-seeking Community Group. Engagement is within the local community where women and families may feel safer accessing care and 'hard to reach' service users may find to easier to access services.</li> <li>• The maternity services now capture data on ethnicity at the time of referral. This will allow for outcomes to be reviewed as part of continuous improvement for more vulnerable groups</li> <li>• Adherence to trust policy's and guidelines to minimise harm to patients. National guidance reviewed and adopted (or mitigations in place)</li> <li>• Trust Patient Safety and Harm weekly meeting to escalate and review any care concerns along with a maternity weekly maternity incident meeting where datix and care concerns are reviewed.</li> <li>• Easy to read patient safety information</li> <li>• Access to translation and interpretation services</li> <li>• Think family safeguarding team approach</li> <li>• Review of national MBRRACE reports and care recommendations reviewed and action plans developed to improve care delivery and minimise harm</li> <li>• Health start vitamins offered locally</li> <li>• Complex pregnancy women receive an individualised plan with their consultant team as per the 'MDT care plan for women with additional health or support needs'</li> </ul>		
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		<ul style="list-style-type: none"> <li>• The Public Health Midwife engages with the Refugee and Asylum-Seeking Community Group- information is given on maternity services and equipment/clothing is supplied from the Baby Basics Scheme based on service user need.</li> <li>• Dedicated perinatal mental health team and access to other specialist services if required (smoking cessation, bereavement, infant feeding, public health)</li> <li>• Cultural awareness training for all staff on mandatory training</li> <li>• Ongoing training for staff on access and use of telephone and face-to-face translation services</li> <li>• Triangulation of all adverse incident reporting mechanisms are reviewed and any themes acted upon.</li> </ul>		
	<p>1D: Patients (Service users) report positive experiences of the service</p>	<p><b>Community Diagnostic Centre</b></p> <ul style="list-style-type: none"> <li>• Service users have reported feedback through a local survey that they are pleased with the accessibility of the CDC. They don't feel the sense of a clinical environment and find it generally more relaxed and welcoming. As the CDC is located within the town centre, service users have reported that they can fit their appointments in whilst visiting the town centre for other purposes.</li> <li>• Service user feedback has informed that the colours and patterns used in the design are warm and subtle and refrain from overwhelming those with learning difficulties and autism.</li> <li>• Feedback results: How would you rate your overall experience at the CDC: Excellent: 88.31% Very Good:11.69%</li> </ul> <p><b>Maternity</b></p> <ul style="list-style-type: none"> <li>• Action plan through the Barnsley BAME Equity and Equality plan group is to co-design an evaluation form to seek solicit opinion from all maternity patients on their experience on the service. Opinion will be particularly sought from patients who class themselves within the nine protected characteristics to ensure inclusivity.</li> <li>• Maternity Voice Partnership now has BAME representation on the group and the group are actively involved with maternity unit and leads. This will help to ensure that cultural aspects of care delivery are recognised.</li> </ul>	<p><b>2 - Achieving</b></p>	<p>Patient Experience and Engagement Manager / Head of Midwifery</p>

		<ul style="list-style-type: none"> <li>• Triangulation of all adverse incident reporting mechanisms are reviewed and any themes acted upon</li> <li>• Maternity services are responsive to feedback, action plans developed from national and local patient experience and engagement surveys. Patient experience action plan is reported into monthly women's services governance meeting</li> <li>• Patient experience team able to report back to maternity issues of concern</li> <li>• Access to translation and interpreter services</li> <li>• E Midwife (secure on-line platform) available to capture opinions and feedback.</li> </ul>		
<b>Domain 1: Commissioned or provided services overall rating</b>			<b>7</b>	

## Domain 2: Workforce health and wellbeing

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
Domain 2: Workforce health and wellbeing	2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions	<p>A range of HWB initiatives, information pack, EDI &amp; HWB events and face to face activities have taken place to engage with staff and ensure the information is shared widely to staff with protected characteristics. Some of the support includes:</p> <ul style="list-style-type: none"> <li>• HWB Roadshows (EDI &amp; HWB service engage with staff across the Trust delivering HWB presentations and share HWB resources, HWB is completed to assess staff HWB needs- Database available</li> <li>• HWB Drop In sessions (two-month campaign organised to reach out to staff and promote HWB service directory, including HWB survey to assess the staff HWB needs</li> <li>• Health and wellbeing service directory created to provide internal and external HWB service</li> <li>• Hospital Pride event (event celebrated Diversity and promoted HWB resource)</li> <li>• Disability History Month Event (event focused on staff with disability to assess the use of Health passport and also promoted HWB resources, joint with survey)</li> <li>• Mental Wellbeing event (event hosted Barnsley football club and Andy's man club, internal and external HBW resources provided, which led to mental wellbeing forum being established</li> <li>• Schwartz Rounds (a structured forum where all staff come together regularly to discuss the emotional and social aspects of their work)</li> <li>• Mindfulness programme – participants felt they were better able to respond to stress, they had come away from the course with theory and techniques they could apply in their day to day working lives to help alleviate stress. This enabled people to be more emotionally available for colleagues and patients at work.</li> <li>• South Yorkshire long COVID support group and resources and hospital long Covid group</li> </ul>	<b>2 - Achieving</b>	Head of Inclusion & Wellbeing

		<ul style="list-style-type: none"> <li>• Bespoke training EDI and HWB for International Educated nurses (the training provided to international educated nurses in a very interactive session to make sure our ITE nurses will access HWB resources)</li> </ul> <p>The Trust provide different staff networking forums and different activities to make sure staff from all protected characteristics involved and supported to manage their HWB:</p> <ul style="list-style-type: none"> <li>• Art and Inclusion project (project funded by ICS and delivered voluntarily by the EDI and Inclusion team across the Trust to improve staff mental wellbeing). Successful project - participants unanimously stated that they have felt better after the sessions</li> <li>• Provision of Menopause peer support group is well established</li> <li>• Carers support forum is established (support forum for staff at the hospital who have a caring role)</li> <li>• Staff network (Disability, LGBTQ+, Race Equality and Inclusion staff network) Inclusion has a direct impact on HWB and staff network play a key role to address the staff needs including HWB and also promote the HWB resources to the rest staff with protected characteristics</li> <li>• Increased number of EDI &amp; HWB Champions – 57 Champions recruited and trained</li> <li>• Healthy Lives Service (Quit Smoking)</li> <li>• Drop In counselling service /Specialist staff Counselling / Mental Health Specialist nurse service - available to provide mental health support</li> <li>• Occupational Health service i.e. weight management, lifestyle checks</li> <li>• Know your numbers- mini lifestyle checks</li> </ul>		
	<p>2B: When at work, staff are free from abuse, harassment, bullying and physical violence from any source</p>	<p>WRES data 2022 – Staff experiencing bullying, harassment &amp; abuse from patients/relatives/public Decrease from 28.7% to 25.7% From staff - Decrease from previous year – 28.4% - 26.8% WDES 2022 – Patients/service users – increase from 26.3% to 30.8% Colleagues 23.3%, Managers – slight increase 11.5% to 11.6%</p> <ul style="list-style-type: none"> <li>• Dignity at Work (Bullying &amp; Harassment) Policy and management training</li> <li>• Violence &amp; Aggression Management Group (VAMG) is established and shared learning is identified.</li> </ul>	<p><b>2 - Achieving</b></p>	<p>Head of Inclusion &amp; Wellbeing</p>

		<ul style="list-style-type: none"> <li>• Priorities, Plans and Resources for violence reduction are in place and being developed further</li> <li>• Respect programmes are being delivered and de-escalation training.</li> <li>• New hashtag NoPlaceForHateInBarnsley is adopted across the Trust</li> <li>• No place for hate &amp; poster campaign to be enhanced and incorporate staff stories</li> <li>• Staff networks are playing a vital part and collaboration with Freedom to Speak Up Guardian (FTSU) &amp; Champions to allow a safe place for staff voice to be heard</li> <li>• Restorative Culture training will be rolled out across the Trust in 2023</li> <li>• Increase in the number of health &amp; wellbeing champions trained to support and promote positive behaviours</li> <li>• Walkabouts completed to look at CCTV, body cameras and signage</li> <li>• Positive workplace Culture group is looking at ways to improve staff experience</li> <li>• Internal and External Mediation support are available</li> <li>• Black History Month (celebrated Diversity and inclusion and promoted HWB resources and captured staff experiences on Racism and discrimination - survey)</li> <li>• Diwali and Onam Event (celebrated diversity to make our international educated nurses feel included and to raise awareness and for staff to embrace their culture. The event had a positive effect on staff HWB.</li> <li>• Trans Equality policy is in place</li> <li>• Health &amp; Safety Group – bi-monthly meetings, incidents and updates about Violence &amp; aggression management are discussed</li> <li>• People Plan Strategy – implementation plan to promote a caring, supportive, fair and equitable culture for all and creating an environment that supports EDI</li> </ul>		
	<p>2C: Staff have access to independent support and advice when suffering from stress, physical violence from any source</p>	<ul style="list-style-type: none"> <li>• FTSU Guardian – Active and linked to the staff networks</li> <li>• Staff Networks – Race, Equality &amp; Inclusion, Disability, LGBTQ+ (staff network is safe place for staff share their experience)</li> <li>• Mediation – 17 Internal mediators and External Mediation support service</li> <li>• VIVUP – 24/7 Support available 365 days a year</li> <li>• Menopause Group – Monthly Peer support group</li> </ul>	<p><b>2 - Achieving</b></p>	<p>Head of Inclusion &amp; Wellbeing</p>

		<ul style="list-style-type: none"> <li>• Inclusion and wellbeing Champions – 52 trained Champions across the Trust</li> <li>• Listening session with Chair + Staff network members (Chair had a session with the staff network members and listened to their views and needs)</li> <li>• Carers forum is established (support forum for staff at the hospital who have a caring role)</li> <li>• Chaplaincy are available to provide support</li> <li>• Trade Union representatives are available to provide advice and support</li> <li>• Professional Midwife Advocate PMA / Professional Nurse Advocate PNA – support staff to improve their wellbeing</li> <li>• Supporting staff involved in an incident, inquest, complaint or claim policy - provides a range of support available</li> <li>• Schwartz Rounds – provide a safe confidential space in a supportive environment to reflect and share experience</li> <li>• International Educated Nurses (many different events, training sessions, Ward Visit, one to one, focus group, Survey, empowering session + plus Guest speakers organised to empower our staff free from stress and how to report violence and access more resources</li> <li>• Counselling service, Drop in Counselling Service provides support</li> <li>• Partnership working and utilising internal and external resources i.e. Barnsley Football club, Andy's Man Club</li> <li>• HWB service directory – signpost the range of support available</li> <li>• New role; Preceptorship for newly qualified and new staff to the Trust, looking at the new legacy mentor to speak to staff to help facilitate positive working environment (advertised)</li> </ul>		
	<p>2D: Staff recommended the organisation as a place to work and receive treatment</p>	<ul style="list-style-type: none"> <li>• 2021 Results - Staff Survey (65.3%, from 2,020 responses)</li> <li>• Exit interviews; emails to leavers with link to ESR to encourage them to complete the exit questionnaire directly allowing employee to be honest and transparent</li> <li>• People Pulse Survey – 44.9% (based on low numbers 55 responses – January 2023) recommend the Trust as a place to work</li> <li>• Staff Networks (help the organisation to be a better place to work by creating safe place and also having a platform for staff to drive change and improve the workplace)</li> </ul>	<p><b>2 - Achieving</b></p>	<p>Head of Inclusion &amp; Wellbeing</p>



		<ul style="list-style-type: none"> <li>• Staff Roadshow (engagement exercise allow staff to be heard and looked after)</li> <li>• Staff HWB Campaigns (allow staff to be heard and looked after)</li> <li>• Racism and discrimination Survey (Black history month event helped the Trust to engage and identify staff needs)</li> <li>• LGBTQ+ information flyer (information pack and posters created a welcoming organisation according to the staff and patients and made information easy and accessible for staff to meet the LGBTQ+ needs)</li> <li>• FFT (EDI and Comms created equality monitoring questions to capture the equality data)</li> <li>• Flexible working policy +Group, Family friendly leave, Flexible retirement, Job share, Employment break, secondment policies promoted to all staff on the intra-net and news bulletins.</li> <li>• Increase provision; i.e. amendments to Family Friendly Policy including increasing family friendly paid leave i.e. from day one of employment, increase 3 to 5 days paid leave, Bereavement; paid Leave for 2-5 days plus one day for funeral and Emergency dependant leave from 1 to 2 days</li> </ul>		
<b>Domain 2: Workforce health and wellbeing overall rating</b>			<b>8</b>	

## Domain 3: Inclusive Leadership

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
Domain 3: Inclusive Leadership	3A: Board members, system leaders (Band 9 and VSM) and those with line management responsibilities routinely demonstrate their understanding of, and commitment to, equality and health inequalities	<ul style="list-style-type: none"> <li>• Board of Directors meeting – Equality monitoring reports</li> <li>• People Committee meeting – Annual Equality, Diversity and Inclusion Report is discussed</li> <li>• People Engagement Group (meeting – update provided quarterly about staff network and EDI initiatives</li> <li>• Trust's Strategic Objectives - implementation plan to promote a caring, supportive, fair and equitable culture for all and create an environment that supports</li> <li>• WRES/WDES Standard Submissions, action plans discussed and key recommendations</li> <li>• Executive level participation in the inclusive culture partnership programme (reciprocal mentoring)</li> <li>• Commitment to the Rainbow badge scheme</li> <li>• Commitment in supporting Project Search internship programme for learning disability and Autism</li> <li>• Regular meeting with NED to provide EDI updates, discuss key issues and identify support</li> <li>• Chair arranged and attended meeting with Staff network core members to gain insight about network, discuss ideas, support</li> <li>• Executive and Non-executive board member attended Race Equality Staff Network, shared insight and an opportunity for members to express any issues and any identified support</li> <li>• Promote EDI initiatives e.g. Team brief</li> <li>• Collaborating with ICB in developing an approach to address health inequalities</li> <li>• Board members/senior leaders support events e.g. Black history, disability history month, LGBTQ+ and Diwali</li> </ul>	<b>2 - Achieving</b>	Executive Management Team

	<p>3B: Board/Committee papers (including minutes) identify equality and health in equalities related impacts and risks and how they will be mitigated and managed</p>	<p>A sample of board papers / committee papers and workplan 2022 were examined, equality and health inequalities are discussed:</p> <ul style="list-style-type: none"> <li>• EDI annual report</li> <li>• WRES / WDES / Gender Gap reports and action plan</li> <li>• Board reports, Council of Governors – Staff Survey results, Ockenden report</li> <li>• Patient experience report and annual in-patient survey and action plan</li> <li>• Quality &amp; Governance Committee</li> <li>• Improving Public Health and Reducing Inequalities presentation</li> <li>• Patient Experience and Engagement Activity Briefing Paper</li> </ul> <ul style="list-style-type: none"> <li>• Business case proposals include equality impact assessments, if no impact assessments are required the reason is stated to confirm consideration has taken place.</li> </ul>	<p><b>2 - Achieving</b></p>	<p>Interim Director of Corporate Governance</p>
	<p>3C: Board members and system leaders (Band 9 and VSM) ensure levels are in place to manage performance and monitor progress with staff and patients</p>	<ul style="list-style-type: none"> <li>• Board of Directors Public Work Plan</li> <li>• People Committee</li> <li>• EDI annual report</li> <li>• Monitor the implementation of WRES / WDES and the impact of actions</li> <li>• Gender Pay Gap report and Action plan update</li> <li>• Finance and Performance Work Plan – learning from Covid, Community Diagnostic Centre</li> </ul>	<p><b>2 - Achieving</b></p>	<p>Executive Management Team/ Head of Inclusion &amp; Wellbeing</p>
<p><b>Domain 3: Inclusive leadership overall rating</b></p>			<p><b>6</b></p>	
<p><b>Third-party involvement in Domain 3 rating and review</b></p>				
<p><b>Trade Union Rep(s):</b></p>		<p><b>Independent Evaluator(s) / Peer Reviewer(s):</b> Doncaster &amp; Bassettlaw, Rotherham Hospital, RDaSH - <b>Developing</b></p>		

## EDS Organisation Rating (overall rating):

### Organisation name(s):

Those who score **under 8**, adding all outcome score in all domains, are rated **Undeveloped**

Those who score **between 8 and 21**, adding all outcome score in all domains, are rated **Developing**

Those who score **between 22 and 32**, adding all outcome score in all domains, are rated **Achieving**

Those who score **33**, adding all outcome score in all domains, are rated **Excelling**

## EDS Action Plan

EDS Lead	Year(s) active
Head of Inclusion & Wellbeing	2023
EDS Sponsor	Authorisation date
Director of Workforce	28 <sup>th</sup> March 2023

Domain	Outcome	Objective	Action	Completion date
<b>Domain 1: Commissioned or provided services</b>	1A: Patients (service users) have required levels of access to the service	<p>Strengthen partnership and engagement with patients/service users and those underrepresented from diverse communities to meet the needs of patients/ service users</p> <p>Obtain feedback from diverse patients/service users' feedback on access to services</p> <p>Ensure maternity services are accessible to all patients including those with protected characteristics to overcome any barriers in accessing services</p>	<ul style="list-style-type: none"> <li>• Establish a diverse patient (protected characteristics) panel to monitor feedback and ensure patients/service users voices are heard to influence access to services</li> <li>• Collaborate with patient experience and engagement team, inclusion and wellbeing team and diverse patients' panel to enhance services</li> <li>• Maternity services to implement and monitor measures to improve the experiences of BAME women accessing maternity services</li> </ul>	<p>October 2023</p> <p>October 2023</p> <p>December 2023</p>
	1B: Individual patients (Service users) health needs are met	Engagement with diverse patient panel to ensure the needs of patients / service users health needs are met	<ul style="list-style-type: none"> <li>• Establish a diverse patient (protected characteristics) panel and seek feedback to demonstrate the impact of</li> </ul>	October 2023

		Ensure feedback is captured from BAME Women including those with protected characteristics	<p>services in meeting their health needs</p> <ul style="list-style-type: none"> <li>• Demonstrate positive actions taken to overcome any identified barriers and outcomes</li> <li>• Maternity service to seek feedback from patients on their experience of service to ensure inclusivity</li> </ul>	December 2023
	1C: When patients (Service users) use the service, they are free from harm	Improve safety outcomes for patients with protected characteristics	<ul style="list-style-type: none"> <li>• Establish a diverse patient's protected characteristics) panel</li> <li>• Collate and triangulate data for patients with protected characteristics and BAME women, seek feedback and act upon findings and allow for outcomes to be reviewed as part of continuous improvement for more vulnerable groups</li> </ul>	October 2023 December 2023
	1D: Patients (Service users) report positive experiences of the service	Data for patients with protected characteristics to be collated to capture their experience of the service and influence outcomes	<ul style="list-style-type: none"> <li>• Include equality questions to all survey relevant to the patients and analyse the data to identify any areas for improvement</li> <li>• Implement measures to improve the experiences of BAME women accessing maternity services</li> <li>• Maternity service to seek feedback from patients on their experience of service to ensure inclusivity</li> </ul>	October 2023 December 2023 December 2023

Domain	Outcome	Objective	Action	Completion date
Domain 2: Workforce health and wellbeing	2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions	Continue to provide and enhance the health and wellbeing support to staff to enable staff to thrive at work	<ul style="list-style-type: none"> <li>Complete NHS health and wellbeing framework diagnostic to inform organisational action plan</li> <li>Sickness and absence data to support staff to self-manage long term</li> <li>conditions and to reduce negative impacts of the working environment</li> <li>The organisation promotes and provides innovative initiatives for work-life balance, healthy</li> <li>lifestyle, encourages and provides opportunity to increase physical activity levels</li> </ul>	<p>June 2023</p> <p>October 2023</p> <p>October 2023</p>
	2B: When at work, staff are free from abuse, harassment, bullying and physical violence from any source	Create a caring and compassionate culture and a climate that supports equality, diversity and inclusion	<ul style="list-style-type: none"> <li>Deliver the Restorative and Just culture approach across the Trust as part of the wider development of the Culture &amp; OD Strategy</li> </ul>	March 2024
	2C: Staff have access to independent support and advice when suffering from stress, physical violence from any source	Encourage staff to speak up, raise concerns and access support for stress or incidents of violence	<ul style="list-style-type: none"> <li>Promote the range of support available to staff e.g. staff network, trade union representatives etc</li> </ul>	October 2023

			<ul style="list-style-type: none"> <li>• Increase FTSU and Inclusion &amp; Wellbeing Champions activity</li> </ul>	October 2023
	2D: Staff recommended the organisation as a place to work and receive treatment	<p>To Improve on monitoring retention data</p> <p>To improve on responding on employment exit interviews</p>	<ul style="list-style-type: none"> <li>• Develop and deliver 2022 staff survey results action plans within CBUs</li> <li>• Implement NHS nursing &amp; midwifery retention framework diagnostic organisational action plan</li> <li>• Data from employment exit interviews are used to show trends and make improvements</li> <li>• Collate and compare the experiences of BAME, LGBT+ and Disabled staff against other staff members, and act upon the data</li> <li>• Triangulate data obtained from sources e.g. sickness absence, discipline &amp; grievances, staff survey, pulse surveys and exit surveys to understand and improve staff experiences</li> </ul>	<p>April 2023</p> <p>March 2024</p> <p>October 2023</p> <p>October 2023</p> <p>October 2023</p>



Domain	Outcome	Objective	Action	Completion date
Domain 3: Inclusive Leadership	3A: Board members, system leaders (Band 9 and VSM) and those with line management responsibilities routinely demonstrate their understanding of, and commitment to, equality and health inequalities	Board members and senior leaders to demonstrate their commitment to equality and health inequalities	<p>Board members and senior leaders to:</p> <ul style="list-style-type: none"> <li>• identify more than one network champion</li> <li>• meet staff network members frequently and allow network members to share their views and concerns</li> <li>• hold services to account, allocate resources and raise issues relating to equality and health inequalities on a regular basis</li> <li>• increase sponsorship of religious, cultural or local events/celebrations</li> <li>• demonstrate commitment to health inequalities and EDI</li> <li>• actively communicate with staff, system partner about health inequalities and EDI</li> </ul>	<p>September 2023</p> <p>October 2023</p> <p>October 2023</p> <p>September 2023</p> <p>October 2023</p> <p>October 2023</p>
	3B: Board/Committee papers (including minutes) identify equality and health in equalities related impacts and risks and how they will be mitigated and managed	Ensure all board / committee papers/ minutes identify equality and health inequalities related impact assessments and risks will be mitigated and managed through governance & assurance processes	<ul style="list-style-type: none"> <li>• Board / committee papers / including cover sheets and minutes to have completed and health inequalities related impact assessments are consistently considered and risks mitigated</li> </ul>	October 2023

	<p>3C: Board members and system leaders (Band 9 and VSM) ensure levels are in place to manage performance and monitor progress with staff and patients</p>	<p>Board members to actively promote awareness of EDI issues, enhance and embed EDI across the Trust</p>	<p>Board members and senior leaders to:</p> <ul style="list-style-type: none"> <li>• actively support staff experiencing menopause within the working environment</li> <li>• show year on year improvement using Gender Pay Gap reporting, WRES and WDES</li> <li>• Continue to monitor and strengthen the implementation and impact of actions required of the following: WRES (including Model Employer), WDES, NHS Oversight and Assessment Framework, Impact Assessments, Gender Pay Gap reporting, staff risk assessments (for each relevant protected characteristic), SOM, end of employment exit interviews, Patient and Carer Race Equality Framework (PCREF) (Mental Health), EDS 2022, Accessible Information Standard, partnership working – Place Based Approaches</li> </ul>	<p>June 2023</p> <p>February 2024</p>
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