

Luton and Dunstable University Hospital Trust

EDS2

Equality Delivery System 2

2014 Performance Report

(Informs 2015 project plan)

Contents

	Page
Executive Summary	
1. Introduction	3
2 What is the Equality Delivery System EDS2?	4
3. Evidence of performance following 2013 grading	6
4. Planning for 2015	11
5. Conclusion	12

Executive Summary

TITLE: Equality Delivery System (EDS2) Annual Performance Report for the period 2013 – 2014.

PURPOSE OF REPORT -

This report provides the Trust Board with an overview of progress in equality and diversity activity in service delivery over the last 12 months. It is also an important part of applying the NHS Equality Delivery System (EDS2) – a tool designed by the Department of Health to help the NHS deliver improved equality performance and to meet the requirements of the Public Sector Equality Duty.

It outlines the analysis of equality information in relation to service users, illuminating key gaps in service delivery and also summarises the actions and achievements of the Trust and the priorities for the year ahead. It also used the EDS2 grading system in its performance results.

It provides assurance that the Trust is meeting its legislative duties and the requirements of other National Policy Drivers (including those of the Care Quality Commission, Equality and Human Rights Commission and the National Health Service Litigation Authority).

EXECUTIVE SUMMARY

A number of key developments have been achieved over the last 12 months. Some of these include:

- The implementation of the NHS Equality Delivery System (EDS2) and the undertaking of a self assessment of current performance against the EDS which was agreed collaboratively with stakeholders. Key gaps and inequalities were identified and an EDS Action Plan agreed and implemented, resulting in improvements for the current year.
- The review and provision of equality Information (published on the Trust's Web Site in line with legislation requirements).
- The implementation of 4 Equality Objectives (published on the Trust's Web Site in line with the Public Sector Equality Duty requirements).
- The review of interpreter services during 2014 to ensure cost effectiveness and improve overall patient care.
- The presentation of a Breast Feeding Friendly Award by Wigan Council. A Breast Feeding Room is now available on all hospital / out-patient sites.
- The presentation of an Energising for Excellence Award, awarded for the delivery of Accident and Emergency Tours for individuals with learning disabilities.

The report shows that the grading awarded to the Trust in 2014, shows significant improvement from the 2013 results. This report includes a project plan aimed at improving the consultation process for 2015.

1. Introduction

Luton and Dunstable University Hospital is an acute hospital run by the NHS in Bedfordshire. It is a Foundation Trust, providing medical and surgical services for over 350,000 people in Bedfordshire, the north of Hertfordshire and parts of Buckinghamshire.

Since the Public Sector Equality Duty in 2011 under the Equality Act 2010, the Trust has used the NHS Equality Delivery System (EDS2) framework for managing its performance on equalities EDS2 supports good practice in relation to other health care frameworks such as:

- Care Quality Commission (CQC) Registration Framework
- NHS Outcomes Framework
- NHS Constitution
- Human Resources Transition Framework (FREDA)

2. What is the “Equality Delivery System”- EDS2?

NHS England designed this National Equality Framework the “Equality Delivery System” EDS2 as an audit tool for measuring NHS equality performance against four goals. People can grade the Trust on the basis of its performance under these overarching goals, which are

- Better Health Outcomes for All
- Improved Patient Access and Experience
- Empowered, Engaged and Well Supported Staff
- Inclusive Leadership

The information in this report is organised under these goals and the Trusts Equality Objectives and the progress achieved are linked to these goals.

Within the four goals, there are 18 standards or outcomes, against which we assess and grade our equality performance.

2.1 EDS grading

The system developed for use with the EDS has four grades, with the highest grade ‘excelling’ and the lowest ‘underdeveloped’, see table 1 below.

Table 1

Excelling - grade	The evidence shows that people from all the protected groups fare as well as people overall
Achieving - grade	The evidence shows that most people from the protected groups fare as well as people overall
Developing - grade	The evidence shows that people from only some of the protected groups fare as well as people overall
Underdeveloped - grade	The evidence shows that people from all the protected groups fare poorly compared with people overall or the evidence is not available

2.2 EDS grading 2013

Following an internal assessment, the Trust hosted its first EDS Grading Workshop in October 2013 which provided an opportunity for local stake holders to discuss if the Trust was meeting the equality targets.

Following a presentation from various representatives from the Trust, the group was divided into workshops and asked to consider the evidence and their own experiences to grade the Trust, against the four EDS goals and 18 specific outcomes and help identify areas of work

The Trust was graded accordingly:

EDS Goal	Grading
Better Health Outcomes for All	Underdeveloped
Improved Patient Access and Experience	Developing
Empowered, Engaged and Well Supported Staff	Developing
Inclusive Leadership	Underdeveloped

Following the grading process, the workshops focused on areas of work that members felt should be developed.

2.3 Workshops

1. Better Health Outcomes for All

- *Services will be designed and procured to meet the health needs of local communities, promote well-being, and reduce health inequalities. In particular for patients with a disability and patients from Black and Minority groups*
- *Patients will be informed and supported so that they can understand their diagnoses, consent to their treatments, and choose their places of treatment*

2. Improved Patient Access and Experience

- *For patients who need support in understanding or communicating with clinical staff we will develop tools to support our patients and we will measure our effectiveness.*
- *We will improve the way patients and carers complaints about services are collected and seek to reduce any Inequality gaps. In particular we will ensure patients with learning difficulties and or language needs are able to access our services”*
- *We will engage more with patients, carers and family members, broadening our approach so that we can target the ‘seldom heard’ communities*
- *We will collect and analyse the demographic data of patients to ensure we get a wide range of feedback on patient’s experience*

3. Empowered, Engaged and Well Supported Staff

- *We will through providing support, training, personal development and performance appraisal ensuring all staff are confident and competent to do their work, in order that services are commissioned and provided appropriately*
- *We will collect data for all our staff and measure our effectiveness on this objective by ensuring we close any gaps in the implementation of our policies in this objective area.*

4. Inclusive Leadership

- *We will mainstream equality in the core business of the Trust*
- *We will ensure that there is a clear system in place for conducting an Equality Analysis on services and policy changes”*

3. **Evidence of performance following the 2013 grading**

As part of the grading process we looked at what our performance was against the areas listed in Section 2 - 1-4 above. This was evaluated against “**what we said we would do**” along with “**evidence of progress or lack of progress**”.

You can find the results of this laid out in our report “**Equality Objectives and 5 Year Work Plan 2015**”. This has been laid out in charts showing both “**Progress**” and “**Additional Work Required**”.

4. **EDS2 2014**

In September 2014 the Trust conducted an internal grading process, using the revised EDS 2, where staff, senior managers and the 54 Personal Fair & Diverse champions, who represent a range of professions and grades across the Trust, were invited to comment and grade the Trusts performance against the four EDS goals and 18 outcomes.

Summary of evidence found:

- Services delivered by LDH are developed to meet the needs and specifications of Commissioners.
- Staff make use of Equality Impact Assessments in designing services and their impact monitored as a result of the views of patients
- L&D is positively involved in the Learning Disability Group to ensure that appropriate care and support is given to patients with learning disabilities
- The Trust regularly seeks feedback from patients through surveys, PAL’s and monitors complaints
- Staff have access to an Interpreting & Translation service, with usage monitored and reported upon
- The Trust continues with the ‘Perfect day’ initiative to ensure that staff are focused on patients needs
- The Trust engages with patients and public through the patient public participation group
- The Trusts complaints board ensures that the complaints process remains fair, efficient and issues raised are addressed

- The Trust makes use of the NHS jobs service to recruit to all posts and equality and diversity monitoring is an integral part of the recruitment, selection process
- Recruitment and selection training is available for all managers
- The Trust has a bullying and harassment policy as well as an employee assistance programme
- The Trust has in place a number of employee friendly policies as well as a flexible working policy
- The Trust has an equality, diversity and human rights committee which meets quarterly and whose chair is a non-executive director
- The Trust employs an equality and diversity lead who continues to provide face to face equality training and has produced a number of equality related guidelines, information books for staff

As a consequence of this evidence, the Trust was graded accordingly:

EDS Goal	Internal grading
Better health outcomes	Developing
Improved patient experience	Developing
A representative and supported workforce	Achieving
Inclusive Leadership	Developing

Following this internal process an external assessment was conducted where a range of community groups across the Trust's catchment area was invited to comment and grade the Trust and in October 2014, the Trust hosted an EDS2 workshop as part of the Patient and Public Participation group meeting

The results of both the internal and external process showed that the Trust was making progress across all of the four EDS goals.

4.1 EDS grading results for 2014

EDS Goal	Internal grading	External grading
Better health outcomes	Developing	Achieving
Improved patient experience	Developing	Achieving
A representative and supported workforce	Achieving	Achieving
Inclusive Leadership	Developing	Developing

The improvements to the grading from 2013 to 2014 reflect the fact that the Trust has started to make progress across the 4 key areas of work. Evidence shows that most people from the protected groups fare as well as people overall, but work needs to be done to identify and meet with communities who from one reason or another have not contributed to the process of grading or who do not routinely participate or identify themselves in workforce and

patient surveys these include people from LGB and Trans communities and across some minority ethnic communities.

5. **Planning for 2015/16**

This EDS2 project plan builds on the steps taken so far at Luton and Dunstable University Hospital taking the hospital into its 3rd year of implementing the Equality Delivery System.

Purpose

This project plan describes our approach to implement the Equality Delivery System (EDS2) for 2015-16, building on the progress made in the previous two years.

Identify Services

The Trust approach to target the service areas will be selective, informed or where there is a local evidence to suggest any equality issues within the protected / vulnerable groups or people who are most at risk (old age). Commissioners' priority areas will also inform the selection of service areas.

Identifying Stakeholders

The aim of the stakeholders is to assess our equality evidence and approve the grading of the outcomes. Typically local stakeholders comprise: patients, carers, members of local community groups and voluntary organisations, staff networks, FT Governors, staff and representatives of staff-side organisations. As our equality work progresses, the Trust is making new alliances with a number of key individuals and organisations, all of whom will be invited to the Trust's equality seminar in November 2015

To be completed by	October 2015
---------------------------	---------------------

Data collection

The evidence against the outcomes, in the form of patient stories / case studies, incidents, policies or guidelines and narrative about existing processes, systems and procedures will be collected by the Equality lead. Service leads will also facilitate the data collection.

To be completed by	September 2015
---------------------------	-----------------------

Data Analysis

For each of the EDS2 outcomes we have selected to audit, we are required to produce evidence demonstrating:

- Analysis of service delivery or workforce data by protected groups
- Evidence of engagement with the protected groups;
- Evidence of equality being included in the governance/business plan
- Evidence of action plans for the areas that require improvements.

In consultation with the respective service leads, the qualitative and quantitative data will be analysed and aggregated by the EDS2 project lead for appropriate scoring based on Purple, Green, Amber, Red (PRAG) rating. Where there are performance gaps, it will be acceptable as part of our equality action plan to address the areas for improvements.

Grading Key: We are doing very well	
--	--

People from all protected groups fare as well as people overall	Excelling
We are doing well People from most protected groups fare as well as people overall	Achieving
We are doing OK People from only some protected groups fare as well as people overall	Developing
We are doing badly People from all protected groups fare poorly compared with people overall	

To be completed by	October 2015
---------------------------	---------------------

Grading Event – Engagement with the local stakeholders

Performance will be assessed and graded by local stakeholders / independent third parties and other NHS organisations at a grading event in November 2015. Luton CCG and Bedfordshire CCG have kindly agreed to attend our grading event. Stakeholders or local interests, especially patients and community groups will be supported to understand the grading process. For this purpose, the E&D lead has planned to organise EDS2 training workshop to participating local stakeholders in support of the EDS2 evidence evaluation.

To be completed by	November 2015
---------------------------	----------------------

Publishing the report and feeding back to stakeholders

The engagement and feedback from the grading event will inform our action plans and where there are performance gaps, we will address the areas for improvements. The final report will be circulated to all of the stakeholders that we have engaged with. The report will also be made available on the Trust website.

To be completed by	December 2015
---------------------------	----------------------

6. Conclusion

The Trust acknowledges that although progress has been made against each of the objectives for 2014, there remain areas that require further work to achieve some of the milestones in the equality objectives. Specifically

- EDS Goal 1, “Better outcomes for all”, in relation to monitoring transitions
- EDS Goal 2, “Improved patient access and experience”, in relation to cultural and spiritual needs.

There are plans in place to meet the objectives and improve the grades by April 2016 and this report highlights the priority actions for 2014/15.

The Trust has shown progress in collecting and using data on the protected characteristics of its service users and employees. The ability to demonstrate to stakeholders that data is being used to inform service developments and improve patient outcomes will secure an improvement in EDS grades. The Head of Equalities and Organisational Development Communications will work with service lines and corporate services to embed the use of such information into day-to-day operational management.

The Trust has a good record on producing service user information in accessible formats. In addition to maintaining such good practice, service

teams will be encouraged to be more involved in improving accessibility and the patient experience, through;

- Involvement in the monitoring of contracts for interpreting services
- Better understanding of the therapeutic role of religion and belief in care
- Better understanding of customer care, including inter-cultural communications and customer care for a diverse community.

The Trust is well placed to improve on at least one, if not both of the workforce related EDS2 goals from Achieving to the highest grade of “Excelling”. The Equality, Diversity & Human Rights Committee will develop a detailed work programme for 2015, based on the priority actions outlined in this report and the outcome from the 2014 staff survey. The Trust remains committed to the improving in its performance against the four EDS goals and equality objectives and will continue to focus on improvement throughout 2015/16.