

Equality Scheme Action Plan 2010 – 2011

The Action Plan sets out what the NHS Lanarkshire (NHSL) will do in the period 2010-2011 to deliver continuous improvement across the entire equality and diversity agenda.

The Action Plan is presented in tabular format to outline:

- The focus of work being undertaken
- A timeline for completion of the work
- Responsibility for completing the individual tasks and overall work
- The broad strategy that the work is supporting.

As outlined in the NHS Lanarkshire's Single Equality Scheme (SES) we are taking a strategic approach to this work and as a consequence much of the content of this Action Plan describes an ongoing direction of travel which is planned to take us beyond the period of 2010-2011.

The Action Plan does however set clear priorities, plans and work to create milestones on our journey and, as a consequence, will be renewed and refreshed on an annual basis.

Area 1: Leadership, Corporate Commitment, and Governance

Objectives	Action	Lead	Timescale
<p>1.1 NHSL Board approves the SES and makes a public commitment to Equality and Diversity</p>	<ul style="list-style-type: none"> • NHSL board makes a public commitment by approving and supporting the publication of the Single Equality Scheme. (March 2010) • E&D supported and regularly reported to the Board. (Bi-Annual Report) • Individual Executive and non-executive members aware of individual and corporate responsibilities. • Ensure all outstanding actions from Previous Equality Schemes are reviewed and carried forward where appropriate. 	<ul style="list-style-type: none"> • Director of Organisational Development 	<p>March 2010</p> <p>Ongoing to March 2011</p> <p>April 2010</p>

Area 2: Equality and Diversity Impact Assessments (EDIA)

Objectives	Action	Lead	Timescale
<p>2.1 To develop and implement a comprehensive process for implementation of EDIA</p>	<ul style="list-style-type: none"> • Review policy writing guidance and ensure EDIA is embedded within the process • Ensure that all Board papers and CMT papers are equality impact assessed as standard practice • Continue to build capacity across the organisation and ensure relevant staff are trained and provided with guidance and support on or undertaking EDIA. • Develop EDIA databank & publish existing EDIAs 	<ul style="list-style-type: none"> • Equality and Diversity Manager and Risk Management team • Equality and Diversity Manager • Equality and Diversity Manager • Equality and Diversity Manager 	<p>June 2010</p> <p>March 2010 and ongoing</p> <p>Ongoing to March 2011</p> <p>June 2010</p>

Area 3: Partnership Working, Engagement and Involvement

Objectives	Action	Lead	Timescale
3.1 To empower all partners to participate in the planning and development of services.	<ul style="list-style-type: none"> Develop and Maintain effective arrangements to work in partnership with all stakeholders, including: <ol style="list-style-type: none"> patients/service users carers staff community groups partner agencies Engage / Involve / consult local minority and potentially disadvantaged communities on service design, reviews or changes. 	<ul style="list-style-type: none"> PFPI Leads PPI – Managers Equality and Diversity Manager Head of Planning 	<p>Ongoing with an Annual update March 2011</p> <p>April 2010 and ongoing to March 2011</p>
3.2 Ensure that the needs of gender-based violence survivors are identified and addressed across the system	<ul style="list-style-type: none"> Ensure the development of a Routine Enquiry (Gender Based Violence) action plan that prioritises Mental Health, Maternity, Primary Care and Addictions. Ensure the approach to GBV explicitly addresses the needs of ethnic, disabled and lesbian women. Deliver identified priorities within GBV plan. 	<ul style="list-style-type: none"> Directors of CHPs 	<p>April 2010 and Ongoing to March 2011</p>

Area 4: Care Experience

Objectives	Action	Lead	Timescale
4.1 Ensure that the care and services provided meet cultural, socially, religious and spiritually sensitive and are person and needs lead.	<ul style="list-style-type: none"> Raise awareness of the diverse range of religious and cultural/lifestyle dietary requirements within the population we serve Staff awareness of NHSL's Food, Fluid and Nutritional policy. Promotion of the Spiritual Care service to all NHSL service users (patients, carers and families) and staff 	<ul style="list-style-type: none"> Organisational Development Directorate Equality and Diversity Manager Head of Spiritual Care 	Ongoing with an Annual update March 2011
4.2 Enhance the provision of single sex accommodation in Hospitals.	<ul style="list-style-type: none"> Continue to develop provision of single sex accommodation within all NHS Lanarkshire inpatient accommodation through capital and minor capital investment programmes. 	<ul style="list-style-type: none"> Director of Acute Services and CHPs General Manager – Property & Support Services (PSSD) 	Ongoing to March 2011
4.3 Introduce a support service for Violence against Women in South Lanarkshire.	<ul style="list-style-type: none"> Extend the current North Lanarkshire EVA Service into South Lanarkshire. 	<ul style="list-style-type: none"> Director of CHPs 	August 2010
4.4 Health Improvement Initiatives delivered consistent with the needs of Communities.	<ul style="list-style-type: none"> Design and deliver bespoke health improvement initiatives to meet HEAT Targets and other NHS Lanarkshire priorities in accordance with cultural and specific needs of minority and other potentially disadvantaged communities. 	<ul style="list-style-type: none"> Directors of CHPs Director of Public Health 	Ongoing to March 2011
4.5 Deliver appropriate Spiritual Care to patients and staff	<ul style="list-style-type: none"> Review the NHS Lanarkshire Spiritual Care Policy in conjunction with the Spiritual Care Committee. Design and implement a Spiritual Care Development Plan for 2010/11. Extend liaison and partnership with local community faith and further develop the role of Honorary Chaplaincy across NHS Lanarkshire. 	<ul style="list-style-type: none"> Head of Spiritual Care 	<p>May 2010</p> <p>May 2010</p> <p>Ongoing to March 2011</p>

Area 5: Communications and Accessibility

Objectives	Action	Lead	Timescale
5.1 Continue to deliver effective changes in the provision of accessible information and communication to people with sensory or other impairments who require communication support or for whom English may not be a first language.	<ul style="list-style-type: none"> Develop a co-ordinated and comprehensive Communication policy to ensure accessibility of information and services: <ul style="list-style-type: none"> Establish systems of audit to identify need, existing capacity and gaps in provision Develop guidance on the application of new materials, information 	<ul style="list-style-type: none"> Head of Communications Equality & Diversity Manager Head of Patient Affairs 	Ongoing with an Annual update March 2011
5.2 Ensure that service users make informed choices on the treatment or services being offered.	<ul style="list-style-type: none"> All NHS Lanarkshire patient information to be appropriate and available in different formats upon request Further develop access to translation, interpreter and sign language services. 	<ul style="list-style-type: none"> Patient information Manager 	Ongoing with an Annual update March 2011
5.3 Equality of access for all to NHSL premises	<ul style="list-style-type: none"> Develop a phased approach to ensure all Disability Discrimination Act (DDA) audits of NHS Lanarkshire buildings are carried out. Establish clearly defined priorities and funding for implementation of changes to existing facilities in compliance with DDA requirements. Ensure that developments of all new builds and adaptations to existing facilities are fully compliant with DDA requirements. Ensure NHSL buildings have external and internal signage that is clear and accessible. Ensure fire alert systems are fully accessible to people with disabilities. 	<ul style="list-style-type: none"> General Manager – (PSSD) 	<p>Audit complete March 2009</p> <p>Ongoing to March 2011</p> <p>December 2010</p> <p>December 2010</p>

Area 6: Monitoring Data Reporting and Publishing

Objectives	Action	Lead	Timescale
6.1 Improve the collection and analysis of data in relation to ethnicity, disability, gender and sexual orientation in order to provide a sound basis for planning and service delivery in the context of local and national developments.	<ul style="list-style-type: none"> review existing arrangements for collection of inequalities data and design a work plan to address shortfall. establish routine collection and use of equalities data in relation clinical and organisational priorities. ensure staff are supported to understand the need to collect this data, in an appropriate, sensitive and informative way. 	<ul style="list-style-type: none"> Medical Records Manager Equality & Diversity Manager 	<p>January 2010</p> <p>Ongoing to March 2011</p> <p>Ongoing to March 2011</p>
6.2 Continue the compilation of comprehensive workforce reports providing regular information and analysis of Workforce demography and activity.	<ul style="list-style-type: none"> Continue to monitor inequalities related data for staff in post, in recruitment, promotion, disciplinary, grievance procedures, in training activity and staff leaving the employment of NHS Lanarkshire. 	<ul style="list-style-type: none"> Director of Human Resources 	<p>April 2010 and quarterly to March 2011</p>

Area 7: Workforce

Objectives	Action	Lead	Timescale
<p>7.1 Ensure NHS Lanarkshire demonstrates equality of opportunity in its, recruitment, retention and employment practices</p>	<ul style="list-style-type: none"> ongoing review of new and existing policies to ensure that they are equitable, free from discrimination and accessible to all 	<p>HR Directorate</p>	<p>Ongoing with an Annual update in March 2011</p>
	<ul style="list-style-type: none"> HR policies to continue to be subject to the EDIA process 	<p>HR Directorate</p>	<p>Ongoing with an Annual update in March 2011</p>
	<ul style="list-style-type: none"> Identify and respond to any trends of inequalities ascertained from related data of staff in post and applications for jobs, promotion, disciplinary, grievance procedures and staff leaving 	<p>HR Directorate</p>	<p>Ongoing with an Annual update in March 2011</p>
	<ul style="list-style-type: none"> Monitor application and outcomes of complaints of bullying and harassment in line with national directive Continued commitment towards the double tick symbol criteria and the development of good practices on the employment of disabled people will be strengthened. Conduct an Annual Gender audit and equal pay audit 	<p>HR Directorate</p>	<p>Ongoing with an Annual update in March 2011</p>

Area 8: Training and Development

Objectives	Action	Lead	Timescale
<p>8.1 Build capacity to develop skills and knowledge in staff groups to recognise, understand and address any forms of discrimination and inequalities</p> <p>Staff aware of the importance of E&D and embed this into all new and existing NHSL staff practice in line with KSF competences.</p>	<ul style="list-style-type: none"> • Ensure all new staff are aware of NHSL commitment to Equality and Diversity through effective Induction Training. • Continue to role out delivery of Equality & Diversity training to all NHS Lanarkshire staff. • Continue to develop and support the NHS Lanarkshire Diversity Champions programme. • Develop and deliver an equalities training programme for medical staff 	<ul style="list-style-type: none"> • Organisational Development Directorate • Equality and Diversity Manager • Director of Medical Education 	<p>Ongoing with an Annual update in March 2011</p>

Area 9: Commissioning and Procurement

Objectives	Action	Lead	Timescale
9.1 Ensure contracted services are fully aware of their duties and responsibilities for Equality and Diversity performance.	<ul style="list-style-type: none"> All contracts to contain clauses and performance measures on duties and responsibilities under Equality and Diversity legislation. 	<ul style="list-style-type: none"> Procurement Manager 	Ongoing with an Annual update in March 2011
9.2 Contracted services to demonstrate compliance with Equality and Diversity legislation.	<ul style="list-style-type: none"> Contract monitoring processes to take into account equality and diversity issues to monitor and ensure compliance with Equality & Diversity legislation. 	<ul style="list-style-type: none"> Procurement Manager 	Ongoing with an Annual update in March 2011
9.3 Ensures all commissioned services embed equality diversity and human rights in policies and practice.	<ul style="list-style-type: none"> Ensure that equality, diversity and human rights are embedded in Commissioned services. 	<ul style="list-style-type: none"> Procurement Manager 	Ongoing with an Annual update in March 2011