

## Equality, Diversity and Spirituality Action Plan 2006/07

### 1. Energising the Organisation

Action Point	Anticipated Benefit	Requirement Category	Leadership Role	Assessment of Progress
1.1 <ul style="list-style-type: none"> <li>▪ Establish an NHS Lanarkshire EDS Management Steering Group to lead and co-ordinate delivery and progress against this agenda. (June 2006)</li> <li>▪ Promote arrangements widely across NHS Lanarkshire. (July 2006)</li> </ul>	<ul style="list-style-type: none"> <li>○ Corporate Governance</li> <li>○ Leadership</li> <li>○ Performance Management</li> <li>○ Statutory Compliance</li> </ul>	F	Kenneth Small	
1.2 <ul style="list-style-type: none"> <li>▪ Deliver the Project Plan for NHS Lanarkshire as an SEHD Pilot Site on the introduction of Diversity Champions within the workplace.               <ul style="list-style-type: none"> <li>▪ Agree Project Plan (August 2006)</li> <li>▪ Implement Plan (From September 2006)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ Raised profile and understanding within workforce</li> <li>○ Reduced inequalities</li> <li>○ Shared ownership and responsibilities</li> </ul>	R, F, D and G	Kenneth Small / Hina Sheikh	
1.3 <ul style="list-style-type: none"> <li>▪ Continue development of the NHS Lanarkshire approach to EDS Impact Assessment to inform and influence Policy, Strategy Development, Service Re-Design and Modernisation.               <ul style="list-style-type: none"> <li>▪ Board Endorsement of Approach (Nov 2006)</li> <li>▪ Impact Assessment Training (December 2006 and ongoing)</li> <li>▪ Mainstreamed (From January 2007)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ Statutory Compliance</li> <li>○ Corporate Governance</li> <li>○ Reduced inequalities</li> </ul>	R and G	Hina Sheikh	

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2.4 Undertake a research project looking at the impact of racism on mental health within a specific community group (to be identified). (ongoing to March 2007)	<ul style="list-style-type: none"> <li>○ Community engagement</li> <li>○ Shaping services</li> <li>○ Health improvement</li> <li>○ Research and Development</li> </ul>	R, F and G	Hina Sheikh	

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## 3. Access and Service Delivery

Action Point	Anticipated Benefit	Requirement Category	Leadership Role	Assessment of Progress
3.1 <ul style="list-style-type: none"> <li>▪ Implement the NHS Lanarkshire Patient Focus and Public Involvement Strategy – with specific reference to engagement, involvement and effective communications with ethnic minority and other potentially excluded communities. (April 2006 – March 2007)</li> </ul>	<ul style="list-style-type: none"> <li>○ Improved patient, carer and community involvement</li> <li>○ More informed, knowledgeable and engaged communities</li> <li>○ Culturally competent services</li> </ul>	F and G	Martin Hill / Iain Hair	
3.2 <ul style="list-style-type: none"> <li>▪ Maintain regular and effective communication with ethnic minority and other potentially excluded communities in relation to the modernisation, re-design and development of health services. (Ongoing to March 2007)</li> <li>▪ Continue to support LEMAG (Ongoing to March 2007)</li> <li>▪ Work in full partnership with Local Authority colleagues and Groups to develop meaningful and effective engagement with ethnic minority and other potentially excluded communities. (Ongoing to March 2007)</li> </ul>	<ul style="list-style-type: none"> <li>○ Improved patient, carer and community involvement</li> <li>○ More informed, knowledgeable and engaged communities</li> <li>○ Culturally competent services</li> </ul>	F, R and G	Martin Hill / Iain Hair / Roy Watts / Hina Sheikh	

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3.3 <ul style="list-style-type: none"> <li>▪ Develop through consultation with communities the NHS Lanarkshire Disability Scheme and create an Action Plan to deliver progress and enhanced performance.               <ul style="list-style-type: none"> <li>▪ Scheme (October 2006)</li> <li>▪ Action Plan (December 2006)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ Statutory Compliance</li> <li>○ Community engagement and influence</li> <li>○ Competent services</li> </ul>	P, D and G	Hina Sheikh / Kenneth Small	
3.4 <ul style="list-style-type: none"> <li>▪ Continue to develop the NHS Lanarkshire's Diversity and Equality Website and internal Intranet site to guide and inform the general public and staff on the provision of culturally competent services. (Progress to March 2007)</li> </ul>	<ul style="list-style-type: none"> <li>○ More informed communities</li> <li>○ Enhanced cultural competence</li> <li>○ Enhanced access to services</li> <li>○ More informed staff</li> </ul>	G	Hina Sheikh	
3.5 <ul style="list-style-type: none"> <li>▪ Promote knowledge of and arrangements for access to effective interpreting and translation services across all clinical and service areas in NHS Lanarkshire. (July 2006)</li> <li>▪ Monitor and evaluate use and benefits from these services. (March 2007)</li> </ul>	<ul style="list-style-type: none"> <li>○ Improved patient and carer communication</li> <li>○ Enhanced patient, cover and staff understanding</li> <li>○ Enhanced cultural competence</li> </ul>	F and G	Hina Sheikh	

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<p>3.6</p> <ul style="list-style-type: none"> <li>▪ Develop and implement an NHS Lanarkshire Catering and Hospitality Policy which is culturally competent.             <ul style="list-style-type: none"> <li>▪ Policy (July 2006)</li> <li>▪ Implementation (March 2007)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ Enhanced cultural competence</li> <li>○ Health improvement</li> <li>○ Patient choice</li> </ul>	<p>F</p>	<p>Anne Armstrong</p>	
<p>3.7</p> <ul style="list-style-type: none"> <li>▪ Implement the NHS Lanarkshire Spiritual Care Policy through a comprehensive review and modernisation of spiritual care and chaplaincy arrangements.             <ul style="list-style-type: none"> <li>▪ Review (April 2006 – March 2007)</li> <li>▪ Implementation (From April 2007)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ Holistic care</li> <li>○ Health improvement</li> <li>○ Cultural competence</li> <li>○ Enhanced teamwork</li> <li>○ Staff Governance compliance</li> </ul>	<p>F, G and SC</p>	<p>Kenneth Small / Bob Devenny / Hina Sheikh</p>	

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## 4. Human Resources / Workforce

Action Point	Anticipated Benefit	Requirement Category	Leadership Role	Assessment of Progress
<p>4.1</p> <ul style="list-style-type: none"> <li>▪ Deliver the SEHD project on Equal Opportunities Workforce Monitoring within NHS Lanarkshire to establish an enhance knowledge and understanding of the workforce in relation to ethnic minorities and other potentially excluded groups. (July 2006)</li> <li>▪ Publish an annual NHS Workforce Profile. (April 2006)</li> <li>▪ Develop and Action Plan to create positive discrimination within underrepresented staff groups as appropriate. (September 2006)</li> </ul>	<ul style="list-style-type: none"> <li>○ Enhanced knowledge and understanding of workforce</li> <li>○ Staff Governance compliance</li> <li>○ Statutory compliance</li> <li>○ Equality of Opportunity</li> </ul>	<p>R &amp; G</p>	<p>Kenneth Small</p>	
<p>4.2</p> <ul style="list-style-type: none"> <li>▪ Maintain robust and effective performance monitoring and reporting arrangements to meet statutory requirements on workforce monitoring and improve employment practice in relation to Diversity and Equality in areas :               <ul style="list-style-type: none"> <li>▪ Staff in post</li> <li>▪ Applications for employment (internal and external)</li> <li>▪ Leavers and reasons for leaving</li> <li>▪ Applications and activity in education, learning and development</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ Staff Governance compliance</li> <li>○ Statutory compliance</li> <li>○ Equality of Opportunity</li> </ul>	<p>R &amp; G</p>	<p>Kenneth Small / Gordon Walker</p>	

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<ul style="list-style-type: none"> <li>▪ Training activity</li> <li>▪ Overview of Performance Assessments, Personal Development Planning and Review</li> <li>▪ Discipline, grievance and disputes</li> <li>▪ Bullying and Harassment at Work</li> <li>▪ Disability at Work (Ongoing to March 2007)</li> </ul> <ul style="list-style-type: none"> <li>▪ Publish quarterly and an annual employment activity Minimum Dataset Reports. (April 2006 – March 2007)</li> </ul>				
<p>4.3</p> <ul style="list-style-type: none"> <li>▪ Design and deliver a Senior Management Development Programme to enhance knowledge, understanding and leadership of the EDS agenda in the workplace. <ul style="list-style-type: none"> <li>▪ Design (August 2006)</li> <li>▪ Deliver (September – December 2006)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ Management Development</li> <li>○ Ownership and understanding</li> <li>○ Prioritisation and enhanced performance</li> </ul>	R, F, D and G	Kenneth Small / Hina Sheikh	
<p>4.4</p> <ul style="list-style-type: none"> <li>▪ Continue to develop opportunities for integration of competence in the area of diversity within the Agenda for Change KSF for individual members of staff across NHS Lanarkshire. (Ongoing to March 2007)</li> </ul>	<ul style="list-style-type: none"> <li>○ Enhanced staff competence and performance</li> <li>○ Effective and flexible training for staff</li> </ul>	R and G	Kenneth Small / Susan Dunne	
<p>4.5</p> <p>Continue to support local ethnic minority individuals to attend the “Building the Bridges” course, which prepares participants to become community health facilitators.</p>	<ul style="list-style-type: none"> <li>○ Improvement to access</li> <li>○ Breakdown of barriers</li> </ul>	F and R	Hina Sheikh / Iain Hair / Roy Watts	

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## 5. Community Development (including Patient Focus and Public Involvement)

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5.1 <ul style="list-style-type: none"> <li>▪ Develop the Public Partnership Forums of CHP's in NHS Lanarkshire to fully embrace participation and influence from ethnic minority and other potentially excluded communities. (Ongoing to March 2007)</li> </ul>	<ul style="list-style-type: none"> <li>○ Social inclusion</li> <li>○ Community development and engagement</li> <li>○ PFPI good practice</li> </ul>	PFPI and G	Kenneth Small / Iain Hair / Roy Watt	
5.2 <ul style="list-style-type: none"> <li>▪ Conclude the 3 year Health Bus Programme targeting health assessments and health promotion / information provision within ethnic minority and other potentially excluded communities. (October 2006)</li> <li>▪ Implement arrangements to mainstream this provision within the role of CHP's and MCN's as appropriate. (December 2006)</li> <li>▪ Publish an end of project annual report for the Health Bus Programme (December 2006)</li> </ul>	<ul style="list-style-type: none"> <li>○ Health improvement</li> <li>○ Community development and engagement</li> <li>○ Enhanced access to services</li>   <li>○ PFPI good practice</li> </ul>	PFPI & G	Hina Sheikh	

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## 6. Performance Monitoring and Evaluation

Action Point	Anticipated Benefit	Requirement Category	Leadership Role	Assessment of Progress
6.1   ▪ Design and implement performance management reporting arrangements to the EDS Committee and the Board of NHS Lanarkshire to monitor implementation of the EDS Strategy. (Ongoing to March 2007)	<ul style="list-style-type: none"> <li>○ Corporate governance</li> <li>○ Statutory compliance</li> <li>○ Robust performance management</li> </ul>			
6.2   ▪ Monitor, evaluate and report on the EDS performance of NHS Lanarkshire as a employer in relation to statutory and good employment practice requirements. (Ongoing to March 2007)	<ul style="list-style-type: none"> <li>○ Corporate governance</li> <li>○ Statutory compliance</li> <li>○ Robust performance management</li> </ul>			

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