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| **Green** | **Completed** |
| **Amber** | **In progress** |
| **Red** | **Overdue** |
| **Grey** | **Not applicable** |
| **✓** | **Relevant year(s)** |

**‘Everyone Counts’ Working Group**

***Equality and Diversity Action Plan - 5-box model; 2015-17***

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| **Box 1 - Strategy, Vision and Values** | | | | | | |
| **No** | **Specific Tasks and Actions** | **Lead** | **Timescale** | **Notes / Progress to date** | **2015-2016** | **Update**  **Feb 2016** |
| 1.1 | Develop and communicate Trust values relevant to equality and diversity – ‘Everyone Counts’ and ‘Respect and Dignity’. | Andy Rogers | March 2016 | Actions completed or being implemented.  ‘Everyone Counts’ is being adopted as our values-based title for equality and diversity work eg name of Trust working group and staff away day strand. | **✓** |  |
| 1.2 | Bring equality and diversity principles, values and issues alive for staff: |  |  |  |  |  |
| * Key note speakers at 2015 Staff Away Days all on diversity topics. | Juliet Morris | Aug – Oct 2015 | Completed via three large staff away days. Speakers included coverage of:  Transgender peoples’ experience  Older lesbian, gay, bi and trans-gender people’s experience of health and care. | **✓** |  |
| * ‘Everyone Counts’ equality and diversity workshops at Staff Away Days. | Julie Thornby/  Sonia Orr | Aug – Oct 2015 | Completed; themes for improvement identified. | **✓** |  |
| * Community Trust Leadership Group Session on equality and diversity. | Dee Radford/  Julie Thornby | Aug 2015 | Complete | **✓** |  |
| * Patient and Carer Panel Session on equality and diversity. | Mark Donovan | Oct 2015 | Complete | **✓** |  |
| 1.3 | Build longer term Equality and Diversity Strategy | Julie Thornby and ‘Everyone Counts’ Group | June 2016 | To be firmed up in the light of scoping by divisional champions.  Divisional Champions identified for the three Clinical Divisions | **✓** | **✓** |

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| **Box 2 – Symbols and Signals** | | | | | | |
| **No** | **Specific Tasks and Actions** | **Lead** | **Timescale** | **Notes / Progress to date** | **2015-2016** | **Update**  **Feb 2016** |
| 2.1 | ‘Everyone Counts’ staff award. This is to introduce a category in the Trust’s annual staff awards to recognise contribution/ attainment/ upholding this value. | Juliet Morris | Oct 2015 | Completed. Awarded and publicised. | **✓** |  |
| 2.2 | Develop stronger ways of helping people from protected characteristics to know how we can help them/that we are supportive/or encourage them to ask. | Mark Donovan | March 2016 | To research options and good practice, and implement. Seek ‘quick wins’ wherever possible.  Sub group of Patient and Carer Panel set up specifically to help us identify areas for action. Also, meetings planned for later in 2016 with groups from protected characteristics to see how we can best improve | **✓** | **✓** |
| 2.3 | Gather and use more staff and patient stories illustrating equality and diversity topics. | Mark Donovan | April 2016 | In progress – eg patient story by visually impaired patient of diabetes services at ‘Celebrating Success’ staff event in October 2015.  Call out made via Inform and Staff Away Days for staff stories.  Patient and staff stories continue to be collected | **✓** | **✓** |

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| **Box 3 - Skills** | | | | | | |
| **No** | **Specific Tasks and Actions** | **Lead** | **Timescale** | **Notes / Progress to date** | **2015-2016** | **Update Feb 2016** |
| 3.1 | Develop staff training on equality and diversity:   * Review content of induction * Explore inclusion of face-to-face provision, including patient and staff stories. * Develop handouts for volunteers | Sonia Orr/  Fiona MacPherson  Mark Donovan | Spring 2016 | Work initiated at ‘Everyone Counts’ Group.  Work on track  Feb 16 - Handouts for volunteers still to be developed | **✓** | **✓** |
| 3.2 | Develop links with expert/relevant external organisations (eg for disabilities) and facilitate them, identifying improvements in services. | Mark Donovan | Summer 2016 | Work initiated eg on improvements for visually impaired patients at Community Hospitals. Working relationships established with relevant groups e.g. local disability forum. To be further developed, to link with more organisations, communicate that to staff. | **✓** | **✓** |
| 3.3 | Resources readily available to local trade union and professional organisation representatives. | Lynne Weaver | Nov 2015 | Resources sourced and now being put on Trust website.  Feb 16 - Website update still on track | **✓** | **✓** |
| 3.4 | Look at increasing employment opportunities for people with Learning Disabilities | Fiona MacPherson | Spring 2016 | Attending a workshop organised by NHS Employers on 25 November 2015 to look at guidance and tools to support this action  Feb 16 Workshop attended and established links with local body “Enable” – launching with managers | **✓** | **✓** |

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| **Box 4 - Structure** | | | | | | |
| **No** | **Specific Tasks and Actions** | **Lead** | **Timescale** | **Notes / Progress to date** | **2015-2016** | **Update Feb 2016** |
| 4.1 | ‘Everyone Counts’ Trust Working Group set up, reporting to Trust Culture Working Group. | Julie Thornby | Summer 2015 | Complete.  Group established and meeting regularly to steer work and liaise with divisional equality and diversity champions. | **✓** |  |
| 4.2 | Establish an equality and diversity champion in each division to co-ordinate work in those services, and work with central ‘Everyone Counts’ Group to progress action plans and liaise over Trust-wide resources. | Divisional Managers/Service Delivery Group Managers | Summer 2015 | Complete for all three Clinical Divisions | **✓** | **✓** |
| 4.3 | Develop Patient and Carer Panel to be more diverse and more representative of equality groups. Develop an ‘Everyone Counts’ sub-group of the Patient and Carer Panel. | Mark Donovan | Spring 2016 | Diversity of Panel is increasing and Panel has held a session considering how it can contribute. First meeting of sub-group with diverse attendance is took place in November 2015.  Next meeting planned for Spring 2016 | **✓** | **✓** |

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| **Box 5 - Systems and Processes** | | | | | | |
| **No** | **Specific Tasks and Actions** | **Lead** | **Timescale** | **Notes / Progress to date** | **2015-2016** | **Update Feb 2016** |
| 5.1 | Apply Equality Delivery System (EDS2) to identify further areas for improvement, co-ordinated by equality and diversity champions in each area, working with ‘Everyone Counts’ Trust-wide Group. Steps include: |  |  | EDS2 discussed at:   * Trust Leadership Group (used as a workshop exercise) * Divisional Quality meetings * Patient and Carer Panel | **✓** |  |
| * Scoping of good practice and areas for improvement in Children and Families, Community Services and Community Hospital and Out Patient Services. | Equality and Diversity Champions | End 2015 | Underway for Children and Families Services, and for other Divisions  Feb 16 –  Children and Families work well advanced | **✓** | **✓** |
| Check and theme findings. | Equality and Diversity Champions with ‘Everyone Counts’ Group. | Early 2016 | Community Hospitals and Community Services on track | **✓** | **✓** |
| * Work with Patient and Carer Panel/other service user engagement for feedback. | Mark Donovan | Early 2016 | Sessions being planned | **✓** | **✓** |
| * Confirmation of improvement plans by broad service groups and implementation. | Divisional Managers/  Service Delivery Group Managers. | Early 2016 |  | **✓** |  |
| 5.2 | Implement action plan supporting Workforce Race Equality Standard, including:   * Delivering Values Based Recruitment which will include unconscious bias (see 5.6) * Reinforce zero tolerance message in relation to bullying, harassment and abuse * Monitor non mandatory training recording * Work with staff to identify best approaches to tackle BME staff experiences in relation to bullying, harassment and abuse from patients, relatives and public | Gina Billington  Mark Donovan  Sonia Orr  Equality & Diversity Champions | Early 2016 |  | **✓** |  |
| 5.3 | Develop further shared learning/good practice on equality and diversity, including: |  |  |  |  |  |
| ‘Useful Resources’ section on website for staff. | Mark Donovan | Nov 2015 | Complete | **✓** | **✓** |
| Signposting guide for staff to named individuals or organisations for help on cultural/language and other equality and diversity issues, aimed at helping to provide responsive services. To include staff (eg Health Visiting Service), volunteers and external support groups. | Mark Donovan | Early 2016 | In progress | **✓** | **✓** |
| Equality and diversity learning and sharing event. | Julie Thornby/  Dee Radford | Summer 2016 |  |  |  |
| 5.4 | Develop further Trust-wide resources, in response to priority improvement areas identified eg provision for putting information into ‘easy read’. | Julie Thornby | End 2015 | Sourcing options with Yvonne Gough, Champion for Children and Families Services. Priority identified at Staff Away Days in 2015. | **✓** |  |
| 5.5 | Develop further use of bed-head indicators of in-patients with particular needs. | Dee Radford/  Andrew Thomas | Early 2016 |  |  | **✓** |
| 5.6 | Values based recruitment.  Deliver Values Based Interview training to recruiting managers and undertake a pilot of VBR in Community Hospitals. Carry out evaluation of the pilot and roll out across the Trust. | Gina Billington/HR Team | Early 2016 | Pilot completed and evaluation underway. Roll out planned for early 2016. | **✓** | **✓** |
| 5.7 | Develop patient experience reports to include more feedback to illustrate experience of people from protected characteristics. Use Meridian system for this purpose. Develop reporting on this to Feedback Intelligence Group (FIG). | Mark Donovan | End 2015 | Have developed equality and diversity aspects in ‘Sit and See’ observation programme. | **✓** | **✓** |