

### Attachment 3 - EDS2 Update

The original set of equalities goals laid out under the Equalities Delivery System (EDS) were updated in 2013, and named EDS2. These goals are now mandatory for NHS organisations, and progress against them is to be reported publicly at least annually.

At the heart of EDS2 are 18 outcomes, against which NHS organisations assess and grade themselves. They are grouped under four goals, as shown in the table below. These outcomes relate to issues that matter to people who use, and work in, the NHS. Among other things they support the themes of, and deliver on, the NHS Outcomes Framework, the NHS Constitution, and the Care Quality Commission’s key inspection questions set out in “Raising standards, putting people first - Our strategy for 2013 to 2016”.

Goal	Number	Description of Outcome
Better health outcomes	1.1	Services are commissioned, procured, designed and delivered to meet the health needs of local communities
	1.2	Individual people’s health needs are assessed and met in appropriate and effective ways
	1.3	Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed
	1.4	When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse
	1.5	Screening, vaccination and other health promotion services reach and benefit all local communities
Improved patient access and experience	2.1	People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds
	2.2	People are informed and supported to be as involved as they wish to be in decisions about their care
	2.3	People report positive experiences of the NHS
	2.4	People’s complaints about services are handled respectfully and efficiently
A representative and supported workforce	3.1	Fair NHS recruitment and selection processes lead to a more representative workforce at all levels
	3.2	The NHS is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations
	3.3	Training and development opportunities are taken up and positively evaluated by all staff

		3.4	When at work, staff are free from abuse, harassment, bullying and violence from any source
		3.5	Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives
		3.6	Staff report positive experiences of their membership of the workforce
Inclusive leadership		4.1	Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations
		4.2	Papers that come before the Board and other major Committees identify equality-related impacts including risks, and how these risks are to be managed
		4.3	Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination

Using EDS2 can help organisations respond to the public sector Equality Duty (PSED). It can help them to meet the general duty to eliminate discrimination, harassment and victimisation; advance equality of opportunity; and foster good relations. Its use can also help NHS organisations to meet the specific duties of the PSED, namely to:

- Publish information to demonstrate compliance with the PSED at least annually, starting by 31 January 2012
- Prepare and publish specific and measurable equality objectives at least every four years starting by 6 April 2012. (Note: CCGs were required to set their equality objectives by 13 October 2013.)

By using evidence and insight to assess and grade their equality performance, NHS organisations can generate much of the information they will require to demonstrate compliance with the PSED.

EDS2 uses a red/amber/green/purple system of rating for Undeveloped/ Developing/ Achieving/ Excelling.

The York joint priorities (for NHS Vale of York CCG and York and Hull Teaching Hospitals Foundation Trust) are:

### **1. To develop and implement a joint approach to equality and diversity training.**

#### **Why this was identified as a priority**

It was identified that although equality and diversity training was compulsory for all staff within the three organisations, the current national e-learning

programme did not take into local equality issues into consideration. There was consensus agreement that this approach would ensure more consistency across the local area.

### **Priority for 2015/16**

- To develop a regional equality and diversity e-learning programme for NHS staff, to be peer reviewed by knowledge experts from our local interest groups.

## **2. To improve the collection and analysis of patient/service user data for people with protected characteristics**

### **Why this was identified as a priority**

A lack of qualitative and quantitative equality data capture and analysis for patients/service users with protected characteristics was identified. There was consensus agreement that this should be a priority to ensure the appropriate commissioning and delivery of services.

### **Priorities for 2015/16**

- To identify two protected characteristics each year to measure the level of current recording and set improvement targets. Areas suggested for 2015/16 were sexual orientation and age.
- To implement both qualitative and quantitative data capture processes and to triangulate findings with local and national research findings.

## **3. Explore how we can make better use of technology to enable improved access to our services**

### **Why this was identified as a priority**

Potential access issues were identified for patients/service users who are deaf or hard of hearing or with other physical access requirements.

### **Priorities for 2015/16**

- To review current processes to raise concerns, make a complaint or to access PAL's support.
- To review first point of contact processes and to develop and promote alternative contact processes where appropriate, for example by text message.

## **4. To create positive and inclusive healthcare settings/environments for everyone**

### **Why this was identified as a priority**

To help people feel welcome/ included /at ease and assist in the disclosure of protected characteristic monitoring information.

**Priorities for 2015/16**

- Use of inclusive images and language in NHS literature and buildings
- Provide staff training so they feel comfortable to ask questions related to protected characteristics