

The Equality Delivery System for the NHS

Summary of Grades for Portsmouth Hospitals NHS Trust

31 January 2012

Summary

Portsmouth Hospitals NHS Trust is committed to the delivery of services that are of high quality and equally accessible for all members of our local community. This self assessment has provided us with an opportunity to critically reflect on our performance against a set of standards which, whilst challenging, are right for the people we serve.

We acknowledge that we remain at an early stage of development with this exciting agenda and look forward to working closely with service users and colleague from other health care providers to ensure the systematic implementation of the delivery scheme.

Ursula Ward MSc MA
Chief Executive

Supplementary evidence to support this assessment is available in the Trust Board Governance Compliance Reports

Portsmouth Hospitals NHS Trust

EDS Outcome 1.1 (EDS Goal 1 – Better health outcomes for all)

“Services are commissioned, designed and procured to meet the health needs of local communities, promote well-being, and reduce health inequalities”

Name: Portsmouth Hospitals NHS Trust	Lead contact: Sarah Balchin
<p>This Trust believes that patients are at the heart of the design and delivery of its services. It has set up systems through which patients can communicate to the Board using a variety of means, including patient surveys, public meetings and public Board meetings, Council of Governors, informing the Board members of the services and improvements the public think should be provided. The Trust conducts many of its own in-house service user surveys via a variety of mechanisms, and also draws on national and CQC surveys.</p> <p>The Trust works in partnership with its commissioners to shape its contracts, ensuring that health services are commissioned, designed and procured to meet the health needs of local communities, promote well-being and reduce health inequalities. Local commissioners, as part of the specification development process, hold focus groups with the prospective and actual services users to inform the specification requirements.</p> <p>There is a proactive approach to developing service improvement projects and active participation of people from the local community. This currently includes working with young adults with autism and parents of young adults with learning disabilities.</p> <p>Trust planning guidance for service development requires consideration of Equality Act in development of new services.</p> <p>Local listening events (Big Health Talk, Adult Mental Health Service User Forums, Voluntary Sector organisations, Carers Strategy launch) are used to inform service development.</p> <p>The Trust Equal Voice Group strives to have representation from all areas of protected characteristics. Some groups are more difficult to reach than others, eg transgender and specific BME communities.</p> <p>Risk assessments (falls, nutrition etc) include reference to cognitive impairment and information is available in other formats and languages as required.</p>	

EDS grade:	Developing
Reasons for rating:	<p>Outcome: Using available evidence and data, the Trust can demonstrate that services are designed, procured and delivered to meet the needs of some protected groups, promoting well-being and reducing health inequalities.</p> <p>Engagement: Patients from some protected groups are engaged.</p> <p>Mainstream processes: The organisation aims to meet EDS outcomes, for all protected groups, using the Quality Accounts reporting. Contracts with its commissioners are jointly shaped.</p> <p>Progression plans: Plans are in place to make further improvements. These plans will be reviewed and updated regularly.</p> <p>Disadvantaged groups: Key disadvantaged groups are taken into account in the above processes.</p> <p>Portsmouth Hospitals NHS Trust has some good evidence and engagement processes covering some protected groups, and is able to demonstrate that its services are designed, procured and delivered and are beginning to meet the needs of some protected groups and reducing health inequalities. Plans are in place to improve engagement and progression, and for these reasons we have graded this outcome as ‘Developing’.</p>

EDS Outcome 1.2 (EDS Goal 1 – Better health outcomes for all)

“Individual patients’ health needs are assessed, and resulting services provided, in appropriate and effective ways”

Name: Portsmouth Hospitals NHS Trust

Lead contact: Sarah Balchin

Effective and inclusive health assessments of all patients are undertaken. Assessments include gathering information on age, gender, ethnicity, disability, religion and sexual orientation, where possible. All patients retain the right not to disclose information if they prefer not to.

The local equality impact assessment has been amended to more accurately reflect the needs of the local population. This simple to follow guide ensures that service and practice developments positively consider the requirements of the Act.

A Carers Strategy has been developed locally and is being implemented to ensure that those people in a carer role are able to actively participate in the care assessment and planning of an individual patient.

Work is in progress with the Day Surgery Unit, Head and Neck Services and Theatre Services to introduce pathways which reflect the specific needs of people with cognitive impairment.

Reasonable adjustments are made if a specific need is identified prior to hospital attendance. For example, theatre lists will be prepared whenever possible to allow people to have surgery early in the day to avoid waiting. Interpreting services are available 24/7 and are funded centrally.

The Trust is leading an SHA wide accessible information project with a focus on learning disabilities but consideration is being given to other specialist communication needs. An application to the SHA Innovation Funds has been successful and will allow us to develop and implement mobile patient feedback systems which will include accessible information software to support people for whom English is not their first language and for those who have communication difficulties

The Health Information Centre utilises NHS Choices, Easy Read and other web based information tools, which provide information in accessible formats and languages other than English. A review of a software system “ROK Talk”, which allows for the provision of read aloud, translation, easy read and visually accessible information, is currently being undertaken.

The local complaints policy includes reference to the requirements of the Equality Act and consideration of all elements related to protected characteristics

EDS grade:	Developing
Reasons for rating:	<p>Outcome: Evidence indicates that health-needs assessments are resulting in services that are being delivered in appropriate ways for some protected groups.</p> <p>Engagement: The Trust continually engages with service users from some protected groups about how health needs assessments and resulting services may be provided in more appropriate and effective ways.</p> <p>Mainstream processes: Work is underway to demonstrate improvement for this EDS outcome.</p> <p>Progression plans: Plans will be developed to improve this outcome to the next grade.</p> <p>Disadvantaged groups: Work is required for all groups but particularly those that are very underrepresented, including smaller BME groups and transgender groups.</p>

EDS Outcome 1.3 (EDS Goal 1 – Better health outcomes for all)

“Changes across services for individual patients are discussed with them, and transitions are made smoothly”

Name: Portsmouth Hospitals NHS Trust		Lead contact: Sarah Balchin
<p>The Trust takes service change and transition very seriously, and actively engages with service users and its members and Governors (in shadow form) through public consultation events, public Board meetings, and specific public events. The Trust is in the process of developing its service user engagement strategy so that it will eventually be able to analyse feedback from patient surveys and discussion forums to ascertain whether service changes and transitions are equitable across all patient groups. Equality Impact Assessments are carried out on all service changes or policy changes.</p> <p>Working in partnership with specialist learning disability provider the Trust has implemented a liaison service. This service provides advice, guidance education and training related to improving the care of people with a learning disability. It also includes the proactive management of transition from and to health and social care services. The service is being evaluated with the support of a research grant in conjunction with the University of Hertfordshire.</p> <p>Policies to support transition are available in certain areas but further work is required to improve this element.</p> <p>The Trust is in the process of developing the Quality Account for 2010/11 and has engaged with key stakeholder groups from the protected characteristic groups. The groups have been asked what key quality improvement they would like to see, and the format in which the reports should be provided.</p> <p>Investment has been made in software to support the development of reports and written information in an accessible format.</p>		
EDS grade:	Developing	
Reasons for rating:	<p>Outcome: The organisation is able to demonstrate that service changes are discussed with patients from some protected groups, so that the service changes are made as smooth as possible.</p> <p>Engagement: The organisation can demonstrate that there is engagement with service users from some protected groups on how service changes are discussed, and transitions effected smoothly.</p> <p>Mainstream processes: The organisation intends to meet this outcome using mainstream processes.</p> <p>Progression plans: An action plan will be devised to ensure that all protected groups are engaged in and consulted on any service change.</p>	

	<p>Disadvantaged groups: Key disadvantaged groups are not taken into account in the above processes.</p>
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	<p>The Trust has good data and evidence and effective engagement processes in place to meet this EDS outcome. The Trust is able to demonstrate service changes discussions with patients from some protected groups, and that these changes are made smoothly. Mainstream processes are used to address these issues.</p>
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EDS Outcome 1.4 (EDS Goal 1 – Better health outcomes for all)

“The safety of patients is prioritised and assured. In particular, patients are free from abuse, harassment, bullying, violence from other patients and staff, with redress being open and fair to all”

Name: Portsmouth Hospitals NHS Trust	Lead contact: Sarah Balchin
<p>Portsmouth Hospitals NHS Trust has developed clear mechanisms to ensure that the safety of its patients and service users is prioritised. Key themes and issues are raised and addressed by the Patient Safety Group, which is chaired by the Director of Nursing.</p> <p>Investment has been made in a new post for safeguarding adults and this post is pivotal in ensuring that wards and departments are aware of the needs of vulnerable groups. Allegations of abuse, harassment, bullying or violence from other patients or staff are considered in the safety process and can include the instigation of a safeguarding, incident or complaints investigation.</p> <p>Whilst equality and diversity training is an essential skill for all staff, it has been recognised that the local e-learning tool does not effectively engage all staff. The first step in improving training provision has been to purchase a tool to deliver to groups; this is supported by training facilitators. This is work in progress.</p> <p>Work is ongoing to ensure that as many views as possible from patients and relatives/carers are obtained. Codes for the gender re-assignment category for monitoring patients have yet to be developed and advice will be sought from the local group Chrysallis and Inscape to help with this.</p> <p>Feedback through patient and family surveys and routine review meetings, indicate that patient safety is very important to all patient groups. These results are fed directly into the Trust business plans to ensure that progress with, and improvement to patient safety assurance is made. The Trust also aims to improve patient safety for protected groups, using its Quality Accounts. The commissioner monitors patient safety against the appropriate CQC Essential Standards.</p>	
EDS grade:	Developing
Reasons for rating:	<p>Outcome: Using the best available evidence, the organisation can demonstrate that patients from some protected groups have their safety prioritised and assured, and are just as safe as any other patient group.</p> <p>Engagement: The organisation seeks the opinions of with patients from some protected groups on how patient safety procedures can best be improved.</p> <p>Mainstream processes: The organisation aims to report on meeting the outcome through its Quality Accounts. The</p>

Commissioner monitors patient safety against the appropriate CQC Essential Standards.

Progression plans: Plans with appropriate milestones are in place to progress to the next grade.

Disadvantaged groups: Key disadvantaged groups are taken into account in the above processes.

The Trust has engagement processes in place and is meeting the EDS outcome for most protected and key disadvantaged groups. In addition, Quality Accounts reporting aims to meet this outcome, and progression plans are firmly in place. Patient safety is also monitored through the trust's contractual agreements with its commissioning organisation. For these reasons the Trust should be graded as 'Developing'.

EDS Outcome 1.5 (EDS Goal 1 – Better health outcomes for all)

“Public health, vaccination and screening programmes reach and benefit all local communities and groups”

Name: Portsmouth Hospitals NHS Trust		Lead contact: Sarah Balchin
<p>The Trust has evidence of public health engagement with some protected groups. For example Transplant Education Events, Alcohol Awareness Events, Diabetes Education Programmes, Bowel Screening Programmes, Trust Open Days, Trust Public Meetings, Sickle Cell Awareness, Learning Disabilities Week, all supported by our Communications Department.</p> <p>Various departments within the organisation do their best to support external engagement opportunities, for example Autism Coffee Mornings.</p> <p>The Trust needs to improve equality monitoring across all services and to review information capture and analysis to ensure that public health activity engages effectively with communities.</p>		
EDS grade:	Developing	
Reasons for rating:	<p>Outcome: Best available data and evidence indicates that public health, vaccination and screening programmes are not reaching or benefiting patients from protected or disadvantaged groups. Gaps in health inequality remain.</p> <p>Engagement: The organisation engages with patients and communities from some protected groups on how public health programmes can be improved.</p> <p>Mainstream processes: The organisation aims to meet the outcome through its contractual agreements.</p> <p>Progression plans: An action plan is to be developed to enable progress to the next grade.</p> <p>Disadvantaged groups: Some disadvantaged groups are taken into account in the above processes.</p> <p>Despite thorough foundations and processes being firmly in place, evidence shows inequity between groups regarding access to, and benefit from, public health programmes. For this reason, the organisation should not be graded higher than ‘developing’.</p>	

EDS Outcome 2.1 (EDS Goal 2 – Improved patient access and experience)

“Patients, carers and communities can readily access services, and should not be denied access on unreasonable grounds”

Name: Portsmouth Hospitals NHS Trust		Lead contact: Sarah Balchin
<p>The Queen Alexandra Hospital site fully complies with accessibility requirements, and access to services is based on clinical need.</p> <p>Further work is needed with GPs and community services to ensure that when admitting a patient, the receiving area is aware of any specific requirement.</p> <p>The Trust collects and obtains feedback from patients and service users through its complaints, PALs and survey processes. A workshop is to be held on 25 January with patients and families to look at improving car parking access – an issue which has been raised as an area of concern for physically disabled people, as well as those with communication difficulties.</p> <p>A review of the current availability of interpreting services has led to a change in the provider. The new contract will provide greater responsiveness and access to language interpretation and BSL within a clear quality assurance framework. .</p>		
EDS grade:	Developing	
Reasons for rating:	<p>Outcome: The organisation can demonstrate that patients, carers and communities from some protected groups that readily access our services and report access that is good. However, evidence and data is limited.</p> <p>Engagement: The organisation engages with patients, carers and communities from some protected groups, about accessing services.</p> <p>Mainstream processes:</p> <p>Progression plans: An action plan will be devised to proceed to the next milestone.</p> <p>Disadvantaged groups: Key disadvantaged groups are not taken into account in the above processes.</p> <p>The Trust is able to demonstrate achieving this EDS outcome for some of the protected groups.</p>	

EDS Outcome 2.2 (EDS Goal 2 – Improved patient access and experience)
“Patients are informed and supported to be as involved as they wish to be in decisions about their care, and to exercise choice about treatments and places of treatment”

Name: Portsmouth Hospitals NHS Trust		Lead contact: Sarah Balchin
<p>The Trust believes that patients from protected groups are involved in decisions about care and are able to ask questions and consent to their treatment and to choose their place of treatment.</p> <p>The Trust has developed a patient information and consent policy that clearly states that no patient should be denied access to information and choice in line with the NHS Constitution.</p> <p>The Trust has robust plans to retain its high standards of patient information and consent procedures, but aspires to make further improvements.</p>		
EDS grade:	Developing	
Reasons for rating:	<p>Outcome: The organisation can demonstrate that support is widely available to patients from protected groups to help them make care decisions and treatment choices.</p> <p>Engagement: The organisation engages with patients from most protected groups about care decisions and treatment choices.</p> <p>Mainstream processes: The organisation will meet this outcome through its Quality Accounts reporting.</p> <p>Progression plans: Plans with milestones are in place to progress to the next grade.</p> <p>Disadvantaged groups: Some key disadvantaged groups are taken into account in the above processes.</p> <p>The organisation is meeting the EDS outcome for most some protected groups, and in its processes, takes into account key disadvantaged groups.</p>	

EDS Outcome 2.3 (EDS Goal 2 – Improved patient access and experience)

“Patients and carers report positive experiences of their treatment and care outcomes and of being listened to and respected and of how their privacy and dignity is prioritised”

Name: Portsmouth Hospitals NHS Trust		Lead contact: Sarah Balchin
<p>The Trust has invested in the development of a Patient Experience Service, led by a senior member of the Nursing team. The team is committed to the implementation of the concept of meaningful feedback. Every service user can expect to have a system of experience feedback that is appropriate for their specific needs, whether that be language interpretation, easy read, Braille or supported conversation.</p> <p>There is currently significant under-representation of people from protected characteristics groups in feedback and surveys, and systems are being amended to ensure that we can secure feedback from a more representative sample of the hospital population.</p> <p>Local surveys conducted by clinical specialities are being supported. For example, the Department of Medicine for Older people, Rehabilitation and Stroke is developing a system for people with Parkinson’s disease and their carers to feedback. A survey is being developed for stroke patients who suffer from major speech and expression difficulties.</p> <p>The Trust participates in a number of national surveys. These surveys have limitations as they are postal and paper based, but local work is being designed to supplement them.</p>		
EDS grade:	Developing	
Reasons for rating:	<p>Outcome: Using good data and evidence, the organisation can demonstrate that patients and carers, from some protected groups, report positive experiences in line with those reported by patients and carers as a whole.</p> <p>Engagement: The organisation engages with patients, carers, staff and communities from most protected groups about their experiences of the organisation.</p> <p>Mainstream processes: The organisation demonstrates the aim to meet the outcome using Quality Accounts, for most protected groups, and its own NHS Constitution reporting.</p> <p>Progression plans: Plans are in place to progress to the next grade, with milestones.</p> <p>Disadvantaged groups: Key disadvantaged groups are taken into account in the above processes.</p> <p>Firm processes of engagement with most protected and key disadvantaged groups are in place.</p>	

EDS Outcome 2.4 (EDS Goal 2 – Improved patient access and experience)

“Patients’ and carers’ complaints about services, and subsequent claims for redress, should be handled respectfully and efficiently”

Name: Portsmouth Hospitals NHS Trust		Lead contact: Sarah Balchin
<p>There is a clear and robust complaints policy in place which reflects the requirements of the Equality Act.</p> <p>The Complaints Team is now part of the Patient Experience Service. Each complaint is reviewed by the Complaints Manager and the Head of Patient Experience and triaged. Those areas that have had complaints will attend a meeting with the DNS to discuss the issues raised and the ensure that adequate and appropriate actions are being taken to address concerns.</p> <p>The Trust response times to complaints has dramatically improved and a system of offers of home visits is in place for patients or relatives and carers who would rather not attend the hospital or who might find it difficult to do so.</p> <p>A monthly report is submitted to the Trust Board with the number and themes of all complaints and reports to the Patient Experience Steering Group provide opportunity for further discussion and debate. An open and honest culture is being encouraged among staff as complaints need to be seen as an opportunity for learning.</p>		
EDS grade:	Developing	
Reasons for rating:	<p>Outcome: The organisation demonstrates, using somewhat old data and evidence, that complaints by patients and carers from most protected groups, and any redress, are handled with just as much respect and efficiency as those for patients as a whole.</p> <p>Engagement: The organisation engages with patients, carers, staff and communities from most protected groups about how their complaints and subsequent redress are handled.</p> <p>Mainstream processes: The organisation fails to demonstrate improvements in handling patient and carer complaints about services, using any mainstream mechanism.</p> <p>Progression plans: Plans are in place to progress to the next grade, with milestones.</p> <p>Disadvantaged groups: Key disadvantaged groups are not taken into account in the above processes</p>	

**EDS Outcome 3.1 (EDS Goal 3 – Empowered, engaged and well-supported staff)
“Recruitment and selection processes are fair, inclusive and transparent so that
the workforce becomes as diverse as it can be within all occupations and grades”**

Name: Portsmouth Hospitals NHS Trust		Lead contact: Lesley Coman, HR Business Partner
<p>The trust ensures that all of its HR processes, including the way in which it recruits its staff, are fair and transparent. Staff have their age, gender, marital status, sexual orientation, religion or belief, race and nationality recorded at the point of recruitment. Analysis of the data has provided an insight into the make-up of the Trust’s workforce across all grades. The Trust will be publishing its workforce data for 2010/2011 on the Trust website. It has been identified that the reporting of protected characteristics can be improved across the Trust and work is planned to improve awareness of why we need to collect this data and also to identify any gaps in reporting. The Trust undertakes equality impact analysis of its policies and procedures to ensure that no staff suffers any detriment on the grounds of protected characteristics.</p>		
EDS grade:	Developing	
Reasons for rating:	<p>Outcome: The trust is making good use of robust data and evidence to demonstrate that its recruitment processes are inclusive and equitable.</p> <p>Engagement: The trust engages with staff-side organisations and staff ensuring that recruitment and selection processes are fair, inclusive and transparent.</p> <p>Mainstream processes: The Trust will continue to demonstrate improvements in its recruitment and selection processes, using mainstream mechanisms.</p> <p>Progression plans: Plans are in place to progress to the next grade. The Trust has identified gaps in data reporting and will shortly be publishing its workforce data for 2010/2011.</p> <p>Disadvantaged groups: Key disadvantaged groups are taken into account in the above processes.</p> <p>The Trust has processes or mechanisms in place to meet this EDS outcome but has identified areas for improvement. For these reasons the Trust should be graded as ‘developing’.</p>	

**EDS Outcome 3.2 (EDS Goal 3 – Empowered, engaged and well-supported staff)
 “3.2 Levels of pay and related terms and conditions are fairly determined for all posts, with staff doing equal work
 and work rated as of equal value being entitled to equal pay”**

Name: Portsmouth Hospitals NHS Trust		Lead contact: Lesley Coman, HR Business Partner
<p>The Trust’s contractual terms and conditions of employment and levels of pay are determined, through a rigorous process by the Human Resources Department. Annual audit shows that levels of pay and related terms and conditions are determined fairly for all posts, with staff doing the same work in the same job being remunerated equally. If evidence indicates potential unfairness, the trust has mechanisms in place (using Agenda for Change processes) to conduct an official review for the post in question. Staff-side members form part of all formal grading groups, and initiatives. The Trust has an equality-focused staff networks (E&D Committee, and MME Group) whereby qualitative feedback with staff can be obtained, to ensure pay and related terms and conditions are fairly determined. Regular monitoring of pay levels and terms and conditions is already established within the Trust.</p>		
EDS grade:	Achieving	
Reasons for rating:	<p>Outcome: The Trust, through the collection and use of good data, can demonstrate that staff from all protected groups enjoy levels of pay and related terms and conditions that are no different from other staff doing the same job.</p> <p>Engagement: The Trust regularly engages with its staff, eg through staff surveys and engagement with its staff-side organisations.</p> <p>Mainstream processes: The Trust tackles this issue as part of mainstream processes.</p> <p>Progression plans: Plans are in place to progress to the next grade.</p> <p>Disadvantaged groups: Some key disadvantaged groups are taken into account in the above processes.</p> <p>The Trust demonstrates the desired outcomes for protected groups through engagement with its staff and has plans in place to further improve. The Trust displays a clear commitment to deal with any instances of unfairness and discrimination related to pay, should they occur, and has the appropriate mechanisms to deal with them. For this reason, it should be graded as ‘Achieving’.</p>	

EDS Outcome 3.3 (EDS Goal 3 – Empowered, engaged and well-supported staff)

“Through support, training, personal development and performance appraisal, staff are confident and competent to do their work, so that services are commissioned or provided appropriately”

Name: Portsmouth Hospitals NHS Trust		Lead contact: Lesley Coman, HR Business Partner
<p>The Trust has made progress in improving staff training, support and development. The staff induction programme includes sessions on health and safety at work, fire training, confidentiality and record keeping, fraud, and equality training. In addition, members of staff have regular appraisals and are encouraged to enrol on courses that will help them improve their professional development. The Trust monitors the attendees on the training and development sessions for most of the protected characteristics. However, appraisal information is currently not reported by all protected characteristics.</p>		
EDS grade:	Developing	
Reasons for rating:	<p>Outcome: The Trust uses best available evidence and data to demonstrate that staff from protected groups do not receive less favourable access/opportunities than other staff.</p> <p>Engagement: The Trust engages with staff and with local staff-side organisations.</p> <p>Mainstream processes: The Trust will demonstrate, in any mainstream process, ongoing commitment to improvements in staff confidence and competence to do their work so that services are provided appropriately.</p> <p>Progression plans: Plans are in place to progress to the next grade, with milestones.</p> <p>Disadvantaged groups: Some key disadvantaged groups are not taken into account in the above data.</p> <p>The organisation will benefit from strengthening its data and evidence base to help meet this EDS outcome. For these reasons the trust should be graded as ‘developing’.</p>	

EDS Outcome 3.4 (EDS Goal 3 – Empowered, engaged and well-supported staff)

“Staff are free from abuse, harassment, bullying, violence from both patients and their relatives and colleagues, with redress being open to all”

Portsmouth Hospitals NHS Trust		Lead contact: Lesley Coman, HR Business Partner
<p>Working well with its staff-side organisations, the Trust has developed clear mechanisms to prevent and respond to all incidents of bullying and harassment. The Trust has developed a bullying and harassment policy which clearly states that it covers the grounds of: age, gender, disability, sexual orientation, race, ethnicity or nationality, religion or belief, and any other group. The policy also gives examples of what bullying and harassment may look like. All staff receive, on induction, information about the policy. All staff must take undertake bullying & harassment training. Trust staff are encouraged to report any incident of bullying and harassment to their line manager, but if that is unsuitable, then directly to the HR team or via the confidential phone line. All reports of bullying and harassment are monitored by the nature of the bullying (e.g. racist, homophobic), and those reporting incidents are monitored by their age, gender, race, disability status, and their religion or belief status. Extensive promotion of the policy, processes, and support.</p> <p>All reports/allegations of bullying and/or harassment are systematically investigated as a priority.</p>		
EDS grade:	Achieving	
Reasons for rating:	<p>Outcome: The Trust, using best available evidence and data, demonstrates that positive steps are taken across the workforce as a whole to eradicate bullying and harassment.</p> <p>Engagement: The Trust engages with local staff-side organisations and its staff.</p> <p>Mainstream processes: The Trust tackles this issues as part of mainstream processes.</p> <p>Progression plans: Plans are in place to progress to the next grade, with milestones.</p> <p>Disadvantaged groups: Key disadvantaged groups will be taken into account in the above processes.</p> <p>The organisation demonstrates that its commitment to remove bullying from the workplace is focused, consistent and part of mainstream processes. This coupled with Progression Plans would support a grade of ‘Achieving’.</p>	

Outcome 3.5 (EDS Goal 3 – Empowered, engaged and well-supported staff)

“Flexible working options are made available to all staff consistent with the needs of patients, and the way people lead their lives”

Name: Portsmouth Hospitals NHS trust	Lead contact: Lesley Coman, HR Business Partner
<p>The Trust is committed to providing working options that are flexible, accommodating and consistent with the needs of patients, and has a policy in place, providing guidance for managers and staff. Flexible working arrangements are reviewed annually on an individual basis, and as part of the workforce information report and a routine analyses of the staff survey is undertaken. There is evidence to confirm that flexible working solutions have been adopted successfully throughout the Trust. The flexible working options for staff also appear to be consistent with the needs of patients. The Trust is committed to Improving Working Lives. Through analysis and regular review, the Trust aims to maintain a positive level of representation/adoption of flexible working models, developing actions plans as necessary. We have identified that data is not being collected or monitored across all protected characteristics at this stage, and this now forms part of our Progression Plan.</p>	
EDS grade:	Achieving
Reasons for rating:	<p>Outcome: The Trust, using best available evidence and data, demonstrates that staff from protected groups enjoy the same range of flexible working policies and procedures to other staff, and are consistent with the needs of patients.</p> <p>Engagement: The Trust engages with staff and staff-side organisations, about developing and improving flexible working options.</p> <p>Mainstream processes: The Trust can demonstrate improvements in flexible working options to all staff for many protected groups.</p> <p>Progression plans: Plans are in place to progress to the next grade, with milestones.</p> <p>Disadvantaged groups: Some key disadvantaged groups are taken into account in the above processes.</p> <p>Flexible working options are taken very seriously within the Trust. The EDS outcome is met for some protected groups (as recorded). Foundations and mechanisms (data and evidence, engagement, mainstream processes) are firmly in place to achieve this outcome, with planning to maintain and further progress with regards to this EDS outcome in place. On the evidence demonstrated, the trust should be considered as being ‘Achieving’</p>

**EDS Outcome 3.6 (EDS Goal 3 –Empowered, engaged and well-supported staff)
 “The workforce is supported to remain healthy, with a focus on addressing major health and lifestyle issues that affect individual staff and the wider population”**

Name: Portsmouth Hospitals NHS Trust		Lead contact: Lesley Coman, HR Business Partner
<p>Maintaining a healthy workforce is of great importance to Portsmouth Hospitals NHS Trust. As a result of a successful bid for Lottery monies, the Trust was able to build a bespoke leisure centre for staff, located within the hospital grounds. The Oasis Centre was opened in 2010 and in addition to traditional facilities (swimming pool, gym, exercise classes), also provides health awareness promotions. These include smoking cessation, healthy diet, counselling, stress management and OT rehabilitation resources. The availability of flu vaccinations is an annual event, receiving significant uptake. This work is overseen by the Trusts Occupational Health Service. The Trust has a healthy workforce policy, which is subject to regular review, when, consistent with all Trust policies, E&D implications are taken into account. Staff are encouraged to raise concerns if they believe that their physical or mental health is being adversely affected within the workplace. The Trust responds positively to meet requests of reasonable adjustments to the workplace. The Trust has Improving Working Lives status. The Trust has achieved significant reduction in staff sickness absence levels as a direct result of improved process, and early intervention/support from OH services.</p>		
EDS grade:	Excelling	
Reasons for rating:	<p>Outcome: The Trust collects evidence to inform itself about healthy lifestyle initiatives for its workforce and can demonstrate that staff are supported to remain healthy, with a focus on addressing major health and lifestyle issues.</p> <p>Engagement: The Trust engages with staff and staff-side organisations about how staff can be supported to remain healthy, with a focus on addressing major health and lifestyle issues.</p> <p>Mainstream processes: The Trust can evidence through mainstream processes that significant improvement has been made in supporting the health and wellbeing of staff. Sickness absence has fallen in the last 12 months.</p> <p>Progression plans: Plans are in place to progress to the next grade.</p> <p>Disadvantaged groups: Key disadvantaged groups are not taken into account in the above processes due to the lack of reporting by protected characteristics</p> <p>The Trust is able to demonstrate that significant resource has been invested in the support of a healthy and informed workforce. Although we have identified that recording by protected characteristic groups can and will be improved upon in our Progression Plan, there is sufficient progress and existing development plans to grade the trust as ‘Excelling’.</p>	

EDS Outcome 4.1 (EDS Goal 4 – Inclusive leadership at all levels)
“Boards and senior leaders conduct and plan their business so that equality is advanced, and good relations fostered, within their organisations”

Name: Portsmouth Hospitals NHS trust		Lead contact: Lesley Coman, HR Business Partner
<p>The Trust has recognised that people may experience inequalities in accessing services or as members of staff. Equality and diversity is at the heart of service development strategy. The Trust will promote social inclusion and challenge discrimination on the grounds of all protected characteristics, with appropriate and efficient actions taken, across all departments and sites. The Trust has senior equality CSC leads who report into the Trust Equality and Diversity Committee. The Board receives assurances on equality and diversity via workforce papers and Board assurance framework. Key actions and discussions to date include:</p> <ul style="list-style-type: none"> • Development , expansion and positive promotion of existing BME Group. • Establishing genuine partnership working with local staff-side organisations • Expansion of existing hospital volunteer numbers, including representation from all key characteristic groups • Development of an equality-focused e-learning training package to support staff-learning and development • Supported Employment Programme: aimed at increasing employment opportunities for people with mental health problems <p>The Trust’s annual report address equality so that good relations are fostered, not only within the organisation, but also across communities and partner organisations. The Board does not deal with equality as a separate matter; it aims to build into all of its policies and procedures, including reporting on equality objectives within the personal development reviews of staff as all levels.</p>		
EDS grade:	Achieving	
Reasons for rating:	<p>Outcome: The Board and senior leaders always conduct and plan their business so that equality is advanced, and good relations fostered, within their organisations and beyond.</p> <p>Engagement: The Trust engages with patients, staff, staff-side organisations and communities from some protected groups.</p> <p>Data and evidence: Best available evidence covering some protected groups informs decision-making and service reviews. Most key characteristic groups are represented within our volunteers.</p> <p>Mainstream processes: The Trust has processes in place, covering all protected groups, to ensure that the Board and senior leaders conduct and plan their business so that equality is advanced, and good relations fostered, within their organisations.</p> <p>The organisation is able to demonstrate that it has data, engagement and mainstreaming processes in place that cover some protected groups and, with plans in place to meet this EDS Goal. The importance placed upon this Outcome at Board level warrants the organisation be graded as ‘Achieving’.</p>	

EDS Outcome 4.2 (EDS Goal 4 – Inclusive leadership at all levels)

“Middle managers and other line managers work support and motivate their staff to work in culturally competent ways within a work environment free from discrimination”

Name: Portsmouth Hospitals NHS trust		Lead contact: Lesley Coman, HR Business Partner
<p>The Trust has taken many steps to promote good working environments for staff and to ensure that staff are culturally competent and are delivering a personal, fair and diverse service to patients.</p> <p>The Trust expects middle and line managers to ensure that the workforce is committed to the principles, values and rights within it. This includes understanding and acceptance of the Trust principles and values. Training delivered is monitored against the majority of protected characteristics to ensure equality of opportunity for all staff and regular engagement is achieved with staff side.</p> <p>All staff are required to undertake Equality & Diversity training, with compliance reported to Board level as a regular feature.</p>		
EDS grade:	Developing	
Reasons for rating:	<p>Outcome: The Trust demonstrates that it has taken steps towards ensuring that middle and line managers are working in culturally competent way for most protected groups of staff.</p> <p>Engagement: The Trust engages with staff of some protected groups and with staff-side organisations but acknowledges that this can be developed further.</p> <p>Mainstream processes: The Trust can demonstrate improvements in the work environment.</p> <p>Progression Plans: Plans are in place to progress to the next grade, with milestones.</p> <p>Disadvantaged groups: Key disadvantaged group are taken into account in the above processes.</p> <p>The EDS outcome is demonstrated for some protected groups. Mainstream processes to tackle this outcome will be updated as the Trust makes progress by ensuring that there is phased plan of action. For these reasons, the organisation is graded as ‘developing’ as further work is needed in this area.</p>	

EDS Outcome 4.3 (EDS Goal 4 – Inclusive leadership at all levels)
“The organisation uses the Competency Framework for Equality and Diversity Leadership to recruit, develop and support strategic leaders to advance equality outcomes”

Name: Portsmouth Hospitals NHS Trust		Lead contact: Lesley Coman, HR Business Partner
The trust is not yet using the Competency Framework for Equality & Diversity Leadership		
EDS grade:	Undeveloped	
Reasons for rating:	We have yet to fully implement the Framework.	