**NHS**
**Somerset**
NHS Foundation Trust

# Equality Delivery System Report 2021

# 1. INTRODUCTION

The Equality Delivery System 2 (EDS2) is designed to support the NHS to deliver better outcomes for patients and communities and better working environments for colleagues, which are personal, fair and diverse. The EDS2 seeks to achieve positive differences to healthy living and working lives. The EDS2 was mandated in the NHS Standard Contract from 2015.

The main purpose of the EDS2 is to help local NHS organisations, in discussion with local partners including local populations, review and improve their performance for people with the nine characteristics protected by the Equality Act 2010. By using the EDS2, NHS organisations can also be helped to deliver on the Public Sector Equality Duty.

The EDS has four goals:

| | |
|---|---|
| **1.** | **Better health outcomes** |
| **2.** | **Improved patient access and experience** |
| **3.** | **A representative and supported workforce** |
| **4.** | **Inclusive leadership** |

The EDS has 18 'outcomes' which sit under these four goals. These outcomes focus on the issues of most concern to patients, carers, communities, NHS colleagues and Boards. Providers and commissioners are asked to grade themselves on how well they are achieving against each outcome, as Undeveloped, Developing, Achieving or Excelling.

**Grading:**

| Undeveloped | Developing | Achieving | Excelling |
|---|---|---|---|
| People from all protected groups fare poorly compared with people overall OR evidence is not available. | People from only some protected groups fare as well as people overall. | People from most protected groups fare as well as people overall. | People from all protected groups fare as well as people overall |

## 2.  2021 EDS 2 Review

In 2020, the Trust compiled a detailed review of our progress against the EDS2 Goals and Outcomes. This full report can be found on the Trust's public website here. This review and action plan informed the Trust Inclusion Strategy which was launched in early 2021.

Significant progress has been made across the Trust in building engagement in inclusion and setting the groundwork for change; through leadership commitment, our colleague networks, and education.

Building on this progress, the Trust is currently establishing an advanced approach to inclusion. This approach focuses on systemic change – prioritising addressing the causes of inequality, resulting in long-term and sustainable impact. The aim is to make inclusion part of everything we do as a Trust. This approach is being developed whilst bringing together an Inclusion Team that will support both Somerset Foundation Trust, and Yeovil District Hospital.

For this reason, this update outlines the 2021 EDS2 Grades for SFT, along with opportunities for implementing a systemic approach. The opportunities identified below largely focus on data collection and analysis, consultation, and process review. This will enable us to develop specific and measurable actions that target the underlying causes of inequality and underrepresentation. Progressing these opportunities will position us to design a longer-term strategy that will drive impactful change with tangible outcomes, and improve our assessment against the EDS2.

## 3.  EQUALITY DELIVERY SYSTEM 2 GRADING & OPPORTUNITIES

| Goal | Outcome | 2021 EDS2 Grading | Opportunities for Systemic Change |
|---|---|---|---|
| Better Health Outcomes | **Outcome 1.1**: Services are commissioned, procured and delivered to meet the health needs of local communities. | DEVELOPING | • Patient consultation methods – ensure we are able to analyse data to explore feedback from diverse groups and identify potential unmet needs. Implement mechanisms to ensure this analysis is considered within all service review and improvement processes.<br>• Patient outcomes – review patient outcomes across the Trust for diverse groups, to identify potential inequalities, and areas for improvement.<br>• Access to vaccines and screening – Review available data to identify groups and populations less likely to access vaccination and screening services. This information would enable outreach and improvement of services to meet diverse needs.<br>• Sharing progress - Consider mechanisms for rolling out impactful projects from local wards or directorates across the Trust where appropriate. |
| | **Outcome 1.2:** Individual people's health needs are assessed and met in appropriate and effective ways. | DEVELOPING | |
| | **Outcome 1.3:** Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed. | DEVELOPING | |
| | **Outcome 1.4:** When people use NHS Services their safety is prioritised and they are free from mistakes, mistreatment and abuse. | DEVELOPING | |
| | **Outcome 1.5:** Screening, vaccination and other health promotion service reach and benefit all local communities. | DEVELOPING | |

| Goal | Outcome | 2021 EDS2 Grading | Opportunities for Systemic Change |
|---|---|---|---|
| Improved Patient Access and Experience | **Outcome 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. | **DEVELOPING** | • Patient feedback – ensure analysis of patient feedback, and consultation methods, consider diversity and inclusion. Ensure mechanisms are in place so that this analysis is considered within all service review and improvement processes.<br><br>• Patient complaint processes – ensure we are able to collect and analyse data to understand impacts on diverse groups and identify key themes. Trends to be considered within service review and improvement processes. |
| | **Outcome 2.2:** People are informed and supported to be as involved as they wish to be in decisions about their care. | **DEVELOPING** | |
| | **Outcome 2.3:** People report positive experiences of the NHS. | **DEVELOPING** | |
| | **Outcome 2.4:** Peoples' complaints about services are handled respectfully and efficiently. | **DEVELOPING** | |
| A Representative and Supportive Workplace | **Outcome 3.1:** Fair NHS recruitment and selection processes lead to a more representative workforce at all levels. | **UNDEVELOPED** | • Inclusive Recruitment Process – review process to build in inclusive principles throughout. This includes how we promote our Trust to diverse applicants, mitigate bias throughout the process, and use transparent and fair criteria. Undertake detailed data analysis of recruitment process to identify 'pain points' for inclusion.<br><br>• Pay review - undertake a regular BAME pay gap analysis in addition to gender pay gap analysis. This also provides opportunities to consider intersectionality. Conduct a detailed analysis to identify causes of pay inequality and priority areas for action – looking deeper than organisational-wide gaps. |
| | **Outcome 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. | **DEVELOPING** | |
| | **Outcome 3.3:** Training and development opportunities are taken up and positively evaluated by the staff. | **DEVELOPING** | |

| | Outcome 3.4: When at work, staff are free from abuse, harassment, bullying and violence from any source. | UNDEVELOPED | • Undertake analysis of colleague training access to identify any trends for diverse groups. |
|---|---|---|---|
| | Outcome 3.5: Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives. | DEVELOPING | • Collaborate with Freedom to Speak Up Guardian, and Civility Working Group, to identify key themes relating to diversity and inclusion. Work together to develop holistic comms and education material that embed inclusion. |
| | Outcome 3.6: Staff report positive experiences of their membership of the workforce. | DEVELOPING | • Analyse NHS staff survey results to understand key trends and feedback from diverse groups. |
| Inclusive Leadership | Outcome 4.1: Board and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations. | DEVELOPING | • Consider the introduction of leadership KPIs for Inclusion.<br>• Provide coaching and support for leaders in applying a systemic approach to inclusion. |
| | Outcome 4.2: Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are to be managed. | DEVELOPING | • Further embed inclusive principles into leadership and management training & support.<br>• Review Equality Impact Assessment process to ensure this is fit for purpose. |
| | Outcome 4.3: Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination. | DEVELOPING | |