

NHS Equality Delivery System (EDS) 2022

KMPT Equality Delivery System (EDS) Action Plan 2022- 23

Applying the NHS EDS 2022 framework helped to identify priority areas for KMPT to ensure that we are improving experiences for everyone we support and who works for KMPT. Our Equality Delivery System (EDS) Action Plan highlights priorities this year.

Patients – KMPT are working towards collecting and recording patient data in a responsible and sensitive manner that informs our understanding of how our diverse community of patients, service users, family, friends and carers access and experience our services.

We understand that individuals, groups and communities with protected characteristics experience disadvantage when accessing and experiencing mental health services and we want to ensure that we are improving our services based on evidence of those specific needs, listening to our service users and providing safe and respectful services.

Workforce – KMPT staff deserve to work in a safe environment free from bullying, harassment, verbal or physical assault. We will work towards reducing the number of staff experiencing bullying, harassment and abuse at work, ensuring that appropriate support is available to ensure their wellbeing.

We will ensure we are aware of physical or mental health needs that may impact on work performance, responding to needs for reasonable adjustments and support and ensuring that our teams and services are aware and equipped to address health inequalities within the workforce.

Leadership – KMPT's commitment to equality is led from the top of the organisation, ensuring that strategic planning, policy and decision making is a core feature of our organisational culture.

We are working towards embedding a culture of actively tackling inequalities that affect patients and staff with visible and proactive leadership that ensures measurable improvement for the communities we serve and the staff who work here.

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EDS Action Plan	
EDS Lead	Year(s) active
Yasmin Damree-Ralph	2022-23
EDS Sponsor	Authorisation date
Sandra Goatley	

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Domain	Outcome	Objective	Action	Completion date
Domain 1: Commissioned or provided services	1A: Patients (service users) have required levels of access to the service	<p>Enhance performance reporting analysis to accurately identify service users and non-users to inform service development and action planning to increase tailored access to those with protected characteristics.</p> <p>Audit the implementation of the national standard Green Light Toolkit.</p> <p>Develop local community partnerships to work collaboratively to inform service development and promotion of service with the aim to meet the needs of the local demographic, meeting the needs of protected characteristic groups and those currently under-represented in service delivery.</p>	<ul style="list-style-type: none"> Work with staff, internal (ie- Digital transformation) and external partners (ie- ICB) to improve equality data capture and recording in respect of all protected characteristics, identifying and addressing barriers to accurately capturing and recording data. Work with the Performance Team to introduce a consistent standard of performance reporting across services. Develop information and working relationships with local community groups and organisations representing marginalised groups in local communities. Identify representatives for local service teams to be a point of contact for community partnership organisations. 	<p>EDI Practitioner (Patient Lead)</p> <p>Senior Business Intelligence Developer</p> <p>Performance Officer</p> <p>Promoting Safe Services Manager</p> <p>Patient Experience Manager</p> <p>September 2023</p>

	1B: Individual patients (service users) health needs are met	Record and monitor patient and service user outcomes, ensuring required standards are met or exceeded for those with protected characteristics.	<ul style="list-style-type: none"> Enhance monitoring of patient outcomes using protected characteristic data. Analyse data to identify health inequalities, informing service development action planning to improve patient outcomes in line with PCREF (Patient and Carer Race Equality Framework). 	<p>EDI Practitioner (Patient Lead)</p> <p>Senior Business Intelligence Developer</p> <p>Performance Officer</p> <p>Promoting Safe Services Manager</p> <p>Patient Experience Manager</p> <p>September 2023</p>
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	1C: When patients (service users) use the service, they are free from harm	Ensure patient and service user safety when accessing services.	<ul style="list-style-type: none"> • Access internal training and development opportunities to improve risk assessment and effective working with high risk groups with protected characteristics, health inequalities. • Promote use of Equality Impact Assessment tool and monitor compliance with reporting and implementing patient safety procedures and initiatives to reduce risk of harm. • Support successful implementation of Mental Health Units (Use of Force) Act 2018 requirements in April 2023. 	<p>EDI Practitioner (Patient Lead)</p> <p>Promoting Safe Services Manager</p> <p>June 2023</p>
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	1D: Patients (service users) report positive experiences of the service	<p>Increase the number of PREM and Family, Friends and carers returns from those with protected characteristics.</p> <p>Increase opportunities for service users with protected characteristics to share feedback regarding experiences of the service</p>	<ul style="list-style-type: none"> Promote choice of methods for patients and service users with protected characteristics, to meet access and engagement preferences. Establish and develop regular service user forums with representation from groups who experience health inequalities. 	<p>EDI Practitioner (Patient Lead)</p> <p>Patient Experience Manger</p> <p>September 2023</p>
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Domain	Outcome	Objective	Action	Completion date
Domain 2: Workforce health and well-being	2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions	To enhance workforce awareness of the impact of health inequalities on performance	<ul style="list-style-type: none"> Develop workshops and resources to support teams and services to understand Health inequalities within the workforce 	EDI Team HWB Lead Health Inequalities Group Nov 2023
	2B: When at work, staff are free from abuse, harassment, bullying and physical violence from any source	Reduce the number of staff experiencing bullying, harassment and abuse at work.	<ul style="list-style-type: none"> Develop anti-discrimination strategy Develop 12-month initial plan for Patient /Workforce /Leadership Implementing WRES actions for improvement – Recruitment, Disciplinary, Bullying and Harassment 	Diversity and Inclusion Manager EDI Practitioners (patient lead/workforce lead) Organisational Development Facilitator B,H,A Working Group June 2023
	2C: Staff have access to independent support and advice when suffering from stress, abuse, bullying harassment and physical violence from any source	To increase staff confidence and support when suffering from stress, abuse, bullying, harassment and physical violence	<ul style="list-style-type: none"> Developing actions/initiatives to improve workforce disparity – incl analysis of Data Analyse WDES Data and Implement WDES actions and initiatives 	EDI Practitioner (workforce lead) Staff Networks – BAME/DAWN September 2023

	2D: Staff recommend the organisation as a place to work and receive treatment	Improve staff experiences and advocacy in respect of recommending KMPT as a place to work and receive treatment	<ul style="list-style-type: none"> Collaborate with Organisational Development team on staff survey results, determine data informed actions to improve staff experience 	<p>Organisational Development EDI Team</p> <p>April 2023</p>
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Domain	Outcome	Objective	Action	Completion date
Domain 3: Inclusive leadership	3A: Board members, system leaders (Band 9 and VSM) and those with line management responsibilities routinely demonstrate their understanding of, and commitment to, equality and health inequalities	<p>-Executive Board members to have increased visibility through sponsorship and engagement with staff networks and work programmes.</p> <p>Ensure all staff with line management responsibility completes leadership training including EDI and health inequalities.</p> <p>Highlight EDI as a measurable aspect of organisational culture, leadership and practice.</p>	<ul style="list-style-type: none"> Each EDI workstream to have an executive sponsor/ lead. EDI module to be developed for management/leadership training Develop organisational value around 'equity', which will be measured through the appraisal process. 	<p>Diversity and Inclusion Manager</p> <p>May 2023</p> <p>Leadership and Management Facilitator</p> <p>EDI Team</p> <p>April 2023</p> <p>EDI Team Culture Programme Board</p> <p>June 2023</p>
	3B: Board/Committee papers (including minutes) identify equality and health inequalities related impacts and risks and how they will be mitigated and managed	Clarify governance structure around the Health Inequalities Group and actions	<ul style="list-style-type: none"> Identify an Executive Board Committee as part of the governance structure for Health & Inequalities (patients) 	<p>Assistant Director of Partnership Development</p> <p>EDI Practitioner (patient lead)</p>

			<ul style="list-style-type: none"> 12-month Executive/ Board and leadership development package consisting of training, advice and education for senior leadership teams focussing on Race; Racism; Anti-racism and related issues and concepts. 	<p>June 2023 Diversity and Inclusion Manager</p> <p>External consultant</p> <p>May 2023</p>
	3C: Board members and system leaders (Band 9 and VSM) ensure levers are in place to manage performance and monitor progress with staff and patients	Enhance organisational ownership through application of EDS framework of leadership, workforce and patient focus	<ul style="list-style-type: none"> Include WRES WDES, GPG at leaders' event at least once per year Work with place EDI leads to develop understanding and awareness of organisational tools and actions Explore development of menopause strategy 	<p>Diversity and Inclusion Manager</p> <p>Organisational Development</p> <p>December 2023</p>