**NHS Equality Delivery System (EDS) 2022**

**KMPT Equality Delivery System (EDS) Action Plan 2023- 24**

The NHS EDS 2022 assessment tool supports assessment of the impact of discrimination, stress and inequality so that we can improve experiences at KMPT for everyone we support and who works for KMPT. Our Equality Delivery System (EDS) Action Plan highlights priorities for the year.

Patients – KMPT are working towards collecting and recording patient data in a responsible and sensitive manner that informs continuous improvement, ensuring that our diverse community of patients, service users, family, friends and carers experience good access and high levels of satisfaction in experiences and outcomes from 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 continue to 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, 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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| **EDS Action Plan** | |
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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 | 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.  Audit the implementation of the national standard Green Light Toolkit.  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. | * 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. | EDI Practitioner (Patient Lead)  Senior Business Intelligence Developer  Performance Officer  Promoting Safe Services Manager  Patient Experience Manager  January 2025 |
| 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. | * 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). | EDI Practitioner (Patient Lead)  Senior Business Intelligence Developer  Performance Officer  Promoting Safe Services Manager  Patient Experience Manager  January 2025 |
| 1C: When patients (service users) use the service, they are free from harm | Ensure patient and service user safety when accessing services. | * Develop internal training and learning 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. | EDI Practitioner (Patient Lead)  Promoting Safe Services Manager  January 2025 |
| 1D: Patients (service users) report positive experiences of the service | Increase the number of Patient reported experience measures (PREM) and Family, Friends and carers returns from those with protected characteristics.  Increase opportunities for service users with protected characteristics to share feedback regarding experiences of the service | * 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. | EDI Practitioner (Patient Lead)  Patient Experience Manger  January 2025 |

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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 provide the workforce with awareness of the impact of health inequalities on performance | * Develop workshops and resources to support teams and services to understand Health inequalities within the workforce | EDI Team  HWB Lead  Health Inequalities Group  January 2025 |
| 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. | * Support and contribute to Violence and Aggression Workstreams * Support the staff survey outcome plan * 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  January 2025 |
| 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 | * Roll out of Trauma Informed Care Training, to support staff following incidents of Violence and Aggression * Promote independent staff support services | EDI Practitioner (workforce lead)  Staff Networks – BAME/DAWN  January 2025 |
| 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 | * Collaborate with Organisational Development team on staff survey results, determine data informed actions to improve staff experience | Organisational Development  EDI Team  January 2025 |

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| **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 | -Executive Board members to have increased visibility through sponsorship and engagement with staff networks and work programmes.  Ensure all staff with line management responsibility completes leadership training including EDI and health inequalities.  Highlight EDI as a measurable aspect of organisational culture, leadership and practice. | * Each EDI workstream to have an executive sponsor/ lead. * EDI support the facilitation of training in EDI * Lead on Cultural Review Transformation EDI Plan | Diversity and Inclusion Manager  January 2025  Leadership and Management Facilitator  EDI Team  EDI Team  May 2024 |
| 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 and Patient Carer Race Equality Framework.  Clarify Executive Lead for Cultural Transformation EDI Plan | * Identify an Executive Board Committee as part of the governance structure for Health Inequalities and PCREF * Identify Exec lead for Cultural Review EDI Plan. | March 2024  May 2024  Diversity and Inclusion Manager |
| 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 | * 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 | Diversity and Inclusion Manager  Organisational Development  January 2025 |