

## Equality Objectives

Objective	Action	Expected Outcome	Lead	Timescale
<p>1. Improve equality data collection and usage across all protected characteristics</p>	<p>Establish a baseline and build on existing information collected for patients across all protected characteristics</p> <p>Establish a baseline and build on existing information collected for staff across all protected characteristics</p> <p>Review existing systems for monitoring complaints to ensure that all complaints are broken down by protected characteristics</p> <p>Ensure that any relevant external/internal surveys can be analysed by all protected characteristics</p>	<p>Patient related data to be shared with managers who are making decision making about service development/business planning</p> <p>Increase in the percentage of protected characteristics reported by patients compared to baseline</p> <p>Increase in percentage of protected characteristics reported by staff compared to baseline</p> <p>All complaints can be recorded and analysed by all protected characteristics</p> <p>All surveys can be recorded and analysed by protected characteristics</p>	<p>Divisional Managers, Coding representative and E&amp;D Manager</p> <p>Workforce Information team and E&amp;D Manager</p> <p>Complaints Manager</p> <p>Divisional Managers supported by E&amp;D Manager</p>	<p>April 2017</p>

2. Continue to develop and promote an organisational culture which supports principles of equality and diversity	Ensure staff are regularly trained on equality and diversity	25% of staff are routinely expected to attend training/updates every year  Equality and diversity updates provided at induction and clinical governance away days	E&D Manager and Learning & Organisational Manager	April 2013
	Develop an inclusive working environment where staff feel free of discrimination, harassment or bullying	Investigate and understand the results of the 2011 staff survey results and implement solutions  Reduction in the proportion of staff reporting bullying, harassment or discrimination in 2012 staff survey results	Divisional Managers with support from E&D Manager	April 2013
	Undertake equality impact assessments on policies, procedures and service developments	Completing equality assessments will help managers understand the needs of staff and patients and ensure that they are not disadvantaged by our policies, procedures or service developments.	Divisional Managers supported by E&D Manager as required	April 2013
3. Effectively communicate, engage and involve of all our stakeholders	Engage and involve internal and external stakeholders on the grading process of the Equality Delivery System	Successful implementation of the Equality Delivery System and development of further equality objectives  Create an active network of stakeholders that act as 'critical friends' to help advance equality performance of the organisation.  Continued use of specialist resources to translate and interpret information that is accessible to patients/stakeholders	Divisional Managers, Membership and Engagement Manager and E&D Manager	April 2013

4. Strengthen equality and diversity communications and resources	Use results from the equality engagement questionnaire to develop the competence and capability of staff to deal with staff or patients more effectively.	Organise and deliver a programme of events and publicity for staff to build their knowledge.	E&D Manager with Communications and Divisional Managers	April 2013
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