

Board of Directors	Agenda Item	Enc
Document Title:	Dignity and Respect: Annual Report 2016/17	
Sponsoring Director:	Greg Moores, Director of Workforce and Development	
Author(s):	Jas Kaur, Equality and Community Engagement Coordinator	
Date of Meeting:	27 th July 2017	

Executive Summary

Dignity and Respect is central to the organisation's business, culture and behaviours. Over the last 12 months staff, service users, carers and partners have all worked together in taking this agenda forward.

This report is intended to inform the Trust Board of progress in relation to Dignity and Respect over the course of 2016/17. This includes meeting legislative and reporting requirements, as well as delivering Equality Objectives, engaging with local communities, and taking forward the objectives set out in the Trust's Workforce and Development Strategy.

Based on current performance and delivery over 2016/17, the report will also set out the Trust's Equality Objectives for 2017/18.

Recommendations

The Board of Directors is asked to:

- **Approve** the report and the Trust Equality Objectives

Monitoring	✓	Details
Care Quality Commission Compliance	✓	Safe
	✓	Caring
	✓	Responsive
	✓	Effective
	✓	Well Led
Strategic Aims	✓	Provide high quality, recovery focused services
	✓	Respect, inspire and develop our workforce
		Innovate through co-operation and co-production
		Delivery regulatory, financial, performance and quality standards
		Expand our current service portfolio in order to

		enrich services
NHSI Licence Compliance		
Other (add details)		

Assurance	Ref	Details
Risk Register		
Assurance Framework		
Board Committee		

Dignity and Respect Annual Report 2016/17



Looking Back

Governance

Ensuring Dignity and Respect through all elements of Trust service delivery remains at the forefront of everyday business with key principles clearly visible not only in front line service delivery but also back office support functions. Having the agenda integrated into the Workforce Development Committee has supported and encouraged proactive and constructive challenge and debate harbouring an empowering culture around the subject matter.

Through the last year changes to the Community Engagement Group have encouraged the organisation to consider a variety of topics and the impacts that they have on different groups of people. Subject matter experts have been invited along from the Trust to educate members and feed back to local communities. Further developments to this group are insight for 2017/2018.

Workforce and Development Strategy

Strategic Aim 9 of the Workforce and Development Strategy 2012-16 (with a 12 month extension) is that service users and staff feel equally valued and respected regardless of their differences and the Trust demonstrates best practice around equality. Annual objectives are set out in the Strategy Delivery Plan and monitored via the Workforce and Development Committee. In 2016/17 a number of key objectives were delivered. These are highlighted below:

- Work with front line teams regarding equalities data
 - All work with teams by the Organisational Development department incorporates equalities data, encouraging Dignity and Respect to become further integrated. This encourages data to become part of the holistic package when engaging with corporate support functions
- Scope positive action requirements in underrepresented areas of the workforce
 - Rather than a specific positive action programme of work, the Trust is looking at utilising data available to target programmes of work and recruitment campaigns. One such example is the recruitment 'Turn Lives Around' campaign which is focussed particularly Band 5 nurses.
- Embed application of Equality Impact Assessment (EQIA) in service development and change
 - EQIAs are now being utilised and discussed at a number of forums including the Joint Strategic Partnership. Service users and carers are also referring to information collated and published through the EQIA process.
 - Over the last 12 months, in light of the new doctor contract, a Trust-specific EQIA has been pivotal to the discussions as an enabling mechanism to have some very challenging discussions, overall using the EQIA as a framework supported enhanced joined up working.
- To facilitate improvements in recording and application of staff demographic data
 - Over the past 12 months data has been communicated to teams via the organisational development approach resulting in small changes. Over the next 12 months data will be filtered down via the Workforce and Development Committee, handing ownership to Directorates via a 'dashboard' format encouraging better quality data
- To facilitate improvements in recording and application of service user demographic data
 - Over the past 12 months data has been communicated to teams via the organisational development approach resulting in small

changes. Over the next 12 months data will be filtered down via the Workforce and Development Committee, handing ownership to Directorates via a ‘dashboard’ format encouraging better quality data

Delivery of Trust Equality Objectives 2016/17

A large scale Equality Delivery System (EDS2) consultation is currently underway through Engaging Communities. Phase 2 is now complete and we are awaiting the final Phase 3 report, all reports will be available on the Trust website.

Over the course of 2017/18 the Trust will be joining up with local commissioners to consult on Aim 2 (see below) of the EDS2, providing another alternative platform to feedback. This will be the first joint consultation of its kind across the NHS.

The Engaging Communities report highlights a number of key issues that have been taken forward through team development and through various other learning programmes including Induction and the Aston Team Leader programme.

The past year has shown how proactively the Equality objectives can consider the current Trust priorities and work towards achieving these through a Dignity and Respect lens. The objective leads have worked hard in evidencing progress through operational impact as well as strategy developments, the end focus always being improved experience for service users, staff and partners. Below is a brief update, prepared by the responsible leads for each objective, advising on progress over the last year. Progress has been monitored throughout the year via the Workforce and Development Committee.

Aim 1: Future Engagement projects to be tied in centrally to the Community Engagement Model. Services to work with through 2016/17 are Children’s Services and Mental Health Services

2016/2017 Lead: Jas Kaur

2016/2017 Progress: Due to the large scale changes that took place during Community Remodelling programme, the project on remodelling took a lot longer than anticipated and only completed in January 2017. Key recommendations from this report were embedded into the Community Mental Health programme. These recommendations are emphasised and actions encouraged through the team away sessions that the new pathways

will be having over the next year. As a result of the delay the aim will be carried over to 2017/2018.

Action 2017/18: Engagement projects to be tied in centrally to the Community Engagement Model. Services to work with through 2017/18 are Children's services and Mental Health Services.

2017/18 Lead: Jas Kaur

Aim 2: Monitor and support the implementation of the Accessible Information Standard (AIS).

2016/2017 Lead: Jas Kaur

2016/2017 Progress: The AIS has been actively embedded within the organisation and the NHS as a whole since July 2015. Internal staff are regularly reminded about the requirements of the AIS through training and development relating to communication. On the whole, all staff are challenged about assumptions, making information available in appropriate formats and recording this so that the service user receives information in a timely manner throughout service. As a Trust we are currently looking to explore a more collaborated approach though employing a system that satisfies the documentation needs of the standard which will ensure a mainstream approach.

Action 2017/18: Actively engage PALS in Organisational Development processes to ensure that compliments and complaints are knitted closely together so that lessons learned are embedded into practice

2017/18 Lead: Jas Kaur & Fiona Moore

Aim 3: Ensure that Dignity and Respect principles are embedded within the Values Based Recruitment training where recruiting managers are empowered to examine their own unconscious biases.

2016/2017 Lead: Greg Moores

2016/2017 Progress: Recruitment and Selection training now encompasses unconscious bias discussions as a fundamental element of the experience, as well as discussions on values and behaviours. Feedback from the sessions has been very positive and suggests that recruiting managers now feel more secure and empowered throughout the process of recruitment.

Action 2017/18: Embed Dignity and Respect into the Organisation development approach, especially within team development sessions.

2017/18 Lead: Simon Holmes

Aim 4: Define areas of actions and focus for development of the Workforce Race Equality Standard (WRES); this will initially focus on supporting the Values Based Recruitment approach and Board development.

2016/2017 Lead: Alex Brett

2016/2017 Progress: Board development session on unconscious bias provided some constructive challenge to Board members. Further development sessions have been facilitated by the Board's Organisational Development specialist, operating from an inclusive perspective and will continue to facilitate ensuring that Dignity and Respect remains at the forefront.

The Values Based Recruitment sessions have been combined with the Recruitment and Selection training offering a joined up, Values Based, Recruitment training package which has received great feedback.

Action 2017/18: Support the implementation of the Workforce Disability Equality Standard (WDES) and ensure WRES is integrated into daily business.

2017/18 Lead: Simon Holmes

Community Engagement

The Community Engagement Group now operates on a theme-based approach bringing topics up for discussion that disproportionately affect groups protected under the Equality Act. Topics covered most recently have included policing and mental health and grief and loss in young people. When topics are discussed all members are encouraged to feed the information outwards to community groups bringing back questions and items for discussion and debate.

Outside of the group Community Development Workers based in Shropshire are continuing to make stronger connections within local communities. The main focus of Community Development work in Shropshire for last 12 months has been to work with following targeted areas, to reduce barriers and to improve access to mental health services concentrating on these particular groups:

1. Minority Ethnic Communities
2. Young People
3. Carers/Older People
4. LGBT
5. Faith Groups
6. Community Engagements events
7. Community based psychological interventions for 'hard to reach groups'

Celebrating success

Over the last 12 months the Trust has been part of the NHS Employers Diversity and Inclusion Partners Programme. The Trust was selected as a participant from over 45 applications.

The focus of the programme was based on five developmental seminars that provide partners with detailed strategic policy support, the opportunity to undertake personal development and a forum to share good practice, and network with fellow colleagues in the NHS and other diversity and inclusion subject matter experts.

Through this programme the Trust has been able to provide active consultation to new standards that will be operationalised within the NHS over the next 24 months.

Assurance

Over the course of 2017/18 the Dignity and Respect Strategy will be monitored through the Workforce and Development Committee. This Committee will provide the challenge and steer needed to meet the objectives under the EDS2.