

**Equality Delivery System Action Plan (EDS2)**

CityCare has developed an action plan based on the goals of EDS2. The Action Plan will be RAG rated and monitored by the Equality and Diversity Group, which will in turn report to the Board.

The Equality Diversity and Inclusion Lead will support the identified leads for each action through the provision of information and advice.

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| **GOAL 1: BETTER HEALTH OUTCOMES FOR ALL** |
| **Accountable director: Director of Operations & Transformation** |
| * Review data available in relation to protected characteristics and develop data quality improvement plan
* Use data to inform service developments and improvements
 | Chris Todd |
| * Embed Equality Analysis (formerly known as Equality Impact Assessments) process
 | Helen StorerFiona Cambridge |
| * Provide examples of good practice
 | Fiona Cambridge |
| **GOAL 2: IMPROVED PATIENT ACCESS AND EXPERIENCE** |
| **Accountable director: Director of Quality and Safety/Executive Nurse** |
| * Ensure patient and public engagement activity reflects views of people with protected characteristics
 | Kate Whittaker |
| * Analyse complaints data to identify issues for people with protected characteristics
 | Kate Whittaker |
| * Ensure access to interpreting services
 | Sangita Dhiri |
| * Develop and embed communication standards including the Accessible Information Standard
 | Fiona Cambridge |
| **GOAL 3: A REPRESENTATIVE AND SUPPORTED WORKFORCE** |
| **Accountable director: Director of Quality and Safety/Executive Nurse** |
| * Review annual workforce data to identify any trends/issues in relation to protected characteristics and develop targeted approaches where necessary
 | Fiona Cambridge |
| * Ensure equality of access to training and development opportunities for all staff with protected characteristics
 | Fiona Cambridge |
| * Ensure training and development opportunities in relation to equality and diversity are available to all staff
 | Fiona Cambridge |
| * Ensure equality and diversity principles are embedded in initiatives such as the values and behaviour framework
 | Fiona CambridgeHelen Mancini |
| * Monitor results of staff survey/other staff data in relation to particular issues arising in relation to equality and diversity/discrimination/bullying/harassment
 | Fiona CambridgeHelen Mancini |
| **GOAL 4: INCLUSIVE LEADERSHIP** |
| **Accountable director: Director of Quality and Safety/Executive Nurse** |
| * Regular reports to the Board following each Equality and Diversity Group meeting
 | Fiona Cambridge |
| * Ensure that suitable resources/support are available to enable staff to work in a culturally competent way
 | Fiona Cambridge |