

## Action Plan

This Action Plan is based on the Race Equality Performance Framework published jointly by the Commission for Racial Equality and the Strategic Health Authorities of England and has been developed to support our Race Equality Scheme 2005-2008. The PCT Diversity Steering Group will monitor progress(s) quarterly. Progress reports will be published annually.

In the table below an identified lead(s) is responsible for each action and a review or completion date has been set. This section is a living document: items may change, for example, as staff change, but the system of reporting will ensure continuity.

The following key will be used to monitor progress.

|       |   |
|-------|---|
| Met   |   |
| Green | Equates to no problems foreseen in meeting targets                                |
| Red   | Equates to serious problems/issues which mean target currently unlikely to be met |
| Amber | Equates to issues/problems are giving some concern in meeting targets             |

### 1. Leadership and Corporate Commitment

The PCT will be actively committed to the promotion of equality, good community relations and the elimination of discrimination.

The Board will ensure that equality is part of the main business of the organisation.

The Board will challenge discrimination when it is identified.

The PCT will fulfill the requirement of the Race Relations (Amendment) Act 2000 to eliminate unlawful racial discrimination; promote equality of opportunity, and promote good relations between people of different racial groups.

|    |  | Date                  | Responsibility   | Progress |
|----|--|-----------------------|--|----------|
| i  | The Diversity Steering Group will oversee this Race Equality Scheme, involving independent partners as required. The PCT Board will review progress of the Scheme annually via a written report. | 2005                  | Diversity Steering Group Chair/ Associate Director of HR |          |
| li | Public documents will contain a commitment to equality and diversity. Reception and other public areas will display anti-harassment notices.   | Review 2005 & ongoing | Community Involvement Manager/Associate Director of HR   |          |

|  |  |              |  |          |
|--|--|--------------|--|----------|
| iii  | The Local Delivery Plan will contain a commitment to principles of diversity and to the undertaking of Equity Audit and Equality Impact Assessment and to the implementation of findings in line with available resources. | 2006/7       | Chief Executive                              |          |
| <p><b>2. Strategy and Services</b></p> <p><b>The PCT aims to: -</b></p> <p>ensure equitable access to services, health promotion and prevention.<br/>         develop services that are perceived as fair, meeting needs, respecting cultural identity and providing choice.<br/>         empower local people to exercise choice.<br/>         deal with complaints fairly.<br/>         ensure similar outcomes for treatment across all groups.</p> |  |              |  |          |
|  |  | Date         | Responsibility                               | Progress |
| i  | Equality and Diversity leads for each Directorate will be identified, trained in Equality Impact Assessment and will be members of the Diversity Steering Group.   | October 2005 | Diversity Steering Group Chair               |          |
| ii   | Equality Action Plans will be developed for priority areas, in consultation with patients and stakeholders, based on the assessment of policies and functions.   | March 2006   | Diversity Steering Group                     |          |
| iii  | Plans for implementing Standards for Better Health will take explicit account of equality, diversity and access to primary care services, including GPs.   | 2006         | Director of Nursing and Clinical Development |          |
| iv   | The Patient Involvement Group will develop clear plans to address equality and diversity issues arising from complaints, PALS data and/or the Patient and Public Involvement (PPI) Forum.                                  | 2006         | Patient Involvement Group Chair              |          |

|     |   | Date                | Responsibility   | Progress |
|-----|---|---------------------|--|----------|
| v   | Standard Service Level Agreements with other NHS organisations will contain provision to monitor equality and diversity practice and policy.  | 2006/7              | Director of Service Development                          |          |
| vi  | Premises, including GP premises, will comply with the Disability Discrimination Act.  | Ongoing Review 2006 | Corporate Services Manager/Director of Service Provision |          |
| vii | PCT telephone, communications and information will be accessible to people with sensory disabilities and learning disabilities. Information will be available in languages other than English. Websites will meet Web Accessibility Initiative (WAI) standards. | From 2006           | Assistant Director, Community Involvement                |          |

### 3. Patient, Carer and Public Involvement and Consultation

The PCT wants local people:

from all communities to know what is available from their local health services.

to have similar levels of satisfaction with services and to feel that services work with their needs in mind.

to know about and actively use opportunities to influence development, delivery and monitoring of health services.

|     |  | Date                | Responsibility                | Progress |
|-----|--|---------------------|-------------------------------|----------|
| i   | The PCT will develop stronger links with local community groups, (including representation and involvement in community forums and other relevant bodies or groups.)                                     | Ongoing Review 2006 | Diversity Steering Group      |          |
| ii  | The Patient and Public Involvement (PPI) Strategy will include reference to the ways in which under-represented groups will be involved in PPI activities, including details of relevant staff training. | 2005/6              | Community Involvement Manager |          |
| iii | Individual services will specify how the views of patients, carers and the public will contribute to service development, in the context of hard to reach groups.  | From 2006           | Service Leads (various)       |          |

#### 4. Health

The PCT will understand the health and inequalities experienced by local people and:

priorities will be influenced by the health needs of all groups.

evidence-based strategies will be in place to reduce inequalities

inequalities in health between different groups will be narrowing.

changes in premature mortality and infant mortality across ethnic groups will be regularly monitored.

|     |   | Date            | Responsibility                              | Progress |
|-----|---|-----------------|---|----------|
| i   | Annual Public Health Reports will highlight health inequalities and staff will be briefed on the findings.  | 2005            | Public Health                               |          |
| ii  | Information from patient and public involvement activities (see above) will be brought to the attention of the Board.   | Ongoing         | Community Involvement Manager               |          |
| iii | National Service Framework implementation plans will explicitly address equality and diversity.   | From 2006       | All Directorate areas                       |          |
| iv  | The PCT will work with the South West Health Observatory to improve the available information on the health of different groups and communities.                  | From 2006       | Public Health                               |          |
| vi  | The PCT will develop forward-looking strategies and actively seek funding for Regeneration and Healthy Living Initiatives that aim to tackle health inequalities. | Ongoing<br>2006 | Director of Service Provision/Public Health |          |
| vii | Patient profiling will cover 90% of PCT patients  | March 2006      | Public Health                               |          |

## 5. Workforce

The PCT aims to achieve the following:

Staff from all ethnic groups view the organisation as a fair and rewarding place to work.  
Staff actively promote equality and diversity and are confident in their ability to challenge racism and other forms of discrimination.  
The workforce reflects the community at all levels in the organisation.  
Recruitment and selection procedures are fair and actively support under-represented groups.

|     |  | Date          | Responsibility   | Progress |
|-----|--|---------------|--|----------|
| i   | Achieve Improving Working Lives Practice Plus  | November 2005 | Associate Director of Human Resources  |          |
| ii  | Review recruitment and selection procedures, including the involvement of local groups and communities with particular regard to recent legislation changes and Criminal Record Bureau (employment) checks.  | December 2005 | Associate Director of Human Resources  |          |
| iii | Monitor by ethnicity, gender and disability staff in post, applicants and short-listed candidates, staff receiving training, grievance & disciplinary cases, and those leaving employment, and develop action plans to address any areas of concern. | From 2006     | Associate Director of Human Resources<br>Equality & Diversity Project Manager    |          |
| iv  | Recruit an Equalities & Diversity Project Manager on behalf of the Gloucestershire PCTs by way of Local Workforce Development Group funding.   | Autumn 2005   | Associate Director of Human Resources  |          |
| v   | Train Dignity at Work advisors to support the PCT 'Promoting Dignity at work Policy (which addresses issues of bullying and harassment)  | 2005          | Associate Director of Human Resources  |          |
| vi  | Continue to run Diversity training for staff, including onward development of specific training for particular occupational groups   | 2005          | Associate Director of Human Resources<br>and Race Equality and Diversity Manager |          |

| <b>6. Partnership</b>   |   |                     |                 |          |
|---|---|---------------------|-----------------|----------|
| The PCT will aim to be recognised as a champion for equality and diversity, and will use its influence to challenge discrimination and to promote equality. |   |                     |                 |          |
|   |   | Date                | Responsibility  | Progress |
| i   | The PCT will be actively involved in Local Strategic Partnerships (LSP) and will report on how the PCT promotes Equality and Diversity in the LSPs. | Ongoing             | Public Health   |          |
| ii  | The PCT will work positively with the Overview and Scrutiny Committee to promote equality and diversity throughout health services.                 | Ongoing             | Chief Executive |          |
| iii   | The PCT will work with regeneration and other partnerships to raise external funds for initiatives benefiting excluded groups or neighbourhoods.    | Ongoing Review 2006 | Public Health   |          |

| <b>7. Finance and Procurement</b>  |   |             |                                 |          |
|--|---|-------------|---------------------------------|----------|
| <p>The PCT aims to invest resources in order to promote equality and good community relations.<br/>The PCT will ensure that contractors comply with anti-discrimination law.</p> |   |             |                                 |          |
|  |   | Date        | Responsibility                  | Progress |
| i  | Equality Impact Assessment will be undertaken of budget-setting processes, to ensure that budget changes (upward or downward) are without favour or detriment to particular groups, e.g. Black and minority ethnic communities, people with disabilities. | From 2006/7 | Director of Finance             |          |
| ii   | The Local Delivery Plan will quantify funds to promote equality and diversity and to reduce health inequalities.  | From 2006   | Chief Executive                 |          |
| iii  | Contracts and Service Level Agreements with other bodies will contain requirement to comply with anti-discrimination legislation.   | 2006/7      | Director of Service Development |          |

**8. Information and Communication Technology**

**The PCT aims to:-**

Document progress on narrowing inequalities

Maximise opportunities for staff and partner organisations to use information and research sources

|     |  | Date           | Responsibility  | Progress |
|-----|--|----------------|---|----------|
| i   | Workforce reports will be publicised at least annually.  | Workforce 2005 | Associate Director of Human Resources                                 |          |
| ii  | Ensure accuracy of data collection and recording systems regarding workforce ethnicity data and the migration of such data onto the Electronic Staff Record system.            | March 2006     | Associate Director of Human Resources                                 |          |
| iii | The PCT will monitor individual service action plans arising from this Strategy and will refer to patient profiling and other data.  | From 2006      | Service Managers  |          |
| iv  | The PCT will present profiling findings to relevant community groups and other consultation forums and will actively follow up requests for information from community groups. | 2006           | Associate Director of Human Resources/Directors of other Directorates |          |