

NEAS Equality Delivery System Grading 2012

Goal 1 Better health outcomes for all	GRADING		
	SA	LD	GP
EDS Outcome			
1.1 Services are commissioned, designed and procured to meet the health needs of local communities, promote well-being, and reduce health inequalities	Amber	Amber	Amber
1.2 Individual patients' health needs are assessed, and resulting services provided, in appropriate and effective ways	Amber	Amber	Amber
1.3 Changes across services for individual patients are discussed with them, and transitions are made smoothly	Amber	Amber	Amber
1.4 The safety of patients is prioritised and assured. In particular, patients are free from abuse, harassment, bullying, violence from other patients and staff, with redress being open and fair to all	Amber	Amber	Green
GOAL 2 Improved patient access and experience			
2.1 Patients, carers and communities can readily access services, and should not be denied access on unreasonable grounds	Amber	Amber	Green
2.2 Patients are informed and supported to be as involved as they wish to be in their diagnoses and decisions about their care, and to exercise choice about treatments and places of treatment	Green	Amber	Amber
2.3 Patients and carers report positive experiences of their treatment and care outcomes and of being listened to and respected and of how their privacy and dignity is prioritised	Amber	Amber	Amber
2.4 Patients' and carers' complaints about services, and subsequent claims for redress, should be handled respectfully and efficiently	Green	Amber	Green
Goal 3 Empowered, engaged and well-supported staff			
3.1 Recruitment and selection processes are fair, inclusive and transparent so that the workforce becomes as diverse as it can be within all occupations and grades	Amber	NA	Green
3.2 Levels of pay and related terms and conditions are fairly determined for all posts. (For details on equal pay legislation, please refer to EHRC's "Equal Pay: Statutory Code of Practice", 2010, published in support of the Equality Act 2010)	Green	NA	Amber
3.3 Through support, training, personal development and performance appraisal, staff are confident and competent to do their work, so that services are commissioned or provided appropriately	Amber	NA	Amber
3.4 Staff are free from abuse, harassment, bullying, violence from both patients and their relatives and colleagues, with redress being open and fair to all	Amber	NA	Amber
3.5 Flexible working options are made available to all staff, consistent with the needs of the service, and the way that people lead their lives. (Flexible working may be a reasonable adjustment for disabled	Green	NA	Green
3.6 The workforce is supported to remain healthy, with a focus on addressing major health and lifestyle issues that affect individual staff and the wider population	Green	NA	Green
Goal 4 Inclusive leadership at all levels			
4.1 Boards and senior leaders conduct and plan their business so that equality is advanced, and good relations fostered, within their organisations and beyond	Green	NA	Amber
4.2 Middle managers and other line managers support and motivate their staff to work in culturally competent ways within a work environment free from discrimination	Amber	NA	Red
4.3 The organisation uses the "Competency Framework for Equality and Diversity Leadership" to recruit, develop and support strategic leaders to advance equality outcomes	Amber	NA	Red

Green = Achieving

Amber = Developing

Red = Underdeveloped

SA = Self Assessment

LD = Learning Disability Panel

GP = Grading Panel