

# Isle of Wight Single Equality Scheme

**PUBLIC SECTOR WORKING IN PARTNERSHIP  
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## Document Information

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## 2 Statement of Commitment

This scheme will help the public sector on the Isle of Wight to tackle current inequalities, promote equality and fairness and establish an inclusive culture that will enable Island services to meet the needs of all. We acknowledge and accept our roles in supporting the strategy and will play our full part in making its aims a reality.

Steve Beynon  
**Chief Executive, Isle of Wight Council**

Kevin Flynn  
**Chief Executive, IW NHS PCT**

David Pugh  
**Leader of the Council**

Danny Fisher  
**Chairperson, IW NHS PCT**

## 2.1 Our Vision

We will make fairness and inclusion fundamental to all that we do to ensure:

- We achieve the aims of our sustainable community strategy - to become a world renowned Eco-Island, with a thriving economy and a real sense of pride where residents and visitors feel safe and are treated with respect.
- We serve all communities to the highest standard.
- Our workforces reflect the diversity of the communities we serve
- All communities know that we want to understand their individual needs
- We value diversity, respect individual rights and expect others to do the same.
- That both the council and primary care trust (PCT) values diversity and respects individual rights

### 2.1.1 Our Commitment

We are committed to delivering effective and modern public services which:

- Work in partnership to meet the needs of the communities we serve
- Fully involve all communities in developing and delivering services and functions
- Ensure that equality and diversity are part of everything we do
- Ensure all major policies, processes and practices are open and transparent and have fully taken into account the question of equality.
- Actively encourage talent and support everyone to achieve their potential
- Have a culture in which everyone is treated with dignity and respect

### 2.1.2 Our Values

Our diversity values reflect those held nationally in that

- We value diversity in our communities
- We value all those who work with us and for us
- We value innovation, change and learning

The Primary Care Trust and Isle of Wight Council will work together to ensure that these values are established in the competencies of their respective organisations.

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**Equality Objectives:**

To achieve the three levels of the Equality Improvement Framework:

1. developing
2. achieving
3. excellent

To improve on each of the five performance areas within the framework:

1. Knowing your community and community mapping
2. Place shaping, leadership, partnership and organizational development
3. Community engagement and satisfaction
4. Responsive services and customer care
5. A modern and diverse workforce

### 3 Why Is Equality Important To Us All

“An equal society protects and promotes equal, real freedom and substantive opportunity to live in the ways people can value and would choose so that everyone can flourish. It recognises people’s different needs, situations and goals’ removes the barriers that limit what people can do and can be”

*Equalities Review 2007*

The reason for an equality and diversity strategy is straightforward - to improve community cohesion and to support economic prosperity. We need to ensure that we are reaching out and helping all parts of the community to make the most of their opportunities.

We recognise that

- Equality is an issue for everyone
- We don’t all start from the same position
- To create a fair society we must recognise different needs

Equality and diversity underpins how we treat each other, how we treat our customers, how we interact with the diverse communities that we serve and how we deliver our services to those communities.

To be effective, our policies, practices and procedures must be fair, providing equal opportunities to all and appropriate and effective services to all parts of the community.

#### 3.1 Equality, Diversity and Inclusion

As major employers and providers of services, we are more effective and efficient when all our staff and service users feel valued and are encouraged and helped to achieve their potential. If we achieve this, we will benefit from the talent that these staff bring to organisations. This in turn results in a more effective and efficient service.

##### 3.1.1 Legal Compliance

The public sector organisations who sign up to this document have legal duties to promote equality of opportunity and eliminate the discrimination of service users and employees (see annex A – key equalities legislation).

Failure to comply with the legal duties now firmly placed within the Equality Act 2010 will:

- Reduce our ability to serve the community as we will have little understanding of their needs
- Harm our communities and employees, because they may not have equal opportunity to reach their potential, and
- Damage the reputation of the organisations involved

### 3.1.2 Single Equality Scheme (SES)

Developing this Single Equality Scheme (SES) is the joint response of the Isle of Wight National Health Service PCT and Council to the Equality Act 2010 and is an important step towards developing a comprehensive approach to addressing equality and diversity issues. This Single Equality Scheme outlines how the organisations currently meet statutory general and specific duties relating to race, disability and gender and also covers the other diversity issues of religion/belief, age, sexual orientation, as well as consideration of human rights.

It builds on and incorporates the progress made to date through the race, gender and disability schemes allowing greater parity and representation from across the whole community.

This scheme is supported by practical and measurable actions across **all** the equality strands that will enable us to monitor our progress over the coming months and years.

However, this is only the starting point and we remain committed to involving local people and the workforce in the review and further development of the action plan to ensure it remains both relevant and fully reflective of future needs and aspirations.

The organisations continue to support all aspects of work designed to achieve the common objective of eliminating discrimination, harassment, stereotyping and prejudice.

### 3.1.3 What We Have Achieved So Far

We have reviewed each of our published schemes.

The schemes were published during 2006 and 2007 and in each case we involved people from diverse backgrounds in the development and design of the document and worked in partnership with other public, private and voluntary sector organisations to widen participation and reduce consultation fatigue.

We identified priority areas for action and each of the partner agencies involved developed their own action plans. Our reviews have shown progress in each strand. We will build on our success and continue to tackle new areas of improvement. In addition to the individual achievements within individual action plans we have provided

#### **Isle of Wight Council:**

#### **Support to the local black minority ethnic group: - EQUALS**

**EQUALS** is an Island community group that supports the local black, minority and ethnic community. The council is working alongside the group to promote equality of opportunity by engaging in cultural diversity events and public consultation, supporting the management committee and by providing an opportunity for EQUALS members to challenge services through involvement in the equality impact assessment process. This partnership approach is helping to support their vision of 'Building bridges to celebrate and embrace diversity on the Isle of Wight'.

**Migrant Workers bid – Welcome Pack:**

Following a successful partnership approach to bidding for funding to the Government Office for the South East (GOSE), the Island Strategic Partnership (ISP) has been able to commission a project to develop a Welcome Pack for migrant workers and diverse communities now choosing to live and work on the Island. The £25k for 2009 – 2010 has been used to develop a welcome pack, which includes key information such as:

- Access to services
- Working on the Island
- Benefits and legal advice
- Children and education
- Health, housing and community services
- Culture and leisure
- Translation and English as a Second Language service availability

The pack has been reviewed by the community groups and will be translated into local community languages, the ISP acknowledge that the use of translation and interpretation should only be used where necessary. However, there are circumstances where the need still remains and the pack will help to alleviate problems identified by local service providers.

**Disability activity:**

We have been working to improve opportunities for disabled people for a number of years. We adopted the ‘social model’ of disability in 1999, based on the ideas that the barriers in everyday life can disable people and that disabled people should have the right to the same services as others.

We aim to give people independence and control over their own lives. This is particularly important for personal and social care. We were one of the first councils to introduce direct payments. This gives money to people so they can choose the personal support they need.

We support the WorkRight scheme which offers opportunities for those with learning disabilities to obtain employment. People with learning disabilities are one of the most disadvantaged groups in terms of employment chances and we aim to reduce that inequality through positive action.

We have been working alongside local groups to improve the provision of accessible toilets and a changing room facility. The Riverside centre will have a changing room facility from March 2010 providing a much needed facility.

We have for a number of years celebrated the achievements of local people with a disability or those who support others across the spectrum of disabilities. In 2010 the event will be combined with the Lord Lieutenants Annual Community Awards

A Shopmobility initiative will open in Newport in 2010 which will allow locals and visitors to hire wheelchairs and mobility scooters.

### Gender update

We work to tackle inequality and the causes of inequality and tackle the barriers that may have led to under-representation of certain groups within our workforce and service users. As public service providers we monitor gender pay gap and equal pay. We have provided specific gender support to promote equalities.

### Other strands

We have introduced policies to support work arrangements for extended working beyond retirement age. We support modern apprenticeships and volunteering/work experience schemes.

We have a faith guide which provides knowledge to improve community tolerance and improve service provision

We support a range of cultural diversity awareness events which include Holocaust Memorial, Black History Month, Women's Day, Chinese New Year and several others.

We will continue to build on the work of all of our schemes which have been incorporated to form the Single Equality Scheme

### Isle of Wight Primary Care Trust:

Since June 2009 NHS Isle of Wight has implemented a number of initiatives aimed at safeguarding the privacy and dignity of patients.

The Medical Assessment Unit (MAU) and the Coronary Care Unit were the first of a number of inpatient areas at St Mary's to be modified as part of the £605,000 programme of work to increase the availability of single sex accommodation and improve arrangements to enhance privacy and dignity for patients. The work on MAU involved providing new separate bathroom facilities for male and female patients in new designated bay areas separated by a partition wall.

The Coronary care Unit (CCU) cares for patients with a range of cardiac conditions, particularly those with chest pain or those recovering from a heart attack. The work on CCU involved relocating the nurse base area to provide better observation to all ward beds to provide better privacy and dignity.

Improvement works are planned in the following areas:

- Luccome and Alverstone wards
- St Helens and Whippingham Wards
- Appley and Colwell Wards
- Children's Ward
- Stroke Unit
- Woodlands, Wootton
- Shackleton House, Ryde

The improvement works in these areas involves modifications to washing and bathing facilities in some ward areas, creating some single occupancy rooms and reconfiguring entrances and exits.

## 4 Strategic Direction

Significant progress has been made in improving the services we provide to diverse communities and in engaging with those communities.

Phil Hope, Minister of State for Care Services praised the efforts made to ensure moves to give individuals a greater voice in deciding the care they receive does not compromise the authority's duty to keep residents safe.

There is still some way to go to ensure that equality and diversity are reflected in all the policies, procedures and practices of all the organisations and across all our functions.

However this scheme forms the basis of a much longer term strategy that aims to bring real, radical and lasting change by making equality and diversity part of our business as normal. Progress will be assessed annually by each organisation.

It is also designed to help us to deliver effective accessible services to everyone and to treat all with fairness, dignity and respect.

### 4.1 Strategic Development

Each organisation who signs up to the strategy will provide and publish an action plan to support the strategy. A partnership approach will ensure efforts to achieve all the objectives are coordinated. Attaining our joint equality and diversity aims will also be helped by:

- Undertaking an annual peer review on the progress of our action plans
- Annually Identifying the priority service areas, policies, procedures, practices and projects where joint action would improve equality and diversity outcomes and agreeing responsibility for those actions
- Join training and procurement activities where possible
- Working together to consult with and involve community groups and representative bodies
- Learning from the best examples on service delivery and involving the community in decisions

### 4.2 Strategic Priorities

We are committed to equality and diversity and have signed up to the elements within the Equality Improvement Framework. This framework replaces the former Equality Standard for Local Government and, while not a legal requirement, helps support us in ensuring both legal compliance and in developing the best practices. The framework builds on and recognises the work that has already been undertaken but contains many new features. In essence it aspires to be:

- simpler
- smarter
- proportionate and relevant.

It is based on three levels of achievement; **developing**, **achieving** and **excellent** rather than the five levels of the old standard (this reduces the actions from 167 to 88, which authorities and partners can implement in ways that are relevant to them and their services) along side the three achievement levels are five performance areas:

**Performance level 1: Knowing your community – equality mapping**

We have a duty to ensure that we know our community and that we are accessible and visible to them. We must change the perception from trying to access ‘hard to reach’ groups to making ourselves so accessible that we are “easy to reach”.

We have a duty to demonstrate that we have access to local information and that we use that to make the service improvements necessary to address any inequality issues. The Island Data Sharing Protocol has started to improve the way we define our communities in a consistent and effective way and we must ensure that the information is used across all business and service areas.

Monitoring, evaluation and recognition of good practice is essential to ensuring continuous improvement and making best use of resources. We will collect and analyse the evidence of improved performance and good practice, share it with others and celebrate success and address failure.

**Performance level 2: Place shaping, leadership, partnership and organisational commitment**

Each organisation will be responsible for driving change and developing confidence among our communities. Positive leadership at all levels is essential to bring about the required change, maintain commitment and ensure accountability. Each organisation will promote and champion equality and diversity to ensure we offer improved and effective services that meet the needs of the Island communities.

Politicians, board members and senior managers should demonstrate their commitment to equality and diversity by setting an example. They must ensure all staff are clear about their role in making the ISP organisations fair and inclusive. Partnership between employers, representative bodies, government and other agencies will be essential to providing effective support in achieving the required improvement in performance on equality and diversity.

In particular, work within the Island Strategic Partnership, along with local area agreements are tackling issues of equalities through a series of priorities linked to the Eco Island Strategy

**Performance level 3: Community engagement, consultation and satisfaction**

Effective planning and engagement are crucial to providing high quality, effective services to all communities. We will aim to deliver our services to meet the needs of the Island communities through continued communications with those communities. We will, through the equality impact assessment process, assess and review our key policies, plans, processes, projects and procedures.

There are many community groups on the Island and we are keen to work with any of these that can help identify inequality issues. By working together we can remove barriers to accessing local services and opportunities.

**Performance level 4: Responsive services and customer care**

All organisations will review their equality impact assessment process. The impact assessment enables services to look at their service delivery, consult with service users and take account of their needs resulting in improved service to communities. Improvements in commissioning and procurement require contracts to include equality and diversity commitments

**Performance level 5: A modern, diverse and reflective workforce**

To recognise, understand and respond to the needs of the Island communities we must recruit, develop and retain a workforce that better reflects the diversity of the local communities and respects differences. To that end, new workforce strategies will include specific actions to promote equalities. Workforce strategies will also demonstrate an understanding of the local labour market and the barriers that individuals may face in accessing training, opportunities and employment.

To demonstrate that we value and support our diverse workforces we will ensure open, transparent and fair selection and career development processes. We will provide sustained commitment to staff development for all.

We will promote awareness of the need for equality, diversity and fairness and firm action to eradicate bullying, harassment, unfair discrimination and unacceptable behaviour within our workforces. We will ensure that issues such as culture, working practices, facilities, equipment, and clothing, are accounted for so that all staff can work in a safe and supportive environment. This in itself will promote equality, diversity and fairness and maximise employee retention.

The members of this group agree to undertake equality impact assessments on major and new employment policies and are committed to the process of equal pay.

## 5 Monitoring and Reporting

### 5.1 Internal Monitoring and Reporting

All members of this group will need to provide evidence of progress against their action plans. This evidence will be published in an annual report by diversity officers of the Isle of Wight council and the IOW National Health Service PCT. This information should demonstrate improvements in service delivery following the equality impact assessment process, changes in policies, practices and projects as well as procedures that are making a difference to both Island communities and employees

Performance will be monitored through the individual performance management processes of each organisation.

For example, the PCT's Action Plan will be formally monitored in line with Care Quality Commission Regulation and Standards reporting and the PCT Executive Board will monitor progress.

### 5.2 External Regulation

As public sector organisations and employees we have a duty to comply with equality and diversity legislation. Non compliance can lead to penalties, including fines, imprisonment and damage to reputation. The aim of this strategy is to go beyond legal requirements to create truly inclusive services that meet the needs of the Island's diverse communities and to the highest standards.

- The Audit Commission is an independent watchdog, driving economy, efficiency and effectiveness in local public services to deliver better outcomes for everyone. They work across local government, health, housing, community safety and fire and rescue services which means that they have a unique perspective. They promote value for money for taxpayers, auditing the £200 billion spent by 11,000 local public bodies.
- The Care Qualities Commission (CQC) assess progress in the IOW National Health Service PCT

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## 6 Action Plan

No	Requirement / Recommendation	Issue	Action	Lead Officer	Outcome	Start Date	Target Date

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## 7 Related Documents

- Sustainable Community Strategy - *Eco-Island* [www.eco-island.org.uk](http://www.eco-island.org.uk)
- Corporate Plan [www.iwight.com/council/documents](http://www.iwight.com/council/documents)
- Island Race Equality Scheme [www.iwight.com/equality\\_and\\_diversity/](http://www.iwight.com/equality_and_diversity/)
- Island Disability Equality Scheme [www.iwight.com/equality\\_and\\_diversity/](http://www.iwight.com/equality_and_diversity/)
- Island Gender Equality Scheme [www.iwight.com/equality\\_and\\_diversity/](http://www.iwight.com/equality_and_diversity/)
- Comprehensive Equality Plan [www.iwight.com/equality\\_and\\_diversity/](http://www.iwight.com/equality_and_diversity/)
- Equality Impact Assessment [www.iwight.com/equality\\_and\\_diversity/](http://www.iwight.com/equality_and_diversity/)

## 8 Appendix – Glossary of Terms

• <b>SES</b>	Single Equality Scheme
• <b>HR</b>	Human Resources
• <b>IW NHS PCT</b>	Isle of Wight National Health Service Primary Care Trust
• <b>IWC</b>	Isle of Wight Council
• <b>GOSE</b>	Government Office for the South East
• <b>ISP</b>	Island Strategic Partnership
• <b>MAU</b>	Medical Assessment Unit
• <b>CCU</b>	Coronary Care Unit
• <b>EIF</b>	Equality Improvement Framework
• <b>CQC</b>	Quality Care Commission