



**‘Overall progress made in 12 months: Very Good!’**



## **Equality Delivery System (2)**

# **Universal Children’s Services ‘Have your say’ 1 Year Review Report**

**November 2018**

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## Introduction

On 23<sup>rd</sup> November 2017, Hayley Darn, General Manager and Sue Earnshaw, Area Service Manager of the Universal Children's Services held the 'Equality, Delivery System Have Your Say' conference. Internal and external stakeholders such as Healthwatch Derby and British Deaf Association were invited to review and grade the service based on how well we meet the diverse needs of our community. From this event an agreed action plan was produced and the service has taken measures to meet all the actions.

A year on and we held an 'EDS(2) Children's Services 1 Year Review Fair' on the 15<sup>th</sup> November 2018 at Kingsway Hospital, showcasing our progress. In addition, we also took the stall to the Rosehill Children's Centre, Derby to access service users and members of the community. An information pack was created and distributed both electronically and personally to those who could not make events and contains the details on how we have implemented the actions and recommendations the initial grading group made.





### 2017 Action Plan – 2018 Update

	Feedback	Actions	Timescale	RAG
1	Accessibility for the D/deaf community	<ul style="list-style-type: none"> <li>Dates set for September 18 for 3 training days to be completed by Robin Ash to increase awareness of BSL for Children’s services</li> </ul>	August 18  Completed September 18	
	Training for staff around Eastern European families and asylum seekers	<ul style="list-style-type: none"> <li>Workshops to be completed to discuss the culture of Eastern European families and learning from a SCR in Derby City</li> </ul>	August 18  Completed	
2	Promotion of the 0-19 service to parents and schools.	<ul style="list-style-type: none"> <li>Staff to attend school cluster group meetings to promote service to schools and wider MAT.</li> <li>Service Lead to attend Head of schools meeting to promote service.</li> <li>Service Lead attend GP study day to promote services.</li> <li>Service Lead attends GP quarterly safeguarding meeting to promote services.</li> <li>0-19 staff to attend school reception class parent talks to promote the service.</li> </ul>	September 18  Completed	
3	Podcast on Trusts website with BSL interpreter.	<ul style="list-style-type: none"> <li>HV team at Rosehill to develop Podcasts for Trust website with BSL interpreter on role of PBV and 6-8 week review.</li> </ul>	February 18  Currently be actioned, will be completed by September 18	



## One Year Review Information Pack

Please click [here](#) to view the information pack with details on the work we have completed in the last 12 months and our ongoing progress.

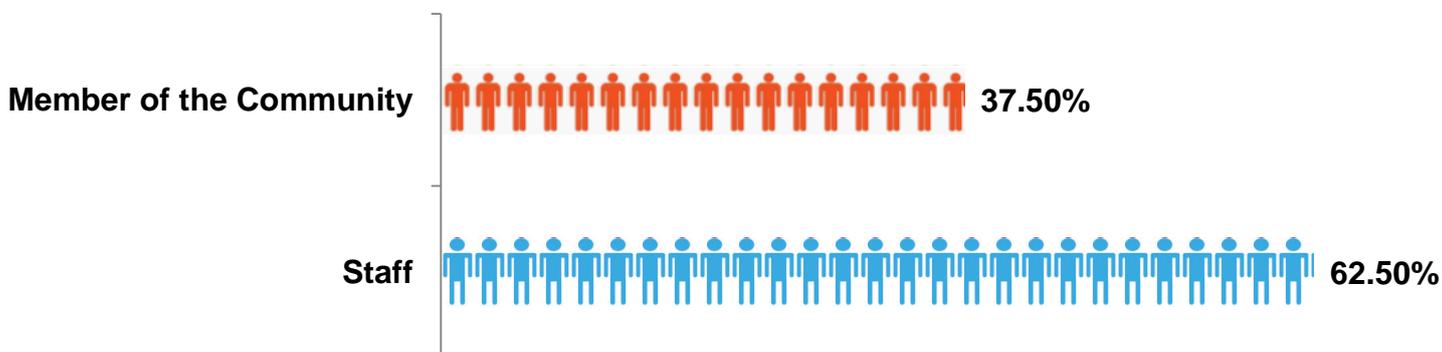
Please click [here](#) to see a copy of the blank grading form.

## One Year Review Feedback

*'Listening, learning and acting is an essential requirement to support NHS employees to the changing needs of our clients in delivering safe effective and efficient services. We have more to do but this trust can support their staff in moving forward.'*

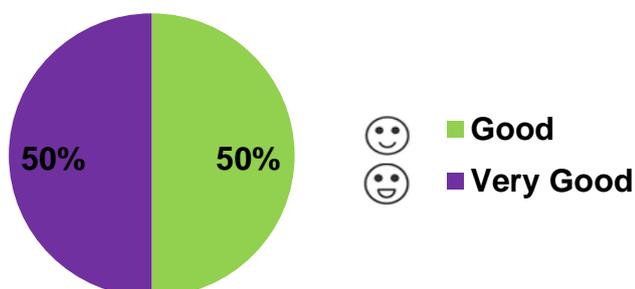
Marie White, Health Visitor Practice Teacher

The following feedback was collected from DHCFT staff (62.50% of responses) and members of the community from Rosehill Children's Centre and The Mandela Centre, Derby (37.50% of responses).



**EDS2 Goal 1: Better health outcomes for all** (Healthy living & results for all REGARDS groups).

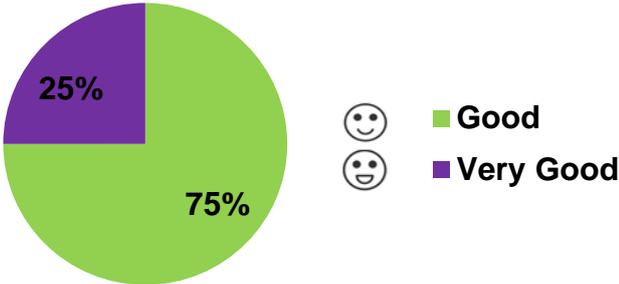
How would you describe the quality of healthcare that you receive from our service?



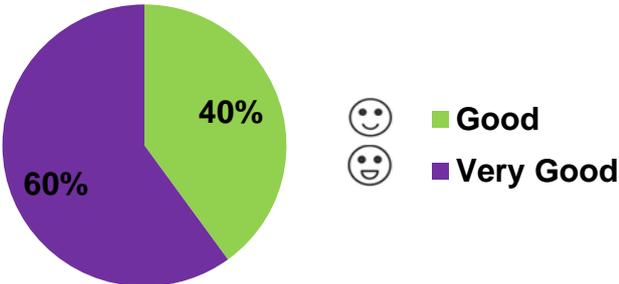


**EDS2 Goal 2: Improved patient access and experience** (REGARDS Group - getting, using and experiencing our services).

How easy is it to get and use our service?

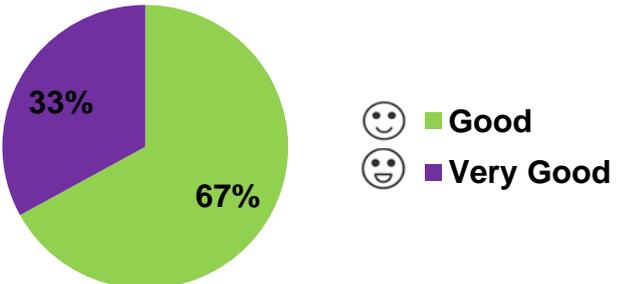


How would you describe the way in which our staff treats you?



**EDS2 Goal 3: Inclusive Workforce** (Staff are representative of the diverse community we serve).

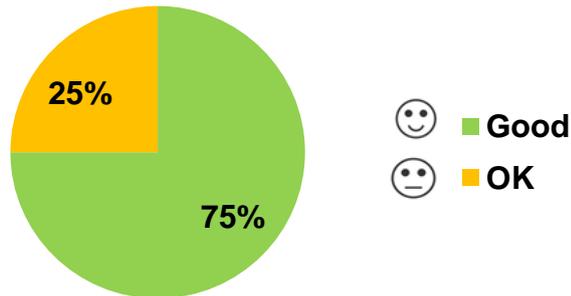
How well are we doing as a local employer with regards to being good and fair?



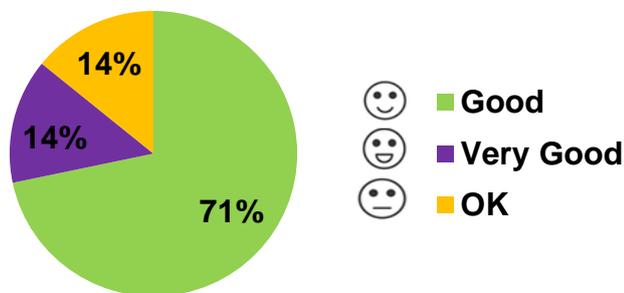


**EDS2 Goal 4: Inclusive Leadership** (leaders engaging and responding to the needs of diverse communities).

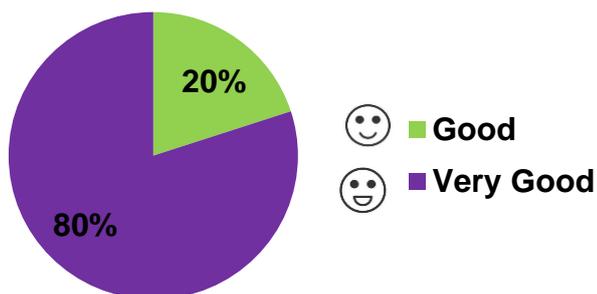
How well do you think the Trust understands the diverse communities it serves?



How well would you say that the decision makers of the Trust are truly listening to you and committed to making a difference to local people and staff?



**Overall:** In summary, what do you think to the progress we have made since last year? (Please tick)





What 3 words would you use to describe the event?



## Summary and Conclusion

We successfully held an annual Equality Delivery System, focusing on Children’s Services, which sought advice and guidance from internal and external stakeholders to the trust. From their advice 4 actions were agreed which were to: increase the accessibility to the Deaf Community, support staff with training regarding Eastern European families and asylum seekers, promote the 0 – 19 year olds service to parents and schools and finally to produce a podcast on the trust website with a British Sign Language interpreter. Over the course of 2017 and 2018 the first 3 actions have been completed and the fourth is currently in progress with the target of being completed in early 2019. We wanted to demonstrate our commitment to delivering an equality, diverse service and evidence that we have listened to the voices of the community and therefore held a 1 year review event to showcase our progress. The grading from this review has demonstrated that staff and members of the community think the progress we have made has been overall ‘Very Good’.