

Equality Delivery System

2024/25

Summary

The Equality Delivery System (EDS) grades NHS organisations in the following three areas (called “**Domains**”). Within each Domain are some more specific **Outcomes**.

Domain 1: Services for local communities

- **Outcome 1A:** Patients have the required levels of access to the service.
- **Outcome 1B:** Patients’ health needs are met.
- **Outcome 1C:** When patients access the service, they are free from harm.
- **Outcome 1D:** Patients report positive experiences of the service.



Domain 2: Staff health and wellbeing

- **Outcome 2A:** Staff are provided with support to manage obesity, diabetes, asthma, COPD, and mental health conditions.
- **Outcome 2B:** Staff are free from abuse, harassment, bullying and physical violence from any source.
- **Outcome 2C:** Staff have access to independent support and advice when suffering from stress, abuse, bullying, harassment, and physical violence.
- **Outcome 2D:** Staff recommend the organisation as a place to work and receive treatment.



Domain 3: Inclusive leadership

- **Outcome 3A:** Board members, system leaders, and those with line management responsibilities routinely demonstrate their understanding of, and commitment to, equality and health in equalities.
- **Outcome 3B:** Board/committee papers identify equality and health inequalities-related impacts and risks and how they will be mitigated and managed.
- **Outcome 3C:** Board members, system, and senior leaders (Band 9 and VSM) ensure levers are in place to manage performance and monitor progress with staff and patients.



Each year, we grade these **Domains** using feedback from:

NHS Staff

Patients

Communities

The final grades determine whether we are:

Excelling (3)

Achieving (2)

Developing (1)

Underdeveloped (0)

For **Domain 1 (Services for local communities)**, we grade as an entire system. This means the grade covers Leicestershire Partnership NHS Trust (LPT) (provides mental health and community services); University Hospitals of Leicester NHS Trust (UHL) (provide acute hospital care and some community care); and the Leicester, Leicestershire and Rutland (LLR) Integrated Care Board (who look after, for example, primary care services, GPs, dentists, opticians and pharmacies). Each organisation selects one service to grade per year.

For **Domains 2 and 3 (staff health and wellbeing, and inclusive leadership)** we grade organisations individually.

Summary of Domain 1: services for local communities

LLR's Overall Domain 1 Rating is '**Developing**' taking the middle scores across all Outcomes from the three services (see page 4). We are on the cusp of being 'Achieving,' but we would require at least a score of 2 across *all* outcomes to reach that. For more details, see page 4.

Perinatal Mental Health (LPT) provides mental health care to people during preconception, pregnancy and throughout the two years after giving birth.

The service is achieving:

The service is commissioned to see 10% of new mothers/birthing parents across LLR. Referrals to the service are increasing.

The service has translated information leaflets into common languages. The service monitors risks, so patients are safe.

Service users praised the service and said they had received compassionate care.

Areas for action:

<7% of all births for Leicester City result in referrals, under the 10% target.

Not all communities are aware of the service.

Making sure people who need the service can access it ("referral pathways").

Intermediate Care (ICB) is care provided to people in their own homes, or short periods of time in community hospitals. The aim is to support people to return to their own homes and not have to stay in hospital too long.

The service is achieving:

Data is available to analyse access to the service by age, ethnicity, religion, etc.

The service meets patients' health needs. Patients are usually involved in decisions about their care and given good care while in hospital.

Areas for action:

Use patient, carer and family feedback to make improvements to the service.

Make changes based on what works well in other areas.

Continue to review plans and risks.

Chaplaincy (UHL and LPT) provides pastoral, spiritual and religious care to patients, visitors, and staff.

The service is achieving:

The service is visible and available 24/7.

Chaplaincy works with other services such as Safeguarding and PALS (Patient Advice and Liaison Services) which helps keep patients safe.

Patients give positive feedback about Chaplaincy supporting them through bereavement, end of life decisions, and cultural events such as festivals.

Areas for action:

Develop surveys to get patient feedback.

Review and update Chaplaincy leaflets, website, and posters.

Improve links between Chaplaincy and other departments, for example the wards.

Domain 2: staff health and wellbeing (LPT only)

The service is achieving:

Resources on Staffnet
Support through appraisals
Reasonable Adjustments clinics for staff with disabilities

Zero Tolerance campaign against abuse
Making it easier to report abuse.

Staff Side (unions)
Occupational Health
Staff Networks
Signposting to external support

Areas for action:

Raise awareness of support

Sexual Safety Charter against sexual harassment/abuse.

Guidance on zero tolerance issues
For example, managers should keep staff updated while dealing with the issue.

"You said we did" feedback into action.
Improve the exit interview process

Domain 3: inclusive leadership (LPT only)

The service is achieving:

Together Against Racism strategy
Our Future Our Way culture change programme.

Risk Register
Patient and staff stories

Annual reports:

workforce equality

service user equality

Trust-wide and directorate meetings
Inclusive Decision-Making Framework to assess equality impacts of any service.

Areas for action:

Promote support and training for line managers.

Spread the messages of the Equality, Diversity and Inclusion (EDI) Plan across the organisation.

Embed EDI processes – Zero Tolerance, Inclusive Decision-Making Framework, EDI Ambassadors

LPT's grade is **Developing (1)**, very close to Achieving (2).

LPT's Overall EDS Score	1 - Developing
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LPT EDS Summary		
Domain 1 - Services for local communities		
Service	Outcome	Score
Perinatal Service (LPT)	1a	1 - Developing
	1b	2 - Achieving
	1c	2 - Achieving
	1d	2 - Achieving
Intermediate Home Care Service (ICB)	1a	1 - Developing
	1b	1 - Developing
	1c	2 - Achieving
	1d	1 - Developing
Chaplaincy (UHL and LPT)	1a	3 – Exceeding
	1b	3 – Exceeding
	1c	3 – Exceeding
	1d	3 – Exceeding
Overall Grading for Domain 1	1 - Developing	
Domain 2 - Staff health and wellbeing		
LPT	2a	2 - Achieving
	2b	2 - Achieving
	2c	2 - Achieving
	2d	2 - Achieving
Overall Grading for Domain 2	2 - Achieving	
Domain 3 – Inclusive leadership		
LPT	3a	2 - Achieving
	3b	2 - Achieving
	3c	2 - Achieving
Overall Grading for Domain 3	2 - Achieving	
LPT's Overall EDS Score	1 - Developing	

Next Step:

- Each service will progress the actions from their EDS work.

Find further information on how we scored the 2024/25 EDS in our detailed reports (available upon request).