

OUR NEW EQUALITY OBJECTIVES

Thank you to everyone who took part in the engagement on our new equality objectives, which are now agreed. In the preparation of our equality objectives we considered relevant equalities information across the functions of the Trust, any issues facing people sharing protected characteristics and the three aims of the Equality Duty. The objectives we agreed, which span the four goals of the new NHS Equality Delivery System (Better health outcomes for all, Improved patient access and experience, Empowered, engaged and included staff, Inclusive leadership at all levels) are:

- ❖ **Objective 1 - We will ensure that the satisfaction rates with our Patient Transport Service are equitable for both women and men using the service and for all our service users, regardless of sexual orientation.**
- ❖ **Objective 2 - We will improve the process for capturing equalities data in the area of patient complaints to ensure that more than 50 percent of complainants have provided relevant details and begin to monitor trends in complaints from black and minority ethnic (BME) service users in 2012/13.**
- ❖ **Objective 3 – We will act on the results of the staff survey and develop both corporate and localised actions to improve key problems identified by 2016.**
- ❖ **Objective 4 - The Equality and Inclusion Steering Group will appoint champions for each of the protected characteristic groups (age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, religion or belief, sex, sexual orientation) by 2014, to ensure that the interests of these groups are protected and promoted with regard to staff, patients, service users and other stakeholders in line with the requirements of the Equality Act 2010.**

They are a living document and any changes or additions to them in the course of their four-year cycle will be reported in our Annual Equality Reports and made widely accessible to all our stakeholders.

If you would like our equality objectives in an alternative format, please contact equalityandinclusionteam@lond-amb.nhs.uk, who will be happy to assist.