Race Equality Policy

**POLICY STATEMENT**

The aim of the Race Equality Policy is to ensure that NHS Greater Glasgow as employers and service providers comply with legislation and policy guidance through delivering on the detail and spirit of the Race Relations Act 1976, the Human Rights Act 1998, Race Relations (Amendment) Act 2000, and the Scottish Executive Health Department ‘Fair for All’ guidance.

**POLICY OBJECTIVES**

NHS Greater Glasgow affirms its commitment to actively promoting racial equality and eliminating racial discrimination. It will achieve this aim through delivering on the policy objectives of:

**Energising the Organisation**

♦ Establishing a clear policy on race equality encompassing its role as an employer and service provider.
♦ Establishing and monitoring action plans to ensure the implementation of the policy.
♦ Training of all staff to ensure racial equality, anti-discriminatory practice, and cultural competency in the planning and delivery of services.
♦ Appointing an Executive Director with lead responsibility for the organisation.

**Demographics**

♦ Establishing and developing a robust database on all minority ethnic populations and their health needs in conjunction with partner organisations.

**Access and Service Delivery**

♦ Auditing access to health services by ethnicity.
♦ Ensuring that religious and cultural needs of individuals are met, including personal care, food, spiritual care and gender issues.
♦ Providing interpreting support and translated materials to improve communication and clinical effectiveness, and through developing targeted advocacy support.

**Human Resources**

♦ Integrating race equality issues into human resource strategies through the implementation and monitoring of policies and procedures.

**Community Engagement and Development**

♦ Establishing mechanisms and processes to listen to local ethnic minority communities and ensure their involvement in the planning and delivery of services.
♦ Supporting and strengthening minority ethnic communities to act as partners in service development and communication.
The Law

The three key areas of racial equality legislation impacting on NHS Scotland are:

**The 1976 Race Relations Act** - made it unlawful to discriminate on the grounds of race in employment, training and related matters, education, and in the provision of goods, facilities and services.

**The Race Relations (Amendment) Act 2000** – enhances the 1976 Race Relations Act through making provision to:

- outlaw race discrimination in all public functions
- place a general duty on public bodies, including the NHS, to promote race equality in employment and service planning and delivery
- give powers to governments to impose specific duties on public bodies to promote race equality, and
- enable the Commission for Racial Equality (CRE) to enforce these specific duties through a codes of practice to guide public sector agencies as to their responsibilities.

Overall the emphasis of the Amendment Act is on mainstreaming racial equality practice at all levels within public bodies.

**The European Convention Human Rights Act (1998)** – binds the parliaments of the UK and Scotland, and all public authorities to consider the human rights aspects of their work which under Article 14 explicitly prohibits discrimination on the grounds of race.

Policy Drivers

The Scottish Executive policy response to Parliament’s change agenda includes a shift from the concept of the ‘average citizen’ to one that recognises diversity of all citizens. These are:

**The Social Justice / Equality Agendas** - are to the forefront of the thinking and work of the Scottish Parliament, the thrust of which is to ensure the inclusion and engagement of those people in Scottish society that have been hitherto disadvantaged in / excluded from decision making processes and mainstream service provision. In particular, the Scottish Executive’s Equality Strategy will be supported by the CRE’s codes of practice and the Race Equality Advisory Forum report (2000) on ensuring racial equality in service provision.

**The Scottish Health Plan** - encompasses ethnicity within its framework for tackling inequalities in health, and the unified health boards charged with the responsibility for planning and delivering services to meet diverse needs of the communities they serve.

**Achieving Better Services for Patients** – directs Boards and Trusts in relation to their responsibilities for extending patient and public involvement in the NHS.

**Fair for All** – provides a baseline on race equality practice within NHS Scotland and lead to clear guidance from the Scottish Executive Health Department to unified NHS Boards on mainstreaming racial equality. Multicultural approaches may be appropriate where it is considered that this is the best way of meeting local community health needs.

**Partnership Information Network (PIN) Guidelines** – provide guidance and direction to NHS organisations on ensuring exemplary human resource practice including racial equality and diversity.
**Principles**

The operating principles key to the implementation of this policy and associated action plans are:

- Equality of access and service provision for all service users.
- Respect for diversity within communities as well as across communities.
- Accountability and transparency.
- Partnership with users and communities.
- Evidence based approaches to service provision.
- Integral monitoring and evaluation.
- The need for comprehensive training, development and awareness raising.

**Implementation / Action Plans**

The framework for action plans will be based on the themes emerging from the Scottish Executives’ ‘Fair for All’ report and the Health Department Letter (HDL(2002)51), and has taken into account the review of Greater Glasgow Health Board’s Race Equality in Health and Health Care Policy (1996), an audit carried out by Glasgow Healthy City Partnership, and the report from the Scottish Executives’ Race Equality Advisory Forum. NHS Greater Glasgow organisations will develop action plans on employment, and service planning and delivery. These plans will be specific and time bound, have identified lead officers, and where appropriate identified resources. Cross cutting themes will be tackled on a Greater Glasgow wide basis.

Open and transparent review and monitoring processes will be established. Annual reports must demonstrate progress against agreed action plans.

**Energising the Organisation**

- Action plans will be incrementally developed and monitored through consultation with minority ethnic communities to ensure NHS Greater Glasgow’s organisations adopt a comprehensive approach to racial equality and cultural competence in their service delivery and employment practices.

- Training of staff at all levels in the NHS Greater Glasgow organisations to ensure practical application of racial equality and cultural competency in the planning and delivery of services. Training will focus on informing staff of their responsibilities under the race relations legislation, developing their understanding of minority ethnic cultures and anti-discriminatory practice, and building confidence in working with minority ethnic populations. This approach is central to the ‘mainstreaming’ agenda as outlined in the legislation and will equip staff to meet the distinctive needs of minority ethnic communities.

- NHS Greater Glasgow organisations will have responsibilities in ensuring newly recruited staff have an understanding of, and competence in, dealing with the minority ethnic clients who use health services.

- An Executive Director with lead responsibility for race equality will be appointed.

**Demographics**

- As a starting point for planning and redesign of services NHS Greater Glasgow organisations will establish and develop a comprehensive database on the health needs of all minority ethnic populations in conjunction with partner organisations.

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Access and Service Delivery

- Monitoring the use of services by ethnicity will be a cornerstone to review and future developments. Barriers in access to services will be identified and acted upon.

- All policy, strategy and service development and review will consider ethnicity as part of standard processes. Initially any new policies and strategies, or service development will be required to assess the impact of their proposals on minority ethnic populations. Over time, the impact of established policies, strategies and services will be screened as part of their review processes to establish that they are non-discriminatory in terms of race. The same process must be applied while commissioning non-NHS providers’ services and in joint commissioning of services.

- NHS Greater Glasgow organisations will develop action plans to ensure that the religious and cultural needs of individuals are met, including personal care, food, spiritual care and gender issues.

- NHS Greater Glasgow aims to ensure better clinical outcomes, improved quality of communication and greater satisfaction with services by the use of interpreting and advocacy services, as well as through community consultation, where appropriate. Communications in an appropriate format and language are required to inform minority ethnic communities of available services and health information.

- A senior manager will be designated in Greater Glasgow NHS Board and each NHS Trust with the responsibility for ensuring racial equality is central to service development, delivery and review.

Human Resources

- NHS Greater Glasgow organisations will monitor ethnicity of all new appointments, and retrospectively, will compare with the ethnicity of existing staff, to ensure the recruitment policy is consistent with and reflects equal opportunity.

- Human Resource policies will be monitored, and action taken, to ensure they are anti-discriminatory in practice. For example information on ethnicity will be collected on the application of disciplinary policies, training and development undertaken, bullying and harassment, and equal opportunities policies.

- Where monitoring shows under representation of minority ethnic staff, NHS Greater Glasgow organisations will take positive action to attract more applicants from members of minority ethnic communities. If required, appropriate training opportunities will be offered to encourage equal opportunity for applicants and equal skills competency for existing staff from minority ethnic communities.

- A senior manager in Greater Glasgow NHS Board and each NHS Trust will be responsible for reviewing employment issues in the race equality policy and its associated implementation.

Community Engagement and Development

- Listening to and actively engaging minority ethnic communities in all service planning and review processes will ensure their health needs are understood and met. A range of innovative consultation processes will be developed and feedback provided to the communities, as standard practice.

- NHS Greater Glasgow will work to support and strengthen minority ethnic communities to act as partners in the development and implementation of action plans, and the processes of communicating with the communities.
**Monitoring and Review**

Progress on the implementation of the Race Equality Policy and associated action plans will be reported on an annual basis or more frequently, as and when required, for informing locally revised plans.

**Accountability and Governance**

NHS Greater Glasgow will execute the Race Equality Policy through the Chief Executives of Greater Glasgow NHS Board and each NHS Trust. Chief Executives will receive a report from their respective management team annually, enabling an assessment of progress against objectives in the action plan.

The Performance Assessment Framework (PAF) will provide the template for planning, management, and review of NHS Greater Glasgow’s commitment to ensuring racial equality in both employment and service planning and delivery. Planning and policy groups will have a direct input to the performance management process. The PAF framework provides the structure for reporting progress back to the Scottish Executive and the national Ethnic Minorities Resource Centre in Scotland through the annual accountability review process.

An annual report will be submitted to the unified NHS Greater Glasgow Board encompassing progress in the local NHS organisations.

In addition, each NHS Greater Glasgow organisation will submit an annual report to the Commission for Racial Equality on progress against the organisations Race Equality Action Plan.