NHSScotland revised wording for:

Core 6 – Equality and Diversity

Status  Core – this is a key aspect of all jobs and of everything that everyone does. It underpins all dimensions in the NHS KSF.

Levels  1  Act in ways that support equality and value diversity
         2  Support equality and value diversity
         3  Promote equality and value diversity
         4  Develop a culture that promotes equality and values diversity

Description

It is the responsibility of every person to act in ways that support equality and diversity. Equality and diversity is related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees; people in other organisations; the public in general.

Successful organisations are ones that reflect the richness of diversity that exists in society and will include people of different: abilities; ages; bodily appearances; classes; castes; creeds; cultures; genders; geographical localities; health; relationship; mental health; social and economic statuses; places of origin; political beliefs; race; religion; sexual orientation; and those with and without responsibilities for dependents.

Where diversity and equality are not integral to an organisation, discrimination may occur.

Progression through the levels in this dimension is characterised by:

- moving from own practice to the consideration of team and organisational cultures
- an increasing understanding of the nature and complexity of equality and diversity
- being more proactive and challenging in the promotion of equality and diversity
- increasing knowledge about the legislation, policies and procedures relating to equality and diversity from awareness, knowing where to obtain information, having a working knowledge of the legislation, policies and procedures and being able to interpret them to others, to an extended knowledge of the legislation, policies and procedures and monitoring their effectiveness in organisations.

Links to other KSF dimensions

This dimension is supported by:

- Core 1 Communication
- Core 2 Personal and people development
- Core 3 Health, safety and security
- Core 4 Service Improvement
- Core 5 Quality
- G1 Learning and development
- G7 Capacity and capability.
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Level 1 – Act in ways that support equality and value diversity

- I am aware of my organisational values and carry out my work in line with these.
- I understand my organisation’s duties under the Equality Act and my personal responsibility to stand up for people’s dignity and rights.
- I treat each person as an individual and with dignity and respect.
- I respect other people’s experiences, values and beliefs and pay attention to their different needs so that everyone is treated fairly.
- I know that prejudice and intolerance are not acceptable and I report any inappropriate behaviour to my manager or supervisor

Level 2 – Support equality and value diversity

- I understand my organisation’s duties under the Equality Act, how these relate to my service area and my personal responsibility to deliver these requirements.
- I work in a person centred way respecting people’s background, beliefs, cultures, values and preferences and I respond to people’s individual needs.
- I am aware that my own values, attitudes and assumptions can have an impact on others and I ask for, listen to and accept feedback to improve my own behaviour.
- I challenge bias, prejudice and intolerance if appropriate or I bring it to the attention of a manager.
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Level 3 – Promote equality and value diversity

- I understand my organisation’s equality outcomes and strategies and its requirements under the Equality Act, and I can advise others about what this requires our team or service area to do.
- I assess how my team is delivering our organisation’s values and legal duties and identify areas for improvement where required.
- I help my service or team identify ways to make sure our work is person-centred.
- I use feedback, complaints, engagement with community groups or other appropriate data to identify potential barriers or risks of discrimination and identify actions to address these issues.
- I support others in my team to learn about equality and diversity and to deliver our organisation’s values and equality duties.
- I support service users, their families, carers or staff members who require reasonable adjustments, and who might experience discrimination or who need help to make a complaint or challenge others.

Level 4 – Develop a culture that promotes equality and values diversity

- I advise my colleagues, including the senior team and the Board, on what equality and diversity and human rights legislation, policy and strategy means for our organisation.
- I support my organisation to develop strategy, policy and processes to deliver our equality duties.
- I actively promote and champion equality and diversity to my organisation through visible leadership and strategic advice.
- I support my organisation to learn from complaints and feedback about accessibility, discrimination, harassment, or inequalities in services or employment.
- I support the organisation to develop systems which empower people to claim their rights.
- I support my organisation to implement systems for equality impact assessment, measuring equality outcomes and identifying areas for improvement.