

Equality and Human Rights Strategy Framework 2020-25

Removing barriers to people using our services (values: Excellence, Responsive)

- Embedding the Accessible Information Standard (AIS) in all patient / service user contact
- Providing an excellent Interpreting and Translation service for community languages and other communication needs
- Carry out Equality Analysis on all service changes to identify opportunities to reduce health inequalities
- Using every opportunity to promote inclusion, whether that is in the physical environment (estate), the way services are delivered or the way services are promoted
- Engage with our communities to ensure we hear the voices of those who are seldom heard
- Monitoring whether our service users / patients reflect the diversity of the communities we serve

Delivering person centred care and support (values: Have a user focus, safety)

- Recognising and understanding the whole person (individual) to provide person centred care
- Embracing new technologies and systems to support people to be fully involved in decision about their care and treatment
- Ensuring that all staff have an understanding of equality, diversity and inclusion
- Upholding people's human rights
- Involving service users, carers and their wider support network in service development, using co-design principles

Making Oxleas the best place to work (values: Excellence, Learning, Partnership)

- Putting diversity and inclusion at the heart of everything we do
- Supporting a voice for staff with protected characteristics (staff networks)
- Promoting understanding between staff with diverse cultures, religions, sexual orientation and lived experience
- Providing learning and development opportunities linked to equality and human rights
- Ensuring that Reasonable Adjustments are provided so that job applicants and staff with disabilities and lived experience are able to fulfil their potential
- Supporting career development for staff who have traditionally experienced barriers, in particular BAME staff, disabled staff, LGBT+ staff and staff with lived experience

Improving our culture (values: Excellence)

- Dignity and fairness for all (equality through formal processes, positive use of language)
- Visible role models who have protected characteristics
- All staff lead by example, modelling behaviours that are respectful and promote inclusion
- Enabling Oxleas to be a place where staff can bring their whole self to work
- Living our values so that service users have the best possible experience

Responding to new equality and human rights legislation and mandatory standards (values: Excellence, Partnership)

- Proactively horizon scan for emerging changes
- Be an active partner in pan-London equality, diversity and inclusion networks