

### 1.22.2 Governance

Please provide details on how equality, diversity and inclusion is embedded within the organisation's governance processes.

(Maximum Word Count 500)

Words used = 499

#### 1.22.2.1-Key roles

The Area Operational Director is the single point of accountability for the Staffordshire GP-OOH contract. Clinical responsibility held by the Area Medical and Clinical Directors, supported by the Service Leadership Team. Clinical governance is supported the Quality & Governance Manager. Contractual and financial governance is supported by the Finance Business Partner.

All these roles will be aware of the importance of the governance processes they implement having equality, diversity and inclusion embedded within them, and reflective of our culture and values.

#### 1.22.2.2-Policies, processes and data capture

Vocare is fully committed to ensuring that our service meets the needs of all members of Staffordshire's population, including minority, marginalised and unheard groups. To ensure patient representation is heard, our Patient Engagement/Experience Strategy will facilitate engagement with groups/individuals representing e.g. ethnic minorities, LGBTQ+ and those with particular needs e.g. learning disabilities.

Our policies/processes are designed to be inclusive and avoid unintentional bias. This is particularly important in recruitment, e.g. details about name, age and ethnicity of applicants are not shared with hiring managers to minimise unconscious bias. We collect data (optional) on patient groups to ensure a wide range is represented in our feedback.

#### 1.22.2.3-How we embed EDI in our governance processes

Vocare believes that everyone has the right to be treated fairly irrespective of their protected characteristics. Our vision is to embrace diversity and promote inclusivity across all service elements.

We ensure every new policy has an Equality Impact Assessment and that all processes consider equality, diversity, inclusion and human rights. Embedding these processes into our day-to-day practice has enabled this approach to become integral for all. For example, equality impact assessments are undertaken and/or equality data is collected as part of clinical-audit activity to determine whether any particular groups of patients are experiencing variations in practice.

By working in partnership with local communities and the local authorities we will review and update policies and strategies to ensure they meet the changing needs of the population we serve.

Our diversity and inclusion agenda is moving forward through various strategies and initiatives, including:

- Promoting equality, diversity and inclusion as an organisational core value.
- Actively working within our Equal Opportunities Policy.
- Discussing the Equalities Act with all staff on induction to ensure Vocare's stance is clear.
- Equality impact assessing all new and changing services and policies.
- Working towards compliance with the NHS Equality Delivery System 2.
- Working towards compliance with Race Equality Standard.
- Actively promoting services to local communities.
- Engaging with staff through staff networks and training opportunities.
- Mental-Health First Aid, promoting mental-health awareness and inclusion.
- The People Strategy, which is inclusive of all protected characteristics.
- Zero tolerance to bullying, harassment, discriminatory behaviour.
- Working to ensure our staff group is representative of local populations and that staff diversity is embraced and encouraged.

Vocare aims to ensure that all its healthcare services and facilities are not discriminatory and, wherever possible, we attend to the physical, psychological, spiritual, social and communication needs of any patient or visitor, without showing discrimination on any grounds.