



‘Equality and Diversity Toolkit: for Substance Misuse Service Providers in Bristol’

Evaluation Report



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Introduction

With the introduction of the Equality Act (2010) in October 2010, Bristol City Council (BCC) now has a duty to promote equality of opportunity, to foster good relations between different groups to ensure that nobody is discriminated against because of age, gender (sex), gender reassignment, disability, race, religion or belief, pregnancy and maternity, marriage and civil partnership or sexual orientation. It also has a duty to ensure the services they provide or commission are accessible to and appropriate for everyone.

It is the role of the Substance Misuse Team (SMT) to ensure every service it commissions has an equal opportunities policy and a contract that as a minimum includes conditions requiring the provider to comply with the Equality Act (2010).

The SMT has achieved much success in equality and diversity through a number of different methods including:

- Raising awareness of local issues faced by those using drugs and/or alcohol.
- Improving engagement of and giving a voice to service users through service users groups, professional meetings and conferences.

Introduction continued

Other equality and diversity approaches included:

- Undertaking audits and research into the level of equality and diversity in service delivery and within commissioned services.
- Forums for Mutual/peer support for services users with a specific focus on support for equalities communities.
- Positive images and promotion through; press releases, presentations on radio, articles and information through a range of media.
- Involving of all equalities communities in consultations and panels directing and shaping services.
- Ensuring access to training and resources and access to training and development opportunities is fair and equal.
- Improving awareness and competency in equality and diversity.
- Ensuring commissioned services are aware of the legal and best practice commitments regarding policies and procedures.

Background

Since 2009 the Diversity Trust has been working with Safer Bristol's SMT to enhance and add value to quality of outcomes for equalities communities. The Diversity Trust has worked with SMT undertaking research into the Drug and Alcohol use with Lesbian, Gay, Bisexual and Trans (LGBT) communities published in October 2009 as 'Sorted Out', facilitating a Leadership program, equality and diversity training with service users and practitioners.

In January 2011, the SMT co-facilitated, with the Diversity Trust, a multi-agency conference 'Maintaining and Improving Access to Services'. The conference was specifically focused on supplying training to professionals/practitioners around legislation and the needs of the BME and LGBT communities. This event revealed a number of examples of good practice in equality and diversity within commissioned services.

Following the conference the SMT took a creative approach to equality and diversity and began gathering information on the good practice and experience found within Substance Misuse services.

On 7th March 2011 staff from services were asked to complete an 'Equalities Strengths and Weaknesses' questionnaire. This identified the good practice taking place regarding equality and diversity.

Background continued

The questionnaire enabled SMT to draw up a list of services which demonstrated good practice relevant to most equalities communities. Further meetings took place with these services and additional evidence was gathered.

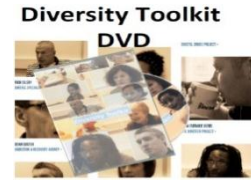
In September 2012, the SMT invited commissioned services to begin a self-assessment of policies, procedures and practices to ensure they meet legal obligations and best practice in equality and diversity.

In order to facilitate this review and assessment the SMT undertook an equality and diversity audit of the workforce and services provision in December 2012.

In February 2012, following the results of the audit, the SMT decided to take an assertive and direct approach and begin the development an 'Equality and Diversity Toolkit' to support substance misuse services to meet local and national standards. Passionate about achieving equality and diversity and facilitating social change the Diversity Trust became partners in the development of these resources, providing professional guidance and support.

Developing the 'Equality and Diversity Toolkit': for Substance Misuse Services

Output 1: Diversity Toolkit DVD



The development of a DVD project, which combined interviews with service providers and service users and included interviews with commissioners, managers, staff and volunteers, peer mentors and service users.

The following agencies contributed to the multi-media film and DVD project:

- Addiction Recovery Agency
- Avon and Wiltshire Mental Health Partnership NHS Trust
- Bristol Drugs Project
- Bristol Specialist Drug & Alcohol Service
- Eden House
- Junction Project
- Nilaari Agency
- Substance Misuse Team

Developing the ‘Equality and Diversity Toolkit’: for Substance Misuse Services

Equality and diversity related themes were developed through the interviews which included; age, ethnicity, gender and access to services, disability and gender in the workforce, sexual orientation and gender identity and challenging stigma.

The DVD includes ‘talking head’ interviews’, shots and images of agencies and groups ‘in action’.

Output 2: ‘Equality Through Provision and Within Practice’



This guide looks at practical steps to enable equality through provision, achieve equality within practice and influence outcomes for service users and substance misuse services in Bristol.

The guide uses good practice examples throughout and puts forward recommendations. It establishes the importance of maintaining equality practices and goes through reviewing, monitoring and implementing stages.

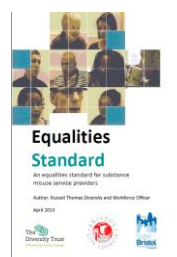
This was published and disseminated via the ‘Equality Through Provision and Within Practice’ workshops.

Developing the ‘Equality and Diversity Toolkit’: for Substance Misuse Services

Output 3: Diversity Trust TV

In September 2012 the Diversity Trust launched an online resource, capturing the ‘best bits’ of the interviews from the DVD, and launched Diversity Trust TV. This can be viewed at www.diversitytrust.tv

Output 4: ‘Equalities Standard’



The Standard ensures that commissioned services share good practice through shared agreements and partnership working. It assists service providers in building a modern and diverse workforce that has the ability to deliver responsive and personalised services to meet the needs of people from different equalities communities and ensure ‘fair access’.

The objective of the Standard to embed equality and diversity into key performance management systems so that equality and diversity objectives become a core part of day to day business.

The Standard draws on national standards and good practice and introduces four levels of achievement.

Developing the ‘Equality and Diversity Toolkit’: for Substance Misuse Services

The Standard has parallels with a number of existing frameworks, systems and wider agendas. Primarily, The Equality Framework for Local Government (EFLG).

Output 5: Equality and Diversity Checklists and Factsheets

A number of additional guidance tools were developed to enable providers to deliver improved practice in equality and diversity including checklists on relevant legislation including the Equality Act (2010), the Public Sector Equality Duty and writing equality and diversity policies and procedures including Harassment Policies.

The factsheets included information on; using positive images, monitoring and evaluation, consulting with equalities communities, equality and diversity training, policy and procedures, representation and participation of equalities communities.



Workshops: 'Equality Through Provision and Equality Within Practice'

Throughout July and August 2012 four workshops were held with service providers on the equality and diversity guidance: 'Equality through Provision and Within Practice'. The workshops took place at Barton Hill Settlement, City of Bristol College, Gate House Centre and St Paul's Learning Centre.

The part of this workshop included a consultation session with service providers about what would help them to improve their equality and diversity practices and make the Toolkit most effective. As well as a further opportunity to ask what works and share good practice with colleagues.

A total of 40 participants, from 12 organisations, took part in the four workshops:

- Avon and Wiltshire Mental Health Partnership Trust
- Addiction Recover Agency
- Junction Project
- Bristol Drugs Project
- User Feedback Organisation
- Chrysalis
- Community Action Around Alcohol and Drugs
- Hartcliffe And Withywood Kick Start
- Nilaari
- Salvation Army
- Rethink Mental Illness
- Youth Offending Team

Workshops: 'Equality Through Provision and Equality Within Practice'



Feedback

Opportunity for Learning

Participants were asked if they had learnt more about key equalities legislation; the Equality Act (2010) and the public Sector Equality Duty.

Participants scored an average of 4.4 on a scale of 1-5 where 5 equalled "Strongly Agree" with the statement "The event provided me with an opportunity to learn about equalities legislation and the Public Sector Equality Duty."

Opportunities to Express

Participants were asked if they felt the event provided them with opportunities to express their views.

Participants scored 4.1 on a scale of 1-5 where 5 equalled "Strongly Agree" with the following statement: "The event provided me with an opportunity to express my views how an Equalities Toolkit might work."

Comment:

"The opportunity was given, although I am new to the role, so few opinions."

Workshops: 'Equality Through Provision and Equality Within Practice'

Finding out More

Participants were asked if the workshops had given them an opportunity to find out more about the 'Equality Through Provision and Within Practice' guidance.

Participants scored 4.4 on a scale of 1-5 where 5 equalled "Strongly Agree" with the following statement: "The event provided me with an opportunity to find out more about the 'Equality Through Provision and Within Practice' guide."

Opportunities to Listen

Participants were asked if the event gave them the opportunity to hear examples of equality and diversity practice within Bristol's substance misuse services.

Participants scored 4.0 on a scale of 1-5 where 5 equalled "Strongly Agree" with the following statement: "The event provided me with the opportunity to hear examples of equality and good practice within Bristol's substance misuse services."

Workshops: 'Equality Through Provision and Equality Within Practice'

Comments

"It is good to have the guide with the examples in it to take back to the team."

"It was a shame there wasn't more people to knock the ideas and discuss good practice examples with."

Anything Missing

Participants were asked if there was anything missing from the workshops.

"Good introduction, well paced and good energy, well delivered, good size group, not too big, it was informative, would like more."

"Gypsy and travellers as minorities in the community."

"Lack of senior management"

Workshops: 'Equality Through Provision and Equality Within Practice'

"Should be a longer event, too rushed."

"I learned a lot to take back to my organization."

"Maybe more about Dual Diagnosis."

"Info on SU with convictions, an obvious and common occurrence in those accessing drugs and alcohol."

Evaluation Scores

The overall scores across all the 'Equality Through Provision and Equality Within Practice' workshops was an average score of 4.2 (where 5 was "Agree Strongly") with an average percentage satisfaction rate of 85%.

Feedback from these workshops was used to develop and enhance the 'Equality and Diversity Toolkit'

Workshops: 'Equality Through Provision and Equality Within Practice'

Feedback from the Consultation Section of the Workshops

This is what services asked for and this is what has been delivered.

1. Service providers asked for help in designing leaflets in community languages

A Factsheet on how to produce publicity for a range of equalities communities, including information on community languages and translation is included within the Toolkit.

2. Service providers asked for an Evaluation Toolkit

The Equality and Diversity Toolkit, includes guidance on evaluation on Equality and Diversity.

Workshops: 'Equality Through Provision and Equality Within Practice'

Feedback from the Consultation Section of the Workshops continued:

3. Service providers asked for support with, in particular language, equalities monitoring.

Factsheets and Checklists to support service providers with Equality and Diversity monitoring are included in the Toolkit

4. Service providers asked for help with tackling discrimination within and between service users.

Two pilot training events for service users and staff on 'Tackling Discrimination and Stigma' were provided April 2013.

5 . Service providers asked for support in developing Equality and Diversity policy.

A Checklist and Factsheet on how to develop an Equality and Diversity Policy has been included in the toolkit.

Workshops: 'Equality Through Provision and Equality Within Practice'

Feedback from the Consultation Section of the Workshops continued:

This is what services asked for and this is what is planned delivered.

1. Service providers asked for access to local statistics on demographics re 'Protected Characteristics' re substance misuse.

The Diversity Trust is planning to develop an online resource to hold this data and enhance localised online resources.

2. Service providers asked for a map of services.

The Diversity Trust is to develop an online resource map of services.

Workshops: 'Equality Through Provision and Equality Within Practice'

Some of the other good ideas, comments and useful questions from service providers to consider include:

Ideas and Comments:

- Going out, outreach, into equalities communities
- Developing groups and networks with equalities communities
- Relationship building with equalities communities, including community leaders
- Providing a crèche service
- Liaising and networking with other service providers
- Provide information in community languages
- Check the language used on monitoring forms, is it up to date
- Have an 'Open Day' targeted at specific equalities communities

Workshops: 'Equality Through Provision and Equality Within Practice'

Useful Questions

- Young people are often ignored, how do we change this?
- Is Equality and Diversity being included in the assessment process?
- Is discrimination and stigma being tackled within and between service users?
- Is Equality and Diversity being considered in staff appraisal and supervision?
- Is Equality and Diversity being considered through recruitment, induction and retention?
- Is Equality and Diversity being considered in advertising and publicity?
- What would an Equality and Diversity audit or 'health check' look like for an organisation?
- Does the language being used in communications need to be updated?
- Are all the people in the organisation receiving Equality and Diversity training?

Workshops: 'Equality and Diversity Toolkit in Practice'

Throughout October and November 2012 a series of workshops were held, with service providers, to demonstrate the 'Equality and Diversity Toolkit' in practice and to facilitate providers through the Toolkit and it's aspects including the DVD and the Equalities Standard. These events took place at the following locations; Gate House Centre, The Pavilion and at Princess House.

A total of 49 people participated in four workshops with representatives from the following 24 organisations;

- Ilminster Avenue Specialist Nursery school and Children's centre.
- Junction Project
- Knowle West Against Drugs
- LGBT Health Forum
- MMAGIK
- One25
- People Can
- Rethink Mental Illness
- Self Help community Housing Association Ltd
- Serenity House
- St Mungo's
- Supported Independence
- Emmaus Bristol
- 1626 Independence .
- Addiction Recovery Agency.
- Avon and Somerset Probation Trust.
- Avon and Wiltshire Mental Health Partnership
- Bristol Drugs Project
- Bristol Specialist Drug and Alcohol Service
- Care Forum
- Chandos House
- Crisis Centre Ministries
- Eden House
- Elim Housing Association

Workshops: 'Equality and Diversity Toolkit in Practice'



Feedback

Opportunity to Learn

Participants were asked to score on a scale from 1-5, where 5 was “Strongly Agree” with the following statement: “The event provided me with an opportunity to learn about the Diversity and Equality Toolkit.”.

The average score was 3.9 with an average of 77% of participants either Agreeing or Strongly Agreeing the event provided them with an opportunity to learn about the Diversity and Equality Toolkit.

Comments

“It was an opportunity to know what it was based on not about it specifically.”

“Excellent introduction to the toolkit.”

“Yes not sure how to use it.”

“I look forward to using this to improve our practice re

E + D.”

Workshops: 'Equality and Diversity Toolkit in Practice'

Feedback

Opportunity to Express

Participants were asked to score on a scale from 1-5, where 5 was "Strongly Agree", with the following statement: "The event provided me with an opportunity to express my views how an Equalities Toolkit might work for my service."

The average score was 3.6 with an average percentage of 50% of participants either Agreeing or Strongly Agreeing the event gave them an opportunity to express their views.

Comments

"Not especially."

"It was tricky because I wanted to learn as much as I could."

"Within context of time."

"I have lots of thoughts but I have not expressed my views much."

Workshops: 'Equality and Diversity Toolkit in Practice'

Feedback

Finding Out More

Participants were asked to score on a scale from 1-5, where 5 was "Strongly Agree", with the following statement: "The event provided me with the opportunity find out about 'The Equalities Standard' and how it can be used."

The average score was 3.6 with an average percentage of 66% of participants either Agreeing or Strongly Agreeing the event gave them an opportunity to find out more about the Equalities Standard.

Comments

"No specific information was given."

"Useful."

"Thank you."

Workshops: 'Equality and Diversity Toolkit in Practice'

Feedback

Opportunities to Listen

Participants were asked to score on a scale from 1-5, where 5 was "Strongly Agree", with the following statement: "The event provided me with the opportunity hear examples of Equality and Good Practice within Bristol's Substance misuse services."

The average score was 3.2 with an average percentage of 37% of participants either Agreeing or Strongly Agreeing the event gave them an opportunity to hear examples of equality and good practice.

Comments

"Perhaps a little."

"I will take a lot of food for thought from this afternoon."

"Not really."

Workshops: 'Equality and Diversity Toolkit in Practice'

Feedback

The DVD

Participants were asked to score on a scale from 1-5, where 5 was "Strongly Agree", with the following statement: "The event gave me the opportunity to get a feeling of the DVD (Diversity Toolkit)."

The average score was 3.6 with an average percentage of 58% of participants either Agreeing or Strongly Agreeing the event gave them an opportunity to get a feeling for the DVD, the Diversity Toolkit.

Workshops: 'Equality and Diversity Toolkit in Practice'

Feedback

Anything Missing

Participants were asked to feedback if there were issues, which should have been covered, but were missing from the event.

"How can organisations set up structures to score, review and evaluate the standard?"

"In 3 hours, one cannot cover a topic this large!"

"Went over my head I'm afraid. Policies and procedures. I feel it would have been more useful for me to have specific examples and workshops."

"I would have liked more solutions and practice ways of working."

"It needed to be much more user friendly. I didn't really understand a lot of the concepts."

"Accessibility to Drugs & Alcohol Services for under represented minorities."

"I would have liked to know about other practice or concerns/blocks."

Workshops: 'Equality and Diversity Toolkit in Practice'

Feedback

Feedback on Catering

Participants were asked if the catering for the workshops was satisfactory.

The scores for the catering for the workshops was an average score of 4 (where 5 was "Agree Strongly") with an average percentage satisfaction rate of 80%.

Additional Comments

"Left before lunch as had another meeting to attend."

"I very much enjoyed the training however I feel some parts were rushed through due to lack of time."

"Need spoons, difficult to balance teas on plastic stirrers."

Workshops: 'Equality and Diversity Toolkit in Practice'

Feedback

Additional Comments

"Left before lunch as had another meeting to attend."

"I very much enjoyed the training however I feel some parts were rushed through due to lack of time."

"Need spoons, difficult to balance teas on plastic stirrers."

"No nibbles."

"Excellent, thank you."

"Great amount covered in limited time."

Evaluation Scores

The overall scores across all the 'Equality and Diversity Toolkit in Practice' workshops was an average score of 3.6 (where 5 was "Agree Strongly") with an average percentage satisfaction rate of 58%.

Workshops: 'Equality and Diversity Toolkit in Practice'

Working with the Equalities Standard

The participants were divided into two groups (A and B) and each group was given either the Foundation and Preliminary Standard or the Intermediate and Advanced Standard.

Service providers were asked to work with the 'Equalities Standard' and to answer 2 of 3 questions depending on which group they were in:

The first question was the same for each group.

What does your service look like?

The question:

How do we share good practice?

Was for those on Group A.

Group B and a slightly different question:

How do we begin to effectively engage with equalities communities?

Some groups depending on how quickly they finished the task were given a third question:

What are the challenges?

Workshops: 'Equality and Diversity Toolkit in Practice'

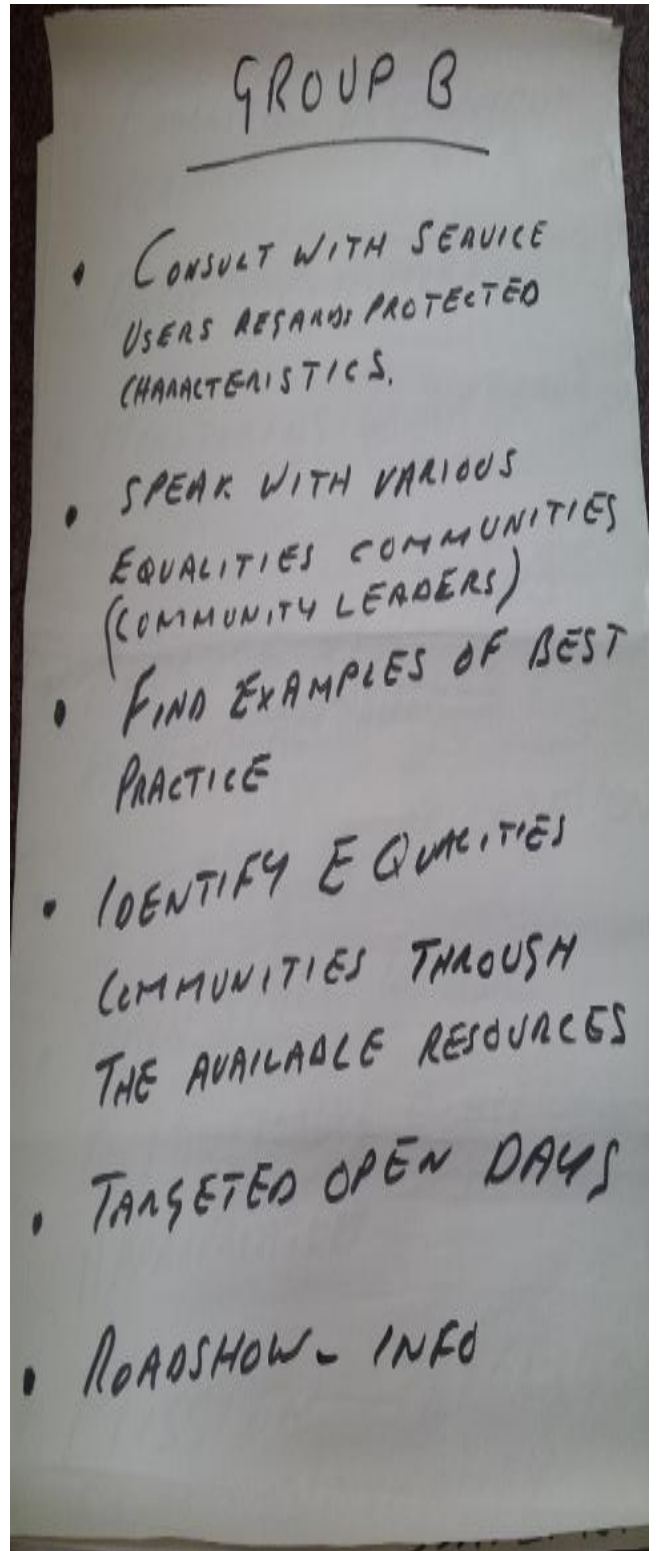
The following feedback was given by the groups taking part.

Group B: - Foundation and Preliminary

Session 1 - 23/10/12

Question 1- What does your service look like?

- Positive Action
- Developing new ideas in reaching equalities communities.
- Partnership work and good referral pathways
- Standing item on team meeting agendas



Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group B: - Foundation and Preliminary

Question 2 - How do we begin to effectively engage with equalities communities?

- Consult with service users regards protected characteristics
- Speak with various Equalities communities (Community Leaders)
- Find examples of best practice
- Identify equalities communities using existing resources.
- Targeted open days
- Roadshow – info.
- Equalities Development Plan
- Diversity champions
- Monitoring Workforce Diversity

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group B: - Foundation and Preliminary

Question 2 - How do we begin to effectively engage with equalities communities?

- Analyse data and responding accordingly
- Targeted representation
- Train staff to ask monitoring questions appropriately.
- Mission Statement
- Equalities/diversity Statement.

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group B: - Foundation and Preliminary

Session 2 - 03/11/12

Question 1 - What does your service look like?

- Small to medium organisation
- An Equalities and diversity policy on paper
- Workforce do E&D training as part of a work induction process.
- Possible not checking that our workforce have full understanding of E&D practice.
- During recruitment, panel do not know people characteristics to avoid discrimination.
- Does HR have the knowledge of whether our worker have protected characteristics

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group B: - Foundation and Preliminary

Session 2 - 03/11/12

Question 1 - What does your service look like?

- Does senior management know percentages of SU's who are covered under the nine characteristics.
- Recognising that protected Characteristics are considered in contracting decisions.
- How does NICE fit in with considering P.C.

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group B: - Foundation and Preliminary

Session 2 - 03/11/12

Question 2 - How do we begin to effectively engage with equalities communities?

- Organisation would like a needs analysis of whether we are accessing /accessible to 'Protected Characteristic' communities.
- Identify percentages of people with 'Protected Characteristics' who are drug users/misusers
- Think about marketing – how are we perceived by the community/ies
- Good partnership working with agencies who we perceive we are working well with particular communities

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group B: - Foundation and Preliminary

Session 3 - 13/11/12

Question 1 – What does your service look like?

- Small organisation, single focus but partnerships to provide for other needs
- A commitment to develop equality working group included service users, staff and stakeholders.
- Work towards accreditation with recognised bodies and aim long term for intermediate.
- Training and development – In house as well as external
- Cultural change may be needed.
- Set up structures for dealing with Harassment bullying

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group B: - Foundation and Preliminary

Session 3 - 13/11/12

Question 1 – What does your service look like?

- Complaints procedures made user friendly
- Easy to complain and clear how
- Outreach after consulting with representative from communities
- Creative feedback from service users.
- Open question monitoring
 - I.e. how would you define yourself
 - In relation to disability, ethnicity, sexual orientation.

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group B: - Foundation and Preliminary

Session 3 - 13/11/12

Question 2 – No comments

Question 3 - Challenges

- Staff Diversity
 - Age, Gender
 - Education
 - Family responsibilities
 - Language
 - Disabilities

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group B: - Foundation and Preliminary

Session 3 - 13/11/12

Question 3 - Challenges

- Approachability Accessibility
- Lack of resources
 - dedicated staff member.

Session 4 – 22/11/12

Question 1 – What does your service look like?

- Small group – small representation
- Access – (peppercorn rent 3rd Floor)

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group B: - Foundation and Preliminary

Session 4 – 22/11/12

Question 1 – What does your service look like?

- Resource limited to promote vcs engage, i/c service users, training limitations.
- Women's only agency – DV and SM
- 7 Fulltime and 50 volunteers
- 9-5 day centre – drop in, groups
- Needle exchange
- A need for a safe environment for women
- Small – funding – Client group 100 service users.

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group B: - Foundation and Preliminary

Session 4 – 22/11/12

Question 2 - How do we begin to effectively engage with equalities communities?

- Outreach worker/volunteers visit next link/Survive/Women Kind/Eden House/Freedom etc. – other partners Agencies to see service users and staff
- One member of staff lead
- Service user group/ reps-
- Policies and plans (EDP) formulated by both
- Staff and service users and available to other communities

Workshops: 'Equality and Diversity Toolkit in Practice'

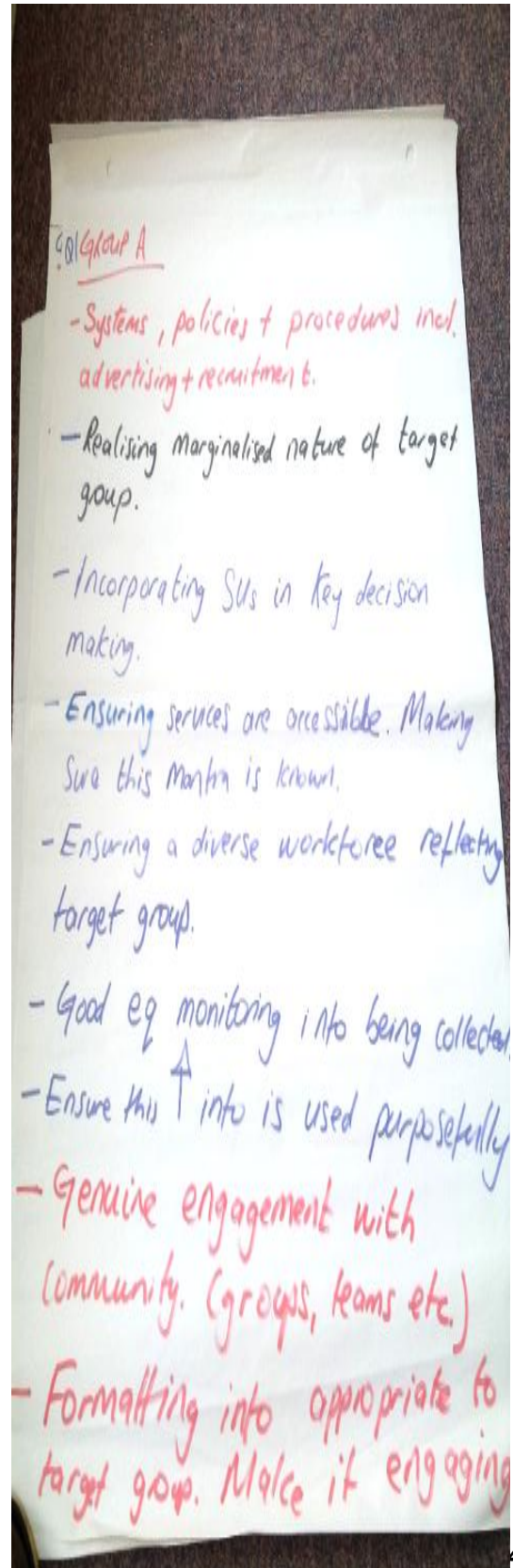
The following feedback was given by the groups taking part.

Group A: - Intermediate and Advanced

Session 1 - 23/10/12

Question 1 – What does your service look like?

- Systems, policies + procedures incl. Advertising + recruitment .
- Realising marginalised nature of target group.
- Incorporating SUs in Key decision making
- Ensuring service are accessible . Making sure this mantra is known



Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group A: - Intermediate and Advanced

Session 1 - 23/10/12

Question 1 – What does your service look like?

- Good EQ monitoring info being collected.
- Ensuring this EQ monitoring info is used purposefully
- Genuine engagement with community (Groups, team etc)
- Formatting info appropriate to target group. Make it engaging.
- Use monitoring info to determine whether the clients you see are representative of the local demography.
- Making all Policies and procedures publicly available so we can make informed choices.

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group A: - Intermediate and Advanced

Session 1 - 23/10/12

Question 2 – How do we Share Good Practice?

- Workshops
- Open days
- Networking
- Peer Review/audit
- Transparency of information
- Responding to community changes

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group A: - Intermediate and Advanced

Session 1 - 23/10/12

Question 3 - Challenges

- Harder for smaller organisations to identify resources to conduct this
- When values clash negotiating different needs.

Session 2 - 03/11/12

Question 1 - What does your service look like?

- Proportional Representation (difficulties with this) in the workforce of the local community
- Specific groups from different communities

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group A: - Intermediate and Advanced

Session 2 - 03/11/12

Question 1 - What does your service look like?

- Partnership working with other agencies
- Cultural awareness training for All of the workforce in service
- Training leads to action plan that whole service is responsible for (including stakeholders/Su's)
- Have a S.U. Steering group
- Interact with community/Equality groups to finds out what is the best approach.
- Outreach work to go out to the communities
- Never make assumption about individuals
- Positive visible representation of diverse S.U's in services

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group A: - Intermediate and Advanced

Session 2 - 03/11/12

Question 1 - What does your service look like?

- Language being used is important.

Question 2 - How do we Share Good Practice?

- Other team meeting
- Award ceremonies
- Keeping policies + procedures up to date + used in practice.
- S.U involvements in own communities
- Use network in place/set up forums
- Use the media – including new media

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group A: - Intermediate and Advanced

Session 2 - 03/11/12

Question 2 - How do we Share Good Practice?

- Cross –organisational meetings and training
- Meeting highlighting both good and bad practice.
- Identifying gaps and working to fill them.
- Monitoring and Analysing needs.
- Recognise what you are good at and what needs to be improved.

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group A: - Intermediate and Advanced

Session 2 - 03/11/12

Question 3 - Challenges

- Competitive services might not allow this
- Funding - resources not available
- Trustees – changing the way they think
- National organisation – different priorities from local
- Changes in legislation e.g. Welfare Reform.
- Personalisation agenda.

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group A: - Intermediate and Advanced

Session 3 - 13/11/12

Question 1 – What does your service look like?

- Arrange a framework to engage and deliver programmes to all communities in the area
- Inclusive of all - represents all
- Policies and Procedures in place

Question 2 – How do we Share Good Practice?

- Service user network - Sun Group
- Service user feedback sheets
- Supervision
- Professional Network

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group A: - Intermediate and Advanced

Session 3 - 13/11/12

Question 1 – What does your service look like?

- Staff meetings
- Client review
- Check in
- Line management
- Training budget
- In- house training
- Team building
- AGM

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group A: - Intermediate and Advanced

Session 4 – 22/11/12

Question 1 – What does your service look like?

- Policies and procedures reviewed
- Equalities Action Plan
- Equality Impact Assessments
- Consult with Staff and Service Users
- Understanding our community (demographics)
- Building Partnerships. Promote service with relevant equalities group representatives
- Monitor Outcomes (for equalities)
- Training – cultural competence
 - o Cultural awareness for service users.

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group A: - Intermediate and Advanced

Session 4 – 22/11/12

Question 1 – What does your service look like?

- Allocate resources (money/time)
- Encourage 'Role Models' from EQ groups to come in and meet service user and have representation on boards of trustees.
- Client surveys
- Encourage Service users to be
- Make sure there is support in place for SU's
- Accessibility, Funding for interpreters
- Look at proportional representation encourage EQ groups to be staff recruitment policy.
- Environment – positive images of equalities group

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group A: - Intermediate and Advanced

Session 4 – 22/11/12

Question 1 – What does your service look like?

- Monitoring – why? Identify groups not using service – change and then target them
- Opening times – Access
- Staff development time – supervision
- Improvement in outcomes for equalities groups

Question 2 - How do we Share Good Practice?

- Equalities champion
- Go to other services

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group A: - Intermediate and Advanced

Session 4 – 22/11/12

Question 2 - How do we Share Good Practice?

- Joint Training
- Shadowing
- Attending National Events
- Equalities Forum (local)
- Where your agency is weak actively find some who does it well and learn from them
- Use the Toolkit and Diversity Trust Tv
- Act on service users feedback (good praise and complaints policy) and let everyone know – complete the loop
- Equalities sw, VOSCUR ETC

Workshops: 'Equality and Diversity Toolkit in Practice'

The following feedback was given by the groups taking part.

Group A: - Intermediate and Advanced

Session 4 – 22/11/12

Question 2 - How do we Share Good Practice?

- Equalities being championed at the highest level – (keep informed with legislation etc)
- Safe, non-judgmental space
- Make sure policies and procedures are available in Plain English and distributed
- Statement of intent (meaningful)
- Service user charter.

Workshops: 'Equality and Diversity Toolkit in Practice'

Feedback on Venues

Participants were asked if the venue for the workshops was satisfactory.

Princess House was the least agreeable venue. Both the larger venues, the Gate House Centre and The Pavilion, were felt to be the preferred venues.

Comments

"Parking not good."

"Yes, but hearing was not always easy for me, with some hearing loss. I guess this was due to the hard surfaces. Bigger print on laminated sheets used in group work. N.B. The scores do not reflect some of the overall usefulness of the session."

"Presentations could be a tad more interactive."

"Enjoyed Course."

The Equality and Diversity Toolkit

The Toolkit has now been completed all those services that provided a representative at any of the workshops or were involved in the development of this resources will receive a copy.

Future Opportunities

- The Diversity Trust will market additional support for substance misuse services through the Equalities Standard 'Health Checks' (On-going)
- The Diversity Trust are developing a 'Step by Step - Equalities Standard Tool' to complement the Toolkit and support implementation (March 2014)
- The SMT and the Diversity Trust are running additional Toolkit sessions for Commissioned services (end of March 2014)

Berkeley Wilde, Director of the Diversity Trust stated :

"The Diversity Trust is supporting the new Recovery Orientated Integrated Services and we will be working to a number of equality, diversity and inclusion outcomes."