

# Equality Delivery System for the NHS

## *EDS2 Summary Report*



Implementation of the Equality Delivery System – EDS2 is a requirement on both NHS commissioners and NHS providers. Organisations are encouraged to follow the implementation of EDS2 in accordance with the '9 Steps for EDS2 Implementation' as outlined in the 2013 EDS2 guidance document. The document can be found at: <http://www.england.nhs.uk/wp-content/uploads/2013/11/eds-nov131.pdf>

This *EDS2 Summary Report* is designed to give an overview of the organisation's most recent EDS2 implementation. It is recommended that once completed, this Summary Report is published on the organisation's website.

**NHS organisation name:**

**Organisation's Equality Objectives (including duration period):**

**Organisation's Board lead for EDS2:**

**Organisation's EDS2 lead (name/email):**

**Level of stakeholder involvement in EDS2 grading and subsequent actions:**

**Headline good practice examples of EDS2 outcomes (for patients/community/workforce):**

Date of EDS2 grading

Date of next EDS2 grading

Goal	Outcome	Grade and reasons for rating	Outcome links to an Equality Objective													
Better health outcomes	1.1	<p><b>Services are commissioned, procured, designed and delivered to meet the health needs of local communities</b></p> <table border="1"> <tr> <td data-bbox="465 411 712 703"> <p>↓ Grade</p> <p><b>Undeveloped</b></p> <p>Developing</p> <p>Achieving</p> <p>Excelling</p> </td> <td data-bbox="712 411 1283 703"> <p>↓ Which protected characteristics fare well</p> <table border="1"> <tr> <td>Age</td> <td>Pregnancy and maternity</td> </tr> <tr> <td>Disability</td> <td>Race</td> </tr> <tr> <td>Gender reassignment</td> <td>Religion or belief</td> </tr> <tr> <td>Marriage and civil partnership</td> <td>Sex</td> </tr> <tr> <td></td> <td>Sexual orientation</td> </tr> </table> </td> <td data-bbox="1283 411 1942 703"> <p>↓ Evidence drawn upon for rating</p> <div style="border: 1px solid #ccc; height: 100px;"></div> </td> </tr> </table>	<p>↓ Grade</p> <p><b>Undeveloped</b></p> <p>Developing</p> <p>Achieving</p> <p>Excelling</p>	<p>↓ Which protected characteristics fare well</p> <table border="1"> <tr> <td>Age</td> <td>Pregnancy and maternity</td> </tr> <tr> <td>Disability</td> <td>Race</td> </tr> <tr> <td>Gender reassignment</td> <td>Religion or belief</td> </tr> <tr> <td>Marriage and civil partnership</td> <td>Sex</td> </tr> <tr> <td></td> <td>Sexual orientation</td> </tr> </table>	Age	Pregnancy and maternity	Disability	Race	Gender reassignment	Religion or belief	Marriage and civil partnership	Sex		Sexual orientation	<p>↓ Evidence drawn upon for rating</p> <div style="border: 1px solid #ccc; height: 100px;"></div>	
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1.2	<p><b>Individual people's health needs are assessed and met in appropriate and effective ways</b></p> <table border="1"> <tr> <td data-bbox="465 778 712 1070"> <p>↓ Grade</p> <p><b>Undeveloped</b></p> <p>Developing</p> <p>Achieving</p> <p>Excelling</p> </td> <td data-bbox="712 778 1283 1070"> <p>↓ Which protected characteristics fare well</p> <table border="1"> <tr> <td>Age</td> <td>Pregnancy and maternity</td> </tr> <tr> <td>Disability</td> <td>Race</td> </tr> <tr> <td>Gender reassignment</td> <td>Religion or belief</td> </tr> <tr> <td>Marriage and civil partnership</td> <td>Sex</td> </tr> <tr> <td></td> <td>Sexual orientation</td> </tr> </table> </td> <td data-bbox="1283 778 1942 1070"> <p>↓ Evidence drawn upon for rating</p> <div style="border: 1px solid #ccc; height: 100px;"></div> </td> </tr> </table>	<p>↓ Grade</p> <p><b>Undeveloped</b></p> <p>Developing</p> <p>Achieving</p> <p>Excelling</p>	<p>↓ Which protected characteristics fare well</p> <table border="1"> <tr> <td>Age</td> <td>Pregnancy and maternity</td> </tr> <tr> <td>Disability</td> <td>Race</td> </tr> <tr> <td>Gender reassignment</td> <td>Religion or belief</td> </tr> <tr> <td>Marriage and civil partnership</td> <td>Sex</td> </tr> <tr> <td></td> <td>Sexual orientation</td> </tr> </table>	Age	Pregnancy and maternity	Disability	Race	Gender reassignment	Religion or belief	Marriage and civil partnership	Sex		Sexual orientation	<p>↓ Evidence drawn upon for rating</p> <div style="border: 1px solid #ccc; height: 100px;"></div>		
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1.3	<p><b>Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed</b></p> <table border="1"> <tr> <td data-bbox="465 1177 712 1469"> <p>↓ Grade</p> <p><b>Undeveloped</b></p> <p>Developing</p> <p>Achieving</p> <p>Excelling</p> </td> <td data-bbox="712 1177 1283 1469"> <p>↓ Which protected characteristics fare well</p> <table border="1"> <tr> <td>Age</td> <td>Pregnancy and maternity</td> </tr> <tr> <td>Disability</td> <td>Race</td> </tr> <tr> <td>Gender reassignment</td> <td>Religion or belief</td> </tr> <tr> <td>Marriage and civil partnership</td> <td>Sex</td> </tr> <tr> <td></td> <td>Sexual orientation</td> </tr> </table> </td> <td data-bbox="1283 1177 1942 1469"> <p>↓ Evidence drawn upon for rating</p> <div style="border: 1px solid #ccc; height: 100px;"></div> </td> </tr> </table>	<p>↓ Grade</p> <p><b>Undeveloped</b></p> <p>Developing</p> <p>Achieving</p> <p>Excelling</p>	<p>↓ Which protected characteristics fare well</p> <table border="1"> <tr> <td>Age</td> <td>Pregnancy and maternity</td> </tr> <tr> <td>Disability</td> <td>Race</td> </tr> <tr> <td>Gender reassignment</td> <td>Religion or belief</td> </tr> <tr> <td>Marriage and civil partnership</td> <td>Sex</td> </tr> <tr> <td></td> <td>Sexual orientation</td> </tr> </table>	Age	Pregnancy and maternity	Disability	Race	Gender reassignment	Religion or belief	Marriage and civil partnership	Sex		Sexual orientation	<p>↓ Evidence drawn upon for rating</p> <div style="border: 1px solid #ccc; height: 100px;"></div>		
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Better health outcomes, continued	1.4	<p><b>When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse</b></p> <table border="1"> <tr> <td data-bbox="465 296 712 585">           ↓ Grade   <b>Undeveloped</b>             Developing             Achieving             Excelling         </td> <td data-bbox="712 296 1285 585">           ↓ Which protected characteristics fare well             Age Pregnancy and maternity            Disability Race            Gender reassignment Religion or belief            Marriage and civil partnership Sex            Sexual orientation         </td> <td data-bbox="1285 296 1942 585">           ↓ Evidence drawn upon for rating   <div style="border: 1px solid black; height: 100px;"></div> </td> </tr> </table>	↓ Grade  <b>Undeveloped</b>  Developing  Achieving  Excelling	↓ Which protected characteristics fare well  Age Pregnancy and maternity Disability Race Gender reassignment Religion or belief Marriage and civil partnership Sex Sexual orientation	↓ Evidence drawn upon for rating  <div style="border: 1px solid black; height: 100px;"></div>	
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1.5	<p><b>Screening, vaccination and other health promotion services reach and benefit all local communities</b></p> <table border="1"> <tr> <td data-bbox="465 695 712 984">           ↓ Grade   <b>Undeveloped</b>             Developing             Achieving             Excelling         </td> <td data-bbox="712 695 1285 984">           ↓ Which protected characteristics fare well             Age Pregnancy and maternity            Disability Race            Gender reassignment Religion or belief            Marriage and civil partnership Sex            Sexual orientation         </td> <td data-bbox="1285 695 1942 984">           ↓ Evidence drawn upon for rating   <div style="border: 1px solid black; height: 100px;"></div> </td> </tr> </table>	↓ Grade  <b>Undeveloped</b>  Developing  Achieving  Excelling	↓ Which protected characteristics fare well  Age Pregnancy and maternity Disability Race Gender reassignment Religion or belief Marriage and civil partnership Sex Sexual orientation	↓ Evidence drawn upon for rating  <div style="border: 1px solid black; height: 100px;"></div>		
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Improved patient access and experience	2.1	<p><b>People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds</b></p> <table border="1"> <tr> <td data-bbox="465 1142 712 1431">           ↓ Grade   <b>Undeveloped</b>             Developing             Achieving             Excelling         </td> <td data-bbox="712 1142 1285 1431">           ↓ Which protected characteristics fare well             Age Pregnancy and maternity            Disability Race            Gender reassignment Religion or belief            Marriage and civil partnership Sex            Sexual orientation         </td> <td data-bbox="1285 1142 1942 1431">           ↓ Evidence drawn upon for rating   <div style="border: 1px solid black; height: 100px;"></div> </td> </tr> </table>	↓ Grade  <b>Undeveloped</b>  Developing  Achieving  Excelling	↓ Which protected characteristics fare well  Age Pregnancy and maternity Disability Race Gender reassignment Religion or belief Marriage and civil partnership Sex Sexual orientation	↓ Evidence drawn upon for rating  <div style="border: 1px solid black; height: 100px;"></div>	
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Improved patient access and experience	2.2	<p><b>People are informed and supported to be as involved as they wish to be in decisions about their care</b></p> <table border="1"> <tr> <th data-bbox="465 300 712 347">Grade</th> <th colspan="2" data-bbox="712 300 1285 347">Which protected characteristics fare well</th> <th data-bbox="1285 300 1942 347">Evidence drawn upon for rating</th> </tr> <tr> <td data-bbox="465 347 712 411"><b>Undeveloped</b></td> <td data-bbox="712 347 958 411">Age</td> <td data-bbox="958 347 1285 411">Pregnancy and maternity</td> <td data-bbox="1285 347 1942 587" rowspan="4"></td> </tr> <tr> <td data-bbox="465 411 712 475"><b>Developing</b></td> <td data-bbox="712 411 958 475">Disability</td> <td data-bbox="958 411 1285 475">Race</td> </tr> <tr> <td data-bbox="465 475 712 539"><b>Achieving</b></td> <td data-bbox="712 475 958 539">Gender reassignment</td> <td data-bbox="958 475 1285 539">Religion or belief</td> </tr> <tr> <td data-bbox="465 539 712 595"><b>Excelling</b></td> <td data-bbox="712 539 958 595">Marriage and civil partnership</td> <td data-bbox="958 539 1285 595">Sexual orientation</td> </tr> </table>	Grade	Which protected characteristics fare well		Evidence drawn upon for rating	<b>Undeveloped</b>	Age	Pregnancy and maternity		<b>Developing</b>	Disability	Race	<b>Achieving</b>	Gender reassignment	Religion or belief	<b>Excelling</b>	Marriage and civil partnership	Sexual orientation	
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2.3	<p><b>People report positive experiences of the NHS</b></p> <table border="1"> <tr> <th data-bbox="465 667 712 715">Grade</th> <th colspan="2" data-bbox="712 667 1285 715">Which protected characteristics fare well</th> <th data-bbox="1285 667 1942 715">Evidence drawn upon for rating</th> </tr> <tr> <td data-bbox="465 715 712 778"><b>Undeveloped</b></td> <td data-bbox="712 715 958 778">Age</td> <td data-bbox="958 715 1285 778">Pregnancy and maternity</td> <td data-bbox="1285 715 1942 954" rowspan="4"></td> </tr> <tr> <td data-bbox="465 778 712 842"><b>Developing</b></td> <td data-bbox="712 778 958 842">Disability</td> <td data-bbox="958 778 1285 842">Race</td> </tr> <tr> <td data-bbox="465 842 712 906"><b>Achieving</b></td> <td data-bbox="712 842 958 906">Gender reassignment</td> <td data-bbox="958 842 1285 906">Religion or belief</td> </tr> <tr> <td data-bbox="465 906 712 959"><b>Excelling</b></td> <td data-bbox="712 906 958 959">Marriage and civil partnership</td> <td data-bbox="958 906 1285 959">Sexual orientation</td> </tr> </table>	Grade	Which protected characteristics fare well		Evidence drawn upon for rating	<b>Undeveloped</b>	Age	Pregnancy and maternity		<b>Developing</b>	Disability	Race	<b>Achieving</b>	Gender reassignment	Religion or belief	<b>Excelling</b>	Marriage and civil partnership	Sexual orientation		
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2.4	<p><b>People's complaints about services are handled respectfully and efficiently</b></p> <table border="1"> <tr> <th data-bbox="465 1023 712 1070">Grade</th> <th colspan="2" data-bbox="712 1023 1285 1070">Which protected characteristics fare well</th> <th data-bbox="1285 1023 1942 1070">Evidence drawn upon for rating</th> </tr> <tr> <td data-bbox="465 1070 712 1134"><b>Undeveloped</b></td> <td data-bbox="712 1070 958 1134">Age</td> <td data-bbox="958 1070 1285 1134">Pregnancy and maternity</td> <td data-bbox="1285 1070 1942 1310" rowspan="4"></td> </tr> <tr> <td data-bbox="465 1134 712 1198"><b>Developing</b></td> <td data-bbox="712 1134 958 1198">Disability</td> <td data-bbox="958 1134 1285 1198">Race</td> </tr> <tr> <td data-bbox="465 1198 712 1262"><b>Achieving</b></td> <td data-bbox="712 1198 958 1262">Gender reassignment</td> <td data-bbox="958 1198 1285 1262">Religion or belief</td> </tr> <tr> <td data-bbox="465 1262 712 1315"><b>Excelling</b></td> <td data-bbox="712 1262 958 1315">Marriage and civil partnership</td> <td data-bbox="958 1262 1285 1315">Sexual orientation</td> </tr> </table>	Grade	Which protected characteristics fare well		Evidence drawn upon for rating	<b>Undeveloped</b>	Age	Pregnancy and maternity		<b>Developing</b>	Disability	Race	<b>Achieving</b>	Gender reassignment	Religion or belief	<b>Excelling</b>	Marriage and civil partnership	Sexual orientation		
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A representative and supported workforce	3.1	<p><b>Fair NHS recruitment and selection processes lead to a more representative workforce at all levels</b></p> <table border="1"> <thead> <tr> <th data-bbox="465 300 712 336">Grade</th> <th colspan="2" data-bbox="712 300 1285 336">Which protected characteristics fare well</th> <th data-bbox="1285 300 1942 336">Evidence drawn upon for rating</th> </tr> </thead> <tbody> <tr> <td data-bbox="465 363 712 400"><b>Undeveloped</b></td> <td data-bbox="712 363 958 400">Age</td> <td data-bbox="958 363 1285 400">Pregnancy and maternity</td> <td data-bbox="1285 363 1942 576" rowspan="4"></td> </tr> <tr> <td data-bbox="465 427 712 464"><b>Developing</b></td> <td data-bbox="712 427 958 464">Disability</td> <td data-bbox="958 427 1285 464">Race</td> </tr> <tr> <td data-bbox="465 491 712 528"><b>Achieving</b></td> <td data-bbox="712 491 958 528">Gender reassignment</td> <td data-bbox="958 491 1285 528">Religion or belief</td> </tr> <tr> <td data-bbox="465 555 712 592"><b>Excelling</b></td> <td data-bbox="712 555 958 592">Marriage and civil partnership</td> <td data-bbox="958 555 1285 592">Sexual orientation</td> </tr> </tbody> </table>	Grade	Which protected characteristics fare well		Evidence drawn upon for rating	<b>Undeveloped</b>	Age	Pregnancy and maternity		<b>Developing</b>	Disability	Race	<b>Achieving</b>	Gender reassignment	Religion or belief	<b>Excelling</b>	Marriage and civil partnership	Sexual orientation	
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3.2	<p><b>The NHS is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations</b></p> <table border="1"> <thead> <tr> <th data-bbox="465 699 712 735">Grade</th> <th colspan="2" data-bbox="712 699 1285 735">Which protected characteristics fare well</th> <th data-bbox="1285 699 1942 735">Evidence drawn upon for rating</th> </tr> </thead> <tbody> <tr> <td data-bbox="465 762 712 799"><b>Undeveloped</b></td> <td data-bbox="712 762 958 799">Age</td> <td data-bbox="958 762 1285 799">Pregnancy and maternity</td> <td data-bbox="1285 762 1942 975" rowspan="4"></td> </tr> <tr> <td data-bbox="465 826 712 863"><b>Developing</b></td> <td data-bbox="712 826 958 863">Disability</td> <td data-bbox="958 826 1285 863">Race</td> </tr> <tr> <td data-bbox="465 890 712 927"><b>Achieving</b></td> <td data-bbox="712 890 958 927">Gender reassignment</td> <td data-bbox="958 890 1285 927">Religion or belief</td> </tr> <tr> <td data-bbox="465 954 712 991"><b>Excelling</b></td> <td data-bbox="712 954 958 991">Marriage and civil partnership</td> <td data-bbox="958 954 1285 991">Sexual orientation</td> </tr> </tbody> </table>	Grade	Which protected characteristics fare well		Evidence drawn upon for rating	<b>Undeveloped</b>	Age	Pregnancy and maternity		<b>Developing</b>	Disability	Race	<b>Achieving</b>	Gender reassignment	Religion or belief	<b>Excelling</b>	Marriage and civil partnership	Sexual orientation		
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3.3	<p><b>Training and development opportunities are taken up and positively evaluated by all staff</b></p> <table border="1"> <thead> <tr> <th data-bbox="465 1050 712 1086">Grade</th> <th colspan="2" data-bbox="712 1050 1285 1086">Which protected characteristics fare well</th> <th data-bbox="1285 1050 1942 1086">Evidence drawn upon for rating</th> </tr> </thead> <tbody> <tr> <td data-bbox="465 1114 712 1150"><b>Undeveloped</b></td> <td data-bbox="712 1114 958 1150">Age</td> <td data-bbox="958 1114 1285 1150">Pregnancy and maternity</td> <td data-bbox="1285 1114 1942 1326" rowspan="4"></td> </tr> <tr> <td data-bbox="465 1177 712 1214"><b>Developing</b></td> <td data-bbox="712 1177 958 1214">Disability</td> <td data-bbox="958 1177 1285 1214">Race</td> </tr> <tr> <td data-bbox="465 1241 712 1278"><b>Achieving</b></td> <td data-bbox="712 1241 958 1278">Gender reassignment</td> <td data-bbox="958 1241 1285 1278">Religion or belief</td> </tr> <tr> <td data-bbox="465 1305 712 1342"><b>Excelling</b></td> <td data-bbox="712 1305 958 1342">Marriage and civil partnership</td> <td data-bbox="958 1305 1285 1342">Sexual orientation</td> </tr> </tbody> </table>	Grade	Which protected characteristics fare well		Evidence drawn upon for rating	<b>Undeveloped</b>	Age	Pregnancy and maternity		<b>Developing</b>	Disability	Race	<b>Achieving</b>	Gender reassignment	Religion or belief	<b>Excelling</b>	Marriage and civil partnership	Sexual orientation		
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A representative and supported workforce	3.4	<p><b>When at work, staff are free from abuse, harassment, bullying and violence from any source</b></p> <table border="1"> <thead> <tr> <th data-bbox="465 256 712 304">Grade</th> <th data-bbox="712 256 1285 304">Which protected characteristics fare well</th> <th data-bbox="1285 256 1942 304">Evidence drawn upon for rating</th> </tr> </thead> <tbody> <tr> <td data-bbox="465 304 712 352">Undeveloped</td> <td data-bbox="712 304 1285 352">Age</td> <td data-bbox="1285 304 1942 352" rowspan="5"></td> </tr> <tr> <td data-bbox="465 352 712 400">Developing</td> <td data-bbox="712 352 1285 400">Disability</td> </tr> <tr> <td data-bbox="465 400 712 448">Achieving</td> <td data-bbox="712 400 1285 448">Gender reassignment</td> </tr> <tr> <td data-bbox="465 448 712 496">Excelling</td> <td data-bbox="712 448 1285 496">Marriage and civil partnership</td> </tr> <tr> <td></td> <td data-bbox="712 496 1285 544">Pregnancy and maternity Race Religion or belief Sex Sexual orientation</td> </tr> </tbody> </table>	Grade	Which protected characteristics fare well	Evidence drawn upon for rating	Undeveloped	Age		Developing	Disability	Achieving	Gender reassignment	Excelling	Marriage and civil partnership		Pregnancy and maternity Race Religion or belief Sex Sexual orientation	
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3.5	<p><b>Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives</b></p> <table border="1"> <thead> <tr> <th data-bbox="465 655 712 703">Grade</th> <th data-bbox="712 655 1285 703">Which protected characteristics fare well</th> <th data-bbox="1285 655 1942 703">Evidence drawn upon for rating</th> </tr> </thead> <tbody> <tr> <td data-bbox="465 703 712 751">Undeveloped</td> <td data-bbox="712 703 1285 751">Age</td> <td data-bbox="1285 703 1942 751" rowspan="5"></td> </tr> <tr> <td data-bbox="465 751 712 799">Developing</td> <td data-bbox="712 751 1285 799">Disability</td> </tr> <tr> <td data-bbox="465 799 712 847">Achieving</td> <td data-bbox="712 799 1285 847">Gender reassignment</td> </tr> <tr> <td data-bbox="465 847 712 895">Excelling</td> <td data-bbox="712 847 1285 895">Marriage and civil partnership</td> </tr> <tr> <td></td> <td data-bbox="712 895 1285 943">Pregnancy and maternity Race Religion or belief Sex Sexual orientation</td> </tr> </tbody> </table>	Grade	Which protected characteristics fare well	Evidence drawn upon for rating	Undeveloped	Age		Developing	Disability	Achieving	Gender reassignment	Excelling	Marriage and civil partnership		Pregnancy and maternity Race Religion or belief Sex Sexual orientation		
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3.6	<p><b>Staff report positive experiences of their membership of the workforce</b></p> <table border="1"> <thead> <tr> <th data-bbox="465 1007 712 1054">Grade</th> <th data-bbox="712 1007 1285 1054">Which protected characteristics fare well</th> <th data-bbox="1285 1007 1942 1054">Evidence drawn upon for rating</th> </tr> </thead> <tbody> <tr> <td data-bbox="465 1054 712 1102">Undeveloped</td> <td data-bbox="712 1054 1285 1102">Age</td> <td data-bbox="1285 1054 1942 1102" rowspan="5"></td> </tr> <tr> <td data-bbox="465 1102 712 1150">Developing</td> <td data-bbox="712 1102 1285 1150">Disability</td> </tr> <tr> <td data-bbox="465 1150 712 1198">Achieving</td> <td data-bbox="712 1150 1285 1198">Gender reassignment</td> </tr> <tr> <td data-bbox="465 1198 712 1246">Excelling</td> <td data-bbox="712 1198 1285 1246">Marriage and civil partnership</td> </tr> <tr> <td></td> <td data-bbox="712 1246 1285 1294">Pregnancy and maternity Race Religion or belief Sex Sexual orientation</td> </tr> </tbody> </table>	Grade	Which protected characteristics fare well	Evidence drawn upon for rating	Undeveloped	Age		Developing	Disability	Achieving	Gender reassignment	Excelling	Marriage and civil partnership		Pregnancy and maternity Race Religion or belief Sex Sexual orientation		
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<b>Inclusive leadership</b>	<b>4.1</b>	<b>Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations</b>		
		↓ Grade  <b>Undeveloped</b>  <b>Developing</b>  <b>Achieving</b>  <b>Excelling</b>		↓ Which protected characteristics fare well  Age Pregnancy and maternity  Disability Race  Gender reassignment Religion or belief  Marriage and civil partnership Sex Sexual orientation
	<b>4.2</b>	<b>Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are to be managed</b>		
↓ Grade  <b>Undeveloped</b>  <b>Developing</b>  <b>Achieving</b>  <b>Excelling</b>		↓ Which protected characteristics fare well  Age Pregnancy and maternity  Disability Race  Gender reassignment Religion or belief  Marriage and civil partnership Sex Sexual orientation	↓ Evidence drawn upon for rating  <div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>	
<b>4.3</b>	<b>Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination</b>			
	↓ Grade  <b>Undeveloped</b>  <b>Developing</b>  <b>Achieving</b>  <b>Excelling</b>		↓ Which protected characteristics fare well  Age Pregnancy and maternity  Disability Race  Gender reassignment Religion or belief  Marriage and civil partnership Sex Sexual orientation	↓ Evidence drawn upon for rating  <div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>