

Report to:	Public Board of Directors	Agenda item:	11
Date of Meeting:	27 November 2019		

Title of Report:	Equalities & Diversity Bi-Annual Report including Diversity and Inclusion Steering Committee Update
Status:	For information
Board Sponsor:	Claire Radley, Director for People
Author:	Victoria Downing-Burn, Deputy Director for People and Gayle Williams, Equality and Diversity Officer
Appendices	None

1. Executive Summary of the Report

Equality, Diversity and Inclusion are fundamental principles of the Trust's Vision and Goals. Our vision to provide the highest quality of care; delivered by an outstanding team who all live by our values requires an organisation that is diverse, respectful and inclusive.

In being able to provide the best care possible, our workforce needs to be aware, capable and competent in supporting and caring for all people. Our workforce has to reflect the people who come to request help and support.

Within our strategy framework our goals show our ambition to be a listening and compassionate organisation. An organisation that is an outstanding place to work and is working to strengthen our community and be sustainable. All of these ambitions can be better achieved through an inclusive environment where difference is welcomed and sought as part of our future plans.

Underpinning these ambitions are our trust values and 'Everyone Matter's speaks clearly of treating people as individuals, respecting their views and choices with dignity. It reminds us to be calm and reassuring, to show empathy and compassion and to recognise the contributions that people make.

The RUH, Bath is on a pathway to improve both work and patient experiences through increased awareness and understanding. This is more important than ever as we work ever harder to make the NHS the best place to work.

The imminent arrival of the final NHS People Plan, led by Prerana Issar, Chief People Officer for the NHS, this Autumn is likely to place greater focus on this agenda.

In the meantime this report provides an overview of our performance in the last 6 months, as well as achievement of the key deliverables, the challenges faced, information from our workforce data and plans for the remainder of the financial year.

The report will cover:

- Introduction outlining legal and national compliance framework

- Overview of year to date against our 4 equality objectives including planned activity
- Update on staff networks
- DISCo update and next steps

2. Recommendations (Note, Approve, Discuss)

Management Board and Board of Directors is asked to note the progress against the objectives and discuss the ongoing action plans in the context of the trust strategy and emerging national People Plan.

3. Legal / Regulatory Implications

The Trust has a statutory obligation under the Equality Act 2010 to publish information to demonstrate compliance with the Public Sector Equality Duty at least annually and is further required to publish the results of the annual WRES and WDES data collection and subsequent action plans and the results and outcome of the gender pay audit conducted annually.

4. Risk (Threats or opportunities, link to a risk on the Risk Register, Board Assurance Framework etc)

Workforce risks associated with this report are monitored through the Diversity and Inclusion Steering Committee

5. Resources Implications (Financial / staffing)

The HR team are reviewing the current budget allocations for E, D and I as the requirements - both culturally at Bath and from national compliance – increase year on year.

6. Equality and Diversity

This report supports equal opportunities for all staff.

7. References to previous reports

WRES Report 2019
WDES Report 2018
Gender Pay Gap Report 2019

8. Freedom of Information

Public

Introduction

This report provides an overview of our performance in the last 6 months, key deliverables, challenges faced, workforce data and plans for 2019/20.

This year's report also includes a summary of information on our Workforce Race Equality Standard (WRES), Workforce Disability Equality Standard and Gender Pay Report. (For full details please refer to the individual reports presented to the Board earlier this year, available on the Trust's equality and diversity Internet pages).

Implementing the Workforce Race Equality Standard (WRES) is a requirement for NHS healthcare providers, NHS commissioners and independent organisations, through the NHS standard contract.

Alongside the WRES, the Trust uses the Equality and Diversity Systems (EDS2) to help discussions with local partners and communities to review and improve our performance for people with characteristics protected by the Equality Act 2010.

The Equality Delivery System (now EDS2) was commissioned by the national Equality and Diversity Council in 2010 and launched in July 2011. It is a system that helps NHS organisations improve the services they provide for their local communities and provide better working environments, free of discrimination, for those who work in the NHS.

By using the EDS2 and the WRES, we are better able to deliver on the Public Sector Equality Duty and the requirements of the Equality Act 2010.

EDS 2: Equality Duties - performance and delivery

Each year public bodies - including the NHS which subject to section 149 of the Equality Act 2010 and the specific equality duties - are required to publish equality information.

The Trust reviews the four Equality Goals set out within the Equality Delivery System 2 as seen below

- Goal 1: Better Patient Outcomes
- Goal 2: Improved Patient Access and Experience
- Goal 3: A supported and representative workforce
- Goal 4: Inclusive Leadership

The four core Equality Goals and the Trust's objectives within the areas have been reviewed against the overarching ambition in which the Trust seeks to pro-actively pursue creating an inclusive place to work and an environment to provide safe and compassionate care.

It is against each of these 4 goals that an overview of performance and delivery of the related equality objective is summarised. A number of the equality objectives

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relate to more than one of the goals and the report sets out specific actions from each objective most aligned to each goal.

The Diversity and Inclusion Steering Committee (DISCo), currently a sub-committee of Strategic Workforce Committee, are pleased to report on improvements that have been achieved and serve as testimony to the commitment of all who have worked together to lead and deliver these. The committee also recognise there is much more to be done and that the Trust is on a journey towards inclusion. The planned next steps over the coming year are also set out below.

Goal 1: Better Patient Outcomes

The Trust is committed to providing the highest quality care, and for the next two years (2019-2021) the focus for this goal is on patients with learning disabilities and autism and their experience of accessing and experiencing services at the Trust. The Trust acknowledges there are developments needed to improve access to care for individuals with these conditions and needs, to ensure that a person centred focus in how we care consistently.

During the reporting period, the following objectives have been confirmed and action commenced:

- a) Objective: Understanding access issues, and the impact of the physical environment on patients visiting the hospital

Representatives from Nimbus Disability Advocacy undertook a survey in September 2019 of current provisions on site with the view to the Trust working towards their (Nimbus') Equality Access mark. This included:

- A review of RUH future parking & site proposals, including concessionary tariffs and charging for blue badge parking.
- Review of existing policies/schemes/practices
- Understanding consultation requirements & good practice – advising on time scales and compliance
- Provision of advice on factors to include in policies/schemes
- Advising on factors to consider in future designs
- Advice regarding achieving equality whilst supporting access to hospital
- Achieving compliance & eligibility with applicable accreditation schemes

The Trust is awaiting the report and in the meantime is investigating how it can support visitors to the site to navigate it easily.

- b) Objective: Providing changing facilities for those with complex and severe learning disabilities

The Trust does not currently have changing facilities for outpatients, visitors or staff of the hospital requiring a hoist and changing table when toileting. A bid for

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government funds to provide a changing places toilet facility has being finalised and a location for the facility identified if the bid is successful. This facility will also benefit those with physical disabilities.

c) Objective: Communicating with patients

The Trust's Digital Future Strategy includes a plan to enhance and increase the options for patient communications with the Trust. For instance providing appointment details via phone, text and email. This will include options for easy read appointment letters and options to have those caring for patients with complex or severe learning disabilities to receive copies of correspondence. The strategy also incorporates actions to improve links between community services and the hospital in addition to improved communication between the hospital and patients.

d) Objective: Training for staff

A face to face training package, developed by Great Western Hospital, for staff on providing person centred care for patients with learning disabilities has been shared with the Learning Disabilities Nursing team. The team are currently exploring how this can be rolled out to all patient facing staff in addition to the existing mandatory training that frontline staff complete.

Goal 2: Improved Patient Access and Experience

e) Objective. The focus for this period remains on the Maternity Services Review.

The informal phase of engagement activity has finished and the formal consultation now closed. Feedback is being used to develop a proposal for improving maternity services across Bath and North East Somerset, Swindon and Wiltshire.

f) Promoting inclusivity for the LGBT+ community

The Rainbow badge initiative was launched in September to show support to the Trust's LGBT+ patients as a positive and simple way of letting patient and visitors know the Trust is a non-judgemental and inclusive place to receive treatment.

Below are some of the comments given by staff when they made their pledge to wear their Rainbow Badge:

'Sometimes, as a NICU nurse I take care of beautiful babies who have been born to LGBT+ parents through surrogacy. Medical science is amazing in its inclusivity for helping people without a uterus become parents through IVF, but legalities have not yet caught up and sometimes LGBT+ parents are treated as extra visitors rather than as primary carers and loving parents to their child. I would like to feel that our unit can provide support for parents in that position and empower them to feel included and vital in their baby's care.'

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'As a straight white woman from a middle class background I understand my life has been relatively free from discrimination. I want to show support to communities who are often subjected to prejudice or abuse, and to say I stand with them against this.'

'As someone who considers themselves apart of the LGBT+ community I am extremely happy that people are taking steps to make our community feel more welcomed. Just seeing either a rainbow badge or lanyard means you know you won't be judged which is the worst feeling when you go into a health care environment. I would happily wear a rainbow badge to show others its ok to be you and that we won't think differently of a patient just because of their sexuality.'

Goal 3: A supported and representative workforce

The objective within this area was refreshed for 2019, with a new focus on supporting staff with sensory loss, recognising the Trust has more to do to ensure it is inclusive of all staff.

g) Supporting staff with sensory loss

To date the following has been achieved:

- The Chief Operating Officer is the Exec sponsor supporting this objective
- Training for sensory loss champions has been sourced and will be delivered in the next 6 months
- Awareness raising by the Equal Abilities Staff Network through attendance and sharing of stories at the Festival of Health and Wellbeing held 24th- 28th September
- An action plan has been developed to identify the different stages of the employee life cycle where support may be needed for those with sensory loss. This also supports the work of the WDES action plan a core part of which is focused on developing a robust reasonable adjustments process.
- The Trust has moved from 'committed' to 'confident' in its disability confident accreditation status in recognition of the work being done to attract and retain staff with disabilities. A new introduction for staff joining the Trust outlining the support they can expect to receive has also been developed for both the medical staff induction portal and for the agenda for change staff portal.
- Guidance for staff who are transgender or are considering transitioning in the workplace has been developed providing practical information and support for managers, staff and colleagues. Training has been delivered to the recruitment and retention team specifically in how to support transgender applicants when checking ID and right to work documents in a respectful manner and without breaching the Equalities Act.

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The focus over the next 6 months is to ensure delivery of the Sensory loss action plan and WDES action plan, (available on the Internet).

Goal 4: Inclusive Leadership

The focus for this goal has been the introduction of a reverse mentoring scheme, for BAME staff as part of the WRES action plan to accelerate progression and development opportunities for these staff.

- h) Objective: to support Staff from BAME backgrounds through Reverse Mentoring

To date the following has been achieved:

- Introduction of a reverse mentoring scheme between executive staff and BAME staff members. 5 members of Trust staff have signed up to the scheme so far and alongside the executive team have received an introduction to reverse mentoring on 29th October and have begun 6 months of 1:1 meetings
- Developed the WRES action plan in partnership with the Fusion Staff Network to ensure the priorities within it reflected the needs of our BAME workforce
- Introduced an equality and diversity specific session on the First Line Manager Programme which is delivered 3 times a year to new line managers. 33 managers have been through the programme in 2019 since the introduction on the equality and diversity session.
- Appointed a Non Exec Director with experience of working as a diversity leader and of thinking differently to affect impactful change.
- Reported on Gender Pay within the Trust, developing an action plan to address the imbalance, building on last year’s pay gap report.

Options are also being scoped to look at how the Trust might design-out bias within the recruitment practices to maximise the opportunities to reduce the gap between shortlisted BAME candidates being successfully appointment.

Staff Diversity Networks

The Trust’s Staff Diversity Networks have been running for 12 months, meeting quarterly. This section of the report sets out what each of the groups have achieved in their first 12 months, challenges they have faced and plans they have for the coming year. The Trust’s groups are:

- Fusion (Promoting diversity among colleagues; a network supporting colleagues from all cultures)
- LGBT+ and Allies

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- Equal Abilities, (a group for staff with long term conditions or who consider themselves to have a disability).

Both Fusion and LGBT+ and Allies are chaired by an elected member from the group. The Equal Abilities group is currently chaired by the Equality and Diversity Officer.

Efforts to increase membership amongst all the networks have resulted in a quarterly Newsletter Staff Network newsletter being produced containing information of all three groups activities and leaflets designed to promote the groups as well as information for new starters being provided at Induction.

The staff networks are an integral part of our Equality and Inclusion governance. Each chair sits on the Trust's Diversity and Inclusion Steering Committee.

Equal Abilities

The group was established in September 2018 and has met 4 times. The group remains small, with a membership that varies throughout the year.

The group are keen to raise awareness of hidden disabilities in particular and have contributed to the Trust's Health and Wellbeing Festival, raising awareness of the group and what support is available within the Trust for staff with disabilities.

The group have worked on developing the WDES action plan in response to the first WDES report to close gaps identified. A small working party has come together to develop practical guidance for both staff and managers in making reasonable adjustments using the knowledge and experience from members of the group.

LGBT+ and Allies

The group was established in January 2019 and has met 3 times this year. The group launched the NHS Rainbow Badge scheme, and to date over 1,900 staff, (30% of all staff) have signed up to the pledge. The group are currently collecting information to evaluate the success of the scheme.

The group is now looking to next year and how they can get involved in Pride within Bristol and support the Trust to submit to the Stonewall Workplace Equality index. The group are also keen to explore providing learning/educational forums on LGBT+ topics to the Trust.

Fusion

The group has grown gradually over the last 12 months, having been established in September 2018.

The group celebrated black history month with an article in the staff newspaper, and they have also worked together to develop a WRES action plan, to close the gaps identified within the latest WRES report.

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The group have been instrumental in assisting the start-up of the reverse mentoring programme for BAME staff.

Wider engagement has proven difficult with many of our BAME members of staff being part of a busy clinical workforce or within hotel services. The group is committed to raising awareness about the network and increasing membership.

The chair of the group stepped down in September having secured a promotion at another hospital. The group is currently looking for a new chair, and the Equality and Diversity Officer has taken on this role in the Interim.

Comments from members of the various Staff Networks include:

'Being part of the staff network has given me a real sense of connection with the RUH, I feel part of a team in a way I didn't feel before'.

'I saw joining the staff network as an opportunity to learn about other members experiences'.

DISCo update and Next Steps

The Diversity and Inclusion Steering Committee, (DISCo) meets quarterly and oversees the implementation of equality, diversity and inclusion work within the Trust and monitors compliance against the legal framework. At the latest meeting the recent paper, 'A fair experience for all' and the report, 'A model employer' produced by the WRES team for each NHS organisation were reviewed. This has led to an agreement to establish a working committee to develop a plan on how the Trust can best meet its aspirational targets to ensure equity in representation across all staff grades.

In addition the focus for the next 6 months will be on completing the actions against the objectives set out above and those contained within the WDES, WRES and Gender Pay action plans. As well as continue to embed the equality, diversity and inclusion into the day to day business of the Trust.

Work will also continue to develop and grow the staff networks which are key to developing the wider inclusion agenda.

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