

TRUST BOARD (PUBLIC)

Title:	Diversity and Inclusion Annual Report 2020/21
Action:	FOR DISCUSSION/DECISION
Meeting:	18th May 2022

Purpose:

We are committed to providing personal, fair and accessible services to our diverse communities, promoting equality and diversity in the work place and eliminating discrimination in line with our responsibilities under the Equality Act 2010. This includes our duty to:

- Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act;
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- Foster good relations between people who share a protected characteristic and people who do not share it.'

We use the Equality Delivery System 2 (EDS2), as a tool to help us to deliver against our statutory requirements in relation to our staff and service users.

This Diversity and Inclusion Annual Report demonstrates our annual progress against each of the three responsibilities mentioned above and demonstrates our commitment to an equal and inclusive society. We are proactively working with the wider community to create an environment which ensures equal access to our services regardless of age, disability, gender, religion or belief, ethnic background, sexual orientation, gender reassignment or socio-economic status.

This paper updates the Board on the outcomes of our annual Diversity and Inclusion performance for 2021/22 and outlines our proposed local Equality, Diversity and Inclusion objectives for 2022/23. The report also provides the Board with an update on performance against Workforce Race Equality Standards (WRES), Workforce Disability Equality Standards (WDES) and Gender Pay Gap.

Recommendations

The Board is asked:

1. To approve the Trust Anti-Racism Pledge.
2. To note the Trust's performance against the Equality, Diversity and Inclusion Outcomes for 2021/22.
3. To approve the proposed Equality, Diversity and Inclusion Objectives for 2022/23.
4. To review the attached WRES and WDES summary comparison
5. To note the Gender Pay report

	Name	Title
Author:	Mercy Kusotera	Trust Secretary and FTSU Guardian
Executive sponsor:	Anita Pisani	Deputy Chief Executive/Trust-Board Lead for Diversity and Inclusion

Trust Objectives

Objective	How the report supports achievement of the Trust objectives:
Provide outstanding care	By having a workforce reflective of the population we provided care to and or being sensitive to the diverse needs of the population.
Collaborate with others	The paper demonstrates how the Trust works in collaboration with our NHS partners and other stakeholders across the system in the effective delivery of our services. The Trust recognises its public duties under the equality act to work with other statutory bodies to promote equity of access and remove discrimination and promote understanding between people with different protected characteristics.
Be an excellent employer	This paper sets out areas of good practice and areas for improvement in supporting diversity and inclusion in our workforce and eliminating discrimination.
Be a sustainable organisation	The report provides an update on how the Trust is managing the funding reductions while ensuring that no groups are disadvantaged.

Trust risk register

Risk: 3166 – Outstanding Care and Care Quality Commission Standards

Risk: 3164 – Workforce Challenges

Risk: 3163 – Staff Morale

Legal and Regulatory requirements:

The setting of Equality Objectives and annual review of performance relates to the Trust's compliance with the Equality Act (2010).

The report also provides an update on the WRES, WDES, Gender Pay Gap and Accessible Information Standard for NHS Trusts.

NHS Constitution – Patients' Rights and Pledges

Diversity and Inclusion implications:

Objective		How the report supports achievement of objectives:						
To support the development of a Trust wide Anti-Racism Strategy and Organisational Development Plan.		<p>The Trust continues to raise individual awareness of racism and what it means to be anti-racist.</p> <p>The report provides an update to the Board on the delivery against the four Equality, Diversity and Inclusion objectives of the Trust and includes an improvement plan for the following 12 months. It provides a summary and self-assessment in relation to the delivery of these four local objectives.</p> <p>Volunteer opportunities are publicised on our website and our social media platforms and teams also encourage potential volunteers to apply - often these volunteers are people who use or have used our services.</p>						
To finalise the roll out of reverse mentoring as part of all in house development programmes.								
We will measure the impact of our virtual clinical platforms, ensuring that they are fully accessible to the diverse communities we serve.								
We will ensure that the recruitment of our volunteers are from the diverse communities they serve.								
Are any of the following protected characteristics impacted by items covered in the paper: ALL								
Age	Disability	Gender Reassignment	Marriage and Civil Partnership	Pregnancy and Maternity	Race	Religion and Belief	Sex	Sexual Orientation
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

1.0 EXECUTIVE SUMMARY

- 1.1 The Equality Act 2010 places a statutory duty on public sector organisations to fulfil its Public Sector Equality Duty.
- 1.2 The Public Sector Equality Duty has three aims. It requires public bodies to have due regard to the need to:
- Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act;
 - Advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
 - Foster good relations between people who share a protected characteristic and people who do not share it.
- 1.3 To meet these duties, the Trust has adopted the process outlined in the Equality Delivery System (EDS) and subsequently the second iteration (EDS2), an equality framework developed by the NHS Equality & Diversity Council to ensure a robust approach to how NHS organisations meet their duties under the Equality Act.
- 1.4 Equality of service delivery to all communities we serve is promoted throughout the Trust via our induction processes for new staff, our objective setting and review process, leadership development programmes, clinical and leadership fora and by embedding co-production in all service developments.
- 1.5 The Trust undertakes an annual staff and stakeholder review of our performance against an Equality and Diversity Outcome Framework and use this to formulate a set of Equality Objectives and annual Equality Improvement Plan.

2.0 Anti-Racism Pledge

- 2.1 The Trust continues to raise individual and collective awareness of racism and what it means to be anti-racist. A Board Development session was held in October 2021 to explore what we need to do to become a truly anti-racist Trust building on measures which are already in place including:
- Workforce Race Equality Standard (WRES) indicators
 - Staff survey outcomes
 - Our staff networks
 - BAME representation on interview panels
 - Freedom to speak up processes
 - Reviewing our policies and recruitment processes to ensure they reflect the needs of our staff.
 - Recruiting into an Equality, Diversity and Inclusion Lead for Patient Experience
 - Continuing to build community networks that are representative of our diverse demography
 - Embedding co-production within our recruitment processes
 - Scope and develop opportunities for involving service users/carers in our Trust wide learning and training events.
- 2.2 The Trust Board worked together with our Cultural Diversity Network Chair and Secretary to develop the following proposed Trust Board Anti-racism pledge:

‘We will have a persistent focus on diversity and inclusion which ensures that all people who use our services and our staff feel safe, supported and valued. We will be an organisation that champions anti-racism in all that we do’.

2.3 The Board is being asked to approve the proposed Anti-Racism Pledge.

3.0 Annual Review of Performance

3.1 As part of the 2021/22 assessment of the Trust’s progress against the Equality and Diversity outcomes, the Trust has undertaken the following:

- A review of Healthwatch feedback for any comments/issues relating to equality and diversity or which could be aligned to the equality outcomes.
- A review of patient survey and complaints feedback for any comments relating to equality and diversity or which could be aligned to the equality outcomes.
- A review of the annual staff survey feedback for feedback relating to equality and diversity or which could be aligned to the equality outcomes.
- A review of the staff related objectives was undertaken virtually (due to Covid-19) by the Workforce Diversity and Inclusion Group in March 2022.
- Run communications campaigns based on for example Religious celebrations e.g. Ramadan, promoting International Women’s Day and October Black History Month.
- The staff objectives grading outlined above was informed by an evidence pack documenting examples of good practice in diversity and inclusion across the Trust; this is attached at **Appendix A** for reference.
- In addition, the Trust’s Joint Consultation and Negotiating Partnership (JCNP) committee were given oversight of all EDS documentation and evidence for evaluation and feedback in May 2022. These were presented to the People Participation Committee on 11th May 2022 and agreed ahead of being presented to the Board on 18th May 2022.
- A review of raising matters of concern/whistleblowing cases reported between April 2021 and March 2022.

4 WORKFORCE

4.1 As part of the Trust governance arrangements to ensure we meet our two local staff related EDS objectives, as well as our wider Workforce Diversity and Inclusion aspirations, the Deputy Director of Workforce chairs the Workforce Diversity and Inclusion group which reports to the People Participation Committee.

4.2 The group has membership from across services, staff groups and localities and includes members from a wide range of protected characteristics groups, including our Trust Cultural Ambassadors who are senior BAME staff who have undertaken training facilitated by the Royal College of Nursing and who act as critical friends during formal human resources procedures such as disciplinary and grievances where the subject to the disciplinary or the person raising the grievance is from an BAME heritage. The aim being to help ensure the process and decision making is free from cultural bias.

4.3. We have expanded our staff diversity networks with three staff led networks the following self-managed staff diversity networks:

- Cultural Diversity - this network was relaunched in July 2020 and is chaired by Austin Chinakidzwa.
- Long Term Conditions and Disability Network – this network was launched in April 2021 and is chaired by Heather Bennett.

- LGBTQ+ community – this was launched in July 2021 and is chaired by Solitaire Adams.

The three networks continue to meet on a regular basis. In addition, we have regular menopause cafes.

- 4.4 The Trust supported BAME and clinically vulnerable staff during the pandemic with specific tailored information on vaccines, disproportioned effects of covid and risk assessment/ adjustments.
- 4.5 The Trust continues to advertise all jobs on a flexible working basis to attract a wider range of applicants and finalised the roll out of BAME representation on interview panel where a BAME applicant is shortlisted and is generally widening the diversity of those involved in recruitment including exploring options to have service users involved in selection. This is working well in some services, however, we do have some room for improvement in other areas. This will be area of improvement focus during 22/23.
- 4.6 To support staff health and wellbeing, in particular mental well-being, we trained 44 staff in Mental Health First Aid Lite in early 2020 ahead of them undertaking the role of Health and Wellbeing champions. They have subsequently received refresher training and established an active champion's support network.
- 4.7 The Trust reported its first Workforce Disability Equality Scheme (WDES) data in 2019 and has reported annually since with actions plans to address areas for improvement. At the time of reporting, we continue to deliver our 2021/22 action plan and our 2022/23 plan will be produced following publication of our 2021 WDES data report, expected to be July/ August (Nationally set dates). Our workforce Diversity and Inclusion action plan, including the WDES plan, is attached at **Appendix C**.
- 4.8 In December 2019, the Trust introduced its Adjustments passports to support all staff who require adjustments at work including but not limited to disabled staff. The passport recorded adjustments agreed and will follow the member of staff if they move or have a change of manager and is regularly reviewed to ensure it is still relevant. This was subsequently updated and published to become an employment passport where other support/ adjustments can be recorded, including supporting staff who have caring responsibilities. We also published our managers' guide on supporting disabled staff.
- 4.9 The Trust reported its first Workforce Race Equality Scheme (WRES) data in 2018 and has reported annually since with actions plans to address areas for improvement. At the time of reporting, we continue to deliver our 2021/22 action plan and our 2022/23 plan will be produced following publication of our 2021 WRES data report, expected to be July/ August (Nationally set dates). Our workforce Diversity and Inclusion action plan, including the WRES plan, is attached at **Appendix D**.
- 4.10 The 2022 proposed workforce EDS2 rating for the 2 staff related areas are attached at **Appendix A**. The proposal is to maintain the excelling rating across all 9 indicators which we agreed in 2021

5.0 2021 Staff Survey Results

- 5.1 During 2021/22, the Trust took action to address the feedback given by staff in the 2020 annual staff opinion survey and undertook the 2021 staff survey. The action plan to act on 2020 feedback was completed and a 2022/23 plan is in place, which includes actions taken from the WRES and WDES questions. The Staff Survey action plan for 22/23 is attached at **Appendix E**.

6.0 WRES and WDES Staff Survey Feedback Objectives

- 6.1 The 2021 Staff opinion survey (SOS) questions which link to the WDES and WRES have been reviewed and the action below been agreed as part of the SOS action for 2022/23
- To learn from the pandemic about flexibility and kindness when working with colleagues with health conditions which impact on their daily lives and make this the norm.
 - Embed true allyship into our culture and take steps to ensure our disabled workforce do not face discrimination in any form from managers, colleague, or members of the public, including abuse, violence, bully harassment.
 - To listen to the experiences of our culturally diverse staff and to take steps to inform, educate and upskill all managers and staff in actively challenging prejudice, being a true ally and in taking steps to ensure our culturally diverse workforce do not face discrimination in any form from managers or colleague and any abuse from members of the public is promptly dealt with.

7.0 Proposed Workforce EDS2 Objectives – 2022/23

- 7.1 The 2021/22 EDS Workforce Objectives were reviewed as part of our self-rating in March 2022, and the outcomes of that review are attached at **Appendix A**.
- 7.2 Based on the feedback at the rating panel and approval at our People Participation Committee, the following workforce EDS Objectives are proposed for 2022/23:
- To fully implement the actions identified following our review of the No More Tick Boxes review of potential bias in Recruitment practices
 - The Trust Board will role model behaviours that support the Trusts ambition to be an anti-racist organisation including actively implementing the trust and their personal anti racism pledges, to instil a sense of belonging for all our staff.

8.0 Gender Pay Gap

- 8.1 The 2021 Gender Pay Gap report was published in October 2021, based on our gender pay information in 2020.
- 8.2 Our 2022 report is in final stages of being produced.
- 8.3 Our Current Actions are:
- To attract more male workers in the trust in posts <band 7.
 - To take actions to attract more female workers in the trust in posts >band 7.

These will be reviewed in light of the 2022 data and updated as required.

9.0 PATIENTS AND USERS

- 9.1 The Trust is deeply committed to improving the access, experiences, health outcomes and quality of care for all our patients and service users in the diverse communities we serve. The annual EDS objectives and evidence review process governed through our Trustwide Working Together Group (TWTG), chaired by the Chief Nurse.

9.2 The objectives for 2021/22 were as follows:

- *We will measure the impact of our virtual clinical platforms, ensuring that they are fully accessible to the diverse communities we serve.*
- *We will ensure that the recruitment of our volunteers are from the diverse communities they serve.*

9.3 Examples of how we continued to develop our engagement activities across our diverse communities, to meet the two service user objectives above, are detailed in **Appendix B**.

9.4 Based on the feedback, as outlined in **Appendix B**, the grading for 2021/22 has remained the same, this is an overall excellent achievement in light of the current ongoing pandemic and there is clear assurance that our services are working to meet the equality and diversity objectives as outlined in the EDS2.

9.5 The following patients and service users objectives recommended by our Patient Participation Committee for 2022/23 are:

- *To commence collection of demographic data for people who give feedback.*
- *To work with the data team and clinical services to target the collection of demographic data.*

9.6 The Trust has agreed to invest in a new role. This will be our equality, diversity and inclusion (EDI) lead role for patients and service users to lead, develop and implement the patient focused EDI agenda for the Trust.

10.0 Accessible Information Standards

10.1 The Accessible Information Standard was published by NHS England in July 2015 and was implemented in August 2016. The Trust continues to build on the progress made on implementing accessible information standards. The Trust is committed to ensuring that all patients/service users, carers and staff members receive information in formats that they can understand and receive appropriate support to help them to communicate. The Communications Team provides advice and guidance to support staff to deliver accessible communications.

10.2 The Trust's Accessible Information Standards Policy was reviewed in August 2021 with updates incorporated on Recite software availability and functions; requirements relating to GDPR, and video consultation availability. The updated policy was communicated widely to staff via our communication channels and, together with a dedicated AIS page, is available on our staff intranet.

10.3 The Trust has installed Recite Me software on all service websites. The software provides a web accessibility assistive toolbar solution that allows website visitors to customise a site in a way that works best for them its public websites.

10.4 During 2020/21, the Trust implemented digital platforms to provide access to our diverse communities where face to face would not possible. The most commonly used virtual platforms were Attend Anywhere, Microsoft Teams and AccuRX.

10.5 In May 2021, the Trust Board requested a review of Accessible Information Standards (AISs) compliance across all our services. All services provided evidence against the five AIS areas and the People Participation Committee was assured that processes were in

place to meet the Trust's obligations and compliance with AIS standards. The outcome was confirmed to the Trust Board at its Public Board meeting in September 2021.

10.6 Recruitment is underway for a new Equality, Diversity and Inclusion Lead post whose role will focus on patient experience.

10.7 The Trust held a positive meeting with Healthwatch colleagues from Cambridgeshire & Peterborough and Milton Keynes on 6th May 2022 to share and discuss the Trust's approach to implementing the Accessible Information Standards. Healthwatch were impressed by the wide range of work being undertaken by the Trust and see the approach as best approach. The Trust will be used as an example of how to implement the standard.

11.0 Conclusion

11.1 The report highlights that the Trust complies with its equality duties and is committed to proactively meeting and exceeding the diverse needs of the communities who use our services and those we employ. Equality, Diversity, Inclusion and Human Rights are a golden thread of all activities and remain a key executive and board priority of the Trust. We recognise the ongoing nature of this work and will continue to monitor and measure our outcomes.

12.0 Recommendations:

1. To approve the Trust Board Anti-Racism Pledge.
2. To note the Trust's performance against the Equality, Diversity and Inclusion Outcomes for 2021/22.
3. To approve the proposed local Equality Delivery System Objectives for 2022/23 – see below:

Workforce Objective 1: To fully implement the actions identified following our review of the No More Tick Boxes review of potential bias in Recruitment practices

Workforce Objective 2: The Trust Board will role model behaviours that support the Trust ambition to be an anti-racist organisation including actively implementing the trust and their personal anti racism pledges, to instil a sense of belonging for all our staff.

Patient/Service User Objective 1: To commence collection of demographic data for people who give feedback.

Patient/Service user Objective 2: To work with the data team and clinical services to target the collection of demographic data.