

Title:	Diversity and Inclusion Annual Report 2022-23 and 2023-24 Equality Delivery System Objectives		
Report to:	Trust Board		
Meeting:	22nd March 2023	Agenda item:	10
Purpose of the report:	For Noting: <input type="checkbox"/>	For Decision: <input checked="" type="checkbox"/>	For Assurance: <input checked="" type="checkbox"/>

Executive Summary:

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.

We use the Equality Delivery System (EDS) as a tool to help us to deliver against our statutory requirements in relation to our staff, service users and leadership. Implementation of the Equality EDS is a requirement on both NHS commissioners and NHS providers.

A national review of the EDS2 was undertaken to incorporate system changes and take account of the new system architecture. Through collaboration and co-production, the EDS has been updated and changed to EDS 2022. Following this change, we have therefore completed this year's self assessment in line with the new guidance.

This paper updates the Board on the outcomes of our annual Diversity and Inclusion performance for 2022/23 and outlines our proposed local Equality Objectives for 2023/24. 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.

Recommendation:

The Board is asked to:

1. Note the Trust Performance against Equality, Diversity and Inclusion Outcomes for 2022/23.
2. To approve the proposed Equality Objectives for 2023/24 for:
 - Domain 1: Commissioned or provided services
 - Domain 2: Workforce health and well-being
 - Domain 3: Inclusive leadership
3. To note the updates in relation to our performance against our WRES and WDES.
4. To note the Gender Pay Report.

	Name		Title	
Report author:	Mercy Kusotera		Trust Secretary and Freedom to Speak Guardian	
Executive sponsor:	Anita Pisani		Deputy Chief Executive/Trust-Board Lead for Diversity and Inclusion	
Assurance level:	Substantial <input type="checkbox"/>	Reasonable <input checked="" type="checkbox"/>	Partial <input type="checkbox"/>	No assurance <input type="checkbox"/>

How the report supports achievement of the Trust objectives

Trust Objective	
Provide outstanding care	By promoting equality and diversity across our diverse communities and in the work place, to eliminate discrimination and 'foster good relations' in accordance with the Public Sector Equality Duty (The Equality Act 2010)
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	By supporting our diverse workforce and seeking to eliminate any forms of unfair treatment
Be a sustainable organisation	By removing barriers to accessing equal opportunities to work for the Trust therefore ensuring we have access to a future workforce required to provide services
Equality and Diversity Objective	
To fully implement the actions identified following our review of the No More Tick Boxes review of potential bias in Recruitment practices	Incorporated into the review for Workforce objectives for 2022/23
The Trust Board will role model behaviours that support the Trust ambition to be an anti-racist organisation including actively implementing the Trust's and their personal anti racism pledges, to instil a sense of belonging for all our staff.	Incorporated into the review for Workforce objectives for 2022/23
To commence collection of demographic data for people who give feedback.	Incorporated into the review of 2022/23 Patients and service users objectives.
To work with the data team and clinical services to target the collection of demographic data.	Incorporated into the review of 2022/23 Patients and service users objectives.

Links to BAF risks / Trust risk register

Risk 3166 – Outstanding Care

Risk 3164 – workforce challenges

Risk 3163 – Staff Morale

Risk 3502 – Industrial action and impact on ability to deliver services

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

Previous Papers (last meeting only):

Title:	Date Presented:
Diversity and Inclusion Annual Report 2021/22	18 th May 2022

1. Introduction/background/context

- 1.1 The Equality Delivery System (EDS) was developed by the NHS to help organisations to improve the services they provide for their local communities and provide better working environments, free of discrimination, for those who work in the NHS, while meeting the requirements of the Equality Act 2010.
- 1.2 The EDS 22 is an improvement tool for patients, staff and leaders of the NHS. It supports NHS organisations in England to hold active conversations with patients, public, staff, staff networks, community groups and trade unions and to review and develop their approach in addressing health inequalities through three domains: Services, Workforce and Leadership. It is driven by data, evidence, engagement and insight

2.0 Annual Review of Performance

- 2.1 As part of the 2022/23 assessment of the Trust's progress against the Equality and Diversity outcomes, the Trust has adopted EDS 2022 framework and has undertaken the following:
- 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 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 Healthwatch feedback for any comments/issues relating to equality and diversity or which could be aligned to the equality outcomes.
 - Run communications campaigns based on for example Religious celebrations e.g. Ramadan, promoting International Women's Day and October Black History Month.
 - A review of raising matters of concern/whistleblowing cases reported between April 2022 and March 2023.
 - The staff objectives grading outlined was informed by an evidence pack documenting examples of good practice in diversity and inclusion across the Trust; this is attached at **Appendix B** for reference
 - A review and evidence relating to Inclusive Leadership **Appendix C**.
 - EDS documentation and evidence for 2022/23 were presented to the People Participation Committee on 28th February 2023 and agreed ahead of being presented to the Board on 22nd March 2023. 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 March 2023.

3.0 Domain 1: Commissioned or provided services

- 3.1 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 Trust appointed Equality Diversity and Inclusion Lead for Patients and Service Users (Carol McIndoe) in September 2022.
- 3.2 Our 2022/23 EDS objectives relating to patients and service users were reviewed as part of our self-assessment in February 2023. The new requirements asked the Trust to identify two service areas to focus on. The services should fall under the CorePLUS5 approach which is a national NHS England approach to support the reduction of health inequalities at both national and system level. We agreed to focus on Trustwide Integrated Contraception and Sexual Health (iCaSH) and Luton Adult Chronic Respiratory service. Outcomes are detailed in **Appendix A**.
- 3.3 For Domain 1 we are required to agree equality objectives for all 4 outcomes, which are:
- To ensure access to iCaSH services if fully inclusive by improved the telephony platform and providing an online booking facility, following service-user involvement

- Continued service-user-led improvement within Trustwide iCaSH services, giving consideration to creative ways of obtaining patient feedback.
- Ensure the external approaches to iCaSH and Luton Adult Chronic Respiratory Service clinics are well-lit and well-maintained, to enhance a sense of safety
- Have access to the new Co-Production Co-ordinator for Luton Adults, to help engage with service users who may be vulnerable or unconfident, and co-produce service improvement for Luton Adult Chronic Respiratory service.
- Trustwide: expand the scope of demographic data capture on our main Trustwide system (System One), with discussions about expanding data capture in Lillie (iCaSH) and Dentily (Dentistry).

3.4 The Trust had four Equality Delivery Objectives for 2022/23, two patients and service users related objectives, alongside two staff objectives. The 2022/23 patients and service users objectives were:

- To commence collection of demographic data for people who give feedback. (objective 3).
- To work with the data team and clinical services to target the collection of demographic data. (objective 4).

3.5 Outcomes for agreed services are detailed in **Appendix A**.

4.0. Domain 2: Workforce health and well-being

4.1 The Workforce Diversity and Inclusion Group, chaired by the Deputy Director of Workforce meets quarterly and attendees represent a mix of staff in relation to protected characteristics as well as from a range of staff groups and services and includes our cultural ambassadors, staff network chairs and the Trust Secretary and Freedom to Speak Up Guardian, in her capacity as Trust lead for diversity and inclusion.

4.2 The Group oversees actions which support the delivery of the Trust's People Strategy 2020-2023 and in particular, workforce actions in the Diversity and Inclusion for All Programme. The key work stream in the People Strategy Implementation Plan is the Diversity and Inclusion for All Programme.

4.3 The actions for 2022/23 included the following

- To deliver of our Equality Delivery System Objectives and our Equality Improvement Plan.
- Actively support all networks now in place to thrive (Cultural Diversity, LGBTQIA+, Long Term Conditions & Disability, Menopause Café and develop new staff networks in response to need
- Agree improvement targets with Cultural Diversity and Long-Term Conditions & Disability Networks in relation to improvement of staff experience during 2022/23
- Develop and Implement Anti-Racism plan
- Embed importance of Black, Asian and Minority Ethnic (BAME) representation on interview panels where a BAME applicant is shortlisted - quality assure and take corrective actions as required
- Continue to support our Cultural Ambassador Programme

4.4 In addition to these actions, the Trust has in place its Workforce Race Equality Standards (WRES) its Workforce Disability Equality standards (WDES) and Gender Pay Gap reports and objectives, our Board agreed Equality Delivery System (EDS) workforce annual objectives and our wider general actions have been agreed by the Workforce Diversity and Inclusion Group. Delivery against these plans is monitored and reported through our People Participation Committee. A copy of the most up-to-date action demonstrating progress against these actions is attached as **Appendix D**.

Workforce Disability Scheme

4.5 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. Our 2022/23 WDES actions included the following:

- we will seek to have a workforce at all pay bands and roles which is representative of our disabled workforce by:
 - Commissioning and rolling out Cultural Intelligence training across the Trust using a train-the-trainer model
 - Continuing to offer career development sessions to all staff networks and wider relaunching Diversity Mentoring
 - Implementing the our Action Plan following our review of No More Tick Boxes and If Your Face Fits including implementing the mandating of diverse recruitment panels as standard in all interviews
 - Agreeing stretch disparity reduction targets to be achieved over the next 5 years.
- Implement the actions identified in the our self-assessment against the Violence Prevention Standards (violence and aggression from members of the public) via the Health & Safety Committee.

Workforce Race Equality Standards (WRES)

4.6 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.

4.7 Our 2022/23 WRES actions, some of which mirror those in our WDES action plan, are that we will:

- Seek to have a workforce at all pay bands and roles which is representative of our BAME workforce by:
 - Commissioning and rolling out Cultural Intelligence training across the Trust using a train-the-trainer model
 - Continuing to offer career development sessions to all staff networks and wider
 - Implementing the Action Plan following our review of No More Tick Boxes and If Your Face Fits
 - Implementing mandating of having diverse recruitment panels as standard in all interviews
 - Agreeing a set stretch disparity reduction targets to be achieved over the next 5 years.
- Implement the Action Plan following our review of No More Tick Boxes and If Your Face Fits including implementing the mandating of having culturally diverse recruitment panels as standard in all interviews from April 2023.
- Continuing to offer career development sessions to all staff networks and wider by:
 - Provide training & development opportunities on the Training & Education intranet pages, including a BAME staff specific list of opportunities
 - Actively participate on the D&I agenda with our ICS partners
 - Relaunch Diversity Mentoring
- Continuing to work with the Cultural Diversity staff network to learn from their experiences, the population we service and the staff we employ.

Gender Pay gap

4.8 Our 2022 Gender Pay Gap (GPG) report is attached at **Appendix E**. Our GPG actions are to:

- Ensure senior roles are advertised with flexible working as an option to attract female applicants.
- Offer the empowering female staff training 'Springboard' to staff.

- Regularly review shortlisting data and identify any areas of concern.
- Use diverse selection panels through policy practice and training.
- Promote and facilitate mentoring and coaching, including reverse/diversity mentoring.
- Work with young people to encourage more young men to enter NHS careers
- Provide support for female medics in applying for Clinical Excellence Awards (CEAs).

Staff networks

4.9 Our three staff networks continue to meet regularly; these are:

- **LGBTQIA+ Network** - The network has an active membership who regularly share information and ideas via a team chat group. The group launched their pledge programme with rainbow lanyards which can be worn to demonstrate support for and allyship with the LGBTQIA+ community. The group has also agreed to use the intersectionality LGBTQIA+ flag as its logo.
- **Cultural Diversity Network** - This is our longest running staff network and is well established. The network is currently seeking a new chair and secretary following the decision of the 2 current post holders to pass this over to colleagues. The current Chair (Austin Chinakidzwa) and the secretary (Veronica Hilbert) are on March 2023 Trust Board agenda staff story (item 1) to share the network's journey and key achievements.
- **Long Term Conditions & Disability Network** - the group has invited guest speaks, and to be a supportive forum for staff. Through feedback we are currently clarifying what disability leave is and how managers and staff can access this.
- We have regular menopause cafes.

Staff survey results

4.10 During 2022/23, the Trust took action to address the feedback given by staff in the 2021 annual staff opinion survey and undertook the 2022 staff survey. The action plan to act on 2021 feedback was completed and a 2022/23 plan was developed and delivered. This included actions taken from the WRES and WDES questions. Work is now underway to develop our improvement plan for 23/24 following receipt of our 2022 results and the feedback from our staff in relation to our performance against the WRES and WDES questions.

4.11 The Trust Board agreed that we would look to improve our performance in the % of our staff with long-lasting health conditions or illness saying that the Trust has made adequate adjustments to enable them to carry out their work. 2021 baseline was 79.5%. This significantly improved in the 2022 survey to 88.2%, which was great to see.

Equality Delivery System Workforce Objectives

4.11 Under the EDS2 process, Trust had staff related objectives, alongside 2 patient objectives. The 2022/23 staff Objectives were:

- 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 Trust ambition to be an anti-racist organisation including actively implementing the Trust's and their personal anti racism pledges, to instil a sense of belonging for all our staff.

Proposed Objectives for Domain 2 – Workforce and Wellbeing 2023/24

4.12 The 2022/23 EDS Workforce Objectives were reviewed as part of our self-rating in February 2023, and the outcomes of that review are detailed in **Appendix B**. The proposed objectives for Domain 2 are:

- To work with our Occupational Health providers to support staff to manage obesity, diabetes, asthma, COPD and mental health conditions
- We will take all reasonable steps to prevent abuse of any kind and will always act to support staff when it does occur.

5.0 Domain 3: Inclusive Leadership

5.1 EDS 2022 includes a new Domain 3 – Inclusive Leadership.

5.2 The grading for 2022/23 Inclusive Leadership Domain is detailed in **Appendix C**.

5.3 The proposed 2023/24 objectives for Domain 3 are:

- To continue to work towards achieving the Trust Board’s anti-racism pledge.
- Ensure that all Trust Board/Sub-committee papers/reports detail how they are addressing health inequalities.

6.0 EDS Rating and Score Card

6.1 Each Outcome is scored based on the gathered evidence, then all of the Outcome scores are added together to form Domain ratings.

6.2 Ratings in accordance with the score are:

Undeveloped activity – organisations score out of 0 for each outcome	Those who score under 8 , adding all outcome scores in all domains, are rated Undeveloped
Developing activity – organisations score out of 1 for each outcome	Those who score between 8 and 21 , adding all outcome scores in all domains, are rated Developing
Achieving activity – organisations score out of 2 for each outcome	Those who score between 22 and 32 , adding all outcome scores in all domains, are rated Achieving
Excelling activity – organisations score out of 3 for each outcome	Those who score 33 , adding all outcome scores in all domains, are rated Excelling

6.3 The overall organisation score is arrived at by adding together the scores from Domains 1, 2 and 3:

	Under-Developed = 0	Developing = 1	Achieving = 2	Excelling = 3	Total	(Max possible score)
Domain 1: Commissioned or provided services	-	1	6	-	7	12
Domain 2: Workforce health and well-being	-	-	4	6	10	12
Domain 3: Inclusive leadership	-	-	6	-	6	9

7.0 Accessible Information standards

- 7.1 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.
- 7.2 The Trust recruited an Equality, Diversity and Inclusion Lead post whose role focuses on patient experience.
- 7.3 The intranet page relating to translation and interpretation was revised to ensure access details to interpretation services are up to date and easily accessible.
- 7.4 Recite Me software on all our service websites 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.

8.0 Conclusion

- 8.1 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.

9.0 Recommendations:

- 9.1 The Board is asked to:
1. Note the Trust's performance against the Equality, Diversity and Inclusion Outcomes for 2022/23.
 2. To approve the following proposed local Equality Delivery System Objectives for 2023/23:

Domain 1: Commissioned or provided services

- To ensure access to iCaSH services is fully inclusive by improved the telephony platform and providing an online booking facility, following service-user involvement
- Continued service-user-led improvement within Trustwide iCaSH services, giving consideration to creative ways of obtaining patient feedback
- Ensure the external approaches to iCaSH and Luton Adult Chronic Respiratory Service clinics are well-lit and well-maintained, to enhance a sense of safety.
- Have access to the new Co-Production Co-ordinator for Luton Adults, to help engage with service users who may be vulnerable or unconfident, and co-produce service improvement for Luton Adult Chronic Respiratory service.

- Trustwide: expand the scope of demographic data capture on our main Trustwide system (System One), with discussions about expanding data capture in Lillie (iCaSH) and Dentily (Dentistry)

Domain 2: Workforce health and well-being

- To work with our Occupational Health providers to support staff to manage obesity, diabetes, asthma, COPD and mental health conditions
- We will take all reasonable steps to prevent abuse of any kind and will always act to support staff when it does occur.

Domain 3: Inclusive leadership

- To continue to work towards achieving the Trust Board's anti-racism pledge.
- Ensure that all Trust Board/Sub-committee papers/reports detail how they are addressing health inequalities.

3. To note actions towards meeting our WDES/WRES and to receive our Gender Pay Gap Report 2020-2021 with our actions for 22/23.