



 **EQUALITY DELIVERY SYSTEM**

**(EDS2)**

**INCLUSION ACTION PLAN**

 **2017 - 2019**

**Progress Report**

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**EDS2 ACTION PLAN 2017-2019**

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| **Goal** | **Outcome** | **Which protected characteristics** **DO NOT fare well?** | **Grade** | **Action** |
| Better health outcomes | **1.1****Services are commissioned, procured, designed and delivered to meet the health needs of local communities** | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
* Race
 | DEVELOPING  | * Robust equality impact assessments to be undertaken when new services have been commissioned in order to understand the needs of the local communities and service users
* Collate relevant data and encourage service users to disclose information about their protected characteristics in order to improve facilities and make reasonable adjustments where needed.
* Develop a trans inclusive policy for service users

 * Review facilities/resources that are available to accommodate the needs of pregnant service users and their partners/family members.
* Elders Project was co-produced via the work carried out in 300 voices and up my street which highlights the isolation that young men experience in secure and complex care.
* Shifting the dial (Pathways and Bridges) – To improve mental health resilience of young African Caribbean men: Engagament and co-production with vulnerable at risk young people . Wider opportunities offered by the partners to bolster economic opportunities, raise awareness, and build capacity in local male leadership
 |
| **1.2****Individual people’s health needs are assessed and met in appropriate and effective ways**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | DEVELOPING  | * Service areas to review the basic amenities that are available for service users i.e. hair and hygiene products, food options as well as facilities etc. talking into account the local communities we serve.
* Training and awareness to be provided for clinical staff around gender re-assignment and how to support service users who may be going through transition or identify as another gender other than their birth sex. A review of the facilities available in such situations to be supported.
* The Elders Project: Forum theatre methods will inform staff of the issues which African Caribbean men face on a daily basis. This will be conducted in a safe and appreciative environment.
* Shifting the dial:

Forum theatre development and training sessions will support service users in their recovery.  |
| **1.3****Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | ACHIEVING  | * Recording of information to be continually improved
* Signpost accordingly by promoting services and care pathways
* The Elders project is designed to support individuals on their transition and discharge.
* Shifting the

Dial project will inform and support the service users in transition and discharge, improving life choices.  |
| **1.4****When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | ACHIEVING  | * Case reviews and lessons learned in respect to protected characteristics to be monitored.
* partnership working with third sector and equalities based organisations to be further developed.
* The Elders project will support staff to achieve a smooth transition and support patient recovery.
* Shifting the dial:

The forum theatre production and training session will support staff to identify cultural differences improving patient outcomes.   |
| **1.5****Screening, vaccination and other health promotion services reach and benefit all local communities**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | DEVELOPING  | * Promotion of community engagement days and activities
* Partnership working with community organisations to develop targeted initiatives to be further developed.
* Promotion and delivery of mental health first aid courses to all communities to continue
* Elders projected will support in improving mental health awareness in the local community tackling stigma.
* Shifting the dial project will support in improving mental health awareness in the local community tackling stigma
 |
| Improved patient access and experience | **2.1** **People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | ACHIEVING  | * Continue to work with communities and third sector organisations
* Promote community engagement days across communities
* Promote recovery college courses across communities
* Equality, diversity and inclusion sessions to be delivered in services
* Elder’s project will build emotional resilience and improve life choices for service users.
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| **2.2****People are informed and supported to be as involved as they wish to be in decisions about their care**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | DEVELOPING  | * Services work in partnership with:

Peer mentorsRegional secure networksBritish Sign Language Specialties teams Spiritual Care * Patient information to be made available in different languages and formats
* Accessible Information Standard to be fully implemented and promoted to staff.
* Elders project will allow service users to fully engage and make informed decisions about their care.
 |
| **2.3****People report positive experiences of the NHS**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | ACHIEVING  | * Develop proactive methods of collating patient experience feedback for those who identify with the protected characteristics
* The elders project will compliment clinical practices to improve patient outcomes

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| **2.4** **People’s complaints about services are handled respectfully and efficiently** | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | ACHIEVING  | * Explore ways of asking about and collecting information about protected characteristics to monitor service user experience
* The elders project will allow service users to share complex issues and concerns openly and in a safe environment.
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| **A representative and supported workforce** |

 | **3.1****Fair NHS recruitment and selection processes lead to a more representative workforce at all levels**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | ACHIEVING  | * The workforce race equality standard and the new workforce disability equality standard metrics and associated actions will address this.
* Development of and roll out of unconscious bias training for recruiting managers.
* As part of the Elders project the Trust will be recruiting up 30 elder (age 45+ ) volunteers who will supporting clinical leads in forensic settings adding a wealth of culture and positive life experience, which provides hope for recovery within a community over-representative and blocked in mental health secure settings
 |
| **3.2****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**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | DEVELOPING  | * Agenda for Change processes and principles in place
* Report on gender pay gap reporting due March 2018
 |
| **3.3****Training and development opportunities are taken up and positively evaluated by all staff**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | DEVELOPING | * Mentoring programme supporting Trust staff:

The Trusts commitment to equality for all staff was discussed at our executive team meeting and is also the major driver behind the mentoring programme established by the Learning and Development Team to ensure that staff from across the Trust have access to six months’ mentoring by senior managers and clinical staff and directors.* Work with staff networks to ensure all staff are made aware of and encouraged to take up development opportunities.
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| **3.4****When at work, staff are free from abuse, harassment, bullying and violence from any source**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | DEVELOPING  | * Promotion of dignity at work policy
* Review how Mediation is working within the Trust
* Promote Bullying and harassment advisors
* Promote cultural ambassadors programme
* Refresh Connect pages so staff can easily access information about support available in the workplace.
* Fundamentals of Management training for line managers introduced.
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| **3.5****Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | DEVELOPING  | * Promotion of the Flexible Working Policy
* Further work to be done on collating data around females returning to work following maternity leave and if this has impacted on their career development
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|  | **3.6****Staff report positive experiences of their membership of the workforce**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | DEVELOPING | The following initiatives allow staff to report on experiences: * Staff survey
* Listening up events
* Pulse check
* Dear John
* Exit interviews
* Leavers survey
 |
| Inclusive leadership | **4.1****Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | DEVELOPING  | * CEO Blog promotes equalities initiatives
* Board seminar facilitated by Roger Kline highlighting RACE relations within the Trust
* Listening up events
* Attendance at inclusion seminars both internally and outside the Trust
* Executive sponsors for BAME, disability and neurodiversity, LGBT+ staff networks well established and proactive.
* Executive sponsor of disability and neurodiversity established disability equality forum
* Executive Team host regular In Conversation sessions for staff and service users on issues related to equalities and inclusion
* Executive Director of Nursing launched Tran Inclusion policy
* Executive Directors attend and participate in community seminars with different communities
* The Elders Project is a Trust initiative which was approved via the Dragons’ Den process and emerged from a response to the literature about the disadvantage of black African-Caribbean service users within mental health settings. Whilst the initial target cohort was Afro-Caribbean service users, the project could benefit service users from any background and thus wider inclusion is encouraged.
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| **4.2****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**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | DEVELOPING | * Equality impact assessment (EIA) training delivered to managers in partnership with Inclusive employers
* EIA guidance produced and promoted on Connect
* EIA process imbedded into PMO
* EIA’s considered at workforce sub committee
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|  | **4.3****Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination**  | * Race
* Disability
* Gender Re-Assignment (including Gender Identity and Gender Expression )
* Maternity and Paternity
 | UNDERDEVELOPED | * Equality impact (EI) assessment training for managers – all papers to include EI assessment re: Service/Policy changes
* Promotion of HR policies re: Dignity at work, Equal Opportunities policy
* Tran inclusion policy for employees to be embedded through workshops and Q&A sessions
* Unconscious bias training for managers
* Equality, diversity and inclusion to be embedded into all training
* Staff networks to be promoted at Induction
* Recruitment strategy to include attracting applicants from all protected characteristics. Recruiting managers to be briefed accordingly
* Cultural ambassadors programme to be promoted as a positive action to eliminate any form of discrimination
* Embedding the behavioural profile
* Disability confident training
* MHFA training for staff, communities and stakeholders
* Promotion of community expert seminars
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**INCLUSION ACTION PLAN**

**INCLUSION ACTION PLAN - PROGRESS REPORT**

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| **Action** | **Protected Characteristic**  | **EDS2 Indicator** | **Workforce Race Equality Standard (WRES) Indicator** | **Workforce Disability Equality Standard****WDES (Metrics currently being devised)** | **Progress to date**  | **Status**  | **Lead**  |
| * Mentoring programme supporting Trust staff
 | Race | 3.3 | Indicator 4 |  | The learning and development team have launched the next wave of mentees. The programme is to support staff and give them greater confidence, in their existing roles and also when they are considering promotion opportunities.  | Completed June 2017  | L&D – Stephanie Crow  |
| * Mentoring programme supporting Trust staff
 | Race | 3.3 | Indicator 4Indicator 7 (Action – how many BAME staff have been selected?) |  | Further discussion to take place with L&D to establish how many BAME staff have been selected onto this initiative? | TBC  | L&D – Stephanie Crow/EDI Lead Bina Saini |
| * Board seminar
 | Race  | 4.1 | Indicator 8  |  | Equality and Diversity seminar at Trust Board, facilitated by Roger Kline focussing in particular on race relations  | Completed September 2017  | Lakhvir Rellon  |
| * Equality impact assessment (EIA) training for managers
 | All protected characteristic  | 1.1, 4.3 | Indicator 4-9The EIA training allows staff and managers to think differently and embed inclusion into everything they do. It allows biases to be addressed and actions to be put into place where possible to address any inequalities.  |  | Inclusive employers, a leading D&I external organisation facilitated two training sessions with the EDI lead on Equality Impact assessments for managers. 22 staff attended Due to high demand the EDI lead facilitated two further sessions, Approximately 12 staff were training.  | 1st February 2018 11th April 2018 | EDI Lead – Bina Saini  |
| * Equality impact assessment (EIA) training for managers
 | All protected characteristic  | 1.1, 4.3 | Indicator 4-9 |  | Further training sessions to be scheduled. | Sessions to be planned for February 2019 - dates TBC  | EDI Lead – Bina Saini  |
| * Trans inclusion policy for employees to be developed and launched
 | Gender Re-assignment (gender identity and gender expression) | 1.1, 4.3 |  |  | The policy was completed in January 2018 and launched at the LGBT+ history month in February 2018  | February 2018  | EDI Lead – Bina Saini |
| * Promoting Trans inclusion policy
 | Gender Re-assignment (gender identity and gender expression) | 1.1, 1.2 |  |  | Q&A workshops/discussion to take place promoting the Trans inclusion policy trust wide  | On-going  | EDI Lead – Bina Saini/ LGBT staff network  |
| * Trans inclusion policy for service users to be developed with clinical leads
 | Gender Re-assignment (gender identity and gender expression) | 1.1, 1.2 |  |  | Working group to be set up  | On-going  | EDI Lead – Bina Saini/ LGBT staff network |
| * Better data collection and systems
 | All protected characteristics  | 1.1, 2.2, 2.3, 2.4, 3.5, 4.2 | Indicator 1 Indicator 4 Indicator 5 |  | Communication to be sent to all staff why data collection is important and how disclosure can improve working environments and support positive action for service users and staff  | January 2019  | EDI Lead – Bina Saini |
| * Promotion of dignity at work policy
 | All protected characteristics  | 3.4, 4.3 | Indicator 5 Indicator 6 (Action: data to be collected around how many BAME staff are affected by this policy)Indicator 8  |  | Manging dignity at work workshops available for all managers and staff to:1. Define the term ‘harassment and bullying’
2. Recognise what behaviour can be perceived as harassment
3. Assess how dignity at work should be managed in the workplace through case study review
4. Identify the tools to support employees following concerns being raised
 | March 2018  | HR – Frieza Mahmood/ Meagan Fernandes  |
| * Lunch of the Disability Equality Forum
 | Disability  | 4.3 |  | Positive impact on all metrics  | The Trust is committed to disability equality, promoting positive attitudes towards disabled people, and eliminating disability discrimination and harassment. Dave Tomlinson - executive sponsor and co-chairs launched The Disability and Neurodiversity Staff Network in March. This will allow steady progress for the staff network as well as promote disability equality. The forum focused on two areas of work: 1. The Workforce Disability Equality Standard (WDES). The WDES will follow a similar process as the Workforce Race Equality Standard through a set of metrics and action plan after the metrics have been analyzed to identify any trends and issues.
2. The Disability Confident -a scheme that is designed to help recruit and retain disabled people and people with health conditions for their skills and talent. It aims to help employers think differently about disability, and improve how they attract, recruit and retain disabled workers.
 | 8th March 2018  | Romulus Campan/ Zoe Sherwood – Staff Network co- Chairs/ Dave Tomlinson - executive sponsor |
| * Workforce Disability Equality Standard Regional Engagement Event - Birmingham
 | Disability  | All  |  | All metrics  | The co-chairs of the Disability and Neurodiversity Staff Network represented the Trust at the regional Disability Equality Event. This allowed them to share their personal journey as well as take part in discussions around what metrics should be included as part of the new WDES framework.  | 28th March 2018 | Romulus Campan/ Zoe Sherwood – Staff Network co- Chairs |
| * Forward Thinking Leadership Inclusion Summit.
 | All protected characteristics  | All  | All  | All  | The event was attended by staff and senior members to embrace EDI  | 22 March 2018 |  |
| * Equality, diversity and inclusion to be embedded into Trust training packages
 | All protected characteristics  | 4.3 | All | All | EDI lead is currently reviewing the Trusts statutory and mandatory equality and diversity training package with L&D. | Project to commence on 26th November 2018 Completion date February 2019  | EDI Lead-Bina Saini/ Ebru Heyberi-tenekeci, VLE lead  |
| * Equality, diversity and inclusion to be embedded into Trust training packages
 | All protected characteristics | 4.3 | Indicator 4 (Action - collate data re: how many BAME staff are accessing this training) | All  | The Trust’s Leadership Management and Development Programme (LDMP) to include an element of equality and diversity going forward. | EDI lead facilitated first session on 24th April 2018 - further developments to the programme required - meeting taking place on 28th November 2018 | EDI Lead –Bina Saini/ James Hart & / Geoff Shaw  |
| * Mental health First Aid (MHFA)
 | All protected characteristics  | 1.5, 4.3 |  |  | Programme of mental health first aid (MHFA) training for service users, carers, staff and community organisations well established since 2012. MHFA training imbedded in Recovery College prospectus with dates confirmed and scheduled for 2019. | ongoing | Lakhvir Rellon  |
| * Cultural ambassadors programme to be promoted as a positive action to eliminate discrimination
 | Race  | 3.4, 4.3 | Indicator 3  |  | Cultural ambassadors programme currently being reviewed. As part of this review the role of mediators and bullying and harassment advisors will also be reviewed.The review was completed in June 2018 and discussed at WFSC. It was agreed by the committee all supportive initiatives were to be amalgamated.   | June 2018  | EDI Lead –Bina Saini/ Lakhvir Rellon/ HR – Frieza Mahmood/Helen Billings  |
| * Recruitment of Inclusive Advisors
 | All protected characteristics | 3.4, 4.3 | Indicator 3  | All  | Following the Cultural ambassadors review it was agreed 40 inclusive advisors would be recruited across the organisation to support the inclusion agenda. Details are currently being finalised.  | February 2019  | EDI Lead –Bina Saini/ Lakhvir Rellon |
| * Estates and Facilities review against 9 protected characteristics
 | All protected characteristics  | 1.1, 1.2,  | ALL  | All  | Full review of estates and facilities services with regard to provision for staff and patients completed. Areas of non-compliance to inform bids for the trust’s annual capital/revenue programme:Project to review and improve signage with regards to braille and pictorial messages, installation of additional induction loop facilities to be scoped and inclusion of developing multi-lingual Trust catering menus by the menu review project team. | February 2018- on-going  | Neil Hathaway  |
| * Recruitment strategy to be reviewed – to include new ways of attracting applicants from all protected characteristics
 | All protected characteristics  | 3.1, 4.3 | Indicator 1Indicator 9 (Action – what is being done to increase BAME representation at board level?)  |  | Identify hotspots where the workforce is lacking diversity Recruitment and Selection training for managers/panel members to embed EDIIncorporate critical friend –similar to cultural ambassador programme on recruitment panels BAME staff network having discussion with board sponsor to see how this can be achieved BAME staff network meeting with resourcing manger to discuss positive action within recruitment and how this can be promoted.  | TBC 3rd December 2018TBC Meeting took placeMeeting took place on 19 June 2018 | EDI lead/ Hayley Brown EDI lead/ Hayley Brown EDI lead/ Hayley Brown Akilah Duffus/ Brendan HayesAkilah Duffus/ Hayley Brown  |
| * Unconscious bias training to be provided to staff
 |  | 4.3 | Indicator 3  |  | Conversation taking place with Health Education England to host inclusion master classes and unconscious bias training.  | Meeting took place on 31st May 2018/- discussion on-going  | Lakhvir Rellon/ EDI lead/L&D |
| * Unconscious bias training to be provided to staff
 |  | 4.3 | Indicator 3  |  | Bespoke unconscious bias training for Tamarind Centre.  | November 2018  | Hayley Brown |
| * In conversation with…..
 | Sexual Orientation | 4.1 | All | All | Peter Thatchall – has been campaigning since 1967 on issues of human rights, democracy, LGBT freedom and global justice | 10th April 2017 | Community Engagement Team |
| * In conversation with…..
 | All protected characteristics   | 4.1 | All | All | Stephen Frost - D&I Lead | 18th May 2017 | Community Engagement Team |
| * In conversation with…..
 | Gender Re-assignment (Gender identity and Gender expression) | 4.1 | All | All | Rikki ArundelUK’s top inspirational keynote speaker in Gender Research and became actively engaged in community and voluntary work to develop her experience and expertise as a diversity professional | 6th July 2107 | Community Engagement Team |
| * In conversation with…..
 | Race   | 4.1 | All | All | Imran Khan – Human Rights Lawyer | 13th October 2017 | Community Engagement Team |
| * In conversation with…..
 | Gender/Maternity and Pregnancy  | 4.1 | All | All | Jane Garvey –BBC Presenter for Women’s hour, hosted our event for international women’s day | 15th March 2018 | Community Engagement Team |
| * In conversation with…..
 | Disability  | 4.1 | All | All | Professor Tom Shakespeare is a social scientist and bioethicist, and academic who writes, talks and researches disability, ethical issues around prenatal genetic testing and end of life assisted suicide. | 26 June 2018 | Community Engagement Team |
| * In conversation with…..
 | Race  | 4.1 | All | All | Yvonne Coghill Yvonne Coghill OBE, the Director of the Workforce Race Equality Standard (WRES) | 18th October 2018 | Community Engagement Team |
| * Equal Opportunities Policy
 | All protected characteristics  | All | All | All | New policy approved and ratified in June 2018  | June 2018  | EDI Lead – Bina Saini |
| * The introduction of Sexual Orientation Monitoring (SOM) for service users
 | Sexual Orientation  | 1.1, 1.3, 2.4 | All  | All  | Awaiting further details from NHS England about implementationClinical lead to be nominated  | 2019  | Lakhvir Rellon/ EDI Lead – Bina Saini/ LGBT staff network  |
| * Embedding EDI into everything we do
 | All protected characteristics  | All | All | All | Student Induction cohorts60+ students received training on why EDI is important to us and what they can do to contribute  | 27th March 2018 | EDI Lead – Bina Saini |
| * Gender Pay Gap Reporting
 | Gender  | 3/4 | All  | All  | The trust published its gender pay gap onto the government site as per regulations. Task and finish groups set up to incorporate initiatives into working practices and recruitment training  | 26th March 2018 | EDI Lead – Bina Saini/ Hayley Brown /Lizzie Prior  |
| * Elders Project
 | Race, Gender and Ethnicity  | All | Indicator 2Indicator 3 (build into elders profile – volunteer roles) | All  | The Elders Project is a Trust initiative supported by the SCC reach out Equalities Task & Finish Group chaired by Dr Kenney-Herbert.The aim of the project is to reduce : 1 lengths of stay 2 over representation of African Caribbean Men 3 – Reduce disproportionality The above will:• Build emotional resilience • Self-actualization • Improved life choices • Reduced disproportionality • Reduce stigma • Elders contribution to patient mental health recovery | The project was launched on 31st October 18 and is currently o-going  | Beresford Dawkins  |
| * Following the success of 300 voices which informed - Up My Street - Shifting the dial came about (Pathways and Bridges)
 | Age, Race, Ethnicity  | All  | All  | All  | Shifting the Dial: building the emotional resilience of young African Caribbean men. Outcome: To improve mental health resilience of young African Caribbean men.* Improve their self-esteem and self-belief
* Assist their personal development and life skills
* Increase economic opportunities
* Raise metal health awareness
* Encourage inclusion

It will also address the weathering effects of racism, discrimination, negative self-image and invisibility.  | The Project was launched in 2018. It is envisaged the project will continue for the next 3 years ending in 2021. The project will include:  15 volunteering and work experiences;Five internships /apprenticeships; One trained secondment to an artist development programme; and One newly commissioned theatrical work which will curate the participants’ stories and include them in performances | Beresford Dawkins  |