

ANNUAL EQUALITY & INCLUSION REPORT

2018/19



University Hospitals
of North Midlands
NHS Trust



PROUD
TO
CARE

IN THIS REPORT



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of North Midlands
NHS Trust

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Welcome to our 2018-19 Annual Equality and Inclusion Report. We want everyone who comes into contact with the University Hospitals of North Midlands NHS Trust (UHNM) to be treated fairly, with respect, dignity and compassion. We are proud of our diverse community of staff, patients, their friends and family and the communities we serve. Our Equality, Diversity & Inclusion (ED&I) programme aims to ensure that we are delivering this commitment.

In addition to meeting our obligation as an NHS Trust to publish equality monitoring data in relation to our staff and service users, the report gives detail on the work being undertaken by the Trust to promote diversity and inclusion and achieve our equality objectives. We update this report annually and it is published on the [equality and diversity section](#) of our Trust website.

Our Equality, Diversity and Inclusion Governance Arrangements

Our Equality, Diversity and Inclusion Group meets on a bi-monthly basis and advises on a range of initiatives, reports and actions and reports through the Quality Assurance Committee to the Trust Board.

Consultation and involvement of staff and service users

We are committed to ensuring that our staff and service users are involved in shaping our equality, diversity and inclusion work and have opportunities to influence and contribute. We do this through our staff diversity networks and our patient user groups. We know that by working in partnership with patients, carers, community organisations and our staff that we can develop services that meet local need and a workplace that enables all our employees to thrive.

Equality Monitoring

Good quality data enables us to identify priorities and measure our effectiveness. We recognise that the data collection of protected characteristics for both staff and patients' needs to be improved in order for us to fully understand who is using our services and the needs of our workforce.

Equality Impact Assessment

All public bodies have a statutory duty to set out arrangements to assess and consult on how their policies and functions impact on equality. At UHNM this has been applied to assessments on all our policies, guidelines and practices that impact on protected characteristics. We have a well-established pathway for the approval of procedural documents and policies which include the review of Equality Impact Assessments and Action Plans (where applicable). A Quality Impact Assessment similarly reviews impacts of significant changes to services we provide.

Workforce Race Equality Standard

We monitor how effectively we address any gaps in the treatment and experience between our white and black and minority ethnic (BAME) workforce through the Workforce Race Equality Standard (WRES). Implementing the WRES is a requirement for healthcare providers through the NHS Standard Contract with organisations mandated to show progress against a number of indicators of workforce equality. Our WRES report and action plan is available to read on our Trust webpage.

Gender Pay Gap Reporting

Our Gender Pay Gap report shows the difference in the average earnings between all men and women employed at UHNM and includes the actions we are taking to further reduce the gender pay gap. This report is also displayed on our Trust website.

Our Trust Vision is underpinned by our Values and Promises, which were co-created by our staff, patients and carers. Our values define the standards of our Trust and all the individuals working here and are at the heart of everything that we do...



We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes

We are Appreciative – I will acknowledge and thank people for their efforts and contributions

We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it

We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable

We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself



We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated

We are Organised – I will plan ahead, manage my time well and be prompt in what I do

We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear

We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow

We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Our UHNM Equality and Inclusion Objectives:

- To commission services that deliver consistent outcomes for all our population and those with protected characteristics in particular
- To develop accessible and inclusive engagement processes so that patients, carers and the local population are empowered to influence patient experience of healthcare and reduce health inequalities
- Improve levels of positive staff experience at work by ensuring representation of staff in all aspects of meaningful engagement, participation and inclusion within the Trust
- Ensure that all staff are free from abuse, harassment, bullying and violence at work
- Ensure that UHNM is a fair and equal employer by removing barriers to ensure all staff have access to learning, development and career enhancing opportunities to enable them to achieve their true potential

Our diversity and inclusion workforce priorities this year have been to:

- Take positive action to address the under-representation of BAME staff in senior roles through targeted leadership development
- Undertake focussed work with our LGBT+ colleagues to improve our Stonewall Equality Index rating
- Increase access to employment with UHNM for people with learning difficulties through the launch of Project Search
- Champion women in the workplace and review our processes for Clinical Excellence Awards to ensure that they are inclusive, as a recommendation from our Gender Pay Gap Report

Our diversity and inclusion patient experience priorities this year have been to:

- Focus on service users with learning disabilities to understand their needs and experiences when accessing health services. We will engage with local learning disability groups to facilitate the gathering of feedback to inform our priorities going forward
- Improve the experiences of transgender service users through the development of a Transgender Policy developed in partnership with Trans patients and staff
- Improve how we capture the demographic profiles of people who access our services to understand the needs of our local population

4.0 Key Developments against our Equality Objectives: Patient and Service Delivery

Accessible Communications

UHNMs are committed to involving patients throughout our work. We understand the benefits of patient representatives who act as critical friends, championing the patient voice at every stage of service review and development. To enable us to reach seldom heard groups we will continue to work closely with the voluntary and community sector to identify opportunities to involve and empower these groups to get involved. We will ensure our communications are accessible by:

- Writing in plain language
- Using visuals (including diagrams and easy read documents)
- Providing access to foreign language and sign language interpretation
- Using digital tools including webinars to support people who may not be able to attend face-to-face events
- Providing reasonable adjustments and support

Deaf Awareness Video

Following on from the success of our Blind Awareness training video, our Deaf Awareness video has now been completed. dDeaflinks supported us through this process and they have also provided some staff with basic sign language training to enable staff to provide a welcome to patients who only communicate through signing. The training video covers patients who are totally deaf and those with hearing impairments. Sign Language, hearing aids, hearing loops and lip reading are all discussed with the video having subtitles throughout. You can view the video at:

<http://www.uhnm.nhs.uk/patientexperience/Pages/Equality-and-inclusion.aspx>

Text Messaging Service

UHNMs now provide a text messaging service to contact deaf people who can't communicate via telephone. We have written instructions to talk staff through the process and will help and support as needed. We have also provided a telephone in PALS to accept text messages only.

The number is 07432169045

Easy Read Patient Information Leaflets

All of our Outpatient letters are being reviewed to ensure the instructions are clear and the font appropriate. Our number of easy read leaflets is growing and we are working with the learning disability community to streamline the Learning Disability Patient Passport. Our Trust IT Alert System has also been improved to record if a patient has special needs.

Interpretation & Translation Service 2018/19

We continue to place a high importance on ensuring our services are accessible to people speaking no or limited English. The Trust's Interpretation and Translation Service provides 24 hour face to face and telephone interpreters. We also provide document translation services using qualified translators who are members of relevant professional bodies.

In the financial year 2018/19 we have arranged 2,506 face to face and 1,315 telephone foreign language interpretation contacts. The top 5 languages requested were:

1. Urdu
2. Polish
3. Arabic (Modern Standard)
4. Slovak
5. Punjabi, Western (Pakistan)

We continue to work closely with our local sign language providers to ensure appropriate sign language interpretation is available as required. Throughout 2018/19 we provided 591 sign language interpretations for deaf patients accessing UHNM services.

Carer Feedback: Supporting our patients with special needs

"I would just like to send a huge thank you to all the staff who supported my patient on the Day Surgery Unit. She has a learning disability and mental health needs which contributed to her anxiousness coming into hospital.

The patient was assigned a named nurse, Alison, who ensured that she had the capacity to consent and checked her understanding throughout. Alison spoke with others involved in the patients care to ensure they understood her special needs.

Alison demonstrated what she was going to do and why before starting anything, even down to measuring her own ankle before the patients and explaining what the 'magic socks' were for.

As Alison explained the needs of the patient to the rest of the care team they were also able to support her in the most appropriate way ensuring that she had enough time to understand what was happening and ensured she was at ease.

The anaesthetic team were also fabulous ensuring that the patient was able to understand what was happening and why. They even collected a staff member from the recovery team so that the patient could see who would be looking after her when she woke up. This nurse spoke to the patient and showed her what she would look like (with a surgical cap on) to prepare her for what to expect when she woke up. Sister also proactively supported her team and myself to coordinate what would be happening with the patient post discharge.

Unfortunately I am unable to remember everyone's names but I am truly grateful, we couldn't have wished for a better experience. All reasonable adjustments were made ahead of time by the secretary which made the day itself so much better for the patient.

From a personal point of view I would also like to thank the staff member on reception on the unit. She could see that I was trying to ensure everything was ok with the patient and she took the time to help and even made me a drink (sometimes all you need is a cup of coffee to gather your thoughts!)"

I feel the staff truly put the patient first and underpinned every value of nursing and all the values and behaviours of the Trust. They all made reasonable adjustments for the patient and went over and above to ensure the patients visit was a success".

Workforce Disability Equality Standard

We are preparing for the launch of the national Workforce Disability Equality Standard (WDES) in 2019. The WDES is a data-based standard that uses a series of measures (Metrics) to enable Trusts to understand its workforce and put in place targeted actions to help improve the experiences of disabled staff in the NHS.

A Disability Confident Employer

UHM is committed to employing and retaining disabled people and those with long term health conditions and eliminating barriers in the workplace. As such the Trust has signed up to the Disability Confident Campaign as a Disability Confident Committed Employer.

As a Disability Confident Committed Employer we have committed to:



- Ensure our recruitment process is inclusive and accessible
- Communicate and promote vacancies to disabled people
- Offer an interview to disabled people who meet the minimum criteria for the job
- Anticipate and provide reasonable adjustments as required
- Support any existing employee who acquires a disability or long term health condition, enabling them to stay in work

Disability Leave Launched and updated Guidance for our employees and managers

Our UHM Guidance for Staff with a Disability and Guidance for Managers have been updated to include our commitment to Disability Leave and ensure that our disabled workforce receive the support that they need for a fulfilling working life.



Through the introduction of Disability Leave, we recognise that some disabled employees may need time off for a reason relating to their disability, for example to attend appointments or undergo treatment or rehabilitation. Disability leave is intended to provide disabled employees with a reasonable amount of paid time off work for reasons related to their impairment. Disability leave will not be necessary for many disabled employees, but it is one of a range of reasonable adjustments that we can put in place to support our disabled employees.

Supporting Employees Diagnosed with a Terminal Illness

The Trust has confirmed its commitment to supporting terminally ill employees with dignity, respect and compassion by signing up to the Trade Union Congress 'Dying To Work' voluntary charter, setting out the agreed way in which employees will be supported, protected and guided throughout their employment following a terminal diagnosis. Guidance has been designed as a resource for managers to assist them in supporting an employee who has been given a terminal diagnosis.

Project Search

UHNM Project SEARCH is a transition programme for local students with learning disabilities and Autism Spectrum Conditions. It is aimed at students who are motivated to achieve competitive employment. Individualised internships and job development is on-going throughout a year long placement. Interns are given support through on-the-job coaching and improvement strategies with the ultimate goal of paid employment and independence.

It has been a very exciting and successful first year for the project with two interns already securing paid employment! Feedback from students, their families and Trust staff has been extremely positive stating that confidence and communication skills have improved and work areas report what a valued asset the young people are and what a great contribution they make to their teams. Students have had exposure to a range of roles within our Estates, Facilities and PFI Division and work is currently taking place to link with other areas in the Trust to increase available placements going forward.

In addition to their work placements another success to celebrate for this year's students includes being involved in the annual Sodexo / UHNM Partnership Day at the BET365 Stadium. The Project SEARCH team attended and updated staff on the on-going success of the project. The highlight of the morning was hearing from the interns themselves, who were able to explain what a life-changing opportunity they have been given here at UHNM. Thanks to UHNM and Sodexo, these nine young people have been given invaluable work experience, which has enabled them to develop both confidence and employability skills. The students input was really appreciated and all were issued with a letter of thanks from Lorraine Whitehead (Director of Estates, Facilities & PFI) and Ruth Freeman (Sodexo Business Director). The year has seen students achieve many things and one student was awarded a Values award through the Trusts recognition scheme for raising the alarm when an elderly patient with dementia got into difficulty, this quite possibly save the patient's life!



Workforce Race Equality

UHNM was delighted to be in the first cohort of organisations participating in the Workforce Race Equality Standard (WRES) Experts Programme, which aims to develop experts in every Trust to champion race equality and support the organisation to close the gaps that exist in workforce race equality and in doing so improve patient care, patient satisfaction and improve staff engagement. Su Lapper, one of our Corporate Project Nurses has taken on the role of UHNM WRES Expert and is also chair of our BAME Staff Network.

Each year we also measure our progress on workforce race equality by participating in the Workforce Race Equality Standard (WRES) which measures the experiences of our Black and Minority Ethnic (BAME) colleagues. Our priorities for 2018-2019 in relation to workforce race equality have been to:

- Engage with our BAME workforce to identify issues that matter to them through a range of staff engagement events including our BAME Staff Network
- Actively take steps to address BAME representation in senior roles at UHNM and across the health economy through the Staffordshire Stepping Up Programme and its legacy including UHNMs Talent Management Strategy
- Ensure that recruiting managers are equipped to recruit fairly and without discrimination by introducing a new Equality and Diversity in Recruitment training package
- Improving staff experience and perception of bullying and harassment and discrimination in the workplace



Su is pictured receiving her certificate from Yvonne Coghill, Director – WRES Implementation; Lord Victor Adebowale, and Jane Cummings, Chief Nurse for England following completion of the WRES Experts Programme

Staffordshire Stepping Up Programme

UHNM in collaboration with other Staffordshire Healthcare Organisations accessed funding to run three Staffordshire cohorts of the NHS Stepping Up Leadership Development Programme for employees from a Black and Minority Ethnic background. National evidence tells us that our BAME colleagues are under-represented in senior roles compared to the NHS workforce as a whole. The programme is targeted at developing BAME staff who aim to be future leaders.

Congratulations to all of our UHNM participants who have successfully completed the Programme. Feedback has been really positive:

“This course has been a massive help for us directly as individuals to improve confidence and to move forward helping ourselves and others. The energy was immense and the atmosphere was buzzing, everyone went away with such a positive attitude to help themselves to help others and the patients and the trust they serve”



Pictured are one of our three UHNM cohorts on completion of the programme

Our LGBT+ Staff Network have been actively promoting our LGBT+ Allies programme across the Trust, with plenty of Allies pledges signed during LGBT History Month, which we celebrated in this Allies poster:

LGBT+ Allies

NHS
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What does an LGBT+ Ally do?

- Speaks out about why they are committed to equality for gay, lesbian, bisexual or transgender colleagues and service users
- Asks their managers about what they are doing to make their team or work-environment more inclusive
- Isn't afraid of saying the wrong thing, just ask LGBT+ colleagues and friends for advice
- Helps colleagues become allies too by coaching them on how they can make a difference
- Talks openly about their lesbian, gay, bisexual, or transgender friends and family at work

- Challenges any homophobic comments or 'banter'
- If a colleague wants to come out an ally is clear that they will support them
- Explains why LGBT+ equality is important to them in team meetings, inductions and supervisions
- Talks to their gay friends and colleagues about what challenges they face at work or accessing healthcare
- Shows support for LGBT+ equality publicly by wearing their rainbow badge with pride
- Supports the activities of the LGBT+ Staff Network and attends events like Pride



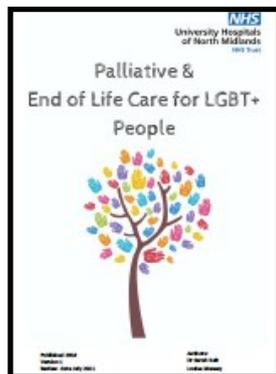
70 YEARS OF THE NHS 1948 - 2018

To become an LGBT+ Ally e-mail LGBT.Staff@uhnm.nhs.uk and claim your rainbow badge!

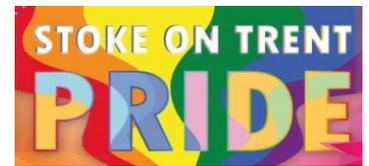


Palliative Care and LGBT+ patients and their carers

Our Palliative Care team developed a support leaflet for LGBT+ people detailing what they can expect and where to get support at end of life care.



Stoke Pride 2018



Our UHNM LGBT+ Staff Network was present at Stoke Pride with our Bowel, Breast and Cervical Screening teams. This was a great opportunity to showcase how UHNM provides an inclusive and sensitive approach for our LGBT+ communities.



The UHNM Nursing Conference in June also focused on equality and diversity, with an inspiring patient story provided by Jenny Harvey, about her experiences of healthcare as a trans woman. Jenny also worked with our LGBT+ Staff Network in the development of our Transgender Policy, which we launched in the Autumn.

Healthwatch Stoke on Trent Transgender – Who Cares? Event

Members of our LGBT+ Staff Network and Patient Experience leads attended the Healthwatch Stoke on Trent Transgender—Who Cares? event in June to hear about patient experiences and to talk about the collaborative development of our Transgender Policy which was launched in 2018.



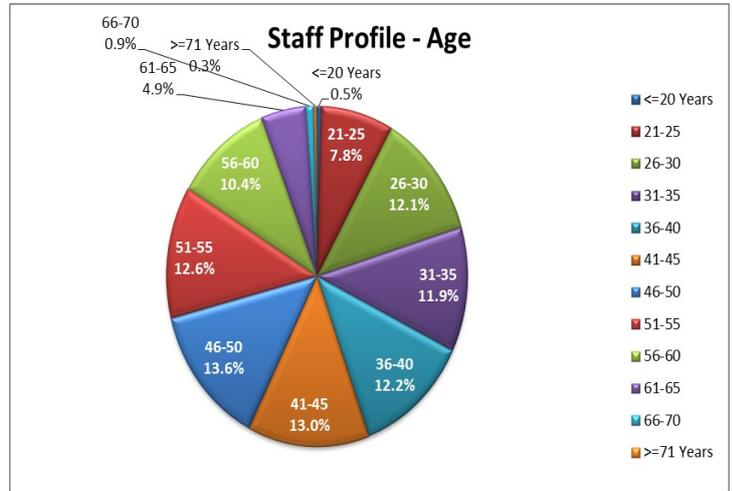
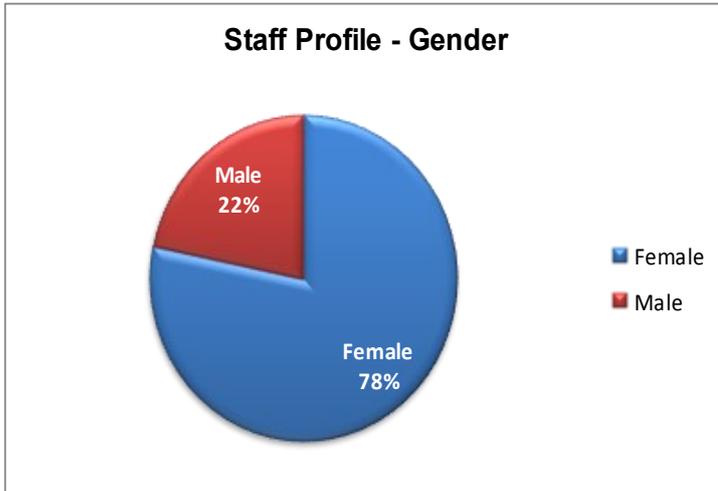
Outpatient Department Health Literacy Accreditation

The UHNM Outpatients Department has received an ‘Excellence in Health Literacy Accreditation’ award in recognition of the work the team have completed to be health literacy compliant. This is the first award of its kind to be awarded by Stoke on Trent Public Health and the Community Health Learning Foundation. The team achieved this through a number of initiatives including:

- Working with dDeaflinks to produce a patient passport specifically for deaf patients to aid their communication when attending hospital
- Working with Reach Parliament in Hanley to create an easy read, pictorial outpatient information leaflet
- Designed pictorial communication boards for patients visiting the department to raise public awareness of a number of health promotion initiatives and common ailments
- Trained staff in health literacy awareness
- Appointed health literacy champions across both hospital sites
- Improved wayfinding to make it easier for patients to find their way around the departments
- Reviewed the language used in their patient information leaflets
- Wrote to the clinicians to remind them to communicate with patients in a jargon free manner and check the patient has understood
- Reinforced its “OK to ask” and put messages on the TV screens
- Took part in the national “What matters to you?” day
- Focused the questions asked in their Friends and Family test survey around communication to monitor progress



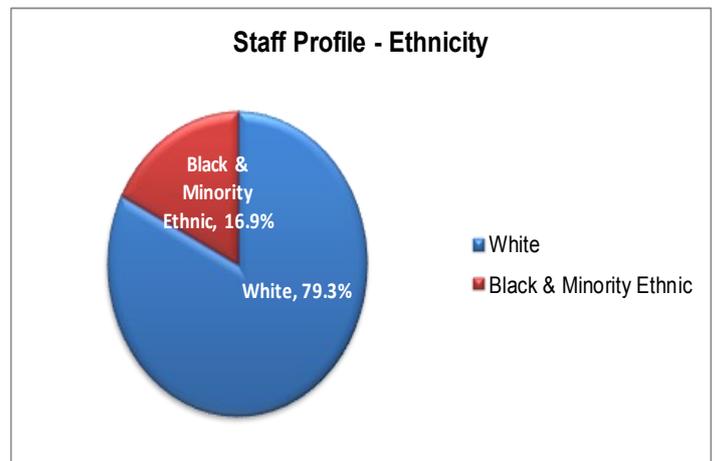
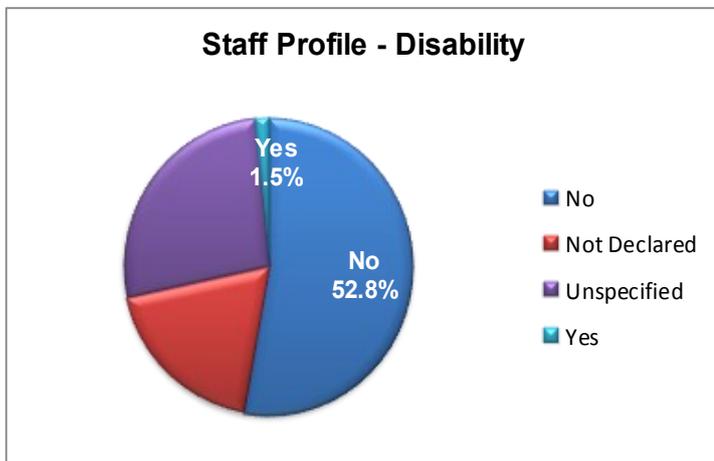
6.1 Staff Profile: March 2019



Reflecting the national profile of the NHS workforce, UHNM has a higher proportion of female staff. There has been no change from the 2018 breakdown of the gender of the workforce.

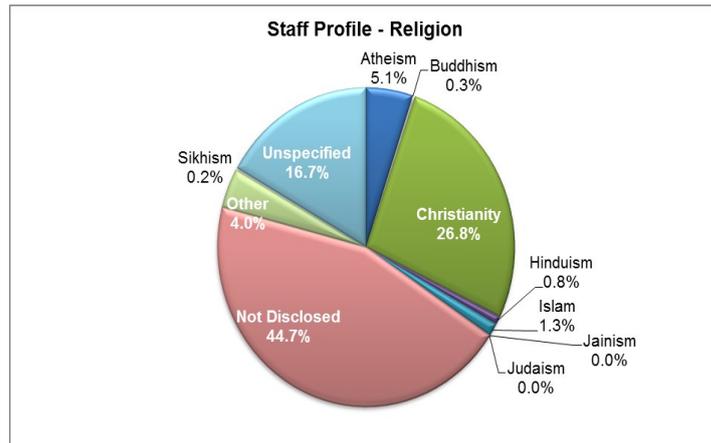
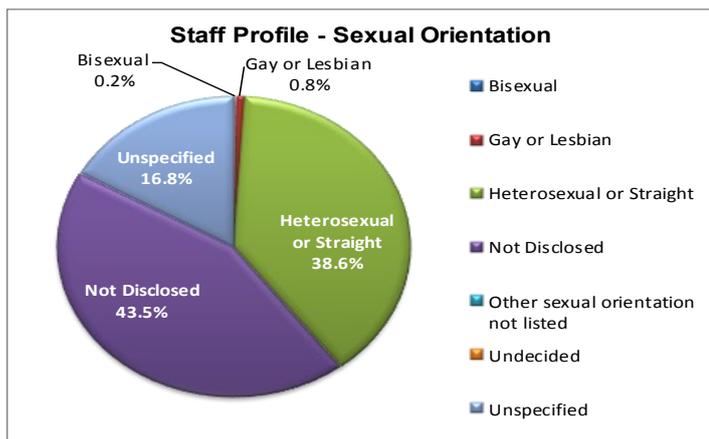
There is a fairly even distribution across the age bands up from the age of 21 to age 61+. UHNM continues to promote a range of flexible working options to our workforce and this includes options for working longer whilst balancing home and carer needs.

The time taken to gain required qualifications in specific occupations impacts on the number of younger people in the workplace but the recruitment of apprentices is now having a positive impact on this age profile.



The percentage of our workforce with a declared disability remains very low, with only 1.5% of employees declaring a disability. UHNM has launched MyESR, which enables all employees to update their personal information, and encouraging all staff to update their status will be a focus during 2019/20.

96% of the workforce has declared their ethnicity with 17% of the workforce being from a black or minority ethnic background. There continues to be a year on year increase in BAME representation in the workforce as a whole, particularly in clinical roles.



There has been an increase in the declaration of sexual orientation by our employees on ESR with levels of non-disclosure of sexual orientation status reducing from 72% in 2017 to 60% in 2019. 39% of the workforce have a declared Heterosexual status with 1% Gay or Lesbian and 0.2% Bisexual.

Declaration of religious belief has improved, with levels of unspecified or non-disclosure of religious affiliation decreasing from 72% in 2017 to 61% in 2019. Christianity continues to be the most represented religion amongst our workforce.

Age

Compared with Staffordshire, Stoke-on-Trent has a more visible younger population of 0-19s, which takes into account the compulsory further education now in place. Stoke-on-Trent also has a smaller population of people who are of pensionable age. Stoke-on-Trent is more comparable with the West Midlands region and with England than with Staffordshire, based on the age distribution of the population. Staffordshire has a higher number of people who are retirees.

	0-19s	Working Age	Pension Age
Staffordshire	22%	57%	21%
Stoke on Trent	25%	58%	17%
England	24%	58%	18%

Disability

Learning disabilities: Staffordshire and Stoke-on-Trent are broadly consistent with the regional and national picture in this area.

Physical disabilities and/or sensory impairments: Staffordshire has more people with a physical (i.e. moderate and serious) disability than other areas.

Mental health problems: including a range of areas from common mental disorders, personality disorders and psychiatric disorders, child sex abuse survivors, suicide mortalities and dementia (both early onset and those over 65 with the condition) are slightly below the national picture.

	Learning Disability	Physical Disability	Mental Health Problems
Staffordshire	1.9%	18.1%	22.6%
Stoke on Trent	1.8%	16.9%	22.75%
England	1.9%	17.2%	23.2%

Race

The table below shows the top 5 non-UK national groups who live in the 3 geographies:

	1	2	3	4	5
Staffordshire	Romania	Poland	Slovakia	India	Pakistan
Stoke on Trent	Poland	India	Slovakia	Pakistan	Romania
England	Poland	Romania	India	Republic of Ireland	Italy



Black and Minority Ethnic (BAME) Health Awareness Events have been held to encourage our local population to attend for routine health screening.

Religion

The main religions or beliefs that the local population associate themselves with is broadly comparable with the rest of England:

	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other	No religion	Religion not stated
Staffordshire	60.9%	0.3%	0.6%	0.0%	6.0%	0.2%	0.4%	25.2%	6.4%
Stoke on Trent	68.2%	0.2%	0.3%	0.0%	1.3%	0.4%	0.3%	22.8%	6.4%
England	59.3%	0.4%	1.5%	0.5%	4.8%	0.7%	0.4%	25.1%	7.2%

The UHNM Chaplaincy Team

We have a small, diverse team of Chaplains, Assistant Chaplains and Volunteers who are reflective of the local population.

All chaplains work generically so are available to people of all faiths and none. They reflect a broad range of Christian religions, traditions and faith groups with a vast range of differing life experience.

The Chaplaincy team are keen to promote their availability to all patients, with or without a religion. After careful consideration of all feedback received the team have agreed on a name change to “Spiritual, Pastoral and Religious Care Service”



Sexual orientation

In England 1.9% of people identify as lesbian, gay, bisexual or transgender. There is currently no data available for Staffordshire and Stoke on Trent.

We will continue to make progress against our Equality Objectives. Specific actions for the following year include:

- Continue to address BAME representation in leadership roles at UHNM and across the health economy through the Staffordshire Stepping Up Programme and its BAME mentorship legacy; the launch of the Staffordshire High Potential Scheme; UHNMs inclusive Talent Management Strategy, internal leadership development programmes and introducing a Reverse Mentorship programme
- Promote LGBT+ equality and inclusion for our patients, carers and our staff through the launch of the NHS Rainbow Badge initiative
- Continue our actions to improve staff experience and perception of bullying, harassment and discrimination in the workplace, including reinforcing the Trust values and promoting civility and respect
- Improve the data collection of protected characteristics for both staff and patients in order for us to fully understand who is using our services and the needs of our workforce
- Identify gaps in the experiences of our disabled workforce and develop actions through the introduction of the NHS Workforce Disability Equality Standard

Further Information

For further information please visit our [equality and diversity page](#) on the UHNM website.

