



Equality, Diversity & Inclusion Annual Report

2023-2024



Introduction

Welcome to our 2023-24 Equality, Diversity and Inclusion Annual Report. This report highlights the achievements we have made over the past year in meeting our strategic equality objectives and demonstrates how we meet our legal obligations in relation to equality and inclusion.

Legal Requirements

The Equality Act 2010:

This places key duties on statutory organisations that provide public services. It protects people from unfavourable treatment and discrimination and refers to people with the following protected characteristics:



How we show due regard to the Public Sector Equality Duty

In addition to the Equality Act, The Public Sector Equality Duty (PSED) requires public bodies to have due regard to the need to

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity between people who share a protected characteristic and those that do not, and
- foster good relations between people who share a relevant protected characteristic and those who do not

Assurance is provided to our Trust Board via the following Equality, Diversity and Inclusion (EDI) frameworks:

- Workforce Race Equality Standard – published annually
- Workforce Disability Equality Standard – published annually



- Gender Pay Gap – published annually
- Accessible Information Standard
- Equality Delivery System (EDS)
- Disability Confident Accreditation
- Rainbow Badge Accreditation Scheme
- Armed Forces Covenant

You can read these reports and action plans on our Equality and Diversity page on the [Trust Website](#).

Consultation and involvement of staff and service users

We are committed to ensuring that our workforce and service users are involved in shaping our equality, diversity and inclusion work and have opportunities to influence and contribute through their lived experience. We do this through our employee diversity networks and our patient user groups.

We know that by working in partnership with patients, carers, community organisations and our colleagues that we can develop services that meet local needs and a workplace that enables all our employees to thrive.

Equality Monitoring

Good quality data enables us to identify priorities and measure our effectiveness. Over recent years we have significantly improved the number of employee records where demographic information is not stated. Similarly, developments in recording individual patient requirements on the patient information system has positively impacted our service user information. We will continue to actively encourage our workforce and patients to share this information.

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 procedures 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.

NHS People Plan

More people, working differently, in a compassionate and inclusive culture. This is the ambition of the NHS People Plan, the workforce strategy for delivering the [Long Term Plan for the NHS](#) it states “The NHS must welcome all, with a culture of belonging and trust. We must understand, encourage and celebrate diversity in all its forms. Discrimination, violence and bullying have no place. If we do not role model this culture, then how can our patients expect to be treated equitably, and as individuals?”



The NHS Standard Contract

Section 13: Equity of Access, Equality and Non-Discrimination outlines the standards and requirements that must be adhered to ensure NHS services promote equality and address health inequalities.

Our UHNM Equality, Diversity and Inclusion Objectives

We have made good progress against the priorities we set out in our EDI Strategy 2022-25; and this progress is detailed over the following pages.

Our ambition is to make UHNM a great place to work for everyone. We recognise that we must give our colleagues a powerful reason to stay and grow within our organisation, and this comes from a sense of belonging. We also know that this enables us to provide the best possible care for our patients and service users and to get the best possible health outcomes. Our EDI Strategic Priorities are:

- 1 Inclusive Patient Feedback**
Listen to and act on the lived experiences of our patients
- 2 Inclusive Patient Access**
Ensure Equality Impact Assessment is a robust process that offers both assurance and opportunities for improvement that address inequalities in access to services
- 3 Inclusive Patient Involvement**
Patients and Services Users will be actively involved in service design and governance structures with increased feedback from hard to reach groups
- 4 Listen to, Understand and Learn from the Experience of all Staff**
To promote diversity and encourage inclusion at all levels throughout the Trust, particularly promoting diversity at Board level
- 5 Respect and Value**
Respect and value all colleagues and their contribution and have a strategic focus on civility and respect
- 6 Develop a Culture of Inclusive and Compassionate Leadership**
Continue to build, strengthen and develop initiatives focused on staff experience, wellbeing and engagement and culture and leadership development
- 7 Recruitment, Training and Promotion**
Ensuring that people are recruited, trained and promoted according to their abilities and in the proportions one would expect for the populations represented

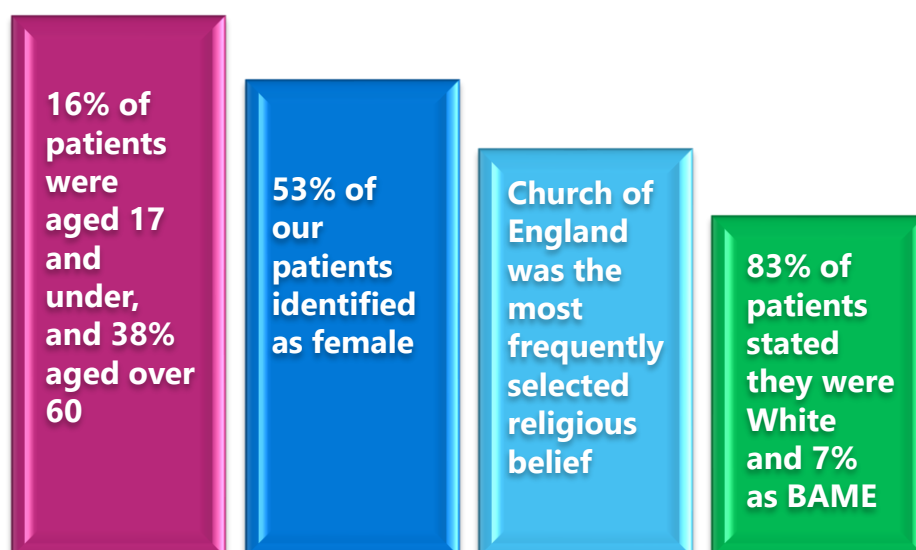
OUR PATIENTS AND SERVICE USERS

Patient Equality, Diversity and Inclusion

Our UHNM EDI Strategy was developed in collaboration with service users via our Hospital User Group, who helped us to create our patient experience EDI priorities of:

1. Listen to and act on the lived experiences of our patients
2. Ensure Equality Impact Assessment is a robust process that offers both assurance and opportunities for improvement that address inequalities to access to services
3. Patients and service users will be actively involved in service design and governance structures with increased feedback from hard to reach groups

UHNM Patient Profile



Priority 1: Listen to, and act on the lived experience of our patients

Hospital User Group and Patient Leaders

Our Hospital User Group (HUG) ensures that we hear the voices of our patients and service users and engage and involve them in decision making and influence our patient experience initiatives. We have a diverse membership and this diversity helps us to understand the needs of marginalised groups and identify barriers and inequalities in healthcare provision.

Patient Experience Champions Launch

Do you have a passion for patient experience and the desire to be a champion and leader of patient experience in your department?

To find out more, please get in touch with

ruth.jones@uhn.nhs.uk or rebecca.pilling@uhn.nhs.uk

We continue to recruit patient experience champions on all our clinical areas, whose role is to champion and improve the patient experience, based on feedback from our patients, and from our questionnaires.



What Matters to You?

As healthcare professionals, we want to promote careful, kind human interactions.

Asking “What matters to you?” is about understanding what matters to an individual in their life. It is about having meaningful conversations with individuals, as well as their families and carers.

These conversations can help inform decisions about a person’s health and care. When we engage with individuals about their health and care decisions, it can greatly improve their wellbeing and outcomes.



We took the opportunity to promote 'What Matters To You' during Patient Experience Week in June 2023.

UHNH's Mental Health Ambassador training

We have developed training to increase confidence and knowledge of clinical colleagues regarding Mental Health and supporting our patients.

Once trained staff are part of our Mental Health Ambassador Network, and have access to continuing professional development, updates and sessions which will be delivered by internal and external speakers on specific subjects relating to Mental Health.

Friends & Family Test (FFT) Feedback

Our FFT surveys offer the opportunity for respondents to identify their protected characteristics. This has allowed us to review feedback in accordance with these characteristics, firstly to ascertain whether the survey respondent demographic matches our patient population, which in turn will allow for targeted improvements for survey collection for patients with particular characteristics. Secondly, this allows for reviews of specific themes and trends to support improvements.

2023/2024 Inpatient FFT survey respondents

The demographics of respondents to our inpatient surveys during the year show only 4% identified as Black, Asian and Minority Ethnic (BAME) whereas 7% of the patient population identified as BAME.

Focus for 2024/2025 is to ensure the FFT survey is accessible in alternative formats.

Furthermore, less than 2.3% of our FFT respondents were aged 17 or under, whereas this age demographic makes up 16% of our patient population. We recognise the need for a targeted improvement in obtaining feedback from our Children and Young People's areas for 2024/2025.

Priority 2: Ensure Equality Impact Assessment is a robust process that offers both assurance and opportunities for improvement that address inequalities to access to services

Digital interpreter devices introduced



Patients can now benefit from digital interpreter devices following a successful trial. The 'Insight' devices allow colleagues to break down the language barrier with patients through on-demand video calls to live interpreters.

Wards and departments worked with the Trust's Patient Advice and Liaison Service (PALS) to utilise the benefits of the service, which provides access to video interpreters in more than 40 languages, audio interpreting in more than 200 languages as well as British Sign Language.

The device which is essentially an 'interpreter on wheels' enables one-touch, on-demand video access to live interpreters, many of which are available on a 24/7 basis.

Sophie Reid, UHNM Complaints, PALS and Volunteers Services Manager, said: "This has been an amazing project that has really made a difference to patients in our care. During and post the Covid-19 pandemic we saw a huge decline in access to interpreters which was having a direct impact on patient care, as their appointments and admission dates were being rescheduled due to a lack of interpreter availability. Since using the Insight devices, they have supported in reducing the number of cancelled appointments as there is a much wider range of availability."

"It has also made accessing interpreters much easier as the machines are very user-friendly and most importantly is helping to improve patient experience. We have had some amazing feedback from the staff who have used the devices and wards and departments are really championing these machines and the difference they have made."

Virtual Tour App launched for young patients and families

Young patients and their families can now take an online tour and experience what it is like to visit children's services at Royal Stoke thanks to an app designed to help reduce anxiety before coming to hospital.

Staffordshire Children's Hospital, which is part of UHNM, has launched 'Little Journey' - a platform that prepares, informs and supports children and families before, during and after healthcare procedures - all from the comfort of their own home.



The app is designed to reduce anxiety and improve patient outcomes by providing a 360 degree virtual tour with pictures of the surgical pathway at Staffordshire Children's Hospital, including the ward, theatre and recovery, right through to going home.

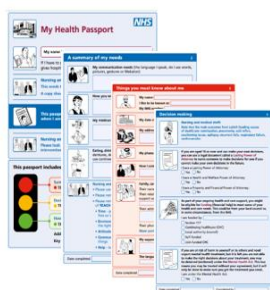


Natalie Allen, Senior Staff Nurse said: “We are really excited to be able to offer this platform to our patients. We know that coming to hospital for an operation can be a worrying time for anyone, and for our young patients this can create a lot of anxiety and panic, so it is important that we can reduced these feelings early on and familiarise our patients with each step of their hospital admission.

Aside from the virtual tour, the app also has other features such as appointment information for parents and guardians, checklists and a relax and game zone for young patients to use to help them stay calm during their visit. Little journey content can also be tailored to each user, with storylines, animations and information designed for different age groups, which are also friendly for young people with learning difficulties.

Learning Disability Champions

During 2023-24 we have continued to increase the number of Learning Disability Champions.



In addition to all colleagues required to undertake the Oliver McGowan e-learning training in supporting people with a learning difficulty or difference, our Learning Disability Champions have enhanced understanding and support our Learning Disability Health Passport.



Patient Safety Partners

Four patient safety partners have been recruited as part of the new Patient Safety Incident Response Framework. Their role is to be support and contribute to UHNM's governance and management processes for patient safety. A conscious effort has been made to ensure diverse representation of our patients with the recruitment of these PSP's, whose role encourages the Trust to power sharing and to have a commitment to openness and transparency between staff and patients. The PSP's are involved in a number of groups within the Trust including Patient Experience Group, and Harm steering groups, and as the implementation of PSIRF progresses, this role will continue to expand.

Improved accessibility of Spiritual, Pastoral and Religious Care facilities

Our Spiritual, Pastoral and Religious Care (SPaRC) Centres are open 24/7 and we were delighted to improve facilities further with an induction loop at the Royal Stoke site and a storage drawer for scarves, prayer mats and abayas for women who use the mosque.



A shoe rack for those who attend the County Hospital Muslim prayer room. Pictured here is staff member Osman Alamelhuda who works together with us to help us provide religious support at County hospital.



Supporting patients and families observe Ramadan on NICU and across the Trust



The SPaRC team helped promote the Trust's Ramadan and Eid Guidance, to ensure that we meet the needs of those observing these religious festivals.

Pictured is Christine Wright from SPaRC and Sanah, Neonatal Nurse with the NICU staff team with the lovely gift bags prepared for all the families that were observing Ramadan on the Unit.



Dedicated welfare officer to further enhance care of Armed Forces patients at UHNM

Armed Forces patients benefit from specialist inpatient support and potentially quicker discharges thanks to a new, dedicated role. UHNM has become the first hospital Trust in Staffordshire to appoint a full-time Defence Medical Welfare Service (DMWS) Officer.

Thanks to fixed term funding from Staffordshire and Stoke-on-Trent Integrated Care Board (ICB), Lucy McDonald will provide emotional and practical support to UK Armed Forces community members at both the Royal Stoke University Hospital and County Hospital.



Lucy said: "I am very excited to begin my new role here at UHNM, helping to support the wellbeing and welfare of our armed forces patients across both hospitals. Working with these patients at the bedside, the role enables me to identify and solve issues or problems that may be contributing to a patient's poor physical and mental wellbeing, delaying discharge or preventing a full recovery.

David Smith, Transformation Project Manager and Armed Forces Champion at UHNM, said "UHNM is a signatory of the Armed Forces Covenant and holds both Veteran Aware and Defence Employer Recognition Scheme (Gold) accreditations. The addition of the DMWS Officer role further builds upon and strengthens our support and commitment to our Armed Forces Community. The Armed Forces Champions Team at UHNM receives a large volume of requests to go and support patients. While we currently have 'Veterans Aware Champions' on some of our larger wards and departments and we provide an outstanding service when available, we were not able to offer full-time availability. Having this role allows us to provide that dedicated support and continuity for the benefit of even more of our amazing veterans."



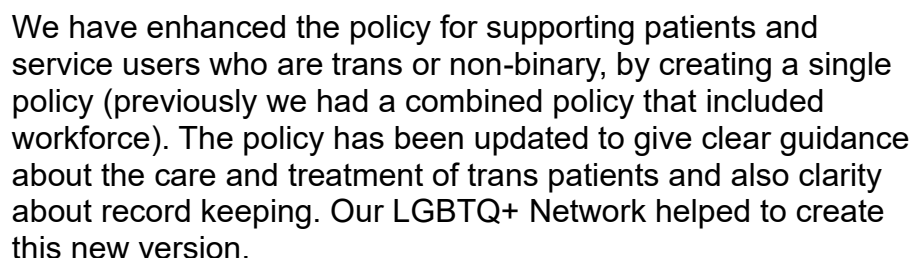
The UHNM Armed Forces Champion Team is raising awareness for the armed forces community by providing bespoke workshops to trainee GPs. The team recently provided awareness training to over 80 trainee aimed at equipping the students with knowledge and understanding of the various health needs and difficulties that the armed forces community face due to service life, when transitioning to civilian life and how primary care services can help to support them.

Delivering Exceptional Care with Exceptional People



The focus of our Spiritual, Pastoral and Religious Care (SPaRC) Volunteer training has been on understanding and responding to patients with dementia with empathy and compassion and reflecting on general practice.

New Transgender Patient Policy



In addition, we have shared a range of specialist learning resources and begun working with Staffordshire Sexual Health Service to provide additional support for people.

OUR PEOPLE

Workforce Equality, Diversity and Inclusion

UHNM People Strategy – Making UHNM a Great Place to Work for Everyone

We will look after our people by supporting them to be healthy and well - both physically and psychologically - and when unwell ensuring they are supported

We will create a sense of belonging where we are kind and respectful to each other by creating a positive and inclusive culture which is reinforced through our Being Kind programme

We will develop our people practices and systems by promoting and using new technologies and equipping our people with digital awareness and skills

We will grow and develop the workforce of the future by attracting, recruiting and retaining our people

Our UHNM EDI Strategy was developed in partnership with our UHNM colleagues and diversity staff networks who helped develop our EDI workforce priorities. The strategy demonstrates our commitment to ensuring that equality, diversity and inclusion is core to our business and our aspiration that UHNM is a great place to work for everyone. We set ourselves four workforce equality priorities:

1. Listen to, understand and learn from the experience of all staff
2. Respect and value all colleagues and their contribution and have a strategic focus on civility and respect
3. Develop a culture of inclusive and compassionate leadership
4. Ensure that people are recruited, trained and promoted according to their abilities and in the proportions one would expect for the populations represented

National Equality, Diversity and Inclusion Improvement Plan

The NHS EDI Improvement Plan sets out six targeted actions to address the discrimination that exists through behaviour, policies, practices and cultures against certain groups and individuals across the NHS workforce in England. These six actions are:

Measurable objectives on EDI for Chairs, Chief Executives and Board members

Overhaul recruitment processes and embed talent management processes

Eliminate total pay gaps with respect to race, disability and gender

Comprehensive induction & onboarding programme for international recruited staff

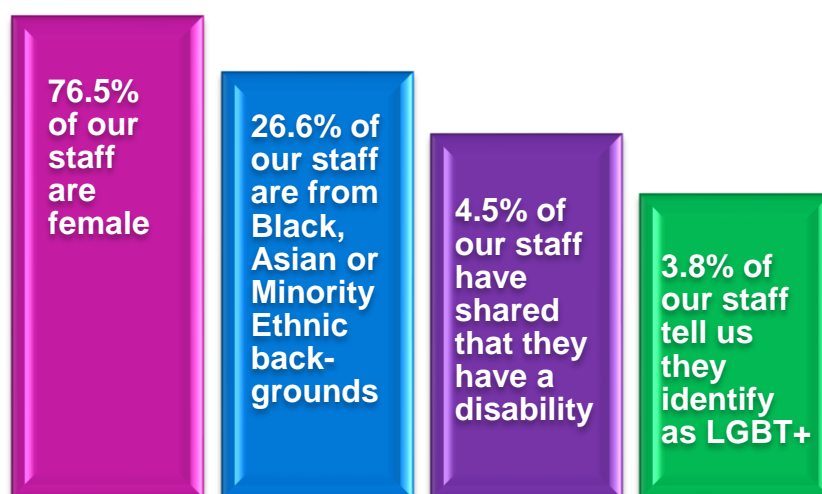
Address health inequalities within their workforce

Eliminate conditions and environment in which bullying, harassment and physical harassment occurs

Our own EDI priorities reflect these national actions. Our Trust Board members have EDI objectives in place and we are taking forward our responsibilities as an Anchor Organisation in respect of addressing health inequalities, not only for our workforce but in our local communities.



UHNM Workforce (Data at 31st March 2024)



Priority 1: Listen to, understand and learn from the experiences of our people

Our Employee Diversity Networks continue to grow and develop. Each of our Networks has a chair with protected time, and the support of an Executive Sponsor, whose role is to ensure the voice of the networks is heard and acted upon at Board level. The networks identify priority areas of focus and work in partnership with the organisation in the shaping and delivery of initiatives to improve colleague experiences based on their lived experiences.



In 2023 we launched a Women's Network, which is supplemented by our Menopause Café.

The Network is chaired by Ann Marie Morris, Emergency Care Consultant and Deputy Medical Director who says "Chairing the Women's Network presents me with a unique opportunity to make a significant impact on the lives and careers of women within the organisation. As the chair, I hope to have the chance to shape the direction and initiatives of the network, ensuring that it addresses the specific needs and challenges faced by women at our Trust. We will provide a platform for women to connect, share experiences, and learn from one another. We will actively work towards breaking down barriers, promoting inclusivity, and driving positive change. By championing the voices of women and influencing policies and practices, we can contribute to creating a more equitable and supportive work environment for all. With the Women's Network we have the chance to be a catalyst for positive transformation, not only within the Trust but also within the lives of the women it serves."



Our Networks celebrate key events in the national and local diversity calendar, as well as being a safe community for members to access peer support and networking and to raise issues of concern.

A Men's Health Group has been established and meets regularly exploring men's health and wellbeing and we have plans for a women's health group in 2024.



Employee Experience Network

We held our first Employee Experience Network Event in May 2024 to bring colleagues together and learn about what makes UHNM a great place to work. Members are from across our employee experience, wellbeing, speaking up, digital advocacy and employee support roles and network membership.

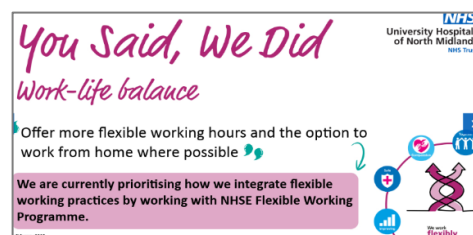
The event featured guest speakers from different staff networks from the Trust including Wellbeing Leads, Ethnic Diversity Network, LGBTQ+, Disability network, staff experience champions, Employee Support Advisors and Professional Nurse Advocates.



Donna Bailey, Lead for Staff Experience, said: "The vision for the Network was to build on the fabulous work colleagues are already doing in making UHNM a great place to work. It was wonderful to see so many people attend, giving them the opportunity to share experiences and gain insight into the work that our wonderful Staff Networks and many other teams do on a daily basis."

Staff Voice

UHNH Staff Voice is our quarterly staff survey designed to help us understand key issues important to colleagues about wellbeing, making improvements to where they work and the way we provide patient care. We use the information shared to make positive changes, and communicate these with 'you said, we did' messages, like this example:



NHS Staff Survey Results 2023

Our 2023 national staff survey scores have showed notable improvement in colleague experience seen here in the People Promise summary:

People Promise Element	2022 Score	2023 Score	Change
We are compassionate and inclusive	6.95	7.12	Significantly improved
We are recognised and rewarded	5.43	5.75	Significantly improved
We each have a voice that counts	6.42	6.60	Significantly improved
We are safe and healthy	5.70	6.08	Significantly improved
We are always learning	5.07	5.51	Significantly improved
We work flexibly	5.67	5.99	Significantly improved
We are a team	5.26	6.52	Significantly improved
Themes			
Staff engagement	6.61	6.83	Significantly improved
Morale	5.51	5.93	Significantly improved

Workforce Race Equality and Workforce Disability Equality Standards

Our 2024 WRES and WDES indicators which measure the experiences of Black, Asian and Ethnic Minority colleagues and colleagues with a disability or long term condition within our workforce shows improvement in 6 of the 9 WRES and 9 of the 10 WDES. We have seen notable improvement in the responses in the National Staff Survey (from which many of the WRES and WDES indicators are taken) from our disabled/LTC colleagues. However progress is not as evident for the race equality indicators, and we have established a Race Equality Task & Finish Group to focus on race priorities for 2024.

Priority 2: Respect and value all colleagues and their contribution and have a strategic focus on civility and respect



Thousands of our UHNM colleagues have attended training in our new Being Kind approach.

We have created a suite of resources, for all staff to help us create a kind, respectful culture and address issues of behaviours that are not respectful.

These resources contain practical tools to help create compassionate workplaces and step by step guides.

We have complemented these resources with toolkits about unconscious bias and micro-aggressions to help colleagues understand the impact these can have.



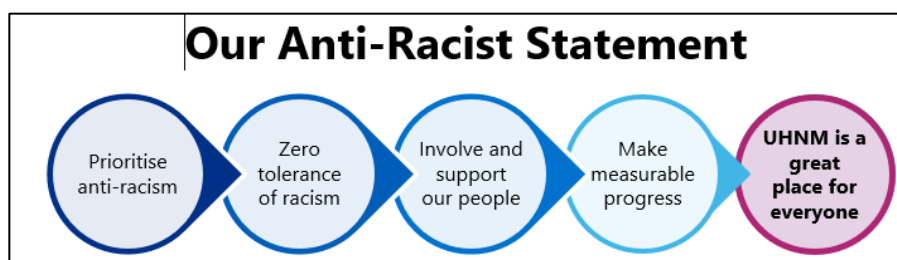
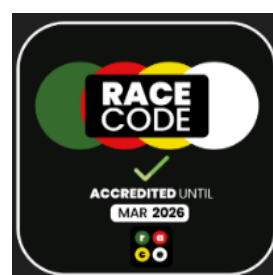
Images from one of our Being Kind training sessions, below, held in June 2023, and the 7 guides for employees to help create compassionate team working and to address any workplace issues respectfully and effectively.



Taking an Anti-Racist Approach

We are committed to becoming an actively anti-racist organisation and we stand firmly against racism of any form. In partnership with our Ethnic Diversity Staff Network we have created our Anti Racist statement, which you can read in full on our [website](#).

We will work actively to identify and eradicate any discriminatory practices in our organisation and to create an inclusive environment where everyone is treated with dignity and respect.



Delivering Exceptional Care with Exceptional People



We are continuing to take forward the actions identified in our Race Equality Code assessment and during 2023-24 we supported five colleagues from different roles across the organisation to be trained as WRES (workforce race equality standard) Champions, who will act as race advocates in supporting the organisation to make meaningful change in our anti-racism practice.

Priority 3: Develop a culture of inclusive and compassionate leadership

See ME First



See ME First is an initiative to promote equality and inclusivity. It is a visible signal that says that UHNM is an open, non-judgemental organisation that treats our Black, Asian and minority ethnic colleagues with dignity and respect.

This initiative forms part of our commitment to a zero tolerance for any form of discrimination and that anyone who is subjected to racism is supported to speak up and challenge this behaviour in a safe way.

Colleagues pledge to support anyone that experiences discrimination, by encouraging them to speak up and safely challenge the behaviour. Once they have done this they will receive a See Me First badge to signify they have made this commitment and ensure their support is visible to colleagues.

Hundreds of UHNM colleagues have signed the pledge since the campaign was launched during Black History Month in 2023. Below are some examples of the pledges that colleagues have made.



See ME First Pledge

This form must be completed by the person requesting a See ME First badge to show that they fully understand what wearing one means:

Name:			
Work Location:	Royal Stoke	County:	Other:
Contact email/phone:	@uhnm.nhs.uk / Tel:		

Why wear a See ME First badge?

I confirm that I understand by wearing this See ME First badge I am:

- Making a visible commitment to actively create an open, non-judgemental and inclusive culture at UHNM by ensuring that Black, Asian and Minority Ethnic colleagues are treated with dignity and respect.
- I am signifying that I uphold UHNM's Values and Being Kind Compact to be inclusive, compassionate and respectful.
- I am signifying that colleagues can come to me for support and advice on how to safely challenge discriminatory behaviour.

What can I do to make a positive difference?

I will be visible as a colleague who will **listen** to other colleagues who have been subjected to discrimination or need advice and information or just a friendly ear.

I will encourage colleagues to **speak up** safely through the appropriate channels if they have experienced discrimination.

I will signpost colleagues to the **support** available to them on the See ME First intranet page.

"I will be proud to support this campaign and I truly believe in seeing people as unique individuals rather than through bias and prejudice. Everyone deserves to be treated with respect and dignity"

"I think it is very important to show solidarity and support for an all-inclusive workplace"

"I will challenge any Discrimination and racist Behaviour"



Welcoming new International Nurses who arrived just before Christmas



Our Spiritual, Pastoral and Religious Care Centre welcomed over 40 international nurses at a 'Christmas in Your Country' event at the Spiritual, Pastoral and Religious Care Centre, at Royal Stoke. The event was inspired by Georgina Coster, a Staff Nurse in Critical Care and supported by the Corporate Nursing team.



Christmas can be a difficult period for our international colleagues, who can be new to the UK and are away from their families. Thanks to the generous donations to our UHNM SPaRC Chaplaincy Food Drop In we were able to provide bags of food to help our new colleagues settle in over the festive period.

Celebrating Iftar

More than fifty colleagues attended a free iftar gathering to mark the month of Ramadan. Ramadan, when Muslims fast from dawn until sunset is a time for spiritual reflection and sees Muslims from around the world refrain from food and drink, including water, during daylight hours. Iftar is the meal that takes place when Muslims break their fast, immediately after sunset.

The event saw staff from across the Trust gather for prayer and then food to break their fast. The event was organised with support from UHNM Charity, UHNM SPaRC team and our partners Sodexo. Members of UHNM's Executive Team, including Chief Executive Tracy Bullock, not only attended but fasted for the day.



Sadaf Butt from the People Directorate said: "We organised this iftar gathering not just to break our fast together, but also to foster a sense of belonging and inclusion among our colleagues during this holy month. As we came together in unity, we envisioned a future where we embrace compassion and inclusivity, in making UHNM a great place to work where all are welcomed, valued, and celebrated.

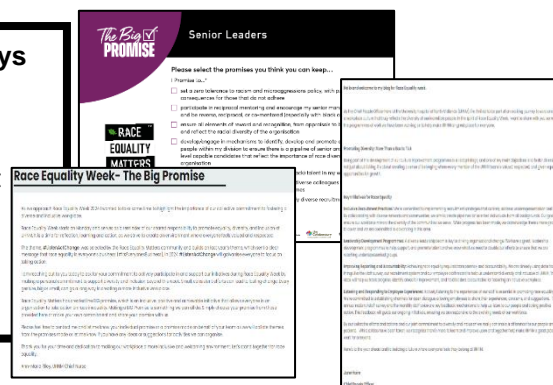
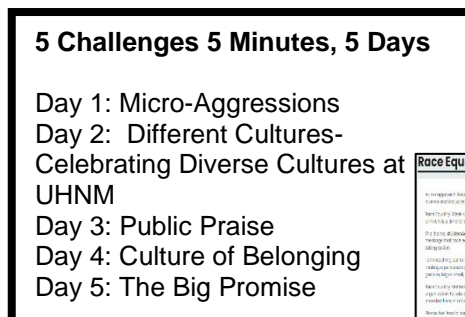
Cultural days celebrating our diverse workforce

We are incredibly proud of our multinational workforce, and teams make time to celebrate and learn about other cultures with cultural events. Here are some images from the Ward 201 and EAU events from July 2023, and PACU in September 2023.



Race Equality Week – February 2024

We used February's Race Equality Week to help colleagues to educate themselves about racism and race equality, including 'Race Equality Matters' 5 Day Challenge, a series of 5 minute learning exercises to enhance understanding and allyship. Our Chief Nurse and Chief People Officer also shared their thoughts through a blog, and also explaining why the 'Big Promise' (a personal promise of a commitment to anti racism action) is so important:



Pride Month 2023

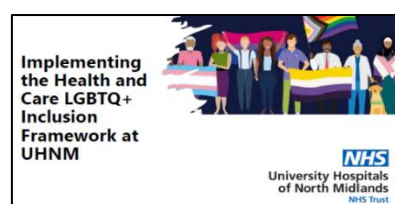


In support of Pride Month 2023 we unveiled our new LGBTQ+ inclusion banner at the Royal Stoke Hospital. The banner shows 21 different flags and is a great way of celebrating and appreciating diversity and a visible message that everyone is welcome at UHNM and will be treated with respect as an individual.

Lisa Thomson, Director of Communications and Charity and Executive Sponsor of the LGBTQ+ Staff Network said "It is fantastic to see our message 'Everyone is Welcome Here' proudly displayed in the main entrance at Royal Stoke Hospital. Unveiling it in Pride month is really important as we need to actively show our support for colleagues from LGBTQ+ communities. Both the colleagues we work with and the people we care for come from a wide range of background and represent many different communities. It is important we celebrate our differences and work together to ensure everyone is made to feel welcome."

UHNM also participates in the Rainbow Badge Project, and thousands of our colleagues wear NHS Rainbow Badges, an initiative that gives our staff a way to show that UHNM offers open, non-judgemental and inclusive care for patients and their families who identify as LGBTQ+.

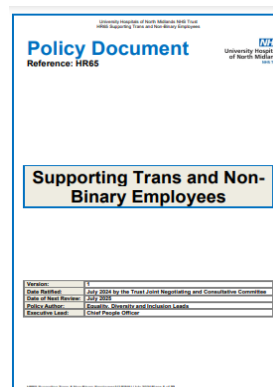
You can read how UHNM has implemented the Health and Care LGBTQ+ Inclusion Framework [here](#)



Trans & Non Binary Inclusion

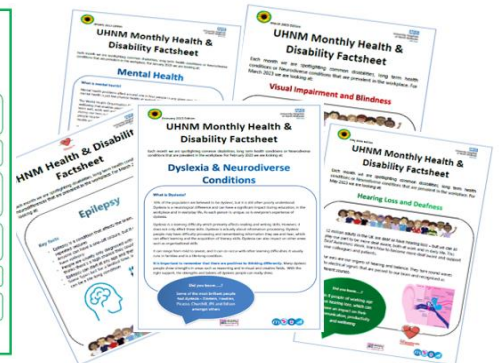
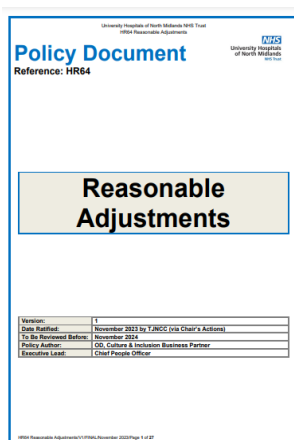
Our LGBTQ+ Staff Network has led the work in updating our Trans & Non Binary Employee Policy and support for colleagues and line managers.

The Network has also worked in collaboration with the Staffordshire & Stoke on Trent Integrated Care System Staff Psychological Wellbeing Hub in the development of a LGBTQ+ Toolkit.



Workforce Disability Inclusion

We were delighted to secure Disability Confident 'Employer' status following a self-assessment review by our Disability & Long Term Conditions Network. It is really important that our colleagues recognise the improvements we have made in our Workforce Disability Equality Standard (WDES) indicators and agreed that as an organisation we are meeting all the requirements and commitments of a Disability Confident Employer.



We introduced our new Reasonable Adjustments Policy during Disability History Month in November 2023. The policy has been co-created with our Disability & LTC Staff Network and is designed to formalise our commitment to supporting colleagues with the workplace adjustments they need and ensuring a consistent approach across the organisation.

Disability Champions are a confidential peer support for colleagues to access for help and support regarding the reasonable adjustments process, as well as a buddy for new starters at UHNH and we have further increased the number of Champions during the year.



Disability Inclusion Conference

The Disability and Long Term Conditions Staff Network, in partnership with the People Directorate hosted the first UHNM Workforce Inclusion Conference. Our Chief Executive Tracy Bullock, as Executive Sponsor of the Network opened the Conference and over 300 colleagues from across the organisation attended to hear guest speakers covering topics such as Neurodiversity, reasonable adjustments and Access to Work, followed by break out discussions.



Mental Health First Aiders

Thirty colleagues have volunteered to undertake specialist mental health awareness training, which enables them to be mental health advocates for colleagues across the Trust.



Our Connects Leadership Development is a structured programme of masterclasses which cover essential leadership and improvement development with individuals having the opportunity to utilise psychometric profiling and the Healthcare Leadership 360 feedback tool.

Inclusive leadership is one of the 8 Masterclasses that form the programme, which is designed to equip participants with an understanding of anti-racism and how bias impacts in all areas of leadership and the tools to be an inclusive leader.



The Enable programme is mandatory for line managers and is based on an appreciative Inquiry approach using a behaviour change model to nurture Inclusive, appreciative leadership within UHNM. EDI is a strong element of the programme, with colleagues engaging in conversation about the different experiences of our workforce, the impact of discrimination, and the importance of creating a sense of belonging for all.

To date over 1,300 staff have completed the programme, and 58% of line managers.



Sexual Safety

Sexual Safety at UHNM

Here at UHNM we commit to a zero-tolerance approach to any unwanted, inappropriate and/or harmful sexual behaviours towards our workforce. We commit to:

- 1 Working to eradicate sexual harassment and abuse in the workplace
- 2 Promoting a culture that fosters openness and transparency
- 3 Taking an intersectional approach to the sexual safety of our workforce
- 4 Providing support for those who experience unwanted or inappropriate sexual behaviours
- 5 Clearly communicate standards of behaviour
- 6 Ensuring appropriate, specific, and clear policies are in place
- 7 Ensuring appropriate, specific, and clear training is in place
- 8 Ensuring appropriate reporting mechanisms are in place for those experiencing these behaviours
- 9 Taking all reports seriously and appropriate and timely action will be taken in all cases
- 10 Capturing and sharing data on prevalence and staff experience transparently

Have you experienced sexual misconduct in the work place? Speak to your line manager, a Freedom to Speak up Guardian, the People Directorate (HR & OD teams) an Employee Support Advisor, or Trade Union/Professional Body.


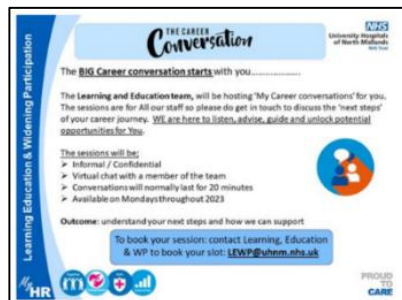
We all have a responsibility to ourselves and our colleagues and must act when we see or are concerned about sexual misconduct.

UHNM was one of the earliest Trusts to sign up to the NHS Sexual Safety Charter. Launched by NHS England in September 2023, signatories to the charter commit to taking and enforcing a zero-tolerance approach to any unwanted, inappropriate and/or harmful sexual behaviours within the workplace, and to ten core principles and actions to help achieve this. It is expected that signatories will implement all ten commitments by July 2024.

We have been working through the actions including reviewing our policies and processes, the support available for colleagues and identifying training needs. This work is being led by a Sexual Safety Task & Finish Group.

Priority 4: Ensure that people are recruited, trained and promoted according to their abilities and in the proportions one would expect for the populations represented

Apprenticeships and Career Conversations

Our Learning, Education and Widening Participation team continue to support colleagues to develop their careers by offering career coaching conversations and helping identify suitable learning opportunities, such as the wide range of apprenticeships available and also assist with applications and interview skills.

The work experience offering also includes virtual work experience. This on-demand programme is an opportunity to meet more of our amazing staff in recorded webinars and find out what it is like to work in an acute hospital.



UHNM supporting more than 70% of young people with disabilities find paid employment

A life-changing employment focused education programme at UHNM which aims to give young people with educational needs and disabilities the opportunity to get 'hands on' experience in the workplace has been recognised for its employment outcomes.



The Project SEARCH programme at UHNM gives 18 to 24 year olds with disabilities and learning difficulties the opportunity to work at Royal Stoke University Hospital and County Hospital to gain vital experience to help with future employment prospects, independence and confidence.

The joint initiative between UHNM, Newfriars College and Sodexo achieved 86 percent employment for UHNM's 2022 graduates. At the Annual Project Search Conference, UHNM was recognised for this important work. The awards are given to organisations which have achieved more than 70 percent employment outcomes for the academic year.

Stephanie Sale, Head of Careers and Supported Employment at UHNM, said: "Since the programme started at UHNM our interns have gone from strength to strength. Every year the students blow us away and it is so rewarding watching them grow and develop throughout their placements and into paid work. Our students make a fantastic contribution to the work place and this award celebrates their commitment."

UHNM has been achieving great success with Project SEARCH since 2018 and has helped 21 young people secure paid work, 17 of which were taken on by UHNM and Sodexo. Lorraine Whitehead, Director of Estates, Facilities and PFI at UHNM, said: "It is absolutely fantastic that UHNM have been recognised for the great work they do alongside Project SEARCH. I am so proud of all of the work our students do and their drive and determination shines through. The project opens so many doors for our students and I am extremely proud that we are able to facilitate this at UHNM."



Inspiring the next generation of healthcare professionals during National Career's Week

Colleagues from across UHNM have come together to inspire the next generation of healthcare professionals. The Learning and Development Team and colleagues from across our clinical teams attended a careers event at Adams Grammar School in Newport, Shropshire during National Career's Week.

Dr Stephen Merron Consultant Anaesthetist said: "Thanks to colleagues from across UHNM for coming to support this event and helping to inspire young minds in our communities. They were all excellent ambassadors for UHNM and I was really proud to stand alongside them and listen to the ways they enthused the students in different aspects of our healthcare system."



Sonya Wilson from Adams Grammar School added: “Thank you to the team from UHNM for their wonderful contribution to our event. It was so powerful for our pupils to have the opportunity to hear from such a diverse range of staff representing their area of specialism with such enthusiasm and expertise”

Monitoring the ethnic diversity of our senior leadership

	BAME Headcount at 31.03.24	Model Employer Target
Band 8A	32	38
Band 8B	6	10
Band 8C	2	4
Band 8D	1	2
Band 9	0	1
VSM	1	1

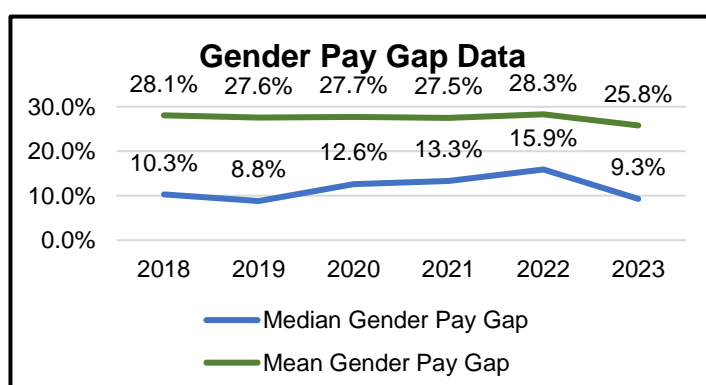
Our progress against the NHS England Model Employer Aspirational Targets for Black, Asian and Minority Ethnic (BAME) representation in senior leadership roles continues in a positive trajectory.

Increasing diversity in our leadership remains a priority area for us, as we recognise that there is disparity in representation across pay bands. Our latest Workforce Race Equality Standards (WRES) shows that ethnically diverse representation is increasing in all pay band clusters, but progress is slower in senior positions.

Each of our divisions monitor their race disparity ratio (the differential in representation between white and BAME colleague progression rates) as part of their EDI Dashboard, which include a range of key performance indicators of workforce inclusion.

Gender Pay

Our 2023 Gender Pay Gap shows an improvement in five of the six metrics. There has been a 6.6% reduction in the median pay gap and a 2.5% reduction in the mean pay gap. This improvement has been driven by an increase in female representation in the upper-middle and upper pay quartiles.



The main factor in our gender pay gap is that there is a higher proportion of men in higher pay quartile roles. Women represent 77% of the workforce, and yet represent only 64.5% of the upper pay quartile, whilst men represent 23% of the workforce but are over-represented in the upper pay quartile at 35.5%.

We are working with our newly established Women’s Network to listen to our colleagues to understand the barriers and the support we need to put in place to see women represented equitably across all roles at UHNM, and to make flexible working a reality for all our colleagues.

Reflections and looking ahead

There has been plenty to celebrate and be proud of in our EDI achievements during the year, but it is clear that there remains much to do to tackle inequalities. We acknowledge that we have not seen the desired improvement in colleague experiences that we would want, and we know that by creating a workplace that enables all of our people to reach their potential and to thrive is directly linked to the healthcare experiences and outcomes of our patients.

We are publishing this report at a time where civil unrest in our communities has brought into sharp focus the impact of racism and discrimination and the barriers that marginalised groups face every day.

We recognise that bold and focused action is required to achieve our ambition to address inequalities wherever they may arise and provide the best possible outcomes to both our patients and our colleagues. With one more year left of our current EDI Strategy, we have streamlined our priorities for the coming year to ensure that the required level of focus is targeted at actions that will have the most impact.

Our Equality, Diversity and Inclusion priorities for 2024-25

We have identified the following priority actions for 2024-25:

Patients:

- Colleague awareness and understanding of caring for trans and non-binary patients and service users
- Focus on increasing Volunteer opportunities for marginalised groups to support access and inclusivity
- Emphasis on recording protected characteristics within formal complaints to support with identifying particular themes and trends to focus on improvements
- Feedback surveys to be provided in a range of alternative languages and formats such as “easy read”

Workforce

- Debiasing recruitment & selection processes
- Improving equity in career development and promotion
- Tackling harassment, bullying and abuse of all colleagues from all sources
- Embedding the Reasonable Adjustments Policy and processes and empowering colleagues to have positive and confident conversations about long term conditions
- Increasing awareness and support for colleagues with neurodifferences
- Taking forward our Sexual Safety work
- Implementing the recommendations from our Flexible Working review



We have strengthened the governance around our EDI activities, with the establishment of an EDI Steering Group to enhance the reporting and assurance framework. Progress against our EDI strategy and the priorities above will be measured by our patient satisfaction metrics, and improved performance in the 2024 National Staff Survey, 2025 Workforce Race Equality Standard and Workforce Disability Equality Standard submissions and the monitoring of other relevant metrics.

Appendices

- Service User and Workforce Demographic Report

Contact:

For more information about Equality, Diversity and Inclusion please contact our Organisational Development, Culture and Inclusion Team at people.od@uhn.nhs.uk



Appendix to the UHNM Annual Equality, Diversity and Inclusion Report 2023-24

Workforce and Service User Demographic Information



Delivering Exceptional Care with Exceptional People



Workforce and Patient Demographic Data 2023-24

Thank you for reviewing our organisational diversity and inclusion data. By monitoring our workforce and service user demographic data it helps us to understand better the people who work for us and those that we provide a service to, to help us ensure that we provide the best possible working environment and meet the needs of our patients and service users.

By providing this information it is also one of the ways in which we demonstrate our requirements under the Equality Act, and the associated Public Sector Equality Duty.

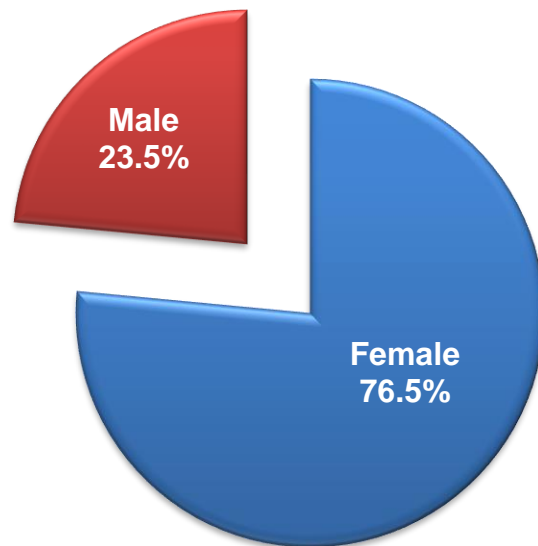
Please note that the workforce data is based on our regular workforce in post on 31st March 2024 (i.e. excludes bank staff, agency workers and third party contractors).

Our service user data is based on information held in our electronic patient system which has recorded activity during 2023-24.

This data is intended to prompt discussion about how inclusive we are as an organisation. Please contact the Equality and Inclusion team at UHNM for further information or to ask a question: charlotte.lees@uhnm.nhs.uk

Workforce Profile: Gender

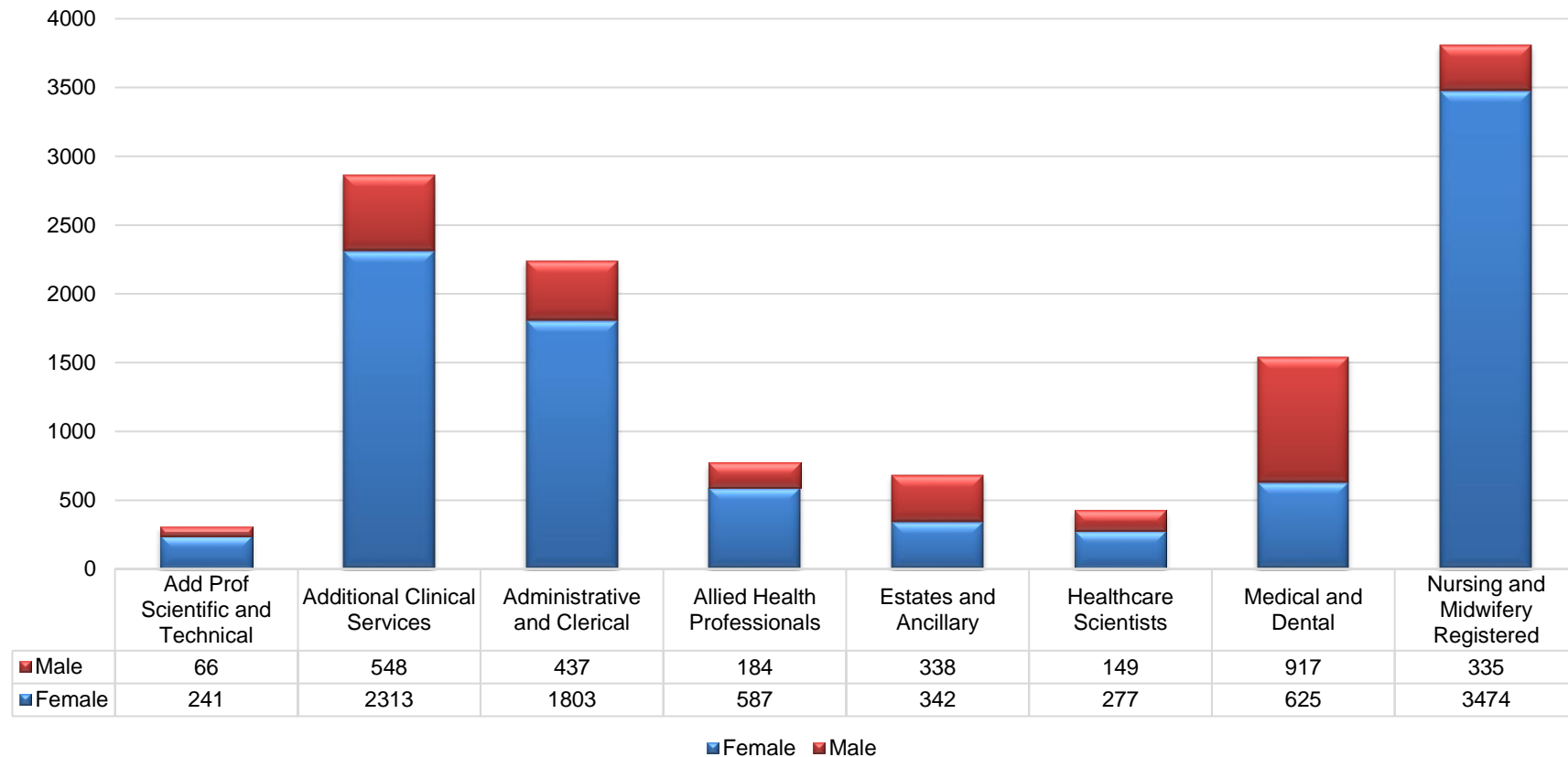
Workforce by Gender



Our workforce is predominately female, matching the national profile of the NHS.

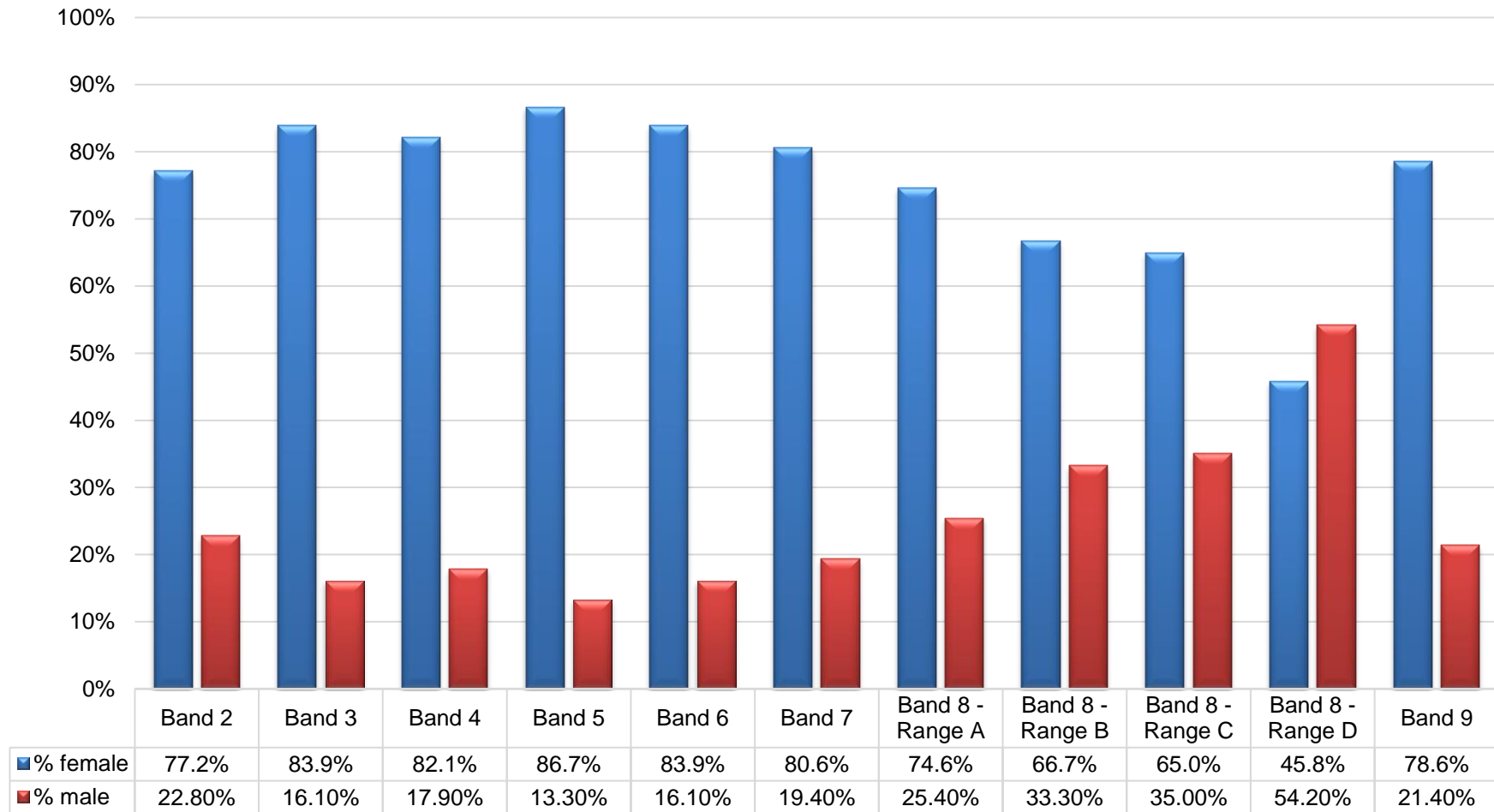
We report every year on our Gender Pay Gap, and you can read the report on our website.

Workforce Gender by Professional Staff Group

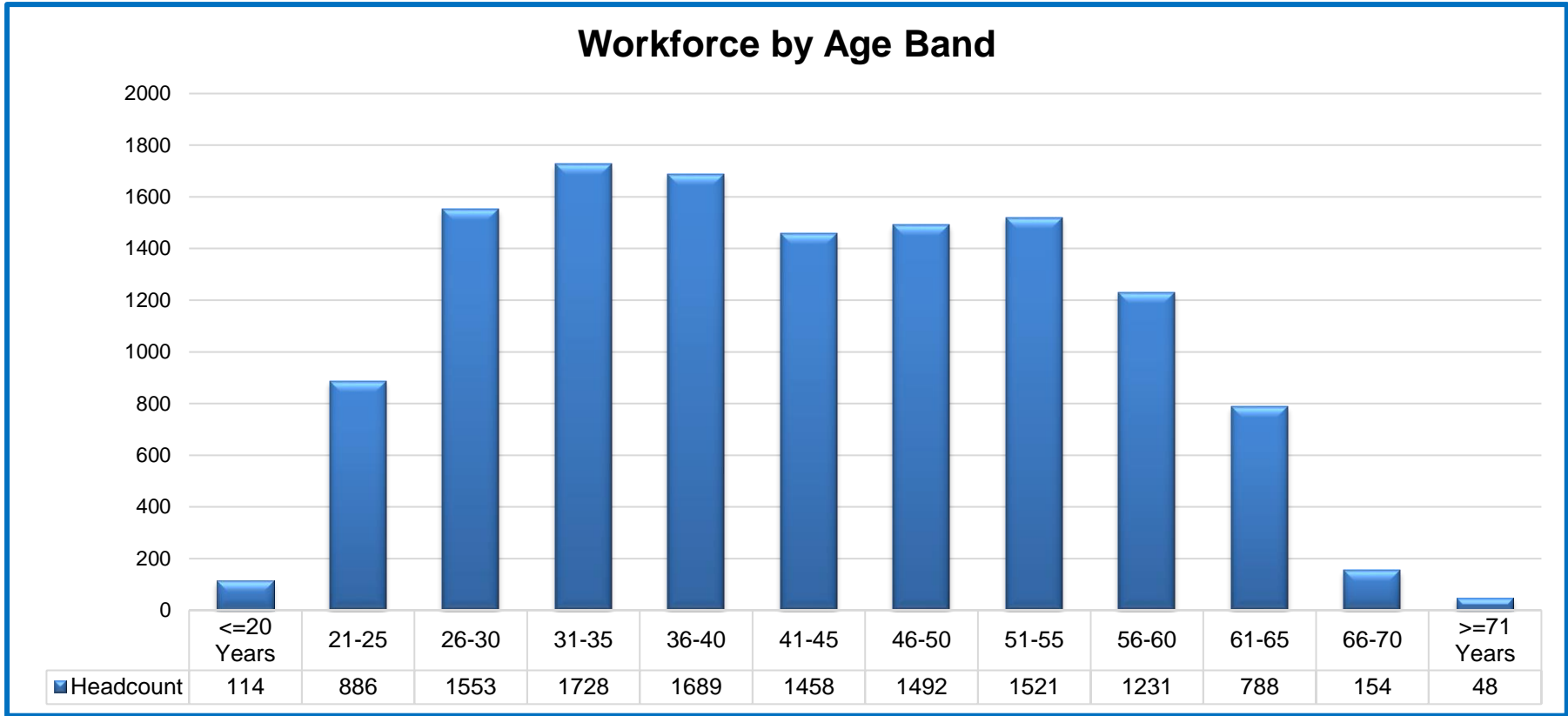


As an organisation we are increasingly moving towards greater recognition and inclusiveness of all gender identities, however these are not yet reflected on the national Electronic Staff Record.

Workforce Gender by Agenda for Change Pay Bands



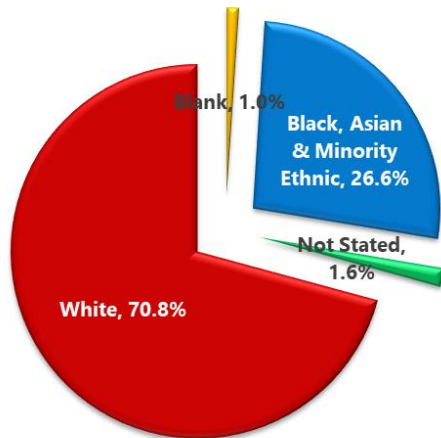
Workforce Profile: Age



Our workforce is well distributed across the age ranges, with smaller numbers in < 25 years reflecting degree entry requirements for many clinical roles.

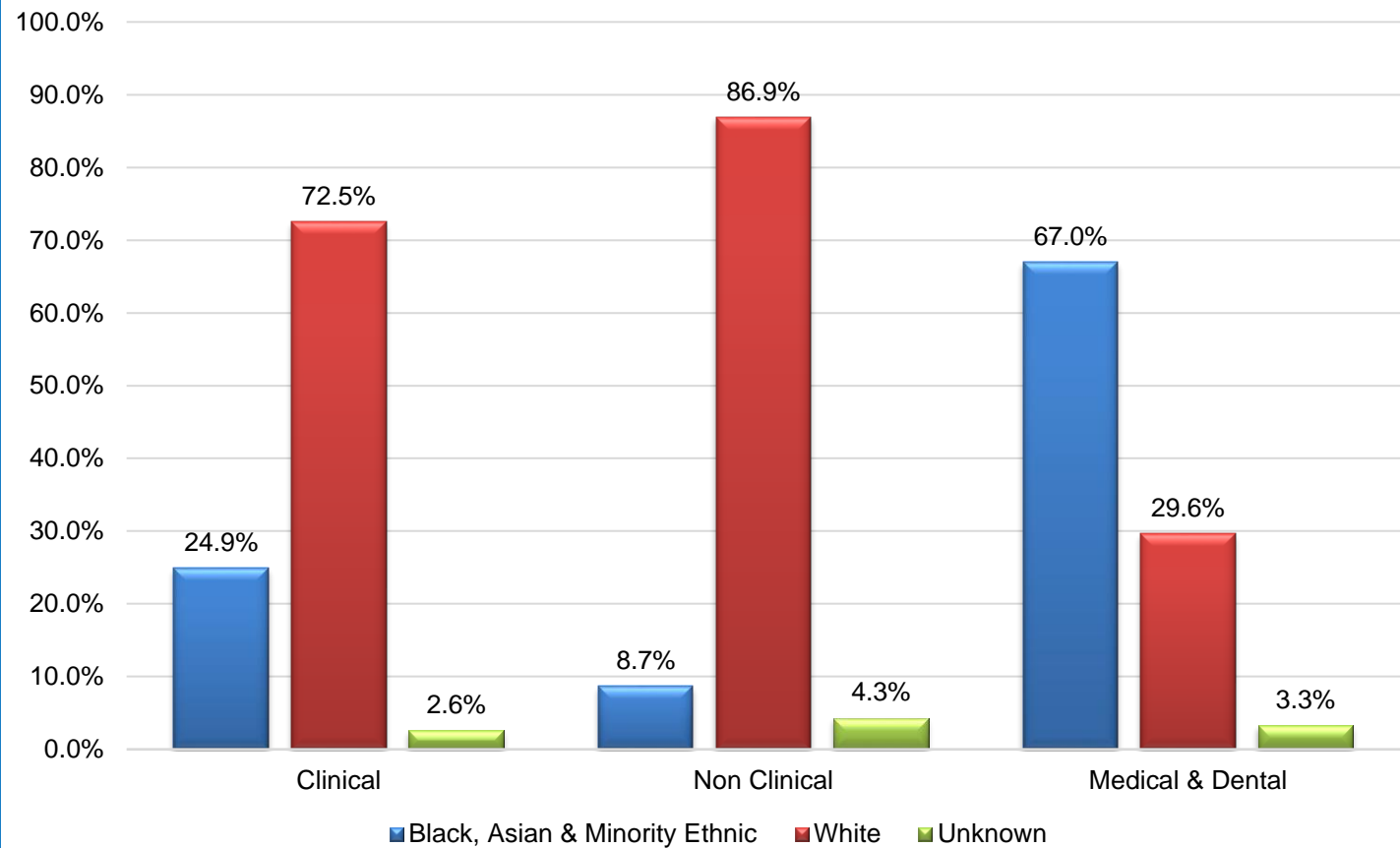
Workforce Profile: Ethnicity

Workforce by Ethnic Group



Nearly 27% of our workforce is from a Black, Asian or minority ethnic background, a 6% increase on the previous year.

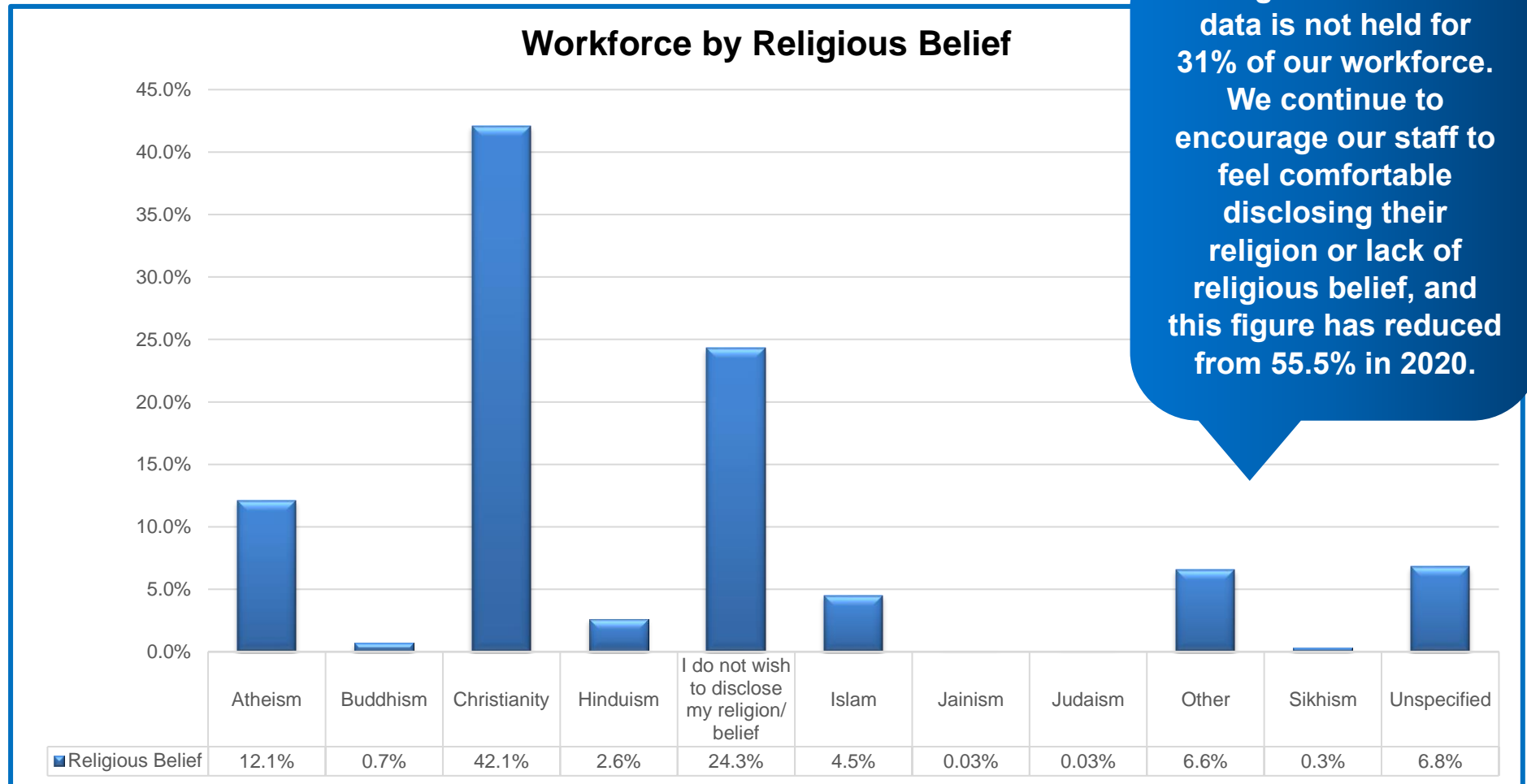
Workforce Ethnicity



Nationality and headcount:

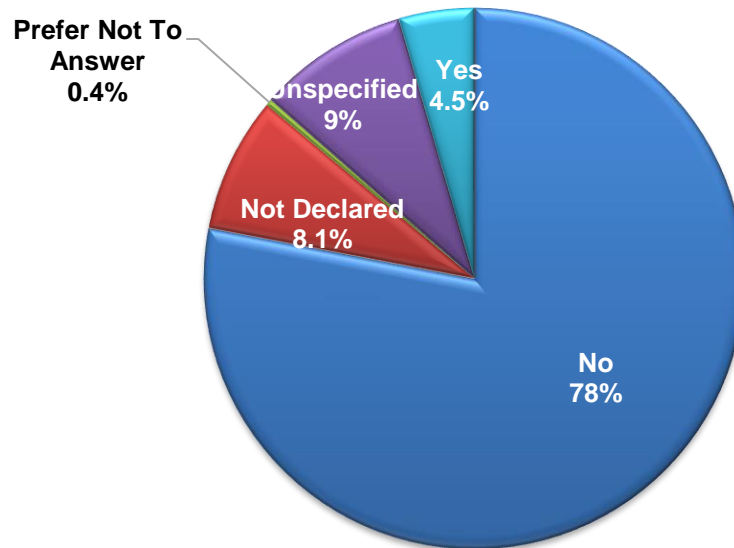
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Workforce Profile: Religion



Workforce Profile: Disability

Workforce by Disability Status



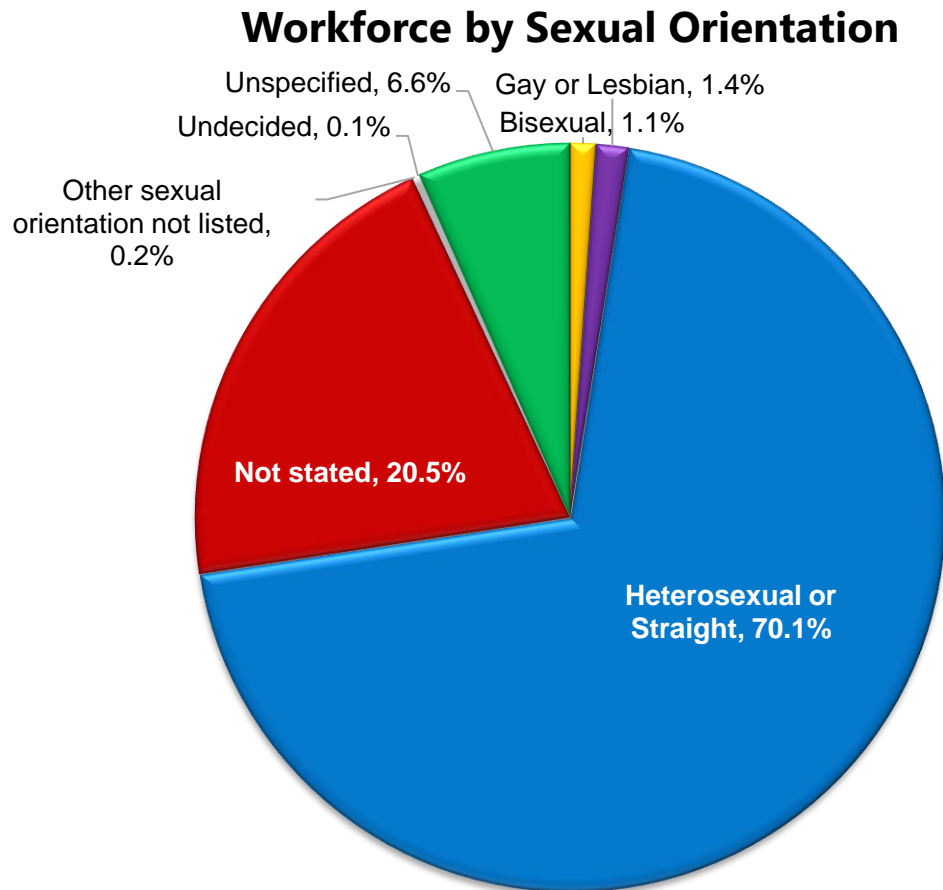
Learning disability/difficulty	20.2%
Long-standing illness	33.1%
Mental Health Condition	9.8%
Other	12.4%
Physical Impairment	7.2%
Sensory Impairment	7.4%
Yes - Unspecified	9.8%

Where colleagues have shared their disability status, the category is listed here. We have seen the greatest increase in colleagues sharing that they have a learning difference.

4.5% (571 people) have shared that they have a disability on ESR, this is an increase of 0.9% (or 147 people) on last year. In comparison nearly 27% of respondents in the 2023 Staff Survey stated they held a physical or mental health condition or illness lasting or expected to last 12 months or more.

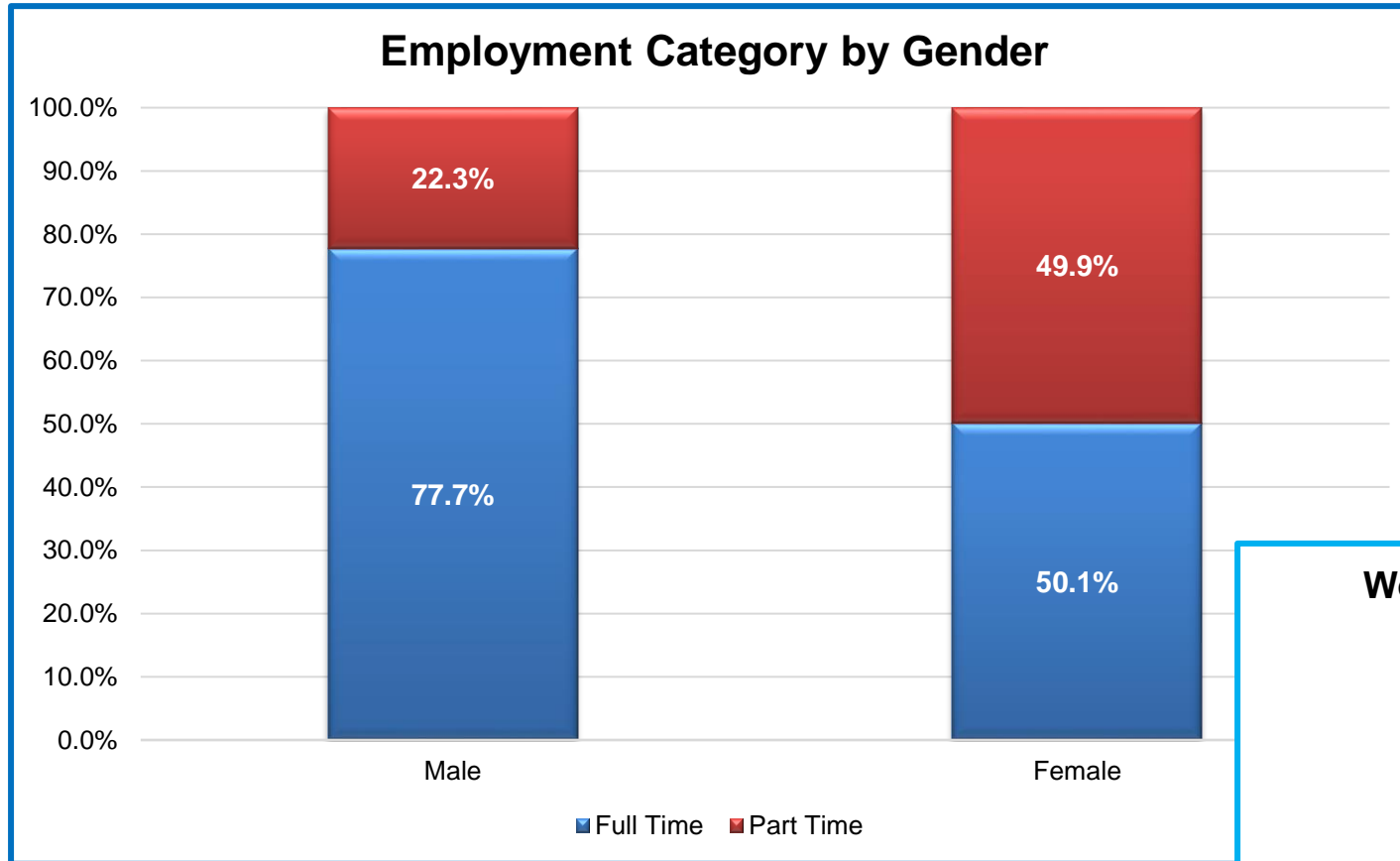
The number of records where staff have not disclosed their disability status has improved from 34.6% in 2020 to 17.4% in 2024. We are working to close this gap further by raising awareness of disability and encouraging colleagues to feel comfortable and safe to disclose a health condition.

Workforce Profile: Sexual Orientation

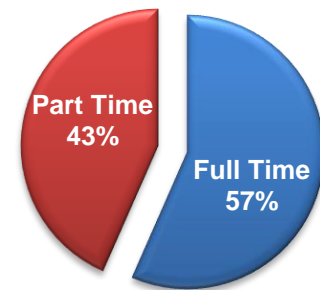


We have a gap of 27% where no sexual orientation status is recorded by colleagues on ESR. This has reduced from 32.8% last year. 3.8% of our workforce identify as Lesbian, Gay or Bisexual (LGB), when the unknowns are excluded. This compares to national census data that approximately 3.2% of the population of England is LGB.

Workforce Profile: Full Time/Part Time

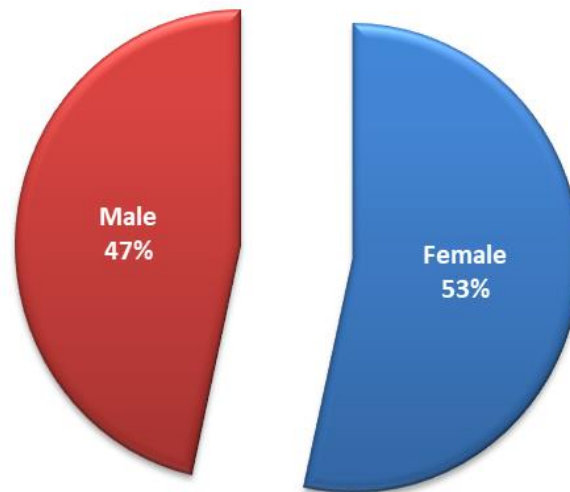


Workforce by Contracted Hours



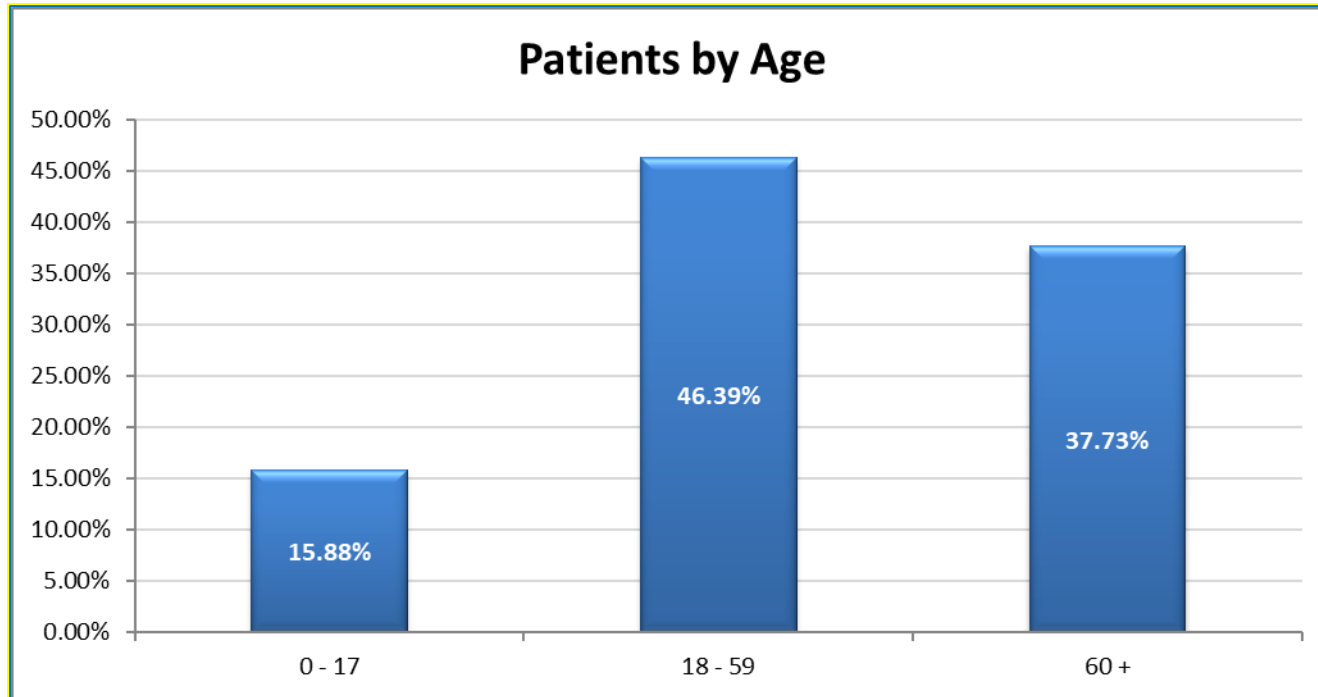
Patient Profile: Gender

Patients by Gender



	Female	Male	Indeterminate	Not Specified	Unknown	Grand Total
%	53.45%	46.49%	0.02%	0.01%	0.03%	100.00%
Number	178397	155153	74	47	84	333755

Patient Profile: Age

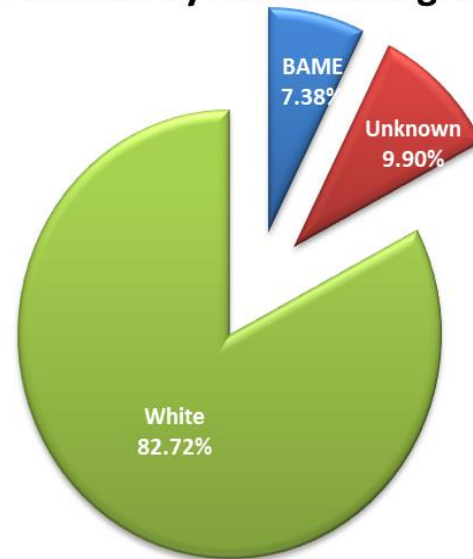


**16% of patients
accessing our
services were aged
either 17 years or
younger and 37% over
60 years.**

Age Band	0 - 17	18 - 59	60 +	Grand Total
%	15.88%	46.39%	37.73%	100.00%
Number	53012	154820	125923	333755

Patient Profile: Ethnicity

Patients by Ethnic Background



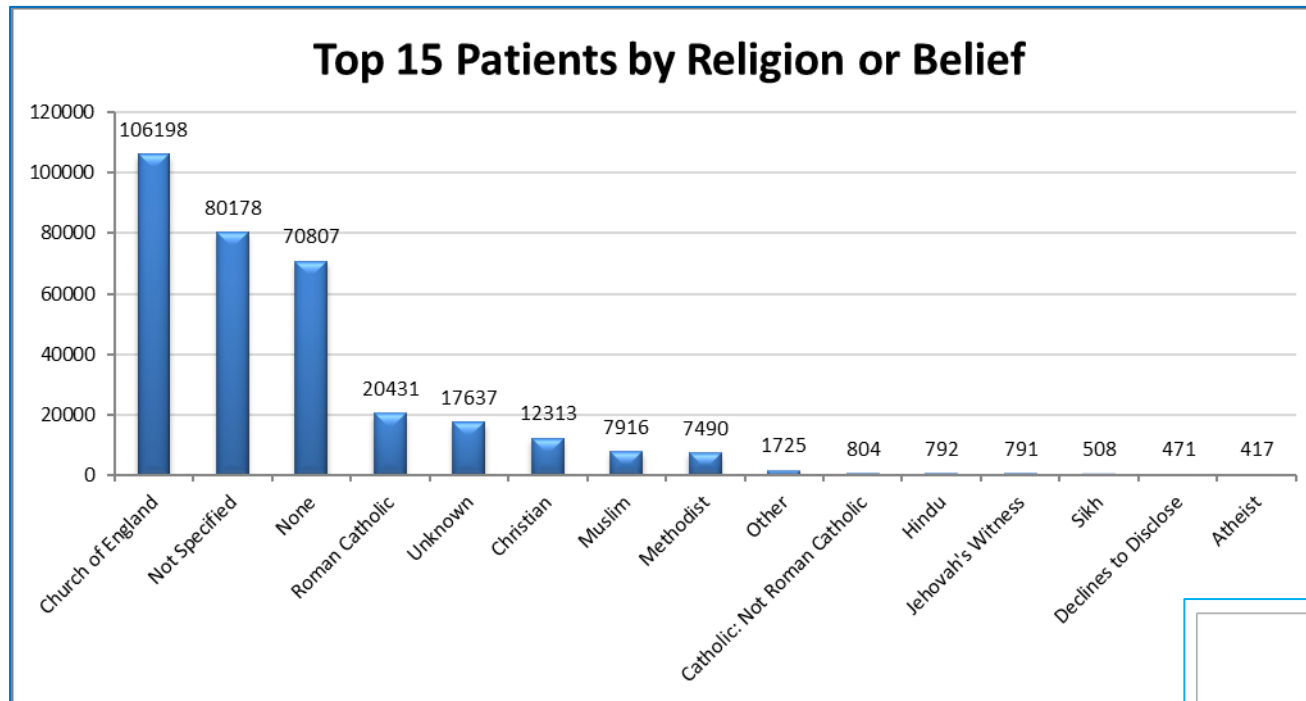
According to the 2021 census there is an ethnically diverse population in Staffordshire of 6.3%, and this increases to 16.6% in Stoke on Trent.

Ethnic Background – Detail

Ethnicity	Total Patients	Percentage (%)
African	2850	0.85%
Any Other Asian Background	2953	0.88%
Any Other Black Background	1024	0.31%
Any other ethnic group	3088	0.93%
Any Other Mixed Background	2965	0.89%
Any other White background	6311	1.89%
Bangladeshi	656	0.20%
Caribbean	536	0.16%
Chinese	614	0.18%
Indian	2846	0.85%

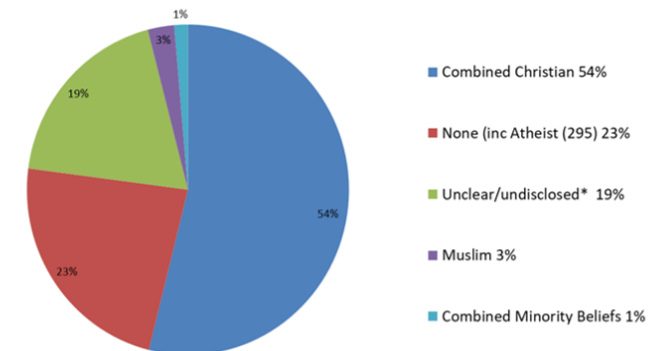
Not Set	26	0.01%
Not Specified	11609	3.48%
Not Stated	9607	2.88%
Pakistani	7085	2.12%
Unknown	11810	3.54%
White & Asian	1486	0.45%
White & Black African	861	0.26%
White & Black Caribbean	981	0.29%
White British	265431	79.53%
White Irish	1016	0.30%
Grand Total	333755	100.00%

Patient Profile: Religion



This chart shows the most common responses received from our patients when asked to declare their religion or belief.

Our Spiritual, Pastoral and Religious Care service records requests for their support to patients and for the year 2023-2024 the data shows Christian faith to be the most frequently requested religious support From inpatients and their families.



UHNM Total Inpatient Episodes by Belief

April 1st 2023 – March 31st 2024.

