



Devon Partnership NHS Trust

Equality, Diversity and Inclusion

Annual Report

2019



Supporting you to live well

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“ Together we are challenging
discrimination and stigma and
championing recovery, inclusion
and wellbeing ”

Foreword

Foreword from the Trust Non-Executive Lead for Equality, Diversity and Inclusion, Gerry Marshall and Executive Director Lead for Equality, Diversity and Inclusion, Laura Hobbs.

The Devon Partnership NHS Trust Board is committed to establishing a culture of inclusion and respect throughout the organisation towards all people using services, relatives, carers, staff and the wider public.

We continue to work together to demonstrate compassion to one another and to challenge and redress any experience of inappropriate discrimination or unequal treatment.

We want everyone's experience of Devon Partnership NHS Trust to be characterised by a sense of belonging, fairness, safety and support.

We want everyone to feel able to bring their whole selves to their care, their treatment and their employment with us. We want to enable people to be open about their individual characteristics and feel safe to do so.

Together, we should feel able to have pride and celebrate our diversity in every aspect of our contact within the organisation.



Gerry Marshall

Non-executive Lead for Equality,
Diversity and Inclusion

Laura Hobbs

Director of Corporate Affairs with
Executive lead for Equality, Diversity and Inclusion

Introduction

The Equality, Diversity and Inclusion Annual Report summarises the work Devon Partnership NHS Trust is doing towards achieving its aim of ‘challenging discrimination and stigma and to champion recovery, inclusion and wellbeing’.

It outlines the positive progress we are making across our services to ensure equity of access, experience and opportunities for employment. We continue to strive to meet the needs of disadvantaged groups and those that share protected characteristics. This includes all people who use our services, their relatives and carers and the staff that work within our organisation.

We are proactively working with the wider community to develop how we can best engage with communities that are harder to reach and those who are perhaps struggling to access or engage with our services.

As a public sector specialist mental health and learning disability service provider, we must comply with the Public Sector Equality Duty (S149) held within the Equality Act (2010), which states that

‘public authorities must recognise and act on their responsibilities in working to:

- 1. Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act***
- 2. Advance equality of opportunity between people who share a protected characteristic and those who do not***
- 3. Foster good relations between people who share a protected characteristic and those who do not.’***

This Equality, Diversity and Inclusion Annual Report will demonstrate our annual progress against each of the three responsibilities and demonstrate our commitment to an equal and inclusive society.



“What’s it got to do with you?”

Our use of data and information

Throughout this report, we refer to important equality monitoring information about the people who use our services, the Devon population and our workforce.

When you join our organisation, either for care and treatment or employment, we ask you questions about personal details, including protected characteristics such as your age and sexual orientation. This is known as equality monitoring information. Sometimes people are concerned or confused as to why we ask for this type of information and are not sure why we would need to know.

Any information you provide is held securely and confidentially on our electronic patient or staff record systems. The data when extracted for analysis in reports such as this one, is anonymous. We have to comply with strict rules in managing and using people’s personal information.

We analyse the anonymised information to identify and respond to any issues affecting groups which share certain protected characteristics, or identify as part of certain groups. For example, we have recognised there are lower numbers of people locally from the LGBTI+ community accessing depression and anxiety services compared to the National average, although we know that the prevalence of depression and anxiety is particularly high across the LGBTI+ community.

We want to ensure that people consistently receive high quality, effective services that meet their individual needs. To do this, we need to ensure we continue to understand what that range of needs is across our population so we can enhance and develop our services in order to meet growing and changing.

We use data and information in relation to a range of national standards relating to workforce equality that we are required to meet annually. These are currently:

- Equality Delivery System (v2) assessment
- Workforce Race Equality Standard (WRES)
- Gender Pay Gap (GPG)
- Workforce Disability Equality Standard (WDES).

The only standard currently in place for people using services is the Sexual Orientation Monitoring Standard for patients (SOMS) which is currently not mandatory, but we continue to analyse and report against it to ensure our services are high-quality and inclusive for all.

Equality Delivery System (v2)

We are required to complete an Equality Delivery System 2 (EDS2) assessment each year. The original Equality Delivery System (EDS) was built by the NHS for the NHS, to help NHS Trusts review and improve equality and inclusion approaches to support people with characteristics protected by the Equality Act 2010. EDS2 is a mandatory assessment tool and is most effective when undertaken in partnership with people using services, and staff, as this enables us to identify what our priorities should be. It shows people what we are doing and how well they believe we are doing it. It also enables us to compare our performance against other organisations.

At the heart of EDS2 are 18 outcomes, grouped under four goals –

- 1) Better health outcomes,
- 2) Improved patient access and experience,
- 3) A representative and supported workforce and
- 4) Inclusive leadership.

The goals and outcomes relate to the issues that matter to people using services, the public and the workforce.

We assess goals 1 and 2 as part of the wider Devon community, working with our health and social care partners to engage with the public in thinking about how Devon's services meet our population's needs. We do this to avoid duplication as a large proportion of the Devon population will be accessing services across a number of organisations, for example their GP practice, mental health services, their local acute district general hospital, the ambulance service and social services. We assess goals 3 and 4 together with our staff; these two goals are done within individual organisations.

Together as staff, people using services and other stakeholders, we will agree a 'grade' for each of the 18 EDS2 outcomes. The four grades are:



The EDS2 goals and outcomes align to our Equality Objectives and we show these links within our full EDS2 grading, progress and evidence report.

A link to the full Devon community EDS2 grading, progress and evidence report can also be found in the Resources section.

The Equality Profile of People using our Services

We review our equality monitoring information every year and as at 31 March 2019, the total amount of people open to our clinical services was 35,213. This is an increase of 8,147 people using services from last year. All equality information that follows in this section is a snapshot as of 31 March 2019.

Ethnicity

- 24,554 (69.7%) of our patient population are white¹
- 8,715 people's records (24.7%) stated 'Not Requested', 'Not Known', 'NULL', 'Not Stated', 'Client Refused' or 'Client unable to choose'
- 922 people (2.6%), ethnicity recorded as 'Unable to Request'
- Across the remaining 1022 people (2.9%), 63 ethnicities are represented, including Mixed backgrounds, Mixed White and Asian, White Polish, Mixed White and Black African, Mixed White and Black Caribbean, Chinese, Pakistani, Iranian, Arab, Nigerian, Somali and Filipino.

¹ This figure is a combined figure of the people who stated White-British, White-English, White-Other/Unspecified, White-Any other background, White-Scottish, White-Welsh and White-Irish

Sex

The split of our patient population as at 31 March 2019 was:

- 35,213 total people using services
- 44.14% male (15,542 people)
- 55.60% female (19,579 people)
- 0.05% - 17 people had 'NULL' recorded
- 0.10% - 34 people had 'not specified' recorded, which has half of the 61 people recorded in 2018
- 0.12% - 41 people had non-binary specified for 2019.

The current clinical record does not record other gender identities. This has been fed back to the Clinical Systems Team for consideration.

Disability / Impairment / Long Term Health Conditions

We do not currently have a standard method of recording disability on our patient electronic clinical record system, CareNotes, for the purposes of equality monitoring. Development work is currently underway to ensure that we are able to report on the number of people who declare that they do or do not have a disability or whether they prefer not to say. This development work is reflected in two of our 2019-20 Equality Objectives.

However, the Bristol Dementia Wellbeing Service has been recording this information on their patient electronic record system, RiO. The service's data shows that of 2907 people using the service, there has been a decrease of people with no information recorded regarding their disability (down from 52% in 2018 to 45% in 2019).

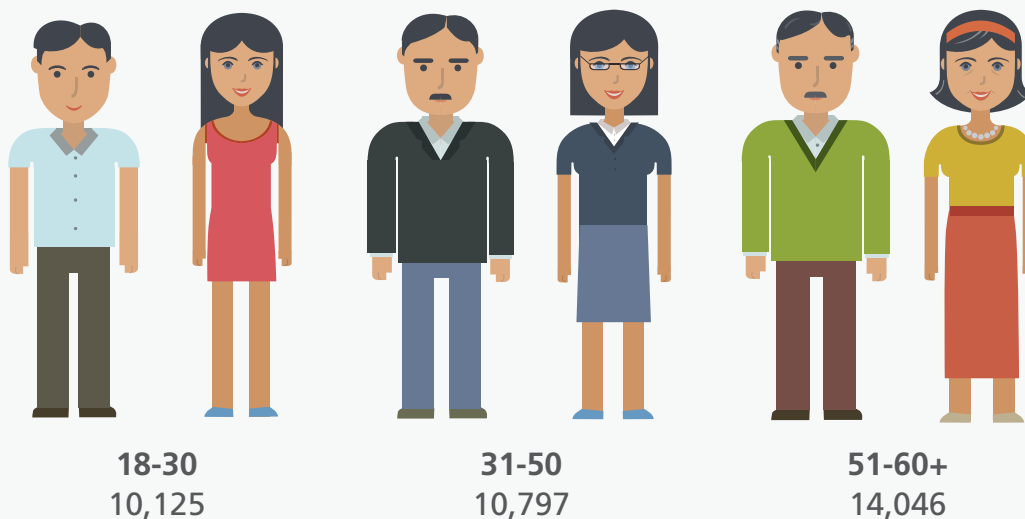
1015 people (35%) stated they have no perceived disability. 523 people (18%) stated they do have a disability. 65 people (2%) declined to respond.

Age

The Devon population is growing with the increase being seen in older age groups and those aged 39 or under remaining relatively static.

Having an aging population will bring challenges regarding demand and capacity of services across the Health and Social Care system.

Analysis of the age bandings of our patient population as at 31 March 2019 shows the following:



The largest numbers of people using services are aged 35 and under; 37.52% of the total.

Religion and Belief

- A huge proportion; 27673 people (79%) did not declare a religious belief or stated 'None', 'Declines to disclose' or the record shows 'Unknown' in any religious belief.
- The largest group declaring a religious belief were those identifying as Church of England - 2826 people (8.03%)
- 752 people (2.14%) identified as Christian
- 468 people (1.33%) identified as Roman Catholic.

Across the remaining people there were 88 religious beliefs / faiths represented, including Atheist, Agnostic, African Methodist, Spiritualist, Apostolic Church, Buddhist, Jehovah's Witness, Pagan, Humanist, Baptist, Muslim, Methodist, own belief system, Anglican and Jewish.

Sexual Orientation

Analysis of our data regarding sexual orientation shows 28,011 people – 79.5% of the total number of people using services have no recorded sexual orientation on their clinical record. This is likely to be because either people were not asked, or did not answer when asked.

The remaining 20.5% is split across the following:

- 6477 people – 18.4% declared they are heterosexual
- 214 people – 0.6% did not wish to declare their sexual orientation
- 147 people – 0.4% declared they are gay or lesbian. Nearly double the 2018 figure of 87
- 135 people – 0.4% declared they are bisexual, up from 83 people in 2018
- 211 people – 0.6% stated that they aren't sure on their identified sexual orientation or marked it as 'unknown'. This is double the 2018 figure of 107 (0.4%).

Marriage and Civil Partnership

- 13,126 (37%) of people using our services described themselves as single (including co-habiting and long-term relationships outside of marriage or civil partnership)
- 10,435 (36%) of people using our services had 'NULL', 'not known' or 'not disclosed' regarding their marital status
- 5582 (16%) of people using our services said that they are married / in a civil partnership
- 1399 (4%) of people using our services told us they are divorced or had dissolved a civil partnership
- 1578 (5%) are widowed / surviving civil partner
- 642 (2) are separated.

Gender Reassignment

While monitoring of individual protected characteristics has become an important focus across the NHS, we recognise that monitoring the number of Trans people is highly sensitive and there is a risk that if numbers are disaggregated from male / female recorded data, this could jeopardise people's privacy. The Gender Identity Research and Education Society (GIRES) suggest that most gender nonconforming people do not wish to be identifiable, even in a confidential way. Some people, but not all, feel comfortable disclosing their sexual orientation or gender identity in data collection exercises where they are identifiable.

To enhance rates of disclosure in such exercises, separate anonymous surveys can be undertaken, but these then disconnect from the main workforce and patient equality monitoring data that is used routinely for the remainder of the analysis.

“Organisations must also be aware that some people who have transitioned (where someone has taken steps to live as the gender which they identify as) do not consider Trans to be a part of their identity at all and would not use this word to describe themselves. For example, a person assigned female at birth and who transitions to male may identify as a man rather than as a Trans man..³”

³https://www.stonewall.org.uk/sites/default/files/do_ask_do_tell_guide_2016_0.pdf

The Equality Profile of Staff

As at 31 March 2019, we had 3189 staff in our workforce. All equality information that follows in this section is a snapshot as of 31 March 2019.

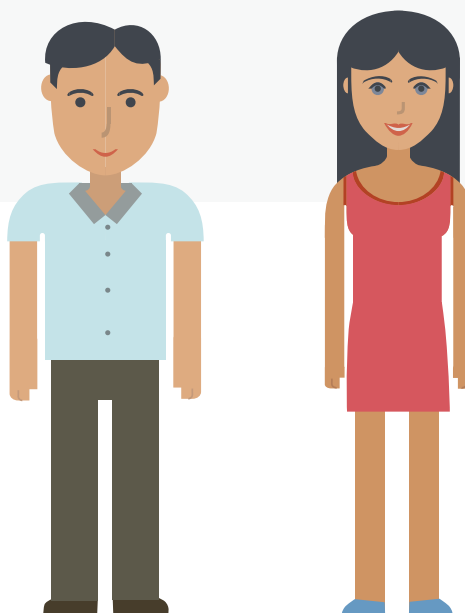
Ethnicity

- The largest ethnic group in our workforce is white British (Including English, Irish, Scottish and Cornish) – 83% (2656 staff)
- The next largest group is Asian or Asian British, a total of 42 staff (1.3%)
- The third largest group is Black or Black British (African, Caribbean or Any Other Black Background) however, this is only 24 staff (less than 1%)
- While numbers are small, the organisation employs staff of Asian, African, Chinese, Mixed, Filipino, Malaysian and 'Other' ethnic backgrounds that are not declared specifically.

Sex

The organisation's workforce in 2019 was:

- 72% female employees and
- 28% male employees.

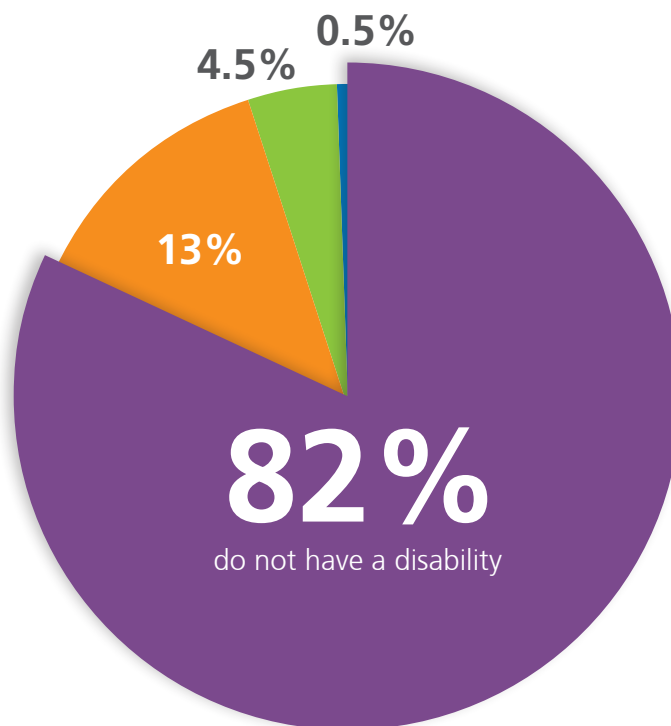


28% male employees **72%** female employees

Disability / Impairment / Long Term Health Conditions

As self-disclosed by the workforce:

- 82% (2608) declared they did not have a disability. 4% lower than 2018
- 4.5% (142) declared they did have a disability. 0.5% lower than 2018
- 13% (425) did not declare the information. 4% higher than 2018
- Less than 1% (14) stated that they preferred not to say whether they had a disability or not.





Age

- The largest workforce group is age 51-60 with 888 staff (28%), followed closely by age 41-50 with 809 staff (25%). This is a switch from 2018 which showed the largest group being age 41-50, followed by 51-60
- The next largest age groups were 31-40 years with 672 staff (21%) and 21-30 with 512 staff (16%)
- A smallest proportion of the workforce is aged 61 and above, and age 20 and below.

Religion and Belief

- The largest group described Christianity as their belief (37%). This is 2% lower than 2018
- The next largest belief was Atheism (19%)
- 22% of the workforce did not wish to declare their religion
- 10% did not identify with the major faiths and chose 'Other'
- 10% of staff had not provided any information on their religious belief
- A number of employees also held the following beliefs: Buddhism, Hinduism, Islam, Judaism and Sikhism.

Derek Weeks

Sexual Orientation

- 73% of staff stated they are heterosexual. 3% lower than 2018
- 23% did not wish to declare their sexual orientation or had not provided any information on their sexual orientation. 2% higher than 2018
- A very small proportion of employees declared that their sexual orientation was bisexual (36 staff – 1.13%) which is an increase of 10 staff since 2018.
- Gay or lesbian (66 staff – 2.07%) which is an increase of 7 staff since 2018

Marriage and Civil Partnership

- 1037 staff (33% of the workforce) described themselves as single
- 412 staff (13%) had 'not known' or not disclosed regarding their marital status
- 1387 staff (45%) said that they are married / in civil partnership
- 232 staff (7%) told us they divorced or had dissolved a civil partnership
- 33 staff (1%) are widowed / surviving civil partner
- 35 (1%) are separated.

Compliance with National Standards

During 2019 we have made positive progress with our equality, diversity and inclusion work across our services, which includes the following:

Equality Delivery System (v2) Assessment

Goals 1 and 2 have been rated as a Devon community and Goals 3 and 4 rated internally for Devon Partnership NHS Trust.

Goal	Grading	Key progress
Goal 1 - Better health outcomes	Developing	<ul style="list-style-type: none"> • New Mother and baby unit and new Psychiatric Intensive Care Unit based locally in Exeter to better support demand and need • Improved focus on Physical Health Monitoring across inpatient and community services • Continued focus on improving safety practices • Appointment of Lead Chaplain to oversee the development of an organisation-wide spiritual care support service • New Supporting Transgender, Non-Binary and Intersex Patients policy • Local and organisational Learning from Experience approaches well-established • Improved accessible communications support
Goal 2 - Improved patient access and experience	Achieving	<ul style="list-style-type: none"> • Robust complaints policy and procedures in place and improved complaints investigation processes • Service Level Agreements in place to ensure responsive interpretation and translation provision • Accessibility audits undertaken across key sites and capitals works plans underway • Successful Peer Support Worker Programme underway • Patient Advice Liaison Service leaflet translated into the top six non-English languages spoken by the Devon population • Further embedded Accessible information and communication policy

Goal	Grading	Key progress
Goal 3 - A representative and supported workforce	Achieving	<ul style="list-style-type: none"> • Devon Partnership NHS Trust is a Disability Confident Employer (L2), currently working towards Level 3; Disability Confident Leader • Engaging in a National Learning Disability Employment Programme Easy-Read pilot with NHS Employers • Year 1 WDES return made with a supporting action plan created • Patients and carers invited to support interview processes regularly • Supported Internships underway with students from Petroc College and Exeter Deaf Academy. We have been chosen as has been chosen as a preferred provider for 2020. • Reasonable Adjustments policies for staff awaiting ratification • We are actively working on increasing reporting of discriminatory incidents, while also developing key approaches to reducing and eliminating bullying, harassment, discrimination and abuse during 2020.
Goal 4 - Inclusive leadership	Developing	<ul style="list-style-type: none"> • Board champion and maintain focus on the organisation's aim: Challenge discrimination and stigma and champion recovery, inclusion and well being • Chief Executive is the Senior Responsible Officer for the EDS2 nationally. • There is a Non-Executive lead for Equality, Diversity and Inclusion • Routine equality monitoring and action reports are monitored, scrutinised and ratified through our governance structure, to include the Board sub committees with ultimate approval from the Board • We over 60 Equality Champions in place, working on equality and inclusion focused activities in a range of services • During 2020 we will be undertaking cultural diagnostic work with the aim to develop a more inclusive, compassionate culture and eliminating bullying, harassment, discrimination and abuse.

Workforce Race Equality Standard (WRES)

The WRES is a national standard relating to workforce ethnicity in the health service, to ensure that employees from black, Asian and minority ethnic (BAME) backgrounds have equal access to career opportunities and receive fair treatment in the workplace.

Our latest WRES report covers 31 March 2019 and a link to the report can be found in the Resources section. Key points are:

- We have had an increase of 24 BME staff since 2018 however the numbers of BME staff in total remain a very low percentage of the total workforce (3.7%) with a further 3.95% with unknown ethnicity (including staff that have selected 'prefer not to say')
- The largest groups of both white and BME staff are in bands 3, 6 and 5 respectively
- There were 14 BME staff in comparison to 532 white staff in roles band 7 up to VSM (Very Senior Manager pay scale); an increase of 6 BME staff since 2018 – in band 7 and 8a roles but not above.
- There continue to be reports of bullying and harassment from patients to staff and from staff to staff. This has been, and continues to be, a key area of focus, as Devon Partnership NHS Trust does not tolerate bullying, harassment, discrimination or abuse of any kind. Our staff are supported in a number of ways, including through access to an independent Freedom to Speak Up Guardian.

Gender Pay Gap (GPG)

The Gender Pay Gap is a national standard relating to gender equality in pay. Changes to the Equality Act, which came into force on 6 April 2017, made it compulsory for companies in Great Britain (but not Northern Ireland) with more than 250 employees to report their gender pay gap figures at the end of every financial year.

Our latest Gender Pay Gap analysis report covers the 31 March 2019 and a link to the report can be found in the Resources section. Key points are:

- There were 2792 full-pay relevant employees included in the 2019 Gender Pay Gap report
- Our workforce is 77% female and 23% male, with most staff in pay bands 3, 5 and 6. There is also a significant proportion of the female workforce occupying band 5 roles
- The difference between the mean hourly rate of pay for male and female employees was 15.67% and the median difference was 11.54%
- The difference between the mean bonus pay for male and female employees was 11.98%, with a median bonus pay difference of less than 1% (-0.87%). Bonus pay for our organisation is in the form of Clinical Excellence Awards, for which only medical consultants are eligible
- When considering pay quartiles, the upper quartile contains more male employees than the lower three quartiles. This correlates with the fact that those working in senior grade medical roles, such as Consultant Psychiatrists, are primarily men.

Workforce Disability Equality Standard (WDES)

The WDES is a national standard relating to workforce disability in the health service, to ensure that employees that identify as having a disability have equal access to career opportunities and receive fair treatment in the workplace.

Our latest WDES report covers the 31st March 2019 and a link to the report can be found in the Resources section. Key points are:

- The first year reporting showed 4.74% of Trust staff had a declared disability, with 86.34% declaring no disability and 8.92% unknown
- The largest number of staff declaring a disability are in band 6 positions (1.14%), followed by band 5 positions (0.81%) and band 3 positions (0.73%)
- There were 4 staff who declared a disability at band 8a and above, compared to 228 staff not declaring a disability
- 60 shortlisted applicants (15%) who declared a disability were appointed out of 390 total applicants with disabilities. By comparison 840 non-disabled shortlisted applicants (20%) were appointed of 4052 in total.
- As reflected in the NHS staff survey results, staff with a disability were 12.4% more likely to experience bullying, harassment and abuse from service users and members of the public than non-disabled staff. Tackling of incidents of bullying and harassment has been, and continues to be, a key area of focus, as Devon Partnership NHS Trust does not tolerate bullying, harassment, discrimination or abuse of any kind.



Working in Partnership

Key Achievements

NHS Employers Diversity and Inclusion Partners Programme

We were thrilled to become an NHS Employers Diversity and Inclusion Partner during 2019/20 and we will continue on the programme during 2020/21.



DIVERSITY AND INCLUSION

Staff Networks

We have now established six Staff Networks which are peer groups of staff from protected groups, coming together to share experiences and provide feedback and ideas to the organisation on areas that can be improved and developed. Each network has a robust action plan in place for delivery throughout 2020/21.

The Black, Asian and Minority Ethnic (BAME), Lesbian, Gay, Bi-sexual, Transgender, Intersex + (LGBTI+) and Disability, Impairment and Long-Term Conditions networks continue to run throughout the year.

This year we added three new Staff Networks;

- a) Specific Learning Differences
- b) Pregnancy and Parenting
- c) Menopause Matters Network.



Our networks have achieved a range of positive improvements this year; most notably the LGBTI+ network implementation of the Rainbow Badges and the Menopause Awareness coffee mornings led by the Menopause Matters Network, which successfully brought a range of staff together to talk openly about experiences of menopause, share thoughts about improvements that could be made and to celebrate the opportunity to talk to each other about what has historically been a taboo subject.



Trust Equality Objectives 2020/21

As defined by the Public Sector Equality Duty (PSED), all NHS Trusts must publish, at least every four years, measurable and achievable objectives that go towards eliminating discrimination, advance equality of opportunity and foster good relations between people.

Our 2018 Equality, Diversity and Inclusion Annual Report proposed six new Equality Objectives for 2019/20 and while significant progress has been made in some areas, these objectives remain fully relevant and therefore continue into 2020/21.

1	To improve our access to, feedback from and engagement with Trust services for people from BME and LGBTI+ communities.
2	To ensure equity of access to services for people with a learning disability, both for treatment and employment
3	To ensure effective and personalised support for patients and staff with a disability, impairment or long term condition (which includes staff with mental health conditions)
4	To encourage an increase in the numbers of BME staff in bands 7 to 9
5	To develop equality leadership at all levels of the organisation
6	To decrease the amount of staff experiencing bullying, harassment, abuse and discrimination from other staff or people using services by at least 20%

Our Equality, Diversity and Inclusion Steering Group will continue to monitor implementation of actions in order to meet these objectives and will continue to report progress in each year's Equality, Diversity and Inclusion Annual Report.

Review of the Year

Equality Objective 1

To improve access to, feedback from and engagement with our services for people from BME and LGBTI+ communities

Bristol Dementia Wellbeing Service

- Over the last 3 years there has been an increase of the proportion of BME clients on the service's caseload from 6.8% to 7.2%. While there are higher incidences of dementia across some BME communities, notably Black Caribbean and Black African, has been, and continues to be, could also be explained by the greater reach of the service, including GP engagement and the impact of our Community Development Coordinators working closely with community groups.
- Our Short Films in 6 community languages (launched in 2017) have now been viewed over 6,000 times with hundreds more DVDs shared locally.
- The service has actively engaged with the local Deaf community which has led to a number of changes, including the use of Deaf-specialist BSL interpretation services, a number of local events on dementia within the community and the development of BSL awareness training for staff at a future Staff Development Day.
- The service was part of a local working group developing a Trans Toolkit for practitioners which has now been signed-off by the local CCG Governance Board and is due for publication in early 2020. This document supports the awareness and understanding of the clinical needs of Trans service users for practitioners and will be available across the organisation..
- The service continues to celebrate local events, including its annual stalls at Pride and the Islamic Cultural Fayre.
- Talk about dementia took place at Bristol Refugee Women's Group (translated into 4 languages)
- Service has engaged with the launch of the Bristol Equality Charter.

Somali (Dementia) Chit Chat Group
A chance for people who are affected by dementia to get together for time out, support and sharing experiences.

Wellspring dementia wellbeing service

"I wish this group was there 20 years ago, when my best mate and uncle was diagnosed with dementia, which we only knew then as a nervous breakdown"
- Hussain

"Group kaan ama koodaan waxuu had u ardayayaa sonalka qalbi dementia ama kuwa xanaaneeya, nasiib daro group kaan ma jiri markaan u hadho. Waxaan kula talin lahaa kuwa xanaaneeya sheekoada dementia hayo inay isku dayaan ka soo qaybqaato group kare. Hadday xawaal qalbi nasoo hadaynay jiraynaba, waxaan iskuime doonaa dadkale oo kaftaa markii"
- Khadra

"Waxaan jeclaan lahaa in uu group kaan jiri lahaa 20 sano kahor, markii aaxibkaygo adeerkeyga laga heley xanuunka dementia, taas oo horey ugu naqaanay isku dhex yaac"
- Hussain

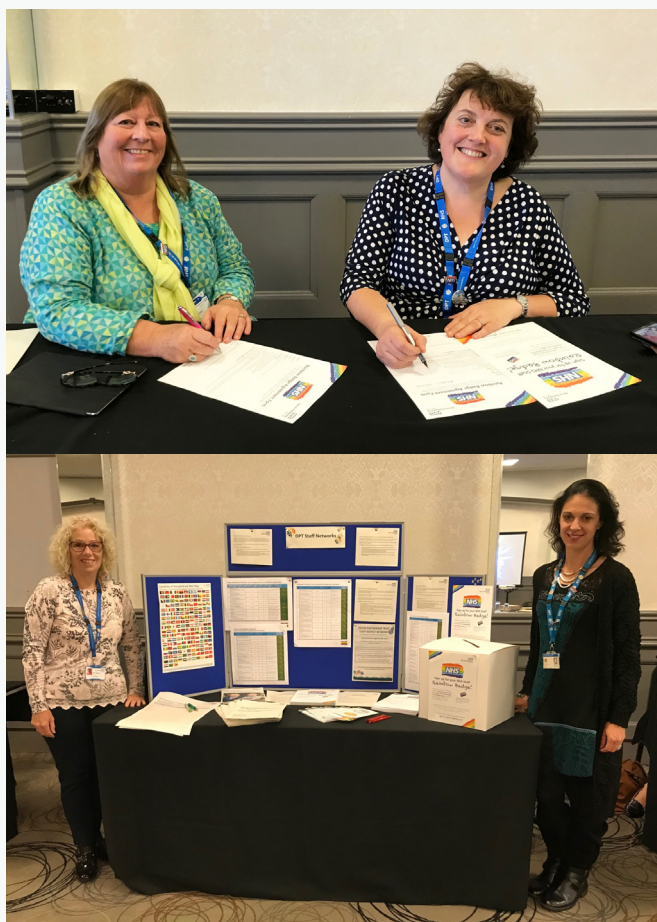
This group is very useful for Somali people that have dementia and their carers, unfortunately this group wasn't there when I needed it. I advise people that are carers for their family to try and come to this group - if you have questions you get answers, you will meet other people and you are not alone" - Khadra

Time 11am-1pm
Date Wednesday 12th September and then the 2nd Wednesday of every month
Venue/Goobtu was Wellspring Healthy Living Centre Beam Street, Barton Hill BS5 9QY
For further information please contact Trish Caverly on 07802 728371 or Saliya Abd on 07903 128961
bristoldementiawellbeing.org.uk www.wellspringhc.org.uk



Rainbow Badges implemented

The Trust's LGBTI+ Staff Network this year championed the implementation of the Rainbow Badges; the initiative originated at Evelina London Children's Hospital to make a positive difference by promoting a message of inclusion. Staff across the organisation are now wearing their NHS Rainbow Badges with pride, to demonstrate support for and inclusion of the LGBTI+ community in all our services. By wearing their badges, they give a visual sign that the wearer is someone you can talk to about issues of sexuality and gender identity. When staff sign up to wear the badge they are provided with information about the challenges people who identify as LGBT+ can face accessing healthcare and what they can do to support them. In the first two months of the initiative, over a fifth of our total workforce have already signed up to wear a badge.



Equality and inclusion developments in TALKWORKS

TALKWORKS has been working hard this year to learn from people who identify as LGBTI+, to enable better access to the service. Research shows LGBTI+ people are significantly more likely to experience mental health problems (Stonewall, 2018) and that LGBTI+ people are more likely to avoid seeking healthcare due to fear of discrimination from staff and experience poorer outcomes.

The **TALKWORKS** service has:

- developed a quality improvement plan in several areas to include the review of LGBTI+ people's outcomes in comparison to heterosexual people and to also improve the recording of people's sexual orientation and gender identity when coming into the service.
- engaged in activities, including attendance at all Devon PRIDE events and running a **TALKWORKS** LGBTI+ survey to find out what those who identify within this group think and how we could both improve access and the quality of what we offer.
- held a forum for people who identify as LGBTI+ who had sought help from **TALKWORKS** to offer us further insight into their experiences, feedback and suggestions for improvements.
- Implemented equality champions in all **TALKWORKS** service areas.
- Developed some specific LGBTI+ inclusive, rainbow branded leaflets which we have used at all the PRIDE events.



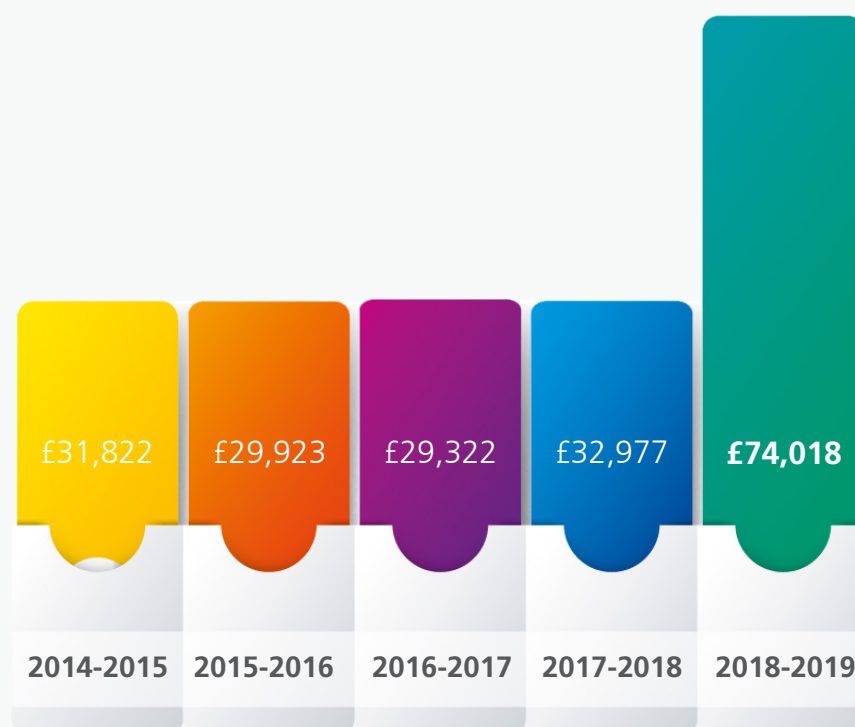
Transgender Policy development

We have developed two policies to support Transgender people who are using our services and Transgender staff. We continue to work with people from the Trans community in order to enhance policies and practices. We also review our clinical and workforce information systems to ensure the records for Transgender people are managed in compliance with the law and in accordance with their personal preferences. Our work has been shared across the Devon community as an example of good practice.

Making services more accessible

During 2018/19, the use of interpretation and translation services has continued to increase, showing a significant rise over the last five years in the use of our services by people who do not speak English as a first language. The cost breakdown summarises how much we have spent on translation and interpretation since 2014, which includes all non-English languages and British Sign Language (BSL).

We have also implemented our Accessible Communications policy, which is supporting staff in ensuring we understand, record and meet people's requirements with regards to a range of additional communication needs.



Equality Objective 2

To ensure equity of access to services for people with a learning disability, both for treatment and employment

Easy Read pilot site for NHS Employers – Learning Disability Employment Programme

We are a pilot site for the testing of easy read recruitment and selection information. Led by NHS Employers, the programme aims to make the process of application and recruitment much more accessible to people with additional communication needs.

Supported internship programmes with Exeter Deaf Academy and Petroc College

We are proud to have this year implemented an exciting new programme bringing supported internships for people with additional needs to the organisation. We have established a partnership with Exeter Deaf Academy and Petroc College; both organisations support students with additional needs who are studying with them to gain work experience alongside their studies.

Offering a supported internship placement has hugely meaningful benefits both for the individual and for us as an organisation. It gives people the opportunity to learn vital workplace skills, gain confidence in workplace environments and to develop into paid employment roles in the future. It supports us as an organisation to build a workforce that is representative of the population we serve.

Three interns have already joined the organisation; in Corporate services, Finance and Human Resources. We are currently planning for our next cohort of interns to join us across our other support and clinical services.



**Exeter Royal
Academy for
Deaf Education**

Registered Charity No. 1124523

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**COLLEGE OF FURTHER
& HIGHER EDUCATION**

Equality Objective 3

To ensure effective, unrestricted access to services and personalised support for patients and staff with a disability, impairment or long term health condition

Commencing work towards Disability Confident Leader L3

We have recently engaged with a Peer partner; Living Options, to support our progress towards the highest level of organisational disability accreditation; Disability Confident Leader. Disability Confident is a government scheme designed to encourage employers to recruit and retain disabled people and those with health conditions. It aims to help employers make the most of the opportunities provided by employing disabled people. During early 2020, the assessment will take place prior to our application being submitted.

Making Reasonable Adjustments for people using services and staff

Reasonable Adjustments policies for both people using services and staff have been drafted and are currently in the final stages of consultation. These policies are critical to our services in order to ensure that sufficient guidance is in place to support team managers in ensuring reasonable adjustments are applied and met for those using services for those working within them. We are working hard to ensure that people receive appropriate adaptations or adjustments to support them to get the best from their care, treatment or employment.

Wheely Independent Access Audits

Working with an independent consultant, six of our main sites have been assessed for accessibility in compliance with the Equality Act 2010. The assessments took into consideration the needs of people with any type of impairment or access requirements, to include physical and mobility restrictions, blindness, Dementia and Autism. Recommendations reports were produced for each audit and capital works planning is now underway to ensure that priority works are undertaken.

Workforce Disability Equality Standard (WDES) – the first year

We produced our first WDES report this year in compliance with the new standard. Detail of this is provided on page 22 and the findings have been incorporated into an action plan that aims to improve the experiences of our staff who have disabilities, impairments or long term conditions.

Equality Objective 4

To encourage an increase in the numbers of BME staff in bands 7 to 9

Stepping up Programme

The South West Leadership Academy Stepping Up Programme has just opened again for applications for the 2020 course. All team managers have been asked to share this opportunity with their BAME staff and encourage and them to apply.

Several applications were made this year, and we have received confirmation that members of our staff have been successful in securing a place.

We are proud of this positive affirmation of the calibre of our staff, as this is a very competitive programme, with over 100 applications made for only 40 available places.



Stepping Up

South West

Equality Objective 5

To develop equality leadership at all levels of the organisation

Celebrating Achievement Awards

In November, the organisation's Celebrating Achievement Awards took place, with a significant number of moving and compelling nominations made in the Inclusion category. Three Equality Champions received awards for their energy, passion, commitment, creativity and contribution to inclusion within their services:

- Ellie Crowther, Coombehaven Ward – Winner
- Rob Patmore and Lewis Powell, OPMH Inpatient Services – Highly Commended
- Beth Fisher, TALKWORKS – Highly Commended



“Ellie was looking for staff and I made contact, I advised her of my condition and her immediate response was that it didn't matter to her, she knew I was an experienced nurse, albeit I'm a user of services myself, but this didn't matter to Ellie. She ensured that once I started I had support from her and the other staff they all made me very welcome. Due to my medication Ellie allowed me to work nights only, as a flexible working arrangement. I now enjoy work and enjoy working with the team. Ellie regularly checks in on me to ensure there is nothing bothering me.”

Equality Champions

These are essential to the success of the Equality, Diversity and Inclusion portfolio. Equality Champions are staff from across all services who volunteer to be a champion for equality, diversity and inclusion locally, leading change within their local services to ensure they are inclusive and accessible for all. During 2019 the number of Equality Champions has grown to 60, with champions now starting to create momentum locally as well as creating ideas for the wider organisation to implement.



Work within Secure Services

A lot of exciting work has been undertaken in our Secure Services directorate this year, that includes the following:

- Respect forums for patients and staff took place in March 2019 led by the Head of Equality, Diversity and Inclusion, offering an opportunity to talk about what makes a difference to how people feel respected and when people feel more included and valued. Feedback from the forums was shared with the governance group. Suggestions made by patients and staff have been largely addressed. One of the key suggestions relating to activity provision has resulted in a patient from Cofton Ward winning a Celebrating Achievement Award in the Inspiration category.
- There has also been patient involvement in site wide initiatives and improved communication channels between senior management and staff, to include a newsletter, more frequent visits to the wards, a weekly evening Men's talking group, emails from senior management providing service updates, Thank You cards and the development of excellence reporting system.
- EDI champions – the directorate now has 8 staff champions on site who meet together every quarter. The directorate is looking to appoint Patient Equality Champions in 2020.
- Celebrating staff and patient diversity – Secure Services has a regular Around the World group offered to patients and staff. This is a great opportunity to celebrate our patients' and staff's diversity. We welcome staff and patients to present about their cultures and traditions. Sessions involve learning interesting facts about different countries, completing a quiz, tasting food, listening to music and much more.
- Events celebrated in the service include Black History Month, LGBTI+ – displays, talks and a Christmas market, a Christmas which incorporated diverse traditions and faiths.
- Talks in the Discovery Centre – patients and staff are invited to discuss and celebrate diversity with a range of guest speakers.

- Promoting equality and diversity within our local community – within the last few years we have developed and maintained relationships with many local partners, including Sainsburys, Natural England, South Devon College, Teignbridge CVS, Devon Recovery Learning Community, Pecorama, Barclays and many more. In 2019 we managed to strengthen these relationships providing a great opportunity for the employers and organisations to learn about our service and patients' unique journeys. These opportunities promote awareness and challenge stigma. Patients have been offered many meaningful opportunities through this partnership working.
- Peer Support group – patient and staff led. This is an opportunity for patients from across the site to come together and provide mutual support, share experiences and inspire each other. Patients' feedback to feel included, supported by other patients and not judged for their mental health or index offence.

Stories of Difference - Patrice Naimabana

In May 2019, we were privileged to run an event for staff, led by professional African performing artist, Patrice Naimabana, titled 'Stories of Difference'. The workshop was a morning of interactive and thought provoking stories, promoting awareness and reflections of the impacts of discrimination and difference. Feedback from the event was unanimously positive, that it had created a safe space to talk about and think about difference in new ways and to start to create wider discussions within the organisation. Discussions regarding a wider programme are now underway.



Equality Objective 6

To decrease the number of staff experiencing bullying, harassment, abuse and discrimination from other staff or people using services by at least 20%

Zero Tolerance of Physical Assault, Non-Physical Assault and Anti-Social Behaviour policy

This new policy was introduced in 2018 and has over the past year been used in a range of services. The policy enables staff across the organisation to take a consistent approach to bullying, harassment, abuse and discrimination from people using services and demonstrates that the organisation does not tolerate these behaviours in any way.

Staff to staff unacceptable behaviour is dealt with in compliance with the existing Trust Acceptable Behaviour policy.

Through this work, staff are being actively encouraged to report any unacceptable behaviour experienced as a formal incident. This year we have therefore seen an increase in reported incidents related to discrimination, but believe this is due to the staff being encouraged to come forward, and that the Risk Management System has been enhanced to enable this level of reporting.

Tackling Bullying in the NHS

A Tackling Bullying in the NHS Action Plan has been developed in partnership with Staffside Trade Union representatives. The actions within this are now being further developed in partnership with the Workforce and Organisational Development directorate as part of a wider workstream looking at organisational culture. Our focus on culture during 2020 aims to ensure we all consistently live the values of the organisation through our behaviours.

During 2020, we will be using the NHSI Culture and Leadership Programme approach to undertake some diagnostic work around culture. This is with a view to moving towards a more compassionate and 'just culture'⁴ and to ensure we always put people before process.

⁴https://improvement.nhs.uk/documents/2490/NHS_0690_IC_A5_web_version.pdf

Future Activity

We will be working to make significant progress in the following areas during 2020 across the wide range of our services. We are excited to be working with a variety of health, social care, voluntary and third sector partners in our Equality, Diversity and Inclusion work, to ensure that we are all working to provide high quality, patient-centred, inclusive services for the people of Devon and Torbay.

- Engage with the local population through a targeted engagement campaign developed by the Devon Equality Cooperative and led by community engagement partner, Living Options
- Work towards achieving Disability Confident Leader - Level 3 status
- Actively implement the Reasonable Adjustments Policies for patients and staff with disabilities and ensure that adjustments are made in a timely way, supporting people to get the most from their care, treatment and employment
- Continue to review incidents of discrimination and abuse relating to protected characteristics and develop responsive, innovative approaches to reducing these incidents
- Progress the action plans led by our six staff networks in order to improve the experiences of people from those minority and protected groups when in contact with our organisation
- Progress Capital Works to improve accessibility our key Trust sites and develop sustainable approaches to accessibility auditing and improvement
- Complete and evaluate the outcomes of the Learning Disability Employment easy-read pilot with NHS Employers, to further enhance our recruitment and selection processes, particularly for people with a learning disability, difficulty or difference.
- Increase the number of Supported Internship placements offered to Exeter Deaf Academy and Petroc College students
- Lead the regional development of an Equality, Diversity and Inclusion learning and development package, co-produced with people using services, relatives, carers and stakeholder organisations from across the local community
- Encourage increased recording of equality monitoring information for both people using services and the workforce, supporting people's understanding of the importance of this activity
- Conduct an audit of the experiences of black, Asian and minority ethnic people accessing our services across Trust services. This audit will be led by Clinical Psychology
- Work in partnership with the Workforce and Organisational Development Teams to enhance our focus on staff health and wellbeing, to include support for staff experiencing mental health conditions.

Resources

- EDS 2 Grading, Progress and Evidence Report 2019/20
- Devon Community EDS2 Grading, Progress and Evidence Report 2019/20
- Workforce Race Equality Standard (WRES) Report and Action Plan 2019
- Gender Pay Gap (GPG) Report and Action Plan 2019
- Workforce Disability Equality Standard (WDES) Report and Action Plan 2019

Glossary of Terms

Protected characteristic

The Equality Act 2010 introduced the term 'protected characteristics' to refer to groups that are protected under the Act. The Act refers to 9 protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex (gender) and sexual orientation.

Bisexual

This term refers to people who are sexually attracted not exclusively to people of one particular gender; attracted to both men and women.

Black, Asian and Minority Ethnic (BAME)

Term currently used to describe a range of minority ethnic communities and groups in the UK – can be used to mean the main Black, Asian and Mixed racial minority communities (also referred to as BME) or it can be used to include all minority communities, including white minority communities. The term ethnic minorities is also used interchangeably with this acronym.

Commissioning

The process of specifying, purchasing and monitoring services to meet the needs of the local population.

Disability

The Equality Act 2010 defines disability as:
'a mental or physical impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.'

Discrimination

Unfair treatment based on prejudice. In health and social care, discrimination may relate to a conscious decision to treat a person or group differently and to deny them access to relevant treatment or care.

Diversity

Valuing and celebrating difference and recognising that everyone through their unique mixture of skills, experience and talent has their own valuable contribution to make.

EDS	Equality Delivery System – is a public commitment of how NHS intends to meet the duties placed on it by the Equality Act.
EDS2	EDS2 is a mandatory assessment tool that requires NHS Trusts to analyse and grade their equality performance across 18 outcomes. It is currently being reviewed and the NHS anticipates the implementation of EDS3.
Equality	Equality is about making sure people are treated fairly and given fair chances. Equality is not about treating everyone in the same way, but it recognises that their needs are met in different ways. Equality can be defined ‘as the state of being equal, especially in status, rights, or opportunities.’
Ethnicity	A sense of cultural and historical identity based on belonging by birth to a distinctive cultural group.
Gay	This term refers to a man who is sexually and emotionally attracted to other men or a woman who is sexually and emotionally attracted to other women.
Gender	This describes characteristics such as appearance, presentation and behaviour to identify gender (not sex). Characteristics could be masculine, feminine or androgynous.
Gender Reassignment	Gender reassignment refers to individuals who either have undergone, intend to undergo or are currently undergoing gender reassignment (medical and surgical treatment to alter the body).
Inclusion	Inclusion means that all people, regardless of their abilities or health care needs, have the right to be respected, appreciated and included as valuable members of their communities.
Intersex	Intersex is a term referring to people born with a combination of male and female biological characteristics, such as chromosomes or genitals, that can make doctors unable to assign their sex as distinctly male or female.

LGBTI+	LGBTI+ is an acronym standing for Lesbian, Gay, Bisexual and Trans (transgender), Intersex, +. The + represents the countless other sexual orientation and gender identity minority groups that, if all individually represented, would make the acronym too long for practical use. It is important to note that lesbian, gay and bisexual are terms that refer to a person's sexual orientation, while transgender and intersex are terms referring to a person's gender identity.
Lesbian	This term refers to a woman who is sexually and emotionally attracted to other women.
Race	A human population considered distinct based on physical characteristics such as skin colour. This term is often interchanged with ethnicity. Ethnicity is a term which represents social groups with a shared history, sense of identity, geography and cultural roots which may occur despite racial difference.
Religion	The term religion – sometimes used interchangeably with faith or belief system – is commonly defined as belief concerning the supernatural, sacred, or divine, and the moral codes, practices and institutions associated with such beliefs.
Sex	Determined by a person's physical traits, hormone levels, chromosomes, genitals, internal sex organs, and secondary sex characteristics.
Sexual Orientation	<p>Within the sexual orientation regulations, sexual orientation is defined as:</p> <ul style="list-style-type: none"> - An orientation towards persons of the same sex (lesbians and gay men) - An orientation towards persons of the opposite sex (heterosexual) - No sexual attraction towards others (asexual)
Transgender	The term transgender describes a person who appears as, wishes to be considered as, or has undergone or is undergoing surgery to become a member of the opposite sex to the sex they were assigned at birth.
Workforce Profile	Demographic information about the Trust workforce. Analysing the workforce profile allows us to see how many people from different groups work for the organisation and the workforce profile is generally analysed looking at each of the 9 protected characteristics as defined under the Equality Act 2010.

If you need a copy of this document in a different language or format,
please contact our PALS team on

01392 675 686

or

dpt.pals@nhs.net

Patient Advice and Liaison Service (PALS)

Devon Partnership NHS Trust
Franklyn House
Franklyn Drive
Exeter, EX2 9HS

t: 01392 675 686

e: dpt.pals@nhs.net