

Inclusion Strategy Assurance Report			
Meeting	Board of Directors		
Date	05/02/2020	Agenda item	18
Lead Director	Jo Shepherd, Director of HR & Organisational Development		
Author(s)	Neil Perris, Head of Sexual Health/Inclusion Jo Shepherd, Director of HR & Organisational Development		
Action required (please tick the appropriate box)			
To Approve <input type="checkbox"/>	To Discuss <input type="checkbox"/>	To Assure <input checked="" type="checkbox"/>	
Purpose			
The report provides assurance to the Trust Board of progress in relation to the implementation of the Inclusion Strategy, which was approved in July 2019.			
Executive Summary			
The report sets out, by exception the progress made in relation to the trust's inclusion objectives under the following headings			
People			
<ul style="list-style-type: none"> • Disability • Race • Training 			
Population			
<ul style="list-style-type: none"> • Dementia • Young People • Transgender 			
Systems and Processes			
<ul style="list-style-type: none"> • Staff Networks • Accessible Information Standards • Inclusion Champions • Inclusion Partnership Forum 			
The report also identifies key priorities for the forthcoming six months and confirms that monitoring of the full action plan with detailed actions under each theme will take place at Education and Workforce Committee and Quality and Safety Committee			
Risks and opportunities:			
NA			
Quality/inclusion considerations:			
Quality Impact Assessment completed and attached <input type="checkbox"/> No			
Equality Impact Assessment completed and attached <input type="checkbox"/> No			
Not required for an assurance report <input type="checkbox"/>			
Financial/resource implications:			
NA			
Trust Strategic Objectives			
Please select the top three Trust Strategic Objectives that this report relates to, from the drop down boxes below.			
<input type="checkbox"/> Our Populations – provide more person-centred care	<input type="checkbox"/> Our People - improving staff engagement	<input type="checkbox"/> Our Performance - delivering against contracts and	

		financial requirements
Board of Directors is asked to consider the following action		
To be assured of progress in delivery of the Inclusion Strategy		
Report history		
Submitted to	Date	Brief summary of outcome
Click or tap here to enter text.	Click or tap to enter a date.	Click or tap here to enter text.

Inclusion Strategy Assurance Report (July 2019 - January 2020)

1. The report sets out, on an exception basis, progress made in relation to each of the inclusion objectives in the strategy (appendix 1). A full action plan detailing specific actions is monitored at Education and Workforce Committee and Quality and Safety Committee.

People Objectives

Disability

We will improve access to and experience of employment in the trust for people with disabilities and their carers, through delivery of the Workforce Disability Equality Standard (WDES).

2. The WDES report was submitted to NHS England for 2019 with a supporting action plan which was approved by Education and Workforce Committee and forms part of the wider Inclusion Action Plan.
3. It has been presented to the Inclusion Champions and the Disability Staff Network with a focus on the disclosure of disability via ESR being much less prevalent than disclosure via the staff survey. The explanation of how the trust uses the information to ensure it is able to ensure its employees are treated fairly and with respect provided assurance and changes in perception around the issue of disclosing disabilities. A communications and engagement campaign will be delivered in Q1 of 20/21 to improve staff self-reporting of protected characteristics on ESR using the learning from this group.
4. The trust has established links with the charities Mind and Remploy to encourage more applications from people with disabilities for trust roles and to develop placement opportunities.

Race

We will improve access to and experience of employment in the trust for BAME groups through delivery of the Workforce Race Equality Standard (WRES).

5. The WRES report was submitted to NHS England for 2019 with a supporting action plan which was approved by the Education and Workforce Committee but is also included in the Inclusion Action Plan.
6. The WRES and the action plan have also been presented to the Inclusion Champions and Disability Staff Network for comment & review. The report and action plan were well received and feedback on the action plan has been positive. A similar discussion took place regarding non-disclosure and all elements of protected characteristics will be included in the forthcoming campaign.
7. The trust is working with Wirral Multicultural Centre and Wirral Change to identify ways to increase job applications from BAME residents. This will include future attendance at the Wirral Change job club to explain the requirements of roles/the application process, and support candidates to apply.

8. The highly successful Prince's Trust programme run in Q3 of 2019/20 brought a wide representation of young people into the trust including those from BAME backgrounds and with disabilities. This will continue to be a focus of future Prince's Trust programmes.

Training

We will improve the knowledge of inclusion issues across our workforce through a review of mandatory inclusion training.

9. A review of the trust wide mandatory training (e-learning) has been undertaken and the module covers all of relevant Equality and Human Rights legislation and our responsibilities and obligations as a Trust/individuals, using relevant examples and case studies. However it is a nationally developed piece of training and as such fails to communicate our organisational ambitions around Inclusion and the change in culture we want to achieve. As training is developed through the new Management and Leadership Programme, each element will be reviewed with an inclusive lens, ensure that Inclusion is woven through and becomes a part of core business. Inclusion has also been included within our 'Onboarding' programme for new recruits.
10. The Inclusion Team continue to deliver bespoke sessions (10 in the last six months) to service teams on an ad hoc basis in order to raise awareness of the Inclusion Strategy and objectives. A session was provided at the Senior Leadership Forum in December.
11. We are currently in the process of recording the delivery of the "provocation" exercise – A Walk in the Park – which is a fun and engaging way to discuss unconscious bias, to support teams in easily delivering this exercise.
12. A series of bespoke "masterclass" sessions are also being implemented. For example Age UK have offered to provide training and awareness session to Trust staff around better meeting the needs of Older People using our services.

Population Objectives

Dementia

The Trust will achieve Dementia Friendly Status by September 2020

13. The Trust has applied, developed an action plan and been accepted as a member of Wirral Dementia Action Alliance. Member organisations and individuals come together to share good practice with neighbouring towns and villages to make the whole of Wirral a better place for people of all ages who are living with dementia, for their relatives, and for their careers.
14. For us to become truly dementia friendly as an organisation we will need a baseline level of knowledge and awareness of dementia across the majority if not all employees, regardless or role. To this end the Inclusion Team are coordinating a programme of Dementia Friends awareness sessions for Wirral and Cheshire East as well as the Board and governors. These are delivered by the Inclusion team and a

small number of other staff who have undertaken the free one day training from the Alzheimer's society.

15. Action has been taken by the Estates team to assess all public facing areas and improve signage for people with dementia.

Young People

We will ensure that the voice of young people is heard across all of our services and we will focus on children looked after during this reporting year.

16. An exploratory meeting is planned to work with the Children Looked After (CLA) team to identify how the Inclusion approach can be used to strengthen the voice of this group of individuals who have significantly poorer outcomes compared to their peers who aren't in the care system. From this meeting actions will be identified for delivery over the next 12 months.

Transgender

We will transform the experience of transgender people accessing our services through staff training and raising awareness

17. The Inclusion team is actively identifying learning opportunities to increase our own knowledge and awareness to be able to better support and equip our Champions with this learning.
18. We have engaged with a transgender member of staff who has also been instrumental in improving our knowledge and understanding. They very courageously agreed to record a 'staff story' for the Public Board which included how their line manager was able to support them throughout their transition and how understanding and supportive their work colleagues have been. The story, which was both moving and inspiring, was welcomed by Board members and the member of staff has received thanks and feedback for their bravery and honesty in sharing their story.
19. We have identified a need to hold awareness raising sessions for staff who would like to learn more about how best to support transgender service users and colleagues. We have identified speakers through our Inclusion Partnership Forum for these sessions, which will take place in the next quarter.
20. In February, LGBT+ History month, we will be launching our Rainbow NHS pin badges. These will be offered to every member of staff on a voluntary basis across the organisation as part of a campaign focused on the experience of LGBT+ patients and employees in healthcare settings (based on research undertaken by Stonewall). The purpose of the badges is for employees to be able to give a visible sign of their Inclusion credentials and that service users can be assured of non-judgement and inclusive care from that individual.

Systems & Processes Objectives

Staff Networks

We will establish and support staff networks across the Trust focusing LGBT+, Disability and BAME.

21. All three of the Staff Network Groups have been relaunched over the last six months. Each of these groups meets on monthly basis and have jointly developed terms of reference to understand not only the support the group can offer but also the responsibilities for raising issues and being a consultative forum. Each group feeds back into the inclusion steering group which can escalate any issues to the relevant committee as necessary.
22. Membership of the groups has been growing steadily and the quality of the meetings improving each month with the exception of the LGBT+ network. Whilst there has been attendance from approx. 6 different individuals over the 5 meetings we have held, the most recent two meetings have seen no attendees. The inclusion team will use the opportunity of the rainbow pin badges and LGBT+ history month to raise awareness of and recruitment to the network group.
23. The Inclusion lead currently sits on a National Advisory Board to a piece of research commissioned by NHS Employers and undertaken by York University, looking at the establishment of, governance, remit and attitudes towards NHS LGBT+ staff networks. The research is due to be launched in April 2020 and will provide valuable insight into best practice and people's motivation around these networks. The Inclusion team will use this to inform the future direction of the LGBT+ staff network.

Accessible Information Standard (AIS)

We will undertake Trust wide self- assessments and develop and implement an action plan to ensure that we meet the communication needs of people with disabilities or sensory impairments.

24. A task and finish group was established in order to support the roll out of the self-assessment across Trust services, to review all of our electronic patient record systems for compliance and the take any remedial action. The task and finish group was completed in October 2019 giving assurance around our compliance with AIS.
25. The Inclusion Team have worked with the Procurement Team to embed the trust's new Interpretation and Translation service. Regular contract meetings are held with the provider to monitor quality and performance.
26. Staffzone has been updated with further information about how to access materials in different formats for people with sensory impairments or learning disabilities.

Inclusion Champions

We will develop and support Inclusion Champions

27. To date we have recruited 68 Champions from a broad range of services across the trust.
28. Attendance by services at the bi monthly Inclusion Champion meetings will be monitored via the newly developed Inclusion Dashboard on TIG which will be used at Divisional QPER meetings to encourage regular representation from services.
29. The forum has provided valuable opportunities to discuss the broader Inclusion agenda, report back on specific pieces of work e.g. WRES and WDES and to promote information gathering and sharing. The meetings are being developed to encourage active participation and ownership of the agenda by services as well as education sessions.

Inclusion Partnership Forum

We will facilitate the on-going development of the Inclusion Partnership Forum and support the forum to contribute to EDS2.

30. The Inclusion & Partnership forum has grown from strength to strength over the last six months. We have seen representation on the group expanding to include organisations and service that work with and for excluded or disadvantaged individuals and communities from across the inclusion spectrum.
31. Whilst sexual health and wellbeing remains as a regular feature of our discussions, due to the origins of the forum, we see valuable input and information sharing from all of the forum members and wider consideration of inclusion issues affecting service users. The forum has proven to be a valuable opportunity to develop synergies and shared opportunities and resources across the system. For example Age UK have offered to provide training and awareness session to Trust staff around better meeting the needs of Older People using our services.
32. Members of the Forum have agreed to participate in a "Market Stall" event in April to raise awareness of their respective services to staff.

Further Developments

EDS2

33. The EDS2 assessment was undertaken in summer 2019 successfully utilising the input and evidence from our partners and stakeholders from the Inclusion & Partnership forum and our Inclusion Champions. The two review meetings ensured that we had a good range of evidence to support the assessment and improved our assurance around the outcomes we assessed. We saw 2 of these outcomes move from achieving to excelling.

34. Whilst Health Watch Wirral were unable to attend the review meetings, we have since presented the evidence and outcomes to them and they have signed it off for publication with a commitment to be involved more deeply in the process next time.

Establishment of the Inclusion Steering Group

35. The Inclusion Steering group has been established, meeting bi monthly, and is chaired by the Director of Human Resources and Organisational Development.
36. The primary function of the Inclusion Group is to provide strategic and operational steer to the Inclusion work streams, to provide assurance to the committees and monitor the performance of the Trust against all relevant objectives and targets.
37. In particular, the duties include:
- To ensure delivery of Inclusion Objectives by ensuring a comprehensive performance management processes are in place evidenced by the Inclusion Dashboard and SAFE self-assessment
 - To receive regular monitoring reports to support the delivery of the inclusion agenda across the organisation
 - To oversee and support the delivery of all elements of the Public Sector Equality Duty including Workforce Race Equality Standard, Workforce Disability Equality Standard, Equality Delivery System v2.
 - To receive assurance on the management of reporting requirements to commissioners
38. A priority for the group has been the development of a Task and Finish Group to deliver an Inclusion Dashboard to inform.

Conclusion

39. The culture change required to deliver the trust's Inclusion Strategy is being enacted through the delivery of the inclusion objectives. The focus in the next 6 months will be on continuing this progress with a particular emphasis on:
- Expediting progress in relation to the "Population" objective relating to young people
 - Delivering the Inclusion Dashboard
 - Progressing the requirements of Dementia Awareness to support accreditation
 - Delivering the campaign to improve staff disclosure of protected characteristics
 - Development of the Staff Networks and Inclusion Champions as key enablers to the delivery of our strategy

Inclusion Objectives 2019/2020

People

Disability

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Race

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Training

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Population

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Young People

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Transgender

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Systems and processes

Staff Networks

We will establish and support staff networks across the Trust focusing LGBT+, Disability and BAME.

Accessible Information Standard (AIS)

We will undertake Trust wide self-assessments and develop and implement an action plan to ensure that we meet the communication needs of people with disabilities or sensory impairments.

Inclusion Champions

We will develop and support inclusion champions.

Inclusion Partnership Forum

We will facilitate the on-going development of the Inclusion Partnership Forum and support the forum to contribute to ED52.

Getting it right for everyone

Inclusion
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