

Appendix H 2019/2020 Inclusion Action Plan

Ambition/issue	Action	Lead	Timescale	Output	Outcome	Inclusion Group
Staff are aware of the I&D plans for 2019/20	Communicate the I&D annual update through Board; TMB; Team Talk; Weekly News.	Karmini McCann, Assistant Director Workforce	Sep-19	Staff know about the I&D plans and activities, and know where to find more information if they want to get involved/support.	Staff are empowered to make a difference and improvements	All
Staff are informed and educated and demonstrate inclusive behaviours	Delivery of Inclusive Behaviours Workshops in line with trajectory	Karmini McCann, Assistant Director Workforce	Mar-20	Improvement in capabilities around inclusive behaviours	Staff are empowered to check and challenge	All
Annual event which promotes UHMBT as a progressive and inclusive employer and service provider.	Annual Towards Inclusion Conference	Lynne Wyre, Director of Nursing (Lead for Service Inclusion)	May-20	Event takes place	Reported improved practice across the region, staff patients and partners acknowledge and support the #towards inclusion campaign and working lives and patient experiences improve	All
Developing Inclusive Leadership	Launch of an Inclusive Leadership Module for senior leaders	Karmini McCann, Assistant Director Workforce	Mar-20	Improvement in capabilities around inclusive leadership	Improvements in colleague and patient experience for protected groups	All
UHMBT has prioritised the issue of bullying and harassment. Steps to address the concerns must be taken. Education and awareness raising of the support available and the Trust zero tolerance position need to be taken.	Involvement from inclusion networks in the Trust wide approach to eradicating bullying, harassment and incivility with a particular focus on the experience of BME, disabled and LGBT colleagues	Karmini McCann, Assistant Director Workforce	Mar-20	Bespoke actions to address the disproportionate experiences of protected groups	Improvements in colleague and patient experience for protected groups	All
Development of recruitment systems and approach to be inclusive	Delivery of an Inclusive Recruitment improvement programme	Liesje Turner, Assistant Director - Strategic Recruitment	Mar-20	Inclusive systems and skills development of recruiting managers	Improved access to employment for people from different groups	All

Becoming a Great Place to Work for colleagues with caring responsibilities	Launch of Carers Network	Karmini McCann, Assistant Director Workforce	Mar-20	Understanding and improving the experiences of colleagues who have caring responsibilities	Improvements in colleague and patient experience for protected groups	All
Improving equality analysis	EOATH network members will develop and instigated a rolling Equality Impact Assessment Programme to ensure that our people understand their duties as referred to in the Equality Act 2010. We will assist colleagues to complete meaningful EIA's. EOATH will sample a number of complete EIA's and reporting key themes and trends to the Inclusion and Diversity Steering group	Barry Rigg, EOATH Chair	Oct-19	Service leaders will complete smart, meaningful Equality Impact assessments.	Monitoring and reporting appropriate EIA outcomes onto our trust risk register	ALL
Equality delivery System – New standard (EDS3)	EOATH members will support UHMB to act as a test organisation for the wide scale introduction of the new EDS3 standard against 3 of our clinical priority areas. We will use the EDS3 model to review the service impact linked to our five local health priorities.	Barry Rigg, EOATH Chair	Feb-20	People can confirm equality of access to access our services. Peoples with a Protected C. can give examples of their health needs being met.	People report positive experiences of the services Clinical Service reasonable adjustment logs are established and people can give exampled of how their passport has help the care they have received.	All
Celebrating and sharing our great successes	We know it is important for everyone to get inspiration from others and to see role models in different parts of our Bay Health and Care Partnership, therefore we will do our best to facilitate share inclusion resources, knowledge and skills. Review our Inclusion matters website content.	Barry Rigg, EOATH Chair	Dec-19	Share our inclusion journey through the use of annual conferences, networking, award events and via social media. Refreshed Inclusion matters website content.	Positive collaboration and positive social movement facilitated by our inclusion networks Internal and external awards/ recognition	All

<p>Improving colleague experience for protected groups</p>	<p>On the right track Our EOATH service clinical priority areas</p>	<p>Barry Rigg, EOATH Chair</p>	<p>Jan-20</p>	<p>Through the development of patient and citizen involvement, engagement and experiences based designed we plan to focus our work to reduce inequalities between patients when accessing our health care services in the following 4 areas:</p> <ul style="list-style-type: none"> • mental health • dementia • autism learning disabilities 	<p>People report positive experiences of the services,</p> <p>Clinical Service reasonable adjustment logs are established and people can give examples of how their passport has helped the care they have received.</p> <p>Priority area steering group acts, minutes, support requests and achievements are all reported at the Bimonthly EOATH meetings</p>	<p>All</p>
<p>Support the implementation of the Sexual Orientation Monitoring Information Standard</p>	<p>The EOATH Network supported by Sharon Tyrell (Governance) will continue to work with local communities and LGB networks to develop, test and implement “it’s still your choice” information based material highlighting the SOM benefits for organisations, staff and service users</p>	<p>Barry Rigg, EOATH Chair</p>	<p>Jan-20</p>	<p>Share via internal communication the Clinical rationale for sexual orientation monitoring.</p> <p>Review and update Lorenzo patient record system with the LGBT network agreed Classifications and to include Classification Z which allows for the patient choosing not to disclose this information, as is their right. Add Classification 9, however, is not intended to be visible to the patient or health and social care professional but is needed to account for missing data in analysis, i.e. where there is no record of sexual orientation Target date 01/09/2109</p>	<p>LGB people report positive experiences of the services.</p>	<p>LGB</p>

<p>Roll out online video interpretation services in hospital and in our community services</p>	<p>InSight® video remote interpreting (VRI) empowers our front line staff to provide outstanding service and exceptional care, on-demand, to the Limited English Proficient and the Deaf and Hard-of-Hearing.</p> <p>Work to ensure all frontline services in hospital and in the community have access to a one-touch access to trained professional video interpreters on their PC, tablet or smartphone.</p>	<p>Barry Rigg, EOATH Chair</p>	<p>Mar-20</p>	<p>People can confirm equality of access to access our services where English isn't their 1st language.</p> <p>Peoples with a Protected C. can give examples of their health needs being met through accessing a video link communication tool.</p>	<p>People whose first languages isn't English report positive experiences of the services, The number of complaints about the lack of access to BSL and face to face interpreters is reduced by 75% in 12 months</p> <p>Clinical Service reasonable adjustment logs are established and clinical staff record a patients preference in the Accessible information section of Lorenzo so that we can ensure all future reasonable modifications are met in a timely and supportive manner.</p>	<p>All</p>
<p>Improved colleague experience for BME colleagues</p>	<p>Implement the learning from the WRES Experts Programme</p>	<p>Karnad Krishnaprasad, Consultant</p>	<p>Mar-20</p>	<p>Evidence based actions to address WRES indicators agreed for priority action</p>	<p>Improvement in WRES indicators</p>	<p>BME</p>
	<p>Black History Month 2019 awareness raising and celebrations</p>	<p>Marwan Bukhari, Consultant Gillian Day, Inclusion & Diversity Advisor</p>	<p>Oct-20</p>	<p>Visibility of the BME network and Black History month cross all UHMB colleagues</p>	<p>Improved understanding about black history and the current experience of BME colleagues and patients.</p>	<p>BME</p>
	<p>Reverse Mentoring Programme roll out</p>	<p>Krishnaprasad Karnad (Consultant)Kate Casey (Head of Learning and Development)</p>	<p>Mar-20</p>	<p>Increased understanding for senior leaders of the experiences of BME colleagues working for UHMB</p>	<p>Improvements in colleague experience for BME colleagues</p>	<p>BME</p>
	<p>Further development of the BME network including ensuring the network is inclusive of all staff groups</p>	<p>BME Network Chair</p>	<p>Mar-20</p>	<p>Involvement of more staff from a non medical background in the network</p>	<p>Support and improvement programme developed in partnership with BME colleagues from a wider range of staff groups</p>	<p>BME</p>

	Develop the skills of BME colleagues to encourage early discussion when there is a perception of an issue	Karmini McCann, Assistant Director of Workforce	Mar-20	Skills development opportunity available for colleagues	Improving early resolution of concerns	BME
Improved colleague experience for colleagues with a disability	Launch of a Disability Leave Policy	Karmini McCann, Assistant Director of Workforce	Nov-19	Disability Leave Policy developed and launched across the Trust	Colleagues with a disability are supported through the disability leave policy, including disability related leave being recorded separately	Disability
	Launch of a Disability Passport for colleagues	Gillian Day, Inclusion & Diversity Workforce Advisor	Sep-19	Disability Passport for colleagues developed and launched across the Trust	Colleagues with a disability 'own' their disability passport which can assist line managers with reasonable adjustments and support.	Disability
	Prepare and deliver a programme of education and awareness raising linked to the implementation of the WDES.	David Wilkinson, Executive Director of Workforce & Sponsor of the Disability Staff Network	Mar-20	Colleagues across the Trust are aware of the WDES and current position for UHMB	Improvements in colleague experience through better understanding of current metrics and evidence based best practice implementation	Disability
	Increasing declaration dates – communications and engagement campaign	Gillian Day, Inclusion & Diversity Workforce Advisor	Mar-20	An increase in colleagues declaring a disability	The more accurate the data regarding staff in post, the more reliable the data regarding colleague experience to inform priority areas for focus	Disability
	Develop resources to aid the employment of people with differing abilities in conjunction with UHMBT Recruitment and Careers & Engagement Teams	Disability Staff Network Chair	Mar-20	Improved access to employment for people with a disability	An increase in the number of people employed by UHMB with a disability	Disability
	Work with Leonard Cheshire Change 100 programme to support a graduate intern	Gillian Day, Inclusion & Diversity Workforce Advisor	Sep-19	Improved access to employment for people with a disability	Supporting work experience and longer term access for people with a disability into employment	Disability

Reduce the gender pay gap	Improvement of the CEA application process and outcome by gender, in partnership with the Gender Equality Network including - Participation in a national project evaluating the Clinical Excellence Awards, and how they may relate to the Gender Pay Gap in medicine - Internal campaign to encourage female doctors to apply for CEAs	Marie Spencer, Business Manager Lesley Ottewell, Consultant	Mar-20	Increase in the number of women applying for, and receiving clinical excellence awards	Decrease in gender pay gap, specifically related to bonus pay	Gender
Improving the working lives of pregnant women and new parents	Analysis and response to the findings from the Spring 2019 colleague experience survey - to include improved support for people coming back to work following periods of time out	Karmini McCann, Assistant Director of Workforce Sally Sagar, Maternity Matron	Dec-19	Actions to be determined from the survey analysis	Improvements in the experiences of pregnant women and new parents	Gender
Developing a culture of flexible working	Development of a programme to improve the availability and support of flexible working opportunities	Karmini McCann, Assistant Director of Workforce	Jun-20	Improved experience of colleagues who request to work flexibly. Proactive advertising of jobs on a flexible working basis	UHMB positively promotes flexible working for colleagues and potential recruits across the organisation	Gender
Encourage and support more men in nursing careers	Men in Nursing campaign at UHMB	James Thomas, Deputy Matron	Dec-20	Communications campaign	Visible support for, and encouragement of men in nursing	Gender
Improved colleague experience for LGBT colleagues	Increasing declaration dates – communications and engagement campaign	LGBT network	Mar-20	An increase in colleagues declaring their sexual orientation status	The more accurate the data regarding staff in post, the more reliable the data regarding colleague experience to inform priority areas for focus	LGBT
	Roll out of the national Rainbow Badge Campaign (UHMBT approach linked to attending awareness raising workshop)	Lee Jenkinson, LGBT Network Lead	Jun-20	UHMB colleagues visibly promoting LGBT inclusion	Increased confidence of LGBT patients in accessing services	LGBT
	Delivery of an ongoing programme of LGBT Awareness Workshops	Sally Young, Quality Assurance Matron	Jun-20	Improvement in capabilities around inclusive behaviours	Colleagues are more inclusive in their approach	LGBT

	Continued internal and external celebration and promotion of the LGBT network and awareness raising campaigns	Lee Jenkinson, LGBT Network Lead	Jun-20	Events Communications campaigns	Improved engagement with LGBT colleagues and patients Improved awareness of all of LGBT issues	LGBT
	Development of a LGBT Bay Health Partnership	Lee Jenkinson, LGBT Network Lead, Service & Workforce Inclusion Leads	Jun-20	Commencement of joint work	Working together across Bay Health and Care Partners to improve patient and colleagues experience for the LGBT community	LGBT
Becoming a Great Place to be Cared For; Great Place to Work for the Forces community	Veteran Aware Hospital accreditation submission	Clinical and Management Champion-Forces Network	Nov-19	Achieving improvements in access Gathering evidence of progress	Recognition of improved access to UHMB for the forces community	Forces
	Further development of the Forces network and related activities both internally and externally.	Network members Forces Champion/Exec Sponsor	Jun-20	Communications and Engagement, involvement of forces and non forces colleagues across the Trust	Improved colleague experience for the forces community working for UHMB	Forces
	Introduce information sessions/material for clinical teams regarding benefits of employing reservists.	Workforce Advisor for Inclusion & Diversity Network Chair Forces Network	Dec-19	Improved support for, and understanding of the benefits of employing reservists	Improved colleague experience for Reservists	Forces
	Awareness Raising campaigns Military Match, Reserves Day, Armed Forces Day, Remembrance Day	Workforce Advisor for Inclusion & Diversity Network Members	Jun-20	Visible support for, and awareness of the forces community and colleagues	Better experiences for forces colleagues and communities across the Bay	Forces