Equality, Diversity & Inclusion
Annual Report | 2018-2019
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1. Introduction

The Humber Teaching NHS Foundation Trust provides a variety of services for people with mental health problems, learning disabilities, addictions and community services to the socially, ethnically and culturally diverse population of Hull, the East Riding of Yorkshire, Whitby and Scarborough. East Riding is the fifth largest county in England and the Trust has over 70 sites offering services for the near 600,000 population of this large and rural county.


The Patient and Carer Experience strategy defines how Humber Teaching NHS Foundation Trust will engage with people, listen and respond to their experiences so that we can improve patient and carer experience and satisfaction within our services. *The Humber Way* is about continuing to engage and involve patients, service users, carers and staff in the design and delivery of our services. The strategy has been designed to support delivery of the Trust vision and values, as shown below. The ‘Operational Plan on a Page’ 2019/20 is provided at Appendix 2, which provides further detail on the Strategic Goals of the organisation.

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**Goals**

- Innovating quality and patient safety.
- Enhancing prevention, wellbeing and recovery.
- Fostering innovation, partnership and alliances.
- Developing an effective and empowered workforce.
- Maximising an efficient and sustainable organisation.
- Promoting people, communities and social values.

**Mission**

Humber Teaching NHS Foundation Trust
*A multi-specialty health and social care teaching provider committed to Caring, Learning and Growing*

**Vision**

*We aim to be a leading provider of integrated health services, recognised for the care, compassion and commitment of our staff and known as a great employer*

**Values**

*Caring Learning Growing*

- Learning and using proven research as a basis for delivering safe, effective, integrated care
- Caring for people while ensuring they are always at the heart of everything we do
- Growing our reputation for being a provider of high-quality services and a great place to work

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Caring, Learning and Growing
Patient and Carer Experience Strategy 2018–2023

Caring, Learning and Growing

We would like to involve you in this journey to achieve our goals. For further information please contact The Patient Experience Team on
E: hnf-tr.patientandcarerexperience@nhs.net T: 01482 389167 | www.humber.nhs.uk | HumberNHSFT
2. Governance and Regulations of Equality, Diversity and Inclusion

The Trust has governance mechanisms in place to ensure assurances are provided in relation to our equality duties.

2.1 Patients, Service Users and Carers

Equality and Diversity (E&D) is a standard agenda item at our Patient and Carer Experience forums and Staff Champions of Patient Experience forum. A six monthly update is presented to the Quality and Patient Safety group and Quality Committee within the Patient and Carer Experience report. An annual update is presented to the Quality and Patient Safety group, Quality Committee and Trust board within the Patient and Carer Experience annual report.

2.2 Staff

In line with its public sector duty to improving Equality and Diversity, the Trust measures its staff EDI data and annually actions improvements through the Equality Delivery Standard (EDS2), the Workforce Race Equality Standard (WRES), the Workforce Disability Equality Standard (WDES) as well as Gender Pay Gap reporting. From April 2019, Equality and Diversity initiatives are driven through an EDI Working Group, with representation from across the Trust and inclusive of all protected characteristics. This group will report into the Workforce and OD Committee. In March 2019, a dedicated Equality, Diversity and Inclusion (Workforce) Lead was appointed.

2.3 Community Consultation Through Networks

The Trust ensures decision making regarding Equality, Diversity and Inclusion is in consultation with the community through a range of local and regional networks, these include:

- Local groups such as the Equality, Diversity and Inclusion Partnership
- Regional groups such as the Yorkshire and Humber Regional E&D leads network
- East Riding Disability Advisory Group
- Hull and East Riding Lesbian, Gay, Bisexual and Transgender (LGBT) forum
- East Riding Carers Advisory Group (CAG)
- Humber All Nations Alliance (HANA)

2.4 Mandatory Equality, Diversity and Inclusion training for all Trust Staff

All staff new to the Trust undertook mandatory Equality, Diversity and Inclusion training in 2018/19 via the Learning Centre and their online VLE delivery system. Existing staff have to undertake the same training every three years in order to ensure they are compliant with regulations.

Caring, Learning and Growing
In 2018-2019 – 738 Humber NHS Foundation staff across the Trust completed Equality and Diversity online training ensuring 87.21% compliance, the Trust target is upwards of 85%.

The training covers the following Equality, Diversity and Inclusion criteria:

- Explain what we mean by Equality, Diversity and Human Rights and why they are important
- Explain how policies and the law can help us create a more inclusive workplace
- Explain what we mean by health inequalities and how they can be reduced
- Explain why we need to know about peoples different backgrounds and why it is important not to make assumptions about individuals
- Describe what you can do to challenge prejudice and discrimination

2.5 Freedom to Speak up

At the Trust we believe that speaking up about any concern staff have at work is really important. In fact, it’s vital because it will help the Trust to keep improving our services for all patients and the working environment for our staff.

The Trust has a dedicated Freedom to Speak Up Guardian which is an important role identified in the Freedom to Speak Up review to act as an independent and impartial source of advice to staff at any stage of raising a concern, with access to anyone in the organisation, including the Chief Executive, or if necessary, outside the organisation. This person has been trained in receiving concerns and will give staff information about where they can go for further support.

During 2018/19 the Trust received a total of 58 speak up contacts. This is a significant increase on numbers recorded during 2017/18, which should not necessarily be seen as a concern but rather an indication that the process is working and staff have confidence to use it. Some of the concerns received required onward signposting. An ongoing campaign to raise awareness has been run during 2018 and October saw the first national speak up month launched. Furthermore, the Trust has a Freedom to Speak Up Vision and strategy in place to build a culture where staff have the freedom to speak up.

When the Equality Act 2010 came into statute, it brought together and replaced all previous equalities legislation. The Equality Act 2010 is the primary piece of legislation around equalities.

The Public Sector Equality Duty (PSED) forms part of the Equality Act 2010 (section 149) and is applicable to NHS, and other public sector, bodies. The PSED came into force in 2011. The Trust is fully committed to caring for all patients, service users, their families and carers, and staff in a manner which embraces, respects, promotes and celebrates inclusion and cultural diversity.

The Equality Act 2010 requires specific provision is made to consider the impact of services and activity for people who identify with one or more of the nine protected characteristics, and for public sector bodies to take proactive steps to:

- Eliminate unlawful discrimination, harassment and victimisation and any other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it and
- Foster good relations between people who share a protected characteristic and people who do not share it

These are referred to as the three aims of the General Equality Duty.

The protected characteristics and other groups

The Equality Act 2010 brought together previous gender, race and disability duties and extended the protection from discrimination to nine protected characteristics.

Over and above the nine equality groups protected from discrimination under the Equality Act 2010, we also have a duty of care to all our service users and staff, which may be vulnerable to potential discrimination for a range of reasons.

<table>
<thead>
<tr>
<th>Protected characteristic groups</th>
<th>Other potentially disadvantaged groups, people living with / in</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>Carer responsibilities</td>
</tr>
<tr>
<td>Disability</td>
<td>Military service</td>
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<tr>
<td>Gender reassignment</td>
<td>Homelessness</td>
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<tr>
<td>Marriage and civil partnership</td>
<td>Poverty</td>
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<td>Pregnancy and maternity</td>
<td>Geographical isolation</td>
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<tr>
<td>Race</td>
<td>Long-term unemployment</td>
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<tr>
<td>Religion or belief</td>
<td>Stigmatised occupations (for example men and women involved in prostitution)</td>
</tr>
<tr>
<td>Sex</td>
<td>Drug use</td>
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<tr>
<td>Sexual orientation</td>
<td>Limited family or social network</td>
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Caring, Learning and Growing
The Trust has a duty to engage with the communities it serves and to work with NHS partner organisations to understand, mitigate and remove any potential discrimination and demonstrate its commitment to improving health equalities and removing health inequalities, as articulated in the Health and Social Care Act 2012.

### 3.1 Publication of an equality, diversity and inclusion annual report

As part of the public sector equality duty the Trust publishes this annual report in relation to equality, diversity and inclusion. The equality, diversity and inclusion annual report includes a wide range of information, including the Trusts work with the Workforce Disability Equality Standard (WDES), Workforce Race Equality Standard (WRES) and the Equality Delivery System (EDS2).


### 3.2 Equality Impact Assessment

Equality Impact Assessment is the mechanism through which the Trust is able to demonstrate ‘due regard’ to the Equality Act 2010 and the meeting of its equality duties in relation to all Trust business and activity. Equality Impact Assessment ensures that all protected characteristics and other groups at potential risk of health inequality are proactively considered in the Trust’s services and business.

The Trust has a system of Equality Impact Assessment in place and from 2018 all significant papers and documents going to the Trust Board are underpinned by an equality impact analysis, through which the potential equality related impacts are identified, mitigated and removed.

### 3.3 Gender Pay Gap Reporting


### 3.4 Hard to Reach Groups

The EDI leads for staff, patients, service users and carers attend regular forums across the local area to engage with partnership organisations and community members where a range of protected characteristics are represented. The forums include; Hull and East Riding Lesbian, Gay, Bisexual and Transgender (LGBT) forum, East Riding Disability Advisory Group, East Riding Carers Advisory Group (CAG, Equality, Diversity and Inclusion local network and Cross Sector Engagement Group. Partnerships are strengthening with local Black, Minority...
Ethnic (BME) groups in particular the Humber All Nations Alliance (HANA) and Ashiana. We have representation from the majority of these groups on our Patient and Carer Experience forum.

The Trust’s Chaplain provides a range of Spiritual and Pastoral care needs and has knowledge of a range of religious faiths and practices and supports individuals on a variety of issues, often complex and multi-cultural.

4.1 Implementation of the NHS Equality Delivery System (EDS2)

Implementation of EDS2 is mandated for all NHS organisations in the NHS Standard Contract.

“The main purpose of the EDS2 was, and remains, to help local NHS organisations, in discussion with local partners including local populations, review and improve their performance for people with characteristics protected by the Equality Act 2010. By using the EDS2, NHS organisations can also be helped to deliver on the Public Sector Equality Duty.”


The EDS2 is a toolkit designed around four primary goals:
- Goal 1 – Better health outcomes
- Goal 2 – Improved patient access and experience
- Goal 3 - A representative and supported workforce
- Goal 4 – Inclusive leadership

The EDS2 is implemented in a three-staged process:
- Self-assessment
- Peer reviewed assessment
- Stakeholder reviewed assessment

The table below indicates where the Trust has self-assessed against the EDS2 goals for 18/19:

<table>
<thead>
<tr>
<th>Goal</th>
<th>Narrative</th>
<th>Outcome</th>
<th>Grade</th>
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</thead>
<tbody>
<tr>
<td>1. Better health outcomes</td>
<td>The NHS should achieve improvements in patient health, public health and patient safety for all, based on comprehensive evidence of need and results</td>
<td>1.1 Services are commissioned, procured, designed and delivered to meet the health needs of local communities</td>
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<td></td>
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<td>1.2 Individual people’s health needs are assessed and met in appropriate and effective ways</td>
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<td></td>
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<td>1.3 Transition from one service to another, for people on care pathways, are made smoothly with everyone well-informed</td>
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<td></td>
<td></td>
<td>1.4 When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse</td>
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<tr>
<td></td>
<td></td>
<td>1.5 Screening, vaccination and other health promotion services reach and benefit all local communities</td>
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<tr>
<td>2. Improved patients access and experience</td>
<td>The NHS should improve accessibility and information, and deliver the right</td>
<td>2.1 People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable</td>
<td></td>
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Caring, Learning and Growing
<table>
<thead>
<tr>
<th>2.2 People are informed and supported to be as involved as they wish to be in decisions about their care</th>
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<tbody>
<tr>
<td>2.3 People report positive experiences of the NHS</td>
</tr>
<tr>
<td>2.4 People’s complaints about services are handled respectfully and efficiently</td>
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<table>
<thead>
<tr>
<th>3.1 Fair NHS recruitment and selection processes lead to a more representative workforce at all levels</th>
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<tbody>
<tr>
<td>3.2 The NHS is committed to equal pay for work of equal value and expects employers to use pay audits to help fulfil their legal obligations</td>
</tr>
<tr>
<td>3.3 Training and development opportunities are taken up positively and evaluated by all staff</td>
</tr>
<tr>
<td>3.4 When at work, staff are free from abuse, harassment, bullying and violence from any source.</td>
</tr>
<tr>
<td>3.5 Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives</td>
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<tr>
<td>3.6 Staff report positive experiences of their membership of the workforce</td>
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<tr>
<th>4.1 Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations</th>
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<tbody>
<tr>
<td>4.2 Papers that come before the Board and other major committees identify equality-related impacts including risks, and say how these risks are to be managed</td>
</tr>
<tr>
<td>4.3 Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination</td>
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</tbody>
</table>
4.2 Implementation of the NHS Workforce Race Equality Standard (WRES)

The WRES is designed to help NHS organisations understand and actively address differences in the experience between Black, Asian and Minority Ethnic (BAME) and white staff. Built around nine indicators, the WRES provides a robust reporting framework and supports NHS organisations to address and close any gaps through the development and implementation of action plans for improvement.

In the 2018 Staff Survey, only 3% of staff declared themselves to be of a non-white origin this compares to our geographical area, as shown in the table below.

<table>
<thead>
<tr>
<th>Data Observatory</th>
<th>Population (ONS 2016)</th>
<th>Ethnicity (Census 2011)</th>
</tr>
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<tbody>
<tr>
<td>East Riding</td>
<td>337,696</td>
<td>3.8% non-White,</td>
</tr>
<tr>
<td>Humber</td>
<td>260,200</td>
<td>5.1% non-White</td>
</tr>
<tr>
<td>North Yorkshire</td>
<td>604,900 (Whitby 13,213)</td>
<td>2.6% non-White</td>
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Information about the Trust’s WRES work can be located on the Trust website: https://www.humber.nhs.uk/Downloads/Equality%20and%20Diversity/WRES%20workplan%202018.pdf

The 2019 Workforce Race Equality Standard submission process will commence from 1 July 2019 with a final submission deadline of 31st August 2019 for the last financial year (2018/19).

Summary analysis of the Trust’s Workforce Race Equality Standard (WRES) data for 2018/19:

- BME staff uptake for training places (95%) is broadly comparable to their White colleagues (97%).
- The Trust currently has 3% of staff declaring themselves as non-White and is broadly reflective of the communities we serve.
- The ratio of shortlist to appointment is no more favourable for White applicants (0.20) compared to BME applicants (0.19).
- None of the current board members identify themselves in any non-white category which is not full representative of the Trust or the region. However, it’s worth noting that a single BME board member would raise representation past 4%.
- BME staff are more likely to be experiencing bullying/harassment from patients/public/relatives (26% White and 39% BME). However, the relatively low numbers involved mean a single staff member can significantly impact this figure.
• There is a concern regarding the level of reported harassment for White (15%) and BME (26%) staff from their colleagues or managers. Again, the relatively low numbers involved mean a single staff member can significantly impact this figure.
• That BME staff (13%) are more likely to experience discrimination at work than their White colleagues (8%). As before, the relatively low numbers involved mean a single staff member can significantly impact this figure.
• BME staff report confidence in opportunities for career progression and promotion as 66% which is higher than reported by their White colleagues (57%).

4.3 Implementation of the NHS Workforce Disability Equality Standard (WDES)

The Workforce Disability Equality Standard (WDES) is a set of ten specific measures (metrics) that will enable NHS organisations to compare the experiences of Disabled and non-disabled staff. This information will then be used by the relevant NHS organisation to develop a local action plan, and enable them to demonstrate progress against the indicators of disability equality.

By 1st August 2019 NHS Trusts and Foundation Trusts must:

• Complete the pre-populated WDES spreadsheet and submit data to NHS England via the Strategic Data Collection Service.
• Complete and submit the WDES online reporting form.

Summary analysis of the Trust’s Workforce Disability Equality Standard (WDES) data for 2018/19:

• 21% of staff declared a disability in 2018 staff survey which is far higher than 4.12% declared on the Trust Electronic Staff Record (ESR).
• 12% of disabled staff reported that the Trust has not made adequate adjustment(s) to enable staff to carry out their work. However, the disparity between ESR declaration rates and those in the staff survey demonstrate the Trust may not be aware of some issues that would require adequate adjustments.
• Disabled staff are 10% more likely than their non-disadvantaged peers to report harassment, bullying or abuse from patients/service users, their relatives or other members of the public, managers or other colleagues. However, it is worth noting that this is a relatively low number of staff when compared to the Trusts staffing.
• 54% of disabled staff believe that the Trust provides equal opportunities for career progression or promotion, which is largely in line with non-disadvantaged peers 56% and national levels.
• 72% of disabled staff report they have come to work, despite not feeling well enough to perform their duties, compared to 66% of non-disabled staff. However, this is in line with national figures for disabled staff (72.3%) but surpasses the national figures for non-disabled staff (51.3%). Furthermore, this figure represents just 11% of respondents.
• 36% of disabled staff say that they are satisfied with the extent to which their organisation values their work, this is lower than reported by their non-disabled peers (42%). However, the figure is largely in line with national levels where 40% of
disabled staff say that they are satisfied with the extent to which their organisation values their work.

- 8% of shortlisted candidates with a declared disability were appointed compared to 25% of non-disadvantaged candidates, however the Trust operates a guaranteed interview scheme where a disabled candidate meets the minimum job role criteria.

4.4 NHS Accessible Information Standard (AIS)

The AIS came into effect for all NHS organisations in July 2016. In order to ensure that the Trust complies with the standard clinicians identify if a patient or service user has additional communication needs during the initial assessment. The information is captured within the patient record to inform teams of any communication needs. An alert is placed on the patient’s record and is visible for clinicians to see.

In December 2018 the Trust purchased software called Browsealoud for the website. Browsealoud is a solution for making information accessible to patients, service users and carers with learning difficulties, dyslexia, mild visual impairments and those with English as a second language. The website can now be translated into 99 languages and read aloud in 40 of the most commonly spoken languages in the world. Any of the website content can be converted into an audio file and listened to offline. Also, distractions can be blocked or removed from the page allowing the individual to focus on the most important parts.

Our Communication’s team produce information to ensure it is written in simple, plain English and is easy to understand and produce information in larger font sizes for the visually impaired. Patients who have a difficulty in hearing or seeing, or there is a difficulty in understanding each other’s language can access our interpreter and translation services.

The Trust has access to a Healthwatch Read Right panel (East Riding Healthwatch) who provides feedback on our patient information.

Our Learning Disability (LD) Service has access to an information sheet including hints and tips for making information accessible and the service has a subscription to Widgit. The community and inpatient LD staff have access to Speech and Language Therapy Services who can advise on specific accessible information for a patient centred approach.

4.5 Provision of a System for Delivery of Interpretation and Translation Services

The Trust has two organisations that provide interpreter and translation services support to individuals accessing our services who have a difficulty in hearing or seeing, or there is a difficulty in understanding each other’s language. Hull City Council provides these services to our patients in the Hull and East Riding area and The Big Word for individuals living in the Whitby, Scarborough and Ryedale region.

Hull City Council meet 90% of our patient’s requirements, if Hull City Council cannot meet the needs then they go to a different provider (including out of area); British Sign Language, Global Accent, AA Global Languages, DA Languages, Leeds City Council and Kirklees Council and book interpreters from them. Hull City Council provides interpreters in over 60 languages.

Caring, Learning and Growing
5. The NHS Staff Survey 2018

In 2018 the Trust provided all staff members with the opportunity to participate in the nationally led NHS Staff Survey. We have been encouraged by the increase in the numbers of staff completing the staff survey up to 45% in 2018, from 38% in 2017 which gives the Trust increased and more representative feedback from our staff in relation to their experience of being employed by the Trust.

5.1 Areas of Strength:

- 82% of BME staff say there are shared objectives in their areas of work which is considerably higher than is reported by their white peers and +7.4% higher than the national figure which is 74.1%.
- 96% of Disabled staff say that they have never experienced discrimination from patients or a manager at the Trust, which is in line with the Trust’s other non-disadvantaged staff.
- 87% of the Trust’s LGBT Staff were satisfied that they had received training, learning or development in the past 12 months, which was substantially higher than reported by staff who don’t identify as LGBT. Furthermore, it is +11% higher than the national outcome which is 76%.
- Overall, only 4% of all staff have reported experiencing discrimination at work in the last 12 months from patients / service users, their relatives or other members of the public. This surpasses then national figure by +3.5% which is 7.5%.

5.2 Areas for Improvement:

- There is a disparity in declaration rates between ESR 4.12% and the NHS Staff Survey 21% in relation to disability; however, this is reported nationally where figures are 3% for ESR and 18% for NHS Staff Survey.
- 26% of BME staff have reported that they have experienced harassment, bullying or abuse at work from other colleagues in the past 12 months, this is higher than the incidence reported by white staff, which is 15%. However, this is also -4.5% below the national figure which 21.5% but the relatively low numbers involved mean the figure is impacted significantly by only a few respondents.
- 31% of LGBT staff don’t feel that the organisation takes positive action on health and well-being, this is a higher incidence rate (+5.3%) than reported at national levels which is 25.7%. However, the number of respondents is very low and a few responses can significantly impact the outcome of this figure.
- Only 62% of staff believe they have had training, learning or development in the last 12 months and represents a decline on the previous year by -6%, this compares to a national figure of 69.1%.
- Overall, the percentage of staff who have felt unwell in the last 12 months as a result of work place stress has increased to 48% from 44% on the previous year and compares to the national figure of 40%.
- Staff over the age of 66 are reporting the least confidence in believing the organisation acts fairly with regard to career progression/promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age, which is largely in line with the national figures.

Caring, Learning and Growing
### 6. Equality Objectives

#### 6.1 Patients, Service Users and Carers Objectives 2018/19 - Outcomes

<table>
<thead>
<tr>
<th>Objective</th>
<th>Key Achievements or Outcomes</th>
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<tbody>
<tr>
<td>1. To ensure that our communications with the public are accessible</td>
<td>• In December 2018 the Trust purchased software called Browsealoud for the website. Browsealoud is a solution for making information accessible to patients, service users and carers with learning difficulties, dyslexia, mild visual impairments and those with English as a second language. The website can now be translated into 99 languages and read aloud in 40 of the most commonly spoken languages in the world. Any of the website content can be converted into an audio file and listened to offline. Also, distractions can be blocked or removed from the page allowing the individual to focus on the most important parts.</td>
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<td></td>
<td>• Our Communication’s team produce information to ensure it is written in simple, plain English and is easy to understand and produce information in larger font sizes for the visually impaired. Patients who have a difficulty in hearing or seeing, or there is a difficulty in understanding each other’s language can access our interpreter and translation services.</td>
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<td></td>
<td>• The Trust has access to a Healthwatch Read Right panel (East Riding Healthwatch) who provides feedback on our patient information.</td>
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<td></td>
<td>• Our Learning Disability (LD) Service has access to an information sheet including hints and tips for making information accessible and the service has a subscription to Widgit. The community and inpatient LD staff have access to Speech and Language Therapy Services who can advise on specific accessible information for a patient centred approach.</td>
</tr>
<tr>
<td>2. To continue to engage with partner organisations, groups and community members where a range of protected characteristics are represented</td>
<td>• The EDI leads for staff, patients, service users and carers attend regular forums across the local area to engage with partnership organisations and community members where a range of protected characteristics are represented. The forums include: Hull and East Riding Lesbian, Gay, Bisexual and Transgender (LGBT) forum, East Riding Disability Advisory Group, East Riding Carers Advisory Group (CAG, Equality, Diversity and Inclusion local network and Cross Sector Engagement Group.</td>
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<td>• Partnerships are strengthening with local Black, Minority Ethnic (BME) groups in particular the</td>
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<td>3.</td>
<td>To build on the success of the Patient and Carer Experience forums and Staff Champions of Patient Experience forum to ensure that the voice is heard from all protected characteristics groups to influence the Trust transformation agenda</td>
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<td>• An event called ‘Building our Priorities for 2019/20’ took place on 25th January 2019. The purpose of the event was to work together with patients, service users, carers, staff and partner organisations to gather their views for the patient, service user and carer Equality and Diversity objectives for the next year. The keynote speakers represented Humber All Nations Alliance (HANA) and Ashiana and gave an excellent presentation on the work both organisations carry out. There was a very good representation from protected characteristics groups at the event.</td>
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<td>• There is a strong presence of protected groups at our forums who are actively encouraged to participate in Trust activities. Refer to Section 7.4 which is a poster that highlights how individuals can get involved in Trust activities.</td>
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<th>4.</th>
<th>To ensure that any new business acquired by the Trust is given the same level of commitment to the EDI agenda to ensure equality across all services</th>
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<tr>
<td></td>
<td>• The Business Development Team considers Equality, Diversity and Inclusion on acquiring new services. The team work closely with the Equality and Diversity leads in the Trust to ensure equality is considered for the protected characteristic groups. For example, an Equality Impact Assessment is undertaken to support the new business acquisition and is subsequently taken to the relevant discussion/approval/ratification committee/forum.</td>
</tr>
</tbody>
</table>
### 6.2 Proposed Patient, Service Users and Carer Equality Objectives 2019/20

An event called ‘Building our Priorities for 2019/20’ took place on 25th January 2019. The purpose of the event was to work together with patients, service users, carers, staff and partner organisations to gather their views for the patient, service user and carer Equality and Diversity objectives for the coming year.

A number of ideas were identified of which those who attended the event were given the opportunity to prioritise. From this exercise the following objectives have been identified for 2019/20.

<table>
<thead>
<tr>
<th>Trust Strategic Goals</th>
<th>Objective</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Innovating Quality &amp; Patient Safety</td>
<td>1. To improve communication with our young people with a protected characteristic.</td>
<td><img src="" alt=" " /></td>
</tr>
<tr>
<td>Enhancing prevention, wellbeing and recovery.</td>
<td>2. To co-produce relevant training packages with people from a diverse background so that it is representative of the protected characteristics.</td>
<td><img src="" alt=" " /></td>
</tr>
<tr>
<td>Fostering innovation, partnership and alliances.</td>
<td>3. To raise awareness of the Interpretation and Translation services available to staff.</td>
<td><img src="" alt=" " /></td>
</tr>
<tr>
<td>Developing an effective and empowered workforce</td>
<td>4. To better understand the preferred channel of communication for individuals accessing our services.</td>
<td><img src="" alt=" " /></td>
</tr>
<tr>
<td>Maximising an efficient and sustainable organisation.</td>
<td>Promoting people, communities and social values</td>
<td></td>
</tr>
</tbody>
</table>

Caring, Learning and Growing
6.3 Patient, Service Users and Carer Equality Objectives 2019/20 Road Map

“Young people with a protected characteristic will be actively engaged in the EDI agenda and their voices will be heard to help inform the provision and development of our services.”

“A culturally competent workforce to demonstrate empathy, care and compassion from an EDI perspective which will lead to improved patient, service user, carer and staff experience.”

“An informed workforce where the Trust will have assurance that individuals who speak English as their second language will have their needs understood and met in a structured manner.”

“Individuals accessing our services will receive communication relating to their health needs in the format they require.”

Caring, Learning and Growing
## 6.4 Staff Objectives 2018/19 - Outcomes

<table>
<thead>
<tr>
<th>Objective</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>To review and strengthen the current Equality Impact Assessment approach. After a rigorous process a suitable training provider was identified and further work is required to ensure the correct staff are trained and as a follow up action to this the Trust will ensure that trainees share good practice with the colleagues to ensure effective and robust Equality Impact Assessments take place, thereby ensuring that a Trust policy, project or scheme does not discriminate against any disadvantaged or vulnerable group.</td>
</tr>
<tr>
<td>2</td>
<td>To pursue the option for the Trust to be a third party hate crime reporting centre following attendance at hate crime training provided by Humberside Police. E&amp;D lead for staff and training manager attended hate crime training provided by Humberside police.</td>
</tr>
<tr>
<td>3</td>
<td>To enhance the process for collecting protected characteristics demographical information about patients, carers and staff. Through a range of initiatives staff have been encouraged to provide incomplete data and use ESR Employee Self Service to identify any gaps, particularly protected characteristics. However, moving forward, this action will be readdressed in order to further improve the accuracy of data held by the Trust through a more direct targeting of employees with missing information.</td>
</tr>
<tr>
<td>4</td>
<td>To further develop the Equality and Diversity training packages both on line package and face to face. A considerable amount of work was undertaken though the Trust Training Centre to develop a unique and highly specific Humber equality and diversity E-Learning programme, which will meet the future needs of staff and ensure equality, diversity and inclusion legislation is met.</td>
</tr>
<tr>
<td>5</td>
<td>To address the issue of an all White-British board. Across the Trust, when vacancies for Board members become available the Trust reference - in its recruitment literature - that we are underrepresented at Board level and welcome applicants from a BME background, or any of the protected characteristics.</td>
</tr>
</tbody>
</table>
### 6.5 Proposed Staff Equality Objectives 2019/20

<table>
<thead>
<tr>
<th>Objective</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop an effective Equality, Diversity and Inclusion Strategy for 2020 and beyond.</td>
<td>✔️ ✔️ ✔️ ✔️ ✔️ ✔️</td>
</tr>
<tr>
<td>2. Advance equality of opportunity in recruitment between people who share a protected characteristic and people who do not share it.</td>
<td>✔️</td>
</tr>
<tr>
<td>3. Improve engagement with underrepresented staff groups to ensure inclusion and improved participation with equality, diversity and wellbeing initiatives.</td>
<td>✔️ ✔️ ✔️</td>
</tr>
<tr>
<td>4. Develop equality of opportunity for leadership roles between people who share a protected characteristic and people who do not share it.</td>
<td>✔️ ✔️</td>
</tr>
<tr>
<td>5. Improve the working experience of Trust staff with protected characteristics in relation to bullying and (or) harassment in their place of work.</td>
<td>✔️ ✔️</td>
</tr>
</tbody>
</table>
6.6 Staff Equality Objectives 2019/20 Road Map

**Apr 2020**

“Improve the working experience of Trust staff with protected characteristics in relation to bullying and (or) harassment in their place of work.”

“Develop equality of opportunity for leadership roles between people who share a protected characteristic and people who do not share it.”

**Dec 2019**

“Improve engagement with underrepresented staff groups to ensure inclusion and improved participation with equality, diversity and wellbeing initiatives.”

**June 2019**

“Advance equality of opportunity in recruitment between people who share a protected characteristic and people who do not share it.”
6.7 PROUD – Investing in You, Valuing You

Our PRogramme of Organisational Development with U at the heart of it ensures we continue to invest and value our workforce. Incorporating the views from the 2017 and 2018 staff survey, the PROUD work will enhance leadership and management development, improve the quality of appraisals and establish ways to recognise and harness the talent here at Humber.

The aim of PROUD is to:

- recognise and enhance the skills of staff
- celebrate our strengths as individuals and teams
- work collaboratively
- be solution focussed
7. 2018/ 19 Equality and Diversity Case Studies

7.1 Hull Pride 2018

The Trust is a keen supporter of Hull Pride. At July 2018’s event over 50 individuals came forward to march in the parade with our Humber banner.

The Trust runs an events committee to organise the Trust’s exhibition stand and activities for the day which has overwhelming support. At last year’s event bunting and handmade flags were made by service users and staff and the flags were handed out to passers-by at our stand in readiness for our parade marchers to carry.

A huge thank you to all of our staff and service users who contribute towards preparations to make each Hull Pride event a success.

Preparations are underway for the 2019 Hull Pride.
7.2 Faith and Spirituality

Our wards have access to faith materials; this may include a prayer book, the Quran, bible and ‘Caring for People of Different Faiths Booklet. All wards have access to telephone numbers of multi-faith and ecumenical colleagues. The Trust has a full time Chaplain who visits inpatient units on request.

Where patients have no leave, our Chaplain visits on a regular basis. On admission to units clinicians complete a spiritual assessment tool which identifies their spiritual and or religious needs and following this a care plan is developed. In addition to the full time Chaplain we have a Chaplaincy volunteer’s programme which currently includes two volunteers. We do various community engagement projects, e.g. we held an Angel Festival at Hull Minster in December 2018 where we invited our patients, service users, carers, staff and members of the community to make and exhibit an Angel of any form. We have a spiritual champion forum whereby members of staff have the opportunity to be spiritual champions and attend regular forums to receive training and resources and discuss various topics in relation to spiritual and pastoral care. The Chaplain visits units and patients and families in their homes to give services, communions, bereavement counselling and support.

Staff in our Townend Court inpatient unit for patients with learning disabilities support patients to attend places of worship and other church functions when requested and also spend individual time with patients to support reading of faith materials. Easy read resources are available for patients, carers and staff to use.
7.3 Wheelchair Access to Trust Headquarters

A concern was raised verbally at a Patient and Carer Experience forum April 2018 by a participant with regards to disabled access to Trust Headquarters. The Head of Patient and Carer Experience and Engagement suggested for a walk around the ground floor of Trust HQ to identify issues. The walk around took place in July 2018 including; the patient and her partner, Head of Patient and Carer Experience and Engagement and Estates Project Officer where a number of issues where raised.

Over the past few months a number of the issues have been rectified by the Estates Department including improved signage on the ground floor and an improved process for disabled access into the building. From January 2019 Patient and Carer Experience Forums are being held in the Lecture Theatre at Trust Headquarters to help improve accessibility for wheelchair users.
7.4 Inclusive Trust Activities Poster

Patient & Carer Experience Forums
Opportunities for involvement
- Help raise the profile of patient and carer experience in our services
- Have the opportunity to make positive and constructive suggestions about our services
- Participate in improving and developing services within the Trust
Email: helpencouragepatientexperience@nhs.net
Tel: 01402 389197
For Quality improvement initiatives, please contact:
helpencouragepatientexperience@nhs.net ('@nhs.net')

Research
Opportunities for involvement
- You, and/or those close to you, could help us by offering new treatments, complete questionnaires or provide samples for genetic testing (just some examples)
- Become a Research Ambassador and help us promote research across our Trust and community
- There may be opportunities to help guide new research ideas
Email: help encourage research@nhs.net
Tel: 01402 389720

Recruitment
Opportunities for involvement
- You could meet the applicants as part of a patient and carer panel
- Be part of the interview panel
- Take part in an activity such as a group discussion with the applicants
The way you want to be involved will be determined by you.
Email: helpencouragepatientexperience@nhs.net
Tel: 01402 389197

Research College
Opportunities for involvement
- Get hands on by becoming a member of our team – you could utilise your lived experience in a supportive peer volunteer role
- Share knowledge, skills and lived experience as a volunteer guest tutor by developing and delivering a course
- Take control of your own mental wellbeing and develop new skills by enrolling onto our workshops and courses yourself
Email: help encourage research@nhs.net
Tel: 01402 389124

Volunteering
Opportunities for involvement
- Use your valuable skills, knowledge and lived experience to enhance our services
- Improve your own health and wellbeing through helping others
- Receive training and develop new skills
Email: helpencouragepatientexperience@nhs.net
Tel: 01402 477802

Health Stars
Health Stars contributes to a thriving healthcare environment for NHS learners and their patients. By embracing generosity and investing in innovation, we promote the development of exceptional healthcare, which goes above and beyond NHS core services, through the investment in people, environments, resources, training and research.
The Circle of Wisbech is the place where you can tell us about the things you feel would make a real difference to Huller Teaching NHS Foundation Trust services. The things that would bring real ‘sparkle’ to our services, our patients and our wider community.
Website: http://healthstars.org.uk/
Tel: 01402 389103

Trust Member: What does being a Member mean?
Becoming a member of our Trust confers upon you the opportunity to become involved and have a say in how our services are developed. Membership is free and you can be involved as much or as little as you would like. If you are interested in knowing more about being a Trust member please contact the membership office.
Email: helpencouragepatientexperience@nhs.net
Tel: 01402 389132

Caring, Learning and Growing
Lesbian: a woman who is attracted to other women
Gay: a man who is attracted to other men
Bisexual: a person who is attracted to both men and women
Transgender: a person whose gender identity is different from their birth certificate
Queer: originally, a hate term but some people want to reclaim the word, while others find it offensive
Questioning: a person who is still exploring their sexuality or gender identity
Intersex: a person whose body is not male or female, they may have chromosomes which are not XX or XY
Allies: a person who identifies as straight but supports people in the LGBTQIAAP community
Asexual: a person who is not attracted in a sexual way to people of any gender
Pansexual: a person whose sexual attraction is not based on gender and may themselves be gender fluid
Supporting the LGBT+ Community

For further information please contact the Patient Experience Team on E: hnftr.patientandcarerexperience@nhs.net
T: 01482 389167 | www.humber.nhs.uk | HumberNHSFT

Caring, Learning and Growing
## Caring, Learning and Growing

### 8.1 Appendix 1 - Humber Teaching NHS Foundation Trust - Equality & Diversity - EDS2 Action Plan 19|20

**Key:**

<table>
<thead>
<tr>
<th>Internal Grade</th>
<th>External Grade</th>
<th>Evidence for Rating</th>
<th>Continuous Quality Improvement Plan</th>
<th>Incorporated Into</th>
<th>Monitoring Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developing</td>
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</table>

| 1. Better Health Outcomes |

1.1 Services are commissioned, procured, designed and delivered to meet the health needs of local communities

**Evidence for Rating**

Sanctuary for people in emotional distress in St Andrew’s Place, St George’s Road, Hull.

SMASH: To improve emotional resilience and mental health of young people.

Provision of a 24/7 mental health liaison service to Hull University Teaching Hospitals NHS Trust.

An event was held on 25th January 2019 (Building our Priorities) where patients, service users, carers, staff and partner organisations attended. The purpose of the event was to identify Equality and Diversity priorities for patients, service users and carers for 2019/20.

The Trust will continue to work with commissioners to ensure that service specifications can meet the needs of all patients.

To continue to ensure that all care pathways are inclusive.

We will continue to include service user/carer involvement to assist in future Equality and Diversity developments.

To endeavour to reach all the hard to reach communities and

- CQC Action Plan
- Adult Mental Health Transformation programme Project Plan
- Care Group Quality Improvement Plans
- E&D objectives

- Quality and Patient Safety Group
- Senior Operational Management Group
- Trust Board
- Patient and Carer Experience Forum
<table>
<thead>
<tr>
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<tr>
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<td>ensure there is progress in provision, periodically publishing successes and issues.</td>
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<td></td>
<td></td>
<td></td>
<td>1.2 Individual people’s health needs are assessed and met in appropriate and effective ways</td>
<td></td>
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<tr>
<td>Achieving</td>
<td></td>
<td>Assessment tools are well developed in relation to individual groups and take into account individual needs within specified care pathways.</td>
<td>To continue to ensure that all care pathways are inclusive.</td>
<td>CQC Action Plan</td>
<td>Quality and Patient Safety Group</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staff ask who the patient or service user would like their information to be shared with.</td>
<td>To improve patient and carer involvement in the development of services and pathways.</td>
<td>Adult Mental Health Transformation programme Project Plan</td>
<td>Senior Management Team and Executive Management Team</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Where a patient or service user relies on someone to support them with their daily activities staff are identifying and involving them in the care planning, upon consent.</td>
<td>Interpreter on Wheels pilot commenced March 2019. This provides instant access to an Interpreter. Mental Health Response Service and Avondale</td>
<td>Care Group Quality Improvement Plans</td>
<td>Trust Board</td>
</tr>
<tr>
<td></td>
<td></td>
<td>There is access to interpretation and translation services.</td>
<td></td>
<td>E&amp;D objectives</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Our website can now be translated into 99 languages and read aloud in 40 of the most common languages. The Browsealoud tool is a solution for making information accessible to patients, service users and carers with learning difficulties, dyslexia, mild visual impairments and those with English as a second language.</td>
<td>Quality Accounts Clinical Priorities</td>
<td></td>
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<tr>
<td></td>
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<td></td>
<td>Patient and Carer Experience reports</td>
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</table>

**Caring, Learning and Growing**
<table>
<thead>
<tr>
<th>Internal Grade</th>
<th>External Grade</th>
<th>Evidence for Rating</th>
<th>Continuous Quality Improvement Plan</th>
<th>Incorporated Into</th>
<th>Monitoring Group</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Unit are the two teams involved in the pilot. If successful to look at rolling out to all services across the Trust.</td>
<td></td>
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</tr>
</tbody>
</table>

1.4 When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse

Developing

- Safeguarding policies and procedure service specifications
- Allegations against staff policy
- Domestic Abuse Policy
- CQC Report
- Annual Safeguarding Report
- Duty of Candour compliance
- Freedom to Speak up policy and campaign
- Safeguarding supervision structures

From 1<sup>st</sup> April, 2018 to 31<sup>st</sup> March, 2019 we have received 58 speak up contacts. This is a significant increase on numbers recorded during 2017/18. Some of the concerns received required onward signposting. An ongoing awareness campaign has been run during 2018

- Work continues to promote the raising of concerns by staff.
- To continue to improve staff training (mandatory) Level three integrated training for children and adults is now available.
- A Freedom to Speak up Guardian and a deputy are now in place one of whom is a safeguarding practitioner.

- CQC Action Plan
- Staff attitude survey results
- Quarterly Quality & safety Report
- Quarterly safeguarding reports
- Monthly reportable logs
- Audit
- Safeguarding quality reviews
- MCA reviews

- Quality and Patient Safety Group
- Senior Management Team and Executive Management Team
- Trust Board
- Safeguarding Forum
<table>
<thead>
<tr>
<th>Internal Grade</th>
<th>External Grade</th>
<th>Evidence for Rating</th>
<th>Continuous Quality Improvement Plan</th>
<th>Incorporated Into</th>
<th>Monitoring Group</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>and October saw the first national speak up month launched. Our Trust board have completed the NHSI self assessment tool kit and we also now have a Freedom to Speak Up Vision and strategy in place.</td>
<td>Safeguarding training is above compliance rates trust wide and the safeguarding team offer support, supervision, monthly development days and 5 day access to specialist advice during the week for any areas of concern for safeguarding or Mental Capacity Act. The Safeguarding Team have developed a safeguarding allegations against staff policy and are always contacted if there are concerns regarding safeguarding issues and staff members.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1.5 Screening, vaccination and other health promotion services reach and benefit all local communities

<table>
<thead>
<tr>
<th>Developing</th>
<th>Further development of Learning Disability service</th>
<th>To continue to work with our</th>
<th>• Care Group Quality</th>
<th>• Quality and Patient Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Grade</td>
<td>External Grade</td>
<td>Evidence for Rating</td>
<td>Continuous Quality Improvement Plan</td>
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<tr>
<td></td>
<td></td>
<td>provision</td>
<td>commissioners, NHS and 3rd sector providers to raise awareness of mental illness and access to services for hard to reach communities.</td>
<td>Improvement Plans  • Staff attitude survey  • E&amp;D objectives</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Annual flu campaign</td>
<td>To improve the Trust website to include health promotion information.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Traveller community development</td>
<td>To improve our use of social media to reach all groups.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>All children in the East Riding are offered an evidence based Health Child Programme bringing together health, education and other main partners to deliver an effective programme for prevention and support</td>
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<tr>
<td></td>
<td></td>
<td>Vaccination services are delivered to all secondary school age children in the East Riding</td>
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<td>Mental health liaison services at HEY</td>
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<td>SMASH for young people</td>
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<td>Recovery college</td>
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<tr>
<td></td>
<td></td>
<td>We have worked with our commissioning partners to plan and implement a pilot scheme in primary care improving accessibility and reducing waiting times for those suspected of having a dementia.</td>
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</tbody>
</table>

2. Improved patient access and Experience

2.1 People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds.
<table>
<thead>
<tr>
<th>Internal Grade</th>
<th>External Grade</th>
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<th>Continuous Quality Improvement Plan</th>
<th>Incorporated Into</th>
<th>Monitoring Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developing</td>
<td></td>
<td>The Trust meets its statutory duties under the equalities act for disabled groups.</td>
<td>To ensure that our Estates Strategy includes the needs of all groups.</td>
<td>• Estates Strategy • Individual Service Plans • Patient and Carer Experience reports</td>
<td>• Quality and Patient Safety Group • Senior Management Team and Executive Management Team • Trust Board</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Most properties have access and egress and alternative arrangements can be made on an individual basis if particular needs cannot be met.</td>
<td>To further improve signage to ensure it is in a large accessible easy to read and understand format.</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>We have invested significantly to refurbish our inpatient unit for people with dementia to improve way-fairing and promote recovery and well-being.</td>
<td>To use the Lecture Theatre at Trust Headquarters to improve accessibility when meeting with patients, service users and carers for larger meetings and events.</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Following a review of the Trust’s Building Accessibility Audits, last undertaken in 2013, these are to be re-commissioned from April 2018. This will be undertaken on a phased approach, focusing on patient/public accessible buildings in the first instance.</td>
<td></td>
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<td></td>
<td></td>
<td>Feedback from a disabled patient accessing Trust Headquarters highlighted a number of accessibility issues. The patient worked with the Estates Department to identify the issues and a number of them have been rectified. These include; improved signage on the ground floor and an improved process for disabled access into the building. From January 2019 Patient and Carer Experience Forums have moved to the Lecture Theatre at Trust Headquarters to help improve accessibility for wheelchair users.</td>
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</table>

2.2 People are informed and supported to be as involved as they wish to be in decisions about their care
<table>
<thead>
<tr>
<th>Internal Grade</th>
<th>External Grade</th>
<th>Evidence for Rating</th>
<th>Continuous Quality Improvement Plan</th>
<th>Incorporated Into</th>
<th>Monitoring Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developing</td>
<td></td>
<td>Examples of good practice for example:</td>
<td>To ensure that our patients and their carers have the opportunity to be involved as they wish to be in decisions about their or a loved one’s care.</td>
<td>CQC Action Plan</td>
<td>Quality and Patient Safety Group</td>
</tr>
<tr>
<td></td>
<td></td>
<td>“Everyone struggles with different problems and situations, SMASH can deal with them all: said a child who attended SMASH 100% of the sessions but only had 60% attendance at school. Another said “I’m naughty at home but I don’t argue with my parents as much and listen better in school”</td>
<td>To ensure that information regarding their care is presented in plain English so that people understand.</td>
<td>Patient and Carer Experience report</td>
<td>Senior Management Team and Executive Management Team</td>
</tr>
<tr>
<td></td>
<td></td>
<td>We have implemented family induction meetings to involve carers of people with dementia following admission to Maister Lodge.</td>
<td>To ensure that services have information that is readily available in an accessible format</td>
<td></td>
<td>Trust Board</td>
</tr>
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<td></td>
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<td>Patient Survey results.</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Our inpatient units hold regular community meetings to involve patients in decisions about unit life.</td>
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<td></td>
<td></td>
<td>Staff ask who the patient or service user would like their information to be shared with.</td>
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<tr>
<td></td>
<td></td>
<td>Where a patient or service user relies on someone to support them with their daily activities staff are identifying and involving them in the care planning, upon consent.</td>
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</tbody>
</table>

2.3 People report positive experience of the NHS

<table>
<thead>
<tr>
<th>Excelling</th>
<th>Friends &amp; Family Test results 2018/19:</th>
<th>The Trust will continue to participate in the</th>
<th>Patient and Carer Experience</th>
<th>Quality and Patient Safety Group</th>
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<td></td>
<td></td>
<td>Over 99% - score for friendliness/helpfulness.</td>
<td>Always Events programme and recruit additional teams.</td>
<td>Report</td>
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<td></td>
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<td>Over 98% - score for ‘Were you given enough info?’</td>
<td>On 17th April 2019 a workshop will take place to develop an action plan for years 2 &amp; 3 of the Patient and Carers Experience strategy (2018 – 2023). Patients, service users, carers, staff and partner organisations from the public and voluntary sector are invited to participate in the workshop. The action plan will facilitate the Patient Experience Team’s work plan for the next 2 years.</td>
<td>CQC</td>
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<td>Almost 98% - score for involvement.</td>
<td>Care Group Quality Improvement Plans</td>
<td>E&amp;D objectives</td>
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**Patient Experience examples:**

- In April 2018 the Trust launched a new ‘live’ data dashboard showing the results of the FFT surveys received from patients and carers. The information shows how we are performing at organisation, care group and team level and includes; number of survey forms received, percentage of people who would recommend our services, by month, breakdown of positive, neutral, negative and don’t know responses and random selection of feedback comments including; main reason for recommending/or not, what we do well and what we could do better.

- A patient or carer story is presented to the Trust Board every month and at Council of Governors meeting.

Patient and Carer Experience forums continue on a quarterly basis to give patients, service users and carers a voice of their lived experiences to help inform service improvements and learning. The forums provide a catalyst to identify patient, service user and carer interests in order to link them to appropriate Trust staff to support Trust activities.
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<tr>
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<td></td>
<td></td>
<td>The Trust continues to participate in the national Always Events programme, defined as “those aspects of the patient and family experience that should always occur when patients interact with healthcare professionals and the delivery system”. The Learning Disabilities inpatient team at Townend moved forward with their first Always Event; “we will always be able to contact people who are important to us 24hrs a day”. The second team to participate in the programme is PSYPHER who attended their launch event of cohort 6 on 1st February 2018 and have continued to progress with their programme.</td>
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<td>The Trust had a strong presence at the 2018 Hull Pride event and over 60 patients, service users, carers and staff supported the march and manned a stand</td>
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<td>2.4 People’s complaints about services are handled respectfully and efficiently</td>
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<tr>
<td>Excelling</td>
<td>The Complaints and PALS Department records and responds to complaints, concerns, comments and compliments received from all areas of the Trust. The Trust ensures that all potential complainants have the option to have their concerns dealt with informally via the PALS service or formally via the NHS Complaints Procedure. Offering both services through one department allows the Trust to monitor all concerns raised, whether formally or informally, to see if there are any trends and to provide a consistent approach</td>
<td>We will continue to manage and respond to complaints, concerns, comments and compliments for all our services. To ensure that staff aim to resolve issues as they arise as close to the delivery of the</td>
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<td></td>
<td></td>
<td>• Care Group Quality Improvement Plans</td>
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<td>• Complaints and PALS Policy</td>
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<td>• Quality and Patient Safety Group</td>
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<td></td>
<td>• Senior Management Team and Executive Management Team</td>
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</table>
During 2018/19 the Complaints and PALS policy was reviewed to reflect current practice. As a result of the amendments to the policy improvements in the complaints process is being realised.

To enhance and further roll out a training plan across Care Groups for investigating managers to improve complaints investigations.

### 3. A representative and supported workforce

3.1 Fair NHS recruitment and selection processes lead to a more representative workforce at all levels

<table>
<thead>
<tr>
<th>Achieving</th>
<th>The trust adheres to the NHS standards for recruitment and selection processes. The trust is a mindful employer and has a renowned positive assets service which supports people with...</th>
<th>E&amp;D annual plan, WRES/WDES identify areas where the Trust...</th>
<th>• E&amp;D objectives</th>
<th>• Workforce Committee</th>
<th>• EDI Working</th>
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<td></td>
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<td>for patients, carers and the public. Chief Executive Officer signs all complaints.</td>
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<td>During 2018/19 the Complaints and PALS policy was reviewed to reflect current practice. As a result of the amendments to the policy improvements in the complaints process is being realised.</td>
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<td></td>
<td></td>
<td>mental health conditions back into employment.</td>
<td>can take additional positive action to enhance this recruitment process for staff in relation to the Equality Act and Public Sector Duties</td>
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<td>Group</td>
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<td>The Trust is registered with the Disability Confident programme and operates a guaranteed interview scheme where a candidate meets the minimum criteria. The Trusts disability declaration rate of 4.12% slightly exceeds the NHS national rate of 3%.</td>
<td>Improve staff disability declaration rates on ESR to ensure true representation by reducing 31.32% unspecified entry in line with WDES requirements.</td>
<td></td>
<td>• Executive Management Team</td>
</tr>
</tbody>
</table>

3.2 The NHS is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations

| Achieving | There is job evaluation process in place and the Trust has not had any equal pay claims to date. The Trust uses standardised job descriptions where possible which are all processed using the job evaluation process. The Trusts mean gender pay gap is 12.9% which is +1.84% on last year’s figure of 11.06%. | E&D annual plan and WRES/WDES outlines areas where the Trust can take additional positive action. Identify pay gaps and actions to improve/reduce gaps,                                                                                                                                      | • E&D objectives                                                                                                                                                                                                                      |                  | • Workforce Committee  
|           | |                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                    |                  | • EDI Working Group  
|           | |                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                    |                  | • Trust Board       
<p>|           | |                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                    |                  | • Executive Management Team |</p>
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<td>where appropriate.</td>
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3.3 training and development opportunities are taken up and positively evaluated by all staff

Developing

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<td></td>
<td>Additional training sessions provided as need arises based on performance compliance, additional training to be undertaken for new supervisors in line with PADR. Management development programme being refreshed Leadership strategy with behavioural framework New Trust values Patient group/diagnosis specific training programmes procured/developed</td>
<td>• OD action plan • SAS results and action plan • L&amp;D strategy</td>
<td>• Workforce Committee • EDI Working Group • Trust Board • Executive Management Team</td>
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</table>

Staff attitude survey (SAS) reports 62% of staff have had a training, learning or development opportunity in the past 12 months which is a decrease of -7% on 2017.

In 2018-2019 – 738 Humber NHS Foundation staff across the Trust completed Equality and Diversity online training ensuring 87.21% compliance with regulations. For 2019/20 a new Trust Specific E-Learning package with available face to face training has been developed.

PADRs are expected to be undertaken on an annual basis as well as regular supervision across the trust and PADR and mandatory training are regularly reported on under the trust performance framework. SAS reports 90% of staff were appraised in the last 12 months which is an improvement of +7% on 2017.

Additional training sessions provided as need arises based on performance compliance, additional training to be undertaken for new supervisors in line with PADR.

Management development programme being refreshed Leadership strategy with behavioural framework New Trust values Patient group/diagnosis specific training programmes procured/developed
### 3.4 When at work, staff are free from abuse, harassment, bullying and violence from any source

The Staff Attitude survey shows improvement continues to be needed in relation to bullying and harassment generally, with 2018 outcomes showing slight increases on those of 2017.

Bullying and Harassment is discussed through the trust PADR processes.

Any individual issues or concerns are dealt with as appropriate using Human Resources Department for support.

The Trust is committed to zero tolerance; however staff work in some very challenging environments within the Trust. This remains an area for improvement.

Identify areas of specific concern and action local improvements to improve experience for staff.

- E&D objectives
- WRES
- WDES
- SAS results

- Workforce Committee
- EDI Working Group
- Trust Board
- Senior Management Team

### 3.5 flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives

- E&D objectives
- WRES
- WDES
- SAS results

- Workforce Committee
- EDI Working Group
- Trust Board
- Senior Management Team
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<td>Developing</td>
<td></td>
<td>Staff attitude survey reports that 61% of staff surveyed were satisfied with the opportunities available for flexible working patterns which is an improvement of +7% on 2017’s 54%.</td>
<td>The Trust continues to offer and promote flexible working in the Trust.</td>
<td>• SAS results</td>
<td>• Workforce Committee</td>
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<td>Staff are aware of how to submit flexible working requests (FWR) and wherever possible these are supported by Care Groups.</td>
<td>In addition to this the Trust also supports the retire and return process in order to keep valued and skilled staff.</td>
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<td>• EDI Working Group</td>
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<td>HR support FWR through a supportive policy and practice but it is not centrally monitored by HR.</td>
<td>Introduce central monitoring of flexible working requests, improve HR involvement and ownership of process</td>
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<td>• Senior Management Team</td>
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<td>3.6 Staff report positive experience of their membership of the workforce</td>
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<td>Staff attitude survey 2018 reports 47% of those surveyed would recommend the Trust as a place to work which is a +4.6% improvement on 2017’s 42.4% and an increase of +2% on 2016’s 45%.</td>
<td>The Trust continues to go through unprecedented change which has an impact on staff morale. This is an area for improvement for the Trust, but the Trust remains committed to</td>
<td>• OD action plan</td>
<td>• Workforce Committee</td>
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<td>Developing</td>
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<td>• SAS results and action plan</td>
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<td>improving the culture of and working environment for its staff.</td>
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<td>The Trust has a Staff Charter, Staff award scheme and 3 Values (Caring, Learning and Growing)</td>
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<td>It also has a Personal Responsibility framework and</td>
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<td>Leadership Development Programme</td>
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<td>Introduction and evaluation of the PROUD programme to improve occupational development across Trust.</td>
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4. **Inclusive leadership**

4.1 Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations

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<tr>
<th>Developing</th>
<th>The recent CQC inspection report highlighted that the</th>
<th>The Trust Board is</th>
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<td>The Trust Board is</td>
<td>• E&amp;D</td>
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<td>• Workforce</td>
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*Internal and Crude and Growing*
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<td>Trust promotes equality and values diversity and this is included within the “healthy organisational culture&quot; pillar of the workforce and organisational development strategy 2017-22.</td>
<td>committed to providing clear leadership and organisational direction in relation to the Equalities agenda</td>
<td>objectives</td>
<td>Committee Trust Board</td>
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<td></td>
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<td>This remains the same as in previous years, however as the Trust has identified a need to strengthen this approach and will be focusing on a more robust process in 2018/19 paying particular attention to quality improvements.</td>
<td>WRES, SAS results, CQC</td>
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<td>4.2 Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are managed</td>
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<td>Developing</td>
<td>Developing</td>
<td>Equality Impact Assessments are undertaken for strategies, policies, procedures, processes, tenders and service transformations.</td>
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<td>4.3 Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination</td>
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<td>Developing</td>
<td>Developing</td>
<td>Equality and Diversity training is mandatory and a review of the current staff charter and leadership development support/programme is underway to strengthen this in practice.</td>
<td>The Trust continues to meet its Public Sector duties and recognises further improvement is required</td>
<td>E&amp;D objectives, WRES, WDES, SAS results, CQC</td>
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**Caring, Learning and Growing**
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<td>Provide training for middle managers on removing unconscious bias from recruitment processes and for managing challenging conversations to reduce discrimination</td>
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<td>• Trust Board</td>
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OPERATIONAL PLAN ON A PAGE 2019/2020

NHS Long Term Plan (2019):
“Future-proof the NHS for the decade ahead”

Support for Delivery
- Improved access to clinical records wherever staff are
- Patient access to information about their health and care, including video, online and telephone consultations
- Achieving and maintaining financial sustainability
- Responding positively to business opportunities

Support patients to achieve the outcomes they want from services
- Empower people to manage their own health and care needs
- Patients, service users and carers involved in planning services
- Supporting people with severe mental health difficulties into employment

NHS Long Term Plan (2019):
“NHS Staff will get the backing they need”

- Attract the best talent to work with us
- Quality is at the heart of every staff member’s role
- Promote career opportunities for all
- Empower staff to achieve their goals
- “Proud” of our Talent Management Programme
- Support the health and wellbeing of our staff

Mission
Humber Teaching NHS Foundation Trust – A multi-specialty health and social care teaching provider committed to Caring, Learning and Growing.

Vision
We aim to be a leading provider of integrated health services, recognised for the care, compassion and commitment of our staff and known as a great employer.

Values
- CARING
  for people while ensuring they are always at the heart of everything we do.
- LEARNING
  and using proven research as a basis for delivering safe, effective, integrated care.
- GROWING
  our reputation for being a provider of high quality services and a great place to work.

Goals
- Innovating quality and patient safety.
- Enhancing prevention, wellbeing and recovery.
- Fostering innovation, partnership and alliances.
- Developing an effective and empowering workforce.
- Maximising an efficient and sustainable organisation.
- Promoting people, communities and social values.

Our Workforce
NHS Long Term Plan (2019):
“More options, better support, and properly joined-up care at the right time in the optimal care setting”

Trusted member of Primary Care Networks
Build trusted alliances with all partner organisations
Integrate Services around the patient using the “One Team” approach
Become a system leader for fully integrated community-based health care
Expand and achieve excellence in primary care provision
Redesign of Community Mental Health Services in line with national guidance
Transform care of those with learning disabilities and/or autism to improve quality of life and reduce admissions

Our Workforce
NHS Long Term Plan (2019):
“NHS Staff will get the backing they need”

- Attract the best talent to work with us
- Quality is at the heart of every staff member’s role
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- Empower staff to achieve their goals
- “Proud” of our Talent Management Programme
- Support the health and wellbeing of our staff

Trusted member of Primary Care Networks
Build trusted alliances with all partner organisations
Integrate Services around the patient using the “One Team” approach
Become a system leader for fully integrated community-based health care
Expand and achieve excellence in primary care provision
Redesign of Community Mental Health Services in line with national guidance
Transform care of those with learning disabilities and/or autism to improve quality of life and reduce admissions
CELEBRATING OUR SUCCESS
2018/2019

Innovating quality and patient safety.

Growing number of Quality Improvement (QI) Specialists leading the way towards an embedded QI culture.
Daily corporate and team safety huddles focusing on patient safety incidents.
Improved our ability to continually learn lessons from incidents that occur.

Patient Reported Outcome Measure tool developed with patients, service users and carers.

Humber Safeguarding Service has become a key contributor to the new vulnerable adult risk management processes across the region.
Cited as positive contributor to complex Prevent cases.
Two of our GPs were listed in the Top 10 for Hull and East Yorkshire.
Two of our GP surgeries, Hallgate and Chestnuts, were hailed amongst the “Best of the Best” after receiving positive feedback during the NHS England annual poll.
The Trust was “highly commended” in two categories for the most prestigious award in healthcare safety; “Charging Culture” and “Patient Safety Team of the Year” sections at the Health Service Journal’s Patient Safety Awards.

Enhancing prevention, wellbeing and recovery.

Reduction in the number of patients placed out of area for inpatient care.
Early Intervention in Psychosis undertaking treatment of first episode within 2 weeks for 34% more patients that required by the national standard.
Awarded capital funding and started to build a new, state of the art inpatient unit for children and young people.

Our Patient and Carer Experience Strategy (2018-2023) build on the work already done, promoting maximum involvement and engagement.
New “live” dashboard introduced for surveys received from patients and carers.
Work has commenced on a structured career pathway for employing peer support workers across our services.
A new service model for rehabilitation and recovery has been agreed and will be introduced during 2019.
Community Mental Health Services have been reviewed and changes will be implemented to make the service more responsive.

Fostering integration, partnership and alliances.

Awarded lead provider status for the delivery of perinatal mental health services across the Humber area.

Implementation of the Scarborough and Ryedale Integrated Prevention, Community Care and Support Service is progressing well.
Continued and significant involvement in the Humber Coast and Vale Health and Care Partnership and the system leader in the mental health collaborative programme.
Close working relationships with Humbercare and MIND as part of mental health transformation programme.
Close working with the Hull and East Yorkshire Smile Foundation through our Health Stars Charity.
We were chosen as the system leader for the New Models of Care for Forensic Services across Humber, Coast and Vale.

Developing an effective and empowered workforce.

Launch of PROUD: investing in and valuing our staff as they are the key to delivering high quality care to our patients.
Focused on listening to our staff and ensuring staff’s views are heard when developing services.
Improved the number and quality of appraisals and clinical supervision undertaken for our staff.
Introduced a Refer a Friend Recruitment Scheme.
Introduction of a nursing associate role that provides progression into graduate level nursing.
Teams and colleagues have benefited from the Chief Executive Engagement Fund.
Opened the newly refurbished Willerby Lecture Theatre in November 2018 to provide our teams with a conference space with an educational focus.

Maximising an efficient and sustainable organisation.

We have successfully been awarded contracts for Scarborough and Ryedale Community Services, Perinatal Mental Health and Social Prescribing.
The new contract to provide adult community services in Scarborough and Ryedale resulted in us providing care for an additional 6,000 patients and welcoming more than 200 new colleagues.
We achieved our financial targets.
Reopened Master Lodge following half a million pound refurbishment.

Commissioners supported investment to reduce the pressure on mental health inpatient services, allowing us to increase the number of adult beds, continue provision of our Crisis Pad, provide an extra “step down” bed and provide additional support to people with mental health problems in the acute hospital.
Acquired a seventh GP practice and now delivers primary care to 36,000 patients.

Promoting people, communities and social values.

Recovery College has launched its 2019 prospectus.
Support for Health Stars has grown significantly, both inside and outside of the organisation, allowing almost 400 wishes to be submitted to date.
Health Stars launched an Impact Appeal to improve the new children and young people’s hospital facilities like a sensory rich garden, state of the art kitchen and modern, comfortable furniture.
96 staff now enrolled on an apprenticeship covering a wide range of subject areas including healthcare support worker, adult care worker and nursing associate to business admin, customer service and team leading.
Our Health Trainers launched a dedicated service to help East Coast fishermen.