

# Equality, Diversity and Inclusion Annual Report 2022/23



**PROUD**

to  
care

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## Introduction

We are proud to present Barnsley Hospital NHS Foundation Trust Annual Equality, Diversity & Inclusion (EDI) Report for 2022/23.

This report provides an overview of our activities and achievements during 2022 / 2023 and will support us in reviewing and advancing our priorities over the next 12 months and ongoing work to meet our EDI objectives and organisational delivery. As we advance our journey to be an outstanding Trust and to make our Trust the best place to work, we recognise that there is still further work required to be undertaken in order to improve BME experiences and create an organisational climate that supports Equality, Diversity and Inclusion.

The term Black and Minority Ethnic (BME) is used in this report in line with NHS England. Race terminology has been extensively debated and we await further guidance on the recommended terminology to be used going forward.

Barnsley Hospital NHS Foundation Trust (BHNFT) is committed to being an organisation within which diversity is valued, respected and appreciated, regardless of race, age, disability, gender, sexual orientation, faith or religion, civil partnership or marriage, pregnancy or maternity. A commitment to equality, diversity and inclusion is fundamental to the Trust's core values in ensuring we develop a caring, supportive, fair and equitable culture for all and create an organisational climate that supports Equality, Diversity and Inclusion in line with the Trust objectives. The Trust recognises that everyone is different, valuing the unique contribution that individual experience, knowledge and skills can make in delivering service goals and that is visible and apparent at all levels of the organisation.

The Trust is committed to fulfilling our obligations in actively embedding Equality, Diversity and Inclusion in line with our Public Sector Equality Duty under the Equality Act 2010 to eliminate unlawful discrimination, harassment and victimization, advance equality of opportunity; and foster good relations. BHNFT will continue to strive to promote a positive environment and foster an inclusive and person-centered, just and learning culture in which people want to work and to be a model employer leading in good employment practice. Everyone has a responsibility for creating an inclusive and compassionate environment where all members feel welcome and are able to be themselves. The Trust is committed to challenging discrimination in any form and making equality, diversity and inclusion integral to our organisational culture. BHNFT has been described as a 'friendly place' and we aim for this to be translated in our behaviors, where everyone can be their themselves, feel valued and reach their full potential in an environment characterised by dignity and mutual respect, without fear of harassment, prejudice or discrimination. Everyone has a responsibility to take positive actions to reduce inequalities, respect differences, promote an open and equitable culture and celebrate diversity.

### Our Vision

Barnsley Hospital NHS Foundation Trust is striving to be an outstanding Trust and to make the Trust the best place to work and provide the best possible care for our patients and service users. The refreshed strategic objectives and goals for 2022 – 2027 sets out our vision underpinned by the National People Plan. Through this strategy we will continuously



improve our services, support the health and wellbeing of our workforce, introduce new and innovative ways of working and significantly contribute to improving population health and reducing health inequalities in Barnsley.

<p><b>Best for Patients and the Public</b> We will provide the best possible care for our patients and service users by:</p> <ul style="list-style-type: none"> <li>• Treating people with compassion, dignity and respect at all times.</li> <li>• Making our services as accessible as possible and our communications clear, timely and simple to understand</li> <li>• Listening to our patients and involve them in decisions about their care.</li> </ul>	<p><b>Best for People</b> We will make our Trust the best place to work by:</p> <ul style="list-style-type: none"> <li>• Ensuring a caring, supportive, fair and equitable culture for all</li> <li>• Creating an organisational climate that supports Equality, Diversity and Inclusion</li> <li>• Supporting our staff’s health and wellbeing</li> </ul>
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Everyone has a part to play in contributing to our goals and objectives to ensure positive experience and outcomes for patients and staff. This requires taking an active role to ensure our service will be accessible and truly inclusive to all.

We want to demonstrate behaviours that reflect our Trust values.



These values can only be achieved if we have the staff in place who share the Trust’s values and feel supported to deliver them. We need to ensure that we recruit, develop and support our staff to feel engaged and proud to work for the organisation. Our Trust Values recognise the fundamental importance of inclusion, respect and striving to deliver our best for patients and our people.

**“Belonging is a feeling, being heard and being recognised”** - people feel they belong when they experience a true connection with the workplace community, which includes all the people around them and the environment they work in. Belonging is ultimately about feeling free to ask questions while learning and growing alongside others — regardless of differences.

We are committed to reducing health inequalities that affect our patients and services users and ensuring that everyone has access to the health care they need, while treating people with respect, dignity and fairness; promoting the health and wellbeing of all those who use our services.

The Trust respects and values the diversity of its workforce, patients, service users, relatives, carers, visitors, contractors, volunteers and governors. It is therefore committed to working towards genuine equality of opportunity and outcome.



The Trust acknowledges the benefits of equality diversity, Inclusion and human rights in:

- Serving its community in a way which is appropriate, accessible and responsive
- Making the best use of the range of talent and experience available within its workforce and potential workforce
- Ensure that its legal obligations are fulfilled
- Improved patient experience and access
- Inclusive compassionate leadership at all levels
- Empowered, engaged and well supported staff
- Better Health outcomes for all
- Ensuring its volunteers represent the community

### What is Equality, Diversity & Inclusion (EDI)?

**Equality is not about treating everyone the same**, it is about ensuring that access to services and opportunities are available to all by taking into account people's differing needs and capabilities.

**Diversity is everything that makes us different**, recognising and valuing differences through inclusion and service provision, regardless of age, disability, gender reassignment, race, religion or belief and sexual orientation, marriage & civil partnership, pregnancy and maternity. It is also about consideration and valuing all staff needs.

**Inclusion is what makes diversity possible**, recognising and valuing the differences we each bring and creating an environment where everyone can be their true selves and has equal access to services, opportunities, resources and can contribute to the organisation's success.

Work together towards an empowered and engaged workforce.

Where we celebrate difference, value everyone's contribution and where people of all backgrounds can thrive.

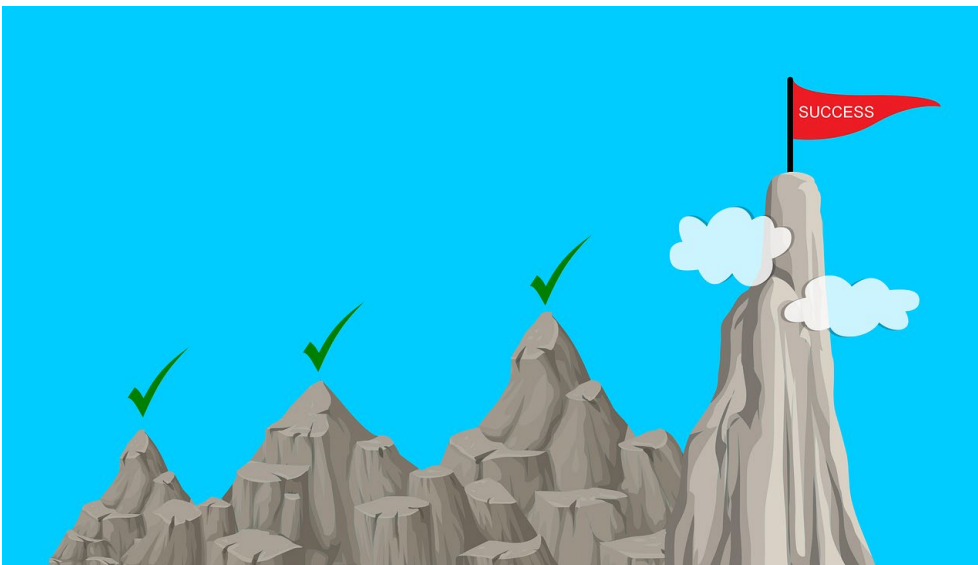
We value the diversity of our workforce and the range of knowledge, skills and experience our people bring to our work.



## Measuring our Success

Our key performance indicators and barometers to measure our success in achieving our strategic equality aims and objectives include;

- NHS Staff Satisfaction Survey results
- Workforce Race Equality Standard (WRES) indicators
- Workforce Disability Equality Standard (WDES) indicators
- Gender pay gap reporting
- Staff Networks
- Grievances and complaints
- Uptake of mediation service



## Workforce Profile

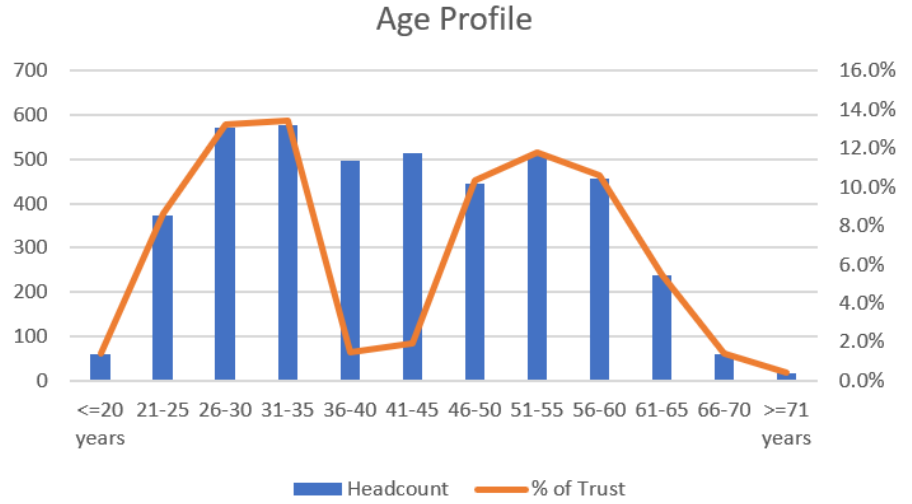
### Our current workforce

The Trust continues to maintain a stable and growing workforce of 4,532 people (4,311 excluding bank) as at 31 March 2023. The Trust is working towards increasing the diversity of our workforce to ensure it is representative of our community.

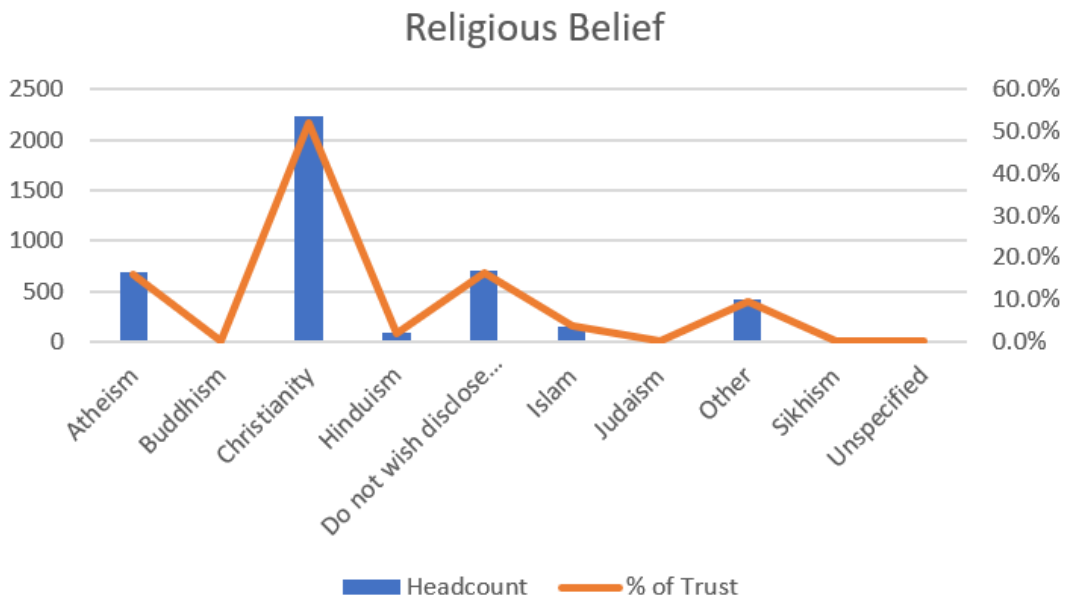
Our current workforce diversity profile is as follows:



Age profile	Headcount	% of Trust
<=20 years	61	1.4%
21-25	372	8.6%
26-30	570	13.2%
31-35	576	13.4%
36-40	496	1.5%
41-45	513	1.9%
46-50	446	10.3%
51-55	507	11.8%
56-60	455	10.6%
61-65	238	5.5%
66-70	60	1.4%
>=71 years	17	0.4%
<b>Total</b>	<b>4311</b>	

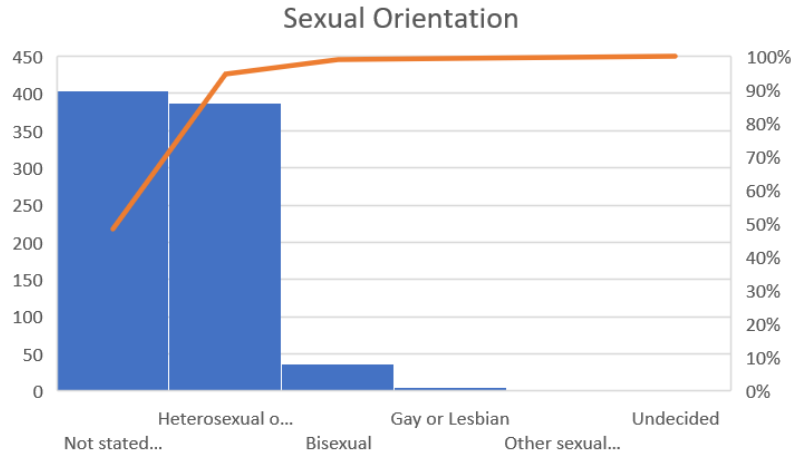


Religious Belief	Headcount	% of Trust
Atheism	693	16.1%
Buddhism	12	0.3%
Christianity	2238	51.9%
Hinduism	85	2.0%
Do not wish disclose religion/belief	710	16.5%
Islam	154	3.6%
Judaism	1	0.0%
Other	413	9.6%
Sikhism	4	0.1%
Unspecified	1	0.0%
<b>Total</b>	<b>4311</b>	

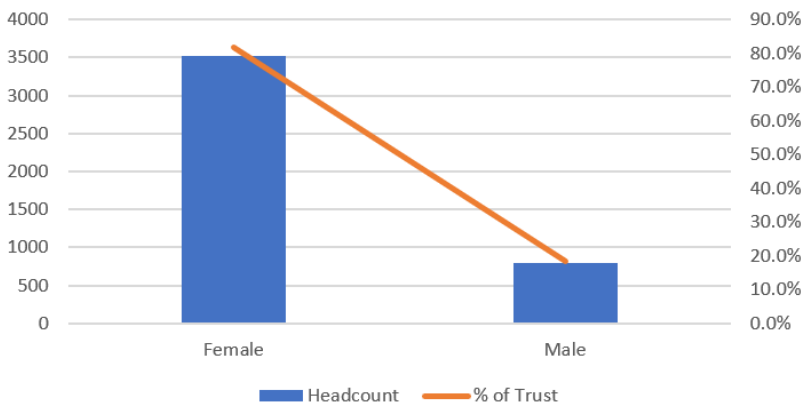




Sexual Orientation	Headcount	% of Trust
Bisexual	36	0.8%
Gay or Lesbian	5	1.2%
Heterosexual or Straight	387	88.5%
Not stated (Person asked but declined to provide a response)	403	9.3%
Other sexual orientation not listed	2	0.0%
Undecided	2	0.0%
<b>Total</b>	<b>4311</b>	



### Gender



Gender	Headcount	% of Trust
Female	3518	81.6%
Male	793	18.4%
<b>Total</b>	<b>4311</b>	

### Average length of service: 7.6 years

**Gender**

- Female – 7.8 years
- Male – 6.9 years

**Age range**

- 26 – 30  
3.5 years
- 51 – 55  
12.7 years

**Disability**

- New starters disclosing disability 7.3 years



775 new starters in the financial year 2022 – 2023

66.7 White – British

### % White British by staff group (new starters)

Add Prof Scientific and Technic	2.3%
Additional Clinical Services	35.4%
Administrative and Clerical	21.9%
Allied Health Professionals	4.3%
Estates and Ancillary	11.4%
Healthcare Scientists	0.2%
Medical and Dental	7.7%
Nursing and Midwifery Registered	16.8%

15.8% of new starters did not disclose ethnicity

### Statutory duties

It is our legal duty to:

- Actively embedding Equality, Diversity and Inclusion in line with our Public Sector Equality Duty

Report on the following:

- Gender Pay Gap
- Workforce Race Equality Standard
- Workforce Disability Equality Standard
- Equality Delivery System
- We also have legal duties under the Human Rights Act 1998, including core values associated with fairness, respect, equality, dignity and autonomy; the Health and Care Bill 2021; the Health and Social Care Act 2010; the Public Services (Social Value) Act 2012; and the Modern Slavery Act 2015.
- We are required to undertake Equality Impact Assessments of initiatives.

### Equality Act 2010

- Protects people from discrimination in the workplace and in wider society. the basic framework of protection against direct and indirect discrimination, harassment and victimisation



- Providing protection for people discriminated against because they are perceived to have, or are associated with someone who has one or more of the nine protected characteristics



**Public Sector Equality Duty (PSED)** – must have due regard to the need to:

- Eliminate discrimination, harassment and victimisation or any other conduct prohibited by the Equality Act 2010 in relation to the protected characteristics
- Advance equality of opportunity between all persons
- Foster good relations between groups of people sharing a protected characteristic and those that do not

**Human Rights Act 1998** - sets out the fundamental rights and freedoms that everyone in the UK is entitled to and requires all public bodies carrying out public functions to respect and protect human rights. The aim is that all people are treated with dignity, respect, equality, fairness and autonomy.

**Equality Delivery System (EDS)** - is an improvement tool for NHS organisations in active conversations with patients, public, staff, staff networks and trade unions - to review and develop their services, workforce, and leadership. It is driven by evidence and insight related to EDI and health inequalities. The third version of the EDS (EDS 2022) was commissioned by NHS England and NHS Improvement. It is these ratings that provide assurance or point to the need for improvement. The EDS is designed to encourage the collection and use of better evidence and insight across the range of people with protected characteristics and to assist in meeting the public sector equality duty (PSED) and to shape the equality objectives.

Workforce health and wellbeing, Inclusive leadership domains and the following two services were chosen to focus on:

- The Community Diagnostic Centre (CDC) – new service
- Maternity services - Experiences of Black, Asian & Minority Ethnic (BME) women accessing Barnsley Hospital maternity Services to improve access and experiences



Various evidence was gathered for the Trust EDS 2022 framework and grading engagement exercise were undertaken with internal and external stakeholders representing a range of protected characteristics. An overall Developing grade was received against the EDS framework. Valuable insight was gained to assist with formulating an action plan to identify areas for improvement in each domain to improve its rating to Excelling.

**Gender Pay Gap** – it is a legal requirement for all UK Public Sector employers with more than 250 employees to measure and publish their gender pay gap data on an annual basis.

The report for Barnsley Hospital NHS Foundation Trust reviews the latest data set, which covers the 12-month period ending 31 March 2022.



### Our Overall results:

Overall, across our entire workforce our mean gender pay gap is 37%. This means that the average hourly pay rate for men is 37% higher than for women. This rate has increased from 36% at the last reporting period ending 31 March 2021. Our overall median gender pay gap is 24% - this means that the mid-point hourly rate for men is 24% higher than for women.

A further analysis of the figures shows: For Medical and Dental staff, the mean gender pay gap is 18%. For all other staff who are not medical or dental (which is our largest workforce group), the mean gender pay gap is 6%.

Future intentions and actions planned are in place to help close the gender pay gap, including:

- The development of a high-level talent management approach as part of the
- changed Organisational Development (OD) Strategy by end of March 2023.
- The expansion of our internal Coaching and Mentoring capability as part of the OD Strategy.
- The approval and launch of a new hybrid working and home working policy and toolkit.
- The setting up of a Trust wide flexible working group to review our approach and staff access to flexible working and fair rostering.
- To build upon the recent launch of our new working carers support group and increase engagement and membership.
- To offer a mentoring and buddying scheme for female and male consultants to encourage and support them with their Clinical Excellence Awards applications as the scheme has recently.

In Barnsley, whilst we have a higher proportion of female staff in our workforce, we also have a significant proportion of our male workforce who are now at the point in their careers where they are senior medical staff and therefore are higher up the pay grades than some more junior members of staff. This is reflected in our overall gender pay gap and, as a trust, we recognise that this is a generational and societal issue. We know that an increasing number of women are choosing medicine as a career and our figures this year show that



we have more female foundation doctors than male. 32 female doctors (54%) and 27 male doctors (46%).

Over the last 7 years we have seen a gradual increase in the number of female consultants working at the Trust and as a result, our consultant profile gender gap is reducing as shown below

**Table 1**

As at 31st March	Female	% Female	Male	% Male	Total
2022	60	34.10%	116	65.90%	176
2021	68	32.50%	141	67.50%	209
2020	62	31.50%	135	68.50%	197
2019	56	28.60%	140	71.40%	196
2018	48	28.40%	121	71.60%	169
2017	45	28.50%	113	71.50%	158
2016	41	28.30%	104	71.70%	145
2015	41	28.10%	105	71.90%	146

For Medical and Dental staff, the mean gender pay gap for the last reporting period ending 31 March 2022 has increased to 18% from 17% in the previous reporting period ending 31 March 2021.

**Table 2**

Gender	Non-medical & dental staff mean hourly rate £	Medical & dental staff mean hourly rate £	Overall workforce means hourly rate £
Male	£16.47	£44.29	£26.20
Female	£15.45	£36.23	£16.20
Mean Pay Gap %	6.20%	18.20%	36.90%

**Table 3**

Gender	Non - Medical & dental staff headcount	Medical & dental staff headcount	Total headcount
Male	424	228	652
Female	2777	151	2928
Total	3201	379	3580*

\* excludes Barnsley Facilities Service and counts relevant employees only.



**Model Employer** - sets out an ambition to increase black and minority ethnic representation at all levels of workforce by 2028. This ambition has been accelerated by the NHS People Plan 2020 to increase senior leader representation by 2025 to equate to either the organisational or community percentage, whichever is highest

**Workforce Race Equality Standard (WRES)** - main purpose of the Workforce Race Equality Standard (WRES) is:

- To assess the Trust performance against the nine WRES indicators
- To close the gaps in workplace experience between White and Black and Ethnic Minority (BME) staff and produce action plans
- To improve BME representation at Board level

See WRES report published on the Trust Website:









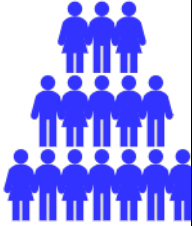

[Our publications | Barnsley Hospital NHS Foundation Trust](#)





# Improving Race Equality in the NHS

## KEY FINDINGS FROM THE WORKFORCE RACE EQUALITY STANDARD (WRES) 2023 REPORT

<p>↑<b>12.4%</b> (420) of NHS staff are BME for 2023 – positive increase from previous year, was 10.1% 2022</p>		<p>↓<b>25.7%</b> of BME staff reported harassment/ bullying/ abuse from patients/ relatives/ public in last 12 months</p>	
<p>↓<b>26.8%</b> of staff experiencing bullying, harassment, abuse from staff in last 12 months</p>		<p>↑ White applicants are <b>2.03 times</b> more likely to be appointed from shortlisting than BME applicants</p>	
<p>↓<b>0.0</b> BME staff entered formal disciplinary compared to 0.22 White staff</p>		<p>↑<b>1.25 White staff</b> more likely to access non-mandatory training compared to BME staff</p>	
<p>↓<b>BME 14.4%</b> staff experiencing discrimination from manager/team leader/colleagues</p>	<p>Non-clinical Clinical</p> 	<p><b>Lower to middle (NC)</b> ↑<b>0.38</b>                  ↑<b>2.92 (C)</b>  <b>Middle to upper (NC)</b> ↑<b>1.19</b>                  ↑<b>0.75 (C)</b>  <b>Lower to Upper (NC)</b> ↑<b>0.45</b>                  ↑<b>2.19 (C)</b>                  Race disparity ratio is greater than "1.0" Progression favours white staff, lower than "1.0" Progression favours BME staff</p>	
<p>↓<b>BME 50% &amp; White staff 64%</b> believes the Trust provides equal opportunities for career progression / promotion</p>		<p>BME Trust Board Voting membership is ↑<b>10.7%</b> compared to <b>12.4%</b> of the Trust workforce                  Executive members <b>-12.4%</b>                  Overall membership is <b>+3.4%</b></p>	











**Race disparity ratio: Lower to Middle – Bands 5 & under, Middle to Upper – Bands 6 & 7, Lower to Upper – Bands 8a & above**



**Workforce Disability Equality Standard (WDES)** requires NHS organisations to report on indicators of disability and to agree actions to ensure disabled employees have equal access to career opportunities and receive fair treatment in the workplace. See report on the Trust Website: [Our publications | Barnsley Hospital NHS Foundation Trust](#)

## Improving Disability in the NHS

### KEY FINDINGS FROM THE WORKFORCE DISABILITY EQUALITY STANDARD (WDES) 2023 REPORT

<p>↑<b>4.48%</b> of disabled staff in the Trust for 2022 – compared to 3.91% in 2021</p>		<p>Disabled staff are 10% less likely to feel their organisation values their work compared to non-disabled staff</p> <p>↓<b>35.8% vs 49.2%</b></p>	
<p><b>0.0% (unchanged)</b> – No board members have a declared disability compared to disabled staff in the wider workforce</p>		<p>Non-disabled job applicants are <b>↑1.62 times</b> more likely to be appointed from shortlisting compared to disabled job applicants</p>	
<p>↑<b>30.8%</b> of disabled staff reported harassment, bullying or abuse in 2022 from Patients/public</p> <p>↑<b>11.6%</b>, managers and Colleagues ↓<b>23.3%</b></p>		<p>↓<b>31%</b> of disabled staff feel pressure to come to work despite not feeling well compared to 17.1% of non-disabled staff</p>	
<p>↓<b>80.7%</b> of disabled staff felt their employer made adequate adjustments to enable to carry out their work</p>		<p><b>0.0 (unchanged)</b> Likelihood of Disabled staff compared to non-disabled entering the formal capability process</p>	
<p>Engagement score – ↓<b>6.5</b></p> <p>– disabled staff are less likely to feel engaged with staff engagement than 7.1 of non-disabled staff</p>		<p>↑<b>63.4%</b> of disabled staff believe their Trust provides equal opportunities for career progression or promotion, this is a significant increase from 55.8% in 2021</p>	







## AccessAble

AccessAble also formally known as Disabled Go is working in partnership with Barnsley Hospital NHS Foundation Trust to provide updated detailed access guides for all of the 94 departments and wards across the Trust, and created through an in-person surveyor assessment. Detailed Access Guides provides facts, figures and photographs to describe the patient and visitor journey step by step, from arrival on site to the facilities throughout a hospital or site, including lifts, stairs, reception areas, consultation rooms or wards and toilets. The guides look at 'access' and 'disability' from lots of different perspectives - mobility impairment, learning disability, sensory impairment, dementia and mental health.

The Trust has renewed its agreement in March 2023 and agreed an implementation plan to work in partnership with AccessAble for a period of 5 years. Our Trust Detailed Access Guides is published at the Accessibility Guide to Barnsley Hospital NHS Foundation Trust available at <http://www.AccessAble.co.uk> and on the AccessAble App and available through the Trust website.

A partnership with AccessAble results in the creation of Detailed Access Guides for every department and ward at a hospital and / or community-based services.

2023 review will include a full redo of all guides to product guidance documents, these are split in to 3 reports. Low cost improvement, Best practice and RAG matrix, these can be used to improve the accessibility of current space and any future improvements.

## Usage - BHNFT

During 2022, AccessAble has seen a significant increase in user rates across its website.

For the Trust, this has led to 37,379 Detailed Access Guides being used by 20,883 people between people between in the last 12 months (1 Nov 22 – 31<sup>st</sup> Oct 23).

86% of users are finding the Access Guides via a search engine with the remainder coming directly to AccessAble. Less than 2% of users are coming from the Trust's website, presenting a great opportunity to significantly increase usage.

We are looking at ways of strengthening AccessAble presence in engaging with stakeholders and promoting its Detailed Access Guides. AccessAble was recently invited and attended the Patient Experience and Engagement Inclusion Group meeting to raise awareness and discuss future plans. In addition, AccessAble is working with the Trust to look at other routes of promotion, such as adding information to patient letters, patient information screens and stickers with QR codes for each service, digital flyer.



## Accessible Information Standard

### What is the Accessible Information Standard?

**Fact 1** - The [Accessible Information Standard](#) says people who have a disability or sensory loss should be able to receive information in the best way for them. For example, they may need large print or sign language.

**Fact 2** - The CQC have adopted the AIS as part of their inspection

**Fact 3** - There are five key requirements of the Standard:

#### IDENTIFY – RECORD – FLAG – SHARE – MEET


**IDENTIFY** - Ask patients and carers if they have any information or communication needs, and find out how to meet their needs

**RECORD** - Record those needs in a set way

**FLAG** - Highlight a patient's file, so it is clear that they have information or communication needs, and clearly explain how those needs should be met


**SHARE** - Share information about a person's needs with other NHS and adult social care providers, when they have consent or permission to do so

**MEET** - Make sure that people get information in an accessible way and communication support if they need it.



**Having your temperature taken**

Information for patients



**Easy Read**

## Recite Me



Recite Me believes in accessibility for all, allowing everyone the opportunity to use the internet in the way that it is intended. People with a disability can often face barriers when visiting inaccessible websites that prevent them from taking an active part in life.

Recite Me is a cloud-based web accessibility assistive toolbar solution that allows website visitors to customise a site in a way that works best for them.

It helps 1 in 5 people in the UK who have a disability, including those with common conditions such as visual impairment and dyslexia to access the website in the way that suits them best. The language toolbar has been added to be inclusive and meets the needs of people in the UK who speak a language other than English at home, by translating the web content into over 100 different languages.



## Partnership working

We continue to form great collaboration and work with partners across the region and nationally on activities and to share best practice around equality, diversity and inclusion. Through closer partnership working, we can adopt a listening and learning culture, develop best practice and meet the needs of our communities and staff. Examples include:

### South Yorkshire Aspired and Established Women Leaders Network Meeting



Steering group membership includes representation from the Inclusion & Wellbeing team to support and shape the South Yorkshire women in leadership quarterly events for aspiring and established women leaders in health and social care. Despite women making up 80% of the health and care workforce in South Yorkshire, women slowly disappear in the more senior bands. Many barriers to women progressing in their careers attributed to a disadvantage, disability or impairment, facing discriminatory behaviour or prejudice, lack of self-belief etc. In order for women to progress in the careers in healthcare, women and those from minority backgrounds need to adopt a range of enablers including coaching and mentoring, self-belief, training programmes etc. but also making the most of peer networks. The successful event was first held December 2022 and quarterly South Yorkshire Women's Network events have taken place.



*“Congratulations on a fabulous event today. It was so inspiring listening to those leadership journeys, which were different in many ways but had key themes running through all three.”*



To see the impact of the first event, see short 4 min video:

<https://youtu.be/hwVsBDXMiUk>



### ICS Inclusive Cultures Partnership Programme (Reciprocal Mentoring)

After the success of our first cohort, South Yorkshire ICS is running a new cohort for the programme from September 2023 to July 2024 to provide insight, create transformational changes and assist in optimising the career development and talent pipeline of BME aspiring leaders. Aspiring leaders (BAME – Black, Asian and Minority Ethnic) and Established leaders (Senior leaders) formed a learning partnership and work as equal partners in a reciprocal (reverse) mentoring process.

The following organisations are involved in this ICS-wide programme and all are contributing to its running:

- South Yorkshire ICB
- Barnsley Hospital
- Sheffield Health and Social Care Trust
- RDaSH
- The Rotherham Trust
- South West Yorkshire FT



It is good to see such a buzz of energy at the workshops and positive comments received from the participants:

*"I am very appreciative of my partner for being very open and making me feel heard and listened to"*

*"Although I am unique, there are similarities that bring us together, our lived experiences, roles and positions and at the same time our differences can all be pooled together to bring change, make a difference and maximum productivity. That is the strength in diversity and Inclusion."*

*"My equal may not be your equal". "We all see things like a colour chart"*



## Barnsley Involvement and Equality Group

The purpose of the group is to ensure the voice of the citizen (people who use a service now, their families, carers, and friends, or who may in the future) is clearly considered in any decision making in relation to reviewing, commissioning, decommissioning or developing local services and improve outcomes. It is a forum in which information, ideas and best practice in relation to patient and public engagement, experience, equality, diversity and inclusion can be shared. One of its key responsibilities is to collectively agree and develop a shared involvement and participation plan amongst the member organisations and accompanying action plan.

- **Barnsley involvement and equality group** – made up from colleagues working in involvement, experience and equality. They come together to advise and deliver on the [Barnsley health and care plan](#) and other partnership strategies.
- **Barnsley involvement and equality plan** – jointly developed and owned and is part of the Barnsley health and care plan.
- **Share insights** – we are working across South Yorkshire to develop an ‘insight bank’ so we can build a richer picture of what matters to people and communities, reduce duplication, be more joined-up when planning involvement activities.
- **Links** with the Barnsley place quality and safety committee, Barnsley health equity group and the ICB Quality Performance, Patient Involvement and Experience Committee (QPPIE) committee
- **Joint ICB and Barnsley Council SEND participation officer post** to support children, young people and families.

## Project search for learning disabilities and Autism

We have collaborated and worked well with Barnsley College and Barnsley Metropolitan Borough Council hosting our first Project Search internship programme to give young people in the area with learning disabilities and autism vital work-based learning opportunities. We would like to thank the managers and mentors who supported the internship on their placements. Eight interns have graduated and four interns from the first programme have secured bank contracts and another intern has gained employment externally.



We are delighted to be running the second cohort of the internship programme in collaboration with our partners. Nine interns have commenced the programme in September 2023 and are undertaking their placements in various departments across the Trust. We hope that the interns will enjoy and gain valuable skills and experience and find this opportunity fulfilling, maximise their potential and gain confidence to transfer to future employment.



### Maternity Voice Partnership

We have worked closely with Maternity Voices Partnership (MVP). The Barnsley MVP is a team of Service Users, Lay people and Health care professionals who are passionate about improving the local maternity service offering by ensuring that families are at the centre of the care, given the best possible experience and the best possible start as a family. Work is being undertaken to reach out to the Black Asian and Minority Ethnic community to understand barriers to service access and their overall experiences. The Inclusion and Wellbeing Lead played an important role in assisting with formulating the report and collaborating with the Public Health Specialist Midwife. The Inclusion and Wellbeing Lead and Co- Chair of MVP presented the BAME Women and Maternity report at the All-party parliamentary group (APPG) meeting at the House of Parliament. The team received positive comments and acknowledgment from the audience and the panel.



## Passport to Management Programme - Managing Equality and Diversity

Training for BHNFT staff with line management responsibilities has been refreshed to equip leaders/ managers with information to ensure it complies with the Equality and Diversity & Human Rights component of the Core Skills Training Framework.

Training is delivered bi-monthly and provides an opportunity for staff to:

- Recognise the principles of Equality, Diversity and Inclusion (EDI)
- Share examples of barriers to EDI and explore ways of overcoming them
- Reflect on personal, team and departmental strengths and areas for development



Participants were asked to provide examples of how they will implement what has been earned/achieved to enhance their job performance by applying back in the workplace.

*“It was the most enjoyable content of the entire PTM course up until this point. The interactive nature of the course was perfection- I took so much out of this course “*

*“It can be very hard to absorb information in the PTM sessions but this worked wonderfully and was a breath of fresh air in a busy learning schedule”*

*“This is the best course I have ever attended in the NHS! The trainer was lovely, it was a wonderful safe space to discuss equality and diversity issues. I went straight back to my department relaying all of the information I had learned and promptly encourage everyone to book on to it.”*

## Bespoke Equality, Diversity, Inclusion (EDI) training

Bespoke EDI training has been delivered and tailored to support the strategic objectives and the development aims of individuals and teams. There are added benefits in undertaking the training to develop the team understanding, team dynamics and relationships and the ability to learn together and have open discussions about EDI.

- **Council of Governors** - to increase their knowledge, awareness and to embed EDI practices in their role and develop an effective board.
- **Physiotherapists** - the first of a series of EDI training was delivered. Further sessions will be delivered focusing on specific EDI aspects.



## Diverse & Inclusive subgroup

The subgroup is created from the Positive Culture steering group

- To provide a framework to improve our leadership culture and our leadership diversity, and to develop our leaders and managers to be positive, compassionate and improvement focused
- To provide a framework in which our Trust's people management processes, policies and practices, and our leadership behaviours follow an inclusive, person-centred approach
- To improve our leadership culture so staff at all levels are actively encouraged to speak up and raise their concerns.

Bi-monthly meetings are held to seek and develop plans and improvements to create transformational changes:

Areas of focus:

- **Reasonable adjustment checklist / guidance** - An action plan was developed to produce a reasonable adjustment checklist to provide managers and new employees with clear guidance and highlight their rights and requirements for staff with a disability. A reasonable adjustment draft guidance is developed in collaboration with the Inclusion & Wellbeing, Occupational health team and the Ability staff network. Comments are being sought during the consultation process before it is finalised and launched
- **Support LGBTQ+ network with more visibility** – strategies were explored to increase awareness and initiatives discussed to support LGBTQ+ staff to feel more inclusive.
- **Career Progression and accessing non-mandatory training for BME colleagues** – recommendations were identified to support staff with career progression such as inviting the Learning and organisational development manager to the staff network meeting. The manager promoted the range of offers to the staff network members including coaching and mentoring. Staff were encouraged to access the professional development support available and there will be a continued focus on increasing awareness.

## Improving Patient Experience

The Patient Experience (PE) Team at Barnsley Hospital receive and manage feedback from patients and members of the public and use the information gained to improve the services we provide. During the period of report the team handled the following feedback:





	Complaints 2022_23	Complaints 2021_22	Advice, Info/Support /Feedback 2022_23	Advice, Info/Support/ Feedback 2021_22	Concerns 2022_23	Concerns 2021_22	Total Contacts 2022_23	Total Contacts 2021_22
Q1	71	81	228	243	562	420	861	744
Q2	67	69	241	239	581	567	889	875
Q3	75	82	221	234	454	526	750	842
Q4	78	73	229	227	415	598	722	898
Totals	291	305	919	943	2012	2111	3222	3359

The primary themes from patient feedback via complaints and concerns relate to clinical care and treatment and communication with patients and their families. The Patient Advice & Complaints Team also handle general advice and information request and compliments which are shared with staff teams.

In addition to the Patient Advice & Complaints Team, the PE Team is also responsible for the Voluntary Services Team and the Patient Experience team who coordinate a number of feedback mechanisms including the NHS Friends & Family Test (FFT), they also support wider quality improvement work and work with our Clinical Business Units to support the involvement of patients in service improvement work. Listed below are some of the key activities undertaken during the period of report.

## Patient Surveys & Feedback

### National Patient Surveys

The Trust participates in nationally mandated surveys which are overseen by the Care Quality Commission (CQC) and which provide valuable insight into the experience of patients using Trust services. The surveys include Adult inpatients, Maternity, Urgent and Emergency Care and Children and Young People. The former two surveys are conducted annually and the latter two surveys every other year. Results are reported on the CQC website and reported internally to our Patient Experience, Engagement and Insight Group.

### Bespoke Surveys

The Patient Experience Team work with a number of service areas to develop individual questionnaires to ensure that patients can have the opportunity to share their experiences of using services and suggest how things can be improved.

### Feedback via NHS Website

We continue to monitor feedback via the NHS feedback website. The Patient Experience team have worked collaboratively with the Communications team to respond to and record feedback received via the NHS website.



2022/23	Number of reviews
Quarter 1	2
Quarter 2	4
Quarter 3	5
Quarter 4	17

Feedback is anonymous, however the majority of individuals who raise issue of concern via the NHS website receive a prompt acknowledgement and an offer to engage with the Patient Advice & Complaints Team. The majority of postings are positive with a focus on access to services and appreciation of a positive experience of care.

## Patient Engagement and Involvement

Summarised below are some of the work that have been undertaken to ensure that patient experience improvement work is central to the work of the Trust.

### Patient Stories at Trust Board

Patient stories are shared at Trust Board to understand real life experiences and how we can learn from them and drive service improvement.

### Design and Re-design

**Ward 19 (Elderly Care)– Make a Memory Appeal** - Service users supported us in the design and development of an activity room on ward 19.

The new room contains various activities including an interactive games table which promotes movement and supports general wellbeing.

### Service Improvements based on feedback

### Hard of Hearing Group

The Patient experience team arranged a meeting with the hard of hearing group and shared information on the support and resources available at the hospital. The group also fed back on the challenges they face when attending hospital and this was fed directly into the Audiology department who will use the feedback to make improvements that better support their patients when attending the department.


**Coffee and Chat** - The Patient Experience team, supported by the Admiral Nurse and the Learning Disability and Autism Liaison Nurse, held a Carers Coffee and Chat in the Colliers restaurant in January 2023. The event provided an opportunity to listen to feedback and share information on support such as:



- The Butterfly Scheme
- Reach out to Me
- John's Campaign
- Red Tray Pathway
- Volunteer support




Other services also attended the session including BIADS (Barnsley Dementia Service), Age UK and Barnsley Carers. Referrals were made into these services throughout the session.



Over 40% of carers recently surveyed told us they had missed at least one hospital appointment for their own healthcare needs, due to their caring responsibilities.

Our Patient Experience and Voluntary Services team have worked together with our Learning Disability and Dementia teams to ensure that on-site care and support can be provided to those who need it whilst their carer is attending an appointment at Barnsley Hospital.

For more information and support contact the Patient Experience team on 01226 434922




**Barnsley Hospital Carers and Care Partners Charter**

**Who is a carer?**  
A carer is someone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support and as such will be welcomed to be with the patient at any time.

**Who is a Care Partner?**  
A Care Partner is someone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support and as such will be welcomed to be with the patient at any time and continues to provide an agreed level of care in partnership with staff whilst their friend or family member is in hospital.

We recognise and value the support and expert knowledge that carers can give and also the positive impact that staff and carers working together can have on a patient's well-being.

**Our Commitment to you...** we will do our best to:

- Recognise you as a carer and support you to identify the level of care you wish to provide.
- Listen to and respect your views as a carer or Care Partner.
- Provide information that will help us to give the best experience of care to the person you care for, including any care passports.
- Inform and involve you in agreed aspects of care of the person you care for.
- Support you to attend appointments for your own health care needs when required.
- Recognise the primary and dignity of other patients.
- Support you to attend appointments for care.

**Please help us by:**

- Speaking to staff if you would like to be involved as a Care Partner.
- Talking to us about any concerns you might have about the care and treatment being provided to the person you care for.
- Taking care of yourself. Your involvement is valued but not expected.
- Tell us if there is anything else we can do to support you in your role as a carer or Care Partner.

Feedback was shared with relevant Trust services to inform business planning.

### Health Inequalities

The Patient Experience and Engagement team is supporting the Public Health Specialist Registrar and CBU colleagues in the delivery of the health inequalities action plan by facilitating patient engagement and service user co-design of services. Data is currently being collated to identify areas of focus.

### Interpreting & Translation Services

The PE Team oversee the provision of interpreting and translation services for patients attending the Trust.



## Interpreting and Translation Contacts 2022/23

Face to Face	Video	Telephone	Total
943	107	1638	2688

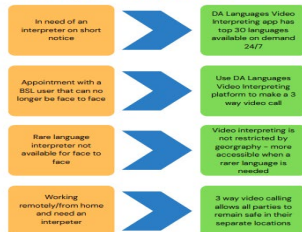
Interpreter requests	2021/22	2022/23
Face to face	875	943
Telephone	846	1,638
Video	46	107
Total	1,767	2,688

### Video Interpreting

Video interpreting is a great way to quickly connect with an interpreter on your PC, Smart Phone or Tablet. Video interpreting can be used for a variety of situations and is a flexible service available 24/7.

DA Languages has over 18 years of experience providing high quality Video interpreting for services including the NHS, local councils and private sector business across the UK. Our excellent Video Interpreting service is available on demand through our Video Interpreting app and we provide telephone interpretation in over 550 languages and dialects.

#### Example Scenarios





### Benefits of Video Interpreting

- Allows for quick access to interpreting with the added benefit of visuals. Especially useful for BSL interpreting.
- All our interpreters follow a strict code of confidentiality - anything discussed during your call will not be discussed outside of it.
- Around the clock and emergency availability.
- Efficient access to a wider variety of languages.
- Flexible location for all parties involved.
- Eliminates any time travel expenses associated with face to face interpreting.
- Great for mobile workers during home visits or emergency appointments.
- We can accommodate Video Interpreting via third party platforms depending on your needs. This includes Skype, Zoom, WEBEX, Microsoft Teams and WhatsApp.
- Connect to a linguist in under 30 seconds via our DA Languages Video interpreting app.
- Available across all devices including Android and iOS devices.
- You can reconnect to a linguist after your call if you have any additional questions that came up after the call ended.

If you have any questions about video interpreting contact:  
**Email** vri@dalanguages.co.uk  
**Call** 0161 928 2533



## Patient information Resource – Safety & Quality Themes

A patient information resource on key patient safety messages has been developed to offer information and advice to patients and visitors when staying in hospital. The resource will be produced in a variety of formats during the coming year,

## Volunteering

The Trust currently has 192 volunteers on record

Religious Beliefs	
Atheism	11
Buddhism	1
Christianity	84
Hinduism	0
Islam	2
Jainism	0
Judaism	0
Other	3
Sikhism	0
Undisclosed	51



Age	
Under 16	0
16-24	41
25-34	16
35-44	12
45-54	11
55-64	31
65-74	45
75+	36
Total	192



Gender	
Male	42
Female	130
Trans/Non-Binary	0
Other	0
Undisclosed	20

Sexual Orientation	
Bisexual	4
Gay	2
Heterosexual	155
Lesbian	1
Undisclosed	29

Ethnic Origin	
Asian or Asian British	3
Black or Black British	1
Mixed	1
White	116
Other Ethnic Group	2
Undisclosed	28

## Chaplaincy Team



The Chaplaincy team offers support to patients, relatives, and staff whatever their faith or belief, whether religious or non-religious. Chaplains provide a supportive, non-judgmental confidential listening ear to all and supporting any pastoral, spiritual or religious need including provision of particular religious ceremonies such as a blessing and baptism. As a discipline and professionals within the NHS, the chaplaincy team respect the feelings, beliefs, and values of every individual. Chaplains can help with the deep concerns which affect us all as human beings relating to values, purpose, meaning, and identity. Spiritual care explores issues around life, death, meaning, hope and important relationships. Formal counselling is not provided by the chaplains but they are experienced listeners especially in times of crisis and need. Together, as a multi faith team they work across all faith traditions by providing a whole-time and part-time chaplains and trained volunteers.



## Spiritual and Religious Support

### Staff

Chaplaincy provide support to staff just as much as patients, their families and friends.

- Staff Support
- Bereavement support
- Memorial service after a staff loss

Some of the services that are held throughout the year include Christmas Carol service, Armistice day, Barnsley children and babies memorial service offering people a space to remember their loved ones in a sensitive and supportive way. Whether it is through the lighting of individual candles, writing messages and placing them on the memory tree, these are emotional and moving occasions.

### Staff networks

The staff networks offer a place for staff to come together, share experiences and facilitate learning and development. Networks assist in the shaping and delivery of organisational strategy and policy, working with us to improve staff experience on specific issues relating to each network. We have three staff networks:

- Race Equality Inclusion Staff network
- LGBTQ+ staff network
- Disability staff network

The staff networks have been collaborating with other partners to strengthen the role of the staff network such as working in partnership with Rotherham Hospital and Doncaster & Bassetlaw Hospital Trust and Barnsley Metropolitan Borough Council (BMBC). The Chair/ Vice Chair of the networks have been involved in different development sessions such as Disability learning development programme network and the LGBTQ+ chair network. All three staff networks support each other and work closely with ICS/ ICB and access their resources such as education, events and training to staff and staff network members.

### LGBTQ+ staff network:

- LGBTQ+ is working closely with Rotherham Hospital LGBTQ+ staff network to create a joint video - Proud to be an ally. The collaboration has created an opportunity for BHNFT staff to attend the LGBTQ+ awareness training (Rotherham Hospital) as part of the Rainbow badge scheme. The staff network has worked closely with the Barnsley LGBTQ+ forum in the planning of Pride in Barnsley and held a stall at the Pride event in July 2023.
- Barnsley Trans community representative has joined the staff network and is an active member and has agreed to deliver Trans awareness for our staff. A representative has joined the newly created diverse service users' panel and shared her poem as part of LGBT+ History month.



- LGBTQ+ History Month - the event has taken place in partnership and representation of Trust LGBTQ+ staff network, Barnsley LGBTQ+ forum and BarnsleyTrans South Yorkshire Police Hate crime Coordinator. The history and health inequalities that the LGBTQ+ community experience was shared at the event. Hospital senior leaders and staff attended and celebrated the LHM event. The event included a survey to assess the needs of our LGBTQ+ staff and the impact of the staff network.



- Hospital Pride - The event was organised in partnership and representation of LGBTQ+ staff network, SY police, Barnsley LGBTQ+ Forum, BMBC and the LGBTQ+ staff network.



- **Barnsley Pride:** Barnsley Hospital LGBTQ+ staff network and the Inclusion and Wellbeing Lead joined the Pride steering group and shared a stall with BMVP and the Membership & Engagement Officer. The event was a great opportunity for networking and engaging with different communities. The Inclusion and Wellbeing Lead engaged and invited members to join the Diverse patient panel. Staff network members, Rotherham Hospital LGBTQ+ staff network and Head of Equality, Diversity and Inclusion (Rotherham Hospital) and International educated nurses attended the event.

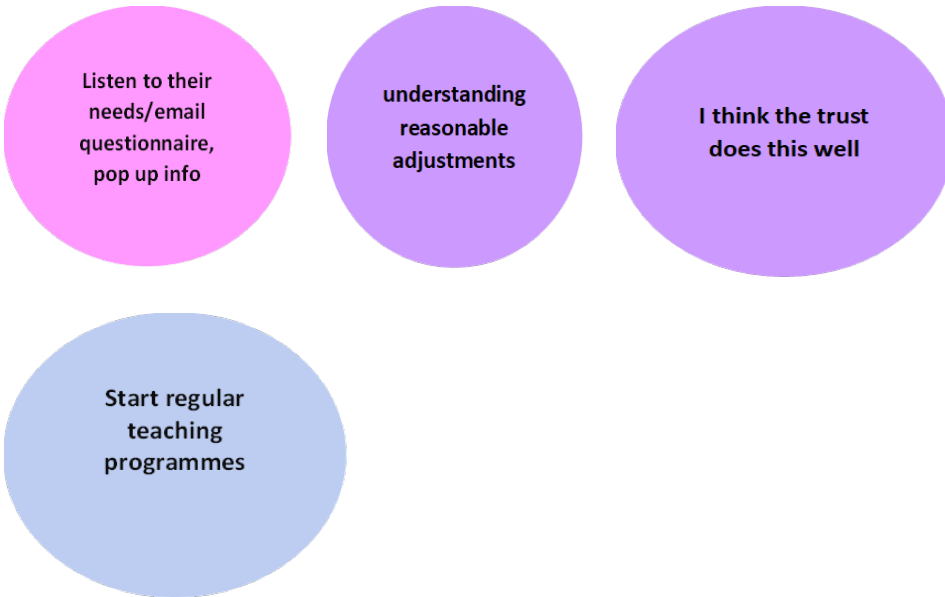
### Ability staff network (Disability network)

The name of the network has changed to Ability staff network in order to be inclusive, provide a positive message and support neurodivergent colleagues. The Learning & Disability lead nurse was selected as chair of the network to play a key role in shaping the Ability staff network agenda.



- Barnsley Hospital Reasonable Adjustment guide has been created and is out for consultation
- Neurodiversity Guide for managers has been created by the Inclusion and Wellbeing, Occupational health team and the staff network and is out for consultation
- Disability History Month will be held in December 2023. The network will launch the Barnsley Hospital Reasonable Adjustment guidance and the Neurodiversity Guidance for managers. A survey will be undertaken during disability history month to identify their disabled staff experiences.

**Disability History Month** - Chair of the disability staff network encouraged staff with disability to share their experience of working for the Trust. WDES action plan was discussed with the staff and network’s members. Members of the network joined the Diverse & Inclusive Subgroup to be the voice of staff with a disability. Staff were invited to provide suggestions: How can the Trust support staff with disability? Various examples were provided such as the following comments:



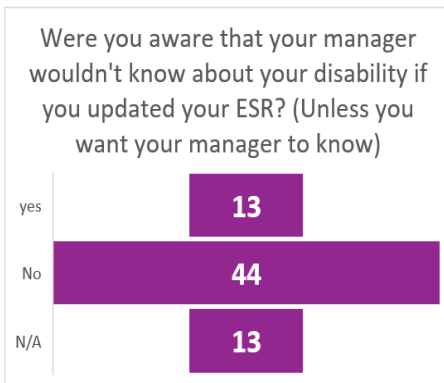
A survey was undertaken to raise awareness of declaring disability status and to update Electronic Staff Record (ESR).

Have you ever updated your ESR with your disability status? If No can you please tell us why?	
Yes	3
No	15
N/A	30





Reasons why Staff have not updated ESR	
Didn't know about it	6
Since job application filled in have not re-visited this	1
Wasn't aware that I could list my disability on ESR	1
Haven't got one	1
No disability	2
I've never needed to	3
Dyslexia	1



## Race Equality Inclusion Staff network

- Black History Month - Race Equality Inclusion Staff Network worked on Campaign “Call my name”. It is a positive campaign for staff to learn and try pronounce BME colleagues name correctly. The Chair of the network wrote a Poem to reflect the theme of the campaign to be displayed for Black History Month in October 2023.
- Learning and organisational development offers have been promoted to the staff network members including coaching and mentoring. Staff are encouraged to access the professional development support available
- Easter - The Chair created a flyer celebrating Easter on behalf of the network, this was posted on social media.
- Ramadan Video was created to celebrate Ramadan, clinical and non- clinical staff including senior Leaders from different departments took part and the Imam. The message was “Ramadan Karim”

[Ramadan Mubarak Barnsley Hospital – Hospital Hub \(trent.nhs.uk\)](https://www.trent.nhs.uk)





Barnsley Hospital on Twitter  
twitter.com



Barnsley Hospital on Twitter  
twitter.com



**South Asian Heritage Month (SAH)** - event took place in the staff restaurant to recognize the contributions from South Asian colleagues and appreciate the South Asian history and culture. It created an opportunity to raise the profile and engage with staff from SAH and international educated nurses. A quiz was designed for staff to assess their knowledge of SAH. Reciprocal mentoring programme was shared with our international Educated nurses. Cultural guide was designed by the I&W Lead and shared with the international educated nurses to highlight some of our international nurses' culture. This will enable colleagues to have a better understanding of our IEN culture in order to improve communication. The international nurses felt the cultural package guide provided a good reflection of their culture.



## Black History Month

The event was held in the hospital restaurant on 25 October. The theme was 'Call my Name,' a positive campaign to encourage staff to pronounce and call BME names correctly. This was followed by a fun 'wheel of fortune' draw. The Consultant Paediatrician Dr Rajeev



Gupta (Chair of the hospital's Race Equality Inclusion staff network) gave a powerful speech about Black History Month and equal opportunities. A survey was undertaken to assess the needs and experience of BME colleagues. survey findings will be analysed and shared.



## Carers Forum

We have 35 staff members who are on the email distribution list for our forum. Meetings are held Bi-Monthly. Some staff who have a caring role have written a short 'Carers story' demonstrating the role they play and how this impact on their work-based role.

We hosted a Carers Week event in June and information / signposting to the agencies who supported will be added to the intranet.

Links have been made with the Patient Experience Team who are leading on the roll out and implementation of the 'Carer & Care Partner' charter and Toolkit.



## Veteran Aware initiatives

**Armed Forces Breakfast Club** – In support of the aim to achieve Veteran Aware accreditation, the Patient Experience and Engagement Manager and the Inclusion & Wellbeing Lead now attends the Armed Forces Covenant. They were invited to a Breakfast Club to hear what matters to serving members of the Armed Forces and Veterans when they attend the hospital and/or make the transition from Armed Forces medical care to civilian care.





**Veteran Aware (VCHA) / Armed Forces Event** - celebrated Armed Forces Day with our serving, veteran, local community Armed forces. Inclusion & Wellbeing team encouraged and consulted the staff to join the Armed Forces staff Forum. The first Armed Forces staff forum will take place In November 2023



## Veteran Aware Accreditation Status



Our [Armed Forces page](#) has more information about how the Trust supports veterans, serving members, and their families in provision of healthcare, and with employment opportunities.

Let us know if you'd like to be part of an [Armed Forces Staff Network](#).

Update your personal details on [ESR](#) to show your connection to the Armed Forces community.



**EMPLOYER RECOGNITION SCHEME**

**BRONZE AWARD**  
Proudly supporting those who serve.

The Trust has been accredited as 'Veteran Aware' – and was proud to receive a plaque unveiled in the hospital main reception by Barnsley Central MP Dan Jarvis, also a former Army officer. This recognises the hospital's ongoing commitment to supporting our Armed Forces veteran. Guests were delighted to have a visit from Ben Parkinson MBE, former paratrooper, veterans' campaigner and author. Ben is well-known for being the most severely wounded soldier to survive the war in Afghanistan. Other guests include Nigel Bullock, Lead Acute Pain Nurse, a veteran himself. He has served as a Major in the British



Army's 212 Field Hospital (Yorkshire) and was instrumental in re-establishing Barnsley Hospital's Acute Pain Service. Nigel said it was 'a real honour' to gain veteran accreditation in Barnsley. Achieving 'Veteran Aware' status means an organisation takes active note of the needs of the Armed Forces Community, having met standards laid down by the Veterans Covenant Healthcare Alliance (VCHA), a national NHS team.

We are working towards silver level of the Defence Employer Recognition Scheme to remain fully committed to supporting the defence and armed forces community.

**Diverse service users Panel** - Inclusion and wellbeing team and patient experience and engagement team are working collaboratively and engaging with communities in Barnsley to create a diverse patient panel. The team engaged and visited diverse communities such as the Barnsley Trans Community, Barnsley LGBTQ+ Forum, ELSH Barnsley (providing English classes for people (Asylum Seekers, Refugees and Migrants. Migration Partnership attended the event to create partnership working.

### No Place for Hate Campaign - #NoPlaceforHate



Barnsley Hospital has launched 'No Place for Hate campaign' with partnership from Barnsley Council in addressing hate crime in Barnsley. A lot of work is being undertaken to support colleagues and to reduce incidents at our hospital. The Inclusion and Wellbeing team is working closely with South Yorkshire Police Hate Crime Coordinator and South Yorkshire Police. The Crown Prosecution Service was invited to speak to staff and the public encouraging anyone who experiences a hate crime or a hate incident, to report it to the Police.

### Proud to Care conference

The Trust hosted its first Proud to Care one day conference in September 2023 and the event was repeated the following day. Colleagues from across the Trust came together and attended sessions based around each of our three Trust values – Respect, Teamwork and Diversity and discuss how our values underpin our strategy, objectives, and culture. The conference provided an opportunity to engage with colleagues to further promote and embed our behaviours around compassion, learning, inclusion, teamwork and a restorative just culture. All of which are relevant to making the Trust a great place to work. The event was informative, fun and engaging day with speakers, breakout sessions and market stalls.





The diversity breakout session focused on some challenging and thought-provoking diversity and inclusion topics, and permit colleagues to have open and stimulating discussions. Colleagues were invited to post their comments providing suggestions:

- What should the organisation do to create a diverse and inclusive culture / workplace?
- What would you do to create a diverse and inclusive culture/workplace?

Most of the main themes that emerged from the colleague's suggestions focused on training. Some examples:

- *Training included in meeting huddles, Organisation to run more training and workshops*
- *Departmental training sessions needed, Education/knowledge*
- *Training & Education, different cultures, backgrounds, LGBTQ+ etc*
- *What will I do? Use my Pronouns on email, attend training, be an ally for others*
- *Training flow to approach pronouns when trans and how to identify*
- *Training on allyship*
- *More updated training for staff as things change*
- *Frequent training for staff, Advertise staff forums, Organisation – More education, celebratory events*
- *Face to face training*
- *Training on how to challenge inappropriate comments / behaviour*
- *Workshops / training that includes members of minority groups, so they can share their stories for education*

Other examples

- *Listening more to others*
- *Challenge poor behaviours*
- *Making time for international colleagues*
- *Multicultural leaflets, Q&A sessions, Drop in sessions*

## Inclusion & Wellbeing Champions

A network of Champions has been created with over 65 champions, to act an advocate for inclusion & wellbeing, be a resource, informing, signposting staff and actively seeking feedback from colleagues. Staff have undertaken training and further training will be undertaken to enable them to carry out their role. Bi-Monthly meetings are taking place where good practice is shared and support offered to the Champions role



## Policies reviewed

- Equality, Diversity, Inclusion & Human rights
- Equality Impact assessment and Health inequalities impact assessment (EHIA) - EHIA policy and toolkit have been reviewed and updated. Health inequalities considerations have been included within the policy and toolkit.
- Trans policy has been reviewed and updated

## NHS Employers Diversity in Health and Care Partners programme

The Trust is participating in the NHS Employers diversity in health and care partnersh programme, a 12 months programme that commenced in September 2023 to develop more EDI insight, create an inclusive workplace culture and increase strategic awareness for the board on EDI within the Trust's business and at the national level. The Trust Chair will be attending the workshops, along with the Head of Inclusion & Wellbeing and a Staff network Chair/Deputy Chair/representative.

## Board EDI Commitment

- Participating in the Diversity in health and care partnership programme as indicated above
- Some of the Board members have joined the newly established South Yorkshire ICS EDI Leadership Group consisting of board level members across the ICS to learn from each other and provide visible leadership commitment in advancing the EDI agenda
- Regular meetings are taking place with the Trust Chair and the Head of Inclusion & Wellbeing
- Regular meetings with the Trust Chair and the staff networks members
- EDI training has been delivered to the Council of Governors
- Non-Executive Directors (NEDs) have EDI objectives as set out in the national EDI improvement plan high impact actions and will be assessed as part of their annual appraisal process

## Conclusion and Recommendations

During the past 12 months we have continued to make progress with EDI and there have been a significant amount of activities. We recognise there are more to be undertaken and more we want to achieve for our people and the communities we serve. The information in this report demonstrates the action and progress throughout 2022 and 2023 in compliance with our public sector duties. It provides information about the work we have undertaken as a Trust and outlines our plans for the year ahead. While some improvements have been made, we aim to be an outstanding Trust and to make the Trust the best place to work and create an organisational climate that is truly inclusive and compassionate and supports Equality, Diversity and Inclusion.



There is a broad range of interventions planned to foster an inclusive and compassionate culture. We will be working closely with the Staff networks and Diverse & Inclusive Culture Subgroup and actively seek the collaboration, inclusion and voice of our staff to develop plans and improvement. The aim is to develop and implement a range of activities to engage and listen to staff and make transformational changes resulting in our staff feeling respected, valued and fulfil their potential.

We will continue to build effective working relationships with our key partners, improve experiences and outcomes for our people and provide the best possible service to our communities, reducing health inequalities and ensure fair access for all.

## Future plans for 2023 / 24

- Strengthen patient engagement in partnership with Patient Experience and Engagement team
- Engage and support Inclusion & Wellbeing Champions
- Armed forces forum to be established and be embedded
- Armed forces – Silver accreditation Defence Employers Recognition Scheme
- Continued Support Project Search internship programme
- Phase 2 of the Rainbow Badge Scheme Accreditation
- Disability Confident Leader Accreditation Scoping Work
- Reasonable Adjustment guidance to be launched
- Supporting Neurodivergent colleague's guidance to be launched
- Support Cohort 2 Inclusive Culture Partnership programme and share key learning
- Diversity and Health and Care Partnership programme – to share key learning and best practice
- Engagement themed activities

**WRES Priority areas** – Action plan has been developed to support the delivery of the following priority areas to improve BME staff experiences, fair and equal opportunities to jobs, training and career progression

- **BME staff being appointed from shortlisting** – to undertake a recruitment audit, explore inclusive recruitment initiatives
- **BME colleagues' access to non-mandatory training & CPD** – Engage with BME colleagues and staff network to understand any identified barriers. Resources for development / training programmes / skills and competencies, coaching/mentoring shadowing to be promoted
- **Equal opportunities to career progression** – series of interventions, collaborate with learning & organisational development, scope for growth career conversations framework to be piloted / developed as part of OD strategy, promote development resources, skills and competencies

**WDES Priority areas** – Action plan has been developed to focus on the delivery of the priority areas to improve disabled staff overall experiences.





- **Disabled applicants being appointed from shortlisting** - undertake a recruitment audit, explore inclusive recruitment initiatives
- **Disabled staff experiencing bullying, harassment & abuse from Patients / Service users / Relatives / Public and Managers and Colleagues** – Continue to promote Respect campaigns, Further work to be undertaken to build an inclusive, compassionate culture. Engage with staff network to understand lived experiences and discuss strategies, Inclusion & wellbeing champions
- **Feeling valued, Extent to which organisation values their work** - committed in **working** with the staff network to raise the profile and celebrate diversity
- **Staff Engagement** – create opportunities to share lived experiences, achievements and encourage participation in campaigns e.g. Disability History Month. Engage with staff network to identify any issues and key learning

