

# Equality & Diversity Annual Report 2023



**Care**



**Ambition**



**Respect**



**Engagement**



**Learning**

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## 1.0 Our Aims, Vision & Values

At Liverpool Women's Hospital we have a common goal - to provide excellent healthcare for women, babies and their families in a safe, friendly and caring environment.

We are proud to push the boundaries of healthcare for our patients and their families and we continue to influence national and international research and development in these fields.

### 1.1 Our Aims – We See

To achieve our vision, we aim to do the best in everything that we do whether that is making sure our patients are as safe as possible and have the best experience possible or whether it is the development of our staff and the effective management of our resources.

### 1.2 Our Vision

The vision for Liverpool Women's Hospital is to be the recognised leader in healthcare for women, babies, and their families and to become one of the most inclusive organisations in the NHS. Our ambitions are to be an outstanding employer and to provide an outstanding experience for our patients by delivering services safely, efficiently and with the best outcomes for patients

<b>Our Aims</b>	To develop a well led, capable, motivated and entrepreneurial workforce.	To be ambitious and efficient and make best use of available resources.	To deliver safe services.	To participate in high quality research to deliver the most effective outcomes.	To deliver the best possible experience for patients and staff.
<b>Our Ambitions</b>	We will be an outstanding employer.	We will deliver maximum efficiency in our services.	Our services will be the safest in the country.	Outcomes will be best in class.	Every patient will have an outstanding experience.

### 1.3 Our Values

The values that are important to us at Liverpool Women's Hospital are based around the needs of our patients and our staff. The behaviours we encourage in all our staff are to make sure that our values are delivered every day in the same way.



## 1.4 Reasons to Be Proud

At Liverpool Women's Hospital we recognise the importance of language, and also recognise members of our local community and workforce who are from ethnically diverse backgrounds do not identify with the term BAME. In 2022, Liverpool Women's adopted new terminology, referring to ethnically diverse communities as racially minoritised. Using this language, we identify that there are racial inequities that are reinforced by the system. Ethnically diverse communities are not the minority, they are the majority. However, they are minoritised by the system.

To achieve our ambition to become one of the most inclusive organisations in the NHS we will

Treble the number of staff from racially minoritised backgrounds in leadership roles (band 7 and above) and ensure that our workforce matches the ward of Riverside in terms of the percentage (%) of staff from racial minorities backgrounds by 2025.



*The **best people**, giving the **safest care**, providing **outstanding experiences***

# Be Brilliant.

At Liverpool Women's we want to **be brilliant**. Our Strategy 2021-25 outlines what we want to achieve as a Trust over the next few years and the work we do every day will help us to meet our objectives.

# Be Kind.

The behaviour that makes achieving our strategy objectives possible is to **be kind**. Kindness underpins our Trust values of Care, Ambition, Respect, Engage, and Learn.

## 2.0 Context

### 2.1 Equality Objectives

The Trust has five over-arching Equality Objectives in our action plan for the period 2019 - 2023.

- Create a workforce representative of the community we serve
- Ensure that we meet the communication needs of our patients
- Ensure that staff training & development promotes the values of inclusion and tolerance for all, whilst meeting the needs of all staff groups
- Develop the EDI agenda into the culture of existing meetings and committees
- Continue to engage with our patient and staff groups to understand further the needs of individuals with protected characteristics and respond proactively to identified needs

The Equality Objectives are currently being reviewed for period 2023 – 2027, these are currently being approved through the EDI Committee and will be published on the Trust website on 1 April 2023.

The Trust Equality Objectives can be found on the Trusts website (<https://www.liverpoolwomens.nhs.uk/diversity-inclusion-human-rights/>).

To support the Trust in progressing and achieving the above objectives they have been mapped to the EDS 2022 framework. EDS is a tool designed to help NHS organisations, in partnership with local stakeholders, to review and improve their performance for people with protected characteristics and marginalised groups (as defined by the Equality Act 2010), as well as other marginalised groups that are

disproportionately represented in health inequalities statistics and to support organisations in meeting the Public Sector Equality Duties.

### 3.0 Activity in 2022/23

#### 3.1 Our EDI Ambition and Achievements in 2022/23

There has been lots of great work at Liverpool Women's Hospital (LWH) over the past 12 months in relation to inclusion for both staff and patients and it is important that this is captured and celebrated, along with reporting our aspirations and plans to continually improve.

LWH has clear Strategic ambitions in relation to Equality Diversity and Inclusion (EDI). These are clearly outlined in the Strategies and regularly reported and monitored at Putting People First Committee and Trust Board.

As outlined within the Trust Strategy 2021-25 LWH is

*'Committed to being recognised as the most inclusive organisation in the NHS with Zero discrimination for staff and patients (zero complaints from patients, zero investigations)'*

With ambitions to achieve this including:

- Trebling the number of staff from ethnic minority backgrounds in leadership roles (Band 7 and above) by 2022.
- Ensure our workforce matches the ward of Riverside in terms of % of staff from ethnic minority backgrounds by 2025.

In addition to this the Trust released a declaration of intent to become an anti-racist organisation. The statement defines anti-racism as "opposing racism through positive actions that purposefully identify, discuss, then challenge racism and the impact it has on our organisation, our systems and our people" with the fundamental goal of "fostering an environment where colleagues, patients, their friends and families, from all backgrounds, can thrive-free from discrimination, inequity, unfairness and prejudice". One of the positive actions that has been implemented successfully, is the introduction of guaranteed interviews for racially minoritised staff, which was already being offered to candidates with disabilities. [Click here to read the full statement.](#)

Liverpool Women's has made great strides in Equality, Diversity and Inclusion, and continues to progress across the Trust. Some of the highlights in the past 12 months include:

- **Inclusive Companies IT 50 list** (inclusive top 50 employers list) 7 place improvement in the from 41<sup>st</sup> to 34<sup>th</sup> most inclusive employer in the Inclusive Top 50 list for 2022
- **Top 10 performing Trusts nationally in 4 of WRES indicators** - top performing in 2 of these indicators

- **EDI Committee** chaired by Chief People Officer meets every other month, where Divisional progress against Strategic ambitions are monitored
- **Data cleanse** – commenced in January 2023 with a positive response from workforce
- **Resources for Inclusion** – race inclusion and embracing difference and neurodiversity, both lists of resources have been promoted and are available for staff in library and online
- **Board and Leadership development** – commissioned expert to commence discussion on LWH journey in EDI and becoming an Anti-Racist organisation
- **Diverse interview panel members** – aligning with regional NW work in relation to this, commenced work in 2023 for a diverse panel member for all Senior roles (Band 8A and above), expanding progress with this in 2023
- **Inclusive and Compassionate Leadership training** – launched a module which has been included in the Trust's Leadership Development Programme
- **Established positive community engagement** – Patient Experience Matron has developed close links with groups such as the Deaf Society, Brain Society and Pakistani Centre. EDI Manager has expanded these links with the Maternity Voices Partnership and local refugee charities
- **Patient Experience and Engagement Facilitator** – a new role developed to support the Patient Experience team, leading on improving the experience and engagement of patients
- **Patient and Staff Lived Experience Stories** – continued learning shared at our Equality, Diversity & Inclusion Committee, Putting People First Committee and Trust Board meetings
- **Supported interns with disabilities** – ensuring they are ready for work when they become school leavers
- **Armed Forces Covenant** – signed the covenant and have Bronze accreditation, currently working towards Silver accreditation
- **Reciprocal mentoring programme** – trained Trust Board and first cohort of staff, ambition in 2023 to match mentor relationships and expand the programme taking learning outcomes from mentoring relationships
- **Anti-racism declaration of intent** – released statement in February 2023 with the fundamental goal of fostering an environment where people from all backgrounds can thrive, free from discrimination, inequity, unfairness and prejudice
- **Guaranteed interview for racially minoritised candidates** – introduced this as a double tick process similar to the one available for candidates with a disability
- **Change in language** – no longer using the outdated term of BME / BAME instead using the term 'racially minoritised' and the inclusion network name changing to REACH (Race, Ethnicity And Cultural Heritage)
- **Launched a Menopause Club in 2022** – for our staff who are experiencing symptoms. The club is run by in-house specialists in menopause and offers

support around 'hot topics' followed by brief consultations and treatment plans on headed paper that can be shared with GP's

- **Launched an inclusion network for LGBTQ+ staff** – new network launched to support staff from the LGBTQ+ community and opened this to allies, the Pride@LWH network launched in February 2023 and current focus is on Pride at Liverpool 2023 event
- **Inclusion network reporting into Committees** – All inclusion networks have chairs identified and these report into and attend the EDI Committee meetings, terms of reference will be developed in 2023 for each of the networks
- **Supporting our Staff and their Families with Women's Health** – launched a support programme for all staff in relation to women's health, recognising men have family, friends, colleagues and direct reports who may require support. This includes support on menopause, endometriosis, pregnancy loss, premature births and fertility treatment. Changes have been made to Trust policy to allow extended time off for fertility treatment, pregnancy loss and premature births
- **Launch of new Staff Support Service** – in 2022 a new in-house service was launched to provide staff support in relation to support staff with the emotional and psychological demands of their role. This is lead by Consultant Psychologist with a speciality in trauma support

### 3.2 Mental Health First Aiders (MHFA) and REACTMH

Work has continued throughout 2022/23 with staff who have been trained to become Mental Health First Aiders. MHFA training provides the skills to enable the 'First Aiders' to provide immediate support to other colleagues who feel they are developing a mental health issue, experiencing a worsening existing issue and/or experiencing a mental health crisis.

The training is available to all staff at all levels throughout the Trust and once trained, they are identified via a green badge displayed on their lanyard.

There are 113 trained MHFAs at LWH, this includes an additional 8 that were trained during 2022/23. There is 1 MHFA trainer at LWH and in 2022/23 charitable funds were secured for two wellbeing coaches to undertake training in 2023.

### 3.3 Staff Support Service

In 2022, Liverpool Women's Hospital introduced the new and confidential [Staff Support and Trauma Informed Care](#) service designed to support staff experiencing difficulties related to their work.

The service is led by Dr Emma Evans, Consultant Clinical Psychologist and supported by two health and wellbeing coaches (Maternity Services). who will be offering support



i.e. workshops signposting, listening ear sessions from our health and wellbeing coaches (in maternity services), and psychological therapies.

This service is available to support staff with the emotional and psychological demands of their role, recognising the potential impact these demands may have on both personal and professional lives. The support will be confidential and is available face to face, by telephone or remotely.

### **3.3 Widening Participation**

The Trust supports pre-employment programmes with the purpose of providing an opportunity to those within the community to experience what it is like to work both at the Trust and within the NHS. The programme also aims to enable those on the programme to be employment ready.

In 2022/23, successful programmes include;

- The organisation works in collaboration with Southport College. We provide 5 placements per school term for Acorns/Cadets, this is for 16 to 19 year olds who are doing a health and social care diploma that enables them to apply for one of the professions, nursing/midwifery
- There is ongoing work with supported interns at three schools including Childwall, Abbots Lea and Sandfield Park along with OCS. These students have been with us since September in preparation for them looking for jobs. They are all neuro diverse, and some have physical disabilities.
- Liverpool Women's work with Thrive which is an organisation that supports young people who are care experienced and give them work experience opportunities. We currently have 3 in place, 2 of them do not have English as their first language so by being in the workplace, they are also improving their English
- School career events where we go to the schools to take part in their career's events where we promote the wide choice of jobs in the NHS and that there are many opportunities for everyone.
- There was a group of 10 students who visited the Trust in February to learn about the Trust and to meet professionals, non-clinical and clinic so that they are able to see the different career pathways that are available in the NHS.
- Working with Southport College, we have a maths and English tutor on site every week who support the apprentices but also provides lessons to staff who want to do standalone Maths and English. It can just be for personal satisfaction or can then enable them to apply for career development.
- Previously run very successful pre-employment programmes working with DWP and Southport College, giving opportunities to people who may not have worked for a long time for different reasons and who would struggle in the recruitment process. Many of them have been successful in getting jobs within the Trust at the end of the programme and some are now on apprenticeships. Looking to run another pre-employment programme within the next 6 months

- Trust staff have took part in mock interviews in the local school for year 11, giving them feedback and advice as well as doing the interview.
- After successfully achieving the bronze standard for the Armed Forces covenant, we are looking to achieve silver and have a working group of staff looking at this including some staff who are ex forces.
- Apprenticeships are ongoing within the Trust and we have staff who have achieved apprenticeships in Operating Department Practitioner, Nursing associates, Finance, IT, Health and social care, Business admin, senior Leadership and Management. Looking at recruiting for midwifery apprenticeships.
- Work experience has been suspended due to Covid, it was reopened for a month in the summer and we 24 students on placement. Demand for places far outweighs capacity so been working with Liverpool Combined Region Careers Hub to make contact with local schools so that places are allocated via the schools to the students that show an interest in the NHS. This will ensure that a wide range of students are given an opportunity. Whole new programme put together which will be launched after Easter.

### 3.4 Volunteers Service

The infographic below details some of the achievements that the Volunteers have had in the past year. To become more inclusive the volunteers service engaged with disabled volunteers and staff experienced with working in SEN or who are parents of children with disabilities willing to support the inclusion of volunteers with disabilities. The service also engaged with organisations specialising in supported living and challenged themselves to be creative, flexible and adapted volunteer roles, policies and procedures appropriately.

In addition, the Volunteers Service provided:

- 1:1 support with the onboarding process, and or provide a personal experience with the support of the volunteer service instead of TRAC with the Recruitment Team
- Mandatory training for volunteers who do not have capacity to understand or complete the training do not have to do it, instead their support worker completes the training on their behalf. Volunteers with mild SEN are given support by the Volunteer. Team to complete the training. Aim is to convert training to Easy Read & Questions
- Buddying – extra support during shifts from another volunteer or member of staff, maintain that support until the disabled volunteer feels comfortable.

## Volunteer Service Reasons to be Proud 2022

### Our Strategic Ambition:

- Is to align Volunteering with Trust priorities for patient care and to enable all staff to recognise and value the opportunities that working in partnership with Volunteers can bring and the positive impact this can have.
- To ensure that volunteers' experience is rewarding, enriching and creates opportunities that are safe, accessible and inclusive of our Riverside community

Successful bid from NHS England to expand our Volunteer Service Support Team, enabling us to recover the service post covid

Secured funding from HEE to develop a Volunteers to Careers programme with Maternity Services

Created volunteering opportunities for disabled people, adapting policies and onboarding processes to support disabled volunteers to help at LWH

Volunteers make up 10% of the workforce, in 21 roles, completing a total of 11071 hours (equivalent to 6 F/T staff)

Volunteer Responders have engaged with 12500+ patients & freed up nearly 1500hrs of staffs time to focus on delivering patient care.

Volunteering helped 5 volunteers gain employment & 3 start a Midwifery degree.

Recruited over 250 new volunteers in 2022 and continue to recruit new volunteers in 2023

Celebrated our longest serving volunteer of 19 years, with SEN, and crowned them Volunteer of the Year

Developed Volunteer to Volunteer Peer Supporters role gathering, volunteer, staff and patient feedback to develop and further improve services

Implemented a new half day Volunteer Induction & Training programme, replacing the Volunteer Mandatory Training with the Volunteer National Certificate

Meet & Greet Volunteers have directed over 10,500 patients & visitors, befriended 9500+ patients and saved over 2000hrs in staffs time

Positive engagement and recruitment from the local community including; Riverside population, Pride, Universities/Colleges & Schools

*"Our disabled volunteers are a delight to work with, they are passionate, committed and dedicated to helping. Some of our longest serving volunteers are disabled. And our staff have embraced it without question or quibble".*

*Gina Barr, Voluntary Services Manager*

### 3.5 Staff Inclusion Networks

Within the Trust there are a few networks that colleagues are invited to join for peer-to-peer support who also have the aim of fostering a diverse and inclusive workplace aligned with the values of the Trust. These networks include the newly renamed Race, Ethnicity and Cultural Heritage (REACH) network, previously known as the BAME staff network and the Disability and Wellbeing Network (DAWN) previously known as the Disability staff network and PRIDE @ LWH which was introduced this year. The aforementioned meet quarterly.

REACH network colleagues from racially and ethnically diverse communities, and in the past year, notably delivered a report led by the Vice Chair during Black History

about the experiences of race/racism by staff in the organisation. This resulted in an organisational response to actively engage with learning about race/racism including considerations of how to staff, service users and families accessing our services.

DAWN network colleagues which includes staff with physical disabilities, neurological and long term conditions have also made some notable conditions, particularly in supporting ongoing work focussing on reasonable adjustments and access to work.

Both of these networks have also supported ongoing work to develop Resources for Inclusion which is to support learning across the organisation about the lived experiences of people with different protected characteristics.

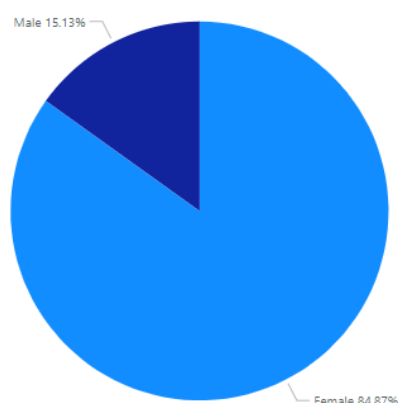
PRIDE@LWH, a recently established group has been working towards Pride in Liverpool and celebrating the successes that we have had at Liverpool Women's supporting LGBTQ+ service users and staff. The groups include LGBTQ+ staff and allies.

We also have the Menopause Club. This is a support that was developed through Health and Wellbeing where internal specialists including consultants advise people at different stages i.e., perimenopause, menopause and postmenopause. In the last year, these specialists have also provided rapid consultations for staff at Liverpool Women's.

## 4.0 Patient Profile

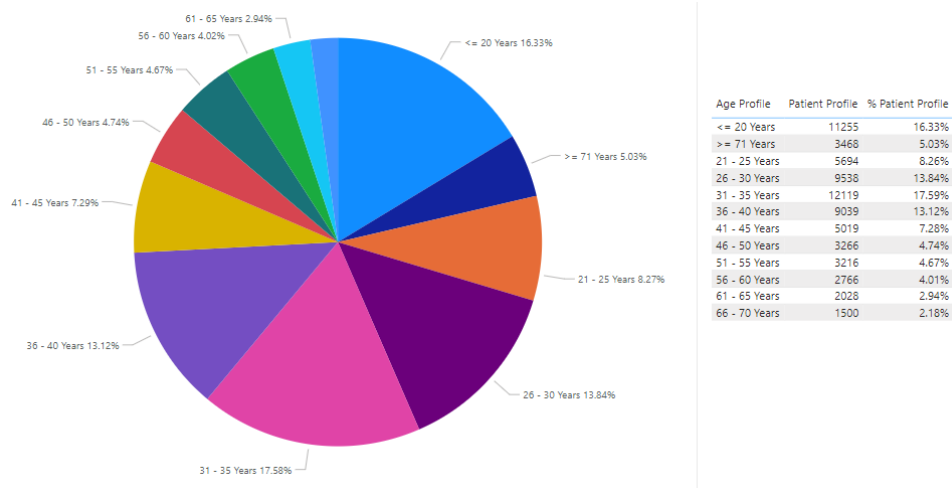
## 4.0 Patient Profile

Between April 2022 and March 2023 Liverpool Women's NHS Foundation Trust treated 68,908 patients, of which 58,469 were female equating for 84.85% of all patients, to be expected due to the nature of Liverpool Women's services. The Trust treated 10,420 males who equated for 15.12% of patients; this was mainly within our fertility and neonatal departments.

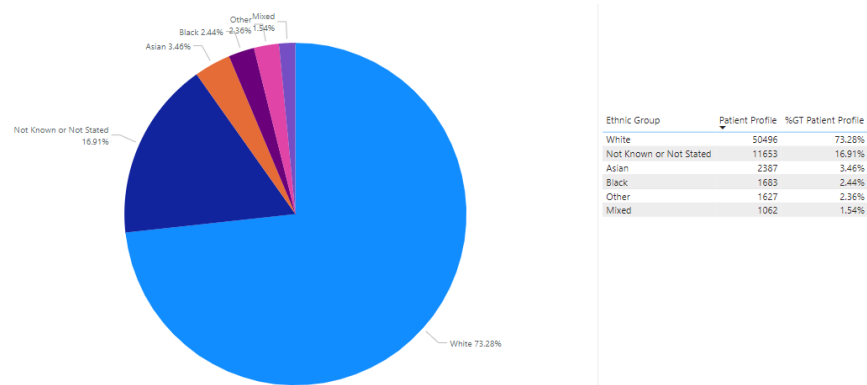


Financial Year	Gender	Patient Profile	%GT Patient Profile
2022-23	Female	58469	84.87%
2022-23	Male	10420	15.13%

Figures show the main ages of patients are between the ages of 21 – 45 which accounts for 60.09% of all patients, with 31 – 35 equating for the largest group at 17.59% which is 12,119 patients



The main ethnicity of patients is white with 73.28% which equates to 50,496 patients. 16.91% do not wish to disclose their ethnicity or ethnicity of unknown which is 11,653 patients.



The table below shows the wide range of cultural backgrounds of our patients

## **5.0 Patient and Carer Experience and Service Improvement related to EDI**

- An interpreter on wheels has been procured and following successful pilot, more units have been procured to support translation services for people who do not communicate in English.
- Continuity of Carer teams have been deployed in areas of high deprivation and in areas where there are high numbers of people from racially minoritised backgrounds.
- There is an ongoing evaluation process for Essential Parent App, which provides a plethora of information for service users in 36 different languages.
- Antenatal classes are being offered with midwives in different languages. This includes Arabic and Tigrinya.
- Due to still births in high deprivation areas, the Continuity of Carer teams are deployed to identified areas to support families in quitting smoking.
- The Non-English-Speaking Team (NEST) are facilitating clinics for non-English speaking women in Liverpool, Sefton and Knowsley.
- NEST have been doing work to support service users with protected characteristics and also those who are in the Core20Plus5 and other health inequalities groups e.g., caseloading vulnerable families, caring for women who have suffered from trafficking, asylum seekers. Also, women with recent refugee status, safeguarding, domestic abuse, isolation and housing issues.
- The Transformation Lead in Outpatient Transformation recently produced the Trust DNA (Did not attend/was not brought) plan, combining all initiatives to reduce DNAs with inclusion of groups from all protected characteristics considered throughout. This plan was positively acclaimed by the ICS and presented at Cheshire & Merseyside Elective Recovery and Inequalities Group. The Trust DNA plan includes 'InTouch Check-In Kiosks'. Kiosks are now online and being used-these allow check in from kiosks to reduce the line to reception, they also have multiple language selections to support users who may not have English as a first language, and deaf patients
- The Transformation Lead also successfully delivered on 'Waiting List Text Validation'. This is where the Trust sends a text message/letter to the new patients on the waiting list over 52 weeks to ask about their condition and if they still require an appointment. The questionnaire has the capability to translate into 104 languages, with many of them spoken to increase inclusivity in our waiting list management and validation

### **5.1 Engagement for Service Users**

The Patient Experience and Engagement Facilitator who will be working closely with the Patient Experience Matron and EDI Lead for the Trust to improve service user involvement and engagement. There is also the development of the new Patient and Public Engagement Group (PPEG) which is schedule for early in 2023.

The PPEG will be responsible for:

- Providing stakeholder input and feedback on Liverpool Women's FT plans and strategies across any aspect of the Trust's business and services
- Providing a confidential forum for the testing of ideas and developments
- Being a 'readers panel' for public facing documents, social media campaigns and website content
- Advising on how best to engage with patients, stakeholders and wider public
- Supporting external communications and engagement activities as appropriate
- Sharing individual and stakeholder perspectives to inform plans and strategies

To support this great commitment to engage with service users there have been events and activities across the trust with stakeholders including community engagement leads and service users. Some of the events include:

- Chinese New Year, Cultural Celebrations with the involvement of senior leaders from third, health and social care and political sectors
- Chinese New Year, Health and Well-being Celebrations with an exhibition of art and health and social information for publicity
- Merseyside Society for Deaf People Liaison Manager attended Trust Board during Deaf Awareness Week in May 22 and was invited by the Trust Chief Information Officer and Chair of the Meditech User Network to be a speaker at the conference in September 2023.
- Liverpool Maternity Voices Partnership held a listening event at the Al Rahma Mosque in December with the Muslim Women's Network Baby and Toddler Society. This enabled service users who were Muslim women who live in Liverpool and are or recently accessed services to provide direct feedback.
- The Honeysuckle Bereavement Team have been engaging with dads in Anfield supported by Liverpool Football Club. They meet bi-monthly for 3 hours and activities include playing football, health and well-being session and a member of the Honeysuckle Bereavement Team are available for drop in advice and support.
- Community midwives have been engaging with Dads in the Community – Everton in the Community Group, offering support to dads which includes signposting and referrals into the group which is supported by LWH.
- Great Day of Inclusive Practice took place in February. This was a day of presentations to share best inclusive practice when engaging with groups that are from marginalised groups followed by a workshop with those in attendance to breakdown the reasons service users DNA (Do Not Attend). This informed a broader Trust DNA Plan developed by the Transformation Lead. Feedback reflected that the event was "psychologically safe and informative".



The day was opened by the Chief Nurse, and attended by nurses, EDI, community and engagement leads, lecturers and students to discuss topics such as disproportionate health outcomes in racially marginalised groups, refugees, immigrants and other topics such as women's maternal health, deprivation, mental health and maternity, support for transgender reproductive choices.

Speakers in attendance were from Liverpool John Moores University, Silver Birch Hubs, Improving Me, Central Liverpool Primary Care Network, Refugee Women Connect, Liverpool Women's NEST and Hewitt Fertility Centre to name a few.

## **5.2 Secret Shopper**

The secret shopper concept was introduced in February 2023. To allow us to see our services from the perspective of a service user's perspective – providing a fresh eyes approach in obtaining feedback.

The first secret shopper at LWH was a wheel-chair user on a supported internship programme. They produced a video of environmental barriers that were encountered when out and about across the ground floor of the Trust. The secret shopper was able to provide an understanding on barriers from a lived experience perspective.

The findings support the reasons why an environmental access audit of premises will be undertaken in line with obligations under the Equality Act 2010. The secret shopper gave a presentation at EDI Committee and will also be involved in this audit.

## **5.3 Supporting Patients with Additional Needs**

- To promote engagement, a forum of service users with additional needs who have accessed and received care provided by the Trust has been established through the Maternity Voices Partnership.
- This forum provides constructive challenge and scrutiny from a patient perspective regarding how we deliver care for those with additional needs.
- The forum also provides guidance and insight on the skills, behaviours and attitudes needed by our workforce to meet the needs of both patients and their carers/families.
- On or following discharge, patient feedback is collated using an adapted 'Easy read' patient/carers questionnaire styled to assess a number of indicators specific to patients with a disability. These findings are reviewed, analysed and presented on a quarterly basis. On an annual basis these findings are compared against the Trust Friends and Family Test (FFT) scores for patients without additional needs.



## **6.0 Measures & Objectives**

### **6.1 Gender Pay Gap Report (2022)**

Gender pay gap reporting regulations require UK employers in the public sector with 250+ employees to disclose workforce details in relation to their gender pay gap based on a single date each year, namely 31 March. As such, the gender pay gap report gives a snapshot of the gender balance within an organisation. It measures the difference between the average earnings of all male and female employees, irrespective of their role and/or seniority.

The full 2022 Gender Pay Gap report for the Trust can be found on the Trust website (<https://www.liverpoolwomens.nhs.uk/diversity-inclusion-human-rights/>).

### **6.2 Workforce Race Equality Standard (WRES)**

The Workforce Race Equality Standard (WRES) was most recently submitted on 30<sup>th</sup> August 2022, in line with the national deadline.

The latest WRES data reflects that band distribution has not changed with the majority of ethnic minority staff holding clinical Band 5, Band 6 and Band 7 posts. The highest banded non-clinical role remains the same as 2019, one individual at Band 8a. The highest banded clinical role (excluding medics) remains one individual at Band 8b.

Medical staff figures remain static at 34 staff disclosed ethnic minority background on ESR in both 2020 and 2021. There are 12 staff from Agenda for Change pay scales who have not disclosed on ethnicity on ESR and 23 staff from Medical grades who have not disclosed ethnicity on ESR. Board member and non-Executive Director data for ethnic minority staff remains static at 1 person in non-Executive Director role.

Relative likelihood of being appointed from interview if an applicant is of ethnic minority background has increased from 41.67% in 2020 to 52.70% in 2021. On reviewing the data this can be attributed to the increase in ethnic minority staff being shortlisted and appointed, however some of these may have been appointed in year and not yet commenced in post, in addition turnover is not taken into account for the national reporting figure.

For the last 3 years there have been no staff from ethnic minority background staff entering the formal disciplinary process.

It is positive to see the reduction in the number of staff from an ethnic minority background stating they have experienced harassment, bullying or abuse from staff, this has reduced from 33.9% to 23.9%, compared to their white colleagues reporting 18.0% this year. However, whilst this figure is lower than the national average for ethnic minority staff (28.7%) it remains a concern that nearly a quarter of ethnic minority staff experience bullying or harassment from their colleagues at Liverpool Women's.

There has been a reduction in the number of ethnic minority staff believing the Trust provides equal opportunities for career progression, from 87.9% to 84.2% compared to 90.7% of white staff this year.

A WRES action plan for the coming year is available to view which takes into account the above noted key findings from the latest WRES submission and this can be found at on the Trust website (<https://www.liverpoolwomens.nhs.uk/diversity-inclusion-human-rights/>).

### **6.3 Workforce Disability Equality Standard (WDES)**

The Workforce Disability Equality Standard (WDES) was introduced in 2019 and entails a set of specific measures/metrics that will enable NHS organisations to compare the experiences of disabled and non-disabled staff. The deadline for this data submission was successfully met on 31<sup>st</sup> August 2021.

The data shows that there are 285 staff from Agenda for Change (AfC) paycales who have not disclosed disability status on ESR (status unknown) and 20 staff from Medical grades who have not disclosed on ESR.

In terms of band distribution, there are 2 disabled staff above band 8a in non-clinical roles, and 1 disabled staff above band 8a in clinical roles. This is an increase from a zero return for previous reporting year. There are no staff disclosing a disability in medical roles.

In terms of recruitment, non-disabled candidates are 1.67 times more likely to be appointed from shortlisting stage than disabled candidates which is a positive position compared to previous year where non-disabled candidates were 2.32 times more likely to be appointed. 25 disabled staff applied for a job at the Trust in 20/21 which is a decrease from the previous year (32) however only 12 were appointed. Disabled staff are 8.92 times more likely to enter the formal capability process than non-disabled staff.

It is concerning that the number of disabled staff (21.3%) state they have experienced bullying, harassment or abuse in the workplace compared to non-disabled colleagues (11.9%), though this is lower than the national average for disabled staff (25.4%). Disabled staff are slightly more likely to report it (55.8%) than non-disabled (46.8%). A positive improvement from 83% in previous year, 89.3% of disabled staff believes the Trust provides equal opportunities for career progression compared to 90.3% of non-disabled employees

The Trust WDES action plan can be found on the Trust website (<https://www.liverpoolwomens.nhs.uk/diversity-inclusion-human-rights/>).

## 7.0 Policies

In 2022 reviewed the Equality and Human Rights Policy and introduced the Transitioning in the Workplace Policy and the Caring for Transgender Patients Policy which were developed by the Cheshire and Merseyside Integrated Care Board. The Trust also introduced the Use of Interpreters Policy which was supported by the Merseyside Society for Deaf People Liaison Manager.

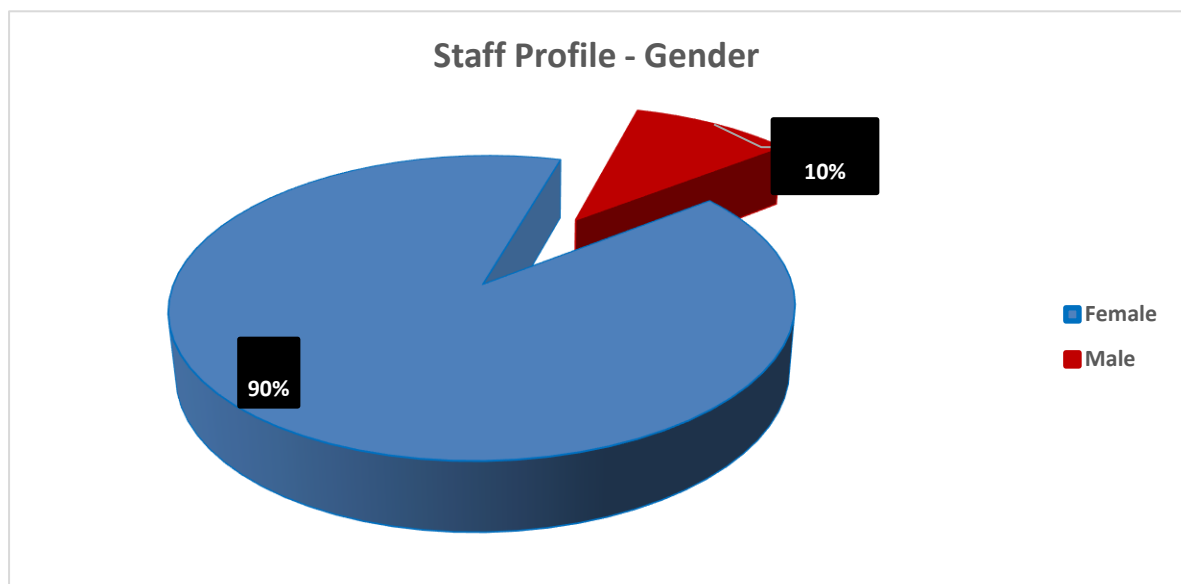
In addition, we conducted a review of our Equality Impact Assessment policy to include considerations for health inequalities, Core20Plus5 and protected characteristics under the Equality Act 2010. The new equality impact assessment format challenges staff to consider how any changes in the organisation may adversely impact people from marginalised groups and the opportunity to mitigate any inequities that are identified at an early stage.

## 8.0 Staff Profiles

Headcount for the workforce as of February 2023 stood at 1756 which is an increase of 185 staff from 2021.

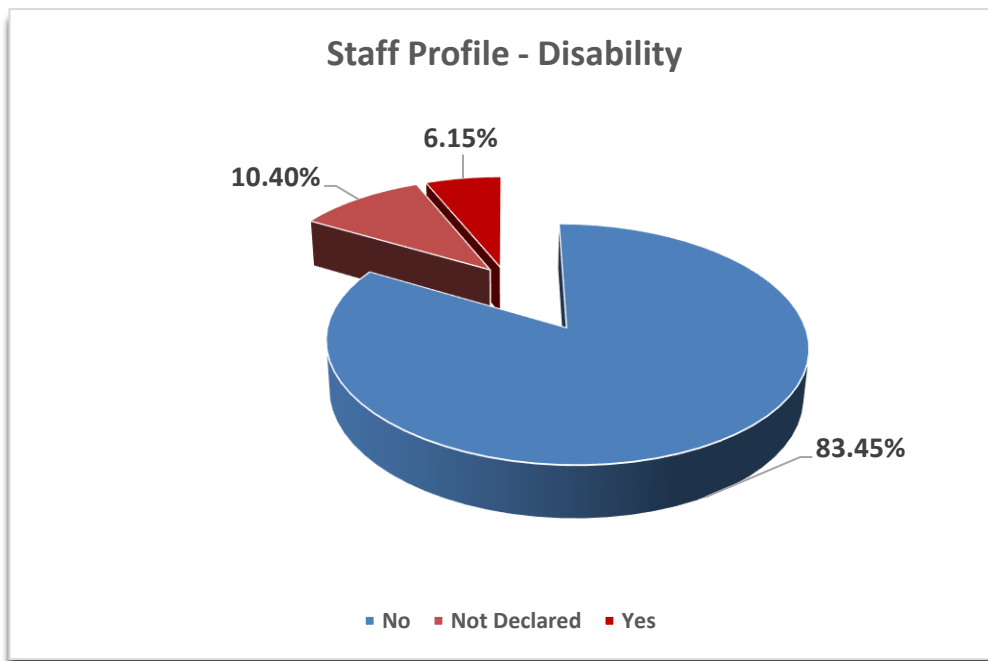
### 8.1 Staff Profile – Gender

Liverpool Women's NHS Foundation Trust has an 90% female workforce which equates to 1576 colleagues.



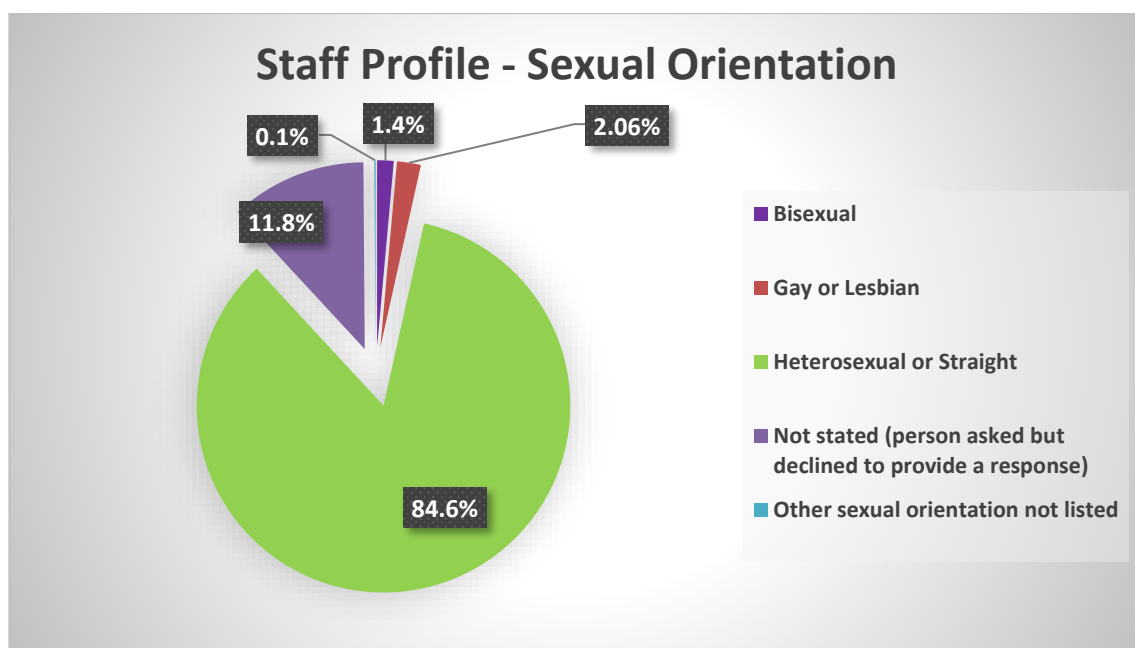
798 staff are in the Nursing and Midwifery staff group; 99% of this group are female.

## 8.2 Staff profile – Disability



The figures relating to disability declarations 83.45% of colleagues state they do not have a disability and 6.15% state that they do. 10% of colleagues declined to provide an answer to the question and therefore not providing a full representation of disability within our colleague base. Further information can be found in the Trust WDES report which can be found via <https://www.liverpoolwomens.nhs.uk/diversity-inclusion-human-rights/>

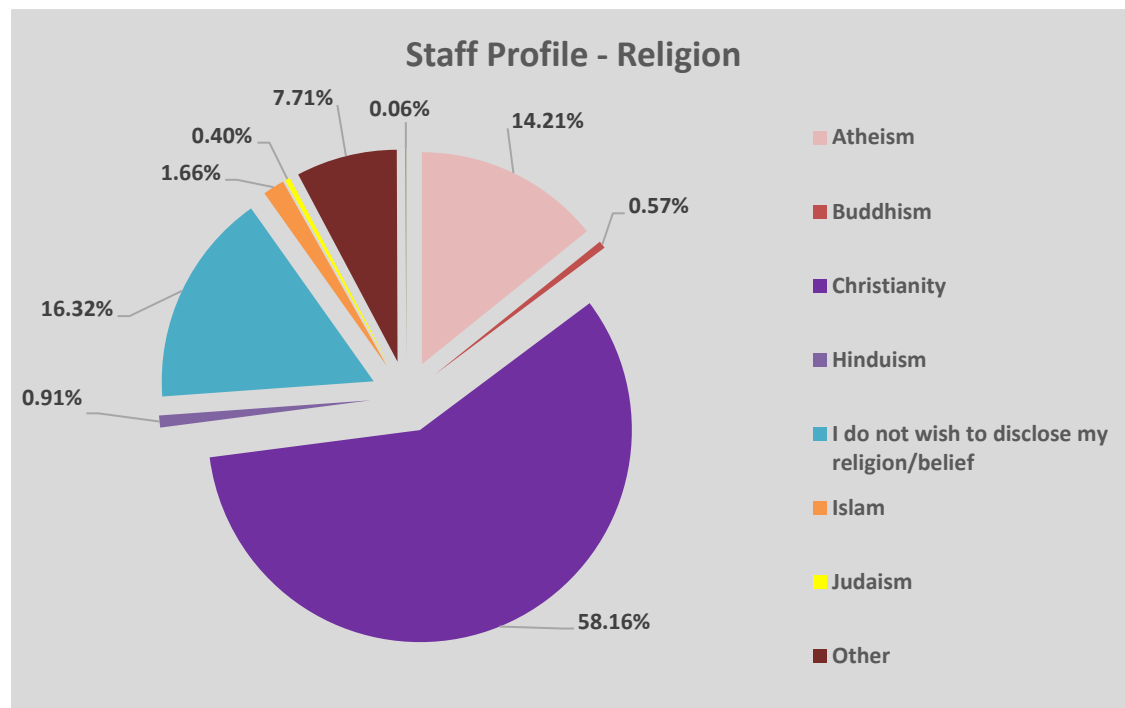
## 8.3 Staff profile – Sexual Orientation



84.6% of colleagues define their sexual orientation as Heterosexual; this remains comparative to last year in which 81.47% of colleagues reported the same. Those identifying as Gay or Lesbian account for 2.06% of the staff group.

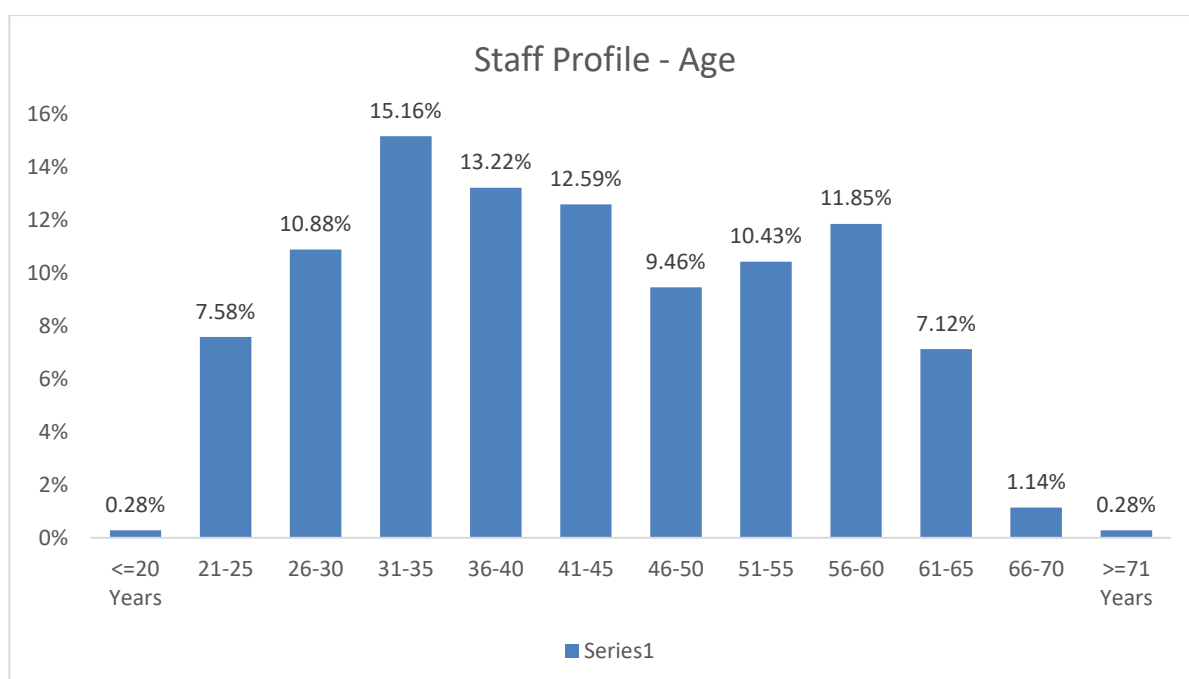
As with disability declarations, the above does not provide a full representation of colleagues' orientation as 11.8% declined to provide an answer.

#### 8.4 Staff profile – Religion



1,019 or 58.16% of colleagues define their religious beliefs as Christian, followed by Atheism equating for 12.06%. As with previous declarations this does not provide a full representation of colleagues' orientation as 16.32% declined to provide an answer.

## 8.5 Staff profile – Age



The main body of the staff profile is made up between age groups 31 – 40 and between 51 – 60 which shows although we have a high level of younger staff, we have a high level of staff who are nearing retirement age. Work is on-going to develop those staff, so we do not lose valuable experience and knowledge when staff retire.

## 9.0 Plans for 2023/24

This report has provided an update on many of the activities and actions that have taken place in 2022/23 across the Trust.

There is board level commitment to review the Trust approach to Equality, Diversity and Inclusion in its entirety; the Trust has an ambition to be amongst the most inclusive NHS organisations in the UK in creating an inclusive culture that harnesses and encourages diverse leadership at all levels in the organisation.

- We have an ambition to develop a number of volunteers to careers roles to support maternity services, with a view to supporting our strategic ambition to recruit from the Riverside population into these roles
- We will be bringing counselling services in-house, this will sit within the Staff Support Service and enhance the support overall for the mental wellbeing of staff
- Development for Mental Health First Aiders to ensure that they receive support and regular development from Consultant Psychologist, Assistant Psychologist and Health and Wellbeing Coaches

- There is an ambition to substantially recruit two Health and Wellbeing Coaches trustwide
- There is ongoing work to improve the reporting of EDI risks through the risk register which will have oversight by the EDI Committee
- Reporting of hate incidents between staff and managers which is currently not recorded on risk management system – there will be a new, confidential and safe way of reporting these
- There is ongoing work to develop a trauma informed care for staff who experience racism
- Whilst the data cleanse in the last year was successful with a third of staff completing and returning, in 2022/23 there will be a concerted effort to improve staff declarations rates even further
- Extension of e-learning package to design and deliver specific ED&I training and education to all staff – improved knowledge will result in benefits for better staff and patient experience.
- Education and celebration of the key EDI events: Black History Month, Disability History Month, LGBT+ History Month and key faith observance days/festivals.
- Exploration of how the Trust attracts local population to work at LWH, utilising widening participation programmes and alternative ways to advertise and promote our job opportunities.
- Exploring potential to report on Disability and Race pay gaps on Trust website in addition to the Nationally required reports; Gender Pay Gap, Workforce Race Equality Standard, Workforce Disability Equality Standard and Equality Delivery System.
- Monitor the number of staff from racially minoritised backgrounds who attend the Liverpool Women's Leadership Development Programme
- Monitor the use of the guaranteed interview scheme for racially minoritised groups and diverse interview panels
- Conduct an assessment of the physical environment to identify any barriers that may hinder accessibility for people with "protected characteristics". The organisation will then take necessary measures to remove those barriers, such as providing wheelchair ramps, installing lifts, improving lighting, and ensuring signage is clear and easy to understand.
- Provide training to staff on the Accessible Information Standard, develop policies and procedures to ensure compliance with the standard, and providing accessible information to service users, such as easy-read information, braille, large print, and audio formats.
- Identify service users' language needs, providing trained interpreters and translators, ensuring staff are aware of their duty to offer interpretation and translation services, and providing translated information about Trust services.
- Identify key community stakeholders, establishing regular communication channels, and conducting regular engagement activities, such as community events, focus groups, and outreach programs.

- Establish a health inequalities review group, providing training to staff on identifying and addressing health inequalities, conducting regular health needs assessments, and developing and implementing action plans to address health inequalities.

## 10.0 Summary

This annual report collates some of the activities that have taken place in the last 12 months at the Trust. There is clear direction with regards to the Equality, Diversity and Inclusion strategy, with the Trust seeking to further develop the overall approach in 2022/23.

There are significant strides that have been taken to embed equality, diversity and inclusion in all areas to reduce health inequalities for service users and to ensure that staff are working in a supportive and inclusive work environment, as one of our ambitions is to become one of the most inclusive organisations in the NHS.

There will be a focussed commitment to the recruitment for minoritised groups, retention of all staff particularly those from minoritised groups, and development of staff from racially minoritised groups. There will be a continued effort to address the marginalisation of groups with protected characteristics under the Equality Act of 2010 and these ambitions are to ensure that we have a workforce that is representative of our local population to improve health outcomes for our service users. This is including diverse interview panels, opportunities for reciprocal mentoring and developing effective reporting mechanisms and support for any colleagues that may experience hate incidents in the workplace.

Furthermore, the organisation recognises the need to become more accessible for staff and service users, i.e., to review the reasonable adjustments and access work policies/procedures and the outcomes of the planned environmental access audit which will help us to ensure that staff are working safely and feel supported.

Finally, the organisation acknowledges that there is an increasingly diverse population in Liverpool and there is an ongoing work to improve the EDI training offer to give staff information and improve learning/skills in different areas of inclusion to support that.

It is important that the positive work that has been highlighted continues taking place for both staff and service user groups. It is equally important to recognise that this journey for the Trust is ever moving and changing to ensure the best possible experience for all. To support this development, it is vital to work in partnership with stakeholders including our local community in a collaborative approach to address the areas for improvement as highlighted in this report. It is equally important to engage with staff about their experiences accessing and/or working in our organisation through official and unofficial reporting mechanisms e.g. Managers, HR Business Partners, Freedom to Speak Up Guardians, Ulysses.