

Putting People First Committee

COVER SHEET

Agenda Item (Ref)	<i>Secretary to complete</i>		Date: 18/03/2024	
Report Title	Equality and Diversity Annual Report			
Prepared by	<i>Lisa Shoko, EDI Lead & Rachel London, Deputy Chief People Officer</i>			
Presented by	<i>Lisa Shoko, EDI Lead</i>			
Key Issues / Messages	<p>The report highlights the Trust's commitment to becoming one of the most inclusive organisations in the NHS, particularly focussing on anti-racism</p> <p>The report outlines ongoing evaluation and improvement plans dedicated to inclusion and anti-racism</p> <p>The report sets ambitious goals for increasing representation of global majority staff in leadership roles, and developing a culture of inclusion through the Anti-Racism Hub</p>			
Action required	Approve <input checked="" type="checkbox"/>	Receive <input type="checkbox"/>	Note <input type="checkbox"/>	Take Assurance <input type="checkbox"/>
	<i>To formally receive and discuss a report and approve its recommendations or a particular course of action</i>	<i>To discuss, in depth, noting the implications for the Board / Committee or Trust without formally approving it</i>	<i>For the intelligence of the Board / Committee without in-depth discussion required</i>	<i>To assure the Board / Committee that effective systems of control are in place</i>
	<i>Funding Source (If applicable):</i>			
	<i>For Decisions - in line with Risk Appetite Statement – Y/N</i> <i>If no – please outline the reasons for deviation.</i>			
	For the committee to receive the report and be informed of EDI actions in 2023 For the committee to be cited on EDI plans for 2024			
Supporting Executive:	<i>Michelle Turner, Chief People Officer</i>			

Equality Impact Assessment <i>(if there is an impact on E,D & I, an Equality Impact Assessment MUST accompany the report)</i>			
Strategy <input type="checkbox"/>	Policy <input type="checkbox"/>	Service Change <input type="checkbox"/>	Not Applicable <input checked="" type="checkbox"/>
Strategic Objective(s)			
To develop a well led, capable, motivated and entrepreneurial workforce	<input checked="" type="checkbox"/>	To participate in high quality research and to deliver the most effective Outcomes	<input type="checkbox"/>
To be ambitious and efficient and make the best use of available resource	<input type="checkbox"/>	To deliver the best possible experience for patients and staff	<input checked="" type="checkbox"/>
To deliver safe services	<input type="checkbox"/>		
Link to the Board Assurance Framework (BAF) / Corporate Risk Register (CRR)			
Link to the BAF (positive/negative assurance or identification of a control / gap in control) <i>Copy and paste drop down menu if report links to one or more BAF risks</i>		Comment:	
Choose an item.			
Link to the Corporate Risk Register (CRR) – CR Number:		Comment:	

REPORT DEVELOPMENT:

Committee or meeting report considered at:	Date	Lead	Outcome

1. Define the issue

In a concerted effort to address racial inequalities and develop a more inclusive workplace environment, Liverpool Women's NHS Foundation Trust has embarked on a transformative journey. At the heart of this endeavour lies the establishment of an Anti-Racism Hub, a pivotal initiative aimed at driving change over the course of a comprehensive three-year program.

Central to the success of this initiative is the recruitment of key roles, including the appointment of a Head of Culture and Inclusion, Practice Education Facilitator, Assistant Psychologist, and an EDI Officer. These individuals will spearhead efforts to embed anti-racism principles throughout the organisation, ensuring that every aspect of the Trust's operations reflects a commitment to diversity and equity.

Recognising the importance of continuous learning and development, the Trust has also prioritised enhanced EDI Learning & Development learning. Mandatory training programs and leadership coaching sessions are now integral components of staff development, supporting individuals at all levels to champion inclusion and anti-racism within their respective roles.

Furthermore, the Trust has actively engaged staff through different workstreams designed to develop an open and supportive culture. Anonymous surveys provide a platform for candid feedback, while the "Call It Out, Stamp It Out" campaign encourages individuals to report instances of discrimination or bias, reinforcing a zero-tolerance approach to racism.

The Trust's dedication to inclusion has not gone unnoticed, with the Trust earning recognition among the Top 50 Most Inclusive Employers (positioned 41st). Such accolades serve as a testament to the ongoing efforts to create a workplace where every individual feels valued and respected.

Moreover, the Trust has prioritised the well-being of its staff through the establishment of support services such as the Staff Support and Trauma Informed Care service. This resource provides confidential assistance to staff members facing difficulties related to their work, ensuring they have access to the support they need to thrive.

Additionally, the Trust is committed to widening participation within the community. Through programs offering internships and apprenticeships, individuals from diverse backgrounds are provided with opportunities to explore careers within healthcare, promoting greater representation and diversity within the workforce.

Equally important is the Trust's engagement with patients and carers to enhance service accessibility and inclusion. By actively seeking feedback and implementing improvements, the hospital aims to ensure that all individuals receive high-quality care tailored to their unique needs.

Looking ahead, the Trust remains steadfast in its commitment to advancing EDI and anti-racism initiatives. Plans for the upcoming year include the launch of the Anti-Racism hub, the delivery of a cultural survey to further inform efforts, and ongoing work to promote inclusion at every level of the organisation. Through these collective endeavours, Liverpool Women's Hospital continues to strive towards a future where equity, diversity, and inclusion are the cornerstones of its operations.

2. Key Findings

To meet the ambitious goal that the Trust has set to become one of the most inclusive organisations in the NHS. These are some of the key issues that are highlighted in the report.

Central to this mission is the Trust's Commitment to Anti-Racism and EDI and Anti-Racism workstreams. Recognising the pervasive impact of systemic racism, the Trust has declared its intent to become an anti-racist organisation. Through proactive measures aimed at identifying, discussing, and challenging racism within its systems, the Trust is laying the groundwork for meaningful and lasting change.

Diverse workforce representation and leadership diversity is a cornerstone of the Trust's agenda. With a bold ambition to triple the number of staff from global majority backgrounds in leadership roles by 2025, the organisation is dedicated to dismantling barriers to career progression and creating pathways for underrepresented individuals to succeed.

Supporting staff on their journey towards equity and inclusion is paramount, and the Trust is committed to providing comprehensive Staff Support and Training programs. From the introduction of guaranteed interviews for global majority staff to the establishment of an Anti-Racism Hub and ongoing anti-racism and leadership training, the organisation is empowering its workforce to drive positive change from within.

Furthermore, the Trust is dedicated to enhancing Patient and Carer Experience, recognising that every interaction is an opportunity to develop inclusion and address systemic barriers. Initiatives such as the Help and Advice Hub and the Secret Shopper program are just a few examples of the Trust's commitment to ensuring that every individual receives high-quality care tailored to their unique needs.

Engagement with the Volunteer Service and Widening Participation are also key pillars of the Trust's strategy. By actively involving volunteers in its endeavours and launching programs like Bi-lingual volunteers, the organisation is creating opportunities for individuals from all walks of life to contribute meaningfully to its mission.

As the Trust moves forward, it remains dedicated to EDI inclusion in policies, monitoring and evaluation processes, ensuring that inclusion and anti-racism principles are embedded throughout every aspect of its operations. Additionally, the organisation is committed to awareness and celebrating events, recognising the importance of commemorating key culture days and fostering a culture of learning and growth.

Finally, through collaboration and partnerships with community stakeholders, the Trust is amplifying its impact and driving collective action towards a more equitable and inclusive future. By co-designing initiatives aimed at addressing health inequalities and improving staff and patient experiences, Liverpool Women's Hospital is leading the charge towards a brighter tomorrow for all.

Solutions / Actions

3. Recommendations

To review the full report which is attached and for the Putting People First Committee to approve the EDI Annual Report

Equality & Diversity Annual Report
2024



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

Our Aims	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.
Our Ambitions	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 Our Commitment to Anti-Racism

Liverpool Women's has a strategic objective to drive towards becoming one of the most inclusive organisations in the NHS. The Board has previously agreed that the initial area of focus within our wider inclusion agenda is racial equity.

At a time where statements are no longer enough, here at Liverpool Women's we want to proactively confront all forms of systemic racism as part of an ongoing commitment to being an anti-racist organisation.

Fundamental to this commitment is to foster an environment where colleagues, patients, their friends and families, from all backgrounds, can thrive - free from discrimination, inequity, unfairness and prejudice. To enable this, we will strive to remove bias – unconscious or otherwise – from our policies and processes and root out bullying, harassment and other unacceptable behaviours.

Being actively anti-racist at LWH means 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.

There is no room for neutrality. LWH is committed to an equitable approach where our people are enriched by their differences ensuring fairness. We can and must do better.

LWH being antiracist is fundamental to ensuring we have the best, talented and diverse people to maintain our longstanding reputation for providing the safest care and outstanding experiences.

[Click here to read Liverpool Women's anti-racism commitment in full.](#)

Additionally, we maintain the ambition of becoming one of the most inclusive organisations in the NHS. We have aspire to 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 racially minorities backgrounds by 2025.

1.5 Reasons to be Proud.

Liverpool Women's has made great strides in Equality, Diversity and Inclusion, and continues to progress across the Trust. See below our infographic with some of our 2023 highlights and 'Reasons to be Proud'.

Inclusion @ LWH

Reasons to be Proud 2024

Our Strategic Ambition: We will be recognised as one of the most inclusive organisations in the NHS with zero discrimination for staff and patients (zero complaints from patients, zero investigations)

We will:

- Treble number of staff from ethnic minority backgrounds in leadership roles (Band 7 and above) by 2024
- Ensure our workforce matches the ward of Riverside in terms of % of staff from ethnic minority backgrounds by 2025

 <p>Introduced EDI Mandatory Training</p>	 <p>Launched the Help Hub</p>	 <p>Launched the Annual EDI Conference</p>
 <p>Delivered 'Championing Change' webinar to Inclusive Companies Membership</p>	 <p>Launched Volunteers to Careers and Bi-Lingual Volunteers Programmes</p>	 <p>Recognised for 3rd year running as the 41st Most Inclusive Employer in the 2023 Inclusive Top 50</p>
 <p>Completed the Environmental Access Audit</p>	 <p>Launched an Anti-Racism Leadership module for the Leadership Development Programme</p>	 <p>Patient Experience Team developed relations with marginalised groups in the local community</p>
 <p>We 'Listen', 'Learn' and 'Act' when we engage with Patient and Staff Lived Experience Stories</p>	 <p>Liverpool Women's ran its first pre-employment programme post-pandemic</p>	 <p>Signed the Armed Forces Covenant achieved Silver accreditation</p>

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

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 2023/24

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.](#)

In 2022, we commenced our anti-racism programme, and this will continue to be further shaped by learning from events and from the feedback we receive from our workforce, our patients and families and our communities. This programme includes Trust Board development, Executive Team Coaching, Anti-Racism and Leadership Training, reviewing recruitment processes and HR policies.

At Liverpool Women’s we recognise that racism, including that which might present as unconscious bias, exists in our society, in our city and therefore exists within our organisation. We do not shy away from this, and we are committed to learning and improving in partnership with our workforce, our patients, and our communities.

As part of our Trust Improvement Programme, we are setting up an Anti-Racism Hub to deliver a 3 year actively anti racist programme. This is currently being developed ready for launch of activities shortly. To make sure we are delivering the correct activities over the next 3 years we intend to commission an independent cultural survey of staff, service users, leavers, partners, volunteers & students to better understand our current baseline and through a process of engagement and analysis inform the next stages of the programme.

3.2 Current Equality, Diversity and Inclusion Team

The Core EDI Team is the EDI Lead who works in the team 50:50 split patients and workforce and a Practice Education Facilitator who works in the team one day a week, mainly focussing on workforce EDI.

In the delivery of EDI priorities, the team is supported by the Communications Team, HR Team, L&OD Team, Trauma Informed Service and Health and Wellbeing Service regularly.

Through the recently introduced Trust Improvement Plan, anti-racism has been identified as an area of focus, which has brought resources into the Team. To deliver anti-racism there have been resources identified to recruit the following roles: Head of Culture and Inclusion, EDI Officer, Practice Education Facilitator, Assistant Psychologist. Alongside the current EDI Lead and Practice Education Facilitator, this will be the core team in the Anti-Racism Hub. The Head of Culture and Inclusion with the support of the Team will be responsible for launching the hub, and deliverables related to race inclusion and anti-racism. All of these roles are funded for 12 months.

3.3 EDI Learning & Development

In 2023/4 the Trust enhanced the EDI Learning Offer to include the EDI Mandatory Training, 'Being an Anti-Racist Leader' and Executive Leadership Coaching. The EDI Lead provides bespoke support for teams in collaboration with other teams, including the L&OD, Trauma Informed Service. Additionally, the EDI Lead with the support of L&OD and Communications have ensure that there are race inclusion and anti-racism resources on the intranet. This is referred to as the Anti-Racism Resources Hub. Available here: [LWH Intranet - Anti-Racism Hub \(liverpoolwomens.nhs.uk\)](https://liverpoolwomens.nhs.uk)

The EDI Lead is working collaboratively with the ICB on two main projects. The first looks at ethnicity data recording and collection and responding the need in the system for improved data recording, including training staff to ask the right questions, engaging with communities to socialise the importance of data, creating opportunities for patients to self-declare their protected characteristics for example. The second project looks at creating EDI Dashboards for Cheshire and Merseyside on capturing protected characteristics and health inclusion groups. Liverpool Women's already have a Patient EDI Dashboard available for use across the Trust. The Patient EDI Dashboard is available on Power BI and helps the Trust, teams and individuals to help them to understand who their patients are and identify areas where there might be inherent health challenges or social determinants of health. The Cheshire and Merseyside dashboards which are currently under development will tell Trusts more information about their patient profiles e.g., which patients fall within particular health groups like people experiencing homelessness as an example.

3.4 Staff Engagement

From an EDI perspective, there is a drive towards finding different ways of supporting colleagues to speak up about issues that have to do with discrimination as defined by the Equality Act of 2010.

The Team has developed a survey for wider distribution which is due to be launched by the Communications team in coming weeks. The survey is a pathway for staff, patients and others to share their concerns with the organisation anonymously. For example, a patient who might not want to be identified, might have information about an incident that they observed, and wish for it to be investigated, or recorded. Another example is where a colleague might want guidance on how to be more inclusive in their team because of challenges and growing tensions. The EDI Team on the responding side of that communication will be able to advise and support appropriately.

Here is the survey link: <https://forms.office.com/e/kRxU6iYMkC>

Additionally, there is an ongoing communications campaign 'Call It Out, Stamp It Out' for people who witness or experience racism to report directly to freedom to speak up or the EDI Lead. This campaign has been staff facing and patient facing to ensure that people have every opportunity to let us know if they experience racism or discrimination.

Furthermore, the EDI Team and Trauma Informed Care Service are working collaboratively to develop a psychological support offer for the anti-racism programme. The Trust recognises that conversations about race can be challenging for different people, regardless of their ethnic background for different reasons. As such, it is responsible to ensure that we are able to support individuals and teams throughout the delivery of the programme.

3.5 Our EDI and Anti-Racism Journey

- **Inclusive Companies** - Top 50 Most Inclusive Employers List for the third year running. 7 place fall from 34th to 41st most inclusive employer in the Inclusive Top 50 list for 2023. February 2024, the Trust was invited to deliver a webinar for Inclusive Companies Membership to talk about 'Championing Change: Liverpool Women's Journey Towards Anti-Racism'. This included the highlights of work undertaken over the last couple of years to establish a good foundation for the work of anti-racism.
- **Guaranteed Interviews** –In recruitment we have implemented the two ticks model that is also available for candidates with a disability. This ensures that candidates meeting the essential criteria are shortlisted for interviewing. This has been successful and led to the design and development of the 'Licence to Hire' training.

- **Board And Senior Leaders Development-** The Board and Senior leaders are engaged in Diversity in Health and Care Partners Programme. See more about the programme here: [Diversity in Health and Care Partners Programme 2023 2024 brochure.pdf \(nhsemployers.org\)](#)
- **North West Anti-Racism Framework** – The Trust is currently in the process of conducting a self-assessment to obtain the Bronze accreditation. At the end of the year, the Trust will make a submission for the Silver accreditation after completing the required criteria. See more about the North West Anti-Racism Framework here: [The-North-West-BAME-Assembly-Anti-racist-Framework-FINAL.pdf \(england.nhs.uk\)](#)
- **EDI Mapping** - Alongside the Anti-Racism Framework mentioned above, the Trust is mapping EDI and anti-racism work to ensure comprehensive capture of all best practice activities including NHSE EDI Improvement Framework this will also include any actions developed from the Cultural Survey of all clinical services (staff, patients, volunteers and students) which will be conducted by an external organisation
- **Patient and Staff Lived Experience Stories – The Trust** continued learning shared at our Equality, Diversity & Inclusion Committee, Putting People First Committee and Trust Board meetings. The Trust has developed a model which informs how we listen. ‘We Listen, We Learn, We Act’
- **Continued to Deliver the Menopause Club in 2023/4** – 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
- **Endometriosis Support for Staff** – The Endometriosis Service developed a pathway for colleagues to prioritised for Endometriosis care, to ensure that Liverpool Women’s staff receive care at the earliest opportunity.

3.6 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. The Trauma Informed Care Team includes a Trainee Clinical Psychologist, Assistant Psychologist, Clinical Psychologist, Counsellor, CBT Therapist, Health and Wellbeing Coaches who will be offering support i.e. workshops signposting, listening ear sessions from our health and wellbeing coaches, 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.

3.7 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. The Widening Participation programme is aimed at people who may not possess academic qualifications yet have the attitude and values congruent to the NHS by supporting people and providing opportunities for development.

In 2023/24, successful programmes include;

- Supported Internships - The Trust has supported internship schemes for young people with additional needs. In the reporting period 6 interns have been supported to complete an 8-month placement with LWH in June 2023. All interns identified as neurodiverse with one individual also identifying as having physical disabilities. The interns worked in areas of reception, kitchen stores, ward hostess, portering and estates. Of the 6 interns one is returning to LWH to undertake a supported apprenticeship, one has obtained a job as a maintenance assistant in a care home whilst studying at college. A further intern is going to college to learn carpentry, and another is going to undertake a catering course with the final student joining the step into work programme for 18- to 25-year-olds with learning difficulties, which combines work and education placements to ensure trainees are truly work ready.
- Acorns/Cadets - providing placements to 16–19-year-old college students studying a Level 3 Extended BTEC Diploma in Healthcare considering a career in the NHS. The Trust accommodated 3 learner placements during the reporting period in Neonatal Unit, MatBase Ward and Maternity Assessment Unit. It is too soon to measure the success of where the learners may go on to gain places in courses within Health.
- Work Experience – During this reporting period work experience has slowly re-opened further to work directly with those schools where students have shown an interest in a career in health. We have provided one-week placements to 25 students, in areas such as Neonatal, Maternity, Gynaecology, Pharmacy and Corporate services. In addition, a group of Year 10 students visited the Trust and met professionals including those within HR, Finance, Pharmacy, Theatre (ODPs), Neonatal (nurses).
- Apprenticeships – 3 places filled with staff working in the areas of Finance, Digital and Clinical Advanced Practitioner from Gynaecology.

- Recruitment Fairs and Careers Events – the Trust actively attends and participates in fairs to share opportunities to communities on job availabilities. During January 2023-June 2023 the Trust attended a Careers event at Archbishop Beck where approximately 1,000 individuals attended to learn about the different careers available within Health. LWH attended with staff from the areas of Neonatal, Theatres, Pharmacy, HR, and Genetics. An additional careers event at St John Bosco was attended by LWH that involved approximately 800 students and included representation across divisions and corporate services also.
- Supporting schools – three staff from LWH attended Archbishop Blanch High School to take part in providing mock interviews for year 11 students.



3.8 Volunteers Service

The infographic below details some of the achievements that the Volunteers have had in the past year.

EDI Past & Present Volunteers Reasons to be Proud



The volunteer service has had done tremendous work, in 2023/4 they have been successful in championing inclusion across different protected characteristics and engaging and supporting different areas across the Trust.

In 2024, the service launched the Bi-lingual volunteers which has been established to improve our patient experience and engagement through pastoral support. This will not include any clinical interpretations in accordance with national guidance. There are twenty-one volunteers who speak more than one language in the team. We are currently in the process of recruiting more volunteers from our local communities, who can speak additional languages to enhance our support offer. This includes volunteers from our deaf community supported by their own interpreter.

Our Bi-Lingual volunteers are identified by badges that identify the language that they speak by the flag and is written in English and the additional language.

A request has been made by our local Bangladesh community to translate some of our written information into audio translation. Volunteer manager is working with their link person to make this happen.

Additionally, one of our Bi-lingual volunteers has been shortlisted for the National Heroes award for Volunteering. This is in recognition of supporting patients on Maternity Base whose first language is not English. The award ceremony is taking place in April 2024.

 <i>I speak</i> Burmese ဗမာစကားပြောတယ်။	 <i>I speak</i> Sinhala මම සිංහල කතා කරනවා	 <i>I speak</i> Arabic أنا أتكلم العربية	 <i>I speak</i> Ahn አማርኛ እናገራለ
 <i>I speak</i> Sudanese Nazungumza	 <i>I speak</i> Hindi	 <i>I speak</i> Indonesian	 <i>I speak</i> Finland صحبت می کنم
 <i>I speak</i> Turkish ben Türkçe konuşur	<div data-bbox="351 548 1053 952" style="border: 2px solid purple; border-radius: 25px; padding: 20px; text-align: center;"> <p>Our bilingual volunteers offer 21 languages and support our patients and staff daily, using these skills</p> </div>		 <i>I speak</i> Norwegian
 <i>I speak</i> Yoruba ba ni mo n so			 <i>I speak</i> Russian Я говорю по-русски
 <i>I speak</i> Portuguese Brazilian Eu falo Português do Brasil	 <i>I speak</i> Punjabi ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹਾਂ	 <i>Vorbesc</i> limba Română	 <i>I speak</i> Somali waxaan ku hadlaa somali
		 <i>I speak</i> Spanish Yo hablo español	

“I have enjoyed making friends with the staff and cueing over the newborn babies and children I see while pushing my post trolley around the corridors of the ground floor. Not only am I the post person, but I often support patients and visitors by giving directions and assistance.

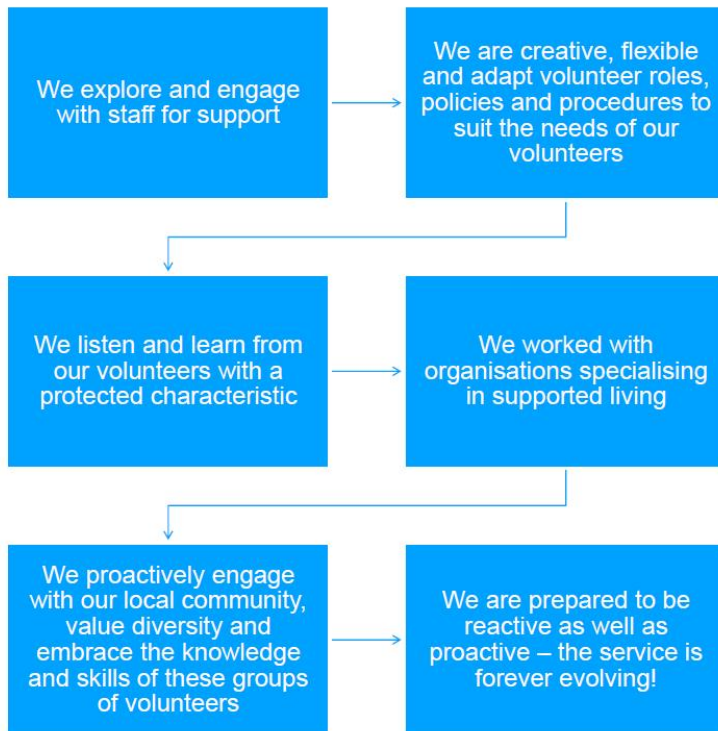
This role has helped build my confidence and improve my communication skills. I look forward to coming in each week. Some of the highlights of volunteering include receiving recognition for my 20 years of service and Volunteer of the Year, for the good work and support I give to the hospital.” Michael, Liverpool Women’s Volunteer

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.

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.

How are we inclusive?



3.9 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 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 include 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.

PRIDE@LWH, established their network in 2023. The group was successful in delivering its first Pride in Liverpool stall last year and will be working towards another

appearance at the celebratory event this year supporting LGBTQ+ service users and staff. The groups include LGBTQ+ staff and allies.

Additionally, there is the Menopause Café, where in-house Menopause Specialists advise colleagues at different stages i.e., perimenopause, menopause and post menopause to manage their symptoms and keep healthy. At the Menopause Cafes specialists provide rapid consultations and information about managing Menopause.

Another staff support offer in Women's Health has developed this year. This is the Endometriosis Staff Support The service have developed a staff pathway for colleagues to prioritised for Endometriosis care, to ensure that Liverpool Women's staff receive care at the earliest opportunity. Additionally, in this year's annual Equality Delivery System (EDS) review, the Endometriosis service achieved the score of 8 out of a possible 12. The EDI Lead made not of the engagement work that the service is doing with different marginalised groups and primary care services e.g., GP services in Kensington where the Team are working in partnership with primary care to develop an improvement of access to Endometriosis services and the quality of referrals they receive.

4.0 Patient and Carer Experience and Service Improvement related to EDI

The Patient Experience Team and EDI Team have been successful in working collaboratively and cohesively to develop EDI focussed plans for the benefit of patients receiving care at Liverpool Women's. Additionally, there have been marked improvements in listening and engaging including the newly adopted, listen, learn and act model.

- Changing place facility has now been opened and it is being registered on the national data base to highlight that LWH now has this facility . A staff member used their lived experience in helping to design the area. In addition, a remodelled 'anyone' toilet facility has now been opened.
- Enviromental Access audit has been completed during the week of 27th November 2023. Estates and facilities manager is in the process of completing an action plan and securing funding for any remedial works that need to be undertaken. The action plan will was shared at Patient Involvement and Experience Sub Committee in February 2024.
- In relation to Accessible Standards information, the Trust established a task and finish group led by PEIO and sponsored by Chief information Officer. A baseline assessment has been completed and this is being aligned to the digital platforms work being progressed within the Trust. (more detail is at the end of this paper)
- Antenatal Link clinic is supported by face to face interpreters for the patients. There is also access to lanaguage line. There are seven interpreter on wheels within the Trust.

Engagement for Service Users

4.1 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.

As a result, an environmental access audit of the premises, and the actions from the audit will inform workstreams across the Trust for an inclusive physical environment.

4.2 Help and Advice Hub

Patient Experience Matron (PEM) and Patient Experience and Involvement Officer (PEIO) have worked with Patient Experience Officers (PEO) to establish an area in the main reception as a Help and Advice Hub. PEM secured funding and adaptations were made to the room to make the front of the room open and accessible. PEO team man this area Monday to Friday 08-30 hrs to 16-00hrs. The area is also supported at times by PEM and PEIO.

One day a week a representative from the Brain Charity is based in there. They provide help, advice, support to patients, service users and staff. PEM is currently scoping other charities and organisations who have requested to spend time in the Help Hub.

Contact has been made with Mary Seacole House in Liverpool 8 to enquire if they would like to utilise the Help Hub in relation to Black and Vulnerable Communities. HSBC bank are also scheduled to come in to support patients, service users and staff with advice in the current cost of living crisis as this is one of the main issues raised when out and about in the communities.

Bi-lingual volunteers have translated "Happy to Help" into different languages and these are positioned in front of the Help Hub. An interpreter on wheels has been procured to be based in the Help Hub for any patients and service users whose first language is not English, including British sign language and can be utilised to assist with translation.

Situated on the Help Hub counter is a copy of the Trust Inclusion and Wellbeing Events Calendar. This calendar was commissioned by our Deputy Chief Nurse and the information collected and collated by PEIO. The calendar is a resource that details cultural, religious and national equality and health and wellbeing events and it seeks

to equip staff with the knowledge to respond to the diverse needs of patients and staff leading to personalised centred care and a supportive and inclusive work place.

PEIO has distributed a total of 250, calendars internally and externally to our stakeholders across the city.

5.0 Measures & Objectives

5.1 Gender Pay Gap Report (2023)

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 2023 Gender Pay Gap Report will be published on the Trust website by the end of March (<https://www.liverpoolwomens.nhs.uk/diversity-inclusion-human-rights/>). See full report in appendix.

5.2 Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard

Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES) are annual statutory reports required from all NHS Trusts which collate a pre-prescribed set of data in relation to race and disability within the NHS workforce. In 2023 there are two new reports that have been added, these are the Bank WRES and the Medical WRES. LWH is not required to complete a full Bank WRES report as we do not employ sufficient staff to complete this, the National WRES team have confirmed that our bank staff will be covered by the National Bank WRES report completed by NHS Professionals (NHSP).

The WRES and WDES data is collated as of 31st March 2023 for all data with the exception of data taken from the 2022 National Staff Survey. We are statutorily required to report and publish this data and action plans, however the Board are asked to recognise that these are one set of metrics which are included in and underpinned by our Equality Objectives 2023-2027 and our annual EDI workplans. See full report in appendix.

The WRES data is measured against the following metrics:

- Band distribution of clinical and non-clinical staff – improvement in position from previous year.

- Board member and non-Executive Director data – decrease in position from previous year.
- Likelihood of being appointed from interview – decrease in position from previous year.
- Likelihood of entering formal disciplinary process – minor decrease in position from previous year however same number of white staff also entering formal process.
- Number of staff experiencing harassment, bullying or abuse from staff – decrease in position from previous year.
- Equal opportunities for career progression – decrease in position from previous year.

Further information can be found in the appendices. Find WRES and WDES Report 2023 at the end of the report.

The WDES data is measured against the following metrics:

- Band distribution - improvement in position from previous year.
- Likelihood of being appointed from interview – decrease in position from previous year. Although the actual number of candidates disclosing a disability recruited has increased in year.
- Likelihood of entering formal capability process – decrease in position from previous year.
- Number of staff experiencing harassment, bullying or abuse from staff – improvement in position from previous year.
- Equal opportunities for career progression – improvement in position from previous year.

Further information can be found in the appendices. Find WRES and WDES Report 2023 at the end of the report.

The WRES and WDES report and action plans will be published on the Trust website by the end of March. (<https://www.liverpoolwomens.nhs.uk/diversity-inclusion-human-rights/>).

6.0 Policies

In 2023/4 there have not been any changes to EDI policies. However, there has been a policy that was Attendance and Management Toolkit.

Key Features of the Upgraded Toolkit:

- **Return-to-Work Guidance:** To facilitate a smooth transition for employees returning from leave, we have included comprehensive guidelines outlining the steps to be followed (including ESR & E-Roster guidance).
- **Wellbeing Conversations:** Recognising the importance of employee well-being, we have included additional resources to help support you with annual wellbeing conversations.
- **Short Term & Long-Term Sickness Processes:** There is a comprehensive suite of letter templates and tools to support the management of long- and short-term sickness.
- **Reasonable Adjustments:** The toolkit features helpful and practical guidance on how to support your staff with workplace adjustments.

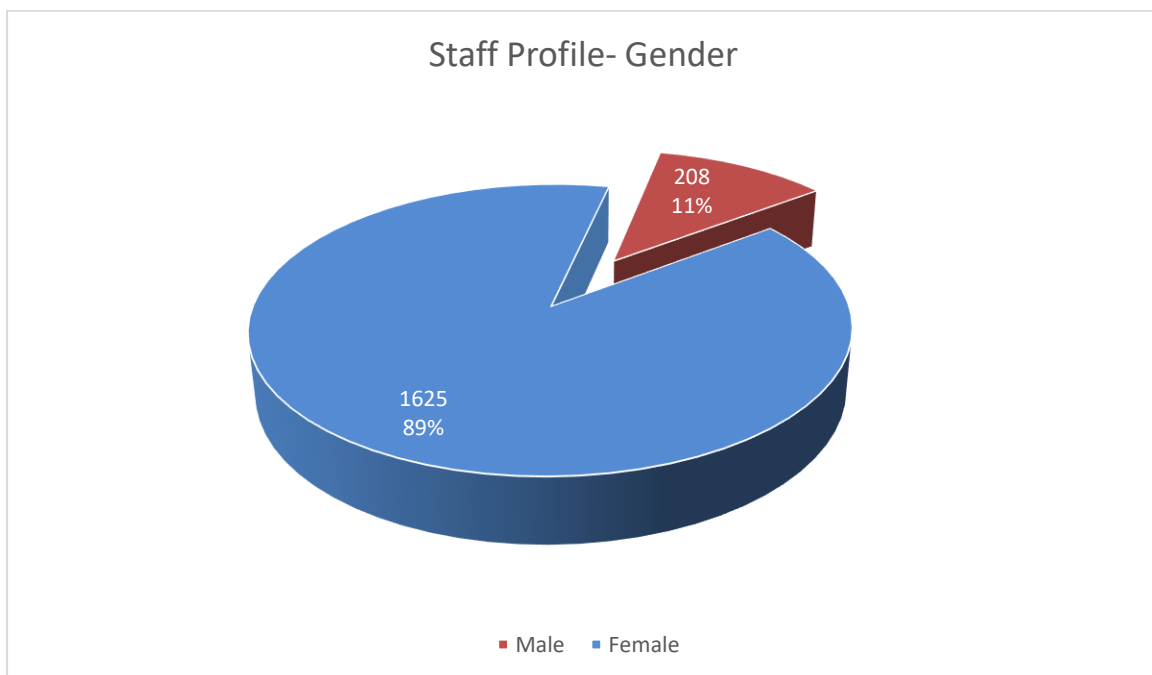
Additionally, there are policies and procedures that the EDI Team would like to audit in the upcoming year to ensure that policies and processes are inclusive and steeped in anti-racist principles, as a reflection of the Trust’s commitment to anti-racism.

7.0 Staff Profiles

Headcount for the workforce as of February 2024 stood at 1833 which is an increase of 77 staff from the figure reported in 2023.

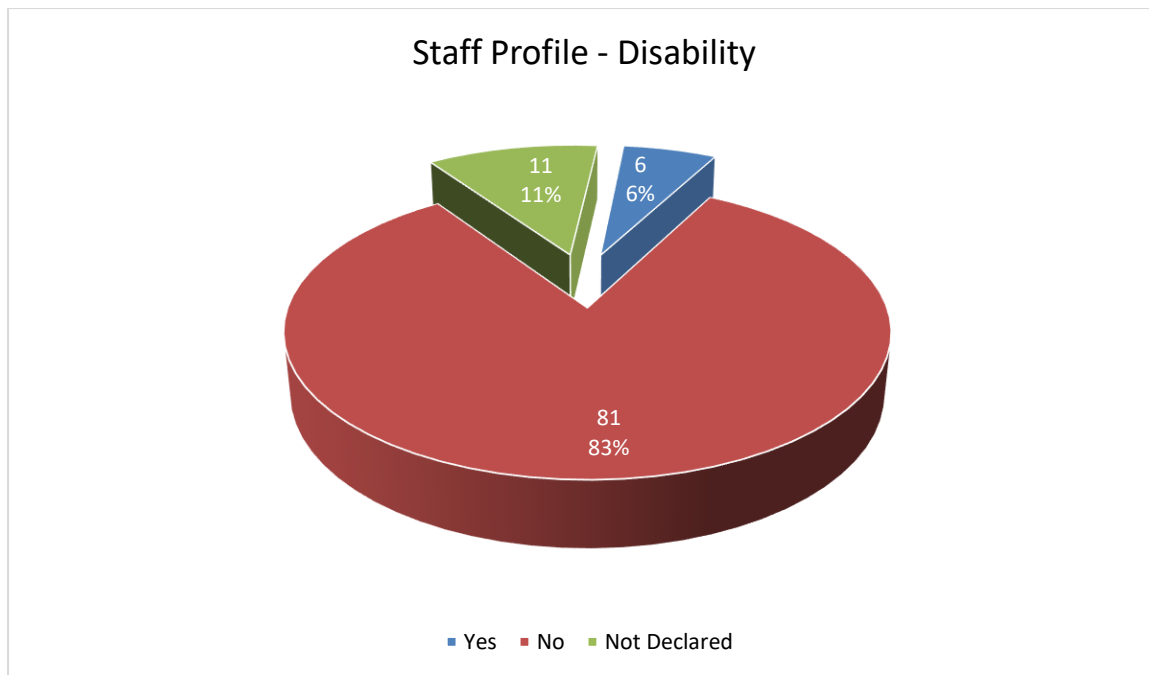
7.1 Staff Profile – Gender

Liverpool Women's NHS Foundation Trust has an 89% female workforce which equates to 1625 colleagues. The male workforce which is 208 colleagues is 11% of the overall workforce.



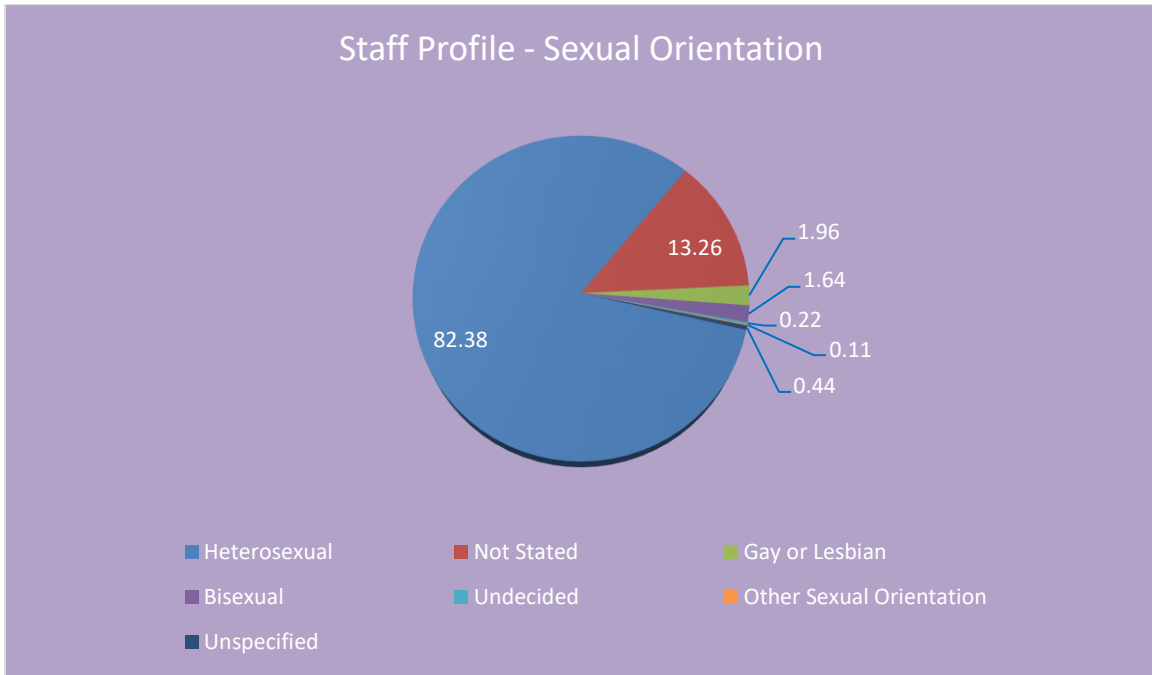
825 staff are in the Nursing and Midwifery staff group; 99% of this group are female.

7.2 Staff profile – Disability



The figures relating to disability declarations 80.74% of colleagues state they do not have a disability and 6.44% state that they do. 11.46% 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/>

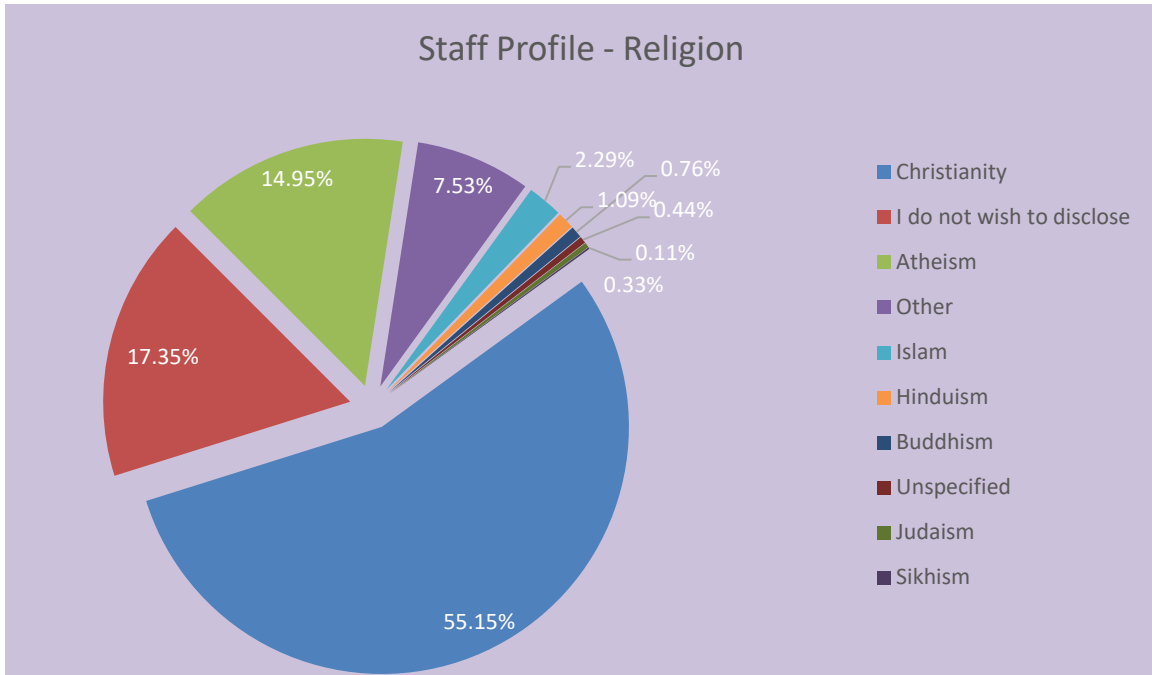
7.3 Staff profile – Sexual Orientation



82.38% of colleagues define their sexual orientation as Heterosexual; this is a reduction compared to last year in which 84.6% of colleagues reported the same. Those identifying as Gay or Lesbian account for 1.96 compared to 2.06% of the staff group in the previous year.

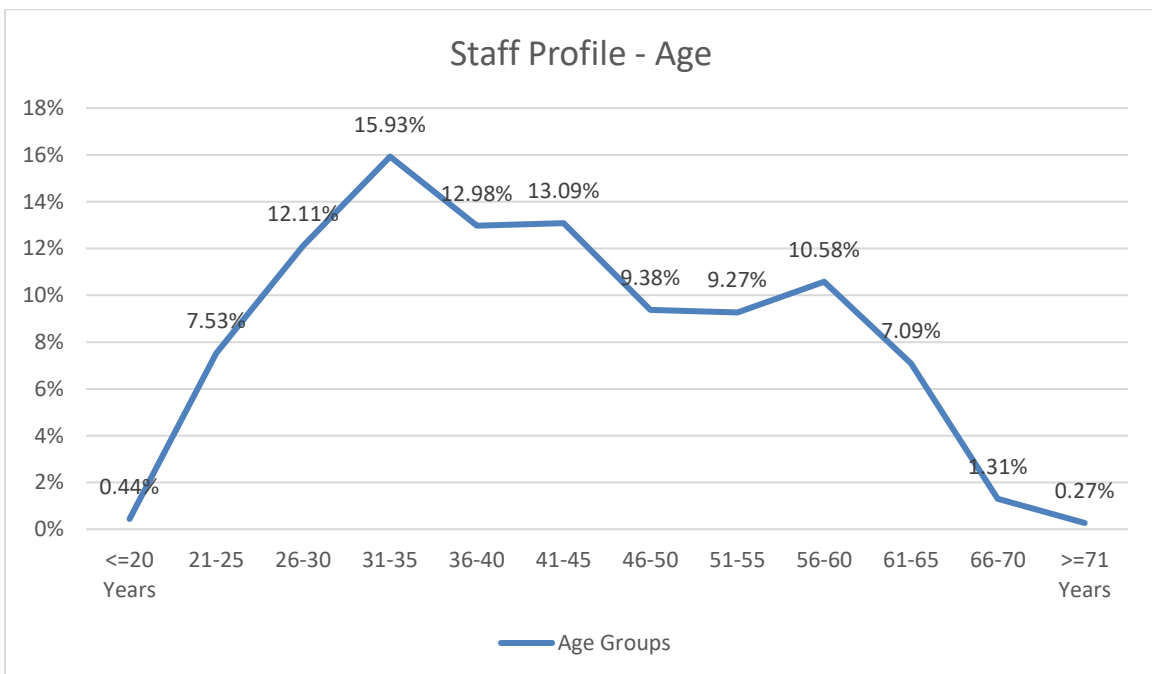
As with disability declarations, the above does not provide a full representation of colleagues' orientation as 13.26 declined to provide an answer, whereas last year this figure was 11.8%.

8.4 Staff profile – Religion



1101 or 55.16% of colleagues define their religious beliefs as Christian, followed by Atheism equating for 14.95%. As with previous declarations this does not provide a full representation of colleagues' orientation as 17.35% declined to provide an answer.

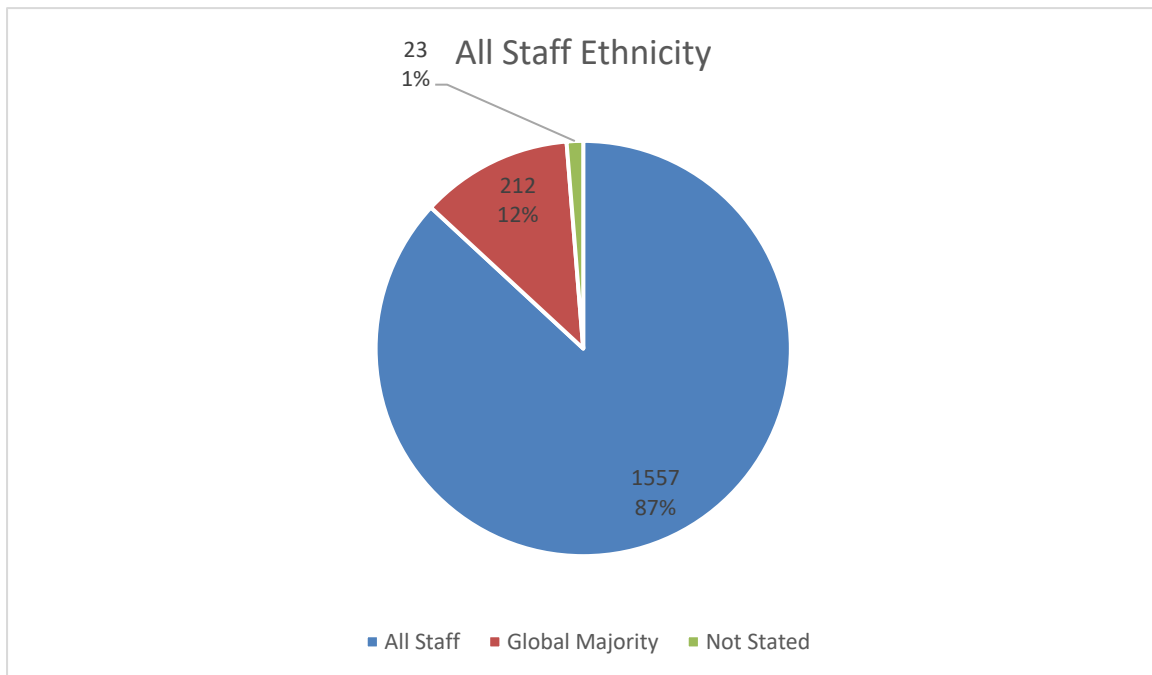
7.5 Staff profile – Age



The graph above shows that there are highest age groups represented at Liverpool Women's are ranges 31-35 (15.93%), followed by 36-40 (12.98%) and 41-45 (13.09%).

The other age groups represented show lower figures. The lowest represented groups are age ranges <=20-25. When combined, this represents 7.97% of the overall staff population. The other group which has low figures is between 61->=71. When these groups are combined, this represents 8.67 of the overall staff population.

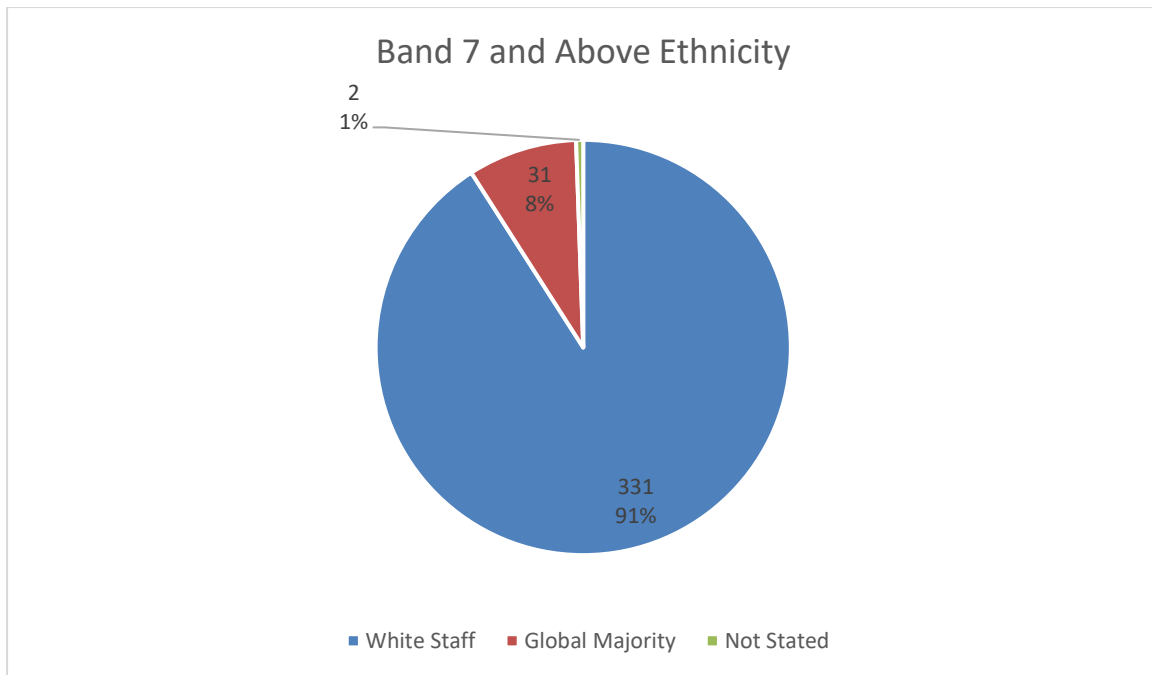
7.6 Staff profile – Ethnicity



The pie chart above reflects Liverpool Women's staff population by ethnicity. 87% of staff are from a white background, 12% of staff are from the global majority and 1% have not stated their ethnicity. The data is broken down further:

White Ethnicity: 1555; Asian Ethnicity: 84; Black Ethnicity: 64;

Mixed Ethnicity: 39; Other: 2; Not Stated: 23; Unspecified: 2



This pie chart reflects the staff population that are Band 7 and above. 91% of staff in this range are white, 8% are from the global majority and 1% have not stated their ethnicity. The Trust has set the ambition to achieve 13% of global majority staff in Band 7 and above roles by the end of 2024.

White Ethnicity: 329; Asian Ethnicity: 16; Black Ethnicity: 8;

Mixed Ethnicity: 5; Other: 2; Not Stated: 2

9.0 Plans for 2023/24

This report has provided an update on many of the activities and actions that have taken place in 2023/24 across the Trust. In the upcoming year, the Trust looks forward to:

- Launching the anti-racism hub, which will include the roles of Head of Culture and Inclusion, EDI Officer, Practice Education Facilitator, Assistant Psychologist. These roles are funded for 12 months.
- Launching the Cultural Survey which has been commissioned to an external organisation to understand the underlying challenges for the Trust, staff and service users relating to race inclusion.
- Recruitment of another Clinical Psychologist in the Trauma Informed Care Service to support the demand for Health and Wellbeing Support, People Promise Manager and Employee Experience Manager in the HR Team.
- EDI Audit of Trust Policies and Processes

- The design, development and delivery of 'Licence to Hire', the inclusive recruitment training, including EDI related questions to ask candidates at interviews.
- The second EDI Annual Conference to be hosted at Liverpool Women's NHS FT
- Delivering actions from the recently completed Environmental Access Audit
- Listening events and 1:1s delivered by the EDI Team and the Trauma Informed Service for staff from the global majority
- Making a submission to the North West BAME Assembly to obtain the Bronze (first quarter) and Silver (third quarter) accreditation on the North West Anti-Racism Framework
- Providing an informal channel for people to report experiences that they have had or witnessed relating to discrimination, bullying and harassment, for staff and for service users, with the option of reporting this anonymously
- Continuing to work at regional level to support the delivery of EDI Dashboard which allow filtering of protected characteristics and health inclusion groups
- Education and celebration of the key EDI events: Black History Month, Disability History Month, LGBT+ History Month and key faith observance days/festivals, which will be supported by new roles.
- Exploring the disability pay gap and the Social Model for Disability
- Exploring the potential for adopting gender inclusive language across the Trust
- Monitor the use of the guaranteed interview scheme for racially minoritised groups and diverse interview panels
- Developing relationships with key community stakeholders, exploring opportunities for co-design, co-production and collaboration
- Establish an Anti-Racism working group taking a multi-disciplinary approach across the Trust to make improvements with regards to health inequalities and staff experience.

10.0 Summary

In conclusion, Liverpool Women's Hospital's steadfast commitment to inclusion and anti-racism is evident throughout Trust strategies and collaborative efforts with volunteers, initiatives for widening participation, and developments in patient experience. Through strategic initiatives outlined in the Trust Strategy 2021-25 and the Trust Commitment to Anti-Racism, the organisation has taken concrete steps to address racial disparities in leadership roles, workforce representation, and patient care.

The involvement of volunteers, including the launch of the Bi-lingual volunteers program, showcases the Trust's dedication to championing inclusion and engaging diverse communities. Through initiatives like supported internships, work experience placements, and apprenticeships, the Trust actively promotes widening participation,

providing opportunities for individuals from different marginalised backgrounds to explore careers in healthcare.

Moreover, the Trust's focus on patient experience, as demonstrated through initiatives like the Help and Advice Hub and the Secret Shoppers, underscores its commitment to listening to and addressing the needs of its patients. By involving patients in the audit of facilities and services and actively seeking feedback, Liverpool Women's Hospital ensures that its care delivery is responsive, inclusive, and patient-centred.

The development of an Anti-Racism Hub, recruitment of specialist staff, implementation of anti-racism training programs, and engagement with community stakeholders highlight the Trust's dedication to delivering on its commitment to equity and diversity. Furthermore, initiatives such as guaranteed interviews for global majority staff and the development of EDI dashboards reflect ongoing efforts to monitor progress and drive accountability.

Looking ahead, Liverpool Women's Hospital is poised to continue its journey towards becoming one of the most inclusive organisations in the NHS with plans for policy audits, recruitment drives, educational events, and partnerships with community organisations. By prioritising the voices and experiences of global majority groups, the Trust aims to reinforce a culture of care, respect, ambition, engagement, development, and learning, for both its staff and patients. Through these concerted efforts, the Trust continues to advance its mission of fostering an environment of equity, respect, and empowerment for all.

Appendix

Liverpool Women's Diversity and inclusion

<https://www.liverpoolwomens.nhs.uk/diversity-inclusion-human-rights>

Liverpool Women's Commitment to Anti-Racism

<https://www.liverpoolwomens.nhs.uk/about-us/diversity-inclusion-human-rights/race-equity-declaration-of-intent/>

Anti-Racism Resources Hub

[LWH Intranet - Anti-Racism Hub \(liverpoolwomens.nhs.uk\)](#)

Staff Engagement Survey

<https://forms.office.com/e/kRxU6iYMkC>

Inclusive Companies 'Championing Change' Presentation



Inclusive Companies
Presentation February

Diversity in Health Care Programme

[Diversity in Health and Care Partners Programme 2023 2024 brochure.pdf \(nhsemployers.org\)](#)

North West Anti-Racism Framework:

[The-North-West-BAME-Assembly-Anti-racist-Framework-FINAL.pdf \(england.nhs.uk\)](#)

Liverpool Women's Trauma Informed Care Support Service

[Staff Support and Trauma Informed Care](#)

Gender Pay Gap Report 2023



Gender Pay Gap
Report _ 31 March 20

WRES and WDES Report 2023



WRES WDES report
2023 Trust Board (002

Patient Engagement Activities 2023/24

*Patient Experience Matron (PEM)

**Patient Experience and Involvement Officer (PEIO)

Where did we go/Who Did we meet	What did we learn	What did we do
Chinese New Year Celebrations Pagoda Centre of 100 Harmonies and Chinatown Sunday 22/1/23	Local leaders, residents and communities did not know about some of the Liverpool Women's Hospital (LWH) services, roles, and issues. They wanted face to face conversations to help reduce anxiety and communication issues.	Introduction of patient experiences and the support roles. Worked with women to understand hospital services, confidentiality, and GP registration. We showed and explained with our leaflets and website about communication and confidentiality.
Merseyside Police Windsor Street Thursday 2/2/23	That LWH need to be linked up to more women support groups	Patient Engagement & Experience Officer (PEIO) met and introduced the role with the support groups recommended. It was explained how to contact PEIO
Health & Wellbeing Chinese New Year Celebrations Palm House. Monday 6/2/23	LWH and Honeysuckle are providing an excellent service supporting families in the Chinese community that have suffered the death of a baby as the result of a baby dying due to early/late miscarriage, stillbirth or just after birth.	Governors reported back to LWH about the positive feedback. Via their engagement/communications meeting.
WHISC Thursday 23/2/23	WHISC wanted to work in partnership with LWH services. Many of their clients are facing severe cost of living impact and poverty.	LWH midwives are facilitating health sessions and supporting women groups and families.
Experiencing Menopause Central Library Thursday 23/2/23	People wanted information about diagnosis, sexual health, and relationships	Dr Paula Briggs explained clearly and respectfully with models, presentations, patient stories, and her own personal experiences.
Great Day- Subject was: Equality, Diversity, and Inclusion. (ED&I) Blair Bell Friday 24/2/23	LWH are not communicating effectively with marginalised groups	Used workshops and drama to facilitate patient stories between staff, patients, and communities.

International Woman's Day Pakistan Centre Wednesday 8/3/23	Women wanted to know about what happens when births go wrong and wanted to know more about pelvic health and the role of Governors.	One of our Governors explained her role. Physio lead used a pelvis working model to explain and make women feel comfortable. Shared QR codes and multiple translated leaflets.
Rotunda Kirkdale Friday 17/3/23	LWH needs to work closer and co-produce health sessions and events. LWH need to build relationships and closer ties with the local communities in the North End of the city.	Gave leaflets on menopause and other women's health topics. Information provided on how to become a volunteer at LWH and also what current job opportunities were available. PEIO agreed to attend future Events
Ahmadiyya Muslim Women's Association. Bait – UI Lateef Mosque. Anfield 18/3/23	We learnt that this community wanted to celebrate their 100-year anniversary and for LWH to embrace Diversity, Equity and understand social determinants to health. (This was a female only event)	Colleagues attended to explain different roles and inclusion. The community GP of the Mosque and LWH Governor explained their roles to make more younger women involved. Trust Learning and Development Facilitator explained about the number of services that our Trust provides. Head of fund raising explained how donated monies to the hospital charity were spent.
Porchfield Centre Croxteth Tuesday 4/4/23	Centre manager and a woman wanted to know about financial aid for fertility	Linked them up to Hewitt Fertility and NHS websites. Centre user understood the criteria.
The Bridge Community Centre Norris Green Wednesday 19/4/23	The centre wanted to share the work of foodbanks and services to families with LWH	LWH shared what services we provide and planned a future health event.
Croxteth Family Matters Croxteth Wednesday 19/4/23	The centre wanted to share that they offer a food pantry, a community health hub for family issues and day trips, with LWH	LWH explained that local women find it difficult to access the hospital. The centre said they would help on one off basis and will work closer with LWH.
Baby Well- refugee group Blair Bell Lecture Theatre Wednesday 19/4/23	Director of Midwifery (DOM) and senior colleagues learnt the barriers that pregnant refugees faced on their journey	DOM agreed to invite the group to facilitate their learning and work in partnership with LWH

<p>Liverpool Global Health (Liverpool Medical Institute) Blair Bell 2/5/23</p>	<p>Partners wanted to share FGM and poverty issues.</p>	<p>LINK team showcased LWH services and their good work for partners understanding. CAB also discussed social prescribing that can help healthy lives.</p>
<p>Whitechapel Homeless, Everton Valley Wednesday 3/5/23</p>	<p>Vulnerable girls and women become exploited, abused, and homeless. That women who had suffered a miscarriage or removal of a baby at birth had no tangible keepsake.</p>	<p>PEM and PEIO invited case workers to LWH and Honeysuckle. Better understanding of poverty and real issues women faced. PEM worked with Honeysuckle Team to produce small keepsake bags that included wild flower seeds that could be planted any way they wanted as a special place for an individual.</p>
<p>Merseyside Society for Deaf People Deaf awareness week Thursday 4/5/23</p>	<p>Members of Liverpool Deaf Society brought a selection of the latest technology aids to assist people with hearing loss and profound deafness.</p>	<p>Staff were able to access the equipment to help with communication issues. MSDP, BSL interpreters shared equipment and adjustments for staff, patients and public, at the foyer.</p>
<p>Honeysuckle FC Jeffrey Humble Football Hub. Every two weeks Thursday 4/5/23</p>	<p>Dads and men grieve differently.</p>	<p>Developed a partnership between LFC foundation and LWH and using the power of sports like football to help and support them. Future men and dads have a complimentary and active way to support themselves and peers</p>
<p>Young Persons Advisory Service (YPAS) Central Hub Team Lead Tuesday 9/5/23</p>	<p>YPAS wanted to share that they had a focus group and to look at developing strong partnership working with LWH. To gain an understand of LWH services and how they support young children.</p>	<p>Informed Trust Lead for Children/young persons and Trust ED&I manager. So that we now have a direct contact for future planning of Participation groups, consisting of young people, if we want to share or consult with our service provision.</p>
<p>Irish Community Care 151 Dale Street Liverpool Tuesday 16/5/23</p>	<p>CEO wants to set up a meeting for LWH to discuss and meet travellers, with support from community health champions</p>	<p>PEIO met with CEO and provided information regarding C Gull research study. Genomic service including counsellors. PEIO feedback to lead genetic counsellor about meeting with CEO and how to make contact.</p>

		How we can work together to establish links with the travelling community.
LCVS and Healthwatch Liverpool and South Sefton, Joint meeting at LWH board room 25/5/23	Meeting arranged by PEM and PEIO. Claire Stevens Health watch the aim was to discuss future partnership, service improvements and events	PEM and PEIO agreed for Healthwatch to visit, meet, and engage with Trust and patients on the wards. This was to encompass Healthwatch first listen Event in the Trust since COVID-19.
Pagoda Community Centre Chinese Health Day Wednesday 7 June	A health event was arranged to close any gaps on misunderstandings about primary/secondary care services and LWH was represented by PEIO The community had fears on access, confidentiality, and language issues regarding LWH.	Members of the local and wider community got health checks and registered to a GP. PEIO was able to explain to the local community and public understood more about confidentiality and how to access LWH services.
Visits to the African Caribbean Centre, Mosque & Pakistan Centre Monday 19/6/23	Car parking is used by all three communities at different times of the week. This is with regard to the overflow car park situated in Mulgrave Street. PEIO and Trust lead for car parking/security went to visit the community near to Mulgrave Street.	It was explained to the local communities how the car parking site was managed by the Trust. Why there was a need for additional space as an overflow car park was explained, how we had a security presence that supported the car park.
Liverpool Charity and Voluntary Services. Health and Wellbeing Network. Quarterly meeting Wednesday 21/6/23 via Zoom	LCVS and Healthwatch wanted to ask how we can improve patient & carers experiences and make our services more accessible?	PEIO attended explained his role and how he can help support capturing the lived experience of patients and services users to improve our services.
Summer Health Fair Dingle Park Practice Park Street, L8 6QP Friday 23/6/ 23	PEIO asked to attend a Women's and Maternity Day as they feel Women and Families are isolated and have low health outcomes in the Dingle area for the local diverse communities.	PEIO shared information about LWH services, how to become a volunteer, and current job vacancies, Community midwives/Health visitors explained their roles.
Cancer Awareness Day Everton Football Club 24/6/23	Cancer Partnership asked LWH to have a stall and present on topics- endometrial, vulval, ovarian, cervix and vaginal cancers. To target local residents who have poor health and high cancer rates in the local area	Cancer team explained to the public about therapies, managing fatigue, the importance of diet and exercise with a cancer diagnosis. They guided people to welfare benefits and the other 25 cancer stall holders.

<p>Women's and Family Health Day Rotunda Kirkdale Monday 17/7/23</p>	<p>Rotunda explained that they had East European residents who worked anti-social hours but did not know how to or had difficulty accessing the NHS and LWH services</p>	<p>PEIO explained how to access primary services and LWH services. Discussion about a future NHS Outdoor event with East European communities, centre's nursery, and family/women's group. Multilingual leaflets were given out on Physio, Menopause and Endometriosis. How to become a volunteer information was provided and current job vacancies.</p>
<p>Summer Health Event The Bridge Community Centre Liverpool 4 Tuesday 29/8/23</p>	<p>The Bridge community wanted to co-produce with LWH a Health Event for the local residents. Pandemic had stopped everything. They asked for LWH services to help inform and engage with residents.</p>	<p>CGULL research team representative, Governor and community midwife were brought in to discuss their roles to improve patient experience and knowledge. Insights on poverty, transport issues and cost of living</p>
<p>Endometriosis Health Event Blair Bell Friday 1/9/23</p>	<p>LWH was asked by many communities and individuals to explain endometriosis so they could cascade the information back to the community</p>	<p>Over 45 representatives from community groups came to a planned Health Event at LWH to listen, understand and discuss Endometriosis. Patient and staff stories were shared, with support from expert clinicians. Feedback about the event were overwhelmingly positive.</p>
<p>May Logan Health Centre Bootle Wednesday 4/9/23</p>	<p>The centre's management team wanted to discuss and share about their services and find out more about LWH for closer working relationships</p>	<p>On the next visit, the PEIO will invite governors to listen to the experiences of patients who use LWH services. The aim is also to reach out to residents in the north of the city and scope out the possibility of co-producing a future menopause event in the community.</p>
<p>Volunteer and Job Fair African Caribbean Centre Friday 8/9/23</p>	<p>The community has asked LWH to attend with other organisations to showcase their jobs and volunteer roles. Information provided on how to become a volunteer.</p>	<p>PEIO and a volunteer, showcased the many LWH roles on offer. The Volunteer discussed the satisfaction and experiences he gained from his role.</p>

<p>Family Hubs Croxteth Hall Croxteth Park Tuesday 19/9/23</p>	<p>Liverpool will have 5 family hubs. Two are ready in Clubmoor & Ellergreen and Speke. The other three will be ready for 2024/5</p>	<p>DOM, Childrens/Young people's lead, Community Non-English-Speaking Team leader and PEIO discussed their roles and what they could offer and discussed future opportunities for the 5 family Hubs</p>
<p>Refugee Women Connect (Ex- MRANG) St Brides Church Tuesday 24/10/23</p>	<p>The group wanted to know more about pelvic therapy and the issues of Women Health that could provide a safe place</p>	<p>The Physiotherapy Lead met the group and sensitively engaged and explained about women's pelvic health. Exercises were shown. Further sessions are planned.</p>
<p>Ibijoke Children Foundation Sanfex African Hotspot Fairfield Tuesday 31/10/23</p>	<p>West African communities explained that they faced unemployment; racism from society; barriers to health due to language and cultural differences</p>	<p>Working with the Police and their funding LWH helped facilitate a health event with Picton PCN. Promoting LWH diversity, CGULL, employment, governor, and volunteer roles. Supported by four staff and two governors.</p>
<p>Association of Congolese de Merseyside. (Congolese Community) Bootle Thursday 16/11/23</p>	<p>The leader, wanted to discuss why some of the community's appointments at LWH were cancelled/missed. Also discussed was the racism they faced in housing and employment. Recently a young Congo family were racially assaulted in Norris Green. 500 members registered with the community.</p>	<p>PEIO linked them up to May Logan and vice versa. The lead speaks all 4 dialects spoken by the Congolese Community. The lead was asked if they would like to sign up to go back on Language Line to help with the lack of interpreters available in the different dialects with the aim to reduce cancellations. Gave job vacancy information out and how to become a volunteer. Information was also provided on how to report hate crimes.</p>
<p>New Parents Kensington Children's Centre (Life Bank) Thursday 30/11/23</p>	<p>Picton PCN have a Perinatal Mental Health project, and they wanted LWH to highlight and signpost services to new and expecting parents, covering topics such as mental health and wellbeing, breast</p>	<p>NEST Team, Perinatal Mental Health team and community midwife engaged with registered PCN parents to discuss their health issues and link them up with primary care colleagues.</p>

	feeding, parent support and more.	PEIO also attended and provided information become a volunteer.
May Logan Centre Bootle Monday 4/12/23	Locality, costs, and availability of transport were priorities in choosing the centre. Housing owns the building but wishes it to be a multi functioning health hub	Three governors listened to patients in the waiting room and learnt how well LWH services are received in the centre. They publicised a governor's vacancy for the area.
L8 Community Wellbeing Day African Caribbean Centre Wednesday 17/1/24	Cost of living and heating is high which in turns affects wellbeing. Higher priorities than health.	Shared job and volunteer roles to the local communities. Linked those in need to PCN and local authority colleagues.