

Diversity and Inclusion

Year 3 Highlight Report



Diversity and Inclusion Year 3 Deliverables

This paper outlines the progress made over the past 12 months to implement the year 3 deliverables associated with Boards agreed set of Equality Outcomes and overall Diversity and Inclusion strategy 2021 – 2025.

The following infographics provide a high level overview of the key achievements.

Communications outreach



New Diversity and Inclusion external facing webpages launched in May 2023

Training

x1

Reasonable Adjustment training session

x4

Deaf Awareness training sessions

x1

Learn to Sign course



Valuing Diversity eLearning module updated with new 2 year refresher cycle

x1

Hidden Disabilities webinar

x6

Autism in the Workplace training sessions

Inclusive recruitment



Diversification of interview panels – new process developed for managers



Updates made to recruitment packs to include new guidance for candidates around reasonable adjustment policies and procedures



Glasgow Centre for Inclusive Living Equality Academy - new graduate trainee onboarded for 2 year placement within Learning and Organisational Development – February 2024



Review of exit interview procedures to obtain data and undertake trend analysis with a focus on Race and Disability – parallel workstreams underway



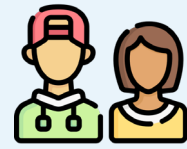
Staff networks



National day for staff networks held 10 May 2023



Launch of Armed Forces network on 24 June 2023



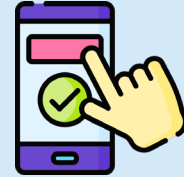
Launch of Young Person's network in March 2024



Inclusive Service Design



Installation of a Changing Places Toilet



Introduction of WelcoMe to NHSGJ



Design for dementia - x2 audits with Alzheimer's Scotland to assess accessibility for service users with dementia



Review of NHSGJ Sensory Service



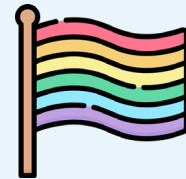
LGBTQ+ inclusion



Stonewall Workplace Equality Index



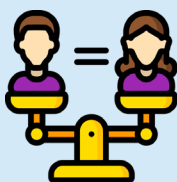
Introduction of new LGBTQ+ Pride Progress Rainbow lanyards and belt clips – launched on 25 January 2024



2023 Pride celebrations with NHS Greater Glasgow & Clyde, including Pride Quiz, MardiGla Pride march, LGBTQ+ history walking tour of Glasgow



Inclusivity and data



NHSGJ Equal Pay Statement reviewed and updated



Introduction of Disability and Ethnicity pay gap reporting within annual workforce monitoring reports ahead of legislative changes



Diversity and Inclusion webpages

- The NHS Golden Jubilee (NHSGJ) Diversity and Inclusion webpages have been simplified and streamlined to align with our strategic vision for embedding equalities throughout all organisational strands and beyond. We have adopted an intersectional approach to reflect the contemporary Equality Diversity and Inclusion landscape, providing quick access links to our publications, policies, initiatives, staff networks, executive leads and equality impact assessments. Further updates are planned as we migrate over to the new web platform which will allow the Equality and Inclusion Lead and staff network chairs to manage web content directly.

Training



We continue to place a strong emphasis on upskilling our workforce on the topic of equality, diversity and inclusion through the facilitation of workshops and rollout of eLearning modules. Our strategic priorities for year 3 focused on the following key areas:

Valuing Diversity eLearning module

- The content of this module has been amended to incorporate new themes and updated to align with current best practice and legal frameworks.
- A new 2-year revalidation cycle was introduced on 1 August 2023 to provide synergy with other Board mandatory training modules. This will ensure that staff maintain an up-to-date knowledge of the equality, diversity and inclusion agenda.

Deaf awareness training

- Between May and October 2023, NHSGJ rolled out 4 'deaf awareness training' sessions and 1 'learn to sign' course. We aim to provide an elevated level of person centred care for service users with a hearing impairment. With this in mind, staff from key patient facing functions were targeted, including, Hospital Reception, Uco's, Catering, Spiritual Care and Volunteering.

Neurodiversity

- NHSGJ teamed up with the National Autistic Society to deliver x6 Autism in the workplace awareness workshops. A total of 42 staff from across all hospital functions attended. The session focused on strategies for managers and colleagues to increase their understanding of autism and develop their confidence in identifying and implementing reasonable adjustments for autistic colleagues in the workplace.

Hidden disabilities webinar

- Our membership of the Hidden Disabilities Sunflower scheme entitles NHSGJ to tap into annual bespoke webinars. The first of which was delivered to staff in November 2023. The 1 hour webinar provided an overview of the Sunflower Scheme and detailed the most common types of hidden disabilities including autism, chronic pain, dementia, visual impairment and hearing loss.



GCIL Equality Academy

- The GCIL Equality Academy is a professional careers programme that provides a 2 year fixed term placement for disabled individuals across participating NHS Scotland boards. NHSGJ have been an active member of the GCIL Professional Careers programme since the scheme was established in 2014, onboarding a total of 4 trainees across a variety of departments and roles within the organisation. Our latest recruit commenced her placement on Monday, 5 February 2023 as Digital content officer within our Learning and Organisational Development team.

Diversification of interview panels

- As an equal employer and accredited Disability Confident Leader, NHSGJ are committed to diversifying our talent pool at every level. We have introduced new guidance for hiring managers outlining the selection criteria and profiling for interview panels. We aim to ensure where practical, panels feature representation from a diverse cohort of staff to represent the protected characteristics of Race, Sex, Disability and Sexual orientation. By doing so, we introduce a diverse set of viewpoints and lived experience to mitigate potential unconscious bias during the selection process.

Recruitment packs update

- Recruitment packs have been updated with additional supporting guidance for disabled applicants to outline the Board's commitment to implementing reasonable adjustments throughout the application and interview process. On occasions where job adverts close early, NHSGJ will honour the provision of additional time for disabled applicants to complete the process alongside any other alterations to ensure we provide an equal opportunity to everyone. **Review of exit interview procedures**
- NHSGJ are committed to creating an inclusive workplace environment where everyone feels valued and respected. As we have a mission to onboard diverse talent to the organisation, this aspect is of particular importance for our staff from underrepresented backgrounds. For this reason, parallel workstreams are underway to obtain data and commence trend analysis with a focus on Race and Disability. The findings will inform future work focused on staff retention.

Staff networks



During 2023, we introduced an additional 2 staff networks to our portfolio, bringing the total number to 7. The Armed Forces and Young Person's network now form part of our 7 network family alongside Ability, Ethnic Minority, LGBTQ+, Spiritual Care and Women's networks.

NHSGJ recognises the importance that staff networks play in fostering an inclusive workplace culture. On Wednesday, 10 May 2023, we joined thousands of other organisations across the UK to host a dedicated event to mark National Day for Staff Networks. The event provided an opportunity for each network to showcase their vision for maximizing inclusion within the workplace by creating a platform to elevate the voices of a diverse group of staff with lived experience. The procurement of bespoke pop up stands for each network has assisted with the visual promotion of individual networks at themed events throughout the year.

As a demonstration of our organisations commitment to elevating the voices of staff from underrepresented groups, staff networks are endorsed from a senior leadership level through the establishment of Executive Leads.



Introducing WelcoMe to NHSGJ

Effective from Spring 2024, NHSGJ will be the first healthcare provider globally to offer the WelcoMe experience to disabled service users across all hospital functions. WelcoMe is a cloud based assistance request platform which allows service users with a disability, the opportunity to notify the hospital about any specific accessibility requirements prior to their arrival onsite.

NHSGJ are notified of the visit request and receive an overview of the service user's disability, including photos to assist with identification and disability awareness refreshers from a diverse list of common and less well known conditions. This platform will facilitate meaningful and person centred interaction. Additionally, the platform enables staff to get in touch with service users to update them of any changes to their visit and manage expectations accordingly.

The introduction of WelcoMe to NHSGJ supports the Public Sector Equality Duty, Fairer Scotland Duty, and the Board's Equality Outcomes through the following deliverables:

- A proactive and cost effective process for reducing health inequalities for people with a protected characteristic – specifically disability.
- Meeting our obligations under the Equality Act 2010 to implement reasonable adjustments for service users with a disability prior to their arrival onsite.
- Directly aligning with our Board values to provide an enhanced person centred model of healthcare based on the social model of disability.

Changing Places Toilet

We are always striving to improve the accessibility of our site to ensure that we are inclusive of the needs of everyone accessing our services. In March 2024, NHSGJ opened a new Changing Places Toilet within a central location on level 1 Main Street. This purpose built facility is specifically designed to cater for the needs of people who require assistance to use the toilet and includes an adult change table, ceiling mounted hoist, peninsular toilet and additional floor space to accommodate larger framed wheelchairs and multiple carers.

Design for dementia walk rounds

NHSGJ have teamed up with Alzheimer's Scotland to undertake a series of audits across our site to ensure that our facilities, services and processes are designed to maximise inclusion for service users with dementia. Initial reviews have focused on the hospital entrance, Reception, Main Street and level 1 Outpatients, encompassing existing signage/wayfinding and sanitary facilities. Further audits are planned during 2024 and will focus on ward areas on upper levels. A full report will be published in due course outlining recommendations to improve site accessibility.

Review of Sensory Service

The NHSGJ Volunteering service provides an enhanced person centred experience for service users accessing treatment while in hospital. In order to ensure we continue to provide a reliable, consistent and streamlined service for patients with a hearing impairment, it was necessary to analyse the resilience of this service. As such, a comprehensive review of our volunteer-led sensory service was undertaken in 2023 to realign roles and responsibilities and define the remit between service delivery and volunteering.



Introduction of new NHSGJ Pride Progress Rainbow lanyards

In February we marked LGBTQ+ History month, and this year's theme celebrated LGBTQ+ peoples' contribution to the field of Medicine and Healthcare both historically and today.

We are proud to be an inclusive employer and in order to recognise the valuable contribution that our LGBTQ+ staff and allies make on a daily basis to deliver high quality care, we have introduced our new Pride Progress lanyards and belt clips.

To be eligible to wear one of our new rainbow lanyards, staff must be part of the LGBTQ+ community or have signed the NHS Scotland Pride badge pledge to signify their stance as an LGBTQ+ ally.

2023 Pride celebrations

The NHSGJ and NHSGGC LGBTQ+ Networks joined forces to celebrate Pride month. The annual event takes place every year throughout the month of June. The 2023 line up of events included a guided LGBTQ+ history walking tour of Glasgow, LGBTQ+ quiz night and participation in the 'MardiGla' Pride march.

Stonewall Workplace Equalities Index (WEI)

NHSGJ have been an active participant in the Stonewall WEI for over a decade, receiving Gold awards and featuring in the Top 100 list of employers for LGBTQ+ inclusivity. The results from our latest submission will be revealed in May 2024.

Inclusivity and data



NHSGJ Equal Pay Statement

The NHSGJ Equal Pay statement was updated in 2023 to reflect our commitment to providing a transparent means of illustrating how our salaries are calculated across all job families and pay scales.

NHSGJ is required to publish an equal pay statement every 4 years. The equal pay statement includes information about employee pay bands, in particular:


- male and female
- disabled and non-disabled, and
- belong to an ethnic minority group and those who don't

Introduction of Disability and Ethnicity pay gap reporting

Effective from 2024, NHSGJ will incorporate disability, ethnicity and gender pay gap data within our bi-annual pay gap reports. This will deliver an enhanced level of transparency across a wider cross-section of protected characteristics, with the aim of reducing/eliminating any identified inequalities across comparable job families and pay bands.

NHS Golden Jubilee

Beardmore Street, Clydebank, Glasgow, G81 4HX

 **0141 951 5000**

 enquiries@gjnh.scot.nhs.uk

 nhsgoldenjubilee.co.uk



