

20230926 FOI ref 343-2324 Rainbow Badge Accreditation – Actions

Area	Action	Timescale	Update	Progress Rating
Policy Review	1. Put in place a clear public facing policy that bans biphobic, homophobic and transphobic discrimination. This can be within a wider zero tolerance statement/policy which also covers behaviours against other protected characteristics.			
	2. Review and amend the language in the dignity at work policy to be inclusive of all LGBT+ people. If making reference to the protected characteristics, we advise listing them as they are mentioned in the Equality Act 2010, as well as going above and beyond this to also include a commitment to supporting non-binary people	Complete	Resolution Policy includes the recommended text	
	3. Update language to be gender neutral/gender inclusive within the dignity at work policy and include signposting information for the person facing the accusation	Complete	Resolution Policy launched and is gender neutral. Being Kind guidance includes a guide for individuals who have had an allegation made against them	
	4. Family and leave policies would benefit from an inclusive statement under eligibility to make clear that it applies to all irrespective of gender/gender of partner and trans status etc.			
	5. Include a contacts or further support list at the end of the family leave policies which can signpost people to information about parenting and families inclusive of specific LGBT+ information.			
	6. Amend the Adoption, Special Leave, Maternity and Shared Leave policies so that unless relevant to preserve access to legal rights and pay the language used is gender neutral.			
	7. The Supporting Transgender Individuals would benefit from being separated into a policy aimed at staff supporting patients and a policy written for trans and non-binary employees and their colleagues.		Work underway to separate the policies	

	8. Include a guidance section (in the staff policy) that provides work related guidance for employees on how to support a colleague who is transitioning			
	9. Update compassionate leave/special leave policies to include loved ones/chosen families/close support network in the definitions of family.			
	10. Include details of transition-specific provisions in the Special Leave policy.			
Patients and Staff Surveys	1. Provide staff with additional training to build confidence in supporting LGBT+ people			
	2. Provide all staff with access to informative education LGBT+ resources.			
	3. Increase patient facing staff understanding on the importance of pronouns and pronoun introductions.			
Services Survey	Fertility specific 1. Ensure the systems and paperwork allow for recording accurate information regarding different family structures e.g. expressly include options for same-gendered parents 2. Ensure where relevant patient facing staff have an understanding of fertility preservation for patients preparing to commence on cross sex hormones or have information about where patients can be signposted to in this instance			
	Cross service actions Ensuring patients/service users know the service is LGBT+ inclusive 1. Increase the posters and resources available to services that support LGBT+ people.			
	2. Include sanitary bins in all toilets. Where possible designate single stall toilets as gender neutral, this should be in addition to the accessible facilities.			

	<p>3. Produce an explicit statement per service about confidentiality (e.g. only sharing sexuality or trans status information where relevant and in discussion) and making sure this is visible to patients and visitors.</p>			
	<p>4. For virtual consultations produce a standard corporate background which can be used in virtual consultations that feature a pride flag design and signals the service is inclusive of LGBT+ people. This should be stored centrally and made available to all.</p>			
	<p>5. Review standard patients letters to ensure language is gender neutral or gender inclusive.</p>			
	<p>6. Ensure that patient facing staff know how to request leaflets in additional formats (e.g. large print or easy read) and languages.</p>			
	<p>7. When reviewing patient information, consider what tailored and equitable support may be needed to ensure that LGBT+ patients within the service are fully supported and receiving relevant information. Where relevant make reference to LGBT+ patients and include any specific information.</p>			
	<p>8. When reviewing patient information consider including LGBT+ imagery or clear signifiers of LGBT+ inclusion such as the progress flag.</p>			
	<p>9. Review webpage and where applicable make specific reference to LGBT+ people, or signify that the service is LGBT+ inclusive by including clear imagery such as a pride flag.</p>			
	<p>10. Provide a centralized list of general LGBT+ resources, local and national organisations where LGBT+ patients can be signposted to (and staff can also access)</p>			
	<p>11. If the Trust is able to, amend patients notes to include a space for patient pronouns, we would encourage them to do so. Ensure that patients are routinely asked and this is then recorded by communicating this process and the importance of pronouns to patient facing staff.</p>			

	12. On service intake or referral forms ensure there is an option within the gender section to select non-binary			
	13. On patient feedback forms, surveys or within focus groups, ask monitoring questions about sexual orientation, gender identity and trans status.			
	14. When examining patient journeys, consult with OGBT+ patients to ensure there are no barriers to accessing services.			
	<p>Patient facing staff training</p> <p>15. Review training provision across services for suitability and LGBT+ information and ensure that training opportunities are provided to all staff at regular intervals.</p> <p>16. Where appropriate, ensure that clinicians are informed and confident in either giving advice to trans and non-binary patients on hormonal contraindications, or know where to refer to for further information.</p> <p>17. Introduce an LGBT+ champion for staff and patients per service and ensure this information is available to both staff and patients.</p>			
Workforce Assessment	<p>Recruitment</p> <p>1. Amend the phrasing and tone within the statement around valuing diversity to be explicitly inclusive of LGBT+ people, with a supporting phrase around the recognition of non binary identities.</p>			
	2. Include mention of the closed space within the LGBT+ network meeting for people who define, when sharing information about the employee network.			
	3. Expand the training delivered as part of the corporate induction, to have a separate slide for each protected characteristic with a case study for each. When mentioning gender reassignment this should include explicit additional reference to non binary people.			

	<p>4. Continue to explore ways of ensuring non-binary employees have their identities recognized through the inclusion of non-binary as a gender option on staff forms and ensuring gender neutral titles are an option on staff passes and HR forms.</p>			
	<p>5. When sharing LGBT+ inclusive stories or information in staff newsletters, take the opportunity to highlight and signpost to relevant policies.</p>			
	<p>6. Consider communicating strong messages in support of bi equality as these are often identities subject to erasure.</p>			
	<p>7. Values Based recruitment – further expand the interview template to include EDI questions that make reference to biphobia and transphobia.</p>			
	<p>8. Ensure all senior leaders and line managers have an inclusion based objective.</p>			
	<p>9. Ensure that there is a robust and systematic process in place to identify and monitor LGBT+ complaints made by patients.</p>			
	<p>10. Promotion of inclusivity by network group – further increase the promotion of the LGBT+ network being open to all including underrepresented LGBT+ groups e.g. asexual or pansexual people.</p>			