NHS Rainbow Badge Assessment Report

University Hospitals of North Midlands NHS Trust

Initial Stage

Contents

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Summary

Area	Score	Available	Outcome
Policy Review	6	19	Bronze
Staff Survey	8	16	Bronze
Patient Survey	0	18	Initial Stage
Services survey	4	64	Initial Stage
Workforce assessment	25	38	Silver
Total	**43**	155	**Initial Stage**

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Feedback report- Policies

Does the Trust have a public-facing policy that bans biphobic, homophobic and transphobic discrimination in its services?

The Trust did not score for this section, 1 point was available.

The Trust stated that this was included in the dignity at work policy. This policy does have an explicit ban on discrimination, bullying and harassment but this is not inclusive of all LGBT+ people therefore a point has not been awarded in this instance.

Action: Put in place a clear, public-facing policy, which explicitly bans homophobic, biphobic and transphobic behaviours. This can be within a wider zero tolerance statement/policy which also covers behaviours against other protected characteristics.

Does the Trust have an employee policy (or policies) that includes an:
- Explicit ban on discrimination, bullying and harassment based on sexual orientation?
- Explicit ban on discrimination, bullying and harassment based on gender reassignment/trans status?

The Trust received 1 out of 2 points available.

The Trust stated that this was included in the dignity at work policy. This policy mentions gender and sexual orientation for which the Trust received 1 point.

This policy however does not explicitly mention gender reassignment/ trans status. When listing the protected characteristics, pregnancy and maternity, gender reassignment (gender identity and gender expression), and marriage or civil partnership have been excluded.

Action: 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. Suggestions have been made on the policy for reference.

Does the Trust have an employee policy (or policies) that includes the following?
- Clear information about how to report an incident and how complaints are handled

1 point available and received.

There is information in the dignity at work policy, including a flow chart and information as to who employees can contact for support and what happens at each stage of complaint.

It is worth noting that currently the dignity at work policy does not included signposting information to support for the person facing the accusation and also includes instances of gendered language.

Action: Update language to be gender neutral/gender inclusive within the dignity at work policy and include signposting information for the person facing the accusation.

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Does the Trust have family and leave policies which use gender-neutral language and explicitly state that they are applicable regardless of gender?

The Trust received 1 of 5 available points.

The Trust was has been awarded 1 point for the Paternity policy which uses gender inclusive language throughout. It is recognised within the policy that it is applicable to all regardless of gender and is inclusive of same sex couples.

The Adoption policy refers to and is inclusive of LGB people, however is not inclusive of trans and non-binary people.

The special leave policy features clarity of access for same-sex couples or couples regardless of gender but there are instances of gendered language.

Within the Maternity policy, 'you' is used at points which we thought was an excellent way of wording it to be naturally inclusive of the reader, however, this has not been used consistently. There are multiple instances of gendered language which have been highlighted within the policy and alternative recommendations made of how to maintain consistency with addressing the policy at the employee. The maternity policy would benefit from a less binary focus and an expansion of terms throughout, for example expanding breast feeding to also include chest feeding.

The Shared Parental Leave policy uses 'mother' and 'father' without expanding to include gender neutral terms. Suggestions have been made on the policy for reference.

Action: All policies could 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.

Action: 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. We have included some suggestions of contacts in the resources library.

Action: 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.

Does the Trust have a trans inclusion policy that covers the following? Select all that apply.
>A. A clear commitment to supporting all trans people, including those with non-binary identities.
>B. Information on language, terminology and trans identities, including non-binary identities.
>C. Guidance on facilities for trans employees, including non-binary employees.
>D. Guidance on dress code for trans employees, including non-binary employees.
>E. A clear commitment to confidentiality and data protection for trans staff.

The Trust received 0 of 5 available points.

This policy is an excellent starting point and demonstrates a clear commitment to supporting trans people but does not explicitly support non-binary people.

This policy would benefit from less of a binary focus and although non-binary identities are referenced in the definitions, there is little information targeted to non-binary people. Reference is made to facilities and dress code but no guidance about these areas is given.

The definitions in this policy are not industry standard, we would recommend using terminology taken from Stonewell's glossary of terms. Ideally this would be in a standalone document or as an appendix so it can be easily updated and linked to from other policies/guidance.

At points the tone of policy focuses too much on the hardships of being trans/transitioning. There is some over-prescription of what transitioning looks like and at times relies on assumption rather than fact.

Action: The Supporting transgender individuals' policy 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.

Does the Trust have a policy (or policies) to support employees who are transitioning that covers the following? Select all that apply
  A. Work related guidance for an employee who is transitioning.
  B. Work related guidance on the process for an employee to change their name and gender marker on workplace systems.
  C. Work related guidance around data protection and confidentiality.
  D. Work related guidance for managers on how to support an employee who is transitioning.
  E. Work-related guidance for employees on how to support a colleague who is transitioning.

The Trust received 3 of 5 available points, the points were given for options B, C and D.

This policy does include guidance for an employee who is transitioning but this is not inclusive of non-binary identities therefore a point was not awarded. There was no work-related guidance for employees on how to support a colleague who is transitioning.

Action: We recommend including a guidance section (within a separate policy aimed at supporting trans and non-binary employees and their colleagues), that provides work related guidance for employees on how to support a colleague who is transitioning.

Are the Trust's compassionate and/or special leave policies inclusive of loved ones/chosen families/close support networks and supporting someone through transition?

This is an unscored question.

The Trust does not currently have any policies that are inclusive of loved ones/chosen families/close support network, and the Special Leave policy does not include details of transition-specific provisions.

Action: Include loved ones/chosen families/close support network in definitions of family.

Action: Include details of transition-specific provisions in the Special Leave policy.

Feedback report- Surveys Patient responses

It should be noted that due to the low number of responses to this survey the results may not be indicative of current LGBT+ inclusion work within the trust. The Trust did not receive any points across the scoring for this survey and so the responses are detailed here for information only.
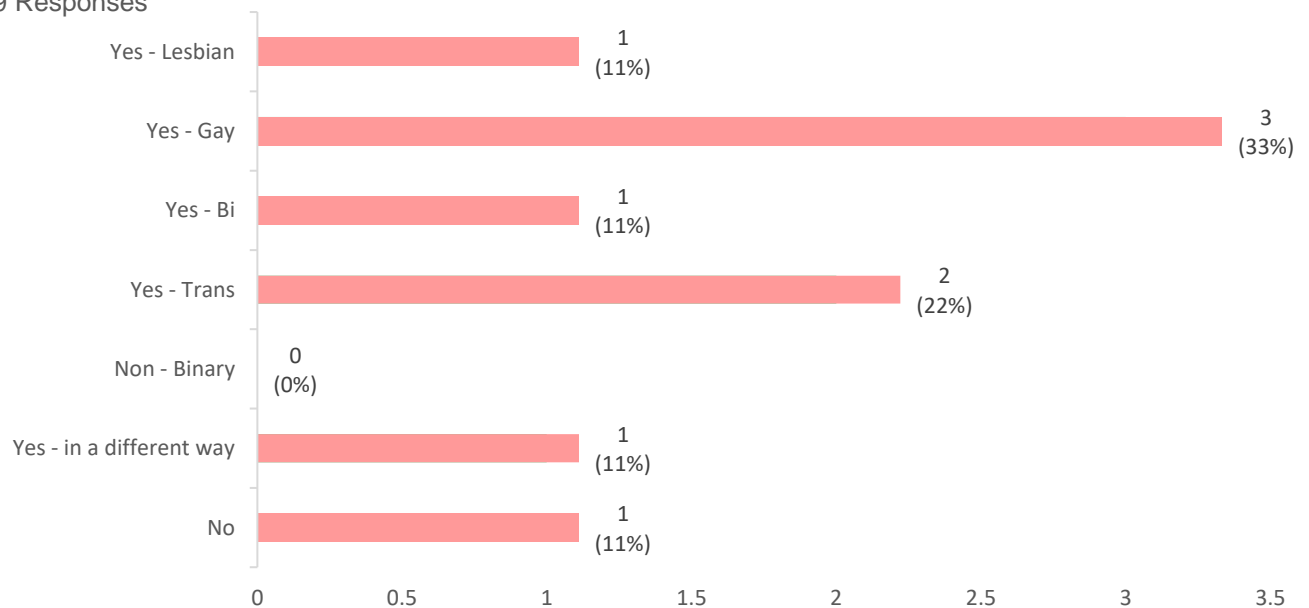
Action: See main action plan for a detailed list of proposed actions in relation to the patient and staff surveys.

This is an unscored question, asked for information gathering purposes only.

78% of patients completing this survey identified within the LGBT+ communities in some way.

## Do you identify as a member of the LGBT+ Communities?

9 Responses

Category	Value
Yes - Lesbian	1 (11%)
Yes - Gay	3 (33%)
Yes - Bi	1 (11%)
Yes - Trans	2 (22%)
Non - Binary	0 (0%)
Yes - in a different way	1 (11%)
No	1 (11%)

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This is an unscored question, asked for information gathering purposes only.

Are you responding as a current or previous patient of this Trust, or behalf of someone else?
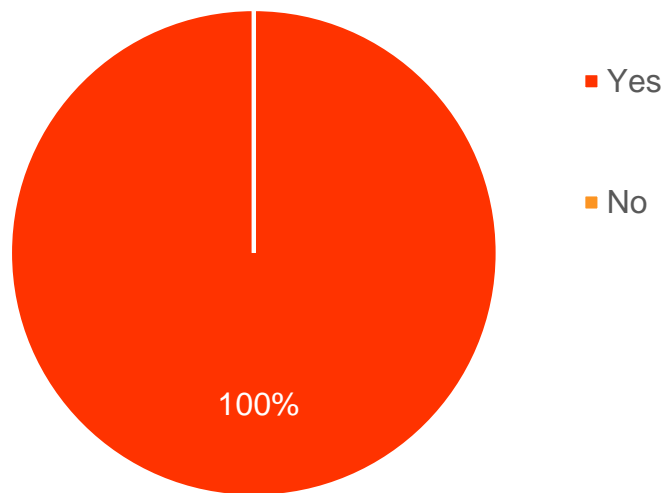
9 Responses

- Responding for myself
- Responding on behalf of someone else
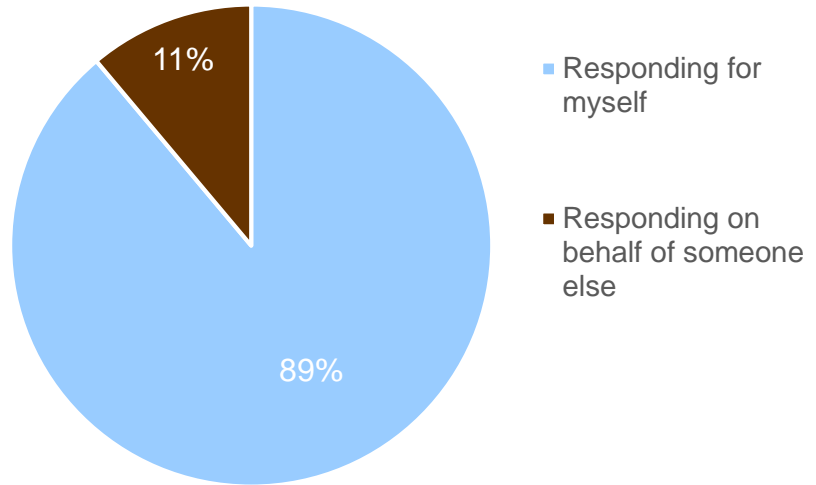
This is an unscored question, asked for information gathering purposes only.

Have you had an appointment with this Trust within the past 12 Months?
9 Responses

- Yes
- No

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The trust received 0 out of 2 available points. The Trust must have 50% of responses indicate they saw the noted item for 1 point, and over 75% to achieve 2 points.

Have you noticed any LGBT+ posters or information in the hospital during your visit?
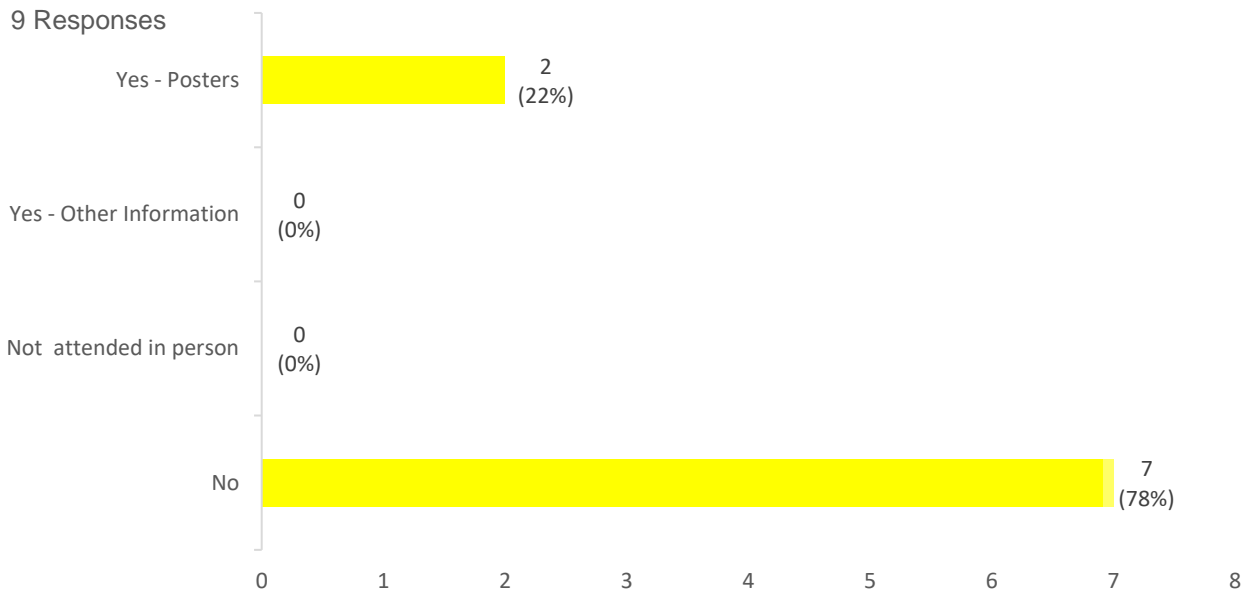
9 Responses

Response	Count	Percentage
Yes - Posters	2	(22%)
Yes - Other Information	0	(0%)
Not attended in person	0	(0%)
No	7	(78%)

To achieve a score for this question, The Trust must have 50% of responses indicating a Yes answer.
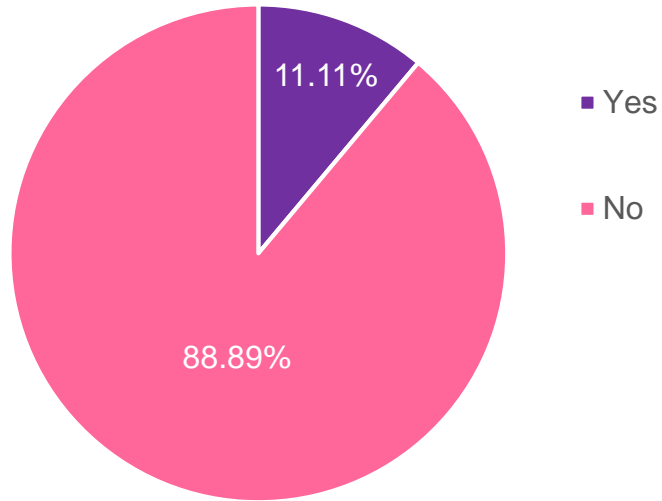
Has any member of staff asked for your pronouns (he/she/they/xe etc)?
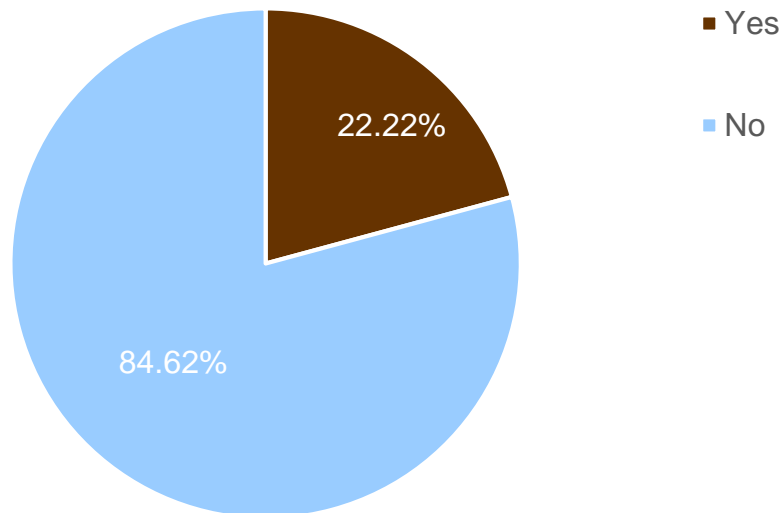
9 Responses
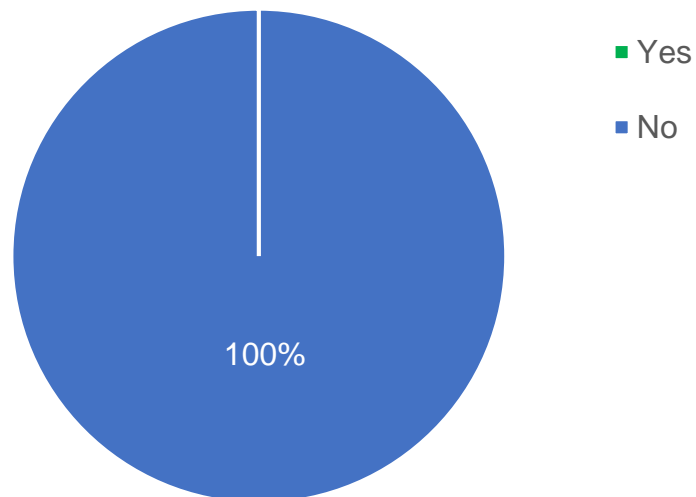
- Yes
- No

100% No

To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

Did you notice that the clinical staff avoided using gendered language (using partner instead of husband/wife, or parent instead of mother/father)?
9 Responses

- Yes: 11.11%
- No: 88.89%

To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

Have you seen any unisex/gender neutral toilet facilities, or signage indicating where they are?
9 Responses

- Yes: 22.22%
- No: 84.62%

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To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

Have you been asked to confirm your gender by any member of staff, or seen this question on any forms?
9 Responses
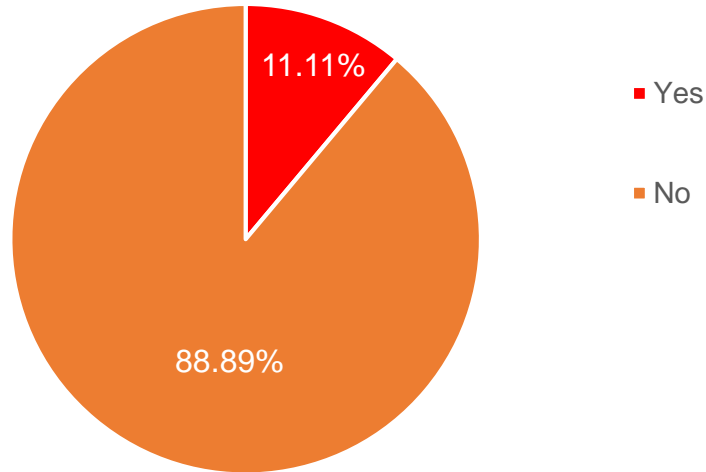
- Yes
- No
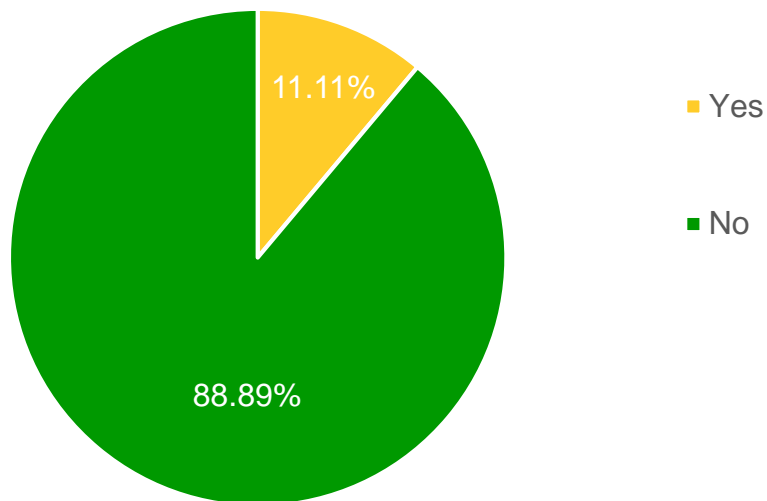
To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

Have you been asked if you have a trans history, or if your gender differs from that assigned at birth, by any member of staff, or seen this question on any forms?
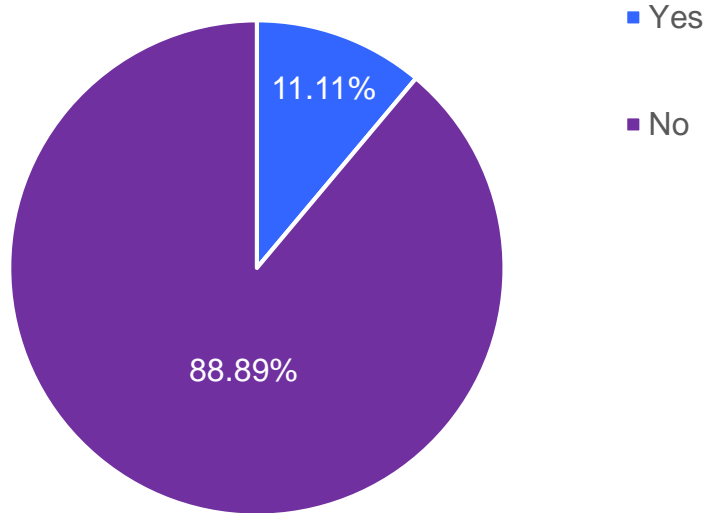9 Responses

- Yes
- No

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To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

Have you been asked to confirm your sexual orientation by any member of staff, or seen this question on any forms?
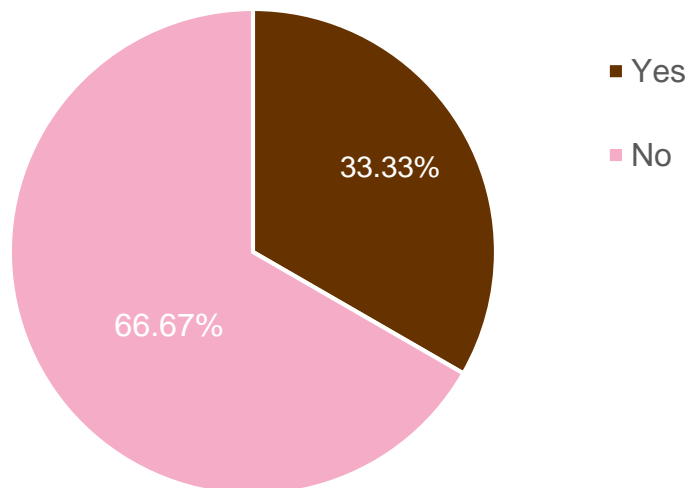9 Responses

- Yes
- No

11.11%

88.89%

This is an unscored question, asked for information gathering purposes only.

Have you witnessed any anti-LGBT language or behaviour within your healthcare experiences at any point? This could be anything you considered to be homophobic, biphobic, or transphobic.
9 Responses

- Yes
- No

33.33%

66.67%

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Three people indicated that they had witnessed or experienced anti-LGBT language or behaviours within their healthcare experience. However only one respondent was happy to answer additional questions which delve into the experience.

The respondent selected 'other' when asked to describe their anti-LGBT experience. This indicates that their anti-LGBT experience did not include or was not primarily an instance of homophobic, biphobic or transphobic language or behaviours or inappropriate questions about sexual orientation or gender reassignment.

The responded stated that this did not happen on more than one occasion but that they did not raise their concerns as they did not feel safe to do so. As we are unsure of the full nature of this experience we cannot provide any speculation as to why this person felt unsafe to raise their concerns.

As part of the workforce assessment the Trust stated that they do not systematically monitor LGBT-related complains made by patients. The Trust commented "we have received very few complaints: only 1 formal complaint in the last 12 months" and that they have implemented "new triage process[…], where all new complaints are reviewed […] so any issues/themes/trends can be picked up, highlighted and escalated accordingly".

There is not a significant number of responses to the patient survey to be able accurately reflect the experiences of patients, however it does demonstrate that there are a proportion of LGBT+ patients that have had anti-LGBT experiences. Systematic monitoring of LGBT+ complaints would more accurately report how prevalent this is and allow for the trust to identify trends in relation to types of complaints (homophobic, transphobic, biphobic), and target actions to support staff in delivering inclusive care to all patients. The Trust identified as part of the workforce assessment that they could benefit from specific subject headings (within the complaints reporting process) related to complaints that may involve elements of LGBTQ+ care/treatment/pathway and we support this action.

Staff responses

This is an unscored question, asked for information gathering purposes only.

18% of staff completing the staff survey identify within the LGBT+ communities in some way.

Do you identify as a member of the LGBT+ Communities?

308 Responses

Category	Count	Percentage
Yes - Lesbian	13	(4%)
Yes - Gay	21	(7%)
Yes - Bi	12	(4%)
Yes - Trans	4	(1%)
Non - Binary	3	(1%)
Yes - in a different way	6	(2%)
No	254	(82%)
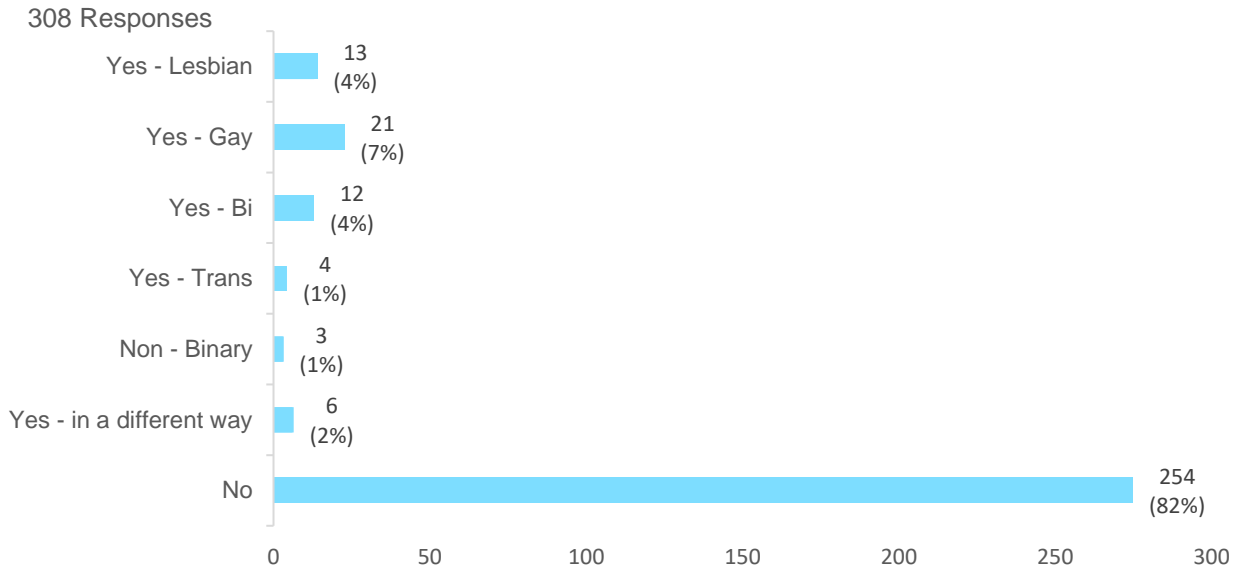
This is an unscored question, asked to allow for the appropriate follow up questions to be loaded.

Does your role involve patient facing activity?
308 Responses

Yes: 67.53%
No: 32.47%

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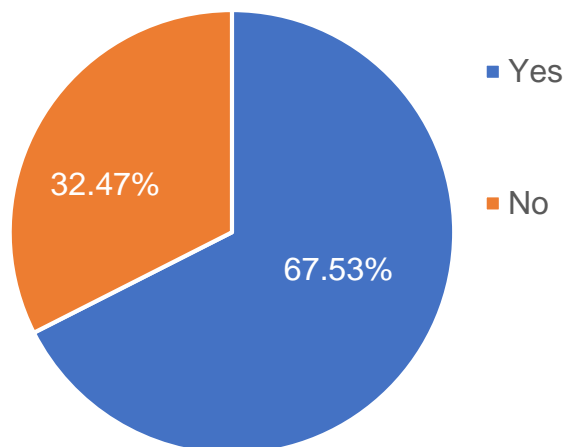
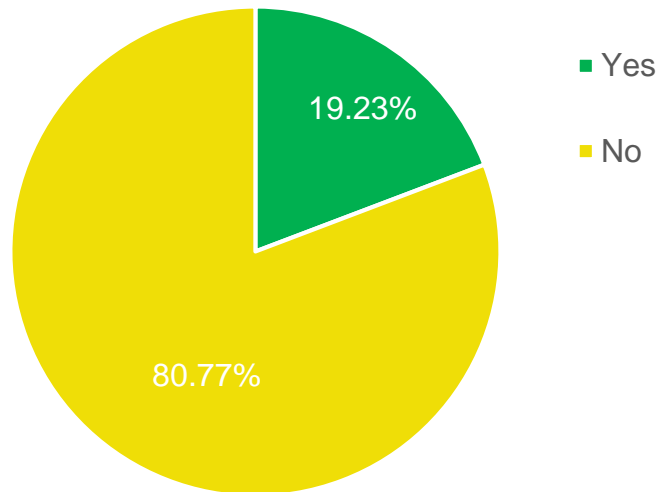The following two questions were asked to respondents who indicated they were in a patient-facing role.

The Trust did not receive a score for this question. 2 points were available.
The Trust needed to score over 50% of respondents answering Yes to score 1 point and over 75% of respondents answering yes to score 2 points.

In your department are patients routinely asked their sexual orientation? This can be on forms or verbally.
209 Responses

- Yes 19.23%
- No 80.77%

The Trust did not receive a score for this question. 2 points were available.

The Trust needed to score over 50% of respondents answering Yes to score 1 point and over 75% of respondents answering yes to score 2 points.
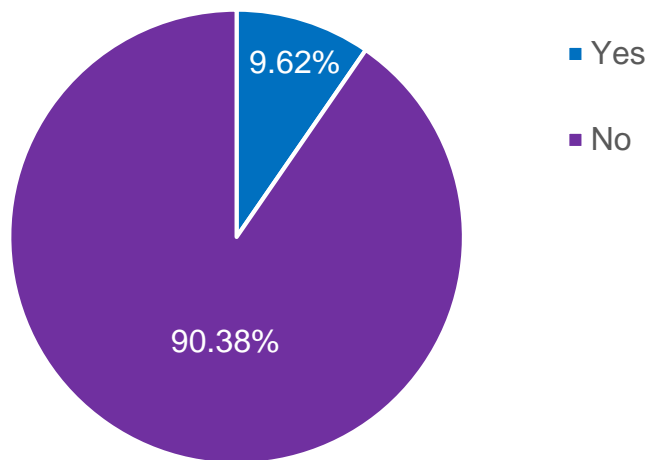
In your department are patients routinely asked their trans status?
This can be on forms or verbally.
208 Responses

- Yes 9.62%
- No 90.38%

19.23% of patient-facing employees indicated that they routinely ask patients their sexual orientation, with 11.11% of patients completing the survey confirming they had been asked about their sexual orientation.

9.62% of patient facing employees indicated that they routinely ask patients about their trans status, with 23.08% of patients completing the survey confirming they had been asked if they have a trans history.

It is worth noting that the responses for the patient survey were low therefore this information may not be an accurate reflection of patient experience.

The following question differentiated between patient-facing and non-patient-facing employees, with support for patients described as clinical, emotional, signposting etc. and for colleagues as emotional, signposting etc.

2 points were available. The Trust received both available points.

Do you feel confident providing support to lesbian, gay, bisexual patients and their carers / colleauges?
308 Responses
208 Patient facing
100 Non Patient facing

Category	Value
Patient facing -Yes	186 (89%)
Non Patient facing - Yes	89 (89%)
Patient facing - No	23 (11%)
Non Patient facing - No	11 (11%)

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The following question differentiated between patient-facing and non-patient-facing employees, with support for patients described as clinical, emotional, signposting etc. and for colleagues as emotional, signposting etc.
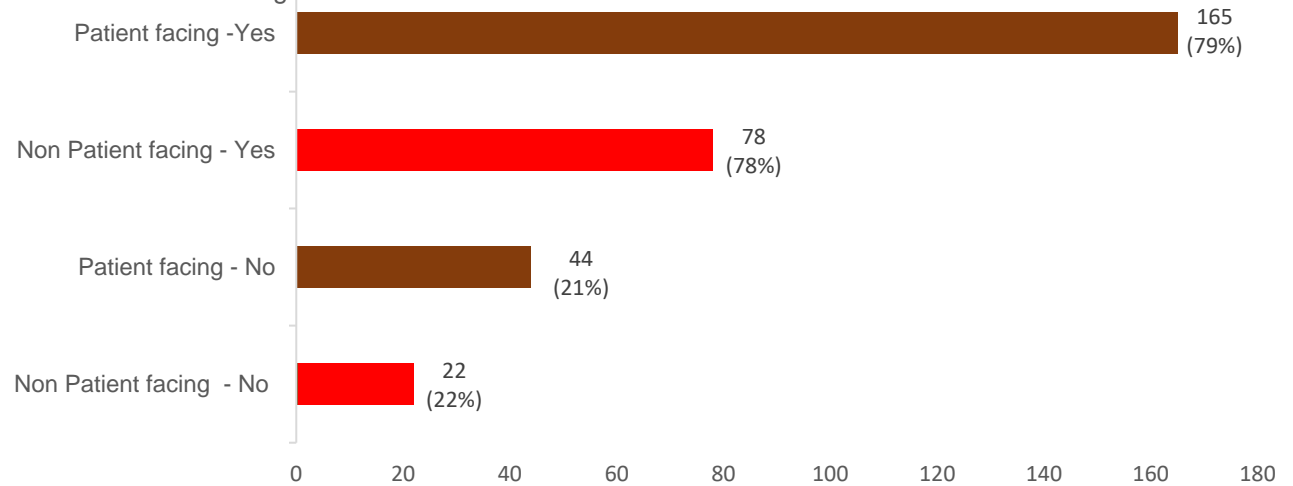
2 points were available. The Trust received both available points.
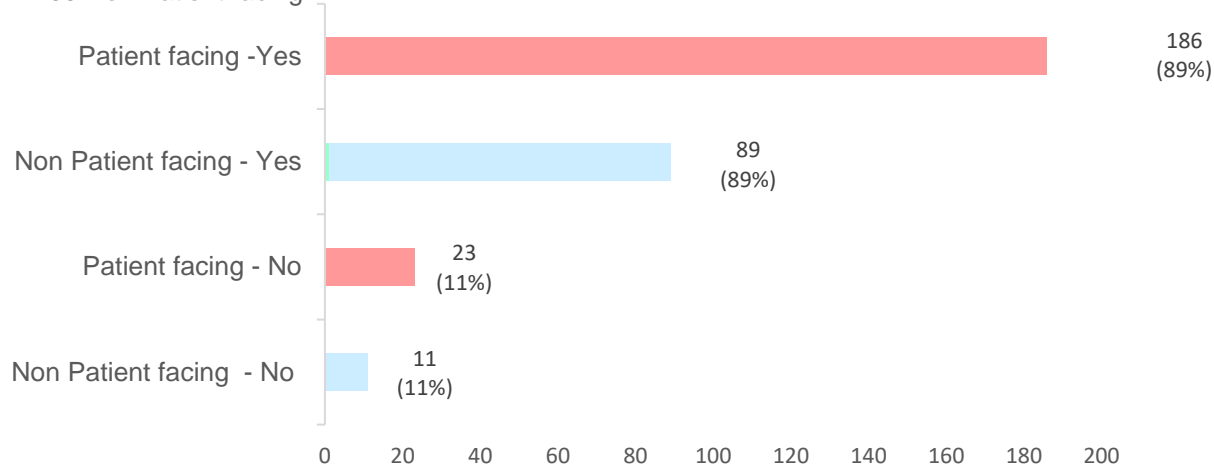
Do you feel confident providing support to transgender (including non - binary) patients and their carers / colleauges?

308 Responses
208 Patient facing
100 Non Patient facing

Category	Value
Patient facing -Yes	165 (79%)
Non Patient facing - Yes	78 (78%)
Patient facing - No	44 (21%)
Non Patient facing - No	22 (22%)

The responses to these questions show that confidence in supporting LGBT+ patients and colleagues is high, however staff are less confident when supporting trans and non-binary patients and colleagues. This may be due to lack of understanding surrounding trans and non-binary identities, employees being unsure of commonly used language and terminology, or acknowledgement that additional training and information about the needs and health inequalities faced by trans and non-binary people would be beneficial. This is highlighted in the responses to the following questions around training.

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The Trust did not receive a score for this question. 2 points were available.

The Trust needed to score over 50% of combined (patient-facing and non-patient-facing) employees having received training in any capacity to score 1 point and over 75% of combined employees having received training to score 2 points.

Have you received any training you can use when supporting LGBT+ colleagues?
100 Responses
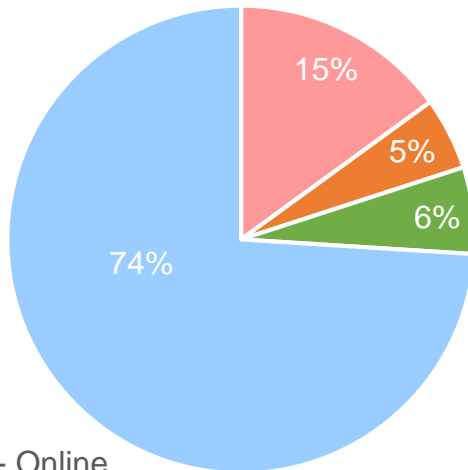
- Yes - Online
- Yes - In person
- Yes - Online and in person
- No

Pie chart values: 15%, 5%, 6%, 74%

Have you received any training you can use when supporting LGBT+ patients and/or their carers?
208 Responses

- Yes - Online
- Yes - In person
- Yes - Online and in person
- No

Pie chart values: 19.23%, 4.81%, 4.33%, 71.63%
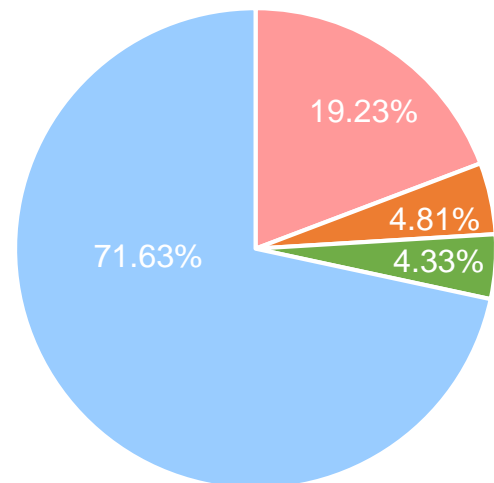
28% of total respondents have received some form of training in the needs of LGBT+ people that they felt useful when supporting either patients and/or their careers, or colleagues. 43.75% of services leads as part of the services survey identified that their service offers specific training on the needs of LGBT+ people.

This is an unscored question, asked for information gathering purposes only.

Do you feel you would benefit from additional training, support or information in regards to supporting LGBT+ colleagues?
99 Responses
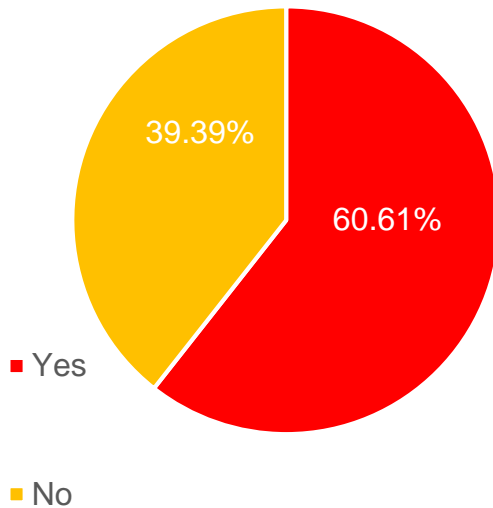
39.39%
60.61%

■ Yes

■ No

Do you feel you would benefit from additional training, support or information in regards to working with LGBT+ patients?
208 Responses

20.67%
79.33%

■ Yes

■ No
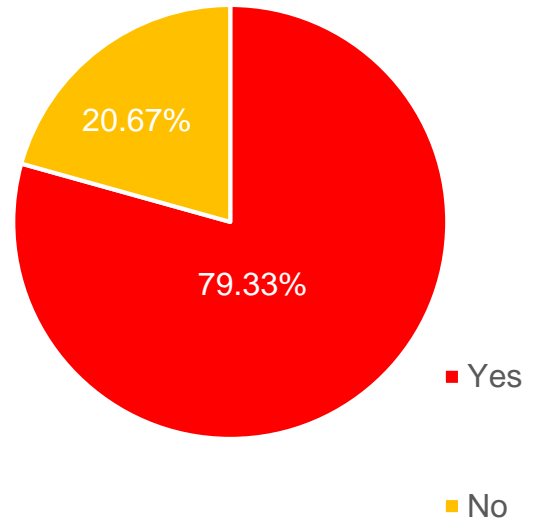
Patient facing employees were also asked the following additional questions.

The Trust received both available points.

Do you consider having an understanding of someone's sexual orientation to be important in enabling you to provide the best possible care?
207 Responses
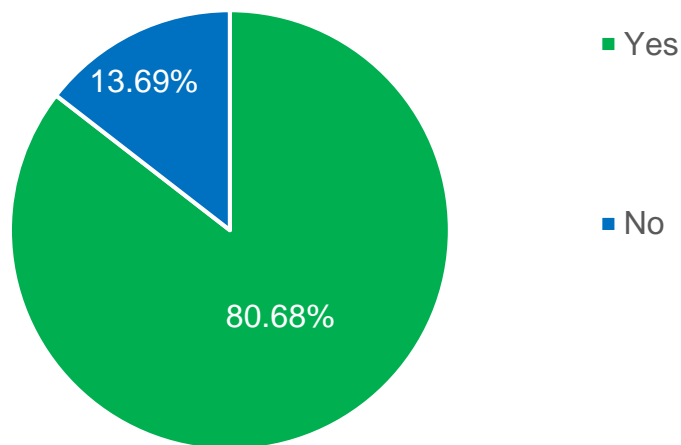
13.69%

■ Yes

■ No

80.68%

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The Trust received both available points.

Do you consider having an understanding of someone's trans status to be important in enabling you to provide the best possible care?
206 Responses
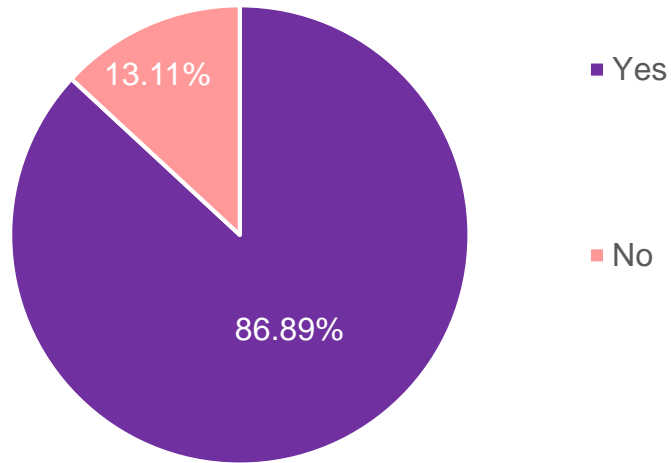
- Yes 86.89%
- No 13.11%

The Trust did not receive a score for this question. 2 points were available.

The Trust needed to score over 50% of combined staff (patient-facing and non-patient-facing) feeling there is adequate support available for LGBT+ staff to score 1 point and over 75% of combined employees to score 2 points.

Do you think there is adequate support for LGBT+ staff members at your trust?
308 Responses

- Yes 38%
- No 11%
- Don't Know 51%

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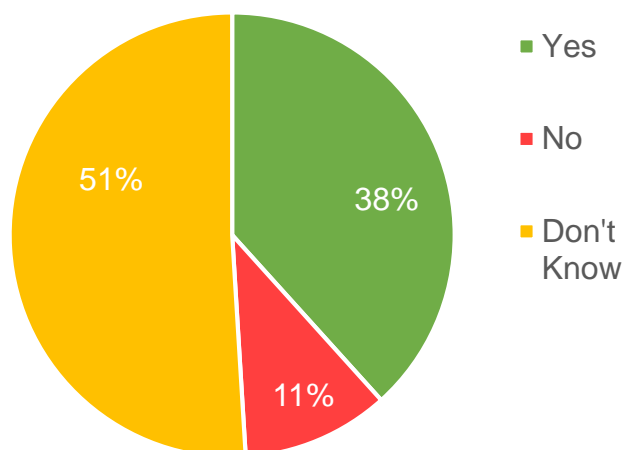
73% of total respondents feel they would benefit from additional training, support or information in regards to supporting and working with LGBT+ patients and/or their carers and LGBT+ colleagues, with the majority of patient facing employees who responded considering having an understanding of someone's LGBT+ identity an important factor in being able to provide the best possible care. The majority of respondents did not know if there was adequate support for LGBT+ staff members, this may be due them not being aware of the support available or if they do not identify within the LGBT+ communities they may not feel the question appropriate for them to answer.

Out of the 56 respondents who did identify themselves within the LGBT+ communities, 10 felt there was adequate support.

There were several comments within the free text question "what additional support would you like to see in place for LGBT+ staff members?", that highlighted that patient-facing employees would like more training and information regarding how to effectively support LGBT+ people and patients. There were also several comments that said things such as "your sexual orientation should not make a difference to how you are treated" or "I treat everyone the same way". This highlights a lack of understanding from staff around the health inequalities for LGBT+ people.

Patient-facing employees
"I would like for more training about LGBT+ people to be accessible to staff since I believe knowing more about the matter would make people less likely to make assumptions or have prejudices".

"More education in equality and diversity training about people who are not cis-gendered. I quite often here people being misgendered (whether intentionally or not) or people questioning why people want to be addressed differently to how they be present or be perceived".

"I think that there needs to be more education for staff in how to additionally support patients and not to allow health inequalities impact on the LGBTQ+ community. We are changing our pregnancy checklist in Radiotherapy so that we can support Trans patients through Radiotherapy while being mindful of not 'outing' them if they do not wish to disclose their status".

"I would like to see more training to enable us to support trans patients and staff members"

Non-patient-facing employees
"I'm not aware of the routes I can take to access more information in regards to LGBT+. I don't think it is clearly signposted enough and I think often people don't think it applies to them. I feel very ignorant to this subject and would like more information about how to correctly address somebody and speak to them about their experiences".

"I think regular training would be a good thing and would fit well into the current 1 year and 3 year training that we do. I have experience of working in other hospitals (in a non-patient facing role) as well as this one and have always found a good supportive attitude to LGBT colleagues including those who are Transgender".

Links to resources and organisations that can provide training and information for staff on the needs of LGB+ people and trans and non-binary people have been included in the resources library.

This is an unscored question, asked for information gathering purposes only.

Have you noted any of the following within your working environment, select all that apply.
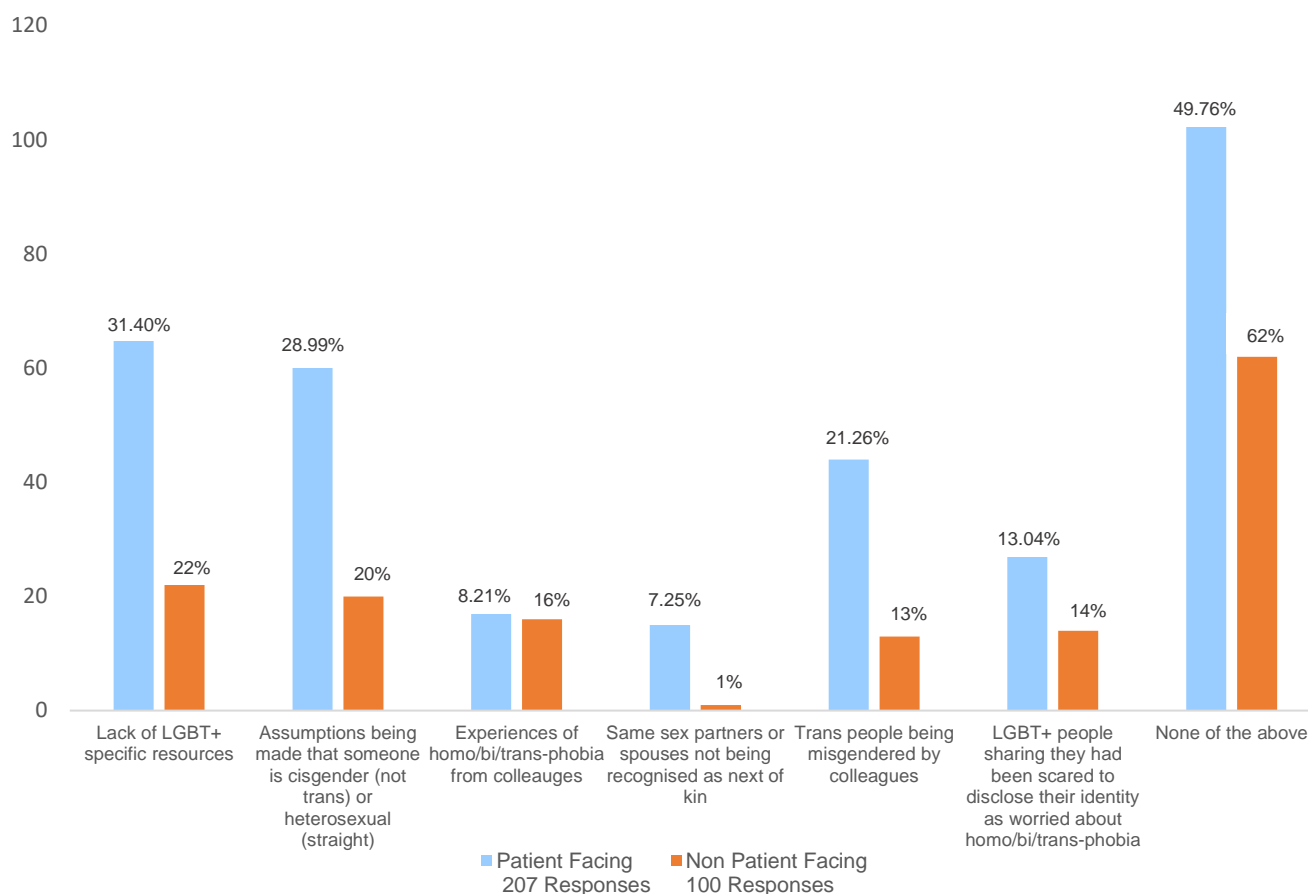
The most significant areas highlighted which the trust may wish address in the first instance are the lack of specific LGBT+ resources, (examples of which are included in the resources library of this document) as well as providing staff with education and training to help move past the assumption that all colleagues and patients are cisgender and heterosexual.

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What additional support would you like to see in place for LGBT+ staff members?

This was unscored and for information purposes only.

A large portion of the responses were requests for training, or additional resources and information, with training of some form mentioned 67 times. LGBT Network was also a common theme, with some requesting more visibility from the network, and support for people to attend and join the network. Some were also unaware that there is an active LGBT+ Network. A few noted that practical changes would be beneficial such as non-gendered waiting rooms or additional signage and visible support for LGBT+ identities. A significant number of the comments outlined that they felt there was enough support in place or that they were unsure what support there is already or what was needed.

Some full comments have been included and some of these may be cause for concern.

Word cloud staff responses.

additional answer approach areas awareness badge care community department don't dont easy education equality esr feel gender groups health helpful hospital identify leaflets lgbt lgbt+ lgbtq+ matter member members nhs nil online open orientation patient patients people person posters race required resources respected setting sex sexual sexuality signpost staff straight support team toilets training trans treated understand understanding unsure work

NHS

"An opt-in network for LGBT+ staff, maybe? Sometimes it is easy to feel alone. From what I know, I'm the only gay person in the department as well as the only trans person".

"I don't consider LGBT+ staff to be any different from straight staff, all persons are respected regardless of sex, race, religion, or orientation within outer department".

"No gender-specific toilets in staff areas. I think toilets in this modern society need to hear new labelled as toilets, and not specifically male or female".

"I think the organisation is more supportive of LGBT+ staff than it is of patients"

"There needs to be a message to the all that the rainbow badge is indeed for LGBTQ+ recognition and it's not associated with the pandemic. There have been remarks made by staff, patients and visitors that the rainbow badge is a strong symbol of the hard times the NHS has faced since the pandemic and albeit true that it has been a trying time for all frontline workers, it needs to be reiterated that the badge is for inclusivity of LGBTQ+".

"I am an LGBT member of the workforce but don't know any activities aimed at LGBT staff here- likely need to be better communicated (if there are any), through training programmes etc."

"Most people are really supportive but on those odd occasions when someone says something even as a joke that isn't appropriate people call it out. I don't out myself to patients either - if they refer to my husband I don't correct them and say wife. One day I'd like that to not matter but we are not there yet. I am sure most people would be fine but it's just easier and safer to remain vague about my personal life in a way other people don't have to think about".

"I believe that LGBT+ support for staff members at UHNM has certainly improved since I joined the Trust 10+ years ago. However, there is always room for improvement and education. I personally have experienced homophobia whilst working at UHNM from senior management and whilst I am not afraid to stand up and challenge these opinions, others may not feel confident enough to do this and it is a concern of mine as to what impact this would have on the individuals. I think more could be done from an ally perspective and I would also like to see nominated people who LGBT+ members could speak to, I for one would be happy to be someone that staff could talk to in confidence".

"A safe space to be able to report any homophobic / transphobic bullying from colleagues or patients without someone thinking it has been blown out of proportion. Training for management who in my experience have thought that a quick "oh I'm sure they didn't mean it" is enough when you report comments made by colleagues."

Feedback report – Services

Fertility specific questions

Do all the systems and paperwork within this service allow for recording accurate information regarding different family structures, e.g. expressly include options for same gendered parents?
Yes
No

The Trust did not receive a score for this question.

1 point was available for this question for a yes response. Yes was selected however the Trust has not been awarded the 1 point available for this question.

The respondent for this service selected yes, and supporting evidence was requested in the form of a screen shot or example copy of notes and an example copy of a letter showing the option to amend/include different family structures. This was not provided therefore the point was not awarded in this instance.

Action: Ensure the systems and paperwork within this service allow for recording accurate information regarding different family structures, e.g. expressly include options for same-gendered parents.

Do patient facing staff have an understanding of fertility preservation for patients preparing to commence on cross sex hormones, or if the service is not offered by the trust can staff signpost patients appropriately?
Yes - staff are trained and competent to support trans patients in fertility preservation
Yes - staff are able to provide signposting for this service
No - we do not offer this service and staff do not have access to sign posting information

The Trust did not receive a score for this question.

1 point was available for this question for a Yes response. Yes was selected however the Trust has not been awarded the 1 point available for this question.

The Trust selected "Yes - staff are trained and competent to support trans patients in fertility preservation". Supporting evidence was requested in the form of a copy of the training/information used to ensure staff have an understanding and are able to support trans patients preparing to commence cross-sex hormones. This was not provided therefore the point was not awarded in this instance.

Action: 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.

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Does this service accept conception at home attempts for same gender couples who require fertility treatment?
Yes
No

This is an unscored question, asked for information gathering purposes only.

The Trust answered Yes and provided the comment "Accept in what way? It is recognised as a method of attempted conception".

We asked for further clarity on this response in the form of the guidance/policy outlining what is accepted when looking at conception at home attempts. The respondent was unable to provide this.

The following questions were asked to all respondents of the services survey in reflection of their own service or department. We have selected an evidence rate of 25% for this project, therefore in some instances evidence was requested from multiple respondents.

When patients/service users physically attend, how do they know the service is LGBT+ inclusive? Select all that apply

The Trust scored 0 out of an available 15 points.

A maximum of 15 points were available for this question, with 3 points available per option. 1 point is awarded for evidenced Yes responses per option, more than 50% of respondents must select the option to score 2 points and more than 75% to score 3 points.

When patients/service users physically attend, how do they know the service is LGBT+ inclusive? Select all that apply.
16 Responses

Option	Responses
Are there posters and resources aimed at LGBTQ+ people on display?	4 (25%)
Is there an explicit statement about confidentiality (eg. only sharing sexuality or trans status information where relevant and in discussion?)	2 (13%)
Do staff wear LGBTQ+ badges or 'my pronouns are' badges?	10 (63%)
Are there gender neutral toilet facilities?	7 (44%)
Are sanitary bins provided in all toilets irrespective of gender designation?	3 (19%)
None	3 (19%)

It is great to see such a high number of services promoting and encouraging colleagues to wear LGBT+ badges and lanyards and we know this can go a long way in making a service feel inclusive for patients, however no evidence was provided to support this therefore we were unable to award a point.

A quarter of services which responded stated they have posters and resources aimed at LGBT+ people and just under half at 44% said that there were gender neutral toilet facilities available within their service, however no supporting evidence was provided upon request. Similarly three services reported they have sanitary bins available in all toilets irrespective of gender designation, which is an example of inclusive practice and an effective way to provide appropriate toileting facilities for trans and non-binary people where it is not possible to create gender neutral facilities.

Action: Increase the posters and resources available to services that support LGBT+ people. Links to LGBT+ posters and resources have been included in the resources library.

Action: Include sanitary bins in all toilets. Information about the '#in with the bins campaign' which supports this is provided in the resources library. Where possible designate single stall toilets as gender neutral, this should be in addition to the accessible facilities.

Action: We recommend producing 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.

Many services are now using virtual consultations (phone or video), if your service makes use of these please indicate how a patient or service user would know that the service was LGBT+ inclusive during the appointment. Select all that apply.

The Trust scored 1 out of an available 3 points.

A combined total of more than 50% of respondents selecting an example would score 2 points and to score 3 points, more than 75% of respondents must select an example.
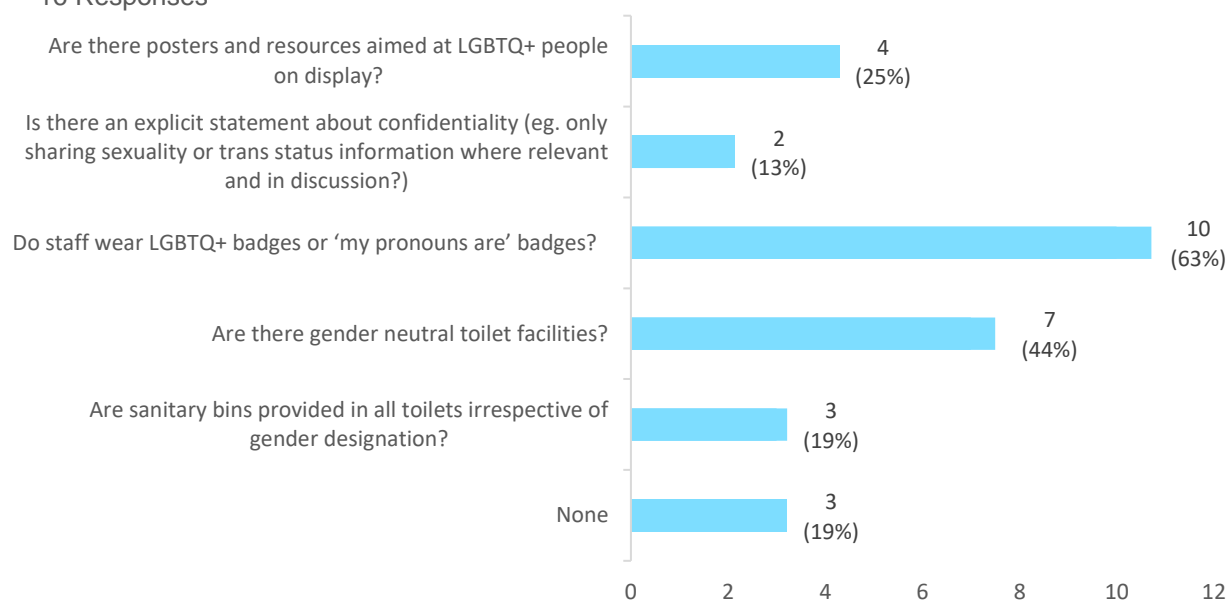
When patients/service users physically attend, how do they know the service is LGBT+ inclusive? Select all that apply.

16 Responses

Healthcare professional wear LGBTQ+ or "my pronouns are" badge during consult	4 (25%)
Use of corporate background which included an LGBTQ+ flag design	0 (0%)
Consultation starts with a pronoun introduction	1 (6%)
Other, please detail	2 (13%)
None	9 (56%)
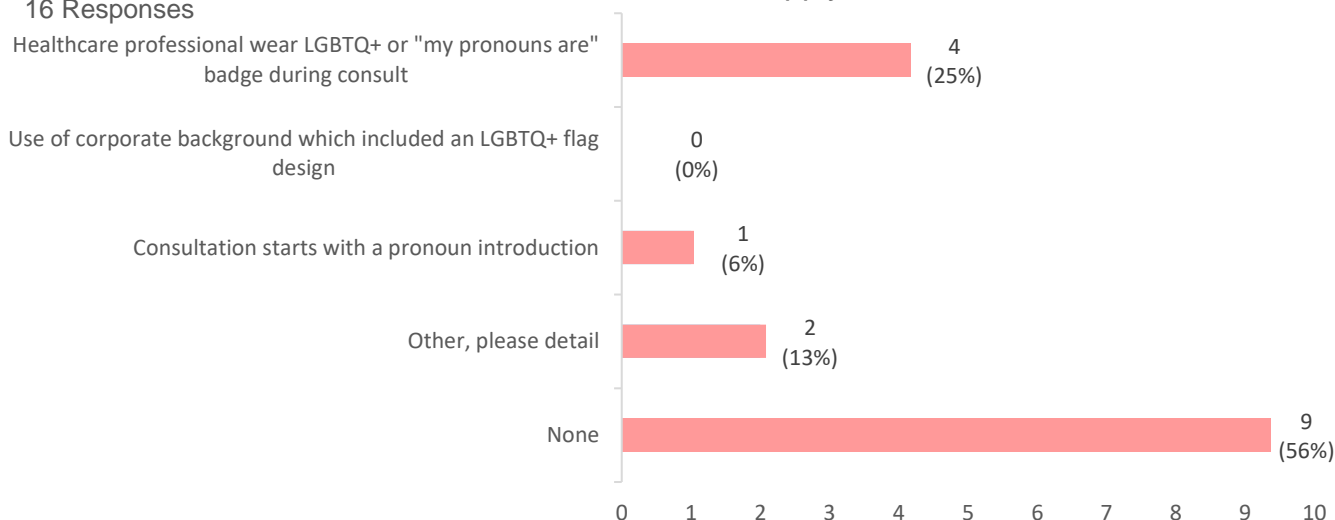
1 point was awarded as 6% of respondents stated that consultation starts with a pronoun introduction (no evidence can be provided to support this therefore it has been considered in good faith) and 25% of respondents selecting that professionals wear LGBT+ badges during virtual consultations but no supporting evidence was provided.

31.25% of respondents stated that they did one or more of the above options to indicate in virtual consultations that their service is inclusive of LGBT+ people, which is great to see.

Respondents were given the option to include other ways they signal to patients that their service is explicitly LGBT+ inclusive, this was an unscored option, and two respondents selected this but no additional ways were detailed.

Action: Produce a standard corporate background which can be used in virtual consultations that features a pride flag design and signals the service is inclusive of LGBT+ people. This should be stored centrally and made available to all.

Has patient information (leaflets, standard letters) been reviewed to ensure language is gender neutral or gender inclusive?

The Trust scored 0 out of an available 3 points.

1 point is awarded for an evidenced Yes response, 2 points are awarded for more than 50% of respondents selecting Yes and to score 3 points, more than 75% of respondents must select Yes.
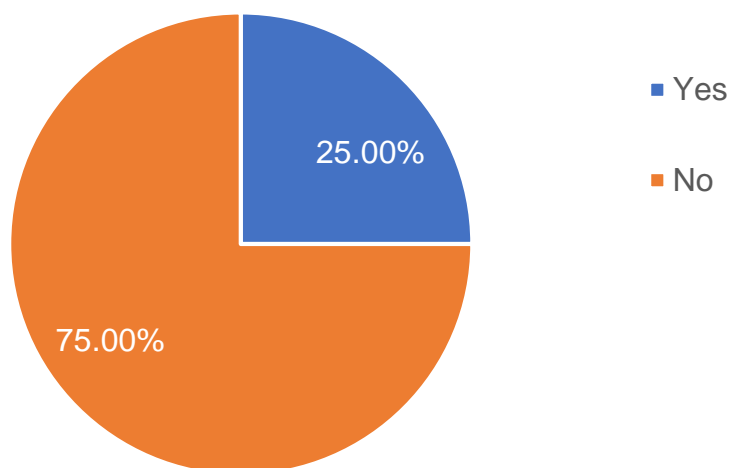
Has patient information (leaflets, standard letters) been reviewed to ensure language is gender-neutral or gender-inclusive?
16 Responses

- Yes 25.00%
- No 75.00%

Supporting evidence was requested in the form of examples of either a leaflet or standard letters from one of the services which responded yes. No further supporting information was provided.
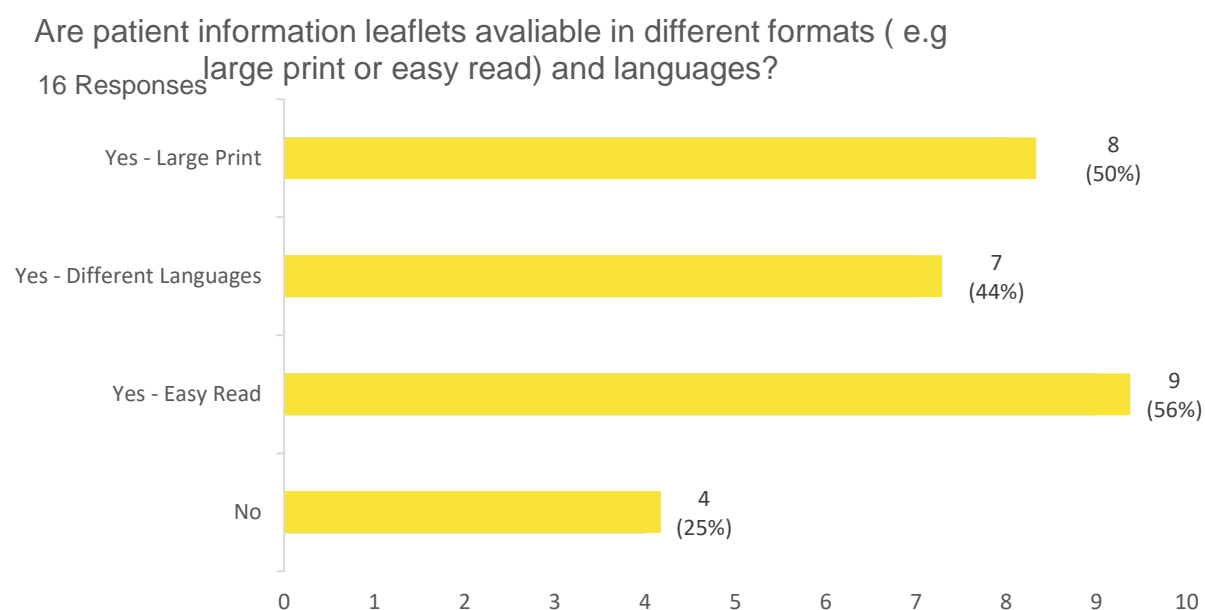
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Action: Review standard patient letters to ensure language is gender neutral or gender inclusive.

Are patient information leaflets available in different formats (e.g. large print or easy read) and languages? Select all that apply

The Trust scored 0 out of an available 3 points.

1 point is awarded for an evidenced Yes response, a combined total of more than 50% of respondent selecting a Yes response would score 2 points, to score 3 points more than 75% of respondents must select a Yes example.

Are patient information leaflets avaliable in different formats (e.g large print or easy read) and languages?

16 Responses

Response	Count
Yes - Large Print	8 (50%)
Yes - Different Languages	7 (44%)
Yes - Easy Read	9 (56%)
No	4 (25%)

Supporting evidence in the form of a copies of or photographs of patient information leaflets in large print, different languages and easy read was requested from 2 different services per type of leaflet. No supporting evidence was provided therefore we were unable to award any points for this question, despite this it is encouraging to see that many services are confident information is available in other formats.

Action: Ensure that patient facing staff know how to request leaflets in additional formats and these are available as standard where possible.
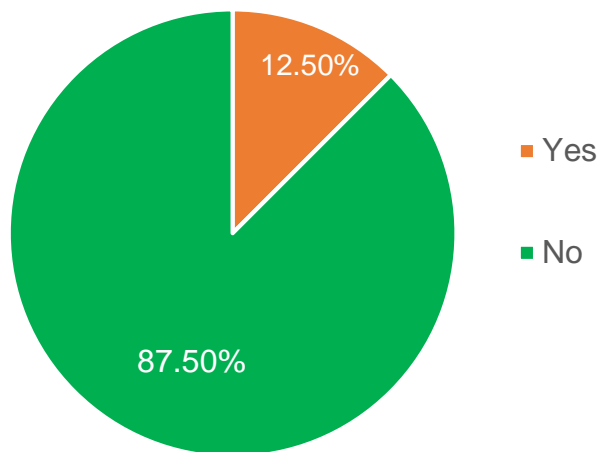
Are LGBT+ patients specifically mentioned in your patient information?

The Trust scored 0 out of an available 3 points.

An evidenced Yes response would score 1 point, a total of more than 50% of respondent selecting Yes would score 2 points, to score 3 points more than 75% of respondents must select Yes.

#NHSRainbowBadge

Are LGBTQ+ patients specifically mentioned in your patient information?
16 Responses

12.50% Yes
87.50% No

- Yes
- No

A copy of patient information that specifically mentioned LGBT+ patients was requested by one of the respondents who answered Yes, but this was not provided therefore the point was not awarded in this instance.

Action: 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.

Looking at the patient information visuals, are LGBT+ people and relationships clearly included (e.g. badges, same gender partners, and diverse family units)?

The Trust scored 0 out of an available 3 points.

An evidenced Yes response would score 1 point, a total of more than 50% of respondent selecting Yes would score 2 points, to score 3 points more than 75% of respondents must select Yes.

Looking at the patient information visuals, are LGBTQ+ people and relationships clearly included (eg. Badges, same-sex partners, and diverse family units)?
16 Responses

31.25% Yes
68.75% No

- Yes
- No
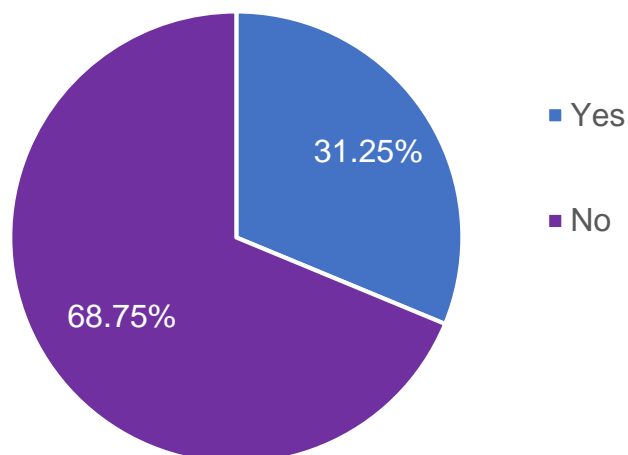
Copies of patient information that has visuals that feature LGBT+ people and LGBT+ relationships was requested from one of the respondents who answered Yes, but no supporting evidence was provided therefore the no point was awarded in this instance.

Action: When reviewing patient information, consider including LGBT+ imagery. This could be LGBT+ people and relationships, (same-gender partners, and diverse family units) or clear signifiers of LGBT+ inclusion such as the progress flag.

Does the service have its own website/webpage? Please comment on how an LGBT+ patient looking at the website/page would know that the service is LGBT+ inclusive?

The Trust did not receive a score for this question.

2 points were available. 1 point for easily visible pride flags featuring on a services website (standard, progress and/or trans flags) and 1 point for specific reference to LGBT+ people.

37.50% of respondents confirmed their service has its own website/webpage and however none of these respondents provided details as to how their webpage demonstrates their service is LGBT+ inclusive.

Action: We recommend services review their webpages and were applicable make specific reference to LGBT+ people, or signify that their service is LGBT+ inclusive by including clear imagery such as a pride flag.

If an LGBT+ patient needed signposting or referring on to specific LGBT+ resources, would staff have this information available?

The Trust scored 0 out of an available 3 points.

An evidenced Yes response would score 1 point, a total of more than 50% of respondent selecting Yes would score 2 points, to score 3 points more than 75% of respondents must select Yes.

If an LGBT+ patient needed signposting or referring on to specific LGBT+ resources, would staff have this information avaliable?
16 Responses

Yes 50%
No 50%

#NHSRainbowBadge
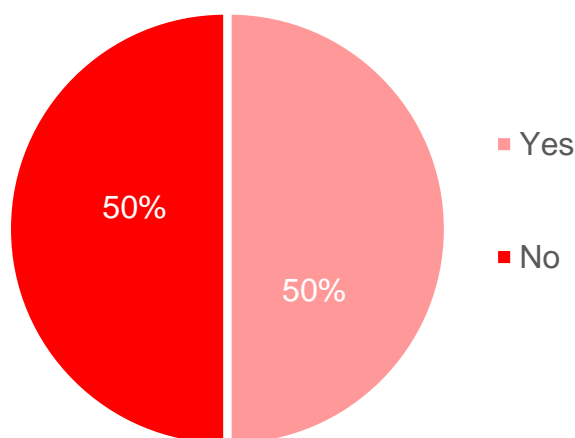
Supporting evidence in the form of a screen shot or photograph of LGBT+ specific resources available to staff in two services was requested, but no supporting evidence was provided therefore no point was awarded in this instance. It is worth noting that it is encouraging to see that 50% of service respondents are confident that their service has LGBT+ resources readily available.

Action: Create a centralised list of general LGBT+ resources, local and national organisation were LGBT+ patients can be signposted to. This list would ideally be made available to all staff and accessed through the intranet. Services could also create a list of LGBT+ resources and organisations specifically relevant to the service and ensure this information is accessible to staff for when needed. Resources, links to organisations are detailed in the resources library.

Are patients routinely asked what their pronouns are e.g. he/she/they/xe?

The Trust scored 1 out of an available 6 points.

A total of more than 50% of respondent selecting Yes would score 2 points, to score 3 points more than 75% of respondents must select Yes. An additional 1 point is available for a Yes response indicating that this information is recorded on patient notes, and additional 2 if a total of more than 50% of respondents select Yes and an additional 3 points should more than 75% of respondents selects Yes- ask and record on patient notes.

Are patients routinely asked what their pronouns are e.g. he/she/they/xe?
16 Responses
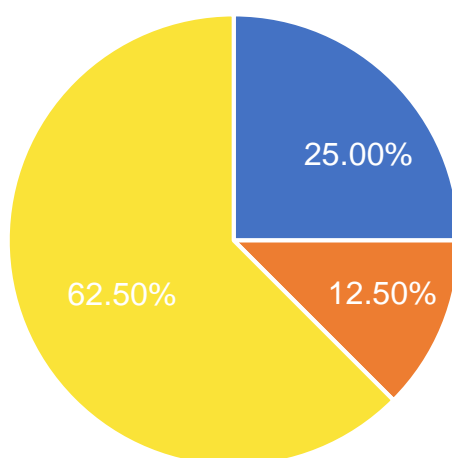
- Yes- we encourage all staff to ask but this is not recorded anywhere
- Yes- we encourage staff to ask and record on the patient notes
- No

Supporting evidence in the form of a copy of patient notes (blank or redacted), indicating where pronouns are recorded was requested from one of the two services that indicated this was done.

In this instance no evidence was provided therefore the no further points were awarded. It is worth noting that none of patient respondents in the survey conducted reported that they were asked their pronouns and a total of 37.5% of services state that this is asked in some way, this discrepancy may be due to the small number of patient respondents or the service lead encouraging employees to ask, but this not resulting in tangible action.

Action: If the Trust is able to, amend patient 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.

On patient forms (e.g. referrals, intake paperwork), is there an option within the gender section to select non-binary?

The Trust scored 0 out of an available 3 points.

An evidenced Yes response would score 1 point, a total of more than 50% of respondent selecting Yes would score 2 points, to score 3 points more than 75% of respondents must select Yes.

On patient forms (e.g. referrals, intake paperwork), is there an option within the gender section to select non - binary?
15 Responses
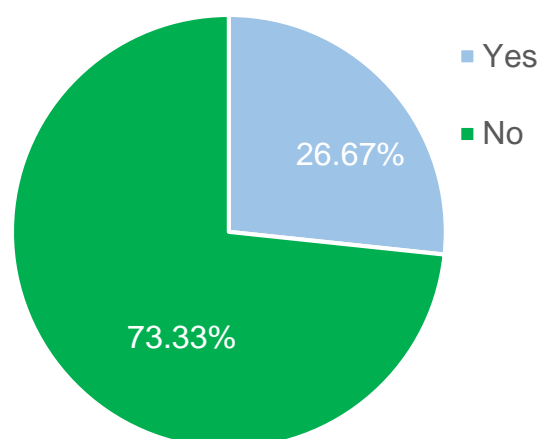
Supporting evidence such as of a copy of the intake form or referral form for one service was requested.

Action: On services intake forms or referral forms ensure there is an option within the gender section to select non-binary.

Where appropriate do clinicians ask the gender(s) of patient partners – rather than assume heterosexual or binary gender relationships?

The Trust has scored 1 of the 3 available points.

A total of more than 50% of respondent selecting Yes would score 2 points, to score 3 points more than 75% of respondents must select Yes.

Where appropriate do clinicians ask the gender(s) of patient partners rather than assume heterosexual or binary gender relationships?
14 Responses

- Yes
- No

43%

57%
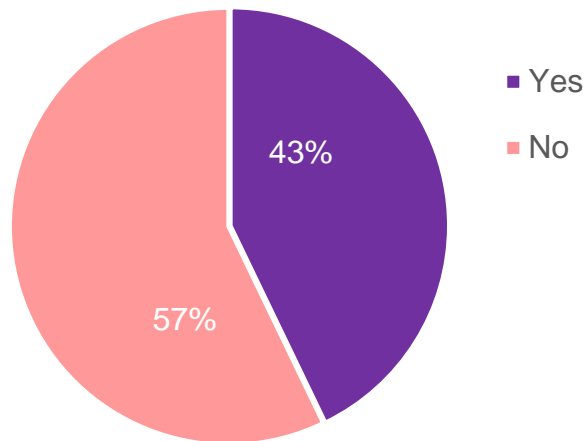
Two responses classed this question as being N/A to their service, as they are not from patient facing services, their responses have not been counted.

Does your service run patient surveys, feedback, focus groups? Select all that apply

The Trust scored 0 of the 3 points available.

1 point was available for each Yes response, with supporting evidence.

Does your service run patient surveys, feedback, focus groups?
select all that apply
16 Responses

Yes - and we ask about sexual orientation	5 (31%)
Yes - and we ask about gender identity	5 (31%)
Yes - and we ask about trans status	2 (13%)
No	10 (63%)
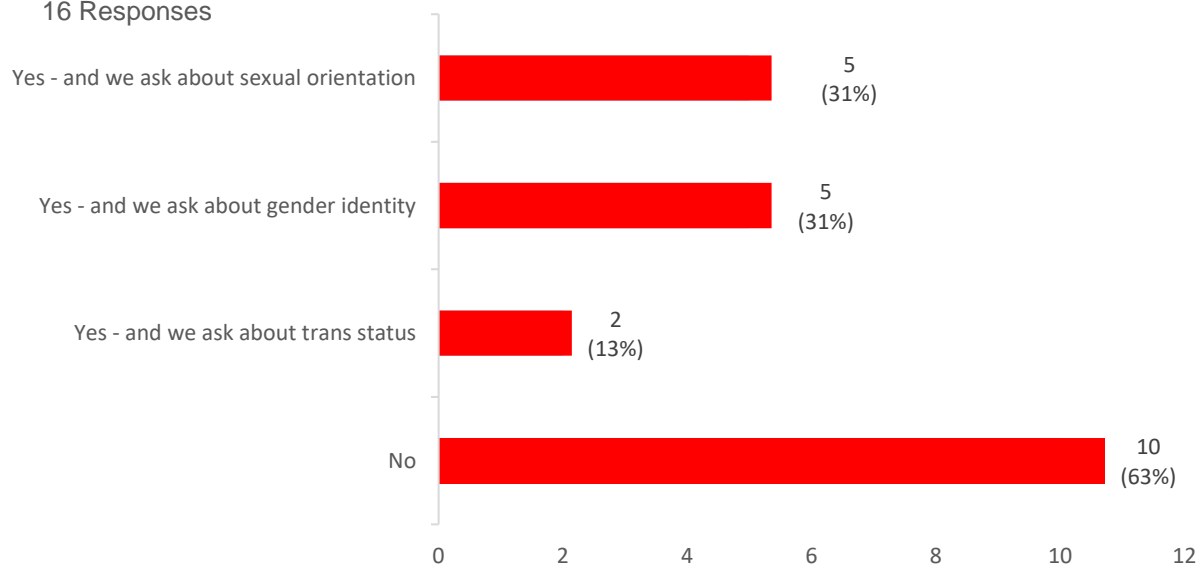
Supporting evidence was requested from 3 respondents who indicated they undertake these activities. Evidence such as the following was requested.

- an example copy of a patient survey/feedback form asking about sexual orientation gender identity, and trans status and/or,
- a breakdown of focus group monitoring, showing sexual orientation, gender identity or trans status of participants.

No supporting evidence was provided therefore we were unable to review the wording of these questions and are unable to award points.

Action: On patient feedback forms, surveys or within focus groups, we recommend services ask monitoring questions about sexual orientation, gender identity and trans status.
It is worth noting that a person does not need to disclose this information and may choose not to.

Has your service examined patient journeys or consulted with LGBT+ patients to ensure there are no barriers to accessing your service?

The Trust has scored 0 of the 3 available points.

An evidenced Yes response would have scored 1 point, a total of more than 50% of respondents selecting Yes would score 2 points, to score 3 points, more than 75% of respondents must select Yes.

Has your service examined patient journeys or consulted with LGBT+ Patients to ensure there are no barriers to acessing your service?
16 Responses

- Yes
- No

37.50%

62.50%
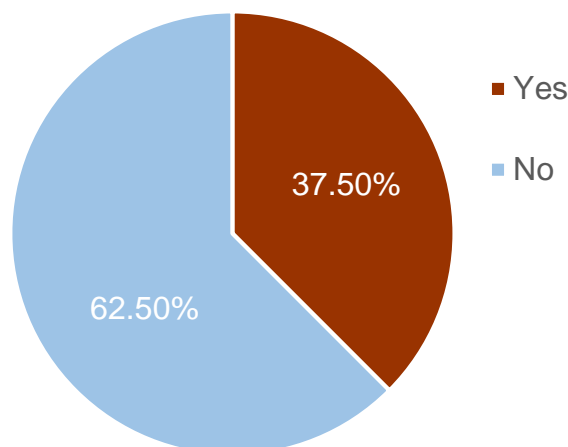
Evidence was requested from two respondents to provide more information about how their service has examined patient journeys or consulted with LGBT+ patients. Examples of which could have been a copy of minutes from consultations with LGBT+ patients focus groups or reports examining LGBT+ patients' journeys.

No further evidence was provided therefore no point was awarded in this instance.

Action: When examining patient journeys, consult with LGBT+ patients to ensure there are no barriers to accessing services.

Have patient facing staff had any training in the needs of LGBT+ people?

The Trust has scored 0 of the 3 available points.

An evidenced Yes response would score 1 point, a total of more than 50% of respondents selecting Yes would score 2 points, to score 3 points, more than 75% of respondents must select Yes.

Have Patient facing staff had any training in the needs of
LGBT+ People?
16 Responses
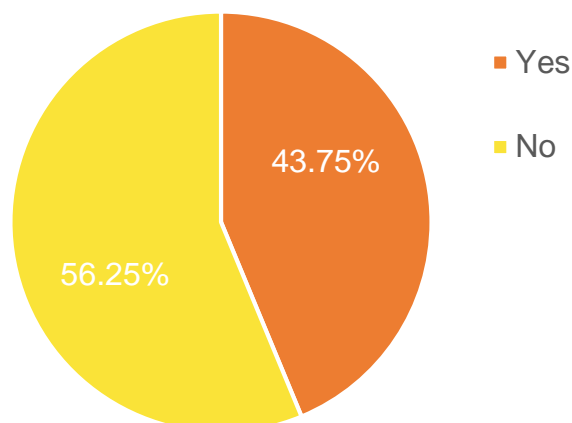
Just under half of the services which responded stated that their staff have been provided training in the needs of LGBT+ people. Supporting evidence was requested from 2 respondents in the form of a copy of the training delivered or information used to train staff.

No supporting evidence was provided therefore no point was awarded in this instance.

It is worth noting as outlined in the staff survey section that 73% of staff felt that hthey would benefit from additional LGBT+ training.

Action: Review training provision across services for suitability and LGBT+ information and ensure that training opportunities are provided to all staff at regular intervals. Links to organisations that can provide additional training in the needs of LGBT+ staff and patients has been included in the resource library.

Are clinicians confident in giving advice (where appropriate) on hormonal contraindications for trans and non-binary patients?

The Trust has scored 1 of the 3 available points.

A total of more than 50% of respondent selecting Yes would score 2 points, to score 3 points, more than 75% of respondents must select Yes.

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Are Clinicians confident in giving advice (were appropriate) on hormonal contraindications for trans and non - binary patients?

10 Responses
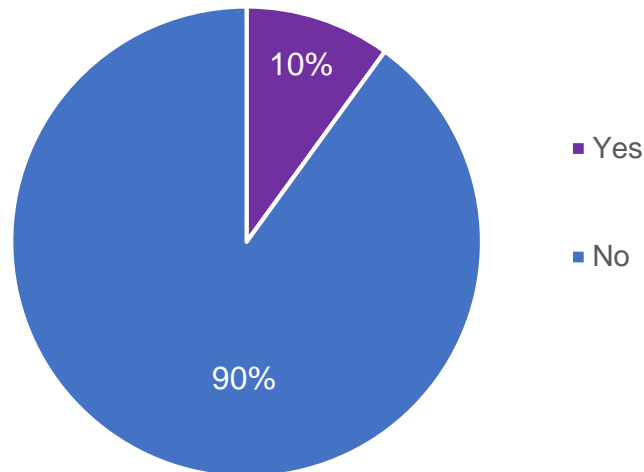
Six respondents classed this question as being N/A to their service, these were from respondents in non-patient-facing and non-clinical areas, their responses have not been counted.

Action: 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.

Does the service have an 'LGBT+ Champion' (for staff or patients)?

The Trust has scored 0 of the 3 available points.

An evidenced Yes response would score 1 point, a total of more than 50% of respondent selecting a Yes option would score 2 points, to score 3 points, more than 75% of respondents must select a Yes option.

Does the service have an 'LGBT+ Champion' (for staff or patients?

16 Responses

#NHSRainbowBadge
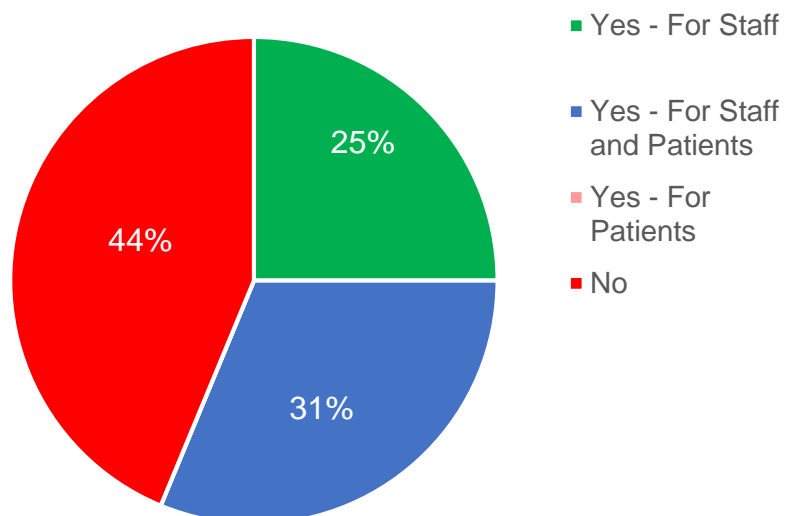
Supporting evidence was requested from two of the respondents who indicated their services has an LGBT+ staff champion and one of the respondents that indicated their service had an LGBT+ patient champion. We requested information about how staff and patients can find out who the LGBT+ staff / patient champion is the service. No supporting evidence was provided.

Action: Introduce an LGBT+ champion for staff and patients per service and ensure this information is available to both staff and patients.

Are there any other service improvements you have put in place to be more LGBT+ inclusive?

This was unscored and for information purposes only.

One respondents shared the following comment:

"I ensure that all communications policies etc. are inclusive for staff and would be happy to support any patient changes required".

Feedback report- Workforce Assessment

When advertising for external appointments, how does the Trust attract LGBT+ talent? Select all that apply
A. Advertising on or recruiting from LGBT or diversity websites, fairs and events.
B. Include a statement around valuing diversity, explicitly inclusive of LGBT people, in all job packs and pages.
C. Include information about your LGBT employee network group or LGBT inclusion activities in all job packs and pages.
D. None of the above.
E. Other (Please detail).

The Trust scored 1 out of 4 points available, the point given was for option A.

Option B was selected and evidence was provided in the form of a copy of the statement. The statement included goes some way in showing the Trust values diversity and lists the protected characteristics however this list does excludes gender reassignment only mentioning gender. When listing the protected characteristics we recommend including all of them and going above and beyond to use phrasing that it is also explicitly inclusive of non-binary identities.

It is worth noting that the use of "regardless" in this statement, whilst seemingly used to be inclusive can come across as negative, with an implication that in spite of being LGBT+ you will still be considered. This could be reworded to have a more supportive tone such as "we welcome applications from all, including PoC, LGBTQ+ people, disabled people…"

Action: Amend the phrasing and tone within the statement around valuing diversity (included in job packs), to be explicitly inclusive of LGBT+ people, with a supporting phrase around the recognition of non-binary identities.

What information does the Trust supply to all new employees (external appointments) when being inducted into the organisation? Select all that apply
A. Explicit message on the organisation's commitment to LGBT+ inclusion.
B. Information on the LGBT+ employee network or allies programme/initiative.
C. Information on relevant policies and the organisation's commitment to ensuring they are LGBT+ inclusive.
D. None of the above.
E. Other (please detail).

The Trust scored 2 out of 3 points available, for options B and E.

Options A, B and E were selected.

Similar to what has been stated previously stated, the evidence provided for option A when listing the protected characteristics does not include gender reassignment, therefore a point cannot be awarded as this is not explicitly inclusive of all LGBT+ identities.

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Evidence for option B was provided in the form of .a leaflet promoting the LGBT+ network and a screen shot of information about the allies programme as part of the network. The impact of having a network which is inclusive of allies is positive, not all LGBT+ people want to come out at work, so having the chance to join a network even if you aren't out can be life changing. This is particularly true for bi people, only 22% of whom are out at work. However it would be beneficial for the network to clarify when advertising the network to staff that there is also a closed space within the meetings solely for those who define as LGBT+ as some may not wish to attend meetings or feel safe if all parts of the meeting is open to all.

For option E the Trust stated that all new employees (substantive and agency/bank staff) are required to attend corporate induction which contains mandatory training. Part of this covers Diversity & Inclusion and explicitly mentions gender and sexuality"

This training given as part of the corporate induction was provided and the slides do outline some further information about the protected characteristics as well as a more detailed look into forms and effects of discrimination. This demonstrates that the Trust is committed to inclusion and preventing discrimination.

However further development of this training would provide an opportunity to ensure all staff at the Trust have a base line understanding of LGBT+ identities. Currently the slide referencing "sex and gender" is confusing and covers three of the protected characteristics. It is recommended that this slide be separated, with a slide for gender (covering sex), and a slide for gender reassignment (trans and non-binary identities), and a slide for sexual orientation (including LGB +). Currently this slide has no case studies included unlike the others. This would be an excellent opportunity to share lived experience and highlight some common misconceptions in relation to gender, gender identity and sexual orientation. We recommend that case studies be included for all three on separate slides. We also recommend doing this for the slide currently titled "Religion or belief, and race" and having a separate slides for these as they are determined in The Equality Act 2010 as separate protected characteristics.

Action: Include mention of the closed space within LGBT+ network meeting for people who define when sharing information about the employee network.

Action: 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.

How does the Trust enable non-binary employees to have their identities recognised within the work environment? Select all that apply.
    A. Employees are able to update pronouns on email signatures.
    B. Employees are encouraged to use pronoun introductions within internal meetings and it is expected that these are respected if given.
    C. Non-binary is available as a gender option on staff registration forms.
    D. None of the above.
    E. Other (Please detail).

The Trust scored 2 out of 4 points available for options A and B.

The Trust provided evidence against option A, and this has been demonstrated throughout the process through communication with the key contacts.

#NHSRainbowBadge

Option B was evidenced through an article shared on the staff intranet. The article that has been produced and shared explores the use of pronouns in a supportive way, and places emphasis on moving past the assumption that you can tell someone's gender by the way they look.

In future publications it could be further improved by the inclusion of neo pronouns,(some examples of which are Xe, Xem , Xyr / ze , zir , zirs), specifically mentioning trans and non-binary people and sharing lived experience of someone who is trans or non – binary and the impact asking for and using someone's correct pronouns can have.

Action: Continue to explore ways of ensuring non-binary employees have their identities recognised 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.

In the past year, which of the following messages have appeared in internal communications to all employees? Select all that apply
  A. Information about LGBT+ identities and experiences.
  B. Information about the LGBT+ Employee Network Group and/or allies activity.
  C. Information about LGBT+ inclusive policies.
  D. Information about the importance of pronouns and pronoun introductions.
  E. None of the above.
  F. Other (Please detail).

The Trust scored 3 out of 5 points available for option A, B and D.

The Trust has taken great care to communicate information about LGBT+ identities, experiences and information about the LGBT+ network. Communications are informative, inclusive in their use of language and provide signposting information for staff to find out more about the topics in discussion.

For option A several examples were provided, including examples of the "Monday Message" and links to the trusts podcast that is available to staff and the public. There were several LGBT+ themed podcasts which covered many LGBT+ Topics, including LGBT History Month, with guest speakers from Terrence Higgins Trust and Trans Awareness with guest speakers from Gender GP. This is to be commended in particular as the conversations were informative and brought to light the experiences of LGBTQ+ people, without shying away from exploring topics which are sometimes seen as contentious. We recognise that this will have been a risk for the Trust as it could have caused some negative media backlash, and recognise this as a clear stand and commitment to supporting young trans and non-binary healthcare.

For option B evidence was provided in the form of screenshots of the staff intranet with Network chairs, exec sponsor and upcoming meetings clear.

For option D evidence the pronoun article uploaded as evidence upload for Q3 was considered, and an additional poster which is relevant to both staff and patients was also provided, this again breaking down the assumption that you can tell someone's gender by their appearance.

Action: When sharing LGBT+ inclusive stories or information in staff newsletters, take the opportunity to highlight and signpost to relevant policies.

Does the Trust identify and act on any LGBT+ inclusion issues raised at exit interviews or on exit surveys?

1 point was available and received for this question.

The Trust commented that it is reviewed and there is a process in place for any identified issues to be fed back to EDI and networks for action.

In the past year, which of the following activities have members of the Trust's senior management engaged in? Select all that apply and describe each option selected, include specific dates or time periods and list the names and job titles of the individual(s) involved. You may wish to include this as a document in the evidence upload below.
   A. Communicated a strong message on LGBT+ equality.
   B. Communicated a strong message on bi equality.
   C. Communicated a strong message on trans equality, explicitly including non-binary equality.
   D. Reviewed and/or approved an LGBT+ inclusion strategy.
   E. Reviewed top line LGBT+ monitoring reports and actions.
   F. Met periodically with the LGBT+ employee network group.
   G. Spoken at an internal LGBT+ event.
   H. None of the above.

The Trust scored 4 out of 7 points available for option A, C, F and G.

There is a strong message of overall LGBT+ equality communicated to staff from senior management and this has been evidenced through the frequency with which LGBT+ topics are mentioned within the Monday messages, with messages about LGBT+ events such as LGBT+ History month as well as the support with the continues topics of discussion on the podcast.

As mentioned previously the LGBT+ Network podcast, featuring Dr Helen Webberley, founder of Gender GP, in a discussion about trans and non-binary issues demonstrated a clear and strong message in support of trans and non-binary equality and was particularly effective through having the COO as chair of this podcast.

Multiple pieces of evidence were also provided to support senior management engaging frequently with the LGBT+ Network, participating in activities and speaking at both internal LGBT+ events and events across the region.

Action: Consider communicating strong messages in support of bi equality as these are often identities subject to erasure. Resources and information about bi identities have been included in the resources library.

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Does the Trust require all senior leaders and line managers to meet an inclusion-based competency on recruitment?

> Yes (Please provide an example of a relevant competency or sample interview question wording).
>
> No.

The Trust selected yes for this question and received 1 point.

Clear evidence was provided in the form of the interview template used throughout the Trust. These made clear reference to homophobic behaviour, this could expand further to include biphobia and transphobia.

Action: Further expand the interview template to include EDI questions that make reference to biphobia and transphobia.

Does the organisation require all senior leaders and line managers to have an inclusion-based objective?

> Yes (Please describe how inclusion-based objectives are implemented across all roles)
>
> No

The Trust selected No for this question and received no points, 1 point was available for this section.

Comment was provided stating "These are not included specifically however our PDR process does cover our Trust values and the NHS People promise which includes 'we are passionate and Inclusive'. What we do have is our new Behaviour Compact that all staff, including senior leaders and line manages, are being asked to sign up to."

We recognise that asking staff to sign up to a scheme is a good way to encourage inclusive behaviours, and there is a specific section of this compact about modelling good practice expected shared behaviours however without including this as a formal objective for all senior leaders and line managers, there is no specific process to hold leaders to account and ensure that the minimum expected standards are being met.

Action: Implement a process that requires all senior leaders and line managers to have an inclusion-based objective.

Please upload a copy of your staff survey results broken down by sexual orientation.

This an unscored question, asked for information gathering purposes only.

Gay and Lesbian staff experienced higher levels of physical violence at work from patients, service users, their relatives, or other members of the public, with 19.8% saying this was experienced in the past 12 months. Lesbian and gay staff have also seen an increase in experiencing levels of physical violence at work from managers, whilst numbers in this category are low for all orientations 1.1% of lesbian and gay staff answered that they had experienced at least one incident. Those who identified their sexual orientation as other, (this may be people who identify as pansexual, asexual or queer, amongst other terms), experienced the highest levels of physical violence at work from managers at 6.7%.

Experiences of harassment, bullying or abuse at work, were also greater for Gay and lesbian staff and those who identified their sexual orientation as other or preferred not to say (this may be people who identify as pansexual, asexual or queer, amongst other terms).

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32.2% of Gay and lesbian staff said they had experiences of harassment, bullying or abuse at work from patients, service users, their relatives, or other members of the public, 17.8% said they had experiences of harassment, bullying or abuse at work from managers and 33.7% other colleagues.

23.1% of staff who identified their sexual orientation as other and 23.1% of staff who preferred not to say experienced harassment, bullying or abuse at work from managers and 35.7% of staff who identified as other and 32.7% of staff who preferred not to say experienced harassment, bullying or abuse at work from other colleagues.

The Trust has done work on promoting messages of general LGBT+ equality and inclusion, but could benefit from some targeted work around recognising other identities such as pansexual, asexual, and queer and people who are intersex.

It is also worth considering the recommendations made in reference to the line managers and senior leaders having an inclusion based objective as the experiences of physical violence, harassment bullying and abuse experienced by LGBT+ employees from managers and colleagues is proportionally higher than their heterosexual colleagues and a formal objective could go some way in reducing this disparity.

Please upload a copy of your staff survey results broken down by gender.

This an unscored question, asked for information gathering purposes only.

Please upload a copy of your staff survey results broken down by trans status.

This an unscored question, asked for information gathering purposes only.

The Trust advised that they don't have details for the trans and non-binary responses as this has not appeared within their results as a separate data category. When we reviewed the data for the trust, we were able to view the break down based on those staff who responded that their sex was the same as recorded at birth for gender identity, but the numbers appear to have been too low for those who responded that their sex was not the same as recorded at birth to be broken down.

Please upload a copy of any associated action plan based on the staff survey results.

This an unscored question, asked for information gathering purposes only.

The Trust advised through comment that they are in the process of devising an action plan based on this year's staff survey results and that this will be influenced by comment and discussions had by the LGBT+ network members.

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Does the Trust systematically monitor LGBT+ related complaints made by patients?
> Yes (Please describe the process and upload an analysis report from the last year)
> No

The Trust selected No for this question and received no points, 1 point was available for this section.

Information about the complaints process was provided and the trust explained "processes are very basic in that our electronic system allows reports to be pulled for specific subjects, […] However, […] for anything specifically related to LGBTQ+, [one] would have to look in multiple places." The Trust recognised that a potential solution to this would be "specific subject headings related to complaints that may involve elements of LGBTQ+ care/treatment/pathway."

It was also mentioned that there was a new triage process in place, where all new complaints are reviewed and any issues/themes/trends moving forward will highlighted and escalated accordingly.

Action: Ensure that there is a robust and systematic process in place to identify and monitor LGBT+ complaints made by patients. This could be through the addition of subject headings to allow for the ease of identifying LGBTQ+ related complaints.

Does the Trust have an LGBT+ employee network group for LGBT+ employees?
> A. Yes, with a defined role and terms of reference
> B. No, but we have a Diversity & Inclusion group with formal LGBT+ representation
> C. No, but we have a formal agreement with an external network
> D. None of the above

3 points were available and received for this question.

Option A was selected and clearly evidenced. The terms of reference was provided and makes specific reference to the inclusion of non-binary and intersex people which we were delighted to see.

Does the Trust provide protected time for LGBT+ employee network committee members to undertake network group activity?
> Yes (Provide details of how many hours per month, who this covers and any alternative/additional support provided, such as admin function for database management/comms producing a monthly network newsletter etc.)
> No

1 points was available and received for this question.

The Trust selected Yes and evidence and further details of this were provided.

In the past year how has the organisation supported the work of the LGBT+ employee network group (or Diversity and inclusion group)? Select all that apply.
   A. Provided a network group budget
   B. Provided a formal senior champion
   C. Facilitated network members' participation in skills training
   D. Facilitated network members' participation in leadership or professional development programmes
   E. Facilitated network members' participation in LGBT+ specific seminars and conferences
   F. None of the above
   G. Other (Please detail)

5 points out of 6 available were awarded as options A-E were selected and thoroughly evidenced.

Option G was also selected with the Trust commenting that "The LGBT+ Network have produced and delivered our Trans Inclusion Training, which has been well attended by network members." this was not supported with evidence therefore a point was not awarded.

In the past year, what action has the LGBT+ employee network group undertaken to improve its inclusivity? Select all that apply
   A. Promoted itself as being open to all and inclusive of any underrepresented LGBT+ groups (e.g. asexual people, disabled LGBT+ people, intersex people, LGBT+ people of colour etc.)
   B. Signposted to specific spaces for marginalised and underrepresented LGBT+ groups
   C. None of the above
   D. Other (please detail)

The Trust scored 2 points out of 4 available points, for options A and B.

Intersex people are specifically mentioned in the TOR for the network there were several examples of the LGBT+ network engaging in cross campaigns with the Disability and BAME staff network.

It was evidenced that the network considers the intersection of people's identities and leads are able to signpost members of their own network to other specific spaces such as BAME network and Disability network if needed and are also able to sign post to external organisations; this was evidence through a social media post about Naz and Matt foundation, an organisation which supports LGBTQ+ people of faith and tackles homophobia triggered by religion.

Action: Further increase the promotion of the LGBT+ network being open to all, including underrepresented LGBT+ group's e.g. asexual people, pansexual people.

Action Plan

<u>Policies</u>

1. Put in place a clear, public-facing policy, which explicitly bans homophobic, biphobic and transphobic behaviours. 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. Suggestions have been made on the policy for reference.

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.

4. All policies could 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 sign past people to information about parenting and families inclusive of specific LGBT+ information. We have included some suggestions of contacts in the resources library.

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' policy 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.

8. We recommend including a guidance section (within a separate policy aimed at supporting trans and non-binary employees and their colleagues), that provides work related guidance for employees on how to support a colleague who is transitioning.

9. Include loved ones/chosen families/close support network in definitions of family.

10. Include details of transition-specific provisions in the Special Leave policy.

Patient and Staff Surveys

1. Provide staff with additional training to build confidence in supporting LGBT+ people.

2. Provide all staff with access to informative educational LGBT+ resources.

3. Increase patient-facing staff's understanding on the importance of pronouns and pronoun introductions.

Services survey

Fertility

1. Ensure the systems and paperwork within the fertility service 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

1. Increase the posters and resources available to services that support LGBT+ people. Links to LGBT+ posters and resources have been included in the resources library.

2. Include sanitary bins in all toilets. Information about the '#in with the bins campaign' which supports this is provided in the resources library. Where possible designate single stall toilets as gender neutral, this should be in addition to the accessible facilities.

3. We recommend producing 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.

4. Produce a standard corporate background which can be used in virtual consultations that features a pride flag design and signals the service is inclusive of LGBT+ people. This should be stored centrally and made available to all.

5. Review standard patient letters to ensure language is gender neutral or gender inclusive.

6. Ensure that patient facing staff know how to request leaflets in additional formats and these are available as standard where possible.

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.

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8. When reviewing patient information, consider including LGBT+ imagery. This could be LGBT+ people and relationships, (same-gender partners, and diverse family units) or clear signifiers of LGBT+ inclusion such as the progress flag.

9. We recommend services review their webpages and were applicable make specific reference to LGBT+ people, or signify that their service is LGBT+ inclusive by including clear imagery such as a pride flag.

10. Create a centralised list of general LGBT+ resources, local and national organisation were LGBT+ patients can be signposted to. This list would ideally be made available to all staff and accessed through the intranet. Services could also create a list of LGBT+ resources and organisations specifically relevant to the service and ensure this information is accessible to staff for when needed. Resources, links to organisations are detailed in the resources library.

11. If the Trust is able to, amend patient 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.

12. On services intake forms 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, we recommend services ask monitoring questions about sexual orientation, gender identity and trans status. It is worth noting that a person does not need to disclose this information and may choose not to.

14. When examining patient journeys, consult with LGBT+ patients to ensure there are no barriers to accessing services.

15. Review training provision across services for suitability and LGBT+ information and ensure that training opportunities are provided to all staff at regular intervals. Links to organisations that can provide additional training in the needs of LGBT+ staff and patients has been included in the resource library.

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.

17. Introduce an LGBT+ champion for staff and patients per service and ensure this information is available to both staff and patients.

Workforce Assessment

1. Amend the phrasing and tone within the statement around valuing diversity (included in job packs), to be explicitly inclusive of LGBT+ people, with a supporting phrase around the recognition of non-binary identities.

2. Include mention of the closed space within 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.

4. Continue to explore ways of ensuring non-binary employees have their identities recognised 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.

5. When sharing LGBT+ inclusive stories or information in staff newsletters, take the opportunity to highlight and signpost to relevant policies.

6. Consider communicating strong messages in support of bi equality as these are often identities subject to erasure. Resources and information about bi identities have been included in the resources library.

7. Further expand the interview template to include EDI questions that make reference to biphobia and transphobia.

8. Implement a process that requires all senior leaders and line managers to have an inclusion-based objective.

9. Ensure that there is a robust and systematic process in place to identify and monitor LGBT+ complaints made by patients. This could be through the addition of subject headings to allow for the ease of identifying LGBTQ+ related complaints.

10. Further increase the promotion of the LGBT+ network being open to all, including underrepresented LGBT+ groups e.g. Asexual people, pansexual people.

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Resources Library

The resources below are recommended based on the information that has been provided at each stage and areas that have been highlighted for development. In some instances they are specific resources for particular areas or services, in other instances the resources, can be used across the organisation, and may be helpful and relevant in multiple areas.

Information/glossary of LGBT+ terminology

• https://www.stonewall.org.uk/help-advice/faqs-and-glossary/list-lgbtq-terms

• https://www.hrc.org/resources/glossary-of-terms

• American site, great resource: https://thesafezoneproject.com/resources/vocabulary/

• PFLAG (updated recently): https://pflag.org/glossary

• Downloadable resource: https://outandequal.org/wp-content/uploads/2019/11/LGBTQ-Terminology-2019.pdf

• USA Based glossary: https://www.amnestyusa.org/pdfs/toolkit_LGBTglossary.pdf

• https://www.openingdoorslondon.org.uk/lgbt-glossary

Links to local and national organisations specifically for trans and non-binary staff needing mental health support

• Mindline Trans+ support service: https://mindlinetrans.org.uk/

• LGBT Switchboard: https://switchboard.lgbt/

• Mindout LGBTQ+ support: https://mindout.org.uk/

• Trans support: https://www.beaumontsociety.org.uk/

• Local trans support group: https://trans-staffordshire.org.uk/

• LGBT affirming counsellors (local):

https://www.psychologytoday.com/gb/counselling/eng/stoke-on-trent?category=gay

• Beyond Reflections (national- formerly Chrysalis): https://chrysalisgim.org.uk/

Links to resources or supportive organisations for LGBT+ families

• https://www.glaad.org/transgender/allies

• https://www.fflag.org.uk/

• https://lgbtmummies.com/

• https://www.facebook.com/LGBTrainbowfamilies

• https://newfamilysocial.org.uk/

• https://www.meetup.com/lgb-parents-in-cheshire/

• Different families, same love: https://www.stonewall.org.uk/resources/different-families-samelove-pack

• Proud Parents (online, Stafford based): https://www.proudparentscommunity.co.uk/

• A guide to lesbian parenting: https://rightsofwomen.org.uk/wp-content/uploads/2017/04/Lesbian-parenting-FINAL.pdf

• A guide for gay dads:

https://www.stonewall.org.uk/system/files/A_Guide_for_Gay_Dads__1_.pdf

Signposting information for local LGBTQ+ organisations that patients can be signposted to

• Older LGBT group: http://olgbtstoke.org.uk/

• Gay men and youth groups: https://www.lgbtstoke.co.uk/

• Inclusive sports clubs: https://pridesports.org.uk/category/city/stoke/

• Lesbian and bisexual women group: https://pinklinkstoke.webs.com/

• Staffordshire Sexual Health Charity: https://sshcharity.co.uk/

• Sexual health and LGBT+ group: https://www.bpcnw.co.uk/

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Informative, educational resources for staff (for the intranet)

• Improving the lives of LGBT People: https://www.gov.uk/government/publications/lgbt-actionplan-2018-improving-the-lives-of-lesbian-gay-bisexual-and-transgender-people

• Tips for transgender allies: https://www.glaad.org/transgender/allies

• Guide for nurses and HCP's on NOK issue for LGBT people:

https://www.rcn.org.uk/Professional-Development/publications/pub-005592

• Helpful NHS Reports on LGBT Healthcare: http://www.pinktherapy.com/en-gb/knowledge/nhsandhealthcare.aspx

• Various reports on trans inclusion at work and similar:

https://genderedintelligence.co.uk/professionals/resources.html

• Healthcare needs of older LGBTQ people:

https://www.ageuk.org.uk/discover/2021/february/the-health-and-care-needs-of-older-lgbt-people/

• Stonewall report on caring for LGBT people in healthcare spaces:

www.stonewall.org.uk/system/files/unhealthy_attitudes.pdf

• Further generalised resources: https://genderedintelligence.co.uk/resources/other.html

• Information on HIV, hepatitis, suicide prevention: https://www.turning-point.co.uk/reports

• https://www.stonewall.org.uk/power-inclusive-workplaces

• Live Through This Resource pack on inclusive cancer care:

https://secureservercdn.net/160.153.137.99/04v.b4d.myftpupload.com/wp-content/uploads/2021/08/ProviderPackV1.pdf

• Palliative and end of care for LGBT people:

https://www.mariecurie.org.uk/professionals/palliative-care-knowledge-zone/proving-good-quality-care/lgbt-end-of-life#useful

• Interesting resource/content on maternity care for LGBT people:

www.all4maternity.com/maternity-care-for-lgbtq-people-how-can-we-do-better/

• Information on supporting Deaf LGBTQ people:

https://www.lgbthealth.org.uk/resource/deaf-lgbtq-community-discussion-report/

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• THT Links to HIV and Sexual Health information: https://www.tht.org.uk/hiv-and-sexual-health

• Video resource on LGBT health for HCP's: https://www.diversitytrust.org.uk/2017/04/lgbt-healthmatters-new-online-video-resource-for-health-care-professionals/

• Good practice tips for working with trans and non binary young people: https://www.genderedintelligence.co.uk/static/pdfs/WE%20Good%20Practice%20v2%20Jan%2020.pdf

Resources that can help staff support colleagues who are LGBTQ+

Resources and publications about LGBT+ experiences of hate crime, domestic abuse, sexual violence and other forms of abuse: https://galop.org.uk/resources-publications/

• Report on understanding LGBTQ+ workplace experience:

https://www.cipd.co.uk/knowledge/fundamentals/relations/diversity/inclusion-perspectives-lgbt

• LGBT in Britain Workplace Report: https://www.stonewall.org.uk/lgbt-britain-work-report

• Transgender workplace support guide: https://www.lgbthealth.org.uk/wp-content/uploads/2016/07/TWSP-Info-Guide-Final.pdf

• Understanding workplace issues for LGBTQ+ colleagues: https://www.bitc.org.uk/wp-content/uploads/2019/10/bitc-wellbeing-report-workingwithpride-feb2019.pdf

Information or links to organisations that can provide training to patient facing staff on the needs of LGBTQ+ people

• https://www.diversitytrust.org.uk/

• https://mindout.org.uk/training-2/

• https://learn.oakleycoach.com/courses/LGBT-healthcare

• https://gate.ngo/category/announcements/online-training/

• http://www.pinktherapy.com/en-gb/knowledge/hivaidssexualhealth.aspx

- https://www.stonewall.org.uk/improving-mental-health-and-wellbeing-outcomes-lgbt-childrenand-young-people

- https://www.intercomtrust.org.uk/training

- https://www.transinthecity.co.uk/about-us.html

Links to training and supporting and understanding trans and non-binary people

- https://www.transactual.org.uk/healthcare-professionals

- https://norfolklgbtproject.org.uk/open-access-lgbt-awareness-training/

- https://genderedintelligence.co.uk/professionals/training.html (Offer specific training packages which can include NBI training)

- https://mermaidsuk.org.uk/training/

- https://www.ihasco.co.uk/courses/detail/gender-identity-expression-training

- https://www.bsuh.nhs.uk/maternity/wp-content/uploads/sites/7/2021/01/Pronoun Stickers.pdf

- https://www.nata.org/practice-patient-care/health-issues/cultural-competence/lgbtq-terminology

- Understanding trans experience as a patient: https://www.transactual.org.uk/be-a-patient

Leaflets and resources that are targeted to adolescents and young people for use within the paediatric department

- Inclusive families poster: https://www.stonewall.org.uk/resources/different-families-same-care-poster

- Trans youth in foster care leaflet:

https://static1.squarespace.com/static/5ff85c71dd4cdc650b25d90d/t/6006bf741e378c5ba15f 6ff5/1611054965569/Trans%2Byouth%2Bin%2Bfoster%2Bcare.pdf

- https://mindout.org.uk/wp-content/uploads/2020/09/Counselling-Service-A5-Flyer-v3-AW-UPDATED.pdf

- https://mermaidsuk.org.uk/wp-content/uploads/2019/12/GP-Trans-poster_local.pdf

- Young Persons' Advisory Service: https://ypas.org.uk/services/wellbeing-services/#/

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• Advisory support (Signposting): https://thebeyouproject.co.uk/resources/

• Fertility preservation factsheet: https://mermaidsuk.org.uk/wp-content/uploads/2019/12/Fertility-Preservation-for-Young-People-Planning-to-Transition.pdf

• Your rights at your GP surgery: https://mermaidsuk.org.uk/wp-content/uploads/2019/12/GP-Trans-poster_local.pdf

• Gender recognition guide: https://mermaidsuk.org.uk/wp-content/uploads/2019/12/gender-recognition-guide.pdf

• Hate crime: https://mermaidsuk.org.uk/wp-content/uploads/2019/12/Hate_Crime3.pdf

• Large amount of useful youth-based resources: https://clareproject.org.uk/resources/

LGBTQ+ Resources to signpost/refer patients to for services; specifically fertility:

• https://www.nhs.uk/pregnancy/having-a-baby-if-you-are-lgbt-plus/ways-to-become-a-parentif-you-are-lgbt-plus/

• Guide to IVF: https://www.createfertility.co.uk/ebook-ivf-options-for-lesbian-couples

• Pathways to parenting: https://www.equality-network.org/parents/

• Interesting resource on LGBT parenting (America):

https://www.apa.org/pi/lgbt/resources/parenting-full.pdf

• Various fertility resources (Workplace based); https://bit.ly/3uXV0S2

General LGBT Posters and Resources to display and handout

• LGBT Hate crime: https://galop.org.uk/resource/understanding-anti-lgbt-hate-crime/

• Large list of resources available: https://www.fflag.org.uk/booklets-posters-forms/#toggle-id-1

• General information for trans people and allies: https://www.gires.org.uk/wp-content/uploads/2016/07/Information-and-support-for-families-of-adult-transgender-non-binary-and-non-gender-people.pdf

• LGBT Equality poster: https://sexualhealthdg.co.uk/lgbt-equality-poster.php

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• Various resources and posters on LGBTQ over 50, peer support for BAME, suicide prevention: https://mindout.org.uk/resources/

• Various resources including smoking cessation: https://londonfriend.org.uk/lgbt-resources/

• Top tips for supporting LGBT people poster: http://www.lgbthealth.org.uk/wp-content/uploads/2015/01/Top-Tips-Poster.jpg

Guidance/information on the importance of pronouns and pronoun introductions

• https://www.pridetraining.org.au/pages/pronoun-page (Australian site but useful information on pronouns)

• https://www.amnesty.org.uk/LGBTQ-equality/gender-identity-beginners-guide-trans-allies

• https://www.bsuh.nhs.uk/maternity/wp-content/uploads/sites/7/2021/01/Pronoun Stickers.pdf

• https://www.nata.org/practice-patient-care/health-issues/cultural-competence/lgbtq-terminology

• Useful blog: https://www.medicalnewstoday.com/articles/gender-pronouns

• Commentary from pronouns.org: https://pronouns.org/what-and-why

• Importance of using the correct pronouns: https://www.oxfordshireccg.nhs.uk/documents/equality/The-Importance-of-Using-the-Correct-Pronouns.pdf

Resources and information regarding bi identities and bi equality

• https://www.glaad.org/biweek2021

• https://www.thetrevorproject.org/resources/guide/how-to-support-bisexual-youth/

• http://www.pinktherapy.com/en-gb/knowledge/bisexual.aspx

• https://interengineeringlgbt.com/wp-content/uploads/2019/07/Supporting-bisexual-employeesin-the-Workplace_0270619.pdf (Engineering based but an interesting resource!)

• https://www.stonewall.org.uk/lgbt-britain-work-report

• https://outandequal.org/wp-content/uploads/2021/09/BiVisibilityResource_R3.pdf

• Bisexual resource: https://biphoria.org.uk/publications.html

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• Bisexuality Report (2012): https://www.bimedia.org/bireport/

• Stonewall Bisexuality Report:

https://www.stonewall.org.uk/system/files/Bisexuality_Stonewall_Health_Briefing__2012_.pdf

Guidance/links to organisations to provide specialist LGBTQ+ training and development opportunities for the LGBT+ network

• https://blgbt.org/training/

• https://humankindcharity.org.uk/service/lgbt-training/

• ONLINE: https://learn.oakleycoach.com/courses/LGBT-healthcare

• https://leicesterlgbtcentre.org/training

• https://www.thetrevorproject.org/public-education/

• https://www.glaad.org/biweek2021

• https://www.stonewall.org.uk/best-practice-toolkits-and-resources-0

• http://www.pinktherapy.com/en-gb/knowledge/nhsandhealthcare.aspx

• http://www.pinktherapy.com/en-gb/training.aspx

• https://www.fflag.org.uk/films-tv-radio/

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