

Application: West London NHS Trust

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Workplace Equality Index Criteria Consultancy Sessions

Summary

ID: 0000000084

Status: Pre-meeting review complete

Last submitted: 16 Nov 2020 03:17 PM (GMT)

Privacy statement

Completed - 9 Sep 2020

Form for "Privacy statement"

This is my form.

Please read the following very carefully. It sets out how Stonewall will use the information you submit.

This privacy statement sets out how Stonewall uses and protects any information that you give Stonewall when you use this website.

Stonewall is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Stonewall may change this statement from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This statement is effective from 24/08/2020.

Stonewall agree to comply with any applicable legislation relating to data protection or privacy of individuals, the "Regulation" (which means Regulation (EU) 2016/679 of the European Parliament and the Council ("General Data Protection Regulation") and its national implementing laws, as well as any applicable laws or regulations on cyber security ("Data Protection Laws").

What we ask you to submit

Whilst registering and completing a submission, we may ask you to submit the following information:

- Names and job titles

- Contact information including email address
- Demographic information such as postcodes
- Information and files as supporting evidence for submissions such as:
 - Policies
 - Communications
 - Screenshots of intranet posts
 - Descriptions of processes and ways of working
 - Examples of training
 - Case studies
 - *Schools/Colleges only*: photographs (see additional information below)
 - *Schools/Colleges only*: screenshots of school procedures/systems, e.g. SIMS
 - *Schools/Colleges only*: minutes/agendas from Governing Body meetings

Please note that whilst completing your submission you may be asked to provide pieces of evidence which include personal details, such as profiles of individuals. It is your responsibility to ensure you have the permission of the individual to share this information with Stonewall. Schools and Colleges should not submit details that can identify individual children.

Schools & Colleges - Photograph Permissions

- It is the responsibility of the school or college to ensure that they have parental permission before submitting a photograph of children as part of their supporting evidence.
- Any photographs submitted will not be used by Stonewall for any purpose other than scoring the School or College Champion Award application, without express written permission from the school.

What we do with the information you submit

Stonewall may use the information you submit for the following purposes related to the Workplace Equality Index and to further LGBT equality and inclusion in the workplace:

- Stonewall will use the information you submit to review, score and rank your organisation in comparison to other entrants.
- The information supplied is confidential between Stonewall and the applicant/organisation.
- Any ranks outside of the Top 100 will remain confidential between Stonewall and the applicant/organisation.
- Any scoring or comments made on the submission is confidential between Stonewall and the applicant/organisation, except for purposes outlined below.
- Aggregated scores, information and data may be used to identify national, regional and sector trends and patterns of work. This information may be published in Stonewall resources. Where

individual organisations or individuals are named, permission to do so will be sought.

- Individual practice, where deemed good practice by Stonewall, may be shared with other organisations either directly through Stonewall Account Managers, or within resources produced by Stonewall. Before any practice is shared, permission will be sought from the organisation in question.
- Demographic data about your organisation, for example number of employees, will be used for internal record keeping and to improve our offers and services.

Stonewall may use the information you submit for the following purposes related to the School and College Champion Awards and to further LGBT equality and inclusion in schools and colleges:

- Stonewall will use the information you submit to review your school or college against the criteria for the School or College Award for which you are applying.
- The information supplied is confidential between Stonewall and the school or college.
- Any scoring or comments made on the submission are confidential between Stonewall and the school or college, except for purposes outlined below:
- Individual practice, where deemed good practice by Stonewall, may be shared with other schools or colleges either directly by the Stonewall Education Team, or within resources produced by Stonewall. Before any practice is shared, permission will be sought from the school or college in question.
- Demographic data about your school or college, for example whether you are a primary or secondary school, will be used for internal record keeping and to improve our offers and services.

Stonewall may use the information you submit for the following purposes related to the CYPs Award and to further LGBT equality and inclusion:

- Stonewall will use the information you submit to review, score and rank your organisation in comparison to other entrants
- The information supplied is confidential between Stonewall and the applicant/organisation.
- Any scoring or comments made on the submission is confidential between Stonewall and the applicant/organisation, except for purposes outlined below.
- Information and data may be used to identify national and regional patterns of work. This information may be published in Stonewall resources. Where individual organisations or individuals are named, permission to do so will be sought
- Individual practice, where deemed good practice by Stonewall, may be shared with other organisations either directly through Stonewall Account Managers, or within resources produced by Stonewall. Before any practice is shared, permission will be sought from the organisation in question

- Demographic data about your organisation will be used for internal record keeping and to improve our offers and services

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal and organisational information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Laws. Please visit our wider [Privacy Policy](#) under 'Your Rights' to see how to do this.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address or:

- memberships@stonewall.org.uk for queries related to the Workplace Equality Index or Global Workplace Equality Index
- education@stonewall.org.uk for queries related to School Champion Awards and College Champion Awards
- cyps@stonewall.org.uk for queries related to CYPs Champion Awards

We will promptly correct any information found to be incorrect.

Survey Monkey Apply data protection and privacy

This site has been built and is managed using Survey Monkey Apply, an online application system.

You can find the Survey Monkey Apply privacy statement [here](#).

You can find the Survey Monkey Apply security statement [here](#).

Stonewall privacy policy

You can find the main Stonewall privacy policy [here](#).

Please tick here to show us you've read and understood the Stonewall data protection and privacy policy.

I've read and understood the data protection and privacy policy

About your organisation

Completed - 9 Sep 2020

Form for "About your organisation"

This is my form.

By completing this form, you are expressing an interest in a Workplace Equality Index criteria consultancy session.

The information collected below will help us arrange your meeting and provide you with the most appropriate feedback.

Name of organisation

West London NHS Trust

Which sector best fits your organisation?

Health and social care

Which part of the UK is your organisation headquartered in?

London

What is the postcode of your UK headquarters?

UB2 4SD

Which of the following parts of the UK does your organisation have offices, premises or branches in?

Responses Selected:

London

South East

The following questions are optional and will help us arrange your meeting.

Are there any weeks between now and 18 December that won't be possible for your meeting?

26-31 Oct 2020 & 16-27 Nov 2020

Which areas would you like to focus on in your meeting?

You can select up to three areas. This is optional and you can change your selection when you submit your pre-meeting work.

Responses Selected:

Option 6: Policies and benefits

Option 8: LGBT employee network group

Option 10: Leadership

Pre-meeting task

Completed - 16 Nov 2020

In your criteria consultancy session, a member of the Stonewall team will provide detailed feedback on up to three areas of your work.

Here you can select those three areas and provide information about your work so far to meet the relevant Workplace Equality Index criteria.

Please submit this work at least two weeks before your session.

Form for "Pre-meeting task"

This is my form.

The information collected below will help us direct you to the correct criteria and provide you with the most appropriate feedback. Parts of this form are automatically populated from your expression of interest.

Name of organisation: West London NHS Trust

Which sector best fits your organisation: Health and social care

Which part of the UK is your organisation headquartered in: London

What is the postcode of your UK headquarters: UB2 4SD

Which of the following parts of the UK does your organisation have offices, premises or branches in: London, South East

How many employees does the organisation have in the UK?

4000

Does your organisation have apprenticeships in the UK?

Yes

How many apprentices does your organisation have in the UK?

Yes the organisation offers apprenticeships. Apprenticeships are available at four levels: • Intermediate apprenticeships - follow work-based learning towards level 2 – Equivalent to GCSEs level/level 2 qualifications; • Advanced apprenticeship - follow work-based learning towards level 3 - equivalent to • A-levels/level 3 qualifications; • Higher apprenticeships - follow work-based learning towards levels 4,5,6 & 7 – equivalent to a foundation degree and above; and • Degree apprenticeships - follow work-based learning towards levels 6 & 7 – equivalent to a full Bachelor's or Master's Degree course.

Does your organisation have volunteers in the UK?

No

Do you provide private healthcare insurance to your UK employees?

No

The following questions are optional. They will help us provide the best advice we can and develop better guidance for all the employers we support.

What HR system does your organisation use?

In house

What are your D&I training platform(s) (if applicable)?

In house

Please select up to three areas of work:

Responses Selected:

Option 6: Policies and benefits

Option 10: Leadership

Option 14: Service delivery

Option 6: Policies and benefits

1.1 Does the organisation have a process to ensure all employees can feedback on the inclusiveness of relevant policies (for example, HR policies)?

Guidance:

- This should be open to all employees and across all relevant policies.
- Relevant policies include HR policies, for example leave policies.
- If feedback does not trigger immediate reviews, there must be regular, periodic policy reviews that consider the feedback.

Yes

Describe the process, how it is communicated, and what action the feedback triggers (max. 500 words).

Yes the organisation has process to ensure all employees can feedback on the inclusiveness of relevant policies. All policies before approval are published on the trust intranet (the Exchange) for a minimum of 30 days consultation period. During that period members of staff can review the proposed policies and provide feedback. The process is open to all employees and covers all our policies. Where feedback does not trigger immediate reviews, there are regular, periodic policy reviews that consider the feedback provided.

Describe any previous outcomes of the process (max. 500 words).

When our Caring for Trans patient policy was out for consultation, feedback was given in relation to serious sexual or violent history of a potential patient. The policy was amended following extensive legal advice. Whilst we accommodate our patients to the best of our ability based on sound medical evidence and history, and with involvement of the whole multidisciplinary team; legal advice was sought on potentially refusing admission into our services if there were grounds to justify for doing so. The policy and process that the Trust has put in place ensures that each admission is based on individual circumstances and any decision to refuse admission is not taken lightly and without extensive regard for the full, individual circumstances of the case.

1.2 Does the organisation have a policy (or policies) that includes the following? Tick all that apply.

Guidance:

- The policy (or policies) should clearly state that the organisation will not tolerate discrimination, bullying or harassment against employees on the grounds of sexual orientation or gender identity and/or trans identity.
- These may be listed along with other protected characteristics.

Responses Selected:

A. Explicit ban on discrimination, bullying and harassment based on sexual orientation (bronze award requirement)

B. Explicit ban on discrimination, bullying and harassment based on gender identity and gender expression (bronze award requirement)

Upload the selected policies with the relevant sections highlighted.

[W1 - Freedom to Speak \(previously Whistleblowing\).pdf](#)

Filename: W1 - Freedom to Speak (previously Whistleblowing).pdf **Size:** 944.1 kB

[B3-Dignity-at-Work.pdf](#)

Filename: B3-Dignity-at-Work.pdf **Size:** 708.3 kB

[D3-Diversity-and-Equality.pdf](#)

Filename: D3-Diversity-and-Equality.pdf **Size:** 1.0 MB

Provide a brief description of the policy/policies you have uploaded (max. 200 words).

- Diversity-and-Equality policy
- Dignity at Work Policy
- Freedom to Speak (previously Whistleblowing)
- Grievance and Disputes Procedures
- Mental Well Being Policy

All of which support a fair working environment at all levels that addresses unfair behaviour at its source and through a culture that is open, trusting and free from harassment and bullying and all forms of unacceptable, anti-social behaviour. Where our Dignity at Work Policy and Diversity-and-Equality policy clearly states that the organisation will not tolerate discrimination, bullying or harassment against employees on the grounds of sexual orientation or gender identity and/or trans identity, other policies such as our Freedom to Speak (previously Whistleblowing), Grievance and Disputes Procedures and Mental Well Being Policy are yet to incorporate statements that clearly make reference to sexual orientation or gender identity and/or trans identity.

1.3 Where the organisation has the following family and leave policies, do they use gender-neutral language and explicitly state that they are applicable regardless of gender? Tick all that apply.

Guidance:

- The policies should explicitly state that they apply regardless of the employee or the employee's partner's gender.
- The policies should avoid gendered language and pronouns, for example, by using the term 'partner' instead of 'husband' or 'wife'.

Responses Selected:

B. Special or Compassionate Leave Policy

Upload the selected policies with the relevant sections highlighted.

[L4 - Leave Policy.pdf](#)

Filename: L4 - Leave Policy.pdf **Size:** 501.8 kB

Provide a brief description of the policy/policies you have uploaded (max. 200 words).

The organization does have a Leave Policy that uses gender- neutral language, however it has yet to incorporate and explicitly state that these terms apply regardless of the employee or the employee's partner's gender.

The Leave Policy uses and makes reference to the term 'partner' and also 'husband' or 'wife'. responsibilities with their domestic and family responsibilities and civic duties. These are in addition to the provisions outlined in the policies on maternity and adoption and the career break scheme.

1.4 Does the organisation have a trans inclusion policy that covers the following? Tick all that apply.

Guidance:

- This policy should contain information about the inclusion of all trans employees, regardless of whether they are currently transitioning.
- C – guidance must make clear that all trans employees can use the facilities (e.g. toilets, changing rooms) they feel most comfortable using and should explain your commitment to introducing gender-neutral facilities, if not already widely available.
- D – guidance on dress code should be offered regardless of whether you have a uniform or dress code policy. This should make clear that all employees, including trans and non-binary employees, are encouraged to wear the uniform or dress that they feel most comfortable in. If you provide a uniform, this should include provision for gender fluid employees to have multiple uniforms.

Responses Selected:

A. A clear commitment to supporting all trans people, including those with non-binary identities

Upload the policy or policies.

[T7 - Trans Policy - How to care for the needs of our patients FINAL ratified Exchange version \(2\).pdf](#)

Filename: T7 - Trans Policy - How to care for the needs of our patients FINAL ratified Exchange version (2).pdf **Size:** 1.1 MB

Provide a brief description of the policy or policies you have uploaded (max. 200 words).

Yes the organisation does have a trans inclusion policy on caring and respecting staff and users. At present, our organisation is in the process of reviewing this policy currently addressing the issues involving trans employees regardless of whether they are currently transitioning and also issues concerning gender- neutral facilities and dress code. This policy relates to treatment in an inpatient setting and is an update of the Transgender Guidance published in 2012. The policy aims to provide staff with clear aims and responsibilities to ensure that our patients are treated with dignity, respect, and equality in a manner that is inclusive and dignified. This policy sets out in plain terms our definitions, process, and the legal responsibilities that surround the way we treat and care for our transgender patients who have or are, in the process of transitioning from one gender to another.

1.5 Does the organisation have a policy (or policies) to support employees who are transitioning that covers the following? Tick all that apply.

Guidance:

- This could be contained within a trans inclusion policy, could be supportive guidance to a trans inclusion policy, or could be in a stand-alone transitioning at work policy.
- This should be explicitly non-binary inclusive.
- A and C – these should include a commitment that the employee will be allowed the time off that they need for transition-related treatments or appointments and that any leave will be recorded separately to sick leave.

Responses Selected:

F. None of the above

Upload the policy or policies.

Provide a brief description of the policy or policies you have uploaded (max. 200 words).

At present, our organisation is in the process of reviewing our Trans Policy addressing the issues involving trans employees regardless of whether they are currently transitioning and also issues concerning gender-neutral facilities and dress code. This policy relates to treatment in an inpatient setting and is an update of the Transgender Guidance published in 2012. The policy aims to provide staff with clear aims and responsibilities to ensure that our patients are treated with dignity, respect, and equality in a manner that is inclusive and dignified. This policy sets out in plain terms our definitions, process, and the legal responsibilities that surround the way we treat and care for our transgender patients who have or are, in the process of transitioning from one gender to another.

1.6 Does the organisation have a formal commitment to introduce gender-neutral facilities in all its buildings?

Guidance:

- If gender-neutral facilities are not already available in all buildings, this should be a formal commitment to introduce gender-neutral facilities in any new builds or to gender-neutral facilities being a requirement of any new leases.
- Provision of gender-neutral facilities should be in addition to accessible facilities.

Yes

Provide a brief description of the organisation's current provision, its commitment to introducing gender-neutral facilities and how this has been formalised (max. 500 words).

Available as per the list below, but not yet available across all Trust sites:

Disabled toilets in The Orchard one in Reception and another near the child visiting room, the majority of our disabled toilets are gender neutral as we tend to only have one. Plus a toilet in MSU.

The Claybrook Centre disabled toilet Gender neutral.

48 Glenthorne Rd --These are gender neutral.

London Road

Ground Floor: One gender neutral for public/staff.

First Floor: Two gender neutral toilets.

Cardinal Centre

Three gender neutral-1 in reception. 2 in the corridor one for visitors/ disable and 1 staff.

Brentford Lodge

Two Gender neutral toilets and also the disabled toilets.

Cassel

Three toilets for staff that are gender neutral but none for visitors as they cannot go past reception at present.

Some toilets on wards in THW which are staff only are also gender neutral as there is only one toilet allocated to staff this is more by design.

Mary Robinson Unit also has gender neutral toilets.

1.7 In the last three years, has the organisation scrutinised its mental health support provision for LGBT inclusivity?

Guidance:

- Provision could include your employee assistance programme, affiliated counselling services or internal mental health first aiders.
- Scrutiny should include specific actions, such as asking about a provider’s LGBT-specific training for frontline employees.

Yes

Describe how you scrutinised the provision and what the outcomes were (max. 500 words).

Please provide specific dates or time periods within the last three years.

Yes. The Trust mandatory equality and diversity training, receives regular feedback from the training provider on all aspects of inclusivity, including LGBT+.

Front line staff have received additional training on caring for trans patients in our secure settings with bespoke sessions.

Within our High Secure Service line which covers Broadmoor Hospital, we are addressing barriers and have take the following actions:

- Appointed LGBT champions to provide leadership on reducing the health inequalities that LGBT patients may face and assist with initiatives to improve staff awareness of LGBT issues so we can all provide better patient care.
- We are actively monitoring sexual orientation to enable better patient care.
- We developed best practice guidance to ensure staff understood the benefits of asking patients about their sexual orientation.
- As a hospital, we have supported pride events and held LGBT events for patients.

Discussion are ongoing about how we could address LGBT needs in our Suicide Prevention Strategy, and ensure that suicide prevention competency framework covers LGBT patients.

Other service lines have not yet provided their responses as they're prioritising their response to the second Covid-19 surge, however if any further information becomes available we will update Stonewall.

Monthly induction sessions for past 3 years

2018 consultation meetings regarding Trans policy - working group meetings held with clinical staff

Meetings held with the Medical Director and Director of Nursing & Patient Experience

October 2018 - February 2020 sessions held with nursing staff in secure women's unit (the Orchard)

These sessions enabled open discussions, feedback on the complexities of mental health impact in the LGBT+community, which has helped to inform policies.

The following question is for information gathering purposes only and is not scored.

1.8 Has the organisation reviewed other policies to ensure they are LGBT inclusive?

Guidance:

- This might include menopause or andropause policies.
- This might also include domestic abuse policies.

Yes

Upload the policy or policies.

[EIA Policies list - October 2019.xls](#)

Filename: EIA Policies list - October 2019.xls **Size:** 42.5 kB

Provide a brief description of the policy or policies you have uploaded (max. 200 words).

Yes the organisation uses an evidence-based equality impact assessment (EIA) approach designed to help ensure that our policies, practices, events and decision-making processes are fair and do not present barriers to participation or disadvantage any protected groups from participation, the EIA is guaranteed by our Diversity-and-Equality policy.

The following question is for information gathering purposes only and is not scored.

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

Guidance:

- Chosen families are people who an employee considers to be family, but who have no legal or biological connection to them.
- Chosen families, loved ones and close support networks can be particularly significant to those who are estranged from their families, an issue that disproportionately affects LGBT people.
- Policies should be clear that employees are entitled to the same leave when it relates to their loved ones/chosen family/close support networks as when it relates to their biological or legal family members.
- Special leave policies should explicitly include provision to support someone through transition, for example accompanying them to medical appointments.

No

Copy and paste the relevant sections of your policies.

No, the organisation's Leave policy is not currently fully inclusive of loved ones/chosen families/close support networks and supporting someone through transition.

Option 10: Leadership

5.1 How does the organisation support board and senior management employees to understand the issues that affect LGBT people? Tick all that apply.

Guidance:

- The support should be consistently provided, not on an ad hoc basis.
- Each option should be available to multiple senior leaders, not just one senior champion.
- A – this is a formal process whereby senior employees are mentored on LGBT issues by more junior LGBT employees.

Responses Selected:

C. LGBT-specific conferences and seminars

Describe each option selected (max. 200 words per option)

The Board receives regular reports on the full Equality & Diversity agenda by the Director of Workforce & Organisational Development and her team. This includes regular updates on the Trust's performance against a range of Equality, Diversity & Inclusion-related criteria and key performance indicators.

Following the publication of the NHS People Plan/People Promise the new Director of Workforce & Organisational Development and her team carried out a gap analysis to establish the areas of the Equality & Diversity agenda in which the Trust needed to make further progress.

The Director of Workforce & Organisational Development stated at the recent meeting of the Workforce Committee and of the Board in November 2020 that she was proposing a more balanced approach to the Trust's overall Equality & Diversity strategy, and that this would result in enhanced visibility of LGBT issues. The proposal has been endorsed.

5.2 In the past year, which of the following activities have members of the board and/or senior management engaged in? Tick all that apply.

Guidance:

- These activities should be carried out by a range of leaders.
- E – this will only be awarded if you received points for questions 6.4, 6.5 or 6.6.
- F – this should be periodic, not ad hoc.
- G and H – your description should include how the speech had specific messages of bi, non-binary and trans equality.
- H – this can be a sector-facing or community-facing event.

Responses Selected:

D. Reviewed and/or approved an LGBT inclusion strategy

F. Met periodically with the LGBT employee network group

I. Attended an external LGBT event, for example Pride

Describe each option selected (max. 200 words per option). Please include specific dates or time periods.

Chief Executive, Director of Local & Specialist Services and Speak Up Guardian have all attended meetings of the LGBT+ staff group in the last year to engage with LGBT+ members of staff and allies, and share their own stories.

The Chief Executive often raises LGBT+ issues and acts as a sector-wide advocate for LGBT staff at CEO level meetings of sector colleagues, including in

The Director of Local & Specialist Services has liaised with Service Director within West London Forensic Services to prepare a charitable funds bid for a permanent provider of trans sessions in the Orchard – bid currently at preparation stage.

Please list the names and job titles of the individuals named above. Please ensure you have strict permission from them for their name to appear in this submission.

Ms Carolyn Regan, Chief Executive, Ms Sarah Rushton, Director of Local & Specialist Services, Professor Sally Glen, Non-Executive Director & Speak Up Guardian.

5.3 Does the organisation have measures in place to ensure that senior leader activity reaches employees in all locations?

Guidance:

- This should be consistent work to ensure activity can reach all employees.
- This might include:
 - Ensuring activities are carried out by senior leaders in all regions or UK nations that you operate in.
 - Ensuring that speeches at internal LGBT events are recorded and distributed digitally.
 - Ensuring that senior leader messages are written as well as verbal.
- You should consider dispersed workforces (for example those in retail stores or without regular access to IT), employees who work from home, and employees across all UK nations that you operate in.
- If you only have one location or building, you should consider the needs of employees who work remotely or away from desks.
- You should provide at least two examples of measures you have in place.

Yes

Describe at least two measures in place and how they are formalised (max. 500 words).

Before and after a senior member of the Board is due to attend/has attended the LGBT+ Staff Group meetings a range of promotional articles are distributed to staff through social media and the intranet.

Similar online promotion and publicity was conducted for the LGBT+ staff group meeting in which the Shadow Secretary of State for Environment, Luke Pollard MP, spoke. This was attended by several Executive Directors, including the Chief Executive.

Trustwide listening events where senior leaders speak about LGBT+ inclusion, these sessions have recently started to be recorded to ensure staff who are unavailable at the time, can catch up and watch/listen at a more convenient time.

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

Guidance:

- This should be a standard competency in all job descriptions and/or a mandatory question in all interviews.
- This does not need to just be one standard question – you can provide a range of competencies and/or interview questions for the recruiting team to choose from.
- This should include internal promotions as well as external appointments.
- This does not need to be LGBT specific.

Yes

Copy and paste the standard competency or interview question wording.

Yes, all Executive Directors must include an Equality, Diversity & Inclusion related performance objective in their Personal Development Record. Performance against delivery is reviewed twice annually by the Chief Executive.

Describe how inclusion-based competencies are implemented across all roles (max. 200 words).

Explicit consent will need to be obtained before we can extract wording from individual Personal Development Records held by the HR department, as these are confidential documents relating to the performance of each Executive Director. PDR reviews take place bi-annually and are led by the Chief Executive.

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

Guidance:

- This should be a standard practice across all performance appraisal structures and documents.
- You do not need to provide template wording, but best practice is to provide a range of objectives senior leaders and line managers might consider based on their roles.
- This does not need to be LGBT specific.

(No response)

Describe how inclusion-based objectives are implemented across all roles (max. 500 words).

As mentioned earlier, all Executive Directors are required to have an equality objective within their annual PDR. Objectives are set within staff annual appraisal (PDR) with mutual agreement between staff member and line manager. This is all built into the electronic appraisal system.

Option 14: Service delivery

8.5 In the past year, has the organisation examined service user or customer journeys to ensure there are no barriers to LGBT people accessing products or services?

Guidance:

- This should be a formal mapping process of the touch points between the service user/customer and the service/product.
- This should look at a different service user or customer journey to previous submissions within this or the last cycle, for example examining a different area of the business.

No

Describe the process by which you examined the customer journey (max. 500 words). Please include specific dates or time periods.

(No response)

Describe the outcome and impact (max. 500 words). Please include specific dates or time periods.

(No response)

8.6 Does the organisation collect LGBT monitoring information on service users or customers for the following analysis? Tick all that apply.

Guidance:

- You should demonstrate how you collect the data and how it is analysed.
- This should break down the experiences of service users and customers by sexual orientation, gender and trans status.

Responses Selected:

A. Assessing whether LGBT people are accessing your services

Copy and paste the questions you ask and the options service users/customers can select.

Please see below

Describe the process of collecting and analysing the data (max. 500 words).

Yes, data is collected on our clinical systems however, compliance is low due to the majority of our patients being in the community, often requiring immediate emergency mental health care and support and therefore it is not possible to obtain data on all protected characteristics. Regular reporting through the Patient Experience Scorecard is taken to the Equality, Diversity and Inclusion Steering group meetings. Currently this includes the following categories:

% of DOB recorded

% of Gender Recorded

% of Ethnicity recorded

% of Marital Status recorded

% of Religion Recorded

% of Disability Recorded

% of Sexual Orientation Recorded

We are in the process of developing a Business Intelligence Dashboard to monitor and improve recording.

The Business Information team gather the information and provide the data in excel format. Further as mentioned above, currently developing a dashboard to improve on this.

Upload an analysis report from the last three years.

8.7 Does the organisation systematically monitor LGBT-related complaints made by service users or customers?

Guidance:

- You should demonstrate how the complaints process is communicated, how you collect the data and how it is analysed.

No

Describe the process (max. 500 words).

(No response)

Upload an analysis report from the last year.

8.8 Does the organisation enable non-binary service users or customers to have their identities recognised on all systems?

Guidance:

- This might include providing gender options other than male and female and providing gender-neutral title options, such as Mx.
- You will only receive a mark for gender-neutral title options if you collect no other gender marker data.

No

Describe how non-binary identities are recognised on systems (max. 500 words).

(No response)

8.9 Has the organisation consulted with LGBT service users or customers in the past year to tailor services or products to their needs?

Guidance:

- The consultation should have involved lesbian, gay, bi and trans (including non-binary) service users or customers.

Yes

Describe the consultation process (max. 500 words). Please include specific dates or time periods.

Yes. Support given to a trans patient on an inpatient Forensic ward setting took place. This resulted in designing training material for patients on the ward. It also led to the Diversity Unit, purchasing movies with a trans storyline. The DVDs can be provided to any ward to help destigmatize trans, as well as supporting an individual who may be feeling isolated and alone in their trans journey. Fortnightly visits to inpatient ward to support trans patient. Regular attendance to multidisciplinary team meetings, to discuss the material and options that could be permitted in an inpatient setting. Sought external support from a member from the trans community. This took place throughout 2019 – patient successfully moved to step down facility in their local catchment area around December 2019.

Describe the outcome and how services were tailored to the needs of LGBT people (max. 500 words). Please include specific dates or time periods.

2019 consultations with staff, service users and external trans advocate. Workshops held to inform our policy on caring for trans patients.

Our policy for trans patients for example was amended to be more flexible in its approach to admission. We state that consideration of a patient's preference to be admitted to a specific gender ward is honoured as fully as possible, based on forensic history however, there are situations whereby this would be waived as described at (see 1.1) also we tailored our services to provide inpatient services to a trans male, to remain on a female ward due to their position in their trans journey, and feeling fully supported.

Also, following positive feedback from patients seeing our staff wearing rainbow lanyards opening up dialogue regarding LGBT, patients asked to be able to show their support. Pride silicone bracelets were introduced following a trial in our high secure services and has been rolled out trust wide, and are individually risk assessed.

8.10 What percentage of frontline employees have been trained on the needs of LGBT service users or customers? Select the completion rate for the training.

Guidance:

- The training should reach as many frontline employees as possible and be specific to the services they are providing.
- Content should also include the steps frontline employees can take to eliminate discrimination and ensure LGBT service user and customer needs are met.
- Content should explicitly cover lesbian, gay, bi and trans (including non-binary) identities.
- Examples of content you could upload are case studies, e-learning screenshots or PowerPoint presentations.

Responses Selected:

A. 76 - 100 per cent

Upload the training content.

Describe how you estimate completion rates (max. 500 words).

All staff on trust induction receives mandatory training on all aspects of equality and diversity. Refresher courses contents as below with the exception of our E-Learning content.

Describe the format of the training and the content you have uploaded (max. 500 words).

Slides used to provide E,D&I training session can't be uploaded as the Stonewall system deems them to include 'illegal characters"! but have been emailed to Spencer separately - embedded in the hard copy application form submitted on 15th Nov 2020.

The trust has a mandatory learning scorecard which monitors compliance rates. All new starters have to complete all the mandatory training vial induction. Electronic records inform staff when they are going out of date to ensure they book their refresher courses.

Workbook that was used prior to pandemic. Training now delivered virtually and may be slightly different, however the course is designed to open up frank and honest conversations on lived experiences from scenarios in the workbook. Feedback is monitored on monthly, and an annual trainers meeting discusses any amendments required, such as updating scenarios. We have an E-Learning resource that is used, which covers all aspects of EDI.

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

Guidance:

- The policy should clearly state that you will not tolerate discrimination, bullying or harassment on the grounds of sexual orientation or gender identity and/or trans identity. These may be listed along with other protected characteristics.
- The policy should cover incidents towards service users from employees, towards employees from service users, and between service users.
- The policy should include clear information about how to report an incident and how complaints are handled.
- The policy does not need to be published as a formal document and could, for example, be displayed on your website.

Yes

Upload the policy or relevant screenshots.

[B3-Dignity-at-Work.pdf](#)

Filename: B3-Dignity-at-Work.pdf **Size:** 708.3 kB

Describe where this policy is published and how it is made available to service users (max. 500 words).

Trust intranet (the Exchange).

8.12 In the past year, has the organisation communicated or promoted its services or products as being explicitly LGBT inclusive?

Guidance:

- The communication can be digital or physical.

Yes

Describe the reach of the communication (max. 500 words). Please include specific dates or time periods.

Yes, we promote LGBT inclusivity through a variety of mediums, such as our LGBT rainbow lanyard scheme, recently introduce the rainbow badge, use social media, our website and intranet as well as articles in our @WL magazine. Trustwide reach via our intranet, screensavers, plasma screens, social media accounts. Annual participation in London Pride, LGBT+ history month, live stories and articles using senior staff in the organisation to help raise the profile. Our LGBT+ staff network advertise and promote articles and listening events. Diversity Unit actively supporting initiatives and helping to drive the agenda on raising awareness and promoting inclusivity.

- Oct 2020 Launch of LGBT+ rainbow badges
- Autumn 2020 @WL magazine – Leaders talk about their LGBT+ experiences
- National Coming out Day – Story of a non-executive published on our intranet.
- LGBT+ staff network – listening event with Non-Executive director speaking about their experiences as a lesbian woman.
- Intranet and website publication ‘Being your true self at West London: Catherine’s story’ describing their journey to come out as non-binary.
- Executive Director – talks about her journey as a senior NHS leader who is a lesbian for Pride 2020
- Luke Pollard, MP, Shadow Secretary of State for Environment, Food & Rural Affairs joins the LGBT+ network group to speak about his journey as a gay man and the issues he has faced in parliament.
- June 2020 Celebrating LGBT+ in the year of the nurse – Short video of Ade, Nurse Manager talking about her experiences in terms of support and being inspired to come out. On our Intranet, website and YouTube
- May 2020 Documents uploaded onto Intranet pages – LGBT+ Community resource guide & Network Webinar
- Intranet article ‘Impact of COVID-19 on the LGBT+ Community’ published
- March 2020 Chief Executive speaks at a North Middlesex LGBT+ speaker event and published on our Intranet
- LGBT+ poetry competition – winning article published on intranet.
- February 2020 LGBT+ History Month – ‘The community that inspired Harry’ Intranet article from a member of staff on intranet and website.
- LGBT+ Open events advertised on our intranet – such as Equali-tea fundraiser event for Stonewall.
- 2019 – Celebrating LGBT+ History events across the Trust, e.g. Broadmoor event with discussions, films and general awareness raising session with patients.

Upload an example communication.

[Ade video for Pride.png](#)

Filename: Ade video for Pride.png **Size:** 83.7 kB

Pre-meeting review for: Spencer Bundschuh

Completed - 23 Nov 2020

Score: 67% (30/45)

Pre-meeting review

First area of focus:

Option 6: Policies and benefits

Stonewall feedback:

This is a great place for you to be in and there are some really quick wins that you can partake in to tighten up these policies to ensure that they are fully LGBT inclusive. The process of review is a great start but we are also looking for information as to how this is communicated to employees and what that looks like. We would also like to see how the policies could be made more clear to ensure that all employees are aware that WEST London NHS Trust take a zero-tolerance approach to HBT bullying and harassment with explicit examples provided in the body of the documents.

When we are discussing gender neutral facilities we do not generally recommend only having accessibility toilets as gender neutral but rather we would like to see all toilets be made gender neutral or at the very least have some toilets that are at every location (sans accessibility ones).

Overall a really solid section with some quick updates that your CAM can help you with!

Second area of focus:

Option 10: Leadership

Stonewall feedback:

I am really pleased to see that the you have been able to have your board push through a proposal that will enhance LGBT inclusivity in the workplace. We would like to see how the board and senior management receive invitations to LGBT specific conferences and seminars and what this communication looks like. It is not necessary for the individuals to attend but simply that you have a systemic way in which they are informed of these opportunities.

It definitely seems as though senior management and the board are really invested in pushing for LGBT inclusivity in the workplace and what they are currently doing is definitely heading in the right direction!

Third area of focus:

Option 14: Service delivery

Stonewall feedback:

It is great to see that you are taking the service user journey very seriously when it comes to LGBT inclusion!

I can definitely understand the limitations of trying to collect diversity and monitoring data when there is an emergency situation and how these patients being treated in the community can further complicate this. For the question regarding a review of the service user journey in the past year, is this something that would regularly happen outside of the current situation? If not, is definitely something we recommend starting to conduct as this data is imperative to understanding if there are any barriers or issues that are consistent and can be fixed. We would also highly recommend implementing a systemic way in which service users can be consulted with and complaints specific to LGBT issues can be documented and addressed.

Overall, it is really great to see the work that you are putting into increasing your LGBT inclusivity across your organisation and I look forward to seeing what you are able to achieve over the next year