



**Greater Manchester  
Mental Health**  
NHS Foundation Trust

# **Annual Equality Report 2020**

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## 1. Equality information

The Equality Act (2010) Public Sector Equality Duty (PSED) requires the organisation to publish annually equality information. This report includes information, disaggregated by service, on the protected characteristics of our workforce from 1 October 2018 to 30 September 2019 and our service users as at September 2019. We aim to publish our annual equality report in January each year in line with statutory requirements set out in equality legislation.

Summaries of the proportional make-up by protected characteristics of the local populations of Bolton, Salford, Trafford, Greater Manchester and the North West from the 2011 census are also included to enable comparison of the protected characteristics of our workforce and service users with those of the general populations.

## 2. 2019/20 Trust's Equality Objectives

The Public Sector Equality Duty requires the trust to publish equality objectives at least every four years. The trust's corporate equality objectives reflect the priorities set out in the organisations Equality, Diversity and Inclusion strategy 2019-2021. Actions related to the strategy are updated at the Trust Equality, Diversity and Human Rights Meeting.

The equality objectives for April 2019-April 2022 are:

Objective	Examples of Progress
We will Improve the access and experience of service users	<ul style="list-style-type: none"> <li>• A cultural awareness platform has been developed on GMMH's intranet page. This holds information about different religions, cultures and an eLearning module for cultural competencies.</li> <li>• We have worked in partnership with the LGBT Foundation to develop a transgender advocacy service and procured training for GMMH staff.</li> </ul>
To work towards better health outcomes for service users	<ul style="list-style-type: none"> <li>• Access Able has surveyed all GMMH premises and produced an accessibility guide for service users and staff.</li> <li>• GMMH has developed an easy read platform for staff to access easy read materials for service users.</li> </ul>
Ensure workforce is representative and Supportive	<ul style="list-style-type: none"> <li>• Increase in BAME staff in GMMH workforce</li> <li>• Development of the Disability confident scheme</li> </ul>

	<ul style="list-style-type: none"> <li>• Review of Disciplinary policy and changes made to ensure inclusivity.</li> </ul>
Promote an inclusive leadership culture	<ul style="list-style-type: none"> <li>• Introduction of reverse mentoring scheme</li> <li>• Development of formal leadership development programme</li> </ul>

Through analysis of the equality data set out in this report, alongside other available information on the equality challenges within the local health economies, services will set local equality objectives to run alongside 2020/21 business plans. These local equality objectives will be published on the trust's webpage in April 2020.

### 3. Equality Delivery System 2 (EDS2)

EDS2 is an assessment tool designed to measure NHS equality performance with an aim to produce better outcomes for people using and working in the NHS and to gather equality evidence that demonstrates compliance with the Public Sector Equality Duty (PSED) of the Equality Act (2010).

The goals are: better health outcomes, improved patient access and experience, a representative and supported workforce and inclusive leadership.

This year GMMH considered Goal 3: **A representative and supported workforce** and Outcome 6:

***'Staff report positive experiences of their membership of the workforce'***

#### 3.1 EDS2 Workshops

Equality and Diversity leads were tasked with delivering presentations to events and meetings throughout their respective services following a previous presentation by Human Resources to the Trust's Equality and Diversity Group.

The presentation is embedded below:



EDS2 presentation  
(002).pptx

#### 3.1.2 Grading Result

Workshops were delivered in Bolton, Salford and Substance Misuse services. Using the grading format, the staff who attended scored the evidence provided as;

Position	Description	Grading
<b>Underdeveloped</b>	People from all protected groups fare poorly compared	<b>17%</b>

	with people overall OR evidence is not available	
Developing	People from only some protected groups fare as well as people overall	39%
Achieving	People from most protected groups fare as well as people overall	39%
Excelling	People from all protected groups fare as well as people overall	5%

### 3.1.3 Comments

A number of comments were recorded during grading's:

- Improve access to BAME Network
- Identify Equality and Diversity champions
- Develop flexible working patterns in place for staff with health issues
- Health and well-being events
- There's a lack of evidence across the board about protected characteristics of staff
- Recruitment days which are open to all
- Employ staff with mental health problems
- Peer mentors
- Support for staff with dyslexia and learning disability

### 3.1.4. Identified actions

No.	Action	Lead	Target date	Progress	RAG
1	Enhance profile of BAME Network	Tracy Tsaki and Linval Smith	ongoing	The network continues to expand and enhance its profile.	
2	Develop role of Equality Champions	Cathy Lovatt	January 2020	We have 120 EC's across the organisation sharing good practice. We have developed #equalitychampion for twitter.	
3	Recruitment accessible to all communities	Juliette Tait	ongoing	Identification of communities initiated	

4	Report on employment of staff with mental health diagnosis	Juliette Tait	ongoing	ESR accessible to staff	
5	Increase number of peer mentors	Claire Watson	ongoing	Numbers continue to grow and are reported in the Trust Quarterly Experience report	

### 3.2 Next steps

The Trust's Equality and Diversity Group will choose which goals and outcomes will be the focus for our 2020 EDS2 Grading. Work will be coordinated and undertaken by the Equality and Diversity Group around the outcomes over the year, culminating in a presentation and grading at Prestwich in November 2020. A web page will be developed on the Trust web site to collate evidence of work undertaken to improve outcomes and staff, service users, carer and members of the public will be invited to complete a grading in December 2020 over a two-week period.

## 4. Key Equality Achievements 2019

### 4.1 Strategies

#### 4.1.1 Equality, Diversity and Inclusion Strategy

GMMH launched the Equality, Diversity and Inclusion strategy in February 2019. The development of the strategy included consultations with staff, service users/carers and external stakeholders to understand organisational gaps and identify priorities moving forward.

The consultation involved 621 staff members completing an online survey; here are some of the highlights of what GMMH staff said about our organisation;

- 76% of staff agreed that our services were accessible to all service users
- 80% of staff felt our services provide personalised care to all service users
- 74% of staff said GMMH provides inclusive career progression
- 89% of staff generally feel that GMMH supports all staff.

However, 25% of staff recognised more is needed to be done for service users with disabilities and for those staff who reported that they had felt disadvantaged and held back, the majority cited the reason for this was due to their gender or race.

Additionally, a number of staff reported that they are carers outside of work and highlighted this can sometimes have a negative impact to how they are treated in work. The Trust Carer Lead has ensured this priority has been included in GMMH's Carer, Family and Friends Strategy 2018-2021 and has contributed to Greater Manchester Carers in Employment Delivery Group and developed a 'best practice toolkit' for Managers to assist in supporting their working carers.

The EDI team approached a range of clinical services and consulted approximately 50 service users.

Here are some of the issues service users highlighted;

- Interpreters did not always attend on time
- Disabled facilities not fit for purpose. Two service users reported there were not enough ramps for wheelchair access and the disabled bathrooms/equipment were not suitable
- The multi-faith facilities were poor; however, all agreed they had good access to chaplaincy services.
- Staff reported they did not feel confident providing services to transgender service users and requested more education and guidance.

The EDI strategy has been scoped around the EDS2 domains and significant progress has been made in 2019.

#### **4.1.2 Quality Improvement Strategy and Trust Strategy**

In 2019, GMMH developed a Trust Strategy and Quality Improvement Strategy. Over 200 service users and carers were consulted as part of this process. This invaluable feedback has influenced the priorities identified and ensured service user and carer involvement is at the core of organisational vision and future direction.

#### **4.1.3 Service User Engagement Strategy**

Last year we reported that we had updated and re-launched our Trust Service User Engagement Strategy after consulting with service users from Manchester (following the transition of Manchester services into the Trust). The strategy contains over 60 commitments to engagement that demonstrate our priorities to:

- Improving collaborative care planning;
- Learning from feedback from our service users and carers;
- Involving service users and carers in service planning and development;
- Co-delivering our services with people with lived experience of mental health difficulties.

All services are well underway with their own local action plans that detail how they will meet these priorities over the next two years. We are now developing our assessment framework to assess services which brings together engagement standards from our own Service User and Carer Engagement Strategies, the national Triangle of Care standards, ACOMHS (Accreditation of Mental Health Services by the Royal College of Psychiatry) and The Care Act. Service users and carers will form part of this assessment process.

## **4.2 All protected characteristics**

### **4.2.1 Communication**

GMMH communications department engage closely with service users/carers when developing marketing and communications materials. In 2019, the department facilitated service user and carer-led branding sessions for new services/ initiatives to ensure branding, images and messages reflect our diverse communities. An example of this is our recent Mutual

Respect campaign where the communications team attended service user forums and staff meetings to identify key messages.

The communication department is currently creating a photo bank of images that reflect the modern NHS in Greater Manchester and that represents the diversity of our local communities. The plan is to have a wide variety of photos that includes everyone with protected characteristics, so that our health and care information is inclusive and accessible to all.

The Trust has launched an internal communications campaign to promote our new Equality Champions initiative. There has been approximately 180 pledges from staff to be Equality Champions. All GMMH's Equality Champions wear the NHS Rainbow badge to indicate their commitment to Equality and Diversity.

## 4.2.2 Splash Screens

The Trust produces monthly equality and diversity splash screens to engage with staff. The splash screens appear on all Trust staff desktops for three days at the beginning of the calendar month.

Each splash screen contains information about religious days, festivals and observances for the coming month and special days that relate to protected characteristics. Splash screens have included information about age, ethnicity, faith, disability and sexual orientation.

## 4.2.3 Splash Screen Example

**Equality, Diversity & Human Rights Calendar December 2019**

**Dates to remember this month!**

- 1st World AIDS Day
- Advent Sunday – Christian
- 2nd Bank Holiday – Scotland
- International Day for the Abolition of Slavery
- 3rd International Day of Persons with Disabilities
- 6th Saint Nicholas' Day – Christian
- 8th Feast of the Immaculate Conception – Christian
- Rohatsu (Bodhi Day) – Buddhist
- 9th International Anti-Corruption Day
- 10th Human Rights Day
- 12th Feast Day of Our Lady of Guadalupe – Catholic Christian
- 18th International Migrants Day
- 20th International Human Solidarity Day
- 21st Yule – Litha – Wicca / Pagan Northern And Southern hemispheres / Christian
- 22nd Winter Solstice
- Chanukah – Jewish
- 24th Christmas Eve – Christian
- 25th Christmas Day – Christian
- Bank Holiday – England, Wales, Scotland, Northern Ireland and ROI
- Feast of the Nativity – Orthodox Christian
- 26th Saint Stephen's Day – Christian
- Boxing Day
- Bank Holiday – England, Wales, Scotland, Northern Ireland and ROI
- Zarathoshti Diso (Death of Prophet Zarathushtra) – Zoroastrian
- 28th Holy Innocents – Christian
- 29th Feast of the Holy Family – Catholic Christian
- 31st New Year's Eve/Hogmanay
- Watch Night – Christian

**International Day for the Abolition of Slavery. 2 December**

The International Day for the Abolition of Slavery, 2 December, marks the date of the adoption, by the General Assembly, of the United Nations Convention for the Suppression of the Traffic in Persons and of the Exploitation of the Prostitution of Others (resolution 317(IV) of 2 December 1949).

The focus of this day is on eradicating contemporary forms of slavery, such as trafficking in persons, sexual exploitation, the worst forms of child labour, forced marriage, and the forced recruitment of children for use in armed conflict.

**DECEMBER 10 INTERNATIONAL HUMAN RIGHTS DAY**

The Universal Declaration of Human Rights empowers us all. The principles enshrined in the Declaration are as relevant today as they were in 1948. We need to stand up for our own rights and those of others. We can take action in our own daily lives, to uphold the rights that protect us all and thereby promote the kinship of all human beings. #StandUp4HumanRights

**Merry Christmas! Advent. 1 – 24 December**

Advent, meaning 'coming', is an important part of the Christian calendar preparing for the birth of Jesus and on Christmas Day. Advent lasts for four Sundays and ends on Christmas Eve. Many Advent customs involve counting down the days until Christmas begins. An advent wreath is lit which has five candles, one for each of the four Sundays leading up to Christmas Day and one for Christmas Day itself.

**Happy Hanukkah! Sunset 22 - Nightfall on 29 December**

Hanukkah or Chanukah is the Jewish Festival of Lights. The festival begins on the 25th day of Kislev and is celebrated for eight days. The word Hanukkah means rededication and commemorates the Jews' struggle for religious freedom. The festival marks the phenomenal victory of a group of Jews called the Maccabees over the Syrian Greeks, the most powerful army of the ancient world. At the end of the three-year war, the Maccabees recaptured Jerusalem and rededicated the temple. When the Maccabees rededicated the temple, they discovered a single cruse of oil with the seal of the High Priest still intact. When they came to light the eight-branched temple candelabrum, the menorah, they had enough oil to last only a day, but the menorah miraculously stayed alight for eight days. This became known as the miracle of the oil.

## 4.3 Service User and Carer Engagement

### 4.3.1 Recovery Academy

Over 25 service users/carers are involved in the delivery of our Recovery Academy courses. This includes course development and co-producing training. Staff and service users work

together to produce an overview of each course, which is communicated to anyone who is experiencing mental health or substance misuse problems, their supporters (family, friends and loved ones, Trust staff, volunteers, students on placement and other health care professionals via our printed prospectus and website. By ensuring a wide variety of people, including those with protected characteristics, are engaged with our Recovery Academy means that we are consulting with a wide audience and the way our courses are delivered and communicated appeals to a broad cross-section of people

#### **4.3.2 Service User and Carer Engagement**

As part of our service user and carer involvement scheme, service users and people who look after someone can get involved with the Trust in the following ways:

- Providing their views as a representative at a service improvement meeting or working group.
- Getting involved in the recruitment and selection process of staff.
- Helping inspect our buildings for the purposes of audit or PLACE Inspection (Patient Led Assessment of the Care Environment).
- Co-deliver our training (as part of the Trust induction or as a Course Tutor for our Recovery Academy)
- Speaking at an event
- Contributing to the development of policies or reviewing information

We know it is important that as many service users from as wide a range of backgrounds and social groups as possible are able to take part in our involvement scheme and are supported properly to do this. We encourage services to advertise widely when they have roles available and complete our role templates to ensure consistency across our services and provide service users and carers with an indication of what they will be expected to do.

When a vacancy is advertised, we are looking for applications from lots of people who have used GMMH's services, particularly in the last twelve months, as well as their carers and families.

There may also be occasions when someone with experience of our services over twelve months ago, either directly themselves, or indirectly as a family member/carers, can apply for a role to share their lived experiences as part of our service development and service delivery initiatives.

Current opportunities are listed on our [website](#) and/or advertised by flyers and on noticeboards in the services where roles are available.

Examples of service user and carer engagement between October 2018 and September 2019 include:

- Development of our new collaborative care planning resources to improve engagement in care. Service users and Volunteer Peer Mentors developed a care plan folder for patients to keep their care plan in and other related information. They also developed a range of interactive resources to encourage discussion, problem solving, relapse

prevention and self-help materials. Finally, they developed an outcome-monitoring tool so we can evaluate the impact of these resources.

- Service users, volunteers and staff with lived experience of mental health difficulties have been involved in the development of staff training as part of the plans to improve psychosocial skills amongst all staff groups. They have developed and piloted a 5 day programme which focuses on trauma informed care, empathy and validation, Motivational Interviewing, Compassion Focussed and Behavioural Activation interventions.
- The development of our new buildings, including the design of our new community building in Harpurhey, North Manchester, offering better access to psychological therapies.
- Translation of minutes into a deaf friendly format within our John Denmark Unit.
- Involvement of service users in our in-patient sexual safety collaborative project with NHS Improvement with the aim to improve sexual safety within in-patient settings.
- Development of training with service users from Perinatal services to raise awareness of the impact of becoming a new parent on mental health, and the development of the first Peer Support Apprentice in Perinatal services.
- Communications Department has worked with substance misuse practitioners in creating illustrations depicting scenes of recovery and co-production. These will be tested in workshops with service users and carers as well as staff and then the final designs will be used in documents for Achieve Salford and aimed at families and young people to improve engagement.

In addition, our new 'Service User and Carer Engagement Facilitator' is in post, who is connecting with local service user groups, mental health forums and third sector organisations supporting vulnerable people from diverse groups, in order to listen to their feedback and ensure this reaches Executive Management and Board level within the Trust. A series of patient experience videos have been produced to share people's experiences of care and where improvements need to be made.

We regularly take part in events and awareness weeks that celebrate the benefits of co-production and engagement, sharing good practice and highlighting the contribution of people who use services and their carers to developing better mental health services. For instance, we have taken part in the Experience of Care week (22-26 April) and Co-production Week 2019 (1-5 July) to promote the week's internally and externally with a adverts on all staff computer backgrounds, news articles for our intranet and website, infographics and social media activity throughout the week.

#### **4.4 Carers**

Following last year's consultation around our 'Hidden Carers' Campaign, The Carer Lead and Communications Team have developed a poster campaign to go out across Inpatient areas. Using the imagery and campaign messages that resonated the most with our consulted carers/carers groups, the campaign is to encourage those caring for somebody on one of our

wards who do not see themselves as a 'carer' to do so. It encourages family and friends to self-identify and make themselves known to ward staff.

After a period of consultation with carer groups/forums, we have developed a new Recovery Academy Course to commence in the Autumn/Winter 19-20 prospectus: 'Looking after Yourself-Health and Wellbeing for Carers, family and friends'.

Over the last 12 months, The Trust Carer Lead has developed a series of Carer Case Studies based on real carer experience. These are utilised at Trust Induction, team away days, training for preceptorship nurses and bespoke awareness sessions following carer complaints. A series of Carer 7 minute briefings have been developed and rolled out using upheld carer complaints and feedback.

Business style cards have been developed to promote to carers how they can feedback on their experience of the Trust as well as promoting our Service User and Carer Engagement Database. These are sent out to carers when they are identified at admission/referral to further develop a network of carers, family/friends to get involved in strengthening how GMMH identified, supports and involves carers.

Carers Week 2019 saw us launch our new 'Carers Matter' eNewsletter. Carers can sign up to receive this on the Trust website. This is a bi-annual newsletter to keep carers, family members/friends of service users up-to-date with the work we do to help young and adult carers and their families across the Trust. This is to ensure carers know how they can get involved with our wider engagement work as well as the ways GMMH can support carers; from our advice sessions and information leaflets, to our training courses. A bi-annual paper Newsletter 'Because You Care' is in development for a winter 2019 launch.



We have developed a Carer Peer Mentor training package to support services in having dedicated carer peer mentor posts. Following accessing the Level 2 award in Peer Mentorship, carers can now access a two-day Family Interventions Training programme. A Carer PM role description has been drafted and circulated to services with a number of services looking to recruit to the role.

Following last year's launch of our Carers and Confidentiality Booklet, we have developed further resources to assist with staff-carer communication. We have 'An Introduction to Confidentiality for carers, family and friends' posters, a four page booklet for carers around Lasting Powers of Attorney and a 'Carers Information Sharing Form'. This is for use where the service user has chosen to not share information with the carer or for where writing down their thoughts, concerns and views would help to inform the care provided by the team involved. It

is to allow carers to share their insight with us about the person accessing services, without impacting on the confidentiality of the service user.

## **4.5 Volunteers**

GMMH has 159 volunteers working across the Trust in a variety of roles which encourages better engagement with our service users and carers. 38 of these volunteers are in post as Volunteer Peer Mentors and so have lived experience of mental health and/or addiction problems in order to provide mentorship and support to others who may not be as far on their journey of recovery as they are. There is now evidence (published in the Lancet, July 2018) that peer support cuts readmission to crisis and in-patient services.

Other volunteer roles include Volunteer Activity Assistant's which was a role developed in direct response to feedback from service users about boredom in the in-patient environment. In patient areas, also have Volunteer Visitor Liaison roles to support carers visiting their loved ones.

We hold events to recruit and celebrate our volunteer workforce and promote volunteering opportunities available across the Trust. We held a 'Spring into Volunteering' recruitment event in March and our 'celebration of Learning' event in National Volunteer Week and during the National Festival of Learning.

## **4.6 Age**

### **4.6.1 Young people and social media**

The Trust regularly posts an average of 30 messages on Facebook and Twitter per week, plus interactions with social media users. Content includes Trust updates, news and events, as well as popular culture articles and blog posts around the topics of mental health and substance misuse, to target young people. The Trust has also launched several YouTube video campaigns to target young people with specific Trust-related messages.

The Trust are targeted young people through partner organisations such as Young Minds and promotion of activities on our CAMHS wards.

The Trust has also worked closely with buzz on social media to share their resources on mental health and wellbeing which are accessible to a young audience.

GMMH has recently set up an Instagram account to target a younger demographic.

Below is an example of an equality information board at one of our Child and Adolescent Wards.



## 4.7 Disability

### 4.7.1 Dementia

GMMH's Open Doors project run a monthly dining club for people living with early onset dementia in Salford.

The dining club provides a way for people living with young onset dementia to take part in a social activity that will help improve their self-esteem and meet people in a similar situation. The Open Doors Young Onset Dementia Dining Club takes place on the first Wednesday of every month in restaurants of the groups choosing across Salford.

This service was invited to be involved in an international collaboration with Singapore and Auckland. This film project highlights the benefits of dementia service users participating in research and showcasing the Neighbourhoods and Dementia Research Programme.

GMMH also backed and promoted a new campaign aiming to get more people in Greater Manchester involved in NHS research. Join Dementia Research (JDR) are calling on people to take their own action against this life-changing condition by joining JDR. Greater Manchester has been selected to spearhead the JDR campaign due to the outstanding dementia clinical research already being carried out in the region. The campaign, titled Embedding Research in Care (ERICA), is part of the government's Dementia 2020 strategy.

### 4.7.2 Learning Disability

GMMH completed and submitted the national NHS/England Learning Disability Framework. Any actions that have been identified have been added to the EDI strategy action plan (2019-2021).

During 2019, GMMH developed an online easy read platform, this holds easy read material for staff to utilise when providing service users with information about their care and treatment.

### 4.7.3 Autism

GMMH launched an Autism Strategy 2019-2021. This commits to enhancing staff training around autism, supporting leadership, scoping out services, involving autistic service users in service design and designing pathways. An Autism eLearning package has been developed and is available for staff.

#### **4.7.4 Deaf Services**

The trust communication department has worked closely with the John Denmark Unit on an initiative called 'Communication Sunburst' which is a tool that captures a clinically relevant overview of a person's communication skills in a visual format. The team helped the JDU produce a professional assessment pack comprising of a manual booklet, a DVD with BSL explanation and software for an electronic version.

The team also assisted the JDU in making a deaf-friendly welcome film for service users and their families, carers and friends, to gain an insight into life on the wards.

We developed a BSL, subtitled film that provides an overview of all the services GMMH provides. The film sits on the 'Our Services' section of our website and is also available on GMMH's YouTube channel. We have also developed a way on our website to enable British Sign Language users to contact us using a Sign Language interpreter, through the Interpreters Live! Service, provided by Sign Solutions.

We ensure Sign Language interpreters are present at all major Trust events, such as our Celebration of Learning & Volunteering event, Annual Members Meeting, Launch of our Service User Engagement Strategy etc.

Minutes of meetings are now available in a deaf friendly format at our John Denmark Unit.

#### **4.7.5 Accessible Information Standard**

We have fully implemented and conform to the Accessible Information Standard, which has been in force from the 31 July 2016 by law.

The [Accessible Information Standard](#) tells organisations how they should make sure that disabled patients receive information in formats that they can understand and receive appropriate support to help them to communicate.

The Trusts has an AIS policy and has marketed this internally across the Trust via emails, a working group, staff e-newsletters, our intranet and PC splash screens as well as externally via meetings, posters, our website, newsletters and social media.

There is training for all staff and this is mandatory depending on job –role.

We have also created a new page on our [website](#) to promote the Accessible Information Standard, which can be found in the Service Users and Carers section and is highlighted with a graphic in the rolling bar on the home page of our website.

On our website, we have also provided an update about the Accessible Information Standard in the following formats; audio, BSL video with subtitles, Adobe PDF, Word Doc and Easy Read.

Our website complies with the World Wide Web Consortium's (W3C's) [accessibility standard](#).

## **4.7.5 Staff Disability Passport**

As part of our commitment to supporting staff who live and work with a disability, the Trust has worked closely with trade union colleagues, and members of the WDES (Workforce Disability Equality Standard) Working Group in order to create the Employee Passport – Supporting Staff with Disabilities, which came in to effect August 2018 and has been positively received by staff and managers. The employee passport aims to enable discussion between the employee and their line manager in relation to the individual's disability, allowing for any barriers to be removed, and necessary support (including reasonable adjustments) to be put in place. This in turn allows for us to maximise the potential of each employee in the workplace. The document is owned by the staff member, and as such, should their line manager or role change, the information is readily available. This supports the continuity of any support that is required for the individual in the workplace.

In terms of enhancing the use of the Employee Passport during 2020/21, the Trust is due to launch a new approach to managing employee wellbeing. The Employee Passport will feature explicitly within this new approach, and as such will be referenced in all manager guidance and training.

## **4.8 Race**

### **4.8.1 BAME Staff Network**

The organisation has a BAME staff network, which engages with HR and GMMH staff. Here are some highlights over the past year;

- delivering engagement sessions to focus on the WRES action plan
- securing £3000 dragons den money to host Black history month events and raising awareness about the network.
- establishing a BAME network committee to support staff who struggle attending meetings.
- supporting the reverse mentoring programme
- opening opportunities, leadership programme starting in January 2020.
- supporting staff wellbeing event and trust inductions.
- review of the Disciplinary policy and procedures.
- delivery of Women's only workshop called #IAMREMARKABLE on the 11th of November 2019, arranged by the BAME network(open to all women)

## **4.9 Refugee and Asylum Seekers**

The trust's Asylum-Seeker Mental Health Consultation Service is unique in the UK, providing specialist mental health assessment, management and prescribing advice and consultation to Salford GPs referring patients who are asylum-seekers and refugees.

The service also has access to Clinical Psychology and Counselling via the Primary Care Psychology Service. The team includes two GPs with special interests in mental health, an outreach worker, a dedicated administrative worker and team manager. It is co-located with the Primary Care Psychology Service in a new, welcoming, appropriate and accessible base next to Salford precinct. The service is recognised regionally and nationally for its specialist knowledge and culturally sensitive care of asylum-seekers with mental health problems.

The service has recently contributed to a book which is recognised and acclaimed; Migrant Health A Primary Care Perspective WONCA (World family doctors caring for people).



#### 4.10 Religion and Belief

The chaplaincy team continues to expand; GMMH's recent additions are a Jewish Chaplain and three volunteer chaplains, a humanist, an African Christian and a Buddhist. GMMH continues to provide chaplaincy services to Pennine Care.

The Spiritual Care Strategy was launched in 2019. The Chaplaincy Coordinator undertook a broad consultation process with service users, staff and carers over a twelve-month period. Each consultation involved the Chaplaincy Coordinator, an interested service user and a willing staff member. Consultations also took place with carers and were initiated and supported by the Carer Lead for the Trust.

The range of service user's, staff and carers who expressed a religious/non-religious faith or belief included; Islam, Judaism, Humanism, Agnostic, Christianity, Self-styled religion, Quaker, Atheism, Rastafarianism and Spiritualist.

The Chaplaincy Coordinator met with approximately thirty service users, twenty staff and ten carers in private meeting areas.

Summary of themes that emerged from the consultation:

- Recognising the impact that spirituality has on mental wellbeing for our service users, carers and staff
- Recognising the value that service users, staff and carers place on a Chaplaincy service
- Service users want more help from the multidisciplinary team in addressing their spirituality
- Service users, staff and carers identified the importance of spiritual spaces as an essential resource within health care environments i.e. multi faith rooms/spiritual care hub

These were the priority areas for 2019-2021; Sharing the vision, Promoting the Spiritual Care and Recovery course, Establishing a Spiritual Care hub, Initiating a multidisciplinary network of staff committed to implementing spiritual care, Increasing the diversity of faiths and non-faiths in the Chaplaincy Team and Continuing to build good relation with all faith/non-faith groups across Greater Manchester.



#### **4.11 Sexual Orientation**

GMMH commissioned the LGBT Foundation to deliver the Pride into Practice programme. The programme involves reviewing GMMH policies, environments and delivering LGBT awareness training. The two pilot sites chosen were an older adult ward in South Manchester and a Community Mental Health team in Salford. Learning from these pilots will be reviewed in light of rolling out to the organisation. One outcome will be to improve sexual orientation monitoring in service users clinical records.

The EDI team and communications team delivered the NHS rainbow badge scheme in 2019.

Over 1000 members of GMMH now wear this badge and signed the LGBT aware pledge.

The Adult Forensic service has introduced a LGBT support group for service users.

##### **4.11.1 Pride**

As a Proud Employer, GMMH attends many of the local Gay Pride events over the summer months to demonstrate how we are a LGBT-friendly employer and Diversity Champion NHS trust.

In August 2019 over 200 staff attended Manchester Pride representing GMMH

##### **4.11.2 LGBTQIA staff network**

The Trust has a LGBT staff network which feeds into the Inclusive Network and EDI meeting. The group meets to raise awareness and champion ongoing LGBT initiatives.

##### **4.11.3 Stonewalls Diversity Champions Programme**

GMMH is proud to be taking part in Stonewalls Diversity Champions Programme. The Programme is a best practice-sharing forum in which organisations receive support from Stonewall with their work towards lesbian, gay, bi and transgender equality, with the aim of creating a fully inclusive workplace for all staff.

We believe that our staff have the right to be treated with dignity and respect and that the workplace should be free from discrimination and harassment. By taking part in the Diversity Programme, we will be able to measure how inclusive the trust is and help monitor our policies, actions, values and services. Enabling us to further support our staff and service users.

We are currently working with Stonewall and the trade unions in making sure our policies are as inclusive as possible.

##### **4.11.4 Transgender**

We have procured transgender training and this has been delivered to EDI leads and CAMHs services. We continue to run a LGBT session at our Recovery Academy which is available for all.

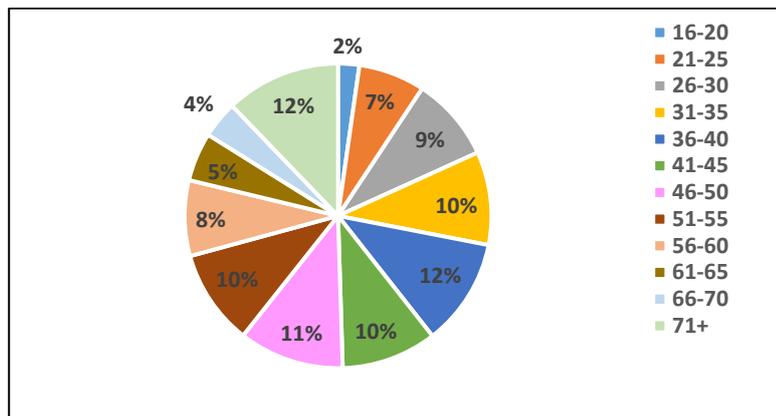
We have worked with LGBT Foundation to develop a Trans Advocacy Worker and are in the process of developing referral pathways.

We continue to wait for the Greater Manchester Transgender guidance to roll out in GMMH.

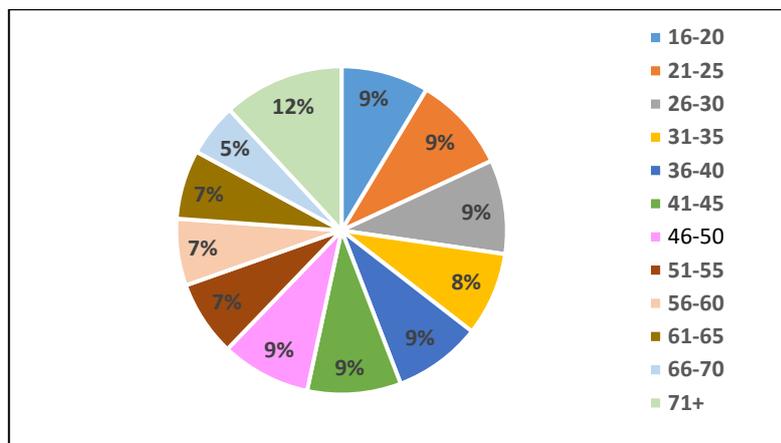
## 5. Equality Monitoring: Service users

- Age

### Trust-wide data



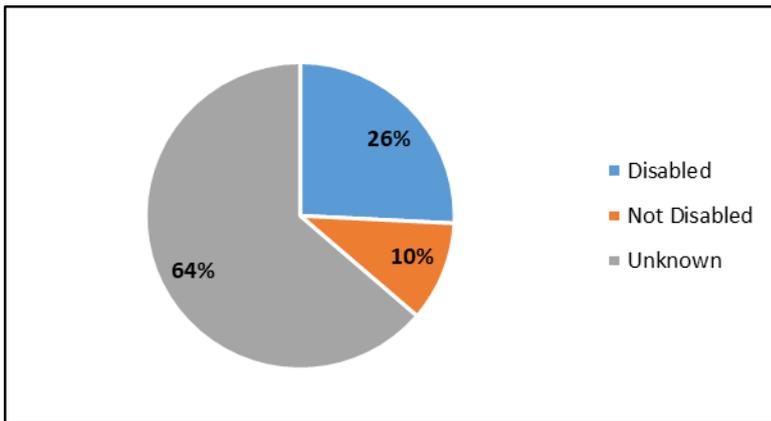
### Greater Manchester Age Census



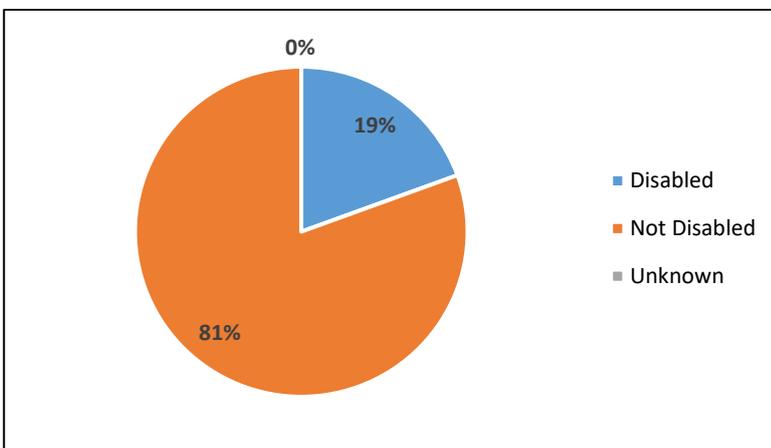
There are no significant differences between trust wide service users' age and Greater Manchester's population.

- **Disability**

### Trust-wide data



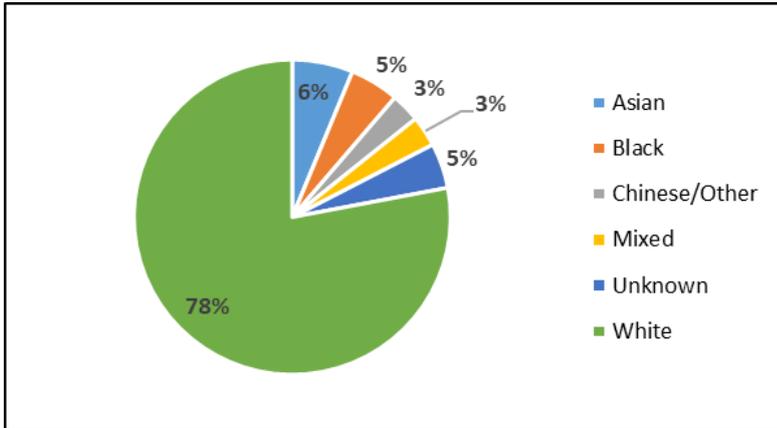
### Greater Manchester Census Disability



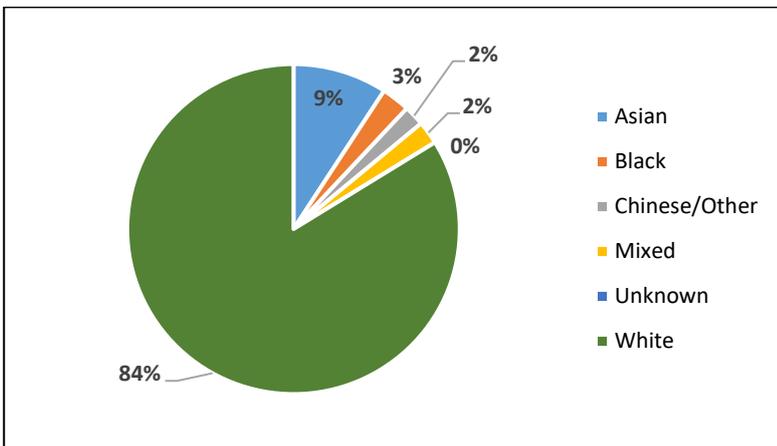
There are 26% of service users recorded as being disabled this year compared 17% last year. 64% of service users' disability status was recorded as unknown, down from 72% in 2018. The recording of disability has significantly reduced since the changeover of patient recording systems.

- Race

### Trust-wide data



### Greater Manchester Census 2011 Ethnicity



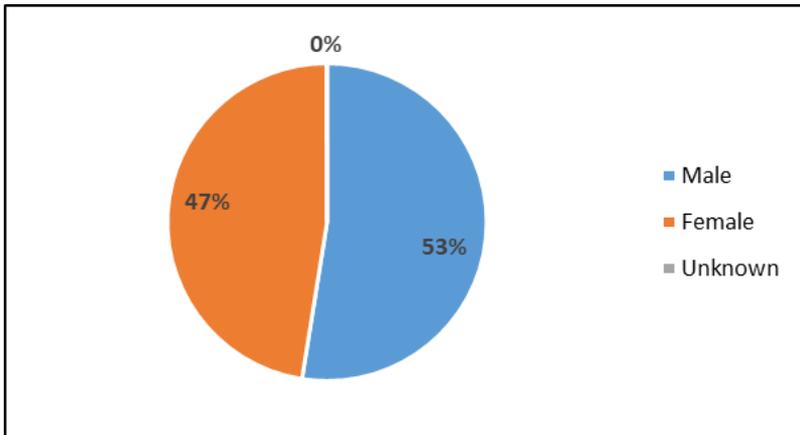
There is a slightly higher percentage of BAME service users (17%) using trust wide services compared to 13% of Greater Manchester’s population. This figure has reduced from 18% last year.

There has been an increase in the percentage of Asian service users using trust wide services (9%) compared to last year (7%).

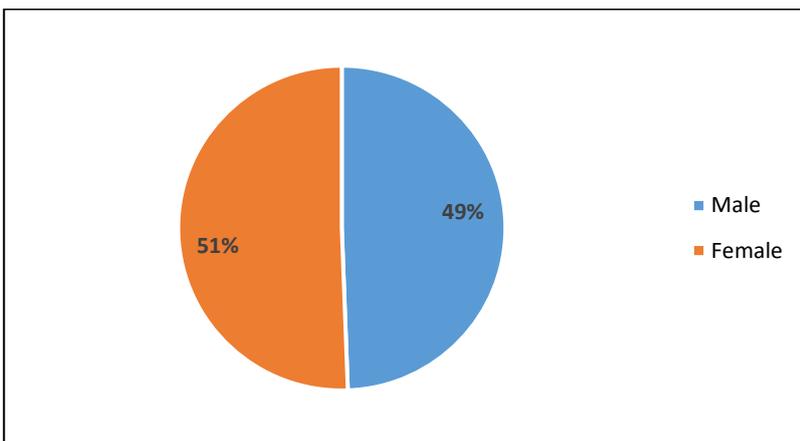
The service users whose race status is recorded as unknown has decreased from 10% last year to 9% this year.

- **Sex**

**Trust-wide data**



**Greater Manchester 2011 Census Gender**



There is a no significant difference between the trust's gender split compared to Greater Manchester's population

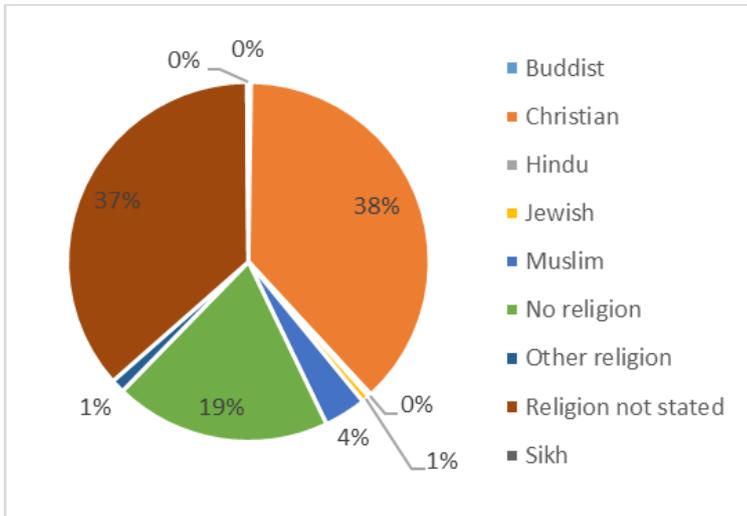
- **Sexual Orientation**

**Trust-wide data**

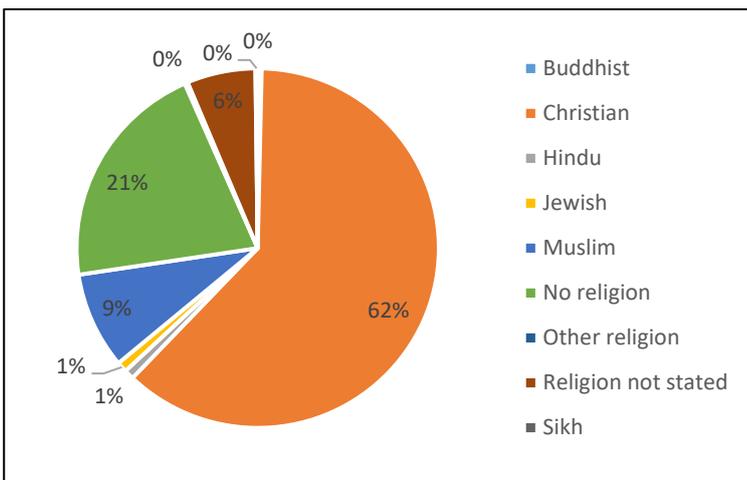
There is no Greater Manchester Census to compare. This was not included in last year's report, therefore unable to compare. 42% of service users have not had their sexual orientation recorded. This is partly due to Manchester changing electronic systems and the overall need to improve on asking and recording. In the GMMH Equality, Diversity & Inclusion Strategy there is a priority to improve recording and education surrounding recording sexual orientation.

- Religion and Belief

**Trust-wide data**



**Greater Manchester 2011 Census**



37% of service users have either not been asked or stated their religion. In the GMMH Equality, Diversity & Inclusion Strategy there is a priority to improve recording and education surrounding recording religion and belief.

**5.1 Local Equality Monitoring**

Please see appendix 2 for service equality monitoring reports. Actions arising from these will be highlighted in the Trust Equality, Diversity & Human Rights meeting.

**5.2 Equality Monitoring of Complaints**

Data was collected from October 2018 – September 2019, during which 837 complaints were logged.



Complaints work  
book.xlsx

## **6. Equality and Diversity GMMH Workforce**

### **6.1 Trust Board Equality Monitoring**

Board composition was drawn from the Trust's position at February 2020.

#### **Age**

- 43% of the trust's Non-Executive Directors are aged between 56 and 60 compared to 7% of Greater Manchester's population
- 86% of the Trust's Executive Directors are aged between 41 and 60 compared to 34% of Greater Manchester's population

#### **Disability**

- 14% of Non-Executive Directors are disabled.
- 57% of Executive Directors disability status is recorded as not declared, which has increased from 11% in 2019

#### **Race**

- 14% of Non-Executive Directors are recorded as BAME compared to 16% of Greater Manchester's population
- 14% of Executive Directors are recorded as BAME compared to 16% of Greater Manchester's population

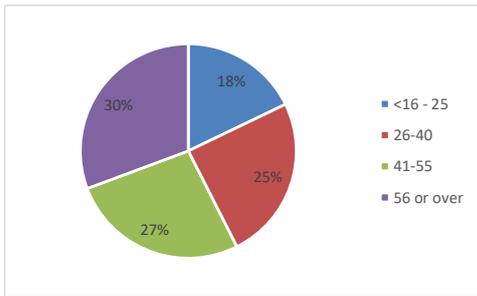
#### **Sex**

- 43% of Non-Executive Directors are male compared to 49% of Greater Manchester's population
- 43% of Executive Directors are male compared to 49% of Greater Manchester's population

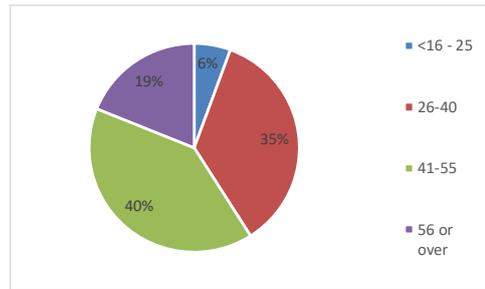
### **6.2. Workforce Equality monitoring**

The data used in this report has been taken from the 2018 Equality, Diversity and Human Rights Schedule, which is an annual submission in November to our Commissioners. Workforce data was drawn from the trust's position at September 2019. There were 5128 staff members employed by GMMH.

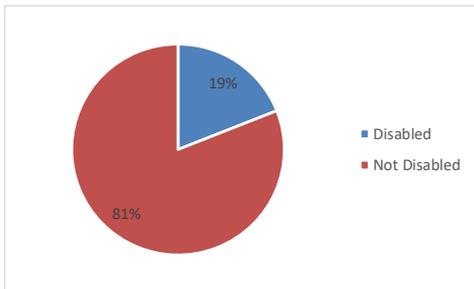
Age of Greater Manchester's population as per 2011 census



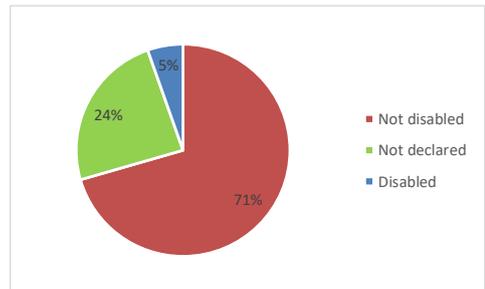
Age of Trust's workforce as at September 2019



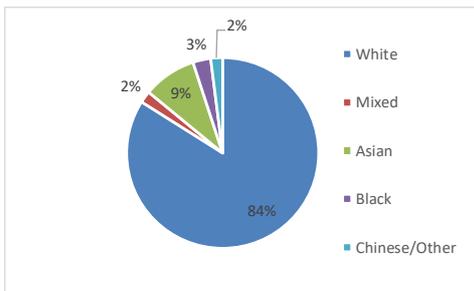
Disability of Greater Manchester's Population as per 2011 census



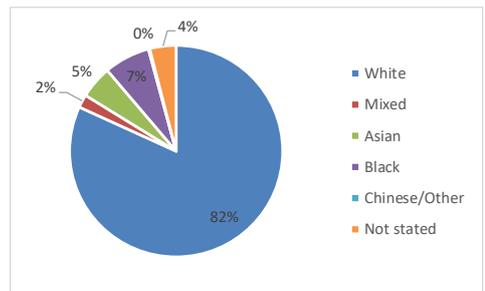
Disability of Trust's workforce as at September 2019



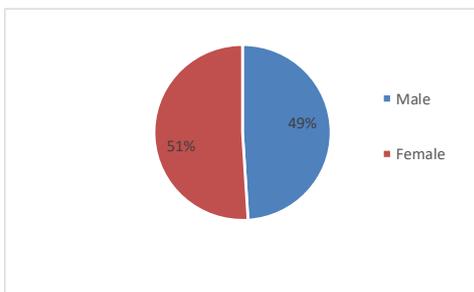
Race of Greater Manchester's population as per 2011 census



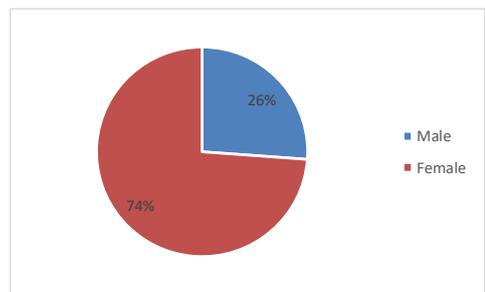
Race of Trust's workforce as at September 2019



Sex of Greater Manchester's population as per 2011 census



Sex of Trust's workforce as at September 2019



- There are proportionally more 26 to 45 year olds employed at trust wide (35%) compared to the Greater Manchester's population (25%)
- 24% of trust wide's workforce have not recorded their disability status. This has decreased from 27% last year.
- There is a lower percentage of BAME staff working trust wide (14%) compared to Greater Manchester's population (16%).
- There is a smaller percentage of Asian (5%) people working trust wide compared to Greater Manchester's population which is 9%
- There are proportionally fewer male staff trust wide (26%) compared to Greater Manchester's population (49%)

### 6.3 Equality monitoring of race and pay banding-2019 information

<b>Band</b>	<b>Non-Clinical % BAME</b>	<b>Clinical % BAME</b>
Band 1	1%	0%
Band 2	47%	0%
Band 3	26%	0%
Band 4	10%	1%
Band 5	5%	29%
Band 6	7%	30%
Band 7	1%	15%
Band 8 - Range A	1%	5%
Band 8 - Range B	0%	1%
Band 8 - Range C	0%	0%
Other	1%	19%

### 6.4 Equality monitoring of sex and pay banding-2018 information

<b>Band</b>	<b>Female</b>	<b>Male</b>
Band 1	0%	1%
Band 2	21%	30%
Band 3	14%	12%
Band 4	8%	2%
Band 5	18%	14%
Band 6	19%	16%
Band 7	9%	6%
Band 8 - Range A	4%	1%
Band 8 - Range B	1%	1%
Band 8 - Range C	0%	1%
Other	7%	16%

Link to trust gender pay gap report:

<https://www.gmmh.nhs.uk/gender-pay-gap-reporting>

#### 6.4. Trust wide equality monitoring of recruitment and selection



EDHR data 2018.19  
.xlsm

#### 7. Equality & Diversity/Human Rights Training

Equality and Diversity training is mandatory for all staff. All staff have a session on unconscious bias during their induction to the trust; subsequent training is then delivered via ELearning modules. The content of the training is comprehensive, covering all protected characteristics, the trust's obligations regarding the Public Sector Equality Duty, and the expectations on staff.

#### % workforce achieving trust's specific level of competency as of December 2019

ESR Organisation	Required	Completed	%
437 Bolton Services	367	340	93%
437 Corporate Division	687	641	93%
437 Health and Justice Service	175	162	93%
437 Mcr Central & City Wide Services	365	338	93%
437 Mcr North Services	528	493	93%
437 Mcr South & Trafford	518	482	93%
437 NHSE Services	724	685	95%
437 Psychological Therapies Services	357	337	94%
437 Rehabilitation Services	114	113	99%
437 Salford Services	491	464	95%
437 Substance Misuse Service	234	228	97%
Trust Total	4560	4283	94%

The Trust total has increased from 90% in 2018 to 94% in 2019

The GMMH Recovery Academy provides co-designed sessions on culture, different mental health conditions, faith and recovery, health and wellbeing, overcoming stigma and deaf awareness.

## 8. Staff Survey



Staff survey dynamic  
report by protected cl

## 9. Workforce Race Equality Standard Work Plan

The Workforce Race Equality Standard was adopted by the trust in September 2015. The table below details key indicators and key actions the trust has committed to for 2018 / 19.



Final Workforce  
Equality Action Plan ii

## Appendix 1

**Local services –Equality monitoring of service user, workforce and action plan updates.**

Please contact Tom Woodcock: [tom.woodcock@gmmh.nhs.uk](mailto:tom.woodcock@gmmh.nhs.uk) for divisional equality reports.

# Appendix: 2 Staff survey



Staff survey dynamic  
report by protected cl