



FREDIE Annual Report 2022-2023



FOREWORD

This FREDIE Annual Report details the activities and work carried out by City Health Care Partnership CIC (CHCP) to enable the organisation to demonstrate its commitment to the principles of FREDIE which stand for: Fairness, Respect, Equality, Diversity, Inclusion and Engagement

The Annual report will be submitted to the Executive Board and will be published on our Equality, Diversity, and Inclusion web page.

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1. Introduction

City Health Care Partnership CIC (CHCP) is committed to developing, supporting, and sustaining a diverse workforce that is representative of the community it serves. Equally we are committed to the provision of services that respects our increasingly diverse populations and which promotes equality of access and care. The organisation continues to embed the principles of FREDIE weaving them into the company's business plans and strategies.

The FREDIE strategy takes into consideration the organisations strategic objectives and values, whilst also identifying the aim to deliver equity and fairness to all in our care and employment.

2. FREDIE Strategy

CHCP's FREDIE strategy is part of the organisation's People Plan. The strategy supports the workforce and help monitor the progress on the Equality initiatives and key outcomes which are reported to the FREDIE steering group. The other workstreams that form the people plan are Wellbeing, Recruitment and Retention, Learning and Development and Leadership.

Given the vast equality agenda, FREDIE also has its own strategy and objectives which are key to ensuring compliance with the Equality Act 2010 and the Public Sector Equality Duty, giving due regard to:

- Eliminate unlawful discrimination, harassment, and victimisation
- Advance equality of opportunity between different groups fosters good relations between different group.

3. FREDIE Steering Group

The key activities and accomplishments of the steering group during the period of this report have included:

- Oversight and monitoring of the FREDIE action plans.
- Facilitating a FREDIE engagement event with an external speaker being invited to discuss Diversity within the workplace.
- Contributed to the completion of the NHS Equality Delivery System, identifying accountable and responsible colleagues to monitor the progress against the recommended actions.
- Continued to oversee the staff network groups activity providing support and guidance where required.
- Gained accreditation as a Disability Confident Leader.
- Continued to support the project search program offering opportunities for developing young people into employment.
- Reported on national standards and frameworks to ensure compliance.
- Annual Report submitted to the Executive Board



- Reviewed and updated the FREDIE strategy, agreeing objectives for the year ahead.

Objectives for 2023-24 include:

- Embed the principles of FREDIE (Fairness, Respect, Equality, Diversity Inclusion and Engagement) throughout the organisation to be become a more inclusive employer encouraging participation and engagement across the workforce.
- We will ensure all our people are provided with equal opportunity to reach their full potential and create an environment and culture of lifelong learning.
- Work collaboratively with external partners to address existing and deep-rooted inequalities and contribute to reducing or removing these inequalities to support vulnerable groups within the local communities including those with protected characteristics.
- Incorporate Health Inequalities as a strategic priority developing a communication and oversight approach whilst aligning Core 20 plus 5 approaches operationally.
- Comply with National Equality Frameworks and Legislation introducing clear action plans to monitor progress.
- Engage with service users to improve access and experience through networks and forums.

4. Projects and Achievements

4.1: Inclusion within Sexual Health

The Sexual Health service are passionate about embedding FREDIE values into the service with some members of the team meeting on a regular basis to promote inclusivity at every level. Some of the key achievements over the past year include:

- changing all toilets on the 4th floor at Conifer to gender neutral
- working with the electronic patient records provider to update the templates used in consultations, they are now gender inclusive.
- Changing all consent forms used for procedures to be gender inclusive.
- Worked with East Riding commissioners to secure funding for a community-based PrEP (Pre-Exposure Prophylaxis) worker in the East Riding to support people who don't know or are reluctant to access PrEP.
- Provided training to the team on supporting people that are neuro- diverse.
- Working closely with the Accessible Information Standards officer, created a booklet about sexual and reproductive health to support people with a learning difference.

4.2: Disability confident



As a disability confident employer since November 2017 and with re-accreditation looming, in November 2019 we assessed what progress had been made so far, where we were and where we wanted to be. We put a proposal to the Equality Diversity and Inclusion Steering group for CHCP to start to work towards the next level, Disability Confident Leader.

The journey started there, so armed with our assessment we looked for local Disability Confident Leaders whose experiences we could learn from. There were just two organisations locally, Choices and Rights Disability Coalition and Enviromail Ltd; after approaching both organisations Enviromail Ltd agreed to work with us and support us to gain Disability Confident Leader accreditation. Enviromail Ltd are a Green Sustainable Social Enterprise organisation and 80% of their workforce staff have a disability; they have all been recruited from volunteers.

The process to become a Disability Confident Leader includes an internal assessment followed by an external assessment, which checks and verifies evidence presented in the internal assessment. The external assessment/verification process was delayed because of the pandemic and didn't take place until early 2022, with the full process and accreditation being confirmed by the Disability Confident Team at the Department of Work and Pensions on 4 August 2022.

Disability Confident Leader is about supporting people with a disability into work and continuing with this support while they are in the workplace. CHCP has made several positive changes to policies and processes, including:

- amending the recruitment process to actively attract people with disabilities
- providing reasonable adjustments passports and guidance to managers
- awareness training
- involvement in employability programmes such as Project Search.

We are proud to be the first health care provider in Hull and the East Riding to achieve Leader status and will continue to work to this level by supporting our local communities, ensuring that people with a disability are given the best opportunities to fulfil their potential and realise their aspirations. We encourage other organisations to become a Disability Confident Employer or Leader and will support them to achieve this wherever we can.

4.3: *Armed Forces update:*

A lack of engagement with the Armed Forces community was identified by CHCP. The aspiration was to improve CHCP's relationship with members of the Armed Forces community, by achieving the Defence Employer Recognition Scheme (ERS) Silver Award in 2023. During this project, other organisational Armed Forces achievements were discovered, therefore pledging to Step into Health and becoming Veteran Aware accredited were added aspirations.

Preparation for the ERS Silver Award application required improvements to practices relating to the Armed Forces community and demonstrating CHCP's support for defence personnel. Additionally, CHCP must advocate and align the organisational values with the Armed Forces Covenant. The improvements to practices included implementing a guaranteed interview scheme for Veteran's and introduced a dedicated Reservists Policy to provide Reservists with 5 days paid leave for annual



training. CHCP has established strong relationships with local and national Armed Forces community focussed organisations, sharing best practice, and attending forums. We have also established a new staff network group for the Armed Forces community, enabling the network to influence policy making and monitor existing policies to ensure equity for the Armed Forces community is considered, also using the network to organise internal events and initiatives. All staff have been sent Health Education England's Armed Forces e-learning programme to spread awareness. Surveyed all staff to encourage them to update their ESR record if they are a member of the Armed Forces community and now record all applicants through the TRAC recruitment system.

On 17 March 2023 CHCP applied for the Defence Employer Recognition Scheme Silver Award, anticipating a positive outcome late summer 2023.

Pledging to Step into Health means CHCP will connect with members of the Armed Forces community, this can be by offering training opportunities, clinical and general work placements, insight days and job application support. Additionally, Step into Health's candidate management system facilitates spouses or dependents of an actively serving Armed Forces person to be signposted to other organisations because of deployment and having to move to another location. This works both ways where existing staff members may leave our organisation, or we are referred potential candidates with relevant experience to help fill our job vacancies. CHCP has pledged to Step into Health and is currently awaiting a response.

Lastly, becoming Veteran Aware accredited ensures members of the Armed Forces community, whether they currently work or have worked in the military, as well as service families, are not disadvantaged in the care they receive. To better support our patients, CHCP are encouraging the Armed Forces community staff network group to attend champion training. The aim is to roll this out to all staff so that there are champions in each service. The role of a champion is to help problem solve and provide the relevant support for staff and patients from the Armed Forces community. Amendments to existing policy are required so that Veterans are considered priority where clinically appropriate, asking all service users "have you, or your spouse or partner, ever served in the UK Armed Forces?". If their current symptoms/illness are because of their time in service, CHCP records should indicate the individual and prioritise their treatment of that condition.

After liaising with the Regional Director of Veteran Aware Accreditation, CHCP will be applying for the Veteran Aware Accreditation.

4.4: *Neuro-Diverse Pathways:*

The rise in adult diagnosis of Neurodiverse conditions has prompted discussions around how best to support our neurodivergent employees within the organisation. Neurodiversity is where neurological differences are seen as natural variations of the brain, by recognising, accepting and respecting that we all think differently allows our neurodivergent colleagues to be themselves when at work. During the reporting period the occupational healthcare service (occwellbeing) received referrals from managers to support staff who have discussed the possibility of being diagnosed as Dyslexic (5) or Autistic (2) given these numbers in addition to those staff members



that had declared their diagnosis through the Disability staff network group work commenced to scope out what we, CHCP could do to support our workforce.

Working together, the occwellbeing team along with the organisations strategic lead (FREDIE) developed pathways to support colleagues with referrals for assessment for these two neurodiverse conditions. The outcome of which four staff have been referred via Humber Adult Autism Diagnosis Service for an assessment in respect of autism spectrum disorder and three have been referred to a local Dyslexia service for assessment. A dyslexia assessment/diagnosis incurs a cost which CHCP has agreed to fund, and a Service Level Agreement has now been put in place with Dyslexia Sparks a local charitable organisation.

The pathways are an exceptional way of promoting inclusivity across the organisation and work is currently underway to support with other conditions such as ADHD, Dyspraxia and Dyscalculia.

4.5: Makaton

Makaton training sessions are now being offered internally with the sessions being designed to promote inclusion and communication for all. There has been a real appetite for this training with many of the sessions arranged for 2023/24 being fully booked. The ultimate aim is for all staff, particularly those who are patient facing to know some fundamental signs that are keywords commonly used by patients and colleagues with the opportunity for staff to engage in further training if they felt this would benefit their service or team.

The training so far has evaluated very well with some of the feedback including "*This was excellent training - I feel ready to use some of the signs I have learnt and think it will really help our patients*" and "*Loved this training, I have wanted to do this for so long and feel lucky to have had the chance to attend*".

There are two regional Makaton Tutors employed by CHCP, both of whom are due to attend further training at the end of May to train them to communicate in advanced safeguarding conversations, recognising signs that people may use to indicate that they are at risk of abuse or exploitation. This training will then enable the Tutors to embed these signs into training and every day CHCP practice. There is currently a third member of staff undertaking the Makaton tutor training which will support the organisation to deliver more training internally and provide an opportunity to income generate by sharing the knowledge with other partners and community services who may work with Makaton users.

This is an exciting time for CHCP. Makaton aligns nicely with the FREDIE principles as it promotes inclusion and celebration of difference supporting the workforce, patients, and service users.



4.6: DFN Project Search

Just 17% of adults with a learning disability in the UK are in paid employment and CHCP have pledged to support in raising this figure by offering project search (an employability program) as an opportunity for local young adults to develop skills to support them into employment.

Working in collaboration with the local authority and a local education provider, CHCP is the host business for project search Hull. The program commenced in 2021 after being identified by NHS England, Health Education England, NHS Improvement and NHS Employers as the first community-based Health Care Provider to facilitate the program. The first year saw seven young people being recruited to the program with a variety of work placements being available for them to work within and develop their skills, by the end of the academic year (July 2022) three had left the project for personal reasons, leaving four that graduated. Out of these four, three of them are now in paid employment, two being within CHCP and one within Wilberforce College. We are now in our second year with six young people, they have had several different placements and each of them have developed and grown in confidence over the year so far. Graduation for these six will be in July 2023 and we are currently working with managers across the organisation to consider options for employment.

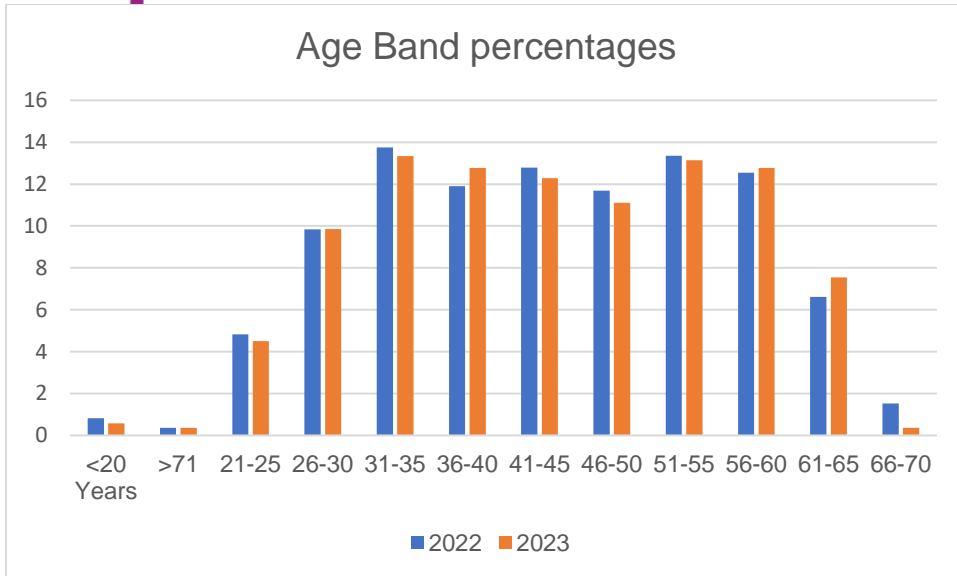
5. Workforce Demographics

This section of the report provides detailed information about CHCP employees which has been taken from the electronic staff records.

The information looks in detail at numbers of staff in post and provides information related to age, gender, ethnicity, religion, disabilities and sexual orientation and staff groups across CHCP CIC as 31 March 2023. The total number of the workforce reported on is 2,466 and is inclusive of 2043 substantive and (423) bank staff.

- **Age Profile**

When considering the age of the workforce, the age range 31- 35 reports as the highest with a headcount of 328 (13.34%). When considering recruitment and retention regarding age, there is a clear indication that CHCP is attracting a younger workforce with the highest age band of those recruited over the year 2022 – 2023 being 26 – 30 with a headcount of 77.



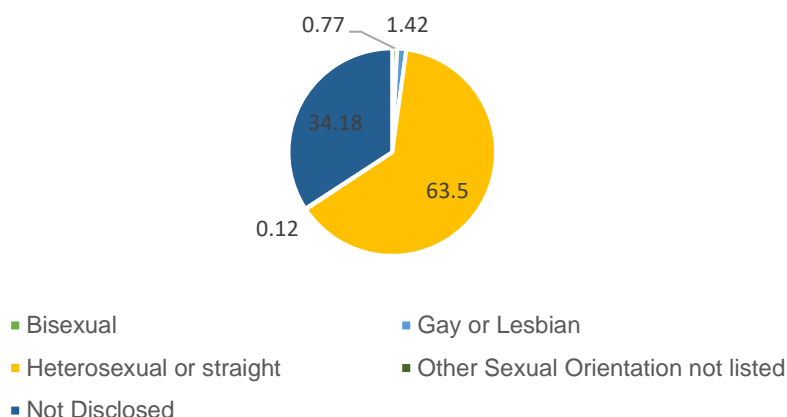
- **Gender Profile**

The gender of the workforce remains consistent with previous years with 87.5% (2,157) identifying as female and 12.5% (309) there is not currently an option within the Electronic Records System to choose trans woman or trans man, this is a national system and is one of the changes proposed. When analysing the workforce data considering Gender/Pay Bands, the highest percentage of males (37%) and females (50%) are paid within the agenda for change pay bands 1 – 4. The lowest percentage as would be expected are paid at band 8 and above with males (6%) and females (4%).

- **Sexual Orientation**

The reporting in respect of Sexual Orientation is consistent with previous years with 63.5% declaring heterosexual, 2% LGBTQ+ and 34% choosing not to declare (this figure has reduced by 5% since the previous year). The evidence suggests the reason for the reduction is due to new starters declaring their status rather than the existing workforce updating their records.

Sexual Orientation Totals



- **Ethnicity Profile**

The data remains consistent with previous years with white British being the prominent ethnicity across the organisation reporting at 89% of the workforce, other white backgrounds report at 2% and all other groups i.e., black, Asian, and mixed report at 3%. There are 6% of the workforce that choose not to declare their ethnicity.

Whilst considering new starters through the reporting period March 22 to April 23, 9% of the new recruits identified with ethnicities other than white British. This evidence shows that CHCP is on the right track to increasing the diversity of the company.

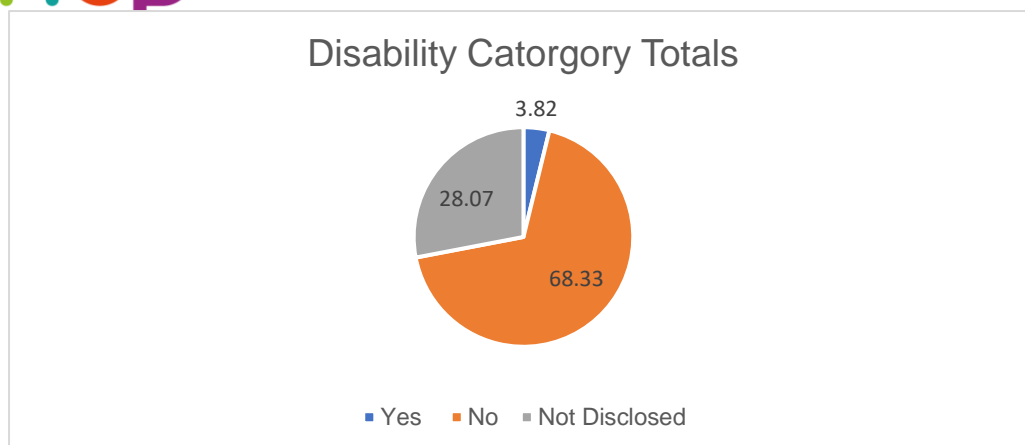
- **Religion**

Although a slight reduction of (3%) since the previous year there are still 43% of the workforce that choose not to disclose their religion whilst 10% select other as an option. Christianity reports as 31%, Atheism reports at 15%.

Other religions listed include Buddhism, Hinduism and Islam and Sikhism all of which when grouped together report as 1%

- **Disability**

The staff disability network group is well attended, and members are keen to encourage members of the workforce to update their personal data within ESR, particularly regarding declaring a disability. However, despite this and regular communications in place there are still a high proportion of the workforce that choose not to declare their disability status (28%) with just 3% disclosing that they are disabled.



On monitoring the demographics of new staff appointed during this reporting period 5% have disclosed a disability however those that choose not to declare is still high at 20%. Over the coming year promotion around the importance of declaring demographics will be incorporated into the inclusive recruitment activities.

As in previous years there is inconsistency when comparing these figures with the outputs of the colleague survey which reports 24% declaring a disability, 74% stating no disability and just 1% not providing a response.

6. Monitoring of Complaints by Ethnicity

Below table illustrate the number of complaints, concerns , compliments and comments recorded by ethnicity.

Ethnicity	Comment	Complaint	Compliment	Concern	Grand Total
Black African	1	1		3	5
Indian			1	1	2
Mixed white and Asian				4	4
Mixed white and black Caribbean	1			3	4
Not stated	39	122	196	553	910
Other ethnic category				4	4
Other mixed		2		4	6
Pakistani				2	2
White - British	10	31	98	262	401
White - other white	1			13	14
(blank)	13	7	128	38	186
Grand Total	65	163	423	887	1538



7. Human Resource Activity

7:1 Training

The organisation reports that 89% of staff are compliant with the FREDIE Training. The training is offered to all new staff as part of the induction programme and then again as an annual refresher session which can be done face to face or online.

Throughout the reporting period several training packages have been developed working with the learning team and the staff network members, these include Hearing Impairment, Visual impairment, Autism, ADHD, and LGBTQ+ awareness. We have also developed a reverse mentoring package which is currently being piloted by members of the staff network groups alongside of some of the Senior Managers.

7:2 Colleague Survey

Colleague survey results continue to improve regarding questions relating to Equality Diversity and Inclusion and sees an increase of 3% from the previous year when responding to the question; does CHCP act fairly regarding career progression/promotion, regardless of ethnic background, gender, religion, sexual orientation, disability, or age? The overall response rate that agreed was 75%, and when breaking down further into three of the protected characteristics the report shows, Ethnicity 46%, Disability 71% Sexual Orientation 76%

Unfortunately, there was no improvement in this year's reports in respect of the question that asks, have you been personally bullied or harassed within CHCP in the last 12 months, this remained at 6% the same as the previous year. An action taken from this is to look at developing a zero-tolerance framework whereby staff members will be able to raise concerns as they occur informally and feel confident and comfortable in doing so.

Regarding the specific questions relating to the principles of FREDIE, the outputs showed that 90% of the respondents are aware of FREDIE, which is consistent with the previous years, 86% believe that the organisation embeds these principles (an increase of 1%) and 87% believe that CHCP is an inclusive employer (an increase of 1%)

7:3 Policies and guidance relating to equality and diversity include:

All Human Resource Policies go through a process of review, which includes the completion of an Equality Impact Assessment, staff consultation and ratification by the policy development group. The following policies are all linked to FREDIE.

- Equality Policy
- Recruitment & Selection Policy
- Flexible Working Policy
- Grievance Procedure
- Anti-Bullying and Harassment
- Trans Inclusivity



- Disciplinary Procedure
- Family Leave Policy inclusive of Maternity, Paternity and Adoption
- Accessible Information Standards Policy
- Whistleblowing Policy
- Supporting Employee Attendance Policy
- Reasonable Adjustments, Managers Guide
- Workplace Adjustment Passport

8. Conclusion

To conclude, we are proud to report on the great work and achievements that have occurred within this reporting period which demonstrates a real commitment for embedding the principles of FREDIE across the organisation. We will continue to engage with the workforce promoting these principles to bring about a culture where all staff feel comfortable and confident to be their own self and look to seeing further examples of good practice being shared in future reports.

End of Report