“Difference must not be merely tolerated, but seen as a fund of necessary polarities between which our creativity can spark.”

—Audre Lorde
# Issue Seven

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News from the EDI Team

The theme for this 7th edition of the EDI Bulletin is stepping up, being proactive and participating. We explore how the Stonewall Workplace Equality Index submission affects all BSUH staff. We ask: how can we as individuals contribute to LGBTQ+ equality in our teams and work areas? How can we celebrate differences in experience due to our sexual orientation and at the same time make sure that we include different needs, viewpoints and ways of thinking? Diversity in life-experience contributes to differences in problem-solving and thinking which can diminish the problems associated with group think and contribute to innovative change and improved working practices.

Statutory and mandatory equality training

While we have met many of you through the face-to-face statutory and mandatory training sessions delivered across sites, this is just a reminder that there is always an option for all staff to ask for additional awareness sessions. Perhaps you want to know more about different types of unconscious bias? Maybe you would like help with developing your role as an LGBT+ ally? Or you may want additional team training in the use of interpreters, or knowing what to say about sexual orientation monitoring. Or perhaps you have implemented an initiative in your area which has driven inclusive practice and would like to share it with others. Just drop us an email.

Inclusive employers

BSUH is now a member of Inclusive Employers. It means we have access to resources, guidance and shared best practice so we can continue to develop as an inclusive workplace. Further information can be found on the Equality Hub or the Inclusive Employers website https://www.inclusiveemployers.co.uk/.

Recruiting, retaining and valuing employees - Disability Confident

BSUH was shortlisted for the Employers Network for Equality and Inclusion (enei) awards in recognition of reducing barriers for disabled people at BSUH. Babs Harris and Simon Anjoyeb were at the awards and met with Paul Deemer (Head of Diversity and Inclusion, NHS Employers). Simon Anjoyeb is the disability work stream lead and covers areas such as recruitment, retention of disabled employees, signage across the Trust, equity for patients with learning disabilities and much more. You can find resources on disability on the EDI team’s website (www.equalityhub.org). We recently posted information on getting feedback from service users who are disabled and an easy read guide on cancer for those with learning disabilities.
Stonewall WEI: Have you done your part?

“It’s so important to me to be part of an organisation which values diversity and fairness. The Stonewall WEI is a respected benchmarking tool that enables employers to measure their progress on lesbian, gay, bi and trans inclusion. We are currently a Stonewall Diversity Champion and in 2014 were ranked number 10 in the organisation’s Healthcare Equality Index. BSUH also reached number 72 in its Top 100 Employers list of 2012. Measuring ourselves against the standards of the Stonewall Index will help us identify the most effective way forward, and underlines our organisation’s willingness to learn and adapt our practices in response.” Marianne Griffiths, CE

Stonewall Workplace Equality Index (WEI) and the BSUH submission

The deadline for our submission is fast approaching - 7th September. BSUH has to submit evidence across 10 categories ranging from service user feedback to visible senior role models to procurement.

What are the wider implications of submitting evidence to the Index? How does it help assess the culture of the organisation? Are staff being proactive in thinking of ways to contribute?

The approach to the Stonewall submission varies from organisation to organisation. At BSUH, staff are expected to interrogate issues relating to inclusion - every single one of us has a moral duty to treat each other with value, respect and consideration. This is especially important when confronting and addressing historic socio-cultural and political prejudice which often becomes embedded in ways of working and the culture of an organisation.

So, how have different areas made progress towards LGBTQ+ inclusion? Are allies in different ward areas wearing signifiers such as rainbow lanyards? This is a helpful way to demonstrate a welcoming environment and helps allay fears of anticipatory homophobia and transphobia. Have staff taken the initiative to ask for additional awareness sessions on sexual orientation and gender identity? Or are they confident that they will treat those of different sexual orientations and gender identities with consideration based on knowledge. Are staff able to understand the daily concerns that LGBTQ+ people (across ages, ethnicities, disabilities etc.) have about accessing healthcare? If not, why is this not being considered? Have those who recruit others stepped forward to ask for unconscious bias awareness sessions? If not, is this because people are confident that they have explored all their biases and can confirm that their recruitment approach and strategy is bias free?

Numerous studies continue to show bias in recruitment practice across the NHS. Studies also continue to show bias in the way people treat those they feel unfamiliar around and that they prefer to spend time or hire those who they feel are like themselves.

How about role models? Is it easy for a junior member of staff to be their authentic self if there are few visible senior role models or senior allies? Have people spent time considering why it is important to be your authentic self in the workplace or do they just accept self-censorship as a way of working? Is censoring who you are in the workplace a helpful way to use mental energy? What have staff-facing departments done to show that they value LGBTQ+ applicants and staff at BSUH? Have they reached out to community groups to see how they can improve patient experience when accessing services?
Stonewall WEI: Have you done your part?

It would be useful and give us all a sense of pride and achievement to have tangible examples of all the above from different areas across the Trust. It would demonstrate a commitment to embedding LGBTQ+ equality in the organisation in the daily work that staff undertake. **Organisational culture is basically what each and every single one of us do and contribute** - how we behave, how we interact with others, how we communicate and so forth - change can only come when each of us takes responsibility to make things better for everyone.

All staff survey for Stonewall WEI

As part of our submission we need staff to fill in a brief survey. You can access it through the staff info-net and there is an access code on the page itself which you will need. It is an anonymous survey and provides you with an opportunity to tell the organisation what it is like working for it. All staff across all sexual orientations (heterosexual, lesbian, gay, bisexual, asexual, pansexual etc.) should fill in the form.


Profiles of BSUH staff

In the run-up to the Stonewall WEI submission, the EDI team approached BSUH staff to ask if they would be willing to appear on the Equality Hub (ww.equalityhub.org) to talk about their experience working at BSUH and around LGBTQ+ initiatives. This is a useful exercise to help current staff understand the values and behaviours of the workplace better and for potential recruits to gain real insight into working at BSUH. Olivia King (Equality Advisor) often goes to careers fairs and schools/colleges and it is useful for younger people to see the range of people who work for BSUH. The EDI Team hopes to make this a rolling initiative so staff who consider themselves disabled and those with other diverse characteristics are encouraged to send in profiles too. You can read some of our most recent profiles on the next page.

All profiles are available at https://equalityhub.org/bsuh-nhs-trust-staff-profiles/

Have a read and tell us what you think. Or perhaps you would like to participate?

Send Olivia.King@bsuh.nhs.uk a picture of yourself and answer any or all of the following questions:

(a) What’s the best thing about working at BSUH?
(b) How did you come to work in your sector? What does your current job involve?
(c) At work, how do you think being LGBT relates to identity and why do you think it is important to support LGBTQ+ people and initiatives in the workplace?
(d) What’s it like being LGBTQ+ at your organisation?
(e) What are the reasons you have stepped up to be an LGBTQ+ ally?
Profiles of BSUH staff

Denise, Director

What’s the best thing about working at your organisation? It’s all about the people – those colleagues I work with in immediate teams and the great people I meet everyday across the organisation caring for people.

At work, how do you think being LGBT relates to identity and why do you think it is important to support LGBTQ+ people and initiatives in the workplace? Providing healthcare to people needs empathy and compassion whatever the role in the NHS – we can’t expect people to bring that if they can’t be their best selves. That means being respected and valued for identity however that has been shaped by their unique characteristics and life experience.

Janet, Senior Practitioner

What’s the best thing about working at BSUH? The sea views, the culture, values and behaviours in Children’s Critical Care, the children, young people and families that I work with, the cycle ride in the mornings, the Pride float, having a good manager, working in a great team ...

What’s it like being LGBT at your organisation? It’s OK. I think it’s easier for me as a confident, middle-aged English woman than it is for some other LGBT staff. The organisational culture is slowly improving and I’m glad to be part of that. It was great to see Senior clinical and board representation at Pride last year.

Neil, Communications

What’s the best thing about working at BSUH? The people. By far and away it’s the people – BSUH is a genuine community of passionate, caring people who welcomed me with open arms and who continue to support me as I get more involved with the stories in the trust.

At work, how do you think being LGBT relates to other parts of your identity? No one bats an eye when I refer to my boyfriend – “he’s just started a degree” or “I’m really proud of him because...”. As such, I don’t really think about it much at work because the culture I experience is open, equal and accepting. I’ve worked in places previously where I’ve had to be much more careful about what I say, censoring myself as I talk about things (or just not saying anything at all). It’s not like that here, and I’m aware what a privilege this is.

Lizzie, Non-Executive Director

What’s the best thing about working at BSUH? The energy and passion to provide excellent compassionate gentle care to every single patient every day. I watch staff who don’t know who I am nor that I am observing and see acts of kindness both small and large everywhere. Also a great team ethos - staff I meet talk about their colleagues with respect and affection.

At work, how do you think being LGBT relates to identity and why do you think it is important to support LGBTQ+ people and initiatives in the workplace? Our sexual orientation defines part of who we are as a person both at work and home. To embrace and value the whole person we need to celebrate and respect who they are in all aspects. Doing this allows us all to feel happy, comfortable, and valued at work and able to contribute all we can. It means we have a diverse and open culture that is rich and so better supports our success in both working with colleagues and in serving and understanding our diverse communities.

Simon, Deputy Head of Equality, Diversity and Inclusion

What’s the best thing about working at BSUH? I enjoy the people and the growing inclusiveness of the culture of the organisation. I feel I am appreciated and allowed to take initiative to get things accomplished. I feel that I am trusted.

What’s it like being LGBT at your organisation? I have been at the Trust for over 12 years, and I have never experienced any problems with being gay. I am openly out and do not need to self-censor.

Olivia, Equality Advisor

What’s the best thing about working in your organisation? It enables dedicated professionals to be innovative, creative and reflective.

As an LGBT person, what’s it like working in your sector? I can be a visible LGBTQ+ person and I get to work with people from all over the world. The NHS is the 5th largest employer in the world; most people in the country have contact with the service at some point in their lives. This means that all staff have the opportunity to have a positive impact on LGBTQ+ lives (across ethnicities, age groups, class, disabilities etc.) not just in healthcare but in wider society. I think this is a privileged position to be in, and it makes doing my job worthwhile.

More at https://equalityhub.org/bsuh-nhs-trust-staff-profiles/
Reporting a Hate Crime

Hate crime does not only impact its direct victims: the targeting of victims on the basis of their membership of a particular community communicates to all members of that group that they are equally at risk and do not belong.

A study in the UK involving over 3,000 LGBT and Muslim people found that simply knowing other people who have been the victim of hate crime increases individuals’ perceptions of threat, which in turn was linked to them experiencing heightened feelings of vulnerability, anxiety and anger.

Hate crimes can be perceived as ‘symbolic crimes’ that communicate ‘otherness’ and operate as an exclusionary practice. Increasingly support and legal services are recognising that the targeted community must be counted as secondary victims of the offender.

**How do we recognise a hate crime?** The offender’s actions are motivated in whole or in part by bias, prejudice or hostility towards a person because of their race, religion, disability, gender identity or sexual orientation. Anyone could be a victim of hate. For example, if someone shouts homophobic abuse at you, you are still the victim of homophobic hate, whatever your sexual orientation.

**When is hate serious enough to report?** If you are insulted? Offended? Scared? Threatened? Shoved? Attacked? All of these. If it happens, it’s serious enough.

**Why should people report hate?** Because earlier interventions can prevent escalation to violence. Nothing is too small to report - it all helps to build up a better picture of the problem of hate in our communities.

There has been a rise in hate crime in the country over the past year and priority areas for work are considered to be:

- Acknowledging victims of hate crime
- Ensuring effective investigation and prosecution
- Convicting hate crime offenders
- Making hate crime visible.

At BSUH if you experience or witness a hate crime, your first port of call is your manager who must fill in a Datix. You can also contact the EDI team directly, or the local police or fill out a form online.
Events and staff participation

September 9, National Dementia Carers Day

The day aims to offer everyone the opportunity to think about those who care for others with dementia. This is a section of society that is often faced with lack of support and awareness when trying to access health and social care services. If you are someone who has ever been in a caring role for a family member, friend or neighbour who lives with dementia, then you will be aware of the trials faced by all those concerned and also how the experience can enrich lives. On National Dementia Carers Day you can share your story on their website. The organisation focusses on the following areas:

- Recognition for carers
- Dementia awareness
- Dementia friendly communities
- Support the dementia challenge
- Positive press
- Empower people living with dementia
- Transparency of care
- Joint working and information sharing

Find out more at https://www.nationaldementiacarersday.co.uk

September 23, Bi Visibility Day

Bi Visibility Day has been recognised since 1999. People who are bisexual often face discrimination from heterosexuals and from lesbians and gay men. They are often unable to be themselves for fear of antagonism from a wide range of people. This year the EDI team would like to celebrate Bi Visibility and culture - it would be really good if staff who identify as bisexual and those who are allies stepped forward to contribute to the event. If you would like to participate or have an idea of what we can do to mark the event, contact the EDI Team.

October, Black History Month

Call out to BSUH staff who have ideas and would like to contribute to recognising Black History Month. A fifth of our employees are people of colour/black and minority ethnic so it is a great opportunity to put in place initiatives over the month. Perhaps you would like to write an article for the Equality Hub? Run an information session at the AEB.? Get in touch with the EDI Team.
Windrush Leadership Programme

70 Florence Nightingale Foundation Nurses and Midwives

Introduction

Health Education England has joined forces with the Florence Nightingale Foundation to offer this career development opportunity to recognise the contribution of “Windrush” nurses and midwives across the 70 years of the NHS.

The programme, fully funded by Health Education England, offers 70 nurses and midwives bespoke leadership development to become Florence Nightingale Foundation Nurses and Midwives and develop as future leaders of healthcare. The programme is to celebrate those who arrived on HV Empire MS Windrush. Windrush nurses and midwives were, and their descendants remain, major contributors to the NHS workforce and we want to acknowledge their contribution to healthcare. This announcement coincides with both the 70th anniversary of the NHS and the arrival of Windrush in Britain bringing Caribbean nurses and other skilled and unskilled workers to Britain.

The 70 FNF Nurses and Midwives will commence their leadership development programme in winter 2018/19 and applications will open in July and close in August 2018. We will be pleased to accept applications from nurses and midwives working in the NHS across England, who are either descendants of the Windrush generation or who are working in their communities.

How to apply and more information: https://equalityhub.org/2018/08/08/windrush-leadership-programme-for-nurses-and-midwives-apply-now/

Upcoming conferences:

Dementia Research Seminar, Brighton, 5th September 2018

Conference on racism & the state, London, 13-14 October 2018

Trans health matters conference, London 23rd October 2018

Further information from www.equalityhub.org
Interpreting Services Outside of Office Hours

1. Contact the agency during office hours and use the Hospital Communication Book and/or Google Translate to aid communication in the intervening time.
   - Yes: Can communication be reasonably delayed until office hours?
     - Yes: Contact Action Deafness (BSL) to arrange an emergency interpreter.
     - No: If there is a member of staff (on duty in the area) or family member or friend who can (and is willing) communicate with the patient use them. Make sure that this method and the reasons leading up to this decision is recorded in the patient’s notes. Arrange appropriate communication support at the first opportunity.
   - No: Wait for interpreter and use the Hospital Communication Book (if appropriate) to aid communication in the intervening time.

2. Does the patient speak an overseas language?
   - Yes: Will a telephone interpreting session do?
     - Yes: Contact Language Line.
     - No: Contact Sussex Interpreting Services or Vaud Language Services to arrange for a face-to-face interpreter.
   - No: Was the agency able to meet your need?
     - Yes: Action Deafness: 0844 5938443 / 07947 714040 (Emergencies)
       Sussex Interpreting Services: 01273 702005 / 07811 459315 (Emergencies)
       Vaud Language Services: 01273 473986 / 0800 087650 (Emergencies)
       Language Line: 0845 310 9900 (24/7) you will need to provide your access code to use the service—see EDI Info-net site for more details.