

NHS Rainbow Badge Assessment Report

County Durham and
Darlington NHS
Foundation Trust

Initial Stage

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- [Summary scoring & incomplete assessment sections](#)
- [Feedback report- Policies](#)
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Summary

Area	Score	Available	Outcome
Policy Review	11	19	Bronze
Staff Survey	8	16	Bronze
Patient Survey	0	18	Unscored
Services survey	0	78	Unscored
Workforce assessment	8	38	Initial Stage
Total	26	169	Initial Stage

Please note: The Trust did not receive a score for the services survey or patient survey as this was not completed by the trust.

The questions that are included within the patient and services surveys are detailed below and we have included some general actions in the actions section that the Trust may wish to consider. Due to these sections being incomplete, the actions may not all be relevant, and we have been unable to provide tailored commentary on the activity within the Trust's services and experience of patients.

Patient survey:

- Have you attended an appointment at this Trust within the past 12 months? (unscored)
- Have you noticed any LGBT inclusive posters or information in the hospital during your visit? Please select all that apply: Yes, No, Not attended in person
- Has any member of staff asked for your pronouns (he/she/they/xe etc)?
- Did you notice that the clinical staff avoided using gendered language where they didn't know the gender of a relative or partner (for example, using partner instead of husband/wife, or parent instead of mother/father)?
- Have you seen any unisex/gender neutral toilet facilities, or signage indicating where they are? Yes, No, N/A
- Have you been asked to confirm your gender by any member of staff, or seen this question on any forms?

- Have you been asked if you are trans by any member of staff, or seen this question on any forms?
- Have you been asked to confirm your sexual orientation by any member of staff, or seen this question on any forms?

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- Have you witnessed any homo/bi/trans- phobic language or behaviour within your healthcare experiences at any point? (unscored)
- Monitoring question

Services survey:

When patients/service users physically attend, how do they know the service is LGBTQ+ inclusive:

- Are there posters and resources aimed at LGBTQ+ people on display?
- Is there an explicit statement about confidentiality (eg. only sharing sexuality or trans history information where relevant and in discussion?)
- Do staff wear LGBTQ+ badges or 'my pronouns are' badges?
- How are toilets designated (are they gender-specific)?
- Are sanitary bins provided in all toilets irrespective of gender designation?

The virtual environment

- Particularly during Covid, a lot of our services have moved online:-
- In virtual (phone, video) consultations, what do clinicians do to show we're LGBTQ+ inclusive? (E.g. badges, posters in the background, introductory comments)?
- Are there other ways we signal to patients that your service is explicitly LGBTQ+ inclusive?

Patient Information

- Have patient information (leaflets, standard letters) been reviewed to make sure language is gender-neutral or gender-inclusive?
- Are patient information leaflets available in different formats (e.g. large print or easy read) and languages?
- Are LGBTQ+ patients specifically mentioned in your patient information?
- Looking at the patient information visuals, are LGBTQ+ people and relationships clearly included (eg. badges, same-sex partners, and diverse family units)?
- Does the service have its own website/webpage?

How would an LGBTQ+ patient looking at the website/page know the service is LGBTQ+ inclusive?

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

Patient Demographics & Surveys

- Are patients routinely asked what their preferred pronouns are e.g. he/she/they/xe?
- When taking patient pronoun information is this recorded on patient notes?
- On patient forms (eg. referrals), is there an option within the gender section to select non-binary?

(Where appropriate) do clinicians ask the gender(s) of patient partners – rather than making assumptions?

Does your service run patient surveys, feedback, focus groups?

- Do these ask about sexual orientation?
- Do these ask about gender identity?
- Do these ask about trans status?

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When analysing patient feedback, do you look separately at gender, sexuality, and trans status?

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

Staff Training

- Have patient-facing staff had any training in the needs of LGBTQ+ people?
- Are clinicians confident in giving advice (where appropriate) on hormonal contraindications for trans and non-binary patients who are medically transitioning?
- Does the service have an 'LGBTQ+ Champion' (for staff or patients)?

Are there other service improvements you have put in place to be more LGBTQ+ inclusive, and support patient safety?

Service specific questions?

- Are you a service lead in any of the following areas?
- Fertility
- Gynaecology
- Laboratory
- Maternity/Perinatal
- Oncology
- Sexual health

Fertility questions

- Do the systems and paperwork within this service recognise same gender parents, and family units other than mum/dad and children? For example, two mums, one mum and one non-binary parent.
- Do patient facing staff have an understanding of fertility preservation for patients considering cross sex hormones or if the service is not offered by the trust can staff signpost patients appropriately?
- Does this service accept conception at home attempts for same gender couples who require fertility treatment?

Gynaecology questions

- Does the service take any additional action to support trans and non-binary patient privacy/dignity when attending physically e.g. timings of clinical slots to avoid busy periods within waiting areas? Please detail these arrangements
- Do clinics have gendered names (e.g. 'Women's Health') or are they named for the purpose (e.g. colposcopy)?

Laboratory questions

- Is there a process in place to support the recording of a patient's trans status if this information is supplied with or about a sample?

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- Does the trust have a policy/pathway for laboratory staff to follow where there is incongruence between the sample for testing and the patient information?
- Does this policy also detail the reference ranges/intervals to be utilised in different circumstance for trans patients?

Maternity questions

- Do the systems and paperwork within this service recognise same gender parents, and family units other than mum/dad and children? For example, two mums, one mum and one non-binary parent.
- Does the service have sensitive guidance in place to support trans and non-binary people to chest feed, should they wish to do so?
- Does the service have sensitive guidance in place to support a non-carrying parent to breast/chest feed?

Oncology questions

- Does the service take any additional action to support trans and non-binary patient privacy/dignity when attending physically (e.g. timings of clinical slots if a trans male patient known to the service is attending 'breast' clinic?) Please detail these arrangements

Sexual Health questions

- Are practitioners able to discuss PEP and PrEP with patients who may be at risk of HIV infection?
- Do practitioners have training on how to support people who are engaging in chemsex, including harm reduction strategies and signposting to appropriate support?
- Does the service offer targeted patient information for bi, gay and queer patients of all genders?

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Feedback report- Policies

The Trust received 11 points across scoring for all policies.

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

Points available: 2

Points scored: 0

The Trust has a public facing equality and diversity policy. However this policy makes no mention of biphobia homophobia, transphobia, sexual orientation or trans status, so we were unable to award points for this question.

Action: Edit the Trust's public facing equality and diversity policy to include an explicit ban on biphobia, homophobia and transphobia.

Does the Trust have an employee policy (or policies) that includes an:

- **Explicit ban on discrimination, bullying and harassment based on sexual orientation?**
- **Explicit ban on discrimination, bullying and harassment based on gender reassignment/trans status?**

Points available: 2

Points scored: 2

The Trust scored two points for their equality diversity and human rights policy, as it explicitly banned discrimination based on sexual orientation and trans status. It also named homophobia and transphobia as being unacceptable. We would suggest adding biphobia to this list.

Does the Trust have an employee policy (or policies) that includes the following?

- **Clear information about how to report an incident and how complaints are handled**

Points available: 1

Points scored: 1

The Trust has a resolution procedure which is summarised in the EDHR policy. We would welcome being able to see this policy in full and feedback on it.

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

Points available: 0

Points scored: 0

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Unfortunately we were unable to award in this section, as the Trust uses gendered language without expansion in this policy, meaning it is not always clear how these policies apply to LGBTQ+ people and their families.

Action: Ensure that family and leave policies are gender neutral or gender inclusive, other than when it is necessary for language to be gendered to preserve legal rights.

Action: Explicitly state on all family and leave policies that they apply to all relevant employees regardless of gender, trans status or sexual orientation.

Does the Trust have a trans inclusion policy that covers the following? Select all that apply

- A. A clear commitment to supporting all trans people, including those with non-binary identities**
- B. Information on language, terminology and trans identities, including non-binary identities**
- C. Guidance on facilities for trans employees, including non-binary employees**
- D. Guidance on dress code for trans employees, including non-binary employees**
- E. A clear commitment to confidentiality and data protection for trans staff**

Points available: 5

Points scored: 3

We were able to award for points A, B and E in this section. Most of the content in the Trust's trans inclusion policy was very strong, and this policy should be a point of pride for the Trust. However it wasn't always clear how guidance on dress code and facilities applied to non-binary employees, and therefore we were unable to award points for options C and D.

Please note: although the trans inclusion policy was generally excellent, there were references to a GRC being requested in order to change a staff member's records. No evidence is necessary to change a staff member's name. Employers should not ask for a GRC and it should never be a pre-condition for transitioning at work.

Action: Update Trust guidance on dress code and facilities to be more explicitly inclusive of non-binary employees. Consider how non-binary staff might be impacted by the toilets you have available, uniform policies, and issues such as ID cards and passes.

Does the Trust have a policy (or policies) to support employees who are transitioning that covers the following? Select all that apply

- A. Work related guidance for an employee who is transitioning**
- B. Work related guidance on the process for an employee to change their name and gender marker on workplace systems**
- C. Work related guidance around data protection and confidentiality**
- D. Work related guidance for managers on how to support an employee who is transitioning**
- E. Work-related guidance for employees on how to support a colleague who is transitioning**

Points available: 5

Points scored: 5

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This Trust scored very highly on this section. The Trust should be particularly proud of their thorough checklist for transitioning staff, which would be very useful guidance for any transitioning staff.

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

This was an unscored question.

The Trust's definition of a dependent was someone who lives with them as part of their family, or reasonably relies on them for assistance. We would recommend expanding this to be explicitly inclusive of chosen family, and to be inclusive of anyone supporting a close friend or relative through transition.

Action: Expand the definition of dependent to be explicitly inclusive of chosen family.

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Feedback report- Surveys


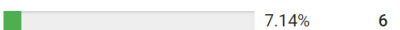
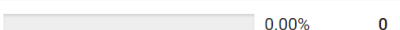
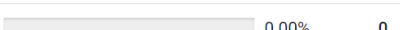
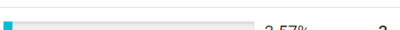

Staff responses

The Trust received 8 points across the scoring for this survey.

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

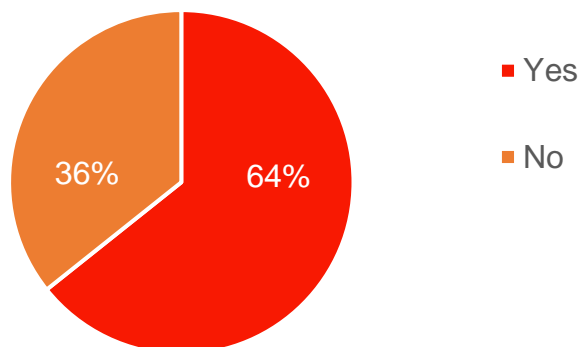
25% of staff completing the staff survey identify within the LGBT+ communities in some way.

Do you identify as a member of the LGBT+ communities? Please continue to complete the survey however you answer. You may select more than one option.

Answer Choices	Responses
Yes- Lesbian	 4.76% 4
Yes- Gay	 9.52% 8
Yes- Bi	 7.14% 6
Yes- Trans	 0.00% 0
Yes- Non-binary	 0.00% 0
Yes- I identify in a different way	 3.57% 3
No	 75.00% 63

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

Does your role involve patient facing activity?
84 Responses



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

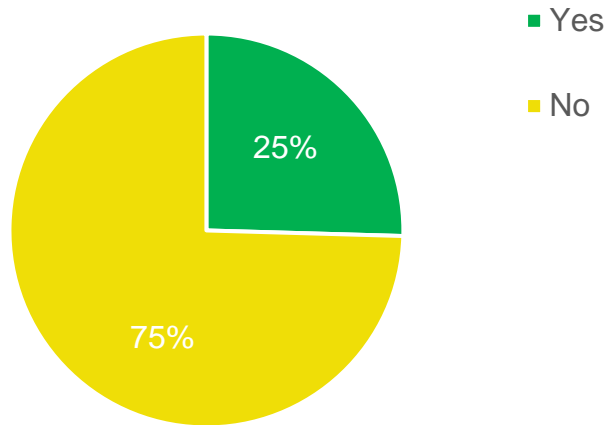
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The Trust received 0 out of 2 points for this question.

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

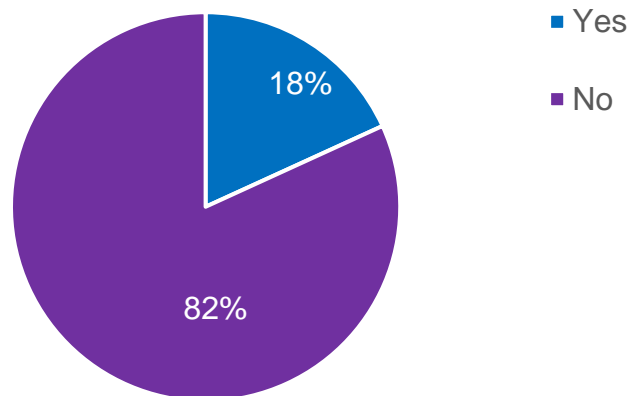
133 Responses



The trust received 0 out of 2 points for this question.

In your department are patients routinely asked their trans status? This can be on forms or verbally.

55 Responses



Most patient facing staff are not asking patients their sexual orientation or trans status. We would encourage staff to do this in cases where it may be relevant to a patient's care, or on monitoring forms.

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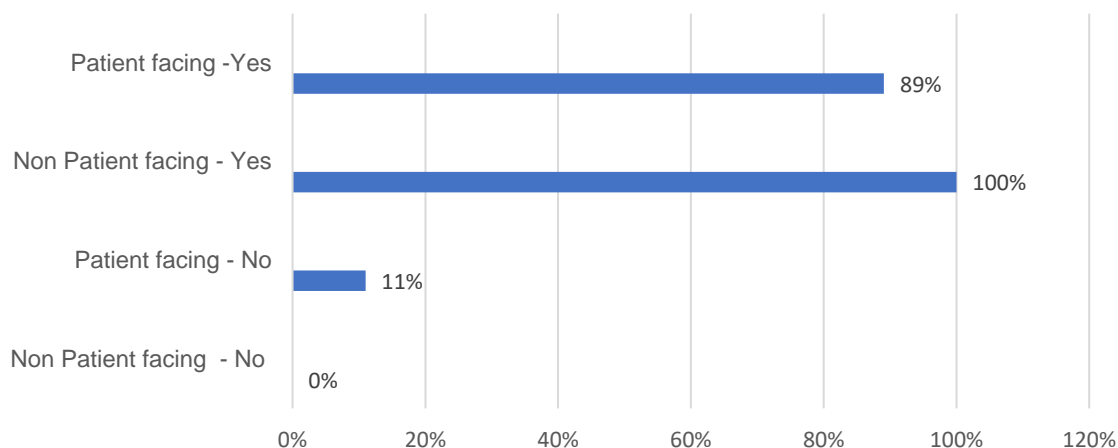
Action: Encourage staff to ask patients about sexual orientation and trans status in cases where it could be relevant to their care.

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

The Trust received both available points.

Do you feel confident providing support to lesbian, gay, bisexual patients and their carers / colleagues?

55 Patient facing responses
30 Non Patient facing responses



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

The Trust received both available points.

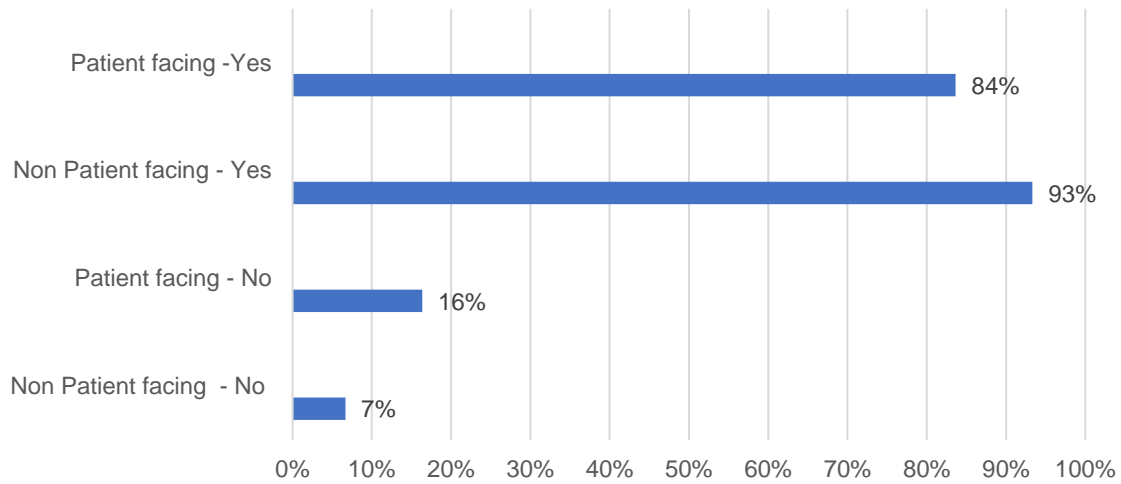
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Do you feel confident providing support to transgender (including non-binary) patients and their carers / colleagues?

55 Patient facing responses

30 Non Patient facing responses



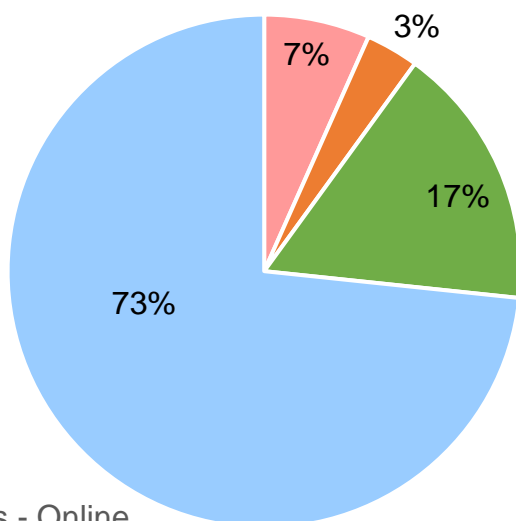
The responses to these questions show that confidence in supporting LGBT patients is relatively high within your Trust even though many colleagues have not received training on LGBTQ+ inclusion. As we do not have any information from your patients on their experiences, it is difficult to assess whether staff's confidence is well placed and reflected in the patient experience.

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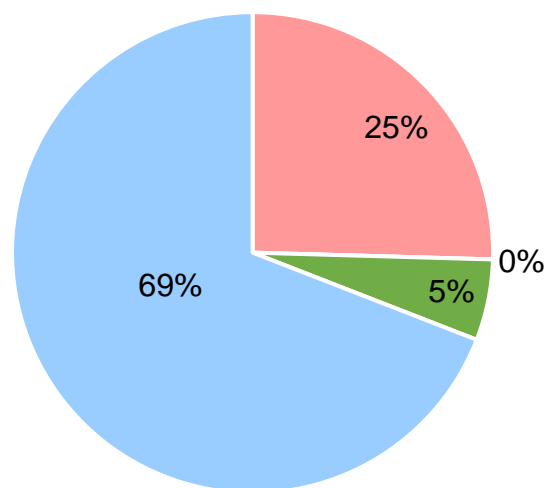
The Trust received 0 points for this question. 2 points were available and the Trust needed to score over 50% of combined (patient facing and non-patient facing) employees having received training in any capacity to score 1 point and over 75% of combined employees having received training to score 2 points.

Have you received any training you can use when supporting LGBT+ colleagues?
30 Responses from non patient facing staff



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

Have you received any training you can use when supporting LGBT+ patients and/or their carers?
55 Responses from patient facing staff



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

Very few staff have received training on LGBT+ health issues. We would suggest providing training, and providing access to resources that can be used to support LGBT+ patients.

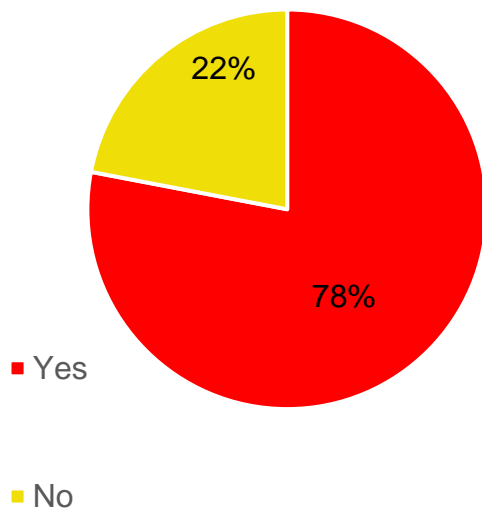
Action: Provide training for patient facing and non-patient facing staff which covers LGBT+ inclusion.

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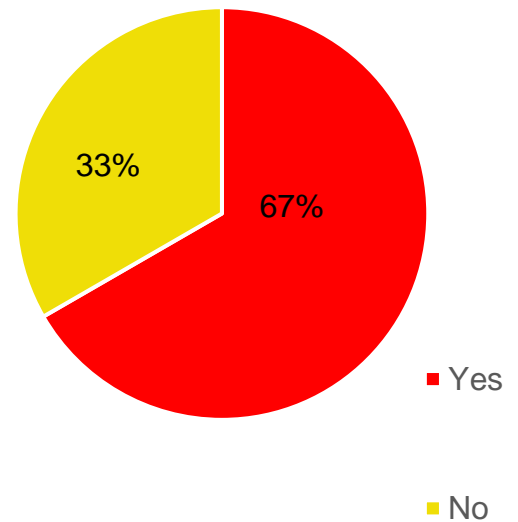


This is an unscored question, asked for information gathering purposes only.

Do you feel you would benefit from additional training, support or information in regards to supporting LGBT+ colleagues?
30 Responses from non patient facing staff



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



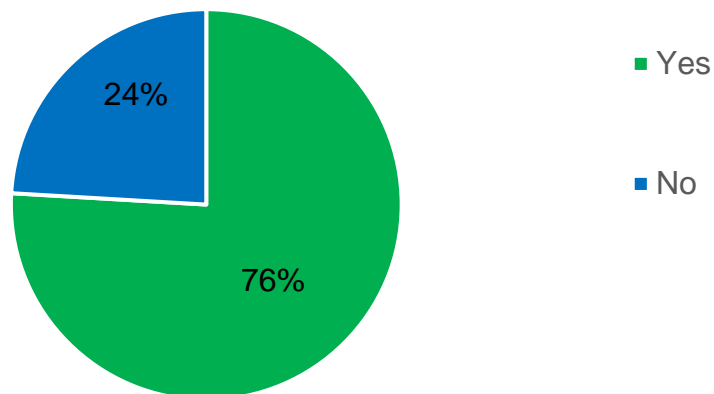
The high percentage of responses indicating the need for training, especially by patient facing staff further indicates that current training may not be offered often enough and/or may not be effective. Although many staff did feel confident in working with LGBT+ people, these results suggest that they also feel that there is some room for improvement.

Patient facing employees were also asked the following additional questions.

The Trust received both available points.

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

54 Responses



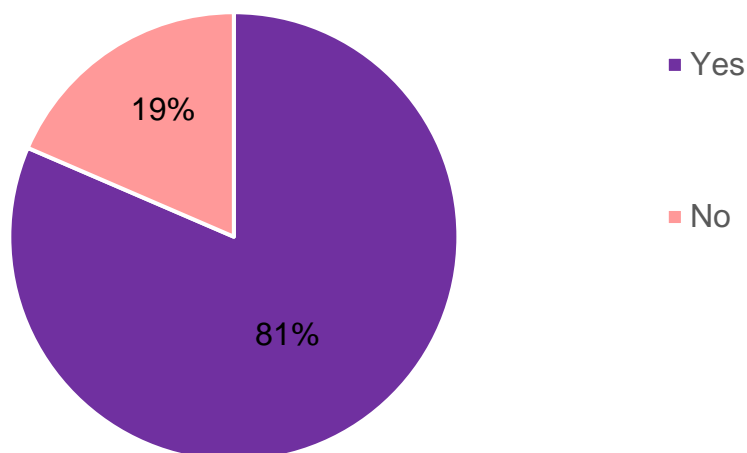
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The Trust received both available points.

Do you consider having an understanding of someone's trans status to be important in enabling you to provide the best possible care?

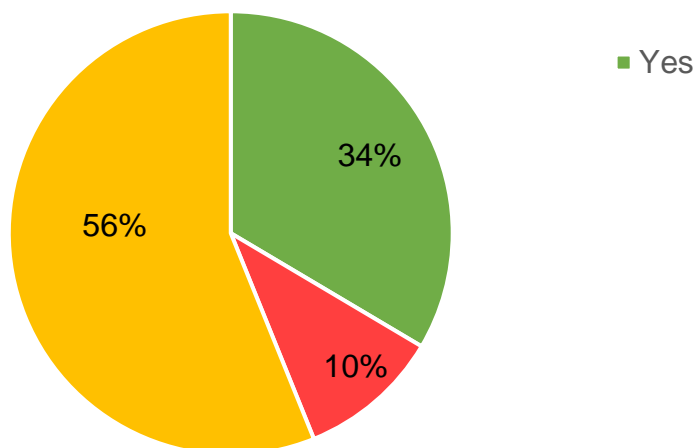
54 Responses



The Trust did not receive a score for this question. 2 points were available the Trust needed to score over 50% of combined (patient facing and non-patient facing) feeling there is adequate support available for LGBT+ staff to score 1 point and over 75% of combined employees to score 2 points.

Do you think there is adequate support for LGBT+ staff members at your Trust?

84 Responses



78% of patient facing staff and 67% of non-patient facing staff respondents feel they would benefit from additional training, support or information in regards to supporting and working with LGBT+ patients and or their carers and LGBT+ colleagues, with the majority of patient facing employees who responded considering having an understanding of someone's LGBT+ identity an important factor in being able to provide the best possible care. The majority of respondents did not know if there was adequate support for LGBT+ staff members, this may be due to them not being aware of the support available or if they do not identify as part of the LGBT communities they may not feel qualified to answer.

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There were several comments within the free text question “what additional support would you like to see in place for LGBT+ staff members? that highlighted that employees would like more training and information regarding how to effectively support LGBT+ people and patients.

Quotes from staff:

“More face to face training”

“Mandatory LGBTQ+ training on ESR LGBTQ+ support noticeboards around site with info for support for staff and patients and info on what the trust is doing to support LGBTQ+ patients and staff.”

“More training especially for paediatric staff”

“Maybe a ESR module or guidance on the intranet to help staff on how to address people who identify as LGBT+”

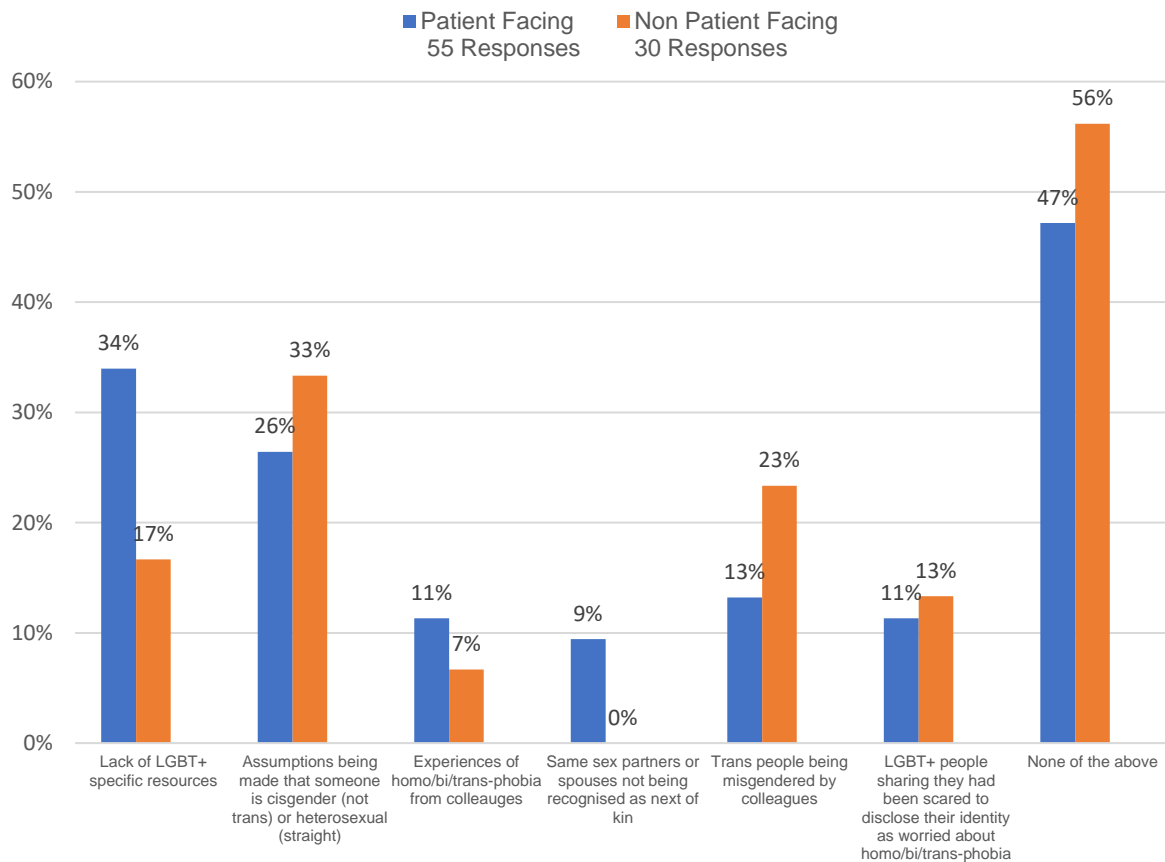
“Not necessarily for LGBTQ+ staff, but I think there could be more training for all staff, to help understand differences between sexuality, gender expression and some of the difficulties that can be faced (particularly by trans people) due to common misconceptions and dangerous reporting by the media.”

“Unsure what is currently available so could not comment on anything further needed. I think extra training for non-LGBT+ staff would be good as I have found staff do not seem to have much understanding, particularly of the use of personal pronouns.”

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Have you noted any of the following within your working environment? Select all that apply.



The most significant areas highlighted which the Trust may wish address in the first instance are the lack of specific LGBT+ resources, (examples of which are included in the resources pack) as well as providing staff with education and training to help move past the assumption that all colleagues and patients are cisgender and heterosexual.

Action: Ensure that LGBT+ specific resources are available, and encourage staff to ask about sexual orientation and trans status rather than assuming.

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

This was unscored and for information purposes only.

Some of the responses were requests for training as previously detailed. Some of the comments outlined that they were unsure what support there is already in place or that it should be for LGBT+ staff to determine. There were also some comments that said there should not be additional support for LGBT+ staff and whilst this question asks for suggestions around additional support for LGBT+ staff members, some commented that they didn't see the relevance of knowing someone's sexuality to be able to treat them or work with them. This speaks to a lack of understanding around the health inequalities often experienced by LGBT+ people and the barriers often faced by LGBT+ people within the workplace.

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Content warning: Anti-LGBT+ experiences and views, discrimination.

These are some full comments that may be cause for concern.

“I would like all staff to have at least one session of mandatory LGBTQI+ specific awareness training. I know we have equality and diversity training, but not enough has been done to educate staff on LGBTQI+ topics. My role is very much back-office, we don't interact with the public. I am 100% confident in saying I am the first LGBTQI+ member of this team, and when I came out to my colleagues the reception was not as I had hoped. Most acted very uncomfortable, and refused to speak with me about it. I had to have a meeting with one of my supervisors to explain how this was not satisfactory, and they did not make any effort to engage with me about it. Now they refrain from speaking about LGBTQI+ topics or anything remotely related to it, and this is saddening to me.”

“Equal recognition for heterosexual It seems being “straight “ is seen as someone who is hiding something and doesn't know their own sexuality-where is the support network for heterosexual?”

“no additional support, should be treated the same as everyone else”

“Sex is a protected characteristic Gender is not. Gender is fluid. That is important. Therefore the SEX question should be included and not just ask peoples gender.”

Word cloud for patient facing staff responses:

aware comfortable doesn't don't equal esr face feel gender good heterosexual hospital included lgbt+
lgbtq+ members module needed patients people pronouns question sex sexuality staff support
training trust understanding unsure

Word cloud for non-patient facing staff responses:

environment feel gender identity lgbtqi+ managers mandatory people staff support team topics training

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Feedback report- Workforce Assessment

The Trust received 8 points across this assessment.

1- When advertising for external appointments, how does the Trust attract LGBT+ talent? Tick all that apply.

- A. Advertising on or recruiting from LGBT+ or diversity websites, fairs and events
- B. Include a statement around valuing diversity, explicitly inclusive of LGBT+ people, in all job packs and pages
- C. Include information about your LGBT+ employee network group or LGBT+ inclusion activities in all job packs and pages
- D. None of the above
- E. Other (Please detail)

Points available: 3
Points received: 0

The Trust did not report taking any of the above actions and so we were not able to award points.

Action: Advertise roles on diversity websites, fairs and events.

Action: Include a statement about valuing diversity, explicitly inclusive of LGBT+ people in all job packs and pages.

Action: Include information about your LGBT+ network group or LGBT+ inclusion activities in all job packs and pages.

2- What information does the Trust supply to all new employees (external appointments) when being inducted into the organisation? Tick all that apply.

- A. Explicit message on the organisation's commitment to LGBT+ inclusion
- B. Information on the LGBT+ employee network or allies programme/initiative
- C. Information on relevant policies and the organisation's commitment to ensuring they are LGBT+ inclusive
- D. None of the above
- E. Other (Please detail)

Points available: 3
Points received: 1

The Trust received one point, for information in the network/allies programme.

Action: Supply new employees with induction documents that contain an explicit message on the organisation's commitment to LGBT+ inclusion.

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Action: Provide information to new starters about the organisations LGBT+ inclusive policies and the organisation's commitment to making sure they are LGBT+ inclusive.

3- How does the Trust enable non-binary employees to have their identities recognised within the work environment?

- A. Employees are able to update pronouns on email signatures
- B. Employees are encouraged to use pronoun introductions within internal meetings and it is expected that these are respected if given
- C. Non-Binary is available as a gender option on staff registration forms
- D. None of the above
- E. Other (Please detail)

Points available: 3

Points received: 1

The Trust received one point for employees being able to update pronouns on email signatures.

Action: Encourage employees to use pronoun introductions in meetings if they want to, and set the expectation that these will be respected if given.

Action: Ensure that non-binary is an option on staff registration forms.

4- In the past year, which of the following messages have appeared in internal communications to all employees? Tick all that apply.

- A. Information about LGBT+ identities and experiences
- B. Information about the LGBT+ Employee Network Group and/or allies activity
- C. Information about LGBT+-inclusive policies
- D. Information about the importance of pronouns and pronoun introductions
- E. None of the above
- F. Other (Please detail)

Points available: 4

Points received: 1

The Trust received one point for information about the LGBT+ network group and allies activity.

Action: Provide internal comms to all employees on LGBT+ identities and experiences, information on LGBT+ inclusive policies, and information on the importance of pronouns and pronoun introductions.

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

Yes
No

Points available: 1
Points received: 1

The Trust detailed a process for identifying all kinds of inclusion issues in exit interviews and surveys, and so we were able to award for this question.

Employees - Leadership

6- In the past year, which of the following activities have members of the Trust's senior management engaged in? Tick all that apply.

- A. Communicated a strong message on LGBT+ equality
- B. Communicated a strong message on bi equality
- C. Communicated a strong message on trans equality, explicitly including non-binary equality
- D. Reviewed and/or approved an LGBT+ inclusion strategy
- E. Reviewed top line LGBT+ monitoring reports and actions
- F. Met periodically with the LGBT+ employee network group
- G. Spoken at an internal LGBT+ event
- H. None of the above

Points available: 7
Points received: 0

The Trust did not provide evidence of their senior leaders taking any of the above steps.

Action: Encourage senior leaders to communicate a strong message on LGBT+ equality, and to specifically highlight bi and trans equality, including non-binary equality.

Action: Ask senior leaders to approve an LGBT+ inclusion strategy, review a top line LGBT+ monitoring report.

Action: Ask senior leaders to meet regularly with the LGBT+ network group and speak at an internal LGBT+ event.

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

Yes
No

Points available: 1
Points received: 0

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The Trust did not report doing this and so we were unable to award points for this question.

Action: Ensure that all senior leaders and line managers have to meet an inclusion based competency on recruitment.

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

Yes

No

Points available: 1

Points received: 0

The Trust did not receive points for this question, as their response in this section was not related to the question. The Trust response described EDI plans for different strategy areas of the organisation, not targets for individual leaders.

Action: Require all senior leaders and line managers to meet an inclusion-based competency on recruitment.

Monitoring

These are unscored questions, asked for information gathering purposes only.

9- Please upload a copy of your staff survey results broken down by Sexual orientation

Bi staff, and those who responded “prefer not to say” in your trust were more likely to experience violence at work than others. 4.2% of those responding prefer not to say have experienced physical violence from colleagues in the last year, and 27.3% of bi staff have experienced violence from service users in the last year compared to around 15% of straight, gay and lesbian people.

Bi specific work in the trust to help bi staff feel cared for, understood and supported could be helpful, as well as making clear to patients, managers and staff that abuse is unacceptable. We know that it can be common for bi people to experience sexual violence and harassment, so ensuring that workplace policies cover this could be useful in reducing violence in the trust against bi people.

Experiences of bullying were common in the trust, particularly for bi staff, 51.5% of whom reported experiencing harassment or bullying from members of the public in the last year. Patterns of bullying and harassment from colleagues and managers were more varied, but those who responded “prefer not to say” were more likely than others to have been bullied by colleagues, with 26.1% of them reporting having experienced this in the last year.

When it came to confidence in the trust to act fairly with regards to progression and promotion, straight staff (60.6%) and gay and lesbian staff (60.5%) were similarly confident. However bi staff (51.5%) and those who preferred not to say (33.3%) were less confident.

Any inclusion work which explicitly highlights less visible LGBT+ identities, such as bi people, ace people, aromantic people may be helpful in reducing these disparities.

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10- Please upload a copy of your staff survey results broken down by Gender

There were not enough openly non-binary staff in your trust for us to be able to break down their outcomes separately. Staff who responded prefer not to say tended to have worse outcomes, and nationally, non-binary staff tend to have worse outcomes, a pattern which your trust may follow. For example, nationally 3.8% of non-binary staff have experienced physical violence from their line managers in the last year compared to 0.7% of women and 1% of men.

It is not possible to know for sure if this pattern is repeated in your trust, so we would suggest listening to experiences shared by LGBT+ staff as a starting point.

11- Please upload a copy of your staff survey results broken down by Trans status

Again, there were not enough openly trans staff to break down your results by trans status. We can see the results for cis staff compared to those who responded “prefer not to say”. It is not possible to know the identity of these staff members for sure, however they may be more likely to be trans, or questioning their identity.

These staff tended to have slightly worse experiences than colleagues who recorded themselves as having the same sex as registered at birth. They were less likely to feel that colleagues were polite and treated each other with respect, and more likely to have experienced physical violence from line managers (6.3%) than cis staff (0.9%).

As above, it is not possible to know for sure if this pattern is repeated in your trust, so we would suggest listening to experiences shared by LGBT+ staff as a starting point.

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

We did not receive an action plan from the trust.

Engagement

13- Does the Trust systematically monitor LGBT+ related complaints made by patients?

Yes
No

Points available: 1
Points received: 0

The Trust reported that the patient experience team identify themes in feedback, but we did not see evidence that the Trust is systematically monitoring LGBT+ related complaints.

Action: Introduce a process for systematically monitoring LGBT+ related complaints.

14- Does the Trust have an LGBT+ employee network group for LGBT+ employees?

~~A. Yes, with~~ a defined role and terms of reference

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- B. No, but we have a Diversity & Inclusion group with formal LGBT+ representation
- C. No, but we have a formal agreement with an external network
- D. None of the above

Points available: 3
Points received: 3

The Trust has a defined role and terms of reference for its LGBT+ network, and provides a template terms of reference for all networks, which is excellent.

15- Does the Trust provide protected time for LGBT+ employee network committee members to undertake network group activity?

- Yes
- No

Points available: 1
Points received: 1

The Trust provides protected time for network members, as evidenced in the terms of reference.

16- In the past year how has the organisation supported the work of the LGBT+ employee network group (or Diversity and inclusion group)?

- A. Provided a network group budget
- B. Provided a formal senior champion
- C. Facilitated network members' participation in skills training
- D. Facilitated network members' participation in leadership or professional development programmes
- E. Facilitated network members' participation in LGBT+-specific seminars and conferences
- F. Other (please detail)

Points available: 0
Points received: 0

The Trust mentioned that there is a regular EDI networks catch up. Unfortunately this does not meet any of the criteria in this section, and so we were unable to award.

Action: Provide your LGBT+ network group with a budget, and formal senior champion.

Action: Facilitate network members' participation in skills training, leadership or professional development programmes and LGBT+ specific seminars and conferences.

17- In the past year, what action has the LGBT+ employee network group undertaken to improve its inclusivity? Tick all that apply.

- A. Promoted itself as being open to all and inclusive of any underrepresented LGBT+ groups
- B. Signposted to specific spaces for marginalised and underrepresented LGBT+ groups

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- C. None of the above
- D. Other, please specify

Points available: 2

Points received: 2

The Trust reported that it did not take any of the above actions to improve its inclusivity and so we were unable to award points.

Action: Take steps to make your network more inclusive, such as being open and inclusive of underrepresented LGBT+ groups, and signposting to specific spaces for marginalised and underrepresented LGBT+ groups.

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Action Plan

Policies:

1. Edit the trust's public facing equality and diversity policy to include an explicit ban on biphobia, homophobia and transphobia.
2. Ensure that family and leave policies are gender neutral or gender inclusive, other than when it is necessary for language to be gendered to preserve legal rights.
3. Explicitly state on all family and leave policies that they apply to all relevant employees regardless of gender, trans status or sexual orientation.
4. trust guidance on dress code and facilities to be more explicitly inclusive of non-binary employees. Consider how non-binary staff might be impacted by the toilets you have available, uniform policies, and issues such as ID cards and passes.

Staff Survey:

1. Encourage staff to ask patients about sexual orientation and trans status in cases where it could be relevant to their care.
2. Provide training for patient facing and non-patient facing staff which covers LGBT+ inclusion.
3. Ensure that LGBT+ specific resources are available, and encourage staff to ask about sexual orientation and trans status rather than assuming.

Workforce Assessment:

1. Advertise roles on diversity websites, fairs and events.
2. Include a statement about valuing diversity, explicitly inclusive of LGBT+ people in all job packs and pages.
3. Include information about your LGBT+ network group or LGBT+ inclusion activities in all job packs and pages.
4. Supply new employees with induction documents that contain an explicit message on the organisation's commitment to LGBT+ inclusion.
5. Provide information to new starters about the organisations LGBT+ inclusive policies and the organisation's commitment to making sure they are LGBT+ inclusive.
6. Encourage employees to use pronoun introductions in meetings if they want to, and set the expectation that these will be respected if given.
7. Ensure that non-binary is an option on staff registration forms.
8. Provide internal comms to all employees on LGBT+ identities and experiences, information on LGBT+ inclusive policies, and information on the importance of pronouns and pronoun introductions.
9. Encourage senior leaders to communicate a strong message on LGBT+ equality, and to specifically highlight bi and trans equality, including non-binary equality.

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10. Ask senior leaders to approve an LGBT+ inclusion strategy, review a top line LGBT+ monitoring report.
11. Ask senior leaders to meet regularly with the LGBT+ network group and speak at an internal LGBT+ event.
12. Ensure that all senior leaders and line managers have to meet an inclusion based competency on recruitment.
13. Require all senior leaders and line managers to meet an inclusion based competency on recruitment.
14. Introduce a process for systematically monitoring LGBT+ related complaints.
15. Provide your LGBT+ network group with a budget, and formal senior champion.
16. Facilitate network members' participation in skills training, leadership or professional development programmes and LGBT+ specific seminars and conferences.
17. Take steps to make your network more inclusive, such as being open and inclusive of underrepresented LGBT+ groups, and signposting to specific spaces for marginalised and underrepresented LGBT+ groups.

Patient Survey (not completed):

1. Ensure that there are LGBT+ inclusive posters and materials throughout the trust.
2. Encourage staff to ask patient pronouns rather than assuming.
3. Encourage staff to avoid making gendered assumptions about patient partners and families.
4. Ensure that there are gender neutral facilities throughout the trust, separate to the accessible facilities.
5. Encourage staff to confirm patient gender, trans status and sexual orientation rather than assuming.
- 6.

Services Survey (not completed):

1. Ask services that may be gendered, such as gynaecology and oncology to support trans patients by offering them early or late appointments, or a separate waiting room if they would like to use them.
2. Ensure that any clinics are named after their purpose rather than having gendered names – e.g. “women’s health”.
3. Ensure that paperwork in services is inclusive of different family structures.
4. Train staff on fertility preservation for trans patients taking cross sex hormones.
5. Accept conception at home attempts for same gender couples.
6. Ensure that any guidance on breast/chest feeding is inclusive of trans parents.
7. Ensure that your labs have trans inclusive procedures for recording patient trans status, incongruence between samples and testing information, and ranges/intervals to be used for trans patients.
8. Ensure that sexual health services have information for men who have sex with men, women who have sex with women, information on PEP and PrEP and chemsex.

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9. Demonstrate that the service is LGBT+ inclusive with visual signifiers such as confidentiality statements, sanitary bins in all toilets regardless of gender designation, and LGBT+ inclusive badges.
10. Use signifiers in virtual conversations to show the service is LGBT+ inclusive. For example, an LGBT+ background, or pronoun introductions.
11. Review patient information leaflets to make sure they are gender neutral or gender inclusive.
12. Check that patient information leaflets are accessible in different formats such as easy read, large print and other languages.
13. Specifically mention LGBT+ patients in your patient information.
14. Make your patient information visuals LGBT+ inclusive, for example with pride flags or visible same sex couples.
15. Check that your service websites are all visibly LGBT+ inclusive.
16. Collate LGBT+ specific resources to share with staff.
17. Encourage services to ask patients for their pronouns, and record these with permission.
18. Make sure that non-binary is an option on patient intake forms.
19. Ask patients for the gender of their partner where relevant, rather than assuming.
20. When running patient surveys and feedback groups, monitor feedback by sexual orientation, gender and trans status.
21. Examine LGBT+ patient journeys to ensure there are no barriers to access.
22. Ensure that staff have had training on the needs of LGBT+ patients.
23. Ensure that clinicians are confident in giving advice on hormonal contraindications where relevant.
24. Introduce an LGBT+ champion for staff and patients.

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Resources Pack

As part of this assessment a resources pack and regional resources list have been provided to the Trust along with this report. A link to the resource pack is below.

[NHS Rainbow Badge Resources Pack](#)

The resources are recommended based on the information that has been provided at each stage of the assessment and the areas that have been highlighted for development and includes information on the following topics;

- Introductory Resources
- Intersectional Health Care for LGBT+ Communities
- Trans and Non-Binary Health Care
- Sexual Health and Gynaecology
- Fertility
- Perinatal Care
- Mental Health
- Children and Young People
- Oncology
- Older Adults
- End of Life Care and Bereavement
- Neurodiversity and People with Learning Disabilities
- LGBT+ Inclusive Workplaces

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