



**Sheffield Health
and Social Care**
NHS Foundation Trust

▶ Equality and Human Rights Report

2023/24





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Introduction

Welcome to our 2023/2024 Equality and Human Rights Report. The purpose of this report is to highlight the progress made in 2023/2024 in building an inclusive organisation where staff and service users are free from discrimination and experience equal access to employment and services.

Our organisation provides a wide range of mental health, learning disability and autism services in Sheffield. This includes rehabilitation services, psychological therapies, community-based services, low-secure forensic inpatient services and inpatient services for adults and older people. We also provide some specialist services across South Yorkshire such as gender identity, eating disorders and an autism service.

We are committed to doing all that we can to ensure that anyone who works in our organisation or uses our services is free from discrimination and that access to employment promotion or services is equitable. We want everyone to be and feel included and recognised for who they are.

Our aim is to always take robust action against discrimination and that everyone is expected to take part in nurturing and promoting a culture that values diversity inclusivity and equity.

About Our Organisation

Our organisation serves a population of approximately 580,000 people and provides services to around 55,000 people a year. Sheffield residents make up about 94% of all people we provide care and treatment for.

In delivering our services we employ in the region of 3,000 people including people who are on our staff Bank. We are proud of the diversity of the people who work in our organisation, and we recognise the diversity in the local communities who use our services. Celebrating diversity and inclusion is important to us as well as recognising that it's important to take account of this diversity in employment and in how we provide services.

The services we provide, and the locations they are provided in, are tailored to suit the individual needs of our service users, their families, and carers. That means many of our services are provided in the community, to ensure we can provide

support, care, and treatment to service users close to their homes and help them to maintain their independence as much as possible. We also provide a range of inpatient services for people where inpatient service are the best way to support people. We aim to work in partnership to make sure that

As a Foundation Trust our Board of Directors is accountable to the communities we serve through our Council of Governors, and directly to our Foundation Trust members. Our Council of Governors appointed membership takes account of the diversity of our service users and the communities of Sheffield.

About This Report

As a public organisation we have a legal duty to:

- Eliminate discrimination
- Advance equal opportunity, and
- Foster good relations

This is to ensure that in providing our services and in employment there is equity, and that people are not disadvantaged or discriminated against because they share characteristics protected by equality legislation.

We also have a legal duty to identify measurable objectives (Equality Objectives) and review these at least every four years. Our Equality Objectives are based on data and information (including verbal feedback). This report highlights these objectives, but it also looks at how we aim to make inclusion and equity part of our core business driven by our organisation Vision, Values and Aims.

The infographic is a blue rectangular box divided into three vertical sections by thin white lines. Each section has a white right-pointing triangle icon followed by a title. The first section, 'Our vision', contains text about improving wellbeing and a rainbow icon. The second, 'Our values', lists five values with corresponding icons: a lightbulb for 'Working together', a heart for 'Respect and kindness', a circle for 'Everyone counts', a star for 'Commitment to quality', and a heart for 'Improving lives'. The third, 'Our aims', lists four aims with a target icon at the bottom right.

▶ Our vision	▶ Our values	▶ Our aims
Improve the mental, physical and social wellbeing of the people in our communities.	Working together for service users	• Deliver outstanding care
	Respect and kindness	• Create a great place to work
	Everyone counts	• Effective use of resources
	Commitment to quality	• Ensure our services are inclusive
	Improving lives	

Our Equality Objectives 2020 to 2024



Our Equality Objectives are focused around people who use our services and people who work in our services. Between 2020 and 2024 we focused on eight objectives.

People Who Use Our Services



Improve Recording of Sexual Orientation



Improve Access to Interpreting and translation



Improve the experience of ethnically diverse service users



Identify actions from the 'Green Light toolkit'

People Who Work in Our Services



Improve Understanding of and Access to Flexible Working



Reduce our Gender Pay Gap



Improve the Voice of LGBTQ+ Staff



Improve our Workforce Race and Disability Equality Standard Metrics

Our People

The people who work in our organisation come from a huge range of backgrounds and life experience, we value the experience and richness this brings to our organisation. We aim to celebrate and learn from this diversity and build on this in by developing our staff and recruiting people who share our aims and organisation values

Our People Strategy

Our organisation aims are supported by our strategies one of our strategies is our People Strategy, we aim to not only progress equity diversity and inclusion through our Equality Objectives but also in how we take forward activity driven through the People Strategy.

Bank Staff Forum

We Introduced a Bank Staff Forum – a high percentage of staff that work through our staff Bank are ethnically diverse, one of the aims of the forum was to focus on Bank staff experience. The Bank Forum has been successful in allowing Bank Staff to have a voice in the organisation and we have made some changes as a result of this.

Developing As Leaders

Our developing as leaders programme includes a focus on Inclusive leadership as well as providing a programme for leaders and aspiring leaders in our organisation to develop alongside peers.

Reciprocal Mentoring

We currently have thirty staff involved in reciprocal mentoring programmes twenty within our internal programme and ten who are part of a regional Inclusive Cultures programme.

Celebrating Diversity

In 2023 ten South Asian heritage staff attended the Asian Professionals National Alliance (APNA) Conference, this was a fantastic opportunity to focus on and celebrate with our South Asian colleagues.

Values into Behaviours



This programme started in 2023 and continues in 2024. It aims to deliver change in our organisation so that everyone understands and feels able to live our organisation values in a meaningful way. Our values are fundamental to the way we work as an organisation and through our values we will create a better place to work and, ultimately, improve the way we support our service user

Our People Equality Objectives and Priorities

We have made some progress in achieving measurable improvements associated with our Equality Objectives since 2020, but we want our improvements to be more widespread and at a faster pace.



Improving Our Gender Pay Gap

Our Gender Pay Gap has reduced year on year since 2020. Our Mean Gender Pay Gap in March 2021 was 9.4% this had reduced to 7.6% in 2024. Over the last two years we have welcomed several new senior women leaders to our organisation

Workforce Race Equality

Since 2020 we have seen a reduction in the percentage of ethnically diverse staff saying they have experienced harassment from service users and an increase in the percentage saying the organisation provided equal opportunity for career progression.

Workforce Disability Equality

Since 2020 we have worked with our Disabled Staff Network group to look at

how to improve the experience of disabled staff. In 2023/2024 our focus has been on Reasonable Adjustments. Over a year we have provided over ninety pieces of equipment/access to software for disabled staff.

LGBTQ+ Staff Experience

Since 2020 our Rainbow Staff network Group has grown and with their support we have introduced the NHS Rainbow Badge scheme across the organisation. In 2022 we completed the Rainbow badge Phase II assessment and improving the grading we achieved in this has been included in our objectives for 2023 – 2028. We believe that the voice of LGBTQ+ staff has had influence on our policies and in early 2024 we updated our policy focused on affirming gender identity in the work place.

Staff Network Group Development

The work and influence of our staff network groups is increasingly important to us you can read more about this in the following pages.



► Our Staff Networks

We have six staff network groups. Our Staff network groups provide constructive challenge and help us reflect on how inclusive we are as an organisation. They and support us to see the experience of our staff through a range of perspectives and to celebrate the diversity of our organisation and city.

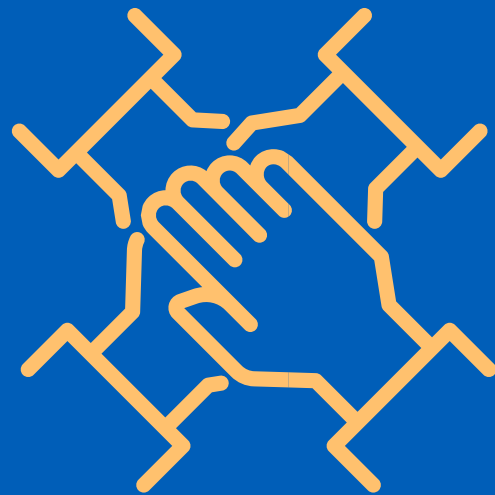
► The Voice of Our Staff Network Groups

In 2023/2024 we have had a focus on looking at how the voice of our staff networks can be heard.

- The Chairs of the Staff networks now meet four times a year with Board members.
- The chairs of the Staff Networks have developed a 'Policy' group so they have space to review new policies and developments in the organisation.

► Membership

In 2023/24 membership of our staff networks continued to grow. Many new members have joined a network after hearing about them in our Welcome to SHSC meeting for new staff. Members say they value the safe space that the networks provide



In February 2024 our Staff Networks collaborated to deliver our first organisation wide Staff Networks conference



► Our Staff Network Groups 2023 -2024



Ethnically Diverse Staff Network Group

- Delivered our seventh Working Together Conference
- Provided sessions on Cultural Humility and other sessions.
- Celebrated diversity by delivering food hampers across the organisation



Amazing Women Staff Network Group

- Had a successful focus on hearing from role models in the organisation in a series of face-to-face SNG meetings in 2023/2024



Disabled Staff Network Group

- Are leading review of the Workplace adjustments and wellbeing passport
- Informed work on reasonable adjustments by sharing stories and insights about access



Rainbow Staff Network Group

- Continued to deliver training sessions to teams
- led a consultation on a SHSC statement on 'conversion practice'



Carers Staff Network Group

- Initiated review of how the carers passport could be more widely used
- The chair leads organisation wide action on Carers through the year



Lived Experience Staff Network Group

- Started meeting in person through wellbeing walks
- Initiated a new focus on lived experience

Our Communities

We work across the city of Sheffield and regionally alongside other organisations, including other NHS Trusts, Sheffield City Council and other voluntary / third sector groups to share knowledge, experience and resources to provide the very best services we can

Our Clinical and Social Care Strategy



Our Clinical and Social Care Strategy was launched in 2021 with the aim of improving the quality of care that our service users receive, at the same time as reducing health inequalities that adversely impact on many.

When we developed the strategy we engaged with service users, carers, staff, and partners to listen to experiences and gather ideas about improvements and priorities. The key points that came from this engagement are particularly relevant to our service users who share characteristics protected under the Equality Act 2010 because these can be associated with additional barriers. The areas highlighted as important through our engagement were:

- ▶ Access
- ▶ Early intervention
- ▶ Consistent care
- ▶ Partnership working
- ▶ Listening to others as equal, whole people

Quality and Equality Impact

When we are taking forward work to achieve these aims, we undertake a Quality and Equality Impact Review so that we identify any areas of our plans that may have particular risks for specific groups or where there is an opportunity to make improvements for key groups.

Delivering our Clinical and Social Care Strategy

In delivering this strategy we aim to put service users, carers, staff, partners and the communities we serve at the heart of what we do, in 2023/2024 we have worked hard to achieve this and, as with our People Strategy, this activity is aligned with our Equality Objectives.

Our Service User Equality Objectives and Priorities

In 2023 /2024 we focused on Improving the experience of racialised communities through the Patient and Carer Race Equality Framework (PCREF)



Patient and Carer Race Equality Framework (PCREF)

We are an early adopter of this [national programme](#) which aims to reduce the mental health inequalities faced by racialised and ethnic minority communities.

Improving Our Information

As part of work associated with the PCREF we identified that we are missing about 40% of information on our service users' ethnicity, this is needed so we can tailor the care and treatment we give and improve our services. Black and mixed ethnic groups have a substantially higher rate of detentions, seclusions and restrictive practices. If we can collect better data, we can use this to change the way we care and treat service users so we can reduce inequalities.

To support this aim we worked with our

community partners in Sheffield and produced and [published three videos](#) about the importance of sharing information about ethnicity and its link to the PCREF.

Improving Access for LGBTQ+ Service Users

In 2023 our Gender Identity service published a video about how to travel to the service, this has been viewed nearly 800 times to date. Our Talking Treatments service also spent the day at the Sheffield Pinknic talking to attendees and seeking their views on experience of accessing and using the service.

The Equality Delivery System (EDS)

In 2023 we included a focus on our Liaison Psychiatry service in our Equality Delivery System review. This team is based at the Northern General Hospital and provides mental health assessment and care to inpatients or people who are admitted to the Emergency Department. The EDS was an opportunity to look at access to the service and the experience of service users.

Health Inequalities

Our role in tackling health inequalities is fundamental to our organisation. We are increasingly embedding health inequalities as a specific focus as well as within our day-to-day activities and strategic aims and objectives

Head of Population Health and Inequalities

Between July 2022 and June 2024 SHSC hosted a Public Health Registrar on placement, this offered a unique insight to our patient population and alternative way of viewing our services. Due to the success of this placement, in Jan 2024 further capacity was built as the trust appointed a Head of Population Health and Inequalities. This role is unique within the region's mental health services and evidences the commitment to addressing health inequalities. The aim of this work is to address population health and inequalities in a systematic and strategic way, and to support Sheffield's commitment to improve healthy life expectancy and reduce health inequalities.

Serious Mental Illness Health Inequalities Tool

In June 2023 the Sheffield Primary and Community Health Service launched a serious mental illness health inequalities tool at a national Community Mental Health Team transformation celebration event in London. The tool has been shared with NHS teams and services across the country. The aim is for general

practices to be more aware of patients with the greatest barriers to accessing healthcare and act to break down these barriers, particularly physical health checks for people with SMI, one of the Core20PLUS5 priorities.

Digital Health Hub

In 2023 we joined a new Digital Health Hub aimed at working with service users, patients, doctors, health professionals, industry, academics and the public in developing equitable digital innovations. The hub launched in November 2003 at the Advanced Wellbeing Research Centre which will tackle healthcare inequalities and transform how patients are treated in South Yorkshire. We are really pleased to be working alongside other health partners, community groups, industry and both Universities in Sheffield on this work.

Homeless Assessment and Support Team (HAST)

The work of our Homeless Assessment and Support Team (HAST) was in the spotlight in February 2024 with a visit from the Chief Executive of NHS England. This service works with some of the most vulnerable people in our communities to support people to access healthcare and support services including

accommodation. HAST is a superb example of the positive impact SHSC has on the lives of people in Sheffield and how we work in partnership with voluntary and community organisations to support people most vulnerable to health inequalities.

Workforce Health Inequalities

In 2023 we have also focused on Health Inequalities that impact on people who work in our organisation. We did an in-depth review of where our staff live and how this might impact them. This offered a unique view of our workforce through health inequalities focus. It has allowed us to design targeted work programmes to support our workforce to enjoy and maintain meaningful work. we have identified

five areas of focus with the aim of improving the health and wellbeing of our staff:

- ▶ Smoking
- ▶ Staff who have long term health conditions
- ▶ The impact of discrimination
- ▶ Staff Mental Health
- ▶ Digital Literacy

Publication of Health Inequalities Information

The National Health Service Act 2006 requires NHS organisations to publish information and data on health Inequalities, this detailed information is not published in this report but can be found [here](#)

Human Rights

From 2023 we made embedding Human Rights into our day to day practice a strategic priority. This goes beyond the basic duty we have to protect, respect and fulfil human rights under the Human Rights Act 1998. We consider human rights based service delivery to be both and ethical as well as a legal obligation to ensure the well being and dignity of patients and service users.

Quality of Care and Human Rights

We define quality care as care in which staff instinctively consider ‘What about human rights?’ when confronted with the often-complex challenges of delivering mental health and social care. Our human rights approach actively encourages staff to challenge paternalism and the diminishment of individual agency when balancing service user autonomy with issues of risk, best interests, and good practice.

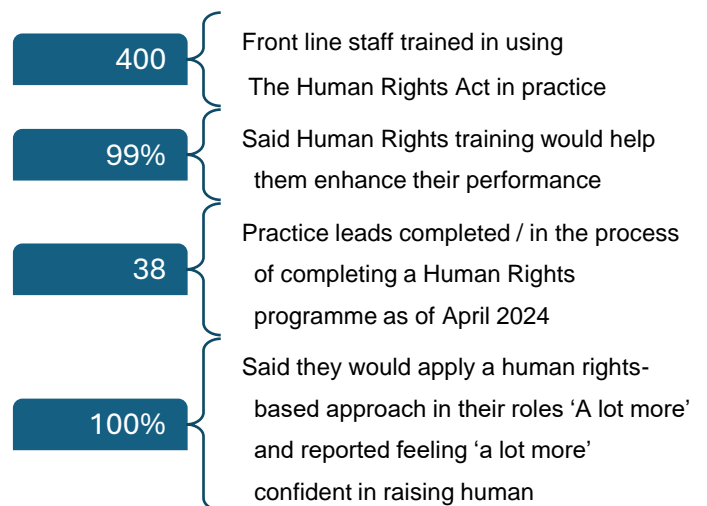
Human Rights Officer

We are the first and only Mental Health Trust in the country to have appointed a dedicated Human Rights Officer (HRO) to ensure long-term compliance with the Human Rights Act in policy and practice. This initiative also involves launching a permanent human rights training program available to all staff, to instil a rights-respecting culture at both frontline and management levels. The HRO works across directorates as a Trust-wide resource, providing consultation on day-to-day human rights matters and collaborating with other Trust programs such as the Patient and Carer Race Equality Framework, where human rights is a key consideration.

Your Rights Our Duties’

In Autumn 2023, we collaborated with experts by experience and Sheffield Flourish to create materials for service users, aiming to help them better understand their human rights. This effort led to the launch of the 'Your Rights - Our Duties' leaflet on International Human Rights Day (11 December 2023).

Human Rights Training



Restraint Reduction

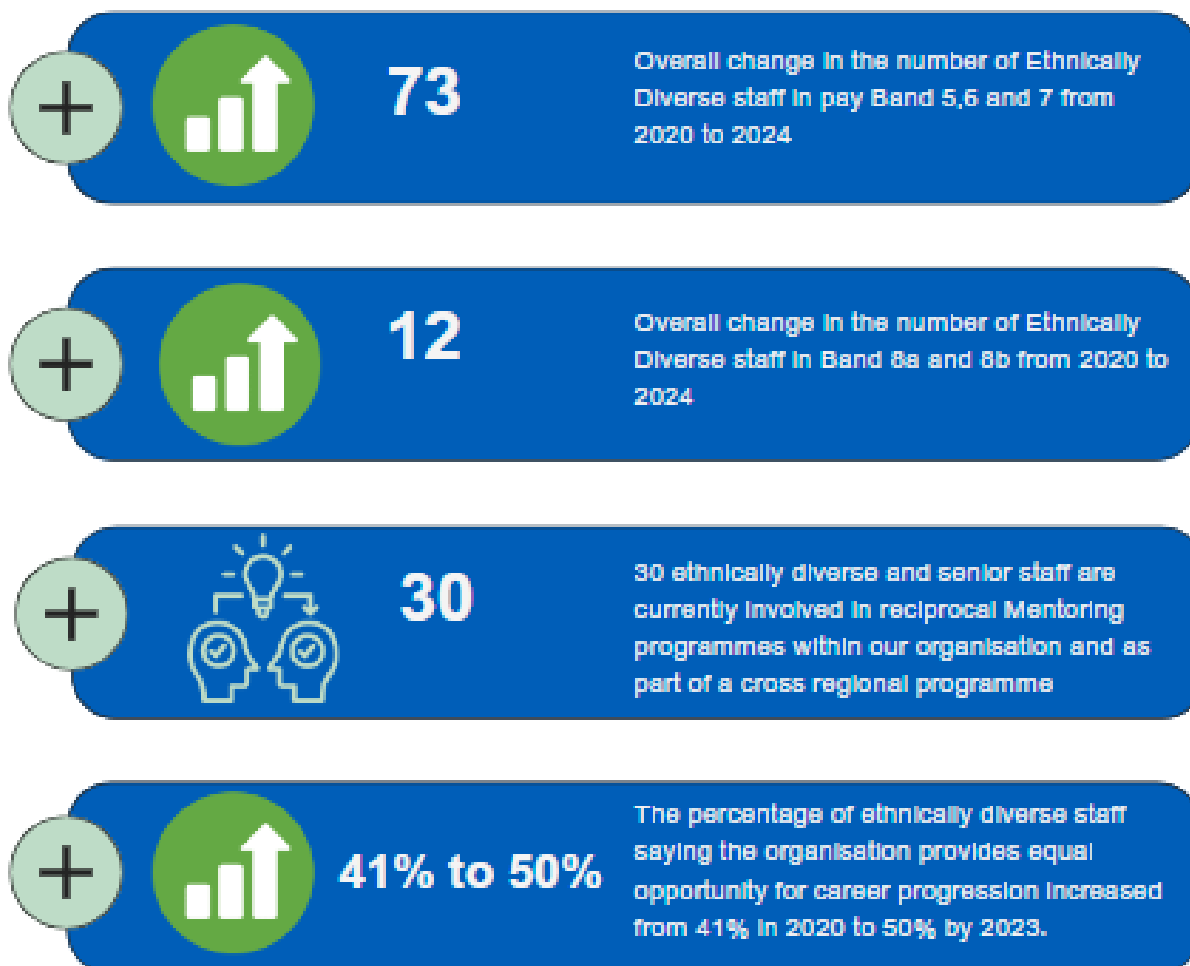
We partnered with the Restraint Reduction Network (RNN) to develop training and resources on Psychological Restraint rooted in human rights law, which were piloted at SHSC before being nationally launched in July 2023. These resources have now become part of the RNN's national training materials and are available to any provider.

Measuring Progress

We use data and information from lots of different sources to measure our progress, this includes data from the Workforce Race and Disability Standards, Gender Pay Gap reports and feedback from our Staff Survey and service user data. The data in this reports highlights our progress in key areas from 2020 to 2024 and have informed some of our new Equality Objectives and our priorities for 2024/2025 .

Progress 2020 – 2024

Overall, the percentage of ethnically diverse staff in our organisation has moved from 17% in 2021 to 20% in 2024 of our workforce population which is around 2400. We have had an organisation reciprocal mentoring programme in place since 2016 and over the last two years have taken part in a regional reciprocal mentoring programme. In 2023 some of our workforce Race Equality Staff Survey results started to show slight improvements.



Our Priorities for 2024 – 2025

Although we have made good progress in a number of areas, our staff survey and other information tells us that we are doing less well in others. Based on the results of our 2023 staff survey and our workforce race and disability equality standard reports, these are broadly:

- ▶ Discrimination
- ▶ Workforce diversity at all levels
- ▶ The experience of disabled staff

Our data below highlights these areas, these areas along with action associated with achieving our Equality Objectives will be the focus of our activity in 2024/2025.

You can find our detailed action plan and reports [here](#)



Equality Objectives 2024 - 2028

The Equality Act 2010 regulations expect us to review our data and information at least every four years and refresh our Equality Objectives . In 2023 we reviewed our Equality Objectives and identified six areas to focus on over the four years 2024 to 2028. In March 2024 we aligned these six objectives with our organisation operational planning.



Refreshed Equality Objectives 2024 - 2028

1

Improve the Recording of Service User Information in these areas: Disability, Sexual Orientation, Ethnicity, The Accessible Information Standard, Reasonable Adjustments, Recording Interpreting

2

Improve the likelihood of Ethnically Diverse Staff moving into NHS Agenda for Change Pay Bands 8a upward (senior pay bands)

3

Improve the Knowledge Understanding and Attitude of people who work in our organisation around: Neurodivergence, Reasonable Adjustments, Cultural Humility, Allyship, Microaggression

4

Improve the experience of Disabled staff and focus on receipt of Reasonable Adjustments

5

Achieve a Gold Level in the NHS Rainbow Badge Phase II

6

Achieve a Gold Level Accreditation Under The North -West Assembly Anti-racist Framework

Alignment with our Organisation Priorities and Strategic Aims

Our priorities

- Deliver therapeutic environments
- Transform our community mental health and learning disability services
- Improve access to crisis care
- Improve access so people wait less and wait well
- Deliver our quality and safety objectives

- Live our values, improving experience and wellbeing
- Improve staff engagement and involvement

- Implement RIO safely and begin to bring benefits to the way we work
- Deliver our financial plan and efficiency programme by ensuring we deliver best value with every pound we spend

- Deliver our patient and carer race equality framework
- Work in partnership to address health inequalities
- Deliver our equality objectives

Our strategic aims

Deliver outstanding care



Create a great place to work



Effective use of resources



Ensure our services are inclusive



Our approach to delivering our priorities

- We will ensure the care we deliver is trauma-informed, strengths-based, person-centred, and evidence-led
- We will deliver change through coproduction and quality improvement approaches
- We will focus on equality, inclusion and addressing health inequalities in all we do
- We will deliver our Green Plan commitments

In 2023 /2024 we published the following reports that provide more detailed information on our data and areas highlighted above:

- ▶ Our 2023 [Gender Pay Gap Report](#)
- ▶ Our 2023 [Workforce Race Equality Standard Report](#)
- ▶ Our 2023 [Disability Equality Standard Report](#)
- ▶ Our 2023 [Equality Delivery System Report](#)
- ▶ Our Health Inequalities Information Report is published separately [here](#)

Our Equality Diversity and Inclusion Strategic overview action plan can also be found on our website.

Thank you for reading this report if you would like more information about the content or a copy in a different format, please email edi@shsc.nhs.uk