

**LINCOLNSHIRE DIVERSITY AND INCLUSION  
STAFF ENGAGEMENT EVENT REPORT  
“HEARING LINCOLNSHIRE’S HIDDEN VOICES”  
BUILDING OUR NHS BY CREATING SAFER SPACE  
THE EXPERIENCES OF OUR BLACK, ASIAN AND  
MINORITY ETHNIC (BAME) COMMUNITIES**



**WEDNESDAY, 15 MAY 2019  
12.30 PM – 4.15 PM  
THE NEW LIFE CENTRE, SLEAFORD**

**Author: Nikki Pepper, Engagement Manager  
Lincolnshire East Clinical Commissioning Group**

## INTRODUCTION

Lincolnshire East Clinical Commissioning Group and United Lincolnshire Hospitals NHS Trust were delighted to host their third “Hearing Lincolnshire’s Hidden Voices” staff engagement event which was held on Wednesday, 15 May 2019 at 12.30 pm – 4.15 pm at the New Life Centre, Sleaford.

This report provides you with a summary of key findings and actions from the afternoon.

## AIM OF THE EVENT

The aim of the event was to listen to feedback from staff from Black, Asian and Minority Ethnic (BAME) communities regarding their experiences of working in the NHS. The event also provided an opportunity for all staff, particularly those involved in recruitment, to listen to what some of the key data is telling us and how we can improve.

Sadly, the experience of some of our BAME staff falls far from what we would like and we want to change this.

## OBJECTIVES OF THE DAY

The objectives of the day were to:-

- Provide a safe and confidential environment for staff to:-
  - Share information on the barriers they face within the NHS and the everyday issues they come across as BAME staff in the workplace.
  - Voice their concerns on the impact this has on them as individuals and on workplace practices.
  - Make suggestions on how ULHT and CCG’s could actively tackle and prevent discrimination and disadvantage and help to create more equal and safer working environments.
  - Explore how the BAME Staff Network can support and encourage staff.

Attendees were asked to consider five key questions during the day:-

- What is your experience of working for the NHS?
- What does the NHS do well for its BAME staff?
- What could the NHS do better?
- What would an excellent working environment look like for you?
- If we could change just one thing from today, what would that be?

Appendix 1 details the event agenda for the day.

Appendix 2 provides information regarding social media reach.

Appendix 3 provides a copy of the organisations represented at the event.

Appendix 4 provides a copy of actions to be addressed.

## ATTENDANCE

An explanation of the organisations who attended is described in **Appendix 3**.

## SOCIAL MEDIA

During, and after the event, social media accounts were utilised to promote the event and videos were taken of some of the key speakers. Posting live from the event and sharing Lincolnshire's Hidden Voices on social media enabled us to reach a much wider audience, to NHS staff, patients and the public. An explanation regarding social media posts is included at **Appendix 2**.

## FORMAT OF THE EVENT

The event was opened with a warm welcome by the event chair, Kevin Turner, Deputy Chief Executive and BAME Staff Network Executive Sponsor at United Lincolnshire Hospitals NHS Trust.

Kevin outlined the aims and objectives of the afternoon and explained that the event was key in listening and taking away key messages to build on.

United Lincolnshire Hospitals NHS Trust Trust Board has made working with BAME staff a clear commitment and priority for this year and Kevin shared a video clip, which is displayed on the ULHT home page, in order to promote the BAME Network Site at United Lincolnshire Hospitals NHS Trust:-

<https://www.youtube.com/watch?v=TtF2uGtluxg>

## SETTING THE SCENE

In the opening presentation, Kamlijt Obhi, Assurance Manager - Optum (Equality and Diversity lead for Lincolnshire East CCG and South Lincolnshire CCG) and Tim Couchman, Equality and Diversity Lead at United Lincolnshire Hospitals NHS Trust, set the scene by focusing on four key contextual factors that drive our work around equality, diversity and engagement:-

## LEGAL COMPLIANCE

Information regarding CCG and ULHT responsibilities under the Equality Act 2010 and the Public Sector Duty (Section 149, 2011) was provided.

The Public Sector Duty states that we should have "due regard" to the need to:-

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

By law, there are 9 protected characteristics detailed below:--



## NHS CONSTITUTION

The NHS provides a comprehensive service, available to all irrespective of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil partnership status.

It has a duty to each and every individual that it serves and must respect their human rights.

Tim wished to particularly highlight two key principles which are governed by the NHS Constitution:-

### **NHS Constitution, Principle 1**

Driven by the legal compliance is our duty under the NHS constitution to respect the human rights of each and every individual regardless of background and circumstances, we design our services to improve, prevent, diagnose and treat both physical and mental health problems with equal regard, ensuring fair opportunities for all.

### **NHS Constitution, Principle 3**

The NHS aspires to the highest standards of excellence and professionalism

...Respect, dignity, compassion and care should be at the core of how patients and staff are treated not only because that is the right thing to do but because patient safety, experience and outcomes are all improved when staff are valued, empowered and supported.

Tim highlighted that the aim is for ULHT and CCG's to have the best staff and workforce that we can in order to provide high quality care for our patients.

## ORGANISATIONAL VISION AND AIMS

Our vision is for equality, diversity and inclusion to be a 'golden thread' running through, and central to how we work together to provide sustainable high quality patient-centred care for all people living in Lincolnshire.



Our organisations vision, works effectively in line with our aims:-

- Quality.
- Clinical Leadership.
- Patient Focus.
- Integration and Partnership.
- Fairness.
- Equality.
- Good value.

## DEMOGRAPHIC AND WORKFORCE DATA

Kamljt provided a brief overview around the demographic and workforce data for ULHT and Lincolnshire East CCG and highlighted that further work will be undertaken around this data:-

- In the UK, the BAME population is – 14% (total 64m)\*.
- In Lincolnshire, the BAME population is 2.4% (total 713,653).
- The East Lincolnshire BAME population is 1.9% (total 227,507).
- The ULHT BAME staff profile is 11.78% (2018).
- The Lincolnshire East CCG staff profile is 3.6% (total 83 staff and lay members – 2018).

## FUTURE PLANS AS ORGANISATIONS

The future plans were highlighted for both organisations:-

### ULHT

- Grow and support our staff networks.
- Review and update HR policies.
- Introduce a reverse mentoring programme – share and learn from one another.
- Develop and improve our work around the Workforce and Race Equality Standard (WRES)
- Implement the new Workforce Disability Equality Standard.
- Implement Equality Delivery System (EDS).

## CCG

- Incorporate new Equality Delivery System (EDS).
- Improve workforce equality data collection/analysis.
- Take positive action in up-dating Recruitment and Selection policies.
- Widespread EDHR training.
- Ongoing communication and engagement with staff through the Equality Forum and the promotion of Staff Networks.

### **SESSION 1 – RACE EQUALITY AND THE NEW NHS EQUALITY DELIVERY SYSTEM GAYNOR WALKER, NHS ENGLAND**

We were delighted to welcome Gaynor Walker, Equality and Health Inequalities Unit Project Co-ordinator for the Midlands Region at NHS England and NHS Improvement. Her role is to focus on reducing health inequalities within the NHS workforce system and is the Secretariat on the Equality and Diversity Council (EDC) and lead for the delivery of the updated Equality Delivery System. Gaynor is an Excellent Organisation Champion who started the BAME Network and has supported the start up of other staff networks.

Gaynor described her background, her family and what it was like growing up and working as a black person. Gaynor shared her personal experiences of how she has faced discrimination over the years both in her personal life and working career and spoke about one of her first jobs working at Leeds Football Club and described an occasion when Leeds United were playing Manchester United. Due to racism, Gaynor was told by security that for her safety, she needed to leave work early. There were also certain bars near the “Dark Arches” in Leeds centre that she knew that she shouldn’t go to. Gaynor realised that not everyone looked at the world like her family.

Gaynor spoke about her working career and how she has faced discrimination. The system appeared to cover and support the perpetrator. Gaynor used to hear comments such as “you need to become more resilient”, “you have to work twice as hard to be as good”, “it’s always going to be like this and it’s never going to change”, “no one cares so why should you care, you can’t win”.

Gaynor decided she wanted to make a positive impact and difference and moved to her role at NHS England. She explained about the work that she is leading on around the Equality Delivery System:-

## WHAT IS THE EQUALITY DELIVERY SYSTEM? (EDS)

Gaynor explained that the EDS was launched in 2011 and is a framework that is an improvement tool for NHS patients, service users and staff. It is supported by the NHS Equality and Diversity Council and NHS England and helps organisations to review their equality performance and put actions plans in place to make improvements.

There are 3 key domains, which will be implemented in July 2019, and Gaynor explained in detail the requirements for each domain which should assist in organisations collating evidence and developing action plans :-

### **Domain 1 - EDS and the workforce - Patient service users**

NHS organisations are required to review workplaces against key outcomes and grade the results. This is done by collating evidence and engaging with staff, staff networks, chaplaincy staff and unions. NHS organisations review key attributes and collate evidence of their leadership and grade the results and then the gradings are reviewed by an independent person.

### **Domain 2 - Workforce Development and Well Being**

Proposed outcomes:-

- 2A: Percentages of staff in AfC Bands 1-9 and VSM (including Executive Board members) roles and reflect the percentage of staff in the overall workforce.
- 2B: When at work, staff are free from abuse, harassment, bullying and physical violence from any source.
- 2C: Staff believe the organisation provides equal opportunities for career progression/promotion.
- 2D: Staff recommend the organisation as a place to work or receive treatment.

### **Domain 3 – Inclusive Leadership - Leadership capacity of the organisation.**

Proposed outcome 3A is rated according to the average number of instances that Board members and senior leaders could provide when they actively promoted equality in the last year, as part of their NHS Board or executive role. The independent evaluator will approach Board members and senior leaders for evidence for this outcome on an annual basis.

Proposed outcome 3B is rated with reference to a random sample of substantive Board/Committee papers from the last year and the percentage of papers that Identified equality-related impacts and how they were mitigated or managed. For Clinical Commissioning Groups, the papers should comprise those that set out commissioning or procurement approaches for services commissioned in the year.



Gaynor highlighted the need for networks to work together and that the Workforce Disability Equality Standard (WDES) and Workforce Race Equality Standard (WRES) also has an impact on the Equality Delivery Standard (EDS). Information is required to be taken from the frameworks together and populate the data to ensure that the frameworks sit together.

## WRES LEADERSHIP STRATEGY

The document was published in January 2019 and sets targets for increasing BAME representation at senior levels in 2018, in line with the NHS Long Term Plan. The WRES Team has set “aspirational goals” and organisations will receive their goals by September 2019.

## HOW NETWORKS CAN SUPPORT ORGANISATIONS?

Networks provide a safe place for staff to talk to reduce discrimination and also bring enormous benefits to the organisation and better care for patients. It is important to understand other people’s way of thinking, beliefs and cultures.

Gaynor asked tables to discuss and consider the key questions and feedback on some of the questions was presented back:-

### **How active is your BME Network?**

It was acknowledged that organisations would like to see greater representation at the network. The network provides regular information on the internet, provides posters and leaflets and is really helpful in being able to support one another.

### **How can your network support the delivery of the EDS?**

Information is provided regarding the work of the network. It was agreed that the network needs to look at how many people are reading the newsletter.

### **What barriers are faced by your network?**

- Fear from the manager – it was acknowledged that no-one should feel fear in attending.
- Not being supported by your team and staff not being able to be released.
- Suggestion was to ensure that a rota is provided so that staff can attend events.
- Some people think that it won’t make a difference.
- Some staff might not enjoy attending the network.
- Need to spread the word.
- Need clear governance structure, including terms of reference for the network.

- Agreed that it would be useful to link in with other networks to see what they are doing.

### **How can your network support the delivery of WRES and the WRES Leadership Strategy?**

- Have champions and specifically trained staff in the network.
- Raise awareness to staff at all levels at ULHT and Lincolnshire CCG's and promote how it can help them. Direct staff to the intranet where they can find more information.
- Need to have an understanding of the BAME network and interact openly. Concerns need to be heard and understand all cultures.

For additional support available to BAME networks, link enclosed:-

<https://www.england.nhs.uk/publication/improving-throughinclusion-supporting-staff-networks-for-black-and-minority-ethnicstaff-in-the-nhs/>

## **SESSION 2 – WORKFORCE RACE EQUALITY STANDARD AND STAFF SURVEY – WHAT IS OUR DATA TELLING US?**

Tim Couchman provided an up-date around the Workforce Race Equality Standard and ULHT staff survey results.

The WRES was commissioned by Simon Stevens and there are 9 indicators:-

- 4 Workforce indicators.
- 4 Staff survey indicators.
- 1 Board representation indicator.

WRES is part of the NHS Standard Contract which is reported annually and placed in the public domain: <https://www.ulh.nhs.uk/about/equality-diversity/nhs-workforce-race-equality-standard-wres/>

From 2015, all NHS organisations meeting certain criteria were expected to complete the WRES. It will be a requirement for Lincolnshire CCG's to complete WRES data this year. This has not been a requirement for the Lincolnshire CCG's in the past due to the CCG's not employing 250 members of staff.

The steps are to:-

- ✓ Collect and collate data
- ✓ Submit data to NHS England.
- ✓ Write and approve local report.
- ✓ Develop local actions for improvement.
- ✓ Publish local report and actions on website.
- ✓ Deliver the agreed actions.

From the ULHT data submitted on 31 July 2018, there were a total of 7,587 staff employed at ULHT with 900 of these being BAME staff, equating to 11.78%.

ULHT were disappointed by some of the results and some of the comparison of results for BAME communities and the BAME Network has decided to focus and take appropriate action particularly on the following indicators:-

### **WRES Indicator 2 - Recruitment**

“Relative likelihood of staff being appointed from shortlisting across all posts.”

2016	1.26
2017	1.39
2018	1.66

A figure > 1.0 means white people are more likely to be appointed.

### **WRES Indicator 3 – Disciplinary**

Relative likelihood of staff entering the formal disciplinary process, as measured by entry into a formal disciplinary investigation:-

2016	1.92
2017	1.87
2018	1.64

A figure > 1.0 means a BAME staff member more likely to enter a formal disciplinary investigation.

### **WRES Indicator 8 – Discrimination**

This data is taken from the staff survey results for ULHT.

“In the last 12 months have you personally experienced discrimination at work from any of the following? Manager/ team leader or other colleagues:-

2015 White	<b>4.47%</b>	BAME	<b>11.76%</b>
2016 White	<b>5.67%</b>	BAME	<b>14.55%</b>
2017 White	<b>6.71%</b>	BAME	<b>16.17%</b>
2018 White	<b>8.5%</b>	BAME	<b>19.1%</b>

Tim reported that a staff survey is going to be circulated to ULHT staff in order to look further in to the information and data.

### **SESSION 3 – BUILDING THE NHS BY CREATING SAFER SPACE TO TALK ABOUT RACE**

Attendees were asked to work in tables and highlight improvements that could be made in respect of the three indicators and the feedback is detailed below:-



**“When possible include BAME staff member on interview panel—and/or Equality/Impact proof in shortlisting”**

**“Numbers = individuals  
= people  
percentages = statistics  
Impersonal  
Numbers please”**

**WRES INDICATOR 2:-  
RECRUITMENT  
MY ONE BIG IDEA**

**“At 1:1’s with my staff,  
will ask direct question.  
If they have received any  
discrimination—won’t  
limit to BAME, need to  
learn”**

**“Sharing culture—  
informal events, informal  
moments shared,  
governance  
meeting agenda items”**

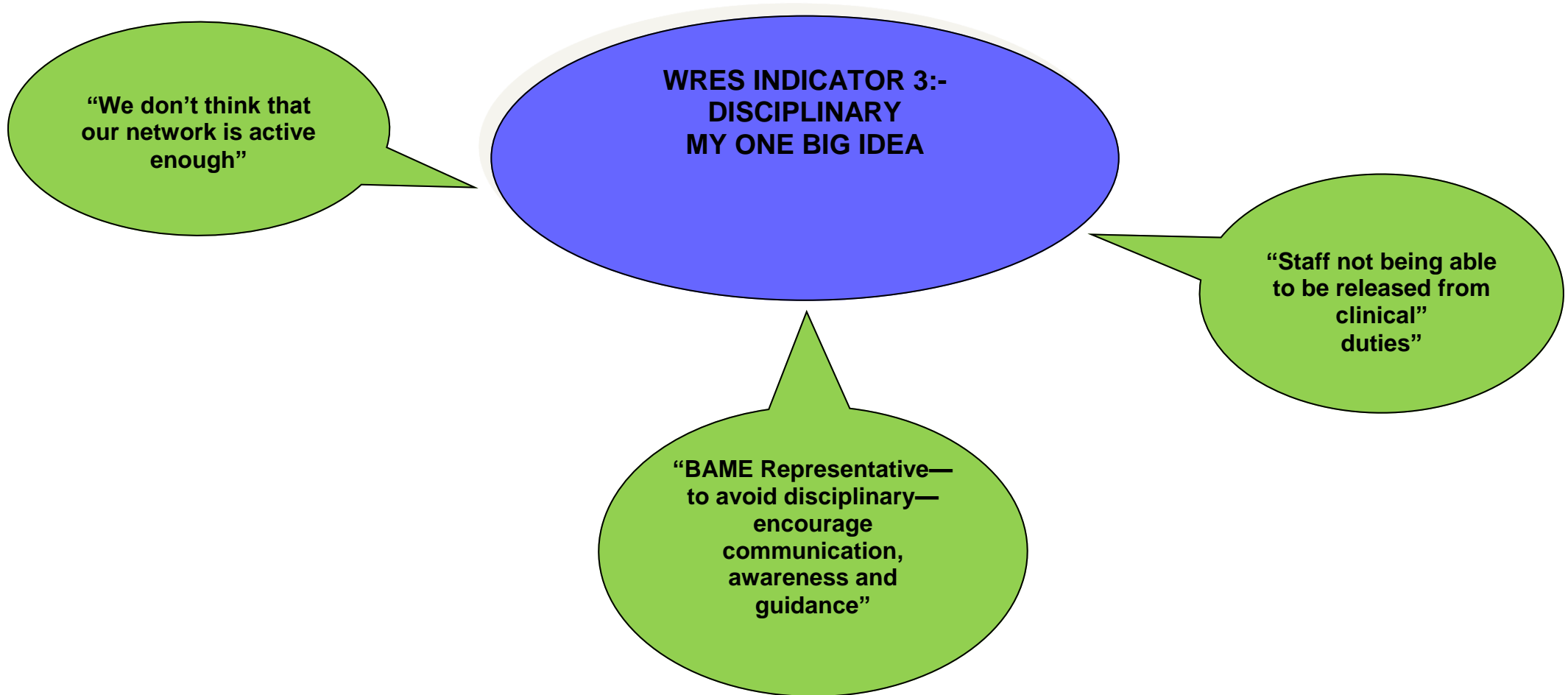
**“What can each of our leaders  
within our team do for  
BAME/Disability/LGBT staff so  
that those members of staff feel  
comfortable within team and are  
giving their best”**

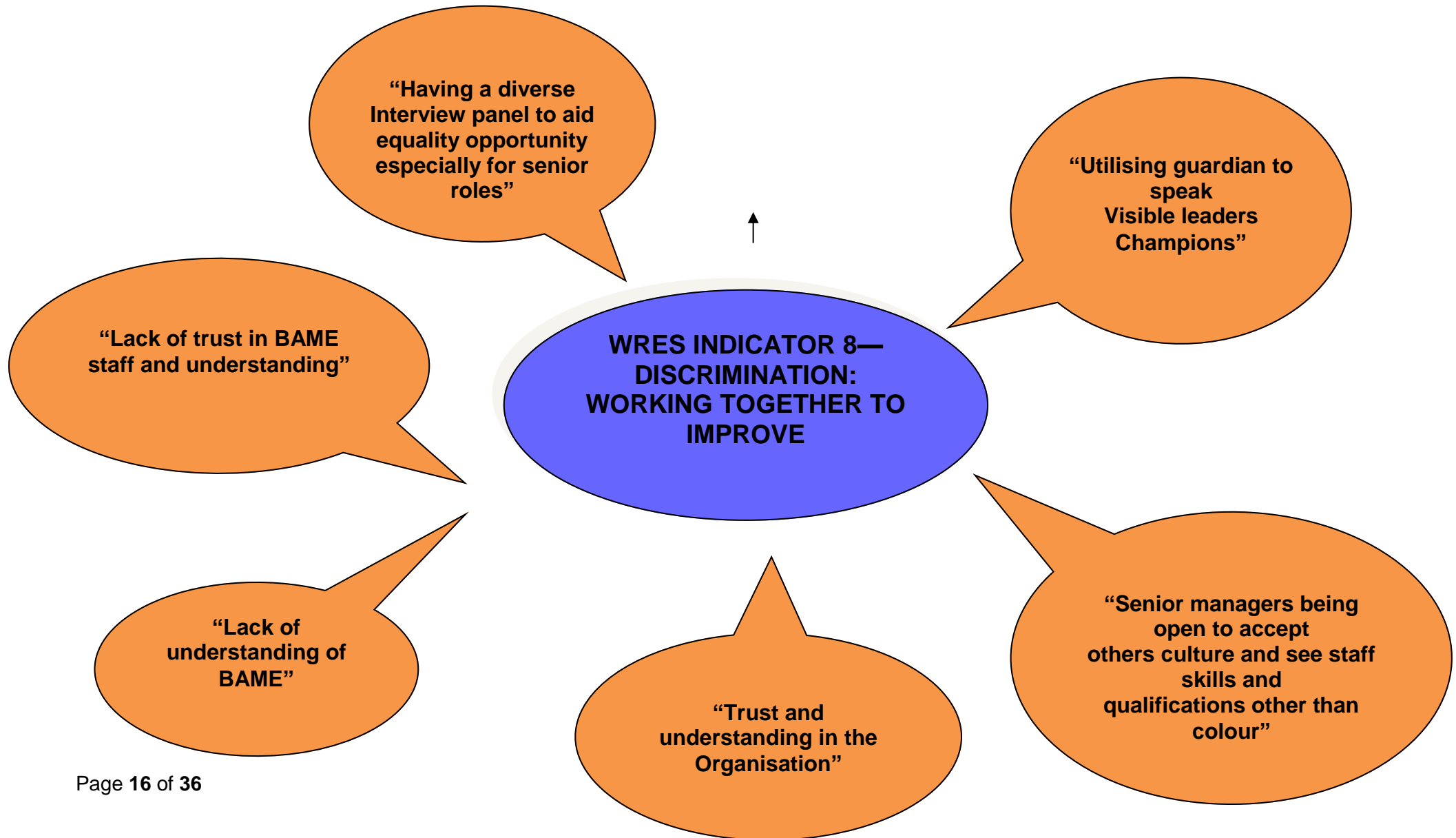
**WRES INDICATOR 2:-  
RECRUITMENT  
WORKING TO IMPROVE**

**“Equality Agenda”**

**WRES INDICATOR 2:-  
RECRUITMENT  
OWNING THE DATA**

**“When presenting data, show  
number of people as well as  
percentages”**







**WRES INDICATOR 8:-  
DISCRIMINATION:  
WORKING TOGETHER TO  
IMPROVE**

**“Reverse mentoring:  
sharing lived  
experience with  
manager/team  
leader/colleagues to  
prevent  
bias/discrimination  
through ignorance”**

**“To have a mixed interview  
panel eg, BAME member  
on the panel”**

**“Lack of support  
Lack of understanding about  
person eg, their background and  
education and  
skills/experience  
Not recognising a person’s  
potential  
Being a close minded manager”**

**WRES INDICATOR 8:-  
DISCRIMINATION:  
OWNING THE DATA**

**“Was not aware of the  
network in the organisation but  
was asked to attend by my line  
manager—United  
Lincolnshire Hospitals NHS Trust  
staff member”**

**SESSION 4 – BAME STAFF NETWORK WORKING TOGETHER TO IMPROVE OUR EXPERIENCE**  
**EDWELL , VICE CHAIR OF THE BAME NETWORK, UNITED LINCOLNSHIRE HOSPITALS NHS TRUST**



**BAME**  
STAFF NETWORK

We were delighted to welcome Edwell Munyonga, Vice Chair of the BAME Network at United Lincolnshire Hospitals NHS Trust, who provided further information regarding the BAME Staff Network and explained about the aims, achievements over the past year and the aspirations for the future.

**AIMS OF THE NETWORK**

The aims of the BAME Staff Network are to:-

- Promote inclusive related working practices.
- Promote awareness of BAME issues.
- Lead developments supporting best practice.
- Engage with staff who identify as BAME/Allies/Champions.
- Support and advise the Trust WRES.
- Provide leadership and support to staff and patients from BAME backgrounds.

There are currently over 60 staff engaging with the network, but it is hoped to increase these numbers.

**ACHIEVEMENTS OVER THE PAST YEAR**

Edwell explained the key achievements over the past year:-

- Appointment of Kevin Turner, the Network Executive Sponsor.
- The first visible leader profile with more to follow.

- Supporting the Equality, Diversity and Inclusion Lead on the first national WRES Expert programme.
- Steady increase in interest for the network (but scope for more growth).
- Actively advising ULHT Trust in relation to WRES Action Planning.
- Participation in the Multi-agency Race Equality Conference in October 2018 – in Black History Month.
- Increasing engagement and awareness of race equality issues.

### AIMS OVER THE NEXT YEAR

Today - BAME away  
½ day!

Publish BAME  
network leaflet

Host Lincolnshire  
Race Equality  
Conference -  
15<sup>th</sup> October 2019

Continue to build  
numbers of Visible  
Leaders and Allies /  
Reverse Mentoring

Support and  
challenge the Trust in  
relation to WRES /  
Staff Survey

Continue to grow and  
develop the BAME  
Network



Staff can get involved in the work of the BAME Network by:-

- Joining the mailing list.
- Attending events and meetings.
- Attending meetings.
- Volunteering.
- Being a Champion.
- Discussing your requirements at your appraisal.
- Reading the newsletter.
- Helping to take forward the WRES & Action plan.
- Joining the Facebook site.

**NETWORK GROUPS AND MEETING DATES**

NETWORK GROUP	MEETING DATES
<p><b>BAME Staff Network meeting</b></p>	<p><b>Friday 7 June 2019</b> 12.30 to 1.30 pm , Meeting Room 2, Grantham. Committee Room, Education Centre, Boston; Conference Room, Robey House, Lincoln.</p> <p><b>Thursday 22 August 2019</b> 1.00 pm to 2.00 pm Meeting Room 3, Grantham Committee Room, Boston Conference Room, Lincoln</p>

NETWORK GROUP	MEETING DATES
<p><b>LGBT and Staff Equality Network</b></p>	<p><b>Thursday 13 June 2019</b> 1.00pm – 2.00pm Conference Room, Robey House, Lincoln Meeting Room 2, Grantham Committee Room, Education Centre, Boston</p> <p><b>Tuesday 20 August 2019</b> 1.00pm – 2.00pm Conference Room, Robey House, Lincoln Meeting Room 3, Grantham Committee Room, Education Centre, Boston</p> <p>There is a new Lincolnshire-wide LGBT and closed Facebook group for all people linked to health recently opened. Staff can search 'Lincolnshire Healthcare LGBT+ and Allies Group' and request to join.</p>
<p><b>Armed Forces Network</b></p>	<p>A meeting date is being arranged by Tim Couchman. Date to be confirmed</p>
<p><b>MAPLE (Mental and Physical Lived Experience – Disability)</b></p>	<p>Currently virtual on facebook with meeting planned later this year.</p>
<p><b>Women's Network</b></p>	<p>Meeting date to be agreed. Set to launch in Autumn 2019.</p>

## PLEDGES AND EVENT CLOSE

Event attendees were asked to share their thoughts by writing comments on post-it notes and placing on the boards:

The following pledges detailed below were based around two key questions:-

**“I will/I want.....”**

**“Excellence looks like.....”**



**I WILL ....  
I WANT .....**

**“More acknowledgement and support in my role”**

**“Allow BAME to be more open and honest about their experience”**

**“Staff are not aware of the network and who are aware are not able to be released to attend”**

**“If someone is discriminating, give someone power to take that person accountable and take future appropriate action like discipline or removal”**

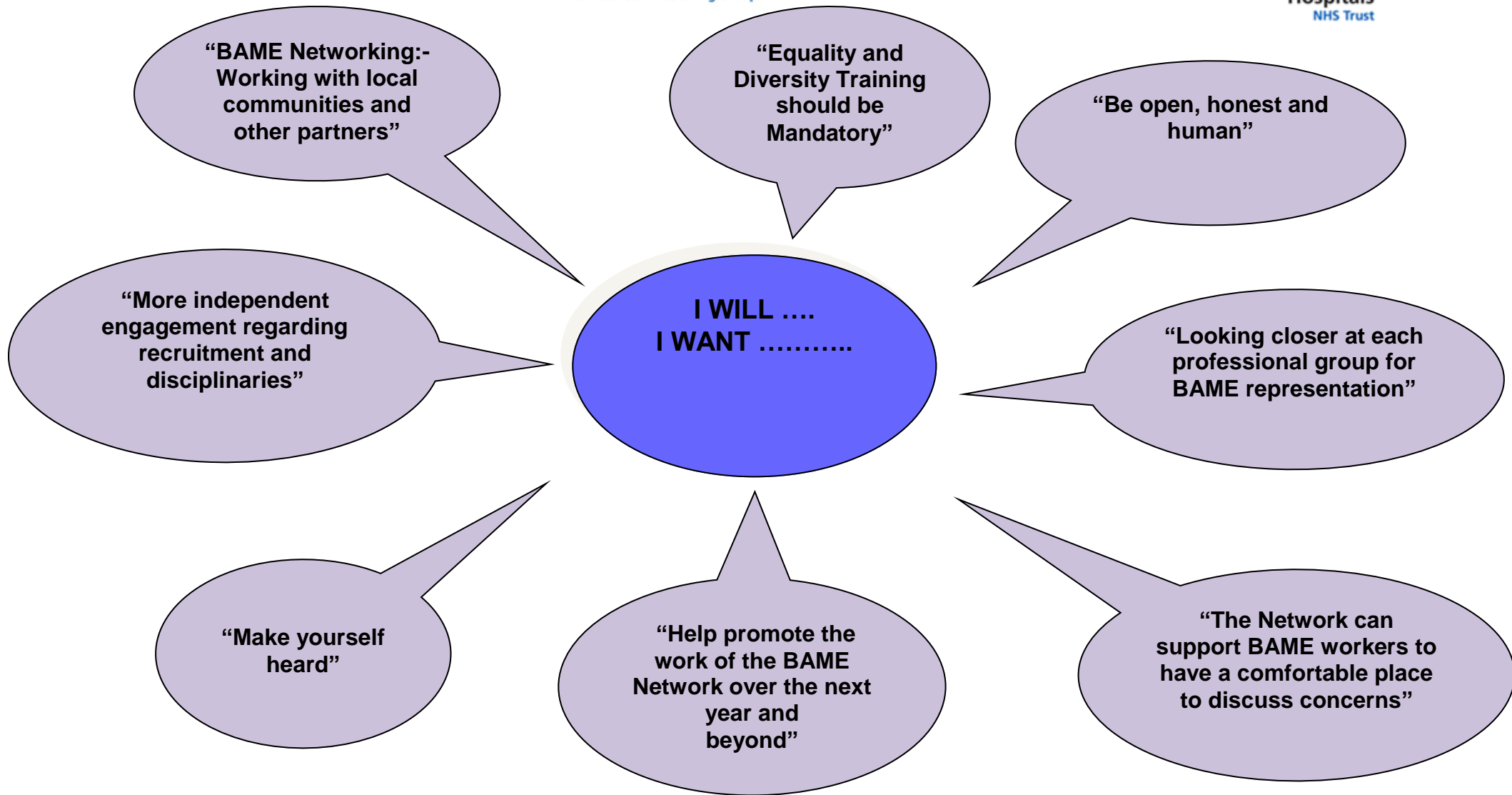
**“More independent engagement regarding recruitment and Disciplinary”**

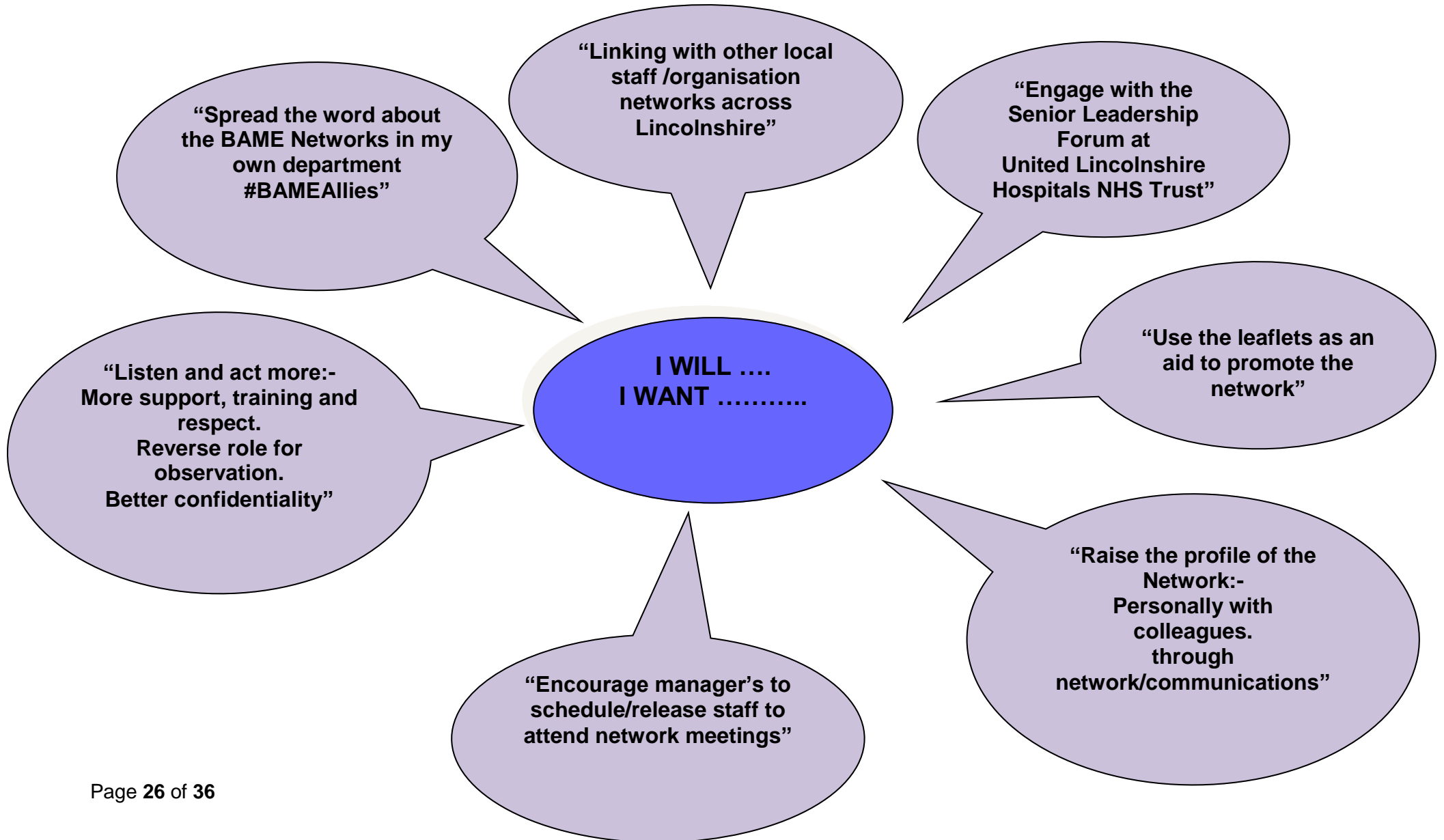
**“BAME Network  
Regular newsletter via email, posters in staff rooms, recently launched leaflet, facebook group, intranet, quarterly meetings, word of mouth”**

**“Network barriers  
Fear from manager/senior colleagues.  
Fear might not make a difference  
Some might be interested.  
Lack of awareness of the network.  
Talking event/network—no action”**

**“For BAME staff to be better supported to take on higher band roles within the organisation—bands 8a +”**







**WHAT DOES  
EXCELLENCE LOOK  
LIKE?**

**“Fairness and openness  
for all  
Share life experiences  
Two way conversations”**

**“Having allies”**

**“Checks and balances at  
recruitment shortlisting  
and interview  
Impartial observers”**

**“Spread more awareness  
from CCG’s:-  
Newsletters, internal  
communications, co-sponsor,  
exec member from the CCG,  
team meetings/briefings,  
promote the fact that white  
staff can join as allies”**

**“Buddy system for  
discussing issues  
outside the  
organisation”**

**“Full quota of BAME  
staff network members  
at meetings”**

**WHAT DOES  
EXCELLENCE LOOK  
LIKE?**

**“Use of external recruiters/interviews:-  
Representative of BAME on  
recruitment panels.  
Comprehensive Recruitment and  
Selection policies and procedures  
Training and coaching on Equality and  
Diversity in Recruitment and Selection  
Training”**

**We all have valid life  
experiences to share**

**“We are all  
human....”**

**“Equal opportunities at  
all levels.  
Encourage diversity”**

**“Being given the  
opportunity to express  
concerns and being  
listened to”**

**“Have the courage to ask  
even if the question feels  
hard/difficult—remember  
food ....!! Breaks down  
the barriers”**

**“Champions/  
Allies”**

**“To promote the BAME Network to  
other staff.  
BAME Champions to raise awareness  
of the network and to get all to be  
involved with the network  
To make sure everyone knows the  
importance and put as the ULHT  
Vision.  
Posters/leaflets visible.  
Keep circulating to managers about  
the network and provide up-dates”**

## FEEDBACK AND EVALUATION

Feedback from the event was extremely positive.

26 people attended the event.

Of these, 20 people completed a feedback form and a synopsis of feedback is below from the answers detailed on the form:-

- 100% (19/19) were either satisfied or very satisfied with the event organisation.
- 94% (16/17) were either satisfied or very satisfied with the time allocated to discussions.
- 100% (15/15) were either satisfied or very satisfied with the opportunities for participation.
- 100% (19/19) felt that their views were fully valued.
- 100% (19/19) felt that the level of engagement fully or partially met their expectations.
- 89% (17/19) were very confident or confident that the outcomes from this engagement will help to shape future plans.
- 94% (17/18) felt that the range of stakeholders and organisations involved was fully or partially valuable.
- 100% (11/11) felt that they were clear on the actions from the event.

Further detailed analysis, including comments, has been undertaken by the Engagement Manager and circulated to Equality and Diversity Leads.

## THANK YOU

Kevin Turner, Event Chair, thanked everyone for sharing their experiences and for contributing to an excellent inter-active event.

*thank you!*

## NEXT STEPS

The event presented an occasion for all involved to make a considerable contribution in taking forward the BAME agenda.

Lincolnshire East Clinical Commissioning Group and United Lincolnshire Hospitals NHS Trust has produced a list of actions (**Appendix 4**) in consideration of the key feedback in order to make improvements.

## CONTACT INFORMATION

To contact the event team about any aspect of this report, or if you are interested in getting involved in this work further, please contact:-

- Tim Couchman, Equality, Diversity and Inclusion Lead, United Lincolnshire Hospitals NHS Trust. [Tim.Couchman@ulh.nhs.uk](mailto:Tim.Couchman@ulh.nhs.uk)  
Telephone: 01522 512512
- Kamljit Obhi, Assurance Manager, OPTUM Commissioning Support Services  
[kamljit.obhi@nhs.net](mailto:kamljit.obhi@nhs.net)  
Telephone: 01476 406368
- Nikki Pepper, Engagement Manager, Lincolnshire East Clinical Commissioning Group: [nikki.pepper@lincolnshireeastccg.nhs.uk](mailto:nikki.pepper@lincolnshireeastccg.nhs.uk)  
Telephone: 01522 515305

**APPENDIX 1 - AGENDA FOR THE DAY**

**LINCOLNSHIRE DIVERSITY AND INCLUSION LISTENING EVENT FOR STAFF  
BUILDING OUR NHS BY CREATING SAFER SPACE**

**Wednesday, 15 May 2019 at 12.30pm – 4.15 pm (registration and a light lunch will be available from 12.00 pm)  
New Life Conference Centre, Sleaford, NG34 7JP**

**A G E N D A**

12.00 pm – 12.30 pm	Light lunch and Refreshments	
12.30 pm – 12.45 pm	Welcome and Introductions.	<b>Kevin Turner, Deputy Chief Executive &amp; BAME Staff Network Executive Sponsor</b>
12.45 pm – 1.00 pm	Setting the Scene.	<b>Tim Couchman, Equality and Diversity Lead, ULHT and Kamijit Obhi, Assurance Manager, Optum</b>
1.00 pm – 1.45 pm	Session 1 – Race Equality and the new NHS Equality Delivery System	<b>Gaynor Walker, NHS England</b>
1.45 pm – 2.30 pm	Session 2 – Workforce Race Equality Standard and Staff Survey – what is our data telling us? Facilitated workshop	<b>Tim Couchman &amp; Tanweer Ahmed</b>
2.30 pm – 2.45 pm	Refreshments	
2.45 pm – 3.30 pm	Session 3 – Building the NHS by creating safer space to talk about race. Facilitated group work	<b>Tim Couchman</b>
3.30 pm – 4.00 pm	Session 4 – BAME Staff Network working together to improve our experience	<b>Tanweer Ahmed, BAME Network Chair</b>
4.00 pm – 4.15 pm	Pledges and event close.	<b>Kevin Turner, Deputy Chief Executive &amp; BAME Staff Network Exec Sponsor</b>
4.15 pm	Close	

**APPENDIX 2**  
**SOCIAL MEDIA**

We received the following interest:- (as at 17 May 2019):-

**FACEBOOK**

**LINCOLNSHIRE EAST CCG FACEBOOK PAGE**

<https://www.facebook.com/LincsEastCCG>

Total posts	3
Total reach	2,122
Total impressions	3,041
Total likes	14
Total shares	5
Total comments	0

Our most popular Facebook post was the video posted of Gaynor Walker from NHS England.

The video has reached 1,693 people, received 536 (3 second) video views and 5 clicks to play.

10 likes, 0 comments and 4 shares to date. You can view the video and comments received here:-

<https://www.facebook.com/watch/?v=2333902903523763>

**UNITED LINCOLNSHIRE HOSPITALS NHS TRUST FACEBOOK PAGE**

<https://www.facebook.com/unitedlincolnshirehospitalsnhstrust/>

Total posts	2
Total reach	3.5k
Total likes	11
Total shares	1
Total comments	2



## TWITTER

### LINCOLNSHIRE EAST CCG

**Twitter Twitter:** @NHSLincsEast <https://twitter.com/NHSLincsEast>

Posting live from the event and sharing Lincolnshire's Hidden Voices on social media enabled us to reach a much wider audience to NHS staff, patients and the public.

#### Lincs East Twitter

<https://twitter.com/NHSLincsEast>

Tweets	9
Impressions	5,933
Engagements (including retweets,, replies, likes, profile click, hashtag clicks, media engagements)	267

Our most popular and engaging tweet was “We're here in Sleaford for this afternoon's #race #equality listening event. Here's Kevin Turner, Deputy Chief Executive & #BAME Staff Network Exec Sponsor @ULHT\_News explaining a bit about today's event #LincsVoices #EQW2019 @ULHT\_Equality”

This tweet has received 8 retweets, 12 likes and 1,236 impressions. View the tweet here >> <https://t.co/Nu6Z9UDBEg>

#### **Twitter Contributors:**

Gaynor Walker @MsGLW  
NHS United Lincs @ULHT\_News  
ULHT Equality @ULHT\_Equality  
Tim Couchman @TimJPCouchman  
Sabrina Herbert @HerbertHebert13  
Zoe Rowe @ZoeRoweLPFT

### UNITED LINCOLNSHIRE HOSPITALS NHS TRUST

**Twitter Twitter:** @ULHT\_News

Posting live from the event and sharing Lincolnshire's Hidden Voices on social media enabled us to reach a much wider audience to NHS staff, patients and the public.

## SUMMARY

Estimated reach	N/A for Twitter
Impressions	8,947
Tweets	11
Contributors	N/A

### Lincs East Twitter

<https://twitter.com/NHSLincsEast>

Tweets	See above
Impressions	See above
Engagements (including retweets,, replies, likes, profile click, hashtag clicks, media engagements)	243

Our most popular and engaging tweet was 'Looking forward to the @ULHT\_Equality 'building our #NHS by creating a safer space', black, Asian & minority ethnic (BAME) event. A great agenda coming up...  
@NHSLincsEast

This tweet has received 8 retweets, 9 likes and 2,075 impressions.

## APPENDIX 3

### LIST OF STAFF GROUPS THAT ATTENDED THE EVENT

- United Lincolnshire Hospitals NHS Trust.
- Lincolnshire East Clinical Commissioning Group.
- Lincolnshire West Clinical Commissioning Group.
- Optum Commissioning Support Services.
- NHS England.



## APPENDIX 4

### ACTIONS FOR UNITED LINCOLNSHIRE HOSPITALS NHS TRUST AND LINCOLNSHIRE CLINICAL COMMISSIONING GROUP'S

1. The report will be circulated to staff at United Lincolnshire Hospitals NHS Trust, Lincolnshire East CCG staff, Lincolnshire West CCG, South Lincolnshire CCG and South West Lincolnshire CCG's.
2. United Lincolnshire Hospitals NHS Trust and Lincolnshire CCG's Equality Forums will take forward actions from the report.
3. BAME Staff Network will discuss the findings from the event and take forward feedback.
4. United Lincolnshire Hospitals NHS Trust and Lincolnshire CCG's to encourage attendance to the BAME Staff Network Groups – groups and dates detailed within the report.
5. United Lincolnshire Hospitals NHS Trust and Lincolnshire CCG's to identify staff champions/allies to sit on the staff networks. Tim Couchman to establish a working group.
6. Lincolnshire CCG's to discuss whether it wishes to nominate an Executive Sponsor, similar to Kevin's role.
7. ULHT Senior Leadership Team Forum to receive a copy of the report and to discuss BAME at a future Senior Management Forum meeting.
8. The next Equality event will be taking place on 15 October 2019 regarding race equality. Gaynor Walker will be attending the event. Further details will be promoted to all staff shortly.