

DEVELOPING INCLUSIVE PRACTICE FOR PEOPLE WITH DISABILITIES



WELCOMING



ENGAGING



COLLABORATIVE



ACCOUNTABLE



RESPECTFUL



EQUITABLE

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Background



Barts Health

NHS Trust

- Barts Health NHS Trust created on 1 April 2012, brings together three legacy Trusts to become a group of five hospitals as one of the largest Trust's in the country.
- The Trust provides both acute and community based healthcare services across four core London Boroughs, serving approximately 2.5 million patients from east London and beyond each year.
- Has a workforce of approximately 16,000 and recognises the need to improve the experience of staff and patients with disabilities.
- Staff Diversity Network with 3 subgroups of which *BartsAbility* is one
- According to 2016 NHS Staff Survey results, **923** staff state they have a disability, (approximately **c6%** of total workforce and **c15%** of respondents) however only **272** state they have a disability on ESR (**c2%** of total workforce)
- Placed under *special measures* in 2015
- Recently inspected by CQC
- CEO-led Equality & Inclusion Board



Barts Health NHS Trust
2017 CQC overall rating

Requires improvement

BartsAbility

- **#BartsAbility** is a staff led initiative which aims to improve the experiences of employees with a disability.
- At the centre of the initiative is the Staff Diversity Network - Disability Subgroup which aims to promote a culture where disability is seen as an *asset*, staff are open about their disability and work to ensure that everyone is able to bring their authentic self to work.



Method

- Using the Listening into Action (LiA) approach to empower staff to identify and lead improvement.
- Conducting a series of four LiA 'Big Conversations' across the sites Sponsorship by Director Workforce Development
- Trust wide conversations which provided an opportunity to identify issues which affect people with a disability and enabled staff to share experiences, highlight areas for improvement and suggest solutions.



Our Journey so far

May/June

2016 Revised
Trust Equality
Objectives

June 2013

Establish
Staff
Diversity
Networks

May 2016

WDES
Engagement
Event

Autumn 2016

#BartsAbility
Focus on
Disability as an
Asset

Winter 2016

Four *Listening
into Action* 'Big
Conversations'

**2017 - Three LiA
work streams:**

- *Disability
Passport*
- *Dyslexia Staff
Group*
- *Access All
Areas:
Improving
access to Trust
meeting rooms
and venues*



Harnessing the power of Diversity and staff voice to drive transformational change

LiA Big and Team Conversations



- **Widespread engagement-** c.170 staff came to LiA Big and Team conversations
- **Featured stories of Staff and Patients with lived experience of disability**
- **Highlighted wide range of issues-** access challenges, Dyslexia support inconsistent, culture where the needs of disabled employees not always taken into account, lack of appreciation of Disability as an Asset

I feel like things are finally being heard

Inspiring..... Empowered – feel confident about having a disability and knowing that staff with disabilities have a voice



Three #BartsAbility workstreams

- ***Barts Health Disability Passport*** - Tool to facilitate supportive and constructive conversations about *reasonable adjustments* between employee and manager
- ***'Access all Areas'***- Ensuring room booking systems offer comprehensive and consistent access information at point of booking; campaign to encourage positive behaviours/habits around room/event booking practice, linked to Trust values
- ***The Dyslexia Staff group***- Establishment of support and advocacy group for staff living with Dyslexia



What has worked well.....

- Leadership buy-in, Executive Sponsorship and support
- Commitment and willingness of subgroup members and of individuals to tell their stories
- Resolving staff problems e.g. doors ...
- Communication, Communication, Communication!
- Organisational recognition that the Equality and Inclusion agenda is integral to broader cultural change



... and the Challenges

- Subgroup members- getting **release time** to attend meetings
- **Sustainability**- having the time and resource to build individual/ organisational capability
- Keeping up the **momentum** and reaching **new audiences**
- Practices, processes and behaviours



#BartsAbility: other related achievements

- *DisabledGo* re-commissioned to complete access audit of sites
- Team members undertaking a variety of professional/ personal development opportunities with some sitting on national disability strategic groups such as national strategic development group for Workforce Disability Equality Standard
- Apprenticeship Scheme for local people with a Disability - **Barts Ability Star Award**
- Hosting NHS Employers Disability Summit, 2018
- Corporate and community recognition
- Taking part in piloting WDES



Next steps

- Site-management teams driving improvements locally
- Site WDES reporting
- Refreshed relationship with *DisabledGo* and related/relevant stakeholders
- Embedding learning into Talent Management programme
- Developing engagement framework in line with refreshed NHS Equality Delivery System (EDS2)



Lessons learnt

- Leadership buy-in
- Link to corporate objectives
- Staff Engagement & Involvement
- Having a framework for engagement to enable adequate 'reach'
- Value of staff networks
- Nothing 'about me without me'
- Collaborative working
- Communication



Conclusion

This case study shows the potential of staff-led initiatives to drive change and improvement.

It also demonstrates how embracing & valuing diversity can directly impact organisational performance



Any Questions please?



Barts Health
NHS Trust



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www.bartshealth.nhs.uk

