

Equality, diversity and inclusion policy statement

St Helena is committed to encouraging equality, diversity, and inclusion among our workforce, and eliminating unlawful discrimination.

The aim is for our staff and volunteers to be representative of our community, and for each person to feel respected and able to give their best. Our culture will drive improvements in our equity of access to care and support from our services.

The organisation - in providing services and/or facilities - is also committed to eliminating unlawful discrimination of patients, their families and carers, and anyone else visiting the sites or coming into contact with our services.

Our Board-level representative with responsibility for over-sight and delivery of this policy is Catherine Morgan

The senior leadership team representative with responsibility for this policy is Mike Thompson, Director of Brand and Culture.

All staff and volunteers are responsible for complying with this policy, and we will incorporate its objectives and standards into our working practices.

Our commitments

The organisation commits to:

1. Abide by the Equality Act 2010 and all other equality, diversity, inclusion legislation.
2. Deliver equitable access to clinical services and care for all patients in our geography who meet the criteria for hospice and related services.
3. Encourage and actively support equality, diversity, and inclusion in the workplace, so that we represent our population appropriately and as far as practicable.
4. Actively challenge behaviour and practice that does not achieve the policy objectives.
5. Monitor the make-up of the workforce and of the patient population we serve regarding information, where available, such as age, sex, ethnic background, sexual orientation, religion or belief, and disability to encourage equality, diversity, and inclusion, and to meet the aims and commitments set out in this policy.

Monitoring will also include assessing how this policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.

Policy Objectives:

1. Improve access to all St Helena services and support for all our patients, families and communities.

2. Provide equality, fairness, and respect for all in our employment, whether voluntary, temporary, part-time, or full-time.

3. Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of:

- Age.
- disability.
- gender reassignment.
- marriage or civil partnership.
- pregnancy and maternity.
- race (including colour, nationality, and ethnic or national origin).
- religion or belief.
- sex.
- sexual orientation.

4. Challenge and eliminate all forms of unlawful discrimination in our workforce. This includes in:

- recruitment.
- pay and benefits.
- terms and conditions of employment.
- dealing with grievances and discipline.
- dismissal.
- redundancy.
- leave for parents.
- requests for flexible working.
- selection for promotion, training, or other developmental opportunities
- incentives.
- communications including social media.
- social activities arranged through work.

Our People and Culture policies and procedures will be amended to eliminate discrimination as and when needed, and to align those documents with the standards in this policy and the Equality Act. Key People and Culture policies that align to this statement are the Equal Opportunities Policy and Dignity at Work policy.

5. Challenge and eliminate all forms of unlawful discrimination in delivering our services. This includes in:

- Access criteria and referral management.
- Nutrition and feeding.
- Privacy and dignity.
- Translations/interpretations for literature and correspondence, including making literature and other information gender neutral where appropriate.
- Spiritual and/or religious support.
- Actively seeking opportunities to engage with underserved groups as well as those groups with protected characteristics.

- Admission and discharge.
- Home visits.
- Estates and facilities.
- Medical records.
- Treatment decisions and access to medicines and equipment.
- Fundraising.

Policies and procedures will be amended to eliminate discrimination as and when needed.

The Safe Harbour team will provide specific information in support of this policy statement from time to time to set out commitments and activities aimed at increasing engagement with and addressing inequalities within underserved groups and groups with protected characteristics.

Culture and Standards

We will develop a culture that is compassionately inclusive for staff, volunteers, patients, families, and carers, taking active steps to be welcoming and undiscriminating for all using our sites or accessing our services.

The standards we will expect from our people are:

- That no unlawful discrimination shall occur in the support and management of our people and delivery of our services, and all decisions shall be objective and fair with individual circumstances considered.
- Our services will take a person-centred approach, and diversity considerations will be incorporated into processes and delivery to ensure that all our services are accessible to all.
- We prevent discrimination and we protect the dignity of our service users.
- We expect all our people will use appropriately inclusive language and behave in a way that will uphold the dignity of colleagues, service users, and stakeholders.
- We commit to providing and supporting channels for our people to have their voices heard. This includes opportunities to network with one another, and feedback on organisational proposals.
- Ensure that recruitment, selection, and promotion is transparent, merit-based, and fair.
- We will make reasonable adjustments to support the needs of individuals.
- Create a working environment that values difference and is free from prohibited discrimination, victimisation, bullying or harassment. Any individual who experiences or witnesses discrimination / harassment is encouraged to report it. All complaints will be taken seriously, promptly, and thoroughly investigated, and dealt with in a sensitive and affect manner.
- All our digital and hard-copy literature including correspondence will be available in a variety of formats and translations that support the target audience to receive that information where required.
- An Equalities Impact Assessment will be completed and recorded in Sentinel for each significant organisational policy and for each significant project, business case,

or change proposal, and updated from time to time to ensure that those Equality Impact Assessments remain fit for purpose, accurate and complete.

- Compliance with all organisational policies relating to records management.

The standards we will expect from our estates and facilities are:

- That disabled parking spaces, ramps, and other physical items aimed to promote inclusivity of access are well-maintained and easy to use.
- That any new sites for purchase or lease have appropriate access for people with mobility or other physical challenges in accessing premises
- That signage is clear and inclusive.
- Where food and/or drink is provided, that there are sufficient opportunities for those with dietary or religious needs to be catered for.

Training

Staff and volunteers will be offered equality, diversity, and inclusion training. Where additional learning needs are identified any additional training will be managed through the usual line management processes

We will use the Compassionate Communities programme to support delivery of training to partners and third parties that promotes equality, diversity, and inclusion.

Language and Terminology

We will remain vigilant to use of inclusive language and terminology in everything we do. Wherever we find use of language or terminology that has a direct or indirect, or potential negative impact on inclusivity, we will amend our use of that language or terminology.