

EQUALITY , DIVERSITY & INCLUSION

Including Human Rights

By Genevieve Agbandje, Inclusion Manager

we're kind

we're fair

we listen

we care

Oxleas

NHS

Improving lives

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we're kind

We show consideration, concern and thoughtfulness towards everyone

we're fair

We embrace difference, treat everyone with respect and promote diversity, equity and inclusion

we listen

We always seek to understand, learn and improve

we care

We work together and innovate to put our service users at the heart of everything we do

Introduction

Welcome to our Equality, Diversity, and Inclusion (EDI) including Human Rights workshop. This introduction is designed to raise the awareness.

Oxleas is an inclusive organisation committed to equality, diversity, and inclusion and eliminating unlawful discrimination and unacceptable behaviour.

We want our staff to be true representatives of our diverse society, and for each staff member to feel respected.

To demonstrate our commitment to tackling inequality for staff, service users and carers; we offer EDI awareness sessions to promote a culture where everyone feels they belong.

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Objectives

1:

To understand and recognise the importance of EDI and Human Rights

2:

To understand what different types of unlawful behaviour are in relation to EDI

3:

To raise awareness of how Equality and Diversity can affect People in different ways.

4:

To recognise how to implement this within the workforce.

Genevieve Agbandje | April 2025

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Equality & Human Rights Team



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What do Equality, Diversity, and Inclusion mean?

Equality means offering the same rights and opportunities to all people.

Diversity is understanding that each person is unique. It means embracing people's differences, including people of different races, genders, religious beliefs, sexual orientation, visible and invisible disabilities, class, or status.

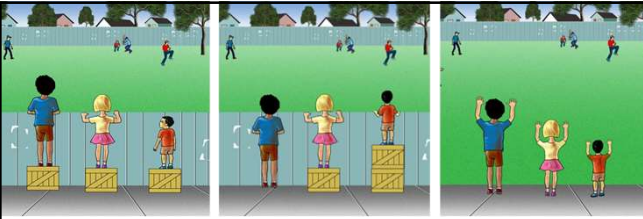
Inclusion is an extension of equality and diversity. Celebrating diversity requires thoughtful inclusion. It means that all people, without exception, have the right to be included, respected, and appreciated as valuable members of the community and be provided with opportunities to get involved, and have their perspectives valued and heard.

It's also useful to know what **Equity** means. Equity is the understanding that providing equal treatment or resources doesn't necessarily deliver equally matching results is the foundation of equity.

While many people share the same goals and dreams, the path isn't always the same, and one might experience more hardship and obstacles than another.

Genevieve Agbandje | Workforce Equality, Diversity & Inclusion Manager

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DIVERSITY
is a fact

INCLUSION
is an act

- Inclusion refers to the involvement and empowerment of a diverse range of individuals, where the worth of dignity of all people are recognized
- Inclusive environments promotes and sustains a sense of belonging. It values and practices respect for the talents, beliefs, backgrounds, and ways of living of its members
- Valuing difference and removing barriers to participation.

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Belonging: A sense of belonging ties diversity, equity, and inclusion together.

- Each group member is respected, valued, and cherished while being their authentic selves.
- Belonging is a feeling of a shared community.



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Equality Monitoring

what's it got to do with you?

We all have a role to play

Equality, diversity and inclusion isn't just about what our policies say. It's what services users and colleagues experience every day at Oxleas. It's about how YOU behave towards service users, patients, their families and colleagues



Who are we reaching?

We need to know who is using our services to we can check that some groups aren't getting access or might be overrepresented

Assumptions are risky

If we assume what people need based on how they look to us, we fall back onto stereotypes based on the colour of people's skin, their gender identity, age etc

Person-centred care

For care to be person centered we need to understand what matters to that person, who is important to them and if they have any spiritual or cultural needs

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Discrimination

Working in ways that promote Equality, Diversity and Inclusion ensures that care is fair, and individuals are not discriminated against

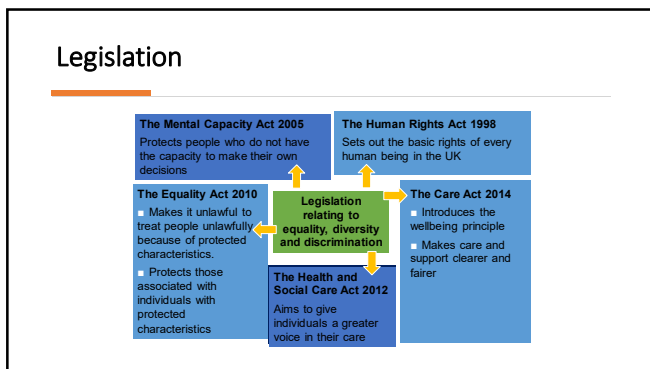
Means to exclude people because of their differences. It involves treating people differently because of assumptions made about a person or group of people based on their differences.

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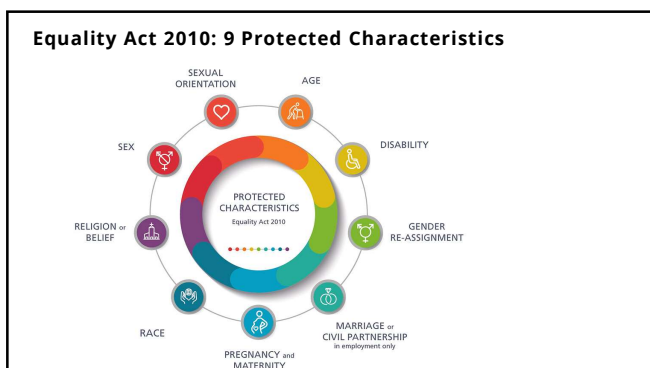
Types of Discrimination

- **Direct** – e.g. you are treated unfairly because of your ethnicity
- **Indirect** – e.g. you are a carer of a disabled person and treated unfairly
- **Associative** – ‘by association’ – e.g. an assumption is made about you because of where you live as it’s known to be an area with high crime, gangs and drug dealing
- **Perceptive** – ‘perceived to have’ – e.g. stereotypes about people who are gypsies and travellers
- **Harassment** – unwanted conduct – e.g. you are with your same sex partner on a bus and some lads start calling out names, making comments

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Human Rights Act 1998: Core Values

- Fairness
- Respect
- Equality
- Dignity
- Autonomy

Collectively known as the **FREDA** values

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Ethnicity and Health Inequalities

Factors influencing access to health care and health inequalities for some ethnic minority groups:

- Services may not be culturally sensitive / inappropriate, and assessments can appear like a 'one size fits all' approach and might overlook what's important to different racialised minorities
- Distrust of statutory agencies based on past poor experience
- Unfamiliar with how the NHS works (especially people newly arrived in the UK)
- Language barriers (including difficulty getting interpreters)
- Ethnic inequalities in compulsory admission to psychiatric wards, particularly affecting Black people, but also mixed-race people and South Asian people. Also, harsher treatment for Black people, in particular men in inpatient wards, e.g., more likely to be restrained in the prone position or put into seclusion
- Direct discrimination: e.g. gypsies and travellers often experience difficulty when trying to register with a GP or getting medical equipment

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Disability: barriers to access and communication

- Some people can find it particularly hard to navigate the NHS, especially if they are Deaf / hard of hearing, visually impaired, have a learning disability or cognitive impairment
- The Accessible Information Standard (AIS) requires NHS organisations to ask people if they have a communication need, record it, flag it on their patient record, share it with other NHS and social care services and meet the communication need (e.g. British Sign Language interpreter, Easy read or audio information, hearing loop, extra time for appointments)
- For disabled staff we must consider reasonable adjustments – this means removing barriers so that people can do their job. This could be specialist equipment or software, changes to their work environment (lighting, where they sit if office based), or making colleagues aware of how best to communicate so the person doesn't feel excluded, flexible shift patterns or working hours

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LGBTQ+ Health Inequalities: Barriers to care

- Health care professionals lack of knowledge about LGBTQ+ people's health needs and/or may have negative attitudes towards LGBTQ+ people
- LGBTQ+ people may delay/avoid seeking help because of past poor experience of discrimination OR perceived homophobia within the health care systems
- Some LGBTQ+ people are reluctant to disclose their sexual orientation, so they do not receive appropriate care
- LGBTQ+ people experience poorer health in key areas including sexual health, mental health and cancer
- Targeted work with LGBTQ+ people can help reduce the health inequalities they face, but it's also about ensuring all services are inclusive

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Staff Networks



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Equality Quiz

Who was Mary Seacole?	Can you name three types of hidden disability?	Can you name at least one religious community that celebrates Diwali?	What is the percentage of Black, Asian and minority ethnic staff in the Oxleas workforce?
What are the 9 protected characteristics in the Equality Act?	What's the appropriate way to refer to a trans (transgender) person when we talk to them or refer to them?	Women are more likely to experience mental illness than men. Is this True or false ?	Can you name three influential Black, Asian or minority ethnic people?
What are Marcus Rashford and Greta Thunberg famous for?	The definition of a carer is someone who is paid to care for a person who is unwell. True or false?	What is the NHS Rainbow Badge scheme for?	At what age must people retire who work in the NHS?
What religions require food to be cooked and eaten that is Halal or Kosher?	In 2017, out of the 650 MPs elected, how many were LGBTQ+?	What percentage of Oxleas workforce are women?	Who inspires you?

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Equality quiz answers

Who was Mary Seacole? Nurse born 1805 in Jamaica, died 1882. In 1854 she travelled to the UK and asked the war office to be sent to the Crimea. She was refused but funded her own passage and set up a hospital for sick/wounded soldiers.	Can you name three types of hidden disability? Dyslexia, Hearing Impairment, Autism, ADHD, Dyspraxia, Depression, Aspergers, Ehlers Danlos Syndrome (EDS), Speech and language difficulties and much more.	What's the appropriate way to refer to a trans (transgender) person when we talk to them or refer to them? Use their preferred pronoun – e.g. she / he, her / him, they/them	Women are more likely to experience mental illness than men. Is this true or false? True	Name at least one religious community that celebrates Diwali? Hindu, Sikh and Jain	What is the percentage of Black, Asian and minority ethnic staff in the Oxleas workforce? 46%
What are the 9 protected characteristics in the Equality Act? Age, Disability, Sex (Gender), Gender reassignment, Race and ethnicity, Sexual orientation, religion/belief, Pregnancy and maternity, civil partnership/marriage	The definition of a carer is someone who is paid to care for a person who is unwell. True or False? False – Carers provide unpaid care for a relative, loved one or neighbour that is outside of the support normally expected	What is the NHS Rainbow Badge scheme for? Marcus Rashford is a footballer who has successfully campaigned for free school meals for children	What is the NHS Rainbow Badge scheme for? The scheme is a way for NHS staff to show patients, service users and families that they are open, non-judgemental and inclusive. It originated in the Evelina London Children's Hospital	What religions require food to be cooked and eaten that is Halal or Kosher? Islam Judaism	Name three influential Black, Asian and minority ethnic people Barack Obama Doreen Lawrence John Sentamu George Floyd Kamala Harris
		At what age must people retire who work in the NHS? There is no fixed retirement	In 2017, of the 650 elected MPs, how many were LGBTQ+? 45		What percentage of Oxleas workforce are women? 86%

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Summary of session: why does equality matter?

- Knowledge of various health inequalities and how these impact upon individuals and communities will help us work towards improving health outcomes
- Awareness of issues may help in our conversations with service users and their carers; building empathy and enabling person centred care
- It will help us to be compassionate and culturally intelligent colleagues and managers
- It will help us to put Oxleas values into practice and build a fairer Oxleas
- It helps us to meet our Public Sector Equality Duties under the Equality Act

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Contact Us:

Building a Fairer Oxleas
Email: oxl-tr.bafo@nhs.net | For enquiries regarding staff networks, BAFO events, BAFO awareness sessions, BAFO meetings and 5 Step Challenge

Equality and Human Rights Team
Email: oxl-tr.equalityandhumanrights@nhs.net | For personal, private and confidential support and advice.

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Thank You

Contact

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Monday - Thursday



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