



Manchester University
NHS Foundation Trust

Public Sector Equality Duty (PSED) Annual Equality Information Report

January - December 2024





Foreword

Glossary

Diversity Matters Strategy

Improved patient access, safety and experience

A representative and supported workforce

Inclusive Leadership



The control bar at the bottom of the page can be used to navigate the report. Simply click an icon or section to jump to that section. You can also read the complete Diversity Matters Strategy at any point by selecting the Diversity Matters logo.



Improved patient access, safety and experience

A representative and supported workforce

Inclusive leadership

Celebrating Diversity



This year's Manchester University NHS Foundation Trust's (MFT), Public Sector Equality Duty (PSED) - Annual Equality Information Report reflects a range of activities that the Trust has undertaken to create a service that supports our diverse communities, has a greater understanding of the health inequalities that impact those communities and acknowledges the work we undertake to ensure our diverse workforce can flourish and deliver the best service.

Delivery of the new MFT Diversity Strategy is due later this year and has been closely aligned to the objectives of the new Trust Strategy, launched in 2024. Engagement has taken place with patients, staff and the communities we serve, ensuring we focus on activity that makes a positive difference to those with protected characteristics. Supported by NHS England's EDI Improvement Plan and the six High Impact Actions, the Trust will remain focused on addressing prejudice and discrimination that exists through behaviours, policies, practices and culture.

I have met with members of our 'Removing the Barriers' Programme, which focuses on balancing representation of Black, Asian and Minority Ethnic staff at senior levels and this has prompted further developments which will be shared in the next report. In addition, a Disability conference was held to understand the lived experiences and the work taking place to create a more accessible, representative and inclusive workplace. The Executive Director members attended a bespoke anti-racist session in December 2024, which focused on the importance of the leadership role in embedding positive change. We are committed to working together as a Trust to address inequalities wherever they may arise and provide the best possible outcomes to both patients and staff.

Finally, no change is delivered without inclusive and compassionate leadership, with the skills and tools to create a working culture that enables staff to be their best. All senior leaders have personal inclusive objectives to support positive change for those with protected characteristics, with a focus on supporting our Staff Networks to enable change. I would like to thank everyone for their steadfast contribution to making MFT a more inclusive and diverse organisation.

I am delighted to introduce this PSED - Annual Equality Information Report, with examples of achievements and actions taken to deliver on our strategic objectives.



Mark Cubbon, Trust Chief Executive



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AIS - Accessible Information Standard

BAME - Black and Asian Minority Ethnic

BRAG - Black Asian and Minority Ethnic Research Advisory Group

CCG - Clinical Commissioning Groups

CPD - Continuing Professional Development

CQC - Care Quality Commission

CSS - Clinical and Scientific Services

DPUF - Disabled People's User Forum

EDI - Equality, Diversity and Inclusion

EDHR - Equality, Diversity and Human Rights Week

EDS - Equality Delivery System

EIA - Equality Impact Assessment

ESR - Electronic Staff Record

FTSU - Freedom to Speak Up

GMC - General Medical Council

GPG - Gender Pay Gap

CEA - Clinical Excellence Awards

LGBTQ+ - Lesbian, Gay, Bisexual, Trans, Queer + Community

LCO - Local Care Organisation

MDT - Multi Disciplinary Team

MSK - Musculoskeletal

MCS - Managed Clinical Service

MFT - Manchester University NHS Foundation Trust

MREH - Manchester Royal Eye Hospital

MRI - Manchester Royal Infirmary

NIHR - National Institute for Health and Care Research

NMGH - North Manchester General Hospital

NICE - National Institute for Health and Care Experience

PARS - Physical Activity Referral Scheme

PSED - Public Sector Equality Duty

RMCH - Royal Manchester Children's Hospital

SARC - Sexual Assault Referral Centre

SMH - Saint Mary's Hospital

UDHM - University Dental Hospital of Manchester

VCFSE - Voluntary, Community, Faith and Social Enterprise

WDES - Workforce Disability Equality Standard

WRES - Workforce Race Equality Standard

WTWA - Wythenshawe, Trafford, Withington, Altrincham hospitals

WMTM - What Matters to Me



Manchester University NHS Foundation Trust (MFT), established in October 2017, is one of the largest NHS Foundation Trust in England. With over 30,000 staff, it oversees [ten hospitals](#) and community services across Manchester and Trafford on seven sites. MFT offers a broad spectrum of services, ranging from local general hospital care to specialised regional and national services.

This **Equality Information Report** provides evidence of how MFT is meeting the three aims of the [Public Sector Equality Duty \(PSED\) of the Equality Act 2010](#). The three aims of the general duty are to make sure that public authorities have **due regard** to the need to:

1. put an end to unlawful behaviour that is banned by the Equality Act 2010, including discrimination, harassment and victimisation
2. advance equal opportunities between people who have a protected characteristic and those who do not
3. foster good relations between people who have a protected characteristic and those who do not

This report details the work done between January and December 2024 to promote **Equality, Diversity and Inclusion (EDI)** among the patients, service users and workforce at MFT, aligning with the objectives of our [Diversity Matters Strategy](#) and our vision to improve the health and quality of life of our diverse population by building an organisation that:

- ✓ **Excels** in quality, safety, patient experience, research, innovation and teaching
- ✓ **Attracts**, develops and retains great people
- ✓ Is **Recognised** internationally as a leading healthcare provider

There are 9 protected characteristics covered by the Equality Act 2010:



Our Hospitals



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This report highlights our 2024 performance, showcasing examples of practice across the Trust's Hospitals, Managed Clinical Services (MCS), Local Care Organisations (LCOs) and Corporate Services. It also covers the diversity of our patients, service users, staff and leadership. As of 30th September 2024, our Hospitals, MCS and LCOs were organised into six Clinical Groups, each led by newly established leadership teams.



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Our Year at a Glance



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A successful bid secured a two-year pilot at RMCH, bringing in a full-time **Citizen's Advice worker**. The service has supported **183 people**, with **financial outcomes of £384,448** for RMCH patients and families.

citizens
advice

Retained **Disability Confidence Accreditation** at Level 2.



Manchester **Sickle Cell and Thalassemia**, a partnership between MFT and MLCO, celebrated 40 years of supporting those living with these conditions.



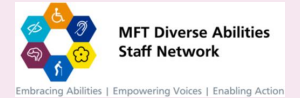
Six high-impact actions have been undertaken as part of the Equality, Diversity and Inclusion (EDI) Improvement Plan



Marching in Manchester Pride 2024 Over 180 members from across MFT and our wider NHS family came together to celebrate in Greater Manchester and beyond and marched in Pride.



MFT hosted its **First Disability and Employment Conference**



Diversity Matters:
Listening Events with MFT Colleagues and Communities



138,306 Interactions, with requests for over **136** languages and dialects, for Patients, their families and carers across the Trust.



Community Diagnostic Centres (CDCs) providing elective diagnostics (including checks, scans and tests) away from acute facilities.

CDC

Partnered with HPMA to create an **Inclusive HR Toolkit**



2 New **Staff Networks** launched Jewish Faith Network and Black Staff Network that feeds into the network representing ethnically diverse staff.



Midwife of the Year! Genomics Midwifery Lead Awarded for supporting non-English speaking women through their pregnancy journey.



MFT joined NHS England's **Sexual Safety Charter**



The Saint Mary's **Sexual Assault Referral Centre (SARC)** officially opened its brand-new premises.

SARC

Partnered with **Sparkle** National Transgender Charity



412 Equality Impact Assessments (EIA) completed

412

Dyslexia Awareness Week Webinar 2024 – Over 170 members from MFT and North West NHS organisations attended a webinar on understanding and supporting dyslexia in the workforce.



Neurodiversity Support task and finish group established



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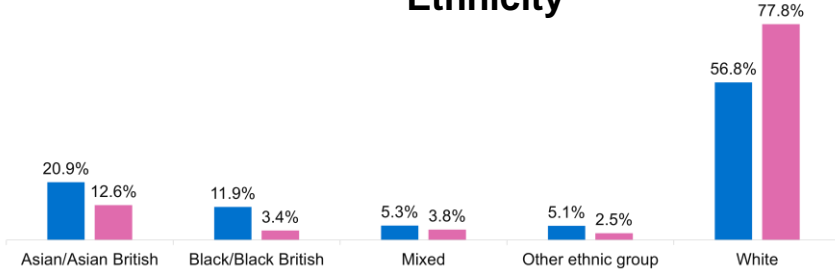


We are the main provider of hospital care to approximately 750,000 people in Manchester and Trafford and the single biggest provider of specialised services in the North West of England. The graphs, collected from the 2021 Census data, guide MFT in customising care with key population insights, optimising services for better patient outcomes.

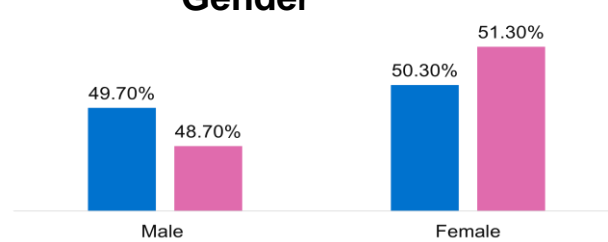
Manchester

Trafford

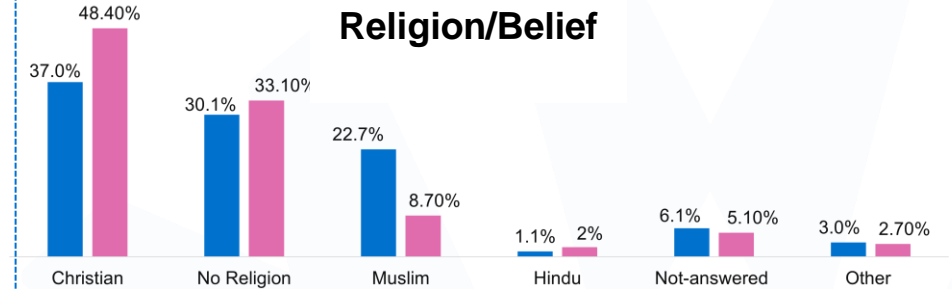
Ethnicity



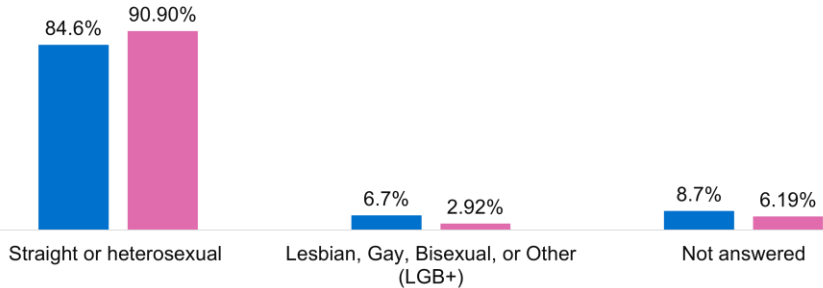
Gender



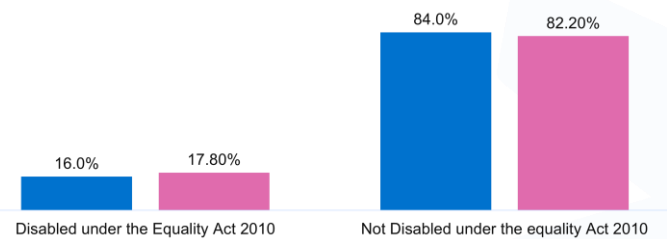
Religion/Belief



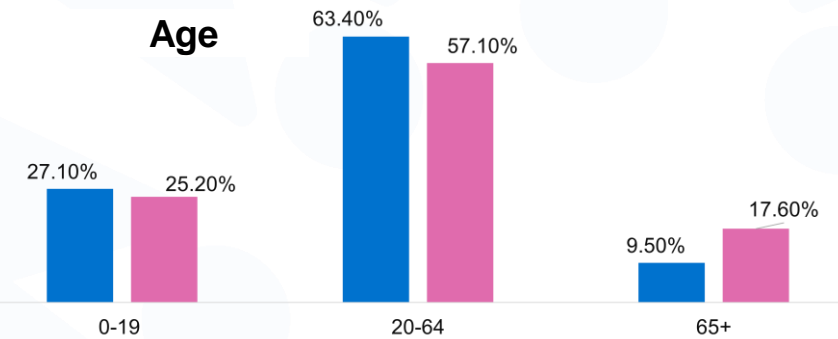
Sexual Orientation



Disability



Age



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MFT Strategy and EDI Actions



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The Trust is dedicated to improving the health and quality of life for our diverse communities. To achieve this and address the challenges ahead, the Trust has created a new organisational strategy for **2024-2029: Where Excellence Meets Compassion**. The strategy includes EDI actions to foster equity and inclusivity in both patient care and workplace culture.

MFT
STRATEGY
AIMS
2024-29



TRUST STRATEGY - EDI ACTIONS

Improve equity, access and the quality of care in our maternity services by developing personal care pathways for women and families who we know have poorer outcomes.

Address health inequalities by working with under-served communities to improve things like bowel cancer screening, hypertension and diabetes services

Develop strong relationships with our communities so that we can work together on research and innovation which addresses the issues that matter most to people and improve the diversity of people participating

Implement plans to reduce pay gaps with respect to race, disability and gender, fulfilling and, where possible, exceeding obligations for all staff with protected characteristics.

Ensure that every team has effective ways of engaging and involving all staff in decisions which affect them, to listen to their ideas and learn from their experience, so that we can improve services for patients and their families and the working lives of staff.

Update priorities and plans within the MFT Equality, Diversity and Inclusion (EDI) strategy Diversity Matters, ensuring that everyone has a personal objective on EDI appropriate to their role

Embed fair and inclusive recruitment practices that promote diversity at all levels, target under-represented groups and ensure that careers in healthcare are open to all. Improve representation of people from an ethnic minority background at senior levels.

Respond to issues raised in staff surveys, workforce equality standards and listening events by co-producing MFT-wide improvement plans



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The Diversity Matters Strategy



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In 2019, the Trust published '[Diversity Matters](#)' strategy, aiming to embed an equitable and inclusive approach, ensuring an appropriate, efficient and effective culture, when providing services for our patients and service users and developing workplace excellence. The strategy is central to the Trust's Vision of 'improving health and well-being for our diverse population' and provides a framework for improving policies, processes and practices. The Diversity Matters strategy is due to be refreshed in 2025 and consultation has taken place with our patients, service users and workforce, to improve how we will deliver the three aims below for the next four years.

MFT
STRATEGY
AIMS
2024-29
→



DIVERSITY
MATTERS
STRATEGY
AIMS
→

1. Improved patient access, safety and experience

The results we are aiming for:


- ✓ Everyone who needs to can use Trust services.
- ✓ Individual people's health and care needs are met.
- ✓ When people use Trust services, they are free from harm.
- ✓ People report positive experiences of Trust services.



2. A representative and supported workforce

The results we are aiming for:


- ✓ Staff are free from harassment, bullying and physical violence.
- ✓ Staff believe that the Trust provides equal opportunities.
- ✓ Staff recommend the Trust as a place to work and receive treatment.



3. Inclusive leadership

The results we are aiming for:

- ✓ Board members and senior leaders demonstrate their commitment to equality, diversity and inclusion.
- ✓ Board and Committee papers will identify equality-related impacts and how unfavourable effects will be reduced.




Improved patient access, safety and experience

A representative and supported workforce

Inclusive leadership

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Diversity Matters Strategy - Aim 1

Improved Patient Access, Safety & Experience



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This section highlights:

- The diversity of patients and service users
- Accessibility, communication and engagement
- How we analyse the impacts of our policies and procedures
- Provide access to healthcare for patients with language barriers
- How we support patients and service users with financial advice
- How we provide accessible diagnostic services and flexible, person-centered care



Improved patient access,
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Inclusive leadership

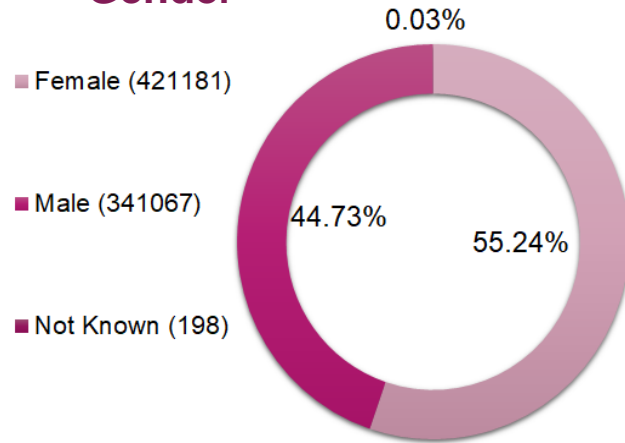
Celebrating Diversity



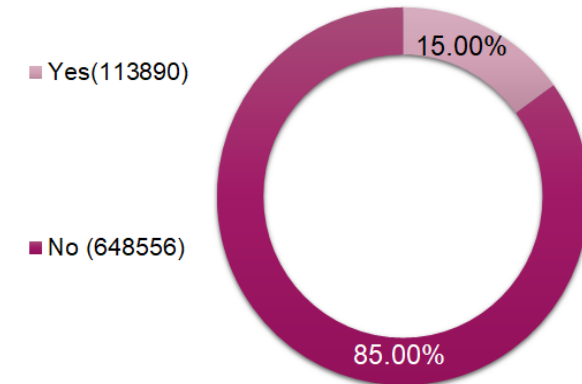
Diversity of Our Patients

The Trust recognises the diverse needs of our patients and service users and tracks demographic data to ensure safe and effective healthcare. By showcasing the diversity of patient demographics, we demonstrate our commitment to the PSED, ensuring that we actively eliminate discrimination, advance equality of opportunity and foster good relations across all communities in our care. The charts below depict the diversity of our patients and service users in 2024:

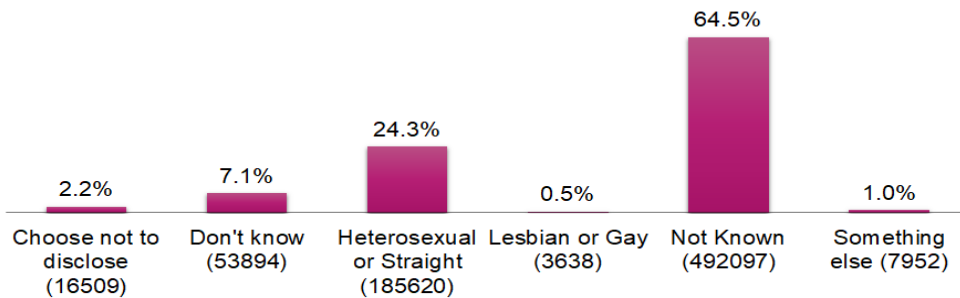
Gender



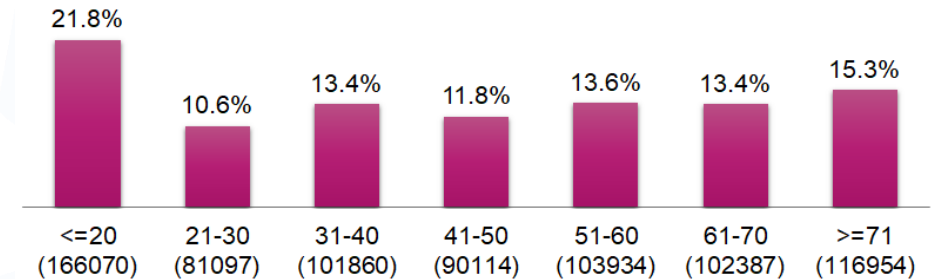
Disability



Sexual Orientation



Age



Improved patient access, safety and experience

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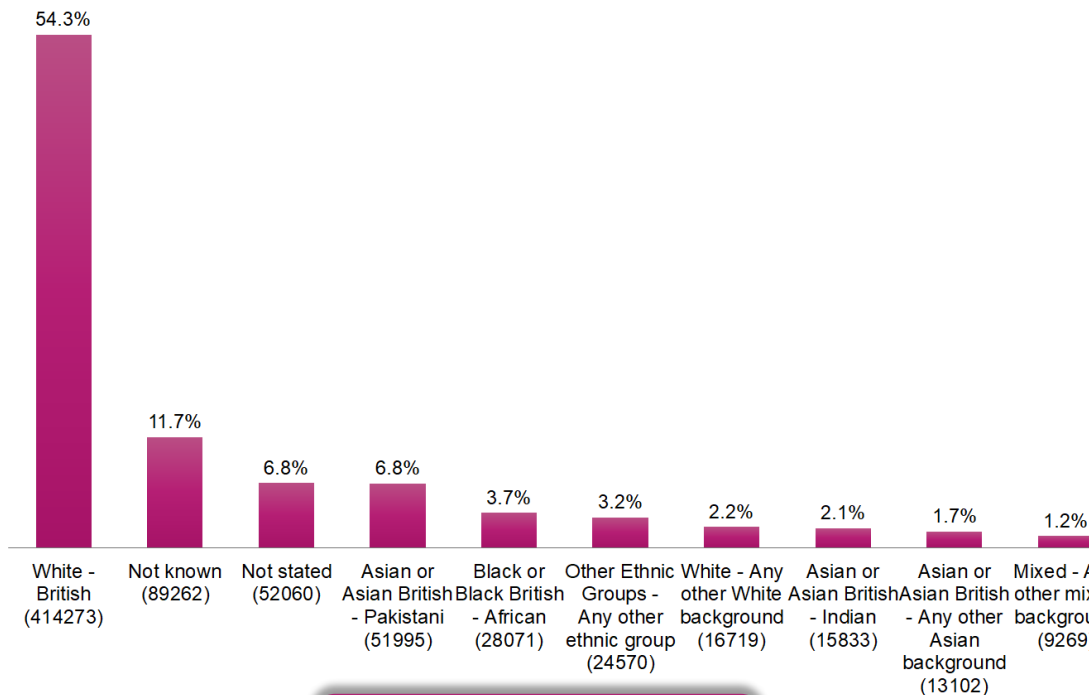


Diversity of Our Patients

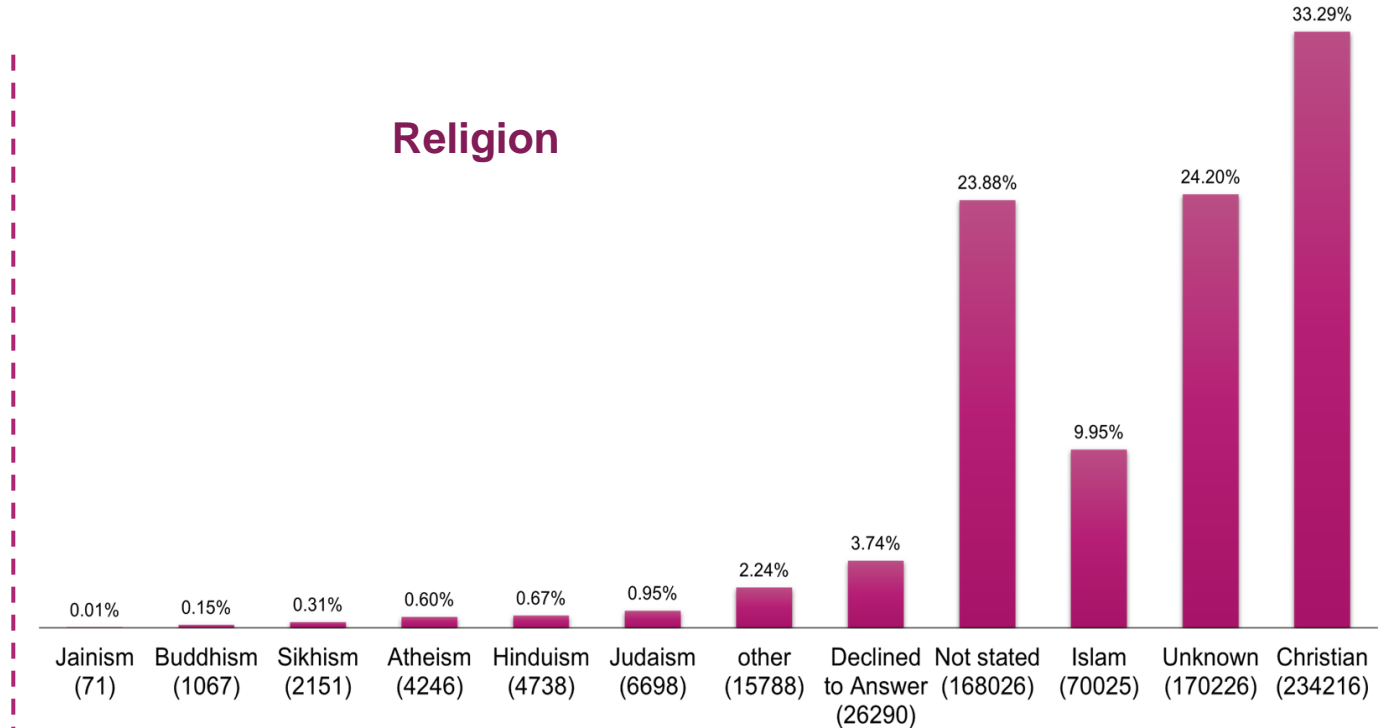


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Ethnicity



Religion



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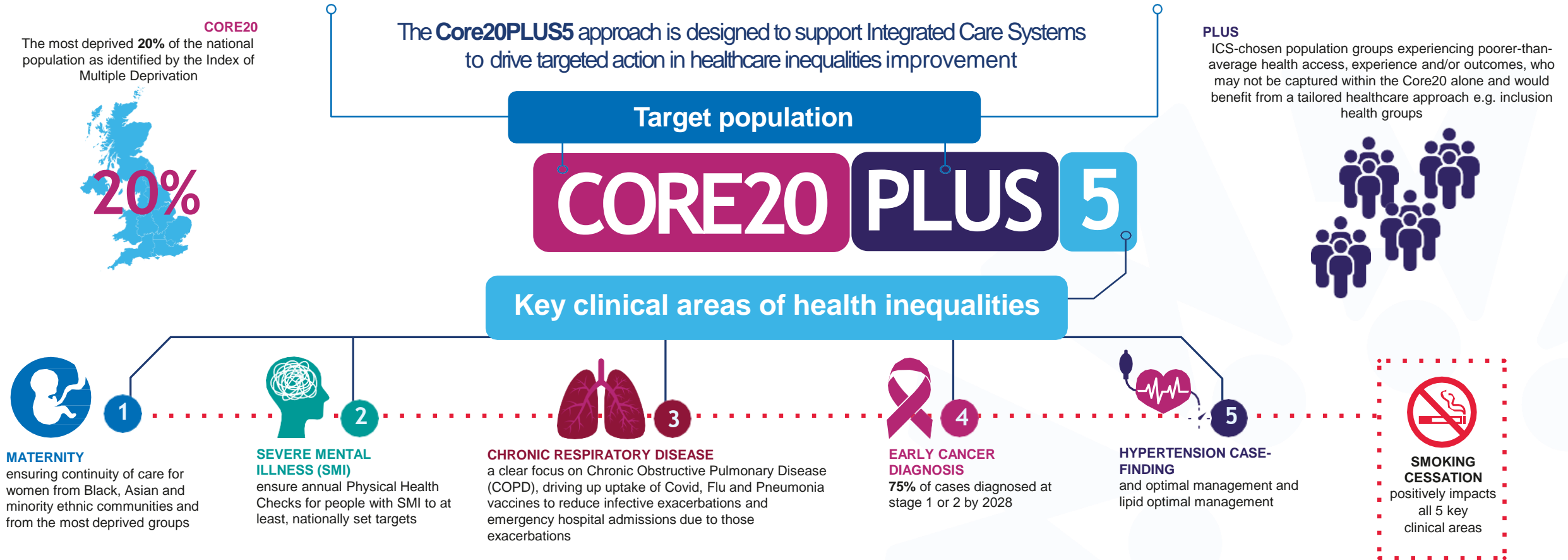


Equality Delivery System (EDS)



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NHS England (NHSE) introduced EDS, a National Framework, to support NHS organisations in achieving better outcomes for both patients and staff. The EDS focuses on three domains: patient care, staff treatment and leadership, with 11 standards to assess and grade equality performance. Post-Covid, NHSE has identified five priority areas as below and introduced [Core20PLUS5](#) clinical areas to guide efforts in reducing Healthcare Inequalities.



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We are working on the following areas as part of the EDS :

Domain	Service Area
Patients: Patient care pathways were reviewed to assess and enable equitable access, experience and outcomes	Community Diagnostic Centre (CDC)
Workforce	Employee Health and Wellbeing Services
Inclusive Leadership	Leadership at Trust Level

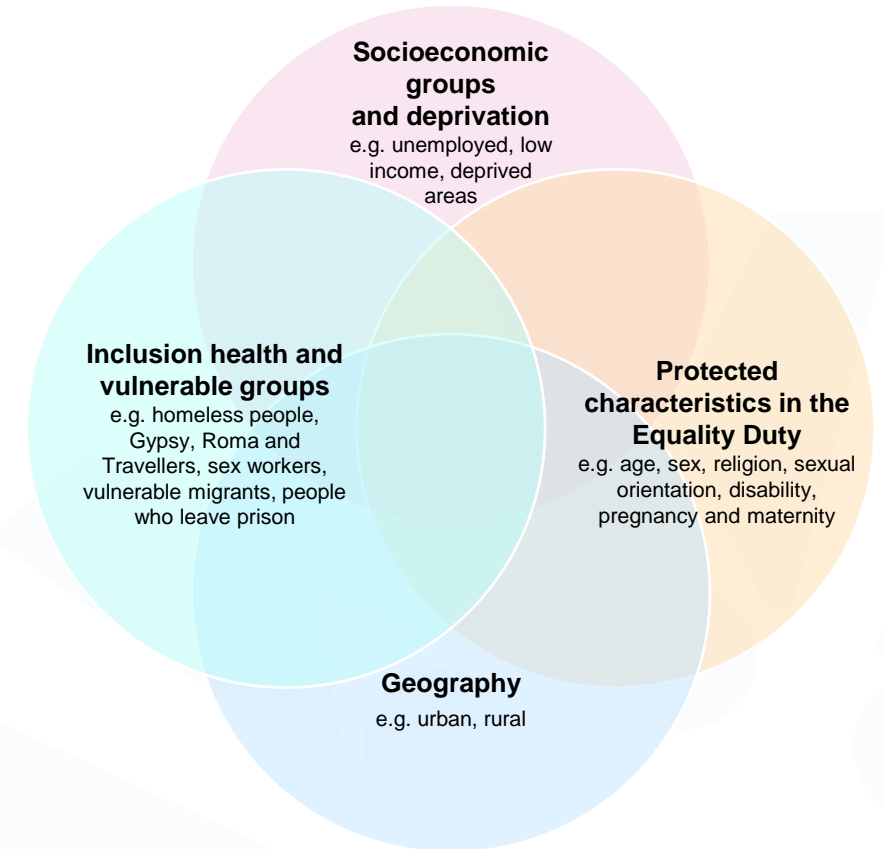
The data and evidence against EDS outcomes are being compiled, presenting narratives about existing processes, systems and procedures related to patient care and workforce functions based on protected characteristics. The objective is to produce evidence demonstrating:

- analysis of service delivery by protected groups
- engagement with the protected groups
- inclusion of equality in the governance and business process
- areas that require improvements and the relevant action plans

Service leads and the EDI team will be self-assessing and grading the EDS assessment of services, based on evidence from clinics and departments. Following this an external verification of the self-assessment and grading will be conducted.

MFT aims to deliver culturally sensitive, inclusive and accessible services to achieve better outcomes for our patients, staff and the communities we serve.

Our Patient Groups



We are currently reviewing our service areas. Once complete our EDS information can be found [here](#).



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Disabled People's User Forum (DPUF)

The EDI Team chairs the patient forum called the Disabled People's User Forum (DPUF). The purpose of DPUF is to listen to the views and experiences of disabled people and enable them to influence decision making within the Trust, ensuring we understand how these decisions will impact disabled people. This forum also aims to improve the access, experience and quality of health care for disabled people within our hospitals and community services.

Some of the key discussions with the Forum in 2024 have included:

- Contribution to shaping the Diversity Matters Strategy
- Feedback on lack of communication and coordination between sites regarding the sharing of accessibility needs for patients.
- Involvement in the ongoing rollout of the new Hive system, specifically on how to make it accessible for all patients as part of AIS, leading to the implementation of mandatory stops for staff to ensure accurate recording of patient's needs for communication. These include Braille, BSL, Easy Read, Translation and Large Font to name a few
- Feedback on Catering for patients including menu choices, crockery and communication during mealtimes
- Feedback on posters and the accessibility of the PALS & Complaints process
- Feedback to enhance overall hospital accessibility, including discussions on signage size, waiting area space, colour contrast and clock updates
- Feedback on making our new community diagnostic centres accessible to our patients

Dates of Disabled People's User Forum can be found [HERE](#).

To get involved please email dpuf@mft.nhs.uk



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Homelessness Response at MFT

In response to the homelessness situation, MFT is currently reviewing and updating the Trust's Homelessness Policy.

The revised policy will be structured as a standard operational procedure document to guide and support MFT staff in working with patients who are homeless or at risk of homelessness within 56 days, in line with Government definitions.

The focus is on creating patient-centered responses for homeless individuals, following NICE guidance and addressing the legislative elements of the Homelessness Reduction Act 2017.

Additionally, the Public Duty to refer legislative obligations require MFT to collect homelessness information, crucial for avoiding organisational and reputational risk, enabling proper care planning and addressing health inequalities by understanding the impact on different populations accessing services.

The new policy draws on both established and emerging best practices and it is expected to be finalised and launched by mid-2025.

[Homelessness code of guidance for local authorities - Overview of the homelessness legislation - Guidance - GOV.UK](#)



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Equality Impact Assessments (EIAs)

An EIA (Equality Impact Assessment) is an evidence-based approach designed to help organisations ensure that their policies, practices, events and decision-making processes are fair and do not present barriers to participation or disadvantages any protected groups, from participation. This covers both strategic and operational activities for our patients, service users and workforce.

In 2024, MFT conducted EIAs, addressing health disparities in Manchester especially affecting BAME groups. These EIAs were linked to socio-economic factors, lifestyle risks and specific health conditions. Ongoing challenges include limited access to specialised treatments and a significant increase in patients waiting for diagnostic tests and treatment post-Covid.

Some Completed EIAs:

Managing Clinical Risk

In the Trans Patient Clinical Assessment, the policy has been updated to address pregnancy status confirmation for trans men.

Enhancing Patient Access

Recognising mental health conditions as a barrier to Patient Initiated Follow-up (PIFU) pathway access, this involves engaging patients' carers/families in accessing the pathway.

Supporting Patients with Disabilities

MLCO Community Dental Service adapts policies for those with hearing impairments, incorporating personalised discussions and British Sign Language (BSL) interpreters for enhanced communication.



Use of Interpretation & Translation Services at MFT in 2024

The ITS manages interpretation and translation bookings across MFT, supporting the PSED by ensuring equal access to healthcare for patients with language barriers.

By coordinating services with departments, in-house interpreters and the Trust's external provider, it helps eliminate discrimination and promote equality of opportunity for all patients. The following systems are used to fulfill these requests:

- **Face-to-Face/Video** interpreters booked using ITAMS and managed by the ITS Admin Team
- **Calls** with Telephone Interpreters are made on-demand using the service provided by [DA Languages](#)
- Requests for **Written** Translations are made by contacting the ITS Admin Team via e-mail

138,306

Interactions, with requests for over 136 languages and dialects, for Patients, their families and carers across the Trust.

56,323

Requests for a Face-to-Face interpreter and 741 requests for a Video Interpreter.

574

Requests for written translations for texts to be translated to/from X languages, including Braille and Easy-Read English.

677

Requests for a Video Interpreter.

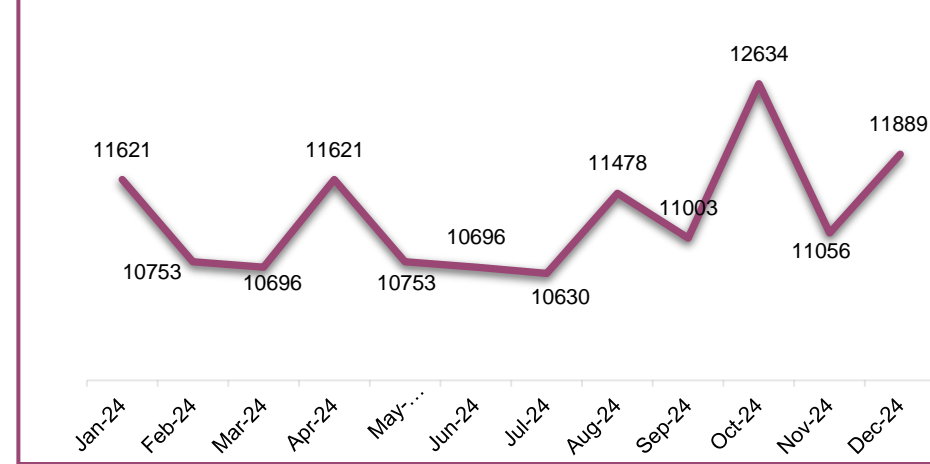
80,732

phone calls with a Telephone Interpreter took place, for a total of 1,499,106.03 minutes (24,985 hours 6 minutes).

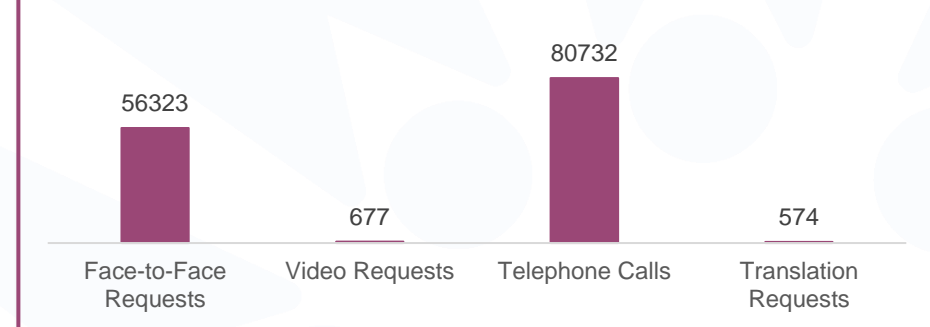
2,526

Requests for a BSL interpreter.

Total Interactions with ITS in 2024 - MFT



Interactions with ITS in 2024 by Service - MFT



Citizen's Advice Bureau (CAB) Worker Royal Manchester Children's Hospital (RMCH)



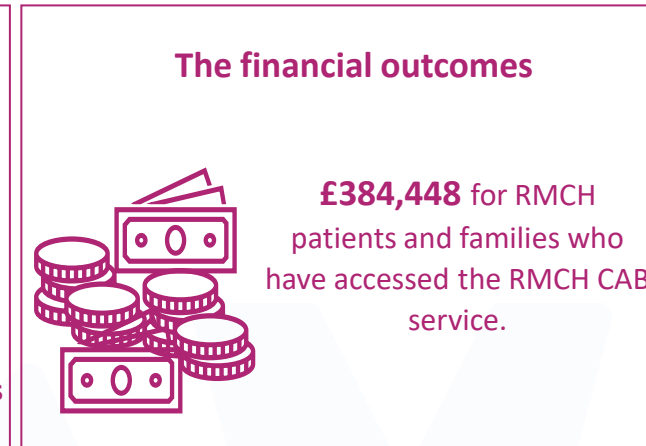
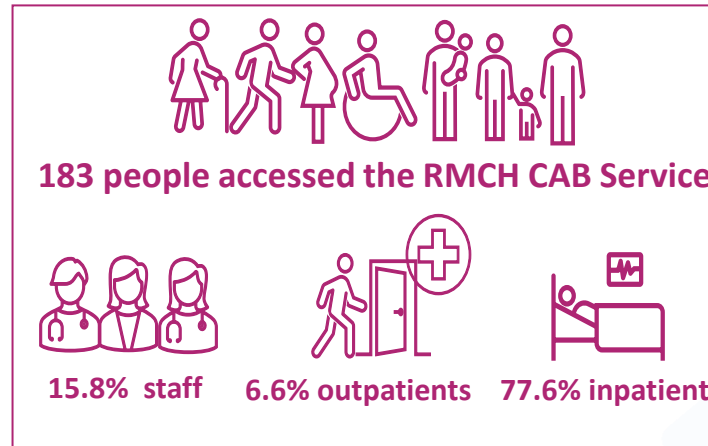
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Following the Health Inequalities Away Day in February 2023, MFT prioritised improving access to financial advice for patients and staff. A successful bid secured a two-year pilot at RMCH, bringing in a full-time Citizen's Advice (CAB) worker to provide free, confidential and impartial advice on benefits, debt management, legal matters and more.

This service is available to all RMCH patients regardless of postcode, addressing the complexity of signposting to borough-specific support and improving access for families with lower literacy levels or limited English.

Referrals are made from wards, A&E and outpatient clinics, with consultations helping to resolve issues such as housing and financial concerns that may impact discharge.

The onsite presence also simplifies access for staff, offering a convenient and private way to seek support around their busy schedules. The initiative aims to increase income, manage debts, enhance wellbeing and reduce healthcare usage for patients and families.



CAB supported with

Benefits | Housing | Income maximisation | Debt | Energy (e.g. advice about priority service registers, fuel vouchers, questioning energy bills) | Charitable support (e.g. grant applications, food bank vouchers, community grocers) | Travel cost support for appointments | Immigration

Referrals to CAB can be sent via [hive](#) or [email](#), whatever is easiest for you!



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Improving Accessibility to Patient Advice and Liaison Service (PALS) and Complaints Process

The Trust is committed to ensuring equal access for patients and representatives to provide feedback on services through an accessible PALS and Complaints service. To address identified health inequalities, the Customer Services Manager analysed equalities monitoring data and collaborated with stakeholders to develop more inclusive communication materials.

Steps taken to Improve Accessibility to PALS and Complaints Process

Addressed health inequalities through data analysis and stakeholder collaboration.

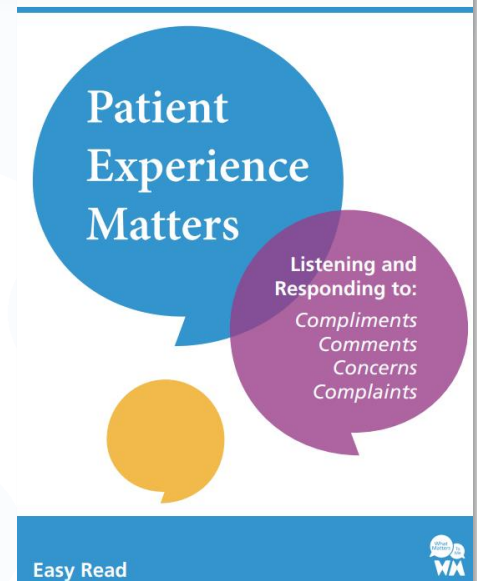
Co-produced new materials in accessible formats and multiple languages.

Established accessibility working group and updated easy-read leaflets.

Enhanced engagement with community groups and Trust forums.

Incorporated health literacy principles in staff training.

Contact the PALS team by pals@mft.nhs.uk or call 0161 276 8686. You can also [download a copy of the PALS leaflet](#) or [an easy-read version of our PALS leaflet](#).



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Accessible Information Standard (AIS)

The Accessible Information Standard (AIS) is a national requirement for health and social care providers to identify, record, flag, share and meet the information and communication support needs of individuals with disabilities, impairments or sensory loss. From 1st August 2016 onwards, all organisations that provide NHS care and/or publicly-funded adult social care are legally required to follow the AIS. It aims to improve services by ensuring that information is easily readable, understandable and accessible, facilitating effective communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss.

The AIS Steering Group brings together a diverse range of representatives from our hospitals and services across the Trust. A new action plan was recently developed to identify the necessary steps to ensure MFT is fully compliant with the standard. To achieve the objectives and provide more focused efforts, two new sub-groups were established: one for Booking & Scheduling and another for Systems. These groups meet regularly and collaborate to ensure progress is made towards full compliance, addressing specific areas and driving improvements across the Trust.

In 2024 the Trust will continue to build on this foundation by:

- working with different services, such as Interpretation and Translation, Learning and Development, Patient Experience, IT systems (HIVE) and Reception Managers to meet the needs of patients and service users
- working with reception managers to implement processes to identify individual's needs when interacting face-to-face
- providing training in the next 12 months for our workforce, to ensure our patients and service users receive the service they require



For information on AIS and National Guidance click [here](#).



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[Vocal](#) is a Centre of Excellence in Patient and Public Involvement in Research, aiming to connect people and health research for everyone's benefit. The [5-year strategy](#) focuses on diversity, inclusion and addressing health inequalities by promoting opportunities for minoritised communities to influence research design and recruitment. A list of relevant projects is provided below.



To improve communication about liver disease, [Liver Talks](#) animation was created collaboration with the British Liver Trust and at-risk groups, including South Asian communities and those with obesity. The animation targets both patients and healthcare professionals to explain the risks.

[My Skin & Sunlight](#) raised awareness of photo-aggravated atopic dermatitis and research, co-produced with and aimed at people with darker skin tones.

Vocal's [BRAG group](#) maintains a focus on race equity in research. They won Community Initiative of the Year at the BAME Health and Care awards towards the end of 2023.

Our young person's advisory group ([Voice Up](#)) collaborated with young members of MAHDLO Youth sone in Oldham and creative partners Salt and Sister Studios to co-produce promotional materials for the D-CYPHER project. These materials, aimed at 11-15 year olds, will support study recruitment and are now available in GM schools.

We worked with partners in Gorton, to iterate and prioritise the [TopTen priorities](#) for health research for the people who live and work in Gorton (project currently being written up).

The co-leadership of the [GM Research Engagement Network](#) works to build local partnerships between the Integrated Care System, research organisations and VCFSE groups to support inclusive research. A key initiative, the Respectful Research Charter, promotes equitable collaboration in research.



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Hearing Health Research Project

Manchester Centre for Audiology and Deafness and Biomedical Research Centre



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The Hearing Health Research theme at the Manchester Biomedical Research Centre conducts studies with participants from Greater Manchester and beyond. To ensure diverse representation and build trust, demographic data is collected, but varying study sizes and recruitment methods limited its effectiveness. A standardised, anonymous data collection process was introduced for better analysis and comparisons, helping to identify underrepresented communities and guide inclusive outreach strategies.

NIHR | Manchester Biomedical Research Centre

A standardised, sensitive questionnaire was developed with input from the NIHR, ONS, ethics leads and Patient Public Involvement (PPI) groups, ensuring ethical data collection that has been well-received.

Under-represented groups in research, including those with lower education, the Muslim community and men, were identified. Community engagement was initiated through events offering ear health checks and information, such as at the Pakistani Community Centre and a women's group in Oldham.

Seminars were held to address barriers to research participation, with a focus on overcoming hidden time costs and to share best practices for increasing participation.

A Patient Public Involvement Exercise is planned for March with BSc Audiology students, many from the Muslim community. The initiative aims to establish a Hearing Health Inclusive Research Methods Working Group and collaborate with other themes in the Manchester BRC.



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TEC research aims to improve care for everyone but often underrepresents key demographic groups. Diverse participation in clinical research is essential to ensure findings are applicable to the whole population. Audit on the following were carried out to compare patients attending the Emergency Department (ED) at MFT with participants enrolled in TEC research studies.

Age | Gender | Ethnicity

The findings highlighted significant disparities in research, including underrepresentation of:

Minority ethnic groups | Females | Older Adults | some studies had no Asian participants | males were consistently overrepresented

These findings underscore the need for more inclusive recruitment practices to better reflect the diverse population accessing ED services.

Following actions were taken to make research recruitment more inclusive:

Shared audit results with the wider research team to raise awareness of underrepresentation.

Incorporated community feedback to inform recommendations for equitable research practices.

Encourage sponsors to adopt broader eligibility criteria for studies.

Integrate feasibility assessments to ensure diversity in recruitment.

Engaged the BRAG group for insights through a Patient and Public Involvement session to identify barriers to participation.

Supported alignment with MFT Research and Innovation Strategy's equity goals.

Strengthen community partnerships to engage underrepresented groups.

Review and enhance communication strategies to make research opportunities accessible and inclusive.

Musculoskeletal (MSK) Service Quality Improvement Project



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The MSK Service conducted a Quality Improvement project to reduce waiting times and improve early access to assessment and treatment by holding four Community Appointment Days between July and December 2024.

These events took place at accessible leisure centers in Trafford, including a pilot in Partington to address health inequalities. Key actions included offering digital appointment booking assistance, engaging community partners and providing interpreters for non-English speakers. The initiative successfully reduced waiting times, received positive feedback and improved inclusivity, benefiting a diverse range of patients. Next steps involve further evaluation, exploring new partnerships and potentially expanding the initiative to additional locations.



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Community Diagnostic Centre (CDC)



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Manchester Foundation Trust's (MFT) [Community Diagnostic Centres \(CDCs\)](#) are designed to offer comprehensive and accessible diagnostic services to the community. These centres are strategically located to ensure maximum accessibility for all patients, particularly those with disabilities and other protected characteristics.

Highlights of 2024

Two sites: Withington Community Hospital (Hub) and North City Family and Fitness Centre (Spoke)

Direct GP respiratory test referrals

Care Navigator and Healthcare Science Diagnostic Assistant roles implemented

Streamlined diagnostics reducing hospital visits

Equalities Fund established to support underserved communities

98% of patients surveyed were happy with how teams communicated

Reduced DNA rates through personalised appointment scheduling

60,000 imaging scans

22,000+ ophthalmology assessments

10,000+ respiratory tests and 3,950 sleep study tests

3000+ endoscopy procedures

8000 cardiology tests

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Enhanced Care For A Hearing-impaired Patient

Local Care Organisation (LCO) Adult and Specialist Multi Disciplinary Team (MDT) team



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The LCO MDT team identified the need to enhance care for a hearing-impaired patient who required her son's presence during home visits, highlighting the importance of flexible, person-centred care for effective communication.



Manchester Local
Care Organisation

Key actions included adjusting visit schedules to align with the son's shift pattern, extending appointment times to allow for better communication and using assistive technology to support engagement. As a result, the patient's care experience improved, with increased service engagement and trust.



Trafford Local
Care Organisation

The team's tailored approach demonstrated a commitment to inclusive care, with ongoing use of flexible scheduling and assistive technology, regular feedback from patients and families and sharing the approach within the team to promote inclusive practices.



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Over 17,000

Women and families supported annually



35%

patients from global
majority backgrounds

50%

born to parents
outside the UK

Service launched a project to promote health equity, cultural safety and inclusive care

Introduced [multilingual Padlets](#) for [antenatal](#) and [postnatal](#) information



Mandatory [cultural safety training](#) for staff and enhanced interpreter services

Collaborated with



(RHO) Learning Action Network



Applying the [RHO 7 Anti-Racism principles](#) helps to address systemic barriers to quality care that lead to disparities for minoritised groups. Given the higher GDM risk for South Asian women, the service aims to enhance postnatal care and pathways for this group.

Service aims to reduce inequalities in Gestational Diabetes Mellitus (GDM) care by increasing postnatal follow-up and screening among South Asian women. This includes improving referrals to the National Diabetes Prevention Programme (NDPP). The focus addresses the higher GDM incidence and lower postnatal screening rates for Type 2 Diabetes Mellitus (T2DM) in this group.

Race and Health Observatory Update



Watson Kylie (ROA) Manchester University NHS FT
Midwife

Saint Mary's Managed Clinical Service is part of the Race and Health Observatory Learning Action Network (LAN) which is actively addressing ethnic inequalities in maternity care through an anti-racism quality improvement approach. The programme embeds anti-racism principles; including co-production, naming racism and addressing racial bias in policies.

Now at the 10 month mark of the 15 month programme, the Saint Mary's team hosted the learning and action conference in Manchester, welcoming Race and Health Observatory and Institute for Health innovation alongside 10 teams across eight Integrated Care Systems. The event also showcased innovative approaches and achievements from Saint Mary's specialist clinics, services, and voluntary sector partners.

In the coming months, the Division of Maternity Services will continue its focus on improving postnatal diabetes care for South Asian women with gestational diabetes* (GDM) by working the statutory and voluntary sector partner and using diverse media and methods to increase awareness and access to follow-up screening and diabetes prevention support.

*SM MCS cares for approximately 1300 women per year with GDM of whom around 380 will be South Asian.



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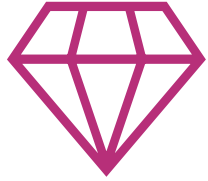


MFT Partnered with Sparkle!




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International Transgender Day of Visibility (TDOV) on Sunday, 31 March 2024




MFT partnered with **Sparkle!**

A Manchester-based national charity supporting transgender and gender-diverse individuals.

 Sparkle offers a safe space for the community and provides guidance and training to businesses, schools and public sector organisations on supporting gender-variant people.

 This collaboration aims to improve understanding of the challenges faced by the transgender community and enhance care for transgender and gender-diverse colleagues and patients across the Trust. It will empower transgender patients to access services confidently, ensuring they are treated with dignity and respect.

 By combining lived experience with healthcare expertise, the partnership will help ensure services remain welcoming and accessible while fostering inclusivity and high-quality care.



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Adoption of the Socio-Economic Duty

At MFT's November 2024 Board meeting, we adopted the **Socio-Economic Duty** to guide decisions and better support low-income groups. This step is key to addressing the well-known link between poverty and poor health, ensuring fairer healthcare for all.

Greater Manchester

has some of the most income-deprived areas in the country

21% of

Manchester

has less than £30 per month in disposable income

As a healthcare provider, we recognise the importance of considering socio-economic factors in how we design and deliver services, our key priorities will be:

Engaging meaningfully with low-income groups, to ensure that our decisions reflect their needs.

Delivering the Duty through MFT's EIA process, making required changes during the 2024 review of the EIA process.

Providing workforce awareness training for managers and leaders, in collaboration with Manchester City Council.

For more information, please visit [\[socio-economic duty resources\]](#)



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Diversity Matters Strategy - Aim 2

A Representative and Supported Workforce



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This section highlights:

- The diversity of our workforce
- How we improve inclusivity, our approach to addressing career barriers, gender pay gap data and the various inclusive workforce systems in place.
- How we support staff affected by misconduct and initiatives to provide safe spaces for sharing experiences and addressing concerns.
- Targeted training and recruitment initiatives



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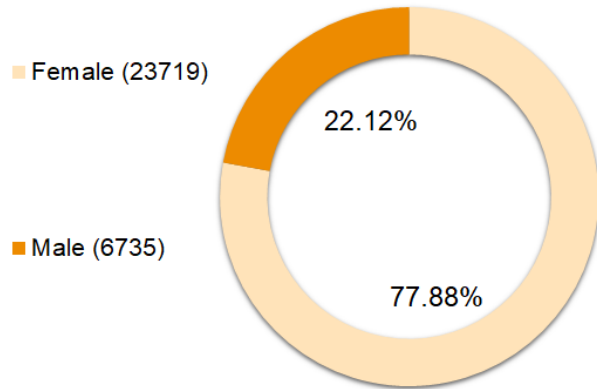
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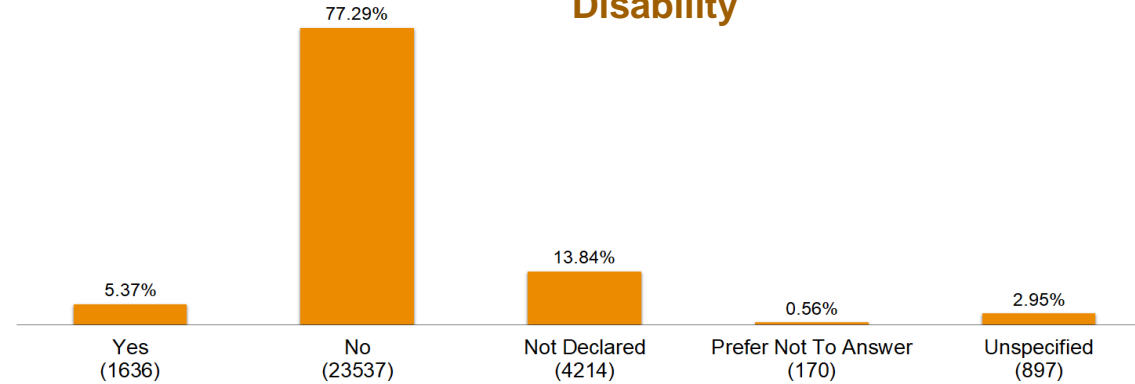
Diversity of Our Staff

The Trust values diversity and is committed to creating an inclusive, accessible and fair workplace. We believe that a workforce enriched by varied experiences, skills and perspectives strengthens our ability to deliver excellent services. In line with our dedication to transparency and the Public Sector Equality Duty (PSED) under the Equality Act 2010, the demographic breakdown of our workforce by protected characteristics in 2024 is shown below.

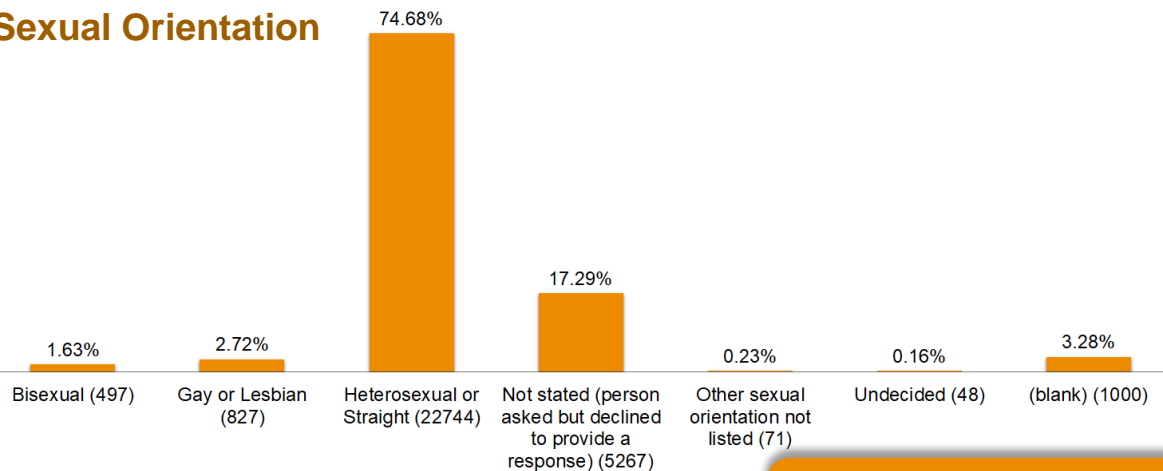
Gender



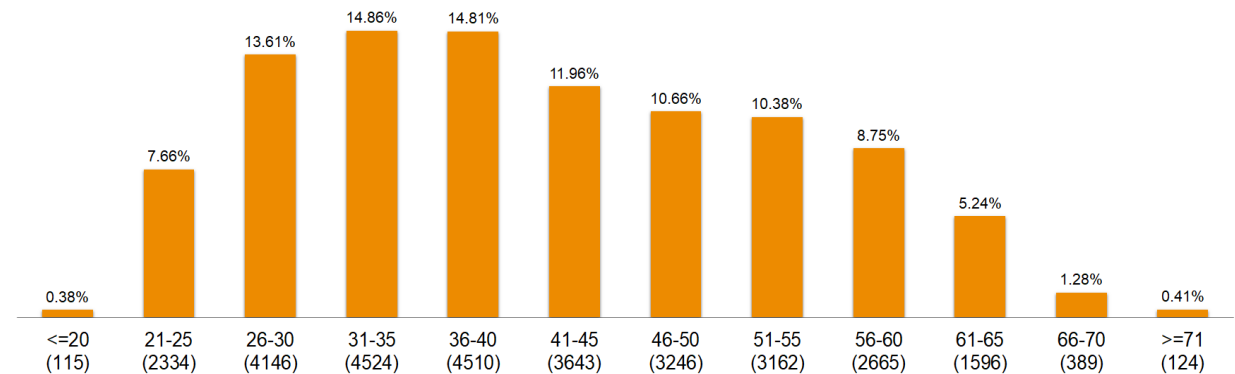
Disability



Sexual Orientation



Age



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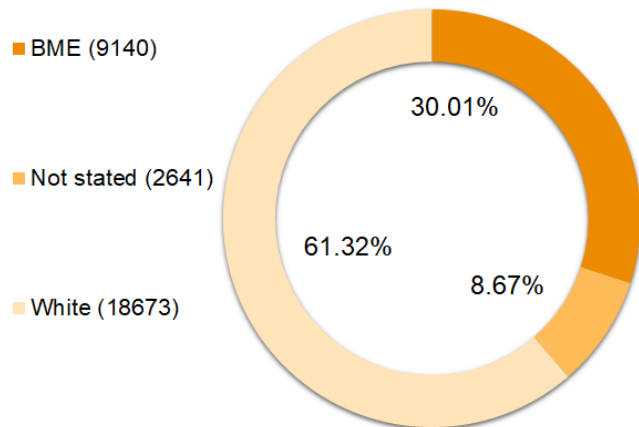
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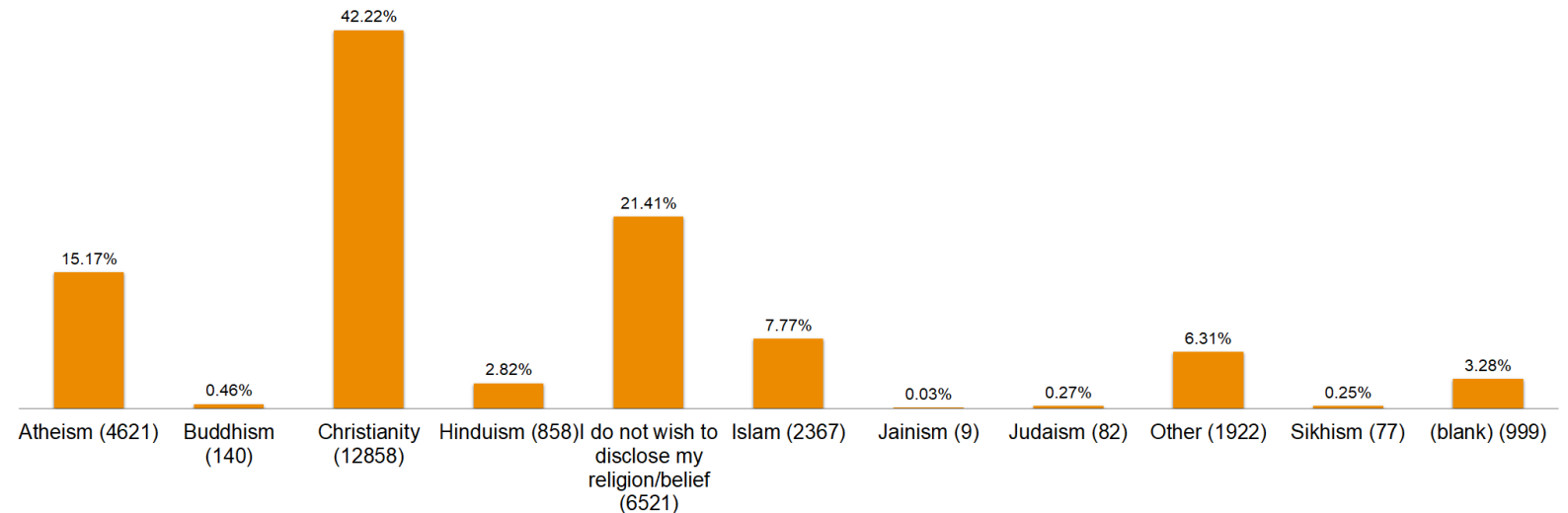
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Ethnicity



Religion



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Workforce Race Equality Standard (WRES) Key Findings

At MFT, we are dedicated to improving lived experiences and creating a culture where race and ethnicity are not barriers to progression, where individuals feel safe and where differences are embraced. In line with the PSED under the Equality Act 2010, we continue to work in partnership with patients, service users and staff to transform our workforce systems and promote fairness and equity. Below are the key findings from the WRES 2024. Further information, including key findings and the action plan, can be found in the full report at the link below.

As of 31st March 2024, MFT employed 31,034

28.15% of MFT staff are **BME** (8,737)



White applicants are **1.9x more** likely than **BME** staff to be appointed from shortlisting (**1.8x** in 22-23)



16.6% of **BME** staff reported discrimination (**19.6%** in 22-23)



5.88% of board members at MFT are **BME** (**5.56%** in 22-23)



White staff are **1x more** likely that **BME** staff to access CPD/non mandatory training (**1.1** in 22-23)



23.2% of **BME** staff reported experiencing harassment, bullying or abuse from patients, relatives or the public (**27.4%** in 22-23)



BME staff are **1.1 x more** likely than white staff to enter a formal disciplinary process (**1.5** in 22-23)



[Click here to view the full WRES report 2024 and the action plan](#)



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Workforce Disability Equality Standard (WDES) Key Findings

At MFT, we are committed to improving lived experiences and fostering an inclusive culture where being disabled is not a barrier to progression, where individuals feel safe and where differences are embraced. In line with the PSED under the Equality Act 2010, we are focused on working in partnership with patients, service users and staff to transform workforce systems rather than expecting individuals to change. Below are the key findings from the WDES 2024. Further details, including key findings and the action plan, are available in the full report at the link below.

As of 31st March 2024, MFT employed 31,034

4.5% of our workforce have declared a disability.



1 out of 17 board members have declared a disability. **53%** of the board's status remains undeclared.



Disabled staff are **3.04x** more likely to enter the formal capability process than non-disabled staff (**5.06** in **22-23**).



26.7% of disabled staff reported they felt pressure to come to work (**31.4%** in **22-23**)



34.7% of disabled staff reported they feel valued at work (**30.1%** in **22-23**).



Non-disabled staff are **1.04x** more likely than disabled staff to be appointed from shortlisting (**1.4** in **22-23**)



70.9% of disabled staff reported that reasonable adjustments had been made for them (**63.8%** in **22-23**).



27.8% of disabled staff reported harassment, bullying or abuse from patients, service users, relatives and members of the public (**30.3%** in **22-23**).



15.5% (**21.6%** in **22-23**) from reported it from managers and **24.2%** (**27.1%** in **22-23**) reported it from colleagues

47.5% disabled staff believe the trust provides equal opportunities for career progression or promotion (**44.6%** in **22-23**).

[Click here to view the full WDES report 2024 and the action plan](#)



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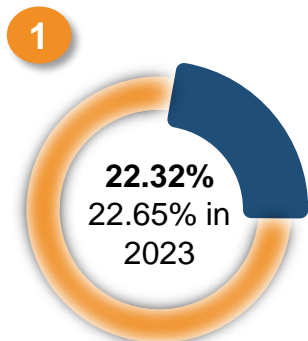
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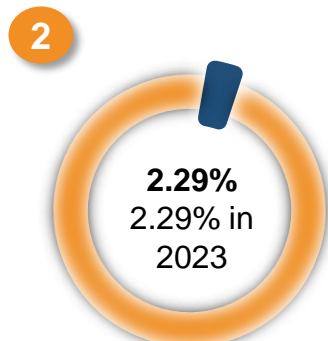


Gender Pay Gap (GPG) Report

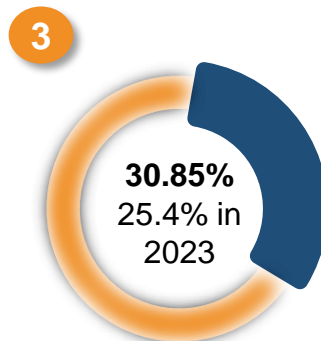
The Gender Pay Gap (GPG) report is a statutory obligation as part of the PSED to ensure organisations monitor and evaluate plans to tackle differences in pay between men and women. The gender pay gap shows the difference in the average pay between all men and women in a workforce and is reported as six measures based on the hourly rates of pay and the bonuses of all eligible employees on a snapshot date of 31st March 2024. Details of these six measures and how calculations are done is available in the published GPG report:



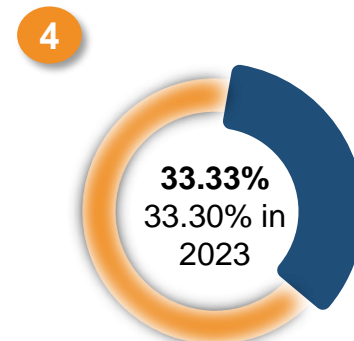
Mean Hourly Pay



Median Hourly Pay



Mean Hourly Bonus



Median Hourly Bonus

5

% OF BONUS RECEIVED (MFT)	
MEN	3.13% (3.60% in 2023)
WOMEN	0.44% (0.50% in 2023)

Clinical Excellence Awards (CEAs) are treated as bonus pay and only medical and dental consultants are eligible for CEAs.

Among eligible consultants, 22.8% of men (25.6% in 2023) and 15.2% of women (17.5% in 2023) received bonuses, with a 7.6% gap (8.1% in 2023).

6 **Gender Pay Gap Quartiles 2023** shows male and female representation across four pay levels based on hourly rates.

Quartile 1 - (Upper Pay)		Quartile 2 - (Upper Middle Pay)	
MEN 34%	WOMEN 66%%	MEN 14%	WOMEN 86%
Quartile 3- (Lower Middle Pay)		Quartile 4 - (Lower Pay)	
MEN 15%	WOMEN 85%	MEN 24%	WOMEN 76%

[Click here to view the full Gender Pay Gap Report 2024](#)



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The FTSU team continue to work towards ensuring that the service is available to all staff throughout the organisation, regardless of profession, location or protected characteristic.

This year the team have worked to improve data collection, by creating an optional anonymous survey that collates equality data of:

- Staff who use the service to Speak Up
- Staff who attend FTSU training sessions
- Staff who volunteer to be FTSU Champions.

By collating this information, the team are able to identify groups of staff who are under-represented and can then work to increase engagement with those groups to ensure that they are aware that FTSU is available to them.



[The National Guardian's Office - Freedom to Speak Up](#)

MFT Staff Networks



MFT's **Staff Networks** support employees from diverse equality groups, providing platforms to share experiences and offer mutual support. These networks help the Trust understand workplace issues, influence policy and act as consultative mechanisms. They also assist the Trust in meeting its obligations under the Equality Act 2010, while offering staff opportunities to develop skills such as negotiation and leadership.

The **Network of Networks**, promotes collaboration and supports intersectionality by addressing overlapping issues faced by staff who belong to multiple equality groups.

To strengthen support for staff and drive service improvement through workforce diversity, the Trust is reviewing its networks representing all protected characteristics. Launching in 2025 are the **Women's Staff Network, Christian Staff Network and other support groups.**

The Trust's Chief Executive now holds quarterly meetings with network chairs to review progress and discuss improvements. In May 2024, the Trust celebrated **Staff Network Day**, recognising network achievements, with the Trust's Chair and Chief Executive in attendance.

For more information on how to join each network please contact equality@mft.nhs.uk



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Removing the Barriers Programme



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The Removing the Barriers (RtB) Programme was launched in September 2020 at MFT, with the aim of increasing ethnic diversity at Bands 8a and above. The Trust's WRES metrics instigated the RtB Programme as it found that representation of staff from Black, Asian and Minority Ethnic backgrounds significantly decreases at Bands 8a and above. The programme comprises actions to address representation on two fronts, addressing the systematic barriers to progression and empowering Black, Asian and Minority Ethnic staff. To achieve this aim, the Programme consists of the following Schemes:



Removing the Barriers Programme

Diverse Recruitment Panels Scheme

The Diverse Recruitment Panels Scheme continues to support on-going recruitment for all posts of bands 8a and above to have at least one Black, Asian or Minority Ethnic panel member at interview or assessment centre and where this is not possible, to record justification.

Reciprocal Mentoring Scheme

The Reciprocal Mentoring Scheme links a senior leader with a Removing the Barriers member to have regular 1 to 1 mentoring conversations. The sharing of lived experiences continues to have a positive impact on approaches taken by senior leaders. In return, the senior leaders share their wealth of knowledge and experience to support the Removing the Barriers members with their own career development.

E3 Ring-Fenced Secondments Scheme

The E3 Ring-Fenced Secondment Scheme provides Removing the Barriers Members with the opportunity to gain Experience, Exposure and Education through the secondment opportunity.

In December, a listening event with the Trust's Chief Executive, supported by the Organisational Development (OD) and EDI teams, discussed the future of the programme and following next steps to be taken by the EDI team:

To create Removing The Barriers Working Group - Partnership approach (Chaired by Executive Member, Recruitment & Resourcing, OD, Learning & Education, Removing The Barrier members)

Develop 3 Tier model for the programme, based on banding (rather than just focusing on senior positions)

Complete EDI Team Recruitment and assign Senior EDI Practitioner to manage Programme

To scope what model could look like and produce implementation plan

Collate alternative positive action initiatives (outside of MFT)



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The Carer's Staff Network offers structured support for employees with caring responsibilities. In its first year, the network aimed to launch a **Carers Passport**, provide FAQs and guidance on the People Place platform, establish the network and promote Carers' Week with events across MFT's main sites.

The Carer's Passport is a tool to support employees with unpaid caring responsibilities for family members or friends and it recognises that caring responsibilities can arise in various circumstances.

The Carer's Passport helps employees balance work and unpaid care responsibilities by recording flexible working arrangements with their manager.

It is designed to support both long-term and short-term caregiving situations, ensuring employees maintain their health, wellbeing and work commitments.

The Passport is a confidential, "live" document that can be updated when circumstances change and is reviewed annually to ensure ongoing support.

Employees are encouraged to complete the Carer's Passport voluntarily, detailing their needs and discussing them with their manager. This document helps streamline support for employees moving between roles or departments, eliminating the need to repeat information. The Trust offers guidance and confidentiality, ensuring that employees receive the necessary support to manage caregiving alongside their work responsibilities.



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Employees as Carers

Staff Network

The passport and related guidance and templates are available on MFT People place for our workforce.



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MFT Disability and Employment conference

Tuesday, 3 December 2024 - International Day of Persons with Disabilities



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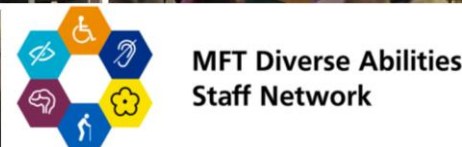
MFT hosted its first Disability and Employment Conference, led by the Trust Diverse Abilities Network (DAN) and Disability Engagement Group (DEG), to promote disability awareness and drive positive staff experiences.

Attended by:

Trust Chair | Chief Executive | Approximately 80 senior leaders and HR colleagues | Executive Sponsor for Diverse Abilities and Disabilities.

The EDI Team, Public Health Registrar and Employee Health & Wellbeing Service showcased ongoing efforts to support staff with disability.

Following the panel and networking session, where colleagues with disabilities shared their experiences, participants explored ways to improve staff experiences and foster an inclusive workplace. Corporate and Clinical Groups committed to action, with Leads meeting quarterly with DAN and DEG to track progress.



Embracing Abilities | Empowering Voices | Enabling Action



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Fostering Cultural Awareness in Maternity Service (SMH)

“Conversations with...” series was launched in October 2024, to help staff better understand Manchester’s diverse communities. Co-produced with community members, it promotes open dialogue, cultural awareness and improved communication with women and birthing people. This initiative highlights SM MCS’ commitment to compassionate, culturally respectful care and continuous learning.

Cultural safety training made mandatory for multidisciplinary teams across the whole Trust providing maternity care. Since February 2024, over 1000 staff across different specialisms have been trained in delivery culturally safe maternity care. Recruitment of cultural safety champions in clinical areas to support the provision of culturally safe maternity care to global majority women and birthing people.

Interpretation and translation services: Targeted work to increase staff knowledge and awareness of when and how to use interpreting services including how to report any incidents. Supporting the improvement of infrastructure and equipment available for interpreting services; bedside telephones now connected and have a direct speed dial function to Interpretation services.



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Workforce Planning for the Perfusion Service

Wythenshawe, Trafford, Withington and Altrincham

A review of the current workforce demographics and recruitment efforts for the perfusion service* was undertaken.

***Perfusion Service:** During cardiothoracic surgery, patients often require cardiopulmonary bypass. This procedure is performed by a Clinical Perfusion Scientist who operates the machinery and manages the patient's physiological status. The perfusionist is an integral member of the surgical team.

The findings revealed that the workforce is:



To ensure that recruitment processes are more inclusive and effective, the next steps involved:



Analysing applicant demographics to boost diversity and to remove barriers for underrepresented groups.



Reviewing job adverts to ensure inclusivity and accurate role representation.

To address the identified areas in 2025, the team will:



Partner with EDI and Talent Teams to diversify the applicant pool.



Engage with the perfusion course provider to explore strategies for attracting diverse students.

These actions are designed to promote a more inclusive recruitment process and enhance diversity within the perfusion workforce.

Sodexo Initiatives at MFT

Championing Inclusion, Awareness and Wellbeing



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10000 | INTERNS
FOUNDATION

Last year, the [10,000 Interns Programme](#) (previously known as the 10,000 Black Interns Programme) was successfully launched at Sodexo on the Wythenshawe Hospital site. This year, we are collaborating with the 10,000 Interns Foundation, an organisation dedicated to championing underrepresented talent and promoting equity of opportunity and experience. The programme offers paid six-week internships for Black students and graduates, providing valuable work experience across several departments. Interviews have been conducted and we aim to welcome an intern as part of this initiative.



The **Hidden Disabilities Pilot** was introduced at MFT last year, initially promoted during an Origins site visit where meaningful discussions were held with employees about their experiences of living with a hidden disability. Following this, a new delivery of sunflower lanyards has been received. In the coming months, efforts will focus on advocating for greater awareness and support, including the introduction of group listening sessions. These sessions aim to ensure that employees with hidden disabilities receive the necessary support and understanding.



Menopause Awareness Café

As part of the commitment to supporting employees experiencing menopause, a **Menopause Awareness Café** was held on-site in October as part of Menopause Awareness Month celebrations. The event provided an opportunity for employees and colleagues to connect, share experiences and educate one another on the significance of menopause, particularly within the workplace.



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The HPMA London Academy and the Workforce Profession EDI Reference Group, conducted an inquiry in 2020 to explore the experiences of ethnic minority NHS Human Resources (HR) and Organisational Development (OD) professionals, regarding their personal and professional development and career progression opportunities.

In response, a practical toolkit was developed to guide people professionals in implementing change through the "5 Steps to Challenge to Change" framework.



5 Step Challenge to Change

To help you get started, undertake the five steps:



This initiative aims to address racial inequalities within the People Directorates, fostering inclusivity and reducing disparities.

By promoting equality in professional development and career planning, the initiative seeks to help professionals reach their full potential and address the current overrepresentation of Black, Asian and Ethnic Minority (BME) colleagues in junior roles.

As a step forward EDI team carried out listening events BME staff from various People Directorates and are currently reviewing feedback, discussing Step 4 (co-design ideas for implementation) and engaging with other GM organisations to explore best practices.

The EDI team actively promotes Equality, Diversity and Inclusion through various ally roles that support the workforce, engage in discussions and plan initiatives aimed at fostering diversity and inclusion. These allies passionately advocate for underrepresented voices, drive systemic change and cultivate an inclusive culture. Together, they form a unified network dedicated to celebrating diversity and embedding inclusion into the organisational culture.

In 2024, the EDI team launched the EDI Allies community, uniting EDI Coordinators, Inclusionists and Champions under one umbrella term.

This initiative aims to redefine these roles, offer more training opportunities and emphasise collective responsibility and accountability.

The team regularly meets with the Allies and EDI leads from various services at the EDI Activity meetings, where representatives can discuss and share best practices.



Click [here](#) or email equality@mft.nhs.uk to join the EDI Allies Community



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Commitment to a Safe and Respectful Workplace



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We remain firmly committed to making MFT a safe, respectful and supportive workplace for all. There is no place for sexual harassment, violence or abuse within our organisation. Every one of us has a vital role in identifying, challenging and reporting unacceptable behaviour. To reinforce this commitment, MFT has joined NHS England's Sexual Safety Charter.

This pledge ensures we provide:

Clear Reporting
Mechanisms



Tailored Support For Colleagues Affected By Sexual
Misconduct, Whether Within Or Outside The Workplace



Accessible
Guidance



The Trust is encouraged by the growing number of colleagues speaking up about these important issues. This progress demonstrates that our processes are effective, allowing us to respond decisively and foster a safer working environment.

If staff experienced or witnesses sexual misconduct, this is reported through Ulysses, our Freedom to Speak Up (FTSU) team, Staff Side or the Sexual Assault Referral Centre (SARC). Further information and guidance are available on our new Sexual Safety Hub on People Place.

Additionally, MFT has launched a brief e-learning course on understanding sexual misconduct in the workplace, which all staff are encouraged to complete.

As signatories to this charter, MFT commits to a zero-tolerance approach to any unwanted, inappropriate and/or harmful sexual behaviours towards our workforce.



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Violence Prevention and Reduction Policy

- ➔ The policy aims to create a safe environment free from violence and abuse within Trust services, ensuring full compliance with relevant legislation and NHS Violence Prevention and Reduction Standards.
- ➔ Key actions include implementing risk management and de-escalation techniques, providing mandatory conflict resolution and intervention training for staff and offering psychological support to those affected by violence.
- ➔ All initiatives related to hate crime response are now integrated into MFT's new Violence Prevention and Reduction Strategy. Work on developing responses to hate crime continues, including the reporting of hate crimes and incidents experienced by both staff and patients through existing channels.
- ➔ Clear roles and responsibilities have been outlined, from the Chief Executive to frontline staff, to ensure accountability and a coordinated response. Sanctions, such as warning letters and behaviour agreements, are in place to address violent conduct.

The next steps include conducting regular compliance assessments, improving staff training programs and strengthening collaboration with security and law enforcement to ensure a safe, respectful environment for all.



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Support and Action Group for Neurodiverse Staff and Allies



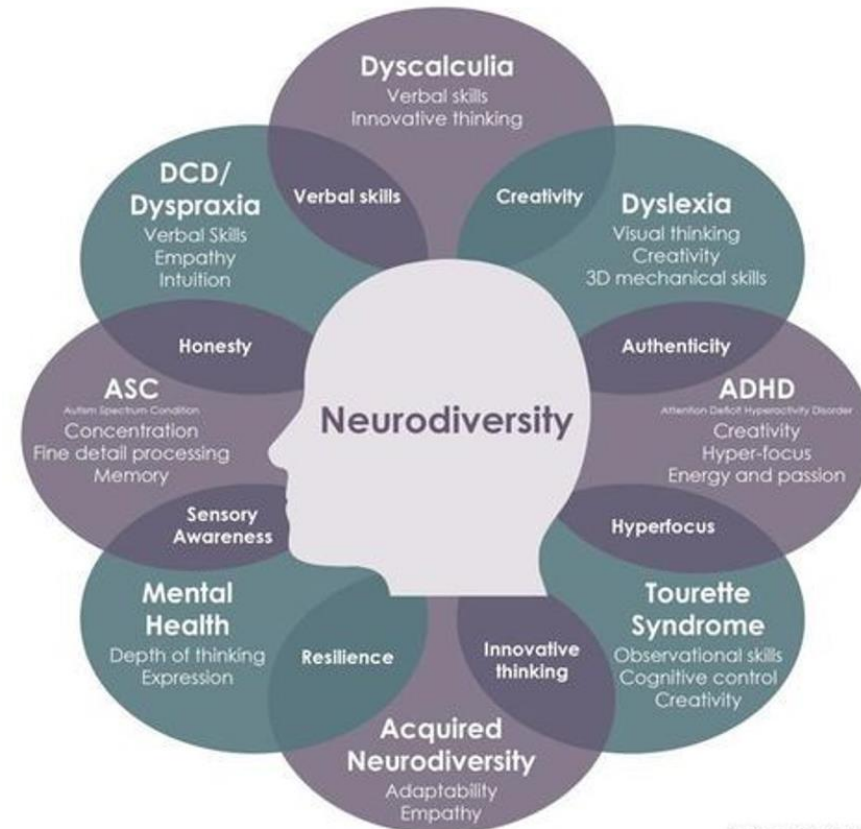
MFT Diverse Abilities Staff Network

Embracing Abilities | Empowering Voices | Enabling Action

As part of the MFT Diverse Abilities Staff Network, MFT is creating a Staff Support and Action Group for Neurodiverse staff and allies.

This group will provide a safe space to share coping strategies and lived experiences, while escalating concerns to the Diverse Abilities Staff Network.

The EDI team has been collaborating with University Hospitals Birmingham Foundation Trust to support new neurodiverse staff and share resources, including webinar links.



Dr Nancy Doyle, based on the work of Mary Colley

For more details about this group, please email equality@mft.nhs.uk.



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MFT recognises the legal right of disabled employees to reasonable adjustments, ensuring equal access to the workplace. These adjustments can involve equipment, software or changes in work methods to facilitate disabled staff in their roles.

MFT Reasonable Adjustments and Return to Work Toolkit has been designed by the Employee Health and Wellbeing (EHW) service as a guide for managers and staff when considering the needs of staff with health or neurodiverse conditions.

This toolkit provides information about the following:

- Reasonable Adjustments
- Return to Work
- Physical health conditions and work
- Return to work templates and other resources
- Neurodiverse conditions and work
- Mental health conditions and work
- Musculoskeletal health conditions and work
- Staying well after a return to work
- Sources of support and other signposting resources for staff

The MFT Reasonable Adjustments and Return to Work Toolkit includes lots of useful resources and advice to aid staff and managers. [Click here to download the toolkit](#)



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The Armed Forces Covenant



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The Trust is committed to upholding the Armed Forces Covenant, ensuring improved health outcomes for serving personnel, reservists and veterans. We aim to ensure they face no disadvantage in accessing public and commercial services, with special consideration for those who are injured or bereaved. As an organisation, we recognise the valuable contributions that serving personnel, reservists and veterans bring to NHS roles.



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2022

Proudly supporting those who serve

As a signatory to the Covenant, we:

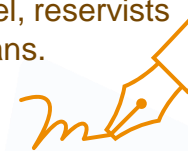
Promote that we are a 'Forces Friendly' organisation.



Commit to improving the health outcome of patients who are serving personnel, reservists and veterans.



Strive to support the employment of serving personnel, reservists and veterans.



Support our employees who are members of the Reserve Forces, including by accommodating their training and deployment where possible.



To learn more about the Armed Forces Covenant and what it means for hospitals to be accredited, please visit: <https://www.gov.uk/government/collections/armed-forces-covenant-supporting-information>



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Manchester Pride 2024



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The Manchester Pride Parade, one of the most significant events in the LGBTQ+ calendar.



**Saturday, 24th
August 2024**

**over 180 colleagues from
MFT and the wider NHS
Family coming together**

**Celebrated inclusion and
diversity in Greater
Manchester and beyond.**

**The event was met with
enthusiastic support from
the crowds, reflecting the
energy and spirit of the
NHS as part of a "Hive of
Progress."**

**The entry made a strong
impact and it is with great
pride that the Trust's
participation was awarded
Best Overall Entry 2024 at
Manchester Pride.**



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Chaplaincy and Spiritual Care Service

The Chaplaincy and Spiritual Care service upholds key principles of EDI by providing emotional and spiritual support to patients, carers and staff, irrespective of faith or belief. Their commitment through the following activities in 2024 demonstrates the Chaplaincy's dedication to fostering an inclusive environment for all, regardless of sexual orientation or gender identity.

Over 10,000

visits by Chaplains to provide care to people from all backgrounds, including those with no religious affiliation.



Promoted inclusivity by actively reaching out to a wider range of faith communities

Additional **Muslim chaplains** were employed to increase awareness within the Muslim community that Chaplaincy support is available to them.

Efforts are being made to change the view that **Chaplaincy** is only for Church of England or Roman Catholic people, making sure it was **open to everyone, regardless of their religion or beliefs.**

The Chaplaincy's collaboration with the volunteers department to recruit volunteers for **Sikh and Buddhist** faith groups is another example of ensuring diverse representation and support.

Chaplaincy's Commitment to Inclusivity for All

The Chaplaincy acknowledged the unique needs of LGBTQ+ patients and staff, who may feel excluded or judged by faith communities. In response, the service set up an LGBTQ/faith display board, joined the Pride parade and actively connected with the LGBTQ staff network.

Stakeholders' Event

The Chaplaincy engaged with faith communities and hospital staff through a stakeholders' event, allowing diverse voices to inform the service's direction and delivery. Feedback from this event will guide the Chaplaincy's EDI-focused delivery plan, to be published in 2025.



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Supporting Excellence in Gynaecology Nursing

Gynaecology Quality Education Workforce (QEW) Team

The Gynaecology QEW team plays a key role in supporting the Gynaecology Nursing Team to deliver safe, effective patient care by ensuring staff have the right skills at the right time. This is achieved through promoting mandatory and external training opportunities, as well as initiatives to support recruitment and retention, such as pre-registration job offers and open day events.

Key actions include:

Facilitate Listening Lounges as safe spaces for staff to share experiences and ensure managers allocate time for attendance

Host themed sessions for international nurses and learners and continue promoting Listening Lounges to foster inclusive communication

Respond to staff queries, share learning in an anonymised manner and support ongoing engagement with staff development



Additionally, the team supports the ongoing EDI project led by the **pre-registration team** to create a more inclusive learning environment and maintains engagement with corporate recruitment and HR teams to enhance staff support and development.



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Inclusive and Accessible Workforce Systems for All



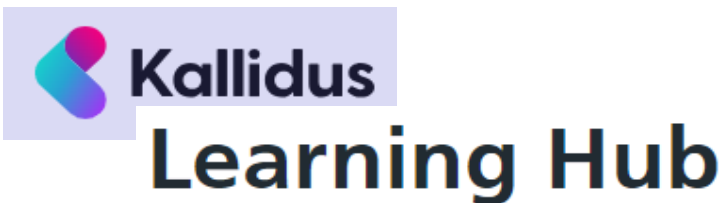
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The Workforce Systems Team is committed to ensuring that everyone has equal access to our services by implementing user-friendly systems that are intuitive, include assistive technologies that cater to individuals with diverse needs and interface with other systems to minimise duplication. Our systems are compliant with relevant accessibility guidelines, making them usable for people with additional needs. Additionally, we offer multiple communication channels to accommodate different communication preferences and support staff in accessing our services.



People Place is the Trust's Workforce Services Portal, accessible 24/7 via web or app. It offers self-service information, a chatbot for FAQs and tailored content for managers. Developed with input from Workforce Services experts, it follows NHS accessibility standards, ensuring user-friendly navigation and customisation options.

Feedback is encouraged through features like the 'Is this useful?' section, chatbot or Helpdesk. The site supports video transcripts and Microsoft Edge's 'read aloud' feature, promoting inclusivity. It aligns with Trust values, continuously improving to enhance user experience.



Learning Hub is the Trust's Learning Management System, hosting both e-learning and bookings for online and face-to-face training. All e-learning produced in-house by MFT's Digital Learning Team undergoes an Equality Impact Assessment and is designed to be accessible to a wide range of users. As training is refreshed, we are increasingly introducing user-controlled adaptations, including closed captions, audio descriptions and screen-size modifications and controls. On the Learning Hub, users have access to a wide range of EDI training and education, including neurodiversity, cultural competency and vision and hearing impairment.



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Diversity Matters - Aim 3 Inclusive Leadership

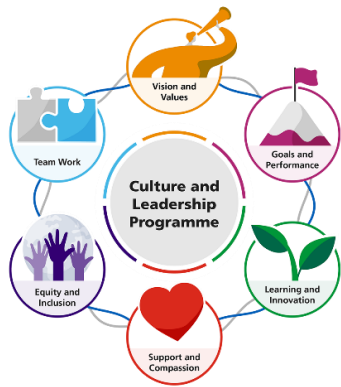


This section highlights:

- Initiatives that embed an inclusive and supportive workplace.
- Compassionate leadership that fosters well-being and trust to enhance engagement and collaboration.
- senior leadership development aligned with MFT's strategy, integrating patient safety and specialty-focused sessions to drive excellence.
- How we drive equity by addressing prejudice and discrimination in policies and practices.
- Promotion of a proactive stance against racism and focus on increasing ethnic diversity in senior roles.
- Executive sponsorship and inclusion.

Through the following training, schemes and initiatives the Trust is building an inclusive and diverse workforce, that is equipped with the tools and skills to place diversity at the heart of their decision-making.

[EDI improvement plan](#) sets out targeted actions to address the prejudice and discrimination (direct and indirect) that exists through behaviour, policies, practices and cultures against certain groups and individuals across the NHS workforce. The Plan is about improving the experience of our people, benefiting retention and attracting new talent to help deliver the [NHS Long Term Workforce Plan](#). This Plan is being reviewed regularly every quarter by the Trust's Executives Team.



The Culture and Leadership: MFT follows a comprehensive six-phase approach aimed at understanding, shaping and implementing the desired future culture and strategy. Through this programme we aim to create a culture roadmap, embedding new practices to ensure a cohesive and effective transformation towards MFT's cultural and leadership goals.

Board leadership on anti-racism : In December 2024, the board attended a half-day session with brap to expand their understanding of racism and the need for an anti-racist approach. The session emphasised that being "not racist" is insufficient for driving change and introduced anti-racism principles. It also helped the board grasp the implications of adopting this approach and reflect on next steps. brap viewed the session as a starting point, hoping it would spark further learning and leadership, guiding the board toward fostering and rewarding a culture that actively supports anti-racism.



Compassionate Leadership Programme: The MFT Multilevel Compassionate Leadership Programme (LEAD/LEAP/RISE) is a leadership development initiative designed for senior and very senior leaders at MFT. It is aligned with MFT's 2024-2029 strategy, "Where Excellence Meets Compassion," and addresses recommendations from key reports like the Messenger Review (2022) and the Darzi Report (2024).

The program spans multiple levels, starting with senior leaders to foster a compassionate climate and then cascading to all staff across the Trust through the Compassionate Leadership Course (LEAD).

It is structured over two years, from 2024-2026 and includes monthly sessions on compassionate leadership, with special sessions led by internal experts. Senior leaders who complete all modules will receive a certificate of attendance. While not mandatory, the program is designed to enhance compassion and inclusion throughout MFT.

Additional transition sessions and specialty-focused sessions, including patient safety topics, are also offered. Over 400 colleagues have already participated as of February 2025.

Programme Levels & Training Model



Training Model & Development Scope for Senior Leaders:

The programme model is inclusive of session led by OD lectures and participant discussions followed by exercises and reflexive practice. Participant progress is evaluated, ongoing through the 2-4 quarters, via project assignment & reflexive sessions. Legal premise spans NHS & national legal frameworks for inclusive leadership & compassion at work. We help you to improve soft and technical skills, support an effective & compassionate service.

Curriculum Lead: Dr Maryam Farahani

Removing the Barriers: The Removing the Barriers (RtB) Programme, aims to increase ethnic diversity at Bands 8a and above by addressing both systemic barriers and empowering Black, Asian and Minority Ethnic staff. Prompted by WRES findings highlighting underrepresentation at senior levels, the programme includes a series of initiatives. Recent developments, following a listening event with the Chief Executive, have set clear next steps, establishing a Removing the Barriers Working Group, developing a tiered programme model based on banding, completing EDI team recruitment and assigning a Senior EDI Practitioner to manage the programme. Additionally, scoping an implementation plan and exploring external positive action initiatives are key priorities moving forward.



Removing the Barriers Programme

For more information on these schemes and initiatives, please email equality@mft.nhs.uk



Staff Network Summit: In August 2024, the Staff Networks and Engagement Group Summit, brought together Staff Network Chairs, Engagement Group Chairs and Executive Director Leads. The summit focused on supporting the ongoing development of each network and fostering greater collaboration between them. There were topics related to Talent and Attraction, EDI Allies and combined working. Staff Networks play a crucial role in ensuring that the issues facing colleagues across MFT are understood and addressed with appropriate solutions. These networks are a significant strength, with great potential to influence and shape the organisation's future. Further updates about their progress will be shared in due course.

Executive Sponsorship and Inclusion: As part of the annual inclusion events at MFT, executive leaders attend to demonstrate their commitment to promoting equality, diversity and inclusion across the Trust. Their active participation ensures that the needs of diverse groups are considered and that there is visible leadership in driving inclusive practices.

By engaging directly with these events, executive sponsors contribute to fostering an inclusive culture where all employees feel valued and supported. This leadership not only champions the principles of equality but also helps to identify and address barriers to inclusion, ensuring that MFT upholds its responsibilities under the PSED to eliminate discrimination, advance equality of opportunity and foster good relations among diverse groups.



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Shelford Group

The Shelford Group is a collaboration of ten of the largest teaching and research NHS Hospital trusts in England. There are groups for each speciality. The EDI Shelford Group enables EDI experts to support each other, learn together, develop policies and improve our service delivery and workforce experiences.

Greater Manchester Equality Professionals Network

Equality Professionals Network (EPN) is an Equality Professionals led group that works to bring people and organisations together within NHS GM to help co-ordinate, collaborate, share good practice, overcome challenges and support one another in the delivery of Equality duties, frameworks, strategies and plans across NHS GM Organisations. Essentially, it is a network to drive the advancement of equality collaboratively across our NHS GM health and care services.

GM BAME Leadership Council

The Council aims are to provide a safe, confidential and supportive environment for members to share their views, experiences, concerns and ideas. The Council's main goals are to translate discussions into tangible actions, to improve the BAME staff experience at NHS GM and to embed cultural change, accountability and anti-racism within NHS GM.

NW EDI Forum

This forum allows EDI Leads from across the North West region, to discuss the challenges and opportunities within the EDI agenda and work in partnership to find solutions

For more information on these schemes and initiatives,
please email equality@mft.nhs.uk



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In the past year, the Trust celebrated diversity through a range of events that brought communities together and helped foster a culture that embraces what makes everyone different.

Through celebrations, the Trust strives to foster an inclusive culture enriched by the diversity of Greater Manchester's communities and workforce. The next page showcases some of the events and activities conducted, between January and December 2024.



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Celebrating Diversity

In 2024, the Trust celebrated diversity by organising events that brought communities together and promoted a culture of inclusion.

These celebrations aimed to create an inclusive environment, enriched by the diversity of Greater Manchester's communities and workforce.

By actively participating in these events, executive sponsors helped to build a culture where all employees feel valued and supported.

Below are some highlights from the 2024 celebrations.

- **Armed Forces Day**
- **Black History Month**
- **Disability History Month**
- **Diwali**
- **East and Southeast Asian Heritage Month**
- **Equality, Diversity and Human Rights Week**
- **Hanukkah**
- **Inter Faith Week**
- **Manchester Pride 2024**
- **Ramadan**
- **South Asian Heritage Month**
- **Christmas**



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Conclusion



MFT is committed to upholding the principles of the Public Sector Equality Duty (PSED) by eliminating discrimination, advancing equal opportunities and fostering good relations across all areas of our services and workforce.

Through ongoing policy reviews and inclusive initiatives, we strive to create a fair and respectful environment for our patients, service users and our workforce, ensuring that individuals from all backgrounds are supported and treated with dignity. Our efforts to remove barriers, address disadvantages and encourage the participation of underrepresented groups are central to fostering an inclusive and supportive atmosphere within the Trust.

Inclusive leadership remains central to our work, ensuring that we not only meet the PSED aims but also foster a culture where fairness, respect and equality are embedded at every level of the organisation. Our Diversity Matters Strategy continues to guide our progress, aligning with national frameworks such as the NHSE EDI Improvement Plan and reinforcing our commitment to providing exceptional care while supporting a representative and engaged workforce.

While we have made significant progress, we recognise there is still more to be done. MFT remains dedicated in its commitment to continuously improve and strive towards achieving our diversity and inclusion objectives, ensuring that we create the best possible environment for our patients, staff and the wider community.



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The Trust Equality, Diversity and Inclusion (EDI) Team

The Trust EDI Team is responsible for developing, delivering and reviewing the Trust's Diversity Matters Strategy. We are also responsible in ensuring the Trust adheres to the Equality Act 2010 and other legal obligations. We have produced this PSED Annual Equality Information Report with contribution from our workforce stakeholders.

The purpose of the Trust EDI Team is to build knowledge, confidence, support teams in being creative in progressing their own EDI activity and to enable them to achieve the Diversity Matters aims:

- Improved patient access, safety and experience.
- A representative and supported workforce.
- Inclusive leadership.

Our Team:

- Associate Director of Equality, Diversity and Inclusion
- Senior Equality, Diversity and Inclusion Practitioner
- Equality, Diversity and Inclusion Practitioner
- Equality, Diversity and Inclusion Practitioner
- Project Support Officer for Equality, Diversity and Inclusion



If you require this report in an alternative format or would like to enquire about further details on information presented in this report, please contact the Equality, Diversity and Inclusion (EDI) Team at equality@mft.nhs.uk.



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A big thank you to our workforce for their continuous commitment and hard work demonstrated throughout this report, enabling us to work towards our Diversity Matters aims and objectives. We also greatly appreciate our patients and service users for their feedback, which helps us continuously improve the services we deliver.

Those responsible for compiling and reviewing the MFT PSED Annual Equality Information Report 2024:

Caron Martin, Trust Associate Director of Equality, Diversity and Inclusion

Jismy Vellakunathu Kunjachan, Equality, Diversity and Inclusion Practitioner

Manchester University NHS Foundation Trust (MFT) Board members

Date on which the MFT PSED Annual Equality Information Report 2024 was presented to the Board of Directors:

February 2025

Date published : 21st March 2025

Date last updated : 21st March 2025



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