

Fair Play for All

Our Equality, Diversity
and Inclusion Plan 2018-2020



We want PSS to be an organisation
that's inclusive, safe, diverse and fair.

pss*

Introduction from the Chief Executive

We want PSS to be an organisation that's inclusive, safe, diverse and fair.

We believe that every single person should always be treated fairly no matter what. Part of our motto at PSS is 'with us, you can', and that's why respecting diversity and promoting fairness is at the heart of what we do; ensuring that we support people to have equal chances, no matter what life throws at them.

We want to celebrate equality, diversity and inclusion and embed it as a fundamental aspect of who we are and what we do. This is reflected in our Big Plan and is a key focus for us over the next few years. It's also important to note that whatever we do, we do it with the Equality Act 2010 in mind, making sure that not only do we promote equality, inclusion and diversity, but also that we actively oppose all forms of unlawful and unfair discrimination against any of the protected characteristics under the law. Sure we don't lose sight of the importance of this, and that we continue to lead the way on this.



Introduction from the Chief Executive

We've made some really good progress in promoting equality and diversity, but we know we have more to do. This document sets our goals for the next two years, and has a list of actions that impacts on all areas of our business. We have structured this plan around 6 key 'themes' which tell the story of how we approach equality, diversity and inclusion.

We are committed

We're committed to equality, diversity, safety and fairness

We are accessible

Our services, facilities and information are accessible for everyone

We are inclusive

We involve people when we make decisions

We are fair

We treat people fairly and do things in the right way

We are diverse

Our people and services reflect their communities

We are responsive

We actively seek feedback on our approach to equality, diversity and inclusion

By working together with energy and commitment, we'll go further towards developing an inclusive culture that understands and respects the individual differences of the people we support and employ, and truly promotes **fair play for all**.



Lesley Dixon
Chief Executive

Equality, Diversity and Inclusion Plan 2018/20

Theme 1: We are committed

We're committed to equality, diversity, safety and fairness

At PSS we are confident that most of what we do is in line with the principles of equality, diversity and fairness. However it's not enough to just say that we do this; we need to show it as well. This demonstrates to the people who use our services and other stakeholders that we are committed to these principles, but it also helps us to make sure we don't lose sight of the importance of this, and that we continue to lead the way on this.

PSS Goals	What we will be doing	Who'll be leading	How we'll measure our success
Our policies and procedures show our clear commitment to anti-discrimination and provide a strong framework for best practice	We will put in place a process to ensure that all of our policies and procedures are reviewed to ensure that they don't discriminate or disadvantage anyone. (This to be added to the document review form as part of the rolling programme of policy updates).	Head of Quality and Compliance	Process to be in place by 1st April 2018 Reviews to be ongoing until March 2020
	We will develop the current 'Dignity at Work Policy' into an Equality, Diversity and Inclusion Policy, ensuring that it incorporates best practice from national guidelines and standard setters.	People and Culture HR Senior Business Partner	Revised Equality, Diversity and Inclusion policy to be completed by end of November 2018
We provide learning opportunities for PSS people and those who use our services to promote equality, diversity, safety and fairness	We will incorporate a briefing on Equality, Diversity and Inclusion as part of the PSS induction.	Head of Quality and Compliance	PSS induction revised by August 2018
	We will further develop an essential e-learning course on this to replace the current classroom based session.	Head of Learning and Development	E-Learning in place by August 2018
	We will develop and deliver a learning programme around awareness of diversity, cultural awareness and unconscious bias as a non-essential course.	Head of Learning and Development	To have developed this by March 2020
	We will horizon scan the markets and source appropriate learning for staff working with people who have learning disabilities so they can support people with sensitive issues, such as sex and relationships.	Head of Learning and Development	To be sourced by March 2019

Theme 1: We are committed

We're committed to equality, diversity, safety and fairness

PSS Goals	What we will be doing	Who'll be leading	How we'll measure our success
Our aim is to embed evidence-based practice into our work and achieve recognition for this where possible	We will identify guidelines and evidence-based standards for best practice in this area and carry out a gap analysis against current practice.	Head of Quality and Compliance	March 2019
	We will self-assess against the Stonewall and the Disability Confident Employer criteria, and aim to achieve these charter-marks.	Head of People and Culture	September 2019
We want to take account of, and promote religious holidays/ events	We will introduce a diversity calendar on Dottie, and support promoting awareness and related events to religious holidays.	People and Culture Team	Calendar to be available by September 2018
We aim to continue to review our practice in this area on an ongoing basis and always work to improve	We will ensure that we maintain an active focus on Equality, Diversity and Inclusion using existing groups within the organisation including the Senior Management Team, the Quality Reference Group and the Audit and Governance Committee.	Chief Executive	Equality and Diversity to be standing items incorporated into agendas by July 2018

Theme 2: We are accessible

Our services, facilities and information are accessible for everyone

One of the biggest barriers for people with protected characteristics is access. This can be in a variety of ways; either physical access by not having lifts, ramps or wheelchair accessible rooms, or even where information isn't in the correct format, language or style. We therefore aim to ensure that people are able to access PSS services and information where they want, when they want and in the way that they want as much as we possibly can.

PSS Goals	What we will be doing	Who'll be leading	How we'll measure our success
Our teams have information so they can access interpreting services	We will compile information on accessing, and the costs of, interpreting services and displaying this on Dottie.	Head of Promoting Wellbeing	Information to be published on Dottie by July 2018
Physical access should never be a barrier to using our services	We will incorporate a physical access check into our quality review process, ensuring that people who use services are able to engage with PSS.	Head of Quality and Compliance	July 2018
	We will complete an Equality Impact Assessment prior to the Big Move, ensuring that the new premises promote positive access.	Head of Quality and Compliance	October 2018
All our communication formats conform to accessibility information standards	We will ensure that our new website is fully accessible and continues to support browser-loud technology.	Communications Team	Website to be live by August 2018
	We will ensure that we review all relevant marketing copy and leaflets to ensure they conform to accessibility information standards.	Communications Team	Key leaflets to be reviewed by December 2018. Ongoing review of produced marketing copy
	We will develop easy read versions of key policies and information materials to ensure that they are fully accessible for people who use services and their families.	Head of Communications	Key policies and materials to be produced by March 2019
	We will aim to produce more video content where image and sound will make information more accessible.	Head of Communications	For 5 previously leaflet/written-based materials to have moved to AV format by March 2020

Theme 3: We are inclusive

We involve people when we make decisions

We believe that everyone who uses our services should be fully involved in the planning and delivery of their support to ensure it is tailored to their needs and ambitions, and can be provided safely. We have developed a separate strategy for PSS on this called 'People Shaping Services' which includes our general principles and tools to support engagement. However this section of our plans details specific things we will be doing to promote involvement for harder to reach groups and to review our own practices for involvement.

PSS Goals	What we will be doing	Who'll be leading	How we'll measure our success
To engage with our staff to benchmark our progress on equality issues and recruitment, get their views on whether they feel fairly treated and identify areas for improvement	We will review our annual survey to maximise feedback on equality, diversity and inclusion issues.	People and Culture	To have revised the survey and reported on the diversity questions by Autumn 2018
	We will more robustly capture diversity monitoring information in recruitment against key criteria, to better inform our recruitment practices and our annual gender pay gap report.	People and Culture	To commence collecting Diversity Monitoring information systematically by 1st January 2019
To engage with people who use services to get their views on whether they feel that we treat them fairly in the context of their support	We will use appropriate communication & engagement methods within existing service user forums to get feedback and input about our approaches to equality, diversity and inclusion.	Service managers	18/19 service plans amended to incorporate activities to engage with service users in this area
	We will launch the People Shaping Services strategy and Engagement Toolkit to support services to actively involve people in improving their services.	Head of Quality and Compliance	June 2018

Theme 4: We are fair

We treat people fairly and do things in the right way

We know at PSS that it is important that we have policies and procedures in place that make sure we abide by the law. However we also want to make sure that we don't just do the things that we have to do by law, but that we do the right things and go over and above where we can to ensure we are fair to people and that we do what is right. By doing this, we hope it will improve people's wellbeing overall and, as it says in our Big Plan, will help people to look after themselves, and each other.

PSS Goals	What we will be doing	Who'll be leading	How we'll measure our success
Our policies and procedures reflect the needs of people with hidden disabilities or chronic illnesses	Reviewing relevant policies to ensure that the needs of people with hidden disabilities (e.g. visual, auditory, back pain, dyslexia) and chronic illnesses are taken into account and that we can create the right environment so that they are not disadvantaged.	Head of People and Culture	Relevant policies for staff and people who use services will be identified by August 2018. Policies and Procedures will all be reviewed by March 2019
We provide staff with resources to support them if they have a hidden disability or chronic illness or manage people in this situation	We will develop a Managing Wellbeing Strategy which will outline ways in which we will support staff wellbeing and mental health as well as for those with chronic conditions and long-term disabilities.	Director of People and Finance / Head of People and Culture	Managing Wellbeing Strategy to be published by December 2018
	We will ensure that our Flexible Working strategy specifically references those with hidden disabilities and chronic illnesses, and that managers must have due regard for these when considering flexible working requests.	People and Culture	For the flexible working policy to be updated by March 2019
We recognise the needs of people at different life stages	We will ensure that staff benefits are relevant to people at all stages of life including young workers and apprentices, new parents, carers and those considering retirement.	People and Culture HR Senior Business Partner	Mapping exercise to map staff benefits to protected characteristics, and explore any gaps by December 2018
Our policies and procedures reflect cultural and religious diversity	We will review arrangements in our policies for compassionate leave after a bereavement to allow for mourning days for specific religions. Build this into the leave policy.	Head of Quality and Compliance and Head of People and Culture	We will ensure that our leave policy includes specific reference to compassionate leave and specific religions by December 2018
	We will implement arrangements for people who don't celebrate national bank holidays for religious reasons to swap these, where possible, for a holiday in their own religion.	Head of Quality and Compliance and Head of People and Culture	We will ensure that a process for special leave to swap bank holidays is included in our leave policy

Theme 5: We are diverse

Our people and services reflect their communities

At PSS we provide services to people from all walks of life, of different ages, genders and ethnicities and with diverse backgrounds. The areas we work in are similarly diverse and have various communities – and it is important to us that both the services we provide, and the people who provide them, meet the needs of those communities. Therefore ensuring we have a diverse mix of services and staff is a priority for us.

PSS Goals	What we will be doing	Who'll be leading	How we'll measure our success
Our recruitment campaigns promote diversity and address gender imbalances	We will review our recruitment processes to ensure that we actively promote equality and fairness within them.	People and Culture	We will review and publish the new recruitment process by July 2018
	We will review and update our recruitment web pages and materials to promote PSS as a diverse workplace that welcomes and encourages applicants from all backgrounds.	Head of Communications	Refreshed images and employee case studies/stories to be incorporated by December 2018
Our services support people from diverse communities	We will ensure that managers will be working with their teams to expand referral networks and liaise with relevant agencies so that people from diverse communities are aware of, and can access, our services.	Chief Executive and Operational Heads of Service	We will cascade this through SMT and ensure it is embedded in service plans for 2018-2019

Theme 6: We are responsive

We actively seek feedback on our approach to equality, diversity and inclusion

PSS operates in a constantly changing environment, always bringing in new services, meeting new needs and employing new people. So it's really important that we don't see our approach to equality, diversity and inclusion as a static thing – but that we are always looking at what we do and how we can do it better. The people who use our services, and our staff, Shared Lives Carers and supporters are the real experts in this area; and therefore we will always actively seek feedback on our approach and respond appropriately.

PSS Goals	What we will be doing	Who'll be leading	How we'll measure our success
Our Tell Us approach promotes our commitment to listening to and responding to feedback on our approach to equality, diversity and inclusion	We will review and re-launch the 'Tell Us' process to highlight that it can be used to raise concerns about discrimination or unfairness.	Head of Quality and Compliance	We will publish our new Tell Us leaflet by June 2018, and update our external and internal complaints pages electronically by August 2018
We want to ensure there are a number of ways for our staff and people who use services to feed in ideas about how we can improve in this area	We will promote the confidential 'equality' email inbox internally for staff to submit suggestions or comments on this.	Head of Quality and Compliance	We will ensure that this mechanism is promoted to all staff by July 2018
	We will encourage service managers to include equality, diversity and inclusion as a topic for discussion at user / carer forums over the next two years.	Operational Heads of Service	We will review notes of user / carer forums as part of the quality review process throughout 2018 and 2019
	We will specifically include a question on fairness in our annual user, carer and supporter surveys from 2018 onwards.	Head of Quality and Compliance	We will include this question and report on it from July 2018



With thanks

PSS would like to thank the following members of the Equality, Diversity and Inclusion Working Group from across central and operational services, and acknowledge their input into the development of this action plan.

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