



At Saint Francis Hospice Everyone is Welcome

**Equality, Diversity and Inclusion
Strategy 2023 – 2025**

QUALITY, DIVERSITY AND INCLUSION STRATEGY 23-25

INTRODUCTION

Our Vision



A world where everyone gets the right palliative and end of life support and care for them and their loved ones.

Our Mission



To provide local people with excellent palliative and end of life care and support, before, during and after death.

Saint Francis Hospice is here for you.

At Saint Francis Hospice, we believe that **everyone has the right** to be the person they are, to **live without fear or prejudice** and so we **welcome people of any ethnicity, age, gender, sexual orientation, faith and belief, or disability**.

We believe that our hospice is a **better place to receive care**, to work and volunteer when we all feel **included, respected and welcomed**.

We **value the strength** that comes with **difference** and the **positive contribution** that **diversity** and **neurodiversity** bring to our **community**.

We are **committed to inclusivity** and our approach is rooted in our **Vision, Mission and Values**.

Our Values



Supportive - We listen to people and value peoples' experiences and use them to give the personal support that is right for everyone.



Compassionate - We are kind and provide a caring and compassionate environment for everyone. We put people at the heart of our actions and words and support people's choices and decisions, helping them feel safe, secure and valued.



Inclusive and Respectful - We are open and transparent and value each person's individuality. We respect everyone and value diversity. We believe our different experiences and knowledge make us stronger. Together we achieve more.



Professional - We are experienced in what we do as a hospice and as a charity. We encourage everyone to give of their best, in providing the appropriate care and expertise to those who need us and support us.



Always Learning - We are open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.



EQUALITY, DIVERSITY AND INCLUSION 2023 TO 2025

Our first Equality, Diversity and Inclusion (EDI) Strategy sets out our commitment, vision and ambition to do more to create an inclusive and diverse workforce over the next three years.

As a leading expert in the provision of palliative and end of life care locally, we look after people from a whole range of diverse backgrounds. We provide expert care to anyone who needs our services regardless of ethnicity, beliefs, gender, sexual orientation, disability or age. We work hard to achieve excellence in palliative and end of life care for anyone for whom Saint Francis is their local hospice. We are always looking to improve our service experience so that everyone feels safe and can be their authentic self.

We want all our service users and their loved ones to feel comfortable in our care and that extends to, for example, how we provide our expertise to you, ensuring we provide the food that you normally eat and ensuring our physical surroundings can cater for your prayer needs or other needs.

To provide expert care to meet the needs of all local people, we encourage staff and volunteers that

come from our diverse community. We provide training and support to ensure we make sound decisions and we listen to and represent the different values and beliefs of the people within our society. It is also important as we grow that we learn from each other and maximise the skills and experience of a diverse and inclusive workforce of staff and volunteers.

At Saint Francis Hospice we will achieve a more equitable, diverse and inclusive workforce by ensuring our EDI is reflected in our values and embedded in our practice and in our individual behaviours. Our supporters, service users and their loved ones will remain at the heart of our thinking and decision making so that we can provide a diverse set of care needs to all of our people and ensure our staff and volunteers value and respect the diversity of thought, background and experience so that we all benefit.

WHAT IS EQUALITY, DIVERSITY, INCLUSION AND EQUITY?

What is inclusion?

Inclusion is about ensuring we get the best from everyone by supporting each person to feel accepted and comfortable, ready to share their opinions and thoughts without hesitation. It is about taking deliberate action to create an environment and culture where everyone feels they belong, can participate and is valued for their contribution, experience and perspectives. We all have a part to play in creating and promoting inclusivity in everything we do.

What is diversity?

Diversity is about recognising and valuing everyone's differences. It's about our society of many different people, where our differences are valued and through our range of diverse skills, experiences, knowledge and abilities we are an organisation that is always learning, equitable and meets everyone's needs.

What is Equality?

Equality is about ensuring everyone is given the same resources and opportunities. It's about creating a fairer society, where everyone is treated with dignity and respect and without discrimination. It is about challenging the environments and processes that limit an individual's opportunities.

What is Equity?

Equity recognises that each person has different circumstances and allocates the exact resources and opportunities needed to reach an equal outcome.

OUR PRIORITIES FOR EQUALITY, DIVERSITY AND INCLUSION FROM 2023 TO 2025

We will create a culture of equality, diversity and inclusivity where everyone feels able to be themselves by:

1 Embedding Diverse and Inclusive leadership

Our leaders will act as role models and champions. Individually and collectively, we will uphold our EDI values and challenge behaviours that don't reflect them.

Our leaders will be well trained in leading a diverse team of people and encouraged and supported to embed an inclusive workplace culture.

2 Developing Awareness and Knowledge

We will provide training and resources to all staff and volunteers to develop knowledge and awareness. We will ensure our communications speak to, and on behalf of, the diverse communities we work with and for.

We will promote our services to all our local communities, to ensure anyone who needs us knows we are here for them and they can access the services that are right for them.

3 Attracting Talent and Improving Access

We will constantly review our recruitment practices to ensure we are attracting talent from our diverse communities and remove bias from the process.

We will ensure our services meet the needs of all those living locally, regardless of faith, ethnicity or personal characteristics.

4 Reflecting the Local Communities we Work for

We will become a more inclusive workforce, reflecting the diverse communities that we work with and for; demonstrating this through all our areas of work. This will include through our services we offer, our fundraising and ways we generate income to support our services and in our internal and external communications.

5 Measuring and Monitor Progress

Our progress will be central to our decision making in helping us drive change.

We will establish a baseline and use data and feedback to regularly measure our progress.

When everyone is included, everyone wins.



INCLUSIVE LANGUAGE FOR AN INCLUSIVE ORGANISATION

Creating an inclusive organisation involves fostering a welcoming environment where all individuals feel respected, valued, and included. One crucial aspect of fostering inclusivity is the language we use. Words have the power to shape perceptions, reinforce biases, and either include or exclude individuals. By adopting inclusive language, we promote diversity, equity, and inclusion within our organisation.

We will treat all individuals with respect and dignity, regardless of their background, identity, or characteristics.

We will encourage everyone to use terminology that is neutral and inclusive, avoiding language that assumes or enforces stereotypes or biases. Focusing on individuals' personal qualities and achievements rather than their gender, ethnicity, religion, disability, or other characteristics.

We will respect individuals' preferred pronouns and use them consistently by asking for and using them.

We will consider accessibility needs when communicating with individuals for example, sign language interpretation, or accessible electronic documents.

We will be sensitive to diverse cultural backgrounds to avoid stereotypes or cultural generalisations and show respect by learning about different cultures and traditions using language that reflects this understanding.

By using inclusive language, we will foster an environment of respect, understanding and acceptance, ensuring all individuals, regardless of their background, feel valued and included. We will build an inclusive organisation where diversity thrives, ideas flourish and everyone can contribute their best.

OUR WORK ON WIDENING ACCESS

Our working groups to support our development and learning



OUR MEASURES

1 Diverse and Inclusive Leadership

- Over the next 3 years we will aim to increase the diversity within our Senior Leadership Team and Trustees that better reflects our local catchment area. We will aim by end of year 3 to have trained all our leaders in role modelling EDI and have increased their level of understanding of EDI.
- We will set targets through staff surveys to see improvement in capability and role modelling EDI.

2 Developing Knowledge and Awareness

- Our target for staff, volunteers and Trustees to receive inclusion training is 100% by March 2023.
- Leaders and Managers to receive inclusion and managing and mitigating bias training by March 2023.
- Annual Refresher Training for all staff will be implemented by March 2024.
- EDI mandatory training in place by July 2022.

3 Attracting Talent and Improving Access

- Our recruitment targets for under-represented groups are to increase diversity year on year.
- Each year to review our targets and report on outcomes through the NHS Workforce Race Equality Standard (WRES).

4 Reflecting the Communities we work with and for

- Our language, tone and style reflect our patients and supporters in our marketing materials. As we review material to ensure that it is updated with aim of all material reviewed by March 2024.
- We test what our EDI targets supply chain build into their provision of services.
- Our language, tone and style reflect our patients and local catchment in our internal documents by March 2024.

5 Measuring and Monitoring our Progress

- We will capture EDI key data for 80% of all staff in year 1, 85% by year 2 and 90% by year 3.
- We will measure inclusion and belonging through the staff survey and look for positive improvement.
- We will review the EDI key data of our patients and our local populations and their feedback from patient surveys and look for positive improvement.

*Strength lies in differences,
not in similarities.*

WHERE WE CARE

An individual's Home

At the Hospice

In Care Homes

In Community Hospitals

OUR HOSPICE CATCHMENT AREA



Saint Francis Hospice
Caring for you

Shops 
Saint Francis Hospice 

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