

Freedom of Information Request: Our Reference CTMUHB_485_23

You asked:

I would like to make the following FOI request for Cwm Taf Morgannwg University Health Board:

What training has been delivered to staff within the Health Board relating to gender identity, within the period 1st August 2022 to 1st August 2023?

I would like a list of all the sessions delivered to staff. If a course has been delivered multiple times, please list each instance separately. For each one, I would like to know:

- What was the session title or topic (if known)?
- Was the session delivered (even if only partially) by someone external to the Health Board?
 - If so, who?
 - How much was paid to them for this?

For “gender identity”, please include any training which is likely to include a significant amount of content about transgender and non-binary people (and related LGBT+ issues). Therefore, if the training is entitled “Why is Pride important?”, or “Supporting LGBT+ patients”, or “Using pronouns”, these are each likely to include information about gender identity, and I would like you to include them.

Our response:

Cwm Taf Morgannwg University Health Board’s (CTMUHB) Equality, Diversity and Inclusion (EDI) Lead was brought into post on 19th June 2023 and subsequently the Organisational Development and Inclusion function was established.

Following this, a broad scheme of work has been launched to raise education and awareness of minoritised groups, including the LGBTQ+ community. Details of this work will be provided later in the response.

Before this point, any training around gender identity was captured in the all-Wales *Treat Me Fairly (Equality)* module, mandated for all staff as per Welsh Government guidelines and in-line with all other Welsh NHS organisations.

This is to say that between the dates within this request, no specific sessions were delivered by the Health Board around gender identity. Rather, this was captured within the mandatory training, as per Welsh Government guidelines.

At the time of writing (November 2023), compliance for this mandatory module sits at 84.29% across the Health Board – the highest compliance figure across all 10 core subjects that staff are required to complete.

Gender identity and in particular transgender communities are referenced throughout, sighting Whittle, Turner and Al-Alami’s *Engendered Penalties: Transgender and Transsexual People’s Experiences of Inequality and Discrimination (2007)* as one source. Of course, exploration of this specific protected characteristic sits alongside all others contained within the Equality Act 2010.

As an output from the Strategic Equality Plan, engagement with the Staff Networks and crucially Welsh Government's LGBTQ+ Action Plan for Wales, it is recognised that there is an opportunity to develop and roll-out a more bespoke, CTM-specific module on LGBTQ+ awareness (naturally, including education of the biases experienced by the trans community).

During Staff Network week (w/c 18th September 2023), the Learning and Development Manager presented an update to the organisation on the development of this module, including:

- How the Learning & Development team will collaborate with Staff Networks to review content.
- What the new LGBTQ+ Awareness module aims to cover, centring on the Welsh Government's guidelines.
- Highlights of key content from the module.
- Next steps in the development and launch of the module.

Following this presentation, the team have continued to build the module, with a view to piloting it in the New Year.

Following the launch of the module, the aim is to develop framework and mechanism to share lived experiences of those who form the LGBTQ+ community, further raising awareness across the organisation.

Crucially, this will be done with the foundations set by the all-Wales and bespoke CTM modules. It is at this point that we will also be able to report on specific completion and attendance figures across the year (as per the freedom of information request).

This is in line with the current maturity level of the organisation, in terms of inclusion. We are establishing a culture dashboard that will be able to give us more information around this. We are also establishing a baseline on the Equality, Diversity and Inclusion agenda which informs our Strategic Equality Action Plan and ensure we are able to record forward movement.

It is important to recognise that aside from this targeted Learning and Development work aimed at increasing awareness and understanding of the LGBTQ+ community, there is a wider scheme of work being led by the Equality, Diversity and Inclusion Lead to create a more inclusive culture at CTMUHB.

We have a LGBTQ+ Staff Network called Ffrindiau, which also has an Executive Sponsor from within the organisation. The Equality, Diversity and Inclusion Lead meet with the Chair on a monthly basis for feedback and discussion. The Network are currently devising their Action Plan for 2024.

During Staff Network Week the EDI Lead presented an awareness session on the High Level Culture Plan for CTMUHB, the History of LGBTQ+ and the Welsh Government's LGBTQ+ Action Plan. Our Head of OD&I also presented on the Importance of Inclusion and Belonging in Organisational Culture, the Importance of Inclusive Language and Pronouns and What Are Pronouns and Why Do We Use

Them. These are available to view by all staff on the Organisational Development and Inclusion (OD&I) Sharepoint page.

Within our Strategic Equality Plan (23-27) we have included the actions from the LGBTQ+ Action Plan to raise awareness of LGBTQ+ within the organisation. These include developing face to face Reflective Practice Training to ensure inclusion and education, developing guidelines for staff and embedding awareness, training and guidelines across the organisation. We will also be developing training on the EDI Agenda to raise the level of maturity across the organisation, in terms of inclusion.

AT CTMUHB, the enabling services are doing all we can to raise education and awareness of minoritised groups, building the conditions where all communities can thrive.