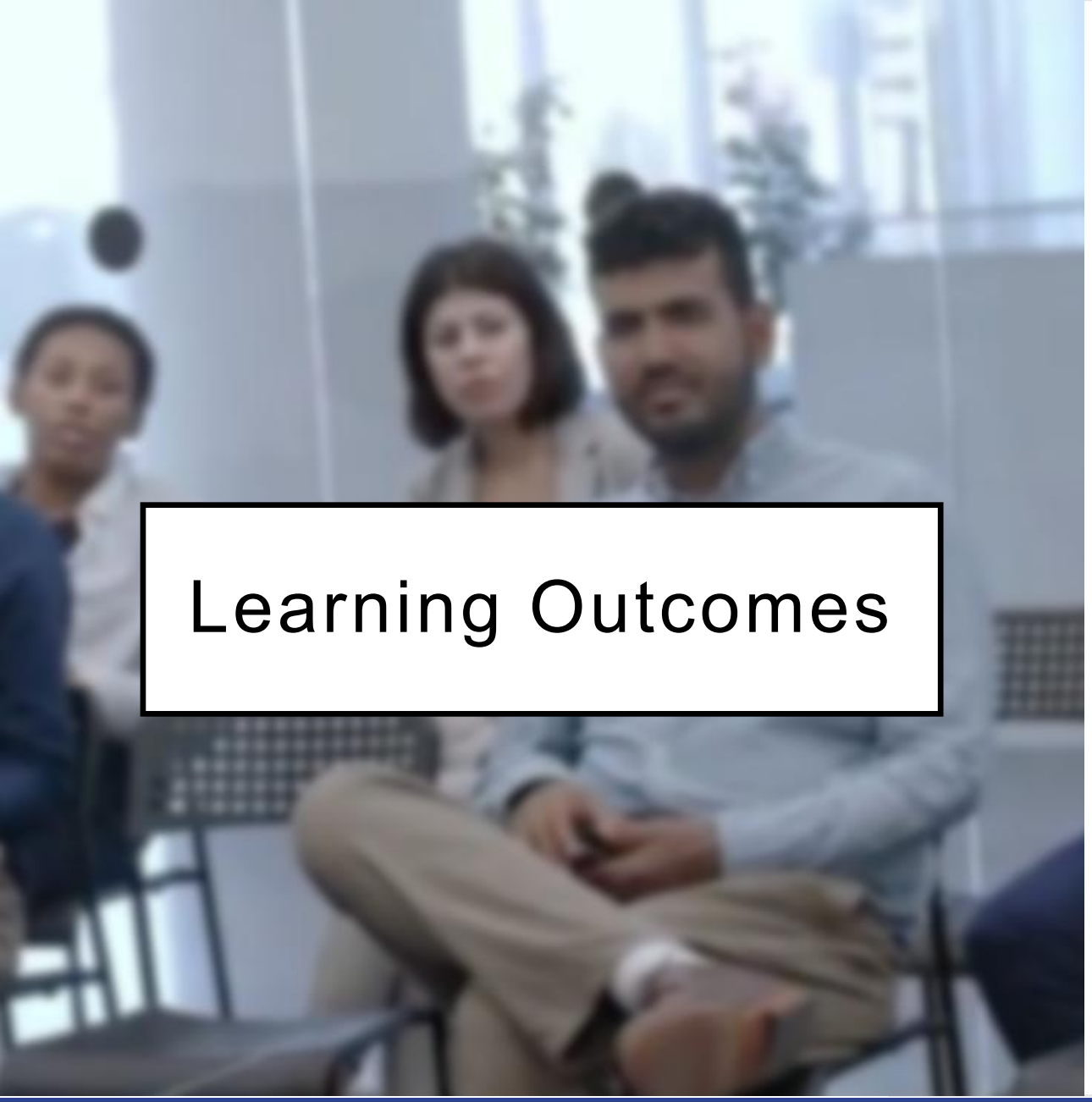
CTM 2030
Ein Hiechyd
Ein Dyfodol
DATBLYGU CYMUNEDAU
IACHACH GYDA'N GILYDD

CTM 2030
Our Health
Our Future
BUILDING HEALTHIER
COMMUNITIES TOGETHER

Equality, Diversity and Inclusion Training

Band 6 Professional Development Programme





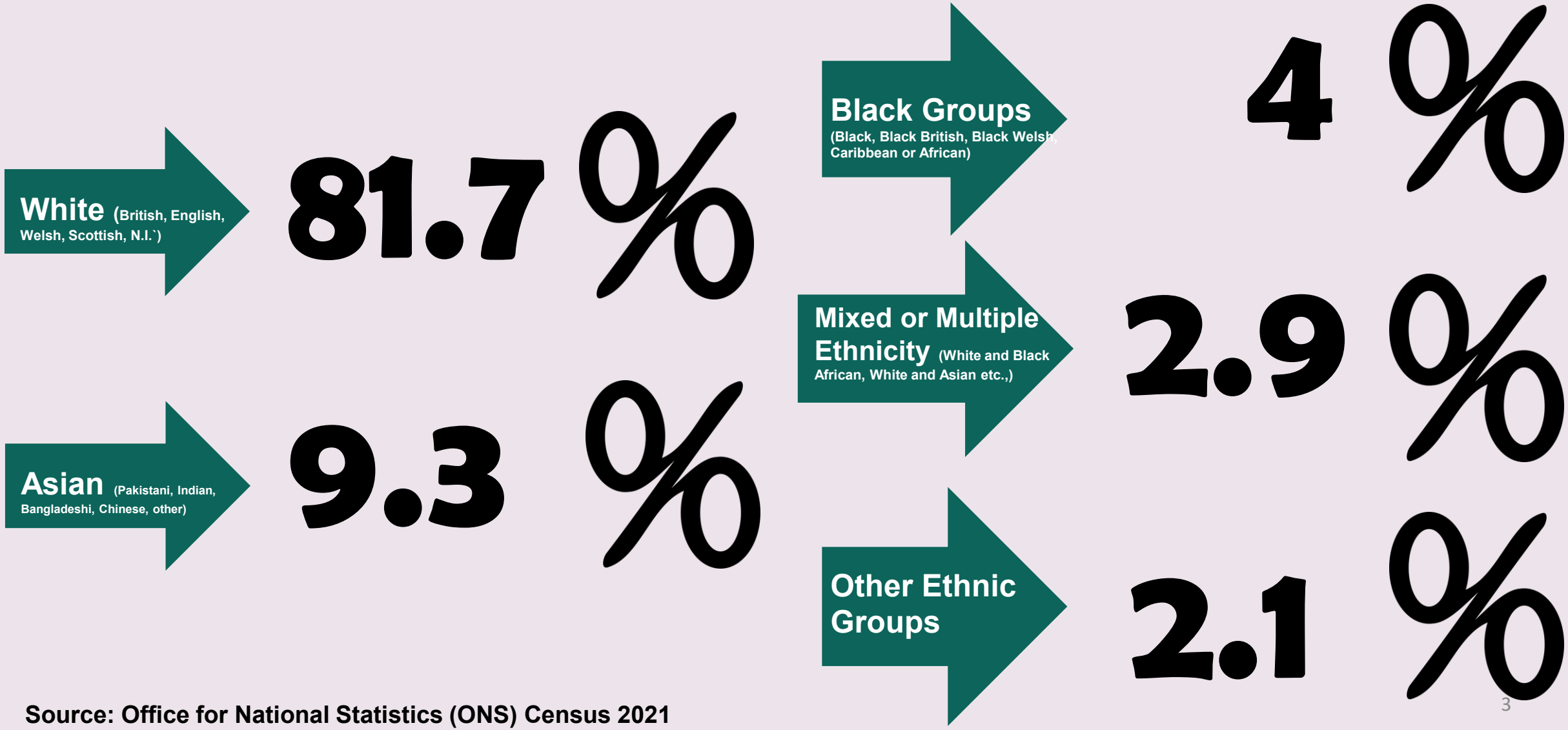
Learning Outcomes

Objectives

Let's explore what we're aiming to achieve in this session.

- Understand the role of the EDI team and how we can support you as a manager
- Know your responsibilities under the Equality Act 2010
- Build confidence in managing diverse teams
- Respond appropriately to concerns such as discrimination or unfair treatment.
- Know how to find advice and support
- Take practical steps to create an inclusive team culture.

Ethnic Groups in England & Wales [60m population]



Source: Office for National Statistics (ONS) Census 2021

Religion in the England and Wales [60m population]



3.9m



273k



271k

Any Other Religion

405k



27.5m



1m

No *Religion*

22.2m



524k

Source: Office for National Statistics (ONS) Census 2021

Health disparities affecting minority groups

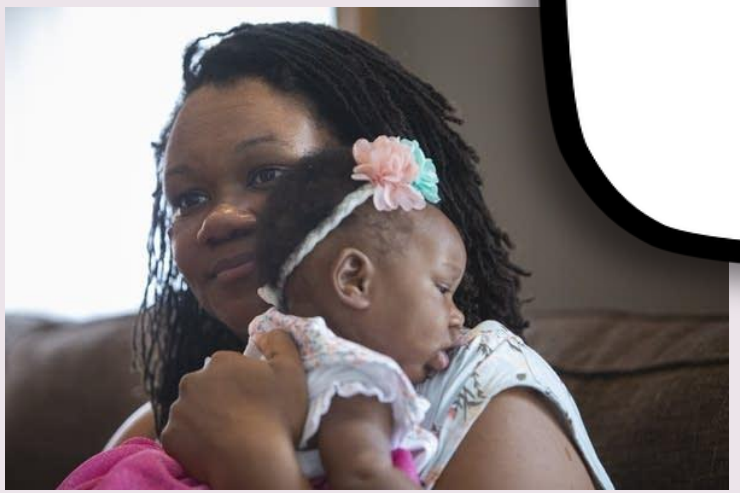


Health disparities affecting minority groups



Patients from the Pakistani ethnic group were the least satisfied of all ethnic group inpatients who stayed in hospitals

Health disparities affecting minority groups



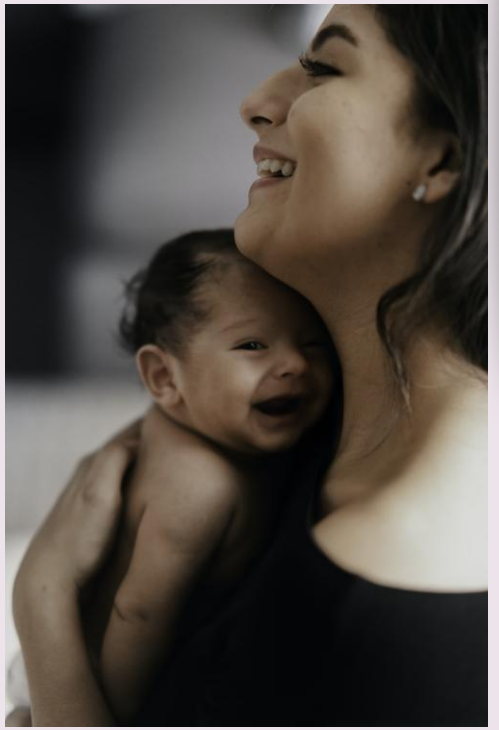
Black women are three times more likely than white women to die in childbirth in the UK

Health disparities affecting minority groups

Young black men are six times more likely than young white men to be sectioned for compulsory treatment under the Mental Health Act



Health disparities affecting minority groups



Infant mortality in England and Wales for children born to mothers from Pakistan is double the average

Health disparities affecting minority groups

Most disabilities in the workplace are visible



Health disparities affecting minority groups



Current estimates suggest that around 15 to 20 percent of UK adults are neurodivergent

Health disparities affecting minority groups

Trans staff are more likely to experience bullying or harassment at work than other groups



Health disparities affecting minority groups

Roma and Travellers have a lower life expectancy than the rest of the population. Department of Health research indicates the average life expectancy for a Traveller man is 58-68



D Diversity

\+

I Inclusion

What Are Diversity & Inclusion?

This video below, discusses various aspects of diversity and inclusion in the workplace.




INCLUSION
means having
a voice

D + I

Diversity

Inclusion

DEFINITIONS

Diversity: Differences between people – backgrounds, experiences, identities

In your teams and the patients you support, this might include:

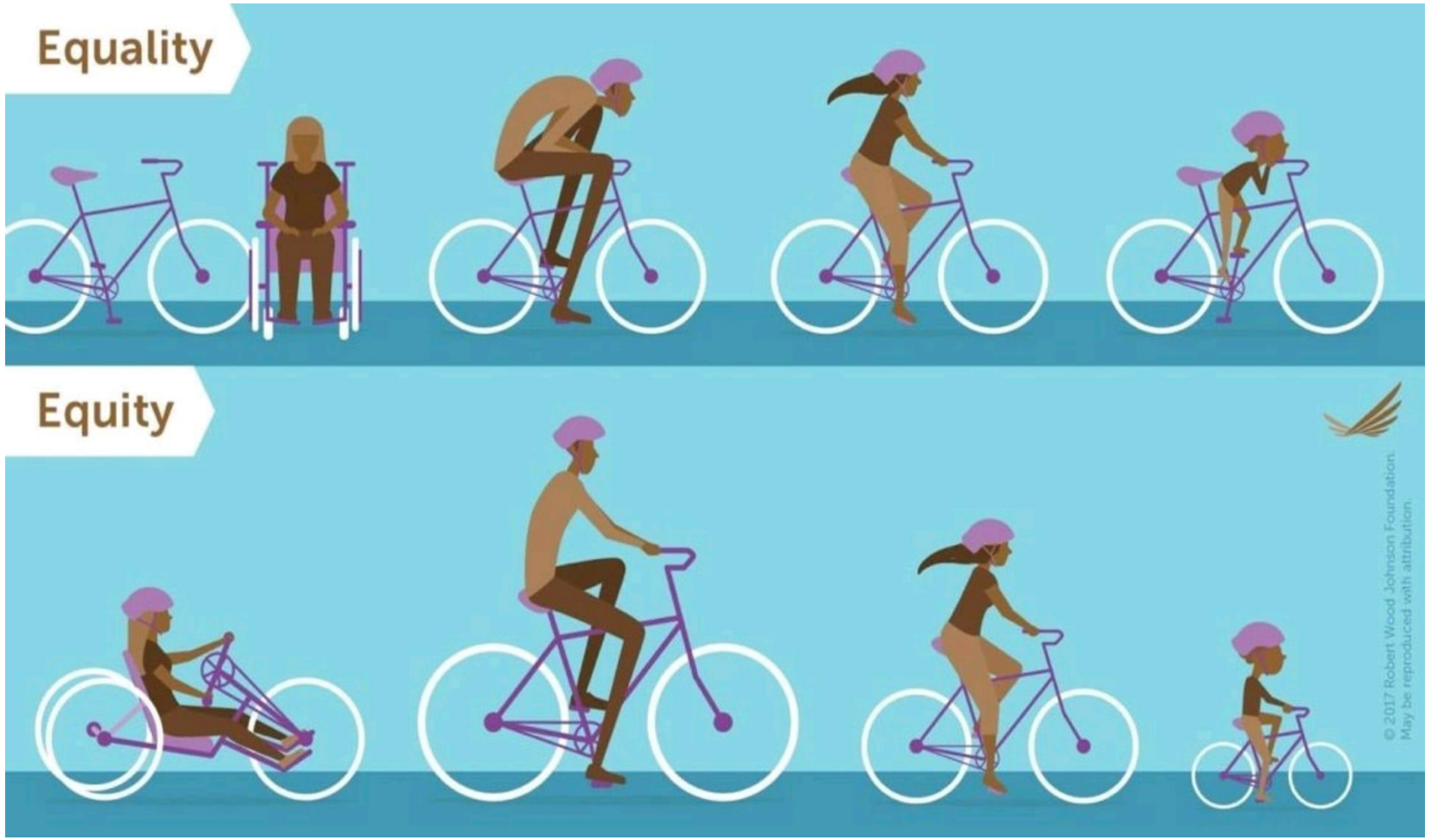
- Different cultures, ethnicities and languages
- Different ages and levels of experience
- Different beliefs, values or communication styles
- Visible and non-visible disabilities

Inclusion: Creating an environment where everyone feels valued and able to contribute.

In your role as a manager, this looks like:

- Listening and responding to different needs
- Making reasonable adjustments where needed
- Ensuring everyone feels able to speak up
- Addressing behaviour that excludes others

Equality and Equity



Why EDI Matters in Your Day-to-Day Role



Safer, More Inclusive Teams

Creating a safe environment where staff feel respected reduces conflict, improves wellbeing and supports speaking up.



Better Patient Experience & Outcomes

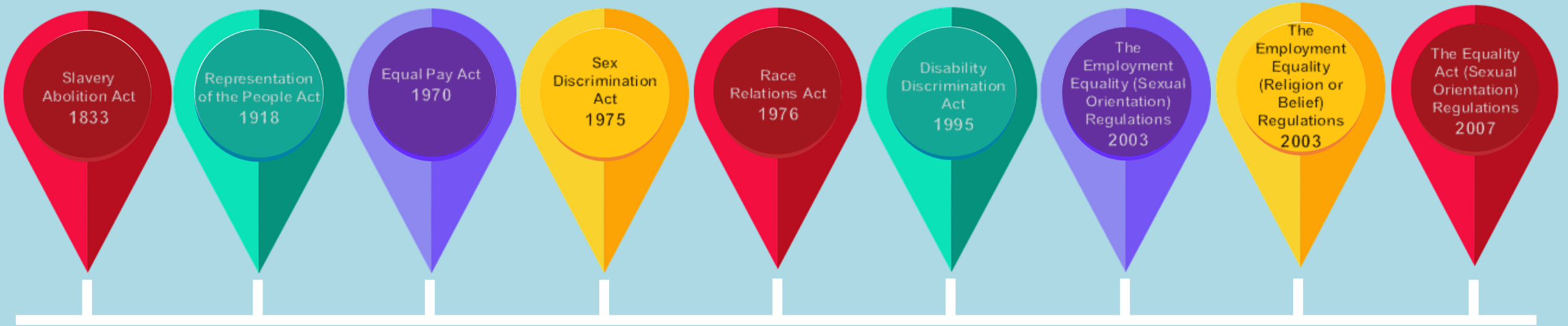
Patients engage more positively with services when they feel understood, respected and treated fairly.



Stronger Team Performance

Teams that feel included communicate better, manage pressure more effectively and deliver safer care.

A Timeline of Anti-Discrimination Law



Equality Act 2010

Protected Characteristics of the Equality Act 2010

The Equality Act 2010

- Age
- Disability
- Gender Reassignment
- Marriage & Civil Partnership
- Pregnancy & Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation

Every organisation has a duty to protect you

The Equality Act 2010

- The **Workplace**
- **Public Services** like healthcare or education
- Organisations that provide **Services and Goods** (like shops, restaurants, and cinemas)
- **Public Transport**
- **A Club or Association** (for example, your local tennis club)
- **Public Bodies** like your local **Council or Government** departments









Types of Discrimination

The Equality Act 2010

Direct

Direct - treating someone 'less favourably' because of:
their actual characteristic (direct discrimination)
their perceived characteristic (direct discrimination by perception)
the characteristic of someone with whom they associate (direct discrimination by association)

Indirect

Indirect discrimination
Where a policy, practice, procedure or rule for all workers or service users disadvantages people of a particular characteristic.

Harassment

Harassment
Persistent, hostile, unwanted behaviour linked to a protected characteristic, that violates someone's dignity or creates an offensive or humiliating environment for them

Victimisation

Victimisation
Being treated less favourably after officially reporting an incident

Your Legal Accountability

What the law expects from you as an NHS manager

Equality Act 2010

Protects 9 characteristics. Direct and indirect discrimination, harassment, and victimisation are all unlawful.

Public Sector Equality Duty

You must proactively eliminate discrimination, advance equality of opportunity, and foster good relations.

Vicarious Liability

CTMUHB can be held liable for discriminatory acts by employees — unless it can show it took reasonable steps to prevent them.

Your Role as Manager

You are the 'reasonable steps.' Your actions — or inaction — determine the organisation's legal exposure.

Who We Are & What We Do

WHO WE ARE

We are a specialist team committed to making CTMUHB an inclusive workplace for our staff and a fair, accessible place to receive healthcare for our patients and service users. We hold responsibility for staff, service users and the community, ensuring that the Health Board complies with legislation and our values.

Email:
CTM_Equality@wales.nhs.uk

WHAT WE DO

Legal & Statutory Compliance: We ensure CTM upholds legal responsibilities under the Equality Act 2010 and the Public Sector Equality Duty, ensuring full compliance.

Champion Inclusion: We support you in building EDI into your team's day-to-day operations/workflow.

Support with EWLIAs: Along with the Welsh Language team, we support and guide you through completing EWLIAs for policies, projects and service change to ensure they are fair and legally sound from the start.

Support CTMUHB's Staff Networks: (REN, WEN, ACCESS and Ffrindiau LGBTQ+)

Driving Strategic Plans: We leverage data from staff surveys/ESR/WRES and expertise to derive the delivery of target outcomes outlined in the SEP and the People Plan.

When to Involve Us & How We Support You

WHEN TO INVOLVE EDI

- When dealing with a complaint of discrimination or harassment; linked to a protected characteristic.
- When you want to improve Team culture.
- Reviewing/seeking guidance to your EWLIA(s).
- When you want advice on how to support a patient/staff member‘s specific needs.
- Need advice on inclusive recruitment practices.
- To create a more diverse and inclusive environment.

HOW WE HELP YOU

Expert Advice: We offer practical advice and provide guidance to help you lead a diverse team with confidence. Consider us your go-to resource for all things EDI.

Training & Development: We design EDI training sessions tailored to your team’s specific needs.

Improving Outcomes: We support you in making all services accessible to everyone regardless of their background and needs.

Our monthly **ED&I Learning Forum:** These are short, interactive sessions delivered by an EDI practitioner on a range different ED&I topics.

We host an **ED&I Learning Community** on Viva Engage where staff can ask questions, discuss events, request support and connect with our ED&I team

BREAK – 5 MINUTES



Bitesize Microteach

Micro-Aggression

ORGANISATIONAL DEVELOPMENT & INCLUSION

Some Examples of Microaggressions?

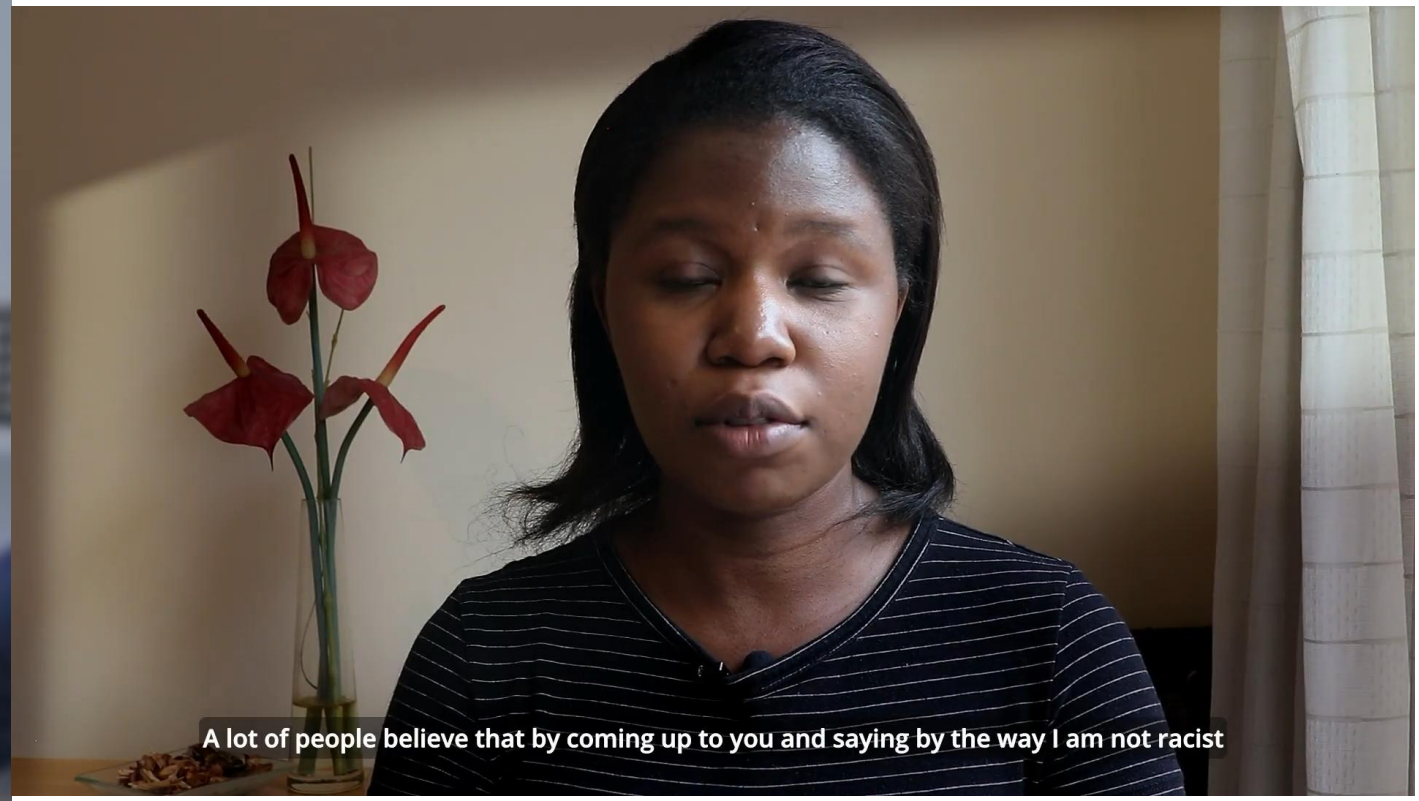
- ‘You don’t act Black/Asian’ or ‘You don’t sound Black/Asian’
- Talking over women in meetings
- ‘I don’t see colour’
- “You don’t look gay”
- ‘I’m not racist I have a Black/Asian friend’
- “You’re too young to understand this”
- Or the opposite: “You’re not up to date with tech”

- Assuming people of colour are immigrants
- “Where are you really from?”
- Avoiding conversation when someone mentions a same-sex partner
- Voicing your opinion on how well someone speaks English
- Speaking to a support worker instead of the individual
- Questioning why someone needs time for prayer
- Touching a Black person’s hair

Reflect on how this would make you feel.

Microaggressions

What are the impacts of microaggresions on the individual?



What are the impacts of microaggressions on the individual?

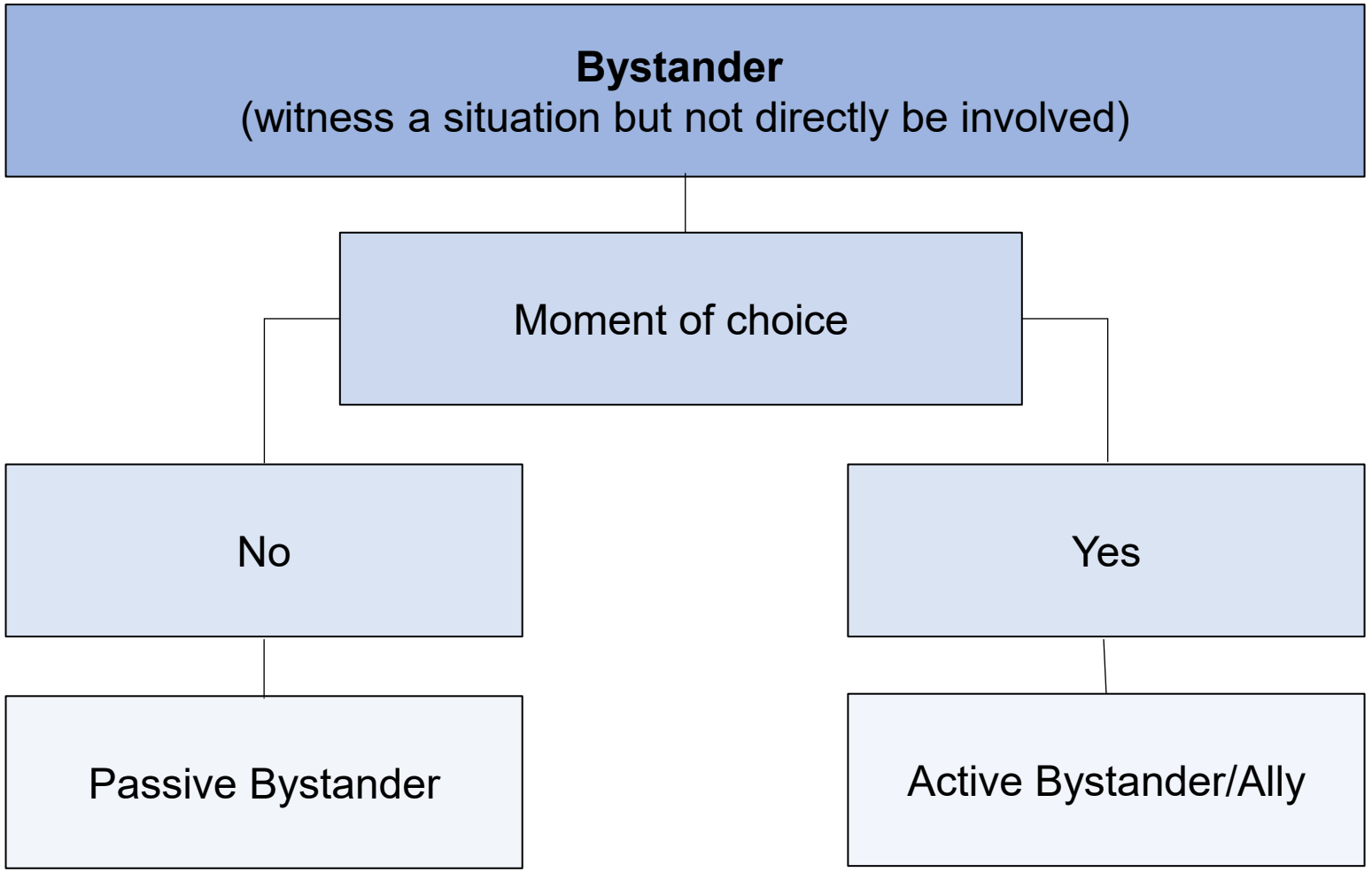
- Loss of self-confidence
- Frustration
- Imposter syndrome
- Anxiety and depression
- Sick leave
- Poor performance
- Feeling excluded and undervalued
- Feelings of demotivation and a lack of focus
- Impact on family and friends
- Loss of interest in a job you enjoy
- Loss of job
- Emotional and psychological effects

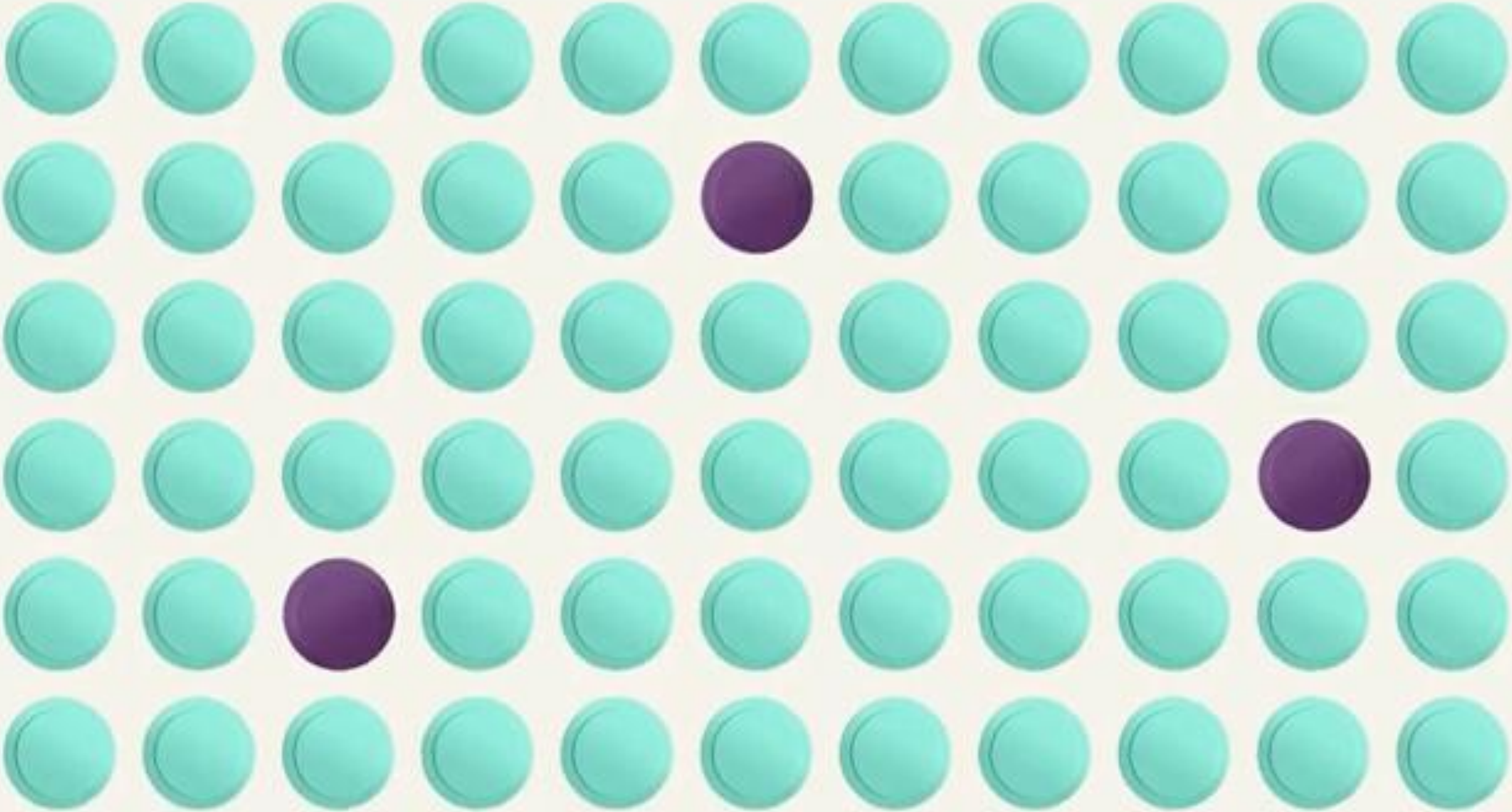
The Impact of microaggressions on CTMUHB?

- Not using the talent which is available
- Loss of benefit in not having diverse points of view
- Increased sick absence
- Poor reputation
- Difficult relationships between colleagues
- Poor morale
- Inefficiency and poor performance – could be as a result of poor mental health but staying in work
- Legal action and tribunal proceedings
- People leaving the health board

Be An Active Bystander

Be An Active Bystander





Moving From Awareness To Action

- Challenge inappropriate or discriminatory behaviour where it is safe to do so.
- Support those that speak up or raise concerns
- Check in with the person affected and ask what support they need
- Join our CTM Staff Networks as a member, ally or active supporter.
- Offer to be a mentor and/or look for a reverse mentor.
- Avoid sharing harmful or distressing content that reinforces stereotypes, stigma or disrespect.
- Speak up even when the person affected is not in the room
- Report concerns through the appropriate route if needed
- Keep learning. Expect feedback. Apologise when needed and put things right.

After a discriminatory incident

Being an active bystander doesn't stop at the words you say. It extends to making sure the incident is recorded.

INTERNAL

Datix

Log every discriminatory incident. You can report without naming the patient — the goal is to document that a team member was subjected to discriminatory behaviour.

ANONYMOUS

Work in Confidence

Anonymous online platform. Report bullying, harassment, or discrimination without giving your name. Available via the CTM intranet.

FORMAL

People Services

For formal guidance, grievance processes, and staff support. Contact them if you need help navigating the next steps.

HATE CRIME

Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity.

South Wales Police
101 (non-emergency) · 999 (emergency)

Victim Support Wales
0300 3031 982
Wales third-party hate crime reporting

You are not expected to do this alone

Confidential

Line Manager

Your line manager should be your first point of contact where appropriate.

Wellbeing

Employee Wellbeing

Access to Our Employee Wellbeing Team, VIVUP and Canopy. Confidential and free — if it's affecting your wellbeing, use it.

Anonymous

Speaking Up Safely Guardians

Independent, confidential, outside the management chain. You've just met one of them.

Guidance

People Services & EDI

Guidance on formal processes, grievance routes, and referrals. Reach out — we'll point you the right way.

Community

CTM'S Staff Networks

Peer support and a listening ear for staff members. Safe space, collective voice.

Union Support

Trade unions

RCN, BMA, Unison, GMB, Unite. Your rep is there for you — use them.

Save this slide. Take a photo. Know the routes before you need them.

Recognising & Responding to Concerns

Remember: Your job is not to resolve it alone. It is to respond correctly and involve the right people.

Listen	Hear the concern without interrupting, defending, or minimising. Believe the person's experience.
Acknowledge	Validate their feelings. Say: 'Thank you for telling me. I'm taking this seriously.'
Investigate	Gather information objectively. Speak to all parties. Keep records. Do not pre-judge.
Escalate	If it involves discrimination or serious harm — contact People Services, your line manager, and the EDI team.
Follow Up	Check back in with the person who raised the concern. Let them know what has happened.

Managing Diverse Teams Effectively

01

Know Your Team

Learn each person's background, communication style, and cultural context. Don't make assumptions.

02

Create Psychological Safety

Build an environment where staff feel safe to raise concerns, ask questions, and be themselves.

03

Tackle Favouritism

Ensure opportunities, development, and workload are distributed fairly. Review your patterns regularly.

04

Celebrate Difference

Actively acknowledge and value the different perspectives your diverse team brings. It's your strength.

05

Address Issues Promptly

Don't let tensions fester. Early, direct conversations prevent escalation and signal that you take inclusion seriously.

06

Model Inclusive Behaviour

Your staff are watching how you behave. Be the standard you want to set - in language, actions, and decisions.

Equality, Diversity and Inclusion

Any Questions

Contact EDI Team
Email: CTM_Equality@wales.nhs.uk

Thank you!



DIOLCH yn fawr