

Inclusion objectives – 2025/2027



These objectives set out the key aims and directions of NHS Somerset Integrated Care Board (**the ICB**) to maintain and improve patient and public inclusion in health services across Somerset.

Overview

The ICB is bound by Public Sector Equality Duty (**PSED**)¹ as defined by the Equality Act 2010 (**the Act**)². PSED provides to key areas, namely Specific Duties and General Duties. These are detailed in Figure 1:

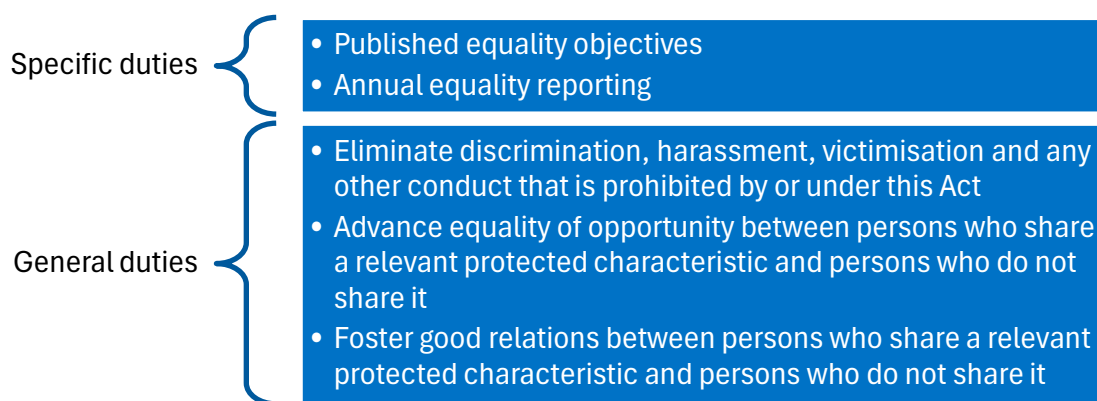


Figure 1 - Public Sector Equality Duties

¹ <https://www.legislation.gov.uk/ukpga/2010/15/part/11/chapter/1>

² <https://www.legislation.gov.uk/ukpga/2010/15/contents>

Our objectives

Objective 1. Equality training programme

Summary:	<p>NHS Somerset ICB has a long-established training programme in respect of all areas of equality, diversity and inclusion. These take on various forms, such as online mandatory training which is complemented by:</p> <ul style="list-style-type: none"> • General equality training • Tailored workshops in health settings • Topic-based workshops and online sessions • Introductory sessions to various topics (Lunch and Learn) • Bespoke training by request • Oliver McGowan training <p>In 2025, we will extend this training package to include in-depth workshops looking at specific topics which fall under the heading of Equality, Diversity and Inclusion. The topics that we consider to be a priority (listed alphabetically) are:</p> <ul style="list-style-type: none"> • Accessible Information Standard (see Objective 3 – Accessible Information Standard) • Provision and use of BSL/English Interpreters • Trans Health and trans awareness 	
Measures:	<ul style="list-style-type: none"> ✓ Offer at least one training opportunity per month throughout 2025 ✓ Gather feedback from each session and report this quarterly to relevant committees. ✓ Respond to requests for ad-hoc training requests in an appropriate and timely manner. 	
Related actions:	<ul style="list-style-type: none"> ✓ Create course content for the additional training highlighted above. ✓ Update the current Equality, Diversity and Inclusion Course Catalogue and calendar of training events. ✓ Publish the updated catalogue to ICB staff, and partner organisations, including primary care. 	
Delivery date:	Friday, 30 April 2027	
Relevant protected characteristic(s)		
Age	Disability	Gender reassignment
Marriage and civil partnership	Pregnancy and maternity	Race and ethnicity
Religion or belief	Sex	Sexual orientation

Objective 2. Combined Impact Assessment

Summary:	We have an Equality Impact Assessment (EIA) process embedded for some years. This is now due for review in order to incorporate additional duties and requirements, including areas, such as Core20Plus5 (health inequalities). It is also an opportunity to combine other assessments, such as Quality Impact Assessment (QIA) process and to consider the inclusion of areas such as environmental impacts.	
Measures:	<ul style="list-style-type: none"> ✓ Revised template published to incorporate additional areas of assessment ✓ Internal communication to all staff at NHS Somerset Integrated Care Board relating to the revised templates and processes, and a reminder of the legal duties underpinning these ✓ Training available to all staff on completing and reviewing assessments, including the sometimes overlooked characteristics of carers (Disability – <i>discrimination by association</i>), travelling communities (Race and Ethnicity), and named disabilities within the Equality Act 2010 (Disability – e.g. Cancer, HIV, Multiple Sclerosis, Severe Disfigurement, etc.) ✓ Auditing process of completion and quality of Combined Impact Assessments (CIAs) 	
Related actions:	<ul style="list-style-type: none"> ✓ Convene working group within NHS Somerset Integrated Care Board to fully understand experiences of the existing forms and processes ✓ Create proposed template for review and agreement within the organisation ✓ Develop training workshop for all staff ✓ Generate communication plan to all staff incorporating usual internal communication methods and attendance at directorate or team meetings across the organisation 	
Delivery date:	Tuesday, 31 March 2026	
Relevant protected characteristic(s)		
Age	Disability	Gender reassignment
Marriage and civil partnership	Pregnancy and maternity	Race and ethnicity
Religion or belief	Sex	Sexual orientation

Objective 3. Accessible Information Standard

Summary:	<p>The Accessible Information Standard (AIS) is a NHS mandated requirement for all providers of NHS services to ensure that it has a standard way of gathering, recording and sharing details of patient needs, including reasonable adjustments. This does not apply to Integrated Care Boards, however in Somerset we have elected to adopt this where patient records are maintained, for example Continuing Healthcare (CHC).</p> <p>The AIS relates specifically to the protected characteristic of Disability but in NHS Somerset Integrated Care Board, the same processes are applied to capture other access needs, for example spoken language and other cultural considerations.</p>	
Measures:	<ul style="list-style-type: none"> ✓ Audit of existing systems that contain patient information to ensure its ability to comply with the AIS requirements ✓ Guidance available to all staff that access or maintain patient records within NHS Somerset Integrated Care Board 	
Related actions:	<ul style="list-style-type: none"> ✓ Obtain a list of all systems within NHS Somerset Integrated Care Board that hold patient information ✓ Identify key stakeholders in teams that process patient information ✓ Create guidance around meeting the requirements of the AIS (including the extension of these to include other access requirements, such as spoken languages) 	
Delivery date:	Saturday, 31 October 2026	
Relevant protected characteristic(s)		
Age	Disability	Gender reassignment
Marriage and civil partnership	Pregnancy and maternity	Race and ethnicity
Religion or belief	Sex	Sexual orientation

Objective 4. Trans, Non-Binary and Intersex Health

Summary:	<p>We are aware of many challenges that are faced by our Trans, Non-Binary and Intersex (TNBI) population when accessing health care. This is both in respect of accessing trans-affirming care and also wider access to general health services.</p> <p>The knowledge that we hold is based on a combination of national and international research and local intelligence and anecdotal evidence.</p> <p>We understand that these challenges to gaining equitable care are a combination of awareness, service design and commissioning gaps within the county.</p> <p>We aim to gain a more comprehensive and evidence-based summary of the challenges with a view to addressing these to ensure fair participation and equitable health services for our TNBI population.</p>
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Measures:	<ul style="list-style-type: none"> ✓ Produce a patient experience report capturing individual stories and general themes ✓ Evidence of continued TNBI awareness training across all commissioned services and within NHS Somerset Integrated Care Board ✓ Clearly documented shortcomings in commissioned services within Somerset with an associated action plan to address these ✓ Evidence of improvements to patient experience through continual engagement with our TNBI population and service providers 	
Related actions:	<ul style="list-style-type: none"> ✓ Create and engagement plan to capture the views and experiences of our TNBI population and providers of services to our TNBI population ✓ Generate a report setting out the current challenges and proposed actions to address these ✓ Implement approved and assess improved actions ✓ Provide ongoing updates to highlight improvements and other gaps that may be highlighted as part of the ongoing engagement with our TNBI population 	
Delivery date:	Wednesday, 31 March 2027	
Relevant protected characteristic(s)		
Age	Disability	Gender reassignment
Marriage and civil partnership	Pregnancy and maternity	Race and ethnicity
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