



ASCENTI

2022 - 2025

Diversity, equity & inclusion strategy





Healthcare for everyone

Ascenti is committed to making diversity, equity and inclusion part of everything that we do – from the services that we deliver to how we build our workforce.

As a healthcare organisation, social purpose sits at our core and we care deeply about addressing health inequalities and building an organisational culture that creates a sense of belonging for everyone.

As we continue to grow, our vision is to create a better and more inclusive future at the same time. With a workplace and healthcare services that meet the needs of all people and continue to breakdown barriers.

This strategy is designed to help us ensure that we achieve our ambitions...



Our approach to diversity, equity and inclusion

Making diversity, equity and inclusion part of **everybody's everyday** and not just a document that sits on the sideline, is what is really going to make a difference.

To ensure that this strategy sits at the heart of our organisation, our CEO is the main sponsor and progress is tracked quarterly at the highest level.

This strategy and the goals within it are co-owned by all managers and employees, who regularly engage with our plans and conversations about diversity, equity and inclusion through a variety of forums and channels.





The big five

To help us breakdown our bigger ambitions for the future into specific measurable and achievable targets, we have focused our plans into five key workstreams.

Each has a plan on a page for the next 3 years and a set of specific objectives within it that have been agreed by an employee forum set up to shape progress in each area.

As we continue to grow, we will also develop our systems and ways of working to ensure that we can effectively monitor diversity, equity and inclusion at Ascenti and how we are performing in relation to our goals.



People & workplace



Talent management



Patients & services



Data & systems



Accountability



People & workplace – Chief People & Communications Officer

Fairness in the workplace **

Everyone benefits from working in a culture where people's rights are respected. Our policies and practices ensure that we are operating in a way that is fair and equitable for all, and that we stand up for the rights of everyone.

Protecting people from abuse

Everyone has the right to work and live free from harassment, bullying, abuse or hate related incidents of any kind. Ascenti takes a zero-tolerance approach to this type of behaviour and has a range of initiatives in place to prevent abuse from happening in the first place and support staff if they have any concerns about this type of behaviour.

Education & partnerships

We are not afraid to have open dialogue and conversations (even if they are difficult) about diversity, equity and inclusion within our business and the wider world. We have an annual calendar of awareness raising initiatives, regularly invite external speakers in to offer progressive and different viewpoints and partner with agencies who share our goals.

Accessibility & support

Ascenti is a diverse and vibrant workforce, and we are committed to creating an environment and culture where everybody feels they belong. Our policies and practices are designed to ensure that Ascenti is a workplace that meets the needs of all employees and is constantly striving to break down any barriers people may experience in work.



Talent management – Chief Operating Officer

Creating diverse teams

Building diverse teams, made up of people from different backgrounds and with different characteristics, viewpoints and experiences, means a stronger team and the best possible performance for Ascenti. This includes promoting gender diversity and ethnic and cultural diversity across all levels.

Opportunities for everyone **

We want to help create a world in which everyone has an equal chance at creating the career and life they aspire to, unconstrained by harmful norms or stereotypes. We actively work to promote equal opportunities across all that we do, including when we recruit and develop our people.

Talent advertisement & selection

Everyone deserves a fair chance at creating the career and life they aspire to, unconstrained by harmful norms, stereotypes or bias of any kind. Our external talent acquisition and selection processes have been designed to ensure that they are fair for all.

Salary and pay gaps

We have a robust approach to managing salaries and addressing pay gaps at Ascenti, with transparent grading structures and processes that ensure equity and rigour around decision making, and equity of opportunity for all when it comes to salary and career progression.



Patients & services - Chief Governance & Quality Officer

Accessibility

Providing services that are accessible to all is important to us. We actively work with our partners and patients to ensure that our services meet the needs of all people. Including the way to we use cutting edge technology.

Environment

Our estates strategy aspires to make every Ascenti clinic accessible to all (including those with disabilities) and a welcome environment for those of different cultures, faiths and backgrounds.

Removing health inequalities

Our training and the professional standards that we instil in our people, ensures that every patient who is treated by Ascenti receives the best standard of personalised care irrespective of their background or personal characteristics.

Respect & safeguarding **

Our services are designed to meet the needs of all and we want every patient to finish treatment with us feeling positive about their experience with Ascenti. We also train our people to actively work to safeguard the most vulnerable in society where needed.



Data & systems - Chief Customer Officer

Understanding our people

Creating a workplace where everyone has a sense of belonging starts with understanding who our people are, their individual needs and different experiences of working for Ascenti. As we grow our business we will grow our reporting capabilities in this area and feed insight into future plans.

Understanding our patients

Understanding the needs of our different patient groups, as our services continue to grow, is of paramount importance to us. As we develop our systems and the tools that we use, we will continue to develop our reporting capabilities so that we can identify trends, needs and any potential inequalities.

Commitment to using data

Our people and patients will never need to feel cautious about sharing personal information or concerned about how their data is stored or used. We will never survey or ask people for personal information without purpose and will always uphold the highest standards of security.



Accountability – CEO

Everybody's everyday

Diversity, equity and inclusion is part of everybody's everyday at Ascenti and is actively discussed at team meetings, 121s and other routine engagement routes. Our leadership and senior colleagues will encourage everyone to be culturally aware and work in inclusive ways.

Inclusive leadership

We expect our managers and leaders to demonstrate a commitment to diversity, equity and inclusion. At Ascenti we cover this in our manager development programme and are clear about the high standards we expect them to role model within their teams.

Confidence reporting concerns

Ascenti is a place where people feel comfortable and confident raising any concerns (however big or small) about how our people or patients are being treated. We will continually identify equality related impacts including risks, and say how these risks are to be managed.

Regulatory reporting responsibilities

As a CQC registered organisation we will regularly report against our responsibilities as a healthcare provider and employer, including through our annual Quality Account, WRES monitoring and published pay gap reporting.



Engagement & reporting framework

Ongoing

- Staff engagement on strategy.
- Team meetings & 121 discussions.
- Covering as part of training and development.
- Data monitoring & collection.
- Awareness raising initiatives and speakers.
- Relevant promotion of initiatives externally.

Quarterly

- Meetings with the five workstream groups.
- Action plans being agreed & progressed.
- Progress tracking against action plans.
- Exec leads to report back at Board / Exec meeting.
- Exec team to link in with other business wider strategies and plans.
- Communication to the business about progress or strategy milestones.

Annually

- Formally reporting against this strategy and communicating to staff.
- Summarising key achievements and promoting externally.
- Publishing Quality Account and other key reports.

