



Because no one
should face death
or grief alone

Our Inclusion Passport

CRA Conference June 2024

Introductions



- Stuart Mitchell, Volunteer & Community Plus Manager
- Katy Faulkner, Head of Retail Operations
- Co-Chairs of Sue Ryder People with Disabilities Network





Why we created our Inclusion Passport



- EDI Strategy – to make Sue Ryder a genuinely equitable and inclusive organisation
 - Aware that some colleagues who needed adjustments weren't getting them
 - Managers felt unsure how to have the right conversations with their team members
 - Needed a way to record what had been agreed +
 - Staff survey feedback
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Our Inclusion Passport



- We have the inclusion passport to help our colleagues to thrive at work. For example, it may enable you to successfully continue working while managing a health condition or caring for a loved one. The passport also reduces the need for conversations to be repeated and arrangements to be re-agreed if you change manager
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Benefits of the passport



- Provides you and your manager with a template for having an open conversation and a transparent record of arrangements that have been agreed
 - Reduces the need to renegotiate arrangements with a new manager
 - Provides a clear timeline for you and your manager to review how the arrangements are working
 - Provides you with an opportunity to suggest adjustments or arrangements, and to decide with your manager what will work best given the demands of your role
 - Provides you with the confidence that your manager will know how to respond when there are changes in circumstances. For example, if your health gets better or worsens, or the person you're caring for becomes more independent.
 - It is YOUR passport
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Example Questions



- The impact of the circumstances
 - What signs should we look out for if the circumstances are impacting you more than usual?
 - How can we support you to thrive?
 - Adjustments and arrangements agreed with your manager
 - Would you like your team to be aware of what is going on for you and, if so, how would you like them to be informed?
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Co League Engagement



- Launched with a hook – National Inclusion Week
 - Online launch session – still available
 - Internal communications channels
 - Drop in sessions for colleagues
 - Drop in sessions for line managers
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Manager Guidance



- Recognised that for some managers this might be the first time they have this type of conversation
 - New ways of working
 - Unsure/nervous of what is possible regarding adjustments
 - Someone to ask for advice – People Advisors
 - Supportive staff policies
 - Reasonable adjustments
 - Flexible working
 - Menopause
 - Bereavement
 - Home working
 - Trans and non-binary policy
 - Flexible retirement
 - Sickness Absence
 - Hybrid working
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RealLife Examples



- Misconceptions
 - Family Life
 - Bereavement
 - My story
 - Katy
 - Linking into Access to Work
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2 years on ...

- Embedded in the organisation
- Passport "expired"
- Ownership
- Volunteer Passport
- Culture Improvement
- What's next?





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Any Questions?