

South East Coast Ambulance Service NHS Foundation Trust

Inclusion Working Group

Notes of a meeting held on Friday 3 February 2012
in the Boardroom at Coxheath

Present:

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| Geraint Davies | (GD) | Director of Commercial Services (Pride) |
| Angela Rayner | (AR) | Inclusion Manager |
| Anna Williams | (AW) | Head of Corporate Services |
| Isobel Allen | (IA) | Membership Manager |
| Pam Fricker | (PF) | Head of Learning and Development |
| John Griffiths | (JG) | Clinical Operations Transitional Lead |
| Blessing Enakimio | (BE) | Representative of ASPIRE |
| Jo Byers | (JB) | Operational Business Development Lead |
| Linda Wood | (LW) | Service Developments Programme Manager |
| Steve Rose | (SR) | Senior Operations Manager |
| Janine Compton | (JC) | Acting Head of Communications |
| Andrew Hanney | (AH) | Head of Estates |
| Louise Hutchinson | (LH) | PPI and Patient Experience Lead |
| Jim Reece | (JR) | Public Involvement Representative |
| Mo Reece | (MR) | Patient/Carer Involvement Representative |

Apologies

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| Nicola Brooks | Head of Medical Services |
| Chris Stamp | Senior Operations Manager |
| David Davis | Representative of Making Diversity Happen |
| David Hammond | Acting Head of Management Accounting |
| Greg Timmins | Head of Operational Finance and Resource |
| Jason Tree | Head of IT |
| Robert Bell | Head of Commercial Services |
| Anouska Adamson-Parkes | Head of External Developments |

1. Welcome and Apologies

1.1 GD welcomed everyone to Coxheath and explained that apologies had been received from some colleagues as they were working on a submission to Monitor.

1.2 Apologies were as listed above.

1.3 It appeared that there had been some difficulties with the meeting invitation that had been sent out to the IWG members using the distribution list that had been set up, and some people appeared not to have received their invitation. JD undertook to check the distribution list and make sure that all members were included.

1.4 GD clarified that officers who had responsibility for shaping the Service should be involved in this group. It was a large group but needed to be in order to comply with the legislation.

2. Review of notes of the meeting held 22 November 2011

2.1 The notes of the meeting held on 4 October 2011 were agreed as an accurate record.

Matters Arising

2.2 Ref 4.3 AR confirmed that she had circulated the combined benchmarking and grading manual to group members along with a suggested timetable.

2.3 Ref 5.3 AR confirmed that the form had been amended and was available for people to use and adapt to their needs.

2.4 Ref 6.1 The EIA was on today's agenda.

3. Introductions

3.1 GD introduced two new members of the group, Linda Wood, Service Developments Programme Manager and Andrew Hanney, Head of Estates and highlighted that Paul Ranson, the new Head of Procurement would also be joining the group shortly.

4. Working Together effectively

4.1 GD explained that he appreciated that this group involved a lot of work for everyone and that a lot of information was required for evidence. However, this was part of the responsibilities of running a public service and there was a need to understand how the group could work together to deliver the information required. The process was similar to that of the CQC and the NHSLA.

4.2 Jo Byers highlighted that it would be more helpful if the information could be a bit more clearly set out allocating people's specific responsibilities, ie which Directorates were responsible for what. Discussion took place on this and it was agreed that it was the responsibility of those present at the meeting to decide that. It was felt that things might become a bit clearer regarding this next year.

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| Action: | IWG to map out key lines of enquiry and allocate responsibilities |
| Date: | 2nd April 2012 |

4.3 PF asked if consideration was being given to looking at the correlation of information relating to the NHSLA, CQC and the EDS as there was potential to do this. GD informed her that consideration was being given to bringing in a software system to do this and it was hoped that this would be in place by next year. AR reported that the EDS 'Making sure everyone counts' publication includes tables that correlate to CQC, Operating Framework, NHS Contstituion etc.

4.4 GD advised that this was the first year that this process had taken place and he had no doubt that lessons would be learned from this experience. He expressed a huge thank you to everyone for all of the work they had put in to enable the Trust to submit the data that it had.

4.5 There was also a need to think about the purpose of this group in terms of its added value. What did it mean for the organisation and for the population that it served. There was also a need to learn from other organisations. However, the organisation had carried out its benchmarking this year and could now move forward, the deadline had been achieved.

4.6 Discussion took place about whether the timetable for compiling this information had been sufficient and AR advised that it had been a rush with deadlines extended. Next year consideration should be given to starting about a month earlier, but this would be discussed later in the meeting.

5. Update on EDS

5.1 AR reported that the EDS grading system started on 3 January 2012 with a self-assessment undertaken using the evidence presented. There could have been more evidence gathered and some gaps were identified. However, it had been possible to assess against goals 1, 2 and 4. There had been a two day event on 23rd and 24th January 2012. The 23rd had covered the Inclusion Strategy followed by an EDS training session in the afternoon. This event had been attended by 35 people, who attended the following day to undertake the grading. It had been hard work especially for the people who had volunteered to attend. It had been decided to take a workbook approach and so those present went through the outcomes with a workbook for each goal. Unfortunately in the event there had been too much to do in a day and they had had to finish without completing goal 3. It would be continued on 7 February 2012 and once that had taken place another event would be held on 20 March 2012 to agree equality objectives which would need to be published by 6th April. IWG members would be invited to join that event and the date would be circulated.

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| Action: | AR to circulate invitation to IWG to objective setting 20th March |
| Date: | 28th February 2012 |

5.2 The feedback from the event on 23rd and 24th January had been excellent, people had enjoyed being part of the process and felt that it was a really good one. AR advised that other Ambulance Trusts had asked to use our process and that the SHA had indicated that they were very happy with it.

5.3 JR suggested doing things in a different order next year and perhaps taking the easy ones first.

6. Equality Act 2012 – Specific Duties

6.1 AR reported that there had been some difficulties in providing information for this as some people thought that they had already provided the evidence, confusing it with the EDS. AR had received support from Jackie Macklin this year but going forward this additional resource would not be available.

6.2 A number of gaps had been identified and it was agreed that the missing information should be provided by the end of March 2012.

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| Action: | Missing information to be provided by the respective owners |
| Date: | 31 March 2012 |

6.3 IA asked whether the people responsible for adding this information were aware of this. GD undertook to send out an e mail to the relevant people to request them to do this and comply with the deadline.

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| Action: | GD to send out e mail to respective owners reminding them to add the missing Information by 31 March 2012 |
| Date: | 22 February 2012 |

7. Equality Impact Analysis – for approval

7.1 Discussion took place about the document that had been circulated. AW asked if it could be in portrait rather than landscape as it would be easier to work with and it was agreed that the layout would be amended to portrait.

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| Action: | AR to ensure EIA process is on WDC agenda for approval and make available on the intranet . |
| Date: | 2nd April 2012 |

7.2 PF asked for clarification as to whether it should just be the EIA published on the website. AR advised that it should be just the EIA and any action plans resulting from it, with a link to the policy or procedure.

7.3 It was agreed that GD would issue a reminder to let people know that EIAs were still required.

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| Action: | GD to issue a reminder to Executives and BDMG that EIAs are still required |
| Date: | 22 February 2012 |

7.4 The IWG then approved the amended Equality Impact Analysis document.

8. Inclusion Strategy Update

8.1 JB reported that she had attended one of the focus groups and had found it very useful.

8.2 Discussion took place about whether the Inclusion Strategy should be called that or whether it should be re-named. Based on feedback from participants involved in the process, it was agreed that the general consensus was for it to be named as such. MR and JR considered that more participants would be meaningfully involved if communications and materials were made simpler and easier to understand.

8.3 It was agreed that AR, IA and LH would do some further work on producing the strategy next week and then take it to the WDC and then to the Board in March.

8.4 Discussion then took place on paragraph 8.2 of the document and what it meant for the organisation.

8.5 IA asked about paragraph 3.3 and it was agreed that information should be shared with the relevant people.

9. Stonewall Update

9.1 Thanks were expressed to everyone involved in collecting data for the Stonewall submission. GD explained to the group that Stonewall was the best recognised LGBT group in the country and that every year more and more people apply to get their accreditation. The Trust's scoring improved every year but had not yet reached the top 100. It had improved again this year and the assessment process had been much tighter. SECamb had come 142 out of 383.

9.2 On 26 March 2012 the Stonewall assessor would be coming to Lewes to provide feedback to the Trust. An overview of this meeting would be provided to the next IWG.

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| Action: | AR to arrange for Stonewall Meeting Overview to be an agenda item at the next meeting |
| Date: | 3 April 2012 |

9.3 GD highlighted that he and AR would be discussing how to translate the information from Stonewall across to the EDS.

9.4 In response to a suggestion from JR, GD agreed to ask PRIDE members for their ideas on how to improve the Trust's Stonewall position next year.

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| Action: | GD to ask PRIDE members for their ideas on how to improve the Trust's Stonewall position next year |
| Date: | 28 March 2012 |

9.5 GD asked all those who were required to provide evidence to Stonewall to try and attend the feedback session on 26 March 2012.

10. Any Other Business

10.1 GD reported that he had signed up to working with a multi-agency LGBT Chairs group in Sussex.

10.2 GD invited IWG members to come along to PRIDE this year which was being held in September due to the Olympics. SECAMB would participate in the parade but not the park.

10.3 It was agreed that IWG dates would be arranged for the rest of the year and notified to members as soon as possible.

10.4 AR drew the group's attention to an article in the Bulletin encouraging NHS staff to become champions for a personal, fair and diverse NHS (PFD). She reported that PS had signed up to this initiative and encouraged members of the group to do the same.

10.5 It was agreed that copies of the Bulletin could be provided to MR as she was the public representative on the Board.

10.6 Two agenda items were agreed for the next meeting:

- A debate to take place about key lines of enquiry and who is responsible for what.
- Staging of the work for the coming year

10.7 It was agreed to allow three hours instead of two for the next meeting.

11. Date of Next Meeting

11.1 The next meeting will take place on 2nd April 2012 at 1000 in the Boardroom at Lewes.