

South East Coast Ambulance Service NHS Foundation Trust Inclusion Working Group

Notes of a meeting held on Monday 12th June 2017, Nexus House

Present

Andy Collen	(AC)	Consultant Paramedic
Angela Rayner	(AR)	Inclusion & Wellbeing Manager (Deputy Chair)
Ariel Mammana	(AM)	Staff -side representative
Clare Irving	(MR)	Resourcing Manager
Isobel Allen	(IA)	Assistant Company Secretary
Janine Compton	(JC)	Head of Communications
Lorna Stuart	(LS)	Operating Unit Manager
Penny Blackbourn	(PB)	Patient/Public Representative
Rob Ivey	(RI)	Head of BP's and Employee Relations
Sean Daisy	(SD)	111 Contact Centre Manager
Steve Singer	(SS)	Head of Learning & Development and OD
Tim Chipperfield	(TC)	Clinical Education Lead

Apologies

Derek Smith	(DS)	Senior Operations Manager – 111 (SD deputising)
Jim Reece	(JR)	Patient/Public Representative
John Rivers	(JRi)	Patient/Public Representative (PB deputising)
Louise Hutchinson	(LH)	Patient Experience Lead
Mark Bailey	(MB)	Operating Unit Manager – Banstead EOC
Sally Wentworth-James	(SWJ)	Head of Clinical Education (TC deputising)
Steve Graham	(SG)	Interim Director of HR (Chair)
Sue Skelton	(SSk)	Associate Director of Operations (PR deputising)

Secretariat:

Asmina Islam Chowdhury	(AIC)	Inclusion & Wellbeing Coordinator
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Guests:

Debbie Arter	(DA)	Resourcing Team Leader (Acting)
Sophie May	(SM)	Resourcing Manager (Acting)
Roxanne Dobson	(RD)	Project Assistant

1. Welcome and Apologies

1.1 AR opened the meeting, and passed on apologies from SG who was unable to attend. AR welcomed members, deputies and guests to the meeting. Introductions were made and apologies recorded as above.

2. Review of notes of the last meeting

2.1 The notes of the meeting held on Monday 27th March were reviewed and **agreed** as an accurate record with the following amendments;

- Amendment to TC job title

Matters Arising

2.2 There were no matters arising.

Action Log

2.3 88.2 - (01/12/2016) URP engagement –JC agreed to share the plan following the meeting.

2.4 89.1 - (27/03/17) Annual report – JC agreed to share the diversity data that was collected for the annual report following the meeting.

2.5 90.1 - (27/03/17) Equality Objective 2017/ 18 – AR reported that meeting had been held and item would be covered on the agenda. Action closed.

2.6 90.2 - (27/03/17) Equality Objective 2017/ 18 – AIC reported that meeting had been held and Sally Spencer was producing data to inform the delivery of the objective.

2.7 93.1 - (27/03/17) IWG membership – AR reported that meeting had to be rescheduled on more than one occasion due to diary conflicts and this would now be addressed as part of the agenda.

2.8 It was **agreed** to close the following actions

91.1 - (27/03/17) – WIYL initiative

92.1 - (27/03/17) – Patient Experience Strategy

3. Review of IWG activities since last meeting

3.1 AR advised that this item was aimed at focussing attendees on the work that had been done since the last meeting to support the Inclusion agenda. Round table updates were provided from members. Activities recorded were as follows:

- Resourcing team continue to report on reasons why shortlisted BME applicants are not appointed, and have expanded this to now include candidates with disabilities. The team will be using this information to plan positive action measures.
- The Trust has also signed up to the “Disability Confident” standard, and would be arranging a meeting with organisations representing the needs of people with learning disabilities to look at the possibilities of apprenticeships.
- RD is also working on a project to improve BME staff attraction.
- SM advised that resourcing team had begun advertising at job centres, and would be looking at expanding this for centres covering Ashford and Crawley to encourage more diverse applications.
- SS advised the he had been working on implementing fair and transparent recruitment processes that focussed on leadership criteria, and noted the recent successful appointment of two female OUM’s.
- DA noted that she had been working on redesigning the ECSW interview process, with the new format seeing a number of mini interviews that reduced the opportunities for bias. It was confirmed that the Recruitment and Selection policy would be updated to reflect the changes.
- It was confirmed that the Meal Break Policy was currently out for consultation and the Equality Analysis been completed with staff feedback. The group noted the importance of identifying Quality and Equality Impacts during policy development.
- SS confirmed that E&D was now included within Actus appraisals.

- AC advised that following the proposed changes to national response time targets, concerns had been raised about the impact this would have on frail and elderly patients, and fallers. SECamb was part of a collaborative looking at the impact of pressure damage on those who would have to wait longer for an ambulance. Currently investigating how they could be better supported by being taken out of the triage system and with the development of improved worsening care instructions.
- AR advised that both Equality, Diversity and Inclusion policy and Procedure and Guidance for Supporting Transgender Staff and Service Users had been reviewed, and approved by the JPF. These will now be sent to the SMT for approval at the end of June. Asked for any further comments to be shared before this.

4. Equality Objectives 2017/18.

4.1 AR provided background on the Public Sector Equality Duty (PSED) under the Equality Act 2010 for guest and deputies, outlining the requirement to have one or more equality objective and publish annual equality data. AR explained that the Trust had agreed to focus on one equality objective and would deliver a number of actions as part of this. These actions would be monitored by the IWG at the quarterly meeting and would be required to be delivered by 31st March 2017.

4.2 The group reviewed the proposed actions as circulated with papers for the meeting and agreed the actions as per the embedded document for delivery over the current financial year against the objective below;

“The Trust will improve the diversity of the workforce to make it more representative of the population we serve”



5 Equality Objective
action - 201718 FIN.

4.3 Members noted concerns around the use of the word “improve “in action 1, and wanted the actions that were undertaken to achieve this to ensure staff felt supported. It was agreed communications need to be well managed, explaining the reasons for data collection.

4.4 The group also noted that demand and lack of capacity would not allow the E&D workshop for managers to be a whole scale training programme.

5. Workforce Race Equality Standard (WRES).

5.1 AR advised the group that the WRES had been implemented across NHS organisations as a mandatory reporting requirement under the NHS standard contract since April 2015. This had been as a direct response to a lack of progress against previous race equality schemes within the NHS. AR noted that the high levels of change within the Trust had impeded progress against the WRES metrics up to now.

5.2 Members reviewed the proposed actions which had been developed with subject matter experts to help deliver improvements against the metrics over the current financial year. The WRES actions for 2017 /18 as approved by the IWG can be found below.



6 WRES 2017 -18
Actions FINAL.docx

5.3 Actions will be circulated to all leads following the meeting, and updates on progress will be reported back to the IWG.

6. Diversity Champions (DC) Update

6.1 AR advised that the DC's had not met since the last meeting, and would be meeting on 15th June, where the morning's CPD session would be a training session, Mental Health First Aid Lite.

6.2 AR advised that the DC's meetings are combined with Health and Wellbeing (H&W) Champions and the main priority over the last year has been mental health. As implementation of the Wellbeing Strategy is working towards a single point of access, which would be delivered via the Wellbeing Hub. As a result, H&W Champions will become known as Peer Supporters and as part of its services, the hub would be able to signpost staff to Peer Supporters who will be provided with additional training, such as listening skills, bullying and harassment etc.

7. Inclusion Hub Advisory Group (IHAG)

7.1 PB provided an update to the group on IHAG activities since the last IWG meeting. The IHAG met on 12th April at Nexus House, and the agenda included an item on Sustainable Transformation Plans (STP) and SECamb strategy engagement, Response time in Rural Communities and a new volunteering initiative in the form of Community Guardians. PB noted that the IHAG had provided feedback on the lack of Patient and Public Involvement (PPI) in the STP's which Jayne Phoenix would take back to the individual STP boards.

7.2 AC noted the value patient and public engagement had added to his work, and how this was easily achieved by attending an IHAG meeting. IWG members were supportive and requested wider publicising of the IHAG, who were a good resource and could advise on appropriate engagement.

Action: AIC to include a bulletin article on IHAG publicising their role

Date: July 2017

Action: AR to liaise with Liz Spiers regarding a case study on the IHAG for the next edition of Secamb news.

Date: July 2017

8. Staff Engagement Forum (SEF) Update

8.1 IA tabled an update, explaining that during Karen Mann's secondment she had taken over as Chair of the SEF, and advised that the last meeting had been cancelled. IA noted that Lucy Greaves and Kim Blakeburn had been appointed as Staff Engagement Advisors and would be working with the SEF.

8.2 The SEF will next meet on 24th July where the group will discuss ideas on how to move the forum forward in the Trust and better engage across the Trust.

9. Review of IWG Terms of Reference (ToR's) and membership

9.1 The group reviewed the ToR's for the IWG, noting that the IWG now reported to the HR Group as part of the revised governance structure.

9.2 It was agreed that the membership should be included as part of the main body of ToR's, rather than as an appendix.

9.3 The group also discussed the need for a senior Clinical Lead as the focus of the IWG is both internal and external, and that this role should be part of the group Quorum.

9.4 The group discussed the attendance requirements, and it was agreed that a deputy could contribute to the 75% attendance. However, it was felt that clarity was required on the definition of a suitably briefed deputy and that the Chair would need to monitor this.

Action: IA to confirm whether 75% attendance is part of the standard ToR's

Date: July 2017

Action: IA to provide a definition for a suitably briefed deputy.

Date: July 2017

9.5 The group also reviewed membership based on a needs analysis, and agreed the following requirement of roles;

Director of HR and Organisation Development

Inclusion & Wellbeing Manager

Associate Director of Business Strategy

Head of Communications

Deputy Chief Nurse / Associate Director of Quality and Safety

Associate Director of HR operations

Resourcing Manager

Head of HR BP's and Employee Relations

Head of Learning and Organisation Development

Senior Education Manager

Assistant Company Secretary

Staff Network representatives

A designated OUM representing EOC and field operations

A designated Consultant Paramedic

A designated rep from the Finance directorate to cover Fleet, Estates and Procurement

Patient and Public Representative x 2

Staff side representative

Action: AIC to request SWJ to appoint a Senior Education Manager for the group

Date: July 2017

9.6 It was agreed that the role of Deputy Chief Nurse / Associate Director of Quality and Safety would cover complaints, safeguarding, patient experience, governance and CQC, and Steve Lennox, Interim Director for Quality and Safety should be asked to appoint a representative.

Action: AIC to request Steve Lennox to appoint a representative for the IWG.

Date: July 2017

9.7 It was also agreed that there was a need for representation for both EOC and Field Ops, and these would possibly need to be at OUM level to ensure attendance.

Action: AIC to request Joe Garcia, Interim Director of Ops to appoint both a Field and EOC representative for the group

Date: July 2017

9.8 The group also identified a need for a Consultant Paramedic as Senior Clinical Lead for the group; a representative from the Finance Directorate so that IT, Estates, Fleet and procurement needs were taken into account; and a representative from the Business Strategy Directorate. It was agreed that the Directors of each Directorate would be requested to appoint a representative to the group.

Action: AIC to request a Consultant Paramedic be appointed to the IWG to act as the Clinical Lead, from Dr Fionna Moore, Medical Director.

Date: July 2017

Action: AIC to request David Hammond, Director of Finance to appoint a representative for the IWG from the Finance Directorate.

Date: July 2017

Action: AIC to request Jon Amos, Interim Director of Business Strategy to appoint a representative from the Strategy and Business Development Directorate for the group

Date: July 2017

9.9 AIC will circulate a copy of the revised ToR's once all members have been identified.

10. Open session, horizon scanning and future agenda items

10.1 PB raised the importance of the Trust and its groups valuing the time and commitment given by IHAG members and patient public representatives for the Trust, and how there is a need to maintain communication with members. This was particularly in light of recent changes which had seen Trust groups dissolved with no communication to IHAG representatives who were members. IA noted that this had also been raised at the Council of Governors meeting and with both Medical and Quality and Safety Directors. Daren Mochrie, CEO had also been made aware of the concerns raised and the importance of maintaining open lines of communication.

10.2 AR noted the following upcoming events

- SECamb would be hosting the National Ambulance Diversity Forum on 3rd August at Nexus House. The meeting would be chaired by Tracy Myhill, Wales Ambulance Service CEO, and attended by E&D leads from across the country.
- SECamb were once again hosting the National ambulance LGBT Network conference on 4th August at Brighton AmEx, and invited members to book their place via AIC.
- Following a very successful first year at TransPride, SECamb would be attending once again on 22nd July, with the stall being managed by Diversity Champion, Steph Meech.
- The Trust had booked their place at Brighton Pride 5th August, and AR invited members to join the event which would also be attended by Daren Mochrie.

11. Review of Meeting effectiveness

11.1 Members felt the meeting had been well paced and effective with a manageable group size.

12. Any other business

12.1 None raised.

13. Date of Next Meeting

13.1 The next meeting will be held on **Wednesday 6th September 2017** in the **Crawley HQ**.