**South East Coast Ambulance Service NHS Foundation Trust**

**Inclusion Working Group**

Notes of a meeting held on Friday, 24 October 2014, HART Gatwick

**Present**

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| --- | --- | --- |
| Andrew Hanney | (AHa) | Head of Estates |
| Adrian Hogan | (AH) | Infection Control Lead |
| Angela Rayner | (AR) | Inclusion Manager |
| Ariel Mammana | (M) | Staff -side representative |
| Bill Chilcott | (BC) | Head of Compliance |
| David Webster | (DW) | 111 Directory of Services Lead / Staff Network - PRIDE |
| Fiona O'Neill | (FON) | HR Business Partner (Member) |
| Geraint Davies | (GD) | Director of Commercial Services (Chair) |
| Isobel Allen | (IA) | Membership and Governor Engagement Manager |
| John Rivers | (JRi) | Patient Representative (deputy) |
| Karen Mann | (KM) | IT Development Project Manager |
| Louise Hutchinson | (LH) | Patient Experience Lead |
| Paul Everest | (PE) | Staff-side Rep GMB |
| Ray Savage | (RS) | Patient Transport Service Business Manager |
| Rob Parsons | (RP) | Learning and Development Lead - Risk Management (on behalf of H Edmunds) |
| **Apologies** |  |  |
| Andy Collen | (AC) | Clinical Development Manager (Deputy) |
| Anouska Adamson-Parks | (M) | Head of External Services |
| Clare Mitchell | (CM) | Company Secretary |
| Georgina Shikhukhulo | (GS) | Staff Network – ASPIRE |
| Helen Edmunds | (HE) | Senior L&D Lead |
| Janine Compton | (JC) | Head of Communications |
| Jim Reece | (JRe) | Public Representative |
| Jo Byers | (JB) | Head of Operational Business Development |
| John Griffiths | (JG) | Head of Operational Support |
| John Hughes | (JH) | Contracts Supervisor (Deputy) |
| Karen Ramnauth | (KR) | Volunteer Services Manager (Deputy) |
| Malcolm Legg | (ML) | Volunteer Development Coordinator |
| Mark Bailey | (MB) | Senior Distribution Manager (Deputy) |
| Nicola Brooks | (NB) | Head of Medical Services (Deputised) |
| Steve Rose | (SR) | Acting Head of Voluntary Services; Senior Operations Manager |
| Sue Skelton | (SS) | Acting Associate Director of Clinical Operations – Performance & Service Delivery |
| **Secretariat:** Anita Smith (AS); Asmina Islam Chowdhury(AIC) | | |

## **Welcome and Apologies**

## GD welcomed everyone to the meeting and thanked them for attending. Introductions were made and full apologies were recorded as above. PE was introduced as a co-representative for staff-side. JRi formally joined the Group as public representative.

## **Review of notes of the meeting held 23 July 2014**

## The notes of the meeting held on 23 July 2014 were **agreed** as an accurate record.

**Matters Arising – Action Log**

## 28.2 (23/04/2014) – Commitment to Carers: This action is on-going as responses are still outstanding. FON advised that she has spoken to JC about putting an article in the Weekly Bulletin seeking leads and staff representatives for this area of work.

## 33.2 (23/07/2014) – ‘Respect’ and Trust Values – delivering training: AR and JC are meeting on 27 October regarding promotion of the E&D page on SECAmb Live.

## 33.3 (23/07/2014) – ‘Respect’ and Trust Values – delivering training: RP reported that the Carers Awareness module on SECAmb Live had received 37 views and the GIRES module 32 views. It is not possible to tell how many went on to complete the resources. There were three completed quizzes associated with the DVD and this cannot be separated from module development. These statistics can, however, be used for benchmarking purposes.

## 34.1 (23/07/2014) - Equality & Diversity Survey May 2014: AR reported that this action had been completed and closure was **agreed**.

## 34.3 (23/07/2014) *-* Equality & Diversity Survey May 2014: AR and JC will take this action forward during the meeting on 27 October 2014.

## 38.1 (23/07/2014) - Assistance dogs: This action has been passed to JG who is on secondment, who will pick it up on his return.

## 39.1 (23/07/2014) - Use of interpreters: MB unable to attend because of REAP 4. It will not be possible to take this action forward until operational pressures subside.

## It was **agreed** to close the following actions, which had been completed:

3.2 (25/10/2013) – Circulation of Staff Network leaflets within ASK packs

18.1 (31/01/2014) –Development and Management of Trust Documents Policy

26.2 and 26.3 (23/04/2014) – Pictorial communications booklet

31.1 (23/07/2014) – Employers Network for Equality & Inclusion e-quality 2014

32.1 (23/07/2014) – External Assessments / Diversity Champions

33.1 (23/07/2014) – ‘Respect’ and Trust’s Values – delivering training

34.2 (23/07/2014) – Equality & Diversity Survey May 2014

34.4 (23/07/2014) – Equality & Diversity Survey May 2014

35.1 and 35.2 (23/07/2014) – EDS2 Action Plan 2014

36.1 (23/07/2014) –Gypsy and Traveller Community Team (GTC)

37.1 (23/07/2014) – Gypsy and Traveller Epaulettes

39.2, 39.4 and 39.5 (23/07/2014) – Use of interpreters

## **Review of IWG activities since last meeting**

## Members reported IWG related activities undertaken since the last meeting and these included: attendance at the Gypsy and Traveller Forum (AR); the national Equality Delivery System meeting (AR) ; undertaking Equality Analysis compliance (AS); proposed attendance at PRIDE community engagement meeting (DW); setting up Experts by Experience training for 111 staff in the new year (DW).

## KM reported that during a leadership forum which has just launched, the Clinical Senate lead mentioned the Trust as beacon of good practice in terms of Inclusion and the Inclusion Hub Advisory Group (IHAG). GD advised that the Group should be thinking about how to take this forward within the Trust so it is embedded in the mainstream. AR reported that the Equality Delivery System (EDS2) Review enables progress to be measured and last year improvement was seen in a number of areas. We need to look at areas where this did not happen and identify how we can make progress there.

## The Group discussed how the Trust’s values can be used to support the equality and diversity agenda, and vice versa. FON advised that the Workforce Transition Directorate will be undertaking work around culture within the organisation and the IWG **agreed** to invite Francesca Okosi to the next meeting to discuss the cultural work and how the IWG can **support it.**

**Action: GD to ask Francesca Okosi to the next meeting to discuss the cultural work and how the IWG can support it.**

**Date: January 2015**

## The IWG also discussed pro-active equality and diversity work within field operations. The Group would like champions to go out and talk to people in the field. It is important the IWG works with colleagues from staff side to support the cultural programme, and embed equality and diversity

## **Recommendation on use of Pictorial Communication Guide**

## AR provided background in relation to this item and advised that KM will be taking this forward in terms of a pictorial communication guide being built into the Electronic Patient Clinical Record (EPCR) tablets, having worked with Duncan Jones to identify the most appropriate apps.

## The Trust has 250 hard copy booklets as an interim measure, to last until the tablets are introduced. Duncan Jones recommended they be distributed at Clinical Operations Manager (COM) level, as they are more likely to identify the best people to pass the booklets on to as we do not have enough books for every vehicle.

## To support his work with local groups, AR **agreed** to provide PE with a copy of the Alert Card produced by the Trust for people with learning difficulties. The IWG discussed broadening the scope of the alert cards and it was **agreed** that feedback will be sought from other patient groups and the IWG would consider how we can help those groups who are not supported. It was also **agreed** that PE will champion this piece of work.

**Action: AR agreed to provide PE with a copy of the Alert Card to PE, who will champion broadening the scope of the current alert card for other patient groups.**

**Date: January 2015**

## RP asked for 8 copies of the booklets for dissemination to trainers.

Action: **AR to provide RP with 8 copies of the booklets for dissemination to trainers.**

**Date: January 2015**

## **PRIDE 2014 update**

## DW updated the IWG on the Trust’s participation in this year’s PRIDE event and advised that 100 new members were signed up at the stand in the park. He reported that staff who attended enjoyed the event and were proud to represent the Trust. A Facebook group has been set up for staff to share their pictures and everyone is looking forward to 2015.

## Thanks were given to GD and DW who fully engaged until Sunday evening and feedback from staff this year was very positive. GD also confirmed that the feedback from the public and those who joined us from other Trusts was also very positive. It was reported that other Trusts are trying to replicate what SECAmb are doing.

## DW reported that 70 staff attended the Trust’s pre-PRIDE party and the national LBGT equality network is considering NHS Employers taking part in a celebration with them next year, facilitating cross collaboration and participation. Planning for next year’s PRIDE event has already commenced within the Trust.

## **Equality & Diversity (E&D) Survey May 2014 – Age Report**

## AS provided a summary of the key points from the analysis of the 2014 Diversity Survey response in relation to Age. The IWG discussed the outcomes of the survey and what work can be done with staff to understand the drivers behind the results. FON acknowledged that the outcomes dovetailed with what is being seen in HR, particularly with regard to Technicians’ frustration and a lack of progression pathways. DW noted there was a juxtaposition between views in 111 and EOC, supporting what has been found in the survey analysis. Overall it was agreed that Age related issues are Trust-wide. AM spoke of the relationship between front line staff and first line managers and considered that by supporting first line managers we can support their members of staff who may feel left out. FON noted that it was interesting to see some trends which matched trends in sickness absence and other issues being dealt with in HR.

## The Group considered the value of drilling down into the analysis and speaking with staff about the outcomes, mindful of the impact this may have, given that the survey was anonymous and that some staff did not want to be specific in their responses. Culturally, the outcomes show a lack of respect and in terms of our values, a lack of compassion and care for all. There is also something about the language used within the Trust that needs to be addressed. Cultural behaviour and language must reflect professionalism at all levels and not be reserved for Paramedic roles and above. The Trust’s 700 Technicians are the backbone of the service we deliver and this should be reflected in the language we use, valuing the experience people have and what they do. Recognising the need to consider cultural work and behaviours in the organisation, the IWG **agreed** to incorporate the analysis outcomes into the cultural work discussed under Item 3. It was also **agreed** that the analysis will go to the Executive Team, supported by GD and FO for a discussion on this work forming part of a cultural programme within the Trust.

**Action: GD to ask Francesca Okosi to the next meeting to discuss the cultural work and how the IWG can support it.**

**Date: January 2015**

## It was recommended that the Partnership Forum (JPF) consider how this can be taken forward in terms of that forums’ work.

## In terms of future surveys, it was suggested that a distinction be made between ‘discrimination’ and ‘harassment’; consider the methodology in terms of the ‘Prefer not to say’ option, which perhaps highlights cultural issues.

## **EDS2 Action Plan 2014**

## The IWG discussed the differing levels of progress on the EDS2 Action Plan and how to enable progress in areas which are incomplete and lack input. GD **agreed** to speak with NB with reference to Actions 1.1, 1.2 and 2.2.

**Action: GD to contact to NB with reference to action points 1.1, 1.2, 2.2.**

**Date: January 2014**

## EDS2 Action 1.3: Development and delivery of Experts by Experience: It was queried why this action had been marked as complete (Green) on the plan, as not all of the trainers have attended a workshop. RP advised that a workshop has been arranged for 4 December and trainers who have not attended previously are expected to attend. RP will check after the event to ensure this was the case.

**Action: RP to ensure all remaining trainers have completed Experts by Experience following 4th December 2014**

**Date: December 2014**

## EDS2 Action 2.1: There has been discussion about resetting the SMART tasks and AR **agreed** to meet with SR and KR out of the meeting.

**Action: AR to meet with SR and KR to discuss resetting of the SMART tasks.**

**Date: January 2014**

## EDS2 Action 2.3: To be discussed as a separate item.

## EDS2 Action 3.1: Actions are on track to complete the tasks by February 2015. FON updated the Group on how exit interviews are being used to gather data, focussing on Paramedic Practitioners and shortly on Paramedics. Noted within feedback to date is the impact of lone working and perceived lack of line manager availability when staff require welfare support. BC advised that the compliance tasks are also in progress. Data has been collated on assaults on lone workers and although full analysis has not yet been completed, no significant trends have been identified. As part of the work, analysis from other Trusts will be sourced.

## EDS2 Action 3.2: The Bullying and Harassment and Whistleblowing policies have been redrafted and reviewed by our auditors who suggested a reference to the Anti-Bribery Policy be included. The documents will be put forward for the approval process shortly. IA reminded the Group of the support and involvement offered by the Foundation Councils and FON advised that the documents are to be reviewed by the HR team before being released for wider consultation. A sub-group of the JPF is likely to be the first reviewing group consulted.

## It was noted that the EDS2 Action Plan will provide evidence for certain areas of the forthcoming Care Quality Commission (CQC) inspection.

## **EDS2 and Objective Review**

## AR outlined the review process for February 2015 and explained the importance of key staff responsible for achieving the EDS2 action plans attending.

## AR gave an overview of EDS2 activity at a national level and the impact it will have on the Trust, including discussions on including it in NHS contracts. There has also been consultation on including a Race Equality Standard Whilst being aware of its challenges and doing its utmost to meet them, the Trust needs to understand external perceptions of our service in order to meet the additional challenges that this proposal raises. AR advised that this has been discussed at the National Ambulance Diversity Forum, who have fed into the consultation and will also try to influence the universities who actually take on students.

## AR **agreed** to advise GD as soon as the consultation outcomes have been published and will also raise an agenda item at the following IWG meeting, to enable discussion on what the challenges will be for the Trust.

**Action: AR to advise GD as soon as the consultation outcomes have been published and raise as an agenda item at the following IWG**

**Date: 2015**

## **Inclusion Hub Advisory Group (IHAG)**

## The IWG reviewed and approved the revised IHAG Terms of Reference.

## JRi provided an update on IHAG activities since the last IWG meeting including feedback on the Thanet EOC visit; presentation on 111 pathways and perceptions; the processes for Publishing Equality Information (PEI), the EDS Review and Equality Objectives Review; identifying an organisation for homeless people; and Experts by Experience discussions.

## JRi thanked GD on behalf of the IHAG for attending the last meeting and giving a very good and useful update on the Trust’s activities and challenges. GD **agreed** to meet with the IHAG at least once a year and noted that the IHAG’s work on behalf of the Trust should not be underestimated. It is recognised nationally, does a lot of work for this Group, and gives valuable advice on how we can engage and involve with the people we serve.

## **Foundation Council (FC)**

## IA advised that FC meeting planned earlier in October had been postponed and it was anticipated that the meeting will take place on 12 December. One of the items on the agenda, to be led by Andy Collen, will be the implications of the Shared Decision Making Survey. Other agenda items will include current plans in Make Ready, the new HQ and EOC reconfiguration and an update on the EPCR programme.

## Staff suggestions have been received over the last few months and the scheme continues to be publicised. There have been positive responses to suggestions, with actions in train and improvements implemented.

## The FC advised the Trust to retain the three additional optional questions in the NHS Staff Survey to enable benchmarking to help assess the understanding of values.

## The IWG was asked to let IA and AR know if there were any areas of work which would benefit from staff and public input via the FC and IHAG respectively. BC advised there may be some potential safeguarding issues around the use of CCTV in vehicles and would consider this as an agenda item. GD asked the IWG to consider using these groups to support the cultural programme.

## **Evaluation of LGBT Mentoring Scheme**

## AR provided background information on the Trust’s participation in the scheme. DW spoke about his experience, echoing the comments made in the final report and also noting the benefits of the scheme. GD said he would like to know who the mentors were so we can consider how to keep up the good work and support our mentors. Discussion identified the Trust has a list of 25 people who are accredited, trained mentors. It is important that mentees understand the relevance and importance of accessing trained mentors. It was **agreed** that RP will speak with PF about developing and enhancing a mentoring scheme within the Trust which will involve: seeking trained mentors, with L&D checking their accreditation; and developing a more formal matching process between mentor and mentee, bearing in mind that a mentor should be someone with specific skill sets, rather than a specific title.

**Action: RP will speak with PF about developing and enhancing a mentoring scheme within the Trust**

**Date: 2015**

## AR advised that the GD has been shortlisted for a coaching and mentoring award, as part of the Kent, Surrey and Sussex NHS Collaborative Awards. The results will be published in November.

## **Open session, horizon scanning and future agenda items meeting**

## AR reminded the Group that equality data and reports for the annual PEI is to be collected to 31 October, 2014. The process and timescales for completion were outlined, with publication on the website by the end of November 2014. The outcomes will be reviewed by the IHAG at the beginning of 2015 and the outcomes of that review reported to the Board. It was recommended that participants take the time to review the 2013/2014 feedback prior to submitting the data and reports for publication and IHAG review.

## In response to a question regarding ENEI Awards, AR suggested capturing evidence and information required for the benchmarking process in March.

## **Any other business**

## The IWG was asked to consider how it supports cultural work in readiness for FO’s attendance at the next meeting.

## The Group were also asked to consider and advise AR of any agenda items for the next meeting.

## **Effectiveness of the meeting**

## There was good, focussed discussion on all items and good timekeeping.

## GD thanked everyone for coming and for all of their hard work. The IWG forum has enabled us to consider how we address equality and diversity in terms of what it means to the organisation, patients and staff.

## **Date of Next Meeting**

## The next meeting will be held on **30 January 2015** in the **Kent Boardroom**.