

South East Coast Ambulance Service NHS Foundation Trust Inclusion Working Group

Notes of a meeting held on Tuesday 24th May 2016, Surrey Boardroom

Present

Adrian Hogan	(AH)	Infection Control Lead (deputising for NB)
Angela Rayner	(AR)	Inclusion Manager
Ariel Mammana	(AM)	Staff -side representative
Chris Conley	(CC)	EOCM - deputising for Mark Bailey
Colin Taylor	(CT)	Head of Risk Management (Interim)
Helen Edmunds	(HE)	Senior Education Manager
Isobel Allen	(IA)	Assistant Company Secretary
Janine Compton	(JC)	Head of Communications
John Rivers	(JRi)	Patient/Public Representative
Karen Mann	(KM)	IT Project Manager - Foundation Council Rep
Paula Dooley	(PD)	Patient/Public Representative deputising for Jim Reece
Rob Parsons	(RP)	OD Learning and Development Lead - Risk Management deputising for Marcia Daigo
Steve Graham	(SG)	Acting Director of HR (Chair)
Sue Skelton	(SS)	Associate Director of Operations
Tim Chipperfield	(TC)	Learning & Development Manager

Apologies

Andy Collen	(AC)	Consultant Paramedic
Derek Smith	(DS)	Senior Operations Manager - 111
Jim Reece	(JR)	Patient/Public Representative
Marcia Daigo	(MD)	Associate Director for Organisational Development (Interim)
Mark Bailey	(MB)	Operating Unit Manager – Banstead EOC
Nicola Brooks	(NB)	Head of Clinical Governance and Standards (Deputised by AH)
Robert Ivey	(RI)	HR Business Partner
Sally Wentworth-James	(SWJ)	Head of Clinical Education

Secretariat:

Asmina Islam Chowdhury	(AIC)	Inclusion Coordinator
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Guests:

Gerald Willabus	(GW)	HR Operations Manager
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1. Welcome and Apologies

1.1 SG welcomed all members and guests to the meeting and explained that as Acting Director of HR covering Francesca Okosi (FO), he would be Chairing the IWG until FO's return. Introductions were made and apologies recorded as above.

2. Review of notes of the meeting held 19th January 2016

2.1 The notes of the meeting held on Wednesday 19th January were reviewed and **agreed** as an accurate record.

Matters Arising

2.2 There were no matters arising

Action Log

2.3 56. 1.1 (24/04/2015) Cultural Competency Training – TC advised that he would be taking this forward for the Clinical Education Team and they were working towards 12th August 2016 as a potential date.

2.4 67 1 (22/10/2015) Equality Objectives 2015 - progress on action plans – It was agreed that this had now been superseded by the Workforce Race Equality Standard.

2.5 67 2 (22/10/2015) Equality Objectives 2015 - progress on action plans – This action will be covered on the agenda.

2.6 72 (19/01/2016) IWG Activities – link to safer recruitment course has been provided by AH for circulation. Action closed.

2.7 74.2 (19/01/2016) Equality Objectives 2015 - progress on action plans. Update provided that this action was ongoing, but Clinical Education were also looking at other methods of attracting BME talent.

2.8 74.3 (19/01/2016) Equality Objectives 2015 - progress on action plans. MD to look at ease of use of the current appraisals database which is circulated to Managers to ensure completion, action carried forward.

2.9 75.0 (19/01/2016) WRES Action Plan. - Action carried forward.

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

72 (19/01/2016) - IWG Activities

73 (19/01/2016) – Review of Inclusion strategy

74.2 (24/04/2015) – Equality Objectives 2015: progress on action plans.

3. Review of IWG activities since last meeting

3.1 Round table updates were provided from members regarding work that had been undertaken relating to the Inclusion agenda since the last meeting. Activities recorded were as follows: IHAG Meetings, Equality Objective Review, and sub-group meetings, Diversity Champions Network meeting, and Pride in SECamb meetings,

3.2 RP advised that he had worked closely with the Inclusion team and the IHAG to develop the Equality & Diversity statutory training module for 2016-19. Group provided feedback that they felt the training was far more relevant than in previous years. JR thanked RP for his commitment to developing a training module that covered all the identified key areas.

3.3 GW advised that the recruitment team had been discussing initiatives with universities and looking at how they could measure diversity and Inclusion to ensure a more representative workforce.

3.4 IA advised that over the last quarter work had been taking place to consult on and review the Inclusion strategy, and the membership team would be looking at which organisations to invite to the AMM.

3.5 JC advised that both IA and herself were currently working on the Annual report, and had been looking at the diversity monitoring statistics for staff which had provided interesting reading. AR noted that the Communications Team had also added to the photo library to broaden the diversity of images.

Action: JC to share the diversity monitoring data with AIC for circulation to IWG members.

Date: June 2016

3.6 AM advised that he had been working with and providing support to BME colleagues looking to progress in their career, by providing them with advice and support regarding the interview process.

3.7 CT advised that Datix was being reconfigured to ensure easier recording of abuse relating to protected characteristics.

4. Equality Objectives 2015 and progress on action plans

4.1 AR provided some background information as context for new members, advising that the Equality Objectives themselves were valid for four years. She explained that as a Trust we reviewed and refreshed the actions under them annually to ensure progress. The actions presented to the group were the actions expected to be achieved for 1st April 2015 to 31st March 2016. All leads had been asked to provide an update on progress prior to the meeting;

4.1.1 **Action 1.1 Lead: Nicola Brooks – Clinical** - Develop steps to ensure the health needs of our population are considered in the development of clinical pathways.

AR advised that this action had been reviewed at the Equality Objective review meeting on 17th March. It was agreed that that this action had been delivered in part and would be closed as **superseded** with the action refreshed and carried forward for 2016/17. Action closed.

4.1.2 **Action 2.1 Lead: Louise Hutchinson – Patient Experience** - Understand impact on disabled patients and carers of not being able to convey assistance equipment.

AR advised that this action had been reviewed at the Equality Objective review meeting on 17th March. LH had advised that hospitals had advised that the conveying of individual aids was problematic for them due to a lack of storage, and that they would provide all necessary aids required during a patients stay. One of the voluntary services organisations supported patients in their area by conveying aids to patients, but this was not possible across a Trust wide area. With regards to the fixings in an ambulance for a special seat that could accommodate an electric wheelchair, LH has passed on the contact details to SECamb Fleet to progress. It was agreed that this action was complete and could now be **closed**.

Group were advised that a Serious Incident Review was taking place following the conveyance of an electric wheelchair in a vehicle which had then been involved in a road traffic collision.

AR reported that the FC had reviewed the new Ferno concept ambulance. Members of the FC had noted difficulties that could be placed on staff assisting elderly or less able carers accompanying patients to hospital in boarding the

vehicle due to a lack of ramp/tail-lift. They noted the potential for increasing the likelihood of musculo-skeletal injuries for staff.

Action 3.1 Lead: Gerald Willabus – Recruitment - Develop steps to improve the percentage of BME staff in the workforce.

The IWG agreed that this action had been superseded by the implementation of the WRES and therefore could be closed.

- 4.1.3 **Action 3.2 Lead: Steve Graham – HR** Review current Bullying and Harassment and Whistleblowing policies and procedures to ensure they are relevant to the outcome of the staff survey and informed by national guidance and best practice. Ensure new policies and procedures are communicated to staff.

SG advised that the Bullying and Harassment policy was currently going through the ratification process. AR advised that at the Equality Objective review meeting the group had discussed this and felt that it would be appropriate for the action to be closed and refreshed to focus on the review of the Bullying and Harassment policy only and carried forward. Members agreed with the proposal. Action closed.

- 4.1.4 **Action 4.1 Lead: Marcia Daigo – OD** Achievement against E&D competency for all staff in personal development and appraisal reviews including executive and non-executive board members.

Complete, and closed at IWG meeting 19 the January 2016.

- 4.1.5 **Action 4.2 Lead: Marcia Daigo / Sally Wentworth-James** Cultural competency training needs analysis to be undertaken in collaboration with the IHAG in light of Experts by Experience training.

The Training Needs Analysis workshop took place in November 2015 with IHAG, Governors and members of the IWG. Feedback was provided to Clinical Education by RP. Action closed.

- 4.1.6 **Action 4.3 Lead: Lead: Marcia Daigo / Sally Wentworth-James** Design and implementation of a cultural competency training programme tailored to staff role.

RP confirmed that a refreshed distance learning package had been available since 1st April with almost 1500 staff having completed so far. **Action closed for Organisation Development.**

AR advised that this action had been reviewed at the Equality Objective review meeting on 17th March. It was agreed that that this action should be closed as **superseded** with the action refreshed and carried forward for 2016/17. Action closed.

5. Equality Objectives 2016 for approval

5.1 The group discussed the refreshed objectives for 2016 and proposed actions for delivery by 31st March 2016 that sit beneath these.

5.2 AR advised that the review group had felt it was important to continue to have both patient facing and workforce related objectives.

5.3 The IWG approved the refreshed objectives and proposed actions. AR advised that these would be taken to the Executive meeting on 1st June for ratification. If ratified they would be circulated to the leads for a timed action plan to be submitted outlining delivery, with

progress reports to be provided at quarterly IWG meetings. A copy of the objectives and actions can be found below;



06 Equality Objective
and agreed actions 21

6. Workforce Race Equality Standard (WRES).

6.1 Progress thus far against the WRES action plan was discussed and updates were provided. A copy of the action plan can be found below;



WRES Action Plan
2015 overview 24051

6.1.1 Actions 4, 10, 14 & 18 - **assigned to MD** are currently in progress. Action 15:
Assigned to Head of HR Operations.

Actions 11 and 22 were reported as complete.

Action: AR to liaise with MD regarding WRES outstanding actions.

Date: June 2016

6.1.2 Action 13 – **assigned to JC**. Awaiting suitable video to be provided for upload. AR advised that she would support RP in identifying training material on unconscious bias.

Action: AR to work with RP to identify online material to support training on unconscious bias.

Date: June 2016

6.1.3 Actions 5, 8, 9 17 - **assigned to RI**. RI advised that work had begun in providing OU's feedback based upon staff survey results; however deadlines had had to be extended due to workload.

The group agreed that action 17 would be combined with action 8 due to their similarity.

6.1.4 Action 15 and 19a – **assigned to SG**. SG advised that action 15 to review acting up procedures had been delayed and would need a revised delivery date which was agreed as September 2016. Action 19a is partially complete awaiting ratification of the Bullying and Harassment policy.

6.1.5 Actions 6 and 16 – **assigned to GW** were reported as ongoing and would be delivered over the next quarter.

Actions 2 and 3 were reported as complete.

6.1.6 Actions 23 - **assigned to AR** remained ongoing with HR Business partners to now provide feedback as part of their work with the Operating Units.

Actions 1 and 7 were reported as complete.

6.1.7 Action 20 – assigned to **OD Learning & Development** was reported as ongoing with training now identified and being commissioned

Action 10 was recorded as complete.

6.1.8 Action 19b and 21- assigned to Adam Graham were reported as in progress, with a further update to be given at the next meeting.

6.2 AR advised that the Trust had been selected to be part of the pilot group testing the updated WRES submission designed to simplify the data collection process. Unfortunately, this resulted in us been given an extremely tight timescale in which to submit our data. AR thanked colleagues who were working to provide the data by the end of the week for submission to NHS England.

6.3 HE advised that they anticipated the process would be much more simple in the future as they were currently looking at updating current systems to ensure better interoperability. HE also advised that Clinical Education were currently looking at overhauling the current Training and Educational Development application form to enable improved audit and reporting which will enable the Trust to evaluate refusal of training requests at line manager level to identify potential diversity issues.

6.4 AR advised that once the WRES figures for 2015-16 were published there would be a need to establish a small group to refresh the WRES action plan for the coming year.

Action: AR to convene a WRES subgroup to look at the data for 2015-16

Date: June / July 2016

7. Inclusion Strategy for approval

7.1 AR expressed thanks to all members of the IWG who had provided feedback into the review of the Inclusion strategy, which had been circulated with the notes of this meeting. AR tabled the paper below and members of the group **approved** the revised strategy.



07c Inclusion
Strategy IWG Paper :

7.2 AR advised that the strategy would now go to the Executives meeting on 1st June for ratification.

8. Diversity Champions

8.1 AR provided an update on the Diversity Champions meeting which had taken place on 24th February 2016. The session had been well attended by staff, where the CPD session had been focussed on domestic violence, delivered by Worth Services. Further engagement on the development of the Trust's Mind Blue Light Time to Change Pledge was also been provided by Isaac Jordan.

8.2 The next session is due to take place on 26th May. The morning CPD session will be on "Listening and Leaking" skills, which will be delivered by Gallagher Training Initiatives with an engagement session on the Health and Wellbeing Strategy scheduled for the afternoon.

9. Inclusion Hub Advisory Group (IHAG)

9.1 JRi provided an update to the group on the IHAG activities since the last IWG meeting which included member participation at various meetings and engagement activities. The last meeting of the IHAG took place on 13th April 2016. Agenda items included:

- An update on current IT projects from KM
- An opportunity to view and provide feedback on the design of the concept ambulance.
- An update from MD on behalf of the Executive team, regarding current state of the nation, overview of the staff survey results and progress on the Transformation project.

9.2 PD advised that the IHAG had been disappointed with the executive update and the detail provided. However, they understood that there had been a last minute change in presenter due to illness. AR advised that a more in depth presentation on the staff survey had been circulated to those who had attended the following day to clarify the findings.

10. Foundation Council (FC) Update

10.1 KM provided an update on the FC meeting which had been held on 16th May. There had been a number of last minute changes to the agenda due to the Executive Team having to attend a meeting with Monitor in London. However, the items that were provided gave the group good opportunities for engagement and were well received and the meeting was effective and energised with staff having felt that they had been able to provide useful contributions.

10.2 The agenda items included Overview of plans for Clinical Education from SWJ, a workshop session on the development of the revised Grievance Procedure, opportunity to view and feedback on the design of the concept ambulance, and review and refresh of the Staff Suggestion Scheme.

10.3 The next meeting of the FC is due to take place on 21st July.

11. Equality Analysis process and checkpoints

11.1 AR thanked the group for providing feedback on the revision of the Equality Analysis Guidance.

11.2 The group discussed how there were a number of projects within the Transformation Programme which would all require an individual EA.

11.3 It was agreed that SSk would trial the revised guidance and form for the EA on the Band 7 restructure and REAP review and feedback to AR.

Action: SSK to trial revised EA guidance and EA form for the Band 7 review and REAP review and feedback to AR.

Date: June/July 2016

12. Open session, horizon scanning and future agenda items

12.1 It was agreed that the actions under the revised Inclusion strategy to build in staff and Patient / Public engagement would be included on the agenda for the next IWG meeting.

Action: AIC to include item on agenda to look at process of building in engagement in development of Trust plans, policies and procedures.

Date: September 2016

13. Any other business

13.1 AR advised that we had applied for a stall at TransPride this year as we would not be having stall in the Park at the Brighton and Hove Pride event on 6th August.

13.2 SECamb would also be hosting the first National Ambulance LGBT Conference at the AMEX on 5th August 2016 and AR invited IWG members to attend. The focus would be on mental health in the LGBT community and Trans awareness, and CPD certificates will be issued to delegates..

13.3 As in previous years SECamb would once again be taking part in the parade at Brighton and Hove Pride on Saturday 6th August. We will be joined by colleagues from other ambulance services as well as friends and family members. The level of activity created by Brighton Pride and the pressures on the service were discussed and it was noted that there had been some negative perceptions from both the public and some staff. AR requested support from the communications team to manage the reporting of our participation with an emphasis on reflecting that all those who attend do so in their own time.

14. Effectiveness of the meeting

14.1 Group reflected that it had been a good and focussed meeting.

15. Date of Next Meeting

15.1 The next meeting will be held on **Thursday 15th September 2016** in the **Boardroom, Kent office.**