

South East Coast Ambulance Service NHS Foundation Trust

Inclusion Working Group

Notes of a meeting held on Friday, 31 January 2014, Coxheath Boardroom

Present

Andrew Hanney	(AHa)	Head of Estates
Adrian Hogan	(AH)	Infection Control Lead
Angela Rayner	(AR)	Inclusion Manager
Bill Chilcott	(BC)	Head of Compliance
David Webster	(DW)	111 Directory of Services Lead / Staff Network - PRIDE
Georgina Shikhukhulo	(GS)	Staff Network – ASPIRE
Janine Compton	(JC)	Head of Communications
Jim Reece	(JR)	Public Representative
Jo Byers	(JB)	Operational Business Development Lead
John Griffiths	(JG)	Head of Operational Support
Louise Hutchinson	(LH)	Patient Experience Lead
Paul Ranson	(PR)	Head of Procurement
Paula Dooley	(PD)	Patients Representative (Deputy)
Steve Attwood	(SA)	Learning and Development Manager

Apologies

Geraint Davies	(GD)	Director of Commercial Services (Chair)
Andy Collen	(AC)	Clinical Development Manager (Deputy)
Clare Mitchell	(CM)	Company Secretary
Fiona O'Neill	(FON)	HR Business Partner (Member)
Isobel Allen	(IA)	Membership and Governor Engagement Manager
Karen Mann	(KM)	IT Development Project Manager
Malcolm Legg	(ML)	Volunteer Development Coordinator
Mark Bailey	(MB)	Senior Distribution Manager (Deputy)
Mo Reece	(MR)	Patients Representative (Deputised)
Nicola Brooks	(NB)	Head of Medical Services
Ray Savage	(RS)	Patient Transport Service Business Manager
Robert Ivey	(RI)	HR Business Partner (Deputy)
Steve Rose	(SR)	Acting Head of Voluntary Services; Senior Operations Manager
Sue Skelton	(SS)	Head of Emergency Operation Centres
William Bellamy	(WB)	Staff Network PRIDE

Guests / Presenters

David Milne	(DM)	Presenter: Published Equality Information Review
Daryl Devlia	(DD)	'Small change, Big difference' - Culture, faith and footwear

Secretariat

Anita Smith	(AS)	
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1. Welcome and Apologies

1.1 Apologies were received from GD who could not attend due to an unscheduled external meeting. The first order of business was to elect a Deputy Chair to replace Linda Wood who is on secondment. The IWG elected Angela Rayner as Deputy Chair and it was also

proposed and agreed that (a) David Webster becomes 111 Deputy to replace Jon Amos; and (b) Karen Ramnauth becomes the IWG Deputy Member representing Voluntary Services (Community First Responders).

1.2 The meeting was chaired by AR who welcomed everyone and thanked them for attending.

1.3 Full apologies were as recorded as above.

2. Review of notes of the meeting held 25 October 2013

2.1 The notes of the meeting held on 25 October 2013 were **agreed** as an accurate record subject to the following amendments:

Page 1, Attendees: Steve Rose acted as Deputy for John Griffiths.

Matters Arising

Minutes: Page 4, item 3.6 - Page 4, item 3.6: AR advised that the outstanding action had been completed and Liz Spiers (LS) was co-ordinating an article for the next staff magazine, due to be published in February. JC received confirmation from Liz Spiers that the article will appear in the April edition of the staff magazine. It was **agreed** that Governors and members of the Inclusion Hub Advisory Group (IHAG) will be sent a copy of the staff magazine.

Action:	IA to arrange for copies of the staff magazine to be sent to Governors and members of IHAG.
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Date:	Following publication
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2.2 Action Log: 1.1 (25/10/2013) – Mapping Trust-wide policies and procedures, including cross referencing: BC advised that the Compliance Working Group had been briefed on this action. A Task and Finish Group will ensure that the process is embedded and delivered. Closure of this action was **agreed**.

2.3 3.1 (25/10/2013) – Staff Network Leaflets: AR advised that the leaflet is not in the ASK pack. The request originated via the Foundation Council (FC) and IA will refer back to the FC to ask how it will be provided to staff.

Action:	IA to refer issue of Staff Network leaflets back to FC for further consideration regarding circulation.
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Date:	Next FC meeting
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2.4 7.1 (25/10/2013) – Census data: To be renamed “SEC Demographic data”. Following confirmation that the data had been uploaded to the IWG page on SharePoint, with the correct title, it was **agreed** to close this action.

2.5 8.1 (29/07/12) – Status of WD policies and procedures in relation to inclusion, equality and diversity issues: This action is to be carried forward as no representative from the HR Group was available to attend the meeting and provide an update.

2.6 9.2 (25/10/2013) - Equal opportunities policy (Equality and Diversity Policy) – circulation of draft policy: A representative from the HR Group was unable to attend the meeting to provide an update on this action. The Group was advised that GD will take this item forward with a view to progressing completion.

Action:	GD will take this item forward with a view to progressing completion.
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Date:	February 2014
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2.7 9.3 (25/10/2013) – Equal opportunities policy (Equality and Diversity Policy) – legal advice: This action is to be carried forward as no representative from the HR Group was available to attend the meeting and provide an update.

2.8 10.1 (25/10/2013) – Transgender Staff policy and procedure: This action relates to the development of an overarching Transgender policy statement, with two distinct procedures: one for Transgender Staff and the other to be public facing. The HR team were unable to send a representative to table an update for this item due to unalterable circumstances. PD noted her disappointment that this action was still outstanding but acknowledged there may be unknown issues preventing the draft being completed and is keen to offer her support. She recognised that there may be some serious issues which are preventing this work being done and noted that the IWG needs to try and understand the reasons for the delay. IWG discussed concerns with regard to the Trust's vulnerability in terms of incidents being raised by members of the public, the effect on recruitment and staff perception within the working environment. AR advised that GD is taking this forward and that the Risk Management and Clinical Governance Committee (RMCGC) are also expecting an update on Transgender documentation.

2.9 11.1 (25/20/2013) - Ownership of Policies (Equality and Diversity and Transgender):

3. Review of IWG activities since last meeting

3.1 Reported activities included: Published Equality Information Review; Thanet Make Ready Centre Equality Analysis Consultation; Sussex Public Sector meeting LGBT; Stonewall Work Equality Index launch; Straight Allies Conference (Brighton); Gypsy and Traveller: Surrey Forum and Health & Wellbeing Meeting; Gypsy & Traveller Community Team Meeting; Aldingbourne Trust communication project; NHS Value Summit (AR speaker); Crawley Clinical Commissioning Group Meeting; City Inclusion Partnership Meeting; NHS Confederation Partners Meeting (E&D); Experts by Experience Workshop; Joint Inclusion Hub Advisory Group (IHAG)/Governors event; development of IWG SharePoint site.

3.2 The IWG was advised that planning is underway for three County Engagement events to be held in March.

3.3 PD expressed her thanks for the opportunity given to the Gender Identity Research and Education Society (GIREs) to participate in the Experts by Experience Workshops and for the support provided by Learning & Development in facilitating the 13 January 2014 workshop.

3.4 BC reported that a Freedom of Information request had been received from national charity which campaigns to improve the standards of communication with deaf and deafblind people in the UK. The request related to how many requests the Trust had received for interpreters and British Sign Language signers. A response has been provided to the organisation.

3.5 It was identified that a number of policies and procedures have been reviewed since the last meeting and one of the biggest issues is that Equality Analyses (EAs) are still not being published on the website. It is important that authors understand that an EA must accompany all change related documents seeking approval at Working Group or Committee level. The IWG have a role to play in embedding this and AR is available for advice.

3.6 Work on feedback from the Quality Account Workshop has progressed and a paper will be submitted to the next RMCGC meeting on the five Quality Measures which have been agreed in principle. JB will be working with LH to develop these into viable measures.

3.7 LH reported that the 999 call survey was being sent on 31 January, 2014 to 2,400 patients / callers who had used the Trust's services in December. LH noted her thanks to IHAG for their feedback on the draft survey questionnaire which was fed into the final version.

3.8 GS noted that following the re-launch of the ASPIRE staff network she was planning to engage with Black and Minority Ethnic (BME) within the Trust to capture their thoughts on developing the network.

4. 'Small change, big difference' – culture, faith and footwear

4.1 DD gave a presentation on the issue of operational staff removing footwear in homes in consideration of culture and faith, as well as homeowner concerns for their property. This was debated by the IWG and BC confirmed that the Trust advocates that staff should not remove their Trust issue boots for health and safety reasons. In addition to cultural and faith issues BC also reported that claims are received for damaged carpets / flooring due to the boots being worn on premises.

4.2 The IWG **agreed** that the use of pull over shoe covers should be recommended providing there were no health and safety issues to consider. Guidelines would need to be developed, taking into account infection control issues, materials and costs. It was recommended that the Central Health & Safety Working Group (CHSWG) be involved in the discussion and decision making process and BC agreed to take this forward.

Action:	BC to take suggestions regarding the use of overshoes to the CHSWG (14 February 2014) and report back at the next IWG meeting.
Date:	Next meeting

4.3 LH offered to canvas other ambulance services to find out whether their clinicians have overshoes available to use.

Action:	LH to contact other ambulance services to determine whether their operational staff have overshoes available for use, and to provide general comments.
Date:	February 2014

4.4 Outcomes will be reported back to the IWG and the Joint Partnership Forum will be updated when more information is available. If a decision is made to implement all private ambulance service providers will be notified.

4.5 AH advised that overshoes are available in Infection Prevention and Control (IPC) bags and it was **agreed** that DD will liaise with AH to develop a statement for the Weekly Bulletin to promote in IPC bag.

Action:	DD and AH to develop an article on the IPC bag for inclusion in the Weekly Bulletin, including the provision of overshoes.
Date:	March 2014

4.6 BC noted that when entering a Sikh temple or a room considered sacred to a Sikh family, visitors are asked to wear something on their head. JC suggested raising awareness, perhaps via an article intended to share such knowledge across the Trust.

Action:	AR to provide JC with information to develop an article on etiquette when entering cultural and faith dwellings and buildings. For inclusion in the Weekly Bulletin.
Date:	April 2014

5. **Heta Patel – Who am I? Think again**

5.1 The IWG viewed a video clip in which Heta Patel's performance considers identity, language and accent; and challenges viewers to think deeper than surface impressions.

6. **Policy update and progress review**

6.1 Analysis of the impact of the Lone Worker Policy: This sub-item relates to an agreed action arising out of the Equality Delivery System 2013 Review. The objective is to identify support mechanisms for staff working alone and in particular operational staff. The outcomes of the analysis, to be carried out by Human Resources (HR) may inform a review of the Lone Worker Policy (held by the Local Security Manager). The IWG was advised that Andy Collen had updated the Foundation Council on a piece of work carried out with Debbie Evans which touched on isolation of lone worker PP's and may have some evidence that needs to be taken into account. The HR team were unable to send a representative to table an update for this item due to unalterable circumstances.

6.2 Development and Management of Trust Documents Policy: Revisions relating to Equality Analysis were submitted for inclusion in a new draft version of the Policy, which has since been subjected to a full review in order to simplify it. Mike Plowman advised that the Policy will be tabled at the next Compliance Working Group meeting for initial approval.

Action:	AS to request copy of the current draft Development and Management of Trust Documents Policy to check that the EA elements are included.
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Date:	March 2014
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6.3 Complaints / PALS Policy: LH advised that this Policy is under review and confirmed that an EA will be carried out. AR recommended circulating it via AS to the EA Reference Group.

6.4 (JG left the meeting for another appointment.)

7. **NHS Values Summit – November 2013**

7.1 The IWG was shown video highlights of the NHS Values Summit held in London in November 2013. EDS2 was launched at the summit.

8. **Equality Delivery System 2 (EDS2) Grading process and outcomes**

8.1 The IWG received and discussed a paper on the refreshed Equality Delivery System (EDS2) and the plans for the EDS2 2014 Grading and Objective Review to be held on 13 and 14 February, 2014. The paper set out the process for the Review, including the necessary internal preparations in terms of recording evidence. The IWG was asked to consider who will be responsible within their work area for listing the evidence which demonstrates that we are on our way to achieving the relevant EDS2 Outcomes, or have achieved them.

8.2 Discussion included focussing on appropriate Trust representation and experience at the Review; the need to avoid written submissions as this proved inadequate in 2013; supporting evidence from the 2012 grading exercise; and the review of the EDS 2013 action plans as part of the Equality Objectives review.

9. **Experts by Experience Workshop**

9.1 Members received feedback on the first of three training workshops 'Experts by Experience' covering Transgender, Learning Disability and Gypsy and Traveller elements. This took place on 13 January 2014 and the feedback was extremely positive. There are two

further workshops planned for 16 April and 18 June, aimed at providing an enhanced level of understanding of the issues and health inequalities experienced by these communities to Learning and Development and members of the Inclusion Working Group. Members of the IHAG and the Executive are also invited, together with members of the Recruitment and Selection team, HR Service Delivery Team and Volunteer Development Managers. Further consideration will be given as to how this type of training can be delivered to Operational staff who can become champions for equality.

Action: AR to include item on next meeting agenda: Delivering Experts by Experience type training to Operational staff.

Date: April 2014

9.2 The IWG discussed the benefits of extending the invitations to a wider audience and members were encouraged to promote the two remaining workshops to colleagues, as appropriate. Other suggestions included 111 and Patient Transport Services (PTS); ASK Advisors promoting and supporting; Governors being given an opportunity to attend, as well as Executives and Non-Executives. It was also agreed that it was important for Emergency Operations Centre staff to attend. The following actions were **agreed**:

Action: DW to facilitate 111 Health and Clinical Advisers invitations

Action: SA to facilitate EOC invitations

Action: IA to facilitate Governors invitations depending on subscription rates

Action: IWG attendees to extend the invitation to colleagues, as appropriate

Date: March 2014

9.3 The IWG were informed that the Workshops had generated a lot of interest. Representatives from the University of Brighton had attended the first Workshop and as a result were in contact with GIRES. Enquiries had been received from E&D representatives in the Sussex Network with a view to attending a future workshop.

9.4 (JC left the conference call at 12:15 hours.)

10. Published Equality Information Review outcomes

10.1 A sub group of the IHAG met on 22 January to undertake a review of the Published Equality Information (PEI). All public sector organisations are required to publish information on an annual basis to comply with one of the two specific duties of the Public Sector Equality Duty. Generic feedback was provided to the IWG and this will be circulated to the relevant leads along with specific feedback relating to their areas of responsibility. Members of the PEI Review subgroup have offered to support staff involved in the process during the preparation phase (September/October) this year. The submission by Voluntary Services (CFRs) was identified by the Reviewers as best practice.

10.2 AR expressed appreciation for all the work that had been done by contributors to enable the publication and review of the Trust's equality information. Feedback on the process will be welcomed and support is available going forward.

11. South East Demographic information

11.1 This information has been uploaded to the IWG page on SharePoint and AS will circulate the link with the draft Minutes of this meeting. PD advised that the Equality & Human Rights Commission has carried out some work on Trans population and she will forward the link to AS.

Action:	AS to circulate the link to the IWG page on SharePoint with the draft Minutes of this meeting. (Note: This is a restricted access site.)
Action:	PD to provide AS with link to Equality & Human Rights work on Trans population, to be uploaded to the IWG SharePoint site.
Date:	March 2014

12. Inclusion Hub Advisory Group

12.1 The IWG received and discussed a paper on IHAG activities and considered how staff can access the IHAG more effectively. AR advised that there had been some excellent outcomes through consultation and JRe confirmed that the Group provides an avenue for public involvement. Should anyone wish to engage with the IHAG they should contact AR or AS to discuss the options available.

12.2 The IHAG activities, past and planned, were noted.

13. Foundation Council (FC)

13.1 The IWG received and discussed a paper on the Foundation Council. The paper included a review of the FC's work; feedback following Staff engagement; the single HQ / EOC reconfiguration; Long-term sickness; and workforce issues. AR reported that the FC is adding value to the Trust and, as with the IHAG, it is important that we have a diverse mix of views from that Group. It was recognised that staff often have the answers to issues they face on a day to day basis. The FC is a very useful Group and the IWG were asked to utilise and promote it.

13.2 There is a need within the FC for 111 representation and DW agreed to take this forward. The next FC meeting is scheduled for 20 February 2014.

Action:	DW to seek 111 representation for the FC.
Date:	February / March 2014

13.3 The recommendations within the paper were duly noted.

14. Gypsy and Traveller Community Team

14.1 AR provided an update on the activities of the Gypsy and Traveller Community Team (G&TCT). The Team met on 16 December 2013 and are currently working on collating information which will be useful and informative for staff, to be published on the internet / intranet. The aim of this work is to break down some of the myths around the Gypsy and Traveller community, and to break down some of the health inequalities. The Team has applied for funding to support Mentoring. They will also have a stall at this year's Epsom Derby.

14.2 Team members are to be issued with G&TCT epaulettes / badges so they are identifiable should anyone wish to approach them. AR will be submitting an article for the Weekly Bulletin to raise awareness. AR reported that there is still a lot of open hostility towards Gypsies and Travellers and hopefully the Experts by Experience Workshops and the G&TCT will make a difference.

15. Stonewall update

15.1 The IWG received a paper on the outcome of the Stonewall Workplace Equality Index (WEI) 2014 submission. DW and Lisa Lai attended the Stonewall WEI launch in London, on

15 January where the results were officially announced. The Trust was one of two ambulance services and five NHS organisations to be ranked within the 'top 100'.

15.2 The number of points between rankings was very close this year. Despite providing evidence of more activity this year the Trust lost one point compared to last year. Initial indications are that more work is required in our collaboration with contractors. The IWG members were encouraged to attend the Stonewall feedback meeting being held on 4 February in Lewes which will identify the areas of gains and losses, and where we can improve.

15.3 AR reported that GD is keen to continue with the WEI framework, but recognises that whatever we do as a Trust for any one of these groups it is important to focus on being more inclusive overall.

15.4 PD advised that the WEI may be extended to include Transgender.

15.5 GD had asked that his thanks to the WEI contributors be noted and for the IWG to ensure this was received by all contributors.

15.6 The recommendations within the paper were duly noted.

16. Horizon scanning and future agenda items meeting

16.1 Horizon scanning included: Make Ready reviews; Healthwatch meeting to be arranged; Experts by Experience 16 April; Volunteer Policies and Charter work to commence in April; Staff Networks development; Equality & Diversity week in May.

16.2 Future agenda items included: Outcome of EDS2 2014 Review; Outcome of the three County engagement events;

16.3 AR will circulate invitations to the three County engagement events to the IWG who were asked to cascade to their networks. It was identified that invitations should also be sent to the Trust's Chaplains and the Retirement Association.

Action:	AR to circulate County engagement event invitations to Chaplains, members of the Retirement Association and to the IWG for cascading to their networks.
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Date:	February 2014
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16.4 As a participant in the E&D Partners meetings AR is expected to bring a colleague to each meeting. The IWG was asked to consider attending the meeting on 5 February and asked to let AR know if they would like to do so.

16.5 AR briefly outlined plans for the development of a Volunteer Charter and review of volunteer policies. It was noted that Volunteers include, but are not limited to, Chaplains, the IHAG, Community First Responders and staff who volunteer. In response to a question raised by PD, BC confirmed that volunteers are covered by the Trust's liability insurance if they are on behalf of the Trust and as long as they are working within the parameters of the law.

16.6 Equality and Diversity Week (12-16 May 2014): The Learning Disability Alert Card will be launched that week. AR considered that it would be beneficial if something could be publicised each day of that week and asked the IWG to consider what can be included. One suggestion was the faith and culture aspect of using overshoes.

17. Any other business

17.1 Meeting times: It was agreed to re-issue 2014 / 2015 IWG meeting invitations with a new start time of 10:00 hours.

Action:	AS to reissue IWG meeting invitations with new start time: 10:00 hours. Two venues also to be finalised and updated.
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Date:	February 2014
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18. Effectiveness of the meeting

18.1 Opinions were sought on how to make the meetings more engaging and useful and AR encouraged members to provide suggestions. LH and JB considered this meeting was more interactive and engaging than the previous meeting.

19. Date of Next Meeting

19.1 The next meeting will be held on **23 April 2014** in the Lewes Boardroom.

19.2 Apologies were received in advance from BC, LH, JB and CT who will be facilitating an Investigations Workshop on the same day as the meeting.