

# South East Coast Ambulance Service NHS Foundation Trust

## Inclusion Working Group

Notes of a meeting held on Thursday 8 November 2012  
in the Boardroom, Coxheath

### Present:

Linda Wood	(LW)	Chair – Service Developments Programme Manager
Isobel Allen	(IA)	Membership and Governor Engagement Manager
Robert Bell	(RB)	Head of Commercial Services
Jo Byers	(JB)	Operational Business Development Lead
Nicola Brooks	(NB)	Head of Medical Services
Andy Cashman	(AC)	Head of Contingency Planning
Mike Collins	(MC)	Head of IT
Pam Fricker	(PF)	Head of L&D
Andrew Hanney	(AH)	Head of Estates
Sue Orchard	(SO)	Clinical Operations Manager
Angela Rayner	(AR)	Inclusion Manager
Jim Reece	(JR)	Public and Patient/Carer Involvement Representative
Mo Reece	(MR)	Public and Patient Involvement Representative
Sue Skelton	(SS)	Head of Distribution

### In attendance

Paula Dooley	(PD)	Representative of GIRES and IHAG member
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### Apologies

Anouska Adamson-Parks	111 Programme Director
Geoff Catling	Programme Director, Estates
Bill Chilcott	Head of Compliance
Janine Compton	Senior Communications Manager
Geraint Davies	Director of Commercial Services
Sandie Gibson	Head of HR Strategy
John Griffiths	Head of Operational Support
David Hammond	Head of Management Accountants
Louise Hutchinson	Patient Experience Lead
Liz Langridge	Head of HR Service Delivery
Rob Mason	Head of Operational Planning
James Pavey	Senior Operations Manager
Peter Radoux	Senior Operations Manager
Darren Reynolds	Head of Volunteer Services
Steve Rose	Senior Operations Manager
Chris Stamp	Senior Operations Manager (represented by Sue Orchard)
Lorna Stuart	Senior Operations Manager
Greg Timmins	Head of Operational Finance
Jason Tree	IT and Development
Justin Wand	Head of Fleet

## 1. Welcome and Apologies

1.1 LW welcomed everyone to the meeting and explained that unfortunately GD had to attend a meeting with the Chairman and Chief Executive this afternoon so she would be chairing the meeting as Deputy Chair of the group in his absence.

1.2 Apologies were as listed above.

## 2. Review of notes of the meeting held 3 September 2012

2.1 The notes of the meeting held on 3 September 2012 were agreed as an accurate record subject to Pam Fricker being shown as having sent her apologies.

### Matters Arising

2.2 3.3 – Action completed. The meeting had taken place and the work had been completed.

2.3 3.5 – Action completed and on agenda for today's meeting.

2.4 3.8 – Action on-going.

2.5 3.9 - Action on-going. The session had not yet taken place.

2.6 4.2 – Action completed. The evidence template had been updated to reflect Darren Reynolds as the lead and Marie Clifford as providing the information.

2.7 4.4 – Action completed.

2.8 5.3 – Action completed and on agenda for today's meeting.

2.9 7.1 – Action on-going – discussion to take place at January meeting.

2.10 8.3 – Action on-going – to be brought forward to the next meeting.

2.11 9.3 – Action completed – a number of names had been put forward and the SHA had been informed. PF reminded those present that L&D must be notified if anyone was accepted for this training and a TED form completed.

## 3. Regional/National Update

3.1 AR provided an update (attached) on regional and national issues.

3.2 SS asked about age restrictions for paramedics on the road and whether someone should really still be practicing at 60+. The required level of fitness was suggested as a potential restriction rather than age. PF to ask HR colleagues to clarify the position and implications of age discrimination regarding this.

<b>Action:</b>	<b>PF to request clarification from HR re age restrictions for paramedics on the road</b>
<b>Date:</b>	<b>30 January 2013</b>

3.3 RB asked about the national commissioning board and whether there was any further news as they had declared themselves not to be diverse. AR replied that she had not heard anything further. Discussion took place on this and on how diverse our Council of Governors is. It was noted that more effort needs to be made to encourage more diverse membership and IA reported that the IHAG, being very diverse, was helping us address this issue.

#### **4. Transgender training needs analysis**

4.1 AR advised that the EDS had identified training need requirements for SECamb staff and that the Trust does not currently have a policy on Transgender.

4.2 Paula from the Gender Identity Research and Education Society talked to IWG members about her personal experience and discussion took place on the document that had been produced by GIRES for clinical staff with regard to looking after Transgender (Trans) people in the care of SECamb. This was felt to be very relevant information for practitioners.

4.3 The group then considered the training needs of SECamb staff in this regard. PF reported that currently Leane Stephens and Darren Palmer are looking at the training needs of each area of the Trust. Once they identify the training priorities they will be approved by Workforce Development Operation Group (WDOG). Clinical training for paramedics was also discussed and PF advised that as all clinical training was now university based it would be a matter for the four universities to agree any clinical training for new recruits. However, there was a suggestion that all staff dealing with patients should have a minimum level of understanding about transgender issues so they are prepared for the particular issues that they may face and can respond sensitively and appropriately to them.

4.4 The issue of dealing with Transgender people on the telephone was highlighted and SS suggested that perhaps this should be added to the customer care training course, and also included in the induction for new call-takers. This was supported by the group as a practical idea. PD offered to produce some guidance for call takers which could be distributed in the interim and this was welcomed.

4.5 JR noted that an issue had now been identified and there was a need to decide what to do to take it forward. It was agreed that there are four specific areas; the training needs of the L&D team (so that they can integrate transgender issues into their delivery wherever appropriate), call-taker awareness, mandatory training generally and paramedic and PTS training. PF agreed to ensure that transgender training is considered in the current round of TNA discussions by asking Leane Stephens and Darren Palmer to consider these aspects in their meetings going forward.

4.6 Discussion took place about who would deliver this training should it be regarded as a priority. PF pointed out that resources were limited as there were only 8.5 trainers in L&D and 3,500 staff. However, with integration of transgender issues into other L&D themes, an article in the staff newsletter and distribution of the guidance / information produced by GIRES, awareness will start to increase.

<b>Action:</b>	<b>PF to consider how to take forward the four training areas and align with the TNA taking place currently.</b>
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<b>Date:</b>	<b>30 January 2013</b>
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<b>Action:</b>	<b>Guidance from GIRES via PD to be developed into SECamb's format and issued to relevant groups of staff. AR to bring to future meeting to agree how this will be taken forward .</b>
<b>Date:</b>	<b>30 January 2013</b>

## 5. Transgender Policy Development

5.1 Discussion took place about how SECamb should treat its Transgender staff. It was felt unlikely that staff would identify themselves if there was no policy in place to assist them, although based on statistics from GIRES and the EHRC, there are likely to be around 30 staff in a population of 3,000 who are experiencing gender identity issues. AR suggested setting up a sub-group to begin work on this.

5.2 SS expressed concerns about Pathways as callers were asked if they were a man or a woman.

5.3 SS further highlighted that Asian women were another issue which needed to be considered and this was noted.

5.4 LW, IA and SO agreed to form a sub-group to draft a policy. PF also agreed someone from L&D would join this sub-group and suggested an HR representative would also be required so she would take this back to HR colleagues.

<b>Action:</b>	<b>PF to nominate L&amp;D representative and liaise with colleagues to identify Suitable HR representative and advise names to AR.</b>
<b>Date:</b>	<b>28 November 2012</b>

<b>Action:</b>	<b>AR to liaise with sub-group members to set up initial scoping meeting and plan next steps.</b>
<b>Date:</b>	<b>30 January 2013</b>

## 6. Transgender Diversity Monitoring Questions

6.1 AR drew attention to the proposed new form and asked for feedback to be provided. It was agreed that AR would re-circulate the form and that comments should be provided to her as soon as possible.

<b>Action:</b>	<b>AR to re-circulate proposed new Equalities Monitoring Form to IWG for comments</b>
<b>Date:</b>	<b>23 November 2012</b>

6.2 It was further agreed that PF should ask LL to investigate whether it would be possible to influence monitoring through the Atos contract.

<b>Action:</b>	<b>PF to speak with LL and explain background and pass on request to explore possibility of monitoring through the Atos contract. Update to be provided at next meeting.</b>
<b>Date:</b>	<b>30 January 2013</b>

6.3 LW thanked Paula for the information she had provided and for sharing her personal experiences and insight to help take this forward.

## **7. Board Assurance Report**

7.1 AR noted that assurance had to be provided to the Board twice a year that the Trust was on track to meet its statutory requirements and this report had to be submitted to the November board meeting. AR reminded those present that the collection of equality data and analysis of the evidence should be submitted by 16 November. Leads d been informed and reminded about this deadline so should be liaising with those identified to collect data as required.

7.2 AR highlighted that there were very few EIAs on the website at present and it was agreed that any policies which state that an EIA had been carried out should be sent to AR for uploading asap.

<b>Action:</b>	<b>Any EIA not already on the website to be sent to AR asap</b>
<b>Date:</b>	<b>12 November 2012</b>

7.3 JB reminded IWG members that this should all be done before the NHSLA assessment on 22<sup>nd</sup> and 23<sup>rd</sup> November 2012.

## **8. Inclusion Advisory Group and progress update**

8.1 The group had met at the end of September and it had been a very good meeting. Paul Sutton had opened the meeting and AAP had given a presentation on 111. The mixture of people on the IHAG would undoubtedly prove to be of great value to the Trust.

## **9. Foundation Council**

9.1 IA advised that the first meeting with the new membership had taken place and the next meeting would be taking place on Monday. There had been a full agenda for the first meeting and AAP had presented on 111 and Kieran Wright had covered the single HQ and possible EOC reconfiguration. Both had been asked if the content of their presentations could be shared as this is part of the role of the FC, and this was confirmed. There were talks on Pathways and IBIS planned for the next meeting and Tim Howe would also be coming along to talk about the work of the NEDs and the WDC.

9.2 SS expressed concern about what had been discussed at the Foundation Council because staff had been unsettled after the meeting when they heard that the Trust was thinking about closing the Lewes EOC.

9.3 Discussion took place on this and, (as was the case this time), it was confirmed that those presenting to the FC need to be clear about the timescales and level of awareness in relation to their subject and to advise if wider communication initiatives are required before the FC discuss the issue with staff. The minutes of Foundation Council meetings will be provided to the IWG for information.

## 10. Equality Statement Update

10.1 AR reported that she and JC had prepared a draft statement and she asked for comments to be provided to her as soon as possible. The draft statement will be re-sent with the minutes of this meeting.

<b>Action:</b>	<b>IWG members to provide comments on the Equality Statement to AR</b>
<b>Date:</b>	<b>26 November 2012</b>

## 11. Gypsy and Traveller Champions

11.1 AR highlighted that there are now about seven members of staff who had come forward to become Gypsy and Traveller Champions. A training day will be held on 29 November on issues appertaining to gypsies and travellers. If anyone else wants to attend please let AR know.

## 12. Access to Work

12.1 AR explained that managers are unsure who should liaise with Access to Work on behalf of staff. Access to Work is a Government assisted scheme providing practical support for people with a disability, health or mental health condition. For example, it can provide specialist equipment, travel when public transport cannot be used, communicator at a job interview etc.

12.2 AR had spoken to Fiona O'Neill and David Vincent-Scott who had said that this was the responsibility of the individual manager, with support from HR advisors if required.

12.3 Discussion took place on this and different managers had received varied advice about the process, some receiving support from HR colleagues through the process, others being told it was their responsibility. It was agreed that PF would alert LL of the need to clarify the arrangements for Access to Work and provide an update at the next IWG meeting.

<b>Action:</b>	<b>PF to ask LL to clarify the arrangements for Access to Work and provide an update at next meeting.</b>
<b>Date:</b>	<b>30 January 2013</b>

## 13. Any Other Business

13.1 In response to a question from MR, it was confirmed that the acquisition of Harmoni by Care UK would not slow down the 111 process.

## 14. Date of Next Meeting

14.1. Wednesday 30 January 2013 1030 Brooker Suite, Banstead