

# South East Coast Ambulance Service NHS Foundation Trust

## Inclusion Working Group

Notes of a meeting held on Wednesday 30 January 2013  
in the Brooker Suite, Banstead

### Present:

Geraint Davies	(GD)	Chair – Director of Commercial Services
Robert Bell	(RB)	Head of Commercial Services
Jo Byers	(JB)	Operational Business Development Lead
Bill Chilcott	(BC)	Head of Compliance
Mike Collins	(MC)	Head of IT
Janine Compton	(JC)	Senior Communications Manager
Blessing Enakimio	(BE)	L&D Lead (Virtual Learning)
Clare Mitchell	(CM)	Company Secretary
Fiona O'Neill	(FON)	HR Business Partner
Paul Ranson	(PR)	Head of Procurement
Angela Rayner	(AR)	Inclusion Manager
Jim Reece	(JR)	Public and Patient/Carer Involvement Representative
Mo Reece	(MR)	Public and Patient Involvement Representative
Darren Reynolds	(DR)	Head of Volunteer Services
Linda Wood	(LW)	Service Developments Programme Manager

### Apologies

Anouska Adamson-Parks	111 Programme Director
Isobel Allen	Membership and Governor Engagement Manager
Andy Cashman	Head of Contingency Planning
Pam Fricker	Head of L&D
John Griffiths	Head of Operational Support
Liz Langridge	Head of HR Service Delivery represented by Fiona O'Neill
Rob Mason	Head of Operational Planning
James Pavey	Senior Operations Manager
Peter Radoux	Senior Operations Manager
Steve Rose	Senior Operations Manager
Sue Skelton	Head of EOCs
Chris Stamp	Senior Operations Manager (represented by Sue Orchard)
Greg Timmins	Head of Operational Finance

## 1. Welcome and Apologies

1.1 GD welcomed everyone to the meeting and thanked them for attending.

1.2 Apologies were as listed above.

## 2. Review of notes of the meeting held 8 November 2012

2.1 The notes of the meeting held on 8 November 2012 were agreed as an accurate record subject to the following amendment:

<b>Action:</b>	<b>AR to re-word paragraph 5.3 on page 4</b>
<b>Date:</b>	<b>Next meeting</b>

### **Matters Arising**

2.2 3.2 – Action completed. DR reported that this was not really about age but more about fitness for the role. This would be taken into consideration when putting in a tender specification for a new occupational health provider. He highlighted that the role of a paramedic was very physically demanding and as people got older the job did take its toll.

2.3 4.6 – Action completed. DR reported that consideration had been given to this action, but it had been decided not to put it into the TNA for this current year. GD questioned how the Trust would be able to show compliance with regard to this in these circumstances. AR highlighted that GIREs had attended the last meeting and the policy development was currently being taken forward and the policy was now in draft form. AR noted that she had left training out as she had been waiting for feedback about this. It was agreed to discuss this later as it was an agenda item. DR did, however, clarify that despite the fact that it was not seen as part of the TNA it could still be covered in SaM training. GD still expressed concerns about showing compliance and it was agreed that DR would advise PF that this needs taking forward.

<b>Action:</b>	<b>AR to discuss with PF how compliance could be demonstrated with regard to Transgender training</b>
<b>Date:</b>	<b>Next meeting</b>

2.4 5.4 – Actions completed. There was no L&D representative on the sub-group but Fiona O'Neill would represent HR. An update would be given later in the meeting.

2.5 6.1 - Action completed.

2.6 6.2 – Action completed – this had been included in the tender for the new occupational health provider.

2.7 7.2 – Action completed – to be discussed later in the meeting.

2.8 10.1 – Action completed and on agenda for today's meeting.

2.9 12.3 – Action completed. It was clarified that Access to Work was currently part of the policy review and would be developed into a procedure so that staff and managers knew what to do. FON clarified that managers should take the first step with regard to this and HR would provide the necessary support.

### **3. Transgender Workstream – progress update**

3.1 AR noted that the working group meeting had gone very well and the policy had now been drafted. It had been a very good working group and had also included a member of staff. The policy would receive final review once it had been returned from Paula Dooley from GIREs. The policy looked good and was not too onerous and it was hoped to be able to formally sign it off at the next meeting. It would go to the JPF in either February or March 2013.

<b>Action:</b>	<b>AR to provide policy to go to the JPF</b>
<b>Date:</b>	<b>February or March 2013</b>

#### **4. Equality Monitoring Form for approval**

4.1 The suggested new Equalities Monitoring Form was discussed by the group and some amendments were agreed to some of the wording within it.

4.2 FON queried whether the ethnic origin boxes had been taken from national guidelines as “Polish” and “Portuguese” were included but not others. AR clarified that these had been taken from the local profile.

4.3 It was agreed that AR would make the relevant amendments to the form and then take it back to MR and JC for final sign off with a view to it going live on in February 2013.

4.4 JC enquired as to whether there was any point in talking publicly about why the style of this information was being changed and GD agreed that because of the way some staff had behaved in the past there was a need to be very pro-active with regard to this. It was therefore agreed that GD would work with AR and JC to compile a statement to go out on this.

<b>Action:</b>	<b>GD to work with AR and JC to compile a statement to go out to staff regarding the reasons for the changes to this form</b>
<b>Date:</b>	<b>14 February 2013</b>

#### **5. Inclusion Hub Advisory Group and progress update**

5.1 AR reported that the group had not met since the last IWG meeting, but that there was a meeting due in a couple of weeks’ time. The group had been involved in the production of a script for a recorded message to be used in the EOC, the development of new vehicles for the Trust and also a workshop which was due to be held on 21 February for the Quality Account. They were also taking part in the EDS process and some of the group were involved in the Transgender Sub-Group.

5.2 JC noted that there had been discussion at the board last week around re-developing the Patient Experience Report that goes to the Board and a group was being formed to look at this with DR, JC and others led by Kath Start. JC considered that it would be very useful to get the views of patients about this and AR advised that the next meeting was being held on 13 February 2013. CM noted that there was an urgency to this as Christine Barwell would like recommendations to go to the RMCGC on 6 March 2013. It was agreed that AR would raise this on 13 February with a view to getting some volunteers.

<b>Action:</b>	<b>AR to ask for volunteers to provide views on re-developing the Patients Experience report at IHAG on 13 February 2013</b>
<b>Date:</b>	<b>13 February 2013</b>

5.3 RB noted that this would also be tied up with the contract work so asked for assurance that this group would also cover this requirement. The new Health and Welfare Gateway had also been published and this would also need to be picked up.

5.4 Discussion took place about this and whether or not the patient stories would re-surface. JC advised that a discussion had taken place about possible sampling and the group discussed the various ways this could be done.

5.5 JC further advised that the IWG would receive the minutes of this group, it had a huge agenda and there was a lot of work to get through.

## **6. Foundation Council**

6.1 AR highlighted that unfortunately IA was unable to be here today. The Foundation Council had not met since the last IWG meeting, but was due to meet next week and AR updated the group on the items due to be discussed.

## **7. Equality Statement Update**

7.1 AR thanked everyone who had provided feedback on this and advised that there were no major changes as a result. She then outlined the changes that were being made and advised that the statement had also gone to Brachers for their opinion. They had wanted some lengthy legal wording added, but it had been decided to keep it brief and on one sheet.

7.2 Discussion then took place about whether or not there was a need to have a larger policy drawn up which would then incorporate the legal points Brachers had wanted to add and GD advised that because this was contained within our contracts there was a need for this and it would fall to the HR team to produce it. FON gave her agreement to this and noted that it would be necessary to involve the Foundation Council, the JPF and Trust staff in its preparation.

<b>Action:</b>	<b>FON to lead on policy that includes equal opportunities and dignity at work</b>
<b>Date:</b>	<b>Within 6 months</b>

7.3 Discussion then took place about which version to adopt, the one with headings or the one without headings. It was eventually agreed to use the version with headings. It was further agreed that this could go live and be dated February 2013. The group also agreed to take out the word “policy” and just leave in “zero tolerance”.

## **8. Publishing Equality Information**

8.1 AR advised that she had circulated the information relating to this a few weeks ago and it was critical that this work was completed. It was fine to have gaps but there was a need to demonstrate why.

8.2 Discussion took place on this and it was agreed that GD and AR would work with Hazel Wilks to find out where the gaps were and then liaise with the relevant people to request gaps are addressed. GD noted his wish to get the criteria uploaded by the end of February 2013.

<b>Action:</b>	<b>GD and AR to work with Hazel Wilks to identify gaps. GD to request leads to submit information for uploading before the end of February 2013.</b>
<b>Date:</b>	<b>End of February 2013</b>

8.3 JR asked whether consideration should be given to putting a notice on the Trust’s website to say that the Trust appreciated that these were late but that they were being worked on. After discussion it was agreed that the contact details of the responsible leads would be provided until such time as the information is uploaded.

8.4 AR further highlighted that Ambulance Trusts had been criticised for not undertaking equality analysis and it was agreed that it would be helpful for it to be put at the front of documents. Discussion took place on this and it was agreed that this should be done in future.

8.5 BC requested that further training sessions be arranged on completing EAs and AR agreed to arrange these but noted that when they had previously been arranged no-one had turned up. The group agreed that all document authors needed to undertake this training and further agreed that two dates should be set up for this training and that people should clearly state which session they would be attending. AR also offered to work with teams if required.

<b>Action:</b>	<b>AR to arrange two dates for EA training</b>
<b>Date:</b>	<b>18 February 2013</b>

8.6 JB noted that due to diary pressures it was probably unrealistic for this training to take place until after April 2013. Invitations would be sent out to those who write policies initially and if anyone else wanted to attend they should be encouraged to do so. LW highlighted the need to consider EAs in projects as well.

8.7 It was agreed that GD would send out an e mail regarding this and also raise the issue with the Executive Team and clarify why this action was taking place.

<b>Action:</b>	<b>GD to send out e mail regarding EA training for policy writers and advise Exec why this was being done</b>
<b>Date:</b>	<b>18 February 2013</b>

8.8 GD highlighted the importance of this training as previously people had not fully understood what needed to be done which was why there was so much disparity in the EAs produced. It was agreed to plan for half day training sessions and look at policies and procedures initially and then move on to project groups.

## **9. EDS Proposal for 2013**

9.1 AR noted that this year the process would involve predominantly the IHAG, Governors and staff side invitees. It was anticipated that this would be a lot easier this year as everyone will have had experience of the organisation. It would be a two day event which would be held on 26th and 27th February 2013.

9.2 AR suggested that rather than go through it outcome by outcome it should be based on the fact that our objectives were derived from these and then adopt some of the mechanisms where the Trust was Red and devise a programme based on these areas which would enable staff from the IWG to attend for sessions relevant to their area of work.

9.3 AR then detailed the process and noted that when this work had been done it would be brought back to the IWG as a recommendation so that the objectives can be refreshed and to also indicate the time scales and nominate leads to take this forward, with a view to reporting it to the board in March 2014. The progress on the action plans would also be managed through the IWG.

## **10. Stonewall**

10.1 AR outlined the Stonewall process and reported that the year before last the Trust was just outside of the top 100, but this year it had managed to come in at number 35 which was great news for the organisation. Thanks were expressed to AR for all the hard work she had put in to

this. In view of the amount of work that was carried out last year all the information was now stored in one place and it would be easier to build on this. However, the organisation cannot stand still it needed to improve.

10.2 A feedback session had been arranged with Stonewall for 21 February which members of the network had been invited to attend and this invitation was also extended to IWG members. GD noted that this was a good example of the organisation showing commitment to the Statement that had been agreed today.

10.3 Discussion then took place about how the Trust should use the Stonewall logo and the relevant information when anything was being done around recruitment etc.

## **11. Any other business**

11.1 AR highlighted that training for gypsy and traveller champions had taken place and had gone well. A meeting had been scheduled for 15 February and AR would keep the group updated on this.

## **12. Date of Next Meeting**

12.1. The next meeting would be arranged for March 2013. **Post meeting note – the meeting will be held on Wednesday 27<sup>th</sup> March 2013 at 1400 in the Boardroom at Coxheath.**