



Disability Equality Scheme Action Plan

Trust Name:

London Ambulance Service NHS Trust

Lead:

Paul Carswell, Diversity Manager

Date:

4 December 2006

1. Leadership and Corporate Commitment

Stage 1

Expected Outcomes	Measures of progress	When/If achieved	Evidence
<p>The organisation is recognisably committed to promoting equality of opportunity for disabled people, and eliminating unlawful discrimination and harassment of disabled people, promoting positive images of disabled people, encouraging participation in public life for disabled people, and taking steps to meet disabled people's needs including with more favourable treatment.</p> <p>The Board individually and together ensure disability equality is part of the main business of the organisation at all levels and across all relevant activities</p> <p>The Board individually and together, challenge discrimination when it is identified.</p>	<p>a) The Board makes a public commitment to promote equality of opportunity for disabled people</p> <p>b) The organisation's Disability Equality Scheme:</p> <ul style="list-style-type: none"> - Is agreed by the Board - Is disseminated and accessible to staff, partners, NGOs and the public - Includes actions with timescales - Names a senior (Board level) accountable person <p>c) The Board</p> <ul style="list-style-type: none"> - Is trained on their duties under the DDA 1995 - Receives progress reports and reviews plans on legally required aspects at least annually - Takes action on underperformance - Includes disability equality as part of its own development plans 	<p>Chief Executive 2007</p>	

1. Leadership and Corporate Commitment

Stage 2

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2. Strategy and Services

Stage 2

Expected Outcomes	Measures of progress	When/If achieved	Evidence
<p>There is equitable access to services for all patients and users, regardless of disability.</p> <p>Appropriate health promotion and illness prevention activities are in place in response to the assessed health needs of disabled people.</p> <p>Services are experienced by all sections of the community as</p> <ul style="list-style-type: none"> - Fair - Meeting their needs - Respecting their cultural identity - Providing choice <p>And local people feel empowered to exercise the choice available</p> <p>All sections of the community find the complaints system transparent and straightforward to use and find their concerns appropriately addressed</p> <p>Outcomes of treatment are similar across all patients and users regardless of disability</p>	<p>The organisation:</p> <p>f) Sets objectives for disability equality for managers and teams and reviews them regularly</p> <p>g) Sets targets for disability equality in access and quality of services, eg; as part of service redesign & modernisation</p> <p>h) Measures achievement of NHS priority performance/ target areas by disability</p> <p>i) Reports to the Board on consultations and findings of monitoring and assessment of impact of policies and functions on disability equality</p> <p>j) Ensures reports are available to employees and the public in a "user friendly" way, and appropriate formats</p> <p>k) Demonstrates its complaints/ compliments system is accessible to all groups</p> <p>l) Takes action on findings from monitoring and assessment and tracks progress over time</p> <p>m) Has commenced planning for its next DES</p>	<p>Chief Executive 2008</p> <p>Director Service Development 2008</p> <p>Medical Director 2008</p> <p>Director HR 2008</p> <p>Director Comms 2008</p> <p>Chief Executive 2008</p> <p>Director Service Development 2008</p> <p>Director HR 2008</p>	

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3. Patient and Public Involvement and Consultation

Stage 1

Expected Outcomes	Measures of progress	When/If achieved	Evidence
<p>Disabled people and disabled support groups know what is available from local health services</p> <p>Disabled people and disabled support groups have similar levels of satisfaction with services and consider that services work with their needs in mind</p> <p>Disabled people and disabled support groups know about and actively use opportunities available to influence the development, delivery and monitoring of health services</p>	<p>PPI arrangements:</p> <ul style="list-style-type: none">a) Set out how diverse and changing local communities are involved in<ul style="list-style-type: none">- Baseline assessment- Policy development- Action planning- Reviews of progressb) Include local Compact arrangements with disability voluntary organisations ('Compacts' are arrangements between local authority and voluntary services involved in social care)c) Identify potential exclusion of disabled people as well as increased involvement and the effect of that involvement taking account of eg; ethnicity, gender, age & other dimensionsd) Reports include updates on progress in engagement and involvement of disabled people	<p>Director Comms 2007</p> <p>Director Comms 2007</p> <p>Director Comms 2007</p> <p>Director Comms 2007</p>	

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4. Health

Stage 1

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5. Workforce

Stage 1

Expected Outcomes	Measures of progress	When/If achieved	Evidence
<p>All staff, including disabled staff, experience the organisation as a fair and rewarding place to work and want to stay</p> <p>Staff in all services, directorates and partnerships actively promote disability equality in their work and are confident in their ability to challenge discrimination and harassment</p> <p>Staff reflect the community they serve at all levels in the organisation</p> <p>Recruitment rounds lead to disabled candidates gaining jobs at all levels and in all areas of the trust's activities</p>	<p>The organisation has</p> <p>a) Made arrangements to meet its duties under the DDA (Disability Discrimination Act 1995);</p> <p>b) Set targets to improve accuracy and completeness of monitoring of;</p> <ul style="list-style-type: none"> - Staff in post - Applicants for employment, training and promotion - Staff receiving training; benefiting or experiencing detriment as a result of performance assessment procedures; involved in grievance or the subject of disciplinary procedures, and who cease employment <p>c) Made arrangements to</p> <ul style="list-style-type: none"> - Review findings of monitoring and take necessary action - Publish an annual monitoring report. <p>d) Arranged for all staff to be trained on their rights and responsibilities under the DDA</p>	<p>Director HR 2007</p> <p>Director HR 2007</p> <p>Director HR 2007</p> <p>Director HR 2009</p>	

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6. Partnership

Stage 1

Expected Outcomes	Measures of progress	When/If achieved	Evidence
<p>Local and other partners recognise the organisation as a champion for disability equality in all its activities</p> <p>The organisation successfully exercises its influence outside its direct partnership activities e.g; with local private sector employers and the local media, to challenge discrimination and promote equality for disabled people</p>	<p>The organisation</p> <p>a) Receives positive feedback on its disability equality performance from external monitoring agencies e.g; Patient Forums and Overview and Scrutiny Committees</p> <p>b) Actively promotes disability equality within its Local Strategic Partnership and initiates joint activities and shared targets</p>	<p>Director Comms 2007</p> <p>Director Operations 2007</p>	

6. Partnership

Stage 2

Expected Outcomes	Measures of progress	When/If achieved	Evidence
<p>Local and other partners recognise the organisation as a champion for disability equality in all its activities</p> <p>The organisation successfully exercises its influence outside its direct partnership activities e.g; with local private sector employers and the local media, to challenge discrimination and promote equality for disabled people</p>	<p>Local partnerships</p> <p>c) Develop their own Disability Equality Schemes or equivalent arrangements</p> <p>d) Incorporate action on disability equality in action plans with measurable objectives and milestones e.g; Drug Action Teams, Community Safety Partnerships, etc.</p> <p>e) Disability equality has been a topic for health scrutiny - with positive feedback on the progress of the organisation</p>	<p>Director Operations 2008</p> <p>Director Operations 2008</p> <p>Chief Executive 2008</p>	

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<p>Local and other partners recognise the organisation as a champion for disability equality in all its activities</p> <p>The organisation successfully exercises its influence outside its direct partnership activities e.g; with local private sector employers and the local media, to challenge discrimination and promote equality for disabled people</p>	<p>Local partnerships</p> <p>f) Demonstrate progress on disability equality and successfully monitor and communicate their progress on promoting equality</p> <p>g) Are experienced by service users and the public from all communities, including disabled people, as inclusive and responsive</p>	<p>Director Operations 2009</p> <p>Director Operations 2009</p>	

7. Finance and Procurement

Stage 2

Expected Outcomes	Measures of progress	When/If achieved	Evidence
<p>The organisation invests to promote disability equality</p> <p>The organisation ensures contractors comply with their responsibilities under the DDA</p>	<p>d) Mainstream budgets take account of the implications of identifying and meeting the health and care needs of disabled people eg; to ensure</p> <ul style="list-style-type: none"> - PPI engages with all communities - Language support meets local needs (BSL, alternative formats, etc.) - Health needs of disabled people are addressed - Workforce meets the health care needs of their diverse patients. 	<p>Director Finance 2008</p>	

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<p>The organisation invests to promote disability equality</p> <p>The organisation ensures contractors comply with their responsibilities under the DDA</p>	<p>e) The LDP (Local Delivery Plan) quantifies funds to promote equality and reduce inequality</p>	<p>Director Finance 2009</p>	

8. ICT Information Communication Technology

Stage 1

Expected Outcomes	Measures of progress	When/If achieved	Evidence
<p>The organisation:</p> <ul style="list-style-type: none"> - Compares the demographic profile of its users with that of the local population - Documents progress on narrowing the disparity between disabled people and non-disabled people in all relevant aspects of its business - Maximises opportunities for staff to access information to support their work e.g; internet, library, research findings, national policy, etc 	<p>The organisation:</p> <ul style="list-style-type: none"> a) Arranges to ensure access to timely, accurate and complete monitoring data of both staff and patients as an integral aspect of its data quality work b) Arranges to ensure staff have the skills to collect and analyse the data c) Has milestones for rolling out patient profiling d) Has identified resources to support this (PCTs) 	<p>Director IMT 2007</p> <p>Director IMT 2007</p> <p>Director IMT 2007</p>	

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<p>The organisation:</p> <ul style="list-style-type: none"> - Compares the demographic profile of its users with that of the local population - Documents progress on narrowing the disparity between disabled people and non-disabled people in all relevant aspects of its business - Maximises opportunities for staff to access information to support their work e.g; internet, library, research findings, national policy, etc 	<p>h) The organisation can demonstrate "joined up working" between PPI and ICT on meeting the information needs of all people regardless of disability</p>	<p>Director IMT 2009</p>	