

London Ambulance Service

Equality Impact Assessments Form: a record of the assessment

Function/ policy being assessed:

Training Policy

Directory/ service or corporate function?
Human Resources and Organisational
Development

-Training Policy statement

Date of assessment: 1st July 2009

Contact person for the assessment:

Members of the assessment group:

Members of learning and development

Equality and inclusion, Programme

manager-Clinical leadership and people

Staff Side representative

1 Aims of the function/ policy

To describe the trust's commitments towards the provision of learning, training, education and development clarifying those priorities against which support will be assessed.

2 Current achievements and fact finding

Existing policy statements from organisations external to the LAS
Consultations with other NHS and ambulance services
The trust's annual training report
The trust's service Improvement Plan- Organisation and People Stream

Service Improvement Plan 2012 <http://thepulse/managing/11600523394772.html>

- LAS vision and 'CRITICAL' values
<http://thepulse/managing/1048846687.html>
- New Ways of Working; Transforming Clinical Leadership
<http://thepulse/managing/12015160904504.html>

Below are a list of sources that have and will inform the development of the project;

- Race Equality in the NHS Leadership
http://www.dh.gov.uk/en/Publicationsandstatistics/Bulletins/DH_4072494
- NHS Leadership Quality Framework
<http://www.nhsleadershipqualities.nhs.uk/>
- Talent Challenge
<http://www.talent-challenge.com/index.asp>
- Race Equality Scheme:
<http://www.londonambulance.nhs.uk/publications/race/race.html>
- Gender Equality Scheme:
<http://www.londonambulance.nhs.uk/publications/gender/gender.html>
- Disability Equality Scheme:
<http://www.londonambulance.nhs.uk/publications/disability/disability.html>
- Specific Learning Disability Policy
<http://thepulse/managing/1076665488.html>
- Sponsorship for Study
<http://thepulse/about/11873421141572.html>

Internal sources of data that will be used to shape the delivery of the policy will include;

- Development of criteria and assessment methods that will be drawn from a number of sources. These will include ensuring that participants demonstrate 'personal integrity' through 'embracing diversity' from the NHS Leadership Quality Framework, use of the Diversity core dimension to assess and develop diversity amongst

participants, as well as using these elements for them to share best practice back in the workplace.

- Adherence to NHS Procurement and Contracting legislation PASA, ensuring equality of provider selection processes when procuring services from external suppliers
- NHS Knowledge and Skills Framework

<http://www.nhsemployers.org/pay-conditions/pay-conditions-782.cfm>

- Exploring Leadership and Self-Awareness Programme

A significant element of the policy will include the delivery of training and developmental opportunities for staff members. Where courses are provided by an external provider, there will have specific equality and diversity requirements set out within the contract. This will include requiring;

- Equality and diversity assessment;
- Access to sites that comply with LAS Disability Discrimination Act access strategy
- Lectures / teachers training in equality and diversity

There will be a number of reviews of activities delivered under this policy and these will be conducted in the light of Managing Successful Programmes (MSP) and Prince2 governance arrangements. Reviews will examine all aspects of activities, including the effectiveness of the learning, method of delivery, selection criteria, and the usefulness to the individual's day job.

Longer-term reviews against the original business cases/proposals will be conducted to ensure

benefits are realised in line with return on investment or return on value assessments.

Lessons learned from these assessments will form part of the review of this policy in the future

3 Assessment and actions needed

The policy is designed to evolve over the next 2-3 years, supporting the Clinical Leadership & People Programme. All the action points identified in the assessments will be considered as part of the programme development and planning process. These actions will therefore be;

- reported to the training strategy group as a standing agenda item
- reported at the Programme Board where appropriate
- have responsible leads assigned to any activity, arising from the policy implementation, whose responsibilities are outlined within agreed job descriptions
- have the Equality and Inclusion manager as a member of the training strategy group to confirm the integrity and robustness of the assessments and reviews

Barrier	Group affected	Action needed	Responsibility	Timescale	Resources
Built environment	Where training occurs on LAS premises will be covered through the EIA on Estates. Any development or training that occurs off-site will	NA All potential venues will need to be selected based upon their accessibility for staff with disabilities Contracts with education providers	Procurement / project lead	Individual needs identified as early as possible and as part of any application process With immediate effect and ongoing	A list of venues where movement challenges are kept to a minimum

	<p>affect staff members with disabilities, and therefore need to meet the criteria for access covered under the Disability Discrimination Act 2005 (DDA), allowing assessment and access to;</p> <ul style="list-style-type: none"> • Disabled access • Car parking facilities • Toilet facilities • Privacy room available • Induction loops etc <p>Those with movement, sight /hearing challenges</p>	<p>will need to cover aspects of access to buildings, with a minimum requirement / compatible with LAS DDA strategy</p> <p>Selection of venues for courses to be attended by operational staff will assume good levels of mobility for delegates, in line with the requirements to fulfil their normal duties.</p> <p>Selection of venues for other courses will take into consideration any disabilities among delegate population.</p> <p>Ensuring that provision is delivered in environments where these challenges can be overcome/kept to a minimum</p>			
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Location	Any development or training that occurs on LAS premises will be covered through the staff members' contract of employment Those have a difficulty accessing transport	NA All potential venues will need to be within a 'reasonable' distance from staff members homes, defined and included within any contracts with providers.	Procurement / project lead Project Lead/ Learning & Organisational Development team (L&OD)	With immediate effect and ongoing In place and ongoing In place and ongoing	A list of venues where these challenges are kept to a minimum A list of alternative learning media
Information and communication	Communications by email may affect the ability of front-line staff to access their mail during periods of intense service pressures. Written information e.g.: course materials and handouts may disadvantage delegates/ staff with specific learning needs.	All communications will be in 'plain English'. Communications will be through normal work practices such as through email, letter, LAS routine information bulletin (RIB), Training Prospectus on intranet, HQ notice board. Any communications via PowerPoint will meet the standards set out in LAS guidance. Canvass any specific needs at time of booking	L&OD team/ Comms dept L&OD team	Ongoing And with immediate effect In place	

		<p>delegate onto course. Where required materials produced in format that meets delegate's needs.</p> <p>Venues rotated to vary the location, e.g.: alternate between north and south London. Courses etc advertised with venue location to enable delegates to select that which is most appropriate for them.</p>			
Customer care and staff training	Perception of eligibility for training may create potential barrier to access to programmes and therefore training opportunities as a result of delegate's qualities, particularly where stereotypes may suggest that only those meeting		L&OD team	<p>Ongoing</p> <p>As new staff are recruited to the learning and development team</p> <p>In place and ongoing</p>	Clear training needs analysis and evaluation

	certain qualities/ requirements would be suitable				
Timing	Standard 9-5 training may adversely affect those working on part-time basis or with childcare / carer responsibilities. Scheduling of training has potential to disadvantage groups as a result of clashes with service and personal duties and obligations.	All training courses / schedules will be consulted on with key stakeholders to ensure equitable access to all Suitable alternative development routes available, e.g.: self study materials, coaching. Peak operational periods and key holiday or cultural festival dates will be taken into account when scheduling	All members of the L&OD team	With immediate effect and ongoing	Knowledge of available alternative learning resources
Stereotypes and assumptions	The selection processes could be influenced by the stereotyping and assumptions made by those on selection panels upon, professional, racial, gender, age, sexual orientation or religion or	Mitigated by rigorous diversity training for staff members involved with L&OD management Ensure that selection process and tools conform with all NHS standards,	L&OD team members	At the start and ongoing	Training content Training evaluation and needs identification

	<p>belief Assumptions formed by staff members not selected for programmes may be based on the view that they were unfairly treated within the process based upon their profession, or other factors Assumption that staff members will be released from normal duties agreed by line managers, and further support. Further assumption that delegates will be able to commit to significant amount of time out of work hours.</p> <p>Assumption that all staff have access to and able to use PC/internet.</p> <p>Assumption that delegates are able to spend time away from work (on residential courses) may disadvantage those with</p>	<p>all national and local Equality legislation, and that it is consulted on and widely published Agreement at Training strategy Group that line managers will provide support for staff members to enable them to attend all programmes All programmes will be agreed with the participant's line manager to ensure availability and support</p> <p>Alternative routes for communication where possible. Promote access to</p>			
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	carer duties or certain religious beliefs.	Hot Desk IT Residential elements only included where add value to the course. Enable opt out of overnight stay when requested (notes under Location above apply).			Alternative routes for communication where possible. Promote access to Hot Desk IT
Costs of the service	No direct cost to individual for courses.	To ensure that there are sufficient funds allocated to support any training including alternative learning media	Members of the L&OD team	prior to training commencing	budget allocation
Commenting , consultation	failing to consult representative of groups of staff who might offer significant information on some aspect of training	conducting regular needs analysis and evaluations to ensure all groups have the opportunity to influence future direction of training	Members of the L&OD team	prior to start of the training and ongoing	list of key trust groups to consult
Specific barriers		N/a			
Human Rights	Those who feel that either	Clear procedures	Trust leads for L&OD	Ongoing and with	Clear procedures

	<p>they have been unfairly assessed or that opportunities have not been made available to them</p> <p>Those who perceive that the trust's critical values have been inappropriately applied to them</p>	<p>for appeal and investigation of complaints</p>		<p>immediate effect</p>	
Other					

5 Future consultation

Plans and aims for further consultation.

Who with, when, method of consultation.

The training policy will be reviewed regularly to assess how well it best reflects the trust's intentions towards the training and development of its workforce, these reviews will include:

- 1 Extending the range of stakeholders from whom opinion and consultation is sought.
- 2 Membership of working groups to support specific development programmes as appropriate whose representation will consult the LAS equality and inclusion team who will provide their subject matter expertise to steer the development
3. Regular evaluation and acting upon outcomes.
4. Consultation with the general public at PPI Events where appropriate
5. The review and development of the policy will also be influenced by the outcomes of the other service projects including New Ways of Working (NWoW) as the NWoW Programme includes consulting / working closely widely with staff and staff side representatives.
6. Linking with the trust's proposed core training policy and other related trust documentation

6 Action plans, targets and priorities

The training policy supports the trust commitment to staff development and underpins the SIP programme for Clinical Leadership and People as well as the LAS critical values. All the action points identified in any assessments will be considered as part of the policy review and development process. This will include;

- Ensuring activities under the policy are in support of those agreed within the Clinical Leadership & People Programme Governance Strategy, which describes the process and responsibilities of the programme and project teams concerning its plans
- The results of the assessments will inform both the project plans, and the future development of the policy.
- Recognising how these plans will also impact upon wider Human Resources practices and policies and in turn informing any service developments

7 Monitoring and feedback

Details of how you will review action plans and progress. **All impact assessment action plans must be reported back internally and to the equality and diversity facilitators 6 monthly as a minimum.**

The policy will be monitored via the annual training report and monthly performance scorecards

All the action points identified will be considered and actions reported to the trust's training strategy group.

- ❖ Responsible leads from within the L&OD team will be assigned in line with their job descriptions to undertake appropriate monitoring.
- ❖ Members of the Equality and Inclusion team will be consulted over the quality of the reviews

8 Tell people what you are doing

Monthly performance scorecards are submitted to training strategy group
The annual training report goes to training strategy group and the governance committee
The equality impact assessment will be made available on the LAS public website.
A PPI event can provide an opportunity to examine the impact of the policy.
The equality and inclusion Manager for the LAS will be the contact for members of the public to approach for further information or details.