



ANNUAL EQUALITY REPORT 2013-14 –TRUST BOARD

1. INTRODUCTION

- 1.1. This report reports against our legal obligations under the Public Sector Duty of the Equality Act 2010 for the year 2013-14. The report, together with supporting evidence (Appendix 1) will be available on the Trust's website, as well as in alternative formats and community languages on request.
- 1.2. The last Annual Equality Report, covering the period from April 1 2012 to March 31 2013, was received by the Trust Board in July 2013.

2. PROGRESS SINCE LAST REPORT

- 2.1. The Trust has again been very active on the equality and inclusion front over the last year, taking forward a number of important and high-profile initiatives.
- 2.2. Implementation of the Trust's equality objectives, in line with requirements of the Equality Act 2010 and the national NHS Equality Delivery System, continues to move forward. The Trust continues to be represented on the EDS Working Group, facilitated by North East London Foundation Trust, to ensure regular face-to-face engagement with service users from protected characteristic groups. Following publication by NHS England of an Easy Read version of the second version of the national Equality Delivery System, (EDS2) expected this year, the Trust will refresh its approach.
- 2.3. The updated equalities monitoring guidance from NHS England, in line with the Equality Act 2010 Public Sector Duty, is still awaited. Following publication of this, consideration will be given to how best and appropriately to monitor take-up and satisfaction with the services provided by the Trust across protected characteristic groups. In the meantime the Trust has developed its own equalities monitoring form, which has met with approval from the leading employers' equality forums. This form, which is now for Trust-wide use, is included as an appendix to the updated Equality and Inclusion Strategy. Equalities monitoring was carried out on Trust Board Directors last year and will continue to be undertaken to ensure representation across protected characteristic groups from the very top of the organization.
- 2.4. Equality and Inclusion training continues to be delivered at induction, All in One Refreshers and embedded in other training delivered across the Trust. New equality and inclusion training has been designed and provided for operational staff by Training Officer Craig Noler in collaboration with training colleagues delivering equality and inclusion training and the Equality and Inclusion Team. A further Equality and Inclusion module of the Trust's online Equality and Inclusion e-learning programme will be developed over the coming year. A briefing to the new Board of Trust Directors has been delivered in June 2014 and further half- day workshops for staff and managers delivered in June and July 2014.

- 2.5. Briefings to project teams on the use of the Trust's updated Equality Analysis form and guidance continue to be provided by the Equality and Inclusion Team and equality analyses published on the Trust's website.
- 2.6. The Trust's Staff Forums, the LGBT Staff Forum, Deaf Awareness Forum, Enable and new BME Forum (ADAMAS - Association of Diverse and Minority Ambulance Staff) continue to be supported in their work by the Trust, with the chairs of each of the forums invited to meetings of the Equality and Inclusion Steering Group, to discuss the aims and objectives of the forums for the coming year and any other relevant business. Over the previous year the Deaf Awareness Forum has participated in a number of initiatives including Deaf Awareness Week and the annual Deaf Day at City Lit and continued to raise deaf awareness amongst Trust staff. In an online video on YouTube and available on the Trust website one of the Trust's motorcycle paramedics Richard Webb-Stevens, who has hearing difficulties himself, uses British Sign Language in the film to inform deaf, hard-of-hearing and speech-impaired people how to use the emergency SMS service. Once registered, users can send a text message to request help from the ambulance, fire, police or coast guard. Richard appeared last year on the BBC programme "See Hear" and was interviewed about his work caring for patients with the motorcycle response unit. On behalf of the Deaf Awareness Forum he also undertakes outreach work to schools showing students the equipment he uses and talking about some of the emergencies he has dealt with. Deaf Awareness Forum volunteers from across the service in a wide range of occupations, from paramedics to office staff, work to increase deaf awareness among staff and forge links with London's deaf community.
- 2.7. The Trust's LGBT forum has been at the forefront of a wide range of high-profile initiatives, including the Trust's involvement in the Stonewall Health Champions programme and its annual application to the prestigious Stonewall Healthcare Equality Index and Workplace Equality Index. It is continuing to work on the first ever national LGB&T Ambulance Association, which it launched as part of the Trust's work with Stonewall as one of their first twenty national Health Champions. The forum networks with and provides advice to a wide range of other LGBT networks across the UK. It maintains a highly visible presence at key events such as the annual London Gay Pride events and inputs into the Trust's equality analysis process as critical friends, including previously into the Trust's Positive Action Strategy. For the second year running the forum was given the accolade by Stonewall of being a Star Performer Network.
- 2.8. A new BME Forum (ADAMAS) has been launched and the Trust's Disabled staff/carers' forum (Enable) is being re-launched. Close collaboration between the forums is taking place, which includes the joint planning and staging of a joint Staff Forum day event at Waterloo, to be followed by further sessions at key Trust locations across London to raise staff awareness around the work of the forums, encourage new members and look at possible further staff diversity forum options.
- 2.9. Following its application to the 2014 Stonewall Workplace Equality Index, the Trust again featured as a Top 100 Employer, coming 19th, for the third year the top

ambulance service in the country and in 2014 the second highest-performing NHS Trust.

- 2.10. In the 2014 Stonewall Healthcare Equality Index for health care organizations in the UK, which focuses specifically on what organizations are doing to make their services accessible and equitable for their lesbian, gay and bisexual patients and communities across all protected characteristic groups, the Trust again featured as a top performer organization, coming joint fifth, again the highest- performing ambulance service in the country.
- 2.11. The Trust's work to implement its agreed equality objectives continues to progress. Objective 2 – “We will improve the process for capturing qualities data in the area of patient complaints to ensure that more than 50 percent of complainants have provided relevant details and begin to monitor trends in complaints from black and minority ethnic (BME) service users in 2012-13”. Improvements to the process for capturing equalities data, including data on BME complainants, have been made and this work is ongoing.
- 2.12. The training element of the Patient Transport Service Objective was also carried out, which should lead to the successful achievement of the overall objective - Objective 1 - “We will ensure that the satisfaction rates with our Patient Transport Service are equitable for both women and men using the service and for all our service users, regardless of sexual orientation.”
- 2.13. The Trust has continued to have a profile in equalities media, including publications of the protected characteristic communities, as well as to be an active member of all the leading employers' equality forums in the UK, Stonewall, the Business Disability Forum, Opportunity Now and Race for Opportunity, the Employers' Network for Equality and Inclusion and Carers UK, enabling it to share and model best practice.
- 2.14. The Equality and Inclusion Steering Group, comprising Directors and Heads of Service from the key departments of the Trust, Patients' Forum and staff side partner representation, continues to meet every two months to actively support and oversee the progress of all equality and inclusion work in the Trust.

3. ACTIVITIES AND SERVICES OF THE TRUST

- 3.1. In line with the commitment in the Trust's Equality and Inclusion Strategy to “provide first-class health care to all our diverse patients and service users” and to “ensure that all our patients and service users receive fair and equal access to our health care service” with “everyone treated with dignity and respect,” the Trust has been looking innovatively over this past year for ways of improving its services.
- 3.2. In March 2013 the Trust co-hosted with Stonewall an LGB service user group meeting as part of its activities to progress its Health Champions Programme. The meeting looked at the perceptions of service users on the service, whether they had come across any obstacles to accessing our services, their perceptions of our staff and the ways in which they wished the Trust to engage with them in future. The meeting was very positive with all of those attending indicating their willingness to engage further with the Trust on key initiatives. A report was compiled, which was sent out to participants and to those who were unable to attend on the night but

who wished to be part of an ongoing engagement group and this group was also included in the consultation on the new priorities for action in the Trust's update of its Equality and Inclusion strategy.

- 3.3. In this last year some work has been undertaken in partnership with the Alzheimer's Society, with the Trust becoming a founder member of the Dementia Action Alliance, part of the national movement to improve the lives of people living with dementia. The Trust will also be working collaboratively with Alcohol Concern to produce a report on the impact of alcohol on the ambulance service. The Community Resuscitation Team has continued its highly visible and successful campaign across London, raising awareness around cardiac care and training people in the community across different protected characteristic groups in life-saving skills.
- 3.4. Several positive initiatives have been undertaken in terms of safeguarding, including the development of a second edition of the pocket communication guide to assist staff when communicating with patients with a learning disability or who are deaf; the development and issue of a safeguarding pocket book for all staff within the Trust providing information on safeguarding children and vulnerable adults; the publication of a safeguarding easy read leaflet for the public, also available on Trust website; the development of a monthly care home data report, which is shared internally with managers and externally with CCG's, CQC and social services, in line with recommendations from the Winterbourne View; local Trust managers attend safeguarding boards and other multi-agency events and meetings to safeguard vulnerable groups.
- 3.5. The Trust, led in this work by the PPI and Public Education Team, took part in 717 patient involvement and public education events/ activities over this last financial year, which included school and college visits, cub and scout groups, Junior Citizen schemes, career and job fairs, first aid training, gang and youth violence events, and health and safety days, as well as participation in health events, including some for deaf people, and talks to "over 50s" and "over 60s" groups. Foundation Trust member events have also included events on cardiac care, trauma, and mental health. Targeted work was also carried out with young people between 10 and 16, as this age group is considered as the most vulnerable to be drawn into group offending and gangs. The Community Involvement Officer leading on this area of work has been involved in a number of projects in different boroughs around the consequences of knife crime, working with a number of external agencies including the police, youth offending services, pupil referral units, youth charities and schools and colleges. One of the bigger projects, which took place in the borough of Enfield – "Gangs – Making the Right Choices" - aimed to make children aware of the consequences of knife crime, including from a medical perspective.
- 3.6. A local initiative was set up by the Croydon Community Involvement Officer to improve engagement and understanding between frontline staff and patients experiencing mental health issues. Working with a Croydon-based mental health charity "Hear Us", the Service was invited to take part in a project called the "Reach Out Challenge". The programme run by Hear Us aimed to reduce the stigma surrounding mental illness by bringing together people with lived experience of the condition and the staff in frontline organizations coming into contact with them, such

as the ambulance service, hospital, council and fire brigade. Over the course of five sessions lasting up to three hours volunteers from the project visited Croydon ambulance station to take part in a series of conversations with our staff. This was part of a number of proactive initiatives aimed at improving the understanding and skills of our frontline staff and enhancing the confidence of our patients and service users with mental health issues in interacting with the Trust.

- 3.7. Work continues to enhance the quality of monitoring information the Trust can access in regard to access to and satisfaction with its services across the different protected characteristic groups as well as in regard to monitoring of the workforce and training initiatives.

4. WORKFORCE PROFILE

- 4.1. Workforce statistics closely reflected the previous year. Current representation of BME staff in the Trust stands at 10.6% a slight increase from the previous year (9.3%) with 6.8% of all BME staff (7.85% of all senior managers) at Senior Management Grade, a decrease on the previous year when 8.6% of BME staff were at senior management level (8.5% of all staff at that level). This is still well below the Census 2011 percentage of 40.2% BME residents in the capital. Monitoring of new starters shows an improvement on workforce representation: 23.3% in 2013-14 were from BME groups (up from 38 staff (11.98%) in the previous year).
- 4.2. The representation of women in the Trust 43.2% is an increase on the previous year (42.6%), but still below the Census estimate of 50.7% in London. However, the new starter representation is higher at 51.5% (265 members of staff, a decrease on the previous year when this was 54.3%).
- 4.3. Only just over seven percent of women (7.17%) are at senior management level (33.9% of all staff at that level), which is an increase in terms of women occupying senior management positions since 2012-13, when this was 31.9% of all staff at that level (7.4% of the female workforce). In comparison, the representation of men in the Trust stands at 56%, a slight decrease on the previous year, when this was 56.8%. The new starter representation stands at 48.5% (250 members of staff), an increase on the last year when this was 45.7%. 10.99% of all men were at senior management grade (66% of all staff at that level), with a slight decrease in the percentage of men in senior management positions since 2012-13, when 67.58% of senior management positions were held by men (11.2% of the male workforce then).
- 4.4. The number of staff declaring themselves disabled remains very low -(47 - 1% of the total Trust workforce, in comparison with the Census 2011 percentage of London residents reporting limiting long-term illness of 14.2% (the closest indicator to disability, as there are no specific census data on this). This is at least an increase in percentage since the previous year, when this was 22 staff (0.5% of the total workforce). However, a very high number of staff were still not declared or undefined (3481- 74.8 %) with 1,122 staff (24 %) defining themselves as not disabled. This is a slight decrease on the previous year, when 80.4% of staff were not declared or defined in regard to disability and 19% of staff said they were not disabled.

- 4.5. The age profile of staff in post during 2013 -14 was in order of prevalence 41-50 (31.37%), followed by 31 – 40 (28%) then 21 – 30 (21.89%). The age profile of new starters to the Trust is for a second successive year younger, with the majority of people starting in the age range 21-30 (41.94%), followed by 31-40 (21.55%) then 41 – 50 (19%).
- 4.6. Of the staff leaving the Trust in 2013-14 11% were BME staff, 44.3% women, 55.6% men and 1% disabled staff and the highest age range of staff leaving was 21 - 30 (29.35%), followed by 31 – 40 (24.89%) then 41 – 50 (21.65%).
- 4.7. The recruitment of new staff during this past year has seen an increase in the representation of women, BME staff (the percentage of new starters being more than double the percentage within the current workforce in 2013-14) and also of disabled people. Although in view of the Census 2011 statistics there remains considerable ground to be made up to achieve comparable representation between the Trust's workforce and the greater community in London, including at senior grade level in the organization, this is an encouraging step.
- 4.8. The Trust has continued to have a visible profile in a wide range of equalities media, presenting a welcoming image to people from protected characteristic groups. It has also continued to be an active member of all the leading employers' equality forums in the UK, Stonewall, the Business Disability Forum, Opportunity Now and Race for Opportunity, the Employers' Network for Equality and Inclusion and Carers UK, enabling it to share and model best practice.
- 4.9. In this last year, in line with the Trust's Positive Action Strategy, the Recruitment and Equality and Inclusion Team started working again with a voluntary sector organization, Communities into Training and Employment (CITE), to directly target, encourage and support new potential recruits from across the protected characteristic groups, including in particular BME people. This work will continue over the coming year.
- 4.10. The supporting evidence for the Annual Equality Report 2013-14 (attached as Appendix 1) provides detailed information on access to and delivery of key services, key activities of the Trust, as well as on the workforce profile, including breakdown by grade/rank, staff group, length of service, pay band, age, starters and leavers, promotions, employee relations activity, training and development and staff engagement.

5. CONCLUSION

- 5.1. In an extremely busy year, when the service has been facing considerable challenges in regard to recruitment and enhanced demand on its services, several proactive initiatives have taken place, further enhancing the engagement between the Trust and the different communities across London it serves. This work will continue over the coming year and be supported by the new and established Staff Diversity Forums. The new intake of staff to the Trust in 2013-14 showed improvements in regard to the percentages of BME people, women and disabled people and the Trust will continue to work with a community sector organization, CITE, to directly target and encourage members from under-represented protected characteristic groups, including in particular BME people, to apply for positions in

the Trust. The Trust continues to devise and deliver innovative training for its staff, which should further enhance the understanding and skills set of our staff as well as inspiring confidence in our patients and service users, particularly from the protected characteristic groups, leading to better health outcomes for all. The Trust's profile has been further enhanced by its 2014 rankings as a top-performing organization and top-performing UK ambulance service on the Stonewall Healthcare Equality and Workplace Equality Indexes. We will use this benchmarking to ensure we make further progress in making our services, engagement, decision making and procurement accessible and welcoming to everyone, across all protected characteristic groups, as well as furthering our aim to become an employer of choice for the best and most talented people from across all our diverse communities.

6. RECOMMENDATIONS

- 6.1. To ensure that the Trust continues to be proactive in its approach on equality and inclusion, it is recommended that the ensuing actions from the priorities for action set out in the update of the Trust's Equality and Inclusion Strategy form the template for future equality and inclusion work, including the implementation of the Trust's equality objectives, in accordance with the Equality Act 2010 and national Equality Delivery System.

BACKGROUND PAPERS

Appendix 1 - Annual Equality Report 2013-14 – Supporting evidence of 86 pages available to Trust Board Members on request.