



Annual Equality, Diversity and Inclusion Report 2017/18

Our Equality, Diversity and Inclusion Annual Report 2017/18

Content	Page
Introduction	3
About us	5
People we serve	5
Compliance with Legislative and Mandatory Frameworks	6
Achievements in 2017/18	9
Embedding Equality, Diversity and Inclusion	10
Equality Priorities 2018/19	12
Appendix 1	
Our Workforce Profile compared to the East Midlands region demographics	15
Appendix 2	
Demonstrating Compliance with the Public Sector Equality Duty	16
Appendix 3	
The Workforce Race Equality Standard (WRES)	19
Appendix 4	
Demonstrating progress against the goals of the NHS Equality Delivery System 2	20
Appendix 5	
Progress against year 1-2 objectives of East Midlands Ambulance Services (EMAS) Equality, Diversity and Inclusion Strategy 2016-2020	23

Introduction

Welcome to our Annual Equality, Diversity and Inclusion Report for the period 2017/18. It provides a summary for publication of our progress and achievements against legislative and equality standards in the NHS and the objectives of EMAS Equality, Diversity and Inclusion Strategy. The report also briefly summarises our equality priorities for 2018/19.

Equality is about promoting and fostering everyone's right to be different and free from discrimination. It is about valuing everyone as an individual, respecting and valuing the beliefs and values held. There is a clear legislative framework supporting Equality and Diversity, for example the Equality Act 2010; and the Public Sector Equality Duty (PSED).

The NHS is committed to the development of an inclusive NHS that is fair and accessible to all, and this commitment has led to the introduction of equality standards for NHS organisations, namely the NHS Equality Delivery System 2 (EDS2) and Workforce Race Equality Standards.

It is a requirement to demonstrate compliance with the legal duties specified under the Equality Act 2010 and PSED; protecting individuals from discrimination, harassment and victimisation on the grounds of their protected characteristics; advancing equality of opportunity; and fostering good relations between people of different protected groups.

The PSED is supported by specific duties which require EMAS as a public body to:

- Publish sufficient information to demonstrate that it has considered the three aims of the general duty when making decisions, and the equality data and analysis that underpins those decisions (for example Equality and Diversity Strategy; Equality Delivery System 2 Grading; Workforce Race Equality Standard Outcomes).
- Publish information related to persons who share a protected characteristic who are employees of EMAS or those who are patients or service users (for example the workforce profile data compared to the regional demographics in this report).
- Publish Equality Objectives informed by equality analysis and publish this data every four years (for example in the Equality and Diversity Strategy).
- The information will need to be accessible to the public in varying formats.

During 2017/18 we have worked hard to bring our equality priorities to life. Relationships have been developed with colleagues, patients and strategic partners to ensure a wider understanding and an improved appreciation of why equality is so important to us. The introduction of the requirement to demonstrate the "Due Regard" element of the PSED sets the scene as we integrate equality in to our organisational culture, systems and processes. This report aims to illustrate the wide range of activity and progress made against equality standards during 2017/18 and provides examples of best practice in equality and partnership working.

EMAS is committed to creating and sustaining a positive and supportive working environment for our staff and to deliver an excellent patient led health service. We aim to ensure our staff are equally valued and respected, and that patients receive the very best care we can provide.

As a provider of employment and health care we value and celebrate the diversity of both staff and patients alike. We continue to work towards creating a fair, equitable and mutually supportive working environment for all staff, patients and those with whom we work in partnership. This is reflected in our EMAS values.

We believe that excellence will be achieved through recognising the value of every individual. The aim to create equality led, diversity driven, and inclusive environment is the responsibility of every member of the EMAS team. We want to enable every person, regardless of their individual diversity, to achieve their full potential and to be able to contribute fully and derive maximum benefit and enjoyment from their involvement in the life of EMAS.

To this end, we acknowledge the basic rights for all staff, patients, communities and partners to be treated with the utmost respect and professional courtesy. To be treated fairly with regard to all our procedures, assessments and choices. These rights carry responsibilities and we require all staff to recognise these rights and act in accordance with them.

This report sets out our progress and achievements against legislative and equality standards in the NHS and the objectives of EMAS Equality, Diversity and Inclusion Strategy in 2017/18.

The report also briefly summarises how we intend to build upon the progress made to date through the establishment of equality priorities for 2018/19 which will support completion of our EDS2 grading in 2018/19; ensure a focus on Workforce Race Equality outcomes; and continuing to improve our workforce diversity profile.

About us

Our vision is to deliver outstanding sustainable emergency and urgent care services across the communities of the East Midlands.

Our Values support everything we do.

Respect: Respect for our patients and each other

Integrity: Acting with integrity by doing the right thing for the right reasons

Contribution: Respecting and valuing the contribution of every member of staff

Teamwork: Working together and supporting each other

Competence: Continually developing and improving our individual competence

Our Values help us provide our patients with access to high quality clinical care and services to ensure the best experience and clinical outcome.

People we serve

The East Midlands is undergoing similar demographic changes to the rest of the country; a growing and aging population with ethnicity and health diversities.

There are specific local area differences and challenges such as student populations and areas with specific concentrations of young families or retirees, with significant variations in population densities.

Historically the region's population has been growing fast and this looks set to continue over the next decade. Health inequalities are marked across the region, with generally poorer levels of health in the urban centres, as evidenced through Public Health England data. Appendix One provides a summary of the EMAS diversity profile by protected characteristics compared to the regional demographic of the East Midlands (data sourced from the ONS statistics in November 2016).

It must be our priority, together with our commissioners, to ensure equality of service provision to all patients.

Compliance with Legislative and Mandatory Frameworks

Equality Act 2010: The Equality Act came into effect on 1 October 2010 as UK legislation aiming to legally protect people from discrimination in the workplace and in wider society. The Equality Act affords legal protection from discrimination to nine specific groups known as protected characteristics:

- Age
- Gender
- Marriage and Civil Partnership
- Religion and Belief
- Sexual Orientation
- Race
- Gender Reassignment
- Pregnancy and Maternity
- Disability

Public Sector Equality Duty (PSED): Section 149 of the Equality Act 2010 is the PSED which specifically requires public bodies (and therefore EMAS) to:

- Aim One: Eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited under the Act.
- Aim Two: Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Aim Three: Foster good relations between people who share a protected characteristic and those who do not.

EMAS is able to demonstrate it complies with the requirements of the PSED. A sample of some of the evidence and activities that demonstrate how EMAS meets and complies with the PSED is shown in Appendix Two.

Workforce Equality Standards: In 2014, NHS England and the NHS Equality and Diversity Council agreed action to ensure employees from Black and Minority Ethnic backgrounds have equal access to career opportunities and receive fair treatment in the workplace. It was agreed that a Workforce Race Equality Standard (WRES) should be developed and in April 2015 this was launched in the NHS. In March 2017, the first Workforce Race Equality Experts Programme was launched with EMAS securing a place on this national initiative. The learning derived from engagement in this initiative will support EMAS to develop specific actions that support workforce race equality in 2018/19. Appendix Three provides a summary of the EMAS WRES data for 2016 to 2018.

In addition, in 2016 work began through the National Equality and Diversity Council to develop a Workforce Disability Equality Standard (WDES). EMAS is fully engaged with this latest development and submitted pilot data during 2017 to help develop the standard and be ready for mandatory reporting requirement commencing in 2019.

Accessible Information Standard (AIS): All organisations that provide NHS or adult social care must follow the Accessible Information Standard (AIS) by law. The aim of the standard is to make sure that people who have a disability, impairment or a sensory loss get information that they can access and understand and any communication support that they need.

The standard informs organisations how they should make sure that patients and service users and their carers can both access and understand the information they are given.

We have engaged with national ambulance sector colleagues to develop the AIS relative for Ambulance Services. Approval of these standards is yet to be signed off by NHS England, however, we have started implementation as described below.

EMAS provides information in different formats such as:

- Large Print
- Braille
- Easy Read
- Email
- Pictorial
- Spoken Word
- British Sign Language.

In order for our staff to communicate effectively with patients we have introduced the following:

- Included accessible information in our clinical training programmes as part of the equalities session.
- A process where the public can request published EMAS documents in alternative formats, e.g. the Annual Report.
- Access to training for front line staff in first line British Sign Language (BSL).

Further work is required to fully implement the AIS relative to Ambulance Services and in 2018/19 we will focus on:

- Equality data monitoring of service users who require accessible information.
- Equality data monitoring of requests for EMAS information in alternative formats.
- Raising awareness of AIS to all staff.

Equality Delivery System 2 (EDS2): The EDS2 provides the national framework to ensure that NHS organisations effectively deliver proportionate and relevant services that meet the needs of the communities served.

The EDS2 has four goals:

- Better Health Outcomes for all
- Improved Patient Access and Experience
- A Representative and Supported Workforce
- Inclusive Leadership at all Levels

To assess and grade performance against the EDS2, the expectation is that organisations conduct an assessment through engagement with external partners to determine a grading. Grading is rated along a scale as set out below:

- Underdeveloped
- Developing
- Achieving
- Excelling

As set out in our previous Equality and Diversity Annual Report 2016/17 EMAS conducted an EDS2 grading in 2016. Overall EMAS was graded as 'developing' at that time, which provided a baseline position upon which to improve.

EMAS is required to conduct EDS2 grading in 2019 and publish the outcomes every 4 years

During 2017/18, EMAS commenced its next organisational wide EDS2 assessment. This assessment was launched at the Equalities Day on 19 March 2018 in partnership with internal and external stakeholders. Feedback from the event has helped us strengthen our grading process for a full assessment and grading to be completed March 2019 with staff focus groups and strategic partner engagement. The grading will be conducted using information collected throughout 2018/19 and be assessed through a grading event.

Appendix Four provides a summary of progress against the goals of the NHS EDS2.

Care Quality Commission Well-Led Domain: Fulfilling legal and mandatory requirements in relation to Equality and Diversity supports the Care Quality Commission assessment of the organisation under the Well-Led domain.

EMAS Equality, Diversity and Inclusion Strategy 2016-2020: In March 2016 the Trust Board approved the Equality, Diversity and Inclusion Strategy which established the following equality objectives:

Objective 1: Comply with the law in promoting equality and go beyond the expectations of what the law expects of us in the elimination of discrimination.

Objective 2: Reach out and engage with partners, diverse and emerging communities to advance equality of opportunity, foster good relations and inform service developments

Objective 3: Ensure a zero-tolerance approach to discrimination, harassment or victimisation

Objective 4: Take a positive approach to equality and diversity with our staff, patients and stakeholders.

Objective 5: Develop and maintain an evidence base demonstrating good practice in line with the goals and outcomes of the EDS2

Progress against each objective has been made during years 1 and 2 of the strategy (which is summarised at Appendix 5) and monitored through the Human Resources and Organisational Development Work Plan. Regular updates have been provided to the Workforce Committee through monthly Highlight Reports.

The Equality, Diversity and Inclusion Strategy will be refreshed in 2018/19 and submitted to the Workforce Committee and the Trust Board for approval.

Diversity and Inclusion Mission: Equality, diversity, inclusion and human rights encompass all our aims, objectives and actions addressing inequalities and promoting diversity in healthcare and employment. The key principle of diversity and inclusion is that it belongs to everyone and that every individual has the right to be treated with respect and dignity as aligned to our core values.

We will ensure that our services are anti-discriminatory enabling equality of access and provision and meeting the legal requirements under the Equality Act 2010 and the specific elements of the Public Sector Equality Duty. We will use the Equality Delivery System2 (EDS2) to ensure that service priorities are influenced and set by the health needs of all our local and regional communities through consultation, equality monitoring and partnership working. We will demonstrate “Due Regard” in all aspects of our business to ensure we remain focused on equality of outcome and equality of opportunity. We will aim to make EMAS a place where all who work and access our services are free from all forms of discrimination and where the diversity of our staff patients, visitors and service-users is recognised as a key driver of our success and is openly valued and celebrated.

In ensuring that Due Regard is demonstrated we have:

- Revised the Equality Impact Assessment process and embedded this into policy writing and project governance practices.
- Agreed to undertake an internal audit on Equality Impact Assessments in Quarter 1 2018/19
- Added equality considerations to the cover sheet of meeting papers

Key Achievements in 2017/18

This Annual Report aims to provide a summary of what has been delivered and achieved to support our equality, diversity and inclusion objectives. The list below summarises the key achievements from 2017/18.

- Development of the E-Learning programme for all staff, providing an overview of Equality, Diversity and Inclusion, which has been included in the statutory and mandatory training programme for all staff.
- Delivery of the Professional Behaviour in the Workplace Training Programme for all managers and included in the mandatory first line manager development programme.
- Development of the Equality Everyday Briefing at EMAS – An Aide Memoir for all staff who attend Equality Briefings/Training.
- Attendance at community events providing education and information including recruitment opportunities at the:
 - Gudwarda Temple in Leicester and Derby
 - Local and Regional Colleges across the divisions
 - Local and Regional Mosques
- Development of a Disability Task and Finish group with the following outputs:
 - Development of ‘A Reasonable Adjustment Guide’ and the personalised ‘Disability Passport’ for staff who disclose a disability or acquire a disability.
 - Achieved the Disability Confident Standard.
- Engaged members of the EMAS Lesbian Gay Bisexual and Transgender (LGB&T) forum with national forums and secured guest speaker status at national events.
- Held the EMAS first Equality Event including internal and external stakeholders and experts. This featured staff stories, discussion groups and workshops, and supported commencement of our next EDS2 grading.
- Provided over 100 equality coaching sessions for individuals.
- Engaged with national Diversity Groups in developing the Accessible Information Standard (AIS) in relation to Ambulance Services.

- Engaged with national Diversity Groups in developing the Sexual Orientation Monitoring (SOM) in relation to Ambulance Services.
- Revised the Equality Impact Assessment process and embedded this into policy writing and project writing governance practices.
- Improvements in the Ethnicity, Age and Gender profile (see Appendix 1).
- Developed and implemented a Dying to Work Charter to guide managers in supporting staff who have a terminal illness.

Embedding Equality, Diversity and Inclusion

Ensuring equality, diversity and inclusion in everything that we do is integral to delivering our legislative and mandatory requirements. The key principal of diversity and inclusion is that it belongs to everyone and that every individual has the right to be treated with respect and dignity. EMAS aims to ensure that our services are not discriminatory, enable equity of access and provision, and meet the legal duties discussed in this report, demonstrating due regard in our decision making, governance arrangements and behaviours.

Engagement: Embedding equality, diversity and inclusion into everything that we do requires strong engagement with a wide range of internal and external stakeholders. Therefore, a commitment to partnership working with staff, patients and partners across the health care economy has been a priority focus of our work during 2017/18. Actively engaging and listening to staff and patients, and especially seeking the views from seldom heard voices and diverse communities has been a key focus and will remain so to ensure that EMAS can respond to perceived barriers of access to support from within EMAS. The gathering of evidence and sharing this with our colleagues helps to address inequalities and minimise the risk of claims of discrimination, bullying or harassment.

Additional communities we have engaged with in 2017/18 are:

- Traveller and Gypsy Communities
- Polish and East European Communities
- Somalin Communities
- Transgender Communities
- Deaf and Hard of Hearing Communities.
- Learning Difficulties Community.
- Council of Faiths.

The outcomes from these engagements are:

- Increased awareness of what the Ambulance service offers.
- Stronger links with existing and emerging communities.
- Development of best equality practice when responding and supporting diverse communities.
- Trust in service delivery and acknowledgement from diverse communities regarding our approach and response to equality and inclusion.
- Effective use of equality monitoring and collecting of wider equality data using the Equality Crib Sheet to help shape action plans.
- Development of the disability passport and guidance on reasonable adjustment.
- Increased awareness for EMAS staff on cultural awareness.
- Equality, Diversity and Inclusion is now on the agenda as a standalone item at SLT and other team briefings.

Education and Training: To raise awareness and develop ownership and understanding of equality responsibilities a range of education, training and engagement workshops have been provided during 2017/18, including:

- Professional Behaviour in the Workplace Programme for managers
- Equality Coaching
- Bespoke Equality and Diversity workshops to meet local requirements
- Engagement and awareness raising with Divisional General Managers and Divisional Senior Teams
- Bespoke leadership and management development workshops to meet local requirements
- Equality Briefing in 2017/18 distributed as part of the mandatory training update.
- Development of an E-Learning module in line with statutory and mandatory education requirements.

Patient Experience: The Government is very clear that patient experience is very important in the provision of high quality health care. This is reinforced in national publications including the NHS Constitution and NICE Quality Standards. Continuous measurement and associated actions to improve patient experience is a crucial element of monitoring the effectiveness of health care services. If patient experience is measured, then the information gleaned can ensure preventative measures can be put in place and prevent more serious issues from occurring.

EMAS embraces this approach and works with patient groups to gather data on the experiences of health care delivered by the service. This includes looking at the various surveys accessible for all individuals who access or know someone who is or has received care. The collecting of information by protected characteristics provides valuable insight into whether some groups/individuals have a poorer experience than others. This needs to be a focus during 2018/19 to ensure all patient data collected can be analysed by protected characteristic to enable assessment of patient experience.

In March 2017 we attended an event in Leicester supporting raising awareness at the Patient Voice Group. The purpose of the event was to hear from the Patient Voice Group and from patients of their experiences and perceptions of how EMAS delivers care to our diverse communities. It also provided an opportunity to understand the role of the Patient Voice Group and how they influence the way services are both designed and delivered. One of the key outcomes was the introduction of equality monitoring to ascertain how the group can capture evidence of the nine protected characteristic groups and the seldom heard voices and emerging communities. The Patient Voice Group representatives have invitations to attend relevant EMAS events and we saw strong representation at our first Equalities Day. EMAS can benefit from the Patient Voice Group as a valuable source of information to ensure we deliver on our EMAS equality objectives.

EMAS Equality Event 2017/18: EMAS held its first Equalities Day during 2017/18 with 70 attendees from staff groups and a range of external stakeholders. The aim of the day was to identify equality and diversity priority actions for 2018/19 as well as commence our EDS2 grading. The day opened with staff stories who identify with a protected characteristic, showcasing their experience of working within EMAS.

The event included a number of workshops comprising a focus on WRES; Disclosure of Protected Characteristics; and Cultural Development.

Yvonne Coghill, National Director WRES NHS England attended the event facilitating a workshop at which EMAS WRES data was shared and explored to support learning and action planning.

Priorities arising from the event include the development of the BME staff network, and a review of recruitment and selection processes.

The Disclosure workshop addressed the issue of disclosing information relative to disability. This included how we proactively encourage potential staff and existing staff to disclose their disability and remove the barriers that prevent this from occurring. The staff survey, national data and anecdotal evidence clearly highlights this as an area for development.

Both workshops enabled delegates to discuss challenging issues in a safe and conducive environment.

The event supported all 5 equality objectives set out within the Equality and Diversity Strategy.

Equality Priorities for 2018/19

Leadership:

- Continue to roll out Professional Behaviours in the Workplace Education Programme to all managers.
- Continue to provide education and training for all staff in relation to Equality, Diversity and Inclusion through the Statutory and Mandatory Training Programme.
- Proactively guide managers from an equality perspective to have a positive impact on reducing incidence of bullying and harassment.
- Reaffirm zero tolerance bullying and harassment campaign in line with the national WRES recommendations and the national NHS Social Partnership Forum Call to Action.

Engagement:

- Complete the EDS2 assessment and grading in March 2019 for the period 2017/18 including identifying and engaging with relevant internal and external partners in a systematic approach comprehensive of all protected characteristics.
- Maintain external relationships and continue to develop new ones to ensure EMAS is engaged with and represented across the breadth of equality and diversity forums.
- Continue to develop and implement our staff equality networks with clear Terms of Reference.
- Continue to promote and evaluate EMAS careers within BME communities through the #Emazing Campaign
- Promote the importance of disclosure of protected characteristics with EMAS staff to increase the rate of disclosure.
- Continue to work closely with our Communications Team to promote good practice and events through EMAS website and social media platforms.
- Continue to promote and develop effective staff engagement strategies to improve engagement scores and workforce retention.

Systems and Processes:

- Implement the actions from the Equality Impact Assessment Internal Audit that will take place in quarter 1 2018/19.
- Implement the Disability Passport and Reasonable Adjustment Guidance
- Raising awareness of Accessible Information Standards (AIS) to all staff

Metrics and Evaluation:

- Ensure collection of patient experience data captures protected characteristics.
- Ensure production of statutory equality data in line with national reporting requirements.
- Equality data monitoring of service users who require accessible information
- Equality data monitoring of request for EMAS information in alternative formats

WRES:

- Determine and implement actions, as a result of further analysis, regarding the WRES and aligned to the WRES Experts Programme.
- Raise awareness and understanding of race equality at a Board and Senior level through Board and Senior Leadership Development
- Review and implement best practice in relation to the recruitment processes as identified as part of the national WRES actions and the national WRES Experts Programme
- Support the continued development of the BAME network providing opportunities to share experience enabling learning and improvement
- Implement a process for documenting reasons for not appointing a 'BAME' candidate
- Raise awareness of the importance of WRES with staff
- Make personal coaching available
- Consider reverse mentoring strategies
- Share best practice from other Trusts with robust sector engagement
- Increasing Chief Executive and Chair interface with BME staff
- Increasing BME Board representation using local tools such as the mayoral commission where possible

The priorities noted above are integrated into the 2018/19 Human Resources and Organisational Development Work Plan with progress monitored through Workforce Committee.

Recommendation

That the Trust Board:

- **TAKES ASSURANCE** of the progress made during 2017/18 in respect of our legal duties and equality standards in the NHS.
- **TAKES ASSURANCE** that EMAS can demonstrate compliance with its public sector duty obligations.

APPENDIX ONE: Workforce Profile compared to the East Midlands Region Demographic

Age Profile					Religious Belief Profile					Marital Status Profile					Sexual Orientation 2017 Figures				
Age Group	15/16	16/17	17/18	Trend (Comparison to Census)	Religion or belief (including lack of belief)	15/16	16/17	17/18	Trend (Comparison to Census)	Marital Status	15/16	16/17	17/18	Trend (Comparison to Census)	Sexual Identity	15/16	16/17	17/18	Trend (Comparison to Census)
15-19	0.1%	0.2%	0.4%	6.3%	Christianity	31.2%	30.0%	29.7%	58.0%	Single	36.2%	37.9%	40.2%	N/A	Heterosexual	53.1%	53.6%	55.9%	93.8%
20-24	2.1%	3.5%	5.0%	6.9%	Buddhism	0.2%	0.2%	0.2%	0.3%	Married	49.5%	47.4%	45.5%	N/A	Undefined	44.2%	42.9%	39.9%	1.2%
25-29	8.4%	9.9%	11.8%	6.1%	Hinduism	0.4%	0.4%	0.5%	2.0%	Legally Separated	2.4%	2.1%	2.2%	N/A	Gay	0.9%	0.8%	0.9%	0.8%
30-34	9.7%	10.5%	11.1%	6.1%	Judaism	0.0%	0.0%	0.0%	0.1%	Divorced	7.9%	7.3%	7.3%	N/A	Lesbian	1.1%	1.2%	1.3%	0.2%
35-39	11.6%	11.2%	10.5%	5.8%	Islam	0.4%	0.4%	0.4%	3.1%	Civil Partnership	0.5%	0.4%	0.3%	N/A	Bisexual	0.3%	0.4%	0.4%	0.3%
40-44	14.7%	14.4%	14.4%	7.1%	Sikhism	0.2%	0.1%	0.1%	1.0%	Unknown	2.9%	3.0%	2.8%	N/A	I do not wish to disclose				
45-49	18.1%	17.3%	16.5%	7.5%	Other	2.9%	2.9%	3.0%	0.4%	Widowed	0.5%	0.5%	0.5%	N/A	disclose	0.4%	1.2%	1.6%	3.7%
50-54	14.9%	14.3%	13.9%	6.9%	Atheism	10.5%	10.3%	11.0%	0.6%	NULL	0.2%	1.4%	1.2%	N/A	Rate of Disclosure	55.4%	56.0%	58.5%	95.1%
55-59	11.4%	10.7%	9.8%	6.0%	Undefined	52.8%	53.4%	50.4%	27.1%	Rate of Disclosure	96.0%	96.0%	96.0%	N/A					
60-64	6.7%	6.1%	5.4%	5.9%	I do not wish to disclose my religion/belief	1.5%	2.2%	4.7%	6.7%										
65+	2.3%	2.0%	1.2%	18.2%	Rate of Disclosure	45.7%	44.3%	44.9%	65.3%										
Ethnicity Profile					Disability Profile					Gender Profile					Data Sources Electronic Staff Record (March 2018) Office National Statistics (2016 Census)				
Ethnicity	15/16	16/17	17/18	Trend (Comparison to Census)	Disability	15/16	16/17	17/18	Trend (Comparison to Census)	Gender	15/16	16/17	17/18	Trend (Comparison to Census)					
White	95.2	94.7	93.2	84.2	Yes	2.3%	2.3%	2.3%	N/A	Male	54.1%	55.0%	53.8%	N/A					
Ethnic Group	4.8	5.3	6.8	15.8	No	15.8%	12.7%	11.6%	N/A	Female	45.9%	45.0%	46.2%	N/A					
Rate of Disclosure	99.0%	99.0%	99.0%	N/A	Not Declared	0.0%	0.0%	0.1%	N/A										
					Undefined	81.9%	85.0%	86.1%	N/A										
					Rate of Disclosure	18.1%	15.0%	13.9%	N/A										

APPENDIX TWO: Demonstrating Compliance with the Public-Sector Equality Duty

East Midlands Ambulance Service NHS Trust (EMAS) is committed to promoting equality, diversity, inclusion and human rights for all.

As an employer EMAS aims to ensure that all staff are treated with respect and are free from discrimination, bullying and harassment. EMAS supports positive action in recruitment aiming to increase our diversity profile to reflect the communities served; and advocates that all staff should have equal opportunity to develop to their full potential.

EMAS recognises the diversity of the communities served and is committed to providing the highest quality of care possible with the patient at the heart of everything we do. EMAS aims to ensure delivery of a service that is accessible to all, taking into consideration individual needs and cultural differences, and will not allow discrimination to take place on the basis of an individual's Protected Characteristic.

A sample of some of the evidence and activities that demonstrate how EMAS meets and complies with the PSED is shown below relative to each specific aim of the PSED:

AIM ONE: Eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited under the Act.

EMAS

- Adopts a zero-tolerance approach to discrimination, harassment, bullying, victimisation, violence and abuse from patients, their relatives and members of the public.
- Adopts a zero-tolerance approach to discrimination, harassment, bullying, victimisation and abuse from managers and colleagues.
- Ensures pro-active prosecution of perpetrators who subject our staff to harassment, violence and abuse. This has resulted in successful prosecutions. EMAS adopts a zero-tolerance approach where events may be detrimental to the safety of staff and patients.
- Has clear policies in place to tackle bullying, harassment and discrimination in the workplace with evidence of appropriate sanctions applied following formal investigatory approaches and is engaged with the national call to action campaign.
- Has a comprehensive staff support programme including the Peer to Peer support system through our Trust Chaplain; and formal Trauma Incident Management Support (TRIM) for staff who have been involved in traumatic incidents.
- Continues to promote the Freedom to Speak Up Guardian Role

- Supports mediation and informal resolution in employee relations matters.

AIM TWO: Advance equality of opportunity between people who share a protected characteristic and those who do not.

EMASs work aiming to advance equality of opportunity has been extensive during 2017/18 and the below provide a range of examples of this:

- Continues to be engaged with the national work, developing the Accessible Information Standard measures for Ambulance Services. .
- Developed positive relationships with Deaf/ Deafened Communities.
- Conducted an assessment with Job Centre Plus to gain disability confident status for our recruitment processes.
- Approved a disability passport and reasonable adjustment guidance to assist managers in supporting staff with known or acquired disability.

AIM THREE: Foster good relations between people who share a protected characteristic and those who do not.

EMAS has worked with a wide range of stakeholders during 2017/18 to improve communication between staff and diverse groups across our five counties aiming to foster good relations between people who share a protected characteristic and those who do not, and the below provides a few examples of this activity:

- Provision of education and training for staff to improve confidence, communication skills and cultural awareness.
- Celebration of events for example flying the Rainbow Flag throughout the month of February celebrating with our LGBT staff, partners and community.
- Engaged with national diversity groups and delivered presentations to regional events such as the BME diversity event facilitated by Health Education England.
- EMAS has attended many community events over the past year providing Heart start courses for community groups and continued to develop Community First Response Teams with specific promotion on BME communities. We have placed defibrillators in and around temples, mosques and community settings. This has been extremely well received by different and diverse community groups, providing the opportunity to both educate and encourage community engagement.

APPENDIX THREE:

The table below shows a summary of the WRES indicators. A full report is published in September 2018.

WRES Indicator	2016	2017	2018
Indicator 2: relative likelihood of white staff being appointed at shortlisting	No data	2.21	1.38
Indicator 3: relative likelihood of BME staff entering a formal disciplinary procedure	1.36	1.93	1.67
Indicator 4: relative likelihood of white staff accessing non-mandatory education and training	No data	1.56	1.25
Indicator 5: % staff experiencing bullying or harassment from patients	BME 14%	BME 35%	BME 33%
	White 35%	White 36%	White 40%
Indicator 6: % staff experiencing harassment bullying or abuse from colleagues	BME 36%	BME 26%	BME 31%
	White 32%	White 26%	White 28%
Indicator 7: % staff believing that organisation provides equal opportunities for promotion	BME 43%	BME 55%	BME 31%
	White 72%	White 73%	White 78%
Indicator 8: in the last 12 months have you personally experienced discrimination from managers	BME 43%	BME 16%	BME 6%
	White 11%	White 12%	White 10%
Indicator 9: % Voting BME Board members	10%	10%	10%

APPENDIX FOUR: Demonstrating progress against the goals of the NHS Equality Delivery System 2

Goal 1 Better Health Outcomes for all

1.1

- Equality and inclusion is enhanced in the procurement process.
- Use of the Social Values Act 2012 involving local communities to reduce health inequalities. Staff have attended Mosque, Sikh temples Synagogue and Churches as part of Health and Social care initiatives, promoting health and wellbeing and to reduce health inequalities.

1.2

- Equality monitoring where appropriate ensures individual patient needs are assessed and resulting services provided. For example, frontline staff becoming culturally competent to ensure services are appropriate and effective to the wide diverse and emerging communities across the five counties.

1.3

- Strategic partnerships have increased with a broader multi-agency response to individual patients with increased discussions regarding treatment options and transitions. Examples include the use of social care interventions rather than A&E visits.

1.4

- Increased awareness of the Safeguarding process and strategic partnership working has resulted in an increase in safeguarding issues being raised by both frontline staff and the wider workforce ensuring patients are free from any form of abuse or discrimination.

1.5

- EMAS has worked in partnership with other health care providers on national and local campaigns including heart health and asthma screening programmes.

Goal 2 Improved Patient Access and Experience

2.1

- Local community events, poster and leaflet campaigns including specific 999 calls have provided communities with clear information on appropriate use of services with increased awareness of how to access services and what they can expect from EMAS staff.

2.2

- Frontline staff informs patients of care options and treatment plans. Including places of treatment. This forms part of their clinical assessment. For example, a recent case involved a female patient whose husband had passed away at the local A&E department. She was very distressed that she would be treated in the same unit. A discussion was held with the patient and carer and a decision was taken to transport the patient to another A&E. This resulted in the patient feeling less upset and empowered regarding her decision.

2.3

- Staff attended Dignity and Respect training as part of the mandatory training programme. We have developed an online e learning programme based on Equality and Diversity.
- The Equality and Diversity Manager has produced an aid memoir titled Equality every day at EMAS.
- Front line staff receives regular cards and messages of support from patients, family members and carers stating how much they value the treatment they have received from staff attending.
- The following case highlights how dignity and respect play a significant part of the care we provide. This was a young man who had tried to take his own life, he was very upset on the arrival of staff and became verbally abusive. The two members of staff identified the risk but also the levels of vulnerability he was demonstrating. They spent time talking with him treating him with compassion, respect and dignity. They managed to persuade him to attend A&E and stayed with him to keep him calm until he could be assessed by medical staff.

2.4

- We have a designated team who deal with complaints and concerns from patients, carers and family members. I am frequently asked to help identify levels of discrimination on individual protected characteristics. Staff tasked to respond to complaints will often check with me if the way they have responded has been appropriate, their use of language and if they have inadvertently been discriminatory in their handling of any given situation. This demonstrates both respect for the individuals concerned and issues are dealt with efficiently and with increased awareness.

Goal 3 A Representative and Supported Workforce

3.1

- EMAS has run a very successful recruitment campaign – Serving your Community.
- A number of diverse staff attended various community events to highlight both the diversity of our workforce and the importance we place on Equality and Inclusion. Our Recruitment team effectively use equality monitoring to ensure fair, inclusive and transparent.

3.2

- EMAS has recently carried out an audit in line with legislation in terms of gender and potential pay gap

3.3

- EMAS offer a range of support including training, individual equality coaching and equality mentoring for all levels of staff.

3.4

- EMAS has introduced a specific course– Professional Behaviour in the Workplace. The programme links to the work on culture change and has HR involvement and Senior Leadership support. This course addresses issues of bullying, harassment and abuse, leadership style and behaviour.
- EMAS demonstrates its commitment to tackling all forms of violence and will prosecute offenders who use violence in any form.

3.5

- Flexible working options are made available, consistent with service demands. Individuals who have benefited from this approach report positive experiences. Specifically, staff who require reasonable adjustments, child care responsibilities and caring responsibilities. An example of this is a staff member who is the main carer for her disabled mother has been able to maintain her position within EMAS with flexible working allowing her the scope to meet the demands of her family.

3.6

- We have seen an increase through staff survey in staff levels of satisfaction and reporting positive experiences as members of the NHS Workforce.

Goal 4 Inclusive Leadership at all Levels

4.1

- The Trust Board and senior leaders attend cultural events. Working with strategic partners they address health inequalities on both a local, regional and national level. As an example, members sit on the STP

4.2

- The Trust Board and relevant committees are presented with papers appertaining to equality and inclusion issues. This includes risk and action plans to mitigate against such risk. Decisions are made in line with Equality legislation, EDS2 and the NHS Constitution.

4.3

- Line managers have attended the Professional Behaviour in the Work place programme.
- EMAS introduced in 2017/18 a specific 5-day Management Programme and equality coaching to support development of a culturally competent workforce and provides support to staff at all levels to work in an environment free from all forms of discrimination in line with the Public Sector Equality Duty.

Appendix Five: Demonstrating progress against year 1-2 objectives established in EMAS Equality and Diversity Strategy 2016-2020

The below provides a summary of the progress made during from 1 April 2016 to 31 March 2018 identifying some examples of our activity and actions taken to date. These examples should be read in conjunction with other examples provided in the previous appendices demonstrating compliance with legislative and equality standards in the NHS.

Objective One: Comply with the law in promoting equality and go beyond the expectations of what the law expects of us in the elimination of discrimination	
Actions	Update
Develop Equality, Diversity and Inclusion strategy	Complete
Review Equal opportunities Policy	Complete
Develop Equality Impact analysis assessment system	Complete
Ensure EIA is conducted on policies, procedures, strategies and service improvements	Complete
Implement a consultation group to review and support EIA	For action in 2018/19
Compliance with the Workforce Race Equality Standard (WRES) and implementation of learning to ensure equity of opportunity, elimination of barriers and increase diversity in our workforce	WRES reporting now established and submitted in line with national requirements to date.
Monitor equality profile in employee relation cases and access to education	For action in 2018/19
Development of meaningful metrics across all protected characteristics to enable monitoring, further ensure equality of opportunity, elimination of barriers and increased diversity in our workforce	Progress has been developed in terms equality metrics, including WRES and profile data. The production of workforce metrics continues as part of EMASs work to improve data quality to enable the gathering and reporting of metrics in line with EMAS and national requirements.
Conduct Equal Pay Audit	Complete
Work with strategic partners, patient groups, service users, staff and community groups ensuring all protected characteristics and diverse groups are engaged with EMAS	The appendices provide a range of evidence of the partnership work that has taken place during in 2017/18 plus see Annual Report 2016/17.
Continue to develop staff networks	Networks have been established - BME, LGBT, Yet to develop- Disability and Carers groups. EMAS has also developed Transgender Guidance.

Objective 2: Reach out and engage with partners, diverse and emerging communities to advance equality of opportunity, foster good relations and inform service developments	
Actions	Update
Work with strategic partners, patient groups, service users, staff and community groups ensuring all protected characteristics and diverse groups are engaged with EMAS	The appendices provide a range of evidence of the partnership work that has taken place during 2017/18 plus see Annual Report 2016/17.
Undertake equality analysis of community engagement plans to ensure reach and spread	This was duly conducted and evidence of engagement with existing community groups is stored centrally to inform our EDS2.
Objective 3: Ensure a zero-tolerance approach to discrimination, harassment or victimisation	
Actions	Update
Implement Professional Behaviour in the Workplace Programme	Implemented and continues to roll out through 2018/19 for managers and staff.
Develop and Implement education and training programme and equality coaching for leaders and managers to raise awareness of equality and improve capability to support staff to work in culturally competent ways, and improving staff experience and engagement	Equality coaching is available for all staff and managers. This will continue during 2018/19.
Equality and Diversity Manager attendance at formal meetings and divisional and departmental teams' events to engage with teams, raise awareness, promoting all to take individual and collective responsibility for challenging behaviours that fall short of expectations	The Equality Manager is a regular attendee at the Workforce Committee. In addition, attendance is encouraged at Divisional Management/Team meetings and events. This representation will continue during 2018/19.
Objective 4: Ensure a zero-tolerance approach to discrimination, harassment or victimisation	
Actions	Update
Engage with partner groups from the wide and diverse communities to celebrate and take an active role in diverse events, celebrations and cultures	Events celebrated include: <ul style="list-style-type: none"> • National transgender day of remembrance • Diwali • National Women's Day Representation at Events includes: <ul style="list-style-type: none"> • Pride Marches • Recruitment drives at Sikh temple in Leicester • Attendance at College Events
Be proactive through social media and work with the communications and team to maximise publicity opportunities	Active social media presence through the Communication Team including 'Serving Your Community' campaign; and live twitter feeds of paramedics on shift to promote EMAS careers within BAME groups

Support and promote within the organisation equality events such as Black History Month	Positive action campaign continued in 2017 to promote careers within EMAS within BAME groups
Continue to develop staff networks	Established networks, BAME, LGBT, Disability and careers groups. EMAS has developed Disability Passport guidance.
Add Equality as a standalone item through formal meetings and committee structures at divisional/departmental team meetings	An equality impact assessment audit has been agreed for Quarter 1 18/19
Continue to work with the Procurement Team to ensure equality credentials are embedded in procurement processes	A questionnaire has been developed enhancing the evidencing of equality credentials to include specific EMAS requirements, for example, ensuring that IT systems procured can capture data relating to protected characteristics in procurement/ tendering processes.
Objective 5: Develop and maintain evidence base demonstrating good practice in line with the Goals and Outcomes of the EDS2	
Actions	Update
Conduct initial self-assessment against goals and outcomes of EDS2 to inform gap analysis	An EDS Grading assessment was conducted and reported through the Annual Report 2016/17. The next assessment commenced in 2017/18. Conclusion of the EDS2 assessment is scheduled for March 2019
Develop central repository of information/ data to evidence good practice and compliance against the strategic equalities framework	A central database of evidence has been established and a process has been implemented to continue to gather evidence of activity with external partners.
Undertake equity analysis of the Recruitment and Selection Policy and Procedures and Practice to support widening participation	The policy has been reviewed and updated and the recruitment team have attended education sessions relating to equality in recruitment.
Develop Positive Action Campaign to increase Diversity profile of our workforce	EMAS launched its positive action recruitment campaign using social media as a platform for communicating and engaging with local communities to promote careers with EMAS. This remains active in 2018/19.
Ensure papers submitted to the Board consider the equality impact	Equalities section included in meeting paper cover sheets. This will be reviewed as part of EMASs Internal Audit programme in 2018/19.
Undertake grading against EDS2 and implement equality mapping across divisions supporting grading against EDS2 at divisional level	An EDS Grading assessment was conducted and reported through the Annual Report 2016/17. The next assessment commenced in 2017/18. Conclusion of the EDS2 assessment is scheduled for March 2019.