



Annual Equality, Diversity and Inclusion Report 2018/19



Our Equality, Diversity and Inclusion Annual Report 2018/19

Content	Page
Introduction	3
About us	4
People we serve	5
Compliance with Legislative and Mandatory Frameworks	6
Key Achievements 2018/19	8
Embedding Equality, Diversity and Inclusion	12
Equality Priorities 2019/20	13
Appendix 1 Our Workforce Profile	15
Appendix 2 Demonstrating Compliance with the Public Sector Equality Duty	16
Appendix 3 The Workforce Race Equality Standard (WRES)	19
Appendix 4 Examples of good practice against the Goals of the EDS2	20
Appendix 5 Delivery of the Equality, Diversity and Inclusion Strategy	23



Introduction

Welcome to our Annual Equality, Diversity and Inclusion Report for the period 2018/19. It provides a summary for publication of our progress and achievements against legislative and equality standards in the NHS and the objectives of the Trust's Equality, Diversity and Inclusion Strategy in 2018/19. The report also briefly summarises our equality priorities for 2019/20.

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 Equality Standards.

It is a requirement to demonstrate compliance with the legal duties specified under the Equality Act 2010; 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, set out in regulations which came into force in September 2011. These specific duties require the Trust 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 the Trust 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 2018/19 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 requirement to demonstrate the " Due Regard " element of the PSED sets the scene as we integrate equality into our organisational culture, systems and processes. This report aims to give a flavour of the wide range of activity and progress made against equality standards during 2018/19, providing some examples of best practice in equality and partnership working.

The Trust 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 make progress in 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 an 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 the Trust.

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 the Trust's Equality, Diversity and Inclusion Strategy in 2018/19. The report also briefly summarises how we intend to build upon the progress made to date through the establishment of equality priorities for 2019/20.

About us

EMAS Vision, the Big 3, and Values

The Trust vision is: "**Responding** to patient needs in the right way, **developing** our organisation to become outstanding for patients and staff, and **collaborating** to improve wider healthcare."

The Big 3:

"We will respond to patient needs in the right way"

We will know we have achieved this when:

- We are making full use of the care pathways available, safely treating patients at home
- We have the right number of staff in post with the right mix of skills, knowledge and training to respond flexibly to all patient needs based on our workforce plan
- We have the right number, type and age of vehicles on the road to meet the requirements of our workforce plan
- We have access to the right equipment, ambulances and staff to meet patient demand and need

"We will develop our organisation to become outstanding for patients and staff"

We will know we have achieved this when:

- Our patients report consistently high levels of satisfaction
- Our staff and volunteers report that they are proud to work for EMAS
- Our workforce is healthy, engaged, supported and satisfied, and everyone exemplifies the EMAS values in all that we do
- Our staff and volunteers can access opportunities, education and training to support their career development
- We have realised benefits through ensuring we operate a modern and sustainable estate



- We are consistently delivering the Ambulance System Indicators (including patient quality measures)
- We have achieved a CQC rating of 'outstanding' and are consistently meeting our financial targets

“We will collaborate with partners and other organisations to reduce healthcare demand and improve wider healthcare”

We will know we have achieved this when:

- We have led and contributed to improvements in key areas of healthcare that matter most to EMAS, our patients and our partners across the area we serve.
- Our local communities are accessing emergency and urgent care services in the most appropriate way, based on their clinical needs

EMAS has five values which underpin everything we do, including the way we deliver our services and how we all work with others. By living these values and supporting others to do the same, we will help to make sure that EMAS is an organisation we can all be proud of. Our values have been recently updated to reflect our commitment to encouraging innovation, team and partnership working, and looking outwards as well as inwards:

- **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 *everyone's contribution, and encouraging innovation*
- **Teamwork:** Working together, supporting each other, *and collaborating with other organisations*
- **Competence:** Continually developing and improving *our competence*

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.

It must be our priority, together with our commissioners, to ensure equality of service provision to all patients, and this is reflected in our Big 3.

Compliance with Legislative and Mandatory Frameworks

Equality Act 2010: The Equality Act came into effect on the 1st 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

The profile of the Trust against protected characteristics is shown in Appendix One demonstrating a positive trend in age, ethnicity and gender demographics.

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

- Aim One: eliminate **unlawful discrimination, harassment and victimisation and any other conduct prohibited by the Equality Act 2010**.
- Aim Two: **advance equality of opportunity** between people who share a protected characteristic and those who don't
- Aim Three: foster or **encourage good relations** between people who share a protected characteristic and those who don't

The Trust can demonstrate it complies with the requirements of the PSED. The PSED is a continuous process and the Trust must demonstrate this through its policies, procedures and practice. A sample of some of the evidence and activities that demonstrate how the Trust meets and complies with the PSED is shown in Appendix Two.

Workforce Equality Standards:

Workforce Race Equality Standard (WRES)

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. The WRES is measured through a standard set of metrics derived from the Staff Opinion Survey and the Trust diversity profile. Appendix Three provides a summary of WRES indicators taken from the staff opinion survey since 2015.

Workforce Disability Standard (WDES)

In 2019 the Workforce Disability Equality Standard (WDES) became a mandatory measure. The WDES is measured through a standard set of metrics derived from the Staff Opinion Survey and Trust information.



Both the WRES and WDES reports and supporting action plans are required to be published on our Trust website by September 2019. These will be considered by the Workforce Committee prior to publication.

Gender Pay Gap

The gender pay gap is a measure of the difference between the average earnings of men compared to women across an organisation or labour market. It is expressed as a percentage of men's earnings.

Salaries at EMAS are determined through a national job evaluation scheme under the NHS Agenda for Change (AFC) terms and conditions. The job evaluation process evaluates the job and not the post holder, it makes no reference to gender or any other personal characteristics of the existing or potential future job holders.

It is a requirement to complete and publish the gender pay gap audit annually, which the Trust has complied with. The results of the gender pay gap audits are reviewed by the Workforce Committee. The latest EMAS publication shows that in EMAS women earn £1 for every £1 that men earn when comparing median hourly wages.

The full results of the gender pay gap can be seen in full on the Government website - Gender Pay Gap Services (Gov.co.uk).

Accessible Information Standard (AIS)

The Accessible Information Standard aims to make sure that people who have a disability, impairment or sensory loss can receive information that they can access and understand, and any communication support that they need from health and care services. As part of the Accessible Information Standard, organisations that provide NHS care or adult social care must do five things. They must:

1. Ask people if they have any information or communication needs and find out how to meet their needs.
2. Record those needs clearly and in a set way.
3. Highlight or flag the person's file or notes, in order that it is clear the individual has information or communication needs and how to meet those needs.
4. Share information about people's information and communication needs with other providers of NHS and adult social care, when they have consent or permission to do so.
5. Take steps to ensure that people receive information which they can access and understand and receive communication support if they need it.

The AIS forms part of the Care Quality Commission inspection under the well led domain.

An initial review of how we demonstrate and evidence compliance with the AIS was undertaken in 2018/19, which identified:

- On our corporate documents such as the Annual Report, Annual Plan and Quality Account we include the following on a separate page at the end of the document: Produced by: East Midlands Ambulance Service NHS Trust, Email: communications@emas.nhs.uk To



receive this report in other formats, such as large print, audio or another language, please call our Communications team via 0115 884 5000.

- We updated our website 'Trust documents' page to include a statement that we would be happy to provide copies of documents in alternative formats along with the key contact information.
- The review identified the need to raise awareness across the Trust of the AIS and conduct a gap analysis against the Standard. This is included in the priority actions for 2019/20 and was supported by the CQC in our recent inspection under Well-Led which stated that the *"Trust should ensure it continues to develop the accessible information standard for ambulances."*

Key Achievements during 2018/19

This annual report has been produced to set out what has been delivered and achieved regarding equality, diversity and inclusion. The list below summarises some of the key achievements for 2018/19.

- Ongoing engagement with the E-Learning programme for all staff, providing an overview of Equality, Diversity and Inclusion. The Trust has achieved over 90% rolling compliance with this module as part of statutory and mandatory training.
- Continuation of the Professional Behaviour in the Workplace Training programme for all managers, in addition to delivery with teams across the Trust; has supported positive outcomes in cultural development evidenced through the staff opinion survey and cultural audit.
- Provided equality coaching and access to reverse mentoring opportunities.
- Engagement with community groups and events through corporate and local divisional engagement providing education and information; along with promoting recruitment opportunities as part of our 'Serving Your Community Campaign' for example at the:
 - Nottingham Sikh temple
 - Local and Regional Mosques
- Continued development of policies/procedures/guidelines including:
 - Roll out of the Reasonable Adjustment Guide and the Personalised Disability Passport for staff who disclose a disability or acquire a disability.
 - Sign up to the Dying to Work Charter providing employment protections to staff faced with terminal illness.
 - Menopause and Andropause guidance.
 - Disability Awareness Training events for clinical tutors.
- Continued to increase our diversity workforce profile noting a continued trend of increased representation of staff from a BAME background.
- Staff encouraged to complete equality monitoring information through annual census resulting in increased rate of disclosure of protected characteristics.
- Introduction of our local BAME Staff Network.
- Engagement of the Chair/Representative from the BAME Staff Network as a member of Director level recruitment and selection panels.
- Engagement with members of the EMAS Lesbian Gay Bisexual and Transgender (LGB&T) forum with national forums and secured guest speaker status at national events.



- Worked in partnership with colleagues from Yorkshire, North East, and North West Ambulance Trusts as part of the Northern Ambulance Alliance convening and running a successful Women’s conference supporting development of women in leadership.
- Continued to engage with national Equality and Diversity Groups in moving the equality agenda forward.
- Held our second Equality Event, that featured staff stories, discussion groups and workshops. The event was attended by internal and external stakeholders and also enable the Trust to conclude our EDS2 grading for the period 2015-2019.
- Ensured pro-active prosecution of perpetrators of who subject our staff to violence, abuse and harassment.
- Provided comprehensive staff support and wellbeing service to staff.
- Celebration of events for example flying the Rainbow Flag and supporting staff to observe Ramadan.

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. Assessment against the goals, tells us how well we are doing as an organisation.

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

In order 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

In 2015, the Trust was graded as ‘*Developing*’. In 2019, the Trust conducted its organisational wide EDS2 assessment in respect of the period 2015 to 2019. This assessment took place at the second EMAS Equalities Day on 15 May 2019 in partnership with internal and external stakeholders. Building upon our first grading exercise in 2015, in 2019 we have now been able to achieve a grading outcome against each of the 4 goals of the EDS2, and our grading in 2019 is summarised below. The grading was allocated after analysing the results of each poll and calculating the median value. This ensures that each vote is respected equally, and the grading outcome is not a result of personal judgement.

EDS Goal	Grading Outcome
Goal 1 – Better health outcomes for all	Achieving
Goal 2 – Improved patient access and experience	Achieving
Goal 3 – A representative and supported workforce	Achieving
Goal 4 – Inclusive leadership	Developing



Overall Grading 2019	<i>Achieving</i>
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Appendix 4 provides a flavour of some of the examples of good practice against each of the goals of the EDS2 shared at our Equality Event on 15 May 2019.

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.

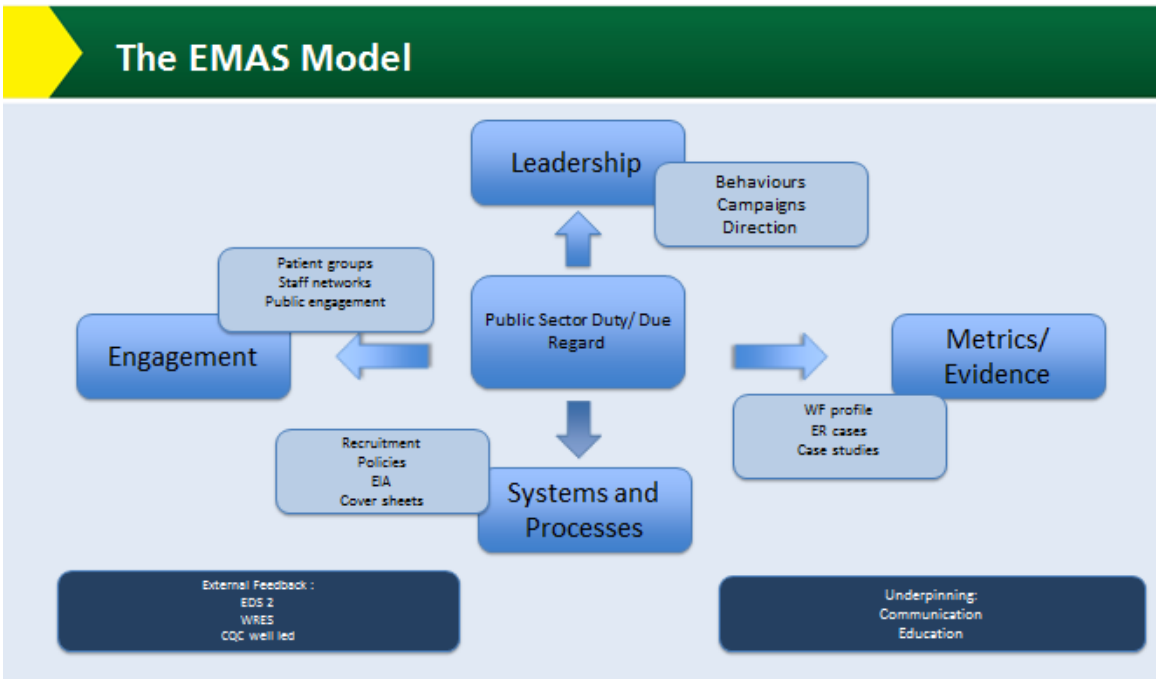
Objective 3: Ensure a zero-tolerance approach to discrimination, harassment or victimisation.

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

The Trust implemented a model of equality delivery to embed equality practice throughout the organisation. The model illustrated below on page 11 provides the framework for implementation of equality practice, education, communication and governance. Some examples of our progress are noted above in the section on Key Achievements 2018/19. In addition, appendices 1-5 provide further information on the progress made to deliver our objectives.

During 2019/20 we will review and refresh the Trust Equality, Diversity and Inclusion Strategy.



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www.emas.nhs.uk

Our 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 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 the Trust 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:



- Reviewed the the Equality Impact Assessment process and embedded into policy writing and project writing governance practices.
- Concluded an internal audit on Equality Impact Assessments during 2018/19
- Added Equality Considerations to the cover sheet of meeting papers.

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. The Trust 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 2018/19. 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 in order to ensure the Trust can respond to perceived barriers of access to support from within the Trust. 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.

Education and Training: In order to raise awareness and develop ownership and understanding of equality responsibilities a range of education, training and engagement workshops have been provided during 2018/19, including:

- Workforce Race Equality Standard development session for the Board
- Professional Behaviour in the Workplace Programme for managers and individual teams
- 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
- 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.

The Trust 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 is required to provide valuable insight into whether some groups/individuals have a poorer experience than others.

EMAS continues to engage with patients through groups such as Patient Voice. During 2018/19, our developing clinical operating model has received feedback from focus groups to enable equality analysis to be completed.

As set out earlier in this report, EMAS held its second Equalities Day in May 2019 with 70 attendees from staff groups and external stakeholders. The aim of the day was to share progress made during 2018/19 and included patient and staff stories, workshops and evidence to enable the EDS2 grading event to be concluded.

Equality Priorities for 2019/20

Leadership:

- Review and refresh the Equality, Diversity and Inclusion Strategy by 31 March 2020.
- Establish Equality, Diversity and Inclusion sub-group of the Workforce Committee to monitor delivery against the legislative and mandatory equality requirements and engage learning from the staff networks.
- Continue to roll out Professional Behaviours in the Workplace education programme to managers and staff.
- Continue to provide education and training for all staff in relation to Equality, Diversity and Inclusion through the Statutory and Mandatory training programme.
- Positive action recruitment campaigns and development of part time education routes.
- Development of bespoke education for targeted staff groups as part of the leadership development plan 2019/20 including on Equality Analysis and Due Regard.
- Review EDS3 upon publication and implement accordingly.
- Further develop the methodology in grading against EDS2/3 to ensure grading methodology continues to comply with mandatory requirements.

Engagement:

- Engage with Patient Voice groups to link activity and provide evidence against EDS2 goals/outcomes.
- Support the continued development of the Staff Equality Networks to ensure learning and continuous improvement.

Systems and Processes:

- Continue to develop equality analysis including impact assessments and evidencing of Due Regard.
- Ensure meeting cover papers provide a mechanism for evidencing Due Regard.

Metrics and Evaluation:

- Continue to produce equality metrics in line with national reporting requirements.
- Work with sector colleagues to benchmark measures and progress.
- Ensure patient experience data includes monitoring of protected characteristics.

In addition, specific priorities are identified as:



Accessible Informational Standards:

- Raise awareness across the Trust of the Accessible Information Standards.
- Conduct a gap analysis against the Standard to identify areas of non-compliance.
- Development improvement plan.
- Ensure AIS equality data monitoring of service users who require accessible information; and requests for information in alternative formats.

WRES:

- Determine and implement actions arising as a result of the WRES outcomes and submission in August 2019 including:
 - Recruiting Managers not having access to the equality profile information within applications at shortlisting stage.
 - Implementing process of Recruiting Managers providing 'rationale for not appointing a BAME candidate' at selection stage.
 - Representative of the BAME Network forming part of selection panels for all senior level appointments.
 - Advertising that the Trust welcomes and encourages applications from candidates with a protected characteristic.
- Develop targeted actions to improve BAME recruitment and retention including use of positive action and existing campaigns (Serving Your Community and EMAZING).
- Work with the BAME staff network to explore the WRES outcomes with reference to perceptions of discrimination.
- Work in partnership with our Higher Education Partners to support widening participation.

WDES:

- Determine and implement actions arising as a result of the WDES outcomes and submission in 2019.
- Promote the importance of and improve the rate of disclosure of disability protected characteristics.



Appendix 1

4 YEAR ANALYSIS OF "PROTECTED CHARACTERISTICS" - TRUSTWIDE

Age Profile						Religious Profile					
Age Group	15/16	16/17	17/18	18/19	Latest Regional Profile	Religion or belief (incl lack of belief)	15/16	16/17	17/18	18/19	Latest Regional Profile
15-19	0.1%	0.2%	0.4%	0.4%	23.8%*	Christianity	31.2%	30.0%	29.7%	29.2%	58.8%
20-24	2.1%	3.5%	5.0%	6.9%	13.2%	Buddhism	0.2%	0.2%	0.2%	0.2%	0.3%
25-29	8.4%	9.9%	11.0%	13.4%		Hinduism	0.4%	0.4%	0.5%	0.4%	2.0%
30-34	9.7%	10.5%	11.1%	11.0%	13.4%	Judaism	0.0%	0.0%	0.0%	0.0%	0.1%
35-39	11.6%	11.2%	10.5%	9.8%		Islam	0.4%	0.4%	0.4%	0.4%	3.1%
40-44	14.7%	14.4%	14.4%	13.7%	13.1%	Sikhism	0.2%	0.1%	0.1%	0.2%	1.0%
45-49	18.1%	17.3%	16.5%	14.7%		Other	2.9%	2.9%	3.0%	3.3%	
50-54	14.9%	14.3%	13.9%	13.8%	14.6%	Atheism	10.5%	10.3%	11.0%	12.4%	27.1%
55-59	11.4%	10.7%	9.8%	9.4%		Undefined	52.8%	53.4%	50.4%	25.1%	1.1%
60-64	6.7%	6.1%	5.4%	5.4%	21.9%	I do not wish to disclose	1.5%	2.2%	4.7%	28.9%	6.50%
65+	2.3%	2.0%	1.2%	1.7%		Rate of disclosure	45.7%	44.3%	44.9%	75.0%	

* 0-19 band regionally

Marital Status Profile						Sexual Orientation Profile					
Marital Status	15/16	16/17	17/18	18/19	Latest Regional Profile	Sexual Orientation Profile	15/16	16/17	17/18	18/19	Latest Regional Profile
Single	36.2%	37.9%	40.2%	41.5%	23.1%	Heterosexual	53.1%	53.6%	55.9%	61.0%	73.4%
Married	49.5%	47.4%	45.5%	45.0%	48.1%	Undefined	44.2%	42.9%	39.9%	23.3%	19.0%
Legally Separated	2.4%	2.1%	2.2%	2.0%	8.4%	Gay	0.9%	0.8%	0.9%	1.2%	1.7%
Divorced	7.7%	7.3%	7.3%	6.8%		Lesbian	1.1%	1.2%	1.3%	1.5%	
Civil Partnership	0.5%	0.4%	0.3%	0.5%	0.8%	Bisexual	0.3%	0.4%	0.4%	0.7%	0.9%
Unknown	2.9%	3.0%	2.8%	2.7%	14.8%	I do not wish to disclose	0.4%	1.2%	1.6%	12.3%	5.0%
Widowed	0.5%	0.5%	0.5%	0.6%	4.8%	Rate of Disclosure	55.4%	56.0%	58.5%	64.4%	
Null	0.2%	1.4%	1.2%	1.1%							
Rate of Disclosure	96.0%	96.0%	96.0%	96.4%							

Ethnicity Profile						Gender Profile					
Ethnicity	15/16	16/17	17/18	18/19	Latest Regional Profile	Gender	15/16	16/17	17/18	18/19	Latest Regional Profile
Ethnic Group :						Male	54.1%	55.0%	53.8%	52.3%	49.0%
White	95.2%	94.7%	93.2%	94.2%	89.2%	Female	45.9%	45.0%	46.2%	47.7%	51.0%
White Non-British	2.6%	3.0%	4.3%	2.9%							
BME	2.2%	2.3%	2.5%	2.9%	10.8%						
Rate of Disclosure	100.0%	100.0%	100.0%	98.2%							

Disability Profile					
Disability Profile	15/16	16/17	17/18	18/19	Latest Regional Profile
Yes	2.3%	2.3%	2.3%	2.5%	8.5%
No	15.8%	12.7%	11.6%	17.6%	14.2%
Not Declared	0.0%	0.0%	0.1%	44.3%	
Undefined	81.9%	85.0%	86.1%	35.6%	
Rate of Disclosure	18.1%	15.0%	13.9%	20.1%	

NB : "Shaded" areas indicate information not available or not in a comparable format regionally



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. The Trust 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.

The Trust 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. The Trust 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 the Trust 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.

The Trust:

- 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. The Trust 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.

The Trust's work aiming to advance equality of opportunity has been extensive during 2018/19 and the below provide a range of examples of this:

- Continues to be engaged with the leadership academy to promote development programmes for BME staff
- Developed positive relationships with Deaf/ Deafened Communities with a major incident exercise with Fire and Rescue services
- Signed up with Business Disability Forum to advance our work in progressing our disability confident status.
- Rolled out a disability passport and reasonable adjustment guidance to assist managers in supporting staff with known or acquired disability.

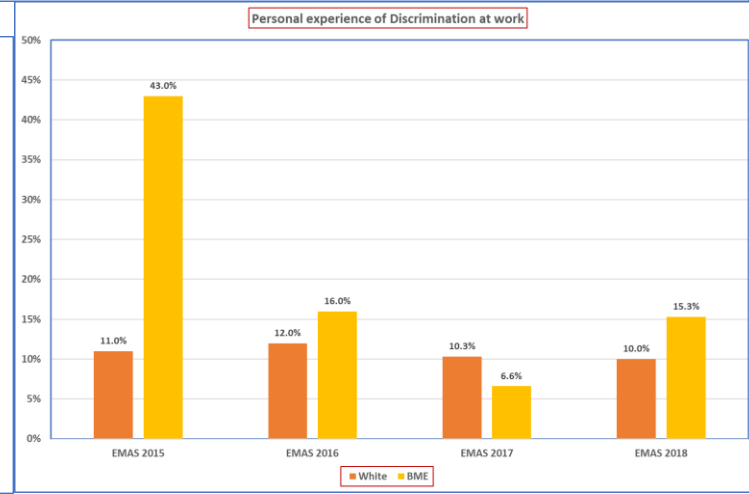
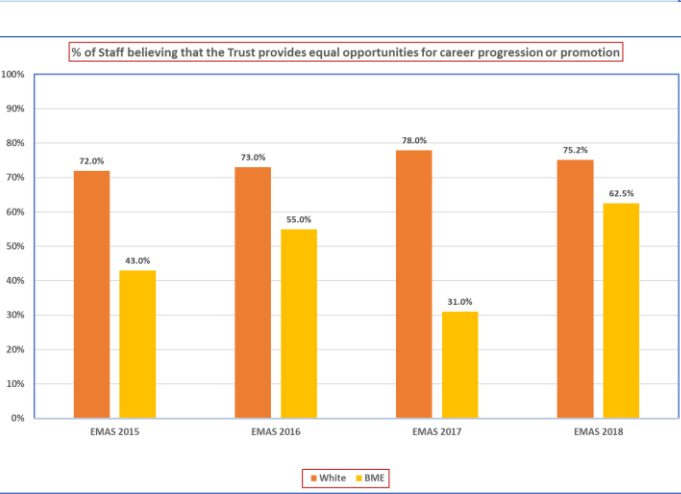
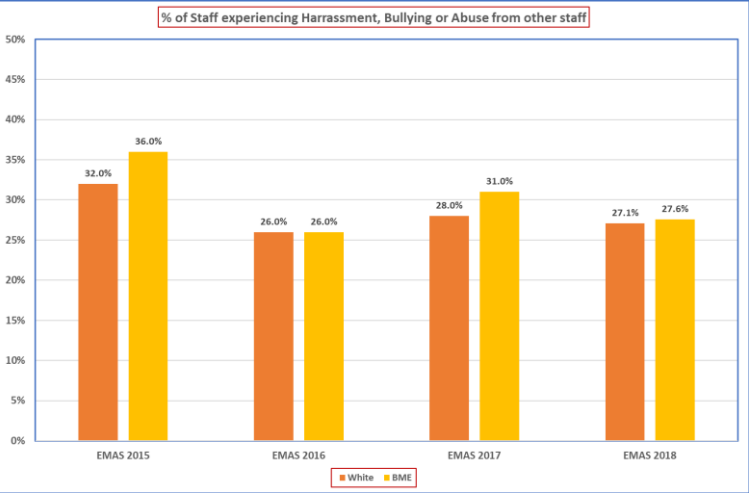
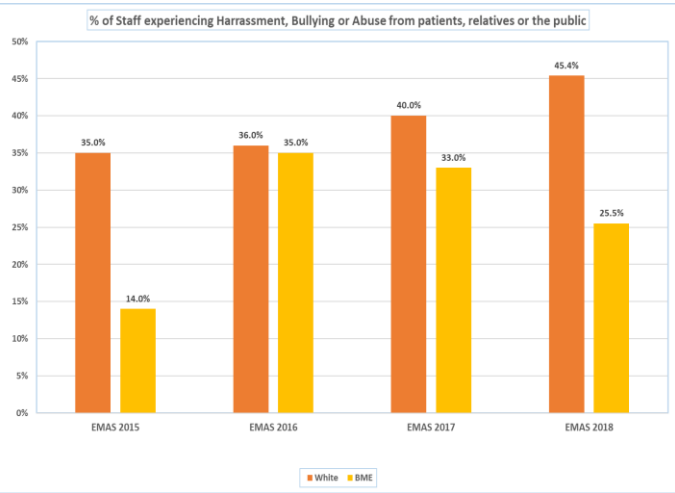
AIM THREE: Foster good relations between people who share a protected characteristic and those who do not.

The Trust 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, 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.
- Developed our BME staff network including Board champions.



Appendix Three

Workforce Race Equality Standard

4 Year comparison of staff opinion survey indicators

(full report published on EMAS website annually)



Appendix Four: Some Examples of Good Practice against the Goals of the EDS2 shared at our Equality Event on 15 May 2019.

Following on from the success of our inaugural Equality Event in 2018, on 15 May 2019 we held our second Equality Event. The event was attended by a diverse cohort of internal and external stakeholders.

The main aim of the day was to showcase and celebrate our achievements so far in delivering and embedding the equality agenda within the Trust, and to conduct an assessment against the Equality Delivery System 2 (EDS2), grading our performance, in discussion with local stakeholders.

To help with the grading process we assembled and presented a variety of evidence-based story boards, highlighting the positive changes the Trust is implementing, working towards an improvement in equality outcomes.

The below provides some examples of the progress showcased at the event and how equality and diversity is becoming embedded in our culture.

Goal 1 – Better Health Outcomes for All

The EDS2 is a tool to use to evaluate our equality performance throughout the Trust, but it can also be incredibly effective in shaping our objectives when we use this system and apply it to people from other disadvantaged groups, such as the homeless population for example.

As with the protected groups, we can also assess and grade how well disadvantaged groups fare compared with people overall, with a view to improving NHS performance, where there is local evidence that indicates the need to do so.

On Sunday 9 December 2018 The Sherwood Rangers Yeomany (Army Reserves) hosted a one-day event to support the homeless population in and around Nottingham. This took place between the hours of 10.00–12.00 and 14.00–16.00 at the Army Reserve Centre in Carlton, Nottingham.

Colleagues from EMAS proudly worked alongside the Army Reserves throughout the day, educating the homeless on various services that are available to them, as well as providing a range of health checks, such as pulse rate, blood pressure, blood sugar levels and temperature. These health checks were documented appropriately using a basic 'Patient Report Form' (PRF). For everyone who were then referred onto other services, a more comprehensive PRF was completed and documented as necessary.

72 individuals consented to various health checks, which were documented appropriately, consistent with the Clinical Records Keeping Policy. A full patient report form was completed for each person who was referred onto other services. This was also a learning opportunity for EMAS staff, enabling all involved to increase the awareness on the issues surrounding the homeless.



Goal 2 – Improved Patient Access and Experience

To support and reinforce Goal 2 we displayed a new model ambulance, highlighting the new and improved features and explained the thought process that goes into designing and continuously improving equipment and best use of layout, enhancing the whole patient experience. We encouraged each delegate to look around the ambulance and to ask any questions they may have, in order to gain a greater understanding of how our fleet is continuously improving, with 'patient access and experience' at the forefront of our minds. Ambulance improvements included:

- New and improved suspension creating a more comfortable patient experience
- An improved lighting system enhancing the experience for a variety of patients
- Multi position stretcher to offer the clinician greater access to specific patients in order to deliver effective treatment.

Goal 3 – A Representative and Supported Workforce

For Goal 3 'A representative and supported workforce' we demonstrated how we support our staff with flexible working options within division. The Trust is committed to the principle of work life balance and flexible working. It is accepted that individuals work best when they can balance their work responsibilities with the rest of their lives. As a result, every reasonable effort will be made to try to accommodate a flexible working arrangement whilst continuing to provide a high-quality service to patients.

The following examples highlight several recent cases in which we supported our workforce with various personal issues and how we worked together to provide a solution, allowing a much more flexible approach to their working commitments.

Case study 1 - An individual working within a corporate function, but also a qualified paramedic, was unable to return to their role following maternity leave, as the location and hours were no longer suitable for them, due to childcare requirements. Following a review of the individual's and business needs, the division accommodated the individual within the division under a flexible working agreement which met the individual's needs.

Case study 2 - A member of staff required support with working shifts that supported their court specified access arrangements to see their children. Following review of the individual's and business needs, the division introduced a rota line at station that supported the member of staff concerned, whilst matching forecasted activity.

Outcome - The Trust recognises that there is potential for mutual benefit to both the Trust and its employees if flexible working practices can be implemented. This improves staff morale and maintains high levels of employee commitment, facilitates the retention of experienced and valued employees and facilitates the reduction of sickness absence due to anxiety, stress and depression.



Goal 4 – Inclusive Leadership

The main aim of our Equality, Diversity and Inclusion conference was to showcase and celebrate our achievements so far in delivering and embedding the equality agenda within East Midlands Ambulance Service NHS Trust.

The conference started with a warm welcome from our Chief Executive, displaying his ongoing commitment to improving the Trusts equality agenda, and how we continue to move in the right direction fulfilling our equality objectives. The Trust's Assistant Director of Workforce Planning, Governance and Compliance, facilitated the event and summarised the progress that has already been made, explaining the importance of coming together to grade our equality performance, as this helps us shape our future priorities and establish relevant objectives moving forward.

Several other senior leaders attended the event, engaging, presenting and sharing their stories and experienced in order to support our ongoing learning and development; including our Chairman, Director of Finance; Director of Strategy and Information; Director of Human Resources and Organisational Development; and Non-Executive Directors.

During the conference we heard from a variety of patients and colleagues, who kindly shared their stories of the challenges they have faced, both in and out of the workplace, shining light on several issues that are often overlooked, to support us to continue to develop as an inclusive organisation. These speakers included:

Doctor Carol Ighofose (General Practitioner): Dr Carol, a GP practising in Leicester, shared her life changing experience, vividly recounting her experience of having a heart attack, with useful medical insight, and describing in detail the signs and symptoms she experienced as they occurred. More importantly Carol shared with us her account of the treatment that followed, highlighting equality issues that greatly affected the time it took to make a diagnosis, causing unnecessary damage to healthy heart tissue.

Alison Curtis – Community First Responder (CFR): Alison provided an emotional account of her experience when her son went into cardiac arrest, and the impact this had on her life, which inspired her to become a Community First Responder. Alison went on to talk about a recent emergency she was called to involving a paediatric arrest. Alison was first on scene and had to carry out CPR until the arrival of an ambulance crew. Fortunately, this resulted in a positive outcome, and thanks to all involved, 11-month-old Tommy's life was saved that day.

These stories, examples and case studies represent just a small number of the examples showcased on the day.



Appendix Five: Demonstrating progress against the objectives established in the Trust Equality and Diversity Strategy 2016-2020

The below provides a brief summary of the progress made in delivery of the objectives set out in the Equality, Diversity and Inclusion Strategy 2016-2020, 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 – due for review and refresh by 31 March 2020.
Review Equal opportunities Policy	Complete – regular review in line with the governance framework.
Develop Equality Impact analysis assessment system	Complete - EIA process active.
Ensure EIA is conducted on policies, procedures, strategies and service improvements	EIA process active. Equality Analysis delivered as a workshop at annual equalities day to embed requirements.
Implement a consultation group to review and support EIA.	Development of the staff networks provides opportunity for consultation in respect of EIAs.
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.	The Trust has implemented and is compliant with WRES reporting requirements. Improvement is evident in the diversity profile.
Monitor equality profile in employee relation cases and access to education.	HR case system implemented which enables equality profile monitoring in employee relations cases. WRES/WDES metrics include ER data and access to education.
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 made including WRES/WDES and Gender Pay gap.
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	Engagement is conducted through Patient Voice groups and equality events, and this will continue in 2019/20.
Continue to develop staff networks	Staff Networks are established – BAME and LGBT. The networks will be aligned



	with the governance framework in 2019/20 to ensure learning from the networks and staff experience.
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	Corporate and local engagement and partnership work continues evidenced through EDS2 grading exercise. This remains a priority in 2019/20.
Objective 3: Ensure a zero-tolerance approach to discrimination, harassment or victimisation	
Actions	Update
Implement Professional Behaviour in the Workplace Programme	Programme rolled out to managers (and integrated into 5 day Living EMAS Values programme for first line managers). Programme also delivered on request to teams, departments and divisions. This will continue to be rolled out during 2019/20
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. Leadership programmes for senior and middle managers including Equality and Diversity has been included in the Leadership and Management Development Plan for 2019/20. Board Development Workshop focused on Equality and Diversity held in 2018/19 and a further session scheduled in 2019/20.
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.
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 • IDOHO day • LGBT+ month • Black history month



Be proactive through social media and work with the communications team to maximise publicity opportunities	Active social media presence through the Communication Team including #EMAZING campaign; and live twitter feeds of paramedics on shift to promote EMAS careers within BAME groups. Social media accounts accessible to managers to promote events. In 2019/20 the Trust will continue to promote the Serving Your Community an EMAZING Campaigns.
Support and promote within the organisation equality events such as Black History Month	Positive action campaigns continued in 2018/19 to promote careers within EMAS within BAME groups. Targeted BME recruitment at Board level during 2018/19. This will remain a priority in 2019/20.
Continue to develop staff networks	Established staff networks, BAME, LGBT.
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	EDS grading completed in 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. Disability Committed status achieved.
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 a priority in 2019/20.



Ensure papers submitted to the Board consider the equality impact and Due Regard.	Equalities section included in meeting paper cover sheets.
Undertake grading against EDS2	EDS grading conducted in 2019.

