



Annual Equality, Diversity and Inclusion Report 2021/22

Our Equality, Diversity and Inclusion Annual Report 2021/22

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Introduction

Welcome to our Annual Equality, Diversity and Inclusion Report for the period 2021/22. 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 2020/23.

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 (EDS) and Workforce Equality Standards, for both race and disability.

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-sector organisation 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, Diversity and Inclusion Strategy; Equality Delivery System Grading; Workforce Race Equality Standard and Workforce Disability 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, Diversity and Inclusion Strategy).
- The information will need to be accessible to the public and available in varying formats.

During 2021/22 the Trust has worked hard to bring its 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 2021/22, 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 staff members and to deliver an excellent patient led health service. EMAS aim to ensure all staff are equally valued and respected, and that patients receive the very best care the Trust 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 regarding all of 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 2020/23. The report also briefly summarises how we intend to build upon the progress made to date through our equality priorities for 2022/23.

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.

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.

Workforce Disability Equality 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 the Trust's Electronic Staff Records (ESR).

Both the WRES and WDES reports and supporting action plans are required to be published on the Trust website by 31 October. The reports are presented to the Health, Wellbeing and Inclusion Group for formal approval prior to publication. Appendix Four provides a summary of the WDES indicators taken from the staff opinion survey.

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 measures the skills, responsibilities and effort that are required for a job and allocates it to an Agenda for Change pay band. The evaluation is not based on 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 presented to the Health, Wellbeing and Inclusion Group.

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

Accessible Information Standard (AIS)

The Accessible Information Standard aims to ensure that people who have a disability, impairment or sensory loss can receive information that they can access and understand, and are provided with 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.

In July 2021 EMAS conducted a gap analysis of the Accessible Information Standard to determine the Trusts level of compliance, and progress over the previous year. Following this exercise an action plan was developed which provided the Trust with a focused approach to improving its processes relating to the AIS. Throughout this reporting period the Wellbeing and Inclusion Team, alongside other divisional and department leads, have been working collaboratively to increase the Trusts compliance of the Standard. The actions completed within this reporting period include:

- A full review of the British Deaf Association Charter was conducted in December 2021. The aim of this review was to gain a greater understanding of the Charter and what it aims to achieve.
- All front-line A&E double crewed ambulances (DCAs) and the Trust's Urgent Care (UC) Fleet are fitted with hearing aid loops and hearing loop signs have been clearly placed on every DCA and UC vehicle to highlight they are hearing loop friendly. The Trust have received guidance from the hearing loop system manufacturer on how to operate the hearing loops within Trust vehicles.
- Establish a process for operational staff members, attending service users, to inform EOC of any information or communication needs, as identified from the initial patient assessment.
- A short two-page guidance document has been developed for the Trust's operational workforce, to provide advice on effective communication, between the clinician and service users, who may have information and/or communication needs.
- The Wellbeing and Inclusion Team have created a document which contains a list of deaf community groups throughout the East Midland region. The information documented includes the name of the community group, the location, services provided and contact details.
- The Trusts Patient Transport Service have reviewed how best to manage bookings for individuals from the Deaf community, including the possibility of using an online booking system and online chat function.
- The Trust has reviewed its current education module on assessing d/Deaf and deafened patients.
- The Trust has scoped the use of braille as a communication method between the Trust and service users.

Key Achievements during 2021/22

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 this reporting year and provides updates to the equality priorities as set out in the Equality, Diversity and Inclusion Annual Report 2020/21:

- The implementation of The Equality, Diversity and Inclusion Strategy 2020-2023 is an ongoing process and the Trust remains on target to complete the actions and goals contained within the strategy.
- Ongoing engagement with the E-Learning programme for all staff, providing an overview of Equality, Diversity and Inclusion. The Trust has achieved over 85% rolling compliance with this module as part of statutory and mandatory training.
- Continuation of the 'Equality Everyday' induction programme for new clinical staff members.

- Engagement with community groups, equality, diversity and inclusion groups and events have been carried out where possible, whilst adhering to COVID19 restrictions and guidelines. Engagement opportunities have mainly been via Microsoft Teams.
- The Workforce Resourcing and Governance Group formally approved a newly developed Workforce Carers policy. The Workforce Carers policy seeks to outline how local managers can support their staff who have caring responsibilities and ensure that there is a recognised system to identify carers within the Trust.
- Continued to increase our diversity workforce profile noting a continued trend of increased representation of staff from a BAME background. As at 31 March 2021, the Trust's BAME profile was 3.28% of the workforce, which equates to 135 members of staff. As at 31 March 2022, the BAME profile within the Trust had increased to 3.38%, equating to 137 members of staff.
- Providing continued support, advice and guidance to developing the Trusts Black Asian Minority Ethnic (BAME) and Lesbian Gay Bisexual Transgender Plus (LGBT+) staff networks and working closely with the Network Chairs in the continued development of the Networks. Terms of Reference have been reviewed and Network Chairs are members of the formal Health, Wellbeing and Inclusion Group (Subgroup of the Workforce Committee) to ensure they are able to influence continued improvement in equality, diversity and inclusion.
- The Trusts Disability and Carers Staff Network has been formed and the membership is increasing each month. The next step will be to hold a network AGM where a Chair, Vice Chair and Secretary will be elected.
- Continued to engage with national Equality and Diversity Groups in moving the equality agenda forward.
- Provided comprehensive staff support and wellbeing services to staff.
- A full review of the Trusts compliance against the Accessible Information Standard has been undertaken and a secondary gap analysis has identified further areas for improvement, and an action plan was developed to address these areas and to ensure the Trust remains compliant.
- Continuation of the Trusts Reverse Mentoring Scheme with members of the Executive Management Team and BAME Network members. The aim of the scheme is to improve senior leaders' knowledge and understanding of the issues that impact on BAME staff members in the workplace and service users when receiving clinical care.
- Both the Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES) reports and action plans were submitted as required and published on the EMAS Trust website.
- The Equality, Diversity and Inclusion Training Plan for 2021-2022 has been successfully implemented, which has included new and revised workshops, including: Equality, Diversity and Human Rights E-Learning, Equality Analysis training, Effective Recruitment, Accountability, Reputation and Professionalism workshops, Habits of Effective People, Emotional Intelligence, and various bespoke training programmes upon request.
- Equality Analysis training is now incorporated within the annual Equality, Diversity and Inclusion training plan and is available to all members of staff throughout the Trust. The Equality Analysis Policy ensures all new Trust processes and the development/review of procedural documents are subject to an Equality Impact Assessment.

Equality Delivery System 2022 (EDS2022): The EDS2022 provides a 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/domains, tells us how well we are doing as an organisation.

The EDS2022 has three goals/domains:

- Commissioned or Provided Services
- Workforce Health and Wellbeing
- Inclusive Leadership

To assess and grade performance against the EDS2022, 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

The most recent EDS assessment was conducted on 15 May 2019 and the Trust achieved a grade of 'Achieving' through this process. This assessment took place at the second EMAS Equalities Day, in partnership with internal and external stakeholders. The grading was allocated after analysing the results of each poll and calculating the median value. This ensures that each vote was respected equally, and the grading outcome was not a result of personal judgement. During the next EDS grading process, EMAS aim to progress from a grade of 'Achieving' to 'Excelling'.

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 2020-2023: In August 2020 the Trust Board approved the Equality, Diversity and Inclusion Strategy which established the following equality objectives:

Objective 1: Refresh the Equality, Diversity and Inclusion Strategy by 30 September 2020 including annual review and submission of Annual Reports to the Trust Board.

Objective 2: Continue to develop and improve outcomes in the Workforce Race Equality Standard (WRES)/Workforce Disability Equality Standard (WDES). We will challenge ourselves to improve our processes and culture so that there is parity between protected groups.

Objective 3: Continue to develop and implement our staff equality networks ensuring learning and organisational development is derived from the networks, measured through staff feedback mechanisms and workforce equality standard outcomes.

Objective 4: Increase the diversity profile of the Trust's workforce to ensure that it is reflective of the community served and brings the voice of patients and community into the Trust to influence the design and delivery of high-quality care to our diverse population.

Objective 5: Ensure implementation of the Accessible Information Standard measured through an improved CQC rating from good to excellent and an Equality Delivery System rating from Achieving to Excelling.

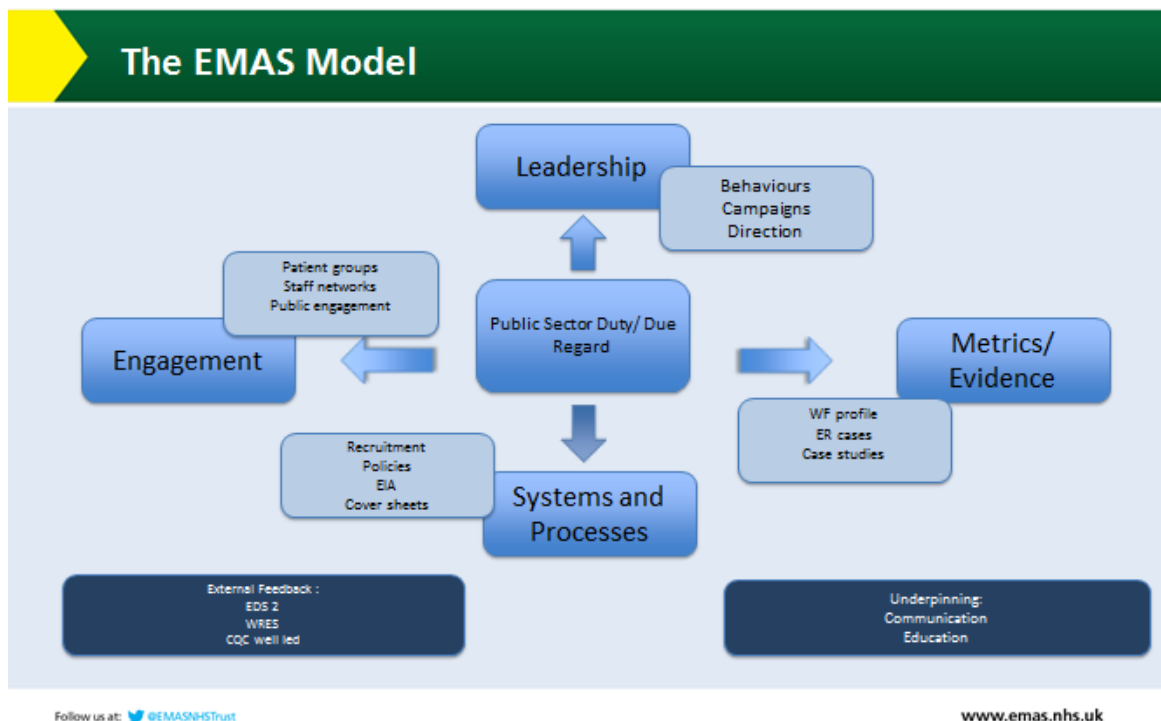
Objective 6: Ensure Due Regard is demonstrated through monitoring of compliance with our equality analysis process.

The Trust implemented a model of equality delivery to embed equality practice throughout the organisation. The model illustrated below on page 12 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 2021/22.



Equalities

East Midlands Ambulance Service **NHS**
NHS Trust



Our Equality, 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:

- Ensured the Equality Impact Assessment process is embedded into policy writing and project proposals.
- Continuation of conducting internal audits on Equality Impact Assessments to ensure quality standards are routinely achieved.
- Ensured that all Equality Impact Assessments are reviewed, authorised and documented appropriately.
- Ensured Equality Impact Assessments are included in Cover Sheets for papers submitted to the Trust’s formal meetings and committee structure to prompt consideration of equality impact assessment in the decision-making processes.
- Ensured Equality Impact Assessment training has been provided to Trust policy leads.

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.

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 continues to be a priority focus of our work during 2022/23. Actively engaging and listening to staff and patients and seeking the views from seldom heard voices and diverse communities, has been a key focus and will remain 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.

The impact of the pandemic on staff engagement has curtailed the level of activity that had been planned by the Wellbeing and Inclusion Team. Whilst social interaction would have benefited staff engagement campaigns such as the Staff Opinion Survey, People Pulse Survey and Community engagement, the use of Microsoft Teams has allowed staff engagement to be continued. Conference meetings held on-line allow for a wider audience to attend and remove the need for members of staff to travel to various Trust sites. Additional benefits of this approach are that it is more time efficient and environmentally friendly.

To raise awareness and develop ownership and understanding of equality responsibilities, a range of education, training and engagement workshops have been provided during 2021/22 including:

- Workforce Race and Disability Equality Standard development sessions for the Board.
- Equality Everyday induction workshop for new employees.
- Equality Coaching upon request.
- Accountability, reputation and professionalism workshop for all Trust staff
- Effective Recruitment workshop.
- Habits of Highly Effective People session.
- Cultural Competency sessions.
- Bespoke Equality and Diversity workshops to meet local requirements.
- E-Learning module in line with statutory and mandatory education requirements.

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.

Equality Priorities for 2022/23

Engagement:

- Working with our divisional operational management teams and staff networks to strengthen relationships within community groups.

Systems and Processes:

- Ensure that all Policy Leads have access to equality analysis training and advice.
- Ensure that Meeting Chairs are fully aware of the legal requirement to demonstrate Due Regard.
- Ensure the decisions we make are subject to appropriate equality analysis.
- Ensure Due Regard is demonstrated through monitoring of our compliance with our equality analysis process.
- Ensure all staff have access to and complete statutory and mandatory Equality, Diversity and Inclusion related education.
- Develop and implement a new Wellbeing Impact Assessment (WIA) Policy.
- Review the evaluation process for the courses that form the Equality, Diversity and Inclusion training plan.

Accessible Informational Standards:

- Complete a follow up review of the Accessible Information Standard and level of compliance.

Staff Equality Networks:

- Assess the need and if appropriate establish a Women's network.
- Assess the need and if appropriate establish an Interfaith staff network.
- Assess the need and if appropriate establish an Armed Forces staff network.
- Provide further opportunity for reverse/co-mentoring across the Trust.
- Continue to develop and implement our staff equality networks, ensuring learning and organisational development is derived from the networks, measured through staff feedback mechanisms and monitoring of workforce equality standards.

Workforce Race Equality Standard and Workforce Disability Equality Standard:

- Communicate clear messages of zero tolerance of discrimination by ensuring there is a supportive culture for individuals to come forward and raise concerns and empowering allies to call out poor and inappropriate behaviour.
- Increase representation of BAME staff within the Trust by 0.5%.
- Increase BAME representation in leadership roles by 0.1%.
- Increase the rate of Disability disclosure.
- Continuing to focus on reducing violence and aggression toward our staff from patients, relatives and the public.
- Reducing the incidents of harassment, bullying and abuse from colleagues; and discrimination at work from managers/colleagues; ensuring zero tolerance.

Appendix One

4-YEAR ANALYSIS OF "PROTECTED CHARACTERISTICS" - TRUSTWIDE									
Age Profile					Religious Profile				
Age Group	2018/19	2019/20	2020/21	2021/22	Religion or belief (incl. lack of belief)	2018/19	2019/20	2020/21	2021/22
15 - 19	0.40%	0.20%	0.20%	0.10%	Christianity	29.20%	31.60%	31.60%	31.29%
20 - 24	6.90%	7.40%	7.90%	8.64%	Buddhism	0.20%	0.20%	0.20%	0.17%
25 - 29	13.40%	13.50%	14.10%	14.13%	Hinduism	0.40%	0.40%	0.40%	0.44%
30 - 34	11.00%	12.20%	13.20%	13.96%	Judaism	0.00%	0.00%	0.00%	0.02%
35 - 39	9.80%	9.60%	9.70%	10.28%	Islam	0.40%	0.40%	0.50%	0.54%
40 - 44	13.70%	11.80%	11.40%	9.91%	Sikhism	0.20%	0.30%	0.30%	0.32%
45 - 49	14.70%	13.10%	13.10%	12.19%	Other	3.30%	4.20%	4.60%	5.09%
50 - 54	13.80%	13.60%	13.70%	13.59%	Atheism	12.40%	16.00%	17.30%	19.99%
55 - 59	9.40%	9.90%	9.80%	10.16%	Undefined	25.10%	19.10%	18.10%	15.99%
60 - 64	5.40%	6.30%	5.40%	5.18%	I do not wish to disclose	28.90%	27.80%	27.00%	26.15%
65+	1.70%	2.40%	1.60%	1.86%	Rate of disclosure	75.00%	80.90%	81.80%	84.01%
Marital Status Profile					Sexual Orientation Profile				
Marital Status	2018/19	2019/20	2020/21	2021/22	Sexual Orientation	2018/19	2019/20	2020/21	2021/22
Single	41.50%	46.70%	46.00%	47.73%	Heterosexual	61.00%	67.40%	68.60%	69.34%
Married	45.00%	39.70%	40.60%	39.19%	Unspecified	23.30%	17.60%	16.70%	14.96%
Legally Separated	2.00%	1.70%	1.70%	1.64%	Gay	1.20%	1.50%	1.70%	1.80%
Divorced	6.80%	7.10%	7.00%	7.07%	Lesbian	1.50%	1.80%	1.80%	1.98%
Civil Partnership	0.50%	0.60%	0.60%	0.56%	Bisexual	0.70%	1.00%	1.10%	1.59%
Unknown	3.80%	3.70%	3.60%	3.22%	I do not Wish to Disclose	12.00%	10.70%	10.20%	10.33%
Widowed	0.60%	0.60%	0.70%	0.59%	Rate of Disclosure	64.40%	82.30%	83.30%	85.04%
Rate of Disclosure	96.40%	96.40%	96.40%	96.79%					
Ethnicity Profile					Gender Profile				
Ethnic Group	2018/19	2019/20	2020/21	2021/22	Gender	2018/19	2019/20	2020/21	2021/22
White	97.10%	95.40%	95.70%	95.56%	Male	52.30%	51.00%	50.10%	48.20%
BAME	2.90%	3.00%	3.30%	3.38%	Female	47.70%	49.00%	49.90%	51.80%
Rate of Disclosure	98.20%	98.40%	99.00%	98.94%	Rate of Disclosure	100.00%	100.00%	100.00%	100.00%
Disability Profile									
Disability	2018/19	2019/20	2020/21	2021/22					
Yes	2.50%	2.50%	3.30%	3.97%					
No	17.60%	27.40%	34.90%	39.29%					
Not Declared	44.30%	40.80%	36.80%	34.47%					
Undefined	35.60%	29.30%	25.10%	22.27%					
Rate of Disclosure	20.10%	29.90%	38.10%	43.26%					

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, members of the public, managers and other 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.

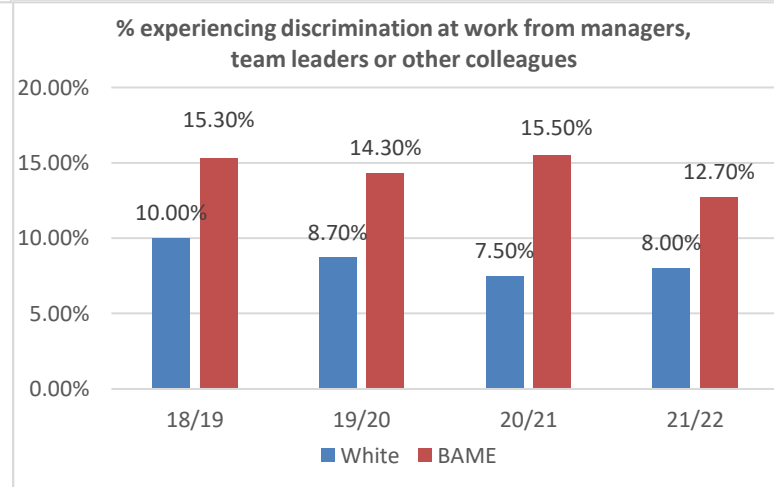
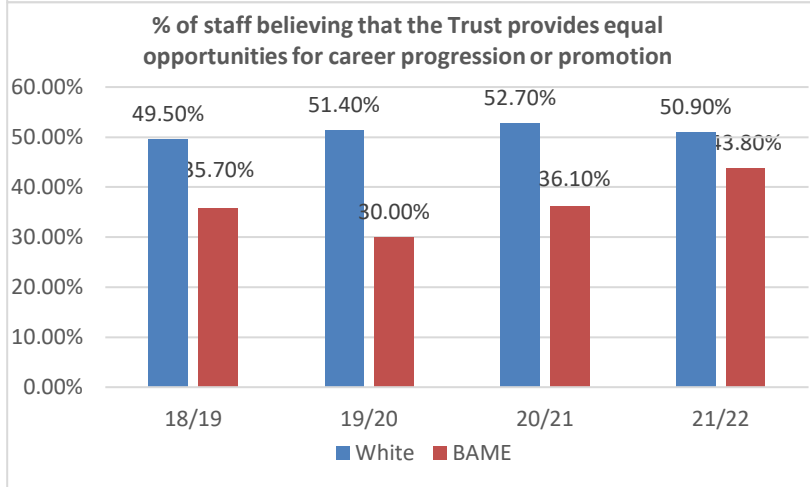
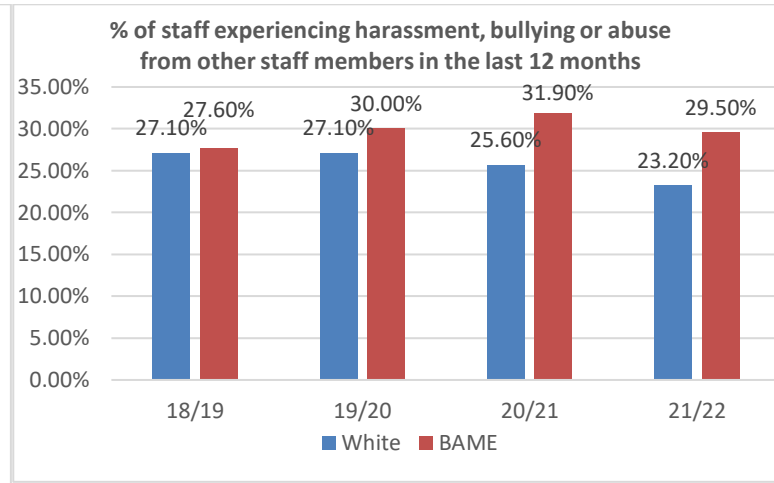
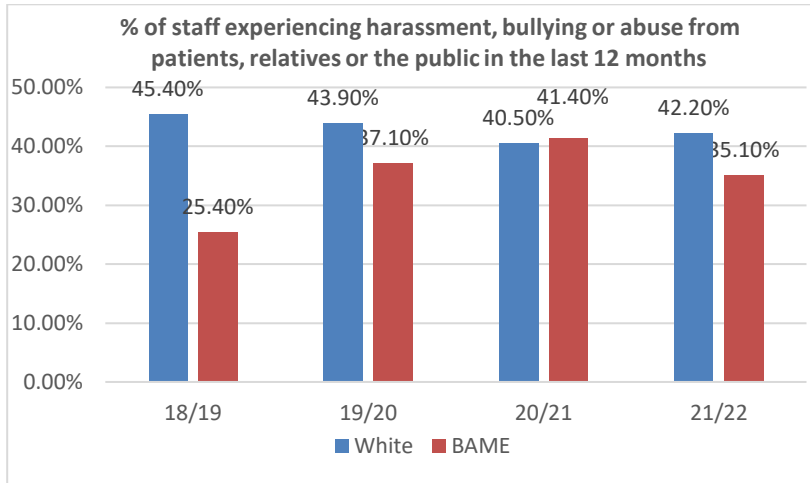
The Trust's work aiming to advance equality of opportunity has been extensive during 2020/21 and the below provide a range of examples of this:

- Continues to be engaged with the national and regional leadership and education teams to promote development programmes for BAME staff.
- A full review was conducted of the Trusts compliance against the Accessible Information Standard, and subsequently, developed an action plan to further improve compliance. This will ensure that the patients and service users EMAS serve will have access to information, and their communication needs will be met, regardless of disability.
- Continued to Strengthen our relationship with the Business Disability Forum to advance our work in progressing our disability confident status.
- Implemented a tailored adjustment plan and reviewed our reasonable adjustment guidance, to assist managers in supporting staff with known or an acquired disability.

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

The Trust continuously aims 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, competence, 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.
- Further development of our BAME and LGBT+ staff networks including Board champions.

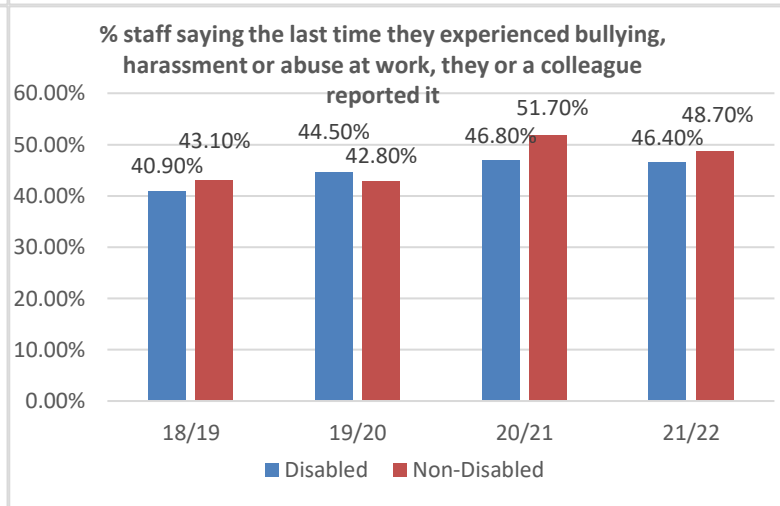
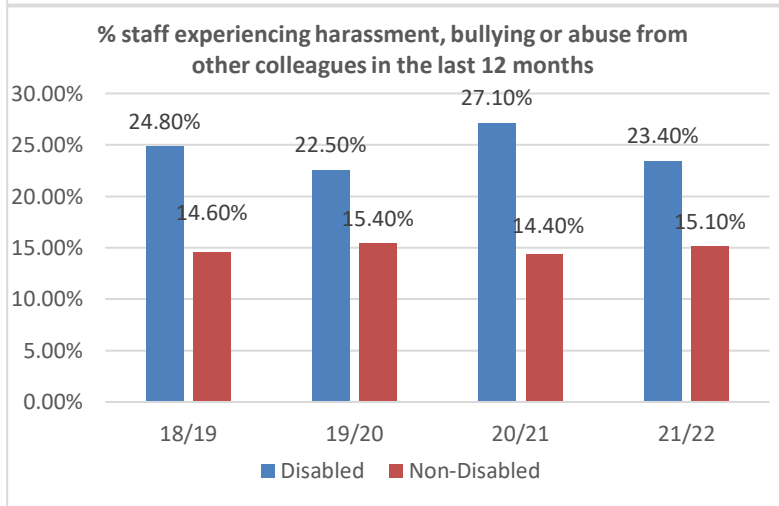
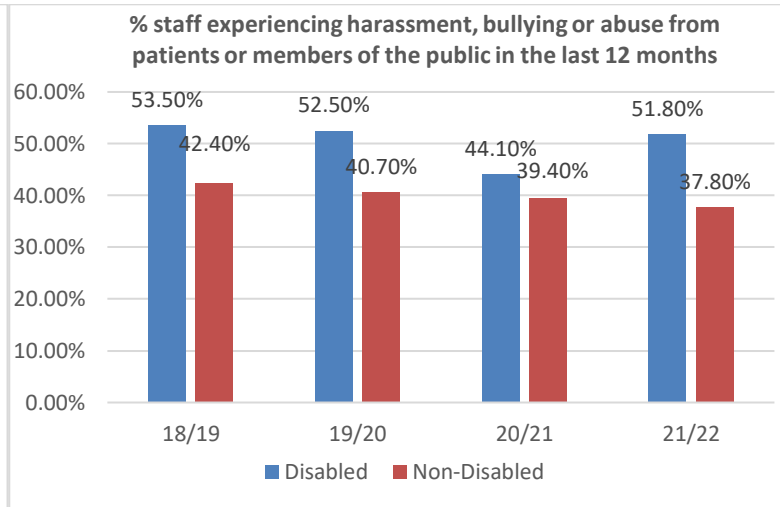
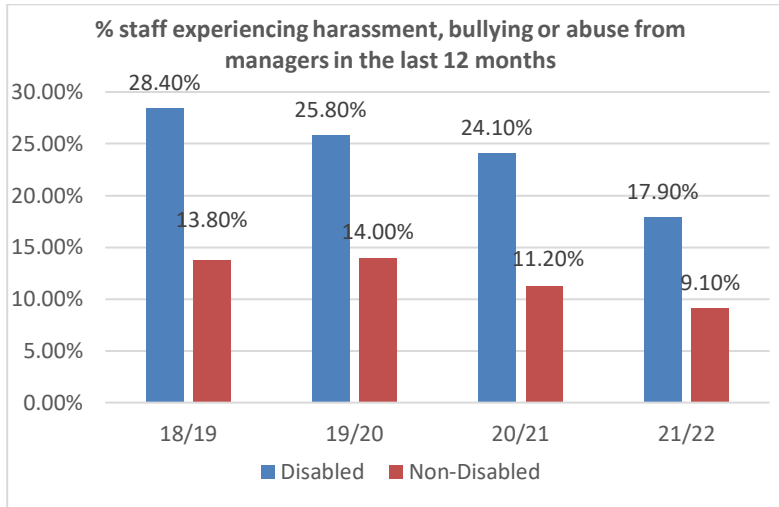


Appendix Three

Workforce Race Equality Standard

4 Year comparison of staff opinion survey indicators

(full report published on EMAS website annually)



Appendix Four
Workforce Disability
Equality Standard

4 Year comparison of staff opinion survey indicators

(full report published on EMAS website annually)

Appendix Five: Demonstrating progress against the objectives established in the Trust Equality and Diversity Strategy 2020-2023

The below provides a summary of the progress made in delivery of the objectives set out in the Equality, Diversity and Inclusion Strategy 2020-2023, 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: Refresh the Equality, Diversity and Inclusion Strategy by 30 September 2020 including annual review and submission of Annual Reports to the Trust Board.	
Actions	Update
Refresh the Equality, Diversity and Inclusion Strategy by 30 September 2020 including annual review and submission of Annual Reports to the Trust Board.	Completed – The new Equality, Diversity and Inclusion Strategy was approved by August 2020 and implemented in October 2020.
Objective 2: Continue to develop and improve outcomes in relation to WRES/WDES. We will challenge ourselves to improve our processes and culture so that there is parity between protected groups.	
Actions	Update
Having an independent review of our systems and processes relating to recruitment and career progression for BAME staff and staff with a disability.	The Trust commissioned an independent external review of its Recruitment and Selection (Equality, Diversity and Inclusion) processes. The review was undertaken by 360 Assurance.
Communicating clear messages of zero tolerance of discrimination by ensuring there is a supportive culture for individuals to come forward and raise concerns and empowering allies to call out poor and inappropriate behaviour.	The Trust aims to launch a Chief Executive led communications campaign to reinforce expectations, consequence and reinforce the Trusts stance on 'zero tolerance'.
Working with external partners to develop our specific WRES and WDES action plans.	Both the WRES and WDES reports and action plans were submitted as required and published on the EMAS Trust website before the deadline was reached.
Review and update the Recruitment Policy to strengthen awareness, responsibilities and process for recruiting staff with protected characteristics.	The Trust's Recruitment Policy has been subject to a full review, in consultation with the key stakeholders, Human Resources (HR) team, regional Workforce Race Equality Standard (WRES) team and the Business Disability Forum, and subsequently presented and approved at the Workforce Resourcing and Governance Group, held on 21 January

	2021. The Recruitment Policy now incorporates the Trust's 'Equality and Human Rights' impact statement.
Increasing representation of BAME staff within the Trust by 0.5% each year from the March 2020 position of 2.9%	As of 31 March 2022, the percentage of BAME staff within the Trust is 3.38%, showing an increase of 0.48% since the implementation of the strategy.
Increasing BAME representation in leadership roles by 0.1% year on year from a base line of less than 0.5% in 2019.	The Trust has determined that "leadership" should be defined as anyone within Band 8a or above. BAME representation within the leadership roles was 5.66% as of 31 March 2022.
Objective 3: Continue to develop and implement our staff equality networks ensuring learning and organisational development is derived from the networks, measured through staff feedback mechanisms and workforce equality standards.	
Actions	Update
Reviewing and establishing clear terms of reference for our LGBT+ staff network.	A clear set of terms of reference were drafted and approved by the Trusts Health Wellbeing and Inclusion Group in 2021.
Establish the Disability network and Gender network.	The Disability and Carers staff network has been established and clear terms of reference have been approved by the Health Wellbeing and Inclusion Group in 2021. The membership of the Disability and Carers staff network is increasing each month and the next steps will be to elect a Chair, Vice Chair and Secretary. The Women's network is in the early stages of development. Clear terms of reference have been approved and the next step will be to advertise throughout the Trusts to encourage staff members to join.
Using our staff networks to review, challenge, develop our learning and support continuous improvement.	Key issues are raised with the respective staff networks via the Network Chair/leads and feedback provided to the Director of Human Resources and Organisational Development and the Head of Wellbeing and Inclusion.
Ensuring robust feedback mechanisms for network members through governance group structures to support learning and organisational development.	Feedback from Staff Networks is reported to the Health, Wellbeing and Inclusion Group and to the Workforce Committee.
Providing opportunity for reverse/co-mentoring across our Trust and externally.	The Wellbeing and Inclusion Team have worked collaboratively with the Trust's

	BAME Network in the development and implementation of a Reverse Mentoring Scheme, which was successfully launched in December 2020. The Reverse Mentoring Scheme currently sees mentors, volunteered from our BAME Network, working closely with members of the Trusts Board and Senior Leadership Team, who will take on the role of mentee. We understand this is an effective way to build awareness of the barriers faced by BAME staff members and service users, including the barriers encountered throughout recruitment.
Strengthening the role of network chairs to further develop the networks and be a focal point for individuals to raise concerns.	Promoting the role of Staff Network Chairs via staff network meetings and articles in Enews.
Objective 4: Increase the diversity profile of the Trust workforce to ensure that it is reflective of the community served and brings the voice of patients and the community into the Trust to influence the design and delivery of high-quality care to our diverse population.	
Actions	Update
Increasing representation of BAME staff within the Trust by 0.5% each year from the March 2020 position of 2.9%.	As of 31 March 2022, the percentage of BAME staff within the Trust is 3.38%, showing an increase of 0.48%.
Implementing positive action campaigns to increase our diverse representation to better reflect the communities we serve.	The pandemic has limited the opportunities to actively engage with communities; however, this will now be progressed.
Challenging our Higher Education Institute partners to increase the diversity of Paramedic Science student cohorts.	The Trust has clearly expressed its requirements for widening participation and has established partnerships with a wider range of Higher Education Institutes across the region and will continue to emphasise this need with its Higher Education partners.
Our BAME network to determine barriers to career progression through gathering feedback of experiences, promoting career opportunities and providing mentorship and support to BAME colleagues.	The Chair of the BAME Staff Network provides feedback to the Head of Wellbeing and Inclusion and Deputy Director of Human Resources and Organisational Development on improvements to the recruitment and selection process. Network colleagues are a key stakeholder in the independent review of Recruitment and Career Progression procedures.

Objective 5: Ensure implementation of the Accessible Information Standard measured through an improved CQC rating from good to excellent and an Equality Delivery System rating from Achieving to Excelling.	
Actions	Update
Ensure that Equality, Diversity and Inclusion is integral to the Quality Strategy and its action plans.	The EMAS values are incorporated into the updated Quality Improvement Strategy along with the Trusts Vision: <i>'Responding to patient needs in the right way, developing our organisation to become outstanding for patients and staff, and collaborating to improve wider healthcare.'</i>
Working with our divisional operational management teams to strengthen relationships within community groups.	This action has been included within the Trusts Accessible Information Standard action plan.
Objective 6: Ensure Due Regard is demonstrated through monitoring of compliance with our equality analysis process.	
Actions	Update
Ensure that all Policy Leads have Equality Analysis Training.	<p>Equality Analysis training has been incorporated into the new Equality, Diversity and Inclusion training plan. This will allow managers and policy leads to:</p> <ul style="list-style-type: none"> • Understand the need for Equality Impact Assessments / Equality Analysis, in context with the Equality Act 2010, the Public-Sector Equality Duty, Equality Delivery System and the NHS Constitution. • Recognise the Framework for performing Equality Impact Assessments / Equality Analysis. • Apply best Equality Practice across the organisation. • Analyse and recognise how to deal with Adverse Impacts.
Ensure that Meeting Chairs are fully aware of the legal requirement to demonstrate Due Regard.	Meeting Chairs are aware of the Trusts equality obligations and the requirement to demonstrate Due Regard to the needs of the Public-Sector Equality Duty.
Ensuring that the decisions we make are subject to appropriate equality analysis.	Since the introduction of the Equality Impact Assessment Policy, EIAs are now required when developing/reviewing new policies, procedures, strategies, protocol and framework documents, creating

	<p>service plans and implementing new services.</p> <p>Completing an Equality Impact Assessment (EIA) will allow the Trust to demonstrate that consideration has been given to any potential positive or negative impact in relation to each of the nine protected characteristics described by the Equality Act 2010 and identify the measures to be taken to mitigate against any negative risks or consequences of implementing the new service, policy, procedure or strategy.</p> <p>The Trust have also developed and implemented a database to document all completed and approved Equality Impact Assessments.</p>
<p>Ensure that all staff have access to and complete statutory and mandatory Equality, Diversity and Inclusion related education improving compliance from 85% to achievement of the Trust statutory and mandatory training target.</p>	<p>As of 31 March 2022, the level of compliance was 85%.</p>

