

# Communications Work Plan: 2018-20

Action	Action Timescale	Lead Officer	Status	Action Number	Milestones	Milestone Timescale	Comments
<b>1. Engage with identified stakeholders to build support for, and maintain or enhance, the key strategic aims of NEAS</b>							
Manage and maintain a strong and constructive relationship with media organisations	Ongoing	Sam Reed	Green	1	Promote positive news of innovations, research and projects using all media proactively to educate, inform and assure our publics on service delivery.	Mar-20	
		Mark Cotton	Green	2	Maintain a robust out-of-hours contact to both maintain good relations and ensure a quick response to a major incident or business continuity incident	Nov-18	Implement a new, mobile number on an agile platform to ensure business continuity in the event of a lack of access to HQ
		Mark Cotton/ Sam Reed/ Amy Watkins	Green	3	Maintain a robust out-of-hours contact to both maintain good relations and ensure a quick response to a major incident or business continuity incident	Mar-20	Ensure OOH rota is covered 24/7/365
		Amy Watkins/ Laura Watson	Green	4	Ensure a prompt and appropriate response is made to all media inquiries within deadlines, where reasonable and without disrupting Trust business that may impact on patient care.	Mar-20	
		Mark Cotton	Green	5	Roll-out a planned programme of in-house media training to senior managers and key operational staff to ensure workload, capability and relevant spokespeople are confident in handling media interviews	Mar-19	Media training programmes planned for 1 October; 24 October and 16 November. Likelihood of additional training in Feb/Mar 2019 after winter to capture those managers unavailable on six dates in Sept-Nov
		Mark Cotton	Green	6	Maintain quarterly media monitoring reports to the Board of Directors, in line with recommendations from the 2013 Francis Report into Mid-Staffordshire Hospitals NHS Foundation Trust	Mar-20	
		Sam Reed	Green	7	Ensure all media inquiries and their responses are logged for continuity and consistency of statements, quality control and audit purposes	Mar-20	
Develop and support NEAS presence on social media	May-19	Sam Reed	Green	8	Maintain current social media channels and grow our readership with up-to-date content and quick responses to posts to educate, inform and assure our publics on service delivery.	Mar-20	
		Amy Watkins	Green	9	Evaluate and report on social media activity to ECLIPs and other patient groups and NEAS service lines to inform care and service improvement	Mar-20	
		Mark Cotton	Yellow	10	Produce a business case to support a social media enterprise platform	Sep-18	Requirement to manage governance and risk around the use of social channels and provide the tools to properly manage and control social output. Amber rating - action to be completed before end of October 2018
		Mark Cotton		11	Develop guidance and training to broaden use of social media to support staff users	Apr-19	
		Mark Cotton		12	Develop a strategy to expand use of social media to the patient experience team, marketing team, recruitment, emergency planning and specialist clinical teams.	May-19	
Review and refresh NEAS website	Mar-20	Amy Watkins	Yellow	13	Review and maintain current content on website and support other departments to ensure their sections are kept up-to-date	Aug-19	
		Sam Reed		14	Secure a new host and support contract for existing website	Oct-18	Current web host provided notice to terminate contract
		Mark Cotton		15	Produce a business case to secure longer-term hosting and support for the website, including a refresh and redesign .	Mar-19	
		Sam Reed		16	Tender and procure for website hosting and design	May-19	Start in Spring 2019 for implementation by March 2020
		Kelly Shutler		17	Refresh and train staff from appropriate departments and divisions across the NEAS to keep website content up-to-date	Aug-19	Start in Spring 2019
Develop and maintain stakeholder channels for corporate news updates	On-going	Laura Watson		18	Review and refresh contacts database of key stakeholders and maintain management	Mar-20	
		Sam Reed	Green	19	Schedule and maintain a regular distribution for e-newsletter "Ambulance Matters	Mar-20	On-going publication every quarter
<b>2. Promote engagement and feedback with employees to support internal communications and job satisfaction</b>							
		Kelly Shutler	Green	20	Review content of existing intranet for migration, updating or to be deleted	Oct-18	
		Kelly Shutler/ Pauline Hogarth	Green	21	Conduct focus groups across all divisions and departments of NEAS to influence design and development of new intranet	Dec-18	

Build and develop a collaborative, digital environment to support agile and flexible working	Mar-20	Kelly Shutler		22	Map and design infrastructure and architecture for intranet after feedback in action 17	Jan-19	
		Kelly Shutler		23	Populate content on the new intranet and support others for their own sections	Apr-19	
		Kelly Shutler		24	Develop and implement training for intranet authors alongside guidance and governance protocols for use of the new system	Mar-19	
		Sam Reed/ Kelly Shutler		25	Explore and review options for use of new media tools for engagement	May-19	Including, but not exclusively, use of video, blogs, team sites, social channels and forums. Started with supplier overview in October 2018
		Sam Reed/ Zarna Phipps		26	Launch of the SharePoint intranet and team sites	May-19	Dependent on roll-out and implementation of Office 365 systems to all NEAS staff
		Sam Reed		27	Evaluation of the new tools for communications, including closed social media platforms and video	May-19	With an assessment to either use SharePoint; or recommend alternative platforms where this may be more suited to the NEAS business environment.
		Mark Cotton/ Zarna Phipps		28	Carry out a post-implementation survey on SharePoint with benchmark to pre-implementation results for business case effectiveness and review.	Nov-19	
Develop an understanding and insight into employees' working environment	On-going	Mark Cotton/ Jennifer Boyle		29	Support the increased desire of Board directors and senior managers to be more visible to frontline staff.	Mar-20	Record through Board and ET visibility tracker and feedback to quarterly Board meetings
		Mark Cotton		30	Conduct staff friends and family test each quarter (except Q3) and report on trends and themes emerging	Mar-20	
	Apr-19	Mark Cotton		31	Measure and evaluate communications satisfaction within NEAS and compare changes in trends from MSc survey conducted in 2016	Jun-19	Questions included in NHS Staff Survey. Actions to be developed from findings for implementation in 2019-20
Review and refresh the content and key communications channels to enhance internal communications	Mar-19	Mark Cotton		32	Develop a robust team briefing mechanism to support information cascade	Apr-19	Review use of live-streaming and video; along with a forum for interaction (dependent on SharePoint and Office 365 implementation)
	Nov-18	Mark Cotton		33	Ensure that communications content and key messages are appropriately matched to the channels and media of all employees	Mar-19	Review channels and content through rapid process improvement workshop; to include but not restricted to Pulse; Summary; Board Brief; Noticeboards and social media Action plan to come from RPIW process.
Support the reward and recognition of merit among employees	Apr-18	Susan Coldron		34	Lead on the delivery of staff events and event management, planning and evaluation, including sourcing the venue, liaising with services, booking speakers, sending invites, managing attendees, co-ordinating presentations and activities	Mar-20	
	Apr-18	Sam Reed/ Susan Coldron		35	Aim to make the Beyond the Call of Duty Awards self-funding by 2020	Apr-20	
	Apr-19	Susan Coldron /Mark Cotton		36	Seek to expand sponsorship to educational achievements ball	Apr-20	
	Mar-19	Sam Reed/ Susan Coldron		37	Support the OD team with the introduction of a more frequent recognition scheme (e.g. employee of the month) and ensure that time is given to appropriately celebrate this success.	Dec-19	
To support and advise managers on communications to employees, projects and teams	On-going	Mark Cotton/ Sam Reed/ Mark Johns		38	To advise, recommend (and occasionally correct) appropriate media and content for communications	Mar-20	On-going activity
<b>3. Execute campaigns and events to articulate the narrative/ story-telling in support of NEAS strategic aims and objectives</b>							
Curation of content for narrative story-telling	On-going	Mark Cotton/ Sam Reed		39	To seek out, create and edit original content for NEAS publications and channels (e.g. patient stories, reunions and media events/ campaigns)	Mar-20	
		Sam Reed/ Amy Watkins		40	To oversee the production of physical and electronic communications assets (e.g. reports, annual reviews etc.) and support production across the organisation for design and content	Mar-20	In particular to ensure consistency in the use of the NEAS brand.
	Sep-18	Sam Reed		41	Promote the flu vaccination campaign and encourage employees to get vaccinated	Feb-19	

Internally-focussed campaigns and events	Feb-18	Sam Reed		42	Support to OD team for Taking the Temperature manager event	Apr-18	
	Sep-18	Sam Reed		43	Support to Workforce team for NHS Staff Survey campaign	Dec-18	
	Sep-18	Mark Cotton		44	Support to OD team for Shaping the Future manager event	Oct-18	
	Aug-18	Sam Reed		45	Support to Quality and Safety Directorate for CQC inspection, including production of station packs, weekly content for staff and innovation brochure	Oct-18	
Externally-focussed campaigns and events	Apr-18	Sam Reed		46	Plan and produce an urgent booking leaflet and distribute to healthcare professionals to extend the understanding of how to use our services	Sep-18	
	Jun-18	Amy Watkins		47	Promote the development and innovation in our falls service to provide better patient care and assurances on service delivery	Dec-18	
	Apr-18	Amy Watkins		48	Publicise the national restart-a-Heart campaign for schools to encourage more younger people to learn CPR	Nov-18	
	Nov-18	Sam Reed		49	#WeDontStopForChristmas staff and stakeholder surge awareness	Dec-18	
National, regional and strategic campaigns and events	Apr-18	Sam Reed		50	Promote the celebration of the NHS at 70 using events, community engagement, school competitions, social media and traditional media channels	Jul-18	
	Sep-18	Mark Johns		51	Support through publicity the NEAS backing to hate crime week 13-20 October	Oct-18	
	Mar-18	Amy Watkins		52	Promote the NHS111 mobilisation and launch	Oct-18	
	Mar-18	Mark Cotton/ Amy Watkins		53	Develop a plan for a long-term perception change and integration of NHS111 into health system - myth busting and positioning within urgent care system	Mar-20	NHS England focus groups held to influence national communications material and collateral. Established tripartite communications group with commissioners and NHS England to support national branding of NHS111
	Sep-18	Mark Cotton/ Susan Coldron		54	Plan a ceremony for the formal opening of Winter House as the NEAS 111 southern base	Oct-18	
	Mar-18	Mark Cotton		55	Support through communications with staff and stakeholder the implementation of ORH recommendations to meet national ambulance standards	Apr-20	Internal communications plan developed with roadshows for staff in October and planned activity after winter from February to April 2019 Pilot of a closed Facebook page for ECS staff to engage with managers on ORH recommendations (evaluation for potential Yammer use in SharePoint) External stakeholder plan to inform democratic scrutiny, patient representative groups and MPs on proposed changes
	On-going	Laura Watson		56	Support the promotion of the charitable funds through story-telling of donations and expenditure of funds to promote patient and staff welfare and well-being	Apr-20	
	Aug-18	Mark Cotton		57	Communications support to the development of the Integrated Care System and associated integrated care partnerships. Aligned to the NEAS CEO lead work stream.	Apr-20	
	Apr-18	Sam Reed/ Susan Coldron		58	Support for the promotion, recruitment and celebration of volunteers	Apr-20	
	Ongoing	Mark Johns		59	Support and celebration of NEAS status as dementia Friends	May-20	Re-occurrence in May each year
	Apr-18	Mark Johns/ Sam Reed		60	Promotion and celebration of E&D Week 14-18 May	May-18	
	Apr-18	Sam Reed		61	Promotion and celebration of Mental Health Awareness Week 14-18 May and World Mental Health Day on 10 October	Oct-18	
	Apr-18	Susan Coldron		62	Ensure appropriate NEAS representation at ceremonial occasions such as Remembrance Day; 999 Day and other occasions.	Mar-20	
	Sep-18	Sam Reed		63	Planning and preparation for winter surge pressures and communications management, including the appropriate campaign collateral, REAP communications toolkit and advice and support to operational and executive leaders	Mar-20	
Apr-18	Mark Cotton/ Sam Reed		64	Communication support to the Quality Strategy and Quality Account	Mar-19		

Sep-18	Sam Reed		65	Publicise the pilot of body cameras to further improve staff and patient safety	Nov-18	
Jun-18	Sam Reed		66	Promote and support the MacMillan innovation for end of life care services delivered in NEAS	Aug-18	
Jun-18	Sam Reed		67	Plan and event manage the Annual General Meeting - including Annual Review of the Year - to promote NEAS key strategic objectives.	Sep-18	
Aug-18	Sam Reed		68	Communications for urgent care development pathways	Nov-18	

# Engagement Work Plan: 2018-20

Action	Action Timescale	Lead Officer	Status	Action Number	Milestones	Milestone Timescale	Comments
<b>1. Engage with identified stakeholders to build support for, and maintain or enhance, the key strategic aims of NEAS</b>							
Manage and administer a programme of survey activity across the Trust	On-going	Mark Johns/ Susan Coldron		1	Administration and management of patient surveys systems	Mar-20	
		Mark Johns/ Susan Coldron		2	Management of patient survey volunteers, equipment and support	Mar-20	
		Mark Johns/ Susan Coldron		3	Manage See and Treat Survey - online and paper	Mar-20	
		Mark Johns/ Susan Coldron		4	Manage Unscheduled Care Surveys - online and paper	Mar-20	
		Mark Johns/ Susan Coldron		5	Manage 111 Surveys - online/ postal and text surveys	Mar-20	
		Mark Johns/ Susan Coldron		6	Produce monthly FFT reports for scheduled care, unscheduled care and 111, undertake free text analysis and send to stakeholders	Mar-20	
		Mark Johns/ Susan Coldron		7	Produce quarterly 111 and Unscheduled Care Reports, undertake free text analysis and report to stakeholders	Mar-20	
		Mark Johns		8	Complete monthly NHS England FFT returns for Scheduled and Unscheduled Care	Mar-20	
		Mark Johns		9	Complete six monthly 111 NHS England returns	Mar-20	
		Susan Coldron		10	Liaise with managers and complete quarterly 'you said we did' publication for unscheduled care and 111	Mar-20	
Develop an understanding and insight into stakeholders' views and perceptions of NEAS service and delivery	On-going	Mark Johns		11	Liaise with ECLIPS and other managers to triangulate survey data with other patient experience data	Mar-20	
	Jan-19	Mark Cotton/ Mark Johns		12	Review survey and supplier arrangements, including survey methodologies, for future re-tendering of contracts	Nov-19	
	On-going	Mark Johns/ Susan Coldron		13	Evaluate feedback from HealthWatch groups and share at ECLIPS with operations and other senior managers for action	Mar-20	
		Mark Johns/ Jamie Conway		14	Undertake annual surveys with LGBT and BAME communities and produce reports into findings	Mar-20	
		Mark Cotton		15	Undertake, when necessary and appropriate, a survey of stakeholders to inform service delivery or change or brand management	Mar-20	Aug '18: staff uniform survey; Sept 18 Drug Lockers Survey, OD Surveys x 2, Oct Urgent Care Survey
<b>2. Promote engagement and feedback through involvement with representatives in the communities and stakeholders we serve</b>							
Develop a programme of engagement activities to interested patient, public, health and democratic scrutiny representatives	On-going	Susan Coldron		16	AGM - Lead on the delivery of staff events and event management, planning and evaluation, including sourcing the venue, liaising with services, booking speakers, sending invites, managing attendees, co-ordinating presentations and activities	Sep-19	Sep-20
		Susan Coldron		17	Staff Awards - Lead on the delivery of staff events and event management, planning and evaluation: book venues, encourage nominations, shortlist nominations, invite shortlisted employees, liaise with venue and suppliers, event management, table plans, attract sponsorship, liaise with sponsors	Oct-19	Oct-20
		Susan Coldron		18	Long service awards: book venue, identify and invite staff, book dignitaries, order medals, event management	Jun-19	
		Susan Coldron		19	Educational achievement awards - book venues, invite award nominees, liaise with venue and suppliers, support event management, attract sponsorship,		
		Susan Coldron		20	Queens Medal - book venue, identify and invite staff, book dignitaries, order medals, event management		
		Mark Johns/ Jamie Conway		21	Build and develop relationships with seldom heard communities and develop action to improve access to service, volunteers, FT membership and job opportunities		
		Mark Johns/ Jamie Conway		22	Attend and contribute to regional networks to support our work on EDI and people who have particular protected characteristics to explore regional collaboration, provide assurance and manage our reputation		
		Jamie Conway/ Susan Coldron		23	Liaise with internal departments and service to support our engagement work		

		Jamie Conway/ Susan Coldron		24	Manage and recruit event volunteers, provide training and ensure volunteers are updated and provided with details of future engagement opportunities	Ongoing	
		Mark Johns/ Jamie Conway		25	Develop reports on key themes from engagement events and report to managers an ECLIPS		
		Susan Coldron		26	Manage and order event equipment and supplies and be grantable registers, including vehicles, literature, promotional items, pop up banners, flags, and other resources		
		Susan Coldron		27	Manage a programme of school visits to primary and secondary schools and local colleges and community organisations		
		Jamie Conway/ Susan Coldron		28	Manage a programme of visits to other stakeholders including businesses, other NHS organisations and local authority meetings to promote volunteering, EDI, Foundation Trust membership recruitment, charitable funds, recruitment, service delivery and development		
Foundation Trust membership		Susan Coldron		29	Manage Foundation Trust membership, database, recruitment and ensure communication with members	On-going	
Develop a programme of engagement with democratically-elected representatives through local authority Overview & Scrutiny Committees and local MPs across the service area.		Mark Cotton		30	Manage and maintain liaison and meaningful engagement through attendance at OSC and regularly responses and communications to individuals and their supporting officers.	Mar-20	
Develop a programme of engagement with HealthWatch representatives		Mark Johns/ Susan Coldron		31	Manage and maintain liaison and meaningful engagement through a NEAS-commissioned HealthWatch forum and attendance/ responses to individual groups, as appropriate	Apr-20	

## Equality Work Plan: 2018-19

Action	Action Timescale	Lead Officer	Status	Action Number	Milestones	Milestone Timescale	Comments
<b>1. Improve the consistency and accessibility of services and information for patients</b>							
Improve access to information and services in line with the Accessible Information Standard	Jul-19	Mark Johns	Green	1	Explore options with IMT for platform options to deliver the communications resource to front line staff	Aug-18	IM&T Director has confirmed EPCR is the best solution
		Mark Johns		2	Upload resource up to the most appropriate platform	Oct-18	Resource tested and to be uploaded by end of October 2018
		Mark Johns		3	Promote use of the resource to staff	Nov-18	
		Mark Johns		4	Promote the resource within the local communities	Nov-18	
		Sid Jackson		5	Identify how changes can be made to Schedule Care Cleric system to accommodate flags for communication needs of patients	Jan-19	
		Gerardine Hope		6	Identify changes to processes and procedure to allow the Scheduled Care call operators to establish callers specific communication needs and record them	Jun-19	
		Gayle Fiddler		7	Work with the Commissioners to explore how the MIG can be developed to include patients communication needs	Jul-19	
Develop a learning disability zone on our website for people with learning disabilities	Nov-18	Jamie Conway	Green	8	Develop content for the zone with people with learning disabilities	Sep-18	Complete, content developed with LD groups, drafts currently being shared for comments
		Jamie Conway		9	Explore how the content can be presented and navigated and upload content	Oct-18	Content currently being uploaded
		Jamie Conway		10	Launch the zone and promote	Nov-18	
Improve data on the demographic profile of service users	Mar-19	Ben Barber	Green	11	Develop guidance on the reason why and the importance of collecting demographic data on the electronic patient care record	Aug-18	Complete, Dave Morgan has supported with this action
		Ben Barber	Red	12	Liaise with senior managers and employees to launch guidance	Aug-18	Delayed as a new manger only identified to produce guidance in October 2018
		Ben Barber/Jamie Conway		13	Monitor completion rates of EPCR demographic data	Mar-19	
Improve information to Asylum Seekers on 999 and 111 services	Jan-19	Jamie Conway		14	Work with Asylum Support providers to improve information on how to access healthcare service in emergency and urgent situations	Jan-19	
<b>2. Patients from all diverse groups report positive experiences of our services and are engaged</b>							
Update the EAA Policy	Nov-18	M Johns	Green	15	Review the policy considering the findings of the audit	Oct-18	On E&D Agenda and Workforce Committee Sept
		M Johns	Green	16	Present the updated policy to the E&D group and the Workforce Committee	Nov-18	On E&D Agenda and Workforce Committee Sept
Undertake an EAA Audit	Nov-18	M Johns	Green	17	Review the quality and completion of EAAs and report to the Equality Group	Nov-18	On E&D Agenda and Workforce Committee Sept
Improve links with community organisations that support BAME people in the region	Jan-19	Jamie Conway		18	Reach out, build links and maintain relationship with BAME community organisations	Jan-19	EDI Officer has made several new contacts, ongoing
Improve the number and variety of organisations that engage with us through the Stakeholder Equality Group	Mar-19	Jamie Conway		19	Undertake outreach work to encourage seldom hear organisations to engage with us through the Stakeholder Equality Group	Mar-19	
Deliver a follow-up gender diversity event with other NHS partners	Dec-18	Jamie Conway		20	Work with NHS partners to deliver a gender diversity event in the region	Dec-18	Event to be delivered on the 20th November 2018 to coincide with trans day of remembrance
<b>3. Promote equality and inclusion through enhanced involvement of our community and stakeholders</b>							
Develop a programme of engagement activities for 2018 to seldom heard communities via established events	Jun-18	Susan Coldron /Jamie Conway	Green	21	Develop a programme of engagement activities to seldom heard communities via established events	Jun-18	
		Susan Coldron /Jamie Conway	Green	22	Promote dates and activities internally and ensure the Trust is able to provide staff and logistical support	Jun-18	
Develop a programme of engagement activities for 2019 to seldom heard communities via established events	Mar-19	Susan Coldron /Jamie Conway		23	Develop a programme of engagement activities to seldom heard communities via established events	Mar-19	
		Susan Coldron /Jamie Conway		24	Promote dates and activities internally and ensure the Trust is able to provide staff and logistical support	Mar-19	
Deliver the recommendations of BAME	Mar-19	Jamie Conway		25	Work with BAME people and groups to disseminate key service and employment messages to the BAME community and collate feedback	Mar-19	
		Jamie Conway		26	Promote the 'Recite me' web tool bar to BAME people/groups and disabled people/groups	Mar-19	

Engagement report	Mar-19	Jamie Conway		27	Identify, explore and recruit BAME community champions to cascade key messages within the BAME community	Mar-19	
		Karen Forsyth		28	Explore how we can support Proud and Together@ NEAS members to receive protected time to attend meetings	Sep-18	Arrangements in place for Together with support of Chief Operating Officer and Head of HR, Head of HR supporting Proud group members with requests for extraction
<b>4. Develop a modern and diverse workforce that is inclusive and representative of the patients we deliver services to</b>							
Deliver the actions identified in the gender pay report	Apr-19	Jo Davis		29	Explore how we can better promote vacancies in senior positions to women and organisations that support women	Apr-19	
		Gillian Hunter		30	Set up a task and finish group to explore how the organisation can better support the next generation of female leaders and report to the E&D group	Dec-18	
		Gillian Hunter		31	Explore opportunities for more flexible working and alternative shift working across the organisation and if these could be introduced to a wider variety of roles. Report the outcome to the E&D Group	Mar-19	
		Mary Darroch		32	Roll out the leadership programme to employees at Band 6	Aug-18	
		Gillian Hunter		33	Review the policy and process to ensure there is no gender bias in the starting salaries of employees	Dec-18	
Improve the organisations understanding of how our recruitment processes impact on people with protected characteristics and take positive action	May-19	Jo Davis		34	Review interview questions sets to ensure they do not discriminate against any groups of people	Dec-18	
		Jo Davis		35	Request assurance from assessment provider that systems do not discriminate against any group of people	Mar-19	
		Jo Davis		36	Review recruitment training to include the behaviours framework and examples of how discrimination can feature in the recruitment process	Dec-18	
		Jo Davis		37	Review recruitment interview packs to ensure that we can monitor the reasons why candidates have been unsuccessful	Dec-18	
		Jo Davis		38	Develop a schedule of quarterly recruitment fairs in partnership with local BAME communities	Nov-18	
		Jo Davis		39	can provide for people that have issues applying for jobs through the NHS jobs site that do not have PC access, have Dyslexia or other communication need	Aug-18	
		Jo Davis		40	Develop and present a report to the E&D group on how BAME people fair in the recruitment process between shortlisting and appointment	Mar-19	
Improve the organisations approach to bullying and harassment	Apr-19	Gillian Hunter		42	Set up a task and finish group to explore the trust approach reflecting on the NHS England call to action on bullying and harassment	Dec-18	Group set up and monthly meetings in diary of officers
		Gillian Hunter		43	Develop an internal communication and awareness campaign to promote a zero tolerance approach to bullying and harassment in the workplace and the mechanisms for reporting incidents	Apr-19	
Ensure the Job evaluation process does not adversely impact on any group protected by the law	Mar-19	Andrew Harris		44	Undertake a review into the job evaluation process to ensure people from protected characteristics do not fair less well than others	Mar-19	
Respond to the feedback from the Stonewall 2017 assessment	May-19	Mark Johns		45	Develop an appendix for the Trans inclusion Policy to include specific guidance for the HR team on the steps to support people through a transition	Aug-18	Complete, Appendix developed and uploaded to Qpulse
		Mark Johns		46	Review Equality policy, EAA policy, Trans Inclusion policy, E&D Code of Practice, Annual Leave policy and Family Friendly policy to change the term gender reassignment to gender identity	Oct-18	Changes made to EAA and Trans Inclusion Policy
		Ben Barber		47	Communicate to employees about the support Proud@NEAS can give managers and employees and how they are inclusive of allies	Aug-18	Complete, included in a summary article
		Mark Johns		48	Improve the diversity of images in internal and external LGBT related campaigns	May-19	
		Ben Barber		49	Develop and implement a reverse mentoring scheme	Aug-18	Complete, scheme launched and Chair is the first mentee
		Mark Johns		50	Communicate to employees that it is everyone responsibility to be a trans ally	Jul-18	Information included in the summary relating to an article about trans inclusion
		A Harris		51	Lobby NHS England to update systems to include markers for employees to indicate their gender identity	Aug-18	Emails and communication sent but no formal response, EDI Manager to discuss with NHS Business Services Authority
Mark Johns/Jo Davis		52	Update our website and recruitment materials to market ourselves as an inclusive organisation	Jun-18			



Review the Dyslexia Guidance for employees	Feb-19	Jamie Conway		53	Explore good practice on supporting employees with Dyslexia	Jan-19	
		Jamie Conway		54	Update the guidance available to employees and launch	Feb-19	
Respond to the results of the 2017 NHS staff survey relating to employees with protected characteristics	Jan-19	Mary Darroch		55	Actively encourage people over 50 and disabled people to access development opportunities	Jul-18	Information included in the summary
		Mark Johns		56	Establish a disability focus group to explore the findings of the 2017 NHS staff survey	Jul-18	Several meetings have taken place across the Trust in August, the final meeting will be in September and a report of the findings will be given to the E&D group
		Mary Darroch		57	Feed data from the NHS Staff survey into the Health and wellbeing strategy and Harassment and Bullying Working group	Jul-18	Info provided to both groups for consideration
		McLaughlin/Mark Johns		58	Review how the Ulysses system to ensure the staff is able to record different forms of hate incident relating to each characteristic	Oct-18	Categories and required changes have been identified
		McLaughlin/Mark Johns		59	Update the Ulysses system with ESR to ensure recent employee profiles can be linked to incidents held on the system and analysis can be undertaken to identify trends	Nov-18	
		Carol Anne McLaughlin/Mark Johns		60	Review the Ulysses system to ensure any manager on employee behaviour is not automatically reported to managers and provide assurance to employees that managers will not automatically receive reports where they are identified as the perpetrator	Jan-19	
Review the content of the Compass equality programme	Aug-18	Mark Johns		61	Update the content to include information on pregnancy/maternity, flexible working and how managers can obtain support from DWP access to work	Aug-18	This will be complete in October, meeting set up with HR to help facilitate this
<b>5. Ensure our leadership is committed to creating an environment that promotes and values equality and diversity and this is embedded in all we do.</b>							
Undertake an assessment against Stonewalls Workplace Equality Index	Jul-18	Mark Johns		62	Collect and Collate evidence against the framework	Jun-18	
		Mark Johns		63	Draft WEI Assessment with evidence log	Jul-18	
		Mark Johns		64	Consult on draft with Proud@NEAS group	Jul-18	Unable to consult with full group as meeting cancelled but shared with chair
		Mark Johns		65	Submit assessment to Stonewall	Aug-18	
Submit the Workforce Race Equality Standard (WRES) Assessment	Aug-18	Mark Johns		66	Collect and Collate data for the report	Jun-18	
		Mark Johns		67	Share with Together@NEAS group and relevant Committees	Jul-18	Unable to share with group in July, meeting arranged for 17th September and data will be shared
		Mark Johns		68	Publish data on NEAS website to meet mandated requirements	Aug-18	
Submit the Disability Equality Standard (WDES) Assessment	Aug-19	Mark Johns		69	Collect and Collate data for the report	May-19	
		Mark Johns		70	Share with relevant Committees	Jul-19	
		Mark Johns		71	Publish data on NEAS website to meet mandated requirements	Aug-19	
Complete a gender pay audit to meet legal requirements	Mar-19	Mark Johns		72	Undertake an assessment against the gender pay audit requirements	Jan-19	
		Mark Johns		73	Report the outcome to relevant Committees	Feb-19	
		Mark Johns		74	Publish Data on NEAS website to meet mandated requirements	Mar-19	
Explore setting up a non executive associate programme for the people from under represented communities to obtain experience to better access to Non-Executive Directors positions	Jun-19	Jennifer Boyle/Mark Johns		75	Explore with NHSI the possibility of introducing associate NED positions	Oct-18	Several communications have taken place, still exploring options
		Jennifer Boyle/Mark Johns		76	Revise our policy and governance arrangements to include a new role specifically for associates	Apr-19	
		Jennifer Boyle/Mark Johns		77	Set up a programme of associate NED positions and guidance/applications	May-19	
		Jennifer Boyle/Mark Johns		78	Launch the programme and advertise the opportunity through a range of mechanisms to seldom heard communities	Jun-19	

## Compliance checklist: 2018-20

Action	Action Timescale	Lead Officer	Status	Action Number	Milestones	Milestone Timescale	Comments
<b>1. Ensure compliance with legislation, standards and guidance</b>							
	On-going	Mark Cotton/ Jennifer Boyle		1	Management and review of Trust policies and procedures	Mar-20	
Freedom of Information Act	On-going	Mark Cotton/ Jennifer Boyle		2	Receiving, recording, researching and responding to requests made and ensuring compliance with the ACT	Mar-20	
		Jennifer Boyle		3	Maintaining the Trust's publication scheme	Mar-20	
Civil Contingencies Act	On-going	Mark Cotton		4	Chapter 7: Warning and Informing	Mar-20	Responsibilities for warning and informing which are managed through exercises, training, REAP escalation communications, business continuity and attendance at LRFs
Pubic Sector Equality Duty	On-going	Mark Johns / Jamie Conway		5	Collate and Analyse staff and patient data to inform report	Apr-19	Apr-20
		Mark Johns / Jamie Conway		6	Collate EDI highlights to inform report	Apr-19	Apr-20
		Mark Johns / Jamie Conway		7	Produce annual E&D report	Jun-19	Jun-20
		Mark Johns		8	Present to Board and make available on our website	Jul-19	Jul-20
		Mark Johns		9	Review Equality work plan, liaise with action owners and present to E&D group and Workforce committee for ratification	Jun-19	
		Mark Johns		10	Monitor and report on progress delivering the E&D work plan to the E&D group and Workforce Committee	Ongoing	
Accessible Information Standard		Mark Johns		11	Maintain and manage systems to ensure requests for information in specific communication formats can be met	ongoing	
		Mark Johns		12	Report on the Trusts compliance with the standard	Mar-19	Mar-20
Equality Delivery Standard 2				13	Liaise with managers and support them to collate and present evidence against each of the 18 EDS2 objectives	Ongoing	3 EDS2 outcomes presented each year
		Mark Johns / Jamie Conway		14	Develop a schedule of reviews for each of the EDS2 objectives	Apr-19	3 yearly schedule based on poorest performing areas first
		Mark Johns		15	Manage opportunities for grading of 9 patient facing objectives through the stakeholder equality group	Ongoing	
		Mark Johns		16	Organise a staff EDS2 grading event every 2-3 years (or annually for developing areas)	Aug-20	
Stonewall workforce equality index		Mark Johns / Jamie Conway		17	Manage EDS2 tracker and report on progress to the Workforce Committee and ECLIPs	Ongoing	
		Mark Johns / Jamie Conway		18	Collect and collate evidence to prove compliance with the assessment	Aug-19	Aug-20
		Mark Johns / Jamie Conway		19	Complete the self assessment	Aug-19	Aug-20
		Mark Johns		20	Deliver content at regional and national Stonewall Conferences	Ongoing	
		Mark Johns		21	Manage delivery of each element of the framework throughout the year	Ongoing	
		Mark Johns		22	Support regional organisations with completion of the assessment and mentor individual organisations	Ongoing	
		Mark Johns		23	Develop an action plan based on feedback from Stonewall	Mar-19	Mar-20
Workforce Race Equality Standard	Aug-19	Mark Johns / Jamie Conway		24	Report on the Trusts compliance with the framework to ED group and the Workforce Committee	Mar-19	Mar-20
		Mark Johns / Jamie Conway		25	Collect and collate data on the WRES metrics	Jul-19	Jul-20
		Mark Johns / Jamie Conway		26	Report WRES metrics to the E&D group, Workforce Committee and Together@NEAS	Jul-19	Jul-20
		Mark Johns		27	Develop and agree an action plan to manage any areas of concern from the WRES metrics	Aug-19	Aug-20
Workforce Disability Equality Standard		Mark Johns / Jamie Conway		28	Make WRES report publicly available on our website	Aug-19	Aug-20
		Mark Johns / Jamie Conway		29	Collect and collate data on the WDES metrics	Jul-19	Jul-20
		Mark Johns / Jamie Conway		30	Report WDES metrics to the E&D group, Workforce Committee	Jul-19	Jul-20
		Mark Johns		31	Develop and agree an action plan to manage any areas of concern from the WDES metrics	Aug-19	Aug-20
		Mark Johns / Jamie Conway		32	Make WDES report publicly available on our website	Aug-19	Aug-20