

Equality Work Plan - 2019-20

Action	Action Timescale	Lead Officer	Status	Action Number	Milestones	Milestone Timescale
1. Improve the consistency and accessibility of services and information for patients						
Develop a design the statutory and mandatory equality, diversity and inclusion training to ensure that employees have the skills an knowledge to ensure they deliver services in an accessible, fair and non-discriminatory way and understand their legal obligations	Mar-20	Mark Johns		1	Develop draft EDI training content	Dec-19
		Mark Johns		2	Explore and recommend the best delivery mechanism	Jan-20
		Mark Johns		3	Liaise with and seek feedback from staff networks and EDI group on content of training	Feb-20
		Mark Johns		4	Ensure training is ready for delivery and mechanism for delivery is live	Mar-20
Work with a range of communities with communication needs (Deaf, learning disabilities, visually impaired people) to explore what work we can undertake to improve access to services	May-20	Jamie Conway		5	Undertake outreach work to identify and make contact with a range of community organisations support people with communication needs	Oct-19
		Jamie Conway		6	Undertake journey mapping with community groups and patients to identify areas for improvement	Nov-19
		Jamie Conway		7	Make recommendations to service managers and work with them to explore how systems and processes can be improved	Feb-20
		Jamie Conway		8	Implement any service changes	Apr-20
		Jamie Conway		9	Communicate changes to patients and stakeholders	May-20
Undertake a review of the Communications Support Guide	Nov-19	Mark Johns		10	Work with managers and employees to review the current guide and gather feedback on areas for improvement	Sep-19
		Mark Johns		11	Consider feedback and revise and update the guide	Oct-19
		Mark Johns		12	Work with IMT to upload the new resource to the tough books	Nov-19
		Mark Johns		13	Communicate to staff about the changes to the guide and promote use of the resource and the new elements	Nov-19
		Mark Johns		14	Monitor uptake through the care system and through hits on the link	Apr-20
Improve the demographic data we capture on calls to the service	May-20	Sue Tucker		15	Explore the cause for the drop in ethnicity data for the 111 service	Apr-20
		Sue Tucker		16	Explore what mitigating actions could be developed to improve data for ethnicity and other demographic data and the potential impact	May-20
2. Patients from all diverse groups report positive experiences of our services and are engaged						
Ensure the new survey reporting system is able to provide reports by demographics	Jan-20	Mark Johns		17	Work with suppliers to build demographic reporting in to the new survey system	Oct-19
		Mark Johns		18	Test the system with suppliers	Nov-19
		Mark Johns		19	Use the new system to provide regular reports to managers	Jan-20
Explore how information on the demographic profile of complainants can be improved	Mar-20	Hannah Marshall		20	Identify how systems and process can be changed to improve the capture of complainant demographic data	Feb-20
		Hannah Marshall		21	Make recommendations to Patient Experience group and implement any agreed changes to the s	Mar-20
3. Promote equality and inclusion through enhanced involvement of our community and stakeholders						
Build on our engagement work with seldom heard communities	Jan-20	Jamie Conway		22	Improve the number and range of organisations involved in the stakeholder equality group	Mar-20
		Jamie Conway		23	Develop a calendar of engagement with seldom heard communities	Feb-20
		Jamie Conway		24	Promote the BAME ambassadors programme to BAME Community groups	Nov-19
		Jamie Conway		25	Contact seldom heard community groups to ensure that are aware of engagement opportunities	Jan-20
Ensure patients and stakeholder can influence the design of our scheduled care vehicles and unscheduled double crew ambulance vehicles.	Sep-19	M Johns / D Parkin		26	Identify a range of regional partners to participate a vehicle re-design group and support us to review our current specification	May-19
		M Johns / D Parkin		27	Hold a range of engagement events with stakeholder to gather their views and opinions on how we could change the vehicle specification and design to better meet people needs	May-19
		M Johns / D Parkin		28	Liaise with vehicle suppliers to discuss potential changes and possibilities	Jun-19
		M Johns / D Parkin		29	Liaise with vehicle design group to feedback possibilities from supplier and agree final specification	Jun-19
		M Johns / D Parkin		30	Liaise with suppliers to agree final specification	Jun-19

		M Johns / D Parkin		31	Launch new vehicles with group and promote our new vehicle design with staff and patients	Sep-19
4. Develop a modern and diverse workforce that is inclusive and representative of the patients we deliver services to						
Deliver the actions to help address the key themes from the NHS staff survey demographic report 2018	Feb-20	Jamie Conway		32	Improve the visibility of bi-sexual employees/role models and issues through Bisexual Awareness day on the 23rd September	Sep-19
		Gemma Knight		33	Explore why disabled people are more likely to rate us poor in relation to musculoskeletal issues, feeling unwell at work relating to stress and issues relating to morale and report the outcome including recommendations to the OD group	Feb-20
		Gemma Knight		34	Improve our understanding of higher levels of dissatisfaction with older staff	Feb-20
		Mark Johns		35	Feedback data on higher LGB issues around health and wellbeing to the Health and Wellbeing group	Jun-19
Deliver the actions identified in the gender pay report		Jo Davis		36	Explore how we can better promote vacancies in senior positions to women and organisations that support women	Jun-20
		Gillian Hunter		37	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	
		Gillian Hunter		38	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	
		Jo Davis		39	Review the policy and process to ensure there is no gender bias in the starting salaries of employees	Nov-19
Improve the organisations understanding of how our recruitment processes impact on people with protected characteristics and take positive action	Jul-20	Jo Davis		40	Review interview questions sets to ensure they do not discriminate against any groups of people	Jan-20
		Jo Davis		41	Ensure our recruitment assessment providers can provide us with assurance that their systems and processes do not discriminate against any group of people	Mar-20
		Jo Davis		42	Develop a schedule of bi monthly recruitment workshops to support people to navigate our recruitment processes	Jul-20
		Jo Davis / Mark Johns		43	Collate evidence and organise a regrading of objective 3.1 of the EDS2 relating to recruitment	Dec-19
Analyse the demographic report from the NHS staff survey data and ensure actions are incorporated into wider NHS staff survey actions plans	May-20	Lyndsay Duggan		44	Analyse the NHS staff survey demographic data and report to the OD group, ED group, Proud@NEAS, Able@NEAS and Together@NEAS	Apr-20
		Lyndsay Duggan		45	Consider the feedback from the groups and develop actions to be incorporated into the Staff survey action plan	May-20
Improve the organisations approach to bullying and harassment		Gillian Hunter		46	Set up a task and finish group to explore the trust approach reflecting on the NHS England call to action on bullying and harassment	
		Gillian Hunter		47	Make recommendations on improving the process and develop an action plan	
		Gillian Hunter		48	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	
Undertake an assessment against the DWP Disability Confident framework	Dec-19	Jamie Conway / Nicola Couley		49	Collate evidence against the DWP disability confident framework	Oct-19
		Jamie Conway / Nicola Couley		50	Submit evidence to the DWP about our compliance with the scheme at the 'employer' level	Nov-19
		Jamie Conway / Nicola Couley		51	Report on the outcome of the assessment to the Workforce Committee, public and stakeholders	Dec-19
Liaise with organisations across the region to explore appetite for a BME and disability recruitment events	Mar-20	Jo Davis / Mark Johns		52	Explore the possibility of a further BAME recruitment event in the north of the area	Mar-20
		Jo Davis / Mark Johns		53	Explore the possibility of a BAME recruitment event in the south of the area	Dec-19
		Jo Davis / Mark Johns		54	Explore the possibility of a disability and or LGBT recruitment event in the region with local partners	Mar-20
Ensure reverse mentoring is included in the wider mentoring programme	Jan-20	Jamie Conway / Gemma Knight		55	Feed into the new mentoring programme the results of the reverse mentoring programme	Apr-20
		Jamie Conway /Gemma Knight		56	Ensure reverse mentoring for a range of minority groups is included as part of the mentoring programme	May-20
Undertake a personal details audit of employees and		Gillian Hunter / Mark Johns		57	Develop a communication plan highlighting why the data is useful, how we use it, how it is stored and who has access to it	
		Gillian Hunter		58	Work with managers to encourage employees to update their details	

encourage people to update their personal details on ESR		Gillian Hunter		59	Develop briefings and awareness sessions on updating personal details on ESR	
		Gillian Hunter		60	Monitor and report on the outcome of the work and if it has reduced the number of employee who do not declare their details	
Explore developing and delivering EDI training to band 5 and 6 managers	Jul-20	Mark Johns		61	Work with the training team to explore the possibility of delivering training to all band 5/6 managers	
		Mark Johns		62	Develop the content of the training	Feb-20
		Mark Johns		63	Develop a schedule of training for band 5/6 managers	Apr-20
		Mark Johns		64	Review the training through feedback and evaluation forms	Jul-20
		Mark Johns		65	Monitor the impact of the training through the NHS staff survey, and HR processes/data	Jul-20
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.						
Undertake an assessment against the ENEI Framework	May-20	Mark Johns / Jamie Conway		66	Liaise with ENEI and sign up to framework	Sep-19
		Mark Johns / Jamie Conway		67	Draft assessment with evidence log	Dec-19
		Mark Johns / Jamie Conway		68	Present to E&D group and Workforce Committee	Apr-20
		Mark Johns / Jamie Conway		69	Upload evidence to national benchmarking site	May-20
		Mark Johns / Jamie Conway		70	Report on outcome of nation benchmarking internally	Jun-20
Submit the Workforce Race Equality Standard (WRES) Assessment	Aug-20	Mark Johns		71	Collect and collate data for the report	Jun-20
		Mark Johns		72	Share with Together@NEAS group and relevant Committees	Jul-20
		Mark Johns		73	Publish data on NEAS website to meet mandated requirements	Aug-20
Submit the Disability Equality Standard (WDES) Assessment	Aug-20	Mark Johns		74	Collect and Collate data for the report	Jun-20
		Mark Johns		75	Share with relevant Committees	Jul-20
		Mark Johns		76	Publish data on NEAS website to meet mandated requirements	Aug-20
Complete a gender pay audit to meet legal requirements	Mar-20	Mark Johns		77	Undertake and assessment against the gender pay audit requirements	Feb-20
		Mark Johns		78	Report the outcome to relevant Committees	Mar-20
		Mark Johns		79	Publish Data on NEAS website to meet mandated requirements	Mar-20
Implement the new Equality Delivery System 3 NHS England Equality Framework	Feb-20	Mark Johns		80	Review EDS3 against our previous EDS2 framework and identify and changes that need to be made to our EDI structures and plan	Nov-19
		Mark Johns		81	Develop a new internal assessment process to ensure stakeholders and staff can participate in our grading against the EDS3	Dec-19
		Mark Johns		82	Communicate to staff and stakeholders the changes	Feb-20
Review our efforts to attract more diverse people to apply for non-executive and associate non-executive roles	Aug-20	Jennifer Boyle/Jo Davis		83	Produce a report reviewing the number and diversity of applicants to the NED and associate NED positions	Aug-19
		Jennifer Boyle/Jo Davis		84	Present report to the E&D group	Sep-19
Develop a new EDI Strategy and action plan	Jul-20	Mark Johns / Jamie Conway		85	Engage with local communities and stakeholders and staff on their priorities for a new EDI strategy	Jan-20
		Mark Johns / Jamie Conway		86	Consider the feedback and draft a new EDI strategy for 2020 - 2024	Apr-20
		Mark Johns / Jamie Conway		87	Consult on the draft EDI Strategy	Jun-20
		Mark Johns / Jamie Conway		88	Consider the feedback and present the final EDI strategy to Workforce Committee for approval	Jul-20
		Mark Johns / Jamie Conway		89	Upload the strategy to the website and communicate the development of the new strategy to patients and stakeholders	Aug-20
Review our approach to assurance from suppliers about how they support us to meet our public sector equality duties	Jun-20	Shaun Mulligan		90	Review how we seek assurance from suppliers that they support us to meet our public sector equality duty	Dec-19
		Shaun Mulligan		91	Implement new system with suppliers to seek assurance that they support us to meet our public sector equality duty	Mar-20
		Shaun Mulligan		92	Report on the outcome of the new assurance process to the E&D group	Jun-20

Position Statement		18
Date: 06.08.19		