

Equality Plan 2023-2027 (Final)

Five aims

No	Aim	Links to Strategy ambitions
1	Engaging with people from diverse communities and using their feedback to make improvements	Partner
2	Improving the accessibility of services and information for patients with diverse needs	Quality and Safety
3	Developing an inclusive culture where health and wellbeing needs are met and people feel valued, supported, and safe	People
4	Expanding our diverse and representative workforce – development and progression	People
5	Advancing our corporate commitment to ED&I and inclusive leadership	Performance

The aims link to the following Trust strategy aims:

- People - a great place to work and grow
- Partner - collaborate and innovate with our partners
- Quality and Safety - safe, compassionate, and inclusive care
- Performance - deliver outstanding performance, every time
- Patients

1. Engaging with people from diverse communities and using the feedback to make improvements.

No	Aim	Actions	Link P&Q's	Priority	Responsible Officer	Links to national guidance
1	1	Develop a range of easy read surveys for 111, 999 and PTS to collect feedback from people with learning disabilities	Partner	Mar 2026	Mark Johns	Accessible Info Standard, Patient Feedback
2	1	Update patient surveys to include a question about access to services	Partner	Mar 2024	Mark Johns & Kavita Chawla	NHS Equality Delivery System
3	1	Develop annual engagement plan with seldom heard communities	Partner	Feb 2024	Mark Johns	ENEI Framework, NHS Act 2006
4	1	Review and expand the number and range of stakeholders involved in our stakeholder equality group	Partner	Mar 2025	Mark Johns	Service Request
5	1	Review internal mechanisms to improve the use of patient feedback and experience data to inform service improvements, priorities, and strategies	Quality and Safety	Mar 2024	Tracy Gilchrist	CGC
6	1	Explore opportunities for co-production and greater involvement and engagement of a diverse range of patients in our transformation programme	Quality and Safety	Dec 2023	Kerry McQuade	CGC, NHSE
7	1	Develop a BSL guide to complaints on our website	Partner	Mar 2025	Hannah Marshall & Sam Reed	Accessible Info Standard Patient Feedback
8	1	Develop mechanisms to better understand service users' needs through medical team consultation with stakeholder groups biannually	Partner & Quality and Safety	Mar 2025	Paul Aitken Fell & Kavita Chawla	NHS Equality Delivery System,
9	1	Expand the Positive Action Project to work with Disabled community groups	Partner	June 2023	Mark Johns	NHS Core20PLUS5

2. Improving the accessibility of services and information for patients with diverse needs

No.	Aim	Actions	Link P&Q's	Priority	Responsible Officer	Links to national guidance
10	2	Implement BSL relay services for operational staff and EOC clinicians to improve communication to Deaf people and BSL users	Quality and Safety	Mar 2024	Mark Johns & Warren Tivnen	Accessible Info Standard
11	2	Explore the use of speech to text functionality to improve support for staff to complete EPRC	Quality and Safety	Mar 2024	Warren Tivnen	Accessible Info Standard
12	2	Explore the introduction of Braille flashcards and stickers for paramedics to identify themselves and use when triaging patients to help provide assurance and information	Quality and Safety	Dec 2025	Mark Johns & Claire Jobling	Accessible Info Standard
13	2	Promote the various NEAS website zones aimed at patients with specific needs to appropriate diverse communities	Partner	Nov 2024	Sam Reed & Mark Johns	Accessible Info Standard

14	2	Explore the support services and support mechanisms available to assist deafblind communities to use our services and review current systems	Quality and Safety	Oct 2024	Mark Johns	Accessible Info Standard
15	2	Review current systems to record patient demographic information on the EPRF	Performance	Mar 2025	Michael Norton	NHS Core20PLUS5
16	2	Develop internal communications to staff explaining the importance of asking for and recording patient demographic information on the EPRF	Performance	Mar 2025	Michael Norton	NHS Core20PLUS5
17	2	Review Communications Support Guide	Quality and Safety	Mar 2026	Mark Johns	Accessible Info Standard
18	2	Review Language line provision	Quality and Safety	Mar 2025	Mark Johns & Lynn Huldie	Equality Act, NHS Equality Delivery System
19	2	Improve accessibility of access to PTS booking services for people with additional communication needs	Quality and Safety	Mar 2025	Lynn Huldie	Equality Act, NHS Equality Delivery System
20	2	Apply for funding to continue our work with ethnic minority and disabled communities to improve awareness of our services and how to access them	Quality and Safety	Sept 2023	Mark Johns	NHS Core20PLUS5
21	2	Deliver Oliver McGowen learning disability and autism training	Quality and Safety	Apr 2025	Karen Gardner	Health & Care Act 2022
22	2	Deliver the national mental health induction model for all new emergency care operational staff	Quality and Safety	Apr 2024	Karen Gardner	NHS Forward View for Mental Health, CQC
23	2	Implement the JRCALC app changes to make them more accessible to staff with dyslexia and other communication needs	Quality and Safety	Dec 2024	Dan Howarth	
24	2	Deliver the national conflict resolution training to staff including supporting staff with restrictive interventions for mental health patients, people living with dementia and other groups	Quality and Safety	April 2025	Karen Gardner	NHSE Training Need
25	2	Explore adoption and implementation of the Diamond LD standards with the NE Learning Disability network	Quality and Safety	Apr 2024	Dan Howarth	Regional LD Partnership Board Feedback
26	2	Explore how we can include the new national reasonable adjustment flag on our systems and processes	Quality and Safety	Apr 2025	Chris Dawson & Gayle Fidler	NHS system requirement
27	2	Improve awareness of 'tools' available to colleagues to make access to our services better for people with communication needs (language line, BSL relay, Comms Support guide, etc)	Quality and Safety	Dec 2024	Mark Johns	Accessible Info Standard, NHS Equality Delivery System
28	2	Develop information on our website that contains guidance on the ingredients of medication that we offer to patients to support decisions for people from various faith and dietary backgrounds	Quality and Safety	Dec 2023	Rosie England	CQC, NHSE
29	2	Incorporate and promote use of NHS Option 2 where patients are transferred to a mental health practitioner in 111 via IVR message	Quality and Safety	Mar 2024	Jill Scott-Haynes	CQC, NHSE

30	2	Recruit mental health practitioners in the EOC to better assess and triage calls coming in relating to mental health	Quality and Safety	Mar 2024	Donna Short	CQC, NHSE
31	2	Deploy mental health vehicles and practitioners to improve our response to mental health related incidents	Quality and Safety & Performance	Apr 2024	Donna Short	CQC, NHSE
32	2	Liaise with SI and QI departments to explore how learning from events and reports can be fed into organisation planning, development and strategies	Quality and Safety	Mar 2025	Kerry McQuade & Tracey Gilchrist	CQC
33	2	Explore how we could review external messaging, website information, leaflets and videos to meet the regions literacy needs	Quality and Safety	Mar 2025	Sam Reed	NHS Core20PLUS5

3. Developing an inclusive culture where health and wellbeing needs are met and people feel valued, supported, and safe

No.	Aim	Actions	Link P&Q's	Priority	Responsible Officer	Links to national guidance
34	3	Develop a civility and respect policy or combine elements of the national guidance into an existing policy outlining our approach to bullying and harassment from staff and patients	People	Mar 2024	Fiona Cuthbertson	Equality Act, CQC, Staff Survey, NHS Workforce E&I Plan
35	3	Develop a civility and respect campaign to educate colleagues about the different forms of hate and unacceptable behaviour and promote reporting options	People	Mar 2024	Fiona Cuthbertson	Equality Act, CQC, Staff Survey, NHS Workforce E&I Plan
36	3	Review and improve internal reporting processes to raise issues and concerns and improve confidence in reporting structures	People	Mar 2024	Fiona Cuthbertson	Staff Survey, Staff Feedback, CQC, NHS Workforce E&I Plan
37	3	Explore options and make recommendation to People Group about how we could improve health literacy across our workforce	People	Dec 2025	Kavita Chawla	Core 20 Plus5, NHS Workforce E&I Plan
38	3	Improve sexual safety within the workplace through an awareness campaign and training to managers and staff	People	Apr 2025	Nichola Howard, Karen Gardner & Vicky Spinks	Sexual offences Act, CQC
39	3	Develop and share resources pertaining to treatment of patients with learning disabilities, autism, neurodiversity, and mental health issues and develop and deliver training.	People	Aug 2025	Nichola Howard & Karen Gardner	Sexual Offences Act, CQC
40	3	Improve the process to ensure greater staff network involvement with policy and organisational changes	People	Jun 2023	Caroline Edwards, Patricia Noon	Staff Feedback
41	3	Develop and renew the Hate Crime Champions programme, delivering training and develop support options	People	Aug 2024	Wendy Profit	ENEI Framework, Service Request
42	3	Develop a Reasonable Adjustments Guidance document which includes information about Access to Work grants	People	Feb 2024	Caroline Edwards, Patricia Noon, Mark Johns, Able & Judith Bell	Equality Act, Disability Confident Scheme

43	3	Explore opportunities to update the sickness absence policy to incorporate reasonable adjustments for disability related sickness	People	Mar 2024	Caroline Edwards, Patricia Noon, Mark Johns, Able & Judith Bell	National Good Practice Feedback
44	3	Develop and build mental health support mechanisms into Goodshape App	People	Dec 2025	Annette Gibson, Andrew Harris & Andrew Walton	Action Source: Guidance /Legislation/ Feedback
45	3	Incorporate staff demographic breakdown data within absence reporting and management system	People	Dec 2026	Andrew Harris	ENEI Framework, NHS Equality Delivery System
46	3	Improve the representation of Trim practitioners from diverse backgrounds	People	Dec 2025	Debora Wells	
47	3	Review and overhaul recruitment processes to target under-represented groups	People	Mar 2025	Fiona Cuthbertson	NHS People Plan, NHS Workforce E&I Plan
48	3	Review and update the Disability and Carers passport	People	Mar 2026	Mark Johns	Disability Confident Scheme
49	3	Review and Update the Dyslexia Guidance	People	Nov 2026	Pauline Hogarth & Mark Johns	Dyslexia Smart Award
50	3	Review and update the menopause policy and approach considering any changes to government guidance and the Equality Act	People	Nov 2024	Vicky Spinks, Mark Johns	Equality Act, potential update, NHS Workforce E&I Plan
51	3	Develop and launch a suicide awareness and support toolkit for staff	People	May 2023	Lyndsay Wardle	CQC, NHS Workforce E&I Plan

4. Expanding our diverse and representative workforce

No.	Aim	Actions	Link P&Q's	Priority	Responsible Officer	Links to national guidance
52	4	Develop key recruitment literature and promotion materials featuring staff from diverse groups	People	Apr 2024	Nicola Couley & Sam Reed	NHS Equality Delivery System, NHS Workforce E&I Plan
53	4	Review our recruitment workshops to ensure they maximise support and assistance to those diverse groups underrepresented and requiring most support	People	September 2025	Nic Couley & Loveness Scott	NHS Equality Delivery System, NHS Workforce E&I Plan
54	4	Review robust exit interview process to ensure increased take up and ensure trends / issues analysis are used to develop follow up actions	People	Mar 2024	Andrew Harris	ENEI Framework, NHS Equality Delivery System
55	4	Explore regional partnership working to improve employment opportunities for under-represented and socially disadvantaged groups and national work programmes that support under-represented groups into senior positions	People & Partners	Mar 2025	Fiona Cuthbertson	NHS People Plan, NHS Workforce E&I Plan

56	4	Undertake a Disability Confident leader assessment	People	July 2025	Mark Johns & Nicola Couley	Disability Confident
57	4	Develop and implement a reciprocal mentoring programme	People	Apr 2024	Kate Rogers	
58	4	Develop a talent management plan to support diverse groups of people to develop the skills needed to progress	People	Dec 2025	Vicky Spinks	NHS People Plan, NHS Workforce E&I Plan
59	4	Report to the People group outlining how our university partners are ensuring they are taking positive action to recruit a diverse pool of talent to paramedic courses.	People	Mar 2024	Karen Gardner	NHS People Plan
60	3	Review and update the Trans and non-binary inclusion guidance	People	Dec 2025	Mark Johns	ENEI Framework, Equality Act Staff Feedback
61	4	Improve the data we capture on new job applicants by implementing the applicant dashboard	People	June 2024	Nicola Couley and Andrew Harris	ENEI Framework, NHS Equality Delivery System
62	4	Create leaflet and information on our website for applicants explaining why demographic data is requested and how it is stored and used	People	Dec 2023	Andrew Harris & EDI	NHS Equality Delivery System, NHS Workforce E&I Plan
63	4	Improve the ethnic minority representation of our workforce to 3.5%	People	Apr 2027	Nicola Couley	NHS People Plan, WRES

5. Advancing our corporate commitment to ED&I and inclusive leadership

No.	Aim	Actions	Link P&Q's	Priority	Responsible Officer	Links to national guidance
64	5	Board to publicly demonstrate its commitment to health inequalities and Core20PLUS5	Performance	Dec 2023	Kerry McQuade & Karen O'Brien	NHS Core20PLUS5, NHS Equality Delivery System
65	5	Develop a health inequalities plan and metrics dashboard to support our work around the Core20PLUS groups to improve health outcomes	Performance	June 2024	Kavita Chawla	NHS Core20PLUS5, NHS Equality Delivery System
66	5	Expand current FTSU guardians' provision and embed across the Trust	People & Performance	Mar 2024	Vicky Spinks	FTSU, CQC
67	5	Implement the Leadership Framework for Health Inequalities Improvement	Performance	Mar 2026	Trust Secretary (tbc)	NHS Equality Delivery System
68	5	Ensure equality and health inequalities are reflected in the organisational business plans to help shape work to address people's needs	Partner, Quality and Safety and Performance	Jun 2024	Kerry McQuade	NHS Equality Delivery System
69	5	Report to the finance committee about how 3 rd party suppliers are supporting NEAS to meet our Public Sector Equality Duty requirements annually	Performance	Mar 2024	Shaun Mulligan	NHS Core20PLUS5, NHS Equality Delivery System
70	5	Review the Equality Analysis Assessment (EAA) policy and develop and deliver training to improve the quality of EAAs	Performance	Aug 2024	Mark Johns	ENEI Framework, Public Sector Equality Duty

72	5	Review the Equality and Inclusion Policy	Performance	May 2025	Mark Johns	Public Sector Equality Duty
73	5	Develop a programme of work at NEASUS around diversity and inclusion to support NEAS commitments	People and Performance	Mar 2024	Graham Tebutt	
74	5	Include a 'leading diversity' session in the executive and board team development programmes highlighting how they can use their position to advance equality, diversity and inclusion in the Trust	People and Performance	Mar 2026	Vicky Spinks & Mark Johns	ENEI Framework
75	5	Develop and deliver EDI training for CTL's and middle managers as part of their management development programme to ensure they can support people from diverse backgrounds in the workplace and the tools and support available to them	People and Performance	Mar 2026	Karen Gardner & Mark Johns	ENEI Framework
76	5	Develop and deliver an improvement plan to eliminate total pay gaps intersectionality and individually within race, disability and gender bearing reference to the 2020 Mend the Gap review	People and Performance	Mar 2024	Fiona Cuthbertson & Mark Johns	NHS People Plan, NHS Workforce E&I Plan
77	5	Increase Board accountability for performance on EDI objectives through annual appraisals	Performance	March 2025	Vicky Spinks & Trust Secretary (tbc)	ENEI Framework, NHS Workforce E&I Plan