



# Draft Statement of Equality Outcomes Consultation

## Equality outcomes

This consultation is about the Scottish Ambulance Service draft equality outcomes and we want to know what you think about these (these can be found at page 4)

A short questionnaire for feedback can be found at <http://www.formwize.com/run/survey3.cfm?idx=505d040c01080e> but we also welcome your general comments.

This information can be provided in different languages and formats by contacting us on 0131 314 0000 or emailing us on [Scotamb.communications@nhs.net](mailto:Scotamb.communications@nhs.net)

## Why are we having this consultation?

By putting the draft equality outcomes out for consultation we are giving people who are interested in equality and diversity the chance to say how we can make the services provided by the Scottish Ambulance Service better for patients and better for the staff who work for us.

We want to ensure that our Service is responsive to the needs of the communities we serve and that our equality outcomes reflect the views of as wide a range of people as possible, including patients, the public, our voluntary sector partners and our own staff and volunteers.

Please complete the survey at <http://www.formwize.com/run/survey3.cfm?idx=505d040c01080e> by **Friday 12 April 2013**.

## What happens next?

We will consider all the responses to this consultation received within the deadline, and we may change the equality outcomes if there are good reasons to do so. Our final equality outcomes will be published by 30 April 2013.

## **Draft Equality Outcomes 2013 - 2017**

### **Feedback questionnaire**

The Scottish Ambulance Service is seeking your feedback on our Equality Outcomes which we seek to deliver by 2017.

We would be grateful if you could give us your feedback at <http://www.formwize.com/run/survey3.cfm?idx=505d040c01080e>

The closing date for responses is **Friday 12 April 2013**.

## . Draft Equality Outcomes

<b>1. Ultimate outcome</b>			
To improve access and referral to the most appropriate care that is person centred, safe and effective			
<b>Intermediate outcome</b>			
Through raised awareness of the Service there is improved access for underrepresented groups			
<b>Initiatives / activity</b>	<b>Outputs</b>	<b>Short / medium term outcomes</b>	<b>General duty / protected characteristic</b>
a. Engagement with communities will be focussed to include those who are under-represented amongst users of SAS e.g. black and minority ethnic, disabled and carers groups, and those in deprived areas.	i. An increase in the number of patients from underrepresented groups use the scheduled service	Awareness and understanding of SAS is increased so communities access SAS as appropriate	Advance equality of opportunity  Foster good relations  Race, disability, lgbt
	ii. There is an increase in the use of alternative methods of booking transport		
	iii. Improved understanding among communities of the services delivered by SAS		
b. Individuals from diverse groups are encouraged and supported to become involved with the work of SAS	More diverse public / patient representation on service redesign / improvement groups	Increased understanding of the needs of diverse groups	Advance equality of opportunity  Foster good relations  Age, disability, race, lgbt, carers
c. In partnership with NHS Fife and NHS24 establish contact with Gypsy / Travellers living in Fife area to promote ways in	i. Improved knowledge of health services by Gypsy / Travellers	Gypsy / Travellers access to healthcare is improved, initially in Fife and thereafter across Scotland.	Advance equality of opportunity  Foster good relations

which access to health services can be provided			Race, disability, age
	ii .Learning regarding the needs and culture of the community is shared	Staff have greater awareness and understanding of Gypsy / Travellers needs and culture which enhances clinical practice	Eliminate discrimination Advance equality of opportunity Race
d. Provide health awareness sessions with communities including those in deprived areas to cover essential life support and recognising signs of cardiac arrest / stroke as well as encouraging preventative care	Sessions are provided across a range of community settings	Communities have an increased understanding of some health conditions	Advance equality of opportunity  Foster good relations  Race, disability, age, lgbt
e. The use of language line service is promoted among communities with language needs	There is increased use of language line services	Equality of access is improved	Advance equality of opportunity  Race
f. Language line service is regularly evaluated with input from BME community members	The views of patients and callers using language line service are captured and actions taken to improve service as appropriate	Equality of access is improved	Advance equality of opportunity  Race
g. Enhance operational training to include more cultural awareness including incidence of illness, long term conditions	Improved awareness and understanding of cultural difference	Greater understanding of needs of different communities which will enhance clinical practice	Eliminate discrimination  Foster good relations

and prevalence in specific groups			Race
h. Enhance operational training to include additional disability awareness sessions	Improved awareness and understanding of disability and the impact on health	Disabled patients have improved experience of the Service	Advance equality of opportunity  Disability

<b>2.Ultimate outcome</b>			
<b>To deliver the best service for patients</b>			
<b>Intermediate outcome</b>			
<b>The experience of patients will improve through staff who are supported to deliver person centred care</b>			
<b>Initiatives / activity</b>	<b>Outputs</b>	<b>Short / medium term outcomes</b>	<b>General duty / protected characteristic</b>
a. Care pathways are developed in partnership with local stakeholders to ensure access to the most appropriate care for patients	Care pathways are agreed and implemented e.g. trips, slips and falls, transportation of mental health patients in Air Ambulance	More effective clinical care is provided with care pathways developed to take account of the diversity of needs and characteristics of patients and the community	Eliminate discrimination  Advance equality of opportunity  All - greater impact on age, disability
b. Links with health and social care partners are clearly defined	i. Clinical staff have better links with health and social care partners to ensure there is	Patients have a better experience and are more involved in their own care	Advance equality of opportunity

	responsive and continuity of care for patients		All - greater impact on age, disability, carers
	ii. Increased number of patients referred to local health and social care partners		Eliminate discrimination All, greater impact on age, disability, carers
c. Work with Cruse and the Scottish Grief and Bereavement Hub to establish a network of cultural competent Family Support Officers	Staff have a greater understanding of bereavement and the cultural /religious dimensions to this	Bereaved families are better supported prior to and at the time of death	Eliminate discrimination Advance equality of opportunity Foster good relations All, more impact on race, religion and belief
d. Training programme to be developed for person centred care.	Root cause analysis and 'Being open' sessions implemented	Staff have increased awareness of caring behaviours / transparency and the impact these have on clinical outcomes and experience of SAS for patients	Advance equality of opportunity All
e. Work with the Scottish Government, e-Health programme in the development of the Key Information Summary	Key patient information is shared which includes communication needs of patients	Care is provided for patients and carers which is sensitive, appropriate and meets the communication needs required	Eliminate discrimination Advance equality of opportunity All - greater impact for age, disability, race

<b>3. Ultimate outcome</b>			
To engage with all our partners and communities to deliver improved healthcare			
<b>Intermediate outcome</b>			
The SAS is fair and equitable in the way it delivers its services and involves and consults people			
<b>Initiatives / activity</b>	<b>Outputs</b>	<b>Short / medium term outcomes</b>	<b>General duty / protected characteristic</b>
a. Build on the access to scheduled care service to support access for deaf people by identifying and implementing new methods of booking transport	Extended number of booking methods in place	All eligible patients have improved access to scheduled service	Eliminate discrimination  Advance equality of opportunity  Disability
b. Development of a cab based language tool	Language tool in place	Communication support is more accessible and immediate when crews are with patients [A & E]	Advance equality of opportunity  Race
c. Contribute to the NHS24 BSL pilot project to improve communications for BSL users	System in place to book transport using BSL	Improved access to SAS for BSL users	Advance equality of opportunity  Disability
d. Community Resuscitation Development Officers engage with a wide range of communities across the protected characteristics and this work is targeted to include	There is improved input and dialogue across a wide range of communities and groups	Engagement with communities is inclusive across all protected characteristics	Advance equality of opportunity  Foster good relations  All



where previous involvement has been limited			
e. Develop the use of the e-Portal through SAS website	i. Use of the e-Portal is widely communicated	Improved methods of communication with patients, individuals and groups	Advance equality of opportunity Foster good relations All
	ii. This facility is utilised to support communication in targeted areas e.g. closed discussion for particular communities	More open sharing of issues enabling service to be more inclusive	Advance equality of opportunity Foster good relations All - greater impact on race, disability, lgbt

<b>4. Ultimate outcome</b> <b>Men and women employed by SAS are better supported on mental health and wellbeing as a result of the use of workplace policies</b>			
<b>Intermediate outcome</b> <b>There is a cultural change towards a greater understanding of mental health and wellbeing in the workplace</b>			
<b>Initiatives / activity</b>	<b>Outputs</b>	<b>Short / medium term outcomes</b>	<b>General duty / protected characteristic</b>
a. Staff are supported through attendance management policy to utilise early intervention and preventative measures e.g. Employee Counselling Service	A reduction in the rate of sickness absence resulting from mental ill health	Staff who experience mental ill health are better supported in the workplace	Advance equality of opportunity  All, greater impact on disability
b. SAS will make a commitment to tackle stigma by signing up to the 'See me' pledge	Raised awareness of mental health issues	There is a greater understanding of mental health and the impact of this on individuals	Foster good relations  All
c. Anti stigma messages are promoted through 'See me' pledge campaign	Attitudes towards mental health are changed as staff are more comfortable to talk about mental ill health problems	Elimination of stigma and discrimination faced by people with poor mental health	Eliminate discrimination  Foster good relations  All
d. Mental Health Certificate is included within the content of the Certificate in Paramedic Practice delivered by SAS Academy	Increased number of staff complete the Mental Health Certificate	Increased understanding of mental health which will improve attitudes towards this in the workplace and enhance mainstreaming (will also impact patient experience)	Eliminate discrimination  Foster good relations  Disability

e. Health and wellbeing is promoted across SAS through healthy working lives programme	Staff are encouraged to consider their health at work and how this can be improved	Staff have better health as a result of increased awareness of healthy lifestyles and the options available e.g. around diet, exercise etc.	Advance equality of opportunity  All, greater impact on disability
f. A variety of methods will be used to ensure staff are aware of policies / resources available to them, including bulletins, newsletters, intranet, payslips etc.	Staff feel more confident to access supportive resources and workplace policies	SAS is more supportive of staff with mental health issues	Advance equality of opportunity  All, greater impact on disability
g. A new Gender based violence policy is implemented	Staff are supported who have experienced gender based violence	There is a greater understanding of gender based violence and its impact on individuals	Advance equality of opportunity  All - also disability, gender, lgbt, race

<b>5.Ultimate outcome</b> <b>To ensure SAS always acts in accordance with its values</b>			
<b>Intermediate outcome</b> <b>The Service is fair and equitable in the way it develops its policies and strategies to ensure staff are treated fairly and consistently, with dignity and respect and in an environment where dignity is valued</b>			
<b>Initiatives / activity</b>	<b>Outputs</b>	<b>Short / medium term outcomes</b>	<b>General duty / protected characteristic</b>
a. Policies and standard operating procedures are developed through Policy Review Group and National SOP Group	A wide range of staff / staff side are involved and consulted on policy and SOP development	All SAS developments, policies and procedures take into account the diversity of needs and characteristics of staff and are more inclusive	Eliminate discrimination  Advance equality of opportunity  Foster good relations All
b. Policy is revised and promoted through HR teams to enhance dignity in the workplace and to provide a framework for addressing issues of bullying and harassment	i. The importance of dignity at work is raised across SAS	There is improved dignity at work for all staff	Eliminate discrimination  Foster good relations       All, gender reassignment, lgbt
	ii. The number of staff highlighting dignity at work as an issue in the NHS staff survey is reduced		
	iii. Staff opinions of the service culture and values improve and this is fed back through staff opinion surveys		

c. Organisational values programme delivered across SAS	Staff attend organisational values sessions.	There is an increased understanding and sharing of SAS values and how these have impact on service delivery and staff experience	Foster good relations  All - gender
d. Recruitment advertising is targeted more specifically across under represented groups including BME / disabled / lgbt communities	A greater number of applications are received from under represented communities and individuals are offered posts with SAS	The workforce of SAS better reflects the diversity of the Scottish population and staff with protected characteristics are represented appropriately at all levels of the organisation	Advance equality of opportunity  Race, disability, sexual orientation
e. Develop targeted training for members of interview panels to cover equality and diversity	Increased number of staff on panels who have completed this training	Greater understanding of the benefits of a diverse workforce and increased fairness in recruitment	Eliminate discrimination  Advance equality of opportunity All
f. Develop a plan to encourage and improve rates of staff self disclosure	Improved self disclosure rates particularly with regard to ethnicity, sexual orientation and religion and belief	There is a shift in cultural awareness of the importance of disclosing equalities information	Advance equality of opportunity  Race, sexual orientation, religion and belief
g. HR policies will be promoted to support access and uptake e.g. flexible working	Increased uptake of flexible working options	There is increased awareness and uptake of alternative work patterns	Advance equality of opportunity All in particular maternity
h. In consultation with staff side develop and implement a programme to increase the number of staff employed on	Reduced number of staff working on relief rosters	There is a cultural shift away from a two tier workforce where men and women feel they are treated differently as a	Advance equality of opportunity

permanent shift patterns		result of their status with regard to a roster / relief position	Men and women
i. Establish a policy to ensure senior managers have explicit equality and diversity objectives in their performance management arrangements	Policy approved, objectives in place for all relevant managers	Equality and diversity is embedded within culture and performance of SAS	Advance equality of opportunity  Foster good relations  All
j. Facilitate the establishment of staff led networks for those with an interest in equality issues relating to specific protected characteristics	Staff networks in place and regular dialogue and engagement takes place	There is a greater understanding of needs and concerns of staff who share protected characteristics	Advance equality of opportunity  Foster good relations All, greater impact on disability. LGBT
k. Continue to monitor the salary band spine point allocated to new employees	Annual analysis carried out in April each year	Ensure men and women are paid fairly and consistently at the start of their	Eliminate discrimination  Advance equality of opportunity  Men and women
l. Conduct an analysis of applicants for vacancies where there has been under representation of men or women and identify any emerging barriers and actions / initiatives to support an increased number of	Analysis produced and actions identified	More men and women apply and are offered posts where there has been under representation	Eliminate discrimination  Advance equality of opportunity

applicants including men and women for all posts			Men and women
m. Monitor and review access to career development opportunities and in particular identify whether there are particular barriers to progression for part-time staff	Analysis of vacancies, part-time posts and applicants who request part-time working	There are no barriers to career development opportunities for part-time staff	Eliminate discrimination Advance equality of opportunity Men and women, maternity
o. Calculate the percentage difference between women and men's average hourly rate including overtime	Analysis produced.	There is no disproportionate use of overtime for men and women	Eliminate discrimination Advance equality of opportunity Men and women