



**Scottish  
Ambulance  
Service**  
*Taking Care to the Patient*



# Equality Impact Assessment Accident & Emergency Ambulance Conversions

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# **Equality Impact Assessment Accident & Emergency Ambulance Conversions**

## **Equality Impact Assessment**

Equality Impact Assessment is concerned with anticipating and identifying the equality consequences of particular policy / service initiative and ensuring that as far as possible any negative consequences for a particular group or sector of the community are eliminated, minimised or counterbalanced by other measures.

### **1. Introduction**

The aim of the Accident & Emergency Ambulance Conversion procurement project is to establish a framework for the supply of effective, safe and affordable ambulances for operational use over an anticipated service life of seven years. The framework must allow vehicles to be developed in partnership with all stakeholders throughout the contract duration to align with the Scottish Ambulance 2020 vision and beyond.

#### Objectives

- Meet the needs of patients
- Meet the needs of clinical care and clinicians
- Provide a safe and legally compliant vehicle and means of transporting patients and staff
- Provide an environment suited to maintaining infection control standards
- Provide an ergonomically suitable environment for staff and patients
- Provide best value, reliability and durability
- Ensure meaningful engagement with all the relevant stakeholders
- Seek flexible contractual arrangements that are responsive to changing models of health care delivery

There are three phases of this project -

- Initial engagement with stakeholders to identify a base specification and projected vehicle numbers for tender.
- Procurement process and tender response evaluation for Board approval.
- Specification development engaging key stakeholders for final build approval.

In recognition of the importance of these vehicles in patient care, staff working environment and the patient experience, stakeholder engagement through a working group including key stakeholders will set the final build specification with the successful supplier, monitor build specification compliance and continue throughout the introduction of vehicles into service commencing late 2015 and throughout the duration of the contract.

## **2. Evidence**

The Scottish Ambulance Service National Vehicle Design and Equipment Group (NVDEG) include representatives of key stakeholders that meet regularly to consider current and future vehicle and equipment needs. Through this group, the design and procurement priorities are identified at a high level with subgroups of the main stakeholders taking specific projects forward.

The NVDEG established a user event on 29th April specifically engaging with key stakeholders including Patient groups, Operational staff & staffside representatives, Procurement, Health & Safety, Ergonomics, Infection Control, Training, IT, National Risk & Resilience, Fleet and bordering Trusts and suppliers. A full summary of the event can be found on @SAS.

With output from this event, the vehicle specifications were set for three Lots for tender. Box Body A&E vehicle (4x2 & 4x4) conversion, Van based A&E vehicle (4x2) conversion and Van based A&E vehicle (4x4) conversion. Provision was made within the specification to reflect the input from stakeholders allowing flexibility throughout the contract period to accommodate all foreseeable developments in patient care and the delivery model aligned to the 2020 vision. Consideration is given to how the vehicle design and any changes may affect any of our patients and staff.

Specifically, the selection of Box or Van based vehicles will be evidenced from further feedback from staff and patients along with the whole life running costs. The use of ramp or tail lift will be determined by reliability and cost data being gathered along with the feedback from a national staff/user survey currently underway. Layout and positioning of equipment in final build will be agreed in the final working group with consultation from key stakeholders.

## **3. Assessment of impact**

Meetings of the National Vehicle Design and Equipment Group have taken place on a quarterly basis where national feedback gathered through staff reporting (Datix Reports, Defect Report and direct submission) is discussed and recorded The Equality Impact Assessment Team considering this project met on 28th May and 2nd June with input from;

Trevor Spowart	(Lead and member of NVDEG)
Kevin Jenkins	(National Fleet Operations Manager - West)
Gordon Middleton	(Fleet Engineer)
Stuart Paterson	(Procurement Lead and member of NVDEG)

The completed Equality Impact Assessment Report can be seen at Appendix 1.

As the use of Accident & Emergency vehicles by the nature of their role will be used by all staff and patient groups nationally throughout the working life of the vehicle, the Equality Impact Assessment Team have actively considered all staff and patients when assessing the General Equality Duty.

### **Key areas**

1. Communication with persons with hearing impairment
2. Access and transportation of persons with mobility restrictions
3. Transportation of mobility aids
4. Safety of staff and patients in the vehicle while stationary and when the vehicle is in motion
5. Transportation of assistance dogs with patients
6. Transportation of bariatric patients
7. The approach taken to the transportation of mentally ill health patients

### **4. Recommendations**

1. The capture of data relating to patient movement where access and transportation is required for wheelchairs/mobility aids, assistance dog or other specific items where additional conveyance was requested by the patient.

**Action T Spowart/ A Tobin / MIS**

2. Develop a guide to assist operational and control staff when carriage of wheelchairs/mobility aids is requested.

**Action T Spowart / A Tobin**

3. Engage further with the disabled community to discuss options for transporting wheelchairs / mobility aids if these cannot be accommodated in the Accident & Emergency ambulance.

**Action A Tobin / T Spowart**



## Equality Impact: Screening and Assessment Form

**Section 1: Policy details - policy is shorthand for any activity of the organisation and could include strategies, criteria, provisions, functions, practices and activities including the delivery of our service.**

a. Name of policy or practice (list also any linked policies or decisions)	Accident & Emergency Ambulance Conversions - re-procurement
b. Name of department	Fleet Services (via Procurement)
c. Name of Lead	Trevor Spowart
d. Equality Impact Assessment Team [names, job roles]	Trevor Spowart (GM Fleet Services (Acting)), Kevin Jenkins (National Fleet Operations Manager - West), Gordon Middleton (Fleet Engineer), Stuart Paterson (Senior Procurement Specialist)
e. Date of assessment	2nd June, 2015
f. Who are the main target groups / who will be affected by the policy?	Patients (all groups), Operational Staff, Support Service Staff
g. What are the intended outcomes / purpose of the policy?	The design, procurement and introduction of effective, safe, reliable and affordable ambulance vehicles for an anticipated operational life of at least seven years.
h. Is the policy relevant to the General Duty to eliminate discrimination? advance equality of opportunity? foster good relations?	Yes - fully relevant
If yes to any of the three needs complete all sections of the form (2- 7) If no to all of the three needs provide brief detail as to why this is the case and complete only section 7 If don't know: complete sections 2 and 3 to help assess relevance	

## Section 2: Evidence, consultation and involvement

Please list the available evidence used to assess the impact of this policy, including the sources listed below. Please also identify any gaps in evidence and what will be done to address this.

a. Previous consultation / involvement with community, including individuals or groups or staff as relevant. Please outline details of any involvement / consultation, including dates carried out and protected characteristics

Details of consultations - where, who was involved	Date	Key findings	Protected characteristics
NVDEG meetings/reviews	Quarterly	There is potential for pedestrian access issues	Age
NVDEG meetings/reviews Evaluation event	Quarterly 29/04/15	Noted that there was potential impact for users with: Visual impairment (including assistance dogs) Hearing impairment (including assistance dogs) Access difficulties (including use of mobility aids)	Disability
NVDEG meetings/reviews	Quarterly	There is no distinction in service made for any groups.	Gender reassignment
NVDEG meetings/reviews	Quarterly	There is no distinction in service made for any groups.	Gender / sex
NVDEG meetings/reviews	Quarterly	There is no distinction in service made for any groups.	Marriage / civil partnership *
NVDEG meetings/reviews	Quarterly	There is no distinction in service made for any groups.	Pregnancy / maternity
NVDEG meetings/reviews	Quarterly	Potential for comprehension issues with English signage	Race
NVDEG meetings/reviews	Quarterly	There is no distinction in service made for any groups.	Religion / belief
NVDEG meetings/reviews	Quarterly	There is no distinction in service made for any groups.	Sexual orientation
NVDEG meetings/reviews	Quarterly - e.g. 02/12/14 08/04/15	There is no distinction in service made for any groups.	Cross cutting - e.g. health inequalities - people with poor mental health, low incomes, involved in the criminal justice system, those with poor literacy, are homeless or those who live in rural areas. Other?

	Available evidence
b. Research and relevant information	Patient complaints, feedback & engagement, Staff DATIX reports, feedback & engagement, Accident & Emergency Evaluation & specification event. Consultation with other NHS Ambulance Services through National Strategic Ambulance Fleet Group.
c. Knowledge of policy lead	
d. Equality monitoring information -- including service and employee information	
e. Feedback from service users, partner or other organisations as relevant	See B and minutes of NVDEG, Evaluation Event summary reports.
f. Other	
g. Are there any gaps in evidence? Please indicate how these will be addressed	Statistics are not currently recoded to quantify requests for transportation of assistance dogs or mobility aids during Accident & Emergency conveyance. Limited information on any adverse impact of conveyance issues gathered through patient/staff complaint or feedback.
Gaps identified	
Measure to address these; give brief details. Further research? Consultation? Other	Consideration to be given on whether this data can be accurately and reasonably gathered.
Note: specific actions relating to these measures can be listed at section 5	



### Section 3: Analysis of positive and negative impacts

Please detail impacts in relation to the three needs specifying where the impact is in relation to a particular need - eliminating discrimination, advancing equality of opportunity and fostering good relations

Protected characteristics	i. Eliminating discrimination	ii. Advancing equality of opportunity	iii. Fostering good relations
<b>Age</b>			
Positive impacts	Integral child seat incorporated into rear facing attendant seat, Ambulance Child Restraint (ACR) equipment provided in each vehicle.		
Negative impacts	Pedestrian access to high vehicles can be an issue		
Opportunities to enhance equality	Assess any design development opportunities to reduce step heights, ensure non slip surfaces on steps and access points, improve grab rails.		
<b>Disability</b>			
Positive impacts			
Negative impacts	Difficulty conveying mobility aids. Space restrictions to accommodate mobility aids, safe anchor points on vehicle and mobility aid, carriage of restraint systems for chair/aids, patient, head restraint etc., within a legally compliant vehicle - <i>European Community Whole Vehicle Type Approval (ECWVTA) and Comité Européen de Normalisation (CEN)</i> .		
Opportunities to enhance equality	Provision is currently made for conveyance of folding wheel chairs and some mobility aids. Further research of demand, alternatives to conveyance within an emergency response vehicle and design developments to offer safe conveyance of aids with the vehicle. Further engagement with patient groups will help raise awareness of Scottish Ambulance Service / Fleet requirements and a greater understanding of needs and expectations from the patient perspective.		
<b>Gender reassignment</b>	n/a		
Positive impacts			
Negative impacts			
Opportunities to enhance equality			
<b>Gender / sex</b>	n/a		
Positive impacts			
Negative impacts			
Opportunities to enhance equality			
<b>Marriage / civil partnership</b>	n/a		
Positive impacts			
Negative impacts			
Opportunities to enhance equality			

<b>Pregnancy / maternity</b>	n/a
Positive impacts	
Negative impacts	
Opportunities to enhance equality	
<b>Race</b>	
Positive impacts	
Negative impacts	Signage is displayed in English - potential for occupant's to be unable to read or comprehend signage. Limited space available for multiple language signage.
Opportunities to enhance equality	Potential development of pictograms
<b>Religion / belief</b>	n/a
Positive impacts	
Negative impacts	
Opportunities to enhance equality	
<b>Sexual orientation</b>	n/a
Positive impacts	
Negative impacts	
Opportunities to enhance equality	
<b>Cross cutting - e.g. health inequalities people with poor mental health, low incomes, involved in the criminal justice system, those with poor literacy, are homeless or those who live in rural areas.</b>	Bariatric
<b>Other</b>	
Positive impacts	Significant investment in bariatric trolley cot conveyance capability in recent years
Negative impacts	
Opportunities to enhance equality	Consideration of bariatric provision in vehicles. Patient loading systems to be rated to 500kgs, bariatric capable trolley cots to be considered where appropriate, vehicle design to accommodate bariatric clinical care.
Note: specific actions relating to these measures can be listed at section 5	

#### Section 4: Addressing impacts

Select which of the following apply to your policy and give a brief explanation - to be expanded in Section 5: Action plan

	Reasons
a. <b>No major change</b> - the EQIA shows that the policy is robust, there is no potential for discrimination or adverse impact and all opportunities to promote equality have been taken	
b. <b>Adjust the policy</b> – the EQIA identifies potential problems or missed opportunities and you are making adjustments or introducing new measures to the policy to remove barriers or promote equality or foster good relations	
c. <b>Continue the development and implementation of the policy without adjustments</b> – the EQIA identifies potential for adverse impact or missed opportunity to promote equality. Justifications for continuing without making changes must be clearly set out, these should be compelling and in line with the duty to have due regard. See option d. if you find unlawful discrimination. Before choosing this option you must contact the Equalities Manager to discuss the implications.	<p>Policy should continue with further consideration to be given to the following issues in the final design/build specification:</p> <ol style="list-style-type: none"><li>1. Noise (external &amp; internal) should be tested and certified within best practice limits to maximise communications opportunity with users with hearing impairment.</li><li>2. Pedestrian access should be considered to minimise impact on users with mobility restrictions.</li><li>3. Retain provision for transportation of folding wheelchairs/mobility aids. Consider additional storage solutions for fixed wheelchairs (without compromise to access, clinical care or occupant safety).</li><li>4. Retain provision for conveyance of assistance dogs where space allows and where clinically appropriate.</li><li>5. Consider signage in relation to comprehension of content for all users.</li></ol>
d. <b>Stop and remove the policy</b> - there is actual or potential unlawful discrimination and these cannot be mitigated. The policy must be stopped and removed or changed. Before choosing this option you must contact the Equalities Manager to discuss the implications.	

**Section 5: Action plan**

**Please describe the action that will be taken following the assessment in order to reduce or remove any negative / adverse impacts, promote any positive impacts, or gather further information or evidence or further consultation**

Action	Output	Outcome	Lead responsible	Date	Protected characteristic / cross cutting issue*
Establish what records are kept for patients using A & E service and who wish to travel with their wheelchair / assistance dog	Evidence of requests & quantify requirement	Factual understanding of the requirement will inform design priorities	Equalities Manager	End September 2015	Disability
Contact Scottish Disability Equality Forum to establish results of recent on-line survey associated with the transportation of wheelchairs	Survey summary	The opinions / feedback from patients will inform the further development of this work	Equalities Manager	End June 2015	Disability

\* list which characteristic is relevant - age, disability, gender reassignment, gender / sex, marriage and civil partnership, pregnancy and maternity, race, religion / belief, sexual orientation or cross cutting issue e.g. poor mental health, illiteracy etc

**Section 6: Monitoring and review**

**Please detail the arrangements for review and monitoring of the policy**

	Details
a. How will the policy be monitored? Provide dates as appropriate	Following board approval, Vehicle design group(s) for each vehicle type will take the generic specification to final build specification approval.
b. What equalities monitoring will be put in place?	
c. When will the policy be reviewed? Provide a review date.	July 2017 (there is provision for up to 2 years extension of this date)

<b>Section 7: Sign off</b>			
<b>Please provide signatures as appropriate</b>			
Name of Lead	Title	Signature	Date
Trevor Spowart	GM - Fleet Services (Acting)		
Completed form: copy of completed form to be retained by department and copy forwarded to Equalities Manager for publication on Service website			
Provide date this was sent			