



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



# **Equality Impact Assessment**

**BUSINESS CASE**  
For The  
**Replacement of Emergency,  
Patient Transport & Support  
Vehicles**

**2016/17 to 2020/21**

*EIA – BUSINESS CASE For The Replacement of  
Emergency, Patient Transport & Support Vehicles (December 2015)*

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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 Fleet Business Case for the replacement of Accident & Emergency Ambulances, Response Vehicles, Patient Transport Vehicles and Support Vehicles including their conversion, commissioning and directly associated clinical care equipment is to provide the most appropriate vehicles for scheduled and unscheduled patient care needs and the support services that ensure this patient care is delivered effectively. The Fleet Business Case recognises the financial constraints requiring best value, innovation and emerging technology and the importance of these in any vehicles introduced.

The Fleet Business Case will allow the provision of effective, safe and affordable vehicles for operational use with an operating life aligned to the design, use and financial effectiveness of the vehicle.

For vehicle types where there is direct patient access or interaction, patients will be engaged in the design, specification and tender stages. This will be evidenced with specific EIA relating to the design and procurement project.

Where there is no direct patient access or interaction, consideration must be given to ensuring the functionality of the vehicle does not compromise any staff or patient group unnecessarily. This will be evidenced with specific EIA relating to the design and procurement project.

## **2. Evidence**

The Business Case identifies funding for expenditure that will be endorsed through the Scottish Ambulance Service National Vehicle Design and Equipment Group (NVDEG) which includes representatives of key staff 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. These groups will ensure equality impact and functionality for all user groups is considered specifically aligned to each vehicle design.

It is recognized that there are legal, safety, clinical and practical constraints when designing some vehicle types. Where legislative, safety, clinical or similar constraints compromise equality in the vehicle design, evidence must be provided to demonstrate the rationale for the design, the impact of the decision and the alternatives. This will be included in the EIA specific to the design and procurement project.

## **3. Assessment of impact**

Meetings of the National Vehicle Design and Equipment Group take 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 the Business Case included input from:

Gerry O'Brien	(Lead - Director of Finance & Logistics)
Andy Fuller	(NVDEG Chair, Head of Service Delivery - North)
Trevor Spowart	(GM Fleet and member of NVDEG)
Melanie Barnes	(Project Accountant)

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

As the Business Case encompasses all vehicle types used by the Scottish Ambulance Service and by the variety of their designation and role may include vehicles 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**

- ✓ Clinical and operational use of the vehicle
- ✓ Safety of staff and patients accessing, moving around and travelling in the vehicle while stationary and when the vehicle is in motion
- ✓ Access and transportation of persons with mobility restrictions
- ✓ Transportation of mobility aids
- ✓ Transportation of patients with visual impairment
- ✓ Transportation of assistance dogs with patients
- ✓ Communication with persons with hearing impairment
- ✓ Transportation of bariatric patients
- ✓ The approach taken to the transportation of mentally ill health patients
- ✓ Access to patients in urban, difficult access and remote and rural areas

## **4. Recommendations**

1. At the commencement of the design and procurement project of each vehicle type, a full EIA should be undertaken.

Consideration should be given to inclusion of key stakeholder groups including patients, operational staff or direct users and support services. Where inclusion of any group is not appropriate, evidence/rationale for this should be included in the EIA.

**Action NVDEG / GM Fleet**

2. Design and Procurement Project EIA should specifically consider all key areas above.

**Action NVDEG / GM Fleet**

3. Openly encourage engagement from all patient groups and stakeholders through vehicle design and engagement events.

**Action NVDEG / GM Fleet / Equality & Diversity Manager**

4. 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

<b>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.</b>	
a. Name of policy or practice (list also any linked policies or decisions)	BUSINESS CASE - For The Replacement of Emergency, Patient Transport & Support Vehicles
b. Name of department	Finance & Logistics
c. Name of Lead	Gerry O'Brien
d. Equality Impact Assessment Team [names, job roles]	Gerry O'Brien (Lead - Director of Finance & Logistics) Andy Fuller (NVDEG Chair, Head of Service Delivery - North) Trevor Spowart (GM Fleet and member of NVDEG) Melanie Barnes (Project Accountant)
e. Date of assessment	29 <sup>th</sup> December, 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 funding provision for the design, procurement, conversion and introduction of effective, safe, reliable and affordable vehicles providing patient care meeting the 2020 vision and offering best value.
h. Is the policy relevant to the General Duty to eliminate discrimination? advance equality of opportunity? foster good relations?	Yes - fully relevant
<p>If yes to any of the three needs complete all sections of the form (2- 7)</p> <p>If no to all of the three needs provide brief detail as to why this is the case and complete only section 7</p> <p>If don't know: complete sections 2 and 3 to help assess relevance</p>	

**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	Quarterly	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	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, Vehicle evaluation & specification events. Consultation with other NHS Ambulance Services through National Strategic Ambulance Fleet Group.
c. Knowledge of policy lead	Financial Director – input and direction through the NVDEG
d. Equality monitoring information -- including service and employee information	As 'b' above
e. Feedback from service users, partner or other organisations as relevant	Minutes of NVDEG, Evaluation Event summary reports and project team minutes/specifications/control changes.
f. Other	
g. Are there any gaps in evidence? Please indicate how these will be addressed	Yes
Gaps identified	Statistics are not currently recoded to quantify requests for transportation of assistance dogs, mobility aids and wheel chairs for conveyance in all vehicle types. Limited information on any adverse impact of conveyance issues gathered through patient/staff complaint or feedback. Limited information around bariatric patient movement as this is not always recorded (unless clinically relevant). Limited information on many of the groups as the Service offers equality of access without distinction.
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. Access consideration for elderly patients and users with height and mobility concerns. Access steps, non slip surfaces and accessible handrails provided where practical.		
Negative impacts	Pedestrian access to high vehicles can be an issue		
Opportunities to enhance equality	Enhance design opportunities to reduce step heights, ensure non slip surfaces on steps and access points, improve grab rails.		
<b>Disability</b>			
Positive impacts	Visual aids and seating definition for visually impaired users.		
Negative impacts	Difficulty conveying all 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 wheel chairs and some mobility aids in certain vehicle types. 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 conveyance capability in recent years
Negative impacts	Limitations to available space and finance for local provision in all areas
Opportunities to enhance equality	Consideration of further bariatric provision in vehicles including bariatric extraction chairs and lifting equipment.
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*
PTV Tender	PTV Conversion Contract	Award of a conversion contract for the supply of appropriate PTVs aligned to the 2020 vision.	GM Fleet	June 2016	All Groups – specifically Age, Disability, Mobility Restrictions, Visual and Hearing Impairment.
NVDEG - TOR	NVDEG monitoring and control of vehicle acquisition & design	Vehicle aligned to 2020 vision and stakeholder needs	NVDEG Chair	Ongoing	All groups

\* 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

<b>Section 6: Monitoring and review</b> <b>Please detail the arrangements for review and monitoring of the policy</b>	
	Details
a. How will the policy be monitored? Provide dates as appropriate	Following board approval, NVDEG will task project groups with the design and introduction of each vehicle type meeting the project brief with full stakeholder engagement.
b. What equalities monitoring will be put in place?	EIA for each vehicle type.
c. When will the policy be reviewed? Provide a review date.	Before the conclusion of this Business Case in 2021

<b>Section 7: Sign off</b> <b>Please provide signatures as appropriate</b>			
Name of Lead	Title	Signature	Date
Gerry O'Brien	Director Finance & Logistics		
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			