



Equality Act 2010 Compliance Report 2015- 2016

The Public Sector Equality Duty

The public sector Equality Duty (section 149 of the Act) came into force on 5 April 2011. The Equality Duty applies to public bodies and others carrying out public functions. It supports good decision-making by ensuring public bodies consider how different people will be affected by their activities, helping them to deliver policies and services which are efficient and effective; accessible to all; and which meet different people's needs.

The Equality Duty is supported by a **specific duty**, set out in regulations which came into force on 10 September 2011. The specific duties require SCAS to publish relevant, proportionate information demonstrating our compliance with the Equality Duty; and to set and publish specific equality objectives, at least every four years.

The duty to publish information relates primarily to our workforce and our service users, SCAS analyse and publish workforce data twice a year and the data for the last 12 months can be found on our website, the reports covers all protected characteristics and includes applications, short listings and appointments to posts by ethnicity, age, gender and sexual orientation.

EDS

The Equality Delivery System² (EDS) was introduced by the Department of Health to assist all staff and NHS organisations understand how equality can drive improvements and strengthen the accountability of services to patients and the public. It is essentially an NHS equality benchmarking tool.

At the heart of the EDS² is a set of 18 equality outcomes grouped into four goals. These outcomes focus on the issues providing most concern to patients, carers, communities, NHS staff and Boards. It is against these outcomes that performance is analysed, graded and actions determined.

The four EDS goals are:

1. Better health outcomes for all
2. Improved patient access and experience
3. A representative and supported workforce
4. Inclusive leadership

EDS2 Assessments, Grades and Objectives

The grading system has 4 overall goals and 18 outcomes; each outcome provide a criteria against which performance is assessed and grades awarded in 4 levels from - Under-Developed (**red**)

Developing (**orange**)

Achieving (**green**)

Excelling (**purple**)

These grades provide the opportunity to identify organisational compliance with its equality duties and where necessary highlight objectives/actions for continuous improvement.

How SCAS implemented the Equality Delivery System2

At the heart of the EDS2 is the requirement for “meaningful engagement” with stakeholders, in order to achieve this we established service level agreements with three community voluntary sector organisations, Milton Keynes Equality Council to the north of the patch, Healthwatch Reading in the centre and Hampshire Independent Equality Forum in the south.

These organisations assist SCAS to reach all sections of the communities we serve, for the EDS2 grading our stakeholders recruited the panel and ensured representation across the protected characteristics.

SCAS opted to hold three separate grading events to provide a wider coverage and ensure a variety of views across the protected groups. The assessments were held in March 2016.

EDS2 goal 1- “Better health outcomes for all” was hosted by Healthwatch Reading, there were five outcomes be considered and graded. Overall the feedback was positive with 4 outcomes graded green (achieving) and 1graded amber (developing). SCAS was considered to have done some excellent work generally.

EDS2 goal 2- “Improving patient access and experience” was hosted by Hampshire Independent Equality Forum, there were four outcomes to consider. The overall feedback from the group was positive, with 4 greens (achieving).

EDS2 goal 3- “A representative and supported workforce” and goal 4 “Inclusive leadership” was hosted by Milton Keynes Equality Council, there were 9 outcomes to consider. The overall grading was 9 green (achieving) with 1 orange (developing).

The awarded grades give SCAS an overall rating of achieving with a combined excelling and achieving score of 89% and a developing score 11 %.

Monitoring – all Equality Aspects

In May 2016 the Board approved the publication of its objectives for the next four years, the objectives set are those identified by our community grading panels as being developing. SCAS will report on the published objectives annually from April 2017.

Monitoring of the Equality and Diversity agenda will be a priority for SCAS and the objectives/ action plans identified by the grading panels will be reviewed on a regular and ongoing basis by the Equality and Diversity Steering Group. The Steering Group will meet 6 times per year and report directly to the Trust Board. The equality and diversity working group will meet bi-monthly and will report to the E&D steering group. Decisions on future developments will be supported by the information provided by the Equality and Diversity Steering Group and analysis of this information will be made available within Board minutes. Policy and future developments will be disseminated to the Equality and Diversity Steering Group via the Executive Director for Human Resources and Organisational Development, in conjunction with the Equality and Diversity Manager.

The “Unique Selling Point” of SCAS in terms of equality is its commitment to accountability and transparency, staff side and community stakeholders are empowered to challenge and monitor our commitment to the equality agenda by taking their place on the equality and diversity steering group chaired by the CEO of SCAS. This demonstrates that the organisation can and does expect to be influenced by its workforce and the wider community, but more importantly it illustrates that the equality agenda is valued at the highest level of the organisation.

South Central Ambulance Service Equality Data

SCAS in keeping with its Equality duty seeks to harvest equality data from a range of sources, specifically; we record data on ethnicity, gender, age and pregnancy form our Patient Clinical Record. We have recently added religion/belief, sexual orientation and disability to our Electronic Patient Record form and hope to have some data on these protected characteristics for the next PSED report. For the year ending 31st October 2015 SCAS attended 464028 calls to patients. The patient equality data is as follows:-

Patients by Ethnicity

A	WHITE (BRITISH)	196,669	42.38%
Z	NOT STATED	74,399	16.02%
C	WHITE (OTHER)	5,709	1.23%
J	PAKISTANI	1,723	0.37%
H	INDIAN	1610	0.34%
N	BLACK AFRICAN	564	0.12%
S	OTHER ETHNIC GROUP	818	0.17%
L	ASIAN OTHER	858	0.18%
B	WHITE (IRISH)	681	0.14%
M	BLACK CARIBBEAN	423	0.09%
K	BANGLADESHI	258	0.55%
D	MIXED WHITE/BLACK CARRIBEAN	342	0.73%
P	BLACK OTHER	492	0.10%
F	MIXED WHITE/ASIAN	243	0.05%
R	CHINESE	302	0.06%
E	MIXED WHITE/BLACK AFRICAN	478	0.10%
G	MIXED OTHER	270	0.05%
ZZZ	Not Recorded	178189	38.60%

The recorded ethnicity data for the Trust currently stands 62.68% up approx.

Patients by Age

Age Group	Count Age Group	% of Total CAS101's
0 - 10 Years Old	42244	9.10%
11 - 20Years Old	30,052	6.47%
21 - 30 Years Old	44012	9.48%
30 - 39 Years Old	35,166	7.57%
41 – 50 Years Old	41,026	8.84%
51 - 60 Years Old	40365	8.69%
61 - 70 Years Old	44,819	9.65%
71 - 80 Years Old	71,199	15.34%
81 - 90 Years Old	81,143	17.48%
91 – 100 years old	27,511	5.92%
101 - 120 Years Old	2,000	0.43%
Invalid / Not Recorded	4491	0.96%

Patients by Gender

Patient Gender	Count Of Gender	% of Total CAS101's
Not Recorded	8,862	1.90%
F	242,143	52.19%
M	213,023	45.90%

Patients by pregnancy

Patient Pregnant	Count Of Patient Pregnant	% of Total CAS101's
N	459,456	99.014%
Y	4,572	0.98%

Compliments

Total compliments for the year ending March 2016 is 1203

The total number of Concerns is 644 and total HCP feedback is 293.

	Clinical Care	Comms	Delay/Non-Attendance	Driving Standards	Patient Care/Handling/Property	Safeguarding	Staff attitude	Other	Total
111	23	19	31	0	2	2	20	3	100
999 Operations	56	8	7	8	22	1	93	1	196
PTS	0	3	116	2	21	0	21	0	163
EOC	6	1	185	0	1	0	8	1	202
Total	85	31	339	10	46	3	142	5	661