

**South Central Ambulance Service NHS Foundation Trust: EDS Objectives April 2014**

**EDS Goal 1- Better Health Outcomes for all**

**Appendix**

<b>REF</b>	<b>Action</b>	<b>Focus</b>	<b>Lead for Action</b>	<b>Protected Groups</b>	<b>Evidence</b>	<b>Timescales</b>
<b>1.1.4</b>	Improve engagement with patients, carers & Communities	Ensure all protected groups are consulted on how health needs can be met and inequalities reduced	E&D lead/Steering & Working group	All Protected Groups	Evidence of full engagement. Patient forums Now established	<b>Annual review 30/6/2014</b>
<b>1.3.3</b>	Improve engagement with patients from protected groups	Ensure all protected groups are consulted on how service changes are planned and transitions made smooth.	E&D lead/Steering & Working group	All Protected Groups	Evidence of full engagement Patient forums Now established	<b>Annual review 30/06/2014</b>

## South Central Ambulance Service NHS Foundation Trust: EDS Objectives

### EDS Goal 2- Improving Patient access and experience

#### Appendix

REF	Action	Focus	Lead for Action	Protected Groups	Evidence	Timescales
2.1.3	Improve engagement with patients, carers and communities	All protected groups are consulted about access to services and how to make progress.	E&D lead Steering & Working group	All Protected groups	Evidence of full engagement. Patient forums now established	Annual review 30/06/2014
2.3.2	Improve the monitoring of patient experience for protected groups	All protected groups are monitored for patient experience	E&D lead Steering & Working group	All Protected groups	Evidence of full data harvesting, monitoring complaints by PC	Annual review 30/06/2014
2.3.3	Improve engagement with patients & carers from protected groups	All protected groups engaged about their experiences of the organisation and how to make progress	E&D lead Steering & Working group	All Protected groups	Evidence of full engagement Patient forums Now established	Annual review 30/06/2014
2.3.4	Improve engagement with key disadvantaged groups	Take account of key disadvantaged groups	E&D lead Steering & Working group	All Protected groups	Evidence of full engagement with key disadvantaged groups	Annual review

<b>2.4.3</b>	Improve monitoring of patient and carers reports of positive experiences	Take account of key disadvantaged groups	E&D lead Steering & Working group	All protected groups	Evidence of full data harvesting	<b>Annual review</b>
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### EDS Goal 2- Improving Patient access and experience

REF	Action	Focus	Lead for Action	Protected Group	Evidence	Timescales
<b>2.4.4</b>	Develop mainstream process for handling complaints from protected groups	Improve patient and carers experience for protected groups through mainstream processes.	E&D lead Steering & Working group	All Protected groups	Enhanced Patient experience review group & monitoring of complaints by PC	<b>Annual review 30/4/2013</b>

**EDS Goal 3- Empowered, Engaged and Included Staff**

REF	Action	Focus	Lead for Action	Protected Groups	Evidence	Timescales
3.1.2	Improve representation of protected groups across all levels of the organisation	Demonstrate that staff from protected groups are represented on the Board, in senior management teams and in clinical leadership roles, reflecting the workforce and the population being served	E&D lead Steering & Working group	All Protected groups	Quarterly workforce stats reflects increased representation	Annual review
3.3.3	Joint Consultative Committee and staff to be consulted on protected characteristic groups around recruitment and selection	Engage with staff and staff side about recruitment and selection processes and how to make progress	E&D lead Steering & Working group	All Protected groups	Evidence of full data harvesting Workforce Board report now presented to JCC	Annual review 30/4/2013

<p><b>3.3. 2</b></p>	<p>Include non operational in development to be competent and confident to plan, procure or deliver services that are personal, fair or diverse to meet the needs of all communities</p>	<p>Demonstrate that all staff are supported, trained and developed to be competent and confident to plan, procure or deliver services that are personal, fair or diverse to meet the needs of all communities</p>	<p>E&amp;D lead Steering &amp; Working group</p>	<p>All Protected groups</p>	<p>Procurement strategy reviewed to include e&amp;d assessment, Relevant staff trained to impact assesses service/policy development and Policy review group trained.</p>	<p><b>Annual review 30/4/2013</b></p>
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### EDS Goal 3- Empowered, Engaged and Included Staff

REF	Action	Focus	Lead for Action	Protected Groups	Evidence	Timescales
3.3.3	Personal development opportunities and performance appraisals to be extended to non operational staff (Protected groups)	Engage with staff and staff side around the provision and uptake of personal development opportunities & performance appraisals for protected groups	E&D lead Steering & Working group	All Protected groups	Inclusion of non operational staff on Workforce Development board objectives	Annual review 30/4/2013
3.3.4	Improve the development of disabled and BME staff Etc	Take account of key disadvantaged groups in the above processes?	E&D lead Steering & Working group	All Protected groups	As above, applies to all staff	Annual review 30/04/2013

**EDS Goal 3- Empowered, Engaged and Included Staff**

REF	Action	Focus	Lead for Action	Protected Groups	Evidence	Timescales
3.3.5	Improve development opportunities for staff from key disadvantaged groups.	Does SCAS deal with instances of possible unfairness in the provision and uptake of personal development opportunities & performance appraisals for protected groups and quality assure practice and outcomes, through mainstream processes?	E&D lead Steering & Working group	All Protected groups	Inclusion of non operational staff on Workforce Development board objectives, Policy in place to challenge unfairness	Annual review 30/4/2013
3.4.2	Improve the reporting and monitoring of bullying and harassment experienced by staff	How does the level of abuse, harassment, bullying and violence experienced by staff from protected groups compare with the level of abuse etc experienced by staff as a whole?	E&D lead Steering & Working group	All Protected groups	Internal media event to encourage reporting and improved recording and monitoring	Annual review

#### EDS Goal 4-Inclusive leadership at all levels

REF	Action	Focus	Lead for Action	Protected Groups	Evidence	Timescales
4.4.2	Improve the recruitment, retention and progression of staff from protected groups	Board members and senior leaders actively take steps to create high performing diverse teams and develop diverse talent in the organisation	E&D lead Steering & Working group	All Protected groups	Increased representation of protected groups in the workforce at all levels	Annual review
4.4.3	Appraisals for staff at all levels to include equality objectives	Do Board members and senior leaders include advancing equality of opportunity and fostering good relations in their personal objectives and ask the same of their staff?	E&D lead Steering & Working group	All Protected groups	Reviewed Appraisal format, equality steering group and working group supported and monitored by the Board.	Annual review 30/4/2013
4.4.6	Improve engagement with protected groups thereby enhancing ability to obtain robust evidence for service review.	Do the Board and senior leaders demonstrate the importance of using robust evidence, across the protected groups, in its	E&D lead Steering & Working group	All Protected groups	Evidence of full engagement with all protected groups. Report to JCC on	Annual review 30/04/2013



		decision-making and service review and require the same of all parts of the organisation?			workforce stats	
<b>4.2.1</b>	Improvement in the number of staff from protected groups in order to create a high performing diverse team	Do middle and line managers actively take steps to create high-performing diverse teams and develop diverse talent in the organisation?	E&D lead Steering & Working group	All Protected groups	Workforce report reflects an inclusive staff make up	<b>Annual review</b>
<b>4.2.2</b>	Appraisals for staff at all levels to include equality objectives	Do middle and line managers include advancing equality of opportunity and fostering good relation in their personal objectives and ask the same of their staff?	E&D lead Steering & Working group	All protected groups	Reviewed Appraisal format	<b>Annual review 30/04/2013</b>

**Key**

<b>Colour</b>	
	Excelling
	Achieving
	Developing
	undeveloped