



Public Sector Equality Duty (PSED) Report



Equality Act 2010 Compliance Report 2014-2015

Public Sector Equality Duty Report

Executive Summary

Introduction

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 **specific duties**, 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 annually; 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 biannually and the data for the last 12 months can be found on our website, the report covers all protected characteristics and includes applications, short listings and appointments to posts by ethnicity, age, gender and sexual orientation.

Ludlow Johnson, Equality & Diversity Manager

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Equality Delivery System - EDS

The Equality Delivery System (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 EDS 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 action determined.

The four EDS goals are:

1. Better health outcomes for all
2. Improved patient access and experience
3. Empowered, engaged and included staff
4. Inclusive leadership at all levels

EDS 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 System

At the heart of the EDS 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, Slough Council for Voluntary Services in the centre and Community Action Hampshire to the south.

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

SCAS opted to hold four separate grading events to provide wider coverage and ensure a variance of views across the protected groups.

EDS goal 1- "Better health outcomes for all" was hosted by Milton Keynes Equality Council. There were five outcomes with a total of 31 focuses to be considered and graded. Overall the feedback was positive, with 68% graded green (achieving); 26% graded purple (excelling) and 6% graded amber (developing). SCAS was considered to have done some excellent work generally.

EDS goal 2- "Improving patient access and experience" was hosted by Community Action Hampshire. There were four outcomes with 24 focuses to consider. The overall feedback from the group was positive, with 18 greens (achieving) given and 6 ambers (developing). The general agreement was that SCAS are doing some excellent work with Equality and Diversity and diverse communities.

EDS goal 3- "Empowered, Engaged and Included Staff", was assessed by SCAS at a grading meeting on 20 March 2012, with a panel of 3 staff side members and 7 members of staff. The panel included staff representing a range of protected characteristics, as defined in the Equality Act 2010.

EDS goal 4- "Inclusive leadership at all levels" was hosted by Slough Council for Voluntary Services. There were three outcomes with 14 focuses. The overall rating was 9 greens (Achieving) and 5 ambers (Developing) the feedback was positive, with acknowledgement by the panel that there was still a way to go.

There were 6 outcomes with a total of 35 focuses to be considered and graded. Overall the feedback was positive, with 23 graded green (achieving); 5 graded purple (excelling), 2 graded amber (developing) and 5 graded undeveloped. It was accepted that SCAS has done some excellent work generally, but there was recognition that there was considerable work to be done around workforce representation across the protected characteristics at all levels of the organisation.

The awarded grades gave SCAS an overall rating of achieving with a combined excelling and achieving score of 80.7% and a combined developing and undeveloped score 19.3%.

Monitoring – all Equality Aspects

In April 2012 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 undeveloped or developing. SCAS will report on the published objectives annually from April 2013. (See Published PSED reports and Objectives to date)

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.

SCAS is now at the end of year three of the four year programme, our objectives now stand at 94.23% achieving (Green) with 5.77% developing and undeveloped.(Red & Amber)

SCAS is committed to an accountable and transparent equality strategy. 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, pregnancy, sexual orientation, religion/belief and disability from our Patient Clinical Record. For the year ending 31st December 2014 SCAS handled 441,432 patients.

The patient equality data

Age Group

Category	Count	% of total
0-10	30,653	6.94%
11-20	29,110	6.59%
21-30	42,260	9.57%
31-40	34,700	7.65%
41-50	39,498	8.94%
51-60	38,990	8.83%
61-70	44,904	10.17%
71-80	63,569	14.40%
81-90	83,421	18.89%
91-100	27,255	6.17%
101-120	742	0.16%
INVALID	320	0.072%
Not Recorded	6,010	1.36%
Total	441432	100.00%

Ethnicity

Category	Count	% of total
Asian Other	908	0.20%
Bangladeshi	300	0.06%
Black African	1,135	0.25%
Black Caribbean	540	0.12%
Black Other	369	0.08%
Chinese	346	0.08%
Indian	1,748	0.39%
Mixed Other	261	0.05%
Mixed White/Asian	635	0.14%
Mixed White/Black African	248	0.05%
Mixed White/Black Caribbean	330	0.05%
Not Stated	42,933	9.72%
Other Ethnic Group	886	0.20%
Pakistani	1,927	0.43%
White (British)	231,704	52.04%
White (Irish)	739	0.16%
White (Other)	5,738	1.29%
Not Recorded	141,191	31.98%
Total	441432	100.00%

Sexual Orientation

Category	Count	% of total
Bisexual	345	0.078%
Gay	546	0.12%
Heterosexual	25,313	5.73%
Lesbian	445	0.10%
Refused/Declined	197,667	44.77%
Not Recorded	217,116	49.18%
Total	441,432	100.00%

Disability

Category	Count	% of total
No	206,679	46.82%
Yes	37,483	8.49%
Not Recorded	197,270	44.68%
Total	441,432	100.00%

Religion

Category	Count	% of total
Atheism	1,781	0.40%
Buddhism	440	0.09%
Christianity	15,412	3.49%
Hinduism	484	0.10%
Islam	1,291	0.29%
Judaism	155	0.035%
Other	3,068	0.69%
Refused/Declined	201,759	45.70%
Not Recorded	217,042	49.16%
Total	441,432	100.00%

Pregnancy

Category	Count	% of total
No	432,867	98.05%
Yes	8,565	1.94%
Total	441,432	100.00%

Gender

Category	Count	% of total
Female	231,921	52.53%
Male	205,467	46.54%
Not Recorded	4,044	0.91%
Total	398,685	100.00%

PE DATA End of Year 2014 – 2015

Number of Complaints Received – Categories

- **Number of complaints for whole Trust;**
- A&E Frontline 189
- A&E EOC & CSD 116
- PTS 191
- 111 103
- Total number: 599**

	Clinical care/ Treatment	Communication	Delay/non attendance	Driving standards	Discrimination	Patient handling	Safeguarding	Staff attitude	Other	Total
EOC/CSD	0	3	107	0	0	0	1	5	0	116
A&E	62	9	4	5	1	11	3	94	0	189
PTS	1	6	158	2	0	9	0	15	0	191
111	29	17	33	0	0	0	1	20	3	103
Total	92	35	302	7	1	20	5	134	3	599

Incl. 2 HART

Total number of concerns for whole Trust: 805

Total number of compliments whole Trust: 1175