WELSH AMBULANCE SERVICES NHS TRUST

RACE EQUALITY SCHEME

1.0 Introduction

1.1 This is the first Race Equality Scheme developed by the Trust in accordance with its statutory responsibilities as a public service organisation under the requirements of Race Relations (Amendment) Act 2000.

1.2 The scheme has been devised to provide a framework for delivering change that will help to promote race equality, through impact assessment, ethnic monitoring and action planning. The focus will be upon reviewing policies and functions and establishing processes to collect comprehensive and accurate ethnic monitoring data from all Trust activities. This will include actions to address black and ethnic minority participation in public consultation processes.

2.0 Purpose

2.1 This scheme has been prepared to comply with the requirements of the Race Relations (Amendment) Act (RRAA) 2000 and to ensure that the provision of services does not discriminate unfavourably or illegally towards any individual or group on the grounds of their race and/or ethnicity. Under Section 71(1) of the amended Act, the Welsh Ambulance Services NHS Trust is subject to a ‘General Duty’ to eliminate discrimination, promote equality of opportunity and good relations between persons of different racial groups. This must be achieved in the process of discharging its primary functions.

2.2 The Trust, as a public sector employer, is also subject to a ‘Specific Duty’ to publish a Race Equality Scheme and to monitor existing and potential staff according to their ethnic status. The Trust is mandated through the legislation to publish workforce ethnic monitoring data annually.

3.0 Welsh Ambulance Services NHS Trust

The Trust was established by Statutory Instrument on the 1st April 1998, the product of the merger of the four previous Ambulance Trusts in Wales together with the ambulance service provided by the Pembrokeshire and Derwen NHS Trust. Each year the Trust publishes an Annual Report detailing its work and delivery of annually agreed performance objectives.
3.1 The Trust currently employs over 2200 staff providing ambulance and related services to the 2.9 million residents of Wales, distributed across a total land area of 20,640 square kilometres with 1,242,000 dwellings and 34,230 kilometres of road.

3.2 The Trust operates; 228 emergency ambulances, 238 other ambulance vehicles for the transportation of non-emergency patients to and from hospitals, clinics and other health care centres, 124 other specialist vehicles for the provision of support functions and other activities e.g. fast response units, control units, specialist equipment tenders.

3.3 During 2000/2001 the service dealt with 191,155 emergency 999 calls, 98,254 urgent requests and transported 1,394,219 non-emergency patients to a total of over 300 treatment centres throughout Wales and England.

3.4 The Trust owns or leases premises at 102 sites (excluding radio mast sites) across Wales. These include:

- 90 Ambulance Stations
- 7 Control Rooms
- National Training College and associated Training Centres
- Trust Headquarters and three Regional Offices
- 5 Vehicle Maintenance Workshops.

3.5 Figures for ethnicity of residents are based on the 1991 Census, which indicates that 96% of the population are white, 1% black, 1.5% Indian/Pakistani/Bangladeshi and 1.5% Chinese or other ethnic group not specified.

4.0 Statement of Equality Values, Standards and Principles

4.1 The Trust is determined to meet the best interests of the communities it serves and the staff it employs, and actively promotes a policy of equal opportunities in both service delivery and employment.

4.2 All staff and service users are actively encouraged to challenge and report any incidents of discrimination and the Trust will seek to promote and ‘mainstream’ the principles and objectives of equality in all that it does. The day to day responsibility for meeting the
requirements of the Act and mainstreaming race equality into service provision and employment lies with all members of staff to determine an inclusive organisational response. However, the overall responsibility remains with the Chief Executive as the Accountable Officer for the Trust.

5.0 **How the Trust intends to meet the General Duty**

5.1 The Race Equality Scheme provides a management tool for ensuring that no one is disadvantaged in receiving or accessing ambulance services on the grounds of their race or ethnicity. The Scheme embodies the Trust’s public commitment to achieve the following:

- Eliminate direct and indirect racial discrimination
- Promote equality of opportunity
- Promote good race relations

5.2 These are the three core aims of the ‘General Duty’ of the RRAA 2000 and are evidenced in the detail of the action plan. The Specific Duties of the Act have been established to assist public bodies in meeting the General Duty and to make certain that racial equality is mainstreamed throughout the entire range of functions and policies that each public body undertakes.

5.3 To confirm that all staff are aware of their individual and organisational responsibilities in relation to the Act, a comprehensive training programme will be implemented across the organisation. This will focus on the core values of the Trust and its desire to provide services in a way that is non/anti-discriminatory at the same time promoting equality of opportunity and good race relations.

5.4 The Trust will ensure that any external organisations with which it has a managerial or contractual relationship are made aware of, and adhere to, the core aims of the General Duty. The Trust will, where appropriate, work with other statutory/public bodies in the planning and delivery of its own and other Race Equality Schemes.

6.0 **Strategic Aim of the Race Equality Scheme**

6.1 The strategic aim of the Scheme is to link the components of the General and Specific Duties of the Act to mainstream race equality into every aspect of the Trust’s activities. It will seek to meet these aims by identifying key objectives and actions across the following areas:
• Access
• Assessment
• Training
• Monitoring
• Consultation
• Publication

The framework for developing this response is consistent with the requirements of the Act, including the designation of the areas for action identified above.

7.0 The Action Plan

7.1 Within the context of the action plan detailed in Appendix A, the areas outlined above have been developed to focus upon services as experienced by users and patients and employment policies and procedures affecting the implementation of equality of opportunity for all members of staff. Under each of these headings, the Scheme categorises the:

• objectives to be achieved;
• actions required to deliver outcomes;
• nominated lead/responsible officer;
• time scale is which the change is to managed.
• date of review in order to access progress.

7.2 This Scheme is a dynamic document and is, therefore, neither exhaustive nor exclusive. It is expected to expand and develop. It has been produced to meet three criteria:
• To meet the requirements of the RRAA 2000;
• To provide the Trust with a Board approved strategic and operational management policy document with clear, realistic and achievable objectives;
• To be accessible and clearly understood by its partner agencies and members of the public.

7.3 To meet this final requirement, the Scheme will be placed on the Trust’s website for public consumption and provided to individual members of the public upon request.
8.0 Setting Objectives and agreeing a Programme of Action

8.1 The objectives and programme of action have been agreed following a review of the Trust’s operations and the requirements of the Act by the Executive Team. They have been approved by the Board of the Trust as realistic, achievable and consistent, with the need to balance organisational contingencies with a commitment to ensuring no individual is disadvantaged on the grounds of his or her race. Progress will be reviewed on a regular basis against actions and timescales, and the impact of these objectives will be published in the Trust’s Annual Report. The Trust is also obligated to meet the requirements of the employment duty and will, therefore, publish a comprehensive survey of Trust staff by ethnically presenting:

- Staff in post
- Applicants for vacancies
- Promotion
- Training
- Grievances
- Disciplinary action
- Performance appraisal
- Dismissals

In addition to the results of the survey, the Trust will highlight the actions it intends to take, or has already taken, to reduce any inequalities.

9.0 Reviewing and Evaluating Outcomes

9.1 The results will be published with the Trust’s Annual Report and will serve as a public and organisational indicator of progress made.

10.0 Conclusion

10.1 Welsh Ambulance Services NHS Trust welcomed the introduction of the RRAA 2000 and is committed to supporting its aspirations and principles. As both a provider of public service and a major employer throughout Wales, the Trust recognises it has a significant role to play in the wider community to eliminate racial discrimination, promoting equality of opportunity and good relations.
**Welsh Ambulance Services NHS Trust Race Equality Scheme**

**Action Plan**

**Access:** The provision of information, treatment and health promotion services to enable all individuals and groups to have their health needs effectively met.

### Service Experience

**Objective 1.** To eliminate direct or indirect racial discrimination in access to health services.

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<th>Lead Contact Person</th>
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<tbody>
<tr>
<td>♦ Review existing services and patient information methods to highlight potential barriers for BME groups and individuals</td>
<td>Lyn Meadows Director of Personnel and Development John Bottell Chief Ambulance Officer</td>
<td>31 March 2003</td>
<td>November 2002</td>
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<tr>
<td>♦ Ensure that information on accessing services are provided using appropriate languages and methods in ways that meet the information needs of BME groups</td>
<td>Lyn Meadows Director of Personnel and Development David Lyden National Control Manager Dafydd Jones-Morris David Ellis, George Murphy Regional Ambulance Officers</td>
<td>31 March 2003</td>
<td>November 2002</td>
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Objective 2. To ensure that individuals are not disadvantaged when accessing health services because of the language they speak.

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| ♦ To procure the services of a 24 hour interpretation/translating service ensuring that all relevant staff are aware of how it can be accessed | Lyn Meadows  
Director of Personnel and Development  
David Lyden  
National Control Manager  
Dafydd Jones-Morris  
David Ellis, George Murphy  
Regional Ambulance Officers | 30 September 2003 | November 2002 |
| ♦ To provide all ambulances with a multilingual phrase book and ensure that staff are aware of its usage |                                                                                     |                  |             |
## Employment Experience

**Objective 1.** To eliminate racial discrimination in access to employment within the health service.

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| ♦ To develop positive action strategies around recruitment, retention and promotion of BME applicants and existing staff | Lyn Meadows  
Director of Personnel and Development | 31 March 2003       | November 2002    |
| ♦ To establish an effective BME network for Trust staff                | Lyn Meadows  
Director of Personnel and Development      | 31 March 2003       | November 2002    |
| ♦ To adopt or introduce ‘best practice’ initiatives in all employment issues | Lyn Meadows  
Director of Personnel and Development      | 30 September 2002 |               |
Assessment: To review and assess the impact of policies and functions delivered by the organisation upon the provision of services and employment to individuals from different racial backgrounds.

### Service Experience

**Objective 1.** To ensure all Trust policies actively promote good race relations and eliminate any direct or indirect discriminatory practice.

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| ♦ Design an Inequality Impact Assessment Tool | Lyn Meadows  
Director of Personnel  
John Bottell  
Chief Ambulance Officer | 31 March 2003 | November 2002 |
| ♦ Review all existing formal and informal policies | | | |
| ♦ To ensure all new policies are assessed using the Inequality Impact Assessment Tool prior to approval | | | |
**Employment Experience**

**Objective 1.** To ensure that individuals are not disadvantaged by the Trust’s employment policies and procedures because of their racial/ethnic identity.

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<tr>
<td>♦ To review and amend where appropriate all employment policies and procedures</td>
<td>Lyn Meadows Director of Personnel and Development</td>
<td>31(^{st}) of March 2003</td>
<td>November 2002</td>
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<tr>
<td>♦ To ensure newly designed policies are scrutinised for potential race bias</td>
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Training: The equitable and appropriate provision of training and development initiatives to improve the cultural competence of NHS Staff engaged in the process of service delivery.

Service Experience

**Objective 1.** To ensure all staff are trained and developed to deliver culturally competent services sensitive to the needs of BME individuals

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<tr>
<td>To carry out a training needs analysis</td>
<td>Lyn Meadows, Director of Personnel and Development; John Bottell, Chief Ambulance Officer; Mike Collins, National Training Manager; David Lyden, National Control Manager; Dafydd Jones-Morris, David Ellis, George Murphy, Regional Ambulance Officers</td>
<td>31 March 2003</td>
<td>November 2002</td>
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<tr>
<td>♦ Ensure all members of staff are aware of their responsibilities under the RRAA</td>
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<td>♦ To implement a comprehensive training and development plan which focuses on cultural competency in the delivery of services, actively promotes good race relations and eliminates discriminatory practice</td>
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Objective 2. Facilitate and encourage the principles of mainstreaming race equality in all training initiatives.

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<tr>
<td>♦ Build the expertise and capacity within the Trust to meet future training requirements of individuals disadvantaged by race and ethnicity</td>
<td>Lyn Meadows Director of Personnel and Development</td>
<td>31 March 2003</td>
<td>November 2002</td>
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## Employment Experience

### Objective 1. Ensure equality of access to training and development opportunities to BME staff

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| Monitor the access to training of BME staff to ensure that neither direct or indirect discrimination takes place | Lyn Meadows  
Director of Personnel and Development  
Mike Collins  
National Training Manager | 31 March 2003 | November 2002 |
| Implement 'positive action' projects to redress any imbalances found in access to training and development initiatives | Lyn Meadows  
Director of Personnel and Development  
Mike Collins  
National Training Manager | 31 March 2003 | November 2002 |
Monitoring: Develop an accurate and comprehensive database of information detailing the significance of racial differences in relation to employment and service delivery

| Service Experience |

Objective 1. To ensure all information/record keeping systems meet the requirements of the RRAA specific employment duty and NHS Wales’ information standards.

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<tr>
<td>To contribute to the development and adoption of an NHS Wales standard and procedure for the collection of details of patient ethnicity</td>
<td>Lyn MeadowsDirector of Personnel and DevelopmentJohn BottellChief Ambulance Officer</td>
<td>31 March 2003</td>
<td>November 2002</td>
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Employment Experience

Objective 1. To ensure all information/record keeping systems meet the requirements of the RRAA specific employment duty.

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<tr>
<td>♦ Review, revise or adopt ethnicity monitoring systems for all employment and personnel functions e.g. recruitment, training and promotion</td>
<td>Lyn Meadows Director of Personnel and Development</td>
<td>31 March 2003</td>
<td>November 2002</td>
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<tr>
<td>♦ Compile a baseline equal opportunities monitoring audit of all Trust staff</td>
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<td>♦ Review and revise equal opportunities monitoring forms to promote good race relations and equality of opportunity</td>
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Consultation: Public and staff participation and involvement in policies, processes, decisions and planning which affect the delivery of services to individuals and groups within the wider community and within the organisation.

## Service Experience

### Objective 1. To put in place meaningful consultation arrangements for the review of existing and proposed policies.

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<tr>
<td>♦ Review current arrangements for public consultation</td>
<td>John Bottell</td>
<td>31 March 2003</td>
<td>November 2002</td>
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<tr>
<td>♦ To develop and implement a robust formal and informal consultation process that actively involve local BME groups and individuals</td>
<td>Siobhan Duffy; Lyn Meadows</td>
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<tr>
<td>♦ To monitor and review consultation processes to ensure the consistent participation of BME groups and individuals</td>
<td>Executive Assistant</td>
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## Employment Experience

**Objective 1.** To put in place meaningful consultation arrangements for the review of existing and proposed policies.

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| ☑ To ensure appropriate and representative staff consultation on the agreement of new policies and procedures | Lyn Meadows  
Director of Personnel and Development  
John Bottell  
Chief Ambulance Officer | 31 March 2003 | November 2002 |
Publication: Providing appropriate, accurate and meaningful information on the progress and commitment by the organisation to meet its general and specific duties under the Race Relations (Amendment) Act 2000

Service Experience

Objective 1. To publicise the results of the monitoring assessments and consultation activities and ensure that these are clear and plain to the public.

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| To ensure that all arrangements for delivering the general and specific duties through the work of the Trust are comprehensively recorded and included for public consideration in the Annual report | Don Page  
Chief Executive, Welsh Ambulance Services NHS Trust | June 2003 | January 2003   |