

# WMAS Equality Delivery System (EDS) Action Plan 2024-2025

## WMAS Equality Delivery System (EDS) ACTION PLAN 2024-25

### Introduction

WMAS have committed to meeting the requirements of the EDS3 2022 framework (WRES) for NHS Trusts. WMAS have submitted the Trust's WRES data, for staff, to the national WRES team in line with the requirements to publish by 31<sup>st</sup> August 2023.

At WMAS we have taken a more pragmatic approach in the utilisation of the EDS3 2022 for all Domains especially as not all the outcomes apply so readily to the Ambulance service. To this end we would like to concentrate on areas of development for individual areas whilst celebrating some of the great work that is on-going at the organisation. A full report is available separately on each of the Domains.

We have identified gaps in some of the outcomes that have been assessed which forms the basis of this action plan. The action plan is one which covers a period up until March 2025 to allow adequate time to realistically make meaningful progress setting realistic timescales to achieve those. The expectation is that the EDS action plan will be monitored at the Diversity, Inclusion and Steering Group (DISAG) for progress

### Monitoring and Evaluation

The action plan will be monitored by the Diversity and Inclusion Steering & Advisory Group (DISAG) on a bi-monthly basis and shared for information at the People's Committee bi-annually.

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EDS Domain	EDS Outcome	Action	Monitoring	Accountability.	Timescale:	RAG / Evidence
<p><b>Domain 1:</b> Commissioned and Provided services.</p> <p><b>Service area:</b> PALS service</p>	1C: When patients (service users) use the service, they are free from harm.	<p>1Ci)Currently we have seen a number of ER54's being raised about delays with language line joining the calls, this can delay assessing the needs of the caller/patient and could impact significantly if CPR instructions are required.</p> <p><b>Action:</b> Head of Risk and Head of Patient Safety to explore and address</p>	Quarterly at DISAG	<p>Matt Brown, Head of Risk</p> <p>Christina Clinton, Head of Patient Safety • Clinical and Quality</p>	31/03/2024	<p>Risk assessment created regarding Language Line, which includes IEUC, PALS and EDI lead, aswell as work started with the ONE network and EDI Lead on reduced diversity within the Trust and its wider impact. In regard patient engagement and service</p>

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						access, there is work ongoing in other areas.
	1D: Patients (service users) report positive experiences of the service	1Di)Areas which need further developing include listening and taking into account the views and experience of patients with a Disability, and from different ethnicities.	Quarterly at DISAG	Marie Capper, Head of Patient Experience.	31/7/2024	
Domain 2 Workforce health and well-being	<b>2B:</b> When at work, staff are free from abuse, harassment, bullying and physical violence from any source	2Bi)Need to separate ER54 for <b>internal staff</b> suffering abuse, bullying and harassment and the same from <b>external</b> incidents.	Quarterly at DISAG	Chris Kerr	30/6/2024	

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		2Bii) ER54 process is not always utilised by staff, according to anecdotal evidence therefore there is a need to promote this to staff via weekly brief and through line management	Quarterly at DISAG	2) Mohammed Ramzan, EDI Lead	31/05/2024	
		2Biii) Moving to Datix need to ascertain whether the new system will capture appropriate information broken down by protected characteristics	Quarterly at DISAG	2Bii)) Mohammed Ramzan EDI Lead, Graham Jones, Chris Kerr	31/7/2024	

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	<p><b>2A (Already Achieving but other actions identified)</b></p> <p>When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions.</p>	2Ai) Diversity Champions need to be recruited for all hubs	Quarterly at DISAG	2Ai) Mohammed Ramzan, EDI Lead	31/3/2025	
		2Aii)PTS an area which needs to be addressed for support of addressing health conditions/flexible working/promotion of the Health Carers passport through roadshow events	Quarterly at DISAG	2Aii) Manjeet Malhi Health & Well-Being Manager	31/03/2025	roadshows for 2024 – running from May until August 2024 to promote action
		2Aiii) Awareness and promotion of Neuro-diversity as a condition		2Aiii) Mohammed Ramzan, EDI Lead DCA	30/9/2024	

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	<p><b>2D:</b> Staff recommend the organisation as a place to work and receive treatment</p>	<p>2Di)Over 50% of staff who live locally are happy and regularly recommend the organisation as a place to work.</p> <p>2Dii)Over 50% of staff who live locally to services provided by the organisation would recommend them to family and friends.</p> <p>2Diii)The organisation collates and compares the experiences of BAME, LGBT+ and Disabled staff against other staff members.</p>	<p>Quarterly at DISAG</p>	<p>Barbara Kozłowska Head of OD</p>	<p>31/3/2025</p>	<p>A safe assumption may be made here that most staff live locally to services.</p> <p>2dii)In 2023, 44% said they would recommend WMAS as a place for work and 55% would recommend WMAS for treatment to friends and family. Hence, we achieved the target for question 2Dii 2di) but not yet for 2Di.</p>
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						2Diii) The staff survey provides data for comparison for different groups of staff.
<b>Domain 3:</b> <b>Inclusive leadership</b>	<b>3B:</b> Board/Committee papers (including minutes) identify equality and health inequalities related impacts and risks and how they will be mitigated and managed	3Bi) Both equality and health inequalities related impacts are standing considerations in all report cover sheets for board and committee meetings.		Carla Beechey, Director of People		In place.

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		3Bii) Equality Impact Assessment training is provided to all relevant staff		3Bii) Mohammed Ramzan, EDI Lead	31/10/2024	
		<p>3Biii) Equality and health inequalities impact assessments are completed for <b>ALL</b> projects and policies and are signed off at the appropriate level where required.</p> <p><b>Action:</b> undertake desktop review of all governance and decision making routes and embed EIA requirements through working in collaboration with Senior Management</p>		3Biii) Mohammed Ramzan, EDI Lead	31/7/2024	