

Classification: Official

Publication approval reference: PAR1262



# NHS Equality Delivery System 2022 EDS Reporting Template

Version 1, 15 August 2022

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# Equality Delivery System for the NHS

## *The EDS Reporting Template*

Implementation of the Equality Delivery System (EDS) is a requirement on both NHS commissioners and NHS providers. Organisations are encouraged to follow the implementation of EDS in accordance EDS guidance documents. The documents can be found at: [www.england.nhs.uk/about/equality/equality-hub/patient-equalities-programme/equality-frameworks-and-information-standards/eds/](http://www.england.nhs.uk/about/equality/equality-hub/patient-equalities-programme/equality-frameworks-and-information-standards/eds/)

The EDS is an improvement tool for patients, staff, and leaders of the NHS. It supports NHS organisations in England - in active conversations with patients, public, staff, staff networks, community groups and trade unions - to review and develop their approach in addressing health inequalities through three domains: Services, Workforce and Leadership. It is driven by data, evidence, engagement, and insight.

The EDS Report is a template which is designed to give an overview of the organisation's most recent EDS implementation and grade. Once completed, the report should be submitted via [england.eandhi@nhs.net](mailto:england.eandhi@nhs.net) and published on the organisation's website.

## NHS Equality Delivery System (EDS)

<b>Name of Organisation</b>	East of England Ambulance Service	<b>Organisation Board Sponsor/Lead</b>		
		Hein Scheffer Director of Strategy Culture and Education		
<b>Name of Integrated Care System</b>	Herts and West Essex Suffolk and North East Essex			

<b>EDS Lead</b>	Navrita Atwal EDI Manager/Lead	<b>At what level has this been completed?</b>		
			<b>*List organisations</b>	
<b>EDS engagement date(s)</b>	<ul style="list-style-type: none"> <li>• Four EDS22 Grading events planned for January and February 2023 were cancelled due to Ambulance strikes.</li> <li>• Patient Experience Team post out between 1500 - 2000 surveys every month to patients and service users.</li> </ul>	<b>Individual organisation</b>	List of organisations involved in engagement of events: <ul style="list-style-type: none"> <li>• Inclusive Recruitment - Chelmsford</li> <li>• Brampton Village School – Cambridge</li> <li>• St Osyths School – Essex</li> <li>• Watlington &amp; Runction Scout Group – Redbarn, Kings Lynn</li> <li>• St Peters School – Billericay</li> </ul>	

<b>EDS engagement date(s)</b>	<ul style="list-style-type: none"> <li>• During April 2021 – March 2022 the following engagement events took place by the Patient Experience Team:</li> <li>• Staff engagement completed - 39</li> <li>• CFR engagement completed - 17</li> <li>• PPI Co-production events engaging with public completed 11</li> <li>• CEG engagement completed first aid courses – 27</li> <li>• public events – 15</li> <li>•</li> </ul> <p><b>TOTAL OF ENGAGEMENT EVENTS: 109</b></p> <p>Future EDS22 Grading Consultations Planned for:</p> <ul style="list-style-type: none"> <li>• May 2023</li> <li>• June 2023</li> </ul>	<b>Individual organisation</b>	<ul style="list-style-type: none"> <li>• Sandy Youth Club – Bedford</li> <li>• Felixstowe Rades and Labour Club</li> <li>• Healthwatch Norfolk</li> <li>• Golden Age Big Bash – Whittlesey</li> <li>• Paediatric Forest School</li> <li>• East Cessation Group</li> <li>• Epping Forest Stay Well for Winter</li> <li>• Norfolk Careers Activity Group</li> <li>• Essex County Council Social Workers</li> <li>• Fulbourn School Careers Day –</li> <li>• Virtual Work Experience Programme- Teams</li> <li>• Emergency Services Day – East Norfolk Sixth Form College</li> <li>• Youth Group – Clacton on Sea</li> <li>• Harlow Black History month – Multi Cultural event – Market Square, Harlow, Essex</li> <li>• CFR Event – Hellitesden</li> <li>• Careers Fair – Cliffs Park, Ormeston</li> </ul>
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<b>EDS engagement date(s)</b>		<b>Individual organisation</b>	<ul style="list-style-type: none"> <li>• working with ICS in tendering with opportunity for careers info – Tendering</li> <li>• Disability group - Chelmsford</li> <li>• AFC Walking Football- Sudbury</li> <li>• Presentation for Felixstowe Ladies Dart league, Felixstowe Trades and Labour Club – Felixstowe</li> </ul>
<b>Partnership* (two or more organisations)</b>	From 2023 will be working with ICS's within our geographical location e.g., Hertfordshire and West Essex. Norfolk and Waveney		
<b>Integrated Care System-wide*</b>	East of England ICS's <ul style="list-style-type: none"> <li>• Bedford, Luton, and Milton Keynes</li> <li>• Cambridge and Peterborough</li> <li>• Suffolk and North East Essex</li> <li>• Hertfordshire and West Essex</li> <li>• Norfolk and Waveney</li> <li>• Mid and South Essex</li> </ul>		
<b>Date completed</b>	22 <sup>rd</sup> March 2023	<b>Month and year published</b>	30 <sup>th</sup> March 2023

<b>Date authorised</b>	23 <sup>rd</sup> March 2023	<b>Revision date</b>	30 <sup>th</sup> June 2023

<b>Completed actions from previous year</b>	
<b>Action/activity</b>	<b>Related equality objectives</b>
<p>During 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022 - all the domains within EDS2 were updated regularly and gaps in assurance addressed. The EDS2 has also been crossed referenced to WRES/WDES/CQC Key Lines of Enquiry.</p> <p>Evidence from EDS2 has now been cross referenced to the new Domains and Objectives within EDS22.</p>	<p>Completed all the EDS2 Domains and objectives and cross referenced to CQC keylines of enquiry</p>
<p>On average the patient experience team posts out between 1500 - 2000 surveys every month</p>	<p>Evidence has been crossed referenced to the New EDS22.</p>
<p>Grading events were cancelled due to Ambulance Strikes.</p>	



## EDS Rating and Score Card

Please refer to the Rating and Score Card supporting guidance document before you start to score. The Rating and Score Card supporting guidance document has a full explanation of the new rating procedure, and can assist you and those you are engaging with to ensure rating is done correctly

Score each outcome. Add the scores of all outcomes together. This will provide you with your overall score, or your EDS Organisation Rating. Ratings in accordance to scores are below

<b>Undeveloped activity</b> – organisations score out of <b>0</b> for each outcome	Those who score <b>under 8</b> , adding all outcome scores in all domains, are rated <b>Undeveloped</b>
<b>Developing activity</b> – organisations score out of <b>1</b> for each outcome	Those who score <b>between 8 and 21</b> , adding all outcome scores in all domains, are rated <b>Developing</b>
<b>Achieving activity</b> – organisations score out of <b>2</b> for each outcome	Those who score <b>between 22 and 32</b> , adding all outcome scores in all domains, are rated <b>Achieving</b>
<b>Excelling activity</b> – organisations score out of <b>3</b> for each outcome	Those who score <b>33</b> , adding all outcome scores in all domains, are rated <b>Excelling</b>

## Domain 1: Commissioned or provided services

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<p><b>Domain 1: Commissioned or provided services</b></p>	<p>1A: Patients (service users) have required levels of access to the service</p>	<p>Telephone triage is reliant on the person identifying their disability to enable accommodations to be made such as use of Attend Anywhere, Hearing Loop etc with face-to-face triage as the default position</p> <p>EOC (Emergency Operation Centre) is somewhat limited by its environment of telephone triage in addressing this and operates within the confines of MPDS and LowCode Protocols.</p> <p>Services and systems available to EOC staff to facilitate communication with patients or members of the public with protected characteristics</p> <p>Include.</p> <ul style="list-style-type: none"> <li>• Language Line</li> <li>• Text Talk</li> <li>• SMS text messaging</li> </ul>	<p><b>Pending</b></p>	<p>Deputy Chief Operating Officer</p>

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 1: Commissioned or provided services</b>		<ul style="list-style-type: none"> <li>• Video conferencing (clinical triage)</li> <li>• Relay UK (free service that enables users who are deaf</li> <li>• speech impaired or hard of hearing to communicate utilising the relay service)</li> <li>• MIDOS directory for signposting to other services as appropriate.</li> </ul> <p>ESOP 115 (V1.0) Language Line and Text Relay Calls has been released to aid staff in the use of these systems.</p> <p>Compliance is evidenced via live CAD and call recordings, Patient Experience Survey results and complaints.</p> <ul style="list-style-type: none"> <li>• AOC holds regular meetings with the language line provider to review calls and discuss any concerns.</li> <li>• Accessible Information Standards are now included in the Patient Experience module of Datix, and patients are routinely</li> </ul>		

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 1: Commissioned or provided services</b>		<p>signposted to advocacy services as part of the feedback process.</p> <p>All EOC staff have been through mandatory Equality Diversity and Inclusion Training.</p> <p>The CQC rating for the 'CARING and RESPONSIVE' to individual needs has been rated as 'GOOD' during their visit in 2022.</p>		
	1B: Individual patients (service users) health needs are met	<p><b>THE PATIENT EXPERIENCE TEAM</b> conduct regular surveys throughout the year. If patients feel they have been treated differently, then this would be addressed. Surveys have always been positive and had more compliments than complaints.</p> <p>Individual patient (service user's) health needs are met by ensuring that this information is communicated using effective communication methods to engage with the user group. Some</p>	<b>Pending</b>	Head of Compliance

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<p><b>Domain 1: Commissioned or provided services</b></p>		<p>of the effective communication measures the trust has in place are as follows:</p> <ul style="list-style-type: none"> <li>• The trust works in line with the Accessible information standards and the material below supports us in creating easy access to our services. Through these means, service users find it easy to access services.</li> <li>• We also offer our user group, to provide regular feedback on our services via feedback forms/surveys.</li> <li>• The Trust is proud to be part of the national BSL week and promotes this amongst staff. During the BSL week, frontline staff share greetings and <i>'how to help'</i> messages in short videos.</li> </ul> <p>There are several Apps service users can access, and these can be found on each of the website as below:</p>		

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 1: Commissioned or provided services</b>		<p><i>(Due to the size of the documents, they cannot be attached, but can be submitted under separate covered if required as evidence.)</i></p> <ul style="list-style-type: none"> <li>• BSL VIDEO Interpreting, Booking an Interpreter, BSL Translation/Sign Solutions               <ul style="list-style-type: none"> <li>• SignVideo's</li> <li>• Sign Live</li> <li>• 999 BSL</li> </ul> </li> </ul> <p>BSL training is being produced by DSN network chair and colleagues.</p> <ul style="list-style-type: none"> <li>• Sign Language Week 13<sup>th</sup> – 17<sup>th</sup> March 2023  <i>All documents providing help and support are available to all staff and volunteers. Due to the size of the documents, they cannot be</i></li> </ul>		

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 1: Commissioned or provided services</b>		<p><i>embedded. We can submit them as evidence separately upon request.</i></p> <p>EEAST have purchased a number of e-learning licences and are pleased to be offering free access for registered substantive staff to the prehospital PROMPT e-learning. The Pre hospital PROMT –learning update package provides training for paramedic and registered ambulance staff who provide emergency maternity care in the pre-hospital setting.</p> <p><i>'Are you passionate about Maternity', *Poster is available upon request. Documents providing help and support are available to all staff and volunteers. Due to the size of the documents, they cannot be embedded. We can submit them as evidently separately upon request.</i></p> <p>The Trust is also aware that there are 'Seldom Heard of Groups' and they may not always able</p>		

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 1: Commissioned or provided services</b>		<p>to access our services. We have created a Platform with our regional stakeholders that consist of local authorities and communities to help create an understanding amongst the front-line workers on effective engagement. The link below supports some interactive sessions that are open to all NHS Staff working in a front-line role. These have been created by Healthwatch Cambridge:</p> <ul style="list-style-type: none"> <li> <span data-bbox="846 746 1503 1054"> <i>Removing Barriers Healthwatch leaflet: All documents providing help and support are available to all staff and volunteers. Due to the size of the documents, they cannot be embedded. We can submit them as evidently separately upon request.</i> </span> </li> </ul> <p><a href="#">Tackling Health Inequalities - our second Health Champions report   Healthwatch Cambridgeshire</a></p>		



Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<p><b>Domain 1: Commissioned or provided services</b></p>		<p>During the Covid 19 Pandemic, it became difficult for hearing impaired service users to lipread when Trust staff were wearing masks. The Trust purchased supplies of transparent masks for use with patients who were hearing impaired. The transparent masks made a real difference in communicating with hearing-impaired patients.</p> <p>Transparent face masks are now available via the supplies department.</p>		
	<p>1C: When patients (service users) use the service, they are free from harm</p>	<p>Telephone triage is reliant on the person identifying their disability to enable accommodations to be made such as use of Attend Anywhere, Hearing Loop etc with face-to-face triage as the default position.</p> <p>EOC is limited by its environment of telephone triage in addressing this and operates within the confines of MPDS and LowCode Protocols. Services and systems available to EOC staff to</p>	<p><b>Pending</b></p>	<p>Head of Patient Safety (interim)</p> <p>Deputy Clinical Director</p>

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<p><b>Domain 1: Commissioned or provided services</b></p>		<p>facilitate communication with patients or members of the public with protected characteristics include Language Line, Text Talk, SMS text messaging, video conferencing (clinical triage), Relay UK (free service that enables users who are deaf, speech impaired or hard of hearing to communicate utilising the relay service) and MIDOS directory for signposting to other services as appropriate. ESOP 115 (V1.0) Language Line and Text Relay Calls has been released to aid staff in the use of these systems.</p> <p>Compliance is evidenced via live CAD and call recordings, Patient Experience Survey results and complaints. AOC holds regular meetings with the language line provider to review calls and discuss any concerns. Accessible Information Standards are now included in the Patient Experience module of Datix, and patients are routinely signposted to advocacy services as part of the feedback process.</p>		

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 1: Commissioned or provided services</b>		<p>All EOC (Emergency Operation Centre) staff have been through mandatory Equality Diversity and Inclusion Training.</p> <p>The CQC rating the CARING and RESPONSIVE to individual needs has been rated as 'GOOD' in their visit in 2022.</p> <p>PATIENT EXPERIENCE TEAM conduct regular Surveys. If patients felt they had been treated differently, then this would be addressed. Surveys had always had far more compliments than complaints.</p>		
	1D: Patients (service users) report positive experiences	<p><b>The Patient Engagement/Experience Team</b> conducted overall satisfaction surveys for Emergency Services (ES) and Patient Transport Services (PTS) during 2021/22 and 2022/23.</p> <p>Overall Result:</p>	<b>Pending</b>	Patient Experience Lead

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<p><b>Domain 1: Commissioned or provided services</b></p>	<p>of the service</p>	<p>1736/1892 patients (<b>91.8%</b>) who used either the ES or PTS during 2021/22 rated the service received as either 'good' or 'very good.' So far, 1108/1235 patients (<b>89.7%</b>) who have used either the ES or PTS during 2022/23 have rated the service as 'good' or 'very good' (Please note that patient survey data is always retrospective – the team are currently preparing the survey samples for patients who used the service during February (4 weeks are then allowed for responses to be received)).</p> <p>On average the Patient Engagement/Experience Team post out between 1500 – 2000 surveys every month (this is for both the ES and PTS survey and any bespoke/planned surveys – with invitation to feedback letters posted to random samples of patients who have used the service.</p> <p>Other methods consist of online surveys, signposting, Trust's social media channels (e.g. Facebook/Instagram etc), patient information cards and the patient experience leaflet which is</p>		

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 1: Commissioned or provided services</b>		<p>posted out with all complaint acknowledgement letters.</p> <p>Moving forward, plans are in place to add wipeable QR code stickers (which link to the surveys) within the PTS vehicles and to commence SMS surveys (with a link to the survey texted to a sample of PTS patients each month – the pilot project is planned to take place during Q1 of 2023/24).</p> <p>Patient survey reports can also be found on the Trust website:</p> <p><a href="http://eastamb.nhs.uk">Patient survey results (eastamb.nhs.uk)</a></p> <p>Over 2650 compliments were recorded by the Patient Engagement/Experience team for the period 1st April 2021 to 31 March 2022. (Available upon request)</p>		
<b>Domain 1: Commissioned or provided services overall rating</b>				

## Domain 2: Workforce health and well-being

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 2: Workforce health and well-being</b>	2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD, and mental health conditions	<p>Kays Medical is an occupational health provider who work with EEAST to provide a wide range of services to help staff stay healthy and well, including an <b>'In the moment' crisis line</b> (for those in extreme distress) and an <b>employee assistance programme</b> to listen to staff's personal issues - home or work related - for which they might need emotional or practical support.</p> <p>The Trust trained staff to become Mental Health First Aiders and supported with the delivery of the following;</p> <ul style="list-style-type: none"> <li>• Mental Health awareness to Managers,</li> <li>• Suicide prevention awareness/training</li> </ul>	<b>Pending</b>	Health & Wellbeing Business Support Manager

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 2: Workforce health and well- being</b>		<ul style="list-style-type: none"> <li>• Creating and promoting the 5 Ways to Wellbeing</li> <li>• Displaying posters in and around the dining areas / rest rooms of EOCs and Ambulance Stations on healthy eating.</li> </ul> <p>Kays Medical have engaged with staff from the 9 protected characteristics.</p>		
	2B: When at work, staff are free from abuse, harassment, bullying and physical violence from any source	<p>As an NHS organisation, EEAST have a responsibility to be safe in every aspect of what we do. The Trust is committed to embracing a culture of honesty, openness, and transparency.</p> <p>Our FTSU Guardians have a responsibility to ensure that the Trust Board, the CEO, and senior managers are regularly updated of any concerns being raised by staff.</p>		Health & Wellbeing Business Support Manager.

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 2: Workforce health and well-being</b>		<p>The Freedom to Speak up (FTSU) Guardian has continued in post and <b>two additional Guardians</b> are being recruited to extend the reach of support to staff across the Trust. The Trust currently meets the National Guardians Office recent directive of a minimum of 3 full time Guardians who are permanent.</p> <p>The Trust has a FTSU Raising Concerns policy which is in the process of being update in line with the National Guardians Office guidance. Staff and managers are encouraged and supported to raise their concerns initially to their immediate line manager, manager within their team, union rep or as an alternative and if more appropriate support, to the FTSU Guardians.</p> <p>There has been an <b>increase of 3.1%</b> in the National Staff Survey question Q23 e <b>“I feel safe to speak up about anything that concerns me in this organisation”</b>.</p>		FTSU



Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 2: Workforce health and well- being</b>		<p>The FTSU Guardian attends <b>90%</b> of the Diverse Network meetings to contribute, encourage and support staff to gain confidence in reporting inappropriate and discriminatory behaviours, also to offer support for activities or programmes of work being undertaken.</p> <p>A programme of FTSU engagement visits were conducted throughout the year, providing opportunities for all staff to raise concerns to the team and to facilitate sensitive discussions around behaviours and attitudes.</p> <p>The FTSU team have progressed the recruitment of FTSU ambassadors across the trust and via targeted recruitment drives to correlate with either an excessively high or low level of concerns and via the Diverse Network groups. <b>There are currently FTSU 17 ambassadors.</b></p>		

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)												
<b>Domain 2: Workforce health and well- being</b>		<p>Staff have continued to raise concerns to the Guardian team around either discrimination, bias or inappropriate behaviours, communication or attitudes in line with their protected characteristics. These concerns are resolved via either supporting and empowering the staff member to raise with a local manager, facilitated discussion or escalation via the Trust employee relations processes.</p> <table data-bbox="837 774 1458 1129"> <tr> <td>Age</td> <td>5</td> </tr> <tr> <td>Disability - LD, mental health and long-term medical condition</td> <td>28</td> </tr> <tr> <td>Sex - including sexism and sexual harassment</td> <td>21</td> </tr> <tr> <td>Sexual orientation</td> <td>1</td> </tr> <tr> <td>Pregnancy and maternity</td> <td>3</td> </tr> <tr> <td>Race</td> <td>14</td> </tr> </table>	Age	5	Disability - LD, mental health and long-term medical condition	28	Sex - including sexism and sexual harassment	21	Sexual orientation	1	Pregnancy and maternity	3	Race	14		
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Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 2: Workforce health and well- being</b>		<p>Any barriers faced by staff are addressed through a joint up approach by involving staff networks and the EDI Team e.g. All Women’s Network, BME Network, Disability Support Network, LGBTQ+ Network, Multi-Faith Network, Men’s Wellbeing Network. We are also in the process of developing a Veteran’s Support Network.</p> <p>Regular Pulse Surveys are conducted amongst staff via a questionnaire to monitor progress and address concerns through an agreed plan of action.</p> <p>Joint collaborative work with FTSU consists of:</p> <ul style="list-style-type: none"> <li>• Violence at Work Study</li> <li>• Promotion of the TRiM programme (Trauma Risk Management service) which helps deal with trauma at work and is a reactive service.</li> </ul>		

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 2: Workforce health and well- being</b>		<ul style="list-style-type: none"> <li>Develop the EEAST Chaplaincy service.</li> </ul> <p>‘Let’s Talk’ is the next stage of the Trust’s ‘Speak Up, Speak out, Stop it’ campaign.</p> <p>This is an opportunity for managers and staff to talk about culture in their workplace and we will be rolling out culture workshops across all the sectors.</p> <p>The first of these workshops took place with PTS colleagues on 8<sup>th</sup> February and we are holding a follow-up session with them on 12<sup>th</sup> April 2023.</p> <p>The feedback so far from PTS colleagues is that they were happy to see PTS as the first area of the Trust to be considered for this, as they hope it</p>		

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 2: Workforce health and well- being</b>		<p>will both raise the profile of PTS and make the team feel valued.</p> <p>There is clearly lots to do but the PTS team is keen to support on this vitally important area of work and they all welcome continued involvement.</p> <p><b>A Microaggression portal</b> supporting the 9 protected characteristics has been designed and facilitated for our staff, students, as well as people and communities to informally log micro-aggressions anonymously and safely.</p> <p>This has been a co-produced with EDI leads across Norfolk and Waveney ICS (Integrated Care Services).</p>		

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 2: Workforce health and well- being</b>		<p>We will use the data we receive through this portal, to further our understanding of the experiences of our workforce, patients, and communities, and help us to identify patterns of unconscious or implicit bias.</p> <p><a href="#">Micro-Aggression Portal - Norfolk and Waveney ICS (improvinglivesnw.org.uk)</a></p>		

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 2: Workforce health and well-being</b>	2C: Staff have access to independent support and advice when suffering from stress, abuse, bullying harassment and physical violence from any source	Similar to 2B, but also includes the Employee Assistance Programme (EAP), The Ambulance Staff Charity (TASC), TRiM, Unison, the Wellbeing Champions support programme, the whistle blowing programme, supported grievance procedure and mediation. Employees can also sign up to the Health and Wellbeing monthly newsletter where help and advice is easily available.	<b>Pending</b>	Business Support Manager
	2D: Staff recommend the organisation as a place to work and receive treatment	<p>As a Trust we have all inclusive support services in place for all staff who are suffering from the pressure of unexpected life circumstances, and it is our hope that they access the services available to them.</p> <p>The Wellbeing leaflet outlines in house services recommended to any staff who need help and advice.</p>	<b>Pending</b>	Health & Wellbeing Business Support Manager  Leadership Team for Staff Surveys

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 2: Workforce health and well- being</b>		<p><i>*Wellbeing Leaflet: All documents providing help and support are available to all staff and volunteers. Due to the size of the documents, they cannot be embedded. We can submit them as evidently separately upon request.</i></p> <p>A new free service offered by TASC (The Ambulance Staff Charity) for our employees who are experiencing difficulties. This service provides counselling when necessary and does not require a referral to be made from a manager so remains completely confidential.</p> <p>The Trust has introduced <b>Headspace</b> (a non-intimidating, user-friendly mindfulness, and meditation app), the development of our <b>Welfare Wagons and TRiM</b>. <b>TRiM</b> is an effective early-</p>		



Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 2: Workforce health and well- being</b>		<p>stage, peer-led, risk-assessment for ascertaining potential onset of PTS/PTSD. We are encouraging '<b>Good News</b>' stories from colleagues who have had successful help and treatment given to them.</p> <p><b>MIND</b> have an excellent website with lots of information on life coping strategies and the national charities like McMillan, Marie Curie and Cancer UK have all been recommended to EEAST by other staff looking for advice and support.</p> <p>EEAST also offers an <b>Employee Assistance Programme</b> on Mental health, work/personal relationship problems, legal and family advice, substance misuse, financial advice.</p> <p>The trust rolled out a successful all-inclusive Covid 19 vaccination</p>		

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 2: Workforce health and well- being</b>		programme which was easily accessible to all staff at various Trust locations through East of England.		
<b>Domain 2: Workforce health and well-being overall rating</b>				

## Domain 3: Inclusive leadership

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 3: Inclusive leadership</b>	3A: Board members, system leaders (Band 9 and VSM) and those with line management responsibilities routinely demonstrate their understanding of, and commitment to, equality and health inequalities	<p>Each NED (Non-executive Director) and ED (Executive Director) has a responsibility as a staff Equality Network/Theme sponsor. The NEDs and EDs attend Network meetings and events and are responsible for reporting to Board and Subcommittees. Some of the areas previously discussed at meetings consist of:</p> <ul style="list-style-type: none"> <li>• Coronation Champions Awards</li> <li>• International Women’s Day event, which we co-hosted with Essex Police and Essex Fire and Rescue Service</li> <li>• Menopause research</li> <li>• Breast feeding policy.</li> <li>• Headspace app</li> <li>• Time to talk day.</li> </ul>	<b>Pending</b>	Head of Corporate Governance

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)							
<b>Domain 3: Inclusive leadership</b>		<ul style="list-style-type: none"> <li>• Gender Pay Gap</li> <li>• WRES/WDES/EDS22/Accessible Information standards.</li> <li>• EDI Demonstrated through weekly leadership messages</li> <li>• Weekly/ morning and Afternoon Q &amp; A for the whole staff via TEAMS</li> </ul> <p>Staff Equality Network chairs routinely attend Board and Subcommittees to raise/discuss issues:</p>									
		<table border="0"> <tr> <td style="vertical-align: top;"><b>Non-Executive</b></td> <td style="vertical-align: top;"><b>Champion/Lead Area</b></td> </tr> <tr> <td>Alison Wigg</td> <td>Disability NED lead Maternity Safety Digital / IT</td> </tr> <tr> <td>Julie Thallon</td> <td>Security Management Sustainability</td> </tr> <tr> <td>Mrunal Sisodia</td> <td>Faith NED</td> </tr> </table>	<b>Non-Executive</b>	<b>Champion/Lead Area</b>	Alison Wigg	Disability NED lead Maternity Safety Digital / IT	Julie Thallon	Security Management Sustainability	Mrunal Sisodia	Faith NED	
<b>Non-Executive</b>	<b>Champion/Lead Area</b>										
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Mrunal Sisodia	Faith NED										

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 3: Inclusive leadership</b>		FTSU Whistleblowing Neville Hounsome LBGT NED Wellbeing Charitable Funds Nicola Scrivings AWE NED Equality, Diversity, and Inclusion Men’s Health Wendy Thomas Senior independent Director Patient Safety Patient Public Involvement <b>Executive Champion/Lead Area</b> Tom Abell BME ED		

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 3: Inclusive leadership</b>		<p>           LBGT            Kevin Smith Faith ED            Hein Scheffer Equality, Diversity, and            Inclusion ED            Men's Health ED            Kate AWE ED            Vaughton            Emma De Disability ED            Carteret         </p> <p>           Each NED and ED has a responsibility for a geographical patch (ICB) and link into all the networks and system partnership 'groups' in that patch, with a responsibility to update Board and Subcommittees. Health Watch officers join our Subcommittee meetings and also representatives of our Community Engagement Group.         </p>		

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 3: Inclusive leadership</b>	3B: Board/Committee papers (including minutes) identify equality and health inequalities related impacts and risks and how they will be mitigated and managed	<p>All the Public Board meetings are live streamed, with recordings made available following the meeting.</p> <p>Our full Integrated Performance Report is provided in our in Public Board reports. Our Demonstrating Impact improvement workstream is focused on our data interrogation, and interpretation.</p> <p>We have made our in Public Board meetings paper pack accessible via our website and have been rated in the top three ambulance trusts.</p> <p>Work is ongoing to ensure compliance with Accessibility standards.</p>	<b>Pending</b>	Head of Corporate Governance

Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 3: Inclusive leadership</b>		<p>The Board and Subcommittees review deep dives into 'issues' and the following are a list of some content:</p> <ul style="list-style-type: none"> <li>• Reasonable Adjustments</li> <li>• Exit Interviews - why people leave the organisation.</li> <li>• Reflection room</li> <li>• Multi faith room</li> <li>• Maternity/Breastfeeding facilities</li> <li>• Wellbeing gardens</li> </ul> <p>The Board and Subcommittees all review complaint and SIs to better understand the lived experience of patients and staff.</p> <p>Our Board supported the Patient Engagement Team to co-produce our Public and Patient Involvement Strategy.</p>		



Domain	Outcome	Evidence	Rating	Owner (Dept/Lead)
<b>Domain 3: Inclusive leadership</b>		<p>Each Subcommittee receives a BAF at each meeting, which allows robust oversight of risks within the Subcommittees remit.</p> <p>The BME Network supports the Trust in identifying BME Staff Risks. These are then escalated through the EDI Team and the Sponsors. These then form part of the WRES Action Plan and may also be recorded on the Risk Register if required.</p> <p>Equality Impact Assessments are carried out by departments on projects and policies. They are signed off at Executive Leader Team meetings.</p> <p>NEDs, ED are also invited to EDI Group meeting and make a contribution. e.g. the Chair of the Trust led a discussion around the staff networks to understand</p>		

<b>Domain</b>	<b>Outcome</b>	<b>Evidence</b>	<b>Rating</b>	<b>Owner (Dept/Lead)</b>
<b>Domain 3: Inclusive leadership</b>		what EEAST could do better to support members and the network committees.		
	3C: Board members and system leaders (Band 9 and VSM) ensure levers are in place to manage performance and monitor progress with staff and patients	We are currently piloting an approach that has clear responsibilities, roles, and systems of accountability, to support good governance and management. Our Time to Lead programme will strengthen processes for learning, continuous improvement, and innovation, to achieve equity.	<b>Pending</b>	Head of Corporate Governance
<b>Domain 3: Inclusive leadership overall rating</b>				
<b>Third-party involvement in Domain 3 rating and review</b>				
<b>Trade Union Rep(s): Union will be invited to all grading events.</b>		<b>Independent Evaluator(s)/Peer Reviewer(s):</b>		

EDS Organisation Rating (overall rating):

Organisation name(s):

Those who score **under 8**, adding all outcome scores in all domains, are rated **Undeveloped**.

Those who score **between 8 and 21**, adding all outcome scores in all domains, are rated **Developing**

Those who score **between 22 and 32**, adding all outcome scores in all domains, are rated **Achieving**

Those who score **33**, adding all outcome scores in all domains, are rated **Excelling**

<b>EDS Action Plan</b>	
<b>EDS Lead</b>	<b>Year(s) active</b>
NAVRITA ATWAL	2023/2026 Will form part of the Three-year EDI INCLUSIVITY PLAN
<b>EDS Sponsor</b>	<b>Authorisation date</b>
HEIN SCHEFEER	TBC

<b>Domain</b>	<b>Outcome</b>	<b>Objective</b>	<b>Action</b>	<b>Completion date</b>
<b>Domain 1: Commissioned or provided services</b>	1A: Patients (service users) have required levels of access to the service	ACTION PLANS TO BE DEVELOPED AFTER THE GRADING EVENT PLANNED FOR MAY/JUNE 2023		
	1B: Individual patients (service users) health needs are met			

Domain	Outcome	Objective	Action	Completion date
<b>Domain 1: Commissioned or provided services</b>	1C: When patients (service users) use the service, they are free from harm			
	1D: Patients (service users) report positive experiences of the service			

Domain	Outcome	Objective	Action	Completion date
<b>Domain 2: Workforce health and well- being</b>	2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD, and mental health conditions	ACTION PLANS TO BE DEVELOPED AFTER THE GRADING EVENT PLANNED FOR MAY/JUNE 2023		
	2B: When at work, staff are free from abuse, harassment, bullying and physical violence from any source			
	2C: Staff have access to independent support and advice when suffering from stress, abuse, bullying harassment and physical violence from any source			

Domain	Outcome	Objective	Action	Completion date
<b>Domain 2: Workforce health and well-being</b>	2D: Staff recommend the organisation as a place to work and receive treatment			

Domain	Outcome	Objective	Action	Completion date
<b>Domain 3: Inclusive leadership</b>	3A: Board members, system leaders (Band 9 and VSM) and those with line management responsibilities routinely demonstrate their understanding of, and commitment to, equality and health inequalities	ACTION PLANS TO BE DEVELOPED AFTER THE GRADING EVENT PLANNED FOR MAY/JUNE 2023		
	3B: Board/Committee papers (including minutes) identify equality and health inequalities related impacts and risks and how they will be mitigated and managed			



Domain	Outcome	Objective	Action	Completion date
<b>Domain 3: Inclusive leadership</b>	3C: Board members and system leaders (Band 9 and VSM) ensure levers are in place to manage performance and monitor progress with staff and patients			

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