



GIG
CYMRU
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WALES

Ymddiriedolaeth GIG
Gwasanaethau Ambiwlans Cymru

Welsh Ambulance Services
NHS Trust

ANNUAL EQUALITY REPORT

2022/2023



Take
ownership



Broaden our
understanding



Respect
others



Show belief
in each other



Practice
ethically



Continually
improve
our service



Be inclusive
of the
whole team

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Foreward

Welsh Ambulance Service NHS Trust is committed to promoting equal rights and opportunities, supporting diversity, and creating open and inclusive discussions and an environment for our people and our patients to feel supported.

We are proud to be an organisation of people with different backgrounds and experiences. In times of crisis, we pull together no matter those differences, as we did through Covid, we strive to be 'Our Best'.



We maintain our strong links with the wider UK Ambulance Sector and continue our journey to develop our Equality, Diversity and Inclusion Agenda, through continued commitment to the National Ambulance Diversity Forum, National Ambulance BME Forum and the National LGBT Network and the recently developed National Ambulance Disability Network.



In 2023 we are very much looking forward to having the opportunity to once meet in person again at each network's annual conference.



Strategic Equality Objectives

The Trust's Strategic Equality Plan **Treating People Fairly 2020-2024** contains a high-level action plan for our key objectives. The Trust has continued to implement the enabling actions. We are currently starting our third year of the plan. Our Treating People Fairly Equality and Human Rights Strategy and Strategic Equality Plan can be found on our Trust's internet site or by clicking **[click here](#)**.

We continue to work on our four objectives:

OBJECTIVE 1

By 2024, we will continue to celebrate and promote the diversity of all our people, to ensure they feel safe, valued and respected at work.

OBJECTIVE 2

By 2024, we will take action to maximise health opportunities and strengthen the voice of all citizens and staff to ensure the people who use our services have equity of access and improved experience with access to services that are sensitive to the needs of all.

OBJECTIVE 3

By 2024, we will take action to increase awareness and tackle key equality issues that may arise from a person's 'protected characteristics' to ensure our services, our culture and our people understand and are responsive to the needs of all.

OBJECTIVE 4

By 2024, we will take positive action to increase representation and create a positive experience of work for individuals from diverse backgrounds, cultures and identities to ensure the Trust is seen as a great place to work, volunteer, develop, and grow for all.

Community

PRIDE!

The annual Pride Cymru event in Cardiff is Wales' largest celebration of equality & diversity and offered a great opportunity for us to engage with the LGBTQ+ community whilst allowing our staff and volunteers a chance to celebrate their own diversity. This is inline with **Objective one** of our Treating people fairly SEP, to celebrate and promote the diversity of all our people

During the event the Welsh Ambulance Services NHS Trust together with over 400 colleagues from across NHS Wales led the pride parade through the streets of Cardiff. We also hosted a Welsh Ambulance Service information stall in the event's Marketplace area.

We used the opportunity to ask the LGBTQ+ community about their experiences and expectations of using the Welsh Ambulance Service. Most people we spoke to had positive things to say, though some still felt anxious about how they would be treated if they needed to use NHS services.



Team WAST were delighted to return to face to face events in 2022, including Pride Swansea and Pride Cymru in Cardiff, Saturday's Cardiff parade was led by NHS Wales staff as a thank you for their work during the Covid-19 pandemic.

The size of the event meant that roads were shut, so the WAST Cycle Response Unit provided rapid response support for the city centre.

During the parade, uniformed colleagues wore rainbow epaulettes, while corporate staff wore NHS Wales Pride t-shirts to show their support.

Cardiff Ethnic Minority Health Fair & MELA



The Cardiff Minority Ethnic Community Health Fair resumed in Cardiff this year and PECO were supported by colleagues from the Inclusion Team and local Community First Responders (CFRs) to host an information stall, engaging with attendees about their experiences of using Welsh Ambulance Services. Our CFR colleagues also gave demonstrations on CPR, defibrillators and invited people to learn these lifesaving skills by having a go themselves. Information was provided about volunteering opportunities at Welsh Ambulance Service, encouraging people to think about becoming a volunteer and supporting their local community. **Objective four** is taking positive action to increase representation and create a positive experience of work for individuals from diverse backgrounds

Over the last quarter we have continued our engagement with Black, Asian and Minority Ethnic communities. Cardiff was also host to a Multicultural Mela in September, a colourful and vibrant day celebrating the diversity in our communities. The largest single day multicultural event in Wales, it provided us with an opportunity to engage with people from many backgrounds and explore some of the experiences and healthcare issues this diverse community faces.

"I'm a GP in Cardiff and having access to the information on NHS 111 Wales in different languages would be very useful to patients in our surgery"

Welsh Ambulance Service Dementia Team

At the Reminiscence Interactive Therapy Activities (RITA) User Group Conference and Awards 2022, the Welsh Ambulance Service Dementia Team won the
'Most Innovative use of RITA'.



Alison Johnstone, Programme Manager for Dementia, said: "We are delighted to be piloting reminiscence therapy for people living with dementia who are using our services. We know that people living with dementia can have a stressful time when in our care, which can result in distress, agitation and aggression. Research suggests that reminiscence therapy and distraction can support people to overcome distress and anxiety."

RITA is an interactive touchscreen tablet to blend entertainment with therapy and assists patients in recalling and sharing events from their past through listening to music, watching news reports of significant historical events, playing games, watching old films, TV shows, sporting events, and viewing old photographs. WAST is piloting 20 tablets for up to a year, in all areas of Wales. Feedback from our RITA Champions who use the tablets with patients has been positive. By working in partnership to improve our understanding of the experience of those living with dementia we ensure that people who use our services have equity of access and improved experience with access to services that are sensitive to the needs of all, an action of [Objective two](#).

An ongoing programme of engagement with Dementia groups right across Wales is planned. You can also find out more about what the Trust is doing to improve services for Dementia patients by reading our Dementia Plan.

Children and Young People



Team WAST are delighted to be back out and about with staff and Community First Responders (CFRs) meeting children and young people across Wales. It is important for children and young people to be able to meet us in a psychologically safe environment, where they are able to ask open questions about distressing incidents they may have been involved in or heard about and to understand some of the different roles in Ambulance Services.

Patient Experience & Community Involvement Team participate in a school-based programme called **‘Food Fun Wales’** which provides healthy meals, food and nutrition education, physical activity and enrichment sessions to primary school pupils in areas of social deprivation in Cardiff.

This summer, we visited six schools meeting over 250 pupils to talk about the appropriate use of 999 and how to check if someone is awake and breathing. For Key Stage 2 pupils, we also taught hands-only CPR, using a defibrillator and what to do when someone is choking.

To help children learn about some of the equipment ambulance crews use during their observations, a pictorial information leaflet **‘7 Important Checks’** is now available for distribution. This new resource aims to reduce any anxiety children may have and promote a positive experience



Learning Disability Awareness week

‘AdFest’

All Wales People First is an Advocacy Service for people with a learning disability. AdFest is their annual event where people with a learning disability come together to socialise and learn about matters which affect them. For the Welsh Ambulance Service, attending AdFest was a great way of reconnecting with members of learning disability groups from across Wales. It is important that we learn and understand more about our communities and the public to identify ways to improve our services as articulated in [Objective 2](#).



At the event, the Patient Experience & Community Involvement Team were invited to host an information stand and facilitate a presentation about the new Easy Read section on the NHS 111 Wales website. Everyone agreed that Easy Read benefits many people. Partner agencies and participants alike were pleased to hear that this new section of the website will also be used to host information about national campaigns such as Annual Health Checks and Health Profiles.





In August we recruited our new Organisational Development Manager for Equality Diversity and Inclusion. And have since launched the second phase of our Allyship Program to continue to ensure increased staff participation. With the launch of the second phase, a SharePoint page dedicated to the Allyship & Me-30-day challenge reflective workbook has been produced and can be found on the Equality Diversity & Inclusion SharePoint on Siren.

Bespoke sessions under Allyship have now also been developed, which have included a talk on Black History Month, a Lived Experience shared by the parent of a Trans young person, and sessions on Neurodiversity. Providing training to and sharing stories with our people so that they are equipped to support and meet the different needs of those they interact with are part of our goals in delivering actions from **Objective three** to increase awareness and tackle key equality issues that may arise from a person's 'protected characteristics'.

Equality Impact Assessment training has also been launched in 2023 which guides colleagues in the undertaking of an effective EqlA, with stage-by-stage support and guidance as part of our **Objective four** action to strengthen the process and develop skills across the service to undertake equality impact assessment effectively and embed this approach further into our future planning and decision-making process to ensure everyone's needs are considered.

The Warm WAST Welcome continues to be developed and has a section dedicated to EDI and the Allyship program where we spend time with new recruits and look at what EDI means to them and being part of the organisation.

At the end of November, the Trust launched the Carer Passport scheme in conjunction with Employers for Carers' Rights who delivered a session for all line managers. The session was very well received with 90 people across the organisation attending the Teams meeting, and a call for another one to take place in the New Year for those who were unable to attend. Alongside this, a page on the Equality, Diversity, and Inclusion SharePoint was created to provide guides and support staff with the Carer Passport, Carers' Rights membership and supporting paperwork advice for managers. Feedback from the session indicated that staff were keen to be part of a carers' network. creating more opportunities for shared learning, increased understanding and best practice in line with **Objective one**. The Carer Passport is a record that moves with employees through their career that sets out support, services or other benefits that can be accessed. A Carer Passport helps to improve and embed identification, recognition and support for carers in the day-to-day life of an organisation.

Welsh Language



As reported in the Trust's Annual Welsh Language Standards Report 2021-2022 we have continued to raise awareness of the requirements of the Standards. This includes discussing Welsh language requirements in staff induction sessions together with promoting the online module 'Croeso Cymraeg Gwaith' which has been key to supporting staff who are at the beginning of their journey to learn Welsh. In addition, Welsh language social media accounts for Facebook and Twitter have been set up to improve our communication with the Welsh speaking public.

A Welsh language recruitment assessment form was introduced to all managers to complete prior to posts being released for advert, together with accompanying guidance and process flow chart to assist managers in preparing adverts prior to any post being advertised.

All new policies implemented by the Trust are subject to an Equality Impact Assessment (EqIA). As part of this assessment, staff formulating new or revised policies are asked to consider the positive and/or negative impacts that could result from that policy for the Welsh language. Support from the Welsh Language Services Manager is available to any colleague completing an EqIA and is a standard procedure for all new and revised policies.





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EQUALITY MONITORING REPORT

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Introduction



Legal Context



Equality Data Reported



Snapshot of Data

Introduction



We are pleased to present the Welsh Ambulance NHS Services Trust's Equality Monitoring Report for April 1st 2021- March 31st 2022. This report provides equality monitoring data in line with the Equality Act 2010 and the Public Sector Equality Duty (2011). The Equality Duty was created under the Equality Act 2010. The Equality Duty replaced the race, disability and gender equality duties.

Built on TeamWAST Cultural DNA:

Through effective strategy, communication, ways of working and behaviours, these are what we want to continually develop in our culture at WAST

A Clear Purpose

Pride in what we achieve

A Strong Community

Commitment to each other

A Healthy Workplace

Compassion and care for each other

A Professional Service

Everyone able to play their part

A Developing Workforce

Growth and opportunity for everyone

The Public Sector Equality Duty (PSED) requires that all public authorities, covered under the specific duties in Wales, should produce an annual equality report by 31st March each year. The essential purpose of the specific duties under the Equality Act, in relation to monitoring, is to help authorities have better due regard to the need to achieve the 3 aims of the general duty, which are to;

- Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act;
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- Foster good relations between people who share a protected characteristic and people who do not share it

Therefore, as a specific duty itself, the role of annual reporting is to support the Trust in meeting the general duty. It also has a role in setting out achievements and progress towards meeting the other specific duties.

In particular providing an opportunity to;

- Monitor and review progress;
- Monitor and review the effectiveness and appropriateness of arrangements;
- Review objectives and processes in light of new legislation and other new developments;
- Engage with stakeholders around these issues, providing partners and the public with transparency.



EQUALITY DATA REPORTED



The information below provides a breakdown of equality data in several areas, following the format requested by the Welsh Government for Open Government License. These areas are:

- Staff in post by their protected characteristic
 - All staff breakdown by grade
 - Each grade broken down by sex
- Working pattern broken down by sex
 - Employment assignment broken down by sex
- Recruitment applications by their protected characteristics
- All staff breakdown upon leaving the Trust
 - Leavers by their protected characteristics

The data demonstrates that many staff have either decided that they would prefer not to declare or the data has not been captured at all. Data capture is an area that has been identified for improvement.

The Trust acknowledges that it must increase employee confidence in how the data will be used, which over time, may see the data gaps close.

The percentages are based on the total headcount of 4711, which is based on the headcount on the 31st March 2022.

SNAPSHOT OF DATA

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Black Asian and Minority Ethnic groups and Mixed Ethnicity groups increased from 1.18% to 1.34%

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Women increased by 2% from 46.2 to 48.2

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Disability staff groups increased from 4.69% to 5.20%

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Lesbian, Gay and Bisexual groups increased 4.49% to 4.54%

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The information we have on diversity relies on staff voluntarily reporting it themselves through ESR. The ESR system currently does not have the data fields to allow for the collection of data on gender reassignment or gender identity.

Banding and Contracts by Gender

Further information on gender can be found in our [Gender Pay Gap report 2021/2022](#)

Gender	Female %	Male %
Band 2	1.97	2.14
Band 3	16.79	14.82
Band 4	7.73	10.04
Band 5	5.39	4.33
Band 6	11.72	13.03
Band 7	2.72	5.07
Band 8 - Range A	0.85	1.13
Band 8 - Range B	0.51	0.40
Band 8 - Range C	0.15	0.47
Band 8 - Range D	0.13	0.11
Other	0.23	0.28

Contact Type	Female %	Male %
Unspecified	0.00	0.00
Part Time	15.18	10.36
Full Time	33.01	41.45

Flexible Working Pattern	Headcount	%
Other Flexible Working	2	0.04
Unspecified	4,709	99.96
Grand Total	4,711	100.00

Age

Age Band	Headcount	%	FTE
<=20 Years	42	0.89	37.00
21-25	329	6.98	290.47
26-30	503	10.68	459.82
31-35	552	11.72	481.83
36-40	436	9.25	382.58
41-45	502	10.66	431.45
46-50	659	13.99	601.80
51-55	649	13.78	576.97
56-60	630	13.37	539.64
61-65	320	6.79	234.17
66-70	74	1.57	40.73
>=71 Years	15	0.32	3.75
Grand Total	4,711	100.00	4080.22

Marital Status

Marital Status	Headcount	%	FTE
Civil Partnership	100	2.12	89.62
Divorced	321	6.81	281.38
Legally Separated	67	1.42	58.92
Married	2,197	46.64	1883.64
Single	1,573	33.39	1409.05
Unknown	308	6.54	281.50
Unspecified	117	2.48	54.01
Widowed	28	0.59	22.10
Grand Total	4,711	100.00	4080.22

Religion and Belief

Religious Belief	Headcount	%	FTE
Atheism	988	20.97	880.20
Buddhism	13	0.28	9.48
Christianity	2,067	43.88	1819.65
Hinduism	3	0.06	3.00
Islam	11	0.23	10.44
Not Disclosed	977	20.74	873.05
Other	480	10.19	416.26
Sikhism	2	0.04	2.00
Unspecified	170	3.61	66.13
Grand Total	4,711	100.00	4080.22



Application and Recruitment

Data Snapshot

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Black Asian and Minority Ethnic groups
and Mixed Ethnicity groups Applications
received 8.2% (201)

Interview Offered 6.4% (13)

Position Offered 4.1% (1)

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Lesbian, Gay
Bisexual and not listed
sexual orientation groups
Applications received 8.4% (208)
Interview Offered 10.1% (21)
Position Offered 7.7% (2)

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Disability staff groups
Applications received 6.8% (167)
Interview Offered 9.9% (16)
Position Offered 11.5% (2)

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Staff breakdown upon leaving the Trust

From April 1st 2021 till March 31st 2022, 466 staff members left the Trust:

- There is an even split between genders with 50.86% being female.
- 19.1% of people left due to retirement age or retirement/ill health.
- 1.29% were from Black, Asian Minority Ethnic groups and Mixed Ethnicity
- 3.86% are from Lesbian, Gay, Bisexual and 'not listed' sexual orientation
- 5.58% have answered yes to having a disability.



Due to information governance for Application and Recruitment & Leavers complete data for this report can be made available on request.