

Key Points for the Equality and Diversity meeting - Patients' Forum - July 9th 2018

This will be updated and redistributed after the meeting on July 9th to show other positive developments not included in this briefing.

<https://www.patientsforumlas.net/equality--inclusion-and-diversity-in-the-las.html>

The speaker is Roger Kline who is an expert on equality and diversity and helped write the NHS England WRES – Workforce Race Equality Scheme, which is used to advise NHS Trusts on how to achieve race equality. He describes himself as:

“Advocate, negotiator, author, lobbyist, trainer, researcher helping others to speak truth to power on professional accountability and the duty of care, especially in health and social care equality, especially around race, the connection between how NHS staff are treated and the care and safety of patients and service users, and the effectiveness, management and governance of trade unions and public organisations”.

One of his most important publications is **The Snowy White Peaks of the NHS**, (2014) which is a survey of discrimination in the governance and leadership of the NHS, and the potential impact on patient care, in London and England. www.england.nhs.uk/wp-content/uploads/2014/08/edc7-0514.pdf

The Patients' Forum's analysis of Race Equality in the LAS can be found at:
<https://www.patientsforumlas.net/equality--inclusion-and-diversity-in-the-las.html>

- 1) **The LAS is committed to providing a working environment free from discrimination, harassment or victimisation, where everyone receives fair and equitable treatment, regardless of protected characteristics.**
- 2) **The LAS Board only has white Non-Executive Directors and this has been the case for many years. Therefore they are failing to show leadership in relation to equality and diversity. The Forum has complained on many occasions about this situation. The last BME heritage NED, Murziline Parchment resigned in 2012.**
- 3) **The Board have appointed one associate director from a BME heritage for a six month period, which expires in July 2018. The person has no voting rights, but can speak at meetings of the Board (i.e. not consistent with WRES indicator 9).**

<p>IT IS NATIONAL NHS POLICY THAT TRUST BOARDS SHOULD BE AS REPRESENTATIVE AS POSSIBLE OF THE COMMUNITIES THEY SERVE AND THAT THIS IS LIKELY TO BENEFIT THE PLANNING AND PROVISION OF SERVICES (NHS LEADERSHIP ACADEMY 2013)</p>

- 4) **Equality and Diversity leadership in the LAS. Patricia Grealish is the Director of People and Organisational Development and Melissa Berry is the LAS Equality Consultant. Both are totally committed to transforming the LAS in relation to**

Equality and Diversity but progress is very slow. Melissa has done outstanding work on implementing the WRES (workforce race equality scheme).

- 5) **Paramedic workforce.** Since 2004 the Forum has collected data on the number of BME heritage paramedics who have direct patient contact. The issue was first raised in public by the London Assembly Health Committee. There has been a very slow increase in BME staff since 2004/05 from 1.07% to 3.9%. Over the period 2017-18 the number has actually dropped from 4.2% to 3.9%. There were in total 734 LAS paramedics in 2004/5 and this has increased to 2050 in 2017/18.
- 6) **Starters and leavers** - the number of staff with a BME heritage who join the LAS is equal to the number who leave.
- 7) The staff group with the **highest percentage of BME heritage staff works in the Emergency Operations Centre.** These staff are mostly on the lowest rates of pay – bands 2 and 3. There are very few BME heritage staff in bands 5 and above (paramedics are on bands 5 and 6).
- 8) The Forum has appealed to the LAS, for many years to develop a professional recruitment team to recruit staff from schools, colleges and other locations across London where BME heritage communities form a substantial part of the local population. **We are delighted that Averil Lynch has been appointed as Head of Recruitment.**
- 9) **The Equality and Inclusion Committee of the LAS** is intended to provide leadership on many of these issues but currently fails to do so. The Forum is a member of the Committee.
- 10) **The highly successful Stonewall Diversity Champions programme** is a framework that creates a workplace that enables LGBT staff to reach their full potential. The LAS aims to work towards being in the Stonewall list of top 100 employers' index.
- 11) The Forum proposed a **Race Equality Award** for LAS staff who have done most to promote race equality in the LAS. This was agreed but later converted into a Diversity Award, which was won in 2018 by Samad Billoo, an Allocator from the EOC.
- 12) Complaints from patients and families are usually submitted by phone or email. The LAS website uses google translate, but Language Line has only been used once by a complainant over the past year. Very little data is currently collected about the protected characteristic of people who make complaints.

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