

National Ambulance
LGBT Network



'Let's Get Better Together' Programme Progress Tracker

Updating on the progress of
LGBT Network development

Supporting Lesbian, Gay,
Bisexual, Trans staff,
patients and communities

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Alistair Gunn
Chairperson
26 April 2019



Introduction



Self Evaluation Template

The LGBT 'Let's Get Better Together' programme was launched in February 2018 with an aim to establish and develop LGBT Networks to a similar standard and progress being fit for the Stonewall 'Top 100 Employers' Index.

In April 2018 each Trust completed its baseline assessment, and in October 2018 and just now in April 2019 we repeated this to see what progress is being made.

Once again we have collated the honest reflections of each Trust's LGBT Network Chair and it is pleasing to report that much progress continues to be made. We can also see evidence of shared good practice across services.

This Report

In this report you will find an overview of the findings. The most recent assessment precedes the other assessment completed in the last twelve months.

In [Appendix 1](#) you can see the final analysis using the evaluation matrix. This uses RAG coding and scoring mechanism.

[Appendix 2](#) provides the assessment definitions that have been consistently used in the self evaluations.

In the final section, [Appendix 3](#), the information is shown by individual Ambulance Trust.



Summary of Findings



Progress

Overall, the key message from this progress report is one of continuing progress and development of LGBT Networks across all Trusts. Very pleasingly we have seen the level of red reduce again, meaning that all Trusts are working on each of the ten strands of development.

The average score is now 78, indicating more Trusts are now compliant with an increasing number of the developments.

The newer networks (EEAS and SAS) have seen less progress in this report but this follows a trend seen previously where the later developments are more time consuming to achieve.

Challenges

Two developments in particular (7 and 10) continue to be the most challenging and we would like to continue to work with HR Directors to look at standardising response to these. The National Network's new website will also provide a more effective space for linking the workforce with support mechanisms (Development 10).

We are also aware that many network's budgets have become 'squeezed' as financial limits continue to bite and with the launch of BME and disability networks in many areas. To continue progress we stress the need to maintaining the support for LGBT Networks, both in terms of resources and finances.



Assessment Results – April 2019



Date	Ten Key Developments										SC
	1	2	3	4	5	6	7	8	9	10	%
East of England	G	G	G	A	R	A	R	A	A	R	53
East Midlands	G	A	G	G	G	A	G	A	G	A	80
London	G	G	G	G	A	G	G	A	A	G	85
North East	G	G	G	G	A	G	A	G	G	G	90
North West	G	G	G	G	A	G	A	G	G	G	90
Scotland	G	G	G	A	R	A	R	R	A	R	50
South Central	G	G	G	G	G	G	G	G	G	A	95
South East Coast	G	G	G	G	G	A	R	G	G	A	81
South Western	G	G	G	G	A	G	G	A	G	G	90
Wales	G	G	G	A	A	A	R	A	A	A	61
West Midlands	G	G	G	G	G	A	A	A	G	R	76
Yorkshire	G	G	G	G	G	G	A	G	G	A	90

Key to Developments:

1. Getting a core group together
2. Constructing Terms of Reference
3. Giving network an identity
4. Finding supporters
5. Establishing a budget
6. Developing a Communications Plan
7. Supporting staff attendance
8. Finding your objectives / making plans
9. Linking with key events
10. Supporting the workforce



Assessment Results – October 2018



Date	Ten Key Developments										SC
	1	2	3	4	5	6	7	8	9	10	%
East of England	G	G	G	A	A	A	R	R	A	R	53
East Midlands	G	G	G	A	A	G	A	A	A	A	70
London	G	G	G	G	G	A	A	A	A	G	80
North East	G	G	G	G	G	G	A	G	G	G	95
North West	G	A	G	G	A	G	G	A	G	A	80
Scotland	G	R	G	A	R	A	R	R	A	R	40
South Central	G	G	G	G	G	G	G	A	G	R	86
South East Coast	G	G	G	G	G	G	R	A	G	A	81
South Western	A	R	G	G	R	A	R	R	R	R	36
Wales	G	G	G	A	R	A	R	A	A	R	53
West Midlands	G	G	G	G	A	A	A	A	G	R	71
Yorkshire	G	G	G	G	G	A	A	R	A	A	71

Key to Developments:

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10. Supporting the workforce



Assessment Results – April 2018



Date	Ten Key Developments										SC
	1	2	3	4	5	6	7	8	9	10	%
East of England	A	R	R	R	R	R	R	R	R	R	14
East Midlands	G	G	G	A	A	A	R	A	A	R	57
London	G	G	G	G	G	G	A	A	A	A	80
North East	G	G	G	G	G	G	A	G	G	A	90
North West	G	G	G	G	R	A	A	A	A	A	66
Scotland	R	R	A	A	R	R	R	R	R	R	18
South Central	G	G	G	G	A	G	R	R	A	R	63
South East Coast	G	G	G	G	G	G	R	G	G	A	86
South Western	A	R	G	A	R	A	R	R	A	A	39
Wales	G	G	G	A	R	R	R	A	A	R	49
West Midlands	G	A	G	G	R	G	A	A	G	A	71
Yorkshire	G	G	G	G	R	R	A	R	A	R	54

Key to Developments:

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10. Supporting the workforce





Analysis



Scores



Date	Ten Key Developments										SC
	1	2	3	4	5	6	7	8	9	10	%
East of England	G	G	G	A	R	A	R	A	A	R	53
East Midlands	G	A	G	G	<p>April 2018: Average score 57 Range of scores 14 to 90</p> <p>April 2019: Average score 79 Range of scores 50 to 95</p>				G	A	80
London	G	G	G	G		A	G	85			
North East	G	G	G	G		G	G	90			
North West	G	G	G	G		G	G	90			
Scotland	G	G	G	A				50			
South Central	G	G	G	G				95			
South East Coast	G	G	G	G		G	A	81			
South Western	G	G	G	G		G	G	90			
Wales	G	G	G	A		A	A	61			
West Midlands	G	G	G	G		G	R	76			
Yorkshire	G	G	G	G	G	G	A	G	G	A	90

Key to Developments:

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Comparing the Results



	October 2018			
Date	1	2	3	4
East of England	G	G	G	A
East Midlands	G	G	G	A
London	G	G	G	G
North East	G	G	G	G
North West	G	A	G	G
Scotland	G	R	G	A
South Central	G	G	G	G
South East Coast	G	G	G	G
South Western	A	R	G	G
Wales	G	G	G	A
West Midlands	G	G	G	G
Yorkshire	G	G	G	G

Vs

	April 2019			
Date	1	2	3	4
East of England	G	G	G	A
East Midlands	G	A	G	G
London	G	G	G	G
North East	G	G	G	G
North West	G	G	G	G
Scotland	G	G	G	A
South Central	G	G	G	G
South East Coast	G	G	G	G
South Western	G	G	G	G
Wales	G	G	G	A
West Midlands	G	G	G	G
Yorkshire	G	G	G	G

Developments 1 to 4 looking even more green!

Key to Developments:

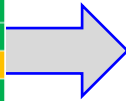
1. Getting a core group together
2. Constructing Terms of Reference
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Comparing the Results



Date	October 2018				vs	April 2019			
	1	2	3	4		1	2	3	4
East of England	G	G	G	A		G	G	G	A
East Midlands	G	G	G	A		G	A	G	G
London	G	G	G	G		G	G	G	G
North East	G	G	G	G		G	G	G	G
North West	G	A	G	G		G	G	G	G
Scotland	G	R	G	A		G	G	G	A
South Central	G	G	G	G		G	G	G	G
South East Coast	G	G	G	G		G	G	G	G
South Western	A	R	G	G		G	G	G	G
Wales	G	G	G	A		G	G	G	A
West Midlands	G	G	G	G		G	G	G	G
Yorkshire	G	G	G	G		G	G	G	G



The amount of **green** is impressive as these four areas are the foundations to a network.

All **red** is now gone.

Only one trust has reported a fall in an area. Everyone else has shown improvements or maintained their current position.

We almost achieved our aim to change developments 1 to 4 to **green** by April 2019.

Key to Developments:

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Biggest Improvements



Date	Ten Key Developments										SC
	1	2	3	4	5	6	7	8	9	10	%

South Western	Increased score by 54 points										
October 2018	A	R	G	G	R	A	R	R	R	R	36
April 2019	G	G	G	G	A	G	G	A	G	G	90

Yorkshire	Increased score by 19 points										
October 2018	G	G	G	G	G	A	A	R	A	A	71
April 2019	G	G	G	G	G	G	A	G	G	A	90

Joint Result	Increased score by 10 points									
October 2018	Three services all reported an increase of 10 points. These are East Midlands, North West and Scottish Ambulance Services.									
April 2019										

Key to Developments:

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Seeing More Green



Date	Ten Key Developments										SC
	1	2	3	4	5	6	7	8	9	10	%
East of England	G	G	G	A	R	A	R	A	A	R	53
East Midlands	G	A	G	G	G	A	G	A	G	A	80
London	G	G	G	G	A	G	G	A	A	G	85
North East	G	G	G	G	A	A	A	A	A	G	95
North West	G	G	G	G	A	A	A	A	A	G	90
Scotland	G	G	G	A	A	A	A	A	A	R	50
South Central	G	G	G	G	A	A	A	A	A	A	95
South East Coast	G	G	G	G	A	A	A	A	A	A	81
South Western	G	G	G	G	A	A	A	A	A	G	90
Wales	G	G	G	A	A	A	A	A	A	A	61
West Midlands	G	G	G	G	G	A	A	A	G	R	76
Yorkshire	G	G	G	G	G	G	A	G	G	A	90

We now have two developments that score all green!

Several other developments are also getting very close to scoring all green.

Key to Developments:

1. Getting a core group together
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4. Finding supporters
5. Establishing a budget
6. Developing a Communications Plan
7. Supporting staff attendance
8. Finding your objectives / making plans
9. Linking with key events
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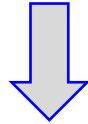


Changes by Development



Ten Key Developments

Date	1	2	3	4	5	6	7	8	9	10
October 2018	115	97	120	100	73	85	50	49	81	46
April 2019	120	115	120	105	76	90	64	81	100	68
Difference	+5	+18	0	+5	+3	+5	+14	+32	+19	+22



Using the RAG rating system to score each development point, we have compared them to see where the biggest improvements have been made.

It is pleasing to report that every development strand has progressed and in one instance remained the same.

Key to Developments:

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Area of Concerns



Date	Ten Key Developments										SC
	1	2	3	4	5	6	7	8	9	10	%
East of England	G	G	G	A	R	A	R	A	A	R	53
East Midlands	G	A	G	G	G	A	G	A	G	A	80
London	G						G	A	A	G	85
North East	G						A	G	G	G	95
North West	G						A	G	G	G	90
Scotland	G						R	R	A	R	50
South Central	G						G	G	G	A	95
South East Coast	G						R	G	G	A	81
South Western	G						G	A	G	G	90
Wales	G						R	A	A	A	61
West Midlands	G	G	G	G	G	A	A	A	G	R	76
Yorkshire	G	G	G	G	G	G	A	G	G	A	90

Developments 7 and 10 continue to present challenges but we have examples of Networks that have put things in place.

The level of red is reducing and more green gradually appearing.

Key to Developments:

1. Getting a core group together
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Assessment Definitions



Development Definitions [1]



Development	Green rating	Amber rating	Red rating
<p>[1] Getting a core group together</p> <p>The aim of this development is to get a committed group of individuals together to get the network running.</p>	<p>You will have also appointed people to essential roles.</p> <p>There are not fixed rules on this, but you should at least to have a Chairperson, Deputy Chairperson and a Communication Officer.</p>	<p>Your network is in the process of electing people to key roles.</p>	<p>There are not enough people engaged with the network to appoint roles.</p>
<p>[2] Constructing a Terms of Reference</p> <p>A Terms of Reference is an essential document which describes the purpose of your group and how it should operate.</p>	<p>The Terms of Reference document is in place and it is less than 12 months since the last review.</p>	<p>Your network has a Terms of Reference document but it is due for review, or hasn't been reviewed for over 12 months.</p>	<p>The network does not have a Terms of Reference document.</p>
<p>[3] Giving Your network an identity</p> <p>Your network should have a name and a logo.</p>	<p>The network has a name and logo in place.</p>	<p>The network is working on establishing a name and logo.</p>	<p>There is no name or logo in place or in development.</p>



Development Definitions [2]



Development	Green rating	Amber rating	Red rating
<p>[4] Finding your supporters</p> <p>An established network will have executive level support within the organisation.</p>	<p>Network has an executive level sponsor and the Chair has a regular meeting diarised (every 3 to 6 months).</p>	<p>The network is working to establish executive level support.</p>	<p>It has not been possible to find an executive level sponsor for the network.</p>
<p>[5] Establishing a budget</p> <p>An established network should have a defined budget.</p>	<p>The network should have a commitment to a recurrent annual budget with autonomous decision making powers.</p> <p>It should also be defined what is included in this and not.</p>	<p>The network has a budget for immediate work / projects but there is no plans to make this recurrent.</p> <p>Alternatively, an escalation procedure is in place to generate monies needed for specific activities.</p>	<p>It has not been possible to get a dedicated budget for the staff network.</p>
<p>[6] Developing a Communications Plan</p> <p>An established network has a communication plan and links to achieve it.</p>	<p>Network has a communication plan in place for the next 6 months and is working in co-operation with internal communication departments.</p>	<p>Communication plan in place but no links with internal communication departments established.</p>	<p>There is no communication plan in place.</p>



Development Definitions [3]



Development	Green rating	Amber rating	Red rating
<p>[7] Supporting staff attendance</p> <p>The aim of this is to ensure there is an equitable process in place for staff wanting to attend meetings.</p>	<p>Procedures in place to manage staff attendance and this is approved by Trust Board or Executive sponsor.</p>	<p>Procedures drafted for the management of staff attendance but no review has taken place.</p>	<p>There is no procedure in place to manage staff attendance.</p>
<p>[8] Finding your objectives / making plans</p> <p>A well established network has agreed plans and objectives for the next six months.</p>	<p>A plan is in place for the next six months and this has been approved and supported by Trust Board or executive sponsor.</p>	<p>A plan is in the process of being drafted. This has not been reviewed or approved by Trust Board or executive sponsor.</p>	<p>There is no plan in place for the forthcoming months.</p>
<p>[9] Linking with key events</p> <p>Established network should have a plan for engagement activities that includes local events.</p>	<p>A list of key activities which the network will support has been constructed, including local Pride and LGBT events.</p> <p>This will be supported by the Trust with resources and finances.</p>	<p>A list of key activities which the network will support has been constructed, including local Pride and LGBT events.</p> <p>No resources or finance has been established.</p>	<p>There is no list of activities established for the network to support.</p>



Development Definitions [4]



Development	Green rating	Amber rating	Red rating
<p>[10] Supporting the workforce</p> <p>Perhaps the most difficult of the ten developments, each established network should have identified support mechanisms for staff. These should also be accessible to all the workforce through a variety of mechanisms (local contacts, website etc).</p>	<p>There is a documented procedure in place which outlined how support is provided by the network and by the Trust in general. This will include all contact information.</p> <p>Access to support is available through contact with the network and can also be achieved through other mechanisms, such as information on internet / intranet.</p>	<p>There is a documented procedure in place which outlined how support is provided by the network and by the Trust in general. This will include all contact information.</p> <p>Mechanisms for getting support are not embedded and usually achieved by contacting the network directly.</p>	<p>There is no documented procedure for providing support to staff.</p>

Compliance score	Each green rating scores 10%	Each amber rating scores 5%	Each red rating scores 1%
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The 'baseline score' is assessed before any development has taken place. Regular scoring then shows the achievements gained as the programme progresses. Record your compliance scores (SC) on the tracker page.





Individual Trust Trackers



Trust Trackers [1]



East of England Ambulance Service												
	Ten Key Developments										SC	Av
Date	1	2	3	4	5	6	7	8	9	10	%	%
April 2018	A	R	R	R	R	R	R	R	R	R	14	57
October 2018	G	G	G	A	A	A	R	R	A	R	53	68
April 2019	G	G	G	A	R	A	R	A	A	R	53	78

Key to Developments:

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East Midlands Ambulance Service												
	Ten Key Developments										SC	Av
Date	1	2	3	4	5	6	7	8	9	10	%	%
April 2018	G	G	G	A	A	A	R	A	A	R	57	57
October 2018	G	G	G	A	A	G	A	A	A	A	70	68
April 2019	G	A	G	G	G	A	G	A	G	A	80	78



Trust Trackers [2]



London Ambulance Service												
	Ten Key Developments										SC	Av
Date	1	2	3	4	5	6	7	8	9	10	%	%
April 2018	G	G	G	G	G	G	A	A	A	A	80	57
October 2018	G	G	G	G	G	A	A	A	A	G	80	68
April 2019	G	G	G	G	A	G	G	A	A	G	85	78

Key to Developments:

1. Getting a core group together
2. Constructing Terms of Reference
3. Giving network an identity
4. Finding supporters
5. Establishing a budget
6. Developing a Communications Plan
7. Supporting staff attendance
8. Finding your objectives / making plans
9. Linking with key events
10. Supporting the workforce

North East Ambulance Service												
	Ten Key Developments										SC	Av
Date	1	2	3	4	5	6	7	8	9	10	%	%
April 2018	G	G	G	G	G	G	A	G	G	A	90	57
October 2018	G	G	G	G	G	G	A	G	G	G	95	68
April 2019	G	G	G	G	A	G	A	G	G	G	90	78



Trust Trackers [3]



North West Ambulance Service												
	Ten Key Developments										SC	Av
Date	1	2	3	4	5	6	7	8	9	10	%	%
April 2018	G	G	G	G	R	A	A	A	A	A	66	57
October 2018	G	A	G	G	A	G	G	A	G	A	80	68
April 2019	G	G	G	G	A	G	A	G	G	G	90	78

Key to Developments:

1. Getting a core group together
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5. Establishing a budget
6. Developing a Communications Plan
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10. Supporting the workforce

Scottish Ambulance Service												
	Ten Key Developments										SC	Av
Date	1	2	3	4	5	6	7	8	9	10	%	%
April 2018	R	R	A	A	R	R	R	R	R	R	18	57
October 2018	G	R	G	A	R	A	R	R	A	R	40	68
April 2019	G	G	G	A	R	A	R	R	A	R	50	78



Trust Trackers [4]



South Central Ambulance Service												
	Ten Key Developments										SC	Av
Date	1	2	3	4	5	6	7	8	9	10	%	%
April 2018	G	G	G	G	A	G	R	R	A	R	63	57
October 2018	G	G	G	G	G	G	G	A	G	R	86	68
April 2019	G	G	G	G	G	G	G	G	G	A	95	78

Key to Developments:

1. Getting a core group together
2. Constructing Terms of Reference
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4. Finding supporters
5. Establishing a budget
6. Developing a Communications Plan
7. Supporting staff attendance
8. Finding your objectives / making plans
9. Linking with key events
10. Supporting the workforce

South East Coast Ambulance Service												
	Ten Key Developments										SC	Av
Date	1	2	3	4	5	6	7	8	9	10	%	%
April 2018	G	G	G	G	G	G	R	G	G	A	86	57
October 2018	G	G	G	G	G	G	R	A	G	A	81	68
April 2019	G	G	G	G	G	A	R	G	G	A	81	78



Trust Trackers [5]



South Western Ambulance Service												
	Ten Key Developments										SC	Av
Date	1	2	3	4	5	6	7	8	9	10	%	%
April 2018	A	R	G	A	R	A	R	R	A	A	39	57
October 2018	A	R	G	G	R	A	R	R	R	R	36	68
April 2019	G	G	G	G	A	G	G	A	G	G	90	78

Key to Developments:

1. Getting a core group together
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10. Supporting the workforce

Welsh Ambulance Service												
	Ten Key Developments										SC	Av
Date	1	2	3	4	5	6	7	8	9	10	%	%
April 2018	G	G	G	A	R	R	R	A	A	R	49	57
October 2018	G	G	G	A	R	A	R	A	A	R	53	68
April 2019	G	G	G	A	A	A	R	A	A	A	61	78



Trust Trackers [6]



West Midlands Ambulance Service												
	Ten Key Developments										SC	Av
Date	1	2	3	4	5	6	7	8	9	10	%	%
April 2018	G	A	G	G	R	G	A	A	G	A	71	57
October 2018	G	G	G	G	A	A	A	A	G	R	71	68
April 2019	G	G	G	G	G	A	A	A	G	R	76	78

Key to Developments:

1. Getting a core group together
2. Constructing Terms of Reference
3. Giving network an identity
4. Finding supporters
5. Establishing a budget
6. Developing a Communications Plan
7. Supporting staff attendance
8. Finding your objectives / making plans
9. Linking with key events
10. Supporting the workforce

Yorkshire Ambulance Service												
	Ten Key Developments										SC	Av
Date	1	2	3	4	5	6	7	8	9	10	%	%
April 2018	G	G	G	G	R	R	A	R	A	R	54	57
October 2018	G	G	G	G	G	A	A	R	A	A	71	68
April 2019	G	G	G	G	G	G	A	G	G	A	90	78

