

National Ambulance
LGBT Network



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

A partnership of UK Ambulance
Services

‘Let’s Get Better Together’ Programme Progress Report

Baseline Assessment
Completed in April 2018

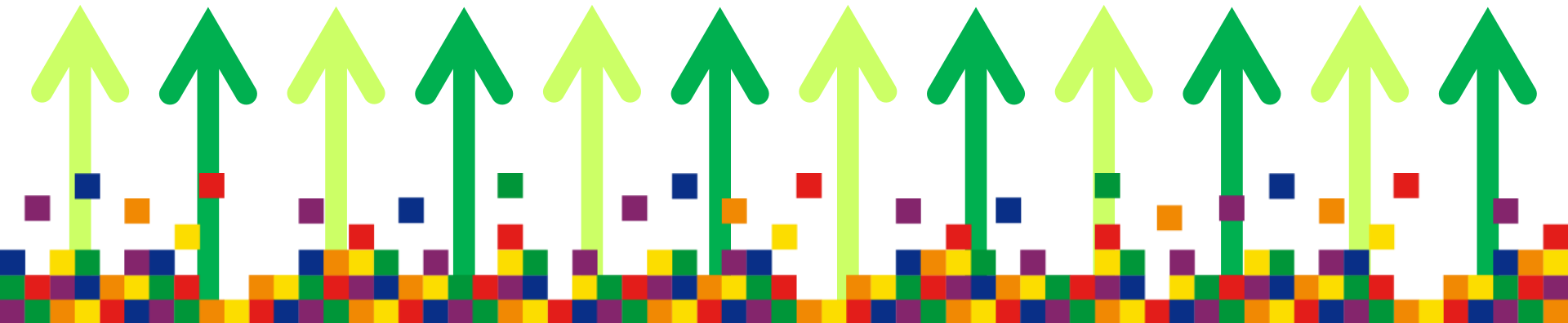
Alistair Gunn
Chairperson
23 April 2018



The Mission



To ensure NHS ambulance staff are able to openly identify as LGBT and have access to the same level of support regardless of where they work in the United Kingdom



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 to potentially being fit for the Stonewall 'Top 100 Employers' Index.

In April 2018 each Trust completed its baseline assessment, using a self evaluation template. This template draws on ten points of development that have been identified in the 'Establishing Your Staff Network' resource pack.

The results of the self evaluations have been collated in a simple form that allows progress to be monitored at Trust level and nationally across all the Networks.

This Report

In this report you will find an overview of the findings.

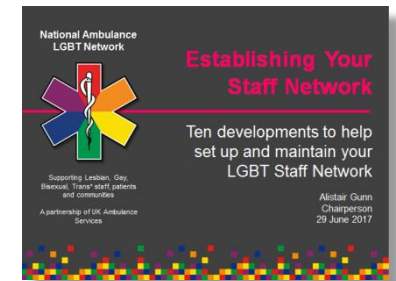
In [Appendix 1](#) you can see the final analysis using the evaluation matrix. This uses RAG coding and scoring mechanism.

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

Other Documents

The 'Establishing Your Staff Network' pack is available separately. You can find this at:

www.ambulanceLGBT.org/resources



Summary of Findings [1]



Large Variations

The compiled results show there is a large range of variation between the LGBT Networks. With a possible range of scores from 10 to 100, it is surprising to note the actual scores ranged from 14 to 90. It is clear we have LGBT Networks at all stages of development.

Three Networks lead the way in being established. LAS, NEAS and SECamb all scored 80 and above, indicating they are established and well managed.

At the other end of the spectrum we know the LGBT Networks at EEAS and SAS are in the process of getting started. It is hoped the National Network can help accelerate progress and share good practice.

Good Foundations

The first four developments form the foundations of each Network, and are:

- Getting a core group together
- Constructing a Terms of Reference
- Giving the Network an identity
- Finding supporters

It is pleasing to say that the majority of the boxes in these sections are green. The obvious exceptions are the two new groups (EEAS and SAS), but it is hoped this situation can be quickly corrected with assistance from established groups.

For the other six developments the dominant colours were pretty much split between amber and red.



Summary of Findings [2]



Funding – Development 5

There is a striking correlation between the highest scoring Networks and having a budget! Only three Networks reported having a confirmed budget and over half reported that this 'had not been possible'.

It goes without saying that the ambitions of all Networks are quickly thwarted by not having resources, including a budget, to help. It is also an excellent development opportunity for the core group to manage a budget and make the necessary decisions for themselves.

The National Network advocates that each Network should be given a modest budget and will continue to look for other funding streams to support national initiatives.

Sharing Good Practice

Developments 8 and 9 are good examples where sharing best practice can make a difference. These are:

- Finding objectives / making plans
- Linking with key events

We are looking to Networks that have made plans and held events to share with others. From this we hope to allocate resources, encourage collaborative working and look for economies of scale when purchasing for several Networks.

The National Network has also been instrumental in developing resources to support specific events and encouraging each Network to participate.



Summary of Findings [3]



Support at National Level

There are two developments which seem to be challenging all Networks. These are:

- Supporting staff attendance
- Supporting the workforce

No LGBT Networks are currently scoring green on either of these. The suggestion here is for draft procedures to be created by the National Network for the first of these with a view to encouraging a standardised approach across the Networks.

In addition, the National Network can be instrumental in looking at what good support for staff means, potentially developing resources to assist and influencing change at a national level.

Suggested Targets

In the next six months we would like to achieve:

- Getting a sweep of green scores for developments 1 to 4 for every LGBT Network.
- Influence access to finance for each Network enabling them to make decisions and manage autonomously.
- Hold two development events to support the Networks that are just starting out, and any others that wish to join in.
- Draft nationally recommended documents to support developments 7 and 10 and achieve standardisation.



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:

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





Analysis



Scores



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	<p>Average score 57</p> <p>Range of scores 14 to 90</p>					G	A	90				
North West	G	G	G	G						A	A	66				
Scotland	R	R	A	A						18						
South Central	G	G	G	G						63						
South East Coast	G	G	G	G						G	A	86				
South Western	A	R	G	A						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

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Accomplished Networks



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	<p>Three well scoring and established Networks. Highest scoring has achieved the Stonewall 'Top 100 Employer' Index</p>								A	66
Scotland	R									R	18
South Central	G									R	63
South East Coast	G									G	G
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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Starting Out



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	Two Networks beginning their journey to establishing themselves. Increased engagement with the National Network									A	80
North East	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	

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Good Compliance



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	G	G	G	G	90
North West	G	G	G	G	R	R	R	R	R	R	66
Scotland	R	R	A	A	R	R	R	R	R	R	18
South Central	G	G	G	G	A	A	A	A	A	A	63
South East Coast	G	G	G	G	G	G	G	G	G	G	86
South Western	A	R	G	A	R	R	R	R	R	R	39
Wales	G	G	G	A	R	R	R	R	R	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

The first four developments are scoring well and Networks reporting progress.

Lots of support available for those Networks starting out.

Key to Developments:

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Room for Improvement



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	Lots of work to do here!				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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Funding



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	Notable correlation between highest scoring Networks and having a budget.					66	
Scotland	R	R	A	A	R							18
South Central	G	G	G	G	A							63
South East Coast	G	G	G	G	G							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	

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Good Practice to Share



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	A	A	A	R	A	A	A	80
North East	G	G	G	A	A	A	R	G	G	A	90
North West	G	G	G	A	A	A	R	A	A	A	66
Scotland	R	R	R	A	A	A	R	R	R	R	18
South Central	G	G	G	A	A	A	R	R	A	R	63
South East Coast	G	G	G	A	A	A	R	G	G	A	86
South Western	A	R	R	A	A	A	R	R	A	A	39
Wales	G	G	G	A	A	A	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

Again, perfect correlation between highest scoring Networks and compliance in these areas.

Can help to support the development of other Networks.

Key to Developments:

1. Getting a core group together
2. Constructing Terms of Reference
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5. Establishing a budget
6. Developing a Communications Plan
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Challenge Areas



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	<p>All Networks having a challenge with these areas.</p> <p>The National Network can develop a suggested standards and us its influence at a national level to achieve these.</p>					A	A	A	A	80					
North East	G						A	G	G	A	90					
North West	G						A	A	A	A	66					
Scotland	R						R	R	R	R	18					
South Central	G						R	R	A	R	63					
South East Coast	G						R	G	G	A	86					
South Western	A						R	R	A	A	39					
Wales	G						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:

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.

