

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

A partnership of UK Ambulance
Services

Ben Barber and Alistair Gunn
LGBT Programme Lead and Chairperson
30 October 2018



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, and in October 2018 we repeated this to see what progress has been made.

The honest reflection by each Network shows that progress is being made, particularly in those that are just establishing themselves. We can also see evidence that good practice is being shared across the different Networks.

This Report

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

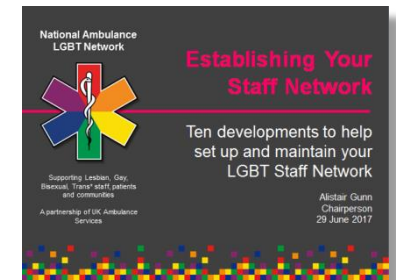
In [Appendix 1](#) you can see the final analysis using the evaluation matrix. This uses RAG coding and scoring mechanism.

[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



Progress

Considerable progress has been made to turn the first four developments green. The first development to go all green is 'giving network an identity' and the universal use of the rainbow star of life symbol has worked well.

In April 2018 we reported that two Networks are just getting established (EEAS and SAS). It is very pleasing to show that these are recorded as the most improved Networks in October 2018, reflecting the tremendous efforts of staff in these Trusts.

The two areas with no green in April 2018 are now showing signs of progress, with a few Trusts reporting green and now able to share their practice.

Challenges

Although we are delighted with progress there is plenty more work to do to get all the Networks rating green in all areas.

The National Network received the promise of support at a presentation to HR Directors in August 2018, particularly in the challenged areas. Two of these are:

- Providing a budget or financial support.
- Securing staff release to attend local Network meetings.

An additional area for development is getting support mechanisms set up in each Trust. We reflect that this is ongoing work in many Trusts more generally and we hope to link with these as they develop.



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



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:

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



Sharing Good Practice



Adapting the Programme

We are delighted to see the National Ambulance BME Forum has now been relaunched and held its first conference in October 2018.

We are currently supporting the BME Forum to create its own ten-point development tracker.

We are also aware the Health and Care Women Leaders Network have also adopted our programme, stating 'how to set up an effective women's network in ten steps'.



Right: The new symbol for the National Ambulance BME Forum

Gold Star of Life Winners

At our third national conference in August 2018 we launched the gold star of life awards to thank the many people who have been involved in local and national Network developments.



As part of this, we awarded each of the local Trust representatives the gold star of life award in recognition of the impact each has made.

As we move into our fourth year we have launched our vision for 'The Next Three Years', which includes having Development Leads for six objectives and, amongst other things, working to make the National Network self-sufficient and CPD focussed.





Analysis



Comparing the Results



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

Vs

	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

Developments 1 to 4 looking a lot more green!

Key to Developments:

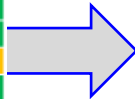
1. Getting a core group together
2. Constructing Terms of Reference
3. Giving network an identity
4. Finding supporters
5. Establishing a budget
6. Developing a Communications Plan
7. Supporting staff attendance
8. Finding your objectives / making plans
9. Linking with key events
10. Supporting the workforce



Comparing the Results



Date	April 2018				vs	October 2018			
	1	2	3	4		1	2	3	4
East of England	A	R	R	R		G	G	G	A
East Midlands	G	G	G	A		G	G	G	A
London	G	G	G	G		G	G	G	G
North East	G	G	G	G		G	G	G	G
North West	G	G	G	G		G	A	G	G
Scotland	R	R	A	A		G	R	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	A		A	R	G	G
Wales	G	G	G	A		G	G	G	A
West Midlands	G	A	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.

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

Our aim is that developments 1 to 4 will all be **green** by the next assessment point (April 2019).

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



Biggest Improvements



Ten Key Developments

Date	1	2	3	4	5	6	7	8	9	10	SC
------	---	---	---	---	---	---	---	---	---	----	----

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

East of England

Increased score by 39 points

April 2018

A	R	R	R	R	R	R	R	R	R	R	14
---	---	---	---	---	---	---	---	---	---	---	----

October 2018

G	G	G	A	A	A	R	R	A	R	53
---	---	---	---	---	---	---	---	---	---	----

South Central

Increased score by 23 points

April 2018

G	G	G	G	A	G	R	R	A	R	63
---	---	---	---	---	---	---	---	---	---	----

October 2018

G	G	G	G	G	G	G	A	G	R	86
---	---	---	---	---	---	---	---	---	---	----

Scotland

Increased score by 22 points

April 2018

R	R	A	A	R	R	R	R	R	R	18
---	---	---	---	---	---	---	---	---	---	----

October 2018

G	R	G	A	R	A	R	R	A	R	40
---	---	---	---	---	---	---	---	---	---	----



Seeing Green



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	95
North West	G	A	G	G						A	80
Scotland	G	R	G	A						R	40
South Central	G	G	G	G						R	86
South East Coast	G	G	G	G						A	81
South Western	A	R	G	G						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

The first development to score all **green!**

Using the National identity we have made sure every Network has this in place.

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

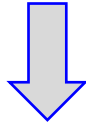


Changes by Development



Ten Key Developments

Date	1	2	3	4	5	6	7	8	9	10
April 2018	101	86	106	91	47	69	32	50	67	36
October 2018	115	97	120	100	73	85	50	49	81	46
Difference	+14	+9	+14	+9	+26	+16	+18	-1	+14	+10



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

This shows that improvements have been made in all but one of the ten development areas.

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



Area of Concern



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	A	A	G	G	G	95
North West	G	A	G	G	G	A	A	A	G	A	80
Scotland	G	R	G	G	G	A	A	R	A	R	40
South Central	G	G	G	G	G	A	A	A	G	R	86
South East Coast	G	G	G	G	G	A	A	A	G	A	81
South Western	A	R	G	G	G	A	A	R	R	R	36
Wales	G	G	G	G	G	A	A	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

Development 8 is the only one to rate lower in October than April 2018.

Many Networks have plans in place to address this in the coming months.

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



Areas for Improvement



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	A	A	A	A	A	70
London	G	G	G	A	A	A	A	A	A	G	80
North East	G	G	G	A	A	A	A	G	G	G	95
North West	G	G	G	A	A	A	G	A	G	A	80
Scotland	G	G	G	A	A	A	R	R	A	R	40
South Central	G	G	G	A	A	A	G	A	G	R	86
South East Coast	G	G	G	A	A	A	R	A	G	A	81
South Western	A	A	A	A	A	A	R	R	R	R	36
Wales	G	G	G	A	A	A	R	A	A	R	53
West Midlands	G	G	G	A	A	A	A	A	G	R	71
Yorkshire	G	G	G	G	G	A	A	R	A	A	71

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

We hope to share the good practice and work with HR Directors to unblock any systemic issues.

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 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%
------------------	------------------------------	-----------------------------	---------------------------

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.

