National Ambulance LGBT+ Network

®

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

'Let's Get Better Together' Programme Progress Tracker

Updating on the progress of LGBT+ Network development

Alistair Gunn
Chairperson
30 April 2022

Introduction

At the time of our last LGBT 'Let's Get Better Together' Programme report we thought we were nearing the end of the pandemic. In actual fact a new variant meant this was not the case and subsequent pressures on our services have been extreme.

In July 2021 we reflected that most of the individual Trust networks and the national network needed to re-establish themselves and try to implement more face-to-face activities. For many networks this has been really challenging and the national network has not been able to resume full meeting due the pressures being experienced. This period is seen a level of stagnation for our LGBT+ networks and the combined average scores shown on the graph above
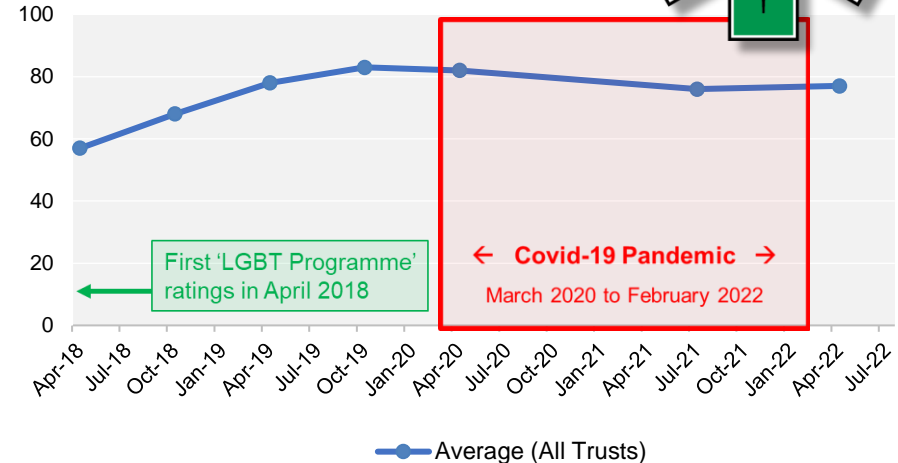
really do back this up. Whilst there has not been any particular degradation, there has been little development either across the networks.

Our priority now is to re-establish our networks as a priority and this report, which is shorter then normal, will focus on some of the challenges.

First 'LGBT Programme' ratings in April 2018

← **Covid-19 Pandemic** →
March 2020 to February 2022

Average (All Trusts)

The Challenges

Teams Fatigue

There's no doubt that the virtual format of meetings is less productive than the face-to-face format we are used to. We need to kick start the committee with a task and finish event, part of which will be to rebuild the team ethic we enjoyed prior to the pandemic.

Loss of Committee Members

During the pandemic there has been an churn in the membership of the national committee. Around one third of people have moved jobs or, in some cases, decided not to continue with their role supporting local and/or national networks.

Issues with Release

With many services still experiencing massive pressures we are aware that some committee members are having issues securing release for local and/or national LGBT+ network duties.

In order for the national network to re-establish itself, and continue our work, we would ask for the support of senior management teams to ensure the availability of people. The priority developments will be to working on are:

- Launch of two further CPD packages.
- Planning for our next conference.
- Skilling of committee members.

Kirsten and I would like to say a huge thank you to all the committee members who have stood down in this last period.

Assessment Results – April 2022

Date	Ten Key Developments										SC %
	1	2	3	4	5	6	7	8	9	10	
East of England	G	G	G	G	A	R	G	A	G	G	81
East Midlands	R	G	G	G	G	A	A	R	A	G	67
London	G	G	G	A	G	G	A	G	G	G	90
North East	G	G	G	G	G	G	A	A	G	A	85
North West	G	G	G	G	G	A	A	G	A	G	85
Scotland	G	G	G	G	G	G	R	A	A	G	77
South Central	G	G	G	G	G	G	A	G	A	A	85
South East Coast	G	G	G	A	G	G	R	A	A	A	71
South Western	A	G	G	G	R	R	A	A	A	A	57
Wales	G	A	G	G	A	A	A	A	A	A	65
West Midlands	G	G	G	G	G	A	A	A	G	A	80
Yorkshire	G	G	G	G	G	A	A	G	G	A	85

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 – July 2021

| Date | Ten Key Developments | | | | | | | | | | SC |
	1	2	3	4	5	6	7	8	9	10	%
East of England	G	G	G	G	A	A	A	A	A	R	66
East Midlands	R	G	G	G	G	A	A	R	A	G	67
London	G	G	G	G	A	G	G	G	A	A	85
North East	R	G	G	G	G	G	A	G	A	G	81
North West	G	G	G	G	G	G	A	A	G	G	90
Scotland	G	G	G	G	G	G	R	A	G	G	86
South Central	G	G	G	G	G	G	R	A	R	A	72
South East Coast	G	G	G	A	G	G	R	A	A	A	71
South Western	A	G	G	G	A	R	R	A	G	A	62
Wales	G	A	G	G	A	A	A	A	A	A	65
West Midlands	G	G	G	G	G	A	A	A	G	A	80
Yorkshire	G	A	G	G	G	G	G	A	G	A	85

Key to Developments:

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Previous Assessment Results

Assessment in April 2020

Assessment Results – April 2020

Assessment Results – October 2019

Assessment Results – April 2019

Assessment in April 2019

Analysis

Scores

Date	Ten Key Developments										SC
	1	2	3	4	5	6	7	8	9	10	%
East of England	G	G	G	G	A	R	G	A	G	G	81
East Midlands	R	G	G	G					A	G	67
London	G	G	G	A					G	G	90
North East	G	G	G	G					G	A	85
North West	G	G	G	G					A	G	85
Scotland	G	G	G	G							77
South Central	G	G	G	G							85
South East Coast	G	G	G	A					A	A	71
South Western	A	G	G	G					A	A	57
Wales	G	A	G	G					A	A	65
West Midlands	G	G	G	G					G	A	80
Yorkshire	G	G	G	G	G	A	A	G	G	A	85

July 2021:
Average score **76**
Range of scores **62 to 90**

April 2022:
Average score **77**
Range of scores **57 to 90**

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Comparing the Results

Date	July 2021				Vs	April 2022			
	1	2	3	4		1	2	3	4
East of England	G	G	G	G		G	G	G	G
East Midlands	R	G	G	G		R	G	G	G
London	G	G	G	G		G	G	G	A
North East	R	G	G	G		G	G	G	G
North West	G	G	G	G		G	G	G	G
Scotland	G	G	G	G		G	G	G	G
South Central	G	G	G	G		G	G	G	G
South East Coast	G	G	G	A		G	G	G	A
South Western	A	G	G	G		A	G	G	G
Wales	G	A	G	G		G	A	G	G
West Midlands	G	G	G	G		G	G	G	G
Yorkshire	G	A	G	G		G	G	G	G

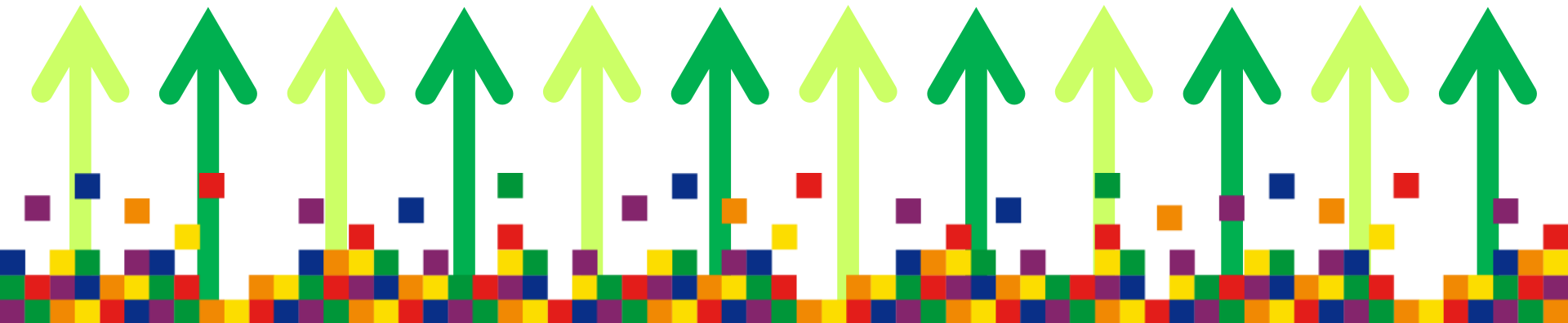More green showing across the first four areas.

Key to Developments:

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Development Tracker

First 'LGBT Programme' ratings in April 2018

← **Covid-19 Pandemic** →

March 2020 to February 2022

Legend: EoE, EMi, Lon, NEa, NWe, Sco, SCe, SEC, SWe, Wal, WMi, Yor
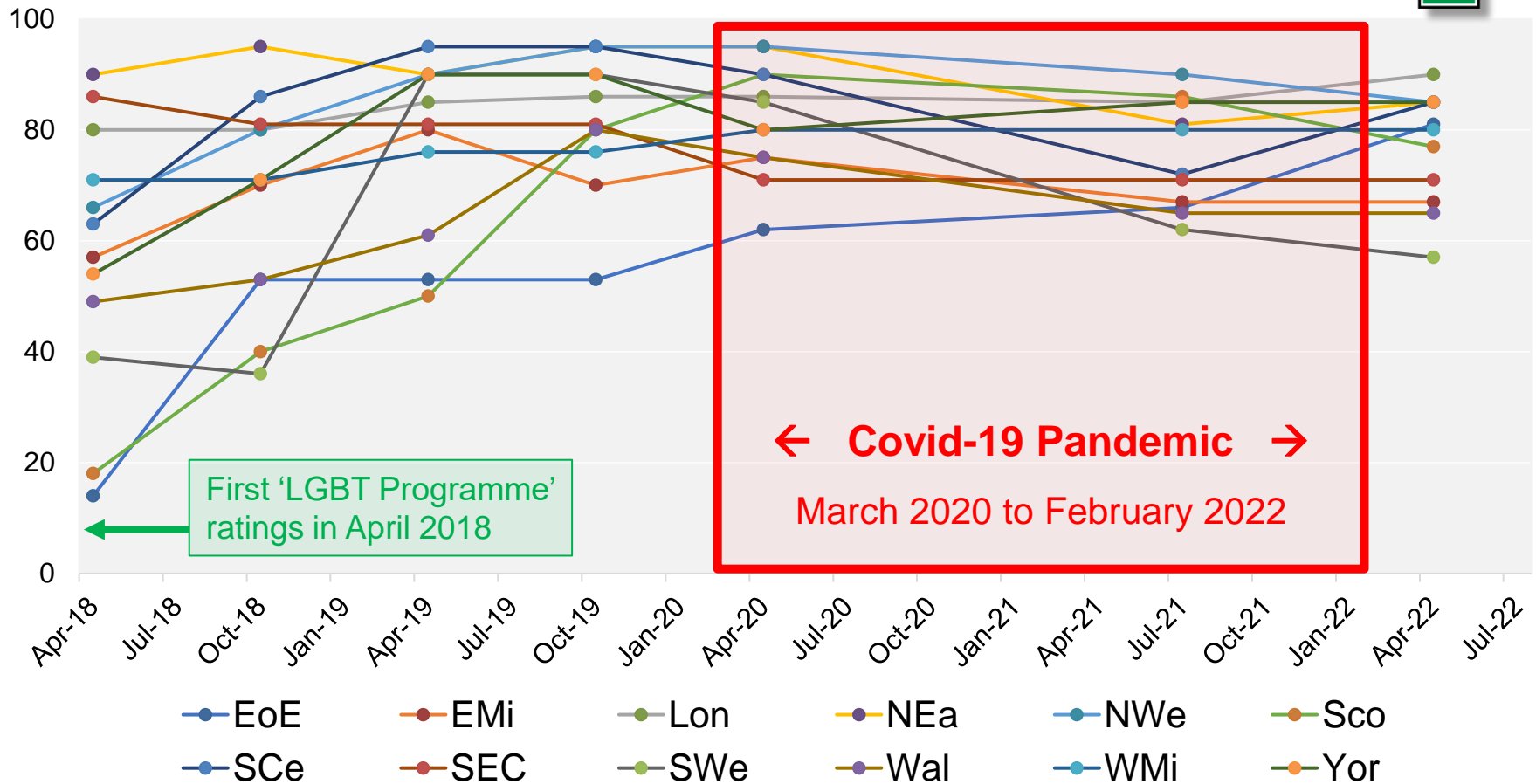
Changes by Development

Date	Ten Key Developments									
	1	2	3	4	5	6	7	8	9	10
July 2021	97	110	120	115	95	100	54	66	81	76
April 2022	106	115	120	110	101	77	57	76	85	85
Difference	+9	+5	0	-5	+6	-23	+3	+10	+4	+9
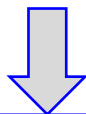
Using the RAG rating system to score each development point, we have compared them to see where the biggest improvements or 'losses' have been made.

From this we can see small gains overall, but the general picture is of little development. Development area 6 is of particular concern as this has dropped considerably since July 2021. We anticipate this will improve as local networks re-establish themselves.

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Area of Concern

| Date | Ten Key Developments | | | | | | | | | | SC |
	1	2	3	4	5	6	7	8	9	10	%
East of England							G	A	G	G	81
East Midlands	R						A	R	A	G	67
London							A	G	G	G	90
North East							A	A	G	A	85
North West							A	G	A	G	85
Scotland							R	A	A	G	77
South Central							A	G	A	A	85
South East Coast							R	A	A	A	71
South Western	A						A	A	A	A	57
Wales							A	A	A	A	65
West Midlands							A	A	G	A	80
Yorkshire							A	G	G	A	85

Developmental areas 7 to 10 have always been the more complex ones to achieve and involve working closely with other areas within each Trust.

Although each of these areas has scored more in this period, the increases are not significant and show some stagnation.

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Assessment Definitions
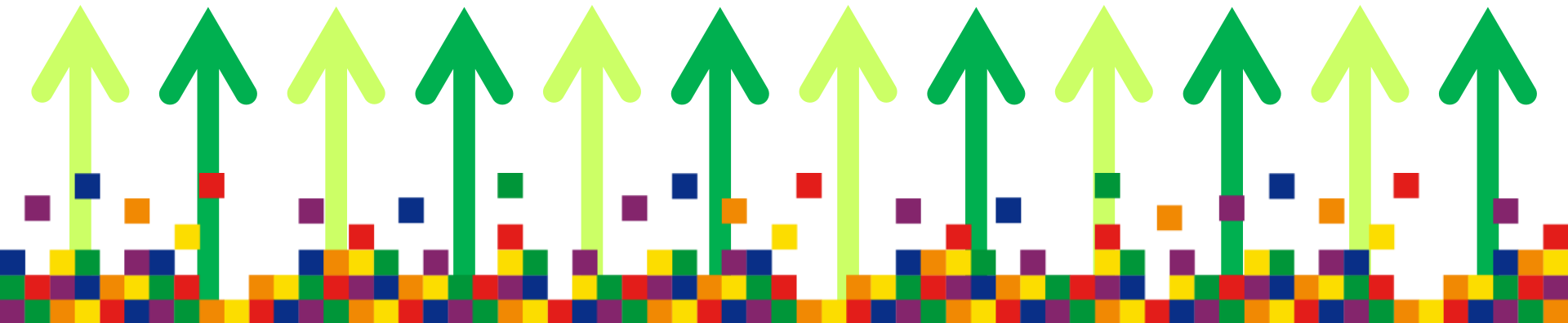
Development Definitions [1]

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

Development Definitions [2]

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

Development Definitions [3]

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

Development Definitions [4]

Development	Green rating	Amber rating	Red rating
[10] Supporting the workforce 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).	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. Access to support is available through contact with the network and can also be achieved through other mechanisms, such as information on internet / intranet.	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. Mechanisms for getting support are not embedded and usually achieved by contacting the network directly.	There is no documented procedure for providing support to staff.

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.			

Individual Trust Trackers
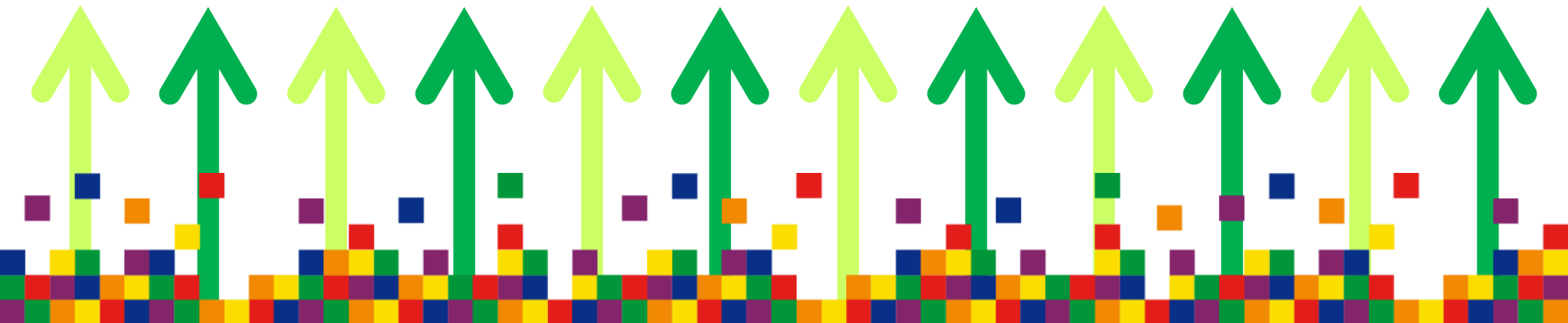
East of England Ambulance Service

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
October 2019	G	G	G	A	R	A	R	A	A	R	53	83
April 2020	G	G	G	G	A	A	R	A	A	R	62	82
July 2021	G	G	G	G	A	A	A	A	A	R	66	76
April 2022	G	G	G	G	A	R	G	A	G	G	81	77

Narrative:

- Election of new Chair and core team complete.
- Relaunch of network and rebranding using the rainbow star of life logo/

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East Midlands Ambulance Service

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
October 2019	G	A	G	A	G	A	G	A	A	A	70	83
April 2020	G	G	G	A	G	A	G	A	A	A	75	82
July 2021	R	G	G	G	G	A	A	R	A	G	67	76
April 2022	R	G	G	G	G	A	A	R	A	G	67	77

Narrative:

▪ No commentary provided.

Key to Developments:

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London Ambulance Service

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
October 2019	G	G	G	G	R	G	G	G	A	G	86	83
April 2020	G	G	G	G	R	G	G	G	A	G	86	82
July 2021	G	G	G	G	A	G	G	G	A	A	85	76
April 2022	G	G	G	A	G	G	A	G	G	G	90	77

Narrative:

- Good progress with budgeting – fixed yearly budget agreed.
- Positive engagement with Executive Board and allocated Exec lead.
- Difficulty engaging with staff across the Trust… 'Teams fatigue' now set in and people missing face-to-face interactions.

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North East Ambulance Service

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
October 2019	G	G	G	G	G	G	A	G	G	G	95	83
April 2020	G	G	G	G	G	G	A	G	G	G	95	82
July 2021	R	G	G	G	G	G	A	G	A	G	81	76
April 2022	G	G	G	G	G	G	A	A	G	A	85	77

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Narrative:

- Presently looking to elect a new Chair, although two Vice Chairs in place.
- Plans in place to address 7, 8 and 10 but more engagement with LGBT+ staff and networks needed.

North West Ambulance Service

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
October 2019	G	G	G	G	G	G	A	G	G	G	95	83
April 2020	G	G	G	G	G	G	A	G	G	G	95	82
July 2021	G	G	G	G	G	G	A	A	G	G	90	76
April 2022	G	G	G	G	G	A	A	G	A	G	85	77

Key to Developments:

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Narrative:

- Purchasing sustainable merchandise to spread around the trust to enable better access for members at events.
- Increased requests to release staff for meetings is hard to fulfil.
- Key events (eg: Blackpool Pride) unpredictable due to financial difficulties.

Scottish Ambulance Service

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
October 2019	G	G	G	G	G	A	A	A	G	A	80	83
April 2020	G	G	G	G	G	G	A	A	G	G	90	82
July 2021	G	G	G	G	G	G	R	A	G	G	86	76
April 2022	G	G	G	G	G	G	R	A	A	G	77	77

Key to Developments:

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Narrative:

- The network is starting to reorganise and make plans for the following year with an emphasis where possible on face-to-face meetings.
- Development plans on the amber and red rated elements once the group is re-established.

South Central Ambulance Service

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
October 2019	G	G	G	G	G	G	G	G	G	A	95	83
April 2020	G	G	G	G	G	G	A	G	A	G	90	82
July 2021	G	G	G	G	G	G	R	A	R	A	72	76
April 2022	G	G	G	G	G	G	A	G	A	A	85	77

Narrative:

- Still challenging to engage with staff in the network. Engagement remains online, which is not ideal.
- It very much feels like we have been in a sense of inertia, treading water at best, certainly not moving forward.

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10. Supporting the workforce

South East Coast Ambulance Service

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
October 2019	G	G	G	G	A	G	R	G	G	A	81	83
April 2020	G	G	G	G	A	G	R	A	G	A	71	82
July 2021	G	G	G	A	G	G	R	A	A	A	71	76
April 2022	G	G	G	A	G	G	R	A	A	A	71	77

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Narrative:

- New deputy chair elected and chair re-elected.
- Plans for entering Brighton & Hove Pride going full steam ahead.
- Renewed connections and collaborations with other staff networks.
- Shared aim to step back into more typical network activities.

South Western Ambulance Service

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
October 2019	G	G	G	G	A	G	G	A	G	G	90	83
April 2020	G	G	G	G	A	G	G	A	A	G	85	82
July 2021	A	G	G	G	A	R	R	A	G	A	62	76
April 2022	A	G	G	G	R	R	A	A	A	A	57	77

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

Narrative:

- Relaunch planned for November 2022 and linked to internal conference.
- Re-establishment of core engagement.
- Updated Terms of Reference now in place.

Welsh Ambulance Service

Welsh Ambulance Service7												
	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
October 2019	G	G	G	G	A	G	A	A	G	A	80	83
April 2020	G	G	G	G	A	A	A	A	G	A	75	82
July 2021	G	A	G	G	A	A	A	A	A	A	65	76
April 2022	G	A	G	G	A	A	A	A	A	A	65	77

Key to Developments:

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Narrative:

- Our Staff Network has been less active over the course of the pandemic.
- We held our first meeting in some time in February to re-establish.
- Now that Covid19 restrictions have ended, we were able to attend Swansea Pride in May and also hope to attend Pride Cymru in August.

West Midlands Ambulance Service

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
October 2019	G	G	G	G	G	A	A	A	G	R	76	83
April 2020	G	G	G	G	G	A	A	A	G	A	80	82
July 2021	G	G	G	G	G	A	A	A	G	A	80	76
April 2022	G	G	G	G	G	A	A	A	G	A	80	77

Narrative:

- No commentary provided.

Key to Developments:

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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

Yorkshire Ambulance Service												
Date	Ten Key Developments										SC	Av
	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
October 2019	G	G	G	G	G	G	A	G	G	A	90	83
April 2020	G	A	G	G	G	G	A	G	A	A	80	82
July 2021	G	A	G	G	G	G	G	A	G	A	85	76
April 2022	G	G	G	G	G	A	A	G	G	A	85	77

Key to Developments:

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Narrative:

- New committee in place and plans developed for the recovery period.
- Budget continues and support for a number of Pride events.
- Redrafted information available to all employees on the Pulse intranet site.
- Regular promotion of networks on Team Brief and through poster campaign.