

# DIVERSITY AND INCLUSION ANNUAL REPORT 2023-2024

MOHAMMED RAMZAN, HEAD OF DIVERSITY & INCLUSION

West Midlands Ambulance Service University NHS Foundation Trust



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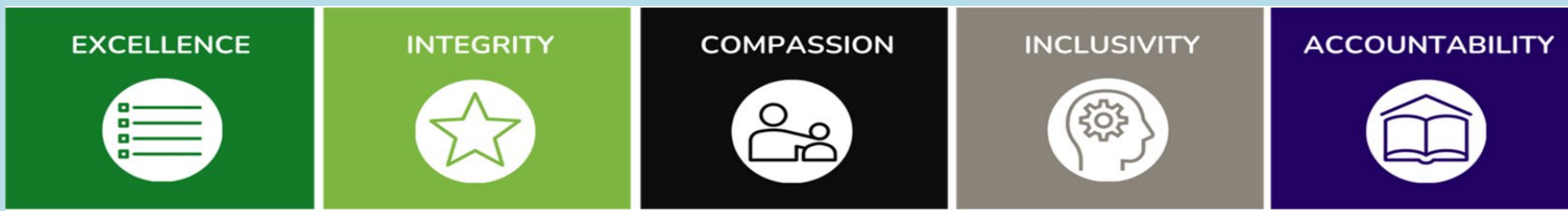
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The following reports and action plans will be uploaded onto the organisational webpage once they are approved by the governance committees:

- WMAS GENDER PAY GAP REPORT
- WRES ACTION PLAN
- WDES ACTION PLAN

**Please note:** If you have trouble accessing the documents and need these in alternative formats, we may be able to assist you.

Please email: [pressoffice@wmas.nhs.uk](mailto:pressoffice@wmas.nhs.uk) Tel: 01384 246 496



### OUR CULTURE

As a WMAS employee, student or volunteer you will be treated with compassion. We are kind, empathetic, supportive, non-judgmental and appreciative. We are curious about what makes us unique, and about what we have in common.

We will respect each other's boundaries and always be honest, truthful and respectful. We focus on excellence in all we do so that our patients, service users and partners have the best possible outcomes and experiences. We will hold ourselves to account for our behaviours and will not shy away from holding others to those same standards and behaviours.

## FOREWORD

This report outlines the challenges we have faced and our achievements for 2023-24. We remain committed in embedding the Workforce Disability Equality Standard (WDES), Workforce Race Equality Standard (WRES), and Gender Pay Gap action plan. We also continue to collect the Ethnicity Pay Gap data which also informs the WRES action plan. Our Board membership continues to be representative of the population and staff it serves. We have expanded our Chaplaincy service and welcomed Stephen Bentham, Satnam Kaur and Imam Asad to support our staff, recognising the diversity of staff needs. We are hopeful of increasing the chaplaincy service further to include new membership in 2024/25.



The Trust serves a population of 5.6 million people covering an area of more than 5,000 square miles made up of Shropshire, Herefordshire, Worcestershire, Staffordshire, Warwickshire, Coventry, Birmingham, and Black Country conurbation.

The West Midlands is full of contrasts and diversity. It includes the second largest urban area in the country (Birmingham, Solihull, and the Black Country) yet over 80% of the area is rural. We are the second most ethnically diverse region in the country after London which makes it vital that we work closely with the many different communities we serve. Ensuring we listen and respond to their suggestions and comments ensures that our service meets the needs of everyone in the region.

As the region's emergency ambulance service, we respond to around 4,000 '999' calls each day. To manage that level of demand, we employ approximately 7000 staff and operate from 15 new fleet preparation hubs across the region, and three 999 Emergency Operations Centres. We also provide non-emergency patient transport services across some parts of the region for those patients who require non-emergency transport to and from hospital and who are unable to travel unaided because of their medical condition or clinical need. Our staff complete approximately 1 million non-emergency patient journeys each year.

Many people still think ambulance services only take patients to hospital. In fact, only just over 50% of our patients end up going to an emergency department with the rest either being treated at the scene or in their home, given advice over the phone or taken to another service such as a GP or minor injuries unit. We have achieved that by investing heavily in the skills that our staff have. We are the first Trust in the country to have a paramedic on every vehicle and continue to operate this delivery model.

Our Diversity and Inclusion vision is centred around three pillars:

1. to build a diverse pipeline of people into WMAS as well as valuing diversity of thought and experience of our existing staff.
2. to create an inclusive workplace for all and

3. to reflect diversity in the delivery of our service to the diverse communities we serve.

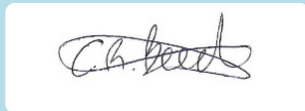
Building and valuing a diverse and inclusive workforce takes purpose and dedicated action, but the benefits are substantial, both to ourselves and those we serve.

We have robust governance processes in place to ensure strategies, policies, procedures, and major service changes are regularly assessed for impact on equality issues and our Board, Committees, Diversity & Inclusion Steering Group, and staff networks help us to understand those needs. The Trust continues to progress and embed, Diversity and Inclusion into everything we do.

Director of People  
Director



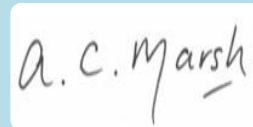
Carla Beechey



Chief Executive



Professor Anthony  
Marsh



Diversity & Inclusion Lead



Mohammed Ramzan



## EXECUTIVE SUMMARY



This Annual Report will highlight our achievements during the past year. The Trust has a statutory responsibility to publish an annual Equality report. This report provides information about the work we are doing and what we have achieved over the previous year. The report demonstrates the compliance with the Public-Sector Equality Duty [PSED]. Further, the report will highlight some of the key achievements over the year and include information and progress on projects including Equality Delivery System 3 report and grading, the Workforce Race Equality Standard (WRES) data and action plan, the Workforce Disability Equality Standard (WDES) and the Gender Pay Gap.

The report also provides a brief on our performance in regulatory compliance and our commitment to promoting a culture of inclusion for patients and staff through our vision for the future. This report will provide evidence on our commitment in meeting the Public-Sector Equality Duty (PSED) in the need to give due regard to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out our activities.

Some elements of the report are mandatory in relation to workforce data under the Specific Duty and Equality Objectives.

The Trust also understands the importance of a workplace that reflects the communities we serve, which is known to provide better quality patient care.

## CORE SERVICES

WEST MIDLANDS AMBULANCE SERVICE UNIVERSITY NHS FOUNDATION TRUST PROVIDES THE FOLLOWING:

### EMERGENCY AND URGENT

This is the most-known part of the Trust and deals with the emergency and urgent patients. The Emergency Operations Centre (EOC) answers and assesses calls for 999. EOC will identify the most appropriate ambulance crew or responder to the patient or reroute the call to our Clinical Validation Team staffed by experienced clinicians (paramedics or nurses) who are able to clinically assess and give appropriate advice. Over the past few years, the EOC has expanded considerably to manage the volume of calls, especially in response to the COVID pandemic. Where necessary, patients are conveyed by ambulance to an Accident and Emergency Department or other NHS facility for further assessment and treatment. Additionally, they can refer the patient to their GP where appropriate.

## NON – EMERGENCY PATIENT TRANSPORT SERVICE (PTS)

As well as dealing with '999' emergency calls, West Midlands Ambulance Service plays a key role in the transportation of non-emergency patient transport service, taking patients to renal dialysis, oncology, out-patient appointments including discharge and transfers. We complete in the region of one million non-emergency Patient Transport Service (PTS) journeys each year.

We have contracts in Birmingham, Black Country, Coventry & Warwickshire as well as throughout Cheshire, Warrington, and Wirral. The majority are commissioned by Clinical Commissioning Groups and tendered on a competitive commercial contract basis.

The Trust employs nearly 900 PTS staff using more than 350 vehicles to get patients to and from their hospital appointments throughout the region and beyond, 24 hours a day, seven days a week. The journeys are booked and coordinated by dedicated control rooms based in Stafford, Coventry, , Warrington and Frankley.



## EMERGENCY PREPAREDNESS

This part of the organisation deals with the Trust's planning and response to significant and major incidents within the region as well as coordinating a response to large gatherings such as football matches, festivals, and this year the hosting of the Commonwealth Games in Birmingham. It also aligns all the Trust's Specialist assets and Operations into a single structure. Examples of their assets include the staff, equipment, and vehicles from the Hazardous Area Response Team (HART), Air Operations, Decontamination staff and the Mobile Emergency Response Incident Team (MERIT).

The Trust constantly arranges training for staff and ensures the Trust understands and acts upon intelligence and identified risks to ensure we keep the public safe in terms of major incidents. The Trust is supported by a network of Volunteers. More than 500 people from all walks of life give up their time to help.



## COMMUNITY FIRST RESPONDERS

Community First Responders (CFRs) are always backed up by the Ambulance Service but there is no doubt that their early intervention has saved the lives of many people in our communities. WMAS is also assisted by voluntary organisations such as BASICS doctors, water-based Rescue Teams, and organisations.



## OUR DIVERSITY & INCLUSION VISION FOR THE FUTURE



The Trust continues to implement its diversity & inclusion vision statement with staff and the community. We continue to implement positive action measures in our recruitment to better represent the communities we serve, and in the way we engage with more 'seldom heard' community groups. It means bringing in new voices, backgrounds and experiences into our service which we have demonstrated in our EDS work and with greater engagement with our staff and networks.

The journey means we want to listen, be courageous and think outside the box. Being inclusive only comes from working together with each other and our stakeholders.

We believe in fairness and equity, and value diversity in our role as both a provider of services and as an employer. WMAS aims to provide accessible services that respect the needs of each individual and exclude no-one. We are committed to eliminating discrimination in the workplace and ensuring we understand and enact our responsibilities under The Equality Act 2010.

We recognise that discrimination can be direct or indirect and takes place within organisations and at a personal level. Such discrimination is unacceptable and unlawful. We have a zero-tolerance approach towards behaviour that amounts to harassment or the exclusion of any individual.

We expect all WMAS employees to fulfil their responsibilities and to challenge behaviour or practice that excludes or is offensive to service users, suppliers, or colleagues. WMAS continues to develop a healthcare workforce that is diverse, non-discriminatory, and appropriately skilled to deliver modern healthcare services to all.



Alongside our vision statement, we are required under the Equality Act 2010 to demonstrate that we are meeting our equality and diversity legal duties.

The **PUBLIC-SECTOR EQUALITY DUTY (PSED)** is part of the Equality Act 2010 and came into force in April 2011. This duty requires NHS organisations and other public bodies to:

- Comply with the General Equality Duty
- Comply with the Specific Duty
- Publish Equality Objectives every four years.

The **GENERAL EQUALITY DUTY** has three aims and requires us to have 'due regard' to:

1. Eliminate unlawful discrimination, harassment and victimization and other conduct prohibited by the Act.
2. Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
3. Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Our staff and patients are all different, and 'one size does not fit all'. In WMAS we aim to make sure our work and the services provided are fair and meet local needs. The Trust has a legal duty to promote equality and ensure services are accessible for all.

## OUR WORKFORCE

WMAS is a dynamic organisation with over 6977 (excluding bank) staff as of 31 March 2024. The full breakdown of workforce data is attached to this report in the appendix section (see appendix 1). The organisation has robust policies and procedures in place which ensure that all staff are treated fairly and with dignity and respect. The Trust is committed to promoting equality of opportunity for all current and potential employees. The Trust is aware of the legal equality duties as a public sector employer and has equality and diversity training, at induction, in place for all staff.

The Trust opposes all forms of unlawful and unfair discrimination and will ensure that barriers to accessing services and employment are identified and removed, and that no person is treated less favourably on the grounds of their race, ethnic origin, sex, disability, religion or belief, age, sexual orientation, transgender status, marital or civil partnership status, pregnancy or maternity, domestic circumstances, caring responsibilities, or any other relevant factor.

The organisation realises that staff need to be representative of the local population. Therefore, continued briefing and training for recruiting managers, in partnership with human resources personnel, will be crucial to address this gap and will form part of the equality action plan for 2024/25.

## Organisational Development

### Organisational Development - Key events or activities between 1<sup>st</sup> April 2023-31st March 2024.

- The new Values Framework was launched on 10<sup>th</sup> March. This sets out the Trust values and the expected behaviours from our staff and leaders together with a Culture Statement. From 1<sup>st</sup> April this was implemented throughout the Trust.
- A Culture Review was undertaken during the summer of 2023 asking staff and managers what their experience was then against the Culture Statement and what needed to happen to bring their experience closer to the statement. This was done through focus groups in person and via Teams, an anonymous survey and one-to-one interviews with senior managers. The report was submitted to the Executive Management Board (EMB). Three sessions with EMB members were facilitated by the Head of Organisational Development who agreed high impact actions to be taken forward.
- Career conversations were carried out during the year with BAME staff and the DCA group in order to help people think through their career aspirations and how they may be supported.
- The Cultural Competency Framework and Toolkit has been reviewed with the help of internal stakeholders.
- Our “Valuing Difference “module is included in the Engaging Leaders and Engaging Managers Programmes.
- “Holding Vital Conversations “and “Personal Impact” sessions are being delivered to teams across the Trust to support our staff to meet our behavioural framework and feel confident in hold people to account, challenging and speaking up.
- The “Springboard “programme for women has been supported through CPD funding to support our female staff to explore their careers.
- 20 senior managers are currently registered on the “Strategic Priorities for Equality, Diversity, and Inclusion “programme which will take place in September and December.
- Two staff members are currently undertaking a Masters in Research programme funded through NHS England and in partnership with Coventry University to gain a clear understanding of what needs to be done to 1) Obtain more engagement from young people from ethnic backgrounds to want to become paramedics, 2) how they can then be best supported on programme,3) and how they can best be supported into leadership roles.

## EQUALITY IMPACT ASSESSMENTS – DUE REGARD.

Due Regard (diversity & inclusion analytics) is the mechanism by which the Trust seeks to ensure that its functions, policies, processes, and practices do not have an adverse impact on any person in respect of their protected characteristics as described in the Equality Act 2010.

Due Regard means thinking about the aims of the PSED in the decision-making process. This means that consideration must be given to equality issues such as:

- How the Trust acts as an employer
- How the Trust develops, evaluates, and reviews policy
- How the Trust designs, delivers and evaluates services
- How the Trust commissions and procures from others

The EIA process has been embedded into the governance mechanism of the Trust and the framework is available for staff to use when developing or reviewing business activity. Training on how to utilize the EIA framework was delivered to appropriate staff as well as being promoted in the weekly brief and is available on the intranet for staff to download. Further advice and guidance have been developed on the EIA process and the equality lead has provided one to one support on completion of the forms when needed.

## COMMUNICATIONS & ENGAGEMENT

### **Partner Stakeholder Survey**

WMAS undertook its third annual stakeholder survey towards the end of 2023 where we asked our key stakeholders, such as commissioners, regulators, hospital trusts, local authorities, health-watch, universities, and others what WMAS is like as a partner to work with. The survey had ten questions and enabled respondents to provide free text replies.

We had responses from a wide range of stakeholders who were very supportive of the Trust but did provide feedback on how we could further strengthen partnership working in what is a complex challenging environment.

The results of the survey have been shared with executive management board and Trust board, so the leadership team can see how we are progressing with regard to partnership working, communications and engagement.

### **Integrated Care Systems**

The Chair, CEO and Strategy and Engagement Director have undertaken a rolling series of engagement sessions with the Chairs and CEOs of each of the 6 ICS WMAS works with. This has helped WMAS build relationships and share knowledge with new partners and served as a forum to discuss areas of mutual interest. The Equality and Inclusion Lead is currently chairing the Black Country ICS Equality Group, working collaboratively with local Trusts on Equality and Inclusion projects, events and conferences which will enable a broad spectrum of understanding and learning.

## EQUALITY OBJECTIVES 2021-2025

The Trust is required under the “Specific Duties” to prepare and publish one or more specific and measurable equality objectives which will help to further the three aims of the Equality Duty. The objectives must be published every four years. Despite the challenges of the COVID 19 pandemic, we have made meaningful progression and will continue to work on areas over the course of the Equality Strategy 2021-2025.

### **Objective 1 Equality Standards**

Our commitment to meeting the Equality Standards set by NHS England will be demonstrated by the implementation and monitoring of the following standards:

- Workforce Race Equality Standard
- Workforce Disability Equality Standard
- Gender Pay Gap Reporting
- Accessible Information Standard
- Equality Delivery System
- Ethnicity Pay Gap reporting (non-mandatory at present however we will be linking findings to the WRES action plan in 2024/25)

Over the last year we have done this through:

- Implementing and strengthening our approach to the NHS Equality Delivery System by adapting to the new framework which has resulted in assessment of all three Domains of the framework.
- Monitoring of the Workforce Race and Disability Equality Standards and the Gender Pay Gap action plans.
- Investigating the experiences/satisfaction of staff through further surveys (Winning-Temp survey platform) and focus groups.
- Supporting the staff equality networks to ensure they are aligned with our strategic equality objectives.

### **Objective 2 Reflective and diverse workforce**

We will enhance our approach to recruitment, selection, and promotion to positively attract, retain and support the progression of diverse staff across the Trust.

We have done this in part by:

- Targeting local and diverse communities in recruitment campaigns.
- Work closely with external partners and providers (e.g., university paramedic programmes) to ensure diversity among the student group, and appropriate course content.
- Ensure the recruitment and selection training programme informs recruiting staff and managers of their legal duties under the Equality Act 2010.
- Partnering with Coventry University and Heath Education England to support three Masters of Research for 3 inter-related studies:

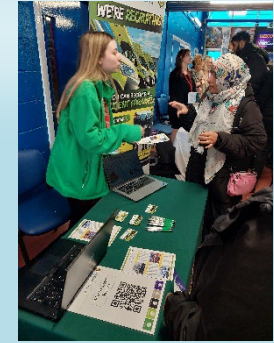


→ **Recruitment in Action - Recruitment engagement 2023-2024.**



The Recruitment Team and colleagues attended 60 different social engagement events in 2023-2024 within a variety of different settings, from schools, delivering careers advice in partnership with the Department of Work & Pensions; to colleges and academy's that are looking to inspire their pupils. There has been a real sense this year of positivity and interest in working within the service. Some of the highlights this year have included working with Connexions at their annual careers event held at West Bromwich Football club, demographically this area has a 40.9% BAME population with this specific event aimed at 15- 19-year-olds who use the connexions service to develop their employability skills. Operational staff took part in Eid celebrations in Hockley Port engaging and promoting the service within the local community showcasing the range of opportunities available.

The Recruitment team joined forces with West Midlands Police to engage with several community outreach projects this year including Handsworth Park and the Merry Hill shopping centre. These events saw lots of positive engagement at the recruitment stand with those who were drawn to the Trusts stand where the recruitment team and operational colleagues were on hand to talk them through the recruitment and selection process as well as sharing their experiences of working within the Trust. The Heritage Academy faith school had a visit from the Health and Wellbeing team in October who delivered a presentation showcasing the routes to becoming a paramedic and the range of benefits available to employees of the Trust.



The year finished off with career presentations and careers events in Walsall, Oldbury, Wolverhampton & Birmingham. The 2024-2025 diary is already filling up with further diverse engagement opportunities to recruit more staff from diverse backgrounds and the opportunity to visit faith schools.

### → Inclusive Uniform Work Up for National Award



The work undertaken to create a new more inclusive uniform for the UK Ambulance Sector was nominated for a national award and reached the finals. WMAS staff played a key role in the programme which saw the introduction of a range of items that help meet their beliefs such as Hijabs, Turbans, and Kippahs. It also saw the introduction of lighter polo shirts with underarm ventilation, trousers that fit different body types, helmets that can be used with cochlear implants and hats that allow space for hearing aids, and maternity clothing for staff who move into alternative duties in an office when pregnant. The work was nominated at the UK National GO Awards Ceremony to celebrates the very best procurement achievements from across the UK's public, private and third sector organisations. Trust Equality, Diversity and Inclusion Lead, Mohammed Ramzan, said: "The project took over two years to complete because of the thorough and extensive engagement with key stakeholders as well as testing by staff in the roles the uniform was designed for. Even though we didn't take the first prize, the fact that staff gave good feedback is a win in itself." You can find out more about the project by watching [this film](https://youtu.be/a0XN0EKiwMs). <https://youtu.be/a0XN0EKiwMs>

## → Celebrating 75 Years of South Asian Pioneers

The work of South Asian NHS staff over the 75 years of the NHS was celebrated at an event in the Houses of Parliament in December 2023. The Asian Professionals National Alliance NHS group was hosted Preet Kaur Gill MP, Shadow Minister for Primary Care and Public Health in the Members and Strangers Dining Room. Health and Wellbeing Manager, Manjeet Malhi and Equality, Diversity and Inclusion Lead, Mohammed Ramzan were there to hear APNA NHS Co-Chairs, Asma Nafees and Professor Jagtar Singh remind everyone of the contribution of migrant workers over the years.

Ramzan said: “The event was a tremendous opportunity to network with other NHS organisations and learn more about how we can champion the work people from an ethnic background within our Trust. Events like this have already born fruit through the launch of the Women’s Network and the celebration of the South Asian Heritage month. We also featured on the BBC Asian Network at prime time showcasing West Midlands Ambulance Service - as fantastic place of work. We are also seeing our work attract more staff from ethnic backgrounds to join our Trust, something that can only bring benefits to our patients.”



## → Continued Provision of free sanitary products for all staff across the Trust.

The Trust was successful in a bid for funds from AACE (Association of Ambulance Chief Executives) to be able to provide free sanitary products to all staff across the Trust. The monies awarded was used to purchase and install a free vend unit in every female toilet block across the Trust, a total of 34 units. In addition, the bid enabled the purchase of a large supply of sanitary towels and tampons, in a variety of flow sizes. This meant that every unit was provided with an initial stock of products. We wish to encourage people to pay it forward by adding products to the free vend machines when the initial stock has been used, feedback from women is that they would be happy to do this as and when

they can to support their colleagues. We know that there are several reasons why this initiative will be beneficial to people in the Trust, including from a period poverty perspective, to supporting people experiencing menopause and other health issues such as heavy and irregular bleeding, in addition to being available to any staff that don't have products with them that they need.



*Becky Godfrey, Chair of the Women's Network and Lucy Mackcracken, Head of Human Resources*

In addition, environmental improvements across three control rooms including the purchase of 1 massage chair per each control room. The money was be divided across the three regional control rooms to make improvements within the call centre operational area, quiet rooms and staff kitchen facilities, which included: -

- Provision of onsite mini massages across three control rooms specifically targeted at VDU users to include hand massage and neck, back and shoulder massage.
- Purchase of 3 massage chairs

Other initiatives included: -

- Provision of sanitary products across all Trust sites



- Branded merchandise to promote our HWB westie at the roadshows.
- Funding for mental health first aid instructor training
- Psychological benchmarking of three roles within the control room - data collection for the role of Call Assessor has been completed and in the process of arranging to receive the data findings to inform future recruitment into the role. Planning will then commence to undertake the project with a further two roles, building on learning from the first part of the project.

### ➔ Health & Wellbeing Roadshows 2023

After the enormous success of the health and wellbeing roadshows in 2022, we had another successful year in 2023. We visited 25 sites, with the usual features such as health checks, SALS advisors, health & wellbeing champions, FTSU advocates as well as the cycling and rowing challenges. This year we have partnered with our external stakeholders (West Midlands Police Social Club, OH, Cycle to work scheme etc) and internal stakeholders (Trust Networks, EDI Lead etc) to help and support staff with their health and wellbeing. We look forward to planning the 2024 events.



### ➔ HWB Website

Since the launch of website in July 2022, we had 17,103 views by 5280 visitors. During 2023 we have continued to update the website on a regular basis, key themes, testimonials, with events, updates and support. By end of March 2024, we had **53,048** views by **17,307** visitors.

## → HWB Champions Development Day at WMAS

In 2023 the Health and Wellbeing Champions from across the Trust gathered at Tollgate for a Development Day, led by Health and Wellbeing Manager, Manjeet Malhi. The day provided the Champions with an opportunity to develop their understanding of the services the Trust offers to staff both for their physical and mental wellbeing. With talks from SALS, Freedom to Speak Up, the Mental Wellbeing Practitioner Team, HR, Organisation Development, and West Midlands Police Social Club, the Champions were able to engage with a broad range of services and support systems across the Trust to enhance their own learning and how they can best to support their colleagues. Manjeet said: “It was great to spend time with the champions and offer them support with the roles. I would personally like to thank all the champions for what they do, and their hard work does not go unnoticed.” Since the event the HWB Team have launched their very own HWB Newsletter for their champions to ensure they are equipped with up-to-date information to support them in their role moving forward and the team are also in the planning phase for our Network Day for 2024.



## → WMAS Partners with Trussell Trust

The Trust recognises that some colleagues may need additional financial support from time to time. Having the strength to ask for help can be difficult, which is why the Trust has partnered with The Trussell Trust, a national charity who support a network of foodbanks, to make it easier for staff to access the support they need. They provide a minimum of three days of nutritionally balanced emergency food to people who have been referred to them in a crisis by organisations such as advice agencies, GPs, social services and schools. They also support the people they help resolve the crisis they are facing. As a partner organisation, the Trust can refer staff to Smethwick food bank and issue e-vouchers for a three-day food parcel on behalf of the Trussell Network. These vouchers are issued by the Trust’s Wellbeing Team and are registered on the food bank system on the staff members’ behalf. Head of HR, Lucy Mackcracken, said, “We want to do all we can to support staff at this difficult time and hope this new partnership will provide an easy and discreet way of accessing vital support. Only the minimum information required by the Trussell Trust is gathered and all requests will be handled with sensitivity



and care. Your information will not be shared outside of the Trussell Trust and the Food bank you are referred to, where required.”

### → **MHFA and Suicide lite Training**

WMAS continues to provide staff with MHFA and suicide lite training sessions. The courses will equip staff with an in-depth understanding of mental health and the factors that can affect wellbeing, practical skills to spot the triggers and signs of mental health issues, confidence to step in, reassure and support a person in distress and many more skills. In 2023 (April) to 2024 (March) the Trust provided 12 MHFA to staff, which we will continue to provide into 2024 /2025 due to the popular demand of these courses. Also 2 additional members of staff have undergone the train the trainer training, which will provide the Trust flexibility to deliver some online courses too. Alongside this we have continued to provide a number of suicide lite courses both online and face to face.

### → **Decider Training**

In Summer 2023, the Trust launched The Decider Life Skills Training which was proposed by our Mental Wellbeing Practitioner Team to the Board, the feedback received so far from staff attending this course has been very positive. The Decider Life Skills training was proposed to provide staff with psychological resources to help mitigate the otherwise unavoidable but predictable and pervasive psychological risks associated with their occupation. The Decider Life Skills have been developed on the core principles of Cognitive Behavioural Therapy (CBT) and Dialectical Behavioural Therapy (DBT). CBT & DBT are used extensively within NHS mental health & psychological therapy services as NICE Guidance recommended evidence-based therapies. It was proposed that The Decider skills would be taught to all staff at commencement of employment with the Trust, with an initial catch-up programme run for current staff. Individual competence in the skills would then be refreshed as part of the mandatory training schedule. The Executive Management Board have made a commitment that this vital and beneficial training will be delivered to all new employees in the first instance before considering how to roll out to existing staff. As at the end of the financial year nearly 1,000 employees have received this training with positive evaluation demonstrating that the training has improved their ability to cope with challenging situations encountered personally and professionally.

### → **Recruitment of placement student to the HWB and EDI Team**

To support our Health and Wellbeing and Equality and Diversity Team, we recruited our first placement student in 2023 from Aston university. Amisha has been an asset to the Trust who has supported the HWB and EDI team with projects and initiatives, we have really enjoyed working with Amisha in 2023 and look forward to working with Amisha in 2024. We also look forward to Amisha supporting us recruit our next work placement student.



### → **Objective 3 Civility and Respect**

Ensure all our Board leaders, senior managers, staff, contractors, visitors, and the wider community are aware of the effects of their behaviour on others and are equipped to challenge and report inappropriate behaviour when they experience or witness it.

We will do this by:

- Developing and delivering an internal communication campaign on civility and respect in the workplace
- Developing a system where all cases of bullying or harassment are clearly recorded as such and monitored to identify any trends or patterns across the Trust. We have collated incidences of verbal and physical incidences broken down by Ethnicity, Age and Gender.
- Continuing to capture good practice from our partners and peers to improve our diversity and Inclusion performance, e.g., working collaboratively with the NHS Employers' National Ambulance Diversity Forum and Regional Diversity Groups
- Embedding the refreshed values, behavioural framework, and culture statement as our standard, measured through performance and development conversations and holding ourselves and others to account.
- Launching the rebrand of our grievance procedure to be a resolutions procedure with greater emphasis on listening skills and resolving issues at an informal level, ensuring that people that raise concerns are treated with dignity, respect and compassion.
- Launching and delivering a new manager training package in relation to dealing with dignity at work and resolutions concerns in the workplace, equipping managers with the skills and knowledge to deal with these topics appropriately whilst ensuring staff are supported through these processes.
- Continuing to embed mediation as an option to resolve workplace conflict at an informal stage. The Trust has invested in training a team of mediators who can assist individuals through a professional mediation process, to enable them to consider all parties viewpoints in a safe and supported space before collectively agreeing next steps and outcomes.

### → **Sexual Safety at WMAS**

In October 2022 we launched a sexual safety charter across the Trust, clearly demonstrating behaviours and conduct that are not acceptable and to encourage people to report concerns of a sexual safety nature. In 2023 we continued to promote sexual safety awareness to staff across a number of platforms including education and awareness sessions delivered across the Trust to managers, supervisors and those working in a position of Trust.

Across all sites sexual safety awareness posters are displayed in safe spaces, on the back of toilet doors, highlighting examples of inappropriate behaviour and listing avenues of support available. Please see info graph below:

# SEXUAL SAFETY AT WMAS

In October 2022 we Launched our approach to raising awareness of sexual safety in the workplace, highlighting the support avenues for individuals who experience this unacceptable behaviour and confirming our commitment to addressing this robustly and appropriately.

## New Values and Behaviours Launched



Sexual safety and awareness information has been incorporated into corporate induction and mandatory training workbook that all staff complete.



Sexual safety awareness posters can be found across all Trust sites. Including in safe spaces on the back of toilet doors.

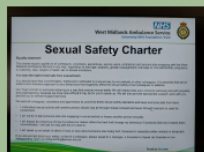


A Sexual Safety and Awareness Training session has been developed and delivered to



- Board members & Senior managers
- Operational & Corporate Managers
- Clinical Team Mentors, Supervisor's
- Education & Training Officers
- Staff Networks

## We Launched a Sexual Safety Charter



[Viewing Managing Safeguarding Allegations Policy and Procedure \(policeystat.com\)](http://policeystat.com)

*"Until I read the poster on the toilet door, I thought what I was experiencing at work was part of ambulance banter, even though it made me feel very uncomfortable at times that I did not want to come to work. Reading the poster helped me understand it was unacceptable and should be reported".*

*"After attending the awareness session, I now feel more able to challenge inappropriate behaviour and feel more confident to support staff that disclose these experiences to me".*

There are many avenues that people can use to raise concerns to,

- Police
- Any Trust Manager
- Human Resource Team
- Safeguarding Team
- Trade Union Representatives
- Freedom to speak Up
- Staff Advice Liaison Service (SALS)
- Chaplaincy Services
- Mental Health First Aiders

Of cases reported, following investigation have resulted in range outcomes including:

- Education and training
- Referral to regulatory bodies and Disclosure and barring Service
- recommendations regarding personal impact and behaviours.
- Formal Disciplinary
- Sanctions
- Mediation
- Dismissal
- No further Action



Since the launch of the awareness campaign, the number of concerns reported have risen. While any such case is one too many, the fact that staff have the confidence to report such behaviour is a positive. Claims are taken seriously, managed fairly and appropriately as part of a multidisciplinary allegations meeting.



All student paramedics, whether employed by the Trust and or on placement have been contacted regarding the Trust's approach to rooting out inappropriate behaviour. They have also been given details of how to report cases and the support available.

**Objective 4 Ensure our leadership is committed to creating an environment that promotes and values equality and diversity and this is embedded in all we do.**

We will do this by:

- Delivering diversity and inclusion training to all members of the Board of Directors and Council of Governors

- Ensuring all our leaders have specific diversity & inclusion objectives in their annual objectives with performance discussed during their appraisals.
- Ensuring that Board and Committee reports include an equality impact analysis.

We have made some significant progress despite the challenges and pressures that the Trust has faced whilst acknowledging that over the course of the four years of the Equality Strategy, further work needs to be advanced to deliver on the objectives in their entirety. In Feb 2023, the EDI lead delivered board session training on Equality, Inclusion and Diversity and provided information for further consideration by the Board in advancing and promoting equality throughout the organisation. The Trust will continue to progress this Equality Objective through 2024-25.

## GENDER PAY GAP

In 2017 the Government introduced world-leading legislation that made it statutory for all organisations with 250 or more employees to report annually on their gender pay gap. West Midlands Ambulance Service University NHS Foundation Trust is covered by the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 that came into force on 31 March 2017.

These regulations underpin the Public-Sector Equality Duty and require the relevant organisations to publish their gender pay gap data by 30 March 2018 and then annually thereafter, including mean and median gender pay gaps; the mean and median gender bonus gaps; the proportion of men and women who received bonuses; and the proportions of male and female employees in each pay quartile.

The gender pay gap shows the difference in the average pay between all men and women in a workforce. If a workforce has a particularly high gender pay gap, this can indicate there may be a number of issues to deal with, and the individual calculations may help to identify what those issues are.

The gender pay gap is different to equal pay. Equal pay deals with the pay differences between men and women who carry out the same jobs, similar jobs, or work of equal value. It is unlawful to pay people unequally because they are a man or a woman.



Differences in gender pay show a demographic pay gap. By taking the average hourly rate for all employees and comparing the difference in that metric for men and women, gender pay reporting is most notable about female representation in certain roles – not whether a man earns more for the same job.

Equal pay is about men and women being paid the same for the same work, while the gender pay gap is about the difference in average hourly earnings.

In 2023, we published the WMAS Gender Pay Gap report as per requirement and developed an action plan to bridge the gap in disparities. Please see action plan in the appendix section. For 2023/24, WMAS has continued to support the Springboard project for women.

As part of our commitment to bridging the gender pay gap and gender equality, the Trust is supporting the Springboard Women's Development Programme - an award winning personal and professional programme designed and developed by women for women. It has been tried and tested in the NHS and beyond and is designed to support women in taking control and making good decisions in life and work.

In the past year, we have continued to offer bespoke development programme for WMAS female staff and is open to transgender women and non-binary people,

Springboard is for women who want to take control, become more assertive, increase their confidence and build themselves a more positive attitude in both their work and home lives.

The programme gives the participants the time to reflect, share and most importantly, set achievable goals for now and the future.

Springboard empowers women and helps them to enhance their own skills and abilities, and challenge power and inequality, while also building assertiveness, a positive image, and giving them a voice.

During the programme, the participants were invited to explore practical ways of learning how to develop their potential by:

- Undertaking realistic self-assessment which will help set challenging goals.
- Learning communication skills, assertiveness, self- confidence, improving your work/life balance and developing positive skills and attitudes.

WMAS has an active workforce plan and the number of women in the organisation sits at 51.72% as of 31 March 2024. – a slight increase from 2023. Please see workforce data in the appendix of this document.

## ACTIONS TO ERADICATE THE GENDER PAY GAP

The Board of Directors and the senior leadership team are committed to improving our gender pay gap and are looking at a number of initiatives to address this through the action plan which includes supporting a further cohort for women's development programme, Springboard in 2023/24.

## WORKFORCE RACE EQUALITY STANDARD

**Workforce Race Equality Standards (WRES).** The Workforce Race Equality Standard (WRES) was introduced in the NHS in 2015 with an aim to support NHS organisations to close the gaps in workplace experience between White and Black and Ethnic

Minority (BME) staff and to improve BME representation at the Board level of the organisation. The Trust supports and promotes the WRES, encouraging BME staff to reach their full potential through equality of opportunity.

The Trust aims to recruit a workforce that is diverse and representative of our communities. The WRES is a set of metrics which annually is published in conjunction with an Action plan.

In 2023, WMAS collated the WRES data and developed a robust action plan to bridge the gaps in disparity. The action plan has been monitored through-out 2023-24 for delivery at the Diversity and Inclusion Steering Group (DISAG) and at the People Committee. During May and June 2024, data on the WRES will be collated and an action plan developed and published on the Trust Website

The Trust has actively been working towards the implementation of the action plan and has notable successes despite the challenge of COVID 19. The Trust believes that the organisation is going in the right direction with an established ONE (BAME) network which has met on a regular basis throughout 2023/24.

### West Midlands Ambulance Service: Workforce Race Equality Standard - Areas for Improvement

This is the second year that the national Workforce Race Equality Standard (WRES) team has produced a detailed report on each Trust highlighting areas of improvement needed and identifying where Trusts have done well. The purpose of this exercise is to help the Trusts identify priority areas for improvement. The current reporting year for the purposes of this section of the report is 2023.



<b>High priority areas for improvement within the Trust (to a maximum of three):</b>
Indicator 1: 6 harassments, bullying or abuse from staff in last 12 months against BME staff



Indicator 7: belief that the trust provides equal opportunities for career progression or promotion amongst
Indicator 8: discrimination from a manager/team leader or other colleagues in last 12 months against BME staff

A maximum of three high priority areas for improvement have been identified for the WMAS as follows:

**Action:** Specific action for Diversity and inclusion lead to share the findings with recruitment, OD and HR to review current work being undertaken to address this disparity which was reflected in 2023/24 WRES action plan.

<b>Areas of best performance within the Trust (to a maximum of three):</b>
Indicator 1: Career progression in clinical roles (lower to middle levels)
Indicator 9: Board representation from BME backgrounds, including voting members is higher than the population WMAS serves and also higher than the ethnicity staff profiles overall.

Please note, these areas of best performance are intended to highlight potential examples of good practice that could be further built upon within the organisation, and also shared with other organisations. Nonetheless, there may remain the need for further improvement in these indicators. The WRES team will analyse for and look to celebrate areas where good performance is maintained or further improved, year-on-year.

**Conclusion**

The national WRES team identified three areas that the Trust should look towards setting specific actions to address for improvement. However, it must be noted that there are areas where the Trust has performed well as indicated in this summary. It should be noted that the Trust has been working towards the implementation of several action plans including the WRES action plan in 2023/24. These action plans have been actively monitored for progress, quarterly, at the Diversity and Inclusion Steering Group (DISAG). The outcome of the WRES data (to be published later in 2023) will give the Trust further information on how well the Trust has done in the past year and areas for further improvement.

This is a challenging time for everyone; however, it presents us with even more reason to ensure we are living the principles of equality and inclusion in all that we do, and WMAS will continue to progress the WRES and WDES work within WMAS.

**Introduction**

The main purpose of the Equality Delivery System is to help local NHS organisations, in discussion with local partners including local people, review and improve their performance for people with characteristics protected by the Equality Act 2010. By using EDS3 2022, NHS organisations can also be helped to deliver on the Public Sector Equality Duty (PSED).

The EDS provides a way for the organisation to show how it is doing against the three domains (they are called goals in the EDS2 framework)

1. Domain 1: Commissioned or provided services
2. Domain 2: Workforce, Health and Well-being
3. Domain 3: Inclusive Leadership

In 2022/2023, the EDS assessment framework was refined to be a more robust assessment, aligned with the evolving NHS landscape and the Workforce Race Equality Standard (WRES), Workforce Disability Equality Standard (WDES) and NHS People Plan. Subsequently, the EDS2022 framework comprises 11 specific outcomes that are grouped across the following three domains:

**Domain 1: Commissioned or Provided Services** - This focuses on patient access and experience, reducing inequalities and enabling better health outcomes.

**Domain 2: Workforce Health & Wellbeing** - This focuses on ensuring that all workforce members are fully supported in relation to health and wellbeing.

**Domain 3: Inclusive Leadership** – This domain explores how leadership at WMAS demonstrates a commitment to equality and how it works in a way that identifies equality issues and manages them.

***Domain 1: Commissioned or provided services***

1A: Patients (service users) have required levels of access to the service
1B: Individual patients (service users) health needs are met
1C: When patients (service users) use the service, they are free from harm
1D: Patients (service users) report positive experiences of the service

Each of the above domains has set outcomes that are evaluated and scored against the set criteria, and experiences of stakeholders. It is these ratings that provide assurance and/or provide direction for further improvement.

### What did we do?

For 2023/24 reporting year all three Domains of the EDS have been assessed.

An EDS working group has been developed to oversee Trust implementation. The group members consist of the following stakeholders: EDI and Well-being Team, OD, HR, Staff Network Leads, and Staff Side/Trade Union representatives.

Under Domain 1, it was agreed to focus on one service area focusing on Procurement – a reassessment following assessment 2 years ago which found the service to be at a **Developing** stage. A 12-month action plan was developed which was monitored at DISAG for progress. At WMAS, the EDS framework is utilised in a way which is meaningful, positive and transformational, resulting in tangible improvements over time. At WMAS we have taken a more pragmatic approach in the utilisation of the EDS2 2022. The work does not stop at the conclusion of the assessment and grading phase. The reports are presented, action plans developed, which are then monitored at the Diversity and Inclusion Steering Group (DISAG) and the People Committee. Both of these governance mechanisms receive quarterly progress reports on progress on Equality related action plans including EDS action plan.

A separate evidence pack was compiled for each Domain. Compilation of evidence packs largely utilised already existing data and reports. Service leads were contacted where required to provide specific input on their service. Stakeholder grading sessions were conducted face to face and over Microsoft Teams where they were asked to provide a score of 0, 1, 2, or 3 against each outcome, using the EDS Ratings and Scorecard Guidance 2022.

Finally, the grading assessment at WMAS acknowledged areas of work which are achieving and doing really well whilst identifying gaps and service improvements for which an action plan was developed. A separate detailed EDS report was produced with an accompanying action plan.

### **Analysis and grading**

The local assessment team went through the evidence, and it was observed that there were areas where the Trust was doing really well whilst areas for improvement were also identified. After assessing and analysing the evidence, the panel decided collectively that the service had elements which still needed further development. The evidence also found that certain elements of the service had met the Achieving grade. It was therefore decided, after much deliberation and discussion that the service would be graded as Developing. It was also acknowledged that with an effective action plan the service could move from Developing to Achieving over the next 24 months, provided the elements within the action plan were delivered.

### **What difference did we make?**

The EDS assessment has enabled the Trust to identify potential gaps in access to service. The recommendations in this report will be reviewed in 2024/25 enabling the service to move from a grading which is Developing to one which is Achieving. This will ensure that the PALS service is equitable and accessible to all. An action plan was developed and agreed with the stakeholders in 2023/24 to progress on the gaps identified.

### **What were the keys to our success?**

In order to get this project off the ground, collaborative working internally with colleagues at WMAS and stakeholders was crucial to get the buy in for an effective and informative action plan which would deliver tangible outcomes in the medium to long term. By analysing the 3 EDS Domains and establishing a subsequent action plan, key gaps have been addressed which will ensure that the PALS service is one which takes into account and is accessible to all that require its services.

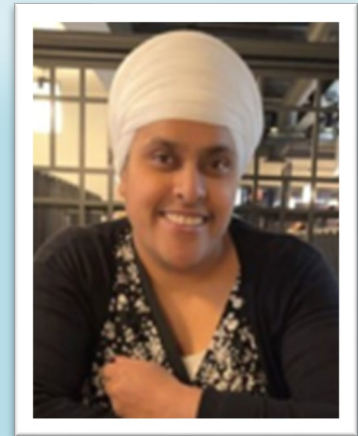
## **WMAS STAFF NETWORKS and CHAPLAINCY SERVICE**

We have continued to increase our Chaplaincy service to support the diverse faiths of our workforce. Chaplaincy has been further strengthened by having Satnam Kaur, The Sikh Chaplain, Stephen Bentham, the Christian Chaplain, joining Imam Asad - who was appointed last year. A grand iftar (breaking of Muslim fast) took place in March 2024 where the Chief joined in the celebrations. It was an opportunity to learn about different faiths and ask questions whilst celebrating the opening of the fast. In 2023 we also appointed our Sikh Chaplain, Satnaam Kaur, who kindly facilitated a webinar educating staff about the celebration Diwali and Bhandi Chor Divas. A visit to the Gurdwara was arranged to learn about Vaisakhi for WMAS staff.



A guided tour of the [@gng\\_Walsall](#), a presentation about the Sikh faith and Vaishakhi and, of course, some delicious langar (food) was served.

Our new Sikh Chaplain, Satnaam Kaur last year explained over MS Teams more about the festivals of Diwali and Bandi Chhor Divas, from the Trust's. The Hindu and Sikh festivals, which both takes place every year around October / November, celebrate victory of light over darkness or good over evil. Diwali is known as the festival of lights and celebrates the day Rama returned to his kingdom in Ayodhya with his wife Sita and his brother Lakshmana after defeating the demon king Ravana. In Bandi Chhor Divas, Sikhs celebrate when Guru Hargobind was released from Gwalior prison with 52 prisoners and princes holding on to his robe or cape with 52 ropes. Both festivals bring families together, share food and set off fireworks. This was the first meeting involving Satnaam in her new role. She said: "It is a real pleasure to join WMAS and to be there to support staff. As a Sikh, it doesn't matter which faith staff have or if they have none, I am always here to support you, as my fellow chaplains are. I have already met quite a few staff but am looking forward to meeting many more over the coming weeks and months." You can find contact details for Satnaam and the other Trust Chaplains and other Health & Wellbeing contacts on the Trust Health & Wellbeing website.



#### **WMAS Iftar Event 2024**

On 20<sup>th</sup> March 2024 an Iftar event was held at the Sandwell Hub. Iftar is the time when Muslims open their fast at sunset time, after staying without food and drink all day. It was an open invite, and everyone was welcome. The evening consisted of encouraging messages from the Chief and the Chair about supporting each other and exercising unity and tolerance during challenging times. A presentation was shared by the Muslim Chaplain explaining Muslim beliefs and what the importance of Ramadhan was to them. Prayers were offered for all the staff at WMAS. The ill, sick, bereaved, deceased, and troubled were remembered in the prayers. After sunset, everyone broke bread together as they enjoyed the experience of enlightening and educating each other on their similarities and differences as well as enjoying a meal together."



All staff networks continue to have an assigned Executive Sponsor as well as a HR Manager to act as a buddy. These additional resources assist the network chairs by providing professional support and guidance to them as chairs as well as to the networks as a whole that they support.

An open day was organised by Imam Asad for members of the Blue Light services to learn more about the Islamic faith and a visit was organised which was attended by WMAS staff. A separate day was organised to learn more about awareness around defibrillators and Bleeding kit training

## Defibrillator (AED) & Bleed Kit Training

FREE for all



**Defibrillator**  
To restore a normal heartbeat



**Bleed Kit**  
To stop life-threatening bleeding

**Tuesday 17th October 2023**  
10:00am - 11:00am

VENUE:  
BIRMINGHAM CENTRAL MOSQUE  
180 Belgrave Middleway, Birmingham, B12 0XS  
[www.centralmosque.org.uk](http://www.centralmosque.org.uk)

Register here for your FREE place:  
[bcm-defib.eventbrite.co.uk](http://bcm-defib.eventbrite.co.uk)

For further information you may email: [imam@centralmosque.org.uk](mailto:imam@centralmosque.org.uk)











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## 1. PROUD AT WMAS:

Our LGBT+ Network is a well-established network within the Trust who through their inclusive ethos are bringing together LGBT+ staff, those who support their colleagues and those who want to learn more about and tackle health inequalities & stigma that LGBT+ communities still face today. Through a supportive local and national forum, they share best practice, continuing professional development opportunities and awareness events such as for LGBT History Month as well as working with the Trust to consult members in the development of policies, procedures and training to support our staff as individuals as well as improving the care we provide to our patients.

The Network communicates with our staff and its members through multiple platforms, including Microsoft TEAMS, Facebook, and email to improve engagement as well as with their followers on Twitter where they share upcoming events, new development opportunities and the exciting work that they do with the wider public which serves to improve relations between the ambulance service and the LGBT+ community and the wider public. We have also attended local LGBT+ events including Birmingham Pride where over 50 of our staff join colleagues from other emergency services and the wider NHS to provide a Tri-Service approach to engaging with the community and promoting the ambulance service as a diverse and inclusive place to work.

As a contributing committee member of the National Ambulance LGBT+ Network who bring together representation from each NHS Ambulance Trust to coordinate best practice, activities and contribute to core objectives our network have supported our staff to attend the National Ambulance LGBT+ Network Annual Conference each year which is an opportunity for professional development, sharing best practice and networking with colleagues from around the country. This platform has seen us contributing to the development of a Trans Toolkit available from CPDme, the Trans 'Z' card available to staff across our organisation and other CPD aimed at improving care to patients living with HIV which is available to staff across the country and brings a unified standard to the care that we provide.



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## 2. ONE NETWORK: THE BME GROUP

The network is becoming well-established, have Terms of Reference and have elected a staff committee. Members receive regular updates and are able to engage with the network through a number of mechanisms, including WhatsApp, twitter, and email as well as in person and by phone.

The group is represented on the National BME Ambulance Forum with the work chair and the WMAS EDI Lead, being members of the management committee.

The network has gone through a transition over the last two years with two co-chairs elected. The network has worked closely with external partners and has made key contributions in the resource created for BAME members and allies of the Trust. Black History Month 2023 was celebrated across the Trust including weekly articles going into the organisations weekly brief with the aim of educating, learning and celebrating past and present contributions. The network has a number of achievements to look back on and moving forward as follows:

- The network is building in terms of members, and we are continuing the process of recruiting more members.
- We have actively sent information to IT to help build a more informative ONE network intranet page and remove some outdated and isolating Information.
- Have successfully completed two independent ONE Network drop-in sessions. With the next one booked in for the 8th June at Erdington Hub alongside the health and well-being roadshow.
- Have completed some successful and fantastic community events (KG) with further events booked in 2024/25
- We have secured merchandise (pens, lanyards and badges) and a ONE Network banner which we are now taking out with us to events.
- In 2023/24 the network supported the development of the anti-racism charter.
- Going forward the network is working towards more events and community engagements alongside building the network.

**Trust's First Culture Day is a Big Success** (See appendix 2)

Tasty treats, tales of cultural journeys and Reiki sessions were the order of the day at Sandwell Hub on Friday as the ONE Network hosted the Trust's first Culture Day. The day began with a session from FTSU Lead Guardian Pippa Wall and Guardian, Lucy Butler, before Shrewsbury paramedic Neil Amis talked about his cultural journey and how he has discovered holistic treatments and the benefits they bring. The lunch break not only provided a chance to enjoy some fantastic food, but also lots of networking, before Paramedic Patient Safety Director, Nick Henry, discussed his career journey with WMAS and his cultural upbringing. There was also time for some Reiki from anyone who wanted to give it a go, with Neil offering taster sessions. Co-Chair of the ONE Network, Karina Graham, said: "It was fantastic to see so many people coming along throughout the day to learn more about other people's cultures and share their own stories at the same time. It was a really productive day and we are hopeful of turning it into an annual event, that will continue to grow. I would like to say a big thank you to everyone who made the day possible and for everyone who came along and took part in the day." For a full picture round-up of the day, please turn to the back of the Briefing.



### **Launch of the Anti-Racism Charter**

The Trust is committed to creating and maintaining a zero-tolerance approach to racism and discrimination. Race and racism are not always well understood and therefore race is mistakenly and widely used to denote difference. Racism is very real and yet often we deny it affects us, our behaviours, or our employees. Racial discrimination can have a significant psychological impact on the health and well-being of those affected; therefore, we need to develop an inclusive workplace culture where employees feel safe to challenge racial discrimination and inequalities across the Trust.

We have launched, and implemented a race equality and inclusion charter, in partnership with the ONE (BME) network, setting out a zero tolerance to racism in the workplace and the continued support to colleagues who unfortunately experience such unacceptable behaviour. The charter is summarised in a poster format (See appendix) which is displayed in safe spaces across the Trust, on notice boards and the back of toilet cubicles.

To promote the launch of this work, the Trust created a video highlighting colleagues talking about the importance of the work and what it means to them. Click on the following link: [Trust Launches Anti-Racism Charter As It Marks Race Equality Week – West Midlands Ambulance Service University NHS Foundation Trust \(wmas.nhs.uk\)](https://www.wmas.nhs.uk/news/2024/04/trust-launches-anti-racism-charter-as-it-marks-race-equality-week)

The Trust has commenced training for staff across the Trust in 2024/25 which will build a culture of trust, where employees experiencing racism feel confident to come forward and know that they'll be listened to and taken seriously. The training challenges participants to look at their own thinking and biases and covers a range of inclusion topics in addition to anti racism including use of gender pronouns, generational differences and micro aggressions.



# RACE EQUALITY & INCLUSION CHARTER

## WMAS COMMITMENT TO ANTI RACISM

### 3. WOMEN'S NETWORK

The Women's network is now well-established group having had the inaugural launch in March 2022 on the same day the celebration of the International Women's Day. A chairperson was elected, and members receive regular updates and are able to engage with the network through a number of mechanisms. Although a relatively new network, it has already been instrumental in shaping the Gender Pay Gap action plan, which is monitored by the group and has helped coordinate the Springboard initiative for women.

- Network event held on 8<sup>th</sup> March 2024, to celebrate International Women's Day including guest speakers that spoke about women's self-defence, sexual safety and body confidence full day event, good uptake and further membership gained.
- Rebecca Godfrey and Sonia Bhatti – Chair and Vice Chair have been working with the membership to advance the Women's Network throughout 2023/24.
- Springboard cohort commenced; guest speaker presentation completed. (See appendix 3)
- Internet page currently being built.
- AACE National Network meeting attended.
- Gender Pay gap action plan updated and published for 2023/24.
- Roadshow planned with HR to promote free sanitary products in 2023/24.
- Women's Health – Coffee morning (see appendix 4)

- Women's Network booklet 2023 (see appendix 5)
- Development of a Menopause passport to coincide with the launch of our Menopause Policy. We continue to work in partnership with to become a menopause accredited employer over the next year.

### Women's Network celebrates South Asian Heritage Month

In an organisation that is over 50% female, it goes without saying that women would want to empower each other within the workplace. That's why the Trust 2023 Women's Network Event was a huge success for everyone in attendance. The event took place at Sandwell Hub and took the opportunity to celebrate South Asian Heritage Month, with a special performance from Bhangra dance group, The Lionesses and attendee's having the opportunity to try on a Sari and sample South Asian food.

Chair of the Network, Becky Godfrey, said: 'It's fantastic to see so many women and allies of women coming together in our organisation to support each other and to support South Asian Heritage Month. The event had a great turnout, with over 40 people attending to enjoy a day of networking, guest speakers, CPD opportunities and a special dance performance and lesson from The Lionesses.

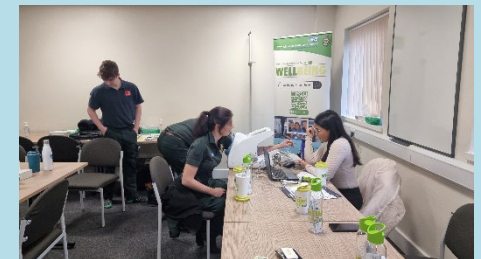


#### 4. DISABILITY, CARERS AND ADVOCATES NETWORK (DCA)

The Disability, Carers & Advocates in brief the DCA is the identifying name for the West Midlands Ambulance Service network for all staff who have a Disability, are a Carer or would act as a supporting Advocate for either party. DCA was launched in 2019 and has grown in membership very quickly with over 50 members.

The purpose of this group is:

- Is to promote a positive approach to Disability & Carers responsibilities.
- To address issues, topics, that have arisen.
- To provide best practice in terms of shared knowledge and understanding for the benefit of all staff.
- Creating a supportive, nurturing, and inclusive environment where all members of staff with differing abilities are respected and acknowledged for their contribution.



**Membership** is currently stable with members predominantly at Millennium Point, Navigation Point and Tollgate. The network is keen to reach out to all staff and board members with disabilities (both obvious and hidden), caring responsibilities or who will be advocates for these groups. Meetings have mainly been online via Teams which seems to have worked well and allowed staff from other locations to join more easily, with the first face to face meeting in three years at MP just before Christmas.

**Disability History Month (DHM)2023.**

The Trust's Disability, Carers and Advocates Network held a drop-in day at Tollgate on Tuesday to celebrate Disability History Month. The day was supported by the Health and Wellbeing Team who offered health checks and free goodies, there was also representation from the FTSU team, mental health practitioners and SALS, as well as the opportunity for people to try their hand at various Christmas-themed crafts. The day provided a good opportunity to engage with the various teams at Tollgate, including operational staff, PTS, NEOC and EOC colleagues. Chair of the DCA, John Eames, said: "The day was only possible due to the help and support of so many people, especially our hosts at Tollgate, SALS, the Health and Wellbeing Team, as well as Nathan Hudson, Mohammed Ramzan and Kelly Murphy. Of course, that's not to forget everyone who visited the event, I hope you all enjoyed the day."



In 2023/24 The DCA promoted videos across social media for Disability Pride Month (July 2023) with 5 people sharing their stories and experiences of disability to raise awareness and encourage more people to share their stories too. This was a fantastic example of how we can combine ideas for joint cross-sectional work across themes. Please click on the following link to access the Disability Pride videos: [Disability, Carers and Advocates \(DCA\) Network \(sharepoint.com\)](#)

In November 2023 we launched our new Supporting Employees in the Workplace Policy as a rebrand of our sickness absence management policy. The new policy places a much greater emphasis on a compassionate approach to supporting people through periods of illness. Within the policy there is also a comprehensive manager guide to understanding issues of long-term health and disability, how to support individuals in the workplace and requirements to consider reasonable adjustments under The Equality Act.

### Neurodiversity

This year a new neurodiversity peer support group was launched as a subgroup of the DCA Network. This group aims to provide support to individuals who are neurodiverse by sharing personal experiences as well as raising awareness of supporting colleagues, family and friends with neurodiversity.

It was recognised that neurodiversity was becoming a more openly talked about topic amongst colleagues and that managers needed additional professional advice and guidance in supporting neurodivergent colleagues. In January 2024 we were able to facilitate a manager training session, delivered by Neurobox, to provide an overview and awareness of neurodivergent conditions and how managers can effectively support people in the workplace.

### Workplace Quality Mark – British Dyslexia Association



We are proud to have started a project working with The British Dyslexia Association on their workplace quality mark scheme. The Trust has signed the pledge to meet the bronze scheme and has made a commitment to work towards achieving the silver level mark within the next 12 months. Louise Jones, Recruitment Manager, will be project managing a working group including management and staff representatives to deliver key improvements in the experience of our staff who are dyslexic, building on the support already in place and making further steps to provide a dyslexia friendly workplace.

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## 5. WMAS Military Network

The Military Network provides a support group for staff who have an affinity with the armed forces community. This includes those who have served (veterans), those currently serving as reservists, Cadet Instructors, family members of those serving and everyone else who has an interest in the armed forces community. The network aims to:

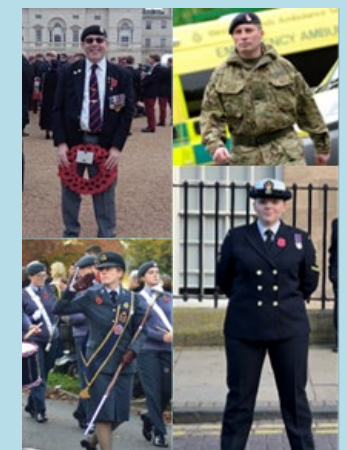
- Support staff to be able to engage in military service (Reservists and Cadet Leaders)
- Create an inclusive community of staff who have military experience, connections to the military or a general interest with no barriers to membership.
- Celebrate the current and past military service of WMAS staff.
- Provide signposting for further support and welfare to military veterans.
- Raise awareness across the trust of issues faced by military veterans and offering of signposting support for patients.
- Support military service leavers in their transition into working for WMAS.
- Support Armed Forces Charities and organisations.

November is a busy month for the network supporting Remembrance with several events and parades across the region. The network was relaunched in early 2023 and a committee has now been put in place and a new Teams site setup as a central point of information and interaction.

June was a busy month with both Reserves Day and Armed Forces Day which saw reservists (non-patient facing) wearing uniform to work and a host of Armed Forces Day events across the region.

Looking ahead the network will focus on supporting Veterans and the introduction of Veteran Champions on hubs/trust sites as a point of contact/support. We will look at what other support we can offer these individuals and any other relevant training.

The Network continues to engage with military organisations, NHS employers and other key stakeholders to ensure we provide the best support our staff and patients.



## 6. WMAS Student Network

The Trust have launched their first Student Network and two student paramedics have been appointed as co-chairs, Raul Anton Gutierrez (Coventry University Student) and Hayden Emmett-Bird (WMAS Student Paramedic). Head of Student Engagement, Safety & Wellbeing, Suman Bhambra-Thompson, said: “The Network is aimed at external and internal students, learners and apprentices and will sit alongside the five other existing networks. It will be run by the students and apprentices and provide a safe space to chat through issues. It will provide an opportunity for peer support for individuals who may be facing challenge in the learning environment or their studies.



## DIVERSITY & INCLUSION STEERING GROUP (DISAG)

The Trust supports the DISAG group with representation from a diverse range of staff from across the Trust who are representative of the various roles and departments within the Trust group, including network chairs, staff side representatives, the group is chaired by the People Director. The DISAG group meets every three months to consult and drive the Diversity & Inclusion agenda forward. Action plans emanating from DWES, WRES and Gender Pay Gap reports are monitored at DISAG for progress.

## EXTERNAL PARTNER

### NADG [NATIONAL AMBULANCE DIVERSITY GROUP]

The Trust is represented on the national group and attends the meetings regularly. It is a forum of shared knowledge and expertise which drives the Equality & Diversity agenda at national level. We had staff attend the National Ambulance Wellbeing Forum - there has been supported provided for individuals to receive funded intensive rehabilitation support to support them to be able to return to work following significant illness or injury.

### NLGBT [NATIONAL LESBIAN GAY BISEXUAL TRANSGENDER] AND NATIONAL BME AMBULANCE NETWORK

Both groups have developed over the last few years with an annual conference every year and all ambulance services march together at Pride. WMAS hosted the conference in 2019.

### REGIONAL EQUALITY FORUM & INTEGRATED CARE SYSTEM/BOARD (ICS/B)

The Trust are members of the regional Equality forum and ICS/B which allows all Trusts to meet and share best practice and discuss issues which relate directly to the region.

### NATIONAL & REGIONAL RESERVIST FORUM

The Trust are members of both the local and national group and support Armed Forces Day, Reservist Day and Remembrance Day.

### NHS STANDARD CONTRACT

The NHS Standard Contract is mandated by NHS England for use by NHS commissioners to contract for all healthcare services other than primary care. This prohibits discrimination based on the nine protected characteristics set out in the Equality Act 2010 and is a mutual obligation on the commissioner and on the provider. Service Condition 13 relates specifically to 'Equality of Access and Equality and Non-Discrimination.' WMAS has provided timely assurance reports to commissioners as part of the local agreement.

This means that the Trust must:

- Have regard to the need to reduce inequalities between patients in access to health services and the outcomes achieved (s. 13G and s.14T);
- Exercise its functions with a view to securing that health services are provided in an integrated way, and are integrated with health- related and social care services, where they consider that this would improve quality and reduce inequalities in access to those services or the outcomes achieved (s13N and s.14Z1).
-

## CULTURAL CALENDAR 2024

The Equality and Inclusion department and the Health and Well-being team again this year have collaboratively produced a WMAS cultural calendar for 2024. The Trust has launched its' Cultural Calendar for 2024 in January. As a Trust we aim to be as inclusive and diverse as possible. All employee requests to be absent due to religious commitments should be dealt with sympathetically by departments, provided this has been discussed and agreed with their line manager This innovative piece of work will now be shared with the networks and staff so that events can be highlighted and celebrated in a timely fashion during the year. The calendar has been shared with senior management so that employee requests to be absent due to religious and cultural commitments should be dealt with sympathetically by departments provided this has been discussed and agreed with their line manager. Staff wishing to observe religious festivals and holy days will have the opportunity to discuss and negotiate with their managers in advance. Managers in turn have been encouraged to consider sympathetically requests for annual leave or flexible work schedules from staff wishing to participate in religious and cultural festivals and to be prepared to make reasonable adjustments to working arrangements if they don't cause undue disruption.



## CONCLUSION

Despite the challenges presented in the last couple of years with the pandemic, winter pressures and significant hospital handover delays, the Trust has achieved a number of milestones as contained in this report and met the PSED duties. There is much to be proud of and the Trust is committed to achieving further progress on all areas of Diversity & Inclusion, and we will continue to strive to make the environment more inclusive for both patients and staff through our engagement strategy.

The Trust now incorporates its duties under the PSED of the Equality Act 2010 within the annual report. The Workforce Race Equality Standard and Action Plan, Workforce Disability Action Plan, Gender Pay Gap report and EDS3 2022 are published on the Trust web site. However, outcomes from EDS3 are also included in this report as is workforce data.

We have actively been recruiting Diversity Champions across the Trust to have a single point of contact across sites. The Champions are enthusiastic and passionate about helping to drive behavioural and cultural change across the organisation helping all employees feel welcome, safe, and valued. The role of the EDI Champion is vital because they are the named individual at the designated site promoting diversity and inclusion with the aim of helping to reduce the chances and any occurrence of discrimination through appropriate advice and support and linking in with staff networks and management when appropriate and promoting the right behaviours. Two cohorts were run in 2023/24 with most sites represented.

## PRIORITIES FOR 2024/25

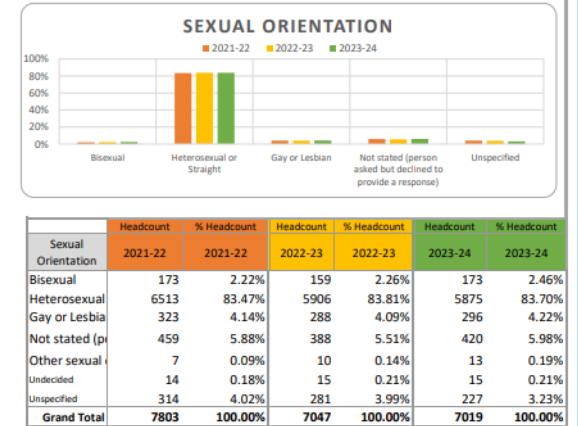
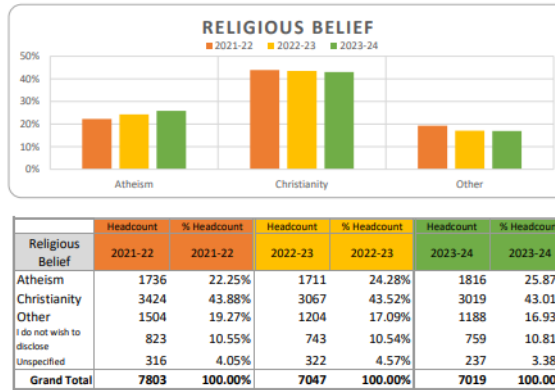
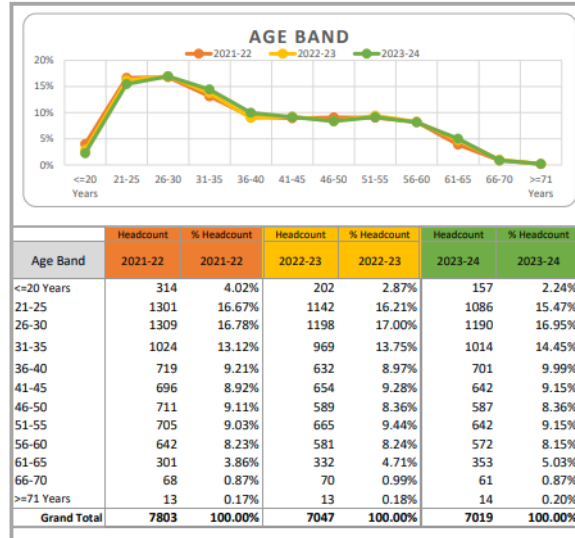
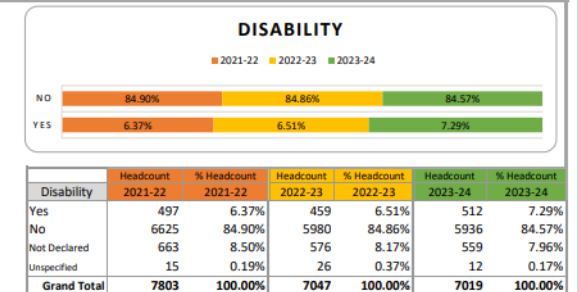
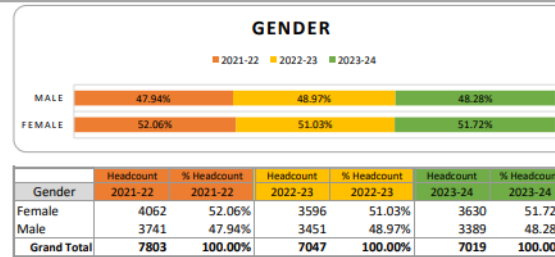
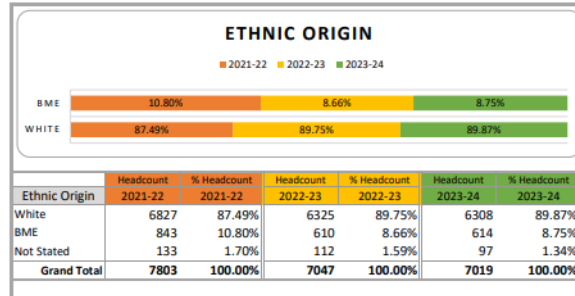
The following list describes the areas which the Trust will prioritise and will form part of the work plan for 2024/25:

1. Development of Action Plans based on findings from the WDES & WRES, GPG data analysis.
2. Continued work with ICS/ICB Equality and Inclusion Group
3. Continued delivery on the Equality Objectives including Board development training.
4. Continued Implementation of Equality Strategy for the Trust 2021 - 2025
5. Continued work on Workforce Race Standard and Implementation of Disability Workforce Equality Standard
6. Work in partnership with colleagues across the Ambulance sector including the National Ambulance alliance - AACE.
7. Training for staff on the Equality Impact Assessment process.
8. Increased engagement and recruitment campaigns with seldom heard communities should be a focus in 2024/25 and beyond - this will help the Trust to attract diverse portfolio of staff.
9. Work on the EDS3 2022 assessment and grading for all domains and deliver on the action plan 2024/25
10. Provide timely reports to ICB and commissioners on Equality compliance.
11. Work on the Health Inequalities agenda.
12. Delivery of the Anti-racism charter training and associated education and awareness package to staff and management.
13. Growing our Diversity Champions for the Trust.

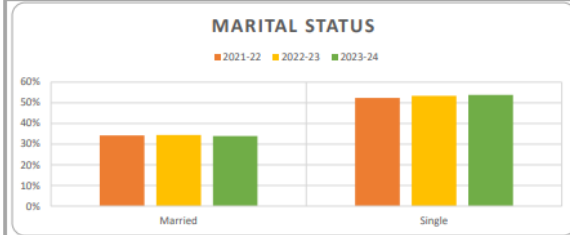
# APPENDICES

## Appendix 1 – WORKFORCE DIVERSITY PROFILE

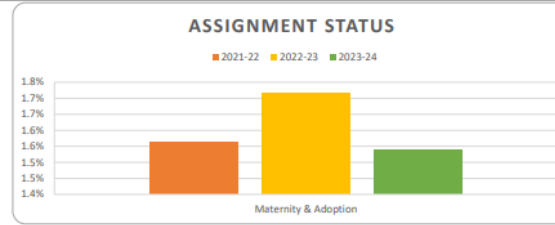
Workforce Diversity Profile 2021-22, 2022-23 and 2023-24 - Profile



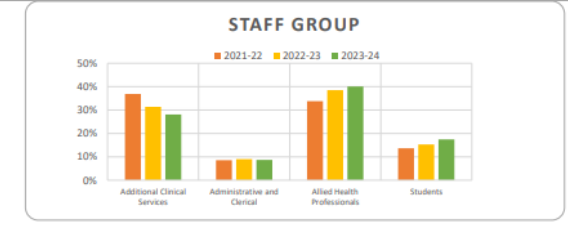
Workforce Diversity Profile 2021-22, 2022-23 and 2023-24 - Profile



Marital Status	Headcount	% Headcount	Headcount	% Headcount	Headcount	% Headcount
	2021-22	2021-22	2022-23	2022-23	2023-24	2023-24
Civil Partnership	123	1.58%	114	1.62%	120	1.71%
Divorced	364	4.66%	341	4.84%	357	5.09%
Legally Separated	90	1.15%	80	1.14%	70	1.00%
Married	2670	34.22%	2428	34.45%	2378	33.88%
Single	4086	52.36%	3762	53.38%	3779	53.84%
Widowed	49	0.63%	44	0.62%	39	0.56%
Unknown	421	5.40%	278	3.94%	276	3.93%
<b>Grand Total</b>	<b>7803</b>	<b>100.00%</b>	<b>7047</b>	<b>100.00%</b>	<b>7019</b>	<b>100.00%</b>

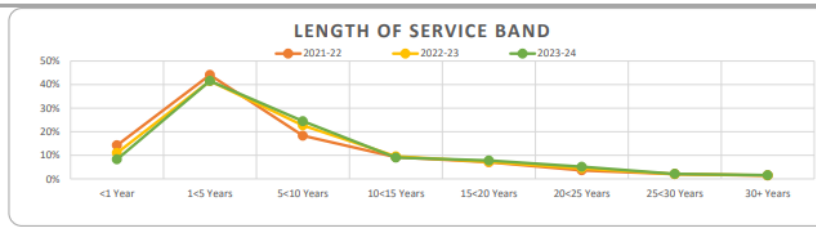


Assignment Status	Headcount	% Headcount	Headcount	% Headcount	Headcount	% Headcount
	2021-22	2021-22	2022-23	2022-23	2023-24	2023-24
Acting Up	2	0.03%				
Active Assignment	7260	93.06%	6629	94.07%	6705	95.53%
Career Break	20	0.26%	14	0.20%	14	0.20%
Inactive Not Worked	39	0.47%	17	0.24%	2	0.03%
Internal Secondment	352	4.51%	260	3.69%	178	2.54%
Maternity & Adoption	122	1.56%	121	1.72%	108	1.54%
Out on External Secondment	4	0.05%	1	0.01%	4	0.06%
Suspension	4	0.05%	5	0.07%	8	0.11%
<b>Grand Total</b>	<b>7803</b>	<b>100.00%</b>	<b>7047</b>	<b>100.00%</b>	<b>7019</b>	<b>100.00%</b>



Staff Group	Headcount	% Headcount	Headcount	% Headcount	Headcount	% Headcount
	2021-22	2021-22	2022-23	2022-23	2023-24	2023-24
Add Prof Scientific and Technic	54	0.69%	5	0.07%	5	0.07%
Additional Clinical Services	2878	36.88%	2214	31.42%	1972	28.10%
Administrative and Clerical	669	8.57%	636	9.03%	609	8.68%
Allied Health Professionals	2636	33.78%	2715	38.53%	2815	40.11%
Estates and Ancillary	303	3.88%	300	4.26%	286	4.07%
Medical and Dental	64	0.82%	42	0.60%	46	0.66%
Nursing and Midwifery Registered	132	1.69%	55	0.78%	61	0.87%
Students	1067	13.67%	1080	15.33%	1225	17.45%
<b>Grand Total</b>	<b>7803</b>	<b>100.00%</b>	<b>7047</b>	<b>100.00%</b>	<b>7019</b>	<b>100.00%</b>

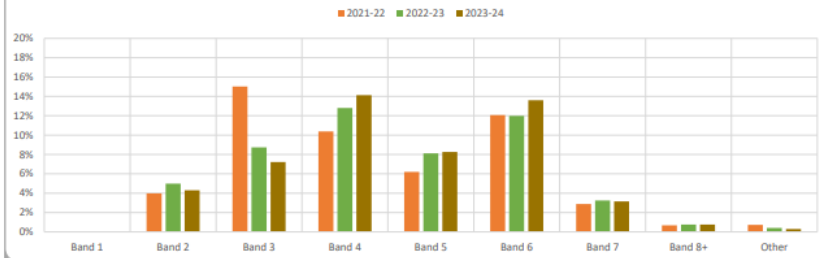
Length of Service Band	Headcount	% Headcount	Headcount	% Headcount	Headcount	% Headcount
	2021-22	2021-22	2022-23	2022-23	2023-24	2023-24
<1 Year	1112	14.25%	776	11.01%	581	8.28%
1<5 Years	3441	44.10%	2928	41.55%	2917	41.56%
5<10 Years	1428	18.30%	1600	22.70%	1718	24.48%
10<15 Years	719	9.21%	673	9.55%	634	9.03%
15<20 Years	554	7.10%	509	7.22%	548	7.81%
20<25 Years	283	3.63%	313	4.44%	361	5.14%
25<30 Years	157	2.01%	142	2.02%	149	2.12%
30+ Years	109	1.40%	106	1.50%	111	1.58%
<b>Grand Total</b>	<b>7803</b>	<b>100.00%</b>	<b>7047</b>	<b>100.00%</b>	<b>7019</b>	<b>100.00%</b>



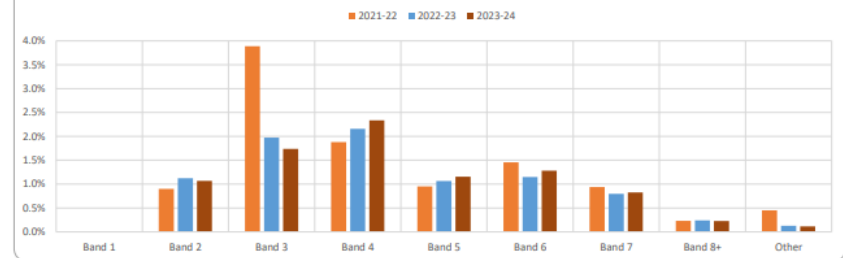
Pay Scale	Female		Male		Female		Male	
	2021-22	2021-22	2022-23	2022-23	2023-24	2023-24	2023-24	2023-24
Band 1	0.00%	0.01%	0.00%	0.01%	0.00%	0.01%	0.00%	0.01%
Band 2	3.98%	7.39%	4.98%	8.55%	4.30%	7.04%	3.98%	7.39%
Band 3	15.02%	6.82%	8.73%	5.00%	7.21%	5.33%	15.02%	6.82%
Band 4	10.38%	8.84%	12.81%	9.04%	14.12%	9.66%	10.38%	8.84%
Band 5	6.19%	5.64%	8.11%	6.70%	8.25%	6.38%	6.19%	5.64%
Band 6	12.06%	13.52%	12.00%	14.27%	13.61%	14.55%	12.06%	13.52%
Band 7	2.88%	3.44%	3.24%	3.36%	3.15%	3.38%	2.88%	3.44%
Band 8+	0.67%	1.16%	0.75%	1.31%	0.76%	1.25%	0.67%	1.16%
Other	0.72%	1.27%	0.40%	0.75%	0.30%	0.68%	0.72%	1.27%
<b>Grand Total</b>	<b>51.91%</b>	<b>48.09%</b>	<b>51.01%</b>	<b>48.99%</b>	<b>51.70%</b>	<b>48.30%</b>	<b>51.91%</b>	<b>48.09%</b>

Pay Scale	White			BME			Not Stated		
	2021-22	2021-22	2021-22	2022-23	2022-23	2022-23	2023-24	2023-24	2023-24
Band 1	0.01%	0.00%	0.00%	0.01%	0.00%	0.00%	0.01%	0.00%	0.00%
Band 2	10.35%	0.90%	0.12%	12.27%	1.12%	0.10%	10.10%	1.07%	0.16%
Band 3	17.62%	3.89%	0.33%	11.56%	1.97%	0.20%	10.63%	1.74%	0.17%
Band 4	17.20%	1.88%	0.14%	19.46%	2.16%	0.17%	21.28%	2.34%	0.17%
Band 5	10.63%	0.95%	0.24%	13.49%	1.06%	0.20%	13.30%	1.15%	0.16%
Band 6	23.55%	1.45%	0.58%	24.60%	1.15%	0.51%	26.42%	1.28%	0.46%
Band 7	5.20%	0.94%	0.18%	5.65%	0.80%	0.16%	5.56%	0.83%	0.14%
Band 8+	1.51%	0.23%	0.09%	1.72%	0.24%	0.10%	1.70%	0.23%	0.09%
Other	1.52%	0.45%	0.03%	1.02%	0.13%	0.00%	0.87%	0.11%	0.00%
<b>Grand Total</b>	<b>87.59%</b>	<b>10.70%</b>	<b>1.71%</b>	<b>89.78%</b>	<b>8.63%</b>	<b>1.59%</b>	<b>89.87%</b>	<b>8.75%</b>	<b>1.34%</b>

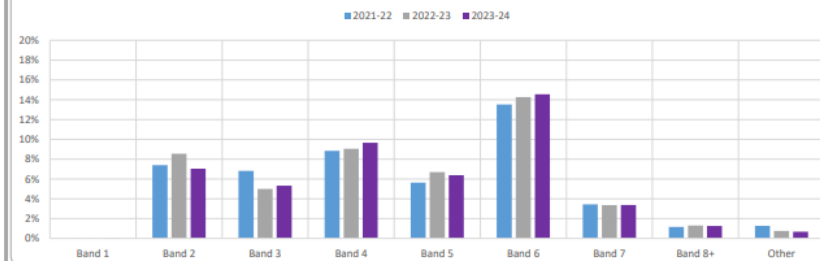
PAY SCALE BY GENDER (FEMALE)



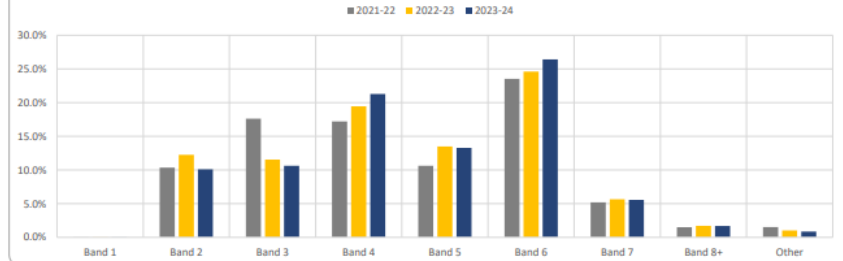
PAY SCALE BY ETHNICITY - BME



PAY SCALE BY GENDER (MALE)



PAY SCALE BY ETHNICITY - WHITE



Appendix 2 – CULTURAL DAY



27TH SEPT 2023  
@ SANDWELL HUB



# Cultural Day



**Karina Graham**  
One Network Co-Chair

In celebration of the diverse backgrounds of all WMAS staff and to promote cultural understanding among colleagues



**Keeling Hutton**  
One Network Co-Chair





Appendix 3 – WMAS SPRINGBOARD ALUMNI

**Alumni:**  
Post-Event Reflections



**Sonia Bhattie**  
Vice-Chair

**Shindo Barquer**  
Springboard Trainer

**FIRST ALUMNI EVENT**

# Springboard




**21<sup>ST</sup> SEPTEMBER**  
From 9.00 registration | 9.30 - 12.30  
**@ SANDWELL TRAINING HUB**

**Who can attend?**  
*Anyone who has attended the full Springboard Programme*

- ✓ Career Development workshop with top tips that can help you with interview prep and interview.
- ✓ Opportunity to hear about some 'Springboard journeys and experiences'
- ✓ Review and set new personal and professional goals
- ✓ Opportunity to network

## CPD & NETWORKING



## SHARING OUR SPRINGBOARD JOURNEYS



Pippa Wall



Manjeet Malhi



Kiron Bhamra



Beth Stewart



Roberta Hawkins



Loz Horobin



Lucy Butler



Lucy Butler



## INTERVIEW TIPS TO BOOST YOUR CONFIDENCE

SAYING TO YOURSELF IT'S NORMAL TO BE NERVOUS!

BE PREPARED. HAVE FAITH IN YOURSELF THAT YOU ARE GOOD ENOUGH TO DO THE JOB.

DO YOUR RESEARCH

PREPARE, RESEARCH, PRACTICE. WRITE DOWN QUESTIONS. BE POSITIVE.

PREPARE YOURSELF WELL

TAKE TIME YOU NEED TO PREPARE AND DO NOT OVER COMMIT AROUND THE RUN UP TO THE INTERVIEW.

MINDSET WORK. TALK TO YOURSELF AND CHANGE INNER VOICE IN YOUR HEAD.

PLAN YOUR TRAVELLING AND ARRIVAL. WHERE IS IT? HOW LONG WILL IT TAKE? WHERE DO YOU GO WHEN YOU GET THERE?

COMMUNICATE - TALK TO RECRUITMENT. PRACTICE ANSWERING QUESTIONS

BE BRAVE, AND IF YOU'RE NOT FEELING BRAVE JUST ACT LIKE YOU ARE FOR THE HOUR.



# WOMEN'S HEALTH COFFEE MORNING



Dr Aaliya Goyal



Lucy Butler

*Sandwell Hub | Training Room 1  
(First Floor)*

**9:30AM - 12:30PM**

*Thursday 6th February*

With opportunities for networking, guest speakers on important women's health related topics and an opportunity for a Q&A with the panel.





# WMAS Women's Network in 2023



# WMAS Women's Network in 2023

## SOUTH ASIAN HERITAGE MONTH

The WMAS Women's Network marked South Asian Heritage Month with a Trust Network event featuring guest speakers, a performance from South Asian dancers and South Asian food.



## FREE SANITARY PRODUCTS

Thanks to the work of the Trust Women's Network, Chair of the Network, Becky Godfrey alongside support from Head of Human Resources, Lucy Mackracken and funding from the Association of Ambulance Chief Executives (AACE) free sanitary products were installed at all Trust sites.



## INTERNATIONAL WOMENS DAY

The Trust marked International Women's Day in March with a Trust Network Event, also including testimonies from inspirational female members of staff being shared on Trust social media.



## THE NHS WOMENS LEADERS NETWORK CONFERENCE

Vice Chair of the Trust Women's Network, Sonia Bhatti attended the NHS Confederations Health and Care Women's Leaders Network Conference in Leeds and learnt about networking approaches on Women's safety, Gender Equality and Women's Health at work.

## SPRINGBOARD ALUMNI DAY

Members of staff who had completed the Springboard Course gathered for an alumni day including opportunities for CPD, networking and meeting more people within the Trust and more!

**FIRST ALUMNI EVENT**

### Springboard

**21ST SEPTEMBER**  
From 10:00am - 12:00pm

**SANDWELL TRAINING HUB**

**Who can attend?**  
Anyone who has achieved the full Springboard Programme

Great developmental activities will help you to:

- Gain confidence and experience
- Develop your skills and knowledge
- Meet and set your personal and professional goals
- Develop your network

## WOMEN LEADING THE WAY SEMINAR

With support from the Trust Women's Network, Paramedic Beth Stewart organised and delivered a 'Women Leading the Way' seminar available to all staff which focussed on gaining inspiration from female role models, with guest speakers on the topic in attendance.

**NHS**  
West Midlands Ambulance Service

### WOMEN LEADING THE WAY

Organised by Paramedic, Beth Stewart

**Monday 8th November**  
15:00

**Agenda:**

- Opportunities for staff and students to gain inspiration from female role models
- Understanding of some of the obstacles women face in their careers
- Listen to guest speakers sharing insights on the event

For more information, contact Bethany Stewart@wmas.nhs.uk



# WMAS Women's Network

## Testimonials

### 1 REBECCA PARKER-WILLIAMS - REGIONAL NEOC MANAGER

It's a brilliant network where you can create new connections and build on exiting relationships with women from all areas. Everyone is really friendly and supportive, always ready to share their experience and knowledge. We mix talks and presentations from guest speakers with fun activities and to keep things interesting we a different topic/focus each month. I highly recommend joining.

### 2 LOZ HOROBIN - HART TEAM LEADER

The network is a great opportunity to strengthen connections, access new information and gain different perspectives. It is a valuable group to be part of, that builds confidence and develops working relationships.

### 3 SUSAN CHAKRAVERTY - ADVANCED PARAMEDIC

Network meetings are very well organised and attended, its a great chance to chat to other women in the trust I just wouldn't meet without these gatherings. Speakers have been empowering and interesting definitely worth taking the time out of your day to attend.

### 4 JENNY HUBBLE - ORGANISATIONAL DEVELOPMENT OFFICER

"I joined the Women's Network following my attendance on the Springboard Programme. The network gives me the opportunity to liaise with others to share our experiences, knowledge and expertise. It's a great way of meeting people within the Trust and has a good mixture of operational, clinical, non-clinical, corporate and central function staff"

### 5 ANNA PARRY - MANAGING DIRECTOR AT AACE

The WMAS women's network is a brilliant example of the power, influence and positivity peer support groups can bring to organisations, particularly in the public sector where both employees and patients stand to benefit. The network's work locally, in the West Midlands region, as well as its contribution to our national ambulance women's networks' group has been very much welcomed and embraced. We would wholeheartedly support the network's nomination for the Midlands' Inclusivity and Diversity awards.



# WMAS Women's Network

## Testimonials

### 1 MANJEET MALHI - HEALTH AND WELLBEING MANAGER

It has been an absolute privilege working and supporting the Women's Network. I would encourage more women in the Trust to join the Women's Network it has provided me with so many opportunities for myself personally and for other women in the Trust to come together and celebrate events, inclusivity, and diversity, which has been such an amazing experience. It is such a supportive network and I have met some extraordinary women and made some special friends too along the way.

### 2 DR AALIYA GOPAL, GP AND MEMBER OF NHS ASIAN PROFESSIONALS NATIONAL ALLIANCE

I attended WMAS Women's Network's South Asian Heritage Month as a Keynote Speaker. I spoke about my heritage and what it means to me, the impact of my early childhood life, and how I have taken all the learning into my leadership journey. The true test of a great event is not only that it's still remembered weeks later, but that connections are made. I met some wonderful people and connected with many of them and since then we have exchanged texts, messages and emails and had follow-up meetings and explored opportunities for future working.

### 3 MOHAMMED RAMZAN - HEAD OF EQUALITY AND DIVERSITY

We already know some of the disparities that exist for Women through established research and also through the Gender Pay Gap report. The Women's network has gone from strength to strength and achieved some notable milestones and is growing in membership through its ground breaking initiatives such as the Springboard project for women, work on menopause awareness and the roll out of the Sanitary products across sites addressing health inequalities. This would not have been possible were it not for the inspirational leadership of the network comprising of the Chair, Rebecca Godfrey and Vice chair Sonia Bhattie.



# WMAS Women's Network

## International Women's Day 2023



In March, the Trust Women's Network held their first Event for #InternationalWomensDay. Led by Trust Women's Network Chair, Rebecca Godfrey the event included guest speakers such as Shindo Barquer and Sonia Bhatti, who will be covered some important topics like imposter syndrome & empowering women at work 🧡💡



Women and allies of women within the network attended on the day and enjoyed opportunities to learn, to network and to celebrate international women's day together!



# WMAS Women's Network

## International Women's Day 2023



International Women's Day



#InternationalWomensDay2023 was highlighted on @Officialwmas social media pages, with them shining a light on some of the incredible women that make up the workforce.

We're so proud of all of the women & male allies who make up #TeamWMAS 🧡. We've been able to highlight just a few of them this year.

This year, we're celebrating 52.3% of our workforce being female - a huge step in the right direction towards further gender equality within the service and in the world.





# WMAS Women's Network South Asian Heritage Month



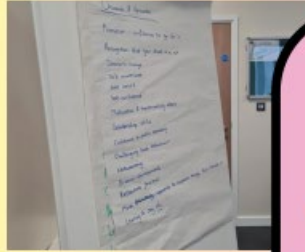
The Trust Women's Network held their second event at Sandwell Hub and took the opportunity to celebrate #SouthAsianHeritageMonth!

All of those who attended enjoyed a day of Guest Speakers, CPD, Networking Activities and Dancing - with a special performance and dance lesson from Lioness Bhangra!

Those in attendance included Chief Executive Officer, Anthony Marsh, Network Chair, Becky Godfrey and Vice Chair, Sonia Bhattie, Equality Diversity and Inclusivity Lead, Mohammed Ramzan, alongside ONE Network Chair, Karina Graham and many more!



# WMAS Women's Network Springboard Alumni Day



Those who have successfully completed the Springboard Course alongside members of the Trust Women's Network attended the Springboard Alumni Event in September.

The event gave attendees the opportunity to share their experiences of the course, networking, opportunities to review and set new personal and professional goals, brush up on interview tips and tricks and much more!

Vice Chair of the Trust Women's Network, Sonia Bhattie said: "The Springboard Alumni Event was a great success and a real opportunity to celebrate the achievements of our staff that completed the course. It was brilliant to see graduates come together and share their springboard experience and how much they gained from the course. We look forward to many more alumni events in the future."

# RACE EQUALITY & INCLUSION CHARTER

## WMAS COMMITMENT TO ANTI RACISM

### What is the Charter?

This Charter is WMAS's commitment to you as an employee, student, or volunteer that racism **will not** be tolerated, and that whatever your heritage, ethnicity or culture you will be treated fairly, with respect and with compassion. It is a commitment to upholding your right to work in an environment that is free from racial discrimination, abuse, and harassment, and free from any form of racist language and behaviour. It is the promotion and celebration of diversity through inclusion and acceptance.

The Charter provides a structure for how we can all work together to achieve a safe, inclusive and positive place to work – covering your journey from when you join WMAS, and throughout your career/placement/volunteer role, and development pathways.

This is in line with our Trust Values:

- Excellence
- Integrity
- Compassion
- Inclusivity
- Accountability



### Why do we need a Charter?

The Trust is committed to creating and maintaining a zero-tolerance approach to racism and discrimination.

Race and racism are not always well understood and therefore race is mistakenly and widely used to denote difference. Racism is very real and yet often we deny it affects us, our behaviours, or our employees. Racial discrimination can have a significant psychological impact on the health and well-being of those affected; therefore, we need to develop an inclusive workplace culture where employees feel safe to challenge racial discrimination and inequalities across the Trust.

Everyone has a part to play in calling out racism and supporting those who do unfortunately experience it to speak out. Change at the workplace level can influence wider societal change, which can influence positive change in the workplace. Change is needed in both spheres to create lasting racial equality and inclusion.

### How WMAS stands up for change:

- We are committed to building, championing and celebrating a diverse workforce.
- We are committed to educating, empowering, and creating a culture of proactive allyship and representation across the organisation and through our networks.
- We are committed to supporting equality & inclusion development sessions for the workplace.
- We are committed to making equity, diversity, and inclusion the responsibility of everyone, including all leaders and managers.

We are committed to building cultures of trust, where employees experiencing racism feel confident to come forward and know that they'll be listened to and taken seriously.

### What is Racist Abuse?

Something is a racist hate incident if the victim or anyone else thinks it was carried out because of hostility or prejudice based on their race, cultural background, ethnicity or nationality.

This means that if you believe something is a racist incident, it should be treated as such by the person you are reporting it to.

*What type of incidents can be a racist incident?*

They can take many forms, but can include the following:

- Verbal and physical abuse
- Bullying
- Threatening behaviour
- Online abuse, abusive text messages or emails
- Damage to property
- It can be one off or part of an ongoing campaign of harassment or intimidation.
- Incidents can be wilful or unwitting without intent.

Many forms of stereotyping or more subtle incidents known as micro-aggressions & micro-incivilities can also be racist.

Micro-aggressions & micro-incivilities have been referred to as the modern-day new face of racism, with it being less overt expressions of racism and the build of more subtle, ambiguous and often unintentional forms of racism.

**Micro-aggressions** can be described as verbal, behavioural and environmental indignities whether intentional or unintentional.

Examples of Micro-aggressions:

- 'Where do you really come from?'
- 'You don't sound black'
- 'I believe everyone should get a job on merit, I don't believe in positive recruitment'
- 'I can't pronounce your name, I'll just call you "XYZ"'

**Micro-incivilities** can be described as daily, commonplace behaviours or aspects of the working environment which signal to out groups that they do not belong.

Examples of Micro-incivilities:

- Constantly interrupting ethnic minority members
- Criticising minorities' performance and yet never offering any praise
- Never looking at someone in the eye who is an ethnic minority in meetings
- Not pronouncing someone's name correctly or calling them the name of another minority member of staff.

### How to Address Racist Incidents

#### NOTICE

- Don't ignore an incident.
- Ensure your own safety and the safety of others around you
- Consider if the situation is escalating and how it can be diffused.

#### ACT

- If in imminent danger, dial 999
- If safe to do, diffuse the situation by removing one of the parties from the situation.
- If you are the victim, see if there is a colleague or manager who can provide you with support.
- If you have witnessed an incident, show support and empathy towards the victim, check they are okay and if they need help.
- If it's safe and you feel comfortable to do so, professionally challenge and call out the inappropriate behaviour directly.
- If you can do so, note down any details about the incident and any witnesses.
- Report via WMAS55 if appropriate
- Talk to a trusted colleague or manager, the HR Team or a Trade Union Representative
- Consider whether report to Police is required.

#### Please do not stay silent.

#### Reporting Mechanisms

- If you experience or witness anything that you consider to be racially motivated, you can report via the following avenues:
- Your Line Manager or another Manager of the Trust you feel comfortable raising with
- Your local Human Resources Representative - [HR Contacts](#)
- Freedom to Speak Up Guardian/Ambassador - [Freedom To Speak Up - Home](#)
- ONE Network - contact at: [onenetwork@wmas.nhs.uk](mailto:onenetwork@wmas.nhs.uk)
- Trade Union Representatives
- Equality, Diversity & Inclusion Lead

#### Further support:

- Dignity at Work Policy – to view: [Dignity at Work Policy](#)
- FTSU Policy – to view: [Freedom to Speak Up Policy \(Whistleblowing\)](#)
- SALS
- Diversity Champions
- Health and Wellbeing Champions
- Health and Wellbeing Website - [WMAS Wellbeing | Health and Wellbeing](#)

### ETHNIC ORIGIN

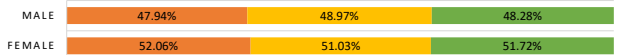
■ 2021-22 ■ 2022-23 ■ 2023-24



Ethnic Origin	Headcount	% Headcount	Headcount	% Headcount	Headcount	% Headcount
	2021-22	2021-22	2022-23	2022-23	2023-24	2023-24
White	6827	87.49%	6325	89.75%	6308	89.87%
BME	843	10.80%	610	8.66%	614	8.75%
Not Stated	133	1.70%	112	1.59%	97	1.34%
<b>Grand Total</b>	<b>7803</b>	<b>100.00%</b>	<b>7047</b>	<b>100.00%</b>	<b>7019</b>	<b>100.00%</b>

### GENDER

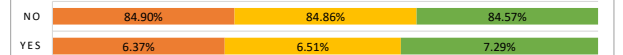
■ 2021-22 ■ 2022-23 ■ 2023-24



Gender	Headcount	% Headcount	Headcount	% Headcount	Headcount	% Headcount
	2021-22	2021-22	2022-23	2022-23	2023-24	2023-24
Female	4062	52.06%	3596	51.03%	3630	51.72%
Male	3741	47.94%	3451	48.97%	3389	48.28%
<b>Grand Total</b>	<b>7803</b>	<b>100.00%</b>	<b>7047</b>	<b>100.00%</b>	<b>7019</b>	<b>100.00%</b>

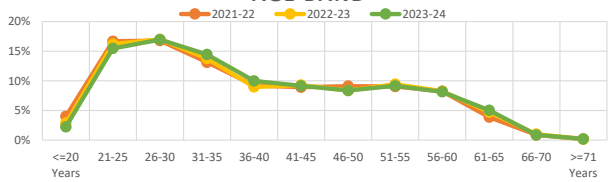
### DISABILITY

■ 2021-22 ■ 2022-23 ■ 2023-24



Disability	Headcount	% Headcount	Headcount	% Headcount	Headcount	% Headcount
	2021-22	2021-22	2022-23	2022-23	2023-24	2023-24
Yes	497	6.37%	459	6.51%	512	7.29%
No	6625	84.90%	5980	84.86%	5936	84.57%
Not Declared	663	8.50%	576	8.17%	559	7.96%
Unspecified	15	0.19%	26	0.37%	12	0.17%
<b>Grand Total</b>	<b>7803</b>	<b>100.00%</b>	<b>7047</b>	<b>100.00%</b>	<b>7019</b>	<b>100.00%</b>

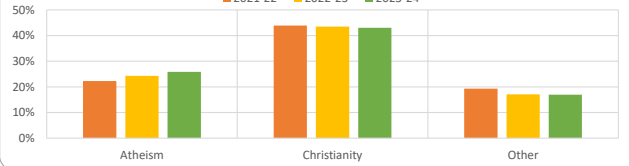
### AGE BAND



Age Band	Headcount	% Headcount	Headcount	% Headcount	Headcount	% Headcount
	2021-22	2021-22	2022-23	2022-23	2023-24	2023-24
<=20 Years	314	4.02%	202	2.87%	157	2.24%
21-25	1301	16.67%	1142	16.21%	1086	15.47%
26-30	1309	16.78%	1198	17.00%	1190	16.95%
31-35	1024	13.12%	969	13.75%	1014	14.45%
36-40	719	9.21%	632	8.97%	701	9.99%
41-45	696	8.92%	654	9.28%	642	9.15%
46-50	711	9.11%	589	8.36%	587	8.36%
51-55	705	9.03%	665	9.44%	642	9.15%
56-60	642	8.23%	581	8.24%	572	8.15%
61-65	301	3.86%	332	4.71%	353	5.03%
66-70	68	0.87%	70	0.99%	61	0.87%
>=71 Years	13	0.17%	13	0.18%	14	0.20%
<b>Grand Total</b>	<b>7803</b>	<b>100.00%</b>	<b>7047</b>	<b>100.00%</b>	<b>7019</b>	<b>100.00%</b>

### RELIGIOUS BELIEF

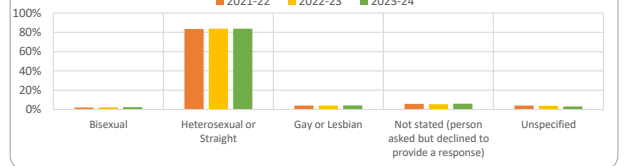
■ 2021-22 ■ 2022-23 ■ 2023-24



Religious Belief	Headcount	% Headcount	Headcount	% Headcount	Headcount	% Headcount
	2021-22	2021-22	2022-23	2022-23	2023-24	2023-24
Atheism	1736	22.25%	1711	24.28%	1816	25.87%
Christianity	3424	43.88%	3067	43.52%	3019	43.01%
Other	1504	19.27%	1204	17.09%	1188	16.93%
I do not wish to disclose	823	10.55%	743	10.54%	759	10.81%
Unspecified	316	4.05%	322	4.57%	237	3.38%
<b>Grand Total</b>	<b>7803</b>	<b>100.00%</b>	<b>7047</b>	<b>100.00%</b>	<b>7019</b>	<b>100.00%</b>

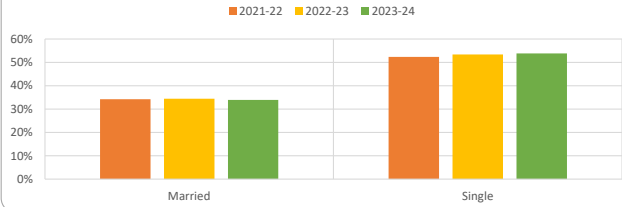
### SEXUAL ORIENTATION

■ 2021-22 ■ 2022-23 ■ 2023-24



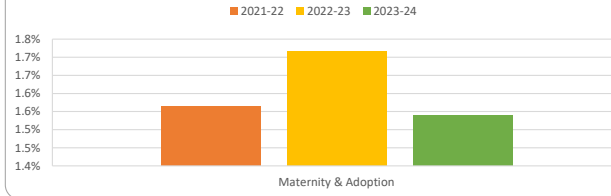
Sexual Orientation	Headcount	% Headcount	Headcount	% Headcount	Headcount	% Headcount
	2021-22	2021-22	2022-23	2022-23	2023-24	2023-24
Bisexual	173	2.22%	159	2.26%	173	2.46%
Heterosexual or Straight	6513	83.47%	5906	83.81%	5875	83.70%
Gay or Lesbian	323	4.14%	288	4.09%	296	4.22%
Not stated (p	459	5.88%	388	5.51%	420	5.98%
Other sexual	7	0.09%	10	0.14%	13	0.19%
Undecided	14	0.18%	15	0.21%	15	0.21%
Unspecified	314	4.02%	281	3.99%	227	3.23%
<b>Grand Total</b>	<b>7803</b>	<b>100.00%</b>	<b>7047</b>	<b>100.00%</b>	<b>7019</b>	<b>100.00%</b>

### MARITAL STATUS



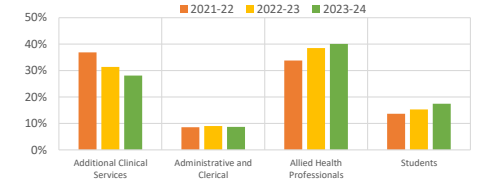
	Headcount	% Headcount	Headcount	% Headcount	Headcount	% Headcount
Marital Status	2021-22	2021-22	2022-23	2022-23	2023-24	2023-24
Civil Partnership	123	1.58%	114	1.62%	120	1.71%
Divorced	364	4.66%	341	4.84%	357	5.09%
Legally Separated	90	1.15%	80	1.14%	70	1.00%
Married	2670	34.22%	2428	34.45%	2378	33.88%
Single	4086	52.36%	3762	53.38%	3779	53.84%
Widowed	49	0.63%	44	0.62%	39	0.56%
Unknown	421	5.40%	278	3.94%	276	3.93%
<b>Grand Total</b>	<b>7803</b>	<b>100.00%</b>	<b>7047</b>	<b>100.00%</b>	<b>7019</b>	<b>100.00%</b>

### ASSIGNMENT STATUS



	Headcount	% Headcount	Headcount	% Headcount	Headcount	% Headcount
Assignment Status	2021-22	2021-22	2022-23	2022-23	2023-24	2023-24
Acting Up	2	0.03%				
Active Assignment	7260	93.06%	6629	94.07%	6705	95.53%
Career Break	20	0.26%	14	0.20%	14	0.20%
Inactive Not Worked	39	0.47%	17	0.24%	2	0.03%
Internal Secondment	352	4.51%	260	3.69%	178	2.54%
Maternity & Adoption	122	1.56%	121	1.72%	108	1.54%
Out on External Secondment	4	0.05%	1	0.01%	4	0.06%
Suspension	4	0.05%	5	0.07%	8	0.11%
<b>Grand Total</b>	<b>7803</b>	<b>100.00%</b>	<b>7047</b>	<b>100.00%</b>	<b>7019</b>	<b>100.00%</b>

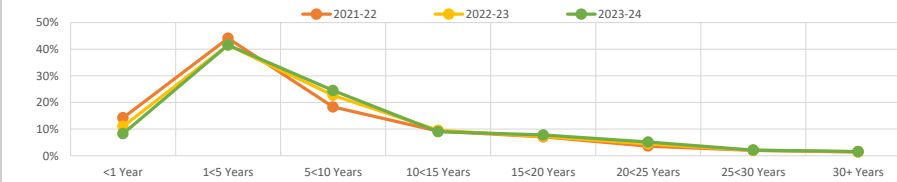
### STAFF GROUP



	Headcount	% Headcount	Headcount	% Headcount	Headcount	% Headcount
Staff Group	2021-22	2021-22	2022-23	2022-23	2023-24	2023-24
Add Prof Scientific and Technic	54	0.69%	5	0.07%	5	0.07%
Additional Clinical Services	2878	36.88%	2214	31.42%	1972	28.10%
Administrative and Clerical	669	8.57%	636	9.03%	609	8.68%
Allied Health Professionals	2636	33.78%	2715	38.53%	2815	40.11%
Estates and Ancillary	303	3.88%	300	4.26%	286	4.07%
Medical and Dental	64	0.82%	42	0.60%	46	0.66%
Nursing and Midwifery Registered	132	1.69%	55	0.78%	61	0.87%
Students	1067	13.67%	1080	15.33%	1225	17.45%
<b>Grand Total</b>	<b>7803</b>	<b>100.00%</b>	<b>7047</b>	<b>100.00%</b>	<b>7019</b>	<b>100.00%</b>

	Headcount	% Headcount	Headcount	% Headcount	Headcount	% Headcount
Length of Service Band	2021-22	2021-22	2022-23	2022-23	2023-24	2023-24
<1 Year	1112	14.25%	776	11.01%	581	8.28%
1<5 Years	3441	44.10%	2928	41.55%	2917	41.56%
5<10 Years	1428	18.30%	1600	22.70%	1718	24.48%
10<15 Years	719	9.21%	673	9.55%	634	9.03%
15<20 Years	554	7.10%	509	7.22%	548	7.81%
20<25 Years	283	3.63%	313	4.44%	361	5.14%
25<30 Years	157	2.01%	142	2.02%	149	2.12%
30+ Years	109	1.40%	106	1.50%	111	1.58%
<b>Grand Total</b>	<b>7803</b>	<b>100.00%</b>	<b>7047</b>	<b>100.00%</b>	<b>7019</b>	<b>100.00%</b>

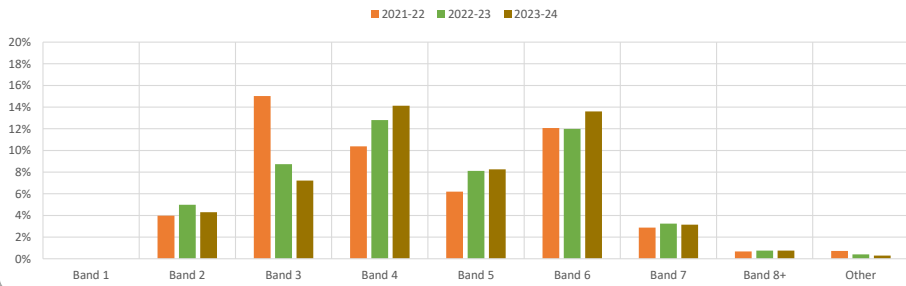
### LENGTH OF SERVICE BAND



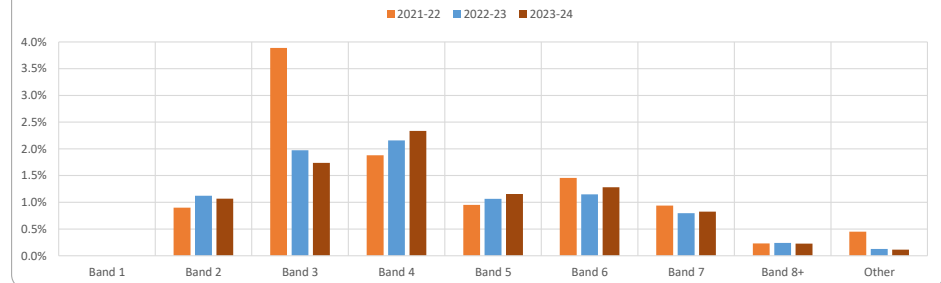
Pay Scale	Female		Male		2023-24	
	2021-22	2022-23	2021-22	2022-23	2023-24	2023-24
Band 1	0.00%	0.01%	0.00%	0.01%	0.00%	0.01%
Band 2	3.98%	7.39%	4.98%	8.55%	4.30%	7.04%
Band 3	15.02%	6.82%	8.73%	5.00%	7.21%	5.33%
Band 4	10.38%	8.84%	12.81%	9.04%	14.12%	9.66%
Band 5	6.19%	5.64%	8.11%	6.70%	8.25%	6.38%
Band 6	12.06%	13.52%	12.00%	14.27%	13.61%	14.55%
Band 7	2.88%	3.44%	3.24%	3.36%	3.15%	3.38%
Band 8+	0.67%	1.16%	0.75%	1.31%	0.76%	1.25%
Other	0.72%	1.27%	0.40%	0.75%	0.30%	0.68%
<b>Grand Total</b>	<b>51.91%</b>	<b>48.09%</b>	<b>51.01%</b>	<b>48.99%</b>	<b>51.70%</b>	<b>48.30%</b>

Pay Scale	2021-22			2022-23			2023-24		
	White	BME	Not Stated	White	BME	Not Stated	White	BME	Not Stated
Band 1	0.01%	0.00%	0.00%	0.01%	0.00%	0.00%	0.01%	0.00%	0.00%
Band 2	10.35%	0.90%	0.12%	12.27%	1.12%	0.10%	10.10%	1.07%	0.16%
Band 3	17.62%	3.89%	0.33%	11.56%	1.97%	0.20%	10.63%	1.74%	0.17%
Band 4	17.20%	1.88%	0.14%	19.46%	2.16%	0.17%	21.28%	2.34%	0.17%
Band 5	10.63%	0.95%	0.24%	13.49%	1.06%	0.20%	13.30%	1.15%	0.16%
Band 6	23.55%	1.45%	0.58%	24.60%	1.15%	0.51%	26.42%	1.28%	0.46%
Band 7	5.20%	0.94%	0.18%	5.65%	0.80%	0.16%	5.56%	0.83%	0.14%
Band 8+	1.51%	0.23%	0.09%	1.72%	0.24%	0.10%	1.70%	0.23%	0.09%
Other	1.52%	0.45%	0.03%	1.02%	0.13%	0.00%	0.87%	0.11%	0.00%
<b>Grand Total</b>	<b>87.59%</b>	<b>10.70%</b>	<b>1.71%</b>	<b>89.78%</b>	<b>8.63%</b>	<b>1.59%</b>	<b>89.87%</b>	<b>8.75%</b>	<b>1.34%</b>

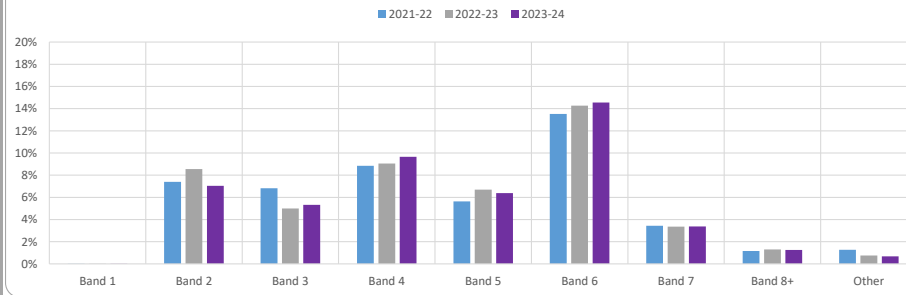
PAY SCALE BY GENDER (FEMALE)



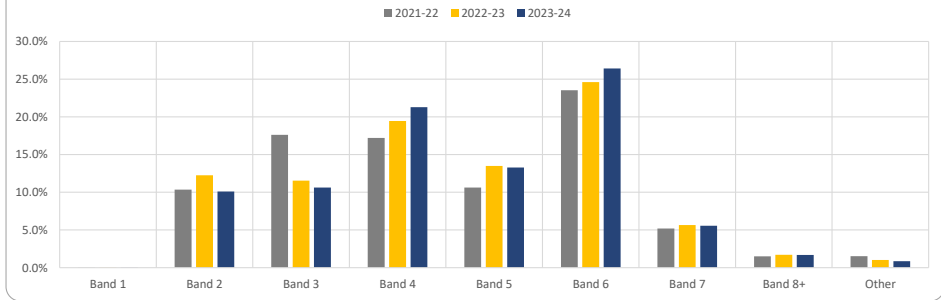
PAY SCALE BY ETHNICITY - BME



PAY SCALE BY GENDER (MALE)



PAY SCALE BY ETHNICITY - WHITE



27TH SEPT 2023  
@ SANDWELL HUB



# ONE NETWORK

THE WMAS ETHNIC MINORITY NETWORK

# Cultural Day



**Karina Graham**  
One Network Co- Chair

*In celebration of the diverse  
backgrounds of all WMAS  
staff and to promote  
cultural understanding  
among colleagues*



**Keeling Hutton**  
One Network Co- Chair



# ONE NETWORK

THE WMAS ETHNIC MINORITY NETWORK







# ONE NETWORK

THE WMAS ETHNIC MINORITY NETWORK

## Networking





# ONE NETWORK

THE WMAS ETHNIC MINORITY NETWORK

One Network Members and HR Buddy (Chaz Dheesna)



**Alumni:**  
Post-Event Reflections



**Sonia Bhattie**  
Vice-Chair

**Shindo Barquer**  
Springboard Trainer

**FIRST ALUMNI EVENT**

# Springboard<sup>®</sup>



**21<sup>ST</sup> SEPTEMBER**

From 9.00 registration | 9.30 - 12.30

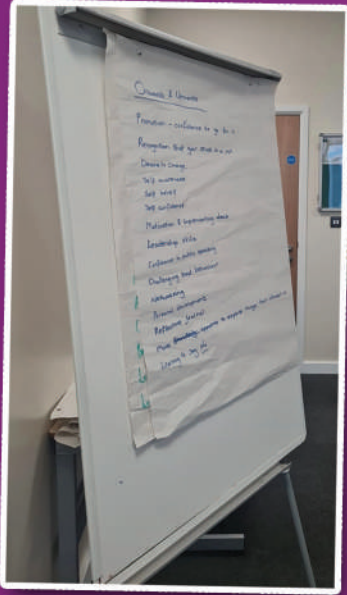
@ **SANDWELL TRAINING HUB**

## Who can attend?

*Anyone who has attended the full Springboard Programme*

- ✓ Career Development workshop with top tips that can help you with interview prep and interview.
- ✓ Opportunity to hear about some 'Springboard journeys and experiences'
- ✓ Review and set new personal and professional goals
- ✓ Opportunity to network

# CPD & NETWORKING



# SHARING OUR SPRINGBOARD JOURNEYS



**Pippa  
Wall**



**Manjeet  
Malhi**



**Kiron  
Bhamra**



**Beth  
Stewart**



**Roberta  
Hawkins**



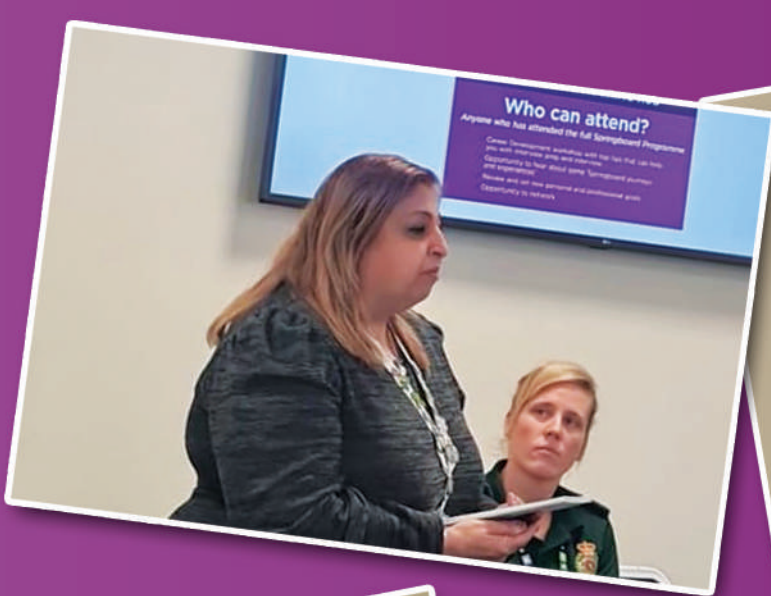
**Loz  
Horobin**



**Lucy  
Butler**



**Lucy  
Butler**



# INTERVIEW TIPS TO BOOST YOUR CONFIDENCE

SAYING TO YOURSELF IT'S NORMAL  
TO BE NERVOUS!

BE PREPARED. HAVE FAITH IN YOURSELF  
THAT YOU ARE GOOD ENOUGH TO  
DO THE JOB.

## DO YOUR RESEARCH

PREPARE, RESEARCH,  
PRACTICE, WRITE  
DOWN QUESTIONS.  
BE POSITIVE.

MINDSET WORK.  
TALK TO YOURSELF  
AND CHANGE  
INNER VOICE IN  
YOUR HEAD.

COMMUNICATE - TALK TO  
RECRUITMENT. PRACTICE  
ANSWERING QUESTIONS

## PREPARE YOURSELF WELL

TAKE TIME YOU NEED TO  
PREPARE AND DO NOT OVER  
COMMIT AROUND THE RUN UP  
TO THE INTERVIEW.

PLAN YOUR TRAVELLING AND  
ARRIVAL. WHERE IS IT? HOW LONG  
WILL IT TAKE? WHERE DO YOU  
GO WHEN YOU GET THERE?

BE BRAVE, AND IF  
YOU'RE NOT FEELING  
BRAVE JUST ACT LIKE YOU  
ARE FOR THE HOUR.



# WOMEN'S HEALTH COFFEE MORNING



Dr Aaliya Goyal



Lucy Butler

*Sandwell Hub | Training Room 1  
(First Floor)*

**9:30AM - 12:30PM**

*Thursday 6th February*

With opportunities for networking, guest speakers on important women's health related topics and an opportunity for a Q&A with the panel.





# WMAS Women's Network

## in 2023

### SOUTH ASIAN HERITAGE MONTH

The WMAS Women's Network marked South Asian Heritage Month with a Trust Network event featuring guest speakers, a performance from South Asian dancers and South Asian food.



### INTERNATIONAL WOMENS DAY

The Trust marked International Women's Day in March with a Trust Network Event, also including testimonies from inspirational female members of staff being shared on Trust social media.

### SPRINGBOARD ALUMNI DAY

Members of staff who had completed the Springboard Course gathered for an alumni day including opportunities for CPD, networking and meeting more people within the Trust and more!

**FIRST ALUMNI EVENT**

## Springboard<sup>®</sup>



**21ST SEPTEMBER**  
From 9.00 registration | 9.30 - 12.30  
@ SANDWELL TRAINING HUB

**Who can attend?**  
Anyone who has attended the full Springboard Programme

- ✓ Career Development workshop with top tips that can help you with interview prep and interview.
- ✓ Opportunity to hear about some 'Springboard journeys and experiences'
- ✓ Review and set new personal and professional goals
- ✓ Opportunity to network





# WMAS Women's Network

## in 2023

### FREE SANITARY PRODUCTS

Thanks to the work of the Trust Women's Network, Chair of the Network, Becky Godfrey alongside support from Head of Human Resources, Lucy Mackracken and funding from the Association of Ambulance Chief Executives (AACE) free sanitary products were installed at all Trust sites.



### THE NHS WOMENS LEADERS NETWORK CONFERENCE

Vice Chair of the Trust Women's Network, Sonia Bhatti attended the NHS Confederations Health and Care Women's Leaders Network Conference in Leeds and learnt about networking approaches on Women's safety, Gender Equality and Women's Health at work.

### WOMEN LEADING THE WAY SEMINAR

With support from the Trust Women's Network, Paramedic Beth Stewart organised and delivered a 'Women Leading the Way' seminar available to all staff which focussed on gaining inspiration from female role models, with guest speakers on the topic in attendance.

West Midlands Ambulance Service  
University NHS Foundation Trust

SEMINAR

## WOMEN LEADING THE WAY

Organised by Paramedic, Bethany Stewart

**Monday 6th November**  
16:00  
Microsoft Teams

**Highlights:**

- Opportunities for staff and students to gain inspiration from female role models.
- Understanding of some of the obstacles women have faced in their careers.
- Listen to guest speakers sharing incredible life stories

For more information, contact [Bethany.Stewart@wmas.nhs.uk](mailto:Bethany.Stewart@wmas.nhs.uk)



# WMAS Women's Network

## Testimonials

### 1 REBECCA PARKER-WILLIAMS - REGIONAL NEOC MANAGER

It's a brilliant network where you can create new connections and build on exiting relationships with women from all areas. Everyone is really friendly and supportive, always ready to share their experience and knowledge. We mix talks and presentations from guest speakers with fun activities and to keep things interesting we a different topic/focus each month. I highly recommend joining.

“

2

### LOZ HOROBIN - HART TEAM LEADER

The network is a great opportunity to strengthen connections, access new information and gain different perspectives. It is a valuable group to be part of, that builds confidence and develops working relationships.

### 3 SUSAN CHAKRAVERTY - ADVANCED PARAMEDIC

Network meetings are very well organised and attended , its a great chance to chat to other women in the trust I just wouldn't meet without these gatherings. Speakers have been empowering and interesting definitely worth taking the time out of your day to attend.

### 4 JENNY HUBBLE - ORGANISATIONAL DEVELOPMENT OFFICER

“I joined the Women's Network following my attendance on the Springboard Programme. The network gives me the opportunity to liaise with others to share our experiences, knowledge and expertise. It's a great way of meeting people within the Trust and has a good mixture of operational, clinical, non-clinical, corporate and central function staff”

### 5 ANNA PARRY - MANAGING DIRECTOR AT AACE

The WMAS women's network is a brilliant example of the power, influence and positivity peer support groups can bring to organisations, particularly in the public sector where both employees and patients stand to benefit. The network's work locally, in the West Midlands region, as well as its contribution to our national ambulance women's networks' group has been very much welcomed and embraced. We would wholeheartedly support the network's nomination for the Midlands' Inclusivity and Diversity awards.



# WMAS Women's Network

## Testimonials

### 1 MANJEET MALHI - HEALTH AND WELLBEING MANAGER

It has been an absolute privilege working and supporting the Women's Network. I would encourage more women in the Trust to join the Women's Network it has provided me with so many opportunities for myself personally and for other women in the Trust to come together and celebrate events, inclusivity, and diversity, which has been such an amazing experience. It is such a supportive network and I have met some extraordinary women and made some special friends too along the way.

### 2 DR AALIYA GOPAL, GP AND MEMBER OF NHS ASIAN PROFESSIONALS NATIONAL ALLIANCE

I attended WMAS Women's Network's South Asian Heritage Month as a Keynote Speaker. I spoke about my heritage and what it means to me, the impact of my early childhood life, and how I have taken all the learning into my leadership journey. The true test of a great event is not only that it's still remembered weeks later, but that connections are made. I met some wonderful people and connected with many of them and since then we have exchanged texts, messages and emails and had follow-up meetings and explored opportunities for future working.

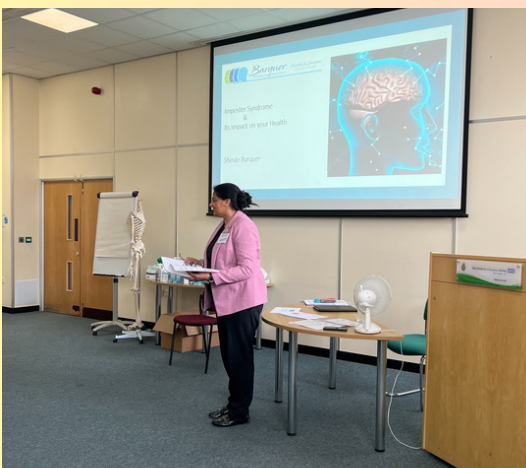
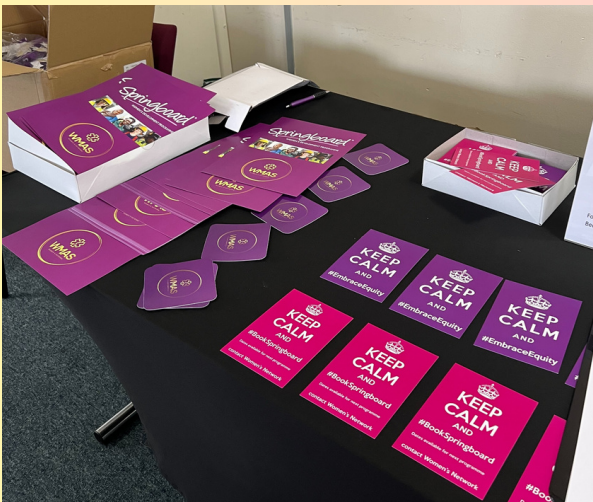
### 3 MOHAMMED RAMZAN - HEAD OF EQUALITY AND DIVERSITY

We already know some of the disparities that exist for Women through established research and also through the Gender Pay Gap report. The Women's network has gone from strength to strength and achieved some notable milestones and is growing in membership through its ground breaking initiatives such as the Springboard project for women, work on menopause awareness and the roll out of the Sanitary products across sites addressing health inequalities. This would not have been possible were it not for the inspirational leadership of the network comprising of the Chair, Rebecca Godfrey and Vice chair Sonia Bhattle.



# WMAS Women's Network

## International Women's Day 2023



In March, the Trust Women's Network held their first Event for #InternationalWomensDay. Lead by Trust Women's Network Chair, Rebecca Godfrey the event included guest speakers such as Shindo Barquer and Sonia Bhatti, who will be covered some important topics like imposter syndrome & empowering women at work 🤔💡

Women and allies of women within the network attended on the day and enjoyed opportunities to learn, to network and to celebrate international women's day together!



# WMAS Women's Network

## International Women's Day 2023



*#InternationalWomensDay2023 was highlighted on @Officialwmas social media pages, with them shining a light on some of the incredible women that make up the workforce.*

*We're so proud of all of the women & male allies who make up #TeamWMAS 🙌. We've been able to highlight just a few of them this year.*

*This year, we're celebrating 52.3% of our workforce being female - a huge step in the right direction towards further gender equality within the service and in the world.*



International Women's Day

@officialwmas





# WMAS Women's Network

## South Asian Heritage Month



*The Trust Women's Network held their second event at Sandwell Hub and took the opportunity to celebrate #SouthAsianHeritageMonth!*

*All of those who attended enjoyed a day of Guest Speakers, CPD, Networking Activities and Dancing - with a special performance and dance lesson from Lioness Bhagra! 🇮🇳*



*Those in attendance included Chief Executive Officer, Anthony Marsh, Network Chair, Becky Godfrey and Vice Chair, Sonia Bhatt, Equality Diversity and Inclusivity Lead, Mohammed Ramzan, alongside ONE Network Chair, Karina Graham and many more!*



# WMAS Women's Network Springboard Alumni Day



**FIRST ALUMNI LEVEL**

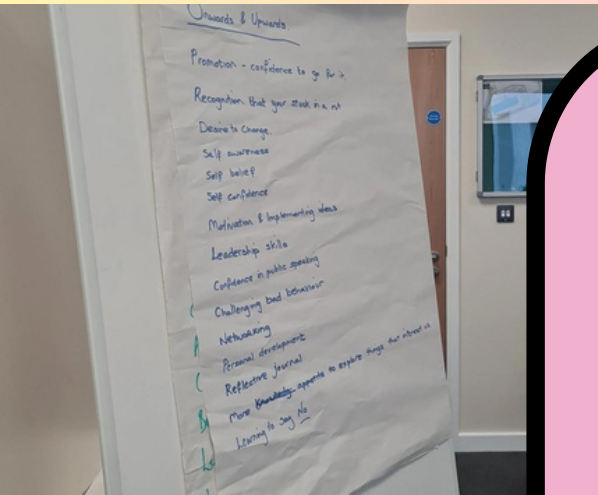
## Springboard

**WMAS**

**21st SEPTEMBER**  
From 9.00 registration | 9.30 - 12.30  
@ SANDWELL TRAINING HUB

**Who can attend?**  
Anyone who has attended the full Springboard Programme

- Career Development workshop with top tips that can help you with interview prep and interview
- Opportunity to hear about some 'Springboard journeys and experiences'
- Review and set new personal and professional goals



Those who have successfully completed the Springboard Course alongside members of the Trust Women's Network attended the Springboard Alumni Event in September.

The event gave attendees the opportunity to share their experiences of the course, networking, opportunities to review and set new personal and professional goals, brush up on interview tips and tricks and much more!

Vice Chair of the Trust Women's Network, Sonia Bhattle said: "The Springboard Alumni Event was a great success and a real opportunity to celebrate the achievements of our staff that completed the course. It was brilliant to see graduates come together and share their springboard experience and how much they gained from the course. We look forward to many more alumni events in the future."


**10th August 2023**  
At Sandwell Hub



**Becky Godfrey**  
Chair



**Sonia Bhattle**  
Vice-Chair



## Women's Network Day

What's happening on the day?

- 9.00 - 9.15 - Opening/Welcome**
- 9.15 - 10.15 - Member's Speed Networking**
- 10.30 - 11.45 - Horizon's Coaching Workshop**
- 11.45 - 12.15 - Guest Speaker Anna Parry, Deputy Managing Director of AACE**
- 12.15 - 13.00 - Lunch Break**
- 13.00 - 14.00 - Lion's Bhangra Performance/Workshop**
- 14.00 - 14.30 - Afternoon Tea Break & Networking**
- 14.30 - 15.00 - Women's Network closes the day**



# CPD & NETWORKING



# CELEBRATING SOUTH ASIAN HERITAGE MONTH



# Fancy wearing a Sari?



Have your photo taken wearing a Sari



# Springboard<sup>®</sup>

WOMEN'S DEVELOPMENT PROGRAMME







**Springboard** is for women who want to take control, become more assertive, increase their confidence and build themselves a more positive attitude in both their work and home lives.











The programme gives the participants the time to reflect, share and most importantly, set achievable goals for now and the future.

Springboard empowers women and helps them to enhance their own skills and abilities, and challenge power and inequality, while also building assertiveness, a positive image, and giving them a voice.

### The Key Ingredients

-  Springboard Development Workbook for each participant
-  Networking
-  Self-nomination
-  The provision of role models and inspirational speakers
-  A flexible system of support e.g. helpers, mentors or coaching partnerships
-  4 x 1-day workshops delivered face to face or online over 3 months

### Sessions include

-  Who we are?
-  Keeping motivated and energised
-  Finding your positive self
-  Assertiveness; finding the words
-  Body language and space
-  Your positive future self
-  Your personal brand
-  Promoting a positive image
-  Managing change
-  Taking control

### Sandwell Hub, Shidas Lane, Oldbury B69 2GR

(Room details to follow with the joining instructions)

#### Course dates

Workshop 1	<b>26 Sept</b>	<b>  09.00 - 4.30</b>
Workshop 2	<b>17 Oct</b>	<b>  09.00 - 4.30</b>
Workshop 3	<b>14 Nov</b>	<b>  09.00 - 4.30</b>
Workshop 4	<b>12 Dec</b>	<b>  09.00 - 4.30</b>

For further information see the advert or contact:

**Becky Godfrey or email  
WomensNetwork@wmas.nhs.uk**

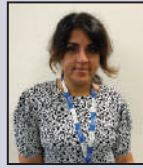
#### We recommend you consider the following:

- ✓ Before you apply, do you have your line manager support?
- ✓ Can you attend all of the workshops?
- ✓ Are you willing to commit to 2-3 hours of individual study between the workshops?
- ✓ Have you emailed why you wish to take part and what you are seeking from the programme?  
( max 200 words) to WomensNetwork@wmas.nhs.uk



What makes the programme truly great is the delivery from Shindo, she has a wealth of life experience and knows how to encourage and inspire people to want to improve their own wellbeing and resilience. I was truly inspired that off the back of attending the programme, I launched the Women's Network for WMAS.

**Becky Godfrey**  
Women's Network Chair



I would encourage everyone to complete the Springboard course. It allowed me to work on my confidence and work-life balance. I feel I have achieved so much from the course.

**Sonia Bhattie**  
HR Advisor



I had heard positive things about Springboard. The course helped me to reflect and be more focused. I would recommend the course to others.

**Louise Jones**  
Recruitment Manager



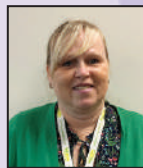
Springboard has been an amazing journey that I would recommend to others. I have gained invaluable skills, resources and networking opportunities that will benefit me for life.

**Marie Haughton**  
Nurse-Clinical Validation Team



Springboard provides a safe space as you work alongside peers who are there to offer you support. I feel more empowered and focused on my goals. I would recommend the programme to others.

**Laura Horobin**  
HART Paramedic



A brilliant course that helps you build your confidence and assertiveness. I would recommend Springboard to anyone who wants to become the best version of themselves.

**Rebecca Parker-Williams**  
NEOC Regional Manager



I would recommend the Springboard Programme; it gave me confidence and self-belief. I feel more energised and excited for the future.

**Gemma Jenkins**  
CTM



For more information please contact:

**Becky Godfrey** [rebecca.godfrey@wmas.nhs.uk](mailto:rebecca.godfrey@wmas.nhs.uk)  
or **Shindo** [contact@barquertraining.co.uk](mailto:contact@barquertraining.co.uk)

**Alumni:**  
Post-Event Reflections



**Sonia Bhattie**  
Vice-Chair

**Shindo Barquer**  
Springboard Trainer

**FIRST ALUMNI EVENT**

# Springboard<sup>®</sup>



**21<sup>ST</sup> SEPTEMBER**

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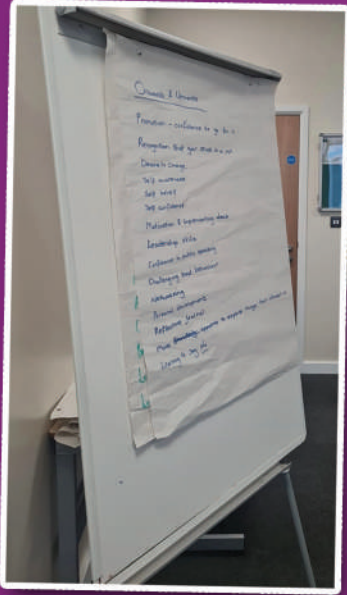
@ **SANDWELL TRAINING HUB**

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# CPD & NETWORKING



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**Roberta  
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**Loz  
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**Sarah  
Round**



**Lucy  
Butler**





# INTERVIEW TIPS TO BOOST YOUR CONFIDENCE



Sonia Bhatta

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ARE FOR THE HOUR.**



**Supporting Testimonial for  
West Midlands Ambulance Service (WMAS)  
MIDAS Outstanding Staff Network of the Year category**

**Background:** I am Shindo Barquer, Director of Barquer Training & Consultancy, specialist in Equality & Diversity Inclusion and Women's Development programmes.

**Involvement with WMAS:** As an independent trainer provider I have been involved with WMAS for several years. I have delivered the Springboard Women's Development Programme, which focuses on personal and professional development. WMAS women have used the programme for career development, to get results at work, such as new qualifications, promotions, new skills, a new attitude to change and a massive boost in confidence.

I have worked closely with Carla Beechey (People Director) and Mohammed Ramzan (Head of Diversity & Inclusion), who have taken a strategic approach to embedding a commitment to EDI, they have been proactive in supporting the delivery of the Springboard Programme. To-date I can confirm that over 60 women, including paramedics and non-clinicians from across the WMAS NHS Trust have participated in the programme.

**Outcome and Impact:** Paramedics: Becky Godfrey and Karina Graham also participated in the Springboard Programme and went on to become founder members of the Women's Network and Co-Chair of the One Network for Ethnic Minority Network. Both Chairs report being delighted with the changes to their network members, which show a more focussed and positive outlook, offering solutions rather than problems and increased motivation. It has helped with periods of change and made a vast contribution to WMAS's Diversity & Inclusion Diversity strategy. Members of the Women's Network now volunteer their time and skills to mentor others; many women of colour have taken on specialist roles and become visible role models to other women across the Trust.

**WMAS Women's Network:** I have worked in partnership with Becky Godfrey, who has acted as a senior female role model in championing EDI in the workplace, and because of her efforts the Women's Network was established. The Women's Networks offers career development, mentoring and support for about women's health. In support of the Women's Network, I have worked in collaboration with the Chair and delivered CPD workshops, e.g., Imposter Syndrome training, intersectionality. The network continues to expand, in Sept 2023 I helped to facilitate the Springboard Alumni event, which was hosted by the Women's' Network. At the event I spoke to several women, and it was evident that under Becky Godfrey's leadership and her high level of staff engagement by visiting the Hubs across the Trust has resulted in a positive culture change. It is my belief that the Chair of the Women Network has helped to create an inclusive environment in which women feel valued and can now thrive. Women feel that they now have a voice to raise concerns, to share their lived experiences whether it be regarding EDI or health issues or about sexual safety within the workplace. The Women Network has helped to reduce inequalities and promote gender equality.

Recently I supported Mohammed Ramzan (Head of Diversity & Inclusion), to show case at the National Ambulance Diversity & Inclusion forum of the positive work of Women's' Network. I believe WMAS Women Network would be a worthy recipient for the Outstanding Staff Network of the Year award.

Shindo Barquer



## Menopause Passport

### Mapping the symptoms of menopause for yourself or to support a conversation about wellbeing at work

Symptoms of menopause are very individual and can be difficult to talk about. Sensitive conversations are needed to explore what support may be helpful to maximise wellbeing. Included below is a tool to assist with starting those conversations and understanding how to support staff experiencing issues through the menopause.

This is an optional tool and can be used independently to map own symptoms or in conjunction with your Manager as part of a welfare discussion to be reviewed when required as symptoms change.

Symptom	Location you have the symptom (if both tick both)		Severity of the symptom				How frequently do you experience the symptom						Adjustments you feel may assist <i>(Examples included)</i>	
	Home	Work	Mild	Moderate	Intense	Severe	Less than monthly	Monthly	Weekly	Daily	Hourly	Constant		
Hot flushes														<i>Fan/ extra uniform/ close to a window/ access to showers if applicable</i>
Night Sweats														<i>Flexible shift times</i>
Irregular Periods														<i>Procedures allowing for flexibility without drawing attention (Panel meetings etc.)</i>
Vaginal Dryness														
Mood Swings														<i>Inform the team/colleagues to be mindful. Quiet/ Private breakout room.</i>



Symptom	Location you have the symptom (if both tick both)		Severity of the symptom				How frequently do you experience the symptom					Adjustments you feel may assist (Examples included)	
Fatigue													<i>Flexible shift times.</i>
Hair Loss													Flexibility and sensitivity
Sleep Disorders													
Difficulty Concentrating													<i>Flexibility in breaks.</i>
Memory Lapses													Aide memoirs
Dizziness													Access to fresh drinking water and quiet areas
Weight Gain													Access to food preparation facilities to allow healthy eating options
Incontinence													Procedures allowing for flexibility without drawing attention (Panel meetings etc.) Access to showers/extra uniform if applicable
Bloating													
Allergies													
Brittle Nails													
Changes in Odour													Access to showers/lockers to store toiletries/extra uniform if applicable



Symptom	Location you have the symptom (if both tick both)		Severity of the symptom				How frequently do you experience the symptom						Adjustments you feel may assist. (Examples included)	
	Home	Work	Mild	Moderate	Intense	Severe	Less than monthly	Monthly	weekly	Daily	Hourly	Constant		
Irregular Heartbeat														
Depression														
Anxiety														
Irritability														
Panic Disorder / Attacks														
Breast Pain														
Headache														Access to a private room
Joint Pain														
Burning Tongue														
Electric Shocks														
Digestive Problems														
Gum Problems														
Muscle Tension														
Itchy Skin														
Tingling Extremities														
Osteoporosis														



## Support Plan

*Below is a template to document the actions that have been agreed to support your wellbeing in the workplace.*

<u>Symptom</u>	<u>Support Suggested/Implemented</u> <i>i.e flexible working, shift change, additional uniform</i>	<u>Review Date</u> <i>Agree date to review to consider if there is a need to change support</i>



# RACE EQUALITY & INCLUSION CHARTER

## WMAS COMMITMENT TO ANTI RACISM

### What is the Charter?

This Charter is WMAS's commitment to you as an employee, student, or volunteer that racism **will not** be tolerated, and that whatever your heritage, ethnicity or culture you will be treated fairly, with respect and with compassion. It is a commitment to upholding your right to work in an environment that is free from racial discrimination, abuse, and harassment, and free from any form of racist language and behaviour. It is the promotion and celebration of diversity through inclusion and acceptance.

The Charter provides a structure for how we can all work together to achieve a safe, inclusive and positive place to work – covering your journey from when you join WMAS, and throughout your career/placement/volunteer role, and development pathways.

This is in line with our Trust Values:

- Excellence
- Integrity
- Compassion
- Inclusivity
- Accountability





## Why do we need a Charter?

The Trust is committed to creating and maintaining a zero-tolerance approach to racism and discrimination.

Race and racism are not always well understood and therefore race is mistakenly and widely used to denote difference. Racism is very real and yet often we deny it affects us, our behaviours, or our employees. Racial discrimination can have a significant psychological impact on the health and well-being of those affected; therefore, we need to develop an inclusive workplace culture where employees feel safe to challenge racial discrimination and inequalities across the Trust.

Everyone has a part to play in calling out racism and supporting those who do unfortunately experience it to speak out. Change at the workplace level can influence wider societal change, which can influence positive change in the workplace. Change is needed in both spheres to create lasting racial equality and inclusion.

## How WMAS stands up for change:

- We are committed to building, championing and celebrating a diverse workforce.
- We are committed to educating, empowering, and creating a culture of proactive allyship and representation across the organisation and through our networks.
- We are committed to supporting equality & inclusion development sessions for the workplace.
- We are committed to making equity, diversity, and inclusion the responsibility of everyone, including all leaders and managers.

We are committed to building cultures of trust, where employees experiencing racism feel confident to come forward and know that they'll be listened to and taken seriously.





## What is Racist Abuse?

Something is a racist hate incident if the victim or anyone else thinks it was carried out because of hostility or prejudice based on their race, cultural background, ethnicity or nationality.

This means that if you believe something is a racist incident, it should be treated as such by the person you are reporting it to.

### *What type of incidents can be a racist incident?*

They can take many forms, but can include the following:

- Verbal and physical abuse
- Bullying
- Threatening behaviour
- Online abuse, abusive text messages or emails
- Damage to property
- It can be one off or part of an ongoing campaign of harassment or intimidation.
- Incidents can be witting or unwitting without intent.

Many forms of stereotyping or more subtle incidents known as micro-aggressions & micro-incivilities can also be racist.

Micro-aggressions & micro-incivilities have been referred to as the modern-day new face of racism, with it being less overt expressions of racism and the build of more subtle, ambiguous and often unintentional forms of racism.

**Micro-aggressions** can be described as verbal, behavioural and environmental indignities whether intentional or unintentional.

Examples of Micro-aggressions:

- 'Where do you really come from?'
- 'You don't sound black'
- 'I believe everyone should get a job on merit, I don't believe in positive recruitment'
- 'I can't pronounce your name, I'll just call you "XYZ"'

**Micro-incivilities** can be described as daily, commonplace behaviours or aspects of the working environment which signal to out groups that they do not belong.

Examples of Micro-incivilities:

- Constantly interrupting ethnic minority members
- Criticising minorities' performance and yet never offering any praise
- Never looking at someone in the eye who is an ethnic minority in meetings
- Not pronouncing someone's name correctly or calling them the name of another minority member of staff.



## How to Address Racist Incidents

### NOTICE

- Don't ignore an incident.
- Ensure your own safety and the safety of others around you
- Consider if the situation is escalating and how it can be diffused.

### ACT

- If in imminent danger, dial 999
- If safe to do, diffuse the situation by removing one of the parties from the situation.
- If you are the victim, see if there is a colleague or manager who can provide you with support.
- If you have witnessed an incident, show support and empathy towards the victim, check they are okay and if they need help.
- If its safe and you feel comfortable to do so, professionally challenge and call out the inappropriate behaviour directly.
- If you can do so, note down any details about the incident and any witnesses.
- Report via WMAS55 if appropriate
- Talk to a trusted colleague or manager, the HR Team or a Trade Union Representative
- Consider whether report to Police is required.

### Please do not stay silent.

#### *Reporting Mechanisms*

- If you experience or witness anything that you consider to be racially motivated, you can report via the following avenues:
- Your Line Manager or another Manager of the Trust you feel comfortable raising with
- Your local Human Resources Representative - [HR Contacts](#)
- Freedom to Speak Up Guardian/Ambassador - [Freedom To Speak Up - Home](#)
- ONE Network - contact at: [onenetwork@wmas.nhs.uk](mailto:onenetwork@wmas.nhs.uk)
- Trade Union Representatives
- Equality, Diversity & Inclusion Lead

#### **Further support:**

- Dignity at Work Policy – to view: [Dignity at Work Policy](#)
- FTSU Policy – to view: [Freedom to Speak Up Policy \(Whistleblowing\)](#)
- SALS
- Diversity Champions
- Health and Wellbeing Champions
- Health and Wellbeing Website - [WMAS Wellbeing | Health and Wellbeing](#)