

National Ambulance
LGBT Network



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

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Setting Up Successful Staff Networks

Learning from the
'Let's Get Better Together'
Experience

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Content



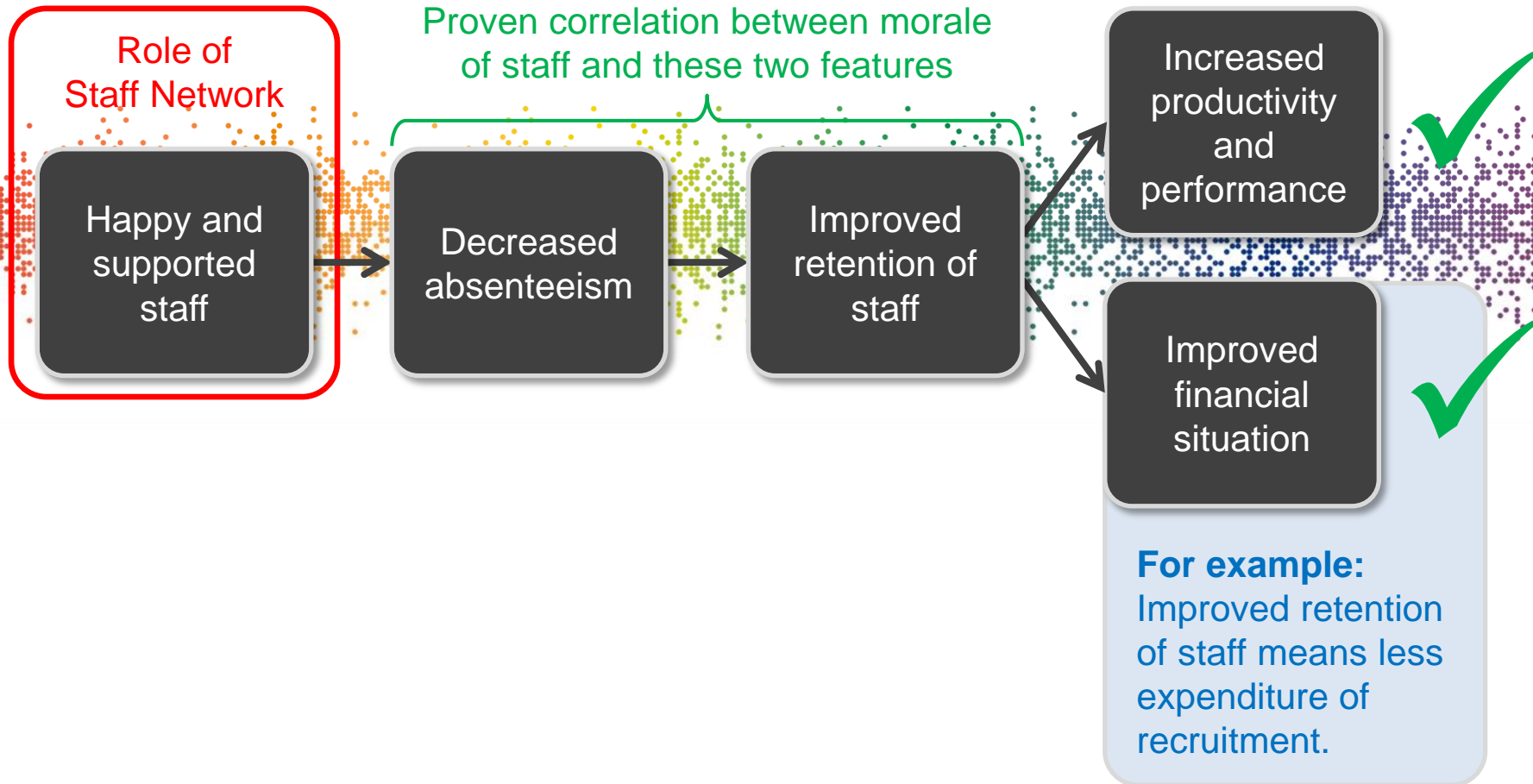
Part 1: Role of Networks

Part 2: Features of Successful Networks

Part 3: Developing Networks

Part 4: Measures of Success

The Business Case



Successful Networks



The five key features of successful staff networks:

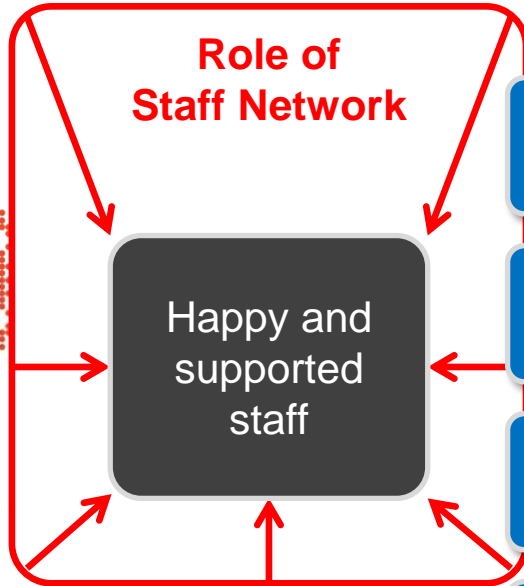
Understanding the true need

Assisting with long-term cultural change

Getting into the consciousness of organisations

Make the unusual usual

Bringing people together



1. Understanding the True Need



Invisibility of people both in local communities and workforce

Difficulties of 'coming out' and acceptance by colleagues

Homophobia and heterosexism



Recruitment representative of our communities

Glass ceilings in organisations and senior level role models

Racism

1. Understanding the True Need



Exposure to traumatic incidents and difficult situations...

increases the risk of mental health illness



Not being able to be your 'authentic self' at work...

increases the risk of mental health illness

1. Understanding the True Need



46%

of staff taking part in the survey said they had experienced 'negative behaviours' because of their sexual orientation / trans history



38%

of staff taking part in the survey said they had witnessed 'negative behaviours' directed at other members of the Ambulance Service

National Ambulance LGBT Network Staff Survey Results, 2018

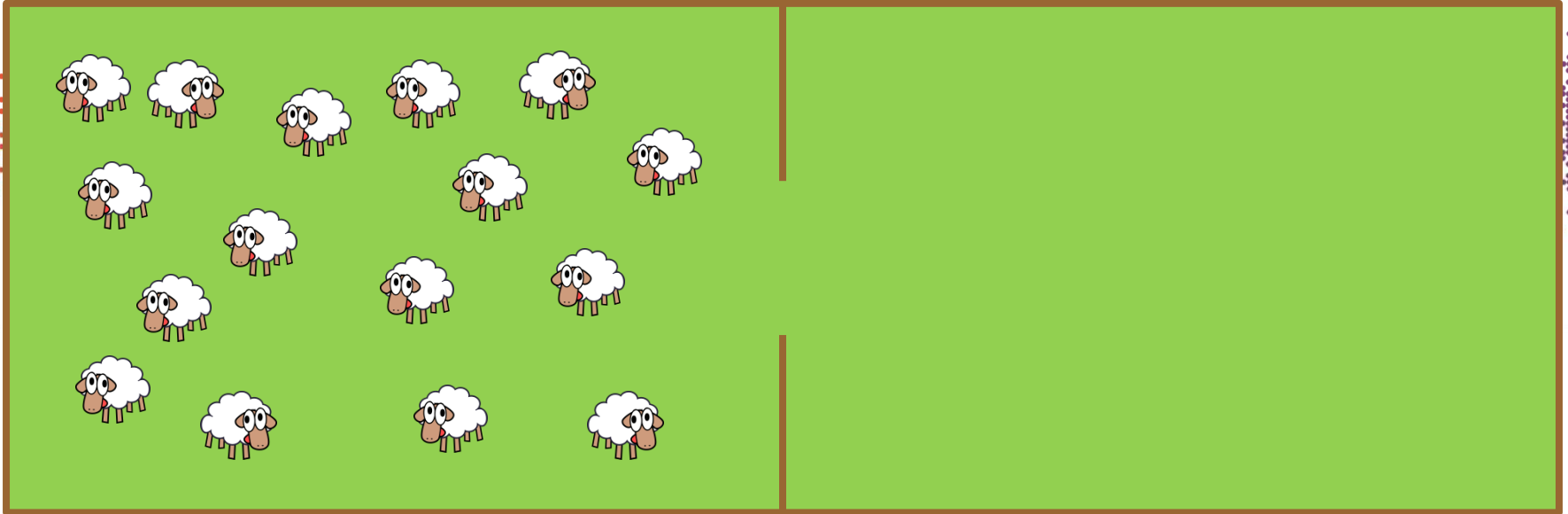
2. Long Term Cultural Change



What change is needed?

Field 1

Field 2

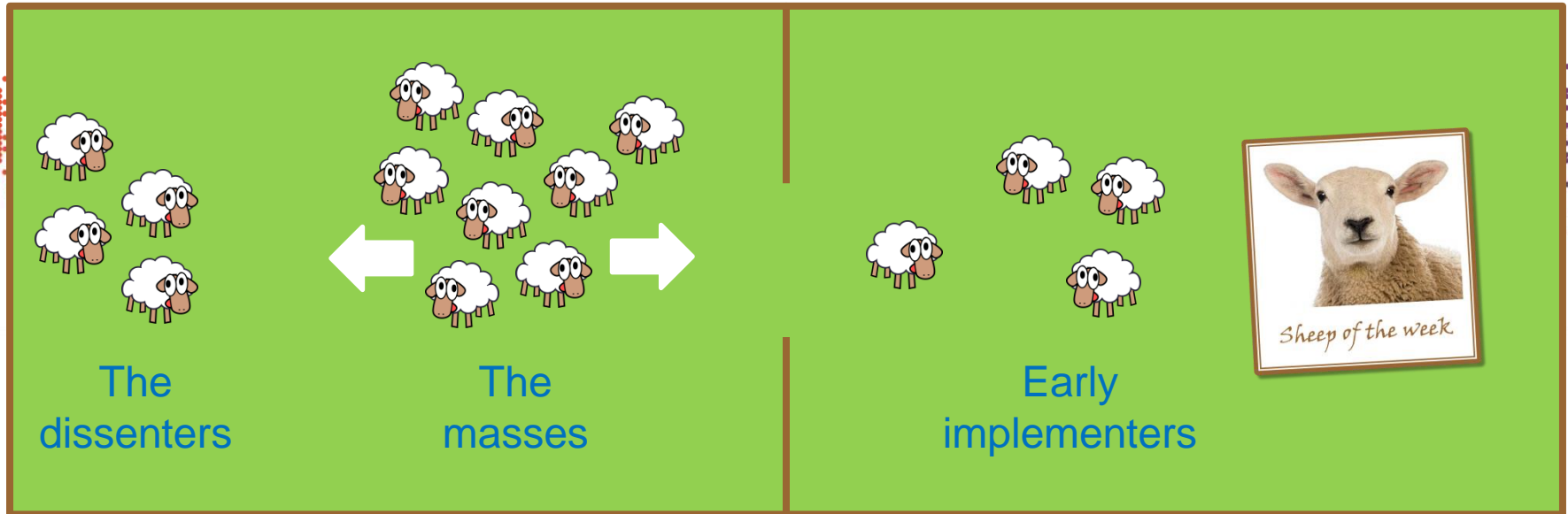


We want all sheep in Field 2

2. Long Term Cultural Change



Field 1



3. Getting into Consciousness...



High influence →	<p>May need persuading</p> <p>Worth spending time socialising ideas</p>	<p>Likely to support</p> <p>Seek advise and assistance</p>
← Low influence	<p>Keep informed</p>	<p>May offer assistance</p> <p>Likely to support your agenda</p>
	← Low interest	High interest →

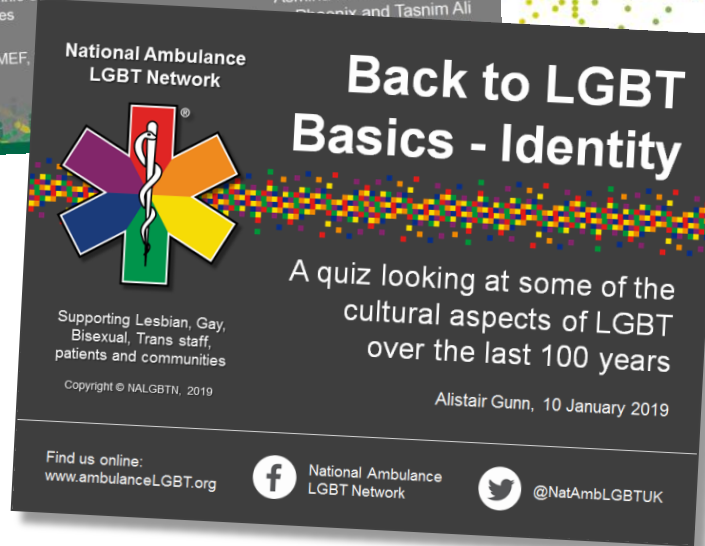
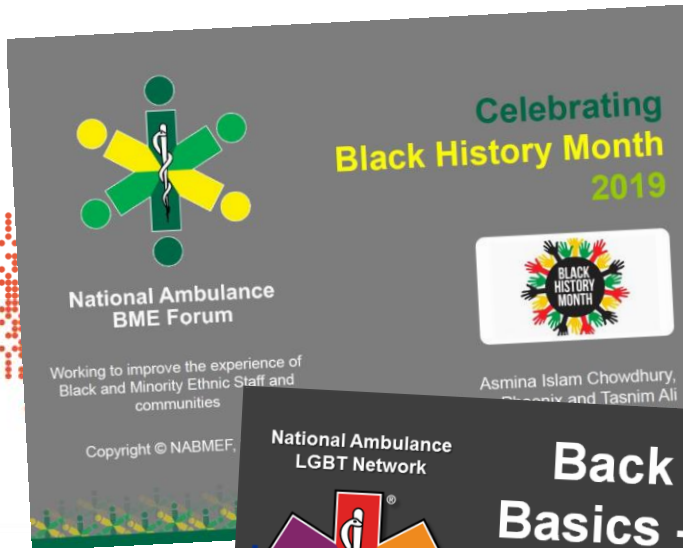
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← Low influence	<p>Keep informed</p>	<p>May offer assistance</p> <p>Likely to support your agenda</p>
	← Low interest	High interest →

Senior level buy-in essential!

4. Making the Unusual Usual



5. Bringing People Together



Bristol



Newcastle



Manchester



Leeds



Brighton

LGBT 'Let's Get Better Together'



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



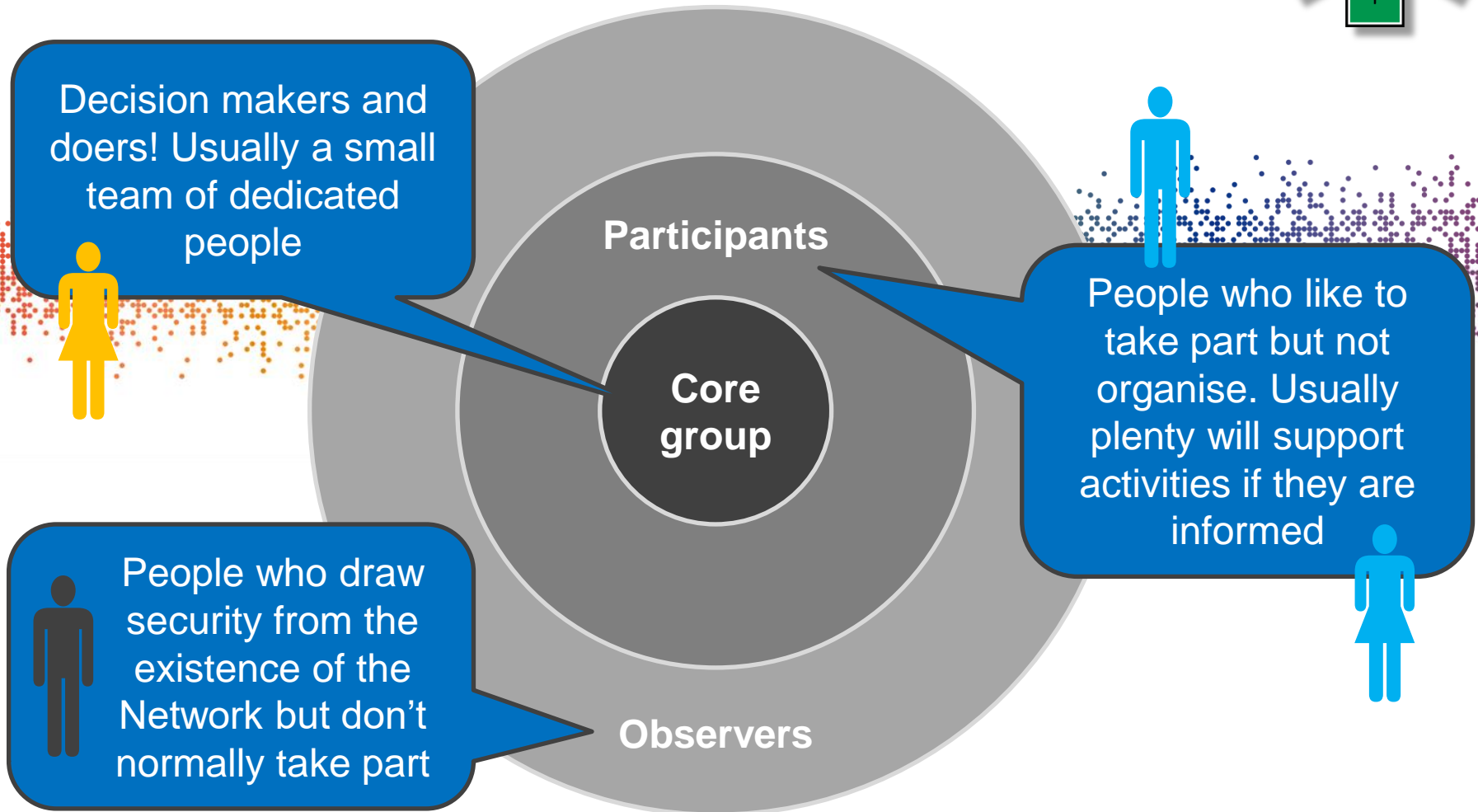
To get LGBT staff networks in every Ambulance Trust to the same basic standard, using learning and experience of more developed networks to support those starting out or re-establishing themselves

Ten Key Developments



1	Getting a core group together	Need to work individually to achieve these, with support from neighbouring services
2	Constructing a robust Terms of Reference	
3	Giving your Network an identity	
4	Finding your supporters	
5	Establishing a budget	
6	Developing a Communication Plan	
7	Supporting staff attendance	Work collaboratively to achieve consistency across all networks
8	Finding your objectives / making plans	
9	Linking with key events	
10	Supporting the workforce	

Core Group



The Committee



Activity



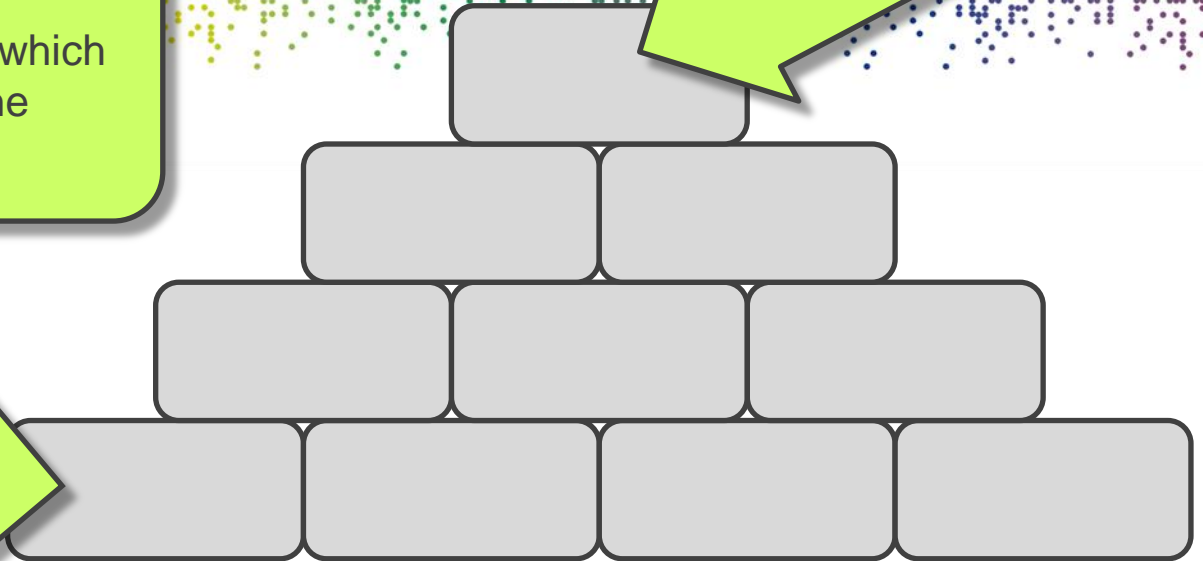
In the boxes, choose the four developments that you think are the key foundations to establishing your Network.

Then decide which three development build on these.

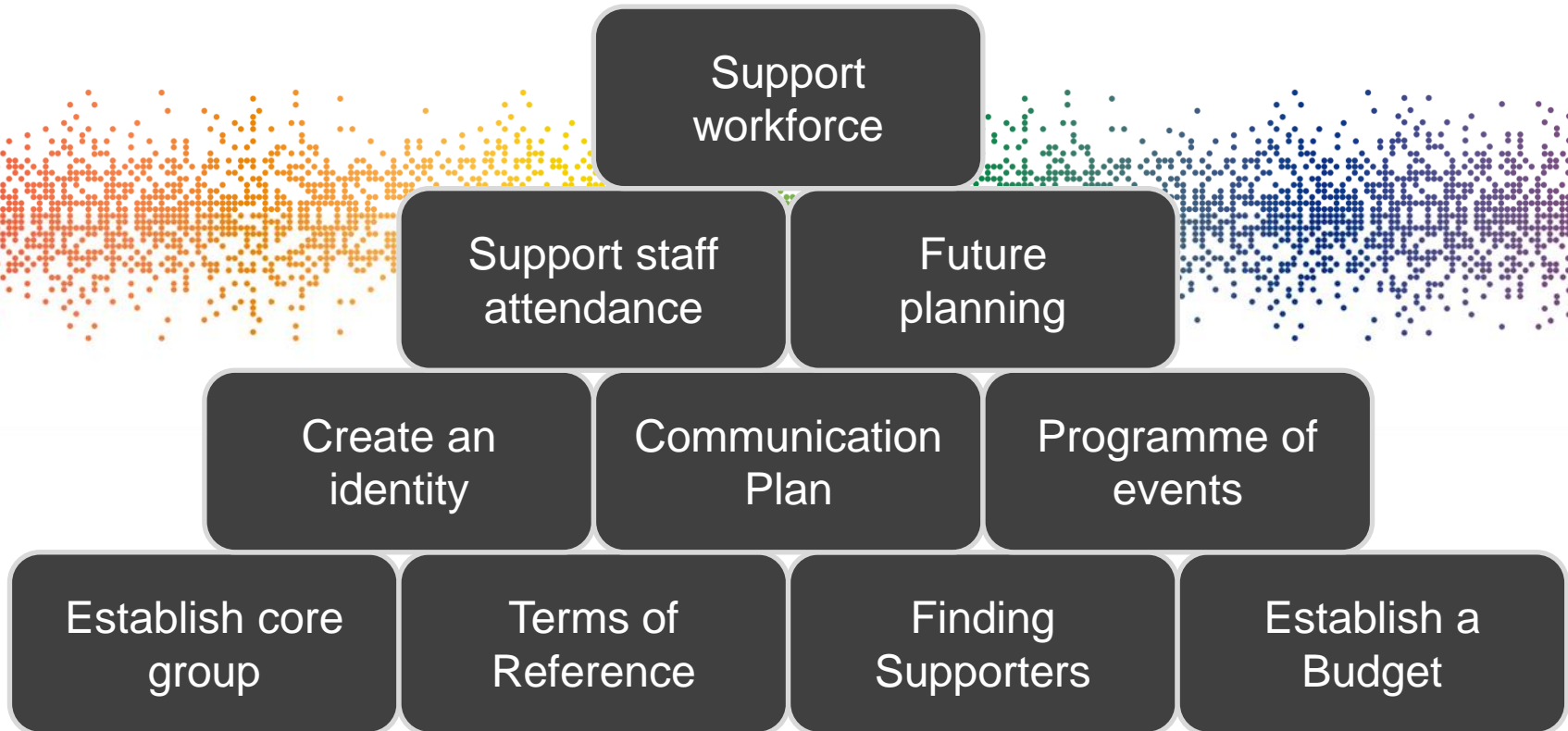
Continue until you work out which of the ten sits on top of all the others.

The foundation developments

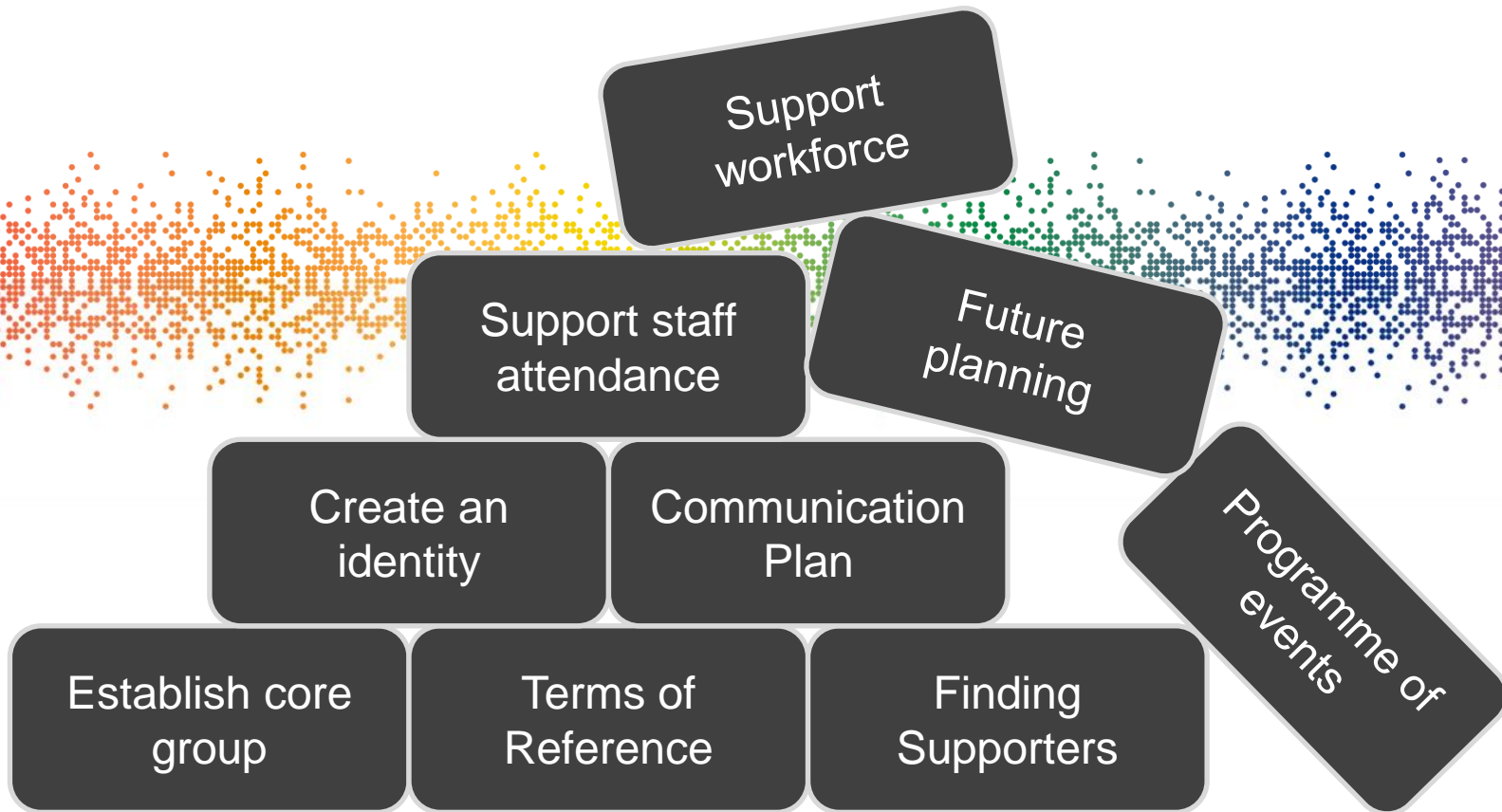
The measure of success!



Laying the Foundations...



... Is Important!



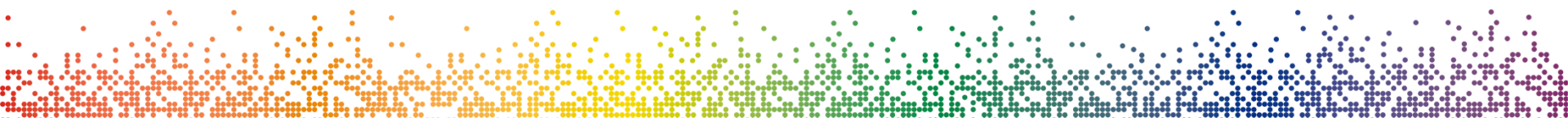
Monitoring Framework



	Ten Key Developments										SC
Date	1	2	3	4	5	6	7	8	9	10	%
East of England											
East Midlands											
London											
North East											
North West											
Scotland											
South Central											
South East Coast											
South Western											
Wales											
West Midlands											
Yorkshire											

Key to Developments:

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



Baseline – April 2018



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

Key to Developments:

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10. Supporting the workforce

Update – October 2018



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

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

Key to Developments:

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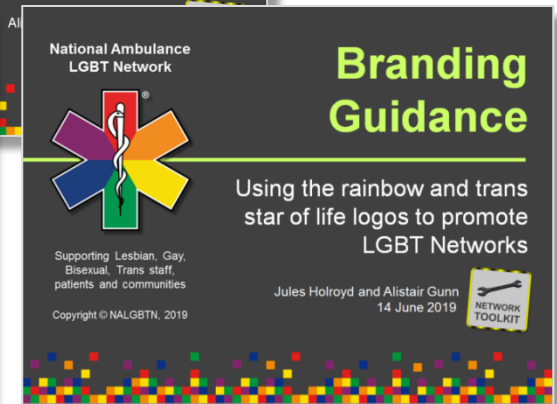
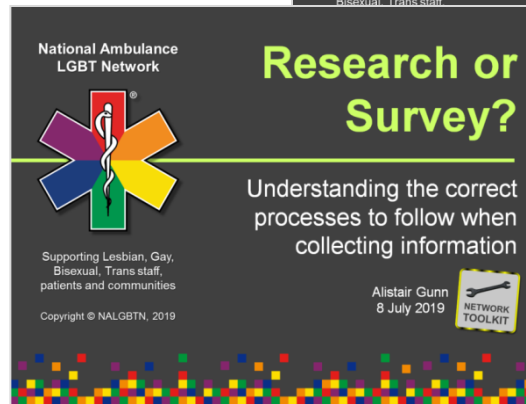
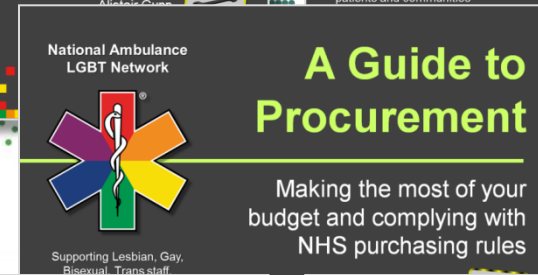
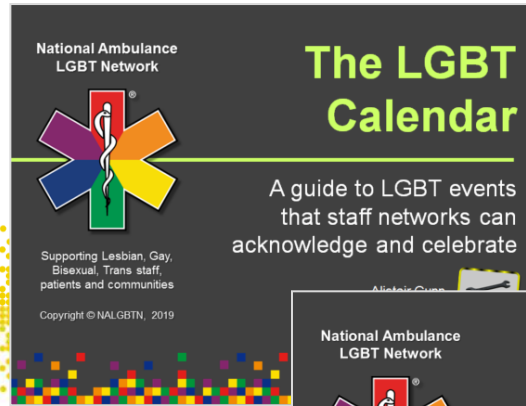
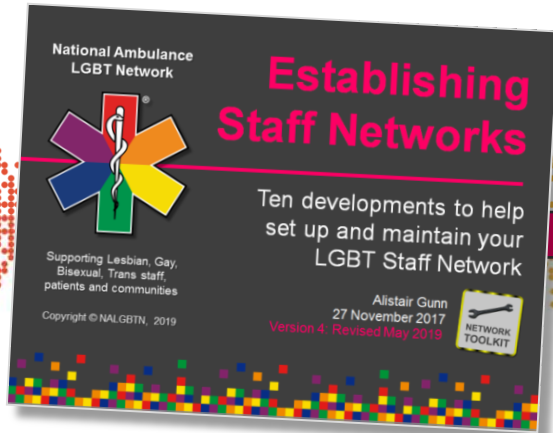


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London	G	G	G	G	R	G	G	G	A	G	86
North East	G	G	G	G	G	G	A	G	G	G	95
North West	G	G	G	G	G	G	A	G	G	G	95
Scotland	G	G	G	G	G	A	A	A	G	A	80
South Central	G	G	G	G	G	G	G	G	G	A	95
South East Coast	G	G	G	G	A	G	R	G	G	A	81
South Western	G	G	G	G	A	G	G	A	G	G	90
Wales	G	G	G	G	A	G	A	A	G	A	80
West Midlands	G	G	G	G	G	A	A	A	G	R	76
Yorkshire	G	G	G	G	G	G	A	G	G	A	90

Key to Developments:

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Skilling Network Leads



Measures of Success



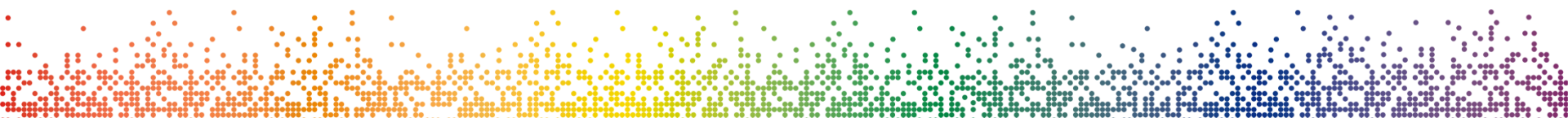
“

I am proud to wear the National Ambulance LGBT Network badge as part of my uniform, a small symbol that mainly goes unnoticed but to those whom it represents means understanding.

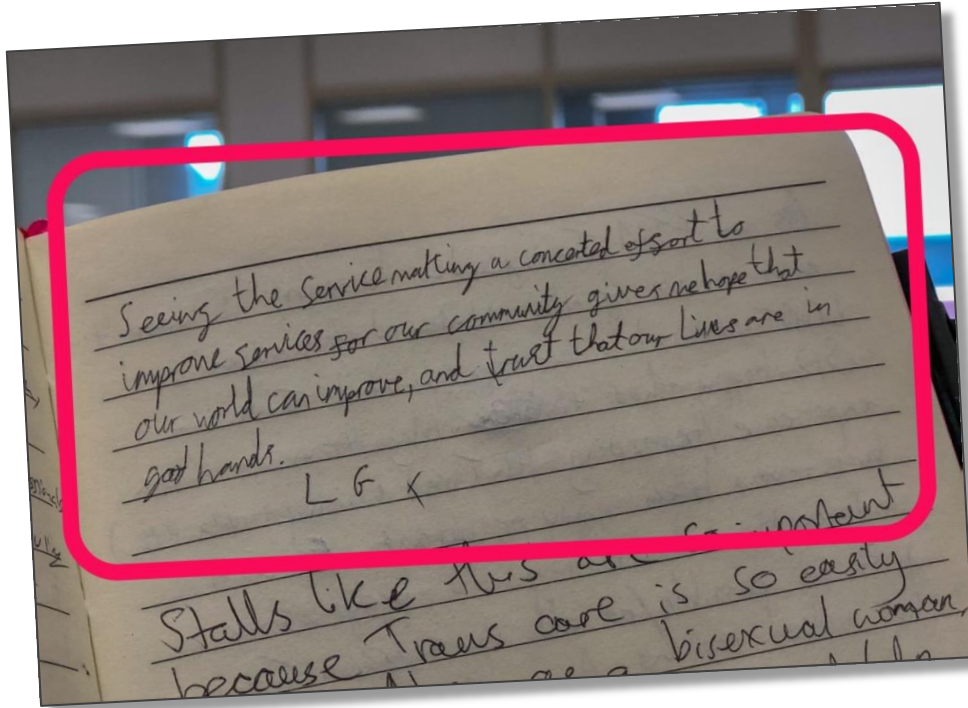
It has proved to be a life saver on two occasions. I have had first hand experience with two patients struggling with gender identity and sexual orientation in acute mental health crisis and attempting suicide, they noticed the badge and opened up about how they were feeling. As a direct result of this, better care was able to be provided

”

Email from member of staff, July 2018



Measure of Success



“

Seeing the service making a concerted effort to improve services for our community gives me hope that our world can improve and also that our lives are in good hands.

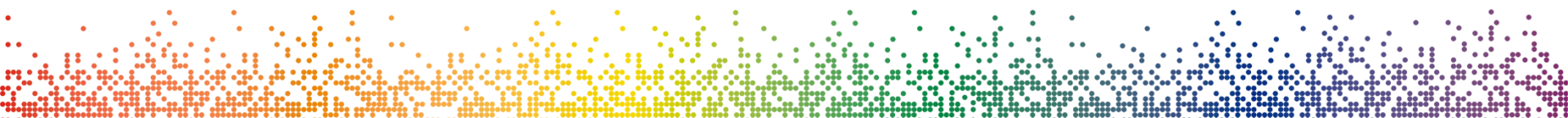
”

Measures of Success



“ The Ambulance Service has been working hard to improve services for trans people. They have consulted extensively with the community and promoted visibility through the trans star of life, and distributed resource on trans awareness for staff. They set an example for all other service on how to work with the community and improve their services enthusiastically and sincerely. ”

“ I love what you guys are doing and really hope other ambulance services take on this practice because it's really important for trans people to feel safe and comfortable when they are at their most vulnerable. Thank you!!! ”



And Finally...



‘After climbing a great
hill, one only finds that
there are many more
hills to climb’

1994