



Northern Ireland Ambulance Service  
Health and Social Care Trust



# Equality Scheme



**This is an easy read summary of the main things that are in our Equality Scheme**

**Easy read**



## Who we are

The Ambulance Service helps people who have an accident or who suddenly get very ill.

We have 2 ways of doing this:

### 1 Emergency Service

When someone has an accident or suddenly gets very ill, then people can phone us. We will send an ambulance to them as soon as we can.

The people in the ambulance can treat the person and then take them to hospital if they need to go.

### 2 Patient Care Service

This is for people who need an ambulance to take them to hospital appointments or home from hospital appointments. This is for people who are too ill to travel by car or public transport.

Over 1,000 people work for the Ambulance Service.

We want to help people to have an equal chance to get good healthcare and the services that they need.



We do this by working with other groups so they can help us to plan and give people services.



# Equality Scheme

Treating people fairly is called **equality**. We need to make sure that we treat different groups of people equally.

People we must treat equally are:

- 1 Our patients
- 2 Those who may become patients in the future. This could be everyone who lives in Northern Ireland.
- 3 Our staff – people who work in the Ambulance Service.

The Equality Scheme is our plan about

- how we find out what people want
- checking up on how our plans affect people
- training for staff
- making sure our information is up to date and easy to use.



The Equality Scheme is a plan about how we will try to make sure that the Trust treats everyone in a good and fair way.

That means treating everyone using the Trust's services and everyone who works for the Trust in a good and fair way.

The Equality Scheme will help make sure nobody finds it hard to use our services or to work for us, because of their

- gender
- ethnicity
- religion
- marital status
- caring responsibilities
- age
- disability
- sexual orientation
- political opinion.



## Asking people what they think



This is called **consultation**.

We will ask people what they think of our plans.

We want to hear your ideas about how we can do things better.

Some of the ways we will consult with people are



- meetings and groups with people who use our services, carers and the public



- questionnaires



- we will contact people by email with the choice to take part or not take part in a consultation.

## Checking up on how the work we do is affecting people

Our Senior Management Team will ask our managers and our staff to make sure this Scheme works well.



We will check how our plans will affect people. This check is called an Equality Impact Assessment.

It is about making sure that the things we do will not have a bad effect on any group of people.

## Training for staff

Everybody working for the Trust will help to make this Equality Scheme happen.

We want the staff who work for us to get the training they need to do a good job.



We want all our staff to have the chance to learn more about equality and how to give services in a fair way.



Staff will get training

- at training days
- through learning on computers.



We want to make sure our staff are treated fairly and with respect.



## Information for you

We want people to have up to date and easy to use information.



We will do our best to make sure that all our information is available in different ways.



We will work with people to make sure they are able to tell us what information is easy for them to use.

For example,

- easy read
- braille
- audio CDs.

## Making a complaint



If you are not happy or want to make a complaint about the Trust we always want to know what you think.



We need to know if we are not doing a good job so we can do better in the future.

You can get help to make a complaint at the Patient Client Council. They are not part of the Trust.



Contact them

[www.patenclientcouncil.hscni.net](http://www.patenclientcouncil.hscni.net)



free telephone 08009170222

The Trust Complaints Manager can also give you information about making a complaint.

## Contact



Complaints and Administration  
Manager  
Ambulance Headquarters  
Site 30 Knockbracken  
Healthcare Park  
Saintfield Road  
Belfast  
BT8 8SG

Equality & PPI Officer  
Site 30  
Knockbracken Healthcare Park  
Saintfield Road  
Belfast  
BT8 8SG

or



**Telephone:** 028 90 400999  
**Textphone:** 028 90 566755

**Telephone:** 028 90 400999  
**Textphone:** 028 90 566755



**Email**  
[complaints@niamb.co.uk](mailto:complaints@niamb.co.uk)

**Email** [john.gow@nias.hscni.net](mailto:john.gow@nias.hscni.net)



**Website** [www.niamb.co.uk](http://www.niamb.co.uk)

## Review



The Trust will check this Scheme in 3 years so that we can make sure we are doing things in the best way.

This is called a review.



The Equality Commission of Northern Ireland has to say if they agree with our Equality Scheme.

## What words mean



Gender – a man or woman or someone who is transgender. See below



Transgender - people who feel that the body they were born with is not right for them. They may want to change from being a woman to a man or a man to a woman.



Ethnicity - People come from many different backgrounds and cultures. Your ethnicity is the culture or background that you come from.



Religion – for example Catholic, Protestant, Hindu and so on.

Marital status – if you are married, single, divorced or widowed.

## More what words mean



Caring responsibilities – if you look after a friend or someone in your family because they are ill, old or have a disability.



Disability – this includes people who have problems with their mental health, a physical disability, loss of sight or hearing.



Sexual orientation – your sexual orientation is about who you are attracted to and might want a relationship with.

For example

Heterosexual – men who are attracted to women and women who are attracted to men.



Lesbian - a woman who is attracted to other women.



Gay - a man who is attracted to other men.



Bisexual - a person who is attracted to both men and women.



Political opinion – the political party or ideas that you think are right.