



Workforce Diversity Profile Report

Diversity and Inclusion Team

July 2024



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Yorkshire Ambulance Service

Yorkshire Ambulance Service (YAS) NHS Trust prides itself not only on the diverse range of services that it offers as a regional healthcare provider, but also the diversity of our people working within YAS who provide care for our patients. We are proud of our ability to harness the different experiences, backgrounds and personalities of the people working at YAS to create a workplace culture that we all value.

Our vision for the 2024-29 strategy is clear: Great Care, Great People, Great Partner. To achieve this, the Trust have set out four bold ambitions that will drive our actions and outcomes over the next five years. Integral to this is ensuring that our people are supported to perform at their very best, in a diverse and inclusive organisation with a culture of continuous improvement. Through our four new values of kindness, respect, teamwork and improvement, and our YAS Together culture programme, we will create an ambulance service to be proud of.

The Trust's new strategy for 2024-2029 can be found [here](#) along with our values and our Framework for Success.

We are committed to being an employer of choice for individuals regardless of their age, disability, sex, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, sexual orientation (fully inclusive of all LGBTQ+ communities including gender expression, gender identity and those with non-binary identities), religion or belief, or social economic background. We aim to deliver high quality services and compassionate care to all our patients and service users.



About this report

This report provides a snapshot of information on our workforce, in terms of equality and diversity, based on data we held about our staff on 31 March 2024.

The Equality Act 2010 makes it unlawful to discriminate against people who share a protected characteristic. Our workforce monitoring and analysis will enable us to act to remove any potential for discrimination, advance equality of opportunity and foster good relations between people of different backgrounds.

The Equality Act introduced the Public Sector Equality Duty (PSED) in 2011. We are sharing this information to comply with the (PSED) which requires the Trust to publish information relating to persons who share a relevant protected characteristic.

The Equality Act covers nine protected characteristics:



The Public Sector Equality Duty (PSED)

The Equality Act 2010 introduced the Public Sector Equality Duty (PSED) in 2011. It has two parts:

The General Equality Duty (GED)

The Equality Act places a general duty on public sector bodies and requires them to have 'due regard' to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The PSED applies to the 'exercise of functions' by the Trust and includes decision making, policy development, functions and services provided by the Trust and others on our behalf.

The Specific Duty

In addition to the General Duty, the PSED sets out requirements for the public sector to:

- publish relevant, proportionate information demonstrating their compliance with the Equality Duty.
- set specific, measurable equality objectives.

Yorkshire Ambulance Service (YAS) Trust publishes data on an annual basis to show a breakdown of the characteristics of who works for the Trust. Equality objectives make up our new Diversity and Inclusion Action Plan 2024/27, monitored by the Diversity and Inclusion Steering Group (DISG) on a bi-monthly basis, and through the Trust Executive Group, People Committee and Trust Board for end of year assessment and evaluation. The Action Plan is also published on our website along with our [Diversity and Inclusion Policy Statement](#).

YAS uses equality impact assessment methodology to ensure our policies, procedures and practices do not adversely impact on patients or staff.

Equality Delivery System (EDS 2022)

The Equality Delivery System (EDS) is a system that helps NHS organisations improve the services they provide for their local communities and provide better working environments, free of discrimination, for those who work in the NHS, while meeting the requirements of the Equality Act 2010. The EDS was developed by the NHS, for the NHS, taking inspiration from existing work and good practice.

EDS 2022 implementation by NHS provider organisations is mandatory in the [NHS Standard Contract](#). EDS 2022 implementation will continue to be a key requirement for all NHS commissioners. The 2023/24 EDS Report for the Trust can be found [here](#).

Equality Monitoring Information

Information is shared to comply with the above duty which requires the Trust to publish information relating to persons who share a relevant protected characteristic. Data is also used to provide valuable insight into our workforce, informs diversity and inclusion initiatives and decision making to create a culture of inclusion.

This report sets out the workforce data* for 7** of the protected characteristics. We will continue to develop plans to address any gaps and inequalities including improving our disclosure rates by protected characteristic.

* Our data is extracted from the Electronic Staff Record, the national pay and workforce information system for the NHS.

** The Trust only holds data on 7 out of the 9 protected characteristics. We do hold data on staff on maternity leave, but not those who are pregnant. Data we hold on gender re-assignment is small, and could identify staff, it has therefore been excluded.

Workforce Information

There has been an increase in the employee headcount at Yorkshire Ambulance Service NHS Trust (YAS), with 7,073 members of staff on 31 March 2024 compared to 6,558 members of staff in 2023. The headcount figure includes part-time staff and equates to 5,882 Whole Time Equivalent (WTE); this excludes student paramedics.

The table below provides three years of data and shows a steady increase in the number of staff employed overall.

Workforce Numbers 2022-2024

Staff Category	31 March 2022		31 March 2023		31 March 2024	
	Headcount	WTE	Headcount	WTE	Headcount	WTE
A&E*	4,041	2,998	3,541	3,091.3	3,854	3,367
Operations						
PTS**	771	623	749	605.8	750	590
RPC***/NHS 111/999	1,356	1,004	1273	906.6	1,387	967.2
Support Staff	809	677	762	671.4	843	731.2
Management	226	216	222	216.5	239	225.1
Apprentices****	****	-	-	-	-	-
Total	7,203	5,518	7,020*****	5,491.6	7,073*****	5,880.5

* Accident and Emergency Operations

** Patient Transport Service

*** Remote Patient Care includes Integrated Urgent Care (111) and Emergency Operations Centre (999)

****The Trust has 693 staff who are undertaking apprenticeship programmes of study (9.79% of the workforce) where the apprenticeship levy is utilised. These staff are undertaking substantive roles and hence are not shown separately in the data above.

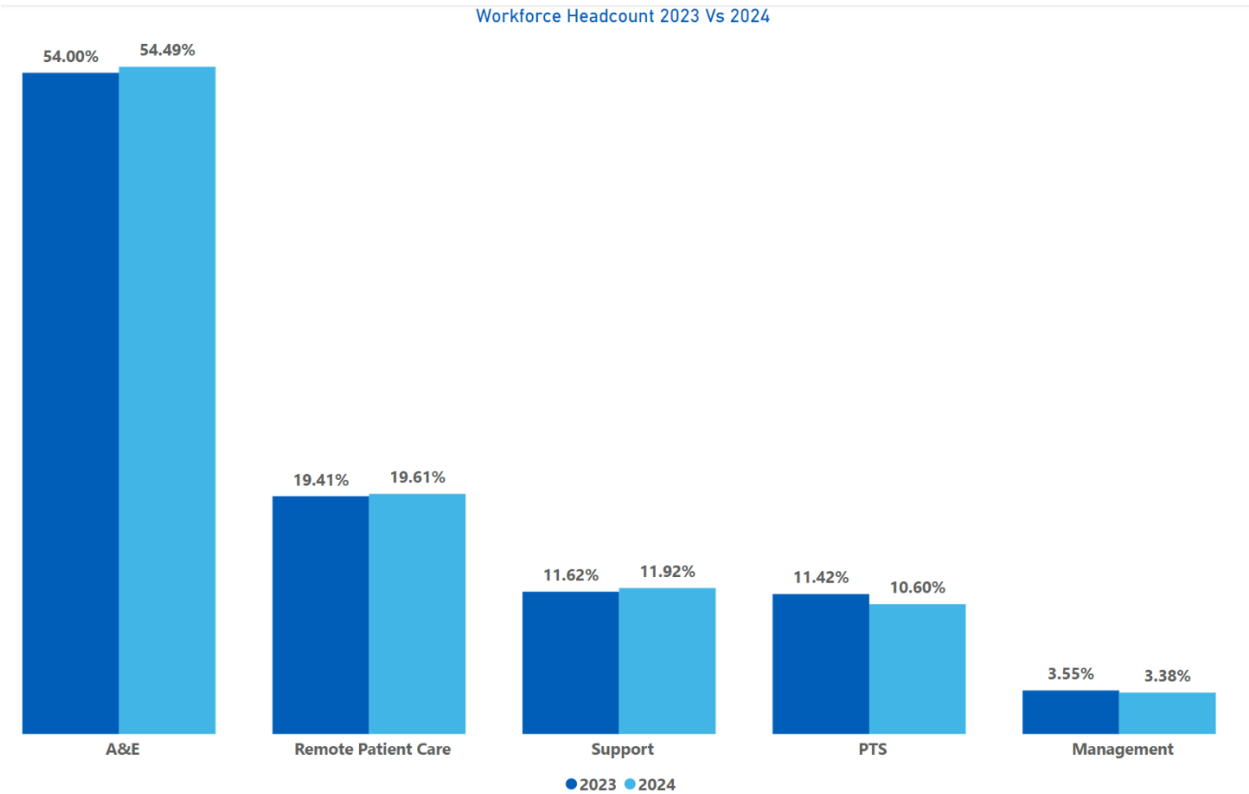
***** Establishment for 2022 included Student Paramedics; for 2023 and 2024 they are excluded.

This chart shows the workforce distribution headcount amongst directorates, there are slight changes between 2023 and 2024.

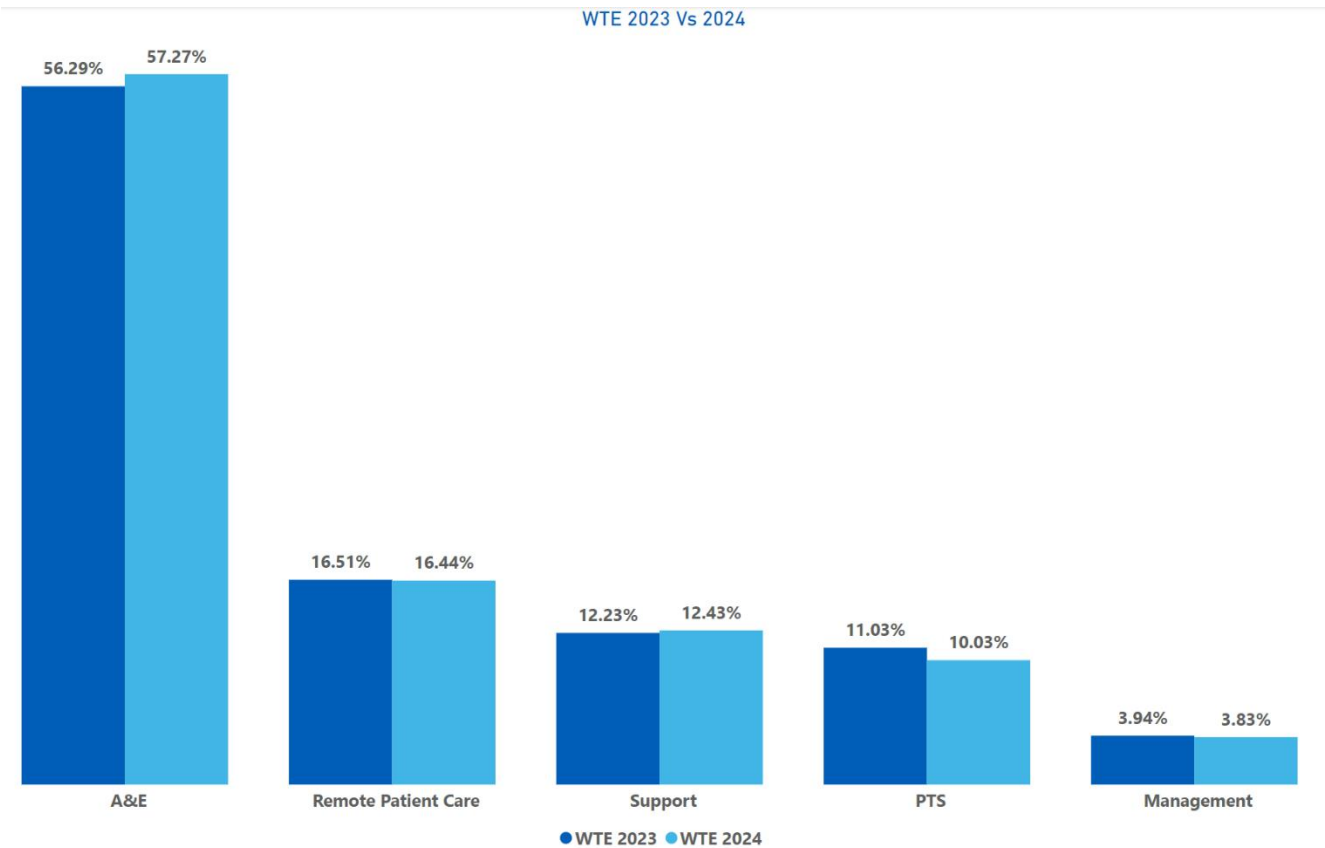
- A&E Operations has the highest percentage of the overall workforce headcount at 54.49%, with our Emergency Operations Centre and NHS 111, (Remote Patient Care), as the second highest at 19.61%.
- The management group has the least number of staff and the lowest percentage (3.38%) of overall headcount, this has been consistently low numbers for both 2023 and 2024.
- In total, there has been an increase of 515 people to the workforce with most of them joining the A&E Operations service line.
- PTS records a decrease in its workforce.

Overall, these changes in percentages reflect organisational priorities in response to the changing healthcare demands or internal restructuring efforts to improve service delivery and operational efficiency.

The graph below highlights the workforce headcount across each of the Trust’s service areas in comparison to 2023’s workforce composition.



The graph below shows the Whole Time Equivalent (WTE) numbers as a percentage of the overall Trust WTE for 2023 and 2024.



- **Accident & Emergency (A&E) Operations:** WTE increased by 0.98% points from the previous year while headcount increased by 0.49% points (313 people).
- **Remote Patient Care (RPC):** WTE increased slightly by 0.05% points from 2023. Headcount on the other hand had a 0.21% point change from the previous year. Which is an addition of 114 people to the RPC service line.
- **Support:** WTE increased by 0.20% points from the 2023. Headcount on the other hand, increased by 0.30% points from 2023. This is an 81-person addition to the support service line.
- **Patient Transport Service (PTS):** overall WTE decreased by 1% (-15.8 WTE), however, the headcount increased by 1 (+0.82%).
- **Management:** The second smallest change in headcount was recorded in management. Here, WTE increased by 0.11% points and headcount increased by 6 people (0.17% points).

The next data sets provide an overview of the Trust's workforce, including a breakdown by protected characteristic, where information is available.

Staff Profile – Gender (2022-2024)

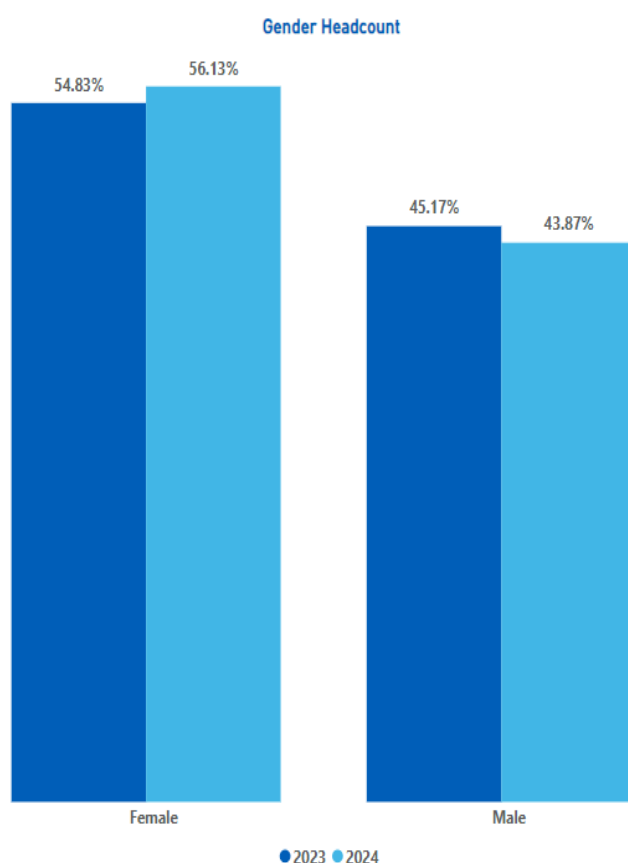
The table below provides workforce data by gender over a three-year period.

Headcount and % of Employees						
	2022		2023		2024	
Male	3,234	44.90%	2,962	45.20%	3,103	43.90%
Female	3,969	55.10%	3,596	54.80%	3,970	56.10%
Total	7,203	100%	7,020	100%	7,073	100%

Female staff have been the majority since 2021, following the trend for Local Authority figures in Wakefield and the Yorkshire and Humber region as seen below.

Gender	Wakefield 2021*		Yorkshire and The Humber 2021*	
Male	172,868	49.2%	2,689,089	49.1%
Female	178,724	50.8%	2,791,685	50.9%

* Data Source¹



The female headcount has increased by 10.4% from 2023 to 2024, giving a 1.3%-point increase in the percentage of females as a proportion of the workforce. Male headcount has also increased but at a lower rate of 4.76% with a corresponding 1.3% points decrease in the percentage of overall headcount.

¹ [Office for National Statistics – Yorkshire and Humber – Census 2021](#)

Currently, the female headcount is 56.13% while male headcount is 43.87% indicating that there are 12.26% more females in the workforce compared to males which shows a trend towards greater female representation in the workforce over the last three years (10.2% gap in 2022 and 9.6% gap in 2023).

Staff Gender by Professional Group 2024

Staff Group	Female	Male	Total	Female%	Male%
Add Prof Scientific and Technical	8	2	10	80%	20%
Additional Clinical Services	2,113	1,418	3,531	59.84%	40.16%
Administrative and Clerical	648	379	1,027	63.10%	36.90%
Allied Health Professionals	998	1,085	2,083	47.91%	52.09%
Estates and Ancillary	84	194	278	30.22%	69.78%
Medical and Dental	5	10	15	33.33%	66.67%
Nursing and Midwifery Registered	114	15	129	88.37%	11.63%
Total	3,856	3,088	7,073	55.53%	44.47%

NB: Professional Group categories

- Additional Professional Scientific and Technical includes – Pharmacists.
- Additional Clinical Services includes – Emergency Care Assistants.
- Administrative and Clerical includes – HR, Finance, Communications staff.
- Allied Health Professionals includes – Paramedics.
- Estates and Ancillary includes – Cleaners and maintenance staff.
- Medical and Dental includes – GP's and Consultants.
- Nursing and Midwifery includes – Nurses and Nursing Clinical Advisors.

The data above displays our workforce by profession and gender, dividing staff by seven professional groups, segregation between roles perceived as traditional for males and females can still be seen. This is demonstrated in the Nursing and Midwifery group where women significantly outnumber men, 114 females (88.37%) compared to 15 men (11.63%). Similarly, this can be seen within administrative and clerical roles, with 63.10% women compared to 36.90% men. Men remain the majority within the Estates and Ancillary group with 194 (66.67%) compared to 84 females (30.22%). These percentages have remained consistent over the last 2 years.

What we are doing:

- We continue to utilise the National Terms and Conditions for NHS staff 'Agenda for Change' and regularly review our jobs to ensure they appropriately remunerated. The National Terms and Conditions are well recognised as being an excellent example of equal pay for work of equal value. We continue to review our job descriptions to ensure the role reflects the pay band.
- In line with our legal duty, we publish our Gender Pay Gap data annually showing how women and men's mean and median pay compares. We have 12 months to publish this data, hence our data snapshot is at 31 March 2023. Our 2023 data shows the mean average pay gap has increased negatively from 7.96% in 2022 to 8.84% in 2023. This gap is explained by our workforce composition with more female staff being employed in band² 3-5 roles. Whilst this disparity in pay exists, the need to embed equity in practice across the Trust remains. An [action plan](#) to address the Gender Pay Gap was approved

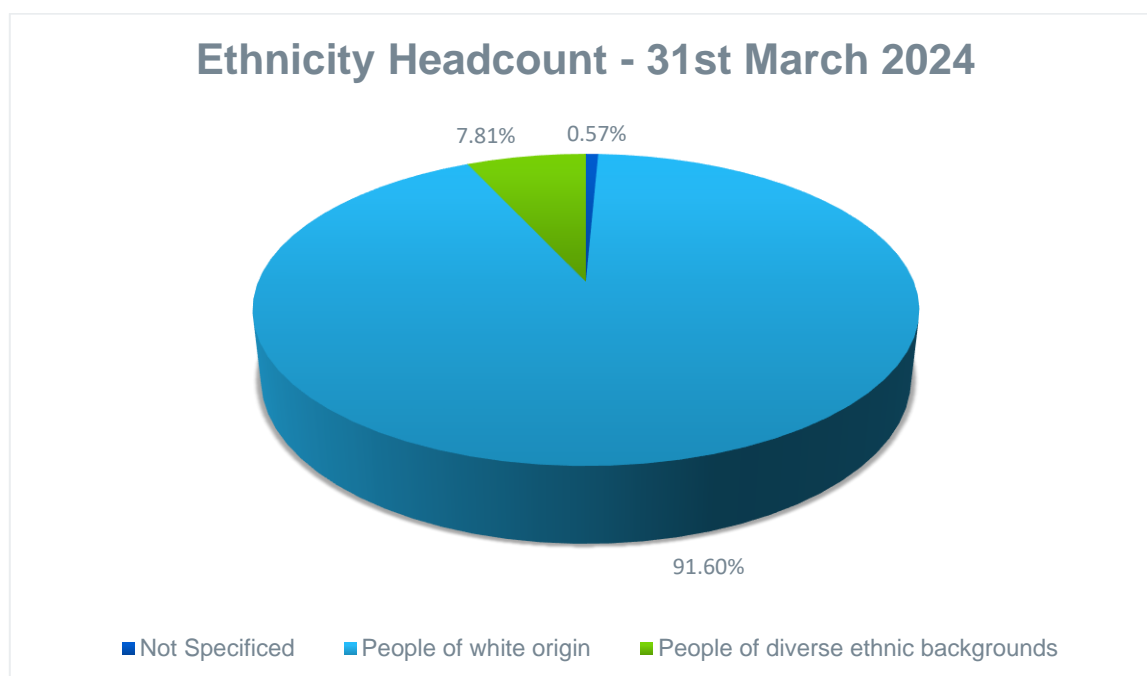
² <https://www.healthcareers.nhs.uk/working-health/working-nhs/nhs-pay-and-benefits/agenda-change-pay-rates>

at the Trust Executive Group in March 2024. Details of our Gender Pay Gap can be found [here](#).

- The YAS Women and Allies' Network launched on International Women's Day, 8 March 2022 and has continued to grow in strength. This support network has four key priorities:
 1. Women's Progression; enabling women to progress in YAS.
 2. Women's Safety; promoting women's safety.
 3. Women's Health; championing women's health including, but not exclusively, the menopause.
 4. Women's Engagement; engaging with other support networks, members and YAS staff with a focus on intersectionality and allyship.
- The Women and Allies' Network Mentorship Scheme was launched on 14 February 2024. The scheme is designed to empower and support women at YAS by providing mentorship opportunities with senior leaders and allies who are committed to promoting gender equality and diversity in the workplace. The scheme aims to provide guidance, career development and networking opportunities for women at all levels at YAS. By pairing participants with mentors who can offer valuable insights, advice and support, we hope to foster a more inclusive and supportive work environment where everyone can thrive and succeed.
- The Inclusive Recruitment and Progression Review aims to address all areas of disparity. Some actions are specific to the use of gender-neutral language on recruitment adverts and are aimed at attracting a diverse pool of applicants and breaking down stereotypes of gender specific roles in the Trust. This work continues as part of our [EDI Action Plan 2024 – 2027](#).
- Our family leave processes are supportive in helping new parents in their caring responsibilities during leave and on their return and include a New Parent Support Policy launched June 2023. We offer and actively promote a range of opportunities for flexible working to all staff, to suit their parental and caring responsibilities and commitments outside of work supportive of creating a good work/life balance.
- As part of our EDI Action Plan 2024-2027, the Trust will introduce stay interviews and a clear and consistent exit interview process to better identify trends of why women want to leave the organisation.
- We have adopted a new Menopause Policy which was also introduced in June 2023 supporting managers and staff to recognise the impact and challenges faced by perimenopause and menopause.
- The Trust's [Sexual Safety Charter](#) launched in October 2023, demonstrating our commitment to ensuring sexual safety, and setting out expected behaviours and support on challenging behaviour which could make colleagues feel uncomfortable, frightened, or intimidated in a sexually manner.

Staff Profile: Ethnicity 31 March 2024

The chart below highlights the ethnic profile of our staff population. As of 31 March 2024, the Trust employed a total of 7,073 staff members where 553 (7.81%) are from BME backgrounds, 6,479 (91.60%) are of white origin, and 41 (0.57%) members of staff chose not to state their ethnic origin. Compared to 2023, the White headcount dropped by 1.05% points, BME saw an increase of 0.42% points to its headcount, whilst other ethnicities also recorded a slight increase in headcount.



Workforce data shows the number of staff from BME backgrounds employed by the Trust has increased by 0.93% points to 7.81% despite the decline in 2022 (6.91%) and 2023 (6.88%).

YAS Trust Headquarters is based in Wakefield, where the population of the Local Authority of Wakefield is 93% White and 7% BME³. The population in the Yorkshire and Humber Region is 85.4% White and 13.1% BME⁴.

Our workforce covers a large geographical area and serves a diverse community, however comparing our workforce population to regional data, it is evident that we remain unrepresentative of the communities we serve.

Our commitment to providing a good experience for staff from BME backgrounds remains an area of focus. We continue to report against the [Workforce Race Equality Standard \(WRES\)](#) and develop an action plan to support the parity of experience between our White and BME staff. Our 3-year Equality & Diversity Action Plan (2024-27) includes actions to support the recruitment, retention, and inclusive experience of staff from developed in partnership with the Race Equality Network, Trade Unions and Senior Leaders. A full breakdown of staff ethnicity is provided below.

³ [Population profiles for local authorities in England - Office for National Statistics \(ons.gov.uk\)](#)

⁴ [Population profiles for local authorities in England - Office for National Statistics \(ons.gov.uk\)](#)

Breakdown of Staff Ethnicity

Ethnic Origin				
	March 2023		March 2024	
A White – British	5,937	90.53%	6,329	89.48%
B White – Irish	25	0.38%	27	0.38%
C White – Any other White background	69	1.05%	97	1.37%
CA White English	7	0.11%	8	0.11%
CB White Scottish	1	0.02%	2	0.03%
CC White Welsh	2	0.03%	1	0.01%
CG White Greek Cypriot	1	0.02%		
CH White Turkish			1	0.01%
CP White Polish	10	0.15%	7	0.10%
CX White Mixed	5	0.08%	3	0.04%
CY White Other European	6	0.09%	4	0.06%
D Mixed – White & Black Caribbean	30	0.46%	33	0.47%
E Mixed – White & Black African	6	0.09%	5	0.07%
F Mixed – White & Asian	20	0.30%	27	0.38%
G Mixed – Any other mixed background	16	0.24%	18	0.25%
GC Mixed – Black & White	1	0.02%		
GD Mixed – Chinese & White	2	0.03%	2	0.03%
GF Mixed – Other/Unspecified	1	0.02%	2	0.03%
H Asian or Asian British - Indian	46	0.70%	64	0.90%
J Asian or Asian - Pakistani	217	3.31%	264	3.73%
K Asian or Asian British - Bangladeshi	4	0.06%	4	0.06%
L Asian or Asian British – Any other Asian Background	15	0.23%	12	0.17%
LA Asian Mixed			1	0.01%
LD Asian East African			1	0.01%
LH Asian British	5	0.08%	4	0.06%
LK Asian Unspecified	1	0.02%	2	0.03%
M Black or Black British – Caribbean	24	0.37%	27	0.38%
N Black or Black British – African	37	0.56%	45	0.64%
P Black or Black British – Any other Black background	6	0.09%	7	0.10%
PC Black Nigerian			1	0.01%
PD Black British	2	0.03%	3	0.4%
R Chinese	6	0.09%	8	0.11%
S Any Other Ethnic Group	9	0.14%	13	0.18%
SC Filipino	1	0.02%	1	0.01%
Z Not Stated	37	0.56%	41	0.58%
Blank	9	0.14%	9	0.13%
Grand Total	6558	100%	7073	100%

**** Establishment for 2022 included Student Paramedics; for 2023 and 2024 they are excluded.

Staff: Ethnicity by Professional Group

The data in this section provides information on ethnicity across our professional groups and pay bands. It is anticipated that through the Trust's Workforce Race Equality Standard (WRES) action plan some of the workforce racial disparities, across both areas, will be addressed.

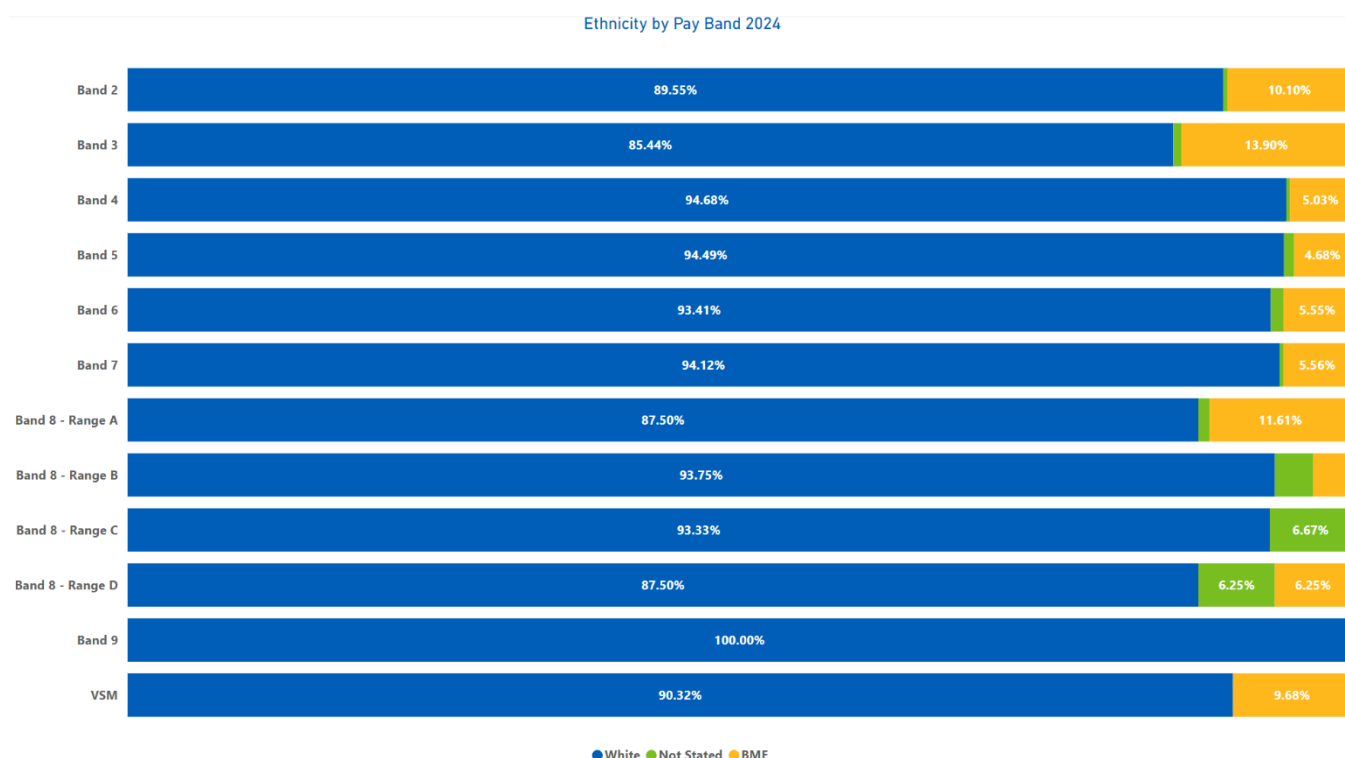
The table below shows a disproportionately low percentage of staff from BME backgrounds being employed as Paramedics (Allied Health Professionals) at 4.22% although this has increased since 2023 (3.90%). BME Ambulance Support Workers (Additional Clinical Services) have also slightly increased to 9.26% from 8.08% in 2023.

Data also indicates an increase in staff from BME backgrounds in administrative and clerical roles from 8.18% in 2023 to 9.26% in 2024. Medical and Dental staff sat at 100% White origin both in 2023 and 2022 but has decreased to 93.33% in 2024.

31 March 2024							
Professional Group	White	BME	Not Stated	Total	White	BME	Not Stated
Add Prof Scientific and Technical	7	3	0	10	70.00%	30.00%	0.00%
Additional Clinical Services	3,183	327	21	3,531	90.14%	9.26%	0.59%
Administrative and Clerical	938	83	6	1,027	91.33%	8.08%	0.58%
Allied Health Professionals	1,975	88	20	2,083	94.82%	4.22%	0.96%
Estates and Ancillary	259	16	3	278	93.17%	5.76%	1.08%
Medical and Dental	14	1	0	15	93.33%	6.67%	0.00%
Nursing and Midwifery Registered	103	26	0	148	79.84%	20.16%	0.00%
Total	6,479	544	50	7,073	91.60%	7.69%	0.71%

Staff: Ethnicity by Pay Band as of 31 March 2024						
	BME	BME %	White	White %	Not Known	Not Known %
Band 2	29	0.41%	257	3.63%	1	0.01%
Band 3	252	3.56%	1,549	21.90%	12	0.17%
Band 4	69	0.98%	1,299	18.37%	4	0.06%
Band 5	62	0.88%	1,253	17.72%	11	0.16%
Band 6	80	1.13%	1,346	19.03%	15	0.21%
Band 7	34	0.48%	576	8.14%	2	0.03%
Band 8 - Range A	13	0.18%	98	1.39%	1	0.04%
Band 8 - Range B	1	0.01%	30	0.42%	1	0.01%
Band 8 - Range C			14	0.20%	1	0.01%
Band 8 - Range D	1	0.01%	14	0.20%	1	0.01%
Band 9			8	0.11%	0	0.0%
NULL			7	0.09%	1	0.01%
VSM	3	0.04%	28	0.40%	0	0.00%
Total	544	7.69%	6,479	91.60%	50	0.71%

The largest proportion of BME staff continue to remain in Band 3 roles, with staff from BME backgrounds seeing an increase to 3.56% from 3.11% (2023). Data shows the Band 3 percentage point has dropped for White staff to 21.90% from 22.58% (2023). However, there has been an increase of 10 BME staff at a Band 7 from 2023 to 2024. The table above and graph below, show a disproportionately small percentage of staff from BME being employed



in higher banded roles, with no BME staff represented in Band 9 which has an overall headcount of 8.

What we are doing:

- The Trust has refreshed its Workforce Race Equality Standard (WRES) data and an accompanying action plan (published in October 2023 and refreshed yearly). The plan is owned and led by the Trust's Diversity and Inclusion Team.
- The Trust's EDI Action Plan 2024-2027 includes an action to overhaul the recruitment process. This will review the roles most frequently recruited to and includes the roles of Call Handler, Ambulance Support Worker (ASW), Ambulance Care Assistant (ACA) and Ambulance Vehicle Preparation (AVP) from advertisement, assessment, interview and appointment stage. Stakeholders will include Support Networks, Trade Unions and the Diversity and Inclusion Team in the working group.
- The Trust will be implementing the Northwest BAME Assembly Anti-Racism Framework, as part of a Root Out Racism Campaign. An initial pilot has commenced in South Yorkshire, with plans to implement this Trust-wide following a review.
- The Trust continue to support our Race Equality Network, this support network feeds into the Diversity and Inclusion Steering Group and has an Executive Sponsor and Non-Executive Director Champion. The network has developed an inclusive language toolkit and supported the launch of the reciprocal mentoring programme. Chairs from each of the Support Networks are provided 15 hours monthly to undertake work supporting members and other network associated responsibilities.

- The Trust has invested in a culture development programme, YAS Together, with five pillars as to how we will work together to achieve our bold ambitions and vision; Care Together, Lead Together, Grow Together, Excel Together, Everyone Together. A new values-based behavioural framework has been launched as part of this work and our 5-year Strategy. We are committed to ensuring all our staff have the best working experience regardless of their background.
- We launched webinars 'Supporting Race Equality' as part of our Inclusive Learning Series, available for all staff, to guide those in supervisory and leadership roles towards internal support and information to ensure positive experiences for BME staff throughout their employment.

Staff Profile: Age

The table below provides a breakdown of our workforce across twelve different age bands. This information is useful for succession planning and developing support structures, especially for staff in the upper age bands. The Trust currently employs 146 staff aged 66 years and over, 34 of whom are 71 years and older. This figure has risen by 28 from 2023 (451, 60+) indicating that staff in the upper age bands remain with us until the point they choose to retire.

The younger age band from 16-20 has seen a significant increase this year from 83 in 2023 to 114 in 2024, this could be explained by an increase in the number of apprenticeships offered for Ambulance Support Workers. Our largest staff population of over 27.84% is aged between 26-35. This is a significant shift from the 21-25 and 26-30 age range which was higher in 2022.

Headcount and % of Employees						
Age	2022		2023		2024	
16-20	200	2.78%	83	1.27%	114	1.61%
21-25	973	13.51%	722	11.01%	806	11.40%
26-30	1,025	14.23%	934	14.24%	1,000	14.14%
31-35	897	12.45%	855	13.04%	969	13.70%
36-40	681	9.45%	683	10.41%	761	10.76%
41-45	715	9.93%	657	10.02%	671	9.49%
46-50	866	12.02%	800	12.20%	790	11.17%
51-55	817	11.34%	762	11.62%	802	11.34%
56-60	585	8.12%	611	9.32%	673	9.52%
61-65	334	4.64%	333	5.08%	341	4.82%
66-70	88	1.22%	95	1.46%	112	1.58%
71 & above	22	0.31%	23	0.35%	34	0.48%
Grand Total	7,203	100%	6,558	100%	7,073	100%

Staff: Age by Professional Group, by Headcount – 31 March 2024

The table below shows the breakdown of age ranges within each of the seven professional groups. Although there has been an increase of staff in the upper age bands 51-71+ in the Estates and Ancillary Group, from 121 in 2023 to 130 in 2024, data shows Additional Clinical Services have a higher proportion of staff from the upper age bands (553). This suggests that succession planning may be required in this area to support with an ageing workforce and retirement.

Of the 7,073 staff employed at the Trust, the majority sits within our Additional Clinical Services, with the highest number of staff between the ages of 21-41. The number of Allied Health Professionals (Paramedics) remain consistent across the age bandings up to near retirement age, consistent with 2023 data.

Professional Group	16 - 20	21 - 25	26 - 30	31 - 35	36 - 40	41- 45	46- 50	51- 55	56- 60	61- 65	66- 70	71+	Total
Add Prof Scientific and Technical	-	-	-	2	2	2	1	1	1	1	-	-	10
Additional Clinical Services	102	478	595	512	359	276	334	322	307	169	66	11	3,531
Administrative and Clerical	10	33	117	124	132	131	135	142	122	58	16	7	1,027
Allied Health Professionals	-	293	284	307	237	218	260	252	156	60	11	5	2,083
Estates and Ancillary	2	2	4	9	16	23	34	58	58	45	16	11	778
Medical and Dental	-	-	-	1	1	3	4	4	2	-	-	-	15
Nursing & Midwifery Registered	-	-	-	14	14	16	22	23	27	8	3	-	127
Total	114	806	1,000	969	761	699	671	802	640	341	112	24	7,073

What we are doing:

- The Community Engagement Team continue to attend events within our regional and local communities, supported by the Recruitment Team, particularly reaching out to those who are under-represented at YAS.
- We continue to work with the Prince's Trust to deliver an employability programme for unemployed young people from marginalised backgrounds. In April 2024, 8 young people were joined by colleagues from A&E Operations, Patient Transport Services, our Emergency Operations Centre and Integrated Urgent Care call centres, who delivered workshops focused on core employability skills as well as practical support to guide them through the process of applying for a job with the Trust.
- Our 3-year EDI Action Plan seeks to embed health and wellbeing into our people journey, from onboarding through to retirement, supporting diverse health and wellbeing needs across all ages.
- We have commenced a review of our Job Description/Person Specification requirements for specific roles and developing a one-page summary for adverts. The following job roles have been included:

- a) **Call Handlers**, who are often the first person the public talks to when calling 999/111.
 - b) **Ambulance Vehicle Preparation (AVP) Service**, where Ancillary staff ensure that ambulance crews can access fully equipped, re-fuelled and re-stocked ambulances at the beginning of a shift.
 - c) **Ambulance Support Workers**, who support paramedics in response to 999 calls.
- We will continue to implement key actions to support the [Health Inequalities](#) agenda, ensuring YAS supports local communities as an anchor organisation. Health inequalities form part of our Equality Impact Assessments to ensure all policies, procedures, services, functions and/or processes consider how YAS can continue to positively impact the communities we serve.

Staff: Sexual Orientation – 31 March 2024

The table below shows the breakdown of the Trust's workforce in the context of sexual orientation. Heterosexual staff continue to make up the largest group at 5,698 (80.56%). There has been an increase in our LGBT+ population to 570 (8.06%) from 7.60% in 2023. This figure includes those in the 'undecided/undefined' category as ESR does not cover the broad umbrella of LGBT+.

The number of staff choosing not to share their sexual orientation with the Trust has continued to decrease (11.38% in 2024) from 12.79% in 2023, following the trend from previous years. This could be attributed to recent efforts with the Diversity Census campaign launch, 'Count Me In,' encouraging staff to update their equality monitoring information, whilst highlighting the benefits and importance of doing so. However, work to ensure all our staff feel comfortable in sharing their preferences and bringing their whole selves to work needs to continue. This will enable us to build a culture of trust, providing accurate and valuable data that informs our cultural development work.

The Trust recognises that improving the working environment for LGBT+ staff is not only the right thing to do but also improves the delivery of high quality and compassionate patient care.

Sexual orientation	Headcount and % of Staff			
	2023		2024	
Bisexual	131	2.00%	172	2.43%
Gay or Lesbian	284	4.33%	317	4.48%
Heterosexual	5,221	76.61%	5,698	80.56%
Not Stated	839	12.79%	805	11.38%
Other Sexual Orientation	17	0.26%	24	0.34%
Undecided	15	0.23%	21	0.30%
Undefined	51	0.78%	36	0.51%
Total	6,558	100%	7,073	100%

Sexual Orientation	YAS 2024		Yorkshire and Humber Region 2021 ⁵	
Heterosexual	5,698	80.56%	4,919,018	89.75%
LGBTQ+	570	8.06%	168,260	3.07%
Unknown	805	11.38%	393,521	7.19%

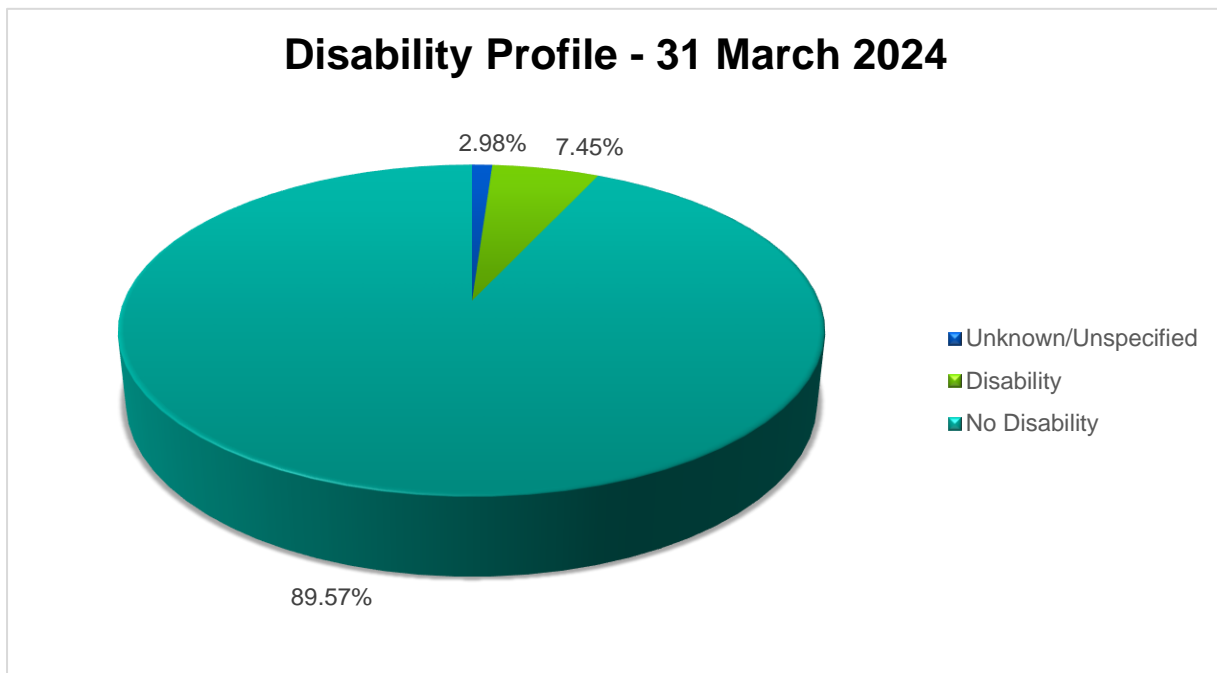
⁵[Sexual Orientation, England, and Wales: Census 2021](#)

What we are doing:

- Our Pride@YAS Support Network objectives focus on 4 key areas:
 - **Trans Inclusion** – support of our Trans Inclusion guidance and ensuring our buildings are accessible for all.
 - **Belonging and Visibility** – creating a safe space for all LGBT+ staff to meet, working in partnership with our Community Engagement team and visiting stations across Yorkshire to ensure staff voice.
 - **Celebrating our Differences** – attending and supporting staff to attend Pride events and conferences.
 - **Staff Education #informedcare** – signpost to CPD training focused on LGBT+ clinical issues and working with YAS Academy to develop training.
- We continue to celebrate and promote Pride events across the region with an events ambulance wrapped with a Pride and Progressive Flag. The ambulance and our staff attended Leeds, York, and Doncaster Pride events during Summer 2024. The National Ambulance LGBT+ Network used Doncaster Pride to promote the recruitment of LGBT+ staff into the ambulance sector in partnership with other emergency services.
- All our Support Networks work collaboratively to promote initiatives such as the YAS Allyship model and work on intersectionality. The Support Networks continue to meet monthly to explore joint working, shared themes, and ideas.
- We launched webinars Supporting LGBT+ Staff as part of our Inclusive Learning Series, available for all staff, to guide those in supervisory and leadership roles towards internal support and information to ensure positive experiences for LGBT+ throughout their employment.
- The Trust will continue encouraging staff to update their employee profiles, in particular, the diversity information on the Electronic Staff Record (ESR). This is a self-service portal for staff. The Diversity Census campaign, 'Count me In', continues quarterly and aims to improve the quality of the workforce equality and diversity data. This will allow the Trust to analyse trends, gaps, and disparity with improved data collection of our workforce profile.
- The Trust remains an active member of Stonewall, this enables us to submit data to the Workforce Equality Index, indicating how inclusive our work practices are to the LGBTQ+ community. We continue working through an action plan aimed at improving our policies, processes and practices so that everyone from the LGBTQ+ community can bring their whole selves to work.
- We launched a new Supporting Trans Staff and Patients Guidance in 2024, which was developed in collaboration with members of staff with lived experience of transition within the Trust. The guidance includes information for Call Handlers, frontline staff and managers. A resource pack is included to educate and raise awareness on appropriate terminology, the law supporting those entering gender re-assignment and specific guidance for managers supporting staff through their transition. Training for Emergency Operations Centre (EOC) and Integrated Urgent Care (IUC) recruitment and training teams took place, with positive feedback. We also launched a new Intranet page dedicated to supporting trans staff and patients with resources, toolkits and helpful tips.

Staff: Disability - 31 March 2024

The chart below indicates an increase of staff sharing they have a disability or long-term health condition from 5.49% in 2023 to 7.45% in 2024. The 1.96%-point change is a positive reflected in appointments across most pay bands, including good representation at Board level. There continues to be a discrepancy between the data recorded in ESR (7.45%) and the number of staff declaring a disability when responding to the NHS National Staff Survey (31.67%), we continue to monitor this for improvement quarterly and have launched the 'Count Me In' campaign to encourage recording of equality information.



At 7.45% it is still considered a relatively low headcount for an organisation of our size, the discrepancy between the data from ESR and the staff survey could be due to the difference in how the question on disability is asked across the two platforms, it also suggests that staff still do not feel confident about sharing if they are living with a disability. We are aware that some staff may choose not to share this information and will continue raising awareness of what that data is used for at the Trust.

The Workforce Disability Equality Standard (WDES) data has shown improvement for staff living with disabilities over the last two years, this includes a steady increase in the number of staff feeling the Trust has made adequate adjustments to support them at work (NSS 60.2% in 2022, 65.7% in 2023, 68.8% in 2024). The Enabling Staff Working Group and the Disability Support Network continue to be the main drivers of initiatives supporting this improvement.

	Headcount and % of Employees					
	2022		2023		2024	
No Disability	6,634	92.10%	6,001	91.51%	6,335	89.57%
Not Declared	25	0.35%	113	1.72%	112	1.58%
Prefer Not to Answer	7	0.10%	11	0.17%	23	0.33%
Unspecified	228	3.17%	73	1.11%	76	1.07%
Disability	309	4.29%	360	5.49%	527	7.45%
Total	7,203	100%	6,558	100%	7,023	100%

In comparison to the 2021 Census data below, our workforce profile remains unrepresentative of the communities we serve.

	YAS 2024		Wakefield LA 2021 Work limited disabled 16 – 64.		West Yorkshire and The Humber Region 2021 Census	
Disabled	527	7.45%	72,447 ⁶	20.5%	1m ⁷	18.9%
Total Workforce* / Or Total Population**	7,073*	92.55%	*353,400 ⁸	-	*5,481,431 ⁹	-

⁶ [Disability, England, and Wales: Census 2021](#)

⁷ [Disability, England, and Wales: Census 2021](#)

⁸ [How life has changed in Wakefield: Census 2021](#)

⁹ [Population of Yorkshire and Humber](#)

Disability by Professional Group - 31 March 2024

The table below shows disabled staff across the seven professional groups.

Disability by Staff Group	No Disability	Not Declared	Prefer Not to Answer	Un-specified	Disability	Total
Add Prof Scientific and Technical	10	-	-	-	-	10
Additional Clinical Services	3,181	38	11	39	262	3,531
Administrative and Clerical	921	6	4	6	90	1,027
Allied Health Professionals	1,846	65	3	30	139	2,083
Estates and Ancillary	259	2	2	-	15	278
Medical and Dental	13	-	-	-	2	15
Nursing and Midwifery Registered	105	1	3	1	19	129
Total	6,335	112	23	76	527	7,073

The data highlights an increase in the number of staff members sharing their disability status in the Additional Clinical Services Professional Group which includes Ambulance Support Workers (193 in 2023 and 262 in 2024). There is also a notable increase in Administrative and Clerical (60 in 2023) and Allied Health Professionals (80 in 2023) from the previous year. Recording this data is key to understanding where support might be needed in the workplace.

What we are doing:

- The Trust is making good progress with the Workforce Disability Equality Standard (WDES), seeing improvements in our metrics year on year. The WDES came into force in April 2019 and is a set of ten specific measures (metrics) enabling the Trust to compare the experiences of disabled staff and non-disabled staff. A dedicated workforce disability equality action plan has been developed, and published, as part of the Trust's contractual requirements. The EDI Action Plan 2024-2027 holds metrics to advance the WDES action plan to embed the voice of staff living with a disability across the Trust.
- The Trust promotes workplace adjustments for staff and is redeveloping the Workplace Adjustment Policy with the support of the Enabling Staff Working Group. There is now a focus on neurodiversity, to provide support for managers organising individual workplace adjustments for newly diagnosed staff.
- Guidance to support staff living with neurodiverse conditions is also in development in partnership with the Disability Support Network, Diversity and Inclusion Team and staff with lived experience. We recognise there is an increase in staff being diagnosed in adulthood and requiring additional support during their employment.
- The Trust's senior leadership actively support the Disability Staff Network, with an assigned Executive Sponsor and a Non-Executive Champion. The network regularly provides peer to peer support and is included in the Trust's governance structure and decision-making process, here they influence the development of disability equity across the Trust.

- The Disability Staff Network is actively engaged with the development of a Minimum Requirements Guidance for Estates, in collaboration with the Enabling Staff Network. This guidance seeks to provide recommendations to make our buildings user friendly for staff living with disabilities above the required minimum standard.
- The Trust introduced a new approach for Access to Work requests, this is overseen by the People Services Team and streamlines the process with IT. This includes a category on the Human Resources Portal which allows managers to submit a request for equipment following any Access to Work recommendations. The next phase will review the process to centralise a budget for workplace adjustments, this seeks to improve the procurement of equipment following Occupational Health recommendations and/or external assessments.
- The Trust is a Level 2 Disability Confident Employer, this is a government scheme designed to encourage employers to recruit and retain staff living with disabilities or long-term conditions. The recruitment process provides a guaranteed interview scheme and request for reasonable adjustments, when meeting the requirements of person specification. WDES data indicates the Trust is moving closer to parity in the metric measuring the likelihood of disabled people being appointed from shortlisting compared to their non-disabled counterparts.
- The Health and Wellbeing Team conducted a full re-procurement exercise of Occupational Health and specialist services with a smooth transition to new providers ensuring all staff benefit from services specific to their individual needs. A comprehensive review of the support staff living with disabilities require was also included as part of the procurement process.
- ‘Supporting Staff Living with a Disability’ webinars were included as part of our Inclusive Learning Series, available for all staff, to signpost those in supervisory and leadership roles to internal support and information to ensure positive experiences for those living with a Disability throughout their employment. The Diversity and Inclusion Team has worked with the recruitment and training teams within EOC (Emergency Operations Centre) and IUC (Integrated Urgent Care) to better educate their staff on the needs of those with a disability through the recruitment and training process.

Staff: Religion and Belief

The table below provides a breakdown of the religion and belief status of the Trust's workforce. 2,921 people (41.30%) of the workforce declared their religion and belief as Christianity, with 1,383 (19.55%) of staff choosing not to disclose their religion and belief status. This is a decrease from last year and could be contributed to the Diversity Census campaign.

The numbers of staff declaring Sikhism, Islam and Hinduism as their religion and belief have also seen an increase this year (4.88%), despite the decrease in 2023 (4.34%).

Religion / Belief	Headcount and % of Employees					
	2022		2023		2024	
Atheism	1,620	22.5%	1,522	23.21%	1,804	25.51%
Buddhism	24	0.3%	22	0.34%	25	0.35%
Christianity	2,994	41.6%	2,785	42.47%	2,921	41.30%
Hinduism	15	0.2%	14	0.21%	21	0.30%
I do not wish to disclose my religion/belief	1,589	22.1%	1,393	21.24%	1,383	19.55%
Islam	290	4.0%	256	3.90%	306	4.33%
Judaism	<5	0.1%	6	0.09%	8	0.11%
Other	502	7.0%	490	7.47%	549	7.76%
Sikhism	18	0.2%	15	0.23%	18	0.25%
Undefined	147	2.0%	55	0.84%	38	0.54%
Total	7,203	100%	6,558	100%	7,073	100%

What we are doing:

- We have a dedicated prayer/contemplation room for staff to use at Wakefield Trust Headquarters. Bradford Ambulance Station is also equipped with a dedicated space as part of their recent refurbishment, which is home to larger diverse cohort of staff. Similar spaces will be considered for any future refurbishments or new builds of the Trust estate.
- The Trust continues to mark World Religion Day which is designed to bring all faiths together to increase cross-cultural understanding and to strengthen mutual respect.
- The Trust celebrated Ramadan in March 2024 with Muslim colleagues with a communal Iftar and Suhoor to raise awareness of the Islamic tradition of fasting. The Iftar was received well by all EOC/IUC colleagues in Wakefield and Rotherham with supplies for Suhoor provided to stations with larger diverse cohorts of staff.
- The newly launched Attendance at Work policy highlights the impact on fasting or other religious practices that may impact attendance. It offers support and guidance for managers to ensure best practice for our religious communities.
- To mark Black History Month 2023, the Trust shared stories of lived experience and 'celebrated our sisters' along with the theme of the month. In 2024, plans for Black History Month include in-person events, guest speakers within the Race Equality Network and sharing of stories to around religion, belief and spirituality in line with the theme 'Reclaiming Narratives'.
- The Trust actively utilises the Diversity Calendar developed by AACE (Ambulance Associated of Chief Executives) and is made available to all staff.

- For 2024, the Trust is looking to create an Independent Advisory Group in South Yorkshire, made up of leaders from different religious groups and other blue light services. The group aims advise the Trust on specific issues concerning faith and belief that impact our workforce.
- The Dress Code and Uniform policy considers religious practices that impact staff members who are required to wear formal uniform. Religious symbols, including jewellery, are respected by the Trust provided they do not compromise health and safety or infection prevention. Uniform also includes provision of full-length sleeves where staff are not engaged in direct patient care activity. Hijabs, turbans and kippah's can also be ordered from our provider.

Staff: Marriage and Civil Partnership

The table below shows the breakdown of the marital and civil partnership status of the workforce. The largest number of staff report they are single (3,264, 46.15%), with the number of married staff increasing to 40.07% from 39.62% last year. The notable change is the continued increase of civil partnerships, rising by 45 to 1.60% in the last 2 years.

Marital Status	Headcount and % of Employees					
	2022		2023		2024	
Single	3,469	48.16%	3,012	46.55%	3,264	46.15%
Married	2,798	38.84%	2,644	39.62%	2,834	40.07%
Divorced	432	6.00%	413	6.17%	440	6.22%
Unknown	306	4.25%	207	3.33%	231	3.27%
Legally Separated	86	1.19%	79	1.32%	73	1.03%
Civil Partnership	68	0.94%	81	1.18%	113	1.60%
Widowed	44	0.61%	42	0.64%	44	0.62%
(Blank)			80	1.22%	74	1.05%
Grand Total	7,203	100.00%	6,558	100%	7,073	100%

What we are doing:

- The Trust is creative in its approach to employment to attract and retain staff that are looking for flexibility to meet their work/life balance, this has been incorporated in the Flexible Working and Hybrid Working Policy launched in June 2023.
- The Trust looks to support staff who are single/solo parents, managing relationship breakdowns or who become widowed. The Special Leave policy, Attendance at Work, carers support, and Relationships at Work guidance allow multiple avenues of support for staff members.
- The Health and Wellbeing Team offer a counselling service as part of their Employee Assistance Programme and can provide signposting for other aspects of relationships, such as domestic abuse support or financial support.

Summary

As a Trust we recognise from our workforce data that our profile is not wholly representative of our local communities from the National Census 2021. Work continues to overhaul our recruitment practices, from advertisement through to appointment. The aim is to identify barriers to recruitment and selection and ensure each stage of the recruitment pathway is accessible, does not discriminate and encourages people with protected characteristics and those affected by health inequalities to apply for roles within YAS. This will also enable an inclusive culture at the Trust where our staff feel valued, have a sense of belonging and are able to bring their whole selves to work.

Our Workforce Race Equality Standard (WRES) data indicates that most staff from BME backgrounds are employed in the lower NHS Agenda for Change Bands 3-5. The Trust will introduce 'stay' conversations as part of our appraisal process to better understand why staff look to leave the organisation and continue to foster a culture of development, promotion and retention.

The EDI Action Plan for 2024-2027 targets Support Networks to enhance staff voice and support specific work streams aimed at protected characteristics. In 2024, this will include reciprocal mentoring, a 'Root out Racism' campaign, promotion of the Sexual Safety Charter, embedding a Centralised Reasonable Adjustment budget and promoting policies to support New Parents, Flexible Working and the Menopause.

We understand our data is part of our story, it is imperative this is accurate when promoting the Trust as an employer of choice. The 'Count Me In' campaign, will run quarterly in 2024 and aims to encourage staff to share their Diversity data within ESR. The campaign includes posters, leaflets and information on how this shapes our equality, diversity and inclusion objectives. Along with the Gender Pay Gap, we will review our Disability and Ethnicity Gap and publish action plans to address any discrepancies.

The Trust continues to develop our leaders through a range of programmes for leaders at all levels including Manage2Lead, Aspiring Leaders Programme, Lead Together and a Board Development Programme. To complement these programmes, an Allyship campaign and Active Bystander training is in development with the support of key stakeholders.

Targeted cultural work has been beneficial in hotspot areas across the Trust and following positive outcomes, will continue where commissioned. The Trust-wide YAS Together culture development programme, incorporating the National Staff Survey 2023 results (highest ever response rate at 51%), the NHS People Promise and the Culture Review of Ambulance Trusts recommendations, captures prioritised work under the five pillars of Care Together, Lead Together, Grow Together, Excel Together, Everyone Together. The Phase 1 implementation has been reviewed using a maturity framework to inform decision making interventions and assess progress.

The Freedom to Speak Up Guardians, as well as initiatives such as Say Yes to Respect, strengthen our approach to create a culture of speaking up and provide support for all our staff to raise concerns about bullying and harassment, unsafe working conditions and patient safety.

We are committed to ensuring that there is equality of opportunity for all our staff, patients and visitors and use the [Equality Delivery System Version 2](#) (EDS2). The EDS2 includes a

set of 18 outcomes and a streamlined grading system. It provides us with the opportunity to work to a nationally recognised framework and embrace positive change and fairness for all.

We continue to strive towards having a workforce that reflects the community we serve enabling our patients to always receive the best possible care and our staff to feel a sense of belonging.

For further information about this report, please contact the Diversity and Inclusion Team at yas.diversity@nhs.net