

London 2012 Olympic and Paralympic Programme: Equality Impact Assessment Action Plan; February 2008

Ref	Barrier	Group affected	Action needed	Responsibility	Timescale	Resources
BE1	Built environment	Olympic venue spectators; athletes <i>Disability; age</i>	Continued on-going input into ODA/LOCOG: influence stadia design and access/egress through attendance at appropriate meetings and liaison with ODA/LOCOG	LS	Throughout Olympic venue construction (07-12)	LS time/expertise
BE2		Staff working during Games <i>Disability; place of residence</i>	'Olympic Station':transporting staff to/from: consider possible discrimination when determining approach	T1/T2P1:Operations	Tranche 1/2 (Nov 07-Dec 12)	T1P1Project Board
BE3		Staff working during Games <i>Race; disability; religion and belief</i>	Olympic Station':briefing area/storage/ equipment/communication channels: factor in any scope for discrimination and address	T1P8:Estates Requirements	Completion by May 08 (T1P8R2)	T1P8 Project Board
BE4		OGPO/staff working during Games/mutual aid and volunteers <i>Race; disability</i>	Access: different languages, signage, braille: ensure provision of communications/information in all ways required	T1P8:Estates Requirements	Tranche 1/2 (Nov 07-Dec 12)	T1P8 Project Board
BE5		Staff working during Games <i>Disability</i>	Adherence to relevant legislation eg. Disability Discrimination Act (DDA): address DDA when determining how estates requirements are to be met	T1P8:Estates Requirements	Tranche 1 (Nov 07-Aug 08)	T1P8 Project Board
BE6		Staff working during Games <i>Disability; gender; religion and belief</i>	Facilities: male/female;storage;faith rooms etc: identify and ensure provision of all realistic requirements	T1P8:Estates Requirements	Completion by May 08 (T1P8R2) 'Olympic Station'; July 08 (T1P8R3) Event Control	T1P8 Project Board
L1	Location	Staff working during Games <i>Race; disability; gender; religion and belief</i>	Flexible working: NWOV-24 hour day cover; short shift/split shifts: accommodate flexible working requests and explore new ways of working	T1/T2P1:Operations; T1P6:Staff Engagement	Tranche 1/2 (Nov 07-Dec 12)	T1P1 Project Board; T1P6 Project Board
L2		Staff working during Games <i>Working pattern; location; role</i>	Training:accessible to all including night staff: factor in different working patterns when devising training timetable	T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	T1P4 Project Board
L3		Staff working during Games <i>Religion and belief</i>	Catering: different races/religions eg. Ramadan: identify and accommodate different catering requirements amongst staff	T1P6:Staff Engagement	Tranche 1/2 (Nov 07-Dec 12)	T1P6 Project Board
L4		Staff working during Games - Command Centre <i>Disability</i>	People with disabilities - public transport accessibility; travelling distances: identify staff needs/expectations and accommodate to as great an extent as possible	T1P6:Staff Engagement	Tranche 1/2 (Nov 07-Dec 12)	T1P1 Project Board; T1P6 Project Board
I&C1	Information and Communication	Staff working during Games <i>Working pattern; location; role; disability</i>	Feedback loop - for all people irrespective of venue/job: identify how best to liaise with staff through staff survey and subsequent analysis, and introduce preferred, effective communication channels	T1P2:Communications	Tranche 1/2 (Nov 07-Dec 12)	T1P2 Project Board
I&C2		All staff and stakeholders <i>Working pattern; disability; organisation</i>	Appropriate sharing of information; differentiation between info provided to stakeholders: communication/ advice/guidance: determine key messages and disseminate	T1P2:Communications	Tranche 1/2 (Nov 07-Dec 12)	T1P2 Project Board
I&C3		All staff and stakeholders <i>Race; disability</i>	Use of language/signs: pictures/different languages/internationally recognised symbols: identify communication requirements, determine and implement most appropriate channels	T1P2:Communications	Tranche 1/2 (Nov 07-Dec 12)	T1P2 Project Board

I&C4		All staff and stakeholders <i>All groups</i>	Ensuring against use of acronyms/supposition that everyone knows what they stand for: avoid acronyms where possible and/or write in full	T1P2:Communications	Tranche 1/2 (Nov 07-Dec 12)	T1P2 Project Board
I&C5		Staff working during the Games <i>Race</i>	Different accents/dialects - training required: determine training required and deliver	T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	T1P4 Project Board
I&C6		National Olympic Committees (NOCs)/International Olympic Committee (IOC)	Need to ensure all communication understood and appropriate: identify how best to communicate with NOCs/IOC and inform/liaise accordingly	Programme-level	Tranche 3/4	OGPO
I&C7		Staff working during the Games: crews and control <i>Race</i>	Reliable, well-publicised route into Language Line: determine scope for improvement and implement any identified improvements	T1P2:Communication/T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	T1P4 Project Board
I&C8		Staff working during Games; spectators; athletes <i>Race</i>	Review multi-lingual phrase book: identify scope for improvements and introduce	T1P2:Communications	Tranche 1/2 (Nov 07-Dec 12)	T1P2 Project Board
I&C9		Staff working during the Games: crews and control <i>Working pattern; location; role</i>	Grade information briefings - ensure people receive appropriate, required information; radio procedure: determine approach and implement	T1P1:Operations; T1P2:Communications	Tranche 1/2 (Nov 07-Dec 12)	T1P1 Project Board; T1P2 Project Board
I&C11		All staff and stakeholders <i>All groups</i>	Determine key messages and how they are to be conveyed	T1P2:Communications	Tranche 1 (Nov 07-Aug 08)	T1P2 Project Board
I&C12		Staff working during Games; spectators; athletes <i>Race; religion and belief; disability</i>	Awareness of cultural differences/gestures/religion/beliefs etc - training required: identify training requirements and deliver	T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	T1P4 Project Board
I&C13		Patients' Forum; other forums <i>Disability; location</i>	Accessible, central, accommodating location: assess all possible venues to ensure suitability	Programme-level	Tranche 1/2/3/4 - on-going	OGPO
C&T1	Customer care and staff training	Staff working during the Games <i>Working pattern; location; role</i>	Training flexible/accessible/convenient hours/volunteer-friendly: identify needs and accommodate to as great an extent as possible	T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	T1P4 Project Board
C&T2		Spectators and athletes <i>Gender; religion and belief</i>	Consideration of accommodating 'patients' with preference for female employee: determine approach and implement	T1P1:Operations	Tranche 1/2 (Nov 07-Dec 12)	T1P1Project Board
C&T3		Staff working during Games <i>Race; religion and belief</i>	Racial harassment - training required (correct and appropriate use of policy): explore gaps in current training and address	T1P6:Staff Engagement	Tranche 1/2 (Nov 07-Dec 12)	T1P6 Project Board
C&T4		Staff working during Games <i>All groups</i>	Awareness of all groups eg. media, heads of state etc - briefings required: undertake stakeholder analysis and determine key messages	T1P2:Communications	Tranche 1/2 (Nov 07-Dec 12)	T1P2 Project Board
C&T5		Staff working during Games; spectators; athletes; all other users <i>All groups</i>	Awareness of how to access care; feedback loop in place if any abuse: identify existing gaps and address	T1P1:Operations	Tranche 1/2 (Nov 07-Dec 12)	T1P1Project Board
C&T6		Staff working during Games including those from other Trusts <i>All groups</i>	Local protocols different from other UK Ambulance Trusts - training required for others to ensure standardisation: determine differences and train in standardised approach	Programme-level	Tranche 1/2 (Nov 07-Dec 12)	OGPO
C&T7		Staff working during Games including those from other Trusts; spectators; athletes <i>Race; religion and belief</i>	Dealing with deceased - training required: determine gaps and address	T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	T1P4 Project Board
C&T8		Staff working during Games including those from other Trusts <i>All groups</i>	Protocols/drugs/reporting channels - training required: determine gaps and address	T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	T1P4 Project Board

C&T9		Staff working during Games including those from other Trusts <i>Disability</i>	Paralympians - training required: determine where additional skills needed and equip staff	T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	T1P4 Project Board
C&T10		Staff working during Games including those from other Trusts; spectators; athletes <i>All groups</i>	Systems' review: procedures fit for purpose?; feedback system for during the Games: undertake review and address any scope for improvement	T1P1:Operations; Corporate Processes and Governance	Tranche 1/2 (Nov 07-Dec 12)	T1P1 Project Board ; OGPO
C&T11		Staff working during Games including those from other Trusts <i>All groups</i>	Availability of equipment during training: identify where equipment required and ensure provision	T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	T1P4 Project Board
T1	Timing	All LAS staff; Olympic population; London population <i>All groups</i>	Minimise impact on non-Olympic population; risk - disruption to core function: identification of expected demand in Olympic and urban domains	Programme in its entirety	Tranche 1/2/3/4 - on-going	T1P1 Project Board ; OGPO
T2		All LAS staff; Olympic population; London population <i>All groups</i>	Clashes: every day; peak summer - staff availability; workforce modelling	T1P1:Operations	Tranche 1/2/3/4 - on-going	T1P1 Project Board ; OGPO
T3		Staff working during Games <i>Working pattern; location; role</i>	Opportunities for flexible working; split shifts etc: explore options available	T1P1:Operations; T1P6:Staff Engagement	Tranche 1/2 (Nov 07-Dec 12)	T1P1 Project Board; T1P6 Project Board
T4		All LAS staff; Olympic population; London population <i>All groups</i>	NWOW: different on different complexes; assumption - will be implemented on all by 2012; imperative that NWOW informs planning: stay abreast of NWOW developments	T1P1:Operations	Tranche 1/2/3/4 - on-going	T1P1 Project Board ; OGPO
S1	Stereotypes and assumptions	Staff working during Games including those from other Trusts; spectators; athletes <i>Race; religion and belief</i>	Assumptions regarding terrorists - training required to ensure staff understand issues/are able to assess threats: identify training need and deliver	OSD; T1P4:Clinical Skills Acquisition/Training	Tranche 1/2/3/4 - on-going	OSD; SW; T1P4 Project Board
S2		Spectators and athletes <i>All groups</i>	Awareness of LAS - one telephone no?/free?: public education: investigate awareness and determine where education required	Link in with LOCOG/Government; T2: Community Engagement	Tranche 1/2 (Nov 07-Dec 12)	OGPO; Community Engagement Project Board
S3		Spectators and athletes <i>Race</i>	LAS/Health prepared for UK-type diseases - additional training for non-UK diseases: identify gaps in knowledge and address	T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	T1P4 Project Board
S4		Staff working during Games including those from other Trusts; spectators; athletes <i>All groups</i>	Athletes assume priority? Need to determine LAS opinion alongside ODA/LOCOG/IOC - identify training requirements	Medical Director in conjunction with LOCOG/NHS London; T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	Medical Directorate; LOCOG; NHS London; T1P4 Project Board
S5		All LAS staff <i>All groups</i>	Awareness of impact of Games - up to and during; staff survey; managing staff expectations: survey staff and maintain engagement	T1P6:Staff Engagement	Completion by end of April (T1P6H3)	T1P6 Project Board
S6		Staff working during Games including those from other Trusts; spectators; athletes <i>All groups</i>	Correct pathways for care in place: review pathways, assess suitability and any requirement for additions	Policy, Evaluation, Development?; T1P1: Operations; T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	T1P1 Project Board; T1P4 Project Board
Co1	Costs of the service	Staff working during Games including those from other Trusts; spectators from outside the European Union <i>All groups</i>	Costs: all emergency care free; clarity required regarding any costs relating to LAS provision of care: for spectators and staff - training required: clarify approach and communicate	T1P1:Operations; T1P4:Clinical Skills Acquisition/Training; T1P7:Financial Framework	Tranche 1/2 (Nov 07-Dec 12)	T1P1 Project Board; T1P4 Project Board; T1P7 Project Board
Co2		Staff working during Games including those from other Trusts; spectators; athletes <i>All groups</i>	What constitutes an 'inappropriate' request for care?; links into systems' review - training required: clarify approach and deliver training	T1P1:Operations; T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	T1P1 Project Board; T1P4 Project Board

Co3		Spectators and athletes <i>All groups</i>	Not contracted to provide PTS - clarity required; approach for recovering costs: determine approach and communicate	T1P7:Financial Framework	Tranche 1 (Nov 07-Aug 08)	T1P7 Project Board
Co4		Staff working during Games including those from other Trusts <i>All groups</i>	May be incorrect assumptions re LAS's acceptance of bribery/payment - training required: clarify approach and communicate	T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	T1P4 Project Board
C&C1	Commenting, consultation	All staff and stakeholders <i>All groups</i>	Need for detailed communications and engagement plan: produce	T1P2:Communications	Completion by end of Feb (T1P2S1)	T1P2 Project Board
C&C2		Athletes <i>All groups</i>	Targeted communications eg. training camps: identify scope for impact and address	T2/T3:Communications	Tranche 2/3 (Sept 08-Jun 12)	T1P2 Project Board
C&C3		Patients' Forum; other forums <i>All groups</i>	Manage transfer of Patients' Forum to LINKs: stay abreast of changes and identify opportunities	T1/T2:Communications; T2: Community Engagement	Tranche 1/2 (Nov 07-Dec 12)	T1P2 Project Board; Community Engagement
C&C5		Staff working during Games <i>All groups</i>	Possibility of exploring links with NWOV; OGPO becoming pilot site alongside 3 complexes?: liaise with NWOV lead and maintain engagement	Programme-level	Tranche 1 (Nov 07-Aug 08)	OGPO
C&C6		Future host cities <i>Race</i>	Identify most appropriate way to feed back/transfer knowledge to other host cities: devise framework for Transfer of Knowledge	T1P2:Communications	Completion by end of May (T1P2D1/I1)	T1P2 Project Board
C&C7		OGPO <i>All groups</i>	Effectively manage information received from partner organisations: identify communication channels and determine how best to manage	T1P2:Communications; Programme-level	Tranche 1/2 (Nov 07-Dec 12)	OGPO; T1P2 Project Board
SB1		Specific barriers	Staff working during Games including those from other Trusts; spectators; athletes <i>Human rights</i>	Awareness and knowledge re Human Rights, political asylum, staff under personal protection officers etc - training required: identify skills gap and address	T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)
SB2	Staff working during Games including those from other Trusts; spectators; athletes <i>Race; all groups</i>		Conflict between nations - training required to assure safety of LAS staff/spectators/athletes etc: determine approach and deliver training	T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	T1P4 Project Board
SB3	Other UK Ambulance Trusts <i>All groups</i>		Sharing of Olympic Programme Equality Impact Assessment findings: incorporate in existing communication channels eg. newsletter/forum	Programme-level	Tranche 1/2/3/4 - on-going	OGPO
SB4	Staff working during Games including those from other Trusts; spectators; athletes <i>All groups</i>		Patients refusing treatment from certain groups of staff eg. black, white, gay etc - training required (supported by policy): determine approach and communicate	T1P4:Clinical Skills Acquisition/Training	Tranche 1/2 (Nov 07-Dec 12)	T1P4 Project Board
SB5	Mutual aid; other UK Ambulance Trusts <i>All groups</i>		Consistency/standardisation of protocols - agreement and training: determine approach and communicate	T1P4:Clinical Skills Acquisition/Training; T1P3:Mutual Aid and Volunteers	Tranche 1/2 (Nov 07-Dec 12)	T1P4 Project Board; T1P3 Project Board
SB6	Mutual aid; volunteer drivers <i>Age</i>		Policy approach to hours/insurance etc: determine approach and communicate	T1P3:Mutual Aid and Volunteers	Tranche 1/2 (Nov 07-Dec 12)	T1P3 Project Board
SB7	Mutual aid; other UK Ambulance Trusts <i>All groups</i>		Consistency/standardisation of registration process/protocols - agreement: determine approach and communicate	Programme-level; T1P3:Mutual Aid and Volunteers	Tranche 1/2 (Nov 07-Dec 12)	OGPO; T1P3 Project Board
SB8	Staff working during Games including those from other Trusts; mutual aid; volunteers <i>Religion and belief</i>		Agreement regarding acceptable religious dress - alignment of policies: determine approach and communicate	T1P6:Staff Engagement (specifically relating to welfare)	Tranche 1 (Nov 07-Aug 08)	T1P6 Project Board

SB9		Staff working during Games including those from other Trusts; mutual aid; volunteers	Identification of different staff/ranks - clarity: determine approach and communicate	T1P1:Operations;T1P6:Staff Engagement	Tranche 1/2 (Nov 07-Dec 12)	T1P1 Project Board; T1P6 Project Board
SB10		Staff working during Games including those from other Trusts; mutual aid; volunteers	Accreditation (Criminal Records Bureau/Counter Terrorism Check) - clarity regarding requirements: determine approach, communicate and implement	T1P1:Operations;T1P6:Staff Engagement	Tranche 1/2 (Nov 07-Dec 12)	T1P1 Project Board; T1P6 Project Board
O1	Human Rights/Other	Staff working during Games including those from other Trusts; mutual aid; volunteers	Provision of flexible working to cater for different personal arrangements; approach to upper age for driving: identify scope and communicate	T1P6:Staff Engagement	Tranche 1 (Nov 07-Aug 08)	T1P6 Project Board
O2		Staff working during Games including those from other Trusts; mutual aid; volunteers	Consideration of LAS Olympics workforce breakdown: to reflect workforce/London?: explore possibilities and determine approach	T1P1:Operations;T1P6:Staff Engagement	Tranche 1/2 (Nov 07-Dec 12)	T1P1 Project Board; T1P6 Project Board
O3		Staff working during Games including those from other Trusts; mutual aid; volunteers <i>Disability</i>	Criteria for people with disabilities to contribute to LAS Olympic effort: explore possibilities and determine approach	T1P1:Operations;T1P6:Staff Engagement	Tranche 1/2 (Nov 07-Dec 12)	T1P1 Project Board; T1P6 Project Board
O4		Staff working during Games including those from other Trusts; mutual aid; volunteers <i>All groups</i>	Training/exercising/testing - consideration given to venues to ensure against discrimination: factor in possibility for discrimination and address	T2/T3	Tranche 2/3 (Sept 08-Jun 12)	OGPO
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IOC: International Olympic Committee						
LINKS: Local Involvement Networks						
LOCOG: London Organising Committee for the Olympic Games						
NWOW: New Ways of Working						
ODA: Olympic Delivery Authority						
OGPO: Olympic Games Planning Office						
OSD: Olympic Security Directorate						
PTS: Patient Transport Services						