



**National Ambulance  
BME Forum**

**Race to Inclusion**

**Thursday 24<sup>th</sup> October 2019**

**AmEx Stadium, Village Way, Brighton  
BN1 9BL**



**@NatAmbBME #TalkAboutRace**

## Welcome to our second annual conference

We'd like to thank you for joining us for today's event and hope that you will find it useful, inspiring and that it helps you identify good practice that you can take back into your organisation.



Conference 2018, Leeds

## About Us

The National Ambulance BME Forum (NABMEF) was originally set up in 2001, and refreshed its aims and membership in 2017.

The forum's key aims are;

- ) to raise the profile of Race Equality within the Ambulance sector
  - ) to support and improve the experience of BME staff
- ) contribute to improving BME patient experience and outcomes.

# Programme

<b>09:00</b>	<b>Registration and refreshments</b>		
<b>09:30</b>	<b>Welcome and opening remarks</b>	<b>David Astley, Chair</b> , South East Coast Ambulance Service NHS Trust	
<b>09:40</b>	<b>Network update</b>	<b>Tasnim Ali</b> , Chair National Ambulance BME Forum	
<b>09:55</b>	<b>Finding my identity</b>	<b>Jayne Phoenix</b> , Deputy Chair, National Ambulance BME Forum	
<b>10:15</b>	<b>Power of Staff Networks</b>	<b>Cherron Inko-Tariah MBE</b> , Author of The Incredible Power of Staff Networks	
<b>11:00-11.20</b>	<b>Refreshment break and networking</b>		
<b>11:20</b>	<b>Discussion Hub One</b>		
	<b>Group 1: Mental Health in the BME workforce and communities</b>  <b>Mayo Wynne Baxter Lounge</b> <b>Tim Wellington</b>	<b>Group 2: Setting Up Successful Staff Networks: The ‘Let’s Get Better Together’ Experience</b> <b>Gap Solutions Lounge, Room 1</b> <b>Alistair Gunn</b>	<b>Group 3: Unkinking the hosepipe. The micro behaviours that you weren’t aware of.</b>  <b>Gap Solutions Lounge, Room 2</b> <b>Pam Brown</b>
<b>12:15-13:30</b>	<b>Lunch and Networking</b>		
<b>13:30</b>	<b>Celebrating Black History Month with Georgina Parke</b>		
<b>13.50</b>	<b>Discussion Hub Two</b>		
	<b>Group 1: Becoming a Culturally Intelligent and Inclusive Leader</b>  <b>Mayo Wynne Baxter Lounge</b> <b>Jennifer Izekor</b>	<b>Group 2: Inclusive Recruitment and Selection</b>  <b>Sussex Solutions, Room 2</b> <b>Kez Hayat and Melissa Berry</b>	<b>Group 3: The impact of intersectionality in race and diversity</b>  <b>Sussex Solutions, Room 2</b> <b>Jayne Phoenix and Pam Brown</b>
<b>14.45</b>	<b>Workshop Plenary</b>		
<b>15:05</b>	<b>Celebrating Black History Month</b>		
<b>15:10</b>	<b>Personal story: “I can, I will, I must”</b>	<b>Wellington Makala</b> , Managing Director East and North SBU, Hertfordshire Partnership University NHS Foundation Trust	
<b>15:40</b>	<b>Closing remarks</b>	<b>Jason Killen</b> Chair, National Ambulance Diversity Forum, CEO Welsh Ambulance Service	
<b>15:50</b>	<b>Conference close</b>		

\*\* Programme may be subject to change

## Meet our speakers

### David Astley

Chair, South East Coast Ambulance Service NHS Trust

Speaker

David was awarded an OBE in 2006 for services to the NHS and has held a number of very senior roles in the NHS, including Chief Executive of East Kent University Hospitals NHS Trust between 1999 and 2006 and Chief Executive of St George's Healthcare NHS Trust between 2006 and 2011.

From 2011 to 2015 David was Chief of the Tertiary Hospitals Group for the Hamad Medical Corporation in Qatar. On return to the UK and retirement from full time Executive duties, David was appointed as a non-executive director of Liverpool Women's Hospital NHS Foundation Trust.

David joined SECamb as Chair in September 2018 and is a Trustee of Yoakley Care, a charity based in Margate, Kent, which manages almshouses and a care home, and he lives in Kent.



### Tasnim Ali

Business Manager, Yorkshire Ambulance Service NHS Trust,  
National Ambulance BME Forum Chair

Speaker

Tasnim is a Business Manager within the Operations Directorate at Yorkshire Ambulance Service and joined the service in 2010. She is an experienced nurse and NHS Manager who has worked in the acute sector, primary care and community services and has over 30 years' experience.

Tasnim is hugely passionate about delivering high quality patient care and driving forward the Race equality agenda in the ambulance sector and wider health economy. A key part of this for her is raising awareness of why we need to represent the mix of the communities we serve and to look after staff that provide the care.

She gained a deeper understanding of Race inequality as a participant of the first cohort of WRES experts programme in 2018 and the impact on health and wellbeing. She now leads on the WRES work within her Trust.

Tasnim was elected to the role of Chair of the National Ambulance Black and Minority Ethnic (BME) Forum in November 2017. She is committed to using this position to help share and embed learning and good practice not only within Yorkshire Ambulance Service but across UK NHS ambulance Trusts via the forum.



## Jayne Phoenix

Deputy Chair, National Ambulance BME Forum

Speaker

Jayne has been working as Deputy Director of Strategy and Business Development at South East Coast Ambulance NHS Foundation Trust (SECAMB) since November 2016. In August 2019 she left for a lifestyle change and now works with SECAMB as required as a bank Senior Manager. She still chairs our Aspire BME network and is also currently Deputy Chair of the National Ambulance BME Network. She also owns a consultancy Phoenix Solutions, is Chair of the Board of Trustees for The Sussex Beacon, a Sussex based HIV charity, and works with an audiology provider.

Jayne has over 30 years' experience in the NHS and social care. She is an experienced Board-level manager and clinician with extensive experience in operational management, strategy and commissioning, service transformation, large scale change, financial management and recovery, policy development and implementation, and integrated governance. She has worked in a range of settings including provider and commissioning roles in ambulance, community, acute, joint health and social care, mental health, learning disability and prison health care, and continuing care.

Jayne has spoken at and taught on a number of programmes and events concerning governance, integration in acute and community services, equality and diversity, and health care in criminal justice. She has developed and led several BME staff networks. She has chaired many regional and local fora in these and other fields. She has an interest in integrated care, social inclusion for all vulnerable people, equality and diversity agenda and global health.

Jayne is a qualified occupational therapist who specialised in neurology, neuropsychiatry and paediatrics, and was an experienced tutor. She has a master's degree in Social and Public Policy.



## Cherron Inko-Tariah MBE

Author of *The Incredible Power of Staff Networks*

Keynote Speaker

Cherron is a former civil servant and has undertaken leadership roles in various policy and strategic positions across Whitehall, including working with Ministers and Permanent Secretaries.

In 2012, Cherron took a leap of faith and left the Civil Service to follow her passion; staff networks. After publishing her book, *The Incredible Power of Staff Networks*, Cherron founded The Power of Staff Networks consultancy where she provides a wide range of services.

An accomplished Chair of a number of staff networks, Cherron has facilitated bespoke training to educate employees on the benefits of proactive development. She is passionate about staff networks and the positive impact these can have on the individual and the organisation. That is why Cherron founded the National Day for Staff Networks - the first of its kind celebrating the added value of networks.

During her career, she has achieved a Post Graduate Diploma in Human Resource Management, and a Masters in Employment Studies and Human Resource Management. She qualified in HR with the Chartered Institute of Personnel and Development (CIPD) and is also a qualified career coach with the Institute of Leadership and Management.

In 2011, Cherron received an MBE for her services to Her Majesty's Government and for her work in the faith community with young people.



## Georgina Parke

Writing our Legacy

Poet

Georgina Parke is a British poet and writer. She grew up by the Lincolnshire coast and has lived in Sussex for 18 years. Her writing was published in "Hidden Sussex, a new anthology for Sussex: Fiction, non-fiction and poetry from the Black, Asian and Minority Ethnic experience" (*Writing Our Legacy*, 2019) including non-fiction "Wet Hair" and prose "The Doves of Moulsecoomb". She is currently working on a collection of writing and visual art works for publication.

Writing Our Legacy is an organisation whose aim is to raise awareness of the contributions of Black and Ethnic Minority (BME) writers, poets, playwrights and authors born, living or connected to Sussex and the South East. The organisation was established in April 2012 and runs events across Sussex and the South East that showcase emerging and established BME writers and provide professional development and networking opportunities.



## Wellington Makala

Managing Director East and North SBU, Hertfordshire Partnership University NHS Foundation Trust

Keynote Speaker

Wellington Makala is currently the Managing Director at Hertfordshire Partnership University NHS Foundation Trust (HPFT). Wellington has a track record as an inspirational leader, man of purpose, vision, dream and energy (both physical and mental). He received an invitation from the Prime Minister to 10 Downing Street for his work supporting inclusive leadership.

Since graduating in 2004, he worked for NELFT for 14 years before moving to HPFT in January 2019. He started his career working in Mental Health Services Home Treatment Team as a Community Mental Health Nurse. He was appointed Home Treatment Team Manager in 2008 and became the services manager in 2010. Having demonstrated great leadership and management skills he was appointed Assistant Director in 2013. In 2016 he became the Deputy Integrated Care Director at NELFT responsible for the Acute and Crisis Mental Health Services. He was also the Chair for NELFT Ethnic Minority Network (EMN) a position he held from 2012 until leaving the trust in 2019. Under his leadership as EMN Chair, NELFT in 2012 developed a four-year Ethnic Minority Network Strategy, making NELFT the only Trust with such a strategy supported by the Chief Executive.



He attended the Breaking Through Leadership Programme in 2009 and in 2016 completed his Executive Master's in Public Administration. Wellington was an Associate Member of the NELFT Board from 2015-2019 representing the BME voice at board level.

## Jason Killen

Chair National Ambulance Diversity Forum, CEO Welsh Ambulance Service

Speaker

Jason has spent his career working in Ambulance Services in the UK and Australia.

He joined the London Ambulance Service when he was 21 years old as an Emergency Medical Technician, treating patients in East London. Over a 19-year period he went on to take up various senior roles leading teams of ambulance staff before being promoted to Executive Director of Operations in 2013. His responsibilities included the strategic planning and command of major public events. He was the LAS Strategic Commander for the Queen's Diamond Jubilee Celebrations and the 2012 Olympic and Paralympic Games. He was responsible for the introduction of a second control room, a new computer aided dispatch system and doubled the number of motorbike and cycle responders in the capital.



He was appointed as the Chief Executive of the South Australia Ambulance Service in 2015 before joining the Welsh Ambulance Service as Chief Executive in September 2018.

Since returning to the UK Jason has served as the Association of Ambulance Chief Executives National CEO Diversity Lead.

## About our Discussion Hubs

We're pleased to be able to offer you a greater range of workshops at this year's conference. Please see below to help you decide which sessions you'd like to join.

### Discussion Hub One 11:20 – 12:15

**Group 1: Mental Health in the BME workforce and communities**  
**Mayo Wynne Baxter Lounge**  
**Tim Wellington**

This workshop is suitable for all delegates. A presentation on the prevalence and attitudes to mental illness in the BME community and the issue of mental health wellbeing within the workplace. An interactive session with the audience.

**Group 2: Setting Up Successful Staff Networks: The 'Let's Get Better Together' Experience**  
**Gap Solutions Lounge, Room 1**  
**Alistair Gunn**

This workshop is suitable for anybody involved in setting up or supporting staff networks. Those involved with networks will be aware that a number of skills are needed to maintain a network and, depending on the role you have in your organisation, some of them may not be part of your main role.

This workshop is seen through the eyes of the Chair of the National Ambulance LGBT Network, where a number of supporting mechanisms have proved very successful in raising the profile of the needs of networks and also providing consistency and structure to people involved in leading them.

**Group 3: Unkinking the hosepipe. The micro behaviours that you weren't aware of.**  
**Gap Solutions Lounge, Room 2**  
**Pam Brown**

Back by popular demand following last years' conference, this workshop is suitable for everyone and recommended to all first-time delegates in particular.

Microaggressions are a type of discrimination that is quieter, harder to identify and to address. Critics deride microaggressions as a buzzword that curtails free speech and promotes a liberal agenda of political correctness. Public health experts, however, point to a growing body of research that suggests the accumulated impact of these stressors affect long-term health and can contribute to higher rates of mortality and depression.

### Discussion Hub Two 13:50 – 14:45

**Group 1: Becoming a Culturally Intelligent and Inclusive Leader**  
**Mayo Wynne Baxter Lounge**  
**Jennifer Izekor**

This workshop is suitable for leaders of all levels and will introduce you to Cultural Intelligence (CQ).

Cultural Intelligence is an approach to Leadership, Culture, Diversity and Inclusion that will challenge and transform your thinking.

<p><b>Group 2: Inclusive Recruitment and Selection</b>  <b>Sussex Solutions, Room 2</b>  <b>Kez Hayat and Melissa Berry</b></p>	<p>This workshop is aimed at anyone who is interested in inclusive recruitment practices. The workshop will also present the newly developed good practice toolkit on recruitment and selection, showcasing a range of information and making the workshop engaging and interactive.</p>
<p><b>Group 3: The impact of intersectionality in race and diversity</b>  <b>Sussex Solutions, Room 2</b>  <b>Jayne Phoenix and Pam Brown</b></p>	<p>This workshop is aimed at everyone who is interested in intersectionality; how our society awards privilege and what we can do to challenge it. Without understanding intersectionality, we are resigned to a diversity mosaic that is based on boxes rather than engaging in a truly inclusive agenda.</p>

## Meet our Discussion Hub Facilitators

### Tim Wellington

Deputy Service Director, Sussex Partnership NHS Trust

### Facilitator

Timothy Wellington has worked in mental health services for over 20 years. He started in mental health nursing before progressing in managerial and leadership positions across numerous mental health Trusts.

He has a master's degree in Healthcare Management and is currently studying a Doctorate in Business Administration. He is currently a Deputy Service Director at Sussex Partnership NHS Foundation Trust, working primarily with Mentally Disordered offenders in the Forensic Mental Healthcare department.

He is passionate about reducing inequalities in healthcare especially in the Mental health sector. He also has an interest developing mental health services in West Africa.



## Alistair Gunn

Chair of the National Ambulance LGBT Network

Facilitator

Alistair left a career in teaching in 2003 and joined the Ambulance Service as an Emergency Medical Technician. After four years working on the emergency ambulances in the East Riding of Yorkshire, he moved into a management role, initially as Service Improvement Manager when three former services merged to become Yorkshire Ambulance Service.

He has worked in a number of management roles including operational management and developmental roles. This has included leading the implementation of technologies, creating training courses, working on the modernisation of services and linking with Primary Care Trusts and hospitals to set up and deliver commissioned services. His current role is working within the Planning and Development Team, responding to tenders and assisting with the development of sustainable service delivery models.

Aside from his formal CV, Alistair has been involved in a number of voluntary and part-time roles for LGBT projects. This began in 1996 as one of the founder members of Manchester's Peer Support Project, aimed at young people disaffected from education and unable to gain the right support in schools. After moving back to Yorkshire Alistair ran the Gay Youth Group in Sheffield for three years and later moved on to work for, and later jointly manage, a gay men's health and wellbeing project.

In 2011 Yorkshire Ambulance Service formed an LGBT Network to support lesbian, gay, bisexual and transgendered colleagues and Alistair has acted as Chair to the group since the start. In 2016 Alistair was elected as Chair to the National Ambulance LGBT Network and has led on developing the branding, creating a new website, and planning the future direction of the Network. In 2018 Alistair was awarded an Outstanding Service Award by the Association of Ambulance Chief Executives in recognition of work to progress the LGBT agenda in the Ambulance Service and development of the National Ambulance LGBT Network.



## Pam Brown

Head of Diversity and Inclusion, West Midlands Ambulance Service NHS Foundation Trust

Facilitator

Pam Brown is currently Head of Diversity and Inclusion at WMAS and holds a BA (Hons) in American History/Lit/Politics and an MA in Criminology.

She has extensive experience of implementing strategies to embed equality, diversity and inclusion within public and private organisations, having worked as an independent consultant and in diversity and inclusion roles for over 30 years. Additionally, she has previously held a number of senior positions, including: Chair of the Housing Association Ombudsman Service for 5 years; a Non-Executive Directorship for Kings College Hospital; Member of the Sentencing Advisory Panel; Member of the Investment Industry Diversity Project; and she worked on the United Bermuda Party election manifesto.



Pam has published a training book on Tackling Racism in the Workplace as well as contributing to other books on race relations.

## Jennifer Izekor

Chief Executive Officer, Above Difference

Facilitator

Above Difference Limited is led by Jennifer Izekor who is an Advanced Cultural Intelligence Trainer and Facilitator, licensed by the Cultural Intelligence Institute in Grand Rapids, Michigan, USA and also a Certified Leadership Coach, Trainer and Speaker with the International John Maxwell Team.



Jennifer brings a wealth of public sector leadership experience as a senior leader, public appointee, CEO, Trustee and Board member to her facilitation and training, giving her a depth and knowledge of the challenges for Inclusion and Diversity facing senior leaders in the public sector. She is an exciting, innovative and engaging speaker and facilitator and Jennifer has been described by Professor David Livermore, President of the Cultural Intelligence Institute USA as “one of the best CQ trainers and facilitators on the planet,” and a recent public sector participant described a workshop with Jennifer as “the single best training, development, reflection time I have had in over a decade”. The Above Difference mission is: “Helping organisations to Do Difference Differently, bringing a fresh, innovative but solidly grounded approach to diversity and inclusion which engages people from all backgrounds in working together to create better solutions for all.”

Jennifer has over 20 years of working at senior levels across the public and voluntary sector in a variety of senior leadership roles. She has been a Senior Civil Servant as the Director for Children and Learners at the Government Office for London, a Public Appointee as a Commissioner with the Independent Police Complaints Commission and the Chief Executive of a large Public/Private Sector organisation – London East Connexions Partnership. In addition, Jennifer has held a number of roles in local, regional and national organisations including NED roles as a member of the Youth Justice Board for England and Wales, a Health Commissioner for London, a College Governor and a Deputy Chair for London Youth, a charity working across London with young people.

## Kez Hayat

Head of Diversity and Inclusion, Yorkshire Ambulance Service NHS Trust

Facilitator

Kez joined Yorkshire Ambulance Service NHS Trust (YAS) in September 2015 as Head of Diversity and Inclusion from the University of Bradford where he was the Equality and Diversity Manager. Kez has gained wealth of experience while working in a range of senior diversity and inclusion roles across the public sector, including Bradford Council, Leeds City Council, University of Bradford and the National Health Service.



During his career, he has received a Master's in Training and Development and has had a research paper published with the Journal of Psychological Issues in Organisational Culture on the effectiveness of drama-based training when delivering diversity related training.

In addition, he was awarded the Employee of the Year in 2004 by Leeds City Council and in November 2018 he was recognised for his dedication and commitment to the diversity and inclusion agenda at Yorkshire Ambulance Service.

At YAS he has led on a range of diversity and inclusion initiatives that have had a positive impact on patients and staff, he has been instrumental in raising the profile of diversity and inclusion.

Kez's passion, commitment and approach to diversity and inclusion along with his lived experience has enabled him to influence and change perspectives in the workplace including ensuring diversity and inclusion practice is embedded and mainstreamed within organisations.

## Melissa Berry

Diversity Consultant, London Ambulance Service NHS Trust

Facilitator

Melissa started her career with Centrica PLC where she worked for 10 years before moving to the public sector. She now works as a Diversity Consultant, providing advice and designing and delivering projects across both blue-chip private sector and public sector organisations. Melissa has delivered a broad range of strategic projects using her extensive knowledge of cultural diversity, specifically where this relates to establishing an inclusive positive workplace culture.



Melissa has particular expertise in developing diversity programmes in response to experience in the workplace and supporting boards to drive change. She regularly provides advice to clients and develops bespoke strategies across all diversity strands. Melissa delivers bespoke training sessions for boards, leadership teams and wider organisations, and has recently been working within the NHS, helping the leadership team at the London Ambulance Service NHS Trust with the implementation of the Workforce Race Equality Standard.

# Marketplace

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## With thanks to our supporters

The conference would not have been possible without the support and financial assistance of the Association of Ambulance Chief Executives. The National Ambulance BME Forum Network is very grateful for all the assistance that has been provided.



We also want to give our sincere thanks to Unison and the Employers Network for Equality and Inclusion who have made financial contributions to the cost of the conference.



CPDme provides an online website and mobile app that allows you to build, record and maintain a professional accurate record of your continuing professional development (CPD).

The National Ambulance BME Forum would like to thank CPDme who have supported the delivery of our conference, issuing attendees with event badges and providing CPD certificates.

## Useful contacts

Each individual NHS Ambulance Trust has appointed up to two representatives to work as part of the National Ambulance BME Forum. For more information about the activities of the forum, or to get more involved, we have provided a list of contact information to help you get in touch with representatives in your Trust.

East of England Ambulance Service NHS Trust	Ajay Kumar	Ajay.Kumar@eastamb.nhs.uk
East Midlands Ambulance Service NHS Trust	Paul Fitzgerald	Paul.Fitzgerald@emas.nhs.uk
	Jacqueline Moore	Jacqueline.Moore@emas.nhs.uk
West Midlands Ambulance Service NHS Foundation Trust	Pamela Brown	Pamela.Brown@wmas.nhs.uk
	Alpesh Mistry	Alpesh.Mistry@wmas.nhs.uk
London Ambulance Service NHS Trust	Melissa Berry	Melissa.Berry@lond-amb.nhs.uk
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South Central Ambulance Service NHS Foundation Trust	Simon Linton	Simon.Linton@scas.nhs.uk
	Andrea Blake	Andrea.Blake@scas.nhs.uk
South East Coast Ambulance Service NHS Foundation Trust	Asmina Islam Chowdhury	Asmina.IChowdhury@secamb.nhs.uk
	Jayne Phoenix	Jayne.Phoenix@secamb.nhs.uk
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	Kez Hayat	Khizar.Hayat1@nhs.net
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Welsh Ambulance Service NHS Trust	Jane Poulter	Jane.Poulter@wales.nhs.uk
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North East Ambulance Service NHS Foundation Trust	Mark Johns	Mark.Johns@neas.nhs.uk
	Oliver Evans	Oliver.Evans@neas.nhs.uk
North West Ambulance Service NHS Trust	Stephanie Chadwick	Stephanie.Chadwick@nwas.nhs.uk

# Your conference experience

We know how important food is to your conference experience and we hope you'll enjoy the menu we have put together for you today.

**On arrival:** *Tea, Coffee and Pastries*

**Mid-morning:** *Tea, Coffee and Cookies*

## **Lunch**

*Choose from one of the following:*

*Slowly braised beef, baby onion and thyme (halal)*

**or**

*Tender chicken thigh, red pepper and tomato (halal)*

**or**

*Jackfruit and roasted sweet potato, chilli, paprika and parsley (v)*

**with**

*Roasted baby potato with garlic and thyme oil or braised lightly spiced rice*

**and**

*Fine green beans with toasted almonds or roasted cauliflower and broccoli*

## **Dessert**

*Lemon cheesecake served with sweetened citrus cream*

**NOTE:** *an allowance of fresh fruit will be included to match the list of special diets provided*

**Conference close:** *Tea, Coffee and Cookies,*

*for those who wish to stay and network at the end of the day.*

*There will also be takeaway cups available for those needing a drink for the journey home.*

**If you have advised us of any dietary requirements,** please make yourself known to the Events Manager.

## **Photography**

Please note that Peter will be our event photographer throughout the day. The photos from the event may be used across various platforms to showcase the work of the forum. If you do not wish to be in these please make yourself known to Peter, and we'd be grateful for your assistance in moving away from any photos being taken. Thank you.

## **Prayer Space**

If you have requested access to prayer space, please make yourself known to one of the forum members who will be happy to assist you.

## **Wi-Fi**

Complimentary wi-fi is available throughout the venue. Please take the opportunity to share your conference experience on social media.



**@NatAmbBME**

**#TalkAboutRace**