



National Ambulance
BME Forum

Race to Inclusion

National Ambulance BME Forum Conference 2019



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**David Astley OBE,
Chairman**

**South East Coast
Ambulance Service NHS
Foundation Trust**



Welcome

- * Very pleased to welcome you to SECAMB on behalf of our Board & all of our staff and volunteers
- * Delighted to see so many colleagues and representatives from every English ambulance Trust, as well as Wales & Scotland



A bit about me...

- * Involved in Healthcare since 1970
- * 38 years in the NHS in a range of roles, including as a Director, in organisations across the country
- * Plus four years in Qatar



Our community & staff



- ✱ We serve a population of close to 5m people:
 - ✱ Diverse communities
 - ✱ Areas of real affluence but also deprivation
- ✱ Within SECAmb, we employ c. 3,500 staff
- ✱ 83% of staff are directly employed in providing care to patients & many support roles
- ✱ Great support from a range of volunteers, including CFRs and chaplains
- ✱ But – we aren't representative of our community:
 - ✱ 3.8% of our staff are BME
 - ✱ 9.5% of our community are visible BME



A unique link...

- ✿ In 1970 Professor Douglas Chamberlain CBE commenced the extended training of ambulance staff in Brighton – the first paramedics in the UK
- ✿ This built on the pioneering work of the Freedom House Ambulance Service in Pittsburgh, USA in the late 1960s
- ✿ Freedom House pioneered the use of CPR and emphasized the importance of treating patients en-route to the hospital – not just transporting them there
- ✿ They recruited young black men as emergency medical technicians & provided a service to all parts of society (unusual for the time)
- ✿ Douglas is still at the forefront of developing resuscitation techniques nearly half a century later & we're privileged in SECAmb to still benefit from his expertise



Our challenges over recent years



- * High profile governance failings & substantial leadership churn
- * Poor CQC reports, leading to Trust being placed in Special Measures
- * Poor staff survey results & many staff feeling de-moralised & disengaged
- * Culture of bullying & harassment
- * Decreasing retention rates & difficulty in recruiting new staff
- * Damaged reputation



- * The need to address these challenges has meant we haven't made the progress we want to with this agenda



We are improving....

- * Honesty & transparency – acceptance of previous mistakes
- * Building the right leadership team and model:
 - * Caring for our people
 - * Strong focus on behaviours
 - * Inclusive & compassionate
 - * Creation of values framework
 - * ‘Little’ things that make a big difference
- * 2018 NHS Staff Survey results published in February 2019 showed a significant improvement over previous year overall
 - * But also showed that BME staff experience higher levels of B&H & poorer scores in a number of areas
- * Our focus is to make things better for everyone



But still lots to do....

- * We need to do much more to make SECamb a great place to work, where all staff feel supported & safe
- * We recognise it's important to improve diversity of Board:
 - * Real focus on forthcoming Director appointments
- * We need to continue to build our relationship with our volunteers
- * We need to work hard with our communities around any potential impacts of EU Exit

